

Service Manual

PANTUM

WWW.PANTUM.COM

Service Manual for Pantum CM2100 Series Multi-Function Color Laser Printer



It is recommended to read this manual carefully before repairing

Version: V1.1

Service Manual for Pantum Multi-Function Color Laser Printer

Suitable printer: CP21 (“*”stands for any number and letter)**



Version change history

Version	Time	Modified contents
V1.0	Mar.20th, 2023	New Service Manual
V1.1	May.29,2024	Added FE0141-00 solution

Legal Statement

Trademark

Pantum and the Pantum logo are registered trademarks of Zhuhai Pantum Electronics Co., Ltd.

Microsoft®, Windows®, Windows Server® and Windows Vista® are trademarks and registered trademarks of Microsoft Corporation in the United States and other countries.

Apple, AirPrint and macOS are trademarks of Apple Inc. registered in the United States and other countries.

Mopria®, the Mopria® Logo and the Mopria® Alliance logo are registered trademarks and service marks of Mopria Alliance, Inc. in the United States and other countries. Unauthorized use is strictly prohibited. Wi-Fi Direct, Wi-Fi Protected Setup (WPS), WPA, WPA2 and Wi-Fi Protected Access are trademarks of the Wi-Fi Alliance.

The ownership of the software names involved in this user guide is owned by the affiliated company in accordance with the corresponding license agreement, which are cited for illustration only.

Other product and brand names involved in this user guide are the registered trademarks, trademarks or service marks of their respective owners, which are cited for illustration only.

Copyright

The copyright of this user guide is possessed by Zhuhai Pantum Electronics Co., Ltd..

Without the prior written consent of Zhuhai Pantum Electronics Co., Ltd., it is forbidden to copy, translate, modify and transmit this user guide by any means or in any form.

Disclaimer

Zhuhai Pantum Electronics Co., Ltd. reserves the right to make changes to this user guide for better user experience. It is subject to change without prior notice.

Any damage caused by the user's failure to operate in according to this user guide shall be borne by himself. Meanwhile, Zhuhai Pantum Electronics Co., Ltd. has not made any express or implied guarantee or warranty for this user guide (including typesetting or text), except for the express guarantee in the product Service Manual or service promise.

When this product is used for copying, printing, scanning certain documents or images or used in other forms, such operations may violate the laws of your location. In the event that you are not sure whether the use complies with the local law, please consult a legal professional before using.

This product is only suitable for using in areas at an altitude of 2,000 meters or below.

Safety precautions

Disconnect the product power supply

This product must be placed close to and easily accessible to the power outlet, so as to disconnect the product power plug from the power outlet in time to cut off the power!

Laser Safety

The laser radiation is harmful to the human body. Since laser components are completely sealed in the printer, laser radiation will not leak. To avoid laser radiation, please do not randomly disassemble the printer!

The printer follows the provisions of Class 1 laser products under CFR standard.



The printer has a Class III b laser diode, which has no laser radiation leakage among laser components. The laser components shall comply with the requirements of: U.S. Code of Federal Regulations, 21 CFR 1040, IEC 60825-1.

The following label is attached to the laser components inside the printer:



or



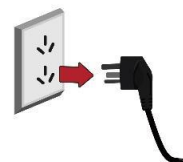
Safety Warning

Please note the following safety warnings before using the printer:

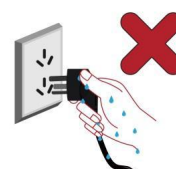
Warning



There is high-voltage electrode inside the printer. Before cleaning the printer, make sure the power is turned off!



Plugging and unplugging the power cord plug with a wet hand can result in an electric shock.



The fuser unit is hot when and after printing. Touching the fuser unit (the shaded area as shown) may cause burns!



The fuser unit is attached with a high temperature warning label. Please do not remove or damage this label.



Safety Information

Conventions

CAUTION: A caution indicates a potentially hazardous situation that could injure you.

Note: A note indicates the information that could help you or something that could damage the product hardware or software.

Different types of caution statements include:



CAUTION - POTENTIAL INJURY: Indicates a risk of injury.



CAUTION - SHOCK HAZARD: Indicates a risk of electrical shock.



CAUTION - HOT SURFACE: Indicates a risk of burn if touched.



CAUTION - TIPPING HAZARD: Indicates a crush hazard.



CAUTION - PINCH HAZARD: Indicates a risk of being caught between moving parts.



CAUTION - ROTATING FAN BLADES: Indicates a risk of being lacerated by moving fan blades.

Disclaimer



CAUTION - POTENTIAL INJURY: To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.



CAUTION - POTENTIAL INJURY: To avoid the risk of fire or electrical shock, use only the power cord provided with this product or the manufacturer's authorized replacement.



CAUTION - POTENTIAL INJURY: Do not use this product with extension cords, multioutlet power strips, multioutlet extenders, or UPS devices. The power capacity of these types of accessories can be easily overloaded by a laser printer and may result in a risk of fire, property damage, or poor printer performance.



CAUTION - POTENTIAL INJURY: Do not use this product with an inline surge protector. The use of a surge protection device may result in a risk of fire, property damage, or poor printer performance.



CAUTION - SHOCK HAZARD: To avoid the risk of electrical shock, do not place or use this product near water or wet locations.



CAUTION - SHOCK HAZARD: To avoid the risk of electrical shock, do not set up this product or make any electrical or cabling connections during a lightning storm.



CAUTION - POTENTIAL INJURY: Do not cut, twist, bind, crush, or place heavy objects on the power cord. Do not subject the power cord to abrasion or stress. Do not pinch the power cord between objects such as furniture and walls. If any of these things happen, it could result in a risk of fire or electrical shock.

Inspect the power cord regularly for signs of such problems. Remove the power cord from the electrical outlet before inspecting it.



CAUTION - SHOCK HAZARD: To avoid the risk of electrical shock, make sure that all external connections (such as Ethernet) are properly installed in their marked plug-in ports.



CAUTION - SHOCK HAZARD: To avoid the risk of electrical shock, if you are accessing the controller board or installing optional hardware or memory devices after setting up the printer, turn the printer off, and unplug the power cord from the electrical outlet before continuing. If you have any other devices attached to the printer, turn them off as well, and unplug any cables going into the printer.



CAUTION - SHOCK HAZARD: To avoid the risk of electrical shock when cleaning the exterior of the printer, unplug the power cord from the electrical outlet and disconnect all cables from the printer before proceeding.



CAUTION - POTENTIAL INJURY: If the printer weighs more than 18 kg, then it requires two or more trained personnel to lift it safely.



CAUTION - POTENTIAL INJURY: When moving the printer, follow these guidelines to avoid personal injury or printer damage:

- Make sure that all covers and trays are closed.
- Turn off the printer, and then unplug the power cord from the electrical outlet.
- Disconnect all cords and cables from the printer.
- If the printer has casters on its base, then carefully move it to the new location. Use caution when passing over thresholds and breaks in flooring.
- Always use the handholds on the printer to lift it.
- Any cart used to move the printer must have a surface able to support the full footprint of the printer.
- Keep the printer upright.
- Avoid violent vibrations when moving.
- Make sure that your fingers are not under the printer when you set it down.
- Make sure that there is adequate clearance around the printer.



CAUTION - HOT SURFACE: The inside of the printer might be hot. To reduce the risk of injury by a hot component, allow the surface to cool before touching it.



CAUTION - HOT SURFACE: Some parts of the printer are still in high temperature within a short time after use. To prevent burns, please don't directly touch places labeled with high temperature warning in contact with internal components after opening the printer's front or rear cover.



CAUTION - PINCH HAZARD: To avoid the risk of a pinch injury, use caution in areas marked with this label. Pinch injuries may occur around moving parts, such as gears, covers, trays, and covers.



CAUTION - ROTATING FAN BLADES: To avoid the risk of laceration from moving fan blades, turn off the printer and unplug the power cord from the electrical outlet before accessing areas marked with this

symbol.



CAUTION - POTENTIAL INJURY: This product uses lasers. Use of controls or adjustments or performance of procedures other than those specified in the User's Guide may result in hazardous radiation exposure.

This product is designed, tested, and approved to meet strict global safety standards with the use of specific manufacturer's components. The safety features of some parts may not always be obvious. The manufacturer is not responsible for any adverse consequences caused by using parts of other manufacturers. For services or repairs other than those described in the user document, please contact the Customer Service Center.

This product uses a printing process that heats the print media, and the heat may cause the media to release emissions. Please read and understand the section in your operating instructions that discusses the guidelines for selecting print media properly to avoid the possibility of harmful emissions.

This product may produce a small amount of ozone during normal operation, and may be equipped with a filter designed to limit ozone concentrations to levels well below the recommended exposure limits. To avoid high ozone concentration levels during extensive usage, install this product in a well-ventilated area and replace the ozone and exhaust filters if instructed to do so in the product maintenance instructions. If there are no references to filters in the product maintenance instructions, then it is not required to replace the filter for this product.

Please keep these safety instructions.

Precautions

Precautions before Using the Printer:

1. Read and understand all instructions;
2. Familiarize yourself with the basic principles associated with operating electrical appliances;
3. Comply with all warnings and instructions marked on the equipment or specified in the manual supplied with the equipment;
4. If the operating instructions conflict with the safety information, please refer back to the safety information, as you may have misunderstood the operating instructions. If you cannot resolve the conflicts, please call the Customer Service Hotline or contact a service representative for help;
5. Before cleaning the equipment, remove the power cord from the AC power supply outlet. Do not use liquid or aerosol cleaners;
6. Please make sure that the equipment is put on a stable desktop surface to avoid serious damage caused by the falling of the equipment;
7. Do not put the equipment near a radiator, an air conditioner, or a ventilation pipe;
8. Do not put any articles on the power cord. Do not put the equipment at the place where its power cord could be stepped on by people;
9. Outlets and extension cords must not be overloaded. This may reduce performance and could result in fire or electric shock;
10. Do not allow pets to chew on the AC power cord or the computer interface cable;
11. Do not allow sharp objects piercing equipment slot, so as to avoid contact with the high-voltage device, which otherwise may result in fire or electric shock. Take care not to spill liquids onto the equipment;
12. Do not disassemble the equipment so as to avoid the risk of electric shock. Necessary repairs may only be carried out by professional maintenance personnel. Opening or removing the cover could result in an electric shock or other potential hazards. Incorrect disassembly and assembly could also result in an electric shock during future use;
13. If any one of the following occurs, disconnect the equipment from the computer and pull out the power cord from the AC wall socket and contact a qualified member of the service personnel for maintenance:
 - Liquid has been spilled into the equipment.
 - The equipment has been exposed to rain or water.
 - The equipment falls, or the cover is damaged.
 - Significant changes in the equipment's performance.
14. Only adjust the control mentioned in the instructions. Incorrect adjustment of other controls may result in damage and mean that professional maintenance personnel need to spend more time fixing it;
15. Do not use the equipment in a thunderstorm so as to avoid the risk of an electric shock. If possible, pull out the AC power cord during a thunderstorm;
16. If you continuously print multiple pages, the surface of the tray will become very hot. Take care not to touch this surface, and keep children away from this surface;
17. The signal wire of the device connected with the printer can not be connected to the outdoors;
18. Please ensure timely ventilation in case of a prolonged use or printing huge amounts of documents in a poorly ventilated room;
19. In standby status, the product will automatically enter into the power saving (sleep) mode if it does not receive any job order for a while (such as 1 minute); and it can realize zero power consumption only if it has

not been connected with any external input power supply;

20. As the Class 1 equipment, the product must be connected to the power supply outlet with protective grounding line when using;

21. This product should be placed according to the shipping marks on the product package box during delivery;

22. This product is a kind of low-voltage equipment. When using this product below the specified voltage range, please refer to the product precautions or call Pantum Aftersales Service Centre, if the toner comes off the printed contents, or the equipment starts slowly;

23. This product is sold as a complete machine. The consumers can go to Pantum Aftersales Service Centre to purchase parts they need. If the product sold is inconsistent with the package list, please go to the specified Aftersales Service Centre to solve the problem;

24. Install this product in a place with the temperature between 10°C and 32°C and the relative humidity between 20% and 80%;

25. Please keep this User Guide properly.

Legal Information

	This symbol indicates that, at the end of your product's life, it must not be discarded as domestic waste. Instead, you should dispose of your used equipment at a designated collection point for the recycling of waste electrical and electronic equipment. Ref: EU Directive 2002/96/EC on Waste Electrical and Electronic Equipment (WEEE). Please contact your distributor / supplier for further information.
	This product is suitable for indoor use only.
	European Community (EC) directives conformity This product complies with the protection requirements of EC directives 2014/30/EU and 2014/35/EU on the approximation and harmonization of the laws of the Member States relating to electromagnetic compatibility and safety of electrical equipment designed for use within certain voltage limits. Radio Equipment directive 2014/53/EU only for models ending with suffix "W". The manufacturer of this product is: Zhuhai Pantum Electronics Co., Ltd., Building 02,06 and 08, No.888 Shengping Avenue, Pingsha Town, Zhuhai City, Guangdong Province, 519000 PR China A declaration of conformity to the requirements of the Directives is available upon request from the Authorized Representative. This product satisfies the Class B limits of EN 55032 / EN 55035 and safety requirements of EN 62368-1.
	This printer is fully compliant with the RoHS Directive 2011/65/EU for managing toxic and hazardous substances.

Some products in this series are featured with Wi-Fi function. For model approval information, please see the nameplate on the product body.

Catalogue

1. Product series introduction	16
2. Whole machine structure and principle	17
2.1 Component structure chart	17
2.2 Mechanical device	18
2.3 Paper Walk Path	19
2.3.1 ADF Paper Walk Path	19
2.3.2 Printer Paper Walk Path	20
3. Maintenance	21
3.1 Cleaning of printer	21
3.1.1 Cleaning the printer	21
3.1.2 ADF cleaning	23
3.2 Replacing parts and consumables	25
3.2.1 Replacing parts and consumables	25
3.2.2 Replacing the toner cartridge	25
3.2.3 Replacing the waste toner bottle	28
3.2.4 Replace the tray	30
3.2.5 Move the printer	31
4. Printer control panel structure and function descriptions	32
4.1 FB control panel structure and function descriptions	32
4.1.1 Control panel structure	32
4.1.2 The button functions are defined as follows:	32
4.2 Touch screen panel structure and function descriptions	34
4.2.1 Control panel structure	34
4.2.2 The button functions are defined as follows:	34
4.2.3 Home screen	35
5. Error display and troubleshooting	36
5.1 Inspection prior to repair	36
5.1.1 Precautions for inspection prior to repair	36
5.1.2 Work environment	36
5.1.3 Preliminary printer troubleshooting	37
5.2 Error messages	46
5.3 Common errors	50
5.4 Error codes	52
5.5 Removing the paper jammed	56
5.5.1 Identifying the location of the paper jammed	56
5.5.2 Removing the paper jammed	57

5.6 Paper jam troubleshooting	63
5.7 Image quality problems	64
6. Disassembly and Assembly	71
6.1 Disassembly Steps	72
6.2 Disassembly tools	73
6.3 Disassembly steps	74
6.3.1 Disassembly of left cover	74
6.3.2 Disassembly of ADF/scanner	75
6.3.3 Disassembly of ADF motor	76
6.3.4 Disassembly of Scanner upper cover	77
6.3.5 Disassembly of CIS	78
6.3.6 Disassembly of scanner motor	78
6.3.7 Disassembly of Control panel	79
6.3.8 Disassembly of top cover	80
6.3.9 Disassembly of Wifi sensor	81
6.3.10 Disassembly of data board	82
6.3.11 Disassembly of data board holder	82
6.3.12 Disassembly of power supply board (LVPS)	83
6.3.13 Disassembly of paper feed drive unit	83
6.3.14 Disassembly of motor(CMY)	84
6.3.15 Disassembly of motor(K)	84
6.3.16 Disassembly of main driver	85
6.3.17 Disassembly of pickup clutch	85
6.3.18 Disassembly of right cover	85
6.3.19 Disassembly of the motor on fuser	86
6.3.20 Disassembly of high voltage board (HVPS)	87
6.3.21 Disassembly of waste toner cartridge sensor	87
6.3.22 Disassembly of rear cover	88
6.3.23 Disassembly of duplex inner guide	88
6.3.24 Disassembly of secondary transfer roll assembly	89
6.3.25 Disassembly of toner cartridge	89
6.3.26 Disassembly of toner cartridge frame	89
6.3.27 Disassembly of front cover	90
6.3.28 Disassembly of transfer belt assembly	91
6.3.29 Disassembly of correction roll	92
6.3.30 Disassembly of laser	93
6.3.31 Disassembly of fuser	94
6.3.32 Disassembly of fuser exit sensor	94
6.3.33 Disassembly of automatic paper feed sensor	94
6.3.34 Disassembly of paper sensor	95
6.3.35 Disassembly of paper separation assembly	95
6.3.36 Disassembly of duplex lower guid assembly	96
6.3.37 Disassembly of paper feed assembly	96

6.3.38 Disassembly of manual feed assembly	97
6.3.39 Disassembly of automatic feed sensor	98
6.3.40 Disassembly of rubber roller	99
7. Precautions for replacement of spare parts:	100
7.1 Manually performing the calibration function after replacing any accessories	100
7.1.1 Calibration method (FB model)	100
7.1.2 Calibration method (ADF model)	101
Appendix 1 Circumference of Each Roller of this Equipment	102
Appendix 2 Descriptions of Product Serial Number	103
Appendix 3 Descriptions of Terminologies in this Manual	104

1. Product series introduction

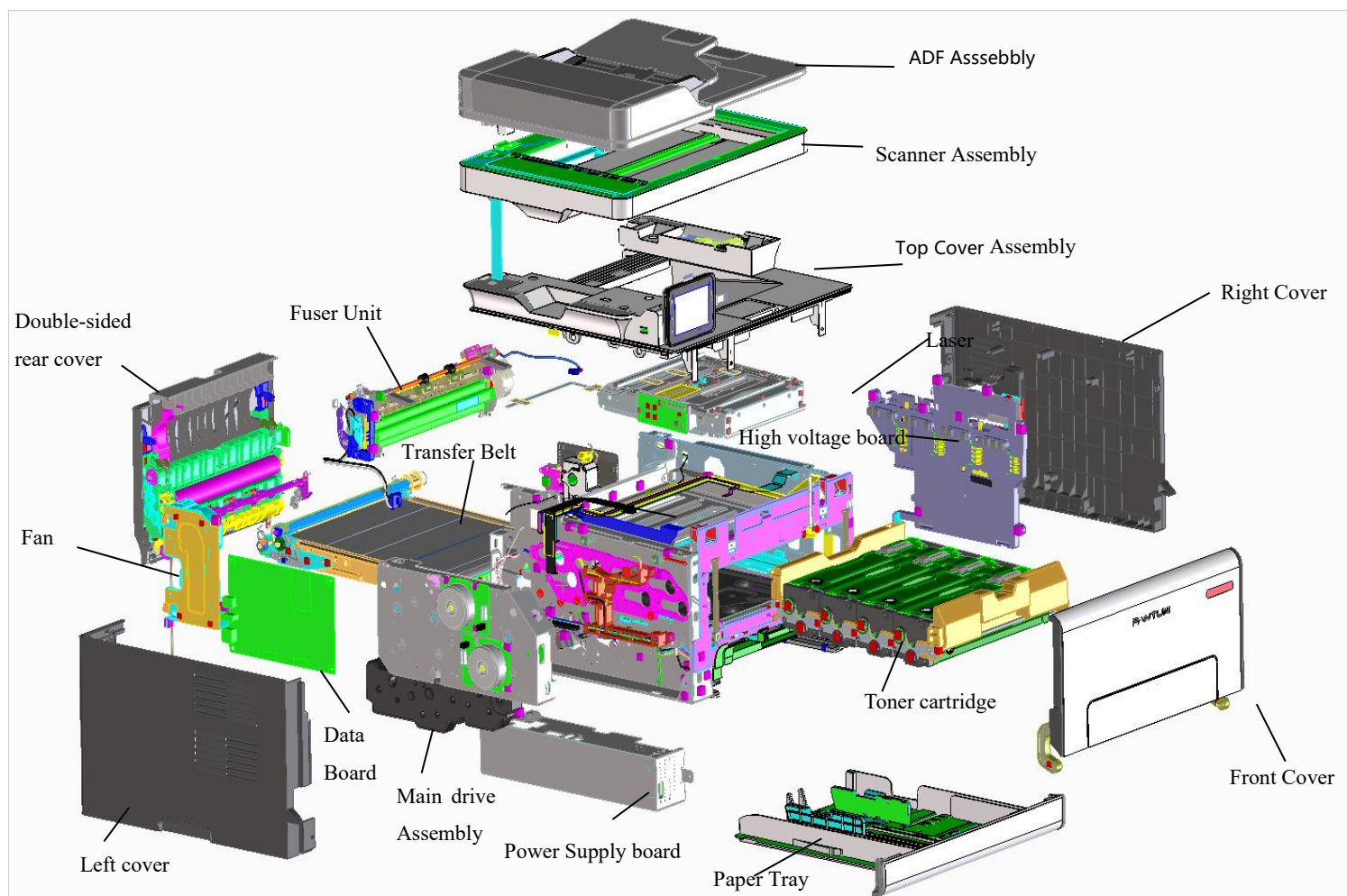
Product series parameters		CM2100DN Series	CM2100DW Series	CM2100ADN Series	CM2100ADW Series
Interface type	USB	●	●	●	●
	NET	●	●	●	●
	Wi-Fi		●		●
Printer Control Language	PDL			●	●
	GDI	●	●		
Control panel	LCD	●	●		
	触摸屏			●	●
Printing speed (single-sided)	A4 20ppm	●	●	●	●
	Letter 21ppm	●	●	●	●
Printing function	Automatic Two-Sided Printing	●	●	●	●
	Color Printing	●	●	●	●
Copy	Manual duplex copy	●	●	●	●
	Color Copy	●	●	●	●
Scan		●	●	●	●
FB		●	●	●	●
Automatic document feeder (ADF)				●	●

