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Printer service information

Service Mode Pin numbers

E82540 - 04082517

E82550 - 04082517

E82560 - 04082517

When possible, always update the printer firmware to the latest available version at HP.com as part of the troubleshooting performed for any of the following errors.

Control-panel error codes

10.WX.YZ error messages

10.00.15 Install Supply

Description

The toner cartridge is not installed or is installed incorrectly.

The message on the control panel will not contain the error code. The error code appears in the event log only.

Recommended action

Recommended action for customers

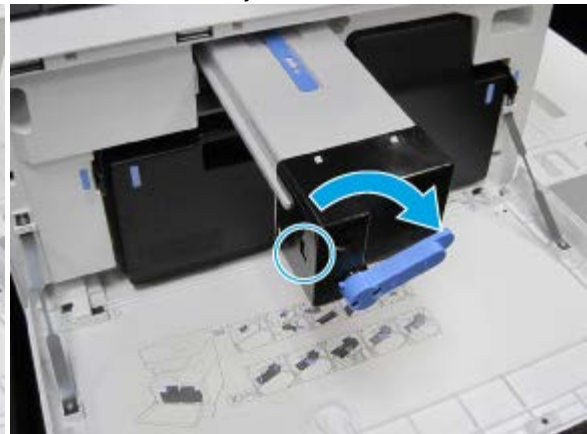
1. Replace or install the toner cartridge.
2. If the supply is installed in the printer and the message appears, remove and reinstall the supply. Ensure the supply is correctly installed and seated.
Part number: X3A74-67901
3. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Open the front cover. Check if the toner cartridge is installed.
2. Remove and reinstall the toner cartridge and ensure that the latch clicks closed.
3. Check if the toner cartridge or image unit is installed correctly.
 - a. If the cartridge comes out automatically, check the toner cartridge latching hook.



- b. If the toner cartridge hook is damaged, replace the toner cartridge.
Part number: X3A74-67901
4. Check if the CRUM harness of the toner cartridge is connected correctly.



- a. Check if the CRUM connector of the toner cartridge is broken or assembled abnormally.
 - b. If the CRUM connector is damaged or defective, replace the toner cartridge.
Part number: X3A74-67901
 - c. If the CRUM connector is pushed into the toner cartridge, try to pull it out it and then ensure it is seated correctly.
5. With the cartridge out check for CRUM connector installation problems inside the printer.
 - a. Check if the CRUM connection is installed correctly.
 - b. If the CRUM connector is not installed correctly, remove the front cover and re-install the connector.
6. Check the CRUM joint PCA for any problems. If the CRUM joint PCA has problems, such as with the CRUM connector pin or the main board interface connector, replace the PCA.
Part number: TBD
7. Check for a bad connection between the main board and the CRUM joint PCA. If the connection is bad, replace the harness or the CRUM joint PCA or the main board.
Wiring harness part number: TBD
CRUM joint PCD part number: TBD
Main board part number: SAM-JC92-02922C

10.00.25 Wrong cartridge

Description

The toner cartridge is not compatible with the printer.

The CRUM information of the toner cartridge is for a color printer, but this is a monochrome printer.

Recommended action

Recommended action for customers

1. Open the front cover, and then remove the toner cartridge.
2. Replace the supply with the correct toner cartridge for the printer.
Part number: X3A74-67901
3. If a genuine HP supply is not installed, replace it with a new HP supply.
4. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Open the front cover, and then remove the toner cartridge.
2. Replace the supply with the correct toner cartridge for the printer.
Part number: X3A74-67901
3. If a genuine HP supply is not installed, replace it with a new HP supply.

10.00.35 Incompatible <supply>

Description

The toner cartridge installed is not a genuine HP supply or is otherwise incorrect, or a connection error is causing the information to be read incorrectly.

Recommended action

Recommended action for customers

1. Open the front cover. Remove and reinstall the toner cartridge to make sure it is correctly installed.
2. Print the supply information report and check the supply information.
3. If a genuine HP supply is not installed, replace it with a new HP supply.
Part number: X3A74-67901
4. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Open the front cover. Remove the toner cartridge and check for foreign substances on the connector or the port.
2. Reinstall the toner cartridge and see if the message has cleared.
3. Print the supply information report and check the supply information to ensure it is compatible with the printer.
Part number: X3A74-67901
4. If a genuine HP supply is not installed, replace it with a new HP supply.

10.00.60 Toner low

Description

The printer indicates when the toner supply level is low. Actual cartridge life might vary. You do not need to replace the cartridge at this time unless print quality is no longer acceptable.

Toner supply is inadequate as the remaining toner is between 10% and 30%. The toner is expected to run short soon because the remaining toner is reaching 0%.

This error occurs every time that you try to use the printer.

Recommended action

Recommended action for customers

1. If the print quality is no longer acceptable, replace the toner cartridge.
2. Order a new toner cartridge right away because a toner cartridge with a level of "Low" will be exhausted soon.
Part number: X3A74-67901
3. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. If the print quality is no longer acceptable, replace the toner cartridge.
Part number: X3A74-67901
2. Order a new toner cartridge right away because a toner cartridge with a level of "Low" will be exhausted soon.

10.00.69 Toner Empty

Description

The black toner cartridge is empty.

The printer cannot draw toner from the toner cartridge.

There is no toner remaining in the toner cartridge. The remaining volume is 0% (cartridge lifespan surpassed).

After an HP supply has reached the very low threshold, the HP Premium Protection Warranty ends and the customer is responsible for replacing the supply.

This error occurs every time that you try to use the printer.

Recommended action

Recommended action for customers

1. Replace the toner cartridge indicated.
 - a. Open the front cover.
 - b. Remove the toner cartridge.
 - c. Install the new toner cartridge.
Part number: X3A74-67901
 - d. Close the front cover.

After an HP supply has reached the very low threshold, the HP Premium Protection Warranty ends and the customer is responsible for replacing the supply.

2. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. If the print quality is no longer acceptable, the customer must purchase and replace the toner cartridge.
Part number: X3A74-67901

After an HP supply has reached the very low threshold, the HP Premium Protection Warranty ends and the customer is responsible for replacing the supply.

2. If the error persists with a new cartridge, check if the toner reservoir is blocked. If the toner reservoir is blocked clean or replace the reservoir unit.
Part number: SAM-JC93-01071A

10.00.90 Toner Supply Error

Description

The toner supply in the toner cartridge is malfunctioning. The toner sensor indicates that the toner in the development unit is insufficient.

The toner sensor indicates that the toner in the development unit is insufficient. There is no toner in the toner cartridge or the toner reservoir is blocked. A circuit fault such as a fault in the toner supply motor or the toner sensor occurs.

Recommended action

Recommended action for customers

1. Replace the toner cartridge.
Part number: X3A74-67901
2. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Distribute toner evenly in the cartridge.
 - a. Open the front cover.

- b. Remove the toner cartridge indicated.
 - c. Shake the toner cartridge horizontally side to side to distribute the toner evenly inside the cartridge.
 - d. Reinstall the toner cartridge and close the front cover.
2. If the toner cartridge is damaged, replace the cartridge.
Part number: X3A74-67901
3. If the error persists, check if the toner reservoir is blocked. If the toner reservoir is blocked, clean or replace the reservoir unit.
Part number: SAM-JC93-01071A
4. Check the toner supply motor operation.
 - a. Open the following menus:
 - Support Tools
 - Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

 - Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
 - b. Run the following test: Toner Dispense Motor 111–0030.
 - c. If the motor does not function or is broken, replace the motor.
Part number: SAM-JC93-01066B
5. Reconnect the electrical wiring harness on the developer unit. If the electrical wiring harness is damaged, replace the harness.
Part number: TBD

10.00.93 Toner Supply Error

Description

The toner supply in the toner cartridge is malfunctioning.

The toner sensor indicates that the toner in the development unit is insufficient, but the toner cartridge is recently installed (more than 97% of the toner remains).

The seal tape of the toner cartridge might not be removed or the toner reservoir is blocked. A circuit fault such as a fault in the toner supply motor or the toner sensor occurs.

Recommended action

Recommended action for customers

1. Replace the toner cartridge.
Part number: X3A74-67901
2. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Distribute toner evenly in the cartridge.
 - a. Open the front cover.
 - b. Remove the toner cartridge indicated.
 - c. Shake the toner cartridge horizontally side to side to distribute the toner evenly inside the cartridge.
 - d. Reinstall the toner cartridge and close the front cover.
2. If the error persists, check if the toner reservoir is blocked. If the toner reservoir is blocked, clean or replace the reservoir unit.
Part number: SAM-JC93-01071A
3. Check the toner supply motor operation.
 - a. Open the following menus:
 - Support Tools
 - Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools
- Diagnostics
- Engine Diagnostics
- Engine Test Routines

- b. Run the following test: 111-0030 Toner Dispense Motor Black. If the motor does not function or is broken, replace the motor.
Part number: SAM-JC93-01066B
4. Reconnect the electrical wiring harness on the developer unit. If the electrical wiring harness is damaged, replace the harness.
Part number: TBD

10.05.15 Drum Unit Not Installed

Description

The imaging drum unit is not installed or not installed correctly in the printer.

Recommended action

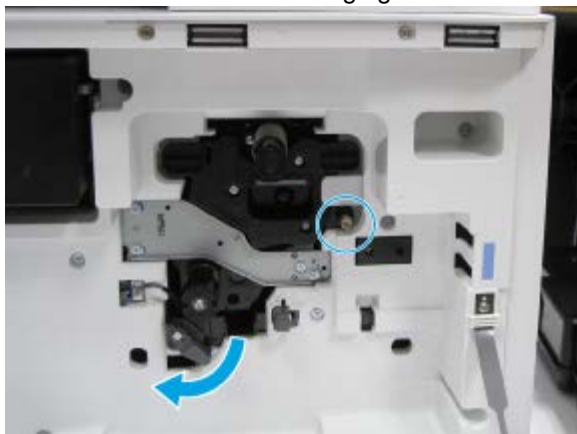
Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians



1. Open the front cover. Remove the toner collection unit.
2. Remove and reinstall the imaging drum.



- a. Open the right side door.
 - b. Loosen the thumb screw.
 - c. Disengage the locking lever.
 - d. Slide the imaging drum unit out.
3. Check if the imaging drum is installed correctly and that the screw is properly seated. If the imaging drum is

damaged, replace the image drum unit.

Part number: X3A74-67902

- a. If the drum unit is replaced, reset the kit count.
- b. Open the following menus:
 - Support Tools
 - Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools
- c. On the Information tab, select Supply Status.
 - d. Select Field Replaceable Unit, and then select Imaging Unit.
 - e. Select the correct Drum Unit.
 - f. Press Reset to clear the unit count.
 - g. Exit service mode by touching the home button.

4. Check if the CRUM harness of the imaging drum unit is connected correctly.



- a. Check if the CRUM connector of the drum unit is broken or is not seated correctly.
- b. +If the CRUM connector is damaged or defective, replace the imaging drum unit.
Part number: X3A74-67902

- i. If the drum unit is replaced, reset the kit count.
- ii. Open the following menus:
 - Support Tools
 - Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools
- iii. On the Information tab, select Supply Status.
 - iv. Select Field Replaceable Unit, and then select Imaging Unit.
 - v. Select the correct Drum Unit.
 - vi. Press Reset to clear the unit count.
 - vii. Exit service mode by touching the home button.
- c. If the CRUM connector is pushed into the imaging drum unit, try to pull the connector out it and then ensure it is seated correctly.

5. With the imaging drum unit out check for CRUM connector installation problems inside the printer.
 - a. Check if the CRUM connection is installed correctly.
 - b. If the CRUM connector is not installed correctly, remove the front cover and re-install the connector.
6. Check the CRUM joint PCA for any problems. If the CRUM joint PCA has problems, such as with the CRUM connector pin or the main board interface connector, replace the PCA.
Part number: TBD
7. Check for a bad connection between the main board and the CRUM joint PCA. If the connection is bad, replace

the harness or the CRUM joint PCA or the main board.

Wiring harness part number: TBD

CRUM joint PCD part number: TBD

Main board part number: SAM-JC92-02922C

10.05.25 Invalid drum unit

Description

The imaging drum unit is not compatible with the printer.

The CRUM information of the imaging drum unit is color, but this is a monochrome printer.

Recommended action

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Install an imaging drum unit that is designed for the printer.
Part number: X3A74-67902
 - a. If the drum unit is replaced, reset the kit count.
 - b. Open the following menus:
 - Support Tools
 - Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

 - Service Tools
 - c. On the **Information** tab, select **Supply Status**.
 - d. Select **Field Replaceable Unit**, and then select **Imaging Unit**.
 - e. Select the correct **Drum Unit**.
 - f. Press **Reset** to clear the unit count.
 - g. Exit service mode by touching the home button.

10.05.35 Invalid drum unit

Description

The imaging unit is not compatible with this printer.

This error might cause a hard stop. You must check whether the imaging drum in the printer is a genuine HP supply.

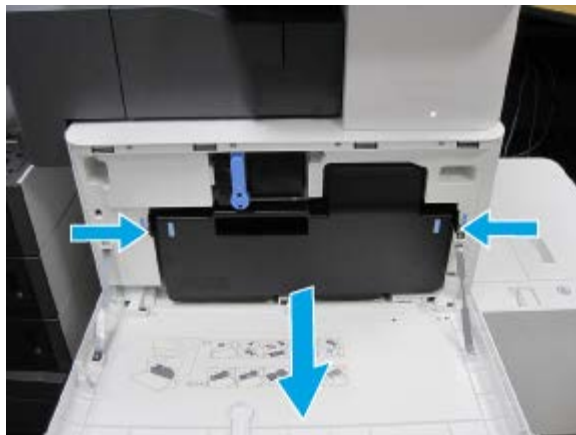
Recommended action

Recommended action for customers

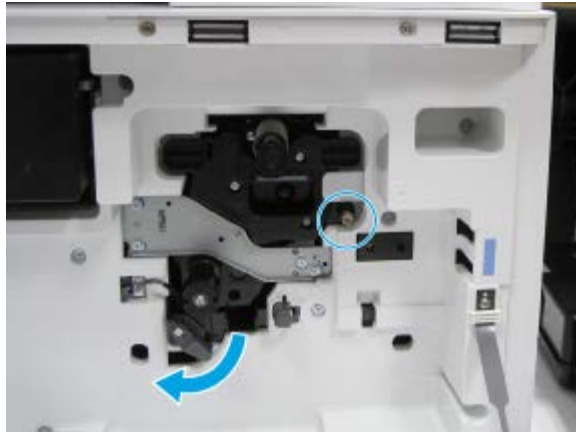
1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Remove the imaging drum unit.
 - a. Open the front cover.
 - b. Remove the toner collection unit.



c. Remove the imaging drum unit.



- i. Open the right side door.
- ii. Loosen the thumb screw.
- iii. Disengage the locking lever.
- iv. Slide the imaging drum unit out.

2. Check if the drum unit is compatible with the printer. If the drum unit is not a genuine HP supply, replace it with a new one.

Part number: X3A74-67902

- a. If the drum unit is replaced, reset the kit count.
- b. Open the following menus:

- Support Tools
- Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools

- c. On the Information tab, select Supply Status.
- d. Select Field Replaceable Unit, and then select Imaging Unit.
- e. Select the correct Drum Unit.
- f. Press Reset to clear the unit count.
- g. Exit service mode by touching the home button.

10.05.60 Drum unit Low

Description

The imaging unit is approaching the end of its lifespan.

The remaining lifespan of the drum unit is approaching 0%. The image quality might not be acceptable.

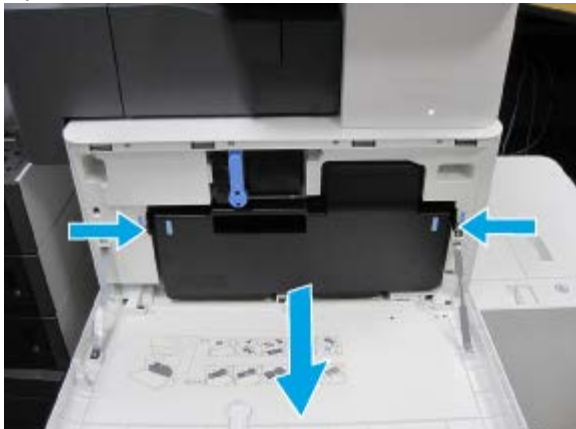
Recommended action

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Open the front cover and remove the toner collection unit.



2. Remove the imaging drum unit.



- a. Open the right side door.
 - b. Loosen the thumb screw.
 - c. Disengage the locking lever.
 - d. Slide the imaging drum unit out.
3. If it is at the end of life, replace the imaging drum unit and developer with a new one.
Part number: X3A74-67902

- a. If the drum unit is replaced, reset the kit count.
- b. Open the following menus:

- Support Tools
- Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools

- c. On the Information tab, select Supply Status.
- d. Select Field Replaceable Unit, and then select Imaging Unit.
- e. Select the correct Drum Unit.
- f. Press Reset to clear the unit count.
- g. Exit service mode by touching the home button.

10.05.69, 10.05.70 Drum unit worn**Description**

The lifespan of the imaging unit is more than the permitted value.

The drum unit is past its usable life and needs to be replaced.

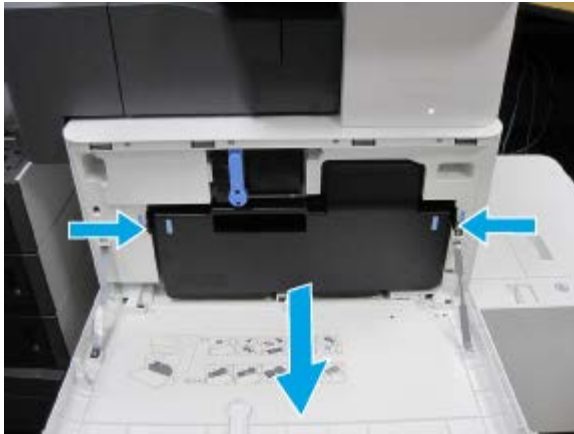
Recommended action

Recommended action for customers

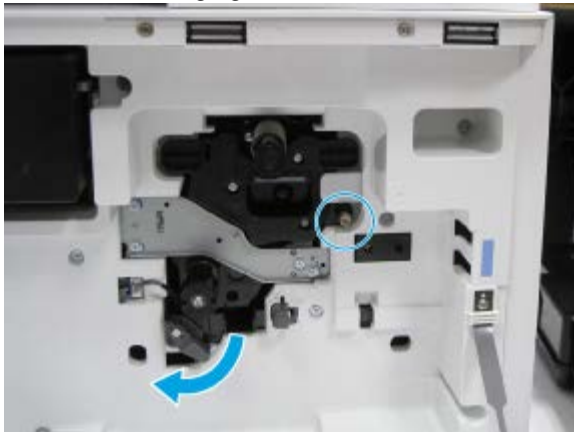
1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Open the front cover and remove the toner collection unit.



2. Remove the imaging drum unit.



- a. Open the right side door.
 - b. Loosen the thumb screw.
 - c. Disengage the locking lever.
 - d. Slide the imaging drum unit out.
3. Replace the drum unit and developer with a new one.
Part number: X3A74-67902
 - a. If the drum unit is replaced, reset the kit count.
 - b. Open the following menus:

- Support Tools
- Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools

- c. On the Information tab, select Supply Status.
- d. Select Field Replaceable Unit, and then select Imaging Unit.
- e. Select the correct Drum Unit.
- f. Press Reset to clear the unit count.
- g. Exit service mode by touching the home button.

10.23.15 Fuser assembly not installed

Description

The fuser assembly is either not installed, or not correctly installed in the printer.

Recommended action

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off, and then remove and reinstall the fuser and turn the printer on.
2. If the error persists, check the fuser draw connector for defects or damage.

The fuser might be hot.

If the connector in the printer is damaged, replace the part.

3. If the error persists, replace the fuser assembly.
110V fuser part number: SAM-JC91-01195A
220V fuser part number: SAM-JC91-01194A
4. Reset the fuser kit count.
 - a. Open the following menus:
 - Support Tools
 - Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

 - Service Tools
 - On the Information tab, select Supply Status
 - Field Replaceable Unit
 - b. Select Fuser.
 - c. Select Fuser Kit. Press Reset to clear the kit count.
 - d. Exit the service mode by touching the home button.

10.23.69, 10.23.79 or 10.26.69, 10.26.70 Fuser assembly worn

Description

An alarm indicates that the lifespan of the fusing unit is expired.

After an HP supply has reached the very low threshold, the HP Premium Protection Warranty ends and the customer is responsible for replacing the supply.

Recommended action

Recommended action for customers

1. Please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Replace the fuser assembly.
110V fuser part number: SAM-JC91-01195A
220V fuser part number: SAM-JC91-01194A

You need to replace the fuser, but the printer may continue to operate normally.

After an HP supply has reached the very low threshold, the HP Premium Protection Warranty ends and the customer is responsible for replacing the supply.

2. Reset the fuser kit count.

a. Open the following menus:

- Support Tools
- Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools
- On the Information tab, select Supply Status
- Field Replaceable Unit

b. Select Fuser.

c. Select Fuser Kit. Press Reset to clear the kit count.

d. Exit the service mode by touching the home button.

10.31.15 Toner collection unit not installed

Description

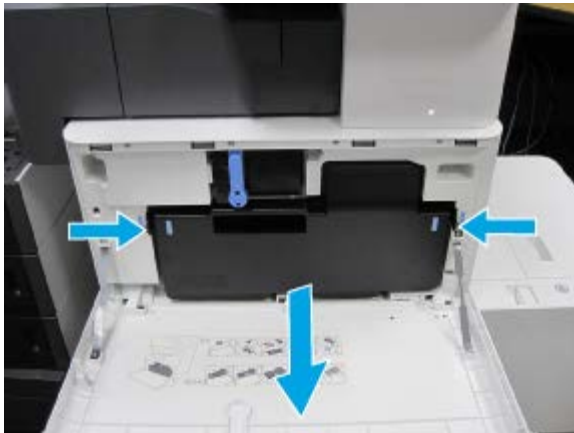
The toner collection unit (TCU) is almost full.

The printer indicates that the toner collection unit is not installed.

Recommended action

Recommended action for customers

1. Install a new toner collection unit.
 - a. Open the front cover.
 - b. Check if the toner collection unit is installed correctly.

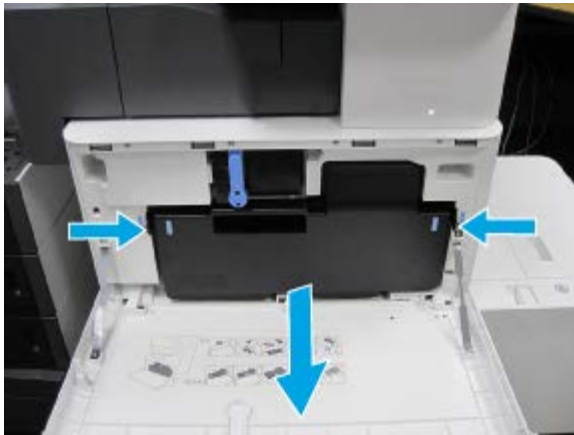


- c. Reinstall the toner collection unit, or install a new toner collection unit.
- d. Close the front cover.

2. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Open the front cover.
2. Check if the toner collection unit is installed correctly.
3. Remove the toner collection unit.



4. Check the toner collection sensor and sensor fin for damage. If the fin on the TCU is damaged replace the TCU.
Part number: SAM-JC96-11638A

1: TCU sensors and fin



5. Check if the toner collection unit sensor and toner full sensor operate correctly.

- a. Open the following menus:

- Support Tools
- Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools
- Diagnostics
- Engine Diagnostics
- Engine Test Routines

- b. Test the toner collection unit LED with service test 100–0241.

- c. Test the toner collection unit full sensor with service test 100–0250.

- d. If the toner collection unit sensor or LED is defective, replace the toner collection unit sensor or the toner full sensor as needed.

Toner collection unit sensor part number: SAM-0604-001393

Toner full sensor part number: SAM-JC93-00492A

6. If the problem persists, replace the toner collection unit.

Part number: SAM-JC96-11638A

10.31.60, 10.31.69 Toner collection unit full

Description

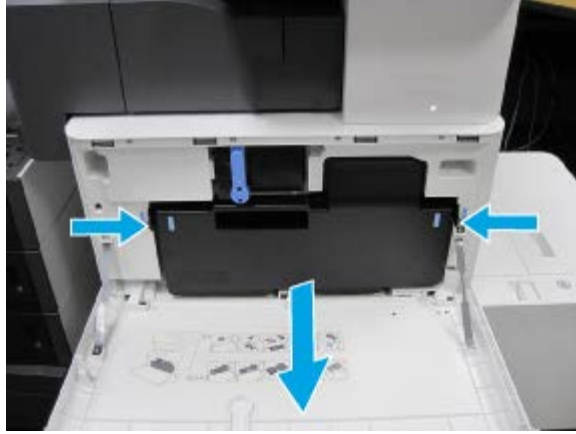
The toner collection unit is almost full.

The toner collection unit is between 90% and 99% of its capacity.

Recommended action

Recommended action for customers

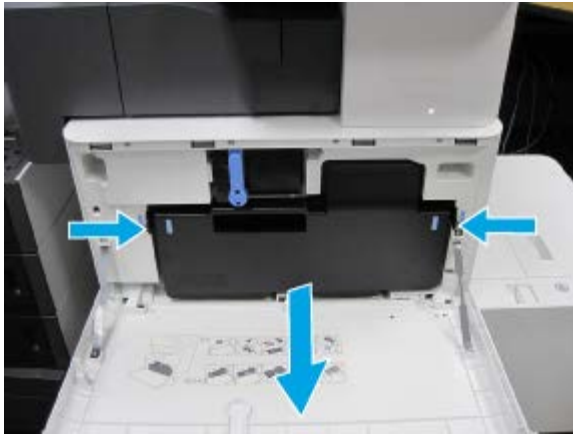
1. Install a new toner collection unit.
 - a. Open the front cover.
 - b. Check if the toner collection unit is installed correctly.



- c. Reinstall the toner collection unit, or install a new toner collection unit.
 - d. Close the front cover.
2. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Open the front cover.
2. Check if the toner collection unit is installed correctly.
3. Remove the toner collection unit.



4. Check the toner collection sensor and sensor fin for damage. If the fin on the TCU is damaged replace the TCU.
Part number: SAM-JC96-11638A

2: TCU sensors and fin



5. Check if the toner collection unit sensor and toner full sensor operate correctly.
 - a. Open the following menus:
 - Support Tools

- Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools
- Diagnostics
- Engine Diagnostics
- Engine Test Routines

- Test the toner collection unit LED with service test 100–0241.
 - Test the toner collection unit full sensor with service test 100–0250.
 - If the toner collection unit sensor or LED is defective, replace the toner collection unit sensor or the toner full sensor as needed.
Toner collection unit sensor part number: SAM-0604-001393
Toner full sensor part number: SAM-JC93-00492A
- If the problem persists, replace the toner collection unit.
Part number: SAM-JC96-11638A

10.32.60 Developer low

Description

The volume in the developer unit is low. This error occurs every time that you try to use the printer.

Recommended action

Recommended action for customers

- Turn the printer off, and then on.
- If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

- Replace the developer unit.
 - Open the front cover.
 - Remove the developer unit.
 - Install a new developer unit.
Part number: SAM-JC93-01071A
 - Close the front cover.
- Reset the developer unit kit count.
 - Open the following menus:
 - Support Tools
 - Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools

- On the Information tab, select Supply Status.
- Select Field Replaceable Unit, and then select Development Unit (Developer).
- Select Developer. Press Reset to clear the developer unit count.
- After performing the reset, you must run the toner concentration initialization by selecting TC Init in the same menu screen.
- Exit service mode by touching the home button.

10.32.69, 10.32.70 Developer Unit Empty

Description

The volume in the developer unit exceeds the permitted limit. This error occurs every time that you try to use the printer.

Recommended action

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Replace the developer unit.
 - a. Open the front cover.
 - b. Remove the developer unit.
 - c. Install a new developer unit.
Part number: SAM-JC93-01071A
 - d. Close the front cover.

2. Reset the developer unit kit count.

- a. Open the following menus:

- Support Tools
- Service

The service PIN for this printer is **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools

- b. On the **Information** tab, select **Supply Status**.
- c. Select **Field Replaceable Unit**, and then select **Development Unit (Developer)**.
- d. Select **Developer**. Press **Reset** to clear the developer unit count.
- e. After performing the reset, you must run the toner concentration initialization by selecting **TC Init** in the same menu screen.
- f. Exit service mode by touching the home button.

10.37.15 PTB Not Installed**Description**

The paper transfer belt (PTB) is not installed.

Recommended action**Recommended action for customers**

1. Turn the printer off and then on.
2. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Check whether the paper transfer belt is installed correctly. Install it if it is not installed.
2. If it is installed correctly, then check whether it is a genuine HP product, and then reinstall it.
3. Replace the paper transfer belt (PTB), and then reset the kit count.
Part number: SAM-JC93-01117A

- a. Open the following menus:

- Support Tools
- Service.

The service PIN for this printer is **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools

- b. On the **Information** tab, select **Supply Status**.
 - c. Select **Field Replaceable Unit**, and then select **PTB (Paper Transfer Belt)**.
 - d. Select **Transfer Belt**. Press **Reset** to clear the PTB count.
 - e. Exit the service mode by touching the home button.
4. If the error persists, replace the HVPS board.
Part number: SAM-JC44-00241A

10.37.35 Invalid PTB

Description

The paper transfer belt is not compatible with the printer.

The PTB installed in the set is not a genuine HP supply or is otherwise incorrect, or a connection error causes the information to be read incorrectly.

Recommended action

Recommended action for customers

1. Turn the printer off and then on.
2. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Check whether the paper transfer belt is installed correctly or install if it is not installed.
2. If it is installed, then check whether it is a genuine HP product, and then reinstall it.
3. Replace the paper transfer belt PTB, and then reset the kit count.

Part number: SAM-JC93-01117A

- a. Open the following menus:

- Support Tools
- Service.

The service PIN for this printer is **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools

- b. On the Information tab, select Supply Status.
 - c. Select Field Replaceable Unit, and then select PTB (Paper Transfer Belt).
 - d. Select Transfer Belt. PressReset to clear the PTB count.
 - e. Exit the service mode by touching the home button.
4. If the error persists, replace the HVPS board.
Part number: SAM-JC44-00241A

10.37.60 PTB Low

Description

The paper transfer belt PTB lifespan remaining is within 1% of the value estimated by the usage.

This error occurs every time that you try to use the printer.

Recommended action

Recommended action for customers

1. Turn the printer off and then on.
2. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Purchase a new PTB to replace the current one when its lifespan expires.
Part number: SAM-JC93-01117A

10.37.69 or 10.37.70 PTB Worn

Description

The paper transfer belt PTB lifespan has reached a value of 0% and has expired.

This error occurs every time that you try to use the printer.

Recommended action

Recommended action for customers

1. Turn the printer off and then on.

2. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Replace the PTB.
Part number: SAM-JC93-01117A
2. Reset the kit count.
 - a. Open the following menus:
 - Support Tools
 - Service.

The service PIN for this printer is **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

 - Service Tools
 - b. On the Information tab, select Supply Status.
 - c. Select Field Replaceable Unit, and then select PTB (Paper Transfer Belt).
 - d. Select Transfer Belt. Press Reset to clear the PTB count.
 - e. Exit the service mode by touching the home button.

11.WX.YZ error messages

11.00.01 or 11.00.02 Internal clock error

Description

This message indicates a problem with the formatter's real time clock.

The printer real time clock has experienced an error.

- 01=dead clock battery
- 02=dead real time clock

Recommended action

1. Whenever the printer is turned off and then turned on, set the time and date on the control panel.
2. If the error persists, remove and reseal the formatter.
3. If the error persists, replace the formatter.

13.WX.YZ error messages

13.A7.A4

Description

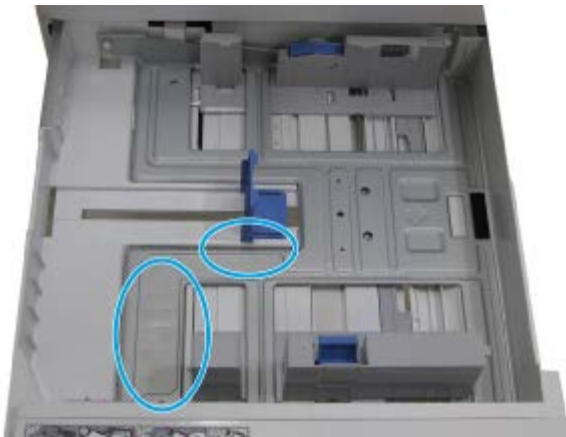
A paper stay jam occurred from tray 4.

The paper failed to leave the tray 4/5 pickup jam detection sensor when feeding from tray 4.

Recommended action

Recommended action for customers

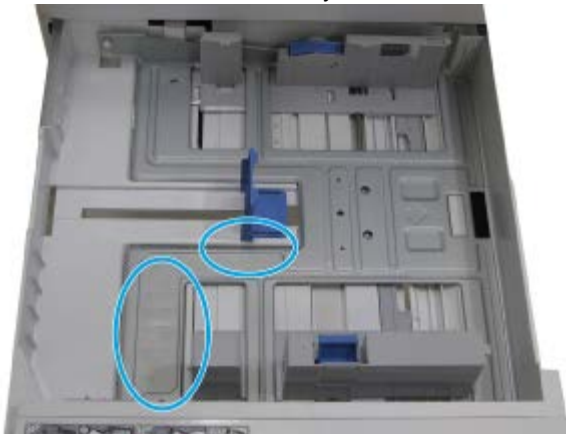
1. Open the dual cassette department feeder or HCI right cover. Remove any jammed paper from the area.
2. Open tray 4 and remove any jammed paper from the tray.
3. Ensure that the tray width guides are set to the correct paper size being installed into the tray. The arrow on the guide should line up exactly with the line connected to the paper size designation. Ensure that the tray is not filled above the fill mark on the tray.



4. Check the tray 4 pick-up and feed rollers for wear, damage, or paper dust. Clean the rollers with a damp, lint free cloth.
5. If the error persists, please contact customer support.

HP LaserJet Dual Cassette Department Feeder (DCF) recommended action for call-center agents and onsite technicians

1. Open the dual cassette department feeder right cover. Remove any jammed paper from the area.
2. Open tray 4 and remove any jammed paper from the tray.
3. Ensure that the tray width guides are set to the correct paper size being installed into the tray. The arrow on the guide should line up exactly with the line connected to the paper size designation. Ensure that the tray is not filled above the fill mark on the tray.



4. Check the tray 4 pick-up and feed rollers.
 - a. Check the rollers for wear, damage, or paper dust.
 - b. Check if the pick-up/reverse/forward rollers are assembled correctly.
 - c. If the rollers are dirty clean them with a damp, lint free cloth.
 - d. If the pick-up/reverse/forward rollers are worn out or contaminated, replace the defective roller.
Part number: X3A92-67917
5. If the error persists, check the tray 4/5 feed sensor.
 - a. Open the following menus:
 - Support Tools
 - Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
- b. Run test 102-0320, Tray 4 Feed Sensor.
 - c. Trip the tray 4/5 feed sensor as shown in the following image to ensure that it is functioning correctly.



- d. If the sensor test fails, check the wire harness between the tray 4/5 feed sensor and the sheet feeder PCA.
 - e. If the wire harness is good, replace the tray 4/5 feed sensor.
Part number: SAM-0604-001381
 - f. If the tray 4/5 feed sensor has been replaced and the sensor still does not function correctly, replace the sheet feeder PCA.
Part number: SAM-JC92-02738A
6. Check the DCF feed motor.
 - a. Open the lower right door and run test 101-0140, Tray 4 Feed Motor.
 - b. Ensure that the feed rollers are rotating.
 - c. If the motor does not function correctly, check if the DCF feed motor wire harness is connected correctly.
 - d. If the connection is OK, replace the SF drive pickup assembly.
Part number: SAM-JC93-01063B
 7. Check the DCF pick up motor.
 - a. Run test 100-0390, Tray 4 Pickup Motor and listen for the pickup motor running.
 - b. If the motor does not function correctly, check if the DCF pick up motor wire harness is connected correctly.
 - c. If the connection is OK, replace the SF motor step 1P.
Part number: SAM-JC31-00177A

HP LaserJet 2,000 High Capacity Feeder (HCI) recommended action for call-center agents and onsite technicians

1. Open the 2,000 sheet HCI right cover. Remove any jammed paper from the area.
2. Open tray 4 and remove any jammed paper from the tray.
3. Ensure that the tray width guides are set to the correct paper size being installed into the tray. The arrow on the guide should line up exactly with the line connected to the paper size designation. Ensure that the tray is not filled above the fill mark on the tray.
4. Check the tray 4 pick-up and feed rollers.
 - a. Check the rollers for wear, damage, or paper dust.
 - b. Check if the pick-up/reverse/forward rollers are assembled correctly.
 - c. If the rollers are dirty clean them with a damp, lint free cloth.
 - d. If the pick-up/reverse/forward rollers are worn out or contaminated, replace the defective roller.
Part number: X3A92-67917
5. If the error persists, check the tray 4 feed sensor.
 - a. Open the following menus:
 - Support Tools
 - Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

 - Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
 - b. Run test 102-0320, Tray 4 Feed Sensor.
 - c. Trip the tray 4 feed sensor as shown in the following image to ensure that it is functioning correctly.



- d. If the sensor test fails, check the wire harness between the tray 4 feed sensor and the sheet feeder PCA.
 - e. If the wire harness is good, replace the tray 3/4 feed sensor.
Part number: SAM-0604-001381
 - f. If the tray 4/5 feed sensor has been replaced and the sensor still does not function correctly, replace the sheet feeder PCA.
Part number: SAM-JC92-02738B
6. Check the HCI feed motor.
 - a. Open the lower right door and run test 101-0140, Tray 4 Feed Motor.
 - b. Ensure that the feed rollers are rotating,
 - c. If the motor does not function correctly, check if the HCI feed motor wire harness is connected correctly.
 - d. If the connection is OK, replace the HCI pickup assembly.
Part number: SAM-JC93-01115A
 7. Check the HCI pick up motor.
 - a. Run test 100-0390, Tray 4 Pickup Motor and listen for the pickup motor running.
 - b. If the motor does not function correctly, check if the HCI pick up motor wire harness is connected correctly.
 - c. If the connection is OK, replace the HCI motor step.
Part number: SAM-JC93-01083A

13.A7.A5

Description

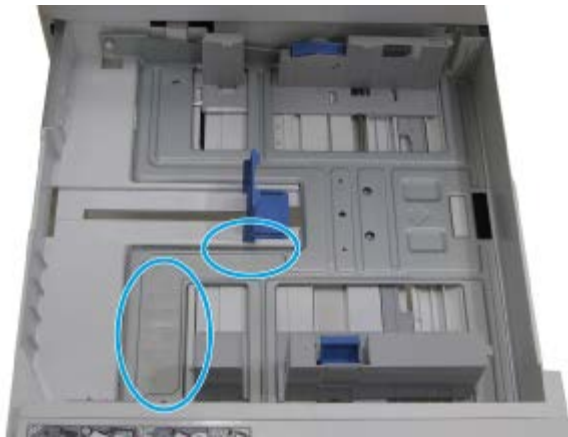
A paper stay jam occurred from tray 5.

The paper failed to leave the tray 4/5 feed jam detection sensor when feeding from tray 5.

