

Trays 2, 3, and 4

- [Trays 2, 3, and 4 component locator](#)
- [Trays 2, 3, and 4 parts diagrams](#)

Trays 2, 3, and 4 component locator

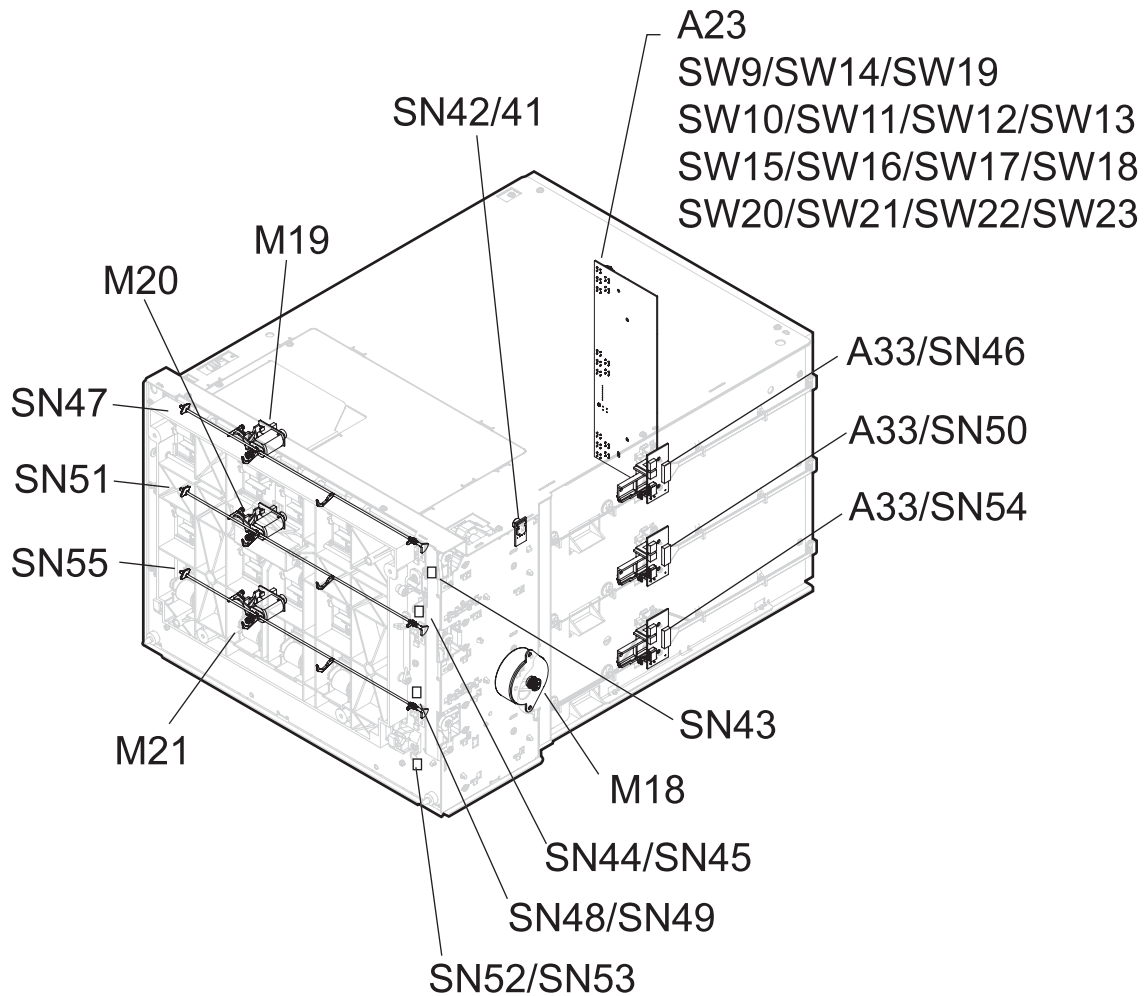


Figure 10-129 Trays 2, 3, and 4 component locator

Trays 2, 3, and 4 parts diagrams

- [Trays 2, 3, and 4 drawer parts diagram](#)
- [Trays 2, 3, and 4 main assembly parts diagram](#)
- [Trays 2, 3, and 4 paper path parts diagram](#)
- [Trays 2, 3, and 4 drive parts diagram](#)
- [Trays 2, 3, and 4 separation unit parts diagram](#)

Trays 2, 3, and 4 drawer parts diagram



Figure 10-130 Trays 2, 3, and 4 parts drawer diagram

Ref	Description	Part number	Qty
1	Paper tray assembly (SVC ASSY-DRAWER)	C5956-67422	
2	Paper-width guide assembly (SVC-GUIDE, PAPER, REAR, CPL)	C5956-67757	
3	Paper length sensor lever (SVC-SENSOR, LEVER, PAPER, WIDTH)	C5956-67397	
4	Separation guide (SVC-STRIP, SEPARATION)	C5956-67396	
5	Drawer rail (SVC-BEARING, LINEAR)	C5956-67769	
6	Tray drawer (SVC-DRAWER, SIT)	C5956-67392	

Trays 2, 3, and 4 main assembly parts diagram

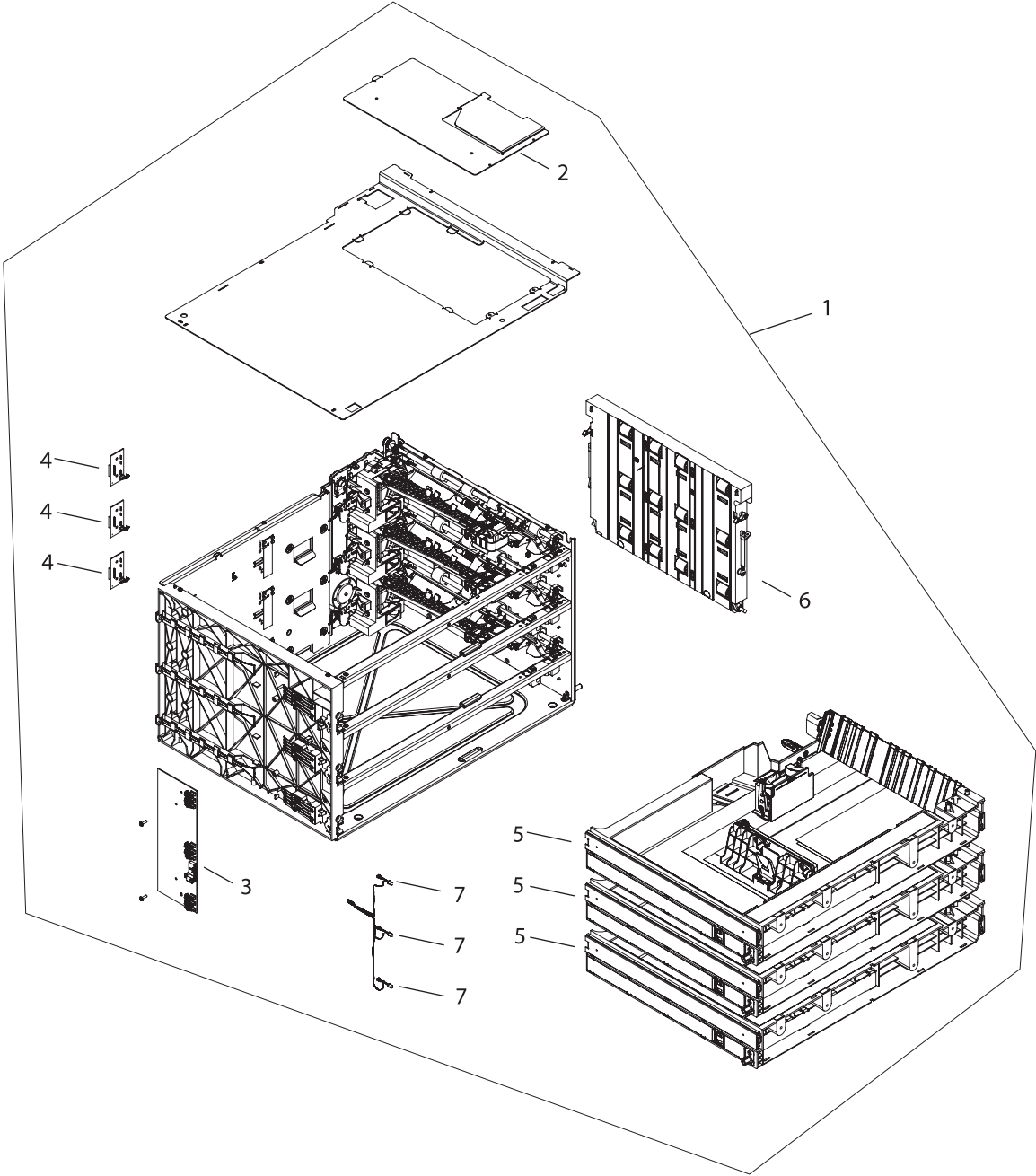


Figure 10-131 Trays 2, 3, and 4 main assembly parts diagram

Ref	Description	Part number	Qty
1	Tray 2, 3, and 4 assembly (SVC ASSY-MEDIA TRAYS)	C5956-67724	
2	Tray 2, 3, and 4 assembly cover plate (SVC COVER, PLATE, TOP)	C5956-67400	
3	Trays 2, 3, and 4 Controller PCA (A23) (SVC-PCA, CONTROLLER, CONDOR, INPUT)	C5956-67416	
4	A33/A33/A33 (SVC-PCA, DISTRIBUTIONBOARD)	C5956-67417	
5	Paper tray assembly (SVC ASSY-DRAWER)	C5956-67422	
6	Right-side lower panel (SVC ASSY-PAPER, PATH)	C5956-67389	
7	Tray 2 LED (LED15)/Tray 3 LED (LED16)/Tray 4 LED (LED17) (SVC-HOLDER LED)	C5956-67406	

Trays 2, 3, and 4 paper path parts diagram

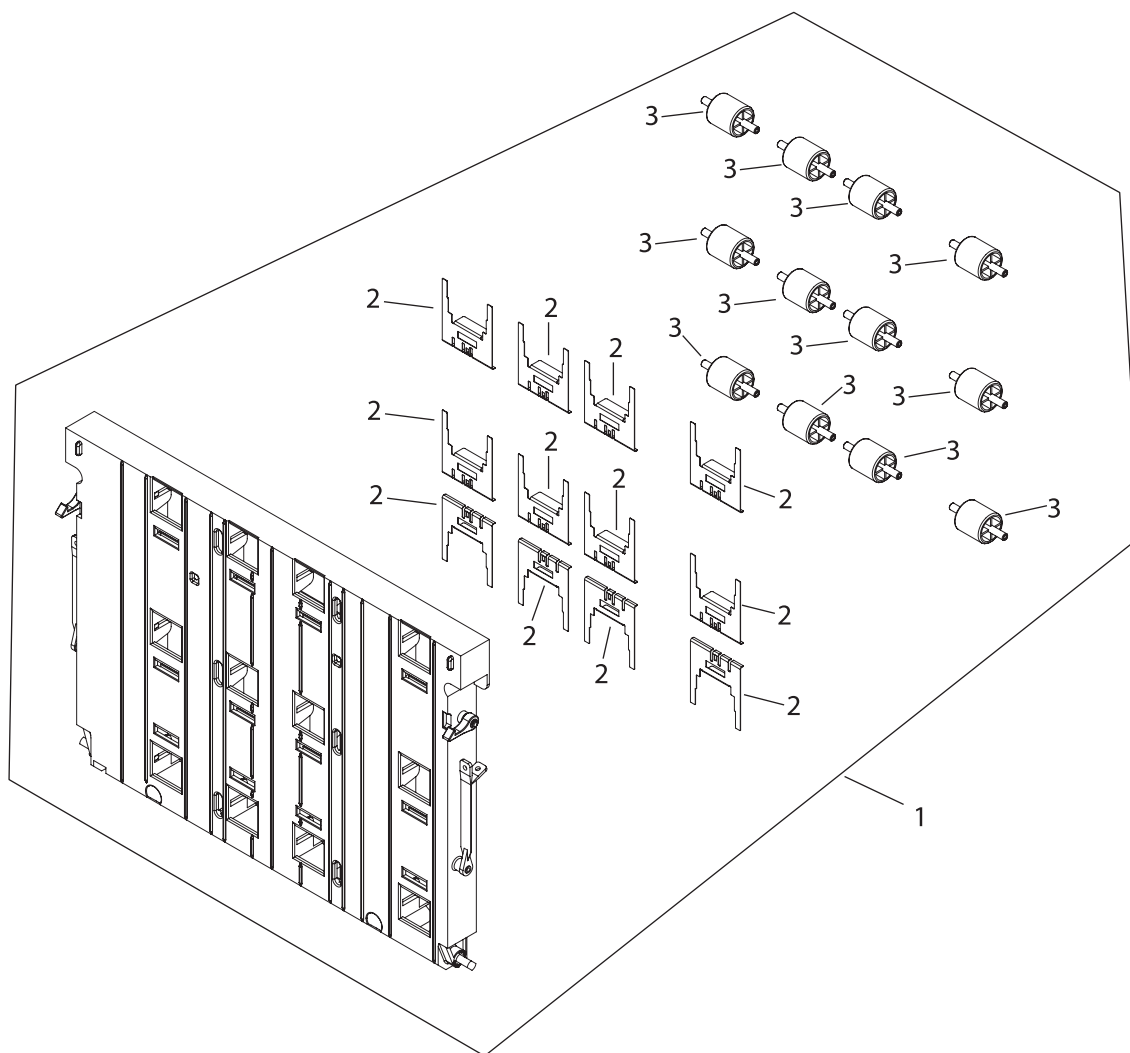


Figure 10-132 Trays 2, 3, and 4 paper path parts diagram

Ref	Description	Part number	Qty
1	Right-side lower panel assembly (SVC ASSY-PAPER, PATH)	C5956-67389	
2	Roller pressure spring (SVC-PRESSURE, SPRING, ROLLER)	C5956-67398	
3	Paper roller (SVC-ROLL)	C5956-67388	

Trays 2, 3, and 4 drive parts diagram

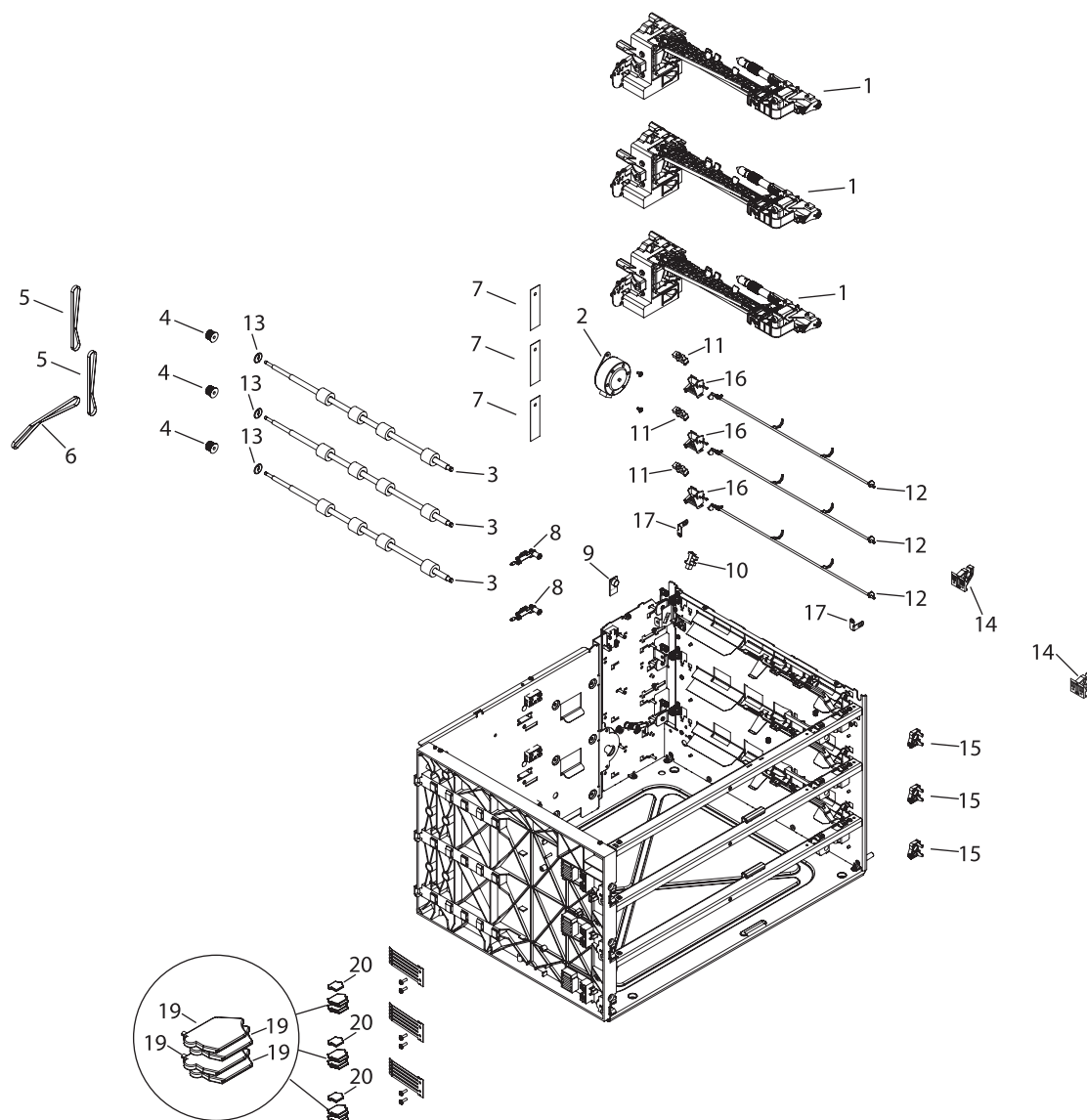


Figure 10-133 Trays 2, 3, and 4 drive parts diagram

Ref	Description	Part number	Qty
1	Pick arm assembly (SVC-SEPARATION, UNIT)	C5956-67419	
2	Trays 2, 3, and 4 Transport motor (M18) (SVC-MOTOR, STEPPER, CPL.)	C5956-67414	
3	Tray exit roller shaft (SVC-SHAFT, EXIT, CPL)	C5956-67384	
4	Tray exit roller shaft clutch (SVC ASSY-MEDIA TRAY CLUTCH)	C5956-67436	
5	Tray exit roller belt (SVC-BELT, SYNCHRONOUS, T=2.032)	C5956-67407	
6	Motor belt (SVC-BELT, SYNCHRONOUS, MOTOR, T=2.032)	C5956-67408	
7	Tray closed sensor actuator foil (SVC ASSY-MEDIA TRAY ACTUATOR FOIL)	C5956-67434	
8	Tray exit roller belt tensioner (SVC ASSY-MEDIA TRAY BELT TENSION)	C5956-67435	
9	Tray 2, 3, and 4 Humidity sensor (SN42) and Tray 2, 3, and 4 Ambient Temperature sensor (SN41) unit (SVC-PCA, SENSOR, HUMIREL)	C5956-67418	
10	Right-side Lower Panel Open sensor (SN43) (SVC ASSY-MEDIA TRAY PAPER PATH SENSOR)	C5956-67437	
11	Tray 2 Exit sensor (SN47)/Tray 3 Exit sensor (SN51)/Tray 4 Exit sensor (SN55) (SVC-PHOTOINTERRUPTER WITH CONNECTOR)	C5956-67770	
12	Tray exit sensor flag shaft (SVC-FLAG, SENSOR, PAPER, EXIT)	C5956-67385	
13	Gearwheel flange (SVC-FLANGE, GEARWHEEL, 22, MXL)	C5956-67393	
14	Right-side lower panel hinge (SVC-HINGE, PAPER, PATH)	C5956-67390	
15	Front mounting bearing (SVC-MOUNTING, BEARING, FRONT)	C5956-67402	
16	Tray exit sensor holder (SVC-HOLDER PHOTO INT PEX)	C5956-67401	
17	Angled bracket (SVC-BRACKET, ANGLE)	C5956-67759	
18	Angled bracket (SVC-BRACKET, ANGLE)	C5956-67759	
19	Paper size sensor cam (SVC-CAM, SIZE SENSING)	C5956-67387	
20	Paper tray closed sensor cam (SVC-CAM, TRAY PRESENT)	C5956-67391	

Trays 2, 3, and 4 separation unit parts diagram

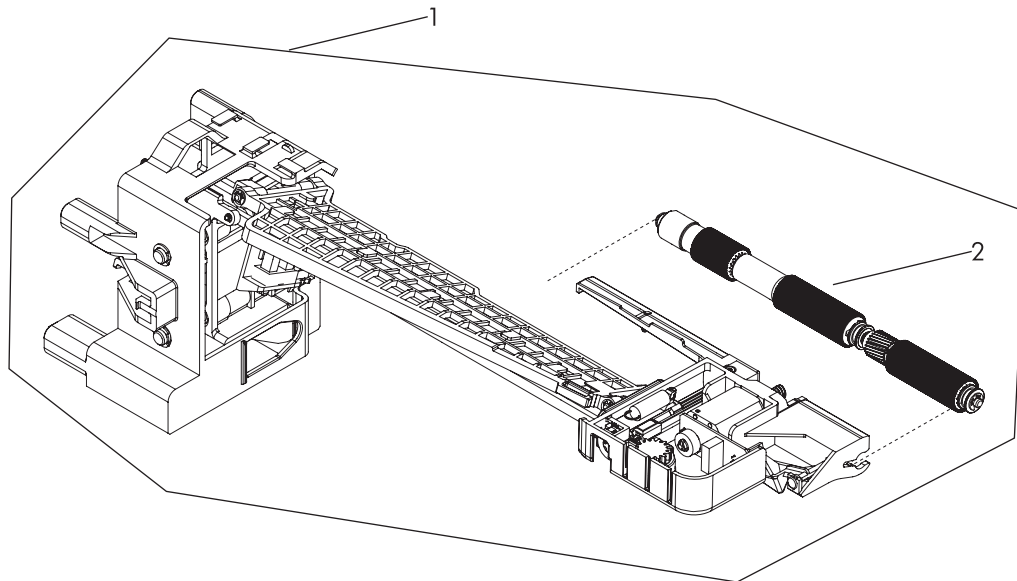


Figure 10-134 Trays 2, 3, and 4 separation unit parts diagram

Ref	Description	Part number	Qty
1	Pick arm assembly (SVC-SEPARATION, UNIT)	C5956-67419	
2	Pick arm roller (SVC-TRAY 2-4 PICK ROLLER)	C5956-67420	

Single output bin

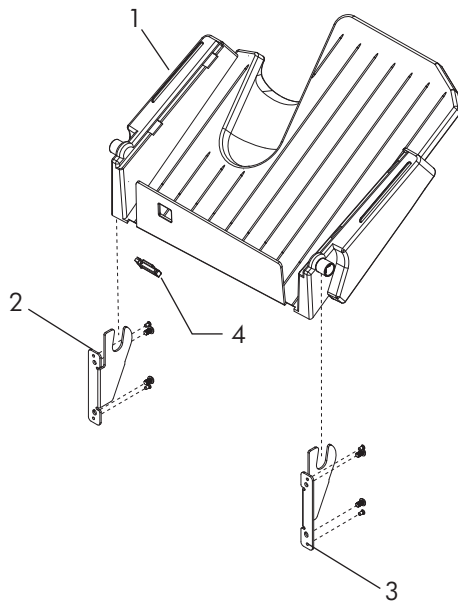


Figure 10-135 Single output bin parts diagram

Ref	Description	Part number	Qty
1	Single output bin (SVC-BIN-SINGLE OUTPUT)	C5963-67003	
2	Single output bin front bracket (SVC-BRACKET-FRONT SOB)	C5963-67001	
3	Single output bin rear bracket (SVC-BRACKET-REAR SOB)	C5963-67002	
4	Output Bin Full sensor (SN17) (SVC-SENSOR-SOB FULL)	C5963-67004	

Vacuum

- [Vacuum component locator](#)
- [Vacuum parts diagrams](#)

Vacuum component locator

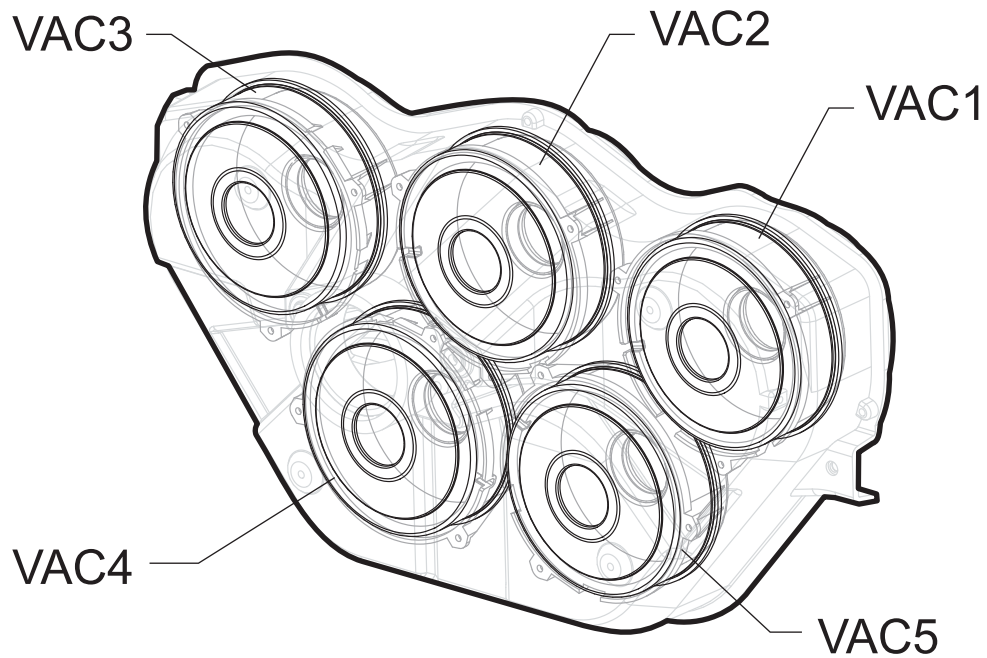


Figure 10-136 Vacuum component locator

Vacuum parts diagrams

- [Vacuum supply assembly parts diagram](#)

Vacuum supply assembly parts diagram

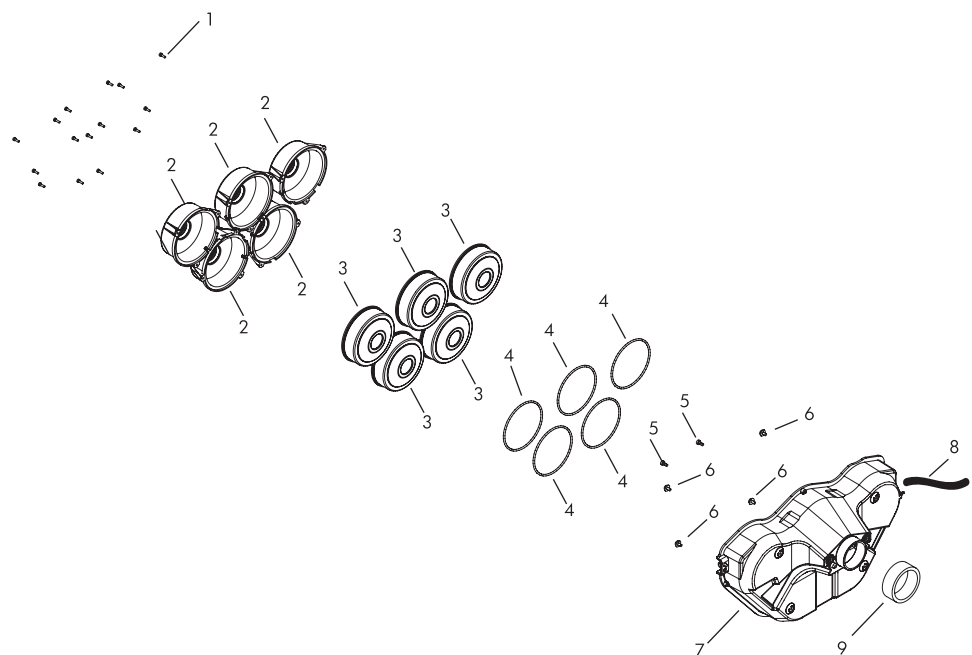


Figure 10-137 Vacuum supply assembly parts diagram

Ref	Description	Part number	Qty
1	Screw (SVC-SCR-MACH M3X0.5 10MM-LG PAN HD ROHS)	C5956-67004	
2	Vacuum blower muffler (SVC ASSY-MUFFLER, VACUUM BLOWER)	C5956-67322	
3	Vacuum blower (SVC-BLOWER-VACUUM)	C5956-67666	
4	O-ring (SVC-ORING-VACUUM SUPPLY)	C5956-67814	
5	Screw (SVC-SCREW-MACH M4 X 0.7 9.5MM-LG ROHS)	C5956-67011	
6	Screw (SVC-SCREW-TPG M4X0.7 8MM-LG PAN HD ROHS)	C5956-67003	
7	Vacuum supply housing (SVC ASSY-VACUUM SUPPLY HOUSING)	C5956-67272	
8	Vacuum housing tube (SVC-TUBE-RUBBER-VACUUM SENSE SHORT)	C5956-67205	
9	Vacuum housing gasket (SVC-GASKET-VACUUM DUCT-MOLDED)	C5956-67241	

Vertical

- [Vertical component locator](#)
- [Vertical parts diagrams](#)

Vertical component locator

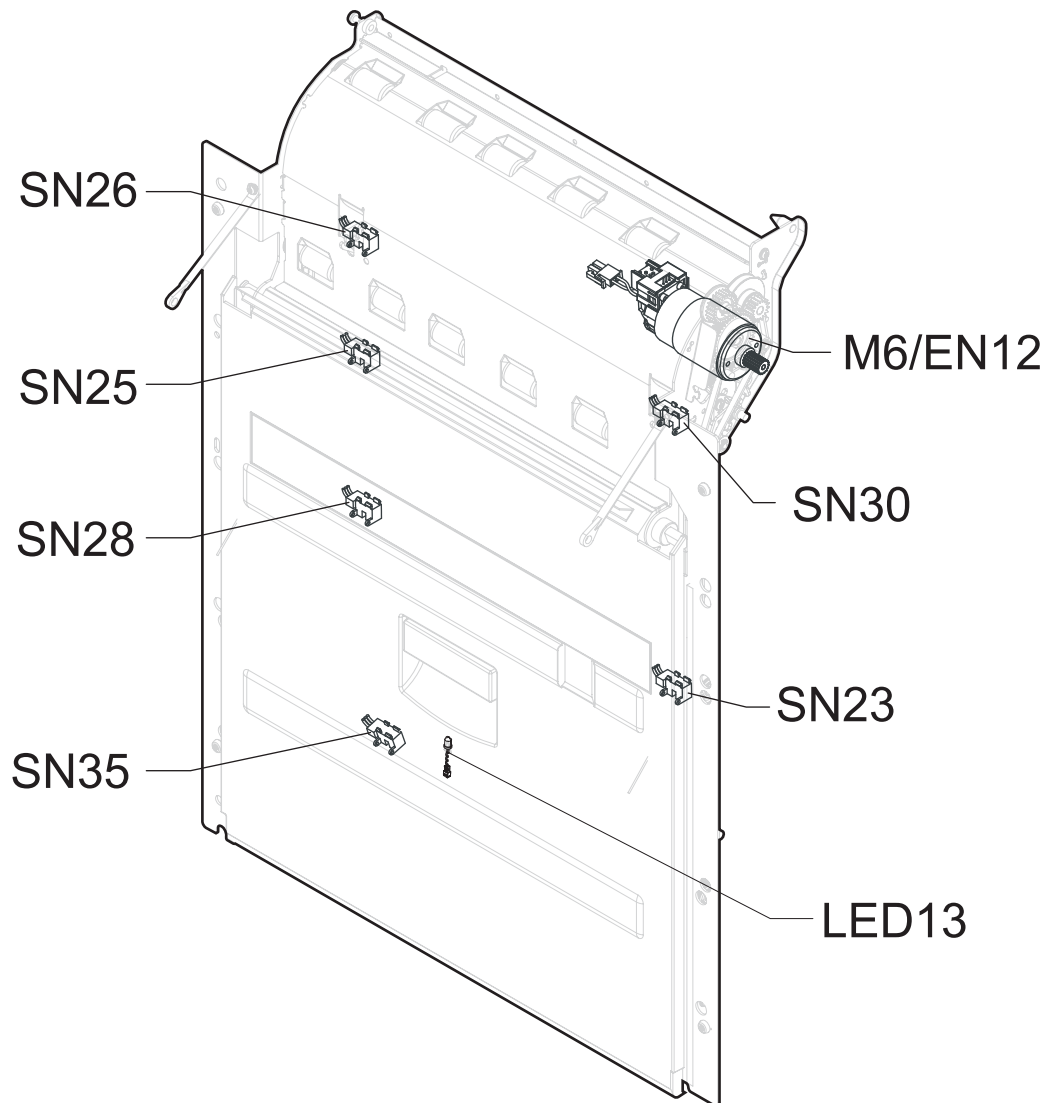


Figure 10-138 Vertical component locator

Vertical parts diagrams

- [Vertical outer guide parts diagram](#)
- [Vertical inner guide parts diagram](#)
- [Vertical transmission parts diagram](#)

Vertical outer guide parts diagram

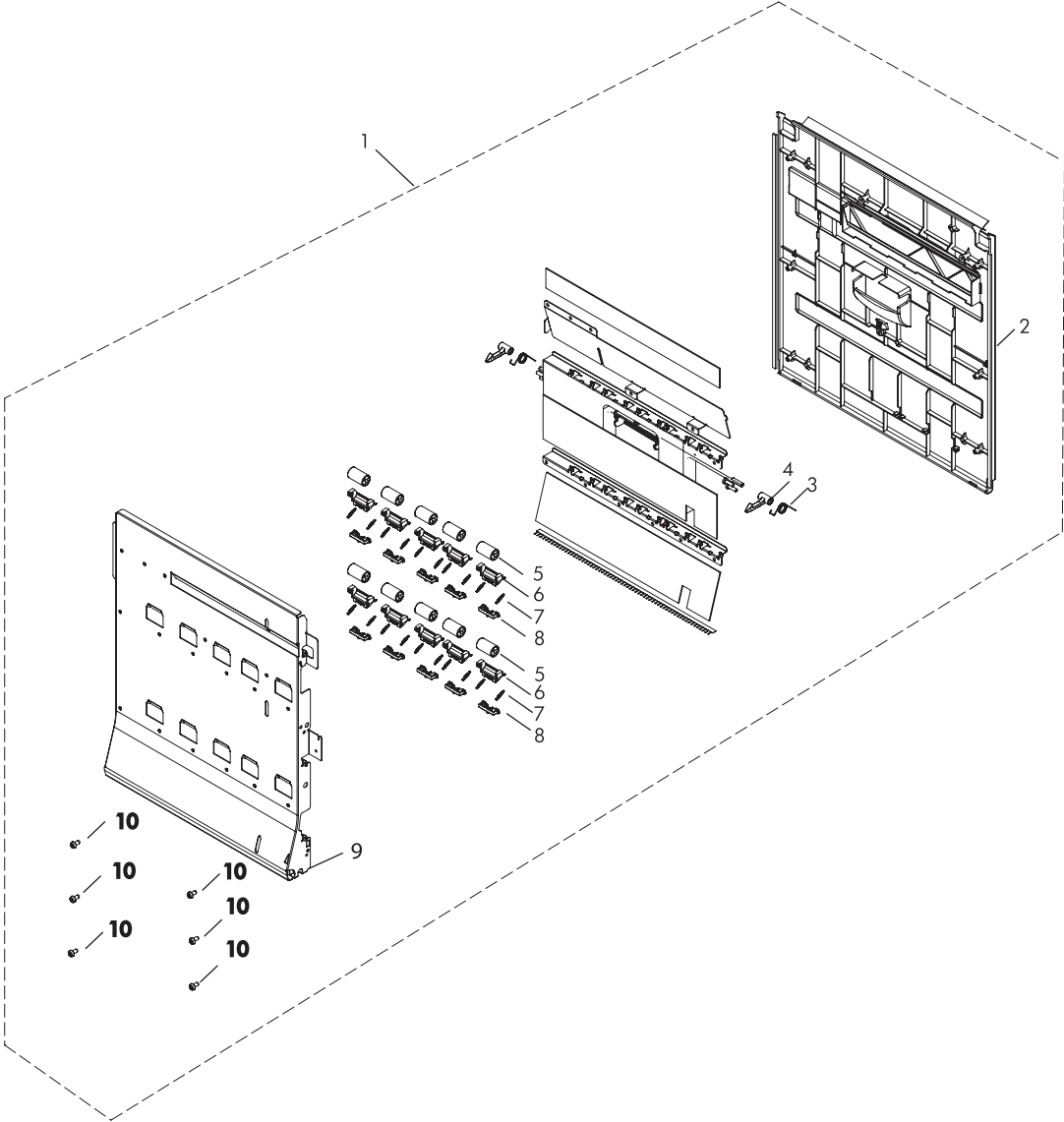


Figure 10-139 Vertical outer guide parts diagram

Ref	Description	Part number	Qty
1	Vertical outer guide (SVC ASSY-GUIDE VERTICAL OUTER)	C5956-67448	
2	Vertical path door (SVC ASSY-VERTICAL PATH DOOR)	C5956-67453	
3	Tensioner spring (SVC-SPRING-TENSIONER)	C5956-67113	
4	Latch (SVC-LATCH-VERTICAL DOOR)	C5956-67109	
5	Pinch roller (SVC-ROLLER-PINCH)	C5956-67257	
6	Pinch roller holder (SVC-HOLDER-PINCH ROLLER-SMALL)	C5956-67258	
7	Pinch roller spring (SVC-SPRING-EXTENSION-PINCH ROLLER-SMALL)	C5956-67086	
8	Pinch roller datum (SVC-DATUM-PINCH ROLLER-SMALL)	C5956-67087	
9	Vertical outer guide (SVC ASSY-GUIDE OUTER VERTICAL)	C5956-67461	
10	Screw (SVC-SCREW-TPG 4-20X7.94MM 10IP ROHS)	C5956-67012	

Vertical inner guide parts diagram

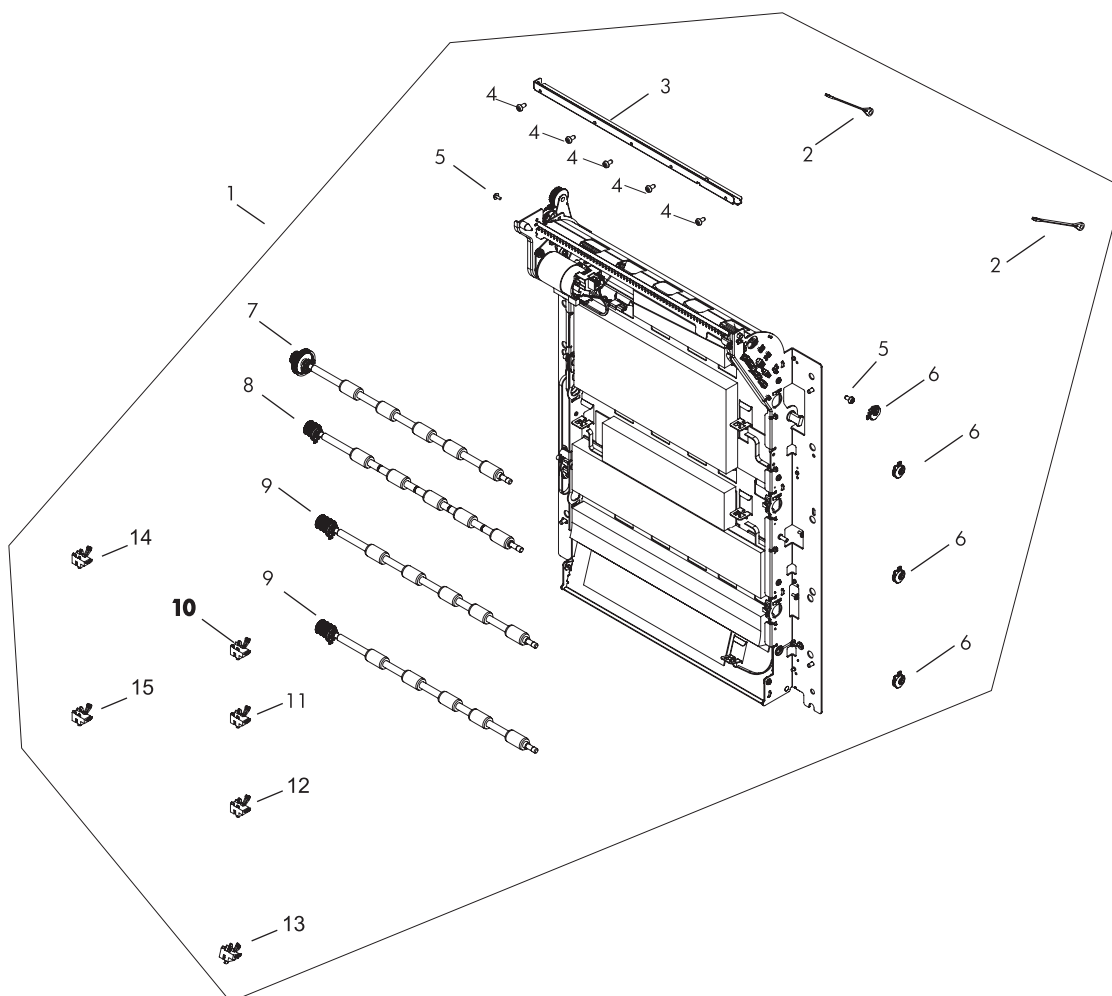


Figure 10-140 Vertical inner guide parts diagram

Ref	Description	Part number	Qty
1	Vertical inner guide (SVC ASSY-VERTICAL PATH INNER)	C5956-67789	
2	Door open limit strap (SVC-STRAP-DOOR OPEN LIMIT)	C5956-67084	
3	Bypass upper guide (SVC ASSY-GUIDE BYPASS UPPER)	C5956-67332	
4	Screw (SVC-SCREW-TPG M3X0.5 6MM-LG PAN HD ROHS)	C5956-67001	
5	Screw (SVC-SCREW-MACH M3X0.5 6MM-LG PAN HD ROHS)	C5956-67005	
6	Bearing yoke (SVC ASSY-BEARING YOKE LARGE)	C5956-67329	
7	Driver roller (SVC ASSY-DRIVE ROLLER CLUSTER BYPASS)	C5956-67323	
8	Drive roller (SVC ASSY-DRIVE ROLLER PULLEY IDO DBL)	C5956-67287	
9	Drive roller (SVC ASSY-DRV RLLR PULLEY VERTICAL TRIPLE)	C5956-67338	
10	Vertical Transport 3 sensor (SN25) (SVC-SENSOR, MEDIA PRESENCE)	C5956-67255	
11	Vertical transport 4 sensor (SN26) (SVC-SENSOR, MEDIA PRESENCE)	C5956-67255	
12	Vertical Transport 2 sensor (SN28) (SVC-SENSOR, MEDIA PRESENCE)	C5956-67255	
13	Vertical Transport 1 sensor (SN35) (SVC-SENSOR, MEDIA PRESENCE)	C5956-67255	
14	Tray 1 Door Open sensor (SN30) (SVC-SENSOR, MEDIA PRESENCE)	C5956-67255	
15	Right-side Middle Panel sensor (SN23) (SVC-SENSOR, MEDIA PRESENCE)	C5956-67255	

Vertical transmission parts diagram

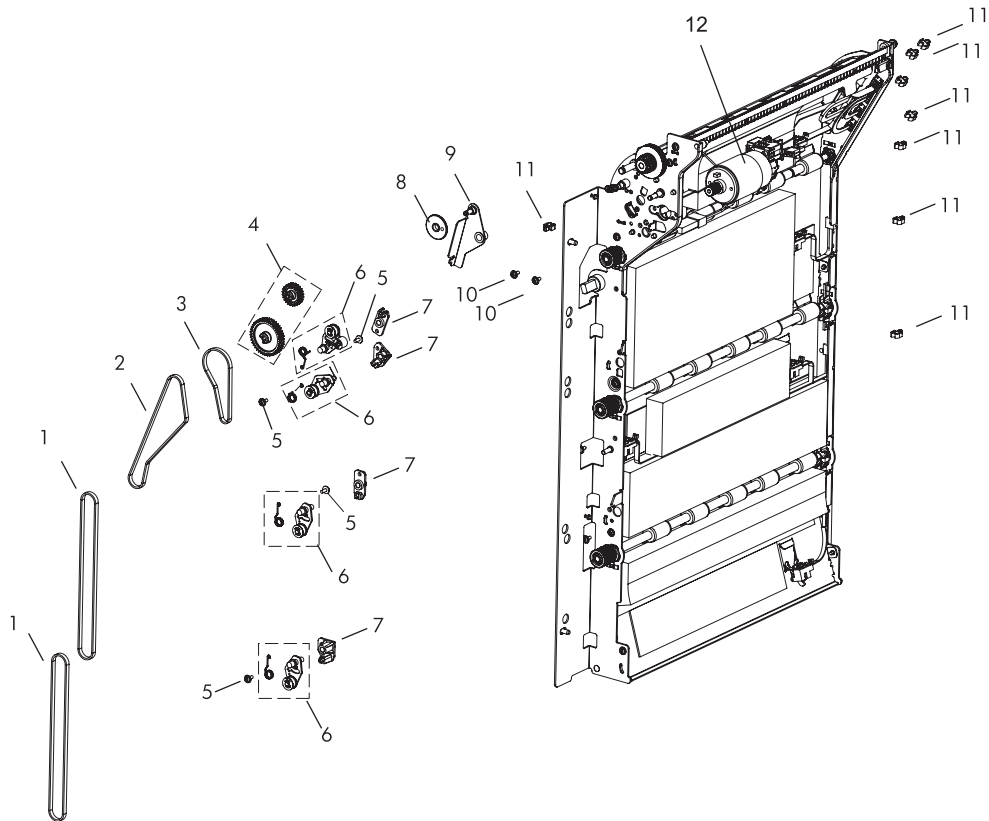


Figure 10-141 Vertical transmission parts diagram

Ref	Description	Part number	Qty
1	Belt (SVC-BELT-GT2-177T, 2MM PITCH X 4MM)	C5956-67657	
2	Belt (SVC-BELT-DRIVE, 144T, GT2, 2X4)	C5956-67661	
3	Belt (SVC-BELT-GT2-2MM PITCH X 4MM, 85T)	C5956-67656	
4	Gear bypass idlers (SVC KIT-GEAR-BYPASS)	C5956-67672	
5	Screw (SVC-SCREW-TPG M3X0.5 6MM-LG PAN HD ROHS)	C5956-67001	
6	Tensioner (SVC ASSY-MEDIAPATH TENSIONER)	C5956-67297	
7	Tensioner standoff (SVC KIT-STANDOFFS, TENSIONER)	C5956-67711	
8	Pitch bypass wheel (SVC-WHEEL-PITCH BYPASS)	C5956-67114	
9	Bypass drive swingarm (SVC-SWINGARM-BYPASS DRIVE)	C5956-67295	
10	Screw (SVC-SCREW-TPG M3X0.5 6MM-LG PAN HD ROHS)	C5956-67001	
11	Wire saddles (SVC KIT-WIRE MANAGEMENT 2)	C5956-67649	
12	Motor (SVC-MOTOR, MEDIAPATH)	C5956-67742	

Web wipe

- [Web wipe component locator](#)
- [Web wipe parts diagram](#)

Web wipe component locator

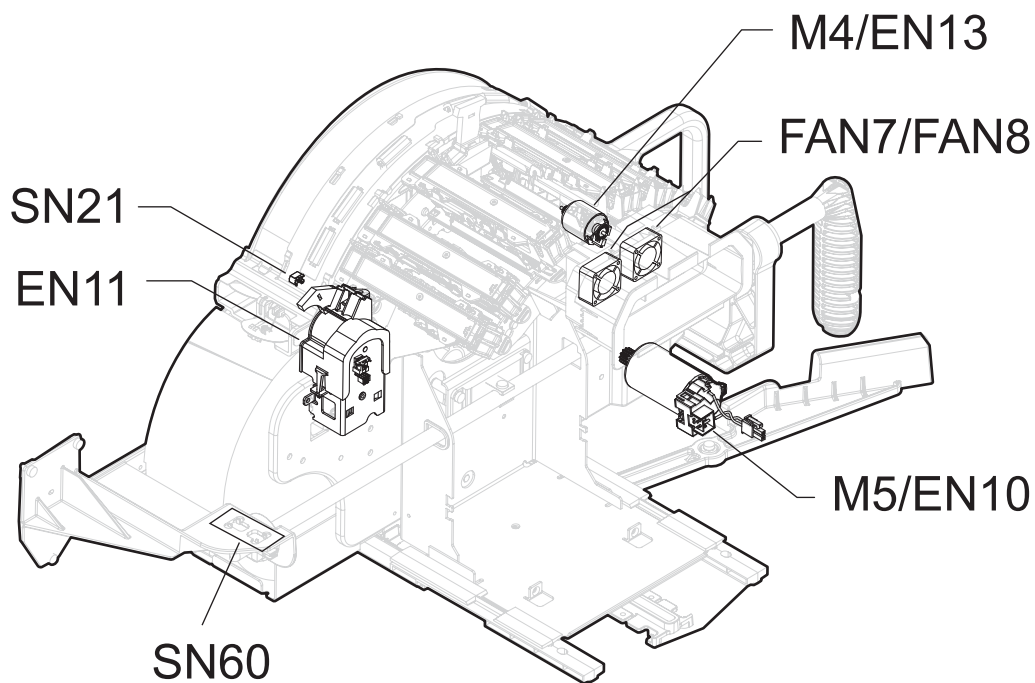


Figure 10-142 Web wipe component locator

Web wipe parts diagram

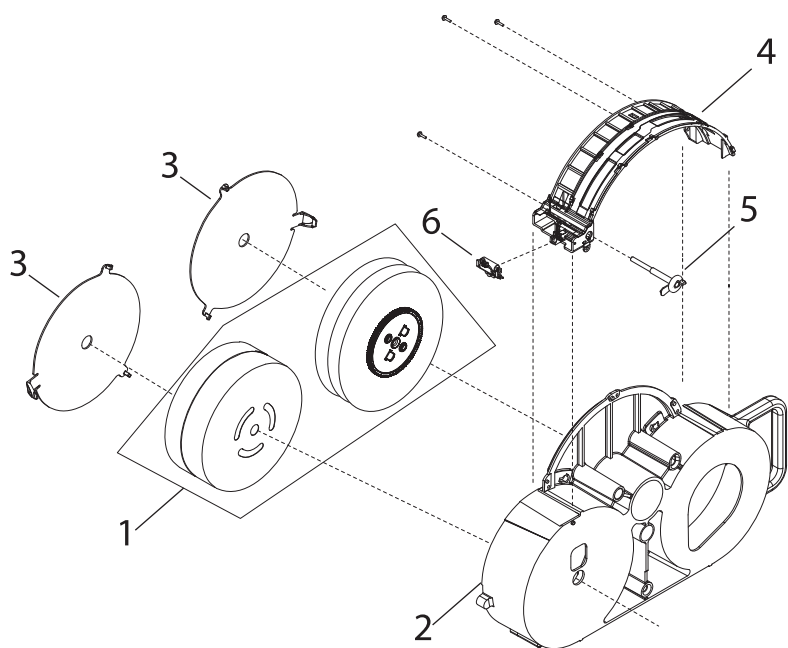


Figure 10-143 Web wipe parts diagram

Ref	Description	Part number	Qty
1	Web wipe (SVC KIT PM-WEB WIPE)	C5956-67837	
2	Web wipe cartridge (SVC-CASE CARTRIDGE)	C5956-67202	
3	Feed spool cover and take-up spool cover (SVC-COVER-SPOOL CARTRIDGE)	C5956-67085	
4	Web wipe guide assembly (SVC ASSY-GUIDE WEB)	C5956-67628	
5	Web wipe encoder roller assembly (SVC ASSY-ENCODER WEB ROLLER)	C5956-67260	
6	Web wipe bias spring assembly (SVC KIT-WEB BIAS SPRING)	C5956-67276	

A Event Log codes

- [Event Log code format](#)
- [Event Log error and warning codes](#)

Event Log code format

Event Log codes have the following format: **XX.YYZZ**. Otherwise, the code indicates an error.

- **XX** indicates the subsystem in which the error or warning occurred
- **YY** indicates the type of error or warning
- **ZZ** represents the number of the error or warning.



NOTE: If this part of the code starts with an **A** or a **B** (**XX.YYAZ** or **XX.YYBZ**), then the code is a warning code.

Table A-1 Event Log code prefixes (XX)

Code	Subsystem or function
00	Covers and interlocks
30	Scanner
31	ADF
99	RFU
A0	Tray 1
A1	Trays 2, 3, and 4
A2	Tray 5
A3	Finisher
B0	Vertical transport
B1	Horizontal transport
B2	IDO
C0	Vacuum and drum vacuum
C1	Drum drive and drum encoder
C2	Dryer
C3	Image quality
C4	Service Station and Web wipe
C5	Aerosol
C6	Drum spittoon
C7	IDS
D0	Power electronics
D1/D2	Imaging electronics
D3	Formatter electronics
D4	Run control electronics
D5	Coprocessor and Digital Send
Ex	System firmware

Table A-2 Event Log code event type abbreviations (YY)

Code	Type of event
0A	Pen
0B	Ink
0C	Heater
0D	Vacuum
01	Motor
02	Sensor or switch
03	Solenoid
04	Clutch
05	Encoder
06	LED
07	Non-formatter PCA
08	Power supply
09	Fan or blower
10	Digital send
11	Formatter real-time clock
13	Paper jam
20	Memory
21/22	Image-quality
38	Firmware
00	Other

Table A-3 Event Log code event number descriptions (ZZ)

Code	Event description
Ax/Bx	Warning
0x-9x	Error
Ex-Fx	System message
Cx-Dx	Condition

Event Log error and warning codes

- [00.02E2](#)
- [00.0301](#)
- [30.0701](#)
- [30.0702](#)
- [30.0703](#)
- [30.0704](#)
- [30.0705](#)
- [30.0706](#)
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- [30.0725](#)
- [30.0726](#)
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- [31.1302](#)

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- [31.1308](#)
- [31.1311](#)
- [31.1312](#)
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- [32.0C00](#)
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- [32.1C06](#)
- [32.1C07](#)
- [32.1C08](#)
- [32.1C09](#)
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- [32.1C10](#)
- [32.1C11](#)
- [32.1C12](#)
- [32.1C13](#)
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- [32.2100](#)
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- [79.yyzz](#)
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00.02E2

Description

- Close lower-left door

Primary root causes

- Lower-left Door sensor (SN18)
- Lower-left door alignment
- Wire harness between SOL4 and the Motion PCA (A2)

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. Open the Covers diagnostic page, and then test SN18.
3. Check the alignment and the hinges of the lower-left door.
4. Check the wire harness between SN18 and A2.
5. Clean SN18.
6. Test the voltage at SN18: 3.26 Vdc blocked, 0.15 Vdc unblocked at pins 18A to 17A and 1.18 Vdc both blocked and unblocked at pins 16A to 17A on W32P9-W34J9.
7. Replace the lower-left door assembly.

Additional root causes

- A2

Links

- Diagnostic page: Click **Subsystems**, and then click **Covers**.
- Component locator: [Covers component locator on page 1620](#)
- Wiring diagram: [Drum wiring diagram on page 2471](#)
- Parts diagram: [Covers parts diagrams on page 1620](#)
- Replace SN18: [IDS sensors on page 544](#)
- A2: [D4.0705 on page 2392](#)

00.0301

Description

- Able to open the front door when it is locked

Primary root causes

- SOL4
- Front door alignment
- Front door lock mechanism
- Wire harness between SOL4 and the Motion PCA (A2)

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. Check the front door, front door lock mechanism, and SOL4 for the correct alignment and engagement.
3. Open the Covers diagnostic page, and then activate and deactivate SOL4.
4. Cycle SOL4 and listen for a consistent rhythm.
5. Verify that the front door is correctly aligned with the Front Door Open switch (SW3).
6. Check the wire harness between SOL4 and A2.
7. Test the voltage at SOL4: 5 Vdc at pins 1 and 2 (GND) on W100P4-SOL4.
8. Test the voltage to SOL4 on A2: 5 Vdc at J2 pins 4 and 11 (GND).

Additional root causes

- A2

Links

- Diagnostic page: Click **Subsystems**, and then click **Covers**.
- Component locator: [Covers component locator on page 1620](#)
- Wiring diagram: [Drum wiring diagram on page 2471](#)
- Parts diagram: [Covers parts diagrams on page 1620](#)
- Replace SOL4: [Front Door Lock solenoid \(SOL4\) on page 169](#)
- A2: [D4.0705 on page 2392](#)

30.0701

Description

- Scanner Control PCA (A501) backup memory data error

Primary root causes

- Failure when reading EEPROM data to flash memory in A501, A501 EEPROM IC, and A501

Recommended actions

1. Turn off the MFP, reseal U11 IC on A501, and then turn on the MFP.
2. Replace A501.

Links

- Diagnostic page: Click **Subsystems**, and then click **Scanner**.
- Component locator: [Scanner component locator on page 1770](#)
- Wiring diagram: [Scanner wiring diagram on page 2493](#)
- Parts diagram: [Scanner parts diagram on page 1771](#)
- Replace A501: [Scanner Control PCA \(A501\) on page 242](#)

30.0702

Description

- Scanner Control PCA (A501) memory R/W error

Primary root causes

- A501

Recommended actions

1. Turn off the MFP, reseal the connectors on A501, and then turn on the MFP.
2. Replace A501.

Links

- Diagnostic page: Click **Subsystems**, and then click **Scanner**.
- Component locator: [Scanner component locator on page 1770](#)
- Wiring diagram: [Scanner wiring diagram on page 2493](#)
- Parts diagram: [Scanner parts diagram on page 1771](#)
- Replace A501: [Scanner Control PCA \(A501\) on page 242](#)

30.0703

Description

- Scanner main data transfer error

Primary root causes

- Wire harness between the AFE PCA (A502), the Scanner Control PCA (A501), and the Copy Processing PCA (A27)
- A502
- A501
- A27

Recommended actions

1. Turn off the MFP, check the wire harness between A502, A501, and A27. Reseat the connectors on each PCA, and then turn on the MFP.
2. Replace A501.
3. Replace A502.
4. Replace A27.

Links

- Diagnostic page: Click **Subsystems**, and then click **Scanner**.
- Component locator: [Scanner component locator on page 1770](#)
- Wiring diagram: [Scanner wiring diagram on page 2493](#)
- Parts diagram: [Scanner parts diagram on page 1771](#)
- Replace A501: [Scanner Control PCA \(A501\) on page 242](#)
- Replace A502: [AFE PCA \(A502\) on page 245](#)
- Replace A27: [Copy Processing PCA \(A27\) on page 620](#)

30.0704

Description

- ADF Control PCA (A401) data transfer error

Primary root causes

- Wire harness between the A401 and the Scanner Control PCA (A501)
- A401
- A501

Recommended actions

1. Verify that the ADF cable is undamaged and securely connected to the MFP.
2. Turn off the MFP, check the wire harness between A401 and A501, reseal the connectors on A401 and A501, and then turn on the MFP.
3. Verify that the 5 V and 24 V LEDs on A401 and A501 are lit.
4. Check the heartbeat LED on A401. If the LED is not lit, replace A401.
5. Check the heartbeat LED on A501. If the LED is not lit, replace A501.

Links

- Diagnostic page: Click **Subsystems**, and then click **Scanner**.
- Component locator: [Scanner component locator on page 1770](#)
- Wiring diagram: [Scanner wiring diagram on page 2493](#)
- Parts diagram: [Scanner parts diagram on page 1771](#)
- Replace A501: [Scanner Control PCA \(A501\) on page 242](#)
- Replace A401: [ADF Control PCA \(A401\) on page 200](#)

30.0705

Description

- ADF EEPROM error

Primary root causes

- ADF Control PCA (A401)

Recommended actions

1. Turn off the MFP, check the wire harness between A401 and the Scanner Control PCA (A501), reseal the connectors on A401, and then turn on the MFP.
2. Verify that the 5 V and 24 V LEDs on A401 and A501 are lit.
3. Verify that the heartbeat LED on A401 is lit.
4. Replace A401.

Links

- Diagnostic page: Click **Subsystems**, and then click **Scanner**.
- Component locator: [Scanner component locator on page 1770](#)
- Wiring diagram: [Scanner wiring diagram on page 2493](#)
- Parts diagram: [Scanner parts diagram on page 1771](#)
- Replace A401: [ADF Control PCA \(A401\) on page 200](#)

30.0706

Description

- Shading correction data transfer error

Primary root causes

- A502 or Copy Processing PCA (A27)
- Scanner Control PCA (A501)

Recommended actions

1. Turn off the MFP, check the wire harness between A502 and A501 and between A502 and Copy Processing PCA (A27), reseal the connectors on each PCA, and then turn on the MFP.
2. Replace A501. If the problem persists, replace A502.
3. Replace the A27.

Links

- Diagnostic page: Click **Subsystems**, and then click **Scanner**.
- Component locator: [Scanner component locator on page 1770](#)
- Wiring diagram: [Scanner wiring diagram on page 2493](#)
- Parts diagram: [Scanner parts diagram on page 1771](#)
- Replace A502: [AFE PCA \(A502\) on page 245](#)
- Replace A27: [Copy Processing PCA \(A27\) on page 620](#)

30.0707

Description

- Scanner motor (M501) stalled, scanner position cannot be found after M501 is turned on

Primary root causes

- Wire harness between the Scanner Control PCA (A501) and M501
- A501
- M501
- M501 timing belt
- Scanner carriages
- Wire harness between A501 and the Scanner Home Position sensor (SN503)
- SN503

Recommended actions

1. Open the Scanner diagnostic page, and then run a Cycle - Lamp Off test to test M501.
2. Verify that the 5 V, 5 V CCD, 5 V standby, and 24 V LEDs on A501 are lit. If M501 ran in step 1, skip to step 7.
3. Check the wire harness between A501 and M501.
4. Disconnect M501, and then test the continuity at the following pins: pins 1 to 2 and 3, 4 to 5 and 6
5. Test the voltage to M501 on A501: 24 V at YC11 pins 1 to 6.
6. Run the Cycle - Lamp Off and test the signal to M501 on A501 at the following location: YC11 pins 3 to 6. If the signal does not go low, replace M501.
7. Check the wire harness between A501 and SN503.
8. Test the voltage to SN503 on A501: 5 V at YC2 pins 3 and 5.
9. Activate SN503 and test the signal to SN503 on A501 at the following location: 5 to 0 V at YC2 pin 4.
10. If a scanner wire has recently been installed, reinstall the scanner wire.
11. Manually move the scanner carriage in order to verify that the rails are smooth and lubricated.
12. Replace A501.

Links

- Diagnostic page: Click **Subsystems**, and then click **Scanner**.
- Component locator: [Scanner component locator on page 1770](#)
- Wiring diagram: [Scanner wiring diagram on page 2493](#)
- Parts diagram: [Scanner parts diagram on page 1771](#)

- Replace SN503: [Scanner sensors on page 239](#)
- Replace A501: [Scanner Control PCA \(A501\) on page 242](#)
- Replace M501: [Scanner motor \(M501\) on page 237](#)

30.0708

Description

- Scanner CCD PCA (A503) detects no light from the scanner exposure lamp

Primary root causes

- Scanner exposure lamp
- Scanner Inverter PCA (A504)
- Wire harness between the scanner exposure lamp, A504, and the Scanner Control PCA (A501)
- Wire harness between the Scanner CCD PCA (A503), AFE PCA (A502), and A501
- A503
- A502
- A501

Recommended actions

1. Lift the ADF, and then close it and verify that the scanner exposure lamp turns on. If the scanner exposure lamp turns on, skip to step 8.
2. Check the wire harness between the scanner exposure lamp and A504.
3. Check the wire harness between A504 and A501. Reseat the connectors on both A504 and A501.
4. Test the voltage at the scanner exposure lamp: 24 V at pins 1 and 6 on CN YC3.
5. Open the Scanner diagnostic page, and then run the Cycle - Lamp On test while testing the signal to the scanner exposure lamp on A501 at the following location: YC3 pin 3. If the voltage does not drop, then replace A501.
6. Replace the scanner exposure lamp.
7. Replace A504.
8. Check the scanner exposure lamp PM counter. Replace the scanner exposure lamp if it is expired.
9. Check and clean the shading correction plate and SN503.
10. Check the wire harness between A502 and A501. Reseat the connectors on A502 and A501.
11. Check the wire harness between A502 and A503. Reseat the connectors on A502 and A503.
12. Replace A502.

Links

- Diagnostic page: Click **Subsystems**, and then click **Scanner**.
- Component locator: [Scanner component locator on page 1770](#)
- Wiring diagram: [Scanner wiring diagram on page 2493](#)
- Parts diagram: [Scanner parts diagram on page 1771](#)

- Replace the scanner exposure lamp: [Scanner exposure lamp on page 229](#)
- Replace scanner PCAs: [Scanner PCAs on page 242](#)

30.0709

Description

- CCD readings are out of range during shading correction or auto gain-control adjustment

Primary root causes

- Scanner exposure lamp
- Scanner Inverter PCA (A504)
- Wire harness between the scanner exposure lamp, A504, and the Scanner Control PCA (A501)
- Wire harness between the Scanner CCD PCA (A503), AFE PCA (A502), and A501
- A504 or A501
- Shading correction plate
- Scanner home position or shading position
- A502

Recommended actions

1. Lift the ADF or platen cover, and then close it to turn the scanner exposure lamp on. Skip to step 5 if lamp turns on.
2. Check the wire harness between the scanner exposure lamp and A504 and between A504 and A501. Reseat the connectors on each PCA.
3. Test for 24 V at YC3 pin 1 (GND) to pin 4. Test for 24 V at YC3 pin 1 (GND) to pin 5. Run the Carriage Cycle-lamp on routine and verify that the voltage at YC3 pin 3 on A501 goes low. If not, replace A501.
4. Replace the scanner exposure lamp. If the problem persists, replace A502.
5. Check the PM counter for the scanner exposure lamp. Check and clean the shading correction plate and SN503. Check the wire harness between A502, A503, and A501. Reseat the connectors on each PCA. If the problem persists, replace A502.

Links

- Diagnostic page: Click **Subsystems**, and then click **Scanner**.
- Component locator: [Scanner component locator on page 1770](#)
- Wiring diagram: [Scanner wiring diagram on page 2493](#)
- Parts diagram: [Scanner parts diagram on page 1771](#)
- Replace scanner PCAs: [Scanner PCAs on page 242](#)
- Replace the scanner exposure lamp: [Scanner exposure lamp on page 229](#)
- Replace the scanner assembly: [Scanner assembly on page 225](#)

30.0710

Description

- Failed to connect to scanner

Primary root causes

- Firmware
- Data error during scanner flash
- Scanner Control PCA (A501)

Recommended actions

1. Reboot the MFP.
2. Check the wire harness between the AFE PCA (A502) and the print engine.
3. Check the wire harness between the A501 and the print engine.
4. Reseat the connectors on A502 and A501.
5. Check the voltage to A502 on A501: 5.1 V at pins 4, 5, 6, and 2 on CN-YC3.
6. Replace A502.
7. Replace A501.
8. Replace Copy Processing PCA (A27).

Links

- Diagnostic page: Click **Subsystems**, and then click **Scanner**.
- Component locator: [Scanner component locator on page 1770](#)
- Wiring diagram: [Scanner wiring diagram on page 2493](#)
- Parts diagram: [Scanner parts diagram on page 1771](#)
- Replace scanner PCAs: [Scanner PCAs on page 242](#)
- Replace A27: [Copy Processing PCA \(A27\) on page 620](#)

30.0711

Description

- Byte parity error

Primary root causes

- Data corruption and poor communication between the scanner and the Copy Processing PCA (A27)
- Corrupted NVRAM on A27 or the Scanner Control PCA (A501)
- AFE PCA (A502)
- A27

Recommended actions

1. Turn off the MFP.
2. Check the wire harness and continuity between A502 and A27.
3. Check the wire harness and continuity between A501 and A502.
4. Reseat the connectors on A502 and A501.
5. Check the wire harness between A501 and the print engine.
6. Turn on the MFP.
7. Replace A501.
8. Replace A502.
9. Replace A27.

Links

- Diagnostic page: Click **Subsystems**, and then click **Scanner**.
- Component locator: [Scanner component locator on page 1770](#)
- Wiring diagram: [Scanner wiring diagram on page 2493](#)
- Parts diagram: [Scanner parts diagram on page 1771](#)
- Replace scanner PCAs: [Scanner PCAs on page 242](#)
- Replace A27: [Copy Processing PCA \(A27\) on page 620](#)

30.0712

Description

- Message parity error

Primary root causes

- Data corruption between the scanner and the Copy Processing PCA (A27)
- Data corruption and poor communication between the AFE PCA (A502) and A27
- Data corruption in the NVRAM for A502 and A27
- A502
- A27

Recommended actions

1. Turn off the MFP.
2. Check the wire harness and continuity between A502 and A27.
3. Check the wire harness and continuity between A501 and A502.
4. Reseat the connectors on A502 and A501.
5. Check the wire harness between A501 and the print engine.
6. Turn on the MFP.
7. Replace A501.
8. Replace A502.
9. Replace A27.

Links

- Diagnostic page: Click **Subsystems**, and then click **Scanner**.
- Component locator: [Scanner component locator on page 1770](#)
- Wiring diagram: [Scanner wiring diagram on page 2493](#)
- Parts diagram: [Scanner parts diagram on page 1771](#)
- Replace scanner PCAs: [Scanner PCAs on page 242](#)
- Replace A27: [Copy Processing PCA \(A27\) on page 620](#)

30.0713

Description

- Scanner detected unknown operation code

Primary root causes

- Data corruption between the scanner and the Copy Processing PCA (A27)
- Data corruption in the NVRAM for A502 and A27
- A502
- A27

Recommended actions

1. Turn off the MFP.
2. Check the wire harness and continuity between A502 and A27.
3. Check the wire harness and continuity between A501 and A502.
4. Reseat the connectors on A502 and A501.
5. Check the wire harness between A501 and the print engine.
6. Turn on the MFP.
7. Replace A501.
8. Replace A502.
9. Replace A27.

Links

- Diagnostic page: Click **Subsystems**, and then click **Scanner**.
- Component locator: [Scanner component locator on page 1770](#)
- Wiring diagram: [Scanner wiring diagram on page 2493](#)
- Parts diagram: [Scanner parts diagram on page 1771](#)
- Replace scanner PCAs: [Scanner PCAs on page 242](#)
- Replace A27: [Copy Processing PCA \(A27\) on page 620](#)

30.0714

Description

- Scanner detect message format error

Primary root causes

- Data corruption between the scanner and the Copy Processing PCA (A27)
- Data corruption in the NVRAM for A502 and A27
- A502
- A27

Recommended actions

1. Turn off the MFP.
2. Check the wire harness and continuity between A502 and A27.
3. Check the wire harness and continuity between A501 and A502.
4. Reseat the connectors on A502 and A501.
5. Check the wire harness between A501 and the print engine.
6. Turn on the MFP.
7. Replace A501.
8. Replace A502.
9. Replace A27.

Links

- Diagnostic page: Click **Subsystems**, and then click **Scanner**.
- Component locator: [Scanner component locator on page 1770](#)
- Wiring diagram: [Scanner wiring diagram on page 2493](#)
- Parts diagram: [Scanner parts diagram on page 1771](#)
- Replace A502: [AFE PCA \(A502\) on page 245](#)
- Replace A27: [Copy Processing PCA \(A27\) on page 620](#)

30.0715

Description

- Scanner detected memory address error

Primary root causes

- Data corruption in the Scanner Control PCA (A501) NVRAM
- AFE PCA (A502)
- A501

Recommended actions

1. Turn off the MFP.
2. Replace A501.
3. Check the wire harness and continuity between A501 and A502.
4. Reseat the wire connectors on A501 and A502.
5. Turn on the MFP.
6. Replace A502.

Links

- Diagnostic page: Click **Subsystems**, and then click **Scanner**.
- Component locator: [Scanner component locator on page 1770](#)
- Wiring diagram: [Scanner wiring diagram on page 2493](#)
- Parts diagram: [Scanner parts diagram on page 1771](#)
- Replace A501: [Scanner Control PCA \(A501\) on page 242](#)
- Replace A502: [AFE PCA \(A502\) on page 245](#)

30.0716

Description

- Scanner detected data frame error

Primary root causes

- Data corruption and poor communication between the scanner and the Copy Processing PCA (A27)
- Data corruption in the NVRAM for A502 and A27
- A502
- A27

Recommended actions

1. Turn off the MFP.
2. Check the wire harness and continuity between A502 and A27.
3. Check the wire harness and continuity between A501 and A502.
4. Reseat the connectors on A502 and A501.
5. Check the wire harness between A501 and the print engine.
6. Turn on the MFP.
7. Replace A501.
8. Replace A502.
9. Replace A27.

Links

- Diagnostic page: Click **Subsystems**, and then click **Scanner**.
- Component locator: [Scanner component locator on page 1770](#)
- Wiring diagram: [Scanner wiring diagram on page 2493](#)
- Parts diagram: [Scanner parts diagram on page 1771](#)
- Replace scanner PCAs: [Scanner PCAs on page 242](#)
- Replace A27: [Copy Processing PCA \(A27\) on page 620](#)

30.0717

Description

- Scanner detected command overrun error

Primary root causes

- Data corruption and poor communication between the scanner and the Copy Processing PCA (A27)
- A27

Recommended actions

1. Turn off the MFP.
2. Check the wire harness and continuity between A502 and A27.
3. Check the wire harness and continuity between A501 and A502.
4. Reseat the connectors on A502 and A501.
5. Check the wire harness between A501 and the print engine.
6. Turn on the MFP.
7. Replace A501.
8. Replace A502.
9. Replace A27.

Links

- Diagnostic page: Click **Subsystems**, and then click **Scanner**.
- Component locator: [Scanner component locator on page 1770](#)
- Wiring diagram: [Scanner wiring diagram on page 2493](#)
- Parts diagram: [Scanner parts diagram on page 1771](#)
- Replace A502: [AFE PCA \(A502\) on page 245](#)
- Replace A27: [Copy Processing PCA \(A27\) on page 620](#)

30.0718

Description

- Scanner detected data overrun error

Primary root causes

- Data corruption and poor communication between the scanner and the Copy Processing PCA (A27)
- A27

Recommended actions

1. Turn off the MFP.
2. Check the wire harness and continuity between A502 and A27.
3. Check the wire harness and continuity between A501 and A502.
4. Reseat the connectors on A502 and A501.
5. Check the wire harness between A501 and the print engine.
6. Turn on the MFP.
7. Replace A501.
8. Replace A502.
9. Replace A27.

Links

- Diagnostic page: Click **Subsystems**, and then click **Scanner**.
- Component locator: [Scanner component locator on page 1770](#)
- Wiring diagram: [Scanner wiring diagram on page 2493](#)
- Parts diagram: [Scanner parts diagram on page 1771](#)
- Replace A27: [Copy Processing PCA \(A27\) on page 620](#)

30.0719

Description

- Scanner timeout

Primary root causes

- Data corruption and poor communication between the scanner and the Copy Processing PCA (A27)
- Scanner Control PCA (A501)
- A27

Recommended actions

1. Turn off the MFP.
2. Check the wire harness and continuity between A502 and A27.
3. Check the wire harness and continuity between A501 and A502.
4. Reseat the connectors on A502 and A501.
5. Check the wire harness between A501 and the print engine.
6. Turn on the MFP.
7. Replace A501.
8. Replace A502.
9. Replace A27.

Links

- Diagnostic page: Click **Subsystems**, and then click **Scanner**.
- Component locator: [Scanner component locator on page 1770](#)
- Wiring diagram: [Scanner wiring diagram on page 2493](#)
- Parts diagram: [Scanner parts diagram on page 1771](#)
- Replace A502: [AFE PCA \(A502\) on page 245](#)
- Replace A27: [Copy Processing PCA \(A27\) on page 620](#)

30.0720

Description

- UART overrun error

Primary root causes

- Data corruption in NVRAM for the Scanner Control PCA (A501) and the Copy Processing PCA (A27)
- AFE PCA (A502)
- A27

Recommended actions

1. Turn off the MFP.
2. Check the wire harness and continuity between A502 and A27.
3. Check the wire harness and continuity between A501 and A502.
4. Reseat the connectors on A502 and A501.
5. Check the wire harness between A501 and the print engine.
6. Turn on the MFP.
7. Replace A501.
8. Replace A502.
9. Replace A27.

Links

- Diagnostic page: Click **Subsystems**, and then click **Scanner**.
- Component locator: [Scanner component locator on page 1770](#)
- Wiring diagram: [Scanner wiring diagram on page 2493](#)
- Parts diagram: [Scanner parts diagram on page 1771](#)
- Replace scanner PCAs: [Scanner PCAs on page 242](#)
- Replace A27: [Copy Processing PCA \(A27\) on page 620](#)

30.0721

Description

- UART frame error

Primary root causes

- Data corruption in NVRAM for the Scanner Control PCA (A501) and the Copy Processing PCA (A27)
- AFE PCA (A502)
- A27

Recommended actions

1. Turn off the MFP.
2. Check the wire harness and continuity between A502 and A27.
3. Check the wire harness and continuity between A501 and A502.
4. Reseat the connectors on A502 and A501.
5. Check the wire harness between A501 and the print engine.
6. Turn on the MFP.
7. Replace A501.
8. Replace A502.
9. Replace A27.

Links

- Diagnostic page: Click **Subsystems**, and then click **Scanner**.
- Component locator: [Scanner component locator on page 1770](#)
- Wiring diagram: [Scanner wiring diagram on page 2493](#)
- Parts diagram: [Scanner parts diagram on page 1771](#)
- Replace scanner PCAs: [Scanner PCAs on page 242](#)
- Replace A27: [Copy Processing PCA \(A27\) on page 620](#)

30.0722

Description

- UART parity error

Primary root causes

- Data corruption in NVRAM for the Scanner Control PCA (A501) and the Copy Processing PCA (A27)
- AFE PCA (A502)
- A27

Recommended actions

1. Turn off the MFP.
2. Check the wire harness and continuity between A502 and A27.
3. Check the wire harness and continuity between A501 and A502.
4. Reseat the connectors on A502 and A501.
5. Check the wire harness between A501 and the print engine.
6. Turn on the MFP.
7. Replace A501.
8. Replace A502.
9. Replace A27.

Links

- Diagnostic page: Click **Subsystems**, and then click **Scanner**.
- Component locator: [Scanner component locator on page 1770](#)
- Wiring diagram: [Scanner wiring diagram on page 2493](#)
- Parts diagram: [Scanner parts diagram on page 1771](#)
- Replace scanner PCAs: [Scanner PCAs on page 242](#)
- Replace A27: [Copy Processing PCA \(A27\) on page 620](#)

30.0723

Description

- Copy Processing PCA (A27) detected message parity error

Primary root causes

- Data corruption between the scanner and the A27
- Data corruption in NVRAM for Scanner Control PCA (A501) and the A27
- AFE PCA (A502)
- A27

Recommended actions

1. Turn off the MFP.
2. Check the wire harness and continuity between A502 and A27.
3. Check the wire harness and continuity between A501 and A502.
4. Reseat the connectors on A502 and A501.
5. Check the wire harness between A501 and the print engine.
6. Turn on the MFP.
7. Replace A501.
8. Replace A502.
9. Replace A27.

Links

- Diagnostic page: Click **Subsystems**, and then click **Scanner**.
- Component locator: [Scanner component locator on page 1770](#)
- Wiring diagram: [Scanner wiring diagram on page 2493](#)
- Parts diagram: [Scanner parts diagram on page 1771](#)
- Replace scanner PCAs: [Scanner PCAs on page 242](#)
- Replace A27: [Copy Processing PCA \(A27\) on page 620](#)

30.0724

Description

- Unknown operation code

Primary root causes

- Data corruption or poor communication between the scanner and the Copy Processing PCA (A27)
- Data corruption in the NVRAM for A502 and A27
- AFE PCA (A502)
- A27

Recommended actions

1. Turn off the MFP.
2. Check the wire harness and continuity between A502 and A27.
3. Check the wire harness and continuity between A501 and A502.
4. Reseat the connectors on A502 and A501.
5. Check the wire harness between A501 and the print engine.
6. Turn on the MFP.
7. Replace A501.
8. Replace A502.
9. Replace A27.

Links

- Diagnostic page: Click **Subsystems**, and then click **Scanner**.
- Component locator: [Scanner component locator on page 1770](#)
- Wiring diagram: [Scanner wiring diagram on page 2493](#)
- Parts diagram: [Scanner parts diagram on page 1771](#)
- Replace scanner PCAs: [Scanner PCAs on page 242](#)
- Replace A27: [Copy Processing PCA \(A27\) on page 620](#)

30.0725

Description

- Scanner detected an error during initialization routine, AGC, scanner carriage homing, or Scanner motor (M501) movement

Primary root causes

- Power supply wire harness between the Power Distribution PCA (A1) and the Scanner Control PCA (A501)
- Power supply to A501
- Data wire harness between the Copy Processing PCA (A27) and the AFE PCA (A502)
- A501
- A502
- A27

Recommended actions

1. Verify that the 5 V, 5 V standby, and 24 V LEDs are lit on A501.
2. Check the wire harness between A1 and A501.
3. Check the fuses to the scanner on A1.
4. Check the wire harness and continuity between A502 and A27.
5. Check the wire harness and continuity between A502 and A501.
6. Reseat the connectors on A502 and A501.
7. Check the wire harness between A501 and the print engine.
8. Replace A501.
9. Replace A502.
10. Replace A27.

Links

- Diagnostic page: Click **Subsystems**, and then click **Scanner**.
- Component locator: [Scanner component locator on page 1770](#)
- Wiring diagram: [Scanner wiring diagram on page 2493](#)
- Parts diagram: [Scanner parts diagram on page 1771](#)
- Replace A501: [Scanner Control PCA \(A501\) on page 242](#)
- Replace A401: [ADF Control PCA \(A401\) on page 200](#)

30.0726

Description

- Copy Processing PCA (A27) detected an internal operation error

Primary root causes

- A27
- Corrupted A27 NVM RAM
- Firmware

Recommended actions

1. Turn off the MFP.
2. Check the wire harness and continuity between A502 and A27.
3. Check the wire harness and continuity between A501 and A502.
4. Reseat the connectors on A502 and A501.
5. Check the wire harness between A501 and the Power Distribution PCA (A1).
6. Turn on the MFP.
7. Replace A27.

Links

- Diagnostic page: Click **Subsystems**, and then click **Scanner**.
- Component locator: [Scanner component locator on page 1770](#)
- Wiring diagram: [Scanner wiring diagram on page 2493](#)
- Parts diagram: [Scanner parts diagram on page 1771](#)
- Replace A27: [Copy Processing PCA \(A27\) on page 620](#)

31.1301

Description

- Original document misspelling

Primary root causes

- ADF Original Lift solenoid (SOL401)
- ADF Feed clutch (CL401)
- ADF Feed motor (M401)
- ADF Conveying motor (M402)
- ADF Feed sensor (SN404)
- Original feed roller
- ADF Duplex Pressure solenoid (SOL403)
- ADF Eject Shift solenoid (SOL404)
- Separation pad
- One-way clutch
- ADF Control PCA (A401)

Recommended actions

1. Open the ADF diagnostic page, and then test each device. Replace any device that does not function. Verify that ADF Open Safety switch (SW401) is closed before you test motors and solenoids.
2. Verify that the 5 V, 5 V standby, and 24 V LEDs are lit on A401.
3. Check the wire harness between SOL401, CL401, and A401.
4. Disconnect SOL401 and CL401, and then test the continuity on each wire connector. Replace the solenoid if the continuity is open.
5. Test the voltage to SOL401 on A401: 24 V at YC2 pin 14.
6. Test the voltage to CL401 on A401: 24 V at YC4 pin 2.
7. Check the wire harness between M401, M402, and A401.
8. Disconnect M401, and then test the continuity between the following pins on the wire connector: pins 1 to 2, 1 to 3, 4 to 5, and 4 to 6. Replace the motor if the continuity is open.
9. Disconnect M402, and then test the continuity between the following pins on the wire connector: pins 1 to 2, 1 to 3, 4 to 5, and 4 to 6. Replace the motor if the continuity is open.
10. Test the voltage to M401 on A401: 24 V at YC2 pins 1 to 6.
11. Activate M401, and then test the signal to M401 on A401 at the following location: YC2 pins 3 to 6. If the signal does not go low, replace A401.

12. Test the voltage to M402 on A401: YC2 pins 7 to 12.
13. Activate M402, and then test the signal to M402 on A401 at the following location: YC2 pins 9 to 12. If the signal does not go low, replace A401.
14. Check the wire harness between SN404 and A401.
15. Test the voltage at SN404: 5 V at pins 1 and 3 on the connector.
16. Check the original feed roller and separation pad for wear and contamination.
17. Check the feed shaft one-way clutch.
18. Check the wire harness between SOL403, SOL404, and A401.
19. Disconnect SOL403 and SOL404, and then test the continuity on each wire connector. Replace the solenoid if the continuity is open.

Links

- Diagnostic page: Click **Subsystems**, and then click **ADF**.
- Component locator: [ADF component locator on page 1582](#)
- Wiring diagram: [ADF wiring diagram on page 2464](#)
- Parts diagram: [ADF parts diagrams on page 1582](#)
- Replace ADF components: [Automatic document feeder \(ADF\) on page 182](#)

31.1302

Description

- Jam at ADF Feed sensor (SN404)

Primary root causes

- ADF Feed motor (M401)
- SN404
- ADF Feed clutch (CL401)
- Original feed roller
- Separation pad
- One-way clutch
- ADF Control PCA (A401)

Recommended actions

1. Close the ADF and then remove all paper from the ADF. Open the ADF diagnostic page, and then test each device. Replace any device that does not function.
2. Verify that the 5 V, 5 V standby, and 24 V LEDs on A401 are lit.
3. Check the wire harness between SOL401, CL401, and A401.
4. Disconnect SOL401, CL401, and then test the continuity on each connector. Replace either component if the continuity is open.
5. Test the signal to SOL401 on A401: YC2 pin 14. Replace A401 if the signal does not go low.
6. Test the signal to CL401 on A401: YC4 pin 2. Replace A401 if the signal does not go low.
7. Check the wire harness between M401, M402, and A401.
8. Test the continuity on the M402 coils at the following pins: pins 1 to 2, 1 to 3, 4 to 5, and 4 to 6. Replace the motor if the continuity is open.
9. Test the continuity on the M401 coils at the following pins: pins 1 to 2, 1 to 3, 4 to 5, and 4 to 6. Replace the motor if the continuity is open.
10. Test the voltage to M401 on A401: 24 V at YC2 pins 1 to 6.
11. Test the voltage to M402 on A401: YC2 pins 7 to 12.
12. Test the signal to M401 on A401: YC2 pins 3 to 6. Replace A401 if the signal does not go low.
13. Test the signal to M402 on A401: YC2 pins 9 to 12. Replace A401 if the signal does not go low.
14. Check the wire harness between SN404 and A401.
15. Test the voltage at SN404: 5 V at pins 1 and 3 on the connector.
16. Check the original feed roller and separation pad for wear and contamination.
17. Check the feed shaft one-way clutch.

