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Guide to Troubleshooting the Printer

Introduction

This chapter will guide you through the relevant steps to take when troubleshooting the printer.

Troubleshooting System Error Codes

Chapter 2 - *System Error Codes* contains a list of system error codes and their respective descriptions and recommended corrective actions. Only try one recommended action at a time and check if the error code has disappeared.

If you have an error code which is not documented in this Service Manual or you have an error which you cannot resolve, then report the error to the HP Response Center or the nearest HP Support Office. When reporting the error, have the following information ready:

- Model and Serial Number of the printer.
- Which firmware revision the printer is using (See Note below). Check firmware in *Utilities / Statistics / Code rev.*
- The complete error number (See Note below).
- The Service Configuration Print.
- The Current configuration sheet.
- Which software application the customer is using (name, version, etc.).

When reporting the System Error Code, make sure that you supply the full Error Code and the firmware version. Without this information, HP Support Personnel cannot help you.

Performing a Service Test on a Failed Assembly

If possible, always perform a Service Test on the component/assembly that you are about to replace, just to make sure that is the component/assembly that has failed.

If the test on that component/assembly passes, you should NOT replace it.

For information on the Service Tests and how to use them see Chapter 4 - *Service Tests and Utilities*.

Performing the Necessary Service Calibrations

Is the printer calibrated correctly after replacing a component? For information on the Service Calibrations and how to use them see Chapter 5 - *Service Calibrations*.

Remember that certain Calibrations are required even if an Assembly has been disassembled to gain access to another Assembly or Component.

Solving Print Quality Problems

Whenever a Print Quality problem appears, it is advisable to print the Diagnostic Print to help diagnose the problem. The Diagnostic Print will help you differentiate between possible printhead errors and other problems such as incorrect front-panel selection, driver or RIP configuration or mechanical problems. For information on solving Print Quality problems see Chapter 6 - *Print Quality*.

The Printer does not Power ON

1. Check that the power cord is connected correctly to the Printer and to the Power Socket.
2. Check that the Power Switch on the BACK of the Printer is in the ON position.
3. Check to see if any of the LEDs on the Power Switch are On. If any of the LEDs are On, then refer to Page *1-13* for more information.
4. Check that the Front-Panel Cable is correctly connected to the Electronics Module. Also make sure that the Front-Panel cable is not damaged.
5. Replace the Power Supply Unit ⇒ Page *8-85*.

The Printer Continuously Rejects Printheads

1. Clean the flex contacts on the Printhead and in the Carriage Assembly using the Carriage Interconnect Wiper (Refer to Chapter 3) and try again.
2. If ALL the Printheads are rejected (the status message on the Front Panel does NOT show "OK" for ALL the Printheads) then perform the Electronic Systems Test ⇒ Page *4-28*.

Cover Sensors are not Working

1. Perform the Sensors Test ⇒ Page *4-39*.
2. Check if the cable for the faulty sensor is not damaged and is connected correctly.
3. Replace the faulty Sensor.

The Line Sensor has Problems Detecting Media

1. Check the type of media that is being used since the Line sensor may have problems detecting transparent media or some types of Non-HP media. Try loading white HP media in to the Printer and check if the Line sensor detects it.
2. Excessive ink deposits on the Platen surface can fool the sensor by reflecting the light. Clean the Center Platen.
3. The Line Sensor is not calibrated correctly. Perform the Line Sensor Calibration ⇒ Page *5-16*.
4. The Line Sensor is damaged or faulty. Replace the Line Sensor ⇒ Page *8-100*.

Troubleshooting Media Jams/Printhead Crashes

If using HP Coated Media when problem occurred, please also refer to Page *1-6*.

The failure modes "media jam" and "head crash" are grouped together because in many cases a media jam causes the media to lift up into the Carriage path and cause a Printhead crash, thus causing many media jam failures to be reported as head crashes.

1. Did the media jam occur when loading media?
   - If the client has had media jams, it is common for pieces of media to get stuck in the media path. Clear the media path.

When clearing a media jam, sometimes media is stuck in the paper path. To clear this, you must lift the Pinchwheel Lever and insert thicker media into the paper path to push out the media that is still stuck there.

2. Is the customer using non-HP media?
   - The use of non-HP media can easily be the cause of media jams and head crashes (especially head crashes because HP media is specially formulated to avoid cockle, one of the primary causes of head crashes). If the media is not HP approved, advise the customer to use HP media and check to see if the problem is now solved.
3. Check that the Vacuum Fan works correctly.

Troubleshooting Shutdowns

If a shutdown occurs, you will get the message "Switch Power Off" followed by:

- Check Printhead Cleaner Path.
- Check Paper Path.
- Check Printhead Path (followed by (1), (2) or (3)).

A shutdown in each path will require different steps to resolve the problem as explained as follows.

In each case, make sure that you power OFF the printer before attempting any procedures to resolve the problem.

Printhead Cleaner Path

Open the right door of the printer and check for any visible obstacles restricting the movement of the Service Station. Manually move the Service Station, checking for smooth and free movement.

Paper Path

1. Open the Window and check for any visible obstacles restricting the movement of the Drive Roller. If there is a wrinkled mass of media inside the paper path, lift the Pinch wheels (using the Media Load Handles) and clear the obstruction.
2. If this shutdown happens at the end of a Roll of Media, it could be because the media is stuck firmly to the Roll. Lift the Pinch wheels (using the Media Load Handles) and pull the media clear.
3. Replace media spindle if broken.
4. Replace the Media-Axis Motor ⇒ Page *8-69*.

Printhead Path

When a shutdown occurs in the Printhead path, you will get the message "Switch Power Off / Check Printhead Path (*). The (*) will be a number, which will give an indication on where the failure occurred:

PWM Shutdown (1) and Energy Shutdown (3)

1. Clean Slider Rods and Apply Oil along the complete axis of the Slider Rods. After applying the Oil, perform the Scan-Axis Test ⇒ Page *4-7* and check that the values are within the given limits.
2. Replace the Scan-Axis Motor ⇒ Page *8-66*.

Velocity Shutdown (2)

1. Open the Window and check for any visible obstacles restricting the movement of the Carriage Assembly. Try and move the Carriage Assembly manually, checking for smooth and free movement.
2. Check that the Encoder Strip is clean. If necessary, clean Encoder Strip using a damp cloth.

Vacuum suction much lower at high altitudes

At altitudes above 3,000 meters, the vacuum force holding down the media will be lower, therefore the media will not be held in place properly causing:

- Ink Smearing on the Media.
- Printhead crashes against the Media.
- Cut Sheet loading problems (high probability).
- Roll Media loading problems (low probability).

PRINTER LIMITATION - NO SOLUTION AVAILABLE.

Banding at variable extreme environmental conditions

Since the Accuracy Calibration has been done at normal environmental conditions, printing in extreme environmental conditions will cause banding because the advance of the Drive Roller does not correspond to the same conditions that the calibration was done in. To solve the problem, try the following:

Perform the Accuracy Calibration in the new environmental conditions (Refer to the User's Guide).

Printhead Crashes/Smears on High Density Prints Using Coated Media

High density prints can cause cockle mainly on HP Coated Media. This causes two main problems:

1. Cockling in the borders - Because the printer places too much ink on the Coated Media, the borders of the print become raised, causing the Printhead to crash against the media. To solve the problem, try the following:

   - Change the paper margins to 15mm, either in the Front Panel or in the Driver. If the customer is printing PostScript images, send them a PPD file containing the extended margins of 15mm.

2. Cockling within the print - If the Printer places too much ink within the print, the media starts to ripple, causing the Printhead to smear against the media. To solve the problem, try the following:

   - Check in the Front Panel if **Ink Limiting** is ON or OFF. If Ink Limiting is OFF, turn it ON.
   - Never use HP Coated Media for High Density prints. As a substitute use HP Heavy Coated Media.

Banding due to Ink Cartridge replacement while printing

A user has removed the Ink Cartridge while the printer was printing, which has caused the printer to stop. If the user does not replace the Ink Cartridge immediately, when the printer starts to print again, a band will appear in the position where the printing restarted. This is because the wet ink interacts with the dried ink on the media causing the band to appear. To solve the problem, try the following:

- Do NOT remove the Ink Cartridge while the Printer is Printing. Only replace/remove Ink Cartridges in between Prints.
- If the Ink Cartridge was replaced due to the "Empty" status on the Front Panel, then advise the customer to replace the Ink Cartridge when the "Very Low" status is showing on the Front Panel.
- Reprint the file (without remove the Ink Cartridge).

34" Rice Paper not supported

Roll length is 34" (Non-standard) and the pinch wheels can't control edge of media causing ink smears and Printhead crashes in middle of prints with or without area fills.

PRINTER LIMITATION - NO SOLUTION AVAILABLE.

Cut Sheet rice paper loading failure

Thin rice paper is sucked into the Center Platen grooves and Linear Blade Ridge. This implies that the friction between the Center Platen and the rice paper becomes higher than between the Overdrive wheels and the paper. This effect make it almost impossible to load the rice paper correctly because the Vacuum is too high.

PRINTER LIMITATION - NO SOLUTION AVAILABLE.

Worm marks on HP Coated media with light area fills

Light bands (S-shaped) in Paper axis direction where light area fills are printed, causing unacceptable Image Quality defect.

- Print the Service Configuration Print and check if the level of Humidity is very low (below 30%). Increasing humidity may help in reducing the severity of the problem.

The media is causing the problem and NOT the Printer. Do not attempt to try and replace Printer parts to solve this problem.

Solving Media-Handling Problems

The Front Panel Keeps Indicating that Media Is Misaligned or Incorrectly Positioned

Roll media

- The roll may be loaded the wrong way. The paper should load over the roll toward you.
- Check that the paper is correctly loaded onto the spindle.
- The paper may be loaded at an angle. The right-hand edge must be aligned with the blue line on the Print Platen.

Ensure that the paper is wrapped tightly on the roll. This is a very important step to remember because if this is not done, the media may be loaded at an angle, causing the media to be rejected.

Sheet media

- It must be loaded with the right-hand edge against the blue line on the Print Platen.
- The media may be crumpled or warped or may have irregular edges.
- If hand-cut media is used, the edges may not form a right-angle or they may be rough. If possible, hand-cut media should not be used. Only purchased sheet media should be used in the Printer.
- If the overdrive is covered in dust, it will have problems picking up the sheet media during the load process. Clean the Overdrive using the Turn Drive Roller Service Utility ⇒ Page *4-76*.

Using the Buzzer at Power-up to Troubleshoot

When the Printer is powered up, it doesn't make a "Beeping Sound" until it is completely powered-up and ready to use. If there is a beep during the power-up sequence, this may signify that there is a problem within the Electronics Module. The following table will help you to use the "Beeping Sound" to diagnose certain problem:

Number of Beeps	Problem Description	Corrective Action
1	Processor absent	■ Replace the Main PCA ⇒ Page *8-81*.
2	Faulty Main PCA or PSU	■ Replace the Main PCA ⇒ Page *8-81*. ■ Replace the PSU ⇒ Page *8-85*.
3	Faulty Memory Module	■ Check that the Memory Module is installed correctly. ■ Try installing the Memory Module in the other Memory slot and check if the problem reappears. ■ If the problem reappears, replace the Memory Module ⇒ Page *8-79*. ■ If the problem does NOT reappear, then the original slot could be faulty. In this case, replace the Main PCA ⇒ Page *8-81*.
4	Faulty Video Card (not used)	■ Replace the Main PCA ⇒ Page *8-81*.
5	Faulty PCI Card	■ Replace the Main PCA ⇒ Page *8-81*
6	BIOS Damaged	■ Replace the Main PCA ⇒ Page *8-81*
7	Motherboard damaged	■ Replace the Main PCA ⇒ Page *8-81*
8	Hard Disk Drive damaged or missing	■ Remove the Main PCA Cover and (with the Printer switch On) check that the HDD is spinning (you should feel it spinning when you touch it or at least hear it spinning). If the HDD is **not** spinning, then it could be damaged. In this case, replace the HDD ⇒ Page *8-83*. ■ Make sure that ALL cables connected to the HDD are not damaged and are connected correctly. ■ Replace the HDD ⇒ Page *8-83* ■ Replace the Main PCA ⇒ Page *8-81*

Using the Power-up Sequence to Troubleshoot

When the Printer is powered up, it performs the Boot-UP sequence which initializes the major components of the Printer. If for some reason the Boot-Up sequence fails because a components has failed to initialize, the following explanations will help you to locate the failing component:

Step	Initialization Process
BULNEX KERNEL BOOT	
30	rc.sysinit rerun through initlog.
29	■ Environmental variables PATH, NETWORKING, HOSTNAME set. ■ Source /etc/init.d functions.
28	■ Fix console loglevel. ■ Mount /proc. ■ Dismount the initrd, if necessary. ■ Configure kernel parameters.
27	Set the system clock.
26	Load keymap.
25	Load system font.
24	Start up swapping.
23	■ Set the hostname. ■ Initialize USB controller and HID devices
22	■ Set variables for options to be later used for filesystem check ■ Turn Off DMA on CD-ROMs ■ Turn On Hard Disk optimization
21	Perform file system check on root volume.
20	Update quotas if fsck was run on root
19	Setup pnp

Step	Initialization Process
18	■ Remount the root filesystem read-write. ■ LVM initialization. ■ Clear mtab. ■ Enter root, /proc and (potentially /proc/bus/usb and devfs into mtab. ■ Remove /lib/modules/preferred and /lib/modules/default. ■ Tweak isapnp settings if needed. ■ Load sound modules if the need persistent DMA buffers.
17	■ Load modules from /etc/rc.modules. ■ File system check. ■ Add raid devices.
16	■ Setup Logical Volume Management. ■ Check filesystems on all volumes found on /etc/fstab.
15	Mount local filesystems.
14	Check remaining quotas other than root.
13	Enable local filesystem quotas.
12	■ Configure machine if necessary (if the respective configure files exist). ■ Reread in network configuration data.
11	■ Clean out /etc, (w/u)tmpx files, /var. ■ Reset pam_console permissions. ■ Cleanup utmp/wtmp. ■ Delete X locks. ■ Delete VNC and X locks. ■ Delete Postgres sockets. ■ Turn On swap in case we swap to files.
10	■ Initialize the Serial Ports. ■ If a SCSI tape has been detected, load the st module unconditionally. ■ Load usb storage to match most other things. ■ If ide-scsi is required, load it. ■ Generate a header that defines the boot kernel.
9	■ Dump the syslog ring in /var/log/dmesg. ■ Keep kernel symbols in /var/log/ksyms. ■ Create the crash indicator flag to warn on crashes, offer fsck with timeout.
8	Export this variable BOOT_PART and INSTALL_PART.

