

4.2.2 Error Code and Troubleshooting

Messages appear on the Smart Panel display to indicate the machine's status or errors. Also, error in machine can be checked through "Event Log Information" report.

NOTE - In order to check “Event Log Information” report, Press WPS button during 10sec and release button when status LED switches ON from slow blinking.

Event Log Information

Page 1

Model Name : ML-1865W Series
Machine Serial Number : 3453-10071342164

Error Count

TONER EXHAUSTED REPLACE_TONER : 0
INVALID TONER_KIT_K : 0
PAPER_JAM0 : 1
PAPER_JAM1 : 1
OPEN_FUSER_ERROR : 1
LOW_HEAT_ERROR : 1
OVER_HEAT_ERROR : 1
BLACK_LSU_LOCK_ERROR : 1
BLACK_HSYNC_ERROR : 1
WIRELESS_NETWORK_NOT_INSTALLED : 0

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No	Page	Name	Code
001	2	PAPER_JAM0	M1-1013
002	2	PAPER_JAM1	M2-1114
003	2	OPEN_FUSER_ERROR	U1-2113
004	2	OVER_HEAT_ERROR	U1-2141
005	2	LOW_HEAT_ERROR	U1-2131
006	2	BLACK_LSU_LOCK_ERROR	U2-5111
007	2	BLACK_HSYNC_ERROR	U2-5113

Error Code

Error Code	Error Message	Troubleshooting Page
C1-1110	Prepare new toner cartridge.	P.4-19
C1-1120	Replace with new toner cartridge.	P.4-19
C1-1130	End of life, Replace with new toner cartridge.	P.4-19
C1-1411	Toner cartridge is not installed. Install the cartridge.	P.4-19
C1-1512	Toner cartridge is not compatible. Check user's guide.	P.4-20
M1-1013	Paper jam in tray.	P.4-20
M1-5012	Paper is empty in tray. Load paper.	P.4-21
M2-1114	Paper jam inside of machine.	P.4-22
S2-4110	Door is open. Close the door.	P.4-22
S6-3121	Wireless Network not installed.	P.4-23
S6-3123	IP address conflict	P.4-24
U1-2113	Fuser Unit Failure #U1-2113. Please turn off then on.	P.4-24
U1-2131	Fuser Unit Failure #U1-2131. Please turn off then on.	P.4-25
U1-2141	Fuser Unit Failure #U1-2141. Please turn off then on.	P.4-25
U2-5111	Black LSU Unit Failure: #U2-5111. Please turn off then on.	P.4-26
U2-5113	Black LSU Unit Failure: #U2-5113. Please turn off then on.	P.4-26

• Error Code : C1-1110
• Error Message : Prepare new toner cartridge.
• Symptom / Cause : The toner cartridge has reached its estimated cartridge life.
• Troubleshooting Method : 1. Turn the machine off and turn it on again. 2. Print the supply information report. Check the life remaining of the toner cartridge. (under 10% remaining) If its life is at the end, turn the machine off and replace the toner cartridge with new one.

• Error Code : C1-1120 / C1-1130
• Error Message : Replace with new toner cartridge.
• Symptom / Cause : The toner cartridge has almost reached its estimated cartridge life.
• Troubleshooting Method : 1. Turn the machine off and turn it on again. 2. Print the supply information report. Check the life remaining of the toner cartridge. If its life is at the end, turn the machine off and replace the toner cartridge with new one.

• Error Code : C1-1411
• Error Message : Toner cartridge is not installed. Install the cartridge.
• Symptom / Cause : The data of CRUM is not detected. 1. Toner cartridge is not placed in the set. 2. Physical obstacle is jamming the electronic signal through the modular jack. 3. The signal from set is not proper.
• Troubleshooting Method : 1. Open the top cover. 2. Check if the toner cartridge is installed. Remove and re-install it. 3. Close the top cover.

• Error Code : C1-1512

• Error Message : Toner cartridge is not compatible. Check user's guide.

• Symptom / Cause : Toner cartridge is not compatible. Machine doesn't print.

• Troubleshooting Method :

1. Print the supply information report.
Check information of the toner cartridge.
2. If the toner cartridge is not a Samsung genuine toner cartridge, replace with new one.

• Error Code : M1-1013

• Error Message : Paper jam in tray.

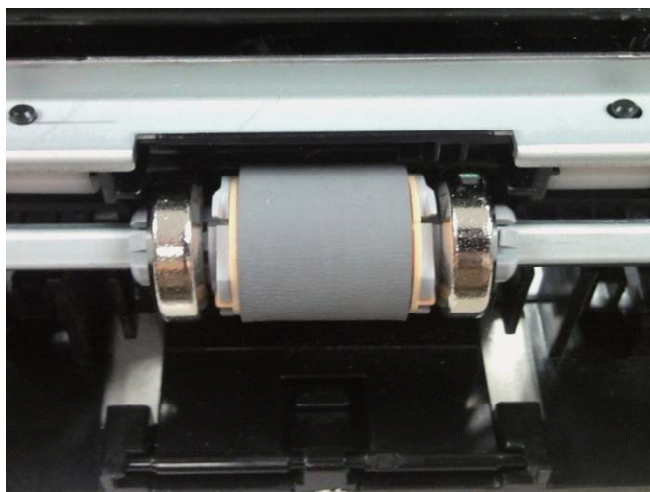
• Symptom / Cause :

Paper transport jam. (paper Input section)

- The paper has not reached the tray1 feed sensor within predetermined time after pick up.