Recommended action

Recommended action for customers

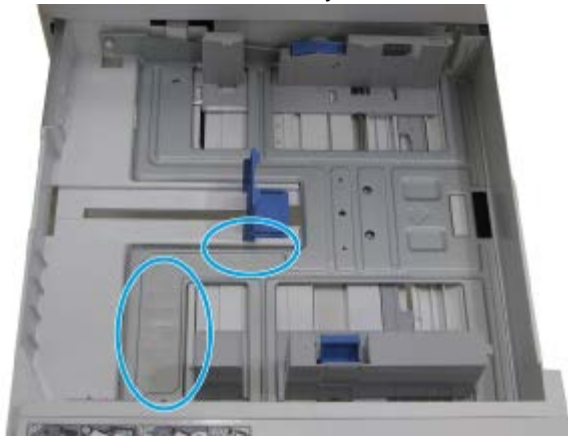
1. Open the dual cassette department feeder right cover. Remove any jammed paper from the area.
2. Open tray 5. Remove any jammed paper from the tray.
3. Ensure that the tray width guides are set to the correct paper size being installed into the tray. The arrow on the guide should line up exactly with the line connected to the paper size designation. Ensure that the tray is not filled above the fill mark on the tray.



4. Check the tray 5 pick-up and feed rollers for wear, damage, or paper dust. Clean the rollers with a damp, lint free cloth.
5. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Open the dual cassette department feeder right cover. Remove any jammed paper from the area.
2. Open tray 5 and remove any jammed paper from the tray.
3. Ensure that the tray width guides are set to the correct paper size being installed into the tray. The arrow on the guide should line up exactly with the line connected to the paper size designation. Ensure that the tray is not filled above the fill mark on the tray.



4. Check the tray 5 pick-up and feed rollers.
 - a. Check the rollers for wear, damage, or paper dust.
 - b. Check if the pick-up/reverse/forward rollers are assembled correctly.
 - c. If the rollers are dirty clean them with a damp, lint free cloth.
 - d. If the pick-up/reverse/forward rollers are worn out or contaminated, replace the defective roller.
Part number: X3A92-67917
5. If the error persists, check the tray 4/5 feed sensor.
 - a. Open the following menus:
 - Support Tools
 - Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
- b. Run test 102-0320, Tray 4 Feed Sensor.
 - c. Trip the tray 4/5 feed sensor as shown in the following image to ensure that it is functioning correctly.



- d. If the sensor test fails, check the wire harness between the tray 4/5 feed sensor and the sheet feeder PCA.
 - e. If the wire harness is good, replace the tray 4/5 feed sensor.
Part number: SAM-0604-001381
 - f. If the tray 4/5 feed sensor has been replaced and the sensor still does not function correctly, replace the sheet feeder PCA.
Part number: SAM-JC92-02738A
6. Check the DCF feed motor.
 - a. Open the lower right door and run test 101-0150, Tray 5 Feed Motor.
 - b. Ensure that the feed rollers are rotating,
 - c. If the motor does not function correctly, check if the DCF feed motor wire harness is connected correctly.
 - d. If the connection is OK, replace the SF drive pickup assembly.
Part number: SAM-JC93-01063B
 7. Check the DCF pick up motor.
 - a. Run test 100-0400, Tray 5 Pickup Motor and listen for the pickup motor running.
 - b. If the motor does not function correctly, check if the DCF pick up motor wire harness is connected correctly.
 - c. If the connection is OK, replace the SF motor step 1P.
Part number: SAM-JC31-00177A

13.A7.D4

Description

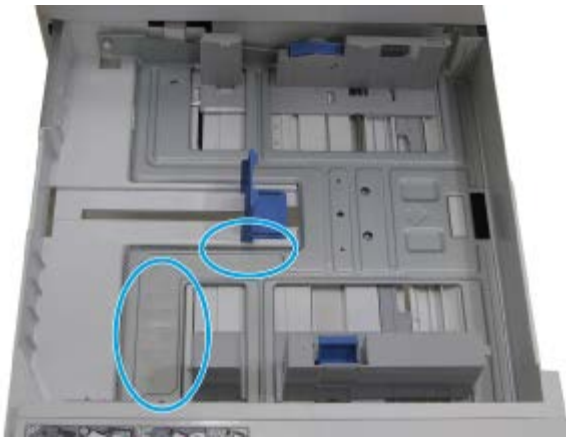
A paper jam occurred from tray 4.

The paper failed to reach the tray 4/5 pickup jam detection sensor when feeding from tray 4.

Recommended action

Recommended action for customers

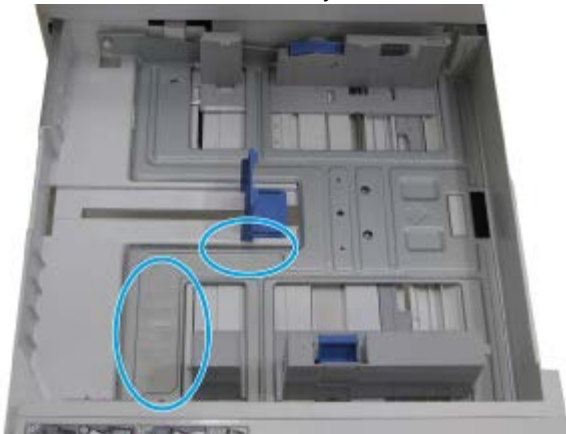
1. Open the dual cassette department feeder right cover. Remove any jammed paper from the area.
2. Open tray 4. Remove any jammed paper from the tray.
3. Ensure that the tray width guides are set to the correct paper size being installed into the tray. The arrow on the guide should line up exactly with the line connected to the paper size designation. Ensure that the tray is not filled above the fill mark on the tray.



4. Check the tray 4 pick-up and feed rollers for wear, damage, or paper dust. Clean the rollers with a damp, lint free cloth.
5. If the error persists, please contact customer support.

HP LaserJet Dual Cassette Department Feeder (DCF) recommended action for call-center agents and onsite technicians

1. Open the dual cassette department feeder right cover. Remove any jammed paper from the area.
2. Open tray 4 and remove any jammed paper from the tray.
3. Ensure that the tray width guides are set to the correct paper size being installed into the tray. The arrow on the guide should line up exactly with the line connected to the paper size designation. Ensure that the tray is not filled above the fill mark on the tray.



4. Check the tray 4 pick-up and feed rollers.
 - a. Check the rollers for wear, damage, or paper dust.
 - b. Check if the pick-up/reverse/forward rollers are assembled correctly.
 - c. If the rollers are dirty clean them with a damp, lint free cloth.
 - d. If the pick-up/reverse/forward rollers are worn out or contaminated, replace the defective roller.
Part number: X3A92-67917
5. If the error persists, check the tray 4/5 feed sensor.
 - a. Open the following menus:
 - Support Tools
 - Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
- b. Run test 102-0320, Tray 4 Feed Sensor.
 - c. Trip the tray 4/5 feed sensor as shown in the following image to ensure that it is functioning correctly.



- d. If the sensor test fails, check the wire harness between the tray 4/5 feed sensor and the sheet feeder PCA.
 - e. If the wire harness is good, replace the tray 4/5 feed sensor.
Part number: SAM-0604-001381
 - f. If the tray 4/5 feed sensor has been replaced and the sensor still does not function correctly, replace the sheet feeder PCA.
Part number: SAM-JC92-02738A
6. Check the DCF feed motor.
 - a. Open the lower right door and run test 101-0140, Tray 4 Feed Motor.
 - b. Ensure that the feed rollers are rotating,
 - c. If the motor does not function correctly, check if the DCF feed motor wire harness is connected correctly.
 - d. If the connection is OK, replace the SF drive pickup assembly.
Part number: SAM-JC93-01063B
 7. Check the DCF pick up motor.
 - a. Run test 100-0390, Tray 4 Pickup Motor and listen for the pickup motor running.
 - b. If the motor does not function correctly, check if the DCF pick up motor wire harness is connected correctly.
 - c. If the connection is OK, replace the SF motor step 1P.
Part number: SAM-JC31-00177A

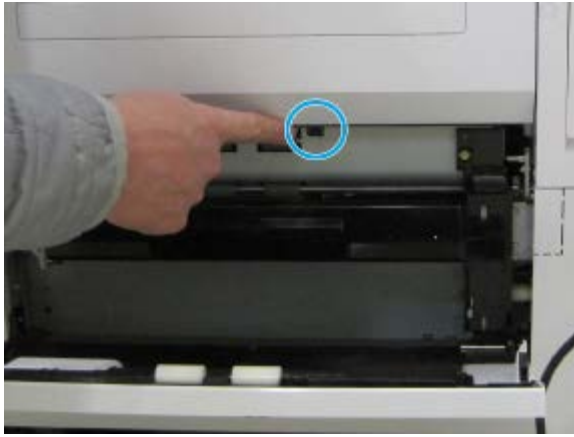
HP LaserJet 2,000 Sheet High Capacity Feeder (HCI) recommended action for call-center agents and onsite technicians

1. Open the HCI right cover. Remove any jammed paper from the area.
2. Open tray 4 and remove any jammed paper from the tray.
3. Ensure that the tray width guides are set to the correct paper size being installed into the tray. The arrow on the guide should line up exactly with the line connected to the paper size designation. Ensure that the tray is not filled above the fill mark on the tray.
4. Check the tray 4 pick-up and feed rollers.
 - a. Check the rollers for wear, damage, or paper dust.
 - b. Check if the pick-up/reverse/forward rollers are assembled correctly.
 - c. If the rollers are dirty clean them with a damp, lint free cloth.
 - d. If the pick-up/reverse/forward rollers are worn out or contaminated, replace the defective roller.
Part number: X3A92-67917
5. If the error persists, check the tray 4 feed sensor.
 - a. Open the following menus:
 - Support Tools
 - Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

 - Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
 - b. Run test 102-0320, Tray 4 Feed Sensor.

- c. Trip the tray 4 feed sensor as shown in the following image to ensure that it is functioning correctly.



- d. If the sensor test fails, check the wire harness between the tray 4 feed sensor and the sheet feeder PCA.
 e. If the wire harness is good, replace the tray 3/4 feed sensor.
 Part number: SAM-0604-001381
 f. If the tray 4/5 feed sensor has been replaced and the sensor still does not function correctly, replace the sheet feeder PCA.
 Part number: SAM-JC92-02738B
6. Check the HCI feed motor.
- Open the lower right door and run test 101-0140, Tray 4 Feed Motor.
 - Ensure that the feed rollers are rotating.
 - If the motor does not function correctly, check if the HCI feed motor wire harness is connected correctly.
 - If the connection is OK, replace the HCI pickup assembly.
 Part number: SAM-JC93-01115A
7. Check the HCI pick up motor.
- Run test 100-0390, Tray 4 Pickup Motor and listen for the pickup motor running.
 - If the motor does not function correctly, check if the HCI pick up motor wire harness is connected correctly.
 - If the connection is OK, replace the HCI motor step.
 Part number: SAM-JC93-01083A

13.A7.D5

Description

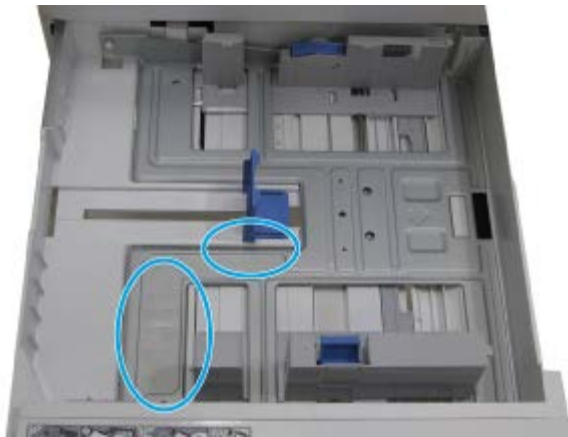
A paper jam occurred from tray 5.

The paper failed to reach the tray 4/5 pickup jam detection sensor when feeding from tray 5.

Recommended action

Recommended action for customers

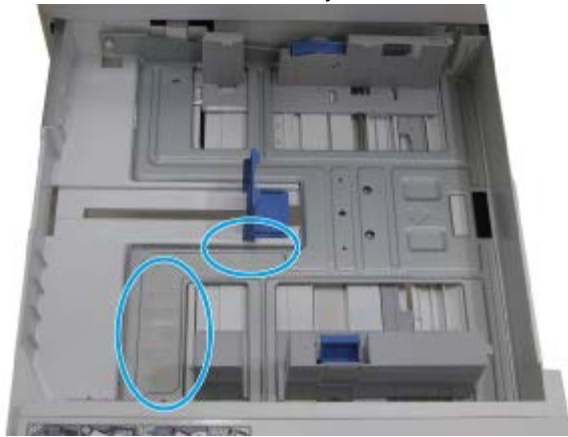
- Open the dual cassette department feeder right cover. Remove any jammed paper from the area.
- Open tray 5. Remove any jammed paper from the tray.
- Ensure that the tray width guides are set to the correct paper size being installed into the tray. The arrow on the guide should line up exactly with the line connected to the paper size designation. Ensure that the tray is not filled above the fill mark on the tray.



4. Check the tray 5 pick-up and feed rollers for wear, damage, or paper dust. Clean the rollers with a damp, lint free cloth.
5. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Open the dual cassette department feeder right cover. Remove any jammed paper from the area.
2. Open tray 5 and remove any jammed paper from the tray.
3. Ensure that the tray width guides are set to the correct paper size being installed into the tray. The arrow on the guide should line up exactly with the line connected to the paper size designation. Ensure that the tray is not filled above the fill mark on the tray.



4. Check the tray 5 pick-up and feed rollers.
 - a. Check the rollers for wear, damage, or paper dust.
 - b. Check if the pick-up/reverse/forward rollers are assembled correctly.
 - c. If the rollers are dirty clean them with a damp, lint free cloth.
 - d. If the pick-up/reverse/forward rollers are worn out or contaminated, replace the defective roller.
Part number: X3A92-67917
5. If the error persists, check the tray 4/5 feed sensor.
 - a. Open the following menus:
 - Support Tools
 - Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
- b. Run test 102-0320, Tray 4 Feed Sensor.
 - c. Trip the tray 4/5 feed sensor as shown in the following image to ensure that it is functioning correctly.



- d. If the sensor test fails, check the wire harness between the tray 4/5 feed sensor and the sheet feeder PCA.
 - e. If the wire harness is good, replace the tray 4/5 feed sensor.
Part number: SAM-0604-001381
 - f. If the tray 4/5 feed sensor has been replaced and the sensor still does not function correctly, replace the sheet feeder PCA.
Part number: SAM-JC92-02738A
6. Check the DCF feed motor.
 - a. Open the lower right door and run test 100-0150, Tray 5 Feed Motor.
 - b. Ensure that the feed rollers are rotating,
 - c. If the motor does not function correctly, check if the DCF feed motor wire harness is connected correctly.
 - d. If the connection is OK, replace the SF drive pickup assembly.
Part number: SAM-JC93-01063B
 7. Check the DCF pick up motor.
 - a. Run test 100-0400, Tray 5 Pickup Motor and listen for the pickup motor running.
 - b. If the motor does not function correctly, check if the DCF pick up motor wire harness is connected correctly.
 - c. If the connection is OK, replace the SF motor step 1P.
Part number: SAM-JC31-00177A

13.A7.FF Paper Jam

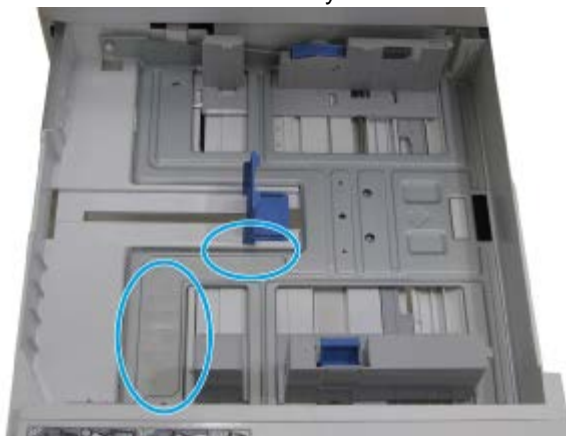
Description

Residual paper jam at the tray 3/4 jam detect sensor.

Recommended action

Recommended action for customers

1. Open the dual cassette department feeder right cover. Remove any jammed paper from the area.
2. Open tray 4 and 5. Remove any jammed paper from the tray.
3. Ensure that the tray width guides are set to the correct paper size being installed into the tray. The arrow on the guide should line up exactly with the line connected to the paper size designation. Ensure that the tray is not filled above the fill mark on the tray.



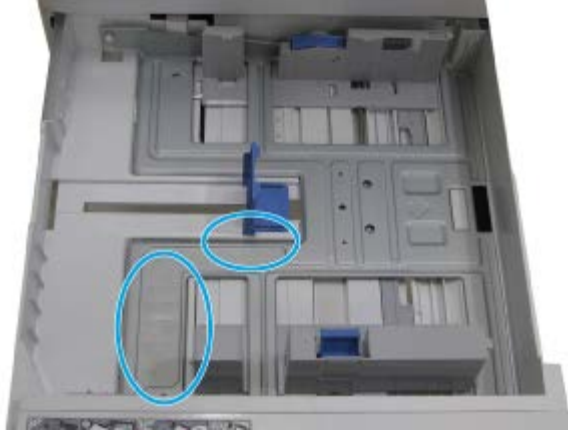
4.

Check the tray 4 and 5 pick-up and feed rollers for wear, damage, or paper dust. Clean the rollers with a damp, lint free cloth.

5. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Open the dual cassette department feeder right cover. Remove any jammed paper from the area.
2. Open tray 4 and 5. Remove any jammed paper from the tray.
3. Ensure that the tray width guides are set to the correct paper size being installed into the tray. The arrow on the guide should line up exactly with the line connected to the paper size designation. Ensure that the tray is not filled above the fill mark on the tray.



4. If the error persists, check the tray 4/5 feed sensor.

- a. Open the following menus:

- Support Tools
- Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools
- Diagnostics
- Engine Diagnostics
- Engine Test Routines

- b. Run test 102-0320, Tray 4 Feed Sensor.

- c. Trip the tray 4/5 feed sensor as shown in the following image to ensure that it is functioning correctly.



- d. If the sensor test fails, check the wire harness between the tray 4/5 feed sensor and the sheet feeder PCA.

- e. If the wire harness is good, replace the tray 4/5 feed sensor.

Part number: SAM-0604-001381

- f. If the tray 4/5 feed sensor has been replaced and the sensor still does not function correctly, replace the sheet feeder PCA.

Part number: SAM-JC92-02738A

13.A8.A3 Jam in tray 3

Description

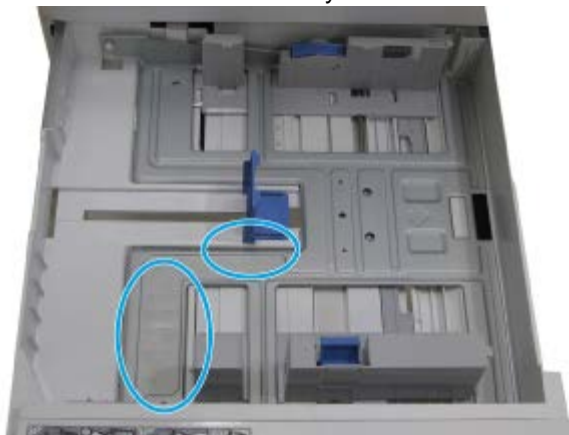
A paper stay jam occurred from tray 3.

The paper did not leave the tray 3 pickup and feed jam sensor when printing from tray 3.

Recommended action

Recommended action for customers

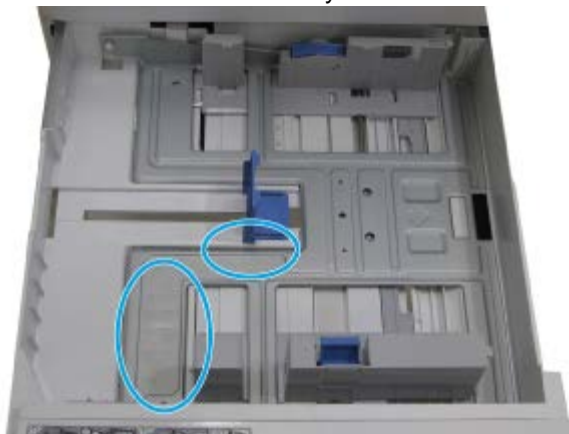
1. Open the right door. Remove any jammed paper found.
2. Check if there is any obstruction or paper jammed inside the printer. If there is, remove it.
3. Open tray 3 and remove any jammed paper found.
4. Ensure that the tray width guides are set to the correct paper size being installed into the tray. The arrow on the guide should line up exactly with the line connected to the paper size designation. Ensure that the tray is not filled above the fill mark on the tray.



5. Check the tray 3 pick-up and feed rollers for wear, damage, or paper dust. Clean the rollers with a damp, lint free cloth.
6. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Open the right door. Remove any jammed paper found.
2. Check if there is any obstruction or paper jammed inside the printer. If there is, remove it.
3. Open tray 3 and remove any jammed paper found.
4. Ensure that the tray width guides are set to the correct paper size being installed into the tray. The arrow on the guide should line up exactly with the line connected to the paper size designation. Ensure that the tray is not filled above the fill mark on the tray.



5. Check the tray 3 pick-up and feed rollers.
 - a. Check the rollers for wear, damage, or paper dust.
 - b. Check if the pick-up/reverse/forward rollers are assembled correctly.
 - c. If the rollers are dirty clean them with a damp, lint free cloth.
 - d. If the pick-up/reverse/forward rollers are worn out or contaminated, replace the defective roller.
Part number: X3A83-67915
6. If the error persists, check the tray 3 pickup and feed jam detect sensor.

a. Open the following menus:

- Support Tools
- Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools
- Diagnostics
- Engine Diagnostics
- Engine Test Routines

b. Run test 102-0300, Tray 3 Feed Sensor.

c. Trip the tray 3 feed sensor as shown in the following image to ensure that it is functioning correctly.



d. If the sensor test fails, check if the wire harness on the guide-feed assembly is connected correctly.

e. Check if the wire harness on the pickup unit and the feed sensor are connected correctly.

f. If the wires are good, replace the tray 3 feed sensor.

Part number: SAM-0604-001490

g. If the tray 3 feed sensor has been replaced and the sensor still does not function correctly, replace the main board PCA.

Part number: SAM-JC92-02958A

7. If the sensor test passes or the error persists after checking the sensor and cabling, check the pickup unit 2.

a. Push the pickup-lever and check if it operates correctly. The rollers should drop when lever is pushed.

b. Run test 100-0380, Tray 3 Pickup Motor and listen for the motor to operate.

c. If the test fails, check if the wire harness on the pickup drive unit 2 assembly is connected correctly.

8. If the error persists, replace the main pickup 2nd assembly.

Part number: SAM-JC93-01365A

13.A8.A4 Jam in tray 4

Description

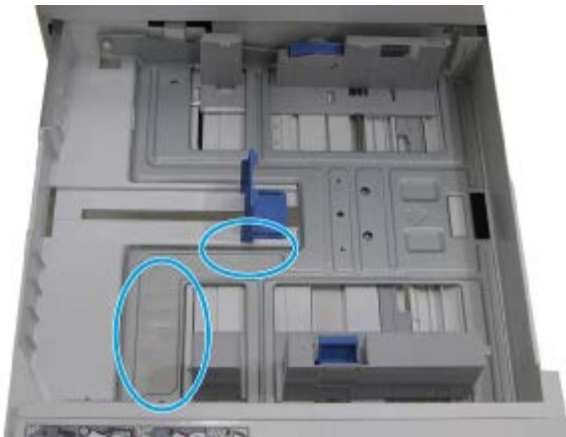
A paper stay jam occurred from tray 4.

The paper failed to leave the tray 3 pickup jam detection sensor when feeding from tray 4.

Recommended action

Recommended action for customers

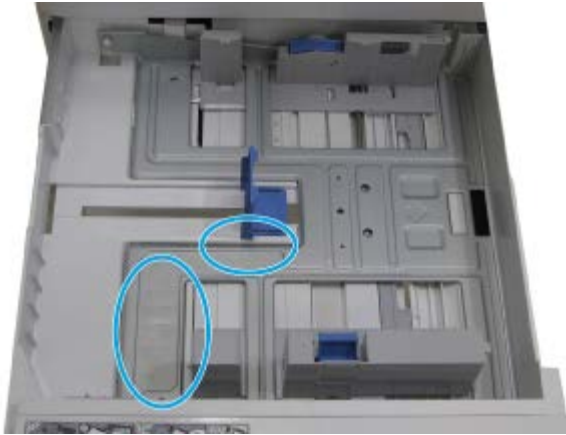
1. Open the dual cassette department feeder or HCI right cover. Remove any jammed paper from the area.
2. Open tray 4. Remove any jammed paper from the tray.
3. Ensure that the tray width guides are set to the correct paper size being installed into the tray. The arrow on the guide should line up exactly with the line connected to the paper size designation. Ensure that the tray is not filled above the fill mark on the tray.



4. Check the tray 4 pick-up and feed rollers for wear, damage, or paper dust. Clean the rollers with a damp, lint free cloth.
5. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Open the dual cassette feeder DCF right cover. Remove any jammed paper from the area.
2. Open tray 4. Remove any jammed paper from the tray.
3. Ensure that the tray width guides are set to the correct paper size being installed into the tray. The arrow on the guide should line up exactly with the line connected to the paper size designation. Ensure that the tray is not filled above the fill mark on the tray.



4. Check the tray 4 pick-up and feed rollers.
 - a. Check the rollers for wear, damage, or paper dust.
 - b. Check if the pick-up/reverse/forward rollers are assembled correctly.
 - c. If the rollers are dirty clean them with a damp, lint free cloth.
 - d. If the pick-up/reverse/forward rollers are worn out or contaminated, replace the defective roller.
Part number: X3A92-67917
5. Test the paper path from tray 3 to see if the paper jams at the tray 3 pickup feed jam sensor.
6. If the error occurs from tray 3, check the tray 3 pickup and feed jam detect sensor. If the error does not occur from tray 3, skip to the step to check the paper feed motor.
 - a. Open the following menus:
 - Support Tools
 - Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

 - Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
 - b. Run test 102-0300, Tray 3 Feed Sensor.
 - c. Trip the tray 3 feed sensor as shown in the following image to ensure that it is functioning correctly.



- d. If the sensor test fails, check if the wire harness on the guide-feed assembly is connected correctly.
 - e. Check if the wire harness on the pickup unit and the feed sensor are connected correctly.
 - f. If the wires are good, replace the tray 3 feed sensor.
Part number: SAM-0604-001490
 - g. If the tray 3 feed sensor has been replaced and the sensor still does not function correctly, replace the main board PCA.
Part number: SAM-JC92-02958A
7. If the sensor test passes or the error persists after checking the sensor and cabling, check the paper feed motor.
 - a. Run test 100-0340, Feed Motor and listen for the motor to operate.
 - b. If the test fails, check if the wire harness on the feed drive assembly is connected correctly.
 - c. If the error persists, replace the feed motor or the feed drive assembly.
Feed motor part number: SAM-JC31-00132A
Feed drive assembly part number: SAM-JC93-01062A
 8. Check the paper path between the high capacity input and the tray 3 pickup feed jam sensor. Look for any obstructions or damage to the paper path and replace parts as needed using the service manual.

13.A8.A5 Jam in tray 5

Description

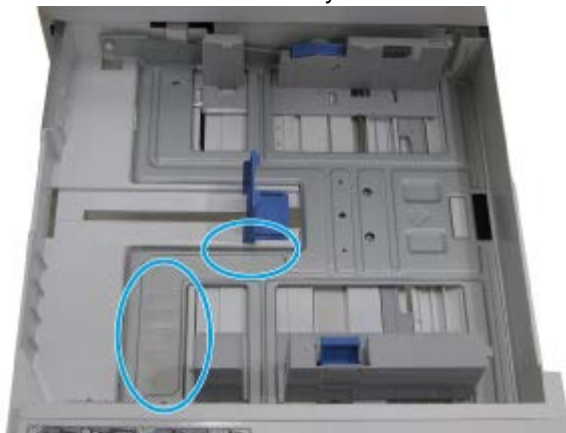
A paper stay jam occurred from tray 5.

The paper failed to leave the tray 3 pickup feed jam detection sensor when feeding from tray 5.

Recommended action

Recommended action for customers

1. Open the tray 5 high capacity feeder cover. Remove any jammed paper from the tray 5.
2. Ensure that the tray width guides are set to the correct paper size being installed into the tray. The arrow on the guide should line up exactly with the line connected to the paper size designation. Ensure that the tray is not filled above the fill mark on the tray.

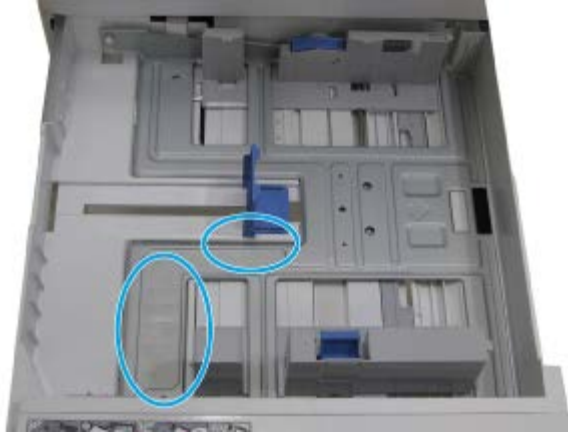


3. Check the tray 5 pick-up and feed rollers for wear, damage, or paper dust. Clean the rollers with a damp, lint free cloth.
- 4.

If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Open the tray 5 high capacity feeder cover. Remove any jammed paper from the area.
2. Open tray 4. Remove any jammed paper from the tray.
3. Ensure that the tray width guides are set to the correct paper size being installed into the tray. The arrow on the guide should line up exactly with the line connected to the paper size designation. Ensure that the tray is not filled above the fill mark on the tray.



4. Check the tray 4 pick-up and feed rollers.
 - a. Check the rollers for wear, damage, or paper dust.
 - b. Check if the pick-up/reverse/forward rollers are assembled correctly.
 - c. If the rollers are dirty clean them with a damp, lint free cloth.
 - d. If the pick-up/reverse/forward rollers are worn out or contaminated, replace the defective roller.
Part number: X3A92-67917
5. Test the paper path from tray 3 to see if the paper jams at the tray 3 pickup feed jam sensor.
6. If the error occurs from tray 3, check the tray 3 pickup and feed jam detect sensor. If the error does not occur from tray 3, skip to the step to check the paper feed motor.
 - a. Open the following menus:

- Support Tools
- Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools
- Diagnostics
- Engine Diagnostics
- Engine Test Routines

- b. Run test 102–0300, Tray 3 Feed Sensor.
- c. Trip the tray 3 feed sensor as shown in the following image to ensure that it is functioning correctly.



- d. If the sensor test fails, check if the wire harness on the guide-feed assembly is connected correctly.
- e. Check if the wire harness on the pickup unit and the feed sensor are connected correctly.

- f. If the wires are good, replace the tray 3 feed sensor.
Part number: SAM-0604-001490
 - g. If the tray 3 feed sensor has been replaced and the sensor still does not function correctly, replace the main board PCA.
Part number: SAM-JC92-02958A
7. If the sensor test passes or the error persists after checking the sensor and cabling, check the paper feed motor.
- a. Run test 100-0340, Feed Motor and listen for the motor to operate.
 - b. If the test fails, check if the wire harness on the feed drive assembly is connected correctly.
 - c. Push the pickup-lever and check if it operates correctly. The rollers should drop when lever is pushed.
 - d. If the error persists, replace the feed motor or the feed drive assembly.
Feed motor part number: SAM-JC31-00132A
Feed drive assembly part number: SAM-JC93-01062A
8. Check the paper path between the high capacity input and the tray 3 pickup feed jam sensor. Look for any obstructions or damage to the paper path and replace parts as needed using the service manual.

13.A8.A6 Jam in tray 6

Description

A paper stay jam occurred from tray 6 (3,000 sheet feeder)

The paper failed to leave the tray 3 pickup jam detection sensor when feeding from tray 6.

Recommended action

Recommended action for customers

1. Open the tray 6 (3,000 sheet feeder) top cover. Remove any jammed paper from the tray 6.
2. Remove tray 6 from the printer. Remove any jammed paper found.
3. Ensure that the tray is not filled above the fill mark on the tray.
4. Check the tray 6 pick-up and feed rollers for wear, damage, or paper dust. Clean the rollers with a damp, lint free cloth.
5. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Open the tray 6 (3,000 sheet feeder) top cover. Remove any jammed paper from the area.
2. Remove tray 6 from the printer. Remove any jammed paper found.
3. Ensure that the tray width guides are set to the correct paper size being installed into the tray. The arrow on the guide should line up exactly with the line connected to the paper size designation. Ensure that the tray is not filled above the fill mark on the tray.
4. Check the tray 6 pick-up and feed rollers.
 - a. Check the rollers for wear, damage, or paper dust.
 - b. Check if the pick-up/reverse/forward rollers are assembled correctly.
 - c. If the rollers are dirty clean them with a damp, lint free cloth.
 - d. If the pick-up/reverse/forward rollers are worn out or contaminated, replace the defective roller.
Pickup roller part number: SAM-JC93-01092A
Feed roller part number: SAM-JC66-04606A
5. Test the paper path from tray 3 to see if the paper jams at the tray 3 pickup feed jam sensor.
6. If the error occurs from tray 3, check the tray 3 pickup and feed jam detect sensor. If the error does not occur from tray 3, skip to skip to the step to check the paper feed motor.

- a. Open the following menus:

- Support Tools
- Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools
- Diagnostics
- Engine Diagnostics
- Engine Test Routines

- b. Run test 102–0300, Tray 3 Feed Sensor.
- c. Trip the tray 3 feed sensor as shown in the following image to ensure that it is functioning correctly.



- d. If the sensor test fails, check if the wire harness on the guide-feed assembly is connected correctly.
 - e. Check if the wire harness on the pickup unit and the feed sensor are connected correctly.
 - f. If the wires are good, replace the tray 3 feed sensor.
Part number: SAM-0604-001490
 - g. If the tray 3 feed sensor has been replaced and the sensor still does not function correctly, replace the main board PCA.
Part number: SAM-JC92-02958A
7. If the sensor test passes or the error persists after checking the sensor and cabling, check the paper feed motor.
 - a. Run test 100-0340, Feed Motor and listen for the motor to operate.
 - b. If the test fails, check if the wire harness on the feed drive assembly is connected correctly.
 - c. If the error persists, replace the feed motor or the feed drive assembly.
Feed motor part number: SAM-JC31-00132A
Feed drive assembly part number: SAM-JC93-01062A
 8. Check the paper path between the high capacity input and the tray 3 pickup feed jam sensor. Look for any obstructions or damage to the paper path and replace parts as needed using the service manual.
 9. Test tray 6 feed motor using the diagnostics tests.
 - a. Open the following menus:
 - Support Tools
 - Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
- b. Run test 101-0160, Tray 6 Feed Motor and listen for the motor to operate.
 - c. If the test fails, check if the wire harness on the feed drive assembly is connected correctly.
 - d. If the error persists, replace the Tray 6 feed motor or the gear drive assembly.
Drive motor part number: SAM-JC93-01083A
Gear drive assembly part number: SAM-JC66-04294A

13.A8.D3 Jam in tray 3

Description

A paper jam occurred from tray 3.

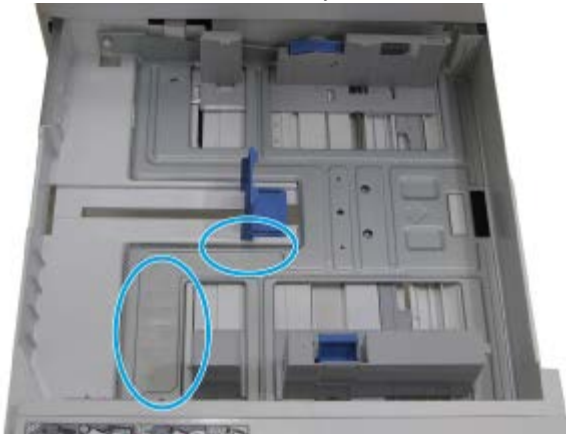
The paper did not reach the tray 3 pickup feed jam sensor when printing from tray 3.

Recommended action

Recommended action for customers

1. Open the right door. Remove any jammed paper found.

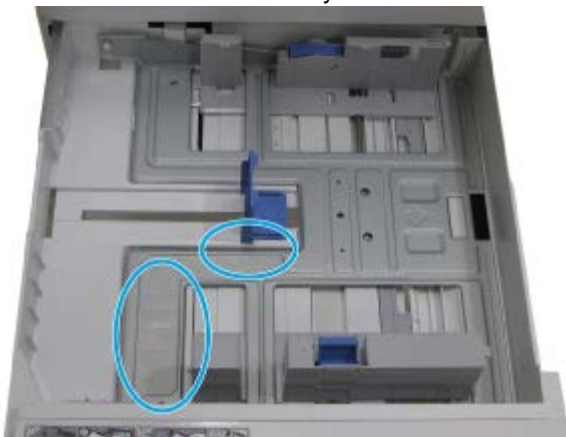
2. Check if there is any obstruction or paper jammed inside the printer. If there is, remove it.
3. Open tray 3 and remove any jammed paper found.
4. Ensure that the tray width guides are set to the correct paper size being installed into the tray. The arrow on the guide should line up exactly with the line connected to the paper size designation. Ensure that the tray is not filled above the fill mark on the tray.



5. Check the tray 3 pick-up and feed rollers for wear, damage, or paper dust. Clean the rollers with a damp, lint free cloth.
6. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Open the right door. Remove any jammed paper found.
2. Check if there is any obstruction or paper jammed inside the printer. If there is, remove it.
3. Open tray 3 and remove any jammed paper found.
4. Ensure that the tray width guides are set to the correct paper size being installed into the tray. The arrow on the guide should line up exactly with the line connected to the paper size designation. Ensure that the tray is not filled above the fill mark on the tray.



5. Check the tray 3 pick-up and feed rollers.
 - a. Check the rollers for wear, damage, or paper dust.
 - b. Check if the pick-up/reverse/forward rollers are assembled correctly.
 - c. If the rollers are dirty clean them with a damp, lint free cloth.
 - d. If the pick-up/reverse/forward rollers are worn out or contaminated, replace the defective roller.
Part number: X3A83-67915
6. If the error persists, check the tray 3 pickup and feed jam detect sensor.
 - a. Open the following menus:

- Support Tools
- Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools
- Diagnostics

- Engine Diagnostics
- Engine Test Routines

- Run test 102-0300, Tray 3 Feed Sensor.
- Trip the tray 3 feed sensor as shown in the following image to ensure that it is functioning correctly.



- If the sensor test fails, check if the wire harness on the guide-feed assembly is connected correctly.
 - Check if the wire harness on the pickup unit and the feed sensor are connected correctly.
 - If the wires are good, replace the tray 3 feed sensor.
Part number: SAM-0604-001490
 - If the tray 3 feed sensor has been replaced and the sensor still does not function correctly, replace the main board PCA.
Part number: SAM-JC92-02958A
- If the sensor test passes or the error persists after checking the sensor and cabling, check the pickup unit 2.
 - Push the pickup-lever and check if it operates correctly. The rollers should drop when lever is pushed.
 - Run test 100-0380, Tray 3 Pickup Motor and listen for the motor to operate.
 - If the test fails, check if the wire harness on the pickup drive unit 2 assembly is connected correctly.
 - If the error persists, replace the main pickup 2nd assembly.
Part number: SAM-JC93-01365A

13.A8.D4 Jam in tray 4

Description

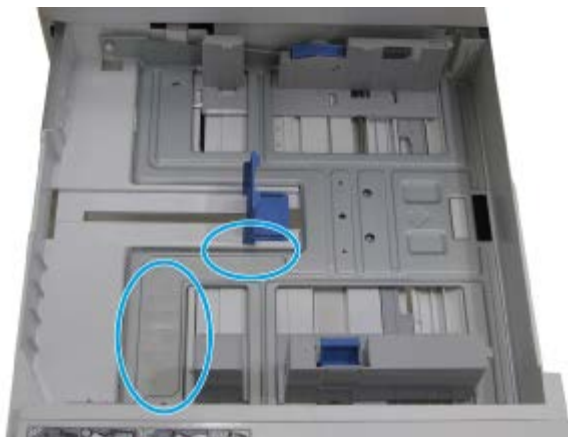
A paper jam occurred from tray 4.

The paper failed to reach the tray 3 pickup feed jam sensor when feeding from tray 4.

