



The New Era for Printing

| Technical Service Bulletin                          |                  |
|-----------------------------------------------------|------------------|
| File number : 2021003                               | Date: 01/11/2021 |
| Publishing department : Customer Service Department | Page : 1 / 2     |

## How to solve scanner internal error 13

2013 MFP Platform

**Release Object:** Service Center

### Maintenance Types :

|                  |                          |                      |                                     |
|------------------|--------------------------|----------------------|-------------------------------------|
| Cartridge        | <input type="checkbox"/> | Installation         | <input type="checkbox"/>            |
| Wireless Network | <input type="checkbox"/> | Wired Network        | <input type="checkbox"/>            |
| Paper            | <input type="checkbox"/> | App                  | <input type="checkbox"/>            |
| Print            | <input type="checkbox"/> | Scan                 | <input checked="" type="checkbox"/> |
| Fax              | <input type="checkbox"/> | Set                  | <input type="checkbox"/>            |
| Firmware         | <input type="checkbox"/> | Others(hardware,etc) | <input checked="" type="checkbox"/> |

**Applicable Model:** M6200-6500、M6600 series

| UPDATING |                   |      |
|----------|-------------------|------|
| VERSION  | MODIFIED CONTENTS | DATE |
|          |                   |      |

|                     |                      |                     |
|---------------------|----------------------|---------------------|
| Written by : Benson | Verified by : Benson | Approved by : Herry |
| Date : 01/10/2021   | Date : 01/10/2021    | Date : 01/11/2021   |

# PANTUM

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## I. Problem Description

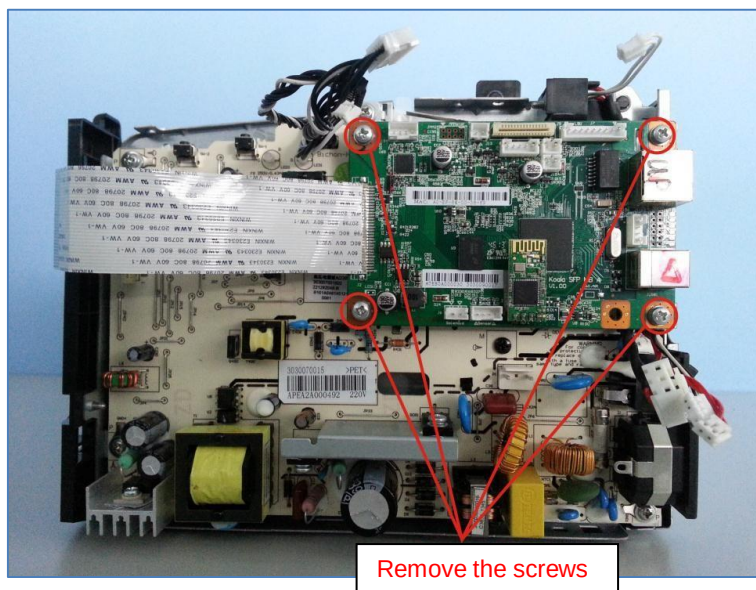
The screen shows "Scanner internal error 13" when the printer is turned on.

## II. Causes

CIS(scanner head) is damaged

## III. Solution

1. Replace CIS ---- Higher probability
2. Replace data board ---- Lower probability



## IV. Remark