

# HORIZON Stitchliner 5500 – Installation & Fault Report

## Machine Details

We recently acquired this used unit from the UK. Below are the specifications as supplied:

- **Make:** Horizon
- **Model:** Stitchliner 5500
- **Year:** Approx. 2013
- **Serial Number:** 654001
- **Impressions:** Approximately 17 million

## Configuration:

- 4 × VAC-60H m/a Air Station Collators
- 1 × ST-40 Stacker Receiving Tray
- 1 × ST-CV Delivery Conveyor
- 1 × ACF-30 Accumulator & Folding Unit
- 1 × SPF-30S Saddle Stitcher (with 2 × Hohner 43/6 heads)
- 1 × HTS-30S Three-Knife Trimmer
- 1 × PL-75 Jogger
- 1 × PK-30 Delivery Unit
- 1 × TB-30S Trimmer Blower Unit

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## Issues Encountered During Installation

After connecting all the units, we experienced the following problems:

### 1. VAC-60H Towers – Vacuum Blower Power Issue

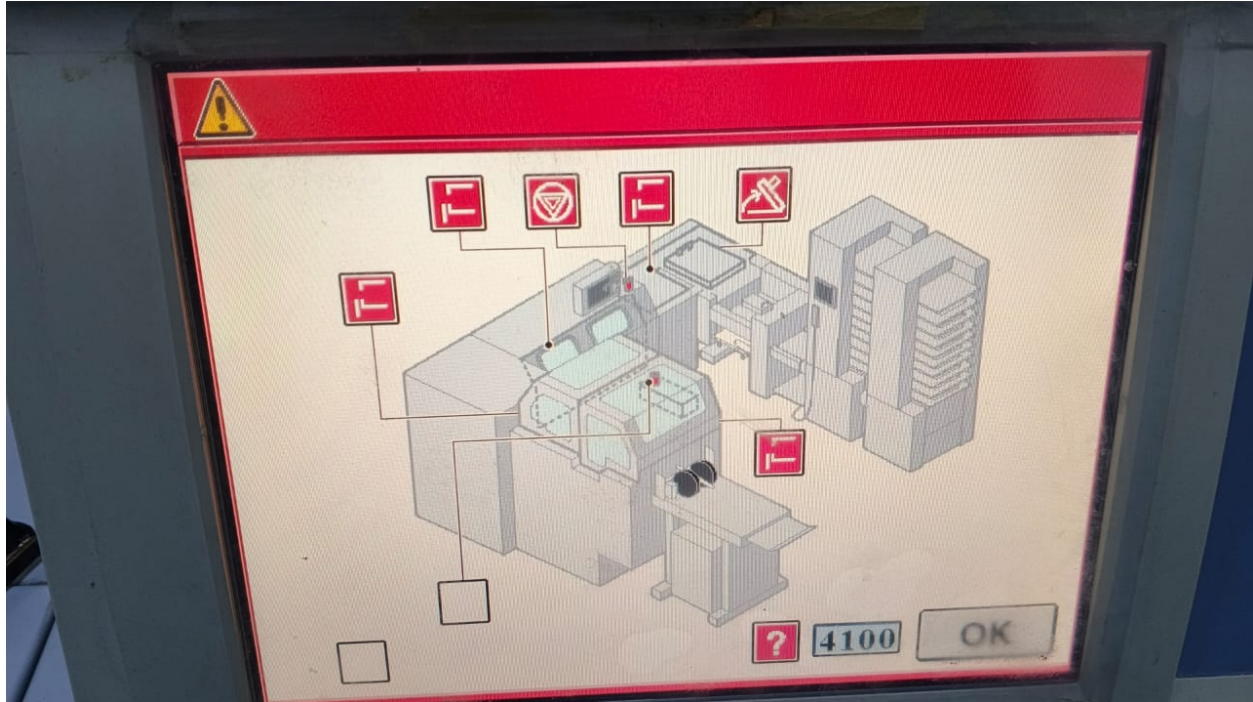
The vacuum blowers for the VAC-60H towers were not powering up.