Links

- Diagnostic page: Click **Subsystems**, and then click **ADF**.
- Component locator: [ADF component locator on page 1582](#)
- Wiring diagram: [ADF wiring diagram on page 2464](#)
- Parts diagram: [ADF parts diagrams on page 1582](#)
- Replace ADF components: [Automatic document feeder \(ADF\) on page 182](#)

31.1303

Description

- Jam at ADF Timing sensor (SN406)

Primary root causes

- Paper dust on the black surface in front of SN406
- Paper path obstructions
- Conveying rollers and pulleys
- ADF Control PCA (A401)

Recommended actions

1. Open the ADF diagnostic page, and then test each device. Perform a paper pick test for simplex printing with paper. Replace any device that does not function.
2. Verify that the 5 V, 5 V standby, and 24 V LEDs are lit on A401.
3. Check the wire harness between SN406 and A401.
4. Clean SN406 and the black surface in front of it.
5. Test the voltage at SN406: 5 V at pins 1 and 3 (GND) on the sensor connector.
6. Check the paper path conveying rollers and pulleys for wear and contamination.
7. Verify that the ADF top cover spring presses the registration guide when the ADF is closed.
8. Check the registration rollers and pulleys for wear and contamination.
9. Verify that the ADF conveyance guide is installed correctly.
10. Activate SN406, and then test the signal to SN406 on A401 at the following pins: 0 to 5 V at YC4 pin 7. If the signal does not change replace A401.

Links

- Diagnostic page: Click **Subsystems**, and then click **ADF**.
- Component locator: [ADF component locator on page 1582](#)
- Wiring diagram: [ADF wiring diagram on page 2464](#)
- Parts diagram: [ADF parts diagrams on page 1582](#)
- Replace ADF components: [Automatic document feeder \(ADF\) on page 182](#)

31.1308

Description

- Jam detected between the ADF Feed sensor (SN404) and the ADF Reverse sensor (SN405) during duplex copying

Primary root causes

- ADF Duplex Shift solenoid (SOL402)
- SN405
- ADF Control PCA (A401)

Recommended actions

1. Open the ADF diagnostic page, and then test each device. Perform a paper pick test for duplex copying with paper. Replace any device that does not function.
2. Clear all paper from the ADF, close the ADF, and then verify that all sensors indicate that paper is not present.
3. Check the paper path for obstructions.
4. Check the diverter fingers for binding.
5. Check the wire harness between SOL402 and A401.
6. Test the continuity on the SOL402 coil. Replace SOL402 if the continuity is open.
7. Test the voltage to SOL402 on A401: 24 V at YC3 pin 2.
8. Activate SOL402, and then test the signal to SOL402 on A401. If the signal does not go down, replace A401.
9. Verify that the SN405 actuator moves freely.
10. Check the wire harness between SN405 and A401.
11. Test the voltage at SN405: 5 V at pins 1 to 3 on the sensor connector.
12. Replace SN405.
13. Activate SN405, and then test the signal to SN405 on A401 at the following location: 0 to 5 V at YC4 pin 4. If the signal does not go low, replace A401.

Links

- Diagnostic page: Click **Subsystems**, and then click **ADF**.
- Component locator: [ADF component locator on page 1582](#)
- Wiring diagram: [ADF wiring diagram on page 2464](#)
- Parts diagram: [ADF parts diagrams on page 1582](#)
- Replace ADF components: [Automatic document feeder \(ADF\) on page 182](#)

31.1311

Description

- Jam detected between the ADF Timing sensor (SN406) and the ADF Reverse sensor (SN405)

Primary root causes

- ADF Conveying motor (M402)
- SN405
- SN406
- ADF Duplex Shift solenoid (SOL402)
- Conveying rollers and pulleys
- Original sheet guides
- ADF Control PCA (A401)

Recommended actions

1. Open the ADF diagnostic page, and then test each device. Perform a paper pick test for duplex printing with paper. Verify that the ADF Open Safety switch (SW401) is closed before you test motors and solenoids. Replace any device that does not function.
2. Check the wire harness between M402, SN405, and A401.
3. Check the paper path, the lower conveying rollers, and the registration rollers for wear and contamination.
4. Check the original sheet guides in the reading area for damage.
5. Test the voltage at SN406: 5 V at pins 1 and 3 (GND) on the sensor connector.
6. Clean or replace SN406.
7. Check the wire harness between SOL402 and A401.
8. Clean or replace the eject guide rollers.
9. Replace A401.

Links

- Diagnostic page: Click **Subsystems**, and then click **ADF**.
- Component locator: [ADF component locator on page 1582](#)
- Wiring diagram: [ADF wiring diagram on page 2464](#)
- Parts diagram: [ADF parts diagrams on page 1582](#)
- Replace ADF components: [Automatic document feeder \(ADF\) on page 182](#)

31.1312

Description

- Jam detected at ADF Timing sensor (SN406) during conveying

Primary root causes

- Eject guides
- ADF alignment
- SN406
- SOL404
- ADF Control PCA (A401)

Recommended actions

1. Open the ADF diagnostic page, and then test each device. Perform a paper pick test for duplex printing with paper. Verify that the ADF Open Safety switch (SW401) is closed before you test motors and solenoids. Replace any device that does not function.
2. Check the eject guide for damage.
3. Check the leading edge of the original for damage or skew.
4. Check the copies for skew or image deformation near the top of the page. If these defects are present, adjust the ADF alignment screw at the rear of the right hinge.
5. Check the wire harness between SN406 and A401.
6. Test the voltage at SN406: 5 V at pins 1 and 3 (GND) on the sensor connector.
7. Replace SN406.
8. Replace A401.

Links

- Diagnostic page: Click **Subsystems**, and then click **ADF**.
- Component locator: [ADF component locator on page 1582](#)
- Wiring diagram: [ADF wiring diagram on page 2464](#)
- Parts diagram: [ADF parts diagrams on page 1582](#)
- Replace ADF components: [Automatic document feeder \(ADF\) on page 182](#)

32.0B03

Description

- The control panel is not present

Primary root causes

- Control panel
- Wire harness between the control panel and the MFP
- Formatter Main PCA (A26)

Recommended actions

1. Check the wire harness between the control panel and A26.
2. Validate that the control panel is calibrated and functional.
3. Replace the control panel.
4. Replace A26.

Links

- Wiring diagram: [Control panel wiring diagram on page 2470](#)
- Parts diagram: [Control panel parts diagram on page 1617](#)
- Replace the control panel: [Control panel assembly on page 259](#)
- Replace A26: [Formatter Main PCA \(A26\) on page 621](#)

32.0C00

Description

- Restore Factory Settings succeeded

Primary root causes

- N/A

Recommended actions

- ▲ N/A

32.0C01

Description

- Restore Factory Settings failed

Primary root causes

- Failed formatter NVRAM

Recommended actions

- ▲ Replace the Formatter Main PCA (A26).

Links

- Component locator: [Formatter component locator on page 1702](#)
- Wiring diagram: [Formatter wiring diagram on page 2482](#)
- Parts diagram: [Formatter parts diagram on page 1702](#)
- Replace A26: [Formatter Main PCA \(A26\) on page 621](#)

32.1C03

Description

- NVM B/R machine restore started

Primary root causes

- N/A

Recommended actions

- ▲ N/A

32.1C04

Description

- NVM B/R customer backup started (backup/restore operation was started)

Primary root causes

- N/A

Recommended actions

- ▲ N/A

32.1C05

Description

- NVM B/R restore backup started (backup/restore operation was started)

Primary root causes

- N/A

Recommended actions

- ▲ N/A

32.1C06

Description

- NVM B/R bad parameters error (invalid parameters passed to BackupMachineData or RestoreMachineData)

Primary root causes

- Invalid entry

Recommended actions

- ▲ Verify the settings, and then re-enter them.

32.1C07

Description

- NVM B/R file permissions error (unable to access destination)

Primary root causes

- The customer-specified drive is either not writable or not readable by the MFP

Recommended actions

- ▲ Check the destination location and the permissions of the specified destination path. Permissions could be either on the directories or the files.

32.1C08

Description

- NVM B/R file error (Disk full or other file access errors)

Primary root causes

- There is not enough space on the destination location to complete the operation

Recommended actions

- ▲ Check the destination location for available space. Free up space, if possible.

32.1C09

Description

- NVM B/R wrong machine error (tried to restore machine data to the wrong machine or the backup file being restored was created on a different machine)

Primary root causes

- The serial number in the file does not match the MFP serial number. The file specified was created on a different.

Recommended actions

- ▲ Validate the machine serial number, and then upload the file that was created on this MFP.

32.1C0A

Description

- NVM B/R data integrity error (data corrupt, or other encryption/decryption errors)

Primary root causes

- Corrupt file
- Wrong encryption key

Recommended actions

1. Verify that the encryption key is correct.
2. If the error persists, try a different file.

32.1C0B

Description

- NVM B/R firmware version error. Tried to restore firmware backup from a different firmware version.

Primary root causes

- Firmware on the MFP is new or older than the firmware you are trying to restore

Recommended actions

- ▲ Verify that the MFP is running the same firmware version that was used when creating the backup file. Do not upgrade the MFP firmware before doing the firmware restore.

32.1C0C

Description

- NVM B/R aborted

Primary root causes

- The user aborted the operation from the embedded Web server (EWS)

Recommended actions

- ▲ N/A

32.1C0D

Description

- NVM B/R unknown error

Primary root causes

- Unknown

Recommended actions

- ▲ Retry the backup.

32.1C0E

Description

- NVM B/R formatter timeout

Primary root causes

- Unknown firmware condition prevented the operation from completing

Recommended actions

1. Retry the backup.
2. If the error persists, perform an RFU upgrade.

32.1C0F

Description

- NVM B/R Coprocessor timeout

Primary root causes

- Unknown firmware condition prevented the operation from completing

Recommended actions

1. Retry the backup.
2. If the error persists, perform an RFU upgrade.

32.1C10

Description

- NVM B/R Coprocessor timeout

Primary root causes

- Unknown firmware condition prevented the operation from completing

Recommended actions

1. Retry the backup.
2. If the error persists, perform an RFU upgrade.

32.1C11

Description

- NVM B/R engine timeout

Primary root causes

- Unknown firmware condition prevented the operation from completing

Recommended actions

1. Retry the backup.
2. If the error persists, perform an RFU upgrade.

32.1C12

Description

- NVM B/R disk timeout

Primary root causes

- Unknown firmware condition prevented the operation from completing

Recommended actions

1. Retry the backup.
2. If the error persists, perform an RFU upgrade.

32.1C13

Description

- NVM B/R auto backup timeout

Primary root causes

- Unknown firmware condition prevented the operation from completing

Recommended actions

1. Retry the backup.
2. If the error persists, perform an RFU upgrade.

32.1800

Description

- Parallel port buffer overflow

Primary root causes

- MFP firmware
- Parallel cable
- Host PC

Recommended actions

1. Reboot the MFP.
2. Reboot the host PC.
3. Update the MFP firmware.
4. Replace the parallel cable.
5. Replace the EIO Riser PCA (A31).

Links

- Component locator: [Formatter component locator on page 1702](#)
- Wiring diagram: [Formatter wiring diagram on page 2482](#)
- Parts diagram: [Formatter parts diagram on page 1702](#)
- Replace A31: [EIO Riser PCA \(A31\) on page 617](#)

32.1801

Description

- Serial port buffer overflow

Primary root causes

- MFP firmware
- Copy Processing PCA (A27)

Recommended actions

1. Reboot the MFP.
2. Reinstall A27.
3. Replace A27.

Links

- Component locator: [Formatter component locator on page 1702](#)
- Wiring diagram: [Formatter wiring diagram on page 2482](#)
- Parts diagram: [Formatter parts diagram on page 1702](#)
- Replace A27: [Copy Processing PCA \(A27\) on page 620](#)

32.1802

Description

- USB buffer overflow

Primary root causes

- MFP firmware
- USB cable
- Host PC

Recommended actions

1. Reboot the MFP.
2. Reboot the host PC.
3. Replace the USB cable.
4. Reinstall the Copy Processing PCA (A27).
5. Replace A27.

Links

- Component locator: [Formatter component locator on page 1702](#)
- Wiring diagram: [Formatter wiring diagram on page 2482](#)
- Parts diagram: [Formatter parts diagram on page 1702](#)
- Replace A27: [Copy Processing PCA \(A27\) on page 620](#)

32.1803

Description

- EIO X buffer overflow. Third-party PCA might be attached to the host PC.

Primary root causes

- MFP firmware
- Network cable between host PC and the MFP
- Copy Processing PCA (A27)

Recommended actions

1. Reboot the MFP.
2. Reboot the host PC, switch, or hub.
3. Replace the network cable.
4. Reinstall A27.
5. Replace A27.

Links

- Component locator: [Formatter component locator on page 1702](#)
- Wiring diagram: [Formatter wiring diagram on page 2482](#)
- Parts diagram: [Formatter parts diagram on page 1702](#)
- Replace A27: [Copy Processing PCA \(A27\) on page 620](#)

32.1804

Description

- EIO bad transition. Third-party PCA might be attached to the host PC.

Primary root causes

- MFP firmware
- Network cable between host PC and the MFP
- Copy Processing PCA (A27)

Recommended actions

1. Reboot the MFP.
2. Reboot the host PC, switch, or hub.
3. Replace the network cable.
4. Reinstall A27.
5. Replace A27.

Links

- Component locator: [Formatter component locator on page 1702](#)
- Wiring diagram: [Formatter wiring diagram on page 2482](#)
- Parts diagram: [Formatter parts diagram on page 1702](#)
- Replace A27: [Copy Processing PCA \(A27\) on page 620](#)

32.1805

Description

- Bad serial port transition

Primary root causes

- Cable between host PC and the MFP
- Copy Processing PCA (A27)

Recommended actions

1. Reboot the MFP.
2. Reboot the host PC.
3. Replace the cable.
4. Reinstall A27.
5. Replace A27.

Links

- Component locator: [Formatter component locator on page 1702](#)
- Wiring diagram: [Formatter wiring diagram on page 2482](#)
- Parts diagram: [Formatter parts diagram on page 1702](#)
- Replace A27: [Copy Processing PCA \(A27\) on page 620](#)

32.1900

Description

- File operation failed

Primary root causes

- USB device has been removed
- Hard disk problem
- File not found
- No free file descriptors
- Invalid number of bits
- File with the same name exists
- Illegal field name
- Incorrect permissions to delete a file or a directory
- Trying to perform file operations on an item that is not a file
- Trying to perform directory operations on an item that is not a directory
- Directory is full
- File is write-only
- Corrupt system file
- No available RAM on formatter main PCA

Recommended actions

1. Reinstall a removed USB device.
2. Delete unnecessary files.
3. Reboot the MFP.
4. Perform a hard disk initialization procedure.
5. Use the reformat option to download and reinstall firmware.
6. Replace the hard disk.

Links

- Component locator: [Formatter component locator on page 1702](#)
- Wiring diagram: [Formatter wiring diagram on page 2482](#)
- Parts diagram: [Formatter parts diagram on page 1702](#)
- Replace the hard disk: [Formatter hard drive on page 611](#)

32.1902

Description

- Disk is write-protected

Primary root causes

- The hard disk or USB drive is write-protected. The file is protected by a PML command or write-protected from the USB or hard disk.

Recommended actions

1. Unprotect the USB drive or the hard disk.
2. Perform a disk initialization procedure.

32.1904

Description

- Unable to copy job

Primary root causes

- Too many customer jobs on the hard drive

Recommended actions

- ▲ Delete the customer jobs from the hard drive.

32.1905

Description

- Unable to store job

Primary root causes

- Too many customer jobs on the hard drive

Recommended actions

- ▲ Delete the customer jobs from the hard drive.

32.1906

Description

- Formatter hard disk is full

Primary root causes

- The MFP hard disk does not have enough space to process additional jobs.

Recommended actions

- ▲ Delete jobs on the hard disk. If necessary, contact the system administrator.

32.2100

Description

- Corrupt firmware in external accessory

Primary root causes

- Corrupt finisher firmware
- Finisher Main PCA (A200)

Recommended actions

1. Reboot the MFP.
2. Update the MFP firmware.
3. Check the voltages on A200 at the 3.3, 5, 32, 42, and 52 Vdc test points.
4. Replace A200.

Links

- Wiring diagram: [Finisher Main PCA \(A200\) diagram on page 2481](#).
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#).

32.2301

Description

- ENGCOM (engine communication) unknown configuration from Main Engine PCA (A5). The NVM value returned from A5 does not match the NVM value in the Formatter Main PCA (A26).

Primary root causes

- A5 was replaced but the NVM was not set for the current product configuration
- No communication between A5 and A26
- A5 NVM is corrupted

Recommended actions

1. If A5 was replaced, restore NVM.
2. Check the wire harness between A5 and A26.

Links

- Component locator: [Formatter component locator on page 1702.](#)
- Wiring diagram: [Formatter wiring diagram on page 2482.](#)
- Parts diagram: [Formatter parts diagram on page 1702.](#)

32.2302

Description

- ENGCOR (engine communication) configuration changed. The Formatter Main PCA (A26) EFI (extensible firmware interface) NVM value does not match the Main Engine PCA (A5) NVM value.

Primary root causes

- A5 or A26 was replaced but the NVM was not set for the current product configuration

Recommended actions

- ▲ This is normal behavior. The A26 EFI (extensible firmware interface) NVM value and the A5 NVM value resolve after the MFP is booted up. No action is required.

Links

- Component locator: [Formatter component locator on page 1702.](#)
- Wiring diagram: [Formatter wiring diagram on page 2482.](#)
- Parts diagram: [Formatter parts diagram on page 1702.](#)

32.2600

Description

- Not enough memory to print current page or page is too complex

Primary root causes

- Memory leak is causing previous jobs to consume too much memory
- Memory leak in current job
- Previous pages in this job have fragmented the memory too much for this page to print
- Other software is consuming memory
- Corrupted RAM

Recommended actions

1. Print the Configuration page, and then check the available RAM against the RAM available on the MFP.
2. Reboot the MFP.
3. Uninstall other systems that consume RAM, such as compact flash, third-party software, and extra DIMMS.
4. Install more RAM.
5. Print only the page that failed to print.
6. Try another PDL driver and select less complex device options.
7. Try a different PDL (XL to PS, PS to XL, PCL2, PDF).
8. Update the MFP firmware and printer driver.

Links

- Configuration page: Click **Settings/Procedures**, and then click **Print Information Pages**.

32.4400

Description

- File operation failed

Primary root causes

- USB device has been removed
- Hard disk problem
- File not found
- No free file descriptors
- Invalid number of bits
- File with the same name exists
- Illegal field name
- Incorrect permissions to delete a file or a directory
- Trying to perform file operations on an item that is not a file
- Trying to perform directory operations on an item that is not a directory
- Directory is full
- File is write-only
- Corrupt system file
- No available RAM on formatter main PCA

Recommended actions

1. Reinstall a removed USB device.
2. Delete unnecessary files.
3. Reboot the MFP.
4. Perform a hard disk initialization procedure.
5. Use the reformat option to download and reinstall firmware.
6. Replace the hard disk.

Links

- Component locator: [Formatter component locator on page 1702.](#)
- Wiring diagram: [Formatter wiring diagram on page 2482.](#)
- Parts diagram: [Formatter parts diagram on page 1702.](#)
- Replace the hard disk: [Formatter hard drive on page 611](#)

32.4401

Description

- File system is full

Primary root causes

- Hard disk is full

Recommended actions

1. Delete user files.
2. Delete user stored files.

32.4402

Description

- Disk is write-protected

Primary root causes

- The hard disk or USB drive is write-protected. The file is protected by a PML command or write-protected from the USB or hard disk.

Recommended actions

1. Unprotect the USB drive or the hard disk.
2. Perform a disk initialization procedure.

32.4403

Description

- Disk is not initialized

Primary root causes

- USB drive is not initialized

Recommended actions

- ▲ Reformat the USB drive.

32.0500

Description

- Insufficient memory to load fonts and data

Primary root causes

- Too many fonts are installed on the hard disk to load into RAM
- Corrupt font file
- Corrupt RAM

Recommended actions

1. Print the Configuration page, and then check the available RAM against the RAM available on the MFP.
2. Reboot the MFP.
3. Uninstall any third-party software that consumes RAM.
4. Install more RAM.
5. Remove and reinstall some or all of the fonts on the hard disk.
6. Install the latest driver and RFU firmware.
7. Check the health of the hard disk.

Links

- Configuration page: Click **Settings/Procedures**, and then click **Print Information Pages**.

32.5C00

Description

- Failure reading color table from disk

Primary root causes

- Not enough RAM to load color tables
- Corrupted color file
- Too many color files on the hard disk
- Corrupted RAM

Recommended actions

1. Print the Configuration page, and then check the available RAM against the RAM available on the MFP.
2. Reboot the MFP.
3. Uninstall other systems that consume RAM, such as compact flash, third-party software, and extra DIMMS.
4. Install more RAM.
5. Reinstall the standard or custom color tables.
6. Uninstall the custom color tables.
7. Remake the custom color tables for the appropriate firmware version.
8. Update the MFP firmware and printer driver.
9. Check the health of the hard disk.

Links

- Configuration page: Click **Settings/Procedures**, and then click **Print Information Pages**.

49.0B01

Description

- Formatter cannot communicate with Coprocessor. Error occurred in the communication path between Coprocessor Windows Service and Coprocessor State Manager.

Primary root causes

- Coprocessor network problem
- Coprocessor software problem
- Coprocessor hardware problem

Recommended actions

1. Check the wire harness between the Coprocessor and the Formatter Main PCA (A26).
2. Reboot the MFP, and then watch the Coprocessor LEDs for an error message. Troubleshoot the Coprocessor accordingly.

49.yyzz

Description

- Formatter firmware fault

Primary root causes

- This code has many possible root causes

Recommended actions

1. Reboot the MFP.
2. Restore NVM, and then reboot the MFP.
3. Reload the system firmware.

67.yyzz

Description

- Printer error

Primary root causes

- Corrupted NVRAM permanent storage

Recommended actions

1. Reboot the MFP.
2. Reset the MFP to the factory settings. For more informations, see the system administrator guide.

68.8001

Description

- Formatter NVRAM storage error settings changed

Primary root causes

- System power turned off while NVM data was being written to the NVRAM
- Corrupted NVM, version, or size in the permanent storage block has changed
- Formatter Main PCA (A26)

Recommended actions

1. Restore NVRAM.
2. Reboot the MFP.

Links

- Restore NVM: Click **Settings/Procedures**, click **NVM**, and then click **Manual NVM Restore**.

68.8002

Description

- NVRAM permanent storage is full

Primary root causes

- Formatter Main PCA (A26)

Recommended actions

1. Restore NVM.
2. Replace A26.

Links

- Restore NVM: Click **Settings/Procedures**, click **NVM**, and then click **Manual NVM Restore**.
- Component locator: [Formatter component locator on page 1702](#)
- Wiring diagram: [Formatter wiring diagram on page 2482](#)
- Parts diagram: [Formatter parts diagram on page 1702](#)
- Replace A26: [Formatter Main PCA \(A26\) on page 621](#)

68.8003

Description

- Formatter NVRAM write failed. This problem indicates a hardware failure. On the next power cycle, the NVRAM permanent storage block with the offending location will be ignored by the firmware.

Primary root causes

- Formatter Main PCA (A26)

Recommended actions

1. Reboot the MFP.
2. Replace A26.

Links

- Restore NVM: Click **Settings/Procedures**, click **NVM**, and then click **Manual NVM Restore**.
- Component locator: [Formatter component locator on page 1702](#)
- Wiring diagram: [Formatter wiring diagram on page 2482](#)
- Parts diagram: [Formatter parts diagram on page 1702](#)
- Replace A26: [Formatter Main PCA \(A26\) on page 621](#)

79.yyzz

Description

- Printer error

Primary root causes

- This code has many possible root causes

Recommended actions

1. Reboot the MFP.
2. Restore NVM, and then reboot the MFP.
3. Reload the system firmware.

Links

- Restore NVM: Click **Settings/Procedures**, click **NVM**, and then click **Manual NVM Restore**.

80.0180

Description

- No heartbeat

Primary root causes

- Network configuration
- Corrupt firmware
- Corrupt NVM
- Copy Processing PCA (A27)

Recommended actions

1. Reboot the MFP.
2. Verify that the network configuration is correct. See the system administrator guide for help.
3. Restore NVM, and then reboot the MFP.
4. Reload the system firmware.
5. Replace A27.

Links

- Restore NVM: Click **Settings/Procedures**, click **NVM**, and then click **Manual NVM Restore**.
- Component locator: [Formatter component locator on page 1702](#)
- Wiring diagram: [Formatter wiring diagram on page 2482](#)
- Parts diagram: [Formatter parts diagram on page 1702](#)
- Replace A27: [Copy Processing PCA \(A27\) on page 620](#)

80.0181

Description

- Reclaim timeout

Primary root causes

- Network configuration
- Corrupt firmware
- Corrupt NVM
- Copy Processing PCA (A27)

Recommended actions

1. Reboot the MFP.
2. Verify that the network configuration is correct. See the system administrator guide for help.
3. Restore NVM, and then reboot the MFP.
4. Reload the system firmware.
5. Replace A27.

Links

- Restore NVM: Click **Settings/Procedures**, click **NVM**, and then click **Manual NVM Restore**.
- Component locator: [Formatter component locator on page 1702](#)
- Wiring diagram: [Formatter wiring diagram on page 2482](#)
- Parts diagram: [Formatter parts diagram on page 1702](#)
- Replace A27: [Copy Processing PCA \(A27\) on page 620](#)

80.0182

Description

- Invalid data length

Primary root causes

- Network configuration
- Corrupt firmware
- Corrupt NVM
- Copy Processing PCA (A27)

Recommended actions

1. Reboot the MFP.
2. Verify that the network configuration is correct. See the system administrator guide for help.
3. Restore NVM, and then reboot the MFP.
4. Reload the system firmware.
5. Replace A27.

Links

- Restore NVM: Click **Settings/Procedures**, click **NVM**, and then click **Manual NVM Restore**.
- Component locator: [Formatter component locator on page 1702](#)
- Wiring diagram: [Formatter wiring diagram on page 2482](#)
- Parts diagram: [Formatter parts diagram on page 1702](#)
- Replace A27: [Copy Processing PCA \(A27\) on page 620](#)

80.018B

Description

- Invalid maximum outstanding packet header field

Primary root causes

- Network configuration
- Corrupt firmware
- Corrupt NVM
- Copy Processing PCA (A27)

Recommended actions

1. Reboot the MFP.
2. Verify that the network configuration is correct. See the system administrator guide for help.
3. Restore NVM, and then reboot the MFP.
4. Reload the system firmware.
5. Replace A27.

Links

- Restore NVM: Click **Settings/Procedures**, click **NVM**, and then click **Manual NVM Restore**.
- Component locator: [Formatter component locator on page 1702](#)
- Wiring diagram: [Formatter wiring diagram on page 2482](#)
- Parts diagram: [Formatter parts diagram on page 1702](#)
- Replace A27: [Copy Processing PCA \(A27\) on page 620](#)

80.018C

Description

- Invalid channel mapping response

Primary root causes

- Network configuration
- Corrupt firmware
- Corrupt NVM
- Copy Processing PCA (A27)

Recommended actions

1. Reboot the MFP.
2. Verify that the network configuration is correct. See the system administrator guide for help.
3. Restore NVM, and then reboot the MFP.
4. Reload the system firmware.
5. Replace A27.

Links

- Restore NVM: Click **Settings/Procedures**, click **NVM**, and then click **Manual NVM Restore**.
- Component locator: [Formatter component locator on page 1702](#)
- Wiring diagram: [Formatter wiring diagram on page 2482](#)
- Parts diagram: [Formatter parts diagram on page 1702](#)
- Replace A27: [Copy Processing PCA \(A27\) on page 620](#)

80.0301

Description

- No PGP buffers

Primary root causes

- Network configuration
- Corrupt firmware
- Corrupt NVM
- Copy Processing PCA (A27)

Recommended actions

1. Reboot the MFP.
2. Verify that the network configuration is correct. See the system administrator guide for help.
3. Restore NVM, and then reboot the MFP.
4. Reload the system firmware.
5. Replace A27.

Links

- Restore NVM: Click **Settings/Procedures**, click **NVM**, and then click **Manual NVM Restore**.
- Component locator: [Formatter component locator on page 1702](#)
- Wiring diagram: [Formatter wiring diagram on page 2482](#)
- Parts diagram: [Formatter parts diagram on page 1702](#)
- Replace A27: [Copy Processing PCA \(A27\) on page 620](#)

80.0302

Description

- Channel table full

Primary root causes

- Network configuration
- Corrupt firmware
- Corrupt NVM
- Copy Processing PCA (A27)

Recommended actions

1. Reboot the MFP.
2. Verify that the network configuration is correct. See the system administrator guide for help.
3. Restore NVM, and then reboot the MFP.
4. Reload the system firmware.
5. Replace A27.

Links

- Restore NVM: Click **Settings/Procedures**, click **NVM**, and then click **Manual NVM Restore**.
- Component locator: [Formatter component locator on page 1702](#)
- Wiring diagram: [Formatter wiring diagram on page 2482](#)
- Parts diagram: [Formatter parts diagram on page 1702](#)
- Replace A27: [Copy Processing PCA \(A27\) on page 620](#)

80.0303

Description

- Producer index not reset

Primary root causes

- Network configuration
- Corrupt firmware
- Corrupt NVM
- Copy Processing PCA (A27)

Recommended actions

1. Reboot the MFP.
2. Verify that the network configuration is correct. See the system administrator guide for help.
3. Restore NVM, and then reboot the MFP.
4. Reload the system firmware.
5. Replace A27.

Links

- Restore NVM: Click **Settings/Procedures**, click **NVM**, and then click **Manual NVM Restore**.
- Component locator: [Formatter component locator on page 1702](#)
- Wiring diagram: [Formatter wiring diagram on page 2482](#)
- Parts diagram: [Formatter parts diagram on page 1702](#)
- Replace A27: [Copy Processing PCA \(A27\) on page 620](#)

80.0304

Description

- Consumer index not reset

Primary root causes

- Network configuration
- Corrupt firmware
- Corrupt NVM
- Copy Processing PCA (A27)

Recommended actions

1. Reboot the MFP.
2. Verify that the network configuration is correct. See the system administrator guide for help.
3. Restore NVM, and then reboot the MFP.
4. Reload the system firmware.
5. Replace A27.

Links

- Restore NVM: Click **Settings/Procedures**, click **NVM**, and then click **Manual NVM Restore**.
- Component locator: [Formatter component locator on page 1702](#)
- Wiring diagram: [Formatter wiring diagram on page 2482](#)
- Parts diagram: [Formatter parts diagram on page 1702](#)
- Replace A27: [Copy Processing PCA \(A27\) on page 620](#)

80.0305

Description

- Queue position size too small

Primary root causes

- Network configuration
- Corrupt firmware
- Corrupt NVM
- Copy Processing PCA (A27)

Recommended actions

1. Reboot the MFP.
2. Verify that the network configuration is correct. See the system administrator guide for help.
3. Restore NVM, and then reboot the MFP.
4. Reload the system firmware.
5. Replace A27.

Links

- Restore NVM: Click **Settings/Procedures**, click **NVM**, and then click **Manual NVM Restore**.
- Component locator: [Formatter component locator on page 1702](#)
- Wiring diagram: [Formatter wiring diagram on page 2482](#)
- Parts diagram: [Formatter parts diagram on page 1702](#)
- Replace A27: [Copy Processing PCA \(A27\) on page 620](#)

80.0306

Description

- Transport overflow

Primary root causes

- Network configuration
- Corrupt firmware
- Corrupt NVM
- Copy Processing PCA (A27)

Recommended actions

1. Reboot the MFP.
2. Verify that the network configuration is correct. See the system administrator guide for help.
3. Restore NVM, and then reboot the MFP.
4. Reload the system firmware.
5. Replace A27.

Links

- Restore NVM: Click **Settings/Procedures**, click **NVM**, and then click **Manual NVM Restore**.
- Component locator: [Formatter component locator on page 1702](#)
- Wiring diagram: [Formatter wiring diagram on page 2482](#)
- Parts diagram: [Formatter parts diagram on page 1702](#)
- Replace A27: [Copy Processing PCA \(A27\) on page 620](#)

80.0307

Description

- No overflow packets

Primary root causes

- Network configuration
- Corrupt firmware
- Corrupt NVM
- Copy Processing PCA (A27)

Recommended actions

1. Reboot the MFP.
2. Verify that the network configuration is correct. See the system administrator guide for help.
3. Restore NVM, and then reboot the MFP.
4. Reload the system firmware.
5. Replace A27.

Links

- Restore NVM: Click **Settings/Procedures**, click **NVM**, and then click **Manual NVM Restore**.
- Component locator: [Formatter component locator on page 1702](#)
- Wiring diagram: [Formatter wiring diagram on page 2482](#)
- Parts diagram: [Formatter parts diagram on page 1702](#)
- Replace A27: [Copy Processing PCA \(A27\) on page 620](#)

80.0308

Description

- Invalid identify response

Primary root causes

- Network configuration
- Corrupt firmware
- Corrupt NVM
- Copy Processing PCA (A27)

Recommended actions

1. Reboot the MFP.
2. Verify that the network configuration is correct. See the system administrator guide for help.
3. Restore NVM, and then reboot the MFP.
4. Reload the system firmware.
5. Replace A27.

Links

- Restore NVM: Click **Settings/Procedures**, click **NVM**, and then click **Manual NVM Restore**.
- Component locator: [Formatter component locator on page 1702](#)
- Wiring diagram: [Formatter wiring diagram on page 2482](#)
- Parts diagram: [Formatter parts diagram on page 1702](#)
- Replace A27: [Copy Processing PCA \(A27\) on page 620](#)

80.0309

Description

- Invalid channel map return status

Primary root causes

- Network configuration
- Corrupt firmware
- Corrupt NVM
- Copy Processing PCA (A27)

Recommended actions

1. Reboot the MFP.
2. Verify that the network configuration is correct. See the system administrator guide for help.
3. Restore NVM, and then reboot the MFP.
4. Reload the system firmware.
5. Replace A27.

Links

- Restore NVM: Click **Settings/Procedures**, click **NVM**, and then click **Manual NVM Restore**.
- Component locator: [Formatter component locator on page 1702](#)
- Wiring diagram: [Formatter wiring diagram on page 2482](#)
- Parts diagram: [Formatter parts diagram on page 1702](#)
- Replace A27: [Copy Processing PCA \(A27\) on page 620](#)

80.0310

Description

- Invalid reclaim return status

Primary root causes

- Network configuration
- Corrupt firmware
- Corrupt NVM
- Copy Processing PCA (A27)

Recommended actions

1. Reboot the MFP.
2. Verify that the network configuration is correct. See the system administrator guide for help.
3. Restore NVM, and then reboot the MFP.
4. Reload the system firmware.
5. Replace A27.

Links

- Restore NVM: Click **Settings/Procedures**, click **NVM**, and then click **Manual NVM Restore**.
- Component locator: [Formatter component locator on page 1702](#)
- Wiring diagram: [Formatter wiring diagram on page 2482](#)
- Parts diagram: [Formatter parts diagram on page 1702](#)
- Replace A27: [Copy Processing PCA \(A27\) on page 620](#)

80.0312

Description

- Datagram invalid buffer

Primary root causes

- Network configuration
- Corrupt firmware
- Corrupt NVM
- Copy Processing PCA (A27)

Recommended actions

1. Reboot the MFP.
2. Verify that the network configuration is correct. See the system administrator guide for help.
3. Restore NVM, and then reboot the MFP.
4. Reload the system firmware.
5. Replace A27.

Links

- Restore NVM: Click **Settings/Procedures**, click **NVM**, and then click **Manual NVM Restore**.
- Component locator: [Formatter component locator on page 1702](#)
- Wiring diagram: [Formatter wiring diagram on page 2482](#)
- Parts diagram: [Formatter parts diagram on page 1702](#)
- Replace A27: [Copy Processing PCA \(A27\) on page 620](#)

80.0313

Description

- Max stream channels

Primary root causes

- Network configuration
- Corrupt firmware
- Corrupt NVM
- Copy Processing PCA (A27)

Recommended actions

1. Reboot the MFP.
2. Verify that the network configuration is correct. See the system administrator guide for help.
3. Restore NVM, and then reboot the MFP.
4. Reload the system firmware.
5. Replace A27.

Links

- Restore NVM: Click **Settings/Procedures**, click **NVM**, and then click **Manual NVM Restore**.
- Component locator: [Formatter component locator on page 1702](#)
- Wiring diagram: [Formatter wiring diagram on page 2482](#)
- Parts diagram: [Formatter parts diagram on page 1702](#)
- Replace A27: [Copy Processing PCA \(A27\) on page 620](#)

80.0314

Description

- Max datagram channels

Primary root causes

- Network configuration
- Corrupt firmware
- Corrupt NVM
- Copy Processing PCA (A27)

Recommended actions

1. Reboot the MFP.
2. Verify that the network configuration is correct. See the system administrator guide for help.
3. Restore NVM, and then reboot the MFP.
4. Reload the system firmware.
5. Replace A27.

Links

- Restore NVM: Click **Settings/Procedures**, click **NVM**, and then click **Manual NVM Restore**.
- Component locator: [Formatter component locator on page 1702](#)
- Wiring diagram: [Formatter wiring diagram on page 2482](#)
- Parts diagram: [Formatter parts diagram on page 1702](#)
- Replace A27: [Copy Processing PCA \(A27\) on page 620](#)

80.0315

Description

- Card reset failed

Primary root causes

- Network configuration
- Corrupt firmware
- Corrupt NVM
- Copy Processing PCA (A27)

Recommended actions

1. Reboot the MFP.
2. Verify that the network configuration is correct. See the system administrator guide for help.
3. Restore NVM, and then reboot the MFP.
4. Reload the system firmware.
5. Replace A27.

Links

- Restore NVM: Click **Settings/Procedures**, click **NVM**, and then click **Manual NVM Restore**.
- Component locator: [Formatter component locator on page 1702](#)
- Wiring diagram: [Formatter wiring diagram on page 2482](#)
- Parts diagram: [Formatter parts diagram on page 1702](#)
- Replace A27: [Copy Processing PCA \(A27\) on page 620](#)

80.0316

Description

- Self-test failure

Primary root causes

- Network configuration
- Corrupt firmware
- Corrupt NVM
- Copy Processing PCA (A27)

Recommended actions

1. Reboot the MFP.
2. Verify that the network configuration is correct. See the system administrator guide for help.
3. Restore NVM, and then reboot the MFP.
4. Reload the system firmware.
5. Replace A27.

Links

- Restore NVM: Click **Settings/Procedures**, click **NVM**, and then click **Manual NVM Restore**.
- Component locator: [Formatter component locator on page 1702](#)
- Wiring diagram: [Formatter wiring diagram on page 2482](#)
- Parts diagram: [Formatter parts diagram on page 1702](#)
- Replace A27: [Copy Processing PCA \(A27\) on page 620](#)

80.0317

Description

- Unknown PGP packet

Primary root causes

- Network configuration
- Corrupt firmware
- Corrupt NVM
- Copy Processing PCA (A27)

Recommended actions

1. Reboot the MFP.
2. Verify that the network configuration is correct. See the system administrator guide for help.
3. Restore NVM, and then reboot the MFP.
4. Reload the system firmware.
5. Replace A27.

Links

- Restore NVM: Click **Settings/Procedures**, click **NVM**, and then click **Manual NVM Restore**.
- Component locator: [Formatter component locator on page 1702](#)
- Wiring diagram: [Formatter wiring diagram on page 2482](#)
- Parts diagram: [Formatter parts diagram on page 1702](#)
- Replace A27: [Copy Processing PCA \(A27\) on page 620](#)

80.0318

Description

- Duplicate I/O channel

Primary root causes

- Network configuration
- Corrupt firmware
- Corrupt NVM
- Copy Processing PCA (A27)

Recommended actions

1. Reboot the MFP.
2. Verify that the network configuration is correct. See the system administrator guide for help.
3. Restore NVM, and then reboot the MFP.
4. Reload the system firmware.
5. Replace A27.

Links

- Restore NVM: Click **Settings/Procedures**, click **NVM**, and then click **Manual NVM Restore**.
- Component locator: [Formatter component locator on page 1702](#)
- Wiring diagram: [Formatter wiring diagram on page 2482](#)
- Parts diagram: [Formatter parts diagram on page 1702](#)
- Replace A27: [Copy Processing PCA \(A27\) on page 620](#)

81.yyzz

Description

- Undefined networking problem

Primary root causes

- Network configuration
- Corrupt firmware
- Corrupt NVM

Recommended actions

1. Reboot the MFP.
2. Verify that the network configuration is correct. See the system administrator guide for help.
3. Restore NVM, and then reboot the MFP.
4. Reload the system firmware.

Links

- Restore NVM: Click **Settings/Procedures**, click **NVM**, and then click **Manual NVM Restore**.

85.yyzz

Description

- Undefined networking problem

Primary root causes

- Network configuration
- Corrupt firmware
- Corrupt NVM
- Copy Processing PCA (A27)

Recommended actions

1. Reboot the MFP.
2. Verify that the network configuration is correct. See the system administrator guide for help.
3. Restore NVM, and then reboot the MFP.
4. Reload the system firmware.
5. Replace A27.

Links

- Restore NVM: Click **Settings/Procedures**, click **NVM**, and then click **Manual NVM Restore**.
- Component locator: [Formatter component locator on page 1702](#)
- Wiring diagram: [Formatter wiring diagram on page 2482](#)
- Parts diagram: [Formatter parts diagram on page 1702](#)
- Replace A27: [Copy Processing PCA \(A27\) on page 620](#)

86.yyzz

Description

- Undefined networking problem

Primary root causes

- Network configuration
- Corrupt firmware
- Corrupt NVM

Recommended actions

1. Reboot the MFP.
2. Verify that the network configuration is correct. See the system administrator guide for help.
3. Restore NVM, and then reboot the MFP.
4. Reload the system firmware.

Links

- Restore NVM: Click **Settings/Procedures**, click **NVM**, and then click **Manual NVM Restore**.

99.000A

Description

- Job cancel detected during the reading of the second part of the RFU header

Primary root causes

- Job was cancelled

Recommended actions

- ▲ If job cancel was intended, no action is needed. Otherwise, resend the RFU file.

99.000C

Description

- Header size mismatch for version 1 header

Primary root causes

- Corrupt or incorrectly generated RFU file

Recommended actions

- ▲ Resend the RFU file.

99.000D

Description

- Header size mismatch for version 2 header

Primary root causes

- Corrupt or incorrectly generated RFU file

Recommended actions

- ▲ Resend the RFU file.

99.000E

Description

- Header size mismatch for version 3 header

Primary root causes

- Corrupt or incorrectly generated RFU file

Recommended actions

- ▲ Resend the RFU file.

99.000F

Description

- Failure detected when preparing the media for upgrade

Primary root causes

- Bad media

Recommended actions

- ▲ Check the cables and reseal the hardware as appropriate.

99.0001

Description

- Bad image received

Primary root causes

- Error detected in the image received

Recommended actions

- ▲ Resend file or send a new image.

99.0002

Description

- I/O timeout when receiving the RFU file

Primary root causes

- Bad I/O connection between the host and the MFP
- Congested network

Recommended actions

1. Verify that the host has not crashed while sending the RFU file.
2. Check the physical connection between the host and the MFP.
3. Verify that the RFU file is not truncated.
4. Resend the RFU file.

99.0004

Description

- I/O timeout occurred when receiving the RFU header

Primary root causes

- Bad I/O connection between the host and the MFP
- Congested network

Recommended actions

1. Verify that the host has not crashed while sending the RFU file.
2. Check the physical connection between the host and the MFP.
3. Verify that the RFU file is not truncated.
4. Resend the RFU file.

99.0006

Description

- Read error during the reading of the first part of the RFU header

Primary root causes

- Unknown

Recommended actions

- ▲ Resend the RFU file.

99.0007

Description

- Read byte error during the reading of the second part of the RFU header

Primary root causes

- Unknown

Recommended actions

- ▲ Resend the RFU file.

99.0009

Description

- Job cancel detected during the reading of the first part of the RFU header

Primary root causes

- Job was cancelled

Recommended actions

- ▲ If job cancel was intended, no action is needed. Otherwise, resend the RFU file.

99.0013

Description

- Failed to get image buffer during writing of the media

Primary root causes

- Bad media

Recommended actions

- ▲ Check the cables and reseal the hardware as appropriate.

99.0014

Description

- Write error detected during the write of the boot area

Primary root causes

- Bad media

Recommended actions

- ▲ Check the cables and reseal the hardware as appropriate.

99.0015

Description

- Write error detected during the write of the main part of the code

Primary root causes

- Bad media

Recommended actions

- ▲ Check the cables and reseal the hardware as appropriate.

99.0016

Description

- Write error detected during the writing of the end of the code

Primary root causes

- Bad media

Recommended actions

- ▲ Check the cables and reseal the hardware as appropriate.

99.0017

Description

- Image size too big

Primary root causes

- RFU image receive is too big for the hard disk partition

Recommended actions

- ▲ Verify that the RFU file received is correct for this product.

99.0018

Description

- No media access

Primary root causes

- Media cannot be opened

Recommended actions

- ▲ Check the cables and reseal the hardware as appropriate.

A0.03A1

Description

- Failed to pick from Tray 1, and then recovered

Primary root causes

- Preventive maintenance is due
- Pick roller
- Separation pad

Recommended actions

1. Check the preventive maintenance counter for the Tray 1 pick roller.
2. Load fresh paper into Tray 1.
3. Verify that the paper-width guide touches the edge of the paper stack.
4. Verify that the paper is within the product specifications.
5. Clean the pick roller and separation pad.

Additional root causes

- Tray 1 Pick solenoid (SOL1)

Links

- Fault tree: [A0.03A1: Failed to pick from Tray 1, and then recovered on page 1054](#)
- Diagnostic page: Click **Subsystems**, click **Input Trays**, and then click **Tray 1**.
- Component locator: [Tray 1 component locator on page 1598](#)
- Wiring diagram: [Tray 1 wiring diagram on page 2465](#)
- Parts diagram: [Tray 1 parts diagram on page 1599](#)
- SOL1: [A0.1301 on page 2029](#)

A0.1301

Description

- No pick Tray 1

Primary root causes

- Tray 1 Pick solenoid (SOL1)
- Wire harness between the Motion PCA (A2) and SOL1

Recommended actions

1. Open the Tray 1 diagnostic page, and then activate SOL1 and verify that the pick roller rotates.
2. Cycle SOL1.
3. Check the wire harness between SOL1 and A2.
4. Check SOL1 for contamination.
5. Activate SOL1 and then test the voltage at the solenoid connector: 20 Vdc at pins 1 to 2 (GND) on W20P1-SOL1.
6. Activate SOL1 and then test the voltage to SOL1 on A2: 3.8 Vdc at J2 pins 2 to 9 (GND).

Additional root causes

- A2

Links

- Fault tree: [A0.1301: No pick Tray 1 on page 1057](#)
- Diagnostic page: Click **Subsystems**, click **Input Trays**, and then click **Tray 1**.
- Component locator: [Tray 1 component locator on page 1598](#)
- Wiring diagram: [Tray 1 wiring diagram on page 2465](#)
- Parts diagram: [Tray 1 parts diagram on page 1599](#)
- Replace SOL1: [Tray 1 Pick solenoid \(SOL1\) on page 302](#)
- A2: [D4.0705 on page 2392](#)

A1.0102

Description

- Tray 2 Pick motor (M19) stall

Primary root causes

- Pick roller
- Media condition
- M19
- Tray 2 Distribution PCA (A33)
- Wire harness between A33 and the Trays 2, 3, and 4 Controller PCA (A23)

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. Open the Trays 2, 3, 4 diagnostic page, pull out Tray 2, and then turn on M19 to see if the motor runs.
3. Verify that the pick arm moves up and down freely and that it is aligned correctly.
4. Test the voltage on the wire harness to A33 from A23: 24 Vdc at J1 pins 8 to 7 (GND) and 9 to 7 (GND).
5. Test the voltage to M19 on A33: 24 Vdc at J4 pins 1 to 4 (GND).
6. Test the voltage to M19 on A23: 24 Vdc at J6 pins 9 to 7 (GND).

Additional root causes

- A23

Links

- Fault tree: [A1.0102: Tray 2 Pick motor \(M19\) stall on page 1059](#)
- Diagnostic page: Click **Subsystems**, click **Input Trays**, and then click **Trays 2, 3, 4**.
- Component locator: [Trays 2, 3, and 4 component locator on page 1778](#)
- Wiring diagram: [Tray 2 wiring diagram on page 2497](#)
- Parts diagram: [Trays 2, 3, and 4 parts diagrams on page 1778](#)
- Replace M19: [Pick arm assembly on page 279](#)
- A23: [A1.0701 on page 2039](#)

A1.0103

Description

- Tray 3 Pick motor (M20) stall

Primary root causes

- Pick roller
- Media condition
- M20
- Tray 3 Distribution PCA (A33)
- Wire harness between the A33 and the Trays 2, 3, and 4 Controller PCA (A23)

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. Open the Trays 2, 3, 4 diagnostic page, pull out Tray 3, and then turn on M20 to see if the motor runs.
3. Verify that the pick arm moves up and down freely and that it is aligned correctly.
4. Test the voltage on the wire harness to A33 from A23: 24 Vdc at J1 pins 8 to 7 (GND) and 9 to 7 (GND).
5. Test the voltage to M20 on A33: 24 Vdc at J4 pins 1 to 4 (GND).
6. Test the voltage to M20 on A23: 24 Vdc at J7 pins 9 to 7 (GND).

Additional root causes

- A23

Links

- Fault tree: [A1.0103: Tray 3 Pick motor \(M20\) stall on page 1063](#)
- Diagnostic page: Click **Subsystems**, click **Input Trays**, and then click **Trays 2, 3, 4**.
- Component locator: [Trays 2, 3, and 4 component locator on page 1778](#)
- Wiring diagram: [Tray 3 wiring diagram on page 2497](#)
- Parts diagram: [Trays 2, 3, and 4 parts diagrams on page 1778](#)
- Replace M20: [Pick arm assembly on page 279](#)
- A23: [A1.0701 on page 2039](#)

A1.0104

Description

- Tray 4 Pick motor (M21) stall

Primary root causes

- Pick roller
- Media condition
- M21
- Tray 4 Distribution PCA (A33)
- Wire harness between A33 and the Trays 2, 3, and 4 Controller PCA (A23)

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. Open the Trays 2, 3, 4 diagnostic page, pull out Tray 4, and then turn on M21 to see if the motor runs.
3. Verify that the pick arm moves up and down freely and that it is aligned correctly.
4. Test the voltage on the wire harness to A33 from A23: 24 Vdc at J1 pins 8 to 7 (GND) and 9 to 7 (GND).
5. Test the voltage to M21 on A33: 24 Vdc at J4 pins 1 to 4 (GND).
6. Test the voltage to M21 on A23: 24 Vdc at J10 pins 9 to 7 (GND).

Additional root causes

- A23

Links

- Fault tree: [A1.0104: Tray 4 Pick motor \(M21\) stall on page 1067](#)
- Diagnostic page: Click **Subsystems**, click **Input Trays**, and then click **Trays 2, 3, 4**.
- Component locator: [Trays 2, 3, and 4 component locator on page 1778](#)
- Wiring diagram: [Tray 4 wiring diagram on page 2497](#)
- Parts diagram: [Trays 2, 3, and 4 parts diagrams on page 1778](#)
- Replace M21: [Pick arm assembly on page 279](#)
- A23: [A1.0701 on page 2039](#)

A1.01A2

Description

- Failed to pick from Tray 2, and then recovered

Primary root causes

- Media condition
- Paper jam
- Pick rollers

Recommended actions

1. Manually toggle the Tray 2 Exit sensor (SN47). If the fingers do not return to the extended position, check the spring on the end of the plastic shaft.
2. Verify that the drive rollers turn freely in one direction and have some resistance in the other direction. Turn the rollers back and forth multiple times, looking for a spot that slips.
3. Check the pick rollers for contamination and wear.

Links

- Fault tree: [A1.01A2: Failed to pick from Tray 2, and then recovered on page 1071](#)
- Diagnostic page: Click **Subsystems**, click **Input Trays**, and then click **Trays 2, 3, 4**.
- Component locator: [Trays 2, 3, and 4 component locator on page 1778](#)
- Wiring diagram: [Tray 2 wiring diagram on page 2497](#)
- Parts diagram: [Trays 2, 3, and 4 parts diagrams on page 1778](#)
- Replace SN47: [Trays 2, 3, and 4 sensors on page 292](#)

A1.01A3

Description

- Failed to pick from Tray 3, and then recovered

Primary root causes

- Media condition
- Paper jam
- Pick rollers

Recommended actions

1. Open the Trays 2, 3, 4 diagnostic page, and then manually toggle the Tray 3 Exit sensor (SN51). If the fingers do not return to the extended position, check the spring on the end of the plastic shaft.
2. Verify that the drive rollers turn freely in one direction and have some resistance in the other direction. Turn the rollers back and forth multiple times, looking for a spot that slips.
3. Check the pick rollers for contamination and wear.

Links

- Fault tree: [A1.01A3: Failed to pick from Tray 3, and then recovered on page 1073](#)
- Diagnostic page: Click **Subsystems**, click **Input Trays**, and then click **Trays 2, 3, 4**.
- Component locator: [Trays 2, 3, and 4 component locator on page 1778](#)
- Wiring diagram: [Tray 3 wiring diagram on page 2497](#)
- Parts diagram: [Trays 2, 3, and 4 parts diagrams on page 1778](#)
- Replace SN51: [Trays 2, 3, and 4 sensors on page 292](#)

A1.01A4

Description

- Failed to pick from Tray 4, and then recovered

Primary root causes

- Media condition
- Paper jam
- Pick rollers

Recommended actions

1. Open the Trays 2, 3, 4 diagnostic page, and then manually toggle the Tray 4 Exit sensor (SN55). If the fingers do not return to the extended position, check the spring on the end of the plastic shaft.
2. Verify that the drive rollers turn freely in one direction and have some resistance in the other direction. Turn the rollers back and forth multiple times, looking for a spot that slips.
3. Check the pick rollers for contamination and wear.

Links

- Fault tree: [A1.01A4: Failed to pick from Tray 4, and then recovered on page 1075](#)
- Diagnostic page: Click **Subsystems**, click **Input Trays**, and then click **Trays 2, 3, 4**.
- Component locator: [Trays 2, 3, and 4 component locator on page 1778](#)
- Wiring diagram: [Tray 4 wiring diagram on page 2497](#)
- Parts diagram: [Trays 2, 3, and 4 parts diagrams on page 1778](#)
- Replace SN55: [Trays 2, 3, and 4 sensors on page 292](#)

A1.01C1

- Trays 2, 3, and 4 Transport motor (M18) problem

Primary root causes

- M18
- Trays 2, 3, and 4 Controller PCA (A23)
- Wire harness between M18 and A23
- Wire harness between A23 and the Power Distribution PCA (A1)
- A1

Recommended actions

1. Open the Trays 2, 3, 4 diagnostic page, and then test M18.
2. Check the wire harness between M18 and A23.
3. Test the voltage at M18.
4. Test the voltage to M18 on A23.
5. Verify that the 32 Vdc LED on A23 is lit.
6. Check the wire harness between A23 and A1.
7. Test the input voltage to A23: 5 Vdc at J1 pins 3 to 2 (GND).
8. Test the voltage to A23 on A1: 32 Vdc at J8 pins 8 to 5.

Links

- Fault tree: [A1.01C1: Trays 2, 3, and 4 Transport motor \(M18\) on page 1077](#)
- Diagnostic page: Click **Subsystems**, click **Input Trays**, and then click **Trays 2, 3, 4**.
- Component locator: [Trays 2, 3, and 4 component locator on page 1778](#)
- Wiring diagram: [Trays 2, 3, and 4 assembly wiring diagram on page 2496](#)
- Parts diagram: [Trays 2, 3, and 4 parts diagrams on page 1778](#)
- Replace M18: [Trays 2, 3, and 4 Transport motor \(M18\) on page 282](#)
- Replace A23: [Trays 2, 3, and 4 Controller PCA \(A23\) on page 290](#)
- Replace A1: [Power Distribution PCA \(A1\) on page 630](#)

A1.02C1

Description

- Tray 2, 3, and 4 Ambient Temperature sensor (SN41) problem

Root causes

- SN41
- Trays 2, 3, and 4 Controller PCA (A23)
- Wire harness between SN41 and A23
- Wire harness between A23 and the Power Distribution PCA (A1)
- A1

Recommended actions

1. Open the Trays 2, 3, 4 diagnostic page, and check the SN41 reading.
2. Check the resistance at SN41.
3. Check the wire harness between A23 and A1.
4. Verify that the input voltage LEDs on A23 are lit.
5. Test the input voltage to A23: 5 Vdc at J1 pins 3 to 2 (GND).
6. Test the voltage to A23 on A1: 32 Vdc at J8 pins 8 to 5.

Links

- Fault tree: [A1.02C1:Tray 2, 3, and 4 Ambient Temperature sensor \(SN41\) on page 1079](#)
- Diagnostic page: Click **Subsystems**, click **Input Trays**, and then click **Trays 2, 3, 4**.
- Component locator: [Trays 2, 3, and 4 component locator on page 1778](#)
- Wiring diagram: [Trays 2, 3, and 4 assembly wiring diagram on page 2496](#)
- Parts diagram: [Trays 2, 3, and 4 parts diagrams on page 1778](#)
- Replace SN41: [Trays 2, 3, and 4 sensors on page 292](#)
- Replace A23: [Trays 2, 3, and 4 Controller PCA \(A23\) on page 290](#)
- Replace A1: [Power Distribution PCA \(A1\) on page 630](#)

A1.02C3

Description

- Tray 2, 3, and 4 Humidity sensor (SN42) problem

Root causes

- SN42
- Trays 2, 3, and 4 Controller PCA (A23)
- Wire harness between SN42 and A23
- Wire harness between A23 and the Power Distribution PCA (A1)
- A1

Recommended actions

1. Open the Trays 2, 3, 4 diagnostic page, and check the SN42 reading.
2. Check the resistance at SN42.
3. Check the wire harness between A23 and A1.
4. Verify that the input voltage LEDs on A23 are lit.
5. Test the input voltage to A23: 5 Vdc at J1 pins 3 to 2 (GND).
6. Test the voltage to A23 on A1: 32 Vdc at J8 pins 8 to 5.

Links

- Fault tree: [A1.02C3: Tray 2, 3, and 4 Humidity sensor \(SN42\) on page 1084](#)
- Diagnostic page: Click **Subsystems**, click **Input Trays**, and then click **Trays 2, 3, 4**.
- Component locator: [Trays 2, 3, and 4 component locator on page 1778](#)
- Wiring diagram: [Trays 2, 3, and 4 assembly wiring diagram on page 2496](#)
- Parts diagram: [Trays 2, 3, and 4 parts diagrams on page 1778](#)
- Replace SN42: [Trays 2, 3, and 4 sensors on page 292](#)
- Replace A23: [Trays 2, 3, and 4 Controller PCA \(A23\) on page 290](#)
- Replace A1: [Power Distribution PCA \(A1\) on page 630](#)

A1.0701

Description

- Trays 2, 3, and 4 Controller PCA (A23) failure

Primary root causes

- Wire harness between the Power Distribution PCA (A1) and A23
- A23
- A1
- Power supply

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. Verify that the 3.3, 5, 12, 24, 32, and 52 Vdc LEDs on A1 are lit.
3. Check the voltage at the 32 Vdc and 5 Vdc test points on A23.
4. Check the voltage at the 32 Vdc and 5 Vdc test points on A1.
5. Verify that the 5, 24, and 32 Vdc LEDs on the A23 are lit.
6. Check the voltage at J3 and J6 on A1.

Links

- Fault tree: [A1.0701: Trays 2, 3, and 4 Controller PCA \(A23\) failure on page 1116](#)
- Diagnostic page: Click **Subsystems**, click **Input Trays**, and then click **Trays 2, 3, 4**.
- Component locator: [Trays 2, 3, and 4 component locator on page 1778](#)
- Wiring diagram: [Trays 2, 3, and 4 assembly wiring diagram on page 2496](#)
- Parts diagram: [Trays 2, 3, and 4 parts diagrams on page 1778](#)
- Replace A23: [Trays 2, 3, and 4 Controller PCA \(A23\) on page 290](#)

A1.07A1

Description

- Trays 2, 3, and 4 Controller PCA (A23) voltage out of range

Primary root causes

- Trays 2, 3, and 4 Controller PCA (A23)

Recommended actions

- ▲ Check the electrical connections between A23 and the Power Distribution PCA (A1).

Links

- Fault tree: [A1.07A1: Trays 2, 3, and 4 Controller PCA \(A23\) voltage out-of-range on page 1119](#)
- Diagnostic page: Click **Subsystems**, click **Input Trays**, and then click **Trays 2, 3, 4**.
- Component locator: [Trays 2, 3, and 4 component locator on page 1778](#)
- Wiring diagram: [Trays 2, 3, and 4 assembly wiring diagram on page 2496](#)
- Parts diagram: [Trays 2, 3, and 4 parts diagrams on page 1778](#)
- Replace A23: [Trays 2, 3, and 4 Controller PCA \(A23\) on page 290](#)

A1.1302

Description

- Paper jam at Tray 2

Primary root causes

- Pick rollers and drive belt
- Tray 2 Exit sensor (SN47)
- Tray 2 Pick motor (M19)
- Wire harness between the Tray 2 Distribution PCA (A33) and the Trays 2, 3, and 4 Controller PCA (A23)
- A33

Recommended actions

1. Open the Trays 2, 3, 4 diagnostic page, and then manually toggle SN47. If the fingers do not return to the extended position, check the spring on the end of the plastic shaft.
2. Check the pick rollers and drive belt for wear.
3. Turn the rollers back and forth multiple times, looking for a spot that slips.
4. Test SN47 and M19.
5. Test the voltage to SN47 on A33: 5 Vdc at J3 pins 1 to 2 (GND).
6. Test the voltage to M19 on A33: 24 Vdc at J4 pins 1 to 4 (GND).
7. Test the voltage to A33 on A23 : 5 Vdc at J6 pins 3 to 7 (GND).

Additional root causes

- A23

Links

- Fault tree: [A1.1302: Paper jam at Tray 2 on page 1120](#)
- Diagnostic page: Click **Subsystems**, click **Input Trays**, and then click **Trays 2, 3, 4**.
- Component locator: [Trays 2, 3, and 4 component locator on page 1778](#)
- Wiring diagram: [Tray 2 wiring diagram on page 2497](#)
- Parts diagram: [Trays 2, 3, and 4 parts diagrams on page 1778](#)
- Replace M19: [Pick arm assembly on page 279](#)
- Replace SN47: [Trays 2, 3, and 4 sensors on page 292](#)
- A23: [A1.0701 on page 2039](#)

A1.1304

Description

- Paper jam at Tray 4

Primary root causes

- Pick rollers and drive belt
- Tray 4 Exit sensor (SN55)
- Tray 4 Pick motor (M21)
- Wire harness between the Tray 4 Distribution PCA (A33) and the Trays 2, 3, and 4 Controller PCA (A23)
- A33

Recommended actions

1. Open the Trays 2, 3, 4 diagnostic page, and then manually toggle SN55. If the fingers do not return to the extended position, check the spring on the end of the plastic shaft.
2. Check the pick rollers and drive belt for wear.
3. Turn the rollers back and forth multiple times, looking for a spot that slips.
4. Test SN55 and M21.
5. Test the voltage to SN55 on A33: 5 Vdc at J3 pins 1 to 2 (GND).
6. Test the voltage to M21 on A33: 24 Vdc at J4 pins 1 to 4 (GND).
7. Test the voltage to A33 on A23: 5 Vdc at J10 pins 3 to 7 (GND).

Additional root causes

- A23

Links

- Fault tree: [A1.1304: Paper jam at Tray 4 on page 1123](#)
- Diagnostic page: Click **Subsystems**, click **Input Trays**, and then click **Trays 2, 3, 4**.
- Component locator: [Trays 2, 3, and 4 component locator on page 1778](#)
- Wiring diagram: [Tray 4 wiring diagram on page 2497](#)
- Parts diagram: [Trays 2, 3, and 4 parts diagrams on page 1778](#)
- Replace M21: [Pick arm assembly on page 279](#)
- Replace SN55: [Trays 2, 3, and 4 sensors on page 292](#)
- A23: [A1.0701 on page 2039](#)

A2.0101

Description

- Tray 5 Pick motor (M101) stall

Primary root causes

- M101
- Tray 5 Pick Motor encoder (EN101)
- Wire harness between the Tray 5 Distribution PCA (A101), M101, and EN101
- Wire harness between the Motion PCA (A2) and A101

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. Open the Tray 5 diagnostic page, and then manually turn M101 and verify that the EN101 count changes.
3. Test the voltage at M101: 5 Vdc at pins 1 to 2 on W104P101-M101.
4. Test the voltage at EN101: 5 Vdc at pins 1 to 4, 2 to 4, and 3 to 4 on W102P105-EN101.
5. Test the voltage to M101 on the A101 : -12.9 Vdc at J4 pins 1 to 2.
6. Test the voltage to EN101 on the A101: 0.11 Vdc unblocked, 2.18 Vdc blocked at pins 10A to 7A, 4.92 Vdc unblocked and blocked at pins 9A to 7A, and 0.11 Vdc unblocked, 2.12 Vdc blocked at pins 8A to 7A on W102P102-A101J2.
7. Test the voltage to M101 and on A2: -4.89 Vdc at J13 pins 7 and 8.
8. Test the voltage to EN101 on the A2: 5 Vdc at J13 pins 15 and 13, 14, 37, and 38 (GND) and pins 27 and 13, 14, 37, and 38 (GND).

Additional root causes

- A2

Links

- Fault tree: [A2.0101: Tray 5 Pick motor \(M101\) stall on page 1126](#)
- Diagnostic page: Click **Subsystems**, click **Input Trays**, and then click **Tray 5**.
- Component locator: [Tray 5 component locator on page 1708](#)
- Wiring diagram: [Tray 5 wiring diagram on page 2483](#)
- Parts diagram: [Tray 5 parts diagrams on page 1708](#)
- Replace M101: [Tray 5 Pick motor \(M101\) on page 696](#)
- A2: [D4.0705 on page 2392](#)

A2.0102

Description

- Tray 5 Elevator motor (M102) stall

Primary root causes

- M102
- Tray 5 Elevator Motor encoder (EN102)
- Tray 5 Media Door Open sensor (SN107)
- Wire harness between the Tray 5 Distribution PCA (A101), M102, and EN102
- Wire harness between the Motion PCA (A2) and the A101

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. Open the Tray 5 diagnostic page, and then test SN107.
3. Check the movement of the elevator tray.
4. Manually turn M102 and verify that the encoder count changes.
5. Check the movement of the elevator while holding down the Tray 5 Load Media sensor (SN109).
6. Test the voltage at M102: -12.9 Vdc at pins 1 to 2 on W4P102-M102.
7. Test the voltage at EN102: 5 Vdc at J3 pins 2 to 1, 4 to 1, and 3 to 1 on W103P108-EN102.
8. Test the voltage to M102 on A101: -12.9 Vdc at J4 pins 7 to 8.
9. Test the voltage to EN102 on A101: 4.9 Vdc at pins 14A to 12A on W103P103-A101J3.
10. Test the voltage to M102 and on A2: -12.9 Vdc at J13 pins 1 to 2.
11. Test the voltage to EN102 on A2: 5 Vdc at J13 pins 15 and 13, 14, 37, and 38 (GND).

Additional root causes

- A2

Links

- Fault tree: [A2.0102: Tray 5 Elevator motor \(M102\) stall on page 1129](#)
- Diagnostic page: Click **Subsystems**, click **Input Trays**, and then click **Tray 5**.
- Component locator: [Tray 5 component locator on page 1708](#)
- Wiring diagram: [Tray 5 wiring diagram on page 2483](#)
- Parts diagram: [Tray 5 parts diagrams on page 1708](#)
- Replace M102: [Tray 5 Elevator motor \(M102\) on page 699](#)
- A2: [D4.0705 on page 2392](#)

A2.0201

Description

- Tray 5 Elevator Upper Limit sensor (SN108) failed

Primary root causes

- SN108
- Wire harness between the Tray 5 Distribution PCA (A101) and SN108
- Wire harness between the A101 and the Motion PCA (A2)

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. Open the Tray 5 diagnostic page, and then manually activate SN108 and verify that the sensor state changes.
3. Verify that SN108 is correctly seated and clean.
4. Test the voltage at SN108: 5 Vdc on pins 3 to 2 and 1 to 2 on W103P104-SN108.
5. Test the voltage to SN108 from the A101: 4.91 Vdc blocked and unblocked at 103P103-A101J3 pins 1A to 3A and 0.01 Vdc unblocked, 4.91 Vdc blocked at pins 2A to 3A.
6. Test the voltage to SN108 from A2: 5 Vdc on pins 28 to 13, 14, 37, and 38 (GND) and pins 15 to 13, 14, 37, and 38 (GND).

Additional root causes

- A2
- Tray 5 Elevator motor (M102)

Links

- Fault tree: [A2.0201: Tray 5 Elevator Upper Limit sensor \(SN108\) failed on page 1134](#)
- Diagnostic page: Click **Subsystems**, click **Input Trays**, and then click **Tray 5**.
- Component locator: [Tray 5 component locator on page 1708](#)
- Wiring diagram: [Tray 5 wiring diagram on page 2483](#)
- Parts diagram: [Tray 5 parts diagrams on page 1708](#)
- Replace SN108: [Sensors on page 688](#)
- M102: [A2.0102 on page 2044](#)
- A2: [D4.0705 on page 2392](#)

A2.0202

Description

- Tray 5 Stack Height sensor (SN104) failed

Primary root causes

- SN104
- Wire harness between the Tray 5 Distribution PCA (A101) and SN104
- Wire harness between the A101 and the Motion PCA (A2)

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. Open the Tray 5 diagnostic page, and then manually activate SN104 and verify that the sensor state changes.
3. Verify that SN104 is correctly seated and clean.
4. Verify that the Tray 5 pick arm moves freely up and down.
5. Test the voltage at SN104: 5 Vdc on pins 1 to 2 and 3 to 2 on W103P113-SN104.
6. Test the voltage to SN104 on the A101: 0.13 Vdc unblocked, 4.92 Vdc blocked at 103P103-A101J3 pins 4B to 3B and 1.16 Vdc blocked and unblocked at pins 5B to 3B.
7. Test the voltage to SN104 on A2: 5 Vdc on pins 35 to 13, 14, 37, and 38 (GND) and on pins 15 to 13, 14, 37, and 38 (GND)

Additional root causes

- Tray 5 Elevator motor (M102)
- A2

Links

- Fault tree: [A2.0202: Tray 5 Stack Height sensor \(SN104\) failed on page 1137](#)
- Diagnostic page: Click **Subsystems**, click **Input Trays**, and then click **Tray 5**.
- Component locator: [Tray 5 component locator on page 1708](#)
- Wiring diagram: [Tray 5 wiring diagram on page 2483](#)
- Parts diagram: [Tray 5 parts diagrams on page 1708](#)
- M102: [A2.0102 on page 2044](#)
- A2: [D4.0705 on page 2392](#)

A2.03A1

Description

- Tray 5 separator worn

Primary root causes

- Pick roller assembly

Recommended actions

- ▲ Replace the pick roller assembly.

Links

- Diagnostic page: Click **Subsystems**, click **Input Trays**, and then click **Tray 5**.
- Component locator: [Tray 5 component locator on page 1708](#)
- Wiring diagram: [Tray 5 wiring diagram on page 2483](#)
- Parts diagram: [Tray 5 parts diagrams on page 1708](#)

A2.04A1

Description

- Tray 5 Pick clutch (CL101) failed

Primary root causes

- CL101

Recommended actions

- ▲ Replace CL101.

Links

- Diagnostic page: Click **Subsystems**, click **Input Trays**, and then click **Tray 5**.
- Component locator: [Tray 5 component locator on page 1708](#)
- Wiring diagram: [Tray 5 wiring diagram on page 2483](#)
- Parts diagram: [Tray 5 parts diagrams on page 1708](#)
- Replace CL101: [Tray 5 Pick clutch \(CL101\) on page 683](#)

A2.04A2

Description

- Tray 5 lower separator tension too low

Primary root causes

- Tray 5 lower separator spring

Recommended actions

- ▲ Adjust or replace the Tray 5 lower separator spring.

Links

- Diagnostic page: Click **Subsystems**, click **Input Trays**, and then click **Tray 5**.
- Component locator: [Tray 5 component locator on page 1708](#)
- Wiring diagram: [Tray 5 wiring diagram on page 2483](#)
- Parts diagram: [Tray 5 parts diagrams on page 1708](#)

A2.04A3

Description

- Tray 5 one-way clutch failed

Primary root causes

- Upper separator roller shaft
- Upper separator one-way clutch assembly

Recommended actions

- ▲ Replace the upper separator roller shaft and upper separator one-way clutch assembly.

Links

- Diagnostic page: Click **Subsystems**, click **Input Trays**, and then click **Tray 5**.
- Component locator: [Tray 5 component locator on page 1708](#)
- Wiring diagram: [Tray 5 wiring diagram on page 2483](#)
- Parts diagram: [Tray 5 parts diagrams on page 1708](#)

A2.04A4

Description

- Tray 5 separator failed

Primary root causes

- 85T drive belt
- Lower separator spring
- 48T gear pick roller assembly
- Separator pivot shaft assembly
- Lower separator roller shaft
- 48T one-way clutch
- 48T D drive pulley
- Media Release button
- Ball bearing idler assembly
- Media Release button push rod
- 85T tensioner mount
- Tensioner clamp
- Adjuster bracket
- Media Release button spring
- Welded carrier assembly

Recommended actions

- ▲ Inspect each part listed under the primary root causes heading. Replace parts as needed.

Links

- Diagnostic page: Click **Subsystems**, click **Input Trays**, and then click **Tray 5**.
- Component locator: [Tray 5 component locator on page 1708](#)
- Wiring diagram: [Tray 5 wiring diagram on page 2483](#)
- Parts diagram: [Tray 5 parts diagrams on page 1708](#)

A2.04A5

Description

- Tray 5 slip clutch drive failed

Primary root causes

- 54 tooth gear
- 48 tooth gear
- Slip clutch
- Feed roller module assembly
- Separator transfer shaft assembly

Recommended actions

- ▲ Inspect each part listed under the primary root causes heading. Replace parts as needed.

Links

- Diagnostic page: Click **Subsystems**, click **Input Trays**, and then click **Tray 5**.
- Component locator: [Tray 5 component locator on page 1708](#)
- Wiring diagram: [Tray 5 wiring diagram on page 2483](#)
- Parts diagram: [Tray 5 parts diagrams on page 1708](#)

A2.04A6

Description

- Tray 5 Separator clutch (CL102) failed

Primary root causes

- 145T drive belt
- 116T drive belt
- Power harness
- CL102
- Media path tensioner assembly
- Upper separator roller drive shaft
- Pick arm pivot shaft
- 48T one-way clutch
- 48T D drive pulley
- Ball bearing idler assembly
- Clutch restraint plate
- Belt area cover
- Tensioner clamp
- Lower separator mount assembly
- 177T drive belt
- Separator wire harness
- Lower separator encoder assembly
- Gear cluster assembly
- Lower separator slip clutch shaft
- Encoder clamp
- Tray 5 Pick motor (M101) mount plate
- Motor bracket
- Lower separator encoder clamp

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. Press and hold down the **Jam Release** button, and then close the Tray 5 media door.

3. If an A2.04A6 code is displayed, inspect each of the following parts: 177T drive belt, separator harness, lower separator encoder assembly, gear cluster assembly, lower separator slip clutch shaft, encoder clamp, paper motor mount plate, motor bracket, and the lower separator encoder clamp.
4. If an A2.04A4 code is displayed, inspect each of the following parts: media path tensioner assembly, upper separator transfer shaft, pick arm pivot shaft, 48T one-way clutch, 48T D drive pulley, ball bearing idler assembly, clutch restraint plate, belt area cover, tensioner clamp, and the lower separator mount assembly.

Links

- Diagnostic page: Click **Subsystems**, click **Input Trays**, and then click **Tray 5**.
- Component locator: [Tray 5 component locator on page 1708](#)
- Wiring diagram: [Tray 5 wiring diagram on page 2483](#)
- Parts diagram: [Tray 5 parts diagrams on page 1708](#)

A2.05A1

Description

- No signal from Tray 5 Lower Separator encoder (EN103)

Primary root causes

- Tray 5 Lower Separator encoder (EN103)
- Wire harness between EN103, the Tray 5 Distribution PCA (A101), and the Motion PCA (A2)
- Tray 5 Separator clutch (CL102)
- Tray 5 Pick motor (M101)

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. Check to see if maintenance is due.
3. Clean the upper and lower separator rollers and check the drive path for loose belt idlers, damaged belts, and damaged gears.
4. Open the Tray 5 diagnostic page, and then manually turn the separator rollers and verify that the EN103 count changes.
5. Manually turn EN103 and verify that the encoder count changes.
6. With CL101 cycling, verify that the M10 runs and that the separator rollers turn.
7. Test the voltage at EN103: 5 Vdc at pins 3 to 1, 4 to 1, and 2 to 1 on W102P104-EN103.
8. Test the voltage to EN103 from the A101: 5 Vdc on W102P102-A101J2 at pins 7B to 10B, 8B to 10B, and 9B to 10B.
9. Test the voltage to EN103 from A2: 5 Vdc at pins 15 to 13, 14, 37, and 38 (GND) and 31 to 13, 14, 37, and 38 (GND).

Additional root causes

- A2

Links

- Diagnostic page: Click **Subsystems**, click **Input Trays**, and then click **Tray 5**.
- Component locator: [Tray 5 component locator on page 1708](#)
- Wiring diagram: [Tray 5 wiring diagram on page 2483](#)
- Parts diagram: [Tray 5 parts diagrams on page 1708](#)
- Replace EN103: [Lower separator encoder PCA on page 666](#)
- A2: [D4.0705 on page 2392](#)

A2.1301

Description

- Paper jam at Tray 5 Media 1 sensor (SN101)

Primary root causes

- SN101
- Tray 5 Pick clutch (CL101)
- Wire harness between SN101, the Tray 5 Distribution PCA (A101), and the Motion PCA (A2)

Recommended actions

1. Open the Tray 5 diagnostic page, and then manually activate SN101 and verify that the sensor state changes.
2. Verify that SN101 is correctly seated and clean.
3. Verify that the idler rollers are correctly seated and clean.
4. Test the voltage at SN101: 5 Vdc at pins 1 to 3 and pins 2 to 3 on W102P103-SN101.
5. Test the voltage to SN101 from the A101: 1.19 Vdc unblocked and blocked at pins 1A to 3A and 4.90 vdc unblocked, 0.12 vdc blocked at pins 2A to 3A on W102P102-A101J2.
6. Test the voltage to SN101 from A2: 5 Vdc on pins 32 to 13, 14, 37, and 38 (GND) and pins 15 to 13, 14, 37, and 38 (GND).

Additional root causes

- A2

Links

- Fault tree: [A2.1301: Paper jam at Tray 5 Media 1 sensor \(SN101\) on page 1164](#)
- Diagnostic page: Click **Subsystems**, click **Input Trays**, and then click **Tray 5**.
- Component locator: [Tray 5 component locator on page 1708](#)
- Wiring diagram: [Tray 5 wiring diagram on page 2483](#)
- Parts diagram: [Tray 5 parts diagrams on page 1708](#)
- Replace SN101: [Sensors on page 688](#)
- A2: [D4.0705 on page 2392](#)

A2.1302

Description

- Paper jam at Tray 5 Media 2 sensor (SN103)

Primary root causes

- SN103
- Wire harness between SN101, the Tray 5 Distribution PCA (A101) and the Motion PCA (A2)

Recommended actions

1. Open the Tray 5 diagnostic page, and then manually activate SN103 and verify that the sensor state changes.
2. Verify that SN103 is correctly seated and clean.
3. Verify that the idler rollers are correctly seated and clean.
4. Test the voltage at SN103: 5 Vdc on pins 1 to 3 and pins 2 to 3 on W102P104-SN103.
5. Test the voltage to SN103 on the A101: 4.91 Vdc unblocked, 0.09 Vdc blocked at pins 5A to 6A and 1.19 Vdc unblocked at pins 4A to 6A on W102P102-A101J2.
6. Test the voltage to SN103 from A2: 5 Vdc on pins 36 to 13, 14, 37, and 38 (GND) and on pins 15 to 13, 14, 37, and 38 (GND).