(●: support, blank: not support)

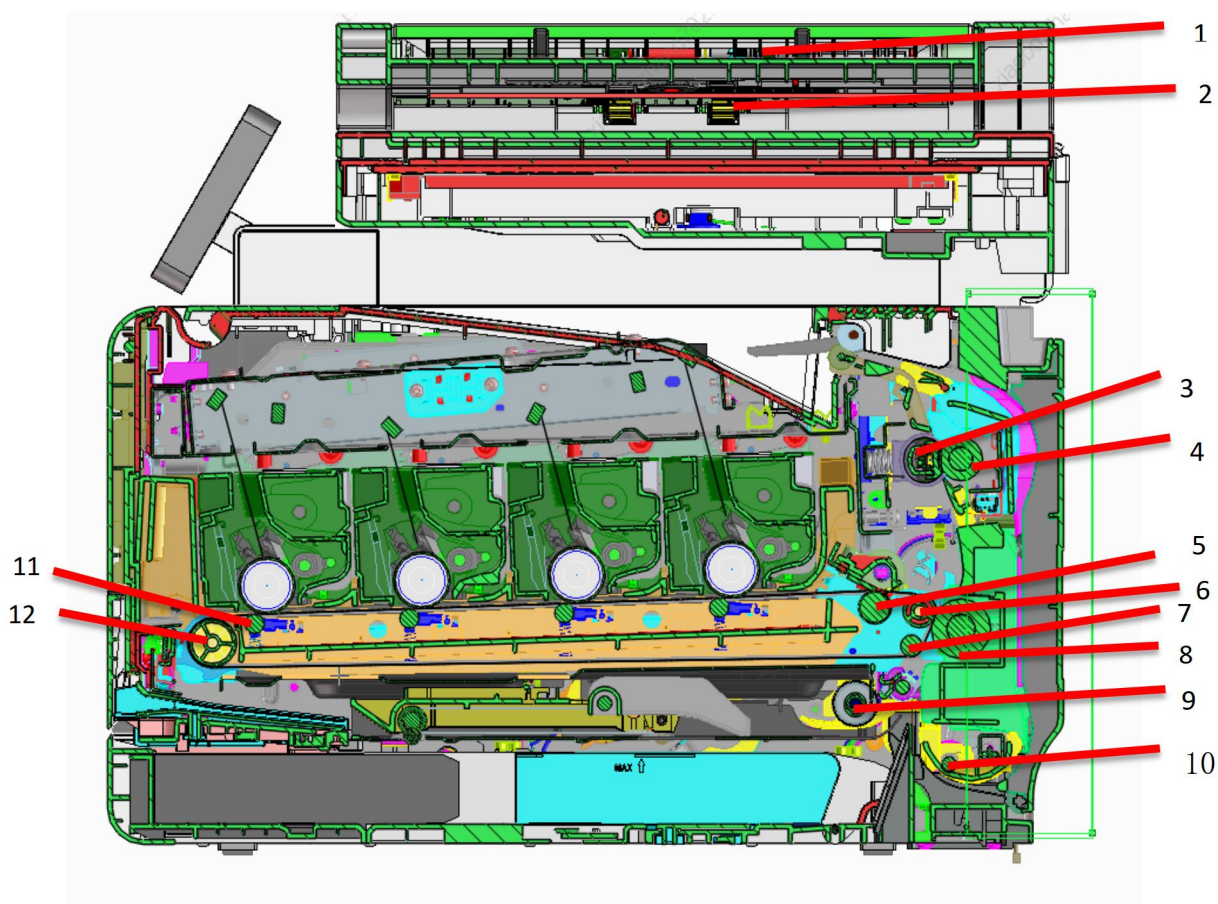
Note: Without prior notice on product series additions or changes.

2. Whole machine structure and principle

2.1 Component structure chart



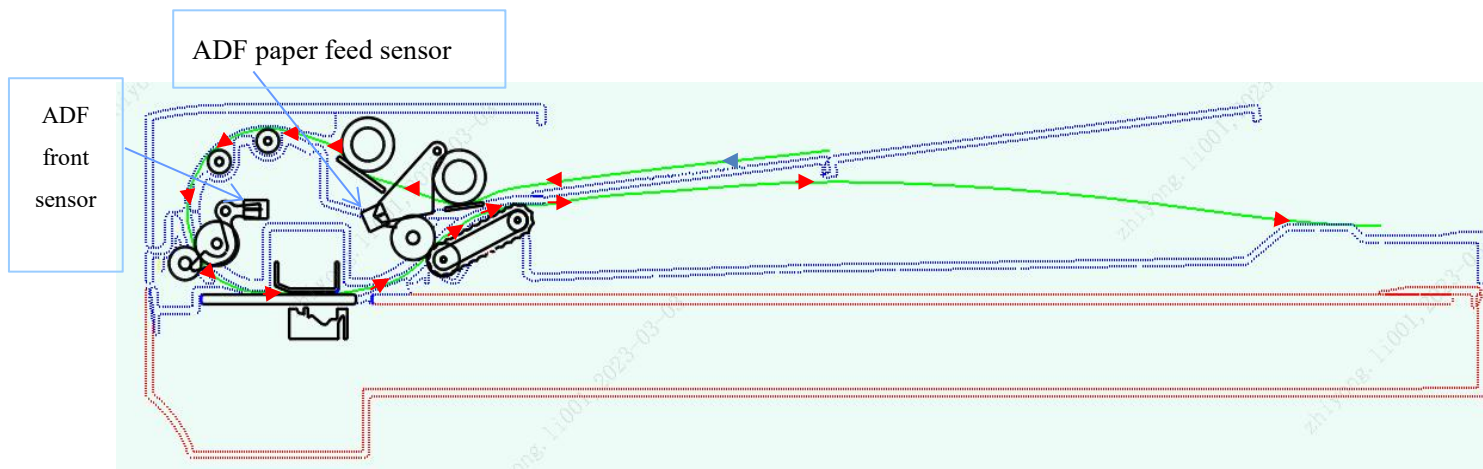
2.2 Mechanical device



No.	Names
1	ADF paper feed roller
2	ADF paper exit roller
3	Heating assembly
4	Pressure roller
5	ITU clean supporter roller
6	ITU support roller
7	ITU tension roller
8	Second transfer roller
9	Paper feed roller
10	Conveyer roller of duplex
11	First transfer roller
12	ITU drive roller

2.3 Paper Walk Path

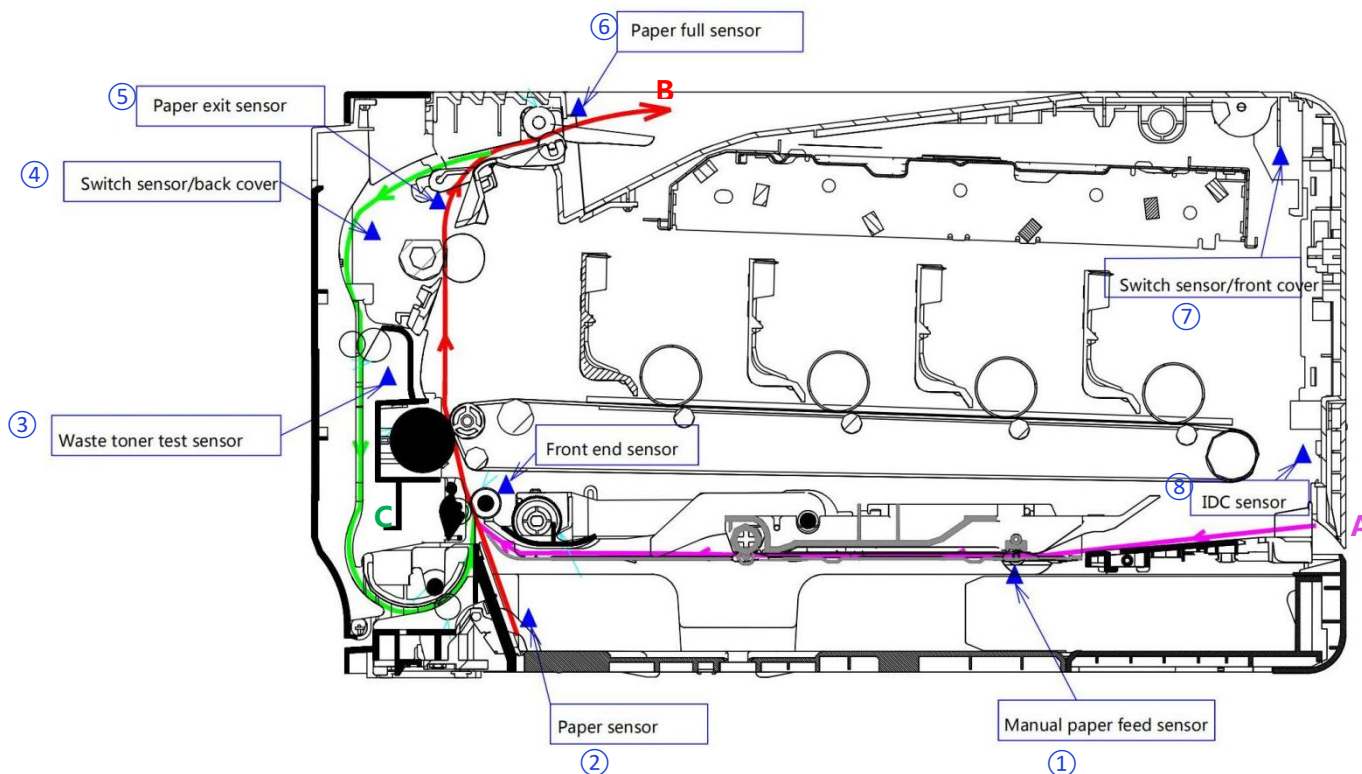
2.3.1 ADF Paper Walk Path



As shown in the above figure, the green line is the machine's single-sided paper feed route.

No.	Part names	Main functions
1	ADF paper feed sensor	Check if there's paper in the tray.
2	ADF front sensor	Check paper jam

2.3.2 Printer Paper Walk Path



As shown in the above figure, the red line is the machine's single-sided paper feed route (Line A is the manual paper tray feed route, and Line B is the automatic paper tray feed route), and the green line C is the machine double-sided paper feed route.

No.	Part names	Main functions
1	Manual paper feed sensor	1. Detect whether there is paper in the manual feed tray 2. Detect paper jam location
2	Paper sensor	Detect whether automatic paper tray has paper.
3	Waste toner test sensor	1. Detect if the machine has a waste toner bottle. 2. Detect if the waste toner is full.
4	Switch sensor/back cover	1. Detect if the back cover is closed. 2. Detect the location of paper jam.
5	Paper exit sensor	Detect the paper ejection, the machine will report a paper jam if the paper cannot be ejected for a long time
6	Paper full sensor	Check whether the paper slot is full of printing papers and remind to clean up the paper
7	Switch sensor/front cover	Detect if the front cover is closed.
8	IDC sensor	Detect whether the toner spots too few or too much on the printed image.

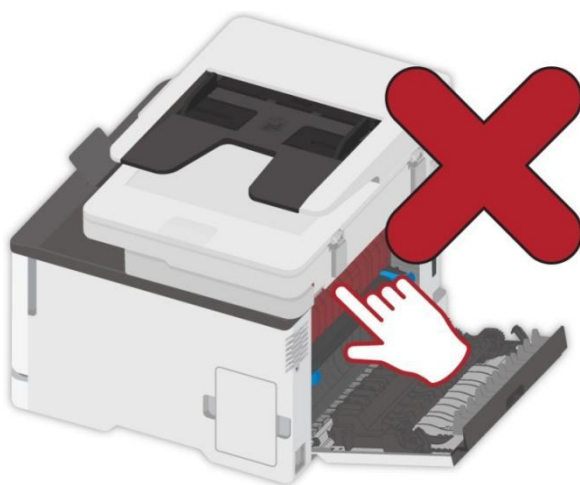
3. Maintenance

Note: • The appearances of the printers with different models and functions are different, and the schematic diagram is for reference only.

3.1 Cleaning of printer



: Some parts of the printer are still in high temperature within a short time after use. To prevent burns, please don't directly touch places labeled with high temperature warning in contact with internal components after opening the printer's front or rear cover.



Note:

- Disconnect the printer before cleaning.
- Please use mild detergents.
- Use caution when using the printer display to prevent pressing or damaging the touch display. Please use a soft dry cloth or dip in a neutral detergent or ethanol to clean the display surface. Do not use any organic solvents, acidic or alkaline solutions for cleaning.

3.1.1 Cleaning the printer



: To avoid the risk of electrical shock when cleaning the exterior of the printer, unplug the power cord from the electrical outlet and disconnect all cables from the printer before proceeding.



Note: • Please perform this job every few months.

- Damage to the printer caused by improper handling is not covered by the printer warranty.

1. Turn off the printer, and then unplug the power cord from the electrical outlet.



2. Remove the paper from the standard exit and feed tray.
3. Remove any dust, lint, and pieces of paper around the printer using a soft brush or vacuum.
4. Wipe the outside of the printer with a damp, soft, lint-free cloth.



Note:

- Do not use household cleaners or detergents, as they may damage the surface of the printer.
- Make sure that all areas of the printer are dry after cleaning.

5. Connect the power cord to the electrical outlet, and then turn on the printer.



:To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.

3.1.2 ADF cleaning



Note: • the machine with the ADF should be regularly cleaned, removing dirt on the top cover of the ADF. Please wipe the place as shown in figure with a soft cloth.



1. Use a soft cloth to wipe the outside of the printer clean.



2. Open the scanner cover and then wipe the glass platen gently with a soft cloth.



3.2 Replacing parts and consumables

1. Use and maintenance of toner cartridge.

Please use the original toner cartridge for better printing quality.

Please pay attention to the following items while using the toner cartridge:

- Please keep the toner cartridge in a dry and dark place.
- Do not refill the toner cartridge without permission; otherwise, the damages caused will not be included in the scope of warranty of the printer.
- Please place the toner cartridge in cool and dry places.
- Please do not place the toner cartridge near ignition sources, as the toner inside it is inflammable and may cause fire.
- Please pay attention to toner leakage while it is taking out or disassembled. In case of toner leakage, skin contact with toner or spattering into eyes or mouth, please wash it with clear water immediately, or see a doctor if feeling unwell.
- When placing the cartridge, please stay away from children may contact area.

2. Service life of toner cartridge

- The service life of toner cartridge is depending on the toner quantity needed by printing.
- When the touch screen shows “Toner Cartridge Exhausted”, it means that the toner cartridge is nearly exhausted. Please replace the toner cartridge.

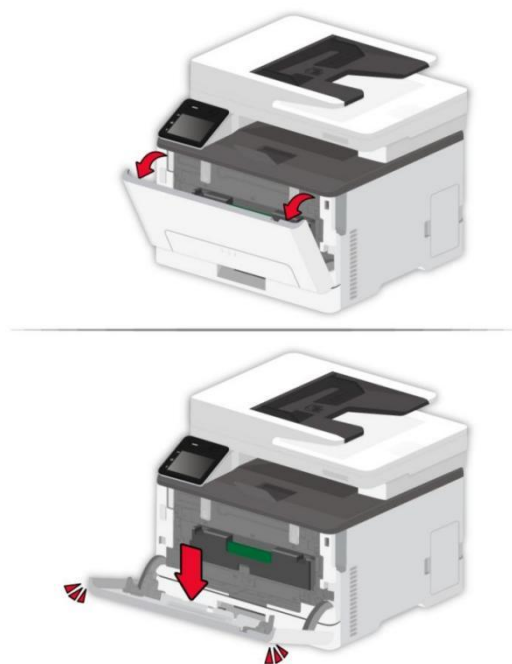
3.2.1 Replacing parts and consumables

3.2.2 Replacing the toner cartridge

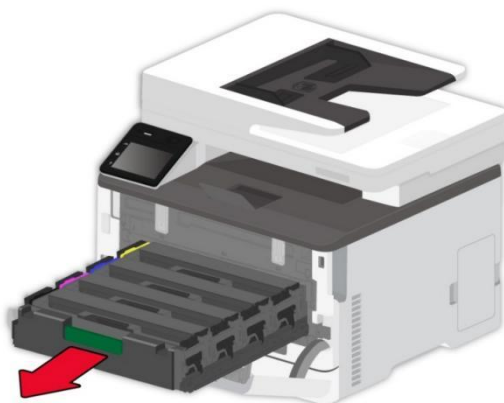
**Note:**

- If the tray is unfolded, remove it before replacing the toner cartridge.

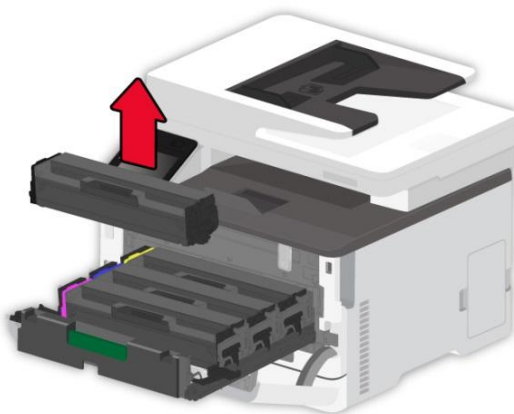
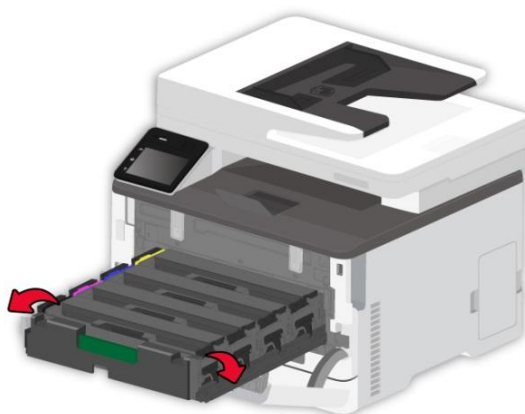
1. Open the front cover, and then push it down hard.



2. Pull out the toner cartridge tray.



3. Remove the used toner cartridge.



4. Unpack the new toner cartridge.

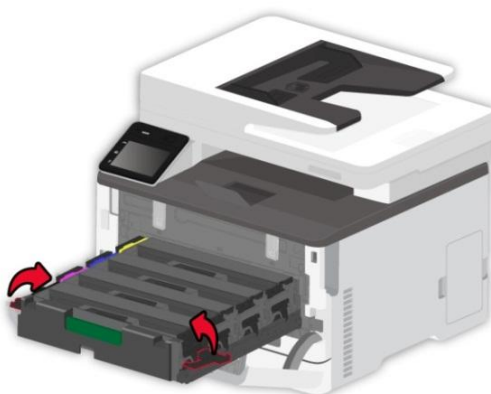
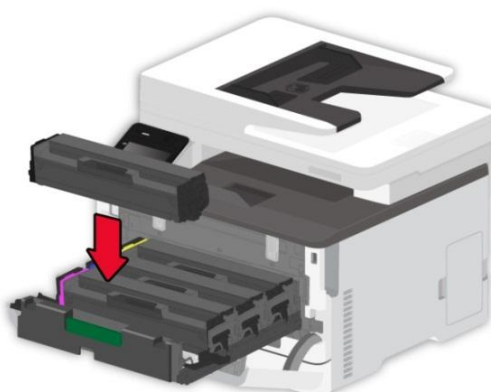


Note:

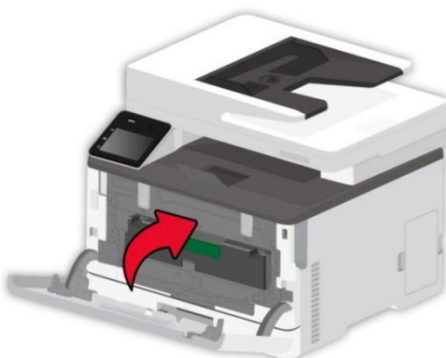
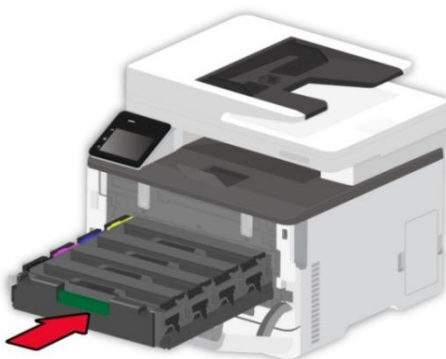
- Do not expose the bottom of the toner cartridge to direct light. Prolonged exposure to light may cause print quality problems.
- Do not touch the bottom of the toner cartridge. Otherwise it will affect the quality of future print jobs.



5. Insert a new toner cartridge.



6. Insert the toner cartridge tray, and then close the cover.



3.2.3 Replacing the waste toner bottle

1. Remove the used waste toner bottle.



Note: • To avoid toner leakage, keep the waste toner bottle upright

2. Unpack the new waste toner bottle.
3. Insert a new waste toner bottle.



3.2.4 Replace the tray

1. Remove the used tray.



2. Unpack the new tray.
3. Insert a new tray.



3.2.5 Move the printer

3.2.5.1 Move the printer to another location



:To avoid the risk of electrical shock, do not place or use this product near water or wet locations.



:If the printer weighs more than 18 kg, then it requires two or more trained personnel to lift it safely.



:To avoid the risk of fire or electrical shock, use only the power cord provided with this product or the manufacturer's authorized replacement.



