

HP Color LaserJet Managed MFP E77822-E77830 series – Control Panel Message Document (CPMD)

This document provides error-code troubleshooting information

About this document

This document provides error-code troubleshooting information. Procedures and part numbers change. For current information, use the browser-based format.

Choose the format that best meets your needs.

Table Content format types

Format	Document title example	Recommended use
Browser-based	[Product] – Control Panel Message Document (CPMD)	● Use when support portals are accessible for up-to-date information
PDF	[Product] – Control Panel Message Document (CPMD) PDF	● Use when support portals are NOT accessible at time of service ● Use when a printable document is needed NOTE: Refer to the printer service manual for removal and replacement procedures. NOTE: For current information, use the browser-based format.

Control-panel message types

The control-panel messages and event code entries indicate the current printer status or situations that might require action.



NOTE: Event log errors do not appear on the control-panel display. Open the event log to view or print the event log errors.

A control-panel message displays temporarily and might require you (or the applicable user) to acknowledge the message by touching the OK button to resume printing or by touching the Stop button to cancel the job.

With certain messages, the job might not finish printing, or the print quality might be affected. If the message is related to printing and the auto-continue feature is on, the printer will attempt to resume printing after the message has appeared for 10 seconds without acknowledgement.

For some messages, restarting the printer might fix the problem. If a critical error persists, the printer might require service.

Error-code and control-panel-message troubleshooting overview

This section provides information on error codes and searching for information.

Error codes

Error codes and control-panel messages display on the printer control panel to indicate the current printer status or situations that might require action. Error codes are numerical, or alphanumerical, and have a set structure with six characters (example: 13.WX.YZ).

- The first two characters are numeric and represent the system component that is causing the error. For example, in error code 10 . 22 . 15, **10 = Supplies** for HP LaserJets.
- The remaining four characters (W, X, Y, and Z values) further define the error.

HP LaserJet and HP PageWide Enterprise error codes are documented in the control panel message document (CPMD) for each printer.

The CPMD is a comprehensive list of error codes, diagnostic and troubleshooting steps to clear or resolve the error, and other helpful information such as service mode pins and part numbers.

The CPMD is continually updated and republished with the latest information for the following error codes.

Table ERROR CODES: The first two characters

Error code	System Component	System Error Description
10.WX.YZ	Supplies (LaserJet)	Supply error or supply memory error.
11.WX.YZ	Real-time clock	Internal error with the clock on the formatter.
13.WX.YZ	Jam (LaserJet)	Paper jam or open door jam error.
15.WX.YZ	Jam (PageWide)	Paper jam or open door jam error.
17.WX.YZ	Supplies (PageWide)	Supply error or supply memory error.
20.WX.YZ	Printer memory	Insufficient memory or buffering error.
21.WX.YZ	Page	Page complexity causing a decompression error when trying to process job.
30.WX.YZ	Scanner	Flatbed scanner error occurring inside the unit.
31.WX.YZ	Document feeder	Document feeder, scanner, or jam error.
32.WX.YZ	Backup, restore, or reset	Backup, restore, or reset notification or error.
33.WX.YZ	Security	Backup, Disk, EFI BIOS, Firmware integrity (SureStart), or Trusted Platform Module (TPM) notification or error.
40.WX.YZ	Input/Output (I/O)	Partition manager, secure erase, or USB accessory error.
41.WX.YZ	Fuser, Laser scanner, or Paper path	Miscellaneous error including general and misprint or mismatch errors typically involving (but not limited to) the fuser, the laser scanner, or the paper path.
42.WX.YZ	Firmware	Firmware failure involving the Event Log, Shell, System Manager, or other component.
44.WX.YZ	Firmware	Firmware failure involving a digital sending component.
45.WX.YZ	OXPd/Web Kit (PageWide)	Informational notifications involving the OXPd Web Kit (communications log).

Table ERROR CODES: The first two characters (continued)

Error code	System Component	System Error Description
46.WX.YZ	Engine (LaserJet)	Engine communication error.
47.WX.YZ	Firmware	Job parser or printer calibration error.
48.WX.YZ	Firmware	PJA job accounting, job management, or job pipeline error.
49.WX.YZ	Firmware	Firmware communication error.
50.WX.YZ	Fuser (LaserJet)	Fuser error.
51.WX.YZ	Laser scanner (LaserJet)	Laser scanner beam error.
52.WX.YZ	Laser scanner (LaserJet)	Laser scanner startup error.
54.WX.YZ	Sensor	Sensor error (not jam related).
55.WX.YZ	DC controller (LaserJet)	DC controller communication error.
56.WX.YZ	Paper handling (LaserJet)	Paper input/output or accessory error.
57.WX.YZ	Fan	Fan error.
58.WX.YZ	Sensor	Engine sensor failure.
59.WX.YZ	Motor (LaserJet)	Motor error.
60.WX.YZ	Tray motor error (LaserJet)	Tray lifting or pick up error.
61.WX.YZ	Engine (PageWide)	Print engine error with the 8-bit data package.
62.WX.YZ	System (LaserJet)	LaserJet internal system error.
	Print bar (PageWide)	PageWide print system error.
63.WX.YZ	Engine (LaserJet)	General engine error (electrical, communication, etc.).
65.WX.YZ	Connector	Output accessory connection error.
66.WX.YZ	Output accessory	Output accessory error.
67.WX.YZ	Input accessory	Input accessory connection error
69.WX.YZ	Duplexer	Duplexer error.
70.WX.YZ	DC controller (LaserJet)	DC controller firmware error.
80.WX.YZ	Managed device	Embedded Jetdirect error.
81.WX.YZ	Near Field Communication (NFC)	Wireless, Bluetooth or internal EIO error.
82.WX.YZ	Memory (hard disk, EMMC, etc.)	Disk hardware error.
90.WX.YZ	Internal diagnostics	Internal test of systems (i.e. disk, CPB, display) or interconnection error.
98.WX.YZ	Hard disk	Hard disk partition error.
99.WX.YZ	Firmware installer	Remote Firmware Upgrade (RFU), firmware install (engine or accessory), or disk error.

How to search for printer documentation

The CPMD, error codes, and other support documentation for each printer is found on the internal HP portals.

These are [Wise for Channel](#) and [WISE](#) (formerly SAW). Wise for channel is available to HP channel partners and WISE is available to call agents, service technicians, and other HP internal users. The level of detail available will depend on your access credentials . To learn how to find support content in WISE, [watch the video here](#).

To view a list of control panel message documents per printer in **WISE**, go to the following topic (c05048451):

- HP internal link: [Control panel message document \(CPMD\) list](#)
- HP external partner link: [Control panel message document \(CPMD\) list](#)



NOTE: To access the HP partner link, you must first log in to the HP Partner First Portal and then connect to WISE.

How to search WISE for printer documentation

These instructions are for HP internal use by call agents, service technicians, and other internal users.

To learn how to find support content in WISE, watch the video here: [Finding Error Code and Control Panel Message Document in WISE](#).

To view a list of control panel message documents per printer in **WISE**, go to [HP LaserJet, OfficeJet, PageWide, ScanJet Enterprise - Control panel message document \(CPMD\) list](#) (HP internal only).

How to search GCSN for printer documentation

These instructions are for internal use by HP Channel Partners.

To learn how to find support content in GCSN, [watch the video here: Finding Error Code and Control Panel Message Documents in GCSN](#) or follow these steps:

1. On the Home screen in GCSN, open **Technical information** using one of the following two methods:
 - Type **TINF** in the **Speedcode** field found in the upper right corner and press Enter.
 - On the Home page, click **Technical information** in the left pane.

Contact HP CSN My favorites Tools Useful links Profile Logout

Speedcode

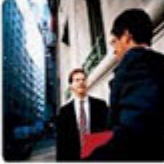
HP Channel Services Network

Welcome

[Message center](#)
[FAQ](#)
[Change partner](#)
[Printable version](#)

[HP service delivery](#)
[HP Care Pack services](#)
[HP Warranty lookup](#)
[Unit configuration](#)
[HP part catalog](#)
[HP parts store](#)
[Technical information](#)
[Service provider news](#)
[Service Media Library Page](#)

service delivery
service sales
Programs, training & documentation
Reporting & administration



Entitlement
[> HP Warranty lookup](#)
[> Unit configuration](#)

Parts ordering & claims
[HP service delivery](#)
[> HP part catalog](#)

Technical support
[Support tools & information](#)

Additional resources
[> Service Media Library Page](#)
[> HP Unison Partner Portal](#)

- Under **Product Search**, select the **Type**, **Category**, **Family**, and **Series** that match your product model (leave the **Model** field as blank or the default).

 **NOTE:** Make sure to log in to GCSN using your service-qualified credentials to access the most comprehensive content list available. To find out how to become service-qualified, contact your HP representative.

Figure 1 Sample product search criteria

Product Search [Add Favorites](#)

Type

Category

Family

Series

Model

- Click **Add Favorites** and then click **Add** to add the printer to your Favorites list and allow you to bypass the **Product Search** fields next time for that particular model (optional).

Product Search [Add Favorites](#)

Type

Category

Family

4. Clear all of the high-level check boxes.

Select the appropriate check boxes for the document types you wish to review.

☐ Support Communications	☐ Manuals and Guides	☐ Support Information
☐ Customer Advisory	☐ Illustrated Parts Map	☐ ActionProcedureMap
☐ Customer Bulletin	☐ Install Guide	☐ CPMDMap
☐ Customer Notice	☐ Maintenance/Service Guide	☐ Support Information
☐ Customer Work Instruction (CSR)	☐ Parts Guide	☐ Top Issue (Note: If you are selecting top issue it will return only top issue documents)
☐ Product Change Notification	☐ QuickSpec	☐ Software Support & Drivers Information
☐ Security Bulletin	☐ Reference Manual	☐ Product Bulletin/QuickSpec
☐ Service Action Advisory	☐ Service Guide/Manual	☐ Buy Care Packs
☐ Service Advisory	☐ Technical Reference Guide	
☐ Service Bulletin	☐ Training Material	

5. Select the check boxes for the document types for which you want to search.

 **NOTE:** Select only the high-level **Manuals and Guides** search option if you are not sure in which type of manual or guide the content might be listed.

Select the appropriate check boxes for the document types you wish to review.

☐ Support Communications	☐ Manuals and Guides	☐ Support Information
☐ Customer Advisory	☐ Illustrated Parts Map	☐ ActionProcedureMap
☐ Customer Bulletin	☐ Install Guide	☒ CPMDMap
☐ Customer Notice	☒ Maintenance/Service Guide	☒ Support Information
☐ Customer Work Instruction (CSR)	☐ Parts Guide	☐ Top Issue (Note: If you are selecting top issue it will return only top issue documents)
☐ Product Change Notification	☐ QuickSpec	☐ Software Support & Drivers Information
☐ Security Bulletin	☐ Reference Manual	☐ Product Bulletin/QuickSpec
☐ Service Action Advisory	☒ Service Guide/Manual	☐ Buy Care Packs
☐ Service Advisory	☐ Technical Reference Guide	
☐ Service Bulletin	☐ Training Material	
☐ Service Notice	☐ Troubleshooting Guide	
☐ Service Product Announcement	☐ Upgrade Manual	
☐ Service Program Announcement	☒ User Guide	
☐ Technical Work Instruction (TWI)	☐ Warranty Statement	
	☐ White Papers	

6. Select **Submit**.
7. If needed, click **Back To selection Criteria** and narrow your search (the maximum allowed search result is 100 documents).

 **NOTE:** Do not select the **Top Issue** option unless you only want to view top issues for that model. All other available content will be filtered out.

Technical information type	Select this checkbox
CPMD	CPMD-Map
List of all CPMDs per product	Support Information
Installation Guide or Hardware Install Guide	Maintenance/Service Guide or Install Guide
Service cost document	Install Guide or Service Guide/Manual
Service guide or Service manual	Service Guide/Manual

Self-solve or troubleshooting document	Support Information
User manual or User guide	User Guide
Warranty and Legal Guide	Warranty Statement

Printer service information

Service pin for printer

Last update: June 24, 2020

Service mode PIN number:

E77820-E77830: 04077817



NOTE: 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.

10.WX.YZ error messages

10.wx.yz error messages

Errors in the 10.* family are related to toner cartridges and other supply items that require regular replacement as part of routine printer maintenance.

Order replacement supplies and install them as necessary. To order parts, go to <https://www.hp.com/buy/parts>.

Use the following list to identify the supply item affected:



NOTE: Not all printers have all of these supplies.

- 10.00.XX = Black toner cartridge
- 10.01.XX = Cyan toner cartridge
- 10.02.XX = Magenta toner cartridge
- 10.03.XX = Yellow toner cartridge
- 10.10.XX = Transfer roller
- 10.22.XX = Transfer Belt
- 10.23.XX = Fuser kit
- 10.31.XX = Toner collection unit
- 10.39.XX = Document feeder kit
- 10.99.XX = One or more supply items have been installed

Recommended action

Follow these troubleshooting steps in the order presented.

Use the following general troubleshooting steps to try to resolve the problem. If the error persists, contact your HP-authorized service or support provider, or contact HP support at www.hp.com/go/contactHP.

To order parts, go to <https://www.hp.com/buy/parts>.

1. For toner cartridges:
 - a. Remove and reinstall the cartridge.
 - b. Check the electronic chip on the cartridge if it is visible. If the chip is damaged, replace the toner cartridge.
 - c. If print quality is unacceptable, or if printing cannot continue, replace the toner cartridge.
2. For the transfer kit:
 - a. Remove and then reinstall the transfer unit.
 - b. If print quality is unacceptable, or if printing cannot continue, replace the transfer kit.
3. For the fuser kit:
 - a. Remove and then reinstall the fuser.

 **CAUTION:** The fuser might be hot.

 - b. If print quality is unacceptable, or if printing cannot continue, replace the fuser kit.
4. For the toner collection unit:
 - a. Remove the toner collection unit and reinstall it.
 - b. If the toner collection unit is nearly full, replace it with a new one. Using a toner collection unit until it is overfilled can damage the printer.
5. For the document feeder kit:
 - a. Open the document feeder top cover and inspect the rollers for obvious dirt or wear. Clean the rollers if necessary.
 - b. Install a new roller kit.

10.xx.03, cartridge or drum error

Supply memory error

- 10.00.03 Black Cartridge; Supply memory error
- 10.01.03 Cyan Cartridge; Supply memory error
- 10.02.03 Magenta Cartridge; Supply memory error
- 10.03.03 Yellow Cartridge; Supply memory error
- 10.05.03 Black Drum; Supply memory error
- 10.06.03 Cyan Drum; Supply memory error
- 10.07.03 Magenta Drum; Supply memory error
- 10.08.03 Yellow Drum; Supply memory error

The Store Usage Data setting allows a user to limit the data that is stored on the memory chip in the cartridge. If a user configures the Store Usage Data setting as “Not on supplies”, 10.0x.03 supply memory errors may occur resulting in the device being down until the affected supplies can be replaced.

Recommended action for customers

1. Access the printers Store Usage Data menu using any remote monitoring tool or on the control panel within the “Settings” > “Manage Supplies” > “Store Usage Data” > menu and check to see if it is set to “Not on supplies”.
2. If the printer is set to “Not on supplies” please contact support to upgrade FW.

Recommended action for call-center agents and onsite technicians

IMPORTANT! Please check the following emerging issue document to see if it pertains to issue the customer is having.

[HP LaserJet Managed MFP E72525-E72535, E77822-E77830, E78223-E78230, E82540-E82560, E82540du-E82560du, E87640-E87660, E87640du-E87660du - 10.0X.03 Supply Memory Error \(Emerging Issue\)](#)

1. Ensure the menu setting for the supplies has not been changed to “Not on supplies”.

This can be accessed by any remote monitoring tool or also changed on the control panel within the “Settings” > “Manage Supplies” > “Store Usage Data” > menu and setting “Not on supplies”.
2. If set to “Not on supplies”, change this setting back to the default value of “On Supplies”.
3. Upgraded to FW version FutureSmart 4.5.4 or newer.



NOTE: For more information on this error please go to: [HP Color LaserJet Managed MFP E77820-E77830, E78223-E78230, E87640-E87660 - 10.xx.03, cartridge or drum errors](#)

4. If the error persists or you have any further issues please elevate this issue using the Standard Support Process.

10.0x.15 Install <supply>

The indicated supply has been removed or is installed incorrectly.

10.00.15 Black toner cartridge

10.01.15 Cyan toner cartridge

10.02.15 Magenta toner cartridge

10.03.15 Yellow toner cartridge

10.05.15 Black drum unit

10.06.15 Cyan drum unit

10.07.15 Magenta drum unit

10.08.15 Yellow drum unit

Recommended action for customers

1. Replace the toner cartridge that is indicated.

Part numbers:

- W9190-67902 - Black Managed LJ Toner Cartridge
- W9191-67902 - Cyan Managed LJ Toner Cartridge
- W9193-67902 - Magenta Managed LJ Toner Cartridge
- W9192-67902 - Yellow Managed LJ Toner Cartridge

2. If a drum unit needs to be installed or if the message continues, please contact customer support.

Toner cartridge recommended action for call-center agents and onsite technicians



NOTE: The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

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

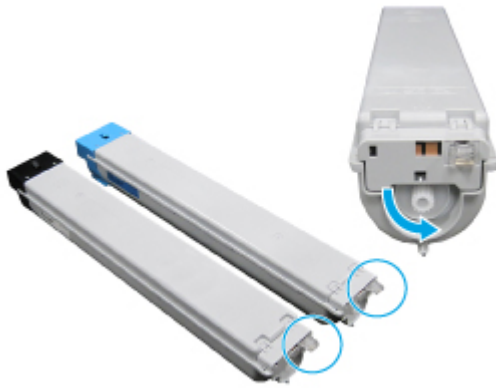


- b. If the toner cartridge hook is damaged, replace the toner cartridge.

Part numbers:

- W9190-67902 - Black Managed LJ Toner Cartridge
- W9191-67902 - Cyan Managed LJ Toner Cartridge
- W9193-67902 - Magenta Managed LJ Toner Cartridge
- W9192-67902 - Yellow Managed LJ Toner Cartridge

4. Check the toner cartridge.



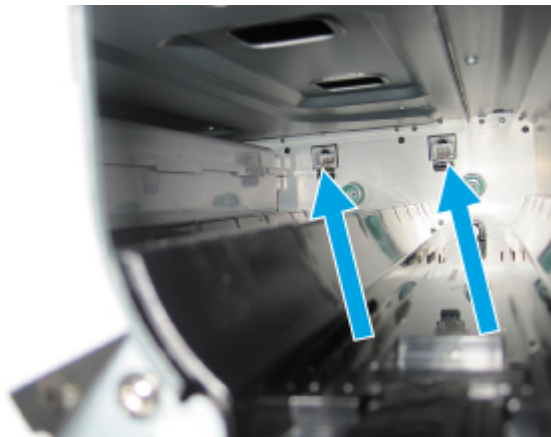
- a. Check if the CRUM connector on the toner cartridge is broken or assembled abnormally.
- b. Rotate the gear on the toner cartridge to ensure it moves freely.
- c. If the CRUM connector is pushed into the toner cartridge, try to pull it out and then ensure it is seated correctly.
- d. If the CRUM connector is damaged or defective, replace the toner cartridge.

Part numbers:

- W9190-67902 - Black Managed LJ Toner Cartridge
- W9191-67902 - Cyan Managed LJ Toner Cartridge
- W9193-67902 - Magenta Managed LJ Toner Cartridge
- W9192-67902 - Yellow Managed LJ Toner Cartridge

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, open the rear 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: JC92-02164A

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: JC39-02456A and JC39-02458A

CRUM joint PCA part number: JC92-02164A

Main PCA part number: JC82-00540A

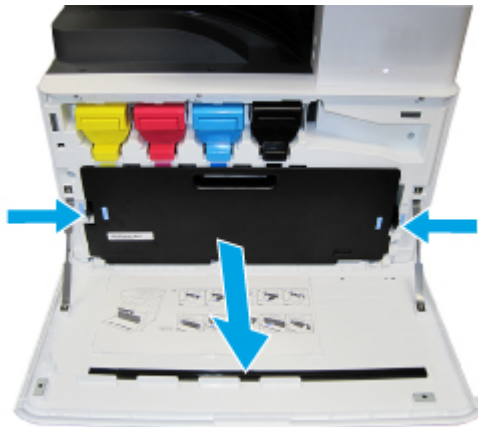
For instructions: Removal and replacement: Main board See the Repair Service Manual for this product.

Drum unit recommended action for call-center agents and onsite technicians



NOTE: The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

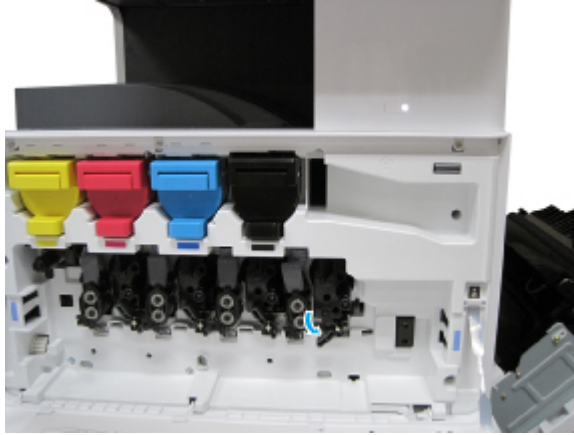
1. Open the front cover. Remove the toner collection unit.



2. Open the right cover and remove and reinstall the drum unit.
3. Check if the drum unit latch is damaged. If the drum unit latch is damaged, replace the latch.

Part number: JC64-00708B

Figure 1 Unlatch drum unit



- a. Check if the CRUM connector of the drum unit is broken or not seated correctly. If the CRUM connector is damaged or defective, replace the drum unit.

Part number: X3A83-67905

For instructions: Removal and replacement: Imaging drum unit See the Repair Service Manual for this product.



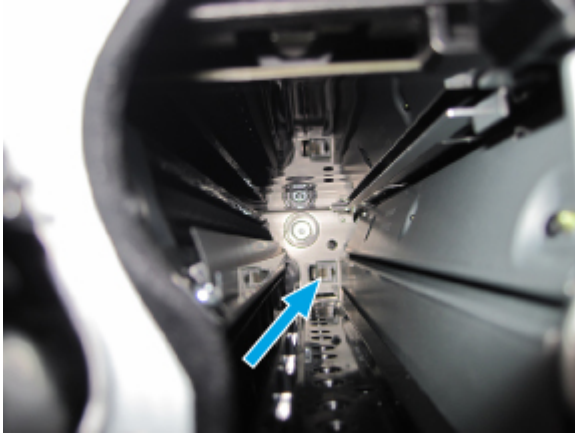
- b. If the CRUM connector is pushed into the drum unit, try to pull the jack out it and then ensure it is seated correctly.
4. If the drum unit is replaced, reset the kit count.
 - a. Open the following menus:
 - Support Tools
 - Service



NOTE: The service PIN for this printer is: 04077817

- 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.
5. With the 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, open the rear cover and re-install the connector.
6. Check the CRUM joint PCA for any problems with the CRUM connector pins or the main board interface connector. If needed, replace the PCA.
- Part number: JC92-02164A
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.

CRUM joint PCA part number: JC92-02164A

Main PCA part number: JC82-00540A

10.0x.35 Incompatible <supply>

The indicated supply is not compatible with this printer.

10.00.35 Black toner cartridge

10.01.35 Cyan toner cartridge

10.02.35 Magenta toner cartridge

10.03.35 Yellow toner cartridge

10.05.35 Black drum unit

10.06.35 Cyan drum unit

10.07.35 Magenta drum unit

10.08.35 Yellow drum unit

Recommended action for customers

1. Replace the toner cartridge that is indicated.
2. If a drum unit needs to be installed or if the message continues, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Open the front cover. Remove and reinstall the indicated supply 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.

10.0x.60 Toner low

The printer indicates when a 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%. 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.

- **10.00.60** Black toner cartridge
- **10.01.60** Cyan toner cartridge
- **10.02.60** Magenta toner cartridge
- **10.03.60** Yellow toner cartridge

Recommended action for customers

1. If the print quality is no longer acceptable, replace the toner cartridge indicated.
2. Order a new toner cartridge because the toner cartridge with a level of “Low” will be exhausted soon.

Part numbers:

- W9190-67901 - Black Managed LJ Toner Cartridge
- W9191-67901 - Cyan Managed LJ Toner Cartridge
- W9192-67901 - Magenta Managed LJ Toner Cartridge
- W9193-67901 - Yellow Managed LJ Toner Cartridge

Recommended action for call-center agents and onsite technicians

1. If the print quality is no longer acceptable, replace the toner cartridge indicated.
2. Order new toner cartridge because the toner cartridge with a level of “Low” will be exhausted soon.

Part numbers:

- W9190-67901 - Black Managed LJ Toner Cartridge

- W9191-67901 - Cyan Managed LJ Toner Cartridge
- W9192-67901 - Magenta Managed LJ Toner Cartridge
- W9193-67901 - Yellow Managed LJ Toner Cartridge

10.0x.60 Drum unit low

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

An alarm indicates that the lifespan of the drum unit may be insufficient to complete the current job.

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

10.05.60 Black drum unit

10.06.60 Cyan drum unit

10.07.60 Magenta drum unit

10.08.60 Yellow drum unit

Recommended action for customers

- ▲ Please contact customer support.

Recommended action for call-center agents and onsite technicians

1. If the print quality is no longer acceptable, replace the drum unit indicated.

Part number: X3A83-67905

For instructions: Removal and replacement: Imaging drum unit See the Repair Service Manual for this product.

2. Order new drum unit because the developer unit with a level of "Low" will be exhausted soon.
3. If the drum unit is replaced, reset the kit count.

- a. Open the following menus:

- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

- 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.

10.0x.69 or 10.0x.70 Toner 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).

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

10.00.69 / 10.00.70 Black toner cartridge

10.01.69 / 10.01.70 Cyan toner cartridge

10.02.69 / 10.02.70 Magenta toner cartridge

10.03.69 / 10.03.70 Yellow toner cartridge

Recommended action for customers

▲ Replace the toner cartridge indicated.

- a. Open the front cover
- b. Remove the toner cartridge.
- c. Install the new toner cartridge.

Part numbers:

- W9190-67901 - Black Managed LJ Toner Cartridge
- W9191-67901 - Cyan Managed LJ Toner Cartridge
- W9192-67901 - Magenta Managed LJ Toner Cartridge
- W9193-67901 - Yellow Managed LJ Toner Cartridge

- d. Close the front cover.



NOTE: 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 for call-center agents and onsite technicians

1. If the print quality is no longer acceptable, replace the toner cartridge.

Part numbers:

- W9190-67901 - Black Managed LJ Toner Cartridge
- W9191-67901 - Cyan Managed LJ Toner Cartridge
- W9192-67901 - Magenta Managed LJ Toner Cartridge
- W9193-67901 - Yellow Managed LJ Toner Cartridge



NOTE: 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, remove the toner collection unit and check if the toner reservoir is blocked. If the toner reservoir is blocked clean it. If needed, replace the toner reservoir duct.

Part number: JC93-00483B

For instructions: Removal and replacement: Toner reservoir duct See the Repair Service Manual for this product.

3. Check the toner supply motor operation.

- a. Open the following menus:

- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

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

- b. Test the failing color supply motor using the following supply motor tests:



NOTE: You must press Enter two times to start the motor test. The test will only run for a short period. Verify the motor status on the control panel.

- 100-0000: Yellow
- 100-0010: Magenta
- 100-0020: Cyan
- 100-0030: Black

- c. If the motor does not function correctly, replace the toner drive motor.

Part number: JC93-00446B

For instructions: Removal and replacement: Toner supply drive assembly See the Repair Service Manual for this product.

4. Reconnect the electrical wiring harness on the developer unit.

5. If needed, replace the developer unit.

Part numbers:

- JC96-11663A - Yellow Developer Unit
- JC96-11664A - Magenta Developer Unit
- JC96-11665A - Cyan Developer Unit
- JC96-11666A - Black Developer Unit

For instructions: Removal and replacement: Developer unit See the Repair Service Manual for this product.

6. Reset the developer unit kit count.

a. Open the following menus:

- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

- Service Tools
- b. On the Information tab, select Supply Status.
- c. Select Field Replaceable Unit, and then select Development Unit (Developer) (YMCK).
- d. Select the correct Developer color. 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.

10.0x.69 or 10.0x.70 Drum unit worn

The lifespan of the drum unit is expired.

The lifespan remaining for the drum unit is 0%

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

10.05.69 / 10.05.70 Black drum unit

10.06.69 / 10.06.70 Cyan drum unit

10.07.69 / 10.07.70 Magenta drum unit

10.08.69 / 10.08.70 Yellow drum unit

Recommended action for customers

- ▲ Please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Replace the drum unit indicated.

- a. Open the front cover
- b. Remove the toner collection unit.
- c. Remove the drum unit indicated.
- d. Install a new drum unit.

Part number: X3A83-67905

- e. Reinstall the toner collection unit.
- f. Close the front cover.

2. If the drum unit is replaced, reset the kit count.
 - a. Open the following menus:
 - Support Tools
 - Service
-
-  **NOTE:** The service PIN for this printer is: 04077817
-
- 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.

10.0x.89 or 10.0x.90 Toner supply error

Toner replenishment malfunction. The toner supply in the toner cartridge is out or malfunctioning. The toner sensor indicates that the toner in the development unit is insufficient.

There is no toner in the toner cartridge or the toner supply line is blocked. A circuit fault such as a fault in the toner supply motor or the toner sensor occurs.

10.00.89 or 10.00.90 Black toner cartridge

10.01.89 or 10.01.90 Cyan toner cartridge

10.02.89 or 10.02.90 Magenta toner cartridge

10.03.89 or 10.03.90 Yellow toner cartridge

Recommended action for customers

1. Replace the toner cartridge indicated.

Part numbers:

 - W9190-67901 - Black Managed LJ Toner Cartridge
 - W9191-67901 - Cyan Managed LJ Toner Cartridge
 - W9192-67901 - Magenta Managed LJ Toner Cartridge
 - W9193-67901 - Yellow Managed LJ Toner Cartridge
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
- e. If the error persists, replace the toner cartridge.

Part numbers:

- W9190-67901 - Black Managed LJ Toner Cartridge
- W9191-67901 - Cyan Managed LJ Toner Cartridge
- W9192-67901 - Magenta Managed LJ Toner Cartridge
- W9193-67901 - Yellow Managed LJ Toner Cartridge

2. If the error persists with a new cartridge, remove the toner collection unit and check if the toner reservoir is blocked. If the toner reservoir is blocked clean it. If needed, replace the toner reservoir duct.

Part number: JC93-00483B

For instructions: Removal and replacement: Toner reservoir duct See the Repair Service Manual for this product.

3. Check the toner supply motor operation.

- a. Open the following menus:

- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

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

- b. Test the failing color supply motor using the following supply motor tests:



NOTE: You must press Enter two times to start the motor test. The test will only run for a short period. Verify the motor status on the control panel.

- 100-0000: Yellow
- 100-0010: Magenta
- 100-0020: Cyan
- 100-0030: Black

- c. If the motor does not function correctly, replace the toner drive motor.

Part number: JC93-00446B

For instructions: Removal and replacement: Toner supply drive assembly See the Repair Service Manual for this product.

4. Reconnect the electrical wiring harness on the developer unit.
5. If needed, replace the developer unit.

Part numbers:

- JC96-11663A - Yellow Developer Unit
- JC96-11664A - Magenta Developer Unit
- JC96-11665A - Cyan Developer Unit
- JC96-11666A - Black Developer Unit

For instructions: Removal and replacement: Developer unit See the Repair Service Manual for this product.

6. Reset the developer unit kit count.

- a. Open the following menus:

- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

- Service Tools
- b. On the Information tab, select Supply Status.
 - c. Select Field Replaceable Unit, and then select Development Unit (Developer) (YMCK).
 - d. Select the correct Developer color. 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.

10.10.60 Transfer roller low

The printer indicates that the lifespan of the transfer roller is between 30% and 1%. The printer can still operate.

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 transfer roller.
 - a. Open the side cover.

- b. Replace the T2 transfer roller with a new one.

Part number: JC66-04204A

For instructions: Removal and replacement: Transfer (T2) roller See the Repair Service Manual for this product.

- c. Close the side cover.

2. Reset the kit count.

- a. Open the following menus:

- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

- Service Tools
 - On the Information tab, select Supply Status.
 - Field Replaceable Unit
- b. Select Transfer Roller/T2 Roller.
 - c. Select Transfer Roller. Press Reset to clear the roller count.
 - d. Exit the service mode by touching the home button.

10.10.69, 10.10.70 Transfer roller worn

The lifespan of the transfer roller is expired, but the printer still operates.

The lifespan of the transfer roller (by page count) has expired (the remaining volume is 0%).

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 transfer roller.
 - a. Open the side cover.
 - b. Replace the T2 transfer roller with a new one.

Part number: 5QJ90-61041

For instructions: Removal and replacement: Transfer (T2) roller See the Repair Service Manual for this product.
 - c. Close the side cover.
2. Reset the kit count.

- a. Open the following menus:
 - Support Tools
 - Service

 **NOTE:** The service PIN for this printer is: 04077817

 - Service Tools
 - On the Information tab, select Supply Status.
 - Field Replaceable Unit
- b. Select Transfer Roller/T2 Roller.
- c. Select Transfer Roller. Press Reset to clear the roller count.
- d. Exit the service mode by touching the home button.

10.22.60 ITB Low

An alarm indicates that the lifespan of the intermediate transfer belt (ITB) is almost expired.

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 ITB.
 - a. Turn the printer off.
 - b. Replace the ITB assembly.

Part number: 5PN63-67001

For instructions: Removal and replacement: Intermediate transfer belt See the Repair Service Manual for this product.
 - c. Turn the printer on.
2. Reset the kit count.
 - a. Open the following menus:
 - Support Tools
 - Service

 **NOTE:** The service PIN for this printer is: 04077817

 - Service Tools
 - On the Information tab, select Supply Status.

- Field Replaceable Unit
- b. Select ITB (Image Transfer Belt).
- c. Select Transfer Belt. Press Reset to clear the kit count.
- d. Exit the service mode by touching the home button.

10.22.69 / 10.22.70 ITB Worn

An alarm indicates that the lifespan of the intermediate transfer belt ITB is expired.

The lifespan of the engine controller for the ITB is insufficient to complete the current page count.

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 ITB.
 - a. Turn the printer off.
 - b. Replace the ITB assembly.
 Part number: JC93-01378A
 For instructions: Removal and replacement: Intermediate transfer belt See the Repair Service Manual for this product.
 - c. Turn the printer on.
2. Reset the kit count.
 - a. Open the following menus:
 - Support Tools
 - Service



NOTE: The service PIN for this printer is: 04077817

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

10.23.15, 10.26.15 Fuser assembly not installed

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

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



NOTE: The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

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

Part number: JC39-02076A



CAUTION: The fuser might be hot.

3. If the error persists, replace the fuser assembly.

110V fuser part number: JC82-00472A

220V fuser part number: JC82-00485A

For instructions: Removal and replacement: Fuser unit See the Repair Service Manual for this product.

4. Reset the fuser kit count.

- a. Open the following menus:

- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

- 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.

10.23.35, 10.26.35 Incompatible fuser assembly

The fusing assembly is not compatible with the printer.

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 a fuser assembly that is designed for this printer.
110V fuser part number: JC82-00472A
220V fuser part number: JC82-00485A
For instructions: Removal and replacement: Fuser unit See the Repair Service Manual for this product.

 **CAUTION:** The fuser might be hot.

2. Reset the fuser kit count.
 - a. Open the following menus:
 - Support Tools
 - Service

 **NOTE:** The service PIN for this printer is: 04077817

 - 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

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

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 fuser unit.
110V fuser part number: JC82-00472A
220V fuser part number: JC82-00485A
For instructions: Removal and replacement: Fuser unit See the Repair Service Manual for this product.

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

 **NOTE:** 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

 **NOTE:** The service PIN for this printer is: 04077817

- 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.

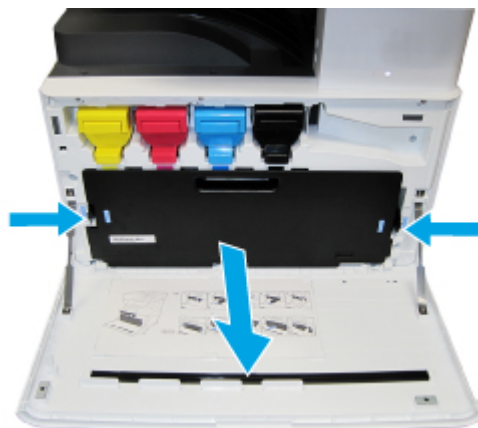
10.31.15 Toner collection unit not installed

The toner collection unit is almost full.

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

Recommended action for customers

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



- c. Reinstall or install a new toner collection unit.

Part number: JC96-11636A

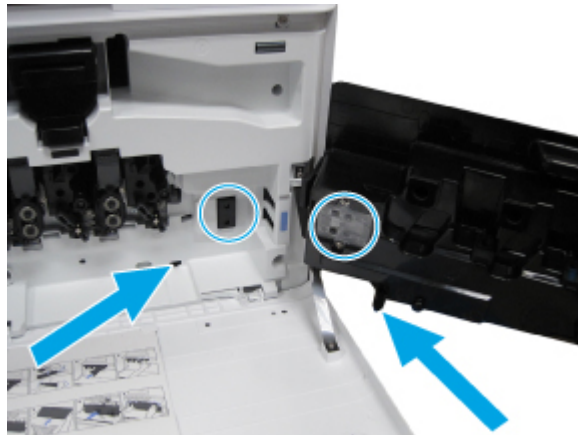
- d. Close the front cover.

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 unit.
 - a. Check the sensors for the TCU, the sensor fin and the reflection unit on the TCU.



- b. Check if the toner collection unit sensors operate correctly.
 - i. Open the following menus:
 - Support Tools
 - Service

 **NOTE:** The service PIN for this printer is: 04077817

- Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
- ii. Test the toner collection unit LED with service test 100–0241.
 - iii. Test the toner collection unit full sensor with service test 100–0250.
- c. If the toner collection unit sensor or LED is defective, replace the toner collection unit sensor.
- Part number: JC93-00492A
- For instructions: Removal and replacement: Toner collection unit full sensor See the Repair Service Manual for this product.
5. If the problem persists, replace the toner collection unit.
- Part number: JC96-11636A

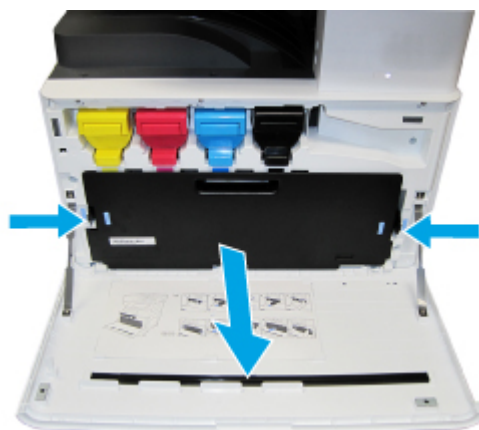
10 . 31 . 60, 10 . 31 . 69 Toner collection unit full

The toner collection unit is almost full.

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

Recommended action for customers

1. If the "Toner Collection Unit Almost Full" appears soon after installing the unit, then upgrade to firmware version 4.6 or later from HP.com.
2. For all other occurrences, install a new toner collection unit.
 - a. Open the front cover.
 - b. Remove the toner collection unit.



- c. Install a new toner collection unit.
- Part number: JC96-11636A

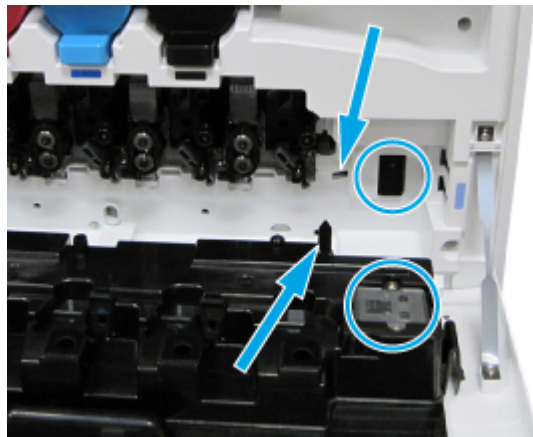
- d. Close the front cover.

Recommended action for call-center agents and onsite technicians

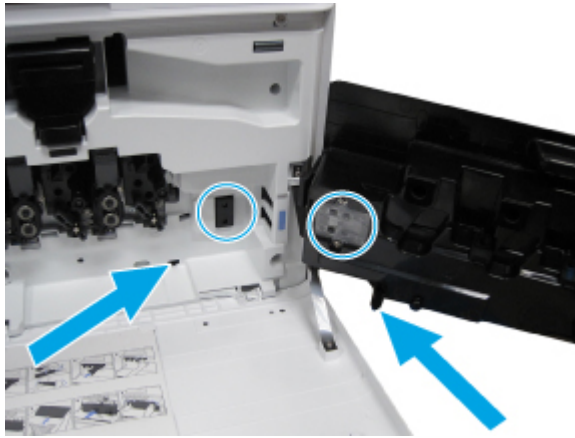
1. Open the front cover.
2. Check if the toner collection unit is installed correctly.
3. Remove the toner collection unit.



4. Check the toner collection unit.
 - a. Check the sensors for the TCU, the sensor fin and the reflection unit on the TCU



- b. Check the sensors for the TCU, the sensor fin and the reflection unit on the TCU.



- c. Check if the toner collection unit sensors operate correctly.

- i. Open the following menus:

- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

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

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

- iii. 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.

Part number: JC93-00492A

For instructions: Removal and replacement: Toner collection unit full sensor See the Repair Service Manual for this product.

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

Part number: JC96-11636A

10.3x.60 Developer Unit Low

The volume remaining in the developer unit is low, between 30% and 1%. This error occurs every time that you try to use the printer.

10.32.60 Black developer unit

10.33.60 Cyan developer unit

10.34.60 Magenta developer unit

10.35.60 Yellow developer unit

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 numbers:

- JC96-11663A - Yellow Developer Unit
- JC96-11664A - Magenta Developer Unit
- JC96-11665A - Cyan Developer Unit
- JC96-11666A - Black Developer Unit

For instructions: Removal and replacement: Developer unit See the Repair Service Manual for this product.

- d. Close the front cover.
2. Reset the developer unit kit count.
 - a. Open the following menus:
 - Support Tools
 - Service



NOTE: The service PIN for this printer is: 04077817

- Service Tools
- b. On the Information tab, select Supply Status.
 - c. Select Field Replaceable Unit, and then select Development Unit (Developer) (YMCK).
 - d. Select the correct Developer color. 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.

10.3x.69, 10.0x.70 Developer Unit Empty

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

10.32.69, 10.32.70 Black developer unit

10.33.69, 10.33.70 Cyan developer unit

10.34.69, 10.34.70 Magenta developer unit

10.35.69, 10.35.70 Yellow developer unit

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 as indicated.

- a. Open the front cover.
- b. Remove the developer unit.
- c. Install a new developer unit.

Part numbers:

- JC96-11663A - Yellow Developer Unit
- JC96-11664A - Magenta Developer Unit
- JC96-11665A - Cyan Developer Unit
- JC96-11666A - Black Developer Unit

For instructions: Removal and replacement: Developer unit See the Repair Service Manual for this product.

- d. Close the front cover.
2. Reset the developer unit kit count.

- a. Open the following menus:

- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

- Service Tools
- b. On the Information tab, select Supply Status.
 - c. Select Field Replaceable Unit, and then select Development Unit (Developer)(YMCK).

- d. Select the correct Developer color. 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.

10.36.69 / 10.36.70 Image transfer belt (ITB) cleaner worn

An alarm indicates that the lifespan of the image transfer belt (ITB) cleaner is expired.

Recommended action for customers

- ▲ If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Replace the ITB cleaner.
 - a. Turn the printer off.
 - b. Remove the ITB cleaner.
 - c. Install the new ITB cleaner.
 Part number: JC96-06246A
 For instructions: Removal and replacement: ITB cleaner See the Repair Service Manual for this product.
 - d. Turn the printer on.
2. Reset the kit count.
 - a. Open the following menus:
 - Support Tools
 - Service

 **NOTE:** The service PIN for this printer is: 04077817

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

11.WX.YZ error messages

11.* errors

Errors in the 11.* family are related to the printer real-time clock.

Recommended action for customers

Follow these troubleshooting steps in the order presented.

Use the following general troubleshooting steps to try to resolve the problem.

1. Set the time and date on the printer control panel.
2. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

Follow these troubleshooting steps in the order presented.

Use the following general troubleshooting steps to try to resolve the problem. If the error persists, elevate the case using the Standard Support Process.

1. Set the time and date on the printer control panel.
2. If the error persists, remove and reinstall the formatter. Make sure it is fully seated.
3. If the error still persists, replace the formatter.

13.WX.YZ error messages

13.* errors

Errors in the 13.* family are related to jams.

More than 1000 unique error codes are possible. Use the following information to understand the jam code. Not all codes apply to all printers.

Message format: 13.WX.YZ

- W represents the jam location.
- X represents the sensor or door that triggered the jam.
- Y represents the jam condition (delay, stay, wrap, etc.)
- Z represents the paper source, fuser mode, or destination

Table Potential values for W and X

W	Jam location	X	Sensor or door
A	Input area	0	Envelope feeder
A	Input area	1	Tray 1 feed (unless Tray 1 feed is the registration sensor)
A	Input area	2	Tray 2 feed (unless Tray 2 feed is the registration sensor)
A	Input area	3	Tray 3 feed
A	Input area	4	Tray 4 feed
A	Input area	5	Tray 5 feed

Table Potential values for W and X (continued)

W	Jam location	X	Sensor or door
A	Input area	6	Tray 6 feed
A	Input area	7	Optional tray exit sensor
A	Input area	A	Door 1
A	Input area	B	Door 2
A	Input area	C	Door 3
A	Input area	D	Door 4
A	Input area	E	Door 5
A	Input area	F	Multiple sensors or doors
B	Image area	0	Media sensor for forbidden transparencies
B	Image area	2	Registration/top of page
B	Image area	3	Top of page
B	Image area	4	Loop
B	Image area	5	Fuser input
B	Image area	9	Fuser output
B	Image area	A	Door 1
B	Image area	B	Door 2
B	Image area	F	Multiple sensors or doors
C	Switchback area (between the fuser and the output bin)	1	Intermediate switchback sensor
C	Switchback area (between the fuser and the output bin)	2	Switchback media stay sensor
C	Switchback area (between the fuser and the output bin)	3	Paper delivery sensor
D	Duplex area	1	Duplex switchback
D	Duplex area	2	Duplex delivery
D	Duplex area	3	Duplex refeed
D	Duplex area	A	Door 1 (if different than the imaging area)
D	Duplex area	B	Door 2 (if different than the imaging area)
D	Duplex area	F	Multiple sensors or doors
E	Output or intermediate paper transport unit (IPTU) area	1	Output bin full sensor
E	Output or intermediate paper transport unit (IPTU) area	2	IPTU feed sensor 1
E	Output or intermediate paper transport unit (IPTU) area	3	IPTU sensor 2
E	Output or intermediate paper transport unit (IPTU) area	4	IPTU sensor 3
E	Output or intermediate paper transport unit (IPTU) area	5	IPTU bin full sensor 4
E	Output or intermediate paper transport unit (IPTU) area	6	Output sensor
E	Output or intermediate paper transport unit (IPTU) area	A	Door 1
E	Output or intermediate paper transport unit (IPTU) area	F	Multiple sensors or doors

Table Potential values for W and X (continued)

W	Jam location	X	Sensor or door
F	Multiple subsystems (occurs when paper is stuck in several areas)	F	Multiple sensors or doors
1	Jetlink input device	4	Tray 4 feed sensor
1	Jetlink Input device	5	Tray 5 feed sensor
1	Jetlink Input device	6	Tray 6 feed sensor
1	Jetlink Input device	7	Tray 7 feed sensor
1	Jetlink Input device	8	Tray 8 feed sensor
1	Jetlink Input device	9	Tray 9 feed sensor
1	Jetlink Input device	A	Door 1
1	Jetlink Input device	B	Door 2
1	Jetlink Input device	F	Multiple sensors or doors
2	Buffer pass unit	0	Buffer pass inlet sensor
2	Buffer pass unit	9	Buffer pass exit sensor
2	Buffer pass unit	A	Door 1
3	Page insert unit	0	Page insertion inlet sensor
3	Page insert unit	1	Page insertion tray 1 feed sensor
3	Page insert unit	2	Page insertion tray 2 feed sensor
3	Page insert unit	3	Page insertion tray 3 feed sensor
3	Page insert unit	4	Page insertion tray 4 feed sensor
3	Page insert unit	7	Output path feed sensor
3	Page insert unit	9	Page insertion exit sensor
3	Page insert unit	A	Door 1
4	Punch unit	0	Puncher inlet sensor
4	Punch unit	1	Puncher jam sensor
4	Punch unit	9	Puncher exit sensor
4	Punch unit	A	Door 1
5	Folding unit	0	Folder inlet sensor
5	Folding unit	1	Folder sensor
5	Folding unit	9	Folder exit sensor
5	Folding unit	A	Door 1
6	Stacker unit	0	Stacker inlet sensor
6	Stacker unit	4	Stacker outlet sensor
6	Stacker unit	7	Stacker switchback entrance sensor
6	Stacker unit	8	Stacker switchback registration sensor
6	Stacker unit	9	Stacker switchback lower sensor

Table Potential values for W and X (continued)

W	Jam location	X	Sensor or door
7	Multi-bin mailbox (MBM) unit	0	MBM inlet sensor
7	Multi-bin mailbox (MBM) unit	1	MBM middle sensor
7	Multi-bin mailbox (MBM) unit	9	Stapler sensor
7	Multi-bin mailbox (MBM) unit	A	Door 1
7	Multi-bin mailbox (MBM) unit	B	Door 2
7	Multi-bin mailbox (MBM) unit	C	Door 3
7	Multi-bin mailbox (MBM) unit	F	Multiple sensors or doors
8	Stapler/stacker (SS) unit	0	SS inlet sensor
8	Stapler/stacker (SS) unit	1	SS Bin Z
8	Stapler/stacker (SS) unit	3	SS unit middle sensor
8	Stapler/stacker (SS) unit	4	SS unit outlet sensor 1
8	Stapler/stacker (SS) unit	5	SS unit outlet sensor 2
8	Stapler/stacker (SS) unit	9	Stapler sensor
8	Stapler/stacker (SS) unit	A	Door 1
8	Stapler/stacker (SS) unit	B	Door 2
9	Booklet maker unit	0	Booklet maker input sensor
9	Booklet maker unit	2	Booklet maker feed sensor 2
9	Booklet maker unit	2	Booklet maker feed sensor 3
9	Booklet maker unit	4	Booklet maker delivery sensor
9	Booklet maker unit	5	Booklet maker vertical paper path sensor
9	Booklet maker unit	6	Booklet unit front staple sensor
9	Booklet maker unit	7	Booklet unit rear staple sensor
9	Booklet maker unit	8	Booklet unit outlet sensor
9	Booklet maker unit	A	Door 1
9	Booklet maker unit	B	Door 2
9	Booklet maker unit	C	Door 3
9	Booklet maker unit	F	Multiple sensors or doors
0	Unknown	0	Unknown

Table Potential values for Y (jam condition)

Y	Jam condition
0	Unknown
1	Unexpected sheet (duplex)
2	Staple jam

Table Potential values for Y (jam condition) (continued)

Y	Jam condition
3	Jam caused by an open door (duplex)
4	Stay jam (the page never left the tray – duplex)
A	Stay jam (the page never left the tray – simplex)
B	Multifeed
C	Wrap
D	Delay (the page did not reach the sensor within the expected time – simplex)
E	Door open
F	Residual (paper is detected in the paper path when it should not be there)

The information represented by the value for Z depends on where the paper is in the paper path.

Table Potential values for Z (source, fuser mode, or destination)

Paper location	Z	Source, fuser mode, or destination
When paper has not reached the fuser, Z represents the paper source.	1	Tray 1
Z represents the paper source.	2	Tray 2
Z represents the paper source.	3	Tray 3
Z represents the paper source.	4	Tray 4
Z represents the paper source.	5	Tray 5
Z represents the paper source.	6	Tray 6
Z represents the paper source.	D	Duplexer
Z represents the paper source.	E	Envelope feeder
When paper has reached the fuser, is in the duplex path, or in the output path, Z represents the fuser mode. Jams can occur when there is a mismatch between the actual paper and the fuser mode setting.	0	Photo 1, 2, or 3 Designated 2 or 3
Z represents the fuser mode.	1	Normal (automatically sensed rather than based on the paper type set at the control panel)
Z represents the fuser mode.	2	Normal (based on the paper type set at the control panel)
Z represents the fuser mode.	3	Light 1, 2, or 3
Z represents the fuser mode.	4	Heavy 1
Z represents the fuser mode.	5	Heavy 2
Z represents the fuser mode.	6	Heavy 3
Z represents the fuser mode.	7	Glossy 1
Z represents the fuser mode.	8	Glossy 2
Z represents the fuser mode.	9	Glossy 3

Table Potential values for Z (source, fuser mode, or destination) (continued)

Paper location	Z	Source, fuser mode, or destination
Z represents the fuser mode.	A	Glossy Film
Z represents the fuser mode.	B	Transparency
Z represents the fuser mode.	C	Label
Z represents the fuser mode.	D	Envelope 1, 2, or 3
Z represents the fuser mode.	E	Rough
When paper has entered the output bin, Z represents the output bin, numbered from top to bottom.	0	Unknown bin
Z represents the output bin	1	Bin 1
Z represents the output bin	2	Bin 2
Z represents the output bin	3	Bin 3
Z represents the output bin	4	Bin 4
Z represents the output bin	5	Bin 5
Z represents the output bin	6	Bin 6
Z represents the output bin	7	Bin 7
Z represents the output bin	8	Bin 8
Z represents the output bin	9	Bin 9
All paper locations	E	Door open jam
All paper locations	F	Residual jam
All paper locations	0	Forbidden OHT jam (when Y=2)

Recommended action for customers

Follow these troubleshooting steps in the order presented.

1. Follow the instructions on the control panel to clear the jam. Check for paper in all possible jam locations.
2. Verify that no doors are open.
3. Check the paper tray to make sure paper is loaded correctly. The paper guides should be adjusted to the correct size, and the tray should not be filled above the maximum fill marks or tabs.
4. Make sure the type and quality of the paper being used meets the HP specifications for the printer.
5. Use a damp, lint-free cloth to clean the rollers in the appropriate tray. Replace rollers that are worn.
6. Open all doors and covers and ensure the paper path is completely clear of paper or obstructions.
7. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

To prevent future paper jams in the printer, follow these recommendations:

- Use only paper that meets HP specifications for this printer.

For more information, refer to the printer User Guide or the [HP LaserJet Print Media Guide](#).

- Make sure the printing environment is within recommended specifications.
- Do not use paper that is wrinkled, folded, or damaged.
- Do not overload the tray with paper.
- Make sure that the paper guides in the tray are adjusted correctly for the size of paper.
- Make sure that the tray is fully inserted in the printer.
- If printing on heavy, embossed, or perforated paper, use the manual feed feature and feed sheets one at a time.
- Open the Trays menu on the printer control panel. Verify that the tray is configured correctly for the paper type and size.

Recommended action for call-center agents and onsite technicians

Follow these troubleshooting steps in the order presented.

Use the following general troubleshooting steps to try to resolve the problem. If the error persists, elevate the case using the Standard Support Process.

1. Follow the instructions on the control panel to clear the jam. Check for paper in all possible jam locations.
2. Verify that no doors are open.
3. Check the paper tray to make sure paper is loaded correctly. The paper guides should be adjusted to the correct size, and the tray should not be filled above the maximum fill marks or tabs.
4. Verify that the paper meets specifications for this printer.
5. Use a damp, lint-free cloth to clean the rollers in the appropriate tray. Replace rollers that are worn.
6. If the issue persists, open the Administration > Troubleshooting > Diagnostic Tests > Component Test menu, and perform the appropriate pickup/feed motor drive test. Replace the pickup assembly if the test fails.
7. Perform the Tray/Bin Manual Sensor test to verify the sensors are functioning. If the sensors fail the test, first verify that all connections on the DC controller are correctly seated. If possible, replace the sensor or assembly it is associated with.
8. If the sensors pass the test, look for blockage or damaged parts and replace any damaged parts.
9. If the error persists, elevate the case using the Standard Support Process.

13.A3.A3

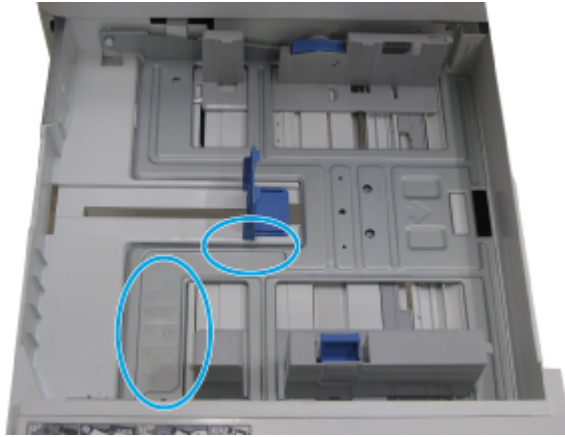
A paper stay jam occurred from tray 3.

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

Recommended action for customers

1. Open the right door. Remove any jammed paper from the area.
2. Open tray 3 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.



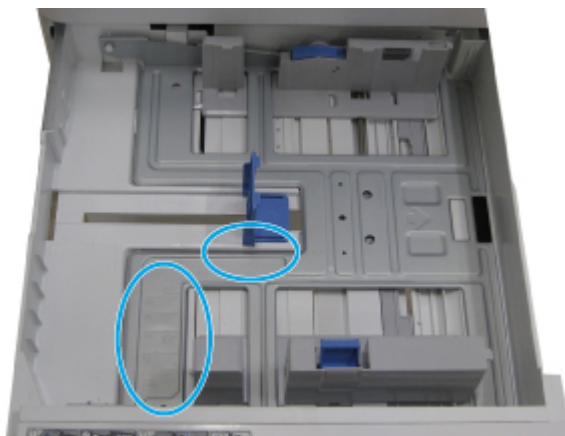
4. Check the tray 3 pick-up and feed rollers for wear, damage, or paper dust. Clean rollers with a damp, lint free cloth.
5. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians



NOTE: The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Open the right door. Remove any jammed paper from the area.
2. Open tray 3 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.



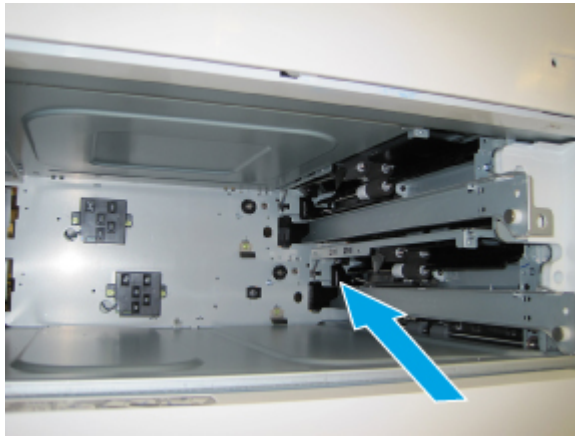
4. Check the tray 3 pick-up and feed rollers.
 - a. Check the rollers for wear, damage, or paper dust.
 - b. Check if the pick-up/reverse/forward rollers are assembled correctly.

- 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

For instructions: Removal and replacement: Tray 2-x rollers See the Repair Service Manual for this product.

- 5. If pick up/reverse/forward rollers are good, check the pickup unit.
 - a. Remove trays 2 and 3 from the printer.
 - b. Push on the pickup actuator to see if it operates correctly. The pickup roller should drop down when pushed.



- c. If the pick rollers do not drop down correctly, replace the main frame second pickup unit.

Part number: JC93-00512A

For instructions: Removal and replacement: Pickup assemblies See the Repair Service Manual for this product.

- 6. If pickup drop down functions correctly, check the tray 3 pickup jam detection sensor.

- a. Open the following menus:

- Support Tools
- Service

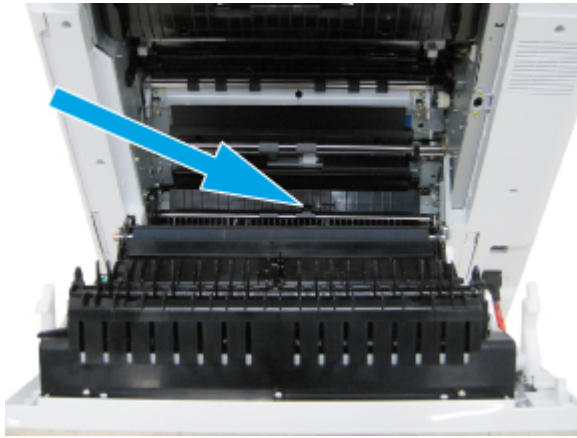


NOTE: The service PIN for this printer is: 04077817

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

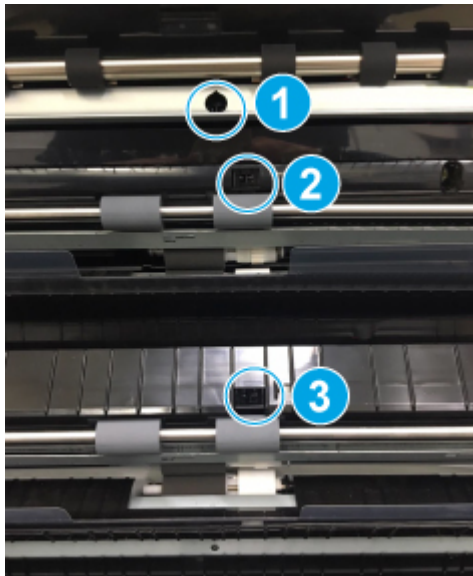
- b. Run test 102-0300, T3 Feed Sensor.

- 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, clean the sensor with a damp cotton swab and retest the sensor.

Figure 2 Clean feed sensor (Call-out 3)



Call-out 1: Registration sensor

Call-out 2: Tray 2 feed sensor

Call-out 3: Tray 3 feed sensor



NOTE: If the feed sensor was dirty or contaminated, the 2 other sensors might be also and should be cleaned.

Figure 3 Example of dust contaminated sensor



- e. If the sensor test fails, check the wire harness between the tray 3 feed sensor and main board PCA.
- f. If the wire harness is good, replace the sensor.

Part number: 0604-001381

7. If sensor functions correctly, test the pickup unit.

- a. Run test 100-0380, Tray 3 Pickup Motor.
- b. Check if the cable harness from the input unit to the main board PCA is connected correctly.
- c. If the connection is OK replace the tray 3 main frame pickup.

Part number: JC93-00510A

8. If the error persists, test the feed motor.

- a. Run test 100-0340, Feed Motor.
- b. Check if the cable harness from the feed motor to the main board PCA is connected correctly.
- c. If the connection is OK replace the feed drive.

Part number: JC93-00444A

For instructions: Removal and replacement: Feed drive See the Repair Service Manual for this product.

9. Check the paper path between tray 3 and the registration area for obstructions or damage. If damaged parts are found replace them. See the service manual for instructions.

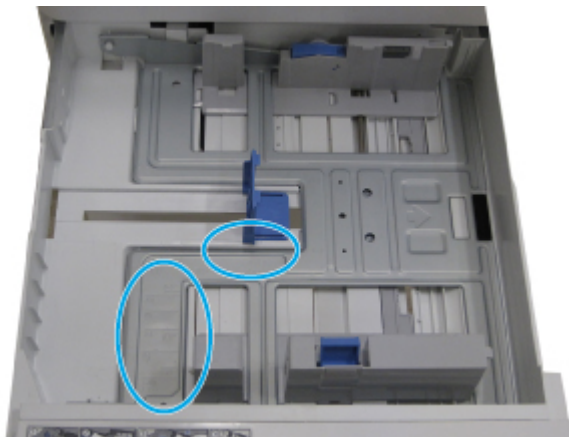
13.A3.D3

A paper delay jam occurred from tray 3.

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

Recommended action for customers

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

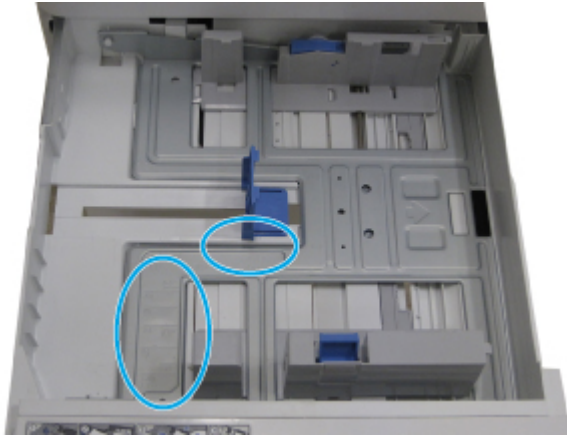
Recommended action for call-center agents and onsite technicians



NOTE: The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Open the right door. Remove any jammed paper from the area.
2. Open tray 3 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.

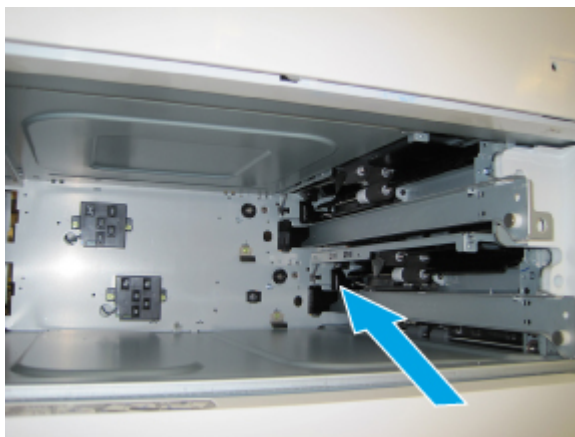


4. Check the tray 3 pick-up and feed rollers.
 - a. Check the rollers for wear, damage, or paper dust.
 - b. Check if the pick-up/reverse/forward rollers are assembled correctly.
 - c. If the rollers are dirty clean them with a damp, lint free cloth.
 - d. If the pick-up/reverse/forward rollers are worn out or contaminated, replace the defective roller.

Part number: X3A83-67915

For instructions: Removal and replacement: Tray 2-x rollers See the Repair Service Manual for this product.

5. If pick up/reverse/forward rollers are good, check the pickup unit.
 - a. Remove trays 2 and 3 from the printer.
 - b. Push on the pickup actuator to see if it operates correctly. The pickup roller should drop down when pushed.



- c. If the pick rollers do not drop down correctly, replace the main frame second pickup.

Part number: JC93-00512A

For instructions: Removal and replacement: Pickup assemblies See the Repair Service Manual for this product.

6. If pickup drop down functions correctly, check the tray 3 pickup jam detection sensor.

- a. Open the following menus:

- Support Tools
- Service

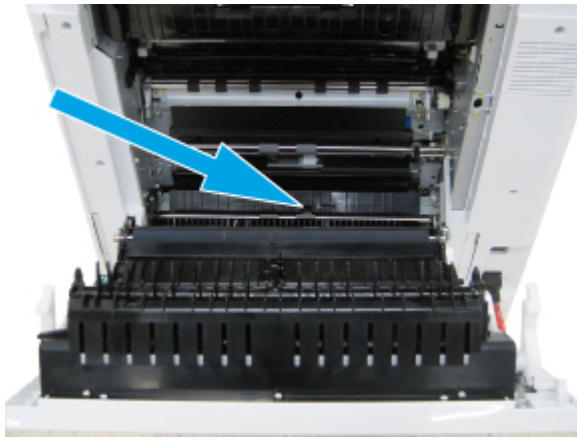


NOTE: The service PIN for this printer is: 04077817

- 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 the wire harness between the tray 3 feed sensor and main board PCA.

- e. If the wire harness is good, replace the sensor.

Part number: 0604-001381

7. If sensor functions correctly, test the pickup unit.

- a. Run test 100-0380, Tray 3 Pickup Motor.
- b. Check if the cable harness from the input unit to the main board PCA is connected correctly.
- c. If the connection is OK replace the tray 3 main frame pickup.

Part number: JC93-00510A

8. If the error persists, test the feed motor.
 - a. Run test 100-0340, Feed Motor.
 - b. Check if the cable harness from the feed motor to the main board PCA is connected correctly.
 - c. If the connection is OK replace the feed drive.

Part number: JC93-00444A

For instructions: Removal and replacement: Feed drive See the Repair Service Manual for this product.

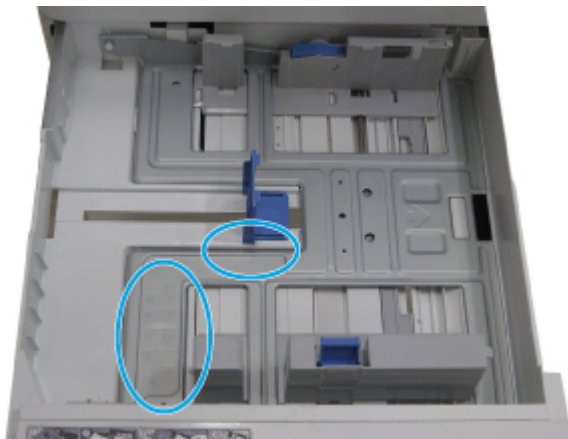
13.A4.A4

A paper stay jam occurred from tray 4 of the dual cassette feeder (DCF).

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

Recommended action for customers

1. Open the dual cassette feeder (DCF) 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.

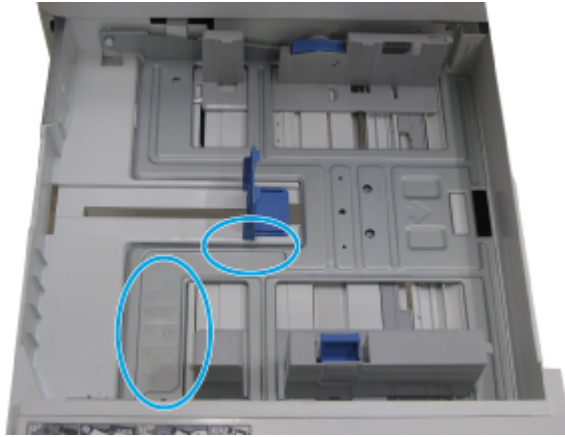
Recommended action for call-center agents and onsite technicians



NOTE: The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

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.

Pickup roller part number: JC93-01091A

Feed roller part number: JC66-04607A

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

- a. Open the following menus:

- Support Tools
- Service

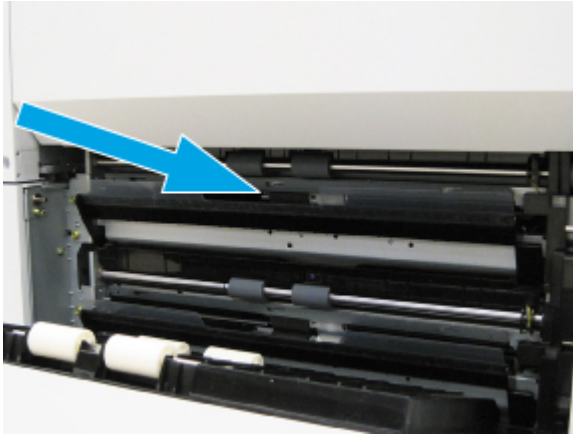


NOTE: The service PIN for this printer is: 04077817

- 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 4 feed sensor.
Part number: 0604-001381
 - f. If the tray 4 feed sensor has been replaced and the sensor still does not function correctly, replace the sheet feeder PCA.
Part number: JC92-02738A
For instructions: Removal and replacement: Dual cassette feeder PCA See the Repair Service Manual for this product.
6. Check the tray 4 feed motor.
- a. Open the lower right door and run test 101-0141, 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 DCF feed drive assembly.
Part number: JC93-00447B
7. Check the tray 4 pickup 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 pickup motor wire harness is connected correctly.
 - c. If the connection is OK, replace the tray 4 pickup drive.
Part number: JC93-01063B
8. Check the paper path between the DCF and the printer engine for obstructions or damage. Replace any damaged parts using the service manual.
9. If the error persists, test the feed motor.

- a. Run test 100-0340, Feed Motor.
- b. Check if the cable harness from the feed motor to the main board PCA is connected correctly.
- c. If the connection is OK replace the feed drive.

Part number: JC93-00444A

For instructions: Removal and replacement: Feed drive See the Repair Service Manual for this product.

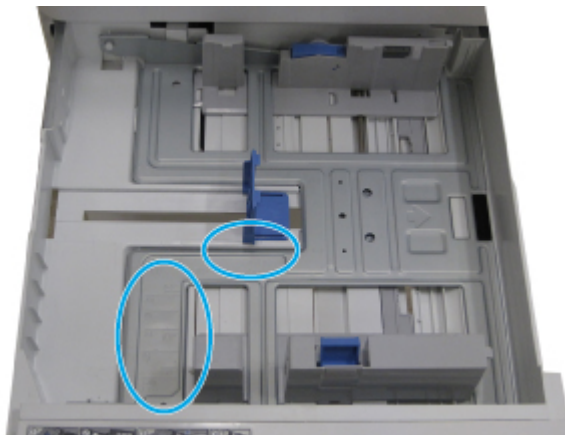
13.A4.A5

A paper stay jam occurred from tray 5 of the dual cassette feeder (DCF).

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

Recommended action for customers

1. Open the dual cassette feeder (DCF) 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 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.

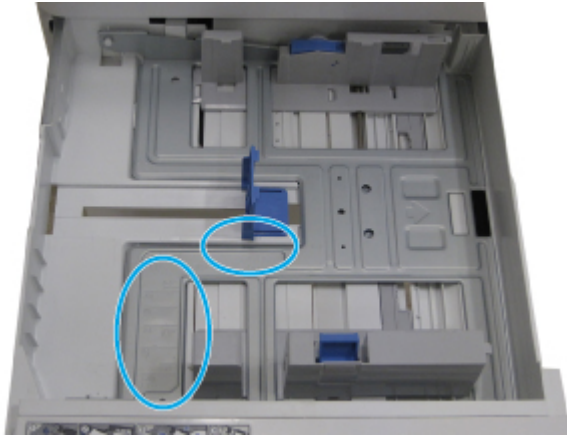
Recommended action for call-center agents and onsite technicians



NOTE: The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

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.

Pickup roller part number: JC93-01091A

Feed roller part number: JC66-04607A

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

- a. Open the following menus:

- Support Tools
- Service

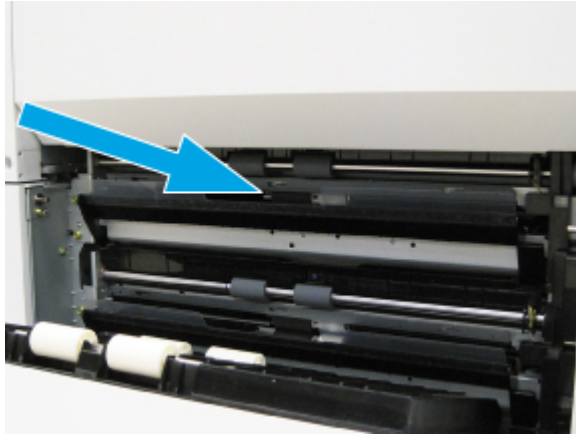


NOTE: The service PIN for this printer is: 04077817

- 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 4 feed sensor.
Part number: 0604-001381
 - f. If the tray 4 feed sensor has been replaced and the sensor still does not function correctly, replace the sheet feeder PCA.
Part number: JC92-02738A
For instructions: Removal and replacement: Dual cassette feeder PCA See the Repair Service Manual for this product.
6. Check the tray 4 feed motor.
- a. Open the lower right door and run test 101-0141, 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 DCF feed drive assembly.
Part number: JC93-00447B
7. Check the tray 5 feed motor.
- a. Open the lower right door and run test 101-0151, 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 DCF feed drive assembly.
Part number: JC93-00447B
8. Check the tray 5 pickup 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 pickup motor wire harness is connected correctly.
- c. If the connection is OK, replace the tray 5 pickup drive.

Part number: JC93-01063B

9. Check the paper path between the DCF and the printer engine for obstructions or damage. Replace any damaged parts using the service manual.
10. If the error persists, test the feed motor.

- a. Run test 100-0340, Feed Motor.
- b. Check if the cable harness from the feed motor to the main board PCA is connected correctly.
- c. If the connection is OK replace the feed drive.

Part number: JC93-00444A

For instructions: Removal and replacement: Feed drive See the Repair Service Manual for this product.

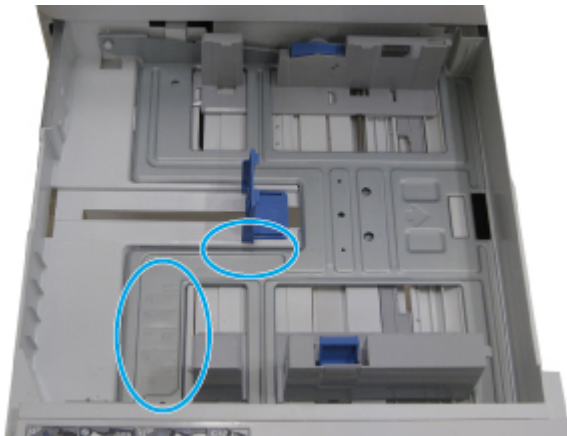
13.A4.D4

A paper delay jam occurred from tray 4 of the dual cassette feeder (DCF).

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

Recommended action for customers

1. Open the dual cassette feeder (DCF) 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.

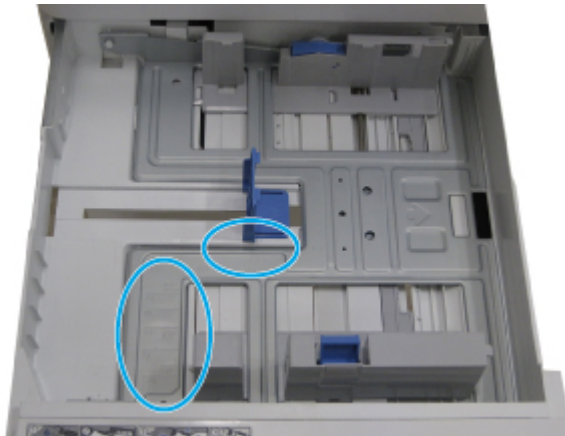
5. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians



NOTE: The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

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.

Pickup roller part number: JC93-01091A

Feed roller part number: JC66-04607A

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

- a. Open the following menus:

- Support Tools
- Service

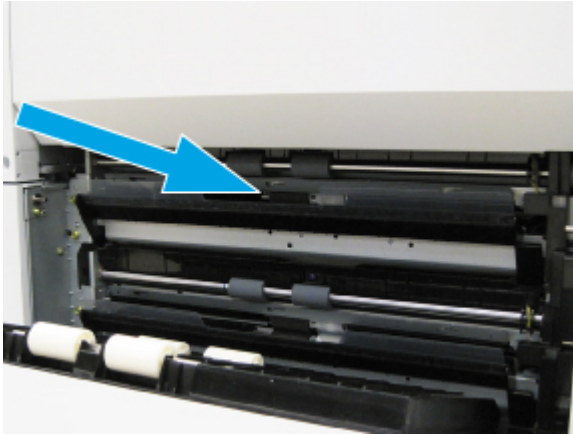


NOTE: The service PIN for this printer is: 04077817

- Service Tools
- Diagnostics
- Engine Diagnostics

- Engine Test Routines

- Run test 102-0320, Tray 4 Feed Sensor.
- Trip the tray 4 feed sensor as shown in the following image to ensure that it is functioning correctly.



- If the sensor test fails, check the wire harness between the tray 4 feed sensor and the sheet feeder PCA.
 - If the wire harness is good, replace the tray 4 feed sensor.
- If the tray 4 feed sensor has been replaced and the sensor still does not function correctly, replace the sheet feeder PCA.

Part number: 0604-001381

Part number: JC92-02738A

For instructions: Removal and replacement: Dual cassette feeder PCA See the Repair Service Manual for this product.

6. Check the tray 4 feed motor.

- Open the lower right door and run test 101-0141, Tray 4 Feed Motor.
- Ensure that the feed rollers are rotating.
- If the motor does not function correctly, check if the DCF feed motor wire harness is connected correctly.
- If the connection is OK, replace the DCF feed drive assembly.

Part number: JC93-00447B

7. Check the tray 4 pickup 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 DCF pickup motor wire harness is connected correctly.
- If the connection is OK, replace the tray 4 pickup drive.

Part number: JC93-01063B

8. Check the tray 4 pickup unit for obstructions or damaged parts, replace the DCF main frame pickup 1 assembly as needed.

Part number: JC93-00513A

For instructions: Removal and replacement: Dual cassette feeder pickup assembly See the Repair Service Manual for this product.

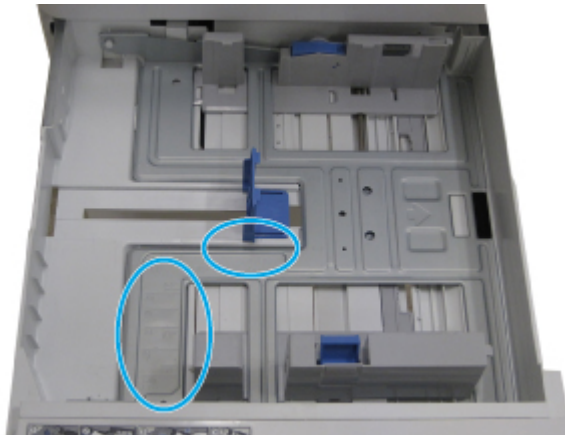
13.A4.D5

A paper delay jam occurred from tray 5 of the dual cassette feeder (DCF).

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

Recommended action for customers

1. Open the dual cassette feeder (DCF) 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 for wear, damage, or paper dust. Clean the rollers with a damp, lint free cloth.
5. If the error persists, please contact customer support.

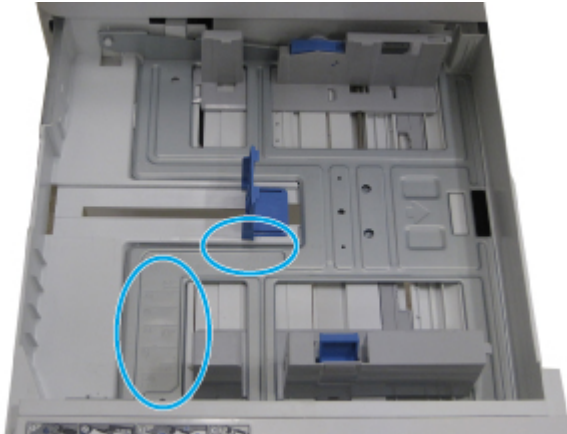
Recommended action for call-center agents and onsite technicians



NOTE: The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

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.

Pickup roller part number: JC93-01091A

Feed roller part number: JC66-04607A

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

- a. Open the following menus:

- Support Tools
- Service

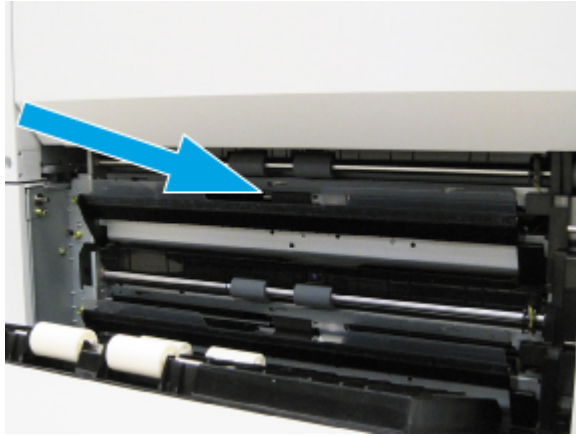


NOTE: The service PIN for this printer is: 04077817

- 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 4 feed sensor.
Part number: 0604-001381
 - f. If the tray 4 feed sensor has been replaced and the sensor still does not function correctly, replace the sheet feeder PCA.
Part number: JC92-02738A
For instructions: Removal and replacement: Dual cassette feeder PCA See the Repair Service Manual for this product.
6. Check the tray 4 feed motor.
- a. Open the lower right door and run test 101-0141, 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 DCF feed drive assembly.
Part number: JC93-00447B
7. Check the tray 5 feed motor.
- a. Open the lower right door and run test 101-0151, 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 DCF feed drive assembly.
Part number: JC93-00447B
8. Check the tray 5 pickup 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 pickup motor wire harness is connected correctly.
- c. If the connection is OK, replace the tray 5 pickup drive.

Part number: JC93-01063B

9. Check the tray 5 pickup unit for obstructions or damaged parts, replace the DCF main frame pickup as needed.

Part number: JC93-00513A

For instructions: Removal and replacement: Dual cassette feeder pickup assembly See the Repair Service Manual for this product.

13.A4.FF Paper Jam

Residual paper jam at the tray 4 jam detect sensor.

Recommended action for customers

1. Open the dual cassette feeder (DCF) right cover. Remove any jammed paper from the area.
2. Open trays 4 and 5 and remove any jammed paper from the tray.
3. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians



NOTE: The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Open the dual cassette department feeder right cover. Remove any jammed paper from the area.
2. Open trays 4 and 5 and remove any jammed paper from the tray.
3. If the error persists, check the tray 4 feed sensor.

- a. Open the following menus:

- Support Tools
- Service

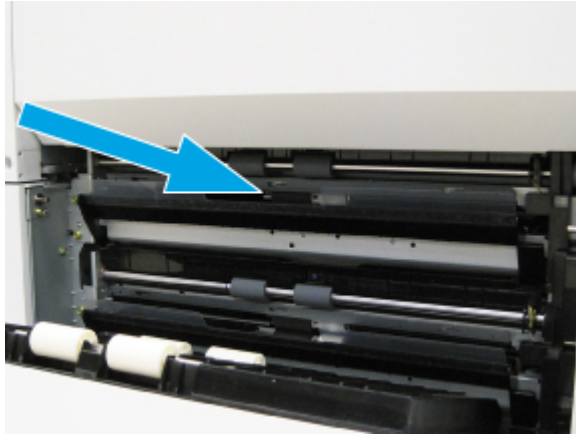


NOTE: The service PIN for this printer is: 04077817

- 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 4 feed sensor.
Part number: 0604-001381
- f. If the tray 4 feed sensor has been replaced and the sensor still does not function correctly, replace the sheet feeder PCA.
Part number: JC92-02738A
For instructions: Removal and replacement: Dual cassette feeder PCA See the Repair Service Manual for this product.

13.A5.A5

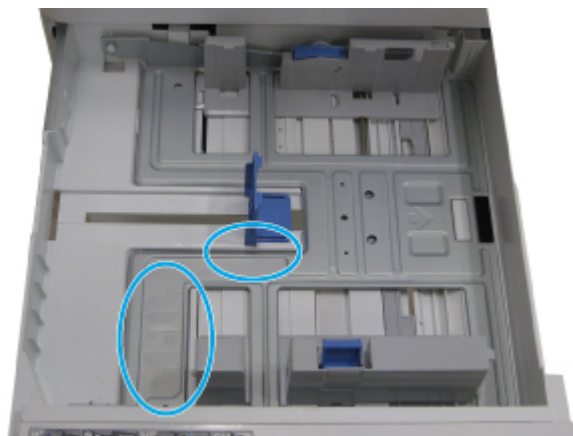
A paper stay jam occurred from tray 5 of the dual cassette feeder (DCF).

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

Recommended action for customers

1. Open the dual cassette feeder (DCF) 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.



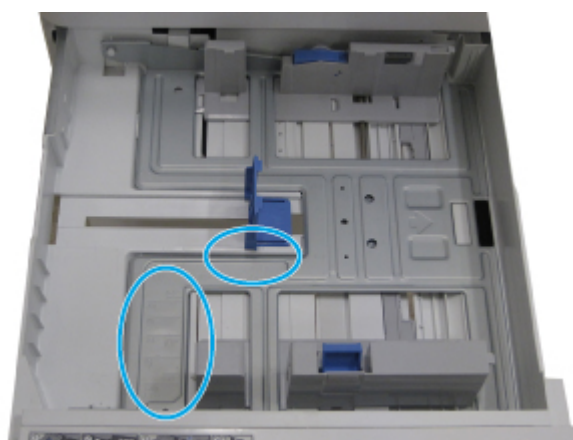
4. Check the tray 5 pick-up and feed rollers for wear, damage, or paper dust. Clean the rollers with a damp, lint free cloth.
5. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians



NOTE: The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

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.

Pickup roller part number: JC93-01091A

Feed roller part number: JC66-04607A

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

a. Open the following menus:

- Support Tools
- Service

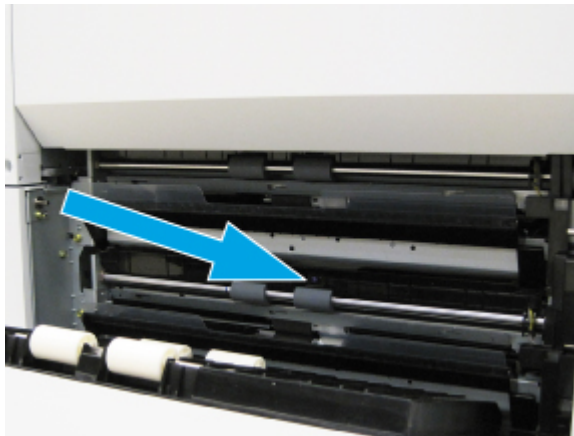


NOTE: The service PIN for this printer is: 04077817

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

b. Run test 102-0340, Tray 5 Feed Sensor.

c. Trip the tray 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 feed sensor and the sheet feeder PCA.

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

Part number: 0604-001381

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

Part number: JC92-02738A

For instructions: Removal and replacement: Dual cassette feeder PCA See the Repair Service Manual for this product.

6. Check the tray 5 feed motor.
 - a. Open the lower right door and run test 101-0151, 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 DCF feed drive assembly.
Part number: JC93-00447B
7. Check the tray 5 pickup 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 pickup motor wire harness is connected correctly.
 - c. If the connection is OK, replace the tray 5 pickup drive.
Part number: JC93-01063B
8. Check the tray 4 feed motor.
 - a. Open the lower right door and run test 101-0141, 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 DCF feed drive assembly.
Part number: JC93-00447B

13.A5.D5

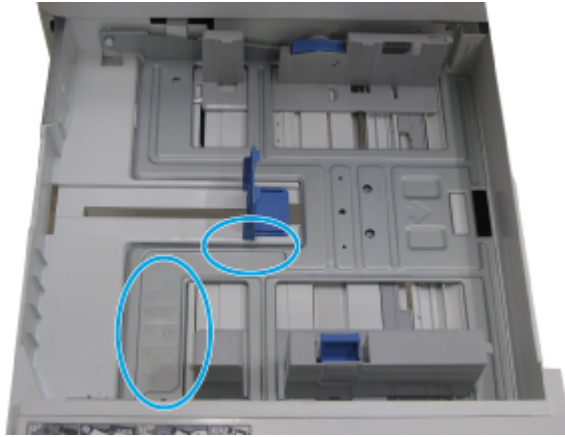
A paper delay jam occurred from tray 5 of the dual cassette feeder (DCF).

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

Recommended action for customers

1. Open the dual cassette feeder (DCF) 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.

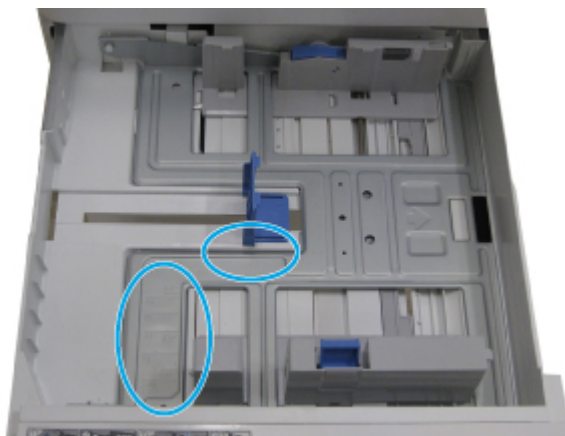


4. Check the tray 5 pick-up and feed rollers for wear, damage, or paper dust. Clean the rollers with a damp, lint free cloth.
5. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

 **NOTE:** The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

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.

Pickup roller part number: JC93-01091A

Feed roller part number: JC66-04607A

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

- a. Open the following menus:

- Support Tools
- Service

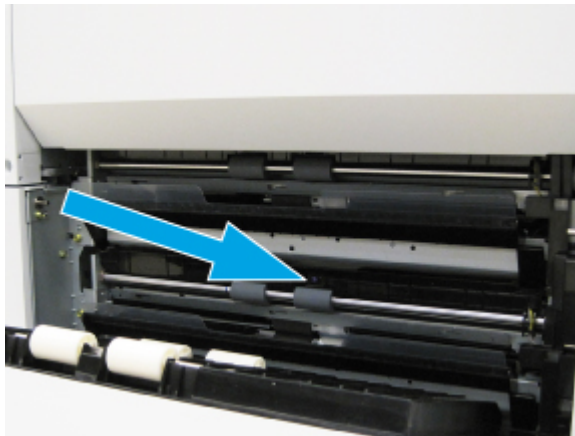


NOTE: The service PIN for this printer is: 04077817

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

- b. Run test 102-0340, Tray 5 Feed Sensor.

- c. Trip the tray 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 feed sensor and the sheet feeder PCA.

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

Part number: 0604-001381

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

Part number: JC92-02738A

For instructions: Removal and replacement: Dual cassette feeder PCA See the Repair Service Manual for this product.

6. Check the tray 5 feed motor.
 - a. Open the lower right door and run test 101-0151, 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 DCF feed drive assembly.
Part number: JC93-00447B
7. Check the tray 5 pickup 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 pickup motor wire harness is connected correctly.
 - c. If the connection is OK, replace the tray 5 pickup drive.
Part number: JC93-01063B
8. Check the tray 5 pickup unit for obstructions or damaged parts, replace the DCF main frame pickup as needed.
Part number: JC93-00513A
For instructions: Removal and replacement: Dual cassette feeder pickup assembly See the Repair Service Manual for this product.

13 . A8 . A1 Jam in tray 1

A paper stay jam occurred from tray 1.

The paper did not leave the tray 2 pickup jam sensor when printing from tray 1.

Recommended action for customers

1. Open the right door. Remove any jammed paper from the area.
2. Remove any jammed paper from tray 1.

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. 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



NOTE: The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

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

For instructions: Removal and replacement: MP tray rollers See the Repair Service Manual for this product.

5. Test the printer from tray 2. If tray 2 passes, skip to the step for testing the tray 1 (MP) solenoid. If tray 2 fails also use the following procedure to check the tray 2 jam-detect sensor:

- a. Open the following menus:

- Support Tools
- Service



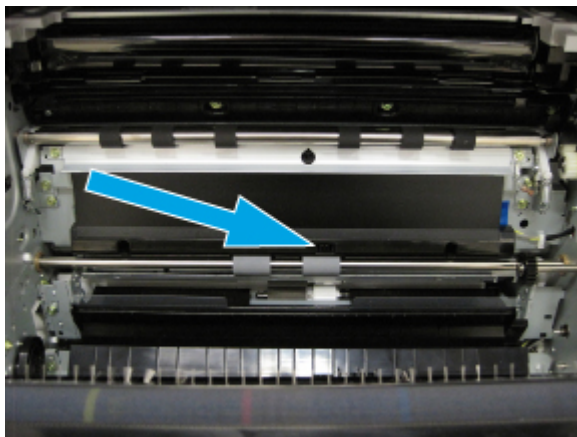
NOTE: The service PIN for this printer is: 04077817

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

- b. Run test 102–0290, Feed 1 Sensor.

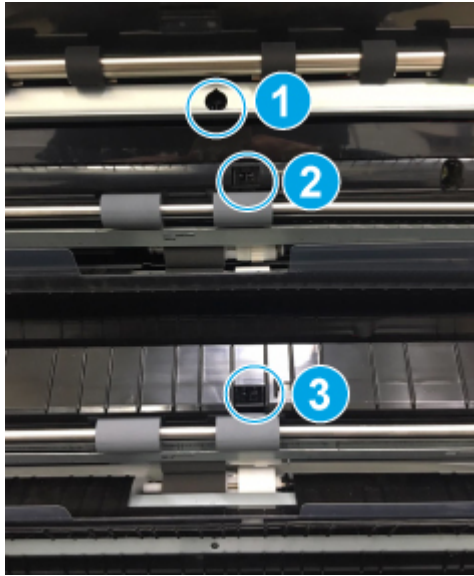
- c. Trip the feed sensor as shown in the following image to ensure that it is functioning correctly.

Check sensor



- d. If the sensor test fails, clean the sensor with a damp cotton swab and retest the sensor.

Figure 4 Clean feed sensor (Call-out 2)



Call-out 1: Registration sensor

Call-out 2: Tray 2 feed sensor



NOTE: If the feed sensor was dirty or contaminated, the 2 other sensors might be also and should be cleaned.

Call-out 3: Tray 3 feed sensor

Figure 5 Example of dust contaminated sensor



- e. If the sensor test fails, check the wire harness between the feed sensor and the main board PCA.
- f. If the wire harness is good, replace the sensor.

Part number: 0604-001381

6. Check if the tray 1 (MP) solenoid operates correctly.

a. Open the following menus:

- Support Tools
- Service

 **NOTE:** The service PIN for this printer is: 04077817

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

b. Make sure that tray 1 is open.

c. Run test 101-0271, Tray 1 Solenoid. Watch for the pickup rollers to move when the solenoid is actuated.

d. If the tray 1 (MP) solenoid does not function correctly, check the wire harness connection for the tray 1 (MP) unit.

e. If the tray 1 solenoid fails and the wire harness has no defects, replace the tray 1 solenoid.

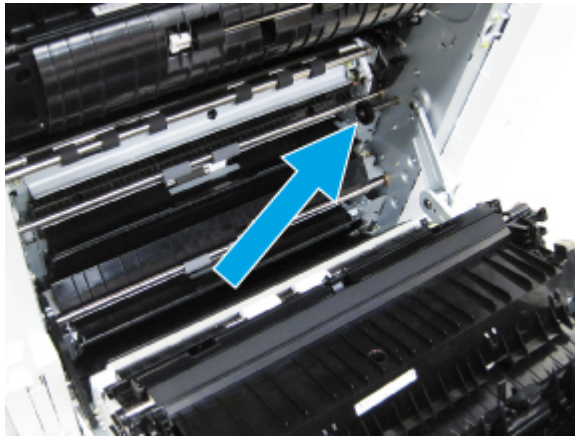
Part number: JC33-00029B

7. Check the tray 1 clutch unit.

a. Run test 101-0270, Tray 1 Clutch and verify the clutch is good by viewing the gear rotate in the following image.

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





- b. If the motor or the clutch does not function, check if both wiring harnesses are connected correctly.
- c. If the connection is good, replace the electric clutch or the MP registration drive as needed.

Clutch part number: JC47-00037A

MP Registration drive part number: JC93-00443A

For instructions: Removal and replacement: MP registration drive See the Repair Service Manual for this product.

8. Check the feed motor.

- a. Run test 100-0340, Feed Motor.
- b. Check if the cable harness from the feed motor to the main board PCA is connected correctly.
- c. If the connection is OK replace the feed drive.

Part number: JC93-00444A

For instructions: Removal and replacement: Feed drive See the Repair Service Manual for this product.

9. Check the registration motor.

- a. Run test 100-0411, Registration Motor.

 **NOTE:** Verify the operation by opening the right door and observing the registration rollers turning.

- b. Check if the cable harness from the motor to the main board PCA is connected correctly.
- c. If the connection is OK replace the MP Registration motor or the MP Registration drive.

MP Registration motor part number: JC31-00123B

MP Registration drive part number: JC93-00443A

For instructions: Removal and replacement: MP registration drive See the Repair Service Manual for this product.

10. Check the registration clutch.

- a. Run test 101-0050, Registration Clutch.

 **NOTE:** Verify the operation by opening the right door and observing the registration rollers turning.

- b. Check if the cable harness from the clutch to the main board PCA is connected correctly.
- c. If the connection is OK replace the electric clutch or the main drive.

Clutch part number: JC47-00037A

MP Registration drive part number: JC93-00443A

For instructions: Removal and replacement: MP registration drive See the Repair Service Manual for this product.

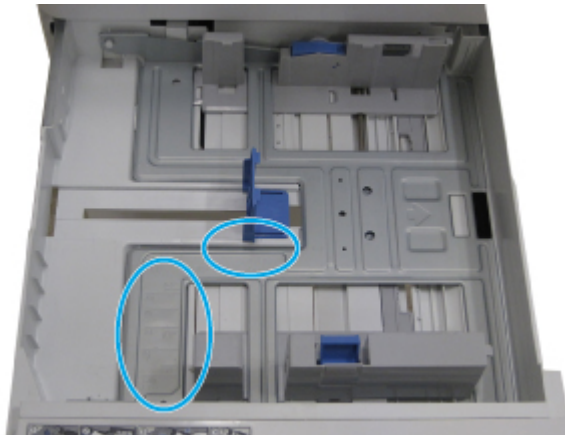
13 . A8 . A2 Jam in tray 2

A paper stay jam occurred from tray 2.

The paper did not leave the tray 2 pickup jam sensor when printing from tray 2.

Recommended action for customers

1. Open the right door. Remove any jammed paper from the area.
2. Open tray 2 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 2 pick-up and feed rollers for wear, damage, or paper dust. Clean rollers with a damp, lint free cloth.
5. If the error persists, please contact customer support.

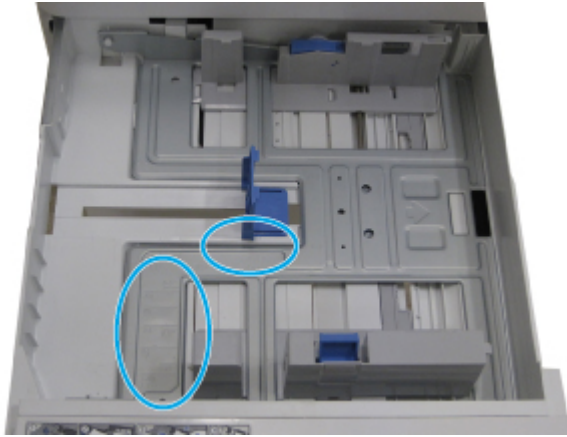
Recommended action for call-center agents and onsite technicians



NOTE: The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Open the right door. Remove any jammed paper from the area.
2. Open tray 2 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.

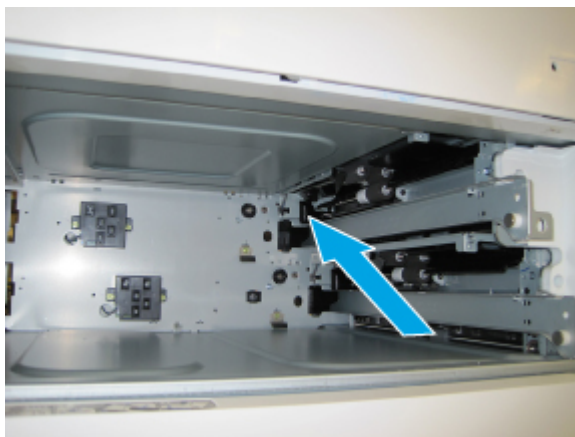


4. Check the tray 2 pick-up and feed rollers.
 - a. Check the rollers for wear, damage, or paper dust.
 - b. Check if the pick-up/reverse/forward rollers are assembled correctly.
 - c. If the rollers are dirty clean them with a damp, lint free cloth.
 - d. If the pick-up/reverse/forward rollers are worn out or contaminated, replace the defective roller.

Part number: X3A83-67915

For instructions: Removal and replacement: Tray 2-x rollers See the Repair Service Manual for this product.

5. If pick up/reverse/forward rollers are good, check the pickup unit.
 - a. Remove trays 2 and 3 from the printer.
 - b. Push on the pickup actuator to see if it operates correctly. The pickup roller should drop down when pushed.



- c. If the pick rollers do not drop down correctly, replace the main frame first pickup assembly.

Part number: JC93-00511A

For instructions: Removal and replacement: Pickup assemblies See the Repair Service Manual for this product.

6. If pickup drop down functions correctly, check the tray 2 pickup jam detection sensor.

- a. Open the following menus:

- Support Tools
- Service

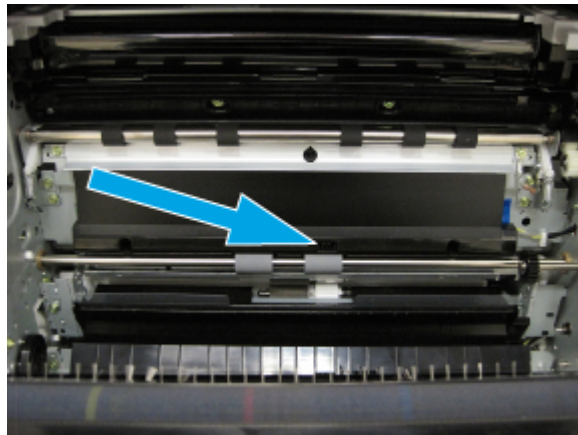


NOTE: The service PIN for this printer is: 04077817

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

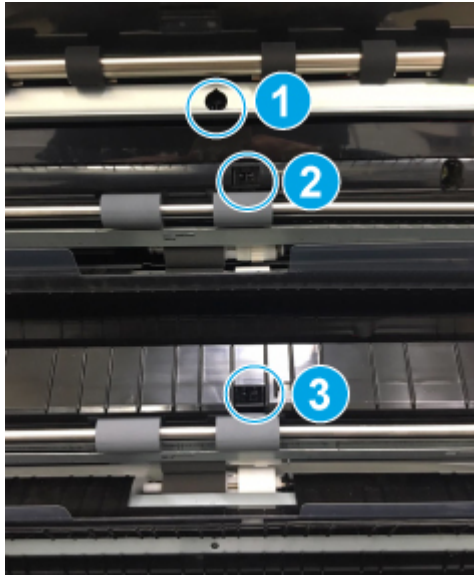
- b. Run test 102–0290, Feed Sensor.

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



- d. If the sensor test fails, clean the sensor with a damp cotton swab and retest the sensor.

Figure 6 Clean feed sensor (Call-out 2)



Call-out 1: Registration sensor

Call-out 2: Tray 2 feed sensor



NOTE: If the feed sensor was dirty or contaminated, the 2 other sensors might be also and should be cleaned.

Call-out 3: Tray 3 feed sensor

Figure 7 Example of dust contaminated sensor



- e. If the sensor test fails, check the wire harness between the feed sensor and the main board PCA.
- f. If the wire harness is good, replace the sensor.

Part number: 0604-001381

7. If sensor functions correctly, test the tray 2 pickup unit.
 - a. Run test 100-0380, Tray 2 Pickup Motor.
 - b. Check if the cable harness from the input unit to the main board PCA is connected correctly.
 - c. If the connection is OK replace the main frame first feed assembly.
Part number: JC93-00536A
8. Check the tray 2 pickup unit for obstructions or damage, if needed replace the main frame pickup first.
Part number: JC93-00511A
For instructions: Removal and replacement: Pickup assemblies See the Repair Service Manual for this product.
9. Check the feed motor.
 - a. Run test 100-0340, Feed Motor.
 - b. Check if the cable harness from the feed motor to the main board PCA is connected correctly.
 - c. If the connection is OK replace the feed drive.
Part number: JC93-00444A
For instructions: Removal and replacement: Feed drive See the Repair Service Manual for this product.
10. Check the registration motor.
 - a. Run test 100-0411, Registration Motor.

 **NOTE:** Verify the operation by opening the right door and observing the registration rollers turning.
 - b. Check if the cable harness from the motor to the main board PCA is connected correctly.
 - c. If the connection is OK replace the MP Registration motor or the MP Registration drive.
MP Registration motor part number: JC31-00123B
MP Registration drive part number: JC93-00443A
For instructions: Removal and replacement: MP registration drive See the Repair Service Manual for this product.
11. Check the registration clutch.
 - a. Run test 101-0050, Registration Clutch.

 **NOTE:** Verify the operation by opening the right door and observing the registration rollers turning.
 - b. Check if the cable harness from the clutch to the main board PCA is connected correctly.
 - c. If the connection is OK replace the electric clutch or the main drive.
Clutch part number: JC47-00037A
MP Registration drive part number: JC93-00443A
For instructions: Removal and replacement: MP registration drive See the Repair Service Manual for this product.

13.A8.Az Jam in right door

A paper stay jam occurred from tray Z.

The paper did not leave the tray 2 pickup jam sensor when printing from tray Z.

- 13.A8.A3 Stay jam when printing from tray 3
- 13.A8.A4 Stay jam when printing from tray 4
- 13.A8.A5 Stay jam when printing from tray 5
- 13.A8.AD Stay jam when printing from the duplexer

Recommended action for customers

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

Recommended action for call-center agents and onsite technicians



NOTE: The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

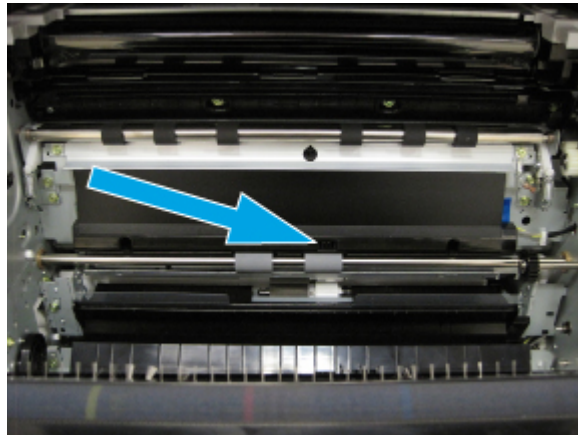
1. Open the right door. Remove any jammed paper from the area.
2. Check the tray 2 pickup jam detection sensor.
 - a. Open the following menus:
 - Support Tools
 - Service



NOTE: The service PIN for this printer is: 04077817

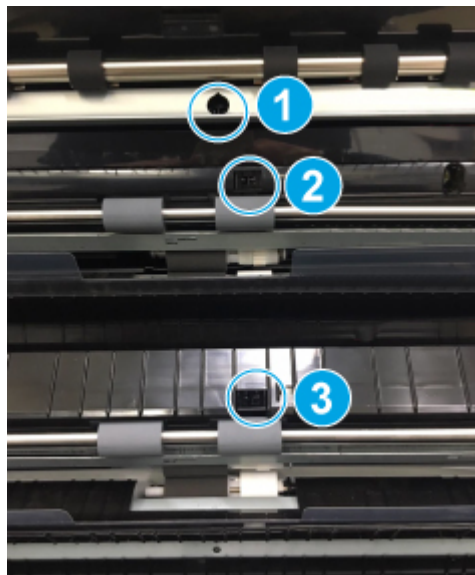
- Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
- b. Run test 102–0290, Feed 1 Sensor.

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



- d. If the sensor test fails, clean the sensor with a damp cotton swab and retest the sensor.

Figure 8 Clean feed sensor (Call-out 2)



Call-out 1: Registration sensor

Call-out 2: Tray 2 feed sensor



NOTE: If the feed sensor was dirty or contaminated, the 2 other sensors might be also and should be cleaned.

Call-out 3: Tray 3 feed sensor

Figure 9 Example of dust contaminated sensor



- e. If the sensor test fails, check the wire harness between the feed sensor and the main board PCA.
- f. If the wire harness is good, replace the sensor.

Part number: 0604-001381

3. Check the feed motor.

- a. Run test 100-0340, Feed Motor.
- b. Check if the cable harness from the feed motor to the main board PCA is connected correctly.
- c. If the connection is OK replace the feed drive.

Part number: JC93-00444A

For instructions: Removal and replacement: Feed drive See the Repair Service Manual for this product.

4. Check the registration motor.

- a. Run test 100-0411, Registration Motor.



NOTE: Verify the operation by opening the right door and observing the registration rollers turning.

- b. Check if the cable harness from the motor to the main board PCA is connected correctly.
- c. If the connection is OK replace the MP Registration motor or the MP Registration drive.

MP Registration motor part number: JC31-00123B

MP Registration drive part number: JC93-00443A

For instructions: Removal and replacement: MP registration drive See the Repair Service Manual for this product.

5. Check the registration clutch.

- a. Run test 101-0050, Registration Clutch.



NOTE: Verify the operation by opening the right door and observing the registration rollers turning.

- b. Check if the cable harness from the clutch to the main board PCA is connected correctly.
- c. If the connection is OK replace the electric clutch or the main drive.

Clutch part number: JC47-00037A

MP Registration drive part number: JC93-00443A

For instructions: Removal and replacement: MP registration drive See the Repair Service Manual for this product.

6. Check the right door assembly and transfer unit for obstructions or damaged parts, replace parts as need using the service manual.

13 .A8 .D1 Jam in tray 1

A paper stay jam occurred from tray 1.

The paper did not reach the tray 2 pickup jam sensor when printing from tray 1.

Recommended action for customers

1. Open the right door. Remove any jammed paper from the area.
2. Remove any jammed paper from the tray 1.
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. 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

 **NOTE:** The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

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

For instructions: Removal and replacement: MP tray rollers See the Repair Service Manual for this product.

5. Test the printer from tray 2. If tray 2 passes, skip to the step for testing the tray 1 (MP) solenoid. If tray 2 fails also use the following procedure to check the tray 2 jam-detect sensor:

- a. Open the following menus:

- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

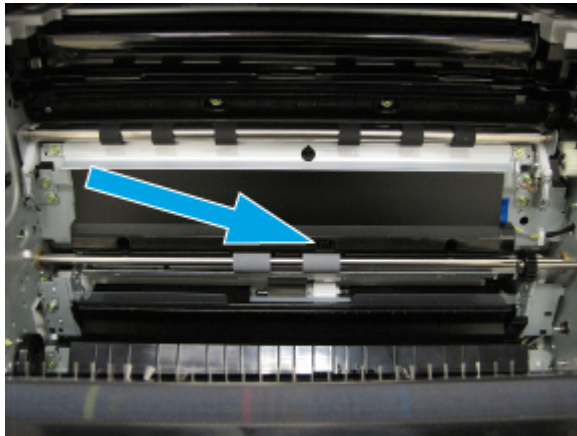
- Service Tools
- Diagnostics

- Engine Diagnostics
- Engine Test Routines

b. Run test 102–0290, Feed 1 Sensor.

