

SHARP TROUBLE & ERROR CODES

AR-M350, AR-M450

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[11] TROUBLE CODES

1. Trouble codes list

Trouble codes	Contents	Remark	Trouble detection
C1 00	MC trouble		PCU
E6	10 CIS shading trouble (Black correction)	When the scanner is installed	SCANNER
	11 CIS shading trouble (White correction)	When the scanner is installed	SCANNER
	14 CIS-ASIC communication trouble	When the scanner is installed	SCANNER
E7	02 Laser trouble		PCU
	03 HDD trouble	With HDD installed	Controller
	06 Decode error trouble		Controller
	10 Shading trouble (Black correction)	When the scanner is installed	SCANNER
	11 Shading trouble (White correction)	When the scanner is installed	SCANNER
	14 CCD-ASIC communication trouble	When the scanner is installed	SCANNER
	50 LSU connection trouble		PCU
	80 SCANNER PWB communication trouble	When the scanner is installed	ICU
	90 PCU communication trouble	When the scanner is installed	ICU
F1	00 Finisher communication trouble	With Finisher installed	PCU
	08 Finisher staple shift motor trouble	With Finisher installed	PCU
	10 Finisher stapler motor trouble	With Finisher installed	PCU
	11 Finisher bundle exit motor trouble	With Finisher installed	PCU
	15 Finisher lift motor trouble	With Finisher installed	PCU
	19 Finisher alignment motor trouble FRONT	With Finisher installed	PCU
	20 Finisher alignment motor trouble	With Finisher installed	PCU
	80 Finisher 24V power supply trouble	With Finisher installed	PCU
	87 Finisher staple rotation motor trouble	With Finisher installed	
F1	00 Mail bin stacker communication trouble	With Mail bin stacker installed	PCU
	02 mail bin stacker main drive motor trouble	With Mail bin stacker installed	PCU
	12 Mail bin stacker gate trouble	With Mail bin stacker installed	PCU
	80 Mail bin stacker 24V power supply trouble	With Mail bin stacker installed	PCU

Trouble codes	Contents	Remark	Trouble detection	
F1	03 Console finisher paddle motor trouble	With Console Finisher installed	PCU	
	06 Console finisher slide motor trouble	With Console Finisher installed	PCU	
	10 Console finisher stapler motor trouble	With Console Finisher installed	PCU	
	11 Console finisher bundle exit motor trouble	With Console Finisher installed	PCU	
	15 Console finisher lift motor trouble	With Console Finisher installed	PCU	
	19 Console finisher alignment motor trouble FRONT	With Console Finisher installed	PCU	
	20 Console finisher alignment motor trouble	With Console Finisher installed	PCU	
	30 Console finisher communication trouble	With Console Finisher installed	PCU	
	31 Console finisher fold sensor trouble	With Console Finisher installed	PCU	
	32 Console finisher punch unit communication trouble	With Console Finisher installed	PCU	
	33 Console finisher punch side register motor trouble	With Console Finisher installed	PCU	
	34 Console finisher punch motor trouble	With Console Finisher installed	PCU	
	35 Console finisher punch side register sensor trouble	With Console Finisher installed	PCU	
	36 Console finisher punch timing sensor trouble	With Console Finisher installed	PCU	
	37 Console finisher backup RAM trouble	With Console Finisher installed	PCU	
	38 Console finisher punch backup RAM trouble	With Console Finisher installed	PCU	
	81 Console finisher transport motor trouble	With Console Finisher installed	PCU	
	F2	00 Toner concentration sensor open		PCU
		02 Toner supply abnormality		PCU
		04 Improper cartridge (Destination error, life cycle error)		PCU
05 CRUM error			PCU	
39 Process thermistor breakdown			PCU	
F3	12 Tray 1 lift-p trouble		PCU	
	22 Tray 2 lift-up trouble (Multi-purpose tray)	Multi-purpose tray	PCU	

