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The WM-Ai virtual troubleshooting utility contains a list of error codes and check points, wiring diagrams and schematics, and a virtual machine that can be used to access various menu steps. This utility program operates in a web browser.

No installation is required. Unzip the file in a suitable location. Double click the ***index.html*** file to launch the utility program. Or, right click the ***index.html*** file and create a shortcut that can be placed on the computer's desktop for quick access.



Version 16 features & changes [November 11, 2023]

The following lists the main changes from the previous version.

1. Updated the following error:
 - 0420: Rear Film Feeder Motor Error.
2. Added the following errors:
 - 0463: No Film on the Upper. (N/A for USA).
 - 0464: No Film on the Lower. (N/A for USA).
3. Updated the Wiring Diagram PDF [Block Diagrams / System Diagrams]
 - Page 2 (100-006-6887-001)

Version 15 features & changes [February 20, 2023]

The following lists the main changes from the previous version.

1. Added the following errors. (The linerless label with auto cutter option is N/A for USA.)
 - 0768: Cutter Cover Is Not Set.
 - 0769: Cutter Is Abnormal.
 - 0770: Failed to Print Linerless Label.
 - 3050: Cutter Is Not at Home Position.
 - 3051: Cutter Cover Is Open.

Version 14 features & changes [December 21, 2022]

The following lists the main changes from the previous version.

1. Added the following error
 - 0416-0005: Right/Left Wrap Plate Motor Error.
2. Updated the Wiring Diagram PDF [Block Diagrams / System Diagrams]
 - Page 1 (100-042-1509-001)
 - Page 10 (100-006-6895-003)

Version 13 features & changes [July 20, 2022]

The following lists the main changes from the previous version.

1. Added the following errors:
 - 1001: Cannot Communicate with Bottom Labeller. (N/A for USA).
 - 1002: No Response from Bottom Labeller. (N/A for USA).
 - 1007: Bottom Labeller Is Not Initialized. (N/A for USA).
 - 1039: Bottom Labeller Error. (N/A for USA).
2. Updated the following errors to include the Pop Printer errors 19xx:
 - 0703: Printer 1 Has A Problem. / 1903: Pop Printer Has a Problem.
 - 0704: Printer 1 Has A Problem. / 1904: Pop Printer Has a Problem.
 - 0707: Printer 1 Is Not Initialized. / 1904: Pop Printer Is Not Initialized.
 - 0710: No Label for Printer 1 / 1910: No Label for Pop Printer.
 - 0711: Label Size Error for Printer 1 / 1911: Label Size Error for Pop Printer
 - 0713: Too Many Characters for on Format Printer 1 / 1913: Too Many Characters on Format for Pop Printer.
 - 0715: Thermal Head Is Worn Out for Printer 1 / 1915: Thermal Head Is Worn Out for Pop Printer.
 - 0716: Thermal Head for Printer 1 Is Up / 1916: Thermal Head for Pop Printer Is Up.

Version 12 features & changes [April 22, 2022]

The following lists the main changes from the previous version.

1. Updated the following error:
 - 0312: Label Is Remaining.
2. Added the following errors:
 - 0395: Auto Infeeder Is Not Connected (B-type).
 - 3017: Cannot Differentiate Tray (B-type).
 - 3018: Tray is placed in front (B-type).

Version 11 features & changes [April 15, 2022]

The following lists the main changes from the previous version.

1. Added a MAP section that lists all sensors and shows their location on the WM-Ai wrapper.

Version 10 features & changes [January 14, 2022]

The following lists the main changes from the previous version.

1. Updated the following errors:
 - 0435: Motor Voltage Is Abnormal.
 - 0492: Film Removal Is Complete.

Version 9 features & changes [September 17, 2021]

The following lists the main changes from the previous version.

1. Updated the Wiring Diagrams PDFs [Block Diagrams / System Diagrams]
 - Added a table to indicate which diagrams pertain to specific models.
 - The diagrams listed as "Non-ETL and "CS" are not used in the USA.
 - The "JWF" model is not available in the USA.
 - Updated all wiring diagrams to the latest version.
 - Combined all PDFs in to a single book of 19 pages.
 - Improved the clarify of the diagrams by converting to vector data.
 - Updated the text in the diagrams to be searchable in a web browser. Search for a motor by its "M" number, a sensor by its "B" number, or a connector by its board and "XJ number. For example:
 - M104 – applicator X-axis motor
 - B212 – rear film feeder home position
 - A200-XJ21 – connector to the A201 Front Film Feeder Movement board
2. Updated the Interlock Diagram [Block Diagrams / System Diagrams]
 - Updated CPU Board description from "P-1163 (A10)" to "P-1163/P1100 (A10)". P-1163 is not used in the USA.
3. Added an FAQ section. Please note that some items listed do not pertain to the WM-Ai wrappers available in the USA.