:When moving the printer, follow these guidelines to avoid personal injury or printer damage:

- Make sure that all covers and trays are closed.
- Turn off the printer, and then unplug the power cord from the electrical outlet.
- Disconnect all cords and cables from the printer.
- If the printer has casters on its base, then carefully move it to the new location. Use caution when passing over thresholds and breaks in flooring.
- Always use the handholds on the printer to lift it.
- Any cart used to move the printer must have a surface able to support the full footprint of the printer.
- Keep the printer upright.
- Avoid violent vibrations when moving.
- Make sure that your fingers are not under the printer when you set it down.
- Make sure that there is adequate clearance around the printer.



Note:

- Damage to the printer caused by improper handling is not covered by the printer warranty.

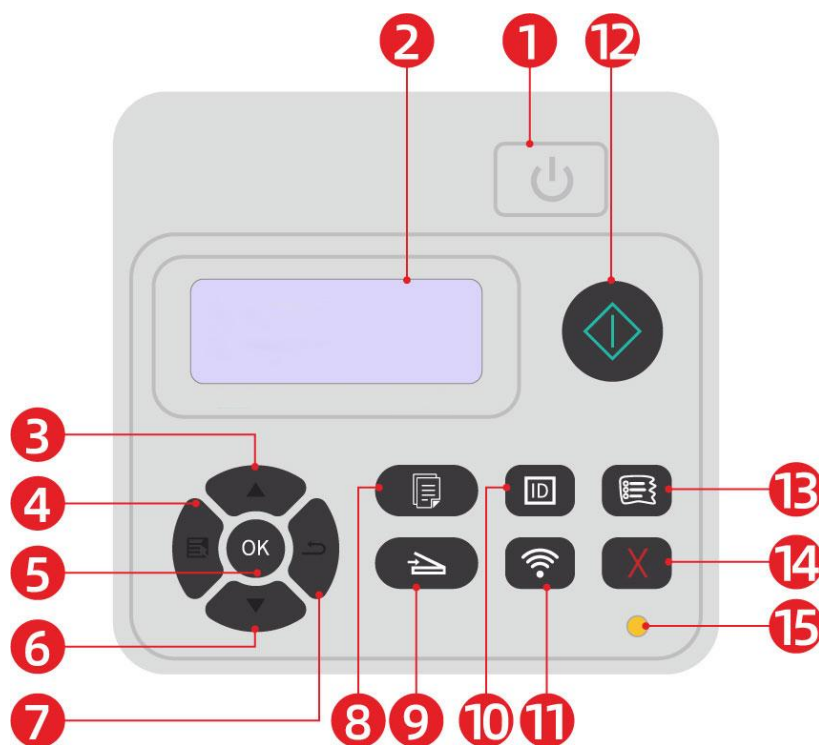
3.2.5.2 Transporting the printer

When transporting the printer, use the original packaging.

4. Printer control panel structure and function descriptions

4.1 FB control panel structure and function descriptions

4.1.1 Control panel structure



4.1.2 The button functions are defined as follows:

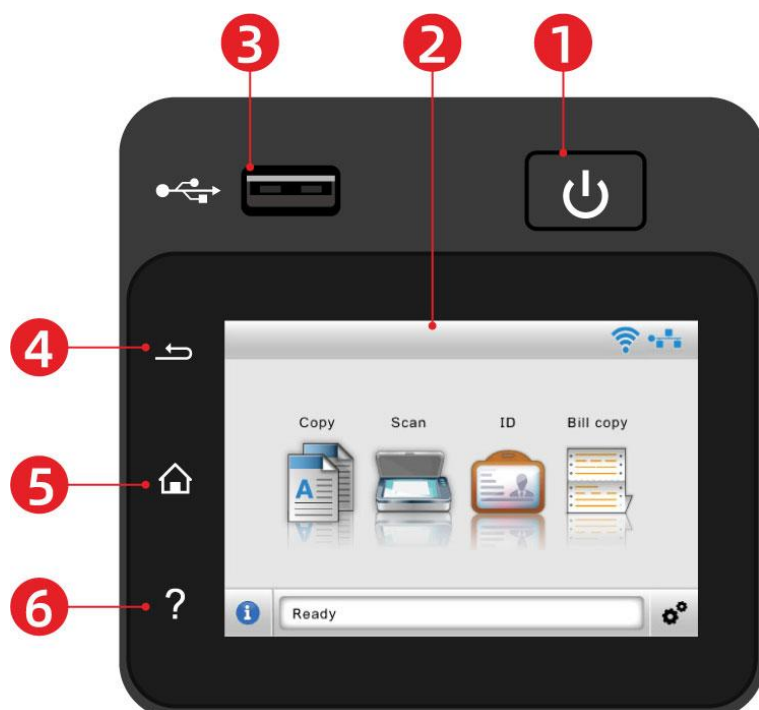
NO.	Name	Functions
1	Power switch	•Turn the power on or off and press this button under Ready state to enter energy-saving mode. •Press and hold this button for more than 2s to turn the printer power off.
2	LCD Display	Display operation interface and product information.
3	UP	Scroll through the menus and options. Increase 1 copy on the ready interface of Copy mode.
4	Menu	Open the main menu of control panel
5	OK	Confirm the selection on screen.
6	Down	Decrease 1 copy on the ready interface of Copy mode.
7	Back	Return to the previous menu.

8	Copy Button	Press this button to enter into copy mode.
9	Scan Button	Press this button to enter into scan mode.
10	ID copy	Press it to enter the ID copy mode.
11	Wi-Fi button	Short press Wi-Fi button to turn on direct Wi-Fi connection of the printer and automatically print out "Mobile Device Wi-Fi Connection Wizard" page (for models with Wi-Fi function only).
		Long press Wi-Fi button for over 2s to start WPS when Wi-Fi is not connected or to disconnect Wi-Fi when it has already been connected (for models with Wi-Fi function only).
		Open save toner function(applicable to non-Wi-Fi model only).
12	Start Button	This is used to start relevant operations after finishing operation settings. In case of a feed failure, please press this key for pick-up and printing again.
13	Bill Copy Button	Press this button to enter into Bill Copy mode.
14	Cancel	• Execute cancel operation. • Idle state interface under copy mode, to reset the "Number of Copies" to 01.
15	Status Light	Indicate the status of printer.

4.2 Touch screen panel structure and function descriptions

4.2.1 Control panel structure

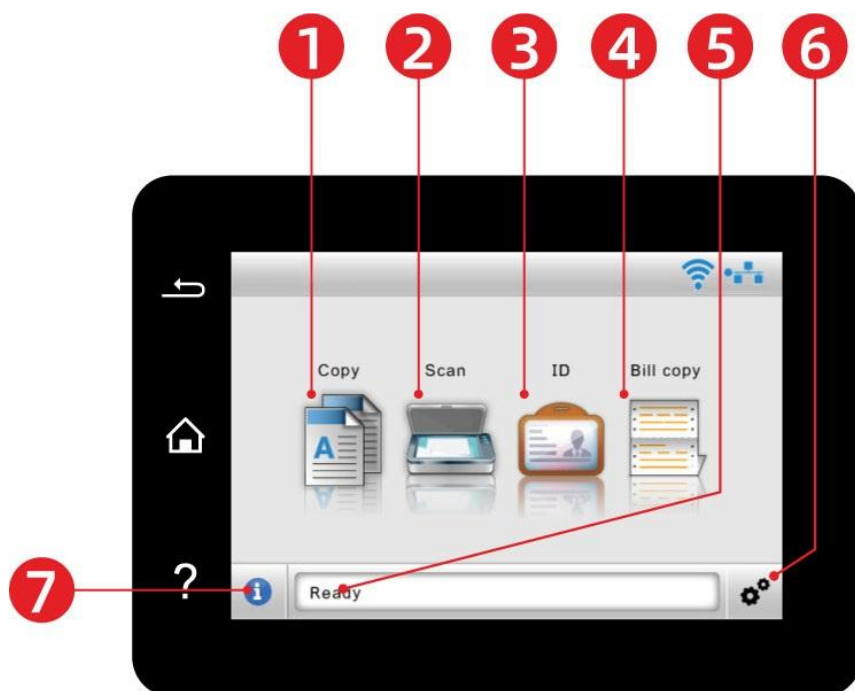
Layout of touch screen buttons of printer control panel is shown as below:



4.2.2 The button functions are defined as follows:

NO.	Name	Functions
1	Power switch	Turn the power on or off and press this button under Ready state to enter energy-saving mode. Press and hold this button for more than 2s to turn the printer power off.
2	Color touch screen	• Check printer status and message. • Set and operate printer.
3	Front USB interface	Scan into the USB flash disk.
4	Return button	Return to the previous menu.
5	Home button	Go to the home screen.
6	Help button	• Access to Help system of control panel. • It describes how to use each screen and eliminate faults.

4.2.3 Home screen



NO.	Name	Functions
1	Copy	Access to “Copy” menu and make a copy.
2	Scan	Access to “Scan” menu and scan document.
3	ID copy	Access to “ID copy” menu and make an ID card copy.
4	Bill copy	Access to “Bill copy” menu and make a bill copy.
5	Status message bar	Display the current printer status.
6	“Setting” button	Open menu setting interface.
7	Status icon	• View supplies information in ready state. • View printer error status information in error status.

5. Error display and troubleshooting

5.1 Inspection prior to repair

5.1.1 Precautions for inspection prior to repair



Caution - shock hazards: this symbol on the product means that there is dangerous voltage in the working area. Unplug the power plug of the product before working. Be careful if the product must be powered on to perform the task.



Caution - shock hazards: this product uses an electronic power switch, which cannot physically disconnect the input AC voltage. To avoid the shock hazards, be sure to unplug the power cord on the printer to cut off the AC voltage.



Caution - shock hazards: to avoid the shock hazards when removing the covering plate or opening the door for troubleshooting, do not touch the exposed wires or circuits, if the printer is connected to the power outlet.



Caution - shock hazards: to avoid the shock hazards and prevent the printer from being damaged, unplug the power cord from the power outlet and disconnect it from any external equipment before connecting or disconnecting any cables, circuit boards or components.



Caution - high temperature surface: the inside of the printer may be very hot. To reduce the injury risks caused by high temperature components, please wait for them to cool before touching their surfaces.

5.1.2 Work environment

- 1) After the power cord is unplugged from the power outlet, check whether it is broken, short-circuited, open-circuited or incorrectly connected.
- 2) Ensure that the printer is properly grounded.
- 3) Ensure that the power cord voltage is within 10% of the rated voltage.
- 4) Place the printer on a stable and horizontal surface.
- 5) Keep the room temperature between 10°C and 32°C. Keep the relative humidity between 20% and 80%.
- 6) Avoid placing the printer in a dusty place.
- 7) Avoid exposing the printer to ammonia or other harmful gases.
- 8) Avoid placing the printer in a hot or humid area (near water or humidifier).
- 9) Avoid exposing the printer to direct sunlight.
- 10) Keep the room where the printer is placed well ventilated.
- 11) Avoid placing the printer in a place where its vents will not be blocked.

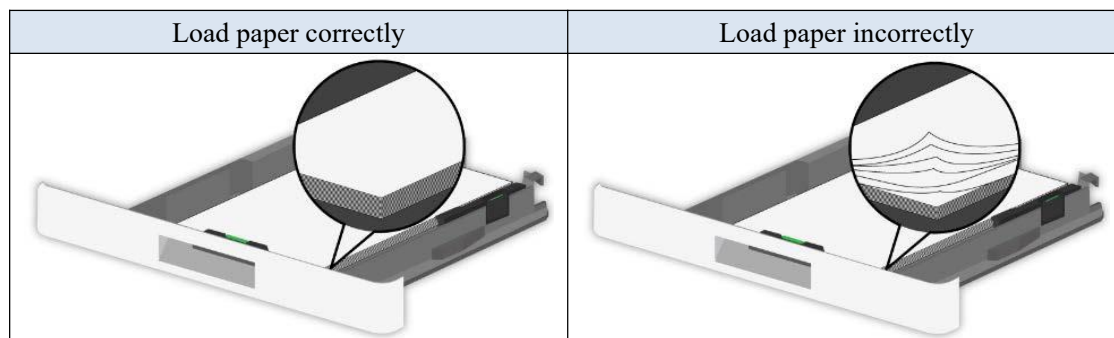
5.1.3 Preliminary printer troubleshooting

1. Check whether its appearance is damaged (printer defects may be related to its appearance damage)
2. Confirm the startup and shutdown (check whether the printer can warm up normally or what faults are reported)
3. Check whether there is a large amount of toner or dust in the printer, and please clean. (chip contact point, paper roller - portrait problem, toner cartridge recognition failure, no paper fed, paper jam, etc.)
4. Replace the toner cartridge and make confirmation (general portrait problems and errors reported in the toner cartridge will be related to the toner cartridge)
5. Please replace the paper products for testing (paper passing failure)
6. Restore factory settings (setting failure)
7. Print the information page to confirm the printer usage
8. Set the color calibration first in case of misregistration in printing.

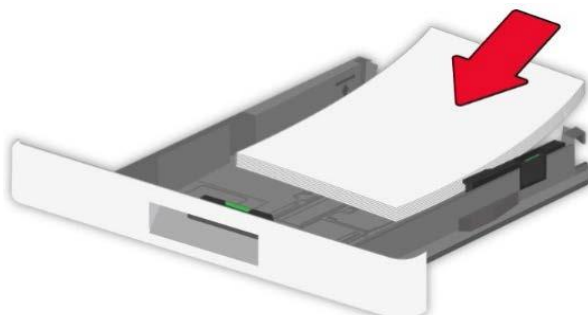
5.1.3.1 Paper requirements

1. Loading paper correctly

- 1) Make sure the paper is loaded flat in the tray



- 2) Do not install or remove the tray in the process of printing
- 3) Do not load too much paper, and ensure that the paper stack height is lower than the paper loading limit indicator.
- 4) Do not slide the paper into the tray, and load the paper as shown in the figure



- 5) Ensure that the paper guide is placed correctly and the paper or envelope shall not be pressed tightly

6) After loading the paper, push the tray into the printer

2. Using paper recommended

- 1) Use new, undamaged paper and paper recommended or special media
- 2) Do not load wrinkled, shrunk, damp, bent or curled paper
- 3) Before loading paper, it shall be tightened, unfolded and the edges of the paper shall be aligned



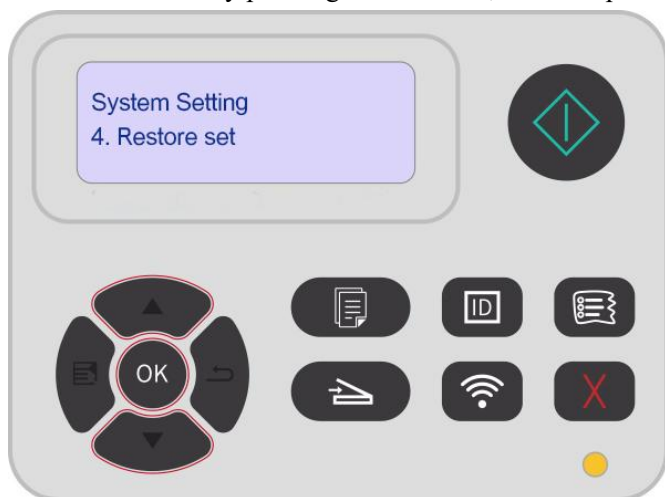
- 4) Do not use paper that has been hand-cut or trimmed
- 5) Do not mix papers in different sizes, weights or types in the same tray
- 6) Ensure that the paper size and type are set correctly on the computer or printer control panel
- 7) Please understand the recommended printable side of the paper before loading them. which is usually indicated on the paper packaging.
- 8) Do not use coated paper unless they are specifically designed for electronic phototypesetter printing.
- 9) Store paper as required by the manufacturers.

5.1.3.2 How to restore the factory settings

1) FB model

"Restore factory settings" is used to recover the default settings of printer. The printer will restart itself automatically after recovering factory settings.

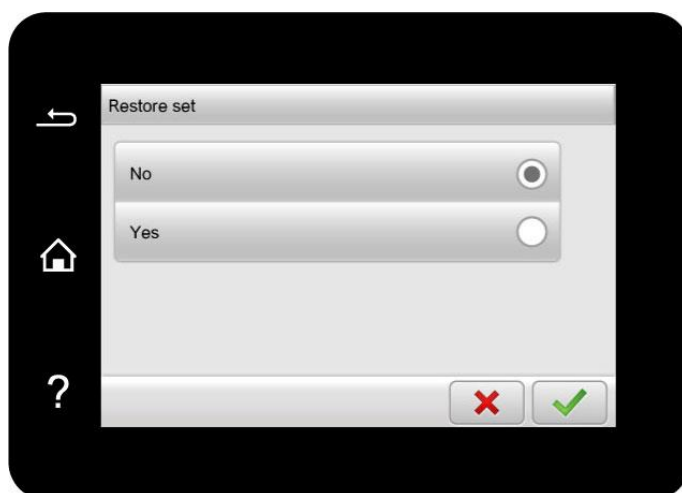
1. Press "Menu" to enter the menu setting interface.
2. Press "▲" or "▼" to select "System Setting" and then press "OK".
3. Select "Restore set" by pressing "▲" or "▼", and then press "OK" to restore factory settings.



2) ADF model

"Restore factory settings" is used to recover the default settings of printer. The printer will restart itself automatically after recovering factory settings.

1. Click "⚙️" button in control panel to enter "Menu Setting" interface.
2. Click and select "System Setting"- "Restore set" to reset to defaults.

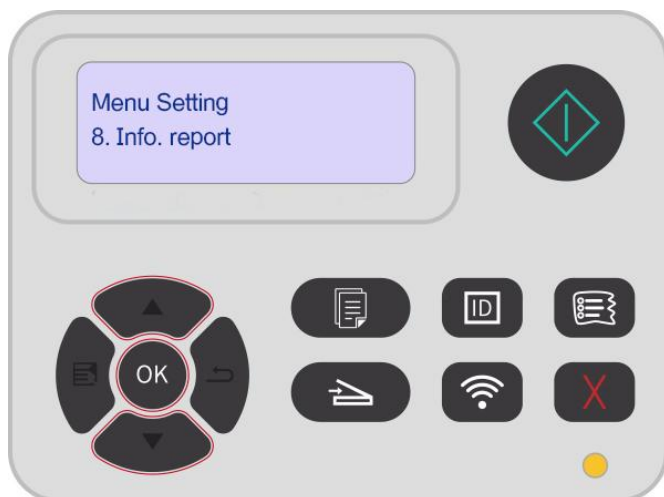


5.1.3.3 Printing information report

5.1.3.3.1 FB panel model

You can print information report by operating control panel. These pages can help you to learn about product information, and diagnose and solve product failures.

1. Press "Menu" to enter the menu setting interface.
2. Press "▲" or "▼" to select "Info.report".
3. Press "OK" key to enter information report print. You can print product report according to needs.



Printable product reports include Demo pages, information pages, log information pages, menu structure pages, quality test pages, network configuration, email address, group mails, FTP address, Wi-Fi hotspot, etc.



Note: • The product report above is the most complete version, and may be different from the product report of model that you actually use.

5.1.3.3.2 ADF panel model

You can print information report by operating control panel. These pages can help you to learn about product information, and diagnose and solve product failures.

1. Click " " button in control panel to enter "Menu Setting" interface.
2. Click and select "Info. report" to enter Info. report print, thus you can print product report as required.



Printable product reports include Demo pages, information pages, log information pages, menu structure pages, quality test pages, network configuration, email address, group mails, FTP address, Wi-Fi hotspot, etc.



Note: • The product report above is the most complete version, and may be different from the product report of model that you actually use.