Trouble codes	Contents	Remark	Trouble detection
F6	00 FAX board communication trouble	When the Fax board is installed	ICU
	01 FAX expansion Flash Rom abnormality	When the Fax board is installed	ICU
	04 FAX MODEM operation abnormality	When the Fax board is installed	FAX
F7	01 FAX board EEPROM read/write error	When the Fax board is installed	FAX
	H2 00 Thermistor open (HL1)		PCU
	01 Thermistor open (HL2)		PCU
H3	00 Heat roller high temperature detection (HL1)		PCU
	01 Heat roller high temperature detection (HL2)		PCU
H4	00 Heat roller low temperature detection (HL1)		PCU
	01 Heat roller low temperature detection (HL2)		PCU
H5	01 5-time continuous POD1 not-reaching JAM detection		PCU
L1	00 Scanner feed trouble	When the scanner is installed	SCANNER
L3	00 Scanner return trouble	When the scanner is installed	SCANNER
L4	01 main motor lock detection		PCU
	02 Drum motor lock detection		PCU
L6	10 Polygon motor lock detection		PCU
L8	01 No full-wave signal		PCU
	02 Full-wave signal width abnormality		PCU
U6	00 Desk/LCC communication trouble	With Paper feed desk installed	PCU
	01 Desk/LCC1CS lift-up trouble (Multi-purpose tray)	With Paper feed desk installed	PCU
	02 Desk2 CS lift-up trouble/LCC1 lift-up trouble	With Paper feed desk installed	PCU
	03 Desk3 CS lift-up trouble/LCC2 lift-up trouble	With Paper feed desk installed	PCU
	10 Desk/LCC transport motor trouble	With Paper feed desk installed	PCU
EE	EL Auto developer adjustment trouble (Over-toner)	Only during DIAG	PCU
	EU Auto developer adjustment trouble (Under-toner)	Only during DIAG	PCU
F9	02 Centro port check error		Controller
	03 NIC port check error		Controller
U1	01 FAX Battery abnormality	With FAX board installed	Controller
	02 RTC read abnormality (common with FAX, on ICU PWB)	When the Fax board is installed	ICU

Trouble codes	Contents	Remark	Trouble detection
U2	00 EEPROM read/write error (Controller)		Controller
	11 Counter check sum error (Controller EEPROM)		Controller
	12 Adjustment value check sum error (Controller EEPROM)		Controller
80	Scanner section EEPROM read/write error	When the scanner is installed	SCANNER
	81 Scanner section memory sum check error	When the scanner is installed	SCANNER
90	PCU section EEPROM read/write error		PCU
91	PCU section memory sum check error		PCU
U7	00 PC/MODEM communication error		Controller
PF	-- RIC copy inhibit command reception		Controller
CH	-- Door open (CH ON)		PCU
	00 No developer cartridge		PCU
	01 No toner cartridge		PCU
--	-- Auditor not ready		Controller
PC	-- Personal counter not installed		Controller

2. Details of trouble codes

MAIN	SUB	Content	MC trouble
C1	00	Detail	Main charger output abnormality (Output open) Trouble signal is outputted from the high voltage transformer.
		Cause	The main charger is not installed properly. The main charger is not assembled properly. Disconnection of connector of high voltage transformer. High voltage harness disconnection or breakage.
		Check and remedy	Use the diag mode or DIAG to check the main charger output. Check for disconnection of the main charger. Replace the high voltage unit.
E6	10	Content	CIS shading trouble (Black correction)
		Details	The CIS black scan level is abnormal when the lamp is off.
		Cause	Abnormal harness installation to CIS unit CIS unit abnormality Scanner PWB abnormality
	Check & Remedy	Check CIS unit harness. Check CIS unit. Check scanner PWB.	

MAIN	SUB		
E6	11	Content	CSI shading trouble (White correction)
		Details	The CIS white reference plate scan level is abnormal when the lamp is on.
		Cause	Abnormal harness installation to CIS unit Dirt on the white reference plate. CIS lighting error CIS unit installation trouble CIS unit abnormality Scanner PWB abnormality
		Check & Remedy	Clean the white reference plate. Check CIS light quantity (SIM 5-3) and lighting. Check CIS unit harness. Check scanner PWB.
	14	Content	CIS communication trouble
		Details	Communication trouble (clock sync) between scanner PWB and CIS-ASIC
		Cause	Abnormal harness installation to CIS unit CIS unit abnormality Scanner PWB abnormality
		Check & Remedy	Check CIS unit harness. Check CIS unit. Check scanner PWB.
E7	02	Content	Laser trouble
		Detail	BD signal from LSU is kept OFF, or ON.
		Cause	The connector of LSU or the harness in LSU is disconnected or broken. The polygon motor does not rotate normally. The laser home position sensor in LSU is shifted. The proper voltage is not supplied to the power line for laser. Laser emitting diode trouble PCU PWB trouble Controller PWB trouble
		Check and remedy	Check for disconnection of the LSU connector. Use DIAG (SIM 61-1) to check LSU operation. Check that the polygon motor rotates normally or not. Check light emission of laser emitting diode. Replace the LSU unit. Replace the PCU PWB. Replace the Controller PWB.
	03	Content	HDD trouble
		Detail	HDD does not operate properly in the machine with HDD installed.
		Cause	HDD is not installed properly to the Controller PWB. HDD does not operate properly in the Controller PWB. Controller PWB trouble
		Check and remedy	Check installation of HDD to the Controller PWB. Check connection of the harness of HDD to the Controller PWB. Use DIAG (SIM 62-2, -3) to check read/write of HDD. Replace HDD. Replace Controller PWB.