Recommended action

Recommended action for customers

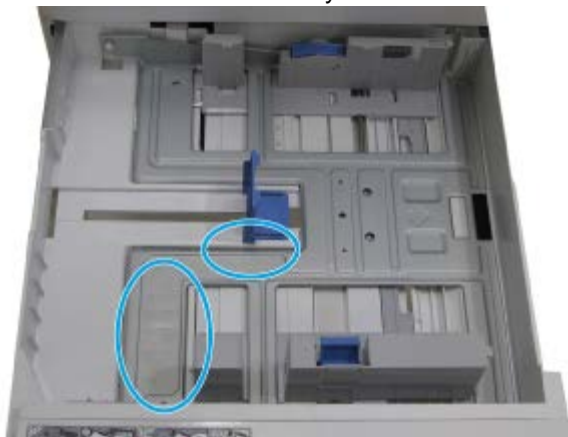
- Open the dual cassette department feeder or HCI right cover. Remove any jammed paper from the area.
- Open tray 4. Remove any jammed paper from the tray.
- Ensure that the tray width guides are set to the correct paper size being installed into the tray. The arrow on the guide should line up exactly with the line connected to the paper size designation. Ensure that the tray is not filled above the fill mark on the tray.



4. Check the tray 4 pick-up and feed rollers for wear, damage, or paper dust. Clean the rollers with a damp, lint free cloth.
5. If the error persists, please contact customer support.

HP LaserJet Dual Cassette Department Feeder recommended action for call-center agents and onsite technicians

1. Open the double capacity feeder DCF right cover. Remove any jammed paper from the area.
2. Open tray 4. Remove any jammed paper from the tray.
3. Ensure that the tray width guides are set to the correct paper size being installed into the tray. The arrow on the guide should line up exactly with the line connected to the paper size designation. Ensure that the tray is not filled above the fill mark on the tray.



4. Check the tray 4 pick-up and feed rollers.
 - a. Check the rollers for wear, damage, or paper dust.
 - b. Check if the pick-up/reverse/forward rollers are assembled correctly.
 - c. If the rollers are dirty clean them with a damp, lint free cloth.
 - d. If the pick-up/reverse/forward rollers are worn out or contaminated, replace the defective roller.
Part number: X3A92-67917
5. Run a paper path test from tray 3 to see if the printer jams in the same area.
6. If the error occurs from tray 3, check the tray 3 pickup and feed jam detect sensor. If the error does not occur from tray 3, skip to skip to the step to check the paper feed motor.
 - a. Open the following menus:
 - Support Tools
 - Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

 - Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
 - b. Run test 102-0300, Tray 3 Feed Sensor.
 - c. Trip the tray 3 feed sensor as shown in the following image to ensure that it is functioning correctly.



- d. If the sensor test fails, check if the wire harness on the guide-feed assembly is connected correctly.
 - e. Check if the wire harness on the pickup unit and the feed sensor are connected correctly.
 - f. If the wires are good, replace the tray 3 feed sensor.
Part number: SAM-0604-001490
 - g. If the tray 3 feed sensor has been replaced and the sensor still does not function correctly, replace the main board PCA.
Part number: SAM-JC92-02958A
7. If the jam does not occur from tray 3 or if the error persists after checking the sensor and cabling, check the paper feed motor.
 - a. Run test 100-0340, Feed Motor and listen for the motor to operate.
 - b. If the test fails, check if the wire harness on the feed drive assembly is connected correctly.
 - c. If the error persists, replace the feed motor or the feed drive assembly.
Feed motor part number: SAM-JC31-00132A
Feed drive assembly part number: SAM-JC93-01062A
 8. Check the paper path between the high capacity input and the tray 3 pickup feed jam sensor. Look for any obstructions or damage to the paper path and replace parts as needed using the service manual.
 9. Check the DCF feed motor.
 - a. Open the lower right door and run test 101-0140, Tray 4 Feed Motor.
 - b. Ensure that the feed rollers are rotating.
 - c. If the motor does not function correctly, check if the DCF feed motor wire harness is connected correctly.
 - d. If the connection is OK, replace the SF drive pickup assembly.
Part number: SAM-JC93-01063B

HP LaserJet 2,000 sheet Feeder (HCI) recommended action for call-center agents and onsite technicians

1. Open the 2,000 sheet HCI right cover. Remove any jammed paper from the area.
2. Open tray 4. Remove any jammed paper from the tray.
3. Ensure that the tray width guides are set to the correct paper size being installed into the tray. The arrow on the guide should line up exactly with the line connected to the paper size designation. Ensure that the tray is not filled above the fill mark on the tray.
4. Check the tray 4 pick-up and feed rollers.
 - a. Check the rollers for wear, damage, or paper dust.
 - b. Check if the pick-up/reverse/forward rollers are assembled correctly.
 - c. If the rollers are dirty clean them with a damp, lint free cloth.
 - d. If the pick-up/reverse/forward rollers are worn out or contaminated, replace the defective roller.
Part number: X3A92-67917
5. Run a paper path test from tray 3 to see if the printer jams in the same area.
6. If the error occurs from tray 3, check the tray 3 pickup and feed jam detect sensor. If the error does not occur from tray 3, skip to the step to check the paper feed motor.
 - a. Open the following menus:
 - Support Tools
 - Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools
- Diagnostics
- Engine Diagnostics
- Engine Test Routines

- b. Run test 102-0300, Tray 3 Feed Sensor.
- c. Trip the tray 3 feed sensor as shown in the following image to ensure that it is functioning correctly.



- d. If the sensor test fails, check if the wire harness on the guide-feed assembly is connected correctly.
 - e. Check if the wire harness on the pickup unit and the feed sensor are connected correctly.
 - f. If the wires are good, replace the tray 3 feed sensor.
Part number: SAM-0604-001490
 - g. If the tray 3 feed sensor has been replaced and the sensor still does not function correctly, replace the main board PCA.
Part number: SAM-JC92-02958A
7. If the jam does not occur from tray 3 or if the error persists after checking the sensor and cabling, check the paper feed motor.
 - a. Run test 100-0340, Feed Motor and listen for the motor to operate.
 - b. If the test fails, check if the wire harness on the feed drive assembly is connected correctly.
 - c. If the error persists, replace the feed motor or the feed drive assembly.
Feed motor part number: SAM-JC31-00132A
Feed drive assembly part number: SAM-JC93-01062A
 8. Check the paper path between the high capacity input and the tray 3 pickup feed jam sensor. Look for any obstructions or damage to the paper path and replace parts as needed using the service manual.
 9. Check the 2,000 sheet HCI feed motor.
 - a. Open the lower right door and run test 101-0140, Tray 4 Feed Motor.
 - b. Ensure that the feed rollers are rotating,
 - c. If the motor does not function correctly, check if the DCF feed motor wire harness is connected correctly.
 - d. If the connection is OK, replace the SF drive pickup assembly.
Part number: SAM-JC93-01063B

13.A8.D5 Jam in tray 5

Description

A paper jam occurred from tray 5.

The paper failed to reach the tray 3 pickup feed jam detection sensor when feeding from tray 5.

Recommended action

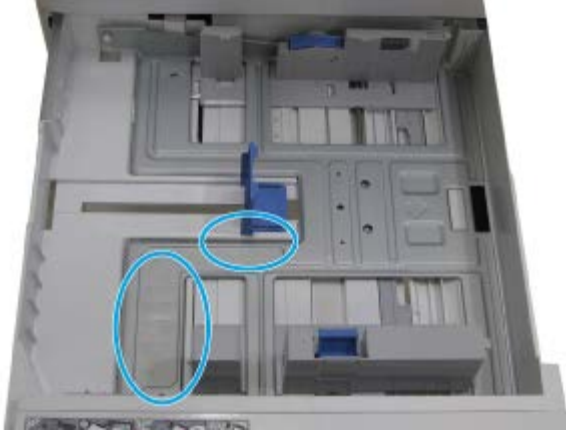
Recommended action for customers

1. Open the 3,000 sheet feeder top cover or the HCI side cover. Remove any jammed paper from the tray 5.
2. Ensure that the tray width guides are set to the correct paper size being installed into the tray. The arrow on the guide should line up exactly with the line connected to the paper size designation. Ensure that the tray is not filled above the fill mark on the tray.
3. Check the tray 5 pick-up and feed rollers for wear, damage, or paper dust. Clean the rollers with a damp, lint free cloth.

4. If the error persists, please contact customer support.

HP LaserJet Dual Cassette Department Feeder (DCF) recommended action for call-center agents and onsite technicians

1. Open the double capacity feeder DCF right cover. Remove any jammed paper from the area.
2. Open tray 5. Remove any jammed paper from the tray.
3. Ensure that the tray width guides are set to the correct paper size being installed into the tray. The arrow on the guide should line up exactly with the line connected to the paper size designation. Ensure that the tray is not filled above the fill mark on the tray.



4. Check the tray 5 pick-up and feed rollers.
 - a. Check the rollers for wear, damage, or paper dust.
 - b. Check if the pick-up/reverse/forward rollers are assembled correctly.
 - c. If the rollers are dirty clean them with a damp, lint free cloth.
 - d. If the pick-up/reverse/forward rollers are worn out or contaminated, replace the defective roller.
Part number: X3A92-67917
5. Run a paper path test from tray 3 to see if the printer jams in the same area.
6. If the error occurs from tray 3, check the tray 3 pickup and feed jam detect sensor. If the error does not occur from tray 3, skip to the step to check the paper feed motor.
 - a. Open the following menus:
 - Support Tools
 - Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
- b. Run test 102-0300, Tray 3 Feed Sensor.
 - c. Trip the tray 3 feed sensor as shown in the following image to ensure that it is functioning correctly.



- d. If the sensor test fails, check if the wire harness on the guide-feed assembly is connected correctly.

- e. Check if the wire harness on the pickup unit and the feed sensor are connected correctly.
 - f. If the wires are good, replace the tray 3 feed sensor.
Part number: SAM-0604-001490
 - g. If the tray 3 feed sensor has been replaced and the sensor still does not function correctly, replace the main board PCA.
Part number: SAM-JC92-02958A
7. If the jam does not occur from tray 3 or if the error persists after checking the sensor and cabling, check the paper feed motor.
- a. Run test 100-0340, Feed Motor and listen for the motor to operate.
 - b. If the test fails, check if the wire harness on the feed drive assembly is connected correctly.
 - c. If the error persists, replace the feed motor or the feed drive assembly.
Feed motor part number: SAM-JC31-00132A
Feed drive assembly part number: SAM-JC93-01062A
8. Check the paper path between the high capacity input and the tray 3 pickup feed jam sensor. Look for any obstructions or damage to the paper path and replace parts as needed using the service manual.
9. Check the DCF feed motor.
- a. Open the lower right door and run test 101-0150, Tray 5 Feed Motor.
 - b. Ensure that the feed rollers are rotating,
 - c. If the motor does not function correctly, check if the DCF feed motor wire harness is connected correctly.
 - d. If the connection is OK, replace the SF drive pickup assembly.
Part number: SAM-JC93-01063B

HP LaserJet 3,000 sheet feeder recommended action for call-center agents and onsite technicians

1. Open the 3,000 sheet feeder top cover. Remove any jammed paper from the tray 5.
2. Check the tray 5 pick-up and feed rollers.
 - a. Check the rollers for wear, damage, or paper dust.
 - b. If the rollers are dirty clean them with a damp, lint free cloth.
 - c. If the pick-up/reverse/forward rollers are worn out or contaminated, replace the defective roller.
Part number: X3A92-67917
3. Run a paper path test from tray 3 to see if the printer jams in the same area.
4. If the error occurs from tray 3, check the tray 3 pickup and feed jam detect sensor. If the error does not occur from tray 3, skip to the step to check the paper path.
 - a. Open the following menus:
 - Support Tools
 - Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

 - Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
 - b. Run test 102-0300, Tray 3 Feed Sensor.
 - c. Trip the tray 3 feed sensor as shown in the following image to ensure that it is functioning correctly.



- d. If the sensor test fails, check if the wire harness on the guide-feed assembly is connected correctly.
 - e. Check if the wire harness on the pickup unit and the feed sensor are connected correctly.
 - f. If the wires are good, replace the tray 3 feed sensor.
Part number: SAM-0604-001490
 - g. If the tray 3 feed sensor has been replaced and the sensor still does not function correctly, replace the main board PCA.
Part number: SAM-JC92-02958A
5. If tray 3 passes, check the paper path between the 3,000 input and the tray 3 pickup feed jam sensor. Look for any obstructions or damage to the paper path and replace parts as needed using the service manual.
 6. Check the sHCI (3,000 sheet feeder) pick up motor.
 - a. Open the following menus:
 - Support Tools
 - Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

 - Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
 - b. Test the feed motor 100-0700, Tray 6 Pickup Motor.
 - c. If the test fails, check the wire harness connection to the pickup motor and the PCA.
 - d. If the connections are good, replace the pickup motor.
Part number: SAM-JC31-01083A
 7. If the error persists, check the sHCI (3,000 sheet feeder) paper feed motor.
 - a. Test the feed motor 101-0160, Tray 6 Feed Motor.
 - b. If the test fails, check the wire harness connection to the pickup motor and the PCA.
 - c. If the connections are good, replace the feed motor.
Part number: SAM-JC31-00163A
 8. If the error persists and paper is found inside the printer engine, check the paper feed motor.
 - a. Run test 100-0340, Feed Motor and listen for the motor to operate.
 - b. If the test fails, check if the wire harness on the feed drive assembly is connected correctly.
 - c. If the error persists, replace the feed motor or the feed drive assembly.
Feed motor part number: SAM-JC31-00132A
Feed drive assembly part number: SAM-JC93-01062A

13.A8.D6 Jam in tray 6

Description

A paper jam occurred from tray 6 (3,000 sheet feeder).

The paper failed to reach the tray 3 pickup jam detection sensor when feeding from tray 6.

Recommended action

Recommended action for customers

1. Open the large capacity tray top cover. Remove any jammed paper from the tray 6.
2. Ensure that the tray width guides are set to the correct paper size being installed into the tray. The arrow on the guide should line up exactly with the line connected to the paper size designation. Ensure that the tray is not filled above the fill mark on the tray.
3. Check the tray 6 pick-up and feed rollers for wear, damage, or paper dust. Clean the rollers with a damp, lint free cloth.
4. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Open the 3,000 sheet feeder top cover. Remove any jammed paper from the tray 6.
2. Check the tray 6 pick-up and feed rollers.
 - a. Check the rollers for wear, damage, or paper dust.
 - b. If the rollers are dirty clean them with a damp, lint free cloth.
 - c. If the pick-up/reverse/forward rollers are worn out or contaminated, replace the defective roller.
Part number: X3A92-67917
3. Run a paper path test from tray 3 to see if the printer jams in the same area.
4. If the error occurs from tray 3, check the tray 3 pickup and feed jam detect sensor. If the error does not occur from tray 3, skip to the step to check the paper path.

- a. Open the following menus:

- Support Tools
- Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools
- Diagnostics
- Engine Diagnostics
- Engine Test Routines

- b. Run test 102–0300, Tray 3 Feed Sensor.
- c. Trip the tray 3 feed sensor as shown in the following image to ensure that it is functioning correctly.



- d. If the sensor test fails, check if the wire harness on the guide-feed assembly is connected correctly.
- e. Check if the wire harness on the pickup unit and the feed sensor are connected correctly.
- f. If the wires are good, replace the tray 3 feed sensor.
Part number: SAM-0604-001490
- g. If the tray 3 feed sensor has been replaced and the sensor still does not function correctly, replace the main board PCA.
Part number: SAM-JC92-02958A
5. If tray 3 passes, check the paper path between the 3,000 input and the tray 3 pickup feed jam sensor. Look for any obstructions or damage to the paper path and replace parts as needed using the service manual.
6. Check the tray 6 (3,000 sheet feeder) pick up motor.
 - a. Open the following menus:

- Support Tools
- Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools
- Diagnostics
- Engine Diagnostics
- Engine Test Routines

- b. Test the feed motor 100-0700, Tray 6 Pickup Motor.
 - c. If the test fails, check the wire harness connection to the pickup motor and the PCA.
 - d. If the connections are good, replace the pickup motor.
Part number: SAM-JC31-01083A
7. If the error persists, check the tray 6 paper feed motor.
 - a. Test the feed motor 101-0160, Tray 6 Feed Motor.
 - b. If the test fails, check the wire harness connection to the pickup motor and the PCA.
 - c. If the connections are good, replace the feed motor.
Part number: SAM-JC31-00163A
8. If the error persists and paper is found inside the printer engine, check the paper feed motor.
 - a. Run test 100-0340, Feed Motor and listen for the motor to operate.
 - b. If the test fails, check if the wire harness on the feed drive assembly is connected correctly.
 - c. If the error persists, replace the feed motor or the feed drive assembly.
Feed motor part number: SAM-JC31-00132A
Feed drive assembly part number: SAM-JC93-01062A

13.A8.FF

Description

Residual jam at tray 2 jam detect sensor A8.

Recommended action

Recommended action for customers

1. Open the right door. Remove any jammed paper found.
2. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Open the right door. Remove any jammed paper found.
2. Check if there is any obstruction or paper jammed inside the printer. If there is, remove it.
3. Open tray 3 and remove any jammed paper found.
4. Check the tray 3 pickup and feed jam detect sensor.
 - a. Open the following menus:
 - Support Tools
 - Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

 - Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
 - b. Run test 102-0300, Tray 3 Feed Sensor.
 - c. Trip the tray 3 feed sensor as shown in the following image to ensure that it is functioning correctly.



- d. If the sensor test fails, check if the wire harness on the guide-feed assembly is connected correctly.
- e. Check if the wire harness on the pickup unit and the feed sensor are connected correctly.
- f. If the wires are good, replace the tray 3 feed sensor.
Part number: SAM-0604-001490
- g. If the tray 3 feed sensor has been replaced and the sensor still does not function correctly, replace the main board PCA.
Part number: SAM-JC92-02958A

13.B2.Az

Description

A paper stay jam occurred at the registration sensor.

The paper did not leave the registration sensor when printing from tray X.

- **13.B2.A1** Stay jam when printing from tray 1
- **13.B2.A2** Stay jam when printing from tray 2
- **13.B2.A3** Stay jam when printing from tray 3
- **13.B2.A4** Stay jam when printing from tray 4
- **13.B2.A5** Stay jam when printing from tray 5
- **13.B2.A6** Stay jam when printing from tray 6
- **13.B2.AD** Stay jam when printing from the duplexer

Recommended action

Recommended action for customers

1. Open the right door. Remove any jammed paper found.
2. Check if there is any obstruction or paper jammed inside the printer. If there is, remove the obstruction or jam.
3. Close the right door and allow the printer to clear the paper path.
4. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Open the right door. Remove any jammed paper found.
2. Check if there is any obstruction or paper jammed inside the printer. If there is, remove it.
3. Close the right door and allow the printer to clear the paper path.
4. If the error persists, check the registration sensor.

- a. Open the following menus:

- Support Tools
- Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools
- Diagnostics
- Engine Diagnostics
- Engine Test Routines

- b. Run test 102–0360, Registration Sensor
- c. Use a sheet of paper to trip the registration sensor to ensure that it is functioning correctly.



- d. If the sensor test fails, check the wire harness between the registration sensor and the main board PCA.
 - e. If the wire harness is good, replace the registration sensor or registration assembly.
Registration sensor part number: SAM-0604-001381
Registration assembly part number: SAM-JC93-01116A
5. Check the registration motor.
 - a. Run the test 100-0410, Registration Motor.
 - b. If the motor operation is normal, skip to the step for checking the fuser motor.
 - c. If the motor test fails check the cabling between the registration motor and the main board PCA.
 - d. If the cabling is good, replace the registration drive unit.
Part number: SAM-JC93-01061A
 6. Check the fuser motor.
 - a. Run the test 109-0034, Fuser Motor Ready.
 - b. Inspect the fuser unit. If the gears on the fuser are damaged, replace the fuser.
Fuser (110v) SAM-JC91-01195A
Fuser (220v) SAM-JC91-01194A
 - c. If the motor test fails check the cabling between the fuser motor and the main board PCA.
 - d. If the cabling is good, replace the fuser drive unit.
Part number: SAM-JC93-01064A
 7. If the error persists, replace the main board PCA.
Part number: SAM-JC92-02922C

13.B2.D1 Jam in tray 1

Description

The paper did not reach the registration sensor when printing from tray 1 (MP tray).

Recommended action

Recommended action for customers

1. Remove any jammed paper from tray 1.
2. Ensure that the tray width guides are set to the correct paper size being installed into the tray. The arrow on the guide should line up exactly with the line connected to the paper size designation. Ensure that the tray is not filled above the fill mark on the tray.



3. Open the right door. Remove any jammed paper found.
4. Remove the tray 1 pick-up and feed roller cover.
5. Check the tray 1 pick-up and feed rollers for wear, damage, or paper dust. Clean the rollers with a damp, lint free cloth.
6. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Remove any jammed paper from tray 1.
2. Ensure that the tray width guides are set to the correct paper size being installed into the tray. The arrow on the guide should line up exactly with the line connected to the paper size designation. Ensure that the tray is not filled above the fill mark on the tray.



3. Open the right door. Remove any jammed paper found.
4. Check the tray 1 pick-up and feed rollers.
 - a. Remove the tray 1 pick-up and feed roller cover.
 - b. Check the tray rollers for wear, damage, or paper dust.
 - c. Check if the pick-up/reverse/forward rollers are assembled correctly.
 - d. If the rollers are dirty clean them with a damp, lint free cloth.
 - e. If the pick-up/reverse/forward rollers are worn out or contaminated, replace the defective roller.
Part number: X3A92-67918
5. Test the printer paper path from tray 2. If tray 2 fails, check the registration sensor. If tray 2 passes, skip to the step to check the tray 1 (MP) solenoid.
 - a. Open the following menus:
 - Support Tools
 - Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools
- Diagnostics
- Engine Diagnostics
- Engine Test Routines

- b. Run test 102–0360, Registration Sensor.
- c. Use a sheet of paper to trip the registration sensor to ensure that it is functioning correctly.



- d. If the sensor test fails, check the wire harness between the registration sensor and the main board PCA.
 - e. If the wire harness is good, replace the registration sensor or registration assembly.
Registration sensor part number: SAM-0604-001381
Registration assembly part number: SAM-JC93-01116A
6. Check if the tray 1 (MP tray) solenoid operates correctly.
- a. Make sure that tray 1 is open.
 - b. Run test 101-0271, MP Solenoid. Watch for the pickup rollers to move when the solenoid is actuated.
 - c. If the tray 1 (MP) solenoid does not function correctly, check the wire harness connection for the tray 1 (MP) unit.
 - d. If the tray 1 solenoid fails and the wire harness has no defects, replace the tray 1 solenoid.
Part number: SAM-JC33-00029B
7. Check the tray 1 drive unit.
- a. Open the right door and run test 100–0420, Tray 1 Feed Motor.
 - b. Verify the motor is running by viewing the shaft in the following image.



- c. Run test 101-0270, MP Clutch and verify the clutch is good by viewing the gear rotate in the following image.



- d. If the motor or the clutch does not function, check if both wiring harnesses are connected correctly.
- e. If the connection is good, replace the feed drive motor, feed drive clutch or the feed drive unit for tray 1 as needed.

Feed drive motor part number: SAM-JC31-00132A

Feed drive clutch part number: SAM-JC47-00037A

Feed drive unit part number: SAM-JC93-01062A

13.B2.D2 Jam in tray 2

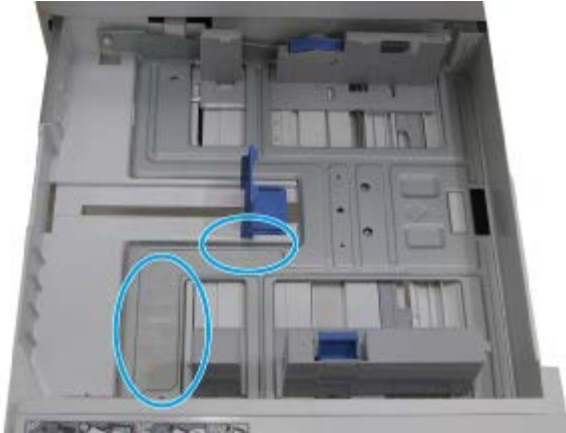
Description

The paper did not reach the registration sensor when printing from tray 2.

Recommended action

Recommended action for customers

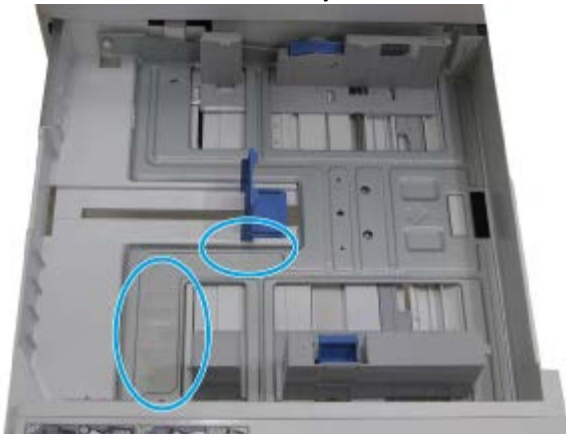
1. Open the right door. Remove any jammed paper found.
2. Check if there is any obstruction or paper jammed inside the printer. If there is, remove it.
3. Open tray 2 and remove any jammed paper found.
4. Ensure that the tray width guides are set to the correct paper size being installed into the tray. The arrow on the guide should line up exactly with the line connected to the paper size designation. Ensure that the tray is not filled above the fill mark on the tray.



5. Check the tray 2 pick-up and feed rollers for wear, damage, or paper dust. Clean the rollers with a damp, lint free cloth.
6. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Open the right door. Remove any jammed paper found.
2. Check if there is any obstruction or paper jammed inside the printer. If there is, remove it.
3. Open tray 2 and remove any jammed paper found.
4. Ensure that the tray width guides are set to the correct paper size being installed into the tray. The arrow on the guide should line up exactly with the line connected to the paper size designation. Ensure that the tray is not filled above the fill mark on the tray.



5. Check the tray 2 pick-up and feed rollers.

- a. Check the rollers for wear, damage, or paper dust.
- b. Check if the pick-up/reverse/forward rollers are assembled correctly.
- c. If the rollers are dirty clean them with a damp, lint free cloth.
- d. If the pick-up/reverse/forward rollers are worn out or contaminated, replace the defective roller.
Part number: X3A92-67917

6. If the error persists, check the registration sensor.

a. Open the following menus:

- Support Tools
- Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools
- Diagnostics
- Engine Diagnostics
- Engine Test Routines

b. Run test 102–0360, Registration Sensor.

c. Use a sheet of paper to trip the registration sensor to ensure that it is functioning correctly.



- d. If the sensor test fails, check the wire harness between the registration sensor and the main board PCA.
- e. If the wire harness is good, replace the registration sensor or registration assembly.

Registration sensor part number: SAM-0604-001381

Registration assembly part number: SAM-JC93-01116A

7. Check if the tray 2 pre-feed sensor is functioning correctly.

a. Run test 102–0292, Pre Feed 2 Sensor.

b. Use a sheet of paper to trip the pre-feed sensor to ensure that it is functioning correctly.



c. If the pre-feed sensor does not function correctly, replace the sensor.

Before replacing the part ensure the wire connection to the sensor and main board are good.

Part number: SAM-0604-001490

8. Check the tray 2 pickup drive unit.
 - a. Remove tray 2.
 - b. Run test 100-0370, Tray 2 Pick-Up Motor. Look inside the tray 2 opening and ensure that the pickup roller is rotating freely.
 - c. If the tray 2 motor does not function correctly, check the wire harness connection of tray 2 pickup drive unit.
 - d. If the tray 2 wire harness has no defects, replace the tray 2 pickup motor or pickup drive unit.
Pickup motor part number: SAM-JC93-01083A
Pickup drive part number: SAM-JC93-01063A
9. Check the tray 1 drive unit.
 - a. Open the right door and run test 100-0420, Tray 1 Motor.
 - b. Verify the motor is running by viewing the shaft in the following image.



- c. If the motor does not function, check if wiring harness is connected correctly.
- d. If the connection is good, replace the feed drive motor or the feed drive unit.
Feed drive motor part number: SAM-JC31-00132A
Feed drive unit part number: SAM-JC93-01062A

13.B2.D3

Description

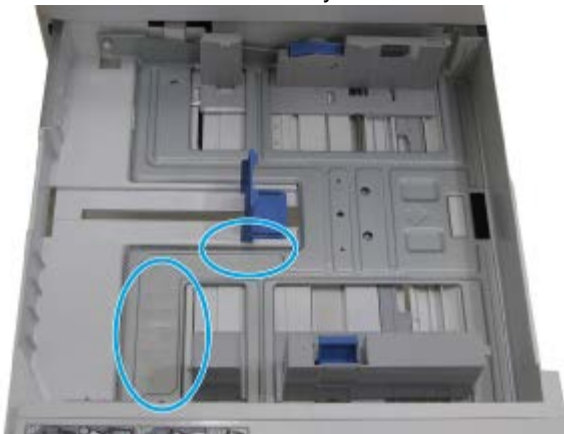
A paper jam occurred from tray 3.

The paper did not reach the registration sensor when printing from tray 3.

Recommended action

Recommended action for customers

1. Open the right door. Remove any jammed paper found.
2. Check if there is any obstruction or paper jammed inside the printer. If there is, remove it.
3. Open tray 3 and remove any jammed paper found.
4. Ensure that the tray width guides are set to the correct paper size being installed into the tray. The arrow on the guide should line up exactly with the line connected to the paper size designation. Ensure that the tray is not filled above the fill mark on the tray.



5. Check the tray 3 pick-up and feed rollers for wear, damage, or paper dust. Clean the rollers with a damp, lint free

cloth.

6. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Open the right door. Remove any jammed paper found.
2. Check if there is any obstruction or paper jammed inside the printer. If there is, remove it.
3. Test the printer paper path from tray 2 to see if a jam occurs at the registration jam sensor.
4. If a paper jam occurs at the registration jam sensor when printing from tray 2 perform the following steps. If tray 2 passes skip to the step for checking tray 3.
 - a. Check the registration sensor.
 - b. Open the following menus:

- Support Tools
- Service

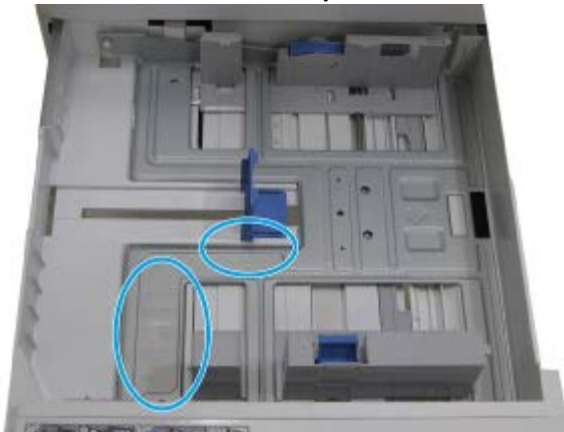
The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools
- Diagnostics
- Engine Diagnostics
- Engine Test Routines

- c. Run test 102–0360, Registration Sensor.
- d. Use a sheet of paper to trip the registration sensor to ensure that it is functioning correctly.



- e. If the sensor test fails, check the wire harness between the registration sensor and the main board PCA.
 - f. If the wire harness is good, replace the registration sensor or registration assembly.
Registration sensor part number: SAM-0604-001381
Registration assembly part number: SAM-JC93-01116A
5. Open tray 3. Remove any jammed paper from the tray.
 6. Ensure that the tray width guides are set to the correct paper size being installed into the tray. The arrow on the guide should line up exactly with the line connected to the paper size designation. Ensure that the tray is not filled above the fill mark on the tray.



7. Check the tray 3 pick-up and feed rollers for wear, damage, or paper dust. Clean the rollers with a damp, lint free

- cloth.
8. If the pick-up/reverse/forward rollers are worn out or contaminated, replace the defective roller.
Part number: X3A92-67917
 9. Check the tray 3 pickup drive unit.
 - a. Remove tray 3.
 - b. Run test 100-0380, Tray 3 Pick-Up Motor. Look inside the tray 3 opening and ensure that the pickup roller is rotating freely.
 - c. If the tray 3 motor does not function correctly, check the wire harness connection of tray 3 pickup drive unit.
 - d. If the tray 3 wire harness has no defects, replace the tray 3 pickup motor or pickup drive unit.
Pickup motor part number: SAM-JC93-01083A
Pickup drive part number: SAM-JC93-01065A
 10. If error persists, check the paper feed motor.
 - a. Run test 100-0340, Feed Motor and listen for the motor to operate.
 - b. If the test fails, check if the wire harness on the feed drive assembly is connected correctly.
 - c. If the error persists, replace the feed motor or the feed drive assembly.
Feed motor part number: SAM-JC31-00132A
Feed drive assembly part number: SAM-JC93-01062A

13.B2.D4

Description

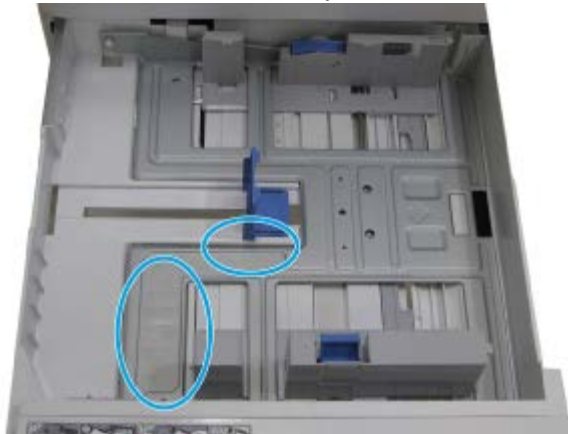
A paper jam occurred from tray 4.

The paper failed to reach the tray registration jam detection sensor when feeding from tray 4.

Recommended action

Recommended action for customers

1. Open the right door. Remove any jammed paper found.
2. Check if there is any obstruction or paper jammed inside the printer. If there is, remove it.
3. Open the HP LaserJet Dual Cassette Department Feeder or 2,000 sheet HCI right cover. Remove any jammed paper from the area.
4. Open tray 4. Remove any jammed paper from the tray.
5. Ensure that the tray width guides are set to the correct paper size being installed into the tray. The arrow on the guide should line up exactly with the line connected to the paper size designation. Ensure that the tray is not filled above the fill mark on the tray.



6. Check the tray 4 pick-up and feed rollers for wear, damage, or paper dust. Clean the rollers with a damp, lint free cloth.
7. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Open the right door. Remove any jammed paper found.
2. Open the HP LaserJet Dual Cassette Department Feeder or 2,000 sheet HCI right cover. Remove any jammed paper from the area.
3. Check if there is any obstruction or paper jammed inside the printer. If there is, remove it.
4. Test the printer paper path from tray 2 and tray 3 to see if a jam occurs at the registration jam sensor.
- 5.

If a paper jam occurs at the registration jam sensor when printing from tray 2 and tray 3 perform the following steps. If tray 2 and tray 3 passes, skip to the step for checking tray 4.

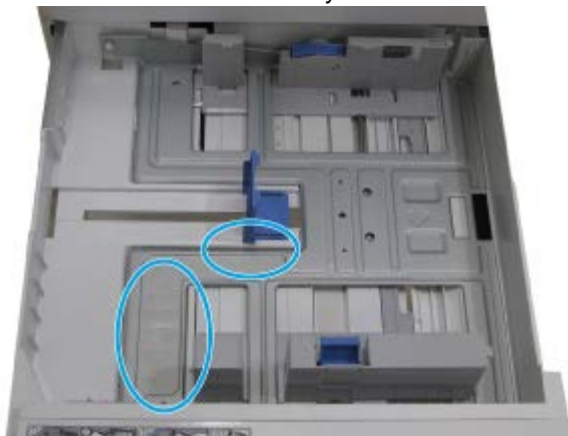
- a. Check the registration sensor.
- b. Open the following menus:
 - Support Tools
 - Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
- c. Run test 102–0360, Registration Sensor.
 - d. Use a sheet of paper to trip the registration sensor to ensure that it is functioning correctly.



- e. If the sensor test fails, check the wire harness between the registration sensor and the main board PCA.
 - f. If the wire harness is good, replace the registration sensor or registration assembly.
Registration sensor part number: SAM-0604-001381
Registration assembly part number: SAM-JC93-01116A
6. Open tray 4. Remove any jammed paper from the tray.
 7. Ensure that the tray width guides are set to the correct paper size being installed into the tray. The arrow on the guide should line up exactly with the line connected to the paper size designation. Ensure that the tray is not filled above the fill mark on the tray.



8. Check the tray 4 pick-up and feed rollers for wear, damage, or paper dust. Clean the rollers with a damp, lint free cloth.
9. If the pick-up/reverse/forward rollers are worn out or contaminated, replace the defective roller.
Part number: X3A92-67917
10. If error persists, check the paper feed motor.
 - a. Run test 100-0340, Feed Motor and listen for the motor to operate.
 - b. If the test fails, check if the wire harness on the feed drive assembly is connected correctly.
 - c. If the error persists, replace the feed motor or the feed drive assembly.

Feed motor part number: SAM-JC31-00132A
Feed drive assembly part number: SAM-JC93-01062A

13.B2.D5

Description

Paper delay at registration sensor from tray 5.

Recommended action

Recommended action for customers

1. Open the right door. Remove any jammed paper found.
2. Check if there is any obstruction or paper jammed inside the printer. If there is, remove it.
3. Open the dual cassette department feeder right cover or the 3,000 sheet feeder top cover. Remove any jammed paper from the area.
4. Check the paper tray and remove any jammed paper from the tray.
5. Ensure that the tray width guides are set to the correct paper size being installed into the tray. The arrow on the guide should line up exactly with the line connected to the paper size designation. Ensure that the tray is not filled above the fill mark on the tray.
6. Check the tray 5 pick-up and feed rollers for wear, damage, or paper dust. Clean the rollers with a damp, lint free cloth.
7. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Open the right door. Remove any jammed paper found.
2. Check if there is any obstruction or paper jammed inside the printer. If there is, remove it.
3. Open the dual cassette department feeder right cover or the 3,000 sheet feeder top cover. Remove any jammed paper from the area.
4. Check if there is any obstruction or paper jammed inside the printer. If there is, remove it.
5. Test the printer paper path from tray 2 and tray 3 to see if a jam occurs at the registration jam sensor.
6. If a paper jam occurs at the registration jam sensor when printing from tray 2 and tray 3 perform the following steps. If tray 2 and tray 3 passes, skip to the step for checking the paper tray.
 - a. Check the registration sensor.
 - b. Open the following menus:
 - Support Tools
 - Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

 - Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
 - c. Run test 102–0360, Registration Sensor.
 - d. Use a sheet of paper to trip the registration sensor to ensure that it is functioning correctly.



- e. If the sensor test fails, check the wire harness between the registration sensor and the main board PCA.
- f. If the wire harness is good, replace the registration sensor or registration assembly.
Registration sensor part number: SAM-0604-001381
Registration assembly part number: SAM-JC93-01116A
7. Check the paper tray and remove any jammed paper from the tray.
8. Ensure that the tray width guides are set to the correct paper size being installed into the tray. The arrow on the guide should line up exactly with the line connected to the paper size designation. Ensure that the tray is not filled above the fill mark on the tray.
9. Check the tray 5 pick-up and feed rollers for wear, damage, or paper dust. Clean the rollers with a damp, lint free cloth.
10. If the pick-up/reverse/forward rollers are worn out or contaminated, replace the defective roller.
Part number: X3A92-67917
11. If error persists, check the paper feed motor.
 - a. Run test 100-0340, Feed Motor and listen for the motor to operate.
 - b. If the test fails, check if the wire harness on the feed drive assembly is connected correctly.
 - c. If the error persists, replace the feed motor or the feed drive assembly.
Feed motor part number: SAM-JC31-00132A
Feed drive assembly part number: SAM-JC93-01062A

13.B2.D6

Description

Paper delay at registration sensor from tray 6.