• Troubleshooting Method :

1. Clear the jammed paper. (Refer to 4.1.3 Jam Removal)
2. If the jam occurs continually, check the surface of pick up roller.
If its surface is contaminated, clean or replace the pick up roller.



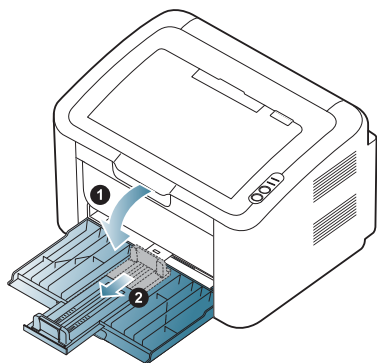
• Error Code : M1-5012

• Error Message : Paper is empty in tray. Load paper.

• Symptom / Cause : There is no paper in the tray.

• Troubleshooting Method :

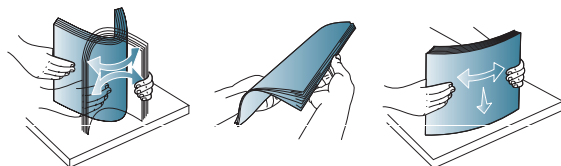
1. Open front cover and pinch the paper length guide and pull it out to extend the tray.



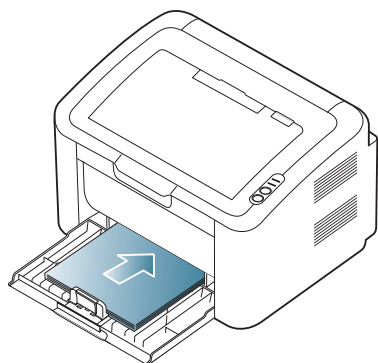
NOTE

Because the machine is very light, it can move when you open and close the tray or install and remove the toner cartridge. Be careful not to move the machine when performing these tasks.

2. Flex or fan the edge of the paper stack to separate the pages before loading the paper. Insert the paper into the tray.



3. Load paper with the print side facing up. Make sure that all four corners are flat in the tray.



• Error Code : M2-1114

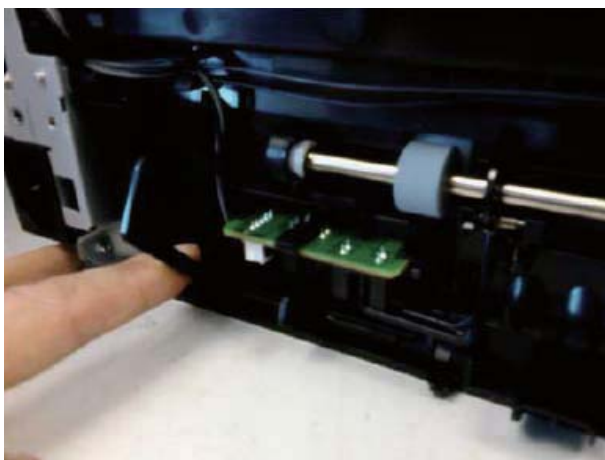
• Error Message : Paper jam inside of machine.

• Symptom / Cause : Paper has jammed.

• Troubleshooting Method :

1. Open the top cover. Check if the paper has jammed. If there is the jammed paper, remove it.
(Refer to 4.1.3 Jam Removal)

2. If the error message in Smart Panel is not disappeared, check the Regi sensor and actuator. If they are defective, replace them.



• Error Code : S2-4110

• Error Message : Door is open. Close the door.

• Symptom / Cause : Door is open or the cover open sensor is defective.

• Troubleshooting Method :

1. Check whether the door is closed perfectly.

2. Check the cover open switch on the HVPS is operated properly.
If it is defective, replace the HVPS board.

• Error Code : S6-3121

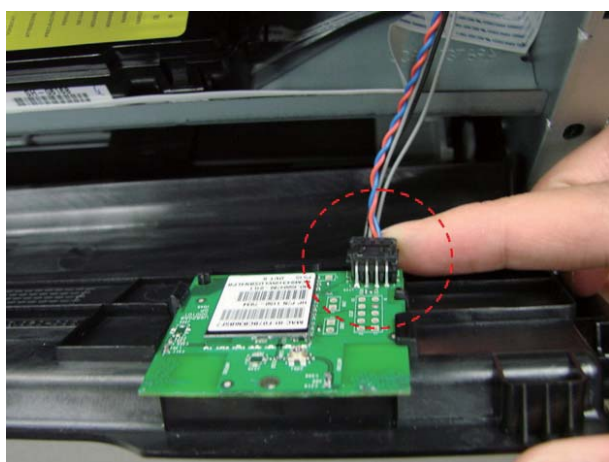
• Error Message : Wireless Network not installed.