MAIN	SUB			
E7	06	Content	Decode error trouble	
		Detail	A decode error occurs during making of an image.	
		Cause	Data error during input from PCI to PM. PM trouble Data error during image compression/transfer. Controller PWB abnormality	
		Check and remedy	Check insertion of the PWB. (PCI bus) If the error occurred in a FAX job, check installation of the FAX PWB. For the other cases, check the Controller PWB. Replace the Controller PWB.	
		10	Content	Shading trouble (Black correction)
			Details	CCD black scan level abnormality when the copy lamp is off.
		Cause	Abnormal installation of flat cable to CCD unit. CCD unit abnormality Scanner PWB abnormality	
		Check & Remedy	Check installation of CCD unit flat cable. Check CCD unit. Check scanner PWB.	
	11	Content	Shading trouble (White correction)	
			Details	CCD white reference plate scan level abnormality when the copy lamp is ON.
		Cause	Abnormal installation of flat cable to CCD unit. Dirt on mirror, lens, white reference plate Copy lamp lighting abnormality Abnormal installation of CCD unit CCD unit abnormality Scanner PWB abnormality	
		Check & Remedy	Clean mirror, lens, and white reference plate. Check copy lamp light quantity (SIM 5-3) and lighting. Check CCD unit. Check scanner PWB.	
14		Content	CCD communication trouble	
		Details	Communication trouble (clock sync) between scanner PWB and CCD-ASIC	
	Cause	Abnormal installation of harness to CCD unit CCD unit abnormality Scanner PWB abnormality		
	Check & Remedy	Check CCD unit harness. Check CCD unit. Check scanner PWB.		
50	Content	LSU connection trouble		
	Detail	An LSU which does not conform to the machine is installed.		
	Cause	PCU PWB trouble LSU trouble		
Check and remedy	Check LSU PWB. Check PCU PWB. Check connection of the connector and the harness between PCU and LSU.			

MAIN	SUB			
E7	80	Content	Communication trouble (ICU detection) between ICU and scanner	
		Details	Communication establishment error/Fleming/Parity/Protocol error	
		Cause	Defective connection of slave unit PWB connector Defective harness between slave unit PWB and ICU PWB Slave unit PWB mother board connector pin breakage	
		Check & Remedy	Check connector and harness of slave unit PWB and ICU PWB. Check grounding of machine.	
	90	Content	PCU communication trouble	
		Details		
		Cause		
		Check & Remedy		
	F1	00	Content	Finisher (AR-FN6) communication trouble
			Detail	Communication cable test error after turning on the power or exiting from DIAG. Communication error with the finisher
Cause			Improper connection or disconnection of connectors and harness between the machine and the finisher. Finisher control PWB trouble Control PWB (PCU) trouble Malfunction by noises	
Check and remedy			Canceled by turning OFF/ON the power. Check connectors and harness in the communication line. Replace the finisher control PWB or PCU PWB.	
08		Content	Finisher (AR-FN6) staple shift motor trouble	
		Detail	Staple motor drive trouble	
		Cause	Motor lock Motor rpm abnormality Overcurrent to the motor Finisher control PWB trouble	
		Check and remedy	Use DIAG (SIM3-3) to check operations of the staple motor.	
10		Content	Finisher (AR-FN6) stapler motor trouble	
		Detail	Stapler motor operation abnormality	
	Cause	Motor lock Motor rpm abnormality Overcurrent to the motor Console finisher control PWB trouble		
	Check and remedy	Use DIAG (SIM3-3) to check the motor operation.		
11	Content	Finisher (AR-FN6) bundle exit motor trouble		
	Detail	Bundle exit motor operation abnormality		
	Cause	Motor lock Motor rpm abnormality Overcurrent to the motor Console finisher control PWB trouble		
	Check and remedy	Use DIAG (SIM3-3) to check the motor operation.		
15	Content	Finisher (AR-FN6) lift motor trouble		
	Detail	Lift motor operation abnormality		
	Cause	Motor lock Motor rpm abnormality Overcurrent to the motor Console finisher control PWB trouble		