Recommended action

Recommended action for customers

1. Open the right door. Remove any jammed paper found.
2. Check if there is any obstruction or paper jammed inside the printer. If there is, remove it.
3. Open the 3,000 sheet feeder top cover. Remove any jammed paper from the area.
4. Ensure that the tray is not filled above the fill mark on the tray.
5. Check the tray 6 pick-up and feed rollers for wear, damage, or paper dust. Clean the rollers with a damp, lint free cloth.
6. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Open the right door. Remove any jammed paper found.
2. Check if there is any obstruction or paper jammed inside the printer. If there is, remove it.
3. Open the 3,000 sheet feeder top cover. Remove any jammed paper from the area.
4. Test the printer paper path from tray 2 and tray 3 to see if a jam occurs at the registration jam sensor.
5. If a paper jam occurs at the registration jam sensor when printing from tray 2 and tray 3 perform the following steps. If tray 2 and tray 3 passes, skip to the step for checking the paper tray.
 - a. Check the registration sensor.
 - b. Open the following menus:
 - Support Tools
 - Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

 - Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
 - c. Run test 102-0360, Registration Sensor.
 - d. Use a sheet of paper to trip the registration sensor to ensure that it is functioning correctly.



- e. If the sensor test fails, check the wire harness between the registration sensor and the main board PCA.
 - f. If the wire harness is good, replace the registration sensor or registration assembly.
Registration sensor part number: SAM-0604-001381
Registration assembly part number: SAM-JC93-01116A
6. Ensure that the tray is not filled above the fill mark on the tray.
 7. Check the tray 6 pick-up and feed rollers for wear, damage, or paper dust. Clean the rollers with a damp, lint free cloth.
 8. If the pick-up/reverse/forward rollers are worn out or contaminated, replace the defective roller.
Part number: X3A92-67917
 9. Check the tray 6 (3,000 sheet feeder) pick up motor.
 - a. Open the following menus:
 - Support Tools
 - Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

 - Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
 - b. Test the feed motor 100-0700, Tray 6 Pickup Motor.
 - c. If the test fails, check the wire harness connection to the pickup motor and the PCA.
 - d. If the connections are good, replace the drive motor.
Part number: SAM-JC93-01083A
 10. If the error persists, check the tray 6 paper feed motor.
 - a. Test the feed motor 101-0160, Tray 6 Feed Motor.
 - b. If the test fails, check the wire harness connection to the feed motor and the PCA.
 - c. If the connections are good, replace the feed motor.
Part number: SAM-JC93-01063A
 11. If error persists, check the paper feed motor.
 - a. Run test 100-0340, Feed Motor and listen for the motor to operate.
 - b. If the test fails, check if the wire harness on the feed drive assembly is connected correctly.
 - c. If the error persists, replace the feed motor or the feed drive assembly.
Feed motor part number: SAM-JC31-00132A
Feed drive assembly part number: SAM-JC93-01062A

13.B2.DD

Description

A paper delay jam occurred at the registration sensor.

The paper did not reach the registration sensor when printing from the duplexer.

Recommended action

Recommended action for customers

1. Open the right door. Remove any jammed paper found.
2. Open the duplex path and remove any paper found.

3: Open the duplex path



4: Check for jams



3. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Open the right door. Remove any jammed paper found.
2. Open the duplex path and remove any paper found.

5: Open the duplex path



6: Check for jams



3. Test the printer in the simplex mode to see if a jam occurs at the registration jam sensor.
4. If a paper jam occurs at the registration jam sensor when printing in simplex mode, perform the following steps. If simplex mode passes, skip to the step for checking the paper feed motor.
 - a. Check the registration sensor.
 - b. Open the following menus:

- Support Tools
- Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools
- Diagnostics
- Engine Diagnostics
- Engine Test Routines

- c. Run test 102-0360, Registration Sensor.
- d. Use a sheet of paper to trip the registration sensor to ensure that it is functioning correctly.



- e. If the sensor test fails, check the wire harness between the registration sensor and the main board PCA.
 - f. If the wire harness is good, replace the registration sensor or registration assembly.
Registration sensor part number: SAM-0604-001381
Registration assembly part number: SAM-JC93-01116A
5. If error persists, check the paper feed motor.
 - a. Run test 100-0340, Feed Motor and listen for the motor to operate.
 - b. If the test fails, check if the wire harness on the feed drive assembly is connected correctly.
 - c. If the error persists, replace the feed motor or the feed drive assembly.
Feed motor part number: SAM-JC31-00132A
Feed drive assembly part number: SAM-JC93-01062A
 6. Test the duplex motor.
 - a. Open the following menus:
 - Support Tools

Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools
- Diagnostics
- Engine Diagnostics
- Engine Test Routines

- b. Run test 100–0490, Duplex 2 Motor forward.
-

To run this test, the right door sensor might need to be tripped.



- c. With the duplex path open, observe the duplex drive belt to ensure the motor is functioning correctly.



- d. If the sensor test fails, check the wire harness between the duplex drive.
 e. If the wire harness is good, replace the duplex motor.

Part number: SAM-JC93-01085A

7. Run test 100–0430, Exit 2 Motor forward.
 8. If the sensor test fails, check the wire harness between the exit drive and the main PCA.
 9. If the wire harness is good, replace the exit drive motor.
 Part number: SAM-JC93-00802A

13.B2.FF

Description

Residual paper jam at registration sensor.

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

The leading edge of the paper has not reached the registration sensor within the specified time.

Recommended action

Recommended action for customers

1. Open the right door. Remove any jammed paper found.
2. Check if there is any obstruction or paper jammed inside the printer. If there is, remove it.
3. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Open the right door. Remove any jammed paper found.
2. Check if there is any obstruction or paper jammed inside the printer. If there is, remove it.
3. Check the registration sensor.
 - a. Check the registration sensor.
 - b. Open the following menus:
 - Support Tools
 - Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

 - Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
 - c. Run test 102–0360, Registration Sensor.
 - d. Use a sheet of paper to trip the registration sensor to ensure that it is functioning correctly.



- e. If the sensor test fails, check the wire harness between the registration sensor and the main board PCA.
- f. If the wire harness is good, replace the registration sensor or registration assembly.
 Registration sensor part number: SAM-0604-001381
 Registration assembly part number: SAM-JC93-01116A

13.B4.Az

Description

Paper stay jam at the loop sensor. A jam occurs because the rear of the paper fails to exit the loop detection sensor.

- **13.B4.A1** Stay jam when printing from tray 1
- **13.B4.A2** Stay jam when printing from tray 2
- **13.B4.A3** Stay jam when printing from tray 3
- **13.B4.A4** Stay jam when printing from tray 4
- **13.B4.A5** Stay jam when printing from tray 5
- **13.B4.A6** Stay jam when printing from tray 6
- **13.B4.AD** Stay jam when printing from the duplexer

Recommended action

Recommended action for customers

1. Open the right door. Remove any jammed paper found.
2. Check if there is any obstruction or paper jammed inside the printer. If there is, remove it.
3. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Open the right door. Remove any jammed paper found.
2. Check if there is any obstruction or paper jammed inside the printer. If there is, remove it.
3. Check the loop detection sensor.
 - a. Ensure the sensor actuator moves freely and is not damaged.



- b. If the actuator is damaged or the sensor does not function correctly, replace the cartridge sub-cover rear.
Part number: SAM-JC96-09859A
4. Test the registration assembly.
 - a. Run the test 100-0410, Registration Motor.
 - b. If the motor operation is normal, skip to the step for checking the paper feed motor.
 - c. If the motor test fails check the cabling between the registration motor and the main board PCA.
 - d. If the cabling is good, replace the registration drive unit.
Part number: SAM-JC93-01061A
5. If error persists, check the paper feed motor.
 - a. Run test 100-0340, Feed Motor and listen for the motor to operate.
 - b. If the test fails, check if the wire harness on the feed drive assembly is connected correctly.
 - c. If the error persists, replace the feed motor or the feed drive assembly.
Feed motor part number: SAM-JC31-00132A
Feed drive assembly part number: SAM-JC93-01062A

13.B4.Dz

Description

Paper delay jam at the loop sensor. A jam occurs because the paper failed to reach the loop detection sensor in the required time.

- **13.B4.D1** Delay jam when printing from tray 1
- **13.B4.D2** Delay jam when printing from tray 2
- **13.B4.D3** Delay jam when printing from tray 3
- **13.B4.D4** Delay jam when printing from tray 4
- **13.B4.D5** Delay jam when printing from tray 5
- **13.B4.D6** Delay jam when printing from tray 6
- **13.B4.DD** Delay jam when printing from the duplexer

Recommended action

Recommended action for customers

1. Open the right door. Remove any jammed paper found.
2. Check if there is any obstruction or paper jammed inside the printer. If there is, remove it.
3. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Open the right door. Remove any jammed paper found.
2. Check if there is any obstruction or paper jammed inside the printer. If there is, remove it.
3. Check the loop detection sensor.

- a. Ensure the sensor actuator moves freely and is not damaged.



- b. If the actuator is damaged or the sensor does not function correctly, replace the cartridge sub-cover rear.
Part number: SAM-JC96-09859A

4. Check the fuser and exit drive.

- a. Run test 109-0034, Fuser Motor Ready. If the motor functions correctly, skip to the step for checking the registration assembly.
- b. Check the wire harness connection of the fuser drive unit.
- c. Physically inspect the fuser drive gears for any obstructions or damage. If they are damaged or if obstructions cannot be cleared, replace the fuser drive.
Fuser drive part number: SAM-JC93-01064A
- d. Inspect the fuser unit. If the gears on the fuser are damaged, replace the fuser.
Fuser (110v) part number: SAM-JC91-01195A
Fuser (220v) part number: SAM-JC91-01194A
- e. If the gear drive is clean replace the fuser drive motor or the fuser drive unit.
Fuser drive motor part number: SAM-JC31-00123B
Fuser drive part number: SAM-JC93-01064A

5. If the error persists, test the registration assembly.

- a. Run the test 100-0410, Registration Motor.
- b. If the motor test fails check the cabling between the registration motor and the main board PCA.
- c. If the cabling is good, replace the registration drive unit.
Part number: SAM-JC93-01061A

13.B9.Az Fuser Jam

Description

Fuser delivery stay jam.

The jam occurs because the rear of the paper fails to exit the fuser exit sensor.

This jam code might be caused by:

- An accordion jam at the fuser exit. Something is blocking the paper before the output rollers.
- The output bin rollers not turning. There is very little distance from the fuser exit and the output bin.
- A sticky fuser exit flag. If it is stuck, or even delayed momentarily in the activated position, A jam occurs.
- Issues with the duplexer. This error occurs only on duplex jobs. Simplex jobs will print OK.

Z = Fuser mode

- **13.B9.A1** Printing in Auto-Sense mode Normal.
- **13.B9.A2** Printing in fuser mode Normal.
- **13.B9.A3** Printing in fuser mode Light 1 or Light 2.
- **13.B9.A4** Printing in fuser mode Heavy 1.
- **13.B9.A5** Printing in fuser mode Heavy 2.
- **13.B9.A6** Printing in fuser mode Heavy 3.
- **13.B9.A7** Printing in fuser mode Glossy paper 1.
- **13.B9.A8** Printing in fuser mode Glossy paper 2.
- **13.B9.A9** Printing in fuser mode Glossy paper 3.
-

- 13.B9.AB Printing in fuser mode Transparency.
- 13.B9.AC Printing in fuser mode Label.
- 13.B9.AD Printing in fuser mode Envelope 1 or Envelope 2.

Recommended action

Recommended action for customers

1. Open the right door. Remove any jammed paper found.
2. Check if there is any obstruction or paper jammed inside the printer. If there is, remove it.
3. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Open the right door. Remove any jammed paper found.
2. Check if there is any obstruction or paper jammed inside the printer. If there is, remove it.
3. Remove the fuser and check for wrapped paper or jams inside the fuser.
4. If the error persists after clearing jams, check the fuser exit sensor.

- a. Open the following menus:

- Support Tools
- Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools
- Diagnostics
- Engine Diagnostics
- Engine Test Routines

- b. Run test 102-0361, the Fuser Out Sensor test.



- c. If the sensor operation is normal, skip to the step for checking the fuser and exit drive unit.
 - d. If the sensor does not work, check the wire harness connection between fuser exit sensor and main board.
 - e. If the wire harness connection is OK, replace the fuser exit sensor or arm if damaged.
Actuator fuser out part number: SAM-JC66-04406A
Sensor part number: SAM-0604-001393
5. If the sensor works normally, check the fuser and exit drive unit.
 - a. Run test 109-0034, Fuser Motor Ready. If the motor functions correctly, skip to the step for checking the output unit.
 - b. Check the wire harness connection of the fuser drive unit.
 - c. Physically inspect the fuser drive gears for any obstructions or damage. If it is damaged or if the obstructions cannot be cleared, replace the fuser drive.
Fuser drive part number: SAM-JC93-01064A
 - d. Inspect the fuser unit. If the gears on the fuser are damaged, replace the fuser.
Fuser (110v) part number: SAM-JC91-01195A
Fuser (220v) part number: SAM-JC91-01194A
 - e. If the gear drive is clean, replace the fuser drive motor or the fuser drive unit.
Fuser drive motor part number: SAM-JC31-00123B
Fuser drive part number: SAM-JC93-01064A

6. Check the output unit.
 - a. Physically inspect the output path and gears for any obstructions or damage. If parts are damaged or if obstructions cannot be cleared, replace the damaged part or output unit.
 Output upper guide part number: SAM-JC90-01371A
 Output lower guide part number: SAM-JC90-01372A
 Output upper 2 part number: SAM-JC90-01374A
 Output lower 2 part number: SAM-JC90-01375A
 Output 1 part number: SAM-JC90-01370A
 Exit 2 part number: SAM-JC90-01373A
 - b. Run test 101–0280, Return Gate Solenoid.
 - c. Check the wire harness connection to the solenoid.
 - d. If the connections are good, replace the output gate solenoid.
 Part number: SAM-JC33-00031B

13.B9.Dz Jam in right door

Description

Fuser delivery delay jam.

The paper failed to reach the fuser exit sensor in the required time.

Z = tray printing from

- **13.B9.D1** Fuser delivery delay jam when printing from tray 1.
- **13.B9.D2** Fuser delivery delay jam when printing from tray 2.
- **13.B9.D3** Fuser delivery delay jam when printing from tray 3.
- **13.B9.D4** Fuser delivery delay jam when printing from tray 4.
- **13.B9.D5** Fuser delivery delay jam when printing from tray 5.
- **13.B9.D6** Fuser delivery delay jam when printing from tray 6.
- **13.B9.DD** Fuser delivery delay jam when printing from the duplexer.

Recommended action

Recommended action for customers

1. Open the right door. Remove any jammed paper found.
2. Check if there is any obstruction or paper jammed inside the printer. If there is, remove it.
3. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Open the right door. Remove any jammed paper found.
2. Check if there is any obstruction or paper jammed inside the printer. If there is, remove it.
3. Remove the fuser and check for wrapped paper or jams inside the fuser.
4. If the error persists after clearing jams, check the fuser exit sensor.

- a. Open the following menus:

- Support Tools
- Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools
- Diagnostics
- Engine Diagnostics
- Engine Test Routines

- b. Run test 102-0361, the Fuser Out Sensor test.



- c. If the sensor operation is normal, skip to the step for checking the registration unit.
 - d. If the sensor does not work, check the wire harness connection between the fuser exit sensor and main board.
 - e. If the wire harness connection is OK, replace the fuser exit sensor or arm if damaged.
Actuator fuser out part number: SAM-JC66-04406A
Sensor part number: SAM-0604-001393
5. If the sensor works normally, check the registration unit.
 - a. Run the test 100-0410, Registration Motor.
 - b. If the motor operation is normal, skip to the step for checking the fuser and exit drive unit.
 - c. If the motor test fails check the cabling between the registration motor and the main board PCA.
 - d. If the cabling is good, replace the registration drive unit.
Part number: SAM-JC93-01061A
 6. Check the fuser and exit drive unit.
 - a. Run test 109-0034, Fuser Motor Ready. If the motor functions correctly, skip to the step for checking the OPC drive unit.
 - b. Check the wire harness connection of the fuser drive unit.
 - c. Physically inspect the fuser drive gears for any obstructions or damage. If they are damaged or if obstructions cannot be cleared, replace the fuser drive.
Fuser drive part number: SAM-JC93-01064A
 - d. Inspect the fuser unit. If the gears on the fuser are damaged, replace the fuser.
Fuser (110v) part number: SAM-JC91-01195A
Fuser (220v) part number: SAM-JC91-01194A
 - e. If the gear drive is clean replace the fuser drive motor or the fuser drive unit.
Fuser drive motor part number: SAM-JC31-00123B
Fuser drive part number: SAM-JC93-01064A
 7. Check the OPC drive unit.
 - a. Run test 100-0044, OPC Motor K.
 - b. Check the wire harness connection of the OPC drive unit.
 - c. If the connections are good, replace the motor, common main drive, or main drive.
Main motor part number: SAM-JC31-00075C
Common main drive part number: SAM-JC93-01049A
Main drive part number: SAM-JC93-01060A

13.B9.FF Jam in right door

Description

Residual paper jam at the fuser output sensor.

A jam occurs when paper is detected at the fuser exit sensor during warming up.

Recommended action

Recommended action for customers

1. Open the right door. Remove any jammed paper found.
2. Check if there is any obstruction or paper jammed inside the printer. If there is, remove it.

3. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Open the right door. Remove any jammed paper found.
2. Check if there is any obstruction or paper jammed inside the printer. If there is, remove it.
3. Remove the fuser and check for wrapped paper or jams inside the fuser.
4. If the error persists after clearing jams, check the fuser exit sensor.

- a. Open the following menus:

- Support Tools
- Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools
- Diagnostics
- Engine Diagnostics
- Engine Test Routines

- b. Run test 102-0361, the Fuser Out Sensor test.



- c. If the sensor does not work, check the wire harness connection between the fuser exit sensor and the main board.
- d. If the wire harness connection is OK, replace the fuser exit sensor or arm if damaged.
Actuator fuser out part number: SAM-JC66-04406A
Sensor part number: SAM-0604-001393

13.D2.Az Jam in Right Door

Description

Duplex paper jam.

A jam occurs because the rear of the paper fails to exit the duplex 1 sensor.

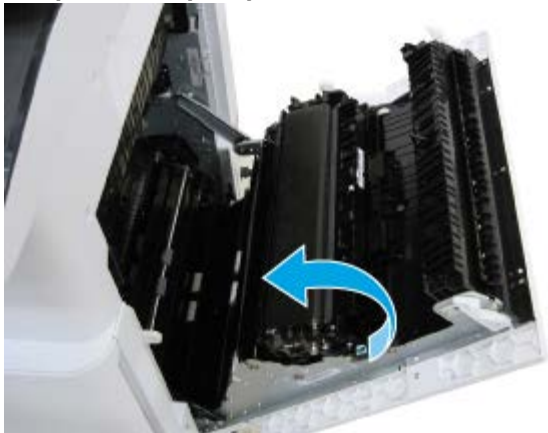
Z = Fuser mode

- **13.D2.A1** Printing in Auto-Sense mode Normal.
- **13.D2.A2** Printing in fuser mode Normal.
- **13.D2.A3** Printing in fuser mode Light 1 or Light 2.
- **13.D2.A4** Printing in fuser mode Heavy 1.
- **13.D2.A5** Printing in fuser mode Heavy 2.
- **13.D2.A6** Printing in fuser mode Heavy 3.
- **13.D2.A7** Printing in fuser mode Glossy paper 1.
- **13.D2.A8** Printing in fuser mode Glossy paper 2.
- **13.D2.A9** Printing in fuser mode Glossy paper 3.
- **13.D2.AB** Printing in fuser mode Transparency.
- **13.D2.AC** Printing in fuser mode Label.
- **13.D2.AD** Printing in fuser mode Envelope 1 or Envelope 2.

Recommended action

Recommended action for customers

1. Open the right door. Remove any jammed paper found.
2. Open the duplex path and remove any paper found.

7: Open the duplex path**8: Check for jams**

3. Check if there is any obstruction or paper jammed inside the printer. If there is, remove it.
4. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Open the right door. Remove any jammed paper found.
2. Open the duplex path and remove any paper found.

9: Open the duplex path**10: Check for jams**



3. Check if there is any obstruction or paper jammed inside the printer. If there is, remove it.
4. Check the duplex 1 sensor.

- a. Remove the upper right cover.
- b. Open the following menus:

- Support Tools
- Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools
- Diagnostics
- Engine Diagnostics
- Engine Test Routines

- c. Run test 102-0380, Duplex Jam 1 Sensor.



- d. If the sensor operation is normal, skip to the step for checking the exit 2 drive unit.
 - e. If the sensor does not work, check the wire harness connection between the output upper 2 unit and the main board.
 - f. If the wire harness connection is OK, replace the output upper 2 unit.
Part number: SAM-JC90-01374A
5. If the sensor works normally, check the exit 2 drive unit.
 - a. Run test 100-0430, Exit 2 Motor Forward.
 - b. If the motor test is normal, skip to the step for checking the duplex 2 drive.
 - c. If the test fails, check the wire harness connection of Exit 2 drive unit.
 - d. If the wire harness connection is OK, replace the output upper 2 unit.
Part number: SAM-JC90-01374A
 6. Check the duplex 2 drive.
 - a. Run test 100-0490, Duplex 2 Motor forward.

To run this test, the right door sensor might need to be tripped.



- b. With the duplex path open, observe the duplex drive belt to ensure the motor is functioning correctly.



- c. If the sensor test fails, check the wire harness between the duplex drive.
 d. If the wire harness is good, replace the duplex motor.
 Part number: SAM-JC93-01085A
7. Inspect the duplex path for obstructions or damage. If parts are damaged replace them as needed.
 Side cover guide part number: SAM-JC95-01969A
 Side cover output part number: SAM-JC95-01968A
 Side cover takeaway part number: SAM-JC95-01972A

13.D2.Dz Jam in Right Door

Description

Duplex paper jam.

A jam occurs because the paper fails to reach the duplex 1 sensor.

Z = Fuser mode

- 13.D2.D1 Printing in Auto-Sense mode Normal.
- 13.D2.D2 Printing in fuser mode Normal.
- 13.D2.D3 Printing in fuser mode Light 1 or Light 2.
- 13.D2.D4 Printing in fuser mode Heavy 1.
- 13.D2.D5 Printing in fuser mode Heavy 2.
- 13.D2.D6 Printing in fuser mode Heavy 3.
- 13.D2.D7 Printing in fuser mode Glossy paper 1.
- 13.D2.D8 Printing in fuser mode Glossy paper 2.
- 13.D2.D9 Printing in fuser mode Glossy paper 3.
- 13.D2.DB Printing in fuser mode Transparency.
- 13.D2.DC Printing in fuser mode Label.
- 13.D2.DD Printing in fuser mode Envelope 1 or Envelope 2.

Recommended action

Recommended action for customers

- 1.

- Open the right door. Remove any jammed paper found.
- Open the duplex path and remove any paper found.

11: Open the duplex path



12: Check for jams

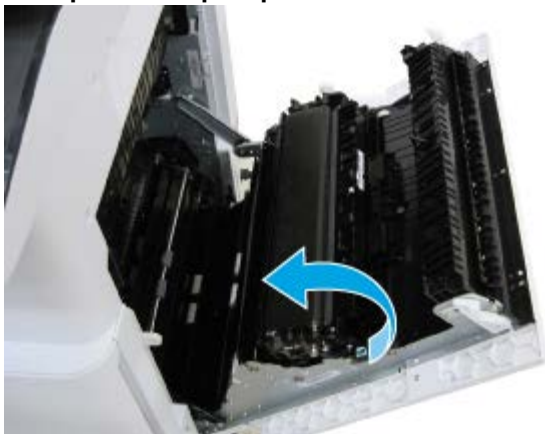


- Check if there is any obstruction or paper jammed inside the printer. If there is, remove it.
- If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

- Open the right door. Remove any jammed paper found.
- Open the duplex path and remove any paper found.

13: Open the duplex path



14: Check for jams



3. Check if there is any obstruction or paper jammed inside the printer. If there is, remove it.
4. Check the duplex 1 sensor.

- a. Remove the upper right cover.
- b. Open the following menus:

- Support Tools
- Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools
- Diagnostics
- Engine Diagnostics
- Engine Test Routines

- c. Run test 102-0380, Duplex Jam 1 Sensor.



- d. If the sensor operation is normal, skip to the step for checking the exit 2 drive unit.
 - e. If the sensor does not work, check the wire harness connection between the output upper 2 unit and the main board.
 - f. If the wire harness connection is OK, replace the output upper 2 unit.
Part number: SAM-JC90-01374A
5. If the sensor works normally, check the Exit 2 drive unit.
 - a. Run test 100-0430, Exit 2 Motor Forward.
 - b. If the motor test is normal, skip to the step for checking the fuser and exit drive.
 - c. If the test fails, check the wire harness connection of Exit 2 drive unit.
 - d. If the wire harness connection is OK, replace the output upper 2 unit.
Part number: SAM-JC90-01374A
 6. Check the fuser and exit drive.
 - a. Run test 109-0034, Fuser Motor Ready.
 - b. Check the wire harness connection of the fuser drive unit.
 - c. Physically inspect the fuser drive gears for any obstructions or damage. If they are damaged or if obstructions cannot be cleared, replace the fuser drive.

Fuser drive part number: SAM-JC93-01064A

- d. Inspect the fuser unit. If the gears on the fuser are damaged, replace the fuser.

Fuser (110v) part number: SAM-JC91-01195A

Fuser (220v) part number: SAM-JC91-01194A

- e. If the gear drive is clean replace the fuser drive motor or the fuser drive unit.

Fuser drive motor part number: SAM-JC31-00123B

Fuser drive part number: SAM-JC93-01064A

13.D2.FF Jam in Right Door

Description

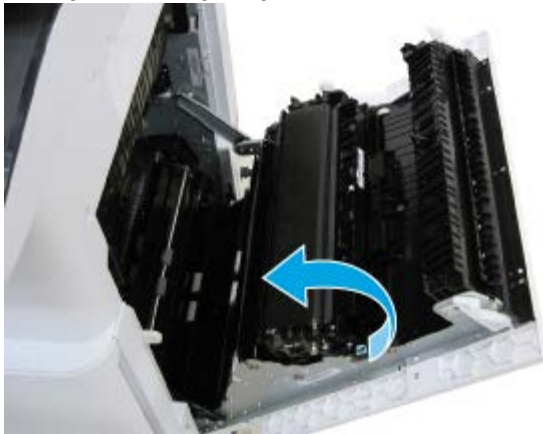
A jam occurs when the printer detects paper at the duplex 1 sensor during warming up.

Recommended action

Recommended action for customers

1. Open the right door. Remove any jammed paper found.
2. Open the duplex path and remove any paper found.

15: Open the duplex path



16: Check for jams



3. Check if there is any obstruction or paper jammed inside the printer. If there is, remove it.
4. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Open the right door. Remove any jammed paper found.
2. Open the duplex path and remove any paper found.

17: Open the duplex path



18: Check for jams



3. Check the duplex 1 sensor.
 - a. Remove the upper right cover.
 - b. Open the following menus:
 - Support Tools
 - Service

 - Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
 - c. Run test 102-0380, Duplex Jam 1 Sensor.

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**



- d. If the sensor does not work, check the wire harness connection between the output upper 2 unit and the main board.
- e. If the wire harness connection is OK, replace the output upper 2 unit.
Part number: SAM-JC90-01374A

13.D3.Az Jam in Right Door

Description

Duplex paper jam.

A jam occurs because the rear of the paper fails to exit the duplex 2 sensor.

Z = Fuser mode

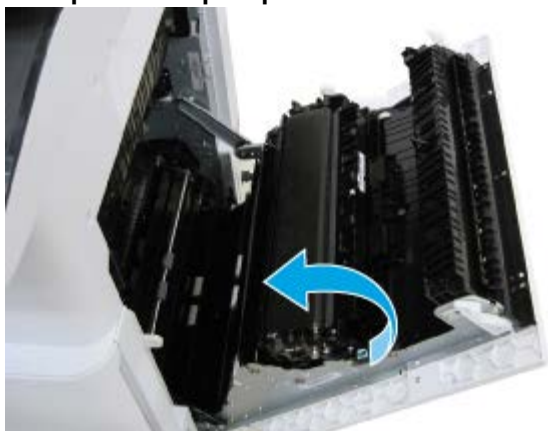
- 13.D3.A1 Printing in Auto-Sense mode Normal.
- 13.D3.A2 Printing in fuser mode Normal.
- 13.D3.A3 Printing in fuser mode Light 1 or Light 2.
- 13.D3.A4 Printing in fuser mode Heavy 1.
- 13.D3.A5 Printing in fuser mode Heavy 2.
- 13.D3.A6 Printing in fuser mode Heavy 3.
- 13.D3.A7 Printing in fuser mode Glossy paper 1.
- 13.D3.A8 Printing in fuser mode Glossy paper 2.
- 13.D3.A9 Printing in fuser mode Glossy paper 3.
- 13.D3.AB Printing in fuser mode Transparency.
- 13.D3.AC Printing in fuser mode Label.
- 13.D3.AD Printing in fuser mode Envelope 1 or Envelope 2.

Recommended action

Recommended action for customers

1. Open the right door. Remove any jammed paper found.
2. Open the duplex path and remove any paper found.

19: Open the duplex path



20: Check for jams



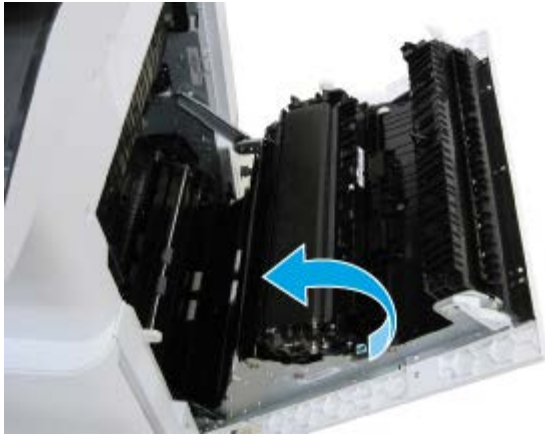
3. Check if there is any obstruction or paper jammed inside the printer.
4. If the error persists after clearing jams, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Open the right door. Remove any jammed paper found.

2. Open the duplex path and remove any paper found.

21: Open the duplex path



22: Check for jams



3. Check if there is any obstruction or paper jammed inside the printer.
4. Check the duplex 2 sensor.

- a. Remove the upper right cover.
- b. Open the following menus:

- Support Tools
- Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools
- Diagnostics
- Engine Diagnostics
- Engine Test Routines

- c. Run test 102-0390, Duplex Jam 2 Sensor.



- d. If the sensor operation is normal, skip to the step for checking the duplex 2 drive.

- e. If the sensor does not work, check the wire harness connection between the right door and the sensor and the main board.
 - f. If the sensor actuator is damaged, replace it.
Part number: SAM-JC66-04405A
 - g. If the wire harness connection is OK and the sensor test failed, replace the sensor.
Part number: SAM-0604-001393
5. Check the duplex 2 drive.
 - a. Run test 100–0490, Duplex 2 Motor forward.

To run this test, the right door sensor might need to be tripped.



- b. With the duplex path open, observe the duplex drive belt to ensure the motor is functioning correctly.



- c. If the sensor test fails, check the wire harness between the duplex drive.
 - d. If the wire harness is good, replace the duplex motor.
Part number: SAM-JC93-01085A
6. Inspect the duplex path for obstructions or damage. If parts are damaged replace them as needed.
Side cover guide part number: SAM-JC95-01969A
Side cover output part number: SAM-JC95-01968A
Side cover takeaway part number: SAM-JC95-01972A
 7. If error persists, check the paper feed motor.
 - a. Run test 100-0340, Feed Motor and listen for the motor to operate.
 - b. If the test fails, check if the wire harness on the feed drive assembly is connected correctly.
 - c. If the error persists, replace the feed motor or the feed drive assembly.
Feed motor part number: SAM-JC31-00132A
Feed drive assembly part number: SAM-JC93-01062A

13.D3.Dz Jam in Right Door

Description

A jam occurs because the paper fails to reach the duplex 2 sensor.

Z = Fuser mode

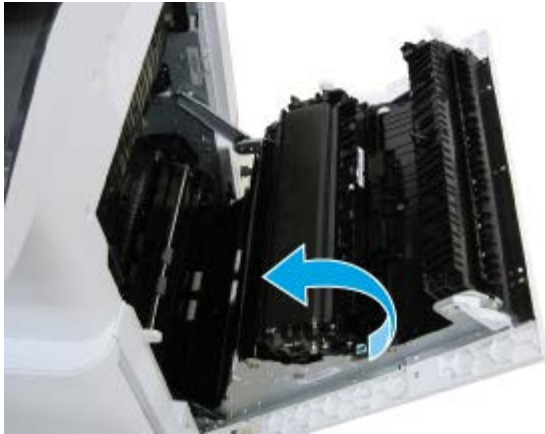
- **13.D3.D1** Printing in Auto-Sense mode Normal.
- **13.D3.D2** Printing in fuser mode Normal.
- **13.D3.D3** Printing in fuser mode Light 1 or Light 2.
- **13.D3.D4** Printing in fuser mode Heavy 1.
- **13.D3.D5** Printing in fuser mode Heavy 2.
- **13.D3.D6** Printing in fuser mode Heavy 3.
- **13.D3.D7** Printing in fuser mode Glossy paper 1.
- **13.D3.D8** Printing in fuser mode Glossy paper 2.
- **13.D3.D9** Printing in fuser mode Glossy paper 3.
- **13.D3.DB** Printing in fuser mode Transparency.
- **13.D3.DC** Printing in fuser mode Label.
- **13.D3.DD** Printing in fuser mode Envelope 1 or Envelope 2.

Recommended action

Recommended action for customers

1. Open the right door. Remove any jammed paper found.
2. Open the duplex path and remove any paper found.

23: Open the duplex path



24: Check for jams



3. Check if there is any obstruction or paper jammed inside the printer. If there is, remove it.
4. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Open the right door. Remove any jammed paper found.
2. Open the duplex path and remove any paper found.

25: Open the duplex path



26: Check for jams



3. Check if there is any obstruction or paper jammed inside the printer. If there is, remove it.
4. Check the duplex 2 sensor.
 - a. Remove the upper right cover.
 - b. Open the following menus:
 - Support Tools
 - Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
- c. Run test 102-0390, Duplex Jam 2 Sensor.



- d. If the sensor operation is normal, skip to the step for checking the duplex 2 drive.
- e. If the sensor does not work, check the wire harness connection between the right door and the sensor and the main board.

- f. If the sensor actuator is damaged, replace it.
Part number: SAM-JC66-04405A
 - g. If the wire harness connection is OK and the sensor test failed, replace the sensor.
Part number: SAM-0604-001393
5. Check the duplex 2 drive.
 - a. Run test 100–0490, Duplex 2 Motor forward.

To run this test, the right door sensor might need to be tripped.



- b. With the duplex path open, observe the duplex drive belt to ensure the motor is functioning correctly.



- c. If the sensor test fails, check the wire harness between the duplex drive.
 - d. If the wire harness is good, replace the duplex motor.
Part number: SAM-JC93-01085A
6. Inspect the duplex path for obstructions or damage. If parts are damaged replace them as needed.
Side cover guide part number: SAM-JC95-01969A
Side cover output part number: SAM-JC95-01968A
Side cover takeaway part number: SAM-JC95-01972A

13.D3.FF Jam in Right Door

Description

A jam occurs when the printer detects paper at the duplex 2 sensor during warming up.

Recommended action

Recommended action for customers

1. Open the right door. Remove any jammed paper found.
2. Open the duplex path and remove any paper found.

27: Open the duplex path



28: Check for jams



3. Check if there is any obstruction or paper jammed inside the printer. If there is, remove it.
4. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Open the right door. Remove any jammed paper found.
2. Open the duplex path and remove any paper found.

29: Open the duplex path



30: Check for jams



3. Check if there is any obstruction or paper jammed inside the printer. If there is, remove it.
4. Check the duplex 2 sensor.

- a. Remove the upper right cover.
- b. Open the following menus:

- Support Tools
- Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools
- Diagnostics
- Engine Diagnostics
- Engine Test Routines

- c. Run test 102-0390, Duplex Jam 2 Sensor.



- d. If the sensor does not work, check the wire harness connection between the right door and the sensor and the main board.
- e. If the sensor actuator is damaged, replace it.
Part number: SAM-JC66-04405A
- f. If the wire harness connection is OK and the sensor test failed, replace the sensor.
Part number: SAM-0604-001393

13.E7.Az

Description

Paper stay jam in exit area.

The paper trailing edge failed to exit the Exit 2 paper sensor in the time limit.

Recommended action

Recommended action for customers

1. Open the right door. Remove any jammed paper found.

2. Check if there is any obstruction or paper jammed inside the printer. If there is, remove it.
3. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Open the right door. Remove any jammed paper found.
2. Check if there is any obstruction or paper jammed inside the printer. If there is, remove it.
3. Check the Exit 2 sensor.
 - a. Open the following menus:
 - Support Tools
 - Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

 - Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
 - b. Run test 102-0371, Exit 2 Sensor.
 - c. If the test fails, check the wire harness connection of the Exit 2 drive unit
 - d. If the wire harness connection is OK, replace the output upper 2 unit.
Part number: SAM-JC90-01374A
4. Check the Exit 2 drive unit.
 - a. Run test 100-0430, Exit 2 Motor Forward.
 - b. If the motor test is normal, skip to the step for checking the fuser and exit drive.
 - c. If the test fails, check the wire harness connection of the Exit 2 drive unit
 - d. If the wire harness connection is OK, replace the output upper 2 unit.
Part number: SAM-JC90-01374A
5. Test the fuser and exit drive.
 - a. Run test 109-0034, Fuser Motor Ready. If the motor functions correctly, skip to the step for checking the exit unit.
 - b. Check the wire harness connection of fuser drive unit.
 - c. Physically inspect the fuser drive gears for any obstructions or damage. If they are damaged or if obstructions cannot be cleared, replace the fuser drive.
Fuser drive part number: SAM-JC93-01064A
 - d. Inspect the fuser unit. If the gears on the fuser are damaged, replace the fuser.
Fuser (110v) part number: SAM-JC91-01195A
Fuser (220v) part number: SAM-JC91-01194A
 - e. If the gear drive is clean replace the fuser drive motor or the fuser drive unit.
Fuser drive motor part number: SAM-JC31-00123B
Fuser drive part number: SAM-JC93-01064A
6. If the error persists, check the exit unit.
 - a. Remove the exit unit.
 - b. Check if the return sensor is connected correctly.
 - c. Check if the return sensor actuator is broken or deformed.
 - d. Replace the output upper 2 unit as needed.
Part number: SAM-JC90-01374A
 - e. Check if the exit gate solenoid is connected correctly. If the connection is OK, replace the solenoid.
Part number: SAM-JC33-00031B

13.E7.Dz

Description

Paper jam in exit area.

Paper jam has occurred around the fuser unit. (The jJob separator connection is defective, or the actuator exit unit is defective.)