Our engineer found that **DC power was not passing through the link**, so he temporarily tapped power from the first VAC-60H (Unit A) and created a loop to supply the remaining vacuum pumps.

As a result, all towers now blow when the first tower is switched on.

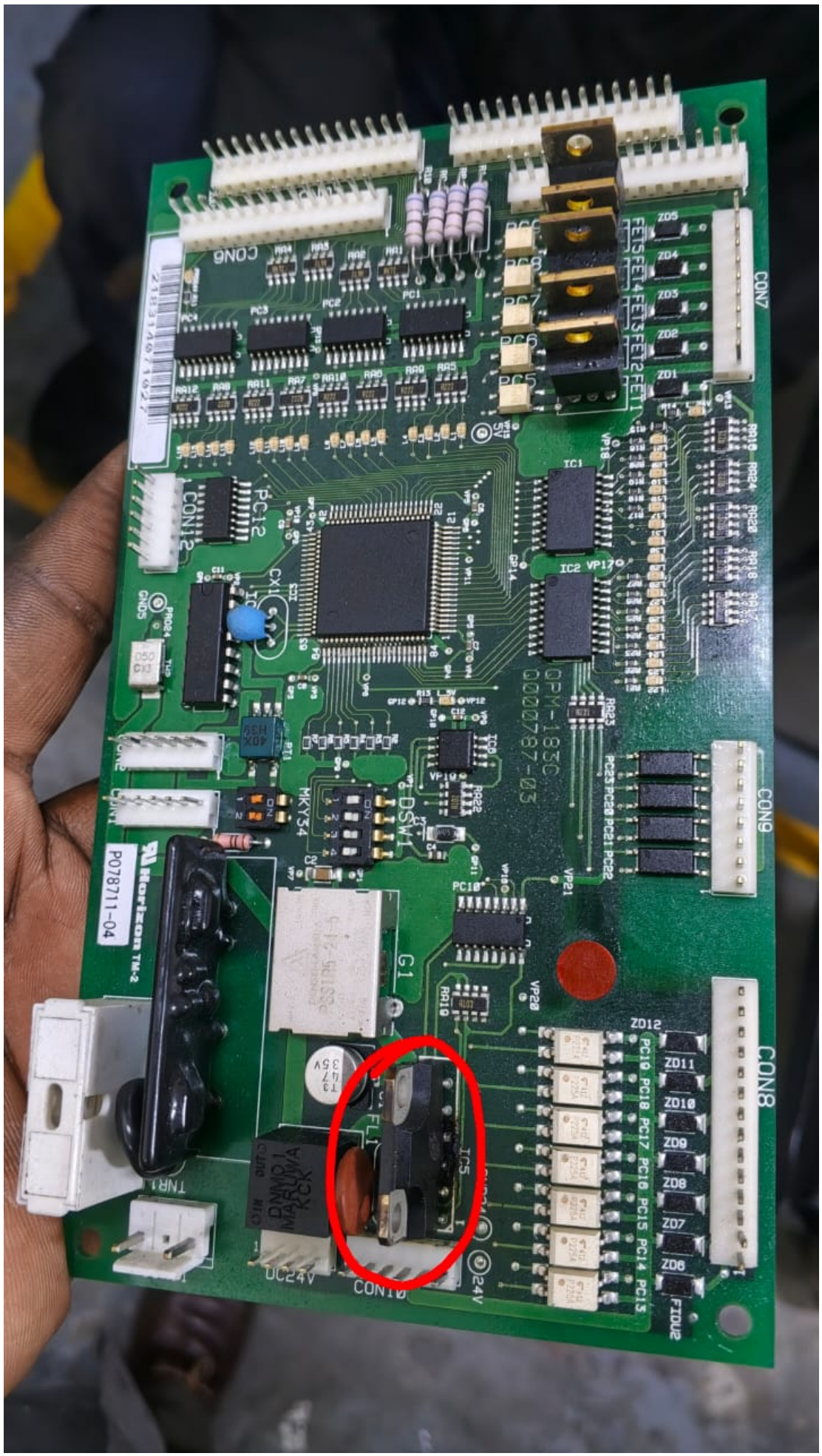
## 2. Initial Error Messages

When the system was powered on, multiple errors appeared on the main screen (see attached Pictures 1–4).