MAIN	SUB		
F1	19	Content	Finisher (AR-FN6) front alignment motor trouble
		Detail	Front alignment motor operation abnormality
		Cause	Motor lock Motor rpm abnormality Overcurrent to the motor Console finisher control PWB trouble
		Check and remedy	Use DIAG (SIM3-3) to check the motor operation.
	20	Content	Finisher (AR-FN6) rear alignment motor trouble
		Detail	Rear alignment motor operation abnormality
		Cause	Motor lock Motor rpm abnormality Overcurrent to the motor Console finisher control PWB trouble
		Check and remedy	Use DIAG (SIM3-3) to check the motor operation.
	80	Content	Finisher (AR-FN6) power abnormality
		Detail	The 24V power is not supplied to the finisher PWB.
Cause		Improper connection or disconnection of connector and harness Finisher control PWB trouble Power unit trouble	
Check and remedy		Use DIAG (SIM3-2) to check the sensor.	
87	Content	Finisher (AR-FN6) staple rotation motor trouble	
	Detail	Front staple rotation motor trouble	
	Cause	Motor lock Motor rpm abnormality Overcurrent to the motor Finisher control PWB trouble	
	Check and remedy	Use DIAG (SIM3-3) to check the motor operation.	
F1	00	Content	Mail-bin stacker (AR-MS1) communication trouble
		Detail	Communication cable test error after turning on the power or exiting from DIAG. Communication error with the Mail-bin stacker.
		Cause	Improper connection or disconnection of connector and harness between the machine and the Mail-bin stacker. Mail-bin stacker control PWB trouble Control PWB (PCU) trouble Malfunction by noises
		Check and remedy	Canceled by turning OFF/ON the power. Check harness and connector in the communication line. Replace the Mail-bin stacker PWB or PCU PWB.
	02	Content	Mail-bin stacker (AR-MS1) transport motor abnormality
		Detail	Transport motor trouble
		Cause	Motor lock Motor rpm abnormality Overcurrent to the motor Mail-bin stacker control PWB trouble
		Check and remedy	Use DIAG (SIM3-21) to check the transport motor operation.

MAIN	SUB		
F1	12	Content	Mail-bin stacker (AR-MS1) gate trouble
		Detail	Gate operation abnormality
		Cause	Gate lock Mail-bin stacker control PWB trouble
		Check and remedy	Use DIAG (SIM3-21) to check the transport gate operation.
80	80	Content	Mail-bin stacker (AR-MS1) power abnormality
		Detail	The 24V power is not supplied to the Mail-bin stacker PWB.
		Cause	Improper connection or disconnection of connector and harness Mail-bin stacker control PWB trouble Power unit (AR-DC1) trouble
		Check and remedy	Use DIAG (SIM3-20) to check the sensor operation.
F1	03	Content	Console finisher (AR-FN7) paddle motor trouble
		Detail	Paddle motor operation abnormality
		Cause	Motor lock Motor rpm abnormality Overcurrent to the motor Console finisher control PWB trouble
		Check and remedy	Use DIAG (SIM3-3) to check the motor operation.
06	06	Content	Console finisher (AR-FN7) slide motor trouble
		Detail	Slide motor operation abnormality
		Cause	Motor lock Motor rpm abnormality Overcurrent to the motor Console finisher control PWB trouble
		Check and remedy	Use DIAG (SIM3-3) to check the motor operation.
10	10	Content	Console finisher (AR-FN7) stapler motor trouble
		Detail	Stapler motor operation abnormality
		Cause	Motor lock Motor rpm abnormality Overcurrent to the motor Console finisher control PWB trouble
		Check and remedy	Use DIAG (SIM3-3) to check the motor operation.
11	11	Content	Console finisher (AR-FN7) bundle exit motor trouble
		Detail	Bundle exit motor operation abnormality
		Cause	Motor lock Motor rpm abnormality Overcurrent to the motor Console finisher control PWB trouble
		Check and remedy	Use DIAG (SIM3-3) to check the motor operation.
15	15	Content	Console finisher (AR-FN7) lift motor trouble
		Detail	Lift motor operation abnormality
		Cause	Motor lock Motor rpm abnormality Overcurrent to the motor Console finisher control PWB trouble
		Check and remedy	Use DIAG (SIM3-3) to check the motor operation.

MAIN	SUB		
F1	19	Content	Console finisher (AR-FN7) front alignment motor trouble
		Detail	Front alignment motor operation abnormality
		Cause	Motor lock Motor rpm abnormality Overcurrent to the motor Console finisher control PWB trouble
		Check and remedy	Use DIAG (SIM3-3) to check the motor operation.
20	20	Content	Console finisher (AR-FN7) rear alignment motor trouble
		Detail	Rear alignment motor operation abnormality
		Cause	Motor lock Motor rpm abnormality Overcurrent to the motor Console finisher control PWB trouble
		Check and remedy	Use DIAG (SIM3-3) to check the motor operation.
30	30	Content	Console finisher (AR-FN7) communication trouble
		Detail	Communication cable test error after turning on the power or exiting from DIAG. Communication error with the console finisher
		Cause	Improper connection or disconnection of connector and harness between the machine and the console finisher. Console finisher control PWB trouble Control PWB (PCU) trouble Malfunction by noises
		Check and remedy	Canceled by turning OFF/ON the power. Check connectors and harness in the communication line. Replace the console finisher control PWB or PCU PWB.
31	31	Content	Console finisher (AR-FN7) fold sensor trouble
		Detail	Sensor input value abnormality
		Cause	Sensor breakage harness breakage Console finisher control PWB trouble
		Check and remedy	Use DIAG (SIM3-2) to check the sensor operation.
32	32	Content	Communication trouble between the console finisher (AR-FN7) and the punch unit (AR-PN1).
		Detail	Communication err between the console finisher and the punch unit.
		Cause	Improper connection or disconnection of connector and harness between the console finisher and the punch unit. Console finisher control PWB trouble Control PWB (PCU) trouble Malfunction by noise
		Check and remedy	Canceled by turning OFF/ON the power. Check connectors and harness in the communication line. Replace the console finisher control PWB.

