

## Troubleshooting

Troubleshooting is for current customers needing assistance with their SURE CURE systems. These are just common problems. If problems keep occurring, please call Products Engineering at (303)679-9635.

### Mini Curing Control System

**Problem 1** – A Com Port error shows up when ‘Plant Manager’ is booted up.

**Solution 1** – See ‘Configuring the USB’ in the ‘HowTo’ section.

**Problem 2** – My Cylinder Mold is not heating up when it is supposed to be.

**Solution 2** – Often times this problem occurs when the relay and thermocouple input do not correspond. For example, if you want a cylinder mold to be heated up by channel number 1, the power cord going to cylinder mold must be plugged into inlet number one. The thermocouple extension cord going into that same cylinder mold must be plugged into thermocouple inlet number one. If the two do not correspond to each other, they will not work right.