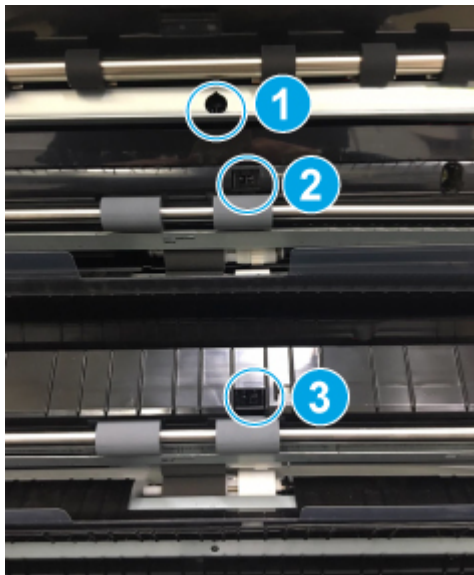
c. Trip the feed sensor as shown in the following image to ensure that it is functioning correctly.

Check sensor



d. If the sensor test fails, clean the sensor with a damp cotton swab and retest the sensor.

Figure 10 Clean feed sensor (Call-out 2)



Call-out 1: Registration sensor

Call-out 2: Tray 2 feed sensor



NOTE: If the feed sensor was dirty or contaminated, the 2 other sensors might be also and should be cleaned.

Call-out 3: Tray 3 feed sensor

Figure 11 Example of dust contaminated sensor



- e. If the sensor test fails, check the wire harness between the feed sensor and the main board PCA.
- f. If the wire harness is good, replace the sensor.

Part number: 0604-001381

6. Check if the tray 1 (MP) solenoid operates correctly.

- a. Open the following menus:

- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

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

- b. Make sure that tray 1 is open.
- c. Run test 101-0271, Tray 1 Solenoid. Watch for the pickup rollers to move when the solenoid is actuated.
- d. If the tray 1 (MP) solenoid does not function correctly, check the wire harness connection for the tray 1 (MP) unit.
- e. If the tray 1 solenoid fails and the wire harness has no defects, replace the tray 1 solenoid.

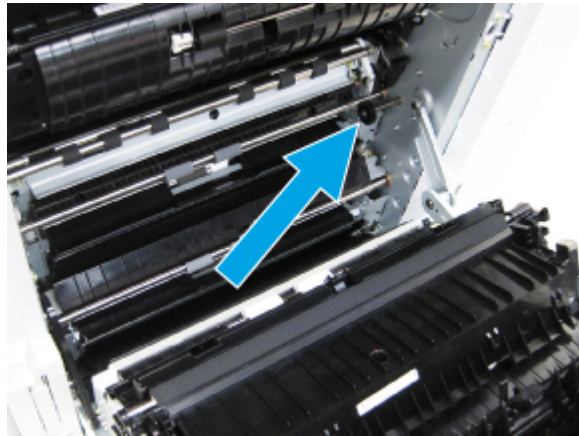
Part number: JC33-00029B

7. Check the tray 1 clutch unit.

- a. Run test 101-0270, Tray 1 Clutch and verify the clutch is good by viewing the gear rotate in the following image.



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



- b. If the motor or the clutch does not function, check if both wiring harnesses are connected correctly.
- c. If the connection is good, replace the electric clutch or the MP registration drive as needed.

Clutch part number: JC47-00037A

MP Registration drive part number: JC93-00443A

For instructions: Removal and replacement: MP registration drive See the Repair Service Manual for this product.

8. Check the feed motor.

- a. Run test 100-0340, Feed Motor.
- b. Check if the cable harness from the feed motor to the main board PCA is connected correctly.
- c. If the connection is OK replace the feed drive.

Part number: JC93-00444A

For instructions: Removal and replacement: Feed drive See the Repair Service Manual for this product.

9. Check the registration motor.

- a. Run test 100-0411, Registration Motor.



NOTE: Verify the operation by opening the right door and observing the registration rollers turning.

- b. Check if the cable harness from the motor to the main board PCA is connected correctly.
- c. If the connection is OK replace the MP Registration motor or the MP Registration drive.

MP Registration motor part number: JC31-00123B

MP Registration drive part number: JC93-00443A

For instructions: Removal and replacement: MP registration drive See the Repair Service Manual for this product.

10. Check the registration clutch.

- a. Run test 101-0050, Registration Clutch.



NOTE: Verify the operation by opening the right door and observing the registration rollers turning.

- b. Check if the cable harness from the clutch to the main board PCA is connected correctly.
- c. If the connection is OK replace the electric clutch or the main drive.

Clutch part number: JC47-00037A

MP Registration drive part number: JC93-00443A

For instructions: Removal and replacement: MP registration drive See the Repair Service Manual for this product.

13 . A8 . D2 Jam in tray 2

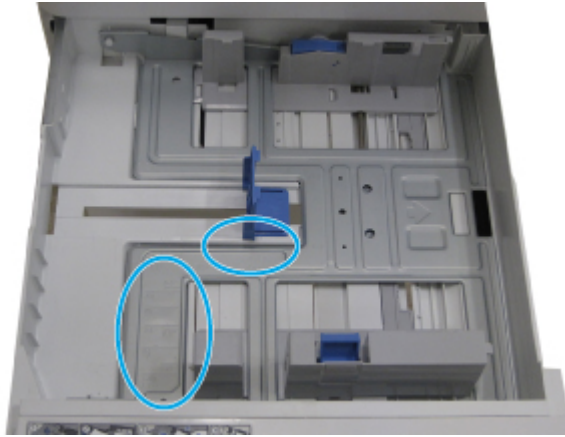
A paper jam occurred from tray 3.

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

Recommended action for customers

1. Open the right door. Remove any jammed paper from the area.
2. Open tray 2 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.



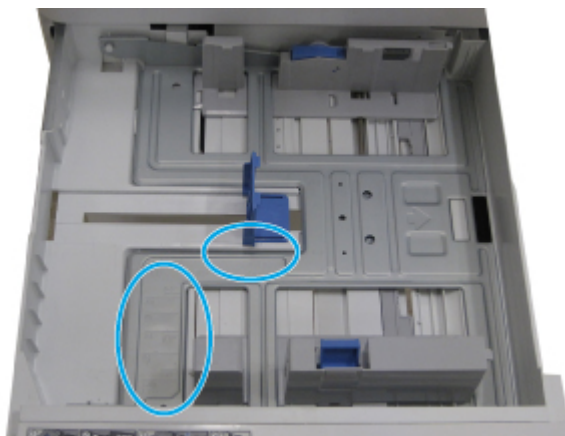
4. Check the tray 2 pick-up and feed rollers for wear, damage, or paper dust. Clean rollers with a damp, lint free cloth.
5. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians



NOTE: The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Open the right door. Remove any jammed paper from the area.
2. Open tray 2 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.



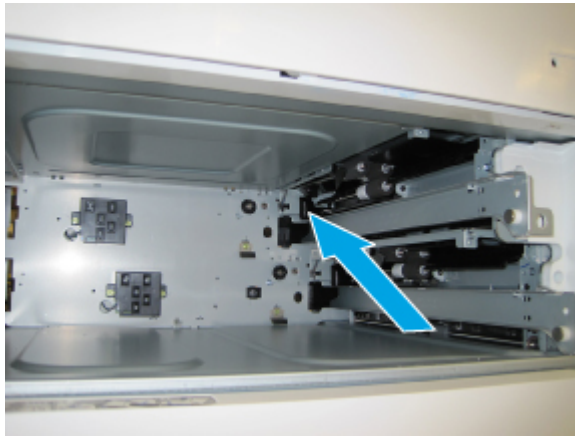
4. Check the tray 2 pick-up and feed rollers.
 - a. Check the rollers for wear, damage, or paper dust.
 - b. Check if the pick-up/reverse/forward rollers are assembled correctly.

- 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: X3A83-67915

For instructions: Removal and replacement: Tray 2-x rollers See the Repair Service Manual for this product.

- 5. If pick up/reverse/forward rollers are good, check the pickup unit.
 - a. Remove trays 2 and 3 from the printer.
 - b. Push on the pickup actuator to see if it operates correctly. The pickup roller should drop down when pushed.



- c. If the pick rollers do not drop down correctly, replace the main frame first pickup assembly.

Part number: JC93-00511A

For instructions: Removal and replacement: Pickup assemblies See the Repair Service Manual for this product.

- 6. If pickup drop down functions correctly, check the tray 2 pickup jam detection sensor.

- a. Open the following menus:

- Support Tools
- Service

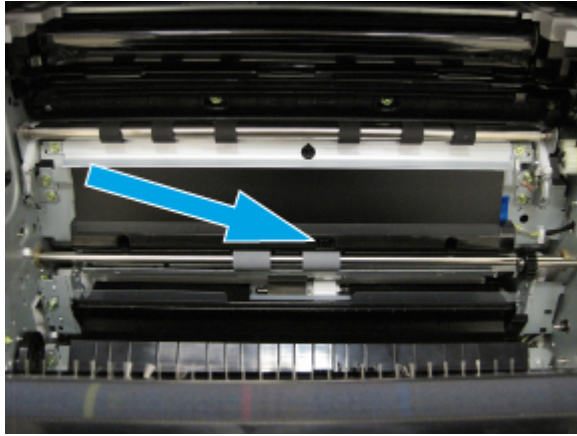


NOTE: The service PIN for this printer is: 04077817

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

- b. Run test 102-0290, Feed 1 Sensor.

- c. Trip the 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 feed sensor and the main board PCA.
- e. If the wire harness is good, replace the sensor.

Part number: 0604-001381

- 7. If sensor functions correctly, test the tray 2 pickup unit.

- a. Run test 100-0380, Tray 2 Pickup Motor.
- b. Check if the cable harness from the input unit to the main board PCA is connected correctly.
- c. If the connection is OK replace the main frame first feed assembly.

Part number: JC93-00536A

- 8. Check the tray 2 pickup unit for obstructions or damage, if needed replace the main frame pickup first.

Part number: JC93-00511A

For instructions: Removal and replacement: Pickup assemblies See the Repair Service Manual for this product.

- 9. Check the feed motor.

- a. Run test 100-0340, Feed Motor.
- b. Check if the cable harness from the feed motor to the main board PCA is connected correctly.
- c. If the connection is OK replace the feed drive.

Part number: JC93-00444A

For instructions: Removal and replacement: Feed drive See the Repair Service Manual for this product.

- 10. Check the registration motor.

- a. Run test 100-0411, Registration Motor.



NOTE: Verify the operation by opening the right door and observing the registration rollers turning.

- b. Check if the cable harness from the motor to the main board PCA is connected correctly.

- c. If the connection is OK replace the MP Registration motor or the MP Registration drive.

MP Registration motor part number: JC31-00123B

MP Registration drive part number: JC93-00443A

For instructions: Removal and replacement: MP registration drive See the Repair Service Manual for this product.

11. Check the registration clutch.

- a. Run test 101-0050, Registration Clutch.



NOTE: Verify the operation by opening the right door and observing the registration rollers turning.

- b. Check if the cable harness from the clutch to the main board PCA is connected correctly.
- c. If the connection is OK replace the electric clutch or the main drive.

Clutch part number: JC47-00037A

MP Registration drive part number: JC93-00443A

For instructions: Removal and replacement: MP registration drive See the Repair Service Manual for this product.

13.A8.Dz Jam in right door

A paper stay jam occurred from tray Z.

The paper did not leave the tray 2 pickup jam sensor when printing from tray Z.

- **13.A8.D3** Delay jam when printing from tray 3
- **13.A8.D4** Delay jam when printing from tray 4
- **13.A8.D5** Delay jam when printing from tray 5
- **13.A8.DD** Delay jam when printing from the duplexer

Recommended action for customers

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

Recommended action for call-center agents and onsite technicians



NOTE: The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Open the right door. Remove any jammed paper from the area.
2. Check the tray 2 pickup jam detection sensor.
 - a. Open the following menus:
 - Support Tools

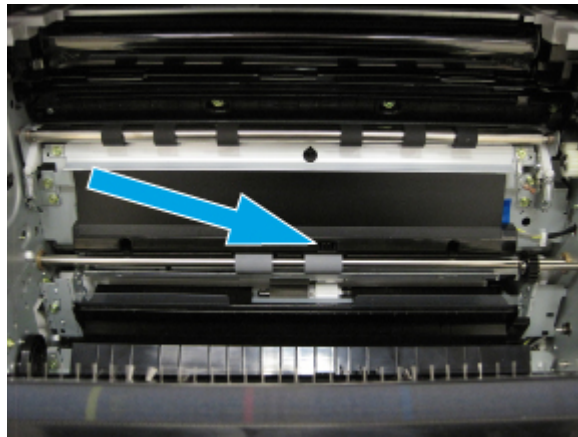
- Service



NOTE: The service PIN for this printer is: 04077817

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

- Run test 102–0290, Feed 1 Sensor.
- Trip the feed sensor as shown in the following image to ensure that it is functioning correctly.



- If the sensor test fails, check the wire harness between the feed sensor and the main board PCA.
- If the wire harness is good, replace the sensor.

Part number: 0604-001381

3. Check the feed motor.

- Run test 100-0340, Feed Motor.
- Check if the cable harness from the feed motor to the main board PCA is connected correctly.
- If the connection is OK replace the feed drive.

Part number: JC93-00444A

For instructions: Removal and replacement: Feed drive See the Repair Service Manual for this product.

4. Check the registration motor.

- Run test 100-0411, Registration Motor.



NOTE: Verify the operation by opening the right door and observing the registration rollers turning.

- Check if the cable harness from the motor to the main board PCA is connected correctly.
- If the connection is OK replace the MP Registration motor or the MP Registration drive.

MP Registration motor part number: JC31-00123B

MP Registration drive part number: JC93-00443A

For instructions: Removal and replacement: MP registration drive See the Repair Service Manual for this product.

5. Check the registration clutch.
 - a. Run test 101-0050, Registration Clutch.



NOTE: Verify the operation by opening the right door and observing the registration rollers turning.

- b. Check if the cable harness from the clutch to the main board PCA is connected correctly.
 - c. If the connection is OK replace the electric clutch or the main drive.

Clutch part number: JC47-00037A

MP Registration drive part number: JC93-00443A

For instructions: Removal and replacement: MP registration drive See the Repair Service Manual for this product.

6. Check the right door assembly and transfer unit for obstructions or damaged parts, replace parts as need using the service manual.

13.A8.FF

Residual jam a tray 2 jam detect sensor A8.

Recommended action for customers

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

Recommended action for call-center agents and onsite technicians



NOTE: For part-replacement procedures, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Open the right door. Remove any jammed paper from the area.
2. Check the tray 2 pickup jam detection sensor.
 - a. Open the following menus:

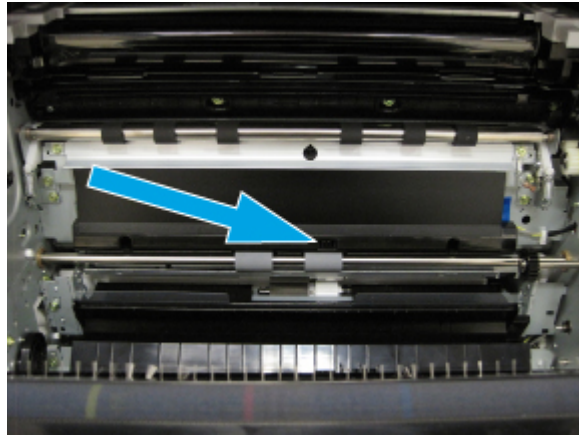
- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

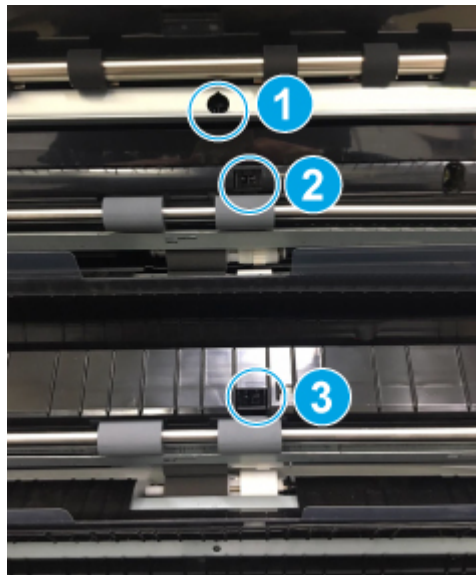
- Service Tools
- Diagnostics
- Engine Diagnostics
- Engine Test Routines

- b. Run test 102–0290, Feed 1 Sensor.
- c. Trip the feed sensor as shown in the following image to ensure that it is functioning correctly.



- d. If the sensor test fails, clean the sensor with a damp cotton swab and retest the sensor.

Figure 12 Clean feed sensor (Call-out 2)



Call-out 1: Registration sensor

Call-out 2: Tray 2 feed sensor



NOTE: If the feed sensor was dirty or contaminated, the 2 other sensors might be also and should be cleaned.

Call-out 3: Tray 3 feed sensor

Figure 13 Example of dust contaminated sensor



- e. If the sensor test fails again, check the wire harness between the feed sensor and the main board PCA.
- f. If the wire harness is good, replace the sensor.

Part number: 0604-001381

13.B2.Az Jam in right door

A paper stay jam occurred at the registration jam detect sensor.

The paper did not leave the registration jam detect sensor when printing from tray Z.

- 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.AD Stay jam when printing from the duplexer

Recommended action for customers

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

Recommended action for call-center agents and onsite technicians



NOTE: The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Open the right side cover. 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 jam sensor.

a. Open the following menus:

- Support Tools
- Service

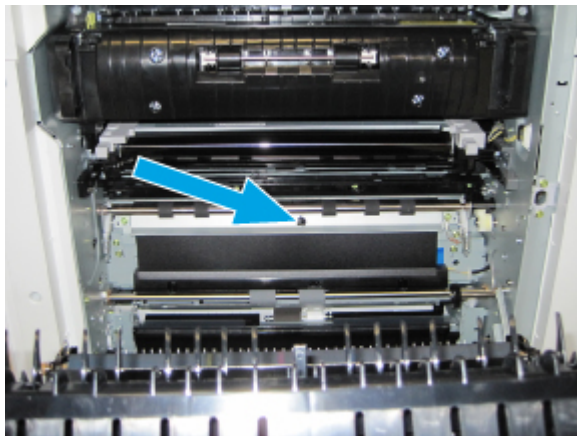


NOTE: The service PIN for this printer is: 04077817

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

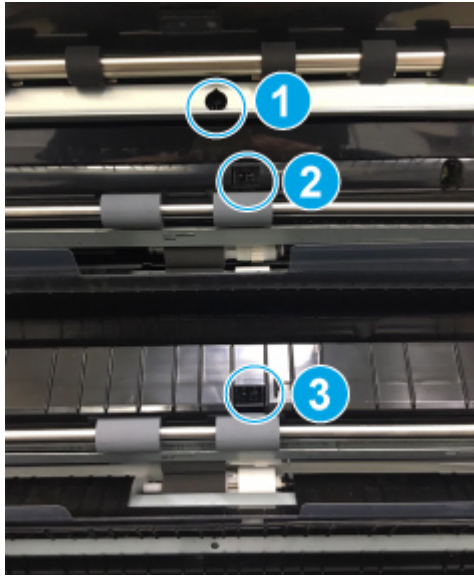
b. Run test 102–0360, Registration Sensor.

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



- d. If the sensor test fails, clean the registration sensor with a damp cotton swab and retest the sensor.

Figure 14 Clean registration sensor (Call-out 1)



Call-out 1: Registration sensor



NOTE: If the registration sensor was dirty or contaminated, the 2 feed sensors might be also and should be cleaned.

Call-out 2: Tray 2 feed sensor

Call-out 3: Tray 3 feed sensor

Figure 15 Example of dust contaminated sensor



- e. If the sensor test fails again, check the wire harness between the sensor and the main board PCA.
- f. If the wire harness is good, replace the sensor.

Part number: 0604-001381

4. Check the feed motor.
 - a. Run test 100-0340, Feed Motor.
 - b. Check if the cable harness from the feed motor to the main board PCA is connected correctly.
 - c. If the connection is OK replace the feed drive.

Part number: JC93-00444A

For instructions: Removal and replacement: Feed drive See the Repair Service Manual for this product.
5. Check the registration motor.
 - a. Run test 100-0411, Registration Motor.

 **NOTE:** Verify the operation by opening the right door and observing the registration rollers turning.

 - b. Check if the cable harness from the motor to the main board PCA is connected correctly.
 - c. If the connection is OK replace the MP Registration motor or the MP Registration drive.

MP Registration motor part number: JC31-00123B

MP Registration drive part number: JC93-00443A

For instructions: Removal and replacement: MP registration drive See the Repair Service Manual for this product.
6. Check the registration clutch.
 - a. Run test 101-0050, Registration Clutch.

 **NOTE:** Verify the operation by opening the right door and observing the registration rollers turning.

 - b. Check if the cable harness from the clutch to the main board PCA is connected correctly.
 - c. If the connection is OK replace the electric clutch or the main drive.

Clutch part number: JC47-00037A

MP Registration drive part number: JC93-00443A

For instructions: Removal and replacement: MP registration drive See the Repair Service Manual for this product.
7. Check the right door assembly and transfer unit for obstructions or damaged parts, replace parts as need using the service manual.

13.B2.D1 Jam in tray 1

A paper jam occurred from tray 1.

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

Recommended action for customers

1. Open the right door. Remove any jammed paper from the area.
2. Remove any jammed paper from the tray 1.

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. 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



NOTE: The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

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

For instructions: Removal and replacement: MP tray rollers See the Repair Service Manual for this product.

5. Test the printer from tray 2. If tray 2 passes, skip to the step for testing the tray 1 (MP) solenoid. If tray 2 fails also use the following procedure to check the tray 2 jam-detect sensor:

- a. Open the following menus:

- Support Tools
- Service



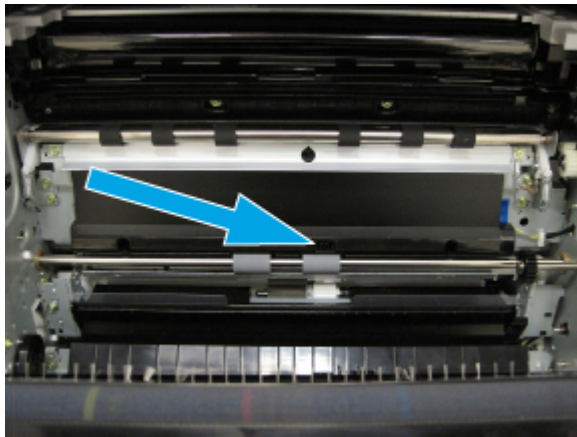
NOTE: The service PIN for this printer is: 04077817

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

- b. Run test 102–0290, Feed 1 Sensor.

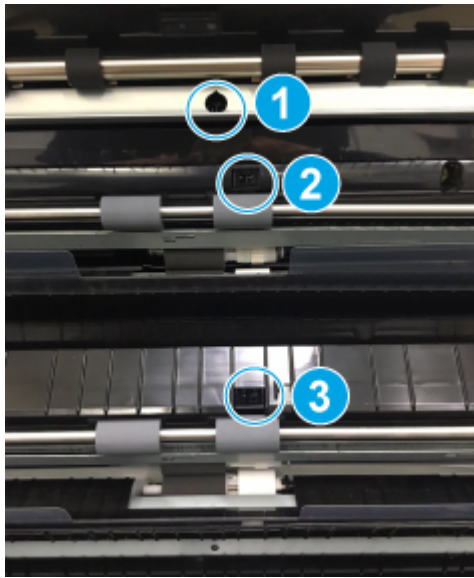
- c. Trip the feed sensor as shown in the following image to ensure that it is functioning correctly.

Check sensor



- d. If the sensor test fails, clean the sensor with a damp cotton swab and retest the sensor.

Figure 16 Clean feed sensor (Call-out 2)



Call-out 1: Registration sensor

Call-out 2: Tray 2 feed sensor



NOTE: If the feed sensor was dirty or contaminated, the 2 other sensors might be also and should be cleaned.

Call-out 3: Tray 3 feed sensor

Figure 17 Example of dust contaminated sensor



- e. If the sensor test fails, check the wire harness between the feed sensor and the main board PCA.
- f. If the wire harness is good, replace the sensor.

Part number: 0604-001381

6. Check if the tray 1 (MP) solenoid operates correctly.

a. Open the following menus:

- Support Tools
- Service

 **NOTE:** The service PIN for this printer is: 04077817

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

b. Make sure that tray 1 is open.

c. Run test 101-0271, Tray 1 Solenoid. Watch for the pickup rollers to move when the solenoid is actuated.

d. If the tray 1 (MP) solenoid does not function correctly, check the wire harness connection for the tray 1 (MP) unit.

e. If the tray 1 solenoid fails and the wire harness has no defects, replace the tray 1 solenoid.

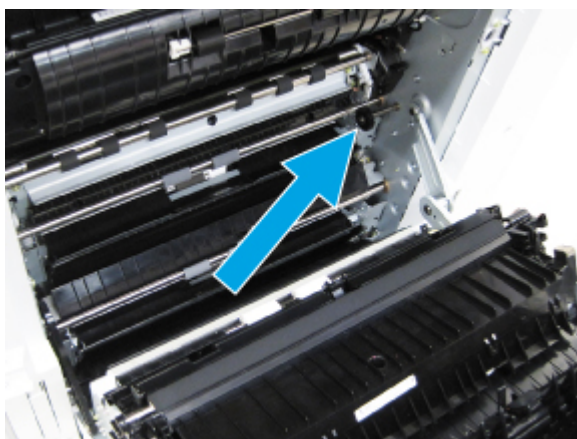
Part number: JC33-00029B

7. Check the tray 1 clutch unit.

a. Run test 101-0270, Tray 1 Clutch and verify the clutch is good by viewing the gear rotate in the following image.

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





- b. If the motor or the clutch does not function, check if both wiring harnesses are connected correctly.
- c. If the connection is good, replace the electric clutch or the MP registration drive as needed.

Clutch part number: JC47-00037A

MP Registration drive part number: JC93-00443A

For instructions: Removal and replacement: MP registration drive See the Repair Service Manual for this product.

8. Check the feed motor.

- a. Run test 100-0340, Feed Motor.
- b. Check if the cable harness from the feed motor to the main board PCA is connected correctly.
- c. If the connection is OK replace the feed drive.

Part number: JC93-00444A

For instructions: Removal and replacement: Feed drive See the Repair Service Manual for this product.

9. Check the registration motor.

- a. Run test 100-0411, Registration Motor.



NOTE: Verify the operation by opening the right door and observing the registration rollers turning.

- b. Check if the cable harness from the motor to the main board PCA is connected correctly.
- c. If the connection is OK replace the MP Registration motor or the MP Registration drive.

MP Registration motor part number: JC31-00123B

MP Registration drive part number: JC93-00443A

For instructions: Removal and replacement: MP registration drive See the Repair Service Manual for this product.

10. Check the registration clutch.

- a. Run test 101-0050, Registration Clutch.



NOTE: Verify the operation by opening the right door and observing the registration rollers turning.

- b. Check if the cable harness from the clutch to the main board PCA is connected correctly.
- c. If the connection is OK replace the electric clutch or the main drive.

Clutch part number: JC47-00037A

MP Registration drive part number: JC93-00443A

For instructions: Removal and replacement: MP registration drive See the Repair Service Manual for this product.

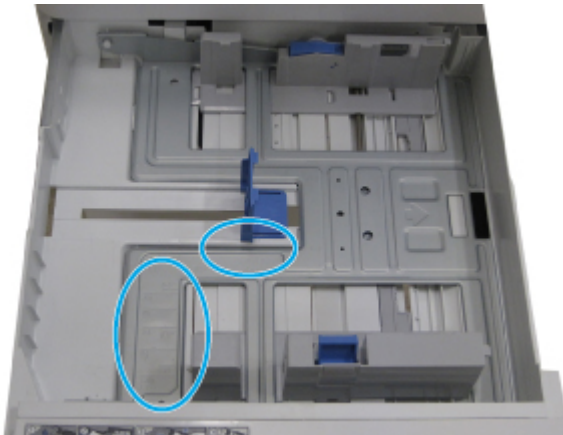
13 . B2 . D2 Jam in tray 2

A paper jam occurred from tray 2.

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

Recommended action for customers

1. Open the right door. Remove any jammed paper from the area.
2. Open tray 2 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 2 pick-up and feed rollers for wear, damage, or paper dust. Clean rollers with a damp, lint free cloth.
5. If the error persists, please contact customer support.

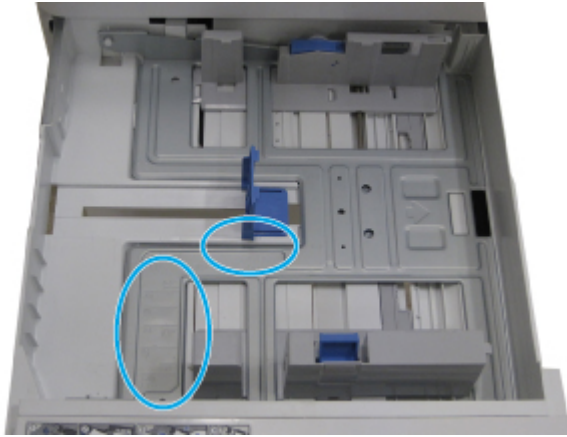
Recommended action for call-center agents and onsite technicians



NOTE: The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Open the right door. Remove any jammed paper from the area.
2. Open tray 2 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.

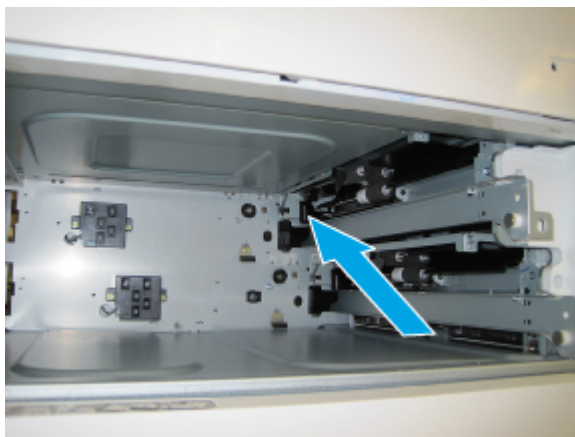


4. Check the tray 2 pick-up and feed rollers.
 - a. Check the rollers for wear, damage, or paper dust.
 - b. Check if the pick-up/reverse/forward rollers are assembled correctly.
 - c. If the rollers are dirty clean them with a damp, lint free cloth.
 - d. If the pick-up/reverse/forward rollers are worn out or contaminated, replace the defective roller.

Part number: X3A83-67915

For instructions: Removal and replacement: Tray 2-x rollers See the Repair Service Manual for this product.

5. If pick up/reverse/forward rollers are good, check the pickup unit.
 - a. Remove trays 2 and 3 from the printer.
 - b. Push on the pickup actuator to see if it operates correctly. The pickup roller should drop down when pushed.



- c. If the pick rollers do not drop down correctly, replace the main frame first pickup.

Part number: JC93-00511A

For instructions: Removal and replacement: Pickup assemblies See the Repair Service Manual for this product.

6. Check the registration jam sensor.

- a. Open the following menus:

- Support Tools
- Service

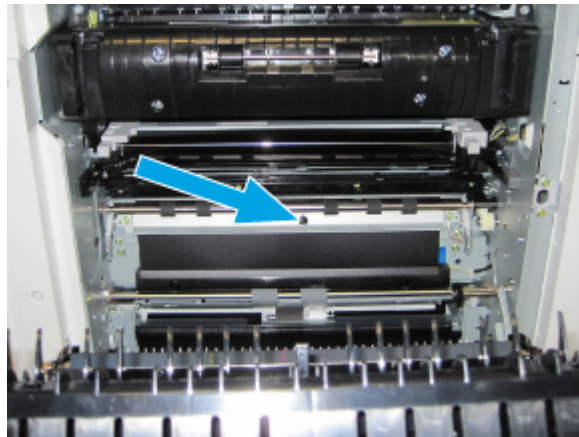


NOTE: The service PIN for this printer is: 04077817

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

- b. Run test 102-0360, Registration Sensor.

- c. Trip the 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 sensor and the main board PCA.

- e. If the wire harness is good, replace the sensor.

Part number: 0604-001381

7. If sensor functions correctly, test the tray 2 pickup unit.

- a. Run test 100-0380, Tray 2 Pickup Motor.
- b. Check if the cable harness from the input unit to the main board PCA is connected correctly.
- c. If the connection is OK replace the main frame first feed assembly.

Part number: JC93-00536A

8. Check the tray 2 pickup unit for obstructions or damage, if needed replace the main frame pickup first assembly.

Part number: JC93-00511A

For instructions: Removal and replacement: Pickup assemblies See the Repair Service Manual for this product.

9. Check the feed motor.

- a. Run test 100-0340, Feed Motor.
- b. Check if the cable harness from the feed motor to the main board PCA is connected correctly.
- c. If the connection is OK replace the feed drive.

Part number: JC93-00444A

For instructions: Removal and replacement: Feed drive See the Repair Service Manual for this product.

10. Check the registration motor.

- a. Run test 100-0411, Registration Motor.



NOTE: Verify the operation by opening the right door and observing the registration rollers turning.

- b. Check if the cable harness from the motor to the main board PCA is connected correctly.
- c. If the connection is OK replace the MP Registration motor or the MP Registration drive.

MP Registration motor part number: JC31-00123B

MP Registration drive part number: JC93-00443A

For instructions: Removal and replacement: MP registration drive See the Repair Service Manual for this product.

11. Check the registration clutch.

- a. Run test 101-0050, Registration Clutch.



NOTE: Verify the operation by opening the right door and observing the registration rollers turning.

- b. Check if the cable harness from the clutch to the main board PCA is connected correctly.
- c. If the connection is OK replace the electric clutch or the main drive.

Clutch part number: JC47-00037A

MP Registration drive part number: JC93-00443A

For instructions: Removal and replacement: MP registration drive See the Repair Service Manual for this product.

13.B2.Dz Jam in right door

A paper jam occurred from tray Z.

The paper did not reach the registration jam detect sensor when printing from tray Z.

- 13.B2.D3 Delay jam when printing from tray 3

- 13.B2.D4 Delay jam when printing from tray 4
- 13.B2.D5 Delay jam when printing from tray 5

Recommended action for customers

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

Recommended action for call-center agents and onsite technicians



NOTE: The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Open the right side cover. 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 jam sensor.

- a. Open the following menus:

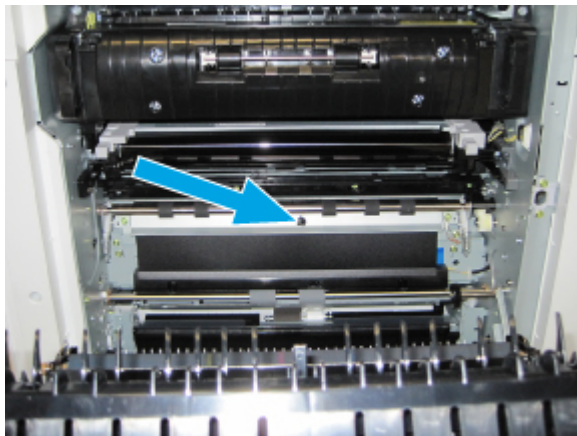
- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

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

- b. Run test 102–0360, Registration Sensor.
- c. Trip the 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 sensor and the main board PCA.

- e. If the wire harness is good, replace the sensor.

Part number: 0604-001381

4. Check the feed motor.

- a. Run test 100-0340, Feed Motor.
- b. Check if the cable harness from the feed motor to the main board PCA is connected correctly.
- c. If the connection is OK replace the feed drive.

Part number: JC93-00444A

For instructions: Removal and replacement: Feed drive See the Repair Service Manual for this product.

5. Check the registration motor.

- a. Run test 100-0411, Registration Motor.



NOTE: Verify the operation by opening the right door and observing the registration rollers turning.

- b. Check if the cable harness from the motor to the main board PCA is connected correctly.
- c. If the connection is OK replace the MP Registration motor or the MP Registration drive.

MP Registration motor part number: JC31-00123B

MP Registration drive part number: JC93-00443A

For instructions: Removal and replacement: MP registration drive See the Repair Service Manual for this product.

6. Check the registration clutch.

- a. Run test 101-0050, Registration Clutch.



NOTE: Verify the operation by opening the right door and observing the registration rollers turning.

- b. Check if the cable harness from the clutch to the main board PCA is connected correctly.
- c. If the connection is OK replace the electric clutch or the main drive.

Clutch part number: JC47-00037A

MP Registration drive part number: JC93-00443A

For instructions: Removal and replacement: MP registration drive See the Repair Service Manual for this product.

7. Check the right door assembly and transfer unit for obstructions or damaged parts, replace parts as needed. See the service manual for instructions.

13.B2.DD

A paper delay jam occurred at the registration jam detect sensor.

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

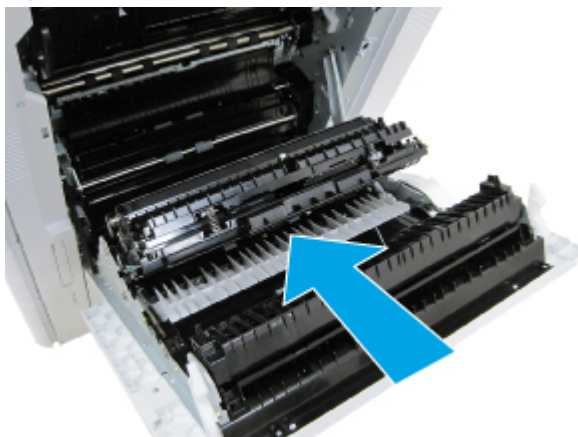
Recommended action for customers

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

Figure 18 Open the duplex path



Figure 19 Check for jams



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

Recommended action for call-center agents and onsite technicians

 **NOTE:** The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

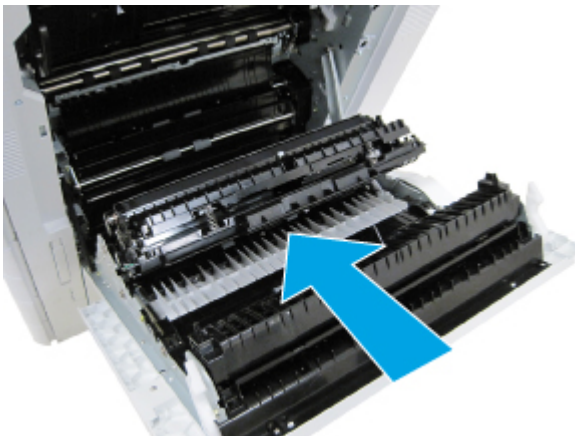
1. Open the right door. Remove any jammed paper found.

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

Figure 20 Open the duplex path



Figure 21 Check for jams



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

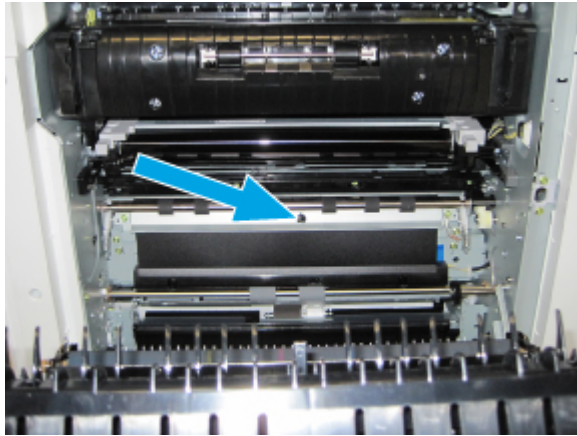
- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

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

- c. Run test 102-0360, Registration Sensor.
- d. Trip the sensor as shown in the following image to ensure that it is functioning correctly.



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

Part number: 0604-001381

5. Check the feed motor.

- a. Run test 100-0340, Feed Motor.
- b. Check if the cable harness from the feed motor to the main board PCA is connected correctly.
- c. If the connection is OK replace the feed drive.

Part number: JC93-00444A

For instructions: Removal and replacement: Feed drive See the Repair Service Manual for this product.

6. Check the registration motor.

- a. Run test 100-0411, Registration Motor.



NOTE: Verify the operation by opening the right door and observing the registration rollers turning.

- b. Check if the cable harness from the motor to the main board PCA is connected correctly.
- c. If the connection is OK replace the MP Registration motor or the MP Registration drive.

MP Registration motor part number: JC31-00123B

MP Registration drive part number: JC93-00443A

For instructions: Removal and replacement: MP registration drive See the Repair Service Manual for this product.

7. Check the registration clutch.

- a. Run test 101-0050, Registration Clutch.



NOTE: Verify the operation by opening the right door and observing the registration rollers turning.

- b. Check if the cable harness from the clutch to the main board PCA is connected correctly.
- c. If the connection is OK replace the electric clutch or the main drive.

Clutch part number: JC47-00037A

MP Registration drive part number: JC93-00443A

For instructions: Removal and replacement: MP registration drive See the Repair Service Manual for this product.

8. Test the duplex motor.

- a. Open the following menus:

- Support Tools
- Service

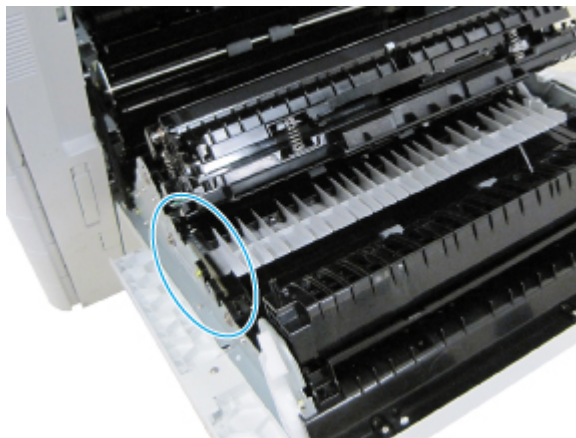


NOTE: The service PIN for this printer is: 04077817

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

- b. Run test 100-0140, Duplex Motor forward.

- 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 on the duplex drive.
- e. If the wire harness is good, replace the duplex motor.

Part number: JC95-01510A

9. Check the duplex path for obstructions or damage. Replace damaged parts as need using the service manual.

13.B2.FF

Residual paper jam at registration jam detect 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 for customers

1. Open the right side cover. 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



NOTE: For part-replacement procedures, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Open the right side cover. 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 jam sensor.

a. Open the following menus:

- Support Tools
- Service

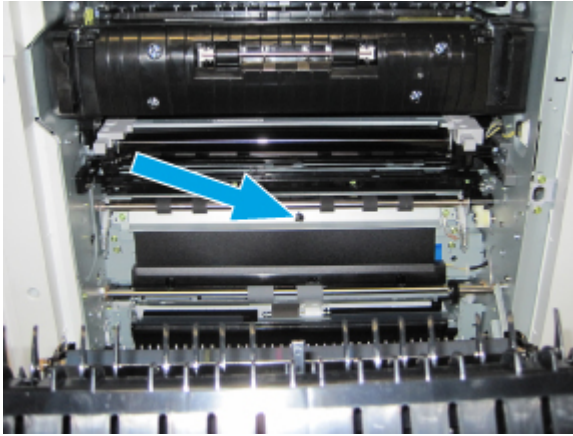


NOTE: The service PIN for this printer is: 04077817

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

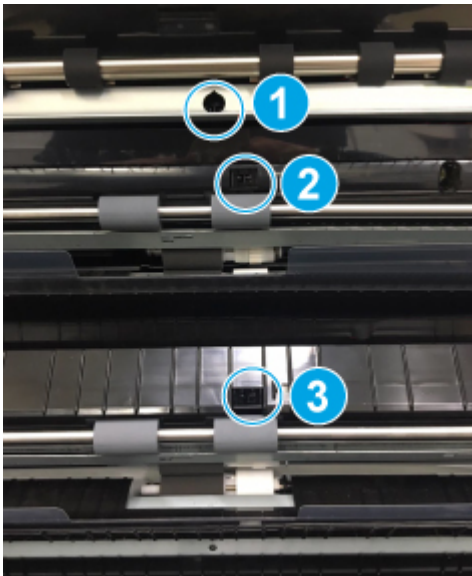
b. Run test 102-0360, Registration Sensor.

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



- d. If the sensor test fails, clean the registration sensor with a damp cotton swab and retest the sensor.

Figure 22 Clean registration sensor (Call-out 1)



Call-out 1: Registration sensor



NOTE: If the registration sensor was dirty or contaminated, the 2 feed sensors might be also and should be cleaned.

Call-out 2: Tray 2 feed sensor

Call-out 3: Tray 3 feed sensor

Figure 23 Example of dust contaminated sensor



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

Part number: 0604-001381

13.B4.Dz Ruby / Jade

A jam occurs because the front of the paper fails to reach the fuser loop sensor.

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

Recommended action for customers

1. Open the right side cover. 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.

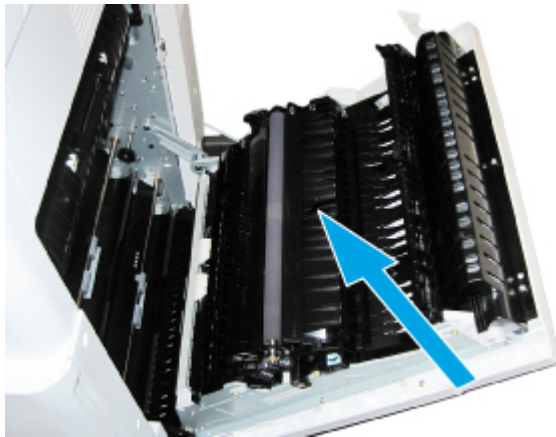
Recommended action for call-center agents and onsite technicians



NOTE: The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

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 sensor actuator.
 - 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 right side cover feed.
Part number: JC95-02081A
4. Check the feed motor.
 - a. Run test 100-0340, Feed Motor.
 - b. Check if the cable harness from the feed motor to the main board PCA is connected correctly.
 - c. If the connection is OK replace the feed drive.
Part number: JC93-00444A
For instructions: Removal and replacement: Feed drive See the Repair Service Manual for this product.
5. Check the registration motor.
 - a. Run test 100-0411, Registration Motor.

 **NOTE:** Verify the operation by opening the right door and observing the registration rollers turning.

 - b. Check if the cable harness from the motor to the main board PCA is connected correctly.
 - c. If the connection is OK replace the MP Registration motor or the MP Registration drive.
MP Registration motor part number: JC31-00123B
MP Registration drive part number: JC93-00443A
For instructions: Removal and replacement: MP registration drive See the Repair Service Manual for this product.
6. Check the registration clutch.
 - a. Run test 101-0050, Registration Clutch.

 **NOTE:** Verify the operation by opening the right door and observing the registration rollers turning.

- b. Check if the cable harness from the clutch to the main board PCA is connected correctly.
- c. If the connection is OK replace the electric clutch or the main drive.

Clutch part number: JC47-00037A

MP Registration drive part number: JC93-00443A

For instructions: Removal and replacement: MP registration drive See the Repair Service Manual for this product.

13.B9.Az Fuser Jam

Fuser delivery stay jam.

Paper failed to exit the fuser out sensor in the required time limit.

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.
- 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 for customers

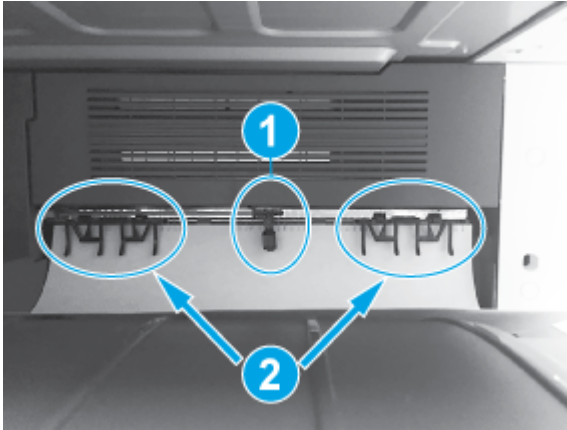
1. Open the right side cover. Remove any jammed paper found.
2. Check if there is any obstruction or paper jammed inside the printer. If there is, remove it.
3. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

 **NOTE:** The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

1. If this error is displayed when printing a job at time of installation of the printer and an Inner Finisher or Bridge for a Stapler/Stacker or Booklet maker has been installed check to make sure that the two Settling Guides and Bin Full Actuator has been removed.

Figure 24 Setting guides and bin full actuator



1 - Bin full actuator

2 - Settling guides

 **NOTE:** The metal rod that the Bin Full Actuator is connected to should not be removed.

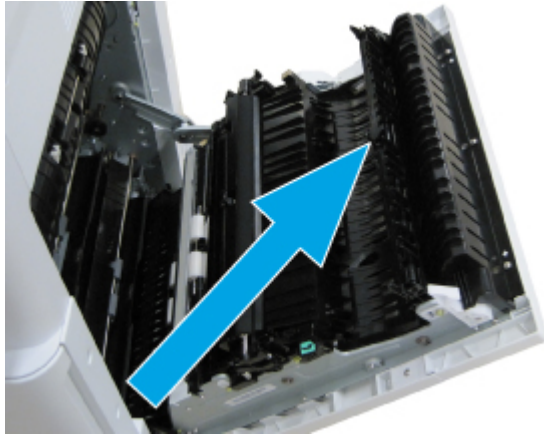
2. Open the right door. Remove any jammed paper found.
3. Check if there is any obstruction or paper jammed inside the printer. If there is, remove it.
4. Remove the fuser and check for wrapped paper or jams inside the fuser.
5. If the error persists after clearing the jams, check the fuser exit sensor.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

- Support Tools
- Service

 **NOTE:** The service PIN for this printer is: 04077817

- 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 testing the fuser/exit drive unit.
- d. If the sensor does not work, check the wire harness connection between the fuser exit sensor and the main board.
- e. If the wire harness connection is OK, replace the sensor or the actuator as needed.

Fuser out actuator part number: JC66-03307A

Sensor part number: 0604-001393

6. Check the fuser/exit drive unit.

- a. Run test 109-0030, Fuser Motor Forward.
- 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 output drive part number: JC93-00441A

For instructions: Removal and replacement: Fuser output drive assembly See the Repair Service Manual for this product.

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

110V fuser part number: JC82-00472A

220V fuser part number: JC82-00485A

For instructions: Removal and replacement: Fuser See the Repair Service Manual for this product.

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

Fuser drive motor part number: JC31-00123B

7. 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 as needed. See the service manual for instructions.

13.B9.Dz Jam in right door

Fuser delivery delay jam.

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

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.DD** Fuser delivery delay jam when printing from the duplexer.

Recommended action for customers

1. Open the right side cover. 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



NOTE: The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

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 the jams, check the fuser exit sensor.

a. Open the following menus:

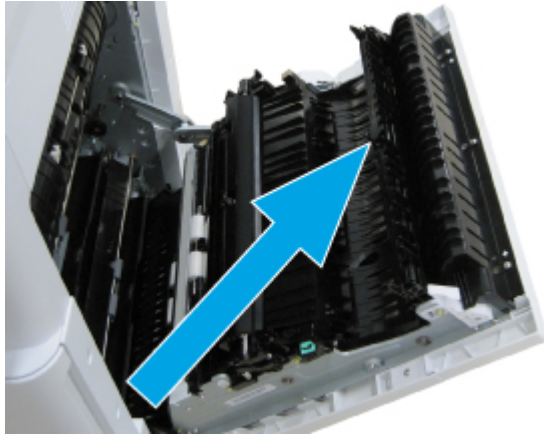
- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

- 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 testing the fuser/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 sensor or the actuator as needed.

Fuser out actuator part number: JC66-03307A

Sensor part number: 0604-001393

5. Check the fuser/exit drive unit.

- a. Run test 109-0030, Fuser Motor Forward.
- 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 output drive part number: JC93-00441A

For instructions: Removal and replacement: Fuser output drive assembly See the Repair Service Manual for this product.

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

110V fuser part number: JC82-00472A

220V fuser part number: JC82-00485A

For instructions: Removal and replacement: Fuser See the Repair Service Manual for this product.

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

Fuser drive motor part number: JC31-00123B

6. 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 as needed. See the service manual for instructions.

13.B9.FF Jam in right door

Residual paper jam fuser output sensor.

A jam occurs when the printer detects the media at the fuser out sensor during warming up.

Recommended action for customers

1. Open the right side cover. 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

 **NOTE:** For part-replacement procedures, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Open the right side cover. 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 after clearing the jams, check the fuser exit sensor.

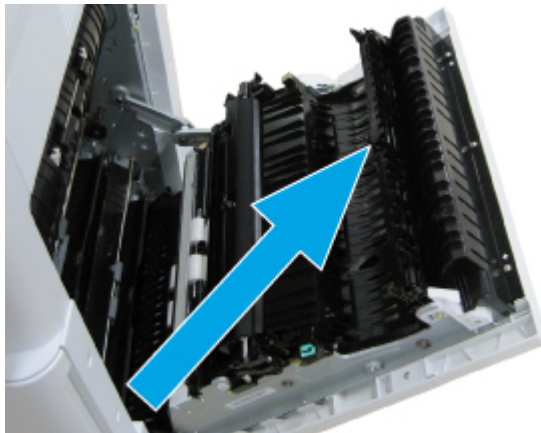
a. Open the following menus:

- Support Tools
- Service

 **NOTE:** The service PIN for this printer is: 04077817

- 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 testing the fuser/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 sensor or the actuator as needed.

Fuser out actuator part number: JC66-03307A

Sensor part number: 0604-001393

13 . D2 . AZ Jam in Right Door

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 for customers

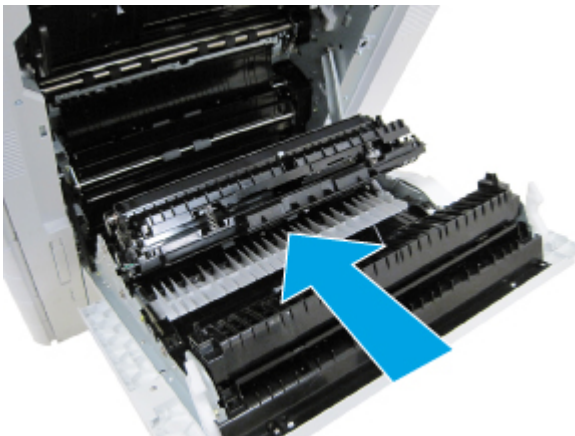
1. Open the right door. Remove any jammed paper found.

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

Figure 25 Open the duplex path



Figure 26 Check for jams



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

Recommended action for call-center agents and onsite technicians



NOTE: For part-replacement procedures, or for missing part numbers, escalate the issue using the Standard Support Process.

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

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

Figure 27 Open the duplex path

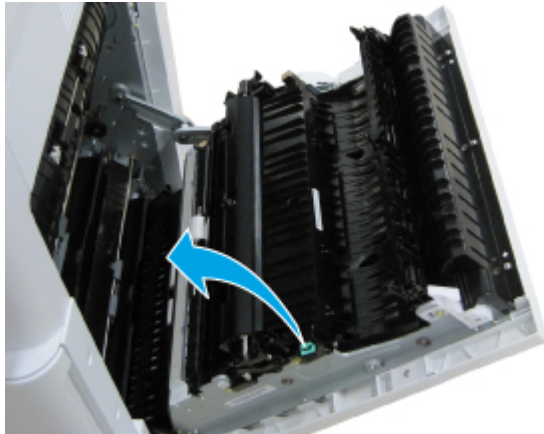
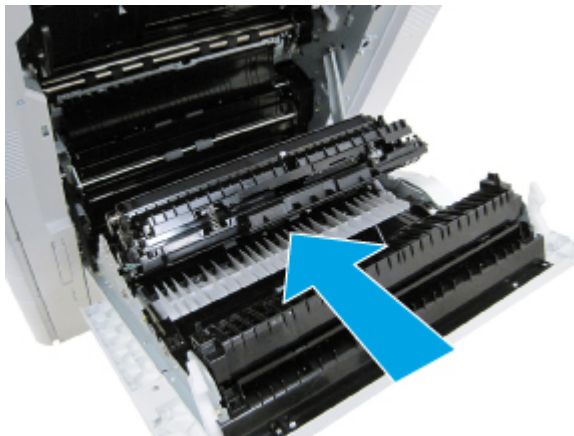


Figure 28 Check for jams



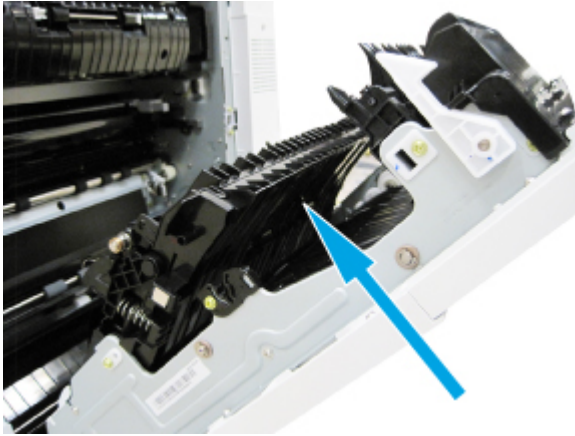
3. Check if there is any obstruction or paper jammed inside the printer. If there is, remove it.
4. Check the duplex sensor.
 - a. Open the following menus:

- Support Tools
- Service

 **NOTE:** The service PIN for this printer is: 04077817

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

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



- c. If the sensor operation is normal, skip to the step for testing the duplex motor.
- d. If the sensor does not work, check the wire harness connection between the fuser exit sensor and the main board.
- e. If the wire harness connection is OK, replace the duplex sensor or actuator as needed.

Actuator duplex 2 part number: JC66-02180A

Sensor part number: 0604-001393

5. Test the duplex motor.

- a. Open the following menus:

- Support Tools
- Service

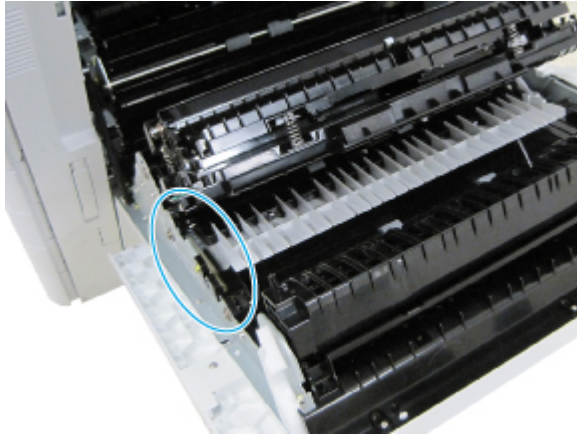


NOTE: The service PIN for this printer is: 04077817

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

- b. Run test 100-0140, Duplex Motor forward.

- 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 on the duplex drive.
e. If the wire harness is good, replace the duplex motor.

Part number: JC95-01510A

6. Check the right door assembly and duplex path for any obstructions or damage. Replace damaged parts as needed. See the service manual for instructions.

13 . D2 . DZ Jam in Right Door

Duplex paper jam.

A jam occurs because the front of 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 for customers

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

Figure 29 Open the duplex path

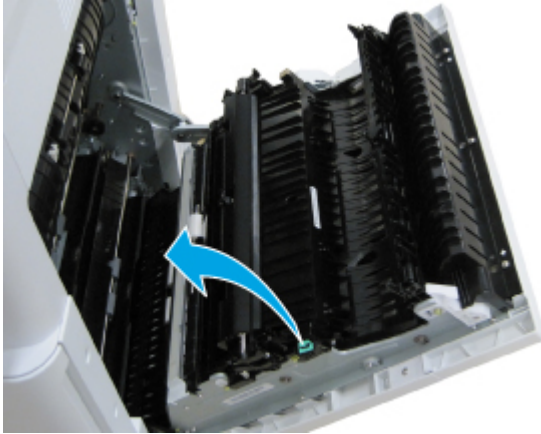
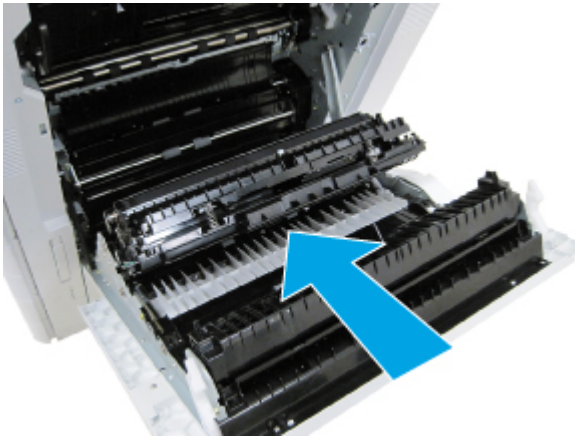


Figure 30 Check for jams



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

Recommended action for call-center agents and onsite technicians



NOTE: For part-replacement procedures, or for missing part numbers, escalate the issue using the Standard Support Process.

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

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

Figure 31 Open the duplex path

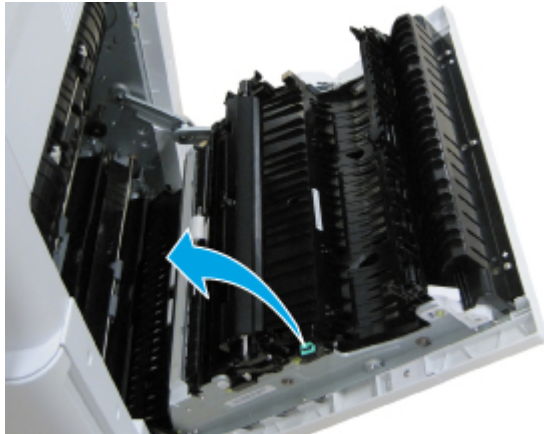
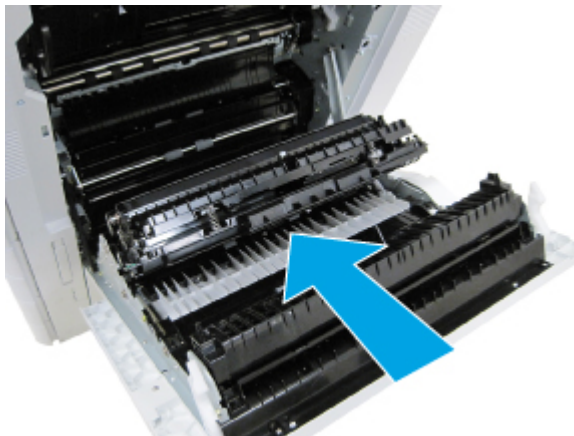


Figure 32 Check for jams



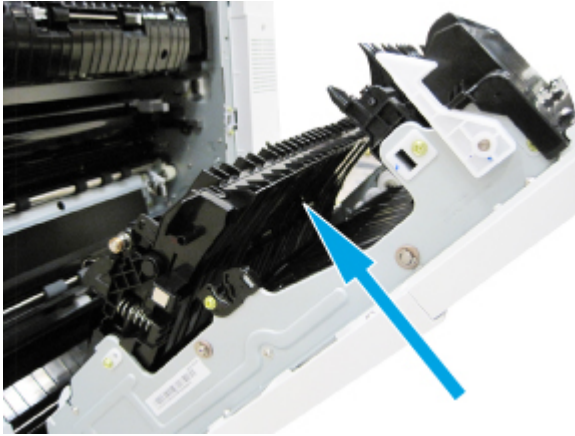
3. Check if there is any obstruction or paper jammed inside the printer. If there is, remove it.
4. Check the duplex sensor.
 - a. Open the following menus:

- Support Tools
- Service

 **NOTE:** The service PIN for this printer is: 04077817

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

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



- c. If the sensor operation is normal, skip to the step for testing the duplex motor.
- d. If the sensor does not work, check the wire harness connection between the fuser exit sensor and the main board.
- e. If the wire harness connection is OK, replace the duplex sensor or actuator as needed.

Actuator duplex 2 part number: JC66-02180A

Sensor part number: 0604-001393

5. Test the duplex motor.

- a. Open the following menus:

- Support Tools
- Service

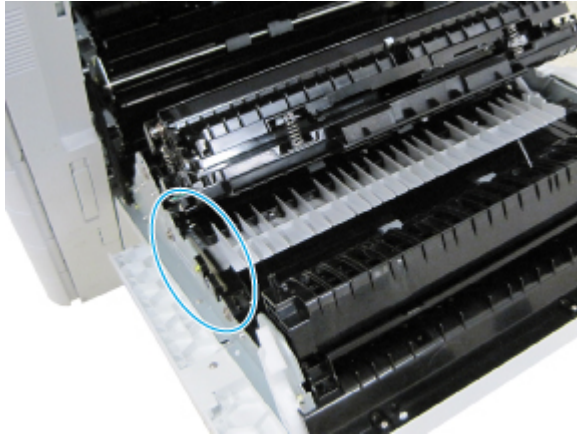


NOTE: The service PIN for this printer is: 04077817

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

- b. Run test 100-01400, Duplex Motor forward.

- 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 on the duplex drive.
- e. If the wire harness is good, replace the duplex motor.

Part number: JC95-01510A

6. Check the exit drive.

- a. Run test 100-0430, Exit 2 Motor Forward.
- b. If the test fails, check the harness connection to the motor from the main board PCA.
- c. If the harness connection is OK, replace the exit drive motor.

Part number: JC93-00452A

7. Check the right door assembly and duplex path for any obstructions or damage. Replace damaged parts as needed. See the service manual for instructions.

13 . D2 . FF Jam in Right Door

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

Recommended action for customers

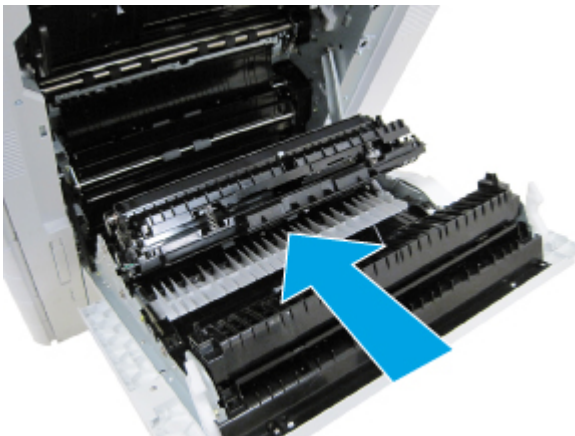
- 1. Open the right door. Remove any jammed paper found.

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

Figure 33 Open the duplex path



Figure 34 Check for jams



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

Recommended action for call-center agents and onsite technicians

 **NOTE:** For part-replacement procedures, or for missing part numbers, escalate the issue using the Standard Support Process.

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

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

Figure 35 Open the duplex path

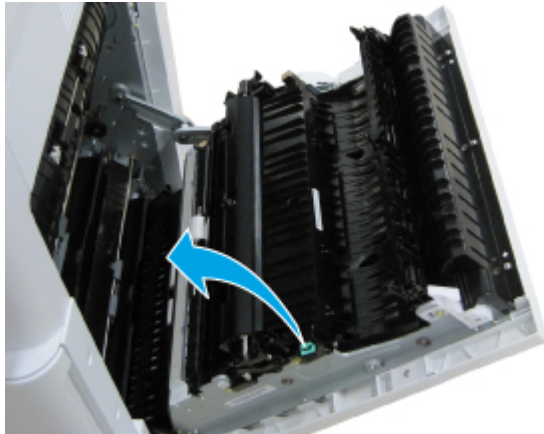
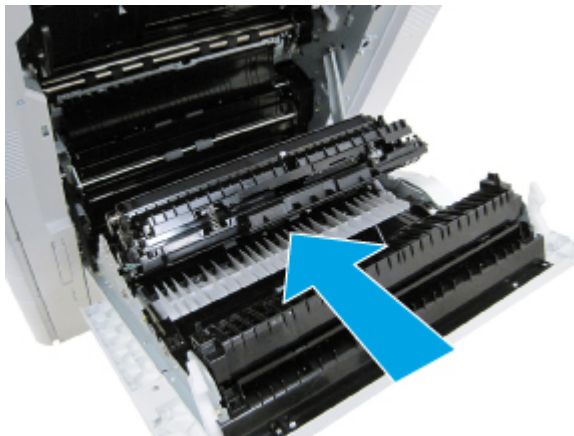


Figure 36 Check for jams



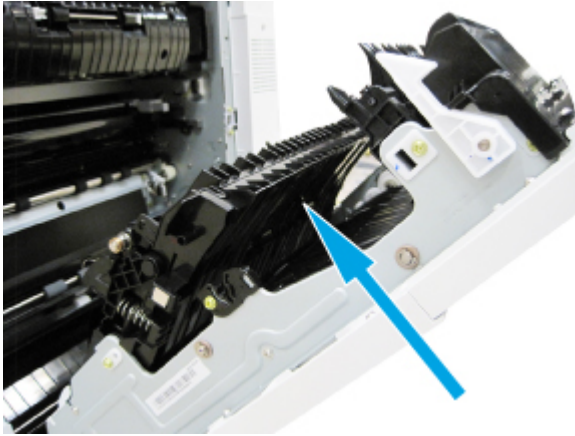
3. Check if there is any obstruction or paper jammed inside the printer. If there is, remove it.
4. Check the duplex sensor.
 - a. Open the following menus:

- Support Tools
- Service

 **NOTE:** The service PIN for this printer is: 04077817

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

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



- c. If the sensor operation is normal, skip to the step for testing the duplex motor.
- d. If the sensor does not work, check the wire harness connection between the fuser exit sensor and the main board.
- e. If the wire harness connection is OK, replace the duplex sensor or actuator as needed.

Actuator duplex 2 part number: JC66-02180A

Sensor part number: 0604-001393

5. Test the duplex motor.

- a. Open the following menus:

- Support Tools
- Service

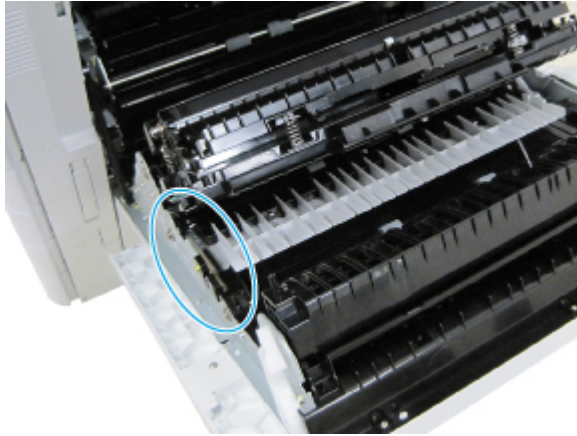


NOTE: The service PIN for this printer is: 04077817

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

- b. Run test 100-01400, Duplex Motor forward.

- 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 on the duplex drive.
e. If the wire harness is good, replace the duplex motor.

Part number: JC95-01510A

6. Check the right door assembly and duplex path for any obstructions or damage. Replace damaged parts as needed. See the service manual for instructions.

13.E1.AZ

Paper stay jam. The rear end of the paper fails to exit the IPTU entrance sensor.

- 13.E1.A1 Paper stay jam going to top output tray.
- 13.E1.A2 Paper stay jam going to main output tray.
- 13.E1.A3 Paper stay jam going to booklet output tray.

Recommended action for customers

1. Open the IPTU access cover, remove the paper from the main body exit or the IPTU entrance, and then close the door.



2. Turn the printer off, and then on.

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

Recommended action for call-center agents and onsite technicians

 **NOTE:** For part-replacement procedures, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Open the IPTU access cover, remove the paper from the main body exit or the IPTU entrance, and then close the door.

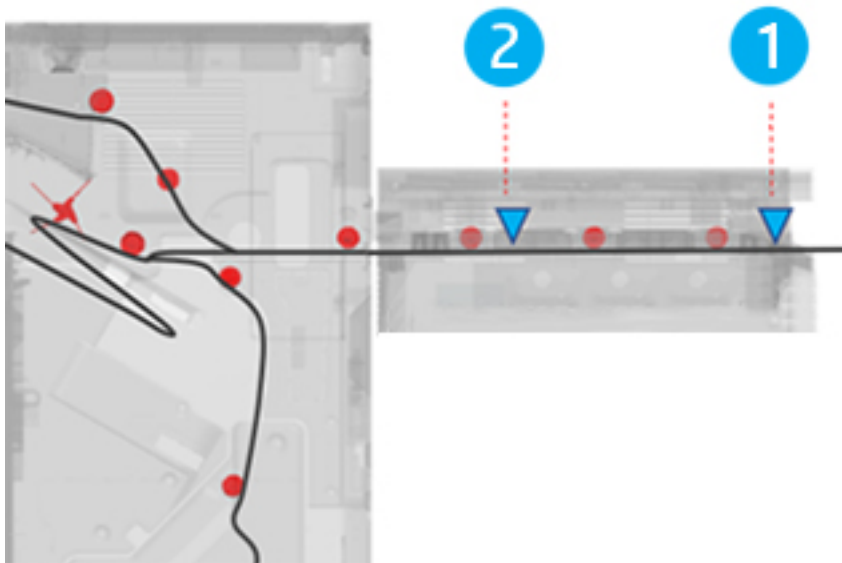


2. Turn the printer off, and then on.
3. If the paper being used is not A4 or letter, test with A4 or letter fed long edge first as indicated below. If a new error occurs, follow that error guide.



4. Check the paper path from the bridge entrance sensor to the bridge exit sensor. Take a very close look at where the paper leading edge stopped.

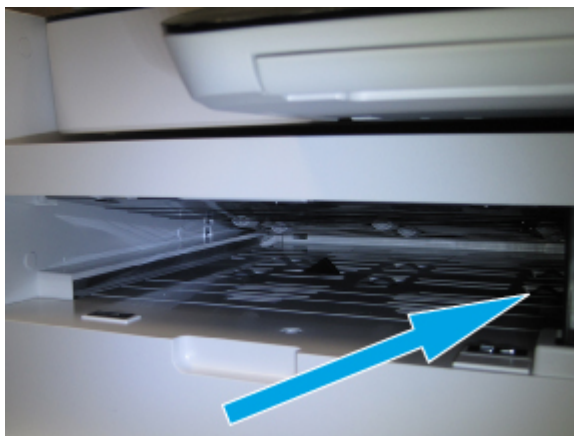
Check for a foreign substance, a deformed shape, paper path obstructions that can cause this error.



Callout 1: IPTU entrance sensor

Callout 2: IPTU exit sensor

5. Check the IPTU input sensor.



- a. Open the following menus:

- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

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

- b. Run test 113–2070, 2 Bin Finisher Bridge Entrance Sensor.

- c. If the sensor does not function correctly, disconnect and reconnect both ends of the wire harness to the sensor and IPTU PCA.
- d. Retest the sensor. If the sensor does not function correctly, replace the sensor.

Part number: 0604-001415

For instructions: Removal and replacement: Bridge entrance sensor See the Repair Service Manual for this product.

6. Check the IPTU feed motor.

- a. Run test 113–2560, 2 Bin Finisher Bridge Feed Motor.
- b. If the motor does not function correctly, disconnect and reconnect both ends of the wire harness to the motor and booklet PCA.
- c. Retest the motor. If the test fails, replace the IPTU motor.

Part number: JC31-00163B

For instructions: Removal and replacement: Bridge motor See the Repair Service Manual for this product.

13.E1.Dz

Paper delay jam. The front end of the paper fails to reach the IPTU entrance sensor. The "z" indicates the type of paper that the printer is currently set to print on.

The output destination (output flag is missing or sensor is bad)



NOTE: This error might be caused when the 1st exit is missing the output flag because it was set up for an inner finisher or an output device/bridge and they are missing or unplugged.

Once installed, the finisher or bridge cannot be removed without reinstalling the bin full actuator and run the printer without them.

During installation, retain the actuator for later use.

13.E1.D1 - Paper type set to AutoSense

13.E1.D2 - Paper type set to Normal

13.E1.D3 - Paper type set to Light 1,2 or 3

13.E1.D4 - Paper type set to Heavy 1

13.E1.D5 - Paper type set to Heavy 2

13.E1.D6 - Paper type set to Heavy 3

13.E1.D7 - Paper type set to Glossy 1

13.E1.D8 - Paper type set to Glossy 2

13.E1.D9 - Paper type set to Glossy 3

Recommended action for customers

1. Open the IPTU access cover, remove the paper from the main body exit or the IPTU entrance, and then close the door.



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

Recommended action for call-center agents and onsite technicians

 **NOTE:** For part-replacement procedures, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Check if the IPTU or inline finisher have been removed and the printer is being used without an output device.

 **NOTE:** This error might be caused when the 1st exit is missing the output flag because it was set up for an inner finisher or an output device/bridge and they are missing or unplugged.

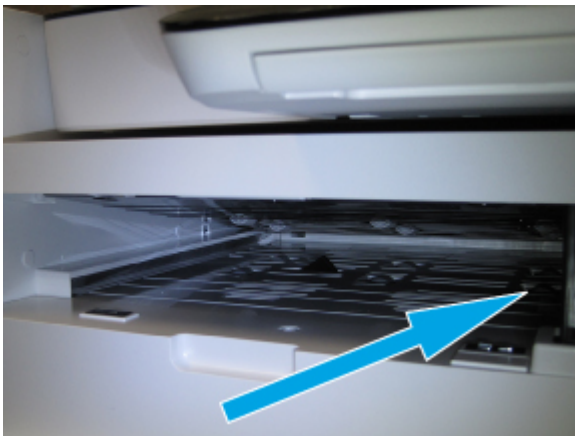
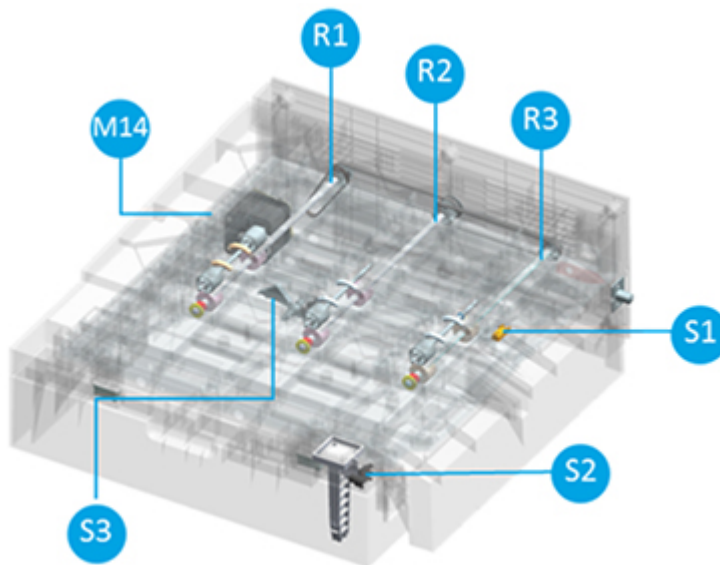
Once installed, the finisher or bridge cannot be removed without reinstalling the bin full actuator and run the printer without them.

During installation, retain the actuator for later use.

2. Open the IPTU access cover, remove the paper from the main body exit or the IPTU entrance, and then close the door.



3. Turn the printer off, and then on.
4. Check the IPTU input sensor S1.



- a. Open the following menus:

- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

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

- b. Run test 113–2070, 2 Bin Finisher Bridge Entrance Sensor.

- c. If the sensor does not function correctly, disconnect and reconnect both ends of the wire harness to the sensor and IPTU PCA.

- d. Retest the sensor. If the sensor does not function correctly, replace the sensor.

Part number: JC32-00020A

For instructions: Removal and replacement: Bridge entrance sensor See the Repair Service Manual for this product.

- e. If the sensor actuator flag is damaged, replace the actuator.

Part number: JC66-04569A

For instructions: Removal and replacement: Bridge entrance sensor See the Repair Service Manual for this product.

13.E1.FF

Paper detected at the IPTU entrance sensor when initialized.

Recommended action for customers

1. Open the IPTU access cover, remove the paper from the main body exit or the IPTU entrance, and then close the door.



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

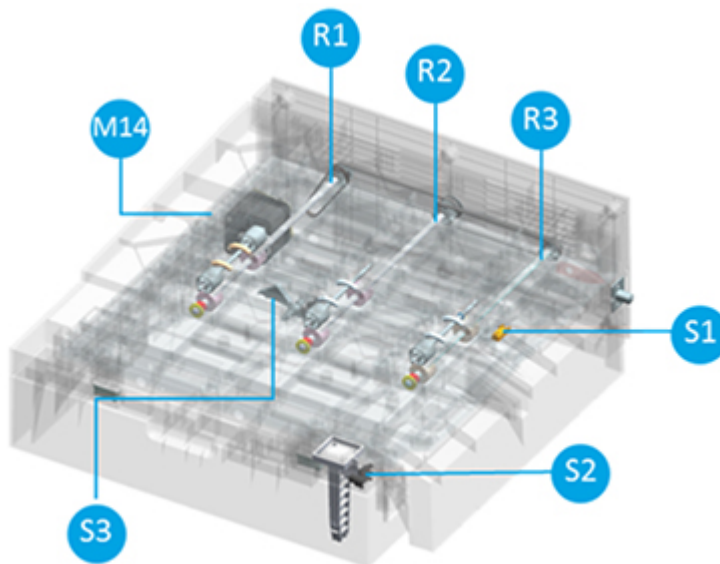
Recommended action for call-center agents and onsite technicians

 **NOTE:** For part-replacement procedures, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Open the IPTU access cover, remove the paper from the main body exit or the IPTU entrance, and then close the door.



2. Turn the printer off, and then on.
3. Check the IPTU input sensor S1.





a. Open the following menus:

- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

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

b. Run test 113–2070, 2 Bin Finisher Bridge Entrance Sensor.

c. If the sensor does not function correctly, disconnect and reconnect both ends of the wire harness to the sensor and IPTU PCA.

d. Retest the sensor. If the sensor does not function correctly, replace the sensor.

Part number: JC32-00020A

For instructions: Removal and replacement: Bridge entrance sensorSee the Repair Service Manual for this product.

e. If the sensor actuator flag is damaged, replace the actuator.

Part number: JC66-04569A

For instructions: Removal and replacement: Bridge entrance sensorSee the Repair Service Manual for this product.

13.E2.FF

Paper detected at the IPTU middle sensor when initialized.

Recommended action for customers

1. Open the IPTU access cover, remove the paper from the main body exit or the IPTU entrance, and then close the door.



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

Recommended action for call-center agents and onsite technicians



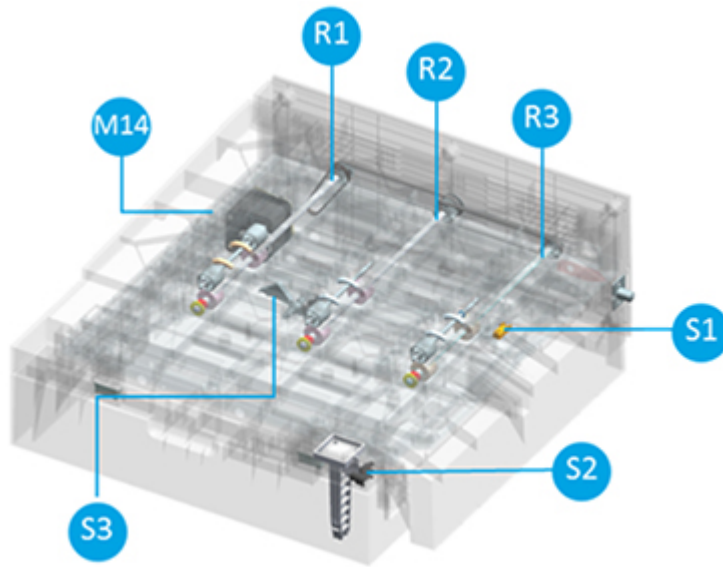
NOTE: For part-replacement procedures, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Open the IPTU access cover, remove the paper from the main body exit or the IPTU entrance, and then close the door.



2. Turn the printer off, and then on.

3. Check the IPTU exit sensor S3.



- a. Open the following menus:

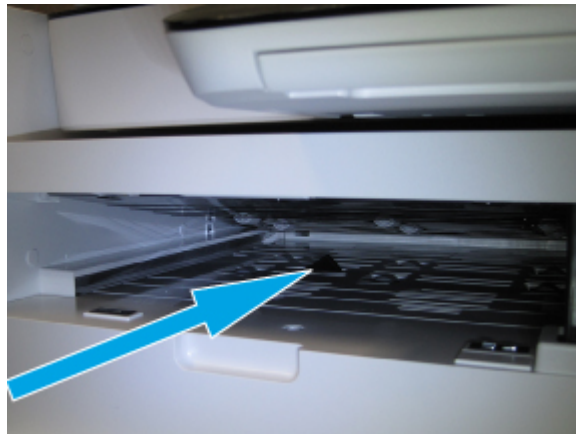
- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

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

- b. Run test 113–2070, 2 Bin Finisher Bridge Entrance Sensor.



- c. If the sensor does not function correctly, disconnect and reconnect both ends of the wire harness to the sensor and IPTU PCA.

- d. Retest the sensor. If the sensor does not function correctly, replace the sensor.

Part number: 0604-001393

For instructions: Remove and replace: Bridge (IPTU) exit sensorSee the Repair Service Manual for this product.

- e. If the sensor actuator flag is damaged, replace the actuator.

Part number: JC66-04569A

For instructions: Remove and replace: Bridge (IPTU) exit sensorSee the Repair Service Manual for this product.

13.E7.Az

Paper stay jam in exit area.

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

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



NOTE: The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Open the right side cover. 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



NOTE: The service PIN for this printer is: 04077817

- Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
- b. Run test 102-0371, Exit 2 Sensor.
 - c. Remove the exit unit.

- d. Check if the return sensor actuator is broken or deformed. If necessary, reassemble or replace it.
 Actuator bin full output part number: JC66-04339A
 Actuator lever part number: JC66-02218A
 Actuator lever output full part number: JC66-02278A
- e. Check if the return sensor is connected correctly. If the connection is OK, replace the sensor.
 Part number: 0604-001393
- 4. Check the exit drive.
 - a. Run test 100-0430, Exit 2 Motor Forward.
 - b. If the test fails, check the harness connection to the motor from the main board PCA.
 - c. If the harness connection is OK, replace the exit drive motor.
 Part number: JC93-00452A
- 5. Check the fuser/exit drive unit.
 - a. Run test 109-0030, Fuser Motor Forward. If the motor functions correctly, skip to the step for testing 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 they are damaged or if obstructions cannot be cleared, replace the fuser drive.
 Fuser output drive part number: JC93-00441A
 For instructions: Removal and replacement: Fuser output drive assembly See the Repair Service Manual for this product.
 - d. Inspect the fuser unit. If the gears on the fuser are damaged, replace the fuser.
 110V fuser part number: JC82-00472A
 220V fuser part number: JC82-00485A
 For instructions: Removal and replacement: Fuser See the Repair Service Manual for this product.
 - e. If the gear drive is clean replace the fuser drive motor.
 Fuser drive motor part number: JC31-00123B

13.E7.Dz

Paper jam in exit area. ("z" indicates the type of paper that is being printed on)

The failed to reach the exit 2 paper sensor in the time limit.

13.E7.D1 - Printing in Plain paper mode.

13.E7.D2 - Printing in Thin paper mode.

13.E7.D3 - Printing in Recycled paper mode.

13.E7.D4 - Printing in Thick paper mode.

- 13.E7.D5 - Printing in Heavy paper mode.
- 13.E7.D6 - Printing in Extra Heavy paper mode.
- 13.E7.D7 - Printing in Extra Heavy Card stock paper mode.
- 13.E7.D8 - Printing in Glossy paper mode.
- 13.E7.D9 - Printing in Heavy Glossy paper mode.
- 13.E7.DA - Printing in Bond paper mode.
- 13.E7.DB - Printing in Transparency paper mode.
- 13.E7.DC - Printing in Label paper mode.
- 13.E7.DD - Printing in Envelope paper mode.
- 13.E7.DE - Printing in Archive paper mode.

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



NOTE: The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Open the right side cover. 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



NOTE: The service PIN for this printer is: 04077817

- Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
- b. Run test 102-0371, Exit 2 Sensor.
 - c. Remove the exit unit.

- d. Check if the return sensor actuator is broken or deformed. If necessary, reassemble or replace it.
 Actuator bin full output part number: JC66-04339A
 Actuator lever part number: JC66-02218A
 Actuator lever output full part number: JC66-02278A
- e. Check if the return sensor is connected correctly. If the connection is OK, replace the sensor.
 Part number: 0604-001393
- 4. Check the exit drive.
 - a. Run test 100-0430, Exit 2 Motor Forward.
 - b. If the test fails, check the harness connection to the motor from the main board PCA.
 - c. If the harness connection is OK, replace the exit drive motor.
 Part number: JC93-00452A
- 5. Check the fuser/exit drive unit.
 - a. Run test 109-0030, Fuser Motor Forward. If the motor functions correctly, skip to the step for testing 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 they are damaged or if obstructions cannot be cleared, replace the fuser drive.
 Fuser output drive part number: JC93-00441A
 For instructions: Removal and replacement: Fuser output drive assembly See the Repair Service Manual for this product.
 - d. Inspect the fuser unit. If the gears on the fuser are damaged, replace the fuser.
 110V fuser part number: JC82-00472A
 220V fuser part number: JC82-00485A
 For instructions: Removal and replacement: Fuser See the Repair Service Manual for this product.
 - e. If the gear drive is clean replace the fuser drive motor.
 Fuser drive motor part number: JC31-00123B

13.E7.FF

A jam occurred when paper is detected at the exit 2 sensor during warming up.

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



NOTE: The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Open the right side cover. 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



NOTE: The service PIN for this printer is: 04077817

- Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
- b. Run test 102-0371, Exit 2 Sensor.
 - c. Remove the exit unit.
 - d. Check if the return sensor actuator is broken or deformed. If necessary, reassemble or replace it.

Actuator bin full output part number: JC66-04339A

Actuator lever part number: JC66-02218A

Actuator lever output full part number: JC66-02278A

- e. Check if the return sensor is connected correctly. If the connection is OK, replace the sensor.

Part number: 0604-001393

4. Check the exit drive.

- a. Run test 100-0430, Exit 2 Motor Forward.
- b. If the test fails, check the harness connection to the motor from the main board PCA.
- c. If the harness connection is OK, replace the exit drive motor.

Part number: JC93-00452A

5. Check the fuser/exit drive unit.

- a. Run test 109-0030, Fuser Motor Forward. If the motor functions correctly, skip to the step for testing 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 they are damaged or if obstructions cannot be cleared, replace the fuser drive.

Fuser output drive part number: JC93-00441A

For instructions: Removal and replacement: Fuser output drive assembly See the Repair Service Manual for this product.

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

110V fuser part number: Z7Y77-67002

220V fuser part number: Z9M03-67002

For instructions: Removal and replacement: Fuser See the Repair Service Manual for this product.

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

Fuser drive motor part number: JC31-00123B

13.60.A1, 13.60.A2 or 13.60.A3

Paper stay jam. The paper failed to leave the entrance sensor of the finisher.

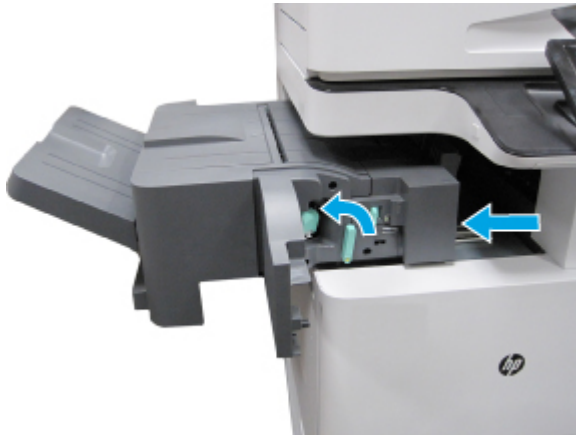
- **13.60.A1** Finisher input jam when printing to top output tray.
- **13.60.A2** Finisher input jam when printing to main output tray. (Stapler/Stacker-Booklet Maker only)
- **13.60.A3** Finisher input jam when printing to booklet output tray. (Stapler/Stacker-Booklet Maker only)

Inner Finisher: Recommended action for customers

1. Open the finisher and check for any jammed paper or obstructions, and remove them.
 - a. Open the finisher door.



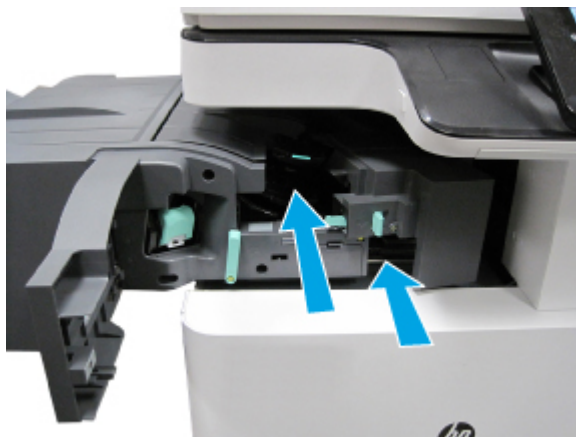
- b. Use the release lever to slide the inner finisher away from the printer.



- c. Open the right and upper jam covers.

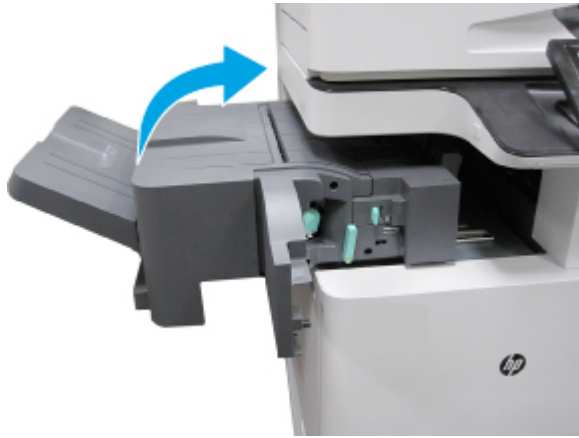


- d. Inspect the areas for paper jams or obstructions.

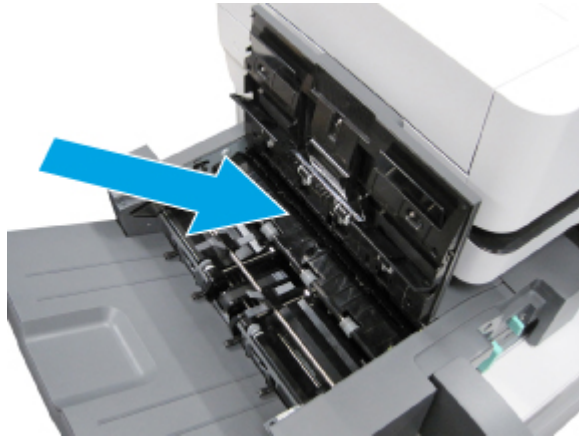


- e. Close the covers and slide the inner finisher into place.

- f. Open the finisher output cover.



- g. Remove any jammed paper or obstructions.



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

Stapler/Stacker - Booklet Maker: Recommended action for customers

- 1. Check the IPTU for paper jams or obstructions.

- a. Open the IPTU cover.



- b. Check for paper jams or obstructions.

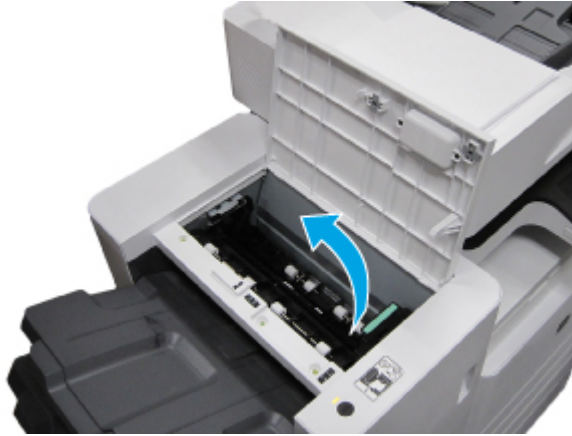


2. Check the finisher for paper jams or obstructions.

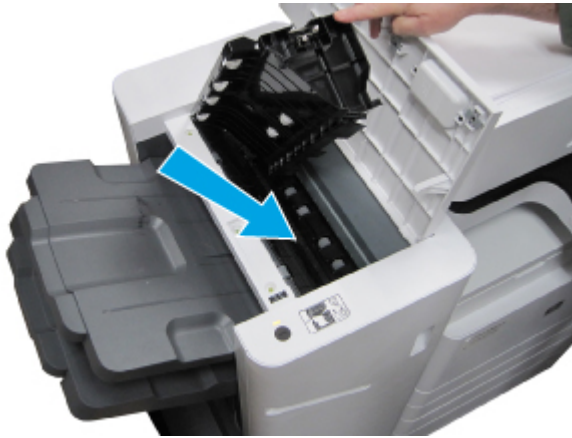
- a. Open the finisher top cover.



- b. Open the inner jam cover.



- c. Check for jams in the indicated area.



- d. Open the finisher front cover and inner jams access cover.



- e. Remove any jams or obstructions.
- f. Close all finisher covers.
3. If the error persists, turn the printer off, and then on.

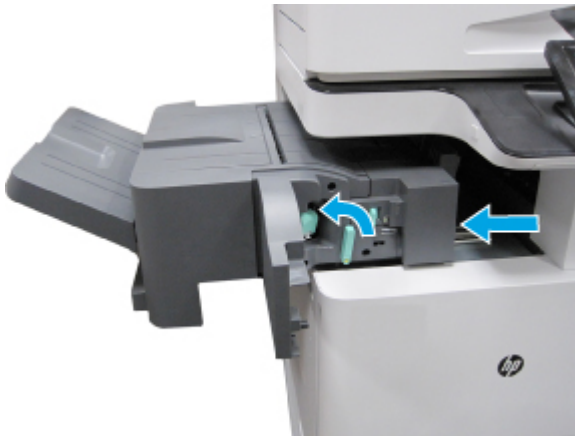
4. If the error persists, please contact customer support.

Inner finisher: Recommended action for call-center agents and onsite technicians

1. Open the finisher and check for any jammed paper or obstructions, and remove them.
 - a. Open the finisher door.



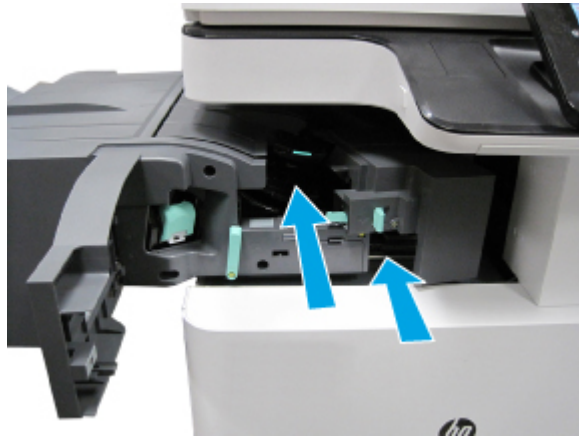
- b. Use the release lever to slide the inner finisher away from the printer.



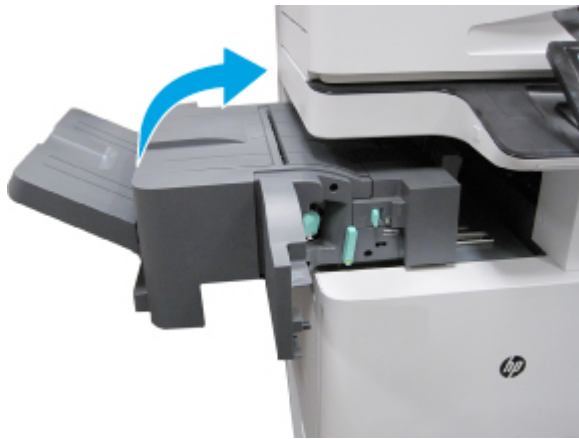
- c. Open the right and upper jam covers.



- d. Inspect the areas for paper jams or obstructions.



- e. Close the covers and slide the inner finisher into place.
- f. Open the finisher output cover.



- g. Remove any jammed paper or obstructions.



- h. Close the covers and slide the inner finisher back into printer.
2. Turn the printer off, and then on.

3. If the jam is occurring with paper that is not A4 or Letter, try printing out with A4 or letter paper using long edge feeding. If another error appears, follow the troubleshooting for that specific error.



4. If the error persists, Check the finisher exit motor (M2).

- a. Open the following menus:

- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

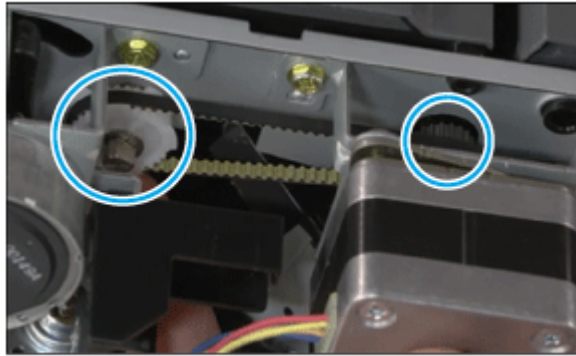
- Service Tools
- Diagnostics
- Engine Diagnostics
- Engine Test Routines

- b. Run test 113-0502 Finisher Exit Motor.

- c. Check the driving gear to ensure it is installed with the correct orientation and to make sure the one-way bearing is running in the correct direction.



- d. Check the belt to ensure it is properly installed at the driving gear and the exit motor. The image below shows the correct installation of the belt.



- e. If the test fails, disconnect and reconnect both ends of the wire harness from the exit motor to the finisher PCA.
 - f. Retest the entrance motor. If the test fails, replace the exit motor.
Part number: JC31-00169B
For instructions: Removal and replacement: Inner finisher exit motor See the Repair Service Manual for this product.
5. If all other troubleshooting has been performed and the error persists, replace the inner finisher PCA.
Part number: JC92-02774B

Stapler/Stacker or Booklet Finishers: Recommended action for call-center agents and onsite technicians

- 1. Check the IPTU for paper jams or obstructions.
 - a. Open the IPTU cover.



- b. Check for paper jams or obstructions.



- 2. Check the finisher for paper jams or obstructions.

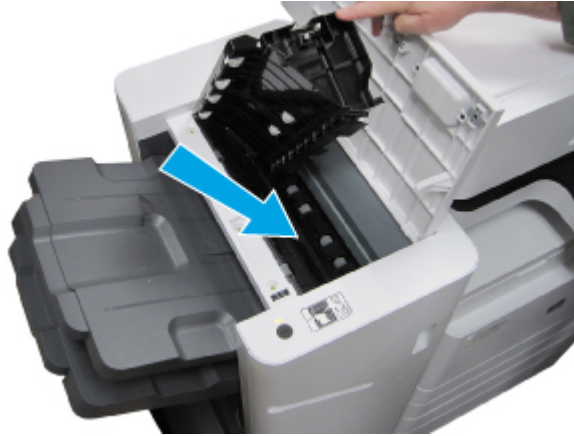
- a. Open the finisher top cover.



- b. Open the inner jam cover.



- c. Check for jams in the indicated area.



- d. Open the finisher front cover and inner jams access cover.



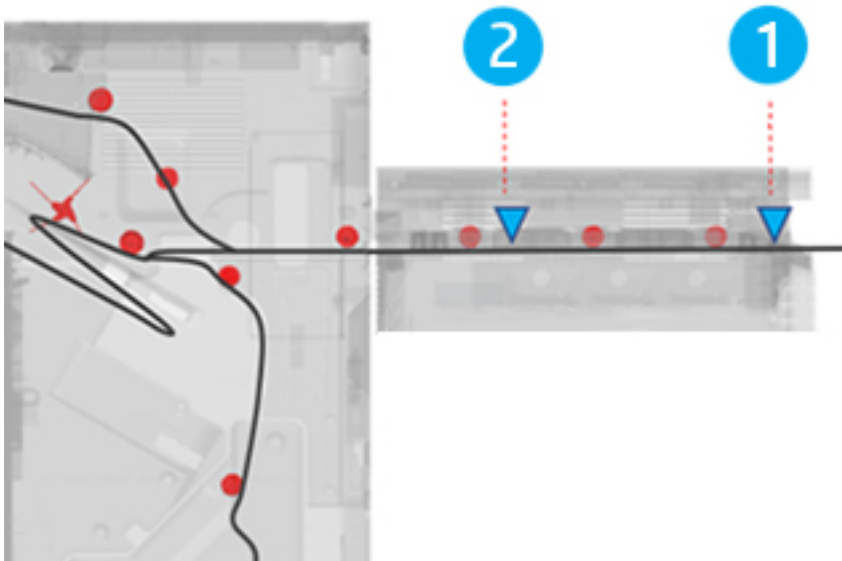
- e. Remove any jams or obstructions.
 - f. Close all finisher covers.
3. If the jam is occurring with paper that is not A4 or Letter, try printing out with A4 or letter paper using long edge feeding. If another error appears, follow the troubleshooting for that specific error.



4. Turn the printer off, and then on.

5. Check the paper path from the bridge entrance sensor to the bridge exit sensor. Take a very close look at where the paper leading edge stopped.

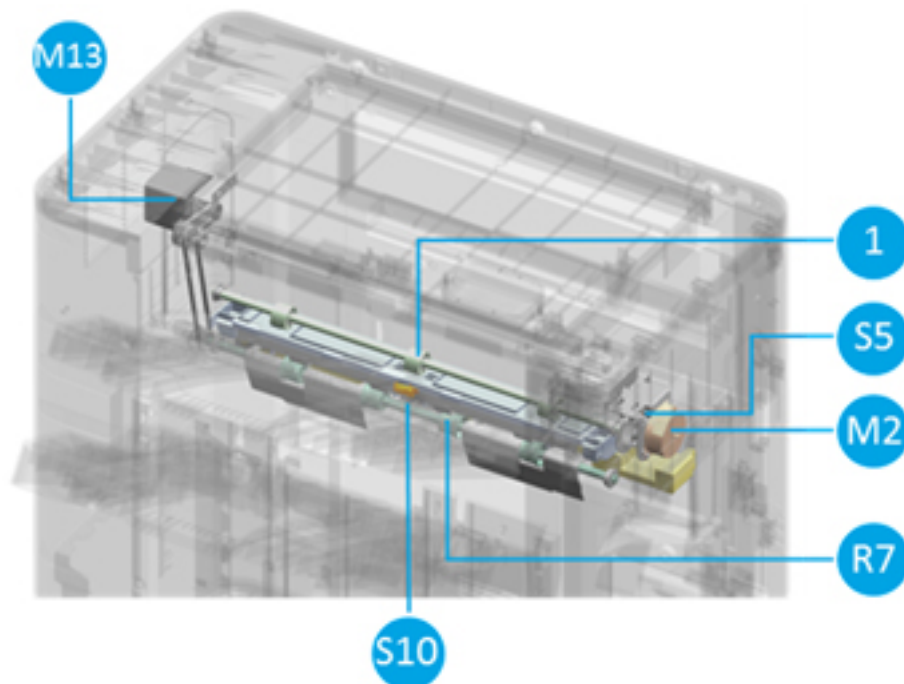
Check for a foreign substance, a deformed shape, or paper path obstructions that can cause this error.



Callout 1: IPTU entrance sensor

Callout 2: IPTU exit sensor

6. If the persists, check the finisher exit motor (M13).



- a. Open the following menus:

- Support Tools

- Service



NOTE: The service PIN for this printer is: 04077817

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

- Run test 113–2580 2 Bin Finisher Exit Feed Motor.

Listen for the sound of the motor running.

- If the test fails, disconnect and reconnect both ends of the wire harness from the motor to the finisher PCA.
- Retest the entrance motor. If the test fails, replace the exit motor.

Part number: JC31-00163B

For instructions: Removal and replacement: Finisher feed exit motor See the Repair Service Manual for this product.

13.60.D1, 13.60.D2 or 13.60.D3

Paper delay jam. The paper failed to reach the finisher entrance sensor before the operation timed out.

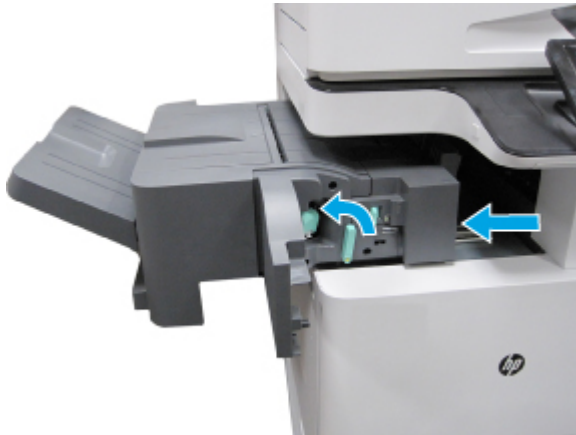
- **13.60.D1** Finisher input jam when printing to top output tray.
- **13.60.D2** Finisher input jam when printing to main output tray. (Stapler/Stacker-Booklet Maker only)
- **13.60.D3** Finisher input jam when printing to booklet output tray. (Stapler/Stacker-Booklet Maker only)

Inner Finisher: Recommended action for customers

- Open the finisher and check for any jammed paper or obstructions, and remove them.
 - Open the finisher door.



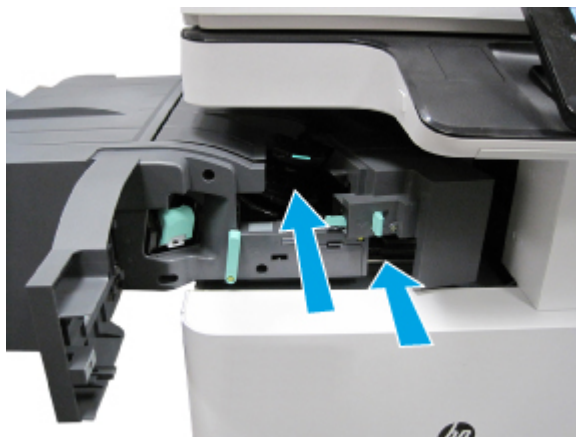
- b. Use the release lever to slide the inner finisher away from the printer.



- c. Open the right and upper jam covers.

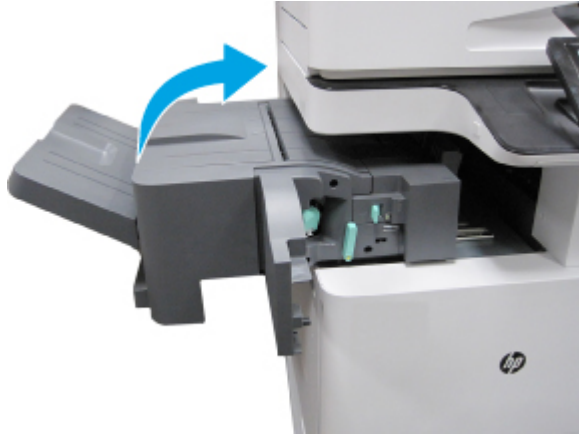


- d. Inspect the areas for paper jams or obstructions.

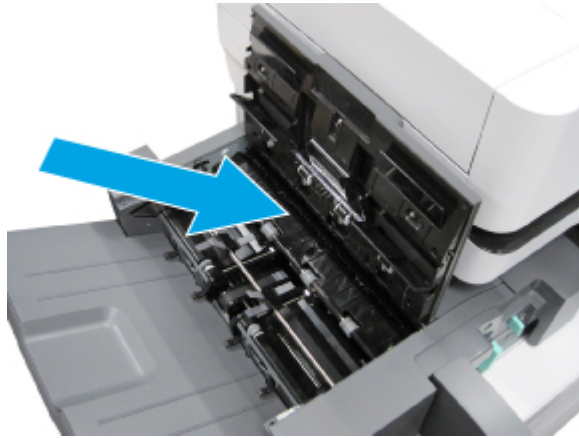


- e. Close the covers and slide the inner finisher into place.

- f. Open the finisher output cover.



- g. Remove any jammed paper or obstructions.



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

Stapler/Stacker - Booklet Maker: Recommended action for customers

- 1. Check the IPTU for paper jams or obstructions.

- a. Open the IPTU cover.



- b. Check for paper jams or obstructions.

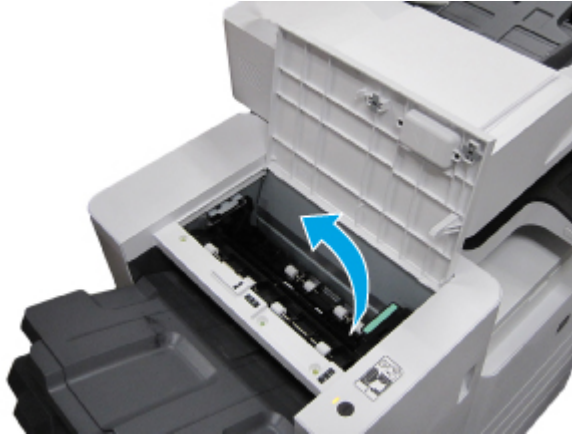


2. Check the finisher for paper jams or obstructions.

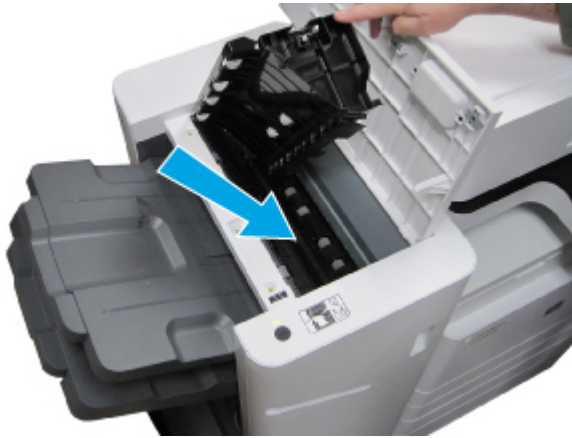
- a. Open the finisher top cover.



- b. Open the inner jam cover.



- c. Check for jams in the indicated area.



- d. Open the finisher front cover and inner jams access cover.



- e. Remove any jams or obstructions.
- f. Close all finisher covers.
3. If the error persists, turn the printer off, and then on.

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

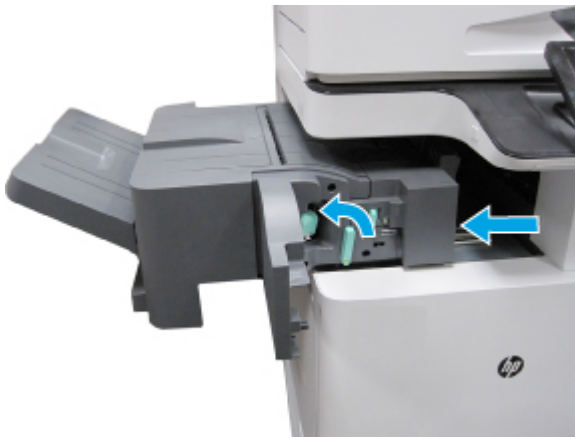
Inner finisher: Recommended action for call-center agents and onsite technicians

 **NOTE:** The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Open the finisher and check for any jammed paper or obstructions, and remove them.
 - a. Open the finisher door.