MAIN	SUB		
F1	33	Content	Console finisher (AR-FN7) punch (AR-PN1) side registration motor trouble
		Detail	Punch side registration motor operation abnormality
		Cause	Motor lock Motor rpm abnormality Overcurrent to the motor Console finisher control PWB trouble
		Check and remedy	Use DIAG (SIM3-3) to check the motor operation.
	34	Content	Console finisher (AR-FN7) punch (AR-PN1) motor trouble
		Detail	Punch motor operation abnormality
		Cause	Motor lock Motor rpm abnormality Overcurrent to the motor Console finisher control PWB trouble
		Check and remedy	Use DIAG (SIM3-3) to check the motor operation.
	35	Content	Console finisher (AR-FN7) punch (AR-PN1) side registration sensor trouble
		Detail	Sensor input value abnormality
		Cause	Sensor breakage Harness disconnection Console finisher control PWB trouble
		Check and remedy	Use DIAG (SIM3-2) to check the sensor operation.
	36	Content	Console finisher (AR-FN7) punch (AR-PN1) timing sensor trouble
		Detail	Sensor input value abnormality
		Cause	Sensor breakage Harness disconnection Console finisher control PWB trouble
Check and remedy		Use DIAG (SIM3-2) to check the sensor operation.	
37	Content	Console finisher (AR-FN7) backup RAM trouble	
	Detail	Backup RAM contents are disturbed.	
	Cause	Console finisher control PWB trouble Malfunction by noise	
	Check and remedy	Replace the console finisher control PWB.	
38	Content	Console finisher (AR-FN7) punch (AR-PN1) backup RAM trouble	
	Detail	Punch unit backup RAM contents are disturbed.	
	Cause	Punch control PWB trouble Malfunction by noise	
	Check and remedy	Replace the punch control PWB.	
81	Content	Console finisher transport motor abnormality	
	Detail	Transport motor trouble	
	Cause	Motor lock Motor rpm abnormality Overcurrent to the motor Console finisher control PWB trouble	
	Check and remedy	Use DIAG (SIM3-3) to check the motor operation.	

MAIN	SUB		
F2	00	Content	Toner control sensor abnormality
		Detail	Toner control sensor output open
		Cause	Connector harness trouble Connector disconnection
		Check and remedy	Check connection of the toner control sensor. Check connection of connector and harness to the main PWB. Check for disconnection of harness.
	02	Content	Toner supply abnormality
		Detail	Toner control sensor output value becomes under-toner too earlier.
		Cause	Connector harness trouble Toner control sensor trouble The toner cartridge seal is not removed
		Check and remedy	Check connection of the connector in the toner motor section. Check connection of connector and harness to the main PWB. Check for disconnection of harness. Toner control sensor output check DIAG (SIM25-1) Remove the toner cartridge seal.
	04	Content	Improper cartridge (life cycle error, etc.)
		Detail	An improper process cartridge is inserted.
		Cause	IC chip trouble Improper cartridge
		Check and remedy	Insert a proper cartridge.
	05	Content	CRUM error
		Detail	Communication with IC chip cannot be made.
		Cause	IC chip trouble Improper cartridge
Check and remedy		Insert a proper cartridge.	
39	Content	Process thermistor trouble	
	Detail	Process thermistor open	
	Cause	Process thermistor trouble Process thermistor harness disconnection PCU PWB trouble	
	Check and remedy	Check connection of harness and connector of the process thermistor. Check PCU PWB.	
F3	12	Content	Machine no. 1 tray lift-up trouble
		Detail	PED does not turn ON in the specified time. LUD does not turn ON in the specified time.
		Cause	PED/LUD trouble No. 1 tray lift-up trouble Check connection of harness between the PCVU PWB, lift-up unit, and paper feed unit.
		Check and remedy	Check PED, LUD, and their harness and connectors. Check the lift-up unit.
	22	Content	Multi purpose tray lift-up trouble
		Detail	MCPED does not turn ON in the specified time. MCLUD does not turn ON in the specified time.
	Cause	MCPED/MCLUD trouble Multi purpose tray lift-up motor trouble Harness disconnection f the PCU PWB, the lift-up unit, and the paper feed unit.	
	Check and remedy	Check MCPED, PCLUD, and their harness and connectors. Check the lift-up unit.	