Step	Initialization Process
PRINT APPLICATION STARTING POINT	
7	IO kernel mode initialization (basically).
6	Printer Application Infrastructure startup.
5	Printer IO startup.
4	Front Panel application startup (but wait for engine launching, i.e. Front Panel is not cleared yet).
3	Engine startup, start EE and Mechanical initialization.
2	HPGL/PS parsers startup.
1	All subsystems launched. Wait for Front Panel application to clear the Front Panel and start signaling the initialization sequence.

Corrective Actions for Power-Up Problems

1 If the Printer's Power-Up process stops when the front panel is displaying the number **17**, this indicates that there is a problem with the file system on the Printer's Hard Disk Drive, so the Printer is checking the whole file system and making any necessary corrections. This problem can arise when there has been a power cut while the Printer was switched On, or if there is a physical problem with the Hard Disk Drive.

Checking the whole file system normally takes about half an hour (but could take much longer). There is nothing that can be done to speed up the file checking process. If you turn Off the Printer during the checking process, the file system check will restart whenever you turn it On again.

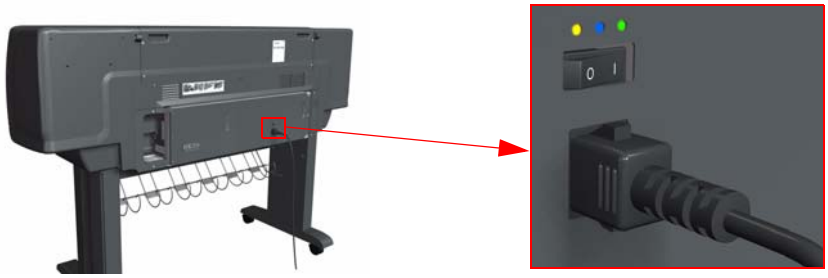
If you experience this problem repeatedly when there has been no power cut, then this could mean that the Hard Disk Drive is faulty. In this case, replace the Hard Disk Drive ⇒ Page *8-83*.

2 If the printer's start-up process stops when the front panel is displaying any number between **1** to **30**, then try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- If the Printer continues to stop during the power-up process, replace the Hard Disk Drive ⇒ Page *8-83*.

Using the Power Switch LEDs to Troubleshoot

In certain circumstances, the LEDs located on top of the power switch (located at the rear of the Printer) can help to troubleshoot the Printer. The LEDs can either be ON or Off and using different combinations can indicate different problems:



Make sure you look directly at the LEDs and not at an angle.

Amber is on the Left
Blue is in the center
Green is on the Right

1. When only the **Amber LED** is On:
   - The Printer has been switched Off from the Front Panel (after having pressed the On/Off button).
   - The Power Supply Unit only delivers a 5 V "Standby"; power that is needed to restart the Printer after the Front Panel On/Off button is pressed (the Formatter/Main PCA will initiate the Printer to start).
2. When the **Blue LED** is On: Deliver standard "ATX" power for the Electronics Module PCAs (+12V, +5V, -5V, -12V, etc...). All the functions of the Electronics Module are fully operational (EWS, etc...).
3. When the **Green LED** is On: Deliver "analog" 24V and 42V to enable printing.

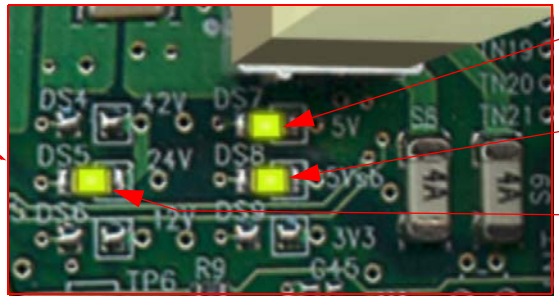
The Printer monitors and reports different signals: PSU fan issues, 24V and 42V delivery failures (specific System Error reported pointing to PSU failure).

PSU Blue LED Status	PSU Green LED Status	Left LED (on Front Panel) Status	Printer Status
ON	OFF	Red (Front Panel Black)	Standby (with Embedded Web Server up and running)
ON	OFF	Green (flashing)	Initializing
ON	ON	Green	Ready (but not printing)
ON	ON	Green	Printing or preparing to print
OFF	ON	Any	Not possible
ON	ON	Red (Front Panel Black)	Not possible

Using the PCA LEDs to Troubleshoot

In certain circumstances, the LEDs located on the Interconnect PCA and PrintMech PCA can help to troubleshoot the Printer. The LEDs can either be ON or Off and using different combinations can indicate different problems:

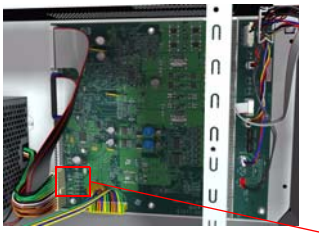
Interconnect PCA



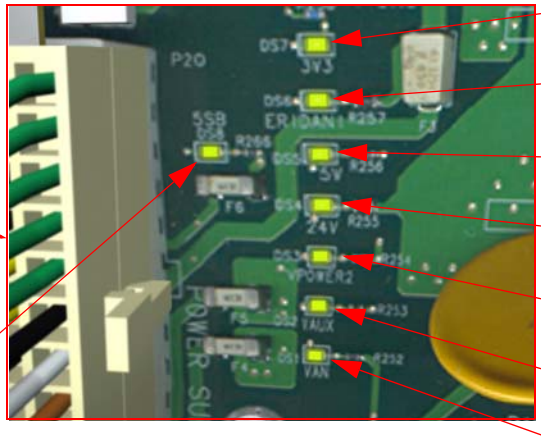
5V - Comes from the PSU after the fuse on Interconnect PCA. Used to power On Front Panel and some Interconnect Electronics. Should be ON at the same time as Blue Power Switch LED.

5Vsb - Comes from the PSU after the fuse on Interconnect PCA. Used to power On the Printer from the Front Panel. Should be ON at the same time as Blue or Amber Power Switch LED.

24V - Comes from the PSU after the fuse on Interconnect PCA. Used to power the Carriage PCA. Should be ON at the same time as Green Power Switch LED.



PrintMech PCA



5Vsb - Comes from the PSU after the fuse on PrintMech PCA.
3V3 - Comes from the Power Supply Unit.
5V - Comes from the Power Supply Unit.
ERIDANI - Specific power line from PSU which powers ERIDANI chip after a fuse on PrintMech.
24V - Comes from the PSU after a fuse on the PrintMech PCA.
VPOWER2 - Comes from the PSU (42V) after a fuse on the PrintMech PCA.
VAUX - Comes from the PSU (12V) after a fuse on the PrintMech.
VAN - Is generated in the PrintMech PCA (reference tension is generated from ERIDANI IC). The value is around 5V. If this LED is **not** ON, and the others are ON, this indicates that there is high probability that the PrintMech PCA is defective.

1 If the Printer cannot be turned ON:

Signal	LED on Interconnect PCA	LED on PrintMech PCA	Power Switch LED	Corrective Action
5Vsb	OFF	ON	Amber	■ Check the connection between the PSU and the Interconnect PCA. ■ If connection OK, replace the Interconnect PCA ⇒ Page *8-71*.
5Vsb	ON	OFF	Amber	■ Check the connection between the PSU and the PrintMech PCA. ■ Make sure that ALL cables between the PSU and PrintMech are not damaged and are connected correctly.
5Vsb	OFF	OFF	Amber or no LED	■ Check the connection between the PSU and the PrintMech PCA and Interconnect PCA. ■ If connection OK, check that power reaches the PSU (check the power outlet). ■ If power reaches PSU, replace the PSU ⇒ Page *8-85*.

2 If the Printer starts (after having pressed the ON button on the Front Panel) but the front Panel remains black:

Signal	LED on Interconnect PCA	LED on PrintMech PCA	Power Switch LED	Corrective Action
5V	OFF	ON	Blue	■ Check the connection between the PSU and the Interconnect PCA. ■ If connection OK, replace the Interconnect PCA ⇒ Page *8-71*.
5V	ON	ON	Blue	■ Check the connection between the Front Panel and the Interconnect PCA. ■ If connection OK, replace the Interconnect PCA ⇒ Page *8-91* and the Front Panel ⇒ Page *8-27*.

3 The Printer is up and running, or may have a System Error at the end of the power-up sequence. For the Carriage PCA connection, perform the Scan-Axis Test ⇒ Page *4-7*:

Signal	LED on Interconnect PCA	LED on PrintMech PCA	Power Switch LED	Corrective Action
5V	OFF	ON	Blue	■ Check the connection between the PSU and the Interconnect PCA. ■ If connection OK, replace the Interconnect PCA ⇒ Page *8-71*.
24V	ON	ON	Blue and Green	■ Check the System Error that is produced and run the corresponding Diagnostic Test (either Scan-Axis or Media-Axis Test.
24V	OFF	OFF	Blue and Green	■ Check the connection between the PSU and the PrintMech PCA and Interconnect PCA. ■ If connection OK, run the Electronics Module Test to further diagnose the problem.
24V	OFF	ON	Blue and Green	■ Check the connection between the PSU and the Interconnect PCA. ■ If connection OK, run the Electronics Module Test to further diagnose the problem.
24V	ON	OFF	Blue and Green	■ Check the connection between the PSU and the PrintMech PCA. ■ If connection OK, run the Electronics Module Test to further diagnose the problem.

4 On the PrintMech PCA, if the 3V3 LED is ON, 5V LED is ON, ERIDANI LED is ON, VAUX LED is ON and the VAN LED is OFF, then try the following:

- Run the Electronics Module Test to further diagnose the problem.
- Replace the PrintMech PCA ⇒ Page *8-91*.

5 If the Power Switch LED is Green and the 3V3 LED is ON, 5V LED is ON, ERIDANI LED is ON, VAUX LED is ON, VAN LED is ON and the VPOWER2 LED is OFF, then try the following:

- Check the connection between the PSU and the PrintMech PCA.
- Run the Electronics Module Test to further diagnose the problem.
- Replace the PrintMech PCA ⇒ Page *8-91*.

How to Interpret the Service Information Pages

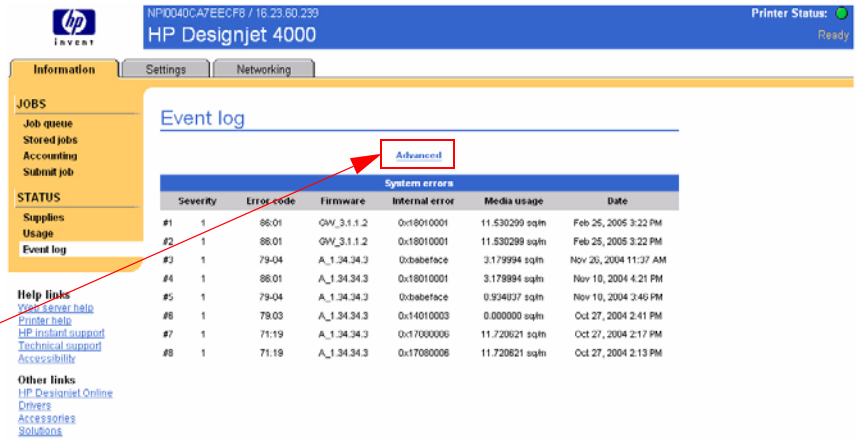
The Service Information Pages contain the following information:

- Current Information.
- Printer Usage Information.
- Event Logs.
- Calibration Status.
- Network and I/O Configuration.

It is possible to print the Service Information Pages either through the Front Panel or through the Embedded Web Server:

- Front Panel: Setup menu ⇒ Information Menu ⇒ Internal Prints ⇒ Print Service Information.
- Embedded Web Server: Information ⇒ Event Log ⇒ Advanced

Even the Printer cannot print, the Information Pages are still accessible through the Embedded Web Server.



