Samsung MultiXpress Color Laser MFP SL-X4220, SL-X4250, SL-X4300 - Error Code and Troubleshooting

c05522896 | For HP and Channel Partner Internal Use

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- C1-4120 / C1-4130 / C1-4140
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- H2-6A63
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- M1-1213 / M2-1131
- M1-1610 / M1-1613
- M2-1124 / M2-1125
- M2-1134 / M2-1135
- M2-1211 / M2-1213 / M2-1214
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- M3-1411 / M3-1413 / M3-1414
- M1-3122
- M1-3222
- M1-4111
- M1-4211
- M1-5111 / M1-5112 / M1-5113 / M1-5120
- M1-5211 / M1-5212
- M1-5612
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- S1-1113
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- S1-2111
- S1-2411 / S1-2421 / S1-2422
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- S1-2510 / S1-2511 / S1-2520 / S1-2521 / S1-2523 / S1-2540 / S1-2550
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- S1-4111
- S1-4311
- S2-1211 / S2-2311 / S2-3110
- S2-3114
- S2-33xx / S2-34xx
- S2-4210
- S2-4410
- S2-5111 / S2-5112 / S2-5120 / S2-5131 / S2-5132 / S2-5133 / S2-5135 / S2-5136 / S2-5161 / S2-5164 / S2-5210 / S2-5240
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- S7-1110
- S7-1210
- S7-2110
- U1-2xxx

Error Code and Troubleshooting

Messages appear on the control panel display to indicate the machine's status or errors.

> **NOTE:**
>
> Some messages may not appear on the display depending on the options or models.

11-2T01 / 11-2T11 / 11-2T21 / 11-2T31 / 11-2T41 / 11-2T61

Description

Load Tray with [Letter], [Plain] paper

The paper in the tray does not match the paper settings on the machine.

Recommended action

1. Make sure the paper settings on the machine match the paper being used in the tray.

61-1111

Description

Booting Failure: #61-1111. Turn off then on. Call for service if the problem persists

Hibernation image creation has failed.

Recommended action

1. Turn the machine on with a normal boot procedure.
2. Enter the SVC mode. Select "Hibernation On" again.

A1-1111 / A1-1113

Description

Motor Failure: #A1-1111. Turn off then on. Call for service if the problem persists. Motor Failure: #A1-1113. Turn off then on. Call for service if the problem persists.

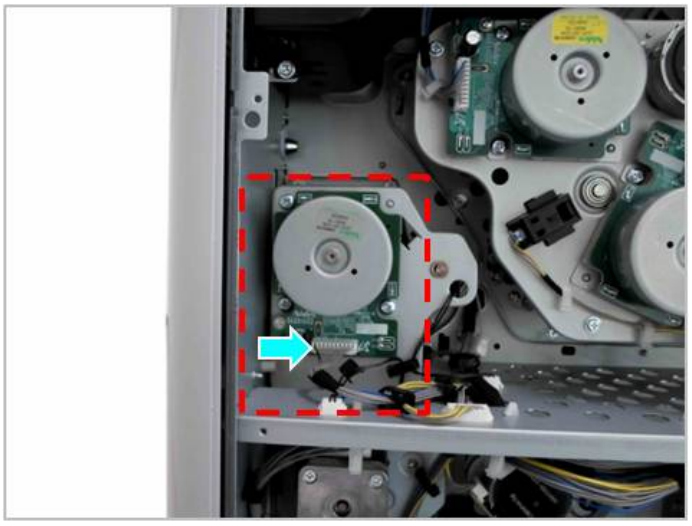
Regi/MP motor operation is abnormal.

Recommended action

- A1-1111 : Regi/MP motor is stopped but machine recognizes it as operational.

- A1-1113 : Regi/MP motor is operating but machine recognizes status as "Stopped."

  1. Turn the machine off then on. If the error persists, turn the machine off again.
  2. Open the side cover. Check if there are any foreign substances or paper around the Regi/MP unit.
  3. Remove the rear cover.
  4. Check if the Regi/MP motor connector is connected correctly.



  5. If the connection is OK, turn the machine on. Enter SVC mode. Select motor test: Diagnostics > Engine Diagnostics > Engine Test Routines > 100-0000
  6. Check the motor operation:

     a. If the motor is not operational, do the following:

     - Check the signal and power with the DVM.

Pin Num	Name	Checking point (Measurement error range ±5%)
1, 2	24V	24V
3, 4	GND	0V
5	Brake	-
6	Gain	-
7	Enable	At working : 0V, At stop : 3.3V
8	Ready	At working : 0V, At stop : 3.3V
9	CLK	At working : 1.5~ 1.8V, At stop : 0V or 3.3V
10	DIR	-

     - If the checked result is normal, replace the motor (JC31-00123B).
     - If the checked result is abnormal, check the following:
       - If 24V power is not generated, replace the SMPS board (JC44-00100D (220V) / JC44-00093D (110V)).

       - If the control signal is abnormal, replace the main board.

     b. If the motor is operational, do the following:

     - Check the Pin Num 8. If the value is abnormal, replace the main board. If the value is normal, replace the harness.

A1-1211 / A1-1213

Description

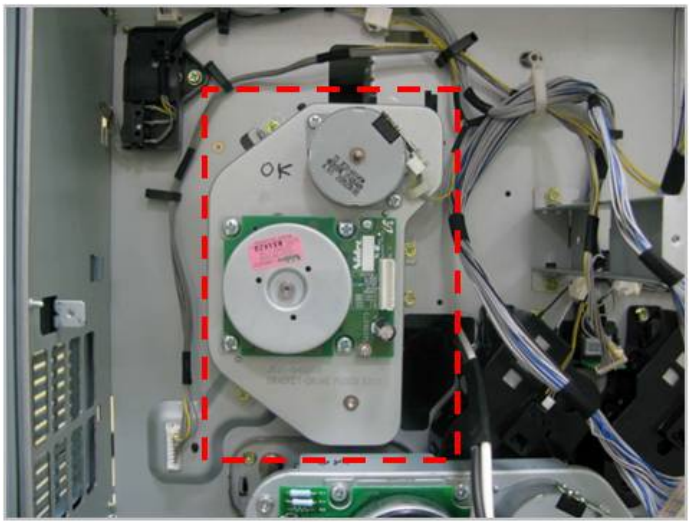
Motor Failure: #A1-1211. Turn off then on. Call for service if the problem persists Motor Failure: #A1-1213. Turn off then on. Call for service if the problem persists

Fuser motor operation is abnormal.

Recommended action

- A1-1211 : Fuser motor is stopped but machine recognizes it as operational.
- A1-1213 : Fuser motor is operating but recognizes status as "Stopped."

1. Turn the machine off then on. If the error persists, turn the machine off again.
2. Open the side cover. Check if there are any foreign substances or paper around the fuser unit.
3. Remove the rear cover.
4. Check if the fuser motor connector is connected correctly.



5. If the connection is OK, turn the machine on. Enter SVC mode. Select motor test: Diagnostics > Engine Diagnostics > Engine Test Routines > 100-0120
6. Check the motor operation.

    a. If the motor is not operational, do the following:

    - Check the signal and power with the DVM.

Pin Num	Name	Checking point (Measurement error range ±5%)
1, 2	24V	24V
3, 4	GND	0V
5	Brake	-
6	Gain	-
7	Enable	At working : 0V, At stop : 3.3V
8	Ready	At working : 0V, At stop : 3.3V
9	CLK	At working : 1.5~ 1.8V, At stop : 0V or 3.3V
10	DIR	-

    - If the checked result is normal, replace the motor (JC31-00123B).

- If the checked result is abnormal, check the following:
  - If 24V power is not generated, replace the SMPS board (JC44-00100D (220V) / JC44-00093D (110V)).

  - If the control signal is abnormal, replace the main board.

b. If the motor is operational, do the following:

- Check the Pin Num 8. If the value is abnormal, replace the main board. If the value is normal, replace the harness.

A1-1611 / A1-1612 / A1-1613

Description

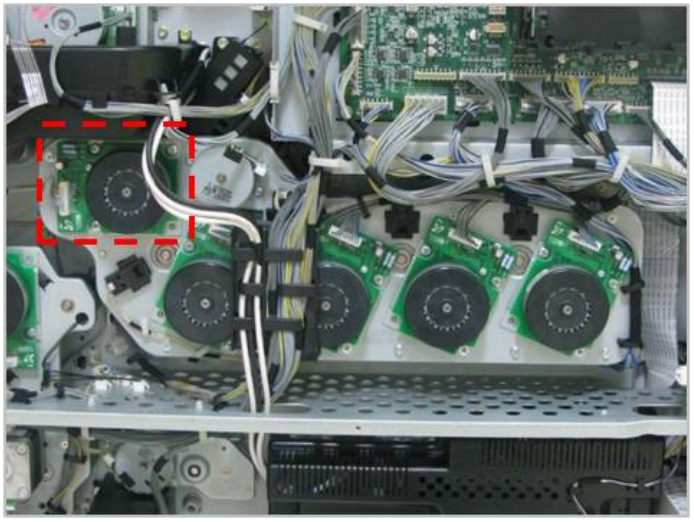
Motor Failure: #A1-16xx. Turn off then on. Call for service if the problem persists.

ITB motor operation is abnormal.

Recommended action

- A1-1611 : ITB motor is stopped but machine recognizes it as operational.
- A1-1612 : ITB motor did not operate for the print-job.
- A1-1613 : ITB motor is operating but machine recognizes status as "Stopped."

1. Turn the machine off then on. If the error persists, turn the machine off again.
2. Open the side cover. Remove the ITB unit.
3. Remove the rear cover.
4. Check if the ITB motor connector is connected correctly.



5. If the connection is OK, turn the machine on. Enter SVC mode. Select motor test: Diagnostics > Engine Diagnostics > Engine Test Routines > 100-0450
6. Check the motor operation.

a. If the motor is not operational, do the following:

- Check the signal and power with the DVM.

Pin Num	Name	Checking point (Measurement error range ±5%)
1, 2	24V	24V
3, 4	GND	0V
5	Brake	-
6	Gain	-
7	Enable	At working : 0V, At stop : 3.3V
8	Ready	At working : 0V, At stop : 3.3V
9	CLK	At working : 1.5~ 1.8V, At stop : 0V or 3.3V
10	DIR	-

- If the checked result is normal, replace the motor (JC31-00123B).
- If the checked result is abnormal, check the following.
  - If 24V power is not generated, replace the SMPS board (JC44-00100D (220V) / JC44-00093D (110V)).

  - If the control signal is abnormal, replace the main board.

b. If the motor is operational, do the following:

- Check the Pin Num 8. If the value is abnormal, replace the main board. If the value is normal, replace the harness.

A1-2211 / A1-2212 / A1-2213

Description

Motor Failure: #A1-2211. Turn off then on. Call for service if the problem persists Motor Failure: #A1-2212. Turn off then on. Call for service if the problem persists Motor Failure: #A1-2213. Turn off then on. Call for service if the problem persists

Yellow OPC motor operation is abnormal.

Recommended action

- A1-2211 : Yellow OPC motor is stopped but machine recognizes it as operational.
- A1-2212 : Yellow OPC motor did not operate for the print-job.
- A1-2213 : Yellow OPC motor is operating but machine recognizes status as "Stopped."

1. Turn the machine off then on. If the error persists, turn the machine off again.
2. Open the side cover. Check if there are any foreign substances or paper around the yellow drum drive unit.
3. Remove the rear cover.
4. Check if the yellow OPC motor connector is connected correctly.
5. If the connection is OK, turn the machine on. Enter SVC mode. Select the yellow OPC motor test:

   Diagnostics > Engine Diagnostics > Engine Test Routines > 100-0041
6. Check the motor operation.

   a. If the motor is not operational, do the following:

   - Check the signal and power with the DVM.

Pin Num	Name	Checking point (Measurement error range ±5%)
1, 2	24V	24V
3, 4	GND	0V
5	Brake	-
6	Gain	-
7	Enable	At working : 0V, At stop : 3.3V
8	Ready	At working : 0V, At stop : 3.3V
9	CLK	At working : 1.5~ 1.8V, At stop : 0V or 3.3V
10	DIR	-

- If the checked result is normal, replace the motor (JC31-00123B).
- If the checked result is abnormal, check the following:
  - If 24V power is not generated, replace the SMPS board (JC44-00100D (220V) / JC44-00093D (110V)).

  - If the control signal is abnormal, replace the main board (JC92-02742A).

b. If the motor is operational, do the following:

- Check the Pin Num 8. If the value is abnormal, replace the main board. If the value is normal, replace the harness.

A1-2311 / A1-2312 / A1-2313

Description

Motor Failure: #A1-23xx. Turn off then on. Call for service if the problem persists

Magenta OPC motor operation is abnormal.

Recommended action

- A1-2311 : Magenta OPC motor is stopped but machine recognizes it as operational.
- A1-2312 : Magenta OPC motor did not operate for the print-job.
- A1-2313 : Magenta OPC motor is operating but machine recognizes status as "Stopped."

1. Turn the machine off then on. If the error persists, turn the machine off again.
2. Open the side cover. Check if there are any foreign substances or paper around the magenta drum drive unit.
3. Remove the rear cover.
4. Check if the magenta OPC motor connector is connected correctly.
5. If the connection is OK, turn the machine on. Enter SVC mode. Select the magenta OPC motor test:

   Diagnostics > Engine Diagnostics > Engine Test Routines > 100-0042
6. Check the motor operation.

   a. If the motor is not operational, do the following:

   - Check the signal and power with the DVM.

Pin Num	Name	Checking point (Measurement error range ±5%)
1, 2	24V	24V
3, 4	GND	0V
5	Brake	-
6	Gain	-
7	Enable	At working : 0V, At stop : 3.3V
8	Ready	At working : 0V, At stop : 3.3V
9	CLK	At working : 1.5~ 1.8V, At stop : 0V or 3.3V
10	DIR	-

- If the checked result is normal, replace the motor (JC31-00123B).
- If the checked result is abnormal, check the following:
  - If 24V power is not generated, replace the SMPS board (JC44-00100D (220V) / JC44-00093D (110V)).