5.1.3.3.3 Information page descriptions

CM2100 Series

PANTUM

[Printer Information Page] [Page 1]

Product Information		System Setting	
Product Name	: CM2100ADW Series	Sleep Time	: 1minute
USB Vender ID	: 0x232B	Toner Saving Mode	: Close
Firmware Version	: 2.4.0.5	Mute printing	: Close
Engine Version	: 1.3.1.8		
Memory Size	: 512MB		
Print Language	: GDI		
Serial Number	: CN9A000293		

Machine serial number

Print Setting	
Print Density	: Normal
Calibration Freq	: Normal

Print Information	
Total pages printed	: 130
Number of pages printed in monochrome	: 90

Number of pages printed by the machine

A5	: 0
A4/Letter	: 130
Legal/Folio	: 0
B5/Executive	: 0
B6	: 0
Others	: 0

Tray Setting	
Paper Size for Man.FeedTray	: A4
Paper Type for Man.FeedTray	: Plain
Paper Size for AutoInp. Tray	: A4
Paper Type for AutoInp. Tray	: Plain
Load paper tip	: Open

Consumables Information	
Black cartridge	
Model	:
Capacity	: 0
Status	: Normal
Remaining Amount	: 100%
Average Coverage	: 0%
Expected print pages	: 0
Yellow cartridge	
Model	:
Capacity	: 0
Status	: Normal
Remaining Amount	: 100%
Average Coverage	: 0%
Expected print pages	: 0
Cyan cartridge	
Model	:
Capacity	: 0
Status	: Normal
Remaining Amount	: 100%
Average Coverage	: 0%
Expected print pages	: 0
Magenta cartridge	
Model	:
Capacity	: 0
Status	: Normal
Remaining Amount	: 100%
Average Coverage	: 0%
Expected print pages	: 0
Waste toner box	
Status	: Normal

Consumables information

5.1.3.3.4 Network configuration information page descriptions

[Network Configuration Information Page]

[Page 1]

Wired Network Configuration

Connection Status : Not Connected
Wired Hardware Address : AC:C5:1B:47:46:BA
Host Name : Pantum-4746BA
Device Location :

Wireless Network Configuration

Connection Status : Not Connected
Wireless Hardware Address: 30:7B:C9:7B:6F:AC
Communication Mode :
Network Name (SSID) :
BSSID :
Authentication Method :

Wired Network IPv4 Information

Status : Open
Configuration Method : Auto
IP Address :
Subnet Mask :
Default Gateway :
Bonjour Name :

Wireless Network IPv4 Information

Status : Open
Configuration Method : Auto
IP Address :
Subnet Mask :
Default Gateway :
Bonjour Name :

IP
information

Wired Network IPv6 Information

Status : Open
Link-Local Address :
Stateless Address :
Stateful Address :

Wireless Network IPv6 Information

Status : Open
Link-Local Address :
Stateless Address :
Stateful Address :

E-mail Notification

Out of paper : Close
Low toner : Close
Paper Jam : Close
Cartridge end : Close
Waste toner box warning : Close

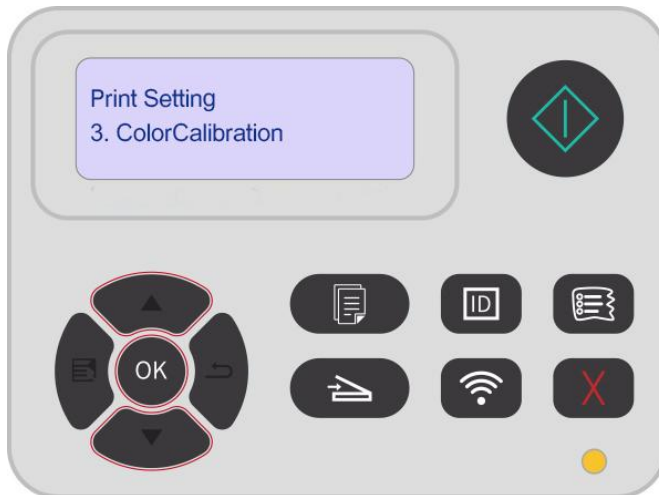
Wireless Direct Information

Status : Open
Device Name : DIRECT-19-PantumCP21
00 Series
IP Address : 192.168.223.1
Password : 12345678
Role : GO
Connected Device(s) : 0

5.1.3.4 Color calibration setting method (FB model)

When the environment where your printer is used changes greatly, the printer may automatically perform color calibration for better printing results. In case of ghosting or large color difference, you can manually calibrate colors as follows:

1. Press "Menu" to enter the menu setting interface.
2. Select "Print Settings" by pressing "▲" or "▼", and then press "OK".
3. Select "Color Calibration" by pressing "▲" or "▼", and then press "OK" to set "Full Calibration" and "Position Calibration".



- Note:**
- When your printer performs a certain amount of print jobs, it will automatically perform color calibration.
 - When you replace the laser toner cartridge with a new one, the printer will automatically perform color calibration.

5.1.3.5 Color calibration setting method (ADF model)

You can print information report by operating control panel. These pages can help you to learn about product information, and diagnose and solve product failures.

1. Click "  " button in control panel to enter "Menu Setting" interface.
2. Click and select "Info. report" to enter Info. report print, thus you can print product report as required.



Printable product reports include Demo pages, information pages, log information pages, menu structure pages, quality test pages, network configuration, email address, group mails, FTP address, Wi-Fi hotspot, etc.



Note: • The product report above is the most complete version, and may be different from the product report of model that you actually use.

5.2 Error messages

Error prompts	Error reasons	Solutions
The printer is not connected	1. The USB cable or power cord is not connected 2. The driver is installed incorrectly 3. Data board failure	1. Please connect the USB cable and power cord correctly; 2. Install the correct driver; 3. Replace the data board;
The front cover is open	1. The left side of the front cover is not properly closed 2. Front cover sensor switch cable defects 3. High voltage board defects	1. Please open the front cover and close it again; 2. Re-connect/replace the front cover sensor switch cable; 3. Replace the high voltage board
Open the rear cover	1. The rear cover is not properly closed 2. The limit switch cable of rear cover disconnect. 3. The limit switch of rear cover defects. 4. High voltage board defects	1. Please open the rear cover and close it again; 2. Re-connect the limit switch cable. 3. Replace the limit switch; 4. Replace the high voltage board
C/M/Y/K toner cartridge is not installed	1. The toner cartridge is not installed or not correctly installed 2. The contact point of the toner cartridge chip is dirty 3. The toner cartridge chip is damaged 4. The toner cartridge chip cable is pulled out or broken 5. The spring of the contact point of the high voltage board chip	1. Please install the toner cartridge correctly 2. Clean the contact point of the toner cartridge chip 3. Replace the toner cartridge assembly 4. Re-connect/replace the toner cartridge chip cable 5. Replace the spring of the contact point of the high voltage board chip

	has deformation	
C/M/Y/K toner cartridge does not match	1. The toner cartridge model does not match 2. The toner cartridge chip is damaged	Please replace the corresponding toner cartridge
C/M/Y/K toner cartridge is at the end of its life	1. The toner in the cartridge has run out 2. The toner cartridge chip is damaged	Please replace the corresponding toner cartridge
The waste toner cartridge is not installed	1. The waste toner cartridge is not installed or not correctly installed 2. Waste toner cartridge sensor board cable defects 3. Waste toner cartridge sensor board defects 4. High voltage board defects 5. Data board defects	1. Please install the waste toner cartridge correctly 2. Re-connect/replace waste toner cartridge sensor board cable 3. Replace waste toner cartridge sensor board 4. Replace the high voltage board 5. Replace the data board
The waste toner cartridge is full	The waste tone bottle is full	Place replace waste toner cartridge;
The waste toner cartridge will be full	The waste tone bottle will be full	Place replace waste toner cartridge in time;
There is a little bit of toner in the C/M/Y/K toner cartridge;	1. The toner in the cartridge will run out 2. The toner cartridge chip is damaged	Please replace the corresponding toner cartridge in time
The paper source does not match Automatic input tray paper settings do not match	1. The paper used is inconsistent with the paper set by the panel or the driver 2. Data board defects	1. Set the paper by the panel or the driver to be consistent with the paper used 2. Replace the data board

No matching tray found		
The output tray is full	1. The output bin is too full 2. All-paper sensor cable defects 3. All-paper sensing handle defects 4. All-paper sensing handle spring defects 5. All-paper sensor defects 6. Controller board defects	1. Remove the paper from the output bin 2. Re-connect/replace the all-paper sensor cable 3. Replace the all-paper sensing handle 4. Reinstall/replace the all-paper sensing handle spring 5. Replace the all-paper sensor 6. Replace the controller board
Out of memory	Out of memory for scanning	After the relevant module releases memory, scanning can be resumed.
No paper in ADF	No paper in ADF	Add paper in ADF
ADF paper feed fails	Paper jam or ADF sensor issue.	Take out the paper from ADF, and put into again or check the ADF sensor.
Paper jammed in ADF	ADF paper jammed or paper feed failures	Check ADF path, remove the paper jam manually.
ADF top cover is open	ADF top cover is open	Close top cover
The attached size exceeds the mailbox sever limit	The attached size exceeds the mailbox sever limit when scan to mailbox.	Reduce the pages of scanning
No response is made by PC	USB or network connection is abnormal; The driver is not installed.	Check USB or network connection; Check if the driver is installed; Restart printer.
Storage in the USB flash disk failed	USB flash disk pulled out or defect.	Check if the USB flash disk is OK.
The memory of USB flash disk is insufficient	The memory of USB flash disk is insufficient.	Delete the files that don't need in USB flash disk.
Failure of sending the scanned file	The scanned Email and FTP adress is valid but don't exist, or SMTP server is incorrectly configured.	Check configuration of Email, FTP, SMTP; Restart printer.
The user name or password is incorrect.	The user name or password is incorrect.	Fill in the correct user name or password.
Scanner busy	There's other task.	Please cancel the task or wait for other task completing.

Scan failure	Scanner inner error	Please call the customer service staff.
Communication Error 21	Data transfer timeout	Check usb/net/wifi, Restart printer.
Communication Error 25	Abnormal USB connection	Check USB connection; Restart printer.
Communication Error 26	Abnormal connection of Net.	Network communication error, check net connection; Restart printer
Communication Error 27	Abnormal connection of Wifi	Network communication error, check wifi connection; Restart printer

5.3 Common errors

Defects	Causes of defects	Solutions
Power off when booting	1. The power supply board cable is pulled out/damaged 2. Power supply board defects 3. Controller board defects	1. Re-connect/replace the power supply board cable 2. Replace the power supply board 3. Replace the controller board
Black screen	1. Panel FFC is pulled out/damaged 2. LCD screen defects 3. Panel defects 4. Controller board defects	1. Re-connect/replace the panel FFC 2. Replace the LCD screen 3. Replace the panel 4. Replace the controller board
White screen		
Abnormal noise	1. Toner cartridge assembly defects 2. CMY or K/ transfer belt or fuser driving motor is dirty with foreign matters 3. Main drive assembly defects 4. Fuser drive assembly defects	1. Replace the toner cartridge assembly 2. Clean the foreign matters of the driving motor 3. Replace the main drive assembly 4. Replace the fuser drive assembly
Repeated paper feed (multiple pieces of paper for printing)	1. Too much static electricity in the printing paper 2. The print paper is damp or glues together 3. Rubber roller assembly defects	1. Move the paper head by hand for separating 2. Replace the printing paper 3. Replace the rubber roller assembly
Wrinkled printing paper	1. The double-sided printing rear cover is not correctly closed 2. Fuser defects	1. Re-close the double-sided printing rear cover 2. Replace the fuser
The printer does not work	1. The cable between the computer and the printer is not connected properly. 2. Error in specifying the print	1. Disconnect and then reconnect the printer cable. 2. Check the Windows printer settings to ensure that the print job has been sent to the correct port. If the computer has more than one port, make sure that the

	port. 3. The printer is offline and User Guide of Printer is checked. 4. The printer has not recovered from an internal error, such as a paper jam, paper empty, etc. 5. Driver program of printer is not installed correctly.	printer is connected to the correct port. 3. Make sure that the printer is in the normal online status. 4. Please eliminate errors so that the printer can recover to its normal state. 5. Unload and reinstall the driver program of printer.
Please close the ADF cover	1. The ADF switch cable is pulled out. 2. ADF switch damaged. 3. ADF sensor FFC is pulled out. 4. ADF sensor FFC is damaged. 5. Controller board defects.	1.Re-connect ADF switch cable. 2.Replace ADF switch. 3.Re-connect ADF sensor FFC. 4.Replace ADF sensor FFC. 5.Replace controller board.
Failure of sending the scanned file	The address of the Email or FTP scanned in network connection is correct but does not exist; or the SMTP server is configured incorrectly.	1.Check the Email,FTP,SMTP configuration. 2.Check the connection of network, cable and WIFI. 3.Restart the printer.

5.4 Error codes

Warnings!

This product has a self-diagnostic function. In the event that a fault is detected, an error code warning message will be displayed on the screen or computer.

Error code	Cause	Inspection and measures
Internal error of printer FE0120-00 Please call the customer service staff.	Abnormality of main motor	1. Check the connecting wire of the motor; 2. Replace the motor; 3. Restart the printer; 4. Replace the data board.
Internal error of printer FE0134-00 Please call the customer service staff.	Abnormality of fuser fan.	1. Check the fan's cable; 2. Replace the fan; 3. Restart the printer; 4. Replace the data board.
Internal error of printer FE0141-00 Please call the customer service staff.	The thermistor cable of fuser disconnect.	1. Check the fuser cable; 2. Replace the fuser; 3. Replace the Power board; 4. Replace the data board. 5. Remove the error code in the service tool.
Internal error of printer FE0142-01 Please call the customer service staff.	Too slow temperature rise of preheating	
Internal error of printer FE0142-03 Please call the customer service staff.	Failure to reach the preheated aimed temperature	
Internal error of printer FE0143-00 Please call the customer service staff.	Abnormal temperature of fuser(software)	
Internal error of printer FE0144-00 Please call the customer service staff.	Abnormal temperature of fuser(hardware)	
Internal error of printer FE0244-00 Please call the customer service	Abnormal of color developing motor	1. Check the motor cable; 2. Replace the motor; 3. Restart the printer;

staff.		4. Replace the data board;
Internal error of printer FE0300-00 Please call the customer service staff.	ABS abnormal of High voltage board	1. Check the cable of High voltage board; 2. Replace the High voltage board; 3. Restart the printer;
Internal error of printer FE0402-00 Please call the customer service staff.	Polyprism motor abnormality: timeout during ON	1. Check the LSU cable; 2. Replace LSU; 3. Restart the printer; 4. Replace the data board;
Internal error of printer FE0403-00 Please call the customer service staff.	Polyprism motor abnormality: timeout during OFF	
Internal error of printer FE0404-00 Please call the customer service staff.	Polyprism motor abnormality: XFERDY signal error	
Internal error of printer FE0420-00 Please call the customer service staff.	K color: Front end: LD0 synchronous detection abnormality	
Internal error of printer FE0421-00 Please call the customer service staff.	Y color: Front end: LD0 synchronous detection abnormality	
Internal error of printer FE0902-00 Please call the customer service staff.	CTL profile preparation OK notification not delivered	Restart the printer
Internal error of printer FE0903-01 Please call the customer service staff.	The preheating action of the internal monitoring module cannot be ended.	
Internal error of printer FE0903-02 Please call the customer service staff.	Print page management:buffer full	
Internal error of printer FE0903-03 Please call the customer service staff.	Error in printing or calibration process between data firmware and engine firmware	
Internal error of printer FE0903-04 Please call the customer service		

staff. Internal error of printer FE0903-05 Please call the customer service staff.		
Internal error of printer FE0904-00 Please call the customer service staff.	Engine parameter file error	1. Replace the adapter board; 2. Restart the printer; 3. Replace the data board;
Internal error of printer FE0905-00 Please call the customer service staff.	Abnormal factory verification file	1. Replace the adapter board; 2. Restart the printer; 3. Replace the data board;
Internal error of printer FE0906-00 Please call the customer service staff.	Abnormal color correction parameters	1. Replace the adapter board; 2. Restart the printer; 3. Replace the data board;
Internal error of printer FE0280-00 Please call the customer service staff.	Abnormal temperature and humidity sensor	1. Replace the temperature and humidity sensor; 2. Restart the printer; 3. Replace the data board;
Internal error of printer FE0281-00 Please call the customer service staff.	Abnormal CTD temperature sensor	1. Replace the CTD temperature sensor; 2. Restart the printer; 3. Replace the data board;
Internal error of printer FE0282-00 Please call the customer service staff.	Abnormal LSU sensor	1. Replace the LSU sensor; 2. Restart the printer; 3. Replace the data board;
Internal error of printer 05.001 Please call the customer service staff.	Abnormal image output unit	1. Restart the printer; 2. Check the LSU cable; 3. Replace LSU; 4. Replace the data board;
Internal error 11 of scanner Please call the customer service staff.	Origin check error	1. Restart printer; 2. Check motor; 3. Check CIS; 4. Check sensor cable; 5. Replace the sensor;

		6. Replace the data board.
Internal error 12 of scanner Please call the customer service staff.	The black mark is not found	Restart printer
Internal error 13 of scanner Please call the customer service staff.	Light calibration failed	1. Check CIS cable; 2. Check the white bar; 3. Replace CIS assembly or white bar.; 4. Replace the data board
Internal error 14 of scanner Please call the customer service staff.	AFE calibration failed (OFFSET)	
Internal error 15 of scanner Please call the customer service staff.	AFE calibration failed (GAIN)	
Internal error 16 of scanner Please call the customer service staff.	Shading failed	

5.5 Removing the paper jammed

5.5.1 Identifying the location of the paper jammed



No.	Paper jam location
1	Standard exit
2	Manual feed tray
3	Automatic input tray
4	Automatic document feeder
5	Double-sided printing rear cover

5.5.2 Removing the paper jammed

1. Paper jammed in automatic input tray

1) Pull out the tray



2) Remove the paper jammed

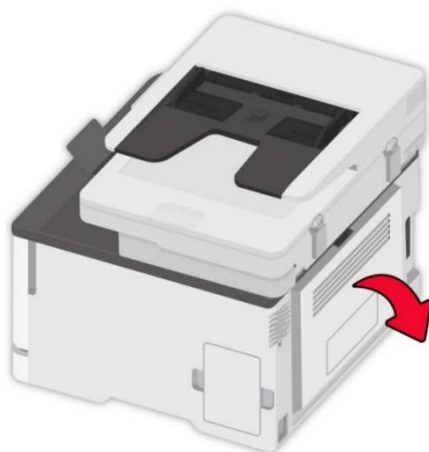


3) Push the tray

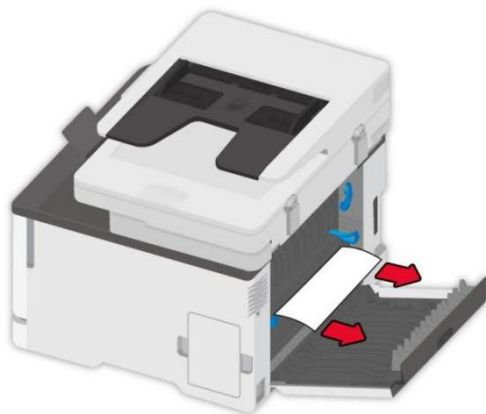
4) Open the rear cover



: The inside of the printer may be very hot. To avoid the risk of being burned by hot components, please wait for the surface to cool down before touching the components.



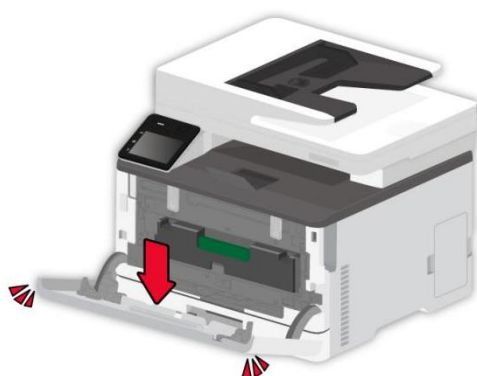
5) Remove the paper jammed



5) Close the rear cover.

2、Paper jammed in manual input tray.

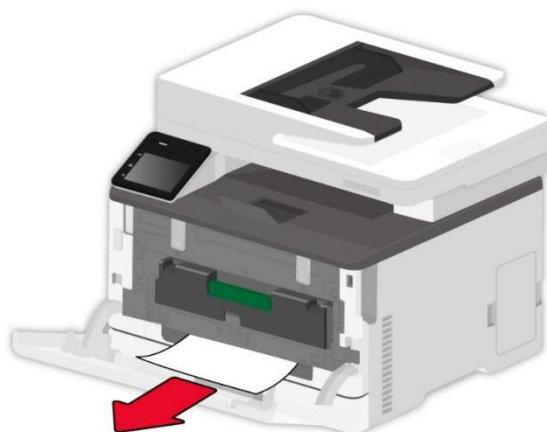
1) Open the front door and push it down firmly



2) Remove the jammed paper



Note: • Make sure that all paper fragments have been removed.



3) Close the front door



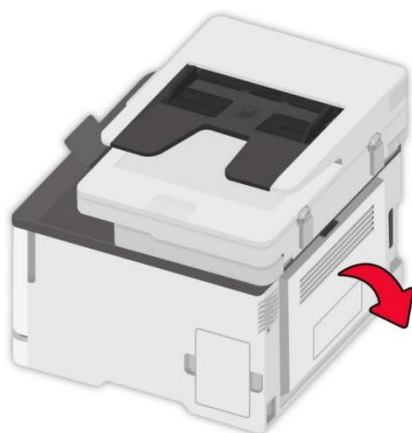
Note: • If the problem persists, please contact the customer service center.

3、Paper jammed in rear cover

1) Open the rear door



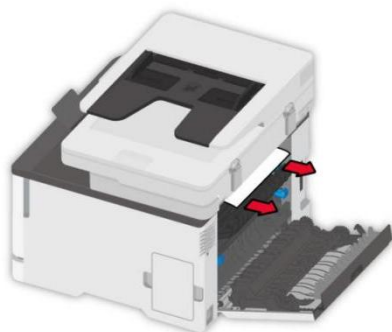
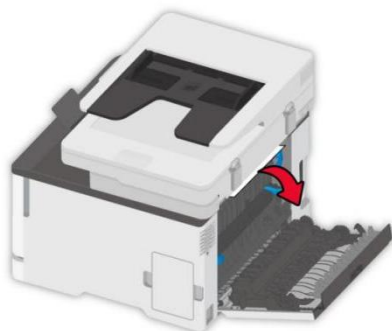
: The inside of the printer may be very hot. To avoid the risk of being burned by hot components, please wait for the surface to cool down before touching the components.



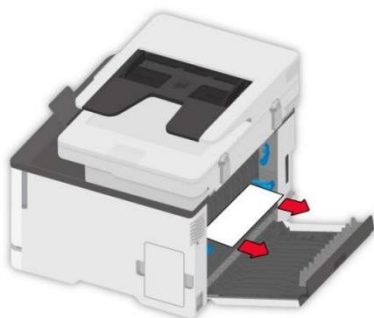
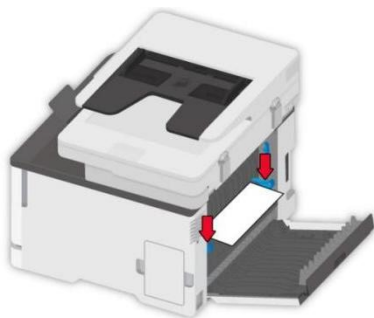
2) Remove the paper jammed.