EWS Event Log Page - Advanced Button

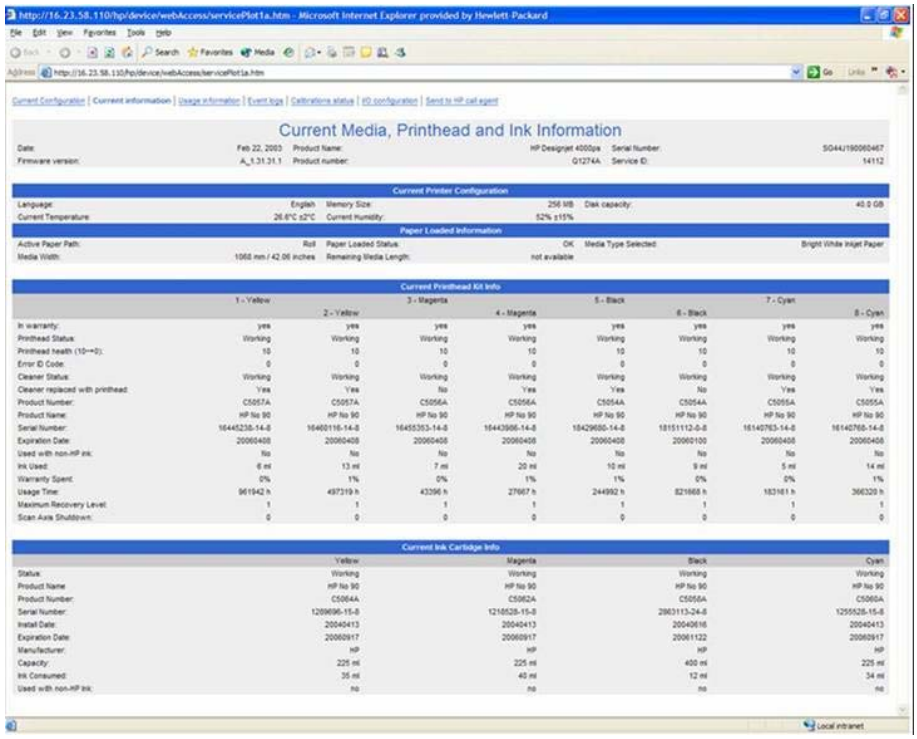
Main Characteristics

- Each Service Information page fits on a sheet of A4/A-size media (so that it can be faxed if necessary).
- Only available in English (except the current information page).
- From the Front Panel, you can choose to print ALL pages or just select the specific pages that are needed. If ALL pages are printed:
  - Nesting is turned ON automatically (and turned OFF once all the pages have been printed).
  - Nesting cannot be mixed with other jobs in the queue.
- Each page can be printed from the Web browser when using the Embedded Web Server.
- Each page can be sent by e-mail from the Web Browser when using the Embedded Web Server (File ⇒ Send ⇒ Page by E-mail).
- You can see the same information through the Front Panel or the Embedded Web Server.

Current Media, Printhead and Ink Information

This page contains the following information:

- Current Printer Configuration.
- Paper Loaded Information.
- Current Printhead Kit Information.
- Current Ink cartridge Information.

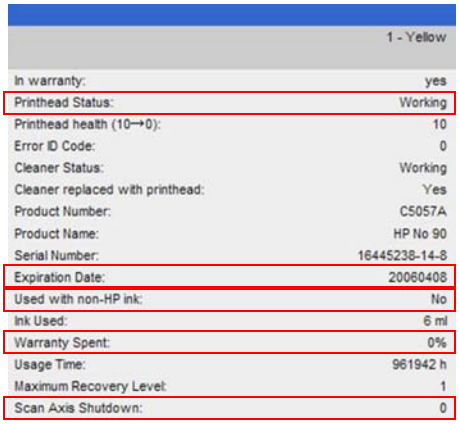


The first two lines are available at the beginning of each Service Information Page and contains standard information (like Service ID, Firmware version).

Items of Interest

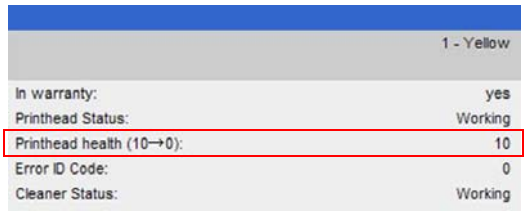
The items explained below are useful to know:

- **Temperature and Humidity**: The sensors are located on the ISS PCA (at the top of the Ink Cartridges).
- **Active Paper Path**: Whether Roll or Cut Sheet is currently loaded.
- **Remaining Media Length**: Currently this will show "not available" all the time since the media length tracking function in not available.



	1 - Yellow
In warranty:	yes
Printhead Status:	Working
Printhead health (10→0):	10
Error ID Code:	0
Cleaner Status:	Working
Cleaner replaced with printhead:	Yes
Product Number:	C5057A
Product Name:	HP No 90
Serial Number:	16445238-14-8
Expiration Date:	20060408
Used with non-HP ink:	No
Ink Used:	6 ml
Warranty Spent:	0%
Usage Time:	961942 h
Maximum Recovery Level:	1
Scan Axis Shutdown:	0

- **Printhead Status**: 'OK', 'Missing', 'Reseat', 'Replace' or 'Remove'.
- **Expiration Date**: Manufacture date (date marked on the actual Printhead) + 24 months.
- **Used with non-HP ink**: Can be reset to NO only when a new Printhead has been installed and neither the Ink Tubes nor the Ink Cartridges have been marked as "Used with non-HP ink = Yes".
- **Warranty spent**: Percentage (%) versus 1000ml.
- **Scan Axis Shutdown**: Corresponds to a media jam.



	1 - Yellow
In warranty:	yes
Printhead Status:	Working
Printhead health (10→0):	10
Error ID Code:	0
Cleaner Status:	Working

- **Printhead Health**: This represents the number of nozzles out of service during the last drop detection that was performed.

Number of Nozzles Out	Printhead Health
< 5	10
> or = 5 and < 10	9
> or = 10 and < 20	8
> or = 20 and < 30	7
> or = 30 and < 50	6
> or = 50 and < 70	5
> or = 70 and < 100	4
> or = 100 and < 150	3
> or = 150 and < 200	2
> or = 200 and < 400	1
> or = 400	0

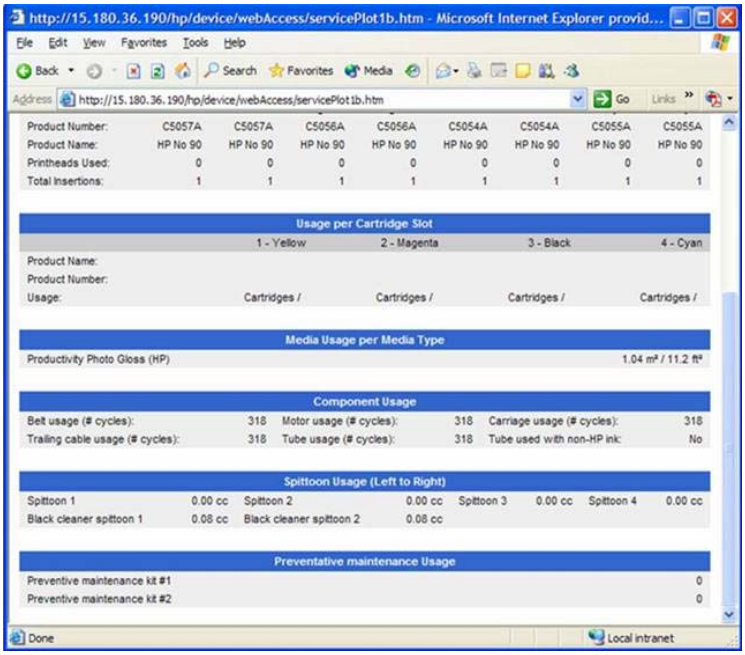
	Yellow
Status:	Working
Product Name	HP No 90
Product Number:	C5064A
Serial Number:	1289696-15-8
Install Date:	20040413
Expiration Date:	20060917
Manufacturer:	HP
Capacity:	225 ml
Ink Consumed:	35 ml
Used with non-HP Ink:	no

- **Cartridge Status**: 'OK', 'Missing', 'Low', 'Very Low', 'Empty', 'Reseat' or 'Replace'.
- **Expiration Date**: Manufacture date (date marked on the actual Ink Cartridge) + 30 months.
- **Install Date**: Corresponds to the internal date of the Printer (RTC) when the Ink Cartridge was installed for the first time.
- **Capacity**: Total capacity of the Ink Cartridge.

Printer Usage Information

This page contains the following information:

- Printer Usage.
- Usage per Printhead Slot.
- Usage per Cartridge Slot.
- Media Usage per Media Type.
- Component Usage.
- Spittoon Usage.
- Preventive Maintenance Usage.



Media Used Sections

- Total media used in the Printer.

Printer Usage			
Total printed media:	12.12 m² / 130.4 ft²	Total number of prints:	31

- Media used for each media type.

Media Usage per Media Type					
High-Gloss Photo Paper (HP)	10.30 m² / 110.9 ft²	Productivity Photo Gloss (HP)	6.92 m² / 74.4 ft²	Bond Paper (HP)	6.81 m² / 73.3 ft²

It is possible that the sum of the media used for each media type is lower that the total amount of media used in the Printer. This is because only the total media used in the Printer is saved in the backup EEROM which is located in the ISS PCA. When the Hard Disk Drive is replaced, the total media used per media type is reset to zero (0), but the total media used is recovered from the backup EEROM.

Printhead Section

The Printheads currently being used are not counted.

- **Total Insertions**: This is linked with the crane of the Ink Supply Tubes. When the Ink Supply Tubes are replaced, the total insertions amount will be reset to zero (0).

Usage per Printhead Slot								
	Slot 1	Slot 2	Slot 3	Slot 4	Slot 5	Slot 6	Slot 7	Slot 8
Color:	Yellow	Yellow	Magenta	Magenta	Black	Black	Cyan	Cyan
Product Number:	C5057A	C5057A	C5056A	C5056A	C5054A	C5054A	C5055A	C5055A
Product Name:	HP No 90	HP No 90	HP No 90	HP No 90	HP No 90	HP No 90	HP No 90	HP No 90
Printheads Used:	0	0	0	0	0	0	0	0
Total Insertions:	1	1	1	1	1	1	1	1

Cartridge Section

The Ink Cartridges currently being used are not counted.

- This section is split by product name and number for each color as we have different Ink Cartridge sizes. The sample below does not represent the reality as we only have one size of Black Ink Cartridge (400cc).

	3 - Black
Product Name:	HP No 90
Product Number:	C5059A
Usage:	2 Cartridges / 3.816380 cc
Product Name:	HP No 90
Product Number:	C5058A
Usage:	1 Cartridges / 14.144599 cc

Preventive Maintenance Section

Once the value reaches 100%, the corresponding Preventive Maintenance Kit should be used. For further details, refer to Chapter 9 - Preventive Maintenance.

Preventative maintenance Usage	
Preventive maintenance kit #1	0 %
Preventive maintenance kit #2	0 %

Component Usage

One cycle is counted when the Carriage makes one movement to the left of the Printer and then returns to the right.

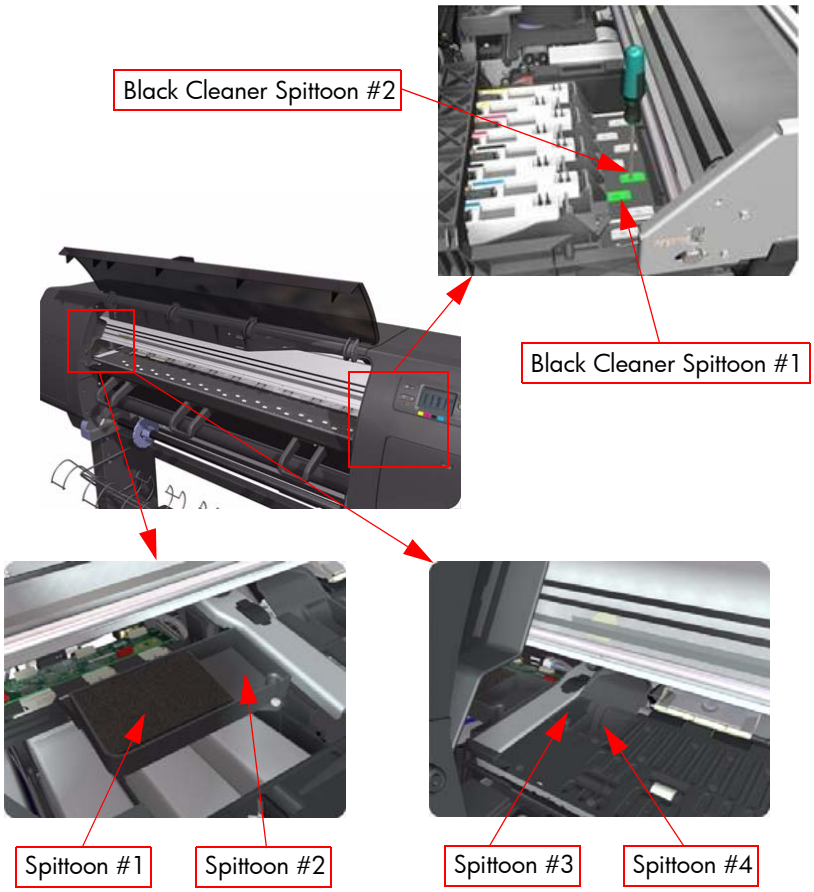
- **Tube used with non-HP ink**: This is set to **Yes** as soon as the Printer detects that at least one Ink Cartridge was used with third-party ink. This cannot be reset to **No** (because it is part of the ISS EEROM), except when:
  - The Ink Supply Tubes are replaced (not under warranty).
  - The Printer detects that the Ink Cartridge being used no longer uses third-party ink.

Component Usage					
Belt usage (# cycles):	2075	Motor usage (# cycles):	2075	Carriage usage (# cycles):	2075
Trailing cable usage (# cycles):	2075	Tube usage (# cycles):	2075	Tube used with non-HP ink:	No

Spittoon Section

This section contains information on the different Spittoons located in the Printer.

Spittoon Usage (Left to Right)							
Spittoon 1	0.00 cc	Spittoon 2	0.00 cc	Spittoon 3	0.00 cc	Spittoon 4	0.00 cc
Black cleaner spittoon 1	0.48 cc	Black cleaner spittoon 2	0.48 cc				



Event Logs

This page contains the following information:

- Last 20 System Error Codes (which prevented the Printer from booting).
- Last 20 System Warnings (which did not prevent the Printer from booting, but which required the user to acknowledge the problem).
- Printhead Error log.