• Symptom / Cause :

Machine does not detect wireless network card even though card is connected physically.
This error is occurred when machine booting up.

• Troubleshooting Method :

1. Check Network configuration Report.
2. Check wireless card connector is inserted to socket well.



3. Replace wireless card module to new one.

• Error Code : S6-3123

• Error Message : IP address conflict

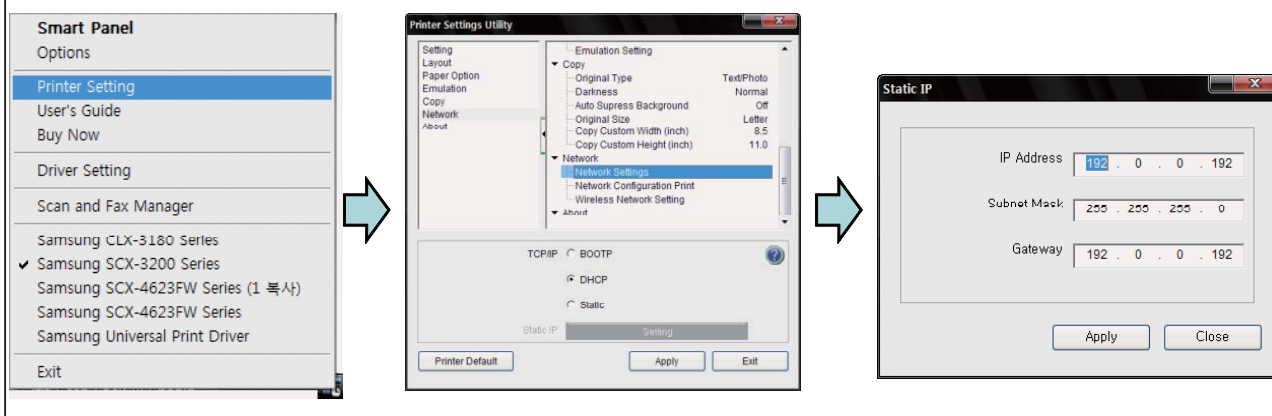
• Symptom / Cause : Machine IP address is conflict to other machine.
Machine can't print data from Host PC (but, Report printing available)

• Troubleshooting Method :

Change IP address.

** IP Change Method

1. Connect USB.
2. Execute PSU.
3. Select Network Configuration Menu.
4. Change IP.
5. Press "adapt" button.



• Error Code : U1-2113

• Error Message : Fuser Unit Failure #U1-2113. Please turn off then on.

• Symptom / Cause : Fuser Unit is transferred Power.

• Troubleshooting Method :

1. Turn the machine off and turn it on again.
2. Check the following :
 - A. Check the power voltage of the fuser unit. (110V, 220V)
 - B. Check if the Heat lamp is broken.
 - C. Check if the AC connection of Heat lamp is disconnected or contaminated.
 - D. Check if the thermostat is blown.
 - E. Check if there is any jammed paper in fuser unit.
 - F. Check if the power voltage is normal. (Is the voltage during the operation $\pm 10\%$ of the rated voltage?)
3. If the problem persists, replace the fuser unit.
4. If the problem persists after replacing the fuser unit, replace the engine board or SMPS.

• Error Code : U1-2131
• Error Message : Fuser Unit Failure #U1-2131. Please turn off then on.
• Symptom / Cause : The Fuser is being diagnosed for Low Heat Error.
• Troubleshooting Method : 1. Turn the machine off and turn it on again. 2. Check the following : A. Check the power voltage of the fuser unit. (110V, 220V) B. Check if the Heat lamp is broken. C. Check if the AC connection of Heat lamp is disconnected or contaminated. D. Check if the thermostat is blown. E. Check if there is any jammed paper in fuser unit. F. Check if the power voltage is normal. (Is the voltage during the operation $\pm 10\%$ of the rated voltage?) 3. If the problem persists, replace the fuser unit. 4. If the problem persists after replacing the fuser unit, replace the engine board or SMPS.

• Error Code : U1-2141
• Error Message : Fuser Unit Failure #U1-2141. Please turn off then on.
• Symptom / Cause : The Fuser is being diagnosed for Over Heat Error.
• Troubleshooting Method : 1. Turn the machine off and turn it on again. 2. Check the following : A. Check the power voltage of the fuser unit. (110V, 220V) B. Check if there is any jammed paper in fuser unit. C. Check if the power voltage is normal. (Is the voltage during the operation $\pm 10\%$ of the rated voltage?) 3. If the problem persists, replace the fuser unit. 4. If the problem persists after replacing the fuser unit, replace the engine board or SMPS.

• Error Code : U2-5111 / U2-5113

• Error Message : Black LSU Unit Failure: #U2-5111. Please turn off then on.
Black LSU Unit Failure: #U2-5113. Please turn off then on.

• Symptom / Cause : Black LSU occurs Lready Error.

• Troubleshooting Method :

1. Turn the machine on and turn it off again.
Has the error message disappeared?
2. Check if the LSU connector is connected properly. Reconnect it.



3. If the problem persists, replace the LSU.