 **Note:** • Make sure that all paper fragments have been removed.

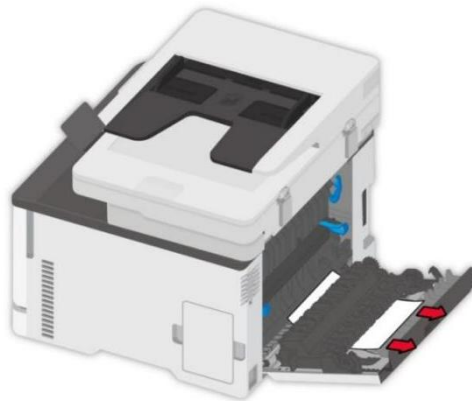
a) Paper jammed in the fuser.



b) Paper jammed below the fuser.



C) paper jammed in duplex printing unit



3) Close the rear cover

5. Paper jam in the automatic document feeder (ADF)

1) Open the ADF's top cover.



2) Remove the paper jammed from the ADF.



3. After removing the paper jammed, close the top cover and then the printer will be back to the ready state.



4. If it is difficult to remove the paper jammed, please try to open the scanner cover and remove it from the pressing block.



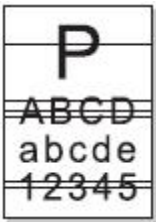
5.6 Paper jam troubleshooting

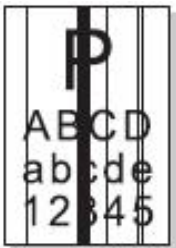
Error reasons	Solutions
Paper jammed in automatic input tray	1. Re-load the paper
Automatic input tray fails to feed the paper	2. Replace the automatic input tray
No paper in automatic input tray	3. Clean/replace the rubber roller
	4. Replace the controller board
Paper jammed in manual input tray	1. Re-connect/replace the manual feed sensor cable
Manual feed fails	2. Replace the manual feed sensing handle
No paper in manual input tray	3. Reinstall/Replace the spring of manual feed sensing handle
	4. Replace the manual feed sensor
	5. Replace the controller board
Paper jammed in exit	1. Re-connect/replace the ejection sensor cable
	2. Exchange the ejection sensing handle
	3. Reinstall/exchange the ejection sensing spring
	4. Replace the ejection sensor
	5. Replace the high voltage board
Paper jammed in the middle	1. Re-connect/exchange the feed sensor cable
	2. Reset/exchange the feed sensor spring
	3. Exchange the feed sensor handle
	4. Exchange the feed sensor
	5. Replace the controller board
Paper jammed in duplex unit	1. Exchange double-sided back cover assembly
	2. Replace the fuser

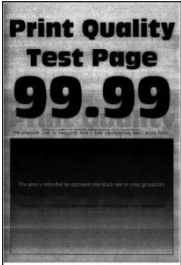
5.7 Image quality problems

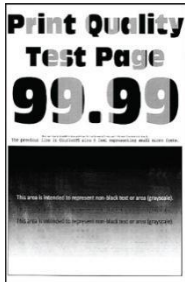


Note: • Please print the “quality test page” before resolving the issue.

Symptom	Possible cause	Suggested solution
The printout is blank 	● Toner cartridge is not installed properly. ● Laser FFC defects ● Laser defects ● High voltage board defects ● High voltage board	● Pull out the toner cartridge tray, remove the toner cartridge, then insert the toner cartridge, and insert the toner cartridge tray. ● High voltage board ● Replace the laser ● Replace the high voltage board ● Replace the controller board
The printout is monochrome (all black, blue or yellow) 	● Toner cartridge assembly defects ● Laser FFC defects ● Laser defects ● Transfer belt assembly defects ● High voltage board defects ● Data board defects	● Replace the toner cartridge assembly ● Re-connect or replace the laser FFC ● Replace the laser ● Replace the transfer belt assembly ● Replace the high voltage board ● Replace the controller board
Colored lines appear horizontally 	※When periodic horizontal lines appear in the printout, you can confirm which roller has defects by measuring the distance between the lines. See Appendix 1 for the circumference of each roller. ● The paper used has been stored in the air for a prolonged time. ● Toner cartridge assembly defects ● Defects of conductive spring of high voltage board ● Transfer belt defects ● Data board defects	● Keep the paper in its original wrapper before using. ● Replace the toner cartridge assembly ● Reinstall or exchange the conductive spring of high voltage board ● Replace the transfer belt assembly ● Replace the data board

Spots/regularized spots appear in the printout 	※When periodic spots appear in the printout, you can confirm which roller has defects by measuring the distance between the spots. See Appendix 1 for the circumference of each roller. ● The print media does not meet the usage specification. For example, the print media is textured, damp, or too rough. ● Toner cartridge assembly defects ● There are contaminants or spilled toner on the transfer belt assembly ● The transfer belt cleaner and its waste toner nozzle are leaking or damaged	● For proper use of media within the specification range ● Replace the toner cartridge assembly ● Clean the transfer belt assembly (transfer belt, transfer roller, and coupling gear) ● Replace the transfer belt assembly
Colored lines appear vertically 	● The paper used has been stored in the air for a prolonged time. ● Toner cartridge assembly defects ● There are contaminants or spilled toner on the transfer belt assembly ● The transfer belt cleaner and its waste toner nozzle are leaking or damaged	● Keep the paper in its original wrapper before use. ● Replace the toner cartridge assembly ● Clean the transfer belt assembly (transfer belt, transfer roller, and coupling gear) ● Replace the transfer belt assembly
White lines appear vertically 	● The print media does not meet the usage specification. For example, the print media is textured, damp, or too rough. ● Toner cartridge assembly defects ● Laser defects	● Use the proper media within the specification range. ● Replace the toner cartridge assembly ● Replace the laser

The printout is light (faded) 	● A lower density is set when printing. ● The print media does not meet the usage specification. For example, the print media is textured, damp, or too rough. ● The paper used has been stored in the air for a prolonged time. ● Toner Save set is checked. ● Toner cartridge assembly defects ● Laser FFC defects ● Laser defects ● High voltage board defects ● Controller board defects	● Depending on your operating system, adjust the toner density from “Printing Preferences” or “Print” dialog according to your operating system; or adjust the print density on the printer control panel. ● Use the proper media within the specification range ● Keep the paper in its original wrapper before use. ● Please check whether the Toner Save mode is enabled ● Replace the toner cartridge assembly ● Re-connect or replace the laser FFC ● Replace the laser ● Replace the high voltage board ● Replace the data board
Gray or colored background appears in the printout 	● Toner cartridge assembly defects ● Laser defects ● There are contaminants or spilled toner on the transfer belt assembly ● The transfer belt cleaner and its waste toner nozzle are leaking or damaged	● Replace the toner cartridge assembly ● Replace the laser ● Clean the transfer belt assembly (transfer belt, transfer roller, and coupling gear) ● Replace the transfer belt assembly
Multiple images appear periodically 	● Toner cartridge assembly defects ● Fuser defects ● Power supply board defects	● Replace the toner cartridge ● Replace the fuser ● Replace the power supply board

The toner is fused insecurely (the toner is easy to be wiped off) 	● Print media that does not meet the specifications is used. For example, the media weight is not supported by the printer. ● The paper used has been stored in the air for a prolonged time. ● Fuser defects ● Power supply board defects	● Use the proper media within the specification range ● Keep the paper in its original wrapper before use. ● Replace the fuser ● Replace the power supply board
The printout is slanted 	● The tray fails to load the media properly. ● The print media does not meet the usage specification. For example, the print media is textured, damp, or too rough. ● The paper used has been stored in the air for a prolonged time. ● The automatic paper tray's paper guides are not aligned to the correct position. ● The manual paper tray's paper guides are not aligned to the correct position. ● The rubber roller is worn or contaminated ● Laser defects	● Load correct paper. ● Use the proper media within the specification range ● Keep the paper in its original wrapper before use. ● Re-load the paper ● Replace the rubber roller ● Replace the laser
The printout is not uniform 	● Toner cartridge assembly defects ● Laser defects ● There are contaminants or spilled toner on the transfer module ● The transfer belt cleaner and its waste toner nozzle are leaking or damaged	● Replace the toner cartridge assembly ● Replace the laser ● Clean the transfer assembly (transfer belt, transfer roller, coupling gear) ● Replace the transfer belt assembly

Copies have missing parts in them 	● The tray fails to load the media properly. ● Toner cartridge assembly defects ● Laser defects ● There are contaminants or spilled toner on the transfer assembly ● The transfer belt cleaner and its waste toner nozzle are leaking or damaged ● The main drive assembly gear and coupling are worn or damaged	● Load correct paper ● Replace the toner cartridge assembly ● Replace the laser ● Clean the transfer assembly (transfer belt, transfer roller, coupling gear) ● Replace the transfer belt assembly ● Replace the main drive assembly
Copies have missing color in them 	● The developing unit of the missing color is not installed properly. ● Toner cartridge assembly defects ● Defects of conductive spring of high voltage board OPC ● Transfer belt defects ● High voltage board defects ● Controller board defects	● Please remove the developing unit of the missing color and re-insert it. ● Replace the toner cartridge assembly ● Exchange the conductive spring of high voltage board OPC ● Replace the transfer belt assembly ● Replace the high voltage board ● Replace the controller board
Copies have incorrect margin 	● The tray fails to load the media properly. ● The print margin is set incorrectly. ● The automatic paper tray's paper guides are not aligned to the correct position. ● The manual paper tray's paper guides are not aligned to the correct position. ● The rubber roller is worn or contaminated. ● Laser defects.	● Load correct paper ● Please set the correct print margin ● Perform the "Margin Calibrated" or "Fully Calibrated" setting ● Re-load the paper ● Replace the rubber roller ● Replace the laser

Polychrome is inaccurate 	● Laser defects	● Adjust the color calibration settings ● Replace the laser
Paper crooked 	● The tray fails to load the media properly ● The paper used has been stored in the air for a prolonged time.	● Load correct paper ● Keep the paper in its original wrapper before use.
Horizontal dark lines 	● Toner cartridge is not installed properly.	● Pull out the toner cartridge tray, remove the toner cartridge, then insert the toner cartridge, and insert the toner cartridge tray.
Vertical dark lines 	● The paper used has been stored in the air for a prolonged time. ● Toner cartridge is not installed properly.	● Keep the paper in its original wrapper before use. ● Pull out the toner cartridge tray, remove the toner cartridge, then insert the toner cartridge, and insert the toner cartridge tray.
Dark print 	● A higher density is set when printing. ● The print media does not meet the usage specification. For example, the print media is textured, damp, or too rough. ● The paper used has been stored in the air for a prolonged time.	● Depending on your operating system, adjust the toner density from “Printing Preferences” or “Print” dialog according to your operating system; or adjust the print density on the printer control panel. ● Load correct paper ● Keep the paper in its original wrapper before use. ● Perform the “Fully Calibrated” setting.



Note:

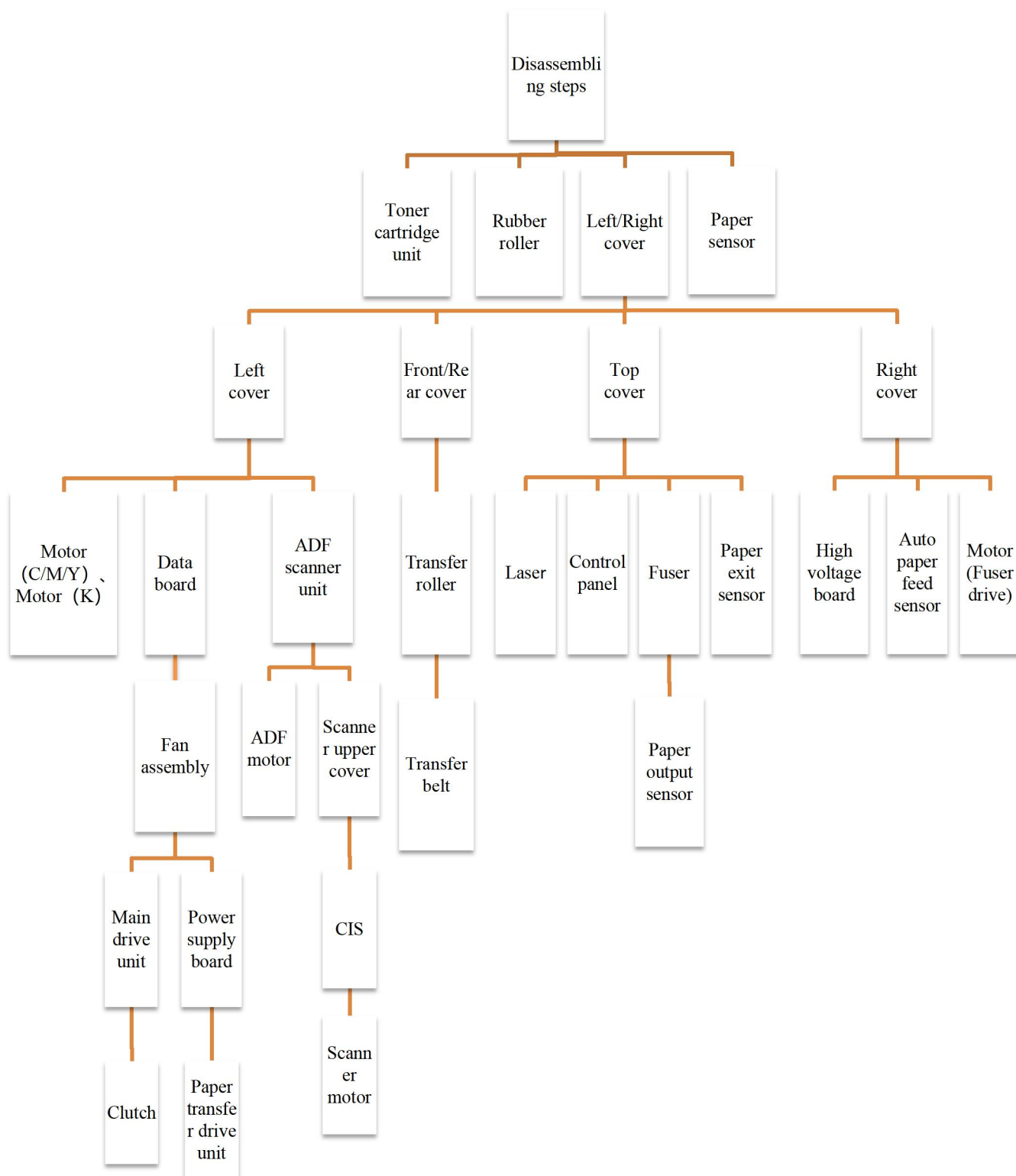
- Above symptoms can be improved by methods such as cleaning or replacing with new cartridges. If the problem persists, please contact the customer service center.

6. Disassembly and Assembly

Preparations before disassembling:

1. The printer needs to be disconnected from all external power supplies prior to disassembly.
2. The cable tie needs to be removed prior to disassembly. The cable tie must be exchanged during reassembly to avoid wire pinching, paper path blocking, or restricted mechanical movement.
3. The removed toner cartridge assembly must be protected from light in case of affecting the print quality.
4. Unless otherwise specified, the components shall be reassembled in the reverse order of disassembly.
5. Please wear gloves prior to the first disassembly to avoid being bruised.

6.1 Disassembly Steps



6.2 Disassembly tools

Cross screwdriver



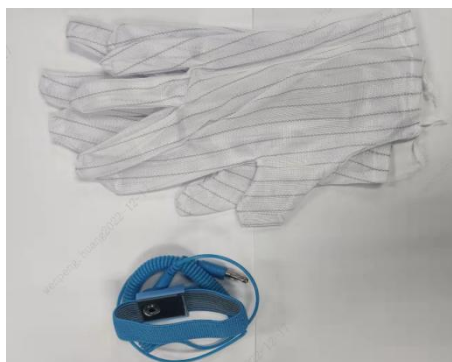
Tweezers



Spring hook



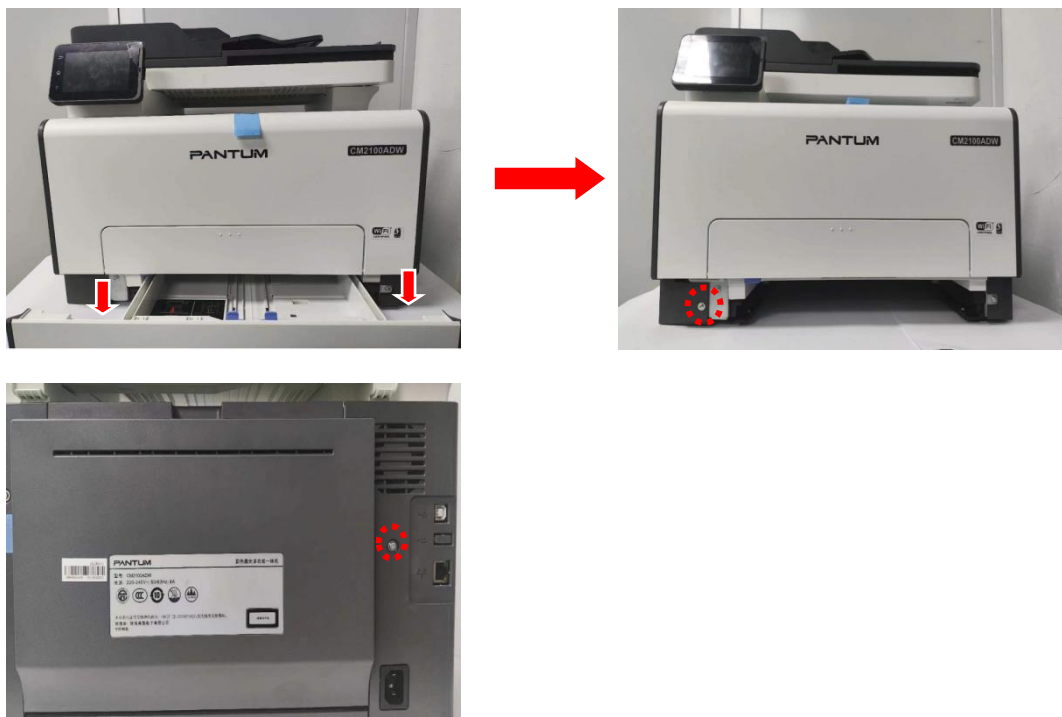
Safety device



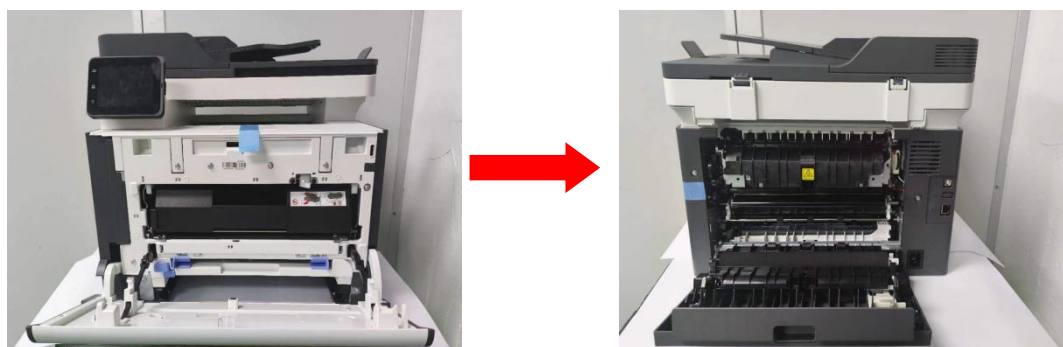
6.3 Disassembly steps

6.3.1 Disassembly of left cover

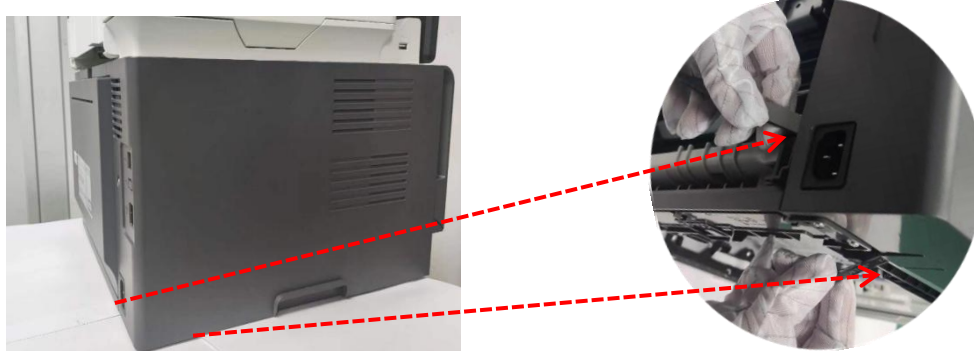
1. Pull out the automatic input tray, and use a cross screwdriver (T10) to remove the two fixing screws on the left cover (as shown below).



2. Open the front and rear covers of the printer.



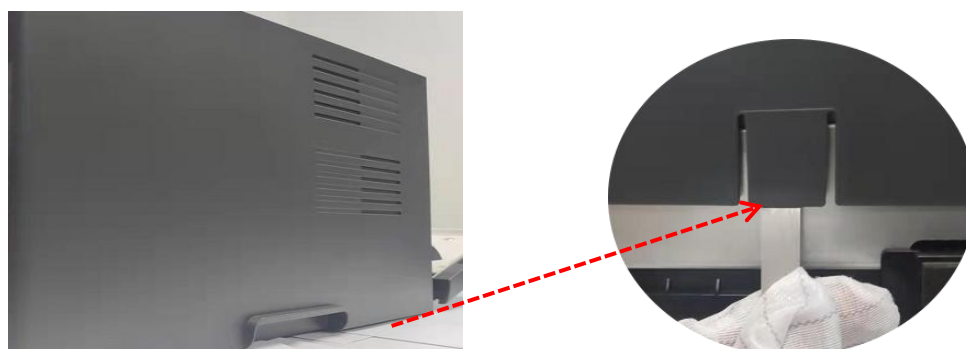
3. Move the side of the printer out of the desktop, and open the back-end buckle of the left cover of the printer with your left hand while opening the buckle at the bottom of the printer with your right hand.