Event Logs

Date: Mar 4, 2005 Product Name: HP Designjet 4000 Serial Number: SG4831901M
Firmware version: GW_3.1.1.2 Product number: Q1273A Service ID: 14309

System Errors

Event #	Severity	Error Code	Internal Code	FW Version	Media Usage	Line	Date
1	severe	86:01	0x16010001	GW_3.1.1.2	11.530299	ScanAxisGreatWall.cpp:666	20050225
2	severe	86:01	0x16010001	GW_3.1.1.2	11.530299	CarriageServoMotor.c:1537	20050225
3	severe	79-04	0xBABEFACE	A_1.34.34.3	3.179994	AnalogSensorCommon.cpp:620	20041126
4	severe	86:01	0x18010001	A_1.34.34.3	3.179994	ScanAxisGreatWall.cpp:666	20041110
5	severe	79-04	0xBABEFACE	A_1.34.34.3	0.934637	AnalogSensorCommon.cpp:620	20041110
6	severe	79:03	0x14010003	A_1.34.34.3	0.000000	rpcLayer.c:766	20041027
7	severe	71:19	0x17080006	A_1.34.34.3	11.720621	NvmCompound.cpp:1029	20041027
8	severe	71:19	0x17080006	A_1.34.34.3	11.720621	NvmCompound.cpp:1029	20041027

System Warnings

Event #	Severity	Error Code	Internal Code	FW Version	Media Usage	Line	Date
1	advisory	81:01	0x21080002	GW_3.1.1.2	10.995461	pm_utils.c:689	20050216
2	advisory	26:0:01	0x1D020002	A_1.34.34.3	3.179994	InkSupplyNarwhal.cpp:5491	20041112
3	advisory	81:04.1	0x21010009	A_1.34.34.3	0.934637	init.c:1005	20041108
4	advisory	26:3:01	0x1D020005	A_1.34.34.3	11.720621	InkSupplyNarwhal.cpp:5494	20041027

Printhead Error Log

	Printheads ago	Serial Number	Status	Usage time	% Ink Used	Max Recovery	Error Code
1 - Yellow	0	16455695-33-8	0	2 h	0	1	0
	1	16462452-33-8	0	2 h	0	1	0
2 - Yellow	0	16462452-33-8	0	2 h	0	1	0
	1	16455695-33-8	0	2 h	0	1	0
3 - Magenta	0	16461097-33-8	0	2 h	0	1	0
	1	16462034-33-8	0	2 h	0	1	0
4 - Magenta	0	16462034-33-8	0	2 h	0	1	0
	1	16461097-33-8	0	2 h	0	1	0
5 - Black	0	16429976-25-8	0	2 h	0	1	0
	1	16429727-25-8	0	2 h	0	1	0
6 - Black	0	16429727-25-8	0	2 h	0	1	0
	1	16429976-25-8	0	2 h	0	1	0
7 - Cyan	0	16455974-33-8	0	4 h	0	1	0
8 - Cyan	0	16455653-33-8	0	4 h	0	1	0

System/Warning Error

- The **Line** and **Internal Code** do not provide much information, but are useful in the case of escalating a problem to the division (different internal error codes can point to the same error code (e.g. 01.10:10)).
- **Media Usage** (in square meters) and **Date** (from the Printer's Internal Clock (RTC)) help you to understand if the Printer has been used (media usage) and how much time has passed since the last error.

Printhead Error Log

- Printheads ago: History of the last three Printheads used ('0' represents the current Printhead used).
- **Status**: '0' = Working, '1' = No Pen Detected, '2' = Replace, '4' = Reseat, '8' = Remove.
- **% Ink Used**: Percentage of the Warranty life (1000cc).
- **Error Code**: Specific error code generated by the Printer when the Printhead has been replaced.
- **Max Recovery**:
  - 0: No manual Printhead recovery has been performed on the Printhead.
  - 1 or higher: At least one Printhead recovery has been performed.

Printhead Error Log

	Printheads ago	Serial Number	Status	Usage time	% Ink Used	Max Recovery	Error Code
1 - Yellow	0	16455695-33-8	0	2 h	0	1	0
	1	16462452-33-8	0	2 h	0	1	0
2 - Yellow	0	16462452-33-8	0	2 h	0	1	0
	1	16455695-33-8	0	2 h	0	1	0

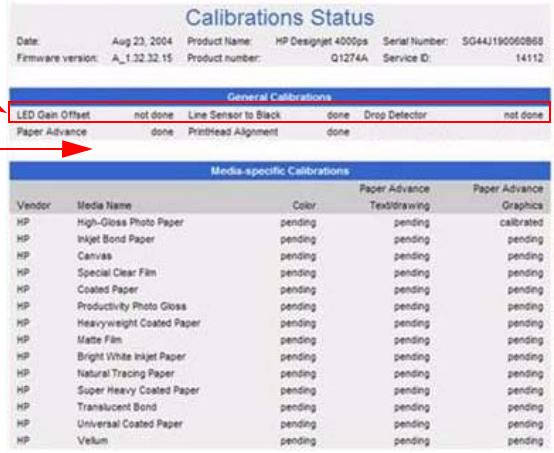
Calibrations Status

This page contains the following information:

- General Calibrations (performed by Service Engineers).
- Media Specific Calibrations (performed by the User).

Information on these 3 Calibrations will be added in Firmware Version 4.x.x.x

In Firmware Version 4.x.x.x the following text will also be added here:
"3 Calibrations are not reported within this list: 'Blue Line Calibration', 'Carriage PCA Setup' and 'Vacuum Fan'."



Calibrations Status

Date:	Aug 23, 2004	Product Name:	HP Designjet 4000ps	Serial Number:	SG44J190060B6
Firmware version:	A_1.32.32.15	Product number:	Q1274A	Service ID:	14112

General Calibrations

LED Gain Offset	not done	Line Sensor to Black	done	Drop Detector	not done
Paper Advance	done	Printhead Alignment	done		

Media-specific Calibrations

Vendor	Media Name	Color	Paper Advance Text/drawing	Paper Advance Graphics
HP	High-Gloss Photo Paper	pending	pending	calibrated
HP	Inkjet Bond Paper	pending	pending	pending
HP	Canvas	pending	pending	pending
HP	Special Clear Film	pending	pending	pending
HP	Coated Paper	pending	pending	pending
HP	Productivity Photo Gloss	pending	pending	pending
HP	Heavyweight Coated Paper	pending	pending	pending
HP	Matte Film	pending	pending	pending
HP	Bright White Inkjet Paper	pending	pending	pending
HP	Natural Tracing Paper	pending	pending	pending
HP	Super Heavy Coated Paper	pending	pending	pending
HP	Translucent Bond	pending	pending	pending
HP	Universal Coated Paper	pending	pending	pending
HP	Vellum	pending	pending	pending

General Calibrations

- **LED Gain Offset** and **Line Sensor to Black** relate to the Line Sensor and these are done when performing the Line Sensor Calibration.
- **Drop Detector** relates to the Drop Detector or Service Station calibration.
- **Paper Advance** relates to the Service Paper Advance Calibration.
- **Printhead Alignment** relates to the Printhead Alignment which then changes to 'pending' when a Printhead is replaced and the Printhead Alignment has not been performed.

When a component is replaced, the corresponding calibration is NOT automatically set to 'NOT DONE'. This is because the Printer does not know that there is a new part installed.

Media Specific Calibrations

This section shows the following for each type of media:

- **Color Calibration**.
- **Paper Advance** per media type and 'optimized for' Text/drawing and Graphics.

System Error Codes 2

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Continuable and Non-Continuable Error Codes 2-2
Printer System Error Codes 2-3
Stacker System Error Codes 2-35
System Error Codes and Warnings - Explanation 2-41

System Error Codes

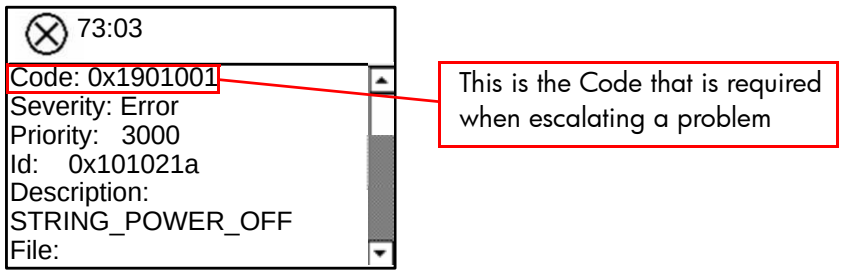
Introduction

System error codes are hexa-decimal based numbers generally caused by internal system errors. The following pages contain a list of system error codes and their respective descriptions and recommended corrective actions. Only try one recommended action at a time and check if the error code has disappeared.

If you have an error code which is not documented in this Service Manual or you have an error which you cannot resolve, then report the error to the HP Response Center or the nearest HP Support Office. When reporting the error, have the following information ready:

- Model and Serial Number of the printer.
- Which firmware revision the printer is using (See Note below). Check firmware in *Setup Menu / Information Menu / Show Printer Information*.
- The complete error number (See Note below).
- The Service Configuration Print.
- The Current configuration sheet.
- Which software application the customer is using (name, version, etc.).

When reporting the System Error Code, make sure that you supply the full Internal Error Code and the firmware version. Without this information, HP Support Personnel cannot help you. To view the Internal Error Code, hold the DOWN key and press the CANCEL key at the same when the System Error Code is displayed on the Front Panel.



Continuable and Non-Continuable Error Codes

Some of the Error Codes are continuable, which means you can press **Enter** on the front-panel and continue working with the Printer. Non-Continuable Error Codes do not allow you to continue working with the Printer, in this case power the Printer OFF and ON again and see if the System Error disappears. If the Error Code reappears, then the Printer requires an on-site visit in order to resolve the problem.

Even though the customer can continue working with a Continuable Error Code, an on-site visit should still be planned to troubleshoot the problem.

Printer System Error Codes

Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error: 01.0:03

Problem Description: Error impact I2C channel.

Corrective Action: Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- If the System Error continues, replace the Gamut PCI PCA ⇒ Page *8-76*.

System Error: 01.0:10

Problem Description: Problem with the Gamut PCI PCA.

Corrective Action: Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Replace the Gamut PCI PCA ⇒ Page *8-76*.
- If the System Error continues, replace the Main PCA ⇒ Page *8-81*.

System Error: 01.3:01

Problem Description: Roll 2 Drawer does not seem to be connected.

Corrective Action: Try the following:

- Check the cable between the Roll 2 Module and the Printer is not damaged and is correctly connected.
- Replace the Roll 2 Module Interconnect PCA ⇒ Page *8-230*.
- Replace the Printer Interconnect PCA ⇒ Page *8-71*.
- If the System Error continues, replace the Gamut PCI PCA ⇒ Page *8-76*.

System Error: 01.1:03

Problem Description: Problem with the PrintMech PCA.

Corrective Action: Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Check that the cables between the PrintMech PCA and the Gamut PCI PCA are not damaged and are correctly connected.

- Replace the PrintMech PCA ⇒ Page *8-91*.
- If the System Error continues, replace the Gamut PCI PCA ⇒ Page *8-76*.

System Error: 01.1:10

Problem Description: Problem with the PrintMech PCA.

Corrective Action: Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Check that the cables between the PrintMech PCA and the Gamut PCI PCA are not damaged and are correctly connected.
- Replace the PrintMech PCA ⇒ Page *8-91*.
- If the System Error continues, replace the Gamut PCI PCA ⇒ Page *8-76*.

System Error: 01.2:10

Problem Description: ISS PCA faulty - Humidity sensor out of scale or NVM backup failure.

Corrective Action: Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- If the System Error continues, replace the Ink Supply Tubes and Trailing Cable ⇒ Page *8-40*.

System Error: 02:10

Problem Description: Encoder seems to be wrong.

Corrective Action: Try the following:

- Check that the Carriage Stopper is correctly installed (Refer to Carriage Disassembly Instructions ⇒ Page *8-60*, Step *16*.).
- Replace the Carriage Assembly ⇒ Page *8-60*.
- If the System Error continues, replace the Encoder Strip and Encoder Sensor ⇒ Page *8-52*.

System Error: 02.1:10

Problem Description: Problem with the Carriage PCA.

Corrective Action: Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Check that the Trailing Cable is not damaged.
- Check that the Trailing Cable is correctly connected to the Carriage PCA, Interconnect PCA and to the Gamut PCI PCA.

- Replace the Carriage PCA ⇒ Page *8-55*.
- If the System Error continues, replace the Gamut PCI PCA ⇒ Page *8-76*.

System Error: 03:10

Problem Description: Problem with the Power Supply Unit.

Corrective Action: Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Perform the Electronics Modules Test (⇒ Page *4-28*) to troubleshoot the problem further.
- If the System Error continues, replace the Power Supply Unit ⇒ Page *8-85*.

System Error: 05.1:10

Problem Description: CPU Fan is stopped or burnt.

Corrective Action: Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Replace the CPU Fan ⇒ Page *8-83*.
- If the System Error continues, replace the Main PCA ⇒ Page *8-81*.

System Error: 05.3:10

Problem Description: Main memory size failure.

Corrective Action: Try the following:

- Check that at least 256 megabytes of memory is installed in the Printer.
- Check that the Memory Module is installed correctly.
- Try installing the Memory Module in the other Memory slot and check if the System Error appears.
- If the System Error reappears, replace the Memory Module ⇒ Page *8-79*.
- If the System Error does NOT reappear, then the original slot could be faulty. In this case, replace the Main PCA ⇒ Page *8-81*.

System Error: 06:03

Problem Description: NVM file has bad CRC.

Corrective Action: Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- If the System Error continues, replace the Hard Disk Drive ⇒ Page *8-83*.

System Error: 06:10

Problem Description: Main NVM failure - not detected, read/write failed or readback error.