Recommended action**Recommended action for customers**

1. Open the right door. Remove any jammed paper found.
2. Check if there is any obstruction or paper jammed inside the printer. If there is, remove it.
3. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Open the right door. Remove any jammed paper found.
2. Check if there is any obstruction or paper jammed inside the printer. If there is, remove it.
3. Check the Exit 2 sensor.
 - a. Open the following menus:
 - Support Tools
 - Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

 - Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
 - b. Run test 102-0371, Exit 2 Sensor.
 - c. If the test fails, check the wire harness connection of the Exit 2 drive unit
 - d. If the wire harness connection is OK, replace the output upper 2 unit.
Part number: SAM-JC90-01374A
4. Check the exit 2 drive unit.
 - a. Run test 100-0430, Exit 2 Motor Forward.
 - b. If the motor test is normal, skip to the step for checking the fuser and exit drive.
 - c. If the test fails, check the wire harness connection of Exit 2 drive unit
 - d. If the wire harness connection is OK, replace the output upper 2 unit.
Part number: SAM-JC90-01374A
5. Test the fuser and exit drive.
 - a. Run test 109-0034, Fuser Motor Ready. If the motor functions correctly, skip to the step for checking the exit unit.
 - b. Check the wire harness connection of the fuser drive unit.
 - c. Physically inspect the fuser drive gears for any obstructions or damage. If they are damaged or if obstructions cannot be cleared, replace the fuser drive.
Fuser drive part number: SAM-JC93-01064A
 - d. Inspect the fuser unit. If the gears on the fuser are damaged, replace the fuser.
Fuser (110v) part number: SAM-JC91-01195A
Fuser (220v) part number: SAM-JC91-01194A
 - e. If the gear drive is clean replace the fuser drive motor or the fuser drive unit.
Fuser drive motor part number: SAM-JC31-00123B
Fuser drive part number: SAM-JC93-01064A
6. If the error persists, check the exit unit.
 - a. Remove the exit unit.
 - b. Check if the return sensor is connected correctly.
 - c. Check if the return sensor actuator is broken or deformed.
 - d. Replace the output upper 2 unit as needed.
Part number: SAM-JC90-01374A
 - e. Check if the exit gate solenoid is connected correctly. If the connection is OK, replace the solenoid.
Part number: SAM-JC33-00031B
7. Check the output unit.
 - a. Physically inspect the output path and gears for any obstructions or damage. If they are damaged or if obstructions cannot be cleared, replace the damaged part or output unit.
Output upper guide part number: SAM-JC90-01371A

Output lower guide part number: SAM-JC90-01372A

Output upper 2 part number: SAM-JC90-01374A

Output lower 2 part number: SAM-JC90-01375A

Output 1 part number: SAM-JC90-01370A

Exit 2 part number: SAM-JC90-01373A

- b. Run test 101–0280, Return Gate Solenoid.
- c. Check the wire harness connection to the solenoid.
- d. If the connections are good, replace the output gate solenoid.
Part number: SAM-JC33-00031B

20.WX.YZ and 21.WX.YZ

20.00.00 Insufficient memory <device>

Description

Event log message 20.00.00.

The printer does not have enough memory to print the page.

The printer received more data than can fit in the available memory. You might have tried to transfer too many macros, soft fonts, or complex graphics.

Recommended action

1. Touch the OK button to print the transferred data. Some data might be lost. Reduce the page complexity or add printer memory.

21.00.00 Page Too Complex Event log error message 21.00.00.

Description

The printer displays this message to indicate that the page decompression process was too slow for the printer.

Recommended action

1. Touch the OK button to continue. There might be some data loss on the page that was being formatted when the error occurred.

30.WX.YZ error messages

30.01.09 Scanner motor locked

Description

This error occurs when scanner motor does not move.

Recommended action

Recommended action for customers

1. Turn the printer off.
2. Make sure the scanner lock screw is removed.



3. Turn the printer on.
4. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off.
2. Make sure the scanner lock screw is removed.



3. Turn the printer on.
4. Open the automatic document feeder and verify the LED scan bar moves while opening.
5. If the error persists, check the scanner motor.

a. Open the following menus:

- Support Tools
- Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools
- Diagnostics
- Scanner Diagnostics
- Scanner/document feeder Test Routines

- b. Run test 06–0020, Document Cover Open Sensor and 06–0030, Document Simplex Registration Sensor.
- c. If the motor does not function correctly, replace the stepping motor.
Part number: SAM-JC31-00168A

30.01.56 Scanner Error, power off/on

Description

This error occurs when the duplex document feeder is not connected, or a communication error occurs with the CIP6 board.

Recommended action

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off, and then on.
2. If the problem persists, check the following:
 - a. Turn the printer off.
 - b. Remove the scanner rear cover.
 - c. Check if the connector on the scan joint board is connected correctly.
3. Check the document feeder board.
 - a. Remove the document feeder rear cover.
 - b. Check if the connector on the document feeder board is connected correctly.

- c. If the connection is OK, replace the document feeder PCA.
Part number (GX): SAM-JC92-02964A
Part number (sGX): SAM-JC92-02964B

31.WX.YZ error messages

31.03.38 and 31.03.39

Description

A problem has occurred with one of the document feeder rollers.

- **31.03.38** The retard roller position cannot be controlled at the start or completion of the job.
- **31.03.39** The scan-in roller position cannot be controlled at any time during the job.

Recommended action

Recommended action for customers

1. Open the document feeder and remove any jammed paper, then close the cover and check whether it operates again.
2. Turn off the printer, open the top door of the scanner, and check whether there are foreign substances or paper jamming around the stacker.
3. Close the door and then check whether the problem occurs again.
4. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Open the document feeder and remove any jammed paper, then close the cover and check whether it operates again.
2. Turn off the printer, open the top door of the scanner, and check whether there are foreign substances or paper jamming around the stacker.
3. Close the door and then check whether the problem occurs again.
4. Check if there is any problem in the operation of the parts related to the error.
 - a. Open the following menus:
 - Support Tools
 - Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

 - Service Tools
 - Diagnostics
 - Scanner Diagnostics
 - Scanner/Document Feeder Test Routines
 - b. Run the following tests:
 - 05-0186, Document Scanin Release Motor Forward
 - 05-0187, Document Scanin Release Motor Backward
 - 05-0153, Document Scanin Release Sensor
 - 05-0154, Document Separation Up Down Sensor
 - c. Replace the following parts as needed.
Scanin release motor part number: SAM-JC31-00009C
Scanin sensor part number: SAM-0604-001381
Separation sensor part number: SAM-0604-001381
5. Replace the document feeder PCA.
Part number (GX): SAM-JC92-02964A
Part number (sGX): SAM-JC92-02964B

31.03.40 and 31.03.41

Description

A problem has occurred with one of the document feeder rollers.

- **31.03.40** The pickup roller does not function correctly when a page is placed on the scanner.
- **31.03.41** The document feeder pickup cam is not working.

Recommended action

Recommended action for customers

1. Open the document feeder and remove any jammed paper, then close the cover and check whether it operates again.
2. Turn off the printer, open the top door of the scanner, and check whether there are foreign substances or paper jamming around the stacker.
3. Close the door and then check whether the problem occurs again.
4. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Open the document feeder and remove any jammed paper, then close the cover and check whether it operates again.
2. Turn off the printer, open the top door of the scanner, and check whether there are foreign substances or paper jamming around the stacker.
3. Close the door and then check whether the problem occurs again.
4. Check if there is any problem in the operation of the parts related to the error.

a. Open the following menus:

- Support Tools
- Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools
- Diagnostics
- Scanner Diagnostics
- Scanner/Document Feeder Test Routines

b. Run the following tests:

- 05-0130, Document Pickup Motor Forward
- 05-0131, Document Pickup Motor Backward
- 05-0140, Document Pickup Roller Detect Sensor
- 05-0184, Document Pickup Release Motor Forward
- 05-0185, Document Pickup Release Motor Backward

c. Replace the following parts as needed.

Pickup motor part number: SAM-JC31-00132A

Pickup release motor part number: SAM-JC31-00009C

Pickup roller detect sensor part number: SAM-0604-001381

5. Replace the document feeder PCA.

Part number (GX): SAM-JC92-02964A

Part number (sGX): SAM-JC92-02964B

31.13.01

Description

The stacker lifting operation does not function correctly at the start of or during the job.

Recommended action

Recommended action for customers

1. Open the document feeder and remove any jammed paper, then close the cover and check whether it operates again.
2. Turn off the printer, open the top door of the scanner, and check whether there are foreign substances or paper jamming around the stacker.
3. Close the door and then check whether the problem occurs again.
4. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Open the document feeder and remove any jammed paper, then close the cover and check whether it operates again.
2. Turn off the printer, open the top door of the scanner, and check whether there are foreign substances or paper jamming around the stacker.
3. Close the door and then check whether the problem occurs again.
4. Check if there is any problem in the operating parts including the motor.

- a. Open the following menus:

- Support Tools
- Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools
- Diagnostics
- Scanner Diagnostics
- Scanner/Document Feeder Test Routines

- b. Run test 05–0180, Stacker Lift Motor Forward and 05–0181, Stacker Lift Motor Backward.

- c. If the motor does not function correctly, replace the lift motor for the flow document feeder.

Part number: SAM-JC31-00009C

5. Ensure the stacker-lift-upper and lift-lower sensors are functioning correctly using test 05–0151, Document Stacker Lift Lower Sensor and 05–0152, Document Stacker Lift Home Position Sensor. If the sensor fails, replace the sensor.

Part number: SAM-0604-001381

6. Replace the document feeder PCA.

Part number (GX): SAM-JC92-02964A

Part number (sGX): SAM-JC92-02964B

31.13.02**Description**

Original paper jam in front of the scanner.

Recommended action**Recommended action for customers**

1. Open the document feeder and remove any jammed paper, then close the cover and check whether it operates again.
2. Turn off the power and check whether there are foreign substances or jams around the feed sensor.
3. After opening the door of the scanner and placing the paper on the scanner again, close the door and check whether the problem occurs again.
4. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Open the document feeder and remove any jammed paper, then close the cover and check whether it operates again.
2. Test the document feed sensor.



a. Open the following menus:

- Support Tools
- Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools
- Diagnostics
- Scanner Diagnostics
- Scanner/Document Feeder Test Routines

- b. Run test 05–0060, Document Simplex Registration Sensor.
 c. If the sensor does not function correctly, replace the sensor.
 Part number: SAM-0604–001381

3. Test the simplex registration sensor.



- a. Run test 05–0060, Document Simplex Registration Sensor.
 b. If the sensor does not function correctly replace the document feeder open cover.
 Part number: SAM-JC97-04869A

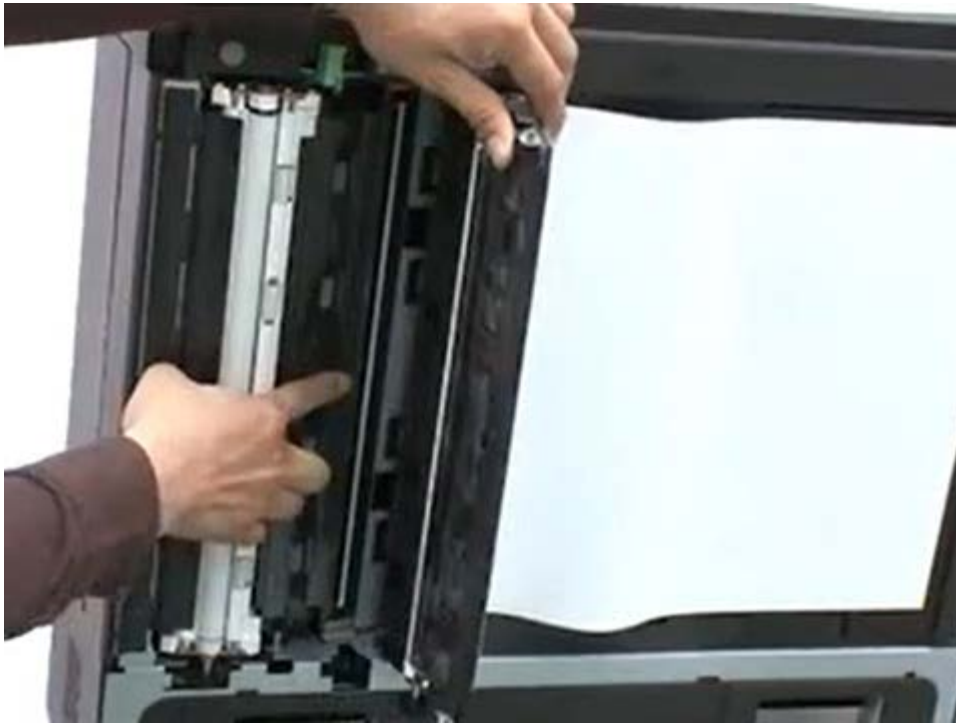
4. If this error occurs continually, check the duplex registration sensor.



- a. Run test 05–0061, Document Duplex Registration Sensor.
 - b. If the sensor is defective, replace the document feeder contact image sensor.
Part number: SAM-0609-001558
5. If this error occurs continually, check the document feeder scan in sensor.



- a. Run test 05–0070, Document Scan Read Sensor 1.
 - b. If the sensor is defective, replace the scan-in-lower assembly.
Part number: SAM-JC97-04656B
6. If this error occurs continually, check the document feeder scan out sensor.



- a. Run test 05–0071, Document Scan Read Sensor 1.
 - b. If the sensor is defective, replace the document feeder scan out assembly.
Part number: SAM-JC97-04830A
7. Run the following tests to check the motors
- 050–0130 and 05-0131, Document Pickup Motor Forward and Backward
 - 05–0160 and 05–0162, Document Regi 1 Motor Forward and Backward
 - 05–0170 and 05–0171, Document Regi 2 Motor Forward and Backward
 - 05–0110 and 05–0111, Document Feed Motor
8. As needed, replace the failing motor.
Document pickup motor part number: SAM-JC31-00009C
Document registration motors part number: SAM-JC31-00132A
Document feed drive motor part number: SAM-JC31-00177A
9. Replace the document feeder PCA.
Part number (GX): SAM-JC92-02964A
Part number (sGX): SAM-JC92-02964B

31.13.03

Description

Jam in the automatic document feeder.

When feeding the original, the front end of the original reached the feed sensor and the paper was fed the designated distance, but the rear end of the original failed to get out of the feed sensor.

Recommended action

Recommended action for customers

1. Open document feeder and remove any jammed paper, then close the cover and check whether it operates again.
2. Turn off the power and check whether there are foreign substances or jams around the feed sensor.
3. After opening the door of the scanner and placing the paper on the scanner again, close the door and check whether the problem occurs again.
4. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Open the document feeder and remove any jammed paper, then close the cover and check whether it operates again.
2. Test the document feed sensor.



a. Open the following menus:

- Support Tools
- Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools
- Diagnostics
- Scanner Diagnostics
- Scanner/Document Feeder Test Routines

b. Run test 05–0050, Document Feed Sensor.

c. If the sensor does not function correctly, replace the sensor.
Part number: SAM-0604–001381

3. Test the simplex registration sensor.



a. Run test 05–0060, Document Simplex Registration Sensor.

b. If the sensor does not function correctly, replace the document feeder open cover.
Part number: SAM-JC97-04869A

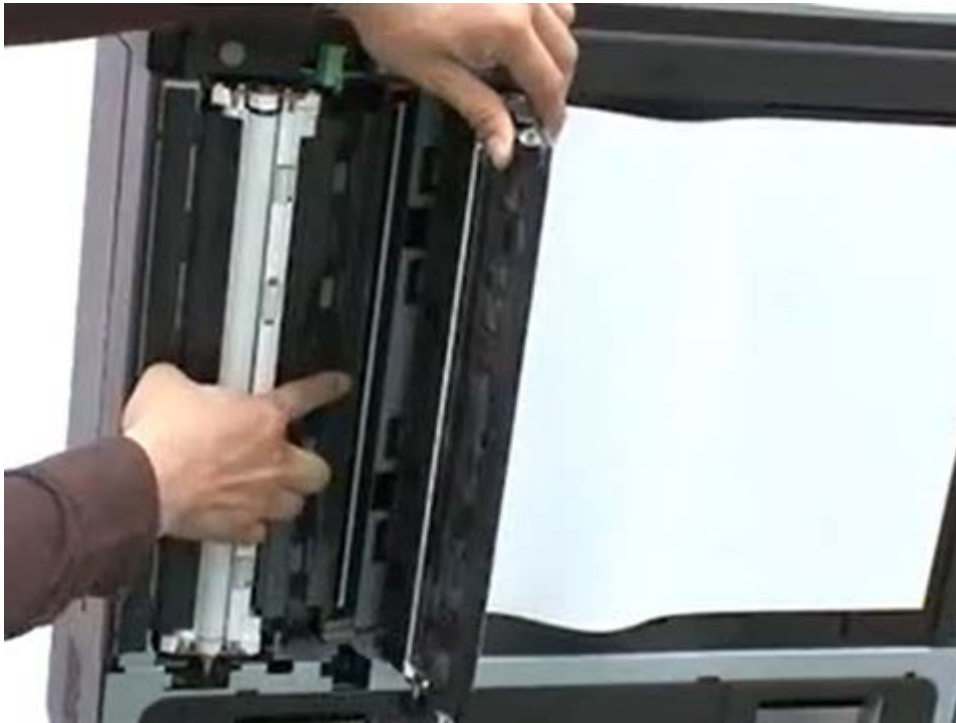
4. If this error occurs continually, check the duplex registration sensor.



- a. Run test 05–0061, Document Duplex Registration Sensor.
 - b. If the sensor is defective, replace the document feeder contact image sensor.
Part number: SAM-0609-001558
5. If this error occurs continually, check the document feeder scan in sensor.



- a. Run test 05–0070, Document Scan Read Sensor 1.
 - b. If the sensor is defective, replace the scan in lower assembly.
Part number: SAM-JC97-04656B
6. If this error occurs continually, check the document feeder scan out sensor.



- a. Run test 05-0071, Document Scan Read Sensor 2.
 - b. If the sensor is defective, replace the document feeder scan out assembly.
Part number: SAM-JC97-04830A
7. Check the following motors.
- 050-0130 and 05-0131, Document Pickup Motor Forward and Backward
 - 05-0160 and 05-0162, Document Regi 1 Motor Forward and Backward
 - 05-0170 and 05-0171, Document Regi 2 Motor Forward and Backward
 - 05-0110 and 05-0111, Document Feed Motor
8. As needed, replace the failing motor.
Document pickup motor part number: SAM-JC31-00009C
Document registration motors part number: SAM-JC31-00132A
Document feed drive motor part number: SAM-JC31-00177A
9. Replace the document feeder PCA.
Part number (GX): SAM-JC92-02964A
Part number (sGX): SAM-JC92-02964B

31.13.04

Description

Jam in the automatic document feeder.

Foreign substances are in the simplex scan sensor.

Recommended action

Recommended action for customers

1. Open the document feeder and remove any jammed paper, then close the cover and check whether it operates again.
2. Turn off the power and check whether there are foreign substances or jams around the feed sensor.
3. After opening the door of the scanner and placing the paper on the scanner again, close the door and check whether the problem occurs again.
4. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Open the document feeder and remove any jammed paper, then close the cover and check whether it operates again.
2. Test the simplex registration sensor.



a. Open the following menus:

- Support Tools
- Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools
- Diagnostics
- Scanner Diagnostics
- Scanner/Document Feeder Test Routines

b. Run test 05–0060, Document Simplex Registration Sensor.

c. If the sensor does not function correctly replace the document feeder open cover.
Part number: SAM-JC97-04869A

3. If this error occurs continually, check the duplex registration sensor.



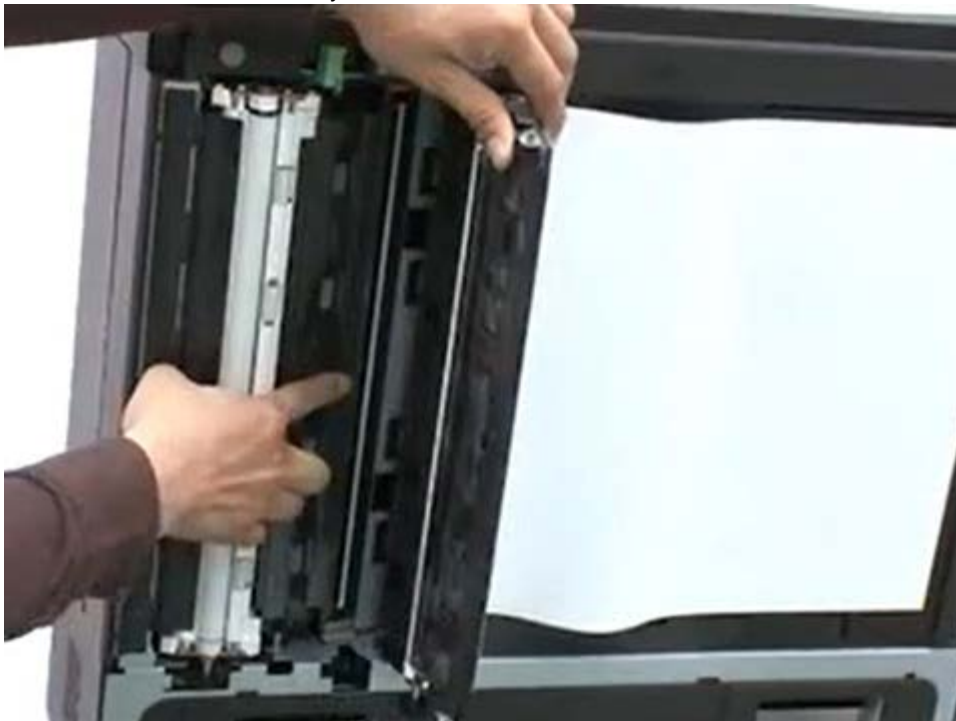
a. Run test 05–0061, Document Duplex Registration Sensor.

b. If the sensor is defective, replace the document feeder contact image sensor.
Part number: SAM-0609-001558

4. If this error occurs continually, check the document feeder scan in sensor.



- a. Run test 05–0070, Document Scan Read Sensor 1.
 - b. If the sensor is defective, replace the scan in lower assembly.
Part number: SAM-JC97-04656B
5. If this error occurs continually, check the document feeder scan out sensor.



- a. Run test 05–0071, Document Scan Read Sensor 2.
 - b. If the sensor is defective, replace the document feeder scan out assembly.
Part number: SAM-JC97-04830A
6. Check the following motors.
- 050–0130 and 05-0131, Document Pickup Motor Forward and Backward
 - 05–0160 and 05–0162, Document Regi 1 Motor Forward and Backward
 - 05–0170 and 05–0171, Document Regi 2 Motor Forward and Backward
 - 05–0110 and 05–0111, Document Feed Motor
7. As needed, replace the failing motor.
Document pickup motor part number: SAM-JC31-00009C
Document registration motors part number: SAM-JC31-00132A
Document feed drive motor part number: SAM-JC31-00177A
8. Replace the document feeder PCA.
Part number (GX): SAM-JC92-02964A
Part number (sGX): SAM-JC92-02964B

Description

Original paper jam in the exit area of scanner

When feeding the original for a duplex job, the front end of the original reached the duplex scan sensor and the paper was fed the designated distance, but the rear end of the original failed to get out of the duplex scan sensor.

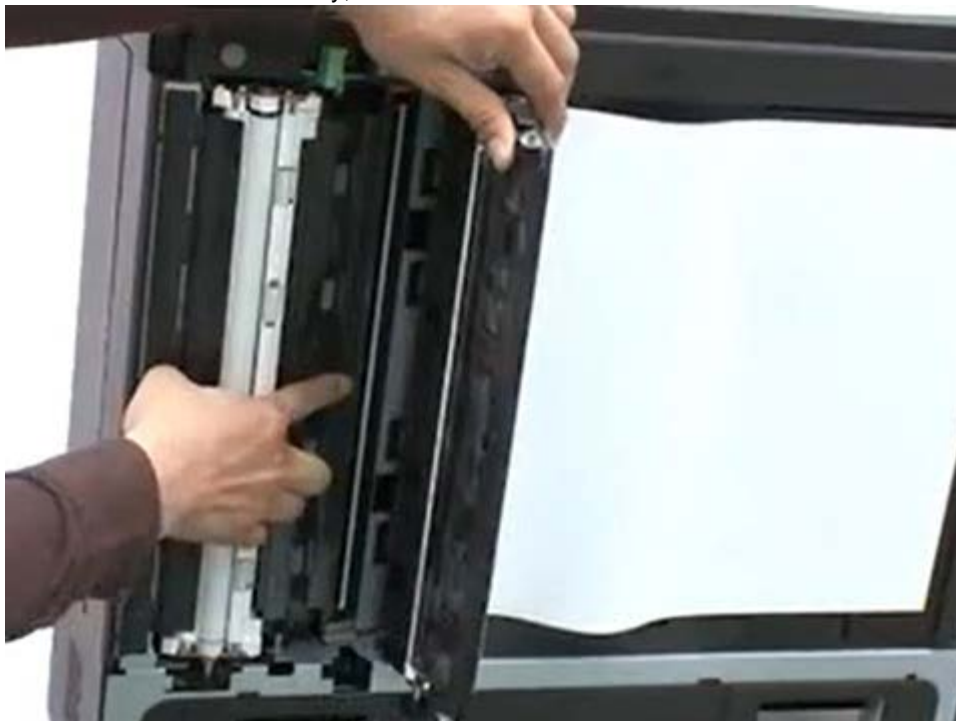
Recommended action

Recommended action for customers

1. Open the document feeder and remove any jammed paper, then close the cover and check whether it operates again.
2. Turn off the power and check whether there are foreign substances or jams around the feed sensor.
3. After opening the door of the scanner and placing the paper on the scanner again, close the door and check whether the problem occurs again.
4. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Open document feeder and remove any jammed paper, then close the cover and check whether it operates again.
2. If this error occurs continually, check the document feeder scan out sensor.



- a. Open the following menus:

- Support Tools
- Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools
- Diagnostics
- Scanner Diagnostics
- Scanner/Document Feeder Test Routines

- b. Run test 05–0071, Document Scan Read Sensor 2.
 - c. If the sensor is defective, replace the document feeder scan out assembly.
Part number: SAM-JC97-04830A
3. Check the following motors.
 - 05–0170 and 05–0171, Document Regi 2 Motor Forward and Backward
 - 05–0110 and 05–0111, Document Feed Motor Forward and Backward
 4. As needed, replace the failing motor.

- Document registration motors part number: SAM-JC31-00132A
Document feed drive motor part number: SAM-JC31-00177A
5. Replace the document feeder PCA.
Part number (GX): SAM-JC92-02964A
Part number (sGX): SAM-JC92-02964B

32.WX.YZ error messages

32.08.A1, 32.08.A2, 32.08.A3

Description

A printer boot event.

32.08.A1 Shutdown event. Boot after abnormal shutdown. (event code)

32.08.A2 Boot from normal shutdown event. (event code)

32.08.A3 Regular boot event. (event code)

Recommended action

1. No action necessary.

32.1C.05

Description

The restore job ticket was submitted with invalid credentials.

Recommended action

1. Verify the credentials that were submitted.
2. Check the domain, user name, and password.

32.1C.06 (event code)

Description

The backup job ticket was submitted with invalid credentials.

Recommended action

1. Verify the credentials that were submitted.
2. Check the domain, user name, and password.

32.1C.07 (event code)

Description

Backup restore permissions error.

There was an error during the creation, read, or write of the restore file.

Recommended action

1. Retry the job.

32.1C.08 (event code)

Description

Not enough disk space to perform backup/restore, or a network share issue.

There was an error during the creation, read, or write of the backup file.

Recommended action

1. Retry the job.
2. Remove stored jobs and retry.
3. If the error persists, try using a larger capacity storage device and check the network share settings.

4. Check the network share.

32.1C.09 (event code)

Description

Tried to restore a backup file that was not valid for this printer.

The data in the backup file specified in the restore job ticket is no longer valid due to a corruption of the data or no longer present.

Recommended action

1. Use a valid backup file.

32.1C.0A (event code)

Description

Backup file is invalid.

The data in the backup file specified in the restore job ticket is no longer valid due to a corruption of the data or no longer present.

Recommended action

1. Use a valid backup file.
2. Reboot, and then observe the state of the printer.
3. If the error persists, perform a partition clean from the `Preboot` menu.

32.1C.0D (event code)

Description

Backup/restore failed, auto-reboot failed, or the printer might be busy.

Recommended action

1. Reboot, and then retry the backup/restore.

32.1C.11 (event code)

Description

Backup/restore time-out while communicating with the engine.

The backup operation was aborted because the printer is busy.

Recommended action

1. Wait until the printer is idle, and then try again.

32.1C.13, 32.1C.14

Description

Not enough space exists to perform the backup.

The backup was aborted because the disk is at a critical level or full.

Scheduled backup failure.

Recommended action

1. Free up disk space, and then try again.

32.1C.15

Description

The restore operation was aborted because the backup file was created by a previous version of firmware no longer

supported by the feature.

Recommended action

1. Use the current backup file.

32.1C.2E**Description**

The restore operation was aborted because the printer is busy.

Recommended action

1. Wait until the printer is idle, and then retry.
2. Turn the printer off then on, and then retry.

32.1C.2F**Description**

Reset failure

Recommended action

1. Turn the printer off then on, and then retry.

32.1C.40**Description**

The backup operation completed successfully (informational).

Recommended action

1. No action necessary.

32.1C.41**Description**

The backup operation encountered an error (informational).

Recommended action

1. No action necessary.

32.1C.42**Description**

The backup operation completed, but with a warning message (informational).

Recommended action

1. No action necessary.

32.1C.43**Description**

A component in the backup file is not supported by the current version of firmware and will not be restored (informational).

Recommended action

1. No action necessary.

32.1C.44

Description

A component in the backup file is not transferable to another printer and will not be restored (informational).

Recommended action

1. No action necessary.

32.1C.45**Description**

Some data was not included in the backup file (informational).

Recommended action

1. No action necessary.

32.1C.46**Description**

An expected component could not be found and was thus not backed up. Because components should be known on backups, this code is a warning (informational).

Recommended action

1. No action necessary.

32.1C.47**Description**

Some data was not restored from the backup file (informational).

Recommended action

1. No action necessary.

32.1C.48**Description**

The backup job ticket was submitted using an invalid network path.

Recommended action

1. Check that a shared folder was provided as part of the network path (not blank).
2. Check that the server and the shared folder exists.
3. Check that the user has permission to access the shared folder on the provided server.

32.1C.49**Description**

The backup job ticket was submitted with a bad encryption.

Recommended action

1. Verify that the encryption personal identification number (PIN) meets the restrictions for the printer.

32.1C.4A**Description**

An error occurred when creating the temporary directories used to store the backup files in transition to and from the compressed (ZIP) file.

Recommended action

1. Retry the job.

2. If this does not resolve the issue, turn the printer off, and then on and retry the job.
3. If the error persists, perform a `Partial Clean` using the `Preboot` menu.

32.1C.56

Description

Reset aborted. Backup/restore in progress (informational).

Recommended action

1. No action necessary.

32.1C.57

Description

Reset aborted (informational).

Recommended action

1. No action necessary.

32.1C.58

Description

Unknown reset error (informational).

Recommended action

1. No action necessary.

32.1C.60

Description

The restore operation completed successfully (informational).

Recommended action

1. No action necessary.

32.1C.61

Description

The restore operation encountered an error.

Recommended action

1. Review the error log to see specific details about the failure.

32.1C.62

Description

The restore operation completed, but with a warning message.

Recommended action

1. Review the error log to see specific details about the failure.

32.1C.68

Description

The restore job ticket was submitted using an invalid network path.

Recommended action

1. Check that a shared folder was provided as part of the network path (not blank).
2. Check that the server and the shared folder exist.
3. Check that the user has permission to access the shared folder on the provided server.
4. Check that the path includes the compressed (ZIP) file name as part of the path

32.1C.69**Description**

The restore job ticket was submitted with a bad encryption personal identification number (PIN).

Recommended action

1. Verify the encryption personal identification number (PIN) is the same PIN used to encrypt the backup file.

32.1C.6A**Description**

An error occurred when creating the temporary directories used to store the restore files in transition to and from the compressed (ZIP) file.

Recommended action

1. Retry the job.

32.1C.6D**Description**

An unusual error occurred when running the restore operation.

Recommended action

1. Retry the job.

33.WX.YZ error messages**33.01.YZ****Description**

A save or restore process has occurred.

- **33.01.01** A restore process has occurred. (event code)
- **33.01.02** A save process has occurred. (event code)
- **33.01.03** Save recover functionality OK after previously being disabled. (event code)

Recommended action

1. No action necessary.

33.02.01 Used board/disk installed**Description**

Used board or disk installed.

An encrypted board or disk with existing data previously locked to a different printer has replaced the original. If you continue, data is permanently lost.

Recommended action

1. If the firmware has just been upgraded, go to: [HP LaserJet Enterprise - A 33.02.01 error received after upgrading the firmware to FutureSmart version 3.4.](#)
2. Update the printer firmware to FutureSmart Bundle Version 3.5 or greater.
3. Press **OK** on the control panel or remotely by using the new Remote Control Panel feature in the Embedded Web

- Server. The printer will return to a ready state.
4. If the error persists, reinstall the used board or disk back into its original printer.
 5. To save the data on the board or disk, turn the printer off. Replace the board or disk with another board or disk.
 6. To delete the data on the board or disk and continue, touch the OK button.

33.03.02

Description

Data size mismatch. Unable to recover DCC NVRAM.

Recommended action

1. Turn the printer off, and then on.
2. If the error persists, replace the image control board (ICB) and return to HP for evaluation.

33.03.03 Incompatible formatter installed.

Description

This is an EFI BIOS event to prevent booting with the wrong formatter installed.

Recommended action

1. Turn the printer off, and then install the correct formatter in the printer.

If it is believed that this formatter is the correct part number and model for this printer, install a replacement formatter, and then return the formatter in question to HP for evaluation.

33.03.06

Description

The memory PCA was not detected on startup.

Recommended action

1. Turn the printer off, and then on again.
2. If the error persists, turn the printer off, disconnect power, and remove the formatter cover. Press firmly on the interconnect cable connection to the formatter.
3. If the error persists, replace the interconnect board (ICB).
M680 part number: RM2-0220-000CN
M651 part number: RM2-0221-000CN

33.05.0X SureStart errors

Description

The printer detected and recovered from a corrupted version of BIOS.

- **33.05.01** Boot code corrupt (event code)
- **33.05.02** Boot code corrupt (event code)
- **33.05.03** Boot code corrupt (event code)

Recommended action

1. No action necessary.

33.05.0X SureStart errors

Description

The newly downloaded firmware failed to cryptographically validate the BIOS code.

- **33.05.04** Security alert
- **33.05.04** Upgrade corrupt (event code)
- **33.05.05** Security alert

- **33.05.05** Boot code corrupt (event code)
- **33.05.06** Security alert
- **33.05.06** Upgrade corrupt (event code)
- **33.05.07** Security alert
- **33.05.07** Upgrade corrupt (event code)

Recommended action

1. Download a firmware bundle to the device from the `Preboot` menu.

For more information on SureStart, go to: [HP SureStart Whitelisting and Intrusion Detection Troubleshooting Manual. Doc ID c04863614.](#)

33.05.0X SureStart errors**Description**

The newly downloaded firmware failed to cryptographically validate the BIOS code.

- **33.05.08** Invalid boot attempt (event code)
- **33.05.09** Downgrade attempted (event code)

Recommended action

1. Download a firmware bundle to the device from the `Preboot` menu.

For more information on SureStart, go to: [HP SureStart Whitelisting and Intrusion Detection Troubleshooting Manual. Doc ID c04863614.](#)

33.05.1X Whitelisting errors**Description**

An error occurred with a firmware file digital signature or an error with the certificate used to validate the firmware file certificate.

- **33.05.10** Security alert
- **33.05.10** Firmware verification error (event code)
- **33.05.11** Security alert
- **33.05.11** Firmware verification error (event code)
- **33.05.12** Security alert
- **33.05.12** Firmware verification error (event code)

Recommended action

1. Perform a `Partial Clean`.
2. If the device does not reboot to `Ready`, download a firmware bundle to the device from the `Preboot` menu.

[Performing a Partial Clean is required before downloading a firmware bundle.](#)

For more information on SureStart, go to: [HP SureStart Whitelisting and Intrusion Detection Troubleshooting Manual. Doc ID c04863614.](#)

33.05.2X Intrusion detection errors**Description**

The intrusion detection memory process determined an unauthorized change in system memory.

- **33.05.21** Security alert
- **33.05.21** Potential intrusion (event code)

The intrusion detection memory process heartbeat was not detected.

- **33.05.22** Security alert
- **33.05.22** Cannot scan for potential intrusions (event code)

The intrusion detection memory process did not initialize.

- **33.05.23** Security alert
- **33.05.23** Intrusion detection not initialized (event code)

- **33.05.24** Intrusion detection initialization error (event code)

Recommended action

1. Turn the printer off, and then on.

Selecting **Continue** from the **Preboot** menu will not resolve the error. Turn the printer off, and then on to clear the error. The printer should restart in the **Ready** state.

With firmware version 3.7 the error “A disk or boot error has occurred. Clear Error. Press Any Key” is displayed when selecting **Continue** from the **Preboot** menu after encountering a 33.05.2X error. Ignore this message.

For more information on SureStart, go to: [HP SureStart Whitelisting and Intrusion Detection Troubleshooting Manual. Doc ID c04863614.](#)

40.WX.YZ error messages**40.00.01 USB I/O buffer overflow To continue, touch “OK”****Description**

The USB buffer has overflowed.

Recommended action

1. Touch the **OK** button to print the transferred data (some data might be lost).
2. Check the host configuration.

40.00.02 Embedded I/O buffer overflow To continue, touch “OK”**Description**

The printer has experienced a JetDirect buffer overflow.

Recommended action

1. Touch the **OK** button to print the transferred data (some data might be lost).
2. Check the host configuration.

40.00.03 EIO <X> buffer overflow To continue, touch “OK”**Description**

Too much data was sent to the EIO card in the specified slot (x). An incorrect communications protocol might be in use.

Recommended action

1. Touch the **OK** button to print the transferred data (some data might be lost).

40.00.04 EIO <X> bad transmission To continue, touch “OK”**Description**

The connection between the printer and the USB device has been broken.

Recommended action

1. Touch the **OK** button to clear the error message and continue printing.
2. Remove, and then reinstall the USB device.

40.00.05 Embedded I/O bad transmission To continue, touch “OK”**Description**

The USB device has been removed.

Recommended action

1. Touch the **OK** button to clear the error message (data will be lost).

2. Install the USB device.

40.08.0Z USB storage accessory removed

Description

Secure file erase is enabled.

Z = 0 or 1 (information code).

Recommended action

1. No action necessary.

40.0X.05 USB storage accessory removed

Description

X = 1, 2, 3, 5, or 6; (information code).

The USB storage accessory was removed.

Recommended action

1. No action necessary.

40.80.04 Failed to read NVRAM

Description

Cannot read contract-requested value from NVRAM

Either the value was not populated or NVRAM was unreadable

Recommended action

1. Turn printer off, and then on.

41.WX.YZ error messages

41.03.FZ Unknown Misprint Error

Description

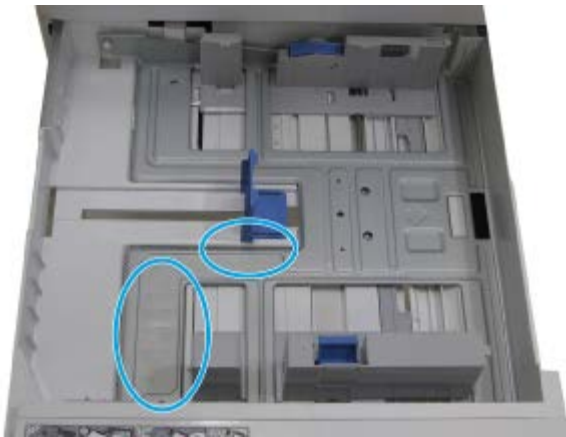
This is a general misprint error. Either paper is loaded off-center with the side guides in the tray or a paper width sensor failure occurred from an unknown tray. The error will be one of the following:

- 41.03.F0
- 41.03.F1
- 41.03.F2
- 41.03.F3
- 41.03.F4
- 41.03.F5
- 41.03.FD

Recommended action

Recommended action for customers

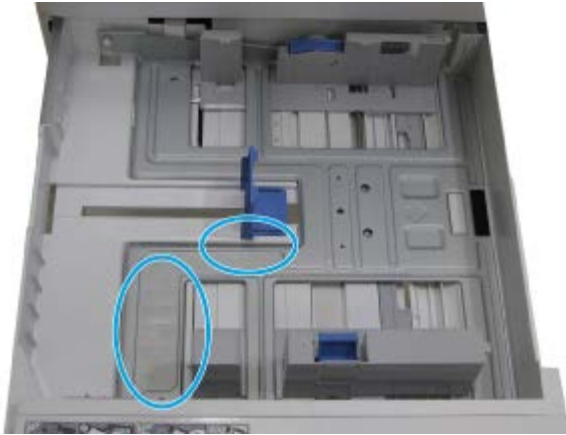
1. Touch OK to use another tray.
2. Ensure that the tray width guides are set to the correct paper size being installed into the tray. The arrow on the guide should line up exactly with the line connected to the paper size designation. Ensure that the tray is not filled above the fill mark on the tray.



3. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Touch OK to use another tray.
2. Ensure that the tray width guides are set to the correct paper size being installed into the tray. The arrow on the guide should line up exactly with the line connected to the paper size designation. Ensure that the tray is not filled above the fill mark on the tray.



3. If the error persists, check the tray and the tray size sensors.
 - a. Check the failing tray to ensure that when the tray guides are moved the sensor guides on the back of the tray move and are not damaged. If they are damaged, replace the tray.
 Tray 2 part number: SAM-JC90-01610A
 Tray 3 part number: SAM-JC90-01611A
 Tray 4 part number: SAM-JC90-01652A
 Tray 5 part number: SAM-JC90-01654A



- b. Check if the failing tray sensor fingers are damaged or seated correctly. Reseat or replace the sensor assembly as needed.
 Part number: SAM-JC92-02622A



c. Test the paper size sensors for the failing tray.

i. Open the following menus:

- Support Tools
- Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools
- Diagnostics
- Engine Diagnostics
- Engine Test Routines

ii. Run one of the following tests for the failing tray.

- 102–0041, Transfer Assembly Paper Size Read (Tray 2 paper size detection).
- 102–0111, Tray 3 Size 3 Sensor.
- 102–0181, Tray 4 Paper Size Read.
- 102–0251, Tray 5 Paper Size Read.

iii. If the sensor test fails, disconnect and reconnect the wire harness on the sensor assembly and the main board PCA and retest.

iv. If the error persists, replace the sensor assembly.

Part number: SAM-JC92-02622A

41.03.YZ Unexpected size in tray <X>

Description

The printer detected a different paper size than expected.

Y = Type, Z = Tray

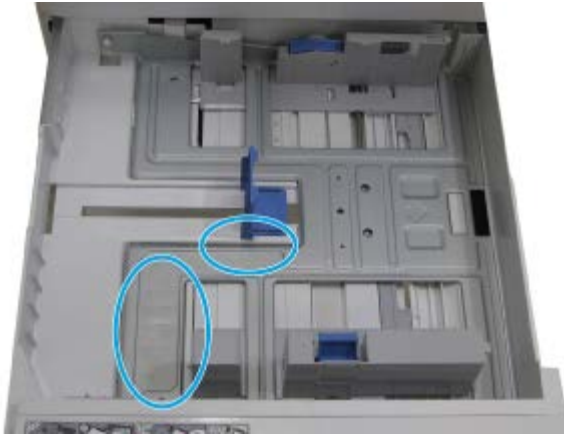
- Y = 0: Size mismatch. Detected paper is longer or shorter than expected.
- Y = A: Size mismatch. Detected paper too long.
- Y = B: Size mismatch. Detected paper too short.
- Y = C: Size mismatch. Inter-page gap error.
- Z = D: Source is the duplexer.
- Z = 1: Source is tray 1.
- Z = 2: Source is tray 2.
- Z = 3: Source is tray 3.
- Z = 4: Source is tray 4.
- Z = 5: Source is tray 5.
- Z = 6: Source is tray 6.

Recommended action

Recommended action for customers

1. Touch **OK** to use another tray.
2. Ensure that the tray width guides are set to the correct paper size being installed into the tray. The arrow on the

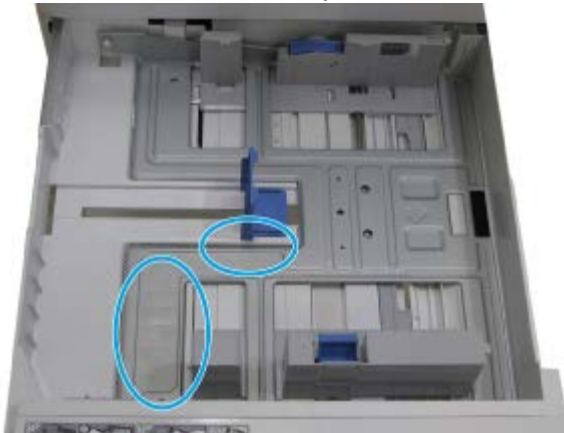
guide should line up exactly with the line connected to the paper size designation. Ensure that the tray is not filled above the fill mark on the tray.



3. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Touch **OK** to use another tray.
2. Ensure that the tray width guides are set to the correct paper size being installed into the tray. The arrow on the guide should line up exactly with the line connected to the paper size designation. Ensure that the tray is not filled above the fill mark on the tray.



3. If the error persists, check the tray and the tray size sensors.

- a. Check the failing tray to ensure that when the tray guides are moved the sensor guides on the back of the tray move and are not damaged. If they are damaged, replace the tray.

Tray 2 part number: SAM-JC90-01610A

Tray 3 part number: SAM-JC90-01611A

Tray 4 part number: SAM-JC90-01652A

Tray 5 part number: SAM-JC90-01654A



- b. Check if the failing tray sensor fingers are damaged or seated correctly. Reseat or replace the sensor assembly as needed.

Part number: SAM-JC92-02622A



c. Test the paper size sensors for the failing tray.

i. Open the following menus:

- Support Tools
- Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools
- Diagnostics
- Engine Diagnostics
- Engine Test Routines

ii. Run one of the following tests for the failing tray.

- 102–0041, Transfer Assembly Paper Size Read (Tray 2 paper size detection).
- 102–0111, Tray 3 Size 3 Sensor.
- 102–0181, Tray 4 Paper Size Read.
- 102–0251, Tray 5 Paper Size Read.

iii. If the sensor test fails, replace the sensor assembly.

Part number: SAM-JC92-02622A

42.WX.YZ error messages

42.WX.YZ Error Event Log message

Description

Internal system failure.

Recommended action

1. Turn the printer off, and then on. Retry the print job.
2. If the error persists, clear the firmware image from the active partition by using the `Partial Clean` item in the `Preboot` menu.

44.WX.YZ error messages

44.01.YZ Error Event log message (MFP only)

Description

A digital send error has occurred.

Recommended action

1. This error message should automatically clear.
2. Try to send the job again.
3. If the error does not clear or returns:
 - a. Use the optimal resolution and image quality settings.

- b. Wait until all the digital send jobs have been processed.
- c. Turn the printer off, and then on and retry the job.
- d. Verify if there is an attachment limit on the email.
- e. Verify network connectivity, SMTP gateways, access to folder share.

44.03.YZ Error Event log message (MFP only)

Description

A digital send error has occurred.

Recommended action

1. This error message should automatically clear.
2. Try to send the job again.
3. If the error does not clear or returns:
 - a. Use the optimal resolution and image quality settings.
 - b. Wait until all the digital send jobs have been processed.
 - c. Turn the printer off, and then on and retry the job.
 - d. Verify if there is an attachment limit on the email.
 - e. Verify network connectivity, SMTP gateways, access to folder share.

44.10.YZ Error Event log message (MFP only)

Description

A send to e-mail error has occurred.

Recommended action

1. This error message should automatically clear.
2. Try to send the job again.
3. If the error does not clear or returns:
 - a. Use the optimal resolution and image quality settings.
 - b. Wait until all the digital send jobs have been processed.
 - c. Turn the printer off, and then on and retry the job.
 - d. Verify if there is an attachment limit on the email.
 - e. Verify network connectivity, SMTP gateways, access to folder share.

44.34.03 Fax Modem Failure (MFP only)

Description

Digital Send error. Fax result modem fail.

Recommended action

1. Turn the printer off.
2. Verify the fax card is correctly installed on the formatter. Ensure the fax card is aligned with slot on the formatter chassis and is firmly seated against the formatter board.
3. Turn the printer on.
4. If the error persists, replace the fax kit.

44.34.E5 Fax Modem Failure (MFP only)

Description

A fax error has occurred.

Recommended action

1. Turn the printer off.
2. Verify the fax card is correctly installed on the formatter. Ensure the fax card is aligned with slot on the formatter chassis and is firmly seated against the formatter board.
3. If the error persists, download and reinstall the firmware.

4. If the error persists, perform a `Partial Clean`:
 - a. Turn the printer off, and then on.
 - b. The HP logo displays on the printer control panel. When a "1/8" with an underscore displays below the HP logo, touch the logo to open the `Pre-boot` menu.
 - c. Use the arrow buttons on the touchscreen to navigate the pre-boot menu.
 - d. Use the down arrow to highlight `Partial Clean`, and then touch the `OK` button.
 - e. Touch the `OK` button again.
 - f. Touch the `Back` button to highlight `Continue`, and then touch the `OK` button.

The printer will continue to boot to `Ready` state.
5. If the error persists, replace the fax kit.

44.34.YZ Error Event log message (MFP only)

Description

A fax error has occurred.

Recommended action

1. Try to send the job again.
2. Check the fax settings to make sure they are set to the correct settings for the environment.
3. If the error persists, for additional fax troubleshooting information go to [HP LaserJet Enterprise MFP, HP PageWide Enterprise MFP - Checklist for solving fax problems](#) .

44.92.YZ Error Event log message (MFP only)

Description

A fax error has occurred.

Recommended action

1. Try to send the job again.
2. Check the fax settings to make sure they are set to the correct settings for the environment.
3. If the error persists, for additional fax troubleshooting information go to [HP LaserJet Enterprise MFP, HP PageWide Enterprise MFP - Checklist for solving fax problems](#) .

44.A0.YZ Error Event log message (MFP only)

Description

Validation certificate missing for digital send security (Login/LDAP/SSL)

Recommended action

1. Turn the printer off, and then on. Try to login or send the job again.
2. Ensure all digital sending devices are operational and configured correctly. One or more control panel icons for digital send features might be "grayed out" and marked with an exclamation point "!"
3. The user should contact the systems administrator. The system administrator needs to check the domain controller certificate and ensure a valid SSL exists in the location on the LDAP server pointed to by the SSL extension in the certificate.

46.WX.YZ error messages

46.WX.YZ

Description

46.XX errors often occur when a printer is asked to perform an action that the printer is not capable of and might not have been designed to comply with, such as:

- The error might be caused by a network connectivity problem, such as a bad interface cable, a bad USB port, or an invalid network configuration setting.
- The error might be caused by the print job, due to an invalid print driver, a problem with the software application, or a problem with the file being printed.

- Upgrading the product firmware might help resolve the error.

Each of these interactions can cause the printer to initiate an action that the printer cannot accomplish. In situations like this, the printer might present the error if it has no other option. When these errors occur, the only way to recover is to turn the printer's power off, and then on.

- **46.21.YZ** Device error occurred
- **46.23.YZ** Device error occurred

Recommended action

1. Turn the printer off, and then on.
2. If the error persists, check the following:
 - Check for network connectivity problem, such as a bad interface cable, a bad USB port, or an invalid network configuration setting.
 - Test another print job from the application to see if the error is file specific. Try using another application to see if the issue is application specific. Ensure the customer is not using an invalid print driver.
 - Upgrading the product firmware might help resolve the error.
3. If the error persists, continue troubleshooting with the flowcharts for either Intermittent or Persistent 49 error troubleshooting (whichever is appropriate) in document c03122817, "[“HP LaserJet FutureSmart Devices - 49 Error Troubleshooting \(Persistent and Intermittent\)”](#)".

47.WX.YZ error messages

47.00.YZ

Description

Back channel internal error.

Recommended action

1. Turn the printer off, and then on.
2. Resend the print job.
3. If the error persists, clear the active partition by using the `Partial Clean` item in the `Preboot` menu.

47.01.YZ

Description

Image transformer internal error.

Recommended action

1. Turn the printer off, and then on.
2. Resend the print job.
3. If the error persists, clear the active partition by using the `Partial Clean` item in the `Preboot` menu.

47.02.YZ

Description

Job parser internal error.

Recommended action

1. Turn the printer off, and then on.
2. Resend the print job.
3. If the error persists, clear the active partition by using the `Partial Clean` item in the `Preboot` menu.

47.03.YZ

Description

Print job internal error.

Recommended action

1. Turn the printer off, and then on.
2. Resend the print job.
3. If the error persists, clear the active partition by using the `Partial Clean` item in the `Preboot` menu.

47.04.YZ

Description

Print spooler 9100 internal error.

Recommended action

1. Turn the printer off, and then on.
2. Resend the print job.
3. If the error persists, clear the active partition by using the `Partial Clean` item in the `Preboot` menu.

47.05.00

Description

Print spooler framework internal error.

Recommended action

1. Turn the printer off, and then on.
2. Resend the print job.
3. If the error persists, clear the active partition by using the `Partial Clean` item in the `Preboot` menu.

47.06.YZ

Description

Print application internal error.

Recommended action

1. Turn the printer off, and then on.
2. Resend the print job.
3. If the error persists, clear the active partition by using the `Partial Clean` item in the `Preboot` menu.

47.WX.YZ Printer Calibration Failed To continue, touch "OK"

Description

The device is unable to access or implement one of the image patterns files.

Y = Calibration type, Z = Event

- **47.FC.00** Color plane registration (CPR) Image not found at system initialization (event code)
- **47.FC.01** CPR Store Image failure (event code)
- **47.FC.02** CPR Image not found (event code)
- **47.FC.03** CPR Print engine execution failure (event code)
- **47.FC.10** Consecutive Dmax Dhalf Image not found at system initialization (event code)
- **47.FC.11** Consecutive Dmax Dhalf Store image failure (event code)
- **47.FC.12** Consecutive Dmax Dhalf Image not found (event code)
- **47.FC.13** Consecutive Dmax Dhalf Print engine execution failure (event code)
- **47.FC.20** Error Diffusion Image not found at system initialization (event code)
- **47.FC.21** Error Diffusion Store image failure (event code)
- **47.FC.22** Error Diffusion Image not found (event code)
- **47.FC.23** Error Diffusion Print engine execution failure
- **47.FC.30** Drum Speed Adjustment Image not found at system initialization (event code)
- **47.FC.31** Drum Speed Adjustment Store image failure (event code)
- **47.FC.32** Drum Speed Adjustment Image not found (event code)
- **47.FC.33** Drum Speed Adjustment Print engine execution failure (event code)
- **47.FC.40** Pulse Width Modulation Image not found at system initialization (event code)
- **47.FC.41** Pulse Width Modulation Store image failure (event code)

- **47.FC.42**Pulse Width Modulation Image not found (event code)
- **47.FC.43**Pulse Width Modulation Print engine execution failure (event code)

Recommended action

1. Turn the printer off, and then on.
2. If the error persists over multiple power cycles and is frequent and consistent, run the hard disk drive test.
 - a. Open the following menus: Administration / Troubleshooting / Diagnostics.
 - b. Run the hard disk drive tests to validate health of the device.
 - c. Resolve any issue found with the mass storage device.
3. If the error persists, reload the firmware.
4. If the error persists, clear the active partition by using the `Partial Clean` item in the `Preboot` menu then reload the firmware.

48.WX.YZ error messages**48.01.YZ Error****Event log error message****Description**

A job framework internal error has occurred.

Recommended action

1. No action necessary.

48.03.YZ Error**Event log error message**

48.03.YZ

Description

A job framework internal error has occurred.

Recommended action

1. No action necessary.

48.05.YZ Error**Event log error message**

48.05.YZ

Description

A job framework internal error has occurred.

Recommended action

1. No action necessary.

49.WX.YZ error messages**49.2F.DX****Description**

49.2F.D6, 49.2F.D8 or 49.2F.D9

A job error has occurred.

Recommended action

1. For information and troubleshooting steps, go to: [HP Color LaserJet Enterprise M855, M651, M551, CM4540 MFP and MFP Flow M880, M680, M575 printers - Printer displays persistent 49.2F.D6, 49.2F.D8 or 49.2F.D9 error](#)

49.WX.YZ Error To continue turn off then on**Description**

A firmware error occurred.

Any of the following problems can cause this error:

- Corrupted print jobs.
- Software application issues.
- Non-printer specific print drivers.
- Poor quality USB or network cables
- Bad network connections or incorrect configurations.
- Invalid firmware operations.
- Unsupported accessories.

Recommended action

1. Turn the printer off, and then on.
2. If the error persists, check the following:
 - The error might be caused by a network connectivity problem, such as a bad interface cable, a bad USB port, or an invalid network configuration setting.
 - The error might be caused by the print job, an invalid print driver, a problem with the software application, or a problem with the file being printed.
 - Upgrading the printer firmware might help resolve the error.

When a 49 error occurs, the user sees a 49.WX.YZ message on the control panel (where WX.YZ is replaced by a combination of letters and numbers). A 49 error might happen at any time for multiple reasons. Although some types of 49 errors can be caused by hardware failures, it is more common for 49 errors to be caused by printing a specific document or performing some task on the printer.

49 errors most often occur when a printer is asked to perform an action that the printer firmware is not capable of and might not have been designed to comply with, such as:

- Printing files with unsupported programming commands
- A unique combination of user environment and user interactions with the printer
- Interfacing with a third-party solution that was not designed to work with the printer
- Specific timing, network traffic, or concurrent processing of jobs

Each of these interactions could cause the printer firmware to initiate an action that the printer cannot accomplish. In situations like this, the printer might present the error if it has no other option. When these errors occur, the only way to recover is to turn the printer's power off and back on.

[LaserJet formatter PCAs are rarely the root cause of 49 service errors. Please do not replace the formatter or flash unless troubleshooting has identified the formatter as the root cause.](#)

If the error persists, continue troubleshooting with the flowcharts for either Intermittent or Persistent 49 error troubleshooting (whichever is appropriate) in document c03122817, “[HP LaserJet FutureSmart Devices - 49 Error Troubleshooting \(Persistent and Intermittent\)](#)”.

50.WX.YZ error messages**50.FF.01 Fuser error****Description**

The temperature of the fuser is less than a required temperature.

The thermistor can't measure the fuser temperature. The heat-roller will not heat-up.

Recommended action**Recommended actions for customers**

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended actions for call-center agents and onsite technicians

1. Turn the printer off and remove and then reinstall the fuser. Turn the printer on.

2. Check the power source. Ensure the power source meets the printer requirements. Ensure the printer is plugged directly into a wall outlet and not into any other device.

The voltage during the normal operation should be $\pm 10\%$ of the rated voltage.

3. Ensure that the printer is not located in front of a vent or window where the cool air might interfere with the ability of the fuser to heat up.
4. Check the connector on the fuser for damage or broken pins. If needed replace the fuser.
110V fuser part number: SAM-JC91-01195A
220V fuser part number: SAM-JC91-01194A



5. Check the connector inside the printer that connects to the fuser. If the connector is damaged, replace the fuser connector assembly.
Part number: TBD



6. Replace the fuser.
110V fuser part number: SAM-JC91-01195A
220V fuser part number: SAM-JC91-01194A
7. If the problem persists, replace the main board or the fuser drive board as needed.
Part number: Main board SAM-JC92-02922C
Part number: Fuser drive board 110V - SAM-JC44-00235B
Part number: Fuser drive board 220V - SAM-JC44-00236B

50.FF.02 Fuser error

Description

The pressurized control of the fuser is not operating correctly.

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

Recommended action

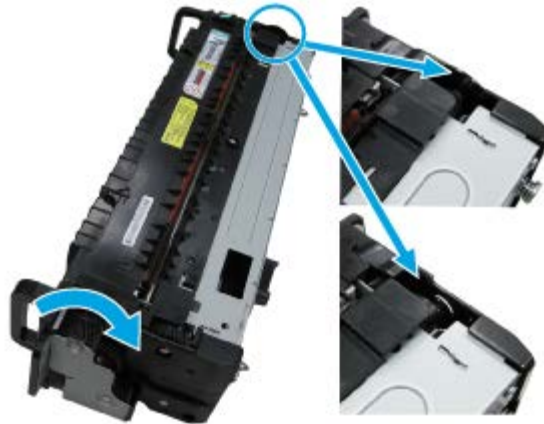
Recommended actions for customers

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended actions for call-center agents and onsite technicians

1. Turn the printer off and remove and then reinstall the fuser. Turn the printer on.
2. If the error persists, check the pressure control unit.
 - a. Remove the fuser.
 - b. Visibly check if the rotating "flag" (called a cam) on the fuser is damaged or deformed.

Use your thumb to rotate the fuser and check the cam flag and make sure the cut-out is not damaged. If it is damaged, replace the fuser.

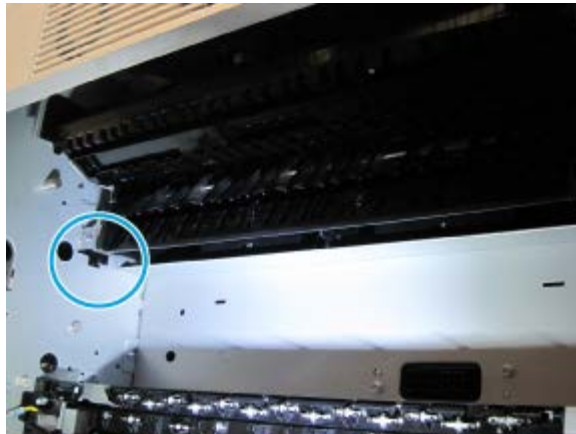


110V fuser part number: SAM-JC91-01195A
 220V fuser part number: SAM-JC91-01194A

3. With the fuser out, ensure the fuser gap sensor is functioning correctly using the Engine Diagnostics in service mode.
 - a. Open the following menus:
 - Support Tools
 - Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools
 - Diagnostics
 - Engine Diagnostics
- b. Run test 109-0140 Fuser Gap Sensor. Using a piece of paper or another flat device, manually trip the sensor to ensure that it functions correctly. If the sensor does not function correctly, replace it.
 Part number: 0604-001393



4. Test the fuser gap motor using test 109-0130 Fuser Gap Motor.
 If the motor does not function correctly, replace the fuser drive unit.
 Part number: SAM-JC93-01064A
5. If the problem persists, replace the fuser drive board (FDB), or the LVPS Type-5, or the main board as needed.
 Part number: Fuser drive board 110V - SAM-JC44-00235B
 Part number: Fuser drive board 220V - SAM-JC44-00236B

Part number: LVPS Type-5 110V - SAM-JC44-00249A

Part number: LVPS Type-5 220V - SAM-JC44-00250A

Part number: Main board SAM-JC92-02922C

The Main board PCA should be the last part replaced if needed.

50.FF.03 Fuser error

Description

The fuser unit cannot warm up. The temperature of the fuser is less than a certain temperature

The thermistor can't measure temperature. The heat-roller will not heat-up.

Recommended action

Recommended actions for customers

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended actions for call-center agents and onsite technicians

1. Turn the printer off and remove the fuser unit.
2. Open the jam cover and check if jammed or wrapped paper is in the fuser unit.
3. Reinstall the fuser unit and turn the printer on.
4. Check the power source. Ensure the power source meets the printer requirements. Ensure the printer is plugged directly into a wall outlet and not into any other device.

The voltage during the normal operation should be $\pm 10\%$ of the rated voltage.

5. Ensure that the printer is not located in front of a vent or window where the cool air might interfere with the ability of the fuser to heat up.
6. Check the connector on the fuser for damage or broken pins. If needed replace the fuser.
110V fuser part number: SAM-JC91-01195A
220V fuser part number: SAM-JC91-01194A



7. Check the connector inside the printer that connects to the fuser. If the connector is damaged, replace the fuser connector assembly.
Part number: TBD



8. Replace the fuser.
 110V fuser part number: SAM-JC91-01195A
 220V fuser part number: SAM-JC91-01194A
9. If the problem persists, replace the fuser drive board (FDB), or the LVPS Type-5, or the main board as needed.
 Part number: Fuser drive board 110V - SAM-JC44-00235B
 Part number: Fuser drive board 220V - SAM-JC44-00236B
 Part number: LVPS Type-5 110V - SAM-JC44-00249A
 Part number: LVPS Type-5 220V - SAM-JC44-00250A
 Part number: Main board SAM-JC92-02922C

The Main board PCA should be the last part replaced if needed.

50.FF.04 Fuser error

Description

A fault occurred in the center thermistor, center lamp, or center heater control circuit.

A FSA error of the center thermistor's temperature slope occurred.

Recommended action

Recommended actions for customers

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended actions for call-center agents and onsite technicians

1. Turn the printer off and remove the fuser unit.
2. Open the jam cover and check if jammed or wrapped paper is in the fuser unit.
3. Reinstall the fuser unit and turn the printer on.
4. Check the power source. Ensure the power source meets the printer requirements. Ensure the printer is plugged directly into a wall outlet and not into any other device.

The voltage during the normal operation should be $\pm 10\%$ of the rated voltage.

5. Ensure that the printer is not located in front of a vent or window where the cool air might interfere with the ability of the fuser to heat up.
6. Check the connector on the fuser for damage or broken pins. If needed replace the fuser.
 110V fuser part number: SAM-JC91-01195A
 220V fuser part number: SAM-JC91-01194A



7. Check the connector inside the printer that connects to the fuser. If the connector is damaged, replace the fuser connector assembly.

Part number: TBD



8. Replace the fuser.
 110V fuser part number: SAM-JC91-01195A
 220V fuser part number: SAM-JC91-01194A
9. If the problem persists, replace the fuser drive board (FDB), or the LVPS Type-5, or the main board as needed.
 Part number: Fuser drive board 110V - SAM-JC44-00235B
 Part number: Fuser drive board 220V - SAM-JC44-00236B
 Part number: LVPS Type-5 110V - SAM-JC44-00249A
 Part number: LVPS Type-5 220V - SAM-JC44-00250A
 Part number: Main board SAM-JC92-02922C

The Main board PCA should be the last part replaced if needed.

50.FF.05 Fuser error

Description

A fault occurred in the center thermistor, center lamp, or center heater control circuit.

A FSA error of the center thermistor's temperature slope occurred.

Recommended action

Recommended actions for customers

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended actions for call-center agents and onsite technicians

1. Turn the printer off and remove the fuser unit.
2. Open the jam cover and check if jammed or wrapped paper is in the fuser unit.
3. Reinstall the fuser unit and turn the printer on.
4. Check the power source. Ensure the power source meets the printer requirements. Ensure the printer is plugged directly into a wall outlet and not into any other device.

The voltage during the normal operation should be $\pm 10\%$ of the rated voltage.

5. Ensure that the printer is not located in front of a vent or window where the cool air might interfere with the ability of the fuser to heat up.
6. Check the connector on the fuser for damage or broken pins. If needed replace the fuser.
110V fuser part number: SAM-JC91-01195A
220V fuser part number: SAM-JC91-01194A



7. Check the connector inside the printer that connects to the fuser. If the connector is damaged, replace the fuser connector assembly.
Part number: TBD



8. Replace the fuser.
110V fuser part number: SAM-JC91-01195A
220V fuser part number: SAM-JC91-01194A
9. If the problem persists, replace the fuser drive board (FDB), or the LVPS Type-5, or the main board as needed.
Part number: Fuser drive board 110V - SAM-JC44-00235B
Part number: Fuser drive board 220V - SAM-JC44-00236B
Part number: LVPS Type-5 110V - SAM-JC44-00249A
Part number: LVPS Type-5 220V - SAM-JC44-00250A
Part number: Main board SAM-JC92-02922C

The Main board PCA should be the last part replaced if needed.

50.FF.06 Fuser error

Description

Temperature of the thermistor is higher than the maximum allowable temperature.

The fuser (center) temperature is more than the permitted temperature for a certain amount of time.

Recommended action

Recommended actions for customers

1. Turn the printer off, and then on.

2. If the error persists, please contact customer support.

Recommended actions for call-center agents and onsite technicians

1. Turn the printer off and remove the fuser unit.
2. Open the jam cover and check if jammed or wrapped paper is in the fuser unit.
3. Reinstall the fuser unit and turn the printer on.
4. Check the power source. Ensure the power source meets the printer requirements. Ensure the printer is plugged directly into a wall outlet and not into any other device.

The voltage during the normal operation should be $\pm 10\%$ of the rated voltage.

5. Check the connector on the fuser for damage or broken pins. If needed replace the fuser.
110V fuser part number: SAM-JC91-01195A
220V fuser part number: SAM-JC91-01194A



6. Check the connector inside the printer that connects to the fuser. If the connector is damaged, replace the fuser connector assembly.
Part number: TBD



7. Replace the fuser.
110V fuser part number: SAM-JC91-01195A
220V fuser part number: SAM-JC91-01194A
8. If the problem persists, replace the fuser drive board (FDB), or the LVPS Type-5, or the main board as needed.
Part number: Fuser drive board 110V - SAM-JC44-00235B
Part number: Fuser drive board 220V - SAM-JC44-00236B
Part number: LVPS Type-5 110V - SAM-JC44-00249A
Part number: LVPS Type-5 220V - SAM-JC44-00250A
Part number: Main board SAM-JC92-02922C

The Main board PCA should be the last part replaced if needed.

50.FF.07 Fuser error

Description

Temperature of the thermistor is higher than the maximum allowable temperature.

The fuser (center) temperature is more than the permitted temperature for a certain amount of time.

Recommended action

Recommended actions for customers

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended actions for call-center agents and onsite technicians

1. Turn the printer off and remove the fuser unit.
2. Open the jam cover and check if jammed or wrapped paper is in the fuser unit.
3. Reinstall the fuser unit and turn the printer on.
4. Check the power source. Ensure the power source meets the printer requirements. Ensure the printer is plugged directly into a wall outlet and not into any other device.

The voltage during the normal operation should be $\pm 10\%$ of the rated voltage.

5. Check the connector on the fuser for damage or broken pins. If needed replace the fuser.
110V fuser part number: SAM-JC91-01195A
220V fuser part number: SAM-JC91-01194A



6. Check the connector inside the printer that connects to the fuser. If the connector is damaged, replace the fuser connector assembly.
Part number: TBD



7. Replace the fuser.
110V fuser part number: SAM-JC91-01195A
220V fuser part number: SAM-JC91-01194A
8. If the problem persists, replace the fuser drive board (FDB), or the LVPS Type-5, or the main board as needed.
Part number: Fuser drive board 110V - SAM-JC44-00235B
Part number: Fuser drive board 220V - SAM-JC44-00236B
Part number: LVPS Type-5 110V - SAM-JC44-00249A
Part number: LVPS Type-5 220V - SAM-JC44-00250A
Part number: Main board SAM-JC92-02922C

The Main board PCA should be the last part replaced if needed.

50.FF.08 Fuser error

Description

The temperature of the fuser changed suddenly (abnormal ADC).

Recommended action

Recommended actions for customers

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended actions for call-center agents and onsite technicians

1. Turn the printer off and remove the fuser unit.
2. Open the jam cover and check if jammed or wrapped paper is in the fuser unit.
3. Reinstall the fuser unit and turn the printer on.
4. Check the power source. Ensure the power source meets the printer requirements. Ensure the printer is plugged directly into a wall outlet and not into any other device.

The voltage during the normal operation should be $\pm 10\%$ of the rated voltage.

5. Replace the fuser.
110V fuser part number: SAM-JC91-01195A
220V fuser part number: SAM-JC91-01194A
6. If the problem persists, replace the fuser drive board.
Part number: Fuser drive board 110V - SAM-JC44-00235B
Part number: Fuser drive board 220V - SAM-JC44-00236B

50.FF.09 Fuser error

Description

The temperature of the center of the fuser changed suddenly (abnormal ADC).

Recommended action

Recommended actions for customers

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended actions for call-center agents and onsite technicians

1. Turn the printer off and remove the fuser unit.
2. Open the jam cover and check if jammed or wrapped paper is in the fuser unit.
3. Reinstall the fuser unit and turn the printer on.
4. Check the power source. Ensure the power source meets the printer requirements. Ensure the printer is plugged directly into a wall outlet and not into any other device.

The voltage during the normal operation should be $\pm 10\%$ of the rated voltage.

5. Check the connector on the fuser for damage or broken pins. If needed replace the fuser.
110V fuser part number: SAM-JC91-01195A
220V fuser part number: SAM-JC91-01194A



6. Check the connector inside the printer that connects to the fuser. If the connector is damaged, replace the fuser connector assembly.

Part number: TBD



7. Replace the fuser.
 110V fuser part number: SAM-JC91-01195A
 220V fuser part number: SAM-JC91-01194A
8. If the problem persists, replace the fuser drive board (FDB), or the LVPS Type-5, or the main board as needed.
 Part number: Fuser drive board 110V - SAM-JC44-00235B
 Part number: Fuser drive board 220V - SAM-JC44-00236B
 Part number: LVPS Type-5 110V - SAM-JC44-00249A
 Part number: LVPS Type-5 220V - SAM-JC44-00250A
 Part number: Main board SAM-JC92-02922C

The Main board PCA should be the last part replaced if needed.

50.FF.0A Fuser error

Description

The temperature of the center of the fuser changed suddenly (abnormal ADC).

Recommended action

Recommended actions for customers

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended actions for call-center agents and onsite technicians

1. Turn the printer off and remove the fuser unit.
 2. Open the jam cover and check if jammed or wrapped paper is in the fuser unit.
 3. Reinstall the fuser unit and turn the printer on.
 4. Check the power source. Ensure the power source meets the printer requirements. Ensure the printer is plugged directly into a wall outlet and not into any other device.
-

The voltage during the normal operation should be $\pm 10\%$ of the rated voltage.

5. Check the connector on the fuser for damage or broken pins. If needed replace the fuser.
110V fuser part number: SAM-JC91-01195A
220V fuser part number: SAM-JC91-01194A



6. Check the connector inside the printer that connects to the fuser. If the connector is damaged, replace the fuser connector assembly.
Part number: TBD



7. Replace the fuser.
110V fuser part number: SAM-JC91-01195A
220V fuser part number: SAM-JC91-01194A
8. If the problem persists, replace the fuser drive board (FDB), or the LVPS Type-5, or the main board as needed.
Part number: Fuser drive board 110V - SAM-JC44-00235B
Part number: Fuser drive board 220V - SAM-JC44-00236B
Part number: LVPS Type-5 110V - SAM-JC44-00249A
Part number: LVPS Type-5 220V - SAM-JC44-00250A
Part number: Main board SAM-JC92-02922C

The Main board PCA should be the last part replaced if needed.

50.FF.0B Fuser error

Description

The temperature control of the fuser is abnormal.

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

Recommended action

Recommended actions for customers

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended actions for call-center agents and onsite technicians

1. Turn the printer off and remove the fuser unit.
2. Open the jam cover and check if jammed or wrapped paper is in the fuser unit.
3. Reinstall the fuser unit and turn the printer on.
4. Check the power source. Ensure the power source meets the printer requirements. Ensure the printer is plugged directly into a wall outlet and not into any other device.

The voltage during the normal operation should be $\pm 10\%$ of the rated voltage.

5. Check the connector on the fuser for damage or broken pins. If needed replace the fuser.
110V fuser part number: SAM-JC91-01195A
220V fuser part number: SAM-JC91-01194A



6. Check the connector inside the printer that connects to the fuser. If the connector is damaged, replace the fuser connector assembly.
Part number: TBD



7. Replace the fuser.
110V fuser part number: SAM-JC91-01195A
220V fuser part number: SAM-JC91-01194A
8. If the problem persists, replace the fuser drive board (FDB), or the LVPS Type-5, or the main board as needed.
Part number: Fuser drive board 110V - SAM-JC44-00235B
Part number: Fuser drive board 220V - SAM-JC44-00236B
Part number: LVPS Type-5 110V - SAM-JC44-00249A
Part number: LVPS Type-5 220V - SAM-JC44-00250A
Part number: Main board SAM-JC92-02922C

The Main board PCA should be the last part replaced if needed.

50.FF.0C Fuser error

Description

The temperature control of the fuser is abnormal.

Fuser low heat error.

Recommended action

Recommended actions for customers

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended actions for call-center agents and onsite technicians

1. Turn the printer off and remove the fuser unit.
2. Open the jam cover and check if jammed or wrapped paper is in the fuser unit.
3. Reinstall the fuser unit and turn the printer on.
4. Check the power source. Ensure the power source meets the printer requirements. Ensure the printer is plugged directly into a wall outlet and not into any other device.

The voltage during the normal operation should be $\pm 10\%$ of the rated voltage.

5. Ensure that the printer is not located in front of a vent or window where the cool air might interfere with the ability of the fuser to heat up.
6. Check the connector on the fuser for damage or broken pins. If needed replace the fuser.
110V fuser part number: SAM-JC91-01195A
220V fuser part number: SAM-JC91-01194A



7. Check the connector inside the printer that connects to the fuser. If the connector is damaged, replace the fuser connector assembly.
Part number: TBD



8. Replace the fuser.
110V fuser part number: SAM-JC91-01195A
220V fuser part number: SAM-JC91-01194A
9. If the problem persists, replace the fuser drive board (FDB), or the LVPS Type-5, or the main board as needed.
Part number: Fuser drive board 110V - SAM-JC44-00235B
Part number: Fuser drive board 220V - SAM-JC44-00236B
Part number: LVPS Type-5 110V - SAM-JC44-00249A
Part number: LVPS Type-5 220V - SAM-JC44-00250A
Part number: Main board SAM-JC92-02922C

The Main board PCA should be the last part replaced if needed.

50.FF.0D Fuser error

Description

The temperature measured in the thermistor remains less than the minimum temperature permitted during printing.
Fuser low heat error.

Recommended action

Recommended actions for customers

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended actions for call-center agents and onsite technicians

1. Turn the printer off and remove the fuser unit.
2. Open the jam cover and check if jammed or wrapped paper is in the fuser unit.
3. Reinstall the fuser unit and turn the printer on.
4. Check the power source. Ensure the power source meets the printer requirements. Ensure the printer is plugged directly into a wall outlet and not into any other device.

The voltage during the normal operation should be $\pm 10\%$ of the rated voltage.

5. Ensure that the printer is not located in front of a vent or window where the cool air might interfere with the ability of the fuser to heat up.
6. Check the connector on the fuser for damage or broken pins. If needed replace the fuser.
110V fuser part number: SAM-JC91-01195A
220V fuser part number: SAM-JC91-01194A



7. Check the connector inside the printer that connects to the fuser. If the connector is damaged, replace the fuser connector assembly.
Part number: TBD



8. Replace the fuser.
110V fuser part number: SAM-JC91-01195A
220V fuser part number: SAM-JC91-01194A

9. If the problem persists, replace the fuser drive board (FDB), or the LVPS Type-5, or the main board as needed.
Part number: Fuser drive board 110V - SAM-JC44-00235B
Part number: Fuser drive board 220V - SAM-JC44-00236B
Part number: LVPS Type-5 110V - SAM-JC44-00249A
Part number: LVPS Type-5 220V - SAM-JC44-00250A
Part number: Main board SAM-JC92-02922C

The Main board PCA should be the last part replaced if needed.

50.FF.0E Fuser error

Description

The temperature measured by the central thermistor is much lower than the control temperature.

Fuser low heat error.

Recommended action

Recommended actions for customers

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended actions for call-center agents and onsite technicians

1. Turn the printer off and remove the fuser unit.
2. Open the jam cover and check if jammed or wrapped paper is in the fuser unit.
3. Reinstall the fuser unit and turn the printer on.
4. Check the power source. Ensure the power source meets the printer requirements. Ensure the printer is plugged directly into a wall outlet and not into any other device.

The voltage during the normal operation should be $\pm 10\%$ of the rated voltage.