Additional root causes

- A2

Links

- Fault tree: [A2.1302: Paper jam at Tray 5 Media 2 sensor \(SN103\) on page 1167](#)
- Diagnostic page: Click **Subsystems**, click **Input Trays**, and then click **Tray 5**.
- Component locator: [Tray 5 component locator on page 1708](#)
- Wiring diagram: [Tray 5 wiring diagram on page 2483](#)
- Parts diagram: [Tray 5 parts diagrams on page 1708](#)
- Replace SN101: [Sensors on page 688](#)
- A2: [D4.0705 on page 2392](#)

A3.0101

Description

- Finisher Input Paper Path motor (M210) stall

Primary root causes

- M210
- Finisher Input Paper Path Motor encoder (EN210)
- Drive roller bearings and idlers
- Wire harness between the Finisher Main PCA (A200) and M210
- A200
- Transport drive belts

Recommended actions

1. Open the Finisher Paper Path diagnostic page, and then run M210 to verify that the motor turns and that the EN210 count changes.
2. Manually turn M210 and verify that the drive system does not bind.
3. Check the belt tension.
4. Check the wire harness between M210 and A200.
5. Test the voltage at M210: 1.0 Vdc at pins 1 to 4 on W210P1-W200J210.
6. Test the voltage at EN210: 5.0 Vdc at pins 6A to 4A, 5A to 4A, and 7A to 4A on W211P1-W201J211.
7. Replace A200.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Paper Path**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 5 wiring diagram on page 2477](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace M210: [Finisher Input Paper Path motor \(M210\) on page 816](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.0102

Description

- Finisher Upper Paper Path motor (M230) stall

Primary root causes

- M230
- Finisher Upper Paper Path Motor encoder (EN230)
- Drive roller bearings and idlers
- Wire harness between the Finisher Main PCA (A200) and M230
- A200
- Transport drive belts

Recommended actions

1. Open the Finisher Paper Path diagnostic page, and then run M230 to verify that the motor turns and that the EN230 count changes.
2. Manually turn M230 and verify that the drive system does not bind.
3. Check the belt tension.
4. Check the wire harness between M230 and A200.
5. Test the voltage at M230: 1.0 Vdc at pins 2 to 1 on the motor connector.
6. Test the voltage at EN230: 5.0 Vdc at pins 5A to 4A, 6A to 4A, and 7A to 4A on W231P1-W201J231.
7. Replace A200.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Paper Path**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 8 wiring diagram on page 2479](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace M230: [Finisher Upper Paper Path motor \(M230\) on page 819](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.0103

Description

- Finisher Separator Input motor (M268) stall

Primary root causes

- M268
- Finisher Separator Input Motor encoder (EN268)
- Drive roller bearings and idlers
- Wire harness between the Finisher Main PCA (A200) and M268
- A200
- Transport drive belts

Recommended actions

1. Open the Finisher Separator diagnostic page, and then run M268 to verify that the motor turns and that the EN268 count changes.
2. Manually turn M268 and verify that the drive system does not bind.
3. Check the belt tension.
4. Check the wire harness between M268 and A200.
5. Test the voltage at M268: 1.0 Vdc at pins 2 to 1 on the motor connector.
6. Test the voltage at EN268: 5.0 Vdc at pins 3 to 1, 2 to 1, and 4 to 1 on the encoder connector.
7. Replace A200.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Separator**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 3 wiring diagram on page 2476](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace M268: [Finisher Separator Input motor \(M268\) on page 835](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.0104

Description

- Finisher Lower Paper Path motor (M220) stall

Primary root causes

- M220
- Finisher Lower Paper Path Motor encoder (EN220)
- Drive roller bearings and idlers
- Wire harness between the Finisher Main PCA (A200) and M220
- A200
- Transport drive belts

Recommended actions

1. Open the Finisher Paper Path diagnostic page, and then run M220 to verify that the motor turns and that the EN220 count changes.
2. Manually turn M220 and verify that the drive system does not bind.
3. Check the belt tension.
4. Check the wire harness between M220 and A200.
5. Test the voltage at M220: 1.0 Vdc at pins 2 to 1 on the motor connector.
6. Test the voltage at EN220: 5.0 Vdc at pins 4A to 3A, 5A to 3A, and 6A to 3A on W221P1-W201J221.
7. Replace A200.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Paper Path**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 7 wiring diagram on page 2478](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace M220: [Finisher Lower Paper Path motor \(M220\) on page 818](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.0122

Description

- Accumulator Offset 1 motor (M244) failed connect test

Primary root causes

- M244
- Wire harness between the Finisher Main PCA (A200), Accumulator Distribution PCA (A240), and M244
- A200
- A240

Recommended actions

1. Open the Finisher Accumulator diagnostic page, and then run M244 and verify that the motor turns.
2. Check the wire harness between M244 and A200.
3. Using the stepper motor test procedure, test the voltage to M244 on A240: CN4 pins 1 to 2 and 3 to 4.
4. Replace A200.
5. Replace A240.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Accumulator**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 9 wiring diagram on page 2479](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Stepper motor procedure: [How to test a stepper motor on page 865](#)
- Replace M244: [Accumulator Offset 1 motor \(M244\) on page 825](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)
- Replace A240: [Accumulator Distribution PCA \(A240\) on page 778](#)

A3.0123

Description

- Accumulator Offset 2 motor (M245) failed connect test

Primary root causes

- M245
- Wire harness between the Finisher Main PCA (A200), Accumulator Distribution PCA (A240), and M245
- A200
- A240

Recommended actions

1. Open the Finisher Accumulator diagnostic page, and then run M245 and verify that the motor turns.
2. Check the wire harness between M245 and A240.
3. Using the stepper motor test procedure, test the voltage to M245 on A240: CN3 pins 1 to 2 and 3 to 4.
4. Replace A200.
5. Replace A240.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Accumulator**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 9 wiring diagram on page 2479](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Stepper motor procedure: [How to test a stepper motor on page 865](#)
- Replace M245: [Accumulator Offset 2 motor \(M245\) on page 826](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)
- Replace A240: [Accumulator Distribution PCA \(A240\) on page 778](#)

A3.0124

Description

- Accumulator Guide Bar motor (M243) failed connect test

Primary root causes

- M243
- Wire harness between the Finisher Main PCA (A200), Accumulator Distribution PCA (A240), and M243
- A200
- A240

Recommended actions

1. Open the Finisher Accumulator diagnostic page, and then run M243 normally and verify that the motor turns.
2. Check the wire harness between M243 and A240.
3. Using the stepper motor test procedure, test the voltage to M243 on A240: CN8 pins 1 to 2 and 3 to 4.
4. Replace A200.
5. Replace A240.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Accumulator**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 9 wiring diagram on page 2479](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Stepper motor procedure: [How to test a stepper motor on page 865](#)
- Replace M243: [Accumulator Guide Bar motor \(M243\) on page 824](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)
- Replace A240: [Accumulator Distribution PCA \(A240\) on page 778](#)

A3.0125

Description

- Accumulator Bearing Bracket motor (M242) failed connect test

Primary root causes

- M242
- Wire harness between the Finisher Main PCA (A200), Accumulator Distribution PCA (A240), and M242
- A200
- A240

Recommended actions

1. Open the Finisher Accumulator diagnostic page, and then run M242 and verify that the motor turns.
2. Check the wire harness between M242 and A240.
3. Using the stepper motor test procedure, test the voltage to M242 on A240: CN7 on pins 1 to 2 and 3 to 4.
4. Replace A200.
5. Replace A240.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Accumulator**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 9 wiring diagram on page 2479](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Stepper motor procedure: [How to test a stepper motor on page 865](#)
- Replace M242: [Accumulator Bearing Bracket motor \(M242\) on page 822](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)
- Replace A240: [Accumulator Distribution PCA \(A240\) on page 778](#)

A3.0126

Description

- Accumulator Retainer Finger motor (M246) failed connect test

Primary root causes

- M246
- Wire harness between the Finisher Main PCA (A200), Accumulator Distribution PCA (A240), and M246
- A200
- A240

Recommended actions

1. Open the Finisher Accumulator diagnostic page, and then run M246 and verify that the motor turns.
2. Check the wire harness between M246 and A240.
3. Using the stepper motor test procedure, test the voltage to M246 on A240: CN4 pins 1 to 2 and 3 to 4.
4. Replace A200.
5. Replace A240.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Accumulator**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 9 wiring diagram on page 2479](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Stepper motor procedure: [How to test a stepper motor on page 865](#)
- Replace M246: [Accumulator Retainer Finger motor \(M246\) on page 827](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)
- Replace A240: [Accumulator Distribution PCA \(A240\) on page 778](#)

A3.0140

Description

- Finisher Separator Drive motor (M260) stall

Primary root causes

- Finisher top bin overloaded
- Finisher Job Separator Lower Limit sensor (SN260)
- Separator mechanical assembly and structure
- M260
- Finisher Separator Drive Motor encoder (EN260)
- Wire harness between the Finisher Main PCA (A200) and M260
- A200

Recommended actions

1. Check the finisher top bin for damage.
2. Check the wire harness between M260 and A200.
3. Open the Finisher Separator diagnostic page, and then test SN260.
4. Run M260, look for binding, and verify that the EN260 count changes.
5. Test the voltage at M260: 1.25 Vdc at pins 1 to 2 on the motor connector.
6. Test the voltage at EN260: 5.0 Vdc at pins 2A to 1A, 3A to 1A, and 4A to 1A on W263P1-W260J263.
7. Replace M260.
8. Replace A200.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Separator**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 2 wiring diagram on page 2475](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace M260: [Finisher Separator Drive motor \(M260\) on page 833](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.0141

Description

- Finisher Job Separator Gate motor (M262) stall

Primary root causes

- Finisher Job Separator Gate Open sensor (SN262)
- M262 assembly
- Finisher Separator Gate Motor encoder (EN262)
- Finisher Separator Input motor (M268)
- Wire harness between the Finisher Main PCA (A200) and M262, SN262, and M268.
- A200

Recommended actions

1. Check the separator paper path for obstructions and damage.
2. Open the Finisher Separator diagnostic page, and then test SN262.
3. Run M262 and verify that the EN262 count changes.
4. Run M268 and verify that the EN268 count changes.
5. Check M262 and M268 for binding and damage.
6. Test the voltage at M262: 33.0 Vdc at pins 2 to 1 on the motor connector.
7. Test the voltage at EN262: 3.3 Vdc at pins 9B to 10B and 11B to 10B on W267P1-W260J267.
8. Test the voltage at M268: 33.0 Vdc at pins 1 to 2 on the motor connector.
9. Test the voltage at EN268: 5.0 Vdc at pins 3 to 1, 2 to 1, and 4 to 1 on the encoder connector.
10. Test the voltage at SN262: 3.3 Vdc at pins 3A to 1A and 2A to 1A on W267P1-W260J267.
11. Check the wire harnesses between A200, M262, SN262, and M268.
12. Replace M262.
13. Replace M268.
14. Replace A200.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Separator**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 3 wiring diagram on page 2476](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace M262: [Finisher Job Separator Gate motor \(M262\) on page 834](#)

- Replace M268: [Finisher Separator Input motor \(M268\) on page 835](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.0142

Description

- Finisher Separator Drive motor (M260) stalls while moving down

Primary root causes

- Finisher top bin overloaded
- Finisher Job Separator Lower Limit sensor (SN260)
- Separator mechanical assembly and structure
- M260
- Finisher Separator Drive Motor encoder (EN260)
- Wire harness between the Finisher Main PCA (A200) and M260
- A200

Recommended actions

1. Check the finisher top bin for damage.
2. Check the wire harness between M260 and A200.
3. Open the Finisher Separator diagnostic page, and then test SN260.
4. Run M260, look for binding, and verify that the EN260 count changes.
5. Replace M260.
6. Replace A200.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Separator**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 2 wiring diagram on page 2475](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace M260: [Finisher Separator Drive motor \(M260\) on page 833](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.0143

Description

- Finisher Separator Drive motor (M260) stalls while moving up

Primary root causes

- Finisher top bin overloaded
- Finisher Job Separator Lower Limit sensor (SN260)
- Separator mechanical assembly and structure
- M260
- Finisher Separator Drive Motor encoder (EN260)
- Wire harness between the Finisher Main PCA (A200) and M260
- A200

Recommended actions

1. Check the Event Log for an A3.0140 code. If such an entry exists, SN260 is probably malfunctioning.
2. Check the finisher top bin for damage.
3. Check the wire harness between M260 and A200.
4. Open the Finisher Separator diagnostic page, and then test SN260.
5. Run M260, look for binding, and verify that the EN260 count changes.
6. Test the voltage at M260: 1.25 Vdc at pins 1 to 2 on the motor connector.
7. Test the voltage at EN260: 5.0 Vdc at pins 2A to 1A, 3A to 1A, and 4A to 1A on W263P1-W260J263.
8. Replace A200.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Separator**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 2 wiring diagram on page 2475](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace M260: [Finisher Separator Drive motor \(M260\) on page 833](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.01A9

Description

- Finisher Separator Offset motor (M264) stall

Primary root causes

- Finisher Job Separator Offset Back sensor (SN265)
- Finisher Separator Offset Motor encoder (EN264)
- M264 assembly
- Wire harness between the Finisher Main PCA (A200) and M264
- A200

Recommended actions

1. Open the Finisher Separator diagnostic page, run M264, look for binding, and verify that the EN264 count changes.
2. Test and clean SN265.
3. Check the M264 assembly for damage.
4. Test the voltage at M264: 3.44 Vdc at pins 1 to 2 on the motor connector.
5. Test the voltage at EN264: 5.0 Vdc at pins 8A to 10A and 9A to 10A on W267P1-W260J267.
6. Test the voltage at SN265: 3.3 Vdc at pins 6B to 8B and 7B to 8B on W267P1-W260J267.
7. Check the wire harness between M264, EN264, SN265, and A200.
8. Replace SN265.
9. Replace M264.
10. Replace A200.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Separator**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 3 wiring diagram on page 2476](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace SN265: [Sensors on page 788](#)
- Replace M264: [Finisher Separator Offset motor \(M264\) on page 835](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.0160

Description

- Finisher Stack Holder motor (M252) failed connect test

Primary root causes

- M252
- Finisher Stack Holder sensor (SN252)
- Lower stack holder assembly
- Wire harness between the Finisher Main PCA (A200) and M252.
- A200

Recommended actions

1. Open the Finisher Lower Elevator diagnostic page, run M252, look for binding, and verify that the SN252 count changes. SN252 serves as an encoder for M252.
2. Check the wire harness between M252 and A200.
3. Using the stepper motor test procedure, test the voltage at M252: Pins 1 to 2 and 3 to 4 on the motor connector.
4. Replace SN252.
5. Replace M252
6. Replace A200.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Lower Elevator**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 4 wiring diagram on page 2476](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Stepper motor procedure: [How to test a stepper motor on page 865](#)
- Replace M252: [Finisher Stack Holder motor \(M252\) on page 829](#)
- Replace SN252: [Sensors on page 788](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.01A1

Description

- Finisher motor driver 1 temperature is warm

Primary root causes

- Finisher Separator Drive motor (M260)
- Finisher Diverter solenoid (SOL211)
- Finisher Separator Offset motor (M264)
- Finisher Job Separator Gate motor (M262)
- Finisher Main PCA (A200)

Recommended actions

1. Open the Event Log and look for one of the following codes: A3.0140, A3.0141, A3.0142, A3.0143, A3.0144, or A3.0301. Follow the troubleshooting procedures for the code.
2. Replace A200.

Links

- Event Log: Click **View Log and Troubleshoot**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher Main PCA \(A200\) diagram on page 2481](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.01A2

Description

- Finisher motor driver 2 temperature is warm

Primary root causes

- Finisher Separator Drive motor (M260)
- Finisher Main PCA (A200)

Recommended actions

1. Open the Event Log and look for one of the following codes: A3.0140, A3.0142, A3.0143, or A3.0241. Follow the troubleshooting procedures for the code.
2. Replace A200.

Links

- Event Log: Click **View Log and Troubleshoot**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher Main PCA \(A200\) diagram on page 2481](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.01A3

Description

- Finisher motor driver 3 temperature is warm

Primary root causes

- Stapler 1 motor (M272)
- Stapler 2 motor (M281)
- Finisher Lower Elevator motor (M250)
- Finisher Main PCA (A200)

Recommended actions

1. Open the Event Log and look for one of the following codes: A3.01E1, A3.01E2, A3.01C1 or A3.01C2. Follow the troubleshooting procedures for the code.
2. Replace A200.

Links

- Event Log: Click **View Log and Troubleshoot**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher Main PCA \(A200\) diagram on page 2481](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.01A4

Description

- Finisher motor driver 4 temperature is warm

Primary root causes

- Finisher Lower Paper Path motor (M220)
- Stapler 2 Safety motor (M280)
- Finisher Main PCA (A200)

Recommended actions

1. Open the Event Log and look for one of the following codes: A3.0104, A3.0232 or A3.0233. Follow the troubleshooting procedures for the code.
2. Replace A200.

Links

- Event Log: Click **View Log and Troubleshoot**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher Main PCA \(A200\) diagram on page 2481](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.01A5

Description

- Finisher motor driver 5 temperature is warm

Primary root causes

- Finisher Upper Paper Path motor (M230)
- Stapler 1 Rotate motor (M271)
- Finisher Main PCA (A200)

Recommended actions

1. Open the Event Log and look for one of the following codes: A3.0102, A3.0103, A3.01C1, A3.0229, and A3.0230. Follow the troubleshooting procedures for the code.
2. Replace A200.

Links

- Event Log: Click **View Log and Troubleshoot**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher Main PCA \(A200\) diagram on page 2481](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.01A6

Description

- Finisher motor driver 6 temperature is warm

Primary root causes

- Finisher Input Paper Path motor (M210)
- Finisher Separator Input motor (M268)
- Finisher Main PCA (A200)

Recommended actions

1. Open the Event Log and look for one of the following codes: A3.0101 and A3.1360. Follow the troubleshooting procedures for the code.
2. Replace A200.

Links

- Event Log: Click **View Log and Troubleshoot**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher Main PCA \(A200\) diagram on page 2481](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.01A7

Description

- Finisher motor driver 7 temperature is warm

Primary root causes

- Finisher Separator Drive motor (M260)
- Finisher Main PCA (A200)

Recommended actions

1. Open the Event Log and look for one of the following codes: A3.0140, A3.0142, A3.0143, or A3.0241. Follow the troubleshooting procedures for the code.
2. Replace A200.

Links

- Event Log: Click **View Log and Troubleshoot**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher Main PCA \(A200\) diagram on page 2481](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.01A8

Description

- Finisher motor driver 8 temperature is warm

Primary root causes

- Accumulator Open motor (M256)
- Finisher Main PCA (A200)

Recommended actions

1. Open the Event Log and look for an A3.0227 entry. Follow the troubleshooting procedures for the code.
2. Replace A200.

Links

- Event Log: Click **View Log and Troubleshoot**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher Main PCA \(A200\) diagram on page 2481](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.01C1

Description

- Stapler 1 motor (M272) problem

Primary root causes

- Worn or damaged clincher assembly
- M272
- Wire harness between the Finisher Main PCA (A200) and M272
- Bent stapler bracket
- A200

Recommended actions

1. Load fresh paper in the paper trays, and then try to recreate the problem.
2. Remove the staple cartridge from the stapler, open the Finisher Stapler diagnostic page, and then cycle M272.
3. Print a Paper Path Foot Print test page, and then verify that the stapler alignment and location are correct.
4. Run the M271.
5. Check the link between the pivot gear and the stapler.
6. Insert two sheets of paper in the Stapler 1 assembly, cycle M272, and then check the quality of the stapling job.
7. Check the Stapler 1 assembly for correct mounting and damage.
8. Check the wire harness between A200 and M272.
9. Test the voltage at M272: 1.56 Vcd at pins 1 or 2 to 3 or 4 on the motor connector.
10. Replace A200.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Stapler**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 1 wiring diagram on page 2474](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace M271: [Stapler 1 motor \(M272\) on page 838](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.01C2

Description

- Stapler 2 motor (M281) problem

Primary root causes

- Worn or damaged clincher assembly
- M281
- Wire harness between the Finisher Main PCA (A200) and M281
- Missing or damaged rubber grommets
- Bent stapler bracket
- A200

Recommended actions

1. Load fresh paper in the paper trays, and then try to recreate the problem.
2. If the problem occurs with the middle staple, remove any obstructions from the accumulator assembly, and check the accumulator eject rollers for damage.
3. Remove the staple cartridge from the stapler, open the Finisher Stapler diagnostic page, and then cycle M281.
4. Print a Paper Path Foot Print test page, and then verify that the stapler alignment and location are correct.
5. Insert two sheets of paper in the Stapler 2 assembly, run M281, and then check the quality of the stapling job.
6. Check the Stapler 2 assembly for correct mounting and damage.
7. Check the wire harness between A200 and M281.
8. Test the voltage at M281: 1.56 Vcd at pins 1 or 2 to 3 or 4 on the motor connector.
9. Replace A200.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Stapler**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 1 wiring diagram on page 2474](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace M281: [Stapler 2 motor \(M281\) on page 842](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.01E1

Description

- Output Bin 5 is overloaded

Root causes

- Lower elevator
- M250
- Lower elevator lift assembly
- Finisher Lower Elevator Stack Height sensor (SN257)
- Wire harness between M250 and the Finisher Main PCA (A200)
- A200

Recommended actions

1. Remove any paper from the lower elevator, and then check for obstructions underneath the elevator.
2. Open the Finisher Lower Elevator diagnostic page, and then run M250 and check for binding.
3. Verify that the SN257 spring and the M250 bracket are not damaged.
4. Check the voltage at M250.
5. Check the voltage to M250 from A200.
6. Replace A200.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Lower Elevator**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 10 wiring diagram on page 2480](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)

A3.0200

Description

- Finisher Input 0 sensor (SN211) failed connect test

Primary root causes

- SN211
- Wire harness between SN211 and the Finisher Main PCA (A200)
- A200

Recommended actions

1. Open the Finisher Paper Path diagnostic page, and then test SN211.
2. Check the wire harness between SN211 and A200.
3. Check the voltage at SN211: 3.3 Vdc at pins 8A to 10A and 9A to 10A on W211P1-W201J211.
4. Replace A200.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Paper Path**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher Main PCA \(A200\) diagram on page 2481](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace SN211: [Sensors on page 788](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.0201

Description

- Finisher Input 1 sensor (SN212) failed connect test

Primary root causes

- SN212
- Wire harness between SN212 and the Finisher Main PCA (A200)
- A200

Recommended actions

1. Open the Finisher Paper Path diagnostic page, and then test SN212.
2. Check the wire harness between SN212 and A200.
3. Check the voltage at SN212: 3.3 Vdc at pins 2B to 11A and 1B to 11A on W211P1-W201J211.
4. Replace A200.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Paper Path**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 6 wiring diagram on page 2478](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace SN212: [Sensors on page 788](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.0202

Description

- Finisher Input 2 sensor (SN213) failed connect test

Primary root causes

- SN213
- Wire harness between SN213 and the Finisher Main PCA (A200)
- A200

Recommended actions

1. Open the Finisher Paper Path diagnostic page, and then test SN213.
2. Check the wire harness between SN213 and A200.
3. Check the voltage at SN213: 3.3 Vdc at pins 4B to 5B and 3B to 5B on W211P1-W201J211.
4. Replace A200.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Paper Path**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 6 wiring diagram on page 2478](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace SN213: [Sensors on page 788](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.0203

Description

- Finisher Input 3 sensor (SN214) failed connect test

Primary root causes

- SN214
- Wire harness between SN214 and the Finisher Main PCA (A200)
- A200

Recommended actions

1. Open the Finisher Paper Path diagnostic page, and then test SN214.
2. Check the wire harness between SN214 and A200.
3. Check the voltage at SN214: 3.3 Vdc at pins 8B to 6B and 7B to 6B on W211P1-W201J211.
4. Replace A200.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Paper Path**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 6 wiring diagram on page 2478](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace SN214: [Sensors on page 788](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.0204

Description

- Finisher Upper 1 sensor (SN231) failed connect test

Primary root causes

- SN231
- Wire harness between SN231 and the Finisher Main PCA (A200)
- A200

Recommended actions

1. Open the Finisher Paper Path diagnostic page, and then test SN231.
2. Check the wire harness between SN231 and A200.
3. Check the voltage at SN231: 3.3 Vdc at pins 1B to 8A and 2B to 8A on W231P1-W201J231.
4. Replace A200.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Paper Path**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 8 wiring diagram on page 2479](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace SN231: [Sensors on page 788](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.0205

Description

- Finisher Upper 2 sensor (SN232) failed connect test

Primary root causes

- SN232
- Wire harness between SN232 and the Finisher Main PCA (A200)
- A200

Recommended actions

1. Open the Finisher Paper Path diagnostic page, and then test SN232.
2. Check the wire harness between SN232 and A200.
3. Check the voltage at SN232: 3.3 Vdc at pins 4B to 5B and 3B to 5B on W231P1-W201J231.
4. Replace A200.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Paper Path**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 8 wiring diagram on page 2479](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace SN232: [Sensors on page 788](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.0206

Description

- Finisher Upper 3 sensor (SN233) failed connect test

Primary root causes

- SN233
- Wire harness between SN233 and the Finisher Main PCA (A200)
- A200

Recommended actions

1. Open the Finisher Paper Path diagnostic page, and then test SN233.
2. Check the wire harness between SN233 and A200.
3. Check the voltage at SN233: 3.3 Vdc at pins 7B to 6B and 8B to 6B on W231P1-W201J231.
4. Replace A200.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Paper Path**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 8 wiring diagram on page 2479](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace SN233: [Sensors on page 788](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.0207

Description

- Finisher Lower 1 sensor (SN215) failed connect test

Primary root causes

- SN215
- Wire harness between SN215 and the Finisher Main PCA (A200)
- A200

Recommended actions

1. Open the Finisher Paper Path diagnostic page, and then test SN215.
2. Check the wire harness between SN215 and A200.
3. Check the voltage at SN215: 3.3 Vdc at pins 9B to 11B and 10B to 11B on W211P1-W201J211.
4. Replace A200.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Paper Path**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 6 wiring diagram on page 2478](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace SN215: [Sensors on page 788](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.0208

Description

- Finisher Lower 2 sensor (SN221) failed connect test

Primary root causes

- SN221
- Wire harness between SN221 and the Finisher Main PCA (A200)
- A200

Recommended actions

1. Open the Finisher Paper Path diagnostic page, and then test SN221.
2. Check the wire harness between SN221 and A200.
3. Check the voltage at SN221: 3.3 Vdc at pins 1 to 2 and 3 to 2 on W221P1-W201J221.
4. Replace A200.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Paper Path**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 7 wiring diagram on page 2478](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace SN221: [Sensors on page 788](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.0210

Description

- Finisher Front Latch sensor (SN204) failed connect test

Primary root causes

- SN204
- Wire harness between SN204 and the Finisher Main PCA (A200)
- A200

Recommended actions

1. Open the Finisher Paper Path diagnostic page, and then test SN204.
2. Check the wire harness between SN204 and A200.
3. Check the voltage at SN204: 3.3 Vdc at pins 1 to 3 and 5.0 Vdc at pins 2 to 3 on W252P4-SN204.
4. Replace A200.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Paper Path**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 4 wiring diagram on page 2476](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace SN204: [Sensors on page 788](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.0211

Description

- Finisher Back Latch sensor (SN200) failed connect test

Primary root causes

- SN200
- Wire harness between SN200 and the Finisher Main PCA (A200)
- A200

Recommended actions

1. Open the Finisher Paper Path diagnostic page, and then test SN200.
2. Check the wire harness between SN200 and A200.
3. Check the voltage at SN200: 3.3 Vdc at pins 1 to 3 and 5.0 Vdc at pins 2 to 3 on W201P1-SN200.
4. Replace A200.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Paper Path**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 8 wiring diagram on page 2479](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace SN200: [Sensors on page 788](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.0212

Description

- Finisher Right Side Panel sensor (SN216) failed connect test

Primary root causes

- SN216
- Finisher right-side door latch and hinges
- Wire harness between SN216 and the Finisher Main PCA (A200)
- A200

Recommended actions

1. Open the Finisher Paper Path diagnostic page, and then test SN216.
2. Check the Finisher right-side door latch and hinges.
3. Check the wire harness between SN216 and A200.
4. Check the voltage at SN216: 5 Vdc at pins 2A to 1A and 3.3 Vdc at pins 3A to 1A on W211P1-W201J211.
5. Replace A200.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Paper Path**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 6 wiring diagram on page 2478](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace SN216: [Sensors on page 788](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.0213

Description

- Finisher Handle 1 Front sensor (SN206) failed connect test

Primary root causes

- SN206
- Finisher right-side door latch and hinges
- Wire harness between SN206 and the Finisher Main PCA (A200)
- A200

Recommended actions

1. Open the Finisher Paper Path diagnostic page, and then test SN206.
2. Check the Finisher right-side door latch and hinges.
3. Check the wire harness between SN206 and A200.
4. Replace A200.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Paper Path**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 5 wiring diagram on page 2477](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace SN206: [Sensors on page 788](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.0214

Description

- Finisher Handle 1 Back sensor (SN202) failed connect test

Primary root causes

- SN202
- Finisher Door 2 latch and hinges
- Wire harness between SN202 and the Finisher Main PCA (A200)
- A200

Recommended actions

1. Open the Finisher Paper Path diagnostic page, and then test SN202.
2. Check the Finisher Door 2 latch and hinges.
3. Check the wire harness between SN202 and A200.
4. Check the voltage at SN202: 3.3 Vdc at pins 2 to 3 and 5.0 Vdc at pins 1 to 2 on W201P3-SN202.
5. Replace A200.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Paper Path**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 8 wiring diagram on page 2479](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace SN202: [Sensors on page 788](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.0215

Description

- Finisher Handle 3 sensor (SN222) failed connect test

Primary root causes

- SN222
- Finisher Door 4 latch and hinges
- Wire harness between SN222 and the Finisher Main PCA (A200)
- A200

Recommended actions

1. Open the Finisher Paper Path diagnostic page, and then test SN222.
2. Check the Finisher Door 4 latch and hinges.
3. Check the wire harness between SN222 and A200.
4. Check the voltage at SN222: 5 Vdc pins 5B to 6B and 3.3 Vdc 4B to 6B on W221P1-W201J221.
5. Replace A200.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Paper Path**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 7 wiring diagram on page 2478](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace SN222: [Sensors on page 788](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.0220

Description

- Accumulator Open sensor (SN255) failed

Primary root causes

- Accumulator door mechanical linkage
- Accumulator Open motor (M256)
- Accumulator Open Motor encoder (EN256)
- SN255
- Wire harness between SN255 and the Finisher Main PCA (A200)
- Wire harness between M256, EN256, the Accumulator Distribution PCA (A240) and A200
- A240
- A200

Recommended actions

1. Open the Finisher Accumulator diagnostic page, and then test SN255.
2. Check the accumulator door mechanical linkage for damage.
3. Check the wire harness between SN255 and A200.
4. Check the voltage at SN255: 3.3 Vdc at pins 1 to 2 and 3 to 2 on W251P10-SN255.
5. Run M256.
6. Run M256 and verify that the EN256 count changes.
7. Check the wire harness between M256, EN256, A240, and A200.
8. Check the voltage at M256: 33 Vdc at pins 1 to 2 on the motor connector
9. Check the voltage at EN256: 3.3 Vdc at pins 3 to 4 and 0 Vdc at pin 5 to 4 on W251P9-EN256
10. Replace A200.
11. Replace A240.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Accumulator**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 10 wiring diagram on page 2480](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace SN255: [Sensors on page 788](#)

- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)
- M243: [A3.0124 on page 2064](#)

A3.0226

Description

- Accumulator Open sensor (SN255) failed connect test

Primary root causes

- SN255
- Accumulator door mechanical linkage
- Wire harness between SN255 and the Finisher Main PCA (A200)
- A200

Recommended actions

1. Open the Finisher Accumulator diagnostic page, and then test SN255.
2. Check the accumulator door mechanical linkage.
3. Check the wire harness between SN255 and A200.
4. Check the voltage at SN255: 3.3 Vdc at pins 1 to 2 and 3 to 2 on W251P10-SN255.
5. Replace A200.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Accumulator**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 10 wiring diagram on page 2480](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace SN255: [Sensors on page 788](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.0227

Description

- Accumulator Closed switch (SW256) failed

Primary root causes

- SW256
- Accumulator door mechanism
- Wire harness between SW256 and the Finisher Main PCA (A200)
- Accumulator Open motor (M256)
- Accumulator Open Motor encoder (EN256)
- Wire harness between M256, EN256, the Accumulator Distribution PCA (A240) and A200
- A240
- A200

Recommended actions

1. Open the Finisher Accumulator diagnostic page, and then test SW256.
2. Check the accumulator door mechanism for damage.
3. Check the wire harness between SW256 and A200.
4. Check the voltage at SW256: 33 Vdc between W251P4 and W251P5 and 5.0 Vdc between W251P12 and W251P11.
5. Run M256.
6. Run M256 and verify that the EN256 count changes.
7. Check the wire harness between M256, EN256, A240, and A200.
8. Check the voltage at M256: 33 Vdc at pins 1 to 2 on the motor connector
9. Check the voltage at EN256: 3.3 Vdc at pins 3 to 4 and 0 Vdc at pin 5 to 4 on W251P9-EN256
10. Replace A200.
11. Replace A240.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Accumulator**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 10 wiring diagram on page 2480](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)

- Replace SW256: [Switches on page 849](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.0232

Description

- Stapler 2 Guard Position 1 sensor (SN280) failed

Primary root causes

- SN280
- Stapler 1 assembly
- Wire harness between SN280 and the Finisher Main PCA (A200)
- A200

Recommended actions

1. Open the Finisher Stapler diagnostic page, and then test SN280.
2. Check the mechanical pivot link in the Stapler 1 assembly.
3. Check the wire harness between SN280 and A200.
4. Check the voltage at SN280: 3.3 Vdc at pins 7B to 9B on W270J280-W280P1.
5. Replace A200.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Stapler**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 1 wiring diagram on page 2474](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace SN280: [Sensors on page 788](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.0233

Description

- Stapler 2 Guard Position 2 sensor (SN281) failed

Primary root causes

- SN281
- Stapler 1 assembly
- Wire harness between SN281 and the Finisher Main PCA (A200)
- A200

Recommended actions

1. Open the Finisher Stapler diagnostic page, and then test SN281.
2. Check the mechanical pivot link in the Stapler 1 assembly.
3. Check the wire harness between SN281 and A200.
4. Check the voltage at SN281: 3.3 Vdc at pins 8B to 9B on W270J280-W280P1.
5. Replace A200.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Stapler**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 1 wiring diagram on page 2474](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace SN281: [Sensors on page 788](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.0240

Description

- Finisher Job Separator Lower Limit sensor (SN260) failed test

Primary root causes

- SN260
- Wire harness between SN260 and the Finisher Main PCA (A200)
- A200

Recommended actions

1. Open the Finisher Separator diagnostic page, and then test SN260.
2. Check the wire harness between SN260 and A200.
3. Check the voltage at SN260: 3.3 Vdc at pins 3B to 1B and 2B to 1B on W263P1-W260J263.
4. Replace A200.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Separator**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 2 wiring diagram on page 2475](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace SN260: [Sensors on page 788](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.0241

Description

- Separator does not move down when full

Primary root causes

- Finisher Job Separator Stack Height sensor (SN267)
- Wire harness between SN267 and the Finisher Main PCA (A200)
- A200

Recommended actions

1. Clean SN267, and then verify that it is correctly seated.
2. Open the Finisher Separator diagnostic page, and then test SN267.
3. Check the wire harness between SN267 and A200.
4. Replace A200.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Separator**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 3 wiring diagram on page 2476](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace SN267: [Sensors on page 788](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.0242

Description

- Problem with the Finisher Separator safety sensors

Primary root causes

- Finisher Separator Safety 1 sensor (SW261)
- Finisher Separator Safety 2 sensor (SW264)
- Mechanical binding in the separator assembly or safety assembly
- Wire harness between SW261, SW264, and the Finisher Main PCA (A200)
- A200

Recommended actions

1. Check the Event Log for the following codes: A3.0241 and A3.0142. Follow the troubleshooting procedures for the code.
2. Open the Finisher Separator diagnostic page, and then test SW261 and SW264.
3. Verify that the separator assembly and the safety assembly are functioning correctly.
4. Check the wire harness between SW261, SW264, and A200.
5. Replace A200.

Additional root causes

- Finisher Separator Drive motor (M260)

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Separator**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 2 wiring diagram on page 2475](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace SW261: [Sensors on page 788](#)
- Replace SW264: [Sensors on page 788](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)
- M260: [A3.0142 on page 2070](#)

A3.0243

Description

- Finisher Job Separator Gate Open sensor (SN262) sensor connect test

Primary root causes

- SN262
- Wire harness between SN262 and the Finisher Main PCA (A200)
- A200

Recommended actions

1. Open the Finisher Separator diagnostic page, and then test SN262.
2. Check the wire harness between SN262 and the A200.
3. Test the voltage at SN262: 3.3 Vdc at pins 3A to 1A and 2A to 1A on W267P1-W260J267.
4. Replace A200.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Separator**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 3 wiring diagram on page 2476](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace SN262: [Sensors on page 788](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.0244

Description

- Finisher Job Separator Offset Back sensor (SN265) sensor connect test

Primary root causes

- SN265
- Wire harness between SN265 and the Finisher Main PCA (A200)
- A200

Recommended actions

1. Open the Finisher Separator diagnostic page, and then test SN265.
2. Check the wire harness between SN265 and the A200.
3. Test the voltage at SN265: 3.3 Vdc at pins 6B to 8B and 7B to 8B on W267P1-W260J267.
4. Replace A200.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Separator**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 3 wiring diagram on page 2476](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace SN265: [Sensors on page 788](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.0260

Description

- Finisher Lower Elevator Stack Height sensor (SN257) failed

Primary root causes

- SN257
- Wire harness between SN257 and the Finisher Main PCA (A200)
- A200

Recommended actions

1. Verify that there is no light shining on SN257.
2. Open the Finisher Lower Elevator diagnostic page, and then test SN257.
3. Check the wire harness between SN257 and A200.
4. Check the voltage at SN257: 5.0 Vdc at pins 1 to 3 and 3.3 Vdc at pins 2 to 3 on W251P6-SN257.
5. Replace A200.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Lower Elevator**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 10 wiring diagram on page 2480](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace SN257: [Sensors on page 788](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.0261

Description

- Finisher Lower Elevator Paper Present sensor (SN258) failed

Primary root causes

- SN258
- Wire harness between SN258 and the Finisher Main PCA (A200)
- A200

Recommended actions

1. Verify that there is no light shining on SN258.
2. Open the Finisher Lower Elevator diagnostic page, and then test SN258.
3. Check the wire harness between SN258 and A200.
4. Check the voltage at SN258: 5.0 Vdc at pins 1 to 3 and 3.3 Vdc at pins 2 to 3 on W252P1-SN258.
5. Replace A200.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Lower Elevator**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 4 wiring diagram on page 2476](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace SN258: [Sensors on page 788](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.0263

Description

- Finisher Job Support Pivot Position 1 sensor (SN253) failed

Primary root causes

- SN253
- Finisher job support arm assembly
- Wire harness between SN253 and the Finisher Main PCA (A200)
- A200

Recommended actions

1. Open the Finisher Lower Elevator diagnostic page, and then run Finisher Job Support Arm motor (M253) and verify that SN253 activates.
2. Check the Finisher job support arm assembly for binding and damage.
3. Check the wire harness between SN253 and A200.
4. Test the voltage at SN253: 3.3 Vdc at pins 2 to 4, 3 to 4 on W251P8-A253.
5. Replace A200.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Lower Elevator**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 3 wiring diagram on page 2476](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace SN253: [Sensors on page 788](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.0264

Description

- Finisher Job Support Pivot Position 2 sensor (SN254) failed

Primary root causes

- SN254
- Finisher job support arm assembly
- Wire harness between SN254 and the Finisher Main PCA (A200)
- A200

Recommended actions

1. Open the Finisher Lower Elevator diagnostic page, and then run Finisher Job Support Arm motor (M253) and verify that SN254 activates.
2. Check the Finisher job support arm assembly for binding and damage.
3. Check the wire harness between SN254 and A200.
4. Test the voltage at SN254: 3.3 Vdc at pins 2 to 4, 3 to 4 on W251P8-A253.
5. Replace A200.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Lower Elevator**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 3 wiring diagram on page 2476](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace SN254: [Sensors on page 788](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.02A0

Description

- Accumulator Guide sensor (SN243) late

Primary root causes

- SN243
- Wire harness between SN243 and the Finisher Main PCA (A200)
- Accumulator guide bar assembly
- Accumulator Distribution PCA (A240)
- A200

Recommended actions

1. Open the Finisher Accumulator diagnostic page, and then test SN243.
2. Check the accumulator guide bar assembly for damage.
3. Check the wire harness between SN243 and A200.
4. Check the voltage at SN243: 5.0 Vdc at pins 1 to 3 and 3.3 Vdc at pins 2 to 3 on the sensor connector.
5. Replace A200.
6. Replace A240.

Additional root causes

- Accumulator Guide Bar motor (M243)

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Accumulator**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 9 wiring diagram on page 2479](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace SN243: [Sensors on page 788](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)
- Replace A240: [Accumulator Distribution PCA \(A240\) on page 778](#)
- M243: [A3.0124 on page 2064](#)

A3.02A1

Description

- Accumulator Guide Bar Home sensor (SN245) late

Primary root causes

- SN245
- Wire harness between SN245 and the Finisher Main PCA (A200)
- Accumulator guide bar assembly
- Accumulator Distribution PCA (A240)
- A200

Recommended actions

1. Open the Finisher Accumulator diagnostic page, and then test SN245.
2. Check the accumulator guide bar assembly for damage.
3. Check the wire harness between SN245 and A200.
4. Check the voltage at SN245: 5.0 Vdc at pins 1 to 3 and 3.3 Vdc at pins 2 to 3 on the sensor connector.
5. Replace A200.
6. Replace A240.

Additional root causes

- Accumulator Guide Bar motor (M243)

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Accumulator**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 9 wiring diagram on page 2479](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace SN245: [Sensors on page 788](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)
- Replace A240: [Accumulator Distribution PCA \(A240\) on page 778](#)
- M243: [A3.0124 on page 2064](#)

A3.02A2

Description

- Accumulator Retainer Finger Shaft sensor (SN244) is late

Primary root causes

- SN244
- Drive gear assembly
- Wire harness between SN244 and the Finisher Main PCA (A200)
- Retainer finger shaft assembly
- A200

Recommended actions

1. Remove any obstruction from the accumulator.
2. Open the Finisher Accumulator diagnostic page, and then run the Accumulator Retainer Finger motor (M246) in order to test SN244.
3. Check the wire harness between SN244 and A200.
4. Check the voltage at SN244: 5.0 Vdc at pins 1 to 3 and 3.3 Vdc at pins 2 to 3 on the sensor connector.
5. Replace A200.

Additional root causes

- M246

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Accumulator**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 9 wiring diagram on page 2479](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace SN244: [Sensors on page 788](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)
- M246: [A3.0126 on page 2066](#)

A3.02A3

Description

- Accumulator Job Height sensor (SN240) late

Primary root causes

- SN240
- Accumulator springs
- Bearing bracket assembly and drive gear
- Wire harness between SN240 and the Finisher Main PCA (A200)
- A200

Recommended actions

1. Open the Finisher Accumulator diagnostic page, and then test SN240.
2. Check the SN240 actuator, springs, and drive gear.
3. Check the wire harness between SN240 and A200.
4. Check the voltage at SN240: 5.0 Vdc at pins 1 to 3 and 3.3 Vdc at pins 2 to 3 on the sensor connector.
5. Replace A200.

Additional root causes

- Accumulator Bearing Bracket motor (M242)
- Accumulator Bearing Bracket Home sensor (SN248)

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Accumulator**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 9 wiring diagram on page 2479](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace SN240: [Sensors on page 788](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)
- M242: [A3.0125 on page 2065](#)
- SN248: [A3.02A5 on page 2121](#)

A3.02A4

Description

- Accumulator Wheel sensor (SN241) late

Primary root causes

- Accumulator wheel
- SN241
- Accumulator springs
- Bearing bracket assembly and drive gear
- Wire harness between SN241 and the Finisher Main PCA (A200)
- A200

Recommended actions

1. Verify that the accumulator wheel has free movement.
2. Open the Finisher Accumulator diagnostic page, and then test SN241.
3. Check the SN241 actuator, springs, and drive gear.
4. Check the wire harness between SN241 and A200.
5. Check the voltage at SN241: 5.0 Vdc at pins 1 to 3 and 3.3 Vdc at pins 2 to 3 on the sensor connector.
6. Replace A200.

Additional root causes

- Accumulator Bearing Bracket motor (M242)

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Accumulator**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 9 wiring diagram on page 2479](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace SN241: [Sensors on page 788](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)
- M242: [A3.0125 on page 2065](#)

A3.02A5

Description

- Accumulator Bearing Bracket Home sensor (SN248) late

Primary root causes

- SN248
- Accumulator springs
- Bearing bracket bushing
- Bearing bracket assembly and drive gear
- Wire harness between SN248 and the Finisher Main PCA (A200)
- A200

Recommended actions

1. Open the Finisher Accumulator diagnostic page, and then test SN248.
2. Check the SN248 actuator, springs, and drive gear.
3. Check the wire harness between SN248 and A200.
4. Verify that flat section on the bearing bracket bushing is correctly aligned with the flat section on the accumulator.
5. Check the voltage at SN248: 5.0 Vdc at pins 1 to 3 and 3.3 Vdc at pins 2 to 3 on the sensor connector.
6. Replace A200.

Additional root causes

- Accumulator Bearing Bracket motor (M242)
- Accumulator Job Height sensor (SN240)

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Accumulator**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 9 wiring diagram on page 2479](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace SN248: [Sensors on page 788](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)
- M242: [A3.0125 on page 2065](#)
- SN240: [A3.02A3 on page 2119](#)

A3.02A6

Description

- Accumulator Entry sensor (SN246) activated too long

Primary root causes

- SN246
- Wire harness between SN246 and the Finisher Main PCA (A200)
- A200

Recommended actions

1. Check the sensor actuator for damage.
2. Open the Finisher Accumulator diagnostic page, and then test SN246.
3. Check the wire harness between SN246 and A200.
4. Check the voltage at SN246: 5.0 Vdc at pins 1 to 3 and 3.3 Vdc at pins 2 to 3 on the sensor connector.
5. Replace A200.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Accumulator**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 9 wiring diagram on page 2479](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace SN246: [Sensors on page 788](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.02A7

Description

- Stapler 1 Pivot Position 1 sensor (SN271) failed

Primary root causes

- SN271
- Stapler 1 assembly
- Wire harness between SN271 and the Finisher Main PCA (A200)
- A200

Recommended actions

1. Open the Finisher Stapler diagnostic page, and then run the Stapler 1 motor (M272) and verify that SN271 activates.
2. Check the mechanical pivot link in the Stapler 1 assembly.
3. Check the wire harness between SN271 and A200.
4. Check the voltage at SN271: 3.3 Vdc at pins 7B to 9B on W270J271-W271P1.
5. Replace A200.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Stapler**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 1 wiring diagram on page 2474](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace SN271: [Sensors on page 788](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.02A8

Description

- Stapler 1 Pivot Position 2 sensor (SN272) failed

Primary root causes

- SN272
- Stapler 1 assembly
- Wire harness between SN272 and the Finisher Main PCA (A200)
- A200

Recommended actions

1. Open the Finisher Stapler diagnostic page, and then run the Stapler 1 motor (M272) and verify that SN272 activates.
2. Check the mechanical pivot link in the Stapler 1 assembly.
3. Check the wire harness between SN272 and A200.
4. Check the voltage at SN272: 3.3 Vdc at pins 8B to 9B on W270J271-W271P1.
5. Replace A200.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Stapler**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 1 wiring diagram on page 2474](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace SN272: [Sensors on page 788](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.02A9

Description

- Finisher Stack Holder sensor (SN252) failed

Primary root causes

- Stack holder tab
- SN252
- Finisher Stack Holder motor (M252)
- Stack holder assembly
- Wire harness between SN252 and the Finisher Main PCA (A200)
- A200

Recommended actions

1. Check the stack holder tab for damage.
2. Open the Finisher Lower Elevator diagnostic page, and then run M252 and verify that SN252 activates.
3. Run M252 and verify that the SN252 count changes and that there is no binding.
4. Check the wire harness between SN252 and A200.
5. Check the voltage at SN252: 5.0 Vdc at pins 1 to 3 and 3.3 Vdc at pins 2 to 3 on W252P3-SN252.
6. Replace A200.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Lower Elevator**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 4 wiring diagram on page 2476](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace SN252: [Sensors on page 788](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.0301

Description

- Finisher Diverter solenoid (SOL211) failed connectivity test

Primary root causes

- SOL211
- Wire harness between SOL211 and the Finisher Main PCA (A200)
- A200

Recommended actions

1. Open the Finisher Paper Path diagnostic page, and then activate SOL211. If the error is reported intermittently, cycle SOL211 and listen for a constant rhythm.
2. Check the Finisher top door and hinges for correct operation and alignment.
3. Check the wire harness between SOL211 and A200.
4. Check the voltage at SOL211: 33.0 Vdc at pins 2 to 1 on the solenoid connector.
5. Replace A200.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Paper Path**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 5 wiring diagram on page 2477](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace SOL211: [Finisher Diverter solenoid \(SOL211\) on page 857](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.06A0

Description

- Finisher Right-Side Panel LED (LED201) failure

Primary root causes

- LED201
- Wire harness between LED201 and the Finisher Main PCA (A200)
- A200

Recommended actions

1. Open the Finisher Paper Path diagnostic page, and then activate LED201.
2. Check the wire harness between LED201 and A200.
3. Replace LED201.
4. Replace A200.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Paper Path**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 8 wiring diagram on page 2479](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace LED201: [LEDs on page 846](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.06A1

Description

- Finisher Top-Door LED (LED205) failure

Primary root causes

- LED205
- Wire harness between LED205 and the Finisher Main PCA (A200)
- A200

Recommended actions

1. Open the Finisher Paper Path diagnostic page, and then activate LED205.
2. Check the wire harness between LED205 and A200.
3. Replace LED205.
4. Replace A200.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Paper Path**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 5 wiring diagram on page 2477](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace LED205: [LEDs on page 846](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.06A2

Description

- Finisher Handle 1 LED (LED234) failure

Primary root causes

- LED234
- Wire harness between LED234 and the Finisher Main PCA (A200)
- A200

Recommended actions

1. Open the Finisher Paper Path diagnostic page, and then activate LED234.
2. Check the wire harness between LED234 and A200.
3. Replace LED234.
4. Replace A200.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Paper Path**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 8 wiring diagram on page 2479](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace LED234: [LEDs on page 846](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.06A3

Description

- Finisher Handle 2 LED (LED203) failure

Primary root causes

- LED203
- Wire harness between LED203 and the Finisher Main PCA (A200)
- A200

Recommended actions

1. Open the Finisher Paper Path diagnostic page, and then activate LED203.
2. Check the wire harness between LED203 and A200.
3. Replace LED203.
4. Replace A200.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Paper Path**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 5 wiring diagram on page 2477](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace LED203: [LEDs on page 846](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.06A4

Description

- Finisher Handle 3 LED (LED223) failure

Primary root causes

- LED223
- Wire harness between LED223 and the Finisher Main PCA (A200)
- A200

Recommended actions

1. Open the Finisher Paper Path diagnostic page, and then activate LED223.
2. Check the wire harness between LED223 and A200.
3. Replace LED223.
4. Replace A200.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Paper Path**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 7 wiring diagram on page 2478](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace LED223: [LEDs on page 846](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.06A6

Description

- Finisher Latch LED (LED204) failure

Primary root causes

- LED204
- Wire harness between LED204 and the Finisher Main PCA (A200)
- A200

Recommended actions

1. Open the Finisher Paper Path diagnostic page, and then activate LED204.
2. Check the wire harness between LED204 and A200.
3. Replace LED204.
4. Replace A200.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Paper Path**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 5 wiring diagram on page 2477](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace LED204: [LEDs on page 846](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.0702

Description

- No communication between the Finisher Main PCA (A200) and the formatter

Primary root causes

- Wire harness between A200 and the formatter
- A200

Recommended actions

1. Verify that the power LEDs on A200 are lit.
2. Test the voltage at each of the test points on A200.
3. Check the wire harness between the MFP formatter and the MFP bulkhead.
4. Replace the wire harness between A200 and the MFP.
5. Replace A200.

Links

- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher Main PCA \(A200\) diagram on page 2481](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.0703

Description

- Finisher Main PCA (A200) motor driver 1 over temperature

Primary root causes

- A200

Recommended actions

1. Open the Event Log and look for one of the following codes: A3.0140, A3.0141, A3.0142, A3.0143, A3.0144, or A3.0301. Follow the troubleshooting procedures for the code.
2. Replace A200.

Additional root causes

- Finisher Separator Drive motor (M260)
- Finisher Diverter solenoid (SOL211)
- Finisher Separator Offset motor (M264)
- Finisher Job Separator Gate motor (M262)

Links

- Event Log: Click **View Log and Troubleshoot**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher Main PCA \(A200\) diagram on page 2481](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)
- M260: [A3.0103 on page 2060](#)
- SOL211: [A3.0301 on page 2126](#)
- M264: [A3.01A9 on page 2072](#)
- M262: [A3.0141 on page 2068](#)

A3.0704

Description

- Finisher Main PCA (A200) motor driver 2 over temperature

Primary root causes

- A200

Recommended actions

1. Open the Event Log and look for one of the following codes: A3.0140, A3.0142, or A3.0143. Follow the troubleshooting procedures for the code.
2. Replace A200.

Additional root causes

- Finisher Separator Drive motor (M260)

Links

- Event Log: Click **View Log and Troubleshoot**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher Main PCA \(A200\) diagram on page 2481](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)
- M260: [A3.0140 on page 2067](#)

A3.0705

Description

- Finisher Main PCA (A200) motor driver 3 over temperature

Primary root causes

- A200

Recommended actions

1. Open the Event Log and look for one of the following codes: A3.01E1, A3.01E2, A3.01C1 or A3.01C2. Follow the troubleshooting procedures for the code.
2. Replace A200.

Additional root causes

- Stapler 1 motor (M272)
- Stapler 2 motor (M281)
- Finisher Lower Elevator motor (M250)

Links

- Event Log: Click **View Log and Troubleshoot**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher Main PCA \(A200\) diagram on page 2481](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)
- M272: [A3.01C1 on page 2082](#)
- M281: [A3.01C2 on page 2083](#)
- M250: [Output Bin 5 is overloaded on page 1036](#)

A3.0706

Description

- Finisher Main PCA (A200) motor driver 4 over temperature

Primary root causes

- A200

Recommended actions

1. Open the Event Log and look for one of the following codes: A3.0104, A3.0232 or A3.0233. Follow the troubleshooting procedures for the code.
2. Replace A200.

Additional root causes

- Finisher Lower Paper Path motor (M220)
- Stapler 2 Safety motor (M280)

Links

- Event Log: Click **View Log and Troubleshoot**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher Main PCA \(A200\) diagram on page 2481](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)
- M220: [A3.0104 on page 2061](#)
- M280: [A3.0232 on page 2105](#)

A3.0707

Description

- Finisher Main PCA (A200) motor driver 5 over temperature

Primary root causes

- A200

Recommended actions

1. Open the Event Log and look for one of the following codes: A3.0102, A3.0103, A3.01C1, A3.0229, or A3.0230. Follow the troubleshooting procedures for the code.
2. Replace A200.

Additional root causes

- Finisher Upper Paper Path motor (M230)
- Stapler 1 Rotate motor (M271)

Links

- Event Log: Click **View Log and Troubleshoot**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher Main PCA \(A200\) diagram on page 2481](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)
- M230: [A3.0102 on page 2059](#)
- M271: [A3.01C1 on page 2082](#)

A3.0708

Description

- Finisher Main PCA (A200) motor driver 6 over temperature

Primary root causes

- A200

Recommended actions

1. Open the Event Log and look for one of the following codes: A3.0101 or A3.1360. Follow the troubleshooting procedures for the code.
2. Replace A200.

Additional root causes

- Finisher Input Paper Path motor (M210)
- Finisher Job Support Arm motor (M253)

Links

- Event Log: Click **View Log and Troubleshoot**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher Main PCA \(A200\) diagram on page 2481](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)
- M210: [A3.0101 on page 2058](#)
- M253: [A3.1360 on page 2162](#)

A3.0709

Description

- Finisher Main PCA (A200) motor driver 7 over temperature

Primary root causes

- A200

Recommended actions

1. Open the Event Log and look for one of the following codes: A3.0140, A3.0142, or A3.0143. Follow the troubleshooting procedures for the code.
2. Replace A200.

Additional root causes

- Finisher Separator Drive motor (M260)

Links

- Event Log: Click **View Log and Troubleshoot**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher Main PCA \(A200\) diagram on page 2481](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)
- M260: [A3.0140 on page 2067](#)

A3.0710

Description

- Finisher Main PCA (A200) motor driver 8 over temperature

Primary root causes

- A200

Recommended actions

1. Open the Event Log and look for an A3.0227 error code. Follow the troubleshooting procedures for the code.
2. Replace A200.

Links

- Event Log: Click **View Log and Troubleshoot**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher Main PCA \(A200\) diagram on page 2481](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.07A1

Description

- Finisher Main PCA (A200) 32 Vdc is out of specification

Primary root causes

- A200

Recommended actions

1. Verify that the power and firmware heartbeat LEDs on A200 are lit.
2. Verify that the voltage on each of the A200 test points is within specification.
3. Replace A200.

Links

- Event Log: Click **View Log and Troubleshoot**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher Main PCA \(A200\) diagram on page 2481](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.07A2

Description

- Finisher Main PCA (A200) 3.3 Vdc is out of specification

Primary root causes

- A200

Recommended actions

1. Verify that the power LEDs on A200 are lit.
2. Verify that the voltage on each of the A200 test points is within specification.
3. Replace A200.

Links

- Event Log: Click **View Log and Troubleshoot**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher Main PCA \(A200\) diagram on page 2481](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.07A3

Description

- Finisher Main PCA (A200) 42 Vdc is out of specification

Primary root causes

- Accumulator Entry motor (M240)
- Accumulator Exit motor (M241)
- Wire harness between A200, M240, and M241
- A200

Recommended actions

1. Verify that the 42 Vdc LED on A200 is lit.
2. Test the voltage at the 42 Vdc test point on A200.
3. Open the Finisher Accumulator diagnostic page, and then run M240 and M241.
4. Perform the stepper motor checkout procedure.
5. Check the wire harness between A200, M240, and M241.
6. Replace A200.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Accumulator**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher Main PCA \(A200\) diagram on page 2481](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)

A3.1300

Description

- Finisher Input 0 sensor (SN211) problem

Primary root causes

- SN211
- Transport drive belt damage and tension
- Transport drive rollers and idler rollers
- Right-door latch and hinges
- Wire harness between the Finisher Main PCA (A200) and SN211
- A200

Recommended actions

1. Clean SN211, and then verify that SN211 is correctly installed.
2. Verify that the door latch and hinges operate correctly.
3. Open the Finisher Paper Path diagnostic page, and then test SN211.
4. Check the transport drive belts, drive rollers, and idlers for damage, contamination, and correct tension.
5. Check the wire harness between A200 and SN211.
6. Check the voltage at SN211: 3.3 Vdc at pins 8A to 10A and 9A to 10A on W211P1-W201J211.
7. Replace A200.

Additional root causes

- Finisher Input Paper Path motor (M210)

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Paper Path**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher Main PCA \(A200\) diagram on page 2481](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace SN211: [Sensors on page 788](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)
- M210: [A3.0101 on page 2058](#)

A3.1301

Description

- Finisher Input 1 sensor (SN212)

Primary root causes

- SN212
- Transport drive belt damage and tension
- Transport drive rollers and idler rollers
- Right-door latch and hinges
- Wire harness between the Finisher Main PCA (A200) and SN212
- A200

Recommended actions

1. Clean SN212, and then verify that SN212 is correctly installed.
2. Verify that the door latch and hinges operate correctly.
3. Open the Finisher Paper Path diagnostic page, and then test SN212.
4. Check the transport drive belts, drive rollers, and idlers for damage, contamination, and correct tension.
5. Check the wire harness between A200 and SN212.
6. Check the voltage at SN212: 3.3 Vdc at pins 2B to 11A and 1B to 11A on W211P1-W201J211.
7. Replace A200.

Additional root causes

- Finisher Input Paper Path motor (M210)

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Paper Path**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 6 wiring diagram on page 2478](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace SN212: [Sensors on page 788](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)
- M210: [A3.0101 on page 2058](#)

A3.1302

Description

- Finisher Input 2 sensor (SN213)

Primary root causes

- SN213
- Transport drive belt damage and tension
- Transport drive rollers and idler rollers
- Right-door latch and hinges
- Wire harness between Finisher Main PCA (A200) and SN213
- A200

Recommended actions

1. Clean SN213, and then verify that SN213 is correctly installed.
2. Verify the door latch and hinges operate correctly.
3. Open the Finisher Paper Path diagnostic page, and then test SN213.
4. Check the transport drive belts, drive rollers, and idlers for damage, contamination, and correct tension.
5. Check the wire harness between the A200 and the SN213.
6. Test the voltage at SN213: 3.3 Vdc at pins 4B to 5B and 3B to 5B on W211P1-W201J211.
7. Replace A200.

Additional root causes

- Finisher Input Paper Path motor (M210)

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Paper Path**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 6 wiring diagram on page 2478](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace SN213: [Sensors on page 788](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)
- M210: [A3.0101 on page 2058](#)

A3.1303

Description

- Finisher Input 3 sensor (SN214)

Primary root causes

- SN214
- Transport drive belt damage and tension
- Transport drive rollers and idler rollers
- Right-door latch and hinges
- Wire harness between Finisher Main PCA (A200) and SN214
- A200

Recommended actions

1. Clean SN214, and then verify that SN214 is correctly installed.
2. Verify the door latch and hinges operate correctly.
3. Open the Finisher Paper Path diagnostic page, and then test SN214.
4. Check the transport drive belts, drive rollers, and idlers for damage, contamination, and correct tension.
5. Check the wire harness between A200 and SN214.
6. Test the voltage at SN214: 3.3 Vdc at pins 8B to 6B and 7B to 6B on W211P1-W201J211.
7. Replace A200.

Additional root causes

- Finisher Input Paper Path motor (M210)

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Paper Path**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 6 wiring diagram on page 2478](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace SN214: [Sensors on page 788](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)
- M210: [A3.0101 on page 2058](#)

A3.1304

Description

- Finisher Upper 1 sensor (SN231)

Primary root causes

- SN231
- Transport drive belt damage and tension
- Transport drive rollers and idler rollers
- Top-door latch and hinges
- Wire harness between Finisher Main PCA (A200) and the SN231
- A200

Recommended actions

1. Clean SN231, and then verify that SN231 is correctly installed.
2. Verify the door latch and hinges operate correctly.
3. Open the Finisher Paper Path diagnostic page, and then test SN231.
4. Check the transport drive belts, drive rollers, and idlers for damage, contamination, and correct tension.
5. Check the wire harness between the A200 and SN231.
6. Check the voltage at SN231: 3.3 Vdc at pins 1B to 8A and 2B to 8A on W231P1-W201J231.
7. Replace A200.

Additional root causes

- Finisher Upper Paper Path motor (M230)

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Paper Path**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 8 wiring diagram on page 2479](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace SN231: [Sensors on page 788](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)
- M230: [A3.0102 on page 2059](#)

A3.1305

Description

- Finisher Upper 2 sensor (SN232)

Primary root causes

- SN232
- Transport drive belt damage and tension
- Transport drive rollers and idler rollers
- Top-door latch and hinges
- Wire harness between Finisher Main PCA (A200) and SN232
- A200

Recommended actions

1. Clean SN232, and then verify that SN232 is correctly installed.
2. Verify the door latch and hinges operate correctly.
3. Open the Finisher Paper Path diagnostic page, and then test SN232.
4. Check the transport drive belts, drive rollers, and idlers for damage, contamination, and correct tension.
5. Check the wire harness between A200 and SN232.
6. Test the voltage at SN232: 3.3 Vdc at pins 4B to 5B and 3B to 5B on W231P1-W201J231.
7. Replace A200.

Additional root causes

- Finisher Upper Paper Path motor (M230)

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Paper Path**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 8 wiring diagram on page 2479](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace SN232: [Sensors on page 788](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)
- M230: [A3.0102 on page 2059](#)

A3.1306

Description

- Finisher Upper 3 sensor (SN233)

Primary root causes

- SN233
- Transport drive belt damage and tension
- Transport drive rollers and idler rollers
- Top-door latch and hinges
- Wire harness between Finisher Main PCA (A200) and the SN233
- A200

Recommended actions

1. Clean SN233, and then verify that SN233 is correctly installed.
2. Verify the door latch and hinges operate correctly.
3. Open the Finisher Paper Path diagnostic page, and then test SN233.
4. Check the transport drive belts, drive rollers, and idlers for damage, contamination, and correct tension.
5. Check the wire harness between A200 and SN233.
6. Test the voltage at SN233: 3.3 Vdc at pins 7B to 6B and 8B to 6B on W231P1-W201J231.
7. Replace A200.

Additional root causes

- Finisher Upper Paper Path motor (M230)
- Finisher Job Separator Gate Open sensor (SN262)

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Paper Path**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 8 wiring diagram on page 2479](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace SN233: [Sensors on page 788](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)
- M230: [A3.0102 on page 2059](#)
- SN262: [A3.0141 on page 2068](#)

A3.1307

Description

- Finisher Lower 1 sensor (SN215)

Primary root causes

- SN215
- Transport drive belt damage and tension
- Transport drive rollers and idler rollers
- Top-door latch and hinges
- Wire harness between the Finisher Main PCA (A200) and SN215
- A200
- Finisher Diverter solenoid (SOL211)

Recommended actions

1. Clean SN215, and then verify that SN215 is correctly installed.
2. Verify that the door latch and hinges operate correctly.
3. Open the Finisher Paper Path diagnostic page, and then test SN215 and SOL211 using the diagnostics.
4. Check the transport drive belts, drive rollers, and idlers for damage, contamination, and correct tension.
5. Check the wire harness between A200 and SN215.
6. Test the voltage at SN215: 3.3 Vdc at pins 9B to 11B and 10B to 11B on W211P1-W201J211.
7. Replace A200.

Additional root causes

- Finisher Lower Paper Path motor (M220)

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Paper Path**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 6 wiring diagram on page 2478](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace SN215: [Sensors on page 788](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)
- M220: [A3.0104 on page 2061](#)

A3.1308

Description

- Finisher Lower 2 sensor (SN221)

Primary root causes

- SN221
- Transport drive belt damage and tension
- Transport drive rollers and idler rollers
- Top-door latch and hinges
- Bearing bracket bushing
- Wire harness between Finisher Main PCA (A200) and SN221
- Accumulator Entry motor (M240)
- Wire harness between M240, the Accumulator Distribution PCA (A240), and A200
- A200
- A240

Recommended actions

1. Clean SN221, and then verify that SN221 is correctly installed.
2. Verify that the door latch and hinges operate correctly.
3. Open the Finisher Paper Path diagnostic page, and then test SN221 using the diagnostics.
4. Check the transport drive belts, drive rollers, and idlers for damage, contamination, and correct tension.
5. Verify that flat section on the bearing bracket bushing is correctly aligned with the flat section on the accumulator.
6. Check the wire harness between A200 and SN221.
7. Test the voltage at SN221: 3.3 Vdc at pins 1 to 2 and 3 to 2 on W221P1-W201J221.
8. Run Accumulator Entry motor (M240).
9. Check the wire harness between M240, A240, and A200.
10. Use the stepper motor test procedure to test M240.
11. Replace M240.
12. Replace A240.
13. Replace A200.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Paper Path**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 7 wiring diagram on page 2478](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace SN221: [Sensors on page 788](#)
- Replace M240: [Accumulator Entry motor \(M240\) on page 820](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)
- Replace A240: [Accumulator Distribution PCA \(A240\) on page 778](#)

A3.1320

Description

- Accumulator Entry sensor (SN246)

Primary root causes

- SN246
- Accumulator Entry motor (M240)
- Bearing bracket bushing
- Wire harness between SN246, M240, the Accumulator Distribution PCA (A240), and the Finisher Main PCA (A200) and
- A200
- A240

Recommended actions

1. Open the Finisher Accumulator diagnostic page, and then test SN246.
2. Verify that flat section on the bearing bracket bushing is correctly aligned with the flat section on the accumulator.
3. Check the wire harness between A200, M240, and SN246.
4. Test the voltage at SN246: 5.0 Vdc at pins 1 to 3 and 3.3 Vdc at pins 2 to 3 on the sensor connector.
5. Using the stepper motor test procedure, test the voltage to M240 on A200: CN1 pins 1 to 2 and 3 to 4.
6. Replace M240.
7. Replace A200.
8. Replace A240.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Accumulator**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 9 wiring diagram on page 2479](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace SN246: [Sensors on page 788](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)
- Replace M240: [Accumulator Entry motor \(M240\) on page 820](#)
- Replace M240: [Accumulator Entry motor \(M240\) on page 820](#)

A3.1321

Description

- General accumulator paper jam

Primary root causes

- Media obstruction
- Bearing bracket bushing
- Accumulator Bearing Bracket Home sensor (SN248)
- Accumulator springs
- Bearing bracket assembly or bearing bracket to paper lever gear timing
- Wire harness between SN248 and the Finisher Main PCA (A200)

Recommended actions

1. Clear any obstruction in the accumulator area.
2. Verify that flat section on the bearing bracket bushing is correctly aligned with the flat section on the accumulator. Using the bearing bracket to paper lever alignment pins, align the two gears.
3. Open the Event Log and look for one of the following codes: A3.0125, A3.0126, A3.02A0, A3.02A1, A3.02A2, A3.02A3, A3.02A4, and A3.02A5. Follow the troubleshooting procedures for the code.
4. Open the Finisher Accumulator diagnostic page, and then test SN248.
5. Check the wire harness between SN248 and A200.
6. Replace A200.

Additional root causes

- M242
- SN240
- SN241

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Accumulator**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 9 wiring diagram on page 2479](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)
- M242: [A3.0125 on page 2065](#)

- SN240: [A3.02A3 on page 2119](#)
- SN241: [A3.02A4 on page 2120](#)

A3.1322

Description

- Accumulator Exit sensor (SN242)

Primary root causes

- SN242
- Accumulator Exit motor (M241)
- Accumulator gears, eject shaft
- Damaged bearing bracket
- Wire harness between the Finisher Main PCA (A200), M241, and SN242
- A200
- Accumulator Distribution PCA (A240)

Recommended actions

1. Open the Finisher Accumulator diagnostic page, and then test SN242.
2. Check the bearing bracket for damage.
3. Check the wire harness between A200, M241, and SN242.
4. Test the voltage at SN242: 5.0 Vdc at pins 1 to 3 and 3.3 Vdc at pins 2 to 3 on the sensor connector.
5. Using the stepper motor test procedure, test the voltage to M241 on A200: CN2 pins 1 to 2 and 3 to 4.
6. Replace M241.
7. Replace A200.
8. Replace A240.

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Accumulator**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 9 wiring diagram on page 2479](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace SN242: [Sensors on page 788](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)
- Replace M241: [Accumulator Exit motor \(M241\) on page 821](#)

A3.1323

Description

- Stapler 1 paper jam

Primary root causes

- Media curl
- Stapler 1 Home sensor (SN276)
- Wire harness between SN276 and the Finisher Main PCA (A200)
- A200

Recommended actions

1. Verify that the media curl is out of specifications.
2. Remove any paper from the Stapler 1 area.
3. Open the Finisher Stapler diagnostic page, and then run the Stapler 1 motor (M272) and verify that SN276 activates.
4. Check the wire harness between SN276 and A200.
5. Test the voltage at SN276: 3.3 Vdc at pins 4B to 9B and 5.0 Vdc at pins 5B to 9B on W270J271-W271P1.
6. Replace A200.

Additional root causes

- M272
- Accumulator Open sensor (SN255)

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Stapler**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 1 wiring diagram on page 2474](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)
- SN255: [A3.0226 on page 2102](#)
- M272: [A3.01C1 on page 2082](#)

A3.1324

Description

- Stapler 2 paper jam

Primary root causes

- Media curl
- Stapler 2 Home sensor (SN284)
- Wire harness between SN284 and the Finisher Main PCA (A200)
- A200

Recommended actions

1. Verify that the media curl is out of specifications.
2. Remove any paper from the Stapler 2 area.
3. Open the Finisher Stapler diagnostic page, and then test SN284.
4. Check the wire harness between SN284 and A200.
5. Test the voltage at SN284: 3.3 Vdc at pins 4B to 9B and 5 Vdc at pins 5B to 9B on W270J280-W280P1.
6. Replace A200.

Additional root causes

- Stapler 2 motor (M281)

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Stapler**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 1 wiring diagram on page 2474](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)
- M281: [A3.01C2 on page 2083](#)

A3.1325

Description

- Finisher Separator does not move up

Primary root causes

- SW287
- Wire harness between the Finisher Main PCA (A200) and SW287
- A200

Recommended actions

1. Open the Finisher Stapler diagnostic page, and then test SW287.
2. Check the wire harness between the A200 and SW287.
3. Test the voltage at SW287: 5.0 Vdc at pins 1A to 2A on W270J280-W280P1.
4. Replace A200.

Additional root causes

- Finisher Lower Elevator motor (M250)

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Stapler**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 1 wiring diagram on page 2474](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace SW287: [Switches on page 849](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)
- M250: [Output Bin 5 is overloaded on page 1036](#)

A3.1360

Description

- Job support assembly arm failed to move

Primary root causes

- M253
- Finisher Job Support Arm motor encoder (EN253)
- Job support arm assembly
- Wire harness between the Finisher Main PCA (A200), M253, and EN253
- A200

Recommended actions

1. Open the Finisher Separator diagnostic page, and then run M253 and verify that the EN253 count changes.
2. Check the Finisher job support arm assembly for binding and damage.
3. Check the wire harness between the A200, M253, and EN253.
4. Test the voltage at M253: 33.0 Vdc at pins 2 to 1 on the motor connector.
5. Test the voltage at EN253: 3.3 Vdc at pins 3 to 4 and 5 to 4 on W251p7-EN253.
6. Replace A200.

Additional root causes

- Stapler 2 Home sensor (SN284)

Links

- Diagnostic page: Click **Subsystems**, click **Finisher**, and then click **Finisher Separator**.
- Component locator: [Finisher component locator on page 1668](#)
- Wiring diagram: [Finisher 10 wiring diagram on page 2480](#)
- Parts diagram: [Finisher parts diagrams on page 1668](#)
- Replace M253: [Finisher Job Support Arm motor \(M253\) on page 830](#)
- Replace A200: [Finisher Main PCA \(A200\) on page 859](#)
- SN284: [A3.1324 on page 2160](#)

A3.38zz

Description

- Finisher firmware fault

Primary root causes

- Corrupt finisher firmware or the wire harness between the finisher and the MFP

Recommended actions

- ▲ Check the wire harness between the finisher and the MFP, and then reboot the MFP.

B0.0101

Description

- Vertical motor (M6) stall

Primary root causes

- Drive belt
- M6
- Vertical Motor encoder (EN12)
- Wire harness between M6, EN12, and the Motion PCA (A2)

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. Manually turn M6 and verify that the drive rollers turn.
3. Open the Vertical Transport diagnostic page, and then manually turn the drive roller and verify that the EN12 count changes.
4. Run M6.
5. Test the voltage at M6: 12 Vdc at pins 1 to 2 on W20P6-M6.
6. Test the voltage at EN12: 5 Vdc at pins 3A to 1A (GND) on W14P6-W36J6.
7. Test the voltage to M6 on A2: 12 Vdc at J2 pins 1 to 8.
8. Test the voltage to EN12 on A2: 5 Vdc at J10 pins 16A to 18A (GND).

Additional root causes

- A2

Links

- Fault tree: [B0.0101: Vertical motor \(M6\) stall on page 1170](#)
- Diagnostic page: Click **Subsystems**, click **Paper Path**, and then click **Vertical Transport**.
- Component locator: [Vertical component locator on page 1794](#)
- Wiring diagram: [Vertical wiring diagram on page 2501](#)
- Replace M6: [Vertical motor \(M6\) on page 332](#)
- Parts diagram: [Vertical parts diagrams on page 1794](#)
- A2: [D4.0705 on page 2392](#)

B0.1301

Description

- Paper jam at Vertical Transport 1 sensor (SN35)

Primary root causes

- SN35
- Wire harness between the Motion PCA (A2) and SN35

Recommended actions

1. Open the Vertical Transport diagnostic page, and then manually activate SN35 and verify that the sensor state changes.
2. Verify that SN35 is properly seated and clean.
3. Verify that the idler rollers are properly seated and clean.
4. Test the voltage at SN35: 3.3 Vdc at pins 14B to 13B (GND) and 15B to 13B (GND) on W14P6-W36J6.
5. Test the voltage to SN35 on A2: 3.3 Vdc at J10 pins 5B to 6B (GND) and 4B to 6B (GND).

Additional root causes

- Vertical motor (M6)
- A2

Links

- Fault tree: [B0.1301: Paper jam at Vertical Transport 1 sensor \(SN35\) on page 1179](#)
- Diagnostic page: Click **Subsystems**, click **Paper Path**, and then click **Vertical Transport**.
- Component locator: [Vertical component locator on page 1794](#)
- Wiring diagram: [Vertical wiring diagram on page 2501](#)
- Parts diagram: [Vertical parts diagrams on page 1794](#)
- Replace SN35: [Vertical sensors on page 335](#)
- M6: [B0.0101 on page 2164](#)
- A2: [D4.0705 on page 2392](#)

B0.1302

Description

- Paper jam at Vertical Transport 2 sensor (SN28)

Primary root causes

- SN28
- Wire harness between the Motion PCA (A2) and SN28

Recommended actions

1. Open the Vertical Transport diagnostic page, and then manually activate SN28 and verify that the sensor state changes.
2. Verify that SN28 is properly seated and clean.
3. Verify that the idler rollers are properly seated and clean.
4. Test the voltage at SN28: 3.3 Vdc at pins 2 to 3 (GND) and 1 to 3 (GND) on W36P28-SN28.
5. Test the voltage to SN28 on A2: 3.3 Vdc at J10 pins 7B to 9B (GND) and 8B to 9B (GND).

Additional root causes

- Vertical motor (M6)
- A2

Links

- Fault tree: [B0.1302: Paper jam at Vertical Transport 2 sensor \(SN28\) on page 1181](#)
- Diagnostic page: Click **Subsystems**, click **Paper Path**, and then click **Vertical Transport**.
- Component locator: [Vertical component locator on page 1794](#)
- Wiring diagram: [Vertical wiring diagram on page 2501](#)
- Parts diagram: [Vertical parts diagrams on page 1794](#)
- Replace SN28: [Vertical sensors on page 335](#)
- M6: [B0.0101 on page 2164](#)
- A2: [D4.0705 on page 2392](#)

B0.1303

Description

- Paper jam at Vertical Transport 3 sensor (SN25)

Primary root causes

- SN25
- Wire harness between the Motion PCA (A2) and SN25

Recommended actions

1. Open the Vertical Transport diagnostic page, and then manually activate SN25 and verify that the sensor state changes.
2. Verify that SN25 is properly seated and clean.
3. Verify that the idler rollers are properly seated and clean.
4. Test the voltage at SN25: 3.3 Vdc at pins 9A to 10A (GND) and 8A to 10A (GND) on W14P6-W36J6.
5. Test the voltage to SN25 on A2: 3.3 Vdc at J10 pins 11A to 9A (GND) and 10A to 9A (GND).

Additional root causes

- Vertical motor (M6)
- A2

Links

- Fault tree: [B0.1303: Paper jam at Vertical Transport 3 sensor \(SN25\) on page 1183](#)
- Diagnostic page: Click **Subsystems**, click **Paper Path**, and then click **Vertical Transport**.
- Component locator: [Vertical component locator on page 1794](#)
- Wiring diagram: [Vertical wiring diagram on page 2501](#)
- Parts diagram: [Vertical parts diagrams on page 1794](#)
- Replace SN25: [Vertical sensors on page 335](#)
- M6: [B0.0101 on page 2164](#)
- A2: [D4.0705 on page 2392](#)

B0.1304

Description

- Paper jam at Vertical transport 4 sensor (SN26)

Primary root causes

- SN26
- Wire harness between the Motion PCA (A2) and SN26

Recommended actions

1. Open the Vertical Transport diagnostic page, and then manually activate SN26 and verify that the sensor state changes.
2. Verify that SN26 is properly seated and clean.
3. Verify that the idler rollers are properly seated and clean.
4. Test the voltage at SN26: 3.3 Vdc at pins 6A to 7A (GND) and 5A to 7A (GND) on W14P6-W36J6.
5. Test the voltage to SN26 on A2: 3.3 Vdc at J10 pins 13A to 12A (GND) and 14A to 12A (GND).

Additional root causes

- Vertical motor (M6)
- A2

Links

- Diagnostic page: Click **Subsystems**, click **Paper Path**, and then click **Vertical Transport**.
- Component locator: [Vertical component locator on page 1794](#)
- Wiring diagram: [Vertical wiring diagram on page 2501](#)
- Parts diagram: [Vertical parts diagrams on page 1794](#)
- Replace SN26: [Vertical sensors on page 335](#)
- M6: [B0.0101 on page 2164](#)
- A2: [D4.0705 on page 2392](#)

B1.0101

Description

- Horizontal motor (M7) stall

Primary root causes

- Drive belts
- M7
- Horizontal Motor encoder (EN3)
- Wire harness between M7, EN3, and the Motion PCA (A2)

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. Open the Horizontal Transport diagnostic page, and then manually turn M7 with Tray 1 engaged and verify that the rollers turn.
3. Run M7.
4. Manually turn the drive roller and verify that the EN3 count changes.
5. Check the rollers and belts for damage and wear.
6. Test the voltage at M7: 12 Vdc at pins 1 to 2 on W18P7-M7.
7. Test the voltage at EN3: 5 Vdc at pins 8A to 10A (GND) on W15P5-W37J5.
8. Test the voltage to M7 on A2: 12 Vdc at J2 pins 3 to 10 .
9. Test the voltage to EN3 on A2: 5 Vdc at J9 pins 5A to 3A (GND).

Additional root causes

- A2

Links

- Fault tree: [B1.0101: Horizontal motor \(M7\) stall on page 1187](#)
- Diagnostic page: Click **Subsystems**, click **Paper Path**, and then click **Horizontal Transport**.
- Component locator: [Horizontal component locator on page 1720](#)
- Wiring diagram: [Horizontal wiring diagram on page 2485](#)
- Parts diagram: [Horizontal parts diagrams on page 1720](#)
- Replace M7: [Horizontal motor \(M7\) on page 341](#)
- A2: [D4.0705 on page 2392](#)

B1.0201

Description

- Transparency sensor 1 (SN1) failed calibration

Primary root causes

- SN1
- Wire harness between the Motion PCA (A2) and SN1

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. Open the Horizontal Transport diagnostic page, and then manually activate SN1 and verify that the sensor state changes.
3. Verify that SN1 is properly seated and clean.
4. Verify that the idler rollers are properly seated and clean.
5. Test the voltage at SN1: 0.45 Vdc unblocked and 2.78 Vdc blocked at pins 3A to 2A (GND) and 1.14 Vdc blocked and unblocked at pins 1A to 2A (GND) on W15P5-W37J5.
6. Test the voltage to SN1 on A2: 1.15 Vdc unblocked and blocked at J9 pins 12A to 11A (GND) and 0.45VDC unblocked and 2.81VDC blocked at pins 10A to 11A (GND).

Additional root causes

- Horizontal motor (M7)
- A2

Links

- Diagnostic page: Click **Subsystems**, click **Paper Path**, and then click **Horizontal Transport**.
- Component locator: [Horizontal component locator on page 1720](#)
- Wiring diagram: [Horizontal wiring diagram on page 2485](#)
- Parts diagram: [Horizontal parts diagrams on page 1720](#)
- Replace SN1: [Horizontal sensors on page 345](#)
- M7: [B1.0101 on page 2169](#)
- A2: [D4.0705 on page 2392](#)

B1.1301

Description

- Paper jam at Transparency sensor 1 (SN1)

Primary root causes

- SN1
- Wire harness between the Motion PCA (A2) and SN1

Recommended actions

1. Open the Horizontal Transport diagnostic page, and then manually activate SN1 and verify that the sensor state changes.
2. Verify that SN1 is properly seated and clean.
3. Verify that the idler rollers are properly seated and clean.
4. Test the voltage at SN1: 0.45 Vdc unblocked and 2.78 Vdc blocked at pins 3A to 2A (GND) and 1.14 Vdc blocked and unblocked at pins 1A to 2A (GND) on W15P5-W37J5.
5. Test the voltage to SN1 on A2: 1.15 Vdc unblocked and blocked at J9 pins 12A to 11A (GND) and 0.45VDC unblocked and 2.81VDC blocked at pins 10A to 11A (GND).

Additional root causes

- Horizontal motor (M7)
- A2

Links

- Fault tree: [B1.1301: Paper jam at Transparency sensor 1 \(SN1\) on page 1195](#)
- Diagnostic page: Click **Subsystems**, click **Paper Path**, and then click **Horizontal Transport**.
- Component locator: [Horizontal component locator on page 1720](#)
- Wiring diagram: [Horizontal wiring diagram on page 2485](#)
- Parts diagram: [Horizontal parts diagrams on page 1720](#)
- Replace SN1: [Horizontal sensors on page 345](#)
- M7: [B1.0101 on page 2169](#)
- A2: [D4.0705 on page 2392](#)

B1.1302

Description

- Paper jam at Horizontal Transport 2 sensor (SN3)

Primary root causes

- SN3
- Wire harness between the Motion PCA (A2) and SN3

Recommended actions

1. Open the Horizontal Transport diagnostic page, and then manually actuate SN3 and verify that the sensor state changes.
2. Verify that SN3 is properly seated and clean.
3. Verify that the idler rollers are properly seated and clean.
4. Test the voltage at SN3: 3.24 Vdc unblocked, 0.09 Vdc blocked at pins 5B to 4B (GND) and 1.17 Vdc both unblocked and blocked at pins 6B to 4B (GND) on W15P5-W37J5 .
5. Test the voltage to SN3 on A2: 1.18 Vdc unblocked at J9 pins 7B to 9B (GND) and 3.25 Vdc unblocked, 0.10 Vdc blocked at pins 8B to 9B (GND).

Additional root causes

- Horizontal motor (M7)
- A2

Links

- Fault tree: [B1.1302: Paper jam at Horizontal Transport 2 sensor \(SN3\) on page 1197](#)
- Diagnostic page: Click **Subsystems**, click **Paper Path**, and then click **Horizontal Transport**.
- Component locator: [Horizontal component locator on page 1720](#)
- Wiring diagram: [Horizontal wiring diagram on page 2485](#)
- Parts diagram: [Horizontal parts diagrams on page 1720](#)
- Replace SN3: [Horizontal sensors on page 345](#)
- M7: [B1.0101 on page 2169](#)
- A2: [D4.0705 on page 2392](#)

B1.1303

Description

- Paper jam at Horizontal Transport 3 sensor (SN2)

Primary root causes

- SN2
- Wire harness between the Motion PCA (A2) and SN2
- Tray 1 paper-width guide is not calibrated correctly

Recommended actions

1. Calibrate the Tray 1 paper-width guide.
2. Open the Horizontal Transport diagnostic page, and then manually activate SN2 and verify that the sensor state changes.
3. Verify that SN2 is properly seated and clean.
4. Verify that the idler rollers are properly seated and clean.
5. Test the voltage at SN2: 4.96 Vdc unblocked and blocked at pins 8A to 10A (GND) and 0.12 Vdc unblocked and blocked at pins 9A to 10A (GND) on W15P5-W37J5.
6. Test the voltage to SN2 on A2: 3.3 Vdc at J9 pins 8A to 7A (GND).

Additional root causes

- Horizontal motor (M7)
- A2

Links

- Fault tree: [B1.1303: Paper jam at Horizontal Transport 3 sensor \(SN2\) on page 1199](#)
- Diagnostic page: Click **Subsystems**, click **Paper Path**, and then click **Horizontal Transport**.
- Component locator: [Horizontal component locator on page 1720](#)
- Wiring diagram: [Horizontal wiring diagram on page 2485](#)
- Parts diagram: [Horizontal parts diagrams on page 1720](#)
- Replace SN2: [Horizontal sensors on page 345](#)
- M7: [B1.0101 on page 2169](#)
- A2: [D4.0705 on page 2392](#)

B1.1304

Description

- Paper jam at Horizontal Transport 4 sensor (SN5)

Primary root causes

- SN5
- Wire harness between the Motion PCA (A2) and SN5
- Tray 1 paper-width guide is not calibrated correctly

Recommended actions

1. Open the Horizontal Transport diagnostic page, and then manually actuate SN5 and verify that the sensor state changes.
2. Calibrate the Tray 1 paper-width guide.
3. Verify that SN5 is properly seated and clean.
4. Verify that the idler rollers are properly seated and clean.
5. Test the voltage at SN5: 1.18 Vdc blocked and unblocked at pins 12B to 10B (GND) and 3.25 Vdc unblocked, 0.09 Vdc blocked at pins 11B to 10B (GND) on W15P5-W37J5.
6. Test the voltage to SN5 on A2: 3.3 Vdc at J9 pins 2B to 3B (GND) and 1B to 3B (GND).

Additional root causes

- Horizontal motor (M7)
- A2

Links

- Fault tree: [B1.1304: Paper jam at Horizontal Transport 4 sensor \(SN5\) on page 1201](#)
- Diagnostic page: Click **Subsystems**, click **Paper Path**, and then click **Horizontal Transport**.
- Component locator: [Horizontal component locator on page 1720](#)
- Wiring diagram: [Horizontal wiring diagram on page 2485](#)
- Parts diagram: [Horizontal parts diagrams on page 1720](#)
- Replace SN5: [Horizontal sensors on page 345](#)
- M7: [B1.0101 on page 2169](#)
- A2: [D4.0705 on page 2392](#)

B2.0101

Description

- IDO Input 1 motor (M8) stall

Primary root causes

- Drive belt
- M8
- IDO Input 1 Motor encoder (EN9)
- Wire harness between M8, EN9, and the Motion PCA (A2)

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. Manually turn M8 with Tray 1 engaged and verify that the rollers turn.
3. Open the IDO Motors diagnostic page, and then run M8.
4. Manually turn the drive roller and verify that the EN9 count changes.
5. Check the rollers and belts for damage and wear.
6. Test the voltage at M8: 5 Vdc at pins 1 to 2 on W19P8-M8.
7. Test the voltage at EN9: 5 Vdc at pins 2B to 4B on W97P7-W44J7.
8. Test the voltage to M8 on A2: 17.88 Vdc (not using voltage test routine) at J14 pins 7 to 16.
9. Test the voltage to EN9 on A2: 5 Vdc at pins 2B to 4B on W97P7-W44J7.

Additional root causes

- A2

Links

- Fault tree: [B2.0101: IDO Input 1 motor \(M8\) stall on page 1203](#)
- Diagnostic page: Click **Subsystems**, click **Paper Path**, and then click **IDO Motors**.
- Component locator: [IDO component locator on page 1729](#)
- Wiring diagram: [IDO motors and encoders wiring diagram on page 2486](#)
- Parts diagram: [IDO parts diagrams on page 1729](#)
- Replace M8: [IDO Input 1 motor \(M8\) on page 364](#)
- A2: [D4.0705 on page 2392](#)

B2.0102

Description

- IDO Input 2 motor (M10) stall

Primary root causes

- Drive belt
- M10 problem
- IDO Input 2 Motor encoder (EN5)
- Wire harness between M10, EN5, and the Motion PCA (A2)

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. Manually turn M10 and verify that the rollers turn.
3. Open the IDO Motors diagnostic page, and then run M10.
4. Manually turn the drive roller and verify that the EN5 count changes.
5. Check the rollers and belts for damage and wear.
6. Test the voltage at M10: 5.23 Vdc at pins 1 to 2 on W19P10-M10.
7. Test the voltage at EN5: 5 Vdc at pins 6B to 8B on W97P7-W44J7.
8. Test the voltage to M10 on A2: 5.23 Vdc at pins 1 to 2 on W19P10-M10.
9. Test the voltage to EN5 on A2: 5 Vdc at pins 6B to 8B on W97P7-W44J7.