  - If the control signal is abnormal, replace the main board (JC92-02742A).

b. If the motor is operational, do the following:

- Check the Pin Num 8. If the value is abnormal, replace the main board. If the value is normal, replace the harness.

A1-2411 / A1-2412 / A1-2413

Description

Motor Failure: #A1-24xx. Turn off then on. Call for service if the problem persists

Cyan OPC motor operation is abnormal.

Recommended action

- A1-2411 : Cyan OPC motor is stopped but machine recognizes it as operational.
- A1-2412 : Cyan OPC motor did not operate for the print-job.
- A1-2413 : Cyan OPC motor is operating but machine recognizes status as "Stopped."

1. Turn the machine off then on. If the error persists, turn the machine off again.
2. Open the side cover. Check if there are any foreign substances or paper around the cyan drum drive unit.
3. Remove the rear cover.
4. Check if the cyan OPC motor connector is connected correctly.
5. If the connection is OK, turn the machine on. Enter SVC mode. Select the cyan OPC motor test:

   Diagnostics > Engine Diagnostics > Engine Test Routines > 100-0043
6. Check the motor operation.

   a. If the motor is not operational, do the following:

   - Check the signal and power with the DVM.

Pin Num	Name	Checking point (Measurement error range ±5%)
1, 2	24V	24V
3, 4	GND	0V
5	Brake	-
6	Gain	-
7	Enable	At working : 0V, At stop : 3.3V
8	Ready	At working : 0V, At stop : 3.3V
9	CLK	At working : 1.5~ 1.8V, At stop : 0V or 3.3V
10	DIR	-

- If the checked result is normal, replace the motor (JC31-00123B).
- If the checked result is abnormal, check the following:
  - If 24V power is not generated, replace the SMPS board (JC44-00100D (220V) / JC44-00093D (110V)).

  - If the control signal is abnormal, replace the main board (JC92-02742A).

b. If the motor is operational, do the following:

- Check the Pin Num 8. If the value is abnormal, replace the main board. If the value is normal, replace the harness.

A1-2511 / A1-2512 / A1-2513

Description

Motor Failure: #A1-25xx. Turn off then on. Call for service if the problem persists

Black OPC motor operation is abnormal.

Recommended action

- A1-2511 : Black OPC motor is stopped but machine recognizes it as operational.
- A1-2512 : Black OPC motor did not operate for the print-job.
- A1-2513 : Black OPC motor is operating but machine recognizes status as "Stopped."

1. Turn the machine off then on. If the error persists, turn the machine off again.
2. Open the side cover. Check if there are any foreign substances or paper around the black drum drive unit.
3. Remove the rear cover.
4. Check if the black OPC motor connector is connected correctly.
5. If the connection is OK, turn the machine on. Enter SVC mode. Select the black OPC motor test:

   Diagnostics > Engine Diagnostics > Engine Test Routines > 100-0044
6. Check the motor operation.

   a. If the motor is not operational, do the following:

   - Check the signal and power with the DVM.

Pin Num	Name	Checking point (Measurement error range ±5%)
1, 2	24V	24V
3, 4	GND	0V
5	Brake	-
6	Gain	-
7	Enable	At working : 0V, At stop : 3.3V
8	Ready	At working : 0V, At stop : 3.3V
9	CLK	At working : 1.5~ 1.8V, At stop : 0V or 3.3V
10	DIR	-

- If the checked result is normal, replace the motor (JC31-00123B).
- If the checked result is abnormal, check the following:
  - If 24V power is not generated, replace the SMPS board (JC44-00100D (220V) / JC44-00093D (110V)).

  - If the control signal is abnormal, replace the main board (JC92-02742A).

b. If the motor is operational, do the following:

- Check the Pin Num 8. If the value is abnormal, replace the main board. If the value is normal, replace the harness.

A1-4310

Description

Motor Failure: #A1-4310. Turn off then on. Call for service if the problem persists

The T1 engage motor operation is abnormal.

Recommended action

1. Enter SVC mode. Select the T1 engage motor test: Diagnostics > Engine Diagnostics > Engine Test Routines > 100-0080

   Push the start button and check the motor operation.

2. If the motor is not operational, do the following:

   a. Open the side cover. Check if the ITB connector is connected correctly or is deformed.

   b. If the harness is defective, replace it.

   c. Remove the ITB unit from the machine. Check if the photo interrupter sensor is contaminated or assembled properly.

   d. If the photo sensor is defective, replace it.

   e. If the motor is operational but the engage gear is not operational, replace the main drive unit (JC93-00723A).

3. If there is a motor noise or the motor is not operating normally, check the following:

   a. Remove the rear cover. Check if the T1 engage motor in the main drive unit is defective.

      i. Rotate the motor manually.

      - If the motor operation is stiff, replace the motor (JC93-00452A).

ii. Measure the resistance value with DVM.

- If the measured value is out of the standard range (7~10 ohm), replace the motor (JC93-00452A).

b. If the motor is normal, measure the motor signal with DVM.

- If the phase output voltage has changed to 0~24V (8~10V), the output value is normal.
- If the phase output voltage has not changed to 0 or 24V, replace the main board (JC92-02742A).

A1-4410

Description

ACR Shutter Motor Failure: #A1-4410. Turn off then on. Call for service if the problem persists

The ACR shutter operation is abnormal.

Recommended action

1. Check if there are any foreign substances in the ACR shutter area. If yes, remove them.
2. Check if the ACR shutter harness is connected correctly.
3. If the ACR shutter is in overload status during motor operation, replace the ACR shutter module. If not, check the drive unit or circuit board.

A1-5212 / A1-5213

Description

Motor Failure: #A1-5212. Turn off then on. Call for service if the problem persists Motor Failure: #A1-5213. Turn off then on. Call for service if the problem persists

Yellow toner is not supplied normally.

Recommended action

- A1-5212 : Toner supply is stopped during operation.
- A1-5213 : Toner is not supplied.

1. Open the front cover. If the yellow toner pipe is blocked, open it.
2. Turn the machine off then on. If the error persists, check the following:
3. Enter SVC mode. Select the yellow toner supply motor test:

   Diagnostics > Engine Diagnostics > Engine Test Routines

   - 111-0000 : Toner Dispense Motor Yellow
4. If the motor is not operational, measure the yellow motor power with DVM.

   a. If 24V power is generated, replace the yellow toner supply motor (JC93-00446A).

   b. If 24V power is not generated, do the following:

   - Measure the 24V power on the SMPS board. If the SMPS board is defective, replace it (JC44-00100D (220V) / JC44-00093D (110V)).

- If the SMPS board is normal, replace the main board (JC92-02742A).

A1-5312 / A1-5313

Description

Motor Failure: #A1-53xx. Turn off then on. Call for service if the problem persists

Magenta toner is not supplied normally.

Recommended action

- A1-5312 : Toner supply is stopped during operation.
- A1-5313 : Toner is not supplied.

1. Open the front cover. If the magenta toner pipe is blocked, open it.

2. Turn the machine off then on. If the error persists, perform the following steps.
3. Enter SVC mode. Select the magenta toner supply motor test:

   Diagnostics > Engine Diagnostics > Engine Test Routines

   - 111-0010 : Toner Dispense Motor Magenta

4. If the motor is not operational, measure the magenta motor power with DVM.

   a. If 24V power is generated, replace the magenta toner supply motor (JC93-00446A).

   b. If 24V power is not generated, do the following:

   - Measure the 24V power on the SMPS board. If the SMPS board is defective, replace it (JC44-00100D (220V) / JC44-00093D (110V)).

- If the SMPS board is normal, replace the main board (JC92-02742A).

A1-5412 / A1-5413

Description

Motor Failure: #A1-54xx. Turn off then on. Call for service if the problem persists

Cyan toner is not supplied normally.

Recommended action

- A1-5412 : Toner supply is stopped during operation.
- A1-5413 : Toner is not supplied.

1. Open the front cover. If the cyan toner pipe is blocked, open it.

2. Turn the machine off then on. If the error persists, perform the following steps.
3. Enter SVC mode. Select the cyan toner supply motor test:

   Diagnostics > Engine Diagnostics > Engine Test Routines

   - 111-0020 : Toner Dispense Motor Cyan
4. If the motor is not operational, measure the cyan motor power with DVM.

   a. If 24V power is generated, replace the cyan toner supply motor (JC93-00446A).

   b. If 24V power is not generated, do the following:

   - Measure the 24V power on the SMPS board. If the SMPS board is defective, replace it (JC44-00100D (220V) / JC44-00093D (110V)).

   - If the SMPS board is normal, replace the main board (JC92-02742A).

A1-5512 / A1-5513

Description

Motor Failure: #A1-55xx. Turn off then on. Call for service if the problem persists

Black toner is not supplied normally.

Recommended action

- A1-5212 : Toner supply is stopped during operation.
- A1-5213 : Toner is not supplied.

1. Open the front cover. If the black toner pipe is blocked, open it.
2. Turn the machine off then on. If the error persists, perform the following steps:
3. Enter SVC mode. Select the black toner supply motor test:

   Diagnostics > Engine Diagnostics > Engine Test Routines

   - 111-0030 : Toner Dispense Motor Black
4. If the motor is not operational, measure the black motor power with DVM.

   a. If 24V power is generated, replace the black toner supply motor (JC93-00446A).

   b. If 24V power is not generated, do the following:

   - Measure the 24V power on the SMPS board. If the SMPS board is defective, replace it (JC44-00100D (220V) / JC44-00093D (110V)).

- If the SMPS board is normal, replace the main board (JC92-02742A).

A2-1211 / A2-1212 / A2-1221 / A2-1223 / A2-1521 / A2-1523 / A2-2310 / A2-2311 / A2-2321 / A2-2323

Description

Fan Failure: #A2-12xx / #A2-15xx / #A2-23xx. Turn off then on. Call for service if the problem persists

SMPS, Fuser, Duplex, or LSU fan is not operational.

Recommended action

> **NOTE:**
>
> SMPS fan error : A2-1211 / A2-1212 / A2-1221 / A2-1223
>
> Duplex fan error : A2-1521 / A2-1523
>
> Fuser fan error : A2-2310 / A2-2311 / A2-2321 / A2-2323

1. Turn the machine off.
2. Remove the rear cover.
3. Check if the corresponding fan connector is connected correctly.
4. If the connection is OK, Enter SVC mode and execute fan test:

   Diagnostics > Engine Diagnostics > Engine Test Routines

   - 100-0260 : SMPS Fan Run
   - 109-0040 : Fuser Fan Run
5. If the fan is not operational, measure the fan power. (Red line)

   a. If 24V power is generated, replace the defective fan.

   - Fuser Fan: JC31-00161A
   - SMPS Fan: JC31-00160B

   b. If 24V power is not generated, do the following:

   - Measure the 24V power on the SMPS board. If the SMPS board is defective, replace it (JC44-00100C (220V) / JC44-00093C (110V)).

   - If the SMPS board is normal, replace the main board (JC92-02742A).
6. If the fan operation is normal but the error persists, do the following:

   a. Check the yellow line signal with DVM. (Refer to the image in step 5)

   b. Check fan operation when connected and disconnected.

   - If the Lock signal is 0V continually, check the harness. If the harness is OK, replace the main board.

- If the signal value is different from the table above, replace the fan.

A3-2113 / A3-4114

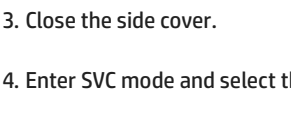
Description

The CTD/ACR sensor is dirty. Please clean it with soft cloth or paper.

CTD/ACR sensor window is contaminated.

Recommended action

1. Open the side cover.
2. Clean the sensor window [A] with a soft cloth.



3. Close the side cover.
4. Enter SVC mode and select the "CTD Sensor Cleaning"

   Diagnostics Image Management > Auto Color Tone Adjustment Condition > CTD Sensor Cleaning
5. When pop up appears, select the "Yes" button.

> **NOTE:**
>
> The CTD sensor calibration will start and resolve the error.
>
> If you do not run the CTD sensor cleaning in SVC mode, the error message will persist.

A3-3111 / A3-3112 / A3-3113 / A3-3114

Description

Sensor Failure: #A3-31xx. Turn off then on. Call for service if the problem persists

The NC sensor in the fuser unit is defective. / The sensor signal is abnormal due to a defective harness.

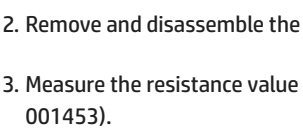
Recommended action

- A3-3111 : Center NC sensor is in short status.
- A3-3112 : Center NC sensor is in open status.
- A3-3113 : Side NC sensor is in short status.
- A3-3114 : Side NC sensor is in open status.

1. Enter SVC mode. Execute sensor test to check the sensor operation.

   Diagnostics > Engine Diagnostics > Engine Test Routines

   - 109-0000 : Fuser Temperature A
   - 109-0010 : Fuser Temperature B
2. Remove and disassemble the fuser unit.
3. Measure the resistance value of the thermistor. If the measured value is out of 307KΩ~430KΩ @25℃, replace the thermistor (1404-001453).



4. Install the fuser unit after replacing the thermistor.

5. If the error persists, replace the fuser unit (JC91-01209A(220V) / JC91-01210A (110V)).
6. If the error persists after replacing fuser unit, replace the main board (JC92-02742A).

A3-3210 / A3-3211 / A3-3212

Description

Sensor Failure: #A3-32xx. Turn off then on. Call for service if the problem persists

Inner temperature sensor is defective.

Recommended action

- A3-3210 : Inner temperature sensor value is abnormal.
- A3-3211 : Inner temperature sensor is in short status.
- A3-3212 : Inner temperature sensor is in open status.

1. Open the side cover. Check the connection.

   - If the connection is OK, replace the photo sensor (1404-001417).