Corrective Action: Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- If the System Error continues, replace the Hard Disk Drive ⇒ Page *8-83*.

System Error: 07:10

Problem Description: Aerosol Fan driver burnt.

Corrective Action: Try the following:

- Replace the Printer Interconnect PCA ⇒ Page *8-71*.
- If the System Error continues, replace the Gamut PCI PCA ⇒ Page *8-76*.

System Error: 08:11

Problem Description: Problem with the Front Panel.

Corrective Action: Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Check that the Front Panel cable is not damaged and is correctly connected to the Front Panel and to the Interconnect PCA.
- Check that the Memory Module is installed correctly.
- Check that the cables between the Interconnect PCA and the Main PCA are not damaged and are correctly connected.
- Check that the cables between the Hard Disk Drive and the Power Supply Unit and the Main PCA are not damaged and are correctly connected.
- Check that the cable between the Power Supply Unit and the Main PCA is not damaged and is correctly connected.
- Check that the Printer has the latest Firmware version. If not, update the Firmware to the latest version.
- Replace the Main PCA ⇒ Page *8-81*.
- Replace the Hard Disk Drive ⇒ Page *8-83*.
- Replace the Memory Module ⇒ Page *8-79*.
- Replace the Printer Interconnect PCA ⇒ Page *8-71*.
- If the System Error continues, replace the Front Panel ⇒ Page *8-27*.

System Error: 11:10

Problem Description: Trailing Cable does not seem to be detected.

Corrective Action: Try the following:

- Check that the Trailing Cable is not damaged.
- Check that the Trailing Cable is correctly connected to the Carriage PCA, Interconnect PCA and to the Gamut PCI PCA.
- Replace the Gamut PCI PCA ⇒ Page *8-76*.
- Replace the Ink Supply Tubes and Trailing Cable ⇒ Page *8-40*.
- Replace the Carriage PCA ⇒ Page *8-55*.

System Error: 13.n:10

Problem Description: Problem starting acumen supplies.

Corrective Action: Try the following:

- Remove ALL Ink Cartridges and reinstall them in the Printer.
- Check that the ISS to Cartridge cables are not damaged and are correctly connected to the Ink Supply Tubes PCA.
- Replace the ISS to Cartridge cables ⇒ Page *8-45*
- Replace the Ink Supply Tubes and Trailing Cable ⇒ Page *8-40*.

System Error: 21:03

Problem Description: Service Station servo shutdown.

Corrective Action: Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- If the System Error continues, replace the Service Station ⇒ Page *8-30*.
- Replace the PrintMech PCA ⇒ Page *8-91*.
- Replace the Printer Interconnect PCA ⇒ Page *8-71*.

System Error: 21:12

Problem Description: Fail moving Service Station.

Corrective Action: Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- If the System Error continues, replace the Service Station ⇒ Page *8-30*.

System Error: 21:13

Problem Description: Problem with the Service Station.

Corrective Action: Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Make sure that the Service Station path is clear. Remove any visible obstacles (e.g. screws, plastic parts, etc...) restricting the movement of the Service Station.
- If the System Error continues, replace the Service Station ⇒ Page *8-30*.

System Error: 23:10

Problem Description: Problem with the APS.

Corrective Action: Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Check that the APS cable is not damaged and is correctly connected to the PrintMech PCA.
- Replace the APS Assembly ⇒ Page *8-49*.
- Replace the PrintMech PCA ⇒ Page *8-91*.
- If the System Error continues, replace the Gamut PCI PCA ⇒ Page *8-76*.

System Error: 24:03

Problem Description: Ink Setup failure (Ink Supply Tubes purge failed).

Corrective Action: Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Try purging the Ink Supply Tubes again once the Printer has been rebooted.
- Install new Ink Cartridges in to the Printer and try purging the Printer again.

System Error: 24:10

Problem Description: Broken bag detected in Ink Cartridge.

Corrective Action: Try the following:

- Remove the Ink Cartridges and check for ink leakage in the ISS area.
- Perform the "Bag Broken Recovery" Diagnostic (⇒ Page *4-51*) to further troubleshoot the error code.

System Error: 26:01

Problem Description: Floater Error

Corrective Action: Try the following:

- Reseat all Cartridges

System Error: 26.0:01

Problem Description: Bad contact detected in ISS slot0 floater.

Corrective Action: Try the following:

- Remove the Yellow Ink Cartridge and reinstall it in to the Printer.
- Replace the Yellow Ink Cartridge.
- Check that the ISS to Cartridge cable (Yellow Ink Cartridge) is not damaged and is correctly connected to the Ink Supply Tubes PCA.
- Replace the ISS to Cartridge cable (Yellow Ink Cartridge) ⇒ Page *8-45*.
- Replace the Ink Supply Tubes and Trailing Cable ⇒ Page *8-40*.

System Error: 26.1:01

Problem Description: Bad contact detected in ISS slot1 floater.

Corrective Action: Try the following:

- Remove the Magenta Ink Cartridge and reinstall it in to the Printer.
- Replace the Magenta Ink Cartridge.
- Check that the ISS to Cartridge cable (Magenta Ink Cartridge) is not damaged and is correctly connected to the Ink Supply Tubes PCA.
- Replace the ISS to Cartridge cable (Magenta Ink Cartridge) ⇒ Page *8-45*.
- Replace the Ink Supply Tubes and Trailing Cable ⇒ Page *8-40*.

System Error: 26.2:01

Problem Description: Bad contact detected in ISS slot2 floater.

Corrective Action: Try the following:

- Remove the Black Ink Cartridge and reinstall it in to the Printer.
- Replace the Black Ink Cartridge.
- Check that the ISS to Cartridge cable (Black Ink Cartridge) is not damaged and is correctly connected to the Ink Supply Tubes PCA.
- Replace the ISS to Cartridge cable (Black Ink Cartridge) ⇒ Page *8-45*.
- Replace the Ink Supply Tubes and Trailing Cable ⇒ Page *8-40*.

System Error: 26.3:01

Problem Description: Bad contact detected in ISS slot3 floater.

Corrective Action: Try the following:

- Remove the Cyan Ink Cartridge and reinstall it in to the Printer.
- Replace the Cyan Ink Cartridge.
- Check that the ISS to Cartridge cable (Cyan Ink Cartridge) is not damaged and is correctly connected to the Ink Supply Tubes PCA.
- Replace the ISS to Cartridge cable (Cyan Ink Cartridge) ⇒ Page *8-45*.
- Replace the Ink Supply Tubes and Trailing Cable ⇒ Page *8-40*.

System Error: 26.n:10

Problem Description: Order of Ink Supplies incorrect.

Corrective Action: Try the following:

- Remove the Ink Cartridges and check that they are the correct ones for this Printer and that they are inserted in the correct position.
- Check that the Printer has the latest Firmware version. If not, update the Firmware to the latest version.

System Error: 26:14

Problem Description: A wrong Ink Cartridge has been detected.

Corrective Action: Try the following:

- Remove the Ink Cartridges and check that they are the correct ones for this Printer.
- Check that the Printer has the latest Firmware version. If not, update the Firmware to the latest version.
- Replace the Ink Cartridges.

System Error: 27:03

Problem Description: An error has occurred in Printhead detection.

Corrective Action: Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Remove the Printheads from the Carriage and reinsert them.
- Replace the Printheads.
- Replace the Carriage Flex Cables ⇒ Page *8-58*.

System Error: 27:14

Problem Description: A wrong Printhead has been detected.

Corrective Action: Try the following:

- Remove the Printheads and check that they are the correct ones for this Printer.
- Check that the Printer has the latest Firmware version. If not, update the Firmware to the latest version.
- Replace the Printheads.

System Error: 29.0:01

Problem Description: Printhead Cleaner not inserted correctly in slot 1.

Corrective Action: Try the following:

- Open the Printhead Cleaner Access Door and check that the Yellow Printhead Cleaner is correctly seated in slot 1 of the Service Station and then close the Printhead Cleaner Access Door.
- Replace the Yellow Printhead Cleaner in slot 1 of the Service Station.

System Error: 29.1:01

Problem Description: Printhead Cleaner not inserted correctly in slot 2.

Corrective Action: Try the following:

- Open the Printhead Cleaner Access Door and check that the Yellow Printhead Cleaner is correctly seated in slot 2 of the Service Station and then close the Printhead Cleaner Access Door.
- Replace the Yellow Printhead Cleaner in slot 2 of the Service Station.

System Error: 29.2:01

Problem Description: Printhead Cleaner not inserted correctly in slot 3.

Corrective Action: Try the following:

- Open the Printhead Cleaner Access Door and check that the Magenta Printhead Cleaner is correctly seated in slot 3 of the Service Station and then close the Printhead Cleaner Access Door.
- Replace the Magenta Printhead Cleaner in slot 3 of the Service Station.

System Error: 29.3:01

Problem Description: Printhead Cleaner not inserted correctly in slot 4.

Corrective Action: Try the following:

- Open the Printhead Cleaner Access Door and check that the Magenta

Printhead Cleaner is correctly seated in slot 4 of the Service Station and then close the Printhead Cleaner Access Door.
- Replace the Magenta Printhead Cleaner in slot 4 of the Service Station.

System Error: 29.4:01

Problem Description: Printhead Cleaner not inserted correctly in slot 5.

Corrective Action: Try the following:
- Open the Printhead Cleaner Access Door and check that the Black Printhead Cleaner is correctly seated in slot 5 of the Service Station and then close the Printhead Cleaner Access Door.
- Replace the Black Printhead Cleaner in slot 5 of the Service Station.

System Error: 29.5:01

Problem Description: Printhead Cleaner not inserted correctly in slot 6.

Corrective Action: Try the following:
- Open the Printhead Cleaner Access Door and check that the Black Printhead Cleaner is correctly seated in slot 6 of the Service Station and then close the Printhead Cleaner Access Door.
- Replace the Black Printhead Cleaner in slot 6 of the Service Station.

System Error: 29.6:01

Problem Description: Printhead Cleaner not inserted correctly in slot 7.

Corrective Action: Try the following:
- Open the Printhead Cleaner Access Door and check that the Cyan Printhead Cleaner is correctly seated in slot 7 of the Service Station and then close the Printhead Cleaner Access Door.
- Replace the Cyan Printhead Cleaner in slot 7 of the Service Station.

System Error: 29.7:01

Problem Description: Printhead Cleaner not inserted correctly in slot 8.

Corrective Action: Try the following:
- Open the Printhead Cleaner Access Door and check that the Cyan Printhead Cleaner is correctly seated in slot 8 of the Service Station and then close the Printhead Cleaner Access Door.
- Replace the Cyan Printhead Cleaner in slot 8 of the Service Station.

System Error: 38:01

Problem Description: Generic accessory communication error.

Corrective Action: Try the following:

- Restart the printer.

System Error: 38:03

Problem Description: Generic Stacker communication error.

Corrective Action: Try the following:

- Restart the printer.
- Perform the Stacker Test ⇒ Page *4-60*.
- Check that the cable between the Stacker and the Printer is not damaged and is correctly connected.
- Upgrade the firmware of the Stacker.
- Replace the Stacker Electronics PCA ⇒ Page *8-274*.

System Error: 38.1:01

Problem Description: Media jam in between the printer and the accessory.

Corrective Action: Try the following:

- Remove any media jammed in the Printer or Stacker and restart the printer.
- Perform the Stacker Test ⇒ Page *4-60*.
- Perform the Media Drive Test ⇒ Page *4-12*

System Error: 41.1:03

Problem Description: A current limit in the Roll 1 Media Feed Motor has been detected.

Corrective Action: Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Perform the Media Drive Test ⇒ Page *4-12*
- Open the Roll 1 Drawer and check for any visible obstacles restricting the movement of the Feed Roller. If there is a wrinkled mass of media inside the paper path, lift the Pinchwheels (using the Roll 1 Paper Load Lever) and clear the obstruction.
- Replace the Roll 1 Media Feed Motor ⇒ Page *8-158*.
- If the System Error continues, replace the PrintMech PCA ⇒ Page *8-91*.

System Error: 41.1:10

Problem Description: A fault has been detected in the Roll 1 Media Feed Motor.

Corrective Action: Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Perform the Media Drive Test ⇒ Page *4-12*
- Check that the Roll 1 Media Feed Motor cable is not damaged and is correctly connected to the PrintMech PCA.
- Replace the Roll 1 Media Feed Motor ⇒ Page *8-158*.
- If the System Error continues, replace the PrintMech PCA ⇒ Page *8-91*.

System Error: 41.2:03

Problem Description: A current limit has been detected in the Roll 2 Media Feed Motor.

Corrective Action: Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Perform the Media Drive Test ⇒ Page *4-12*
- Open the Roll 2 Drawer and check for any visible obstacles restricting the movement of the Feed Roller. If there is a wrinkled mass of media inside the paper path, lift the Pinchwheels (using the Roll 2 Paper Load Lever) and clear the obstruction.
- Replace the Roll 2 Media Feed Motor ⇒ Page *8-210*.
- If the System Error continues, replace the Roll 2 interconnect PCA ⇒ Page *8-230*.

System Error: 41.2:10

Problem Description: A fault has been detected in the Roll 2 Media Feed Motor.

Corrective Action: Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Perform the Media Drive Test ⇒ Page *4-12*.
- Check that the Roll 2 Media Feed Motor cable is not damaged and is correctly connected to the Roll 2 Interconnect PCA.
- Replace the Roll 2 Media Feed Motor ⇒ Page *8-210*.
- If the System Error continues, replace the Roll 2 Interconnect PCA ⇒ Page *8-230*.

System Error: 41:03

Problem Description: Electrical current limit in Media-Axis Motor.