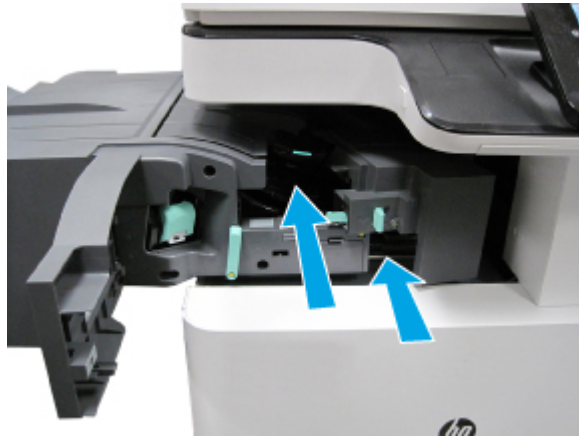
- b. Use the release lever to slide the inner finisher away from the printer.



- c. Open the right and upper jam covers.



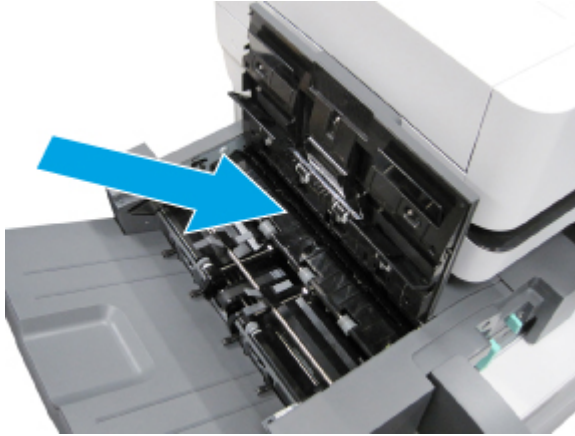
- d. Inspect the areas for paper jams or obstructions.



- e. Close the covers and slide the inner finisher into place.
- f. Open the finisher output cover.



- g. Remove any jammed paper or obstructions.



2. Turn the printer off, and then on.
3. If the error persists, check the finisher entrance motor.

- a. Open the following menus:

- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

- Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
- b. Run test 113-0501 Finisher Entrance Motor.
- c. If the test fails, disconnect and reconnect both ends of the wire harness from the motor to the finisher PCA.
- d. While checking the motor, disconnect and reconnect both ends of the wire harness from the input sensor to the finisher PCA.
- e. Retest the entrance motor. If the test fails, replace the entrance motor.

Part number: JC31-00169B

For instructions: Removal and replacement: Inner finisher entrance motor See the Repair Service Manual for this product.

4. If the motor test passes, check the finisher input sensor.
- a. Disconnect and reconnect both ends of the wire harness from the input sensor to the finisher PCA.
- b. Ensure the sensor actuator flag moves freely.

- c. Replace the sensor as needed.

Part number: 0604-001381

For instructions: Removal and replacement: Inner finisher entrance sensor See the Repair Service Manual for this product.

- 5. If all other troubleshooting has been performed and the error persists, replace the inner finisher PCA.

Part number: JC92-02774B

Stapler/Stacker or Booklet Finishers: Recommended action for call-center agents and onsite technicians



NOTE: For part-replacement procedures, or for missing part numbers, escalate the issue using the Standard Support Process.

- 1. Check the IPTU for paper jams or obstructions.

- a. Open the IPTU cover.



- b. Check for paper jams or obstructions.

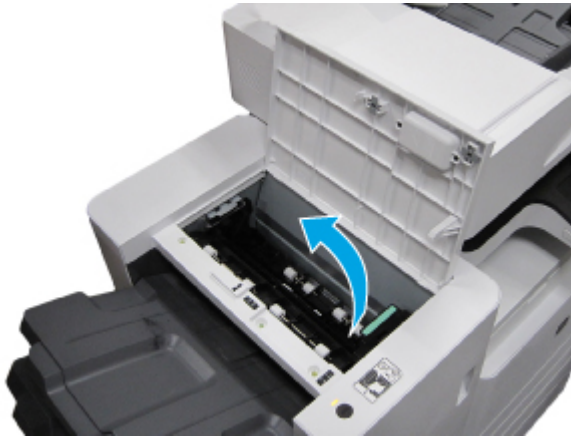


- 2. Check the finisher for paper jams or obstructions.

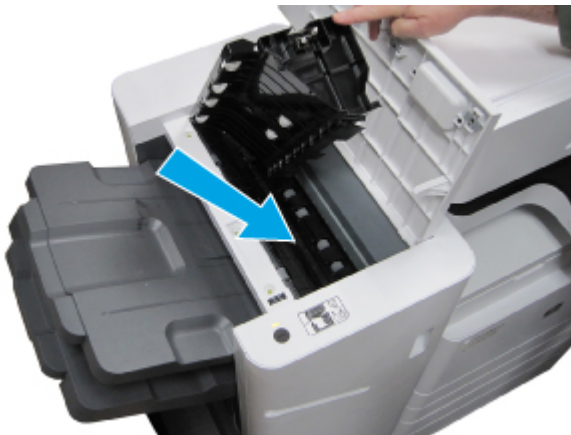
- a. Open the finisher top cover.



- b. Open the inner jam cover.



- c. Check for jams in the indicated area.

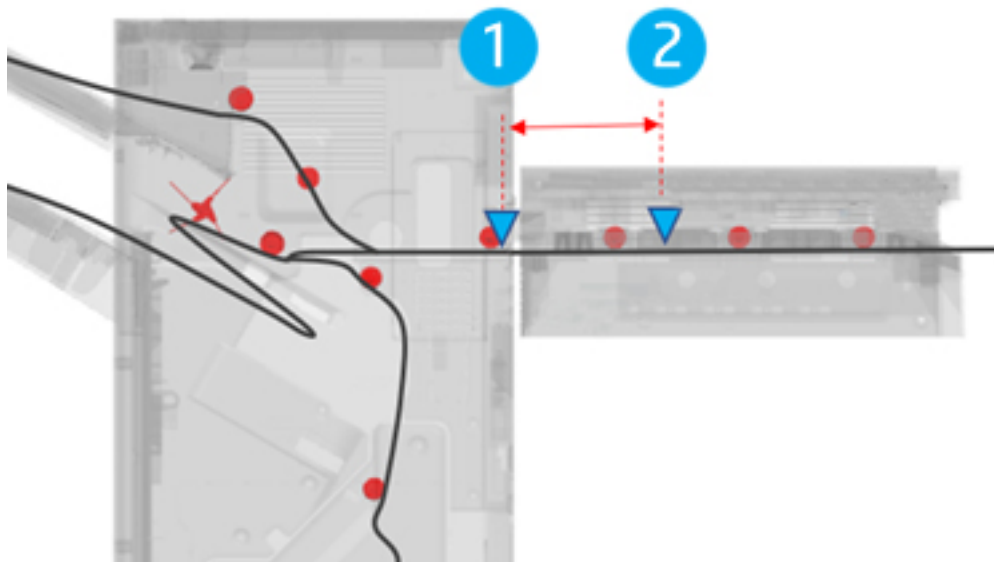


- d. Open the finisher front cover and inner jams access cover.



- e. Remove any jams or obstructions.
 - f. Close all finisher covers.
- 3. Turn the printer off, and then on.
 - 4. Check the paper path from the bridge exit sensor to the finisher entrance sensor. Take a very close look at where the paper leading edge stopped.

Check for a foreign substance, a deformed shape, or paper path obstructions that can cause this error.



Callout 1: Finisher entrance sensor

Callout 2: IPTU exit sensor

5. If the error persists, check the finisher entrance sensor (S12).



- a. Open the following menus:

- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

- Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
- b. Run test 113-2080, 2 Bin Finisher Entrance sensor.
- c. Move a folded piece of paper or card stock in and out and back and forth in the following location and out to check the reading value changes.



- d. If the test fails, disconnect and reconnect both ends of the wire harness from the sensor to the finisher PCA.
- e. If the sensor still fails, replace the sensor.

Part number: JC32-00020A

For instructions: See the Repair Service Manual for this product.

13.60.FF

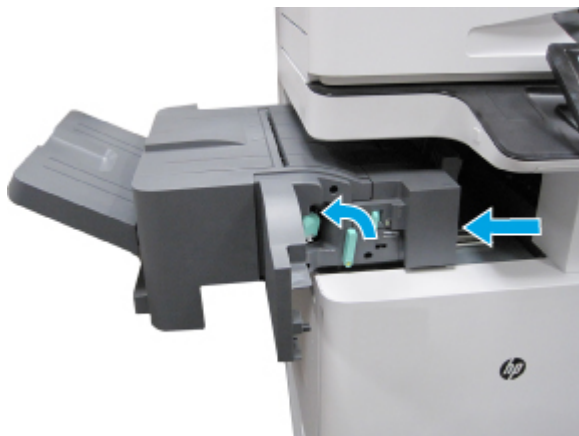
The entrance sensor detects paper when the finisher starts.

Inner Finisher: Recommended action for customers

1. Open the finisher and check for any jammed paper or obstructions, and remove them.
 - a. Open the finisher door.



- b. Use the release lever to slide the inner finisher away from the printer.



- c. Open the right and upper jam covers.



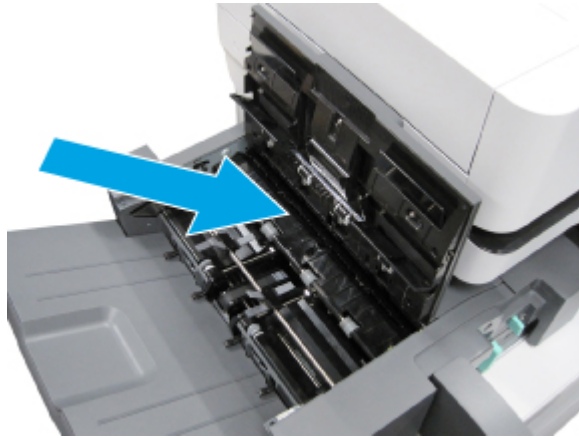
- d. Inspect the areas for paper jams or obstructions.



- e. Open the finisher output cover.



- f. Remove any jammed paper or obstructions.



- g. Close the covers and slide the inner finisher into place.
2. If the error persists, turn the printer off, and then on.
 3. If the error persists, please contact customer support.

Stapler/Stacker - Booklet Maker: Recommended action for customers

1. Check the IPTU for paper jams or obstructions.
 - a. Open the IPTU cover.



- b. Check for paper jams or obstructions.



- 2. Check the finisher for paper jams or obstructions.

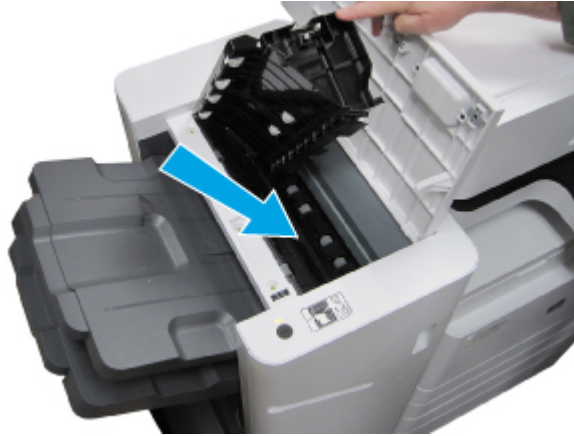
- a. Open the finisher top cover.



- b. Open the inner jam cover.



- c. Check for jams in the indicated area.



- d. Open the finisher front cover and inner jams access cover.



- e. Remove any jams or obstructions.
 - f. Close all finisher covers.
3. If the error persists, turn the printer off, and then on.
 4. If the error persists, please contact customer support.

Inner finisher: Recommended action for call-center agents and onsite technicians



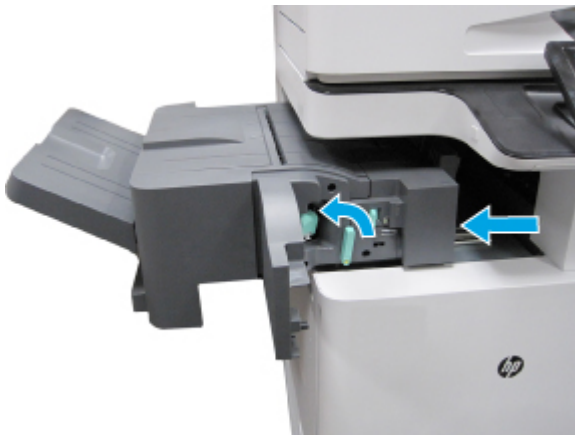
NOTE: The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Open the finisher and check for any jammed paper or obstructions, and remove them.

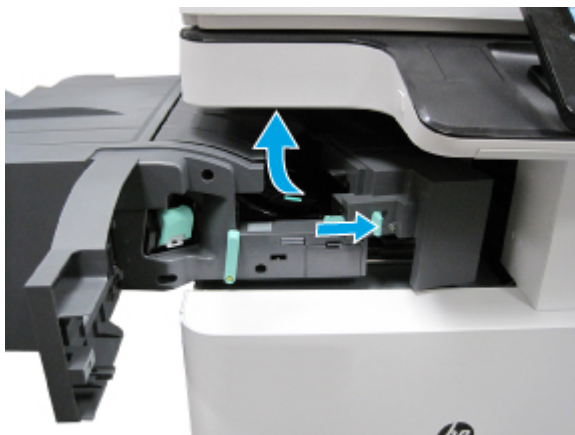
- a. Open the finisher door.



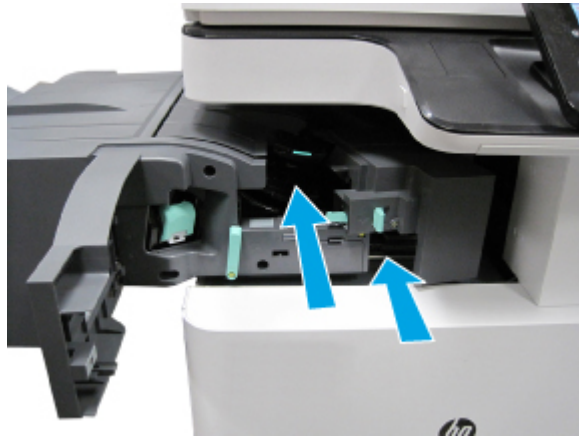
- b. Use the release lever to slide the inner finisher away from the printer.



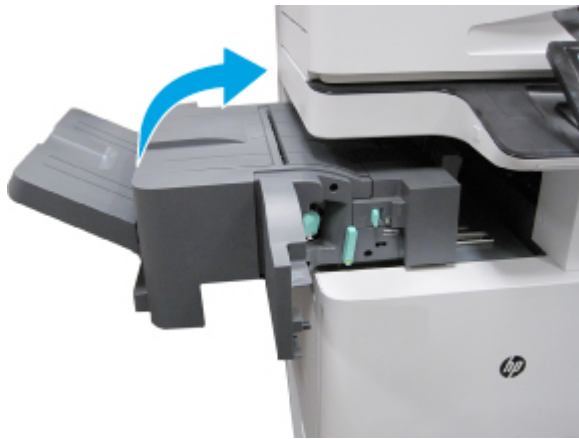
- c. Open the right and upper jam covers.



- d. Inspect the areas for paper jams or obstructions.



- e. Close the covers and slide the inner finisher into place.
- f. Open the finisher output cover.

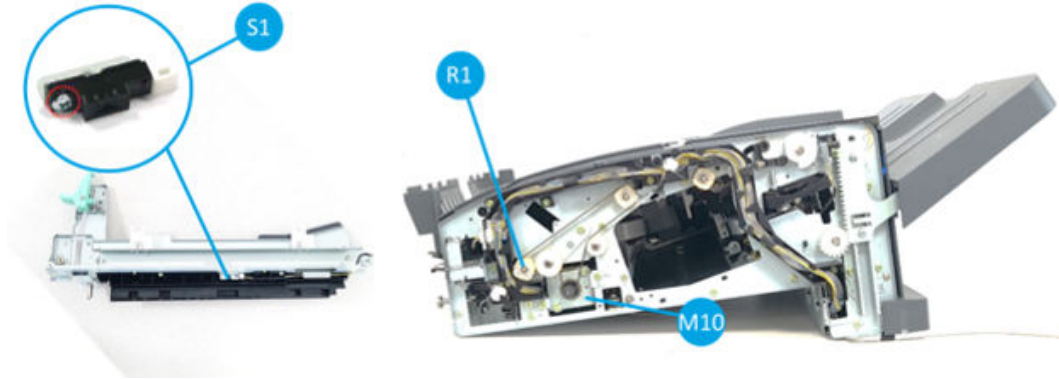


- g. Remove any jammed paper or obstructions.



- h. Close the covers and slide the inner finisher back into the printer.
2. Turn the printer off, and then on.

3. Check the finisher entrance sensor S1.



- a. Ensure the sensor actuator flag moves freely.
- b. Using code 113-0350, run the diagnostic test for the entrance sensor: **Support Tools> > Service> > Service Tools> > Diagnostics> > Engine Diagnostics> > Engine Test Routines**

 **NOTE:** The service PIN for this printer is: 04077817

- c. Cover the entrance sensor (S1) to ensure the reading changes.
- d. Disconnect and reconnect both ends of the wire harness from the input sensor to the finisher PCA.
- e. Replace the sensor as needed.

Part number: 0604-001381

For instructions: Removal and replacement: Inner finisher entrance sensor See the Repair Service Manual for this product.

4. If all other troubleshooting has been performed and the error persists, replace the inner finisher PCA.

Part number: JC92-02774B

Stapler/Stacker or Booklet Finishers: Recommended action for call-center agents and onsite technicians

1. Check the IPTU for paper jams or obstructions.

- a. Open the IPTU cover.



- b. Check for paper jams or obstructions.

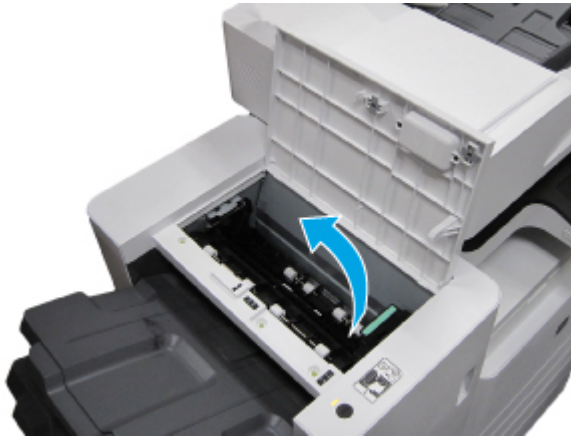


2. Check the finisher for paper jams or obstructions.

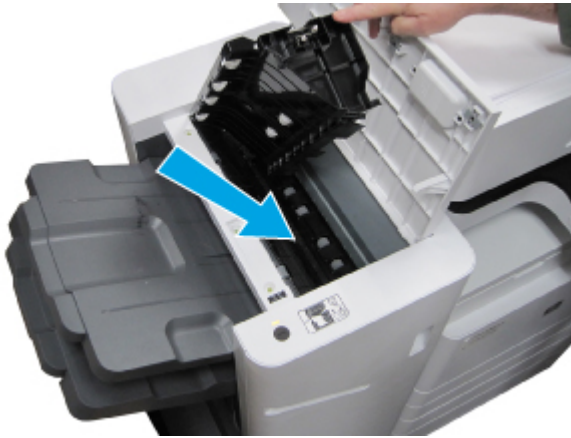
- a. Open the finisher top cover.



- b. Open the inner jam cover.



- c. Check for jams in the indicated area.



- d. Open the finisher front cover and inner jams access cover.



- e. Remove any jams or obstructions.
 - f. Close all finisher covers.
- 3. Turn the printer off, and then on.

4. If the error persists, check the finisher entrance sensor (S12).



- a. Open the following menus:

- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

- Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
- b. Run test 113-2080, 2 Bin Finisher Entrance sensor.
- c. Move a folded piece of paper or card stock in and out and back and forth in the following location and out to check the reading value changes.



- d. Retest the sensor. If the sensor does not read “Low”, disconnect and reconnect both ends of the wire harness from the input sensor to the finisher PCA.
- e. If the test fails, disconnect and reconnect both ends of the wire harness from the sensor to the finisher PCA.
- f. If the sensor still fails, replace the sensor.

Part number: JC32-00020A

For instructions: See the Repair Service Manual for this product.

13.63.A1

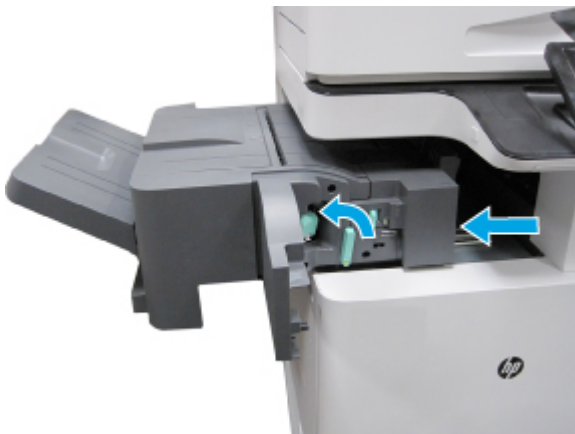
Paper stay jam. The paper failed to exit the pass-through/exit sensor.

Recommended action for customers

1. Open the finisher and check for any jammed paper or obstructions, and remove them.
 - a. Open the finisher door.



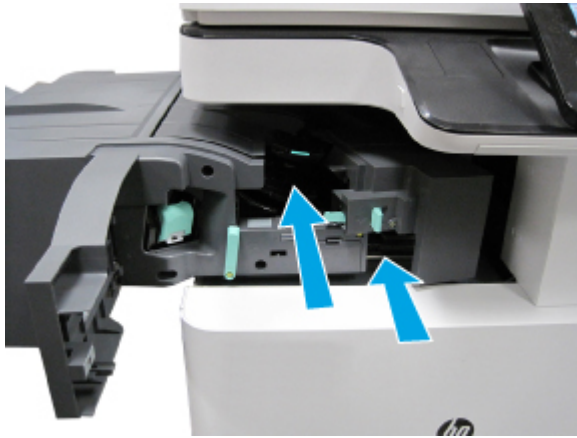
- b. Use the release lever to slide the inner finisher away from the printer.



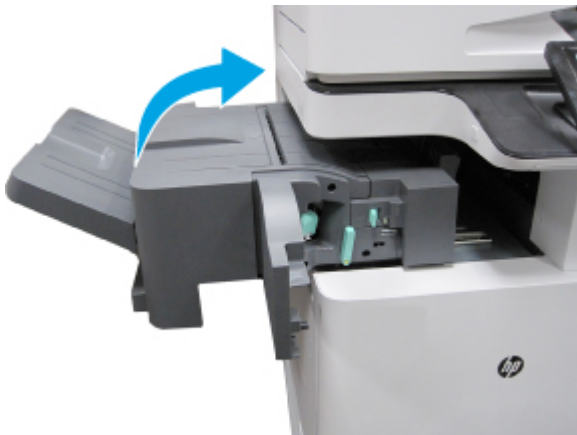
- c. Open the right and upper jam covers.



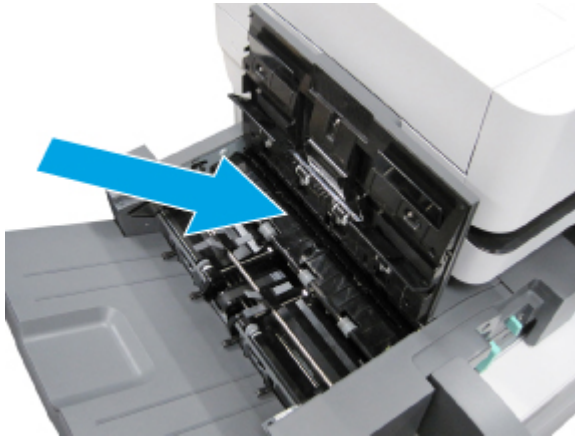
- d. Inspect the areas for paper jams or obstructions.



- e. Open the finisher output cover.



- f. Remove any jammed paper or obstructions.



- g. Close the covers and slide the inner finisher into place.
2. If the error persists, turn the printer off, and then on.
 3. If the error persists, please contact customer support.

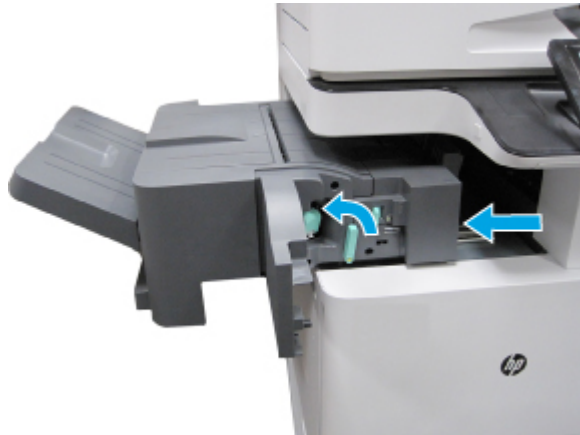
Recommended action for call-center agents and onsite technicians

 **NOTE:** The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Open the finisher and check for any jammed paper or obstructions, and remove them.
 - a. Open the finisher door.



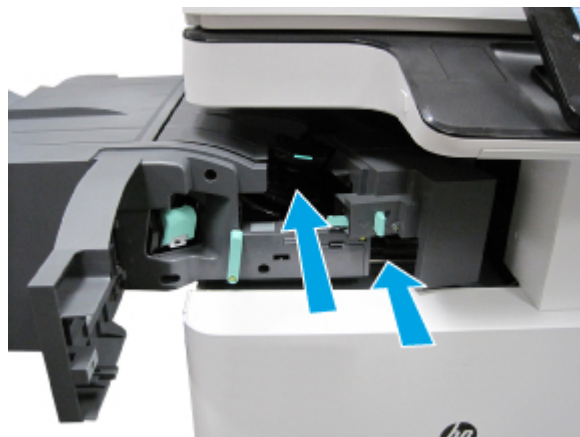
- b. Use the release lever to slide the inner finisher away from the printer.



- c. Open the right and upper jam covers.



- d. Inspect the areas for paper jams or obstructions.



- e. Close the covers and slide the inner finisher into place.

- f. Open the finisher output cover.



- g. Remove any jammed paper or obstructions.



- h. Close the covers and slide the inner finisher back into the printer.

2. Turn the printer off, and then on.
3. If the jam is occurring with paper that is not A4 or Letter, try printing out with A4 or letter paper using long edge feeding. If another error appears, follow the troubleshooting for that specific error.



4. If the error persists, Check the finisher exit motor (M2).

a. Open the following menus:

- Support Tools
- Service

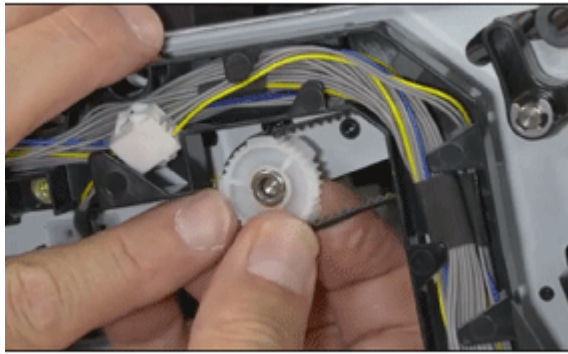


NOTE: The service PIN for this printer is: 04077817

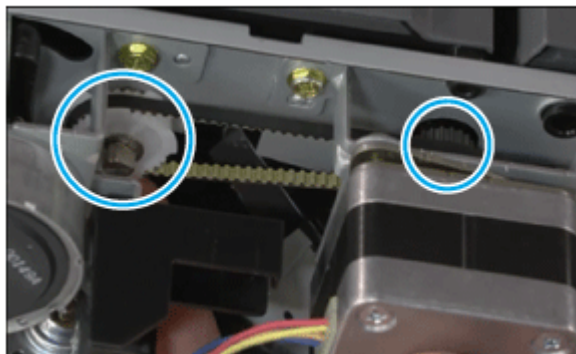
- Service Tools
- Diagnostics
- Engine Diagnostics
- Engine Test Routines

b. Run test 113–0502 Finisher Exit Motor.

c. Check the driving gear to ensure it is installed with the correct orientation and to make sure the one-way bearing is running in the correct direction.



d. Check the belt to ensure it is properly installed at the driving gear and the exit motor. The image below shows the correct installation of the belt.



e. If the test fails, disconnect and reconnect both ends of the wire harness from the exit motor to the finisher PCA.

- f. Retest the entrance motor. If the test fails, replace the exit motor.

Part number: JC31-00169B

For instructions: Removal and replacement: Inner finisher exit motor See the Repair Service Manual for this product.

- 5. If all other troubleshooting has been performed and the error persists, replace the inner finisher PCA.

Part number: JC92-02774B

13.63.AZ

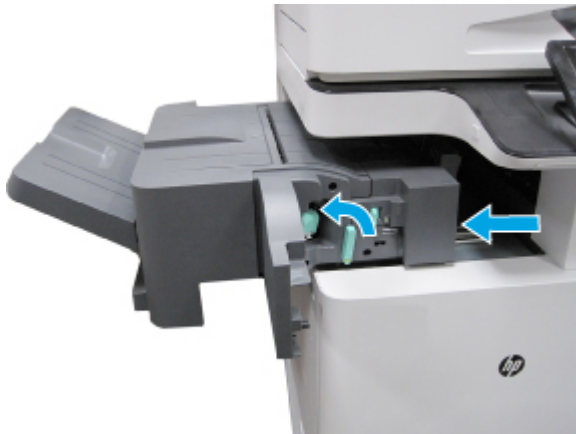
Paper stay jam. The paper failed to exit the pass through/exit sensor.

Recommended action for customers

- 1. Open the finisher and check for any jammed paper or obstructions, and remove them.
 - a. Open the finisher door.



- b. Use the release lever to slide the inner finisher away from the printer.



- c. Open the right and upper jam covers.



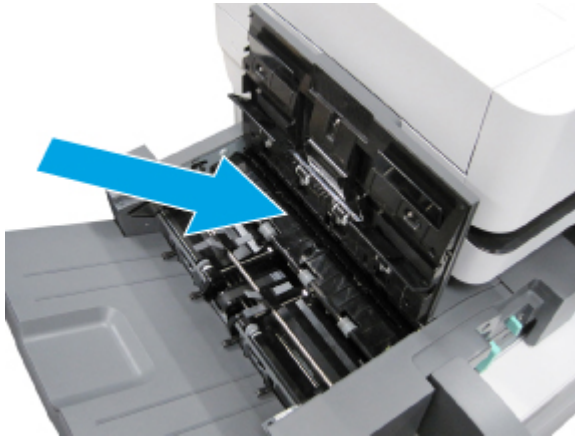
- d. Inspect the areas for paper jams or obstructions.



- e. Open the finisher output cover.



- f. Remove any jammed paper or obstructions.



- g. Close the covers and slide the inner finisher into place.
2. If the error persists, turn the printer off, and then on.
 3. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

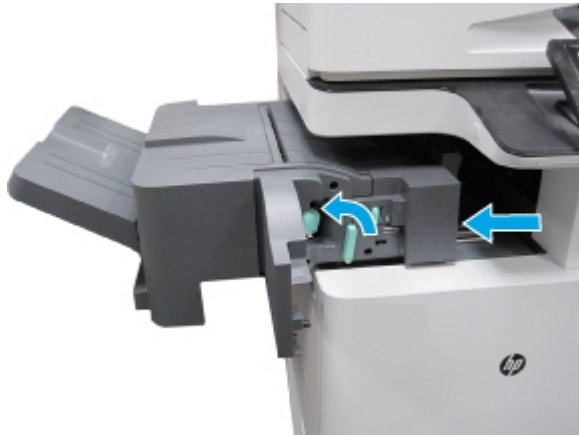


NOTE: The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Open the finisher and check for any jammed paper or obstructions, and remove them.
 - a. Open the finisher door.



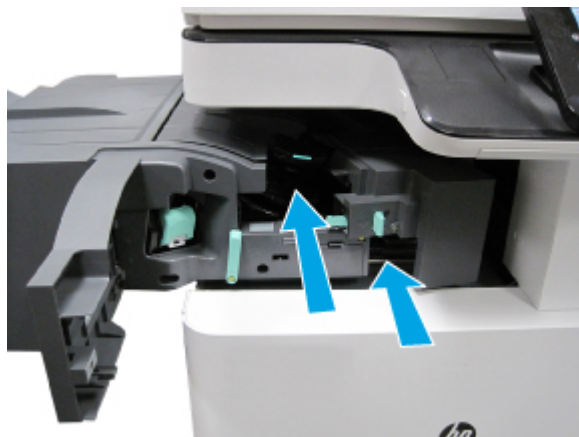
- b. Use the release lever to slide the inner finisher away from the printer.



- c. Open the right and upper jam covers.



- d. Inspect the areas for paper jams or obstructions.



- e. Close the covers and slide the inner finisher into place.

- f. Open the finisher output cover.



- g. Remove any jammed paper or obstructions.

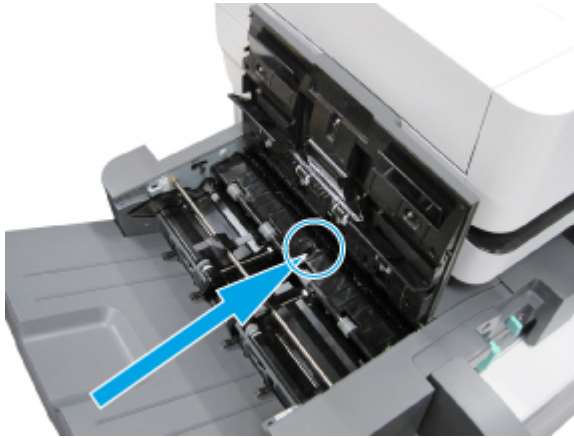


- 2. Turn the printer off, and then on.
- 3. Check the finisher input sensor.
 - a. Disconnect and reconnect both ends of the wire harness from the input sensor to the finisher PCA.
 - b. Replace the sensor as needed.

Part number: 0604-001381

For instructions: Removal and replacement: Inner finisher entrance sensor See the Repair Service Manual for this product.

4. Check the finisher exit sensor.



- a. Ensure the sensor actuator flag moves freely.
- b. Disconnect and reconnect both ends of the wire harness from the exit sensor to the finisher PCA.
- c. Replace the sensor as needed.

Part number: 0604-001415

For instructions: Removal and replacement: Inner finisher exit sensor See the Repair Service Manual for this product.

5. If all other troubleshooting has been performed and the error persists, replace the inner finisher PCA.

Part number: JC92-02774B

13.63.DZ

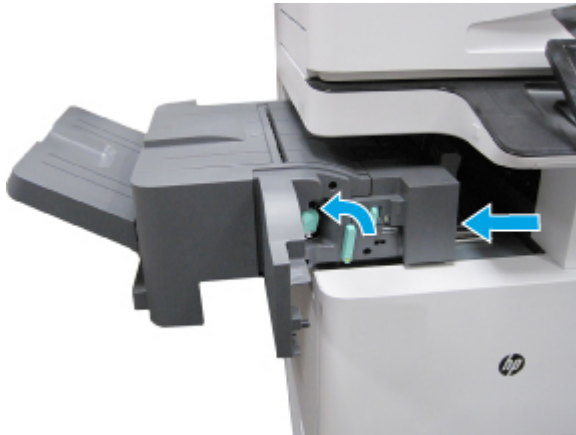
Paper delay jam. The paper fed to the finisher fails to reach the finisher pass-through sensor.

Recommended action for customers

1. Open the finisher and check for any jammed paper or obstructions, and remove them.
 - a. Open the finisher door.



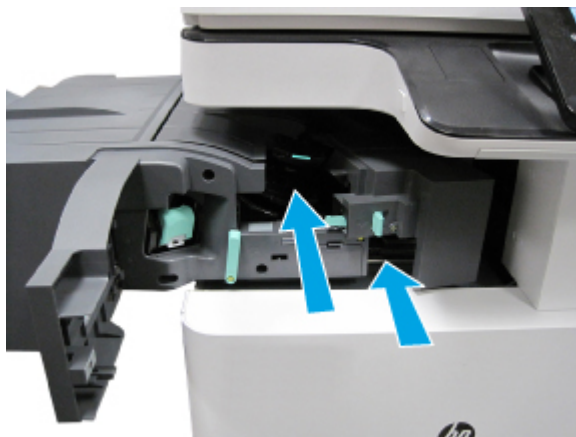
- b. Use the release lever to slide the inner finisher away from the printer.



- c. Open the right and upper jam covers.



- d. Inspect the areas for paper jams or obstructions.



- e. Open the finisher output cover.



- f. Remove any jammed paper or obstructions.



- g. Close the covers and slide the inner finisher into place.
2. If the error persists, turn the printer off, and then on.
 3. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

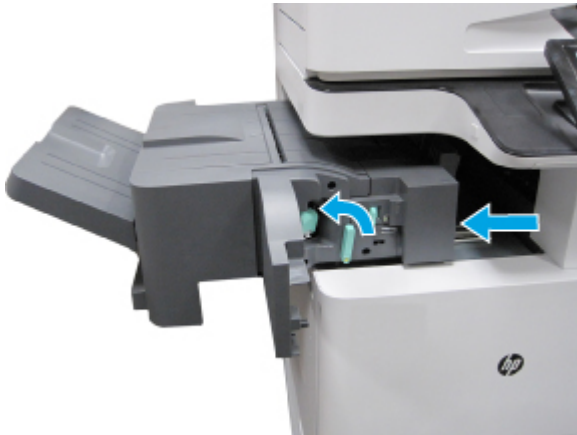
 **NOTE:** The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Open the finisher and check for any jammed paper or obstructions, and remove them.

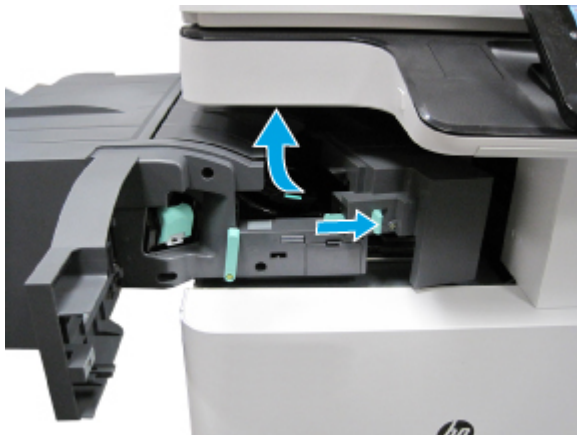
- a. Open the finisher door.



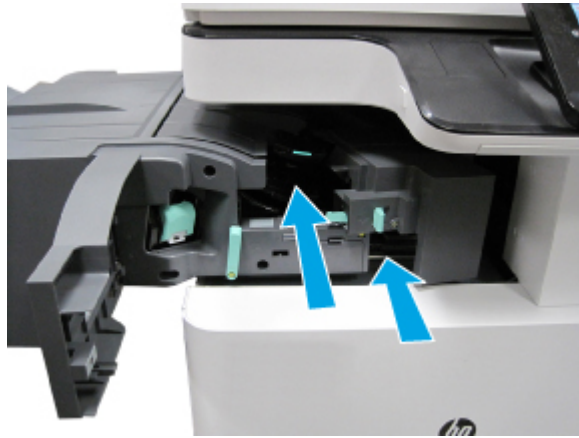
- b. Use the release lever to slide the inner finisher away from the printer.



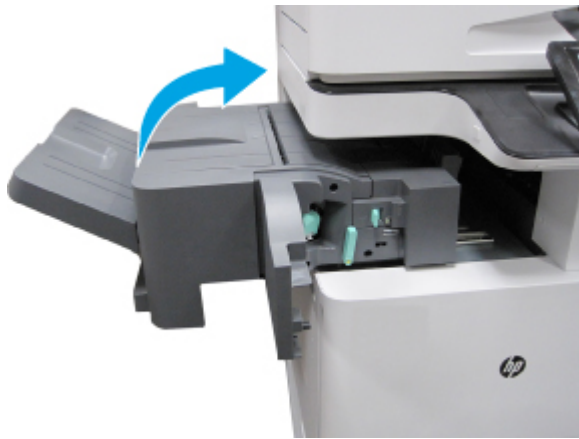
- c. Open the right and upper jam covers.



- d. Inspect the areas for paper jams or obstructions.



- e. Close the covers and slide the inner finisher into place.
- f. Open the finisher output cover.

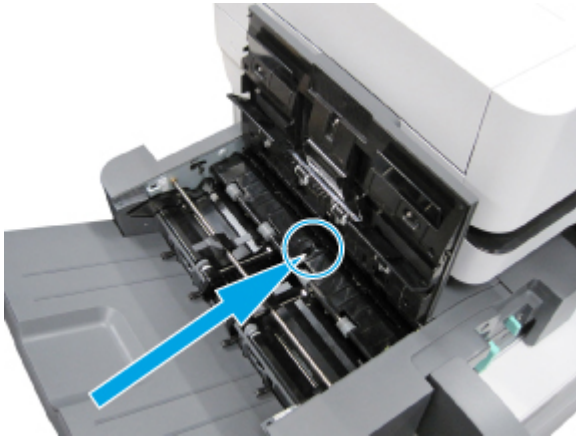


- g. Remove any jammed paper or obstructions.



- h. Close the covers and slide the inner finisher back into the printer.
2. Turn the printer off, and then on.

3. Check the finisher exit sensor.



- a. Ensure the sensor actuator flag moves freely.

- b. Open the following menus:

- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

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

- c. Run test 113-0360 Finisher Exit sensor.
- d. Disconnect and reconnect both ends of the wire harness from the input sensor to the finisher PCA.
- e. Replace the sensor as needed.

Part number: 0604-001415

For instructions: Removal and replacement: Inner finisher exit sensor See the Repair Service Manual for this product.

4. If all other troubleshooting has been performed and the error persists, replace the inner finisher PCA.

Part number: JC92-02774B

13.63.F0

The pass-through/exit sensor detects paper when the finisher initializes.

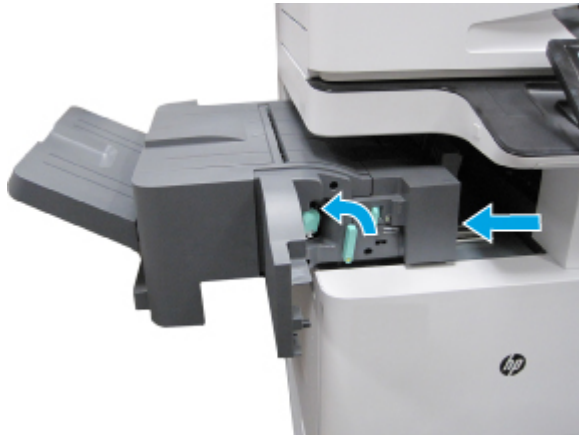
Recommended action for customers

1. Open the finisher and check for any jammed paper or obstructions, and remove them.

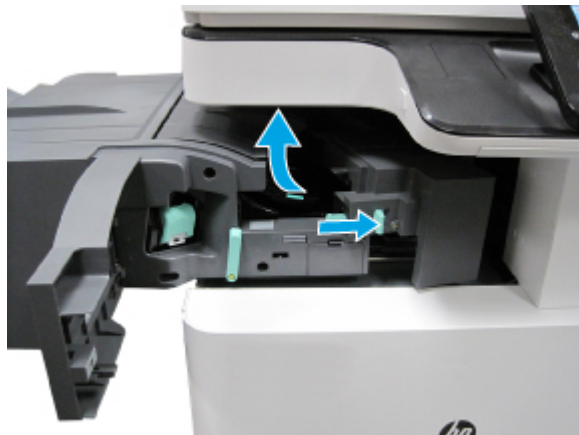
- a. Open the finisher door.



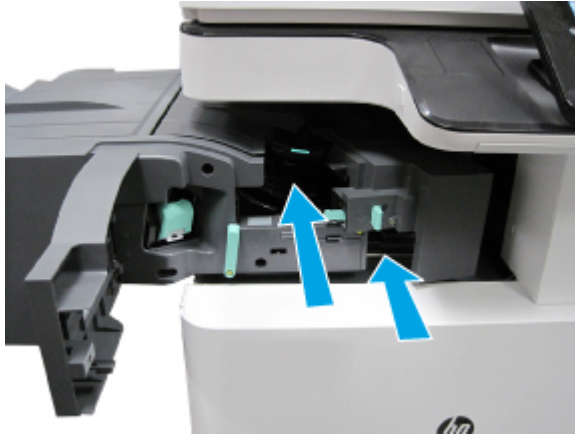
- b. Use the release lever to slide the inner finisher away from the printer.



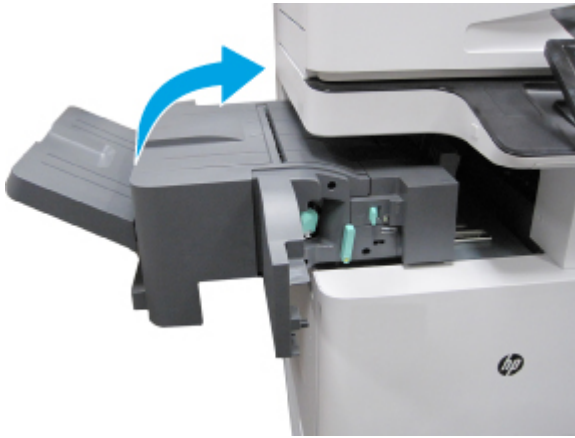
- c. Open the right and upper jam covers.



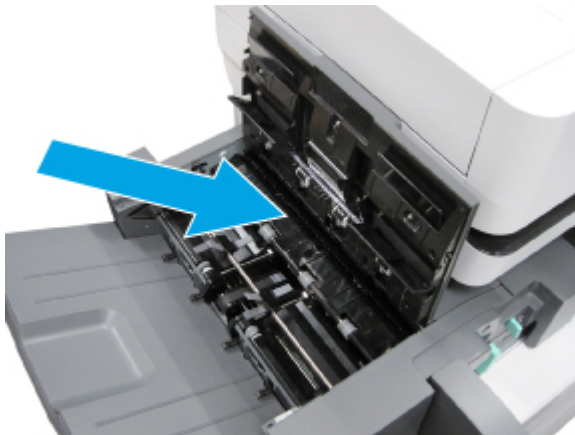
- d. Inspect the areas for paper jams or obstructions.



- e. Open the finisher output cover.



- f. Remove any jammed paper or obstructions.



- g. Close the covers and slide the inner finisher into place.
2. If the error persists, turn the printer off, and then on.
 3. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

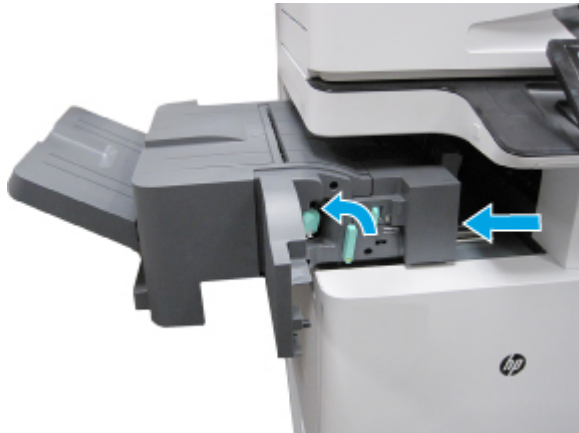


NOTE: The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Open the finisher and check for any jammed paper or obstructions, and remove them.
 - a. Open the finisher door.



- b. Use the release lever to slide the inner finisher away from the printer.



- c. Open the right and upper jam covers.



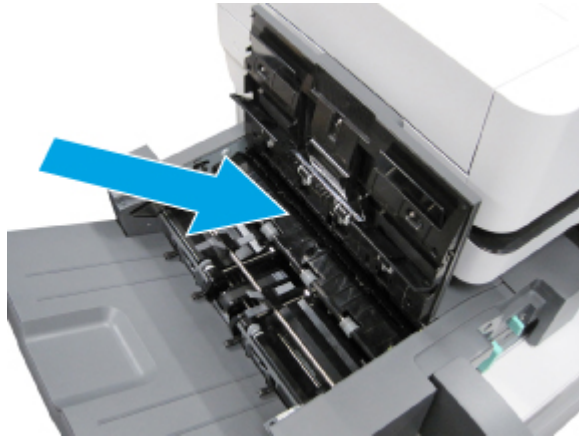
- d. Inspect the areas for paper jams or obstructions.



- e. Close the covers and slide the inner finisher into place.
- f. Open the finisher output cover.

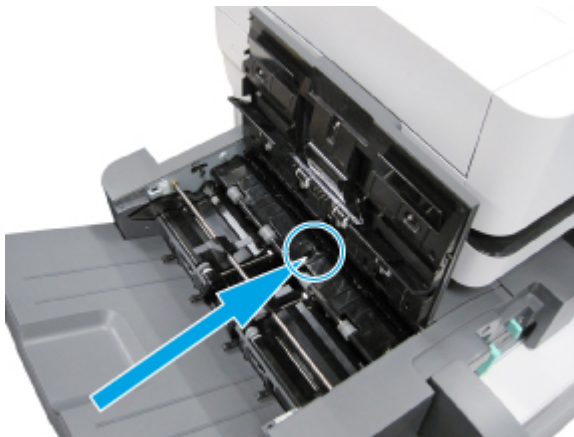


- g. Remove any jammed paper or obstructions.



- h. Close the covers and slide the inner finisher back into the printer.

2. Turn the printer off, and then on.
3. Check the finisher exit sensor.



- a. Ensure the sensor actuator flag moves freely.

- b. Open the following menus:

- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

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

- c. Run test 113-0360 Finisher Exit sensor.

- d. Disconnect and reconnect both ends of the wire harness from the input sensor to the finisher PCA.
- e. Replace the sensor as needed.

Part number: 0604-001415

For instructions: Removal and replacement: Inner finisher exit sensor See the Repair Service Manual for this product.

- 4. If all other troubleshooting has been performed and the error persists, replace the inner finisher PCA.

Part number: JC92-02774B

13.84.D1

The paper failed to reach the top tray exit sensor of the finisher.

Recommended action for customers

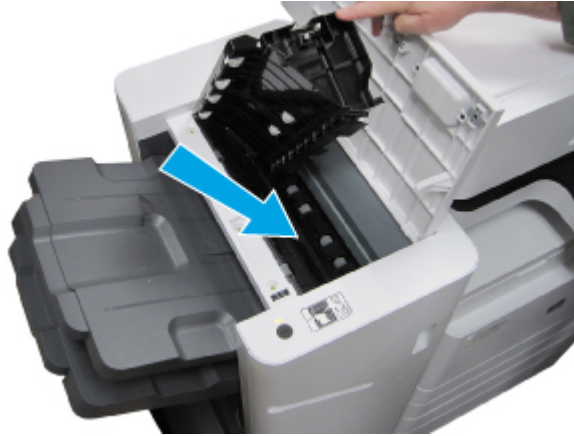
- 1. Check the finisher for paper jams or obstructions.
 - a. Open the finisher top cover.



- b. Open the inner jam cover.



- c. Check for jams in the indicated area.



- d. Open the finisher front cover and inner jams access cover.



- e. Remove any jams or obstructions.
 - f. Close all finisher covers.
2. If the error persists, turn the printer off, and then on.
 3. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians



NOTE: The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.



IMPORTANT: A firmware solution for 13.84.D1 has been added to FW Version 4.6.0.1.

Please upgrade to Firmware Version 4.6.0.1 after clearing initial jam and before going into further troubleshooting.

1. Check the finisher for paper jams or obstructions.

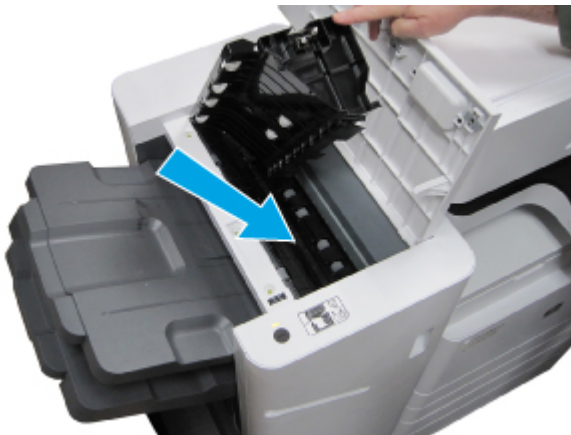
- a. Open the finisher top cover.



- b. Open the inner jam cover.



- c. Check for jams in the indicated area.

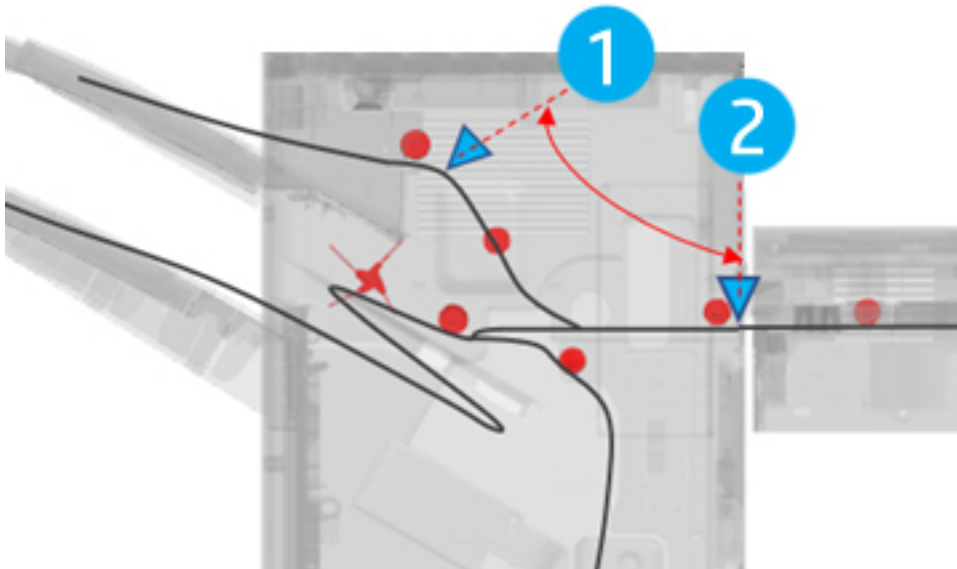


- d. Open the finisher front cover and inner jams access cover.



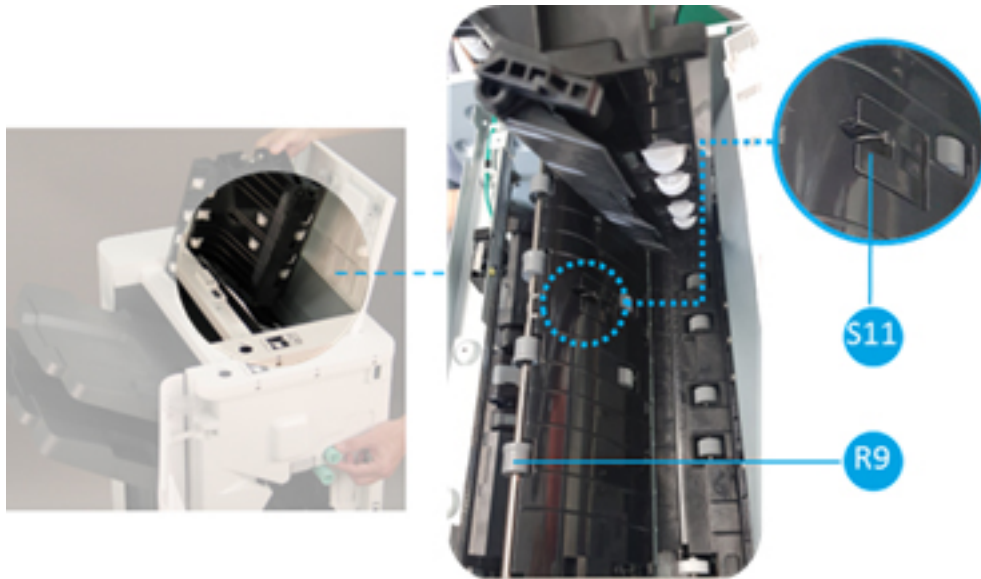
- e. Remove any jams or obstructions.
 - f. Close all finisher covers.
- 2. Turn the printer off, and then on.
 - 3. Check the paper path from the finisher entrance sensor to the finisher exit sensor. Take a very close look at where the paper leading edge stopped.

Check for a foreign substance, a deformed shape, or paper path obstructions that can cause this error.



Callout 1: Top tray exit sensor

4. If the error persists, check the finisher top exit sensor (S11).



- a. Ensure the actuator flag moves freely and is not sticking. Clean the actuator as needed.
- b. Open the following menus:

- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

- Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
- c. Run test 113-2091, 2 Bin Finisher Sub Exit sensor.
- d. Push the top exit sensor actuator to check the reading value changes.



- e. If the sensor still does not read correctly, disconnect and reconnect both ends of the wire harness from the exit sensor to the finisher PCA.
- f. If the sensor still fails, replace the sensor.

Exit sensor part number: 0604-001393

Exit sensor actuator part number: JC66-04525A

For instructions: Remove and replace: Top exit sensor See the Repair Service Manual for this product.

13.84.D2

The paper failed to reach the main output tray exit sensor.

Recommended action for customers

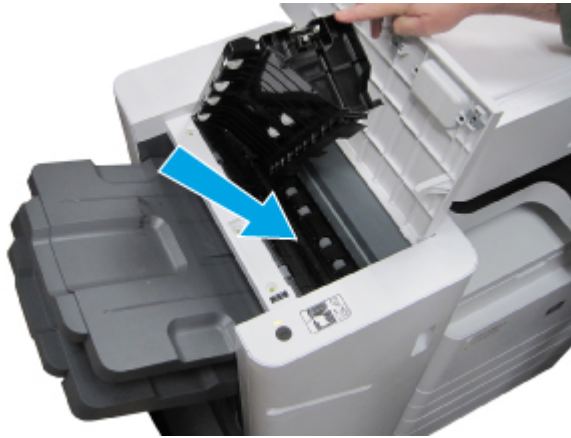
1. Check the finisher for paper jams or obstructions.
 - a. Open the finisher top cover.



- b. Open the inner jam cover.



- c. Check for jams in the indicated area.



- d. Open the finisher front cover and inner jams access cover.



- e. Remove any jams or obstructions.
 - f. Close all finisher covers.
2. If the error persists, turn the printer off, and then on.
 3. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

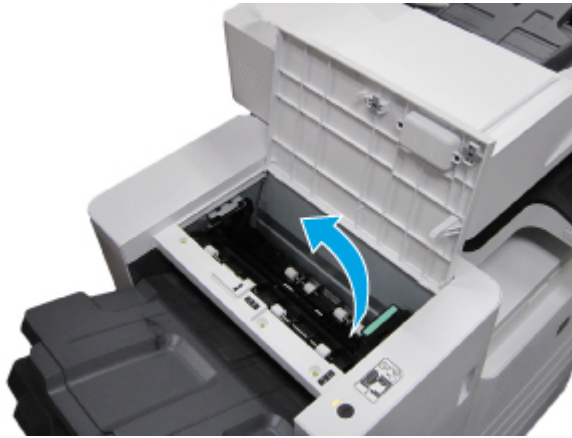
 **NOTE:** The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Check the finisher for paper jams or obstructions.

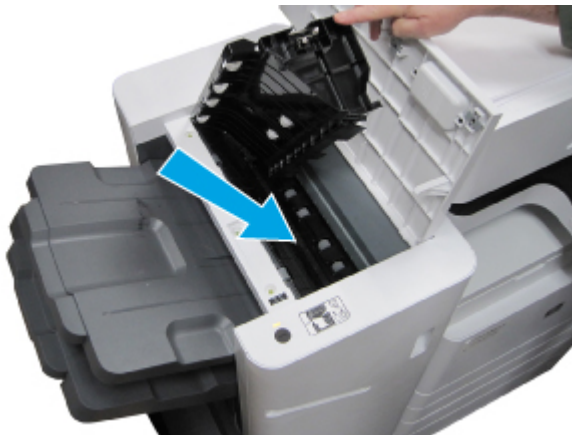
- a. Open the finisher top cover.



- b. Open the inner jam cover.



- c. Check for jams in the indicated area.



- d. Open the finisher front cover and inner jams access cover.

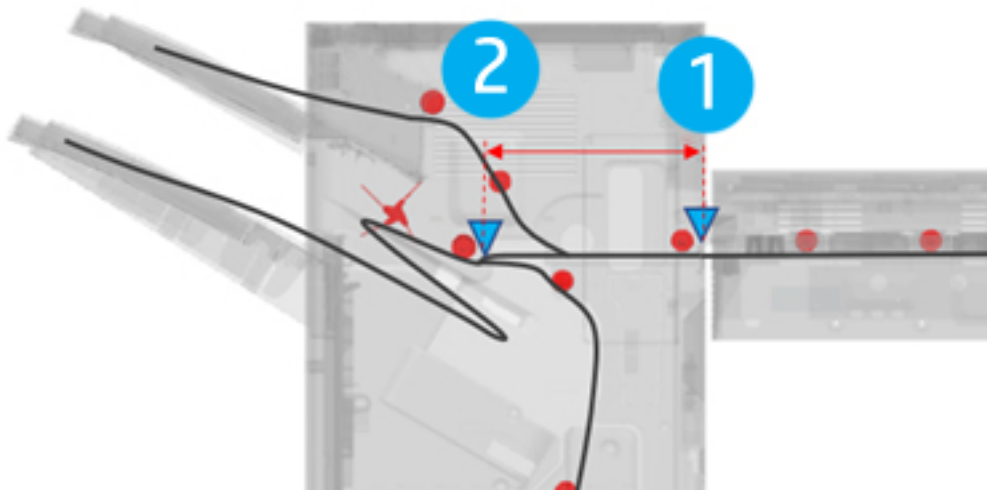


- e. Remove any jams or obstructions.

- f. Close all finisher covers.

- 2. Turn the printer off, and then on.
- 3. Check the paper path from the finisher entrance sensor to the main exit sensor. Take a very close look at where the paper leading edge stopped.

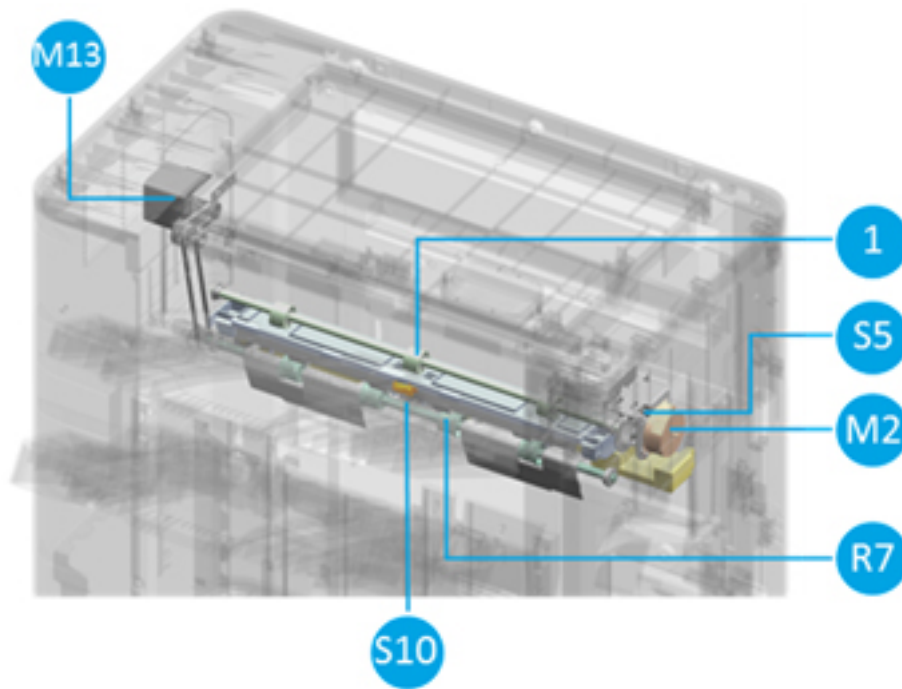
Check for a foreign substance, a deformed shape, or paper path obstructions that can cause this error.



Callout 1 - Finisher entrance sensor

Callout 2 - Finisher main exit sensor

4. If the error persists, check the finisher main exit sensor (S10).



- a. Open the following menus:

- Support Tools
- Service

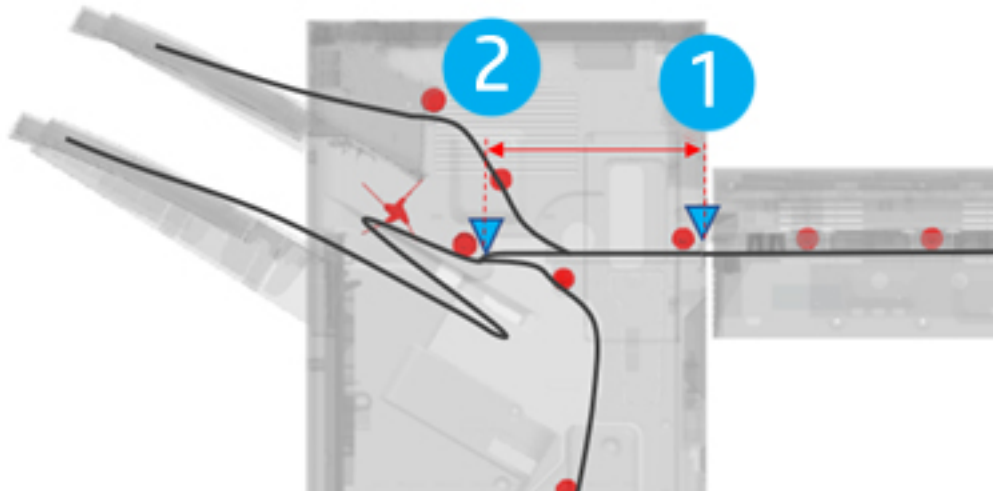


NOTE: The service PIN for this printer is: 04077817

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

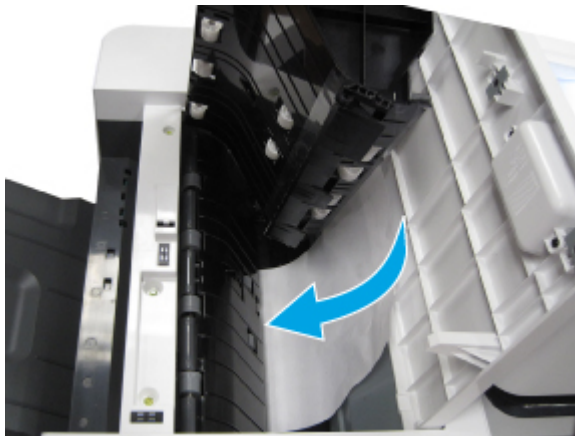
- b. Run test 113-2090, 2 Bin Finisher Main Exit Sensor.

- c. Use a sheet of paper to trip the sensor.



Callout 1 - Finisher entrance sensor

Callout 2 - Finisher main exit sensor



- d. If the sensor still does not read correctly, disconnect and reconnect both ends of the wire harness from the exit sensor to the finisher PCA.
- e. If the sensor still fails, replace the sensor.

Part number: JC32-00020A

For instructions: Remove and replace: Finisher main exit sensor See the Repair Service Manual for this product.

13.84.F0

Paper is detected at the exit sensor when the finisher is initializing.

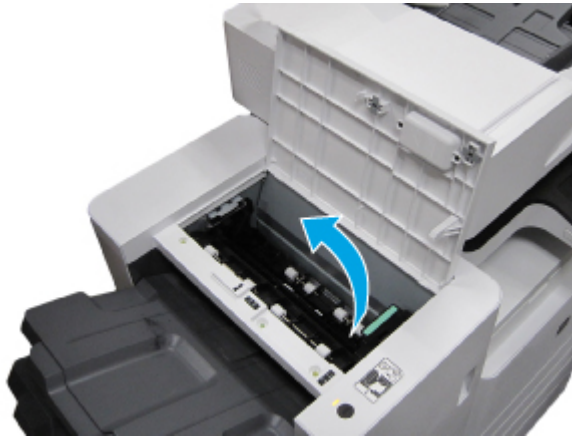
Recommended action for customers

1. Check the finisher for paper jams or obstructions.

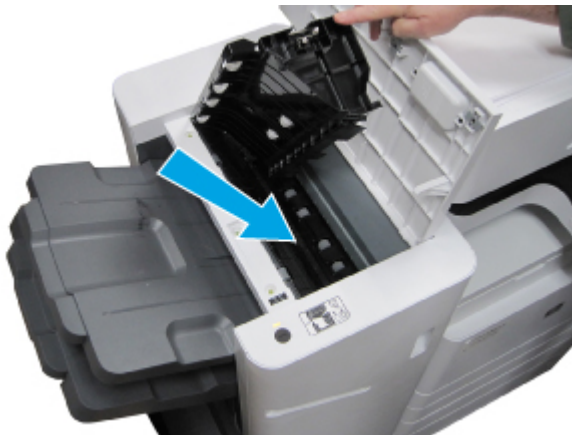
- a. Open the finisher top cover.



- b. Open the inner jam cover.



- c. Check for jams in the indicated area.



- d. Open the finisher front cover and inner jams access cover.



- e. Remove any jams or obstructions.
 - f. Close all finisher covers.
2. If the error persists, turn the printer off, and then on.
 3. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

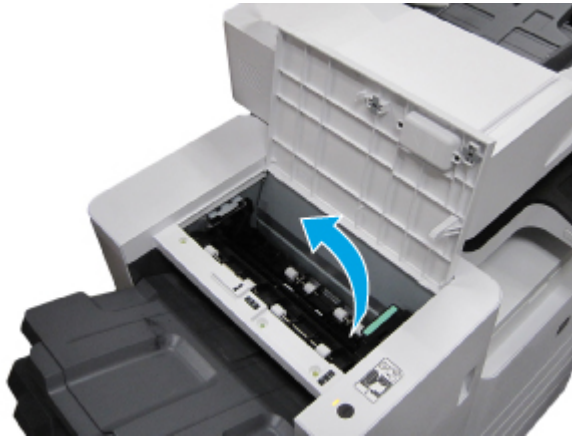
Recommended action for call-center agents and onsite technicians

 **NOTE:** The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

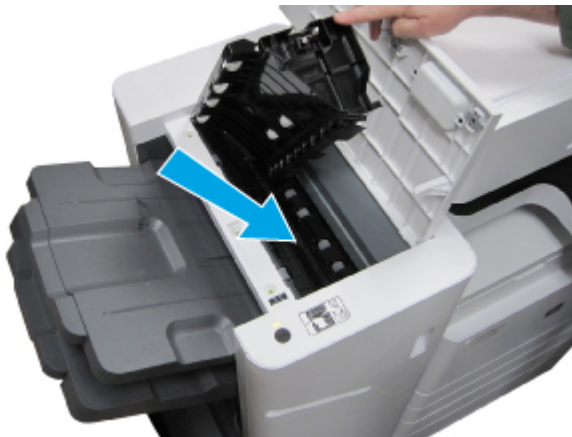
1. Check the finisher for paper jams or obstructions.
 - a. Open the finisher top cover.



- b. Open the inner jam cover.



- c. Check for jams in the indicated area.

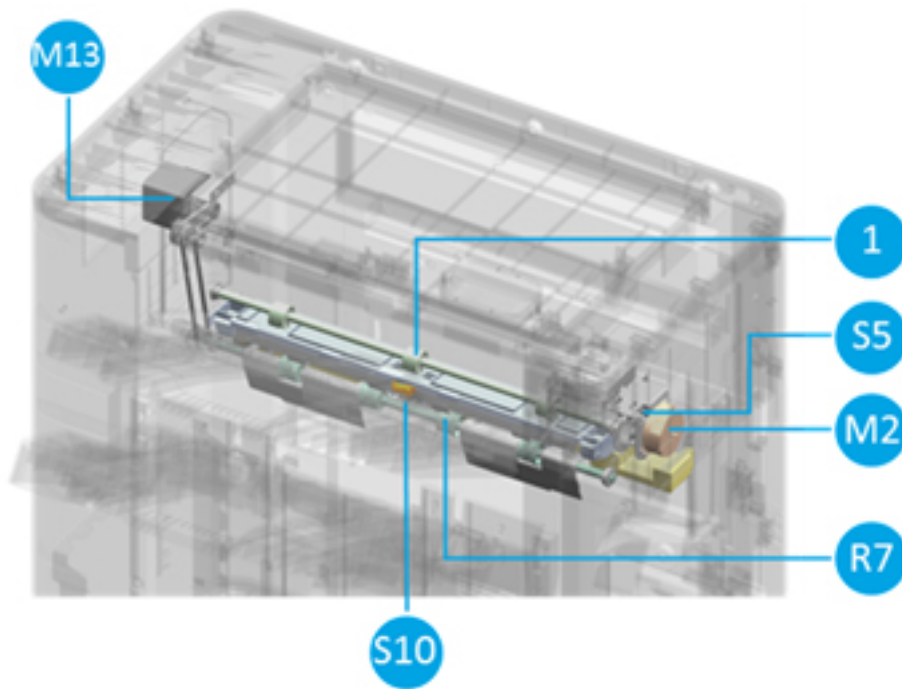


- d. Open the finisher front cover and inner jams access cover.



- e. Remove any jams or obstructions.
 - f. Close all finisher covers.
2. Turn the printer off, and then on.

3. If the error persists, check the finisher main exit sensor (S10).



- a. Open the following menus:

- Support Tools
- Service

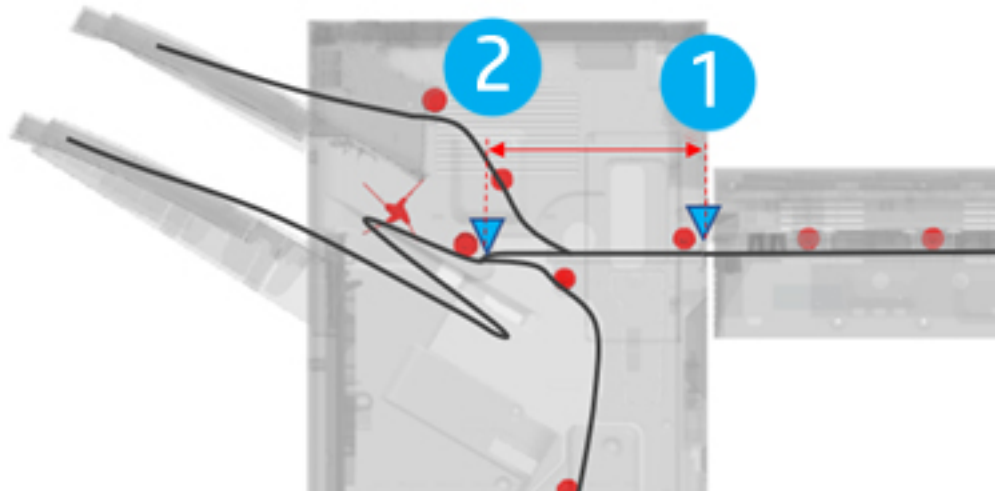


NOTE: The service PIN for this printer is: 04077817

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

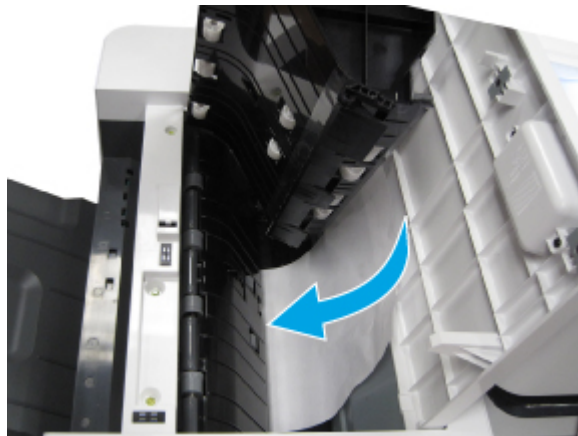
- b. Run test 113-2090, 2 Bin Finisher Main Exit Sensor.

- c. Use a sheet of paper to trip the sensor.



Callout 1 - Finisher entrance sensor

Callout 2 - Finisher main exit sensor



- d. If the sensor still does not read correctly, disconnect and reconnect both ends of the wire harness from the exit sensor to the finisher PCA.
- e. If the sensor still fails, replace the sensor.

Part number: JC32-00020A

For instructions: Remove and replace: Finisher main exit sensorSee the Repair Service Manual for this product.

13.90.A3

Paper is detected at the booklet maker entrance sensor during initialization.

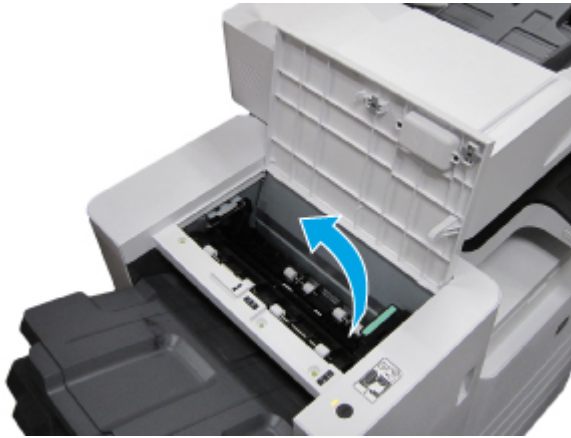
Recommended action for customers

1. Check the finisher for paper jams or obstructions.

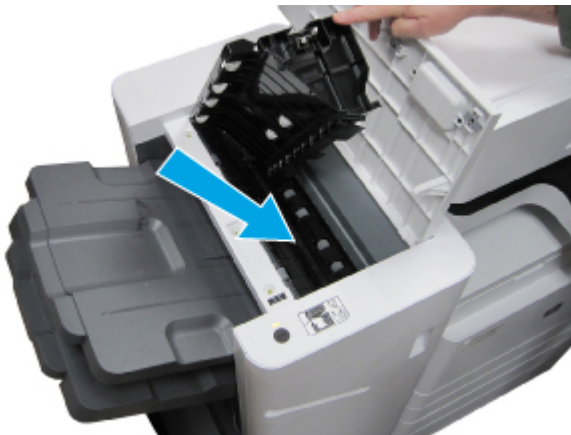
- a. Open the finisher top cover.



- b. Open the inner jam cover.



- c. Check for jams in the indicated area.

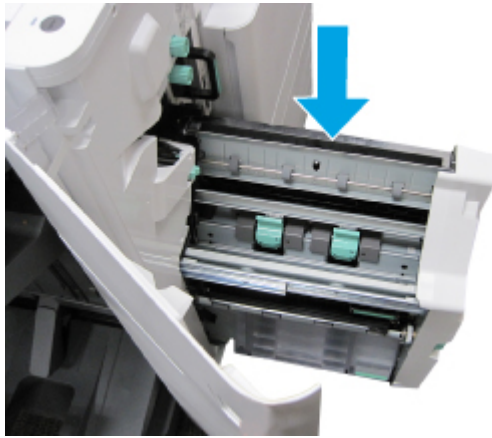


- d. Open the finisher front cover and the inner jams access cover, and then pull the booklet maker out.
- e. Remove any jams or obstructions.
2. Check the booklet maker for jams or obstructions.

- a. Open the finisher front cover and the inner jams access cover, and then pull the booklet maker out.



- b. Check the top entrance to the booklet maker.



- c. Open the booklet entrance jam access door and check for paper or obstructions.



- d. Remove any jams or obstructions.
- e. Close all finisher covers.
3. Turn the printer off, and then on.

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

Recommended action for call-center agents and onsite technicians

 **NOTE:** The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

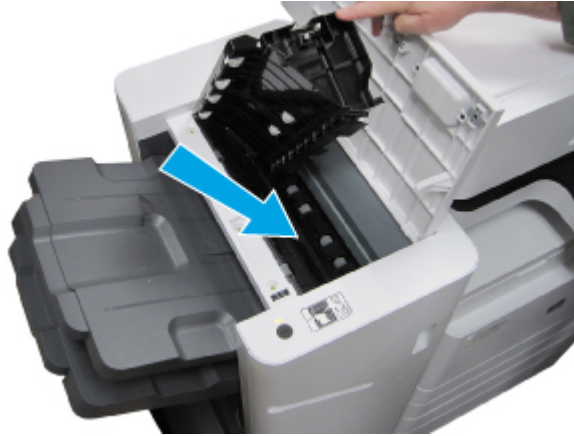
1. Check the finisher for paper jams or obstructions.
 - a. Open the finisher top cover.



- b. Open the inner jam cover.



- c. Check for jams in the indicated area.



- d. Open the finisher front cover and the inner jams access cover, and then pull the booklet maker out.

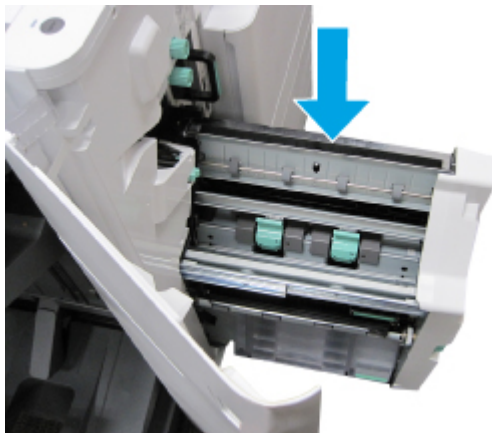
- e. Remove any jams or obstructions.

2. Check the booklet maker for jams or obstructions.

- a. Open the finisher front cover and the inner jams access cover, and then pull the booklet maker out.



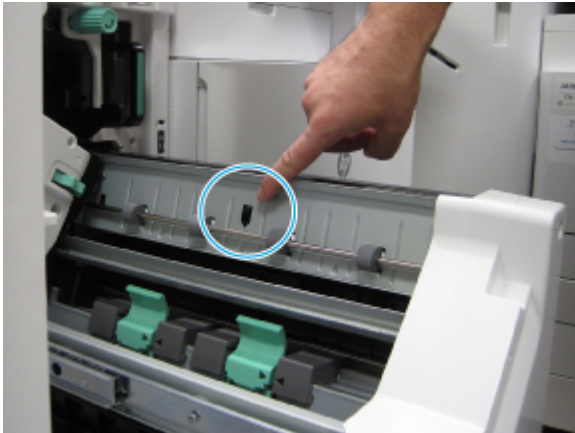
- b. Check the top entrance to the booklet maker.



- c. Open the booklet entrance jam access door and check for paper or obstructions.



- d. Remove any jams or obstructions.
- e. Close all finisher covers.
3. Turn the printer off, and then on.
4. Check the booklet entrance sensor



- a. Ensure the actuator flag moves freely and is not sticking. Clean the actuator as needed.
- b. Open the following menus:
- Support Tools
 - Service



NOTE: The service PIN for this printer is: 04077817

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

- c. Run test 113–3100, Booklet Entrance Paper Sensor. Touch Start, and then Get Status.
- d. If the status reads “High”, thoroughly check the sensor for dust and debris. Clean the sensor and then touch Get Status again to see if the reading has changed.
- e. If the reading is still “High”, disconnect and reconnect both ends of the wire harness to the sensor and booklet PCA.
- f. Retest the sensor. If the sensor does not function correctly, replace the sensor.

Part number: 0604-001415

- 5. If the sensor test is good, replace the booklet maker PCA.

Part number: JC92-02790B

For instructions: Removal and replacement: Booklet finisher PCA See the Repair Service Manual for this product.

13.90.D3

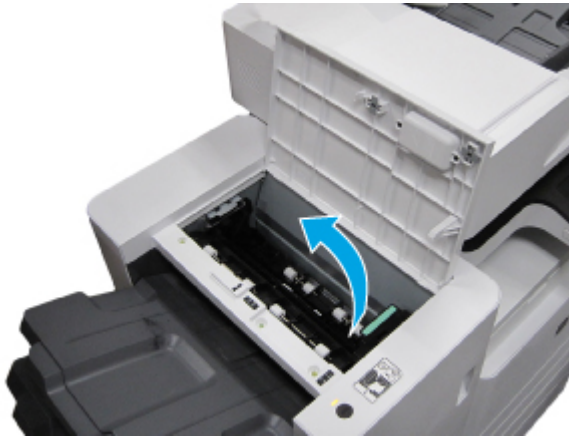
Paper did not reach the booklet unit entrance sensor in the specified time limit.

Recommended action for customers

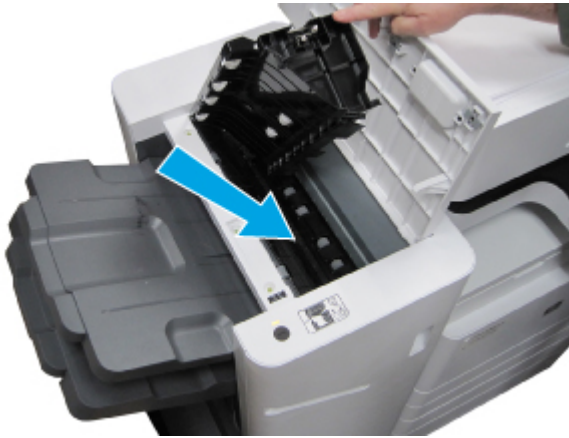
- 1. Check the finisher for paper jams or obstructions.
 - a. Open the finisher top cover.



- b. Open the inner jam cover.



- c. Check for jams in the indicated area.



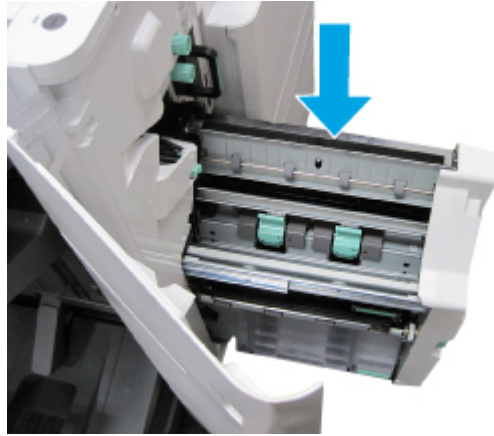
- d. Remove any jams or obstructions.

2. Check the booklet maker for jams or obstructions.

- a. Open the finisher front cover and the inner jams access cover, and then pull the booklet maker out.



- b. Check the top entrance to the booklet maker.



- c. Open the booklet entrance jam access door and check for paper or obstructions.



- d. Remove any jams or obstructions.
 - e. Close all finisher covers.
3. Turn the printer off, and then on.
 4. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians



NOTE: The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Check the finisher for paper jams or obstructions.

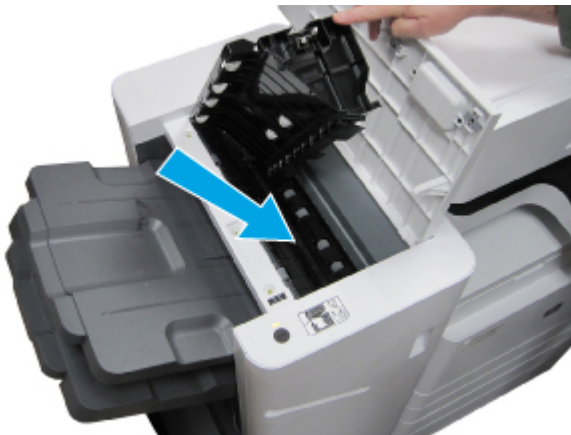
- a. Open the finisher top cover.



- b. Open the inner jam cover.



- c. Check for jams in the indicated area.

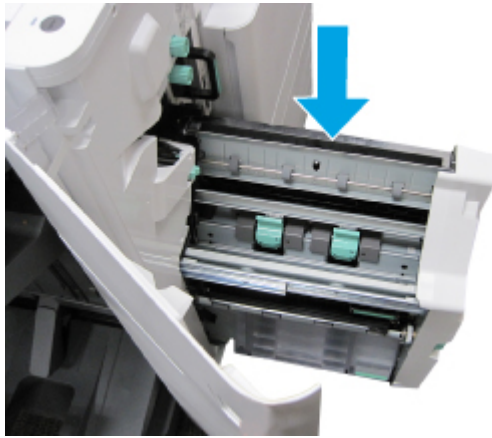


- d. Open the finisher front cover and the inner jams access cover, and then pull the booklet maker out.
- e. Remove any jams or obstructions.
2. Check the booklet maker for jams or obstructions.

- a. Open the finisher front cover and the inner jams access cover, and then pull the booklet maker out.



- b. Check the top entrance to the booklet maker.



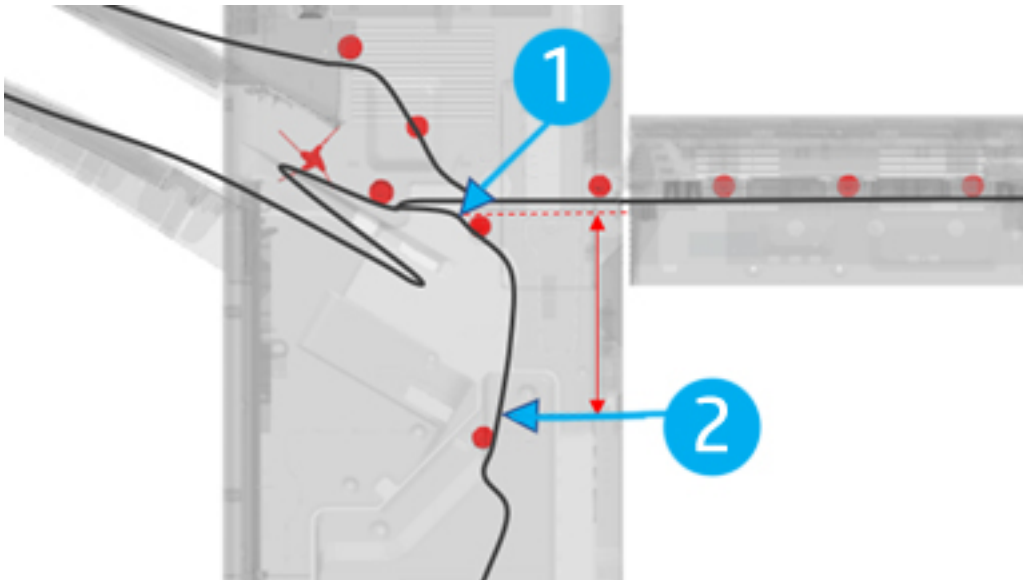
- c. Open the booklet entrance jam access door and check for paper or obstructions.



- d. Remove any jams or obstructions.
- e. Close all finisher covers.
3. Turn the printer off, and then on.

4. Check the paper path from the buffer sensor to the booklet entrance sensor. Take a very close look at where the paper leading edge stopped.

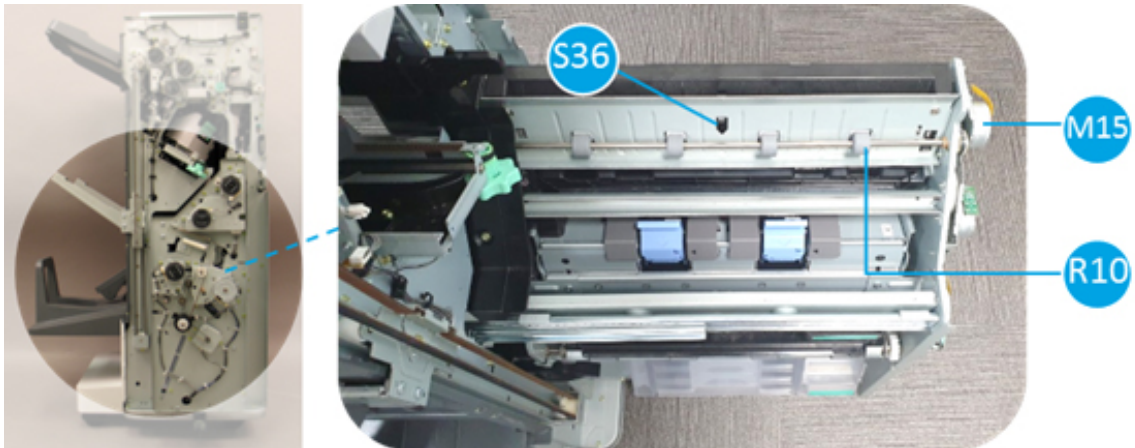
Check for a foreign substance, a deformed shape, or paper path obstructions that can cause this error.



Callout 1 - Buffer sensor

Callout 2 - Booklet entrance sensor

5. If the error persists, check the booklet entrance sensor (S36).



- a. Open the following menus:

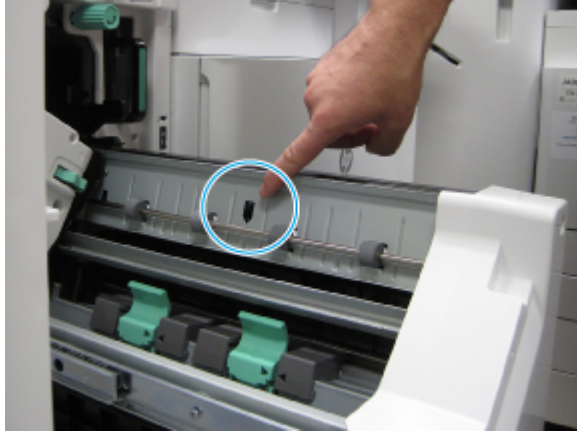
- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

- Service Tools
- Diagnostics

- Engine Diagnostics
 - Engine Test Routines
- b. Run test 113–3100, Booklet Entrance Paper Sensor.
 - c. Push the actuator to check the value change.



- d. If the sensor still does not read correctly, disconnect and reconnect both ends of the wire harness from the exit sensor to the finisher PCA.
- e. Retest the sensor. If the sensor does not function correctly, replace the sensor.

Part number: 0604-001415

For instructions: Remove and replace: Booklet entrance sensor See the Repair Service Manual for this product.

6. If the sensor functions correctly, test the booklet entrance motor.

- a. Run test 113–3500, Booklet Feed Motor.
- b. If the motor does not function correctly, disconnect and reconnect both ends of the wire harness to the motor and booklet PCA.
- c. Retest the motor. If the test fails, replace the motor.

Part number: JC93-001152A

For instructions: Removal and replacement: Booklet feed motor See the Repair Service Manual for this product.

13 . 92 . D1, 13 . 92 . D2, 13 . 92 . D3 or Jam in the front left door

Paper delay jam reported by the finisher buffer sensor.

The buffer is used for two purposes:

- 1) when pages are being delivered to the output bin, one page can be “buffered” in this area so the finisher can continue operating at speed
- 2) the buffer area also serves as the entrance to the booklet maker.

Recommended action for customers

 **IMPORTANT:** If the user grabs pages from the finisher before they are completely delivered to the output bin, a 13.92.Dx or 13.98.D3 error can occur.

1. Check the finisher for paper jams or obstructions.

- a. Open the finisher top cover.

Open top cover



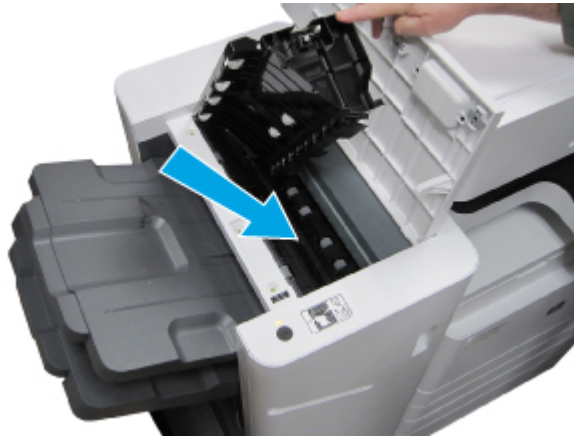
- b. Open the inner jam cover.

Open jam access



- c. Check for jams in the indicated area.

Check for paper jam



- d. Open the finisher front cover, then open the jam clearance guide to the right of the stapler.

Figure 37 Open jam access



- e. Remove any jams or obstructions.

Figure 38 Check for paper



NOTE: Use the paper roller knobs to move paper for easier access.



- f. Close all finisher covers.
2. Turn the printer off, and then on.
3. If the error persists, please contact customer support at: www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

 **IMPORTANT:** If the user grabs pages from the finisher before they are completely delivered to the output bin, a 13.92.Dx or 13.98.D3 error can occur.

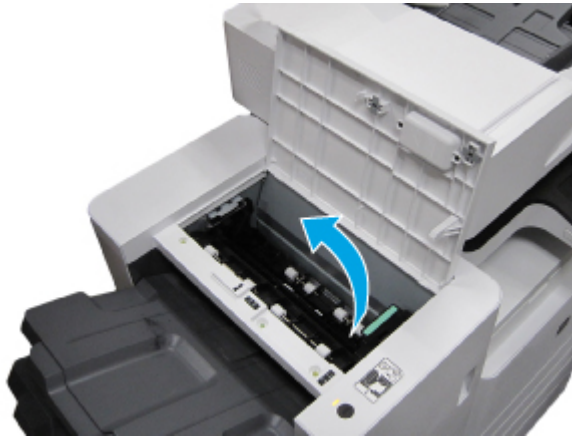
1. Check the finisher for paper jams or obstructions.
 - a. Open the finisher top cover.

Open top cover



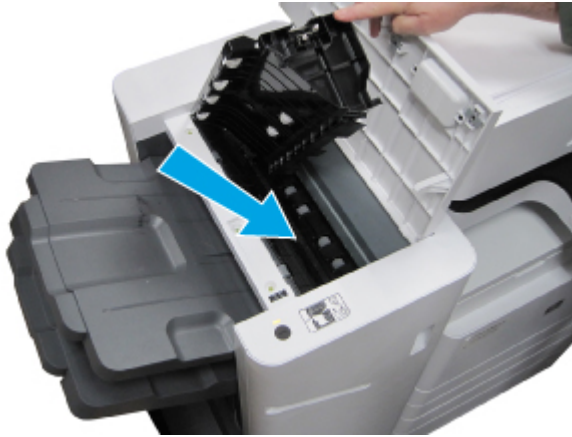
- b. Open the inner jam cover.

Open jam access



- c. Check for jams in the indicated area.

Check for paper jam



- d. Open the finisher front cover, then open the jam clearance guide to the right of the stapler.

Figure 39 Open jam access



- e. Remove any jams or obstructions.

Figure 40 Check for paper



 **NOTE:** Use the paper roller knobs to move paper for easier access.



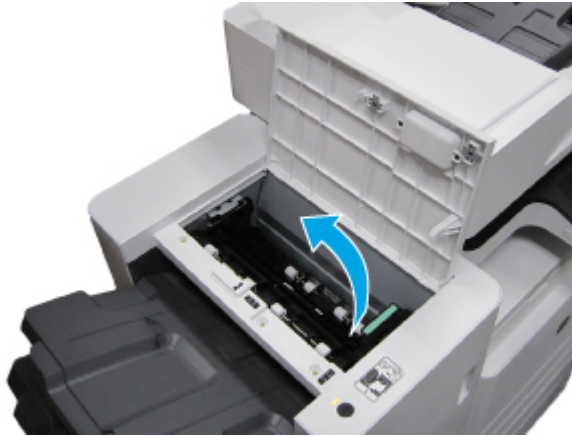
- f. Close all finisher covers.
2. If the error persists, check to ensure the finisher diverter is functioning correctly.
- a. Open the finisher top cover.

Open top cover



- b. Open the inner jam cover.

Open jam access

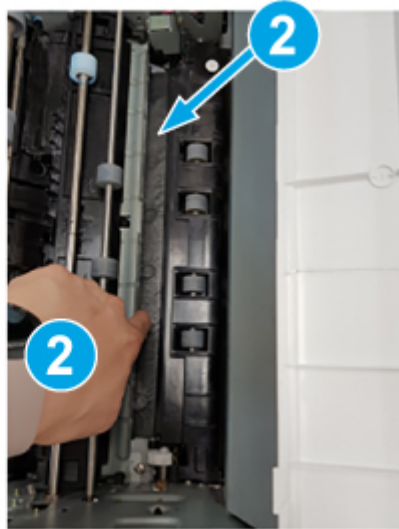


- c. Locate the diverter and check it by pushing down and releasing it.

Figure 41 Check diverter



Call-out 1: Jam access handle



Call-out 2: Push down on diverter

Once released, the diverter should quickly pop back up.

and elevate the case using the stand

- d. If the diverter does not pop back, record the serial number of the finisher and elevate the case using the Standard Support Process
3. Turn the printer off, and then on.
 4. If the error persists, please elevate the case using the Standard Support Process

13 . 92 . FF Jam in front left door

Residual paper jam in finisher at the buffer sensor.

Recommended action for customers

1. Check the finisher for paper jams or obstructions.

- a. Open the finisher top cover.

Open top cover



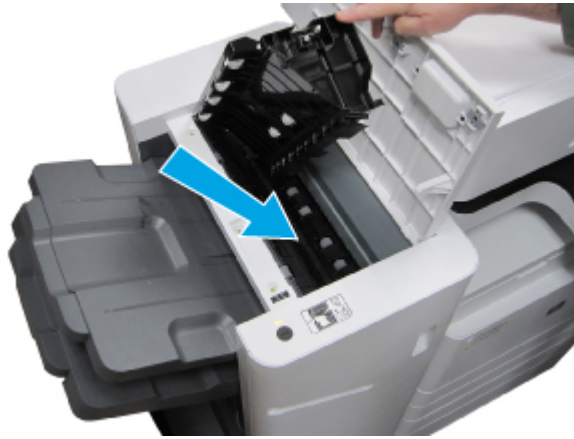
- b. Open the inner jam cover.

Open jam access



- c. Check for jams in the indicated area.

Check for paper jam



- d. Open the finisher front cover, then open the jam clearance guide to the right of the stapler.

Figure 42 Open jam access



- e. Remove any jams or obstructions.

Figure 43 Check for paper



NOTE: Use the paper roller knobs to move paper for easier access.



- f. Close all finisher covers.
2. Turn the printer off, and then on.
3. If the error persists, please contact customer support at: www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians



NOTE: The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

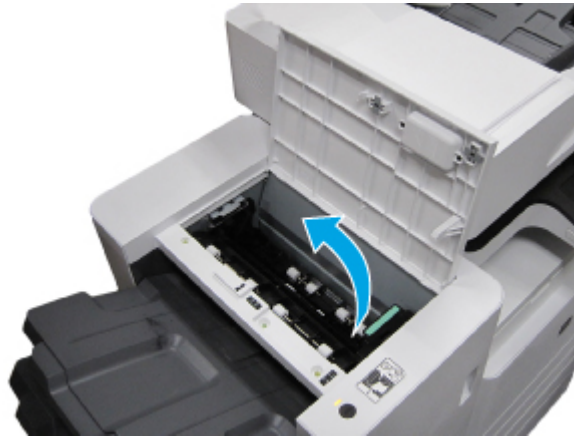
1. Check the finisher for paper jams or obstructions.
 - a. Open the finisher top cover.

Open top cover



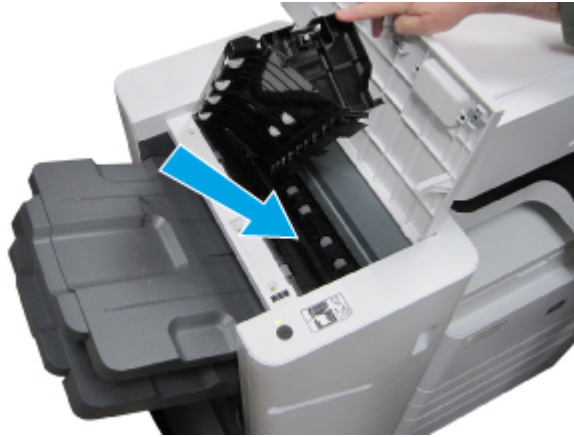
- b. Open the inner jam cover.

Open jam access



- c. Check for jams in the indicated area.

Check for paper jam



- d. Open the finisher front cover, then open the jam clearance guide to the right of the stapler.

Figure 44 Open jam access



- e. Remove any jams or obstructions.

Figure 45 Check for paper

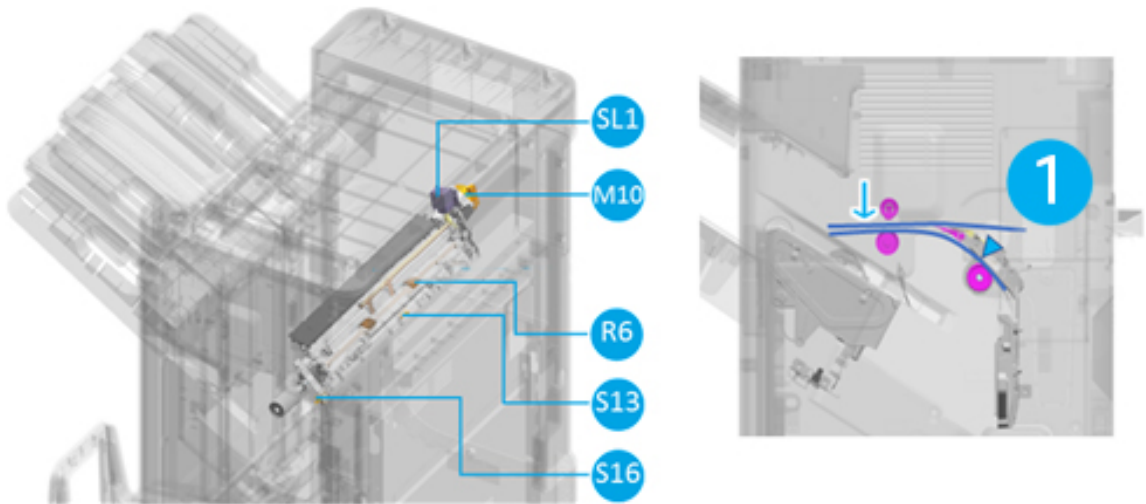


 **NOTE:** Use the paper roller knobs to move paper for easier access.



- f. Close all finisher covers.
2. Turn the printer off, and then on.

3. If the error persists, check the finisher buffer sensor (S13).



Callout 1 - Sensor S13 location

- a. Open the following menus:

- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

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

- b. Run test 113-2100, 2BinFinisher Buffer exit Sensor.

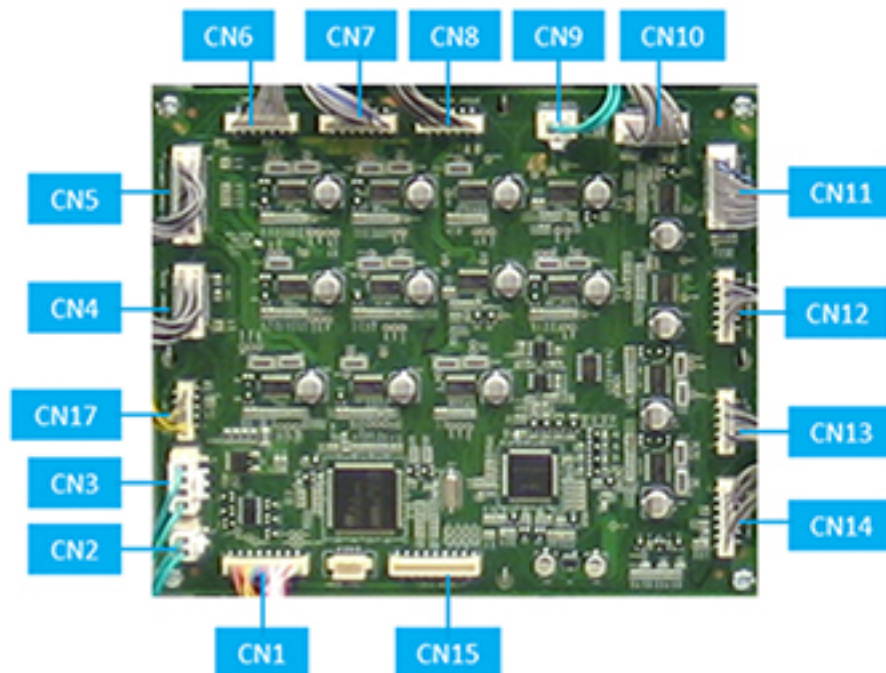
- c. Put paper in and out to check the value change.



- d. If the sensor still does not read correctly, disconnect and reconnect both ends of the wire harness from the exit sensor to the finisher PCA.
- e. If the sensor still fails, replace the sensor.

Part number: JC32-00020A

4. If the error persists, power off, and disconnect / reconnect the wire harness CN4 of the finisher PCA. And then power on.



13.98.A3

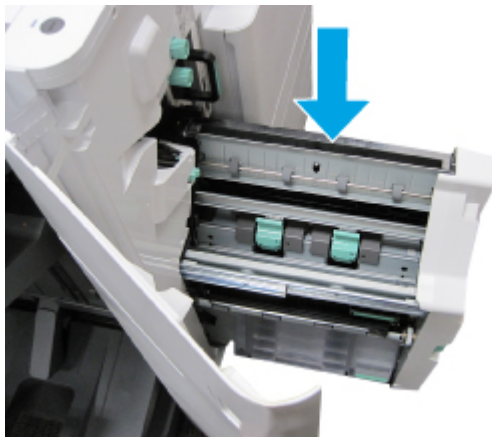
The rear end of the paper fails to exit the buffer sensor during the booklet job.

Recommended action for customers

1. Check the booklet maker for jams or obstructions.
 - a. Open the finisher front cover and the inner jams access cover, and then pull the booklet maker out.



- b. Check the top entrance to the booklet maker.



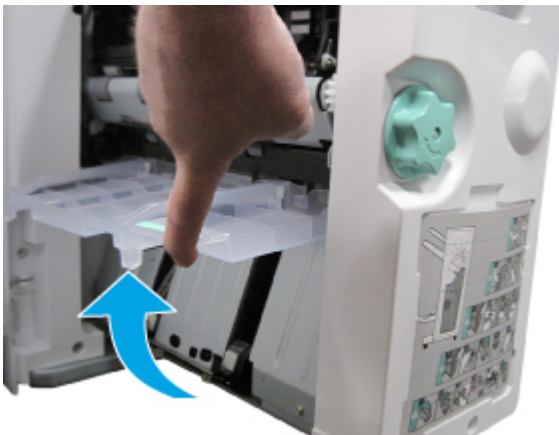
- c. Open the booklet entrance jam access door and check for paper or obstructions.



- d. Open the upper jam access door and clear any jams.



- e. Open the lower jam access door and remove any paper.



- f. Remove any jams or obstructions.
 - g. Close all finisher covers.
2. Turn the printer off, and then on.

3. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

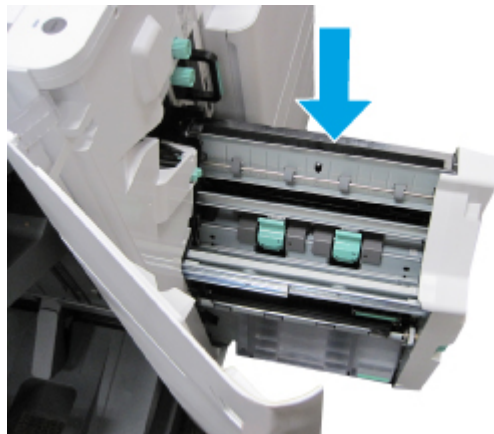
Recommended action for call-center agents and onsite technicians

 **NOTE:** The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Check the booklet maker for jams or obstructions.
 - a. Open the finisher front cover and the inner jams access cover, and then pull the booklet maker out.



- b. Check the top entrance to the booklet maker.



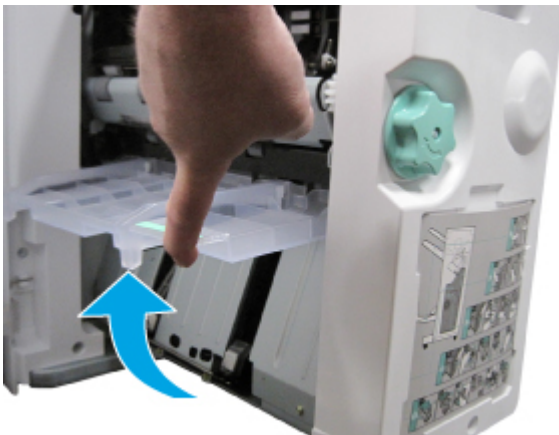
- c. Open the booklet entrance jam access door and check for paper or obstructions.



- d. Open the upper jam access door and clear any jams.



- e. Open the lower jam access door and remove any paper.



- f. Remove any jams or obstructions.
 - g. Close all finisher covers.
2. Turn the printer off, and then on.

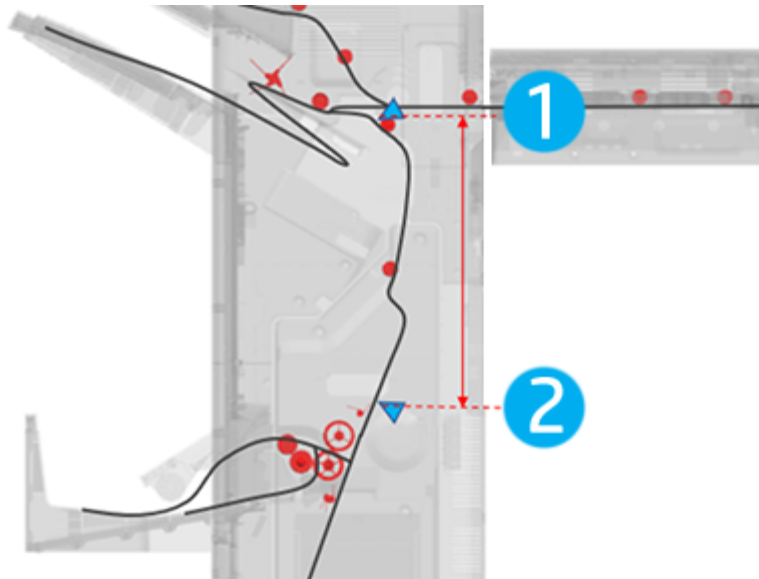
3. If the paper being used is not A4 or letter, test with A4 or letter fed short edge first as indicated below. If a new error occurs, follow that error guide.



4. Check the paper path from the buffer sensor to the booklet tamper sensor. Take a very close look at where the paper leading edge stopped.

Check for a foreign substance, a deformed shape, or paper path obstructions that can cause this error.

 **NOTE:** Ensure that the buffer sensor S13 is clear of any debris and moves freely.

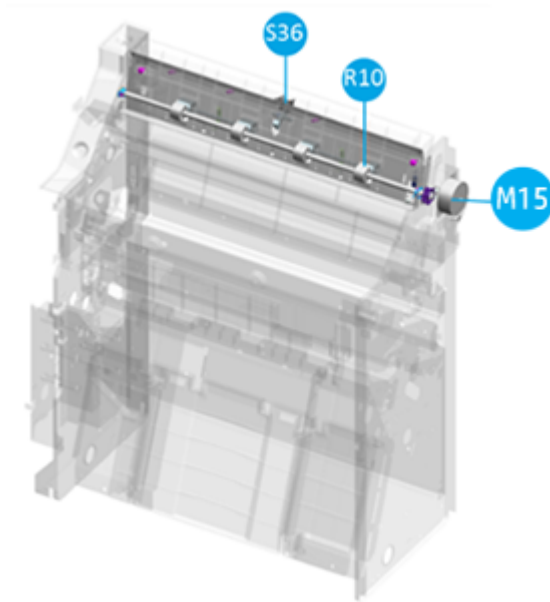


Callout 1 - Buffer sensor

Callout 2 - Booklet tamper sensor

5. If the error persists, check the booklet entrance motor (M15).

- a. Use a piece of paper to trip the exit sensor.