2. If the sensor is normal, replace the main board (JC92-02742A).

A3-3310 / A3-3311 / A3-3312 / A3-3410 / A3-3411 / A3-3412

Description

Sensor Failure: #A3-33xx. Turn off then on. Call for service if the problem persists

Sensor Failure: #A3-34xx. Turn off then on. Call for service if the problem persists

Outer temperature/humidity sensor is defective.

Recommended action

- A3-3310 / A3-3311 / A3-3312 : Temperature function is abnormal.
- A3-3410 / A3-3411 / A3-3412 : Humidity function is abnormal.

1. Remove the left cover.

   Unplug and reconnect the sensor harness. If the error persists, replace the sensor (JC93-00486A).

2. If the harness and sensor are normal, replace the main board (JC92-02742A).

C1-2110

Description

Prepare new yellow toner cartridge.

Yellow toner is almost empty.

Recommended action

1. Order new yellow toner cartridge because toner cartridge with level of "Low" will be exhausted soon.

C1-2120 / C1-2130 / C1-2140

Description

Replace with new yellow toner cartridge End of life, Replace with new yellow toner cartridge

The yellow toner cartridge is at the end of its life.

Recommended action

1. Open the front cover.
2. Remove the yellow toner cartridge.
3. Install the new yellow toner cartridge.
4. Close the front cover.

C1-2311

Description

Yellow Toner Cartridge Failure: #C1-2311. Install yellow toner cartridge again

Yellow toner supply is inefficient or abnormal.

Recommended action

1. Open the front cover.
2. Remove the yellow toner cartridge. Shake the toner cartridge horizontally to distribute the toner evenly inside the cartridge.
3. Check if the toner supply pipe is blocked. If it is closed, open it.
4. Close the front cover.

C1-2411 / C1-2413

Description

Yellow toner cartridge is not installed. Install it. Shake yellow toner cartridge.

The yellow toner cartridge is not installed. / The CRUM data is not detected.

Recommended action

1. Open the front cover. Check if the yellow toner cartridge is installed.
2. Remove and reinstall the yellow toner cartridge.
3. If the problem persists, check if the toner cartridge modular jack is contaminated or deformed.
4. Replace the yellow toner cartridge with a new one.

C1-2510 / C1-2512

Description

Yellow toner cartridge is not compatible. Check users guide.

Yellow toner cartridge is not compatible.

Recommended action

1. Replace the yellow toner cartridge with a new one.

C1-3110

Description

Prepare new magenta toner cartridge.

Magenta toner is almost empty.

Recommended action

1. Order new magenta toner cartridge because toner cartridge with level of "Low" will be exhausted soon.

C1-3120 / C1-3130 / C1-3140

Description

Replace with new magenta toner cartridge End of life, Replace with new magenta toner cartridge

The magenta toner cartridge is at the end of its life.

Recommended action

1. Open the front cover.
2. Remove the magenta toner cartridge.
3. Install the new magenta toner cartridge.
4. Close the front cover.

C1-3311

Description

Magenta Toner Cartridge Failure: #C1-3311. Install magenta toner cartridge again

Magenta toner supply is inefficient or abnormal.

Recommended action

1. Open the front cover.
2. Remove the magenta toner cartridge. Shake the toner cartridge horizontally to distribute the toner evenly inside the cartridge.
3. Check if the toner supply pipe is blocked. If it is closed, open it.
4. Close the front cover.

C1-3411 / C1-3413

Description

Magenta toner cartridge is not installed. Install it. Shake magenta toner cartridge.

The magenta toner cartridge is not installed. / The CRUM data is not detected.

Recommended action

1. Open the front cover. Check if the magenta toner cartridge is installed.

2. Remove and reinstall the magenta toner cartridge.

3. If the problem persists, check if the toner cartridge modular jack is contaminated or deformed.

4. Replace the magenta toner cartridge with a new one (CLT-M809S).

C1-3512

Description

Magenta toner cartridge is not compatible. Check users guide.

Magenta toner cartridge is not compatible.

Recommended action

1. Replace the magenta toner cartridge with a new one.

C1-4110

Description

Prepare new cyan toner cartridge.

Cyan toner is almost empty.

Recommended action

1. Order new cyan toner cartridge because toner cartridge with level of "Low" will be exhausted soon.

C1-4120 / C1-4130 / C1-4140

Description

Replace with new cyan toner cartridge End of life, Replace with new cyan toner cartridge

The cyan toner cartridge is at the end of its life.

Recommended action

1. Open the front cover.
2. Remove the cyan toner cartridge.

3. Install the new cyan toner cartridge.
4. Close the front cover.

C1-4311

Description

Cyan Toner Cartridge Failure: #C1-4311. Install yellow toner cartridge again

Cyan toner supply is inefficient or abnormal.

Recommended action

1. Open the front cover.
2. Remove the cyan toner cartridge. Shake the toner cartridge horizontally to distribute the toner evenly inside the cartridge.

3. Check if the toner supply pipe is blocked. If it is closed, open it.

4. Close the front cover.

C1-4411 / C1-4413

Description

Cyan toner cartridge is not installed. Install it. Shake cyan toner cartridge.

The cyan toner cartridge is not installed. / The CRUM data is not detected.

Recommended action

1. Open the front cover. Check if the cyan toner cartridge is installed.
2. Remove and reinstall the cyan toner cartridge.
3. If the problem persists, check if the toner cartridge modular jack is contaminated or deformed.
4. Replace the cyan toner cartridge with a new one.

C1-4512

Description

Cyan toner cartridge is not compatible. Check users guide.

Cyan toner cartridge is not compatible.

Recommended action

1. Replace the cyan toner cartridge with a new one.

C1-5110

Description

Prepare new black toner cartridge.

Black toner is almost empty.

Recommended action

1. Order new black toner cartridge because toner cartridge with level of "Low" will be exhausted soon.

C1-5120 / C1-5130 / C1-5140

Description

Replace with new black toner cartridge End of life, Replace with new black toner cartridge

The black toner cartridge is at the end of its life.

Recommended action

1. Open the front cover.
2. Remove the black toner cartridge.
3. Install the new black toner cartridge.
4. Close the front cover.

C1-5311

Description

Black Toner Cartridge Failure: #C1-5311. Install black toner cartridge again

Black toner supply is inefficient or abnormal.

Recommended action

1. Open the front cover.
2. Remove the black toner cartridge. Shake the toner cartridge horizontally to distribute the toner evenly inside the cartridge.
3. Check if the toner supply pipe is blocked. If it is closed, open it.
4. Close the front cover.

C1-5411 / C1-5413

Description

Black toner cartridge is not installed. Install it. Shake black toner cartridge.

The black toner cartridge is not installed. / The CRUM data is not detected.

Recommended action

1. Open the front cover. Check if the black toner cartridge is installed.
2. Remove and reinstall the black toner cartridge.
3. If the problem persists, check if the toner cartridge modular jack is contaminated or deformed.
4. Replace the black toner cartridge with a new one.

C1-5512

Description

Black toner cartridge is not compatible. Check users guide.

Black toner cartridge is not compatible.

Recommended action

1. Replace the black toner cartridge with a new one.

C3-2110

Description

Prepare new yellow imaging unit

Yellow drum unit has almost reached the end of its life.

Recommended action

1. Order new yellow drum unit because drum unit with level of "Low" will be exhausted soon.

C3-2130 / C3-2140

Description

End of life, Replace with new yellow imaging unit

Yellow drum unit is at the end of its life.

Recommended action

1. Open the front cover.
2. Remove the waste toner container.
3. Remove the yellow drum unit.
4. Install the new yellow drum unit.
5. Clean the LSU window.
6. Install the waste toner container.
7. Close the front cover.

C3-2411 / C3-2414

Description

Yellow imaging unit is not installed. Install it. Yellow Imaging Unit Failure: #C3-2414. Install yellow imaging unit again

The yellow drum unit is not installed. / The CRUM data is not detected. / The machine can’t read the charger resistance of the imaging unit.

Recommended action

1. Open the front cover.
2. Remove the waste toner container.
3. Remove and reinstall the yellow drum unit
4. Install the waste toner container.
5. Close the front cover.

C3-2511 / C3-2512

Description

Yellow imaging unit is not compatible. Check user's guide

Yellow drum unit is not compatible.

Recommended action

1. Open the front cover.
2. Remove the waste toner container.
3. Remove the yellow drum unit. Check if the drum unit is compatible with the machine.
4. If the drum unit is not a genuine Samsung part, replace it with a new one.

C3-3110

Description

Prepare new magenta imaging unit

Magenta drum unit has almost reached the end of its life.

Recommended action

1. Order new magenta drum unit because drum unit with level of "Low" will be exhausted soon.

C3-3130 / C3-3140

Description

End of life, Replace with new magenta imaging unit

Magenta drum unit is at the end of its life.

Recommended action

1. Open the front cover.
2. Remove the waste toner container.
3. Remove the magenta drum unit.
4. Install the new magenta drum unit.
5. Clean the LSU window.
6. Install the waste toner container.
7. Close the front cover.

C3-3411 / C3-3414

Description

Magenta imaging unit is not installed. Install it. Magenta Imaging Unit Failure #C3-3414. Install magenta imaging unit again.

The magenta drum unit is not installed. / The CRUM data is not detected. / The machine can’t read the charger resistance of the imaging unit.

Recommended action

1. Open the front cover.
2. Remove the waste toner container.
3. Remove and reinstall the magenta drum unit
4. Install the waste toner container.
5. Close the front cover.

C3-3512

Description

Magenta imaging unit is not compatible. Check user's guide

Magenta drum unit is not compatible.

Recommended action

1. Open the front cover.
2. Remove the waste toner container.
3. Remove the magenta drum unit. Check if the drum unit is compatible with the machine.
4. If the drum unit is not a genuine Samsung part, replace it with a new one.

C3-4110

Description

Prepare new cyan imaging unit

Cyan drum unit has almost reached the end of its life.

Recommended action

1. Order new cyan drum unit because drum unit with level of "Low" will be exhausted soon.

C3-4130 / C3-4140

Description

End of life, Replace with new magenta imaging unit

Cyan drum unit is at the end of its life.

Recommended action

1. Open the front cover.
2. Remove the waste toner container.
3. Remove the cyan drum unit.
4. Install the new cyan drum unit.
5. Clean the LSU window.
6. Install the waste toner container.
7. Close the front cover.

C3-4411 / C3-4414

Description

Cyan imaging unit is not installed. Install it. Cyan Imaging Unit Failure: #C3-4414. Install imaging unit again.

The cyan drum unit is not installed. / The CRUM data is not detected./ The machine can’t read the charger resistance of the imaging unit.

Recommended action

1. Open the front cover.
2. Remove the waste toner container.
3. Remove and reinstall the cyan drum unit
4. Install the waste toner container.
5. Close the front cover.

C3-4512

Description

Cyan imaging unit is not compatible. Check user's guide

Cyan drum unit is not compatible.

Recommended action

1. Open the front cover.
2. Remove the waste toner container.
3. Remove the cyan drum unit. Check if the drum unit is compatible with the machine.

4. If the drum unit is not a genuine Samsung part, replace it with a new one.

C3-5110

Description

Prepare new cyan imaging unit

Black drum unit has almost reached the end of its life.

Recommended action

1. Order new black drum unit because drum unit with level of "Low" will be exhausted soon.

C3-5130 / C3-5140

Description

End of life, Replace with new magenta imaging unit

Black drum unit is at the end of its life.

Recommended action

1. Open the front cover.
2. Remove the waste toner container.
3. Remove the black drum unit.
4. Install the new black drum unit.
5. Clean the LSU window.
6. Install the waste toner container.
7. Close the front cover.

C3-5411 / C3-5414

Description

Black imaging unit is not installed. Install it. Black Imaging Unit Failure: #C3-5414. Install imaging unit again.

The black drum unit is not installed. / The CRUM data is not detected. / The machine can’t read the charger resistance of the imaging unit.

Recommended action

1. Open the front cover.
2. Remove the waste toner container.
3. Remove and reinstall the black drum unit
4. Install the waste toner container.
5. Close the front cover.

C3-5512

Description

Black imaging unit is not compatible. Check user's guide

Black drum unit is not compatible.

Recommended action

1. Open the front cover.
2. Remove the waste toner container.
3. Remove the black drum unit. Check if the drum unit is compatible with the machine.
4. If the drum unit is not a genuine Samsung part, replace it with a new one.

C5-1110 / C5-1120

Description

Prepare new transfer belt unit. Replace new transfer belt unit.

The life of the ITB Unit will expire soon or has expired.

Recommended action

1. Turn the machine off.
2. Replace the ITB Unit (JC93-01053A).
3. Turn the machine on.
4. Enter SVC mode.
5. Select "TRANSFER."

   INFORMATION > Supply Status > Field Replacement Unit > TRANSFER
6. Select "ITB." The "RESET" button will be activated. Click "RESET" to clear the ITB count.
7. Exit SVC mode by pushing the home button.

C5-2120

Description

Prepare new transfer belt unit.

The life of the ITB cleaner has expired.

Recommended action

1. Turn the machine off.
2. Replace the ITB cleaner.
3. Turn the machine on.

C6-1120

Description

Replace with new fuser unit

The life of the fuser unit has expired.

Recommended action

1. Turn the machine off.
2. Replace the fuser unit (JC91-01209A(220V) / JC91-01210A (110V)).
3. Turn the machine on.

C6-1310

Description

Fuser unit is not installed. Install it.

The fuser unit is not installed or fuser unit connector is not connected properly.

Recommended action

1. Turn the machine off then on.
2. If the problem persists, turn the machine off again.
3. Open the side cover. Check if the fuser unit is installed. If not, install the fuser unit.
4. If the fuser unit is installed, remove it.
5. Check if the fuser draw connector is broken or defective (JC39-01677A).
6. Install the fuser unit.
7. If the problem persists, replace the fuser unit (JC91-01209A(220V) / JC91-01210A (110V)).

> **CAUTION:**
>
> The temperature gets high in the vicinity of the fuser unit. When replacing it, you may get burned. Before replacing it, make sure that fuser unit has cooled.