MAIN	SUB		
F6	00	Content	Communication trouble (ICU detection) between ICU and FAX
		Details	Communication establishment error/Fleming/Parity/Protocol error
		Cause	Slave unit PWB connector disconnection Harness abnormality between slave unit PWB and ICU PWB. Slave unit PWB mother board connector pin breakage Slave unit ROM abnormality/No ROM/ Reverse insertion of ROM/ROM pin breakage
		Check & Remedy	Check connector harness between slave unit PWB and ICU PWB. Check grounding of machine. Check slave unit PWB ROM.
	01	Content	FAX expansion flash memory abnormality (ICU detection)
		Details	Expansion flash memory with SRAM backup data is installed.
		Cause	SRAM backup data is detected in expansion flash memory. Expansion flash memory in which SRAM data are backed up with SIM 66-19 is installed.
		Check & Remedy	Restore backup data to SRAM with SIM 66-20, and clear expansion flash memory with SIM 66-10. If data are unnecessary, clear expansion flash memory with SIM 66-10.
	04	Content	FAX modem operation abnormality
		Details	FAX PWB modem chip operation abnormality
		Cause	The boot test pin in the FAX PWB is shorted and normal operation is tried. Modem chip operation abnormality in FAX PWB
		Check & Remedy	Turn on the power again without shorting the boot test pin in the FAX PWB. Replace FAX PWB.
F7	01	Content	FAX board EEPROM read/write error
		Details	EEPROM access error (read/write)
		Cause	EEPROM trouble FAX PWB EEPROM access circuit trouble
		Check & Remedy	Replace FAX PWB.
H2	00... HL1 (RT H1)	Content	thermistor open Fusing unit not installed
		Detail	Thermistor is open. (An input voltage of 2.92V or above is detected.)
	01... HL2 (RT H2)	Cause	Thermistor trouble Control PWB trouble Fusing section connector disconnection AC power trouble Fusing unit not installed
		Check and remedy	Check harnesses and connectors from the thermistor to the control PWB. Use DIAG (SIM14) to clear the self diag display.

MAIN	SUB		
H3	00... HL1 (RT H1)	Content	Fusing section high temperature trouble
		Detail	The fusing temperature exceeds 242°C. (An input voltage of 0.27V or above is detected.)
	01... HL2 (RT H2)	Cause	thermistor trouble Control PWB trouble Fusing section connector disconnection AC power trouble
		Check and remedy	Use DIAG (SIM5-2) to check the heater lamp Blinking operation. If the heater lamp blinks normally: Check the thermistor and its harness. Check the thermistor input circuit in the control PWB. If the heater lamp keep lighting: Check the AC PWB and the lamp control circuit in the control PWB. Use DIAG (SIM14) to cancel the trouble
H4	00... HL1 (RT H1)	Content	Fusing section low temperature trouble
		Detail	•The set temperature is not reached within the specified time (normally 3 min) when warming up or resetting from pre-heating. •Under the ready state. (An input voltage of 1.21V or below is detected 5 times continuously.)
	01... HL2 (RT H2)	Cause	thermistor trouble Heater lamp trouble Control PWB trouble Thermostat trouble AC power trouble Interlock switch trouble
		Check and remedy	Use DIAG (SIM5-2) to check the heater lamp Blinking operation. If the heater lamp blinks normally: Check the thermistor and its harness. Check the thermistor input circuit in the control PWB. If the heater lamp does not light: Check for heater lamp disconnection and thermostat disconnection. Check the interlock switch. Check the AC PWB and the lamp control circuit in the control PWB. Use DIAG (SIM14) to cancel the trouble.
H5	01	Content	5-time continuous POD1 not-reaching jam detection
		Detail	5-time continuous POD1 not-reaching jam detection
		Cause	A fusing section jam is not properly removed. (Jam paper remains.) POD1 sensor trouble, or harness disconnection Improper installation of fusing unit
L1	00	Check and remedy	Check jam paper in the fusing section. (winding, etc.) Check POD1 sensor harness, and check the fusing unit installation. Use DIAG (SIM14) to cancel the trouble.
		Content	Scanner feed trouble
		Details	Scanner feed is not completed within the specified time.
		Cause	Scanner unit abnormality Scanner wire disconnection
		Check & Remedy	Check scanning with SIM 1-1.