4. Unclench the two buckles connecting the left cover and top cover (from left to right) with tweezers.

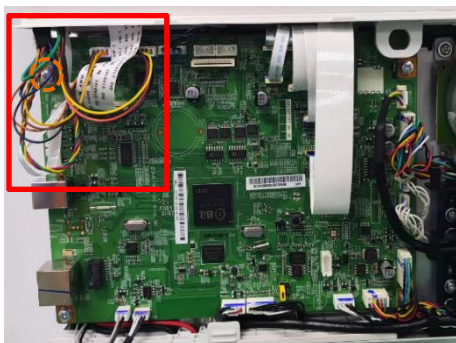


5. Unclench the buckle at the bottom of the left cover and remove the left cover.



6.3.2 Disassembly of ADF/scanner

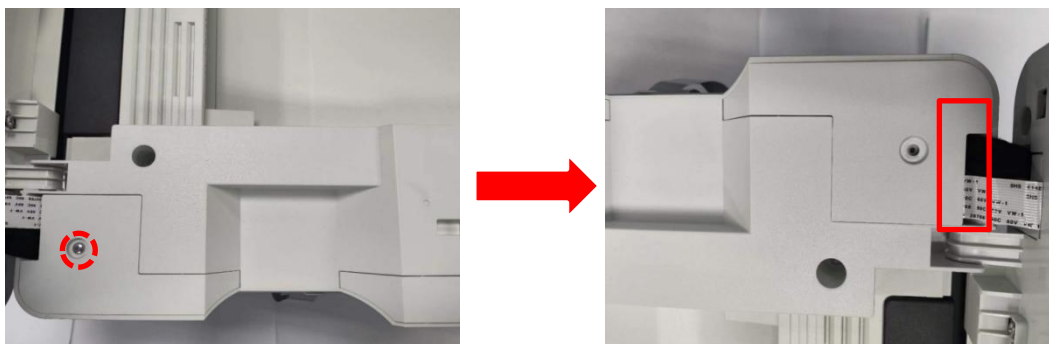
1. After removing the left cover, disconnect the six cables between data board and ADF unit, use a cross screwdriver (T10) to remove the ground screw.



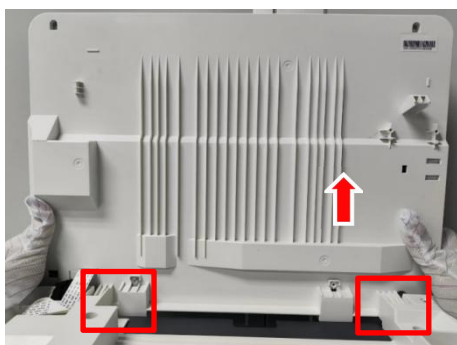
2. Use a cross screwdriver (T10) to remove 2 screws on hinge support bar, and remove the hinge support bar.



3. Use a cross screwdriver (T10) to remove a screw and remove the side cover.

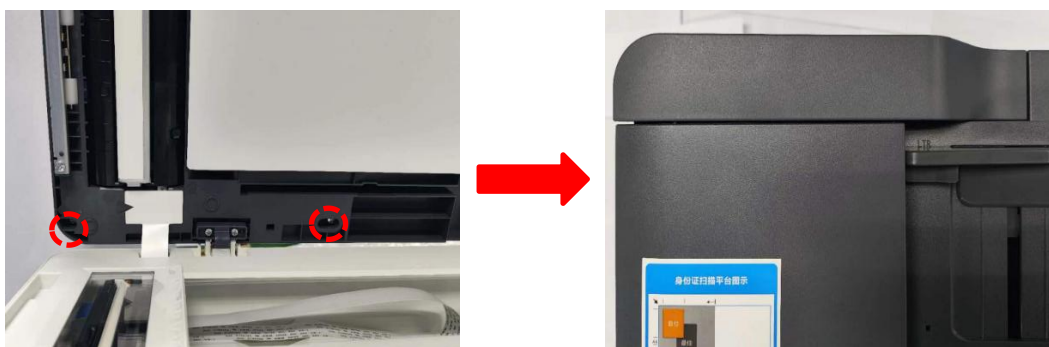


4. Take out the cables of ADF, and remove the ADF unit vertically upward.

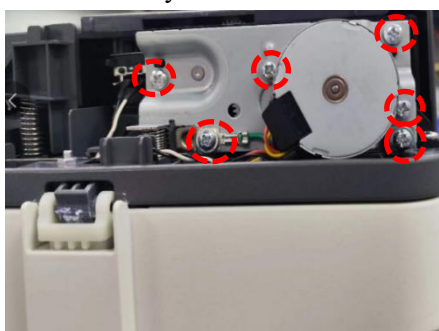


6.3.3 Disassembly of ADF motor

1. Remove ADF/scanner unit, use a cross screwdriver (T10) to remove 2 screws under ADF, then remove the ADF top cover.

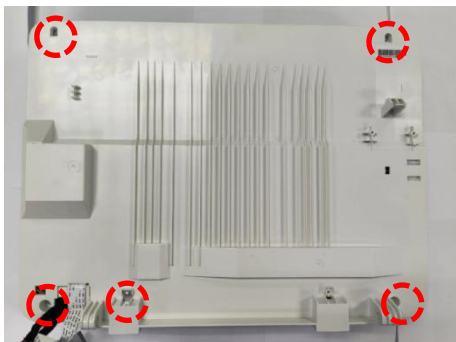


2. Use a cross screwdriver (T10) to remove six screws, and take out the ADF motor after removing the sheet metal assembly.

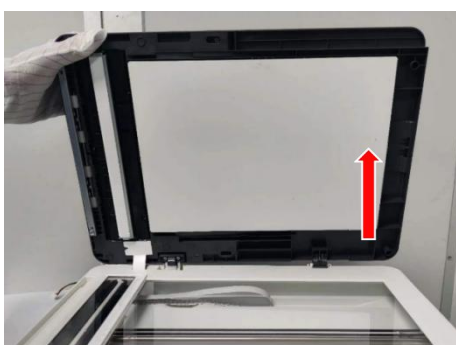


6.3.4 Disassembly of Scanner upper cover

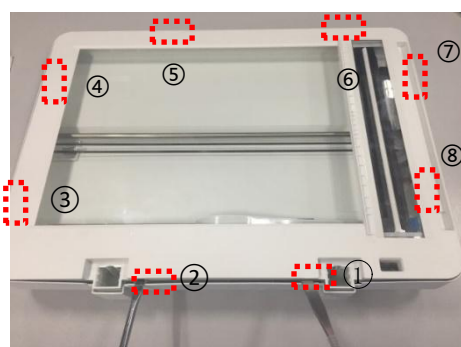
1. Remove the ADF/scanner assembly, and a screw under the scanner, then take out the iron baffles.



2. Remove ADF by pulling it up.

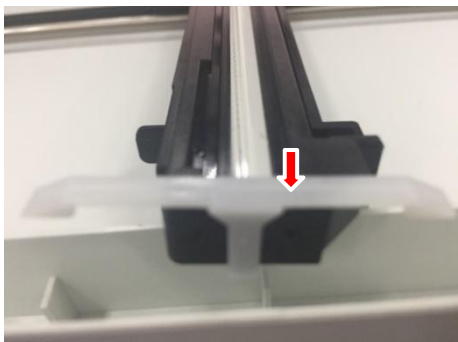


3. Pry out the bucklers (just into the corresponding holes of the jaws, and keep the tweezers in the first position while conduct prying in other positions) with two slotted screwdrivers or tweezers, and remove the scanner cover assembly.

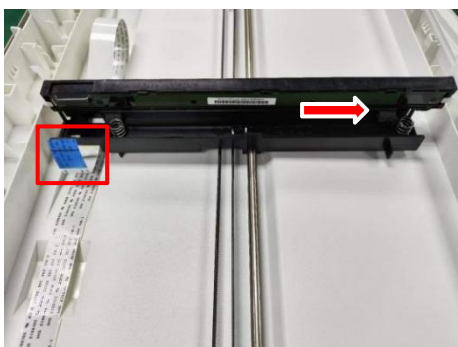


6.3.5 Disassembly of CIS

1. Remove the scanner upper cover assembly. Then pull out the CIS friction pads (one respectively on the left and right)

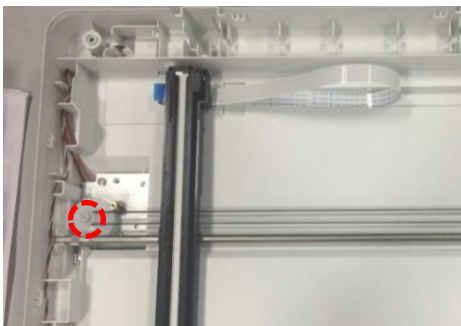


2. Pull out the CIS cable. Make CIS upright and take it out through the right side (do not directly touch the CIS luminous tube while replacing CIS, in order to avoid abnormality of the scanned image).

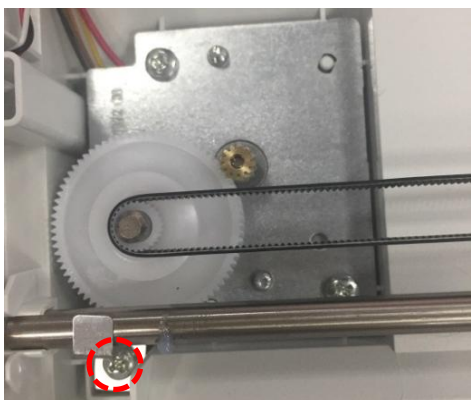


6.3.6 Disassembly of scanner motor

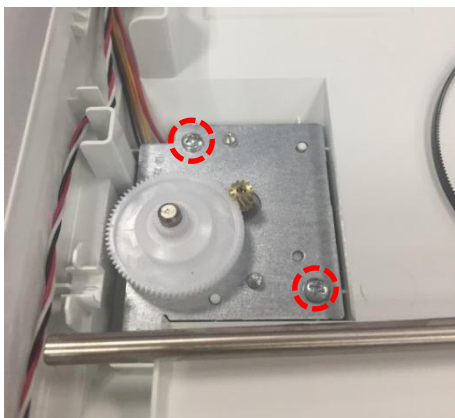
1. Remove the scanner upper cover assembly, pry out the gear cap, and then remove the scanner belt.



2. Remove the screws and the conductive sheet of the steel shaft. Then pry out the left end of the steel shaft.

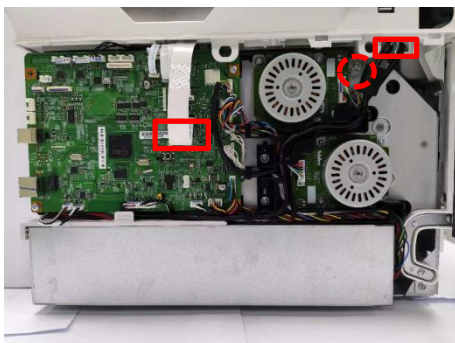


3.Remove the two screws and take out the motor assembly. Then remove two motor screws and scanner motor.

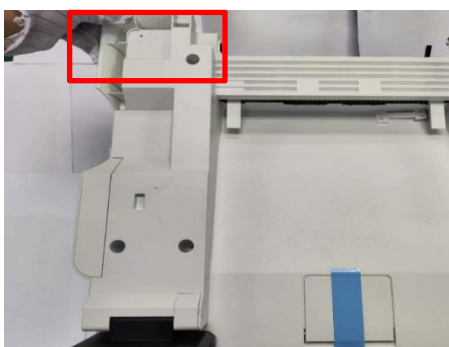
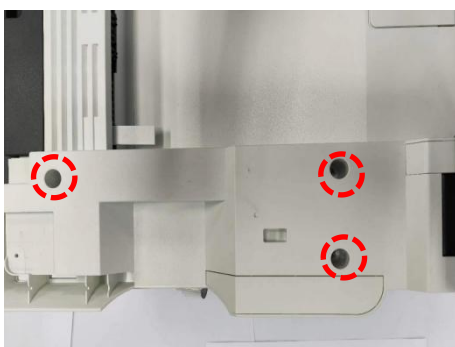


6.3.7 Disassembly of Control panel

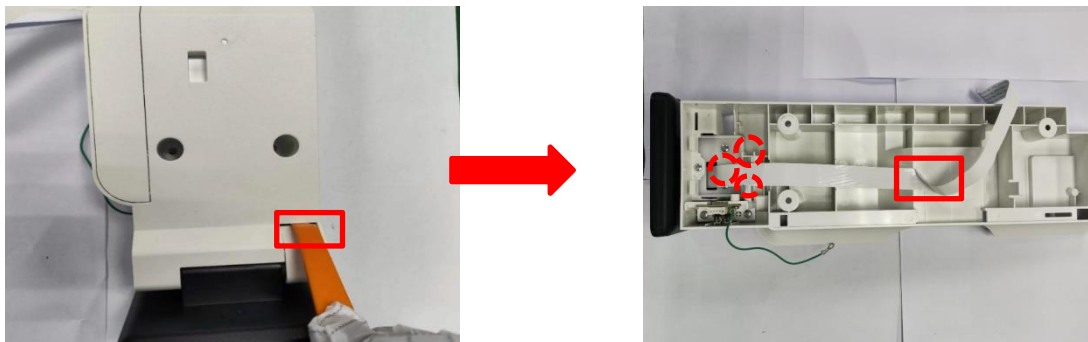
1. Disconnect the cable between control panel and USB flash disk, remove a screw and disconnect the ground cable.



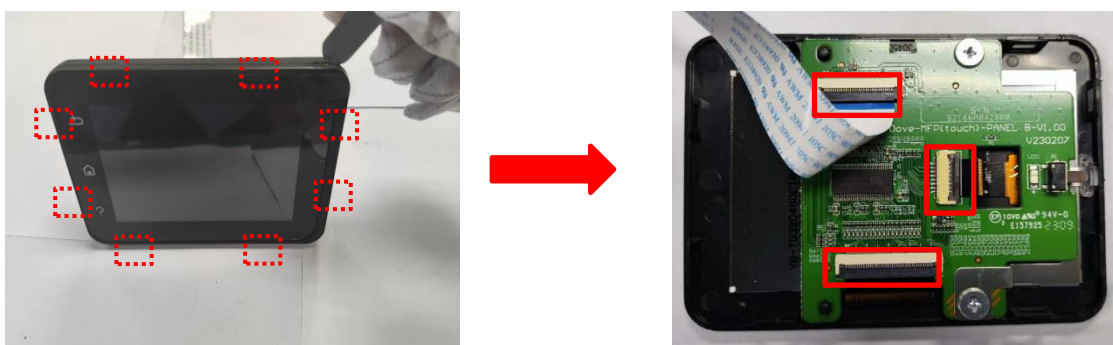
2. Remove three screws and the cover.



3. After remove the cover, disconnect the cable and take out the control panel unit.

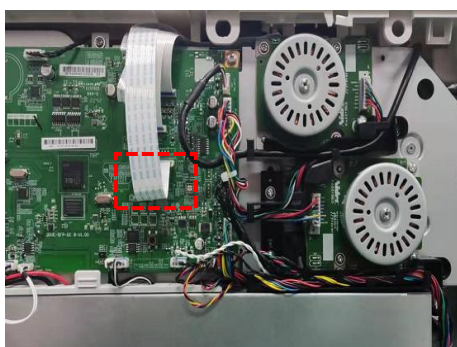


4. Use a tweezers to pry up eight buckles, disconnect the cable and take out the board.

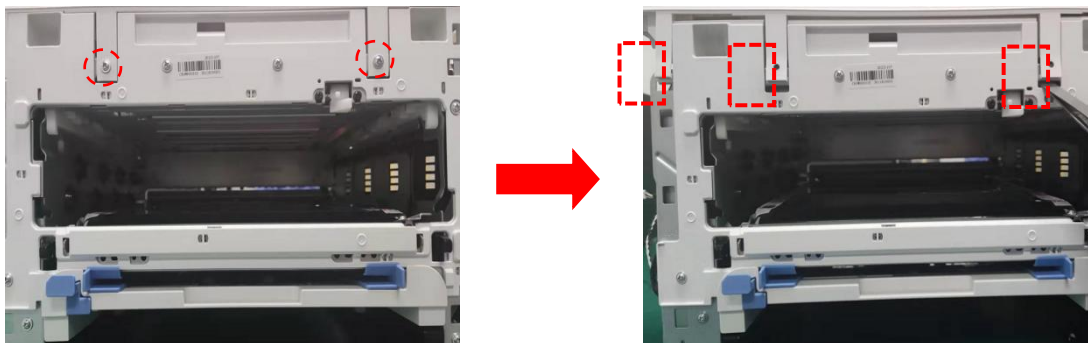


6.3.8 Disassembly of top cover

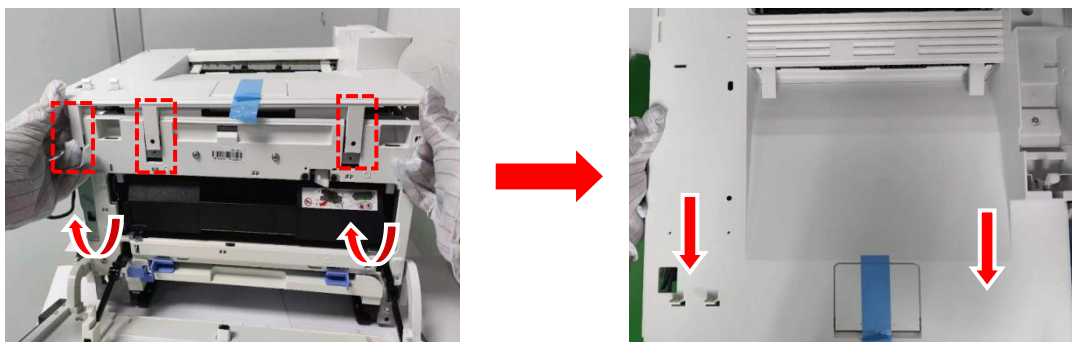
1. Remove the left and right covers of the printer, disconnect the cables between control panel and data board.



2. Use cross screwdriver to remove two fixing screws, and use tweezers to pry up 3 buckles.



3.Lift the front end of the top cover, hold both sides of the top cover with hands, lift it to the front end and pull it out by swinging to the front end slightly.



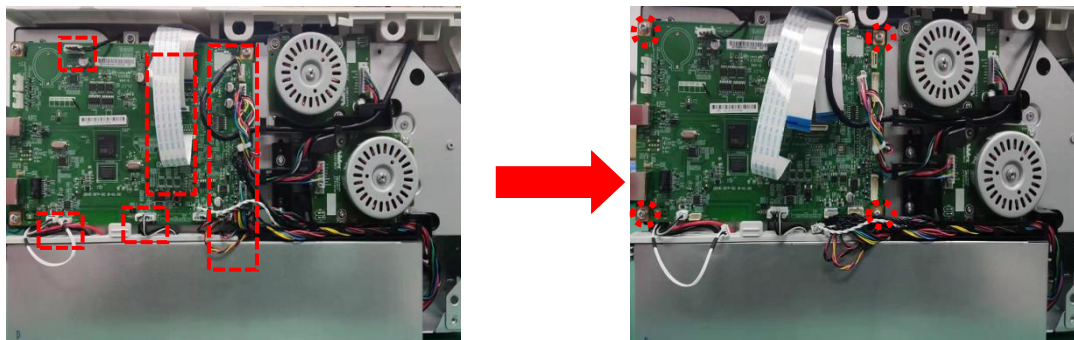
6.3.9 Disassembly of Wifi sensor

1.After removing the top cover, remove 2 screws, take out the wifi sensor after disconnecting the cable.



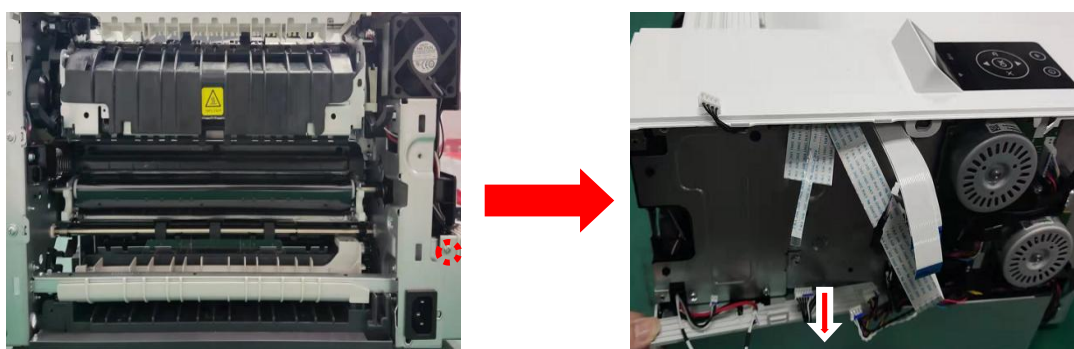
6.3.10 Disassembly of data board

Remove the left cover, disconnect all cables of the data board, use a cross screwdriver (T10) to remove 4 fixing screws, and then take out the data board.

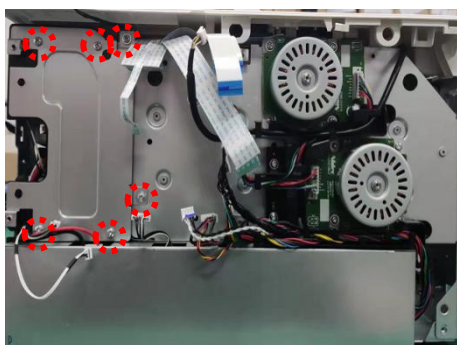


6.3.11 Disassembly of data board holder

1. Remove the left cover, take out the data board, use a cross screwdriver (T10) to remove 1 fixing screw, and remove the bunching slot.