## 3. Burnt IC on ACF-30 Control Card

Inspection of the ACF-30 revealed a **burnt IC on its control card**. Among the parts shipped with the machine, we found a replacement board (used, not new). After installing this replacement, the initial errors disappeared.



P078711-04  
Horizon TM-2

IC5  
KCK  
DAW  
10MVA  
C110  
M10

OPM-183C  
0000787-03

4.7  
35V

CON6

CON7

CON9

CON8

CON10

24V

TNR1

FT02

PC10 PC18 PC17 PC16 PC15 PC14 PC13

PC25 PC28 PC21 PC22

VP21

VP28

PC10

RP10

DSW1

MKV34

AT1

CEH

40K

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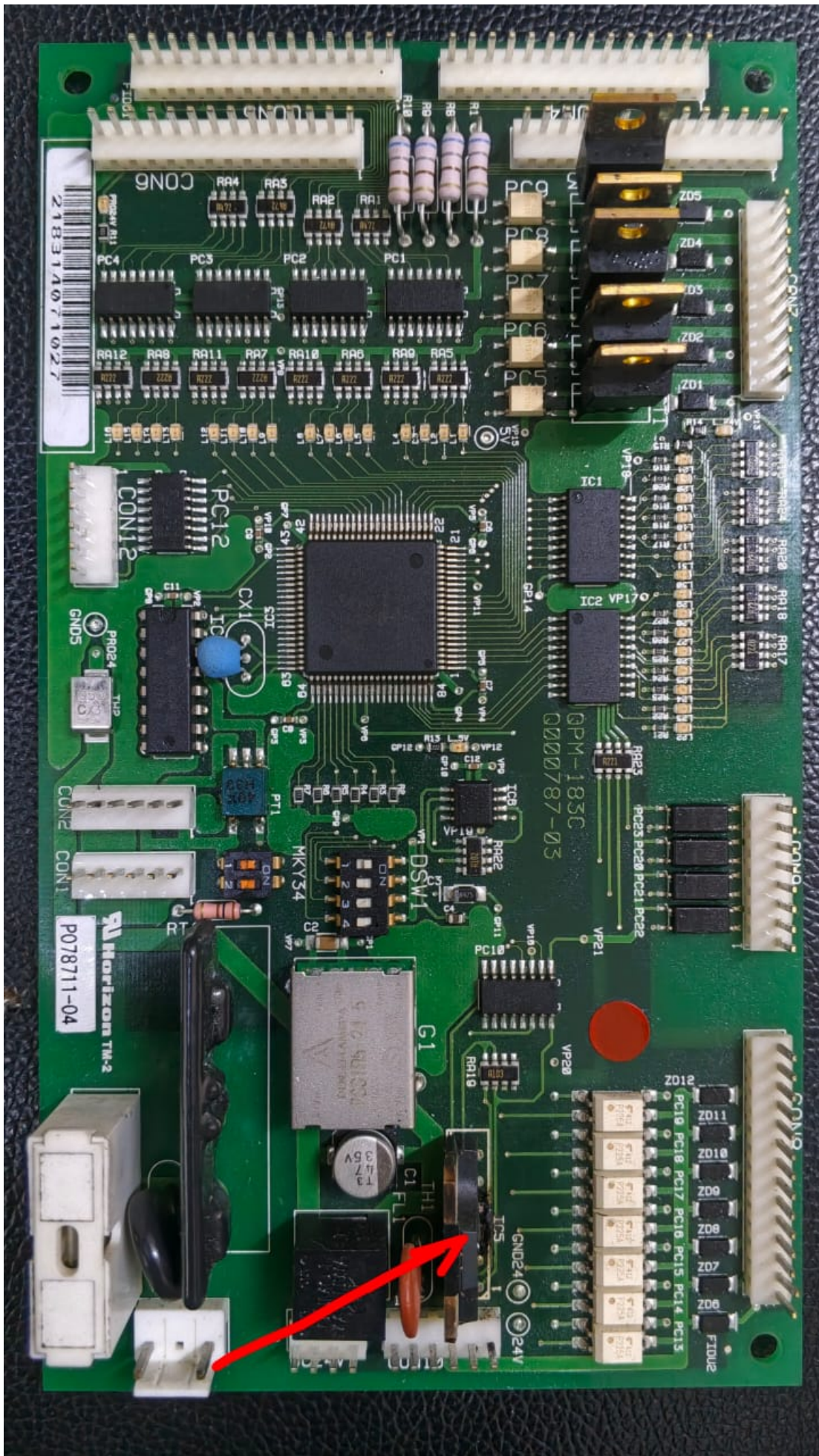
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#### **4. Persistent Errors 3733 → 4104**