C7-1110 / C7-1130

Description

Waste toner container is almost full. Order new one. Waste toner container is full. Replace it.

The life of the waste toner container expires soon or has expired.

Recommended action

1. Open the front cover.
2. Remove the waste toner container. Install a new waste toner container.
3. Close the front cover.

C7-1311

Description

Waste toner container is not installed. Install it.

The waste toner container is not installed.

Recommended action

1. Open the front cover.
2. Remove and reinstall the waste toner container.
3. Close the front cover.

C8-2130

Description

Replace with new yellow developer unit

The life of the yellow developer unit has expired.

Recommended action

1. Turn the machine off.
2. Replace the yellow developer unit.
3. Turn the machine on then print the test page.

C8-2210 / C8-2310 / C8-2313

Description

Yellow Developer Failure: #C8-22xx. Turn off then on

Yellow Developer Failure: #C8-23xx. Install yellow developer unit again

The yellow developer unit has a problem with toner supply or sensor calibration.

Recommended action

1. Open the front cover.
2. Remove the waste toner container.
3. Check if the toner supply pipe is blocked. If it is closed, open it.
4. Install the waste toner container. Close the front cover.
5. Turn the machine off then on.
6. If the problem persists, remove and reinstall the yellow developer unit.
7. If the problem persists, replace the yellow developer unit.

C8-3130

Description

Replace with new magenta developer unit

The life of the magenta developer unit has expired.

Recommended action

1. Turn the machine off.
2. Replace the magenta developer unit.
3. Turn the machine on then print the test page.

C8-3210 / C8-3310 / C8-3313

Description

Magenta Developer Failure: #C8-32xx. Turn off then on

Magenta Developer Failure: #C8-33xx. Install magenta developer unit again

The magenta developer unit has a problem with toner supply or sensor calibration.

Recommended action

1. Open the front cover.
2. Remove the waste toner container.
3. Check if the toner supply pipe is blocked. If it is closed, open it.
4. Install the waste toner container. Close the front cover.
5. Turn the machine off then on.
6. If the problem persists, remove and reinstall the magenta developer unit.
7. If the problem persists, replace the magenta developer unit.

C8-4130

Description

Replace with new cyan developer unit

The life of the cyan developer unit has expired.

Recommended action

1. Turn the machine off.
2. Replace the cyan developer unit.
3. Turn the machine on then print the test page.

C8-4210 / C8-4310 / C8-4313

Description

Cyan Developer Failure: #C8-42xx. Turn off then on

Cyan Developer Failure: #C8-43xx. Install cyan developer unit again

The cyan developer unit has a problem with toner supply or sensor calibration.

Recommended action

1. Open the front cover.
2. Remove the waste toner container.
3. Check if the toner supply pipe is blocked. If it is closed, open it.
4. Install the waste toner container. Close the front cover.
5. Turn the machine off then on.
6. If the problem persists, remove and reinstall the cyan developer unit.
7. If the problem persists, replace the cyan developer unit.

C8-5130

Description

Replace with new black developer unit

The life of the black developer unit has expired.

Recommended action

1. Turn the machine off.
2. Replace the black developer unit.
3. Turn the machine on then print the test page.

C8-5210 / C8-5310 / C8-5313

Description

Black Developer Failure: #C8-52xx. Turn off then on

Black Developer Failure: #C8-53xx. Install black developer unit again

The black developer unit has a problem with toner supply or sensor calibration.

Recommended action

1. Open the front cover.
2. Remove the waste toner container.
3. Check if the toner supply pipe is blocked. If it is closed, open it.

4. Install the waste toner container. Close the front cover.
5. Turn the machine off then on.
6. If the problem persists, remove and reinstall the black developer unit.
7. If the problem persists, replace the black developer unit.

C9-2110 / C9-2120

Description

Replace with new Transfer roller.

The life of the second transfer roller (T2) expires soon or has expired.

Recommended action

1. Open the side cover.
2. Replace the second transfer roller with a new one (JC95-01942A).

3. Close the side cover.
4. Enter SVC mode.
   - To enter the service mode, tap "Service Mode" App. When the password dialog box appears, enter "1934" and press the "OK" button.
5. Select "TRANSFER."

   INFORMATION > Supply Status > Field Replacement Unit > TRANSFER
6. Select "T2 Roller." The "RESET" button will be activated. Click "RESET" to clear the T2 Roller count.
7. Exit the SVC mode by pushing the home button.

C9-2220

Description

TR Failure: #C9-2220. Install transfer roller again

The second transfer roller (T2) is not installed correctly.

Recommended action

1. Open the side cover.
2. Remove and reinstall the second transfer roller.
3. Close the side cover.
4. If the problem persists, replace the HVPS board (JC44-00212A).

H1-1311 / H1-1312 / H1-1313 / H1-1314 / H1-1315 / H1-1317 / H1-1318

Description

Paper jam in Tray 3.

Paper jam has occurred in Tray 3. (Pick up unit connection is defective. / Pickup rollers are defective. / Feed sensor is defective.)

Recommended action

1. Open the DCF Take Away-Cover. Remove the jammed paper.
2. Remove Tray 3. Remove the jammed paper. Close the DCF Take Away-Cover and insert Tray 3.
3. If this jam error occurs frequently, check the rollers below.
    a. Remove Tray 3 and Tray 4.
    b. Check if the pick-up / reverse / forward rollers are assembled correctly.
    c. If the pick-up / reverse / forward rollers are worn out or contaminated, replace the defective roller (JC93-00540A).
4. If pick-up / reverse / forward rollers have no problem, check the following:
    a. Remove the DCF pick-up unit 1. Check if the feed sensor cable is connected correctly.
    b. Check if the sensor cable on DCF board is connected correctly.
    c. If the connection is OK, replace the feed sensor (0604-001381).
    d. Install the DCF pick-up unit 1.
5. If the problem persists after performing steps 3 and 4, check the following:
    a. Remove the DCF pick-up unit 1. Check if the sensor and actuator are assembled correctly.
    b. When pushing the pickup lever, check if the pick up rollers are down.
    c. Replace the DCF pick-up unit 1 (JC93-00513A) or defective part.
6. Check the DCF feed motor.
    a. Check if the DCF feed motor cable is connected correctly.
    b. If the connection is OK, replace the DCF feed drive unit (JC93-00447A).
7. Check the DCF pick up motor.
    a. Check if the DCF pick up motor cable is connected correctly.
    b. If the connection is OK, replace the DCF pick up drive unit (JC93-00442A).

H1-1322

Description

Tray 3 cassette is pulled out. Insert it properly.

Tray 3 is pulled out or the auto size sensor connector is not connected or broken.

Recommended action

1. Remove and insert Tray 3 correctly.
2. If the problem persists, remove Tray 3 and Tray 4. Look inside machine.
3. Check if the auto size sensor cable is connected correctly. Unplug and reconnect it.
4. If the connection is OK, replace the auto size sensor (JC93-00018A).
5. If the problem persists, replace the DCF board (JC92-02453A).

H1-1351 / H1-1352 / H1-1354

Description

Paper is low in Tray 3. Load paper. Paper is empty in Tray 3. Load paper.

Paper in the tray is less than 10% of specification. / The photo sensor is defective.

Recommended action

1. Remove Tray 3. Load the paper in Tray 3.
2. If paper is loaded but error message has not disappeared, check the following:
    a. Remove the DCF pick-up unit 1.
    b. Check if the photo sensor in the DCF pick-up unit 1 is contaminated. If so, clean it.
    c. If the photo sensor is defective, replace it (0604-001393).
    d. If the actuator is defective, replace it (JC66-03199A).

H1-1353

Description

Input System Failure #H1-1353 : Pull Tray 3 out and insert it.

The paper is not fed from Tray 3.

Recommended action

1. Remove and insert Tray 3 correctly.
2. Turn the machine off then on.
3. If the problem persists, turn the machine off.
4. Remove the Bracket Rear Cover after removing 5 screws.

5. Check if the connection between the DCF pick up drive and DCF board is correct.

6. If the connection is OK, replace the pick up drive unit (JC93-00442A).

7. If the problem persists, check the following:

    a. Remove the DCF pick-up unit 1.

    b. Check if the photo sensor in the DCF pick-up unit 1 is contaminated, clean it.

    c. If the photo sensor is defective, replace it (0604-001393).

H1-1411 / H1-1412 / H1-1417 / H1-1418

Description

Paper jam in Tray 4.

Paper jam has occurred in Tray 4. (Pick up unit connection is defective. / Pickup rollers are defective. / Feed sensor is defective.)

Recommended action

1. Open the DCF Take Away-Cover. Remove the jammed paper.

2. Remove Tray 4. Remove the jammed paper. Close the DCF Take Away-Cover and insert Tray 4.

3. If this jam error occurs frequently, check the rollers below.

    a. Remove Tray 3 and Tray 4.

    b. Check if the pick-up / reverse / forward rollers are assembled correctly.

    c. If the pick-up / reverse / forward rollers are worn out or contaminated, replace the defective roller (JC93-00540A).

4. If pick-up / reverse / forward rollers have no problem, check the following:

    a. Remove the DCF pick-up unit 2. Check if the feed sensor cable is connected correctly.

    b. Check if the sensor cable on DCF board is connected correctly.

    c. If the connection is OK, replace the feed sensor (0604-001381).

    d. Install the DCF pick-up unit 2.

5. If the problem persists after performing steps 3 and 4, check the following:

    a. Remove the DCF pick-up unit 2. Check if the sensor and actuator are assembled correctly.

    b. When pushing the pickup lever, check if the pick up rollers are down.

    c. Replace the DCF pick-up unit 2 (JC93-00513A) or defective part.

6. Check the DCF feed motor:

    a. Check if the DCF feed motor cable is connected correctly.

    b. If the connection is OK, replace the DCF feed drive unit (JC93-00447A).

7. Check the DCF pick up motor:

    a. Check if the DCF pick up motor cable is connected correctly.

    b. If the connection is OK, replace the DCF pick up drive unit (JC93-00442A).

H1-1422

Description

Tray 4 cassette is pulled out. Insert it properly.

Tray 4 is pulled out or the auto size sensor connector is not connected or is broken.

Recommended action

1. Remove and insert Tray 4 correctly.
2. If the problem persists, remove Tray 3 and Tray 4. Look inside machine.
3. Check if the auto size sensor cable is connected correctly. Unplug and reconnect it.
4. If the connection is OK, replace the auto size sensor (JC93-00018A).
5. If the problem persists, replace the DCF board (JC92-02453A).

H1-1451 / H1-1452 / H1-1454

Description

Paper is low in Tray 4. Load paper. Paper is empty in Tray 4. Load paper.

Paper in Tray 4 is less than 10%. / The photo sensor is defective.

Recommended action

1. Remove Tray 4. Load the paper in Tray 4.
2. If paper is loaded but error message has not disappeared, check the following:
    a. Remove the DCF pick-up unit 2.
    b. Check if the photo sensor in the DCF pick-up unit 2 is contaminated. If so, clean it.
    c. If the photo sensor is defective, replace it (0604-001393).
    d. If the actuator is defective, replace it (JC66-03199A).

H1-1453

Description

Input System Failure #H1-1453 : Pull Tray 4 out and insert it.

The paper is not fed from Tray 4.

Recommended action

1. Remove and insert Tray 4 correctly.
2. Turn the machine off then on.
3. If the problem persists, turn the machine off.
4. Remove the Bracket Rear Cover after removing 5 screws.

5. Check if the connection between the DCF pick up drive and DCF board is correct.

6. If the connection is OK, replace the pick up drive unit (JC93-00442A).

7. If the problem persists, check the following:

    a. Remove the DCF pick-up unit 2.

    b. Check if the photo sensor in the DCF pick-up unit 2 is contaminated. If so, clean it.

    c. If the photo sensor is defective, replace it (0604-001393).

H1-5323

Description

Tray door is open. Close the door

DCF Takeaway-Cover is open. / I/L-Switch harness or connector is defective.

Recommended action

1. Open and close the DCF Take away-Cover correctly.

2. If the problem persists, check the following:

    a. Check to see if the I/L-Switch (HARNESS-DCF COVER OPEN) is operating normally. If it is defective, replace it (JC39-01696A).

    b. If the I/L Switch is OK, replace the DCF board (JC92-02453A).

H1-5330

Description

DCF Failure #H1-5330. Check internal DCF connection.

A communication error between the optional tray and the main machine has occurred.

Recommended action

1. Lift up and release the DCF unit from the machine.

2. Remove the Bracket Rear Cover after removing 5 screws.

3. Check if the interface connector is connected to the DCF board. If the interface connector is defective, replace it (JC39-01690A).

4. If the problem persists, replace the DCF board.

H2-6144

Description

Finisher is pulled out. Insert it properly

Finisher is pulled out. / Finisher is not installed correctly.

Recommended action

1. Check if the finisher cable is connected to the copier.

2. Remove and reinstall the finisher.

3. If the problem persists, replace the finisher main board.

H2-6211 / H2-6212 / H2-6213 / H2-6214

Description

Finisher Failure: #H2-621x. Check finisher. Call for service if the problem persists

Ejector 1 failed to leave home position during initializing

Recommended action

1. If there is paper jammed in the paper path, manually remove the paper.
2. Open and close the stapler door or jam cover on the finisher and check to see if the initialization process begins. If the component does not return to the home position and the error persists, proceed with the following steps:
3. Check the Ejector 1 Assembly on the finisher:
    a. Make sure finisher input sensor cable is connected well to the sensor connector.
    b. Make sure finisher input sensor cable is connected well to the main board connector.
    c. Remove the cover.
    d. Disassemble related parts.
    e. Check the sensor position and harness condition.
    f. Check sensor plug and encoder condition.
4. Check the Ejector 1 gear set on the finisher:
    a. Make sure gear set can rotate smoothly.
    b. Make sure each gear is not broken.
    c. If necessary, replace the gear set.
5. Check the Ejector 1 motor on the finisher:
    a. Check the Ejector 1 motor belt.
    b. If necessary, replace Ejector 1 Motor.