Additional root causes

- A2

Links

- Fault tree: [B2.0102: IDO Input 2 motor \(M10\) stall on page 1206](#)
- Diagnostic page: Click **Subsystems**, click **Paper Path**, and then click **IDO Motors**.
- Component locator: [IDO component locator on page 1729](#)
- Wiring diagram: [IDO motors and encoders wiring diagram on page 2486](#)
- Parts diagram: [IDO parts diagrams on page 1729](#)
- Replace M10: [IDO Input 2 motor \(M10\) on page 365](#)
- A2: [D4.0705 on page 2392](#)

B2.0103

Description

- IDO Curler motor (M15) stall

Primary root causes

- Drive belt
- M15
- IDO Curler Motor encoder (EN15)
- Wire harness between the M15, EN15, and the Motion PCA (A2)

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. Manually turn M15 and verify that the rollers turn.
3. Open the IDO Motors diagnostic page, and then run M15.
4. Manually turn the drive roller and verify that the EN15 count changes.
5. Check the rollers and belts for damage and wear.
6. Test the voltage at M15: 5.23 Vdc at pins 1 to 2 on W88P1-M15.
7. Test the voltage at EN15: 5 Vdc at pins 13A to 15A on W96P6-W45J6.
8. Test the voltage to M15 on A2: 17.75 Vdc at J14 pins 1 to 10.
9. Test the voltage at EN15: 5 Vdc at J5 pins 3A to 1A.

Additional root causes

- A2

Links

- Fault tree: [B2.0103: IDO Curler motor \(M15\) stall on page 1209](#)
- Diagnostic page: Click **Subsystems**, click **Paper Path**, and then click **IDO Motors**.
- Component locator: [IDO component locator on page 1729](#)
- Wiring diagram: [IDO paper path 1 wiring diagram on page 2487](#)
- Parts diagram: [IDO parts diagrams on page 1729](#)
- Replace M15: [IDO Curler motor \(M15\) on page 370](#)
- A2: [D4.0705 on page 2392](#)

B2.0104

Description

- IDO Media Eject motor (M13) stall

Primary root causes

- Media eject mechanism
- M13
- IDO Media Eject Motor encoder (EN17)
- Wire harness between M13, EN17, and the Motion PCA (A2)

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. Open the IDO Motors diagnostic page, and then run M13 and verify that the media-eject fingers cycle in and out.
3. Perform a voltage test on M13 and verify that the EN17 count changes.
4. Check the media-eject mechanism for damage and wear.
5. Test the voltage at M13: 5 Vdc at pins 1 to 2 on W44P17-EN17/M3.
6. Test the voltage at EN17: 1.2 Vdc at pins 15A to 16A on W97P7-W44J7.
7. Test the voltage to M13 on A2: 5 Vdc at J14 pins 5 to 14.
8. Test the voltage to EN17 on A2: 1.2 Vdc at J4 pins 4A to 3A.

Additional root causes

- A2

Links

- Fault tree: [B2.0104: IDO Media Eject motor \(M13\) stall on page 1212](#)
- Diagnostic page: Click **Subsystems**, click **Paper Path**, and then click **IDO Motors**.
- Component locator: [IDO component locator on page 1729](#)
- Wiring diagram: [IDO motors and encoders wiring diagram on page 2486](#)
- Parts diagram: [IDO parts diagrams on page 1729](#)
- Replace M13: [IDO Media Eject motor \(M13\) on page 369](#)
- A2: [D4.0705 on page 2392](#)

B2.0105

Description

- IDO Duplex motor (M12) stall

Primary root causes

- Drive belt
- M12
- IDO Duplex Motor encoder (EN7)
- Wire harness between M12, EN7, and the Motion PCA (A2)

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. Manually turn M12 and verify that the rollers turn.
3. Open the IDO Motors diagnostic page, and then manually turn the drive roller and verify that the EN7 count changes.
4. Turn on M12 in both the forward and reverse directions and verify that the EN7 count changes.
5. Check the rollers and belts for damage and wear.
6. Test the voltage at M12 for both the forward and reverse directions: -5 Vdc in the forward direction and 5 Vdc in the reverse direction at pins 1 to 2 on W19P12-M12.
7. Test the voltage at EN7: 5 Vdc at pins 13A to 11A on W97P7-W44J7.
8. Test the voltage to M12 on A2: 3.2 Vdc at J14 pins 4 to 13.
9. Test the voltage to EN7 on A2: 5 Vdc at J4 pins 6A to 8A.

Additional root causes

- A2

Links

- Fault tree: [B2.0105: IDO Duplex motor \(M12\) stall on page 1215](#)
- Diagnostic page: Click **Subsystems**, click **Paper Path**, and then click **IDO Motors**.
- Component locator: [IDO component locator on page 1729](#)
- Wiring diagram: [IDO motors and encoders wiring diagram on page 2486](#)
- Parts diagram: [IDO parts diagrams on page 1729](#)
- Replace M12: [IDO Duplex motor \(M12\) on page 368](#)
- A2: [D4.0705 on page 2392](#)

B2.0106

Description

- IDO Output motor (M11) stall

Primary root causes

- Drive belt
- M11
- IDO Output Motor encoder (EN4)
- Wire harness between M11, EN4, and the Motion PCA (A2)

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. Manually turn M11 with Tray 1 engaged and verify that the rollers turn.
3. Open the IDO Motors diagnostic page, and then run M11.
4. Manually turn the drive roller and verify that the EN4 count changes.
5. Check the rollers and belts for damage and wear.
6. Test the voltage at M11: 5.23 Vdc at pins 1 to 2 on W19P11-M11.
7. Test the voltage at EN4: 5 Vdc at pins 9A to 7A on W97P7-W44J7.
8. Test the voltage to M11 on A2: 5 Vdc at J14 pins 3 to 12.
9. Test the voltage to EN4 on A2: 5 Vdc at J4 pins 10A to 12A.

Additional root causes

- A2

Links

- Fault tree: [B2.0106: IDO Output motor \(M11\) stall on page 1219](#)
- Diagnostic page: Click **Subsystems**, click **Paper Path**, and then click **IDO Motors**.
- Component locator: [IDO component locator on page 1729](#)
- Wiring diagram: [IDO motors and encoders wiring diagram on page 2486](#)
- Parts diagram: [IDO parts diagrams on page 1729](#)
- Replace M11: [IDO Output motor \(M11\) on page 367](#)
- A2: [D4.0705 on page 2392](#)

B2.01A1

Description

- Active decurler failure

Primary root causes

- M17
- IDO Decurler Motor encoder (EN16)
- Wire harness between M17, EN16, and the Motion PCA (A2)

Recommended actions

1. Open the IDO Motors diagnostic page, and then run M17 and verify that the active decurler moves.
2. Perform a voltage test on M17 and verify that the EN16 count changes.
3. Check the decurler mechanism for damage and wear.
4. Test the voltage at M17: 5 Vdc at pins 5 to 6 on W45P16-M17.
5. Test the voltage at EN16: 3.3 Vdc at pins 1 to 4, 3 to 4, 2 to 4 on W45P16-EN16.
6. Test the voltage to M17 on A2: 5 Vdc at pins 8 to 17 on W43P14-A2J14.
7. Test the voltage to EN16 on A2: 3.3 Vdc at pins 8A to 5A, 7A to 5A, 6A to 5A on W16P5-A2 J5.

Additional root causes

- A2

Links

- Diagnostic page: Click **Subsystems**, click **Paper Path**, and then click **IDO Motors**.
- Component locator: [IDO component locator on page 1729](#)
- Wiring diagram: [IDO paper path 1 wiring diagram on page 2487](#)
- Parts diagram: [IDO parts diagrams on page 1729](#)
- Replace M17: [IDO Media Eject motor \(M13\) on page 369](#)
- A2: [D4.0705 on page 2392](#)

B2.01A2

Description

- IDO curler speed has changed

Primary root causes

- Drive belt
- M15
- IDO Curler Motor encoder (EN15)
- Wire harness between the M15, EN15, and the Motion PCA (A2)

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. Manually turn M15 and verify that the rollers turn.
3. Open the IDO Motors diagnostic page, and then run M15.
4. Manually turn the drive roller and verify that the EN15 count changes.
5. Check the rollers and belts for damage and wear.
6. Test the voltage at M15: 5.23 Vdc at pins 1 to 2 on W88P1-M15.
7. Test the voltage at EN15: 5 Vdc at pins 13A to 15A on W96P6-W45J6.
8. Test the voltage to M15 on A2: 17.75 Vdc at J14 pins 1 to 10.
9. Test the voltage at EN15: 5 Vdc at J5 pins 3A to 1A.

Additional root causes

- A2

Links

- Diagnostic page: Click **Subsystems**, click **Paper Path**, and then click **IDO Motors**.
- Component locator: [IDO component locator on page 1729](#)
- Wiring diagram: [IDO paper path 1 wiring diagram on page 2487](#)
- Parts diagram: [IDO parts diagrams on page 1729](#)
- Replace M15: [IDO Curler motor \(M15\) on page 370](#)
- A2: [D4.0705 on page 2392](#)

B2.0201

Description

- IDO Media Thickness encoder (EN14) calibration failed

Primary root causes

- EN14
- Wire harness between EN14 and the Motion PCA (A2)

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. Open and close the IDO assembly to recalibrate EN14.
3. Open the IDO Sensors, Solenoids, LEDs diagnostic page, and then open the IDO and push on the EN14 roller and verify that the sensor state changes.
4. Test the voltage at EN14: 3.3 Vdc at pins 1 to 6, 2 to 6, and 5 to 6 on W32P10-W50J10.
5. Test the voltage to EN14 on A2: 3.13 Vdc unblocked at J8 pins 2B to 1B, 3.26 Vdc unblocked at pins 3B to 1B, and 3.13 Vdc unblocked at pins 4B to 1B.

Additional root causes

- IDO Input 2 motor (M10)
- A2

Links

- Diagnostic page: Click **Subsystems**, click **Paper Path**, and then click **IDO Sensors, Solenoids, LEDs**.
- Component locator: [IDO component locator on page 1729](#)
- Wiring diagram: [Motion PCA \(A2\) diagram on page 2508](#)
- Parts diagram: [IDO parts diagrams on page 1729](#)
- Replace EN14: [IDO Media Thickness encoder \(EN14\) on page 424](#)
- M10: [B2.0102 on page 2176](#)
- A2: [D4.0705 on page 2392](#)

B2.0301

Description

- Able to open locked left-side upper panel

Primary root causes

- Misaligned IDO door
- IDO Interlock solenoid (SOL3)
- Bad wire harness between the Motion PCA (A2) and SOL3

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. Check the alignment of the IDO door.
3. Open the IDO Sensors, Solenoids, LEDs diagnostic page, and then activate SOL3.
4. Check the voltage at SOL3: 20 Vdc at pins 1 to 2 on W98P3-SOL3.
5. Check the voltage to SOL3 on A2: 20 Vdc at J14 pins 9 to 18.

Additional root causes

- A2

Links

- Fault tree: [B2.0301: Able to open locked left-side upper panel on page 1228](#)
- Diagnostic page: Click **Subsystems**, click **Paper Path**, and then click **IDO Sensors, Solenoids, LEDs**.
- Component locator: [IDO component locator on page 1729](#)
- Wiring diagram: [IDO H-bar wiring diagram on page 2489](#)
- Parts diagram: [IDO parts diagrams on page 1729](#)
- A2: [D4.0705 on page 2392](#)

B2.03C1

Description

- IDO Diverter solenoid (SOL2)

Primary root causes

- IDO Diverter solenoid (SOL2)
- Wire harness between SOL2 and the Motion PCA (A2)

Recommended actions

1. Open the IDO Sensors, Solenoids, LEDs diagnostic page, and then activate and deactivate SOL2.
2. Check SOL2 for mechanical binding, contamination, excessive wear, and correct installation.
3. Test the voltage at SOL2: 20 Vdc at pins 1 to 2 on W19P2-SOL2.
4. Test the voltage to SOL2 on A2: 20 Vdc at J14 pins 6 to 15.

Additional root causes

- A2

Links

- Fault tree: [B2.03C1: IDO Diverter solenoid \(SOL2\) on page 1230](#)
- Diagnostic page: Click **Subsystems**, click **Paper Path**, and then click **IDO Sensors, Solenoids, LEDs**.
- Component locator: [IDO component locator on page 1729](#)
- Wiring diagram: [IDO paper path 1 wiring diagram on page 2487](#)
- Parts diagram: [IDO parts diagrams on page 1729](#)
- Replace SOL2: [IDO Diverter solenoid \(SOL2\) on page 405](#)
- A2: [D4.0705 on page 2392](#)

B2.1301

Description

- Paper jam at IDO Input Staging 2 sensor (SN10)

Primary root causes

- SN10
- Wire harness between SN10 and the Motion PCA (A2)

Recommended actions

1. Open the IDO Sensors, Solenoids, LEDs diagnostic page, and then manually activate SN10 and verify that the sensor state changes.
2. Verify that SN10 is correctly seated and clean.
3. Verify that the idler rollers are correctly seated and clean.
4. Test the voltage at SN10: 3.25 Vdc at pins 17B to 16B and 1.18 Vdc at pins 15B to 16B on W97P7-W44J7.
5. Test the voltage to SN10 on A2: 1.19 Vdc unblocked and blocked at J4 pins 4B to 3B and 0.15 vdc unblocked, 3.25 vdc blocked at pins 2B to 3B.

Additional root causes

- M10
- A2

Links

- Fault tree: [B2.1301: Paper jam at IDO Input Staging 2 sensor \(SN10\) on page 1242](#)
- Diagnostic page: Click **Subsystems**, click **Paper Path**, and then click **IDO Sensors, Solenoids, LEDs**.
- Component locator: [IDO component locator on page 1729](#)
- Wiring diagram: [IDO paper path 2 wiring diagram on page 2488](#)
- Parts diagram: [IDO parts diagrams on page 1729](#)
- Replace SN10: [IDO sensors on page 424](#)
- M10: [B2.0102 on page 2176](#)
- A2: [D4.0705 on page 2392](#)

B2.1302

Description

- Paper jam at IDO Media Thickness encoder (EN14)

Primary root causes

- EN14
- Wire harness between EN14 and the Motion PCA (A2)

Recommended actions

1. Open and close the IDO assembly to recalibrate EN14.
2. Open the IDO Sensors, Solenoids, LEDs diagnostic page, and then open the IDO and push on the EN14 roller and verify that the sensor state changes.
3. Test the voltage at EN14: 3.3 Vdc at pins 1 to 6, 2 to 6, and 5 to 6 on W32P10-W50J10.
4. Test the voltage to EN14 on A2: 3.13 Vdc unblocked at J8 pins 2B to 1B, 3.26 Vdc unblocked at pins 3B to 1B, and 3.13 Vdc unblocked at pins 4B to 1B.

Additional root causes

- IDO Input 2 motor (M10)
- A2

Links

- Fault tree: [B2.1302: Paper jam at IDO Media Thickness encoder \(EN14\) on page 1244](#)
- Diagnostic page: Click **Subsystems**, click **Paper Path**, and then click **IDO Sensors, Solenoids, LEDs**.
- Component locator: [IDO component locator on page 1729](#)
- Wiring diagram: [Motion PCA \(A2\) diagram on page 2508](#)
- Parts diagram: [IDO parts diagrams on page 1729](#)
- Replace EN14: [IDO Media Thickness encoder \(EN14\) on page 424](#)
- M10: [B2.0102 on page 2176](#)
- A2: [D4.0705 on page 2392](#)

B2.1303

Description

- Paper jam at IDO Input Staging 1 sensor (SN7)

Primary root causes

- SN7
- Wire harness between SN7 and the Motion PCA (A2)

Recommended actions

1. Open the IDO Sensors, Solenoids, LEDs diagnostic page, and then manually activate SN7 and verify that the sensor state changes.
2. Verify that SN7 is correctly seated and clean.
3. Verify that the idler rollers are correctly seated and clean.
4. Test the voltage at SN7: 1.18 Vdc unblocked, 3.25 Vdc blocked at pins 14B to 13B and 1.18 Vdc blocked and unblocked at pins 12B to 13B on W97P7-W44J7.
5. Test the voltage to SN7 on A2: 1.18 Vdc blocked and unblocked at J8 pins 7B to 6B and 0.19 Vdc, unblocked 3.25 Vdc blocked at pins 5B to 6B.

Additional root causes

- M10
- A2

Links

- Fault tree: [B2.1303: Paper jam at IDO Input Staging 1 sensor \(SN7\) on page 1246](#)
- Diagnostic page: Click **Subsystems**, click **Paper Path**, and then click **IDO Sensors, Solenoids, LEDs**.
- Component locator: [IDO component locator on page 1729](#)
- Wiring diagram: [IDO paper path 2 wiring diagram on page 2488](#)
- Parts diagram: [IDO parts diagrams on page 1729](#)
- Replace SN7: [IDO sensors on page 424](#)
- M10: [B2.0102 on page 2176](#)
- A2: [D4.0705 on page 2392](#)

B2.1304

Description

- Paper jam at IDO Input Media sensor (SN8)

Primary root causes

- SN8
- Wire harness between SN8 and the Motion PCA (A2)

Recommended actions

1. Open the IDO Sensors, Solenoids, LEDs diagnostic page, and then manually activate SN8 and verify that the sensor state changes.
2. Verify that SN8 is correctly seated and clean.
3. Verify that the idler rollers are correctly seated and clean.
4. Test the voltage at SN8: 0 Vdc blocked and unblocked at pins 10B to 11B and -5 Vdc blocked and unblocked at pins 12B to 11B on W96P6-W45J6.
5. Test the voltage to SN8 on A2: 3.3 Vdc at J5 pins 6B to 5B and 4B to 5B.

Additional root causes

- M15
- A2

Links

- Fault tree: [B2.1304: Paper jam at IDO Input Media sensor \(SN8\) on page 1248](#)
- Diagnostic page: Click **Subsystems**, click **Paper Path**, and then click **IDO Sensors, Solenoids, LEDs**.
- Component locator: [IDO component locator on page 1729](#)
- Wiring diagram: [IDO paper path 1 wiring diagram on page 2487](#)
- Parts diagram: [IDO parts diagrams on page 1729](#)
- Replace SN8: [IDO sensors on page 424](#)
- M15: [B2.0103 on page 2177](#)
- A2: [D4.0705 on page 2392](#)

B2.1305

Description

- Paper jam at IDO Output Media sensor (SN9)

Primary root causes

- SN9
- Wire harness between SN9 and the Motion PCA (A2)

Recommended actions

1. Open the IDO Sensors, Solenoids, LEDs diagnostic page, and then manually activate SN9 and verify that the sensor state changes.
2. Verify that SN9 is correctly seated and clean.
3. Verify that the idler rollers are correctly seated and clean.
4. Test the voltage at SN9: 5 Vdc unblocked, 0 Vdc blocked at pins 2B to 1B and 5 Vdc unblocked, 5 Vdc blocked at pins 3B to 1B on W96P6-W45J6.
5. Test the voltage to SN9 on A2: 5 Vdc unblocked, 0 Vdc blocked at J4 pins 14B to 15B and 5 Vdc unblocked and blocked at pins 13B to 15B.

Additional root causes

- M11
- M13
- A2

Links

- Fault tree: [B2.1305: Paper jam at IDO Output Media sensor \(SN9\) on page 1250](#)
- Diagnostic page: Click **Subsystems**, click **Paper Path**, and then click **IDO Sensors, Solenoids, LEDs**.
- Component locator: [IDO component locator on page 1729](#)
- Wiring diagram: [IDO paper path 1 wiring diagram on page 2487](#)
- Parts diagram: [IDO parts diagrams on page 1729](#)
- Replace SN9: [IDO sensors on page 424](#)
- M11: [B2.0106 on page 2180](#)
- M13: [B2.0104 on page 2178](#)
- A2: [D4.0705 on page 2392](#)

B2.1306

Description

- Paper jam at IDO Output 1 sensor (SN15)

Primary root causes

- SN15
- Wire harness between SN15 and the Motion PCA (A2)

Recommended actions

1. Open the IDO Sensors, Solenoids, LEDs diagnostic page, and then manually activate SN15 and verify that the sensor state changes.
2. Verify that SN15 is correctly seated and clean.
3. Verify that the idler rollers are correctly seated and clean.
4. Test the voltage at SN15: 5 Vdc unblocked, 0 Vdc blocked at pins 8B to 7B and 5 Vdc unblocked at pins 9B to 7B on W96P6-W45J6.
5. Test the voltage to SN15 on A2: 5 Vdc unblocked and blocked at J5 pins 7B to 9B and 5 Vdc unblocked, 0 Vdc blocked at pins 8B to 9B.

Additional root causes

- M11
- M13
- A2

Links

- Fault tree: [B2.1306: Paper jam at IDO Output 1 sensor \(SN15\) on page 1252](#)
- Diagnostic page: Click **Subsystems**, click **Paper Path**, and then click **IDO Sensors, Solenoids, LEDs**.
- Component locator: [IDO component locator on page 1729](#)
- Wiring diagram: [IDO paper path 1 wiring diagram on page 2487](#)
- Parts diagram: [IDO parts diagrams on page 1729](#)
- Replace SN15: [IDO sensors on page 424](#)
- M11: [B2.0106 on page 2180](#)
- M13: [B2.0104 on page 2178](#)
- A2: [D4.0705 on page 2392](#)

B2.1307

Description

- Paper jam at IDO Output 2 sensor (SN12)

Primary root causes

- SN12
- Wire harness between SN12 and the Motion PCA (A2)

Recommended actions

1. Open the IDO Sensors, Solenoids, LEDs diagnostic page, and then manually activate SN12 and verify that the sensor state changes.
2. Verify that SN12 is correctly seated and clean.
3. Verify that the idler rollers are correctly seated and clean.
4. Test the voltage at SN12: 5 Vdc blocked or unblocked at pins 6B to 4B and 5 Vdc unblocked, 0 Vdc blocked at pins 5B to 4B on W96P6-W45J6.
5. Test the voltage to SN12 from A2: 5 Vdc blocked and unblocked at J5 pins 11B to 12B and 10B to 12B.

Additional root causes

- M11
- SOL2
- A2

Links

- Fault tree: [B2.1307: Paper jam at IDO Output 2 sensor \(SN12\) on page 1254](#)
- Diagnostic page: Click **Subsystems**, click **Paper Path**, and then click **IDO Sensors, Solenoids, LEDs**.
- Component locator: [IDO component locator on page 1729](#)
- Wiring diagram: [IDO paper path 1 wiring diagram on page 2487](#)
- Parts diagram: [IDO parts diagrams on page 1729](#)
- Replace SN12: [IDO sensors on page 424](#)
- M11: [B2.0106 on page 2180](#)
- SOL2: [B2.03C1 on page 2185](#)
- A2: [D4.0705 on page 2392](#)

B2.1308

Description

- Paper jam at IDO Duplex Staging sensor (SN11)

Primary root causes

- SN11
- Wire harness between SN11 and the Motion PCA (A2)

Recommended actions

1. Open the IDO Sensors, Solenoids, LEDs diagnostic page, and then manually activate SN11 and verify that the sensor state changes.
2. Verify that SN11 is correctly seated and clean.
3. Verify that the idler rollers are correctly seated and clean.
4. Test the voltage at SN11: 1.18 Vdc unblocked and blocked at pins 6A to 5A and 0.15 Vdc unblocked, 3.23 Vdc blocked at pins 4A to 5A on W97P7-W44J7.
5. Test the voltage to SN11 on A2: 1.18 Vdc for blocked and unblocked at J4 pins 13A to 14A and 0.15 Vdc unblocked, 3.24 Vdc blocked at pins 15A to 14A.

Additional root causes

- SOL2
- M12
- A2

Links

- Fault tree: [B2.1308: Paper jam at IDO Duplex Staging sensor \(SN11\) on page 1256](#)
- Diagnostic page: Click **Subsystems**, click **Paper Path**, and then click **IDO Sensors, Solenoids, LEDs**.
- Component locator: [IDO component locator on page 1729](#)
- Wiring diagram: [IDO paper path 2 wiring diagram on page 2488](#)
- Parts diagram: [IDO parts diagrams on page 1729](#)
- Replace SN11: [IDO sensors on page 424](#)
- SOL2: [B2.03C1 on page 2185](#)
- M12: [B2.0105 on page 2179](#)
- A2: [D4.0705 on page 2392](#)

B2.1309

Description

- Paper jam at IDO Duplex Media sensor (SN16)

Primary root causes

- SN16
- Wire harness between SN16 and the Motion PCA (A2)

Recommended actions

1. Open the IDO Sensors, Solenoids, LEDs diagnostic page, and then manually activate SN16 and verify that the sensor state changes.
2. Verify that SN16 is correctly seated and clean.
3. Verify that the idler rollers are correctly seated and clean.
4. Test the voltage at SN16: 3.24 Vdc unblocked, 0.08 Vdc blocked at pins 10B to 9B and 1.18 Vdc unblocked or blocked at pins 11B to 9B on W97P7-W44J7.
5. Test the voltage to SN16 from A2: 3.25 Vdc unblocked, 0.08 Vdc blocked at J4 pins 9B to 10B and 1.18 Vdc unblocked and blocked at pins 8B to 10B.

Additional root causes

- M12
- A2

Links

- Fault tree: [B2.1309: Paper jam at IDO Duplex Media sensor \(SN16\) on page 1258](#)
- Diagnostic page: Click **Subsystems**, click **Paper Path**, and then click **IDO Sensors, Solenoids, LEDs**.
- Component locator: [IDO component locator on page 1729](#)
- Wiring diagram: [IDO paper path 2 wiring diagram on page 2488](#)
- Parts diagram: [IDO parts diagrams on page 1729](#)
- Replace SN16: [IDO sensors on page 424](#)
- M12: [B2.0105 on page 2179](#)
- A2: [D4.0705 on page 2392](#)

C0.0101

Description

- Vacuum 1 motor (VAC1) failed to start after three attempts

Primary root causes

- VAC1
- Wire harness between VAC1, the Ink Assist PCA (A3), and the Main Engine PCA (A5)

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. Test the voltage at VAC1: 2 to 5 Vac on VAC1 pins 1 to 2, 1 to 3, and 2 to 3.
3. Test the voltage to VAC1 from A3: 2 to 5 Vac at J5 pins 1 to 2, 1 to 3, 2 to 3.

Additional root causes

- A3
- A5

Links

- Fault tree: [C0.0101: Vacuum 1 motor \(VAC1\) failed to start after three attempts on page 1260](#)
- Diagnostic page: Click **Subsystems**, and then click **Vacuum**.
- Component locator: [Vacuum component locator on page 1790](#)
- Wiring diagram: [Vacuum and aerosol wiring diagram on page 2500](#)
- Parts diagram: [Vacuum parts diagrams on page 1790](#)
- A3: [D4.0703 on page 2390](#)
- A5: [D4.0702 on page 2389](#)

C0.0102

Description

- Vacuum 2 motor (VAC2) failed to start after three attempts

Primary root causes

- VAC2
- Wire harness between VAC2, the Ink Assist PCA (A3), and the Main Engine PCA (A5)

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. Test the voltage at VAC2: 2 to 5 Vac on VAC2 pins 1 to 2, 1 to 3, and 2 to 3.
3. Test the voltage to VAC2 on A3: 2 to 5 Vac at J5 pins 4 to 5, 4 to 6, and 5 to 6.

Additional root causes

- A3
- A5

Links

- Fault tree: [C0.0102: Vacuum 2 motor \(VAC2\) failed to start after three attempts on page 1262](#)
- Diagnostic page: Click **Subsystems**, and then click **Vacuum**.
- Component locator: [Vacuum component locator on page 1790](#)
- Wiring diagram: [Vacuum and aerosol wiring diagram on page 2500](#)
- Parts diagram: [Vacuum parts diagrams on page 1790](#)
- A3: [D4.0703 on page 2390](#)
- A5: [D4.0702 on page 2389](#)

C0.0103

Description

- Vacuum 3 motor (VAC3) failed to start after three attempts

Primary root causes

- VAC3
- Wire harness between VAC3, the Ink Assist PCA (A3), and the Main Engine PCA (A5)

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. Test the voltage at VAC3: 2 to 5 Vac on VAC3 pins 1 to 2, 1 to 3, and 2 to 3.
3. Test the voltage to VAC3 on A3: 2 to 5 Vac at J5 pins 7 to 8, 7 to 9, and 8 to 9.

Additional root causes

- A3
- A5

Links

- Fault tree: [C0.0103: Vacuum 3 motor \(VAC3\) failed to start after three attempts on page 1264](#)
- Diagnostic page: Click **Subsystems**, and then click **Vacuum**.
- Component locator: [Vacuum component locator on page 1790](#)
- Wiring diagram: [Vacuum and aerosol wiring diagram on page 2500](#)
- Parts diagram: [Vacuum parts diagrams on page 1790](#)
- A3: [D4.0703 on page 2390](#)
- A5: [D4.0702 on page 2389](#)

C0.0104

Description

- Vacuum 4 motor (VAC4) failed to start after three attempts

Primary root causes

- VAC4
- Wire harness between VAC4, the Ink Assist PCA (A3), and the Main Engine PCA (A5)

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. Test the voltage at VAC4: 2 to 5 Vac on VAC4 pins 1 to 2, 1 to 3, and 2 to 3.
3. Test the voltage to VAC4 from A3: 2 to 5 Vac at J5 pins 12 to 13, 12 to 14, and 13 to 14.

Additional root causes

- A3
- A5

Links

- Fault tree: [C0.0104: Vacuum 4 motor \(VAC4\) failed to start after three attempts on page 1266](#)
- Diagnostic page: Click **Subsystems**, and then click **Vacuum**.
- Component locator: [Vacuum component locator on page 1790](#)
- Wiring diagram: [Vacuum and aerosol wiring diagram on page 2500](#)
- Parts diagram: [Vacuum parts diagrams on page 1790](#)
- A3: [D4.0703 on page 2390](#)
- A5: [D4.0702 on page 2389](#)

C0.0105

Description

- Vacuum 5 motor (VAC5) failed to start after three attempts

Primary root causes

- VAC5
- Wire harness between VAC5, the Ink Assist PCA (A3), and the Main Engine PCA (A5)

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. Test the voltage at VAC5: 2 to 5 Vac on VAC5 pins 1 to 2, 1 to 3, and 2 to 3.
3. Test the voltage to VAC5 on A3: 2 to 5 Vac at J5 pins 15 to 16, 15 to 17, and 16 to 17.

Additional root causes

- A3
- A5

Links

- Fault tree: [C0.0105: Vacuum 5 motor \(VAC5\) failed to start after three attempts on page 1268](#)
- Diagnostic page: Click **Subsystems**, and then click **Vacuum**.
- Component locator: [Vacuum component locator on page 1790](#)
- Wiring diagram: [Vacuum and aerosol wiring diagram on page 2500](#)
- Parts diagram: [Vacuum parts diagrams on page 1790](#)
- A3: [D4.0703 on page 2390](#)
- A5: [D4.0702 on page 2389](#)

C0.0106

Description

- Aerosol fan (AERO) failed to start after three attempts

Primary root causes

- AERO
- Wire harness between AERO, the Ink Assist PCA (A3), and the Main Engine PCA (A5)

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. Test the voltage at AERO: 2 to 5 Vac on AERO pins 1 to 2, 1 to 3, and 2 to 3.
3. Test the voltage to AERO on A3: 2 to 5 Vac at J5 pins 18 to 19, 18 to 20, and 19 to 20.

Additional root causes

- A3
- A5

Links

- Fault tree: [C0.0106: Aerosol fan \(AERO\) failed to start after three attempts on page 1270](#)
- Diagnostic page: Click **Subsystems**, and then click **Vacuum**.
- Component locator: [Aerosol component locator on page 1590](#)
- Wiring diagram: [Vacuum and aerosol wiring diagram on page 2500](#)
- Parts diagram: [Aerosol parts diagram on page 1591](#)
- A3: [D4.0703 on page 2390](#)
- A5: [D4.0702 on page 2389](#)

C0.0107

Description

- Low vacuum pressure

Primary root causes

- Web wipe cartridge
- Loose or disconnected tubing between the vacuum motor housing and A3
- Ink Assist PCA (A3)
- Vacuum motor housing
- Vacuum motors
- Poppet valves
- MFP altitude above 2438.4 m (8000 ft.)

Recommended actions

1. Reboot the MFP. Open the Vacuum diagnostic page, and then click **Run All Motors**. Verify that the vacuum motors deliver 2.4 kPa (10 inches of water). You might need to adjust the RPM value to attain correct pressure.
2. Verify that the vacuum motors run at approximately the same RPM. Replace any motor that runs abnormally.
3. Verify that the SN40 tubing to A3 is not damaged, blocked, or disconnected.
4. Check the Web wipe cartridge gaskets for leaks.
5. Test SN40. Disconnect the tubing to the vacuum motor housing and use the tubing like a straw to apply a vacuum pressure. If the sensor is faulty, replace A3.
6. Check for a drum zone that leaks.
7. Check the vacuum motor housing for leaks by sealing off the drum with sheets of paper.

Links

- Diagnostic page: Click **Subsystems**, and then click **Vacuum**.
- Component locator: [Vacuum component locator on page 1790](#)
- Wiring diagram: [Vacuum and aerosol wiring diagram on page 2500](#)
- Parts diagram: [Vacuum parts diagrams on page 1790](#)
- Replace A3: [Ink Assist PCA \(A3\) on page 540](#)

C0.0108

Description

- Vacuum motors were shut down for protection because a watchdog timer on the Ink Assist PCA (A3) tripped after a 15 second signal loss

Primary root causes

- Other system error conditions

Recommended actions

- ▲ Fix any errors or warnings recorded in the Event Log.

Links

- Event Log: Click **View Log and Troubleshoot**.
- Component locator: [Vacuum component locator on page 1790](#)
- Wiring diagram: [Vacuum and aerosol wiring diagram on page 2500](#)
- Parts diagram: [Vacuum parts diagrams on page 1790](#)

C0.01A1

Description

- Vacuum 1 motor (VAC1) failed to start on the first or second attempt but started by the third attempt

Primary root causes

- VAC1 wire harness
- VAC1

Recommended actions

1. Open the Vacuum diagnostic page, and then run VAC1 multiple times, looking for startup problems.
2. Check the error and warning logs for all vacuum-related entries.
3. Check the VAC1 wire connector.

Links

- Fault tree: [C0.01A1: Vacuum 1 motor \(VAC1\) failed to start on the first or second attempt but started by the third attempt on page 1272](#)
- Diagnostic page: Click **Subsystems**, and then click **Vacuum**.
- Component locator: [Vacuum component locator on page 1790](#)
- Wiring diagram: [Vacuum and aerosol wiring diagram on page 2500](#)
- Parts diagram: [Vacuum parts diagrams on page 1790](#)

C0.01A2

Description

- Vacuum 2 motor (VAC2) failed to start on the first or second attempt but started by the third attempt

Primary root causes

- VAC2 wire harness
- VAC2

Recommended actions

1. Open the Vacuum diagnostic page, and then run VAC2 multiple times, looking for startup problems.
2. Check the error and warning logs for all vacuum-related entries.
3. Check the VAC2 wire connector.

Links

- Fault tree: [C0.01A2: Vacuum 2 motor \(VAC2\) failed to start on the first or second attempt but started by the third attempt on page 1273](#)
- Diagnostic page: Click **Subsystems**, and then click **Vacuum**.
- Component locator: [Vacuum component locator on page 1790](#)
- Wiring diagram: [Vacuum and aerosol wiring diagram on page 2500](#)
- Parts diagram: [Vacuum parts diagrams on page 1790](#)

C0.01A3

Description

- Vacuum 3 motor (VAC3) failed to start on the first or second attempt but started by the third attempt

Primary root causes

- VAC3 wire harness
- VAC3

Recommended actions

1. Open the Vacuum diagnostic page, and then run VAC3 multiple times, looking for startup problems.
2. Check the error and warning logs for all vacuum-related entries.
3. Check the VAC3 wire connector.

Links

- Fault tree: [C0.01A3: Vacuum 3 motor \(VAC3\) failed to start on the first or second attempt but started by the third attempt on page 1274](#)
- Diagnostic page: Click **Subsystems**, and then click **Vacuum**.
- Component locator: [Vacuum component locator on page 1790](#)
- Wiring diagram: [Vacuum and aerosol wiring diagram on page 2500](#)
- Parts diagram: [Vacuum parts diagrams on page 1790](#)

C0.01A4

Description

- Vacuum 4 motor (VAC4) failed to start on the first or second attempt but started by the third attempt

Primary root causes

- VAC4 wire harness
- VAC4

Recommended actions

1. Open the Vacuum diagnostic page, and then run VAC4 multiple times, looking for startup problems.
2. Check the error and warning logs for all vacuum-related entries.
3. Check the VAC4 wire connector.

Links

- Fault tree: [C0.01A4: Vacuum 4 motor \(VAC4\) failed to start on the first or second attempt but started by the third attempt on page 1275](#)
- Diagnostic page: Click **Subsystems**, and then click **Vacuum**.
- Component locator: [Vacuum component locator on page 1790](#)
- Wiring diagram: [Vacuum and aerosol wiring diagram on page 2500](#)
- Parts diagram: [Vacuum parts diagrams on page 1790](#)

C0.01A5

Description

- Vacuum 5 motor (VAC5) failed to start on the first or second attempt but started by the third attempt

Primary root causes

- VAC5 wire harness
- VAC5

Recommended actions

1. Open the Vacuum diagnostic page, and then run VAC5 multiple times, looking for startup problems.
2. Check the error and warning logs for all vacuum-related entries.
3. Check the VAC5 wire connector.

Links

- Fault tree: [C0.01A5: Vacuum 5 motor \(VAC5\) failed to start on the first or second attempt but started by the third attempt on page 1276](#)
- Diagnostic page: Click **Subsystems**, and then click **Vacuum**.
- Component locator: [Vacuum component locator on page 1790](#)
- Wiring diagram: [Vacuum and aerosol wiring diagram on page 2500](#)
- Parts diagram: [Vacuum parts diagrams on page 1790](#)

C0.01A6

Description

- Aerosol fan (AERO) failed to start on the first or second attempt but started by the third attempt

Primary root causes

- AERO wire harness
- AERO

Recommended actions

1. Open the Vacuum diagnostic page, and then run AERO multiple times, looking for startup problems.
2. Check the error and warning logs for all aerosol-related entries.
3. Check the AERO wire connector.

Links

- Fault tree: [C0.01A6: Aerosol fan \(AERO\) failed to start on the first or second attempt but started by the third attempt on page 1277](#)
- Diagnostic page: Click **Subsystems**, and then click **Vacuum**.
- Component locator: [Aerosol component locator on page 1590](#)
- Wiring diagram: [Vacuum and aerosol wiring diagram on page 2500](#)
- Parts diagram: [Aerosol parts diagram on page 1591](#)

C0.01A7

Description

- Total power needed to operate the vacuum motors (VAC1 to VAC5) and the Aerosol fan (AERO) exceeded 400 watts

Primary root causes

- VAC1, VAC2, VAC3, VAC4, and VAC5,
- AERO
- MFP altitude above 2438.4 m (8000 ft.)
- Vacuum leak
- Ink Assist PCA (A3)

Recommended actions

1. Open the Vacuum diagnostic page, and then click **Run All Motors**. Verify that the vacuum motors deliver 2.4 kPa (10 inches of water). You might need to adjust the RPM value to attain correct pressure.
2. Verify that VAC1 to VAC5 and AERO consume approximately the same amount of power. AERO normally consumes less power because it runs at a fixed rate of approximately 13,000 RPM. Replace any motor that consumes too much power.
3. Check the Web wipe cartridge gasket for leaks.
4. Check for a drum zone that leaks.
5. Check the vacuum motor housing for leaks.
6. Replace A3.

Links

- Diagnostic page: Click **Subsystems**, and then click **Vacuum**.
- Component locator: [Vacuum component locator on page 1790](#)
- Wiring diagram: [Vacuum and aerosol wiring diagram on page 2500](#)
- Parts diagram: [Vacuum parts diagrams on page 1790](#)
- Replace A3: [Ink Assist PCA \(A3\) on page 540](#)

C0.01A8

Description

- Vacuum: Analog to Digital conversion bad

Primary root causes

- Ink Assist PCA (A3)

Recommended actions

- ▲ Replace A3.

Links

- Diagnostic page: Click **Subsystems**, and then click **Vacuum**.
- Component locator: [Vacuum component locator on page 1790](#)
- Wiring diagram: [Vacuum and aerosol wiring diagram on page 2500](#)
- Parts diagram: [Vacuum parts diagrams on page 1790](#)
- Replace A3: [Ink Assist PCA \(A3\) on page 540](#)

C0.01AA

Description

- Vacuum 1 motor (VAC1) stalls during printing

Primary root causes

- VAC1
- Wire harness between VAC1, the Ink Assist PCA (A3), and the Main Engine PCA (A5)

Recommended actions

1. Open the Vacuum diagnostic page, and then run VAC1.
2. Test the voltage at VAC1: 2 to 5 Vac on VAC1 pins 1 to 2, 1 to 3, and 2 to 3.
3. Test the voltage to VAC1 from A3: 2 to 5 Vac at J5 pins 1 to 2, 1 to 3, 2 to 3.

Additional root causes

- A3
- A5

Links

- Diagnostic page: Click **Subsystems**, and then click **Vacuum**.
- Component locator: [Vacuum component locator on page 1790](#)
- Wiring diagram: [Vacuum and aerosol wiring diagram on page 2500](#)
- Parts diagram: [Vacuum parts diagrams on page 1790](#)
- A3: [D4.0703 on page 2390](#)
- A5: [D4.0702 on page 2389](#)

C0.01AB

Description

- Warning Vacuum 2 motor (VAC2) stalls during printing

Primary root causes

- VAC2
- Wire harness between VAC2, the Ink Assist PCA (A3), and the Main Engine PCA (A5)

Recommended actions

1. Open the Vacuum diagnostic page, and then run VAC2.
2. Test the voltage at VAC2: 2 to 5 Vac on VAC2 pins 1 to 2, 1 to 3, and 2 to 3.
3. Test the voltage to VAC2 on A3: 2 to 5 Vac at J5 pins 4 to 5, 4 to 6, and 5 to 6.

Additional root causes

- A3
- A5

Links

- Diagnostic page: Click **Subsystems**, and then click **Vacuum**.
- Component locator: [Vacuum component locator on page 1790](#)
- Wiring diagram: [Vacuum and aerosol wiring diagram on page 2500](#)
- Parts diagram: [Vacuum parts diagrams on page 1790](#)
- A3: [D4.0703 on page 2390](#)
- A5: [D4.0702 on page 2389](#)

C0.01AC

Description

- Vacuum 3 motor (VAC3) stalls during printing

Primary root causes

- VAC3
- Wire harness between VAC3, the Ink Assist PCA (A3), and the Main Engine PCA (A5)

Recommended actions

1. Open the Vacuum diagnostic page, and then run VAC3.
2. Test the voltage at VAC3: 2 to 5 Vac on VAC3 pins 1 to 2, 1 to 3, and 2 to 3.
3. Test the voltage to VAC3 on A3: 2 to 5 Vac at J5 pins 7 to 8, 7 to 9, and 8 to 9.

Additional root causes

- A3
- A5

Links

- Diagnostic page: Click **Subsystems**, and then click **Vacuum**.
- Component locator: [Vacuum component locator on page 1790](#)
- Wiring diagram: [Vacuum and aerosol wiring diagram on page 2500](#)
- Parts diagram: [Vacuum parts diagrams on page 1790](#)
- A3: [D4.0703 on page 2390](#)
- A5: [D4.0702 on page 2389](#)

C0.01AD

Description

- Vacuum 4 motor (VAC4) stalls during printing

Primary root causes

- VAC4
- Wire harness between VAC4, the Ink Assist PCA (A3), and the Main Engine PCA (A5)

Recommended actions

1. Open the Vacuum diagnostic page, and then run VAC4.
2. Test the voltage at VAC4: 2 to 5 Vac on VAC4 pins 1 to 2, 1 to 3, and 2 to 3.
3. Test the voltage to VAC4 from A3: 2 to 5 Vac at J5 pins 12 to 13, 12 to 14, and 13 to 14.

Additional root causes

- A3
- A5

Links

- Diagnostic page: Click **Subsystems**, and then click **Vacuum**.
- Component locator: [Vacuum component locator on page 1790](#)
- Wiring diagram: [Vacuum and aerosol wiring diagram on page 2500](#)
- Parts diagram: [Vacuum parts diagrams on page 1790](#)
- A3: [D4.0703 on page 2390](#)
- A5: [D4.0702 on page 2389](#)

C0.01AE

Description

- Vacuum 5 motor (VAC5) stalls during printing

Primary root causes

- VAC5
- Wire harness between VAC5, the Ink Assist PCA (A3), and the Main Engine PCA (A5)

Recommended actions

1. Open the Vacuum diagnostic page, and then run VAC5.
2. Test the voltage at VAC5: 2 to 5 Vac on VAC5 pins 1 to 2, 1 to 3, and 2 to 3.
3. Test the voltage to VAC5 on A3: 2 to 5 Vac at J5 pins 15 to 16, 15 to 17, and 16 to 17.

Additional root causes

- A3
- A5

Links

- Diagnostic page: Click **Subsystems**, and then click **Vacuum**.
- Component locator: [Vacuum component locator on page 1790](#)
- Wiring diagram: [Vacuum and aerosol wiring diagram on page 2500](#)
- Parts diagram: [Vacuum parts diagrams on page 1790](#)
- A3: [D4.0703 on page 2390](#)
- A5: [D4.0702 on page 2389](#)

C0.01AF

Description

- Aerosol fan (AERO) stalls during printing

Primary root causes

- AERO
- Wire harness between AERO, the Ink Assist PCA (A3), and the Main Engine PCA (A5)

Recommended actions

1. Open the Vacuum diagnostic page, and then run AERO.
2. Test the voltage at AERO: 2 to 5 Vac on AERO pins 1 to 2, 1 to 3, and 2 to 3.
3. Test the voltage to AERO on A3: 2 to 5 Vac at J5 pins 18 to 19, 18 to 20, and 19 to 20.

Additional root causes

- A3
- A5

Links

- Diagnostic page: Click **Subsystems**, and then click **Vacuum**.
- Component locator: [Aerosol component locator on page 1590](#)
- Wiring diagram: [Vacuum and aerosol wiring diagram on page 2500](#)
- Parts diagram: [Aerosol parts diagram on page 1591](#)
- A3: [D4.0703 on page 2390](#)
- A5: [D4.0702 on page 2389](#)

C0.0DC2

Description

- The media placement on the drum varies, resulting in margin variation

Primary root causes

- Media condition
- Dirty drum screen

Recommended actions

1. Verify that the media being used meets product specifications.
2. Clean the drum screen.

Additional root causes

- Top-of-form sensor (SN22)
- Low vacuum pressure

Links

- Diagnostic page: Click **Subsystems**, and then click **Drum**.
- Component locator: [Drum component locator on page 1641](#)
- Wiring diagram: [Drum wiring diagram on page 2471](#)
- Parts diagram: [Drum parts diagram on page 1642](#)
- SN22: [C1.0203 on page 2221](#)
- Low vacuum pressure: [C0.0107 on page 2201](#)

C1.0101

Description

- Drum motor (M3) stall

Primary root causes

- Drive belt and pulley
- M3
- Drum Encoder PCA (EN2)
- Wire harness between M3, Drum Encoder PCA (EN2), and the Motion PCA (A2)

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. Turn the drum by hand and check for binding.
3. Open the Drum diagnostic page, and then turn the drum by hand and verify that the EN1 count changes.
4. Run M3.
5. Test the voltage at M3: 5 Vdc at pins 1 to 2 on W35P3-M3.
6. Test the voltage to M3 on A2: 5 Vdc at J15 pins 3 to 8.

Additional root causes

- A2

Links

- Diagnostic page: Click **Subsystems**, and then click **Drum**.
- Component locator: [Drum component locator on page 1641](#)
- Wiring diagram: [Carriage wiring diagram on page 2466](#)
- Parts diagram: [Drum parts diagram on page 1642](#)
- A2: [D4.0705 on page 2392](#)

C1.0102

Description

- Drum Guide motor (M22) stall

Primary root causes

- M22
- Wire harness between M22 and the Motion PCA (A2)

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. Check M22 for obstructions. Clean as needed.
3. Open the Drum diagnostic page, and then test M22.
4. Check the M22 assembly for damage.
5. Check the wire harness between M22 and A2.

Links

- Diagnostic page: Click **Subsystems**, and then click **Drum**.
- Component locator: [Drum component locator on page 1641](#)
- Wiring diagram: [Drum wiring diagram on page 2471](#)
- Parts diagram: [Drum parts diagram on page 1642](#)
- Replace M22: [Drum guide motor \(M22\) on page 445](#)

C1.01A1

Description

- Drum motor (M3) requires higher than normal power (PWM) to operate

Primary root causes

- Drive belt
- M3
- Wire harness between M3 and the Motion PCA (A2)

Recommended actions

1. Turn the drum by hand to check for binding.
2. Open the Drum diagnostic page, and then run M3 and verify that the drum turns.
3. Test the voltage at M3: 5 Vdc at pins 1 to 2 on W35P3-M3.
4. Test the voltage to M3 on A2: 5 Vdc at J15 pins 3 to 8.

Additional root causes

- A2

Links

- Diagnostic page: Click **Subsystems**, and then click **Drum**.
- Component locator: [Drum component locator on page 1641](#)
- Wiring diagram: [Carriage wiring diagram on page 2466](#)
- Parts diagram: [Drum parts diagram on page 1642](#)
- A2: [D4.0705 on page 2392](#)

C1.0203

Description

- Top-of-form sensor (SN22) problem

Primary root causes

- SN22
- Wire harness between SN22, the Main Engine Backplane PCA (A4), Image Processing PCA (A6), and the Motion PCA (A2)

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. Open the Drum diagnostic page, and then check that each of the LEDs operates.
3. Verify that the gloss measurement is works.
4. Test the voltage at SN22: 3 Vdc at pins 2 to 3 on W84P2-SN22.
5. Test the voltage to SN22 on A6: 3 Vdc at J5 pins 16 to 17.
6. Test the voltage to SN22 on A2: 3 Vdc at J7 pins 13A to 14A.

Additional root causes

- A2
- A6

Links

- Diagnostic page: Click **Subsystems**, and then click **Drum**.
- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage wiring diagram on page 2466](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- A2: [D4.0705 on page 2392](#)
- A6: [D2.0703 on page 2354](#)

C1.0204

Description

- Top-of-form sensor (SN22) calibration failed

Primary root causes

- SN22

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. Open the Drum diagnostic page, and then check that the gloss measurement works.
3. Check the drum surface for shiny spots where the sensor shines during bootup. Clean the drum surface, and then reboot the MFP.

Links

- Diagnostic page: Click **Subsystems**, and then click **Drum**.
- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage wiring diagram on page 2466](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)

C1.02A1

Description

- The LED voltage needed to operate the Drop Detect sensors is higher than normal.

Primary root causes

- Drop detect assembly

Recommended actions

1. Open the Drum page, and then check all six Drop Detect channel values to identify which channel has the highest value.
2. Clean the Drop Detect sensor and LED lenses.
3. Replace the Drop Detect assembly.

Links

- Diagnostic page: Click **Subsystems**, and then click **Drum**.
- Component locator: [Drop Detect PCA \(A22\) diagram on page 2503](#)
- Wiring diagram: [Drum wiring diagram on page 2471](#)
- Parts diagram: [Drum parts diagram on page 1642](#)

C1.02A2

Description

- Drop Detect failed self-test

Primary root causes

- Drop Detect assembly
- Wire harness between the Drop Detect and the Main Engine Backplane PCA (A4)

Recommended actions

1. Open the Drum diagnostic page, and then examine the six Drop Detect channels in order to identify a problem channel.
2. Test the voltage at the Drop Detect assembly: 3.3 Vdc at pins 9 to 11 on W1P1-A22J1.
3. Test the voltage to the Drop Detect assembly from A4: 3.3 Vdc at J2 pins 9 to 11.

Primary root causes

- Main Engine PCA (A5)

Links

- Diagnostic page: Click **Subsystems**, and then click **Drum**.
- Component locator: [Drum component locator on page 1641](#)
- Wiring diagram: [Drop Detect PCA \(A22\) diagram on page 2503](#)
- Parts diagram: [Drum parts diagram on page 1642](#)
- A5: [D4.0702 on page 2389](#)

C1.02A3

Description

- One or more of the six Drop Detect channels has an occluded sensor

Primary root causes

- Drop Detect assembly

Recommended actions

1. Open the Drum diagnostic page, and then examine the six Drop Detect channels in order to identify a problem channel.
2. Clean the Drop Detect sensor and LED lenses of the problem channel.
3. Replace the Drop Detect assembly.

Links

- Diagnostic page: Click **Subsystems**, and then click **Drum**.
- Component locator: [Drum component locator on page 1641](#)
- Wiring diagram: [Drop Detect PCA \(A22\) diagram on page 2503](#)
- Parts diagram: [Drum parts diagram on page 1642](#)

C1.02A4

Description

- Drop Detect Beam calibration failed

Primary root causes

- Drop Detect assembly

Recommended actions

1. Open the Drum diagnostic page, and then examine the six Drop Detect channels in order to identify a problem channel.
2. Open the Engine Calibrations 1 page, and then run the Drop Detect Beam calibration.

Links

- Diagnostic page: Click **Subsystems**, and then click **Drum**.
- Component locator: [Drum component locator on page 1641](#)
- Wiring diagram: [Drop Detect PCA \(A22\) diagram on page 2503](#)
- Parts diagram: [Drum parts diagram on page 1642](#)

C1.02A5

Description

- The Drop Detect nozzle testing procedure was unable to complete successfully. The Drop Detect NVM value has been set to an uncalibrated condition. A recalibration of the Drop Detect Beam center will be automatically triggered to run the next time that the Drop Detect nozzle test is performed.

Primary root causes

- Temperature or humidity changes
- Pens

Recommended actions

1. Open the Engine Calibrations 1 page, and then run the Drop Detect Beam calibration. Doing this will resolve a failure due to a temperature or humidity change.
2. Print one copy of the Nozzle Health plot with error hiding on and one copy with error hiding off. Look for missing nozzles on the edges of each die.
3. Run a Pen Cleaning routine.
4. Open the Carriage Mechanism diagnostic page, and then test the carriage positioning behavior.

Links

- Calibration page: Click **Settings/Procedures**, click **Calibrations**, and then click **Engine Calibrations 1**.

C1.0501

Description

- Wrong drum drive encoder count

Primary root causes

- Drum Encoder PCA (EN2)
- Drum encoder disk
- Wire harness between EN2 and the Drum Encoder Averager PCA (EN1)

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. Remove the cheater plug from the Front Door Open switch (SW3). Open the Drum diagnostic page, and then turn the drum one revolution by hand and verify that the drum encoder counts change by 22,880.
3. Check the drum encoder disk for contamination. Clean as needed.
4. Reseat the wire connectors on EN2.

Additional root causes

- Motion PCA (A2)

Links

- Diagnostic page: Click **Subsystems**, and then click **Drum**.
- Component locator: [Drum component locator on page 1641](#)
- Wiring diagram: [Drum wiring diagram on page 2471](#)
- Parts diagram: [Drum parts diagram on page 1642](#)
- Replace the drum encoder disk: [Drum encoder disk on page 449](#)
- A2: [D4.0705 on page 2392](#)

C1.0503

Description

- Wrong drum encoder averager count

Primary root causes

- Drum Encoder Averager PCA (EN1)
- Drum Encoder PCA (EN2)
- Drum encoder disk
- Wire harness between EN2 and EN1

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. Remove the cheater plug from the Front Door Open switch (SW3). Open the Drum diagnostic page, and then turn the drum one revolution by hand and verify that the drum encoder at the Image Processing PCA (A6) count changes by 11,438.
3. On the EN1, verify that the DS6 LED is lit to indicate that 12, 5, and 3.3 volts are present.
4. Rotate the drum by hand, and on the EN1, verify that the DS10 amber LED flashes.
5. Rotate the drum by hand, and on the EN1, verify that the DS8 and DS9 LEDs flash to indicate that a signal is being sent to A6.
6. Rotate the drum by hand, and on EN1, verify that the DS3 and DS4 LEDs flash to indicate that Drum 1 encoder (EN1) on EN1 is working.
7. Rotate the drum by hand, and on EN1, verify that the DS1 and DS2 LEDs flash to indicate that Drum 2 encoder (EN2) on EN1 is working.
8. Rotate the drum by hand, and on EN2, verify that the DS5 and DS7 LEDs flash to indicate that Drum 0 encoder (EN1) is working.
9. Check the drum encoder disk for contamination. Clean as needed.
10. Reseat the wire connectors on EN2 and EN1.

Additional root causes

- A6
- Main Engine PCA (A5)

Links

- Diagnostic page: Click **Subsystems**, and then click **Drum**.
- Component locator: [Drum component locator on page 1641](#)
- Wiring diagram: [Drum wiring diagram on page 2471](#)
- Parts diagram: [Drum parts diagram on page 1642](#)

- A5: [D4.0702 on page 2389](#)
- A6: [D2.0703 on page 2354](#)

C1.05A2

Description

- Drum Encoder PCA (EN2) signal amplitude is low

Primary root causes

- EN2
- Drum encoder disk
- EN2 wire harness

Recommended actions

1. Open the Drum diagnostic page, and then turn the drum one revolution by hand and verify that the drum encoder counts change by 22,880.
2. Check the drum encoder disk for contamination. Clean with a dry, lint-free cloth as needed.
3. Reseat the EN2 wire connectors.

Links

- Diagnostic page: Click **Subsystems**, and then click **Drum**.
- Component locator: [Drum component locator on page 1641](#)
- Wiring diagram: [Drum wiring diagram on page 2471](#)
- Parts diagram: [Drum parts diagram on page 1642](#)

C1.1301

Description

- Clear paper jam at Top-of-form sensor (SN22)

Primary root causes

- SN22 or the wire harness between SN22 and the Motion PCA (A2)
- Curler drive assembly

Recommended actions

1. Check the input trays for damaged paper.
2. Verify that the paper meets product specifications.
3. Open the Drum diagnostic page, and then test SN22.
4. Open the IDO Motors diagnostic page, and then check the Curler drive operation.

Additional root cause

- A2

Links

- Diagnostic page: Click **Subsystems**, and then click **Drum**.
- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage wiring diagram on page 2466](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- A2: [D4.0705 on page 2392](#)

C1.1302

Description

- Clear paper jam at Drum 1 sensor (SN33)

Primary root causes

- SN33
- Wire harness between SN33 and the Motion PCA (A2)

Recommended actions

1. Check the input trays for damaged paper.
2. Verify that the paper meets product specifications.
3. Open the Dryer diagnostic page, and then open and close the dryer lever and verify that the sensor state changes.
4. Test the voltage at SN33: 5 Vdc at pins 2 to 1 and 3 to 1 on W85P1-W34J1 or 5 Vdc at pins 11A to 10A and 12A to 10A on W32P9-W34J9.
5. Test the voltage to SN33 on A2: 5 Vdc at J8 pins 7A and 9A.

Additional root cause

- A2

Links

- Diagnostic page: Click **Subsystems**, and then click **Dryer**.
- Component locator: [Dryer component locator on page 1662](#)
- Wiring diagram: [Drum sensors wiring diagram on page 2472](#)
- Parts diagram: [Dryer parts diagrams on page 1662](#)
- A2: [D4.0705 on page 2392](#)

C1.1303

Description

- Clear paper jam at Drum 2 sensor (SN34)

Primary root causes

- SN34
- Wire harness between SN34 and the Motion PCA (A2)

Recommended actions

1. Check the input trays for damaged paper.
2. Verify that the paper meets product specifications.
3. Open the Dryer diagnostic page, and then open and close the dryer lever and verify that the sensor state changes.
4. Test the voltage at SN34: 5 Vdc at pins 5 to 4 and 6 to 4 on W85P1-W34J1 or 5 Vdc at pins 5A to 6A and 4A to 6A on W32P9-W34J9.
5. Test the voltage to SN34 on A2: 5 Vdc at J8 pins 4A and 6A.

Additional root cause

- A2

Links

- Diagnostic page: Click **Subsystems**, and then click **Dryer**.
- Component locator: [Dryer component locator on page 1662](#)
- Wiring diagram: [Drum sensors wiring diagram on page 2472](#)
- Parts diagram: [Dryer parts diagrams on page 1662](#)
- A2: [D4.0705 on page 2392](#)

C1.131A

Description

- Clear paper jam at Carriage 1 Pen Protection sensor (SN56)

Primary root causes

- SN56 or a carriage stall

Recommended actions

1. Check the input trays for damaged paper.
2. Verify that the paper meets product specifications.
3. Check the sensor plastic actuator for damage and contamination.
4. Open the Carriage Mechanism diagnostic page, and then push the sensor actuator in the direction of drum rotation and verify that the sensor state changes.

Additional root cause

- Pen Pocket 1 PCA (A16)

Links

- Diagnostic page: Click **Subsystems**, and then click **Carriage Mechanism**.
- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage pocket PCA diagram on page 2467](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- A16: [D2.0701 on page 2353](#)

C1.132A

Description

- Clear paper jam at Carriage 2 Pen Protection sensor (SN57)

Primary root causes

- SN57 or a carriage stall

Recommended actions

1. Check the input trays for damaged paper.
2. Verify that the paper meets product specifications.
3. Check the sensor plastic actuator for damage and contamination.
4. Open the Carriage Mechanism diagnostic page, and then push the sensor actuator in the direction of drum rotation and verify that the sensor state changes.

Additional root cause

- Pen Pocket 4 PCA (A19)

Links

- Diagnostic page: Click **Subsystems**, and then click **Carriage Mechanism**.
- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage pocket PCA diagram on page 2467](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Pen Pocket 4 PCA (A19): [D2.0704 on page 2355](#)

C2.0201

Description

- Dryer Temperature sensor (SN36) problem

Primary root causes

- SN36
- Wire harness between the SN36, Ink Assist PCA (A3), and Power Distribution PCA (A1)

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. Open the Dryer diagnostic page, and then check the temperature reading.
3. Check the resistance at SN36: 3,000 to 18,000 ohms at J36 pins 1 and 2.
4. Test the voltage at SN36: 1.8 to 2.5 Vdc at J36 pins 1 to 2.
5. Test the voltage to SN36 on A3: 1.8 to 2.5 Vdc at J4 pins 6 to 8.

Additional root causes

- A3

Links

- Fault tree: [C2.0201: Dryer Temperature sensor \(SN36\) problem on page 1290](#)
- Diagnostic page: Click **Subsystems**, and then click **Dryer**.
- Component locator: [Dryer component locator on page 1662](#)
- Wiring diagram: [Dryer wiring diagram on page 2473](#)
- Parts diagram: [Dryer parts diagrams on page 1662](#)
- Replace SN36: [Dryer sensors on page 573](#)
- A3: [D4.0703 on page 2390](#)

C2.0901

Description

- Dryer fan (FAN5) problem

Primary root causes

- FAN5
- Wire harness between FAN5 and the Ink Assist PCA (A3)

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. Open the Dryer diagnostic page, and then check the FAN5 RPM.
3. Test the voltage at FAN5: 24 to 32 Vdc at J14 pins 1 to 2 (GND) and approximately 3.3 Vdc at J14 pins 3 to 2 (GND).
4. Test the voltage to FAN5 on A3: 24 to 32 Vdc at J5 pins 11 to 10 (GND) and approximately 3.3 Vdc at pins 22 to 10 (GND).

Additional root causes

- A3

Links

- Fault tree: [C2.0901: Dryer fan \(FAN5\) problem on page 1295](#)
- Diagnostic page: Click **Subsystems**, and then click **Dryer**.
- Component locator: [Dryer component locator on page 1662](#)
- Wiring diagram: [Dryer wiring diagram on page 2473](#)
- Parts diagram: [Dryer parts diagrams on page 1662](#)
- Replace FAN5: [Dryer fan \(FAN5\) on page 568](#)
- A3: [D4.0703 on page 2390](#)

C2.09A1

Description

- Dryer fan (FAN5) RPM too low

Primary root causes

- FAN5
- Wire harness between FAN5 and the Ink Assist PCA (A3)

Recommended actions

1. Open the Dryer diagnostic page, and then check the FAN5 RPM.
2. Test the voltage at FAN5: 24 to 32 Vdc at J14 pins 1 to 2 (GND) and approximately 3.3 Vdc at J14 pins 3 to 2 (GND).
3. Test the voltage to FAN5 on A3: 24 to 32 Vdc at J5 pins 11 to 10 (GND) and approximately 3.3 Vdc at pins 22 to 10 (GND).

Additional root causes

- A3

Links

- Fault tree: [C2.09A1: Dryer fan \(FAN5\) RPM too low on page 1297](#)
- Diagnostic page: Click **Subsystems**, and then click **Dryer**.
- Component locator: [Dryer component locator on page 1662](#)
- Wiring diagram: [Dryer wiring diagram on page 2473](#)
- Parts diagram: [Dryer parts diagrams on page 1662](#)
- Replace FAN5: [Dryer fan \(FAN5\) on page 568](#)
- A3: [D4.0703 on page 2390](#)

C2.0C01

Description

- Dryer heater problem

Primary root causes

- Low incoming power from the wall socket
- Dryer coil assembly
- Wire harness between the dryer assembly, Power Distribution PCA (A1), and the Power supply (PS1)
- PS1

Recommended actions

1. Verify that the incoming power line voltage is correct. The dryer is tested during a normal boot up. If the dryer fails during normal boot, then boot into PSM for various tests and to check power line voltage. If the dryer passes during normal boot (no error), then you can run the heater checks as listed and check the power line voltage.
2. Open the Dryer diagnostic page, and then check the power line consumption wattage reading. The wattage is the sum of the normal power line consumption, the Dryer fan (FAN5) power, and HTR1 power (400 watts). The total should vary between 550 and 650 watts.
3. Measure the resistance of the four dryer coils: 28 (+/- .5) ohms at pins 1 to 2, 2 to 3, 4 to 5, and 5 to 6 on W22P1-PS1.
4. Measure the two dryer signals on the Main Engine PCA (A5).

Additional root causes

- A1

Links

- Fault tree: [C2.0C01: Dryer heater \(HTR1\) problem on page 1299](#)
- Diagnostic page: Click **Subsystems**, and then click **Dryer**.
- Component locator: [Dryer component locator on page 1662](#)
- Wiring diagram: [Dryer wiring diagram on page 2473](#)
- Parts diagram: [Dryer parts diagrams on page 1662](#)
- Replace HTR1: [Dryer heater assembly on page 566](#)
- A1: [D4.0702 on page 2389](#)

C3.22A0

Description

- Density out of range during an Automatic Pen Alignment (APA)

Primary root causes

- Pen nozzles
- Colored paper

Recommended actions

1. Verify that the paper in the source tray is not colored. Use only 20 lb multipurpose paper.
2. Open the Engine Calibrations 1 page, and then perform a Drop Detect calibration. Verify that the pen health gauge reading for each pen is green. Fix any nozzle health problem.
3. Run the APA.

Links

- Calibration page: Click **Settings/Procedures**, click **Calibrations**, and then click **Engine Calibrations 1**.

C3.22A1

Description

- Carriage 1 to Carriage 2 alignment out-of-range during an Automatic Pen Alignment (APA)

Primary root causes

- Alignment values are out-of-range
- Carriage stopping accuracy is bad

Recommended actions

1. Clean each carriage encoder strip.
2. Open the Engine Calibrations 2 page, and then perform the Carriage Stopping Accuracy calibration.
3. Run the APA.

Links

- Calibration page: Click **Settings/Procedures**, click **Calibrations**, and then click **Engine Calibrations 2**.

C3.22A2

Description

- Pen-to-pen alignment out-of-range during an Automatic Pen Alignment (APA)

Primary root causes

- Alignment values are out-of-range
- Carriage stopping accuracy is bad

Recommended actions

1. Reseat the pen.
2. Open the Engine Calibrations 1 page, and then run the APA.

Links

- Calibration page: Click **Settings/Procedures**, click **Calibrations**, and then click **Engine Calibrations 1**.

C3.22A3

Description

- Acumen alignment values out-of-range

Primary root causes

- Alignment values in acumen are out of expected range
- Defective pen

Recommended actions

- ▲ Open the Engine Calibrations 1 page, and then repeat the APA. The APA will be non-acumen based.

Links

- Calibration page: Click **Settings/Procedures**, click **Calibrations**, and then click **Engine Calibrations 1**.

C3.22A4

Description

- Media thickness out-of-range during an Automatic Pen Alignment (APA)

Primary root causes

- Paper is the wrong type, size, or weight for the APA

Recommended actions

1. Verify that the paper in the source tray is Letter or A4, 20 lb multipurpose paper. Do not use glossy media.
2. Verify that the media setting in the control panel is set for plain paper.
3. Verify that the paper guides in the source tray are touching the edge of the paper.
4. Verify that the media setting in the control panel is set for plain paper.

Additional root causes

- IDO Media Thickness encoder (EN14)
- Top-of-form sensor (SN22)

Links

- Calibration page: Click **Settings/Procedures**, click **Calibrations**, and then click **Engine Calibrations 1**.
- EN14: [B2.0201 on page 2183](#)
- SN22: [C1.0203 on page 2221](#)

C3.22A5

Description

- Engine calibration failed. This warning is used to capture calibration failures associated with the following calibrations: Top-of-Form, Media Side Edge, First Nozzle, Drum Position, and Media Gloss.

Primary root causes

- Media
- Contaminated drum calibration holes
- Top-of-form sensor (SN22)
- Tetris sensor (SN58)

Recommended actions

1. Verify that Letter or A4 plain paper is loaded in the source tray. Verify that the paper meets product specifications.
2. Check the Event Log for Top-of-form sensor (SN22) and Tetris sensor (SN58) error codes.
3. Clean the drum edge where the drum calibration holes are located. Clean out any debris in the holes. The holes in the drum edge are used by SN22 during the Drum Position calibration.
4. Open the Carriage Mechanism diagnostic page, and then test SN58.
5. Open the Drum diagnostic page, and then test the SN22 LEDs and the gloss measurement capabilities.
6. Clean SN22 and SN58.
7. Adjust the position of SN22 or replace SN22 as needed. If SN22 is moved or replaced, you must run all of the calibrations associated with this warning code.
8. Adjust the position of SN58 or replace SN58 as needed. If SN58 is moved or replaced, you must run the SN58 calibration procedure and all of the calibrations associated with this warning code.

Links

- Diagnostic page: Click **Subsystems**, and then click **Drum**.
- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage wiring diagram on page 2466](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- SN22: [Top-of-form sensor \(SN22\) on page 520](#)
- SN58: [Tetris sensor \(SN58\) on page 517](#)

C3.22A6

Description

- Pen Density Compensation calibration black point reference failure

Primary root causes

- Tetris sensor (SN58)
- Carriage stopping accuracy is at the maximum position

Recommended actions

1. Open the Engine Calibrations 1 page, and then run the Pen Density Compensation calibration.
2. Calibrate SN58.
3. Clean SN58.
4. Verify that SN58 is correctly aligned.
5. Run the carriage movement characterization.
6. Replace SN58.

Links

- Calibration page: Click **Settings/Procedures**, click **Calibrations**, and then click **Engine Calibrations 1**.
- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage pocket PCA diagram on page 2467](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace SN58: [Tetris sensor \(SN58\) on page 517](#)

C3.22A7

Description

- Pen Density Compensation calibration scan failure

Primary root causes

- Pen nozzles
- Readings area out-of-range
- Paper jam
- Obsolete color table values

Recommended actions

1. Check the control panel for a paper-jam error code. Clear any reported paper jams.
2. Check the Engine Calibrations 1 page for print-quality issues. Resolve any print-quality or media damage issues.
3. Open the Engine Calibrations 1 page, and then run the Pen Density Compensation calibration.
4. Calibrate the Tetris sensor (SN58).

Links

- Calibration page: Click **Settings/Procedures**, click **Calibrations**, and then click **Engine Calibrations 1**.
- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage pocket PCA diagram on page 2467](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)

C3.22A8

Description

- Pen Density Compensation calibration bow-compensation overflow

Primary root causes

- Pen Density Compensation calibration data processing error

Recommended actions

- ▲ Open the Engine Calibrations 1 page, and then run the Pen Density Compensation calibration.

Links

- Calibration page: Click **Settings/Procedures**, click **Calibrations**, and then click **Engine Calibrations 1**.

C4.0101

Description

- Web Drive motor (M5) stall

Primary root causes

- Web wipe cartridge
- M5
- Web Drive Motor encoder (EN10)
- Wire harness between M5, EN10, and the Motion PCA (A2)
- A2

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. Check the Web wipe cartridge installation.
3. Open the Web Wipe diagnostic page. Manually turn M5 and verify that the EN10 count changes.
4. Test the voltage at M5 in the forward direction: 12 Vdc at pins 1 to 2 (GND) on W41P5-M5.
5. Test the voltage at EN10: 5 Vdc at pins 3 to 1 (GND) on W33P12-W47J12.
6. Test the voltage to M5 on A2 in the forward direction: 12 Vdc at J15 pins 5 to 10 (GND).
7. Test the voltage to EN10 on A2: 5 Vdc at J7 pins 3B to 1B (GND).

Additional root causes

- A2

Links

- Fault tree: [C4.0101: Web Drive motor \(M5\) stall on page 1301](#)
- Diagnostic page: Click **Subsystems**, and then click **Web Wipe**.
- Component locator: [Web wipe component locator on page 1800](#)
- Wiring diagram: [Web wipe wiring diagram on page 2502](#)
- Parts diagram: [Service station parts diagrams on page 1774](#)
- Replace M5: [Web Drive motor \(M5\) on page 583](#)
- A2: [D4.0705 on page 2392](#)

C4.0102

Description

- Web Wipe Material Lift motor (M4) stall

Primary root causes

- Web wipe cartridge
- M4
- Web Backer Motor encoder (EN13)
- Wire harness between M4, EN13, and the Motion PCA (A2)

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. Check the Web wipe cartridge installation.
3. Open the Web Wipe diagnostic page, and then run M4.
4. Turn M4 and verify that the EN13 count changes.
5. Test the voltage at M4 in the up direction: 5 Vdc at pins 1 to 2 (GND) on W41P2-W10J2.
6. Test the voltage at EN13: 5 Vdc at pins 13 to 14 (GND) and 15 to 14 (GND) on W33P12-W47J12.
7. Test the voltage to M4 on A2 in the up direction: 5 Vdc at J15 pins 4 to 9 (GND).
8. Test the voltage to EN13 on A2: 5 Vdc at J7 pins 13B to 14B (GND) and 13B to 15B (GND).

Additional root causes

- A2

Links

- Fault tree: [C4.0102: Web Wipe Material Lift motor \(M4\) stall on page 1306](#)
- Diagnostic page: Click **Subsystems**, and then click **Web Wipe**.
- Component locator: [Web wipe component locator on page 1800](#)
- Wiring diagram: [Web wipe wiring diagram on page 2502](#)
- Parts diagram: [Service station parts diagrams on page 1774](#)
- Replace M4: [Web Wipe Material Lift motor \(M4\) on page 586](#)
- A2: [D4.0705 on page 2392](#)

C4.0201

Description

- Spit web not detected

Primary root causes

- Web wipe cartridge

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. Check the Web wipe cartridge for correct installation.
3. Check the installation of the web material.
4. Open the Event Log and look for one of the following codes: C4.0501 and D1.0201.

Additional root causes

- Web Drive motor (M5)
- Tetris sensor (SN58)

Links

- Fault tree: [C4.0201: Spit web not detected on page 1309](#)
- Diagnostic page: Click **Subsystems**, and then click **Web Wipe**.
- Component locator: [Web wipe component locator on page 1800](#)
- Wiring diagram: [Web wipe wiring diagram on page 2502](#)
- Parts diagram: [Service station parts diagrams on page 1774](#)
- SN58: [D1.02A1 on page 2300](#)
- M5: [C4.0501 on page 2256](#)

C4.0202

Description

- Change Web wipe supply

Primary root causes

- Web wipe cartridge
- Web Low sensor (SN21)
- Wire harness between SN21 and the Motion PCA (A2)

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. Check the Web wipe cartridge installation.
3. Open the Web Wipe diagnostic page, and then test SN21.
4. Test the voltage at SN21: 0.18 Vdc blocked, 2.91 Vdc unblocked at pins 5 to 6 and 1.21 Vdc blocked and unblocked at pins 7 to 6 on W33P12-W47J12.
5. Test the voltage to SN21 on A2: 1.22 Vdc blocked and unblocked on J7 at pins 7B to 6B and 0.18 Vdc blocked, 3.19 Vdc unblocked at pins 5B to 6B.

Additional root causes

- A2

Links

- Fault tree: [C4.0202: Change web wipe supply on page 1310](#)
- Diagnostic page: Click **Subsystems**, and then click **Web Wipe**.
- Component locator: [Web wipe component locator on page 1800](#)
- Wiring diagram: [Web wipe wiring diagram on page 2502](#)
- Parts diagram: [Service station parts diagrams on page 1774](#)
- Replace A2: [Service station sensors on page 589](#)
- A2: [D4.0705 on page 2392](#)

C4.0203

Description

- Service station latch open

Primary root causes

- Service station latch
- Service Station Latch sensor (SN60)

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. Verify that the service station latch is closed.
3. Open the Web Wipe diagnostic page, and then test SN60. If the sensor does not work, replace the sensor.

Links

- Diagnostic page: Click **Subsystems**, and then click **Web Wipe**.
- Component locator: [Service Station component locator on page 1774](#)
- Wiring diagram: [Service station wiring diagram on page 2495](#)
- Parts diagram: [Service station parts diagrams on page 1774](#)
- Replace SN60: [Service station sensors on page 589](#)

C4.02A1

Description

- Low Web wipe supply

Primary root causes

- Web Low sensor (SN21)
- Web Advance encoder (EN11)
- Wire harness between EN11, SN21, and the Motion PCA (A2)
- Web wipe cartridge

Recommended actions

1. Check the Web wipe cartridge.
2. Open the Web Wipe diagnostic page, and then test SN21.
3. Check the electrical connections to SN21 and EN11.
4. Test the voltage at SN21: 0.18 Vdc blocked, 2.91 Vdc unblocked at pins 5 to 6 and 1.21 Vdc blocked and unblocked at pins 7 to 6 on W33P12-W47J12.
5. Test the voltage at EN11: 3.24 Vdc at pins 9 to 11 on W33P12-W47J12.
6. Test the voltage to SN21 on A2: 1.22 Vdc blocked and unblocked on J7 at pins 7B to 6B and 0.18 Vdc blocked, 3.19 Vdc unblocked at pins 5B to 6B.
7. Test the voltage to EN11 on A2: 3.26 Vdc on J7 at pins 9B to 11B (GND).

Additional root causes

- A2

Links

- Fault tree: [C4.02A1: Low Web wipe supply on page 1313](#)
- Diagnostic page: Click **Subsystems**, and then click **Web Wipe**.
- Component locator: [Web wipe component locator on page 1800](#)
- Wiring diagram: [Web wipe wiring diagram on page 2502](#)
- Parts diagram: [Service station parts diagrams on page 1774](#)
- Replace SN21: [Service station sensors on page 589](#)
- Replace EN11: [Web Advance encoder \(EN11\) on page 586](#)
- A2: [D4.0705 on page 2392](#)

C4.0501

Description

- Web advance stall

Primary root causes

- Web wipe cartridge
- Web Advance encoder (EN11)
- Wire harness between EN11 and the Motion PCA (A2)

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. Check the Web wipe cartridge installation.
3. Open the Web Wipe diagnostic page, and then test EN11.
4. Test the voltage at EN11: 3.24 Vdc at pins 9 to 11 on W33P12-W47J12.
5. Test the voltage to EN11 on A2: 3.26 Vdc on J7 at pins 9B to 11B (GND).

Additional root causes

- A2

Links

- Fault tree: [C4.0501: Web Advance encoder \(EN11\) stall on page 1316](#)
- Diagnostic page: Click **Subsystems**, and then click **Web Wipe**.
- Component locator: [Web wipe component locator on page 1800](#)
- Wiring diagram: [Web wipe wiring diagram on page 2502](#)
- Parts diagram: [Service station parts diagrams on page 1774](#)
- Replace EN11: [Web Advance encoder \(EN11\) on page 586](#)
- A2: [D4.0705 on page 2392](#)

C6.0B01

Description

- Change the drum spittoon

Primary root causes

- Drum spittoon

Recommended actions

- ▲ Replace the drum spittoon.

Links

- Parts diagram: [Drum parts diagram on page 1642](#)
- Replace the drum spittoon: [Drum spittoon on page 86](#)

C7.0701

Description

- ISS internal diagnostic failure

Primary root causes

- ISS PCA (A8)

Recommended actions

- ▲ Replace A8.

Links

- Component locator: [IDS component locator on page 1754](#)
- Wiring diagram: [ISS PCA \(A8\) diagram on page 2492](#)
- Parts diagram: [IDS parts diagrams on page 1754](#)
- Replace A8: [ISS PCA \(A8\) on page 541](#)

C7.0B06

Description

- IDS system will not pressurize

Primary root causes

- Lower-left door
- ink supply
- Relief valve
- Air pressure system (APS)
- ISS air pumps
- IDS Pressure sensor (SN39)
- ISS PCA (A8)

Recommended actions

1. Look for a **Close lower-left door** message on the control panel. If the message is displayed, verify that the door is closed. Follow the troubleshooting steps for a 00.02E2 message.
2. Open the Ink Status diagnostic page, and then verify that none of the ink supplies have a broken bag.
3. Open the Ink Delivery diagnostic page, and then test the air pumps and the relief valve.
4. Check the wire harnesses to the air pumps and the relief valve.
5. Check the hoses to the air pumps.
6. Check the air hoses to the relief valve.
7. Test SN39.
8. Replace A8.

Links

- Fault tree: [C7.0B06: IDS system will not pressurize on page 1319](#)
- Diagnostic page: Click **Subsystems**, and then click **IDS**.
- Component locator: [IDS component locator on page 1754](#)
- Wiring diagram: [IDS wiring diagram on page 2491](#)
- Parts diagram: [IDS parts diagrams on page 1754](#)
- Replace A8: [ISS PCA \(A8\) on page 541](#)
- 00.02E2: [Close lower-left door on page 999](#)

C7.0B07

Description

- IDS system will not depressurize

Primary root causes

- Relief valve
- Wire harness between the relief valve and the ISS PCA (A8)
- A8
- Air hoses and connectors
- Air pump

Recommended actions

1. Look for a **Close lower-left door** message on the control panel. If the message is displayed, verify that the door is closed. Follow the troubleshooting steps for a 00.02E2 message.
2. Open the Ink Status diagnostic page, and then verify that none of the ink supplies have a broken bag.
3. Open the Ink Delivery diagnostic page, and test the relief valve.
4. Check the air hoses to the relief valve for kinks and damage.
5. Check the wire harness between the relief valve and A8.
6. Replace A8.

Links

- Fault tree: [C7.0B07: IDS system will not depressurize on page 1322](#)
- Diagnostic page: Click **Subsystems**, and then click **IDS**.
- Component locator: [IDS component locator on page 1754](#)
- Wiring diagram: [IDS wiring diagram on page 2491](#)
- Parts diagram: [IDS parts diagrams on page 1754](#)
- Replace A8: [ISS PCA \(A8\) on page 541](#)
- 00.02E2: [Close lower-left door on page 999](#)

C7.0B08

Description

- ISS pressure leak detected

Primary root causes

- Ink cartridges
- Relief valve
- IDS hoses
- ISS air pumps

Recommended actions

1. Check the IDS and surrounding area for ink leaks.
2. Open the Ink Status diagnostic page, and then verify that none of the ink cartridges have a broken bag.
3. Open the Ink Delivery diagnostic page. One-by-one, replace each ink supply with a new ink supply, pressurize the system, and note how much time it takes for the pressure to drop. If after replacing an ink supply, the pressure drops dramatically more slowly, the ink supply that you replaced was the problem.
4. Replace the relief valve.
5. Replace the air pressure system (APS).
6. Check the IDS back plate assembly for leaks. If it is leaking, replace the IDS.

Links

- Fault tree: [C7.0B08: IDS leak detected on page 1324](#)
- Diagnostic page: Click **Subsystems**, and then click **IDS**.
- Component locator: [IDS component locator on page 1754](#)
- Wiring diagram: [IDS wiring diagram on page 2491](#)
- Parts diagram: [IDS parts diagrams on page 1754](#)
- Replace the relief valve: [IDS relief valve on page 538](#)
- Replace the IDS: [IDS assembly on page 525](#)

C7.0B10

Description

- Black ink supply is empty

Primary root causes

- Ink supply
- Administrator settings

Recommended actions

1. Replace the ink supply.
2. If the ink supply is a non-HP brand, verify that the administrator settings allow non-HP ink.
3. Clean the ink supply and the cartridge connector.
4. Check the ink supply connector for bent pins.

Links

- Fault tree: [C7.0B10: Black ink supply is empty on page 1327](#)
- Diagnostic page: Click **Subsystems**, and then click **IDS**.
- Component locator: [IDS component locator on page 1754](#)
- Wiring diagram: [IDS wiring diagram on page 2491](#)
- Parts diagram: [IDS parts diagrams on page 1754](#)

C7.0B11

Description

- Black ink supply has failed

Primary root causes

- Ink supply

Recommended actions

1. Replace the ink supply.
2. Check the power LEDs on the ISS PCA (A8).
3. Clean the ink supply connections. The center connection should have some ink. The others should not.
4. Check for bent pins on the ink supply connector.
5. Check the resistance on the bottom of the ink supply and verify that it is greater than 500 MEG ohms.

Additional root causes

- A8

Links

- Fault tree: [C7.0B11: Black ink supply has failed on page 1328](#)
- Diagnostic page: Click **Subsystems**, and then click **IDS**.
- Component locator: [IDS component locator on page 1754](#)
- Wiring diagram: [IDS wiring diagram on page 2491](#)
- Parts diagram: [IDS parts diagrams on page 1754](#)
- A8: [D4.0707 on page 2394](#)

C7.0B12

Description

- Black ink supply is missing

Primary root causes

- Ink supply

Recommended actions

1. Reinstall the ink supply.
2. Replace the ink supply.
3. Clean the ink supply connections.
4. Check the ink supply connections for bent pins.

Links

- Fault tree: [C7.0B12: Black ink supply is missing on page 1329](#)
- Diagnostic page: Click **Subsystems**, and then click **IDS**.
- Component locator: [IDS component locator on page 1754](#)
- Wiring diagram: [IDS wiring diagram on page 2491](#)
- Parts diagram: [IDS parts diagrams on page 1754](#)

C7.0B13

Description

- Black ink supply is non-HP

Primary root causes

- Ink supply
- Administrator settings

Recommended actions

- ▲ If the ink supply is a non-HP brand, verify that the administrator settings allow non-HP ink.

Links

- Fault tree: [C7.0B13: Black ink supply is non-HP on page 1330](#)
- Diagnostic page: Click **Subsystems**, and then click **IDS**.
- Component locator: [IDS component locator on page 1754](#)
- Wiring diagram: [IDS wiring diagram on page 2491](#)
- Parts diagram: [IDS parts diagrams on page 1754](#)

C7.0B20

Description

- Cyan ink supply is empty

Primary root causes

- Ink supply
- Administrator settings

Recommended actions

1. Replace the ink supply.
2. If the ink supply is a non-HP brand, verify that the administrator settings allow non-HP ink.
3. Clean the ink supply and the cartridge connector.
4. Check the ink supply connector for bent pins.