Version 8 features & changes [March 1, 2021]

The following lists the main changes from the previous version.

1. Revised the layout of all printer errors:
 - 0700-**** Main printer (#1).
 - 0800-**** Second printer (#2) N/A for USA.
 - 1000-**** Bottom printer (#4), N/A for USA.
 - 1900-**** Pop printer (#5).
2. Updated the following errors:
 - 0485: Auxiliary for Magnetic Contact Is Abnormal.
 - 0609: Applicator Could Not Suck Label (Main printer).
 - 0615: Applicator Operation Is Abnormal (Pop printer).
 - 1911: Control Board for Printer Is Failed (Pop printer).
3. Added the following errors:
 - 1014: Label Remaining on Under Labeller (N/A for USA).
 - 1040: Cutter Cover Is Not Set (N/A for USA).

Version 7 features & changes [October 16, 2020]

The following lists the main changes from the previous version.

1. Updated the following errors:
 - 0312: Label Is Remaining on Applicator.
 - 0351: Label Is Remaining.
 - 0485: Auxiliary for Magnetic Contact Is Abnormal Error Numbers Updated.
 - 0717: The Control Board of Printer 1 Is Abnormal.
2. Added the following errors related to the WM-Ai-B Auto Infeed (BR) model:
 - 0511: The Feed Bar Motor Error.
 - 0512: The Loading Conveyor Motor Error.
 - 0513: The Timing Conveyor Motor Error.
 - 0514: Product Is Remaining Inside of Infeeder.
 - 0515: Failed to Take in The Product.
 - 0516: Cover for The Infeed Is Open.
 - 0517: There Is No Product Waiting for Infeed.
 - 0518: Failed to Transport to The Wrapping Unit.
 - 0519: Automatic Infeeder Is Off.
 - 0520: Automatic Infeeder Is Not Connected.
 - 0521: The Tray Is Placed in Front.
 - 0526: Shutter Operation Of PS-AI Is Abnormal.

Version 6 features & changes [April 20, 2020]

The following lists the main changes from the previous version.

1. Updated error 0402: No Response from Wrapper.

Version 5 features & changes [January 25, 2020]

The following lists the main changes from the previous version.

1. Added Wiring Diagram schematics. Note that searchable schematics are included in the WM-Ai Service Manual 15th edition p/n 171044 available on the Rice Lake web site.
2. Added a parts list of all components with ID numbers such as A100, B202, etc. Note that the WM-Ai section in the April 2020 Wrapper Replacement Parts catalog also includes component ID numbers. It is available on the Rice Lake web site
3. Add two System Diagrams:
 - Communication wiring between each board.
 - Safety Switch Interlock wiring.

Version 4 features & changes [September 6, 2019]

The following lists the main changes from the previous version.

1. Added Virtual Machine that provides access to the wrapper's menu screens.
2. Added error 0392: Check Sell By Date - Older Than the Current Time.
3. Updated error 0472: There Is a Problem on Wrapping Controller.

Version 3 features & changes [May 21, 2019]

The following lists the main changes from the previous version.

1. Added the following errors:
 - 0414: Film Driving Motor Is Abnormal.
 - 0462: Film Over Error for The Lower.

Version 2 features & changes [December 20, 2018]

The following lists the main changes from the previous version.

1. Updated the following errors:
 - 0312: Label Is Remaining on Applicator.
 - 0333: It Cannot Differentiate Tray.
 - 0334: Tray Is Not Programmed.
 - 0335: Close Tray Is Programmed.
 - 0402: No Response from Wrapper - Main Board to P-1105 [A200].
 - 0407: Temporary Blackout on Console.
 - 0412: Motor for Film Change Is Abnormal.
 - 0419: Motor Front Feeder Move Is Abnormal.
 - 0421: Feed Bar Motor Is Abnormal.
 - 0422: Centering Motor Is Abnormal.
 - 0423: Lift Change Is Abnormal.
 - 0435: Motor Voltage Is Abnormal.
 - 0472: There Is a Problem on Wrapping Controller.
 - 0475: Wrong Selection for Big/Small Lift.
 - 0480: Film Is Remaining.
 - 0482: Insert Plate Is Not Back to Original Position.
 - 0485: Auxiliary for Magnetic Contact Is Abnormal.
 - 0494: Problem on Wrapping Part - Application Program Is Not Installed.
 - 0498: Problem on Wrapping Part - Wrapper System Is Abnormal.

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- 0602: No Response from Applicator.
- 0615: Applicator Operation Is Abnormal.
- 1502: No Response from Tray Detector.
- 0312-0001: Label Is Remaining on Applicator (Pop labeler version).
- 0312-0002: Pop Label Is Remaining (Pop labeler version).

Version 1 features & changes

The following lists the main changes from the previous version.

1. Initial release.



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