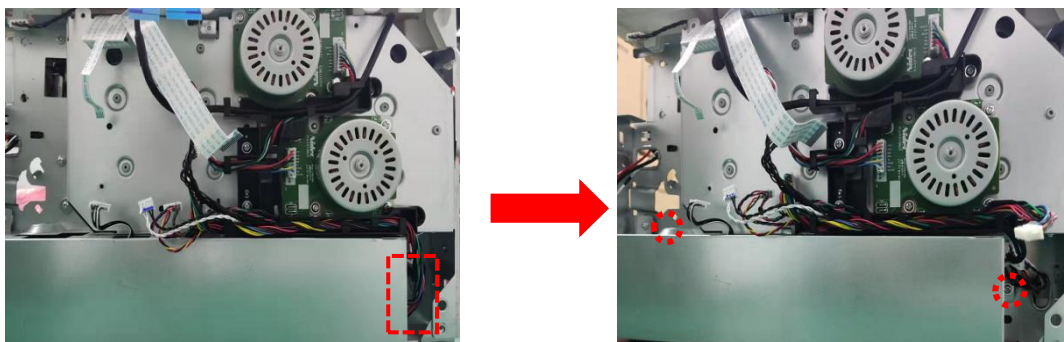


2. After removing the bunching slot, use a cross screwdriver (T10) to remove 6 fixing screws, and take it out.

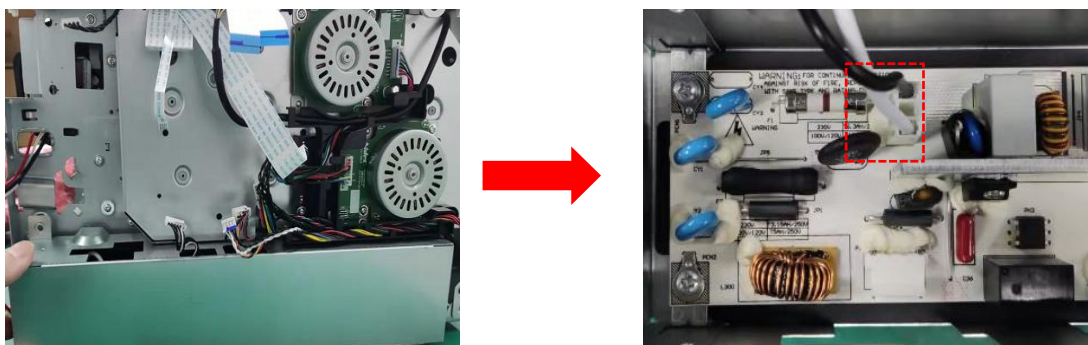


6.3.12 Disassembly of power supply board (LVPS)

1. Disconnect the LVPS cables, use a cross screwdriver (T10) to remove 2 fixing screws, and remove the power supply unit.

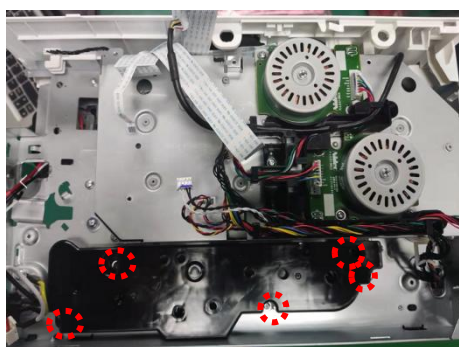


3. Disconnect the cables of power board, and take it out.



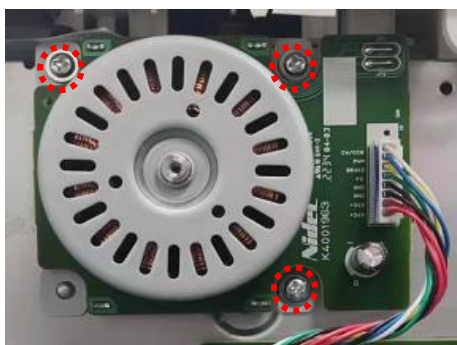
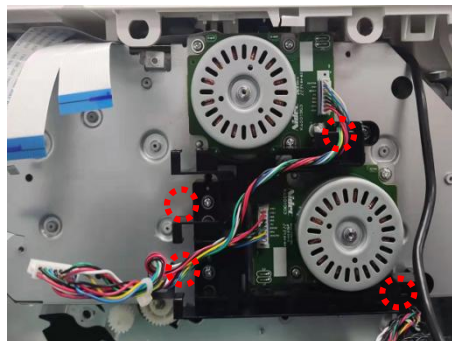
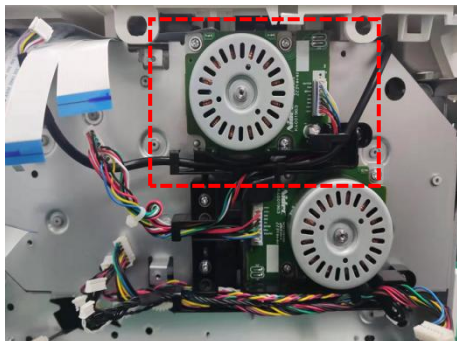
6.3.13 Disassembly of paper feed drive unit

1. Remove the power supply board, use a cross screwdriver (T10) to remove 5 fixing screws, and remove the unit.



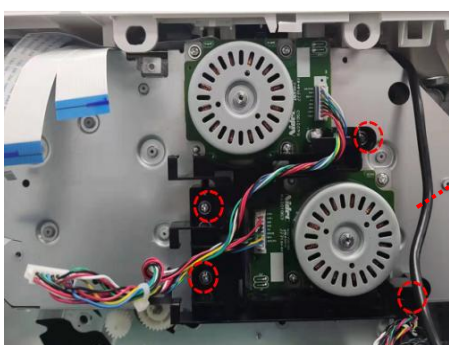
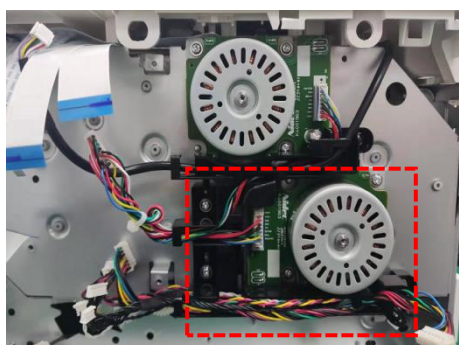
6.3.14 Disassembly of motor(CMY)

1. Remove the left cover, disconnect the cables, use a cross screwdriver (T10) to remove 7 fixing screws and remove the motor.

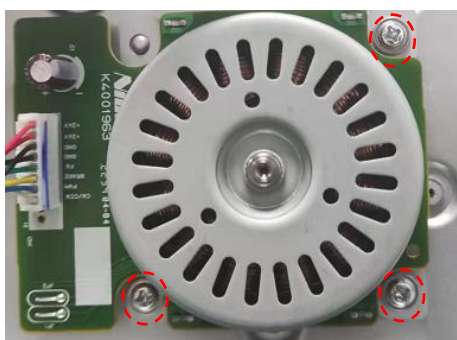


6.3.15 Disassembly of motor(K)

1. Remove the left cover, disconnect the cables, use a cross screwdriver (T10) to remove 7 fixing screws and remove the motor.

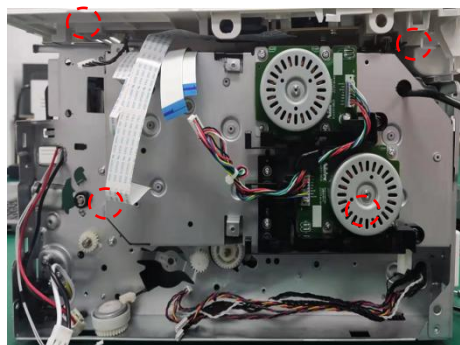


Motor(K)



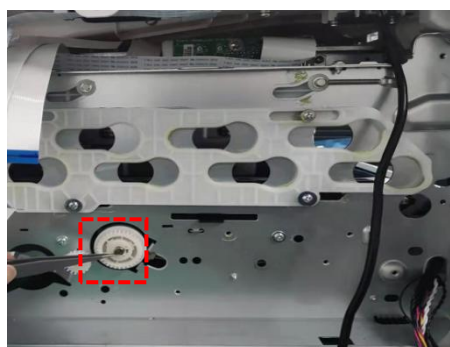
6.3.16 Disassembly of main driver

1. Remove the air outlet unit, use a cross screwdriver (T10) to remove 4 fixing screws, then remove the main driver assembly.



6.3.17 Disassembly of clutch

1. Remove the main driver unit. Use tweezers to remove the E-type clip, disconnect the cable and remove the clutch.

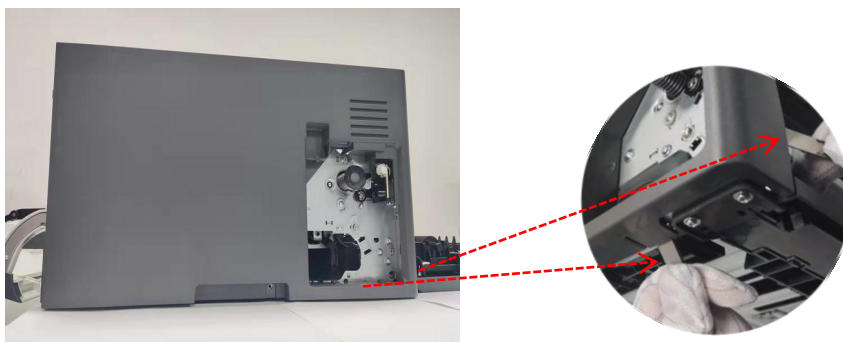


6.3.18 Disassembly of right cover

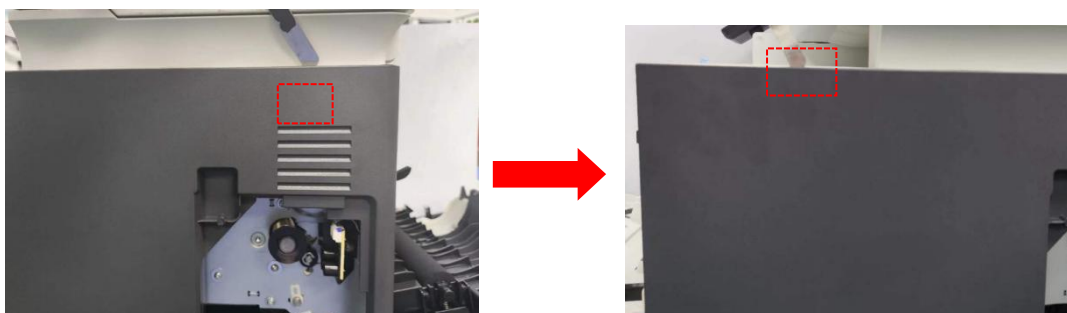
1. Open the front and rear covers of the printer, remove the waste toner cartridge, and use a cross screwdriver (T10) to remove the two fixing screws on the right cover.



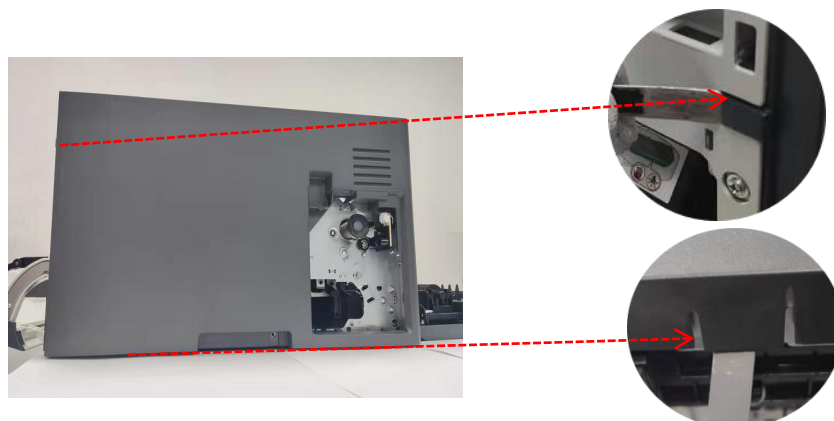
2. Move the side of the printer out of the desktop, and open the back-end buckle of the right cover of the printer while opening the buckle at the bottom of the printer.



3. Unclench the two buckles which connecting the left cover and the upper cover (from right to left) with tweezers.

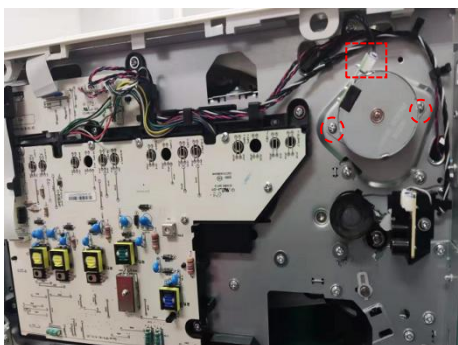


4. Loosen the buckle at the bottom of the left cover and remove the left cover.



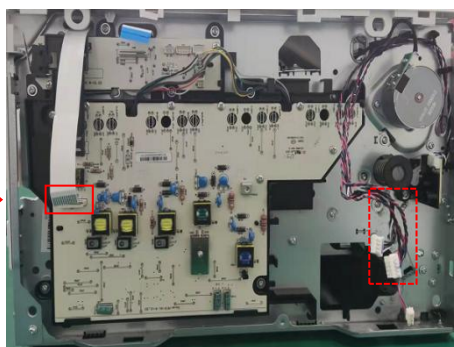
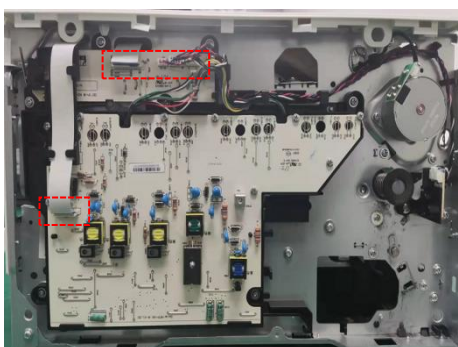
6.3.19 Disassembly of the motor on fuser

1. Remove the right cover, disconnect the motor cable, and use a cross screwdriver (T10) to remove 2 fixing screws and take out the motor.

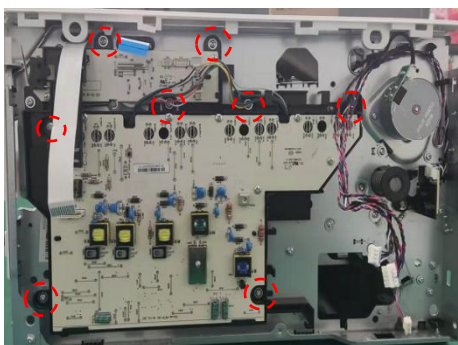


6.3.20 Disassembly of high voltage board (HVPS)

1. Remove the right cover, push aside it by hand, remove the protective cover of the power supply board connecting cable, and disconnect all cables of the high voltage board.

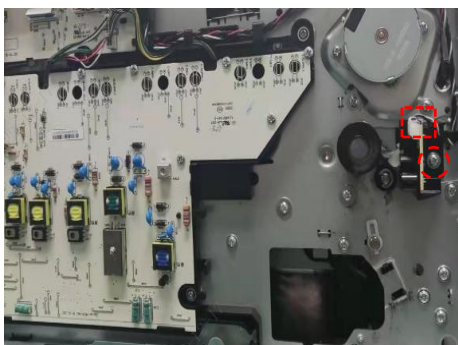


2. Disconnect all cables of the high voltage board in the red frame, use a cross screwdriver (T10) to remove 8 fixing screws.



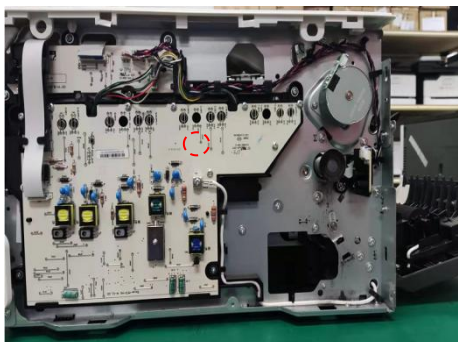
6.3.21 Disassembly of waste toner cartridge sensor

1. Remove right cover, disconnect the cable and use cross screwdriver(T10) to remove 1 fixing screw.

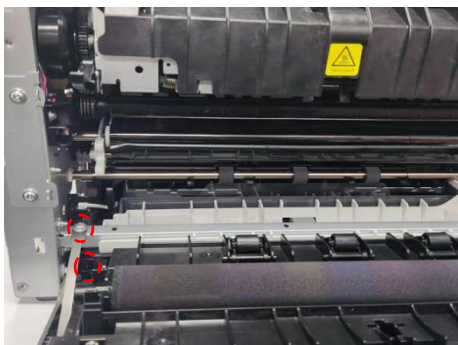


6.3.22 Disassembly of rear cover

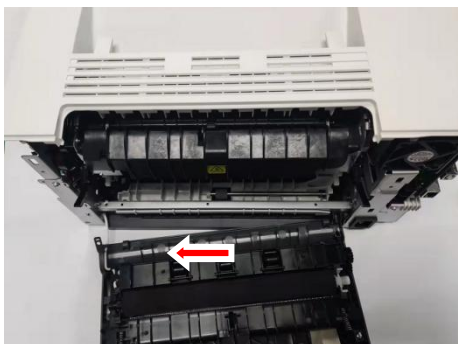
1. Use a cross screwdriver to remove 1 screw.



2. Use a cross screwdriver to remove the rear cover screw and left buckle screw, and take out the buckle.

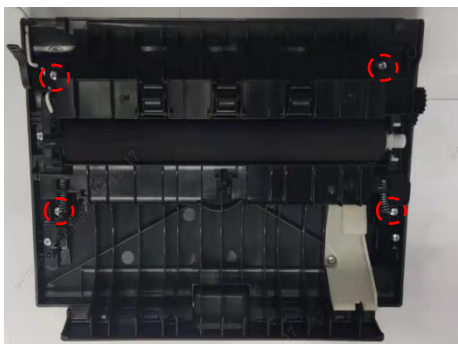


3. Move to the left to remove the rear cover (along the direction of arrow)



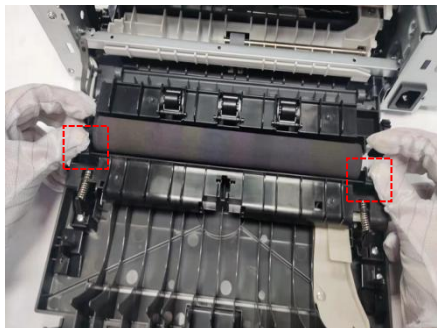
6.3.23 Disassembly of duplex inner guide

1. Remove rear cover, use cross screwdriver to remove 4 fixing screws.



6.3.24 Disassembly of secondary transfer roll assembly

1. Open the rear cover, press the transfer roll bearing with two hand, and remove the transfer roll.



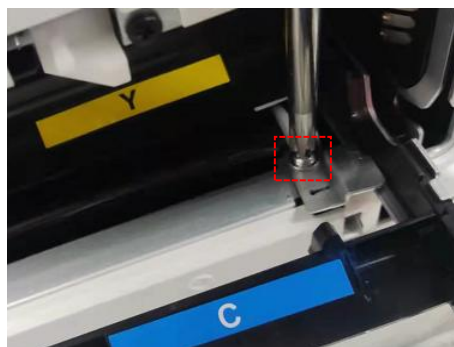
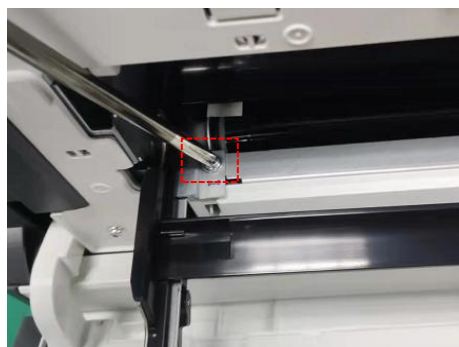
6.3.25 Disassembly of toner cartridge

1. Open the front cover, and take out the toner cartridge (Tips: do not touch the OPC surface of the toner cartridge with your hands, OPC shall be protected from light for a long term to avoid affecting the print quality).



6.3.26 Disassembly of toner cartridge frame

1. Use cross screwdriver to remove two fixing screw on the metal plate.



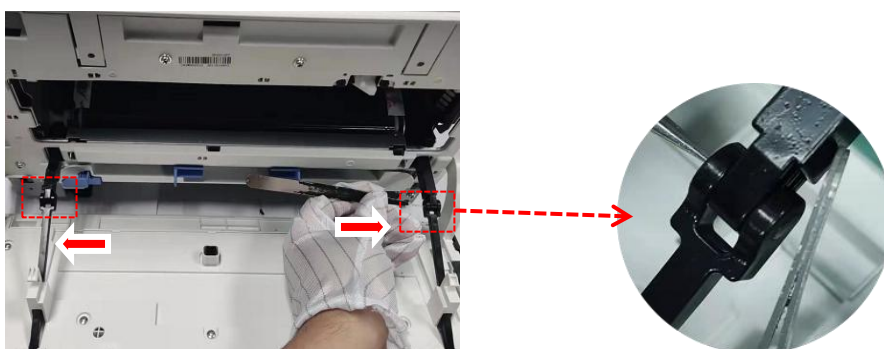
2. Use tweezers to move the catch of the toner cartridge frame to the right to unlock.

Take out the left side of the frame, and then lift the right side of the frame to get the entire frame out.