Links

- Fault tree: [C7.0B20: Cyan ink supply is empty on page 1331](#)
- Diagnostic page: Click **Subsystems**, and then click **IDS**.
- Component locator: [IDS component locator on page 1754](#)
- Wiring diagram: [IDS wiring diagram on page 2491](#)
- Parts diagram: [IDS parts diagrams on page 1754](#)

C7.0B21

Description

- Cyan ink supply has failed

Primary root causes

- Ink supply

Recommended actions

1. Replace the ink supply.
2. Check the power LEDs on the ISS PCA (A8).
3. Clean the ink supply connections. The center connection should have some ink. The others should not.
4. Check for bent pins on the ink supply connector.
5. Check the resistance on the bottom of the ink supply and verify that it is greater than 500 MEG ohms.

Additional root causes

- A8

Links

- Fault tree: [C7.0B21: Cyan ink supply has failed on page 1332](#)
- Diagnostic page: Click **Subsystems**, and then click **IDS**.
- Component locator: [IDS component locator on page 1754](#)
- Wiring diagram: [IDS wiring diagram on page 2491](#)
- Parts diagram: [IDS parts diagrams on page 1754](#)
- A8: [D4.0707 on page 2394](#)

C7.0B22

Description

- Cyan ink supply is missing

Primary root causes

- Ink supply

Recommended actions

1. Reinstall the ink supply.
2. Replace the ink supply.
3. Clean the ink supply connections.
4. Check the ink supply connections for bent pins.

Links

- Fault tree: [C7.0B22: Cyan ink supply is missing on page 1333](#)
- Diagnostic page: Click **Subsystems**, and then click **IDS**.
- Component locator: [IDS component locator on page 1754](#)
- Wiring diagram: [IDS wiring diagram on page 2491](#)
- Parts diagram: [IDS parts diagrams on page 1754](#)

C7.0B23

Description

- Cyan ink supply is non-HP

Primary root causes

- Ink supply
- Administrator settings

Recommended actions

- ▲ If the ink supply is a non-HP brand, verify that the administrator settings allow non-HP ink.

Links

- Fault tree: [C7.0B23: Cyan ink supply is non-HP on page 1334](#)
- Diagnostic page: Click **Subsystems**, and then click **IDS**.
- Component locator: [IDS component locator on page 1754](#)
- Wiring diagram: [IDS wiring diagram on page 2491](#)
- Parts diagram: [IDS parts diagrams on page 1754](#)

C7.0B30

Description

- Magenta ink supply is empty

Primary root causes

- Ink supply
- Administrator settings

Recommended actions

1. Replace the ink supply.
2. If the ink supply is a non-HP brand, verify that the administrator settings allow non-HP ink.
3. Clean the ink supply and the cartridge connector.
4. Check the ink supply connector for bent pins.

Links

- Fault tree: [C7.0B30: Magenta ink supply is empty on page 1335](#)
- Diagnostic page: Click **Subsystems**, and then click **IDS**.
- Component locator: [IDS component locator on page 1754](#)
- Wiring diagram: [IDS wiring diagram on page 2491](#)
- Parts diagram: [IDS parts diagrams on page 1754](#)

C7.0B31

Description

- Magenta ink supply has failed

Primary root causes

- ink supply

Recommended actions

1. Replace the ink supply.
2. Check the power LEDs on the ISS PCA (A8).
3. Clean the ink supply connections. The center connection should have some ink. The others should not.
4. Check for bent pins on the ink supply connector.
5. Check the resistance on the bottom of the ink supply and verify that it is greater than 500 MEG ohms.

Additional root causes

- A8

Links

- Fault tree: [C7.0B31: Magenta ink supply has failed on page 1336](#)
- Diagnostic page: Click **Subsystems**, and then click **IDS**.
- Component locator: [IDS component locator on page 1754](#)
- Wiring diagram: [IDS wiring diagram on page 2491](#)
- Parts diagram: [IDS parts diagrams on page 1754](#)
- A8: [D4.0707 on page 2394](#)

C7.0B32

Description

- Magenta ink supply is missing

Primary root causes

- Ink supply

Recommended actions

1. Reinstall the ink supply.
2. Replace the ink supply.
3. Clean the ink supply connections.
4. Check the ink supply connections for bent pins.

Links

- Fault tree: [C7.0B32: Magenta ink supply is missing on page 1337](#)
- Diagnostic page: Click **Subsystems**, and then click **IDS**.
- Component locator: [IDS component locator on page 1754](#)
- Wiring diagram: [IDS wiring diagram on page 2491](#)
- Parts diagram: [IDS parts diagrams on page 1754](#)

C7.0B33

Description

- Magenta ink supply is non-HP

Primary root causes

- Ink supply
- Administrator settings

Recommended actions

- ▲ If the ink supply is a non-HP brand, verify that the administrator settings allow non-HP ink.

Links

- Fault tree: [C7.0B33: Magenta ink supply is non-HP on page 1338](#)
- Diagnostic page: Click **Subsystems**, and then click **IDS**.
- Component locator: [IDS component locator on page 1754](#)
- Wiring diagram: [IDS wiring diagram on page 2491](#)
- Parts diagram: [IDS parts diagrams on page 1754](#)

C7.0B40

Description

- Yellow ink supply is empty

Primary root causes

- Ink supply
- Administrator settings

Recommended actions

1. Replace the ink supply.
2. If the ink supply is a non-HP brand, verify that the administrator settings allow non-HP ink.
3. Clean the ink supply and the cartridge connector.
4. Check the ink supply connector for bent pins.

Links

- Fault tree: [C7.0B40: Yellow ink supply is empty on page 1339](#)
- Diagnostic page: Click **Subsystems**, and then click **IDS**.
- Component locator: [IDS component locator on page 1754](#)
- Wiring diagram: [IDS wiring diagram on page 2491](#)
- Parts diagram: [IDS parts diagrams on page 1754](#)

C7.0B41

Description

- Yellow ink supply has failed

Primary root causes

- Ink supply

Recommended actions

1. Replace the ink supply.
2. Check the power LEDs on the ISS PCA (A8).
3. Clean the ink supply connections. The center connection should have some ink. The others should not.
4. Check for bent pins on the ink supply connector.
5. Check the resistance on the bottom of the ink supply and verify that it is greater than 500 MEG ohms.

Additional root causes

- A8

Links

- Fault tree: [C7.0B41: Yellow ink supply has failed on page 1340](#)
- Diagnostic page: Click **Subsystems**, and then click **IDS**.
- Component locator: [IDS component locator on page 1754](#)
- Wiring diagram: [IDS wiring diagram on page 2491](#)
- Parts diagram: [IDS parts diagrams on page 1754](#)
- A8: [D4.0707 on page 2394](#)

C7.0B42

Description

- Yellow ink supply is missing

Primary root causes

- Ink supply

Recommended actions

1. Reinstall the ink supply.
2. Replace the ink supply.
3. Clean the ink supply connections.
4. Check the ink supply connections for bent pins.

Links

- Fault tree: [C7.0B42: Yellow ink supply is missing on page 1341](#)
- Diagnostic page: Click **Subsystems**, and then click **IDS**.
- Component locator: [IDS component locator on page 1754](#)
- Wiring diagram: [IDS wiring diagram on page 2491](#)
- Parts diagram: [IDS parts diagrams on page 1754](#)

C7.0B43

Description

- Yellow ink supply is non-HP

Primary root causes

- Ink supply
- Administrator settings

Recommended actions

- ▲ If the ink supply is a non-HP brand, verify that the administrator settings allow non-HP ink.

Links

- Fault tree: [C7.0B43: Yellow ink supply is non-HP on page 1342](#)
- Diagnostic page: Click **Subsystems**, and then click **IDS**.
- Component locator: [IDS component locator on page 1754](#)
- Wiring diagram: [IDS wiring diagram on page 2491](#)
- Parts diagram: [IDS parts diagrams on page 1754](#)

C7.0B50

Description

- Bonding Agent supply is empty

Primary root causes

- Bonding Agent supply
- Administrator settings

Recommended actions

1. Replace the Bonding Agent supply.
2. If the Bonding Agent supply is a non-HP brand, verify that the administrator settings allow non-HP ink.
3. Clean the Bonding Agent supply and the cartridge connector.
4. Check the Bonding Agent supply connector for bent pins.

Links

- Fault tree: [C7.0B50: Bonding Agent supply is empty on page 1343](#)
- Diagnostic page: Click **Subsystems**, and then click **IDS**.
- Component locator: [IDS component locator on page 1754](#)
- Wiring diagram: [IDS wiring diagram on page 2491](#)
- Parts diagram: [IDS parts diagrams on page 1754](#)

C7.0B51

Description

- Bonding Agent supply has failed

Primary root causes

- Bonding Agent supply

Recommended actions

1. Replace the Bonding Agent supply.
2. Check the power LEDs on the ISS PCA (A8).
3. Clean the Bonding Agent supply connections. The center connection should have some ink. The others should not.
4. Check for bent pins on the Bonding Agent supply connector.
5. Check the resistance on the bottom of the Bonding Agent supply and verify that it is greater than 500 MEG ohms.

Additional root causes

- A8

Links

- Fault tree: [C7.0B51: Bonding Agent supply has failed on page 1344](#)
- Diagnostic page: Click **Subsystems**, and then click **IDS**.
- Component locator: [IDS component locator on page 1754](#)
- Wiring diagram: [IDS wiring diagram on page 2491](#)
- Parts diagram: [IDS parts diagrams on page 1754](#)
- A8: [D4.0707 on page 2394](#)

C7.0B52

Description

- Bonding Agent supply is missing

Primary root causes

- Bonding Agent supply

Recommended actions

1. Reinstall the Bonding Agent supply.
2. Replace the Bonding Agent supply.
3. Clean the Bonding Agent supply connections.
4. Check the Bonding Agent supply connections for bent pins.

Links

- Fault tree: [C7.0B52: Bonding Agent supply is missing on page 1345](#)
- Diagnostic page: Click **Subsystems**, and then click **IDS**.
- Component locator: [IDS component locator on page 1754](#)
- Wiring diagram: [IDS wiring diagram on page 2491](#)
- Parts diagram: [IDS parts diagrams on page 1754](#)

C7.0B53

Description

- Bonding Agent supply is non-HP

Primary root causes

- Bonding Agent supply
- Administrator settings

Recommended actions

- ▲ If the Bonding Agent supply is a non-HP brand, verify that the administrator settings allow non-HP supplies.

Links

- Fault tree: [C7.0B53: Bonding Agent supply is non-HP on page 1346](#)
- Diagnostic page: Click **Subsystems**, and then click **IDS**.
- Component locator: [IDS component locator on page 1754](#)
- Wiring diagram: [IDS wiring diagram on page 2491](#)
- Parts diagram: [IDS parts diagrams on page 1754](#)

C7.0BA0

Description

- Magenta ink supply has expired

Primary root causes

- Incorrect system date
- Expired ink supply

Recommended actions

1. Validate that the system date is correct.
2. Check the ink supply expiration date.

Links

- Fault tree: [C7.0BA0: Magenta ink supply has expired on page 1347](#)
- Diagnostic page: Click **Subsystems**, and then click **IDS**.
- Component locator: [IDS component locator on page 1754](#)
- Wiring diagram: [IDS wiring diagram on page 2491](#)
- Parts diagram: [IDS parts diagrams on page 1754](#)

C7.0BA1

Description

- Black ink supply is low

Primary root causes

- Ink supply
- Administrator settings

Recommended actions

1. Replace the ink supply and verify that the low ink message is not displayed.
2. Verify that the administrator settings are not set to stop printing when an ink supply is low.

Links

- Fault tree: [C7.0BA1: Black ink supply is low on page 1348](#)
- Diagnostic page: Click **Subsystems**, and then click **IDS**.
- Component locator: [IDS component locator on page 1754](#)
- Wiring diagram: [IDS wiring diagram on page 2491](#)
- Parts diagram: [IDS parts diagrams on page 1754](#)

C7.0BA2

Description

- Black ink supply has expired

Primary root causes

- Incorrect system date
- Expired ink supply

Recommended actions

1. Validate that the system date is correct.
2. Check the ink supply expiration date.

Links

- Fault tree: [C7.0BA2: Black ink supply has expired on page 1349](#)
- Diagnostic page: Click **Subsystems**, and then click **IDS**.
- Component locator: [IDS component locator on page 1754](#)
- Wiring diagram: [IDS wiring diagram on page 2491](#)
- Parts diagram: [IDS parts diagrams on page 1754](#)

C7.0BA3

Description

- Bonding Agent supply has expired

Primary root causes

- Incorrect system date
- Expired Bonding Agent supply

Recommended actions

1. Validate that the system date is correct.
2. Check the expiration date for the Bonding Agent supply.

Links

- Fault tree: [C7.0BA3: Bonding Agent supply has expired on page 1350](#)
- Diagnostic page: Click **Subsystems**, and then click **IDS**.
- Component locator: [IDS component locator on page 1754](#)
- Wiring diagram: [IDS wiring diagram on page 2491](#)
- Parts diagram: [IDS parts diagrams on page 1754](#)

C7.0BA4

Description

- Bonding Agent supply is low

Primary root causes

- Bonding Agent supply
- Administrator settings

Recommended actions

1. Replace the Bonding Agent supply and verify that the low ink message is not displayed.
2. Verify that the administrator settings are not set to stop printing when an ink supply is low.

Links

- Fault tree: [C7.0BA4: Bonding Agent supply is low on page 1351](#)
- Diagnostic page: Click **Subsystems**, and then click **IDS**.
- Component locator: [IDS component locator on page 1754](#)
- Wiring diagram: [IDS wiring diagram on page 2491](#)
- Parts diagram: [IDS parts diagrams on page 1754](#)

C7.0BA5

Description

- Yellow ink supply is low

Primary root causes

- Ink supply
- Administrator settings

Recommended actions

1. Replace the ink supply and verify that the low ink message is not displayed.
2. Verify that the administrator settings are not set to stop printing when an ink supply is low.

Links

- Fault tree: [C7.0BA5: Yellow cartridge low warning on page 1352](#)
- Diagnostic page: Click **Subsystems**, and then click **IDS**.
- Component locator: [IDS component locator on page 1754](#)
- Wiring diagram: [IDS wiring diagram on page 2491](#)
- Parts diagram: [IDS parts diagrams on page 1754](#)

C7.0BA6

Description

- Yellow ink supply has expired

Primary root causes

- Incorrect system date
- Expired ink supply

Recommended actions

1. Validate that the system date is correct.
2. Check the ink supply expiration date.

Links

- Fault tree: [C7.0BA6: Yellow ink supply has expired on page 1353](#)
- Diagnostic page: Click **Subsystems**, and then click **IDS**.
- Component locator: [IDS component locator on page 1754](#)
- Wiring diagram: [IDS wiring diagram on page 2491](#)
- Parts diagram: [IDS parts diagrams on page 1754](#)

C7.0BA7

Description

- Cyan ink supply is low

Primary root causes

- Ink supply
- Administrator settings

Recommended actions

1. Replace the ink supply and verify that the low ink message is not displayed.
2. Verify that the administrator settings are not set to stop printing when an ink supply is low.

Links

- Fault tree: [C7.0BA7: Cyan ink supply is low on page 1354](#)
- Diagnostic page: Click **Subsystems**, and then click **IDS**.
- Component locator: [IDS component locator on page 1754](#)
- Wiring diagram: [IDS wiring diagram on page 2491](#)
- Parts diagram: [IDS parts diagrams on page 1754](#)

C7.0BA8

Description

- Cyan ink supply has expired

Primary root causes

- Incorrect system date
- Expired ink supply

Recommended actions

1. Validate that the system date is correct.
2. Check the ink supply expiration date.

Links

- Fault tree: [C7.0BA8: Cyan ink supply has expired on page 1355](#)
- Diagnostic page: Click **Subsystems**, and then click **IDS**.
- Component locator: [IDS component locator on page 1754](#)
- Wiring diagram: [IDS wiring diagram on page 2491](#)
- Parts diagram: [IDS parts diagrams on page 1754](#)

C7.0BA9

Description

- Magenta ink supply is low

Primary root causes

- Ink supply
- Administrator settings

Recommended actions

1. Replace the ink supply and verify that the low ink message is not displayed.
2. Verify that the administrator settings are not set to stop printing when an ink supply is low.

Links

- Fault tree: [C7.0BA9: Magenta ink supply is low on page 1356](#)
- Diagnostic page: Click **Subsystems**, and then click **IDS**.
- Component locator: [IDS component locator on page 1754](#)
- Wiring diagram: [IDS wiring diagram on page 2491](#)
- Parts diagram: [IDS parts diagrams on page 1754](#)

D0.0801

Description

- No communication between the Main Engine PCA (A5) and the Power supply (PS1)

Primary root causes

- A5
- PS1
- Wire harness between A5, the Power Distribution PCA (A1), the Main Engine Backplane PCA (A4), and PS1

Recommended actions

1. Reseat A5.
2. Check the power LEDs on A5.
3. Check the wire harness between A5, A1, A4, and PS1.
4. Check power LEDs on A1.
5. Replace PS1.
6. Replace A1.
7. Replace A4.

Links

- Component locator: [Electronics component locator on page 1760](#)
- Wiring diagram: [Main Engine PCA \(A5\) diagram on page 2507](#)
- Parts diagram: [Electronics parts diagrams on page 1760](#)
- Replace PS1: [Power supply assembly on page 625](#)
- Replace A1: [Power Distribution PCA \(A1\) on page 630](#)
- Replace A4: [Main Engine Backplane PCA \(A4\) on page 633](#)

D0.0802

Description

- Power supply (PS1) EEPROM failure

Primary root causes

- PS1

Recommended actions

- ▲ Replace PS1.

Links

- Component locator: [Electronics component locator on page 1760](#)
- Wiring diagram: [Power Distribution PCA \(A1\) diagram on page 2511](#)
- Parts diagram: [Electronics parts diagrams on page 1760](#)
- Replace PS1: [Power supply assembly on page 625](#)

D0.08A1

Description

- Power supply (PS1) temperature too high

Primary root causes

- PS1

Recommended actions

1. Clear any debris from the PS1 fan airflow.
2. Check the Event Log for PS1 over-temperature warnings.
3. Verify that the PS1 fan functions. If the fan does not function, replace PS1.

Links

- Diagnostic page: Click **Subsystems**, and then click **Power Supply**.
- Component locator: [Electronics component locator on page 1760](#)
- Wiring diagram: [Power Distribution PCA \(A1\) diagram on page 2511](#)
- Parts diagram: [Electronics parts diagrams on page 1760](#)
- Replace PS1: [Power supply assembly on page 625](#)

D0.08A2

Description

- Power line voltage sag was detected. This occurs when operating in the 120 Vac range and the voltage drops to 90 Vac +/- 2 Vac or when operating in the 230 Vac range and the voltage drops to 160 Vac +/- 2 Vac.

Primary root causes

- Power line

Recommended actions

1. Verify that the power line voltage is correct.
2. Verify that the MFP is connected to a dedicated power line and that no other devices are connected to the power line.

Links

- Diagnostic page: Click **Subsystems**, and then click **Power Supply**.
- Component locator: [Electronics component locator on page 1760](#)
- Wiring diagram: [Power Distribution PCA \(A1\) diagram on page 2511](#)
- Parts diagram: [Electronics parts diagrams on page 1760](#)

D0.08A3

Description

- Power line voltage surge was detected. This occurs when operating in the 120 Vac range and the voltage rises to 145 Vac +/- 2 Vac or when operating in the 230 Vac range and the voltage rises to 288 Vac +/- 2 Vac.

Primary root causes

- Power line

Recommended actions

1. Verify that the power line voltage is correct.
2. Verify that the MFP is connected to a dedicated power line and that no other devices are connected to the power line.

Links

- Diagnostic page: Click **Subsystems**, and then click **Power Supply**.
- Component locator: [Electronics component locator on page 1760](#)
- Wiring diagram: [Power Distribution PCA \(A1\) diagram on page 2511](#)
- Parts diagram: [Electronics parts diagrams on page 1760](#)

D1.0101

Description

- Carriage 1 motor (M1) stall

Primary root causes

- Wire harness between M1 and the Motion PCA (A2)
- M1
- A2
- Carriage 1 Encoder PCA (A9)
- Pen Pocket 1 PCA (A16)
- Carriage 1 encoder strip

Recommended actions

1. Check the wire harness between M1 and A2.
2. Repair or replace the wire harness between M1 and A2.
3. Check electrical connections on A2 at J15. If you measure the voltage between the two motor connectors, the measurement will be 0 Vdc. If you measure the voltage between one motor connector and the MFP frame, the voltage will be 32 Vdc.
4. Replace M1.
5. Replace A2.
6. Replace A9.
7. Replace A16.
8. Replace the Carriage 1 encoder strip.

Links

- Diagnostic page: Click **Subsystems**, and then click **Carriage Mechanism**.
- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage wiring diagram on page 2466](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace M1: [Carriage 1 motor \(M1\) and Carriage 2 motor \(M2\) on page 492](#)
- Replace A2: [Motion PCA \(A2\) on page 628](#)
- Replace A9: [Carriage encoder PCAs \(A16 and A19\) on page 506](#)
- Replace A16: [Carriage pen pocket PCAs \(A17, A18, A20, and A21\) on page 505](#)
- Replace the Carriage 1 encoder strip: [Carriage encoder strip on page 474](#)

D1.0102

Description

- Carriage 2 motor (M2) stall

Primary root causes

- Wire harness between M2 and the Motion PCA (A2)
- M2
- A2
- Carriage 2 Encoder PCA (A24)
- Pen Pocket 4 PCA (A19)
- Carriage 2 encoder strip

Recommended actions

1. Check the wire harness between M2 and A2.
2. Repair or replace the wire harness between M2 and A2.
3. Check electrical connections on A2 at J15. If you measure the voltage between the two motor connectors, the measurement will be 0 Vdc. If you measure the voltage between one motor connector and the MFP frame, the voltage will be 32 Vdc.
4. Replace M2.
5. Replace A2.
6. Replace A24.
7. Replace A19.
8. Replace the Carriage 2 encoder strip.

Links

- Diagnostic page: Click **Subsystems**, and then click **Carriage Mechanism**.
- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage wiring diagram on page 2466](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace M2: [Carriage 1 motor \(M1\) and Carriage 2 motor \(M2\) on page 492](#)
- Replace A2: [Motion PCA \(A2\) on page 628](#)
- Replace A24: [Carriage encoder PCAs \(A16 and A19\) on page 506](#)
- Replace A19: [Carriage pen pocket PCAs \(A17, A18, A20, and A21\) on page 505](#)
- Replace the Carriage 2 encoder strip: [Carriage encoder strip on page 474](#)

D1.0201

Description

- Carriage latch down when using interlock

Primary root causes

- Wire harness between the Carriage Open sensor (SN19) and the Motion PCA (A2)
- SN19

Recommended actions

1. Open the Carriage Mechanism diagnostic page, and test SN19.
2. Check the wire harness between SN19 and A2.
3. Test the voltage to SN19 on A2: 5 Vdc at J8 pins 12A to 11A and 10A to 11A.
4. Replace SN19.

Additional root causes

- A2

Links

- Diagnostic page: Click **Subsystems**, and then click **Carriage Mechanism**.
- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Drum wiring diagram on page 2471](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)

D1.02A1

Description

- Tetris sensor (SN58) failure

Primary root causes

- SN58
- Wire harness between SN58 and the Pen Pocket 1 PCA (A16)
- A16

Recommended actions

1. Open the Carriage Mechanism diagnostic page, and then verify that all four SN58 LEDs work.
2. Check the wire harness between SN58 and A16.

Links

- Diagnostic page: Click **Subsystems**, and then click **Carriage Mechanism**.
- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage pocket PCA diagram on page 2467](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)

D1.02A2

Description

- Tetris sensor (SN58) calibration failed

Primary root causes

- SN58
- Wire harness between SN58 and the Pen Pocket 1 PCA (A16)
- A16

Recommended actions

1. Open the Carriage Mechanism diagnostic page, and then verify that all four SN58 LEDs work.
2. Check the wire harness between SN58 and the A16.
3. Clean the SN58 LEDs, and then verify that they work.

Links

- Diagnostic page: Click **Subsystems**, and then click **Carriage Mechanism**.
- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage pocket PCA diagram on page 2467](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)

D1.0700

Description

- Carriage Power Supply Unit (CPSU) clock failed

Primary root causes

- Carriage PSU PCA (A7)

Recommended actions

- ▲ Replace A7.

Links

- Diagnostic page: Click **Subsystems**, and then click **Carriage Mechanism**.
- Component locator: [Electronics component locator on page 1760](#)
- Wiring diagram: [Carriage PSU PCA \(A7\) diagram on page 2468](#)
- Parts diagram: [Electronics parts diagrams on page 1760](#)
- Replace A7: [Carriage PSU PCA \(A7\) on page 510](#)

D1.0701

Description

- Carriage Power Supply Unit (CPSU) parity bit failed

Primary root causes

- Carriage PSU PCA (A7)
- All of the pen pocket PCAs: A16 , A17, A18, A19, A20, and A21
- Carriage 1 e-chain and the Carriage 2 e-chain

Recommended actions

1. Replace A7.
2. Replace all of the pen pocket PCAs: A16 , A17, A18, A19, A20, and A21.
3. Replace the Carriage 1 e-chain and the Carriage 2 e-chain.

Links

- Diagnostic page: Click **Subsystems**, and then click **Carriage Mechanism**.
- Component locator: [Electronics component locator on page 1760](#)
- Wiring diagram: [Carriage PSU PCA \(A7\) diagram on page 2468](#)
- Parts diagram: [Electronics parts diagrams on page 1760](#)
- Replace A7: [Carriage PSU PCA \(A7\) on page 510](#)
- Replace the pen pocket PCAs: [Carriage pen pocket PCAs \(A17, A18, A20, and A21\) on page 505](#)
- Replace the e-chains: [E-chain on page 480](#)

D1.0702

Description

- Carriage Power Supply Unit (CPSU) is in reset

Primary root causes

- Wire harness between the Carriage PSU PCA (A7) and the Image Processing PCA (A6)
- A7
- A6

Recommended actions

1. Check the wire harness between A7 and A6.
2. Replace A7.
3. Replace A6.

Links

- Component locator: [Electronics component locator on page 1760](#)
- Wiring diagram: [Carriage PSU PCA \(A7\) diagram on page 2468](#)
- Parts diagram: [Electronics parts diagrams on page 1760](#)
- Replace A7: [Carriage PSU PCA \(A7\) on page 510](#)
- Replace A6: [Image Processing PCA assembly on page 513](#)

D1.071A

Description

- Communication test between the Image Processing PCA (A6) and Pen Pocket 1 PCA (A16) failed

Primary root causes

- A16
- A6
- Carriage 1 e-chain wire harness

Recommended actions

1. Replace A16.
2. Replace A6.
3. Replace the Carriage 1 e-chain wire harness.

Links

- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Image Processing PCA \(A6\) diagram on page 2504](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace A16: [Carriage pen pocket PCAs \(A17, A18, A20, and A21\) on page 505](#)
- Replace A6: [Image Processing PCA assembly on page 513](#)
- Replace the Carriage 1 e-chain: [E-chain on page 480](#)

D1.071B

Description

- Communication test between the Pen Pocket 1 PCA (A16) and Pen 1 failed

Primary root causes

- Pen 1
- A16

Recommended actions

1. Reseat Pen 1.
2. Replace Pen 1.
3. Replace A16.

Links

- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage pocket PCA diagram on page 2467](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace A16: [Carriage pen pocket PCAs \(A17, A18, A20, and A21\) on page 505](#)
- Replace Pen 1: [Pens on page 471](#)

D1.071C

Description

- The Carriage PSU PCA (A7) detected a high current leak on Pen 1

Primary root causes

- Pen 1
- A16
- Carriage 1 e-chain wire harness
- A7

Recommended actions

1. Replace Pen 1.
2. Replace A16.
3. Replace the Carriage 1 e-chain wire harness.
4. Replace A7.

Links

- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage pocket PCA diagram on page 2467](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace Pen 1: [Pens on page 471](#)
- Replace A16: [Carriage pen pocket PCAs \(A17, A18, A20, and A21\) on page 505](#)
- Replace the Carriage 1 e-chain: [E-chain on page 480](#)
- Replace A7: [Carriage PSU PCA \(A7\) on page 510](#)

D1.071D

Description

- Pen Pocket 1 PCA (A16) failure

Primary root causes

- A16
- Carriage 1 e-chain wire harness

Recommended actions

1. Replace the A16.
2. Replace the Carriage 1 e-chain wire harness.

Links

- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage pocket PCA diagram on page 2467](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace A16: [Carriage pen pocket PCAs \(A17, A18, A20, and A21\) on page 505](#)
- Replace the Carriage 1 e-chain: [E-chain on page 480](#)

D1.072A

Description

- Communication test between the Image Processing PCA (A6) and Pen Pocket 2 PCA (A17) failed

Primary root causes

- A17
- A6
- Carriage 1 e-chain wire harness

Recommended actions

1. Replace A17.
2. Replace the A6.
3. Replace the Carriage 1 e-chain wire harness.

Links

- Component locator: [Electronics component locator on page 1760](#)
- Wiring diagram: [Image Processing PCA \(A6\) diagram on page 2504](#)
- Parts diagram: [Electronics parts diagrams on page 1760](#)
- Replace A17: [Carriage pen pocket PCAs \(A17, A18, A20, and A21\) on page 505](#)
- Replace A6: [Image Processing PCA assembly on page 513](#)
- Replace the Carriage 1 e-chain: [E-chain on page 480](#)

D1.072B

Description

- Communication test between the Pen Pocket 2 PCA (A17) and Pen 2 failed

Primary root causes

- Pen 2
- A17

Recommended actions

1. Reseat Pen 2.
2. Replace Pen 2.
3. Replace A17.

Links

- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage pocket PCA diagram on page 2467](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace A17: [Carriage pen pocket PCAs \(A17, A18, A20, and A21\) on page 505](#)
- Replace Pen 2: [Pens on page 471](#)

D1.072C

Description

- The Carriage PSU PCA (A7) detected a high current leak on Pen 2

Primary root causes

- Pen 2
- A17
- Carriage 1 e-chain wire harness
- A7

Recommended actions

1. Replace Pen 2.
2. Replace A17.
3. Replace the Carriage 1 e-chain wire harness.
4. Replace A7.

Links

- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage pocket PCA diagram on page 2467](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace Pen 2: [Pens on page 471](#)
- Replace A17: [Carriage pen pocket PCAs \(A17, A18, A20, and A21\) on page 505](#)
- Replace the Carriage 1 e-chain: [E-chain on page 480](#)
- Replace A7: [Carriage PSU PCA \(A7\) on page 510](#)

D1.072D

Description

- Pen Pocket 2 PCA (A17) failure

Primary root causes

- A17
- Carriage 1 e-chain wire harness

Recommended actions

1. Replace A17.
2. Replace the Carriage 1 e-chain wire harness.

Links

- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage pocket PCA diagram on page 2467](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace A17: [Carriage pen pocket PCAs \(A17, A18, A20, and A21\) on page 505](#)
- Replace the Carriage 1 e-chain: [E-chain on page 480](#)

D1.073A

Description

- Communication test between the Image Processing PCA (A6) and Pen Pocket 3 PCA (A18) failed

Primary root causes

- A18
- A6
- Carriage 1 e-chain wire harness

Recommended actions

1. Replace A18.
2. Replace A6.
3. Replace the Carriage 1 e-chain wire harness.

Links

- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Image Processing PCA \(A6\) diagram on page 2504](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace A18: [Carriage pen pocket PCAs \(A17, A18, A20, and A21\) on page 505](#)
- Replace A6: [Image Processing PCA assembly on page 513](#)
- Replace the Carriage 1 e-chain: [E-chain on page 480](#)

D1.073B

Description

- Communication test between the Pen Pocket 3 PCA (A18) and Pen 3 failed

Primary root causes

- Pen 3
- A18

Recommended actions

1. Reseat Pen 3.
2. Replace Pen 3.
3. Replace A18.

Links

- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage pocket PCA diagram on page 2467](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace A18: [Carriage pen pocket PCAs \(A17, A18, A20, and A21\) on page 505](#)
- Replace Pen 3: [Pens on page 471](#)

D1.073C

Description

- The Carriage PSU PCA (A7) detected a high current leak on Pen 3

Primary root causes

- Pen 3
- A18
- Carriage 1 e-chain wire harness
- A7

Recommended actions

1. Replace Pen 3.
2. Replace A18.
3. Replace the Carriage 1 e-chain wire harness.
4. Replace A7.

Links

- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage pocket PCA diagram on page 2467](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace Pen 3: [Pens on page 471](#)
- Replace A18: [Carriage pen pocket PCAs \(A17, A18, A20, and A21\) on page 505](#)
- Replace the Carriage 1 e-chain: [E-chain on page 480](#)
- Replace A7: [Carriage PSU PCA \(A7\) on page 510](#)

D1.073D

Description

- Pen Pocket 3 PCA (A18) failure

Primary root causes

- A18
- Carriage 1 e-chain wire harness

Recommended actions

1. Replace A18.
2. Replace the Carriage 1 e-chain wire harness.

Links

- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage pocket PCA diagram on page 2467](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace A18: [Carriage pen pocket PCAs \(A17, A18, A20, and A21\) on page 505](#)
- Replace the Carriage 1 e-chain: [E-chain on page 480](#)

D1.074A

Description

- Communication test between the Image Processing PCA (A6) and Pen Pocket 4 PCA (A19) failed

Primary root causes

- A19
- A6
- Carriage 2 e-chain wire harness

Recommended actions

1. Replace A19.
2. Replace A6.
3. Replace the Carriage 2 e-chain wire harness.

Links

- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Image Processing PCA \(A6\) diagram on page 2504](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace A19: [Carriage pen pocket PCAs \(A17, A18, A20, and A21\) on page 505](#)
- Replace A6: [Image Processing PCA assembly on page 513](#)
- Replace the Carriage 2 e-chain: [E-chain on page 480](#)

D1.074B

Description

- Communication test between the Pen Pocket 4 PCA (A19) and Pen 4 failed

Primary root causes

- Pen 4
- A19

Recommended actions

1. Reseat Pen 4.
2. Replace Pen 4.
3. Replace A19.

Links

- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage pocket PCA diagram on page 2467](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace A19: [Carriage pen pocket PCAs \(A17, A18, A20, and A21\) on page 505](#)
- Replace Pen 4: [Pens on page 471](#)

D1.074C

Description

- The Carriage PSU PCA (A7) detected a high current leak on Pen 4

Primary root causes

- Pen 4
- A19
- Carriage 2 e-chain wire harness
- A7

Recommended actions

1. Replace Pen 4.
2. Replace A19.
3. Replace the Carriage 2 e-chain wire harness.
4. Replace A7.

Links

- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage pocket PCA diagram on page 2467](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace Pen 4: [Pens on page 471](#)
- Replace A19: [Carriage pen pocket PCAs \(A17, A18, A20, and A21\) on page 505](#)
- Replace the Carriage 2 e-chain: [E-chain on page 480](#)
- Replace A7: [Carriage PSU PCA \(A7\) on page 510](#)

D1.074D

Description

- Pen Pocket 4 PCA (A19) failure

Primary root causes

- A19
- Carriage 2 e-chain wire harness

Recommended actions

1. Replace A19.
2. Replace the Carriage 2 e-chain wire harness.

Links

- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage pocket PCA diagram on page 2467](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace A19: [Carriage pen pocket PCAs \(A17, A18, A20, and A21\) on page 505](#)
- Replace the Carriage 2 e-chain: [E-chain on page 480](#)

D1.075A

Description

- Communication test between the Image Processing PCA (A6) and Pen Pocket 5 PCA (A20) failed

Primary root causes

- A20
- A6
- Carriage 2 e-chain wire harness

Recommended actions

1. Replace A20.
2. Replace A6.
3. Replace the Carriage 2 e-chain wire harness.

Links

- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Image Processing PCA \(A6\) diagram on page 2504](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace A20: [Carriage pen pocket PCAs \(A17, A18, A20, and A21\) on page 505](#)
- Replace A6: [Image Processing PCA assembly on page 513](#)
- Replace the Carriage 2 e-chain: [E-chain on page 480](#)

D1.075B

Description

- Communication test between the Pen Pocket 5 PCA (A20) and Pen 5 failed

Primary root causes

- Pen 5
- A20

Recommended actions

1. Reseat Pen 5.
2. Replace Pen 5.
3. Replace A20.

Links

- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage pocket PCA diagram on page 2467](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace A20: [Carriage pen pocket PCAs \(A17, A18, A20, and A21\) on page 505](#)
- Replace Pen 5: [Pens on page 471](#)

D1.075C

Description

- The Carriage PSU PCA (A7) detected a high current leak on Pen 5

Primary root causes

- Pen 5
- A20
- Carriage 2 e-chain wire harness
- A7

Recommended actions

1. Replace Pen 5.
2. Replace A20.
3. Replace the Carriage 2 e-chain wire harness.
4. Replace A7.

Links

- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage pocket PCA diagram on page 2467](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace Pen 5: [Pens on page 471](#)
- Replace A20: [Carriage pen pocket PCAs \(A17, A18, A20, and A21\) on page 505](#)
- Replace the Carriage 2 e-chain: [E-chain on page 480](#)
- Replace A7: [Carriage PSU PCA \(A7\) on page 510](#)

D1.075D

Description

- Pen Pocket 5 PCA (A20) failure

Primary root causes

- A20
- Carriage 2 e-chain wire harness

Recommended actions

1. Replace A20.
2. Replace the Carriage 2 e-chain wire harness.

Links

- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage pocket PCA diagram on page 2467](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace A20: [Carriage pen pocket PCAs \(A17, A18, A20, and A21\) on page 505](#)
- Replace the Carriage 2 e-chain: [E-chain on page 480](#)

D1.076A

Description

- Communication test between the Image Processing PCA (A6) and Pen Pocket 6 PCA (A21) failed

Primary root causes

- A21
- A6
- Carriage 2 e-chain wire harness

Recommended actions

1. Replace A21.
2. Replace A6.
3. Replace the Carriage 2 e-chain wire harness.

Links

- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Image Processing PCA \(A6\) diagram on page 2504](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace A21: [Carriage pen pocket PCAs \(A17, A18, A20, and A21\) on page 505](#)
- Replace A6: [Image Processing PCA assembly on page 513](#)
- Replace the Carriage 2 e-chain: [E-chain on page 480](#)

D1.076B

Description

- Communication test between the Pen Pocket 6 PCA (A21) and Pen 6 failed

Primary root causes

- Pen 6
- A21

Recommended actions

1. Reseat Pen 6.
2. Replace Pen 6.
3. Replace A21.

Links

- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage pocket PCA diagram on page 2467](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace A21: [Carriage pen pocket PCAs \(A17, A18, A20, and A21\) on page 505](#)
- Replace Pen 6: [Pens on page 471](#)

D1.076C

Description

- The Carriage PSU PCA (A7) detected a high current leak on Pen 6

Primary root causes

- Pen 6
- A21
- Carriage 2 e-chain wire harness
- A7

Recommended actions

1. Replace Pen 6.
2. Replace A21.
3. Replace the Carriage 2 e-chain wire harness.
4. Replace A7.

Links

- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage pocket PCA diagram on page 2467](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace Pen 6: [Pens on page 471](#)
- Replace A21: [Carriage pen pocket PCAs \(A17, A18, A20, and A21\) on page 505](#)
- Replace the Carriage 2 e-chain: [E-chain on page 480](#)
- Replace A7: [Carriage PSU PCA \(A7\) on page 510](#)

D1.076D

Description

- Pen Pocket 6 PCA (A21) failure

Primary root causes

- A21
- Carriage 2 e-chain wire harness

Recommended actions

1. Replace A21.
2. Replace the Carriage 2 e-chain wire harness.

Links

- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage pocket PCA diagram on page 2467](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace A21: [Carriage pen pocket PCAs \(A17, A18, A20, and A21\) on page 505](#)
- Replace the Carriage 2 e-chain: [E-chain on page 480](#)

D1.0900

Description

- CPSU Cooling fan (FAN3) failed

Primary root causes

- FAN3
- Wire harness between FAN3 and the Carriage PSU PCA (A7)
- A7

Recommended actions

1. Check the wire harness between FAN3 and A7.
2. Replace FAN3.
3. Replace A7.

Links

- Component locator: [Electronics component locator on page 1760](#)
- Wiring diagram: [Carriage PSU PCA \(A7\) diagram on page 2468](#)
- Parts diagram: [Electronics parts diagrams on page 1760](#)

D1.0A07

Description

- Carriage 1 PPS 1 functionality

Primary root causes

- Carriage 1 PPS assembly
- Pen Pocket 1 PCA (A16)
- PPS wire harness
- Carriage 1 bearings

Recommended actions

1. Replace the PPS assembly.
2. Replace A16.
3. Replace the PPS wire harness.
4. Replace the Carriage 1 bearings.

Links

- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage pocket PCA diagram on page 2467](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace the PPS: [PPS assembly on page 502](#)
- Replace A16: [Carriage pen pocket PCAs \(A17, A18, A20, and A21\) on page 505](#)

D1.0A08

Description

- Carriage 2 PPS 2 functionality

Primary root causes

- Carriage 2 PPS assembly
- Pen Pocket 4 PCA (A19)
- PPS wire harness
- Carriage 2 bearings

Recommended actions

1. Replace the PPS assembly.
2. Replace A19.
3. Replace the PPS wire harness.
4. Replace the Carriage 2 bearings.

Links

- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage pocket PCA diagram on page 2467](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace the PPS: [PPS assembly on page 502](#)
- Replace A19: [Carriage pen pocket PCAs \(A17, A18, A20, and A21\) on page 505](#)

D1.0A1A

Description

- Pen 1 (Bonding Agent) failure (missing, shorted, too many nozzles out, or bad acumen)

Primary root causes

- Incorrectly connected trailing cables on the Image Processing PCA (A6)
- Pen 1
- Pen Pocket 1 PCA (A16)

Recommended actions

1. Verify that the trailing cables are securely connected to the correct location on A6.
2. Replace Pen 1.
3. Replace A16.

Links

- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage pocket PCA diagram on page 2467](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace Pen 1: [Pens on page 471](#)
- Replace A16: [Carriage pen pocket PCAs \(A17, A18, A20, and A21\) on page 505](#)

D1.0A1B

Description

- Pen 1 (Bonding Agent) thermal failure

Primary root causes

- Pen 1
- Pen Pocket 1 PCA (A16)

Recommended actions

1. Replace Pen 1.
2. Replace A16.

Links

- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage pocket PCA diagram on page 2467](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace Pen 1: [Pens on page 471](#)
- Replace A16: [Carriage pen pocket PCAs \(A17, A18, A20, and A21\) on page 505](#)

D1.0A2A

Description

- Pen 2 (Black/Yellow) failure (missing, shorted, too many nozzles out, or bad acumen)

Primary root causes

- Incorrectly connected trailing cables on the Image Processing PCA (A6)
- Pen 2
- Pen Pocket 2 PCA (A17)

Recommended actions

1. Verify that the trailing cables are securely connected to the correct location on A6.
2. Replace Pen 2.
3. Replace A17.

Links

- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage pocket PCA diagram on page 2467](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace Pen 2: [Pens on page 471](#)
- Replace A17: [Carriage pen pocket PCAs \(A17, A18, A20, and A21\) on page 505](#)

D1.0A2B

Description

- Pen 2 (Black/Yellow) thermal failure

Primary root causes

- Pen 2
- Pen Pocket 2 PCA (A17)

Recommended actions

1. Replace Pen 2.
2. Replace A17.

Links

- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage pocket PCA diagram on page 2467](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace Pen 2: [Pens on page 471](#)
- Replace A17: [Carriage pen pocket PCAs \(A17, A18, A20, and A21\) on page 505](#)

D1.0A3A

Description

- Pen 3 (Cyan/Magenta) failure (missing, shorted, too many nozzles out, or bad acumen)

Primary root causes

- Incorrectly connected trailing cables on the Image Processing PCA (A6)
- Pen 3
- Pen Pocket 3 PCA (A18)

Recommended actions

1. Verify that the trailing cables are securely connected to the correct location on A6.
2. Replace Pen 3.
3. Replace A18.

Links

- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage pocket PCA diagram on page 2467](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace Pen 3: [Pens on page 471](#)
- Replace A18: [Carriage pen pocket PCAs \(A17, A18, A20, and A21\) on page 505](#)

D1.0A3B

Description

- Pen 3 (Cyan/Magenta) thermal failure

Primary root causes

- Pen 3
- Pen Pocket 3 PCA (A18)

Recommended actions

1. Replace Pen 3.
2. Replace A18.

Links

- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage pocket PCA diagram on page 2467](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace Pen 3: [Pens on page 471](#)
- Replace A18: [Carriage pen pocket PCAs \(A17, A18, A20, and A21\) on page 505](#)

D1.0A4A

Description

- Pen 4 (Bonding Agent) failure (missing, shorted, too many nozzles out, or bad acumen)

Primary root causes

- Incorrectly connected trailing cables on the Image Processing PCA (A6)
- Pen 4
- Pen Pocket 4 PCA (A19)

Recommended actions

1. Verify that the trailing cables are securely connected to the correct location on A6.
2. Replace Pen 4.
3. Replace A19.

Links

- Diagnostic page: Click **Subsystems**, click **Carriage**, and then click **Carriage Mechanism**.
- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage pocket PCA diagram on page 2467](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace Pen 4: [Pens on page 471](#)
- Replace A19: [Carriage pen pocket PCAs \(A17, A18, A20, and A21\) on page 505](#)

D1.0A4B

Description

- Pen 4 (Bonding Agent) thermal failure

Primary root causes

- Pen 4
- Pen Pocket 4 PCA (A19)

Recommended actions

1. Replace Pen 4.
2. Replace A19.

Links

- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage pocket PCA diagram on page 2467](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace Pen 4: [Pens on page 471](#)
- Replace A19: [Carriage pen pocket PCAs \(A17, A18, A20, and A21\) on page 505](#)

D1.0A5A

Description

- Pen 5 (Black/Yellow) failure (missing, shorted, too many nozzles out, or bad acumen)

Primary root causes

- Incorrectly connected trailing cables on the Image Processing PCA (A6)
- Pen 5
- Pen Pocket 5 PCA (A20)

Recommended actions

1. Verify that the trailing cables are securely connected to the correct location on A6.
2. Replace Pen 5.
3. Replace A20.

Links

- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage pocket PCA diagram on page 2467](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace Pen 5: [Pens on page 471](#)
- Replace A20: [Carriage pen pocket PCAs \(A17, A18, A20, and A21\) on page 505](#)

D1.0A5B

Description

- Pen 5 (Black/Yellow) thermal failure

Primary root causes

- Pen 5
- Pen Pocket 5 PCA (A20)

Recommended actions

1. Replace Pen 5.
2. Replace A20.

Links

- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage pocket PCA diagram on page 2467](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace Pen 5: [Pens on page 471](#)
- Replace A20: [Carriage pen pocket PCAs \(A17, A18, A20, and A21\) on page 505](#)

D1.0A6A

Description

- Pen 6 (Cyan/Magenta) failure (missing, shorted, too many nozzles out, or bad acumen)

Primary root causes

- Incorrectly connected trailing cables on the Image Processing PCA (A6)
- Pen 6
- Pen Pocket 6 PCA (A21)

Recommended actions

1. Verify that the trailing cables are securely connected to the correct location on A6.
2. Replace Pen 6.
3. Replace A21.

Links

- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage pocket PCA diagram on page 2467](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace Pen 6: [Pens on page 471](#)
- Replace A21: [Carriage pen pocket PCAs \(A17, A18, A20, and A21\) on page 505](#)

D1.0A6B

Description

- Pen 6 (Cyan/Magenta) thermal failure

Primary root causes

- Pen 6
- Pen Pocket 6 PCA (A21)

Recommended actions

1. Replace Pen 6.
2. Replace A21.

Links

- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage pocket PCA diagram on page 2467](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace Pen 6: [Pens on page 471](#)
- Replace A21: [Carriage pen pocket PCAs \(A17, A18, A20, and A21\) on page 505](#)

D2.01A0

Description

- Carriage 1 accuracy monitor alert

Primary root causes

- Carriage 1 rod

Recommended actions

1. Use a lint-free cloth to clean the Carriage 1 rod.
2. Lubricate the Carriage 1 rod.
3. Open the Engine Calibrations 2 page, and then run the Carriage Stopping Accuracy calibration.

Links

- Calibration page: Click **Settings/Procedures**, click **Calibrations**, and then click **Engine Calibrations 2**.
- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage wiring diagram on page 2466](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)

D2.01A1

Description

- Carriage 2 accuracy monitor alert

Primary root causes

- Carriage 2 rod

Recommended actions

1. Use a lint-free cloth to clean the Carriage 2 rod.
2. Lubricate the Carriage 2 rod.
3. Open the Engine Calibrations 2 page, and then run the Carriage Stopping Accuracy calibration.

Links

- Calibration page: Click **Settings/Procedures**, click **Calibrations**, and then click **Engine Calibrations 2**.
- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage wiring diagram on page 2466](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)

D2.01A2

Description

- Passed carriage accuracy diagnostic

Primary root causes

- None

Recommended actions

- ▲ No action required. The carriage passed the accuracy diagnostics.

D2.01A3

Description

- Failed Carriage 1 accuracy diagnostic

Primary root causes

- Carriage 1 rod
- Carriage 1 bearings
- Wire harness between the Carriage 1 motor (M1) and the Motion PCA (A2)
- A2
- Carriage 1 encoder strip
- Carriage 1 drive belts
- Carriage 1 e-chain and the Carriage 2 e-chain

Recommended actions

1. Use a lint-free cloth to clean the Carriage 1 rod.
2. Lubricate the Carriage 1 rod.
3. Open the Engine Calibrations 2 page, and then run the Carriage Stopping Accuracy calibration.
4. Check the wire harness between M1 and A2.
5. Check and reseal the Carriage 1 e-chain and the Carriage 2 e-chain.
6. Replace the Carriage 1 bearing and felt.
7. Clean the Carriage 1 encoder strip.
8. Check the Carriage 1 drive belts.
9. Test M1.
10. Replace A2.

Links

- Calibration page: Click **Settings/Procedures**, click **Calibrations**, and then click **Engine Calibrations 2**.
- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage wiring diagram on page 2466](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace A2: [Motion PCA \(A2\) on page 628](#)

D2.01A4

Description

- Failed Carriage 2 accuracy diagnostic

Primary root causes

- Carriage 2 rod
- Carriage 2 bearings
- Wire harness between the Carriage 2 motor (M2) and the Motion PCA (A2)
- A2
- Carriage 2 encoder strip
- Carriage 2 drive belts
- Carriage 1 e-chain and the Carriage 2 e-chain

Recommended actions

1. Use a lint-free cloth to clean the Carriage 2 rod.
2. Lubricate the Carriage 2 rod.
3. Open the Engine Calibrations 2 page, and then run the Carriage Stopping Accuracy calibration.
4. Check the wire harness between M2 and A2.
5. Check and reseal the Carriage 1 e-chain and the Carriage 2 e-chain.
6. Replace the Carriage 2 bearing and felt.
7. Clean the Carriage 2 encoder strip.
8. Check the Carriage 2 drive belts.
9. Test M2.
10. Replace A2.

Links

- Calibration page: Click **Settings/Procedures**, click **Calibrations**, and then click **Engine Calibrations 2**.
- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage wiring diagram on page 2466](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace A2: [Motion PCA \(A2\) on page 628](#)

D2.01A5

Description

- Passed carriage accuracy calibration

Primary root causes

- None

Recommended actions

- ▲ No action required. The carriage passed the accuracy calibration.

D2.01A6

Description

- Failed carriage 1 accuracy calibration

Primary root causes

- Carriage 1 motor (M1)
- Carriage 1 encoder (EN18)
- Wire harness between M1 and the Motion PCA (A2)
- A2

Recommended actions

1. Check the wire harness between M1 and A2.
2. Open the Engine Calibrations 2 page, and then run the Carriage Stopping Accuracy calibration.
3. Replace M1. Run the Carriage Stopping Accuracy calibration.
4. Replace the Carriage 1 encoder strip. Run the Carriage Stopping Accuracy calibration.
5. Replace A2. Run the Carriage Stopping Accuracy calibration.

Links

- Calibration page: Click **Settings/Procedures**, click **Calibrations**, and then click **Engine Calibrations 2**.
- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage wiring diagram on page 2466](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace M1: [Carriage 1 motor \(M1\) and Carriage 2 motor \(M2\) on page 492](#)
- Replace the Carriage 1 encoder strip: [Carriage encoder strip on page 474](#)
- Replace A2: [Motion PCA \(A2\) on page 628](#)

D2.01A7

Description

- Failed Carriage 2 accuracy calibration

Primary root causes

- Carriage 2 motor (M2)
- Carriage 2 encoder (EN19)
- Wire harness between M2 and the Motion PCA (A2)
- A2

Recommended actions

1. Open the Engine Calibrations 2 page, and then run the Carriage Stopping Accuracy calibration.
2. Check the wire harness between M2 and A2. Open the Engine Calibrations 2 page, and then run the Carriage Stopping Accuracy calibration.
3. Replace M2. Run the Carriage Stopping Accuracy calibration.
4. Replace the Carriage 2 encoder strip. Run the Carriage Stopping Accuracy calibration.
5. Replace A2. Run the Carriage Stopping Accuracy calibration.

Links

- Calibration page: Click **Settings/Procedures**, click **Calibrations**, and then click **Engine Calibrations 2**.
- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage wiring diagram on page 2466](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace M1: [Carriage 1 motor \(M1\) and Carriage 2 motor \(M2\) on page 492](#)
- Replace the Carriage 1 encoder strip: [Carriage encoder strip on page 474](#)
- Replace A2: [Motion PCA \(A2\) on page 628](#)

D2.02A1

Description

- Carriage thermistor reading difference

Primary root causes

- Carriage Front thermistor (SN61)
- Carriage Back thermistor (SN62)
- Wire harness between carriage thermistors and the Ink Assist PCA (A3)
- A3

Recommended actions

1. Check SN61 and SN62 for damage.
2. Open the Carriage Mechanism diagnostic page, and then verify that the SN61 temperature reading is within +/- 5 degrees C (9 degrees F) of the SN62 temperature reading.
3. Test the resistance at SN61 and SN62: approximately 10 ohms at ambient temperature.
4. Test both SN61 and SN62. Replace any thermistor with a temperature reading above 65 degrees C (149 degrees F) or below 8 degrees C (46.4 degrees F). The temperature reading should not spike but show a gradual change. Replace any thermistor with a reading that fluctuates widely (more than 20 degrees) or that shows no temperature difference between idle (at least 15 minutes of no use) and printing.
5. Check the wire harness between carriage thermistors and A3.

Links

- Diagnostic page: Click **Subsystems**, and then click **Carriage Mechanism**.
- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage wiring diagram on page 2466](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)

D2.0701

Description

- Carriage PSU PCA (A7) reported power bad

Primary root causes

- Fuses on A7
- Wire harness between A7 and the Image Processing PCA (A6)
- Wire harness between A7 and the Power Distribution PCA (A1)
- Power supply (PS1)

Recommended actions

1. Check the power LEDs on A7.
2. Check or replace the fuses on A7.
3. Replace A7.
4. Check or reseat the wire harness between A7 and A6.
5. Check or reseat the wire harness between A7 and A1.
6. Check the input power supply LEDs on the carriage power supply unit (CPSU).

Links

- Component locator: [Electronics component locator on page 1760](#)
- Wiring diagram: [Carriage PSU PCA \(A7\) diagram on page 2468](#)
- Parts diagram: [Electronics parts diagrams on page 1760](#)
- Replace A7: [Carriage PSU PCA \(A7\) on page 510](#)

D2.0703

Description

- Synchronization error between the Main Engine PCA (A5) and the Image Processing PCA (A6)

Primary root causes

- Gigablaze data cable between A6 and A5
- Wire harness between A6 and Main Engine Backplane PCA (A4)
- A4
- A6
- A5

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. Check or reseal the Gigablaze data cable between A6 and A5.
3. Check or reseal the wire harness between A6 and A4.
4. Open the Communication diagnostic page, and then run the A6 communication test.
5. Replace A4.
6. Replace A6.
7. Replace A5.

Links

- Diagnostic page: Click **Subsystems**, and then click **Communication**.
- Component locator: [Electronics component locator on page 1760](#)
- Wiring diagram: [Image Processing PCA \(A6\) diagram on page 2504](#)
- Parts diagram: [Electronics parts diagrams on page 1760](#)
- Replace A6: [Image Processing PCA assembly on page 513](#)
- Replace A4: [Main Engine Backplane PCA \(A4\) on page 633](#)
- Replace A5: [Main Engine PCA \(A5\) on page 631](#)

D2.0704

Description

- Gigablaze lost link between the Image Processing PCA (A6) and the Main Engine PCA (A5)

Primary root causes

- Gigablaze data cable between A6 and A5
- Wire harness between A6 and Main Engine Backplane PCA (A4)
- A4
- A6
- A5

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. Check or reseal the Gigablaze data cable between A6 and A5.
3. Check or reseal the wire harness between A6 and A4.
4. Open the Communication diagnostic page, and then run the A6 communication test.
5. Replace A4.
6. Replace A6.
7. Replace A5.

Links

- Diagnostic page: Click **Subsystems**, and then click **Communication**.
- Component locator: [Electronics component locator on page 1760](#)
- Wiring diagram: [Image Processing PCA \(A6\) diagram on page 2504](#)
- Parts diagram: [Electronics parts diagrams on page 1760](#)
- Replace A6: [Image Processing PCA assembly on page 513](#)
- Replace A4: [Main Engine Backplane PCA \(A4\) on page 633](#)
- Replace A5: [Main Engine PCA \(A5\) on page 631](#)

D2.0705

Description

- Serial interface communications error between the Main Engine PCA (A5) and the Image Processing PCA (A6)

Primary root causes

- Fuses on A6
- Wire harness between A6 and Main Engine PCA (A5)
- Wire harness between the A6 and the Power Distribution PCA (A1)
- Main Engine Backplane PCA (A4)
- A6
- Power supply (PS1)

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. Check the power LEDs on A6.
3. Check or replace the fuses on A6.
4. Check or reseal the wire harness between A6 and A5.
5. Check or reseal the wire harness between A6 and A1.
6. Open the Communication diagnostic page, and then run the A6 communication test.
7. Replace A6.
8. Replace A4.

Links

- Diagnostic page: Click **Subsystems**, and then click **Communication**.
- Component locator: [Electronics component locator on page 1760](#)
- Wiring diagram: [Image Processing PCA \(A6\) diagram on page 2504](#)
- Parts diagram: [Electronics parts diagrams on page 1760](#)
- Replace A6: [Image Processing PCA assembly on page 513](#)
- Replace A4: [Main Engine Backplane PCA \(A4\) on page 633](#)

D2.0707

Description

- Pen Pocket 1 PCA (A16) to pen voltage regulator (PVR) on the Carriage PSU PCA (A7) drive signal failed

Primary root causes

- A16
- A7
- Carriage 1 e-chain

Recommended actions

1. Reseat or replace A16.
2. Replace A7.
3. Reseat or replace the Carriage 1 e-chain.

Links

- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage pocket PCA diagram on page 2467](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace A7: [Carriage PSU PCA \(A7\) on page 510](#)
- Replace A16: [Carriage pen pocket PCAs \(A17, A18, A20, and A21\) on page 505](#)
- Replace the e-chain: [E-chain on page 480](#)

D2.0708

Description

- Pen Pocket 2 PCA (A17) to pen voltage regulator (PVR) on the Carriage PSU PCA (A7) drive signal failed

Primary root causes

- A17
- A7
- Carriage 1 e-chain

Recommended actions

1. Reseat or replace A17.
2. Replace A7.
3. Reseat or replace the Carriage 1 e-chain.

Links

- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage pocket PCA diagram on page 2467](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace A7: [Carriage PSU PCA \(A7\) on page 510](#)
- Replace A17: [Carriage pen pocket PCAs \(A17, A18, A20, and A21\) on page 505](#)
- Replace the e-chain: [E-chain on page 480](#)

D2.0709

Description

- Pen Pocket 3 PCA (A18) to pen voltage regulator (PVR) on the Carriage PSU PCA (A7) drive signal failed

Primary root causes

- A18
- A7
- Carriage 1 e-chain

Recommended actions

1. Reseat or replace A18.
2. Replace A7.
3. Reseat or replace the Carriage 1 e-chain.

Links

- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage pocket PCA diagram on page 2467](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace A7: [Carriage PSU PCA \(A7\) on page 510](#)
- Replace A18: [Carriage pen pocket PCAs \(A17, A18, A20, and A21\) on page 505](#)
- Replace the e-chain: [E-chain on page 480](#)

D2.0710

Description

- Pen Pocket 4 PCA (A19) to pen voltage regulator (PVR) on the Carriage PSU PCA (A7) drive signal failed

Primary root causes

- A19
- A7
- Carriage 2 e-chain

Recommended actions

1. Reseat or replace A19.
2. Replace A7.
3. Reseat or replace the Carriage 2 e-chain.

Links

- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage pocket PCA diagram on page 2467](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace A7: [Carriage PSU PCA \(A7\) on page 510](#)
- Replace A19: [Carriage pen pocket PCAs \(A17, A18, A20, and A21\) on page 505](#)
- Replace the e-chain: [E-chain on page 480](#)

D2.0711

Description

- Pen Pocket 5 PCA (A20) to pen voltage regulator (PVR) on the Carriage PSU PCA (A7) drive signal failed

Primary root causes

- A20
- A7
- Carriage 2 e-chain

Recommended actions

1. Reseat or replace A20.
2. Replace A7.
3. Reseat or replace the Carriage 2 e-chain.

Links

- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage pocket PCA diagram on page 2467](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace A7: [Carriage PSU PCA \(A7\) on page 510](#)
- Replace A20: [Carriage pen pocket PCAs \(A17, A18, A20, and A21\) on page 505](#)
- Replace the e-chain: [E-chain on page 480](#)

D2.0712

Description

- Pen Pocket 6 PCA (A21) to pen voltage regulator (PVR) on the Carriage PSU PCA (A7) drive signal failed

Primary root causes

- A21
- A7
- Carriage 2 e-chain

Recommended actions

1. Reseat or replace A21.
2. Replace A7.
3. Reseat or replace the Carriage 2 e-chain.

Links

- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage pocket PCA diagram on page 2467](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace A7: [Carriage PSU PCA \(A7\) on page 510](#)
- Replace A21: [Carriage pen pocket PCAs \(A17, A18, A20, and A21\) on page 505](#)
- Replace the e-chain: [E-chain on page 480](#)

D2.0713

Description

- The Image Processing PCA (A6) power failed

Primary root causes

- Fuses on A6
- Wire harness between A6 and the Main Engine Backplane PCA (A4)
- Wire harness between the A6 and the Power Distribution PCA (A1)
- A4
- A6
- Power supply (PS1)

Recommended actions

1. Check the power LEDs on A6.
2. Check or replace the fuses on A6. If the fuses are blown, replace A6 and both e-chains.
3. Replace A6.
4. Reseat or replace both e-chains.

Links

- Component locator: [Electronics component locator on page 1760](#)
- Wiring diagram: [Image Processing PCA \(A6\) diagram on page 2504](#)
- Parts diagram: [Electronics parts diagrams on page 1760](#)
- Replace : [Image Processing PCA assembly on page 513](#)
- Replace the e-chain: [E-chain on page 480](#)

D2.0714

Description

- Carriage 1 Encoder PCA (A9) failed

Primary root causes

- Carriage 1 e-chain
- Pen Pocket 1 PCA (A16)
- A9
- Carriage 1 PPS PCA (A25)
- A25 wire harness
- Image Processing PCA (A6)

Recommended actions

1. Reseat or replace the Carriage 2 e-chain.
2. Reseat or replace A16.
3. Replace A9.
4. Replace A25.
5. Check or reseat A25 wire harness.
6. Replace A6.

Links

- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage encoder diagram on page 2467](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace A16: [Carriage pen pocket PCAs \(A17, A18, A20, and A21\) on page 505](#)
- Replace A9: [Carriage encoder PCAs \(A16 and A19\) on page 506](#)
- Replace A25: [Carriage PPS PCAs \(A25 and A34\) on page 508](#)
- Replace A6: [Image Processing PCA assembly on page 513](#)
- Replace the e-chain: [E-chain on page 480](#)

D2.0715

Description

- Carriage 2 Encoder PCA (A24) failed

Primary root causes

- Carriage 2 e-chain
- Pen Pocket 4 PCA (A19)
- Carriage 2 Encoder PCA (A24)
- Carriage 2 PPS PCA (A34)
- A34 wire harness
- Image Processing PCA (A6)

Recommended actions

1. Reseat or replace the Carriage 2 e-chain.
2. Reseat or replace A19.
3. Replace A24.
4. Replace A34.
5. Check or reseat the A34 wire harness.
6. Replace A6.

Links

- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage encoder diagram on page 2467](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace A19: [Carriage pen pocket PCAs \(A17, A18, A20, and A21\) on page 505](#)
- Replace A24: [Carriage encoder PCAs \(A16 and A19\) on page 506](#)
- Replace A34: [Carriage PPS PCAs \(A25 and A34\) on page 508](#)
- Replace A6: [Image Processing PCA assembly on page 513](#)
- Replace the e-chain: [E-chain on page 480](#)

D2.0716

Description

- Carriage 1 Encoder PCA (A9) and Carriage 2 Encoder PCA (A24) failed

Primary root causes

- Fuses on the Image Processing PCA (A6)
- A6
- Carriage 1 e-chain and the Carriage 2 e-chain
- Power supply (PS1)

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. Check the power LEDs on A6.
3. Check or replace the fuses on A6.
4. Check or reseal the wire harness between A6 and the Main Engine Backplane PCA (A4).
5. Check or reseal the wire harness between A6 and the Power Distribution PCA (A1).
6. Open the Communication diagnostic page, and then run the A6 communication test.
7. Replace A6.
8. Replace A4.

Links

- Diagnostic page: Click **Subsystems**, and then click **Communication**.
- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage encoder diagram on page 2467](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace A6: [Image Processing PCA assembly on page 513](#)
- Replace A4: [Main Engine Backplane PCA \(A4\) on page 633](#)

D2.0723

Description

- Multiple Pen Pocket PCAs have failed

Primary root causes

- All pen pocket PCAs
- Carriage PSU PCA (A7)
- Carriage 1 e-chain and the Carriage 2 e-chain
- Image Processing PCA (A6)
- Wire harness between A6 and the Power Distribution PCA (A1)
- Wire harness between A7 and A1

Recommended actions

1. Check or reseal the wire harness between A6, A7, and A1.
2. Replace all of the pen pocket PCAs.
3. Replace A7.
4. Reseat or replace the Carriage 1 e-chain and the Carriage 2 e-chain.
5. Replace A6.

Links

- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage pocket PCA diagram on page 2467](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace the pen pocket PCAs: [Carriage pen pocket PCAs \(A17, A18, A20, and A21\) on page 505](#)
- Replace A7: [Carriage PSU PCA \(A7\) on page 510](#)
- Replace A6: [Image Processing PCA assembly on page 513](#)
- Replace the e-chain: [E-chain on page 480](#)

D2.0724

Description

- Carriage 1 encoder (EN18) or Carriage 2 encoder (EN19) failed in addition to one or more Pen Pocket PCA failures

Primary root causes

- Fuses on the Image Processing PCA (A6)
- A6
- Carriage 1 e-chain and the Carriage 2 e-chain
- Power supply (PS1)

Recommended actions

1. Check the power LEDs on A6.
2. Check or replace the fuses on A6. If the fuses are blown, replace A6 and both e-chains.
3. Replace A6.
4. Replace the Carriage 1 e-chain and the Carriage 2 e-chain.

Links

- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Image Processing PCA \(A6\) diagram on page 2504](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace A6: [Image Processing PCA assembly on page 513](#)
- Replace the e-chain: [E-chain on page 480](#)

D2.0901

Description

- Image Processing PCA Cooling fan (FAN9) failed

Primary root causes

- FAN9
- Image Processing PCA (A6)

Recommended actions

1. Replace FAN9.
2. Replace A6.

Links

- Component locator: [Electronics component locator on page 1760](#)
- Wiring diagram: [Image Processing PCA \(A6\) diagram on page 2504](#)
- Parts diagram: [Electronics parts diagrams on page 1760](#)
- Replace A6: [Image Processing PCA assembly on page 513](#)

D2.09A1

Description

- Carriage 1 Cooling fan (FAN7) stall

Primary root causes

- Wire harness between the Ink Assist PCA (A3) and FAN7
- FAN7
- A3

Recommended actions

1. Check the wire harness between A3 and FAN7.
2. Open the Carriage Mechanism diagnostic page, and then test the voltage to FAN7.
3. Replace A3.

Links

- Diagnostic page: Click **Subsystems**, click **Carriage**, and then click **Carriage Mechanism**.
- Component locator: [Service Station component locator on page 1774](#)
- Wiring diagram: [Carriage wiring diagram on page 2466](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)

D2.09A2

Description

- Carriage 2 Cooling fan (FAN8) stall

Primary root causes

- Wire harness between the Ink Assist PCA (A3) and FAN8
- FAN8
- A3

Recommended actions

1. Check the wire harness between A3 and FAN8.
2. Open the Carriage Mechanism diagnostic page, and then test the voltage to FAN8.
3. Replace A3.

Links

- Diagnostic page: Click **Subsystems**, click **Carriage**, and then click **Carriage Mechanism**.
- Component locator: [Service Station component locator on page 1774](#)
- Wiring diagram: [Carriage wiring diagram on page 2466](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)

D2.0AA1

Description

- Pen 1 (Bonding Agent) ink drop speed out-of-range

Primary root causes

- Pen 1
- Pen Pocket 1 PCA (A16)

Recommended actions

1. Replace Pen 1.
2. Replace A16.

Links

- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage pocket PCA diagram on page 2467](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace Pen 1: [Pens on page 471](#)
- Replace A16: [Carriage pen pocket PCAs \(A17, A18, A20, and A21\) on page 505](#)

D2.0AA2

Description

- Pen 2 (Black/Yellow) ink drop speed out-of-range

Primary root causes

- Pen 2
- Pen Pocket 2 PCA (A17)

Recommended actions

1. Replace Pen 2.
2. Replace A17.

Links

- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage pocket PCA diagram on page 2467](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace Pen 2: [Pens on page 471](#)
- Replace A17: [Carriage pen pocket PCAs \(A17, A18, A20, and A21\) on page 505](#)

D2.0AA3

Description

- Pen 3 (Cyan/Magenta) ink drop speed out-of-range

Primary root causes

- Pen 3
- Pen Pocket 3 PCA (A18)

Recommended actions

1. Replace Pen 3.
2. Replace A18.

Links

- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage pocket PCA diagram on page 2467](#)
- Part diagram: [Carriage parts diagrams on page 1602](#)
- Replace Pen 3: [Pens on page 471](#)
- Replace A18: [Carriage pen pocket PCAs \(A17, A18, A20, and A21\) on page 505](#)

D2.0AA4

Description

- Pen 4 (Bonding Agent) ink drop speed out-of-range

Primary root causes

- Pen 4
- Pen Pocket 4 PCA (A19)

Recommended actions

1. Replace Pen 4.
2. Replace A19.

Links

- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage pocket PCA diagram on page 2467](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace Pen 4: [Pens on page 471](#)
- Replace A19: [Carriage pen pocket PCAs \(A17, A18, A20, and A21\) on page 505](#)

D2.0AA5

Description

- Pen 5 (Black/Yellow) ink drop speed out-of-range

Primary root causes

- Pen 5
- Pen Pocket 5 PCA (A20)

Recommended actions

1. Replace Pen 5.
2. Replace A20.

Links

- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage pocket PCA diagram on page 2467](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace Pen 5: [Pens on page 471](#)
- Replace A20: [Carriage pen pocket PCAs \(A17, A18, A20, and A21\) on page 505](#)

D2.0AA6

Description

- Pen 6 (Cyan/Magenta) ink drop speed out-of-range

Primary root causes

- Pen 6
- Pen Pocket 6 PCA (A21)

Recommended actions

1. Replace Pen 6.
2. Replace A21.

Links

- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage pocket PCA diagram on page 2467](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace Pen 6: [Pens on page 471](#)
- Replace A21: [Carriage pen pocket PCAs \(A17, A18, A20, and A21\) on page 505](#)

D2.2001

Description

- Image Processing PCA (A6) DRAM 1 problem

Primary root causes

- A6 DIMM 1

Recommended actions

- ▲ Reseat or replace A6 DIMM 1.

Links

- Component locator: [Electronics component locator on page 1760](#)
- Wiring diagram: [Image Processing PCA \(A6\) diagram on page 2504](#)
- Parts diagram: [Electronics parts diagrams on page 1760](#)
- Replace A6 DIMM 1: [Image Processing PCA DIMMs on page 515](#)

D2.2002

Description

- Image Processing PCA (A6) DRAM 1 wrong size

Primary root causes

- A6 DIMM 1 not installed correctly

Recommended actions

- ▲ Verify that the A6 DIMM 1 is installed in the correct location.

Links

- Component locator: [Electronics component locator on page 1760](#)
- Wiring diagram: [Image Processing PCA \(A6\) diagram on page 2504](#)
- Parts diagram: [Electronics parts diagrams on page 1760](#)
- Replace A6 DIMM 1: [Image Processing PCA DIMMs on page 515](#)

D2.2003

Description

- Image Processing PCA (A6) DRAM 2 problem

Primary root causes

- A6 DIMM 2

Recommended actions

- ▲ Reseat or replace the A6 DIMM 2.

Links

- Component locator: [Electronics component locator on page 1760](#)
- Wiring diagram: [Image Processing PCA \(A6\) diagram on page 2504](#)
- Parts diagram: [Electronics parts diagrams on page 1760](#)
- Replace A6 DIMM 2: [Image Processing PCA DIMMs on page 515](#)

D2.2004

Description

- Image Processing PCA (A6) DRAM 2 wrong size

Primary root causes

- A6 DIMM 2 not installed correctly

Recommended actions

- ▲ Verify that the A6 DIMM 2 is installed in the correct location.

Links

- Component locator: [Electronics component locator on page 1760](#)
- Wiring diagram: [Image Processing PCA \(A6\) diagram on page 2504](#)
- Parts diagram: [Electronics parts diagrams on page 1760](#)
- Replace A6 DIMM 2: [Image Processing PCA DIMMs on page 515](#)

D2.2005

Description

- Image Processing PCA (A6) internal SRAM problem

Primary root causes

- A6

Recommended actions

- ▲ Replace A6.

Links

- Component locator: [Electronics component locator on page 1760](#)
- Wiring diagram: [Image Processing PCA \(A6\) diagram on page 2504](#)
- Parts diagram: [Electronics parts diagrams on page 1760](#)
- Replace A6: [Image Processing PCA assembly on page 513](#)

D3.1101

Description

- Formatter internal clock battery is dead

Primary root causes

- Formatter battery
- Formatter Main PCA (A26)

Recommended actions

1. Reboot the MFP. Look for a BIOS POST code. If a BIOS POST code appears, follow the BIOS POST code troubleshooting information in the service manual.
2. Replace the formatter battery.
3. Replace A26.

Links

- Component locator: [Formatter component locator on page 1702](#)
- Wiring diagram: [Formatter wiring diagram on page 2482](#)
- Parts diagram: [Formatter parts diagram on page 1702](#)
- Replace A26: [Formatter Main PCA \(A26\) on page 621](#)

D3.1102

Description

- Formatter internal clock is dead

Primary root causes

- Formatter battery
- Formatter Main PCA (A26)

Recommended actions

1. Reboot the MFP. Look for a BIOS POST code. If a BIOS POST code appears, follow the BIOS POST code troubleshooting information in the service manual.
2. Replace the formatter battery.
3. Replace A26.

Links

- Component locator: [Formatter component locator on page 1702](#)
- Wiring diagram: [Formatter wiring diagram on page 2482](#)
- Parts diagram: [Formatter parts diagram on page 1702](#)
- ReplaceA26: [Formatter Main PCA \(A26\) on page 621](#)

D3.2301

Description

- ENCOM (engine communication) unable to store configuration

Primary root causes

- A write error occurred from EFI NVRAM
- Formatter Main PCA (A26)

Recommended actions

- ▲ Replace A26.

Links

- Component locator: [Formatter component locator on page 1702](#)
- Wiring diagram: [Formatter wiring diagram on page 2482](#)
- Parts diagram: [Formatter parts diagram on page 1702](#)
- Replace A26: [Finisher Main PCA \(A200\) on page 859](#)

D3.3700

Description

- Internal hard disk not functional

Primary root causes

- Hard drive data and power wiring
- Hard drive
- Formatter Main PCA (A26)

Recommended actions

1. Check the hard drive activity LED.
2. Reboot the MFP. Look for a BIOS POST code. If a BIOS POST code appears, follow the BIOS POST code deductive information in the service manual.
3. Check the hard drive data and power wiring for a loose connection or damage.
4. Replace the hard drive.
5. Replace A26.

Links

- Component locator: [Formatter component locator on page 1702](#)
- Wiring diagram: [Formatter wiring diagram on page 2482](#)
- Parts diagram: [Formatter parts diagram on page 1702](#)
- Replace the hard drive: [Formatter hard drive on page 611](#)
- Replace A26: [Formatter Main PCA \(A26\) on page 621](#)

D3.4400

Description

- USB accessory over current. Power requirements for the USB accessory attached to the MFP are beyond supported limits.

Primary root causes

- External USB device malfunction

Recommended actions

1. Disconnect the external USB device from the MFP, and then reboot the MFP.
2. Connect another USB device to the MFP to see if the error recurs.

D4.0701

Description

- Communication loss between the Formatter Main PCA (A26) and the Main Engine PCA (A5)

Primary root causes

- Wire harness between A26 and A5
- A26
- Main Engine Backplane PCA (A4)

Recommended actions

- ▲ Check the wire harness between A26 and A5.

Links

- Diagnostic page: Click **Subsystems**, and then click **Communication**.
- Component locator: [Electronics component locator on page 1760](#)
- Wiring diagram: [Formatter wiring diagram on page 2482](#)
- Parts diagram: [Electronics parts diagrams on page 1760](#)
- Replace A26: [Formatter Main PCA \(A26\) on page 621](#)
- Replace A4: [Main Engine Backplane PCA \(A4\) on page 633](#)
- Replace A5: [Main Engine PCA \(A5\) on page 631](#)

D4.0702

Description

- Main Engine PCA (A5) power not good (logic and analog supply)

Primary root causes

- A5
- Power Distribution PCA (A1)
- Power supply (PS1)
- Main Engine Backplane PCA (A4)

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. Check the power LEDs on A5.
3. Check power LEDs on A1.
4. Check the wire harness between A4 (J8) and A1 (J3).

Links

- Diagnostic page: Click **Subsystems**, and then click **Communication**.
- Component locator: [Electronics component locator on page 1760](#)
- Wiring diagram: [Main Engine PCA \(A5\) diagram on page 2507](#)
- Parts diagram: [Electronics parts diagrams on page 1760](#)
- Replace A5: [Main Engine PCA \(A5\) on page 631](#)

D4.0703

Description

- Ink Assist PCA (A3) power not good

Primary root causes

- A3
- Power Distribution PCA (A1)
- Power supply (PS1)
- Wire harness between the Aerosol fan (AERO), Dryer fan (FAN5), and the vacuum motor assembly and A3
- Wire harness between A3, A1, and PS1

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. Check the power LEDs on A1.
3. Check the power LEDs on A3.
4. Verify that the voltage is 32 Vdc to A3 at the A1 test points.
5. Verify that the voltage is 32 Vdc from the A1 at the A3 test points.
6. Check the wire harness between AERO, FAN5, the vacuum motor assembly, and A3.
7. Check the wire harness between A3, A1, and PS1.

Links

- Diagnostic page: Click **Subsystems**, and then click **Communication**.
- Component locator: [Electronics component locator on page 1760](#)
- Wiring diagram: [Ink Assist PCA \(A3\) diagram on page 2505](#)
- Parts diagram: [Electronics parts diagrams on page 1760](#)
- Replace A3: [Ink Assist PCA \(A3\) on page 540](#)

D4.0704

Description

- Communication problem between the Main Engine PCA (A5) and the Ink Assist PCA (A3)

Primary root causes

- Wire harness between A3 and A5
- A3
- A5
- Main Engine Backplane PCA (A4)

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. On A3, check the firmware heartbeat LED (Yellow) to A5.
3. Open the Communication diagnostic page, and then run the A3 communication test.
4. Reseat A5.
5. Check the wire harness between A3 and A5.

Links

- Diagnostic page: Click **Subsystems**, and then click **Communication**.
- Component locator: [Electronics component locator on page 1760](#)
- Wiring diagram: [Main Engine PCA \(A5\) diagram on page 2507](#)
- Parts diagram: [Electronics parts diagrams on page 1760](#)
- Replace A3: [Ink Assist PCA \(A3\) on page 540](#)

D4.0705

Description

- Motion PCA (A2) power not good

Primary root causes

- Wire harness between A2 and the Main Engine Backplane PCA (A4)
- Wire harness between A4 (J16) and A2 (J11)
- Wire harness between the Power Distribution PCA (A1) and A2
- A2
- A1
- Power supply (PS1)

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. Check and reseal the wire harness between A4 (J16) and A2 (J11).
3. Check the power good and 32 Vdc LED on A2.
4. Check the 3.3, 5, and 32 Vdc test points on A2.
5. Check the 32 Vdc test point on A1.
6. Check the 24, 32, and 52 Vdc LEDs on A1.
7. Check for 32 Vdc at J3 on A1.

Links

- Fault tree: [D4.0705: Motion PCA \(A2\) power not good on page 1359](#)
- Diagnostic page: Click **Subsystems**, and then click **Communication**.
- Component locator: [Electronics component locator on page 1760](#)
- Wiring diagram: [Motion PCA \(A2\) diagram on page 2508](#)
- Parts diagram: [Electronics parts diagrams on page 1760](#)
- Replace A2: [Motion PCA \(A2\) on page 628](#)

D4.0706

Description

- Communication failure between the Main Engine PCA (A5) and Motion PCA (A2)

Primary root causes

- Wire harness between A2 and the main engine PCA
- A2
- A5
- A4

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. On A2, check the firmware heartbeat LED (Yellow) to A5.
3. Open the Communication diagnostic page, and then run the A2 communication test.
4. Reseat A5.
5. Check the wire harness between A2 and A5.

Links

- Diagnostic page: Click **Subsystems**, and then click **Communication**.
- Component locator: [Electronics component locator on page 1760](#)
- Wiring diagram: [Motion PCA \(A2\) diagram on page 2508](#)
- Parts diagram: [Electronics parts diagrams on page 1760](#)
- Replace A2: [Motion PCA \(A2\) on page 628](#)

D4.0707

Description

- ISS PCA (A8) power not good

Primary root causes

- Wire harness between A8, the Power Distribution PCA (A1), and the Power supply (PS1)
- A8
- A1
- PS1

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. Check the power LEDs on A8.
3. Check power LEDs on A1.
4. Verify that the voltage is 24 Vdc at the A1 test points on A8.
5. Verify that the voltage is 24 Vdc at A8 test points on A1.
6. Check the wire harness between A8, A1, and PS1.

Links

- Diagnostic page: Click **Subsystems**, and then click **Communication**.
- Component locator: [Electronics component locator on page 1760](#)
- Wiring diagram: [ISS PCA \(A8\) diagram on page 2492](#)
- Parts diagram: [IDS parts diagrams on page 1754](#)
- Replace A8: [ISS PCA \(A8\) on page 541](#)

D4.0708

Description

- Communication failure between the Main Engine PCA (A5) and the ISS PCA (A8)

Primary root causes

- Wire harness between A8 and A5
- A8
- A5
- Main Engine Backplane PCA (A4)

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. On the A8, check the firmware heartbeat LED (Yellow) to A5.
3. Open the Communication diagnostic page, and then run the A8 communication test.
4. Reseat A5.
5. Check the wire harness between A8 and A5.

Links

- Diagnostic page: Click **Subsystems**, and then click **Communication**.
- Component locator: [Electronics component locator on page 1760](#)
- Wiring diagram: [ISS PCA \(A8\) diagram on page 2492](#)
- Parts diagram: [Electronics parts diagrams on page 1760](#)
- Replace A5: [Main Engine PCA \(A5\) on page 631](#)
- Replace A8: [ISS PCA \(A8\) on page 541](#)

D4.0711

Description

- EEPROM failure on the Main Engine PCA (A5)

Primary root causes

- A5

Recommended actions

- ▲ Replace A5.

Links

- Component locator: [Electronics component locator on page 1760](#)
- Wiring diagram: [Main Engine PCA \(A5\) diagram on page 2507](#)
- Parts diagram: [Electronics parts diagrams on page 1760](#)
- Replace A5: [Main Engine PCA \(A5\) on page 631](#)

D4.0712

Description

- Generic communications bus failure

Primary root causes

- Any combination of communication bus errors between the Main Engine PCA (A5), Image Processing PCA (A6), the carriage PCAs, Motion PCA (A2), or the Ink Assist PCA (A3)

Recommended actions

- ▲ Reboot the MFP and a more specific event code should be declared. Follow the troubleshooting information for the displayed event code.

D4.0713

Description

- Communication bus failure between the Main Engine PCA (A5), the Image Processing PCA (A6), and the Pen Pocket 1 PCA (A16) or the Carriage 1 Encoder PCA (A9)

Primary root causes

- Wire harness between the A5, the A6, and A16 or A9
- Carriage 1 e-chain
- A5
- A6
- A16
- A9
- Main Engine Backplane PCA (A4)

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. On A6, check the firmware heartbeat LED (Yellow) to main engine PCA.
3. Open the Communication diagnostic page, and then run the A6 communication test.
4. Reseat A5.
5. Check the wire harness between A5, A6, A16 and A9.
6. Check the Pen Pocket 1 wire connectors.

Links

- Diagnostic page: Click **Subsystems**, and then click **Communication**.
- Component locator: [Electronics component locator on page 1760](#)
- Wiring diagram: [Image Processing PCA \(A6\) diagram on page 2504](#)
- Parts diagram: [Electronics parts diagrams on page 1760](#)
- Replace A6: [Image Processing PCA assembly on page 513](#)
- Replace A16: [Carriage pen pocket PCAs \(A17, A18, A20, and A21\) on page 505](#)
- Replace A9: [Carriage encoder PCAs \(A16 and A19\) on page 506](#)

D4.0714

Description

- Communication bus problem between the Pen Pocket 1 PCA (A16) or the Carriage 1 Encoder PCA (A9) to the Carriage 1 PPS PCA (A25)

Primary root causes

- Wire harness between the A16, A9, and A25
- A16
- A9
- A25

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. Open the Communication diagnostic page, and then run the Pen to Pocket communication test.
3. Check the wire harness between A16 or A9 and A25.
4. Replace or swap A16.
5. Replace or swap A9.
6. Replace or swap A25.