Corrective Action: Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Perform the Media Drive Test ⇒ Page *4-12*.
- Open the Window and check for any visible obstacles restricting the movement of the Drive Roller. If there is a wrinkled mass of media inside the paper path, lift the Pinchwheels (using the black Driver Pinch Lever) and clear the obstruction.
- Replace the Media-Axis Motor ⇒ Page *8-69*.
- If the System Error continues, replace the PrintMech PCA ⇒ Page *8-91*.

System Error: 41:10

Problem Description: Electrical fault in Media-Axis Motor.

Corrective Action: Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Perform the Media Drive Test ⇒ Page *4-12*.
- Check that the Media-Axis Motor cable is not damaged and is correctly connected to the PrintMech PCA.
- Replace the Media-Axis Motor ⇒ Page *8-69*.
- If the System Error continues, replace the PrintMech PCA ⇒ Page *8-91*.

System Error: 42:03

Problem Description: Electrical current limit in Scan-Axis Motor.

Corrective Action: Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Perform the Media Drive Test ⇒ Page *4-12*.
- Open the Window and check for any visible obstacles restricting the movement of the Carriage Assembly. If there is a wrinkled mass of media blocking the Carriage Assembly, then clear the obstruction.
- Replace the Scan-Axis Motor ⇒ Page *8-66*.
- If the System Error continues, replace the PrintMech PCA ⇒ Page *8-91*.

System Error: 42:10

Problem Description: Electrical fault in Scan-Axis Motor.

Corrective Action: Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Perform the Media Drive Test ⇒ Page *4-12*.
- Check that the Scan-Axis Motor cable is not damaged and is correctly connected to the PrintMech PCA.
- Replace the Scan-Axis Motor ⇒ Page *8-66*.
- If the System Error continues, replace the PrintMech PCA ⇒ Page *8-91*.

System Error: 43:10

Problem Description: Vacuum Fan has stopped functioning.

Corrective Action: Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Check that the Vacuum Fan cables are not damaged and are correctly connected to the Interconnect PCA.
- Also check that the cables between the Interconnect PCA and the PrintMech PCA are not damaged and are correctly connected.
- Replace the Vacuum Fan ⇒ Page *8-34*.
- If the System Error continues, replace the PrintMech PCA ⇒ Page *8-91*.

System Error: 44:10

Problem Description: Problem with the Aerosol Fan.

Corrective Action: Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Check that the Aerosol Fan cable is not damaged and is correctly connected to the Interconnect PCA.
- Replace the Aerosol Fan ⇒ Page *8-36*.
- If the System Error continues, replace the Interconnect PCA ⇒ Page *8-71*.

System Error: 44:11

Problem Description: Aerosol Fan not connected.

Corrective Action: Try the following:

- Check that the Aerosol Fan cable is not damaged and is correctly connected to the Interconnect PCA.
- Replace the Aerosol Fan ⇒ Page *8-36*.

System Error: 51:10

Problem Description: Window Sensor failure.

Corrective Action: Try the following:

- Check that the Window Sensor cable is not damaged and is correctly connected to the Interconnect PCA.
- Perform the Sensors Test ⇒ Page *4-39*.
- Replace the Window Sensor.

System Error: 51.1:10

Problem Description: PHC Access Door Sensor failure.

Corrective Action: Try the following:

- Check that the PHC Access Door Sensor cable is not damaged and is correctly connected to the Interconnect PCA.
- Replace the PHC Access Door Sensor.

System Error: 51.2:10

Problem Description: Stacker Detector sensor error.

Corrective Action: Try the following:

- Check that the Stacker Detector Sensor cable is not damaged and is correctly connected to the PrintMech PCA.
- Replace the Left Deflector ⇒ Page *8-158*.
- If the System Error continues, replace the PrintMech PCA ⇒ Page *8-91*.

System Error: 51.3:10

Problem Description: An error with the Roll 1 Left Drawer Sensor has been detected.

Corrective Action: Try the following:

- Check that the Roll 1 Left Drawer Sensor cable is not damaged and is correctly connected to the Interconnect PCA.
- Replace the Roll 1 Left Drawer Sensor ⇒ Page *8-177*.

System Error: 51.4:10

Problem Description: An error with the Roll 2 Left Drawer Sensor has been detected

Corrective Action: Try the following:

- Check that the Roll 2 Left Drawer Sensor cable is not damaged and is correctly connected to the Interconnect PCA.
- Replace the Roll 2 Left Drawer Sensor ⇒ Page *8-215*.

System Error: 51.5:10

Problem Description: An error with the Roll 1 Drawer Right Sensor has been detected.

Corrective Action: Try the following:

- Check that the Roll 1 Right Drawer Sensor cable is not damaged and is correctly connected to the Interconnect PCA.
- Replace the Roll 1 Drawer Right Sensor ⇒ Page *8-177*.

System Error: 51.6:10

Problem Description: An error with the Roll 2 Right Drawer Sensor has been detected.

Corrective Action: Try the following:

- Check that the Roll 2 Right Drawer Sensor cable is not damaged and is correctly connected to the Interconnect PCA.
- Replace the Roll 2 Right Drawer Sensor ⇒Page *8-217*

System Error: 53.1:10

Problem Description: Back Channel Media Sensor error.

Corrective Action: Try the following:

- Check that the Back Channel Sensor cable is not damaged and is correctly connected to the Interconnect PCA.
- Replace the Back Channel Sensor ⇒Page *8-98*.

System Error: 53.2:10

Problem Description: Single Sheet Media Sensor error.

Corrective Action: Try the following:

- Check that the Single Sheet Sensor cable is not damaged and is correctly connected to the Interconnect PCA.
- Replace the Single Sheet Sensor ⇒ Page *8-117*.

System Error: 53.3:10

Problem Description: An error with the Roll 1 Sensor has been detected.

Corrective Action: Try the following:

- Check that the Roll 1 Sensor cable is not damaged and is correctly connected to the Interconnect PCA.
- Replace the Roll 1 Media Sensor ⇒ Page *8-175*.

System Error: 53.4:10

Problem Description: An error with the Roll 2 Media Sensor has been detected.

Corrective Action: Try the following:

- Check that the Roll 2 Sensor cable is not damaged and is correctly connected to the Interconnect PCA.
- Replace the Roll 2 Media Sensor ⇒ Page *8-232*.

System Error: 52:10

Problem Description: Drop Detector switch On/Off failure.

Corrective Action: Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Check that the Drop Detector cable is not damaged and is correctly connected to the Service Station cable.
- Check that the Service Station cable is not damaged and is correctly connected to the Interconnect PCA.
- Replace the Drop Detector ⇒ Page *8-38*.
- Replace the Gamut PCI PCA ⇒ Page *8-76*.
- If the System Error continues, replace the Interconnect PCA ⇒ Page *8-71*.

System Error: 53:10

Problem Description: An error with the Main Media Sensor has been detected.

Corrective Action: Try the following:

- Check that the Main Media Sensor cable is not damaged and is connected correctly to the Interconnect PCA.
- Perform the Sensors Test ⇒ Page *4-39*.
- Replace the Main Media Sensor ⇒ Page *8-115*.

System Error: 54:10

Problem Description: An error with the Drive Pinch Lever sensor has been detected.

Corrective Action: Try the following:

- Check that the Drive Pinch Lever sensor cable is not damaged and is connected correctly to the Interconnect PCA.
- Perform the Sensors Test ⇒ Page *4-39*.
- Replace the Drive Pinch Lever sensor ⇒ Page *8-126*.

System Error: 54.1:10

Problem Description: An error with the Roll 1 Media Load Lever Sensor has been detected.

Corrective Action: Try the following:

- Check that the Roll 1 Media Load Lever Sensor cable is not damaged and is connected correctly to the Interconnect PCA.
- Perform the Sensors Test ⇒ Page *4-39*.
- Replace the Roll 1 Paper Load Lever Sensor ⇒ Page *8-172*.

System Error: 54.2:10

Problem Description: An error with the Roll 2 Media Load Lever Sensor has been detected.

Corrective Action: Try the following:

- Check that the Roll 2 Media Load Lever Sensor cable is not damaged and is connected correctly to the Interconnect PCA.
- Perform the Sensors Test ⇒ Page *4-39*.
- Replace the Roll 2 Media Load Lever Sensor ⇒ Page *8-172*.

System Error: 55:10

Problem Description: Problem with the Line Sensor.

Corrective Action: Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Replace the Line Sensor ⇒ Page *8-38*.
- If the System Error continues, replace the Carriage PCA ⇒ Page *8-55*.

System Error: 56:01

Problem Description: Analog Encoder calibration failed.

Corrective Action: Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Replace the Encoder Disc and Sensor ⇒ Page *8-120*.
- If the System Error continues, replace the PrintMech PCA ⇒ Page *8-91*

System Error: 56:03

Problem Description: Analog Encoder calibration failed.

Corrective Action: Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the

Power cord. Reconnect the power cord and power On the Printer.

- Replace the Encoder Disc and Sensor ⇒ Page *8-120*.
- If the System Error continues, replace the PrintMech PCA ⇒ Page *8-91*.

System Error: 56:10

Problem Description: Drive Roller Encoder sensor failed.

Corrective Action: Try the following:

- Replace the Encoder Disc and Sensor ⇒ Page *8-120*.

System Error: 56.1:10

Problem Description: Roll 1 BT Arm encoder.

Corrective Action: Try the following:

- Replace the Encoder Disc and Sensor ⇒ Page *8-167* and Page *8-168*.

System Error: 56.2:10

Problem Description: Roll 2 BT Arm encoder.

Corrective Action: Try the following:

- Replace the Encoder Disc and Sensor ⇒ Page *8-223*.

System Error: 61:01

Problem Description: The file format is incorrect and the Printer cannot process the job.

Corrective Action: Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Check the graphic language setting of the Printer (Refer to the User's Guide).
- Resend the file to the Printer.
- Check that the Printer has the latest Firmware version. If not, update the Firmware to the latest version.

System Error: 61:04.1

Problem Description: The Postscript fonts are missing. Upgrading the Firmware will re-install the fonts.

Corrective Action: Perform a full firmware upgrade that includes package 'B'.

System Error: 61:08.1

Problem Description: The file cannot be printed because it is password protected.

Corrective Action: Resend the file without password protection.

System Error: 63:04

Problem Description: Input/Output problem through the Network Card.

Corrective Action: Try the following:

- Check that the Network cable is correctly connected to the Network Card.
- If a Gigabit Ethernet Card is being used, make sure it is correctly installed. If necessary, replace the Gigabit Ethernet Card.
- Check that the Printer has the latest Firmware version. If not, update the Firmware to the latest version.
- If the System Error continues, replace the Main PCA ⇒ Page *8-81*.

System Error: 64:04

Problem Description: Input/Output problem through the USB Port.

Corrective Action: Try the following:

- Check that the USB cable is correctly connected to the Printer.
- Check that the USB Card is correctly installed.
- Check that the Printer has the latest Firmware version. If not, update the Firmware to the latest version.
- Replace the USB card.

System Error: 65:04

Problem Description: Input/Output problem through an unknown port.

Corrective Action: Try the following:

- Check that the unknown port cable is correctly connected to the Printer.
- Check that the Printer has the latest Firmware version. If not, update the Firmware to the latest version.

System Error: 66:08

Problem Description: Cannot print file on current paper type. The paper type has changed since the file was sent, so the file cannot be printed on the paper type currently loaded.

Corrective Action: Try the following:

- Resend the file to be printed on the current paper type.
- Change the paper type to the type that was loaded when the file was originally sent.

System Error: 67:04

Problem Description: Input/Output problem through an Firewire Port.

Corrective Action: Try the following:

- Check that the Firewire cable is correctly connected to the Printer.
- Check that the Printer has the latest Firmware version. If not, update the Firmware to the latest version.
- If the System Error continues, replace the Main PCA ⇒ Page *8-81*.

System Error: 68:03

Problem Description: Non-critical permanent data was lost. This does not prevent the Printer to work, only that internal life counters will not be recorded until the Printer is restarted.

Corrective Action: Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Check that the Printer has the latest Firmware version. If not, update the Firmware to the latest version.

System Error: 71:03

Problem Description: Out of memory failure.

Corrective Action: It is recommended that you remove any unnecessary files from the Hard Disk Drive using the Web Server.

System Error: 71:04

Problem Description: Out of memory failure.

Corrective Action: It is recommended that you remove any unnecessary files from the Hard Disk Drive using the Web Server.

System Error: 71:19

Problem Description: Default Serial Number found in the main and backup NVM. It seems that both the Ink Supply Tubes and Hard Disk Drive have been replaced together.

Corrective Action: Try the following:

- Perform the "Error 71:19 Recovery" Service Utility (refer to Chapter 4).

You MUST NEVER replace both the Hard Disk Drive and the Ink Supply Tubes and Trailing Cable at the same time. If both parts need to replaced, you MUST first replace one part and then power ON the Printer until it completely initializes. Then you can power OFF the Printer and replace the other part.

System Error: 72:04

Problem Description: Generic Firmware error.

Corrective Action: Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Check that the Printer has the latest Firmware version. If not, update the Firmware to the latest version.

System Error: 73:03

Problem Description: Servo Error.

Corrective Action: Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Check that the Printer has the latest Firmware version. If not, update the Firmware to the latest version.
- Perform the "Scan-Axis" Diagnostic (⇒ Page *4-7*) to further troubleshoot the error code.
- If the System Error continues, perform the "Media Drive" Diagnostic (⇒ Page *4-12*) to further troubleshoot the error code.

System Error: 74:00

Problem Description: Failed getting Part Number/Serial Number.

Corrective Action: Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Check that the Printer has the latest Firmware version. If not, update the Firmware to the latest version.

System Error: 74:01

Problem Description: Error uploading firmware update file.

Corrective Action: Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Resend the firmware update file to the Printer.

System Error: 74:04

Problem Description: Old Vacuum Fan detected - upgrade the Firmware.