5. Ensure that the printer is not located in front of a vent or window where the cool air might interfere with the ability of the fuser to heat up.
6. Check the connector on the fuser for damage or broken pins. If needed replace the fuser.
110V fuser part number: SAM-JC91-01195A
220V fuser part number: SAM-JC91-01194A



7. Check the connector inside the printer that connects to the fuser. If the connector is damaged, replace the fuser connector assembly.
Part number: TBD



8. Replace the fuser.
Part number: (110v) SAM-JC91-01195A (220v) SAM-JC91-01194A
9. If the problem persists, replace the fuser drive board (FDB), or the LVPS Type-5, or the main board as needed.
Part number: Fuser drive board 110V - SAM-JC44-00235B
Part number: Fuser drive board 220V - SAM-JC44-00236B
Part number: LVPS Type-5 110V - SAM-JC44-00249A
Part number: LVPS Type-5 220V - SAM-JC44-00250A
Part number: Main board SAM-JC92-02922C

The Main board PCA should be the last part replaced if needed.

50.FF.0F Fuser error

Description

The temperature measured in the central thermistor is much lower than the target temperature after the warm-up period.
Fuser low heat error.

Recommended action

Recommended actions for customers

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended actions for call-center agents and onsite technicians

1. Turn the printer off and remove the fuser unit.
2. Open the jam cover and check if jammed or wrapped paper is in the fuser unit.
3. Reinstall the fuser unit and turn the printer on.
4. Check the power source. Ensure the power source meets the printer requirements. Ensure the printer is plugged directly into a wall outlet and not into any other device.

The voltage during the normal operation should be $\pm 10\%$ of the rated voltage.

5. Ensure that the printer is not located in front of a vent or window where the cool air might interfere with the ability of the fuser to heat up.
6. Check the connector on the fuser for damage or broken pins. If needed replace the fuser.
110V fuser part number: SAM-JC91-01195A
220V fuser part number: SAM-JC91-01194A



7. Check the connector inside the printer that connects to the fuser. If the connector is damaged, replace the fuser connector assembly.

Part number: TBD



8. Replace the fuser.
 110V fuser part number: SAM-JC91-01195A
 220V fuser part number: SAM-JC91-01194A
9. If the problem persists, replace the fuser drive board (FDB), or the LVPS Type-5, or the main board as needed.
 Part number: Fuser drive board 110V - SAM-JC44-00235B
 Part number: Fuser drive board 220V - SAM-JC44-00236B
 Part number: LVPS Type-5 110V - SAM-JC44-00249A
 Part number: LVPS Type-5 220V - SAM-JC44-00250A
 Part number: Main board SAM-JC92-02922C

The Main board PCA should be the last part replaced if needed.

50.FF.10 Fuser error

Description

The temperature measured by the side thermistor is much lower than the control temperature.

Fuser low heat error.

Recommended action

Recommended actions for customers

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended actions for call-center agents and onsite technicians

1. Turn the printer off and remove the fuser unit.
2. Open the jam cover and check if jammed or wrapped paper is in the fuser unit.
3. Reinstall the fuser unit and turn the printer on.
4. Check the power source. Ensure the power source meets the printer requirements. Ensure the printer is plugged directly into a wall outlet and not into any other device.

The voltage during the normal operation should be $\pm 10\%$ of the rated voltage.

5. Ensure that the printer is not located in front of a vent or window where the cool air might interfere with the ability of the fuser to heat up.
6. Check the connector on the fuser for damage or broken pins. If needed replace the fuser.
110V fuser part number: SAM-JC91-01195A
220V fuser part number: SAM-JC91-01194A



7. Check the connector inside the printer that connects to the fuser. If the connector is damaged, replace the fuser connector assembly.
Part number: TBD



8. Replace the fuser.
110V fuser part number: SAM-JC91-01195A
220V fuser part number: SAM-JC91-01194A
9. If the problem persists, replace the fuser drive board (FDB), or the LVPS Type-5, or the main board as needed.
Part number: Fuser drive board 110V - SAM-JC44-00235B
Part number: Fuser drive board 220V - SAM-JC44-00236B
Part number: LVPS Type-5 110V - SAM-JC44-00249A
Part number: LVPS Type-5 220V - SAM-JC44-00250A
Part number: Main board SAM-JC92-02922C

The Main board PCA should be the last part replaced if needed.

50.FF.11 Fuser error

Description

The temperature measured in the side thermistor is much lower than the target temperature after the warm-up period.
Fuser low heat error.

Recommended action

Recommended actions for customers

1. Turn the printer off, and then on.

2. If the error persists, please contact customer support.

Recommended actions for call-center agents and onsite technicians

1. Turn the printer off and remove the fuser unit.
2. Open the jam cover and check if jammed or wrapped paper is in the fuser unit.
3. Reinstall the fuser unit and turn the printer on.
4. Check the power source. Ensure the power source meets the printer requirements. Ensure the printer is plugged directly into a wall outlet and not into any other device.

The voltage during the normal operation should be $\pm 10\%$ of the rated voltage.

5. Ensure that the printer is not located in front of a vent or window where the cool air might interfere with the ability of the fuser to heat up.
6. Check the connector on the fuser for damage or broken pins. If needed replace the fuser.
110V fuser part number: SAM-JC91-01195A
220V fuser part number: SAM-JC91-01194A



7. Check the connector inside the printer that connects to the fuser. If the connector is damaged, replace the fuser connector assembly.
Part number: TBD



8. Replace the fuser.
110V fuser part number: SAM-JC91-01195A
220V fuser part number: SAM-JC91-01194A
9. If the problem persists, replace the fuser drive board (FDB), or the LVPS Type-5, or the main board as needed.
Part number: Fuser drive board 110V - SAM-JC44-00235B
Part number: Fuser drive board 220V - SAM-JC44-00236B
Part number: LVPS Type-5 110V - SAM-JC44-00249A
Part number: LVPS Type-5 220V - SAM-JC44-00250A
Part number: Main board SAM-JC92-02922C

The Main board PCA should be the last part replaced if needed.

50.FF.12 Fuser error

Description

The printer detected that the temperature of the fuser is higher than the permitted limit.

Fuser over temperature error.

Recommended action

Recommended actions for customers

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended actions for call-center agents and onsite technicians

1. Turn the printer off and remove the fuser unit.
2. Open the jam cover and check if jammed or wrapped paper is in the fuser unit.
3. Reinstall the fuser unit and turn the printer on.
4. Check the power source. Ensure the power source meets the printer requirements. Ensure the printer is plugged directly into a wall outlet and not into any other device.

The voltage during the normal operation should be $\pm 10\%$ of the rated voltage.

5. Ensure that the printer is not located in front of a vent or window where the cool air might interfere with the ability of the fuser to heat up.
6. Check the connector on the fuser for damage or broken pins. If needed replace the fuser.
110V fuser part number: SAM-JC91-01195A
220V fuser part number: SAM-JC91-01194A



7. Check the connector inside the printer that connects to the fuser. If the connector is damaged, replace the fuser connector assembly.
Part number: TBD



8. Replace the fuser.
110V fuser part number: SAM-JC91-01195A
220V fuser part number: SAM-JC91-01194A
9. If the problem persists, replace the fuser drive board (FDB), or the LVPS Type-5, or the main board as needed.
Part number: Fuser drive board 110V - SAM-JC44-00235B
Part number: Fuser drive board 220V - SAM-JC44-00236B
Part number: LVPS Type-5 110V - SAM-JC44-00249A

Part number: LVPS Type-5 220V - SAM-JC44-00250A

Part number: Main board SAM-JC92-02922C

The Main board PCA should be the last part replaced if needed.

50.FF.13 Fuser error

Description

The printer detected that the temperature of the fuser is higher than the permitted limit.

Fuser over temperature error.

Recommended action

Recommended actions for customers

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended actions for call-center agents and onsite technicians

1. Turn the printer off and remove the fuser unit.
 2. Open the jam cover and check if jammed or wrapped paper is in the fuser unit.
 3. Reinstall the fuser unit and turn the printer on.
 4. Check the power source. Ensure the power source meets the printer requirements. Ensure the printer is plugged directly into a wall outlet and not into any other device.
-

The voltage during the normal operation should be $\pm 10\%$ of the rated voltage.

5. Ensure that the printer is not located in front of a vent or window where the cool air might interfere with the ability of the fuser to heat up.
6. Check the connector on the fuser for damage or broken pins. If needed replace the fuser.
110V fuser part number: SAM-JC91-01195A
220V fuser part number: SAM-JC91-01194A



7. Check the connector inside the printer that connects to the fuser. If the connector is damaged, replace the fuser connector assembly.
Part number: TBD



8. Replace the fuser.
110V fuser part number: SAM-JC91-01195A
220V fuser part number: SAM-JC91-01194A
9. If the problem persists, replace the fuser drive board (FDB), or the LVPS Type-5, or the main board as needed.
Part number: Fuser drive board 110V - SAM-JC44-00235B
Part number: Fuser drive board 220V - SAM-JC44-00236B
Part number: LVPS Type-5 110V - SAM-JC44-00249A
Part number: LVPS Type-5 220V - SAM-JC44-00250A
Part number: Main board SAM-JC92-02922C

The Main board PCA should be the last part replaced if needed.

54.WX.YZ error messages

54.DD.01, 54.DD.02, 50.DD.03 and 54.DD.04 errors

Description

The non-contact sensor in the fuser unit is defective. The sensor signal is abnormal.

- **54.00.01** The center thermistor sensor has a short circuit.
- **54.00.02** The center thermistor sensor has an open circuit.
- **54.00.03** The side thermistor sensor has a short circuit.
- **54.00.04** The side thermistor sensor has an open circuit.

Recommended action

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off, and then on.
2. If the error persists, Check the fuser.
 - a. Run the fuser temperature test.

- Support Tools
- Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools
- Diagnostics
- Engine Diagnostics
- Engine Test Routines

- b. Run test 109-0000, Fuser Temperature A and test 109-0010 Fuser Temperature B.
- c. Select Start then Get Status. The reading for A should be ~140-170, the reading for B should be ~100-130.

- d. If the temperature test is normal, replace the main board PCA.
Part number: SAM-JC92-02922C
- e. If the temperature test is abnormal, turn the printer off and remove the fuser.
- f. Test the resistance of the fuser on the following pins:
 - 2 and 3
 - 2 and 4
 - 5 and 6
 - 5 and 7

The reading should be 50K Ω ~ 65K Ω (@ 25) for pins 5 and 6 and 280K Ω ~ 500K Ω (@ 25) for all others. If the measurement is not in this range, replace the fuser.

Part number (110V): SAM-JC91-01195A

Part number (220V): SAM-JC91-01194A

- g. If the resistance measures OK, replace the main board PCA.
Part number: SAM-JC92-02922C

3. If the fuser is replaced, reset the fuser kit count.

- a. Open the following menus:

- Support Tools
- Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools
- On the Information tab, select Supply Status
- Field Replaceable Unit

- b. Select Fuser.
- c. Select Fuser Kit. Press Reset to clear the kit count.
- d. Exit the service mode by touching the home button.

54.DD.05, 54.DD.06 and 54.DD.07 error

Description

The fuser inner temperature sensor detected a breach of its upper or lower limit.

- **54.DD.05** The center thermistor sensor has an open circuit.
- **54.DD.06** The output of the inner temperature sensor is less than the minimum value permitted.
- **54.DD.07** The output of the inner temperature sensor is more than the maximum value permitted.

Recommended action

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

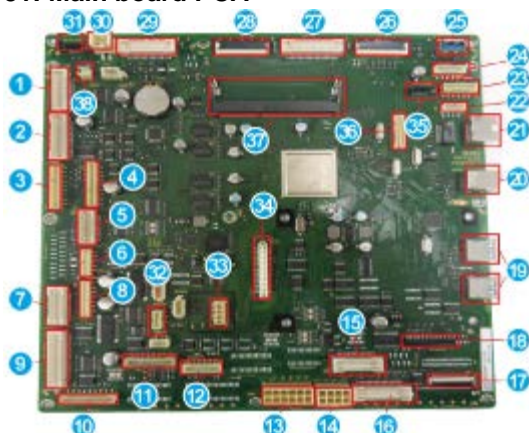
Recommended action for call-center agents and onsite technicians

1. Turn the printer off, and then on.
2. Check the fuser.
 - a. Open the right side cover.
 - b. Remove the fuser.
 - c. Check the connector between the fuser and the engine for damage. Replace the fuser as needed.
Part number (110V): SAM-JC91-01195A
Part number (220V): SAM-JC91-01194A



- d. Remove the rear cover.
- e. Disconnect and reconnect the connector 3 to the fuser on the main board PCA.

31: Main board PCA



- f. If the connection is OK, replace the fuser.
Part number (110V): SAM-JC91-01195A
Part number (220V): SAM-JC91-01194A
3. If the all previous checks are OK, or if the error persists, replace the main board PCA.
Part number: SAM-JC92-02922C
4. If the fuser is replaced, reset the fuser kit count.
 - a. Open the following menus:
 - Support Tools
 - Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools
 - On the Information tab, select Supply Status
 - Field Replaceable Unit
- b. Select Fuser.
 - c. Select Fuser Kit. Press Reset to clear the kit count.
 - d. Exit the service mode by touching the home button.

54.DD.08, 54.DD.09, 54.DD.0A, 54.DD.0B, 54.DD.0C, and 54.DD.0D error

Description

An error has occurred with the temperature or humidity sensor.

- **54.DD.08** The outer temperature sensor is faulty or not connected.
- **54.DD.09** The output of the outer temperature sensor is less than the minimum value permitted.
- **54.DD.0A** The output of the outer temperature sensor is more than the maximum value permitted.
- **54.DD.0B** The humidity sensor is faulty or not connected.

- **54.DD.0C** The humidity sensor output is less than the minimum value permitted.
- **54.DD.0D** The humidity sensor output is more than the maximum value permitted.

Recommended action

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off, and then on.
2. Check the temperature sensor.
 - a. Turn the printer off.
 - b. Remove the control panel bezel.
 - i. Open the document feeder, and then remove three screws.



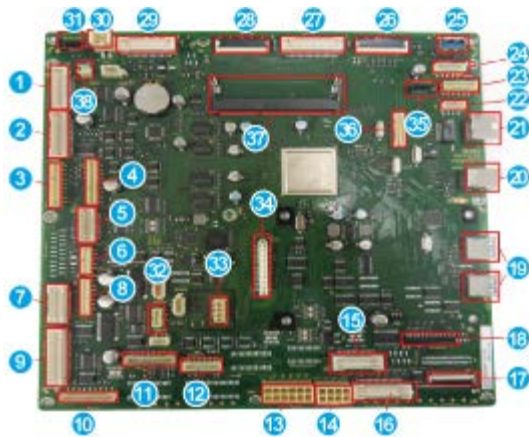
- ii. Place the control panel in the upright position.
- iii. Gently pry the control panel bezel from the center screw hole, and the pry from the center of the control panel bezel to the edge release.

Do not pry against the scanner glass when removing the control panel bezel.

- c. Disconnect and reconnect the connector between the temperature sensor and the main board PCA to ensure the connectors are seated correctly and are not damaged.



32: Connector 16 on the main board PCA



- d. Turn the printer on, and retest.
 - e. If the error persists, replace the temperature/humidity sensor.
Part number: SAM-JC93-00486A
3. If the error persists, replace the main board PCA.
Part number: SAM-JC92-02922C

57.WX.YZ error messages

57.00.01, 57.00.02 Fan failure

Description

Switching mode power supply (SMPS) fan error.

- **57.00.01** The SMPS fan was not activated, but the printer indicates that it is operating.
- **57.00.02** The SMPS fan was activated, but it did not start.

Recommended action

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off, and then on.
2. Check if the fan is operating correctly.
 - a. Open the following menus:
 - Support Tools
 - Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

 - Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
 - b. Run test 100-0260, SMPS Fan Run.
 - c. If the fan does not function, remove the rear cover.
 - d. Check if the corresponding fan connector is connected correctly.
 - e. If the fan is not operational, measure the fan 24V power (the red and black wires on the connector).
 - f. If the 24V power is generated, replace the defective fan.
Part number: SAM-JC31-00161A
3. If the 24V power is not being generated, measure the 24V power on the SMPS board. If the SMPS board is defective, replace it.
Part number (110V): SAM-JC44-00091D
Part number (220V): SAM-JC44-00092D

4. If the SMPS board is normal, replace the main board.
Part number: SAM-JC92-02922C
5. If the fan operation is normal, but the error persists, check the yellow line signal with a digital volt meter (3.3V).
6. Check the fan operation is 3.3V when connected and disconnected.
 - a. If the voltage is 0V when connected and disconnected, check the wiring harness.
 - b. If the wiring harness is OK, replace the main board.
Part number: SAM-JC92-02922C
 - c. If the signal value is not 0V when the fan is running, replace the fan.
Part number: SAM-JC31-00161A

57.00.05, 57.00.06, Fan failure

Description

Exit fan error.

- **57.00.05** The exit fan was not activated, but the printer indicates that it is operating.
- **57.00.06** The exit fan was activated, but the printer indicates that it is stopped.

Recommended action

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off, and then on.
2. Check if the fan is operating correctly.
 - a. Open the following menus:
 - Support Tools
 - Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

 - Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
 - b. Run test 109-0046, Exit Fan Run and test 109-0047, Exit Fan Run Ready.
 - c. Check if the corresponding fan connector is connected correctly.
 - d. If the fan is not operational, measure the fan 24V power (the red and black wires on the connector).
 - e. If the 24V power is generated, replace the defective fan.
Part number: SAM-JC31-00161A
3. If the 24V power is not being generated, measure the 24V power on the SMPS board. If the SMPS board is defective, replace it.
Part number (110V): SAM-JC44-00091D
Part number (220V): SAM-JC44-00092D
4. If the SMPS board is normal, replace the main board.
Part number: SAM-JC92-02922C
5. If the fan operation is normal, but the error persists, check the yellow line signal with a digital volt meter (3.3V).
6. Check the fan operation is 3.3V when connected and disconnected.
 - a. If the voltage is 0V when connected and disconnected, check the wiring harness.
 - b. If the wiring harness is OK, replace the main board.
Part number: SAM-JC92-02922C
 - c. If the signal value is not 0V when the fan is running, replace the fan.
Part number: SAM-JC31-00161A

57.00.07, 57.00.08, Fan failure

Description

Exit 2 fan error.

- **57.00.07** The exit 2 fan was not activated, but the printer indicates that it is operating.
- **57.00.08** The exit 2 fan was activated, but the printer indicates that it is stopped.

Recommended action**Recommended action for customers**

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off, and then on.
2. Check if the fan is operating correctly.
 - a. Open the following menus:
 - Support Tools
 - Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

 - Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
 - b. Run test 109-0021, Exit 2 Fan Run and test 109-0022, Exit 2 Fan Run Ready.
 - c. Check if the corresponding fan connector is connected correctly.
 - d. If the fan is not operational, measure the fan 24V power (the red and black wires on the connector).
 - e. If the 24V power is generated, replace the defective fan.
Part number: SAM-JC92-02922C
3. If the 24V power is not being generated, measure the 24V power on the SMPS board. If the SMPS board is defective, replace it.
Part number (110V): SAM-JC44-00091D
Part number (220V): SAM-JC44-00092D
4. If the SMPS board is normal, replace the main board.
Part number: SAM-JC92-02742A
5. If the fan operation is normal, but the error persists, check the yellow line signal with a digital volt meter (3.3V).
6. Check the fan operation is 3.3V when connected and disconnected.
 - a. If the voltage is 0V when connected and disconnected, check the wiring harness.
 - b. If the wiring harness is OK, replace the main board.
Part number: SAM-JC92-02922C
 - c. If the signal value is not 0V when the fan is running, replace the fan.
Part number: SAM-JC31-00161A

57.00.09, 57.00.10, Fan failure**Description**

Exit 3 fan error.

- **57.00.09** The exit 3 fan was not activated, but the printer indicates that it is operating.
- **57.00.10** The exit 3 fan was activated, but the printer indicates that it is stopped.

Recommended action**Recommended action for customers**

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off, and then on.

2. Check if the fan is operating correctly.

a. Open the following menus:

- Support Tools
- Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools
- Diagnostics
- Engine Diagnostics
- Engine Test Routines

b. Run test 109-0023, Exit 3 Fan Run and test 109-0024, Exit 3 Fan Run Ready.

c. Check if the corresponding fan connector is connected correctly.

d. If the fan is not operational, measure the fan 24V power (the red and black wires on the connector).

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

Part number: SAM-JC31-00161A

3. If the 24V power is not being generated, measure the 24V power on the SMPS board. If the SMPS board is defective, replace it.

Part number (110V): SAM-JC44-00091D

Part number (220V): SAM-JC44-00092D

4. If the SMPS board is normal, replace the main board.

Part number: SAM-JC92-02922C

5. If the fan operation is normal, but the error persists, check the yellow line signal with a digital volt meter (3.3V).

6. Check the fan operation is 3.3V when connected and disconnected.

a. If the voltage is 0V when connected and disconnected, check the wiring harness.

b. If the wiring harness is OK, replace the main board.

Part number: SAM-JC92-02922C

c. If the signal value is not 0V when the fan is running, replace the fan.

Part number: SAM-JC31-00161A

57.00.11, 57.00.12, Fan failure**Description**

Exit 4 fan error.

- **57.00.11** The exit 4 fan was not activated, but the printer indicates that it is operating.
- **57.00.12** The exit 4 fan was activated, but the printer indicates that it is stopped.

Recommended action**Recommended action for customers**

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off, and then on.
2. Check if the fan is operating correctly.

a. Open the following menus:

- Support Tools
- Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools
- Diagnostics
- Engine Diagnostics
- Engine Test Routines

- b. Run test 109-0025, Exit 4 Fan Run and test 109-0026, Exit 4 Fan Run Ready.
 - c. Check if the corresponding fan connector is connected correctly.
 - d. If the fan is not operational, measure the fan 24V power (the red and black wires on the connector).
 - e. If the 24V power is generated, replace the defective fan.
Part number: SAM-JC31-00161A
3. If the 24V power is not being generated, measure the 24V power on the SMPS board. If the SMPS board is defective, replace it.
Part number (110V): SAM-JC44-00091D
Part number (220V): SAM-JC44-00092D
4. If the SMPS board is normal, replace the main board.
Part number: SAM-JC92-02922C
5. If the fan operation is normal, but the error persists, check the yellow line signal with a digital volt meter (3.3V).
6. Check the fan operation is 3.3V when connected and disconnected.
 - a. If the voltage is 0V when connected and disconnected, check the wiring harness.
 - b. If the wiring harness is OK, replace the main board.
Part number: SAM-JC92-02922C
 - c. If the signal value is not 0V when the fan is running, replace the fan.
Part number: SAM-JC31-00161A

57.00.15, 57.0016 LSU fan error

Description

The LSU fan is faulty, or the fan-ready signal is abnormal.

- **57.00.15** The LSU fan was not activated, but the printer indicates that it is operating.
- **57.00.16** The LSU fan was activated, but the printer indicates that it is stopped.

Recommended action

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off, and then on.
2. Check if the fan is operating correctly.
 - a. Open the following menus:
 - Support Tools
 - Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

 - Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines

- b. Run test 110-0020, LSU Fan 1 Run Ready.
 - c. Check if the corresponding fan connector is connected correctly.
 - d. If the fan is not operational, measure the fan 24V power (the red and black wires on the connector).
 - e. If the 24V power is generated, replace the defective fan.
Part number: SAM-JC31-01019A
3. If the 24V power is not being generated, measure the 24V power on the SMPS board. If the SMPS board is defective, replace it.
Part number (110V): SAM-JC44-00091D
Part number (220V): SAM-JC44-00092D
4. If the SMPS board is normal, replace the main board.
Part number: SAM-JC92-02922C
5. If the fan operation is normal, but the error persists, check the yellow line signal with a digital volt meter (3.3V).

6. Check the fan operation is 3.3V when connected and disconnected.
 - a. If the voltage is 0V when connected and disconnected, check the wiring harness.
 - b. If the wiring harness is OK, replace the main board.
Part number: SAM-JC92-02922C
 - c. If the signal value is not 0V when the fan is running, replace the fan.
Part number: SAM-JC31-01019A

57.00.21, 57.00.22 OPC fan error

Description

The OPC fan is faulty, or the fan-ready signal is abnormal.

- **57.00.21** The OPC fan does not operate correctly.
- **57.00.22** The OPC fan was not activated, but the printer indicates that it is operating.

Recommended action

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off, and then on.
2. Check if the fan is operating correctly.
 - a. Open the following menus:
 - Support Tools
 - Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

 - Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
 - b. Run test 100-0074, Drum Fan Run.
 - c. If the fan does not function, remove the rear cover.
 - d. Check if the corresponding fan connector is connected correctly.
 - e. If the fan is not operational, measure the fan 24V power (the red and black wires on the connector).
 - f. If the 24V power is generated, replace the defective fan.
Part number: SAM-JC31-00161A
3. If the 24V power is not being generated, measure the 24V power on the SMPS board. If the SMPS board is defective, replace it.
Part number (110V): SAM-JC44-00091D
Part number (220V): SAM-JC44-00092D
4. If the SMPS board is normal, replace the main board.
Part number: SAM-JC92-02922C
5. If the fan operation is normal, but the error persists, check the yellow line signal with a digital volt meter (3.3V).
6. Check the fan operation is 3.3V when connected and disconnected.
 - a. If the voltage is 0V when connected and disconnected, check the wiring harness.
 - b. If the wiring harness is OK, replace the main board.
Part number: SAM-JC92-02922C
 - c. If the signal value is not 0V when the fan is running, replace the fan.
Part number: TBD

59.WX.YZ error messages

59.00.10, 59.00.20 Motor error

Description

Feed/MP motor error.

- **59.00.10** The motor is operating, but the printer indicates that it is stopped.
- **59.00.20** The motor was not activated, but the printer indicates that it is operating.

Recommended action

Recommended action for customers

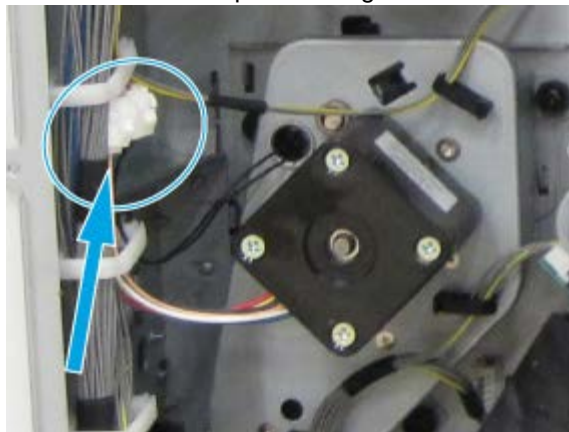
1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off, and then on.
2. Check the feed/MP motor.
 - a. Open the side cover.
 - b. Check if there is any foreign substance or paper around feed/MP unit preventing the rollers from turning. If there is any damage, replace the feed/MP drive assembly.
Part number: SAM-JC93-01062A
 - c. Open the following menus:
 - Support Tools
 - Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

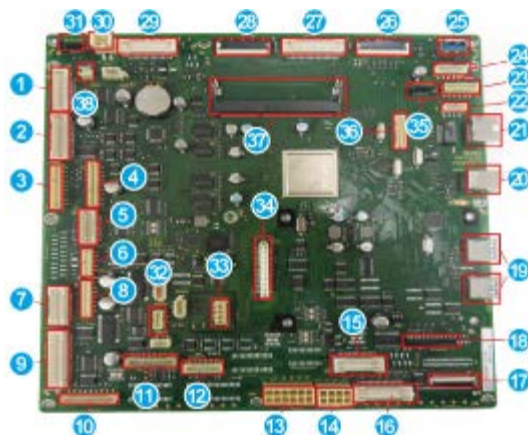
 - Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
 - d. Run test 100-0340, Feed Motor Ready.
 - e. If the test fails, check if the wire harness on the fuser drive assembly and main board connector 9 are connected correctly.
 - f. Test the 24V motor power using red and black wires on the motor connection ($24V \pm 5\%$).



- i. If the power is abnormal, check the voltage from the chassis ground to the LVPS type 5 board. It should be 24V.

You can check this voltage on the main PCA connector (pins 3, 4, 5, 6 on the large connector and pins 2, 3, 4 on the smaller connector). The two connectors are shown in the following image.

33: Connector 13 and 14 on the main board PCA



- ii. If the 24V is abnormal, disconnect the cable and test the voltage on the cable connector from the LVPS. ($24V \pm 5\%$).
 - iii. If the voltage from the LVPS type 5 board is abnormal, replace it.
Part number: (110V) SAM-JC44-00249A
Part number: (220V) SAM-JC44-00250A
 - iv. If the voltage is good from the LVPS but not normal when plugged into the connectors, replace the main board PCA.
Part number: SAM-JC92-02922C
3. Check the motor signal 3.3V with the yellow wire and chassis ground. Run test 100-0340, Feed Motor Ready with the motor connected and disconnected, and with the motor running and stopped.
 - a. If the voltage is $\sim 0V$ when connected and disconnected, check the wiring harness.
 - b. If the wiring harness is OK, replace the main board.
Part number: SAM-JC92-02922C
 - c. If the signal value is not $3.3V \pm 5\%$ when the motor is running, replace the motor.
Part number: SAM-JC31-00132A
 4. If the motor signal and power are normal, replace the motor or the feed drive assembly.
Motor part number: SAM-JC31-00132A
Feed drive assembly part number: SAM-JC93-01062A
 5. If the error persists, replace the main board PCA.
Part number: SAM-JC92-02922C

59.00.30, 59.00.40 Motor error

Description

Fuser motor error.

- **59.00.30** The fuser motor is operating, but the printer indicates that it is stopped.
- **59.00.40** The fuser motor was not activated, but the printer indicates that it is operating.

Recommended action

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off, and then on.
2. Check the fuser and fuser gear drive.
 - a. Turn the printer off.
 - b. Remove and inspect the fuser unit. If the gears on the fuser are damaged, replace the fuser.
Fuser (110V) part number: SAM-JC91-01195A
Fuser (220V) part number: SAM-JC91-01194A
 - c. Physically inspect the fuser drive gears for any obstructions or damage. If the damage or obstructions can not be cleared, replace the fuser drive.
Part number: SAM-JC93-01064A
3. If the fuser and gear drive are OK, check the fuser drive motor.

a. Open the following menus:

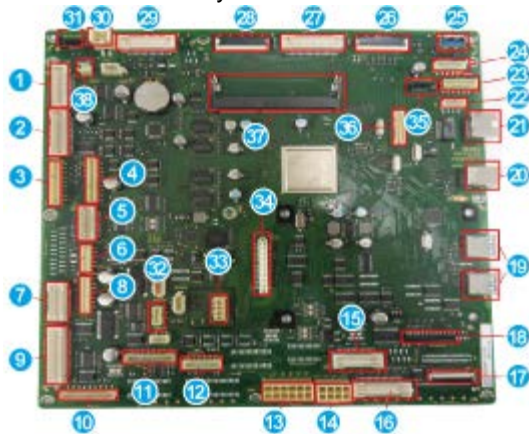
- Support Tools
- Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

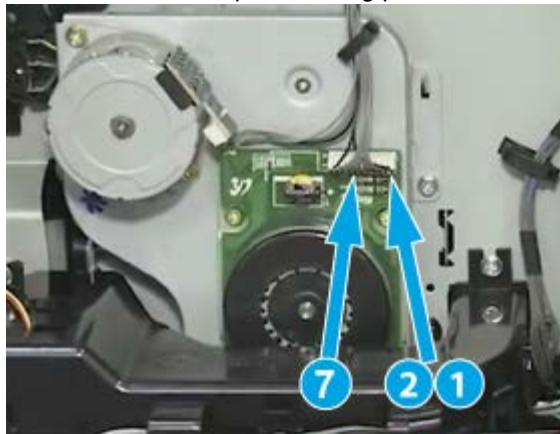
- Service Tools
- Diagnostics
- Engine Diagnostics
- Engine Test Routines

b. Run test 109-0034, Fuser Motor Ready. If the motor functions correctly, skip to checking the signal voltage on the main board PCA.

c. If the test fails, check if the wire harness on the fuser drive assembly and main board connector 2 are connected correctly.



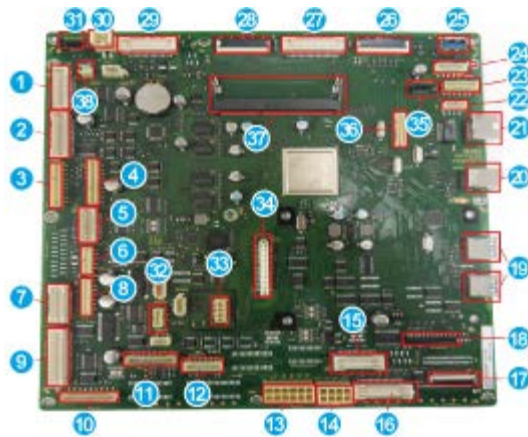
d. Test the 24V motor power using pins 1 or 2 on the motor connection ($24V \pm 5\%$) to chassis ground.



i. If the power is abnormal, check the voltage from chassis ground to the LVPS type 5 board. It should be 24V.

You can check this on the main PCA connector (pins 3, 4, 5, 6 on the large connector and pins 2, 3, 4 on the smaller connector). The two connectors are shown in the following image.

34: Connector 13 and 14 on the main board PCA



- ii. If the 24V is abnormal, disconnect the cable and test the voltage on the cable connector from the LVPS. ($24V \pm 5\%$)
 - iii. If the voltage from the LVPS type 5 board is abnormal, replace it.
Part number: (110V) SAM-JC44-00249A
Part number: (220V) SAM-JC44-00250A
 - iv. If the voltage is good from the LVPS but not normal when plugged into connectors, replace the main board PCA.
Part number: SAM-JC92-02922C
 - v. If the voltage is good, continue with checking the signal voltage.
4. Check the motor signal 3.3V from the main board PCA.
- a. Test the motor signal voltage on pin 7 with the motor test running and stopped. The voltage should be $3.3V \pm 5\%$ when running and when 0V stopped.

35: Test pin 7 to chassis ground



- b. If it is $\sim 0V$ continually, check the wiring harness.
 - c. If the harness is OK, replace the main board PCA.
Part number: SAM-JC92-02922C
 - d. If the value is normal, replace the fuser drive motor or the fuser drive.
Fuser drive motor part number: SAM-JC31-00123B
Fuser drive part number: SAM-JC93-01064A
5. If the error persists, replace the main board PCA.
Part number: SAM-JC92-02922C

59.05.50, 59.05.60 Motor error

Description

OPC motor error.

- **59.05.50** The OPC motor is operating, but the printer indicates that it is stopped.
- **59.05.60** The OPC motor was not activated, but the printer indicates that it is operating.

Recommended action

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off, and then on.
2. If the error persists, check the image drum.
 - a. Open the front and side cover.
 - b. Remove the image drum unit.
 - c. Using your thumb on the gear, ensure that the drum rotates freely. If it does not, replace the image drum.
Part number: X3A74-67902



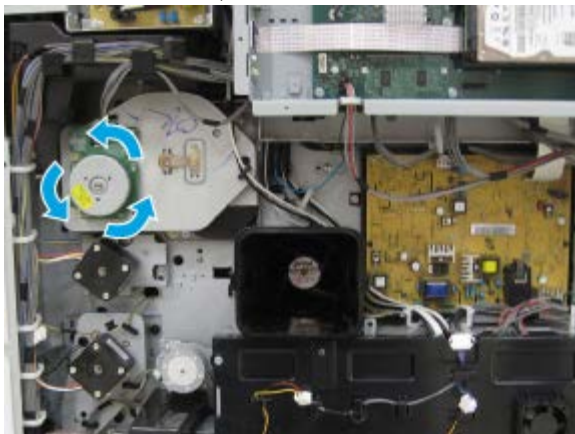
3. If the image drum is OK, check the OPC drive motor.
 - a. Open the following menus:

- Support Tools
- Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

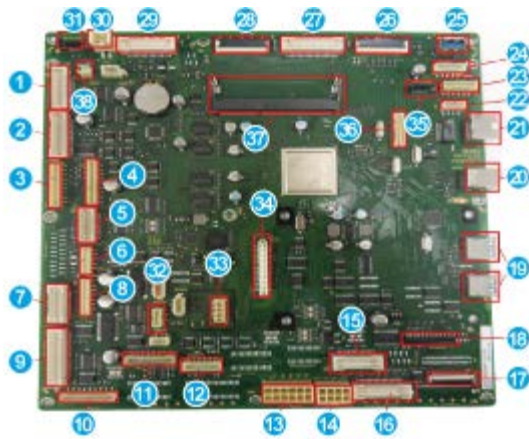
- Service Tools
- Diagnostics
- Engine Diagnostics
- Engine Test Routines

- b. Run test 100-0044, OPC K Motor.



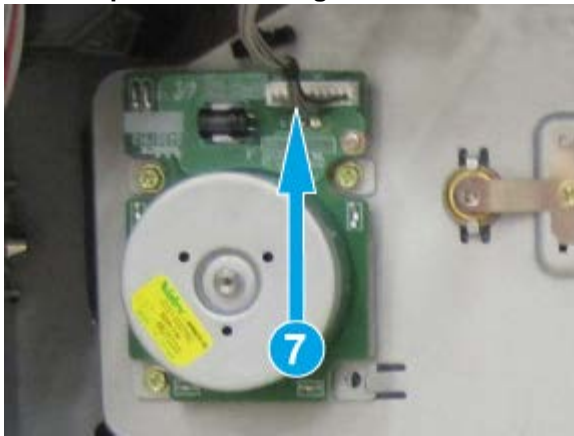
- c. If the motor is not operational, check if the wire harness between the motor and connector 12 on the main board PCA are connected correctly.

36: Main board PCA

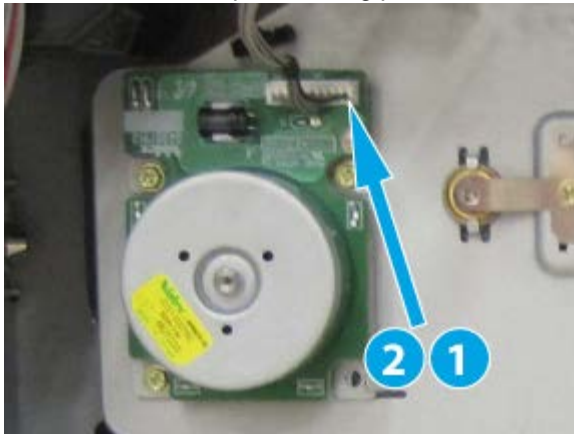


4. Check the motor signal 3.3V from the main board PCA.
 - a. Test the motor signal voltage on pin 7 with the motor test running and stopped. The voltage should be $3.3V \pm 5\%$ when running and $\sim 0V$ when stopped.

37: Test pin 7 to chassis ground



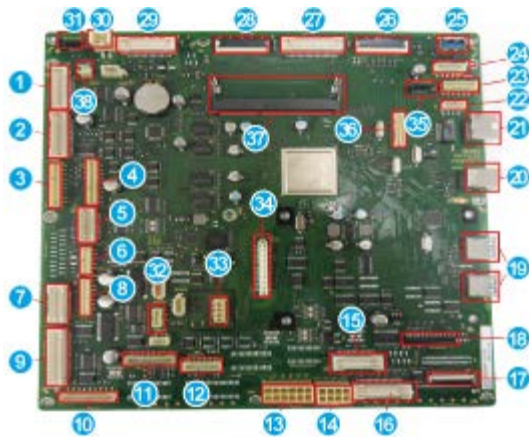
- b. If it is $\sim 0V$ continually, replace the main board PCA.
Part number: SAM-JC92-02922C
 - c. If the value is normal, check the 24V power.
5. Test the 24V motor power using pins 1 or 2 on the motor connection ($24V \pm 5\%$) to chassis ground.



- a. If the power is abnormal, check the voltage from chassis ground to the LVPS type 5 board. It should be 24V.

You can check this on the main PCA connector 13 (pins 3, 4, 5, 6) and connector 14 (pins 2, 3, 4) as shown in the following image.