Links

- Diagnostic page: Click **Subsystems**, and then click **Communication**.
- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage pocket PCA diagram on page 2467](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace A16: [Carriage pen pocket PCAs \(A17, A18, A20, and A21\) on page 505](#)
- Replace A9: [Carriage encoder PCAs \(A16 and A19\) on page 506](#)
- Replace A25: [Carriage PPS PCAs \(A25 and A34\) on page 508](#)

D4.0715

Description

- Communication bus problem between the Main Engine PCA (A5), the Image Processing PCA (A6), and the Pen Pocket 4 PCA (A19) or the Carriage 2 Encoder PCA (A24)

Primary root causes

- Wire harness between A5, A6, A19 or A24
- Carriage 2 e-chain
- A5
- A6
- A19
- A24
- Main Engine Backplane PCA (A4)

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. On the A6, check the firmware heartbeat LED (Yellow) to A5.
3. Open the Communication diagnostic page, and then run the A6 communication test.
4. Reseat A5.
5. Check the wire harness between A5, A6, A19, and A24.
6. Check the Pen Pocket 4 wire connectors.

Links

- Diagnostic page: Click **Subsystems**, and then click **Communication**.
- Component locator: [Electronics component locator on page 1760](#)
- Wiring diagram: [Image Processing PCA \(A6\) diagram on page 2504](#)
- Parts diagram: [Electronics parts diagrams on page 1760](#)
- Replace A6: [Image Processing PCA assembly on page 513](#)

D4.0716

Description

- Communication bus problem between the Pen Pocket 4 PCA (A19) or the Carriage 2 Encoder PCA (A24) to the Carriage 2 PPS assembly

Primary root causes

- Wire harness between A19 or A24 and the Carriage 2 PPS assembly
- A19
- A24
- Carriage 2 PPS assembly

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. Open the Communication diagnostic page, and then run the Pen to Pocket communication test.
3. Check the wire harness between A19, A24, and the Carriage 2 PPS assembly.
4. Replace or swap A19.
5. Replace or swap A24.
6. Replace or swap the Carriage 2 PPS PCA (A34).

Links

- Diagnostic page: Click **Subsystems**, and then click **Communication**.
- Component locator: [Carriage component locator on page 1602](#)
- Wiring diagram: [Carriage pocket PCA diagram on page 2467](#)
- Parts diagram: [Carriage parts diagrams on page 1602](#)
- Replace A19: [Carriage PCAs on page 505](#)
- Replace A24: [Carriage encoder PCAs \(A16 and A19\) on page 506](#)
- Replace A34: [Carriage PPS PCAs \(A25 and A34\) on page 508](#)

D4.0717

Description

- AC power loss detected

Primary root causes

- Power cord
- AC voltage low or missing at the wall outlet

Recommended actions

1. Verify that the power cord is plugged in.
2. Replace the power cord.
3. Contact an electrician.

D4.07C1

Description

- Main Engine PCA (A5) local RAM memory integrity failure

Primary root causes

- A5

Recommended actions

1. Verify that the power LEDs on the Power Distribution PCA (A1) are lit.
2. Verify that the power LEDs on A5 are lit.
3. Check A5 LED and refer to the LED sequencer table.
4. Reseat A5.
5. Check the wire harness between A1, the Power supply (PS1), and the Main Engine Backplane PCA (A4).
6. Replace A5.

Links

- Diagnostic page: Click **Subsystems**, and then click **Communication**.
- Component locator: [Electronics component locator on page 1760](#)
- Wiring diagram: [Main Engine PCA \(A5\) diagram on page 2507](#)
- Parts diagram: [Electronics parts diagrams on page 1760](#)
- Replace A5: [Main Engine PCA \(A5\) on page 631](#)

D4.07C2

Description

- Main Engine PCA (A5) ASIC communication failure

Primary root causes

- A5

Recommended actions

1. Verify that the power LEDs on the Power Distribution PCA (A1) are lit.
2. Verify that the power LEDs on A5 are lit.
3. Check A5 LED and refer to the LED sequencer table.
4. Reseat A5.
5. Replace A5.

Links

- Diagnostic page: Click **Subsystems**, and then click **Communication**.
- Component locator: [Electronics component locator on page 1760](#)
- Wiring diagram: [Main Engine PCA \(A5\) diagram on page 2507](#)
- Parts diagram: [Electronics parts diagrams on page 1760](#)
- Replace A5: [Main Engine PCA \(A5\) on page 631](#)

D4.09A1

Description

- Electronics Bay Cooling fan (FAN4) stall

Primary root causes

- FAN4
- Ink Assist PCA (A3)
- Power Distribution PCA (A1)
- Power supply (PS1)

Recommended actions

1. Check the power LED on A1.
2. Check the power LED on A3.
3. Check the wire harness between A3 and A1.

Links

- Diagnostic page: Click **Subsystems**, and then click **Communication**.
- Component locator: [Electronics component locator on page 1760](#)
- Wiring diagram: [Power Distribution PCA \(A1\) diagram on page 2511](#)
- Parts diagram: [Electronics parts diagrams on page 1760](#)
- Replace FAN4: [Electronics Bay Cooling fan \(FAN4\) on page 632](#)

D4.09A2

Description

- Main Engine PCA Cooling fan (FAN2) stall

Primary root causes

- Wire harness between FAN2 and the Main Engine Backplane PCA (A4)
- FAN2
- A4

Recommended actions

1. Verify that the power LEDs on the Power Distribution PCA (A1) are lit.
2. Check the wire harness between FAN2 and A4.
3. Replace FAN2.
4. Replace A4.

Links

- Component locator: [Electronics component locator on page 1760](#)
- Wiring diagram: [Main Engine PCA \(A5\) diagram on page 2507](#)
- Parts diagram: [Electronics parts diagrams on page 1760](#)
- Replace FAN2: [Main Engine PCA Cooling fan \(FAN2\) on page 638](#)
- Replace A4: [Main Engine Backplane PCA \(A4\) on page 633](#)

D5.1000

Description

- Database corruption error

Primary root causes

- All data in the database was lost due to corruption

Recommended actions

- ▲ The database is automatically deleted and regenerated to an empty state. All previous data is lost. Database backups are created after each reboot. You can use the embedded Web server (EWS) to restore the database with this data. Any settings configured since the last reboot will have to be redone. Have the system administrator restore the database. Refer to the system administrator guide for help.

D5.1001

Description

- Database schema version mismatch error

Primary root causes

- All data in the database was lost due to a schema version mismatch

Recommended actions

- ▲ The database is automatically deleted and regenerated to an empty state. All previous data is lost. Database backups are created after each reboot. You can use the embedded Web server (EWS) to restore the database with this data. Any settings configured since the last reboot will have to be redone. Have the system administrator restore the database. Refer to the system administrator guide for help.

D5.1002

Description

- General send-to e-mail error

Primary root causes

- A general error occurred while trying to deliver an e-mail

Recommended actions

1. Resend the e-mail.
2. Reboot the MFP.
3. Switch to another SMTP server.
4. If the error persists, turn on e-mail job notification so that detailed error logging information will be included in the body of the error notification e-mail. Resend the e-mail, and then use the error logging information to diagnose the problem.

D5.1003

Description

- SMTP server unavailable

Primary root causes

- The SMTP server used for e-mail jobs is currently unavailable

Recommended actions

1. Reboot the MFP.
2. Open the EWS, select the **Send to Email** page, and then click **Test SMTP**. Verify that the SMTP server responds.
3. Check the MFP network connection.
4. Try using another SMTP server.

D5.1004

Description

- SMTP protocol error

Primary root causes

- An SMTP protocol error was encountered while trying to deliver an e-mail

Recommended actions

1. Resend the e-mail.
2. Reboot the MFP.
3. Switch to another SMTP server.
4. If the error persists, turn on e-mail job notification so that detailed error logging information will be included in the body of the error notification e-mail. Resend the e-mail, and then use the error logging information to diagnose the problem.

D5.1005

Description

- SMTP communication error

Primary root causes

- An SMTP communication error was encountered while trying to deliver an e-mail

Recommended actions

1. Resend the e-mail.
2. Reboot the MFP.
3. Switch to another SMTP server.
4. If the error persists, turn on e-mail job notification so that detailed error logging information will be included in the body of the error notification e-mail. Resend the e-mail, and then use the error logging information to diagnose the problem.

D5.1006

Description

- SMTP authentication error

Primary root causes

- An error occurred authenticating a user to the configured SMTP server. This error only occurs on the back end.

Recommended actions

1. Open the EWS, select the **Send to Email** page, and then click **Test SMTP**. Verify that the SMTP server responds.
2. Verify that the user has access rights to the SMTP server that is being used.
3. If the error persists, turn on e-mail job notification so that detailed error logging information will be included in the body of the error notification e-mail. Resend the e-mail, and then use the error logging information to diagnose the problem.

D5.1007

Description

- General send to digital fax error

Primary root causes

- A general error occurred while trying to deliver a digital fax

Recommended actions

1. Resend the e-mail.
2. Reboot the MFP.
3. If the error persists, turn on e-mail job notification so that detailed error logging information will be included in the body of the error notification e-mail. Resend the e-mail, and then use the error logging information to diagnose the problem.

D5.1008

Description

- Fax server access failure

Primary root causes

- A general error occurred while trying to deliver a digital fax

Recommended actions

1. Verify that the LAN Fax server is functioning correctly.
2. Open the embedded Web server (EWS), select the **Digital Sending - Send To LAN Fax** page, and then click **Verify Folder Access**. Verify that the LAN Fax server folder path, the authentication method, and credentials are set correctly.
3. Verify that the authentication method being used is supported by the LAN Fax server.
4. Check the MFP network connection.
5. Resend the fax.

D5.1009

Description

- LAN Fax configuration error

Primary root causes

- Cannot deliver a LAN Fax job due to a configuration error

Recommended actions

1. Open the embedded Web server (EWS), select the **Digital Sending - Send To LAN Fax** page, and then click **Verify Folder Access**. Verify that the LAN Fax server folder path, the authentication method and credentials are set correctly.
2. Verify that the authentication method being used is supported by the LAN Fax server.
3. Check the MFP network connection.
4. Resend the fax.
5. If the error persists, turn on e-mail job notification so that detailed error logging information will be included in the body of the error notification e-mail. Resend the e-mail, and then use the error logging information to diagnose the problem.

D5.1010

Description

- Internet fax configuration error

Primary root causes

- Cannot deliver an Internet fax due to a configuration error

Recommended actions

1. Verify that the fax provider domain and the default fax account e-mail address are set correctly.
2. Check the MFP network connection.
3. Resend the fax.
4. If the error persists, turn on e-mail job notification so that detailed error logging information will be included in the body of the error notification e-mail. Resend the e-mail, and then use the error logging information to diagnose the problem.

D5.1011

Description

- Searchable PDF file type error

Primary root causes

- An error occurred while trying to generate a searchable PDF file type

Recommended actions

1. Resend the fax.
2. Reboot the MFP.
3. If the error persists, turn on e-mail job notification so that detailed error logging information will be included in the body of the error notification e-mail. Resend the e-mail, and then use the error logging information to diagnose the problem.

D5.1012

Description

- RTF file type error

Primary root causes

- An error occurred while trying to generate a RTF file type

Recommended actions

1. Resend the fax.
2. Reboot the MFP.
3. If the error persists, turn on e-mail job notification so that detailed error logging information will be included in the body of the error notification e-mail. Resend the e-mail, and then use the error logging information to diagnose the problem.

D5.1013

Description

- Text file type error

Primary root causes

- An error occurred while trying to generate a text file type

Recommended actions

1. Resend the fax.
2. Reboot the MFP.
3. If the error persists, turn on e-mail job notification so that detailed error logging information will be included in the body of the error notification e-mail. Resend the e-mail, and then use the error logging information to diagnose the problem.

D5.1014

Description

- CSV file type error

Primary root causes

- An error occurred while trying to generate a CSV file type

Recommended actions

1. Resend the fax.
2. Reboot the MFP.
3. If the error persists, turn on e-mail job notification so that detailed error logging information will be included in the body of the error notification e-mail. Resend the e-mail, and then use the error logging information to diagnose the problem.

D5.1015

Description

- HTML file type error

Primary root causes

- An error occurred while trying to generate an HTML file type

Recommended actions

1. Resend the fax.
2. Reboot the MFP.
3. If the error persists, turn on e-mail job notification so that detailed error logging information will be included in the body of the error notification e-mail. Resend the e-mail, and then use the error logging information to diagnose the problem.

D5.1016

Description

- XML file type error

Primary root causes

- An error occurred while trying to generate a XML file type

Recommended actions

1. Resend the fax.
2. Reboot the MFP.
3. If the error persists, turn on e-mail job notification so that detailed error logging information will be included in the body of the error notification e-mail. Resend the e-mail, and then use the error logging information to diagnose the problem.

D5.1017

Description

- General address book services error

Primary root causes

- A general failure occurred in the address book services component

Recommended actions

- ▲ Reboot the MFP.

D5.1018

Description

- Address book invalid argument error

Primary root causes

- An invalid argument was passed to the address book services component

Recommended actions

- ▲ Reboot the MFP.

D5.1019

Description

- Address book invalid operation error

Primary root causes

- An invalid operation occurred during execution of an address book services command

Recommended actions

- ▲ Reboot the MFP.

D5.1020

Description

- Address book duplicate entry error

Primary root causes

- An attempt was made to add an entry that already exists in an address book during an address book import

Recommended actions

- ▲ Ask the system administrator to review the CSV file for duplicates or to import the address book. Verify that the records being imported contain valid data. See the system administrator guide for help.

D5.1021

Description

- Address book invalid data error

Primary root causes

- An attempt was made to add an entry that contained invalid data during an address book import

Recommended actions

- ▲ Ask the system administrator to review the CSV file for duplicates or to import the address book. Verify that the records being imported contain valid data. See the system administrator guide for help.

D5.1022

Description

- Database out of memory error

Primary root causes

- The database detected an out of memory condition during execution of an address book command

Recommended actions

- ▲ Reboot the MFP.

D5.1023

Description

- Database disk full error

Primary root causes

- The database detected a disk full condition during execution of an address book command

Recommended actions

- ▲ Reboot the MFP.

D5.1024

Description

- Database insufficient resources error

Primary root causes

- The database has insufficient resources to complete the execution of an address book command

Recommended actions

- ▲ Reboot the MFP.

D5.1025

Description

- Successful address book import

Primary root causes

- This indicates a successful import of all the records

Recommended actions

- ▲ N/A

D5.1026

Description

- Failed or partial address book import

Primary root causes

- At least one record entry failed during the address book import process

Recommended actions

1. Verify that the records being imported contain valid data. See the system administrator guide for help.
2. Reboot the MFP.

D5.1029

Description

- Local address book cleared successfully

Primary root causes

- The entire local address book was successfully cleared

Recommended actions

- ▲ N/A

D5.1030

Description

- Clear local address book not completed

Primary root causes

- An error was encountered while clearing the local address book. The address book might not be cleared.

Recommended actions

- ▲ Reboot the MFP.

D5.1031

Description

- Successful speed dial import

Primary root causes

- This code indicates a successful import of all the records

Recommended actions

- ▲ N/A

D5.1032

Description

- Failed or partial speed dial import

Primary root causes

- At least one record entry failed during the address book import process

Recommended actions

1. Verify that the records being imported contain valid data. See the system administrator guide for help.
2. Reboot the MFP.

D5.1035

Description

- Speed dials cleared successfully

Primary root causes

- This code indicates the entire speed dial address book was successfully cleared

Recommended actions

- ▲ N/A

D5.1036

Description

- Clear speed dials not completed

Primary root causes

- An error was encountered while clearing the speed dial address book. The address book might not be cleared at this point.

Recommended actions

- ▲ Reboot the MFP.

D5.1037

Description

- Digital Send component is unavailable

Primary root causes

- A Digital Send job could not be delivered because the Digital Send Service component was unavailable

Recommended actions

- ▲ Reboot the MFP.

D5.1038

Description

- Job ticket file operation error

Primary root causes

- A Digital Send job could not be delivered due to a job ticket file operation error

Recommended actions

- ▲ Reboot the MFP.

D5.1039

Description

- Digital Send image processing error

Primary root causes

- A Digital Send job could not be delivered due to an image processing error

Recommended actions

1. Check the Event Log for an imaging-electronics error or warning code. Follow the troubleshooting procedures for the code.
2. Resend the job.
3. Reboot the MFP.

D5.1040

Description

- Digital Send scanner error

Primary root causes

- A Digital Send job could not be delivered due to a scanner failure

Recommended actions

1. Check the Event Log for a scanner-related error or warning code. Follow the troubleshooting procedures for the code.
2. Reboot the MFP.

D5.3801

Description

- Service or application failure

Primary root causes

- Conflict with a third-party device

Recommended actions

- ▲ Reboot the MFP.

D5.3802

Description

- Out of memory exception. MFP does not boot up.

Primary root causes

- Windows does not allocate enough memory

Recommended actions

- ▲ Reboot the MFP.

D5.3803

Description

- Null reference exception

Primary root causes

- Conflict with a third-party device

Recommended actions

- ▲ Reboot the MFP.

D5.3804

Description

- Stack overflow exception

Primary root causes

- Conflict with a third-party device

Recommended actions

- ▲ Back up the customer and service data, delete the database directory, and then reboot the MFP.

D5.3805

Description

- SW bus exception

Primary root causes

- Firmware issue

Recommended actions

- ▲ Reboot the MFP.

D5.3806

Description

- Fatal error when loading dll files

Primary root causes

- Firmware issue

Recommended actions

- ▲ Reboot the MFP.

D5.3807

Description

- An unhandled exception other than a thread abort

Primary root causes

- Conflict with a third-party device

Recommended actions

- ▲ Reboot the MFP.

D5.3808

Description

- Windows OS exception (lost communication)

Primary root causes

- Hardware issue
- Internal networking issues between PCAs
- Firmware connectivity issue

Recommended actions

1. Reboot the MFP.
2. Refer to the Coprocessor LED troubleshooting in the service manual.

D5.3809

Description

- Cannot get or set up a particular type

Primary root causes

- Control panel firmware and MFP firmware are mismatched

Recommended actions

- ▲ Reinstall the MFP firmware.

D5.380A

Description

- Fatal error when loading security component

Primary root causes

- MFP firmware issue

Recommended actions

1. Reboot the MFP.
2. Back up the customer and service data, delete the database directory, and then reboot the MFP.

D5.380B

Description

- Application hard disk full

Primary root causes

- Firmware

Recommended actions

- ▲ Reboot the MFP.

D5.380C

Description

- Application failed to create a job

Primary root causes

- System was in power save mode or was backing up data
- Product is out of resources

Recommended actions

- ▲ Wait for any jobs to complete, and then reboot the MFP.

D5.380D

Description

- Job setting database is full

Primary root causes

- The database is full

Recommended actions

- ▲ Delete the local address book. See the administrator guide for help.

D5.380E

Description

- Failed to store a settings job because of a database error

Primary root causes

- Firmware

Recommended actions

- ▲ Reboot the MFP.

D5.380F

Description

- Failed to load third-party component

Primary root causes

- Unknown

Recommended actions

- ▲ Reboot the MFP.

Ex.yyzz

Description

- Print engine firmware corrupted

Primary root causes

- This is a generic firmware related error code. There are many reasons why an Ex.yyzz code might be declared.

Recommended actions

1. If you have not done so already, reboot the MFP in Protected Service mode (PSM).
2. Reboot the MFP.
3. Restore NVM, and then reboot the MFP.
4. Reload the MFP firmware.

Links

- NVM page: Click **Settings/Procedures**, click **NVM**, and then click **Manual NVM Restore**.

B Wiring diagrams

- [MFP wiring overview](#)
- [ADF wiring diagram](#)
- [Tray 1 wiring diagram](#)
- [Carriage](#)
- [Covers wiring diagram](#)
- [Control panel wiring diagram](#)
- [Drum](#)
- [Dryer wiring diagram](#)
- [Finisher](#)
- [Formatter wiring diagram](#)
- [Tray 5](#)
- [Horizontal wiring diagram](#)
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- [IDS](#)
- [Scanner](#)
- [Service station wiring diagram](#)
- [Trays 2, 3, and 4](#)
- [Vacuum and aerosol wiring diagram](#)
- [Vertical wiring diagram](#)
- [Web wipe wiring diagram](#)
- [PCA diagrams](#)

MFP wiring overview

- [MFP wiring overview diagram 1](#)
- [MFP wiring overview diagram 2](#)
- [MFP wiring overview diagram 3](#)

MFP wiring overview diagram 1

Assy	Connector	Label 1	Label 2	Connector	Component	Label 4	Device/Tertiary Cable	Label 5	Device
Backplane PCA (A4)	J1				Backplane Fan				
	J2	W1P2-A4J2	W1P1-A22J1	J1	Drop Detect PCA (A22)				
	J3	W12P3-A4J3	W12P15-A8J15	J15	ISS PCA (A8)				
	J8	W8P8-A4J8	W8P7-A1J7	J7	Power Distribution PCA (A1)				
	J9	W42P9-A4J9	W42P5-A1J5	J5	Power Distribution PCA (A1)				
	J12	W9P12-A4J12	W9P12-A23J12	J12	Trays 2, 3, and 4 Controller PCA (A23)				
	J13	W41P13-A4J13	W41P2-SW2		Left Door				
			W41P1-SCN1		Scanner				
			W41P8-SW8		Left-side Upper Panel switch (SW8)				
			W41P3-SW3		Front Door Open switch (SW3)				
	J16	W4P16-A4J16	W4P11-A2J11	J11	Motion PCA (A2)				
	J17	W3P17-A4J17	W3P3-A3J3	J3	Ink Assist PCA (A3)				
	J18	W2P18-A4J18	W2P5-A6J5	J5	Image Processing PCA (A6)				
Carriage PSU PCA (A7)	J5	W29P5-A7J5	W29P2-A19J2	J3	Pen Pocket 4 PCA (A19)			W59P59-SN29	Carriage 2 Pen Protection ser
	J6	W30P6-A7J6	W30P2-A20J2	J3	Pen Pocket 5 PCA (A20)			W59P1-A25J1	Carriage 1 PPS PCA (A25)
	J7	W31P7-A7J7	W31P2-A21J2	J3	Pen Pocket 6 PCA (A21)				
	J2	W26P2-A7J2	W26P2-A16J2	J3	Pen Pocket 1 PCA (A16)				Tetris sensor (SN58)
								W59P59-SN29	Carriage 1 Pen Protection ser
								W59P1-A25J1	Carriage 1 PPS PCA (A25)
	J3	W27P3-A7J3	W27P2-A17J2	J3	Pen Pocket 2 PCA (A17)				
	J4	W28P4-A7J4	W28P2-A18J2	J3	Pen Pocket 3 PCA (A18)				
	H2	W20P3-A7H2	W20P2-A6J2	J2	Image Processing PCA (A6)				
	H3	W93P3-A7H3	W93J3-FAN3		CPSU Cooling fan (FAN3)				
Image Processing PCA (A6)	J1	W32P1-A6J1	W32P9-W34J9	W34J9-W32P9		W34P1-EN1	Drum 1 encoder (EN1)		
						W34P2-EN2	Drum 2 encoder (EN2)		
	J2	W20P2-A6J2	W20P3-A7H2	H2	Carriage PSU PCA (A7)				
	J3	W28P3-A6J3	W28P2-A18J2	J3	Pen Pocket 3 PCA (A18)				
	J4	W75P4-A6J4	W75P7-A24J7	J7	Carriage 2 Encoder PCA (A24)				
	J5	W20P5-A6J5	W20P18-A4J18	J18	Main Engine Backplane PCA (A4)				
	J6	W27P6-A6J6	W27P2-A17J2	J3	Pen Pocket 2 PCA (A17)				
	J7	W29P7-A6J7	W29P2-A19J2	J3	Pen Pocket 4 PCA (A19)				
	J8	W26P8-A6J8	W26P2-A16J2	J3	Pen Pocket 1 PCA (A16)				
	J9	W30P9-A6J9	W30P2-A20J2	J3	Pen Pocket 5 PCA (A20)				
	J10	W7P10-A6J10	W7P10-A1J10	J10	Power Distribution PCA (A1)				
	J11	W74P11-A6J11	W74P7-A9J7	J7	Carriage 1 Encoder PCA (A9)				
	J12	W31P12-A6J12	W31P2-A21J2	J3	Pen Pocket 6 PCA (A21)				
	J43	W76P43-A6J43	W76P19-A5J19	J19	Main Engine PCA (A5)				
Ink Assist PCA (A3)	J2				Central Fan				
	J4	W25P4-A3J4	W25P36-SN36		Dryer Temperature sensor (SN36)				
			W25P36-SN37		Dryer Temperature 2 sensor (SN37)				
	J5	W24P5-A3J5	W24J8-W40P8	W40P8-W24J8		W40P1-FAN1	Aerosol fan (AERO)		
						W40P1-VAC1	Vacuum 1 motor (VAC1)		
						W40P2-VAC2	Vacuum 2 motor (VAC2)		
						W40P3-VAC3	Vacuum 3 motor (VAC3)		
						W40P4-VAC4	Vacuum 4 motor (VAC4)		
Ink Supply Station (A8)						W40P5-VAC5	Vacuum 5 motor (VAC5)		
	J3	W3P3-A3J3	W3P17-A4J17	J17	Main Engine Backplane PCA (A4)				
	J1				Ink Supply E.L. (M)				
	J2				Ink Supply E.L. (Y)				
	J3				Ink Supply E.L. (F)				
	J4				Ink Supply E.L. (C)				
	J5				Ink Supply E.L. (K)				
	J15	W12P15-A8J15	W12P3-A4J3	J3	Main Engine Backplane PCA (A4)				
Main Engine PCA (A5)	J17				ISS Pressure Relief Valve				
	J18				ISS Pump Assy 1				
	J19				ISS Pump Assy 2				
	J4	W5P4-A5J4	W5-SER1		Serial Debug Out				
	J19	W76P19-A5J19	W76P43-A6J43	J43	Image Processing PCA (A6)				

Figure B-1 MFP wiring overview diagram 1

MFP wiring overview diagram 2

Assy	Connector	Label 1	Label 2	Connector	Component	Label 4	Device/Tertiary Cable	Label 5	Device
Motion Control PCA (A2)	J1	W51P1-A2J1	W51P1-A2J1	J1	Motion PCA (A2)				
	J2	W13P2-A2J2	W13P3-W20J3	W20J3-W13P3		W20P1-SOL1	Tray 1 Pick solenoid (SOL1)		
			W13P4-W18J4	W18J4-W13P4		W20P6-M6	Vertical motor (M6)		
			W13P4-SOL4		Front Door Lock solenoid (SOL4)	W18P7-M7	Horizontal motor (M7)		
			W13P8-SW8		Left-side Upper Panel switch (SW8)				
			W13P3-SW3		Front Door Open switch (SW3)				
	J4	W17P4-A2J4	W17J7-W44P7	W44P7-W17J7		W44P17-EN17	IDO Media Eject Motor encoder (EN17)		
						W44P7-EN7	IDO Duplex Motor encoder (EN7)		
						W44P4-EN4	IDO Output Motor encoder (EN4)		
						W44P11-SN11	IDO Duplex Staging sensor (SN11)		
						W44P13-SN13	Left-side Middle Panel sensor (SN13)		
						W44P9-EN9	IDO Input 1 Motor encoder (EN9)		
						W44P5-EN5	IDO Input 2 Motor encoder (EN5)		
						W44P16-SN16	IDO Duplex Media sensor (SN16)		
						W44P7-SN7	IDO Input Staging 1 sensor (SN7)		
						W44P10-SN10	IDO Input Staging 2 sensor (SN10)		
	J5	W16P5-A2J5	W16J6-W45P6	W45P6-W16J6		W45P2-W87J2	W87P16-EN15	IDO Curler Motor encoder (EN15)	
							W87P2-LED2	IDO Curler LED (LED2)	
						W45P16-EN16	IDO Decurler Motor encoder (EN16)		
						W45P3-LED3	Left-side Middle Panel LED (LED3)		
						W45P3-W88J3	W88P9-SN9	IDO Output Media sensor (SN9)	
							W88P15-SN15	IDO Output 1 sensor (SN15)	
						W45P12-SN12	IDO Output 2 sensor (SN12)		
			W16P4-SN14		Left-side Lower Panel sensor (SN14)	W45P8-SN8	IDO Input Media sensor (SN8)		
			W16P5-LED5		Left-side Upper Panel LED (LED5)	W45P17-SN17	Output Bin Full sensor (SN17)		
			W16P2-LED4		Output Bin LED (LED4)				
	J6	W9P6-A2J6	W9P12-A2J12	J12	Trays 2, 3, and 4 Controller PCA (A23)				
	J7	W47P7-A2J7	W47J12-W33P12	W33P12-W47J12		W33P21-SN21	Web Low sensor (SN21)		
						W33P11-EN11	Web Advance encoder (EN11)		
						W33P13-EN13/M4	Web Backer Motor encoder (EN13)/Web Backer motor (M4)		
						W33P10-EN10	Web Drive Motor encoder (EN10)		
			W47J13-W48P13	W48P13-W47J13		W48P22-SN22	Top-of-form sensor (SN22)		
			W47J131-LED1		Horizontal Latch LED (LED1)				
			W47P10-LED10		Carriage LED (LED10)				
			W47P11-LED11		Carriage 2 LED (LED11)				
	J8	W32P8-A2J8	W32P9-W34J9	W34J9-W32P9		W34P19-SN19	Carriage Open sensor (SN19)		
						W34P1-EN1	Drum 1 encoder (EN1)		
						W34P1-W85P1	W85J33-SN33	Drum 1 sensor (SN33)	
							W85J33-SN34	Drum 2 sensor (SN34)	
						W34P18-SN18	Lower-left Door sensor (SN18)		
						W34P6-LED6	Dryer LED (LED6)		
						W34P7-LED7	Front Door LED (LED7)		
						W34P8-LED8	Drum Illumination 1 LED (LED8)		
						W34P4-LED9	Drum Illumination 2 LED (LED9)		
			W32J10-W50P10	W50P10-W32J10		W50P8-SN8	IDO Input Media sensor (SN8)		
	J9	W15P8-A2J9	W15P6-W37J5	W37J5-W15P5		W37P4-SN4	Horizontal Open sensor (SN4)		
						W37P3-EN3	Horizontal Motor encoder (EN3)		
						W37P5-SN5	Horizontal Transport 4 sensor (SN5)		
						W37P3-SN3	Horizontal Transport 2 sensor (SN3)		
						W37P1-SN1	Transparency sensor 1 (SN1)		
	J10	W14P10-A2J10	W14P6-W36J6	W36J6-W14P6		W36P30-SN30	Tray 1 Door Open sensor (SN30)		
						W36P25-SN25	Vertical Transport 3 sensor (SN25)		
						W36P24-SN24	Tray 1 Width sensor (SN24)		
						W36P24-SN38	Tray 1 Media Edge sensor (SN38)		
						W36P12-SN27	Tray 1 Media sensor (SN27)		
						W36P26-SN26	Vertical transport 4 sensor (SN26)		
						W36P12-LED12	Tray 1 LED (LED12)		
						W36J1-W94P1	W94P13-LED13	Right-side Middle Panel LED	
						W36P28-SN28	Vertical Transport 2 sensor (SN28)		
						W36P35-SN35	Vertical Transport 1 sensor (SN35)		
						W36P12-EN12	Vertical Motor encoder (EN12)		

Figure B-2 MFP wiring overview diagram 2

MFP wiring overview diagram 3

Assy	Connector	Label 1	Label 2	Connector	Component	Label 4	Device/Tertiary Cable	Label 5	Device
Motion Control PCA (A2)	J13	W52P13-A2J13	W52J1-W53P1	W53P1-W52J1		W36P23-SN23	Right-side Middle Panel sensor (SN23)		
	J14	W43P14-A2J14	W43J11-W19P11	W19P11-W43J11		W53P1-W52J1	Hi-Cap		
						W19P10-M10	IDO Input 2 motor (M10)		
						W19P11-M11	IDO Output motor (M11)		
						W19P12-M12	IDO Duplex motor (M12)		
						W19P13-M13		W44P13-M13	IDO Media Eject motor (M13)
						W19P8-M8	IDO Input 1 motor (M8)		
						W19P2-SOL2	IDO Diverter solenoid (SOL2)		
						W19P17-M17	IDO Decurler motor (M17)	W86P1-M15	IDO Curler motor (M15)
			W43P3-SOL3		IDO Interlock solenoid (SOL3)				
	J15	W10P15-A2J15	W10J1-W35P1	W35P1-W10J1		W35P1-M1	Carriage 1 motor (M1)		
						W35P2-M2	Carriage 2 motor (M2)		
						W35P3-M3	Drum motor (M3)		
			W10J2-W41P2	W41P2-W10J2		W41J13-W33P13		W33P13-EN13/M4	Web Backer Motor encoder (EN13)
	J11	W4P11-A2J11	W4P16-A4J16	J16	Backplane PCA	W41P6-M6	Web Drive motor (M6)		
Power Dist. PCA (A1)	J1				Scanner/ADF				
	J2				Formatter/HD				
	J3				PSU				
	J4				PSU				
	J6				PSU				
	J8	W11P8-A1J8	W11P13-A2J13	J13	Trays 2, 3, and 4 Controller PCA (A23)				
			W11P1-EN1		Finisher				
			W11P16-A8J16	J16	ISS PCA (A8)				
	J9	W50P9-A1J9	W50P1-A3J1	J1	Ink Assist PCA (A3)				
			W50P12-A2J12	J12	Motion PCA (A2)				
PSU	J11	W6P11-A1J11	W6P8-A7J8	J8	Carriage PSU PCA (A7)				
	J7	W8P7-A1J7	W8P8-A4J8	J8	Main Engine Backplane PCA (A4)				
	J5	W42P5-A1J5	W42P9-A4J9	J9	Main Engine Backplane PCA (A4)				
	J10	W7P10-A1J10	W7P10-A6J10	J10	Image Processing PCA (A6)				
	0	W22P1-PS1	W22P2-H1R2		Dryer (Pwr)				
	0			J3	Power Dist. PCA				
	0			J4	Power Dist. PCA				

Figure B-3 MFP wiring overview diagram 3

ADF wiring diagram

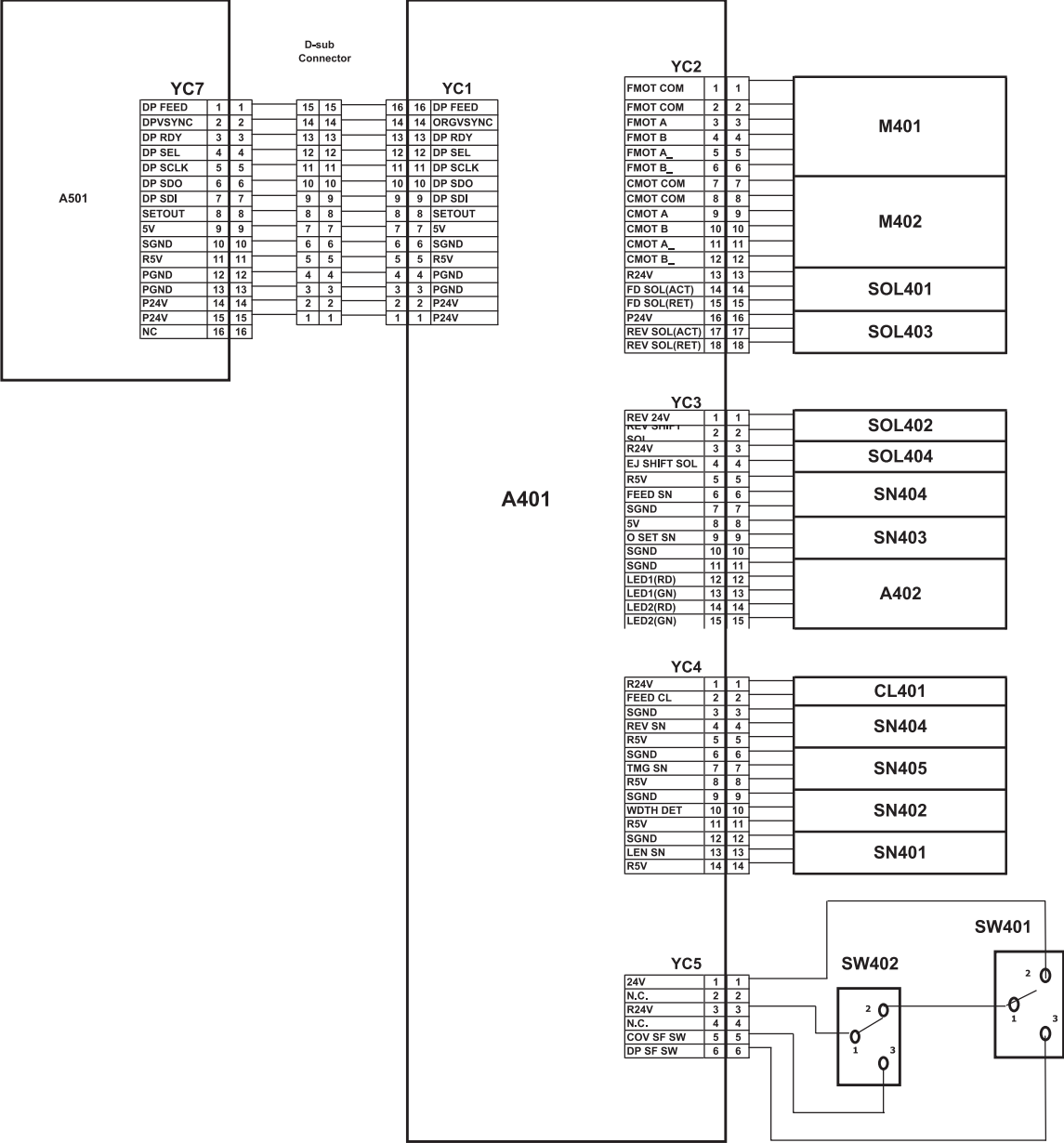


Figure B-4 ADF wiring diagram

Tray 1 wiring diagram

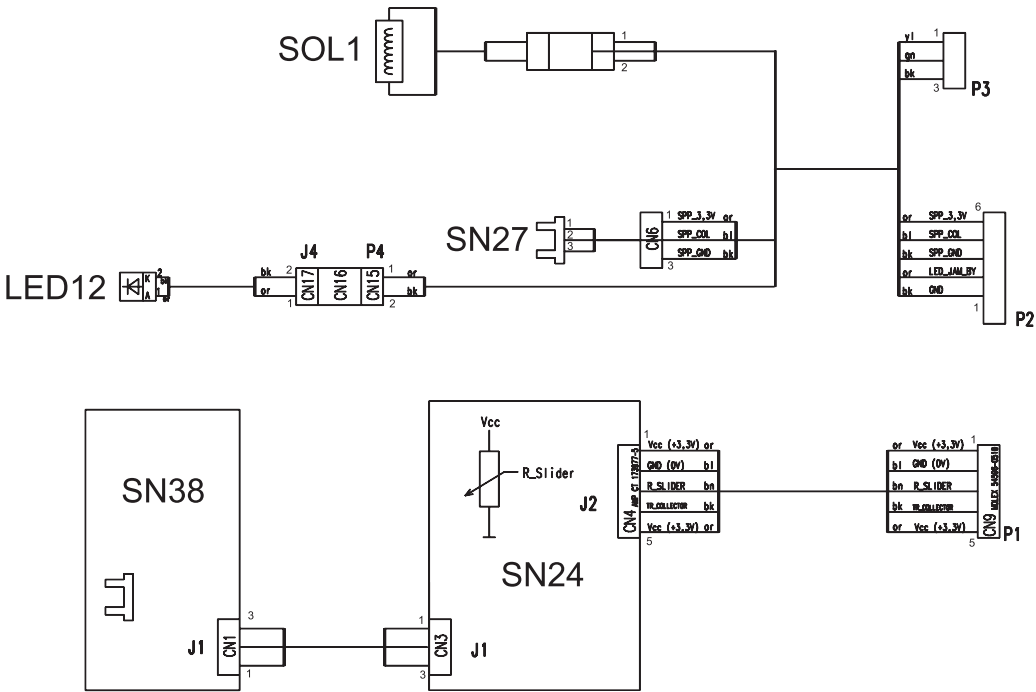


Figure B-5 Tray 1 wiring diagram

Carriage

- [Carriage wiring diagram](#)
- [Carriage encoder diagram](#)
- [Carriage pocket PCA diagram](#)
- [Carriage PSU PCA \(A7\) diagram](#)

Carriage wiring diagram

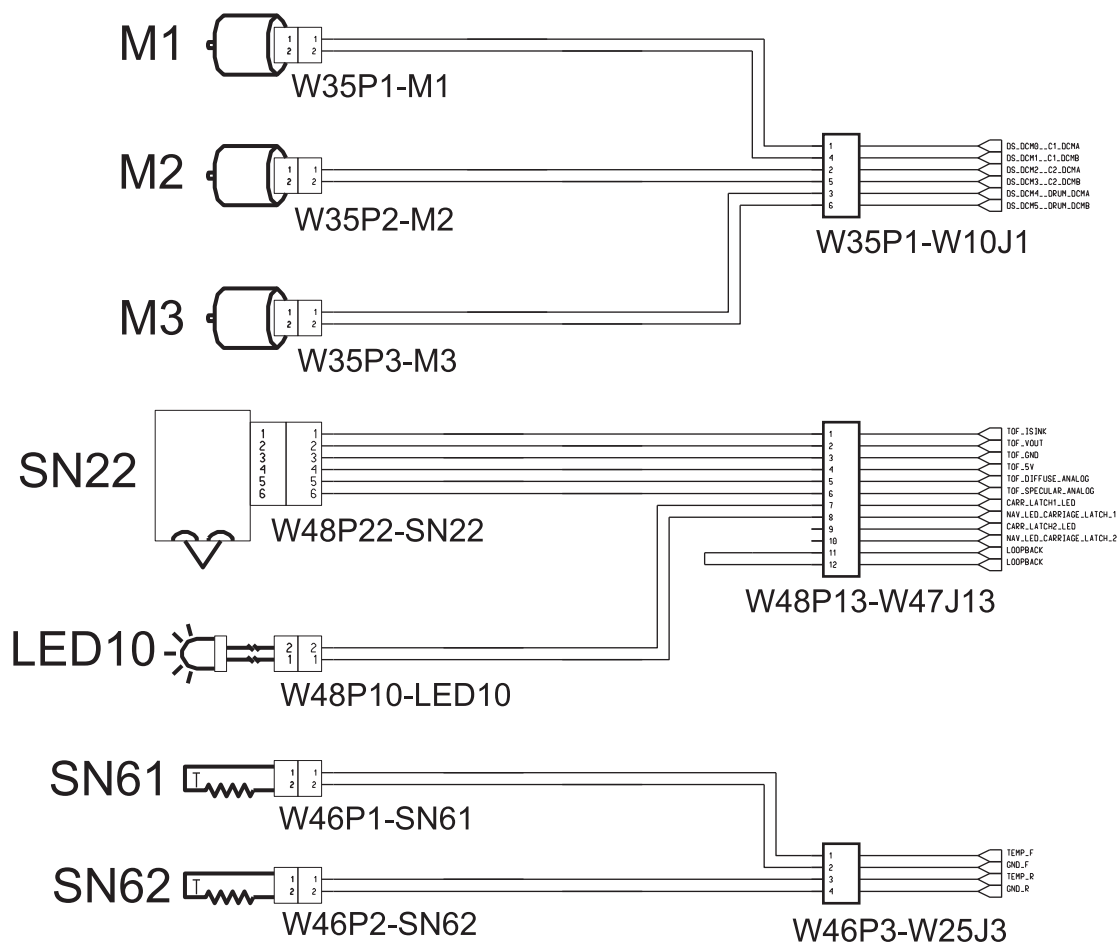


Figure B-6 Carriage wiring diagram

Carriage encoder diagram

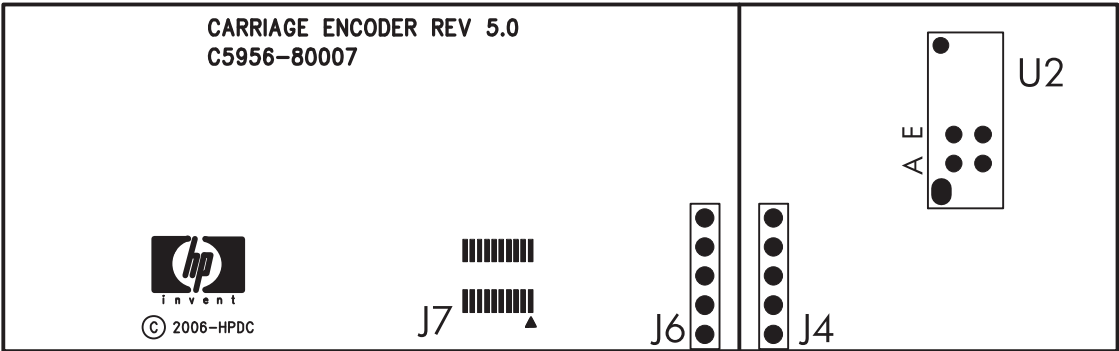


Figure B-7 Carriage encoder diagram

Carriage pocket PCA diagram

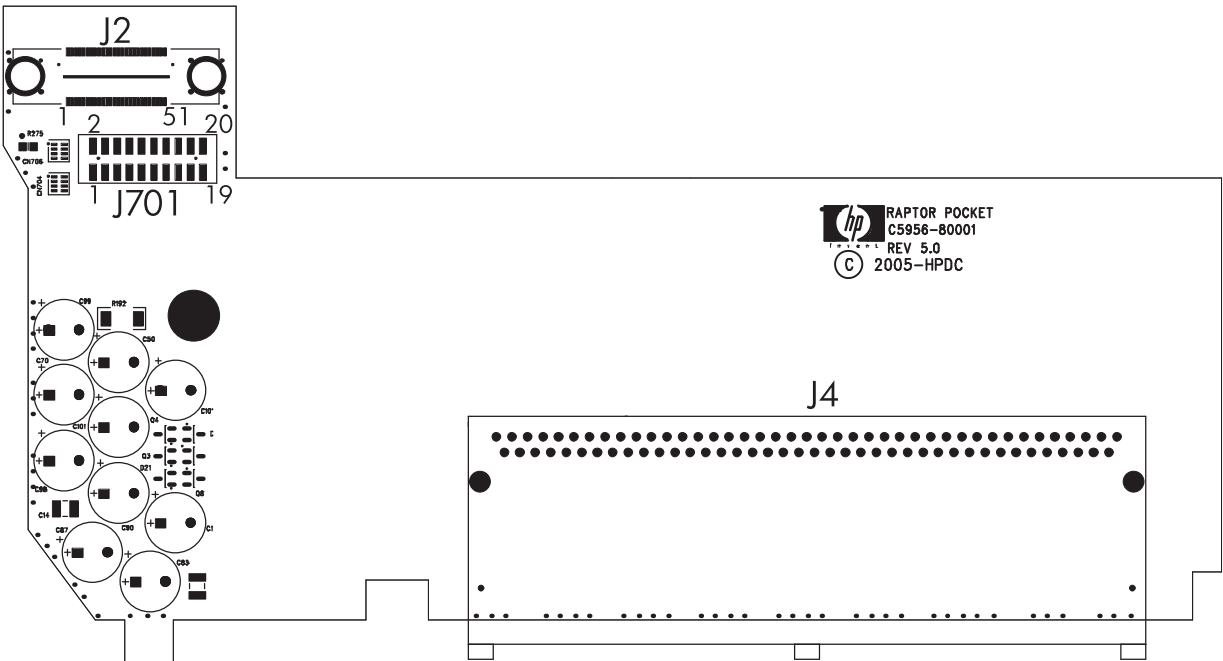


Figure B-8 Pocket PCA diagram

Carriage PSU PCA (A7) diagram

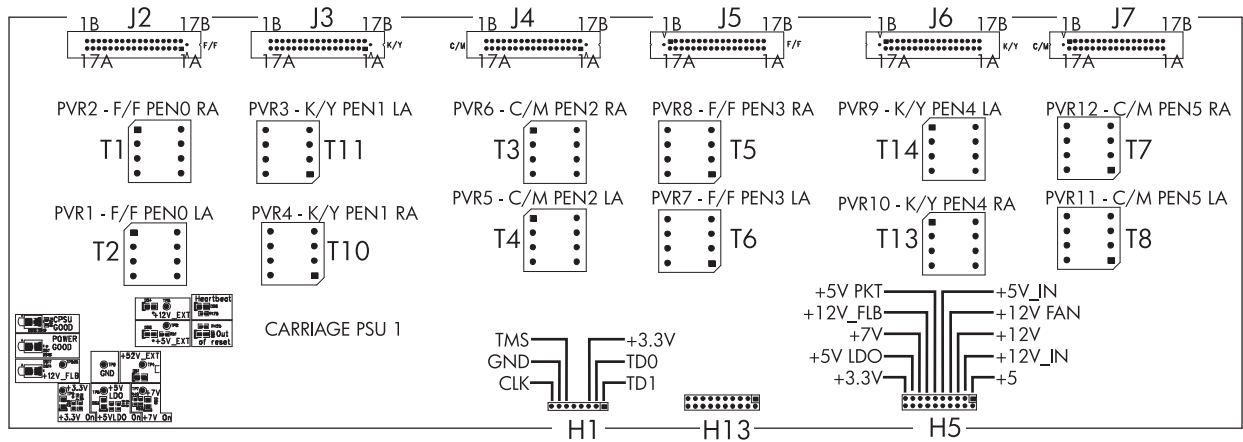


Figure B-9 Carriage PSU PCA (A7) diagram

Covers wiring diagram

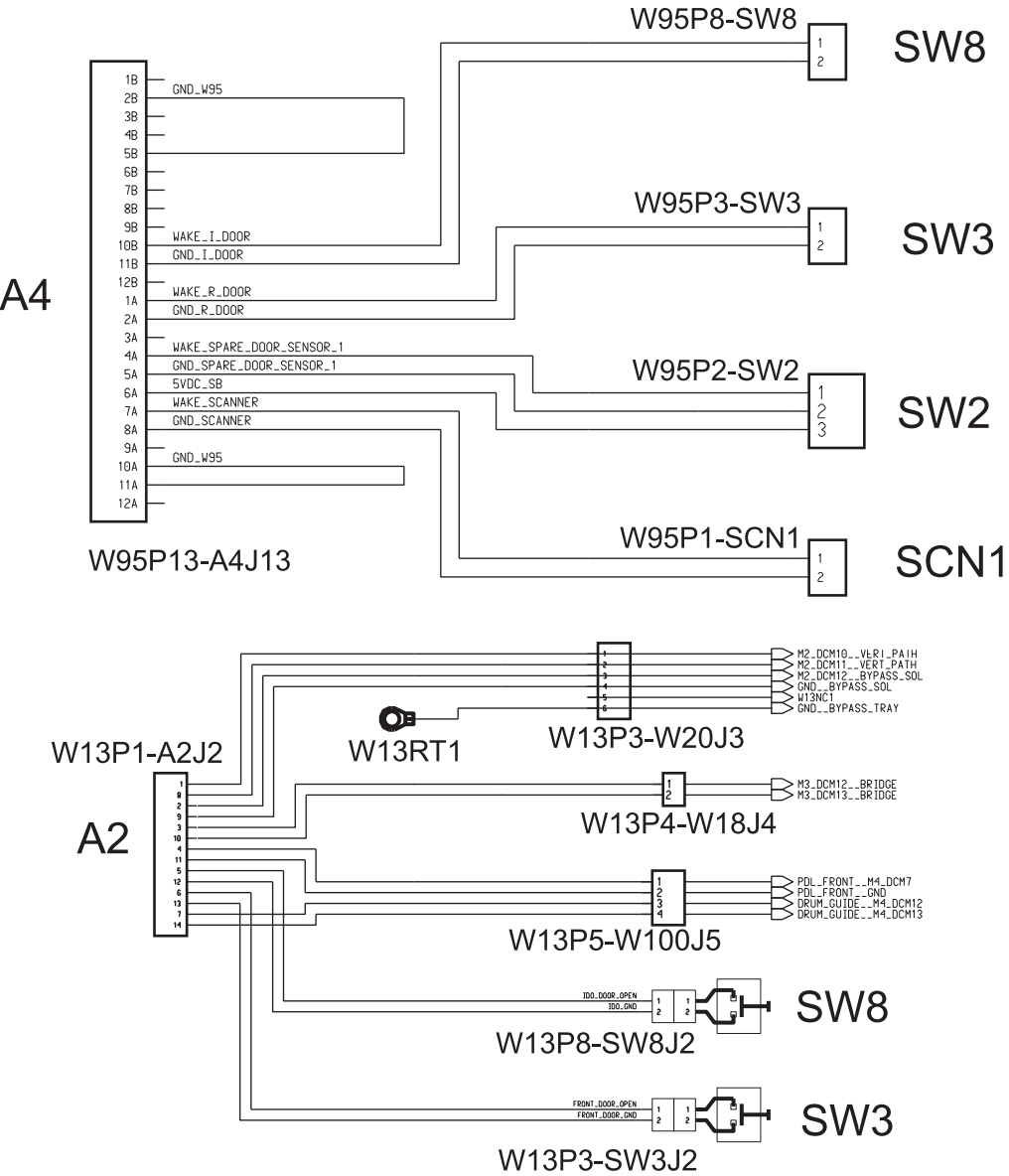


Figure B-10 Covers wiring diagram

Control panel wiring diagram

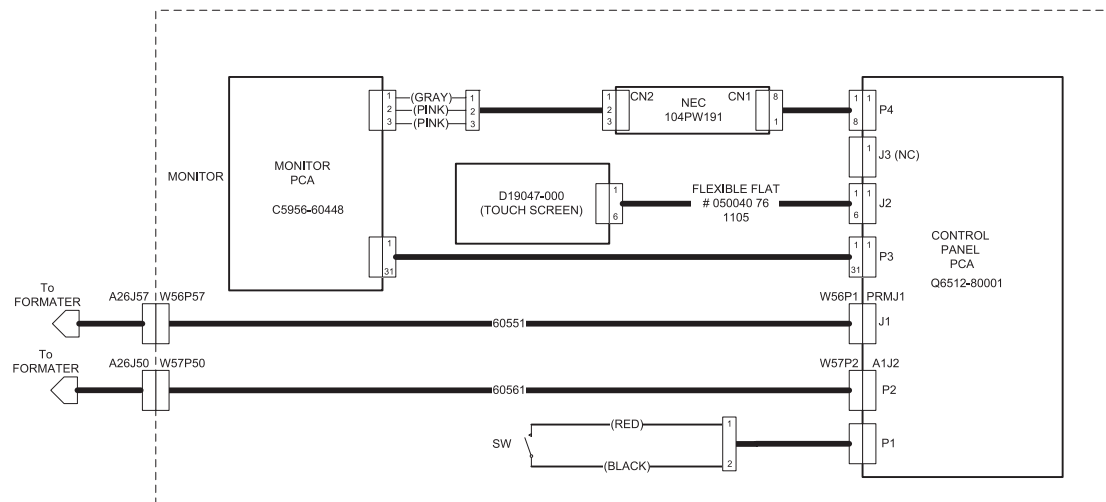


Figure B-11 Control panel wiring diagram

Drum

- [Drum wiring diagram](#)
- [Drum sensors wiring diagram](#)
- [Drum encoder PCA diagram](#)

Drum wiring diagram

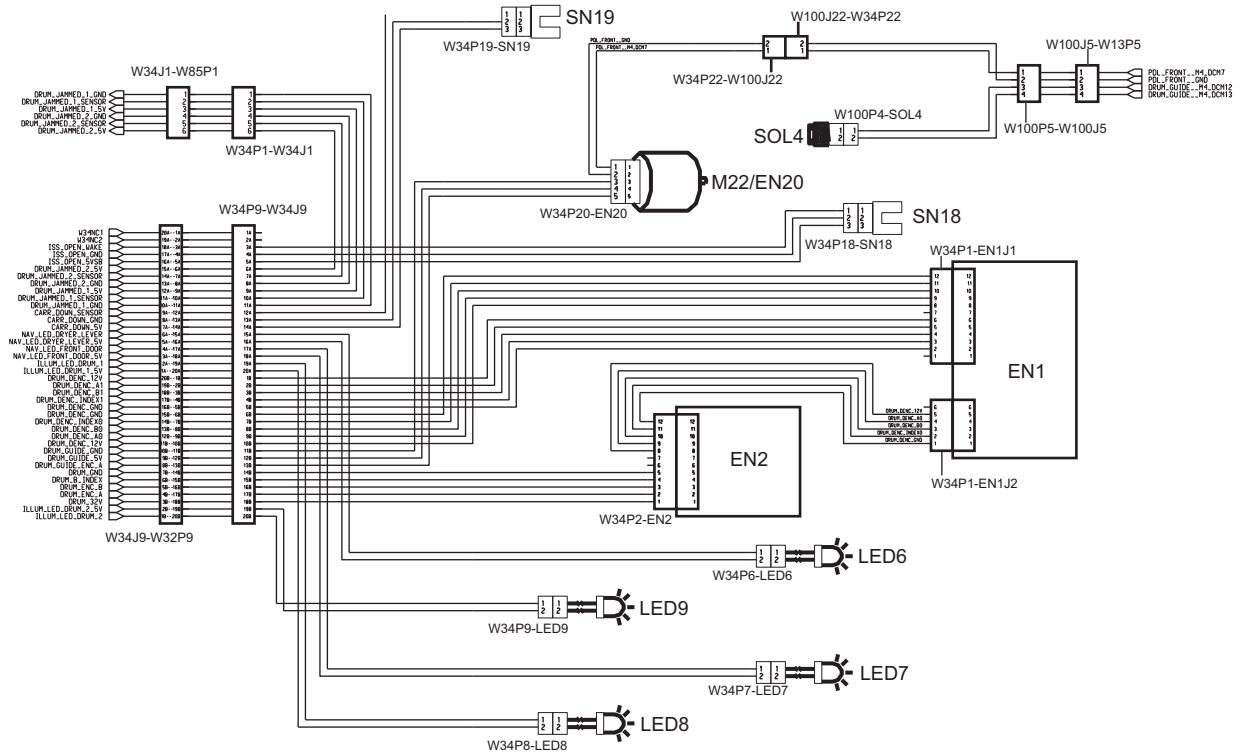


Figure B-12 Drum wiring diagram

Drum sensors wiring diagram

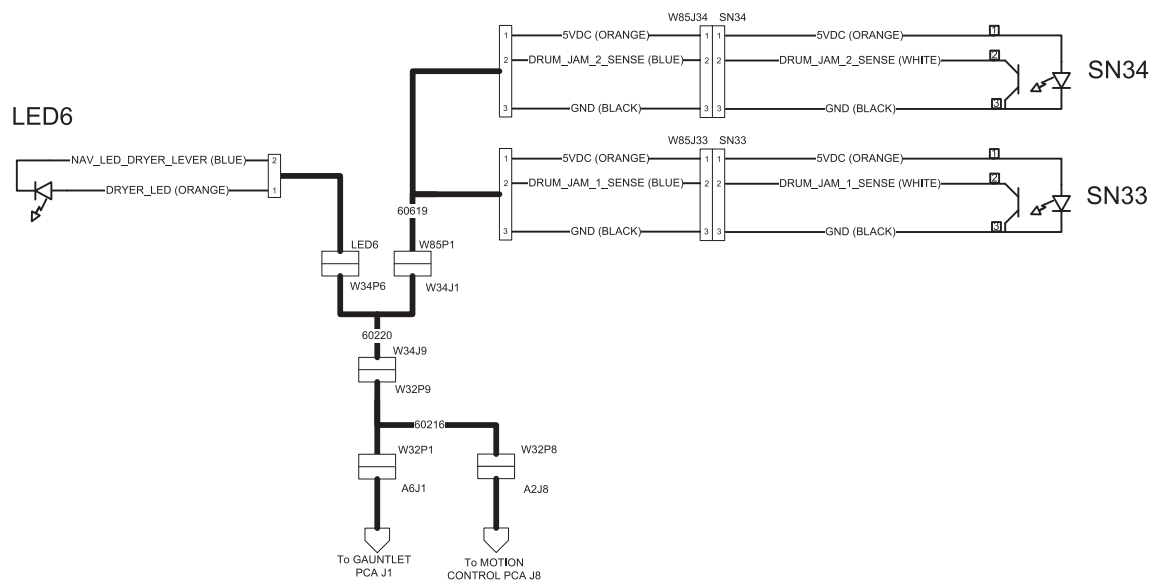


Figure B-13 Drum sensors wiring diagram

Drum encoder PCA diagram

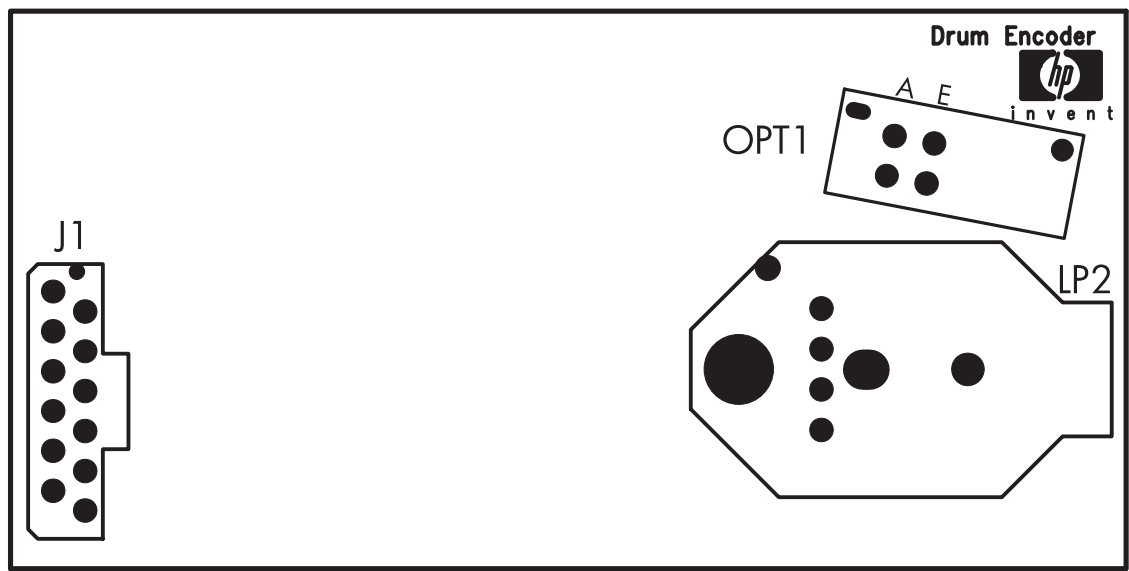


Figure B-14 Drum encoder PCA diagram

Dryer wiring diagram

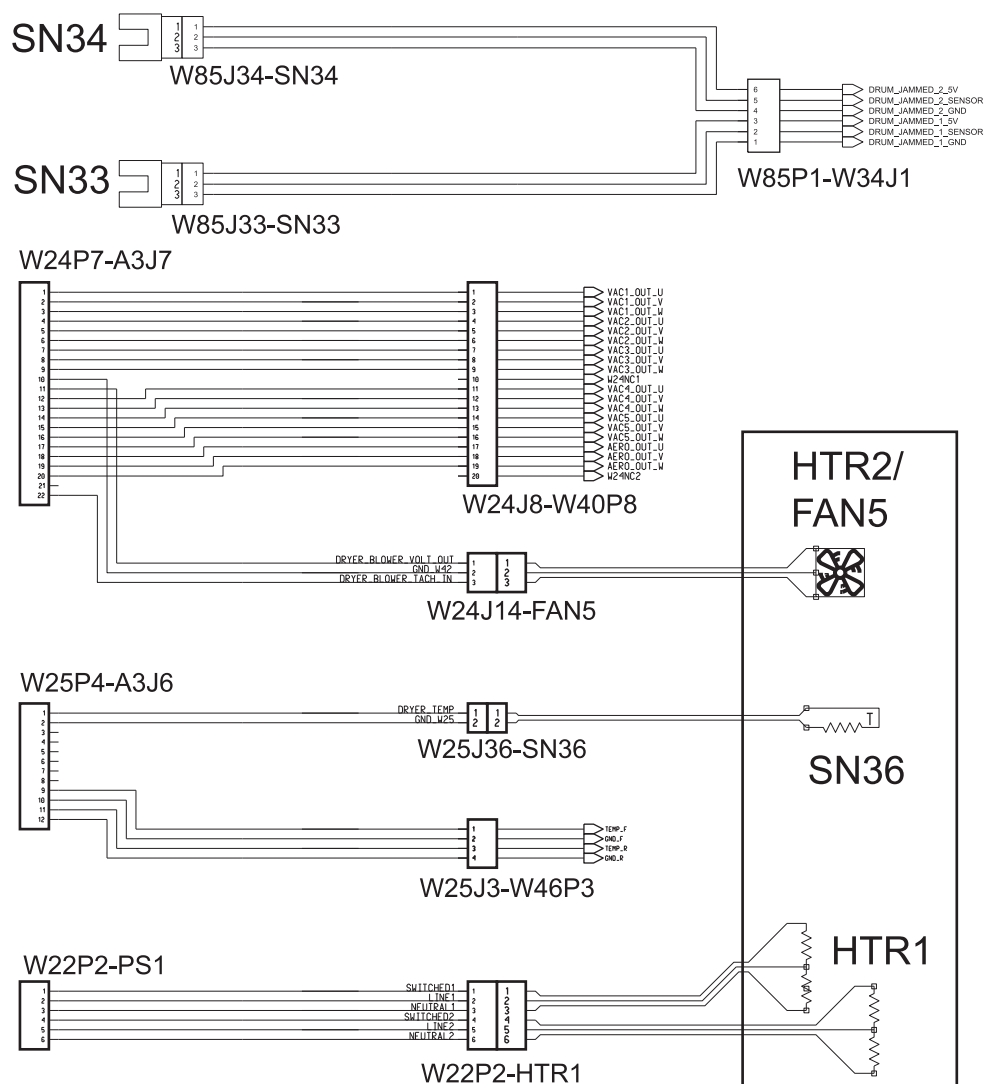


Figure B-15 Dryer wiring diagram

Finisher

- [Finisher 1 wiring diagram](#)
- [Finisher 2 wiring diagram](#)
- [Finisher 3 wiring diagram](#)
- [Finisher 4 wiring diagram](#)
- [Finisher 5 wiring diagram](#)
- [Finisher 6 wiring diagram](#)
- [Finisher 7 wiring diagram](#)
- [Finisher 8 wiring diagram](#)
- [Finisher 9 wiring diagram](#)
- [Finisher 10 wiring diagram](#)
- [Finisher Main PCA \(A200\) diagram](#)