H2-6221 / H2-6222 / H2-6223 / H2-6224

Description

Finisher Failure: #H2-622x. Check finisher. Call for service if the problem persists

Ejector 2 failed to leave home position during initializing.

Recommended action

1. If there is paper jammed in the paper path, manually remove the paper.
2. Open and close the stapler door or the jam cover on the finisher and check to see if the initialization process begins. If the component does not return to the home position and the error persists, proceed with the following steps:
3. Check the Ejector 2 Assembly on the finisher:
    a. Make sure finisher input sensor cable is connected well to the sensor connector.
    b. Make sure finisher input sensor cable is connected well to the main board connector.
    c. Remove the cover.

d. Disassemble related parts.

e. Check the sensor position and harness condition.

f. Check sensor plug and encoder condition.

4. Check the Ejector 2 gear set:

a. Make sure gear set can rotate smoothly.

b. Make sure each gear is not broken.

c. If necessary, replace the gear set (JC66-04236A / JC66-04518A).

5. Check the Ejector 2 motor:

a. Check the Ejector 2 motor belt (6602-003636).

b. If necessary, replace Ejector 2 Motor (JC90-01335A).

6. Check to see if there is any debris. If so, remove the debris.

H2-6231 / H2-6232 / H2-6233 / H2-6234

Description

Finisher Failure: #H2-623x. Check finisher. Call for service if the problem persists

Paper Holding Lever failed to leave home position during initializing.

Recommended action

1. If there is paper jammed in the paper path, manually remove the paper.
2. Open and close the stapler door or jam cover on the finisher and check to see if the initialization process begins. If the Paper Holding Lever does not return to the home position and the error persists, proceed with the following steps:
3. Check the input sensor (Standby & Home sensor) on the finisher:

a. Make sure finisher input sensor cable is connected well to the sensor connector.

b. Make sure finisher input sensor cable is connected well to the main board connector.

c. Replace the finisher input sensor.

d. Replace the finisher main board.

4. Check the Paper Holding Lever:

a. Make sure finisher Paper Holding Lever cable is connected well to the Solenoid connector.

b. Make sure finisher Paper Holding Lever cable is connected well to the main board connector.

c. Check the Paper Holding Lever Solenoid. If necessary, replace the solenoid.

d. Check the paper holder return spring. If necessary, replace the spring (JC61-07269A).

H2-6241 / H2-6242 / H2-6243 / H2-6244

Description

Finisher Failure: #H2-624x. Check finisher. Call for service if the problem persists

Paper Support failed to reach home during initializing.

Recommended action

1. If there is paper jammed in the paper path, manually remove the paper.
2. Open and close the stapler door or jam cover on the finisher and check to see if the initialization process begins. If the Paper Support does not return to the home position and the error persists, proceed with the following steps:
3. Check the paper support interrupt sensor:
    a. Make sure interrupt sensor cable is connected well to the sensor connector.
    b. Make sure interrupt sensor cable is connected well to the main board connector.
    c. Check the paper support's sensor plug.
    d. If necessary, replace the interrupt sensor.
4. Check the Paper Support motor gear set in the finisher:
    a. Make sure gear set can rotate smoothly.
    b. Make sure each gear is not broken.
    c. If necessary, replace the gear set.
5. Check to see if any debris exists. If so, remove the debris.

H2-6311

Description

Finisher Failure: #H2-6311. Check finisher. Call for service if the problem persists

Stapler failed to return home position after stapling.

Recommended action

1. If there is paper jammed in the paper path, manually remove the paper.
2. Open and close the stapler door or jam cover on the finisher and check to see if the initialization process begins. If the stapler does not return to the home position and the error persists, proceed with the following steps:
3. Check to see if the staple cartridge can be removed:
    a. Rotate stapler gear manually to move stapler head back to home (top) position.
    b. Clear out any jammed staples from the stapler cartridge.
    c. Open and close the stapler cover or Jam cover. (Note whether the Finisher is initializing.)
4. Check to see if the stapler input sensor on the finisher is working properly:
    a. Make sure finisher input sensor cable is connected well to the sensor connector.
    b. Make sure finisher input sensor cable is connected well to the main board connector.
    c. If necessary, replace the finisher stapler (JC81-07917A).
    d. If necessary, replace the finisher main board.
5. Check to see if the stapler motor is working normally:
    a. Make sure finisher stapler motor cable is connected well to the stapler motor connector.
    b. Make sure finisher stapler motor cable is connected well to the main board connector.
    c. If necessary, replace the finisher stapler (JC81-07917A).

d. If necessary, replace the finisher main board.

6. Check to see if there are any loose staples. If so, remove them.

H2-6321 / H2-6322 / H2-6323 / H2-6324 / H2-6331 / H2-6332 / H2-6333 / H2-6334

Description

Finisher Failure: #H2-63xx. Check finisher. Call for service if the problem persists

Stapler Traverse failed to leave front home position during initializing.)

Recommended action

1. If there is paper jammed in the paper path, manually remove the paper.
2. Open and close the stapler door or jam cover on the finisher and check to see if the initialization process begins. If the Stapler traverse does not return to the home position and the error persists, proceed with the following steps:
3. Check the traverse interrupt sensor (Standby & Home sensor):
    a. Check the traverse interrupt sensor (Standby & Home sensor):
        i. Make sure finisher input sensor cable is connected well to the sensor connector.
        ii. Make sure finisher input sensor cable is connected well to the main board connector.
        iii. Replace the finisher input sensor.
        iv. Replace the finisher main board.
    b. Check the Stapler traverse:
        i. Make sure Stapler traverse cable is connected well to the Motor connector.
        ii. Make sure finisher Stapler traverse cable is connected well to the main board connector.
        iii. Make sure the belt is tight and in the correct position, if it has a belt.
        iv. Make sure the gear set is working correctly. If you can see any broken gears, replace the gear.
        v. Check the traverse motor,. If necessary, replace the stapler traverse motor.
    c. Check to see if there is any debris. If so, remove the debris.

H2-6411

Description

Finisher Failure: #H2-6411. Check finisher. Call for service if the problem persists

Punch unit failed to return home position after punching job.

Recommended action

1. If there is paper jammed in the paper path, manually remove the paper.
2. Open and close the stapler door or jam cover on the finisher and check to see if the initialization process begins. If the punch hopper does not return to the home position and the error persists, proceed with the following steps:
3. Check to see if the Punch Hopper is working normally:
    a. Clear the Hole Punch Hopper.
    b. Open and close the stapler cover or Jam cover. (Note whether the Finisher is initializing.)

c. If fault persists, Power Off/Power On.

d. If necessary, replace the punch unit.

4. Check to see if there is any debris. If so, remove the debris.

H2-6421 / H2-6422 / H2-6423 / H2-6424

Description

Finisher Failure: #H2-64xx. Check finisher. Call for service if the problem persists

Punch unit failed to leave home position during initializing.

Recommended action

1. If there is paper jammed in the paper path, manually remove the paper.
2. Open and close the stapler door or jam cover on the finisher and check to see if the initialization process begins. If the punch does not return to the home position and the error persists, proceed with the following steps:
3. Check to see if the punch interrupt sensor is working normally:

    a. Make sure finisher input sensor cable is connected well to the sensor connector.

    b. Make sure finisher input sensor cable is connected well to the main board connector.

    c. Check the punch interrupt sensor position.

    d. Check the punch motor's encoder position.

    e. If the punch does not move, change the punch module.

4. Check to see if there is any debris. If so, remove the debris.

H2-6440 / H2-6452

Description

Hole punch hopper is not installed. Install hopper. Hole punch hopper is full. Remove waste of hopper.

Hole punch hopper is not installed correctly. (H2-6440) / Hole punch hopper is full. (H2-6452)

Recommended action

1. If the punch dust box is full, manually remove the dust.
2. Open and close the stapler door or jam cover and check to see if the initialization process begins. If the error persists, proceed with the following steps:
3. Check the punch interrupt sensor:

    a. Make sure hopper's sensor cable is connected well to the sensor connector.

    b. Make sure hopper's sensor cable is connected well to the main board connector.

    c. Check the interrupt sensor position.

    d. Check the hopper's plug position.

4. Check to see if there is any debris. If so, remove the debris.

H2-6511 / H2-6512

Description

Finisher Failure: #H2-651x. Check finisher. Call for service if the problem persists

Stacker Motor Fault

Recommended action

1. If there is paper jammed in the Main Tray, manually remove the paper.
2. Open and close the stapler door or jam cover and check to see if the initialization process begins. If the Main Tray does not return to the home position and the error persists, proceed with the following steps:
3. Check the main tray position sensor:
    a. Make sure main tray position sensor cable is connected well to the sensor connector.
    b. Make sure main tray position sensor cable is connected well to the main board connector.
    c. Check the main tray position sensor.
    d. Check the finisher main board.
4. Check the Main Tray motor (Stacker motor) on the finisher:
    a. Make sure finisher Main Tray motor cable is connected well to the motor connector.
    b. Make sure finisher Main Tray motor cable is connected well to the main board connector.
    c. Replace the finisher Main Tray motor.
    d. If necessary, replace the finisher main board.
5. Check the Main Tray motor gear set on the finisher:
    a. Make sure gear set can rotate smoothly.
    b. Make sure each gear is not broken.
    c. If necessary, replace the gear set (JC81-07637A / JC81-07636A).
6. Check to see if there is any debris. If so, remove the debris.

H2-6531 / H2-6532

Description

Finisher Failure: #H2-653x. Check finisher. Call for service if the problem persists

Ejector 2 motor not working

Recommended action

1. If there is paper jammed in the paper path, manually remove the paper.
2. Open and close the stapler door or jam cover and check to see if the initialization process begins. If the component does not return to the home position and the error persists, proceed with the following steps:
3. Check the Ejector 2 assembly on the finisher:
    a. Make sure finisher input sensor cable is connected well to the sensor connector.
    b. Make sure finisher input sensor cable is connected well to the main board connector.
    c. Remove the cover.
    d. Disassemble related parts.

e. Check the sensor position and harness condition.

f. Check sensor plug and encoder condition.

4. Check the Ejector 2 gear set on the finisher:

   a. Make sure gear set can rotate smoothly.

   b. Make sure each gear is not broken.

   c. If necessary, replace the gear set (JC66-04236A / JC66-04518A).

5. Check the Ejector 2 motor on the finisher:

   a. Check the Ejector 2 motor belt (6602-003636).

   b. If necessary, replace Ejector 2 motor (JC90-01335A).

6. Check to see if there is any debris. If so, remove the debris.

H2-6551 / H2-6552

Description

Finisher Failure: #H2-655x. Check finisher. Call for service if the problem persists

Punch motor is not working

Recommended action

1. If there is paper jammed in the paper path, manually remove the paper.
2. Open and close the stapler door or jam cover and check to see if the initialization process begins. If the punch does not return to the home position and the error persists, proceed with the following steps:
3. Check the punch interrupt sensor:

   a. Make sure the finisher input sensor cable is properly connected to the sensor connector.

   b. Make sure the finisher input sensor cable is properly connected to the main board.

   c. Check the punch interrupt sensor position.

   d. Check the punch motor’s encoder position.

   e. If the punch does not move, change the punch module.

4. Check to see if there is any debris. If so, remove the debris.

H2-6700 / H2-6701 / H2-6702 / H2-6703 / H2-6704 / H2-6705

Description

Paper jam in front of finisher Paper jam inside of finisher Paper jam at exit of finisher

The leading edge of the paper failed to pass the entrance position.

The tail edge of the paper failed to pass the entrance position.

The paper failed to pass the finisher Pass-through sensor.

Recommended action

1. Open the jam cover on the finisher and check to see if there is any jammed paper. Manually remove any jammed paper and then close the jam cover.

2. If the error persists after removing the paper proceed with the following steps:
3. Check the finisher input sensor:
    a. Make sure finisher input sensor cable is connected well to the sensor connector.
    b. Make sure finisher input sensor cable is connected well to the main board connector.
    c. If necessary, replace the finisher input sensor (0604-001381 / 0604-001415).
    d. If necessary, replace the finisher main board (JC92-02774A).
4. Check to see if there is any debris. If so, remove the debris.

H2-6706

Description

Finisher Failure: #H2-6706. Check finisher

Transport motor does not work during Initializing.

Recommended action

1. If there is paper jammed in the paper path, manually remove the paper.
2. Open and close the stapler door or jam cover and check to see if the initialization process begins. If the component does not return to the home position and the error persists, proceed with the following steps:
3. Check the transport motor:
    a. Make sure transport motor cable is connected well to the motor connector.
    b. Make sure transport motor cable is connected well to the finisher main board.
    c. If necessary, replace the transport motor.
    d. If necessary, replace the finisher main board.

H2-6707 / H2-6708 / H2-6709 / H2-6710

Description

Finisher Failure: #H2-67xx. Check finisher

The paddle unit failed to leave home position during initializing.

Recommended action

1. If there is paper jammed in the paper path, manually remove the paper.
2. Open and close the stapler door or jam cover and check to see if the initialization process begins. If the component does not return to the home position and the error persists, proceed with the following steps:
3. Check the paddle home sensor:
    a. Make sure the paddle home sensor cable is connected well to the sensor connector.
    b. Make sure the paddle home sensor cable is connected well to the main board connector.
    c. Check the paddle home sensor.
    d. Check the actuator home paddle.
    e. If necessary, replace the finisher main board.
4. Check the main paddle motor:

a. Make sure the main paddle motor cable is connected well to the motor connector.

b. Make sure the main paddle motor cable is connected well to the main board connector.

c. If necessary, replace the main paddle motor.

H2-6711 / H2-6712 / H2-6713 / H2-6714

Description

Finisher Failure: #H2-67xx. Check finisher.

Ejector unit failed to leave home position during initializing.