38: Main board PCA



- b. If the voltage from the main board PCA is good, replace the OPC motor.
Part number: SAM-JC31-00075C
 - c. If the 24V is abnormal, disconnect the cables and test the voltage on the cable connectors from the LVPS.
($24V \pm 5\%$)
 - d. If the voltage from the LVPS type 5 board is abnormal, replace it.
Part number: (110V) SAM-JC44-00249A
Part number: (220V) SAM-JC44-00250A
 - e. If the voltage is good from the LVPS but not normal when plugged into the connectors, replace the main board PCA.
Part number: SAM-JC92-02922C
6. If the error persists, replace the OPC motor.
Part number: SAM-JC31-00075C
 7. If the error persists, replace the main board PCA.
Part number: SAM-JC92-02922C

60.00.0Z, 62.00.00 error messages

60.00.02 Tray 2 lifting error *****JADE*****

Description

Tray 2 failed to be to lift correctly.

The printer cannot load the sheet installed in tray 2.

Recommended action

Recommended actions for customers

1. Remove the cassette in tray 2, ensure the paper is loaded correctly and then reinstall it.
2. Check the tray for any damaged or loose parts and remove any obstacles.
3. Turn the printer off, and then on.

Recommended actions for call-agent/service technicians

1. Remove the cassette in tray 2, and then reinstall it.
2. Check the tray for any damaged or loose tray lifting parts and remove any obstacles.
3. Turn the printer off, and then on.
4. If the error persists, perform the following engine test.
 - a. Enter SVC mode. Execute pickup motor test.
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
 - 100-0370
 - b. If the pickup motor operation is abnormal, turn the printer off.
 - c. Remove the rear cover.
 - d. Check if the connection between pickup drive unit 1 and main board is secure.
 - e. If the connection is OK, replace the pickup drive unit.
Part number: JC93-00442A

5. If the error persists, check the pickup unit 1.
 - a. Check if the photo sensor in the pickup unit 1 is defective.
 - b. If the photo sensor is defective, replace it.
Part number: 0604-001393

60.00.03 Tray 3 lifting error ***JADE*******

Description

Tray 3 failed to be to lift correctly.

The printer cannot load the sheet installed in tray 2.

Recommended action

Recommended actions for customers

1. Remove the cassette in tray 3, ensure the paper is loaded correctly and then reinstall it.
2. Check the tray for any damaged or loose parts and remove any obstacles.
3. Turn the printer off, and then on.

Recommended actions for call-agent/service technicians

1. Remove the cassette in tray 3, and then reinstall it.
2. Check the tray for any damaged or loose tray lifting parts and remove any obstacles.
3. Turn the printer off, and then on.
4. If the error persists, perform the following engine test.
 - a. Enter SVC mode. Execute pickup motor test.
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
 - 100-0380
 - b. If the pickup motor operation is abnormal, turn the printer off.
 - c. Remove the rear cover.
 - d. Check if the connection between pickup drive unit 2 and main board is secure.
 - e. If the connection is OK, replace the pickup drive unit.
Part number: JC93-00442A
5. If the error persists, check the pickup unit 2.
 - a. Check if the photo sensor in the pickup unit 2 is defective.
 - b. If the photo sensor is defective, replace it.
Part number: 0604-001393

60.00.04 Tray 3 lifting error (High Capacity Feeder)

Description

Tray 4 (optional cassette) failed to be to lift correctly.

The paper in tray 4 (optional cassette) failed to be fed.

Recommended action

Recommended actions for customers

1. Open the cassette in tray 4, ensure the paper is loaded correctly and then reinstall it.
2. Check the tray for any damaged or loose parts and remove any obstacles.
3. Turn the printer off, and then on.

Recommended actions for call-agent/service technicians

1. Open the cassette in tray 4, ensure the paper is loaded correctly and then reinstall it.
2. Check the tray for any damaged or loose tray lifting parts and remove any obstacles.
3. If paper is loaded but the error message persists, check the following:
 - a. Remove the HCF pick up unit.
 - b. Check if the photo sensor in the HCF pick up unit is contaminated. If so, clean it.

4. If the photo sensor is defective, replace it.
Part number: 0604-001393
5. If the actuator is defective, replace it.
Part number: JC66-04399A

60.00.05 Tray 5 lifting error (HCF Large Capacity Feed)

Description

An error in lift sensor operation or a fault in lift motor operation in tray 5 has occurred.

The paper from Tray 5 with the option cassette (HCF) is not pulled up.

Recommended action

Recommended actions for customers

1. Turn the printer off, and then on.
2. Remove the cassette in tray 5, ensure the paper is loaded correctly and then reinstall it.
3. Check the tray for any damaged or loose parts and remove any obstacles.

Recommended actions for call-agent/service technicians

1. Remove the cassette in tray 5, and then reinstall it.
2. Check the tray for any damaged or loose tray lifting parts and remove any obstacles.
3. If the error persists, turn the printer off.
 - a. Remove the cover-right and cover-rear after removing 16 screws.
 - b. Check if the connection between the LCT pick up drive and LCT PBA is correct.
 - c. If the connection is OK, replace the drive unit.
Part number: JC93-01112A
4. If the error persists, check the following:
 - a. Remove the LCT pick up unit.
 - b. Check if the photo sensor in the LCT pick up unit is contaminated, clean it.
 - c. If the photo sensor is defective, replace it.
Part number: 0604-001393

60.00.06 Tray 6 lifting error (HCF, Large Capacity Feed)

Description

An error in lift sensor operation or a fault in lift motor operation in tray 6 has occurred.

The paper from Tray 6 with the option cassette (HCF) is not pulled up.

Recommended action

Recommended actions for customers

1. Turn the printer off, and then on.
2. Remove the cassette in tray 6, ensure the paper is loaded correctly and then reinstall it.
3. Check the tray for any damaged or loose parts and remove any obstacles.

Recommended actions for call-agent/service technicians

1. Remove the cassette in tray 6, and then reinstall it.
2. Check the tray for any damaged or loose tray lifting parts and remove any obstacles.
3. If the error persists, turn the printer off.
 - a. Remove the cover-right and cover-rear after removing 16 screws.
 - b. Check if the connection between the LCT pick up drive and LCT PBA is correct.
 - c. If the connection is OK, replace the drive unit.
Part number: JC93-01112A
4. If the error persists, check the following:
 - a. Remove the LCT pick up unit.
 - b. Check if the photo sensor in the LCT pick up unit is contaminated, clean it.
 - c. If the photo sensor is defective, replace it.
Part number: 0604-001393

63.WX.YZ error messages

63.00.01

Description

The printer cannot read the resistance value of the charger in the imaging unit.

An error occurred when installing or connecting the imaging unit due to contaminating or damage if the high voltage contact point.

Possible causes:

- The drum unit is not installed.
- The CRUM data is not detected.
- The machine can't read the charger resistance of the imaging unit.

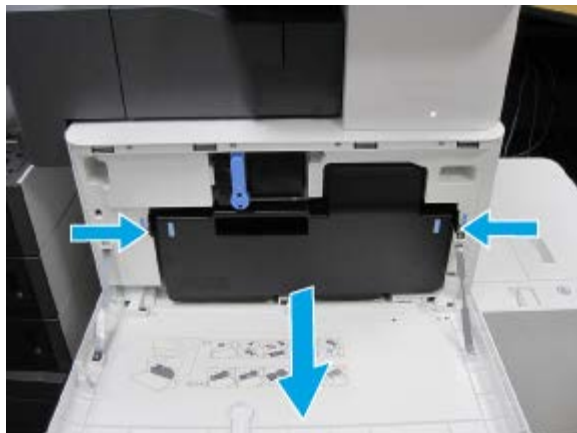
Recommended action

Recommended actions for customers

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended actions for call-center agents and onsite technicians

1. Turn the printer off, and then on.
2. Check the imaging drum unit.
 - a. Open the front and right cover.
 - b. Remove the toner collection unit.



- a. Open the front and right cover.
 - b. Remove the toner collection unit.
 - c. Remove the imaging drum unit and check the CRUM connector for damage. Replace the imaging drum unit as needed.

HP LaserJet Black Drum Unit part number: W9015MC



- d. Reset the kit count.
 - i. Open the following menus:
 - Support Tools
 - Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools
 - ii. On the Information tab, select Supply Status.
 - iii. Select Field Replaceable Unit, and then select Imaging Unit.
 - iv. Select the correct Drum Unit color.
 - v. Press Reset to clear the unit count.
 - vi. Exit service mode by touching the home button.
 - e. Reinstall the imaging drum unit.
 - f. Reinstall the toner collection unit and close the front and right covers.
3. Turn the printer on and test the printer.
 4. If the error persists, replace the imaging drum unit.
HP LaserJet Black Drum Unit part number: W9015MC
 5. Reset the kit count.
 - a. Open the following menus:
 - Support Tools
 - Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools
 - b. On the Information tab, select Supply Status.
 - c. Select Field Replaceable Unit, and then select Imaging Unit.
 - d. Select the correct Drum Unit color.
 - e. Press Reset to clear the unit count.
 - f. Exit service mode by touching the home button.
6. If the error persists after all troubleshooting is performed, elevate the issue using the Standard Support Process.

63.00.0A

Description

The printer detected an error in the resistance value when it measured the resistance of the high-voltage power supplied to the transfer roller.

There is an error in the resistance value of the transfer roller.

The transfer roller is not installed or there is a problem in the high-voltage power supply circuit or resistance recognition circuit.

Recommended action

Recommended actions for customers

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended actions for call-center agents and onsite technicians

1. Open the side cover.
2. Replace the paper transfer belt (PTB).
Part number: SAM-JC93-01117A
3. If the error persists, replace the high voltage power supply (HVPS).
Part number: SAM-JC44-00241A

63.00.0B

Description

The printer stopped operating because the temperature of the CPU is too high.

The temperature of the CPU is more than the permitted value.

The transfer roller is not installed or there is a problem in the high-voltage power supply circuit or resistance recognition circuit.

Recommended action

Recommended actions for customers

1. Turn the printer off.
2. Wait for the printer to cool, then turn on.
3. If the error persists, please contact customer support.

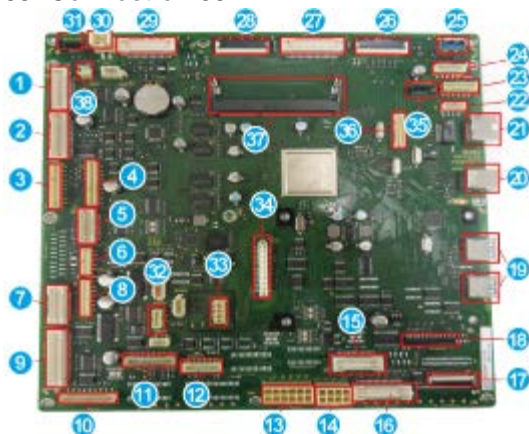
Recommended actions for call-center agents and onsite technicians

1. Turn the printer off.
2. Wait for the printer to cool, then turn it on.
3. If the error persists, turn the printer off.

- a. Open the rear cover.
- b. Replace the main board PCA.
Part number: SAM-JC92-02922C

The Master System Operating Key (MSOK) needs to be removed from the old PCA and inserted on the new main board PCA.

39: Connection 33



4. Assemble the rear cover and turn the printer on.

63.00.17, 63.00.18, 63.00.19 or 63.00.1A

Description

There is an error in the data received from the Master System Operating Key (MSOK).

The incorrect Master System Operating Key (MSOK) is installed or the MOSK data is corrupted.

Recommended action

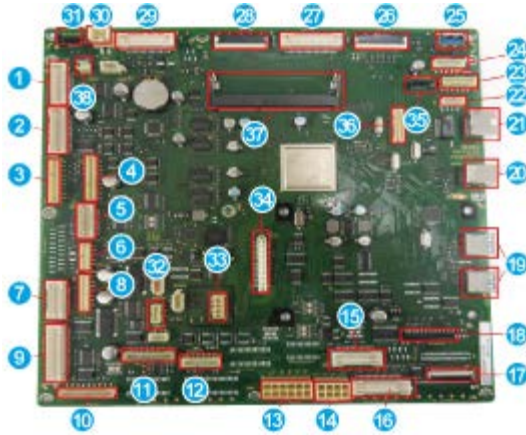
Recommended actions for customers

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended actions for call-center agents and onsite technicians

1. Turn the printer off, and then on.
2. If the error persists, turn the printer off.
 - a. Remove the rear cover.
 - b. Check if the Master System Operating Key (MSOK) is inserted correctly. Remove and reinstall it.
3. If the error persists, replace the main board PCA.
Part number: SAM-JC92-02922C

The Master System Operating Key (MSOK) needs to be removed from the old PCA and inserted on the new

40: Connection 33**63.00.1B****Description**

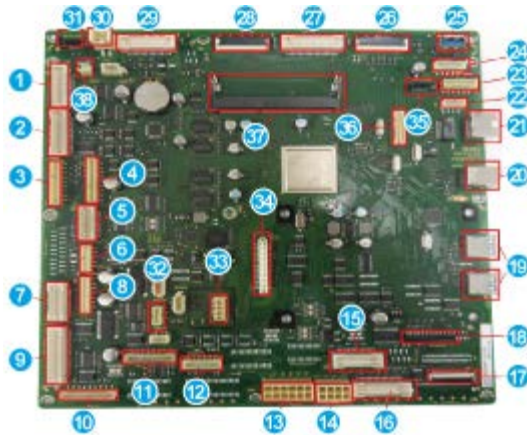
There is an error in the Trusted Platform Module in the Master System Operating Key (MSOK)
The TPM is not installed or incorrect TPM is installed.

Recommended action**Recommended actions for customers**

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended actions for call-center agents and onsite technicians

1. Turn the printer off, and then on.
2. If the error persists, turn the printer off.
 - a. Remove the rear cover.
 - b. Check if the Master System Operating Key (MSOK) is inserted correctly. Remove and reinstall it.

41: Connection 33

3. If the error persists, elevate the issue using the Standard Support Process to get a new MSOK board.

63.00.1F**Description**

The network function does not work due to a fault in the wired network PHY chips.

Recommended action**Recommended actions for customers**

1. Check if the green LED of the network port is on.
2. If network port is not on, unplug and reconnect the network cable.
3. If the error persists, turn the printer off, and then on.
4. If the error persists, please contact customer support.

Recommended actions for call-center agents and onsite technicians

1. Check if the green LED of the network port is on.
2. If network port is not on, unplug and reconnect the network cable.
3. If the error persists, replace the main board PCA.
Part number: JC92-02742A

63.00.20

Description

An error occurred in the 24V power line.

Recommended action

Recommended actions for customers

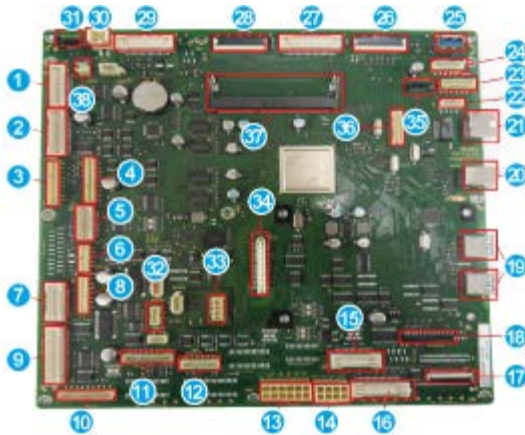
1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended actions for call-center agents and onsite technicians

1. Turn the printer off, and then on.
2. Remove the back cover.
3. Check the voltage from chassis ground to the LVPS type 5 board. It should be $(24V \pm 5\%)$.

You can check this on the main PCA connector (pins 3,4,5,6 on the large connector and pins 2,3,4 on the smaller connector). The two connectors are shown in the following image.

42: Connector 13 and 14 on the main board PCA



4. If the 24V is abnormal, disconnect the cable and test the voltage on the cable connector from the LVPS. ($24V \pm 5\%$).
5. If the voltage from the LVPS type 5 board is abnormal, replace it.
Part number: (110V) SAM-JC44-00249A
Part number: (220V) SAM-JC44-00250A
6. If the voltage is good from the LVPS but not normal when plugged into the connectors, replace the main board PCA.
Part number: SAM-JC92-02922C

63.00.21

Description

The printer fails to operate correctly due to a lack of input voltage capacity.

Recommended action

Recommended actions for customers

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended actions for call-center agents and onsite technicians

1. Turn the printer off, and then on.
2. Check the power source. Ensure the power source meets the printer requirements.

The voltage during the normal operation should be $\pm 10\%$ of the rated voltage.

3. Ensure the printer is plugged directly into a wall outlet and not into any other device.
4. Ensure there are no other devices using the same voltage circuit that may be affecting the power (110V/220V).

63.00.23**Description**

The heater control relay operates incorrectly.

Recommended action**Recommended actions for customers**

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended actions for call-center agents and onsite technicians

1. Turn the printer off.
2. Remove and reinstall the fuser unit.
3. Turn the printer on.
4. If the error persists, replace the fuser unit
Part number (110V): SAM-JC91-01195A
Part number (220V): SAM-JC91-01194A

63.00.24**Description**

There is no high voltage power supply (HVPS) present.

The HVPS harness is disconnected or incorrectly assembled.

Recommended action**Recommended actions for customers**

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended actions for call-center agents and onsite technicians

1. Turn the printer off.
2. Check if the HVPS is installed.
3. Check if there is any damage to the HVPS wire harness or connector and ensure it is connected correctly.
4. Replace the HVPS.
Part number: SAM-JC44-00241A

63.00.25, 93.00.26, 63.00.27, or 63.00.28**Description**

Laser/scanner unit (LSU) motor error.

63.00.25: The laser/scanner unit motor is stopped, but the ready signal indicates that the laser/scanner unit motor is operating.

63.00.26: The laser/scanner unit motor is operating, but the ready signal for the laser/scanner unit motor does not change.

63.00.27: The H Sync signal of the laser/scanner unit is abnormal.

63.00.28: The laser/scanner unit motor is operating, but the ready signal of the laser/scanner unit motor indicates that it is stopped.

Recommended action

Recommended actions for customers

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended actions for call-center agents and onsite technicians

1. Turn the printer off, and then on. Check for the laser/scanner unit motor operation sound during warm-up. If the laser/scanner unit motor does not make a sound, skip to the next step. If the laser/scanner unit motor makes a sound, complete these troubleshooting steps:

- a. Open the following menus:

- Support Tools
- Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

- Service Tools
- Diagnostics
- Engine Diagnostics
- Engine Test Routines

- b. Run test 110-0000, Laser Scanner Assembly Motor 1 Run Ready

- c. Touch **Start**. Then touch **Get Status** wait five seconds and touch **Get Status** again. Check if the status has changed as follows: "Execute → Low → High

- d. If the status does not change, the motor ready signal is abnormal. Replace the laser/scanner unit.
Part number: SAM-JC97-04574A

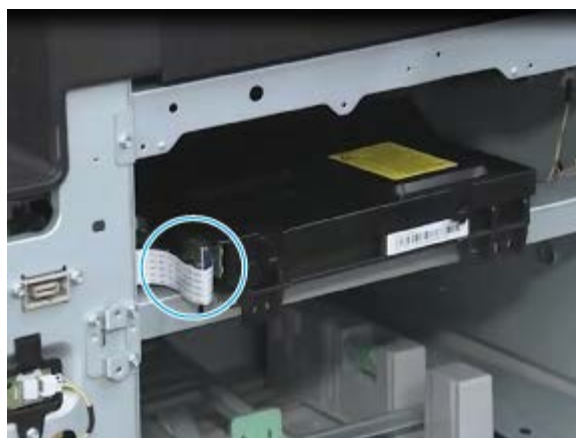
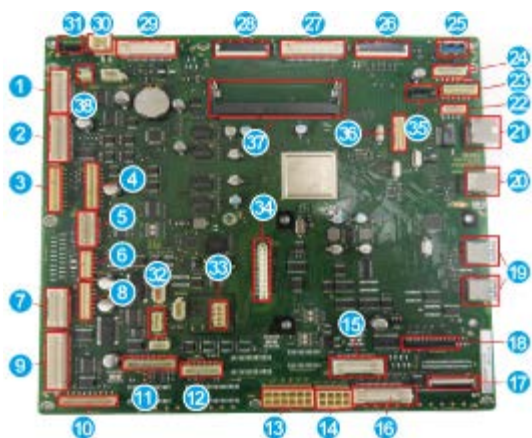
2. If the laser/scanner unit motor does not make a sound during warm-up, complete these troubleshooting steps:

- a. Turn the printer off, and remove the power cord.

- b. Remove the back and the left side covers.

- c. Disconnect and reconnect the laser/scanner FFC on the laser/scanner and the connector 17 on the main board PCA.

Before unplugging the laser/scanner unit harness, the printer must be turned off and the power cord must be removed.



- d. If the laser/scanner unit flat cable is defective, replace the FFC.

Part number: TBD

- e. Turn the printer on and listen for the laser/scanner unit to operate correctly.

- f. If the laser/scanner unit cable is OK, replace the laser/scanner unit.

Part number: SAM-JC97-04574A

63.00.2D

Description

The operation of the LSU shutter is abnormal.

Recommended action**Recommended actions for customers**

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

TME- We Need troubleshooting steps for this error.**Recommended actions for call-center agents and onsite technicians**

1. Turn the printer off, and then on.
2. If a successful open and close operation is not detected within a certain amount of time, then press RETRY (Lsu Shutter Mtr On/OFF) three times. If an open and close operation is not detected three times, then an error occurs. Solution: Check the LSU shutter-driving motor, sensor, and circuit. Impact: The copy, print, and fax services are unavailable.

63.00.35**Description**

The laser/scanner unit is not detected.

Recommended action**Recommended actions for customers**

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

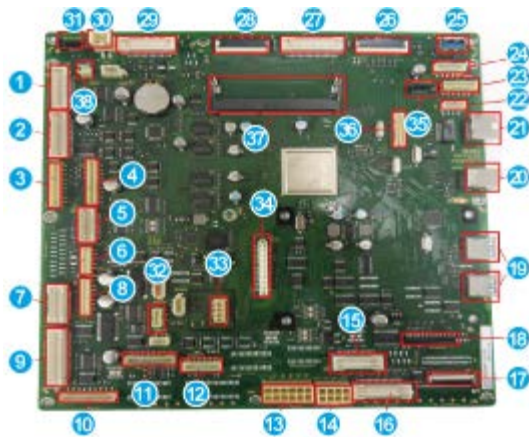
Recommended actions for call-center agents and onsite technicians

1. Turn the printer off, and then on.
2. Check whether the laser/scanner unit motor operates.
 - a. Open the following menus:
 - Support Tools
 - Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

 - Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
 - b. Run test 110–0000, Laser Scanner Assembly Motor 1 Run Ready
3. If the laser/scanner unit motor does not make a sound, complete these troubleshooting steps:
 - a. Turn the printer off, and remove the power cord.
 - b. Remove the back and the left side covers.
 - c. Disconnect and reconnect the laser/scanner FFC on the laser/scanner and the connector 17 on the main board PCA.

Before unplugging the laser/scanner unit harness, the printer must be turned off and the power cord must be removed.



- d. If the laser/scanner unit flat cable is defective, replace the FFC.
Part number: TBD
 - e. Turn the printer on and listen for the laser/scanner unit to operate correctly.
 - f. If the laser/scanner unit cable is OK, replace the laser/scanner unit.
Part number: SAM-JC97-04574A
4. If the error persists after the laser/scanner unit has been replaced, re-install the original laser/scanner unit, and then replace the main board PCA.
Part number: SAM-JC92-02922C

63.00.39

Description

The printer detected an error in the T/C sensor that monitors the toner for the imaging unit.

The output of the T/C sensor is more than or less the permitted value range or there is no signal change in a certain cycle.

Recommended action

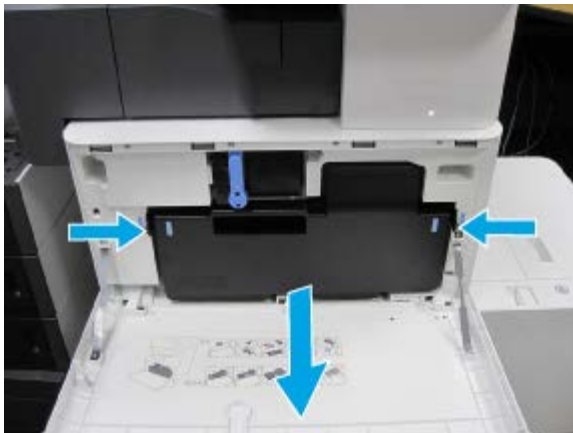
Recommended actions for customers

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended actions for call-center agents and onsite technicians

1. Turn the printer off, and then on.
2. Open the front cover.
3. Remove the toner collection unit.
4. If the toner collection unit is full, replace it.

Part number: SAM-JC96-11638A



5. Check if the connector of the developer unit is connected correctly.



6. If the connection is OK, replace the developer unit.
Part number: SAM-JC96-11599A

63.00.3A

Description

There is toner in the toner reservoir of the development unit (without OPC), but the T/C sensor detects lack of supply.

Recommended action

Recommended actions for customers

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended actions for call-center agents and onsite technicians

1. Turn the printer off, and then on.
2. Examine the toner supply device to check for any blocked parts.
3. Check the toner supply line from the toner reservoir for any damage or blockage.
4. If there is no problem after checking the sensor connection status, check the sensor output and circuit part.
5. Check if the connector of the developer unit is connected correctly.



6. If the connection is OK, replace the developer unit.
Part number: SAM-JC96-11599A

63.00.43

Description

The eraser lamp does not turn on.

Recommended action

Recommended actions for customers

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended actions for call-center agents and onsite technicians

1. Turn the printer off, and then on.
2. Check the eraser LED.
 - a. Open the right side cover.
 - b. Open the following menus:
 - Support Tools
 - Service

The service PIN for this printer is: **ERROR! Target for reference type variable.varref, ID was not found! ERROR!**

 - Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
 - c. Run test 107-0169 Black Eraser Detect.
 - d. Touch `Start` and status will change to "Executing".
 - e. When "Executing appears", touch `Get Status`.
 - f. If the status reads "High", the erase LED is functioning normally.
 - g. If the status reads "Low", the erase LED is abnormal.
3. If the LED is abnormal, disconnect and reconnect the wiring harness between the erase LED and the main board PCA.
 - a. If the wire harness is damaged, replace the cable harness.
Part number: TBD
 - b. If the wire harness is OK, replace the eraser PCA.
Part number: TBD
4. If the error persists, replace the main board PCA.
Part number: SAM-JC92-02922C

67.WX.YZ error messages

67.04.01

Description

The printer cannot communicate with tray 3 on the high capacity input tray.

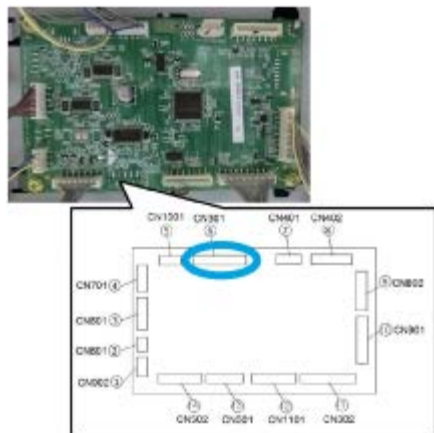
Recommended action

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off.
2. Remove the rear cover.
 - a. Disconnect and reconnect the connector CN301 on the HCI controller PCA to ensure the connector is seated correctly and is not damaged.



b. If the connector is defective, replace it.

Part number: SAM-JC39-02283A

3. If the error persists, replace the high capacity input tray PCA..

Part number: SAM-JC92-02738B

67.04.02

Description

The printer cannot communicate with tray 3 of the dual cassette department feeder (DCF).

Recommended action

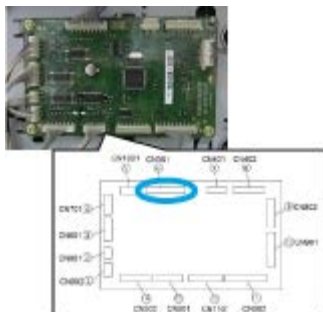
Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off, and then on.
2. Turn the printer off.
3. Remove the rear cover.
4. Disconnect and reconnect the connector CN301 on the DCF controller PCA to ensure the connector is seated correctly and are not damaged.

Part number: SAM-JC39-02276A



5. If the error persists, replace the DCF PCA.

Part number: SAM-JC92-02738A

67.05.01 and 67.05.01 error

Description

The printer cannot communicate with a tray on the high capacity input tray side unit (SHCI).

67.05.01 Tray 4

67.05.01 Tray 5

Recommended action

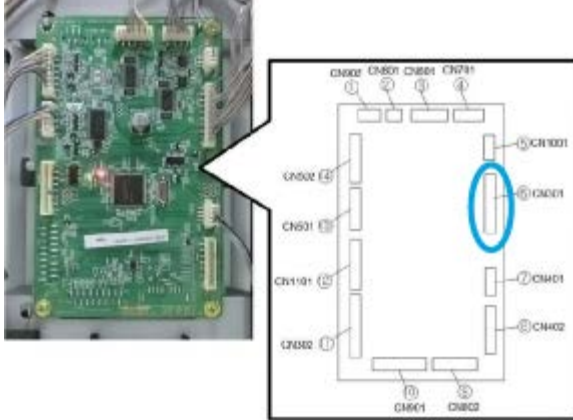
Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off.
Remove the sHCI fright cover and rear cover.
2. Disconnect and reconnect the connector CN301 on the HCI controller PCA to ensure the connector is seated correctly and are not damaged.

Part number: SAM-JC39-02294A



3. If the error persists, replace the sHCI PCA.
Part number: TBD

70.WX.YZ error messages

79.WX.YZ Error

Description

This error can be caused by corrupted print jobs, software application issues, non-printer-specific printer drivers, poor-quality USB or network cables, bad network connections, incorrect configurations, invalid firmware operations, or unsupported accessories.

Recommended action

1. Turn the printer off, and then on.
2. If the error persists, check the following items.
 - The error might be caused by a network connectivity problem, such as a bad interface cable, a bad USB port, or an invalid network configuration setting.
 - The error might be caused by the print job, such as an invalid printer driver, a problem with the software application, or a problem with the file that you are printing.
 - A firmware upgrade might help resolve the error.

80.WX.YZ, 82.WX.YZ error messages

80.OX.YZ Embedded Jetdirect Error

Description

An Embedded HP JetDirect print server critical error has occurred.

- 80.01.80: (event log) No heartbeat
- 80.01.81: (event log) Reclaim timeout
- 80.01.82: (event log) Invalid data length
- 80.01.8B: (event log) Invalid max outstanding packet header field
- 80.01.8C: (event log) Invalid channel mapping response
- 80.03.01: (event log) No PGP buffers
- 80.03.02: (event log) Channel table full
- 80.03.03: (event log) Producer index not reset
- 80.03.04: (event log) Consumer index not reset
- 80.03.05: (event log) Queue position size too small

- 80.03.06: (event log) Transport overflow
- 80.03.07: (event log) No overflow packets
- 80.03.08: (event log) Invalid identify response
- 80.03.09: (event log) Invalid channel map return status
- 80.03.10: (event log) Invalid reclaim return status
- 80.03.12: (event log) Datagram invalid buffer
- 80.03.13: (event log) Max stream channels
- 80.03.14: (event log) Max datagram channels
- 80.03.15: (event log) Card reset failed
- 80.03.16: (event log) Self-test failure
- 80.03.17: (event log) Unknown PGP packet
- 80.03.18: (event log) Duplicate I/O channel

Recommended action

1. Turn the printer off, and then on.
2. Remove the RJ45 cable.
3. Turn the printer off, and then on.
4. Reconnect the RJ45 cable. If the error is present only with the RJ45 cable connected, have the customer try another cable or check the network settings.
5. If the error persists, replace the formatter.

81.WX.YZ EIO Error To continue turn off then on

Description

An external I/O card has failed on the printer.

Recommended action

1. Turn the printer off, and then on.
2. Remove the RJ45 cable.
3. Turn the printer off, and then on.
4. Reconnect the RJ45 cable. If the error is present only with the RJ45 cable connected, have the customer try another cable or check the network settings.
5. If the error persists, replace the formatter.

82.73.46, 82.73.47

Description

A hard disk or compact flash disk cleaning failed. This error is usually caused by a failure of the disk hardware.

Recommended action

1. Turn the printer off, and then on.
2. Use the `Clean Disk` item in the `Preboot` menu.
3. Reload the firmware.

90.WX.YZ error messages

90.15.00

Description

The video interface has been detected.

Communication with the control panel has been detected.

This message is a normal part of booting up and establishing communication with the control panel.

Recommended action

1. No action necessary.

90.15.01

Description

The video interface has **NOT** been detected.

Communication with the control panel has not been established in the expected time frame. The control panel likely will not display correctly.

Recommended action

1. Turn the printer off, and then on.
2. Turn the printer off by holding down the power button for at least 10 seconds.
3. Ensure that the control panel connectors on control panel are correctly seated.
4. Turn the printer on. If the formatter status LED is yellow, the control panel might be defective.
5. Replace the control panel.

98.0X.0Y error messages**98.00.01 or 98.01.00 Corrupt data in firmware volume****Description**

Data corruption has occurred in the firmware volume.

Recommended action

1. Turn the printer off, and then on.
2. Use the `Clean Disk` item in the `Preboot` menu.
3. Reload the firmware.

98.00.02 Corrupt data in the solutions volume**Description**

Data corruption has occurred in the solutions volume.

Recommended action

1. Turn the printer off, and then on.
2. Use the `Clean Disk` item in the `Preboot` menu.
3. Reload the firmware.

98.00.03 Corrupt data in the configuration volume**Description**

Data corruption has occurred in the configuration volume.

Recommended action

1. Turn the printer off, and then on.
2. Download the firmware again, and then attempt the upgrade again.
3. Use the `Clean Disk` item in the `Preboot` menu.
4. Reload the firmware.

98.00.04 Corrupt data in the job data volume**Description**

Data corruption has occurred in the job data volume.

Recommended action

1. Turn the printer off, and then on.
2. Rerun the file erase function.

98.01.YZ error messages**Description**

Partition manager error. Create extended partition failed or failed to format secondary disk or unable to format partition.

Recommended action

1. Turn the printer off, and then on.
2. Use the `Format Disk` item in the `Preboot` menu.
3. Reload the firmware.
4. If the issue is not resolved, use `Erase and Unlock` in the `Preboot` menu.
5. Reload the firmware.

98.02.YZ error messages

Description

Partition manager error. Unable to wipe drive or drive not found.

Recommended action

1. Turn the printer off, and then on.
2. Use the `Format Disk` item in the `Preboot` menu.
3. Reload the firmware.
4. If the issue is not resolved, use `Erase and Unlock` in the `Preboot` menu.
5. Reload the firmware.

98.03.YY Error messages

Description

Partition manager error. Corrupt data in (Data or Config or firmware or solutions) volume.

Recommended action

1. Turn the printer off, and then on.
2. Use the `Format Disk` item in the `Preboot` menu.
3. Reload the firmware.
4. If the issue is not resolved, use `Erase and Unlock` in the `Preboot` menu.
5. Reload the firmware.

99.WX.YZ error messages

99.00.01 Upgrade not performed file is corrupt

Description

A remote firmware upgrade (RFU) was not performed.

This is a CRC error in the firmware image (bad image).

Recommended action

1. Download the RFU file, and then attempt the upgrade again.

99.00.02 Upgrade not performed time-out during receive

Description

A remote firmware upgrade (RFU) was not performed.

This is an I/O time-out when reading the header number and size. It indicates a problem with the network environment, not the printer.

Recommended action

1. The most common cause is an issue with the network environment. Ensure that there is a good network connection to the printer, and then attempt the firmware upgrade again, or upgrade using the USB walk-up port.

99.00.03 Upgrade not performed error writing to disk

Description

A remote firmware upgrade (RFU) was not performed.

This is a disk error. It might indicate a problem or a hard disk drive failure. It might be necessary to check the connection to the hard disk drive or replace the hard disk drive.

Recommended action

1. Download the RFU file, and then attempt the upgrade again.
2. If the error persists, run the `Clean Disk` process from the `Preboot` menu. You will need to download the firmware from the `Preboot` menu.
3. If the error persists, replace the hard disk drive.

99.00.04 Upgrade not performed time-out during receive**Description**

A remote firmware upgrade (RFU) was not performed.

This is an I/O time-out when reading the header.

Recommended action

1. The most common cause is an issue with the network environment. Make sure that there is a good network connection to the printer, and then attempt the firmware upgrade again, or upgrade using the USB walk-up port.

99.00.05 Upgrade not performed time-out during receive**Description**

A remote firmware upgrade (RFU) was not performed.

This is an I/O time-out when reading image data.

Recommended action

1. The most common cause is an issue with the network environment. Make sure that there is a good network connection to the printer, and then attempt the firmware upgrade again, or upgrade using the USB walk-up port.

99.00.06 Upgrade not performed error reading upgrade**Description**

A remote firmware upgrade (RFU) was not performed.

This is an unexpected read error when reading the header number and size.

Recommended action

1. Download the RFU file, and then attempt the upgrade again.
2. If the error persists, replace the hard disk drive.

99.00.07 Upgrade not performed error reading upgrade**Description**

A remote firmware upgrade (RFU) was not performed.

This is an unexpected read error when reading the rest of the header.

Recommended action

1. Download the RFU file, and then attempt the upgrade again.
2. If the error persists, replace the hard disk drive.

99.00.08 Upgrade not performed error reading upgrade**Description**

A remote firmware upgrade (RFU) was not performed.

This is an unexpected read error when reading image data.

Recommended action

1. Download the RFU file, and then attempt the upgrade again.
2. If the error persists, replace the hard disk drive.

99.00.09 Upgrade canceled by user**Description**

A remote firmware upgrade (RFU) was not performed.

The RFU was canceled by the user.

Recommended action

1. Resend the RFU.

99.00.10 Upgrade canceled by user**Description**

A remote firmware upgrade (RFU) was not performed.

The RFU was canceled by the user when reading the header number and size.

Recommended action

1. Resend the RFU.

99.00.11 Upgrade canceled by user**Description**

A remote firmware upgrade (RFU) was not performed.

The RFU was canceled by the user when reading the rest of the header.

Recommended action

1. Resend the RFU.

99.00.12 Upgrade not performed the file is invalid**Description**

A remote firmware upgrade (RFU) was not performed.

The header number is 1, but the header size does not match version 1 size.

Recommended action

1. Download the RFU file again. Make sure that you download the file for the correct printer model.
2. Resend the RFU.

99.00.13 Upgrade not performed the file is invalid**Description**

A remote firmware upgrade (RFU) was not performed.

The header number is 2, but the header size does not match version 2 size.

Recommended action

1. Download the RFU file again. Make sure that you download the file for the correct printer model.
2. Resend the RFU.

99.00.14 Upgrade not performed the file is invalid

Description

A remote firmware upgrade (RFU) was not performed.

The file is invalid.

Recommended action

1. Download the RFU file again. Make sure that you download the file for the correct printer model.
2. Resend the RFU.

99.00.27**Description**

An I/O error occurred while downloading the bundle. (event log)

Recommended action

1. Turn the printer off, and then on.
2. Resend the firmware upgrade.
3. If the error persists, try installing the upgrade by another method (USB or Embedded Web Server).

99.00.2X**Description**

There is a compatibility issue with the firmware. The specific message varies depending on the cause, but the solution for each message is the same.

- 99.00.20 The bundle is not for this printer. (event log)
- 99.00.21 The bundle is not signed with the correct signature, or the signature is invalid. (event log)
- 99.00.22 The bundle header version is not supported by this firmware. (event log)
- 99.00.23 The package header version is not supported by this firmware. (event log)
- 99.00.24 The format of the bundle is invalid. (event log)
- 99.00.25 The format of the package is invalid. (event log)
- 99.00.26 A CRC32 check did not pass. (event log)

Recommended action

1. Download the correct firmware file from www.hp.com, and then resend the firmware upgrade.

99.01.XX**Description**

A firmware install error has occurred. The specific message varies depending on the cause, but the solution for each message is the same.

- 99.01.00
- 99.01.10
- 99.01.20
- 99.01.21

Recommended action

1. Reload the firmware.

99.02.01**Description**

Firmware installation was successful.

Recommended action

1. No action necessary.

99.02.09

Description

Firmware upgrade cancelled by user.

Recommended action

1. No action necessary.

99.05.09