Finisher 1 wiring diagram

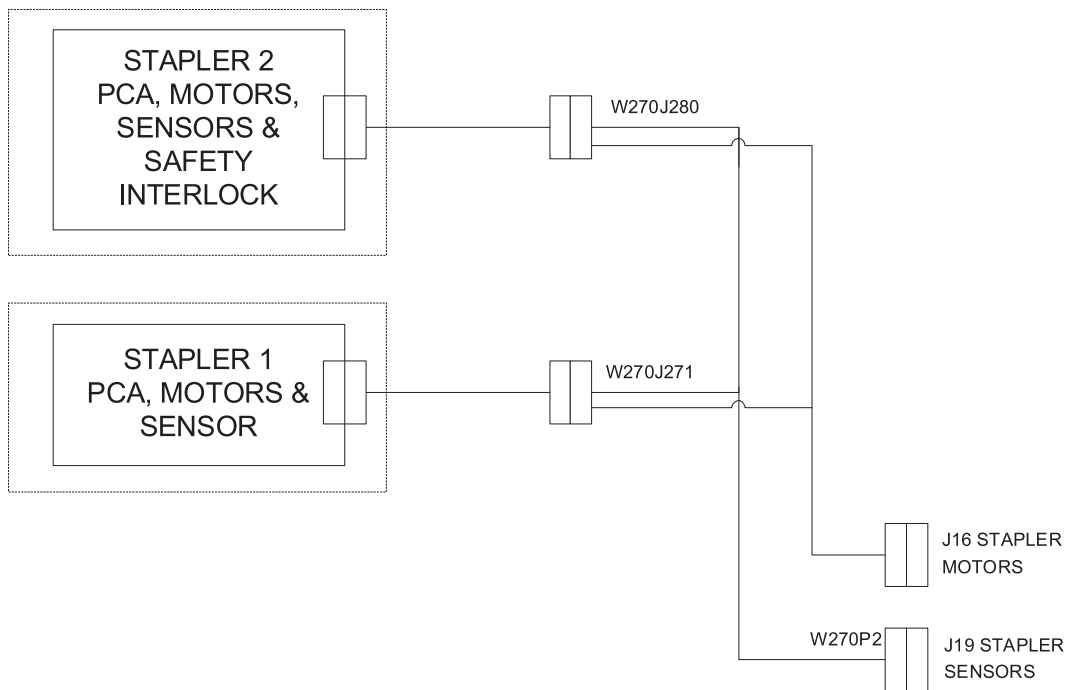


Figure B-16 Finisher 1 wiring diagram

Finisher 2 wiring diagram

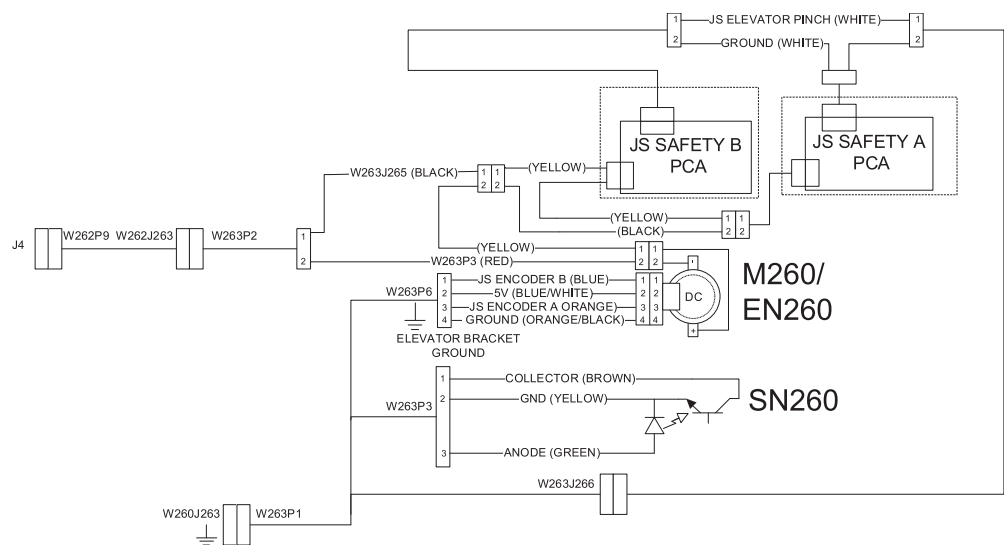


Figure B-17 Finisher 2 wiring diagram

Finisher 3 wiring diagram

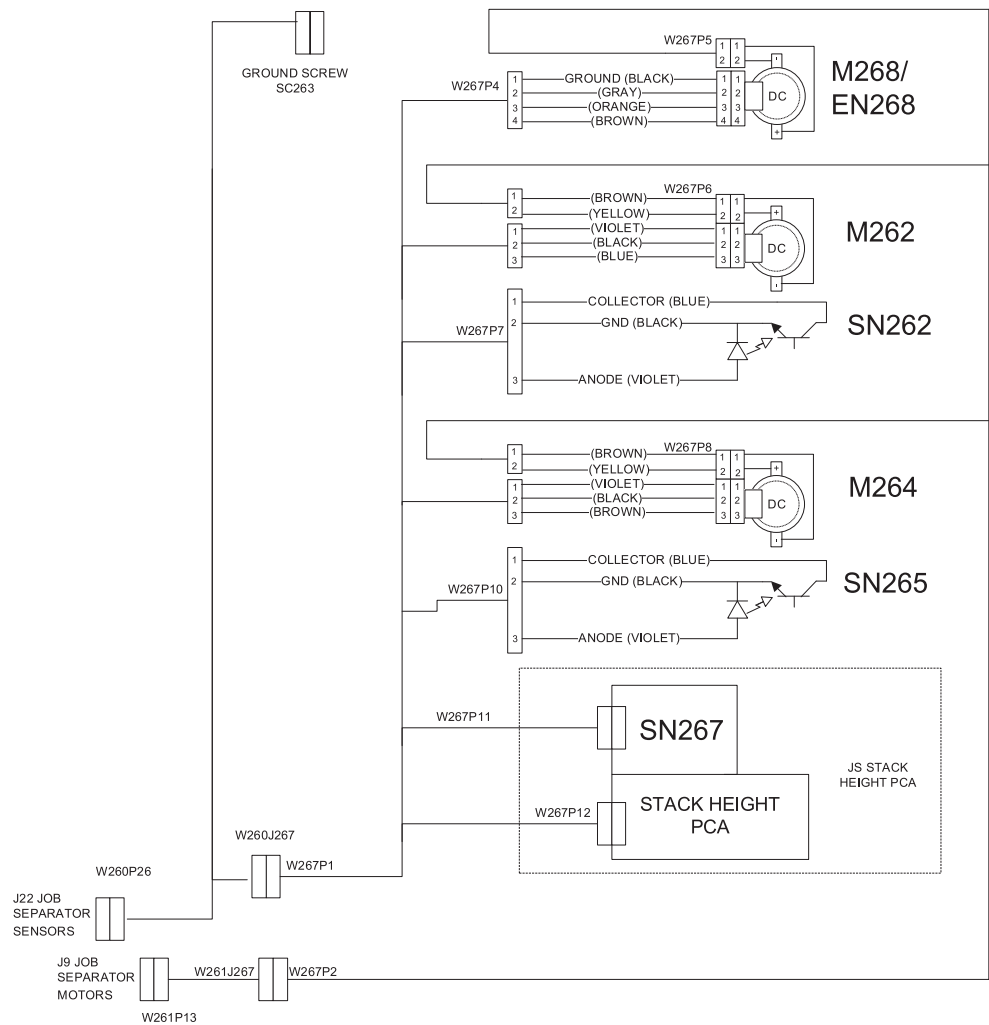


Figure B-18 Finisher 3 wiring diagram

Finisher 4 wiring diagram

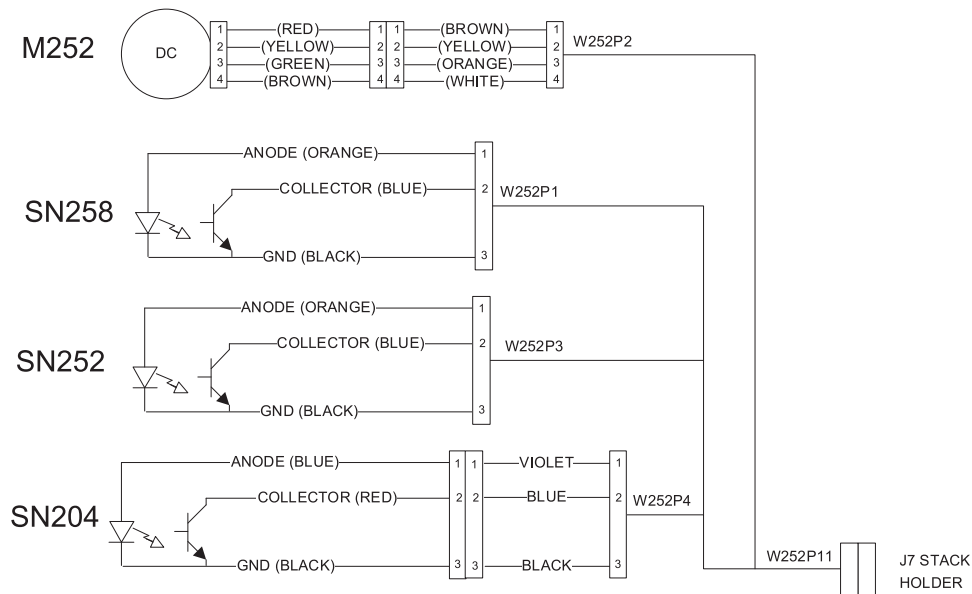


Figure B-19 Finisher 4 wiring diagram

Finisher 5 wiring diagram

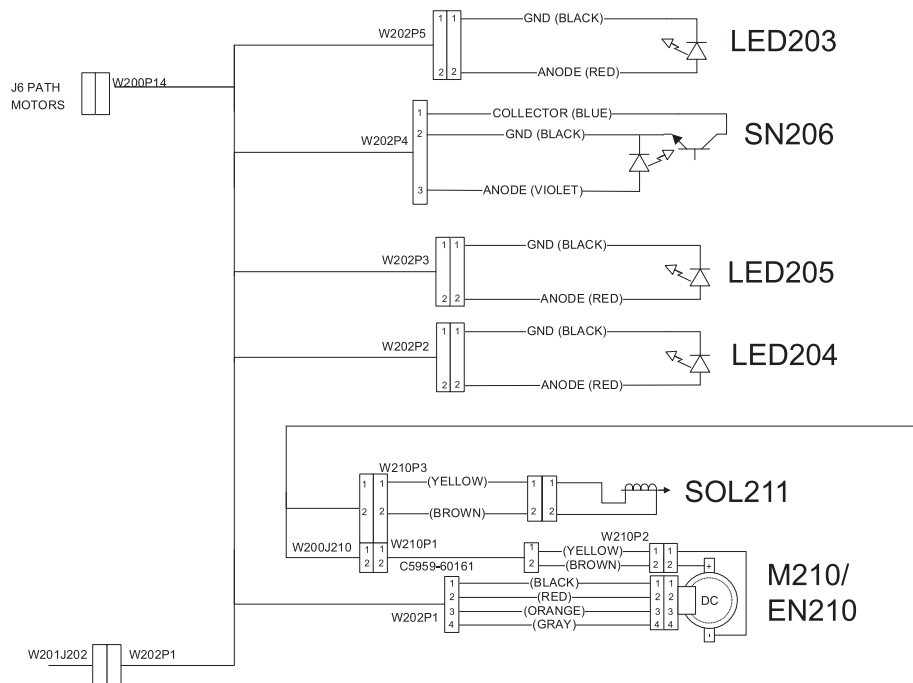


Figure B-20 Finisher 5 wiring diagram

Finisher 6 wiring diagram

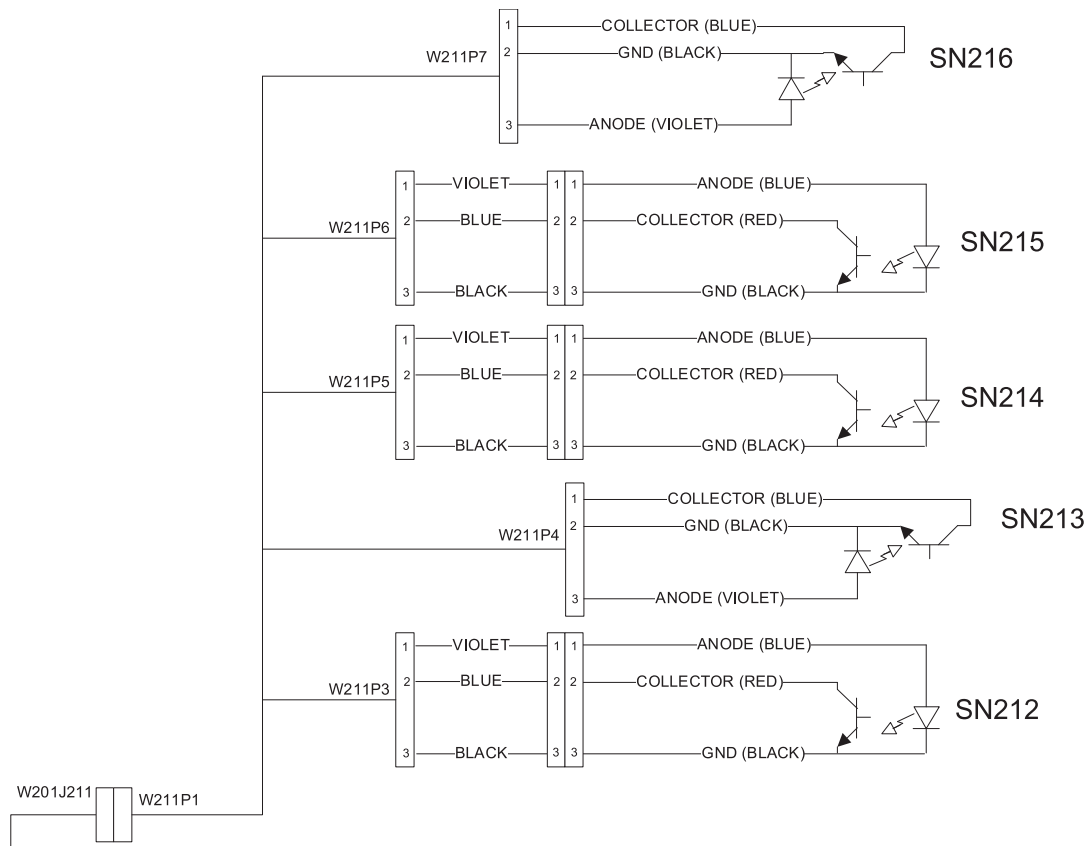


Figure B-21 Finisher 6 wiring diagram

Finisher 7 wiring diagram

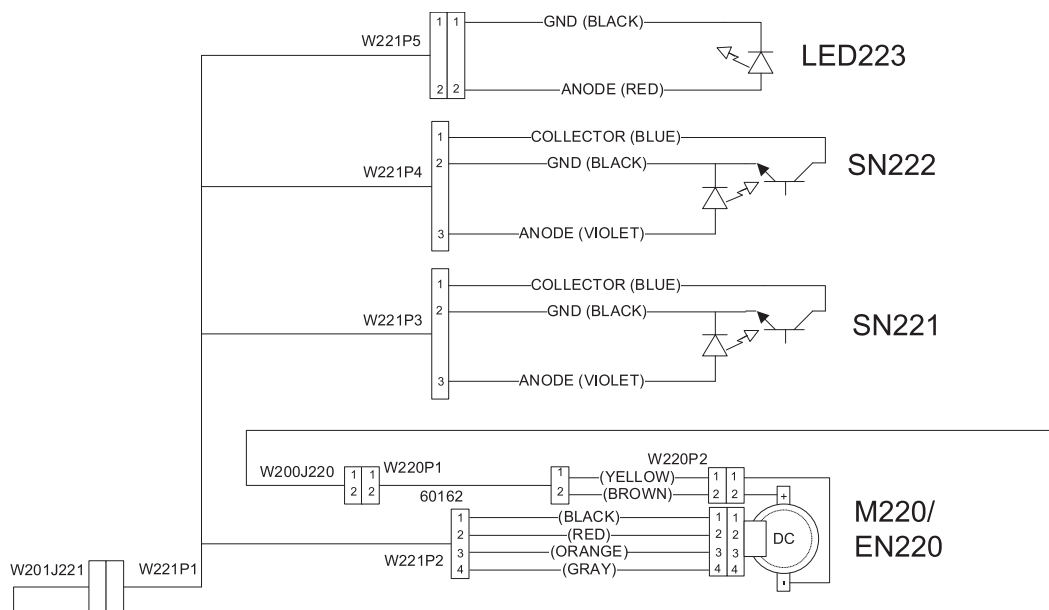


Figure B-22 Finisher 7 wiring diagram

Finisher 8 wiring diagram

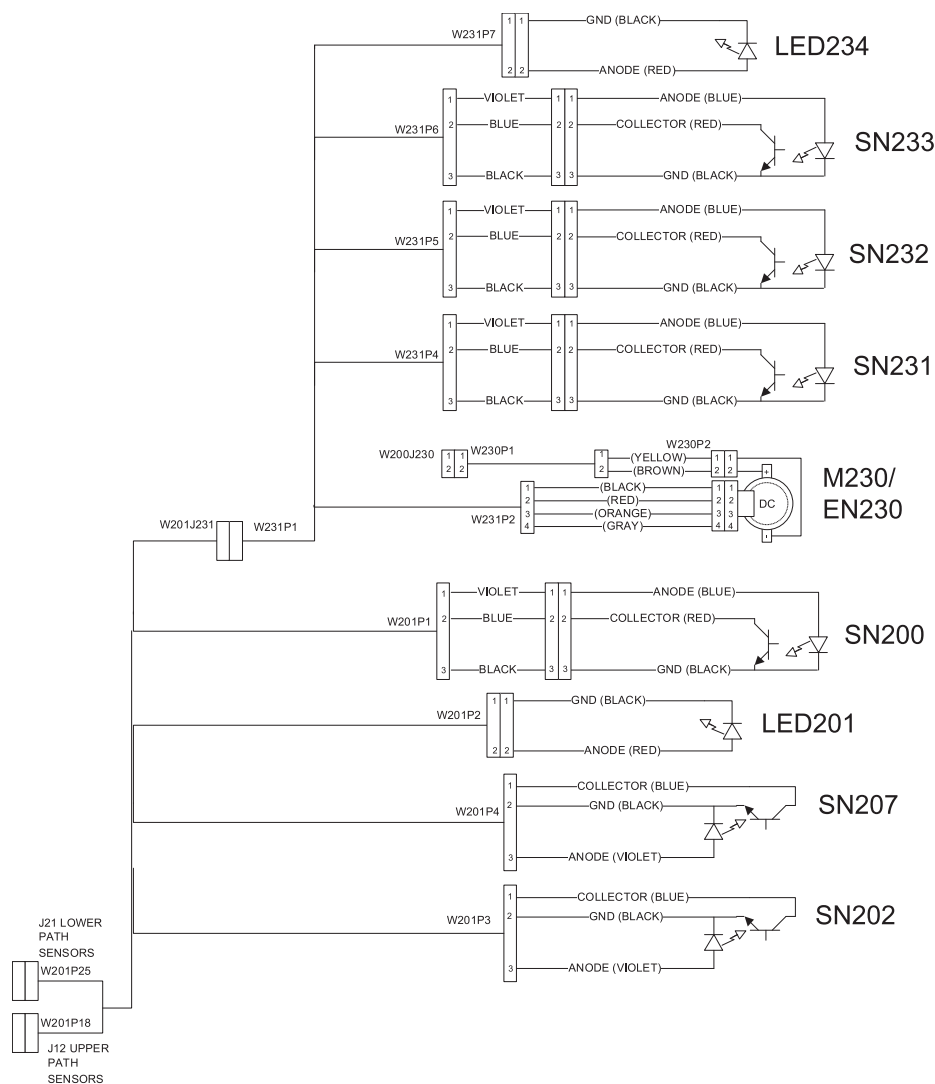


Figure B-23 Finisher 8 wiring diagram

Finisher 9 wiring diagram

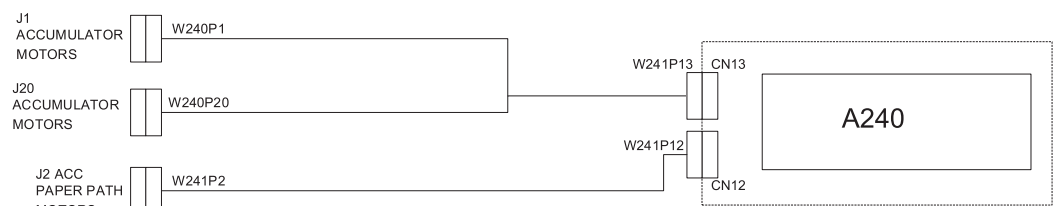


Figure B-24 Finisher 9 wiring diagram

Finisher 10 wiring diagram

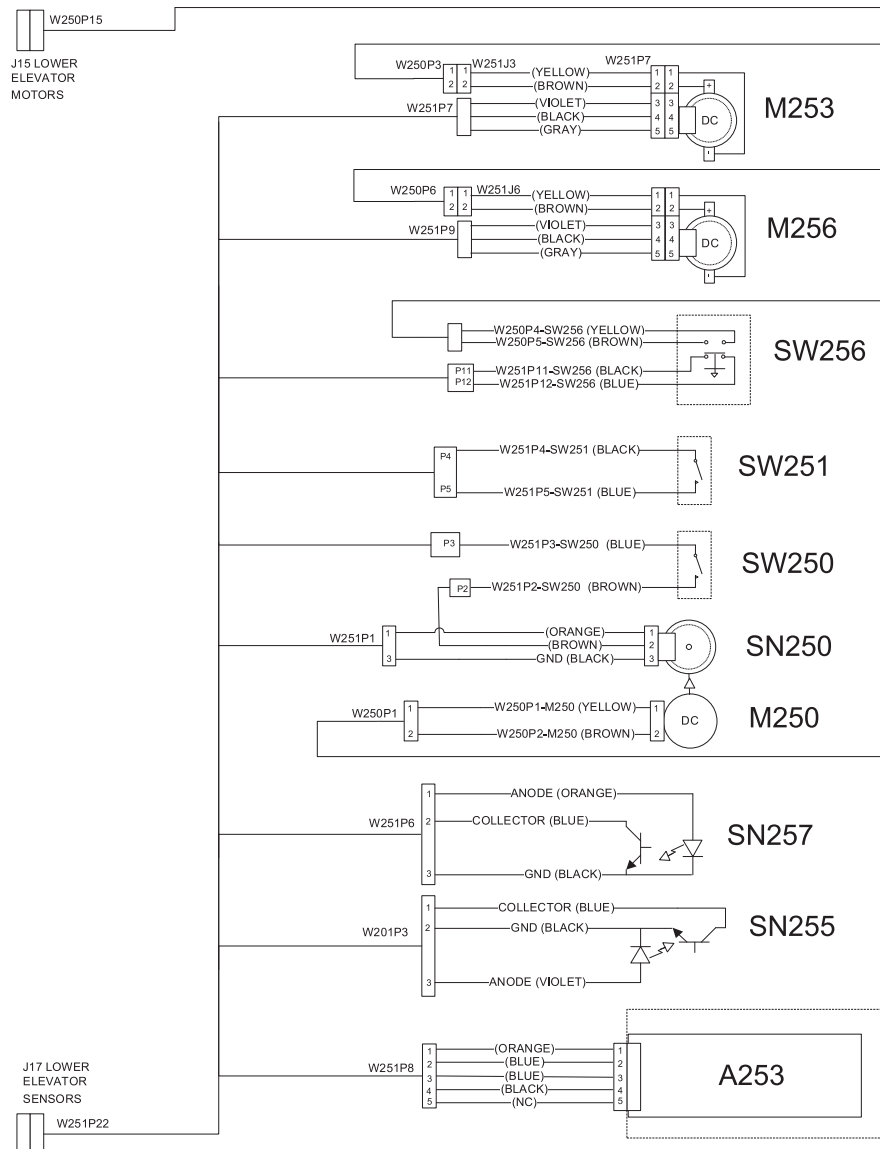


Figure B-25 Finisher 10 wiring diagram

Finisher Main PCA (A200) diagram

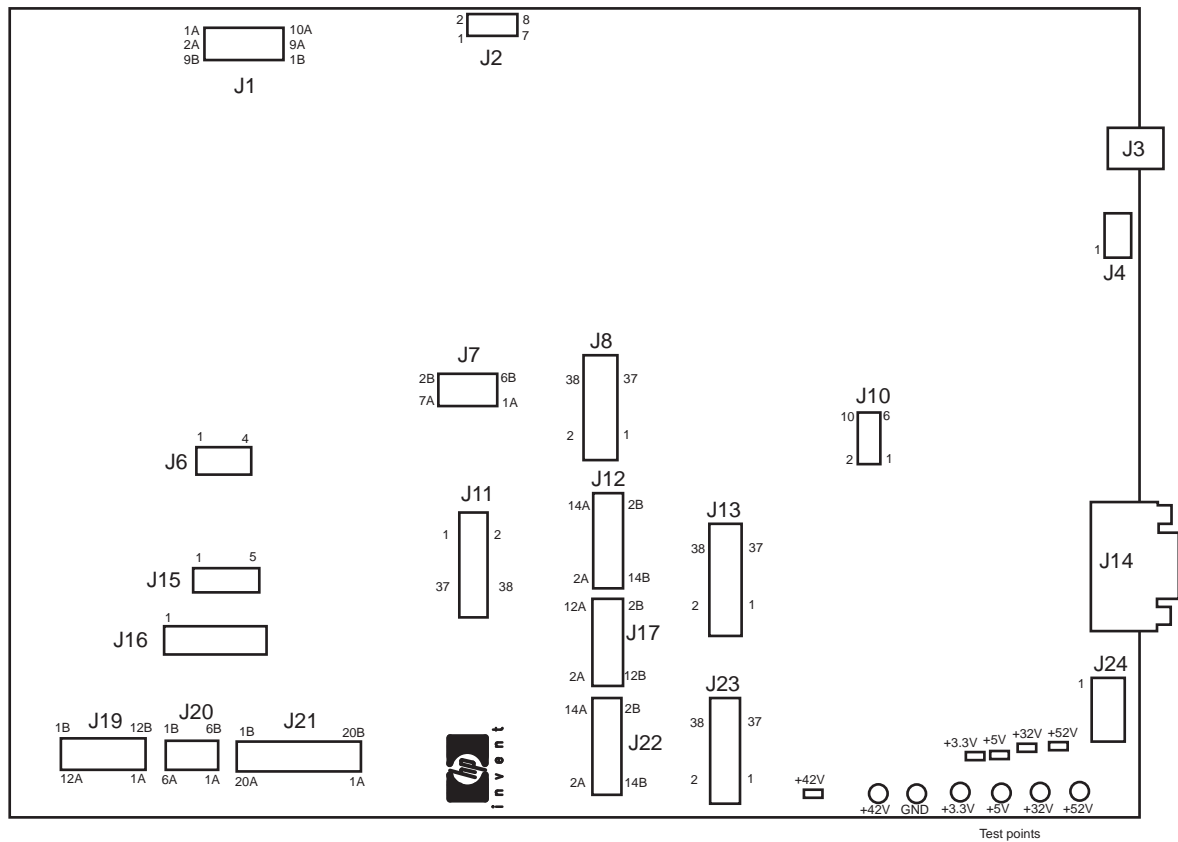


Figure B-26 Finisher Main PCA (A200) diagram

Formatter wiring diagram

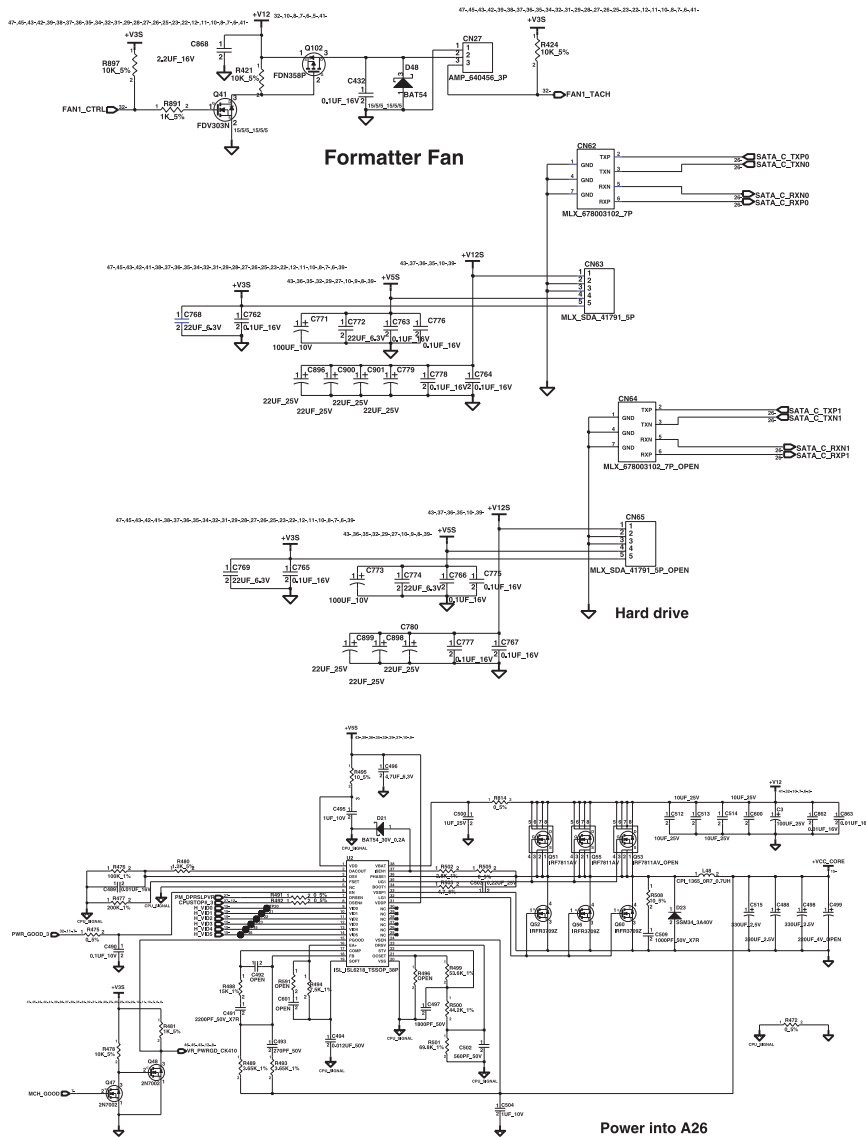


Figure B-27 Formatter wiring diagram

Tray 5

Tray 5 wiring diagram

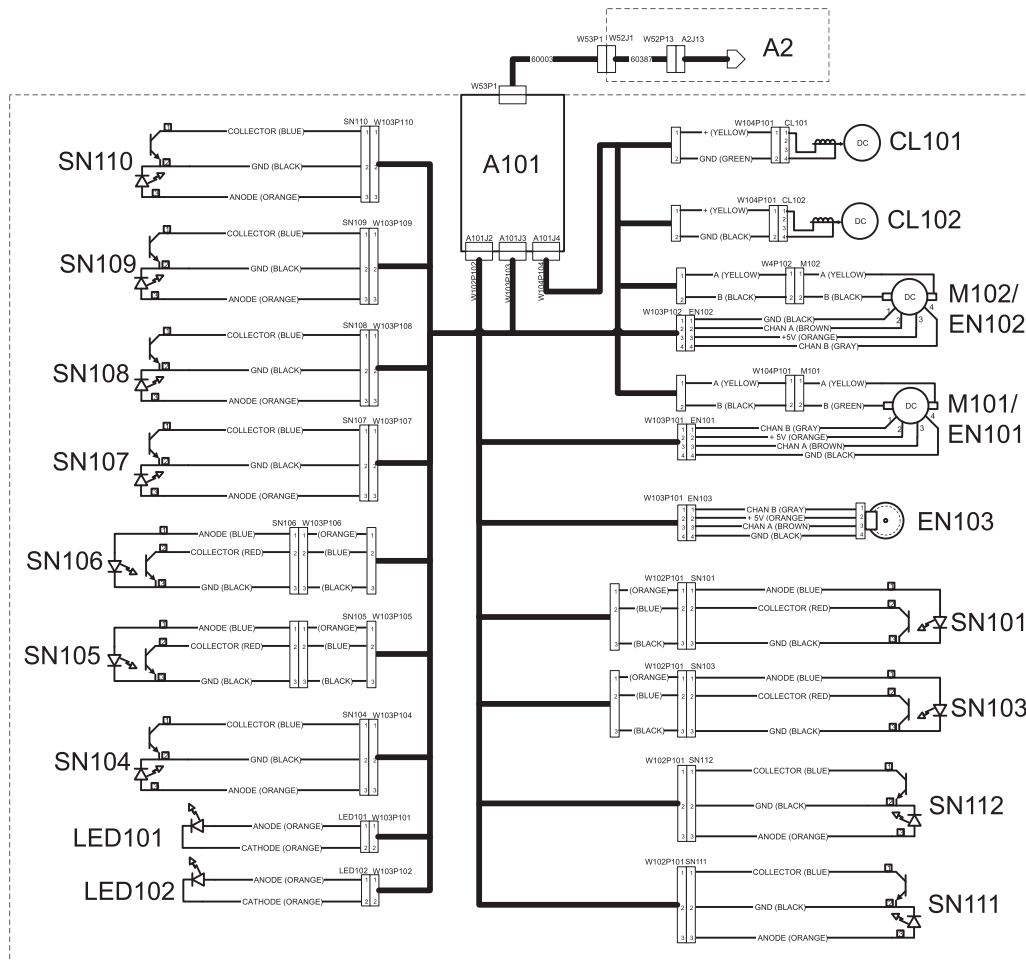


Figure B-28 Tray 5 wiring diagram

Tray 5 distribution PCA diagram

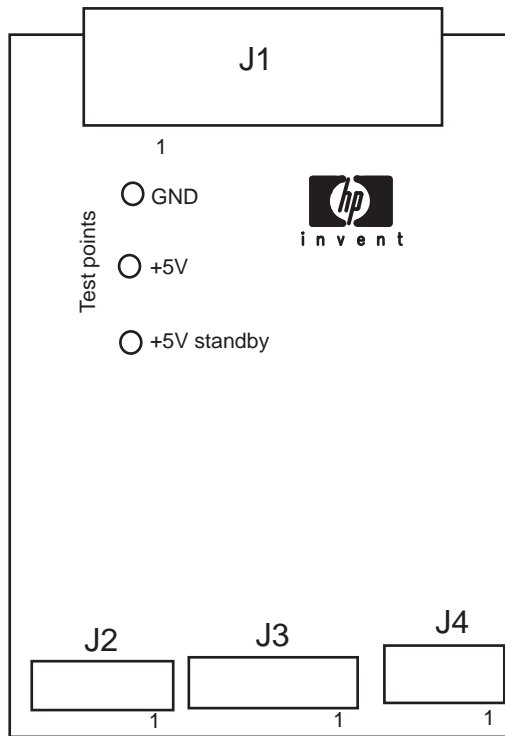


Figure B-29 Tray 5 Distribution PCA diagram

Horizontal wiring diagram

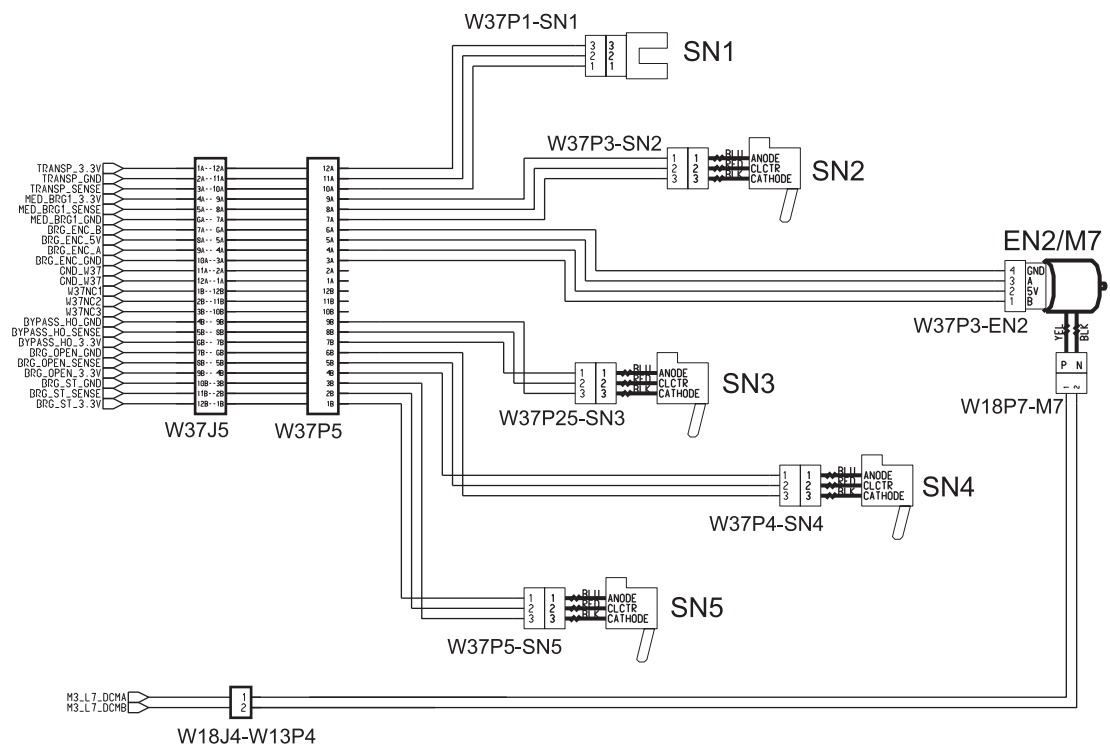


Figure B-30 Horizontal wiring diagram

IDO

IDO motors and encoders wiring diagram

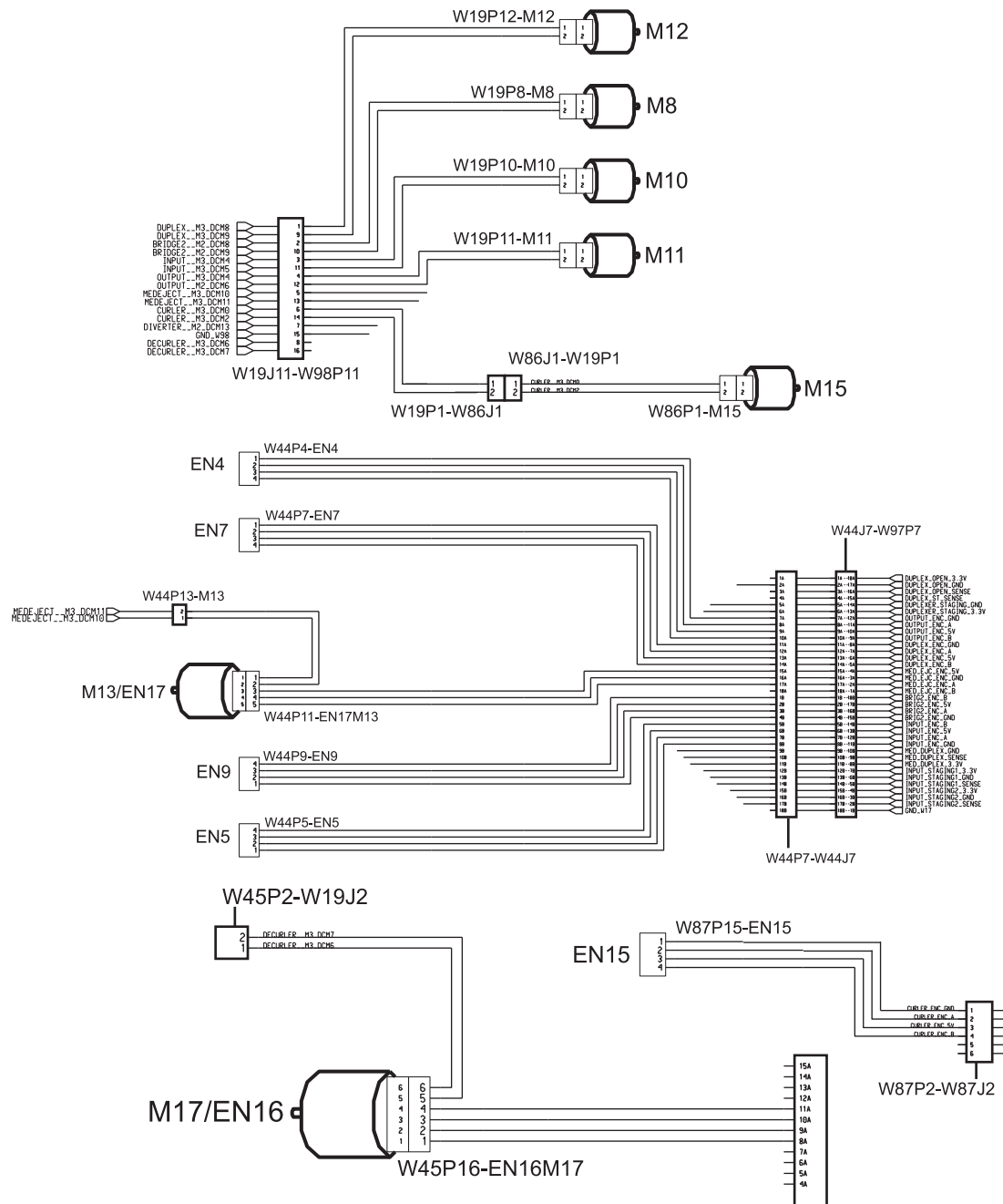


Figure B-31 IDO motors and encoders wiring diagram

IDO paper path 1 wiring diagram

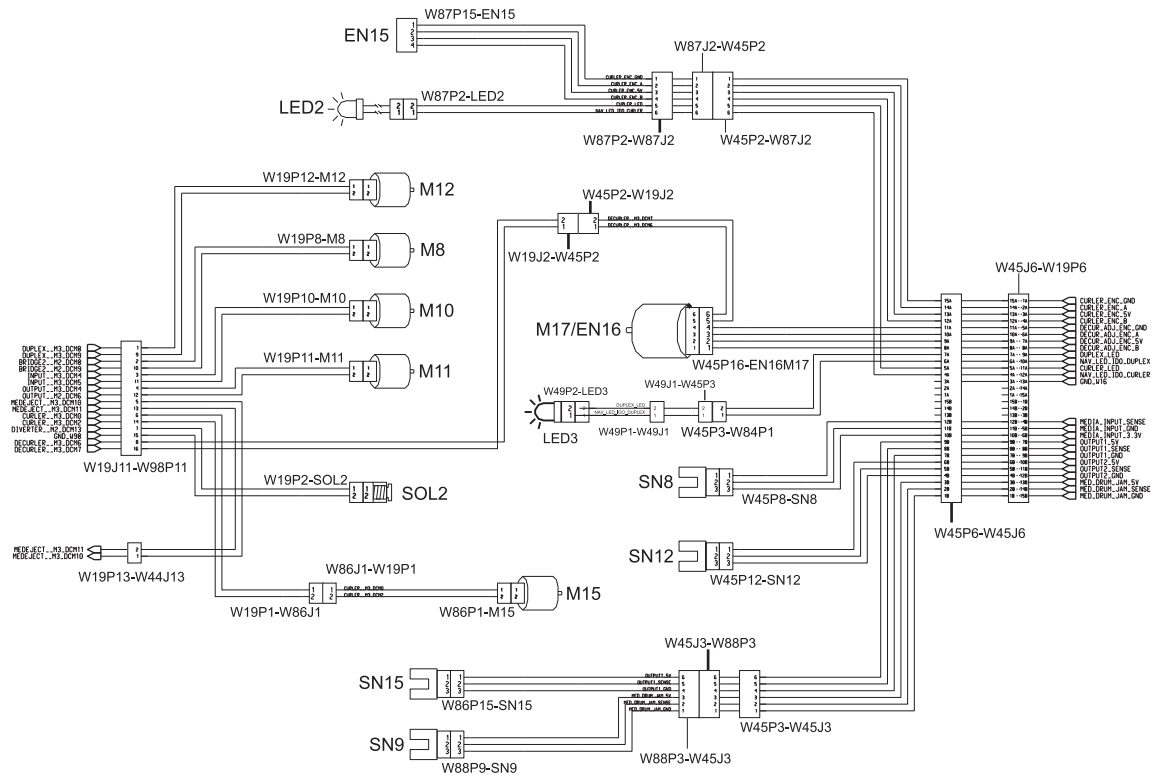


Figure B-32 IDO paper path 1 wiring diagram

IDO paper path 2 wiring diagram

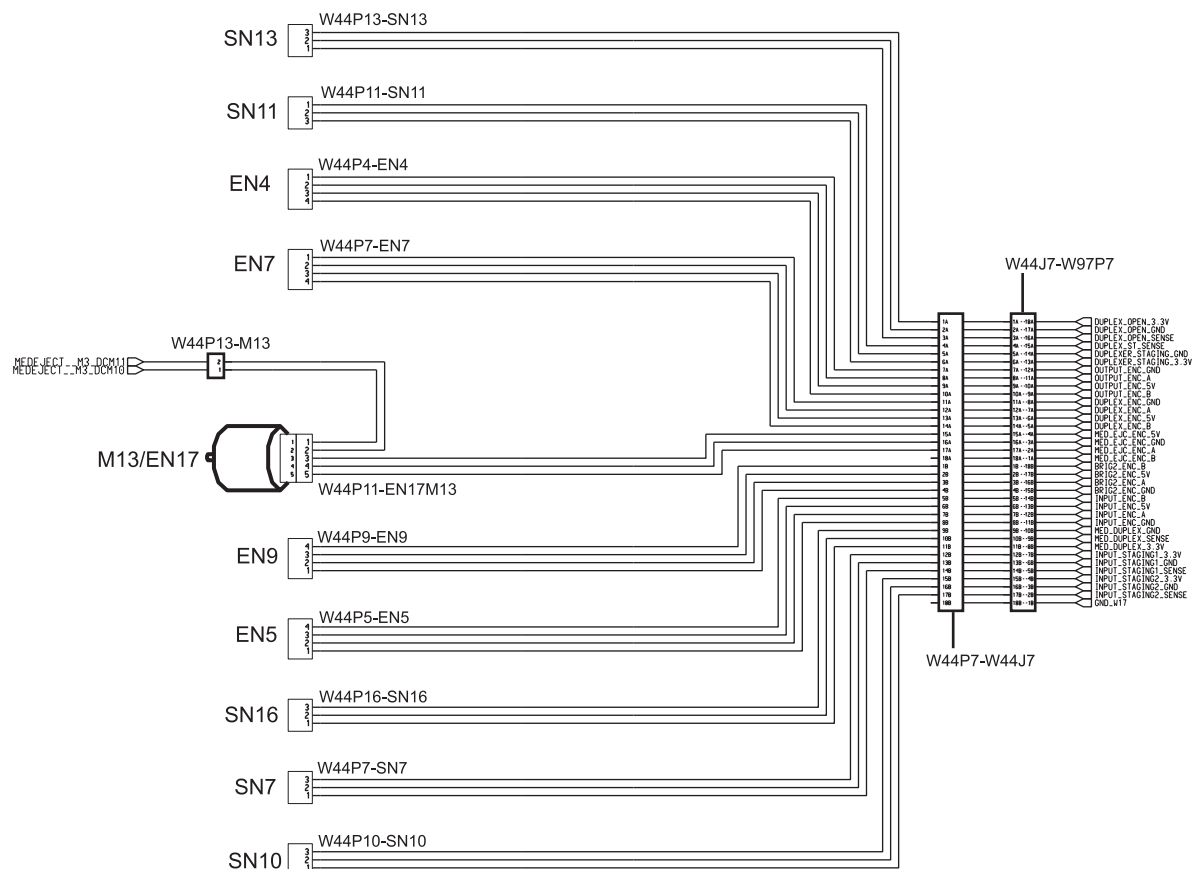


Figure B-33 IDO paper path 2 wiring diagram

IDO H-bar wiring diagram

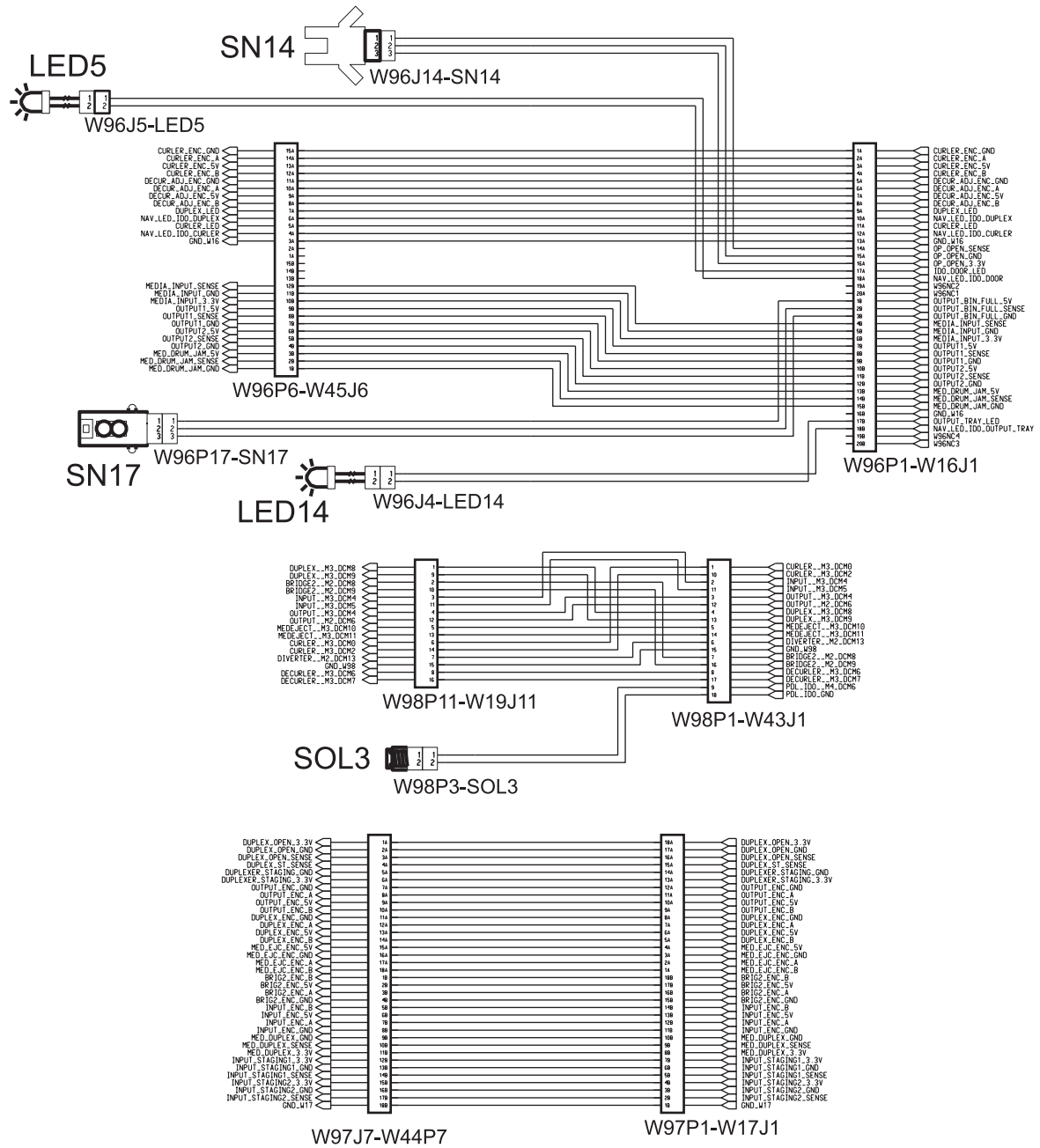


Figure B-34 IDO H-bar wiring diagram

IDO system wiring diagram

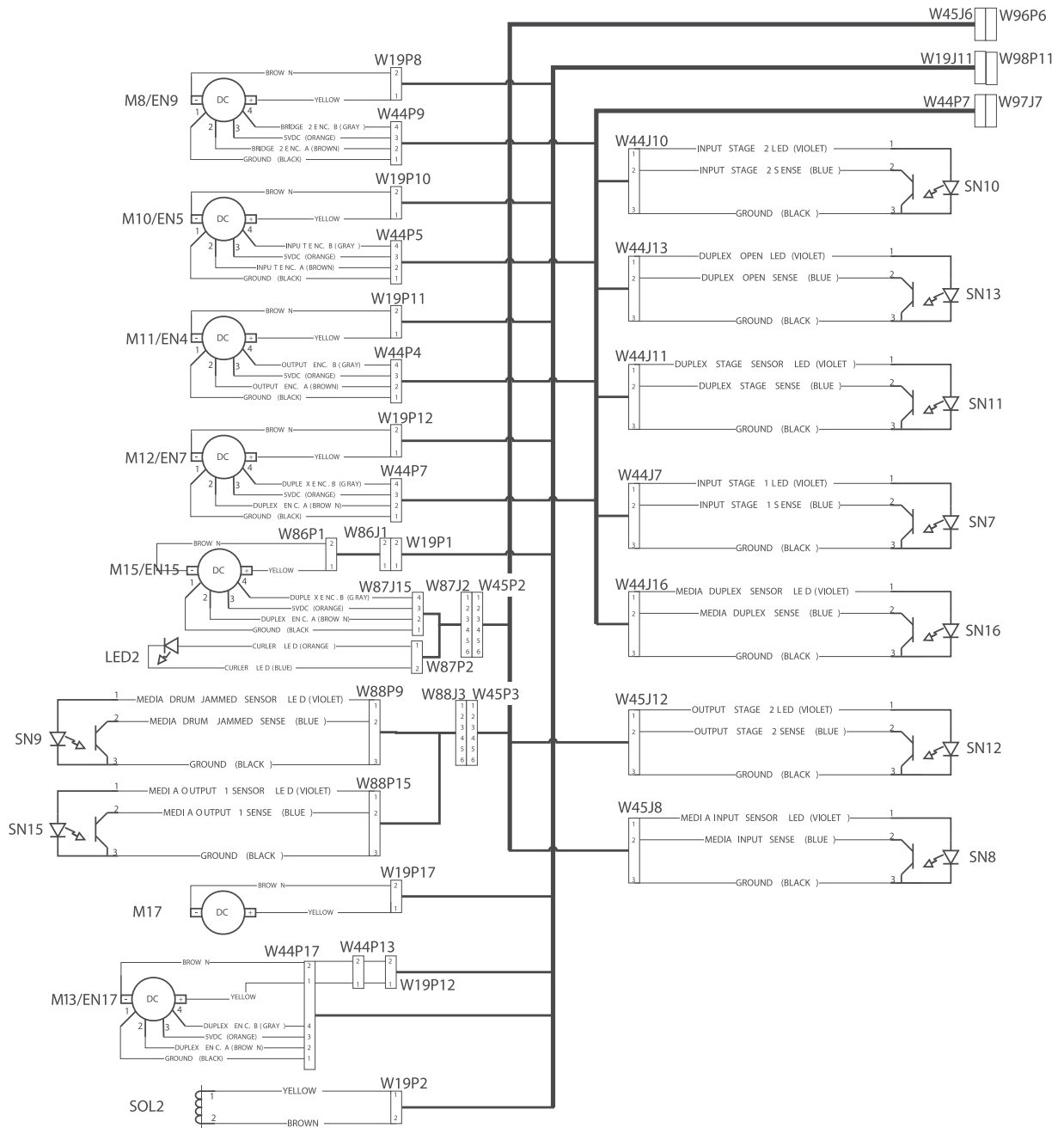


Figure B-35 IDO system

IDS

- [IDS wiring diagram](#)
- [ISS PCA \(A8\) diagram](#)

IDS wiring diagram

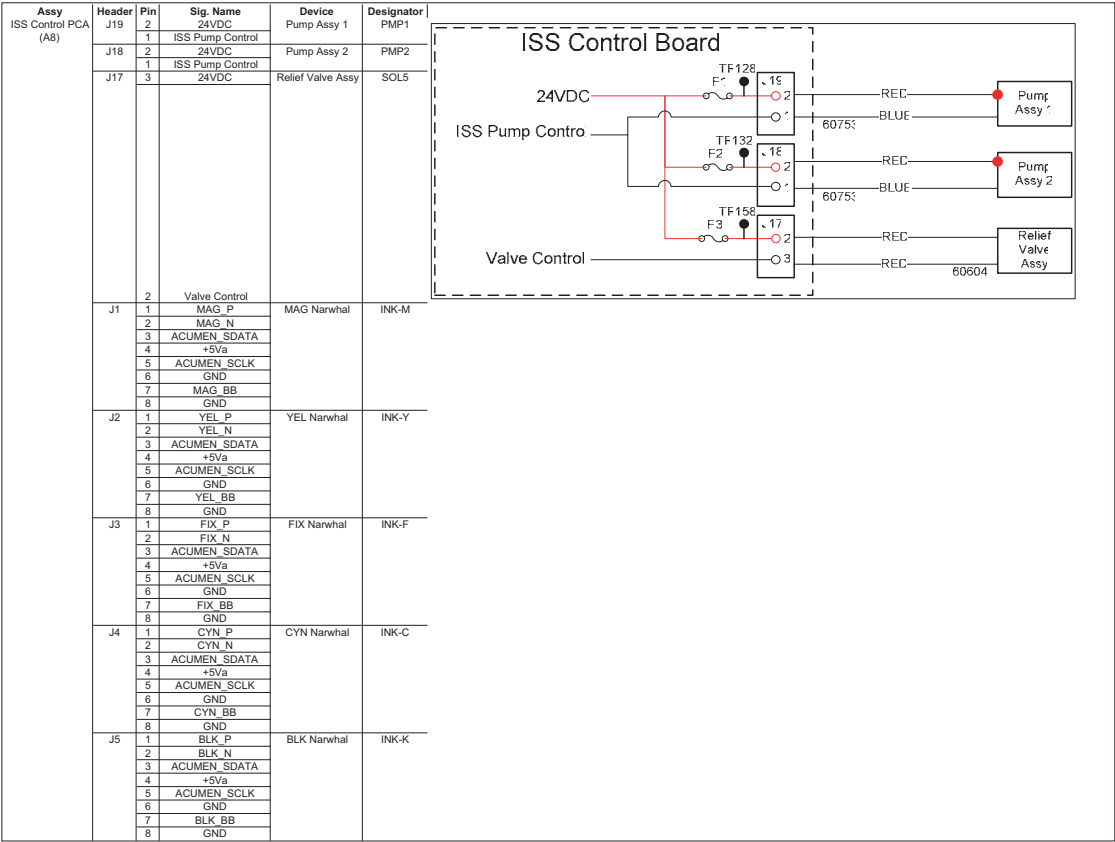


Figure B-36 IDS wiring diagram

ISS PCA (A8) diagram

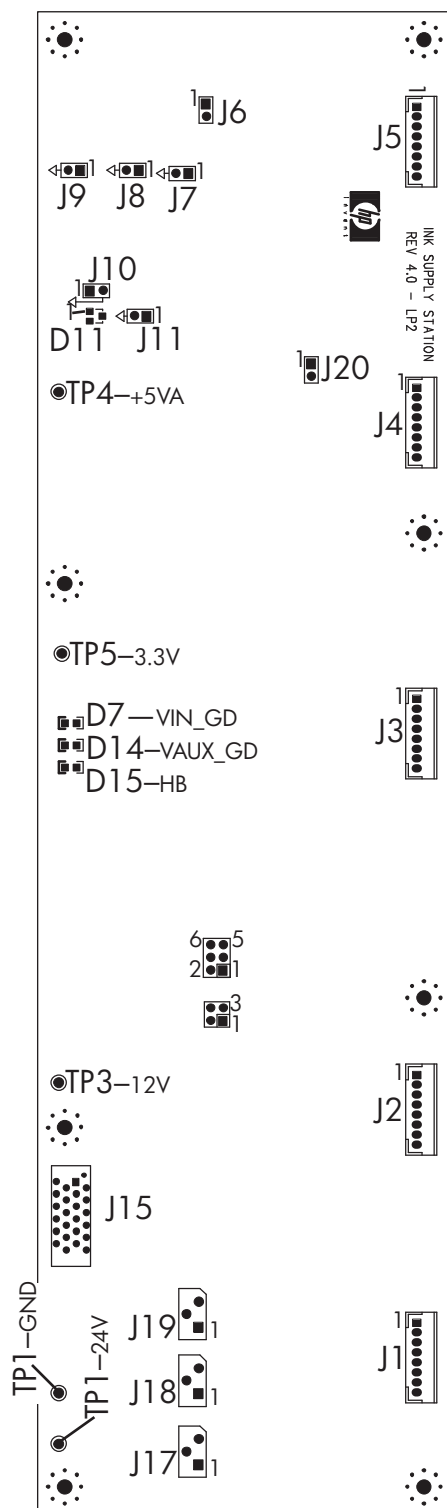


Figure B-37 ISS PCA (A8) diagram

Scanner

- [Scanner wiring diagram](#)
- [Scanner CCD PCA \(A503\) diagram](#)
- [AFE PCA \(A502\) diagram](#)
- [Scanner Control PCA \(A501\) diagram](#)

Scanner wiring diagram

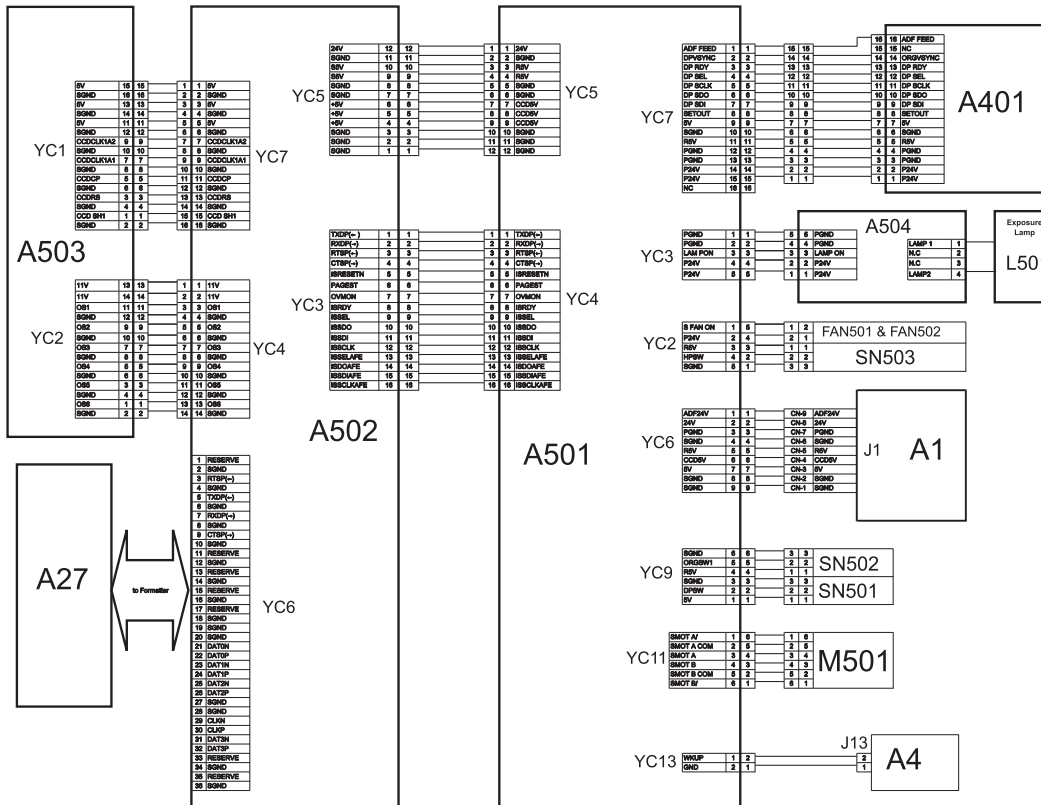


Figure B-38 Scanner wiring diagram

Scanner CCD PCA (A503) diagram

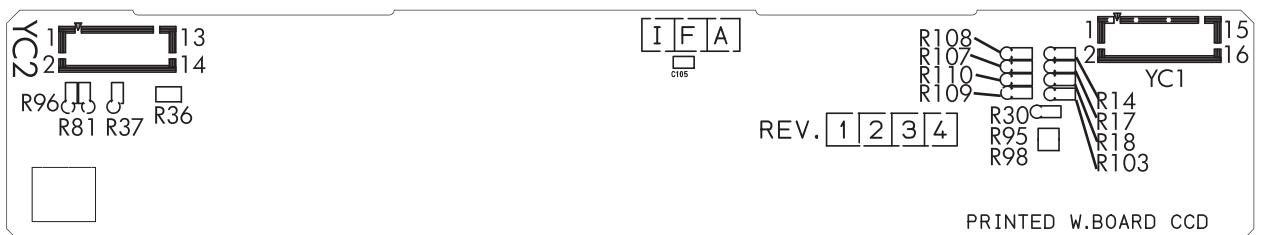


Figure B-39 Scanner CCD PCA (A503) diagram

AFE PCA (A502) diagram

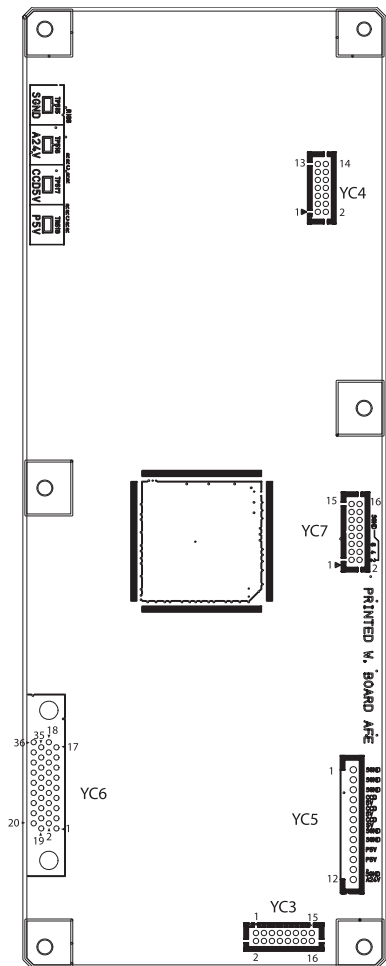


Figure B-40 AFE PCA (A502) diagram

Scanner Control PCA (A501) diagram

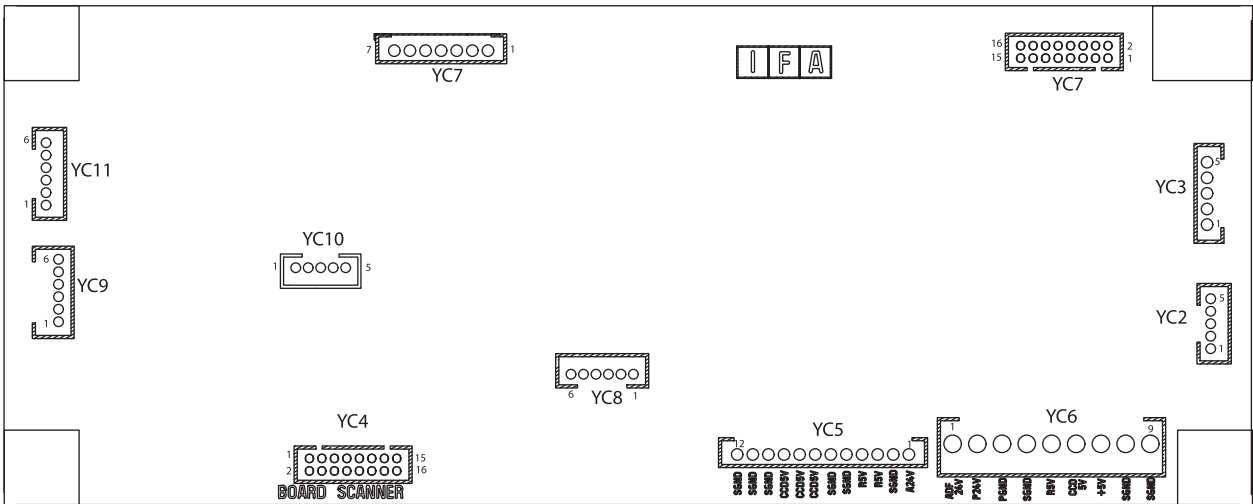


Figure B-41 Scanner Control PCA (A501) diagram

Service station wiring diagram

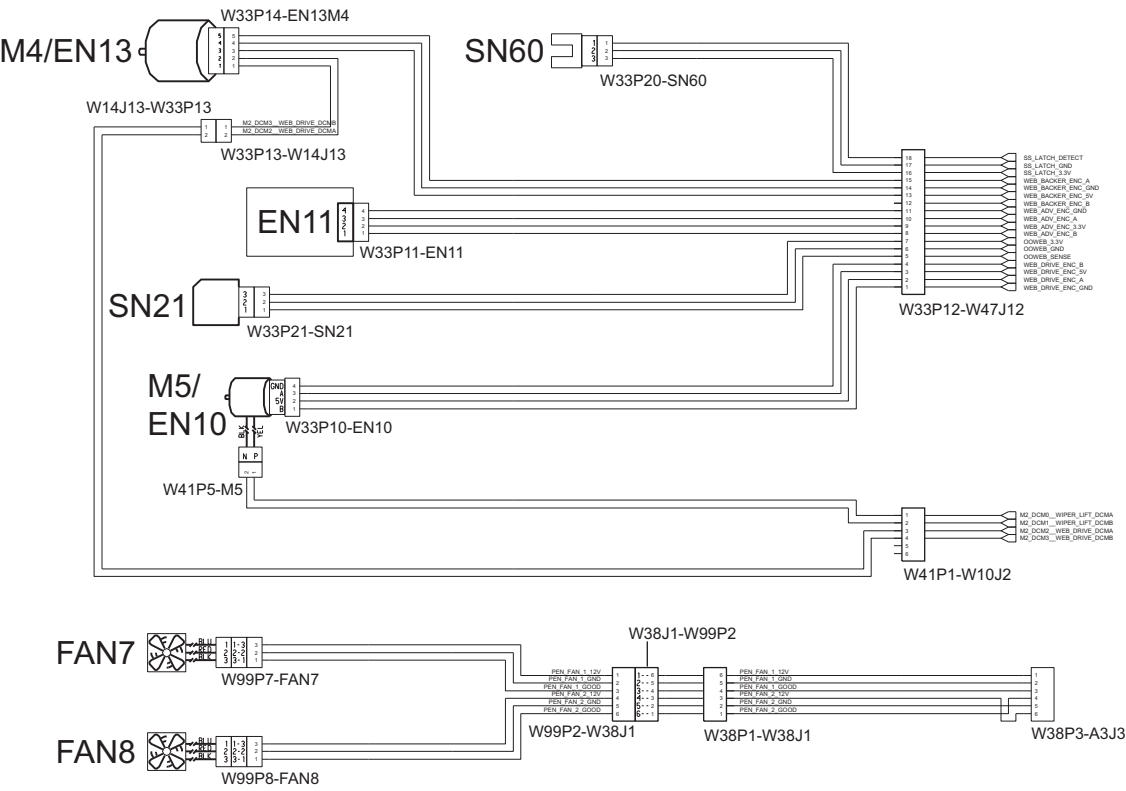


Figure B-42 Service station wiring diagram

Trays 2, 3, and 4

- [Trays 2, 3, and 4 assembly wiring diagram](#)
- [Tray 2 wiring diagram](#)
- [Tray 3 wiring diagram](#)
- [Tray 4 wiring diagram](#)
- [Trays 2, 3, and 4 controller PCA diagram](#)
- [Trays 2, 3, and 4 distribution PCA \(A33\) diagram](#)

Trays 2, 3, and 4 assembly wiring diagram

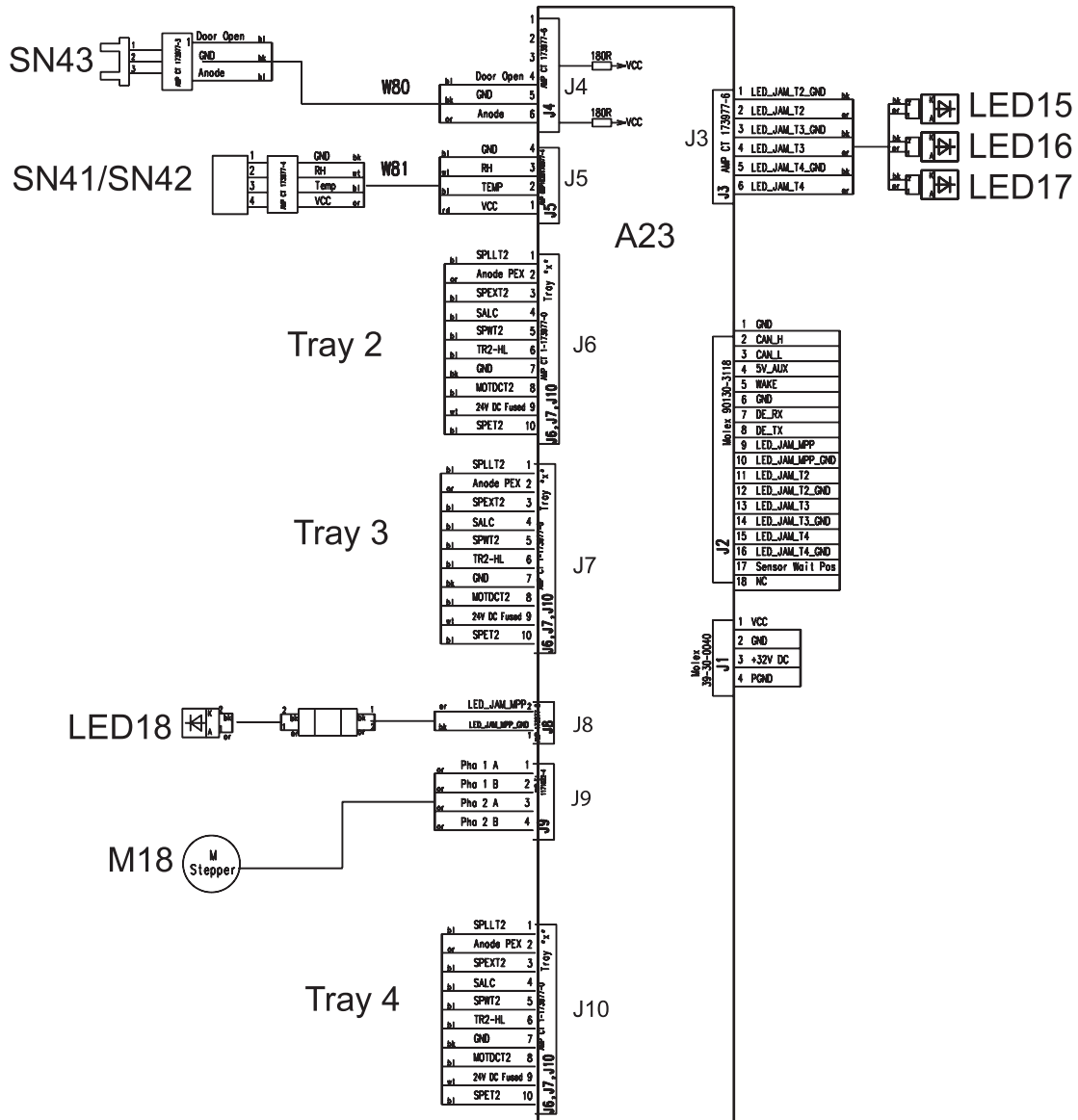


Figure B-43 Trays 2, 3, and 4 assembly wiring diagram

Tray 2 wiring diagram

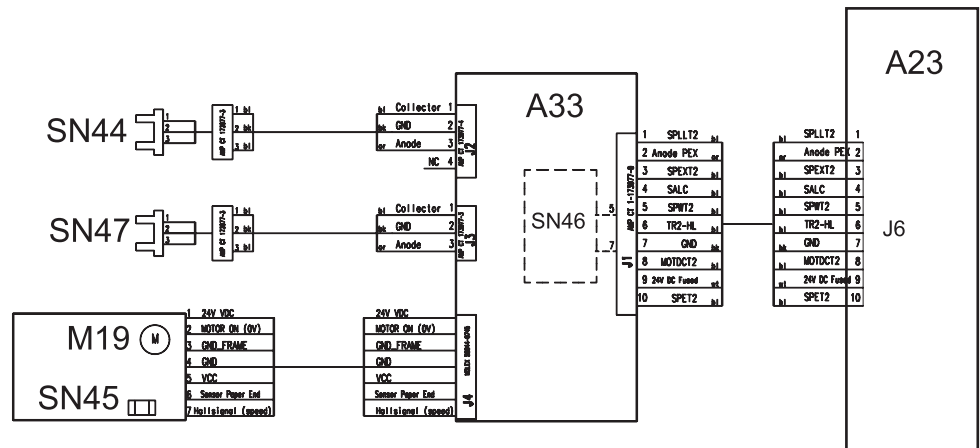


Figure B-44 Tray 2 wiring diagram

Tray 3 wiring diagram

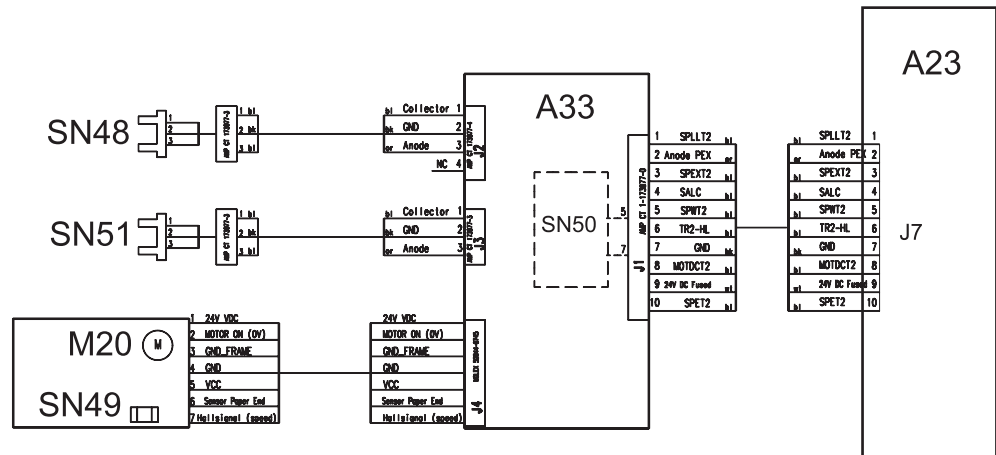


Figure B-45 Tray 3 wiring diagram

Tray 4 wiring diagram

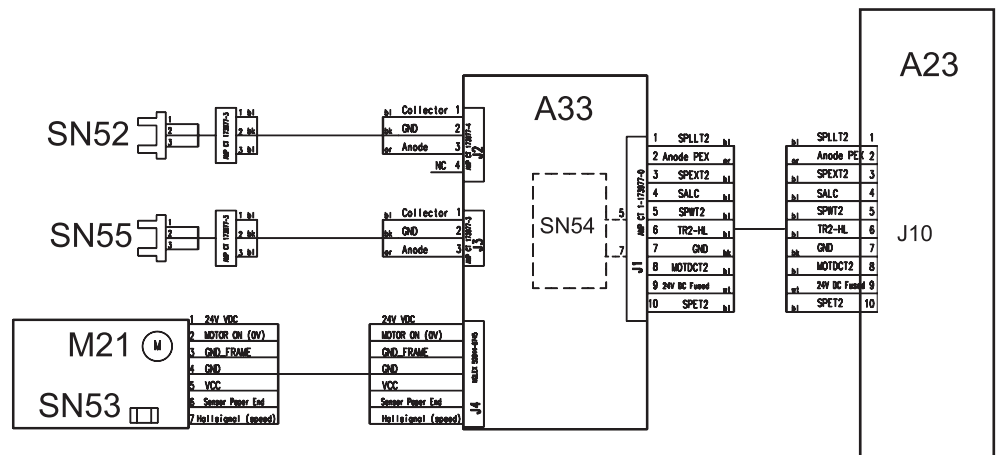


Figure B-46 Tray 4 wiring diagram

Trays 2, 3, and 4 controller PCA diagram

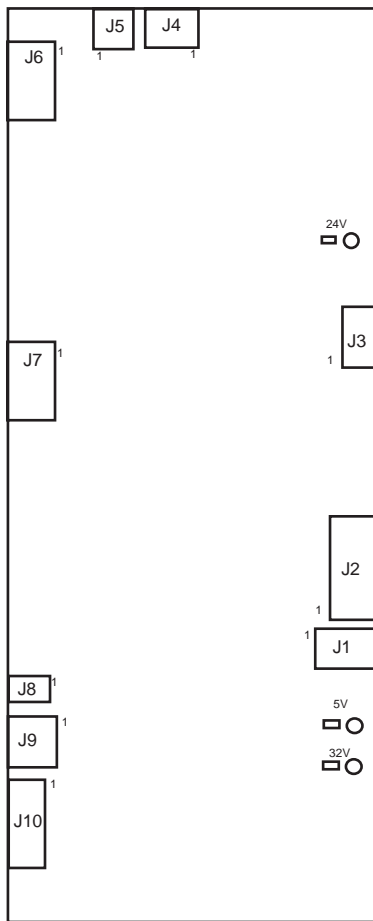


Figure B-47 Trays 2, 3, and 4 controller PCA diagram

Trays 2, 3, and 4 distribution PCA (A33) diagram

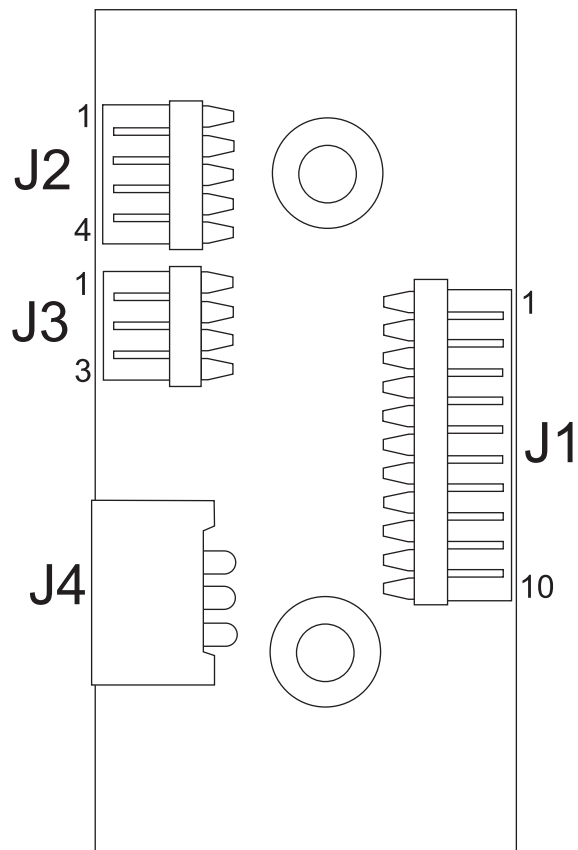


Figure B-48 Trays 2, 3, and 4 distribution PCA (A33) diagram

Vacuum and aerosol wiring diagram

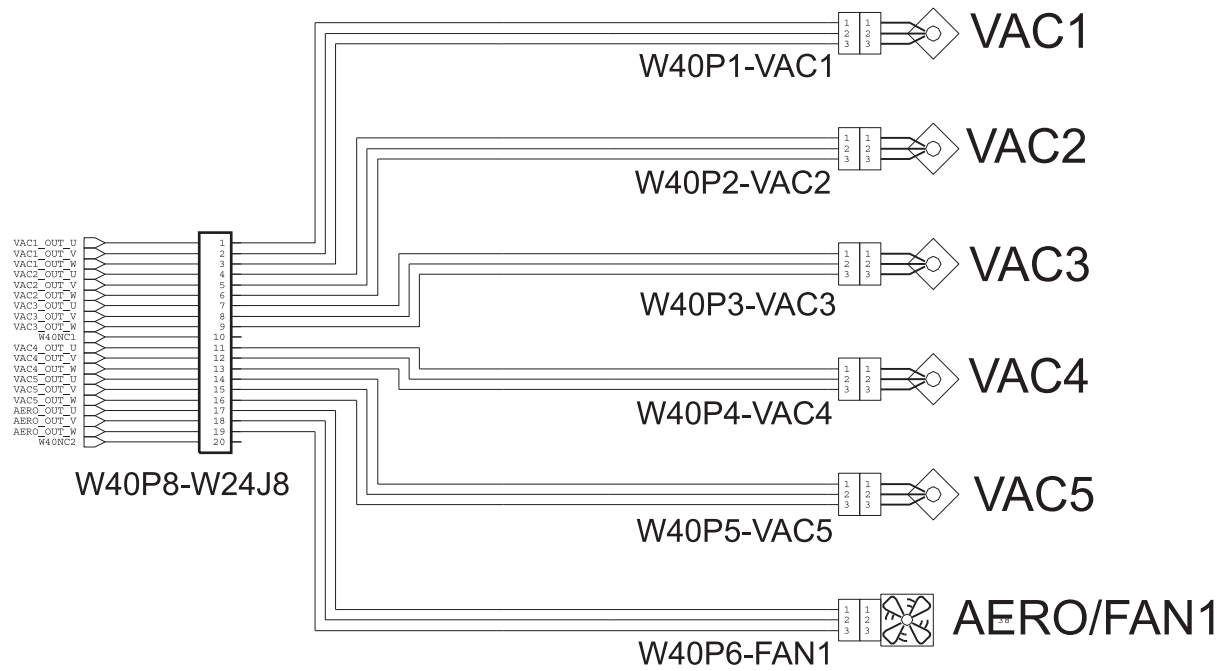


Figure B-49 Vacuum and aerosol wiring diagram

Vertical wiring diagram

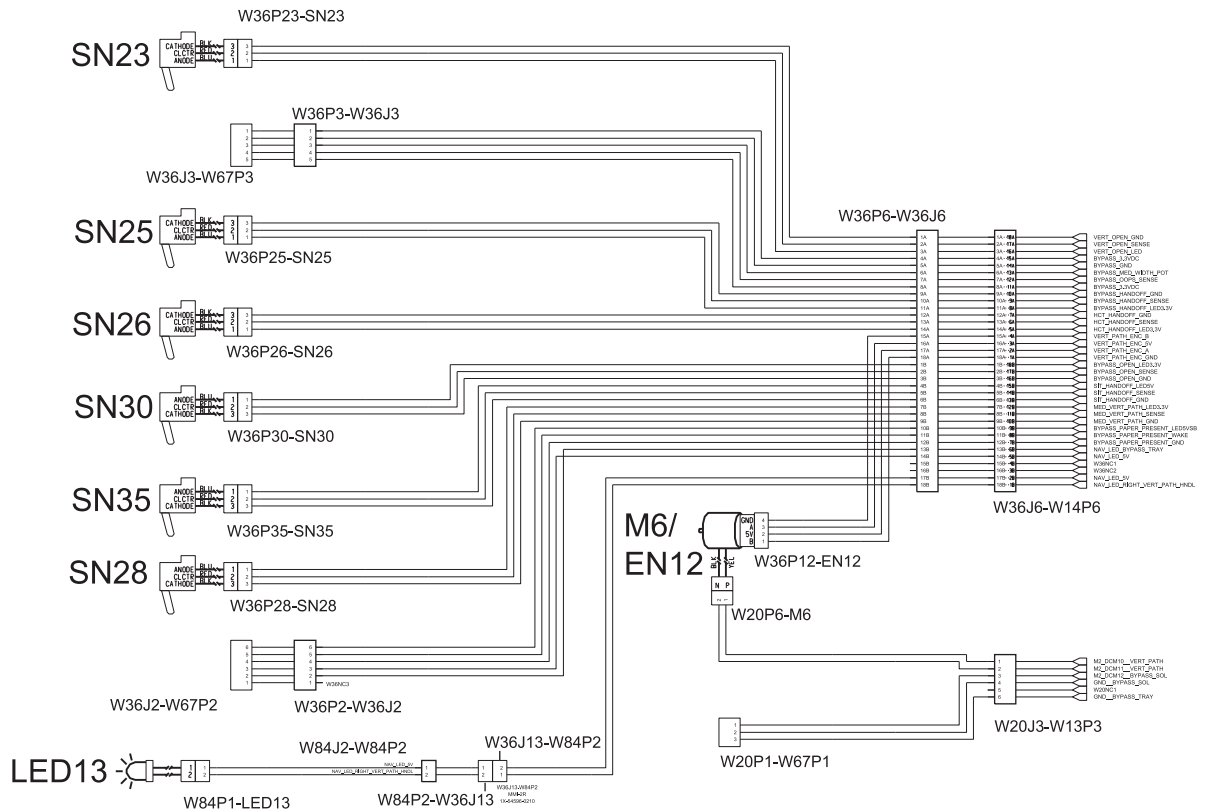


Figure B-50 Vertical wiring diagram

Web wipe wiring diagram

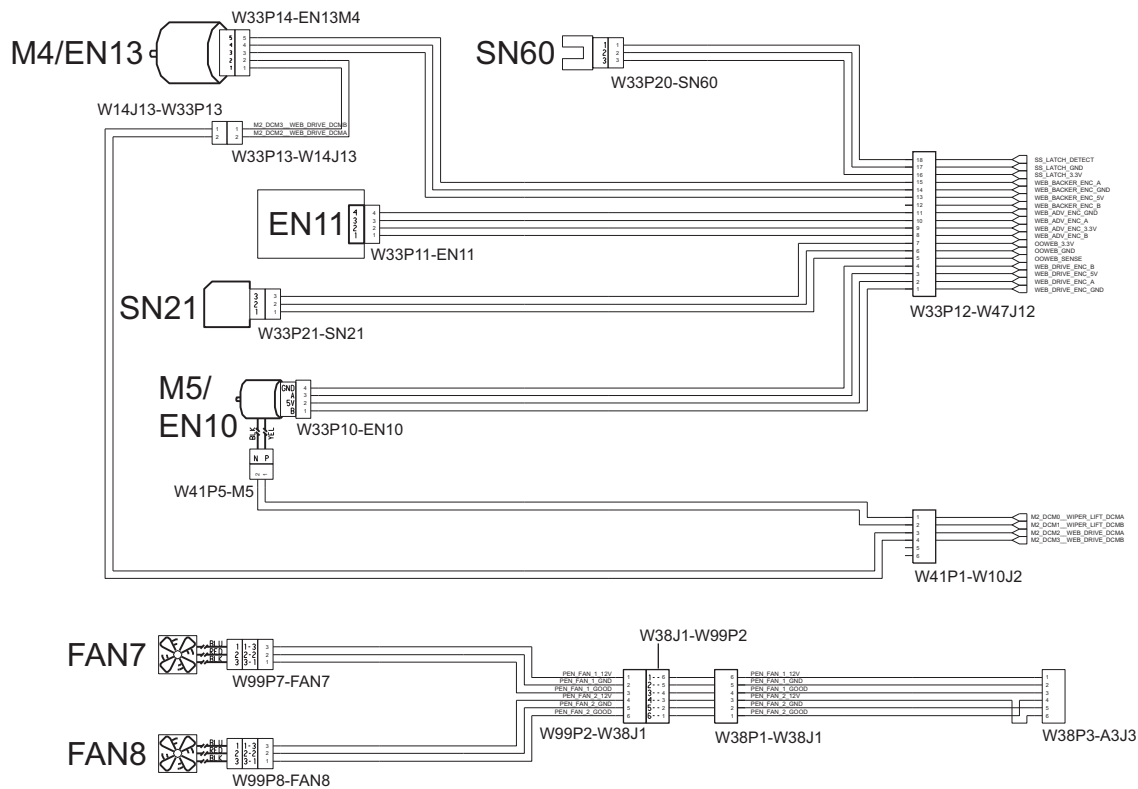


Figure B-51 Web wipe wiring diagram

PCA diagrams

- [Drop Detect PCA \(A22\) diagram](#)
- [Image Processing PCA \(A6\) diagram](#)
- [Ink Assist PCA \(A3\) diagram](#)
- [Main Engine Backplane PCA \(A4\) diagram](#)
- [Main Engine PCA \(A5\) diagram](#)
- [Motion PCA \(A2\)](#)
- [Power Distribution PCA \(A1\) diagram](#)

Drop Detect PCA (A22) diagram

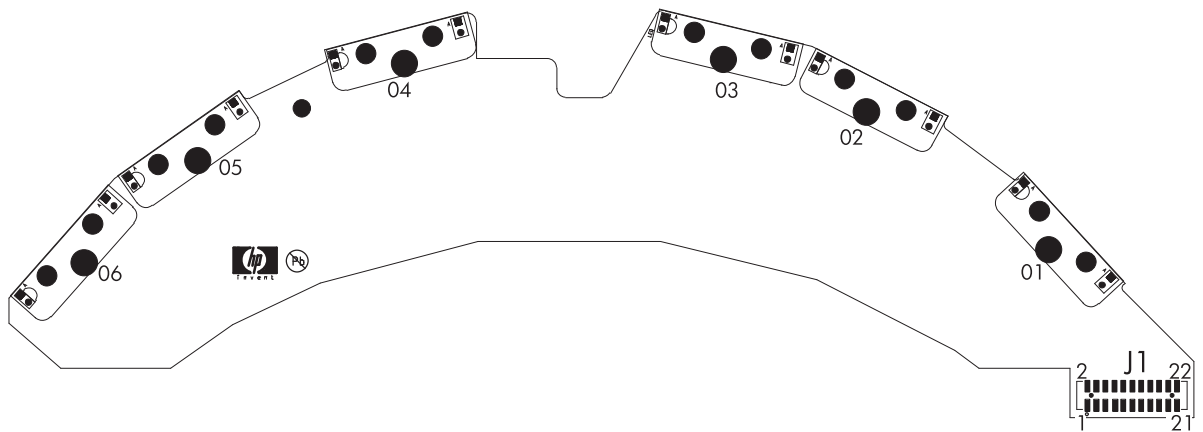


Figure B-52 Drop Detect PCA (A22) diagram

Image Processing PCA (A6) diagram

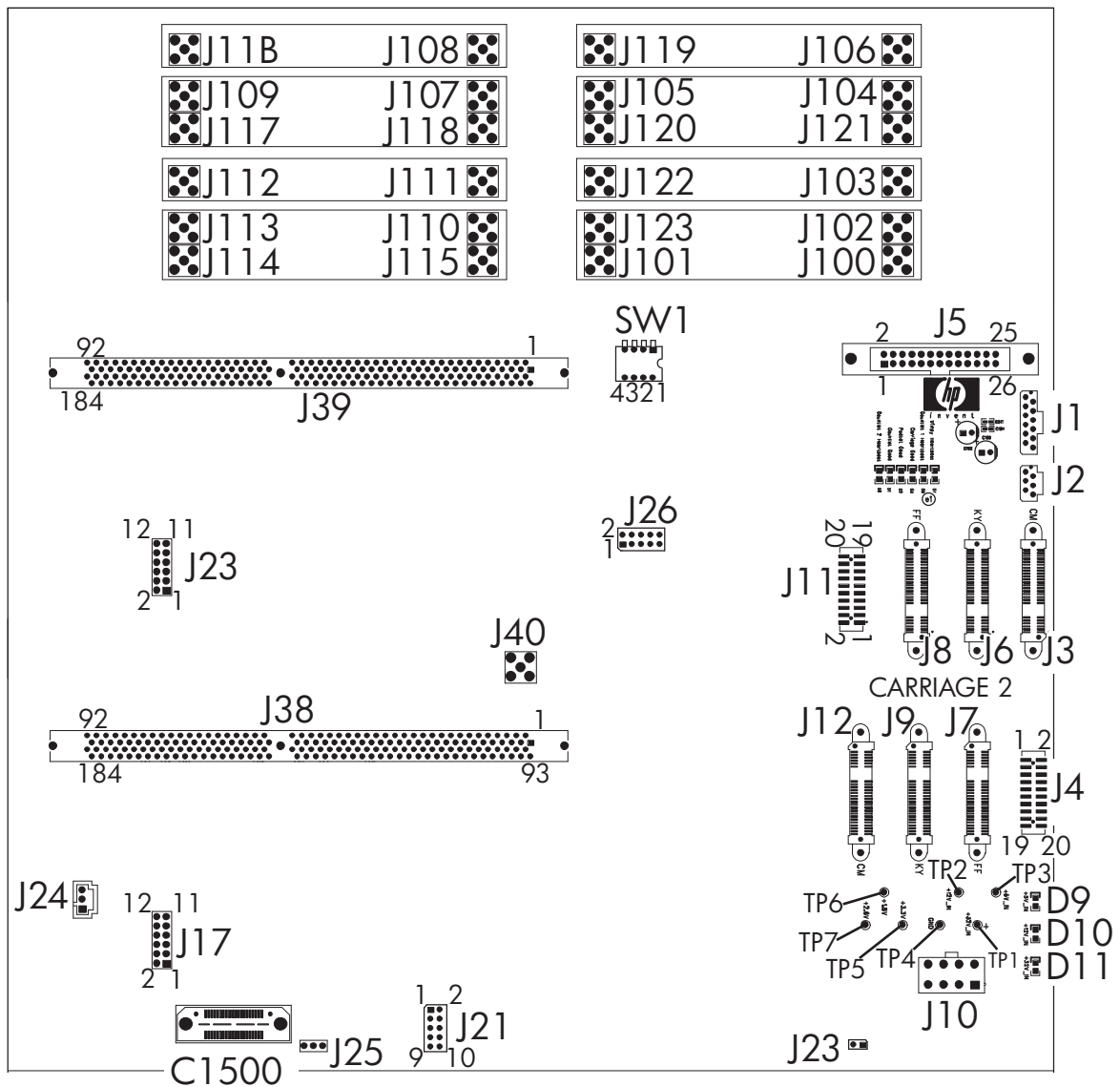


Figure B-53 Image Processing PCA (A6) diagram

Ink Assist PCA (A3) diagram

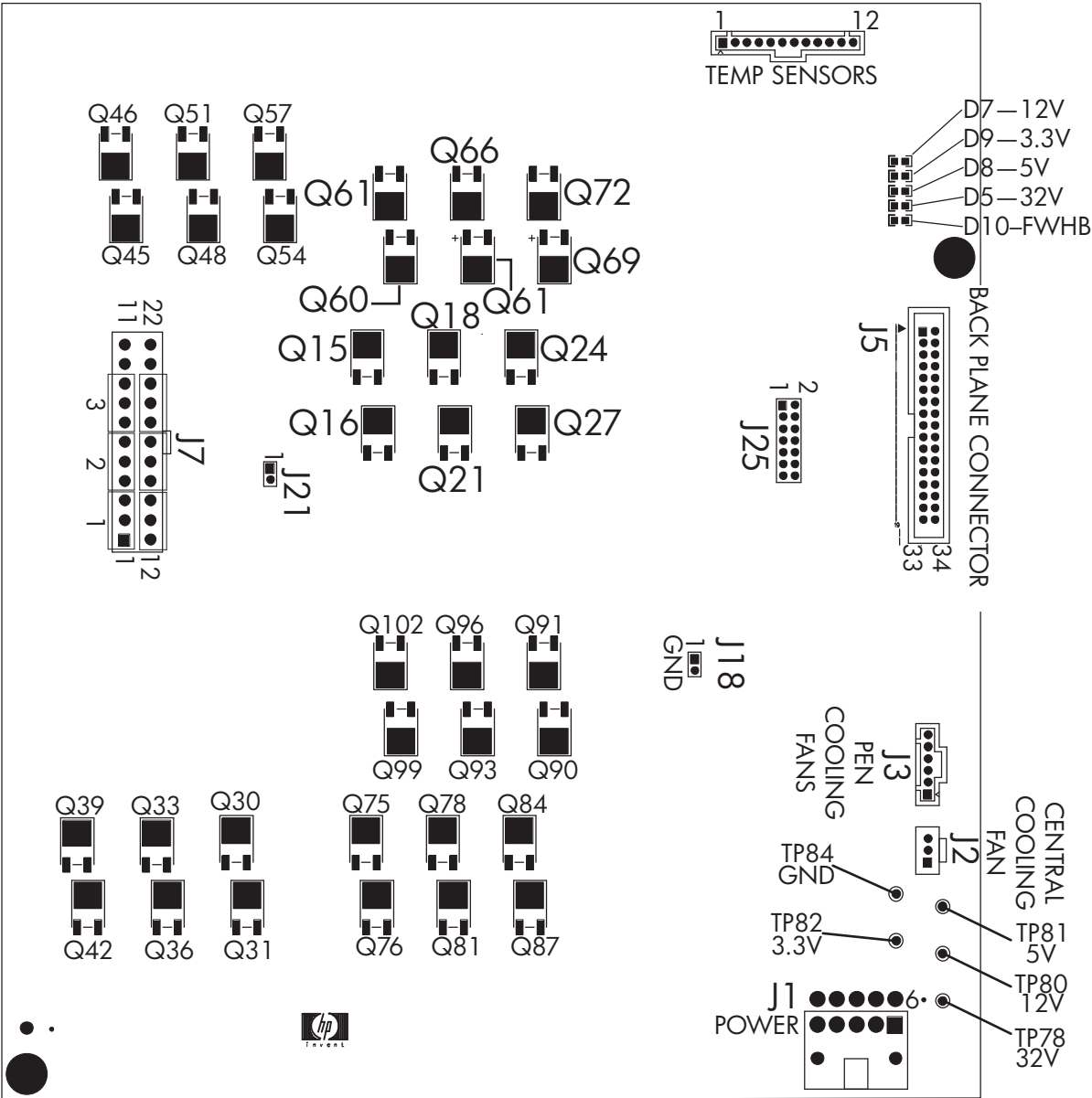


Figure B-54 Ink Assist PCA (A3) diagram

Main Engine Backplane PCA (A4) diagram

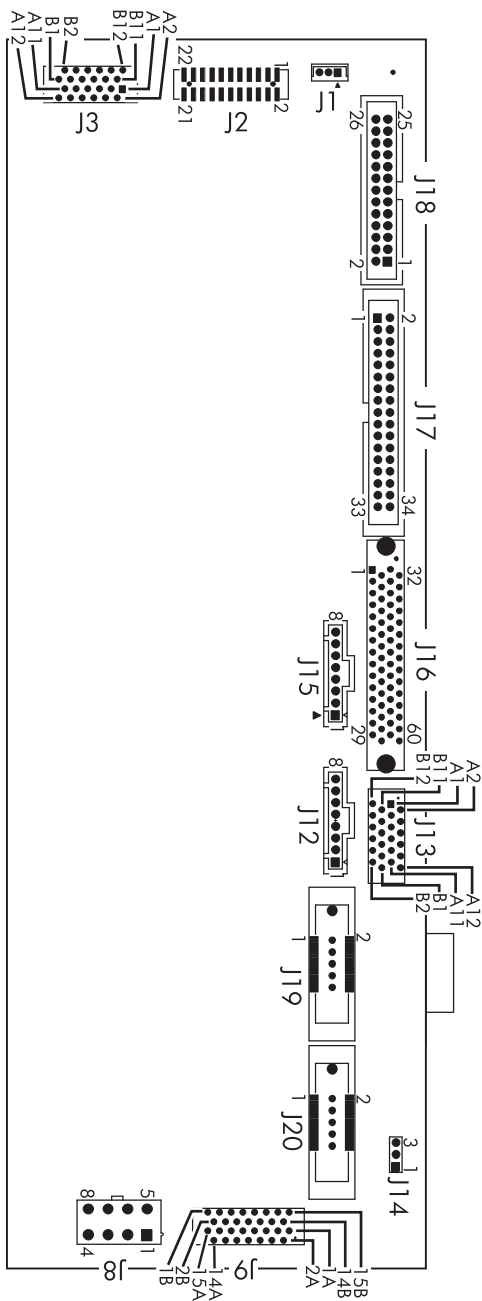


Figure B-55 Main Engine Backplane PCA (A4) diagram

Main Engine PCA (A5) diagram

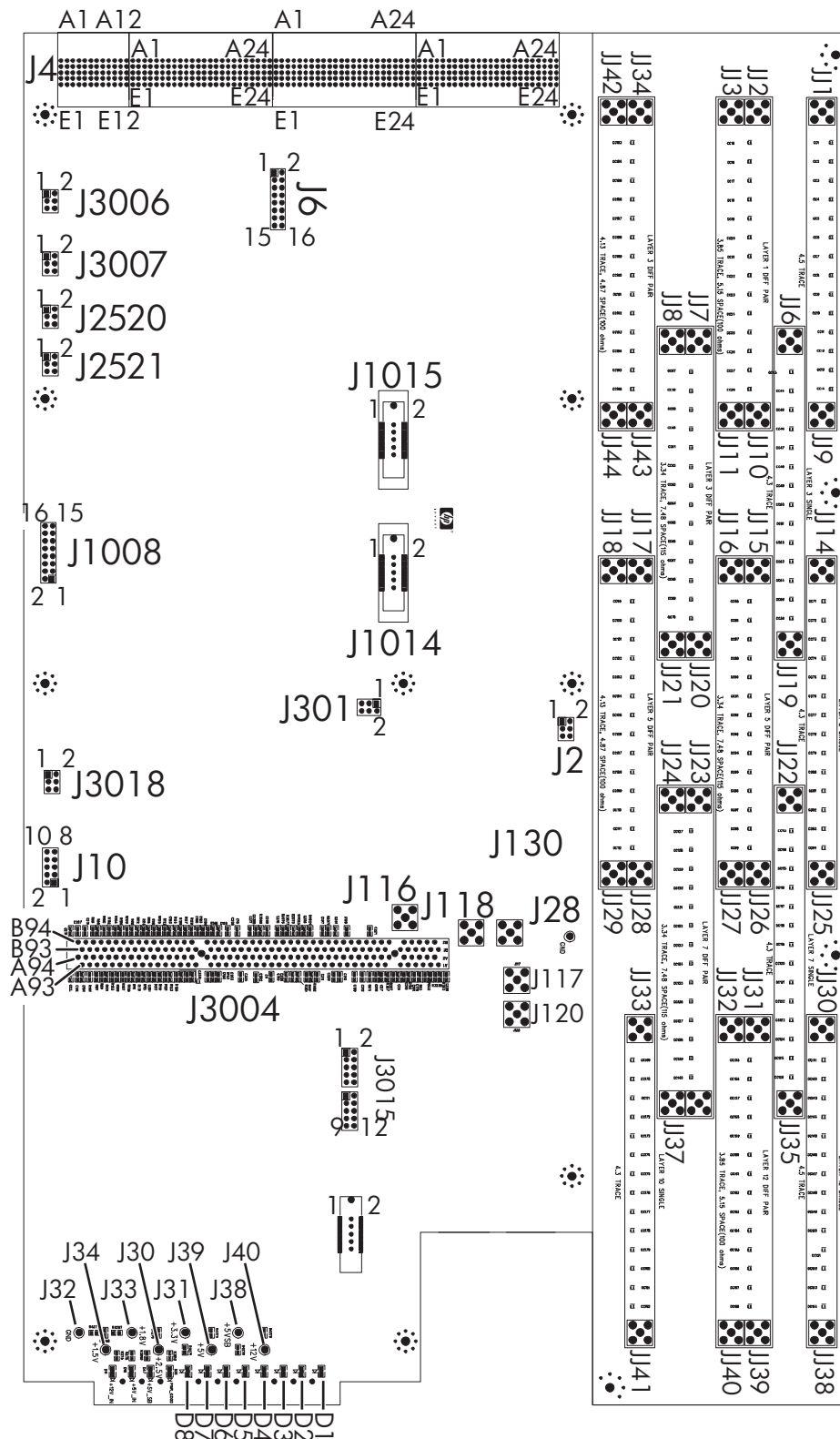


Figure B-56 Main Engine PCA (A5) diagram

Motion PCA (A2)