- b. Open the following menus:

- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

- Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
- c. Run test 113-3500, Booklet Feed Motor.
Listen for the sound of the motor functioning.
- d. If the motor does not function correctly, disconnect and reconnect both ends of the wire harness to the motor and booklet PCA.
- e. Retest the motor. If the test fails, replace the motor.

Part number: JC93-01152A

Remove and replace: Booklet entrance motor

13.69.A2 or 13.98.D3

The front end of the paper fails to reach the buffer sensor during the booklet job.

Recommended action for customers

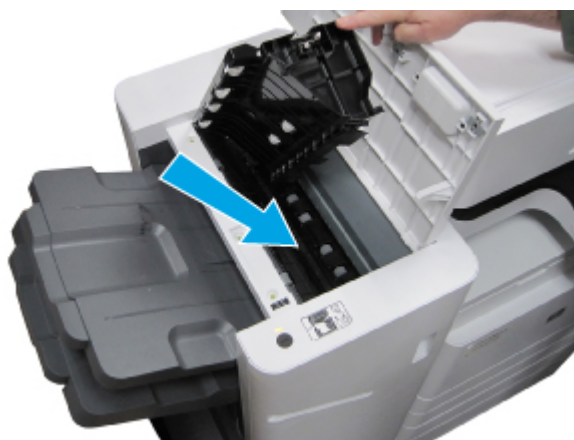
1. Check the finisher for paper jams or obstructions.
 - a. Open the finisher top cover.



- b. Open the inner jam cover.



- c. Check for jams in the indicated area.



- d. Open the finisher front cover and inner jams access cover.



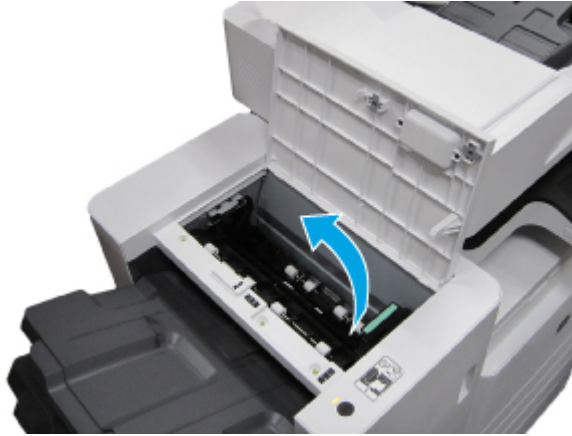
- e. Remove any jams or obstructions.
 - f. Close all finisher covers.
2. If the error persists, turn the printer off, and then on.
 3. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

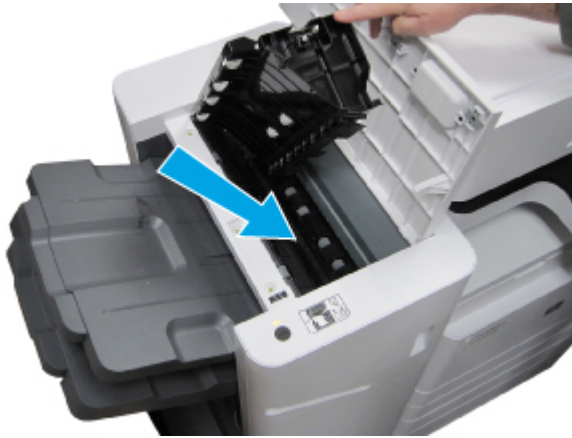
1. Check the finisher for paper jams or obstructions.
 - a. Open the finisher top cover.



- b. Open the inner jam cover.



- c. Check for jams in the indicated area.



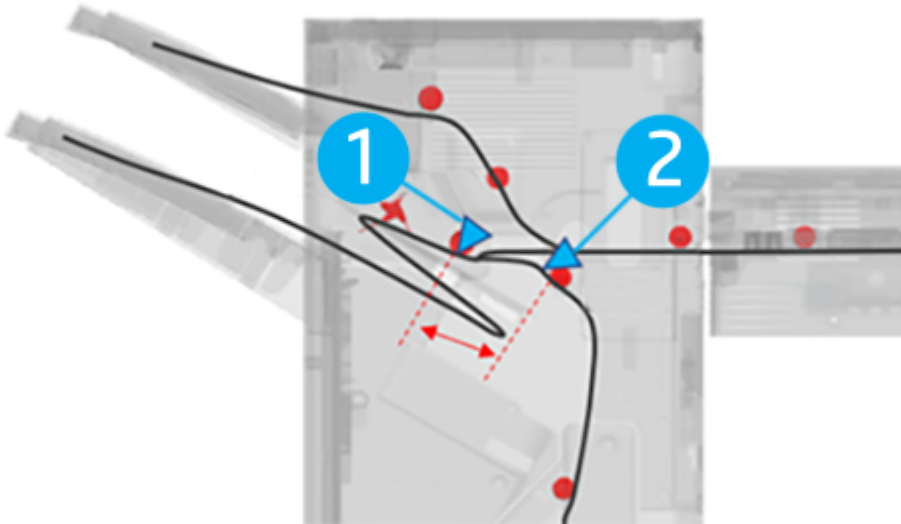
- d. Open the finisher front cover and inner jams access cover.



- e. Remove any jams or obstructions.
 - f. Close all finisher covers.
2. If the error persists, turn the printer off, and then on.

3. Check the paper path from the finisher main exit sensor to the buffer sensor. Take a very close look at where the paper leading edge stopped.

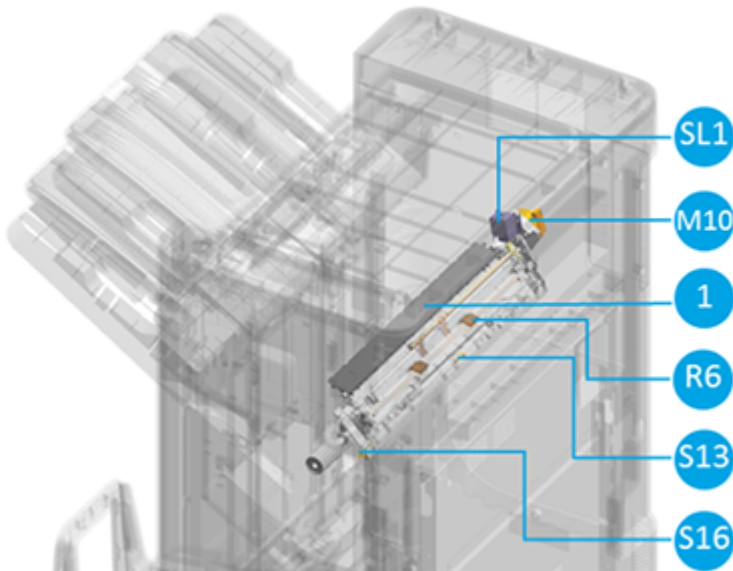
Check for a foreign substance, a deformed shape, or paper path obstructions that can cause this error.



Callout 1 - Main exit sensor

Callout 2 - Buffer sensor

4. If the error persists, check the finisher buffer sensor (S13).



- a. Using code 113-2100, run the diagnostic test for the sensor:
- b. Open the following menus:
 - Support Tools

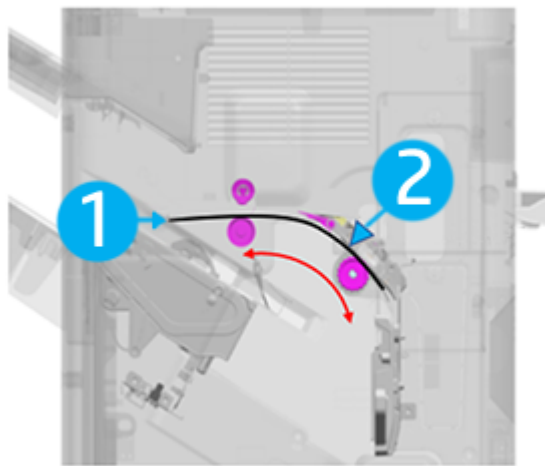
- Service



NOTE: The service PIN for this printer is: 04077817

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

- Run test 113–2100, 2BinFinisher Buffer exit Sensor.
- Put paper in and out of the following area test the sensor and see if the value changes.



Callout 1 - load piece of paper.

Callout 2 - Buffer exit sensor

- If the sensor does not function correctly, disconnect and reconnect both ends of the wire harness to the sensor and booklet PCA.
- Retest the sensor. If the sensor does not function correctly, replace the sensor.

Part number: JC32-00020A

5. Check the booklet feed motor.

- Run test, 113–3500, Booklet Feed Motor.
- If the motor does not function correctly, disconnect and reconnect both ends of the wire harness to the motor and booklet PCA.
- Retest the motor. If the test fails, replace the feed motor.

Part number: JC93-001152A

For instructions: Removal and replacement: Booklet feed motor See the Repair Service Manual for this product.

13.92.D1, 13.92.D2, 13.92.D3 or 13.98.D3 Jam in the front left door

Paper delay jam reported by the finisher buffer sensor.

The buffer is used for two purposes:

- 1) when pages are being delivered to the output bin, one page can be “buffered” in this area so the finisher can continue operating at speed
- 2) the buffer area also serves as the entrance to the booklet maker.

Recommended action for customers



IMPORTANT: If the user grabs pages from the finisher before they are completely delivered to the output bin, a 13.92.Dx or 13.98.D3 error can occur.

1. Check the finisher for paper jams or obstructions.

- a. Open the finisher top cover.

Open top cover



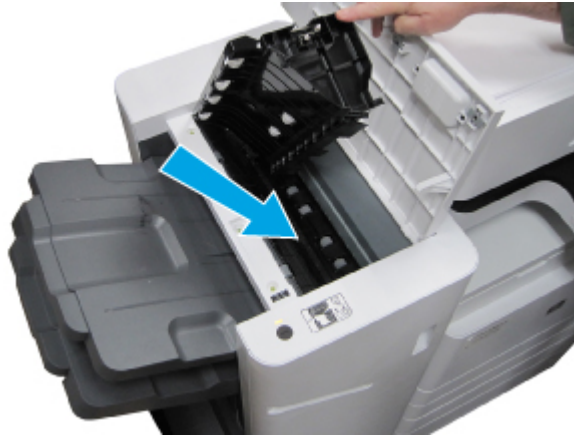
- b. Open the inner jam cover.

Open jam access



- c. Check for jams in the indicated area.

Check for paper jam



- d. Open the finisher front cover, then open the jam clearance guide to the right of the stapler.

Figure 46 Open jam access



- e. Remove any jams or obstructions.

Figure 47 Check for paper



NOTE: Use the paper roller knobs to move paper for easier access.



- f. Close all finisher covers.
2. Turn the printer off, and then on.
3. If the error persists, please contact customer support at: www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

 **IMPORTANT:** If the user grabs pages from the finisher before they are completely delivered to the output bin, a 13.92.Dx or 13.98.D3 error can occur.

1. Check the finisher for paper jams or obstructions.
 - a. Open the finisher top cover.

Open top cover



- b. Open the inner jam cover.

Open jam access



- c. Check for jams in the indicated area.

Check for paper jam



- d. Open the finisher front cover, then open the jam clearance guide to the right of the stapler.

Figure 48 Open jam access



- e. Remove any jams or obstructions.

Figure 49 Check for paper



 **NOTE:** Use the paper roller knobs to move paper for easier access.



- f. Close all finisher covers.
2. If the error persists, check to ensure the finisher diverter is functioning correctly.
- a. Open the finisher top cover.

Open top cover



- b. Open the inner jam cover.

Open jam access

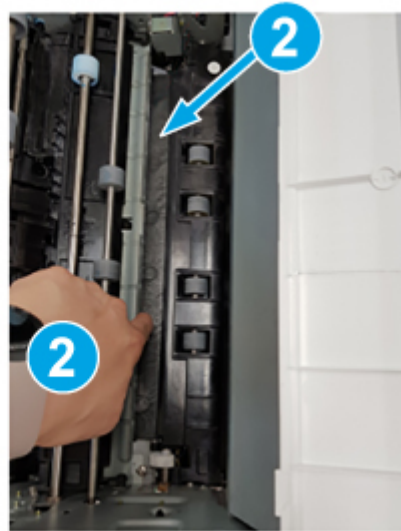


- c. Locate the diverter and check it by pushing down and releasing it.

Figure 50 Check diverter



Call-out 1: Jam access handle



Call-out 2: Push down on diverter

Once released, the diverter should quickly pop back up.

and elevate the case using the stand

- d. If the diverter does not pop back, record the serial number of the finisher and elevate the case using the Standard Support Process
3. Turn the printer off, and then on.
 4. If the error persists, please elevate the case using the Standard Support Process

20.WX.YZ error messages

20.* errors

Errors in the 20.* family are related to the printer memory. The page might require more memory than the printer has available.

Recommended action

Use the following general troubleshooting steps to try to resolve the problem. If the error persists, contact your HP-authorized service or support provider, or contact HP support at www.hp.com/go/contactHP.

1. Touch the OK button to continue.
2. Reduce the page complexity.
3. Add product memory.

30.WX.YZ error messages

30.* errors

Errors in the 30.* family are related to the flatbed scanner.

Recommended action

Use the following general troubleshooting steps to try to resolve the problem. If the error persists, contact your HP-authorized service or support provider, or contact HP support at www.hp.com/go/contactHP.

1. Calibrate the scanner. Open these menus: Device Maintenance > Calibrate-Cleaning > Calibrate Scanner.
2. Clean the scanner glass and glass strips.
3. Perform the tests for scanner diagnostics. Open these menus: Administration > Troubleshooting > Diagnostic Tests > Scanner Tests.
4. Upgrade the firmware.
Go to [HP FutureSmart - Latest Firmware Versions](#).
5. Check all connections on the scanner control board and from the scanner control board to the formatter and the DC controller or the engine control board. If all connections are good, replace the scanner control board.
6. Replace the formatter.
7. If the error persists, replace the scanner assembly.

30.01.09 Scanner motor locked

This error occurs when scanner motor does not move.

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



NOTE: For part-replacement procedures, or for missing part numbers, escalate the issue using the Standard Support Process.

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



NOTE: The service PIN for this printer is: 04077817

- Service Tools
 - Diagnostics
 - Scanner Diagnostics
 - Scanner/document feeder Test Routines
- Run test 06–0020, Document Cover Open Sensor and test 06–0030, Document Simplex Registration Sensor.
 - If the motor does not function correctly, replace the stepping motor.

Part number: JC31-00158A

30.01.41

Scanner communication error.

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.
3. Check all connections between the formatter and main board PCA.
4. reassemble the printer and turn it on.
5. If the error persists, please collect diagnostic files and elevate the case to the GBU using your Standard Support Process

How to collect diagnostic logs.

- Insert a USB drive into the connector on the front panel.
- On the control panel, select Support Tools.
- Select Troubleshooting.
- Select Generate debug data and then touch Start. (This step takes approximately 1 minute.)
- Select Retrieve Diagnostic Data.
- Check Create Zipped debug data.
- remove the check from Clean up debug data.
- Select Save to USB drive.

- i. Select Save.



NOTE: If the file size is smaller than 10Mb then correct log has not been captured.

30 . 01 . 56 Scanner Error, power off/on

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

Recommended action for customers

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

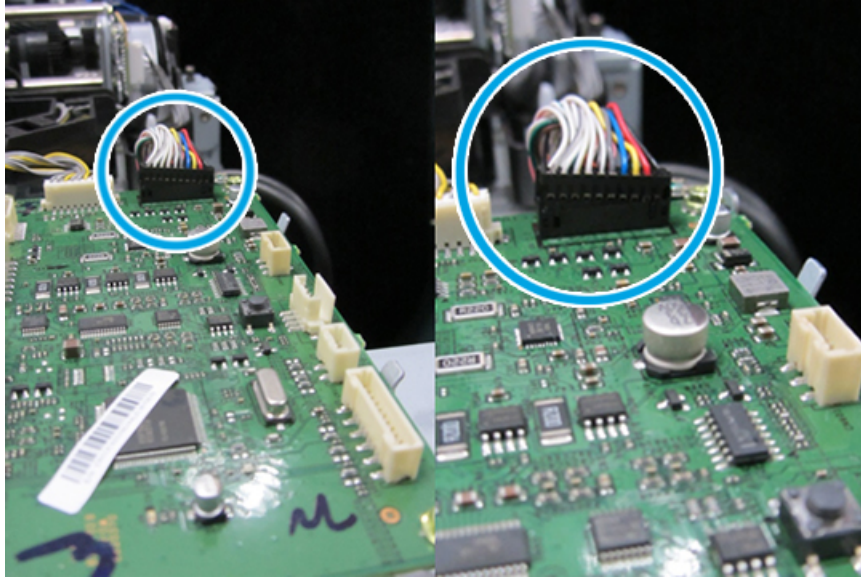
Recommended action for call-center agents and onsite technicians

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 (CN6).
3. Check the document feeder board and connectors.
 - a. Remove the automatic document feeder rear cover.
 - b. Check if the connector on the document feeder board is connected correctly.

For the **LX** automatic document feeder check (CN 2). If the inside end of wire harness connection is raise, it will display 30.01.56 error on control panel.

For **GX** series automatic document feeder, check if the connector on the document feeder board is connected correctly (CN9). If the inside end of wire harness connection is raise, it will display 30.01.56 error on control panel.

Figure 51 PCA Cable



- c. If connectors are properly seated on the automatic document feeder PCA, then check continuity of cable from automatic document feeder to Scan Joint board. If the cable is bad replace cable.

Part number: (elevate case for cable)

- d. If the connection is OK, replace the scan-joint board.

Part number: JC92-02781A

For instructions:

E82540-E82560 and E87640-E87660: Removal and replacement: Scan joint board See the Repair Service Manual for this product.

E72525-E72535 and E77822-E77830 and E78323-E78330: Removal and replacement: Scan joint board See the Repair Service Manual for this product.

31.WX.YZ error messages

31.* errors

Errors in the 31.* family are related to the document feeder.

Recommended action

Use the following general troubleshooting steps to try to resolve the problem. If the error persists, contact your HP-authorized service or support provider, or contact HP support at www.hp.com/go/contactHP.

1. Verify the document feeder top cover is completely closed when feeding pages through it.
2. Verify the document feeder input tray is not overloaded and that the guides are adjusted correctly.
3. Open the document feeder top cover and check the rollers. Clean or replace them if necessary.
4. Clean the scanner glass and all the calibration strips.
5. Calibrate the scanner. Open these menus: Device Maintenance > Calibrate-Cleaning > Calibrate Scanner.

6. Clean the scanner glass and glass strips, and clean the white strips used for calibration.
7. Perform the tests for scanner diagnostics. Open these menus: Administration > Troubleshooting > Diagnostic Tests > Scanner Tests. Look for tests related to the document feeder, such as the Jam Cover Sensor test.
8. Upgrade the firmware.
Go to [HP FutureSmart - Latest Firmware Versions](#).
9. Check all connections from the document feeder to the scanner control board, and reseal them if necessary.
10. If the error persists, replace the document feeder assembly.

31.03.38 and 31.03.39

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 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

 **NOTE:** The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

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

 **NOTE:** The service PIN for this printer is: 04077817

- 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.
- Scan-in release motor part number: JC31-00009C
- Scan-in sensor part number: 0604-001381
- Separation sensor part number: 0604-001381
5. Replace the document feeder PCA (scan joint board).
- Part number: JC92-02781A
- For instructions: Removal and replacement: Scan joint board See the Repair Service Manual for this product.

31.03.40 and 31.03.41

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 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



NOTE: The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

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



NOTE: The service PIN for this printer is: 04077817

- 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: JC31-00132A

Pickup release motor part number: JC31-00009C

Pickup roller detect sensor part number: 0604-001381

5. Replace the document feeder PCA (scan joint board).

Part number: JC92-02781A

For instructions: Removal and replacement: Scan joint board See the Repair Service Manual for this product.

31.13.00

Multipick jam in document feeder.

Recommended action for customers

1. Open the document feeder top cover 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. Check the paper, ensure that the paper is not stapled, paper clipped or has any post-its attached.



NOTE: This is a multi-feed jam. Any substance that might cause the paper to stick together or feed multiple sheets at one time can cause this issue.

4. Check the paper for excessive static build up.
5. Ensure a good quality paper is being used and meets the specifications for the document feeder.
6. Close the top cover and then check whether the problem occurs again.
7. If the error persists with the same job you can complete the job by turning the multi-feed detection off.
 - a. On the control panel select the COPY icon.
 - b. Select Options.
 - c. Then select Multi-feed Detection.
 - d. Once multi-feed detection is selected, select the Off option.



NOTE: This will turn off the multi-feed detection for the current job only.

8. 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 cover of the document feeder, and check whether there are foreign substances or paper jamming around the stacker.
3. Check the paper, ensure that the paper is not stapled, paper clipped or has any post-its attached.



NOTE: This is a multi-feed jam. Any substance that might cause the paper to stick together or feed multiple sheets at one time can cause this issue.

4. Check the paper for excessive static build up.
5. Ensure a good quality paper is being used and meets the specifications for the document feeder.
6. Close the cover and then check whether the problem occurs again.
7. If the error persists with the same job you can complete the job by turning the multi-feed detection off.
 - a. On the control panel select the COPY icon.
 - b. Select Options.
 - c. Then select Multi-feed Detection.
 - d. Once multi-feed detection is selected, select the Off option.



NOTE: This will turn off the multi-feed detection for the current job only.

If the customer wishes to keep the multi-detection turned off due to paper quality issues, this can be saved as a default or a quick set for easier usage.

 **CAUTION:** The document feeder will no longer detect if multiple pages are feed and this can cause other jam errors and can cause all pages not to be copied.

8. If the error persist across multiple jobs, check if there is any problem in the operating parts including the motor.

- a. Open the following menus:

- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

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

- b. Run test 05–0180, Stacker Lift Motor Forward and test 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: JC31-00009C

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

Part number: 0604-001502

10. Replace the scan-joint board.

Part number: JC92-02781A

For instructions: Removal and replacement: Scan joint board See the Repair Service Manual for this product.

31.13.01

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

Recommended action for customers

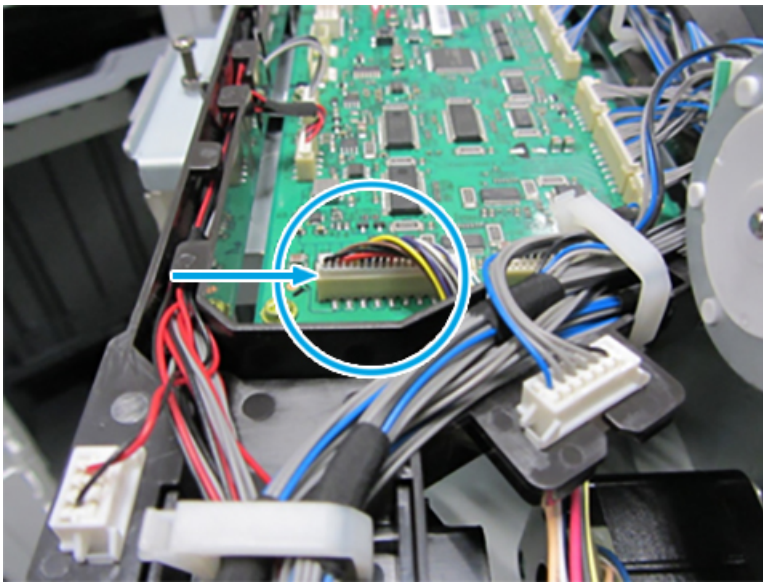
1. Open the document feeder and remove any jammed paper, then close the cover and check whether it operates again.
2. Turn off the printer, open the top door of the scanner, and check whether there are foreign substances or paper jamming around the stacker.
3. Close the door and then check whether the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

Recommended action for call-center agents and onsite technicians

 **NOTE:** The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

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. Remove back automatic document feeder cover and check connections. If the connector (CN9) is slightly lifted on the outside edge, it will display 31.13.01 error on control panel. Reseat connector, test.

Figure 52 CN9 connection



5. Check cable from automatic document feeder PCA to Scan Joint board for continuity. If bad replace the cable.

Part number: (elevate case to get cable)

6. For GX series automatic document feeders, check if there is any problem in the operating parts including the motor.
 - a. Open the following menus:

- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

- Service Tools
- Diagnostics
- Scanner Diagnostics

- Scanner/Document Feeder Test Routines

- Run test 05–0180, Stacker Lift Motor Forward and test 05–0181, Stacker Lift Motor Backward.
- If the motor does not function correctly, replace the lift motor for the flow document feeder.

Part number: JC31-00009C

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

Part number: 0604-001381

- Replace the document feeder PCA

Part number (LX): JC92-02962A

Part number (GX): JC92-02964A

Part number (sGX): JC92-02964B

- If the error persists, replace the scan joint board.

Part number: JC92-02781A

For instructions: Removal and replacement: Scan joint board See the Repair Service Manual for this product.

31.13.02

Original paper jam in front of the scanner

Recommended action for customers

- Open the document feeder cover remove any jammed paper. Then close the top door of the scanner and check whether the problem occurs again.
- Turn off the power and check whether there are foreign substances or jams around the feed sensor.
- 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.
- If the error persists, please contact customer support.

LX scanner recommended action for call-center agents and onsite technicians



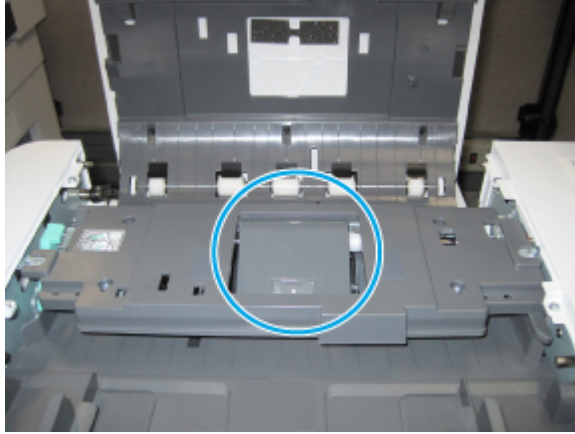
NOTE: For part-replacement procedures, or for missing part numbers, escalate the issue using the Standard Support Process.

The LX scanner/document feeder is found on the following models:

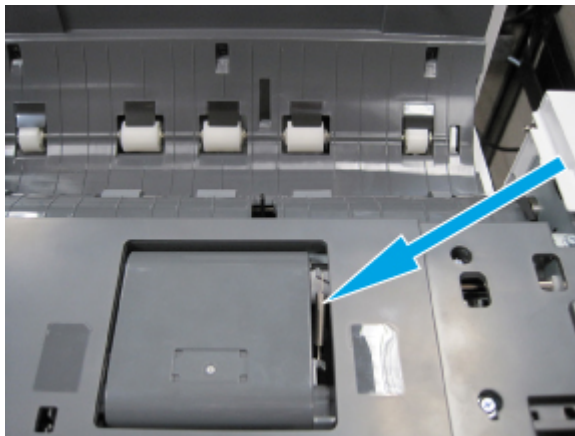
- E72525-E72535 dn models only
- E77822-E77830 dn models only
- E82540-E82560 du models only
- E87640-E87660 du models only
- E78223-E78230 dn models only

- E78223-E78230 dnmodelsonly

1. Open and then close the top door of the scanner and check whether the problem occurs again.
2. Open the document feeder cover.
 - a. Push and release the pick-up module.



- b. Check if the pick-up module returns to the original position.
- c. Check if the spring is deformed. If the spring is defective, replace the spring.



Part number: 6107-003581

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



- a. Push and release the registration actuator.
- b. Check if the registration actuator returns the original position.
- c. Use the sensor test to check the correct operation of the sensor.

- i. Open the following menus:

- Support Tools
- Service

 **NOTE:** The service PIN for this printer is: 04077817

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

- ii. Run test 06–0020, Document Cover Open Sensor and 06–0060, Document Simplex Registration Sensor.

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

Registration actuator detector part number: JC66-04102A

Registration photo sensor part number: 0604-001393

DSDF pickup part number: JC97-04856A

4. Check the scan sensor and scan actuator. If their operation is abnormal, replace the defective part.

- a. Run test 05–0070, Document Scan Read Sensor 1.
- b. If the sensor does not function correctly replace the scan in assembly.
Part number: JC97-04887A

GX scanner recommended action for call-center agents and onsite technicians

 **NOTE:** The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

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:

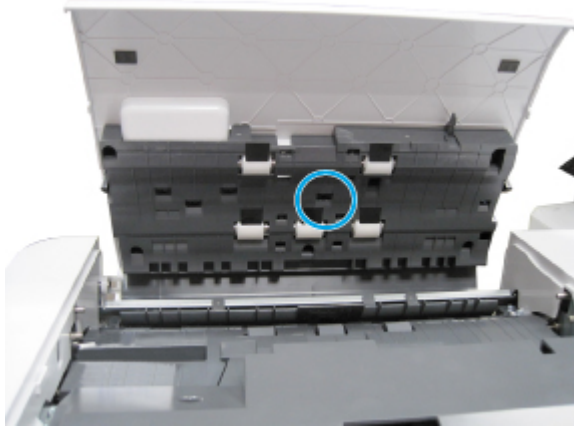
- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

- 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: 0604-001502

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: JC97-04869A

For instructions:

dn bundles: Removal and replacement: Document feeder jam-access cover (dn bundles) See the Repair Service Manual for this product.

z bundles: Removal and replacement: Document feeder jam-access cover (z bundles) See the Repair Service Manual for this product.

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: 0609-001558

For instructions:

dn bundles: Removal and replacement: Document feeder contact image sensor (dn bundles) See the Repair Service Manual for this product.

z bundles: Removal and replacement: Document feeder contact image sensor (z bundles) See the Repair Service Manual for this product.

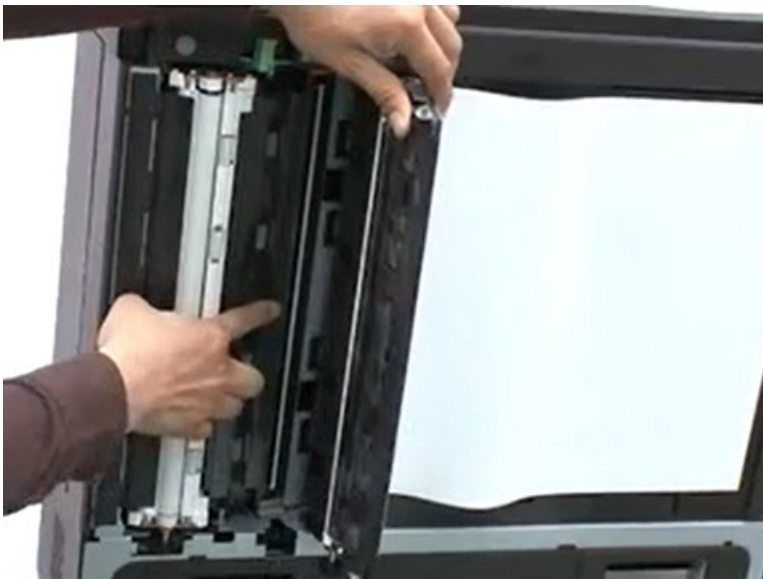
5. If this error occurs continually, check the document feeder scan in sensor.



- a. Run test 05-0070, Document Scan Read Sensor 1.
- b. If the sensor is defective, replace the scan in lower assembly.

Part number: 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: JC97-04830A

7. Check the following motors.

- Pick up motor - test 05-0130 and 05-0131
- Regi 1 motor - test 05-0160 and 05-0161
- Regi 2 motor - test 05-0170 and 05-0171
- Feed motor - test 05-0110 and 05-0111

8. As needed, replace the failing motor.

Document pickup motor part number: JC31-00009C

Document registration motors part number: JC31-00132A

Document feed drive motor part number: JC31-00177A

For instructions: Removal and replacement: Document feeder front motor See the Repair Service Manual for this product.

9. Replace the scan joint board.

Part number: JC92-02781A

For instructions: Removal and replacement: Scan joint board See the Repair Service Manual for this product.

31.13.03

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 for customers

1. Open and then close the top door of the automatic document feeder and check whether the problem occurs 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 automatic document feeder and placing the paper on the ADF tray again, close the door and check whether the problem occurs again.
4. If the error persists, please contact customer support.

LX scanner recommended action for call-center agents and onsite technicians



NOTE: For part-replacement procedures, or for missing part numbers, escalate the issue using the Standard Support Process.

The LX scanner/document feeder is found on the following models:

- E72525-E72535 dn models only
- E77822-E77830 dn models only
- E82540-E82560 du models only
- E87640-E87660 du models only

- E78223-E78230 dn models only
1. Open and then close the top door of the automatic document feeder and check whether the problem occurs again.
 2. Open the document feeder cover. If there is jammed paper, remove it.
 3. If this error occurs continually, check the registration sensor and registration actuator.



- a. Push and release the registration actuator, check that the actuator returns to its original position.
- b. Check if the registration actuator returns to the original position.
- c. Use the sensor test to check the correct operation of the sensor.

- i. Open the following menus:

- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

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

- ii. Run test 05-0020, Document Cover Open Sensor and test 05-0060, Document Simplex Registration Sensor.

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

Registration actuator detector part number: JC66-04102A

Registration photo sensor part number: 0604-001393

DSDF pickup part number: JC97-04856A

4. Check the scan sensor and scan actuator. If their operation is abnormal, replace the defective part.

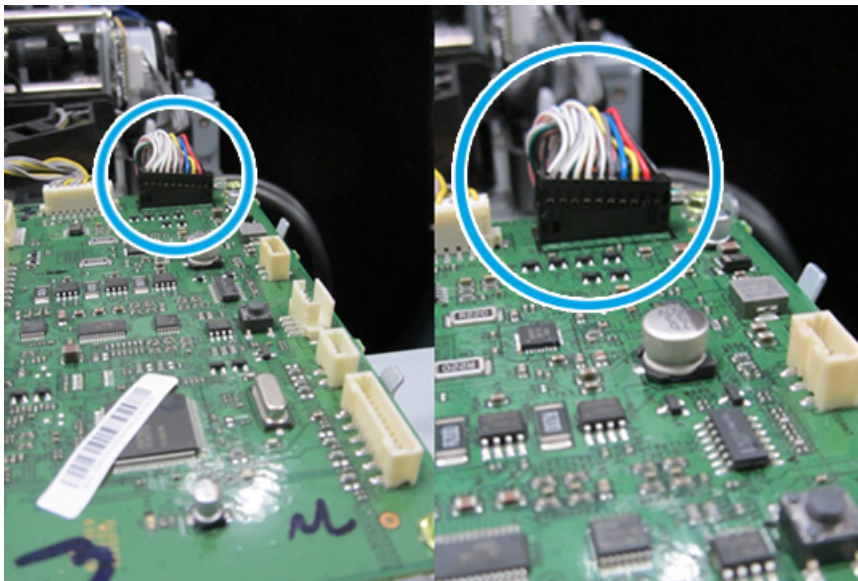
Figure 53 Sensor location



- a. Run test 05-0070, Document Scan Read Sensor 1.
 - b. If the sensor does not function correctly, replace the automatic document feeder assembly.
Part number: Non- Flow ADF assembly - JC97-04954A
5. Check the reflect film. If it is contaminated, clean it.

6. If the issue persists, check the connection on automatic document feeder PCA, connector CN2. If the wire harness connector is pull out slightly on the outside edge from the CN2 connector, then the automatic document feeder will give a 31.13.03 error. Reseat the cable and test.

Figure 54 PCA connector



GX scanner recommended action for call-center agents and onsite technicians

 **NOTE:** The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

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.

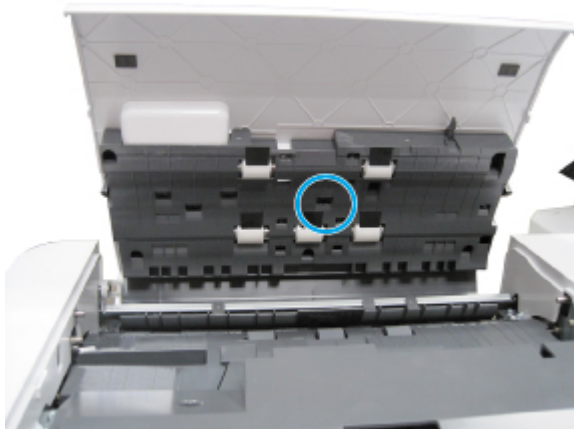


- a. Open the following menus:

- Support Tools
- Service

 **NOTE:** The service PIN for this printer is: 04077817

- 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: 0604-001502
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: JC97-04869A

For instructions:

dn bundles: Removal and replacement: Document feeder jam-access cover (dn bundles) See the Repair Service Manual for this product.

z bundles: Removal and replacement: Document feeder jam-access cover (z bundles) See the Repair Service Manual for this product.

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: 0609-001558

For instructions:

dn bundles: Removal and replacement: Document feeder contact image sensor (dn bundles) See the Repair Service Manual for this product.

z bundles: Removal and replacement: Document feeder contact image sensor (z bundles) See the Repair Service Manual for this product.

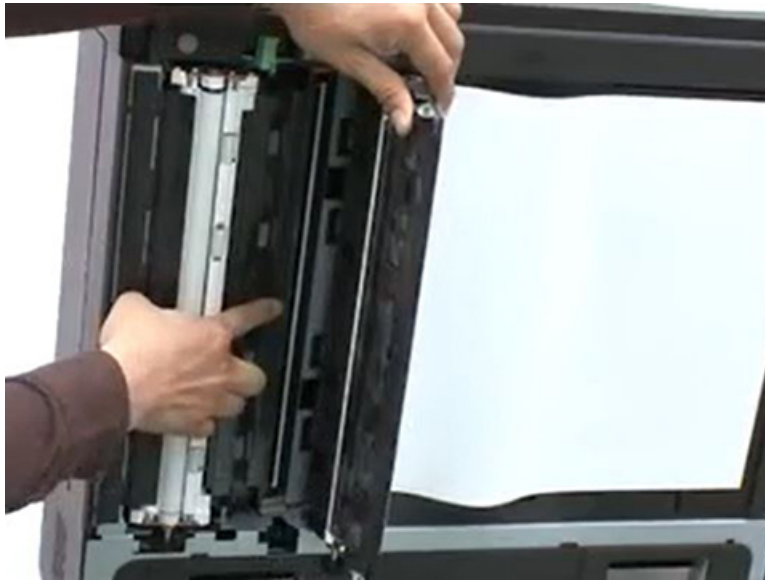
5. If this error occurs continually, check the document feeder scan in sensor.



- a. Run test 05–0070, Document Scan Read Sensor 1.
- b. If the sensor is defective, replace the scan in lower assembly.

Part number: 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: JC97-04830A
7. Check the following motors.
- Pick up motor - test 050-0130 and 05-0131
 - Regi 1 motor - test 05-0160 and 05-0161
 - Regi 2 motor - test 05-0170 and 05-0171
 - Feed motor - test 05-0110 and 05-0111
8. As needed, replace the failing motor.
- Document pickup motor part number: JC31-00009C
Document registration motors part number: JC31-00132A
Document feed drive motor part number: JC31-00177A
- For instructions: Removal and replacement: Document feeder front motor See the Repair Service Manual for this product.
9. Replace the document feeder PCA (scan joint board).
- Part number: JC92-02781A
- For instructions: Removal and replacement: Scan joint board See the Repair Service Manual for this product.

31.13.04

Jam in the automatic document feeder.

Foreign substances are in the simplex scan sensor.

Recommended action for customers

1. Open and then close the top door of the scanner and check whether the problem occurs 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.

LX scanner recommended action for call-center agents and onsite technicians



NOTE: For part-replacement procedures, or for missing part numbers, escalate the issue using the Standard Support Process.

The LX scanner/document feeder is found on the following models:

- E72525-E72535 dn models only
 - E77822-E77830 dn models only
 - E82540-E82560 du models only
 - E87640-E87660 du models only
 - E78223-E78230 dn models only
 - E78223-E78230 dn models only
1. Open and then close the top door of the scanner and check whether the problem occurs again.
 2. Open the document feeder cover. If there is jammed paper, remove it.
 3. If this error occurs continually, check the registration sensor and registration actuator.



- a. Push and release the registration actuator.
- b. Check if the registration actuator returns the original position.
- c. Use the sensor test to check the correct operation of the sensor.
 - i. Open the following menus:

- Support Tools
- Service

 **NOTE:** The service PIN for this printer is: 04077817

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

ii. Run test 06–0020, Document Cover Open Sensor and 06–0060, Document Simplex Registration Sensor.

d. If the sensor is defective, replace it.

Registration actuator detector part number: JC66-04102A

Registration photo sensor part number: 0604-001393

DSDF pickup part number: JC97-04856A

4. Check the scan sensor and scan actuator. If their operation is abnormal, replace the defective part.

a. Run test 05–0070, Document Scan Read Sensor 1.

b. If the sensor does not function correctly replace the scan in assembly.

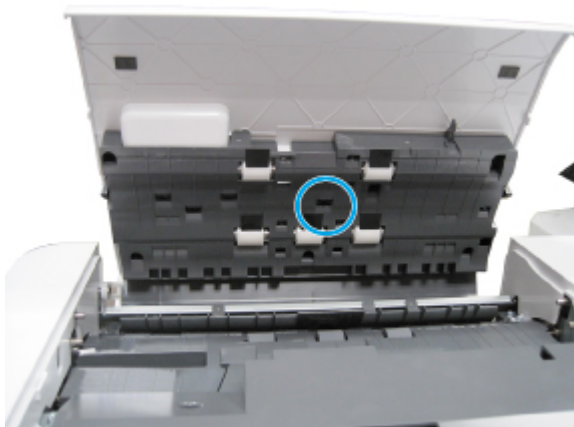
Part number: JC97-04887A

5. Check the reflect film. If it is contaminated, clean it.

GX scanner recommended action for call-center agents and onsite technicians

 **NOTE:** The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

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



NOTE: The service PIN for this printer is: 04077817

- 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: JC97-04869A

For instructions:

dn bundles: Removal and replacement: Document feeder jam-access cover (dn bundles) See the Repair Service Manual for this product.

z bundles: Removal and replacement: Document feeder jam-access cover (z bundles) See the Repair Service Manual for this product.

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: 0609-001558

For instructions:

dn bundles: Removal and replacement: Document feeder contact image sensor (dn bundles) See the Repair Service Manual for this product.

z bundles: Removal and replacement: Document feeder contact image sensor (z bundles) See the Repair Service Manual for this product.

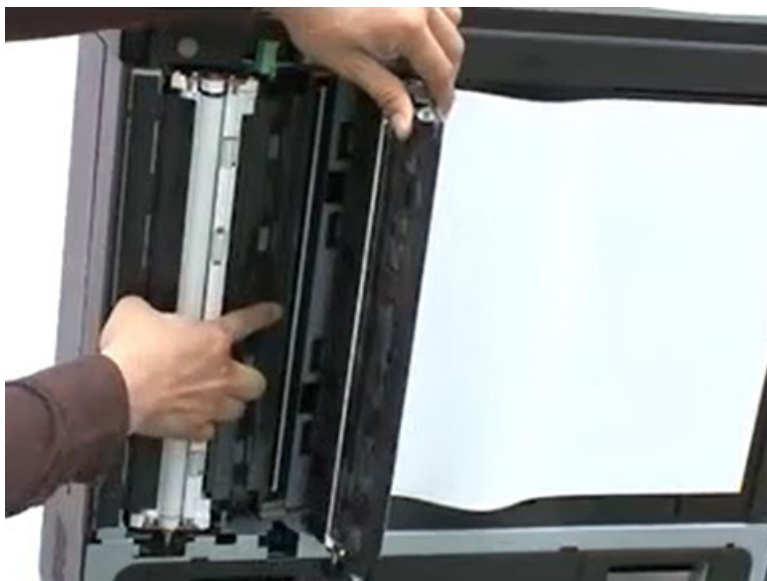
4. If this error occurs continually, check the document feeder scan in sensor.



- a. Run test 05-0070, Document Scan Read Sensor 1.
- b. If the sensor is defective, replace the scan in lower assembly.

Part number: 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: JC97-04830A

6. Check the following motors.

- Pick up motor - test 050-0130 and 05-0131
- Regi 1 motor - test 05-0160 and 05-0161
- Regi 2 motor - test 05-0170 and 05-0171
- Feed motor - test 05-0110 and 05-0111

7. As needed, replace the failing motor.

Document pickup motor part number: JC31-00009C

Document registration motors part number: JC31-00132A

Document feed drive motor part number: JC31-00177A

For instructions: Removal and replacement: Document feeder front motor See the Repair Service Manual for this product.

8. Replace the document feeder PCA (scan joint board).

Part number: JC92-02781A

For instructions: Removal and replacement: Scan joint board See the Repair Service Manual for this product.

31.13.05

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 for customers

1. Open and then close the top door of the scanner and check whether the problem occurs 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.

LX scanner recommended action for call-center agents and onsite technicians



NOTE: For part-replacement procedures, or for missing part numbers, escalate the issue using the Standard Support Process.



IMPORTANT: The following troubleshooting is only for the **LX scanner**. For troubleshooting for the **GX scanner**, see the next complete section titled "GX scanner recommended action for call-center agents and onsite technicians".

The LX scanner/document feeder is found on the following models:

- E72525-E72535 dn models only
- E77822-E77830 dn models only

- E82540-E82560 du models only
 - E87640-E87660 du models only
 - E78223-E78230 dn models only
 - E78223-E78230 dn models only
1. Open the document feeder cover. If there is jammed paper, remove it.
 2. If this error occurs continually, check the registration sensor and the registration actuator.



- a. Push and release the registration actuator.
- b. Check if the registration actuator returns the original position.
- c. Use the sensor test to check the correct operation of the sensor.

- i. Open the following menus:

- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

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

- ii. Run test 06–0020, Document Cover Open Sensor and 06–0060, Document Simplex Registration Sensor.

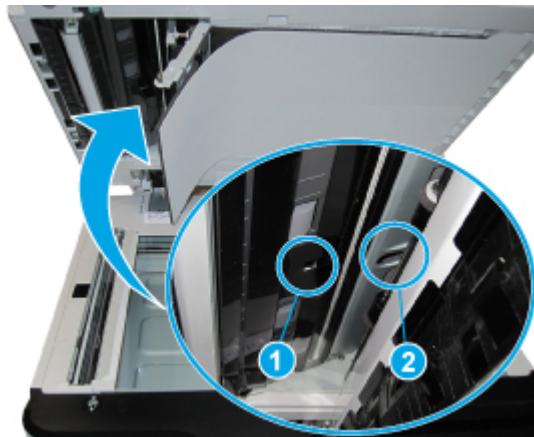
- d. If the sensor is defective, replace it.

Registration actuator detector part number: JC66-04102A

Registration photo sensor part number: 0604-001393

DSDF pickup part number: JC97-04856A

3. If the registration sensor is OK, check the scan 2 sensor and the exit sensor.
 - a. Run test 05-0071 Scan 2 sensor and 05-0080 Exit sensor.



Callout 1 - Scan 2 sensor.

Callout 2 - Exit sensor.

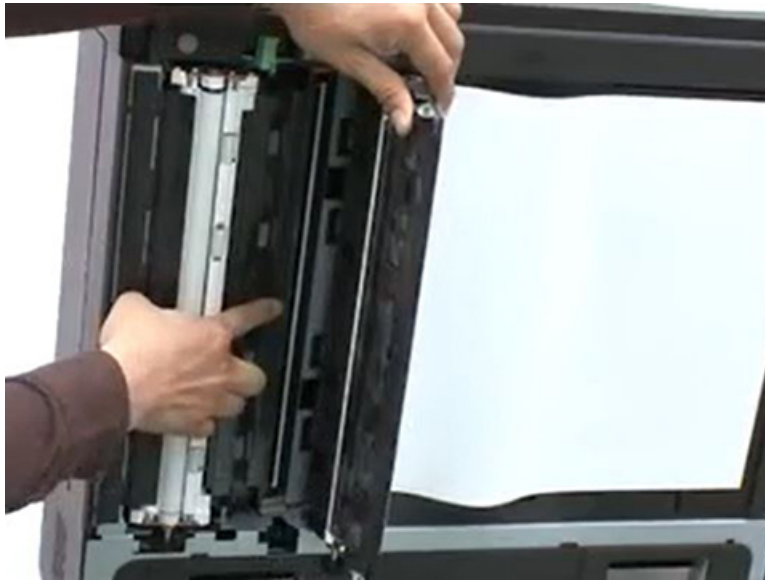
- b. If the scan 2 sensor fails, replace the automatic document feeder (ADF).
Part number: Non Flow ADF – LX Kit - JC97-04954A
- c. If the exit sensor fails, replace the DSDF exit assembly.
Part number: JC97-04663A

GX scanner recommended action for call-center agents and onsite technicians

 **NOTE:** The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Open the 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



NOTE: The service PIN for this printer is: 04077817

- 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: JC97-04830A

3. Check the following motors.

- Regi 2 motor - test 05–0170 and 05–0171
- Feed motor - test 05–0110 and 05–0111

4. As needed, replace the failing motor.

Document registration motors part number: JC31-00132A

Document feed drive motor part number: JC31-00177A

For instructions: Removal and replacement: Document feeder front motor See the Repair Service Manual for this product.

5. Replace the document feeder PCA (scan joint board).

Part number: JC92-02781A

For instructions: Removal and replacement: Scan joint board See the Repair Service Manual for this product.

32.WX.YZ error messages

32.* errors

Errors in the 32.* family are related to either product start events or to backup and restore events.

Recommended action

Use the following general troubleshooting steps to try to resolve the problem. If the error persists, contact your HP-authorized service or support provider, or contact HP support at www.hp.com/go/contactHP.

1. Turn the printer off, and then on.
2. Retry the job.

32.08.A1, 32.08.A2, 32.08.A3

An event related to starting the printer.

32.08.A1 (event code)

Shutdown event. Boot after abnormal shutdown.

32.08.A2 (event code)

Boot from normal shutdown event.

32.08.A3 (event code)

Regular boot event.

Recommended action

- ▲ No action necessary.

32.1C.05

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)

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)

Backup restore permissions error.

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

Recommended action

- ▲ Retry the job.

32.1C.08 (event code)

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 for the share location and check the network share settings.
4. Check the network share or try setting up a new shared network drive or folder.

32.1C.09 (event code)

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 the data is no longer present.

Recommended action

- ▲ Use a valid backup file.

32.1C.0A (event code)

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 the data is 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)

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

Recommended action

- ▲ Reboot, and then retry the backup/restore.

32.1C.11 (event code)

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

The backup operation was aborted because the printer is busy.

Recommended action

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

32.1C.13, 32.1C.14

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

- ▲ Free up disk space, and then try again.

32.1C.15

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

- ▲ Use the current backup file.

32.1C.2E

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

Reset failure.

Recommended action

- ▲ Turn the printer off, and then on. Retry the job.

32.1C.40

The backup operation completed successfully (informational).

Recommended action

▲ No action necessary.

32.1C.41

The backup operation encountered an error (informational).

Recommended action

▲ No action necessary.

32.1C.42

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

Recommended action

▲ No action necessary.

32.1C.43

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

Recommended action

▲ No action necessary.

32.1C.44

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

Recommended action

▲ No action necessary.

32.1C.45

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

Recommended action

▲ No action necessary.

32.1C.46

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

- ▲ No action necessary.

32.1C.47

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

Recommended action

- ▲ No action necessary.

32.1C.48

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 and not left blank.
2. Check that the server and the shared folder exists.
3. Check that you (or the applicable user) has permission to access the shared folder on the provided server.

32.1C.49

The backup job ticket was submitted with a bad encryption.



NOTE: This would only apply to a web services call to perform a backup with a blank PIN

Recommended action

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

32.1C.4A

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 then on again and retry the job.
3. If the error persists, perform a **Format Disk** procedure using the **Preboot** menu.

For the steps to perform a Format Disk procedure, go to [HP LaserJet Enterprise Printers - Performing a Partial Clean or Format Disk Procedure](#).

32.1C.56

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

Recommended action

- ▲ No action necessary.

32.1C.57

Reset aborted (informational).

Recommended action

- ▲ No action necessary.

32.1C.58

Unknown reset error (informational).

Recommended action

- ▲ No action necessary.

32.1C.60

The restore operation completed successfully (informational).

Recommended action

- ▲ No action necessary.

32.1C.61

The restore operation encountered an error.

Recommended action

- ▲ Review the printer's event log to see specific details about the failure.

32.1C.62

The restore operation completed, but with a warning message.

Recommended action

- ▲ Review the error log to see specific details about the failure.

32.1C.68

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 and not left blank.
2. Check that the server and the shared folder exist.
3. Check that you (or the applicable 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

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

Recommended action

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

32.1C.6A

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

- ▲ Retry the job.

32.1C.6D

An unusual error occurred when running the restore operation.

Recommended action

- ▲ Retry the job.

33.WX.YZ error messages

33.* errors

Errors in the 33.* family are related to the printer's storage system or the formatter. The component might have been previously installed in another printer and is therefore locked to that other printer. Or, the component might be incorrect for this printer.

Recommended action

Use the following general troubleshooting steps to try to resolve the problem.

- ▲ Install the correct component for this printer.

33.01.xx

A save or restore process has occurred.

- **33.01.01** (event code)

A restore process has occurred.

- **33.01.02** (event code)

A save process has occurred.

- **33.01.03** (event code)

Save recover functionality OK after previously being disabled.

Recommended action

- ▲ No action necessary.

33.04.01 Missing TPM

A Trusted Platform Module is missing from a printer that previously had a TPM installed.

TPM accessory (optional): This system is using a TPM module installed as an accessory to protect data and it is not present. The original TPM must be returned or you can select the Stop Using option in the preboot TPM sub-menu. All data will be cryptographically erased and a reload of firmware from USB might be required.

TPM Standard (Standard on product): This system is using a TPM module installed at the factory to protect data and it is not present. Verify that the TPM is seated firmly on the formatter, in case of shifting during shipment. If the TPM has been removed for a formatter replacement, put the original TPM on the board. If the original TPM cannot be reinstalled or has become damaged, **DO NOT** replace any parts. Replace the printer.

Recommended action

1. Turn the printer off.
2. Reinstall the missing TPM module into the printer.



NOTE: If the TPM accessory was installed, you can also go to the Administration menu and under TPM, select the Stop Using option if you no longer want to use the TPM accessory.

3. Restart the printer.

33.04.02 Missing TPM

The wrong TPM is installed on a printer that previously had a different TPM installed.

TPM Optional device: This system is using a TPM module to protect data and it is not present. The original TPM module must be returned or you may select the **Stop Using** option in the preboot TPM sub-menu.

Recommended action

1. Turn the printer off.
2. Reinstall the original TPM module into the printer.
3. Restart the printer.
4. Go to the Administration menu and under TPM and select the Enable and Use option.



NOTE: To no longer use the TPM device, go to the Administration menu and under TPM and select the Stop Using option.

33.04.03 Unknown TPM

A used TPM has been installed on a printer that has not previously had a TPM installed.

TPM Optional device: This system is using a TPM module to protect data and it is not present. The TPM module currently installed is used to protect data in another device. The original TPM module must be returned or you can start using this TPM module by selecting the Enable and Use option in the preboot TPM sub-menu. You can also stop using a TPM altogether.

Recommended action

1. Turn the printer off and remove the TPM module. The printer will not be protected.
2. If choosing to protect the printer with the used TPM, refer to the "Install a new or re-enable an existing TPM after disabling a previous TPM" section of the <http://h10032.www1.hp.com/ctg/Manual/c04499622> (c04499622).

33.04.04 or 33.04.05 Unknown TPM

A new Trusted Platform Module is installed in a printer that had previously been configured to a different TPM accessory or a TPM installed from the factory.

This system contains a TPM module that is used to protect data in another device. The original TPM module that was shipped in the device must be reinstalled.

For units with a TPM accessory: If the original is unavailable, install a new TPM accessory.

For units that shipped with a TPM on board standard: If the original TPM installed in the factory is unavailable or damaged, **DO NOT** replace any parts. Elevate using the standard support process.

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call center agents and onsite technicians

1. Turn the printer off, and then on.
2. Turn the printer off, and then on. While the printer turns on, enter the Preboot menu.
3. From the Preboot menu, select Administrator, and then select TPM Config.
4. Select Get status, Enabled and then select Disable TPM and then confirm the printer will reboot.

 **NOTE:** After a message states that the printer is restoring, wait for the printer to restart and to be in a Ready state.

5. Print a configuration page, the event log, and collect the JDP log to verify that the TPM is disabled.
6. Turn the printer off, and then turn it on.
7. Open the Preboot menu.
8. From the Preboot menu, select Administrator, and then select TPM Config.
9. Select Get status, Disabled and then select Enable TPM and then confirm the printer will reboot.

 **NOTE:** Wait for the printer to restart and to be in a Ready state.

10. After the printer is initialized, print a Configuration Page to verify that the TPM is enabled.

 **NOTE:** Never replace the TPM on a unit that shipped with one. The TPM that can be ordered is only available for adding a level of security on the device never had a TPM paired from the factory, a new one can not be installed for security reasons.

11. If the error persists, elevate the case using the Standard Support Process.

33.05.0z SureStart errors

A SureStart error has occurred.

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)

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

Recommended action

1. For 33.05.01, 33.05.02, and 33.05.03: No action is necessary.
2. For all other errors: Download a firmware bundle to the printer from the Preboot menu.

Go to: [HP FutureSmart - Latest Firmware Versions](#)



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

33.05.1x Whitelisting errors

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: XX (Event code)
- **33.05.11** Security alert
- **33.05.11** Firmware verification Error: XX (Event code)
- **33.05.12** Security alert

- **33.05.12** Firmware verification Error: XX (Event code)

Recommended action

1. Perform a Format Disk procedure.

[HP Enterprise, HP Managed – Perform a Partial Clean or Format Disk to reset the printer](#)

2. If the device does not reboot to Ready, download a firmware bundle to the device from the Preboot menu.

Go to: [HP FutureSmart – Latest Firmware Versions](#)



NOTE: Performing a Format Disk procedure 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

The intrusion detection system has encountered an error.

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

- ▲ Turn the printer off then on.



NOTE: Selecting Continue from the Preboot menu will not resolve the error. The printer must be turn off then on to clear the error allowing the device to reboot to Ready.



NOTE: 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. This message should be ignored

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

40.WX.YZ error messages

40.* errors

Errors in the 40.* family are related to input/output accessories, such as USB storage devices, Jetdirect cards, or EIO cards or on-board network functions.

Recommended action

Use the following general troubleshooting steps to try to resolve the problem. If the error persists, contact your HP-authorized service or support provider, or contact HP support at www.hp.com/go/contactHP.

1. Touch the OK button to clear the error.
2. Remove and then reinstall the accessory.

40 . 00 . 01 USB I/O buffer overflow To continue, touch “OK”

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”

The product 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”

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

Recommended action

- ▲ 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”

The connection between the product 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”

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.

40.08.0x USB storage accessory removed

The USB storage accessory has been removed.

x = 0 or 1; information code.

Secure file erase is enabled.

Recommended action

- ▲ No action necessary.

40.0x.05 USB storage accessory removed

The USB storage accessory was removed.

x = 1, 2, 3, 5, or 6; information code.

Recommended action

- ▲ No action necessary.

41.WX.YZ error messages

41.* errors

Errors in the 41.* family are related to printing problems, such as a mismatch between the paper that is in the printer and the paper the printer is configured to use.

Recommended action

Use the following general troubleshooting steps to try to resolve the problem. If the error persists, elevate the case using the Standard Support Process.

1. Verify the tray is loaded with the correct paper type, and that the guides are adjusted correctly.
2. Verify the paper type and size settings on the control panel match the paper in the tray.
3. Verify the paper type and size settings in the print driver match the paper in the tray.
4. Use the Tray/Bin manual sensor test to verify the media switch in the cassette is working correctly.
5. Turn the printer off and then on.
6. If the issue persists, replace the DC controller.

41 . 03 . YZ Unexpected size in tray <X>

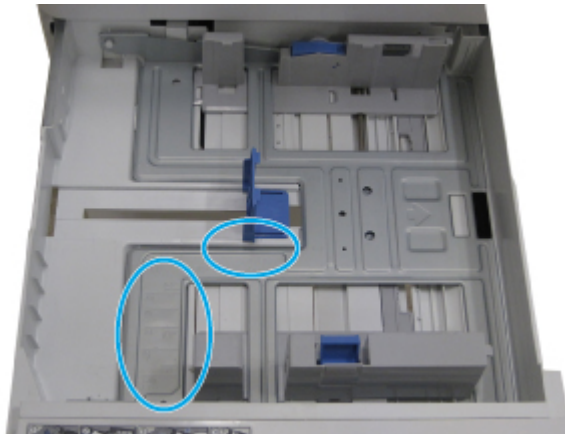
The printer detected a different paper size than expected.

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 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.



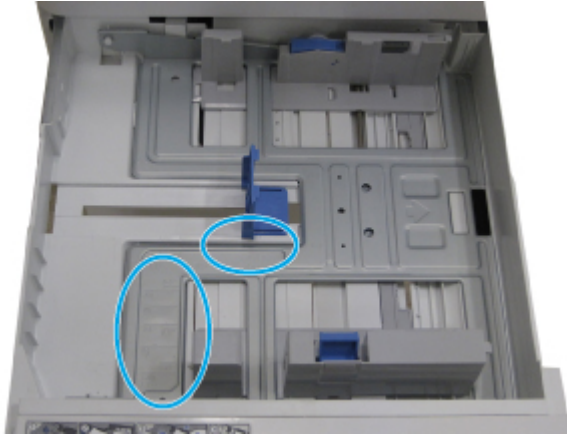
3. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians



NOTE: For part-replacement procedures, or for missing part numbers, escalate the issue using the Standard Support Process.

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.



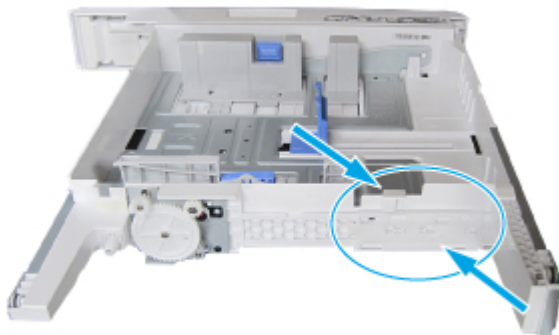
3. Check the failing tray to ensure that when the tray guides are moved, the sensor guides on the back of the tray move and are not damaged. If they are damaged, replace the tray.

Tray 2 part number: JC90-01610A

Tray 3 part number: JC90-01611A

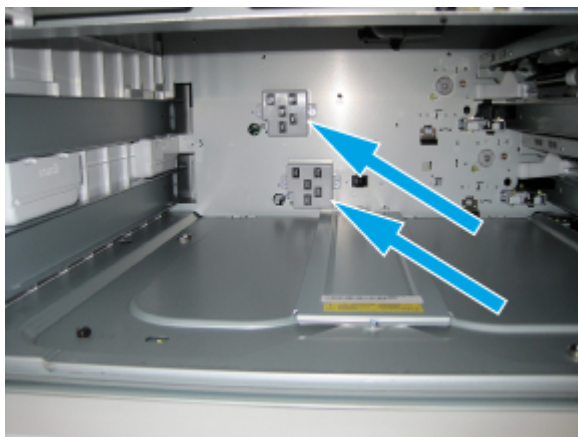
Tray 4 part number: JC90-01652A

Tray 5 part number: JC90-01654A



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

Part number: JC92-02622A



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

a. Open the following menus:

- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

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

b. 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.

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

Part number: JC92-02622A

41 . 03 . FZ Unknown Misprint Error

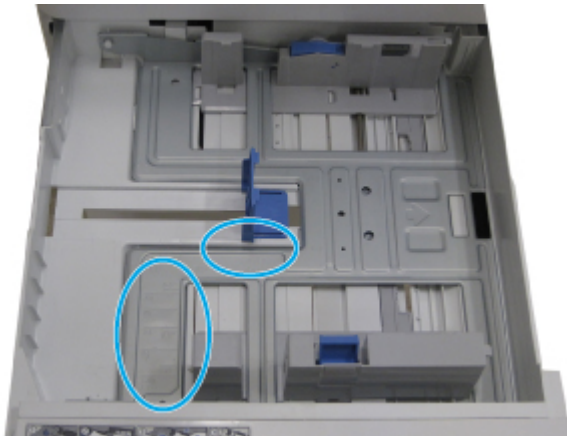
This is a general misprint error. Either paper is loaded off-center with the side guides in the tray, or a paper-width sensor failure occurred from an unknown tray. The error will be one of the following:

- 41 . 03 . F0
- 41 . 03 . F1
- 41 . 03 . F2
- 41 . 03 . F3

- 41.03.F4
- 41.03.F5
- 41.03.FD

Recommended action 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.



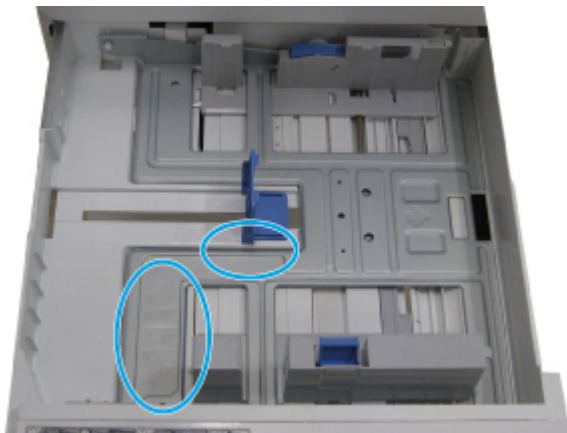
3. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians



NOTE: For part-replacement procedures, or for missing part numbers, escalate the issue using the Standard Support Process.

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.



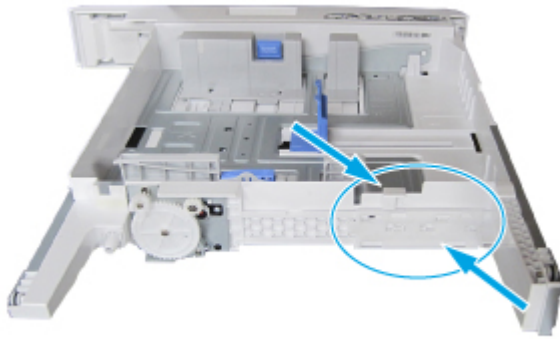
3. Check the failing tray to ensure that when the tray guides are moved, the sensor guides on the back of the tray move and are not damaged. If they are damaged, replace the tray.

Tray 2 part number: JC90-01610A

Tray 3 part number: JC90-01611A

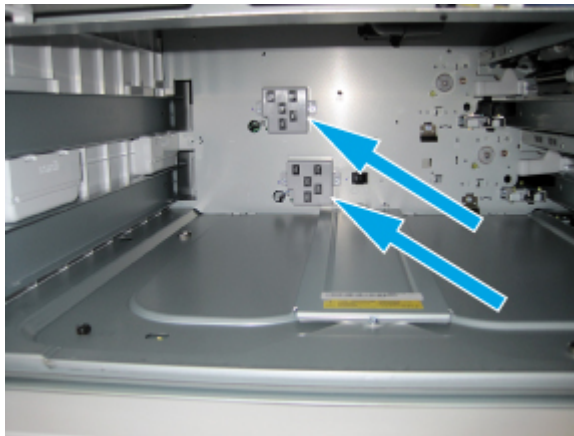
Tray 4 part number: JC90-01652A

Tray 5 part number: JC90-01654A



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

Part number: JC92-02622A



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

- a. Open the following menus:

- Support Tools
- Service

 **NOTE:** The service PIN for this printer is: 04077817

- Service Tools
- Diagnostics

- Engine Diagnostics
- Engine Test Routines
- b. 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.
- c. If the sensor test fails, replace the sensor assembly.

Part number: JC92-02622A

42.WX.YZ error messages

42.* errors

Errors in the 42.* family indicate an internal system failure has occurred.

Recommended action for customers

Use the following general troubleshooting steps to try to resolve the problem.

1. Turn the printer off, and then on. Retry the job.
2. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

Use the following general troubleshooting steps to try to resolve the problem. If the error persists, elevate the case using the Standard Support Process.

1. Turn the printer off, and then on. Retry the job.
2. If the error persists, perform a **Format Disk** procedure using the **Preboot** menu.

For the steps to perform a Format Disk procedure, go to [HP LaserJet Enterprise Printers - Performing a Partial Clean or Format Disk Procedure](#).

42.B0.01

Missing string in firmware error.

Recommended action

1. Turn the printer off, and then on.
2. If the error persists, upgrade the firmware to the latest version.
3. If the error persists, elevate the case using the Standard Support Process.

44.WX.YZ error messages

44.* errors

Errors in the 44.* family are related to the digital send functionality: fax, email, send to SharePoint, or save to folder.

Recommended action

Use the following general troubleshooting steps to try to resolve the problem. If the error persists, contact your HP-authorized service or support provider, or contact HP support at www.hp.com/go/contactHP.

1. In many cases, the error will automatically clear, and you can try the job again.
2. Verify the digital send feature has been correctly configured at the control panel and with the HP Embedded Web Server (EWS).



NOTE: To access the EWS, open a Web browser, and in the address line, enter the printer IP address.

3. Turn the printer off, and then on. Retry the job.
4. For fax errors, verify the fax card is correctly installed on the formatter.
5. For SharePoint or save-to-folder errors, verify the permissions are set correctly for access to the SharePoint or network folder.
6. For email errors, verify connectivity to the network, and verify the SMTP gateway is configured correctly. Also verify if there is a size limit on email attachments.
7. If the error persists, reset the printer to factory settings, and then upgrade the firmware to the latest version.

Go to [HP FutureSmart - Latest Firmware Versions](#).

44.01.xx Error Event log message

A digital send error has occurred.

Recommended action

1. No action necessary. This error message should automatically clear.
2. Try to send the job again.
3. If the error does not clear or it returns:
 - a. Use 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. 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 . 02 . **xx** Error Event log message *(Multifunction product only.)*

Personal address book error has occurred.

Recommended action

1. Try to send the job again.
2. Check the digital send configuration and address book.

44 . 03 . **xx** Error Event log message

A digital send error has occurred.

Recommended action for customers

- ▲ Try to send the job again.

Recommended action

1. Use optimal resolution and image quality settings.
2. Wait until all the digital send jobs have been processed.
3. Turn the printer off, and then on and retry the job.
4. Verify if there is an attachment limit on the email.
5. Verify network connectivity, SMTP gateways, access to folder share.

44 . 04 . **xx** Error Event log message *(Multifunction product only.)*

A Digital Send Email error has occurred.

Recommended action

1. Try to send the job again.
2. Check the digital send configuration.

44 . 05 . **xx** Error Event log message *(Multifunction product only.)*

A Digital Send Folder Job error has occurred.

Recommended action

1. Try to send the job again.
2. Check the digital send configuration.

44 . 07 . **xx** Error Event log message *(Multifunction product only.)*

Digital Send Remote Printer Job Error has occurred.

Recommended action

1. Try to send the job again.

2. Check the digital send configuration.

44 . 08 . xx Error Event log message (*Multifunction product only.*)

SharePoint Job Error has occurred.

Recommended action

1. If this is the first time the error has occurred, cancel and then restart the job.
2. If the error occurs repeatedly, reboot the engine and retry the job.
3. If error still persists, reset to factory settings. Upgrade to most current firmware.

44 . 10 . xx Error Event log message (*Multifunction product only.*)

A send to email error has occurred.

Recommended action

1. Try to send the job again.
2. Check the digital send configuration.

For more information, go to [HP LaserJet Enterprise MFP - Set up Scan to Email](#).

44 . 11 . 0E Error Event log message (*Multifunction product only.*)

The attachment filename already exists at the destination, and the fail-on-filename-collisions flag was set. This file will not be sent.

Recommended action

1. If this is the first time the error has occurred, use a different filename or verify that the filename is not already in use.
2. If the issue persists, use a unique filename or disable the fail-on-filename-collisions flag.

44 . 11 . xx Error Event log message (*Multifunction product only.*)

A digital send error has occurred.

Recommended action

Try to send the job again.

Check the digital send configuration.

44 . 12 . 0E Error Event log message (*Multifunction product only.*)

A digital send error has occurred.

The attachment filename already exists at the destination, and the fail-on-filename-collisions flag is set. This file will not be sent.

Recommended action

1. If this is the first time the error has occurred, use a different filename or verify that the filename is not already in use.
2. If the issue persists, use a unique filename or disable the fail-on-filename-collisions flag.

44.12.xx Error Event log message (*Multifunction product only.*)

A digital send error has occurred.

Recommended action

1. Try to send the job again.
2. Check the digital send configuration.

44.16.01 Error Event log message (*Multifunction product only.*)

A digital send error has occurred while trying to create file type.

XX =

- 01 – RTF File
- 03 – CSV File
- 04 – HTML File
- 05 – XML File
- 06 – XPS File
- 07 – PDF File

Recommended action

1. Try to send the job again.
2. Check the digital send configuration.

44.16.02 Error Event log message (*Multifunction product only.*)

The destination URL was found to be invalid or unreachable.

Recommended action

1. If this is the first time the error has occurred, cancel and then restart the job.
2. If the error persists, turn the product off and then on and retry the job.
3. If the error still persists, reset to factory settings. Upgrade to the current firmware version.

44.16.03 Error Event log message (*Multifunction product only.*)

The destination URL is not a SharePoint site.

Recommended action

1. If this is the first time the error has occurred, verify settings in job configuration and then restart the job.
2. If the error persists:
 - Check network connection settings.
 - Verify access to the SharePoint site.

44 . 16 . 04 Error Event log message (*Multifunction product only.*)

Credentials associated with the SharePoint destination were found to be invalid or missing.

Recommended action

1. If this is the first time the error has occurred, verify settings in job configuration and then restart the job.
2. If the error persists:
 - Check network connection settings.
 - Verify access to the SharePoint site.

44 . 16 . 05 Error Event log message (*Multifunction product only.*)

Credentials do not have write access to the SharePoint destination.

Recommended action

1. If this is the first time the error has occurred, verify settings in job configuration and then restart the job.
2. If the error persists:
 - Check network connection settings.
 - Verify access to the SharePoint site.

44 . 16 . 06 Error Event log message (*Multifunction product only.*)

Upload of image file failed. Reason unknown.

Recommended action

1. If this is the first time the error has occurred, verify settings in job configuration and then restart the job.
2. If the error persists, turn the product off then on again and retry the job.
3. If the error still persists, reset to factory settings. Upgrade to the current firmware version.

44 . 16 . 07 Error Event log message (*Multifunction product only.*)

Upload of image file failed.

The file exceeded the maximum form submission length on the Web server.

Recommended action

1. If this is the first time the error has occurred, send fewer pages in the job, lower the DPI of the scanned pages, or select a file type that splits pages into separate files (for example, jpeg).
2. If the error occurs repeatedly, contact the SharePoint site administrator to increase the Web server's maximum form submission length.

44.16.08 Error Event log message (*Multifunction product only.*)

Upload of image file failed. The SharePoint site storage quota limit was exceeded.

Recommended action

1. If this is the first time the error has occurred, make space on the SharePoint site by deleting some files, and then retry the job.
2. If the error occurs repeatedly, contact the SharePoint site administrator to increase the storage quota limit.

44.16.09 Error Event log message (*Multifunction product only.*)

Upload of image file failed. A folder or filename length is too long.

Recommended action

1. If this is the first time the error has occurred, check the destination URL and filename in the SharePoint job configuration to verify no folder or filename exceeds the maximum of 128 characters.
2. If the error occurs repeatedly, try sending to a different folder on the SharePoint site or changing the filename (which could include prefix or suffix).

44.16.0A Error Event log message (*Multifunction product only.*)

Upload of the image file failed.

The image file already exists on the server and is checked out for editing by another user.

Recommended action

1. If this is the first time the error has occurred, verify that the filename used by the job is not checked out on the SharePoint site.
2. If the error persists, use a different filename for the job.

44.16.0B Error Event log message (*Multifunction product only.*)

Upload of the image file failed.

The image file already exists on the server and the job was set to not overwrite files.

Recommended action

1. If this is the first time the error has occurred, set the job to overwrite existing files.
2. If the error persists, use a different filename for the job.

44 . 16 . 0D Error Event log message (*Multifunction product only.*)

Encountered an unexpected processing error while transferring attachments to the destination SharePoint.

Recommended action

1. If this is the first time the error has occurred, verify settings in job configuration and restart the job.
2. If the error persists, turn the product off, and then on and retry the job.
3. If the error persists, reset to factory settings. Upgrade to the current firmware version.

44 . 16 . 0E Error Event log message (*Multifunction product only.*)

The attachment filename already exists at the destination, and the fail-on-filename-collisions flag was set. This file will not be sent.

Recommended action

1. If this is the first time the error has occurred, use a different filename or verify that the filename is not already in use.
2. If the error persists, use a unique filename or disable the fail-on-filename-collisions flag.

44 . 16 . 0F Error Event log message (*Multifunction product only.*)

Not enough memory to process the current SharePoint Job.

Recommended action

1. If this is the first time the error has occurred, cancel and/or restart the job, breaking it up into small jobs.
2. Repeat this process if the error persists until job goes through.

44 . 16 . 10 Error Event log message (*Multifunction product only.*)

The SharePoint server is using an invalid certificate.

Recommended action

1. If this is the first time the error has occurred, send the SharePoint job to a non-secure address, or send the job to a SharePoint server that has a valid certificate.
2. If the error occurs repeatedly, send the job to a different, trusted SharePoint server.

44 . 16 . FF Error Event log message (*Multifunction product only.*)

An unexpected error occurred in the SharePoint resource device code.

Recommended action

1. If this is the first time the error has occurred, verify settings in job configuration and restart the job.
2. If error persists, turn the product off, and then on and retry the job.
3. If the error persists, reset to factory settings. Upgrade to the current firmware version.

44 . 34 . xx Error Event log message

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 proper settings for the environment.
3. If the issue persists, for additional fax troubleshooting information go to [HP LaserJet Enterprise MFP, HP PageWide Enterprise MFP - Checklist for solving fax problems](#).

44 . 90 . xx, 44 . 91 . xx, 44 . 92 . xx Error Event log message

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 proper settings for the environment.
3. If the issue persists, for additional fax troubleshooting information go to [HP LaserJet Enterprise MFP, HP PageWide Enterprise MFP - Checklist for solving fax problems](#).

45.WX.YZ error messages

45.00.07

Failed to connect to host or proxy.

The communication between the formatter and the main board failed.

This error occurs while trying to access the Support Tools/Service/Service Tools Menu.



NOTE: The timeout and host/proxy, it is referring to the internal network communication. Not the JDI LAN drop to a router/Switch/Hub.

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call center technicians and onsite agents

1. Turn the printer off, and then on.
2. If the error persists while trying to enter the Service Tools Menu, perform the following:
 - a. Disconnect and reconnect all cable connections between the engine and the formatter.
 - b. Check to ensure the internal RJ45 connection on the formatter and the main board is not damaged and is correctly seated.

- c. Reseat the internal LAN cable between the formatter and the main board.
3. If the error persists, gather the Event Log and diagnostic JDP files at printer and elevate the case using the Standard Support Process.

45.00.1C

Operation Time Out

There is an issue with the communication connection between the main board and formatter board and it has timed out.

This error occurs while trying to access the Support Tools/Service/Service Tools Menu.



NOTE: The timeout and host/proxy, it is referring to the internal network communication. Not the JDI LAN drop to a router/Switch/Hub.

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call center technicians and onsite agents

1. Turn the printer off, and then on.
2. If the error persists while trying to enter the Service Tools Menu, perform the following:
 - a. Disconnect and reconnect all cable connections between the engine and the formatter.
 - b. Check to ensure the internal RJ45 connection on the formatter and the main board is not damaged and is correctly seated.
 - c. Reseat the internal LAN cable between the formatter and the main board.
3. If the error persists, gather the Event Log and diagnostic JDP files at printer and elevate the case using the Standard Support Process.

45.00.70

Network connection not present. Port is initializing or is unavailable.

Typically, the RJ45 cable between the main board and formatter is disconnected.

This error occurs while trying to access the Support Tools/Service/Service Tools Menu.

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call center technicians and onsite agents

1. Turn the printer off, and then on.
2. If the error persists while trying to enter the Service Tools Menu, perform the following:
 - a. Disconnect and reconnect all cable connections between the engine and the formatter.
 - b. Check to ensure the internal RJ45 connection on the formatter and the main board is not damaged and is correctly seated.
 - c. Reseat the internal LAN cable between the formatter and the main board.
3. If the error persists, gather the Event Log and diagnostic JDP files at printer and elevate the case using the Standard Support Process.

46.WX.YZ error messages

46.* error messages

Errors in the 46.* family occur when the printer is trying to perform an action that it is not able to complete.

- No network connectivity
- A problem with the file being printed, with the software application sending the job, or with the print driver

Recommended action for customers

Use the following general troubleshooting steps to try to resolve the problem.

1. Turn the printer off, and then on.
2. Verify the printer is connected to the network, look at the network port connection on the back of the printer, and verify that the amber activity light flashes indicating network traffic, and the green link-status light is continuously lit indicating a network link. If the problem continues, try a different network cable or port on the hub and check network configuration settings such as the printer's IP address.
3. Send a different file from the same software application to see if the error is specific to the original file. Try sending a job from a different software application to see if the error is specific to the application. Verify the computer has the correct print driver installed.
4. Upgrade the firmware.
Go to [HP FutureSmart - Latest Firmware Versions](#).
5. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

Use the following general troubleshooting steps to try to resolve the problem. If the error persists, elevate the case using the Standard Support Process.

1. Turn the printer off, and then on.
2. Verify the printer is connected to the network. If it is not, use a different network cable, and check the configuration settings.

3. Send a different file from the same software application to see if the error is specific to the original file. Try sending a job from a different software application to see if the error is specific to the application. Verify the computer has the correct print driver installed.
4. Upgrade the printer firmware.
5. If the error persists, use the troubleshooting flowcharts in this document: [HP LaserJet FutureSmart Devices - 49 error Troubleshooting \(Persistent and Intermittent\)](#)

47.WX.YZ error messages

47.* errors

Errors in the 47.* family indicate an internal error has occurred.

Recommended action for customers

Use the following general troubleshooting steps to try to resolve the problem.

1. Turn the printer off, and then on.
2. Resend the print job.
3. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

Use the following general troubleshooting steps to try to resolve the problem. If the error persists, elevate the case using the Standard Support Process.

1. Turn the printer off, and then on.
2. Resend the print job.
3. If the error persists, perform a **Format Disk** procedure using the **Preboot** menu.

For the steps to perform a Format Disk procedure, go to [HP LaserJet Enterprise Printers - Performing a Partial Clean or Format Disk Procedure](#).

47.00.xx

Back channel internal error.

Recommended action for customers

Use the following general troubleshooting steps to try to resolve the problem.

1. Turn the printer off, and then on.
2. Resend the print job.
3. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off, and then on.
2. Resend the print job.
3. If the error persists, perform a **Format Disk** procedure using the **Preboot** menu.

For the steps to perform a Format Disk procedure, go to [HP LaserJet Enterprise Printers - Performing a Partial Clean or Format Disk Procedure](#).

47.01.xx

Image transformer internal error.

Recommended action for customers

Use the following general troubleshooting steps to try to resolve the problem.

1. Turn the printer off, and then on.
2. Resend the print job.
3. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

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 Format Disk item in the Preboot menu.

For the steps to perform a Format Disk procedure, go to [HP LaserJet Enterprise Printers - Performing a Partial Clean or Format Disk Procedure](#).

47.02.xx

Job parser internal error.

Recommended action for customers

Use the following general troubleshooting steps to try to resolve the problem.

1. Turn the printer off, and then on.
2. Resend the print job.
3. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

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 Format Disk item in the Preboot menu.

For the steps to perform a Format Disk procedure, go to [HP LaserJet Enterprise Printers - Performing a Partial Clean or Format Disk Procedure](#).

47.03.xx

Print job internal error.

Recommended action for customers

Use the following general troubleshooting steps to try to resolve the problem.

1. Turn the printer off, and then on.
2. Resend the print job.
3. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

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 Format Disk item in the Preboot menu.

For the steps to perform a Format Disk procedure, go to [HP LaserJet Enterprise Printers - Performing a Partial Clean or Format Disk Procedure](#).

47.04.xx

Print spooler 9100 internal error.

Recommended action for customers

Use the following general troubleshooting steps to try to resolve the problem.

1. Turn the printer off, and then on.
2. Resend the print job.
3. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

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 Format Disk item in the Preboot menu.

For the steps to perform a Format Disk procedure, go to [HP LaserJet Enterprise Printers - Performing a Partial Clean or Format Disk Procedure](#).

47.05.xx

Print spooler framework internal error.

Recommended action for customers

Use the following general troubleshooting steps to try to resolve the problem.

1. Turn the printer off, and then on.
2. Resend the print job.
3. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off, and then on.
2. Resend the print job.
3. If the error persists, perform a **Format Disk** procedure using the **Preboot** menu.

For the steps to perform a Format Disk procedure, go to [HP LaserJet Enterprise Printers - Performing a Partial Clean or Format Disk Procedure](#).

47.06.xx

Print application internal error.

Recommended action for customers

Use the following general troubleshooting steps to try to resolve the problem.

1. Turn the printer off, and then on.
2. Resend the print job.
3. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

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 Format Disk item in the Preboot menu.

For the steps to perform a Format Disk procedure, go to [HP LaserJet Enterprise Printers - Performing a Partial Clean or Format Disk Procedure](#).

47.FC.yz Printer Calibration Failed To continue, touch "OK"

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

y = Calibration type, z = Event

- 47.FC.00 (event code) Color plane registration (CPR) Image not found at system initialization
- 47.FC.01 (event code) CPR Store Image failure
- 47.FC.02 (event code) CPR Image not found
- 47.FC.03 (event code) CPR Print engine execution failure
- 47.FC.10 (event code) Consecutive Dmax Dhalf Image not found at system initialization
- 47.FC.11 (event code) Consecutive Dmax Dhalf Store image failure
- 47.FC.12 (event code) Consecutive Dmax Dhalf Image not found
- 47.FC.13 (event code) Consecutive Dmax Dhalf Print engine execution failure
- 47.FC.20 (event code) Error Diffusion Image not found at system initialization
- 47.FC.21 (event code) Error Diffusion Store image failure
- 47.FC.22 (event code) Error Diffusion Image not found
- 47.FC.23 Error Diffusion Print engine execution failure
- 47.FC.30 0 (event code) Drum Speed Adjustment Image not found at system initialization
- 47.FC.31 (event code) Drum Speed Adjustment Store image failure
- 47.FC.32 (event code) Drum Speed Adjustment Image not found
- 47.FC.33 (event code) Drum Speed Adjustment Print engine execution failure
- 47.FC.40 (event code) Pulse Width Modulation Image not found at system initialization
- 47.FC.41 (event code) Pulse Width Modulation Store image failure
- 47.FC.42 (event code) Pulse Width Modulation Image not found
- 47.FC.43 (event code) Pulse Width Modulation Print engine execution failure

Recommended action for customers

1. Turn the product off, and then on again.
2. If the error persists, reload the firmware.
Go to: [HP FutureSmart - Latest Firmware Versions](#)
3. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

1. Turn the product off, and then on again.
2. If the error persists over multiple power cycles, then do the following.
 - In the Support Tools/Troubleshooting/Diagnostics menu, run the hard disk tests to validate the health of the device. Fix any issue found with the mass storage device.
3. If the error persists, reload the firmware.

4. If the error persists, perform a **Format Disk** procedure using the **Preboot** menu.

For the procedure to perform a Format Disk procedure., go to: [HP LaserJet Enterprise Printers - Performing a Partial Clean or Format Disk Procedure](#) (c03398779).

48.WX.YZ error messages

48.* errors

Errors in the 48.* family indicate an internal error has occurred.

Recommended action for customers

1. Turn the printer off, and then on.
2. Upgrade the firmware.

Go to [HP FutureSmart - Latest Firmware Versions](#).

3. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

Use the following general troubleshooting steps to try to resolve the problem. If the error persists, elevate the case using the Standard Support Process.

1. In most cases, no action is necessary.
2. If the error persists, upgrade the printer firmware.
3. If the error persists, use the troubleshooting flowcharts in this document: [HP LaserJet FutureSmart Devices - 49 Error Troubleshooting \(Persistent and Intermittent\)](#)



NOTE: 48.wx.yz are similar to 49.wx.yz errors and use the same troubleshooting steps and procedures.

48.0D.01 Remote Image Disk error

The hard disk drive on the main board PCA has experienced an error.

Recommended action

1. Turn the printer off, and then on.
2. Disconnect and reconnect both ends of the cable harness from the main board PCA to the hard disk drive.
3. If the error persists, replace the hard disk drive.

Part number: JC59-00036A

For instructions: Removal and replacement: Internal hard disk drive See the Repair Service Manual for this product.

49.WX.YZ error messages

49.13.01

Error in the native video pipeline.

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off, and then on.
2. Please go to the following document for troubleshooting procedures:
[HP LaserJet Managed MFP E72525-E72535, E77822-E77830, E78223-E78230, E82540-E82560, E87640-E87660 - 49.13.0 in solid condition](#)

49.xx.yy Error To continue turn off then on

A firmware error occurred.

Possible causes:

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

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

Recommended action for customers



NOTE: LaserJet formatter PCAs are rarely the root cause of 49 service errors. Please do not replace the formatter unless troubleshooting has identified the formatter as the root cause.

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 USB or network 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 printer firmware might help resolve the error.
Go to [HP FutureSmart - Latest Firmware Versions](#).
3. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians



NOTE: LaserJet formatter PCAs are rarely the root cause of 49 service errors. Please do not replace the formatter unless troubleshooting has identified the formatter as the root cause.

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, due to 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.
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 \(Persistent and Intermittent\)](#)

50.WX.YZ error messages

50.* errors

Errors in the 50.* family indicate a problem with the fuser.

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

Use the following general troubleshooting steps to try to resolve the problem. If the error persists, elevate the case using the Standard Support Process.

1. Turn the printer off, and remove the fuser. Check the fuser for damage or obstructions. Reinstall or replace the fuser as needed.

 **CAUTION:** The fuser might be hot.

2. Check the connectors between the fuser and the DC controller and from the fuser to the printer.
3. Replace the fuser. If it has already been replaced, replace the fuser power supply.

50 . FF . 01 Fuser error

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

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

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

 **NOTE:** The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

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.

 **NOTE:** 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: JC82-00472A

220V fuser part number: JC82-00485A

For instructions: Removal and replacement: Fuser unit See the Repair Service Manual for this product.



5. Check the connector inside the printer that connects to the fuser. If the connector is damaged, replace the fuser connector assembly.

Part number: JC39-02076A



6. If the problem persists, replace the fuser unit.

110V fuser part number: JC82-00472A

220V fuser part number: JC82-00485A

For instructions: Removal and replacement: Fuser unit See the Repair Service Manual for this product.

7. If the problem persists, replace the fuser drive board (FDB), or the LVPS Type-5, or the main board as needed.

Part number: FDB 110V - JC44-00211A

Part number: FDB 220V - JC44-00212A

For instructions: Removal and replacement: Fuser drive board See the Repair Service Manual for this product.

For instructions: Removal and replacement: Scanner LVPS board See the Repair Service Manual for this product.

Part number: Main board PBA - JC82-00540A

For instructions: Removal and replacement: Main board See the Repair Service Manual for this product.



NOTE: The main board PCA should be the last part replaced if needed.

50 . FF . 02 Fuser error

The pressurized control of the fuser is not operating correctly.

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

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



NOTE: The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Turn the printer off and remove and then reinstall the fuser. Turn the printer on.
 2. If the error persists, check to see if when the side-cover closes, the operation sound of the pressure control unit occurs.
 3. Check if the fuser-motor is functioning correctly using the service-mode.
 - a. Open the following menus:
 - Support Tools
 - Service
-

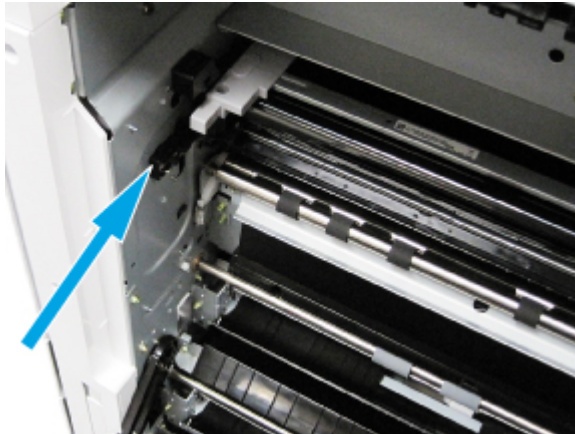


NOTE: The service PIN for this printer is: 04077817

- Service Tools
- Diagnostics
- Engine Diagnostics

- b. Test the fuser gap motor and sensor using test 109-0140 Fuser Gap Home Sensor test.

Figure 55 Fuser Gap sensor

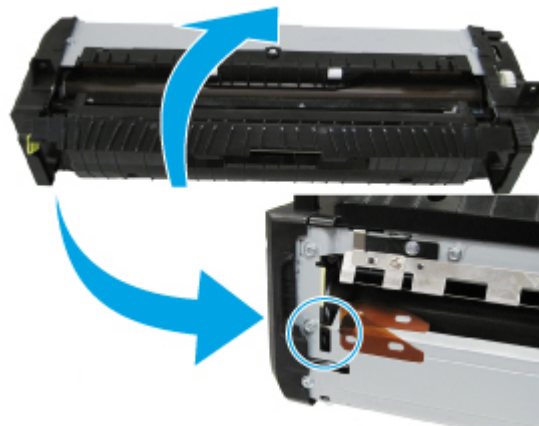


- c. If the fuser gap test fails, verify that the wire harness to the sensor is good and correctly seated.
- d. Check if the encoder disk on the left side of the fuser is damaged or broken. If it is damaged, replace the fuser.

110V fuser part number: JC82-00472A

220V fuser part number: JC82-00485A

For instructions: Removal and replacement: Fuser unit See the Repair Service Manual for this product.



- e.
 - f. If the motor does not function correctly, replace the fuser drive unit.
Part number: JC93-00449A
4. If the problem persists, replace the fuser drive board (FDB), or the LVPS Type-5, or the main board as needed.

Part number: FDB 110V - JC44-00211A

Part number: FDB 220V - JC44-00212A

For instructions: Removal and replacement: Fuser drive board See the Repair Service Manual for this product.

Part number: LVPS Type-5 110v - JC44-00249A

Part number: LVPS Type-5 220v - JC44-00250A

For instructions: Removal and replacement: Scanner LVPS board See the Repair Service Manual for this product.

Part number: Main board PBA - JC82-00540A

For instructions: Removal and replacement: Main board See the Repair Service Manual for this product.



NOTE: The main board PCA should be the last part replaced if needed.

50.FF.yz Fuser error

Fuser error

- **50.FF.03** The fuser unit cannot warm up, the temperature of fuser is less than a certain temperature
- **50.FF.04** A fuser error of the center thermistors temperature slope occurred.
- **50.FF.05** A fault occurred in the center thermistor, center lamp, or center heater control circuit
- **50.FF.06** Temperature of the thermistor is higher than the maximum allowable temperature.
- **50.FF.07** Temperature of the thermistor is higher than the maximum allowable temperature.
- **50.FF.09** The temperature of the center of the fuser changed suddenly (abnormal ADC).
- **50.FF.0A** The temperature of the center of the fuser changed suddenly (abnormal ADC).
- **50.FF.0E** The temperature measured by the central thermistor is much lower than the control temperature.
- **50.FF.0F** The temperature measured in the central thermistor is much lower than the target temperature after the warm-up period.
- **50.FF.10** The temperature measured by the side thermistor is much lower than the control temperature.
- **50.FF.11** The temperature measured in the side thermistor is much lower than the target temperature after the warm-up period.

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



NOTE: The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

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.



NOTE: 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: JC82-00472A

220V fuser part number: JC82-00485A

For instructions: Removal and replacement: Fuser unit See the Repair Service Manual for this product.



7. Check the connector inside the printer that connects to the fuser. If the connector is damaged, replace the fuser connector assembly.

Part number: **JC39-02076A**



8. If the problem persists, replace the fuser unit.

110V fuser part number: JC82-00472A

220V fuser part number: JC82-00485A

For instructions: Removal and replacement: Fuser unit See the Repair Service Manual for this product.

9. If the problem persists, replace the fuser drive board (FDB), or the LVPS Type-5, or the main board as needed.

Part number: FDB 110V - JC44-00211A

Part number: FDB 220V - JC44-00212A

For instructions: Removal and replacement: Fuser drive board See the Repair Service Manual for this product.

Part number: LVPS Type-5 110v - JC44-00249A

Part number: LVPS Type-5 220v - JC44-00250A

For instructions: Removal and replacement: Scanner LVPS board See the Repair Service Manual for this product.

Part number: Main board - JC82-00540A

For instructions: Removal and replacement: Main board See the Repair Service Manual for this product.



NOTE: The main board PCA should be the last part replaced if needed.

54.WX.YZ error messages

54.* errors

Errors in the 54.* family are related to the image-formation system.

- For HP LaserJet printers, they can indicate a problem with the toner cartridges or the transfer unit (color printers only), or they can indicate a problem with a sensor, such as with the laser/scanner.
- For HP PageWide printers, they can indicate a problem with the calibration process.

Recommended action for customers

Use the following general troubleshooting steps to try to resolve the problem.

1. Turn the printer off, and then on.
2. Make sure the printer is running the most current version of firmware.

Go to [HP FutureSmart - Latest Firmware Versions](#).

3. Check the supplies status page using the Supplies menu on the control panel to verify that toner cartridges, toner collection unit (TCU), or the transfer belt kit are not past their useful life. Replace the supplies and maintenance parts as necessary.

To print a Supplies Status Page:

- a. From the Home screen on the printer control panel, select Administration.
- b. Open the following menus:
 - i. Reports
 - ii. Configuration/Status Pages
- c. Scroll to and select Supplies Status Page.

- d. Select Print to print the page.

To order parts, go to <https://www.hp.com/buy/parts>.

4. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action call-center agents and onsite technicians

Use the following general troubleshooting steps to try to resolve the problem. If the error persists, elevate the case using the Standard Support Process.

1. Turn the printer off, and then on.
2. Check the supplies status page to verify that the toner cartridges, TCU, or the transfer belt kit are not past their useful life. Replace the supplies and maintenance parts as necessary.
3. For color printers, inspect the transfer belt for damage. Replace the transfer belt if necessary or instruct the customer to replace it.
4. For color printers, if the error persists, replace the registration assembly.
5. Check the connections between the laser/scanner and the DC controller, and from the laser/scanner to the printer. Reseat them if necessary. If the error persists, replace the laser scanner.

54.DD.01, 54.DD.02, 50.DD.03 and 54.DD.04 errors

The non-contact sensor in the fuser unit is defective. The sensor signal is abnormal.

- **54.DD.01** The center thermistor sensor has a short circuit.
- **54.DD.02** The center thermistor sensor has an open circuit.
- **54.DD.03** The side thermistor sensor has a short circuit.
- **54.DD.04** The side thermistor sensor has an open circuit.

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



NOTE: The service PIN for this printer is: 04077817

- 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: JC92-02947A
For instructions: Removal and replacement: Main board See the Repair Service Manual for this product.
 - e. 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 300KΩ ~ 500KΩ (@ 25 °C). If the measurement is not in this range, replace the fuser.

110V fuser part number: JC82-00472A
220V fuser part number: JC82-00485A
For instruction: Removal and replacement: Fuser See the Repair Service Manual for this product.
 - f. If the resistance measures OK, replace the main board PCA.
Part number: JC92-02947A
For instructions: Removal and replacement: Main board See the Repair Service Manual for this product.

3. If the fuser is replaced, reset the fuser kit count.

- a. Open the following menus:
 - Support Tools
 - Service

 **NOTE:** The service PIN for this printer is: 04077817

 - 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

The 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 fuser inner temperature sensor is less than the minimum value permitted.
- **54.DD.07** The output of the fuser inner temperature sensor is more than the maximum value permitted.

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. Turn the printer off.
 - b. Open the right side cover.
 - c. Remove the fuser.
 - d. Check the connector between the fuser and the engine for damage. Replace the fuser as needed.



- e. If the connection is OK, replace the fuser.

110V fuser part number: JC82-00472A

220V fuser part number: JC82-00485A

For instruction: Removal and replacement: Fuser See the Repair Service Manual for this product.

3. If the error persists, replace the main board PCA.

Part number: JC92-02947A

For instructions: Removal and replacement: Main board See the Repair Service Manual for this product.

4. If the fuser is replaced, reset the fuser kit count.
 - a. Open the following menus:
 - Support Tools
 - Service
 - b. Select Fuser.
 - c. Select Fuser Kit. Press Reset to clear the kit count.
 - d. Exit the service mode by touching the home button.



NOTE: The service PIN for this printer is: 04077817

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

54.DD.08, 54.DD.09, 54.DD.0A, 54.DD.0B, 54.DD.0C, and 54.DD.0D error

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 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



NOTE: The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Turn the printer off, and then on.
2. Check the temperature sensor.
 - a. Turn the printer off.

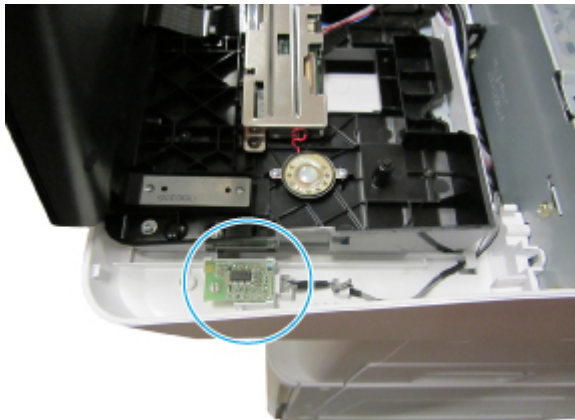
- b. Remove the control panel bezel.
 - i. Open the document feeder, and then remove three screws.



- 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.

 **CAUTION:** 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.



- d. Turn the printer on, and retest.
 - e. If the error persists, replace the temperature/humidity sensor.
Part number: JC93-00486A
- 3. If the error persists, replace the main board PCA.
Part number: JC92-02947A
For instructions: Removal and replacement: Main board See the Repair Service Manual for this product.

56.WX.YZ error messages

56.* errors

Errors in the 56.* family indicate a communication problem with an optional paper tray or other external accessory.

Recommended action

Use the following general troubleshooting steps to try to resolve the problem. If the error persists, contact your HP-authorized service or support provider, or contact HP support at www.hp.com/go/contactHP.

1. Turn the printer off, and then on.
2. If any third-party hardware is installed, remove it and try printing again.
3. If an optional paper tray is installed, remove it. Check the connectors on the tray for damage. If the connector is damaged, replace the tray.
4. Reinstall the tray, and make sure it is correctly seated.

57.WX.YZ error messages

57.* errors

Errors in the 57.* family indicate a problem with a fan.

Recommended action for customers

- ▲ See this support document: [HP LaserJet Enterprise, HP PageWide Enterprise – 57.00.xx Errors](#)

Recommended action for call-center agents and onsite technicians

Use the following general troubleshooting steps to try to resolve the problem. If the error persists, elevate the case using the Standard Support Process.

1. Use the printer troubleshooting manual to identify the locations of each fan. Turn the printer off and then on, and listen for noise coming from the area of each fan. Replace any fan that is not making noise.
2. Remove enough parts to access the DC controller or the power supply PCA. Check the connections from each fan to the DC controller or power supply PCA. Reseat them if necessary.
3. With the DC controller or power supply PCA exposed, turn the printer on. Immediately measure the voltage between the connectors for each fan and the DC controller. If the voltage changes from 0V to approximately 24V during the power-on cycle, replace the affected fan. If the voltage remains at 0V, replace the DC controller.

57.00.01, 57.00.02 Fan failure

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 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



NOTE: The service PIN for this printer is: 04077817

- 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: JC31-00161A

For instructions: Removal and replacement: LVPS fan See the Repair Service Manual for this product.

3. If the 24V power is not being generated, measure the 24V power on the SMPS (LVPS) board. If the SMPS board is defective, replace it.

Part number (110V): JC44-00091D

Part number (220V): JC44-00092D

For instructions: Removal and replacement: LVPS board See the Repair Service Manual for this product.

4. If the SMPS board is normal, replace the main board.

Part number: JC92-02947B

For instructions: Removal and replacement: Main board See the Repair Service Manual for this product.

5. If the fan operation is normal, but the error persists, check the yellow line signal with digital volt meter (3.3V).
6. Check that 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: JC92-02947B

For instructions: Removal and replacement: Main board See the Repair Service Manual for this product.

- c. If the signal value is not 0V when fan is running, replace the fan.

Part number: JC31-00161A

For instructions: Removal and replacement: LVPS fan See the Repair Service Manual for this product.

57.00.03, 57.00.04 Fan failure

Duplex fan error.

- **57.00.03** The duplex fan was not activated, but the printer indicates that it is operating.
- **57.00.04** The duplex fan operates, but it stops after a certain amount of time.

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



NOTE: The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Turn the printer off, and then on.
2. Check if the fan is operating correctly.

- a. Open the following menus:

- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

- Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
- b. Run test 100-0160, Duplex Fan 1 Run.
 - c. Check if the corresponding fan connector is connected correctly on the duplexer unit.
 - 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: JC31-00160C

- 3. If the 24V power is not being generated, measure the 24V power on the SMPS (LVPS) board. If the SMPS board is defective, replace it.

Part number (110V): JC44-00091D

Part number (220V): JC44-00092D

For instructions: Removal and replacement: LVPS board See the Repair Service Manual for this product.

- 4. If the SMPS board is normal, replace the main board.

Part number: JC92-02947B

For instructions: Removal and replacement: Main board See the Repair Service Manual for this product.

- 5. If the fan operation is normal, but the error persists, check the yellow line signal with digital volt meter (3.3V).

- 6. Check that 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: JC92-02947B

For instructions: Removal and replacement: Main board See the Repair Service Manual for this product.

- c. If the signal value is not 0V when fan is running, replace the fan.

Part number: JC31-00160C

57.00.13, 57.00.14, Fan failure

Fuser out fan error.

- **57.00.13** The fuser out fan was not activated, but the printer indicates that it is operating.
- **57.00.14** The fuser out fan was activated, but the printer indicates that it is stopped.

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



NOTE: The service PIN for this printer is: 04077817

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

- b. Run test 109-0040, Fuser Fan Run.
- 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: JC31-00161A

For instructions: Removal and replacement: Fuser duct fan See the Repair Service Manual for this product.

3. If the 24V power is not being generated, measure the 24V power on the SMPS (LVPS) board. If the SMPS board is defective, replace it.

Part number (110V): JC44-00091D

Part number (220V): JC44-00092D

For instructions: Removal and replacement: LVPS board See the Repair Service Manual for this product.

4. If the SMPS board is normal, replace the main board.

Part number: JC92-02947B

For instructions: Removal and replacement: Main board See the Repair Service Manual for this product.

5. If the fan operation is normal, but the error persists, check the yellow line signal with digital volt meter (3.3V).

6. Check that 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: JC92-02947B

For instructions: Removal and replacement: Main board See the Repair Service Manual for this product.

- c. If the signal value is not 0V when fan is running, replace the fan.

Part number: JC31-00161A

For instructions: Removal and replacement: Fuser duct fan See the Repair Service Manual for this product.

59.WX.YZ error messages

59.* errors

Errors in the 59.* family indicate a problem with one of the motors or with the lifter drive assembly for one of the trays.

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

Use the following general troubleshooting steps to try to resolve the problem. If the error persists, elevate the case using the Standard Support Process.

1. Turn the printer off, and then on.
2. Check all connections on the main control board of the printer, (DC controller, Engine control board ECB) each motor, and to the paper feeder drive PCA (for an optional paper feeder). Reseat them if necessary.

59.00.10, 59.00.20 Motor error

Registration/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 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



NOTE: The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Turn the printer off, and then on.
2. Check the registration/MP motor.
 - a. Open the side cover.
 - b. Check if there is any foreign substance or paper around registration/MP unit preventing the rollers from turning. If there is any damage, replace the drive assembly.

Part number: JC93-00443A

For instructions: Removal and replacement: Registration/MP drive assembly See the Repair Service Manual for this product.

c. Open the following menus:

- Support Tools
- Service

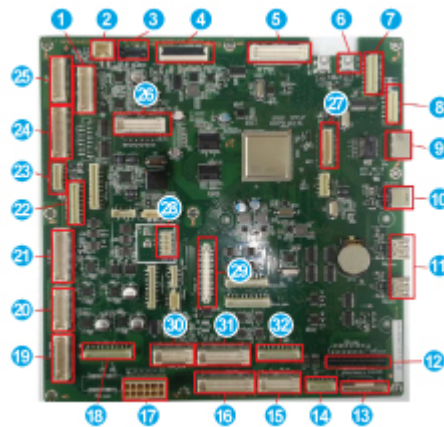
 **NOTE:** The service PIN for this printer is: 04077817

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

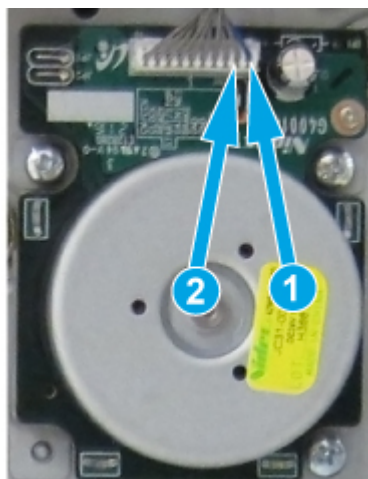
d. Run test 100-0000, Main BLDC Motor.

e. If the test fails, check if the wire harness on the drive assembly and main board are connected correctly.

Figure 56 Connector 21 on the main board PCA



f. Test the 24V motor power on pins 1 and 2 of the motor connection ($24V \pm 5\%$).

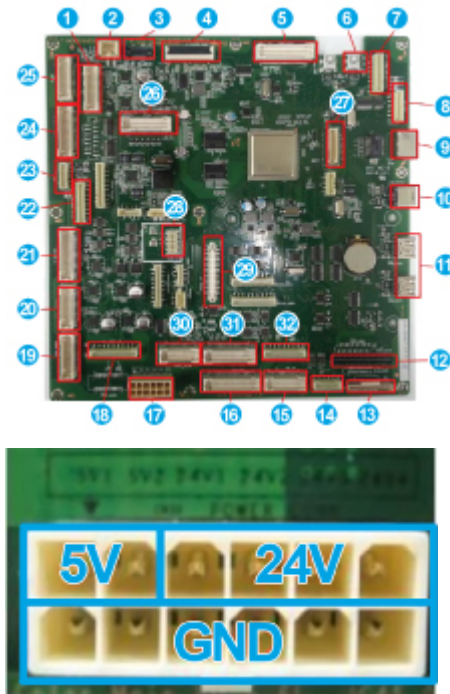


- g. If the voltage is good, replace the motor.

Part number: JC31-00123B

- h. If the power is abnormal, check the 24V to chassis ground on the main board PCA from the LVPS type 5.

Figure 57 Connector 17 on the main board PCA



- i. If the 24V is abnormal, disconnect the cable and test the voltage on the cable connector from the LVPS. ($24V \pm 5\%$).

- j. If the voltage from the LVPS type 5 board is abnormal, replace it.

Part number: (110V) JC44-00249A

Part number: (220V) JC44-00250A

For instructions: Removal and replacement: LVPS board See the Repair Service Manual for this product.

- k. If the voltage is good from the LVPS but not normal when plugged into the connectors, replace the main board PCA.

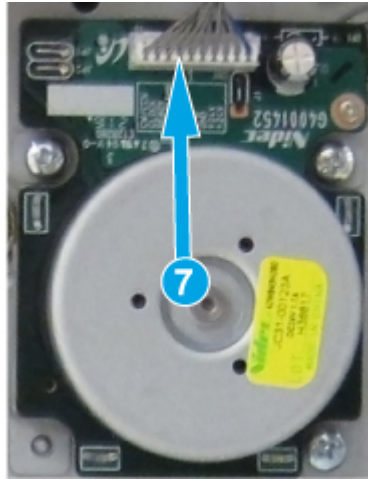
Part number: JC92-02947A

For instructions: Removal and replacement: Main board See the Repair Service Manual for this product.

3. 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 ~0V when running and $3.3V \pm 5\%$ when stopped.

Figure 58 Test pin 7 to chassis ground



- b. If the voltage is ~0V continually, check the wiring harness.
- c. If the harness is OK, replace the main board PCA.
Part number: JC92-02947A
For instructions: Removal and replacement: Main board See the Repair Service Manual for this product.
- d. If the value is normal, replace the motor.
Part number: JC31-00123B

59.00.30, 59.00.40 Motor error

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 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

 **NOTE:** The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

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.

110V fuser part number: JC82-00472A

220V fuser part number: JC82-00485A

For instruction: Removal and replacement: Fuser See the Repair Service Manual for this product.

- 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: JC93-00441A

For instructions: Removal and replacement: Fuser exit drive assembly See the Repair Service Manual for this product.

3. If the fuser and gear drive are OK, check the fuser drive motor.

- a. Open the following menus:

- Support Tools
- Service



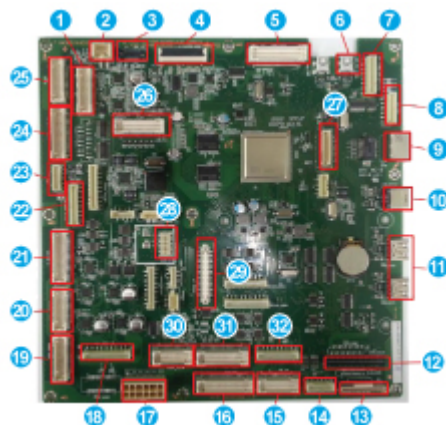
NOTE: The service PIN for this printer is: 04077817

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

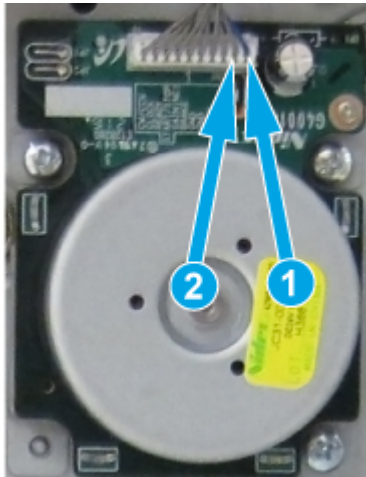
- b. 109-0030, Fuser Motor Forward. If the motor functions correctly, skip to checking the signal voltage on the main board PCA.