MAIN	SUB		
L3	00	Content	Scanner return trouble
		Details	Scanner return is not completed within the specified time.
		Cause	Scanner unit abnormality Scanner wire disconnection
		Check & Remedy	Check scanning with SIM 1-1.
L4	01	Content	Main motor lock detection
		Detail	The motor lock signal is detected for 1.5sec during rotation of the main motor.
		Cause	main motor trouble Check connection of harness between the PCU PWB and the main motor. Control circuit trouble
		Check and remedy	Use DIAG (SIM25-1) to check the main motor operation. Check harness and connector between the PCU PWB and the main motor.
	02	Content	Drum motor lock detection
		Detail	The motor lock signal is detected for 1.5sec during rotation of the drum motor.
		Cause	Drum motor trouble Improper connection of harness between the PCU PWB and the drum motor. Control circuit trouble
		Check and remedy	Use DIAG (SIM25-1) to check the drum motor operation. Check harness and connector between the PCU PWB and the drum motor.
L6	10	Content	Polygon motor lock detection
		Detail	It is judged that the polygon motor lock signal is not outputted. Lock signal is checked in the interval of 10sec after starting the polygon motor, and it is judged that the polygon motor does not rotate normally.
		Cause	The LSU connector or harness in the LSU is disconnected or broken. Polygon motor trouble
		Check and remedy	Use DIAG (SIM61-1) to check the polygon motor operation. Check connector and harness connection. Replace LSU.
L8	01	Content	No fullwave signal
		Detail	Full wave signal is not detected.
		Cause	The PCU PWB connector or the power unit harness is disconnected or broken. PCU PWB trouble Power unit trouble
		Check and remedy	Check connection of the harness and connector. Replace PCU PWB. Replace the power unit.
	02	Content	Full wave signal width abnormality
		Detail	It is judged as full wave signal frequency abnormality. (When the detection cycle is judged as 69Hz or above or 42.5Hz or below)
		Cause	The connector or harness of the PCU PWB and the power PWB is disconnected. PCU PWB trouble Power unit trouble
		Check and remedy	Check connection of the harness and connector. Replace the PCU PWB. Replace the power unit.

MAIN	SUB		
U6	00	Content	Desk/LCC communication trouble
		Detail	Desk/LCC communication error Communication cable test error after turning on the power or exiting DIAG.
		Cause	Improper connection or disconnection of connector and harness Desk control PWB trouble Control PWB (PCU) trouble Noise or interference
		Check and remedy	Canceled by turning OFF/ON the power. Check connection of the harness and connector in the communication line.
	01	Content	Desk/LCC No. 1 tray lift-up trouble
		Detail	Desk/LCC No. 1 tray lift-up trouble
		Cause	Sensor trouble Desk control PWB trouble Gear breakage Lift-up motor trouble
		Check and remedy	Use DIAG (SIM4-2) to check the lift-up sensor detection. Use DIAG (SIM4-3) to check the lift-up motor operation.
	02	Content	Desk No. 2 tray/LCC1 lift-up trouble
		Detail	Desk No. 2 tray/LCC lift-up trouble
Cause		Sensor trouble Desk control PWB trouble Gear breakage Lift-up motor trouble	
Check and remedy		Use DIAG (SIM4-2) to check the lift-up sensor detection. Use DIAG (SIM4-3) to check the lift-up motor operation.	
03	Content	Desk No. 3 tray/LCC2 lift-up trouble	
	Detail	Desk no. 3 tray lift-up trouble	
	Cause	Sensor trouble Desk control PWB trouble Gear breakage Lift-up motor trouble	
	Check and remedy	Use DIAG (SIM4-2) to check the lift-up sensor detection. Use DIAG (SIM4-3) to check the lift-up motor operation.	
10	Content	Desk/LCC transport motor trouble	
	Detail	Desk/LCC transport motor operation trouble	
	Cause	Motor lock Motor rpm abnormality Overcurrent to the motor Desk control PWB trouble	
	Check and remedy	Use DIAG (SIM4-3) to check the transport motor operation.	

MAIN	SUB			
EE	EL	Content	Auto developer adjustment trouble (Over-toner)	
		Detail	The sample data is at 68 or below when auto developer adjustment is performed.	
		Cause	Toner concentration sensor trouble Charging voltage, developing voltage abnormality Insufficient toner concentration Developing unit trouble PCU PWB trouble	
		Check and remedy	Use DIAG (SIM25-2) to perform auto developer adjustment.	
	EU	Content	Auto developer adjustment trouble (Under-toner)	
		Detail	The sample data is of 168 or above when auto developer adjustment is performed.	
		Cause	Insufficient toner concentration Charging voltage, developing voltage abnormality Insufficient toner concentration Developing unit trouble PCU PWB trouble	
		Check and remedy	Use DIAG (SIM25-2) to perform auto developer adjustment.	
	F9	02	Content	PRT Centro port check error
			Detail	Controller Centro port trouble
			Cause	Centro port trouble Controller PWB trouble
			Check and remedy	Replace the Controller PWB.
03		Content	NIC port check error	
		Detail	NIC port check error	
U1	01	Content	FAX Battery abnormality	
		Detail	Backup SRAM battery voltage fall	
		Cause	Battery life Battery circuit abnormality	
		Check and remedy	Check that the battery voltage is about 2.5V or above. Check the battery circuit.	
	02	Content	RTC read abnormality (common with FAX, on ICU PWB)	
		Details	The value read from RTC on ICU PWB is [EE]h (abnormal).	
		Cause	RTC circuit abnormality Battery voltage fall Battery circuit abnormality	
		Check & Remedy	Set the time again with key operation, and check that time advances properly. Check RTC circuit. Check that battery voltage is about 2.5V or above. Check battery circuit.	