Corrective Action: Try the following:

- Check that the Printer has the latest Firmware version. If not, update the Firmware to the latest version.

System Error: 76:03

Problem Description: Out of Disk space - Data was lost.

Corrective Action: Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Resend the file to the Printer.
- If the System Error continues, it is recommended that you remove any unnecessary files from the Hard Disk Drive using the Web Server.
- Perform an EEROM Reset (⇒ Page *4-66*) and resend the file to the Printer.

System Error: 77:04

Problem Description: Embedded Web Server internal software error.

Corrective Action: Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Check that the Printer has the latest Firmware version. If not, update the Firmware to the latest version.

System Error: 79:03

Problem Description: Generic Firmware error.

Corrective Action: Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Check that the Printer has the latest Firmware version. If not, update the Firmware to the latest version.

System Error: 79:04

Problem Description: Generic Firmware error.

Corrective Action: Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.

- Check that the Printer has the latest Firmware version. If not, update the Firmware to the latest version.

System Error: 79.1:04

Problem Description: CDS server lost connection with client.

Corrective Action: Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Check that the Printer has the latest Firmware version. If not, update the Firmware to the latest version.

System Error: 81:01

Problem Description: Paper servo shutdown.

Corrective Action: Try the following:

- Open the Window and check for any visible obstacles restricting the movement of the Drive Roller. If there is a wrinkled mass of media inside the paper path, lift the Pinchwheels (using the black Drive Pinch Lever) and clear the obstruction.
- Perform the "Media Drive" Diagnostic (⇒ Page *4-12*) to further troubleshoot the error code.
- Check the connections on the PrintMech: The Paper Axis Motor is connected to the connector labeled Paper Motor and the Roll 1 Feed Motor cable is connected to the connector labeled FROLL.
- If the System Error continues, replace the Media-Axis Motor ⇒ Page *8-69*.

System Error: 81:03

Problem Description: It was impossible to correctly stop the servo before setting the encoder position.

Corrective Action: Try the following:

- Open the Window and check for any visible obstacles restricting the movement of the Drive Roller. If there is a wrinkled mass of media inside the paper path, lift the Pinchwheels (using the black Driver Pinch Lever) and clear the obstruction.
- Perform the "Media Drive" Diagnostic (⇒ Page *4-12*) to further troubleshoot the error code.
- If the System Error continues, replace the Media-Axis Motor ⇒ Page *8-69*.

System Error: 81:10

Problem Description: Fail starting Paper Motor.

Corrective Action: Try the following:

- Open the Window and check for any visible obstacles restricting the movement of the Drive Roller. If there is a wrinkled mass of media inside the paper path, lift the Pinchwheels (using the black Drive Pinch Lever) and clear the obstruction.
- Perform the "Media Drive" Diagnostic (⇒ Page *4-12*) to further troubleshoot the error code.
- If the System Error continues, replace the Media-Axis Motor ⇒ Page *8-69*.

System Error: 84.1:01

Internal Code: 0X1A050001

Problem Description: The printer tries to raise Roll 1 media to the level of the Drive Roller, but the Main Media sensor cannot detect the presence of the media

Corrective Action: Try the following:

- Make sure there is no media jammed in the Roll 1 media path.
- Check that the Main Media Sensor cable is not damaged and is connected correctly to the Interconnect PCA.
- Perform the Sensor Test ⇒ Page *4-39*.
- Replace the Media Sensor ⇒ Page *8-115*.

System Error: 84.1:01

Internal Code: 0X1A050002

Problem Description: The printer tries to remove Roll 1 media from the area of the driver roller, but the Main Media sensor detects the presence of the media

Corrective Action: Try the following:

- Make sure there is no media jammed in the Roll 1 media path.
- Check that the Main Media Sensor cable is not damaged and is connected correctly to the Interconnect PCA.
- If very long media is in the printer path, more than A0, the printer will display this error, in this case manually unload the media from the printer.
- Perform the Sensor Test ⇒ Page *4-39*.
- Replace the Main Media Sensor ⇒ Page *8-115*.

System Error: 84.1:01

Internal Code: 0X1A050003

Problem Description: The printer tries to raise Roll 1 media to the level of the Roll 1 Sensor, but the

sensor cannot detect the presence of the media

Corrective Action: Try the following:

- Make sure the media has not slipped from the Roll 1 media path.
- Check that the Roll 1 Sensor cable is not damaged and is connected correctly to the Interconnect PCA.
- Perform the Sensor Test ⇒ Page *4-39*.
- Replace the Roll 1 Media Sensor ⇒ Page *8-175*.

System Error: 84.1:01

Internal Code: 0X1A050004

Problem Description: The printer fails to remove media from the Roll 1 media path.

Corrective Action: Try the following:

- Make sure the media is in position in the Roll 1 media path.
- Check that the Roll 1 Sensor cable is not damaged and is connected correctly to the Interconnect PCA.
- Perform the Sensor Test ⇒ Page *4-39*.
- Replace the Roll 1 Sensor ⇒ Page *8-175*.

System Error: 84.1:01

Internal Code: 0X1A050005

Problem Description: The BT Arm cannot reach the working position.

Corrective Action: Try the following:

- Make sure the media spindle in the Roll 1 Module is turning.
- Perform the Media Drive Test ⇒ Page *4-12*.
- Replace the Roll 1 BT Arm Encoder Disc ⇒ Page *8-167*.
- Replace the BT Arm ⇒ Page *8-156*.

System Error: 84.1:01

Internal Code: 0X1A050006

Problem Description: The BT Arm has stalled.

Corrective Action: Try the following:

- Make sure there is no media jammed in the Roll 1 media path.
- Perform the Media Drive Test ⇒ Page *4-12*.
- Replace the Roll 1 BT Arm Encoder Disc ⇒ Page *8-167*.
- Replace the BT Arm ⇒ Page *8-156*.

System Error: 84.1:01

Internal Code: 0X1A050007

Problem Description: The Roll 1 Media Sensor has detected media when there should not be any.

Corrective Action: Try the following:

- Make sure there is no media jammed in the Roll 1 media path.
- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Perform the Sensors Test ⇒ Page *4-39*.
- Replace the Roll 1 Media Sensor ⇒ Page *8-175*.

System Error: 84.1:01

Internal Code: 0X1A050008

Problem Description: The printer is in the process of loading media and there is already media loaded.

Corrective Action: Try the following:

- Make sure there is no media jammed in the Roll 1 media path.
- Perform the Sensors Test ⇒ Page *4-39*.
- Replace the Roll 1 Sensor ⇒ Page *8-175*.

System Error: 84.1:01

Internal Code: 0X1A050009

Problem Description: The printer checks that a manual unload of media has been performed by the user but detects there is still media loaded.

Corrective Action: Try the following:

- Make sure there is no media jammed in the Roll 1 media path.
- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Perform the Sensors Test ⇒ Page *4-39*.
- Replace the Roll 1 Media Sensor ⇒ Page *8-175*.

System Error: 84.1:03

Problem Description: BT Motor shutdown in Roll 1 Module.

Corrective Action: Try the following:

- Make sure there is no media jammed in the Roll 1 media path.
- Perform the Media Drive Test ⇒ Page *4-12*.
- Replace the Roll 1 BT Arm ⇒ Page *8-197*.

System Error: 84.2:01

Internal Code: 0X1A060001

Problem Description: The printer tries to raise Roll 2 media to the level of the Drive Roller, but the Main Media sensor cannot detect the presence of the media

Corrective Action: Try the following:

- Make sure there is no media jammed in the Roll 2 media path.
- Check that the Main Media Sensor cable is not damaged and is connected correctly to the Interconnect PCA.
- Perform the Sensor Test ⇒ Page *4-39*.
- Replace the Media Sensor ⇒ Page *8-115*.

System Error: 84.2:01

Internal Code: 0X1A060002

Problem Description: The printer tries to remove Roll 2 media from the area of the driver roller, but the Main Media sensor detects the presence of media.

Corrective Action: Try the following:

- Make sure there is no media jammed in the Roll 2 media path.
- Check that the Main Media Sensor cable is not damaged and is connected correctly to the Interconnect PCA.
- If very long media is in the printer path, more than A0, the printer will display this error, in this case manually unload the media from the printer.
- Perform the Sensor Test ⇒ Page *4-39*.
- Replace the Main Media Sensor ⇒ Page *8-115*.

System Error: 84.2:01

Internal Code: 0X1A060003

Problem Description: The printer tries to raise Roll 2 media to the level of the Roll 2 Sensor, but the sensor cannot detect the presence of the media.

Corrective Action: Try the following:

- Make sure the media has not slipped from the Roll 2 media path.
- Check that the Roll 2 Sensor cable is not damaged and is connected correctly to the Interconnect PCA.
- Perform the Sensor Test ⇒ Page *4-39*.
- Replace the Roll 2 Media Sensor ⇒ Page *8-232*.

System Error: 84.2:01

Internal Code: 0X1A060004

Problem Description: The printer fails to remove media from the Roll 2 media path.

Corrective Action: Try the following:

- Make sure the media is in position in the Roll 2 media path.

- Check that the Roll 2 Sensor cable is not damaged and is connected correctly to the Interconnect PCA.
- Perform the Sensor Test ⇒ Page *4-39*.
- Replace the Roll 2 Media Sensor ⇒ Page *8-232*.

System Error: 84.2:01

Internal Code: 0X1A060005

Problem Description: The BT Arm cannot reach the working position.

Corrective Action: Try the following:

- Make sure the media spindle in the Roll 1 Module is turning.
- Perform the Media Drive Test ⇒ Page *4-12*.
- Replace the Roll 2 BT Arm Encoder Disc ⇒ Page *8-223*.
- Replace the BT Arm ⇒ Page *8-197*.

System Error: 84.2:01

Internal Code: 0X1A060006

Problem Description: The BT Arm has stalled.

Corrective Action: Try the following:

- Make sure there is no media jammed in the Roll 2 media path.
- Perform the Media Drive Test ⇒ Page *4-12*.
- Replace the Roll 2 BT Arm Encoder Disc ⇒ Page *8-223*.
- Replace the BT Arm ⇒ Page *8-197*.

System Error: 84.2:01

Internal Code: 0X1A060007

Problem Description: The Roll 2 Media Sensor has detected media when there should not be any.

Corrective Action: Try the following:

- Make sure there is no media jammed in the Roll 2 media path.
- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Perform the Sensors Test ⇒ Page *4-39*.
- Replace the Roll 2 Media Sensor ⇒ Page *8-232*.

System Error: 84.2:01

Internal Code: 0X1A060008

Problem Description: The printer is in the process of loading media and there is already media

loaded.

Corrective Action: Try the following:

- Make sure there is no media jammed in the Roll 2 media path.
- Perform the Sensors Test ⇒ Page *4-39*.
- Replace the Roll 2 Media Sensor ⇒ Page *8-232*.

System Error: 84.2:01

Internal Code: 0X1A060009

Problem Description: The printer checks that a manual unload of media has been performed by the user but detects there is still media loaded.

Corrective Action: Try the following:

- Make sure there is no media jammed in the Roll 2 media path.
- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Perform the Sensors Test ⇒ Page *4-39*.
- Replace the Roll 2 Media Sensor ⇒ Page *8-232*.

System Error: 84.2:03

Problem Description: BackTension Motor shutdown in drawer 2.

Corrective Action: Try the following:

- Check that the cable between the Roll 2 module and the Printer Interconnect is not damaged and is correctly connected.
- Make sure there is no media jammed in the Roll 2 media path.
- Perform the Media Drive Test ⇒ Page *4-12*.
- Replace the Roll 2 BT Arm ⇒ Page *8-197*.

System Error: 85:03

Problem Description: Problem finding the Drive Roller zero.

Corrective Action: Try the following:

- Perform the "Media Drive" Diagnostic (⇒ Page *4-12*) to further troubleshoot the error code.

System Error: 86:01

Problem Description: Carriage servo shutdown.

Corrective Action: Try the following:

- Open the Window and check for any visible obstacles restricting the movement of the Carriage Assembly. If there is a wrinkled mass of media inside the paper path, lift the Pinchwheels (using the black Drive Pinch

Lever) and clear the obstruction.
- Check that the Carriage Stopper is correctly installed (Refer to Carriage Disassembly Instructions ⇒ Page *8-60*, Step *16.*).
- Perform the "Scan-Axis" Diagnostic (⇒ Page *4-7*) to further troubleshoot the error code.
- If the System Error continues, replace the Scan-Axis Motor ⇒ Page *8-66*.

System Error: 86:03

Problem Description: Scan-Axis length test failure.

Corrective Action: Try the following:
- Perform the "Scan-Axis" Diagnostic (⇒ Page *4-7*) to further troubleshoot the error code.

System Error: 86:10

Problem Description: Initializing Scan-Axis Motor failure.

Corrective Action: Try the following:
- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Check that the Carriage Belt is correctly installed.
- Replace the Encoder Strip and Encoder Sensor ⇒ Page *8-52*.
- If the System Error continues, replace the Scan-Axis Motor ⇒ Page *8-66*.

System Error: 86:11

Problem Description: Scan-Axis length too short.

Corrective Action: Try the following:
- Open the Window and check for any visible obstacles restricting the movement of the Carriage Assembly. If there is a wrinkled mass of media inside the paper path, lift the Pinchwheels (using the black Drive Pinch Lever) and clear the obstruction.
- Replace the Encoder Strip and Encoder Sensor ⇒ Page *8-52*.

System Error: 91:02

Problem Description: The HP Instant Support troubleshooting tool has detected that at least one Printhead has been replaced without having a specific error, and without being recovered/cleaned.

Corrective Action: Advise the customer that the next time they want to replace a Printheads they

should make sure that at least a Printhead Recovery is performed.