- c. If the test fails, check if the wire harness on the drive assembly and main board are connected correctly.

Figure 59 Connector 15 on the main board PCA



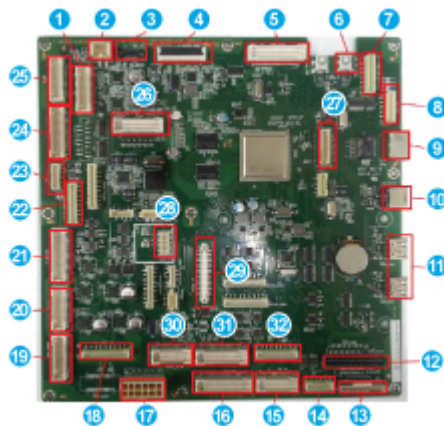
- d. Test the 24V motor power on pins 1 and 2 of the motor connection ($24V \pm 5\%$).



- e. If the voltage is good, replace the motor.
Part number: JC31-00123B
- f. If the power is abnormal, check the 24V to chassis ground on the main board PCA from the LVPS type 5.



Figure 60 Connector 17 on the main board PCA



- g. If the 24V is abnormal, disconnect the cable and test the voltage on the cable connector from the LVPS. ($24V \pm 5\%$).
- h. If the voltage from the LVPS type 5 board is abnormal, replace it.
Part number: (110V) JC44-00249A

Part number: (220V) JC44-00250A

For instructions: Removal and replacement: LVPS board See the Repair Service Manual for this product.

- i. If the voltage is good from the LVPS but not normal when plugged into the connectors, replace the main board PCA.

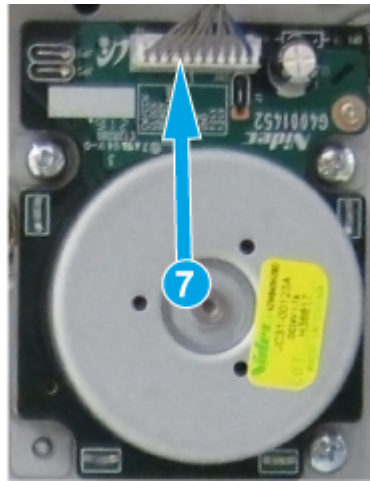
Part number: JC92-02947A

For instructions: Removal and replacement: Main board See the Repair Service Manual for this product.

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 ~0V when running and $3.3V \pm 5\%$ when stopped.

Figure 61 Test pin 7 to chassis ground



- b. If the voltage is ~0V continually, check the wiring harness.

- c. If the harness is OK, replace the main board PCA.

Part number: JC92-02947A

For instructions: Removal and replacement: Main board See the Repair Service Manual for this product.

- d. If the value is normal, replace the motor.

Part number: JC31-00123B

59.00.90, 59.00.A0 Motor error

ITB motor error.

- **59.00.90** The ITB motor is operating, but the printer indicates that it is stopped.
- **59.00.A0** The ITB motor is operating, but the printer indicates that it is stopped.

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

 **NOTE:** The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Turn the printer off, and then on.
2. Remove the ITB cleaner and ITB unit. Check if there is any foreign substance or paper in the ITB unit.
3. Ensure the transfer belt moves freely. If it does not or if it is damaged, replace the ITB.

Part number: JC93-01378A

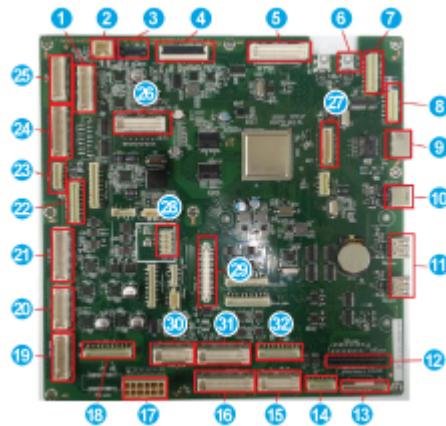
For instructions: Removal and replacement: Intermediate transfer belt See the Repair Service Manual for this product.

4. Check the ITB motor.
 - a. Open the following menus:
 - Support Tools
 - Service

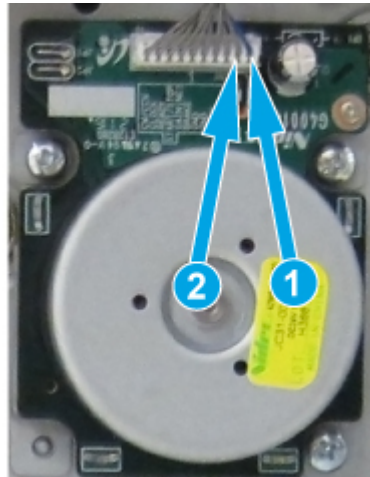
 **NOTE:** The service PIN for this printer is: 04077817

- Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
- b. 109-0450, ITB Motor. If the motor functions correctly.
- c. If the test fails, check if the wire harness on the drive assembly and connector 21 on main board are connected correctly.

Figure 62 Main board PCA

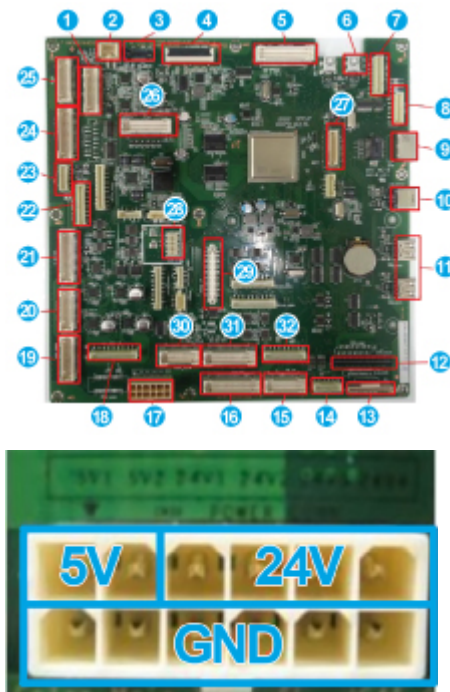


- d. Test the 24V motor power on pins 1 and 2 of the motor connection ($24V \pm 5\%$).



- e. If the voltage is good, replace the motor.
Part number: JC31-00123B
- f. If the power is abnormal, check the 24V on the main board PCA to chassis ground. Measure the voltage on connector 17 of the main board PCA from the LVPS type 5.

Figure 63 Main board PCA



- g. If the 24V is abnormal, disconnect the cable and test the voltage on the cable connector from the LVPS. ($24V \pm 5\%$).
- h. If the voltage from the LVPS type 5 board is abnormal, replace it.

Part number: (110V) JC44-00249A

Part number: (220V) JC44-00250A

For instructions: Removal and replacement: LVPS board See the Repair Service Manual for this product.

- i. If the voltage is good from the LVPS but not normal when plugged into the connectors, replace the main board PCA.

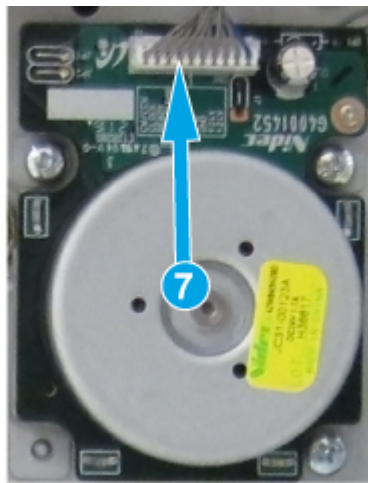
Part number: JC92-02947A

For instructions: Removal and replacement: Main board See the Repair Service Manual for this product.

5. 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 ~0V when running and $3.3V \pm 5\%$ when stopped.

Figure 64 Test pin 7 to chassis ground



- b. If the voltage is ~0V continually, check the wiring harness.

- c. If the harness is OK, replace the main board PCA.

Part number: JC92-02947A

For instructions: Removal and replacement: Main board See the Repair Service Manual for this product.

- d. If the value is normal, replace the motor.

Part number: JC31-00123B

59.00.F0 Motor error

ITB engage motor error.

The motor that moves the ITB transfer 1 roller operates, but the position of the ITB transfer 1 roller does not change.

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

 **NOTE:** The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Turn the printer off, and then on.
2. Ensure the printer has version 4.10 or newer firmware. To identify the current firmware version installed, print or view a Configuration Page to identify the bundle of firmware installed on the MFP.
 - a. At the control panel, select the **Reports** icon.
 - b. Select **Configuration/Status Pages**.
 - c. Check the Configuration Page box and select the **View** or **Print** icon.
 - d. On the configuration page, under the Device Information heading, locate the Firmware Bundle Version.
 - e. If the firmware bundle version is less than 4.10, update the firmware.

Figure 65 Check the firmware version

Device Information

Product Name: HP Color LaserJet Flow E87640
Nickname: HP Color LaserJet Flow E87640
Model Number: X3A76A
Engine Firmware Revision: V6.A1.10.065.16622
Product Serial Number:
Formatter Number: 22107FT
SCB: V3.00.00.68 07-24
Firmware Bundle Version: 4.10.0.1
Firmware Revision: 2410035 055354
Firmware Datecode: 20200311
HP FutureSmart Level: HP FutureSmart 4

 **NOTE:** For more information on the firmware update, see

[HP LaserJet Managed MFP E77822, E77825, E77830, E87640, E87650, E87660 - 59.00.F0 error](#)

3. If the error continues, dispatch an onsite technician with an ITB.

Part number: JC98-00980D

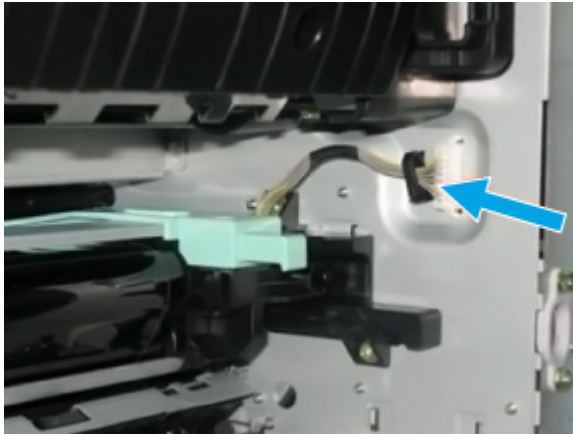
Recommended action for onsite technicians

 **NOTE:** The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Turn the printer off, and then on.

2. Open the right-side cover, then remove and reconnect the ITB connector to ensure it is seated correctly.

Figure 66 ITB connector



3. Ensure the printer has version 4.10 or newer firmware. To identify the current firmware version installed, print or view a Configuration Page to identify the bundle of firmware installed on the MFP.
 - a. At the control panel, select the **Reports** icon.
 - b. Select **Configuration/Status Pages**.
 - c. Check the Configuration Page box and select the **View** or **Print** icon.
 - d. On the configuration page, under the Device Information heading, locate the Firmware Bundle Version.
 - e. If the firmware bundle version is less than 4.10, update the firmware.

Figure 67 Check the firmware version

Device Information

Product Name: HP Color LaserJet Flow E87640
Nickname: HP Color LaserJet Flow E87640
Model Number: X3A76A
Engine Firmware Revision: V6.A1.10.065.16622
Product Serial Number:
Formatter Number: 22107FT
SCB: V3.00.00.68 07-24
Firmware Bundle Version: 4.10.0.1
Firmware Revision: 2410035 055354
Firmware Datecode: 20200311
HP FutureSmart Level: HP FutureSmart 4



NOTE: For more information on the firmware update, see

[HP LaserJet Managed MFP E77822, E77825, E77830, E87640, E87650, E87660 - 59.00.F0 error](#)

4. If the error continues, replace the ITB
Part number: JC98-00980D
5. If the error continues, test the T1 engage motor.

a. Open the following menus:

- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

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

b. Run test number 100-0080, ITB Engagement Motor.

- If there is a motor noise or the motor is not operating normally, remove the rear cover. Rotate the T1 engage motor in the main drive unit manually. If the motor operation is stiff, replace the motor.

Part number: JC93-00452A

- Remove the ITB from the printer and check if the photo sensor is contaminated or assembled incorrectly. Clean the sensor, reassemble or replace the sensor as needed.

For instructions: see [Removing and Replacing the Intermediate transfer belt \(ITB\) unit HP Color LaserJet MFP E77822, E77825, E77830 Series](#) for a video on how to remove and replace the ITB.

ITB Sensor Part number: 0604-001393

Figure 68 ITB sensor



6. If the motor is operational, run the ITB engagement test with the ITB removed and watch for the engage gear to rotate. If the gear is not operating correctly, replace the main sub drive unit.

Part number: JC93-00914B

For instructions: Removal and replacement: Main drive assembly See the Repair Service Manual for this product.

Figure 69 ITB engagement gear



7. If the error continues, elevate the case using standard support processes.

59.0x.50, 59.0x.60 Motor error

OPC motor error.

- **59.05.50** The black OPC motor is operating, but the printer indicates that it is stopped.
- **59.05.60** The black OPC motor was not activated, but the printer indicates that it is operating.
- **59.06.50** The cyan OPC motor is operating, but the printer indicates that it is stopped.
- **59.06.60** The cyan OPC motor was not activated, but the printer indicates that it is operating.
- **59.07.50** The magenta OPC motor is operating, but the printer indicates that it is stopped.
- **59.07.60** The magenta OPC motor was not activated, but the printer indicates that it is operating.
- **59.08.50** The yellow OPC motor is operating, but the printer indicates that it is stopped.
- **59.08.60** The yellow OPC motor was not activated, but the printer indicates that it is operating.

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



NOTE: The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

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 toner collection unit.
 - c. Remove the failing image drum unit.

- d. Ensure that the drum rotates freely and is not damaged. Replace the image drum as needed.

Part number: X3A83-67905

For instructions: Removal and replacement: Imaging unit See the Repair Service Manual for this product.



3. If the image drum is OK, check the OPC motor.

- a. Open the following menus:

- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

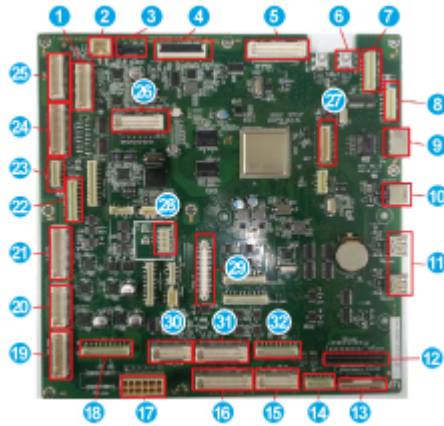
- Service Tools
- Diagnostics
- Engine Diagnostics
- Engine Test Routines

- b. Run the following test for the failing color:

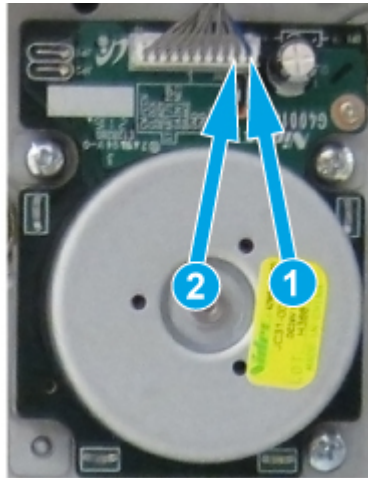
- 100-0041, Yellow Drum Motor.
- 100-0042, Magenta Drum Motor.
- 100-0043, Cyan Drum Motor.
- 100-0044, Black Drum Motor.

- c. If the test fails, remove the rear cover and check if the wire harness on the drive assembly and connector 21 on the main board PCA are seated correctly.

Figure 70 Main board PCA



- d. Perform the motor test again and watch the failing color motor for rotation.
- e. If the motor does not function correctly, test the 24V motor power on pins 1 and 2 of the motor connection ($24V \pm 5\%$).

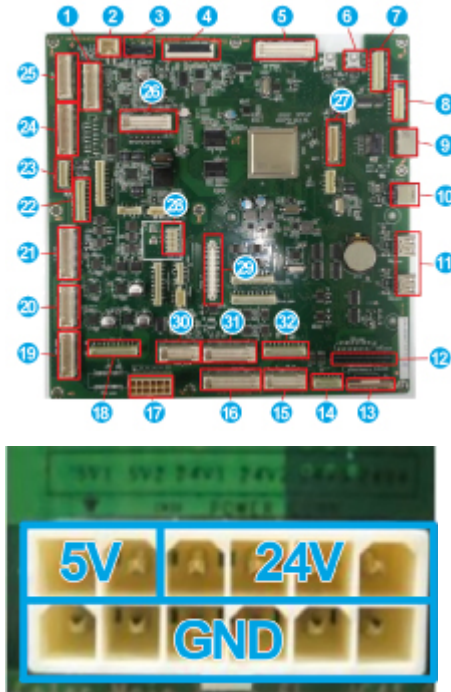


- f. If the voltage is good, replace the motor.

Part number: JC31-00123A

- g. If the power is abnormal, check the 24V on the main board PCA to chassis ground. Measure the voltage on connector 17 of the main board PCA from the LVPS type 5.

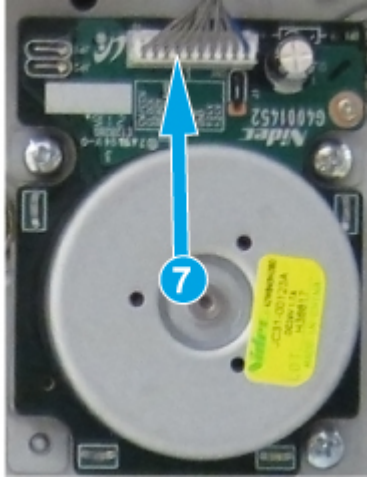
Figure 71 Main board PCA



- h. If the 24V is abnormal, disconnect the cable and test the voltage on the cable connector from the LVPS. ($24V \pm 5\%$).
 - i. If the voltage from the LVPS type 5 board is abnormal, replace it.
 Part number: (110V) JC44-00249A
 Part number: (220V) JC44-00250A
 For instructions: Removal and replacement: LVPS board See the Repair Service Manual for this product.
 - j. If the voltage is good from the LVPS but not normal when plugged into the connectors, replace the main board PCA.
 Part number: JC92-02947A
 For instructions: Removal and replacement: Main board See the Repair Service Manual for this product.
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 ~0V when running and $3.3V \pm 5\%$ when stopped.

Figure 72 Test pin 7 to chassis ground



- b. If the voltage is ~0V continually, check the wiring harness.
- c. If the harness is OK, replace the main board PCA.
Part number: JC92-02947A
For instructions: Removal and replacement: Main board See the Repair Service Manual for this product.
- d. If the value is normal, replace the motor.
Part number: JC31-00123A

59.09.00 Motor error

CPR shutter motor error.

The motor that moves the CPR shutter operates, but the position of the CPR shutter does not change.

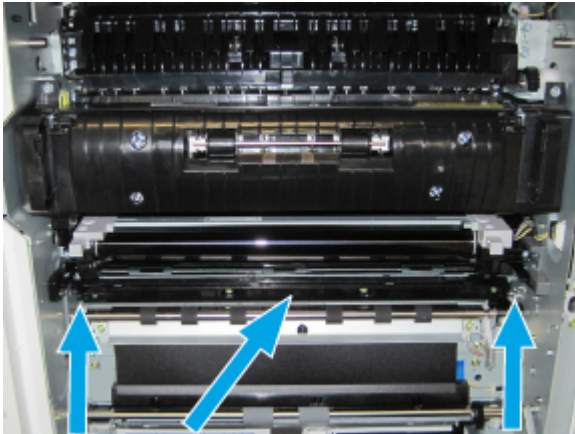
Recommended action for customers

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 whether any paper or a obstructions are jamming the CPR shutter and causing it to fail. Remove jams or obstructions as needed.



3. Check the CPR motor.

- a. Open the following menus:

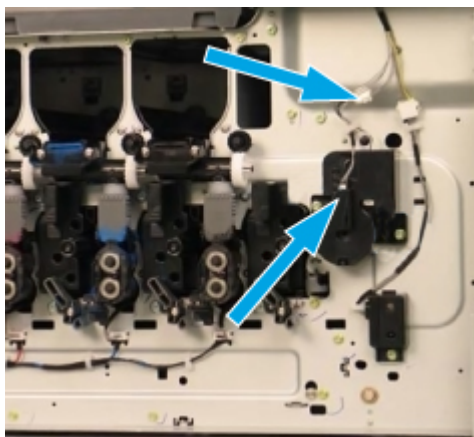
- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

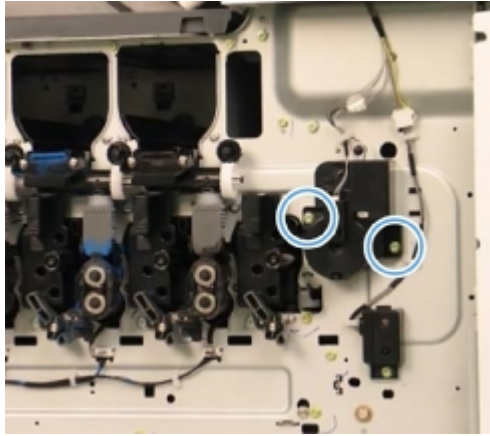
- Service Tools
- Diagnostics
- Engine Diagnostics
- Engine Test Routines

- b. Run test 112-0200, ACR Shutter Motor Run.
- c. If the CPR shutter motor does not operate, remove the front cover and check the connection to the CPR motor.



- d. Retest the motor.

- e. If the test fails, remove the motor from the printer without disconnecting the wires.



- f. Rerun the motor test.
 - g. If the motor does not function correctly, replace the CPR shutter drive.
Part number: JC93-00894A
For instructions: Removal and replacement: CPR shutter motor See the Repair Service Manual for this product.
 - h. If the motor functions correctly when not connected to the printer, replace the main frame CPR assembly
Part number: JC93-00895A
For instructions: Removal and replacement: CPR assembly See the Repair Service Manual for this product.
4. If the issue persists and the CPR drive has not been replaced, replace the CPR shutter drive.
Part number: JC93-00894A
For instructions: Removal and replacement: CPR shutter motor See the Repair Service Manual for this product.

59.0x.70, 59.0x.90 Motor error

Toner supply motor error.

- **59.05.70** The black toner supply motor operates, but the toner is not supplied.
- **59.06.70** The cyan toner supply motor operates, but the toner is not supplied.
- **59.07.70** The magenta toner supply motor operates, but the toner is not supplied.
- **59.08.70** The yellow toner supply motor operates, but the toner is not supplied.
- **59.05.90** Black toner motor error
- **59.06.90** Cyan toner motor error
- **59.07.90** Magenta toner motor error
- **59.08.90** Yellow toner motor error

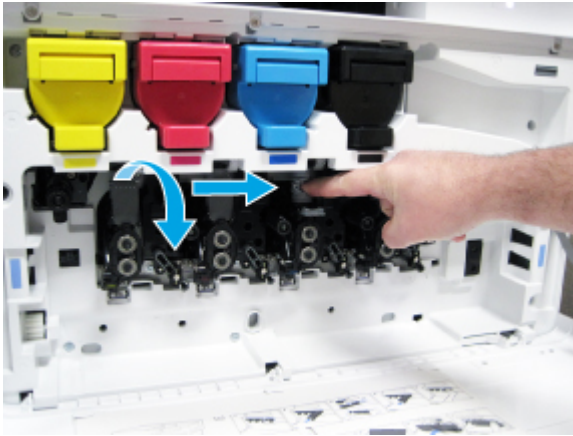
Recommended action for customers

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

 **NOTE:** The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Turn the printer off, and then on.
2. Check the toner supply line.
 - a. Open the front cover.
 - b. Remove the toner collection unit.
 - c. Fold down the toner supply shutter and check If the toner supply pipe is blocked. If the pipe is clog or blocked, open it.



 **IMPORTANT:** Ensure that the toner supply shutter is back in the up position before continuing.

3. Turn the printer off, and then on. Verify if the error is still present.
4. If previous checks are normal, check the toner dispense motor for the failing color.
 - a. Open the following menus:

- Support Tools
- Service

 **NOTE:** The service PIN for this printer is: 04077817

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

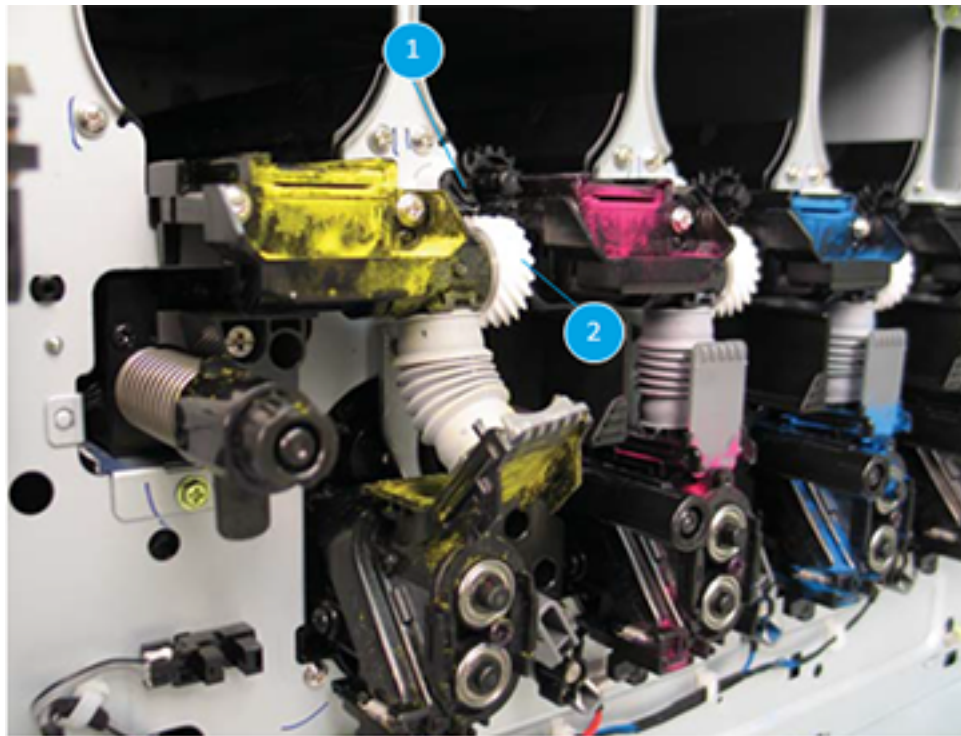
- b. Run the following test:

Select one of the following tests:



NOTE: Remove the toner cartridge before starting the test.

- 111-0030, Toner Dispense Motor Black
 - 111-0020, Toner Dispense Motor Cyan
 - 111-0010, Toner Dispense Motor Magenta
 - 111-0000, Toner Dispense Motor Yellow
- c. While the test is running, listen for the motor to turn on and run.
- d. If the motor fails, check the operation of the idle feeding duct gear (callout 1) and toner duct gear (callout 2). If the gear is broken, replace the defective part.



Callout 1: Feed duct gear

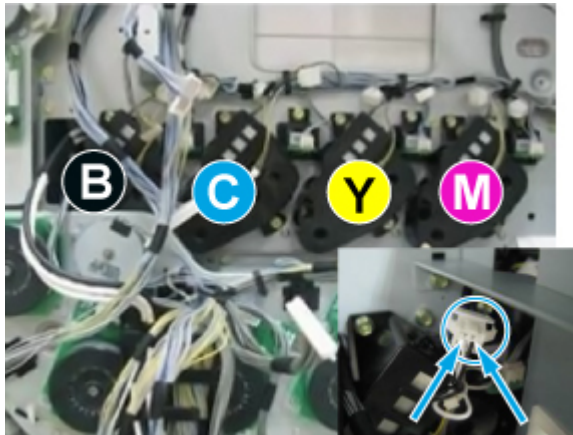
Callout 2: Toner duct gear

Idle feeding duct gear part number: JC66-03166A

Remove and replace: Toner duct assembly

Toner duct part number: JC93-00483B

- e. If the motor test fails, measure the voltage on the failing color motor connector.



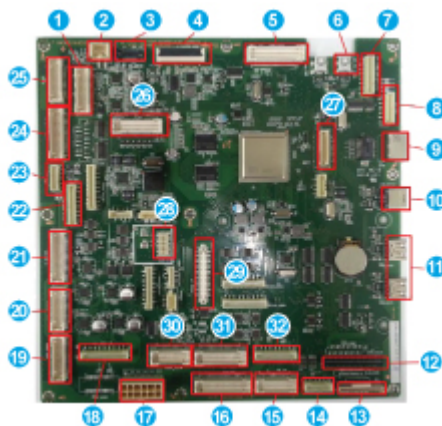
- f. If 24V is measured on the connector, replace the toner motor.

Part number: JC31-00123A

- g. If the 24V is not being supplied, check the 24V on connector 17 to chassis ground on the main board PCA from the LVPS type 5.



Figure 73 Main board PCA



- h. If the 24V is abnormal, disconnect the cable and test the voltage on the cable connector from the LVPS. ($24V \pm 5\%$).
- i. If the voltage from the LVPS type 5 board is abnormal, replace it.

Part number: (110V) JC44-00249A

Part number: (220V) JC44-00250A

For instructions: Removal and replacement: LVPS board See the Repair Service Manual for this product.

- j. If the voltage is good from the LVPS but not normal when plugged into the connectors, replace the main board PCA.

Part number: JC92-02947A

For instructions: Removal and replacement: Main board See the Repair Service Manual for this product.

5. If the error persists, replace the main board PCA.

Part number: JC92-02947A

For instructions: Removal and replacement: Main board See the Repair Service Manual for this product.

60.WX.YZ error messages

60 . 00 . 02 or 60 . 01 . 02

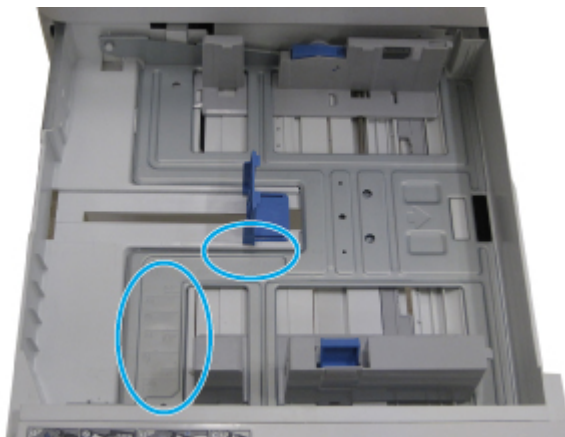
indicates tray 2 did not lift properly.

This error can occur if the following exists:

- The left paper guide in the tray is not correctly set.
- If the stack is not correctly placed against the right side of the tray, the pick roller will not be lifted and the error will occur.
- If paper gets stuck between the tray and drive coupling at rear of tray opening.

Recommended action for customers

1. Open the indicated tray and remove all paper from the tray.
2. Ensure that the tray width and length 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.

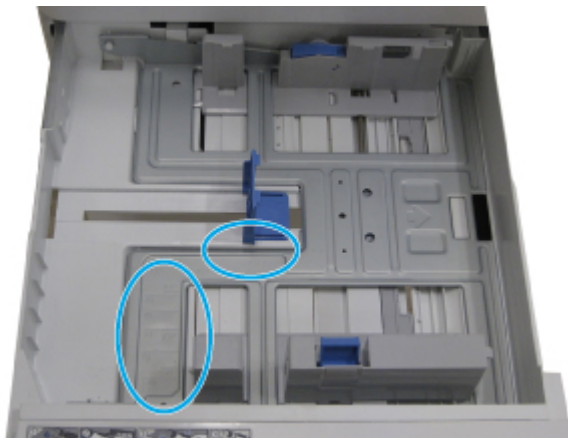


3. Ensure the paper is correctly placed against the right side of the tray.

4. Reload the paper into the tray and close the paper tray.
5. If the error persists, turn the printer off, and then on.
6. If the error persists, please contact customer support at: www.hp.com/go/contactHP.

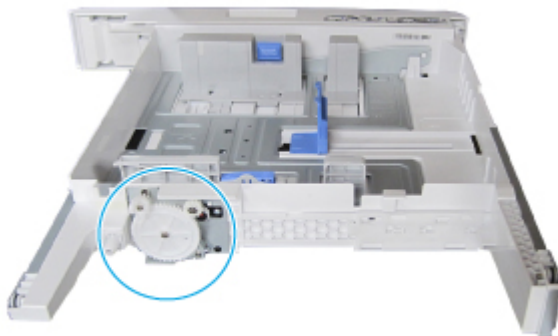
Recommended action for call-center agents and onsite technicians

1. Open the indicated tray and remove all paper from the tray.
2. Ensure that the tray width and length 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 lift mechanism.
 - a. Remove tray 2 and examine the lift gear mechanism on the rear of the tray.

Figure 74 Lift gear mechanism



- b. Rotate the coupler and observe the tray lift. If the tray fails to lift, replace the tray.

Tray 2 part number: JC90-01619A

4. If the tray is good, test the tray lift motor.

- a. Make sure tray 2 is removed from the printer.



NOTE: Do NOT run the following test with the tray in place. The tray lift gear mechanism will be damaged.

- b. Enter service mode by opening the following menus:

- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

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

- c. Run test 100-0200 (Tray 2 elevating motor).

- d. Start the motor test and observe the drive coupling at the rear of the tray opening. If the coupling does not rotate, replace the pickup lift drive assembly.

Pickup/lift drive assembly part number: JC93-00442A

For instructions E72xxx series: Removal and replacement: Pickup lift drive unit See the Repair Service Manual for this product.

For instructions E77xxx series: Removal and replacement: Pickup lift drive unit See the Repair Service Manual for this product.

5. If the previous tests are good, test the stack height sensor for the tray to ensure it is functioning correctly.



NOTE: Tray lift is detected by the stack height sensor located on the pickup unit.

- a. To test the sensor, enter service mode and select 102-0050 tray 2 stack height sensor.
- b. Open the tray and remove the paper.
- c. Close the tray and execute the test. Get Status. Should indicate HIGH.
- d. Open, then close the tray and Get Status while the tray is lifting. Should indicate LOW.
- e. If the sensor fails to change, replace the sensor.

Sensor part number: 0604-001393

Pickup unit part number: JC93-00510A

For instructions E72xxx series: Removal and replacement Paper pickup assembly and empty sensor See the Repair Service Manual for this product.

For instructions E77xxx series: Removal and replacement: Paper pickup assembly and empty sensor See the Repair Service Manual for this product.

60.00.03 or 60.01.03

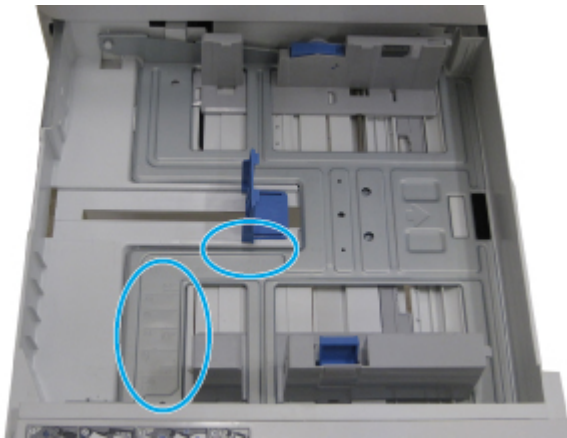
indicates tray 3 did not lift properly.

This error can occur if the following exists:

- The left paper guide in the tray is not correctly set.
- If the stack is not correctly placed against the right side of the tray, the pick roller will not be lifted and the error will occur.
- If paper gets stuck between the tray and drive coupling at rear of tray opening.

Recommended action for customers

1. Open the indicated tray and remove all paper from the tray.
2. Ensure that the tray width and length 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.

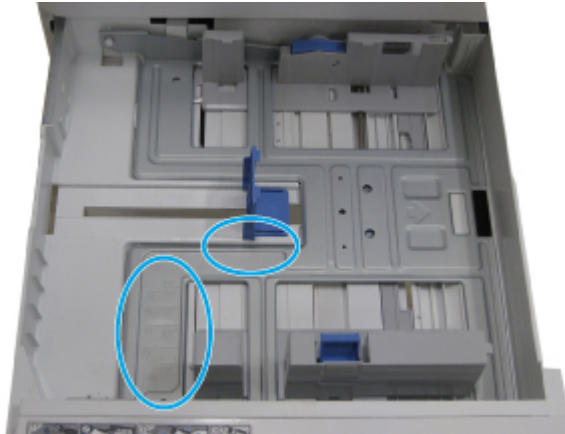


3. Ensure the paper is correctly placed against the right side of the tray.
4. Reload the paper into the tray and close the paper tray.
5. If the error persists, turn the printer off, and then on.
6. If the error persists, please contact customer support at: www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

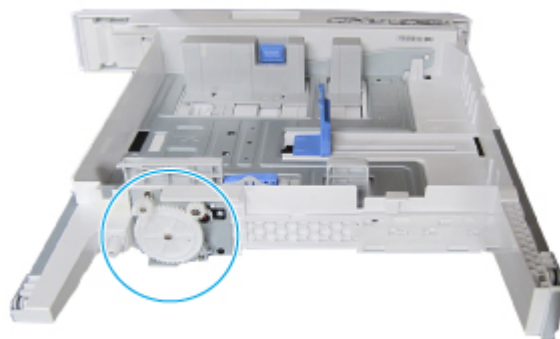
1. Open the indicated tray and remove all paper from the tray.

2. Ensure that the tray width and length 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 lift mechanism.
 - a. Remove tray 3 and examine the lift gear mechanism on the rear of the tray.

Figure 75 Lift gear mechanism



- b. Rotate the coupler and observe the tray lift. If the tray fails to lift, replace the tray.
Tray 3 part number: JC90-01620A
4. If the tray is good, test the tray lift motor.
 - a. Make sure tray 3 is removed from the printer.



NOTE: Do NOT run the following test with the tray in place. The tray lift gear mechanism will be damaged.

- b. Enter service mode by opening the following menus:
 - Support Tools
 - Service



NOTE: The service PIN for this printer is: 04077817

- Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
- c. Run test 100-0210 (Tray 3 elevating motor).
 - d. Start the motor test and observe the drive coupling at the rear of the tray opening. If the coupling does not rotate, replace the pickup/lift drive assembly or pickup/lift drive motor

Pickup/lift drive assembly part number: JC93-00442A

For instructions E72xxx series: Removal and replacement: Pickup lift drive unit See the Repair Service Manual for this product.

For instructions E77xxx series: Removal and replacement: Pickup lift drive unit See the Repair Service Manual for this product.
5. If the previous tests are good, test the stack height sensor for the tray to ensure it is functioning correctly.

 **NOTE:** Tray lift is detected by the stack height sensor located on the pickup unit.

- a. To test the sensor, enter service mode and select 102-0120 tray 3 stack height sensor.
- b. Open the tray and remove the paper.
- c. Close the tray and execute the test. Get Status. Should indicate HIGH.
- d. Open, then close the tray and Get Status while the tray is lifting. Should indicate LOW.
- e. If the sensor fails to change, replace the sensor.

Sensor part number: 0604-001393

Pickup unit part number: JC93-00510A

For instructions E72xxx series: Removal and replacement Paper pickup assembly and empty sensor See the Repair Service Manual for this product.

For instructions E77xxx series: Removal and replacement: Paper pickup assembly and empty sensor See the Repair Service Manual for this product.

60.00.04 or 60.01.04

indicates tray 4 did not lift properly.

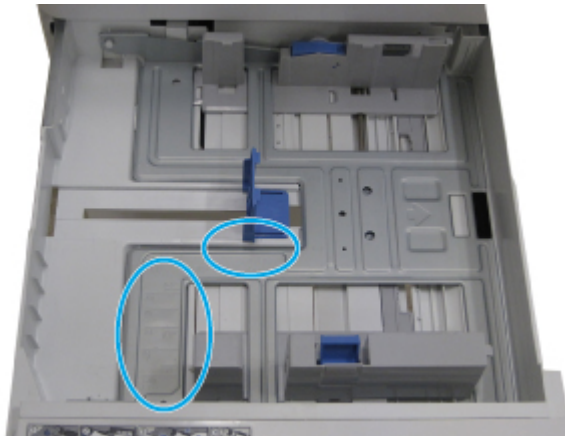
 **IMPORTANT:** This error can occur on either the HP dual cassette feeder or the HP high capacity input.

This error can occur if the following exists:

- The left paper guide in the tray is not correctly set.
- If the stack is not correctly placed against the right side of the tray, the pick roller will not be lifted and the error will occur.
- If paper is over-filled in the tray.

HP dual cassette feeder, tray 4 and 5; Recommended action for customers

1. Open the indicated tray and remove all paper from the tray.
2. Ensure that the tray width and length 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. Ensure the paper is correctly placed against the right side of the tray.
4. Reload the paper into the tray and close the paper tray.
5. If the error persists, turn the printer off, and then on.
6. If the error persists, please contact customer support at: www.hp.com/go/contactHP.

HP high capacity input tray; Recommended action for customers

1. Open the 2000 sheet feeder, tray 4.
2. Removal all the paper and close the tray to see if the tray will lift correctly.

3. Reload the paper and ensure the paper is correctly loaded in both sides of the cassette without going above the maximum paper loading limit.

Figure 76 Paper loaded incorrectly

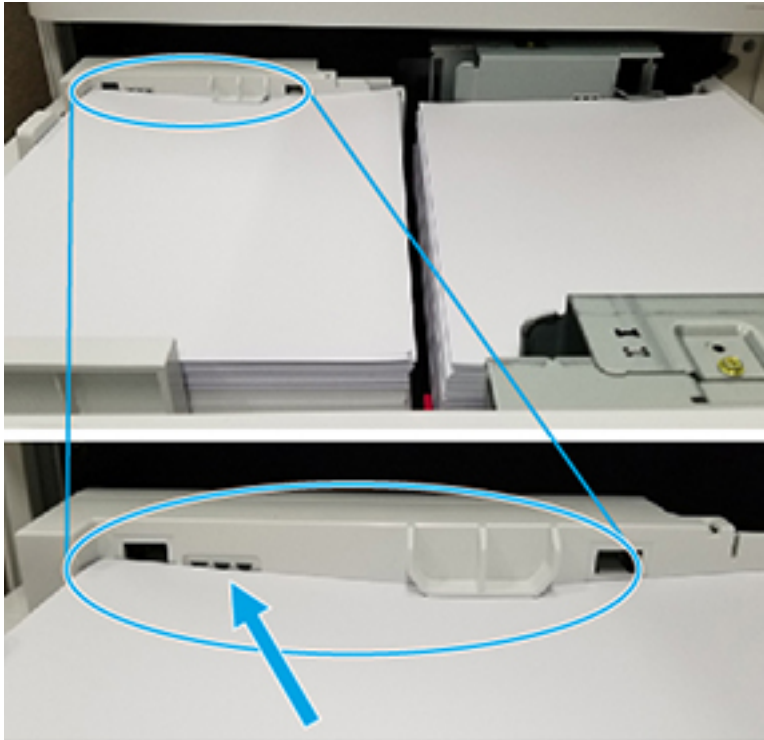
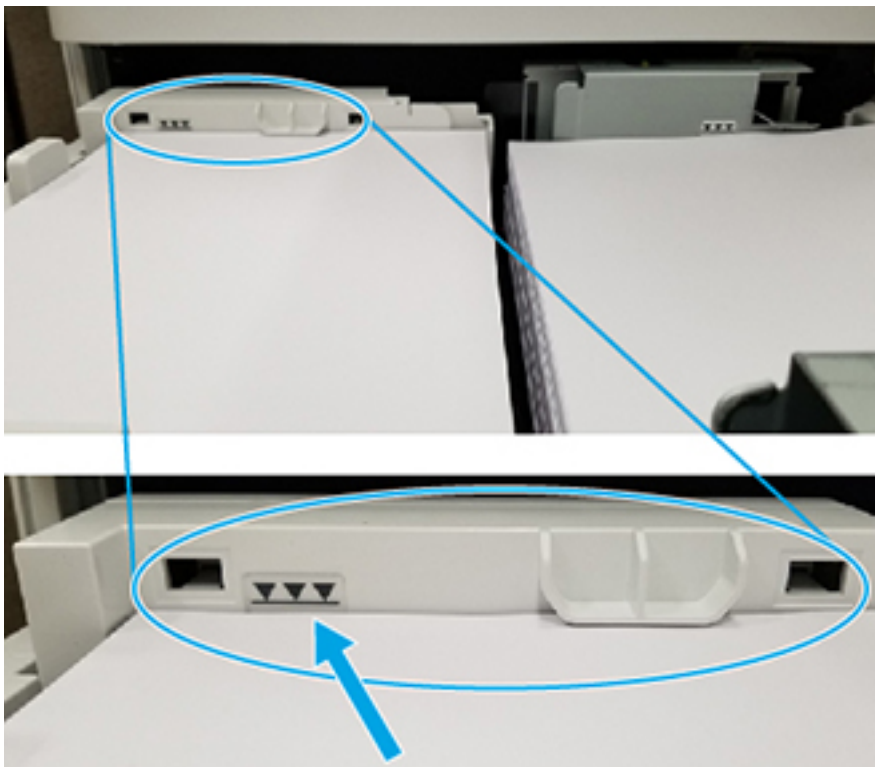


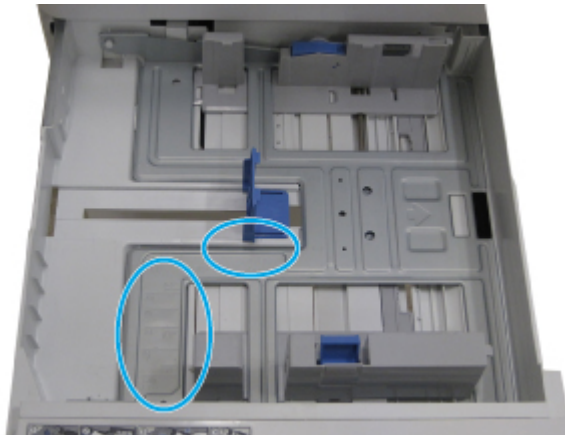
Figure 77 Paper loaded correctly



4. Ensure both sides of the tray are not overloaded and the paper does not cover and part of the maximum height label.
5. close the tray to see if the error has disappeared.
6. If the error persists, please contact customer support at: www.hp.com/go/contactHP.

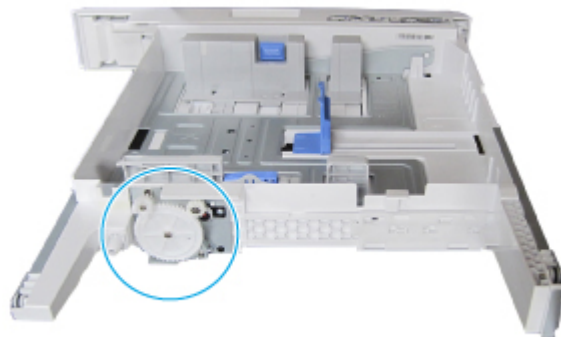
HP dual cassette feeder, tray 4; Recommended action for call-center agents and onsite technicians

1. Open the indicated tray and remove all paper from the tray.
2. Ensure that the tray width and length 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 lift mechanism.
 - a. Remove tray 4 and examine the lift gear mechanism on the rear of the tray.

Figure 78 Lift gear mechanism



- b. Rotate the coupler and observe the tray lift. If the tray fails to lift, replace the tray.
Tray 4 part number: JC90-01666A
4. If the tray is good, test the tray lift motor.

- a. Make sure tray 4 is removed from the printer.



NOTE: Do NOT run the following test with the tray in place. The tray lift gear mechanism will be damaged.

- b. Enter service mode by opening the following menus:

- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

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

- c. Run test 100-0220 (Tray 4 elevating motor).

- d. Start the motor test and observe the drive coupling at the rear of the tray opening. If the coupling does not rotate, replace the pickup/lift drive assembly or pickup/lift drive motor

Pickup/lift drive assembly part number: JC93-00442B

For instructions: Removal and replacement: pickup lift drive See the Repair Service Manual for this product.

5. If the previous tests are good, test the stack height sensor for the tray to ensure it is functioning correctly.



NOTE: Tray lift is detected by the stack height sensor located on the pickup unit.

- a. To test the sensor, enter service mode and select 102-0190 tray 4 stack height sensor.
- b. Open the tray and remove the paper.
- c. Close the tray and execute the test. Get Status. Should indicate HIGH.
- d. Open, then close the tray and Get Status while the tray is lifting. Should indicate LOW.
- e. If the sensor fails to change, replace the sensor.

Sensor part number: 0604-001393

Pickup unit part number: JC93-00513A

For instructions: Removal and replacement: Paper pickup unit See the Repair Service Manual for this product.

HP high capacity input tray: Recommended action for call-center agents and onsite technicians

- ▲ Please check the following document for the procedure to follow:

[HP LaserJet Managed MFP E72525-E72535, E77822-E77830, E78223-E78230, E82540-E8256, E87640-E87660 - 60.00.04 error at 2,000 Sheets High Capacity Input](#)

60.00.05 or 60.01.05

indicates tray 5 did not lift properly.



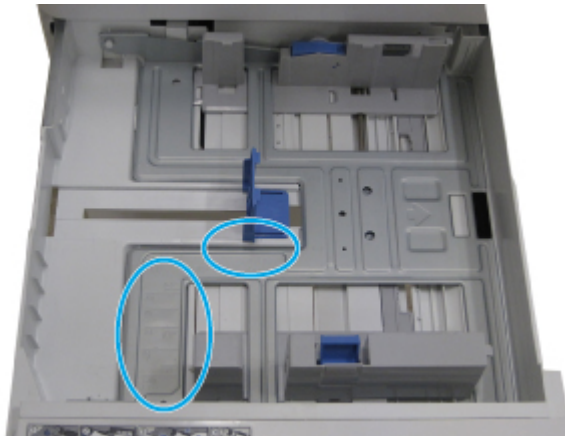
IMPORTANT: This error can occur on either the HP dual cassette feeder or the HP 3000 sheet side high capacity input.

This error can occur if the following exists:

- The left paper guide in the tray is not correctly set.
- If the stack is not correctly placed against the right side of the tray, the pick roller will not be lifted and the error will occur.
- If paper is over-filled in the tray.

HP dual cassette feeder, tray 4 and 5; Recommended action for customers

1. Open the indicated tray and remove all paper from the tray.
2. Ensure that the tray width and length 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.

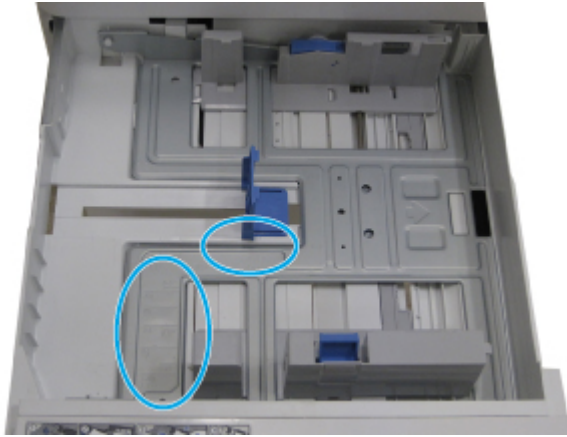


3. Ensure the paper is correctly placed against the right side of the tray.
4. Reload the paper into the tray and close the paper tray.
5. If the error persists, turn the printer off, and then on.
6. If the error persists, please contact customer support at: www.hp.com/go/contactHP.

HP dual cassette feeder, tray 5; Recommended action for call-center agents and onsite technicians

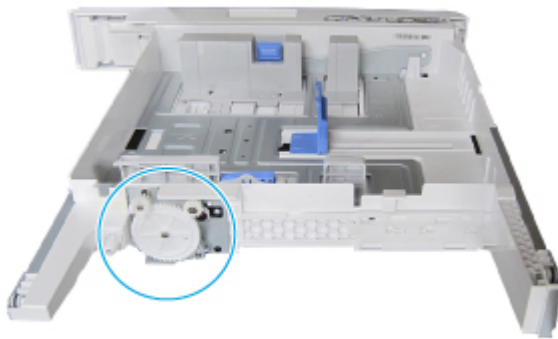
1. Open the indicated tray and remove all paper from the tray.

2. Ensure that the tray width and length 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 lift mechanism.
 - a. Remove tray 5 and examine the lift gear mechanism on the rear of the tray.

Figure 79 Lift gear mechanism



- b. Rotate the coupler and observe the tray lift. If the tray fails to lift, replace the tray.

Tray 5 part number: JC90-01652A

4. If the tray is good, test the tray lift motor.

- a. Make sure tray 5 is removed from the printer.



NOTE: Do NOT run the following test with the tray in place. The tray lift gear mechanism will be damaged.

- b. Enter service mode by opening the following menus:

- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

- Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
- c. Run test 100-0230 (Tray 5 elevating motor).
 - d. Start the motor test and observe the drive coupling at the rear of the tray opening. If the coupling does not rotate, replace the pickup/lift drive assembly or pickup/lift drive motor

Pickup/lift drive assembly part number: JC93-01063C
Pickup/lift drive motor part number: JC93-01083A

For instructions: Removal and replacement: Dual cassette feeder drive motor See the Repair Service Manual for this product.
5. If the previous tests are good, test the stack height sensor for the tray to ensure it is functioning correctly.



NOTE: Tray lift is detected by the stack height sensor located on the pickup unit.

- a. To test the sensor, enter service mode and select 102-0260 tray 5 stack height sensor.
- b. Open the tray and remove the paper.
- c. Close the tray and execute the test. Get Status. Should indicate HIGH.
- d. Open, then close the tray and Get Status while the tray is lifting. Should indicate LOW.
- e. If the sensor fails to change, replace the sensor.

Sensor part number: 0604-001490

Pickup unit part number: JC93-01364A

For instructions: Removal and replacement: Dual cassette pickup unit See the Repair Service Manual for this product.

61.WX.YZ error messages

61.00.00

Connection between the HP formatter and the engine control board was lost.

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off, and then on.

2. Update the firmware to the latest available on hp.com.
3. If the error persist, turn the printer off and remove the back covers.
4. Reseat the RJ45 LAN cable connecting the Formatter and Main Board.
5. Reseat the HDMI cable connecting the formatter and Main Board
6. Check to ensure the internal RJ45 connection on the formatter is not damaged and is correctly seated.
7. Reseat the internal LAN cable between the formatter and the main board.
8. If the error persists, gather the Event Log and diagnostic JDP files at printer and elevate the case using the Standard Support Process.

61.00.01

A hardware-related failure has been detected by the engine.

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off, and then on.
2. Update the firmware to the latest available on hp.com.
3. If the error persist, turn the printer off and remove the back covers.
4. Reseat the RJ45 LAN cable connecting the Formatter and Main Board.
5. Reseat the HDMI cable connecting the formatter and Main Board
6. Check to ensure the internal RJ45 connection on the formatter is not damaged and is correctly seated.
7. Reseat the internal LAN cable between the formatter and the main board.
8. If the error persists, gather the Event Log and diagnostic JDP files at printer and elevate the case using the Standard Support Process.

61.00.06

Connection Between Formatter and Engine lost because of the response time out

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off, and then on.
2. Update the firmware to the latest available on hp.com.
3. If the error persists, turn the printer off and remove the back covers.
4. Reseat the RJ45 LAN cable connecting the Formatter and Main Board.
5. Reseat the HDMI cable connecting the formatter and Main Board
6. Check to ensure the internal RJ45 connection on the formatter is not damaged and is correctly seated.
7. Reseat the internal LAN cable between the formatter and the main board.
8. If the error persists, gather the Event Log and diagnostic JDP files at printer and elevate the case using the Standard Support Process.

62.WX.YZ error messages

62.* errors

Errors in the 62.* family indicate a problem with the print engine.

Recommended action for customers

1. Turn the printer off, and then on.
2. Upgrade the firmware.
Go to [HP FutureSmart - Latest Firmware Versions](#).
3. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

Use the following general troubleshooting steps to try to resolve the problem. If the error persists, elevate the case using the Standard Support Process.

1. Turn the printer off, and then on.
2. Check all connectors on the formatter. Reseat them if necessary.
3. Upgrade the printer firmware.
4. If the error persists print the event log from the control panel, or access it from the HP Embedded Web Server (EWS), then elevate the case using the Standard Support Process.



NOTE: To access the EWS, open a Web browser, and in the address line, enter the printer IP address.

63.WX.YZ error messages

63.* errors

Errors in the 63.* family are most likely related to a faulty electrical connection inside the printer.

Recommended action

Use the following general troubleshooting steps to try to resolve the problem. If the error persists, elevate the case using the Standard Support Process.

1. Turn the printer off, and then on.
2. Check the power source. Ensure the power source meets the printer requirements.
3. Ensure the printer is plugged directly into a wall outlet and not into any other device.
4. If the error persists, please contact customer support at: www.hp.com/go/contactHP.

Recommended action

Use the following general troubleshooting steps to try to resolve the problem. If the error persists, elevate the case using the Standard Support Process.

1. Turn the printer off, and then on.
2. Check the power source. Ensure the power source meets the printer requirements.
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).
5. Make sure all internal components are fully seated and making good contact.
6. Check the connections on all the circuit boards inside the printer. Make sure all connectors are fully seated and the connectors are not damaged.

63.00.02, 63.00.03, 63.00.04, or 63.00.05

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 of the high voltage contact point.

63.00.02 Yellow image unit

63.00.03 Magenta image unit

63.00.04 Cyan image unit

63.00.05 Black image unit

Possible causes:

- The drum unit is not installed.
- The CRUM data is not detected.

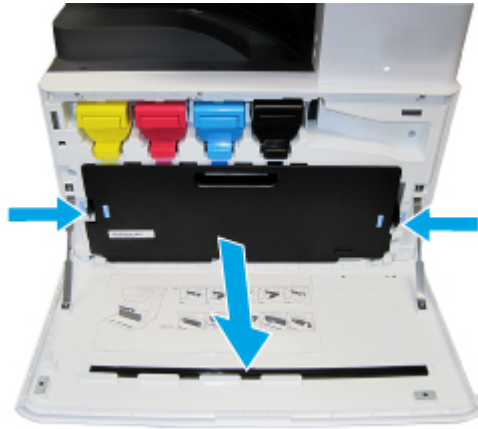
- The machine can't read the charger resistance of the imaging unit.

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended actions for call-center agents and onsite technicians

1. Turn the printer off, and then on.
2. Check the image unit for the failing color.
 - a. Open the front and right cover.
 - b. Remove the toner collection unit.



- c. Remove the failing imaging drum unit and check the CRUM connector for damage. Replace the imaging drum unit as needed.

Part number: W9215-67901

For instructions: Removal and replacement: Imaging unit See the Repair Service Manual for this product.



- d. Check the metal drum unit contact and printer contact for dirt, dust or debris. Clean contacts as needed.
 - 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 failing imaging drum unit.
Part number: W9215-67901
For instructions: Removal and replacement: Imaging unit See the Repair Service Manual for this product.
 5. If the error persists, replace the high voltage power supply (HVPS).
Part number: JC44-00212B
For instructions: Removal and replacement: High-voltage power supply See the Repair Service Manual for this product.
 6. If the error persists after all troubleshooting is performed, elevate the issue using the Standard Support Process.

63.00.06, 63.00.07, 63.00.08 or 63.00.09

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

- 63.00.06 Yellow developer unit
- 63.00.07 Magenta developer unit
- 63.00.08 Cyan developer unit
- 63.00.09 Black developer unit

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended actions for call-center agents and onsite technicians

1. Check the printer for the following:
 - If the 63.00.06, 63.00.07, 63.00.08 or 63.00.09 error was preceded by a 63.00.3B, 63.00.3D, 63.00.3F, or 63.00.41, then follow these instructions.
 - a. Open the service menu.
 - Support Tools
 - Service



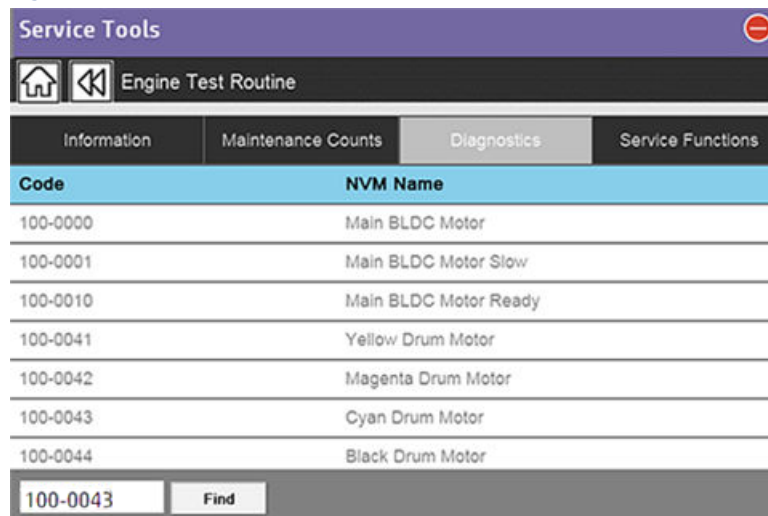
NOTE: The service PIN for this printer is: 04077817

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

b. Use the Find field to search for the Drum Motor service code for the affected color.

- Cyan: 100-0043
- Yellow: 100-0041
- Magenta: 100-0042
- Black: 100-0044

Figure 80 Service Tools

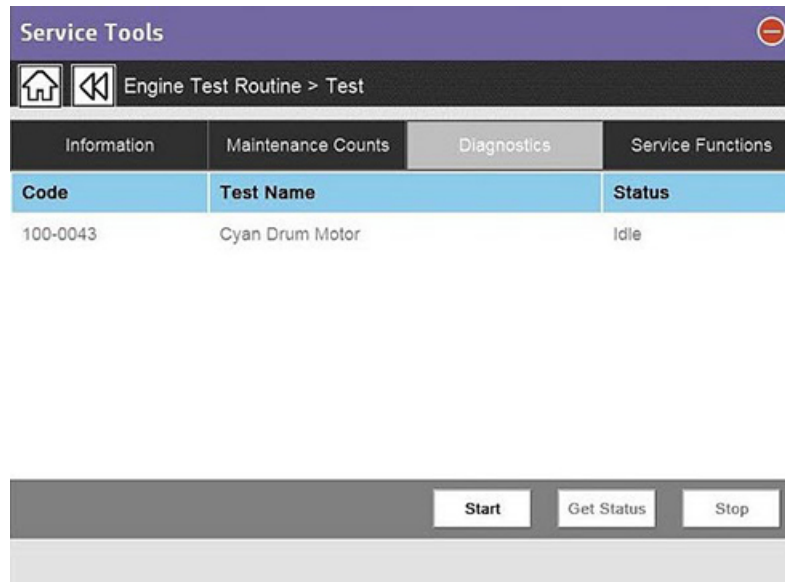


Service Tools	
Engine Test Routine	
Information	Maintenance Counts
Diagnostics	Service Functions
Code	NVM Name
100-0000	Main BLDC Motor
100-0001	Main BLDC Motor Slow
100-0010	Main BLDC Motor Ready
100-0041	Yellow Drum Motor
100-0042	Magenta Drum Motor
100-0043	Cyan Drum Motor
100-0044	Black Drum Motor

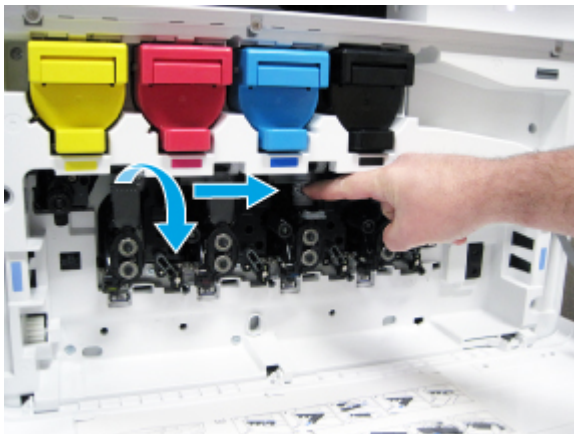
100-0043 Find

- c. On the Drum Motor, press Start, run for 20 seconds, and then press Stop.

Figure 81 Drum test view



- d. Repeat the Drum motor test approximately 3-4 times, then turn the printer off, and then on.
 - e. If the printer does not come ready, continue troubleshooting with the following steps.
 - If the error was not preceded by 63.00.3B, 63.00.3D, 63.00.3F, or 63.00.41, then continue with the following troubleshooting steps.
2. Turn the printer off, and then on.
 3. Open the front cover.
 4. Remove the toner collection unit.
 5. Fold down the toner supply shutter and check If the toner supply pipe is blocked. It the pipe is clog or blocked, open it.



 **IMPORTANT:** Ensure that the toner supply shutter is back in the up position before continuing.

6. Install the toner collection unit. Close the front cover.

7. Turn the printer off, and then on. Verify if the error persists.
8. If the error persists, remove and reinstall the developer unit.
9. If the error persists, replace the developer unit.

HP LaserJet Yellow Developer Unit part number: 8JM72-67001

HP LaserJet Magenta Developer Unit part number: 8JM73-67001

HP LaserJet Cyan Developer Unit part number: 8JM71-67001

HP LaserJet Black Developer Unit part number: 8JM70-67001

For instructions: Removal and replacement: Developer unit See the Repair Service Manual for this product.

10. If the error persists, check the toner dispense motor for the failing color.

- a. Open the following menus:

- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

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

- b. Run the following test:

Select one of the following tests:

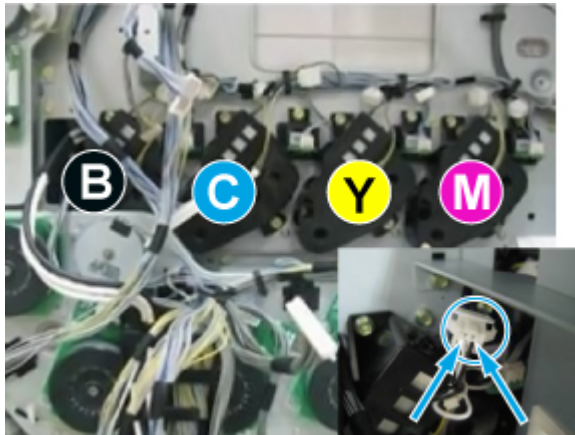


NOTE: Remove the toner cartridge before starting the test.

- 111-0030, Toner Dispense Motor Black
- 111-0020, Toner Dispense Motor Cyan
- 111-0010, Toner Dispense Motor Magenta
- 111-0000, Toner Dispense Motor Yellow

- c. While the test is running, listen for the motor to turn on and run.

- d. If the motor test fails, measure the voltage on the failing color motor connector.



- e. If 24V is measured on the connector, replace the toner motor.

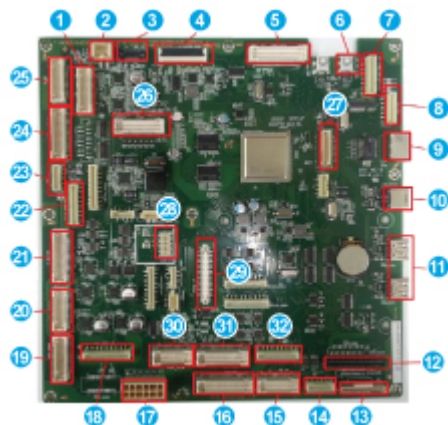
Part number: JC93-00446B

For instructions: Removal and replacement: Toner supply drive assembly See the Repair Service Manual for this product.

- f. If the 24V is not being supplied, check the 24V on connector 17 to chassis ground on the main board PCA from the LVPS type 5.



Figure 82 Main board PCA



- g. If the 24V is abnormal, disconnect the cable and test the voltage on the cable connector from the LVPS. ($24V \pm 5\%$).

- h. If the voltage from the LVPS type 5 board is abnormal, replace it.

Part number: (110V) JC44-00249A

Part number: (220V) JC44-00250A

For instructions: Removal and replacement: LVPS board See the Repair Service Manual for this product.

- i. If the voltage is good from the LVPS but not normal when plugged into the connectors, replace the main board PCA.

Part number: 8GR94-60003

For instructions: Removal and replacement: Main board See the Repair Service Manual for this product.

- 11. If the error persists, replace the main board PCA.

Part number: 8GR94-60003

For instructions: Removal and replacement: Main board See the Repair Service Manual for this product.

63.00.0A

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 for customers

1. Turn the printer off, and then on.
2. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended actions for call-center agents and onsite technicians

1. Open the side cover.
2. Remove and reinstall the transfer roller.
3. If the error persists, replace the transfer roller.

Part number: JC95-01942A

For instructions: Removal and replacement: Transfer roller See the Repair Service Manual for this product.

4. If the error persists, replace the high voltage power supply (HVPS).

Part number: JC44-00212B

For instructions: Removal and replacement: High-voltage power supply See the Repair Service Manual for this product.

63.00.0B

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 for customers

1. Turn the printer off, and then on.
2. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended actions for call-center agents and onsite technicians

1. Turn the printer off.
2. Wait for the printer to cool, then turn on.
3. If the error persists, turn the printer off.

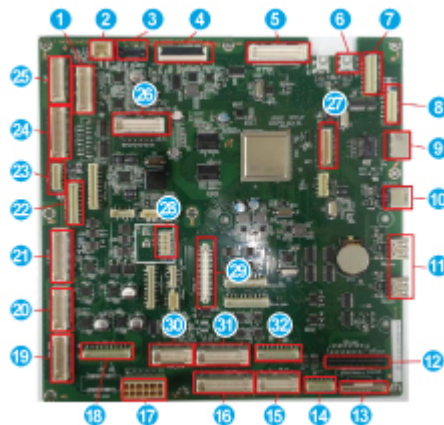
- a. Remove the rear cover.
- b. Replace the main board PCA.

Part number: 8GR94-60003

For instructions: Removal and replacement: Main board See the Repair Service Manual for this product.

 **NOTE:** The Master System Operating Key (MSOK) needs to be removed from the old PCA and inserted on the new main board PCA.

Figure 83 Connection 28



4. Assemble the rear cover and turn the printer on.

63.00.17, 63.00.18, 63.00.19 or 63.00.1A

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 for customers

1. Turn the printer off, and then on.
2. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

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.

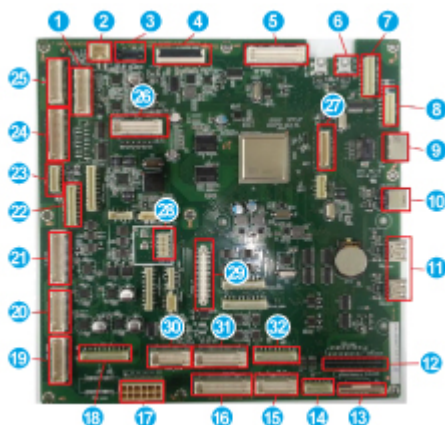
Part number: 8GR94-60003

For instructions: Removal and replacement: Main board See the Repair Service Manual for this product.



NOTE: The Master System Operating Key (MSOK) needs to be removed from the old PCA and inserted on the new main board PCA.

Figure 84 Connection 28



63.00.1B

There is an error in the Trusted Platform Module in the Master System Operating Key (MSOK)

The TPM is not installed or an incorrect TPM is installed.

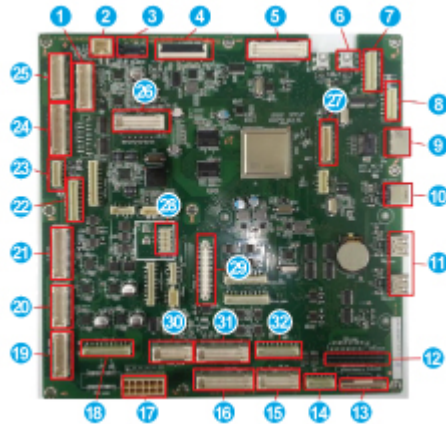
Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

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.

Figure 85 Connection 28



3. If the error persists, elevate the issue using the Standard Support Process to get a new MSOK board.

63.00.20

An error occurred in the 24 V power line.

Recommended action for customers

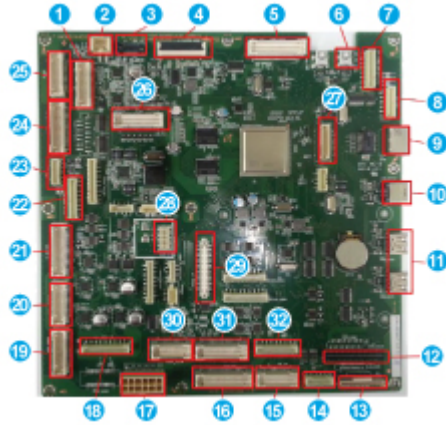
1. Turn the printer off, and then on.
2. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended actions for call-center agents and onsite technicians

1. Turn the printer off, and then on.
2. Check the 24V to chassis ground on the main board PCA from the LVPS type 5.



Figure 86 Connector 17 on the main board PCA



3. If the 24V is abnormal, disconnect the cable and test the voltage on the cable connector from the LVPS. (24V $\pm$ 5%).
4. If the voltage from the LVPS type 5 board is abnormal, replace it.
Part number: (110V) JC44-00249A
Part number: (220V) JC44-00250A
For instructions: Removal and replacement: LVPS board See the Repair Service Manual for this product.
5. If the voltage is good from the LVPS but not normal when plugged into the connectors, replace the main board PCA.
Part number: 8GR94-60003
For instructions: Removal and replacement: Main board See the Repair Service Manual for this product.

63.00.22

An error occurred in the 5V power line.

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

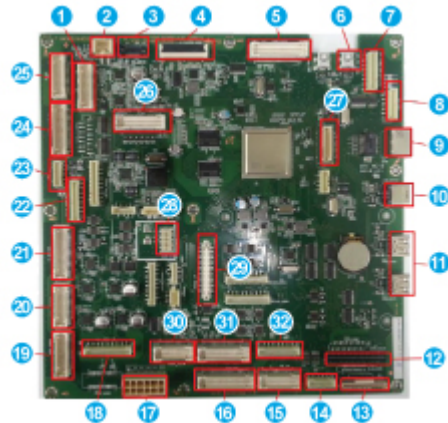
Recommended actions for call-center agents and onsite technicians

1. Turn the printer off, and then on.

2. Check the 5V to chassis ground on the main board PCA from the LVPS type 5.



Figure 87 Connector 17 on the main board PCA



3. If the 24V is abnormal, disconnect the cable and test the voltage on the cable connector from the LVPS. (5V $\pm$ 5%).
4. If the voltage from the LVPS type 5 board is abnormal, replace it.
Part number: (110V) JC44-00249A
Part number: (220V) JC44-00250A
For instructions: Removal and replacement: LVPS board See the Repair Service Manual for this product.
5. If the voltage is good from the LVPS but not normal when plugged into the connectors, replace the main board PCA.
Part number: 8GR94-60003
For instructions: Removal and replacement: Main board See the Repair Service Manual for this product.

63.00.23

The heater control relay operates incorrectly.

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

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

110V fuser part number: Z7Y77-67002

220V fuser part number: Z9M03-67002

For instruction: Removal and replacement: Fuser See the Repair Service Manual for this product.

63.00.2D

The operation of the LSU shutter is abnormal.

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended actions for call-center agents and onsite technicians

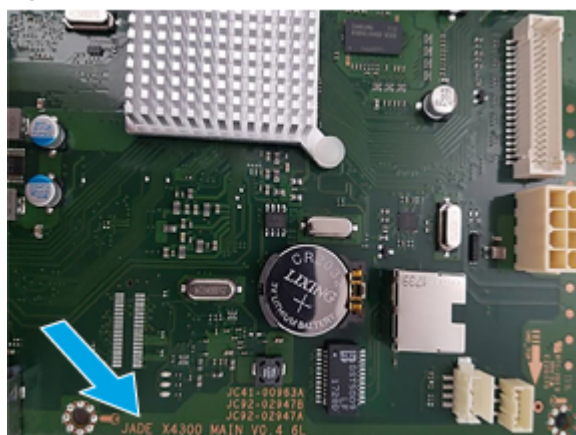
 **NOTE:** The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Upgrade the firmware to current released version on HP.com.
2. Check the version of the main board. If the line JADE_X4300_MAIN V0.4 6L does not have V0.4 or higher revision, then replace main board.

Part number: 8GR94-60003

For instructions: Removal and replacement: Main board See the Repair Service Manual for this product.

Figure 88 Check Main Board version



3. If issue persists, turn the printer off, and then on.

4. Check the laser/scanner shutter.

a. Open the following menus:

- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

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

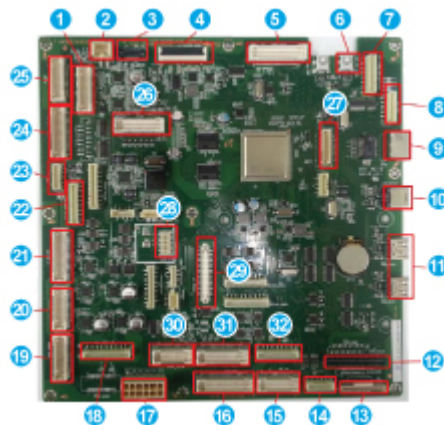
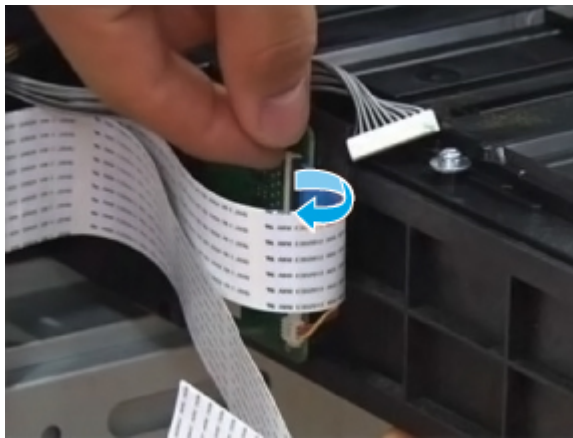
b. Run tests 110–0320, LSU Shutter Open and 110–0330, LSU Shutter Closed.

c. If the laser shutter does not make a sound during the test, turn the printer off, and remove the power cord.

d. Disconnect and reconnect the laser/scanner FFC on the laser/scanner and the connector 13 on the main board PCA.



CAUTION: Before unplugging the laser/scanner unit harness, the printer must be turned off and the power cord must be removed.



- e. If the laser/scanner unit flat cable is defective, replace the FFC.

Part number: JC39-02114A

- f. Turn the printer on and retest the laser shutter.

- g. If the error persists, replace the laser/scanner unit.

Part number: JC97-04864A

For instructions: Removal and replacement: Laser/scanner assembly See the Repair Service Manual for this product.

- 5. If the error persists, replace the main board PCA.

Part number: 8GR94-60003

For instructions: Removal and replacement: Main board See the Repair Service Manual for this product.

63.00.2F, 63.00.30, or 63.00.31

Laser/scanner unit motor error.

63.00.2F The laser/scanner motor has stopped, but the ready signal indicates that the laser/scanner motor is operating.

63.00.30 The laser/scanner motor is operating, but the laser/scanner motor ready signal does not change as driving.

63.00.31 The laser/scanner motor is operating, but the laser/scanner motor ready signal has changed to stop.

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended actions for call-center agents and onsite technicians



NOTE: The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

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



NOTE: The service PIN for this printer is: 04077817

- Service Tools

- Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
- b. Run test 110-0000, LSU (Laser Scanner Unit) Motor1 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.

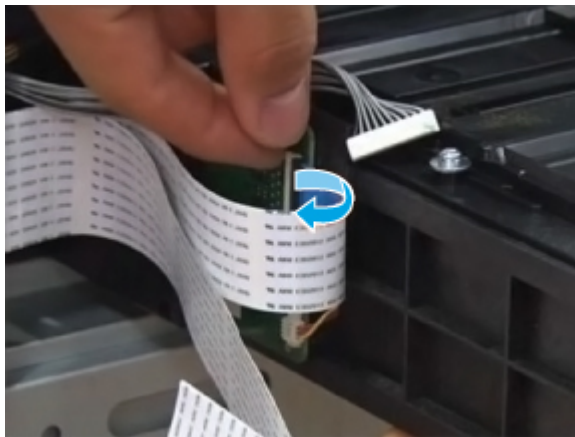
Part number: JC97-04864A

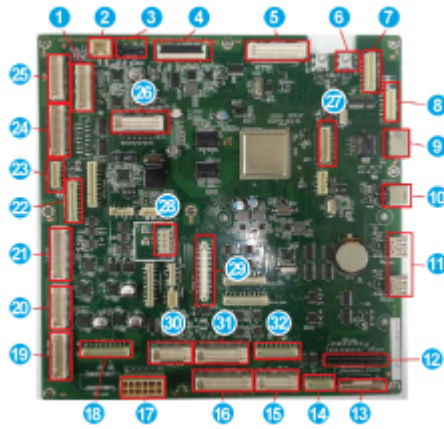
For instructions: Removal and replacement: Laser/scanner assembly See the Repair Service Manual for this product.

2. 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 13 on the main board PCA.

⚠ CAUTION: 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.
- 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: JC97-04864A

For instructions: Removal and replacement: Laser/scanner assembly See the Repair Service Manual for this product.

3. If the error persists, replace the main board PCA.

Part number: 8GR94-60003

For instructions: Removal and replacement: Main board See the Repair Service Manual for this product.

63.00.33, or 63.00.34

Laser/scanner unit motor error.

63.00.33 The H-Sync signal of the laser/scanner unit is abnormal.

63.00.34 The H-Sync signal of the laser/scanner unit is abnormal.

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended actions for call-center agents and onsite technicians



NOTE: The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

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



NOTE: The service PIN for this printer is: 04077817

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

b. Run test 110-0000, LSU (Laser Scanner Unit) Motor1 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: JC97-04864A

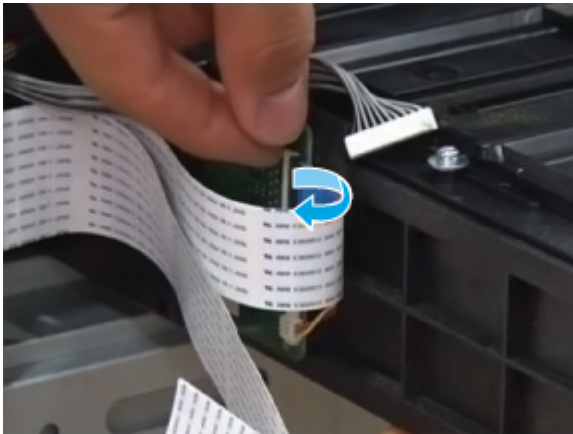
For instructions: Removal and replacement: Laser/scanner assembly See the Repair Service Manual for this product.

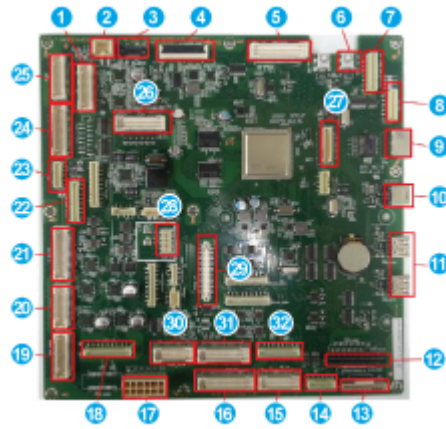
2. If the laser/scanner unit motor does not make a sound, complete these troubleshooting steps:

- Turn the printer off, and remove the power cord.
- Remove the back and the left side covers.
- Disconnect and reconnect the laser/scanner FFC on the laser/scanner and the connector 13 on the main board PCA.



CAUTION: 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: JC97-04864A

For instructions: Removal and replacement: Laser/scanner assembly See the Repair Service Manual for this product.

3. If the error persists, replace the main board PCA.

Part number: 8GR94-60003

For instructions: Removal and replacement: Main board See the Repair Service Manual for this product.

63.00.35

The laser/scanner unit is not detected.

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended actions for call-center agents and onsite technicians



NOTE: The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

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

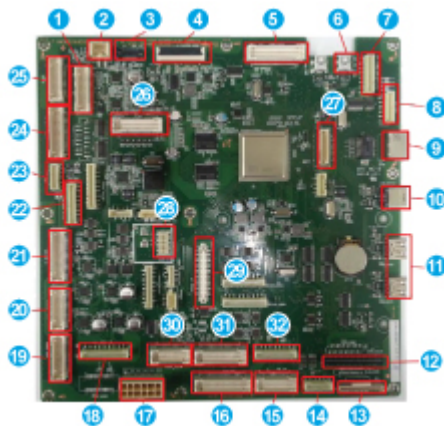
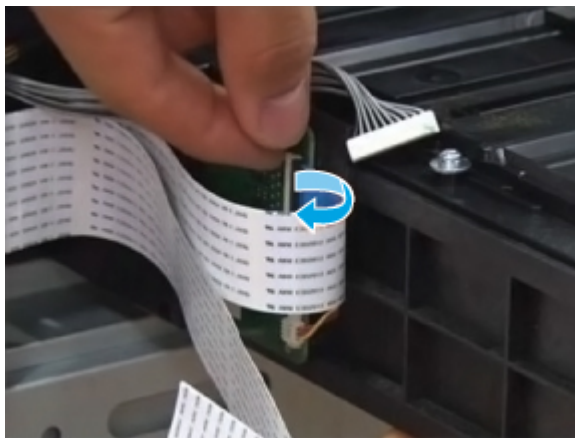


NOTE: The service PIN for this printer is: 04077817

- Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
- Run test 110–0000, LSU (Laser Scanner Unit) Motor1 Run Ready
- If the laser/scanner unit motor does not make a sound, complete these troubleshooting steps:
 - Turn the printer off, and remove the power cord.
 - Remove the back and the left side covers.
 - Disconnect and reconnect the laser/scanner FFC on the laser/scanner and the connector 13 on the main board PCA.



CAUTION: 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: JC39-02114A
 - 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: JC97-04864A
For instructions: Removal and replacement: Laser/scanner assembly See the Repair Service Manual for this product.
4. If the error persists after the laser/scanner unit has been replaced, re-install the original laser/scanner unit replace the main board PCA.
Part number: 8GR94-60003
For instructions: Removal and replacement: Main board See the Repair Service Manual for this product.
 5. If the laser/scanner unit motor does not make a sound:
Part number: JC97-04864A
For instructions: Removal and replacement: Laser/scanner assembly See the Repair Service Manual for this product.

63.00.3B, 63.00.3D, 63.00.3F, or 63.00.41

The toner concentration (T/C) sensor that monitors the toner concentration in the developer has detected a low or depleted developer unit.

The printer detected an error in the T/C sensor that monitors the toner for the developer.

The output of the T/C sensor is more than or less than the permitted value range. Or, there is no signal change in a certain cycle.

63.00.3B There is an error in the toner supplied to the yellow developer.

63.00.3D There is an error in the toner supplied to the magenta developer.

63.00.3F There is an error in the toner supplied to the cyan developer.

63.00.41 There is an error in the toner supplied to the black developer.

Recommended actions for customers

- ▲ While the control panel message suggests turning the printer off and then on, HP recommends contacting customer support immediately when this error occurs. Do not power cycle the printer and continue printing.

Recommended actions for call-center agents

 **IMPORTANT:** DO NOT have the customer power cycle the printer and continue printing.

1. Dispatch a technician to perform the procedure noted in the “Recommended action for on-site technician section”, which includes replacing the developer unit, executing diagnostics at the device, and upgrading firmware.

63.00.3B - HP LaserJet Yellow Developer Unit part number: 8JM72-67001

63.00.3B - HP LaserJet Magenta Developer Unit part number: 8JM73-67001

63.00.3B - HP LaserJet Cyan Developer Unit part number: 8JM71-67001

63.00.3B - HP LaserJet Black Developer Unit part number: 8JM70-67001

 **NOTE:** If the firmware bundle installed on the printer is lower than 4.6.2.1, inform the customer that as part of the resolution, the firmware will need to be upgraded.

2. To identify the current firmware version installed, print or view a Configuration Page to identify the bundle of firmware installed on the MFP.
 - a. At the control panel, select the following menus: **Reports > Configuration > Status Pages**
 - b. Check the Configuration Page box and select the View or Print icon.
 - c. On the configuration page, under the Device Information heading, locate the Firmware Bundle Version.

Recommended actions for onsite technicians

 **IMPORTANT:** If the printer is remotely monitored, it is highly recommended a service call be logged and the following actions taken immediately if any of the 4 error messages appear.

When a 63.00.3B, 63.00.3D, 63.00.3F, or 63.00.41 error is listed on the control panel, the control panel message includes instructions to power cycle. If an end user power cycles the printer, it will recover initially, but the error will recur later. If the customer continues to power cycle and print, the printer will eventually be unable to recover the error with a power cycle. The following provides instructions to recover the printer. Once the error is cleared, it's important that firmware also be upgraded to firmware bundle 4.6.2.1 or greater, in order to keep the issue from recurring in the future.

1. To temporarily clear the error, turn the printer off and then on.

 **NOTE:** In most cases, the developer will need to be replaced. However, if the printer is not used after the 63.00.ZZ error occurs the first time, it may be possible to recover the developer and not replace it. Instructions are provided under in the following: [Recover the developer on page 419](#).

2. Replace the failing developer unit.

HP LaserJet Yellow Developer Unit part number: 8JM72-67001

HP LaserJet Magenta Developer Unit part number: 8JM73-67001

HP LaserJet Cyan Developer Unit part number: 8JM71-67001

HP LaserJet Black Developer Unit part number: 8JM70-67001

For instructions: Removal and replacement: Developer unit See the Repair Service Manual for this product.

3. Reset the developer.

- a. From the control panel, open the following menus:
 - Support Tools
 - Service
 - Sign in by entering the service pin in the Access Code field.

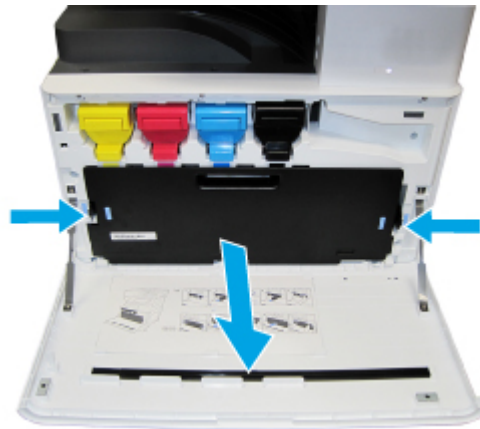
 **NOTE:** The service PIN for this printer is: 04077817

- Service Tools

- b. On the Information tab, open **Supply Status > Field Replaceable Unit > Development Unit**.
 - c. Open the front door and select the developer unit that was checked and/or replaced.
 - d. Select Reset and close the front door.
4. After the printer returns to a Ready state, upgrade the Firmware bundle to version 4.6.2.1 or newer.
5. If the above troubleshooting does not resolve the issue, continue with the following additional troubleshooting instructions.

 **NOTE:** If the error is not resolved, a different root cause may be at fault. The following are possible, but not common, causes for these errors.

6. Check the toner cartridge.
 - a. Open the front cover.
 - b. Remove the toner collection unit.



- c. Remove the failing color toner cartridge.
 - d. Check the date-code of toner cartridge. The eighth digit is the year, the ninth digit is the month. Toner cartridges built before September 2017 may induce one of these errors

Table Year

YEAR	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
CODE	B	C	D	F	G	H	J	K	M	N

Table Month

Month	1	2	3	4	5	6	7	8	9	10	11	12
CODE	1	2	3	4	5	6	7	8	9	A	B	C

Figure 89 Serial number label



 **NOTE:** Any cartridges before the date-code of “JA” would be considered suspect to possibly cause this issue.

- e. If cartridges are date-code of “JA” or older, replace the cartridge. If the date code is newer than “JA” continue troubleshooting.
- f. Rotate the gear on the toner cartridge to ensure that it turns freely. If it does not, replace the toner cartridge.

HP Black Managed LJ Toner Cartridge part number: W9210-67901

HP Cyan Managed LJ Toner Cartridge part number: W9211-67901

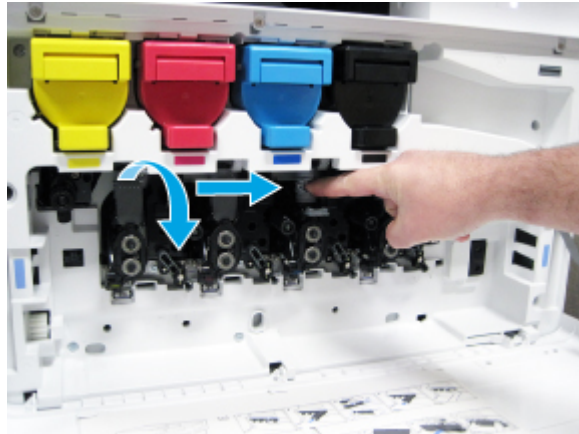
HP Magenta Managed LJ Toner Cartridge part number: W9213-67901

HP Yellow Managed LJ Toner Cartridge part number: W9212-67901



- g. If the toner cartridge is OK, check if the toner supply pipe is closed. If it is closed, open it.

- h. Check the rubber toner supply pipe by pinching it to see if it is hard and compacted in the tube. (Note: it should be very soft and should be able to pinch the tube together in a normal run state)



7. Remove and reinstall the failing developer unit.
8. Reinstall the toner collection unit.
9. Turn the printer on and test the printer with a demo page or configuration page.
10. If the error persists, replace the failing developer unit.

HP LaserJet Yellow Developer Unit part number: 8JM72-67001

HP LaserJet Magenta Developer Unit part number: 8JM73-67001

HP LaserJet Cyan Developer Unit part number: 8JM71-67001

HP LaserJet Black Developer Unit part number: 8JM70-67001

For instructions: Removal and replacement: Developer unit See the Repair Service Manual for this product.

11. If the error persists, check the toner dispense motor for the failing color.

- a. Open the following menus:

- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

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

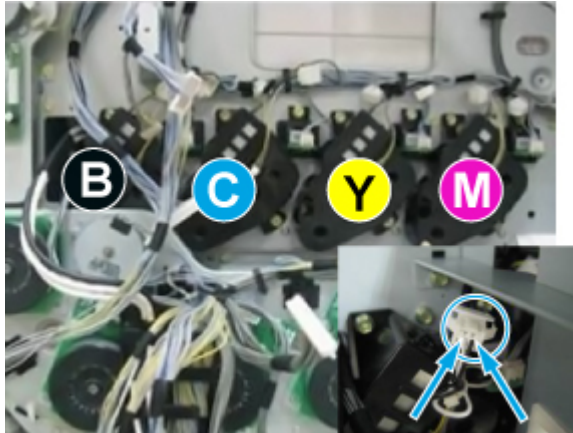
- b. Select one of the following tests:



NOTE: Remove the toner cartridge before starting the test.

- 111-0030, Toner Dispense Motor Black

- 111-0020, Toner Dispense Motor Cyan
 - 111-0010, Toner Dispense Motor Magenta
 - 111-0000, Toner Dispense Motor Yellow
- c. While the test is running, listen for the motor to turn on and run.
- d. If the motor test fails, measure the voltage on the failing color motor connector.



- e. If 24V is measured on the connector, replace the toner motor.

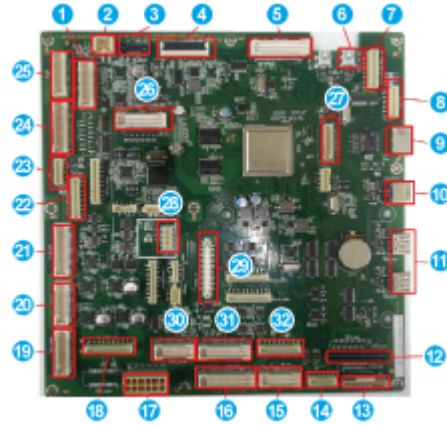
Part number: JC93-00446B

For instructions: Removal and replacement: Toner supply drive assembly See the Repair Service Manual for this product.

- f. If the 24V is not being supplied, check the 24V on connector 17 to chassis ground on the main board PCA from the LVPS type 5.



Figure 90 Main board PCA



- g. If the 24V is abnormal, disconnect the cable and test the voltage on the cable connector from the LVPS. ($24V \pm 5\%$).
- h. If the voltage from the LVPS type 5 board is abnormal, replace it.
Part number: (110V) JC44-00249A
Part number: (220V) JC44-00250A
For instructions: Removal and replacement: LVPS board See the Repair Service Manual for this product.
- i. If the voltage is good from the LVPS but not normal when plugged into the connectors, replace the main board PCA.
Part number: 8GR94-60003
For instructions: Removal and replacement: Main board See the Repair Service Manual for this product.
- j. If the voltage from the main board PCA is good, replace the failing color motor.
Part number: JC93-00446B
For instructions: Removal and replacement: Toner supply drive assembly See the Repair Service Manual for this product.

Recover the developer

Follow these instructions to attempt recover the developer unit rather than replacing it. Perform the Drum Motor and Toner Dispense Motor diagnostic tests from the control panel to recover the developer unit.

If this procedure is not successful at clearing the error, replace the developer unit.

1. Open the front cover.
2. Remove the affected toner cartridge indicated by the error code, close front cover, and then wait for the Install cartridge message to display.

 **NOTE:** The color of the affected toner cartridge is indicated in the last two digits of the error code.

- 63.00.3B = yellow
- 63.00.3D = magenta

- 63.00.3F = cyan
 - 63.00.41 = black
-

3. Open the front cover, reinstall the affected toner cartridge, and **do NOT close the front cover.**
-

 **NOTE:** Closing the front cover will cause the service menu test to not work correctly. The motors will NOT spin, causing you to believe you have a bad motor.

4. Open the service menu.

▲ Open the following menus:

- Support Tools
 - Service
-

 **NOTE:** Sign in by entering the service pin in the Access Code field.: 04077817

5. Run an engine test routine on the Toner Dispense Motor for 2 seconds.
-

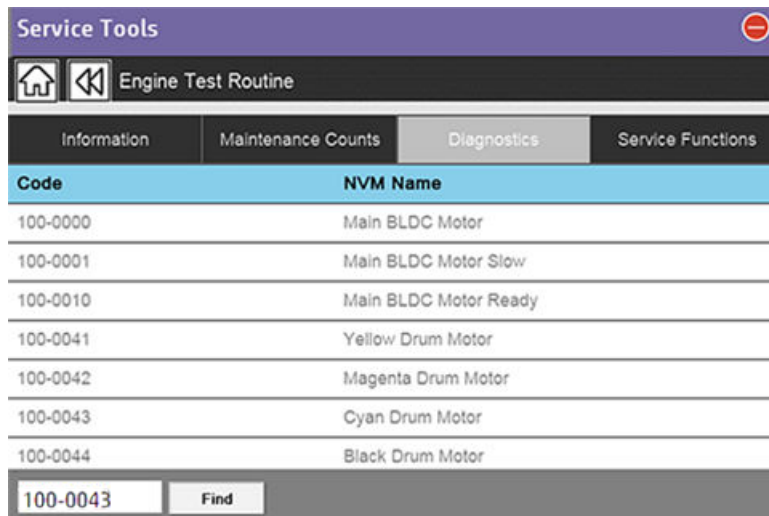
 **NOTE:** The Toner Dispense Motor test will need to be performed alternately with the Drum Motor test 3 times each before power cycling the printer.

a. Open the following menus:

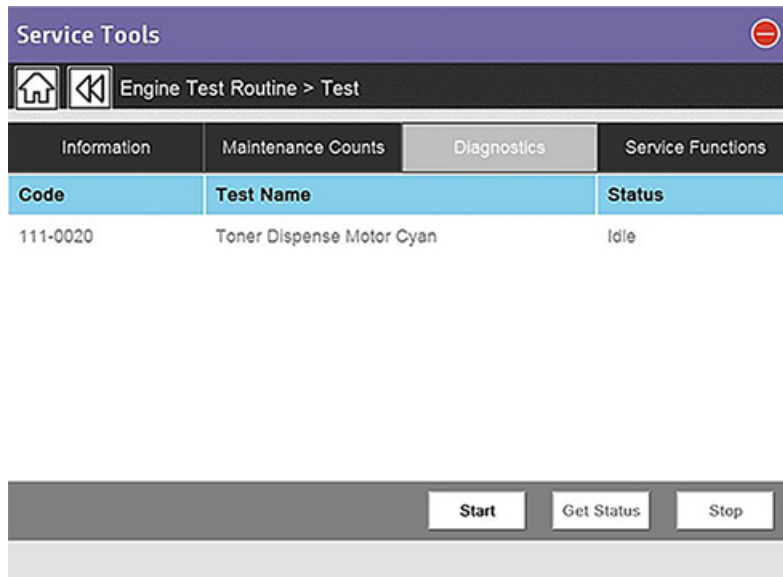
- Diagnostics
- Engine Diagnostics
- Engine Test Routines

b. Use the Find field to search for the Drum Motor service code for the affected color.

- **100-0044**, Toner Dispense Motor Black
- **100-0043**, Drum Motor Cyan
- **100-0042**, Drum Motor Magenta
- **100-0041**, Drum Motor Yellow



- c. On the Toner Dispense Motor, press Start, run for 2 seconds, and then press Stop



6. Run an engine test on the Drum Motor for 20 seconds.

 **NOTE:** The Drum Motor test will need to be performed alternately with the Toner Dispense Motor test 3 times each before power cycling the printer.

- a. Open the following menus:
- Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines

- b. Use the Find field to search for the Toner Dispense Motor service code for the affected color.

 **NOTE:** Remove the toner cartridge before starting the test.

- 111-0030, Toner Dispense Motor Black
- 111-0020, Toner Dispense Motor Cyan
- 111-0010, Toner Dispense Motor Magenta
- 111-0000, Toner Dispense Motor Yellow

Service Tools

 Engine Test Routine

Information

Maintenance Counts

Diagnostics

Service Functions

Code	NVM Name
100-0000	Main BLDC Motor
100-0001	Main BLDC Motor Slow
100-0010	Main BLDC Motor Ready
100-0041	Yellow Drum Motor
100-0042	Magenta Drum Motor
100-0043	Cyan Drum Motor
100-0044	Black Drum Motor

100-0043

Find

- c. On the Drum Motor, press Start, run for 20 seconds, and then press Stop.

Service Tools

 Engine Test Routine > Test

Information

Maintenance Counts

Diagnostics

Service Functions

Code	Test Name	Status
100-0043	Cyan Drum Motor	Idle

Start

Get Status

Stop

7. Repeat the Toner Dispense motor test using the procedure described above.
8. Repeat the Drum motor test using the procedure described above.
9. Repeat the Toner Dispense motor test using the procedure described above.

10. Repeat the Drum motor test using the procedure described above.
11. Turn the printer off, and then on.

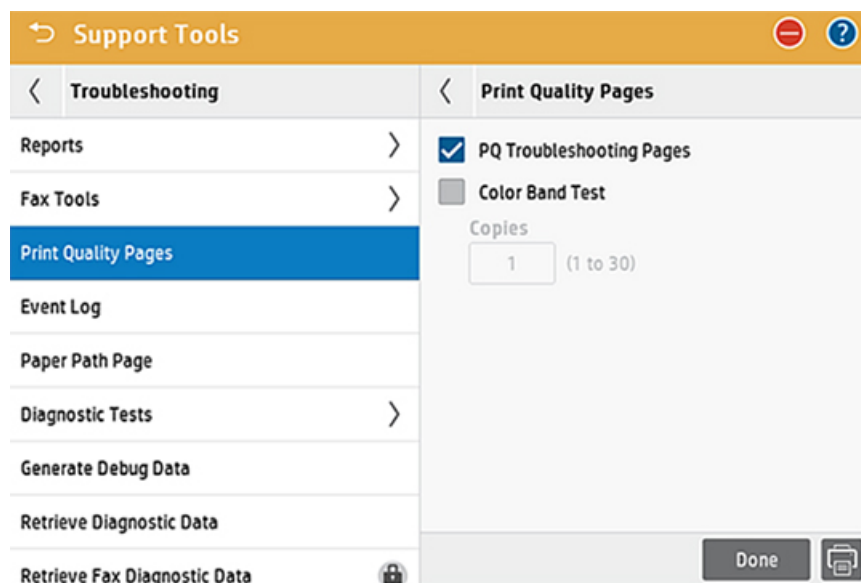


NOTE: All cartridges must be installed and the front door closed before power cycling the printer.

- a. If the error clears for the specified color, but another error code (63.00.3B, 63.00.3D, 63.00.3F, or 63.00.41) displays for a different color, repeat both Toner Dispense motor and Drum motor test procedures for each color until the printer returns to a ready state.
 - b. If the error clears and the printer returns to a Ready state, continue to the next step.
12. Print PQ Troubleshooting Pages for a total of 3 sets to help finish replenishing the toner in the developer units.



NOTE: During this time, the printer might pause while printing the PQ troubleshooting pages. This is expected behavior. If the motor turns very fast for short periods, the printer is adding toner to the developer units. This will likely occur multiple times before the print process completes. Wait for the entire process to complete.



- If the printer returns to Ready, upgrade the Firmware bundle to version 4.6.2.1 or newer.
- If the error persists, the developer unit cannot be restored and instead must be replaced. Follow standard instructions above to replace the developer unit and restore the TC levels.

63.00.44, 63.00.45, 63.00.46 or 63.00.47

The eraser lamp does not turn on.

63.00.44 Yellow eraser failure

63.00.45 Magenta eraser failure

63.00.46 Cyan eraser failure

63.00.47 Black eraser failure

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended actions for call-center agents and onsite technicians



NOTE: The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Turn the printer off, and then on.
2. Check the eraser LED.
 - a. Open the right side cover.
 - b. Open the following menus:

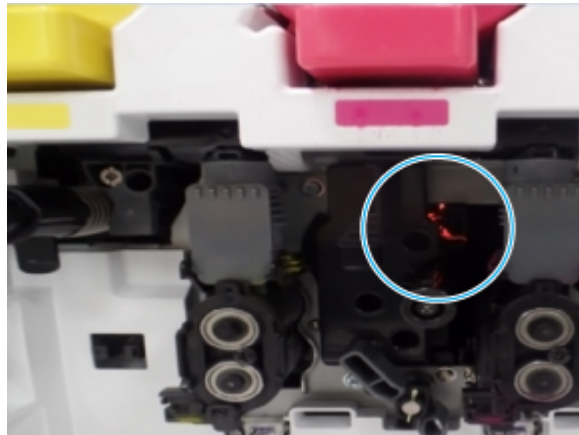
- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

- Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
- c. Run test one of the following tests for the failing color.
 - 107-0162 Yellow Eraser On.
 - 107-0163 Magenta Eraser On.
 - 107-0164 Cyan Eraser On.
 - 107-0165 Black Eraser On.

- d. Ensure that the erase LED comes on.

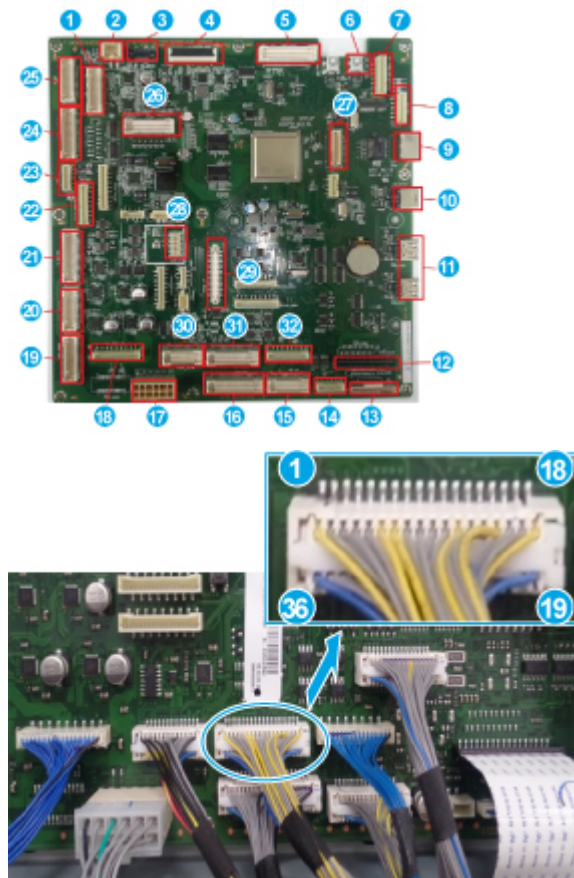


- 3. If the LED is off, check the following.

- a. Disconnect and reconnect the wiring harness between the erase LED and the connector 31 on the main board PCA. If the wire harness is damaged, replace the cable harness.

Part number: JC39-02079A

- b. If the wire harness is OK, check the voltage and signal to the erase LED.
 - i. Measure the voltage to chassis ground on connector 31.



- ii. The voltage measurements should read as follows.
- c. If the voltage measured is normal, replace the failing color eraser PCA.
Part number: JC92-02244A
- d. If the voltage measured is abnormal, replace the main board PCA.
Part number: 8GR94-60003
For instructions: Removal and replacement: Main board See the Repair Service Manual for this product.
- 4. If the error persists, replace the eraser PCA and joint PCA..
Eraser PCA part number: JC92-02244A
Joint PCA part number: JC92-02163A

63.4D.01

Engine firmware crash in the portability layer.

These errors are typically followed by a 61.00.06 error.

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off, and then on.
2. Please upgrade the firmware to 4.6.1 or newer.
3. If the error persists, gather JDP diagnostic logs and elevate the case using the Standard Support Process.

63.4D.02

Engine firmware crash in an uncontrolled area.

These errors are typically followed by a 61.00.06 error.

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off, and then on.
2. If the error persists, gather JDP diagnostic logs and elevate the case using the Standard Support Process.

63.53.01

Engine crash on the scan area.

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off, and then on.
2. If the error persists, Check all the connections and cables between the automatic document feeder and the Scan Joint board. If cables check out good visually and with a continuity check, then replace the Scan Joint board.

Part number: JC92-02781A

For instructions: Removal and replacement: Scan joint board See the Repair Service Manual for this product.

3. If the scan joint board does not fix the issue, replace the automatic document feeder.

Part number (LX): JC97-04954A

Part number (GX): JC97-04955A

Part number (sGX): JC97-04956A

4. If the error persists, elevate the case using the Standard Support Process.

64.WX.YZ error messages

64.01.01

Imaging ASIC card not detected

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off.
2. Remove the formatter cover.
3. Disconnect the external +5v cable from the accelerator board and secure it.

Go to the following document for procedure and information:

[HP LaserJet Managed MFP E72525-E72535, E77822-E77830, E82540-E8256, E87640-E87660 - Accelerator Card No Longer Requires External +5v Connection](#)

4. Remove and reseal the accelerator board.
5. If the error persists, replace the accelerator PCA

Part number: X3A62-60001

For instructions: Removal and replacement: Accelerator board PCA See the Repair Service Manual for this product.

6. If the error persists, elevate the case using the Standard Support Process.

64.01.02

Imaging ASIC card detected, but not supported in this device

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off.
2. Remove the formatter cover.
3. Remove the accelerator board from the formatter.

64.01.03

Imaging ASIC card memory failure

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off.
2. Remove the formatter cover.
3. Disconnect the external +5v cable from the accelerator board and secure it.

Go to the following document for procedure and information:

[HP LaserJet Managed MFP E72525-E72535, E77822-E77830, E82540-E8256, E87640-E87660 - Accelerator Card No Longer Requires External +5v Connection](#)

4. Remove and reseal the accelerator board.
5. If the error persists, replace the accelerator PCA

Part number: X3A62-60001

For instructions: Removal and replacement: Accelerator board PCA See the Repair Service Manual for this product.

6. If the error persists, elevate the case using the Standard Support Process.

64.01.04

Imaging ASIC card general error

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off.
2. Remove the formatter cover.
3. Disconnect the external +5v cable from the accelerator board and secure it.

Go to the following document for procedure and information:

[HP LaserJet Managed MFP E72525-E72535, E77822-E77830, E82540-E8256, E87640-E87660 - Accelerator Card No Longer Requires External +5v Connection](#)

4. Remove and reseal the accelerator board.
5. If the issue is intermittent, it is not caused by hardware. Capture logs and elevate the case using the Standard Support Process.

64.01.05

Imaging ASIC card assertion failure

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off.
2. Remove the formatter cover.

3. Disconnect the external +5v cable from the accelerator board and secure it.

Go to the following document for procedure and information:

[HP LaserJet Managed MFP E72525-E72535, E77822-E77830, E82540-E8256, E87640-E87660 - Accelerator Card No Longer Requires External +5v Connection](#)

4. Remove and reseal the accelerator board.
5. If the issue is intermittent, it is not caused by hardware. Capture logs and elevate the case using the Standard Support Process.

64.01.06

Imaging ASIC card assertion failure

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off.
2. Remove the formatter cover.
3. Disconnect the external +5v cable from the accelerator board and secure it.

Go to the following document for procedure and information:

[HP LaserJet Managed MFP E72525-E72535, E77822-E77830, E82540-E8256, E87640-E87660 - Accelerator Card No Longer Requires External +5v Connection](#)

4. Remove and reseal the accelerator board.
5. If the issue is intermittent, it is not caused by hardware. Capture logs and elevate the case using the Standard Support Process.

64.01.07

Imaging ASIC card assertion failure

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off.

2. Remove the formatter cover.
3. Disconnect the external +5v cable from the accelerator board and secure it.

Go to the following document for procedure and information:

[HP LaserJet Managed MFP E72525-E72535, E77822-E77830, E82540-E8256, E87640-E87660 - Accelerator Card No Longer Requires External +5v Connection](#)

4. Remove and reseal the accelerator board.
5. If the issue is intermittent, it is not caused by hardware. Capture logs and elevate the case using the Standard Support Process.

64.01.08

Fan had to be restarted

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off.
2. Remove the formatter cover.
3. Disconnect the external +5v cable from the accelerator board and secure it.

Go to the following document for procedure and information:

[HP LaserJet Managed MFP E72525-E72535, E77822-E77830, E78223-E78230, E82540-E8256, E87640-E87660 - Accelerator Card No Longer Requires External +5v Connection](#)

4. Remove and reseal the accelerator board.

64.01.09

Fan had to be restarted, but failed

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off.
2. Remove the formatter cover.

3. Disconnect the external +5v cable from the accelerator board and secure it.

Go to the following document for procedure and information:

[HP LaserJet Managed MFP E72525-E72535, E77822-E77830, E78223-E78230, E82540-E8256, E87640-E87660 - Accelerator Card No Longer Requires External +5v Connection](#)

4. Remove and reseal the accelerator board.

64.03.04

ASIC socket error

This error indicates a Jedi socket connection couldn't be made over the internal network port to the 2nd core.

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off, and then on.
2. If the error persists, perform a **Format Disk** procedure using the **Preboot** menu.

For the steps to perform a Format Disk procedure, go to: [HP LaserJet Enterprise Printers - Performing a Partial Clean or Format Disk Procedure](#) (c03398779).

3. If the error persists, elevate the case using the Standard Support Process.

65.WX.YZ and 66.WX.YZ error messages

65.* errors

Errors in the 65.* family are related to output accessories.