Recommended action

1. If there is paper jammed in the paper path, manually remove the paper.
2. Open and close the stapler door or jam cover and check to see if the initialization process begins. If the component does not return to the home position and the error persists, proceed with the following steps:
3. Check the Eject 1 and 2 motors:
    a. Make sure the Eject 1 and 2 motor cables are properly connected to the motor.
    b. Make sure the eject 1,2 motor cable is connected well to the main board connector.
    c. If necessary, replace the eject 1,2 motor (JC31-00009C / JC90-01335A).
    d. If necessary, replace the finisher main board.
4. Check the Eject-sub Assy component parts:
    a. Make sure component parts can move or rotate smoothly.
    b. Make sure there is no mechanical interference to stop moving or rotating.
    c. Make sure the belt is tight and in the correct position, if it has a belt.
    d. Make sure each gear is not broken.
    e. Check home position sensor.
    f. If necessary, replace the Eject-sub Assy.

H2-6715 / H2-6716 / H2-6717 / H2-6718

Description

Finisher Failure: #H2-67xx. Check finisher

Rear tamper unit failed to leave home position during initializing.

Recommended action

1. If there is paper jammed in the paper path, manually remove the paper.
2. Open and close the stapler door or jam cover and check to see if the initialization process begins. If the component does not return to the home position and the error persists, proceed with the following steps:
3. Check the rear jogger home sensor:
    a. Make sure the sensor harness is connected well to the rear jogger home sensor.
    b. Make sure the sensor harness is connected well to the finisher main board.

c. If necessary, replace the rear jogger home sensor.

d. If necessary, replace the finisher main board.

4. Check the rear jogger motor:

a. Make sure the rear jogger motor cable is connected well to the motor connector.

b. Make sure the rear jogger motor cable is connected well to the finisher main board.

c. If necessary, replace the rear jogger motor.

d. If necessary, replace the finisher main board.

H2-6719 / H2-6720 / H2-6721 / H2-6722

Description

Finisher Failure: #H2-67xx. Check finisher

Front tamper unit failed to leave home position during initializing.

Recommended action

1. If there is paper jammed in the paper path, manually remove the paper.
2. Open and close the stapler door or jam cover and check to see if the initialization process begins. If the component does not return to the home position and the error persists, proceed with the following steps:
3. Check the front jogger home sensor:

a. Make sure the sensor harness is connected well to the front jogger home sensor.

b. Make sure the sensor harness is connected well to the finisher main board.

c. If necessary, replace the front jogger home sensor.

d. If necessary, replace the finisher main board.

4. Check the front jogger moto:

a. Make sure the front jogger motor cable is connected well to the motor connector.

b. Make sure the front jogger motor cable is connected well to the finisher main board.

c. If necessary, replace the front jogger motor.

d. If necessary, replace the finisher main board.

H2-6723

Description

Finisher Failure: #H2-6A63. Check finisher.

Staple unit cannot staple because paper is too thick.

Recommended action

1. Check the paper specification for stapling. If the paper does not match it, replace the paper.
2. Check the staple unit. If necessary, replace it.

H2-6724 / H2-6725

Description

Finisher Failure: #H2-672x. Check finisher.

Paper cannot be moved into stapling position.

Recommended action

1. Remove and reassemble the staple unit.
2. Check the staple unit. If necessary, replace it.

H2-6726 / H2-6727

Description

Finisher Stapler door is open. Close it Finisher Top door is open. Close it

Finisher door is not closed.

Recommended action

1. Close door and verify finisher initialization. If error does not disappear, proceed with the following steps:
2. Check to see if the finisher door closes properly:
    a. Verify that the finisher door is closed properly.
    b. Verify that the door open sensor switch works.
    c. If necessary, replace finisher cover door or switch.
3. Check the finisher input sensor:
    a. Make sure finisher input sensor cable is connected well to the sensor connector.
    b. Make sure finisher input sensor cable is connected well to the main board connector.
    c. If necessary, replace the finisher input sensor (JC90-01301A).
    d. If necessary, replace the finisher main board (JC92-02774A).

H2-6728 / H2-6729 / H2-6730 / H2-6731

Description

Finisher Failure: #H2-67xx. Check finisher.

Stapler failed to leave home position during Stapling.

Recommended action

1. If there is any jammed paper in the stapler, manually remove the paper.
2. Open and close the stapler door or jam cover and check to see if the initialization process begins. If stapler still doesn’t go back to home position and the error persists, proceed with the following steps:
3. Check to see if the finisher stapler moves:
    a. Make sure stapler moving motor cable is connected well to the stapler motor connector.
    b. Make sure stapler moving motor cable is connected well to the main board connector.
    c. Check the sensor position and harness condition.

d. Check the sensor plug or encoder condition.

4. Check the stapler gear set:

    a. Make sure gear set can rotate smoothly.

    b. Make sure each gear is not broken.

    c. If necessary, replace the stapler assembly.

5. Check to see if there are any loose staples. If so, remove them.

H2-6732 / H2-6733

Description

Staple cartridge is low. Replace it. Staple cartridge is empty. Replace it.

Finisher stapler cartridge needs to be refilled.

Recommended action

1. Open the stapler door, refill the cartridge, and then close the door. If the stapler error persists, proceed with the following steps:
2. Check to see if the finisher stapler cartridge refill box fit properly:

    a. Make sure stapler refill box fits well into cartridge (JC81-07408A).

    b. Make sure staples don't jam near stapler head.

3. Check the finisher stapler input sensor:

    a. Make sure finisher input sensor cable is connected well to the sensor connector.

    b. Make sure finisher input sensor cable is connected well to the main board connector.

    c. If necessary, replace the finisher stapler (JC81-07917A).

    d. If necessary, replace the finisher main board.

H2-6734

Description

Finisher Failure: #H2-6734. Check finisher

Stapler initialization has failed.

Recommended action

1. Remove and reassemble the staple unit.
2. If necessary, replace the staple unit.
3. If necessary, replace the finisher main board.

H2-6735

Description

Too much paper in finisher stacker. Remove printed paper

Finisher Top tray is full.

Recommended action

1. Remove any paper from the finisher main tray. The main tray will move downward and upward to clear the error. If the error persists, proceed with the following steps:
2. Check the Top tray limit sensor:
    a. Make sure Top tray limit sensor cable is connected well to the sensor connector.
    b. Make sure Top tray limit sensor cable is connected well to the main board connector.
    c. Check the tray limit actuator's condition (JC66-04200A).
    d. If necessary, replace the Top tray limit sensor (JC39-02178A).
    e. Replace the finisher main board.
3. Check the finisher main tray motor:
    a. Make sure finisher top tray motor cable is connected well to the main tray motor connector.
    b. Make sure finisher top tray motor cable is connected well to the main board connector.
    c. If necessary, replace the finisher main tray motor.
    d. If necessary, replace the finisher main board.
4. Check to see if there are any loose staples. If so, remove them.

H2-6736 / H2-6737 / H2-6738 / H2-6739

Description

Finisher Failure: #H2-67xx. Check finisher

Main Tray failed to leave home sensor during initializing.

Recommended action

1. If there is any paper jammed in the Main Tray, manually remove the paper.
2. Open and close the stapler door or jam cover and check to see if the initialization process begins. If the Main Tray does not return to the home position and the error persists, proceed with the following steps:
3. Check the tray limit sensor (Standby & Home sensor):
    a. Make sure tray limit sensor cable is connected well to the sensor connector.
    b. Make sure tray limit sensor cable is connected well to the main board connector.
    c. Check the limit actuator condition.
    d. If necessary, replace the limit sensor.
4. Check the finisher Main Tray motor:
    a. Make sure finisher Main Tray motor cable is connected well to the motor connector.
    b. Make sure finisher Main Tray motor cable is connected well to the main board connector.
    c. If necessary, replace the finisher Main Tray motor.
5. Check the parts on the finisher Main Tray:
    a. Make sure Main Tray parts can move or rotate smoothly.
    b. Make sure there is no mechanical interference to stop moving or rotating.

c. Make sure the belt is tight and in the correct position, if it has a belt.

6. Check the Main Tray motor gear set:

   a. Make sure gear set can rotate smoothly.

   b. Make sure each gear is not broken.

   c. If necessary, replace the gear set (JC81-07637A / JC81-07636A).

7. Check to see if there is any debris. If so, remove the debris.

H2-6740 / H2-6741 / H2-6742 / H2-6743

Description

Finisher Failure: #H2-67xx. Check finisher

Main Tray failed to leave stacker height sensor during initializing.

Recommended action

1. If there is any paper jammed in the Main Tray, manually remove the paper.
2. Open and close the stapler door or jam cover and check to see if the initialization process begins. If the Main Tray does not return to the home position and the error persists, proceed with the following steps:
3. Check the stacker height sensor:

   a. Make sure stacker height sensor cable is connected well to the sensor connector.

   b. Make sure stacker height sensor cable is connected well to the main board connector.

   c. If necessary, replace the stacker height sensor.

   d. If necessary, replace the finisher main board.

4. Check the Main Tray motor on the finisher:

   a. Make sure finisher Main Tray motor cable is connected well to the motor connector.

   b. Make sure finisher Main Tray motor cable is connected well to the main board connector.

   c. If necessary, replace the finisher Main Tray motor.

5. Check the Main Tray parts on the finisher:

   a. Make sure Main Tray parts can move or rotate smoothly.

   b. Make sure there is no mechanical interference to stop moving or rotating.

   c. Make sure the belt is tight and in the correct position, if it has a belt.

6. Check the Main Tray motor gear set:

   a. Make sure gear set can rotate smoothly.

   b. Make sure each gear is not broken.

   c. If necessary, replace the gear set (JC81-07637A / JC81-07636A).

7. Check to see if there is any debris. If so, remove the debris.

H2-6744

Description

Finisher Failure: #H2-6A63. Check finisher.

Finisher stapler cartridge is not installed into stapler.

Recommended action

1. Open the stapler door, replace the cartridge in the stapler, and then close the door. If the error persists, proceed with the following steps:
2. Check the stapler input sensor:
    a. Make sure finisher input sensor cable is connected well to the sensor connector.
    b. Make sure finisher input sensor cable is connected well to the main board connector.
    c. If necessary, replace the finisher stapler cartridge (JC81-07408A).
    d. If necessary, replace the finisher stapler (JC81-07917A).
    e. If necessary, replace the finisher main board.
3. Check to see if there are any loose staples. If so, remove them.

H2-6A50

Description

Finisher Failure: #H2-6A50. Check finisher

A communication error has occurred with the finisher

Recommended action

1. Turn the power off and then on. If the error persists, proceed with the following steps:
2. Check the finisher to see if it's working properly:
    a. Make sure finisher interface cable is connected with main board.
    b. If necessary, replace the finisher main board.

H2-6A63

Description

Staple cartridge is empty. Replace it

Finisher stapler cartridge needs to be refilled.

Recommended action

1. Open the stapler door, refill the cartridge, and then close the door. If the error persists, proceed with the following steps:
2. Check to see if the stapler cartridge refill fits properly:
    a. Make sure stapler refill fits well into cartridge (JC81-07408A).
    b. Make sure staples don’t jam near stapler head.
3. Check the stapler input sensor:
    a. Make sure finisher input sensor cable is connected well to the sensor connector.
    b. Make sure finisher input sensor cable is connected well to the main board connector.
    c. If necessary, replace the finisher stapler (JC81-07917A).
    d. If necessary, replace the finisher main board.

M1-1113 / M2-1121

Description

Paper jam in Tray 1.

Paper jam has occurred in Tray 1.

Recommended action

1. Open the side cover and check to see if there are any foreign substances or paper jammed inside the machine.
2. Remove Tray 1 and remove the jammed paper.
3. If this jam error occurs frequently, check the rollers of the pick-up unit 1:
    a. Remove Tray 1 and Tray 2.
    b. Check if the pick-up / reverse / forward rollers are assembled correctly.
    c. If the pick-up / reverse / forward rollers are worn out or contaminated, replace the defective roller (JC93-00540A).
4. If the problem persists, check the pick-up unit 1 and feed sensor.
    a. Check if the pick-up unit 1 and feed sensor operate correctly.
    b. Check if the pick-up unit 1 harness is connected to the main board correctly.
    c. Check if the connector of the Guide-feed assembly is connected correctly.
    d. Check if the harness of pickup unit and feed sensor are connected correctly.
5. If the problem persists, check the pick-up unit 1.
    a. Remove the pickup unit and check the actuator and photo-sensor.
    b. Push the pickup-lever and check if it operates correctly.
6. If the problem persists, replace the pickup drive (JC93-00422A) unit or pick-up unit 1 (JC93-00511A).

M1-1213 / M2-1131

Description

Paper jam in Tray 2.

Paper jam has occurred in Tray 2.

Recommended action

1. Open the side cover and check if a foreign substance or paper is jammed inside the machine.
2. Remove Tray 2 and remove the jammed paper.
3. If this jam error occurs frequently, check the rollers of the pick-up unit 1.
    a. Remove Tray 1 and Tray 2.
    b. Check if the pick-up / reverse / forward rollers are assembled correctly.

c. If the pick-up / reverse / forward rollers are worn out or contaminated, replace the defective roller (JC93-00540A).

4. If the problem persists, check the pickup unit 2 and feed sensor.
    a. Check if the pickup unit 2 and feed sensor operate correctly.
    b. Check if the pickup unit 2 harness is connected to the main board correctly.
    c. Check if the connector of the Guide-feed assembly is connected correctly.
    d. Check if the harness of pickup unit and feed sensor are connected correctly.
5. If the problem persists, check the pickup unit 2.
    a. Remove the pickup unit 2 and check the actuator and photo-sensor.
    b. Push the pickup-lever and check if it operates correctly.
6. If the problem persists, replace the pickup drive unit 2 (JC93-00422A) or pick-up unit 1 (JC93-00512A).

M1-1610 / M1-1613

Description

Paper jam in MP Tray.

Paper jam has occurred in MP tray.