- [Motion PCA \(A2\) diagram](#)
- [Motor distribution wiring diagram](#)
- [Left sensor distribution wiring diagram](#)
- [Right sensor distribution wiring diagram](#)

Motion PCA (A2) diagram

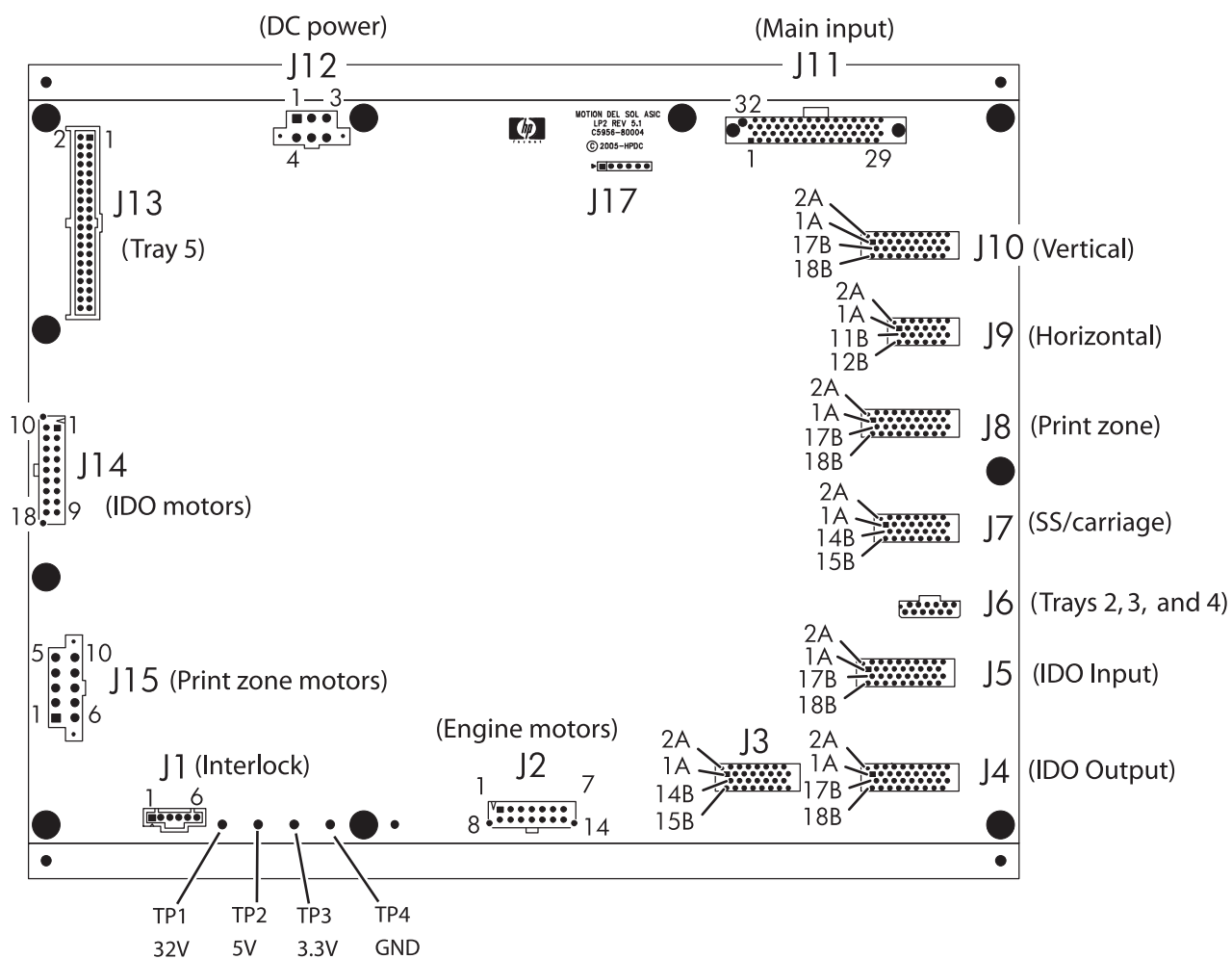


Figure B-57 Motion PCA (A2) diagram

Motor distribution wiring diagram

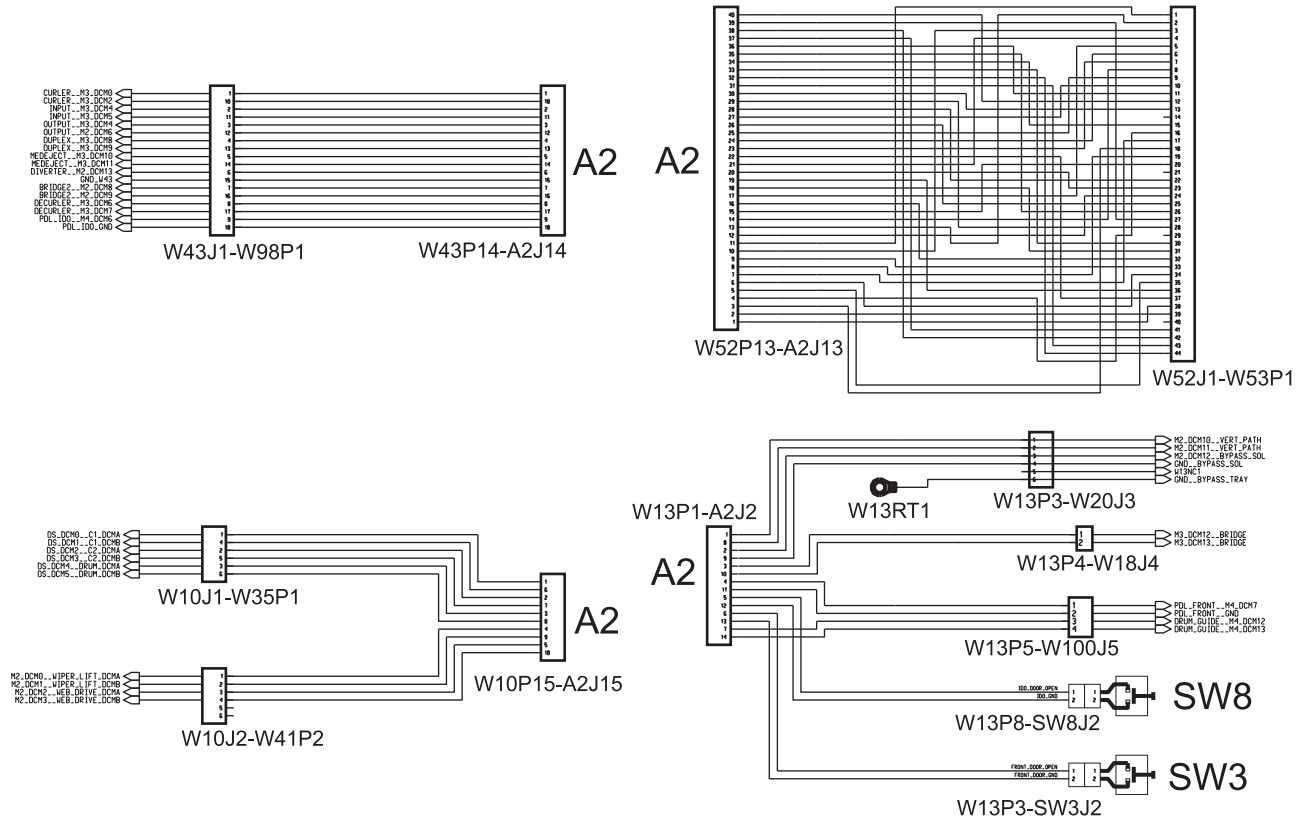


Figure B-58 Motor distribution wiring diagram

Left sensor distribution wiring diagram

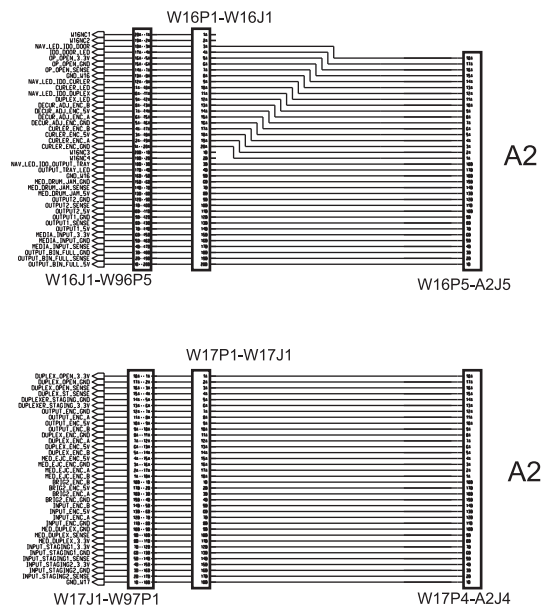


Figure B-59 Left sensor distribution wiring diagram

Right sensor distribution wiring diagram

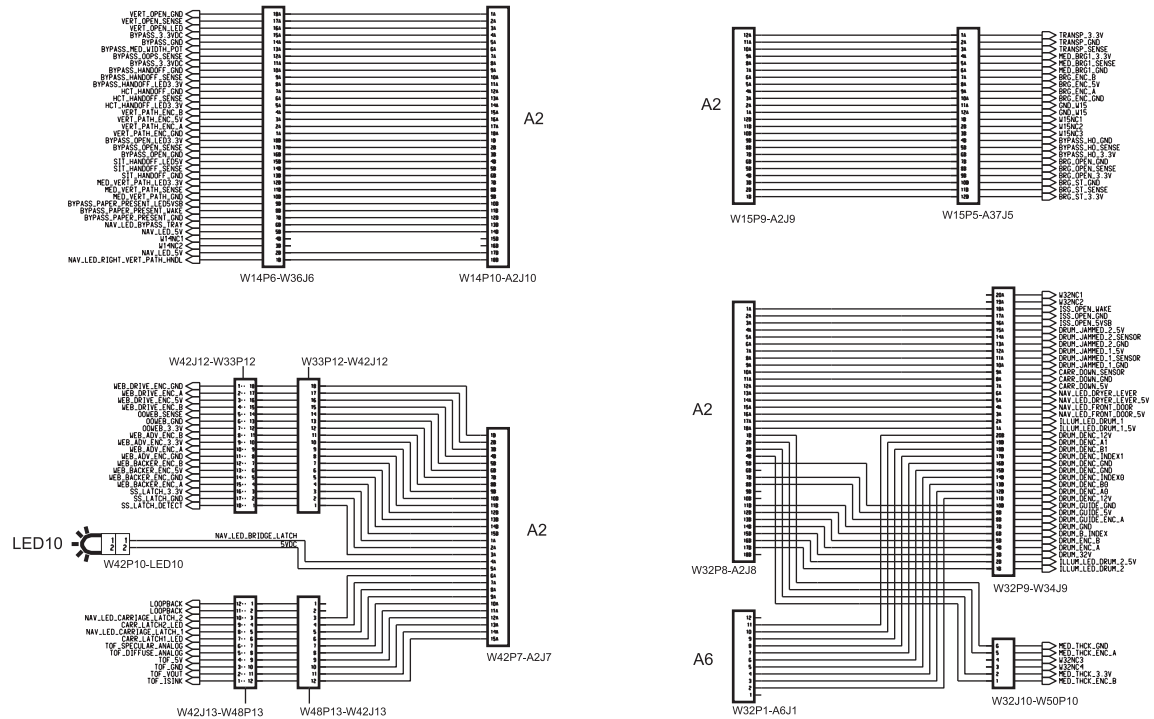


Figure B-60 Right sensor distribution wiring diagram

Power Distribution PCA (A1) diagram

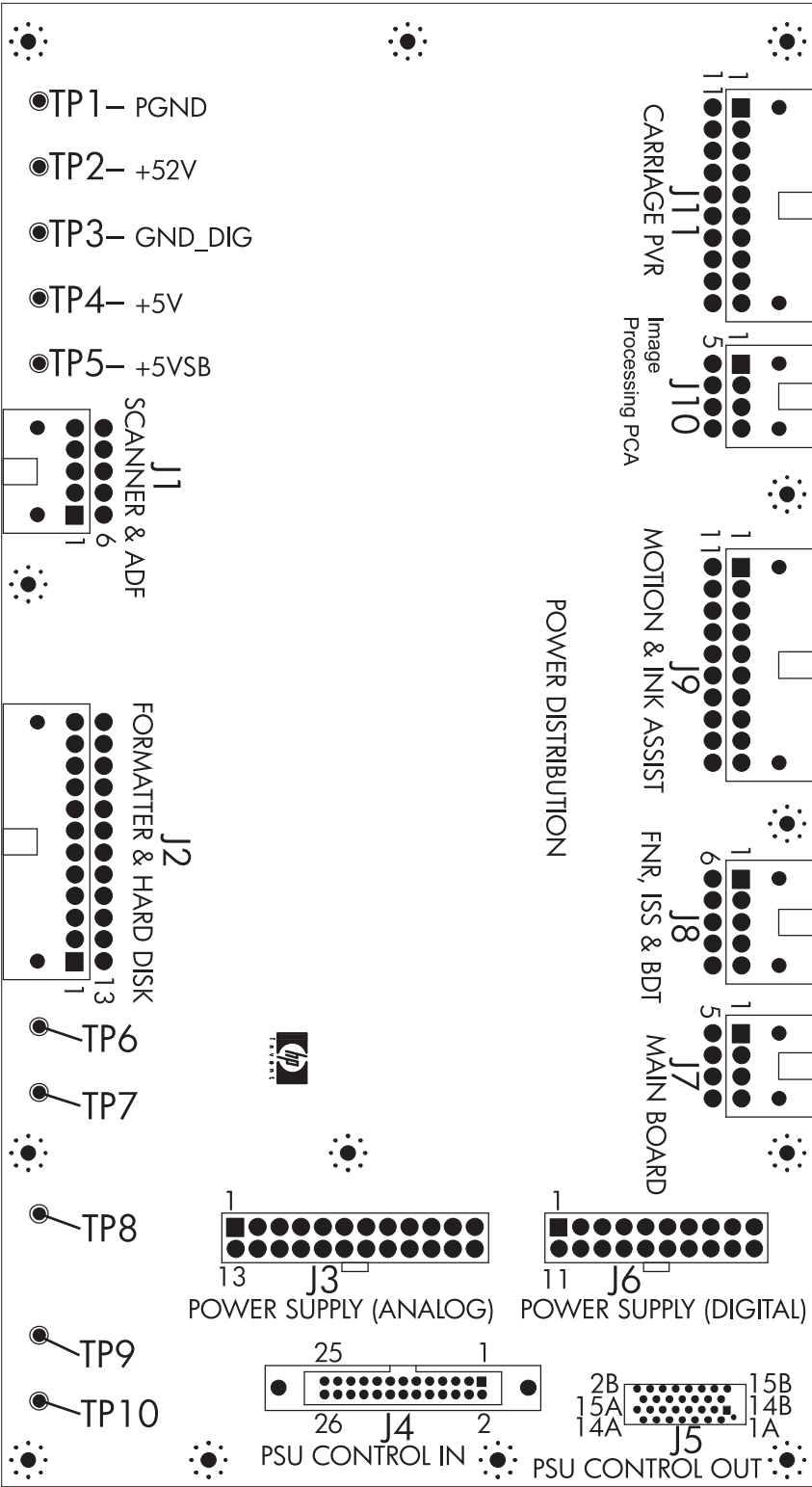


Figure B-61 Power Distribution PCA (A1) diagram

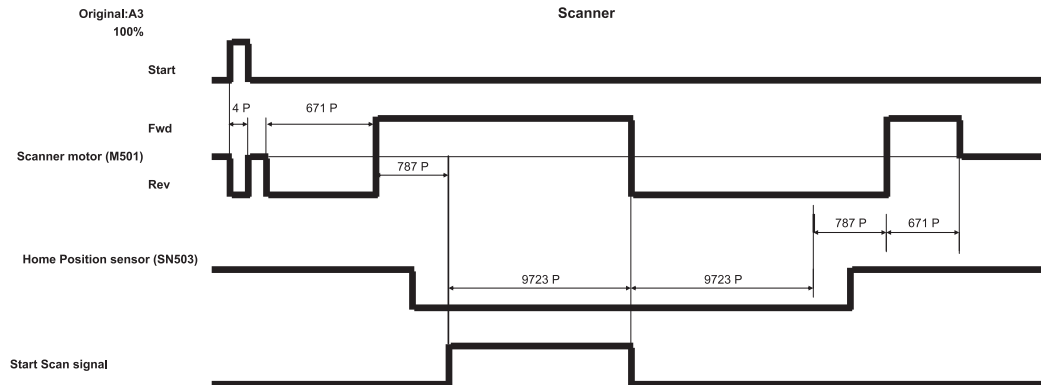
C Timing charts

- [Scanner and ADF timing charts](#)

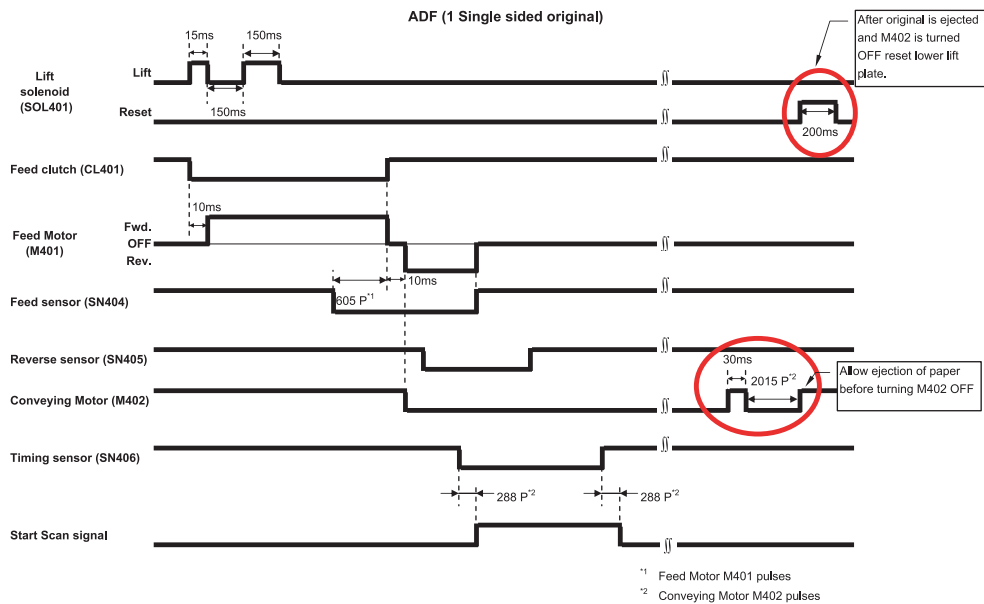
Scanner and ADF timing charts

- [Scanner timing](#)
- [ADF \(single\) timing](#)
- [ADF \(duplex\) timing](#)

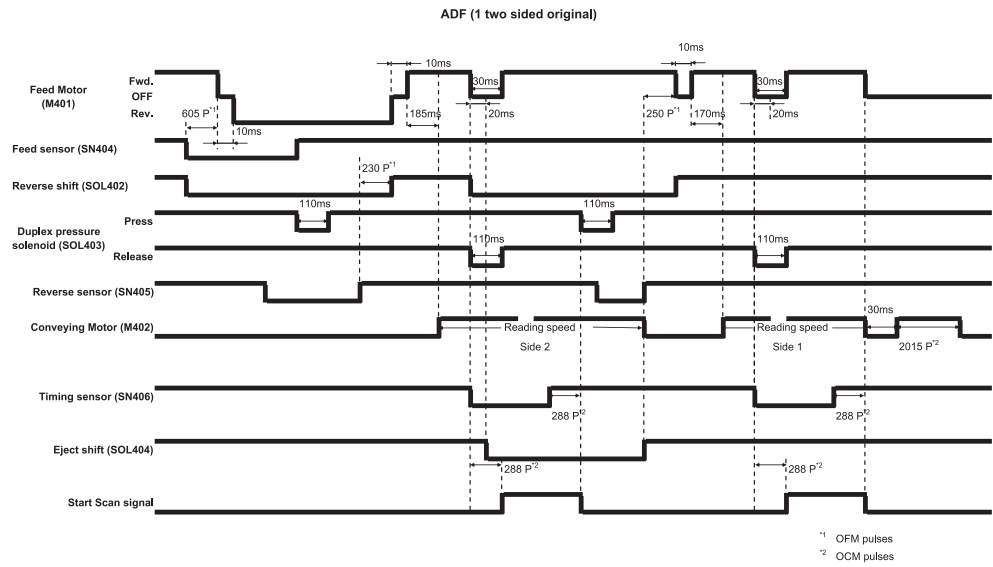
Scanner timing



ADF (single) timing



ADF (duplex) timing



D Internal pages

- [Service information pages](#)
- [Print quality pages](#)

Service information pages

- [Gaining access to service information pages](#)
- [Available service information pages](#)

Gaining access to service information pages

- [MFP diagnostic software](#)
- [Embedded Web server \(EWS\)](#)
- [Administrator menu](#)

MFP diagnostic software

All of the service information pages can be printed from the MFP diagnostic software.

For help printing service information pages from the MFP diagnostic software, see [View, print, and edit service information on page 63](#).

Embedded Web server (EWS)

Follow these steps to view service information in EWS:

1. Click **Information**.
2. Select the page that you want to view
3. Click **Print** to print the page.

Administrator menu

Follow these steps to view service information in the control panel administrator menu:

1. Log in to the control panel as the administrator.
2. Touch **Administration**.
3. Touch **Information**.
4. Select the page that you want to print, and then follow the onscreen instructions.

Available service information pages

The following service information pages are available:

Page	Source			Description
	MFP diagnostic software	EWS	Administrator menu	
Configuration	X	X	X	This page gives describes most of the machine settings and configurations.

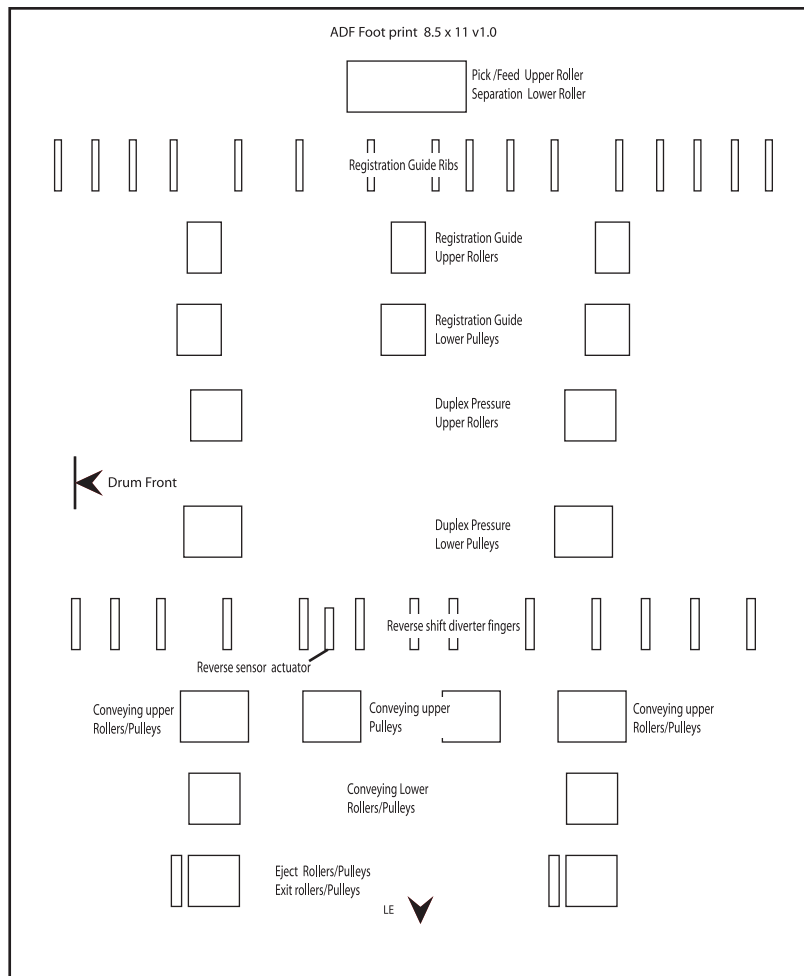
Page	Source			Description
	MFP diagnostic software	EWS	Administrator menu	
Event Log	X	X		This page lists all of the errors that the machine has encountered. The errors are listed beginning with the most recent.
Warning Log	X			This page lists all of the warnings that the machine has encountered. The warnings are listed beginning with the most recent.
Jam History	X	X		This page lists any recent paper jam error codes. You can use this page to identify any trends in the printer jam history.
Preventive Maintenance	X			<p>This page provides the following information:</p> <ul style="list-style-type: none"> PM parts that are due for immediate replacement Estimates for when a PM part not due for immediate replacement will need to be replaced
Service Summary/ Device Status	X	X		This page gives an overview of the state of the printer. For more detailed information, see another page.
Service Settings	X			This page gives an overview parts and assemblies that require adjustments or calibrations. Some calibrations are performed automatically, while others must be done manually.
Supplies Status		X	X	This page displays the status of each ink supply.
Usage Page		X	X	This page displays counts for pages printed, paper types used, types of print jobs, and scanner usage.
Device information		X		This page displays MFP information such as serial number and model.
Fax Reports			X	The MFP offers several pages that detail fax activity.

Print quality pages

This section contains examples of the test pages that the MFP can print. For information on printing test pages, see [Print a test page on page 62](#)

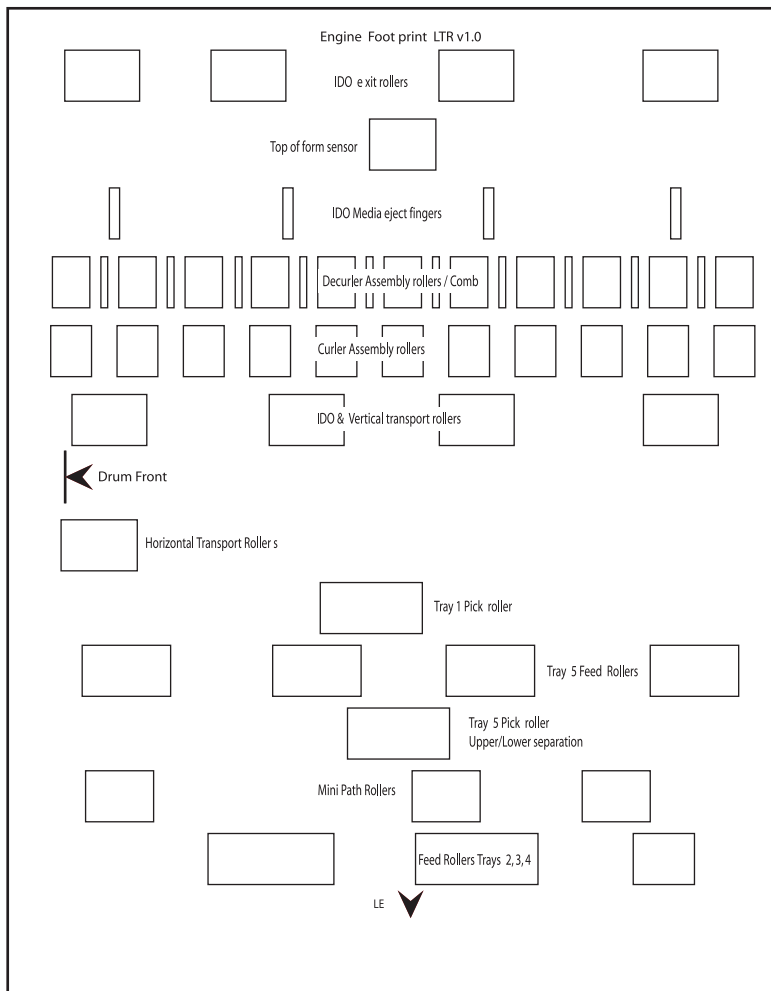
- [ADF Footprint test page](#)
- [Engine Footprint test page](#)
- [Finisher Footprint test page](#)
- [All Colors test page](#)
- [Automatic Pen Alignment \(APA\) scanner page](#)
- [Composite Gray test page](#)
- [Dimensional IQ test page](#)
- [PQ test page](#)
- [Streaks test page](#)
- [Grid test page](#)
- [Nozzle Health plot](#)
- [Vertical Banding test page](#)

ADF Footprint test page



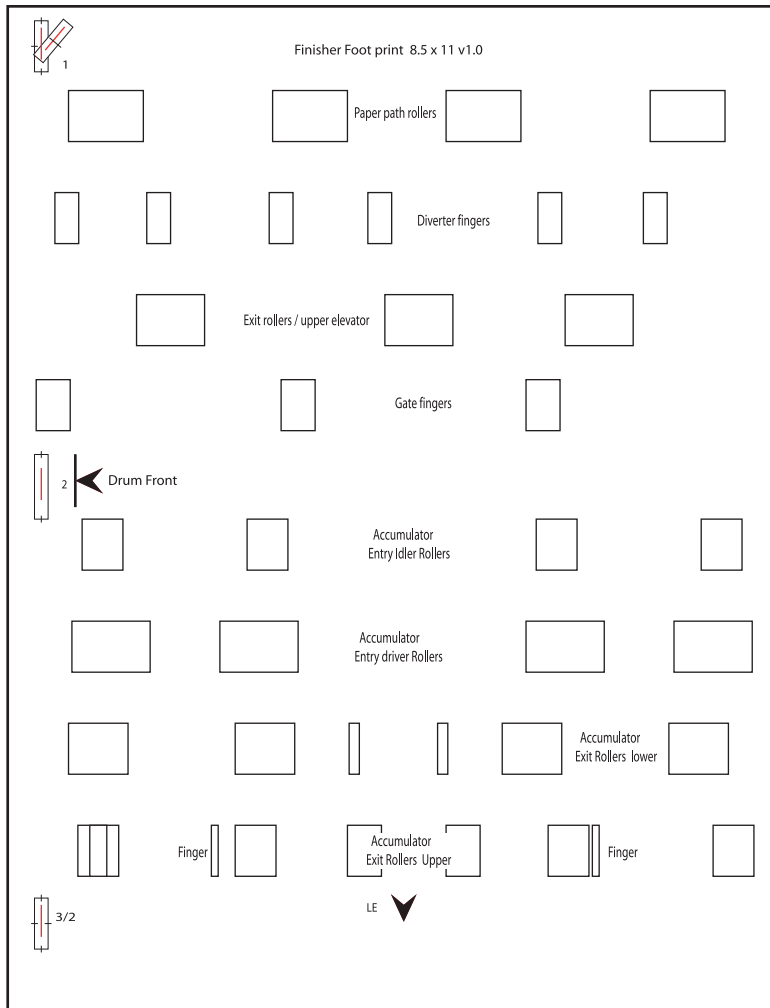
Print this test page when you make a copy, and the ADF damages the original or the ADF rollers contaminate the originals. This test page shows where the rollers make contact with the original. Look for smudges, contamination, or damage that indicate rollers that need to be serviced.

Engine Footprint test page



Use the Engine Footprint test page to determine whether rollers or diverter fingers in the main engine paper path are marking, damaging, or contaminating the prints. This test page shows where the main engine rollers make contact with the paper. Look for smudges, damage, roller tracking marks, nicks, or dents where the diverter fingers contact the page. Remove the finisher before printing this page in order to isolate the main engine.

Finisher Footprint test page



Use the Finisher Footprint test page to determine whether rollers or diverter fingers in the finisher paper path are marking, damaging, or contaminating the prints. This test page shows where the finisher rollers make contact with the paper. Check the roller that corresponds to the area of the test page that was damaged or contaminated. Look for smudges, damage, roller tracking marks, nicks, or dents where the diverter fingers contact the page.

All Colors test page



The All Colors test page shows the following color schemes:

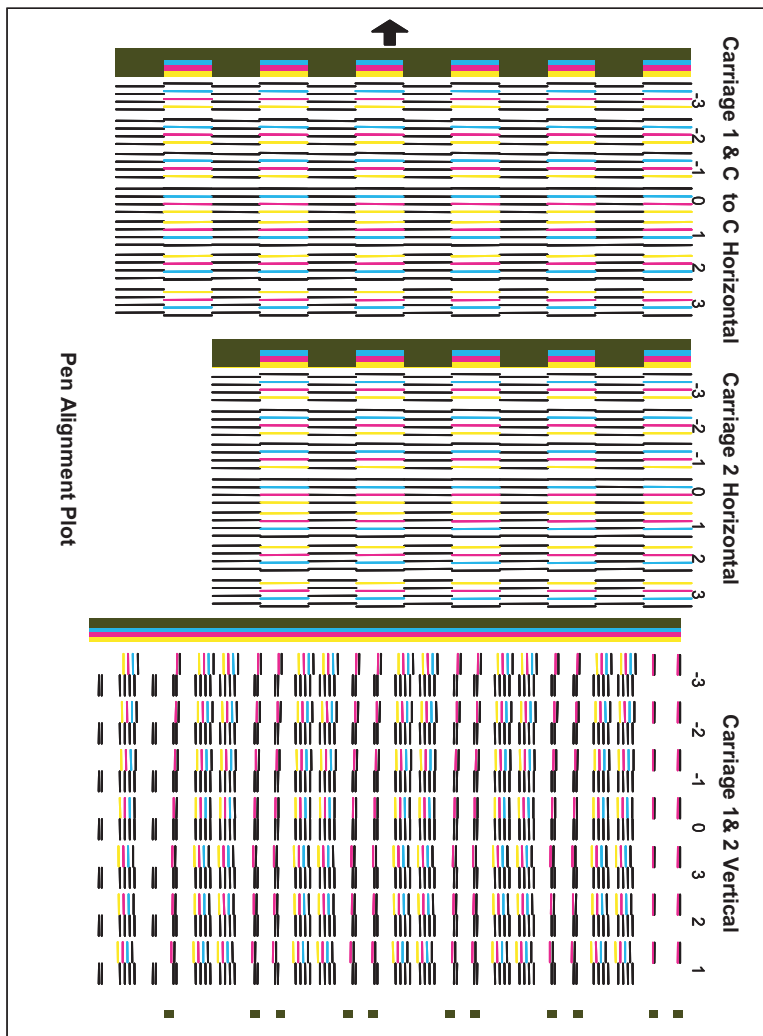
- Primary colors (CMYK) and primary composite colors (RGB) at 100 percent and 40 percent
- Composite gray (at the top of the page) at 40 percent

Use this page to diagnose print-quality problems, such as: vertical banding, streaks, ink contamination, and color transitions.

Automatic Pen Alignment (APA) scanner page

Use the APA scanner page to verify whether the pens are aligned. The test page has three sections to verify the following types of alignment:

- [Carriage 1 and carriage-to-carriage horizontal alignment](#)
- [Carriage 2 horizontal alignment](#)
- [Carriages 1 and 2 and carriage-to-carriage vertical alignment](#)



1

2

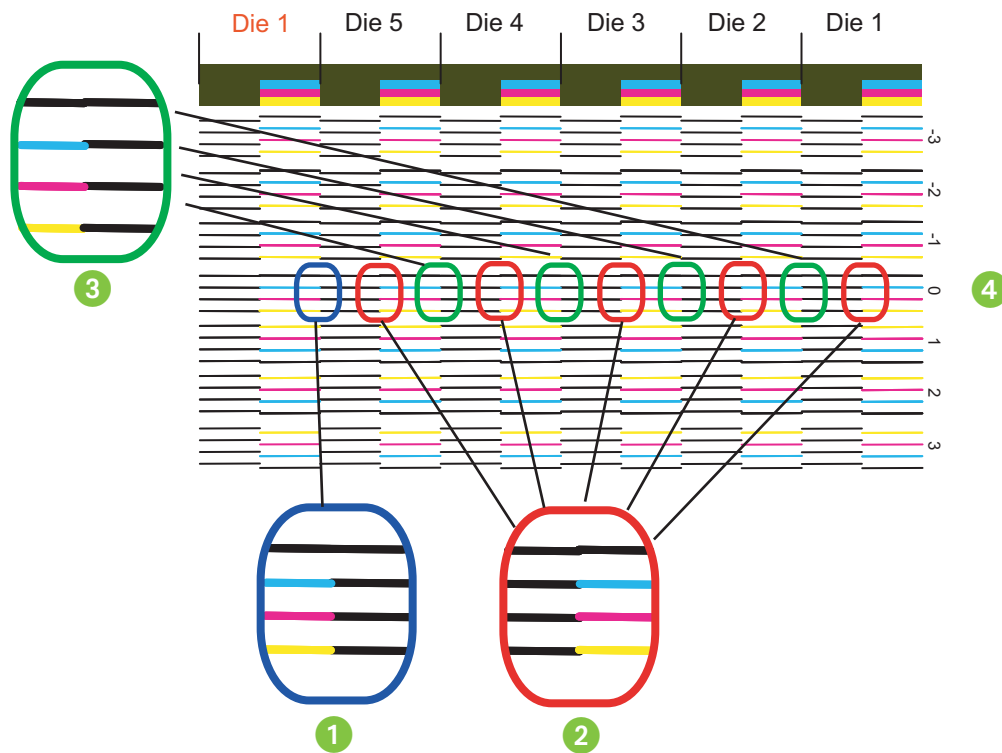
3

1	Carriage 1 and carriage-to-carriage horizontal alignment section
2	Carriage 2 horizontal alignment section
3	Carriages 1 and 2 and carriage-to-carriage vertical alignment section

Carriage 1 and carriage-to-carriage horizontal alignment

The Carriage 1 and carriage-to-carriage horizontal alignment section of the APA test page verifies the following types of alignment:

- Carriage-to-carriage horizontal alignment: Verify that the CMYK marks are aligned to black on the left most column.
- Pen-to-pen horizontal alignment: Verify that the CMYK marks in each of the five groupings are aligned to black along the zero zone of the page.
- Die-to-die horizontal alignment: Verify that the CMYK marks in each of the four groupings are aligned to black along the zero zone of the page.

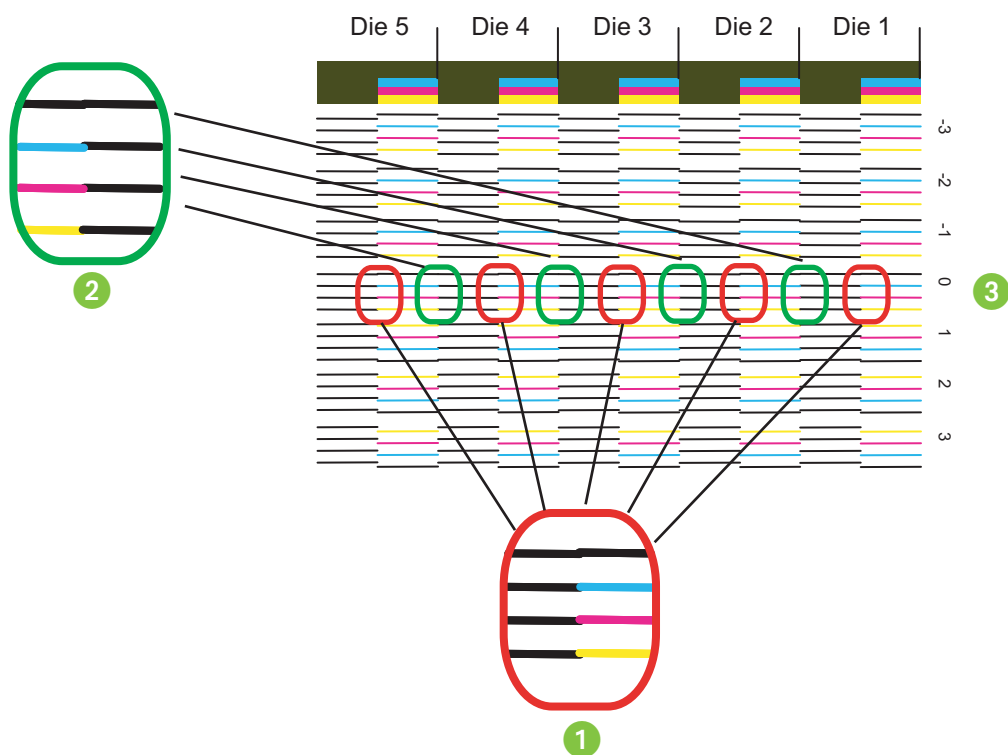


1	Carriage-to-carriage vertical alignment
2	Pen-to-pen horizontal alignment.
3	Die-to-die horizontal alignment
4	Zero zone

Carriage 2 horizontal alignment

The Carriage 2 horizontal alignment section of the APA test page verifies the following types of alignment:

- Pen-to-pen horizontal alignment: Verify that the CMYK marks in each of the five groupings are aligned to black along the zero zone of the page.
- Die-to-die horizontal alignment: Verify that the CMYK marks in each of the four groupings are aligned to black along the zero zone of the page.

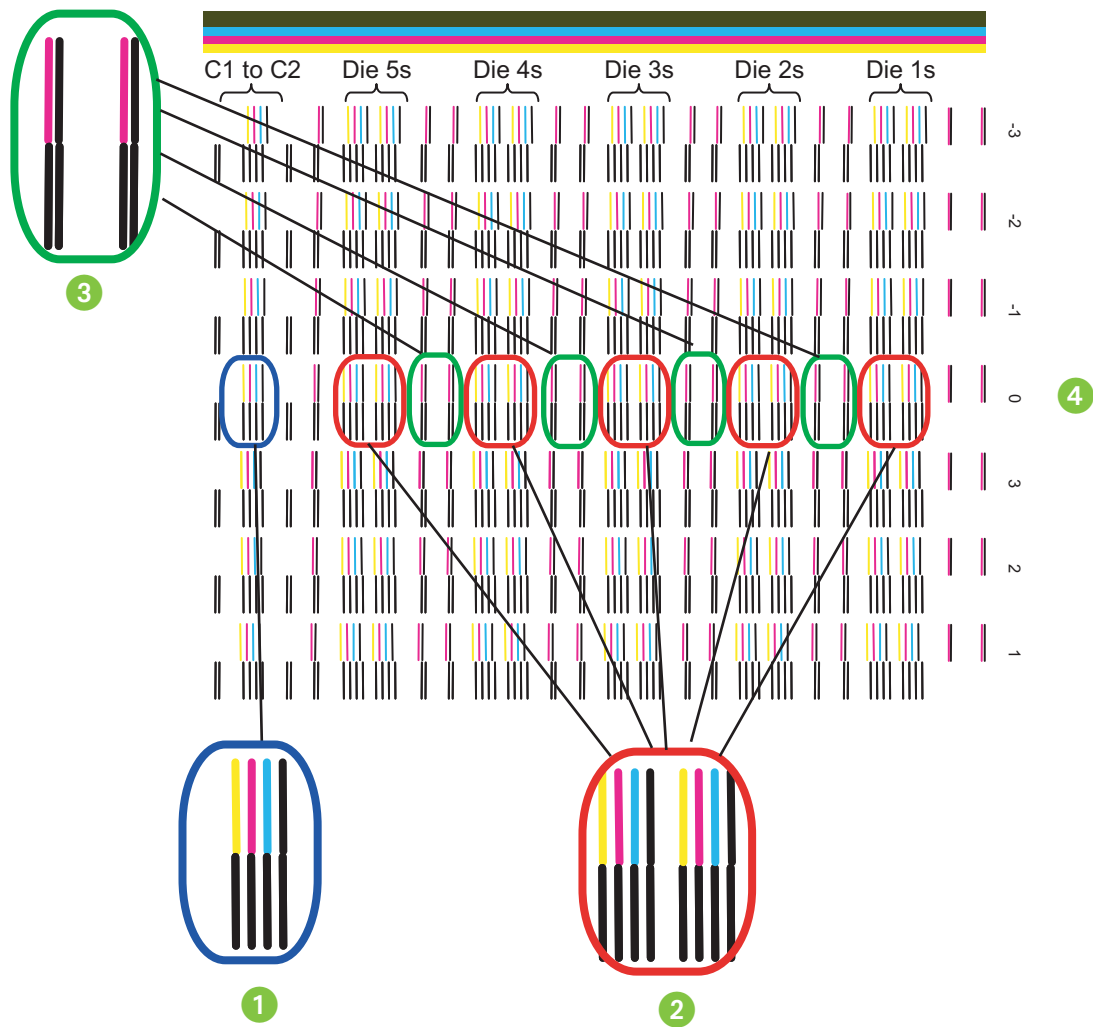


1	Pen-to-pen horizontal alignment.
2	Die-to-die horizontal alignment
3	Zero zone

Carriages 1 and 2 and carriage-to-carriage vertical alignment

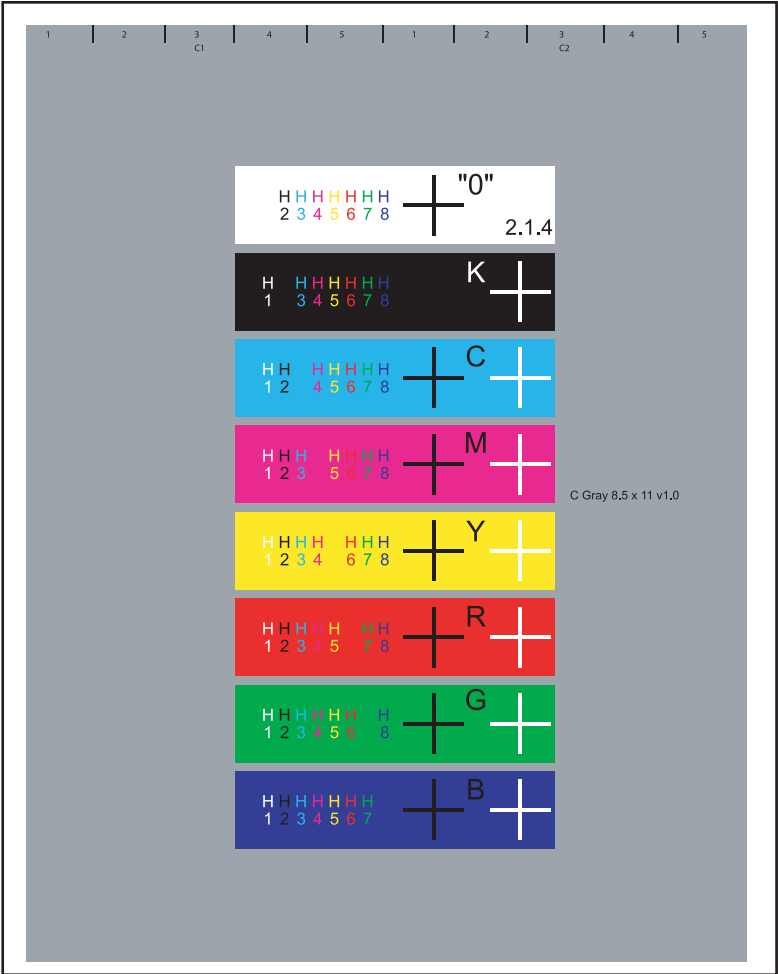
The Carriages 1 and 2 and carriage-to-carriage vertical alignment section of the APA test page verifies the following types of alignment:

- Carriage-to-carriage vertical alignment: Verify that the CMYK marks are aligned to black on the left most column.
- Pen-to-pen vertical: Verify that the CMYK marks in each of the five groupings are aligned to black along the zero zone of the page. The marks on the left correspond to Carriage 2. The marks on the right correspond to Carriage 1.
- Die-to-die vertical: Verify that the MK marks in each of the four groupings are aligned to black along the zero zone of the page. The marks on the left correspond to Carriage 2. The marks on the right correspond to Carriage 1.



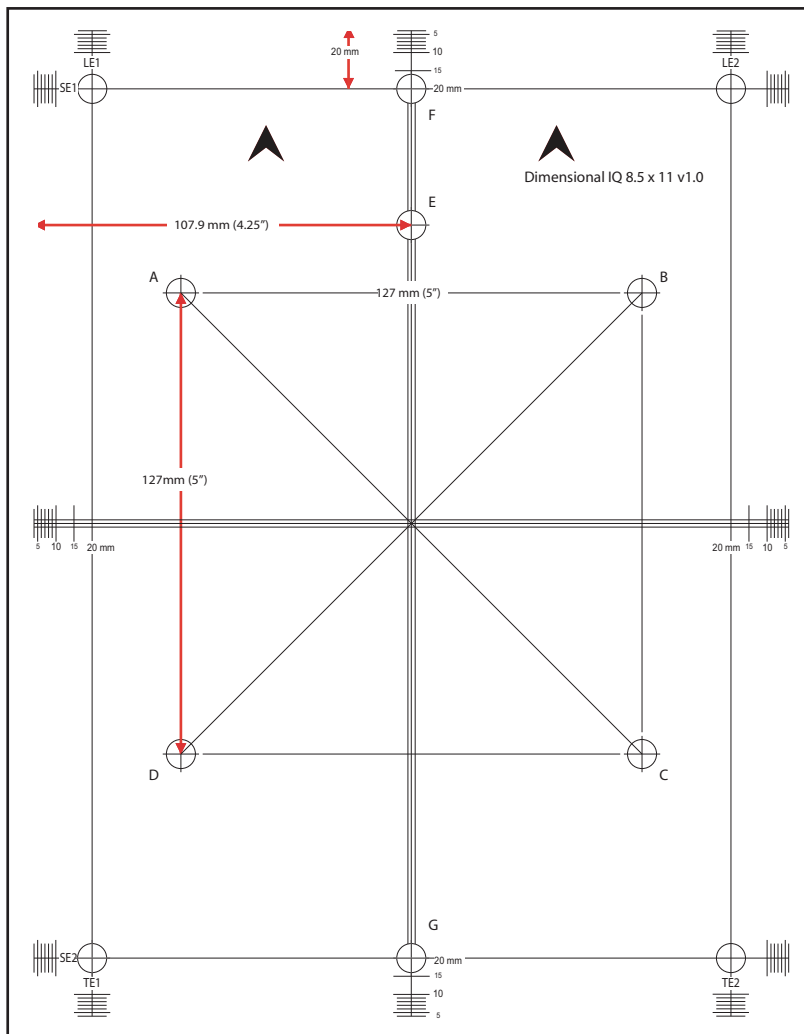
1	Carriage-to-carriage vertical alignment
2	Pen-to-pen vertical alignment.
3	Die-to-die vertical alignment
4	Zero zone

Composite Gray test page



The Composite Gray page has a composite gray area with primary colors blocks at 100 percent density down the middle of the page. Each of the primary color blocks contains color text. Use this page to diagnose print-quality problems, such as: vertical banding, graininess, bleed, and color misregistratation.

Dimensional IQ test page



The Dimensional IQ test page is available in the following paper sizes:

- 8.5 x 11 in
- A4
- 11 x 17 in
- A3

Use This page to evaluate print image placement and as a copy target when making scanner or ADF image adjustments. The image centering reference varies based on page size, but the rest of the references remain the same for all page sizes.

Terms to know

- SE1, SE2: Side edge 1 and 2
- LE1, LE2: Leading edge 1 and 2
- TE 1, TE2: Trailing edge 1 and 2

Print dimensional IQ parameters

The following parameters apply to printing only. For copy adjustments, see [Scanner and ADF calibrations on page 53](#).

- Image registration: Distance from the top edge of the page to F. Specification 20 +/- 1 mm.
- Center line: Distance from the left side edge of the page to E.

Table D-1 Specifications

8.5 x 11	107.9 +/- 1 mm
11 x 17	139.7 +/- 1 mm
A4	105 +/- 1 mm
A3	148.5 +/- 1 mm

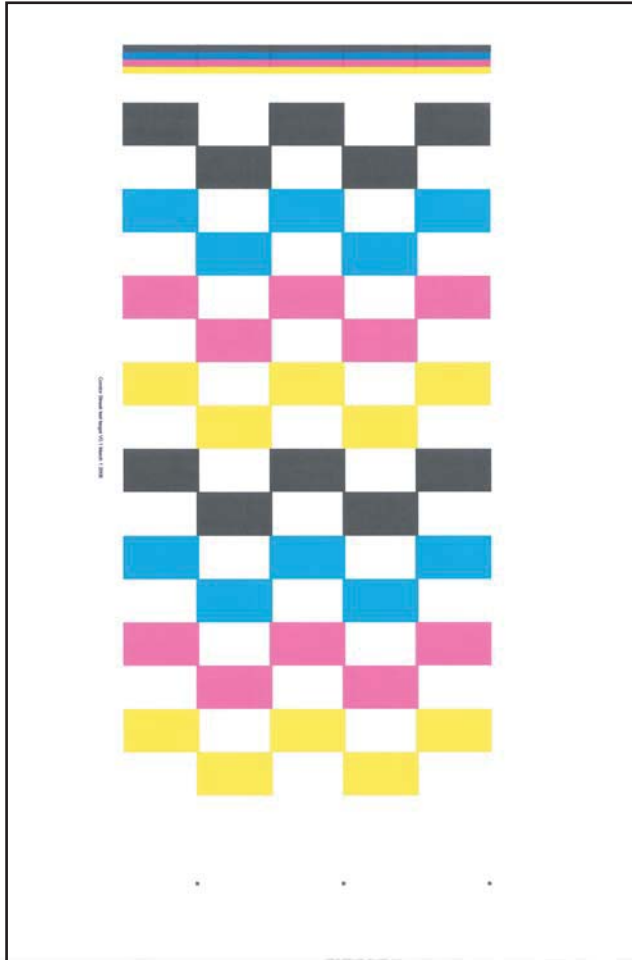
- Vertical magnification: Distance from A to D. Specification: 127 +/- 0.5 mm
- Horizontal magnification: Distance from A to B. Specification: 127 +/- 0.5 mm
- Skew: Absolute difference between distances from the top edge of the page to LE1 and LE2 respectively. Specification <1 mm for 11 x 17 / A3 test page.
- Orthogonality: Absolute difference between distances. Distance from A to C and B to D. Specification: $|(A \text{ to } C) - (B \text{ to } D)| < 1 \text{ mm}$.

PQ test page



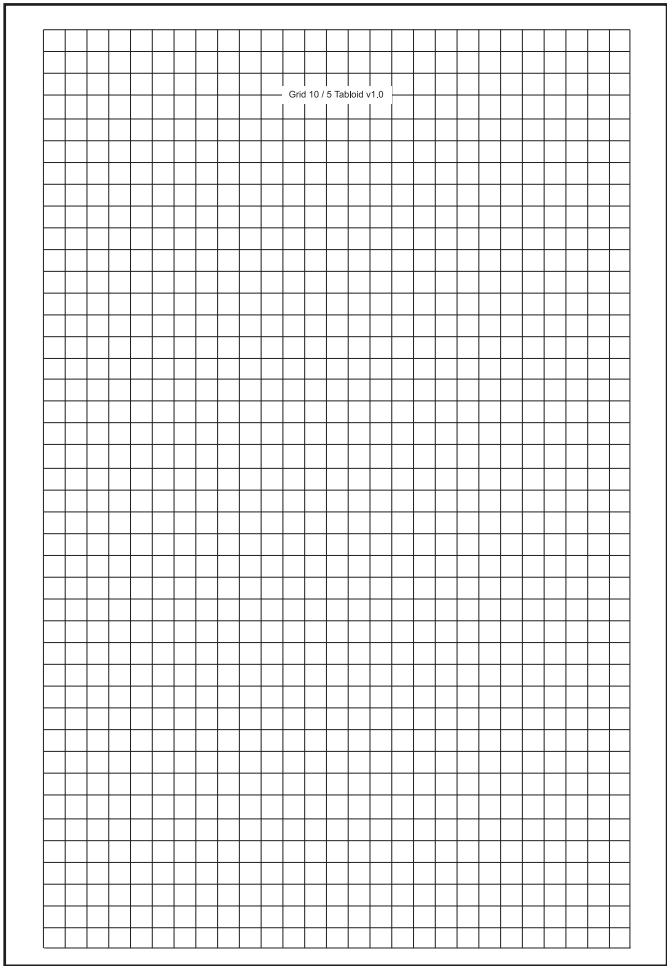
Use the PQ test page d to evaluate overall print quality. The page contains composite gray areas, color registration marks, skin tones, black and colored text, and solid color areas. Use this page as a validation page to check for text and graphics quality, color registration, color reproduction, and color balance.

Streaks test page



The Streaks test page is one of the three direct drive pages, so the source tray, output tray, and quantity is predefined. This page is a single pass print. Each block is printed with all the nozzles in one die slot. There are 1056 nozzles per die slot. The overlap between the die slots is equivalent to 64 nozzles. Use this page for the streaks test in the Scan and Analyze routine to troubleshoot streaks and vertical banding.

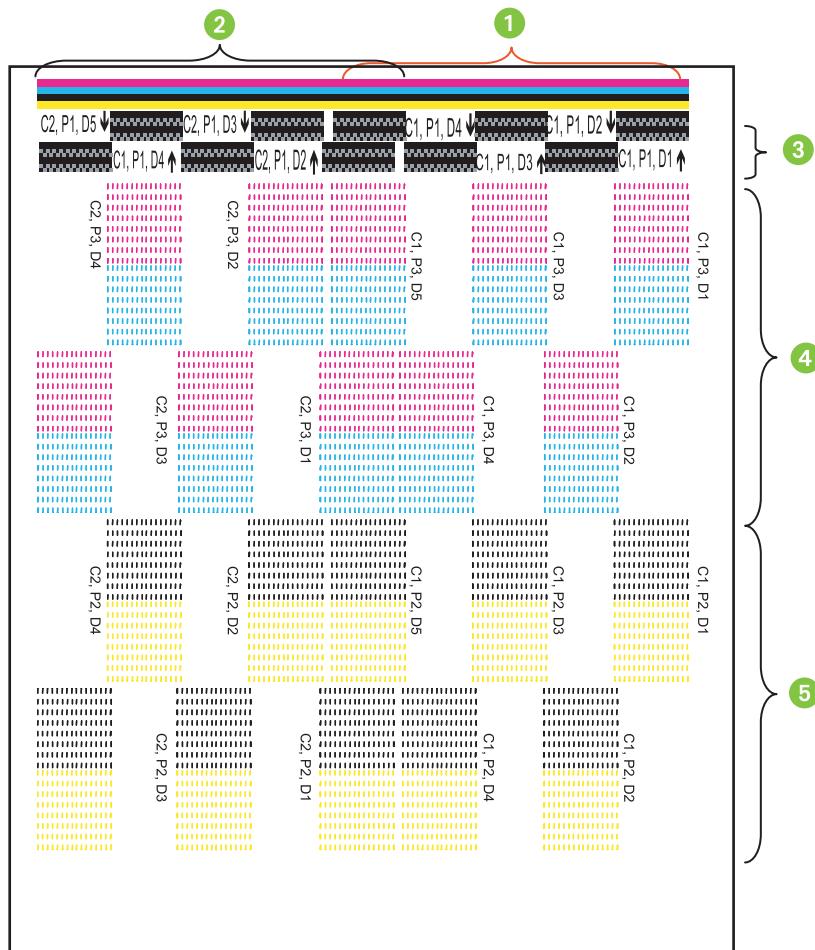
Grid test page



The Grid test page is available in 11 x 17 in and A3 sizes. The page is black-only. The page contains a 10 mm grid with a margin of 5 mm around the grid. Use this page to evaluate image distortion, skew, and line quality.

Nozzle Health plot

Use the Nozzle Health plot to diagnose the pen nozzles.



1	Carriage 1 section
2	Carriage 2 section
3	Bonding Agent section
4	CM pens section
4	YK pens section

Color pens

Color pen nozzles are arranged in dies. Each pen has five dies. Each die has two die slots, one die slot per color. Each die slot has two columns of nozzles.

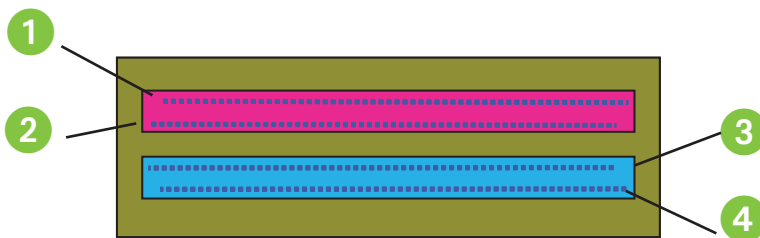


Figure D-1 Die

1	Column 1 in magenta die slot
2	Column 2 in magenta die slot
3	Column 1 in cyan die slot
4	Column 2 in cyan die slot

On the Nozzle Health plot, each die slot is represented by a block of colored dashes.

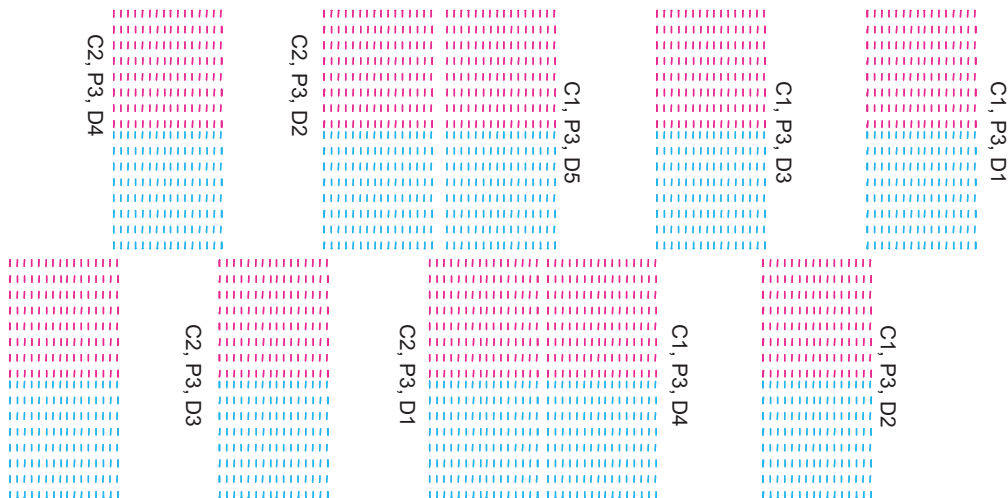


Figure D-2 Nozzle Health plot dies

The page indicates the source of each block. For example, **C1, P3, D5** represents Carriage 1 Pen 3 Die 5.

Each bar is made up of 20 spits from a single nozzle (at 18kHz). There are twelve bars in each vertical series. The bars should step down uniformly across the pattern.

When you are using the Nozzle Health plot, look for bars that are missing or out of sequence.

Bonding Agent pens

The health of the Bonding Agent pens is indicated by the black and gray checkered patterns at the top of the Nozzle Health plot. If the checkered pattern is clearly visible, then the Bonding Agent pens are working.



CAUTION: The Bonding Agent health is not indicated correctly if the Nozzle Health plot is printed on ColorLok media.



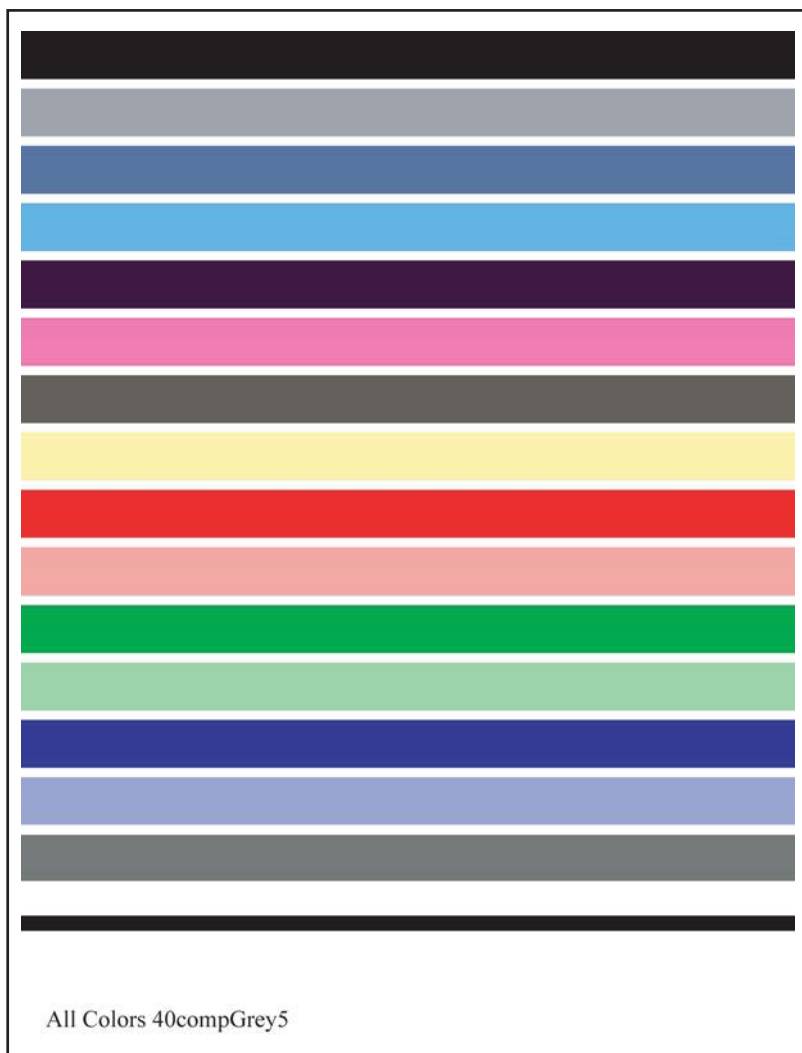
Figure D-3 Die

1	Checkered pattern that indicates healthy Bonding Agent pens.
2	Incomplete checkered pattern that indicates unhealthy Bonding Agent pens.

The gray areas are printed with black ink and no Bonding Agent. The black areas are printed with black ink and Bonding Agent.

Each box in the checkered pattern is 24 nozzles high. Bonding Agent is printed at a rate of one drop per 600 (9kHz).

Vertical Banding test page



The vertical banding test page shows the following colors:

- Colored bands of primary colors CMYK
- Composite primary colors RGB
- Additional colors

Use the Vertical Banding test page in the scan and analyze process to determine whether die-to-die density difference is within product specification.

E Voltage specification

This chapter contains information about the following topics:

- [Introduction](#)
- [Subsystem voltage specifications and ranges](#)
- [Vacuum and aerosol motor voltage specifications](#)
- [Dryer voltage specifications](#)

Introduction

There is no need to use the CDFT diagnostics in order to monitor the voltages for any of the sensors. The voltage is always available between the PCA and device.

In order to monitor any voltage at any location along a wiring harness from the PCA to the device for any motor, solenoid, or clutch, the CDFT diagnostics must be enabled and that device needs to be selected. For example, if you enable the horizontal motor on the CDFT, the voltage between the PCA and the motor is available for measurement.

Subsystem voltage specifications and ranges

The following sections provide DC voltage specifications and ranges for key MFP subsystems.

DC Voltage

- [MFP print engine](#)
- [Trays 2, 3 and 4](#)
- [Finisher](#)
- [Automatic Document Feeder](#)
- [Scanner](#)
- [Tray 1](#)

MFP print engine

Power supply and system voltage outputs	Minimum voltage	Maximum voltage
+5VSB (volt standby)	+4.75	+5.25
+3.3	+3.14	+3.47
+5.1	+4.95	+5.25
+12.0	+11.4	+12.6
+20.0	+18.0	+22.0
+24.0	+22.8	+26.4
+28.0	+27.0	+29.0
+32.0	+28.8	+35.6
+52.0	+50.4	+53.6

Trays 2, 3 and 4

Power supply and system voltage outputs	Minimum voltage	Maximum voltage
+5.0	+4.75	+5.25
+24.0	+21.6	+26.4
+32.0	+28.8	+35.2

Finisher

Power supply and system voltage outputs	Minimum voltage	Maximum voltage
+3.3	+3.15	+3.45

Power supply and system voltage outputs	Minimum voltage	Maximum voltage
+5.0	+4.75	+5.25
+32.0	+28.8	+34.2
+42.0	+39.9	+44.1
+52.0	+49.4	+54.6

Automatic Document Feeder

Power supply and system voltage outputs	Minimum voltage	Maximum voltage
5 VSB (volt stand-by)	+4.75	+5.25
5	+4.75	+5.25
24	+23.5	+25.4

Scanner

Power supply and system voltage outputs	Minimum voltage	Maximum voltage
3.3	+3.14	+3.47
5	+4.75	+5.25
11	+10.9	+11.4
24	+23.5	+25.4

Tray 1

Power supply and system voltage outputs	Minimum voltage	Maximum voltage
TBD	TBD	TBD
TBD	TBD	TBD

Vacuum and aerosol motor voltage specifications

All lines to GND (TP84) on the Ink Assist PCA (A3).

Resistance between lines (Yellow-White/White-Brown/Brown-Yellow) on the motor should measure 1.6~1.7 Ohm when the motor is disconnected.



NOTE: Motors operate with pulse width modulated (PWM) DC voltages. Use the AC setting on the voltmeter when checking voltages in PSM mode.

Vacuum and aerosol voltage specifications

Protected Service Mode (PSM) voltage test	Normal operation
Line To Ground (Yellow-GND/White-GND/Brown-GND)	
AC ~6V	~10–16V (This value varies and depends on the operating condition.) Measure voltages between ground (TP84 on ink assist PCA) and one of the motor connections.
DC ~2–3V	~11–13V (This value varies and depends on the operating condition.) Measure voltages between ground (TP84 on ink assist PCA) and one of the fan connections.
Line To Line (Yellow-White/White-Brown/Brown-Yellow)	
AC ~2–5V	~15–25V (This value varies and depends on the operating condition.) Measure voltages between motor wires.

Dryer voltage specifications

Protected Service Mode (PSM) voltage test	Normal operation
Heater (FAN5)	
Pin 1–2	~27–32V
DC ~27–32V	
Pin 3–2	~1.6–3.3V (This value depends on RPM of the fan.)
DC ~3.1–3.3V	
Dryer heating coil (HTR1)	
28 ohms per coil	4 coils per heater assembly. Each coils should be 28 ohms.

F Reference diagrams

- [Drum surface](#)
- [Electronics map](#)
- [Print pipeline](#)
- [Paper path sensors](#)
- [Error log table](#)

Drum surface

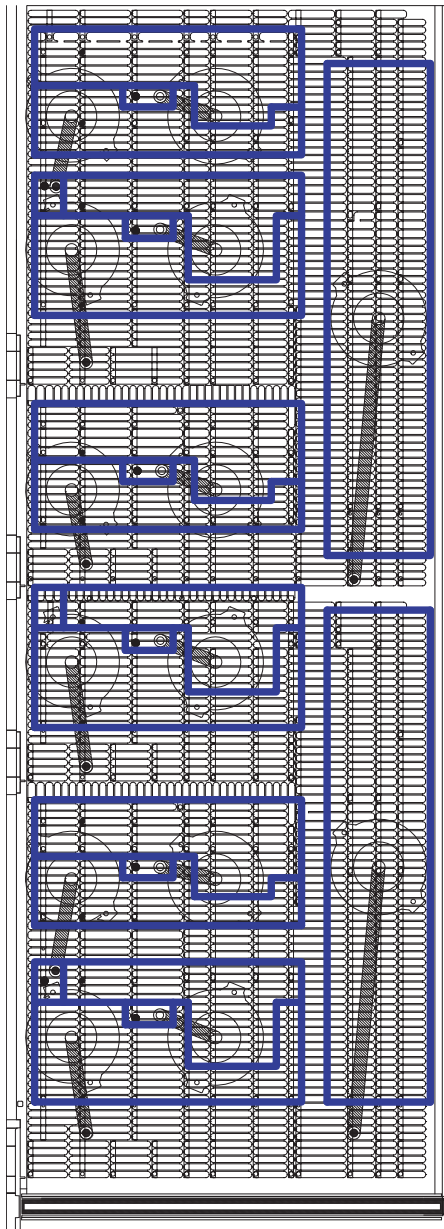


Figure F-1 Drum surface

Electronics map

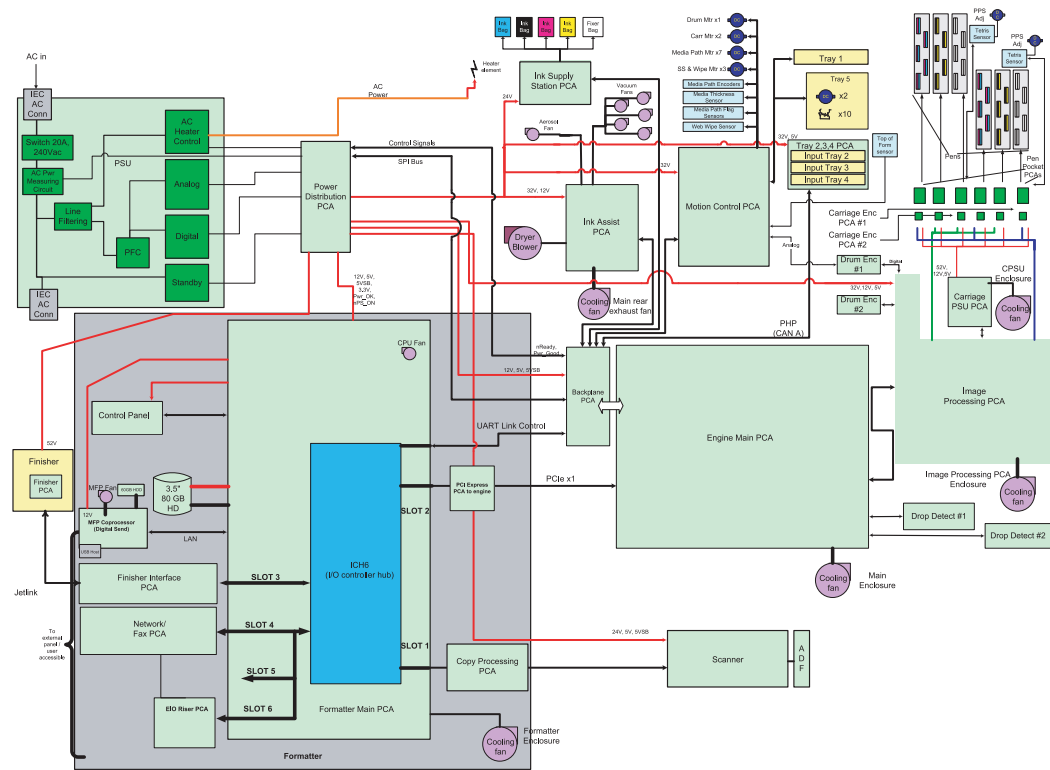


Figure F-2 Electronics map

Print pipeline

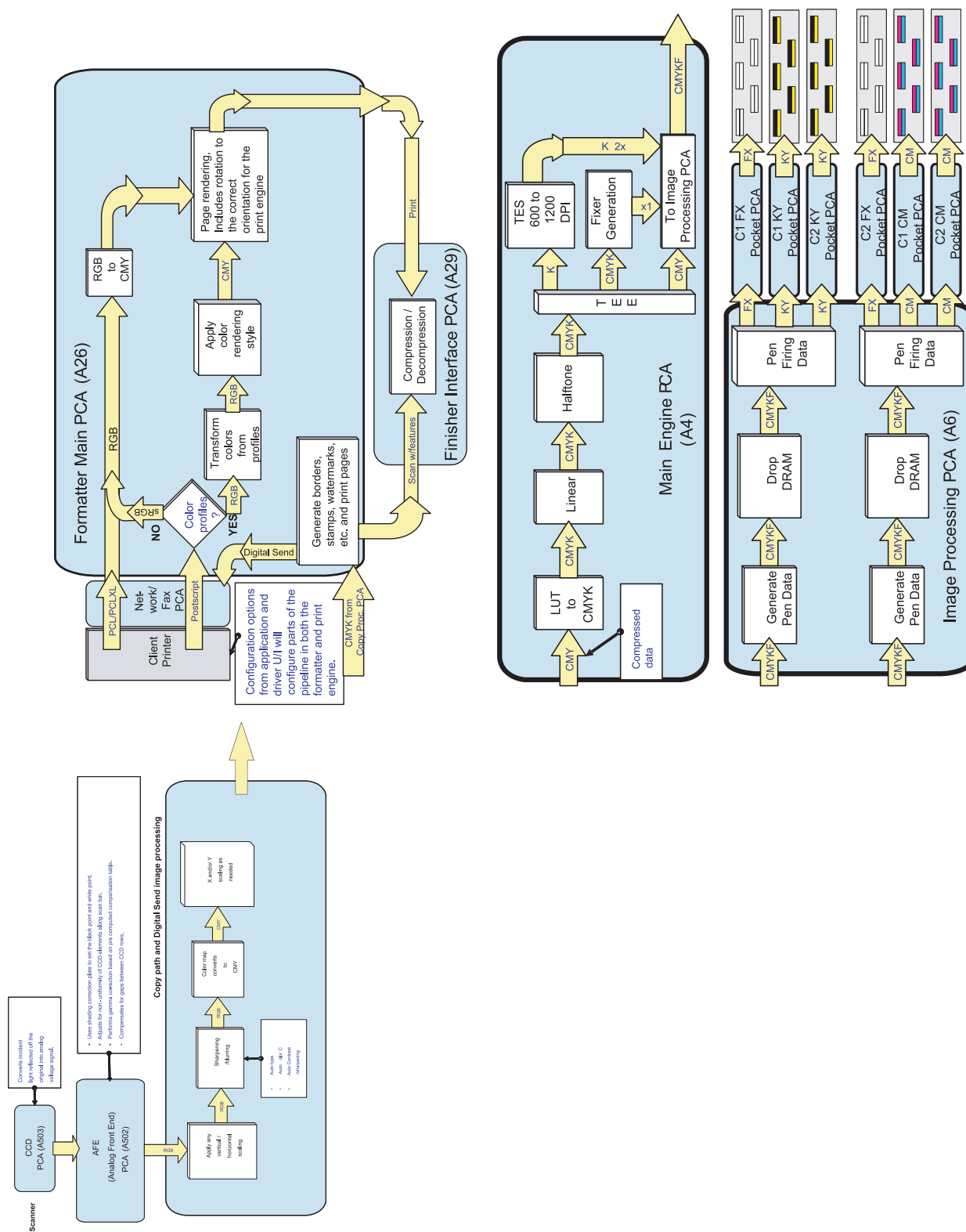


Figure F-3 Print pipeline

Paper path sensors

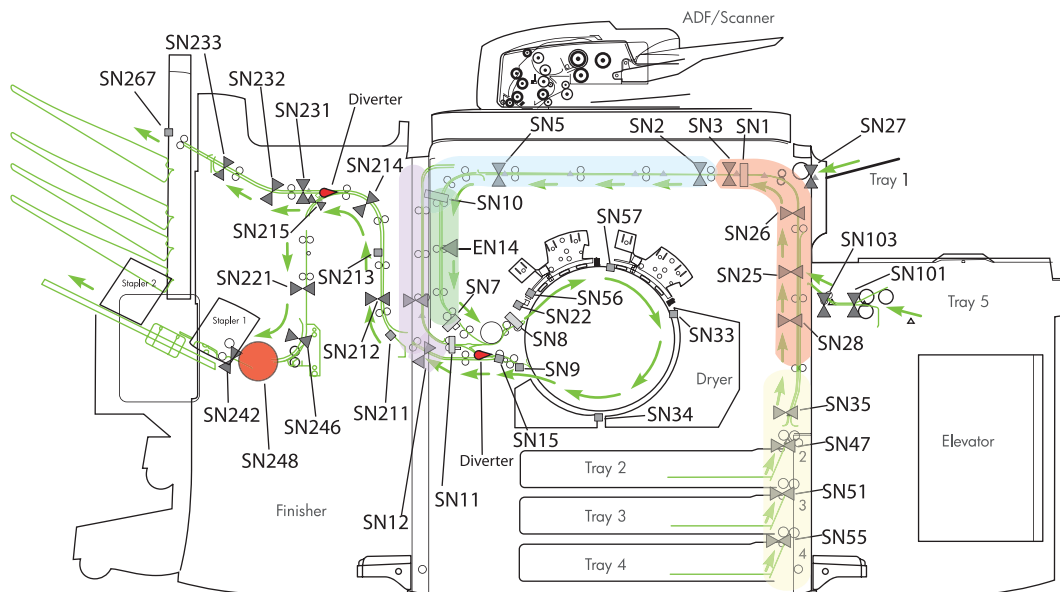


Figure F-4 Paper path sensors

Sensor	Event log code
Staging area 1 (yellow)	
Tray 4 Exit sensor (SN55)	A1.1304 on page 2042
Tray 3 Exit sensor (SN51)	N/A
Tray 2 Exit sensor (SN47)	A1.1302 on page 2041
Vertical Transport 1 sensor (SN35)	B0.1301 on page 2165
Staging area 2 (orange)	
Vertical Transport 2 sensor (SN28)	B0.1302 on page 2166
Vertical Transport 3 sensor (SN25)	B0.1303 on page 2167
Vertical transport 4 sensor (SN26)	B0.1304 on page 2168
Transparency sensor 1 (SN1)	B1.1301 on page 2171
Horizontal Transport 2 sensor (SN3)	B1.1302 on page 2172 if paper is picked from Trays 2 ,3 or 4 A0.1301 on page 2029 if paper is picked from Tray 1
Tray 5	
SN101	A2.1301 on page 2056
SN103	A2.1302 on page 2057
Tray 1	
SN27	N/A
Staging area 3 (blue)	

Sensor	Event log code
Horizontal Transport 3 sensor (SN2)	B1.1303 on page 2173
Horizontal Transport 4 sensor (SN5)	B1.1304 on page 2174
Staging area 4 (green)	
IDO Input Staging 2 sensor (SN10)	B2.1301 on page 2186
IDO Media Thickness encoder (EN14)	B2.1302 on page 2187
Drum area	
IDO Input Staging 1 sensor (SN7)	B2.1303 on page 2188
IDO Input Media sensor (SN8)	B2.1304 on page 2189
Top-of-form sensor (SN22)	C1.1301 on page 2232
SN56	C1.131A on page 2235
SN57	C1.132A on page 2236
Drum 1 sensor (SN33)	C1.1302 on page 2233
Drum 2 sensor (SN34)	C1.1303 on page 2234
Staging area 5 (purple)	
IDO Duplex Staging sensor (SN11)	B2.1308 on page 2193
IDO Duplex Media sensor (SN16)	B2.1309 on page 2194
IDO output area	
IDO Output Media sensor (SN9)	B2.1305 on page 2190
IDO Output 1 sensor (SN15)	B2.1306 on page 2191
IDO Output 2 sensor (SN12)	B2.1307 on page 2192
Finisher	
Finisher Input 0 sensor (SN211)	A3.1300 on page 2145
Finisher Input 1 sensor (SN212)	A3.1301 on page 2146
Finisher Input 2 sensor (SN213)	A3.1302 on page 2147
Finisher Input 3 sensor (SN214)	A3.1303 on page 2148
Finisher Lower 1 sensor (SN215)	A3.1307 on page 2152
Finisher Lower 2 sensor (SN221)	A3.1308 on page 2153
Accumulator Entry sensor (SN246)	A3.1320 on page 2155
Accumulator Bearing Bracket Home sensor (SN248)	A3.1321 on page 2156
Accumulator Exit sensor (SN242)	A3.1322 on page 2158
Finisher Upper 1 sensor (SN231)	A3.1304 on page 2149
Finisher Upper 2 sensor (SN232)	A3.1305 on page 2150
Finisher Upper 3 sensor (SN233)	A3.1306 on page 2151
Finisher Job Separator Stack Height sensor (SN267)	N/A

Error log table

Event Log code prefixes (XX)		Event Log code event type abbreviations (YY)		Event Log code event number descriptions (ZZ)	
Code	Subsystem or function	Code	Type of event	Code	Event description
0	Covers and interlocks	0A	Pen	Ax/Bx	Warning
30	Scanner	0B	Ink	0x-9x	Error
31	ADF	0C	Heater	Ex-Fx	System message
99	RFU	0D	Vacuum	Cx-Dx	Condition
A0	Tray 1	01	Motor		
A1	Trays 2, 3, and 4	02	Sensor or switch		
A2	Tray 5	03	Solenoid		
A3	Finisher	04	Clutch		
B0	Vertical transport	05	Encoder		
B1	Horizontal transport	06	LED		
B2	IDO	07	Non-formatter PCA		
C0	Vacuum and drum vacuum	08	Power supply		
C1	Drum drive and drum encoder	09	Fan or blower		
C2	Dryer	10	Digital send		
C3	Image quality	11	Formatter real-time clock		
C4	Service Station and Web wipe	13	Paper jam		
C5	Aerosol	20	Memory		
C6	Drum spittoon	21/22	Image-quality		
C7	IDS	38	Firmware		
D0	Power electronics	00	Other		
D1/D2	Imaging electronics				
D3	Formatter electronics				
D4	Run control electronics				
D5	Coprocessor and Digital Send				
Ex	System firmware				

Figure F-5 Error log table

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distribution	142	32.0B03	1938	32.5C00	1978
20–24 AWG motor drive		32.0C00	1939	49.0B01	1979
color coding	142	32.0C01	1940	49.yyzz	1980
26–28 AWG sensors		32.1800	1958	67.yyzz	1981
color coding	141	32.1801	1959	68.8001	1982
30.0701	1902	32.1802	1960	68.8002	1983
30.0702	1903	32.1803	1961	68.8003	1984
30.0703	1904	32.1804	1962	79.yyzz	1985
30.0704	1905	32.1805	1963	80.0180	1986
30.0705	1906	32.1900	1964	80.0181	1987
30.0706	1907	32.1902	1965	80.0182	1988
30.0707	1908	32.1904	1966	80.018B	1989
30.0708	1910	32.1905	1967	80.018C	1990
30.0709	1912	32.1906	1968	80.0301	1991
30.0710	1913	32.1C03	1941	80.0302	1992
30.0711	1914	32.1C04	1942	80.0303	1993
30.0712	1915	32.1C05	1943	80.0304	1994
30.0713	1916	32.1C06	1944	80.0305	1995
30.0714	1917	32.1C07	1945	80.0306	1996
30.0715	1918	32.1C08	1946	80.0307	1997
30.0716	1919	32.1C09	1947	80.0308	1998
30.0717	1920	32.1C0A	1948	80.0309	1999
30.0718	1921	32.1C0B	1949	80.0310	2000
30.0719	1922	32.1C0C	1950	80.0312	2001
30.0720	1923	32.1C0D	1951	80.0313	2002
30.0721	1924	32.1C0E	1952	80.0314	2003
30.0722	1925	32.1C0F	1953	80.0315	2004
30.0723	1926	32.1C10	1954	80.0316	2005
30.0724	1927	32.1C11	1955	80.0317	2006
30.0725	1928	32.1C12	1956	80.0318	2007
30.0726	1929	32.1C13	1957	81.yyzz	2008
31.1301	1930	32.2100	1969	85.yyzz	2009
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99.000E	2014	A3.0142	2070	A3.02A6	2122
99.000F	2015	A3.0143	2071	A3.02A7	2123
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99.0015	2024	A3.01A2	2075	A3.0301	2126
99.0016	2025	A3.01A3	2076	A3.06A0	2127
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99.0018	2027	A3.01A5	2078	A3.06A2	2129
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