System Error: 91:10

Problem Description: The HP Instant Support troubleshooting tool has detected that at least, for one Printhead:

- It is currently in warranty (less than 1000cc of ink used).
- That the previous 2 Printheads had been found defective within the warranty period.

Corrective Action: In this case, it is possible that the Printer is damaging the Printhead. If, after replacing the Printhead a third time, it is found to be defective again, you may need to troubleshoot the Carriage Flex Cables or the Carriage PCA.

System Error: 93:11

Problem Description: Unable to pressurize the IDS.

Corrective Action: Try the following:

- Remove ALL the Ink Cartridges and reinstall them one by one in to the Printer.
- Replace the Ink Cartridges.
- Replace the APS Assembly ⇒ Page *8-49*.
- If the System Error continues, replace the Ink Supply Tubes and Trailing Cable ⇒ Page *8-40*.

System Error: 98:02 (this error code will be logged in the system but will not actually appear on the Front Panel)

Problem Description: Switching to lower performance due to Printhead quality.

Corrective Action: Try the following:

- Try a Printhead recovery on the Printheads.
- Replace the faulty Printhead. You may have to print the Image Quality Diagnostics print in order to identify the faulty Printhead.

Stacker System Error Codes

All the Stacker System Error Codes begin with 38 and are displayed in the same format as the Printer System Error Codes, for an explanation of the system error codes ⇒ Page *2-41*

All stacker system errors are shown in the printer's Front Panel. System errors codes can be detected by the Printer or the Stacker.

Stacker System error codes detected by the Printer

System Error: 38.1:03

Problem Description: Too many firmware upgrades.

Corrective Action: Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Check that the Printer has the latest Firmware version. If not, update the Firmware to the latest version.
- Perform the Stacker test ⇒Page *4-60*.
- Replace the Stacker Electronics PCA ⇒Page *8-274*

System Error: 38.1:04

Problem Description: Stacker requires FW but not present in the Printer´s FW

Corrective Action: Try the following:

- Upgrade the firmware

System Error: 38.2:03

Problem Description: Temperature not reached

Corrective Action: Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- After turning on the Stacker check to see if the roller is getting hot, if it is not check the Heating Lamp.
- Check the temperature sensor.

Stacker System error codes detected by the Stacker.

Most of the Stacker system error codes can be recovered by following the instructions in the Front Panel, however if this does not clear the system error code try the instrutions shown in this section.

System Error: 38.1:10

Internal Code 0002

Problem Description: EEPROM parameter checksum mismatch/EEBOX

Corrective Action: Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Perform the Stacker test ⇒Page *4-60*.
- Check all the connections on the Main Stacker PCA are correctly connected.
- Replace the Stacker Electronics PCA ⇒ Page *8-274*

System Error: 38.1:10

Internal Code 0003

Problem Description: EEPROM write operation failed.

Corrective Action: Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Check the PCA

System Error: 38.1:10

Internal Code 0004

Problem Description: CAN command with invalid parameters received

Corrective Action: Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Check that the Printer has the latest Firmware version. If not, update the Firmware to the latest version.

System Error: 38.1:10

Internal Code 0005

Problem Description: Unsupported CAN command received

Corrective Action: Try the following:

- Check that the Printer has the latest Firmware version. If not, update the Firmware to the latest version.

System Error: 38.1:10

Internal Code 0006

Problem Description: CAN command communication error.

Corrective Action: Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reconnect the power cord and power On the Printer.
- Check that the Printer has the latest Firmware version. If not, update the Firmware to the latest version.

System Error: 38.2:10

Problem Description: Temperature sensor level too high or open circuit

Corrective Action: Try the following:

- Check the Temperature Sensor is correctly installed
- Replace the Temperature Sensor ⇒ Page *8-262*

System Error: 38.2:11

Problem Description: Temperature sensor level too low or open circuit

Corrective Action: Try the following:

- Check the Temperature Sensor is correctly installed
- Replace the Temperature Sensor ⇒ Page *8-262*

System Error: 38.3:11

Problem Description: Heating Lamp overheat switch off

Corrective Action: Try the following:

- Turn 'Off' the Stacker and leave it to cool down for 10 minutes.
- Perform the Stacker test ⇒Page *4-60*.
- Check the distance of the Safety Temperature Sensor from the Heater Roller.
- Check the Temperature of the Heater Roller.

System Error: 38.4:10

Problem Description: Stacker internal error. Heating element failure detected.

Corrective Action: Try the following:

- Restart the printer.
- Perform the Stacker Test ⇒ Page *4-60*.
- Check the Heating Lamp is correctly installed.
- Replace the Heating Lamp ⇒ Page *8-282*.

System Error: 38.5:01

Problem Description: Drive Motor overload detected.

Corrective Action: Try the following:

- Check the Drive Motor is not blocked by turning 'On' and 'Off' the Stacker, and checking that the Stacker Transport belt can turn freely.
- Perform the Stacker test ⇒Page *4-60*.
- Check for any debris in the paper path.
- Check all the connections in the Drive Motor.
- Replace the Drive Motor ⇒ Page *8-256*.

System Error: 38.5:11

Problem Description: Motor Encode signals missing

Corrective Action: Try the following:

- Perform the Stacker test ⇒Page *4-60*.
- Check all the connections in the Drive Motor including the encoder.
- Replace the Drive Motor ⇒ Page *8-256*.

System Error: 38.5:10

Problem Description: Other Drive Motor event caused abnormal error condition.

Corrective Action: Try the following:

- Perform the Stacker test ⇒Page *4-60*.
- Check all the cables on the Drive Motor are correctly connected.
- Replace the Drive Motor⇒ Page *8-256*

System Error: 38.6:01

Problem Description: Input voltage not correct (110v or 220v)

Corrective Action: Try the following:

- Check the input voltage corresponds what is specified on the Stacker

Serial Label.
- Escalate to HP Division.

System Error: 38.6:11

Problem Description: Power Supply Unit voltage missing or breakdown.

Corrective Action: Try the following:
- Replace the Power Supply Unit ⇒ Page *8-277*

System Error: 38.7:10

Problem Description: Stacker Tray Full Sensor failure

Corrective Action: Try the following:
- Remove any paper inside the Stacker
- Check for paper jams in the paper path.
- Check the Tray Full Sensor is not damaged
- Replace the Tray Full Sensor ⇒ Page *8-265*

System Error: 38.8:01

Problem Description: Media jam sensor failure

Corrective Action: Try the following:
- Remove any paper inside the Stacker
- Check for paper jams in the paper path.
- Check the Media Sensor is not damaged
- Replace the Media Sensor ⇒ Page *8-265*

System Error: 38.8:10

Problem Description: Media jam sensor activated.

Corrective Action: Try the following:
- Remove any paper inside the Stacker
- Check for paper jams in the paper path.
- Check the Media Sensor is not damaged
- Replace the Media Sensor ⇒ Page *8-265*

System Error: 38.9:10

Problem Description: Stacker door switch failure.

Corrective Action: Try the following:

- Remove any paper from inside the Stacker
- Check for paper jams in the paper path.
- Check the Door Switch Sensor is not damaged or jammed with paper.
- Replace the Door Switch ⇒ Page *8-258*.

System Error: 38.0:10

Problem Description: Buffer sensor not activated

Corrective Action: Try the following:

- Check the Buffer Sensor is not damaged.
- Replace the buffer sensor.

System Error: 38.A:10

Problem Description: Stacker presence sensor failure

Corrective Action: Try the following:

- Check the Stacker Presence Sensor is not damaged.
- Replace the Stacker Presence Sensor ⇒ Page *8-102*.

System Error: 81.3:10

Problem Description: Stacker motor failure

Corrective Action: Try the following:

- Check there is nothing blocking the motor
- Check that the motor is correctly installed and all cables are connected correctly.
- Replace the Stacker Motor ⇒ Page *8-256*.

System Error Codes and Warnings - Explanation

System Error Codes explain which component/system is failing and what action should be taken to resolve the problem.

System Error Codes are displayed directly on the front panel (but can also be seen on the Information Page) and have been defined in the format **XX.YZ**. or **XX.n:YZ.m**.

- **XX**: Service Part (2 digits).
- **n**: Service Part Index (if more than one used in the product) - Optional.
  - e.g. Identify the Ink Supply (color and number).
- **Y**: Who should perform the action (1 digit) - (User or Service Engineer).
- **Z**: Action to perform (1 digit).
- **m**: additional actions/information to consider (1 digit) - Optional.
  - e.g. Non-authorized ink was detected, PM was triggered or Printhead in/out of Warranty.

The following table explains the **XX** part of the System Error Code or Warning:

Items in **red** are not applicable to this printer.

Code	Component/System
01.0	Main PCA/Electronics Module (Gamut)
01.1	Add-on Electronics Module (Printmech)
01.2	ISS Electronics Module
01.3	Electronics PCA Module Roll Module 2
02	Carriage
02.1	Carriage PCA
03	Power Supply Unit
04	Network Card
05	Formatter
05.1	Fan of the Formatter
05.2	Processor of the Formatter
05.3	Memory of the Formatter
06	Hard Disk Drive
07	Interconnect PCA
08	Front Panel
11	Trailing Cable
12	Carriage Flex Circuit
13.n	Cable from cartridge **n** to ISS PCA
17	Interconnect Cable
21	Service Station
22	Ink Supply Station
23	Pressure System (APS)
24	Ink Delivery Tubes
25	Spittoon
26n	Ink Cartridge (color n)
27n	Printhead (color n)
28n	Setup Printhead (color n)
29n	Printhead Cleaner (color n)
31	Cutter
32	Take-up Reel
33	Sheet Feeder
34	Dryer/Blower
35	Cleanout Assembly
36	Duplexer
37	ARSS/Rollfeed
38	Output Tray
38.0	Stacker Buffer Sensor
38.1	Stacker PCA
38.2	Stacker Temperature Sensor
38.3	Stacker Saftey Temperature Sensor

Code	Component/System
38.4	Stacker Heating Lamp
38.5	Stacker Motor
38.6	Stacker PSU
38.7	Stacker Media Sensor
38.8	Stacker Media Jam Sensor
38.9	Stacker Door Sensor
38.A	Stacker Printer Detection Sensor
39	Paper Loading Failure
39.1	Roll 1 Paper Loading Failure
39.2	Roll 2 Paper Loading Failure
41	Paper-Axis Motor
41.1	Roll 1 Feed Motor
41.2	Roll 2 Feed Motor
42	Scan-Axis Motor
43	Vacuum Fan
44	Aerosol Fan
45	Back Tension Motor
51	Window/Door Sensor
51.1	Service Station Door Sensor
51.2	Stacker Detector Sensor
51.3	Roll 1 Left Sensor Drawer
51.4	Roll 2 Left Sensor Drawer
51.5	Roll 1 Right Sensor Drawer
51.6	Roll 2 Right Sensor Drawer
52	Drop Detector
53	Media Sensor
53.1	Back Channel Media Sensor
53.2	Single Sheet Media Sensor
53.3	Roll 1 Media Standby Sensor
53.4	Roll 2 Media Standby Sensor
54	Driver Pinch Lever Sensor
54.1	Roll 1 Media Load Lever Sensor
54.2	Roll 2 Media Load Lever Sensor
55	Line Sensor
56	Drive Roller Encoder Sensor
56.1	Roll 1 BT Arm Encoder Sensor
56.2	Roll 2 BT Arm Encoder Sensor
57	Ink Leak Detector
58	Color Sensor
59	Media Type Sensor
61	Language Interpreting
61.1	PS Fonts Missing

Code	Component/System
61.2	File with Passwords cannot be Printed
62	Input/Output through Parallel Port
63	Input/Output through LAN Card
63.0	Input/Output through Integrated LAN Card
63.1	Input/Output through add-on JetDirect LAN Card
63.2	Input/Output through add-on Gigabit LAN Card
64	Input/Output through USB Port
65	Input/Output (not know what port)
66	Print Job Configuration
67	Input/Output through FireWire Port
68	Loss of Engine Counters Tracking
71	Memory Management
72	Generic Firmware
73	Motor Control Functions
74	Firmware Upgrade
74.1	Media Profile Update
75	Preventive Maintenance
75.1	Preventive Maintenance Kit #1
75.2	Preventive Maintenance Kit #2
76	Disk Full
77	WebAccess Application
79	Assertion (Uncontrollable Firmware Error)
79.1	Warning (Uncontrollable Recoverable Firmware Error)
81	Media Advance
81.3	Stacker Drive Motor
81.4	Stacker Paper Jam Sensor
81	Media Cut
83	Single-Sheet Feeding
84	Roll Feeding
84.1	Roll 1 Feed Motor
84.2	Roll 2 Feed Motor
85	Media-Axis Encoder Reading
86	Carriage Movement
87	Scan-Axis Encoder Reading
91	Printhead Firing
92	Servicing
93	Ink Pumping
94	Color Calibration
95	Printhead Alignment
96	Image Quality Troubleshooting
97	Paper Advance Calibration
98	Automatic Backup Printmode Enabled

The following table explains the **YZ** part of the System Error Code or Warning:

Code	Recovery Action	Response
00	Replace	Possible for customer to perform action
01	Reseat/Reconnect/Clean/Adjust (manually)	
02	Calibrate/Adjust (using Automatic Process)	
03	Power OFF and Restart the Printer	
04	Upgrade System Firmware	
05	Upgrade Driver or Computer Software	
06	Add Accessory	
07	Escalate	
08	Send Plot Again	
09	Wrong Part Installed	
10	Replace	HP qualified personnel assistance required
11	Reseat/Reconnect/Clean/Adjust (manually)	
12	Calibrate/Adjust (using Automatic Process)	
13	Power OFF	
14	Upgrade System Firmware	
15	Upgrade Driver or Computer Software	
16	Add Accessory	
17	Escalate	
18	Send Plot Again	
19	Wrong Part Installed	