Recommended action

1. Open the side cover. Remove the jammed paper from the MP tray.
2. If this jam error occurs frequently, check the following:
    a. Check if the MP tray paper stopper is moved out of position. If yes, carefully push the MP tray paper stopper back into place as shown below.
    b. Check if MP pick up/ forward/ separation rollers are assembled correctly.
    c. If the MP pick up/ forward/ separation rollers are worn out or contaminated, replace the defective roller.
3. If the problem persists, check if the MP solenoid operates correctly.
    a. Enter SVC mode. Execute MP solenoid test.
    b. If the MP solenoid operation is abnormal, check the harness connection of MP unit.
    c. If the harness has no defects, replace the MP solenoid (JC33-00029B).
4. If the problem persists, check the Regi/MP drive unit.
    a. Enter SVC mode. Execute Regi/MP motor test.
    b. Remove the rear cover.
    c. Check if the motor harness is connected correctly.
    d. If the problem persists, replace the Regi/MP Drive Unit (JC93-00443A).

M2-1124 / M2-1125

Description

Paper jam in Tray 1 Paper jam inside of machine.

Paper jam has occurred inside the machine. (Feed drive unit is defective / Feed 1 sensor is defective.)

Recommended action

- M2-1124 : The leading edge of the paper has not reached the feed 1 sensor within the specified time.
- M2-1125 : The paper has not left from the feed 1 sensor within the specified time.

1. Open the side cover. Remove the jammed paper.
2. If jammed paper occurs continually, check the following:

    a. Enter SVC mode. Execute feed motor test. If the motor operation is normal, go to sub-step 4).

    b. Remove the rear cover. Check if the feed motor cable is connected correctly.

    c. If the connection is OK, replace the feed drive unit (JC93-00444A).

    d. If the feed motor operation is normal, check the feed 1 sensor.

    e. If the sensor operation is abnormal, check the harness.

    f. If the connection is OK, replace the feed sensor (0604-001381).

M2-1134 / M2-1135

Description

Paper jam in Tray 2 Paper jam in Tray 1

Paper jam has occurred inside the machine. (Feed drive unit is defective / Feed 2 sensor is defective.)

Recommended action

- M2-1134 : The leading edge of the paper has not reached the feed 2 sensor within the specified time.
- M2-1135 : The paper has not left from the feed 2 sensor within the specified time.

1. Open the side cover. Remove the jammed paper.
2. If jammed paper occurs continually, check the following.

    a. Enter SVC mode. Execute feed motor test. If the motor operation is normal, go to step d).

    b. Remove the rear cover. Check if the feed motor cable is connected correctly.

    c. If the connection is OK, replace the feed drive unit (JC93-00444A).

    d. If the feed motor operation is normal, check the feed 2 sensor.

    e. If the sensor operation is abnormal, check the harness.

    f. If the connection is OK, replace the feed sensor 2 (0604-001381).

M2-1211 / M2-1213 / M2-1214

Description

Paper jam inside of machine.

Paper jam has occurred inside the machine. (Regi roller drive is defective / Regi sensor is defective.)

Recommended action

- M2-1211 : When the machine is warming up, jammed paper inside machine is detected.

- M2-1213 : The leading edge of the paper has not reached the Regi sensor within the specified time.
- M2-1214 : The paper has not left from the Regi sensor within the specified time.

1. Open the side cover. Remove the jammed paper.
2. If jammed paper occurs continually, check the following:
    a. Enter SVC mode. Execute Regi motor test. If the motor operation is normal, go to step d).
    b. Remove the rear cover. Check if the Regi/MP motor cable is connected correctly.
    c. If the connection is OK, replace the Regi/MP drive unit (JC93-00443A).
    d. If the motor operation is normal, check the Regi sensor.
    e. If the sensor operation is abnormal, check the harness.
    f. If the connection is OK, replace the Regi sensor (0604-001381).

M2-1331 / M2-1333 / M2-1334 / M2-2111 / M2-2113 / M2-2114

Description

Paper jam inside of machine Paper jam at the top of duplex path

Paper jam has occurred inside the machine.

Recommended action

1. Open the side cover. Remove jammed paper.
2. If the problem persists, check the following:
    a. Check the Regi sensor harness. If the harness is normal, replace the Regi sensor (0604-001381).
    b. Check the sensors in the Side Unit. If the harness is normal, replace the defective sensor (0604-001393).

M3-1411 / M3-1413 / M3-1414

Description

Paper jam in exit area. Check whether the pieces of paper remain in the paper path

Paper jam has occurred around the fuser unit.(Job separator connection is defective. / Actuator-Exit is defective.)

Recommended action

1. Open the side cover. Remove the jammed paper.
2. If the problem persists, check the following:
    a. Open the side cover. Check if the connector is connected properly.
    b. Remove the JOB-SEPARATOR. Check if the photo sensor is assembled correctly.
    c. Check if ACTUATOR-EXIT is assembled correctly. If the ACTUATOR-EXIT is deformed or broken, replace it (JC66-02533A).
    d. If the photo sensor is defective, replace it (0604-001393).

M1-3122

Description

Tray 1 cassette is pulled out. Insert it properly.

Tray 1 is pulled out or the auto size sensor connector is not connected or broken.

Recommended action

1. Remove and insert Tray 1 correctly.
2. If Tray 1 is not locked or can be pulled out without holding the locking lever, remove Tray 1.
3. Check if foreign substance or paper is inside the space between Tray 1 and 2. If so, remove it.
4. If the problem persists, check that the auto size sensor is connected properly.
5. If the problem persists, replace the main board (JC92-02452A).

M1-3222

Description

Tray 2 cassette is pulled out. Insert it properly.

Tray 2 is pulled out or the auto size sensor connector is not connected or broken.

Recommended action

1. Remove and insert Tray 2 correctly.
2. If Tray 2 is not locked or can be pulled out without holding the locking lever, remove Tray 2.
3. Check if foreign substance or paper is inside the space between Tray 1 and 2. If so, remove it.
4. If the problem persists, check that the auto size sensor is connected properly.
5. If the problem persists, replace the main board (JC92-02452A).

M1-4111

Description

Input System Failure #M1-4111 : Pull Tray 1 out and insert it.

The paper is not fed from Tray 1.

Recommended action

1. Remove Tray 1 and re-install it.
2. If the problem persists, turn the machine off then on.
3. Enter SVC mode and run the pickup motor test: Diagnostics > Engine Diagnostics > Engine Test Routines > 100-0370.
4. If the pick up motor operation is abnormal, turn the machine off.
5. Remove the rear cover.
6. Check if the connection between pickup drive unit1 and main board is secure.
7. If the connection is OK, replace the pickup drive unit (JC93-00442A).
8. If the problem persists, check the pick-up unit 1.
    a. Check if the photo sensor in the pick-up unit 1 is defective.
    b. If the sensor is defective, replace it (0604-001393).

M1-4211

Description

Input System Failure #M1-4211 : Pull Tray 2 out and insert it.

The paper is not feeding from Tray 2.

Recommended action

1. Remove Tray 2 and re-install it.
2. If the problem persists, turn the machine off then on.
3. Enter SVC mode and run the pickup motor test: Diagnostics > Engine Diagnostics > Engine Test Routines > 100-0380.
4. If the pick up motor operation is abnormal, turn the machine off.
5. Remove the rear cover.
6. Check if the connection between pickup drive unit 2 and main board is secure.
7. If the connection is OK, replace the pickup drive unit (JC93-00442A).
8. If the problem persists, check the pickup unit 2.
    a. Check if the photo sensor in the pickup unit 2 is defective.
    b. If the sensor is defective, replace it (0604-001393).

M1-5111 / M1-5112 / M1-5113 / M1-5120

Description

Paper is low in Tray 1. Load paper. Paper is empty in Tray 1. Load paper.

Paper in the Tray 1 is less than 10%. / The photo sensor is defective.

Recommended action

1. Remove Tray 1. Load paper in the tray and insert Tray 1.
2. If paper is loaded but error message has not disappeared, check the following:
    a. Turn the machine off. Open the Side Cover.
    b. Remove Pick-Up Unit1.
    c. If the photo sensor is contaminated, clean it.
    d. If the photo sensor is defective, replace it (0604-001393).
    e. If the actuator is defective, replace it (JC66-03199A).

M1-5211 / M1-5212

Description

Paper is low in Tray 2. Load paper. Paper is empty in Tray 2. Load paper.

Paper in the tray is less than 10% of specification. / The photo sensor is defective.

Recommended action

1. Remove Tray 2. Load paper in the tray and insert Tray 2.
2. If paper is loaded but error message has not disappeared, check the following:
    a. Turn the machine off. Open the Side Cover.
    b. Remove Pick-Up unit 2.
    c. If the photo sensor is contaminated, clean it.
    d. If the photo sensor is defective, replace it (0604-001393).
    e. If the actuator is defective, replace it (JC66-03199A).

M1-5612

Description

Paper is empty in MP Tray. Load paper.

Paper in the MP tray is less than 10%. / The photo sensor is defective.

Recommended action

1. Load the paper in the MP tray.
2. If paper is loaded but error message has not disappeared, check the following:
    a. If the photo sensor is contaminated, clean it.
    b. If the photo sensor is defective, replace it (0604-001393).
    c. If the actuator is defective, replace it (JC66-03217A).

M3-2230 / M3-2430

Description

Output tray is full. Remove printed media.

There is too much paper in output bin tray or inner tray.

Recommended action

- M3-2230 : There is too much paper in output bin tray.
- M3-2430 : There is too much paper in inner tray.

1. Remove the paper from output bin tray or inner tray.
2. If this error occurs continually, check the following:
    a. Check if the bin-full sensor and actuator is assembled correctly.
    b. Check if the bin-full sensor is defective (0604-001393).

S1-1113

Description

Video System Failure #S1-1113: Turn off then on.

The system has some problems due to CPU overheating.

Recommended action

1. Turn the machine off.
2. Wait until the machine is cool, and then turn the machine on.
3. If the problem persists, turn the machine off again.
4. Remove the rear cover.
5. Replace the main board (JC92-02742A).

> **NOTE:**
>
> Insert the MSOK on the new main board.

6. Assemble the rear cover. Turn the machine on.

S1-1313

Description

The clock became initial time. Set a time again.

Saved time is invalid

Recommended action

1. Set up the time and reboot the machine:
    a. Select "Machine Setup" on touch screen.
    b. Select "General Setting".
    c. Select "Date and Time" and set the time.
2. If the problem persists, check the following:
    a. Remove the rear cover.
    b. Remove the fax holder from the main board.
    c. Measure the voltage of the battery. If the battery is normal, the measured value is over 3V.
3. If the battery is normal, replace the main board (JC92-02742A).

S1-2111

Description

Video System Failure #S1-2111: Turn off then on.

The machine can’t detect memory during booting.

Recommended action

1. Turn the machine off then on.
2. If the problem persists, turn the machine off again.
3. Remove the rear cover.
4. Replace the main board (JC92-02742A).

> **NOTE:**
>
> Insert the MSOK on the new main board.

5. Assemble the rear cover. Turn the machine on.

S1-2411 / S1-2421 / S1-2422

Description

HDD System Failure #S1-24xx: Turn off then on.

Hard Disk is not installed in the machine. / Hard Disk is defective.

Recommended action

1. Check if the HDD is installed correctly.
    a. Remove the rear cover.
    b. Check if the HDD cable is connected correctly.
2. If the problem persists, replace the HDD (JC59-00035A).

S1-2433 / S1-2443 / S1-2444 / S1-2445 / S1-2446 / S1-2447 / S1-2448 / S1-2449

Description

HDD System Failure #S1-24xx: Turn off then on.

HDD partition is full or corrupted.

Recommended action

1. Enter SVC mode. Select "System Recovery" in Service Function menu.
2. Execute hard disk format and firmware re-installation.
3. If the problem persists, replace the HDD (JC59-00035A).

S1-2434 / S1-2435 / S1-2436 / S1-2437 / S1-2438 / S1-2439

Description

HDD Error #S1-2434. Check users guide.

HDD partition or memory is full.

Recommended action

> **NOTE:**
>
> S1-2434 : Addresses in Address book / User data in User profile
>
> S1-2435 : Documents in Document box / Jobs in Secure job list / Fonts / Forms
>
> S1-2436 : System Logs
>
> S1-2437/3438/3439 : Printing Error / No Paper in Tray

1. Enter SVC mode. Select "Hard Disk Maintenance" in Service Function menu.
2. Execute hard disk format.

3. If the problem persists, replace the HDD (JC59-00035A).

S1-2510 / S1-2511 / S1-2520 / S1-2521 / S1-2523 / S1-2540 / S1-2550

Description

MSOK System Failure #S1-25xx: Turn off then on.

MSOK is not installed properly. / MSOK is defective.

Recommended action

1. Remove the rear cover.
2. Check if the MSOK is inserted correctly. Remove and reinstall it.
3. If the problem persists, contact technical support to obtain help.

S1-3110

Description

Video System Failure #S1-3110: Turn off then on.

The main board is defective.

Recommended action

1. Turn the machine off then on.
2. If the problem persists, turn the machine off again.
3. Replace the main board (JC92-02742A).
4. Turn the machine on.

S1-4111

Description

Video System Failure #S1-4111: Turn off then on.

The main board can’t send the data through the network channel.

Recommended action

1. Check if the green LED of the network port is on.
2. If not, unplug and reconnect the network cable.
3. If the problem persists, replace the main board (JC92-02742A).

S1-4311

Description

Video System Failure #S1-4311: Turn off then on.

The USB device chip is defective.

Recommended action

1. Turn the machine off then on.
2. If the problem persists, turn the machine off again.

3. Replace the OPE hub board.
4. Turn the machine on.

S2-1211 / S2-2311 / S2-3110

Description

Engine System Failure: Turn off then on

The main board is defective.

Recommended action

- Power chip error
- EEPROM detection error
- Communication error

1. Turn the machine off then on.
2. If the problem persists, turn the machine off again.
3. Replace the main board (JC92-02742A).
4. Turn the machine on.

S2-3114

Description

Engine System Failure #S2-3114: Turn off then on.

ACR error has occurred.