Recommended action

Use the following general troubleshooting steps to try to resolve the problem. If the error persists, contact your HP-authorized service or support provider, or contact HP support at www.hp.com/go/contactHP.

1. Turn the printer off, and then on.
2. Verify the output accessory is correctly connected to the printer.
3. If the error persists, replace the output accessory.

65.00.A1

The printer lost communication with the finisher.

Recommended action for customers

1. Open and close the finisher front door.
2. If the error persists, turn the printer off, and then on.
3. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Open bridge and check for sensor. If sensor is in bridge as photo shows then go to next step. If sensor is not seen, then remove the bridge turn it over and check to see if flag is installed or dislodged. There is a spring that will also be with the sensor flag.

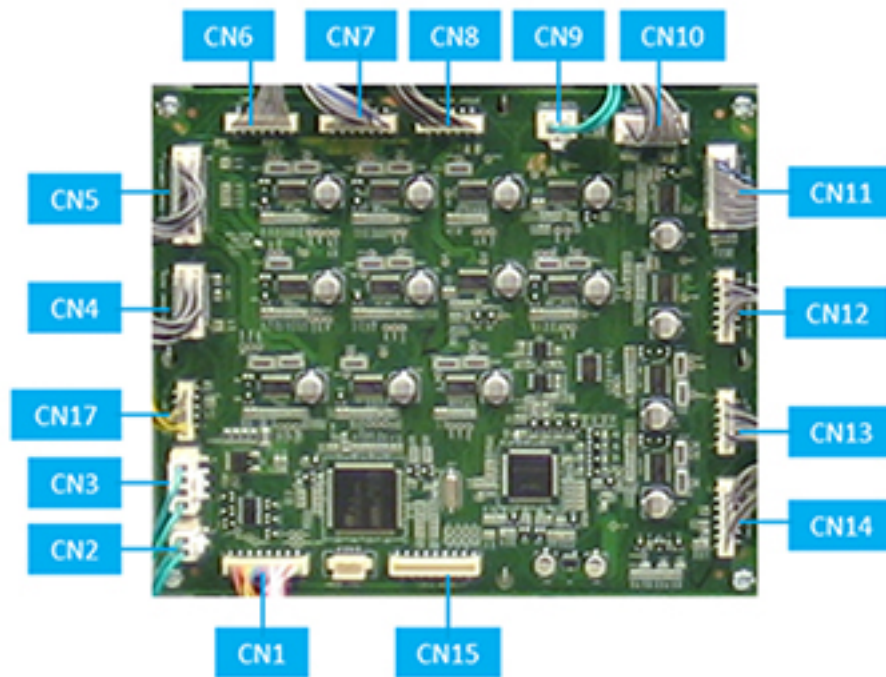
Figure 91 Sensor location



Reinstall the sensor and spring in the bridge. Test the system to see if error is resolved.

2. Open and close the finisher front door.
3. If the error persists, turn the printer off.

4. Check the finisher interface cables and ensure they are seated correctly. (CN1, CN15)



5. Turn the printer on.
6. Ensure that the printer has the most current FW version for the finisher. Upgrade the firmware as needed.
7. If the error persists, replace the finisher PCA.

Part number: JC92-02790B

For instructions: Removal and replacement: Finisher controller PCA See the Repair Service Manual for this product.

66.* errors

Errors in the 66.* family are related to output accessories.

Recommended action

Use the following general troubleshooting steps to try to resolve the problem. If the error persists, contact your HP-authorized service or support provider, or contact HP support at www.hp.com/go/contactHP.

1. Turn the printer off, and then on.
2. Verify the output accessory is correctly connected to the printer.
3. If the error persists, replace the output accessory.

65.00.A1

The printer lost communication with the finisher.

Recommended action for customers

1. Open and close the finisher front door.
2. If the error persists, turn the printer off, and then on.
3. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Open and close the finisher front door.
2. Ensure that the printer has the most current FW version for the finisher. Upgrade the firmware as needed.
3. If the error persists, turn the printer off, and then on.
4. Check the finisher interface cables and ensure they are seated correctly.
5. If the error persists, replace the finisher PCA.

Part number: JC92-02968A

For instructions: Removal and replacement: Finisher PCA See the Repair Service Manual for this product.

66.40.36

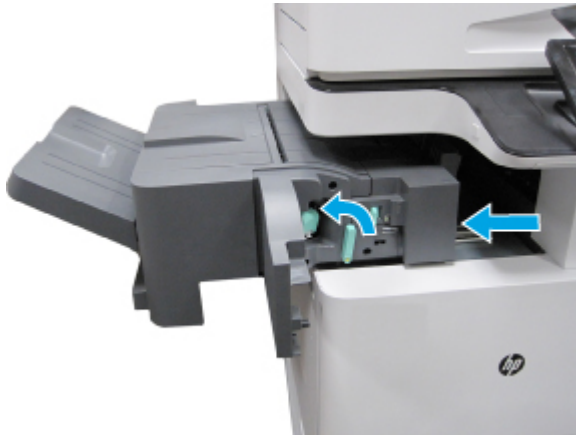
The inner-finisher punch unit experienced a home-position failure.

Recommended action for customers

1. Open the finisher and check for any jammed paper or obstructions, and remove them.
 - a. Open the finisher door.



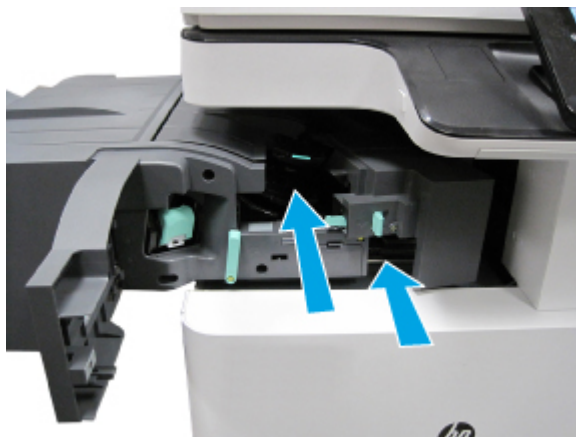
- b. Use the release lever to slide the inner finisher away from the printer.



- c. Open the right and upper jam covers.



- d. Inspect the areas for paper jams or obstructions.



- e. Close the covers and slide the inner finisher into place.

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

Recommended action for call-center agents and onsite technicians

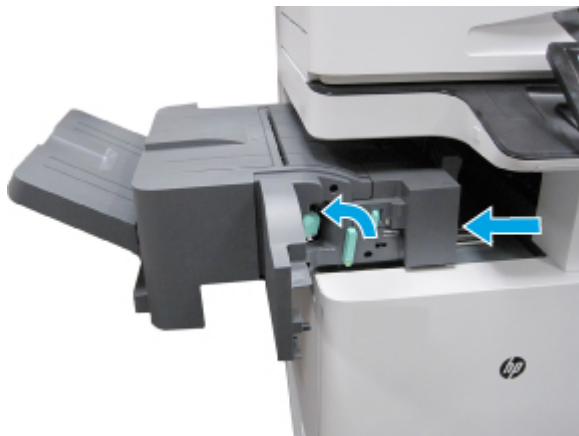


NOTE: For part-replacement procedures, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Open the finisher and check for any jammed paper or obstructions, and remove them.
 - a. Open the finisher door.



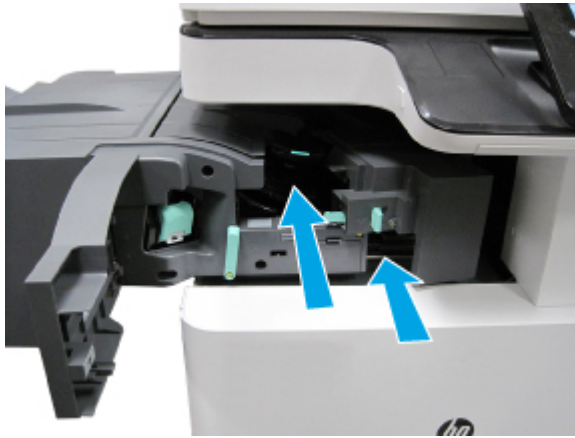
- b. Use the release lever to slide the inner finisher away from the printer.



- c. Open the right and upper jam covers.



- d. Inspect the areas for paper jams.



- e. Check the finisher for any damaged or loose parts and remove any obstructions.
 - f. Close the covers and slide the inner finisher into place.
2. Disconnect and reconnect all connectors on the punch unit.
 3. If the error persists, replace the punch unit.

Part number: HP LaserJet Inner Finisher Hole 2/3 Punch - Y1G02-67901

Part number: HP LaserJet Inner Finisher Hole 2/4 Punch - Y1G03-67901

Part number: HP LaserJet Inner Finisher Swedish Punch - Y1G04-67901

66.40.46

The finisher experienced an error in the punch scan unit.

Recommended action for customers

1. Open and close the finisher door.
2. If the error persists, turn the printer off, and then on.

3. Check the paper settings.
 - a. Ensure the paper size and type being used meets the specifications for hole punching.
 - b. Ensure the paper setting for the paper tray matches the paper being used in the tray.
4. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians



NOTE: For part-replacement procedures, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Open and close the finisher door.
2. If the error persists, turn the printer off, and then on.
3. Check the paper settings.
 - a. Ensure the paper size and type being used meets the specifications for hole punching.
 - b. Ensure the paper setting for the paper tray matches the paper being used in the tray.
4. Disconnect and reconnect the connections to the punch home sensor, punch motor, and punch unit PCA.
5. If the error persists, replace the punch unit.

Part number: HP LaserJet Inner Finisher Hole 2/3 Punch - Y1G02-67901

Part number: HP LaserJet Inner Finisher Hole 2/4 Punch - Y1G03-67901

Part number: HP LaserJet Inner Finisher Swedish Punch - Y1G04-67901

66.40.50

An error in the finisher system occurred. The punch unit is not responding.

Recommended action for customers

1. Open and close the finisher door.
2. Turn the printer off, and then on.
3. Ensure that the latest version of firmware is installed on the finisher and the hole punch unit.
4. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians



NOTE: The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Open and close the finisher door.
2. Turn the printer off, and then on.
3. Disconnect and reconnect the connections from the main board PCA and the punch unit PCA.

4. If the error persists, replace the punch unit.

Part number: HP LaserJet Inner Finisher Hole 2/3 Punch - Y1G02-67901

Part number: HP LaserJet Inner Finisher Hole 2/4 Punch - Y1G03-67901

Part number: HP LaserJet Inner Finisher Swedish Punch - Y1G04-67901

5. If the error persists, replace the finisher PCA.

Part number: JC92-02774B

For instructions: Removal and replacement: Finisher PCA See the Repair Service Manual for this product.

66.40.83

Error in the hole-punching unit.

Recommended action for customers

1. Check the paper settings.
 - a. Ensure the paper size and type being used meets the specifications for hole punching.
 - b. Ensure the paper setting for the paper tray matches the paper being used in the tray.
2. Open and close the finisher door.
3. Turn the printer off, and then on.
4. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians



NOTE: For part-replacement procedures, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Check the paper settings.
 - a. Ensure the paper size and type being used meets the specifications for hole punching.
 - b. Ensure the paper setting for the paper tray matches the paper being used in the tray.
2. Open and close the finisher door.
3. Turn the printer off, and then on.
4. Disconnect and reconnect the connections to the punch home sensor, punch motor, and punch unit PCA.
5. If the error persists, replace the punch unit.

Part number: HP LaserJet Inner Finisher Hole 2/3 Punch - Y1G02-67901

Part number: HP LaserJet Inner Finisher Hole 2/4 Punch - Y1G03-67901

Part number: HP LaserJet Inner Finisher Swedish Punch - Y1G04-67901

66.60.17

The finisher has experienced a diverter operation error.

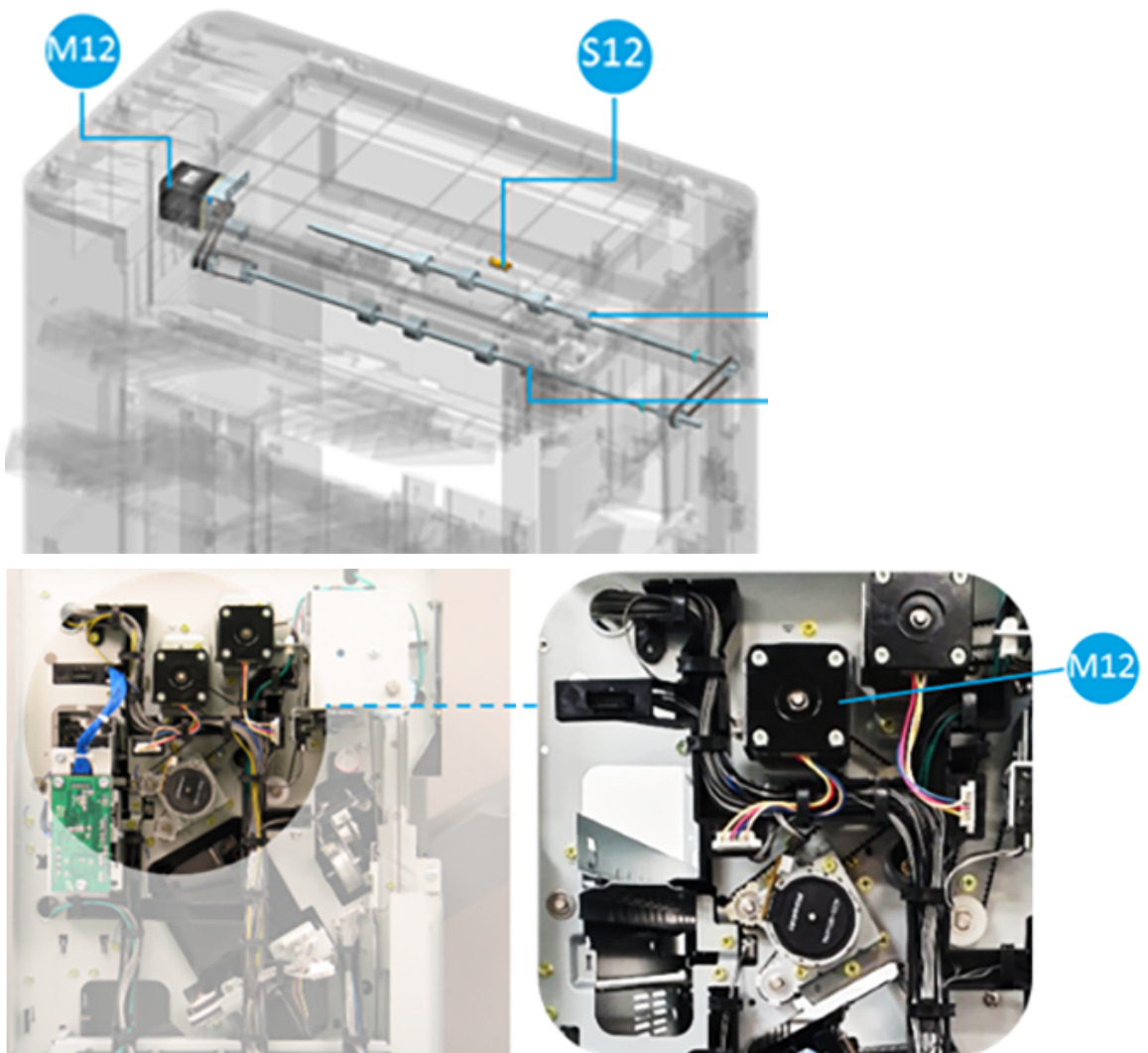
Recommended action for customers

1. Open and then close the door of the finisher.
2. If the error persists, turn the printer off, and then on.
3. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

 **NOTE:** The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Open and then close the door of the finisher.
2. If the error persists, turn the printer off, and then on.
3. If the error persists, check the entrance motor (M12).



a. Open the following menus:

- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

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

b. Run test 113-2570, 2 Bin Finisher Feed Entrance Motor.

c. Listen for the motor to turn on and run.

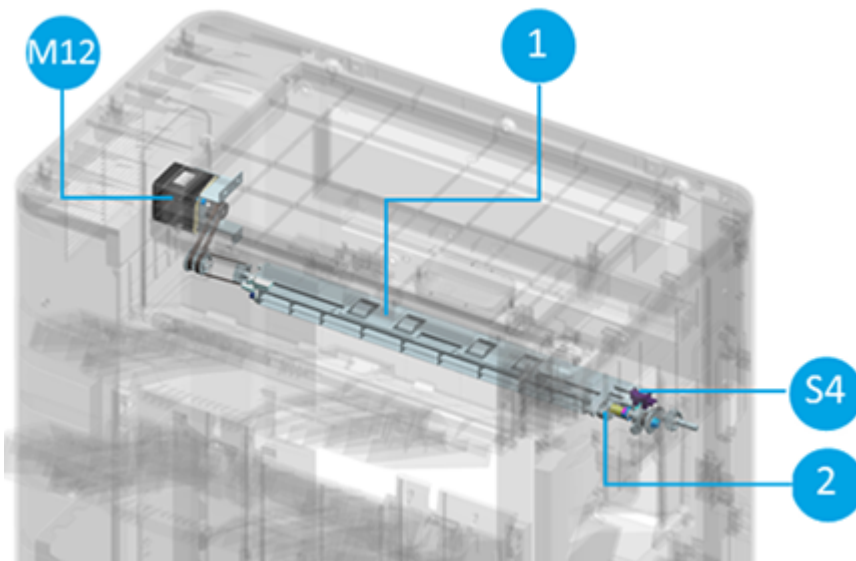
d. If the test fails, disconnect and reconnect both ends of the wire harness from the motor to the finisher PCA.

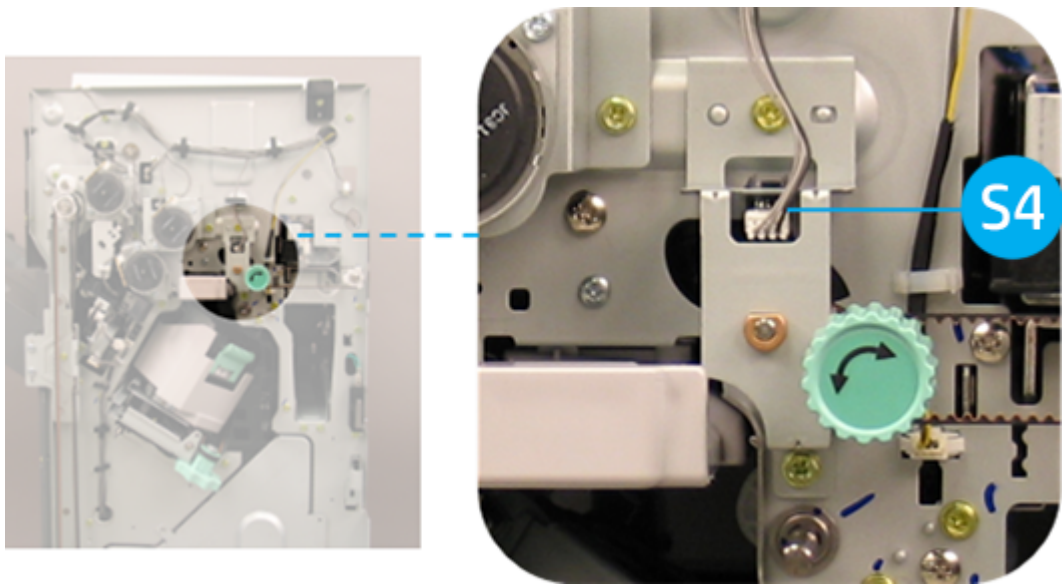
e. Retest the motor. If the test fails, replace the motor.

Part number: JC90-01459A

For instructions: Removal and replacement: Finisher feed entrance motor See the Repair Service Manual for this product.

4. If the error persists, check the Tray diverter home sensor (S4).





- a. Using code 113-2020, run the diagnostic test for the sensor.
- b. Rotate the encoder to check the reading value change (S4).
- c. Disconnect and reconnect both ends of the wire harness from the sensor to the finisher PCA.
- d. Replace the sensor as needed.

Tray diverter home sensor part number: 0604-001415

For instructions: Remove and replace: Tray diverter home sensor See the Repair Service Manual for this product.

66.60.25

The inner finisher experienced a paper-holding-lever unit failure.

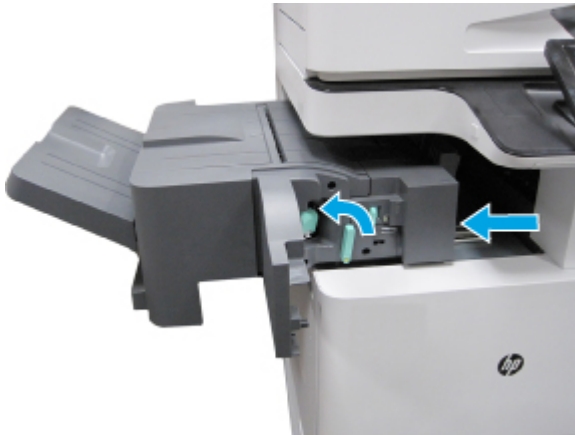
Recommended action for customers

1. Open and then close the door of the finisher.
2. Open the finisher and check for any jammed paper or obstructions, and remove them.

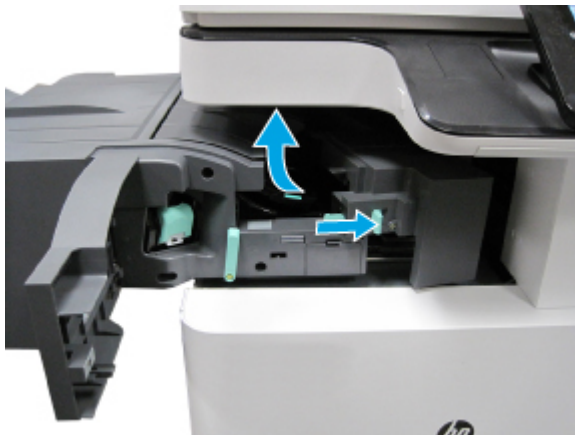
- a. Open the finisher door.



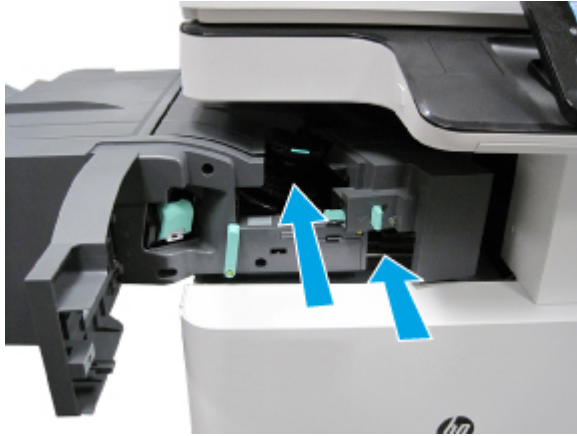
- b. Use the release lever to slide the inner finisher away from the printer.



- c. Open the right and upper jam covers.



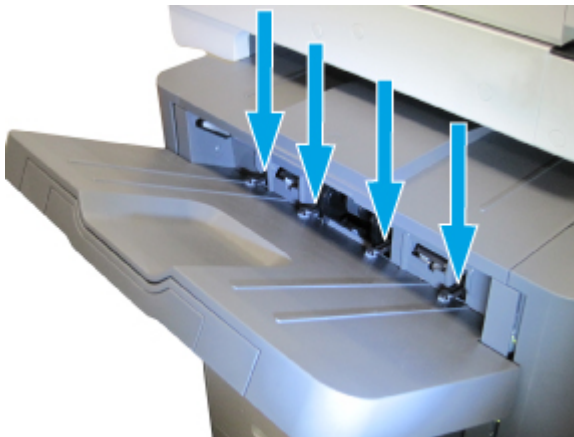
- d. Inspect the areas for paper jams or obstructions.



- e. Close the covers and slide the inner finisher into place.
3. Turn the printer off, and then on.
4. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Open and then close the door of the finisher.
2. Remove all paper from the output bin and ensure there is no obstructions to the paper holding levers.



3. Open the finisher and check for any jammed paper or obstructions, and remove them.
4. Check the finisher paper holding lever.

- a. Open the following menus:

- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

- Service Tools

- Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
- b. Run test 113-0591, Finisher Paper Hold Solenoid.
 - c. Touch Start. The solenoid should cycle on and off.
 - d. If the solenoid does not function, replace the solenoid.

Part number: JC33-00037A

5. Check the input and home sensors.

- a. Check if the wire harness of the home and input sensor are correctly connected to the sensors main board PCA.
- b. If the connections are good, replace the sensors.

Entrance sensor part number: 0604-001415

For instructions: Removal and replacement: Inner finisher entrance sensor See the Repair Service Manual for this product.

66.60.27

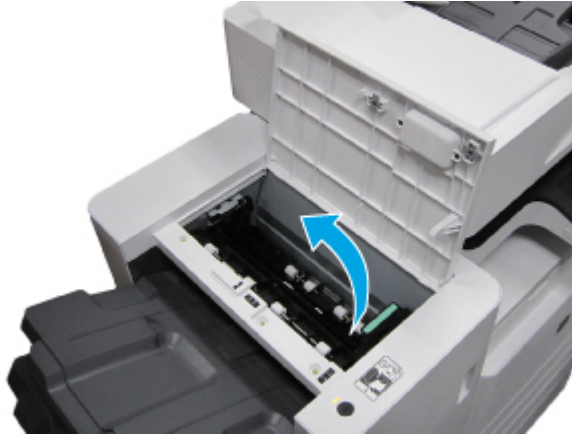
The finisher unit experienced a front tamper unit error.

Recommended action for customers

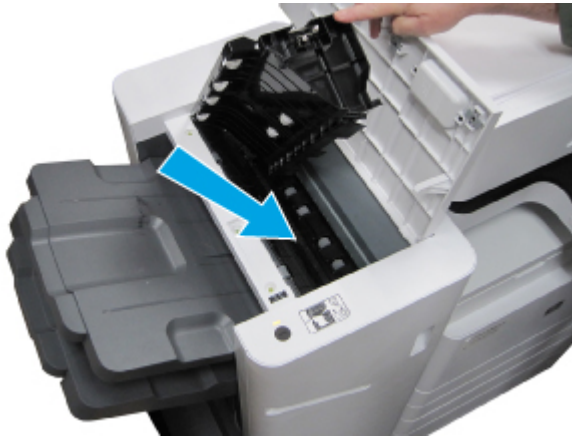
1. Check the finisher for jams or obstructions.
 - a. Open the finisher top cover.



- b. Open the inner jam cover.



- c. Check for jams in the indicated area.



- d. Open the finisher front cover and inner jams access cover.



- e. Remove any jams or obstructions.
 - f. Close all finisher covers.
2. If the error persists, turn the printer off, and then on.

3. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

 **NOTE:** The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

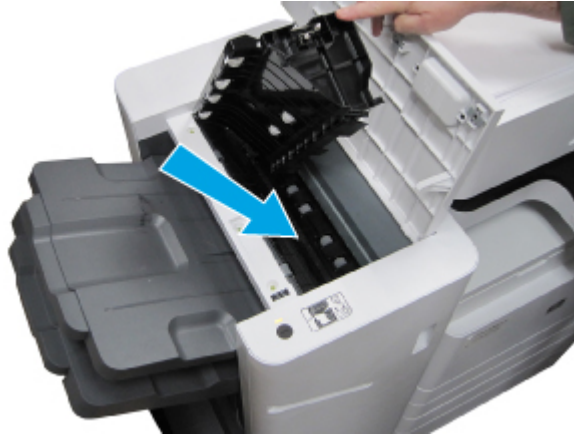
1. Check the finisher for jams or obstructions.
 - a. Open the finisher top cover.



- b. Open the inner jam cover.



- c. Check for jams in the indicated area.

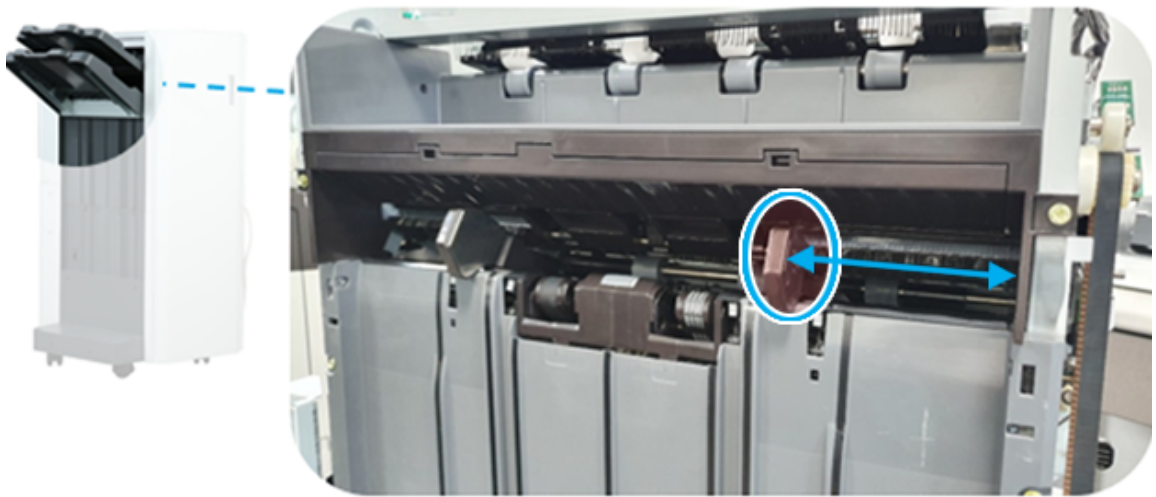


- d. Open the finisher front cover and inner jams access cover.

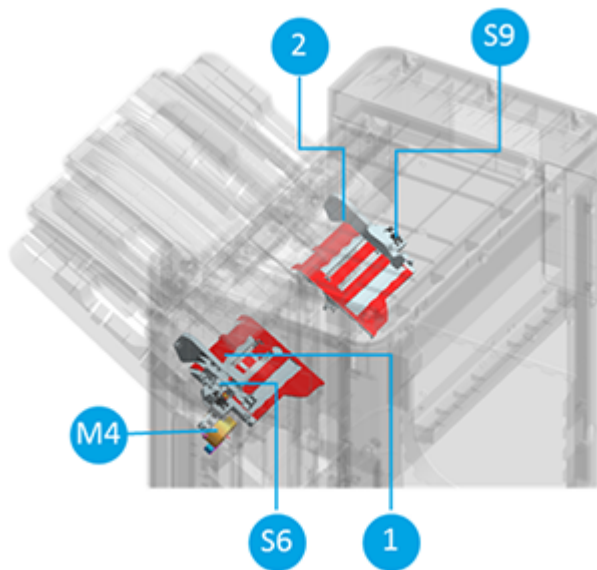


- e. Remove any jams or obstructions.
 - f. Close all finisher covers.
- 2. If the error persists, turn the printer off, and then on.

3. Move the front tamper from the home position to the end.



4. If the error persists, check the front tamper motor (M4).



- a. Open the following menus:

- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

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

- b. Run test 113-2630, 2BinFinisher Front Tamper Motor.
- c. If the test fails, disconnect and reconnect both ends of the wire harness from the motor to the finisher PCA.
- d. Retest the motor. If the test fails, replace the motor.

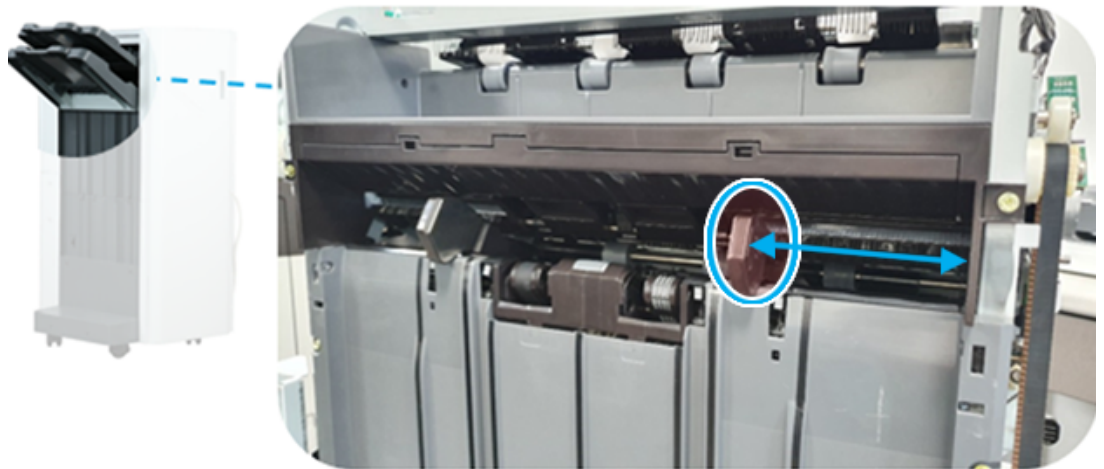
Front tamper motor part number: JC93-01001A

Front tamper part number: JC82-00901A

For instructions: Removal and replacement: Front tamper motor See the Repair Service Manual for this product.

5. If the error persists, check the front tamper home sensor (S6).

- a. Using code 113-2120, run the diagnostic test for the sensor.
- b. Move the tamper from the home position to the other position to check the reading value change.



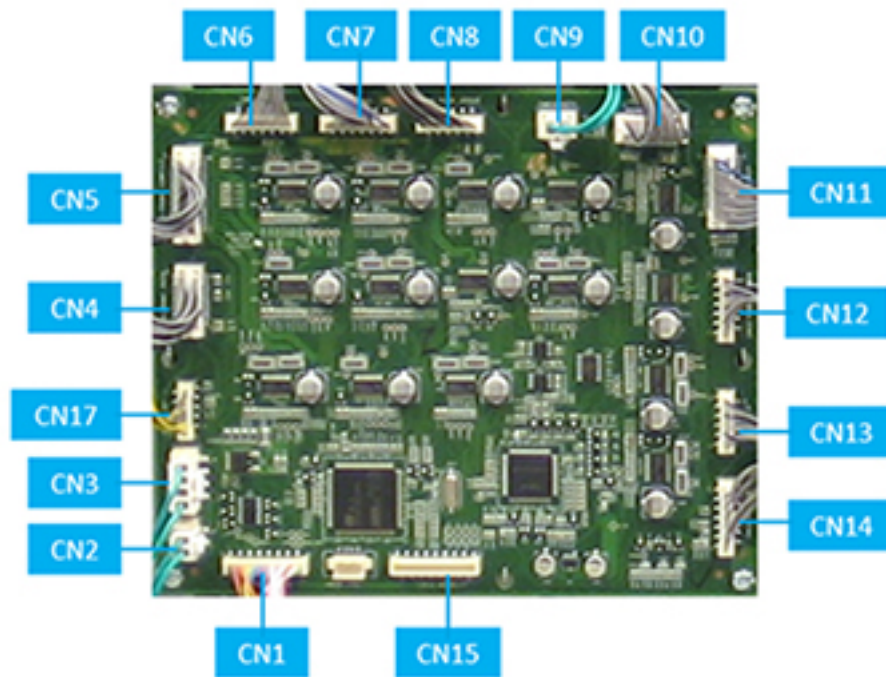
- c. If the status does not change, disconnect and reconnect both ends of the wire harness from the sensor to the stapler/stacker PCA.
- d. Rerun the sensor test. If the test fails replace the sensor.
- e. If the motor does not function, disconnect and reconnect both ends of the wire harness from the motor to the stapler/stacker PCA.
- f. Rerun the motor test. If the test fails replace the motor.

Part number: 0604-001415

Part number: JC90-01464A

For instructions: Removal and replacement: Front tamper motor See the Repair Service Manual for this product.

6. Disconnect and reconnect the wire harness of the finisher PCA (CN12).



66.60.28

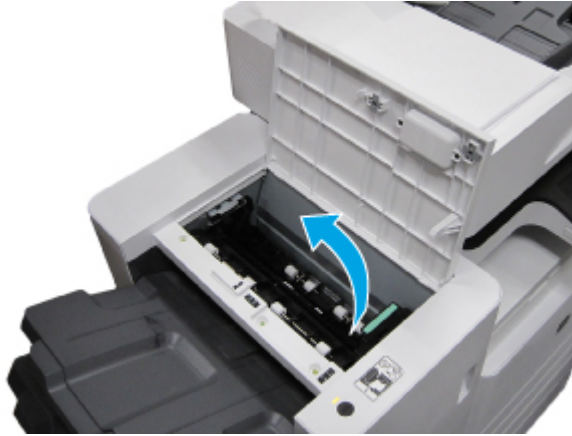
The rear tamper unit has experienced an error.

Stapler/Stacker - Booklet Maker: Recommended action for customers

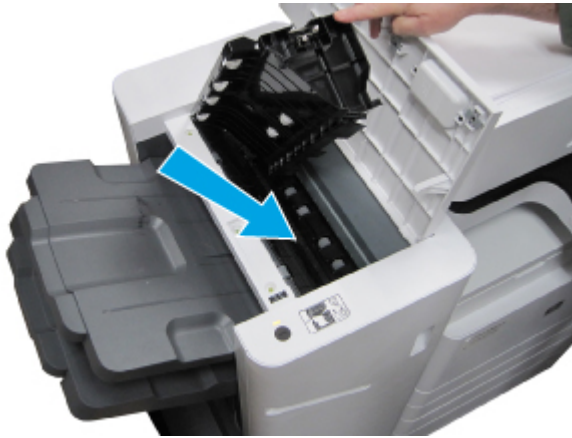
1. Check the finisher for jams or obstructions.
 - a. Open the finisher top cover.



- b. Open the inner jam cover.



- c. Check for jams in the indicated area.



- d. Open the finisher front cover and inner jams access cover.



- e. Remove any jams or obstructions.
 - f. Close all finisher covers.
2. If the error persists, turn the printer off, and then on.

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

Inner finisher: Recommended action for customers

1. If there is jammed paper on the finisher main output tray, remove it.
2. Open and then close the door of the finisher to check if the finisher executes the initialization process.
3. Test the finisher by sending another job.
4. If the error persists, please contact customer support.

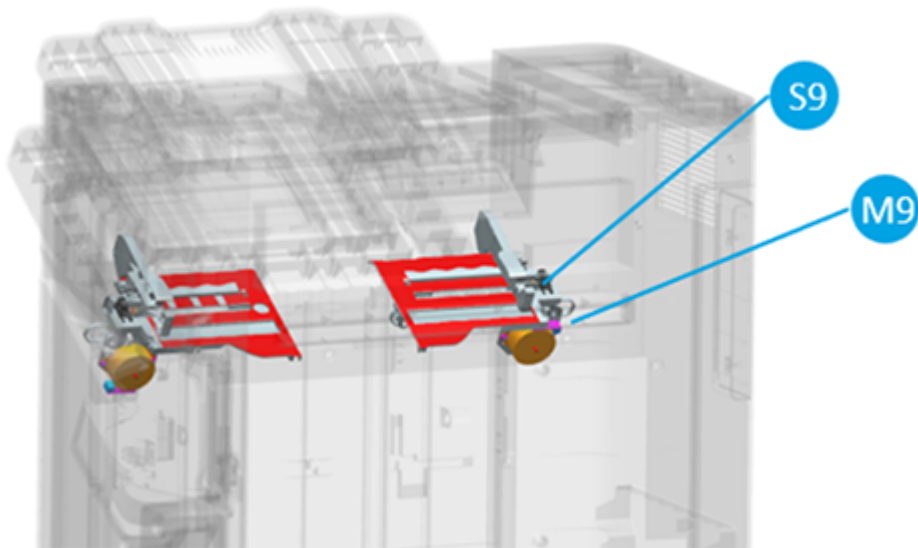
Stapler/Stacker - Booklet Maker: Recommended action for call-center agents and onsite technicians

 **NOTE:** The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Turn the printer off, and then on.
2. Upgrade the firmware to 24.4.2 or greater and if issue persists.
3. If the error persists, move the rear tamper from the home position to the end.



4. If the error persists, check the rear tamper motor (M9).



- a. Open the following menus:

- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

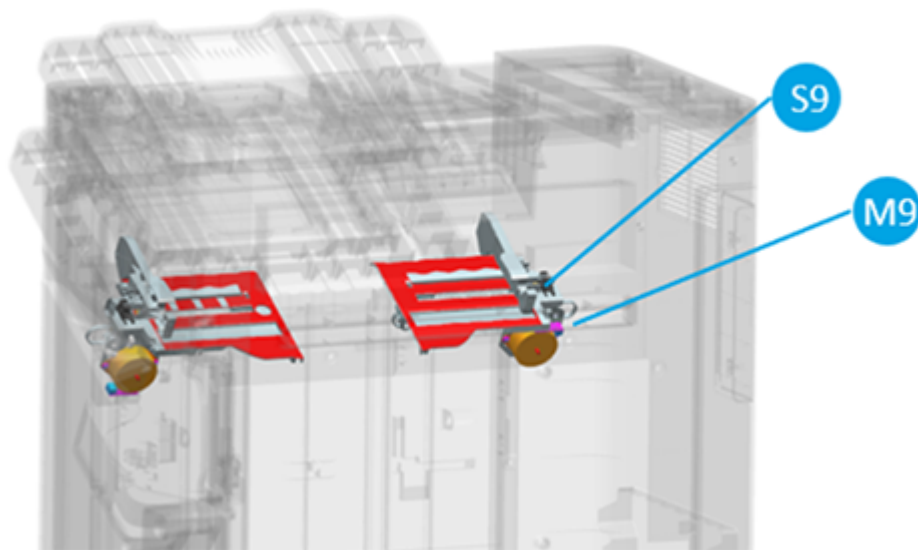
- Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
- b. Run test 113-2640, 2BinFinisher Rear Tamper Motor.
- c. If the test fails, disconnect and reconnect both ends of the wire harness from the motor to the finisher PCA.
- d. Retest the motor. If the test fails, replace the motor.

Rear tamper motor part number: JC93-01001A

Rear tamper part number: JC82-00898A

For instructions: Removal and replacement: Rear tamper motor See the Repair Service Manual for this product.

5. If the error persists, check the rear tamper home sensor (S9).



- a. Using code 113-2130, run the diagnostic test for the sensor:
- b. Move the tamper from the home position to the other position to check the reading value change.



- c. If the test fails, disconnect and reconnect both ends of the wire harness from the sensor to the finisher PCA.
- d. Test the sensor, if the error persists, replace the rear tamper sensor.

Rear tamper motor part number: 0604-001393

Rear tamper part number: JC82-00898A

For instructions: Remove and replace: rear tamper sensor See the Repair Service Manual for this product.

Inner finisher: Recommended action for call-center agents and onsite technicians

1. If there is jammed paper on the finisher main output tray, remove it.
2. Open and then close the door of the finisher to check if the finisher executes the initialization process.
3. Check the rear tamper motor.

a. Open the following menus:

- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

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

b. Run test 113-0520 rear tamper motor.

c. The rear tamper should move back and forth.

d. If the test fails, disconnect and reconnect both ends of the wire harness to the motor.

e. Retest the rear tamper motor. If the test fails, replace the rear tamper motor.

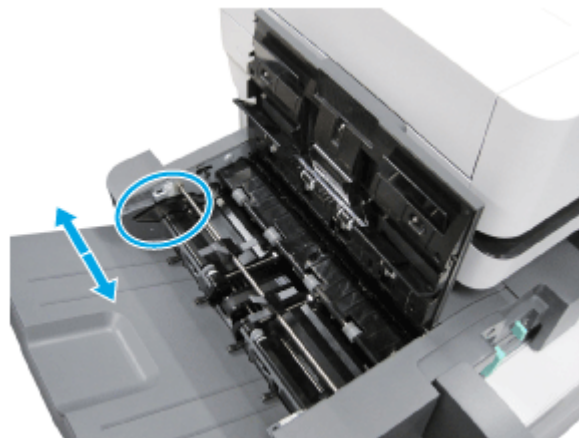
Part number: JC93-01001A

For instructions: Removal and replacement: Inner finisher rear tamper motor See the Repair Service Manual for this product.

4. Check the rear tamper home sensor.

a. Using code 113-0380, run the diagnostic test for the rear tamper motor: **Support Tools > Service > Service Tools > Diagnostics > Engine Diagnostics > Engine Test Routines.**

b. During the sensor test, move the rear tamper while checking if the sensor value changes.



c. If the test fails, disconnect and reconnect both ends of the wire harness to the sensor from the finisher PCA.

- d. Retest the rear tamper home sensor. If the test fails, replace the rear tamper home sensor.

Part number: 0604-001393

For instructions: Remove and replacement: Inner finisher rear jogger home sensor See the Repair Service Manual for this product.

5. If the error persists, replace the rear tamper assembly.

Part number: JC90-01465A

66.60.30

The inner-finisher main tray experienced a tray lift motor error (M4).

Recommended action for customers

1. If there is jammed paper on the finisher main output tray, remove it.
2. Open and then close the door of the finisher to check if the finisher executes the initialization process.
3. If the main tray still doesn't go back to home "Top" position and the error does not disappear, please contact customer support.

Inner Finisher: Recommended action for call-center agents and onsite technicians



NOTE: For part-replacement procedures, or for missing part numbers, escalate the issue using the Standard Support Process.



IMPORTANT: Before continuing with troubleshooting, go to, and perform the following Service Action Advisory:

[HP LaserJet Managed MFP E72525-E72535, E77822-E77830, E78223-E78230, E82540-E8256, E87640-E87660 - 66.60.32 tray lift motor failure on A3 LaserJet finishers \(Service Action Advisory\)](#)

The inner-finisher output tray experienced an output tray motor error. (See M4 in the figure in the troubleshooting steps.)

1. If using the Service Action Advisory and replacing the motor does not fix the 66.60.32 errors, check the following:
2. If there is jammed paper on the finisher main output tray, remove it.
3. Open and then close the door of the finisher to check if the finisher executes the initialization process.
4. If the main tray still doesn't go back to home "Top" position and the error does not disappear, check the finisher output tray motor.

- a. Open the following menus:

- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

- Service Tools
- Diagnostics

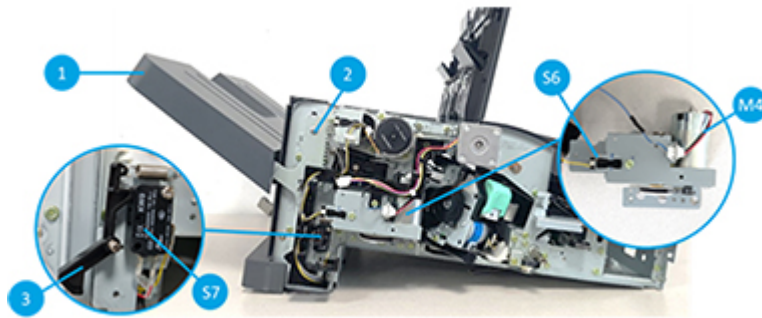
- Engine Diagnostics
 - Engine Test Routines
- b. Run test 113–0570, Finisher Main Tray Motor.
 - c. Ensure finisher main tray lowers and raises during the test.
 - d. If the tray does not move, disconnect and reconnect the wire harness from the tray motor to the finisher PCA.
 - e. Retest the tray motor. If the test fails, replace the finisher sub-tray motor.

Output tray motor assembly part number: JC90-01334B

Output tray motor part number: JC31-00178B

For instructions: Tray output motor assembly Removal and replacement: Inner finisher stacker motor See the Repair Service Manual for this product.

5. Check the output tray motor sensor (S6).



- a. Using code 113-0473, run the diagnostic test for the output tray motor sensor: **Support Tools > Service > Service Tools > Diagnostics > Engine Diagnostics > Engine Test Routines.**
- b. During the sensor test, rotate the output tray motor(M4) for changing the sensor value.
- c. If the test fails, disconnect and reconnect both ends of the wire harness from the sensor to the finisher PCA.
- d. Retest the output tray motor sensor. If the test fails, replace the sensor S6.

Part number: 0604-001393

For instructions: Removal and replacement: Inner finisher stack encoder sensor See the Repair Service Manual for this product.

6. If the error persists, replace the inner finisher PCA.

Part number: JC92-02774B

66.60.32

The external finisher main tray experienced a tray lift motor error.

Recommended action for customers

1. If there is jammed paper on the finisher main output tray, remove it.
2. Open and then close the door of the finisher to check if the finisher executes the initialization process.
3. If the main tray still doesn't go back to home "Top" position and the error does not disappear, please contact customer support.

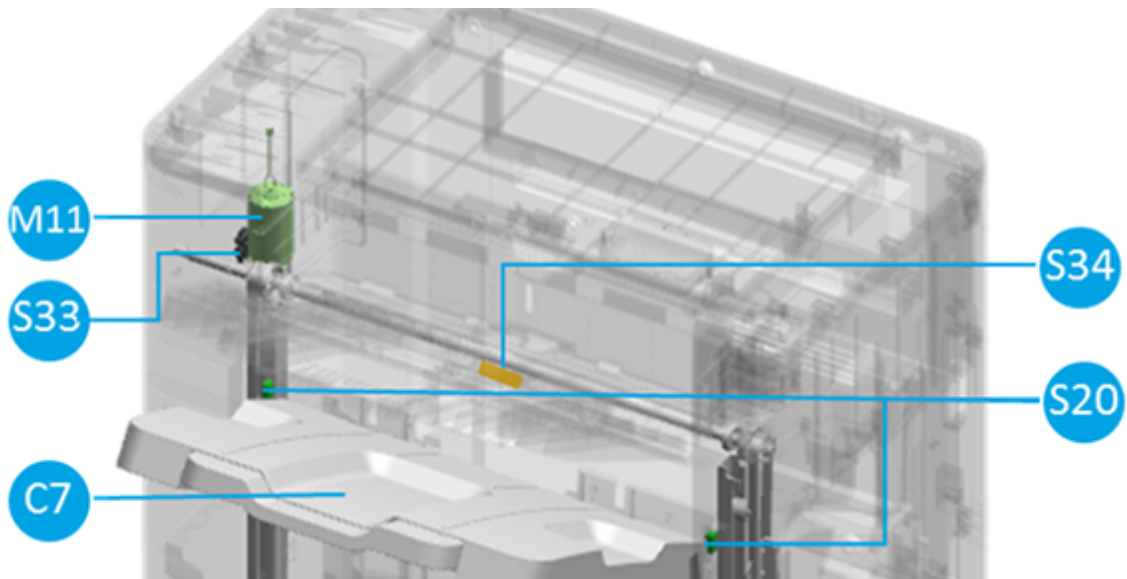
Stapler/Stacker – Booklet Maker: Recommended action for call-center agents and onsite technicians

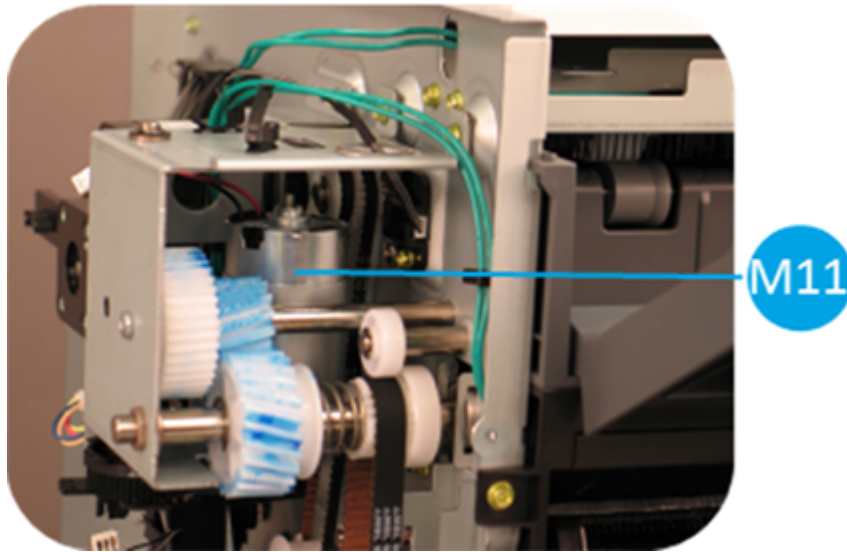
 **NOTE:** The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

 **IMPORTANT:** Before continuing with troubleshooting, go to, and perform the following Service Action Advisory:

[HP LaserJet Managed MFP E72525-E72535, E77822-E77830, E78223-E78230, E82540-E8256, E87640-E87660 - 66.60.32 tray lift motor failure on A3 LaserJet finishers \(Service Action Advisory\)](#)

1. If using the Service Action Advisory and replacing the motor does not fix the 66.60.32 errors, perform the following steps.
2. If there is jammed paper on the finisher main output tray, remove it.
3. Open and then close the door of the finisher to check if the finisher executes the initialization process.
4. If the error persists, check the main output tray motor (M11).





a. Open the following menus:

- Support Tools
- Service

 **NOTE:** The service PIN for this printer is: 04077817

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

b. Run test 113–2610, 2BinFinisher Main tray Motor.

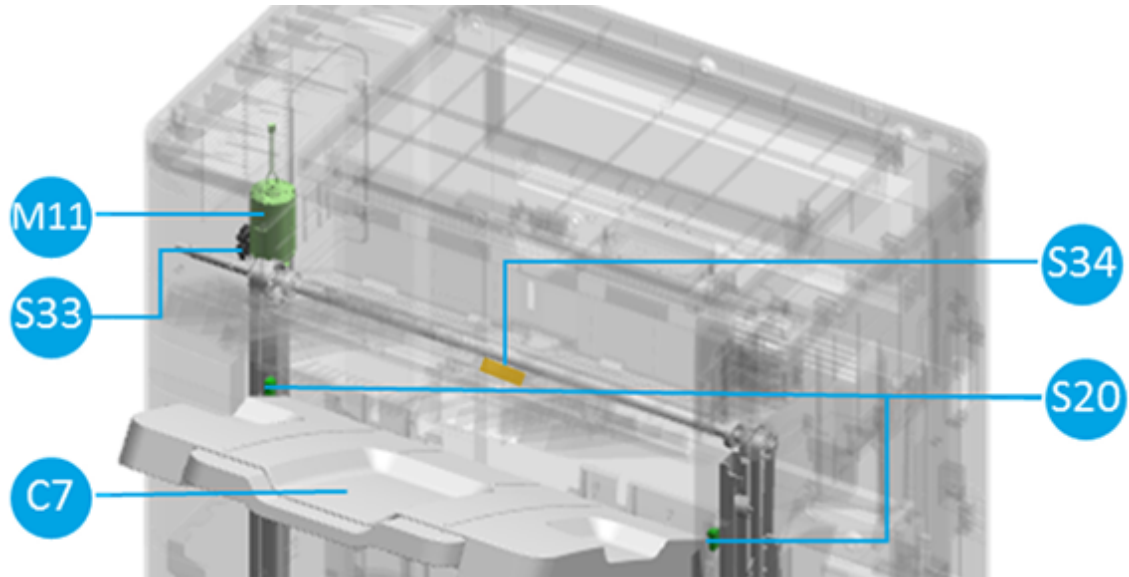
c. If the test fails, disconnect and reconnect both ends of the wire harness from the motor to the finisher PCA

d. Retest the motor. If the test fails, replace the main tray motor.

Main output tray motor part number: JC31-00178B

For instructions: Removal and replacement: Main tray moving motor See the Repair Service Manual for this product.

5. If the error persists, check the main output tray motor sensor (S33).



- a. Open the following menus:

- Support Tools
- Service



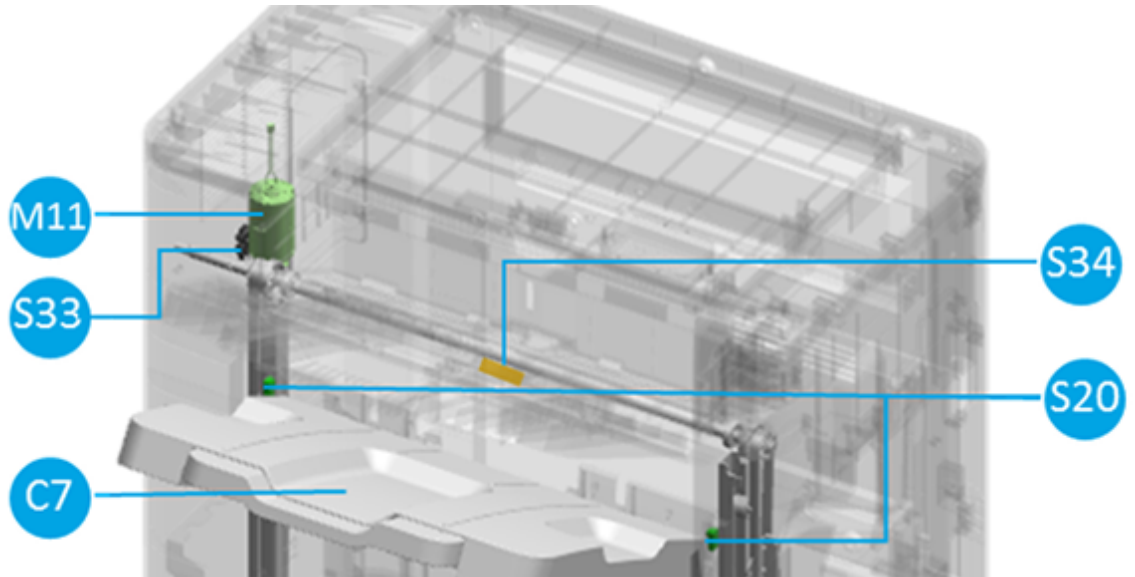
NOTE: The service PIN for this printer is: 04077817

- Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
- b. Run test 113-2143, 2BinFinisher Main Encoder Sensor.
- c.
- d. Rotate the encoder to check the reading value change.
- e. If the reading does not change, disconnect and reconnect the wire harness from the sensor to the finisher PCA.
- f. Retest the sensor. If the test fails, replace the sensor.

Part number: 0604-001393

For instructions: Remove and replace: Main tray motor sensor See the Repair Service Manual for this product.

6. If the error persists, check the Main output tray top of stack sensor (S20).



- a. Open the following menus:

- Support Tools
- Service

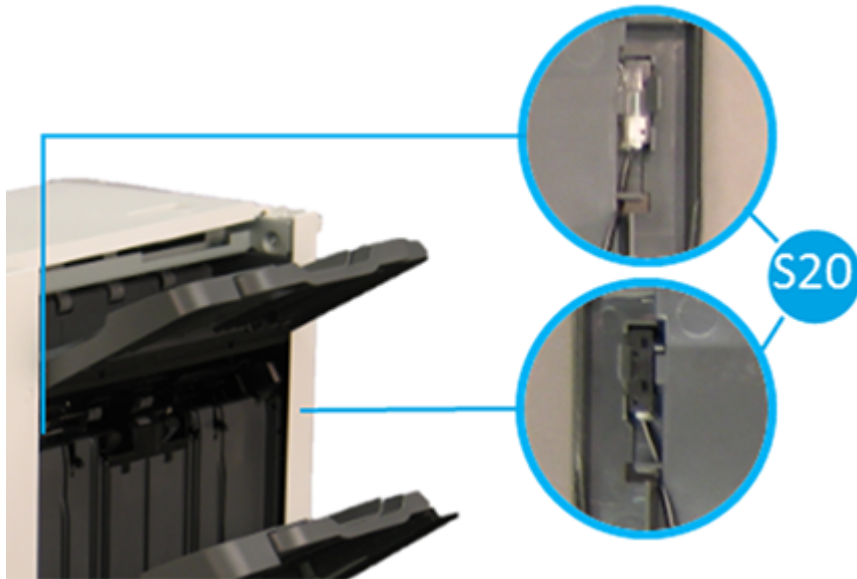


NOTE: The service PIN for this printer is: 04077817

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

- b. Using code 113-2140, 2BinFinisher Main beam Sensor, run the diagnostic test for the sensor:

- c. Cover the sensor(S20) to check the reading value changes.



- d. If the reading does not change, disconnect and reconnect the wire harness from the sensor to the finisher PCA.
- e. Retest the sensor. If the test fails, replace the sensor.

Part number: JC82-01039A

For instructions: Remove and replace Main output top of stack sensor See the Repair Service Manual for this product.

- 7. If the error persists, check the Main output tray top of stack switch (S34).



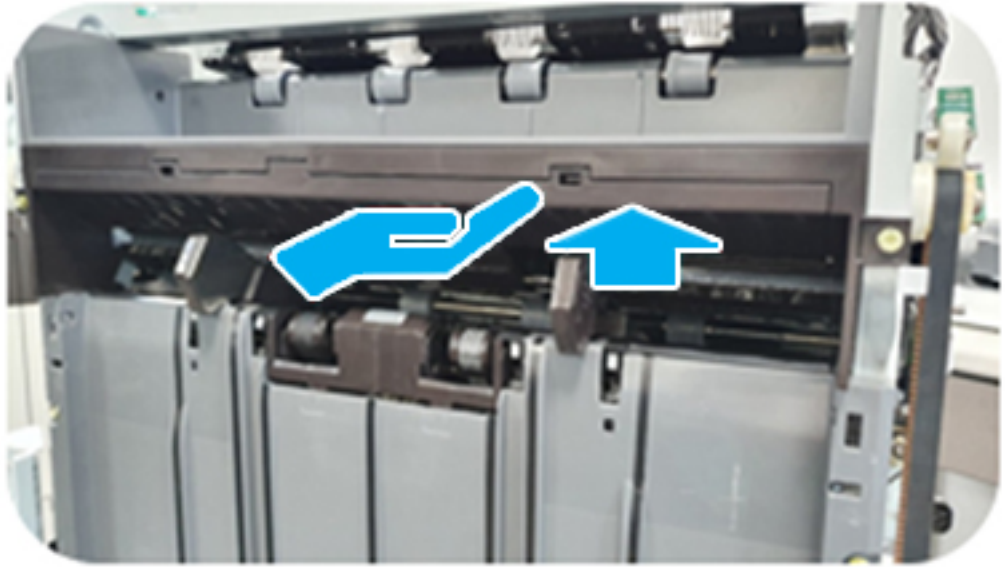
- a. Run the diagnostic test for the stack top sensor using code 113-2190.

Open the following menus: **Support Tools > Service > Service Tools > Diagnostics > Engine Diagnostics > Engine Test Routines > 2BinFinisher Stack top Sensor.**



NOTE: The service PIN for this printer is: 04077817

- b. Push the switch up to check the reading value changes.

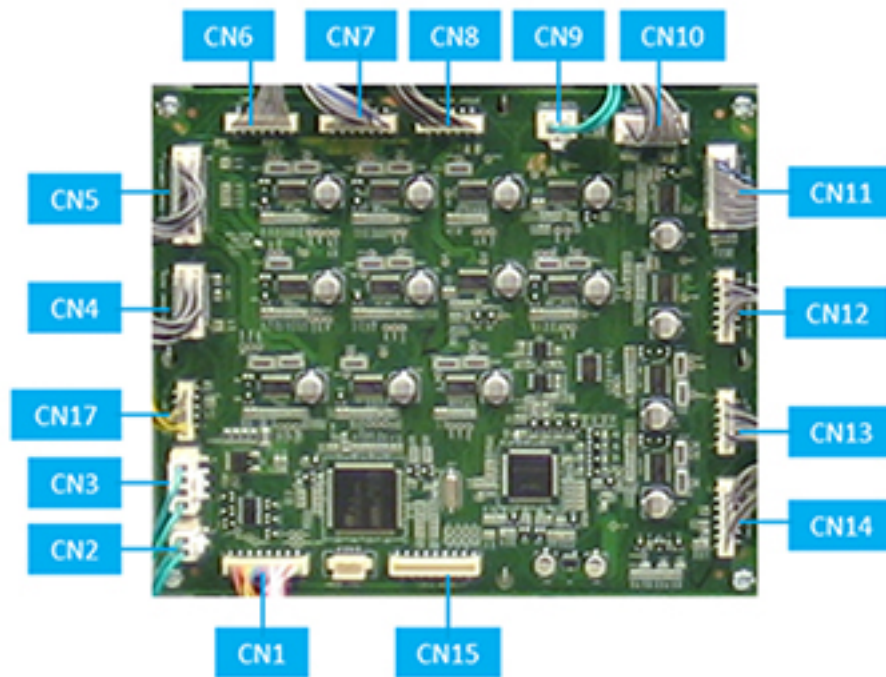


- c. Disconnect and reconnect both ends of the wire harness from the sensor to the finisher PCA.
- d. Replace the sensor as needed.

Part number: Finisher Main output tray top of stack switch JC39-02316A

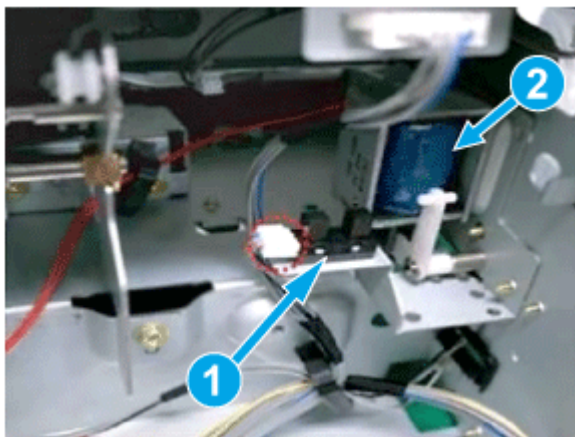
For instructions: Removal and replacement: Main output tray top of stack switch

8. Disconnect and reconnect the wire harness of the finisher PCA (CN8, CN9).



Inner finisher: Recommended action for call-center agents and onsite technicians

1. If there is jammed paper on the finisher output tray, remove it.
2. Open and then close the door of the finisher to check if the finisher executes the initialization process.
3. Check the paper holding sensor.



Call-out 1: Paper holding sensor

Call-out 2: Paper holding solenoid

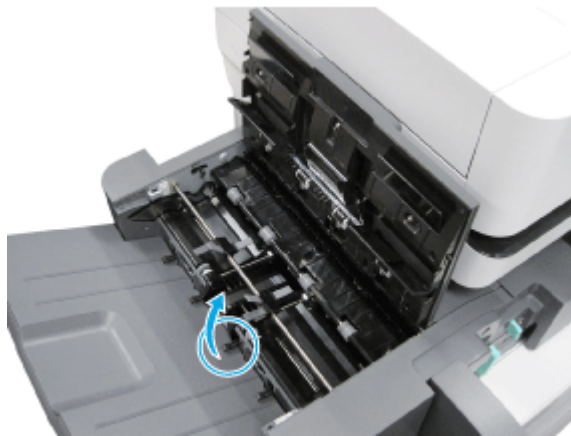
- a. Open the following menus:
 - Support Tools

- Service



NOTE: The service PIN for this printer is: 04077817

- Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
- Using code 113-0470, run the diagnostic test for the paper holding sensor.
 - Touch Start and then Get Status. The reading should be “Low”.
 - Lift the paper holding actuator gently on the output tray and hold it there. Touch Start and then Get Status. The reading should be “High”.



- If the reading does not change, disconnect and reconnect the wire harness from the paper holding sensor to the finisher PCA.
- Retest the sensor. If the test fails, replace the sensor.

Paper holding kit (paper holding solenoid + paper holding sensor) part number: JC90-01314A

Paper holding sensor: 0604-001393

For instructions: Removal and replacement: Inner finisher paper holding solenoid and sensor See the Repair Service Manual for this product.

- If the error persists, replace the inner finisher PCA.

Part number: JC92-02774B

66.80.04

The paddle unit of the finisher experienced an error.

Recommended action for customers

- If there is jammed paper on the finisher main output tray, remove it.

2. Open and then close the door of the finisher to check if the finisher executes the initialization process.
3. Test the finisher by sending another job.
4. If the error persists, please contact customer support.

Inner Finisher: Recommended action for call-center agents and onsite technicians

 **NOTE:** The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

1. If there is jammed paper on the finisher main output tray, remove it.
2. Open and then close the door of the finisher to check if the finisher executes the initialization process.
3. Test the finisher by sending another job.
4. If the error persists, check the main paddle motor.

a. Open the following menus:

- Support Tools
- Service

 **NOTE:** The service PIN for this printer is: 04077817

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

- b. Run test 113–0510 Finisher Paddle Motor.
- c. Ensure the motor functions correctly by viewing the finisher paddles.



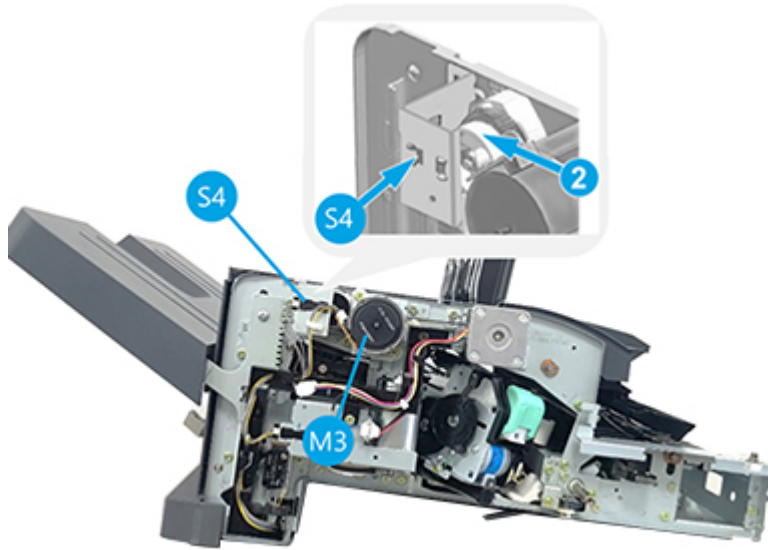
- d. If the motor does not function correctly, disconnect and reconnect the wire harness from the motor to the finisher PCA.
- e. Make sure that there is no damage or obstructions that would cause the failure.

- f. Retest the paddle motor. If the test fails, replace the paddle motor.

Part number: JC90-01331A

For instructions: Removal and replacement: Inner finisher main paddle motor See the Repair Service Manual for this product.

- 5. Check the paddle home sensor (callout 1) and actuator (callout 2).



Call-out 2: Sensor actuator

- a. Disconnect and reconnect the paddle home sensor cable.
- b. Disconnect and reconnect the paddle home sensor cable on the finisher PCA.
- c. Check the actuator.
- d. Using code 113-0370, run the diagnostic test for the sensor: **Support Tools > Service > Service Tools > Diagnostics > Engine Diagnostics > Engine Test Routines.**
- e. Replace the sensor or actuator as needed.

Sensor part number: 0604-001393

Actuator part number: JC66-04201A

For instructions: Removal and replacement: Inner finisher main paddle home sensor See the Repair Service Manual for this product.

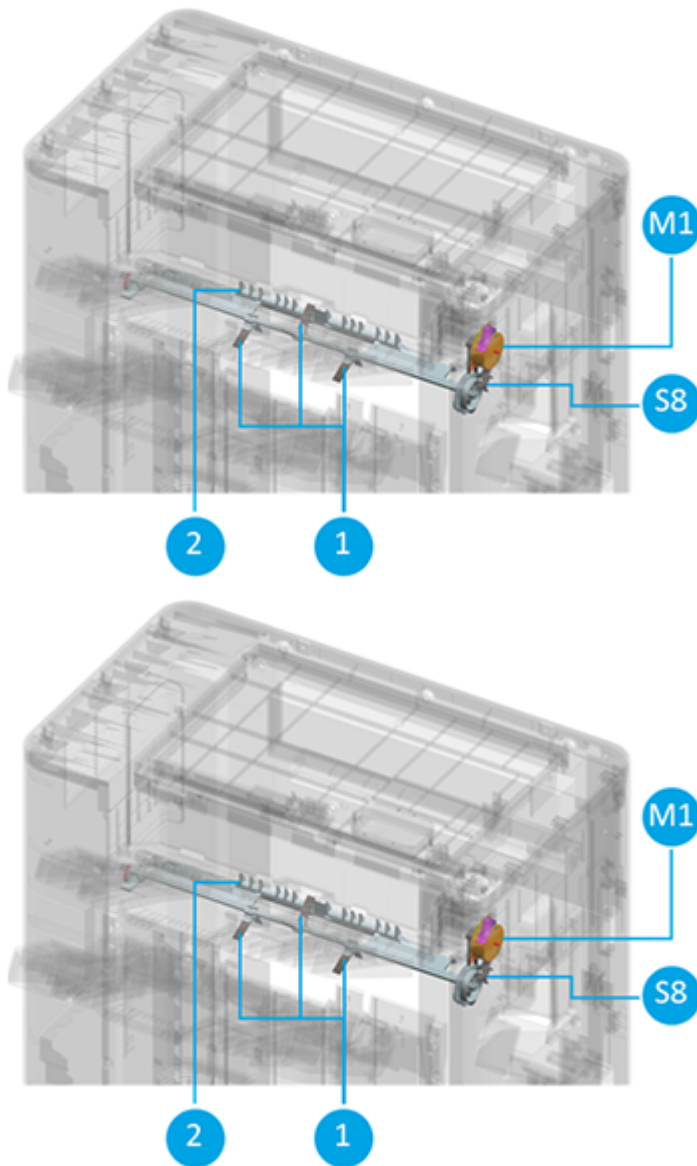
Stapler/Stacker – Booklet Maker: Recommended action for call-center agents and onsite technicians



NOTE: For part-replacement procedures, or for missing part numbers, escalate the issue using the Standard Support Process.

- 1. If there is jammed paper on the finisher main output tray, remove it.
- 2. Open and then close the door of the finisher to check if the finisher executes the initialization process.

3. If the error persists, check the paddle motor (M1).



- a. Open the following menus:

- Support Tools
- Service

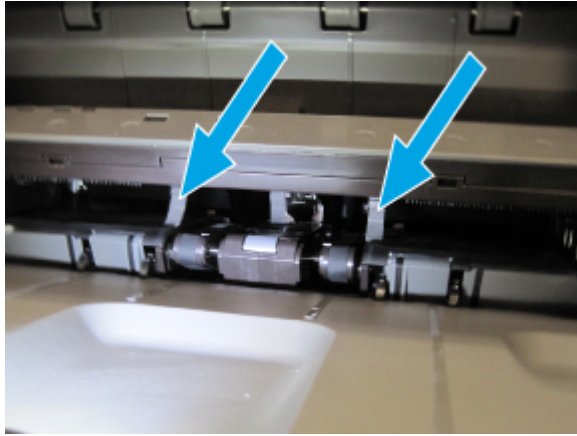


NOTE: The service PIN for this printer is: 04077817

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

- b. Run test 113–2600, 2 Bin Finisher Paddle Motor.

- c. Ensure the motor functions correctly by viewing the finisher paddles.

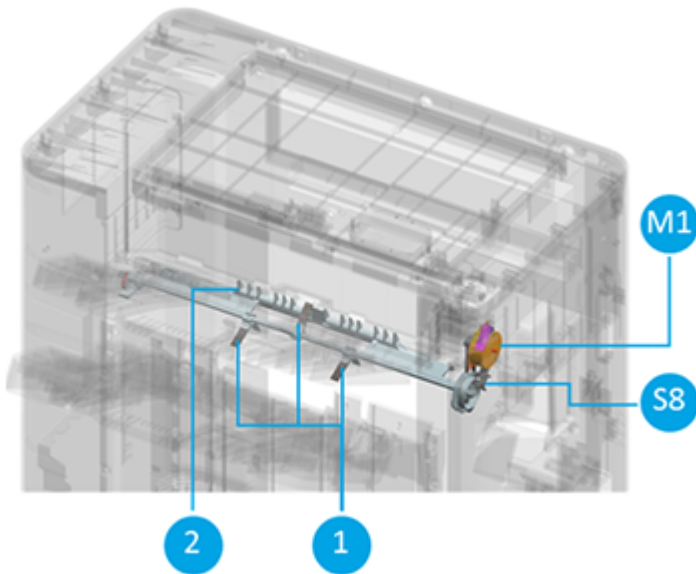


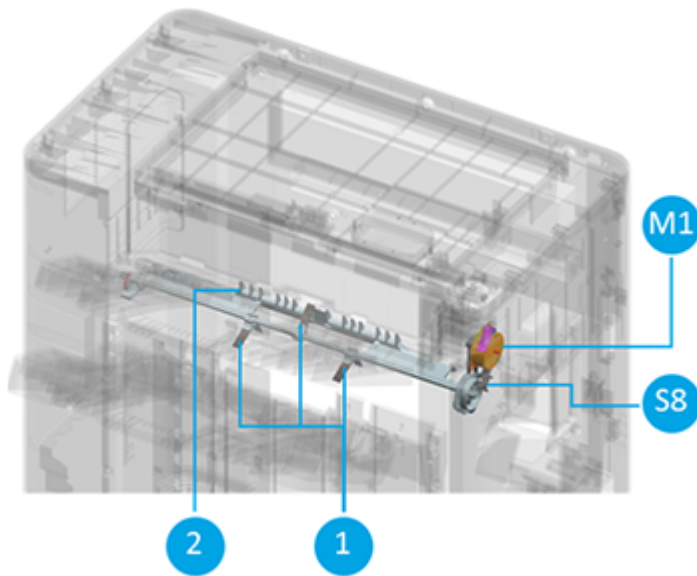
- d. If the motor does not function correctly, disconnect and reconnect the wire harness from the motor to the finisher PCA.
- e. Make sure that there is no damage or obstructions that would cause the failure.
- f. Retest the paddle motor. If the test fails, replace the paddle motor.

Part number: JC93-01001A

For instructions: Remove and replace: Paddle motor See the Repair Service Manual for this product.

- 4. Check the paddle home sensor S8 and actuator.



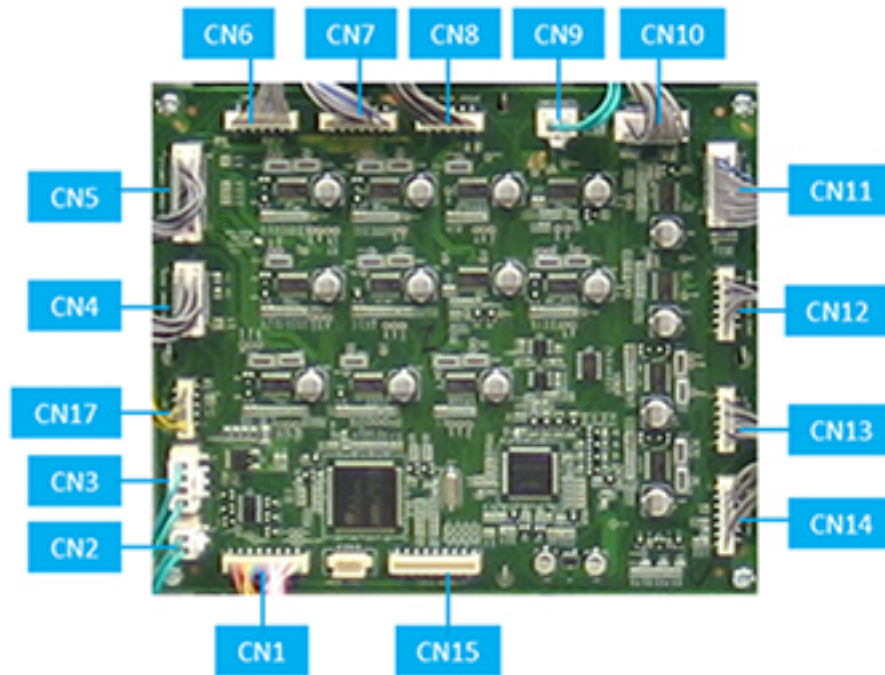


- a. Using code 113-2060, 2BinFinisher Paddle home Sensor run the diagnostic test.
- b. Rotate the encoder to check the reading value change.
- c. Disconnect and reconnect the paddle home sensor cable.
- d. Disconnect and reconnect the paddle home sensor cable on the finisher PCA.
- e. Check the actuator.
- f. Replace the sensor as needed.

Sensor part number: 0604-001393

For instructions: Remove and replace: Paddle home sensor See the Repair Service Manual for this product.

5. Disconnect and reconnect the wire harness of the finisher PCA (CN5).



66.80.05

The finisher experienced an ejector failure.

Recommended action for customers

1. Check the exit tray of the finisher and remove any paper or obstructions.
2. Open and then close the door of the finisher.
3. Check the finisher for any damaged or loose parts.
4. If the error persists, please contact customer support.

Inner Finisher: Recommended action for call-center agents and onsite technicians



NOTE: The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Check the exit tray of the finisher and remove any paper or obstructions.
2. Open and then close the door of the finisher.
3. Check the finisher for any damaged or loose parts.

4. Check if one of the two metal ejectors is not form correctly.

Figure 92 Location of metal ejectors

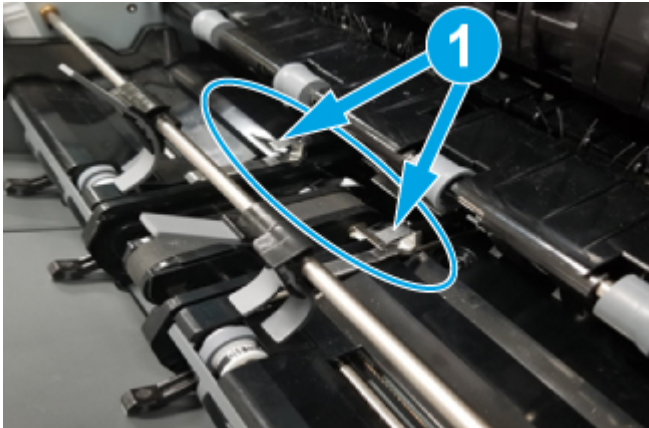


Figure 93 Deformed Metal ejector

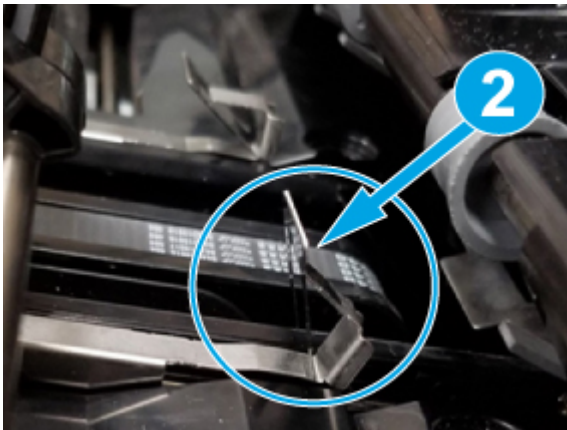
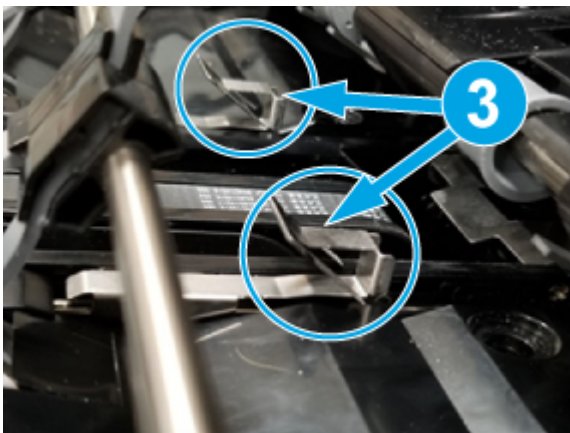


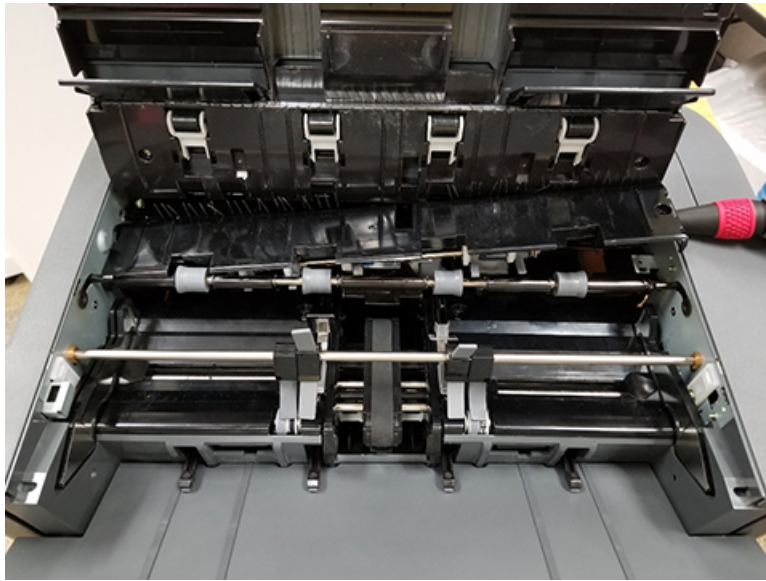
Figure 94 Metal ejectors in correct shape



- a. If one or both of the metal ejectors is deformed, perform the following steps.

- b. Remove the screw that secures the Sub Paddle Shaft assembly in place and then lift the assembly up as shown in the following image in order to gain access to the deformed metal ejector that is stuck on the shaft.

Figure 95 Remove screw



- c. Push down on the deformed Metal Ejector to reshape it to a square shape. The target is to have 90° corners as shown in following image.

Figure 96 Reform metal ejector



- d. Put the Inner Finisher back together and test it by making 50 copies of two blank pages with two staples on the center.
- 5. If the error persists, proceed to troubleshoot with the following steps.
 - 6. Check the pre ejector motor (M7).

a. Open the following menus:

- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

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

b. Run test 113-0561, pre ejector motor.

c. If the motor does not function correctly, disconnect and reconnect both ends of the wire harness from the motor to the finisher PCA.

d. Check the ejector 2 gear set for any damage or obstructions. Clear obstructions as needed.

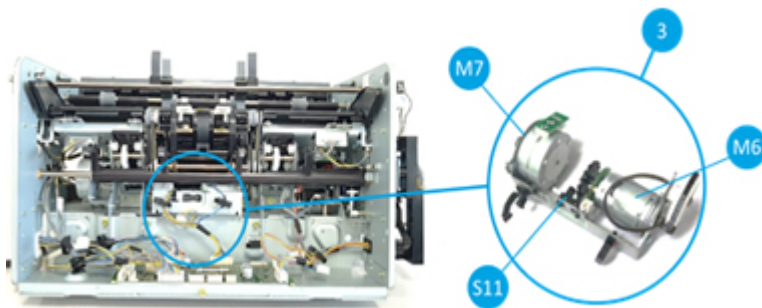
e. If no damage is found, retest the motor.

f. If the motor test fails, replace the motor.

Pre ejector motor: JC93-00998A

Ejector assembly: SS456-61001

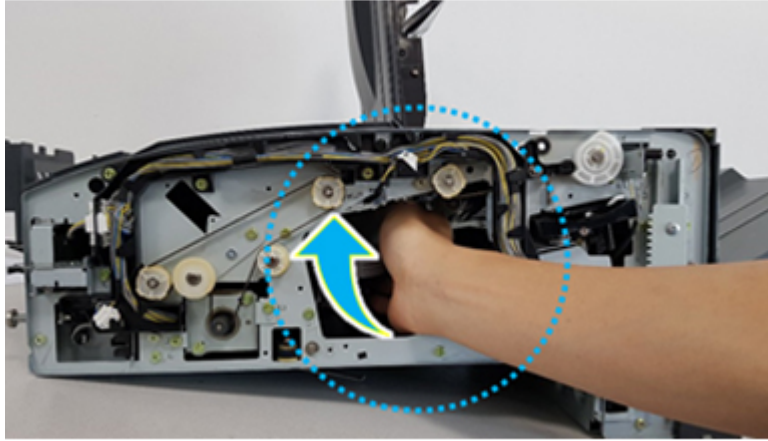
For instructions: Removal and replacement: Inner finisher ejector assembly See the Repair Service Manual for this product.



7. If the motor test functions correctly check the pre ejector home sensor S16.

a. Using code 113-0461, run the diagnostic test for the pre ejector home sensor: **Support Tools > Service > Service Tools > Diagnostics > Engine Diagnostics > Engine Test Routines.**

- b. During the sensor test, move the pre ejector to change the sensor value. (Tip : push the pre ejector after pushing the stapler.)

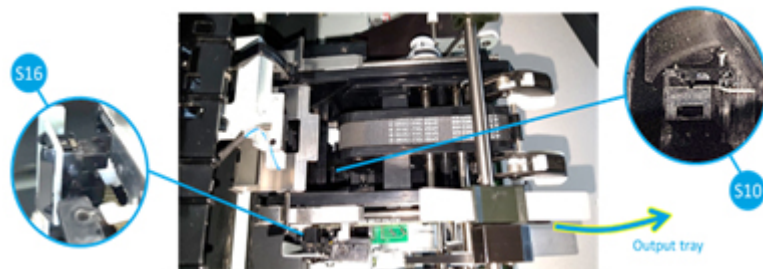


- c. Disconnect and reconnect both ends of the wire harness from the ejector assembly to the finisher PCA.
- d. If the error persists, replace the sensor or the finisher ejector.

Sensor part number: 0604-001381

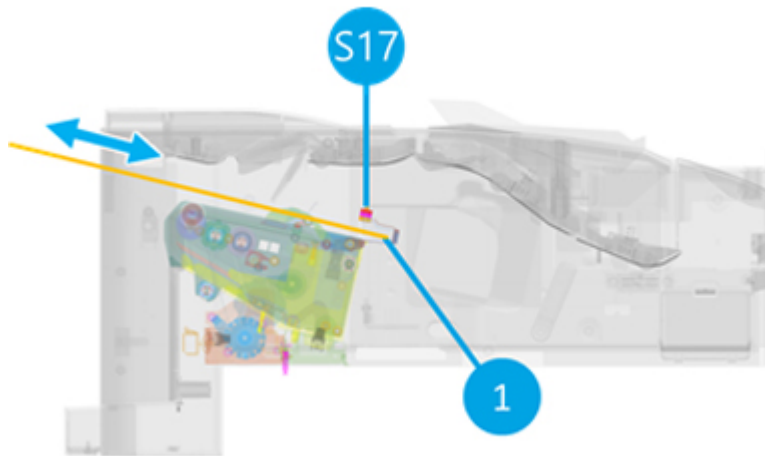
Finisher sub-ejector part number: SS456-61001

For instructions: Removal and replacement: Inner finisher ejector assembly See the Repair Service Manual for this product.



- 8. If the sensor test functions correctly, check the end fence sensor.
 - a. Using code 113-0361, run the diagnostic test for the end fence sensor: **Support Tools > Service > Service Tools > Diagnostics > Engine Diagnostics > Engine Test Routines.**

- b. Insert paper to the end fence (callout 1) and then check the end fence sensor (S17) value. Remove the paper away from the end fence and then check the sensor value. The value should be changed.



- c. If the reading does not change, disconnect and reconnect both ends of the wire harness from the sensor to the finisher PCA.
- d. If the error persists, replace the sensor or the finisher ejector.

Sensor part number: 0604-001381

Finisher sub-ejector part number: SS456-61001

For instructions: Removal and replacement: Inner finisher ejector assembly See the Repair Service Manual for this product.

9. If the error persists, replace the inner-finisher.

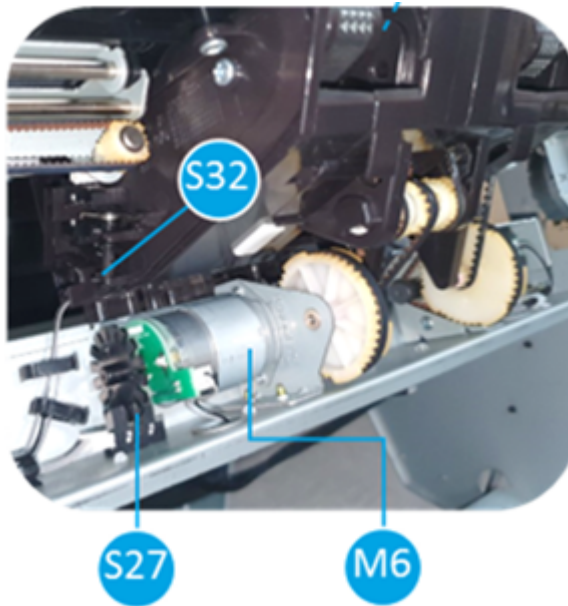
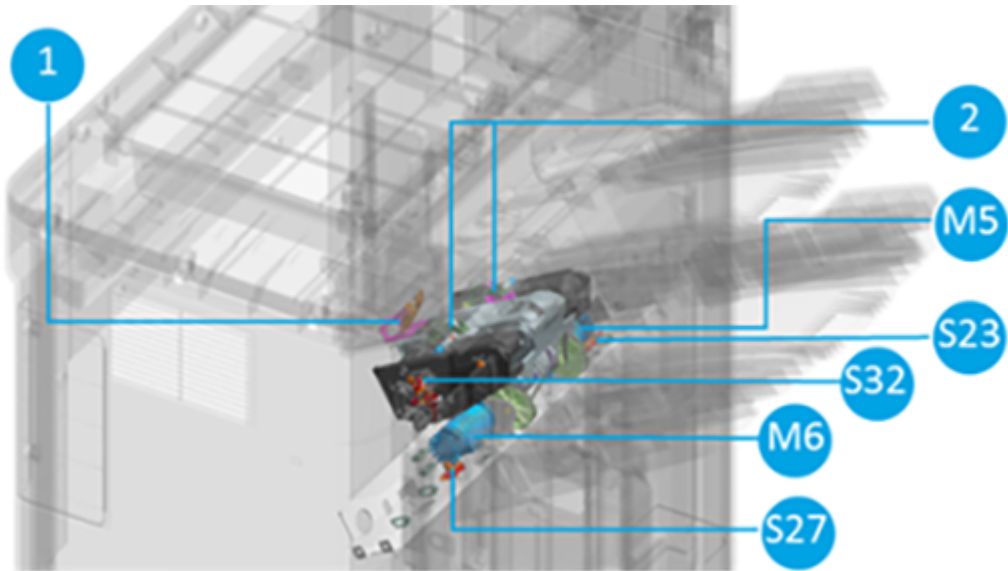
Inner Finisher (Whole Unit) part number: Y1G00-67902

Stapler/Stacker – Booklet Maker: Recommended action for call-center agents and onsite technicians

 **NOTE:** The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Check the exit tray of the finisher and remove any paper or obstructions.
2. Open and then close the door of the finisher.
3. Check the finisher for any damaged or loose parts.

4. Check the ejector 1 motor M6.



- a. Open the following menus:

- Support Tools
- Service

 **NOTE:** The service PIN for this printer is: 04077817

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

- b. Run test 113–2530, 2 Bin Finisher Eject 1 Motor.
- c. If the test fails, disconnect and reconnect both ends of the wire harness from the motor to the finisher PCA
- d. Retest the motor. If the test fails, replace the motor.

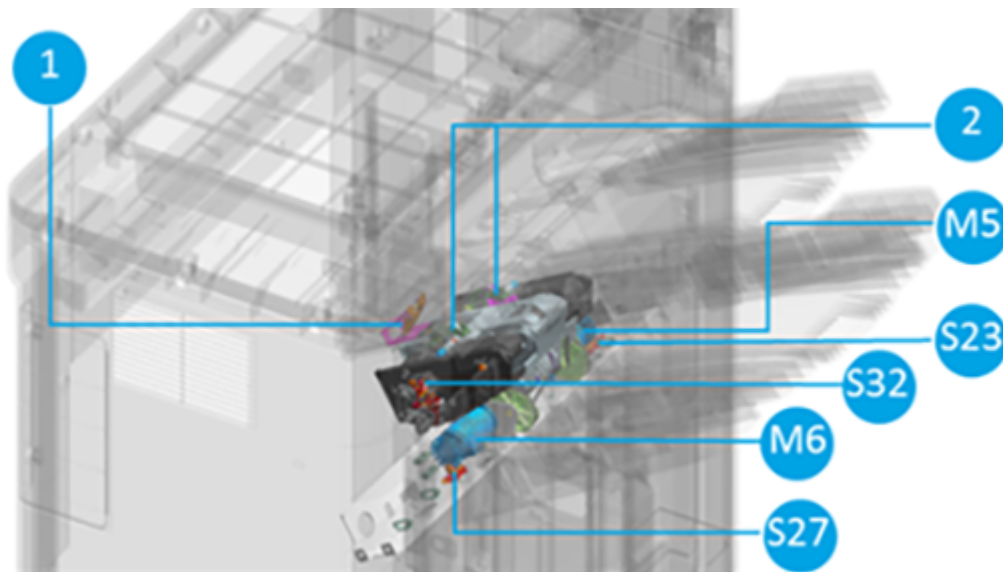
Ejector 1 motor part number: JC93-01168A

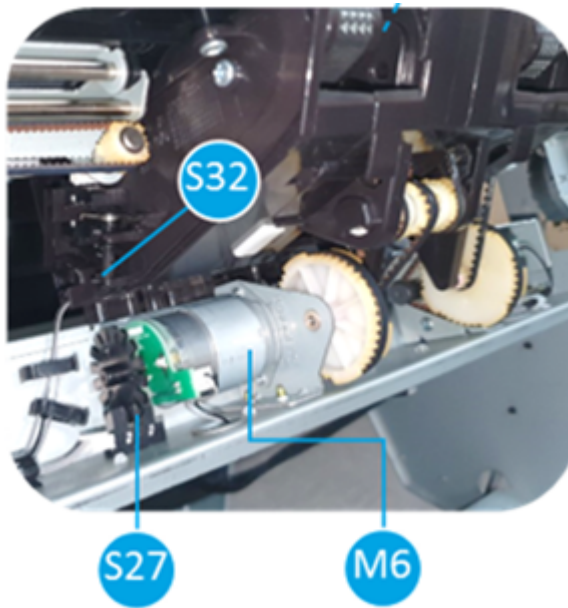
Ejector unit part number: JC90-01409A

Remove and replace: Ejector 1 motor (M6) See the Repair Service Manual for this product.

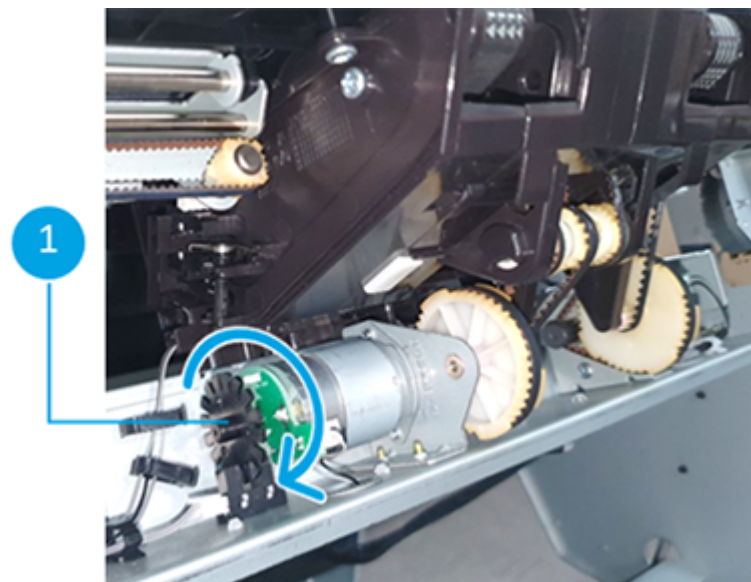
Remove and replace: Ejector Unit See the Repair Service Manual for this product.

- e. If the motor does not function correctly, disconnect and reconnect both ends of the wire harness from the motor to the finisher PCA.
5. If the error persists, check the ejector1 motor sensor (S27).





- a. Using code 113-2032 run the 2BinFinisher Eject1 encoder sensor diagnostic test.
- b. Rotate the encoder (callout 1) to check the reading value change.



- c. If the value does not change, disconnect and reconnect both ends of the wire harness from the sensor to the finisher PCA.
- d. If the error persists, replace the sensor or the finisher sub-ejector.

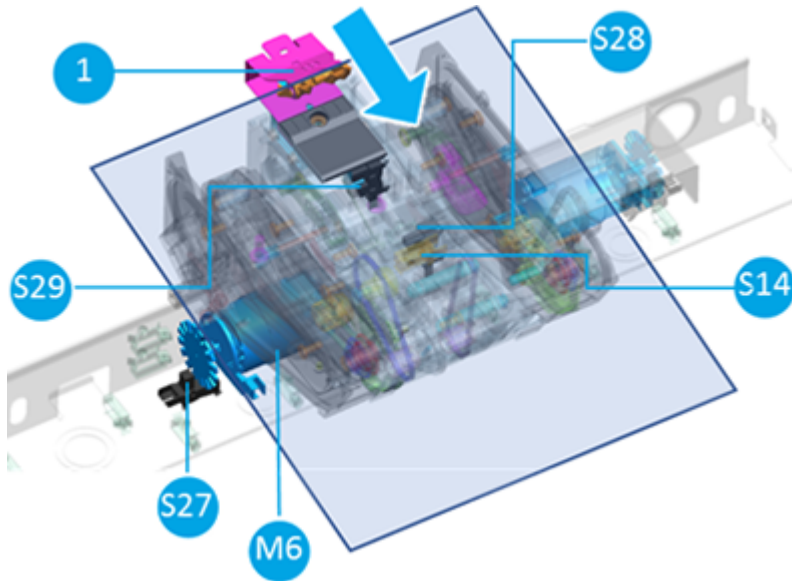
Ejector 1 motor sensor part number: 0604-001415

Ejector unit part number: JC90-01409A

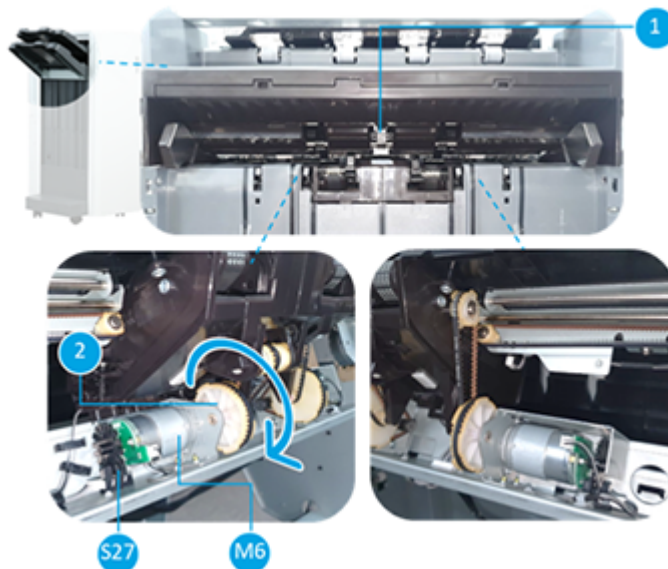
Remove and replace: S27 Ejector 1 sensor See the Repair Service Manual for this product.

Remove and replace: Ejector Unit See the Repair Service Manual for this product.

6. If the error persists, check the ejector1 home sensor (S29) & the ejector1 end sensor (S28).



- a. Using code 113-2031 / 113-2030, run the 2BinFinisher Eject1 home Sensor and 2BinFinisher Eject1 away sensor diagnostic test for the sensors.
- b. Move the ejector1 (callout 1) using gear (callout 2) from the home sensor to the end sensor to check the reading value change.



- c. If there is no change, disconnect and reconnect both ends of the wire harness from the sensor to the finisher PCA.
- d. Retest the sensor, if the error persists, replace the ejector unit.

Ejector unit part number: JC90-01409A

Remove and replace: Ejector Unit See the Repair Service Manual for this product.

66.80.06

The finisher experienced an ejector 2 failure.

There can be many causes for this error. HP has identified 2 specific ones that can occur when users interact with the inner finisher.

- 1) End users, eager to get their print job, are putting their hand at the exit of the Inner Finisher and are grabbing the already printed part of the page while the rest of the pages are still being ejected to the output bin. This action can easily make one or both black plastic paddles on the sub-ejector mechanism to become out of place.
- 2) One of the two metal ejectors may be getting stuck on the shaft located just above them. This happens when the ejectors attempt to get out of home position, but they somehow got deformed.

Inner finisher: Recommended action for customers

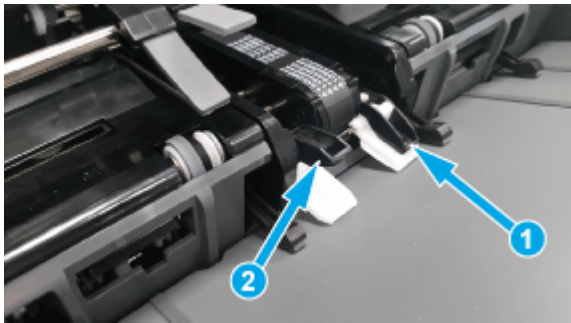
1. Verify that the inner finisher is installed using the following image.



2. Check the exit tray of the finisher and remove any paper or obstructions.
3. Open and then close the door of the finisher.
4. Check the finisher for any damaged or loose parts.

5. Check if the black plastic paddles on the sub-ejector mechanism are out of place

Figure 97 Paddle example

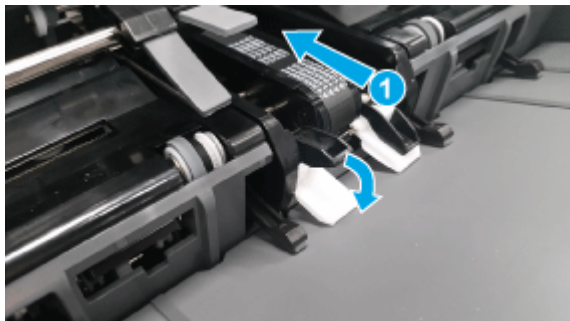


1 - Black plastic paddle in correct position

2 - Black plastic paddle out of place

- a. If the one or both of the plastic paddles are out of place perform the following:
- b. Push on the belt located at the Sub-Ejector (Callout 1 in next image) to make it move towards the inside of the Inner Finisher. This action will allow the out of place black plastic paddle to go back to its correct operating position.

Figure 98 Push belt



NOTE: The paddles move out of place most often when a user removes pages from the Inner Finisher before the job has completed printing. To keep this issue from occurring in the future, make sure end users wait for their jobs to complete printing before reaching in to remove their job.

- c. Print or copy a document using the stapler stacker to ensure the error is resolved.
6. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Stapler/Stacker - Booklet Maker: Recommended action for customers

1. Verify that a stapler/stacker or booklet maker finisher is installed using the following image.



2. Check the exit tray of the finisher and remove any paper or obstructions.
3. Open and then close the door of the finisher.
4. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Inner Finisher: Recommended action for call-center agents

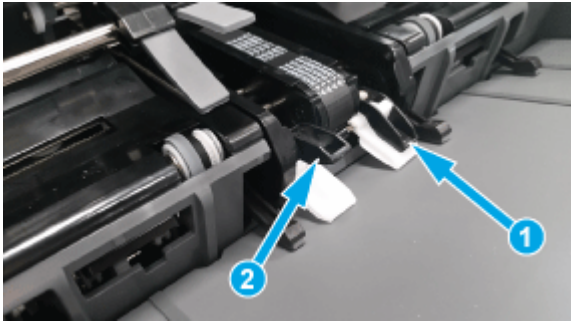


NOTE: The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Print or view a Configuration Page to identify whether the Inner Finisher or Stapler/Stacker / Booklet Maker Finisher is installed to verify you are troubleshooting the correct finisher.
 - a. From the Home screen on the printer control panel, swipe right to navigate, and then touch Reports.
 - b. From the Reports menu, touch Configuration/Status Pages.
 - c. Select the Configuration Page item, and then touch the Print or View button.
 - d. On the Configuration Page, locate the “Nickname” option under the Paper Trays and Options heading.
2. Check the exit tray of the finisher and remove any paper or obstructions.
3. Open and then close the door of the finisher.
4. Check the finisher for any damaged or loose parts.

5. Check if the black plastic paddles on the sub-ejector mechanism are out of place. (Possible cause 1)

Figure 99 Paddle example

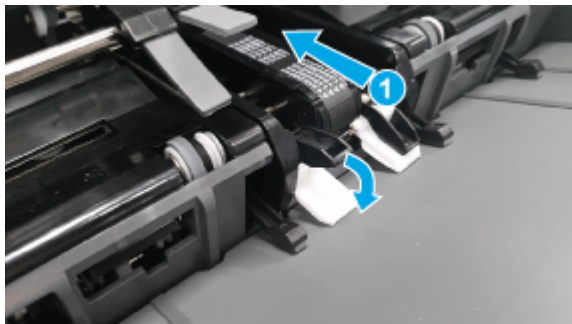


1 - Black plastic paddle in correct position

2 - Black plastic paddle out of place

- a. If the one or both of the plastic paddles are out of place perform the following:
- b. Push on the belt located at the Sub-Ejector (Callout 1 in next image) to make it move towards the inside of the Inner Finisher. This action will allow the out of place black plastic paddle to go back to its correct operating position.

Figure 100 Push belt



 **NOTE:** The paddles move out of place most often when a user removes pages from the Inner Finisher before the job has completed printing. To keep this issue from occurring in the future, make sure end users wait for their jobs to complete printing before reaching in to remove their job.

- c. Print or copy a document using the stapler stacker to ensure the error is resolved.
6. If the error persists, dispatch a technician with not parts, to adjust the paddles on the Inner Finisher.

Stapler/Stacker – Booklet Maker: Recommended action for call-center agents

 **NOTE:** The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Print or view a Configuration Page to identify whether the Inner Finisher or Stapler/Stacker / Booklet Maker Finisher is installed to verify you are troubleshooting the correct finisher.
 - a. From the Home screen on the printer control panel, swipe right to navigate, and then touch Reports.
 - b. From the Reports menu, touch Configuration/Status Pages.
 - c. Select the Configuration Page item, and then touch the Print or View button.

- d. On the Configuration Page, locate the “Nickname” option under the Paper Trays and Options heading.
2. Check the exit tray of the finisher and remove any paper or obstructions.
3. Open and then close the door of the finisher.
4. If the error persists, dispatch an onsite technician with a Finisher Sub-ejector unit.

Finisher Sub-Ejector Unit part: number: JC90-01409A

Inner Finisher: Recommended action for onsite technicians

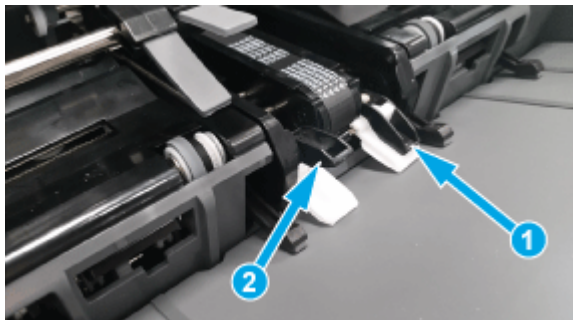
 **NOTE:** The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Verify that the inner finisher is installed using the following image.



2. Check the exit tray of the finisher and remove any paper or obstructions.
3. Open and then close the door of the finisher.
4. Check the finisher for any damaged or loose parts.
5. Check if the black plastic paddles on the sub-ejector mechanism are out of place

Figure 101 Paddle example

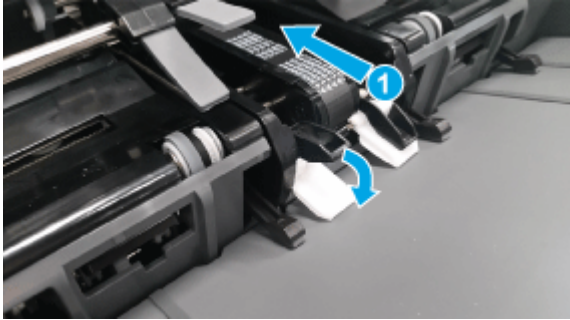


1 - Black plastic paddle in correct position

2 - Black plastic paddle out of place

- a. If the one or both of the plastic paddles are out of place perform the following:
- b. Push on the belt located at the Sub-Ejector (Callout 1 in next image) to make it move towards the inside of the Inner Finisher. This action will allow the out of place black plastic paddle to go back to its correct operating position.

Figure 102 Push belt



NOTE: The paddles move out of place most often when a user removes pages from the Inner Finisher before the job has completed printing. To keep this issue from occurring in the future, make sure end users wait for their jobs to complete printing before reaching in to remove their job.

- c. Print or copy a document using the stapler stacker to ensure the error is resolved.
6. If the error persists, check the post ejector motor (S11).

- a. Open the following menus:

- Support Tools
- Service



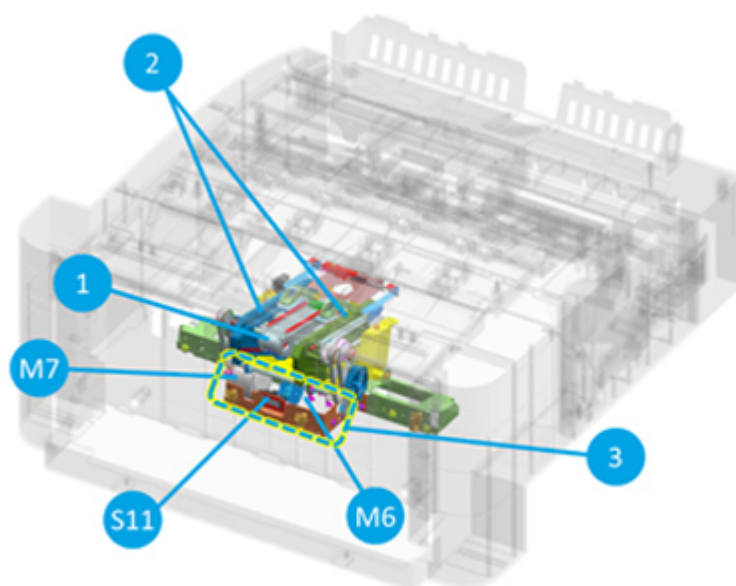
NOTE: The service PIN for this printer is: 04077817

- Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
- b. Using test 113-0562, run the diagnostic test for the post ejector motor.
 - c. If the motor does not function correctly, disconnect and reconnect both ends of the wire harness from the motor to the finisher PCA.
 - d. Check the post ejector gear set for any damage or obstructions. Clear obstructions as needed.
 - e. If no damage is found, retest the motor.
 - f. If the motor test fails, replace the finisher ejector.

Ejector assembly: SS456-61001

Post ejector motor: JC93-01168A (post ejector motor is a sub-assembly of the ejector assembly and can be replaced optionally, instead.)

For instructions: Removal and replacement: Inner finisher ejector assembly See the Repair Service Manual for this product.

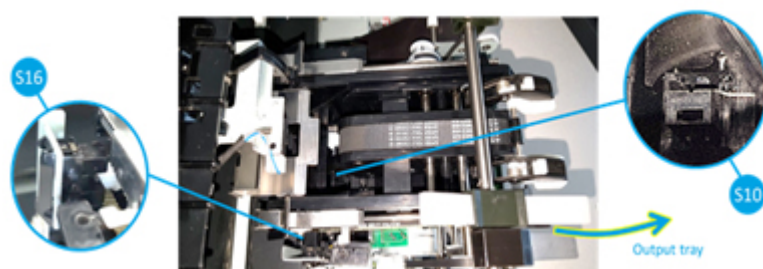


7. If the motor test functions correctly check the post ejector home sensor S10.
- Disconnect and reconnect both ends of the wire harness from the ejector assembly to the finisher PCA.
 - Using code 113-0462, run the diagnostic test for the post ejector home sensor: **Support Tools > Service > Service Tools > Diagnostics > Engine Diagnostics > Engine Test Routines.**
 - If the error persists, replace the sensor or the finisher ejector.