After restarting the machine, a new fault cycle began:

- Error **3733** appears first
- It then changes to **4104**  
A video is attached showing this sequence.

#### **5. Missing Signal Cable**

We noted that one communication/signal cable was missing (Picture 6).

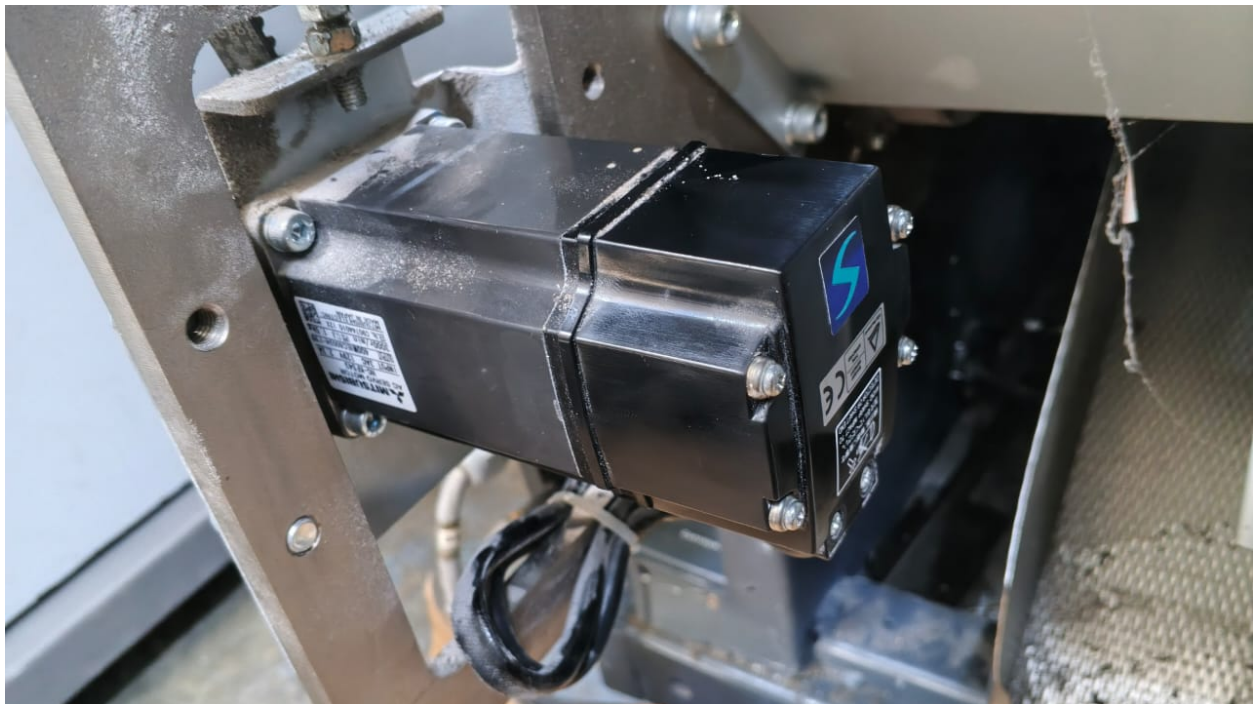
We temporarily substituted it with a regular Ethernet cable, but this did **not** resolve the errors.