Recommended action

1. Execute "ACR calibration" manually:

   Machine Setup > General Settings > Image Management > Auto Color Registration
2. Clean the ACR sensor.
3. If the problem persists, replace the main board (JC92-02742A).

S2-33xx / S2-34xx

Description

Wait delay time for lower fixing temperature...

Supplying and mixing toner to xxxx developer unit. Please wait...

Calibrating xxxx image density. Please wait..

These errors show the engine status.

Recommended action

1. Wait until the error clears on its own.

S2-4210

Description

Front door is open. Close it.

Front cover or Side cover is open.

Recommended action

1. Close the front cover correctly.
2. Check if the cover open sensor connector is connected properly. Reconnect it.
3. If the sensor is defective, replace it.

S2-4410

Description

Right door is open. Close it.

Front cover or Side cover is open.

Recommended action

1. Close the side cover correctly.
2. Check if the cover open sensor connector is connected properly. Reconnect it.
3. If the sensor is defective, replace it.

S2-5111 / S2-5112 / S2-5120 / S2-5131 / S2-5132 / S2-5133 / S2-5135 / S2-5136 / S2-5161 / S2-5164 / S2-5210 / S2-5240

Description

Failed to adjust the color registration

ACR execution has failed.

Recommended action

1. Turn the machine off then on.
2. If the problem persists, check the following:
   - Check if the ACR sensor is contaminated or defective. Clean the ACR sensor or replace it.
   - Remove and reinstall the ITB unit. If the problem persists, replace the ITB unit.

S3-3121

Description

Scanner is locked.

Scanner module does not move.

Recommended action

1. Turn off the machine then on. Check if the scanner module works normally.
2. If the initial operation does not occurred normally, turn the machine off.
3. Remove the scan glass.
4. Check if the home position sensor cable is connected correctly.
5. Remove the scan rear cover. Check if all cables on scan joint board are connected correctly.

6. If the connection is OK, replace the scan joint board.

S3-3211

Description

Scan System Failure #S3-3211: Turn off then on.

ADF is not connected or communication error occurs with CIP6 board.

Recommended action

1. Turn the machine off then on. If the problem persists, check the following:
2. Turn the machine off again.
3. Remove the scan rear cover. Check if the connector on scan joint board is connected correctly.
4. Remove the ADF rear cover. Check if the connector on ADF board is connected correctly.
5. If the connection is OK, replace the ADF board.

S4-3111

Description

Fax System Failure: #S4-3111. Install fax modem card again

Fax card is not installed properly. / Fax card is defective.

Recommended action

1. Remove and reinstall the fax card.
2. If the fax card is defective, replace it.

S5-311x

Description

UI System Failure #S5-311x:Turn off then on.

USB connection between main board and OPE has some problem.

Recommended action

- S5-3111 : The UI can display messages, but data communication with the video/main board is unavailable.

  > **NOTE:**
  >
  > S5-3114-3117 are the sub errors of the S5-3111. These occurs with S5-3111.

  - S5-3114 : USB hub controller on Main Board is not working.
  - S5-3115 : There is a USB hub board, but the board can't be recognized.
  - S5-3116 : System can recognize USB hub board, but it can't recognize OPE (UI Board) through USB.
  - S5-3117 : Bad USB device is connected and it cannot recognize the OPE (UI Board). Status: WIFI or NFC option kit connects through USB.
- S5-3112 : The video board cannot communicate with the UI board.
- S5-3113 : A critical error due to a problem with the HDD.

  1. Turn off and turn on. Check to see if the error persists.

a. If yes, go to step 2a.

b. If no, go to step 2b.

2. Proceed with the following steps:

a. Print the Error Information Report:

- Service Mode → General → Print Reports → Error Information
- Check the error code which is printed on the report.
  - If S5-3111 has occurred, go to step 4.
  - If S5-3112 has occurred, go to step 5c.
  - If S5-3113 has occurred, go to step 5d.

b. Enter into System Recovery Mode:

- Open the side cover and turn the machine on while holding down the power button.
- Check to see if you can enter System Recovery Mode:
  - If you are able to enter System Recovery Mode, continue to step 3.
  - If you are not able to enter System Recovery Mode, skip to step 5c.

3. Execute the System Recovery:

- Insert USB memory stick which has recovery one rom and execute recovery (HDD format).
- Check if the problem disappears after system recovery (format complete).
  - If yes, go to step 4.
  - If no, go to step 5d.

4. Run the firmware update:

- Check if the problem disappears after one rom update.
  - If the problem disappears, go to step 5a.
  - If the problem happens sometimes, go to step 5b.

5. Proceed with the following steps:

a. No more action is required because machine is recovered from S5-3111 error state. Please monitor the machine if S5-3111 happens again.

b. Detailed analysis is required. Please capture the log and send it to development team in HQ.

c. There is a critical issue in the USB connection between main board and OPE. Try the steps below:

i. If WiFi module is installed, replace WiFi module with new one.

ii. Check USB cable state between main board and OPE.

iii. Replace the main board with new one.

iv. Replace the OPE board with new one.

d. The HDD or main board has a problem. Replace HDD or main board with new one and check if the problem disappears.

S6-3122

Description

Network cable is disconnected. Check it.

Network cable is disconnected.

Recommended action

1. Check if the green LED of the network port is on.
2. If not, unplug and reconnect the network cable.
3. If the problem persists, replace the main board (JC92-02742A).

S6-3123 / S6-3128 / S6-3229 / S6-322A

Description

This IP address conflicts with that of other system. Check it.

802.1x authentication failed. Please Contact the System Administrator.

The IPv4 or IPv6 address assigned to wireless LAN conflicts with that of other system. Check it.

Network error. (IP address conflicts with that of another system. / Communication error / There is no response when checking the ping test.)

Recommended action

- Change the machine's IP address:
  - Select "Machine Setup" on the touch screen.
  - Select "Networking Setting."
  - "Log-In."
  - Select "TCP/IP."
  - Select the proper item for your machine.
  - Select "IP Setting."
  - Select the proper item for your machine.
  - Change the IP address.

S7-1110

Description

Engine System Failure: #S7-1110. Turn off then on

24V power is abnormal.

Recommended action

1. Check the 24V pin on SMPS board. If it is abnormal, replace the SMPS board.
2. Check the related cable.
3. If the SMPS is normal, replace the main board.

S7-1210

Description

Engine System Failure: #S7-1110. Turn off then on

5V power is abnormal.

Recommended action

1. Check the 5V pin on SMPS board. If it is abnormal, replace the SMPS board.
2. Check the related cable.
3. If the SMPS is normal, replace the main board.

S7-2110

Description

Fuser Failure: #S7-2110. Turn off then on

Heater control relay is abnormal.

Recommended action

1. Turn the machine off. Re-install the fuser unit, then turn the machine on.
2. If the problem persists, replace the Fuser unit (JC91-01209A(220V) / JC91-01210A (110V)).

U1-2xxx

Description

Fuser Unit Failure: #U1-2xxx Turn off then on

The thermistor can't measure temperature. The heat-roller will not heat-up. / Temperature of the fuser increases abnormally.

Recommended action

1. Remove the fuser unit. After opening the jam cover, check if jammed or wrapped paper is in the fuser unit.
2. Re-install the fuser unit, then turn the machine on.
3. If the problem persists, check the following:
    a. Check if the Halogen lamp is broken or disconnected (110V : 4713-001630 / 220V : 4713-001631).
    b. Check if the AC connection of the Halogen lamp is disconnected or contaminated.
    c. Check if the thermostat is disconnected (4712-001098).
    d. Check if the non-contact type thermistor is broken (1404-001453).
4. If the problem persists, replace the Fuser unit (JC91-01209A(220V) / JC91-01210A (110V).
5. If the problem persists, replace the Main board (JC92-02742A), the FDB board (110V : JC44-00210A, 220V : JC44-00211A), or the SMPS (110V : JC44-00093C, 220V : JC44-00100C).

U1-2115

Description

Fuser Unit Failure: #U1-2115. Turn off then on.

The pressure control unit (Cam unit) of the fuser is abnormal.

Recommended action

1. Turn the machine off then open the side cover.
2. Remove and re-install the fuser unit, then turn the machine on.

3. If the problem persists, check the following:

    a. When the side-cover closes, check if the operation sound of the pressure control unit occurs.

    b. Check if the parts of the pressure control unit are abnormal.

    - Check if the CAM-REAR is broken (JC66-03299A).

    - Check if there is anything abnormal in the parts of the pressure control unit.

    c. Check if the fuser motor is abnormal via SVC mode.

4. If the problem persists, replace the Fuser unit (JC91-01209A(220V) / JC91-01210A (110V).

5. If the problem persists, replace the pressure control unit, cam motor, or Main board (JC92-02742A).

U2-6121 / U2-6122 / U2-6123

Description

LSU Failure #U2-61xx: Turn off then on.

LSU motor does not operate or it operates abnormally. Motor ready signal is abnormal.

Recommended action

> **⚠ CAUTION:**
>
> Before unplugging the LSU harness, the machine must be turned off and power cord must be removed.

1. Turn the machine off then on. Check for the LSU motor operation sound during warm-up.

2. Print a demo page to check that the machine operates normally.

3. If the problem persists, check the following:

    a. If the LSU motor makes a sound, do the following:

        i. Enter SVC mode to check the LSU motor ready signal:

        Diagnostics > Engine Diagnostics > Engine Test Routines

        ii. Select "LSU Motor1 Run Ready":

        Diagnostics > Engine Diagnostics > Engine Test Routines > 110-0000

        iii. Press ‘Start’ button. Check that the status has changed to ‘Executing -> Low -> High’.

        iv. If the status has not changed, the motor ready signal is abnormal. Replace the LSU (JC97-04010A).

    b. If the LSU motor does not makes a sound, do the following:

        i. Turn the machine off and open the side cover. Unplug and reconnect the LSU cable. Check that the LSU motor make a sound after turning the machine on.

        ii. Turn the machine off and remove the rear cover. Unplug and reconnect the LSU cable on main board. Check that the LSU motor make a sound after turning the machine on.

        iii. If the LSU cable is defective, replace it. Check that the LSU motor make a sound after turning the machine on.

        iv. If the problem persists, replace the LSU (JC97-04010A).

U2-6142 / U2-6143

Description

LSU Failure #U2-61xx: Turn off then on.

Hsync signal of the LSU is abnormal.

Recommended action

> **⚠ CAUTION:**
>
> Before unplugging the LSU harness, the machine must be turned off and power cord must be removed.

1. Turn the machine off then on. Check for the LSU motor operation sound during warm-up.
2. Print a demo page to check that the machine operates normally.
3. If the problem persists, check the following:
    a. Turn the machine off and open the side cover. Unplug and reconnect the LSU cable. Print a demo page to check that the machine operates normally.
    b. Turn the machine off and open the side cover. Unplug and reconnect the LSU cable on main board. Print a demo page to check that the machine operates normally.
    c. If the LSU cable is defective, replace it. Check that the LSU motor makes a sound after turning the machine on.
    d. If the problem persists, replace the LSU (JC97-04010A).

U2-6210

Description

LSU Failure: #U1-6210. Turn off then on. Call for service if the problem persists

LSU is not installed correctly.

Recommended action

1. Turn the machine off then on.
2. If the problem persists, check the following:
    a. Check if the LSU harness is connected correctly.
    b. If the LSU harness is OK, check the LSU installation status.
    c. If the LSU installation is OK, replace the LSU.
    d. If the LSU is OK, replace the main board.

U3-3122

Description

Documents are inserted incorrectly. After open the scanner`s door, put it again. Call for service if the problem persists

DSDF pick up module has a problem.

Recommended action

1. Open and close the DSDF cover. Check if the error message has disappeared.
2. Open the DSDF cover. Push and release the pick up module. Check to see if the pick-up module returns to the original position:

- Check if the spring is deformed. If the spring is defective, replace it (6107-003581).

3. Check If the regi sensor is OK, check the scan sensor and scan actuator. If their operation is abnormal, replace the defective part.

U3-3211 / U3-3213 / U3-3214 / U3-3311 / U3-3313 / U3-3314

Description

Original paper jam inside of scanner

Jam has occurred inside the DSDF unit.

Recommended action

1. Open the DSDF cover. If there is jammed paper, remove it.
2. If this error occurs continually, check the Regi sensor and Regi actuator:
    a. Push and release the regi actuator. Check if the pick up module returns to the original position.
    b. If the sensor is defective, replace it (0604-001393).
3. If the regi sensor is OK, check the scan 1 sensor and reflect film:
    - If the scan 1 sensor is defective, replace it (0604-001381).
    - If the reflect film is contaminated, clean it.

U3-3413 / U3-3414 / U3-3511 / U3-3513 / U3-3514

Description

Original paper jam inside of scanner.

Jam has occurred inside the DSDF unit.

Recommended action

1. Open the DSDF cover. If there is jammed paper, remove it.
2. If this error occurs continually, check the Regi sensor and Regi actuator:
    a. Push and release the regi actuator. Check if the pick up module returns the original position.
    b. If the sensor is defective, replace it (0604-001393).
3. If the regi sensor is OK, check the scan 2 sensor and exit sensor:
    - If the scan 2 sensor is defective, replace it (0604-001381).
    - If the exit sensor is defective, replace it (6107-003581).

U3-3611 / U3-3613 / U3-3614 / U3-3713

Description

Original paper jam in the exit area of scanner

Jam has occurred in exit area of the DSDF unit.

Recommended action

1. Open the DSDF cover. If there is jammed paper, remove it.
2. If the regi sensor is OK, check the scan 2 sensor and exit sensor:
    a. If the scan 2 sensor is defective, replace it (0604-001381).
    b. If the exit sensor is defective, replace it (6107-003581).

U3-4210

Description

Top door of scanner is open.

DSDF cover is open.

Recommended action

1. Open and close the DSDF cover. Check if the error message has disappeared.
2. If the problem persists, check the cover open sensor:
    a. Open the DSDF cover. Remove the spring.
    b. Remove 4 screws.
    c. Check if the sensor connector is connected correctly.

    If the sensor is defective, replace it (0604-001393).