Finisher sub-ejector part number: SS456-61001

Sensor part number: 0604-001393 (sensor is a sub-assembly of the finisher sub-ejector and can be replaced optionally, instead.)

For instructions: Removal and replacement: Inner finisher ejector assembly See the Repair Service Manual for this product.



8. If the error persists, replace the inner-finisher.

Inner Finisher (Whole Unit) part number: Y1G00-67902

Stapler/Stacker – Booklet Maker: Recommended action onsite technicians

 **NOTE:** The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Verify that a stapler/stacker or booklet maker finisher is installed using the following image.



2. Check the exit tray of the finisher and remove any paper or obstructions.
3. Open and then close the door of the finisher.
4. Check the finisher for any damaged or loose parts.
5. If the error persists, replace the Finisher Sub Ejector Unit.

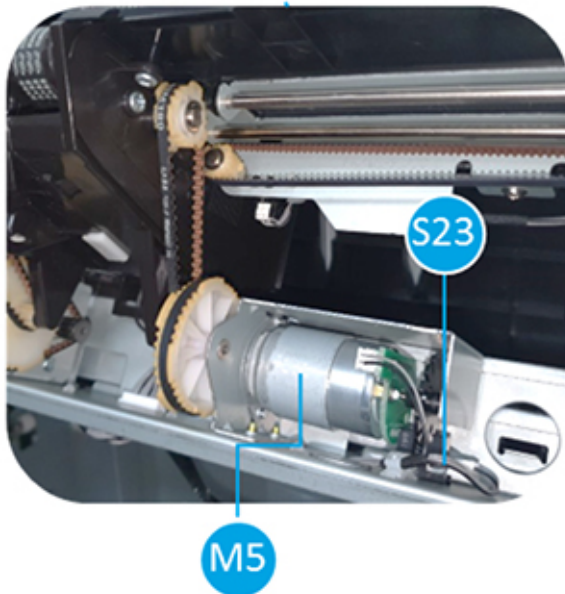
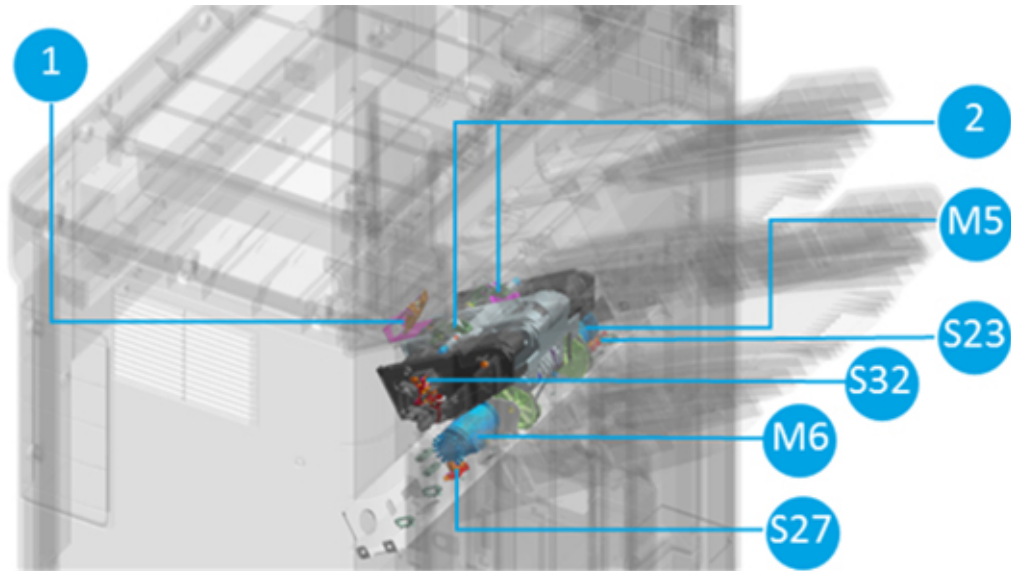
Part number: JC90-01409A

For instructions: Removal and replacement: Finisher ejector unit See the Repair Service Manual for this product.

 **NOTE:** Several sub-assemblies on the Finisher Sub Ejector Unit are available to replace instead. Optional, further troubleshooting noted below in steps 5-8, can be performed to isolate the issue to one of these sub-assemblies and the sub-assembly replaced instead of the Finisher Sub Ejector Unit.

If the Finisher Sub Ejector Unit does not resolve the issue, skip to step 10.

6. Check functionality of the ejector 2 motor (M5).



- a. Open the following menus:

- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

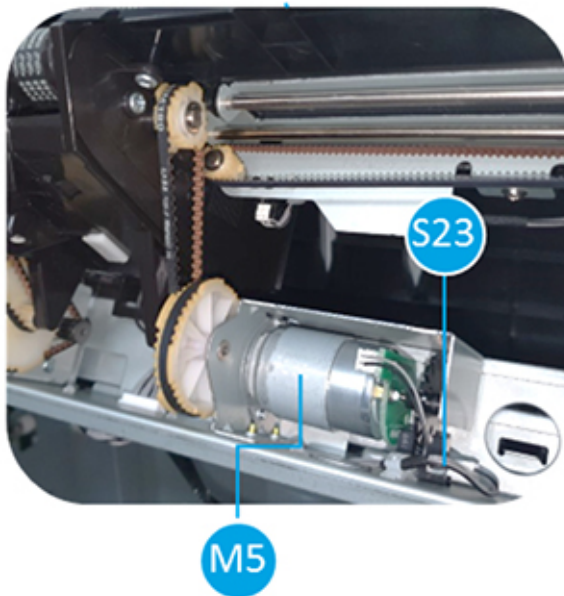
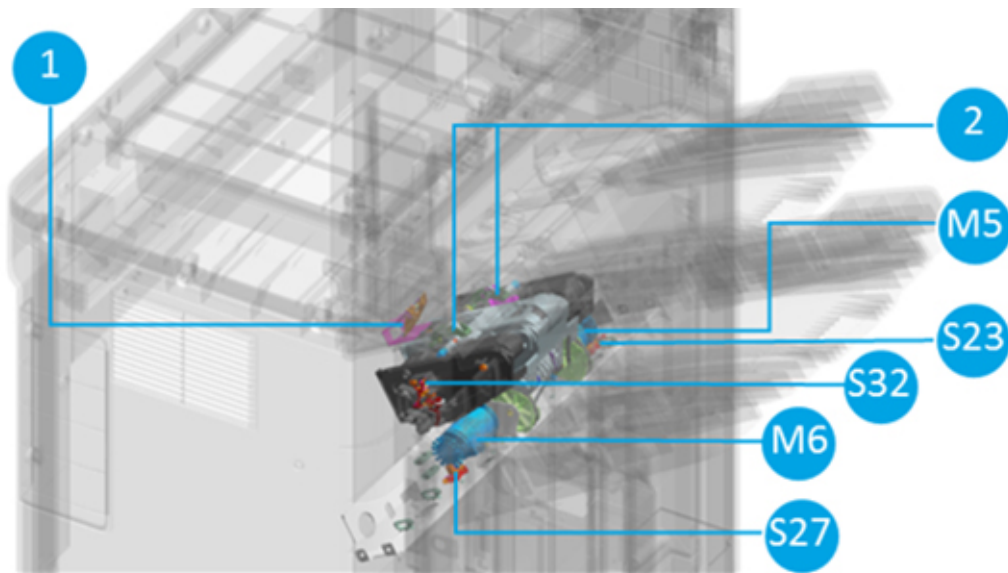
- Service Tools
- Diagnostics
- Engine Diagnostics
- Engine Test Routines

- b. Run test 113–2540, 2BinFinisher Eject2 Motor.
- c. If the motor does not function correctly, disconnect and reconnect both ends of the wire harness from the motor to the finisher PCA.
- d. Perform the motor test again. If the motor test fails, replace the motor M5.

Part number: JC93-01168A

For instructions: Removal and replacement: Ejector2 Motor See the Repair Service Manual for this product.

- 7. If the motor test functions correctly and the error persists, check the check the ejector 2 motor sensor (S23).



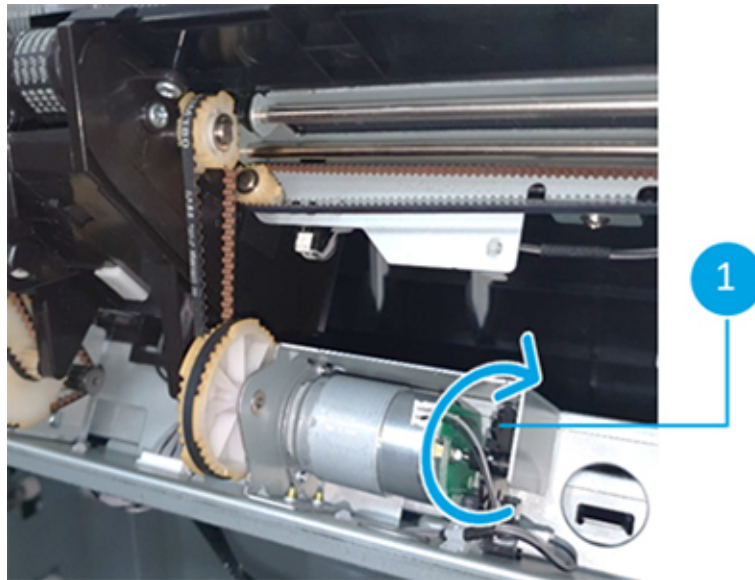
- a. Open the following menus:
 - Support Tools

- Service



NOTE: The service PIN for this printer is: 04077817

- Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
- b. Run test 113-2041, run the diagnostic test for the sensor.
 - c. Rotate the encoder (callout 1) to check the change in the value read.

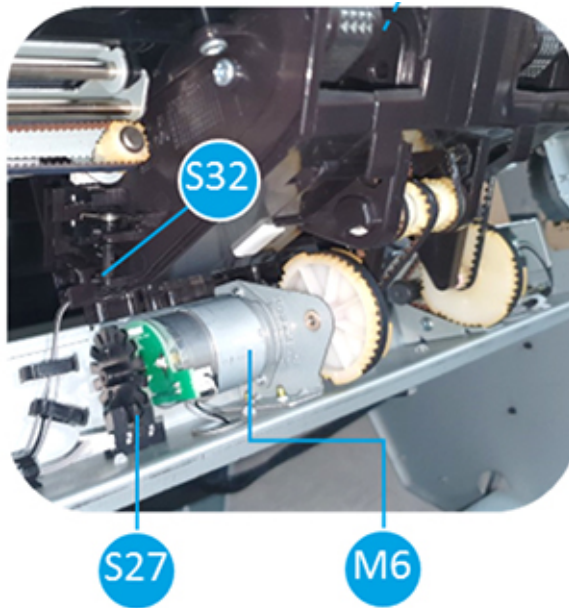
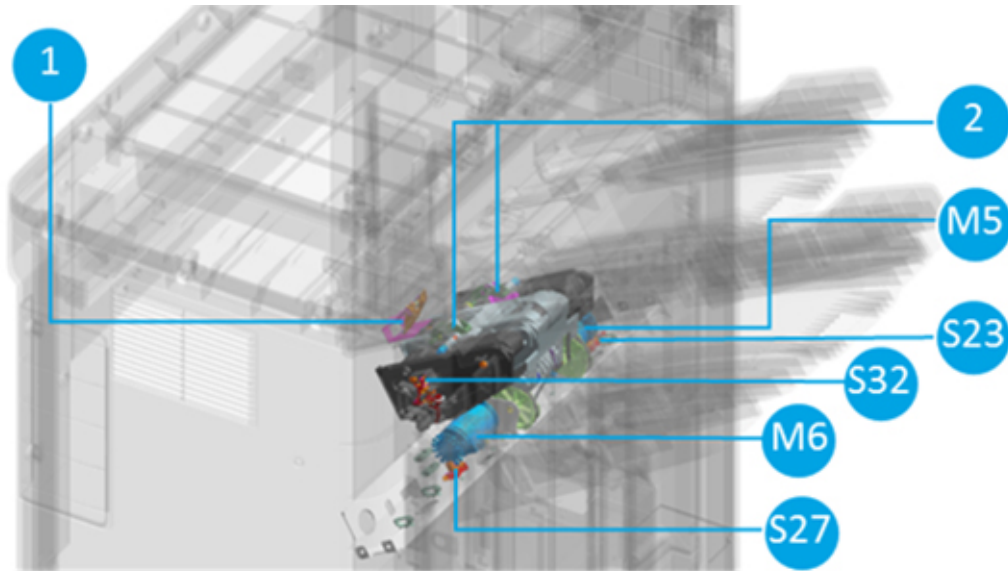


- d. If the error persists, disconnect and reconnect both ends of the wire harness from the ejector assembly to the finisher PCA.
- e. Replace the sensor as needed.

Sensor part number: 0604-001415

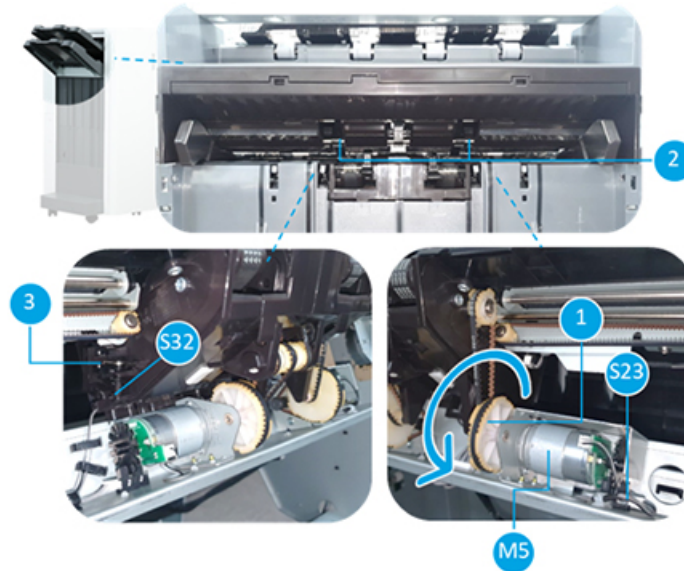
For instructions: Removal and replacement: Ejector2 motor sensor See the Repair Service Manual for this product.

8. If the error persists, check the ejector2 home sensor (S32).

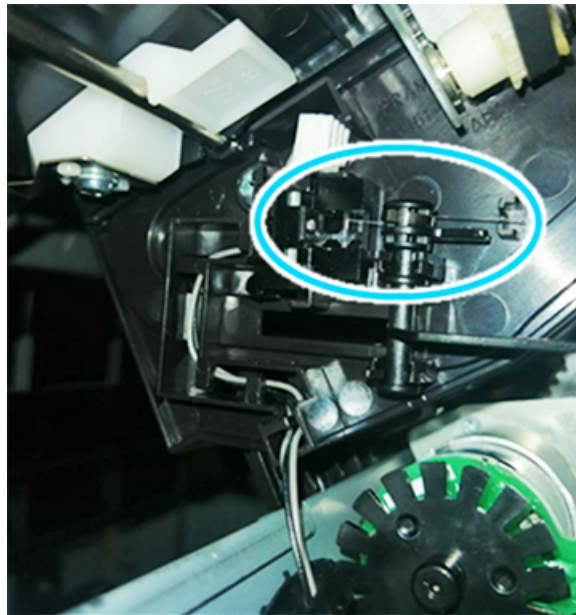


- a. Run test 113-2040, 2BinFinisher Eject2 home Sensor.

- b. Move the ejector 2 (callout 2) using gear (callout 1) from the home position to the other position to check the change in the value read. Or push the ejector2 home sensor actuator (callout 3) to check the value.



- c. Check the ejector2 home sensor actuator(callout3) whether the following spring is dislodged.

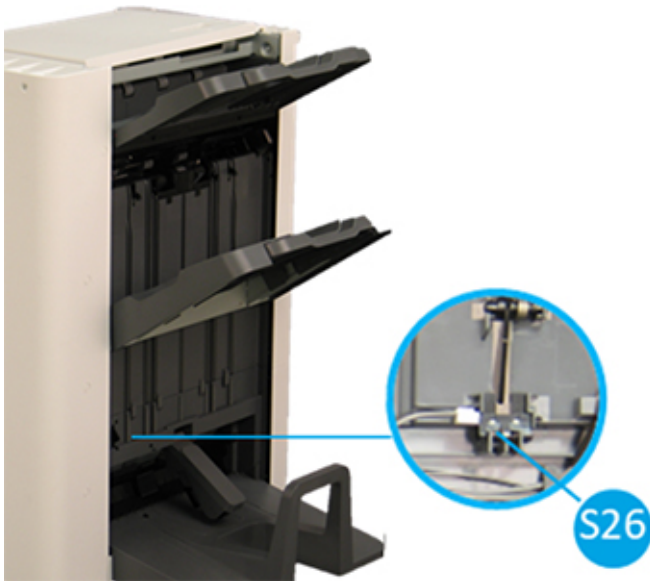


- d. Disconnect and reconnect both ends of the wire harness from the sensor to the finisher PCA.
- e. If error persists, replace the sensor as needed.

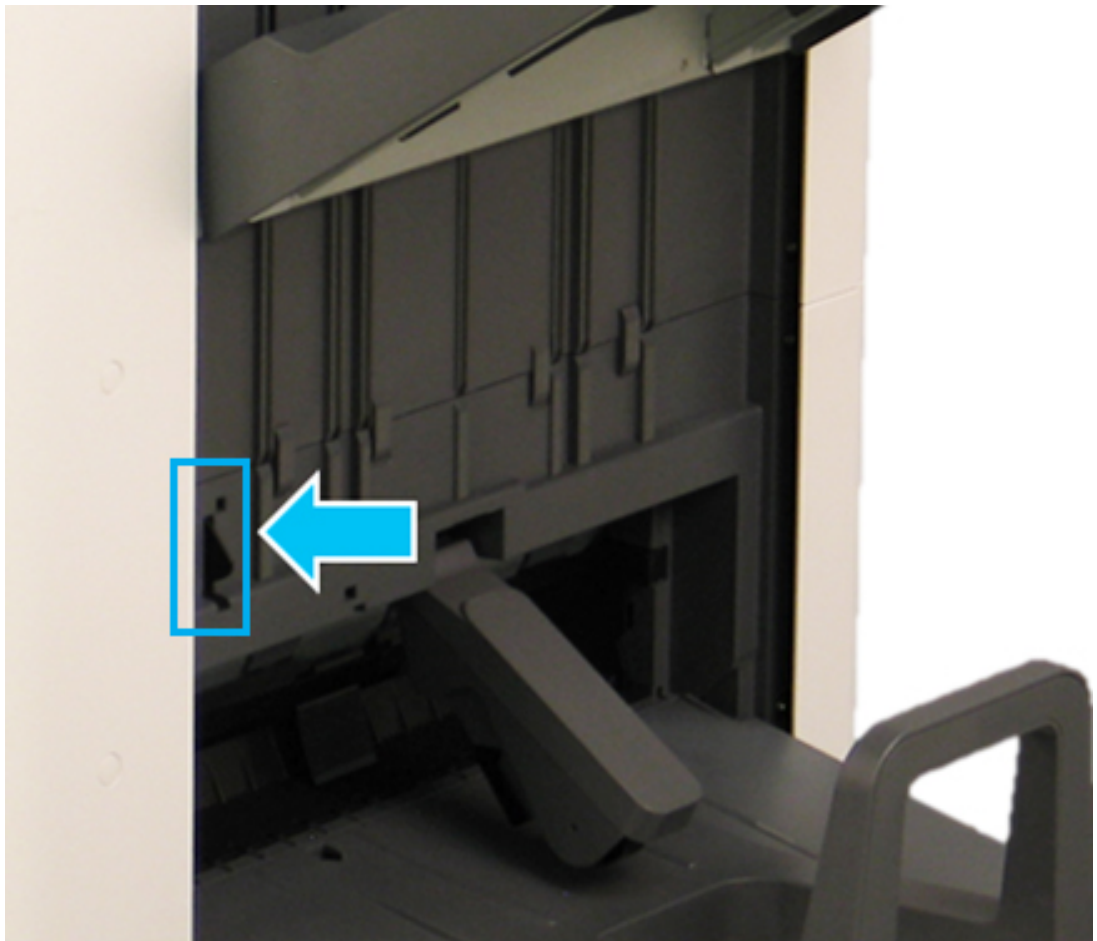
Sensor part number: 0604-001415

For instructions: Removal and replacement: Ejector2 home sensor See the Repair Service Manual for this product.

9. If the error persists, check the Main output tray lower limit sensor (S26).



- a. Run test 113-2144, 2BinFinisher Main Full Sensor.
- b. Push the sensor actuator to check the reading value changes.



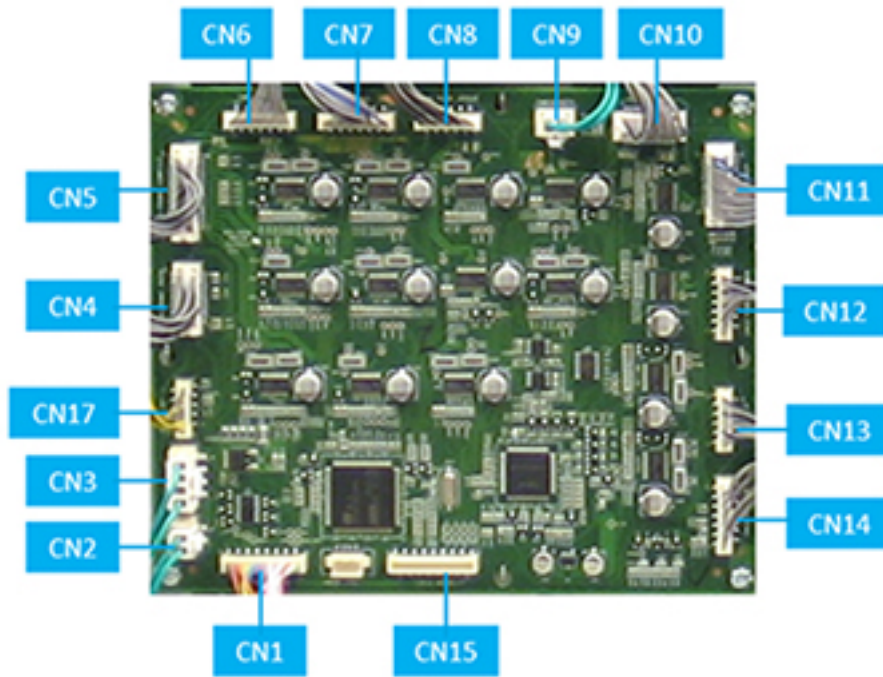
- c. Disconnect and reconnect both ends of the wire harness from the sensor to the finisher PCA.
- d. If error persists, replace the sensor as needed.

Main output tray lower limit sensor part number: 0604-001415

Removal and replacement: Main output tray lower limit sensor. Removal and replacement procedure can be found in the booklet maker section of the service manual.

For instructions: See the Repair Service Manual for this product.

10. If the error persists, turn the printer off, and disconnect / reconnect the wire harness CN11 on the finisher main PCA. Then turn the printer on.



11. If the error persists, elevate the case using the standard support process.

66.80.07

The grip ejector operation is abnormal.

Recommended action for customers

1. Check the exit tray of the finisher and remove any paper or obstructions.
2. Open and then close the door of the finisher.
3. Check the finisher for any damaged or loose parts.
4. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Check the exit tray of the finisher and remove any paper or obstructions.

2. Open and then close the door of the finisher.
3. Check the finisher for any damaged or loose parts.
4. Check the clamp motor.

a. Open the following menus:

- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

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

b. Run test 113–2510, 2 Bin Finisher Clamp Motor.

c. If the motor does not function correctly, disconnect and reconnect both ends of the wire harness from the motor to the finisher PCA.

d. Retest the motor.

e. If the motor test fails, replace the SCU motor.

Part number: JC93-01156A

For instructions: Removal and replacement: SCU motor See the Repair Service Manual for this product.

66.80.08

The inner finisher paper support unit experienced an error.

Recommended action for customers

1. Check the exit tray of the inner finisher and remove any paper or obstructions.
2. Open and then close the door of the inner finisher.
3. Check the inner finisher for any damaged or loose parts.
4. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians



NOTE: The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Check the exit tray of the inner finisher and remove any paper or obstructions.
2. Open and then close the door of the inner finisher.
3. Check the inner finisher for any damaged or loose parts.

4. Check the paper support motor (M8).

a. Open the following menus:

- Support Tools
- Service

 **NOTE:** The service PIN for this printer is: 04077817

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

b. Run test 113–0571, Finisher Paper Support Motor.

c. If the motor does not function correctly, disconnect and reconnect both ends of the wire harness from the motor to the finisher PCA.

d. Check the paper support gear set for any damage or obstructions. Clear obstructions as needed or replace the gear transfer assembly.

Part number: JC66-04223A

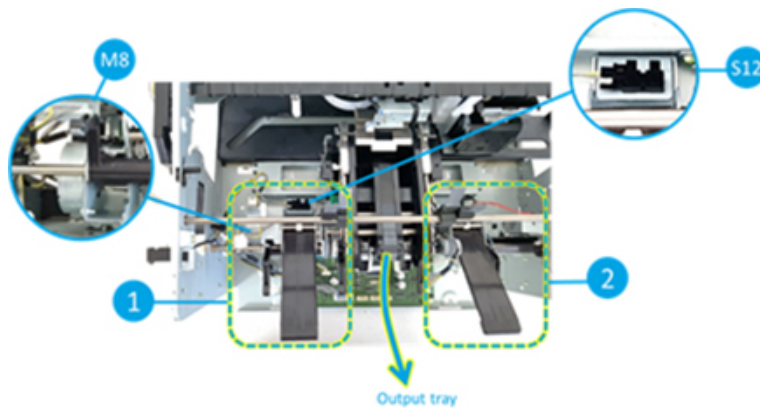
e. If no damage is found, retest the motor.

f. If the motor test fails, replace the support motor.

Part number: JC93-01001B

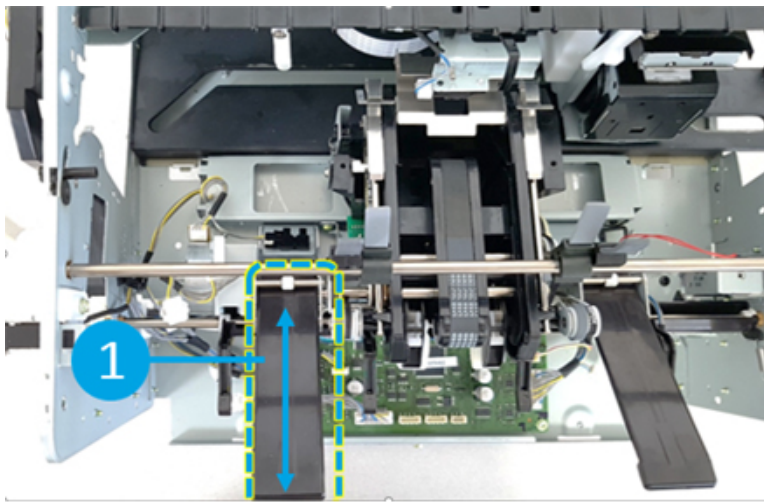
For instructions: Removal and replacement: Inner finisher paper support motor See the Repair Service Manual for this product.

5. If the motor test functions correctly, check the paper support sensor (S12).



a. Using code 113-0481, run the diagnostic test for Finisher paper support home sensor: **Support Tools** > **Service** > **Service Tools** > **Diagnostics** > **Engine Diagnostics** > **Engine Test Routines**.

- b. Push the paper support (Call-out 1) to ensure the reading changes.



- c. If the sensor does not function correctly, disconnect and reconnect both ends of the wire harness from the sensor to the finisher PCA.
- d.
- e. If the error persists, replace the paper support home sensor or the rear paper support assembly.

Paper support home sensor part number: 0604-001393

Rear paper support assembly part number: JC90-01311A

66.80.0A

Stack stabilizer error. The finisher clamp unit experienced an error.

Recommended action for customers

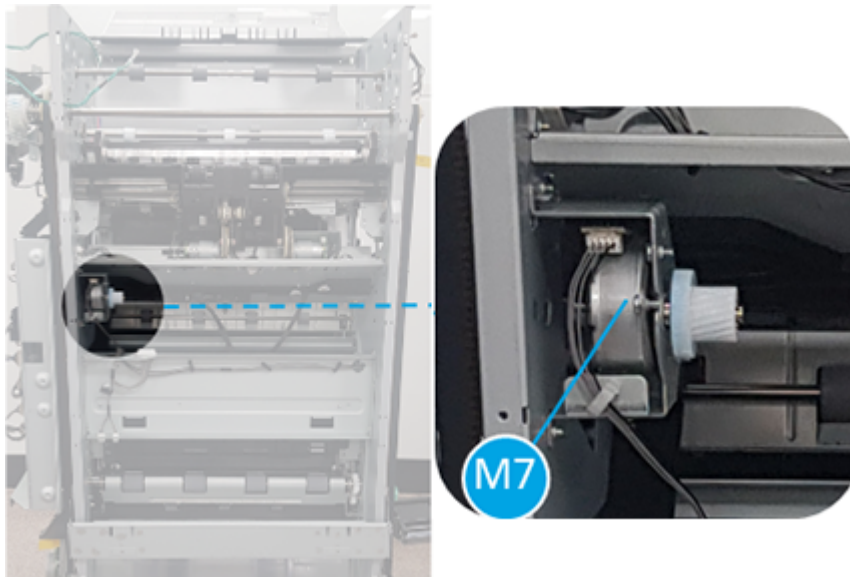
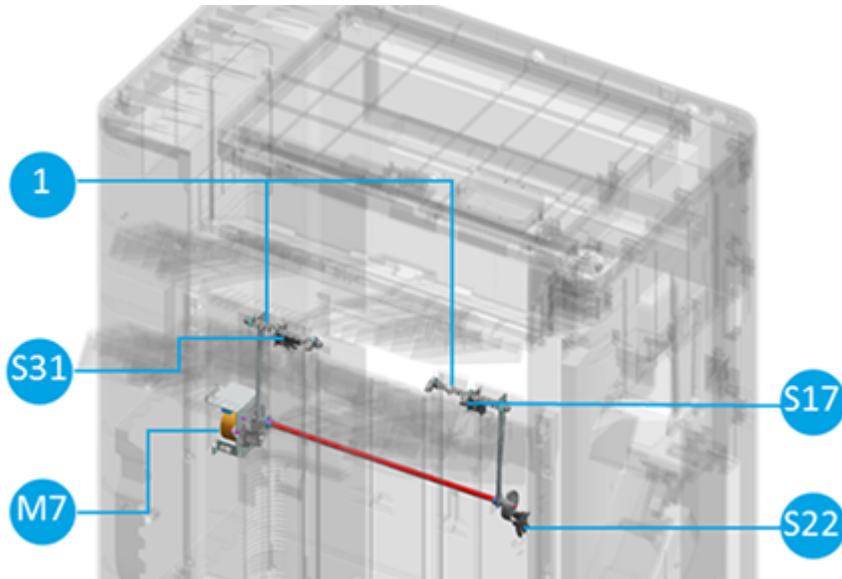
1. Open and then close the door of the finisher.
2. Check the finisher for any jammed paper or obstacles, and remove them.
3. Turn the printer off, and then on.

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

Recommended action for call-center agents and onsite technicians

 **NOTE:** The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Open and then close the door of the finisher.
2. Check the finisher for any damaged or loose parts and remove any obstacles.
3. If the error persists, check the paper holding motor (M7).



- a. Open the following menus:
 - Support Tools

- Service



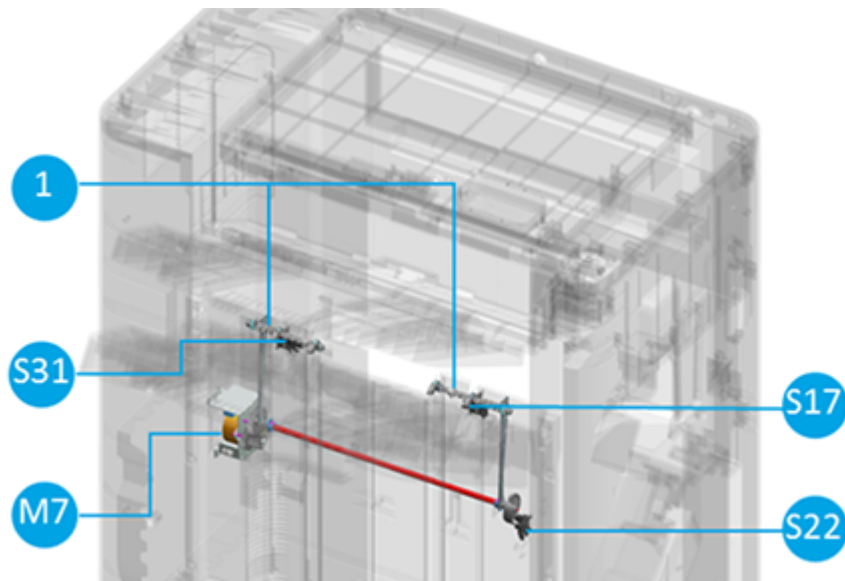
NOTE: The service PIN for this printer is: 04077817

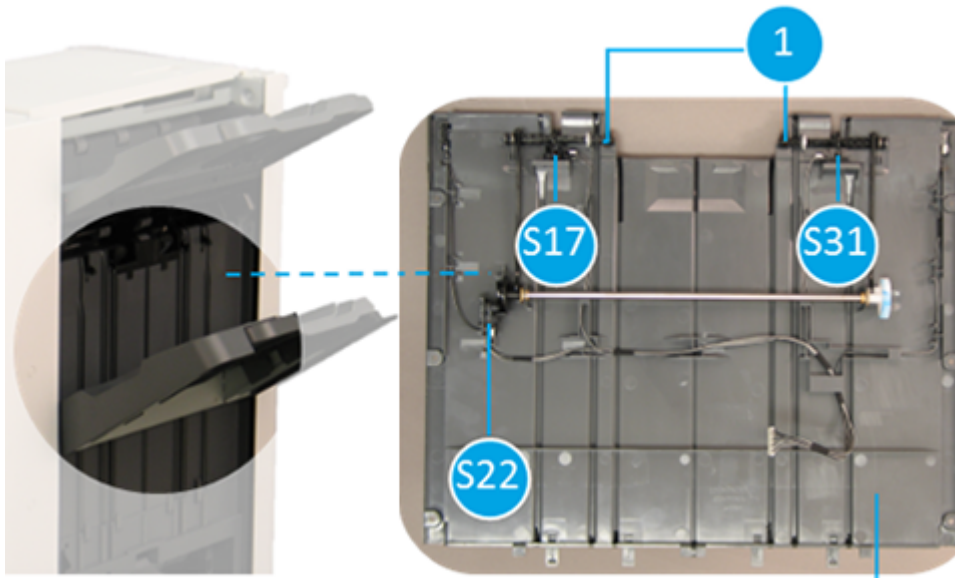
- Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
- Run test 113–2510, 2 Bin Finisher Clamp Motor.
 - If the motor does not function correctly, disconnect and reconnect both ends of the wire harness from the motor to the finisher PCA.
 - Retest the motor.
 - If the motor test fails, replace the paper holding motor.

Part number: JC93-01156A

For instructions: Removal and replacement: Paper holding motor See the Repair Service Manual for this product.

- If the error persists, check the paper holding home sensor (S22).





a. Open the following menus:

- Support Tools
- Service

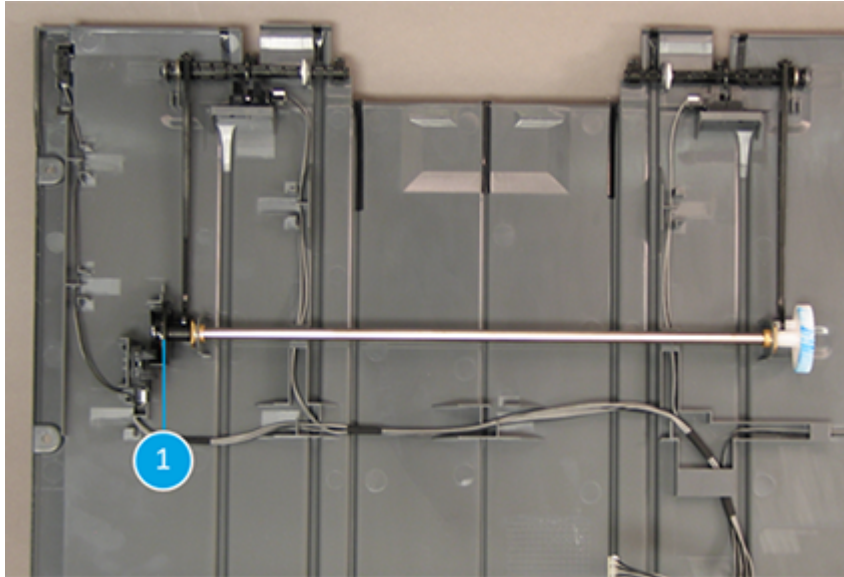


NOTE: The service PIN for this printer is: 04077817

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

b. Using code 113-2010 2BinFinisher Clamp home Sensor, run the diagnostic test for the sensor:

- c. Rotate the encoder (callout 1) to check the reading value change.

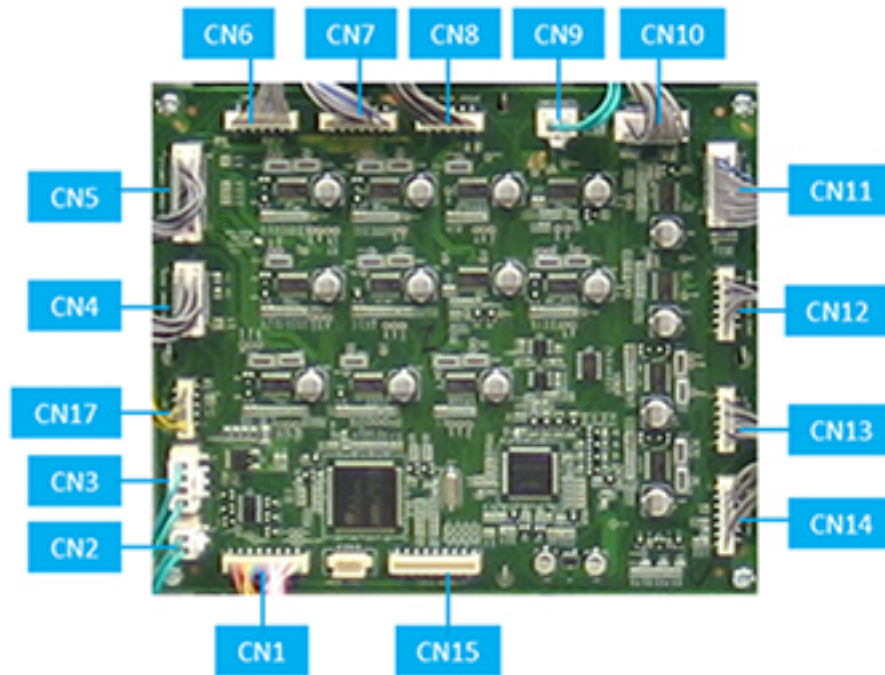


- d. If there is not reading change, disconnect and reconnect both ends of the wire harness from the sensor assembly to the finisher PCA.
- e. If the error persists, replace the paper holding home sensor.

Part number: 0604-001393

For instructions: Remove and replace: Paper holding home sensor See the Repair Service Manual for this product.

5. If the error persists, turn the printer off, and disconnect / reconnect the wire harness CN13 and CN14 of the finisher PCA. And then turn the printer on.



66.80.0B

Stopper error. The finisher experienced an end-fence error.

Recommended action for customers

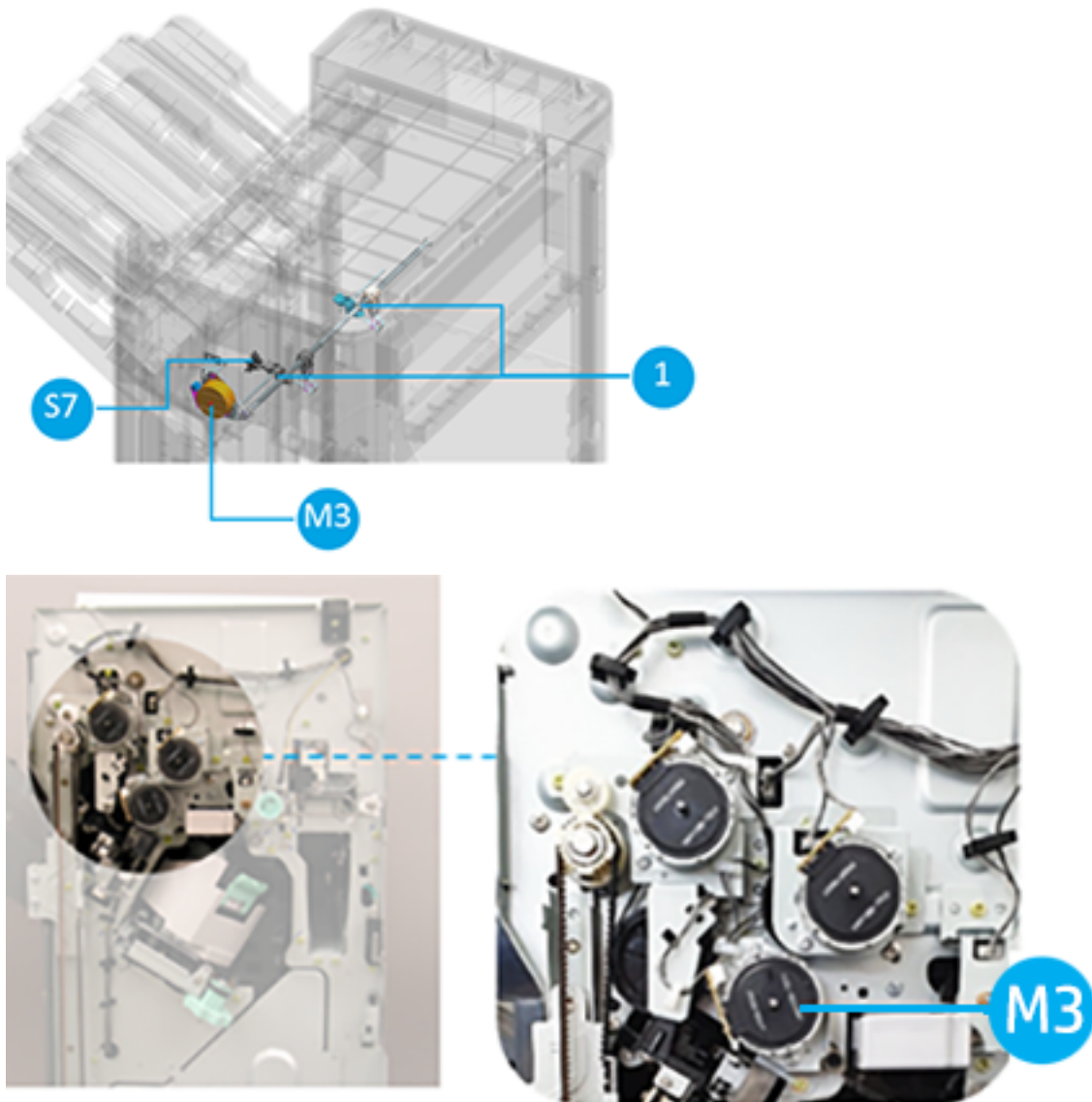
1. Open and then close the door of the finisher.
2. Check for the latest firmware version of the finisher. Upgrade the firmware as needed.
3. Turn the printer off, and then on.
4. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

 **NOTE:** The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Open and then close the door of the finisher.
2. Check for the latest firmware version of the finisher. Upgrade the firmware as needed.

3. If the error persists, check the end fence motor (M3).



- a. Open the following menus:

- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

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

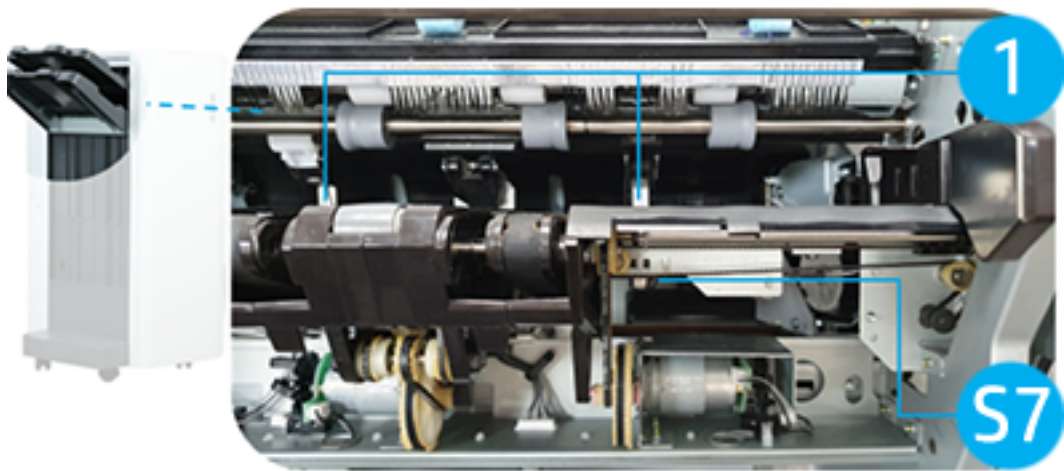
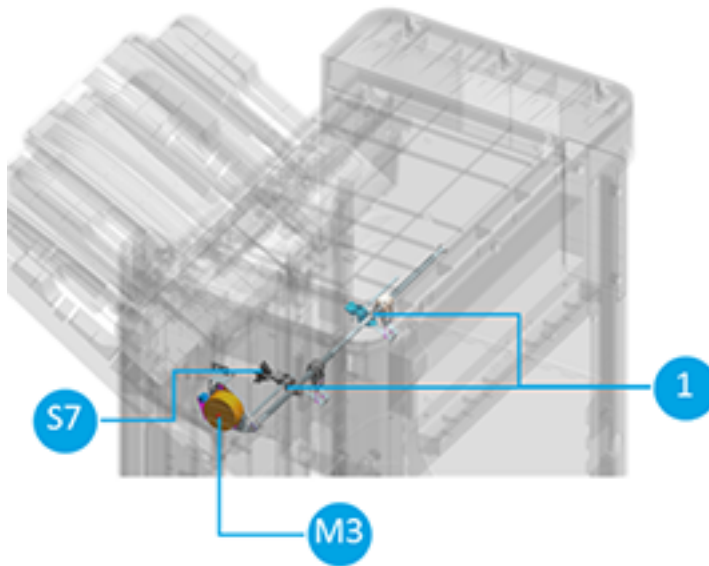
- b. Run test 113–2590, 2 Bin Finisher End Fence Motor.

- c. If the motor does not function correctly, disconnect and reconnect both ends of the wire harness from the motor to the finisher PCA.
- d. Retest the motor.
- e. If the motor test fails, replace the end fence motor.

End fence motor (M3) part number: JC90-01467A

For instructions: Remove and replace: End fence motor

- 4. If the error persists, check the end fence home sensor (S7).

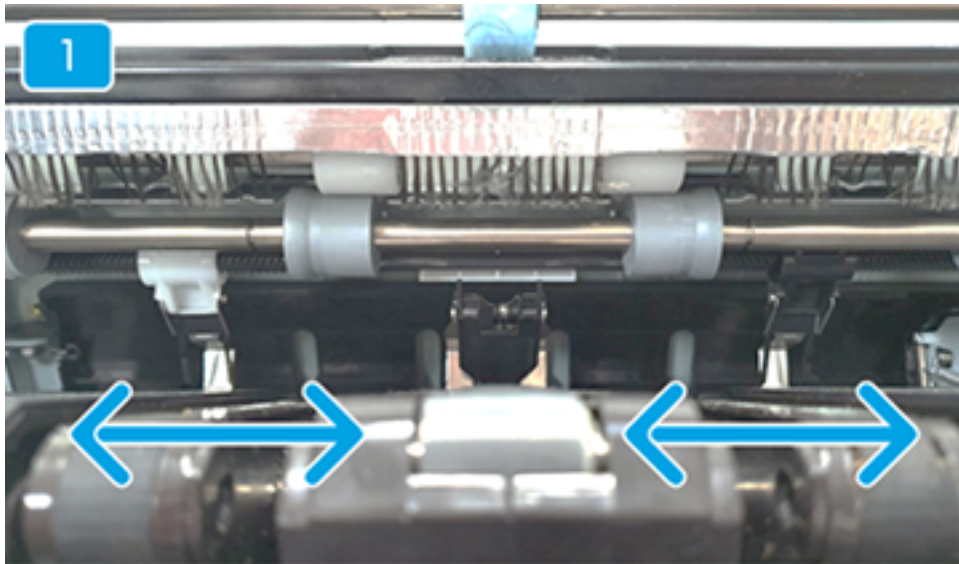


- a. Open the following menus:
 - Support Tools

- Service

 **NOTE:** The service PIN for this printer is: 04077817

- Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
- b. Using code 113-2050 2BinFinisher End fence Sensor run the diagnostic test for the sensor.
- c. Move the end fence (callout 1) from the home position to the other position to check the reading value change.



- d.
- e. Disconnect and reconnect both ends of the wire harness from the ejector assembly to the finisher PCA.
- f. If the error persists, replace the sensor.

Part number: 0604-001393

For instructions: Remove and replace: End fence sensor See the Repair Service Manual for this product.

66.80.0C

The finisher experienced a buffer error.

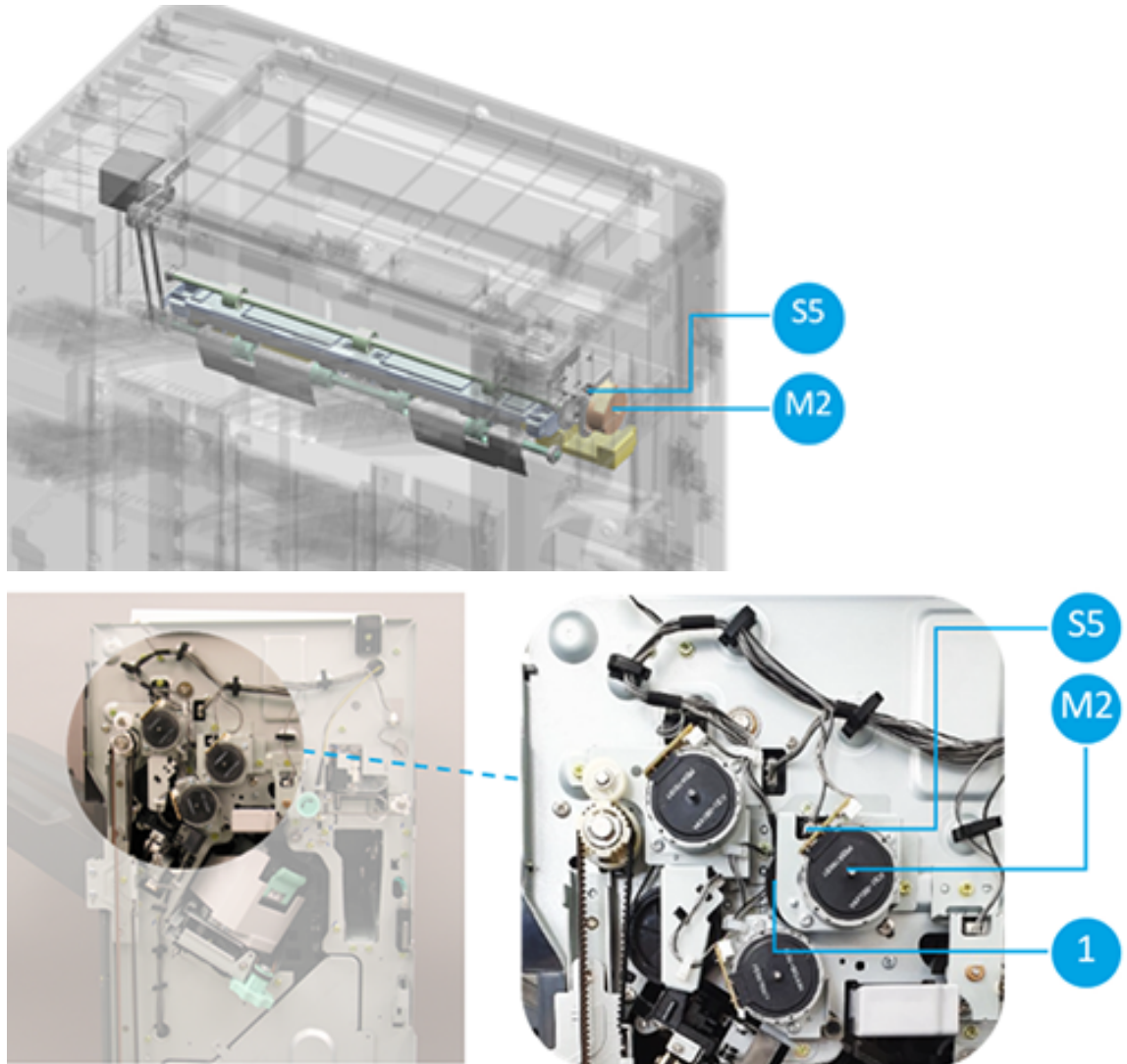
Recommended action for customers

1. Open and then close the door of the finisher.
2. Turn the printer off, and then on.

3. Check for the latest firmware version of the finisher. Upgrade the firmware as needed.
4. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

1. Open and then close the door of the finisher.
2. Turn the printer off, and then on.
3. Check for the latest firmware version of the finisher. Upgrade the firmware as needed.
4. If the error persists, check the main exit cam motor (M2).



a. Open the following menus:

- Support Tools
- Service



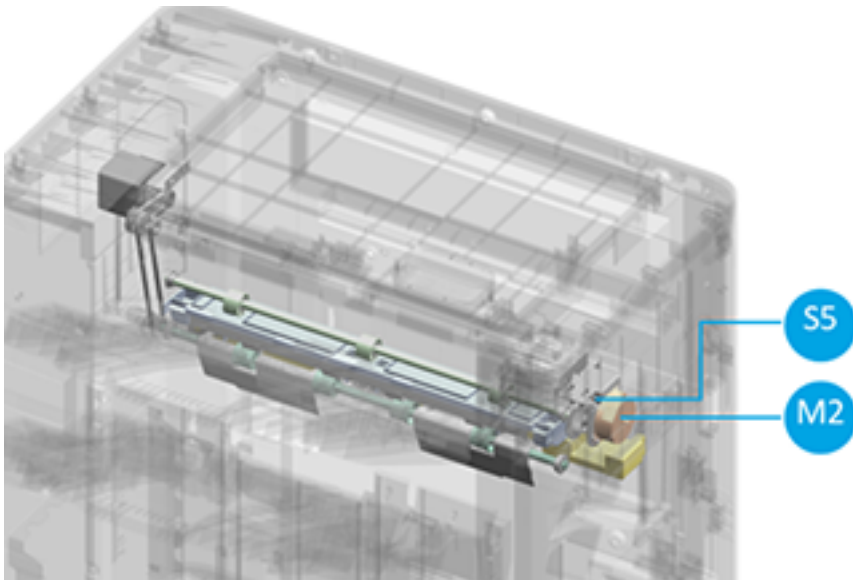
NOTE: The service PIN for this printer is: 04077817

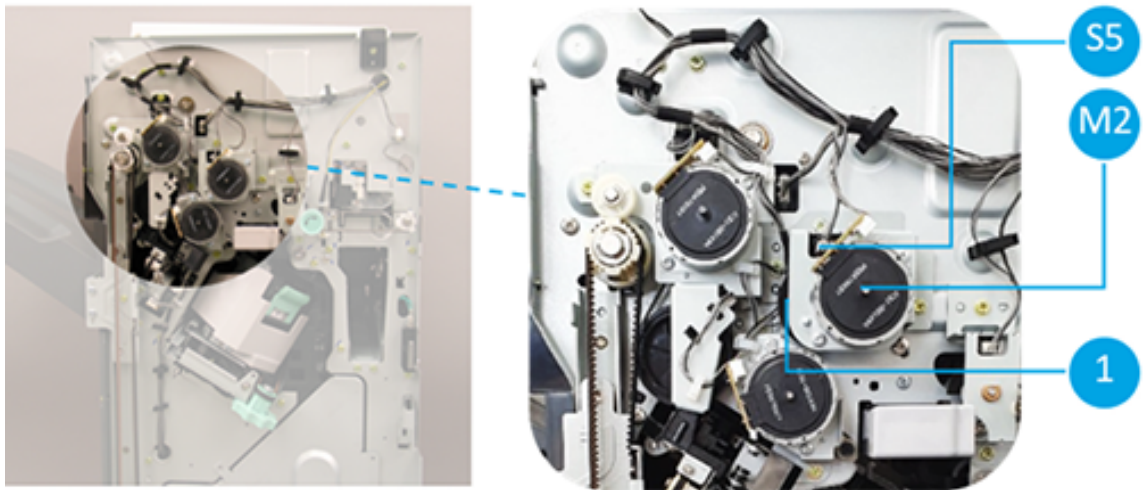
- Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
- b. Run test 113–2500, 2 Bin Finisher Buffer Lift Motor.
 - c. If the motor does not function correctly, disconnect and reconnect both ends of the wire harness from the motor to the finisher PCA.
 - d. Retest the motor.
 - e. If the motor test fails, replace the buffer lift motor.

Part number: JC93-01155A

For instructions: Removal and replacement: Main Exit cam motor, gear, and sensor See the Repair Service Manual for this product.

5. If the error persists, check the main exit cam home sensor (S5).





a. Open the following menus:

- Support Tools
- Service

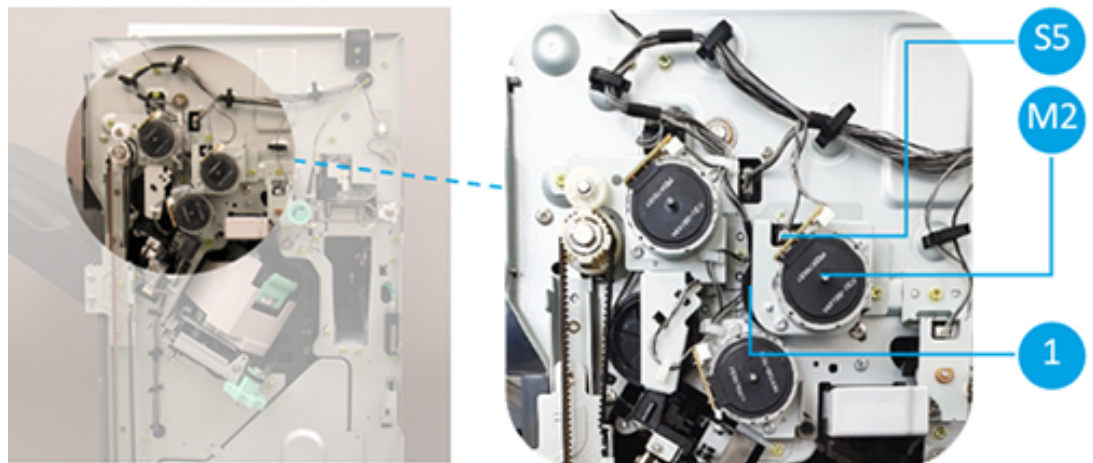


NOTE: The service PIN for this printer is: 04077817

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

b. Using code 113-2000 2BinFinisher Buffer lift Sensor run the diagnostic test for the sensor.

c. Rotate the encoder (callout 1) to check the reading value change.



d. Disconnect and reconnect both ends of the wire harness from the ejector assembly to the finisher PCA.

- e. If the error persists, replace the sensor.

Part number: 0604-001393

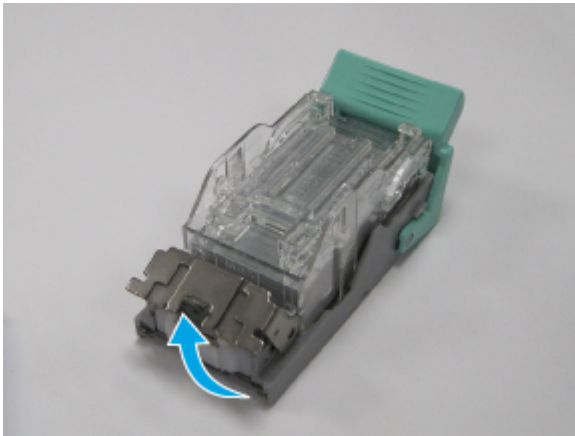
For instructions: Removal and replacement: Buffer motor, gear, and sensor See the Repair Service Manual for this product.

66.80.20

Stapler/Stacker staple jam. The staple jaw is unable to close, most likely due to a jammed staple.

Recommended action for customers

1. Open the door of the finisher.
2. Move the stapler to the front of the finisher using the green knob.
3. Remove the staple cartridge and lift the tab and check for any jammed staples and remove them.



4. If the staple cartridge is empty, replace the staple cartridge.



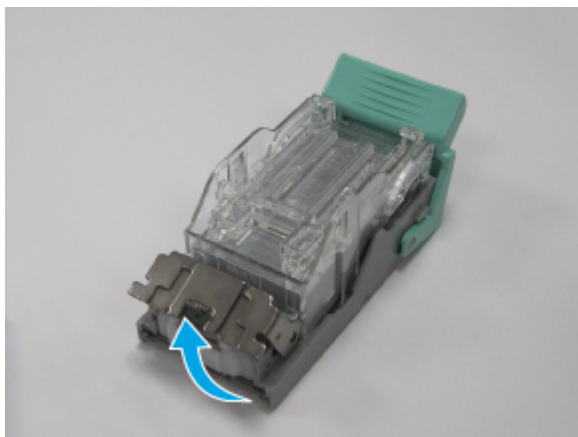
5. Close the finisher door.
6. Turn the printer off, and then on.
7. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians



NOTE: The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Open the door of the finisher.
2. Move the stapler to the front of the finisher using the green knob.
3. Remove the staple cartridge and lift the tab and check for any jammed staples and remove them.



4. If the staple cartridge is empty, replace the staple cartridge.



5. Replace the stapler cartridge and close the finisher door.
6. If the staple cartridge unit is damaged, replace the staple cartridge unit.
Part number: JC81-09882A
7. Turn the printer off, and then on.
8. If the error persists, disconnect and reconnect the both ends of the wire harness to the stapler sub unit and the finisher PCA.
9. Retest the finisher, If the error persists, replace the finisher sub-staple unit.
Part number: JC90-01412A

For instructions: Removal and replacement: Stapler unit See the Repair Service Manual for this product.

10. Replace the finisher PCA.

Part number: JC92-02968A

For instructions: Removal and replacement: Finisher PCA See the Repair Service Manual for this product.

66.80.27

The front alignment tamper experienced an error in the inner finisher output device.

Recommended action for customers

1. If there is jammed paper on the finisher main output tray, remove it.
2. Open and then close the door of the finisher to check if the finisher executes the initialization process.
3. Test the finisher by sending another job.
4. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians



NOTE: For part-replacement procedures, or for missing part numbers, escalate the issue using the Standard Support Process.

1. If there is jammed paper on the finisher main output tray, remove it.
2. Open and then close the door of the finisher to check if the finisher executes the initialization process.
3. Test the finisher by sending another job.
4. If the error persists, check the front tamper motor (M9).

a. Open the following menus:

- Support Tools
- Service



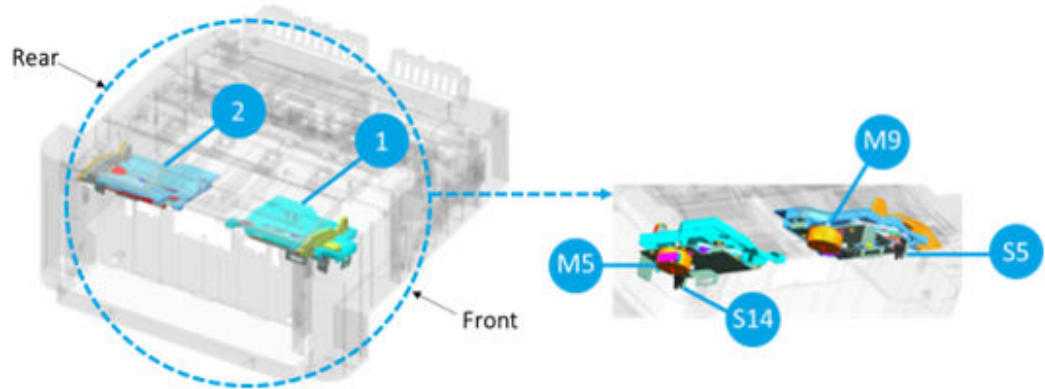
NOTE: The service PIN for this printer is: 04077817

- Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
- b.** Run test 113-0530, Right Tamper Motor.
 - c.** The right (front) alignment tamper should move back and forth
 - d.** If the motor does not functions, disconnect and reconnect both ends of the wire harness to the tamper motor.

- e. Re-test the motor, if the motor still does not function replace the tamper motor.

Part number: JC93-01001A

For instructions: Removal and replacement: Inner finisher front tamper motor See the Repair Service Manual for this product.



- 5. If the motor test functions correctly, check the tamper home sensor (S5).
 - a. Run test 113-0390, Finisher Right Tamper Sensor: **Support Tools > Service > Service Tools > Diagnostics > Engine Diagnostics > Engine Test Routines.**
 - b. Touch Start and then Get Status.
 - c. During the sensor test, move the front tamper back and forth to change the sensor value.



- d. If it does not function correctly, disconnect and reconnect both ends of the wire harness to the sensor from the finisher PCA.
- e. Retest the sensor, if it does not function correctly replace the sensor.

Part number: 0604-001393

For instructions: Removal and replacement: Inner finisher front tamper motor See the Repair Service Manual for this product.

6. If the error persists, replace the front tamper assembly.

Part number: JC90-01464A

For instructions: Removal and replacement: Inner finisher front tamper motor See the Repair Service Manual for this product.

66.80.36

The inner-finisher main tray experienced a tray lift motor error.

Please refer to '66.60.30' CPMD guide if future smart firmware version is prior to 24.5.1. (Not including firmware 24.5.1)

Recommended action for customers

1. Check the staple cartridge.
 - a. Open the finisher door and remove the stapler cartridge.

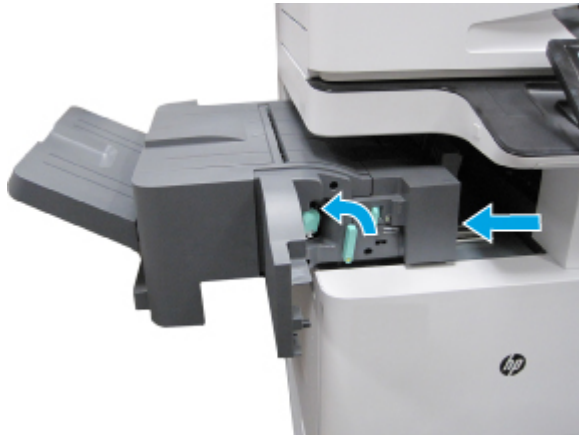


- b. Check the staple cartridge for any jammed staples and remove them.
 - c. Install the staple cartridge.
 - d. Close the finisher cover.
2. Open the finisher and check for any jammed paper or obstructions, and remove them.

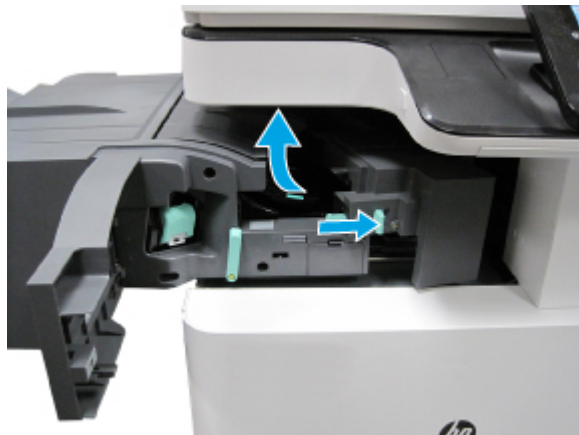
- a. Open the finisher door.



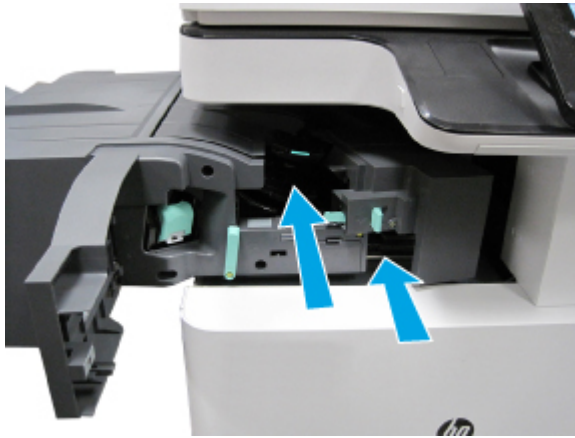
- b. Use the release lever to slide the inner finisher away from the printer.



- c. Open the right and upper jam covers.



- d. Inspect the areas for paper jams or obstructions.



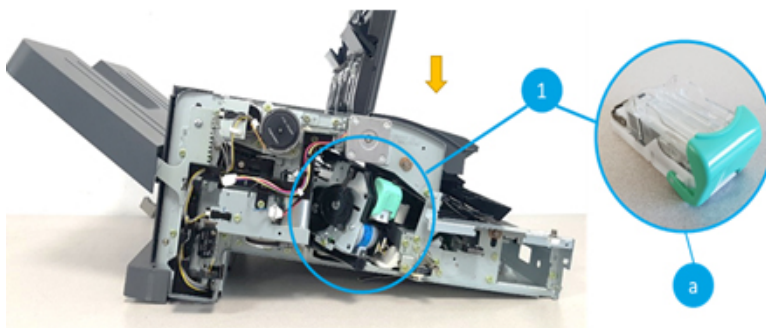
- e. Close the covers and slide the inner finisher into place.
3. Turn the printer off, and then on.
 4. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

 **NOTE:** For part-replacement procedures, or for missing part numbers, escalate the issue using the Standard Support Process.

 **IMPORTANT:** Before continuing with troubleshooting, go to, and perform the following Service Action Advisory:
[HP LaserJet Managed MFP E72525-E72535, E77822-E77830, E78223-E78230, E82540-E8256, E87640-E87660 - 66.60.32 tray lift motor failure on A3 LaserJet finishers \(Service Action Advisory\)](#)

1. Please update the firmware if the future smart firmware version is prior to 24.5.1. (Not include '24.5.1)
2. If the error persists, check the stapler motor (Callout 1).



- a. Open the following menus:

- Support Tools
- Service

 **NOTE:** The service PIN for this printer is: 04077817

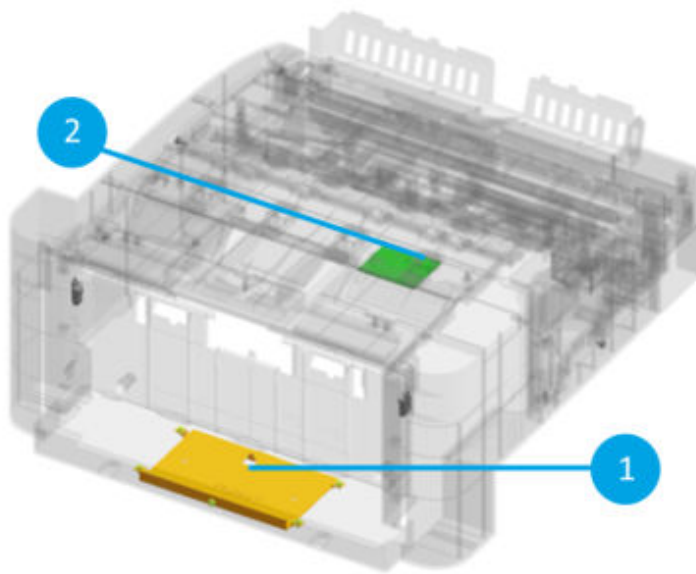
- Service Tools
- Diagnostics
- Engine Diagnostics
- Engine Test Routines

- Run test 113-0550, stapler position motor.
- Check the stapler motor (Call-out 1) to ensure that it moves and the motor is working.
- If the motor does not function correctly, disconnect and reconnect both ends of the wire harness to the motor.
- Re-test the motor, if the motor still does not function, replace the motor.

Stapler assembly part number: JC90-01342A

For instructions: Removal and replacement: Stapler motor position See the Repair Service Manual for this product.

- If the error persists, replace the inner finisher rear joint PCA. (Callout 2)



Part number: 0603-001309

66.80.38

The initialization of the stacker failed to be completed within the designated time.

Recommended action for customers

- Open and then close the door of the finisher.
- Check the finisher for any jammed paper or obstacles, and remove them.
- Turn the printer off, and then on.

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

Recommended action for call-center agents and onsite technicians

 **NOTE:** The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

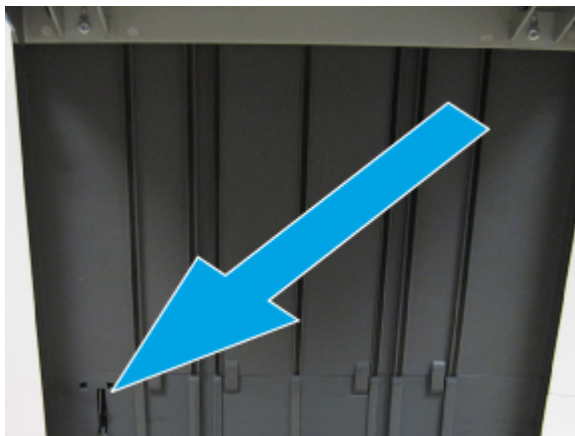
1. If there is jammed paper on the finisher main output tray, remove it.
2. Open and then close the door of the finisher to check if the finisher executes the initialization process.
3. Check to see if there is any skew on the main output tray.
4. Check the main tray full sensor.

- a. Open the following menus:

- Support Tools
- Service

 **NOTE:** The service PIN for this printer is: 04077817

- Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
- b. Run test 113–2144, 2 Bin Finisher Main Full Sensor.
 - c. Touch Start and then Get Status. The reading should be “Low”.
 - d. Push on the sensor actuator and make sure it moves freely. Hold the actuator down and touch Start and then Get Status. The reading should be “High”.



- e. If the reading does not change, disconnect and reconnect the wire harness from the sensor to the finisher PCA.
- f. Retest the sensor. If the test fails, replace the sensor.

Part number: 0604-001415

5. Check the main tray beam sensor.
 - a. Run test 113–2140, 2 Bin Finisher Main Beam Sensor.
 - b. Cover the beam sensor to ensure the reading changes from “Low” to “High”.



- c. If the reading does not change, disconnect and reconnect the wire harness from the sensor to the finisher PCA.
 - d. Retest the sensor. If the test fails, elevate the issue using the Standard Support Process.
6. Check the main tray motor.
 - a. Run test 113–2610, 2 Bin Finisher Main Tray Motor.
 - b. Ensure the finisher main tray lowers and raises during the test.
 - c. If the tray does not move, disconnect and reconnect the wire harness from the tray motor to the finisher PCA.
 - d. Retest the tray motor. If the test fails, replace the finisher sub-stacker motor.
Part number: JC90-01415A
For instructions: Removal and replacement: Main tray moving motor See the Repair Service Manual for this product.
7. Check the home position sensor.
 - a. Run test 113–2510 2 Bin Finisher SCU Motor. This test check the home position sensor,
 - b. If the test fails, replace the home position sensor.
Part number: 0604–001415
8. If the error persists, replace the finisher PCA.
Part number: JC92-02968A
For instructions: Removal and replacement: Finisher PCA See the Repair Service Manual for this product.

66.80.46

The stapler operation experienced a failure.

This error can be caused by the inner finisher/printer being shipped from the staging area to the customer site WITHOUT reinstalling the shipping lock screw for the stapler unit. This causes the stapler to move inside the inner finisher on its path. This in turn causes the staple cartridge to come out of the stapler and it gets stuck inside the inner finisher.

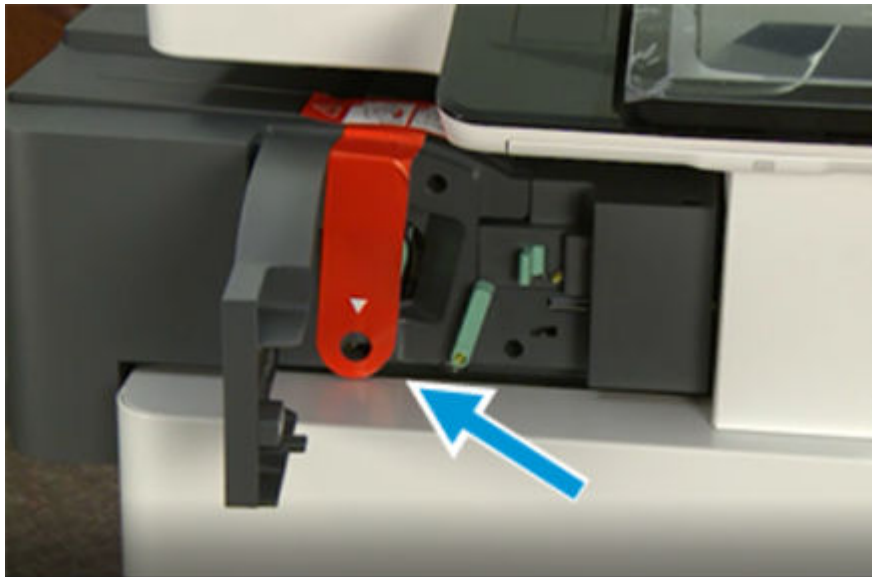
Recommended action for customers

1. Open the finisher and check for any jammed paper or obstructions, and remove them.
 - a. Open the finisher door.

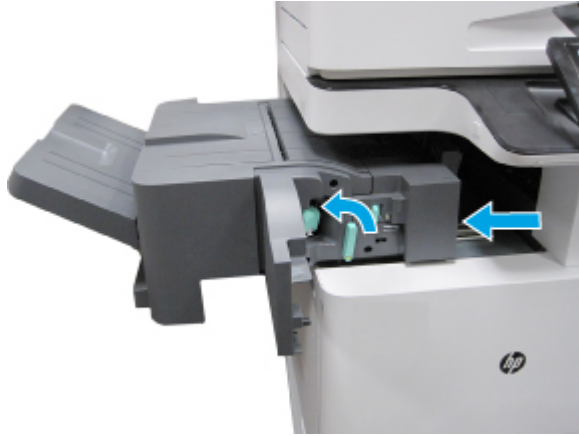


- b. Verify the stapler unit shipping/retaining screw has been removed.

Figure 103 Shipping screw



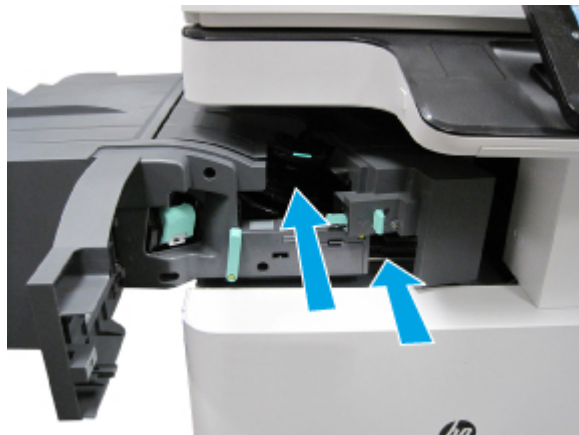
- c. Use the release lever to slide the inner finisher away from the printer.



- d. Open the right and upper jam covers.



- e. Inspect the areas for paper jams or obstructions.



- f. Close the covers and slide the inner finisher into place.
2. Check the finisher for any jammed paper or obstacles, and remove them.
 3. Turn the printer off, and then on.

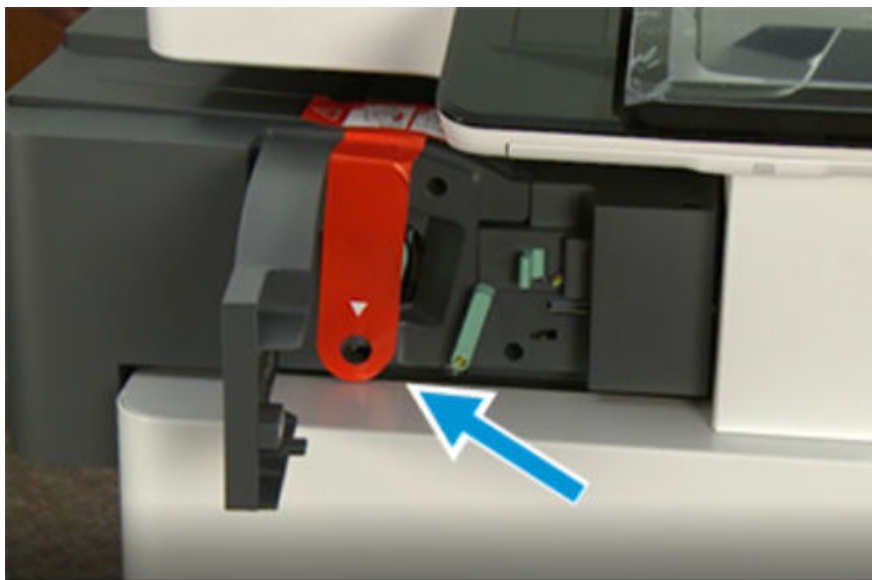
4. If the error persists, please contact customer support.

Inner Finisher: Recommended action for call-center agents and onsite technicians

 **NOTE:** For part-replacement procedures, or for missing part numbers, escalate the issue using the Standard Support Process.

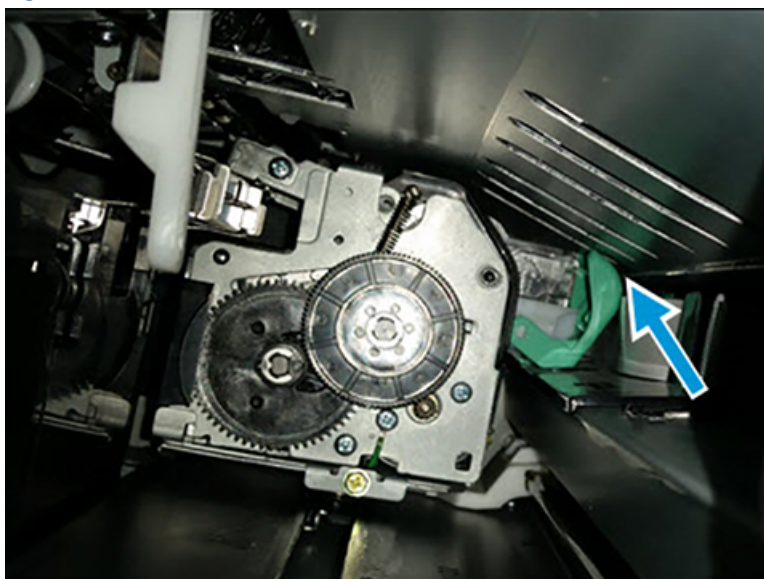
1. If this error occurs on initial install, check to see if the unit was shipped without the shipping lock screw installed.
 - a. Check if shipping screw is present.

Figure 104 Shipping screw



- b. If the customer reports that the 66.80.46 error displays on the control panel and is accompanied by a loud buzzing noise, ask the customer or technician to open the front door of the inner finisher, check the stapler position, and look to see if the staples cartridge is stuck inside the path of the stapler.

Figure 105 The staple cartridge green handle stuck inside the inner finisher



- c. THIS STEP IS FOR TECHNICIANS ONLY: Remove the inner finisher's front cover, free the stapler by pushing in the staple cartridge, and then reinstall the front cover.

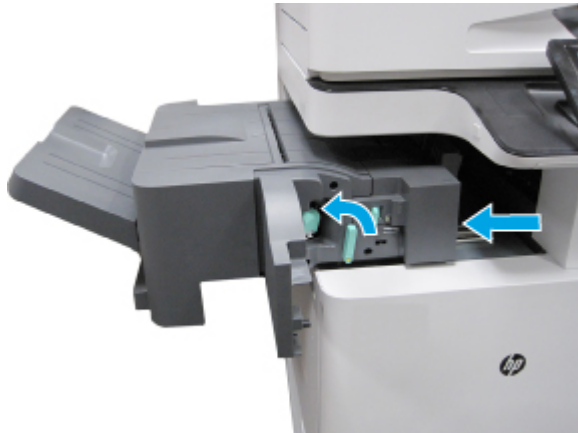
The technician should then test the unit by stapling two sheets together in a test copy job.

If the 66.80.46 error does not appear on the control panel AND if there is no buzzing noise, the inner finisher can be considered fixed.

2. If the error was not caused by the unit shipped without the lock in place, continue troubleshooting with the following steps.
3. Verify there are no jammed staples in the staple cartridge. Lift the front metal and make sure the staples are correctly formed. Clear any damaged staples, and remove the current sheet of staples from the cartridge if needed.
4. Open the finisher and check for any jammed paper or obstructions, and remove them.
 - a. Open the finisher door.



- b. Use the release lever to slide the inner finisher away from the printer.



- c. Open the right and upper jam covers.

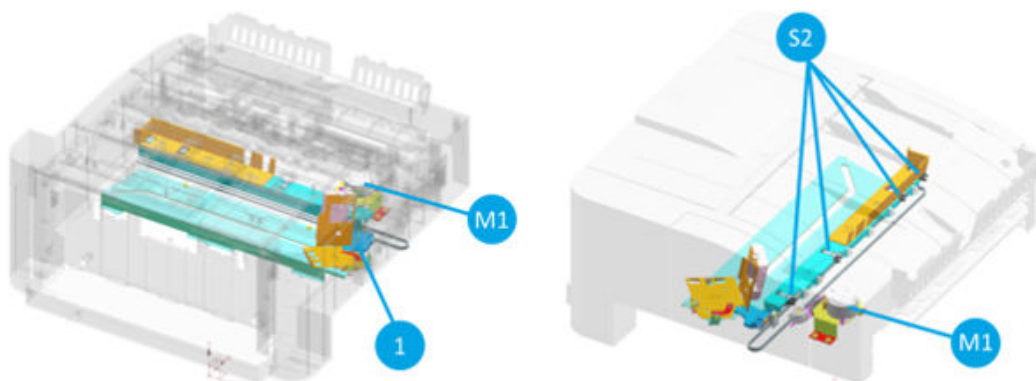


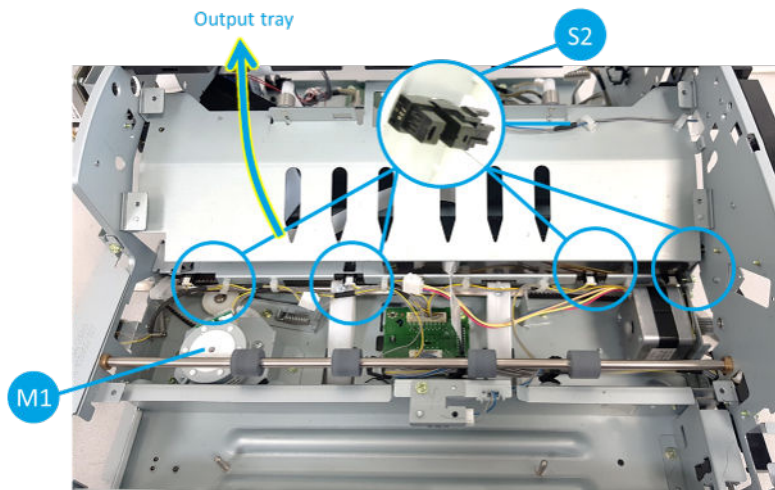
- d. Inspect the areas for paper jams or obstructions.



- e. Close the covers and slide the inner finisher into place.

5. If error persists, check the finisher stapler position sensor 1, 2, 3, 4 (S2).





a. Open the following menus:

- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

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

b. Use tests 113-0491 and 113-0492, to run the diagnostic test for stapler position sensor:

c. During the sensor test, move the stapler back and forward to change the sensor value.

d. If the sensors do not function correctly, disconnect and reconnect both ends of the wire harness from the stapler position sensor to the finisher rear joint PCA.

e. Retest the sensors. If the sensors still do not function, replace the sensor as needed.

Part number: 0604-001393

For instructions: Removal and replacement: Inner finisher stapler position sensor assembly See the Repair Service Manual for this product.

6. If the error persists, check the stapler position motor (M1).

a. Using code 113-0581, run the diagnostic test for stapler position motor: **Support Tools > Service > Service Tools > Diagnostics > Engine Diagnostics > Engine Test Routines**

b. The stapler motor (M1) should move forward and backward.

c. If the motor does not function correctly, disconnect and reconnect both ends of the wire harness from the motor to the finisher PCA.

- d. Retest the motor. If the motor still does not function, replace the motor.

Part number: JC93-00999A

For instructions: Removal and replacement: Stapler motor position See the Repair Service Manual for this product.

- 7. If the error persists, replace the entire inner finisher.

Kit-Inner Finisher part number: Y1G00-67901

Stapler/Stacker - Booklet Maker: Recommended action for call-center agents and onsite technicians

- 1. Check the finisher for jams or obstructions.

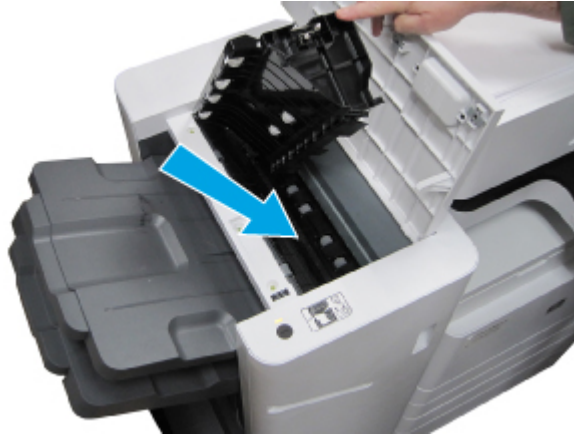
- a. Open the finisher top cover.



- b. Open the inner jam cover.



- c. Check for jams in the indicated area.

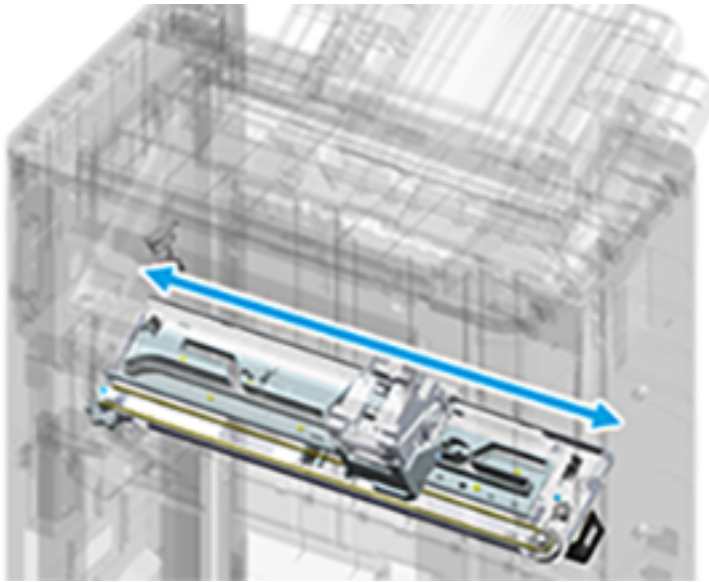


- d. Open the finisher front cover and inner jams access cover.

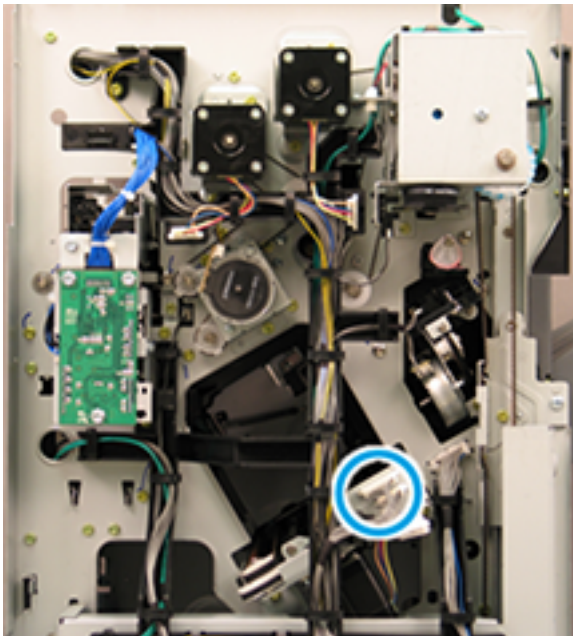


- e. Remove any jams or obstructions.
- f. Close all finisher covers.

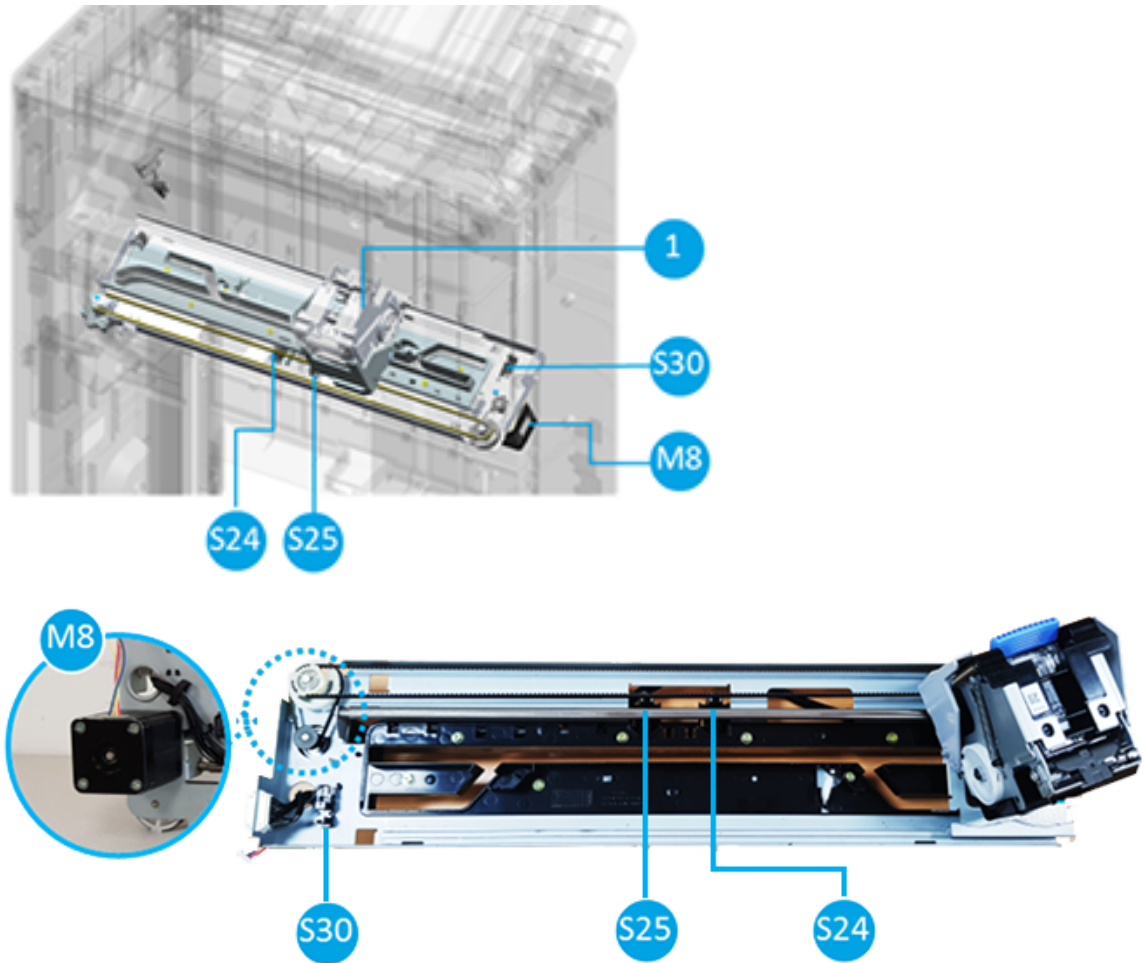
2. Check the stapler path whether there is an obstruction that interfere with stapler movement. Especially check the shape and the location of end fence.



3. Check the cable that is connected into the stapler unit.



4. If the error persists, check the stapler position motor (M8).



- a. Open the following menus:

- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

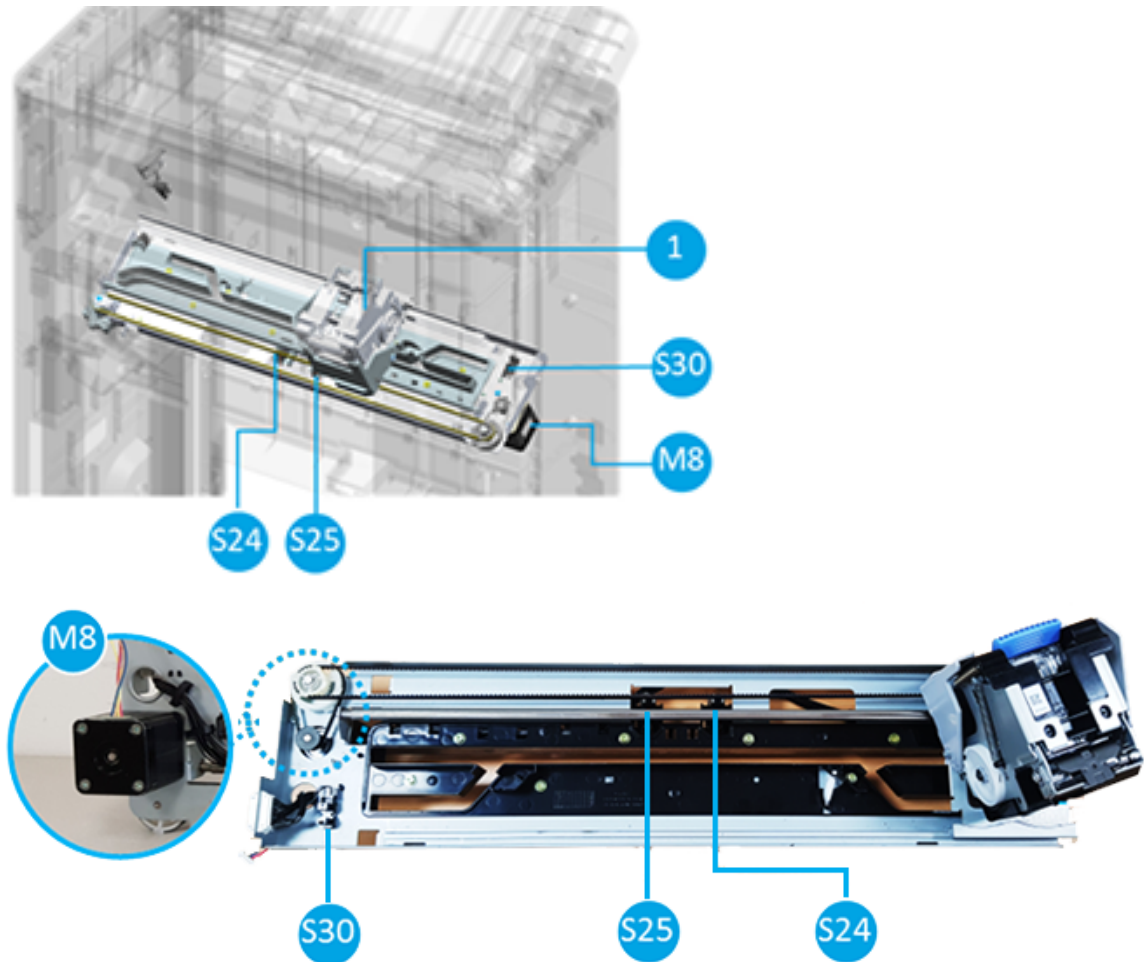
- Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
- b. Run test 113–2620, 2 Bin Finisher Stapler Move Motor.
Check the motor sound during the test.
- c. If the motor does not function correctly, disconnect and reconnect both ends of the wire harness from the motor to the finisher PCA.

- d. Retest the motor. If the motor still does not function, replace the finisher sub-staple unit.

Part number: JC31-00163A

For instructions: Remove and replace: Staple position motor M8 See the Repair Service Manual for this product.

5. If the error persists, check the Stapler rear sensor (S30), Stapler mid rear sensor (S25), and Stapler mid front sensor (S24).



- a. Run test 113-2110 / 113-2111 / 113-2112, 2BinFinisher Stapler home Sensor / 2BinFinisher Stapler rear Sensor / 2BinFinisher Stapler front Sensor.
- b. Move the stapler from the stapler rear position to the other position to check the reading value change.
- c. Disconnect and reconnect both ends of the wire harness from the sensor to the finisher PCA.
- d. If the sensor test fails, replace the sensor or finisher sub-staple unit.

Sensor part number: 0604-001393

For instructions: Remove and replace: Staple sensor S24 See the Repair Service Manual for this product.

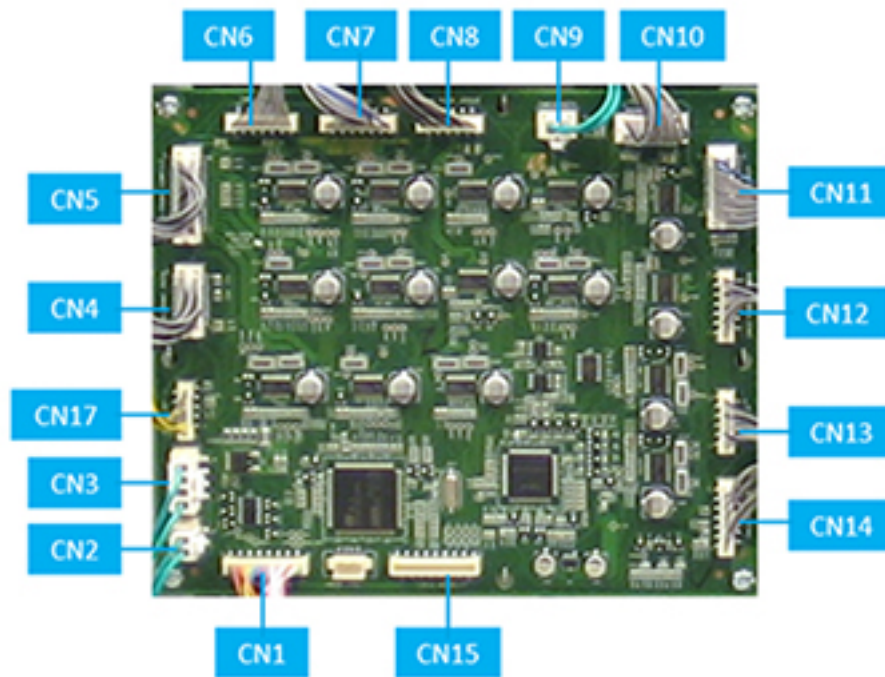
For instructions: Remove and replace: Staple sensor S25 See the Repair Service Manual for this product.

For instructions: Remove and replace: Staple rear sensor S30 See the Repair Service Manual for this product.

Staple unit part number: JC82-00894A

For instructions: Removal and replacement: Stapler unit See the Repair Service Manual for this product.

6. If the error persists, power off, and disconnect / reconnect the wire harness CN10 of the finisher PCA. And then power on.



66.90.11

Booklet diverter failure.

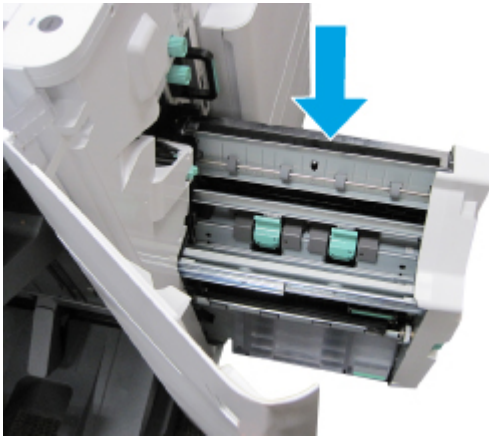
Recommended action for customers

1. Check the booklet maker for jams or obstructions.

- a. Open the finisher front cover and the inner jams access cover, and then pull the booklet maker out.



- b. Check the top entrance to the booklet maker.



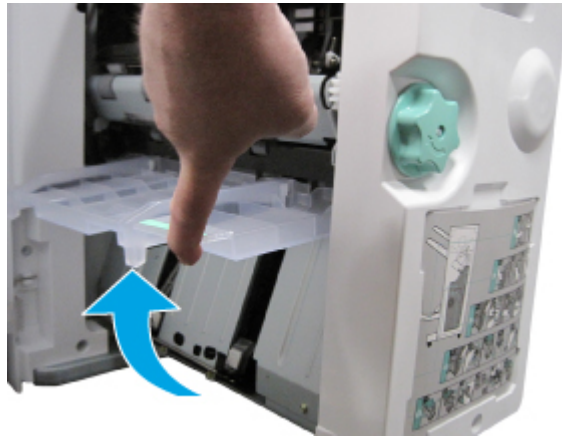
- c. Open the booklet entrance jam access door and check for paper or obstructions.



- d. Open the upper jam access door and clear any jams.



- e. Open the lower jam access door and remove any paper.



- f. Remove any jams or obstructions.
 - g. Close all finisher covers.
2. Close the finisher door and retest.
 3. Turn the printer off, and then on.
 4. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians



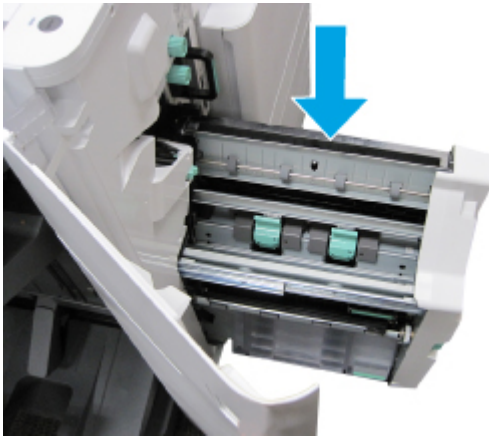
NOTE: For part-replacement procedures, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Check the booklet maker for jams or obstructions.

- a. Open the finisher front cover and the inner jams access cover, and then pull the booklet maker out.



- b. Check the top entrance to the booklet maker.



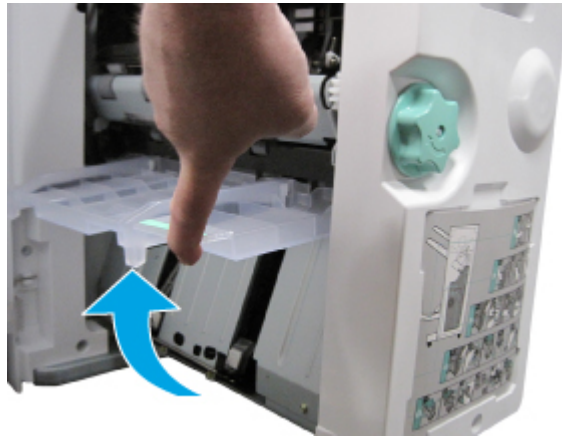
- c. Open the booklet entrance jam access door and check for paper or obstructions.



- d. Open the upper jam access door and clear any jams.



- e. Open the lower jam access door and remove any paper.



- f. Remove any jams or obstructions.
- g. Close all finisher covers.
2. Close the finisher door and retest.
3. If the error persists, turn the printer off, and then on.
4. If the error persists, check the diverter motor (M18).
- a. Open the following menus:

- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

- Service Tools
- Diagnostics
- Engine Diagnostics

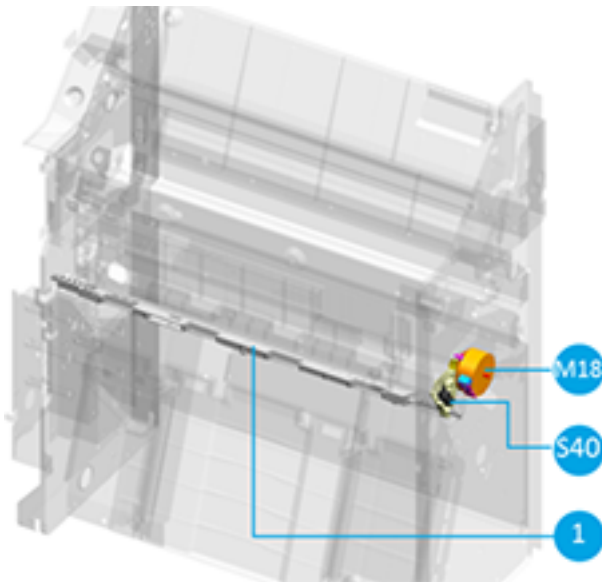
- Engine Test Routines

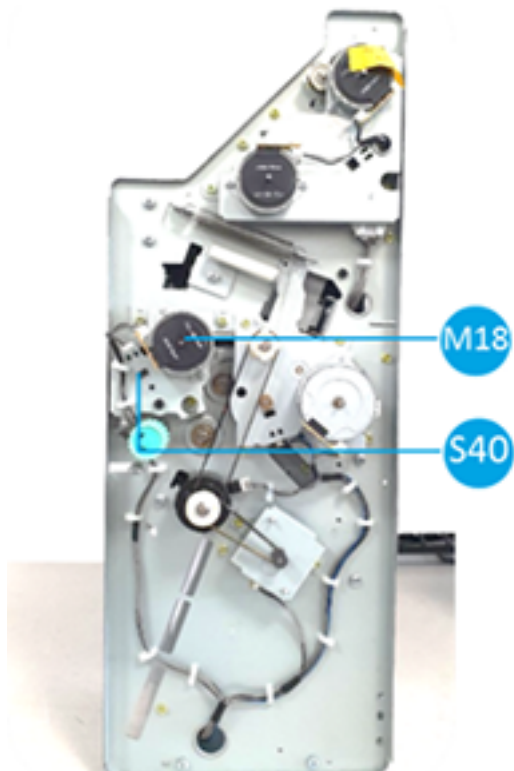
- Run test 113–3560, Booklet Diverter Motor.
- If the motor does not function correctly, disconnect and reconnect both ends of the wire harness from the motor to the finisher PCA.
- Retest the motor. If the motor still does not function replace the motor.

Part number: JC93-01153A

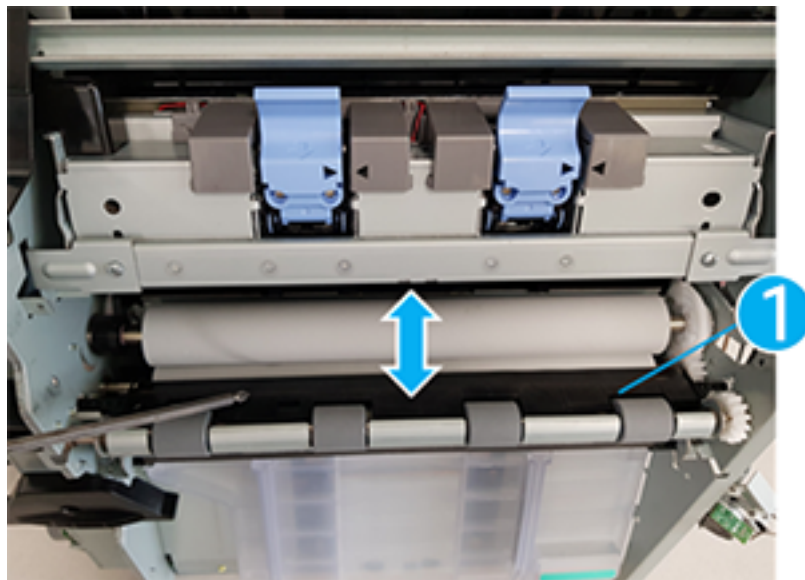
For instructions: Remove and replace: Booklet diverter motor See the Repair Service Manual for this product.

- If the error persists, check the booklet diverter home sensor (S40).





- a. Using code 113-3060 Booklet Diverter home Sensor, run the diagnostic test for the sensor.
- b. Move the booklet diverter (callout 1) from the home position to the other position to check the reading value change.



- c. Disconnect and reconnect both ends of the wire harness from the sensor to the finisher PCA.
- d. Replace the sensor if needed.

Part number: 0604-001415

For instructions: Remove and replace: Booklet Diverter home sensor See the Repair Service Manual for this product.

66.90.12

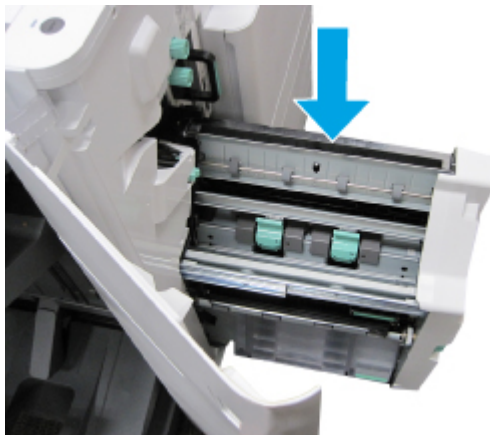
Booklet accumulator failure.

Recommended action for customers

1. Check the booklet maker for jams or obstructions.
 - a. Open the finisher front cover and the inner jams access cover, and then pull the booklet maker out.



- b. Check the top entrance to the booklet maker.



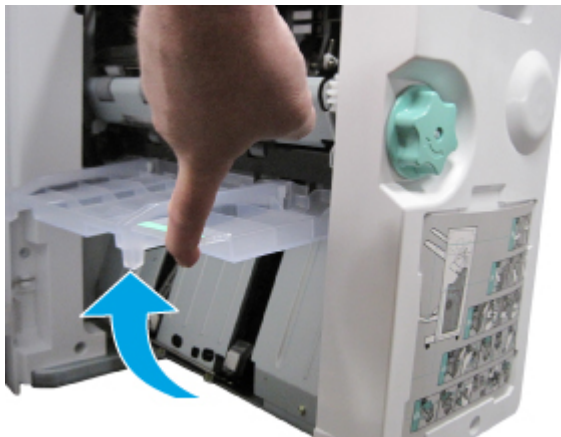
- c. Open the booklet entrance jam access door and check for paper or obstructions.



- d. Open the upper jam access door and clear any jams.



- e. Open the lower jam access door and remove any paper.



- f. Remove any jams or obstructions.
 - g. Close all finisher covers.
2. Turn the printer off, and then on.

3. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

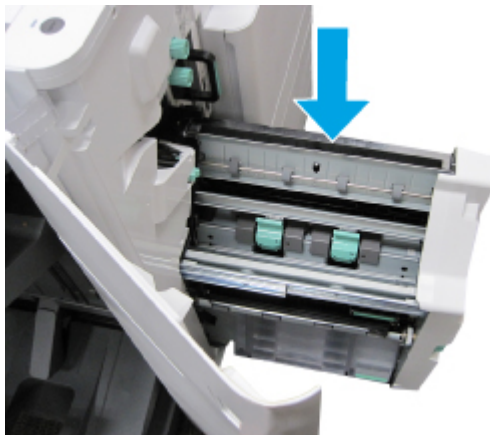
Recommended action for call-center agents and onsite technicians

 **NOTE:** For part-replacement procedures, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Open and then close the door of the finisher.
2. Check the finisher for any jammed paper or obstacles, and remove them.
 - a. Open the finisher front cover and the inner jams access cover, and then pull the booklet maker out.



- b. Check the top entrance to the booklet maker.



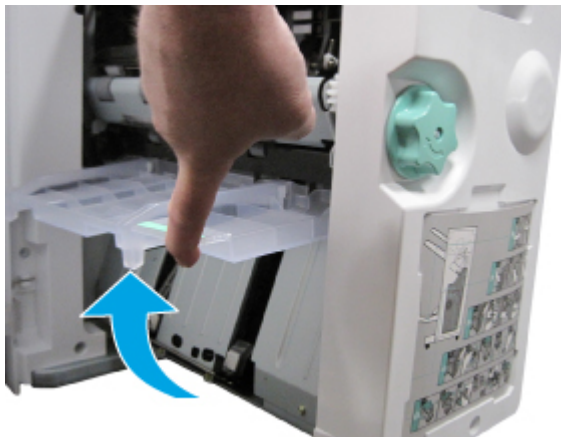
- c. Open the booklet entrance jam access door and check for paper or obstructions.



- d. Open the upper jam access door and clear any jams.

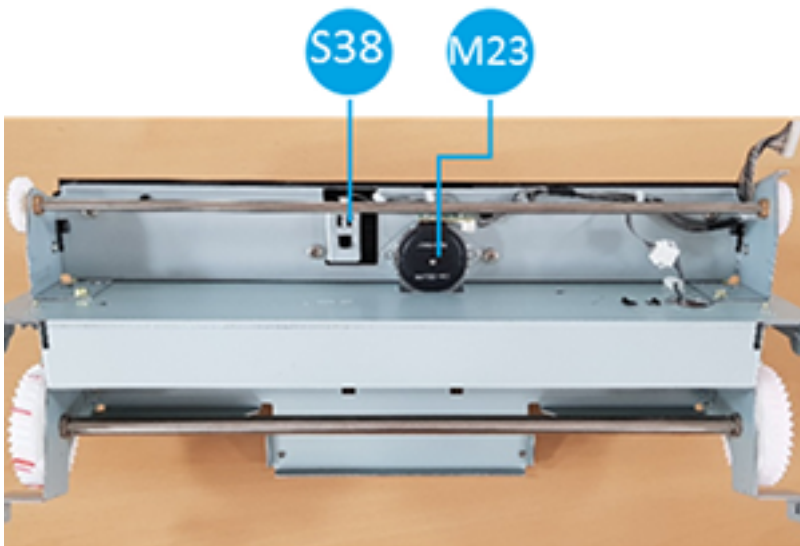
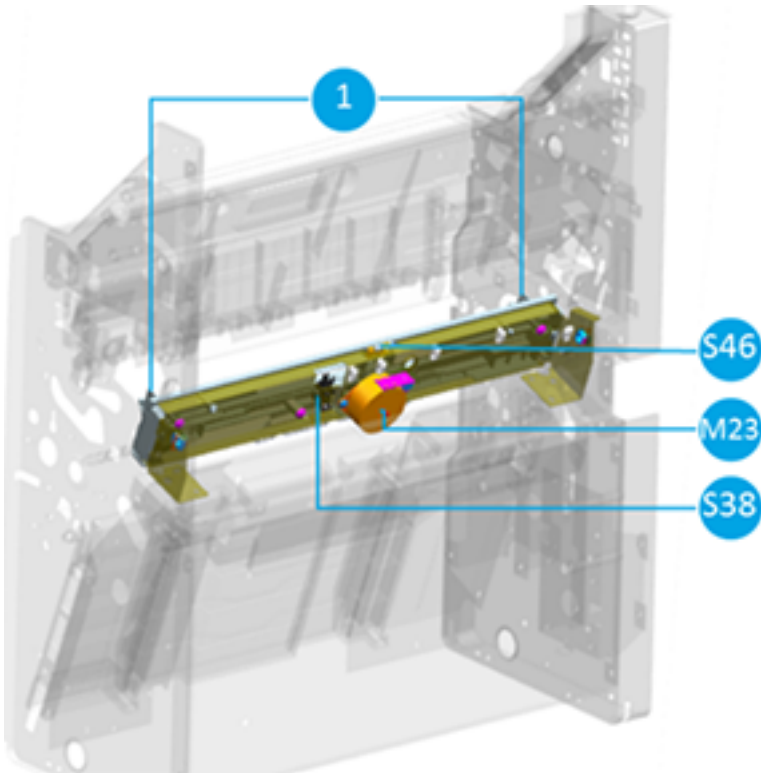


- e. Open the lower jam access door and remove any paper.



- f. Remove any jams or obstructions.
- g. Close all finisher covers.

3. If the error persists, check the booklet tamper motor(M23).



- a. Open the following menus:

- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

- Service Tools

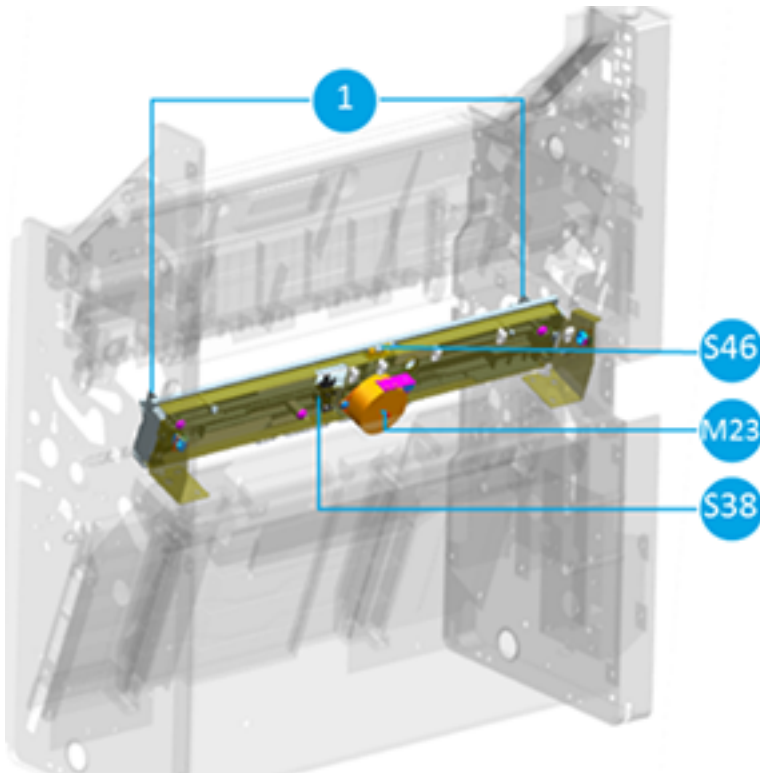
- Diagnostics
- Engine Diagnostics
- Engine Test Routines

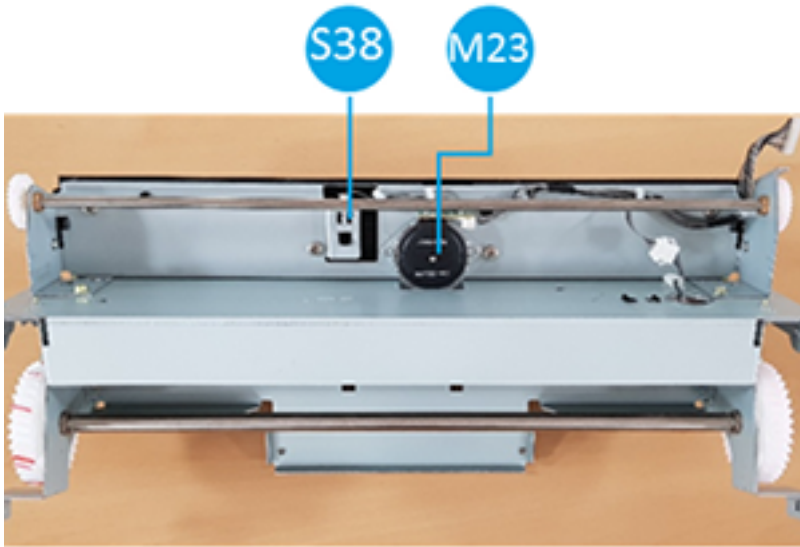
- Run test 113–3540, Booklet Tamper Motor.
- If the motor does not function correctly, disconnect and reconnect both ends of the wire harness from the motor to the finisher PCA.
- Retest the motor. If the motor still does not function replace the motor.

Part number: JC93-01155A

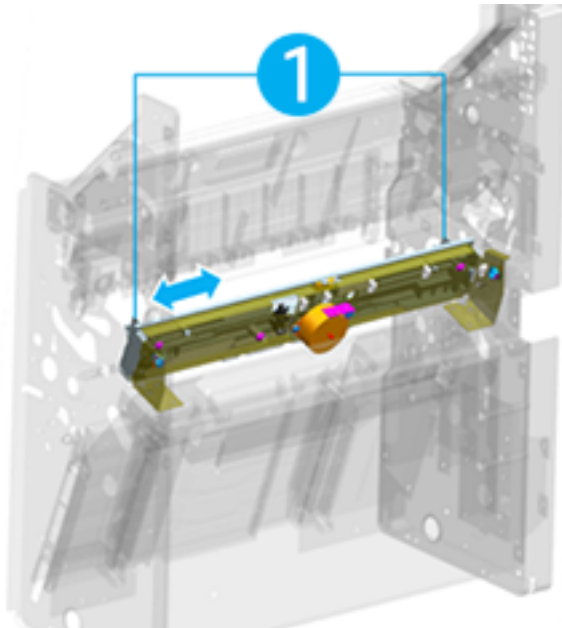
For instructions: Remove and replace: Booklet tamper motor See the Repair Service Manual for this product.

- If the error persists, check the booklet tamper home sensor (S38).





- a. Using code 113-3080 Booklet Tamper home Sensor, run the diagnostic test for the sensor:
- b. Move the booklet tamper (callout 1) from the home position to the other position to check the reading value change.



- c. Disconnect and reconnect both ends of the wire harness from the sensor to the finisher PCA.
- d. Replace the sensor if needed.

Part number: 0604-001393

For instructions: Remove and replace: Booklet tamper sensor See the Repair Service Manual for this product.

66.90.13

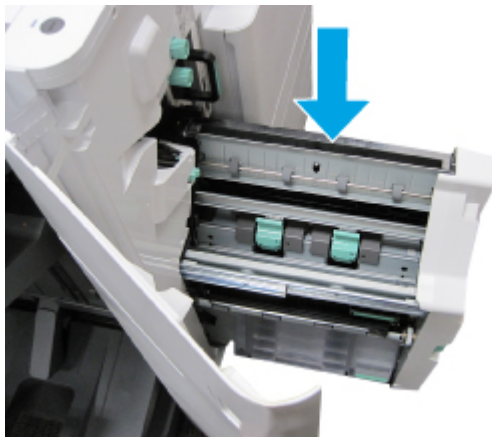
Booklet paddle failure.

Recommended action for customers

1. Check the booklet maker for jams or obstructions.
 - a. Open the finisher front cover and the inner jams access cover, and then pull the booklet maker out.



- b. Check the top entrance to the booklet maker.



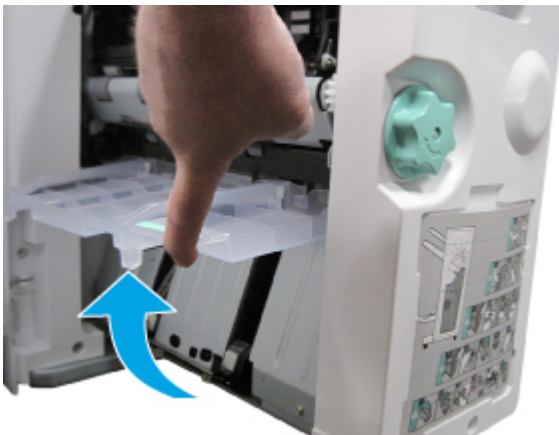
- c. Open the booklet entrance jam access door and check for paper or obstructions.



- d. Open the upper jam access door and clear any jams.



- e. Open the lower jam access door and remove any paper.



- f. Remove any jams or obstructions.
 - g. Close all finisher covers.
2. Turn the printer off, and then on.

3. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

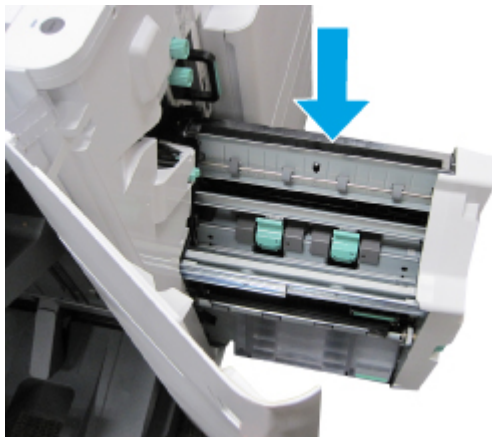
Recommended action for call-center agents and onsite technicians

 **NOTE:** For part-replacement procedures, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Open and then close the door of the finisher.
2. Check the finisher for any jammed paper or obstacles, and remove them.
3. Check the booklet maker for jams or obstructions.
 - a. Open the finisher front cover and the inner jams access cover, and then pull the booklet maker out.



- b. Check the top entrance to the booklet maker.



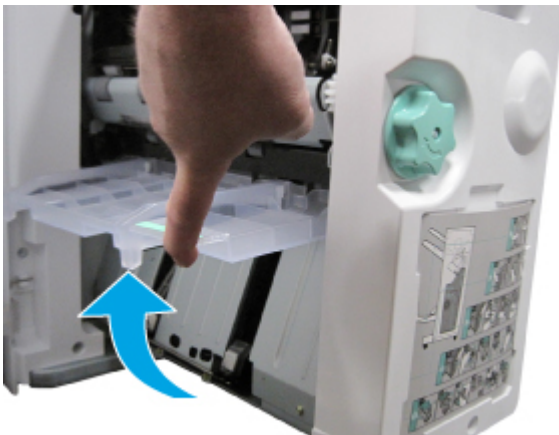
- c. Open the booklet entrance jam access door and check for paper or obstructions.



- d. Open the upper jam access door and clear any jams.

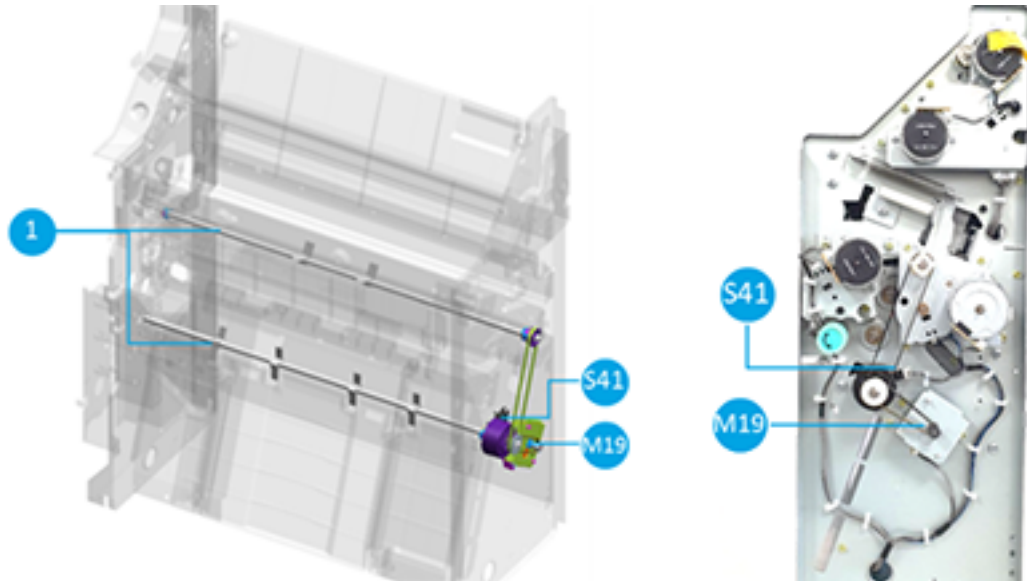


- e. Open the lower jam access door and remove any paper.



- f. Remove any jams or obstructions.
- g. Close all finisher covers.

4. If the error persists, check the paddle motor (M19).



- a. Open the following menus:

- Support Tools
- Service



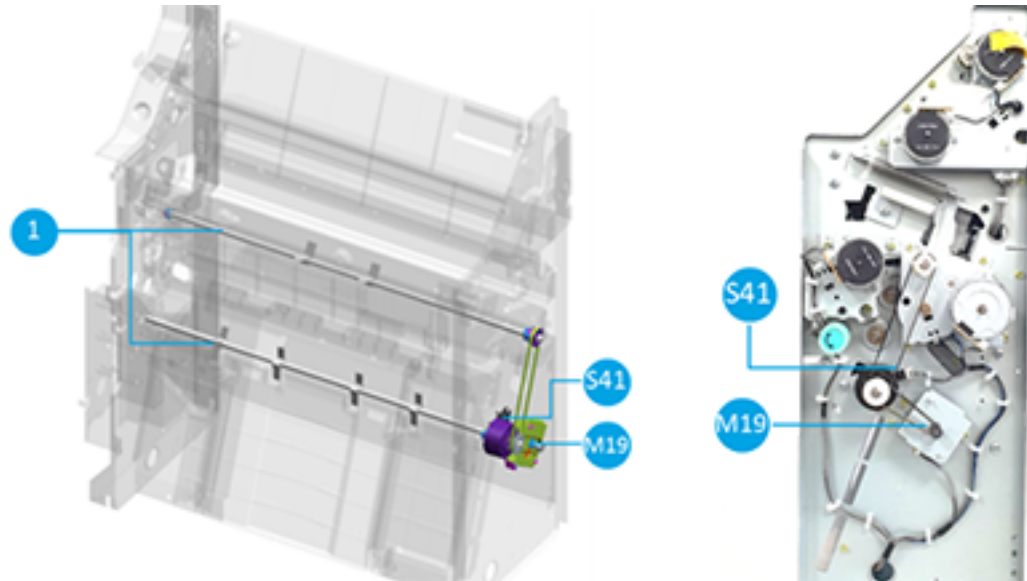
NOTE: The service PIN for this printer is: 04077817

- Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
- b. Run test 113–3580, Booklet Paddle Motor.
Check for the sound of the motor running.
- c. If the motor does not function correctly, disconnect and reconnect both ends of the wire harness from the motor to the finisher PCA.
- d. Retest the motor. If the motor still does not function replace the motor.

Part number: JC93-01001A

For instructions: Remove and replace: Booklet paddle motor See the Repair Service Manual for this product.

5. If the error persists, check the booklet Paddle home Sensor (S41).



- a. Using code 113-3090 Booklet Paddle home Sensor, run the diagnostic test for the sensor.
- b. Rotate the booklet paddle encoder to check the reading value change.

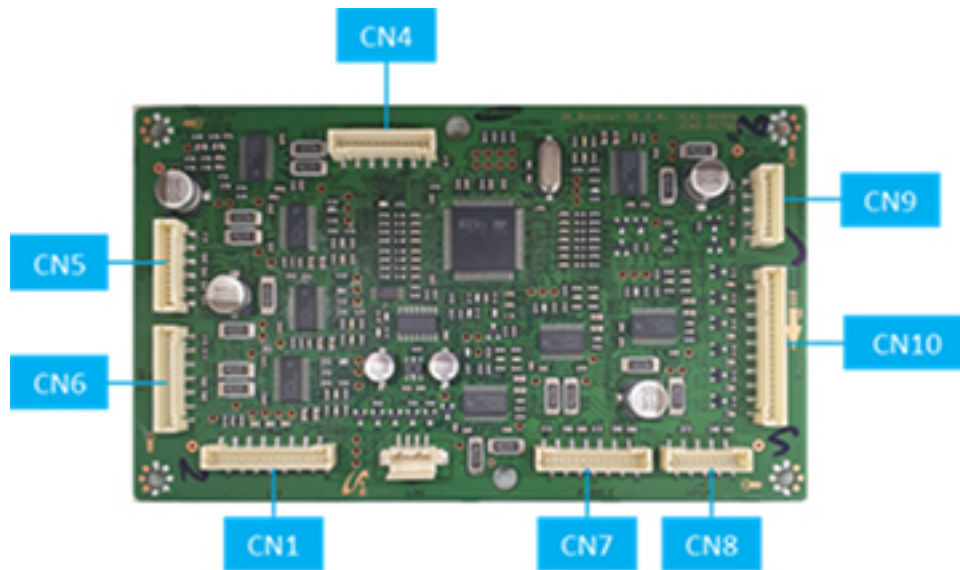


- c. Disconnect and reconnect both ends of the wire harness from the sensor to the finisher PCA.
- d. Replace the sensor if needed.

Part number: 0604-001393

For instructions: Remove and replace: Booklet paddle home sensor See the Repair Service Manual for this product.

6. If the error persists, power off, and disconnect and reconnect the wire harness CN7 of the booklet maker PCA. And then power on.



66.90.14

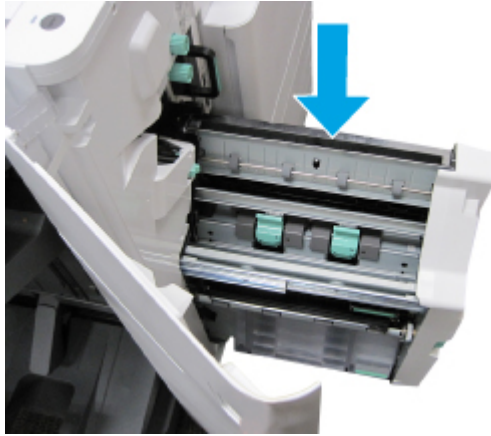
The booklet maker experienced a knife (blade) error.

Recommended action for customers

1. Open and then close the door of the finisher.
2. Check the finisher for any jammed paper or obstacles, and remove them.
 - a. Open the finisher front cover and the inner jams access cover, and then pull the booklet maker out.



- b. Check the top entrance to the booklet maker.



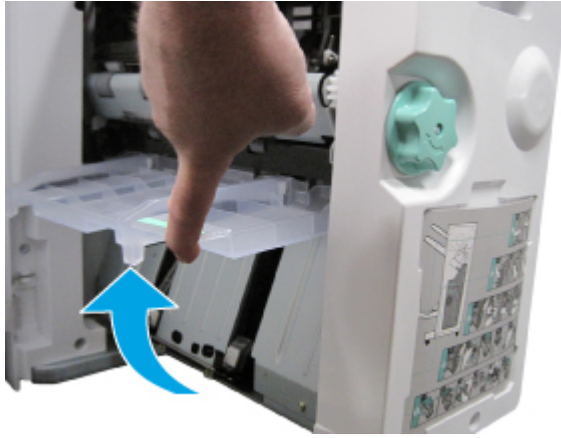
- c. Open the booklet entrance jam access door and check for paper or obstructions.



- d. Open the upper jam access door and clear any jams.



- e. Open the lower jam access door and remove any paper.



- f. Remove any jams or obstructions.
 - g. Close all finisher covers.
3. Turn the printer off, and then on.
 4. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

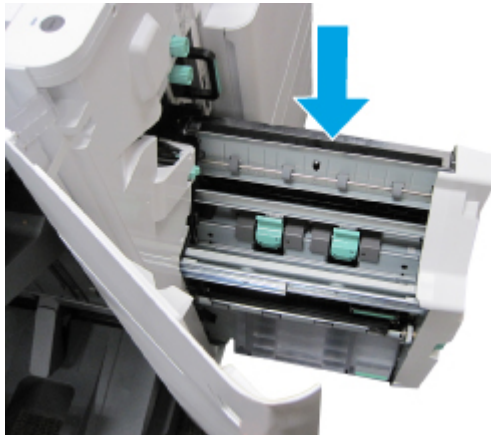
Recommended action for call-center agents and onsite technicians

 **NOTE:** For part-replacement procedures, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Open and then close the door of the finisher.
2. Check the finisher for any jammed paper or obstacles, and remove them.
 - a. Open the finisher front cover and the inner jams access cover, and then pull the booklet maker out.



- b. Check the top entrance to the booklet maker.



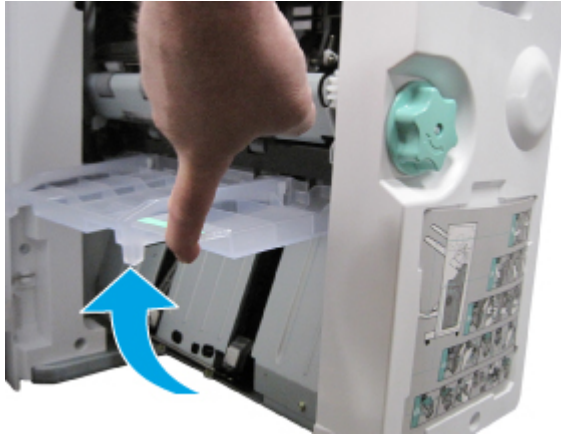
- c. Open the booklet entrance jam access door and check for paper or obstructions.



- d. Open the upper jam access door and clear any jams.



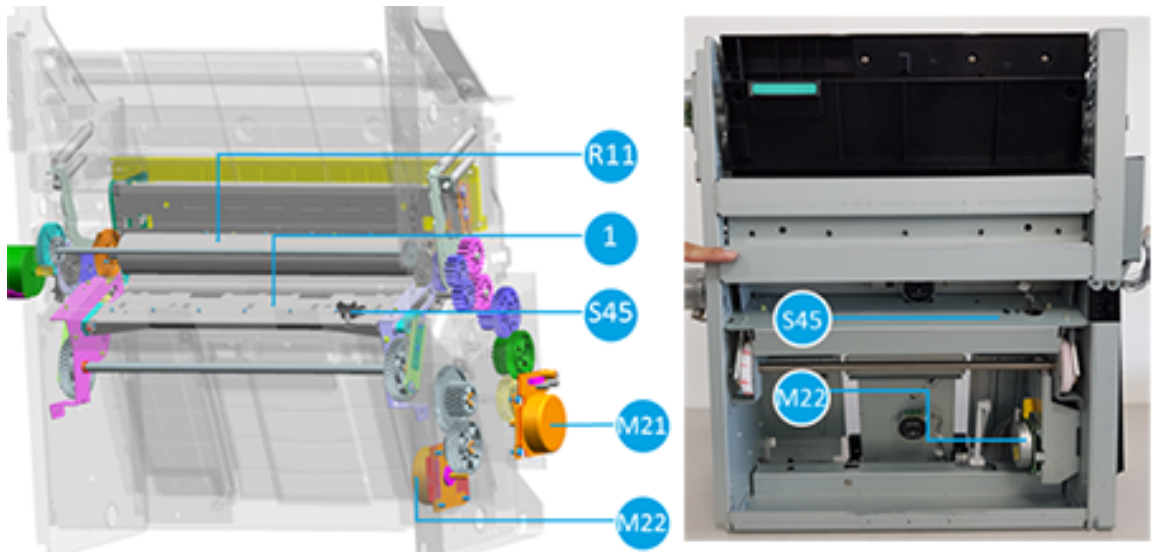
- e. Open the lower jam access door and remove any paper.



- f. Remove any jams or obstructions.

- g. Close all finisher covers.

3. If the error persists, check the booklet blade motor (M22).



- a. Open the following menus:

- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

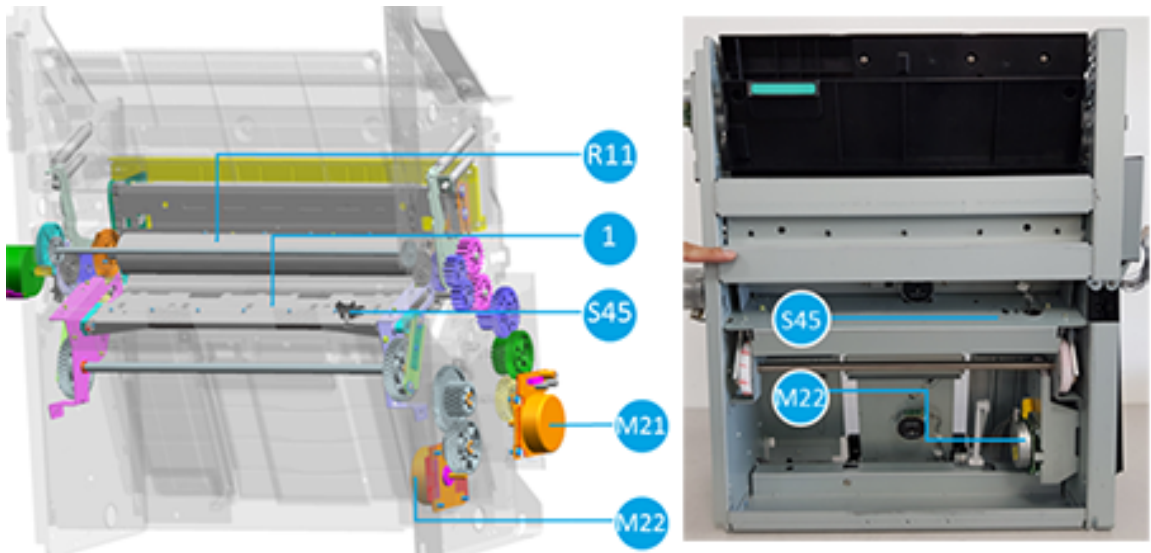
- Service Tools
- Diagnostics
- Engine Diagnostics
- Engine Test Routines

- b. Run test 113–3550, Booklet Knife Motor.
- c. If the motor does not function correctly, disconnect and reconnect both ends of the wire harness from the motor to the finisher PCA.
- d. Retest the motor. If the motor still does not function replace the motor.

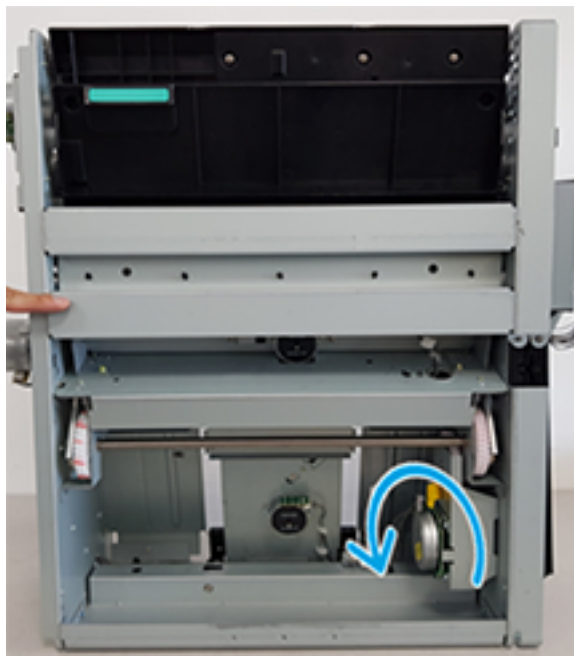
Part number: JC31-00144A

Remove and replace: Booklet Blade motor See the Repair Service Manual for this product.

4. If the error persists, check the booklet blade home sensor (S45).



- a. Using code 113–3040 Booklet Knife home Sensor, run the diagnostic test for the sensor.
- b. Rotate the booklet blade motor to check the reading value change.

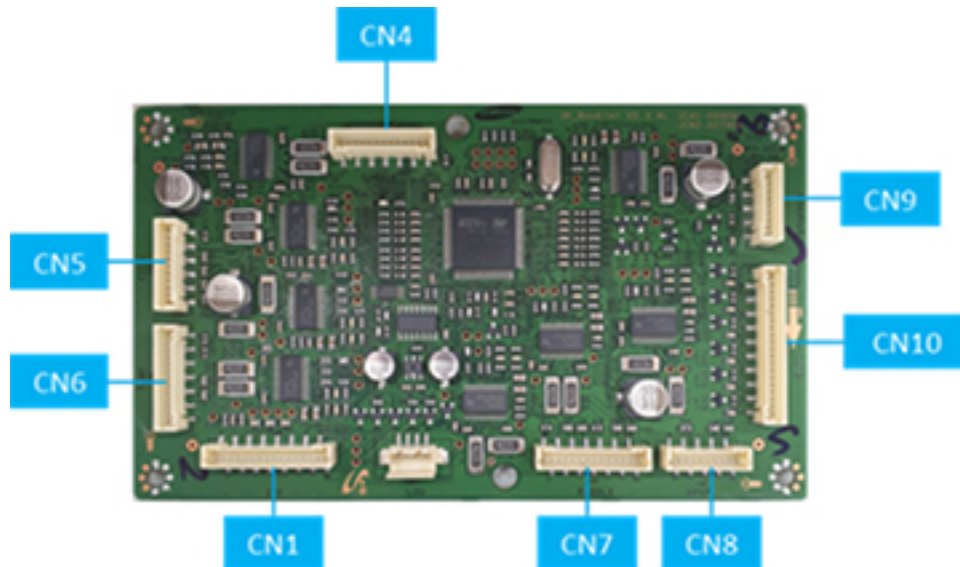


- c. Disconnect and reconnect both ends of the wire harness from the sensor to the finisher PCA.
- d. Replace the sensor if needed.

Part number: 0604-001393

Remove and replace: Booklet blade home sensor See the Repair Service Manual for this product.

- 5. If the error persists, power off, and disconnect and reconnect the wire harness CN10 of the booklet maker PCA. And then power on.



66.90.15

The booklet maker experienced a press failure.

Recommended action for customers

- 1. Open and then close the door of the finisher.
- 2. Check the finisher for any jammed paper or obstacles, and remove them.
- 3. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians



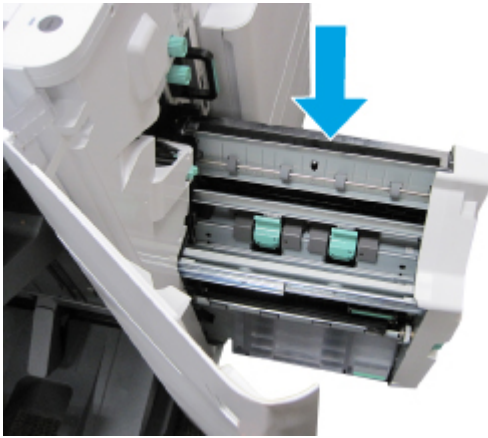
NOTE: For part-replacement procedures, or for missing part numbers, escalate the issue using the Standard Support Process.

- 1. Open and then close the door of the finisher.
- 2. Check the finisher for any jammed paper or obstacles, and remove them.

- a. Open the finisher front cover and the inner jams access cover, and then pull the booklet maker out.



- b. Check the top entrance to the booklet maker.



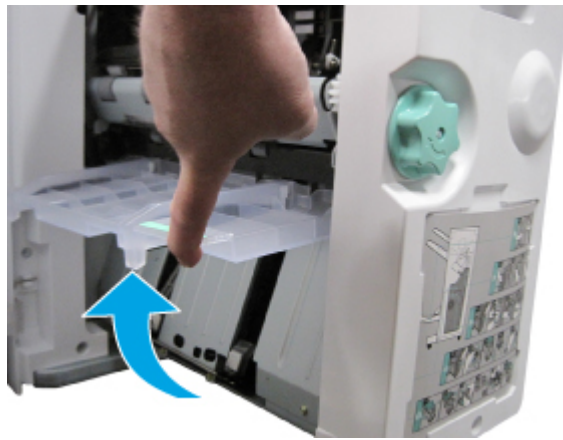
- c. Open the booklet entrance jam access door and check for paper or obstructions.



- d. Open the upper jam access door and clear any jams.

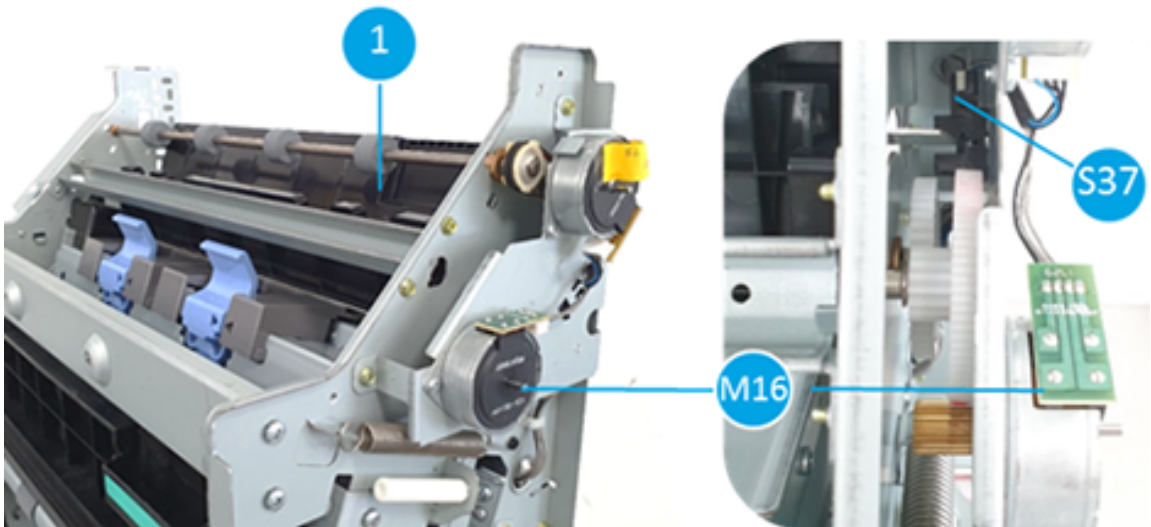
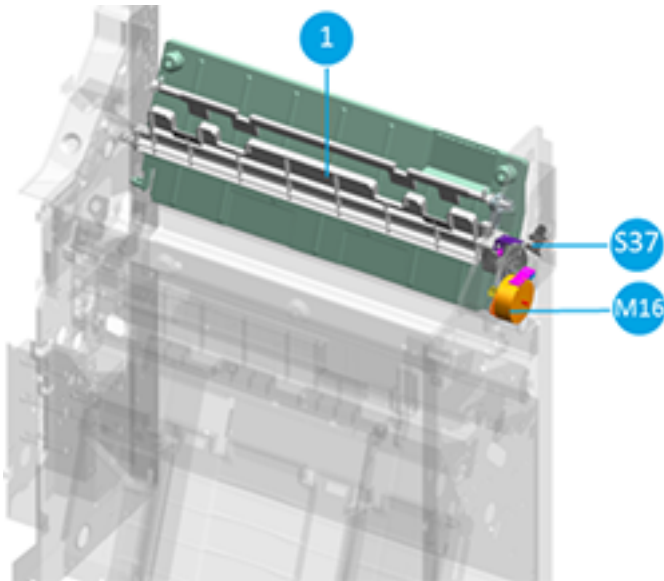


- e. Open the lower jam access door and remove any paper.



- f. Remove any jams or obstructions.
- g. Close all finisher covers.

3. If the error persists, check the press motor (M16).



- a. Open the following menus:

- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

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

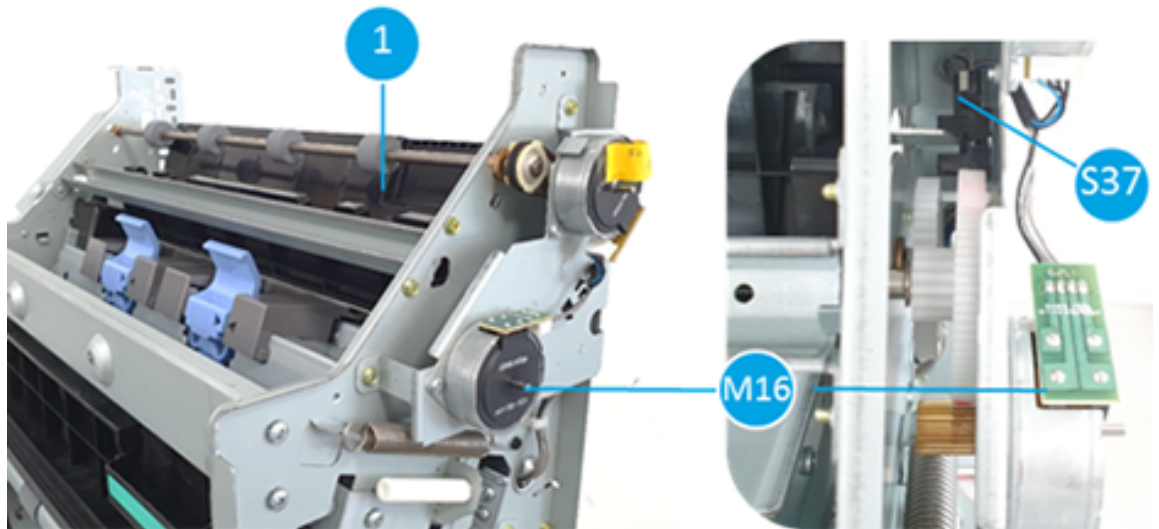
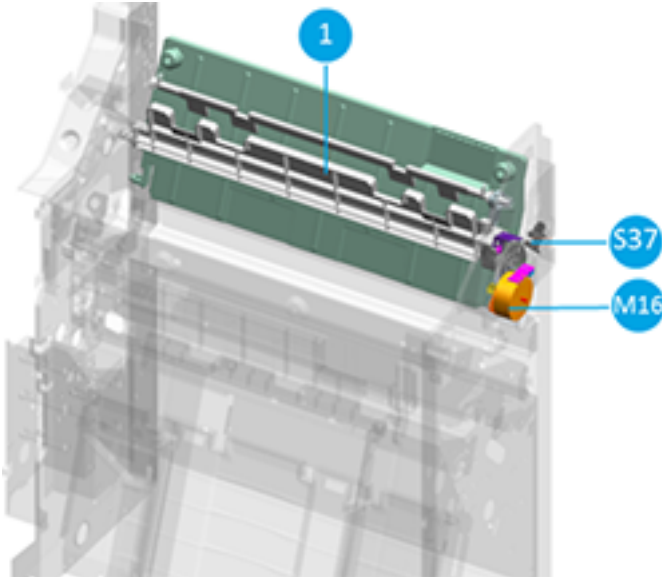
- b. Run test 113–3570, Booklet Press Motor.

- c. If the motor does not function correctly, disconnect and reconnect both ends of the wire harness from the motor to the finisher PCA.
- d. Retest the motor. If the motor still does not function replace the motor.

Part number: JC93-01155A

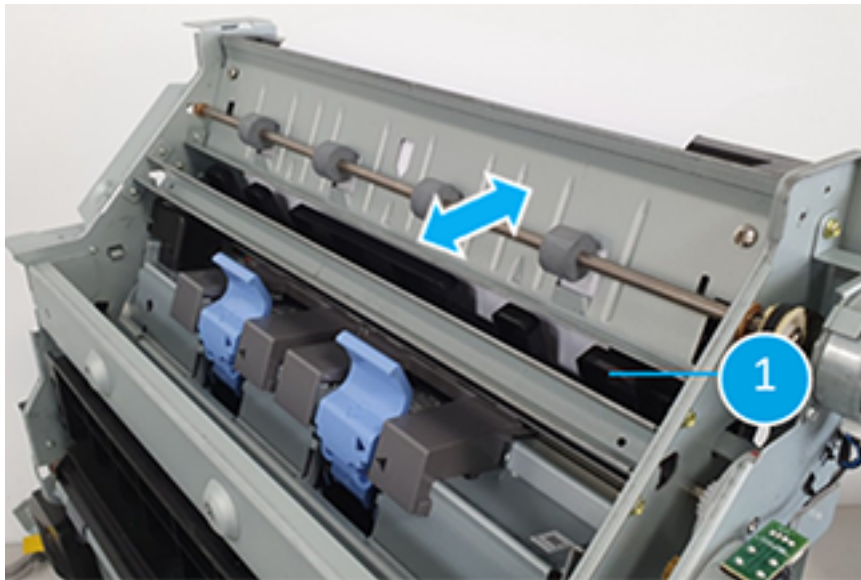
Remove and replace: Booklet presser motor See the Repair Service Manual for this product.

- 4. If the error persists, check the booklet presser home sensor (S37).



- a. Using code 113-3130 Booklet Press home Sensor, run the diagnostic test for the sensor.

- b. Move the booklet presser (callout 1) from the home position to the other position to check the reading value change.



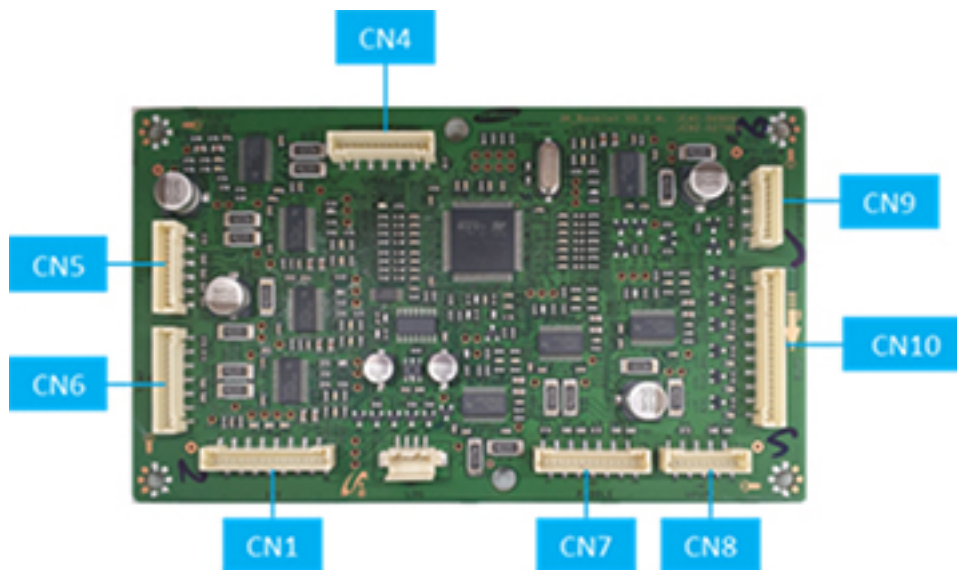
Callout 1 - Booklet presser

- c. If the test fails, disconnect and reconnect both ends of the wire harness from the motor to the booklet maker PCA
- d. Retest the motor. If the test fails, replace the sensor.

Part number: 0604-001393

Remove and replace: Booklet presser home sensor See the Repair Service Manual for this product.

- 5. If the error persists, power off, and disconnect and reconnect the wire harness CN5 of the booklet maker PCA. And then power on.



66.90.16

Booklet maker stapler failure.

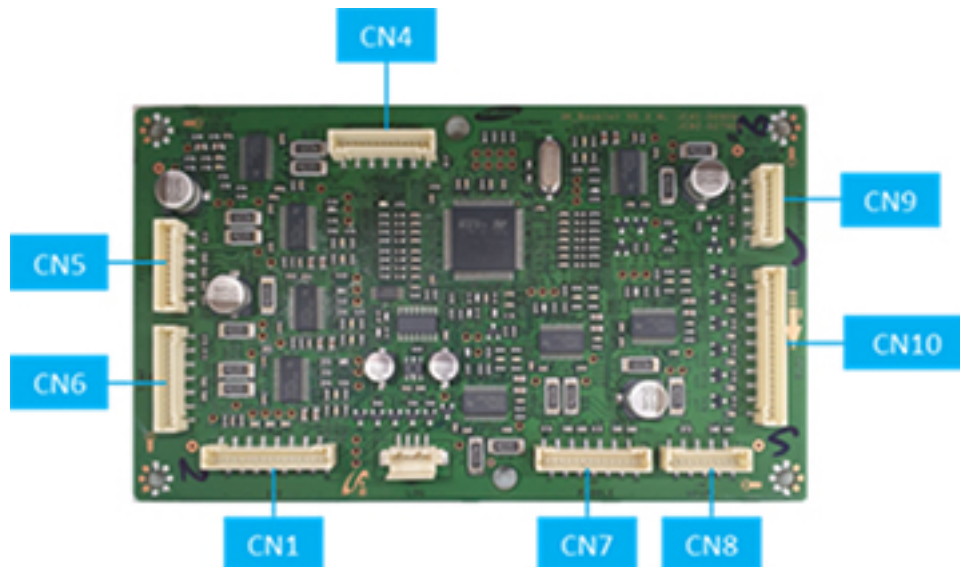
Recommended action for customers

1. Open and then close the door of the finisher.
2. Check the finisher for any jammed paper or obstacles, and remove them.
3. If the error persists, please contact customer support.

Recommended action for call-center agents and onsite technicians

 **NOTE:** The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Open and then close the door of the finisher.
2. Check the finisher for any jammed paper or obstacles, and remove them.
3. Remove both of the staple cartridge units and make sure there are no damaged staples. Lift the metal bar in the leading edge of the staple units and check for properly formed staples.
4. If the error persists, power off, and disconnect and reconnect the wire harness CN4 of the booklet maker PCA. And then power on.



5. If the error persists, replace the booklet stapler unit or booklet maker as needed.

Booklet stapler unit part number: JC82-00725A

Booklet maker part number: JC82-00905A

For instructions: Remove and replace: Booklet stapler unit See the Repair Service Manual for this product.

66.90.21

The buffer unit has experienced an error.

Recommended action for customers:

1. Open and then close the door of the finisher.
2. Check the finisher for any jammed paper or obstacles, and remove them.
3. If the error persists, please contact customer support.

Recommended action for call-center agents



NOTE: The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Open and then close the door of the finisher.
2. Check the finisher for any jammed paper or obstacles, and remove them.
3. Upgrade the finisher and engine to the latest version of firmware.



NOTE: Finisher firmware version V04.22 or greater.

Engine firmware datecode 4.3.0.2 or greater.

4. If the firmware is not current, dispatch a technician to upgrade the firmware.
5. If the firmware is up to date, dispatch a technician to troubleshoot the following parts.
 - Booklet buffer home sensor.
Part number: 0604-001393

Recommended action for onsite technicians

1. Open and then close the door of the finisher.
2. Check the finisher for any jammed paper or obstacles, and remove them.
3. Ensure the finisher and engine are running the latest version of firmware.



NOTE: Finisher firmware version V04.22 or greater.

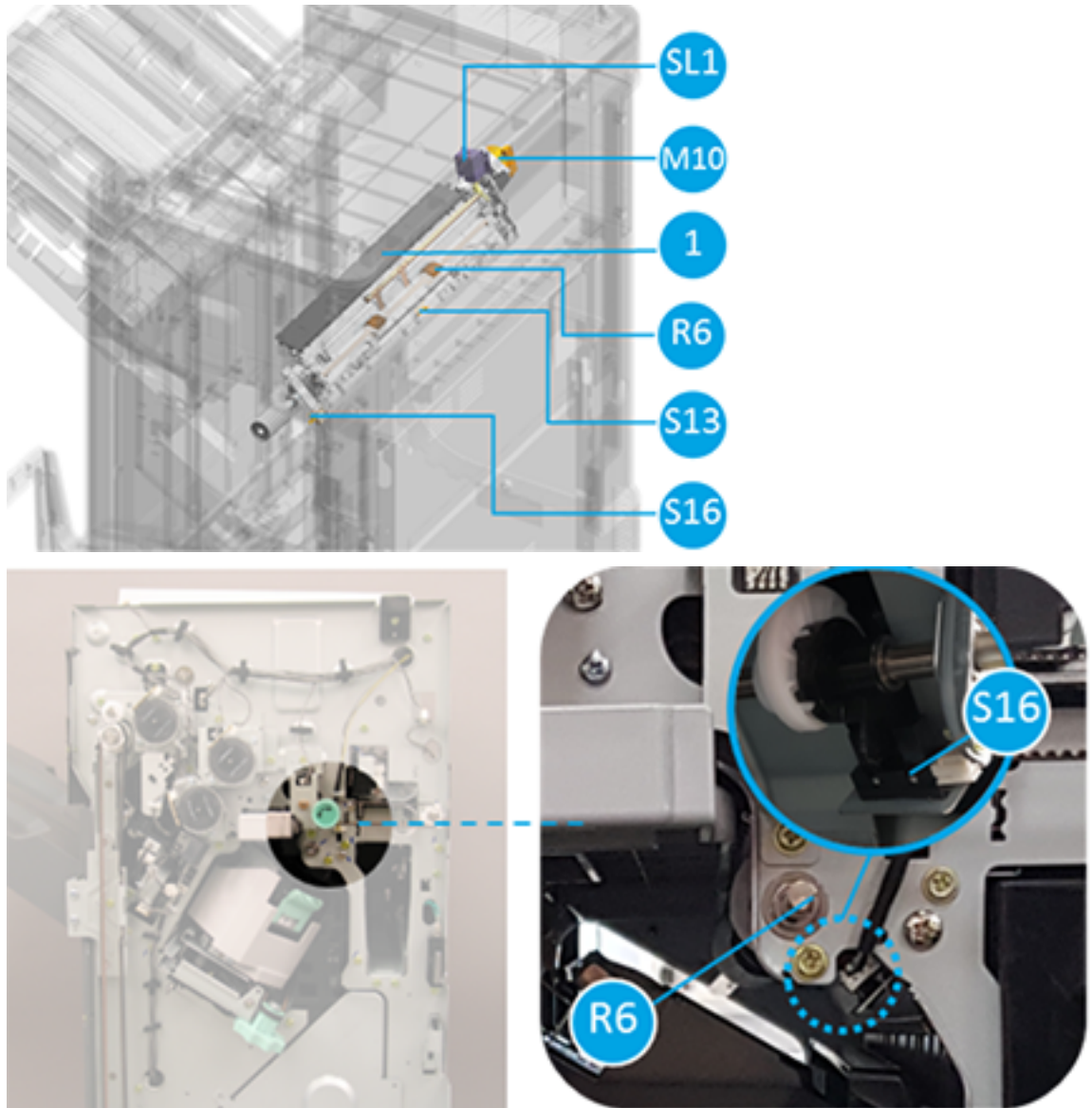
Engine firmware 4.3.0.2 or greater.

4. If the firmware is not current, upgrade the firmware.
 - a. Obtain the latest firmware bundle from HP.com
 - b. Ensure that the finisher is correctly connected to the printer before downloading FW bundle.



NOTE: The finisher must be connected to the print engine when performing the upgrade.

5. If the error persists, check the buffer home sensor (S16).



- a. Open the following menus:

- Support Tools
- Service

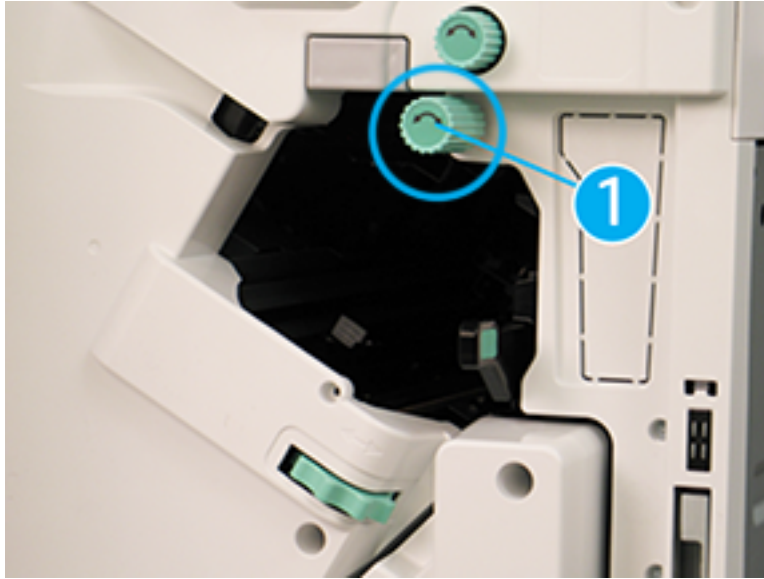


NOTE: The service PIN for this printer is: 04077817

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

- b. Run test 113-2210 2BinFinisher BM exit cam home sensor.

- c. Rotate the buffer roller (callout 1) to check for the reading value to change.



- d. If the sensor does not function correctly, disconnect and reconnect both ends of the wire harness from the sensor to the finisher PCA.
- e. retest the sensor. if the sensor continues to fail, replace the sensor.

Part number: 0604-001393

66.90.22 and 66.90.23

The buffer unit has experienced an error.

Recommended action for customers

1. Open and then close the door of the finisher.
2. Check the finisher for any jammed paper or obstacles, and remove them.
3. If the error persists, please contact customer support.

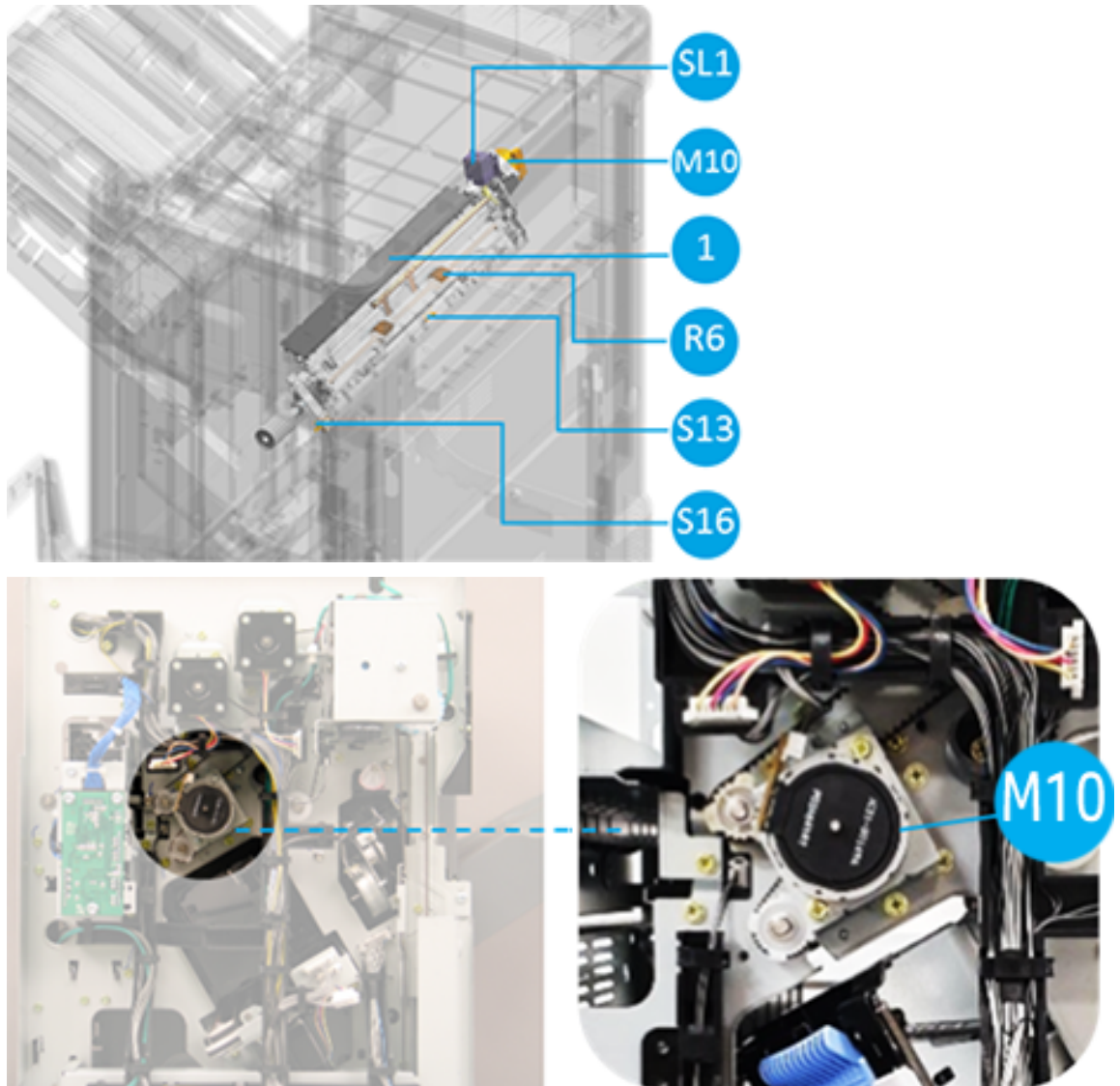
Recommended action for call-center agents and onsite technicians



NOTE: The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Open and then close the door of the finisher.
2. Check the finisher for any jammed paper or obstacles, and remove them.

3. If the error persists, check the booklet buffer motor (M10).



- a. Open the following menus:

- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

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

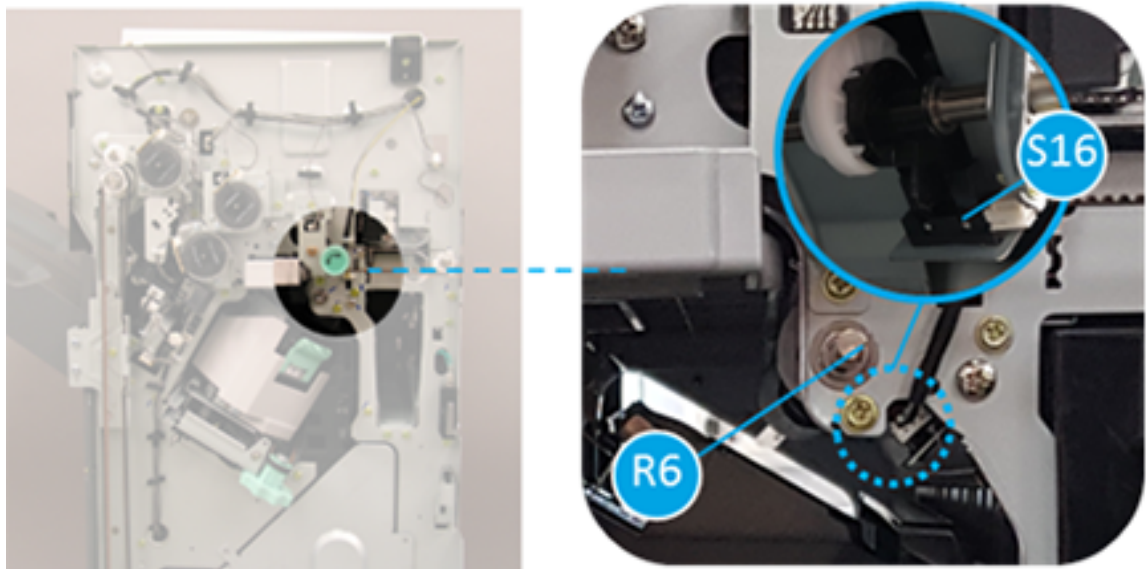
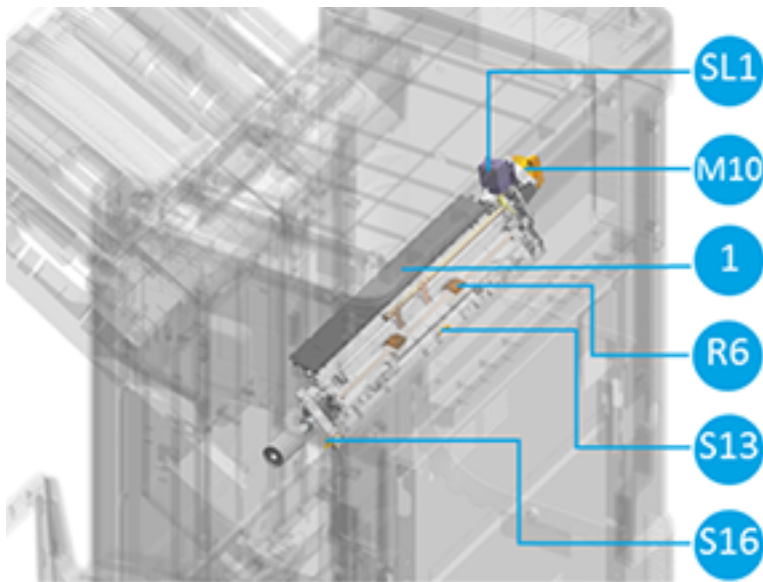
- b. Run test 113–2660, 2BinFinisher BM exit cam Motor.

- c. If the motor does not function correctly, disconnect and reconnect both ends of the wire harness from the motor to the finisher PCA.
- d. Retest the motor. If the motor still does not function replace the motor.

Part number: JC93-01152A

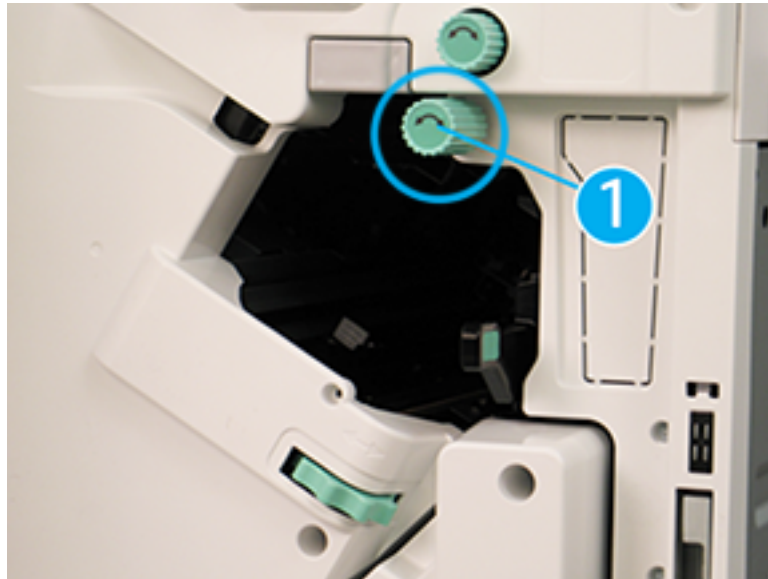
For instructions: Remove and replace: Booklet buffer motorSee the Repair Service Manual for this product.

- 4. If the error persists, check the buffer home sensor (S16).



- a. Using code 113-2210 2BinFinisher BM exit cam home sensor , run the diagnostic test for the sensor.

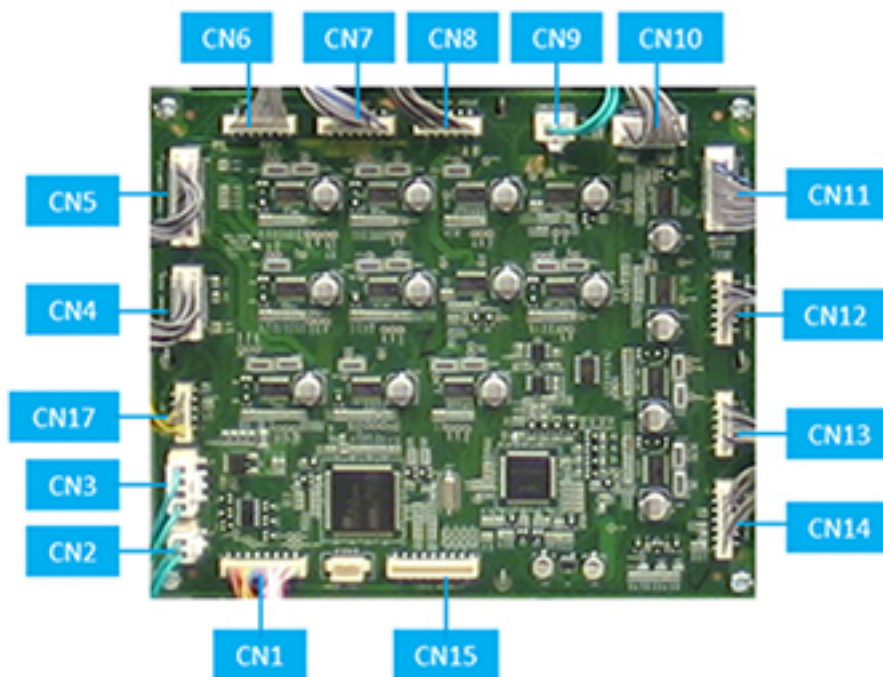
- b. Rotate the buffer roller (callout 1) to check for the reading value to change.



- c. Disconnect and reconnect both ends of the wire harness from the sensor to the finisher PCA.
- d. If the test fails, replace the sensor.

Sensor part number: 0604-001393

- 5. If the error persists, power off, and disconnect and reconnect the wire harness CN17 of the finisher PCA. And then power on.



66.90.43

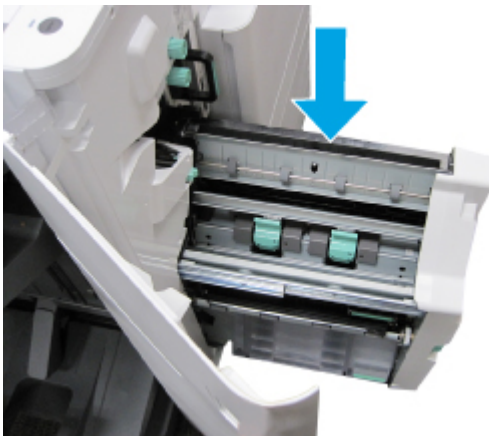
The finisher experienced a booklet c-fold blade error or a booklet end fence error.

Recommended action for customers

1. Open and then close the door of the finisher.
2. Check the finisher for any jammed paper or obstacles, and remove them.
 - a. Open the finisher front cover and the inner jams access cover, and then pull the booklet maker out.



- b. Check the top entrance to the booklet maker.



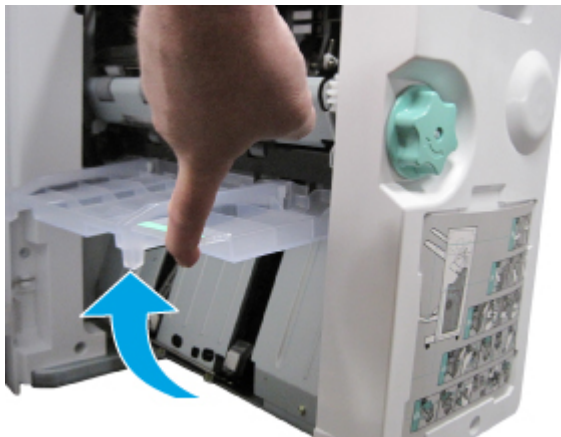
- c. Open the booklet entrance jam access door and check for paper or obstructions.



- d. Open the upper jam access door and clear any jams.



- e. Open the lower jam access door and remove any paper.



- f. Remove any jams or obstructions.
 - g. Close all finisher covers.
3. Turn the printer off, and then on.

4. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

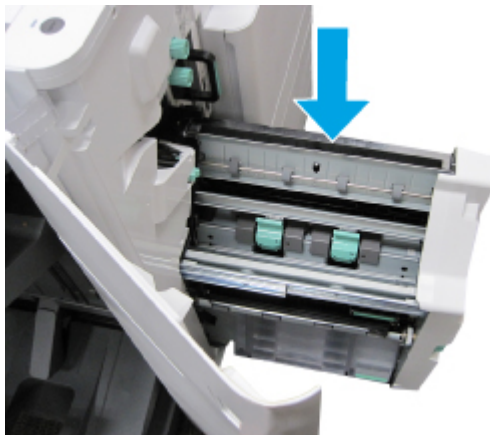
Recommended action for call-center agents and onsite technicians

 **NOTE:** The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Open and then close the door of the finisher.
2. Check the finisher for any jammed paper or obstacles, and remove them.
3. Check the booklet maker for jams or obstructions.
 - a. Open the finisher front cover and the inner jams access cover, and then pull the booklet maker out.



- b. Check the top entrance to the booklet maker.



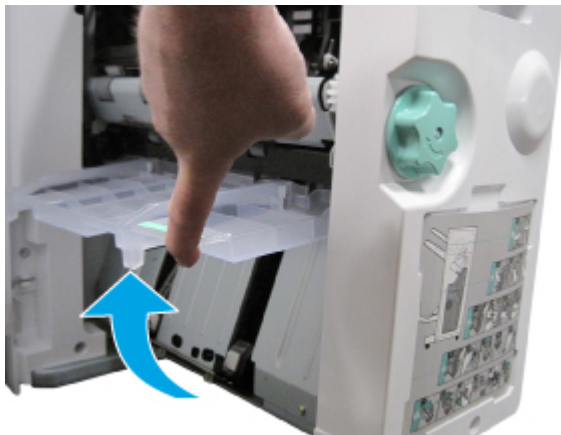
- c. Open the booklet entrance jam access door and check for paper or obstructions.



- d. Open the upper jam access door and clear any jams.

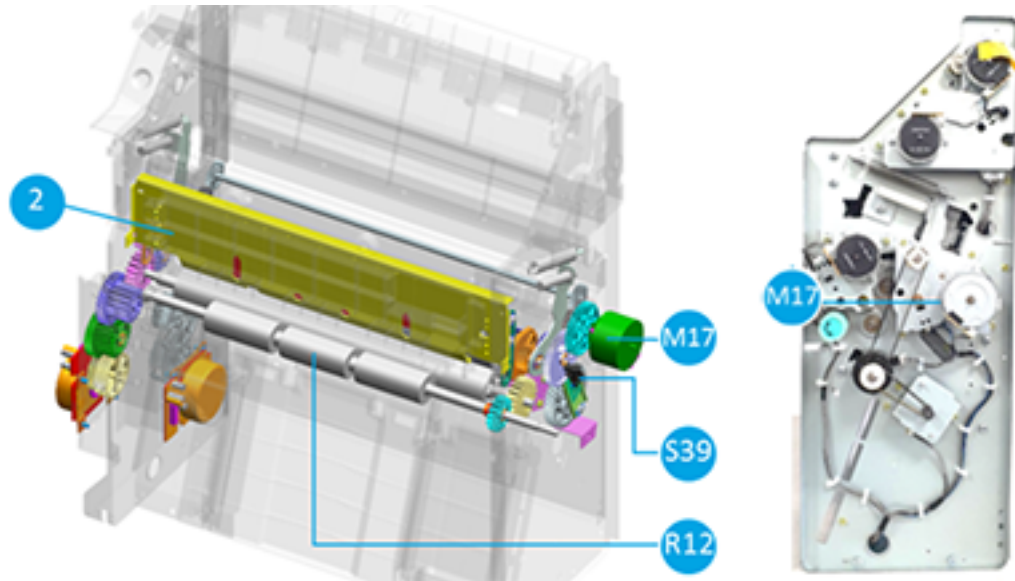


- e. Open the lower jam access door and remove any paper.



- f. Remove any jams or obstructions.
 - g. Close all finisher covers.
4. Turn the printer off, and then on.

5. If the error persists, check the booklet c-fold blade motor (M17).



- a. Open the following menus:

- Support Tools
- Service



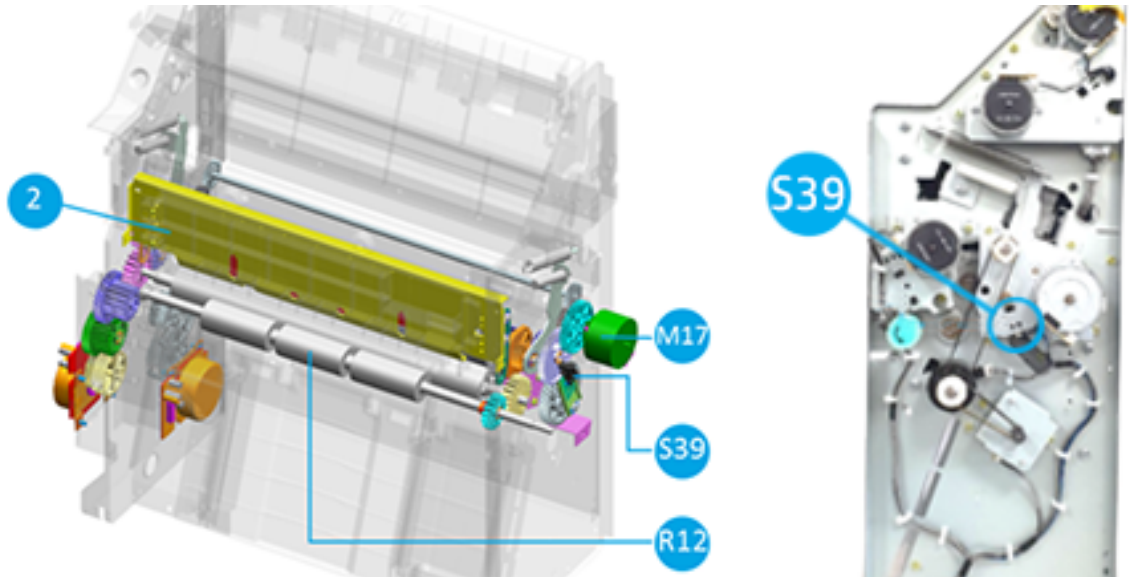
NOTE: The service PIN for this printer is: 04077817

- Service Tools
 - Diagnostics
 - Engine Diagnostics
 - Engine Test Routines
- b. Run test 113–3590, Booklet Guide Motor.
Check for the sound of the motor running.
- c. If the motor does not function correctly, disconnect and reconnect both ends of the wire harness from the motor to the finisher PCA.
- d. Retest the motor. If the motor still does not function replace the motor.

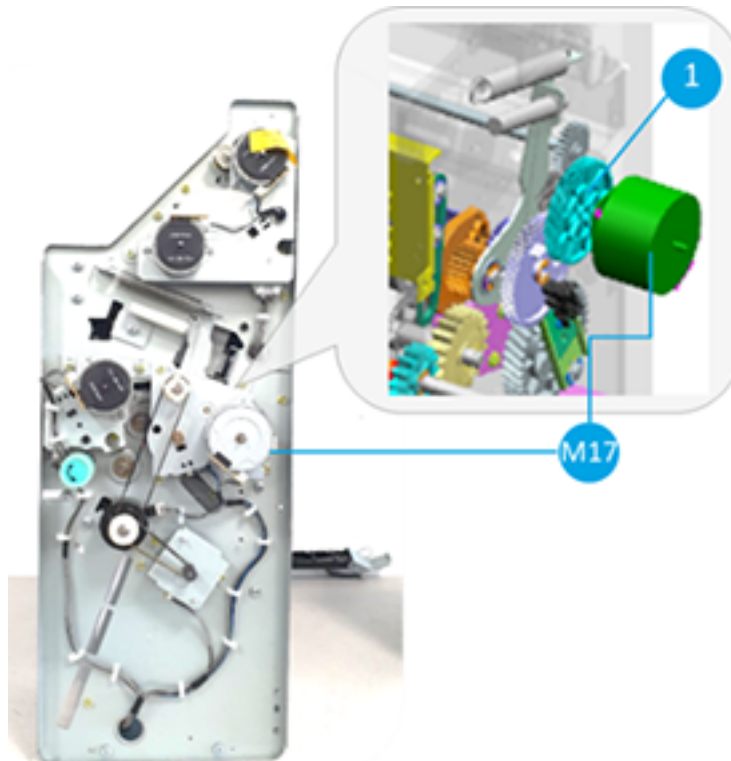
Part number: JC93-01154A

For instructions: Remove and replace: Booklet c-fold motor See the Repair Service Manual for this product.

6. If the error persists, check the booklet c-fold blade home sensor (S39).



- Using code 113-3050 Booklet Guide home Sensor, run the diagnostic test for the sensor.
- Move the c-fold blade using the gear (callout 1) from the home position to the other position to check for the reading value to change.



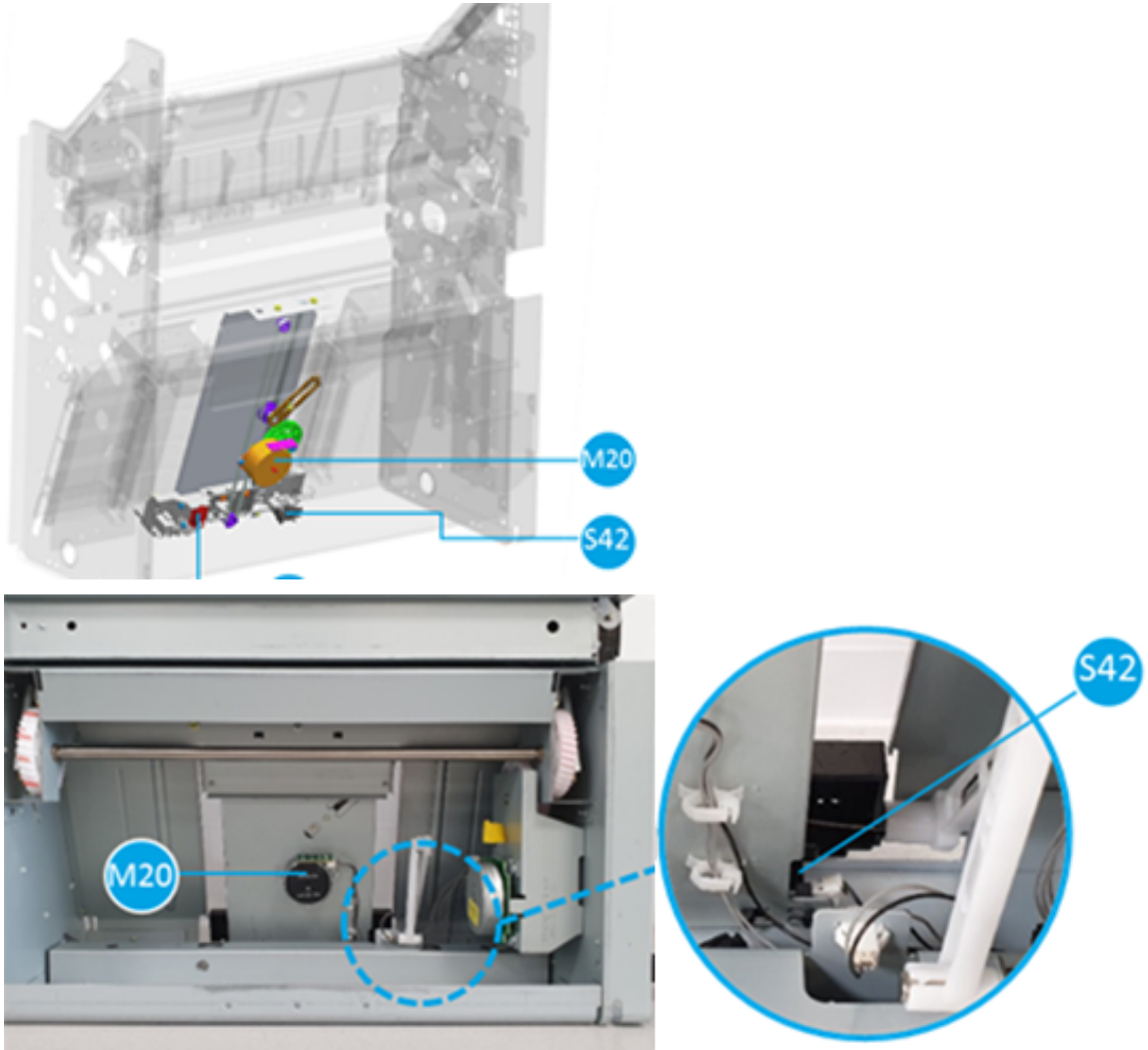
- Disconnect and reconnect both ends of the wire harness from the sensor to the booklet maker PCA.

- d. Replace the sensor as needed.

Part number: 0604-001393

For instructions: Remove and replace: Booklet c-fold blade home sensor (S39) See the Repair Service Manual for this product.

- 7. If the error persists, check the booklet end fence motor (M20).

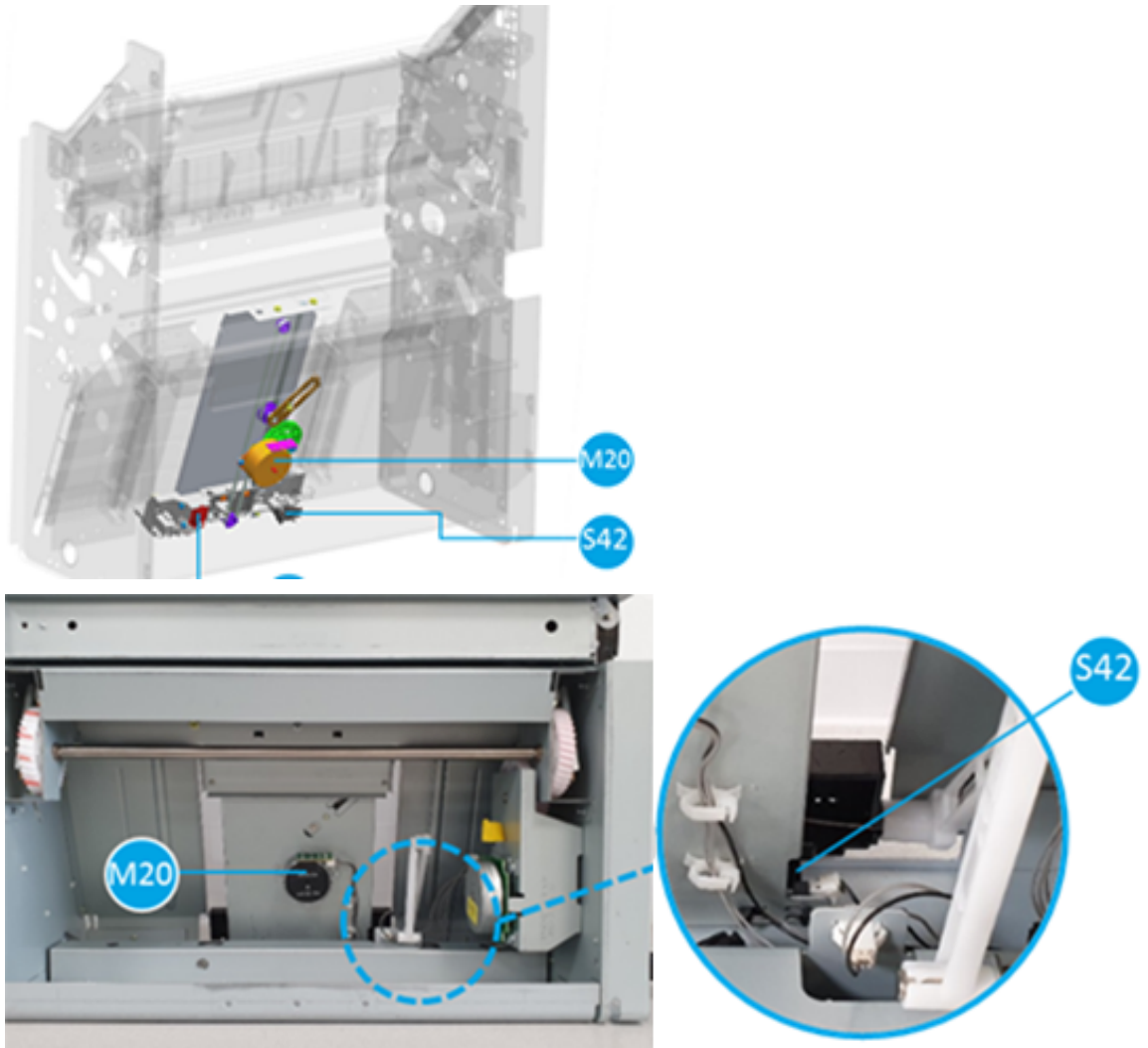


- a. Using code 113-3530 Booklet Stopper Motor, run the diagnostic test for the motor.
Check for the sound of the motor running.
- b. If the test fails, disconnect and reconnect both ends of the wire harness from the motor to the booklet maker PCA.
- c. Retest the motor. If the test fails, replace the motor.

Part number: JC93-01155A

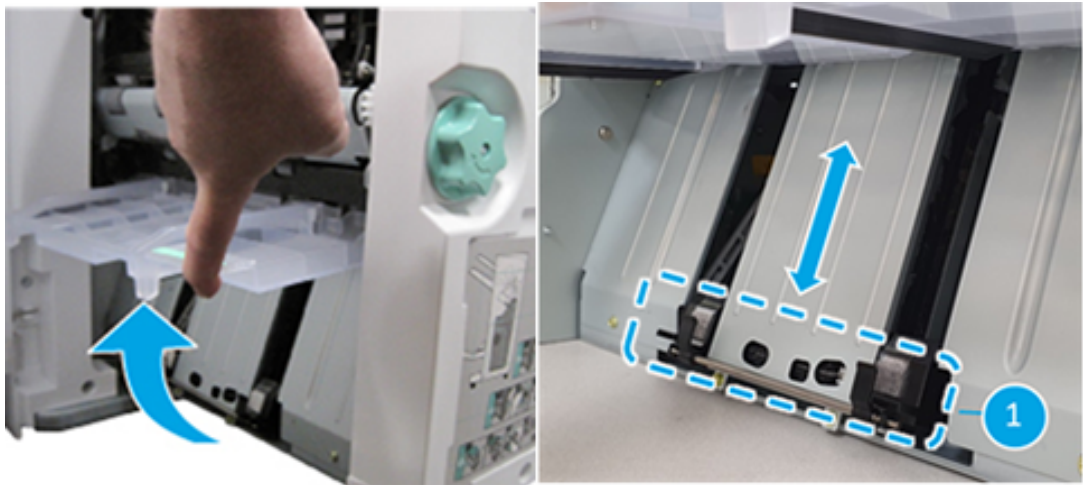
For instructions: Removal and replacement: Booklet end fence motor See the Repair Service Manual for this product.

8. If the error persists, check the booklet end fence home sensor (S42).



- a. Using code 113-3000 Booklet Stopper home Sensor, run the diagnostic test for the sensor.

- b. Move the booklet end fence (callout 1) from the home position to another position to check for a reading value change.

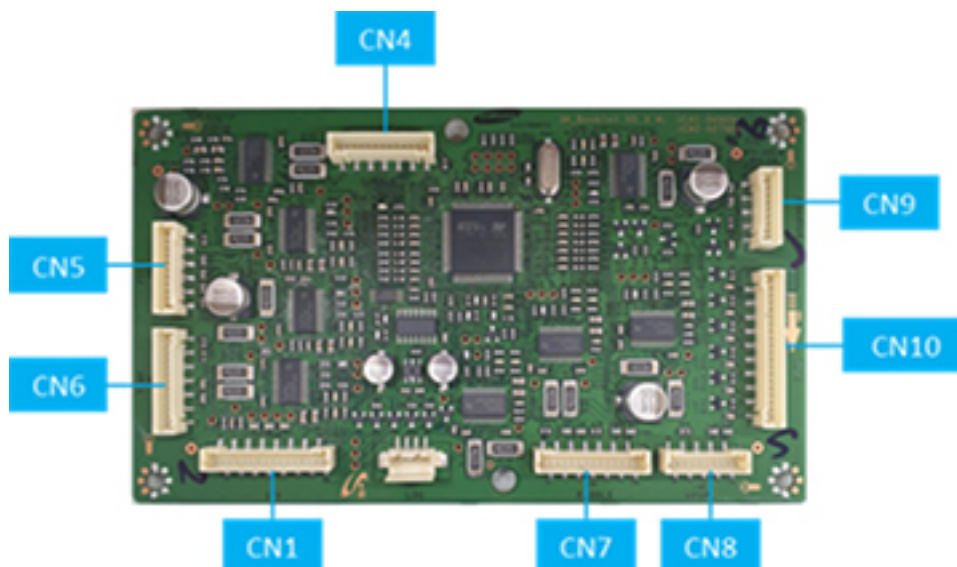


- c. If the test fails, disconnect and reconnect both ends of the wire harness from the motor to the booklet maker PCA.
- d. Replace the sensor as needed.

Part number: 0604-001393

For instructions: Removal and replacement: Booklet end fence home sensor See the Repair Service Manual for this product.

- 9. If the error persists, power off, and disconnect and reconnect the wire harness CN9 of the booklet maker PCA. And then power on.



67.WX.YZ error messages

67.* error messages

Errors in the 67.* family indicate a problem with the connection between the printer and an external input tray. The printer and the tray are not communicating.

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action

Use the following general troubleshooting steps to try to resolve the problem. If the error persists, elevate the case using the Standard Support Process.

1. Check the connections between the PCA in the input device and the PCA in the printer.
2. Replace damaged connectors, if possible.
3. If the connector is damaged on the PCA, replace the appropriate PCA.

67.0E.01

Optional exit unit is not installed.

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians



NOTE: The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

1. Check whether 2nd exit unit is installed.
2. Check the exit sensor on the 2nd exit unit.

- a. Open the following menus:

- Support Tools
- Service



NOTE: The service PIN for this printer is: 04077817

- Service Tools
- Diagnostics

- Engine Diagnostics
 - Engine Test Routines
- b. Run test 102–0371, Exit2 Sensor.
 - c. If the test fails, disconnect and reconnect the wire harness connection on 2nd exit unit and connector 1 on the main board PCA.
 - d. If the wire harness is OK, check to ensure that the sensor arm move freely. If it does not, replace the sensor actuator parts.

Actuator bin full output part number: JC66-04339A

Actuator lever output full part number: JC66-042278A

Actuator lever part number: JC66-042218A

3. If the error persists, replace the main board PCA.

Part number: 8GR94-60003

For instructions: Removal and replacement: Main board See the Repair Service Manual for this product.

67.04.02

The printer cannot communicate with tray 3 of the dual cassette department feeder (DCF).

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

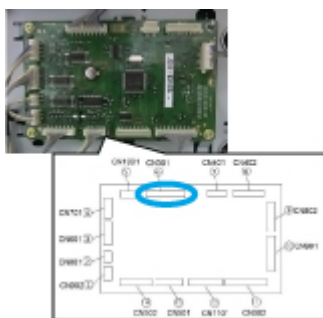
Recommended action for call-center agents and onsite technicians



NOTE: The following task includes links to part-replacement procedures for some parts. To obtain procedures for other parts, or for missing part numbers, escalate the issue using the Standard Support Process.

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. Replace the connector if necessary.

Part number: JC39-02276A



5. If the error persists, replace the DCF PCA.

Part number: JC92-02738A

For instructions: Removal and replacement: Dual cassette feeder PCA See the Repair Service Manual for this product.

70.WX.YZ error messages

70.* errors

Messages in the 70.* family indicate a problem with the DC controller or Main board PCA (ECB) depending on your printer.

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action

Use the following general troubleshooting steps to try to resolve the problem. If the error persists, elevate the case using the Standard Support Process.

1. Turn the printer off, and then on.
2. Replace the DC controller or the Main board PCA (ECB) as needed.

80.WX.YZ error messages

80.* errors

Errors in the 80.* family indicate a problem with an external I/O device, such as a Jetdirect card, an EIO card, or an external hard disk.

Recommended action for customers

Use the following general troubleshooting steps to try to resolve the problem.

1. Turn the printer off, reconnect the network cable, and then turn the printer on.

2. Try another network cable.
3. Reload the printer firmware.

Go to [HP FutureSmart - Latest Firmware Versions](#).

4. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action

Use the following general troubleshooting steps to try to resolve the problem. If the error persists, elevate the case using the Standard Support Process.

1. Turn the printer off, reconnect the network cable, and then turn the printer on.
2. Try another network cable.
3. For 82.* errors, reload the printer firmware.
4. Replace the formatter.

81.WX.YZ error messages

81.* errors

Errors in the 81.* family indicate a problem with an external I/O device, such as a Jetdirect card, an EIO card, or an external hard disk.

Recommended action for customers

Use the following general troubleshooting steps to try to resolve the problem.

1. Turn the printer off, reconnect the network cable, and then turn the printer on.
2. Try another network cable.
3. Reload the printer firmware.

Go to [HP FutureSmart - Latest Firmware Versions](#).

4. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action

Use the following general troubleshooting steps to try to resolve the problem. If the error persists, elevate the case using the Standard Support Process.

1. Turn the printer off, reconnect the network cable, and then turn the printer on.
2. Try another network cable.
3. For 82.* errors, reload the printer firmware.
4. Replace the formatter.

82.WX.YZ error messages

82.* errors

Errors in the 82.* family indicate a problem with an external I/O device, such as a Jetdirect card, an EIO card, or an external hard disk.

Recommended action for customers

Use the following general troubleshooting steps to try to resolve the problem.

1. Turn the printer off, reconnect the network cable, and then turn the printer on.
2. Try another network cable.
3. Reload the printer firmware.

Go to [HP FutureSmart - Latest Firmware Versions](#).

4. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

Use the following general troubleshooting steps to try to resolve the problem. If the error persists, elevate the case using the Standard Support Process.

1. Turn the printer off, reconnect the network cable, and then turn the printer on.
2. Try another network cable.
3. For 82.* errors, reload the printer firmware.

Go to: [HP FutureSmart - Latest Firmware Versions](#)

4. Replace the formatter.

82.73.45 Disk Successfully cleaned

Event log only, disk successfully cleaned.

Recommended action

- ▲ No action necessary.

82.73.46, 82.73.47

A hard disk or compact flash disk cleaning failed.

This error is usually caused by a failure of the disk hardware.

Recommended action for customers

1. Turn the product off, and then on.
2. Reload the printer firmware.

Go to: [HP FutureSmart - Latest Firmware Versions](#)

3. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off, and then on.
2. Use the Format Disk item in the Preboot menu.

For the steps to perform a Format Disk procedure, go to [HP LaserJet Enterprise Printers - Performing a Partial Clean or Format Disk Procedure](#).

3. Reload the firmware.

Go to: [HP FutureSmart - Latest Firmware Versions](#)

90.WX.YZ error messages

90.* errors

Errors in the 90.* family are related to the control panel.

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

Use the following general troubleshooting steps to try to resolve the problem. If the error persists, elevate the case using the Standard Support Process.

1. Turn the printer off by holding down the power button for at least 10 seconds.
2. Check the connectors on the control panel. Reseat them if necessary.
3. Turn the printer on. If the status LED on the formatter is yellow instead of green, the control panel might be defective. Replace the control panel.

98.WX.YZ error messages

98.* errors

Errors in the 98.* family are related to data corruption in the firmware.

Recommended action for customers

Use the following general troubleshooting steps to try to resolve the problem.

1. Turn the printer off, and then on.
2. Download and install the latest firmware.

Go to [HP FutureSmart - Latest Firmware Versions](#).

3. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

Use the following general troubleshooting steps to try to resolve the problem. If the error persists, elevate the case using the Standard Support Process.

1. Turn the printer off, and then on.
2. Download and install the most current version of the firmware.

Go to: [HP FutureSmart - Latest Firmware Versions](#)

3. Use the Format Disk item in the Preboot menu.

For the steps to perform a Format Disk procedure, go to [HP LaserJet Enterprise Printers - Performing a Partial Clean or Format Disk Procedure](#).

4. Reload the firmware.

98.00.01 or 98.01.00 Corrupt data in firmware volume

Data corruption has occurred in the firmware volume.

Recommended action for customers

Use the following general troubleshooting steps to try to resolve the problem.

1. Turn the printer off, and then on.
2. Download and install the latest firmware.

Go to [HP FutureSmart - Latest Firmware Versions](#).

3. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off, and then on.
2. Use the Format Disk item in the Preboot menu.

For the steps to perform a Format Disk procedure, go to [HP LaserJet Enterprise Printers - Performing a Partial Clean or Format Disk Procedure](#).

3. Reload the firmware.

Go to: [HP FutureSmart - Latest Firmware Versions](#)

98.00.02 Corrupt data in the solutions volume

Data corruption has occurred in the solutions volume.

Recommended action for customers

Use the following general troubleshooting steps to try to resolve the problem.

1. Turn the printer off, and then on.

2. Download and install the latest firmware.
Go to [HP FutureSmart - Latest Firmware Versions](#).
3. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off, and then on.
2. Use the Format Disk item in the Preboot menu.
For the steps to perform a Format Disk procedure, go to [HP LaserJet Enterprise Printers - Performing a Partial Clean or Format Disk Procedure](#).
3. Reload the firmware.
Go to: [HP FutureSmart - Latest Firmware Versions](#)

98.00.03 Corrupt data in the configuration volume

Data corruption has occurred in the configuration volume.

Recommended action for customers

Use the following general troubleshooting steps to try to resolve the problem.

1. Turn the printer off, and then on.
2. Download and install the latest firmware.
Go to [HP FutureSmart - Latest Firmware Versions](#).
3. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off, and then on.
2. Download the firmware again, and then attempt the upgrade again.
Go to: [HP FutureSmart - Latest Firmware Versions](#)
3. Use the Format Disk item in the Preboot menu.
For the steps to perform a Format Disk procedure, go to [HP LaserJet Enterprise Printers - Performing a Partial Clean or Format Disk Procedure](#).
4. Reload the firmware.
Go to: [HP FutureSmart - Latest Firmware Versions](#)

98.00.04 Corrupt data in the job data volume

Data corruption has occurred in the job data volume.

Recommended action

1. Turn the printer off, and then on.
2. Make sure the printer is running the most current version of firmware.
Go to [HP FutureSmart - Latest Firmware Versions](#).
3. Rerun the file erase function.
4. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

99.WX.YZ error messages

99.* errors

Errors in the 99.* family are related to the firmware upgrade process.

Recommended action for customers

Use the following general troubleshooting steps to try to resolve the problem.

1. Make sure the connection to the network is good, and then try the firmware upgrade again.
2. If the error persists, try using the USB upgrade method.

For more information, go to [HP Enterprise, HP Managed - Update the printer firmware](#).

3. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

Use the following general troubleshooting steps to try to resolve the problem. If the error persists, elevate the case using the Standard Support Process.

1. Make sure the connection to the network is good, and then try the upgrade again.
2. Try using the USB upgrade method.
3. If the error persists, run the Format Disk process from the Preboot menu.

For the steps to perform a Format Disk procedure, go to [HP LaserJet Enterprise Printers - Performing a Partial Clean or Format Disk Procedure](#).

4. If the error persists, replace the hard disk drive.



NOTE: Do NOT replace the formatter board, it will not resolve the issue.

99.00.01 Upgrade not performed file is corrupt

A remote firmware upgrade (RFU) was not performed.

This is a CRC error in the firmware image (bad image).

Recommended action

- ▲ Download the firmware upgrade file, and then attempt the upgrade again.

Go to: [HP FutureSmart - Latest Firmware Versions](#)

99 . 00 . 02 Upgrade not performed timeout during receive

A remote firmware upgrade (RFU) was not performed.

The issue is an I/O timeout when reading the header number and size. It indicates a problem with the network environment, not the product.

Recommended action

The most common cause is an issue with the network environment.

1. Make sure that there is a good network connection to the product, and then attempt the firmware upgrade again.



NOTE: If the upgrade is being performed over the network, check the link light on the ethernet connection on the printer formatter. Make sure that one light is solid and the other is blinking, which signals that data is passing over the ethernet connection. This is an indication of a good physical connection.

2. If the error persists, use the USB upgrade method.

For more information, go to [HP Enterprise, HP Managed - Update the printer firmware](#).

99 . 00 . 04 Upgrade not performed timeout during receive

A remote firmware upgrade (RFU) was not performed.

The issue is an I/O timeout when reading the header.

The most common cause is an issue with the network environment.

Recommended action

1. Make sure that there is a good network connection to the product, and then attempt the firmware upgrade again.



NOTE: If the upgrade is being performed over the network, check the link light on the ethernet connection on the printer formatter. Make sure that one light is solid and the other is blinking, which signals that data is passing over the ethernet connection. This is an indication of a good physical connection.

2. If the error persists, use the USB upgrade method.

For more information, go to [HP Enterprise, HP Managed - Update the printer firmware](#).

99 . 00 . 05 Upgrade not performed timeout during receive

A remote firmware upgrade (RFU) was not performed.

The issue is an I/O timeout when reading image data.

The most common cause is an issue with the network environment.

Recommended action

1. Make sure that there is a good network connection to the product, and then attempt the firmware upgrade again.



NOTE: If the upgrade is being performed over the network, check the link light on the ethernet connection on the printer formatter. Make sure that one light is solid and the other is blinking, which signals that data is passing over the ethernet connection. This is an indication of a good physical connection.

2. If the error persists, use the USB upgrade method.

For more information, go to [HP Enterprise, HP Managed - Update the printer firmware](#).

99 . 00 . 09 Upgrade canceled by user

A remote firmware upgrade (RFU) was not performed.

The RFU was canceled.

Recommended action

- ▲ Resend the remote firmware upgrade (RFU).

99 . 00 . 10 Upgrade canceled by user

A remote firmware upgrade (RFU) was not performed.

The RFU was canceled when reading the header number and size.

Recommended action

- ▲ Resend the remote firmware upgrade (RFU).

99 . 00 . 11 Upgrade canceled by user

A remote firmware upgrade (RFU) was not performed.

The RFU was canceled when reading the rest of the header, after reading the header number and size.

Recommended action

- ▲ Resend the remote firmware upgrade (RFU).

99 . 00 . 12 Upgrade not performed the file is invalid

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 remote firmware upgrade (RFU) file again.
Make sure that you download the file for the correct printer model.
Go to [HP FutureSmart - Latest Firmware Versions](#).
2. Resend the RFU.

99.00.13 Upgrade not performed the file is invalid

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 remote firmware upgrade (RFU) file again.
Make sure that you download the file for the correct printer model.
Go to [HP FutureSmart - Latest Firmware Versions](#).
2. Resend the RFU.

99.00.14 Upgrade not performed the file is invalid

A remote firmware upgrade (RFU) was not performed.

The file is invalid.

Recommended action

1. Download the remote firmware upgrade (RFU) file again.
Make sure that you download the file for the correct printer model.
Go to [HP FutureSmart - Latest Firmware Versions](#).
2. Resend the RFU.

99.00.2x

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** (event log)
The bundle is not for this product.
- **99.00.21** (event log)
The bundle is not signed with the correct signature, or the signature is invalid.
- **99.00.22** (event log)
The bundle header version is not supported by this firmware.
- **99.00.23** (event log)
The package header version is not supported by this firmware.
- **99.00.24** (event log)
The format of the bundle is invalid.
- **99.00.25** (event log)

The format of the package is invalid.

- **99.00.26** (event log)

A CRC32 check did not pass.

- **99.00.27** (event log)

An I/O error occurred while downloading the bundle.

Recommended action

1. **99.00.27 only:** Turn the product off, and then on.
2. Download the correct firmware file, and then resend the firmware upgrade.
Go to: [HP FutureSmart - Latest Firmware Versions](#)
3. If the error persists, try installing the upgrade by another method (USB or Embedded Web Server).

99.01.xx

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

- ▲ Reload the firmware.

99.02.01

Firmware installation was successful.

Recommended action

- ▲ No action necessary.

99.02.09

Firmware upgrade cancelled by user.

Recommended action

- ▲ No action necessary.

99.07.20 Fax error

Fax card communication error.

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. Open the back cover.
3. Reseat the Fax PCA card.
4. Close the back cover and turn the printer on.
5. If the error persists, elevate the case using the Standard Support Process.

99.07.yz Firmware install error

- **99.07.00** Unexpected fax modem FW installer error. Firmware installation failed. The fax installer encountered an error during installation.
- **99.07.10** An error occurred accessing the repository during the fax modem FW install. Firmware installation failed. The fax modem installer encountered an error in the repository.
- **99.07.21** The fax modem could not be reset. Firmware installation failed. The fax modem installer failed to download flash to the modem.
- **99.07.22** Firmware installation failed. The fax modem installer failed to download firmware to the modem.
- **99.07.23** Fax modem reset failed.

Recommended action for customers

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

Recommended action for call-center agents and onsite technicians

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. Turn the printer on.
3. If the error persists, download and reinstall the firmware from the preboot menu.

- a. Select the Administration menu.



NOTE: If there is a password assigned to the administrator, a prompt to enter the printer displays. Enter the password to proceed.

- b. Select the Download item, and then download the latest firmware. The user can now download a new firmware bundle to the printer.

4. If the error persists, perform a **Format Disk** procedure using the **Preboot** menu and then reload the Firmware.

For the procedure to perform a Format Disk procedure., go to: [HP LaserJet Enterprise Printers - Performing a Partial Clean or Format Disk Procedure](#) (c03398779).

5. If the error persists, elevate the case using the Standard Support Process.

99.09.61 Unsupported disk

The hard disk drive installed is not support in this printer.

The hard disk drive (HDD) is not encrypted and the printer is configured for an encrypted HDD.

Recommended action



NOTE: Do NOT replace the formatter board, it will not resolve this error.

- ▲ Access the Preboot menu, and then select Lock Disk to lock the disk.
 - a. Access the Preboot menu
 - b. Turn the product on.
 - c. Touch the HP logo that displays in the center of the touchscreen until the Preboot menu item opens.
 - d. Use the arrow buttons on the touchscreen to navigate the Preboot menu.
 - e. Touch the OK button to select a menu item.

99.09.62 Unknown disk

This error indicates that there is an encryption mismatch between the HDD and the formatter.

This typically happens because an HDD was swapped into a device from another device.

Recommended action



NOTE: Do NOT replace the formatter board, it will not resolve this error.

1. Use the Preboot menu to unlock the disk.
 - a. Access the Preboot menu
 - b. Turn the product on.
 - c. Touch the HP logo that displays in the center of the touchscreen until the Preboot menu item opens.
 - d. Use the arrow buttons on the touchscreen to navigate the Preboot menu.
 - e. Touch the OK button to select a menu item.
2. If a disk is to be reused in a different product, execute the Erase and Unlock procedure from the Preboot menu, and then reload the firmware.
 - ▲ From the Preboot menu, open the following menus:
 - Administration (select 3)
 - Manage Disks (select 6)

- Boot Device (select 6)
- Erase / Unlock (select 2)

3. If the previous steps did not resolve the issue, replace the hard disk drive.

99.09.63 Incorrect disk

Expected encrypted hard disk drive is not present.

This is expected behavior when installing a new hard disk drive in a device where the previous hard disk drive was encrypted.

Recommended action for customers

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

Recommended action for call-center agents and onsite technicians

- ▲ Follow the procedure to load firmware on a new hard disk drive, and then lock the disk to this printer.

Do NOT replace the formatter board, it will not resolve this.

99.09.64 Disk Nonfunctional

A fatal hard disk drive failure has occurred.

Recommended action for customers

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

Recommended action for call-center agents and onsite technicians

1. Determine if the hard disk drive needs to be replaced.
2. Turn the printer off.
3. Check for proper installation of the hard disk. Remove the Formatter cover and ensure the hard disk is making a good connection.
4. If the error persists, replace the hard disk drive.

500 GB Hard disk drive part number: 5851-6712

For instructions: Removal and replacement: Formatter Hard disk drive See the Repair Service Manual for this product.

Do NOT replace the formatter board, it will not resolve this error.

5. If the error still persists, replace the SATA riser PC board.

SATA riser PC board part number: B5L29-60001

99 . 09 . 65 Disk data error

Disk data corruption has occurred.

Recommended action



NOTE: Do NOT replace the formatter board, it will not resolve this error.

- ▲ Use the Format Disk procedure from the Preboot menu, and then resend the remote firmware upgrade (RFU).

For the steps to perform a Format Disk procedure, go to [HP LaserJet Enterprise Printers - Performing a Partial Clean or Format Disk Procedure](#).

99 . 09 . 66 No boot device.

A hard disk drive or eMMC is not installed in the printer.

Recommended action for customers

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

Recommended action for call-center agents and onsite technicians

1. Install a compatible hard disk drive.
2. If a compatible hard disk drive is installed, re-seat the hard disk drive to make sure that it is connected correctly. Additionally, reseal all cables on the formatter, except the Flat Flexible cable (FFC).
3. If the error persists, replace the hard disk drive.

500 GB Hard disk drive part number: 5851-6712

For instructions: Removal and replacement: Formatter Hard disk drive See the Repair Service Manual for this product.

Do NOT replace the formatter board, it will not resolve this error.

99 . 09 . 67 Disk is not bootable please download firmware

There is no firmware installed on the hard disk drive or eMMC. This is usually the result of installing a new hard disk drive or performing a Format Disk procedure from the Preboot menu.

Recommended action for customers

1. Turn the printer off, and then on.
2. If possible, upgrade the firmware.

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

Recommended action for call-center agents and onsite technicians

1. Press any button to continue to the main Preboot menu.
2. Press the Help button to see the help text for the error.
3. Select the Administration menu.



NOTE: If there is a password assigned to the administrator, a prompt to enter the printer displays. Enter the password to proceed.

4. Select the Download item, and then download the latest firmware. The user can now download a new firmware bundle to the printer.
5. If the download fails to the hard disk drive, complete the following:
 - a. Turn the printer off.
 - b. Check for proper installation of the hard disk. Remove the Formatter cover and ensure the hard disk is making a good connection.
 - c. Turn the printer on. The boot sequence is expected to stop at 99.39.67 eMMC Not Bootable.
 - d. Provide instructions to download firmware.
 - e. If the error persists, replace the hard disk drive.

500 GB Hard disk drive part number: 5851-6712

For instructions: Removal and replacement: Formatter Hard disk drive See the Repair Service Manual for this product.

Do NOT replace the formatter board, it will not resolve this error.

99.39.73

The eMMC has reached its maximum usage and is now read-only.

Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Recommended action for call-center agents and onsite technicians

1. Turn the printer off, and then on.
2. If the error persists, turn the printer off and remove and reseal the eMMC unit.
3. If the error still persist, perform and Erase and Unlock from the Preboot menu.
4. Turn the printer off, and then on.
5. Reload the firmware.

6. If the error still persists after all the above troubleshooting, replace the eMMC.

99 . 59 . 62 Unknown Disk

The hard disk drive on the main board PCA is an unknown type.

Recommended action

1. Ensure the hard disk drive installed is the correct one for the printer.
2. If the hard disk drive is the correct one and the error persists, disconnect and reconnect both ends of the cable harness from the main board PCA to the hard disk drive.
3. If the error persists, replace the hard disk drive.

Part number: JC59-00036A

For instructions: Removal and replacement: Internal hard disk drive See the Repair Service Manual for this product.

99 . 59 . 64 Disk Nonfunctional

The hard disk drive on the main board PCA is not functioning.

Recommended action

1. Turn the printer off, and then on.
2. Disconnect and reconnect both ends of the cable harness from the main board PCA to the hard disk drive.
3. If the error persists, replace the hard disk drive.

Part number: JC59-00036A

For instructions: Removal and replacement: Internal hard disk drive See the Repair Service Manual for this product.

99 . 59 . 66 No Boot Disk

The hard disk drive on the main board PCA is not installed or is not working.

Recommended action

1. Ensure the hard disk drive installed is the correct one for the printer.
2. Turn the printer off, and then on.
3. Disconnect and reconnect both ends of the cable harness from the main board PCA to the hard disk drive.
4. If the error persists, replace the hard disk drive.

Part number: JC59-00036A

For instructions: Removal and replacement: Internal hard disk drive See the Repair Service Manual for this product.

Alphabetical messages

Recommended action

1. If the "Toner Collection Unit Almost Full" appears shortly after installing the unit, then upgrade to firmware version 4.6 or later from HP.com.
2. For all other "Toner Collection Unit Almost Full" messages and if the firmware is up to date, replace the toner collection unit.