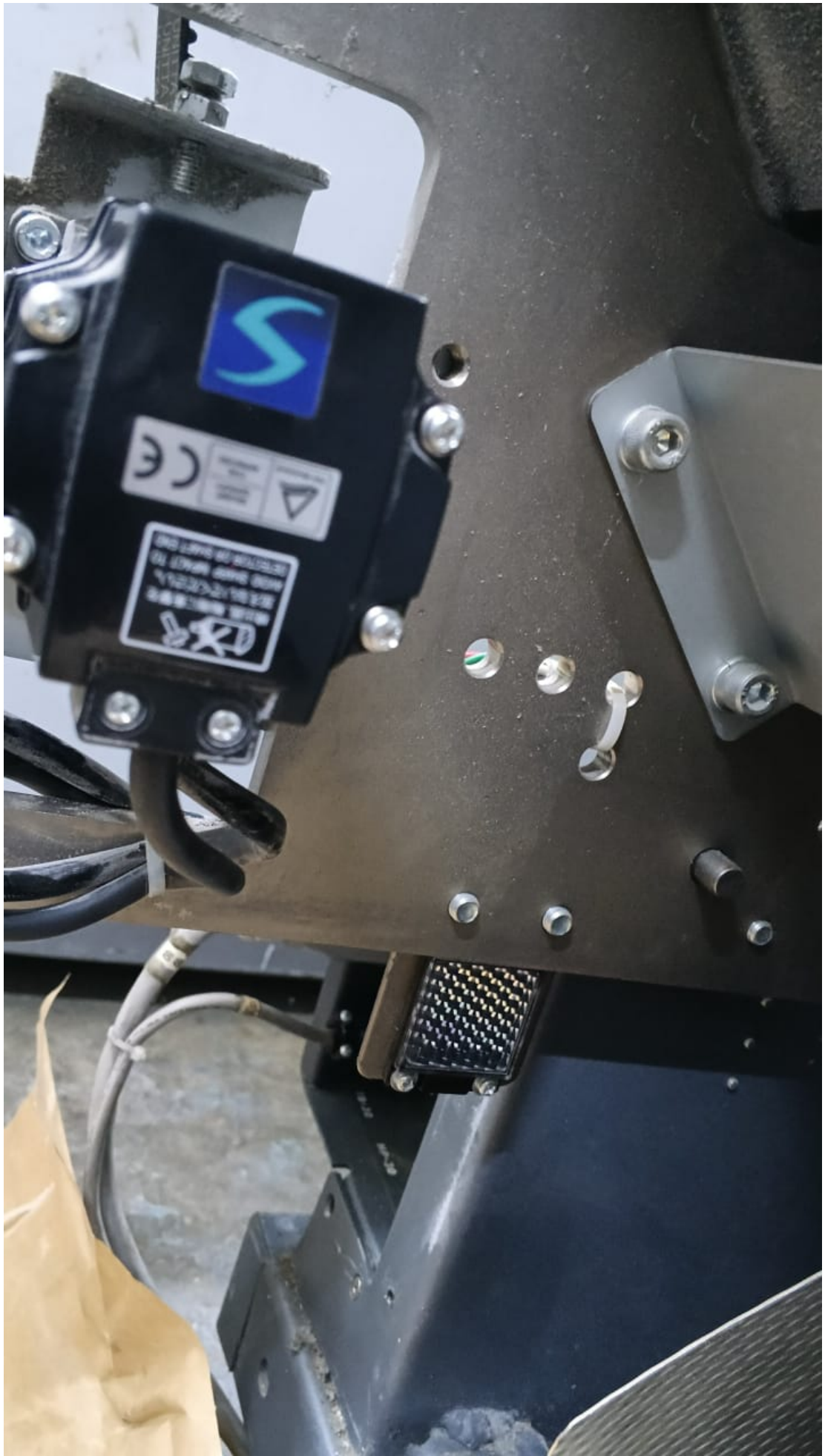


## 6. Motor Not Moving

The motor in the affected unit (shown in Picture 6) is not responding or turning.