MAIN	SUB		
U2	00	Content	EEPROM read/write error (Controller)
		Detail	EEPROM write error
		Cause	EEPROM trouble EEPROM is not initialized. Controller PWB EEPROM access circuit trouble
		Check and remedy	Check that EEPROM is properly inserted. Save the counter/adjustment values with the DIAG simulation. Use DIAG (SIM16) to cancel U2 trouble. Replace the Controller PWB.
	11	Content	Counter check sum error (Controller)
		Detail	Counter data area check sum error
		Cause	EEPROM trouble Control circuit trouble by noise Controller PWB EEPROM access circuit trouble
		Check and remedy	Check that EEPROM is properly inserted. Save the counter/adjustment values with the DIAG simulation. Use DIAG (SIM16) to cancel U2 trouble. Replace the Controller PWB.
	12	Content	Adjustment value check sum error (Controller)
		Detail	Adjustment data area check sum error
		Cause	EEPROM trouble Control circuit trouble by noise Controller PWB EEPROM access circuit trouble
		Check and remedy	Check that EEPROM is properly inserted. Save the counter/adjustment values with the DIAG simulation. Use DIAG (SIM16) to cancel U2 trouble. Replace the Controller PWB.
	80	Content	EEPROM read/write error (Scanner)
		Details	Scanner EEPROM write error
		Cause	EEPROM abnormality EEPROM which is not initialized is installed. Hang of control circuit due to noises Scanner PWB EEPROM access circuit abnormality
		Check & Remedy	Check that EEPROM is set properly. Record counter/adjustment values with the simulation to protect the data from being deleted. Cancel U2 trouble with SIM 16. Replace scanner PWB.
	81	Content	Memory check sum error (Scanner)
		Details	Scanner memory check sum error
Cause		EEPROM trouble Control circuit freeze by noises Scanner PWB EEPROM access circuit trouble	
Check & Remedy		Check that EEPROM is set properly. Record counter/adjustment values with the simulation to protect the data from being deleted. Cancel U2 trouble with SIM 16. Replace scanner PWB.	

MAIN	SUB		
U2	90	Content	EEPROM read/write error (PCU)
		Detail	PCU EEPROM write error
		Cause	EEPROM trouble EEPROM is not initialized. Hang of control circuit due to noises PCU PWB EEPROM access circuit trouble
	91	Check and remedy	Check that EEPROM is properly inserted. Save the counter/adjustment values with the DIAG simulation. Use DIAG (SIM16) to cancel U2 trouble. Replace the Controller PWB.
		Content	Memory check sum error (PCU)
		Detail	PCU memory check sum error
U7	00	Cause	EEPROM trouble EEPROM is not initialized. PCU PWB EEPROM access circuit trouble Uninitialized EEPROM installed.
		Check and remedy	Check that EEPROM is properly inserted. Save the counter/adjustment values with the DIAG simulation. Use DIAG (SIM16) to cancel U2 trouble. Replace the Controller PWB.
		Content	RIC communication trouble
		Detail	RIC communication trouble Communication cable test error after turning on the power or exiting DIAG.
PF	00	Cause	Disconnection of connector and harness RTC control PWB trouble Control PWB (Controller) trouble Noise or interference
		Check and remedy	Canceled by turning OFF/ON the power. Check connector and harness in the communication line.
		Content	RIC copy inhibit signal is received.
		Detail	Copy inhibit command from RIM (host) is received.
		Cause	Judged by the host.
		Check and remedy	Inform to the host.

3. Network communication error

•Error code table

Error code	Content of error
CE-01	The print server card (AR-NC5J) is broken down or is not installed.
CE-02	The specified mail server or FTP server is not found.
CE-03	Communication with the specified server is interrupted during image transmission.
CE-04	The account name or the password for the FTP server is invalid.
CE-05	The directory of the FTP server is invalid.
CE-00	A communication error other than the above is generated, such as NIC cable disconnection