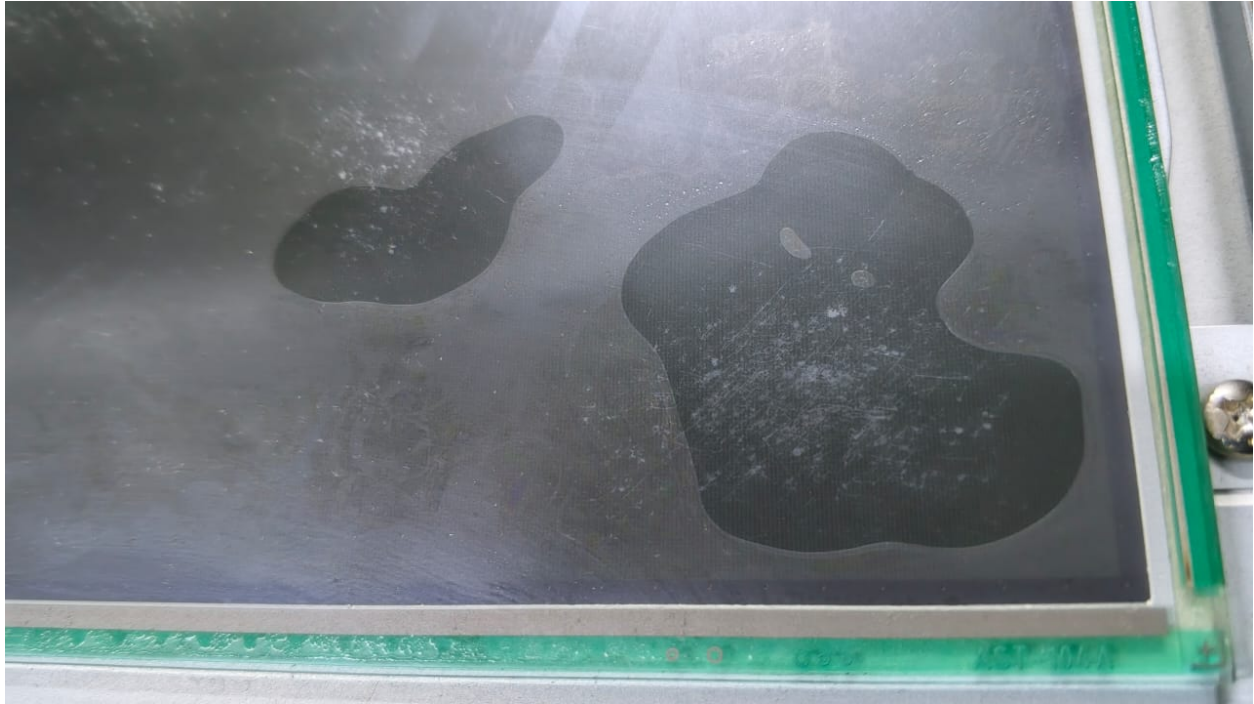






## 7. Touch Screen Moisture

The control panel display is functioning visually, but we observed **moisture trapped inside the screen** (Picture 7).



## 8. Attempted Drying

Following general advice, we attempted to dry the touch panel. Moisture reduced somewhat (Picture 8), but **touch remains completely non-responsive**.



## 9. Physical Damage on Delivery

The entire shipment arrived with multiple dents and body damage. We strongly suspect the container may have fallen or suffered major impact during transit. All units show signs of physical damage. Pictures are attached for reference.













# Current Outstanding Problems

We now require Horizon's guidance and support on the following unresolved issues:

1. **Recurring error sequence: 3733 → 4104**
  2. **Touch screen not responding** (display works, but touch layer is dead)
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