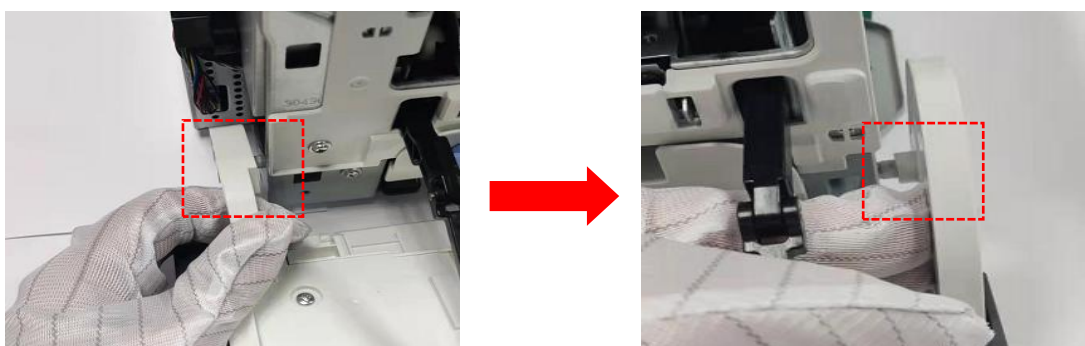


6.3.27 Disassembly of front cover

1. Use the tip of the tweezers to push out the hinge pins on the left and right sides of the front cover from the right side (place the tweezers in the position shown below to prevent the hinge pins pushed out from falling and losing)

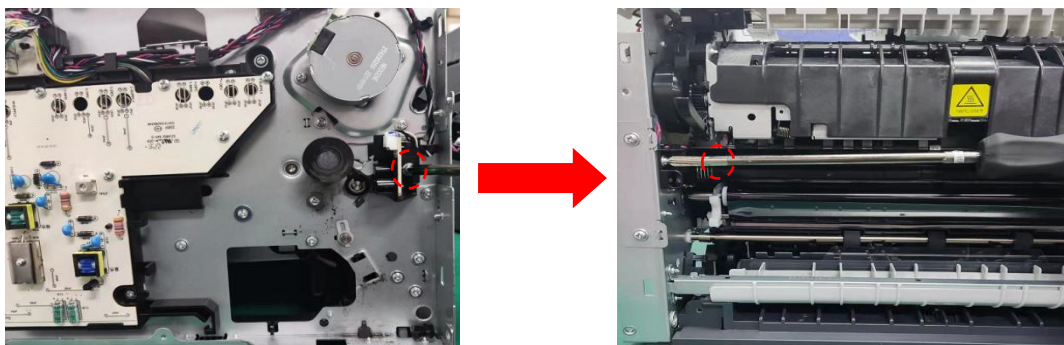


2. Remove the front cover after loosening the links of the left and right door.

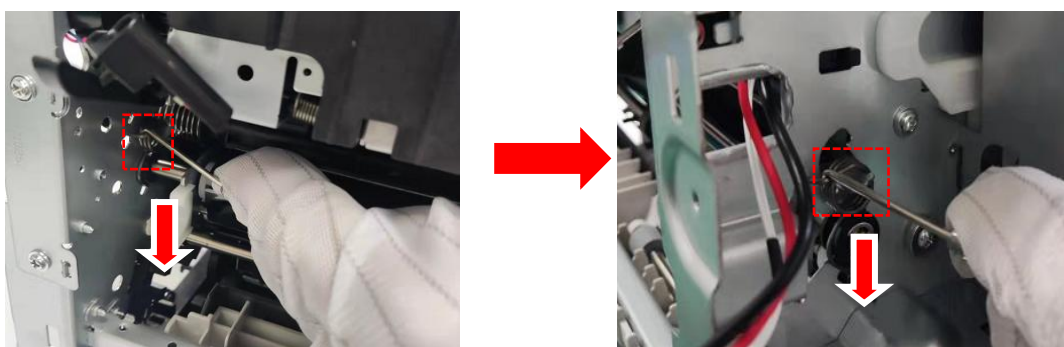


6.3.28 Disassembly of transfer belt assembly

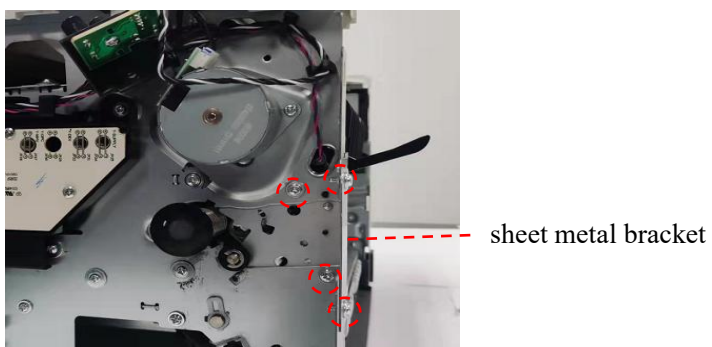
1. Use cross screwdriver to remove two fixing screws.



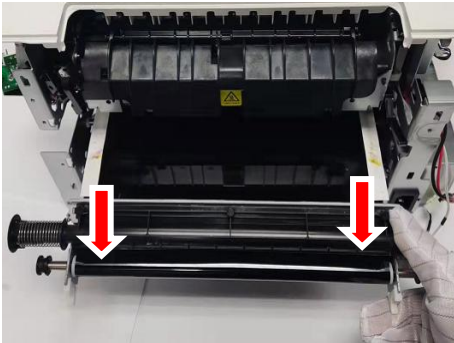
2. Use spring hook to loose the springs and take them out.



3. Remove the screw of transfer belt holder and take out the sheet metal bracket.

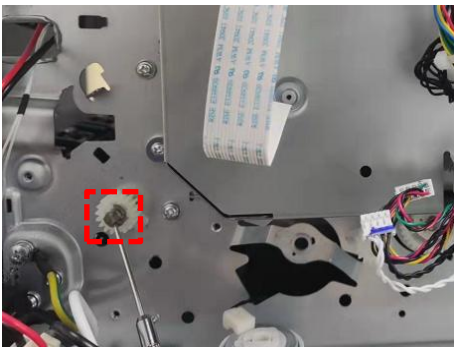


4. Pull out the transfer belt from the back of the printer and take it out (do not touch or scratch the surface of the transfer belt and the transfer roller while removing them to avoid print quality problems)

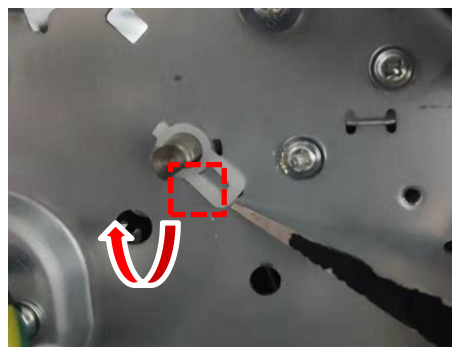
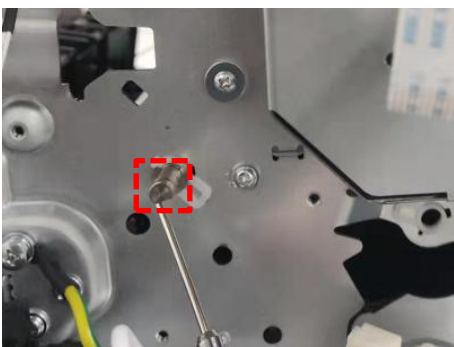


6.3.29 Disassembly of correction roll

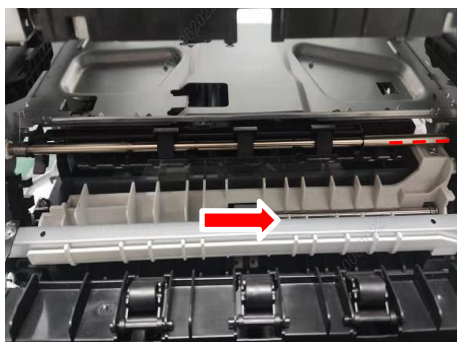
1. Remove transfer belt and paper feed drive unit, use spring hook to remove one E-type circlip, remove the gear of correction roll.



2. Remove the calibration roller gear, use a spring hook to remove one E-type circlip, and use the sub lifting shaft sleeve buckle to rotate to the left to remove the shaft sleeve.



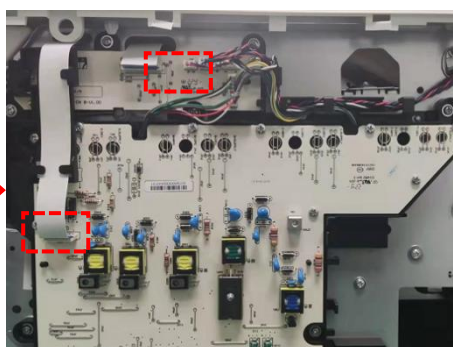
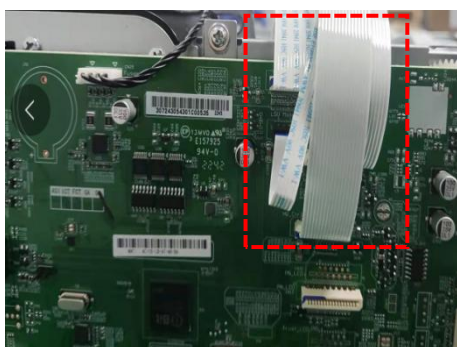
3. Move the correction roller assembly to the right horizontal and take out the correction roller assembly.



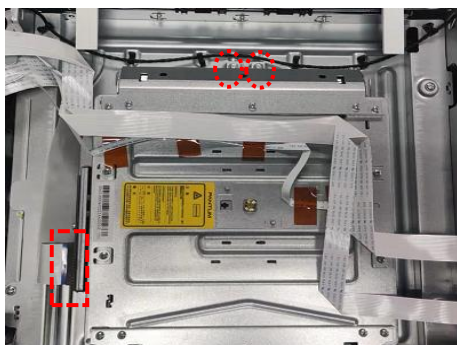
Correction roller assembly

6.3.30 Disassembly of laser

1. Remove the left and right covers, and disconnect 4 FFC cables on controller board and 2 FFC cables on high voltage board.

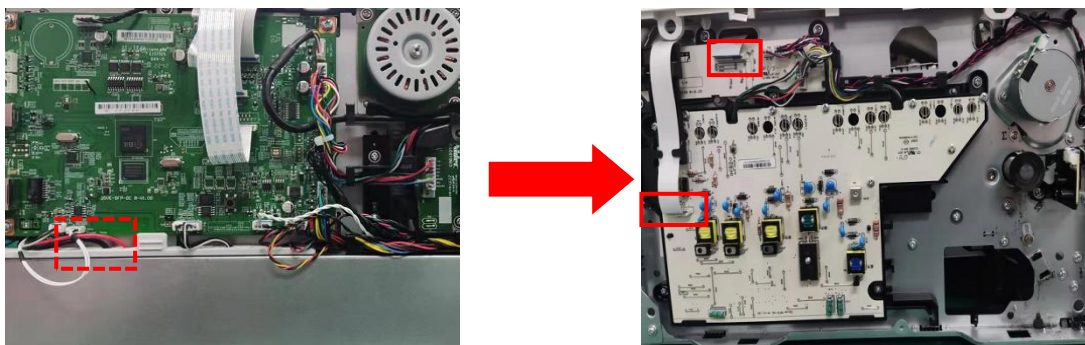


2. Disconnect the FFC cable, use cross screwdriver(T10) to remove 4 screws, and remove the laser.



6.3.31 Disassembly of fuser

1. Open the front and rear covers, remove the top cover, and disconnect the cable between data board and HVPS.

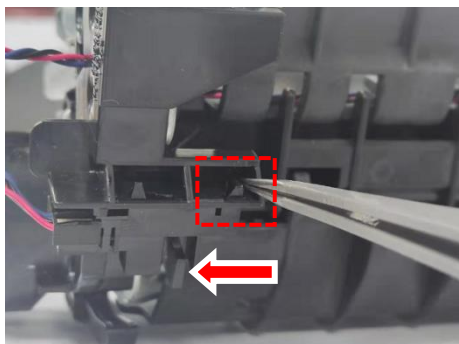


2. Use cross screwdriver (T10) to remove 2 fixing screws on the fuser, and then take out the fuser.



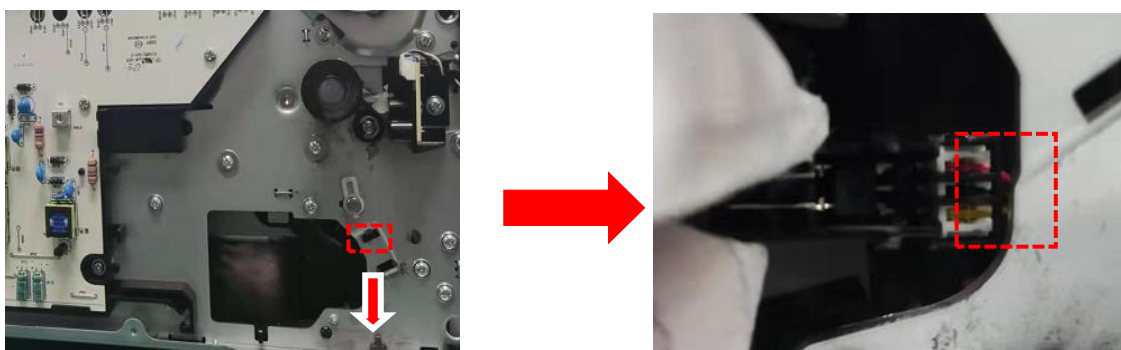
6.3.32 Disassembly of fuser exit sensor

1. Open the rear cover, use tweezers to pry left, and remove the sensor.



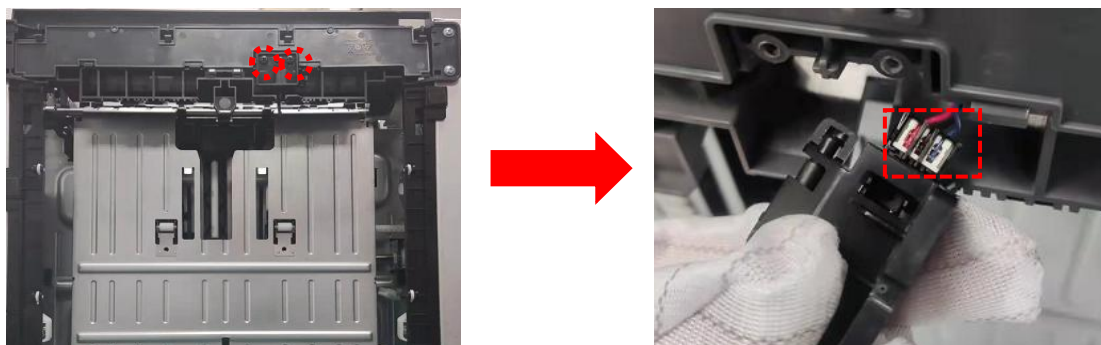
6.3.33 Disassembly of automatic paper feed sensor

1. Remove right cover, press the buckle and disconnect cables, then remove the automatic paper feed sensor.



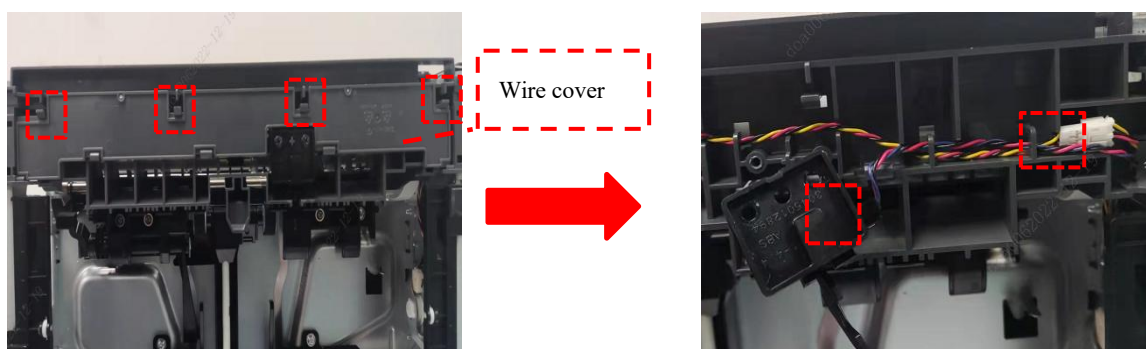
6.3.34 Disassembly of paper sensor

1. Use cross screwdriver (T10) to remove 2 fixing screws on printer bottom bracket, disconnect the cable.

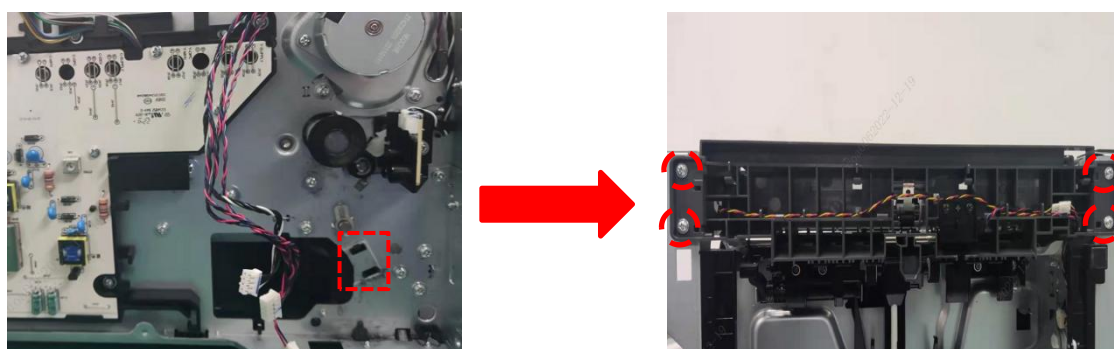


6.3.35 Disassembly of paper separation assembly

1. Remove the left and right covers, using a tweezers to pry out the four clips of the wire cover, take out the wire cover, and disconnect the sensor cable.

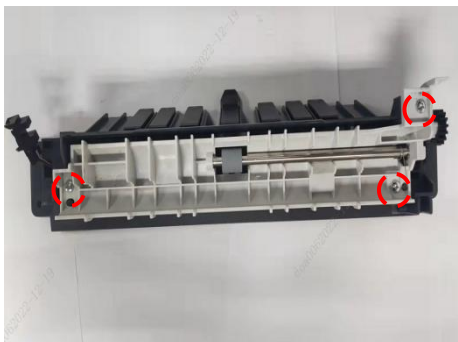


1. Remove the automatic feed sensor and use a cross screwdriver (T10) to remove the four fixing screws of the feed separation assembly.



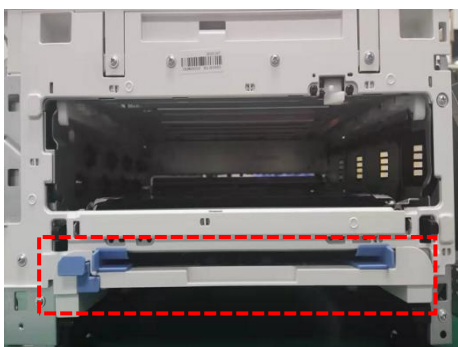
6.3.36 Disassembly of duplex lower guid assembly

1. Remove the paper feed separation assembly and use a cross screwdriver (T10) to remove the three fixed screws of the duplex lower guide assembly.

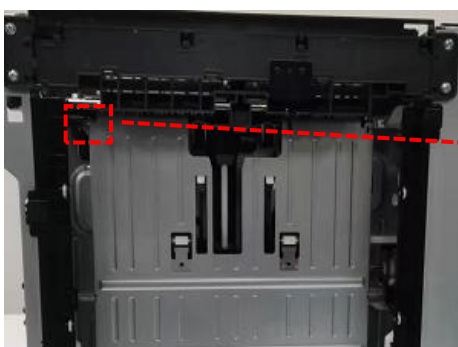


6.3.37 Disassembly of paper feed assembly

1. Remove the front cover, take out the manual feed tray and toner cartridge, and place the machine horizontally with the bottom facing up.

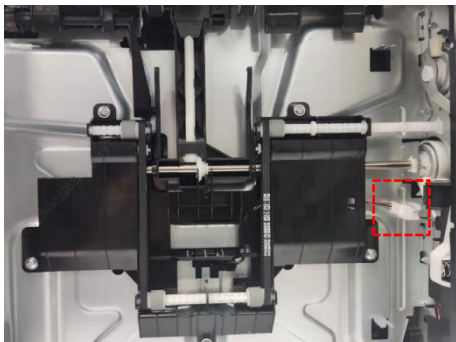


2. Use a cross screwdriver to pry out the left buckle.

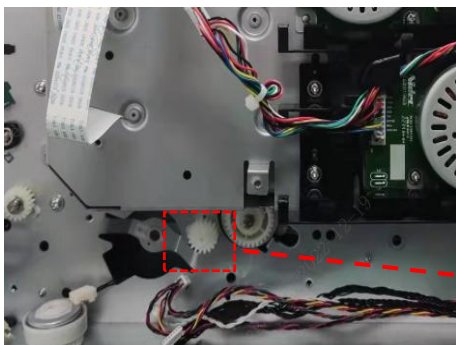


6.3.38 Disassembly of manual feed assembly

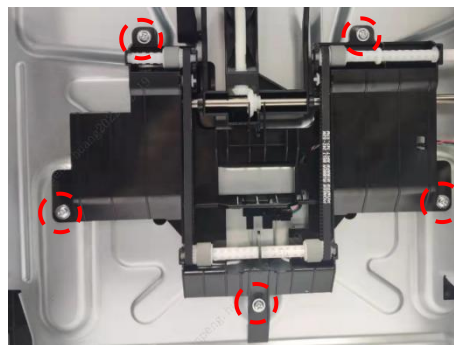
1. Remove the paper feeding assembly and the paper feeding driver assembly, and disconnect the cable of the manual feed assembly.



2. Take out the gear of convey roll, and use a cross screwdriver (T10) to remove the 5 fixing screws from the manual paper component.

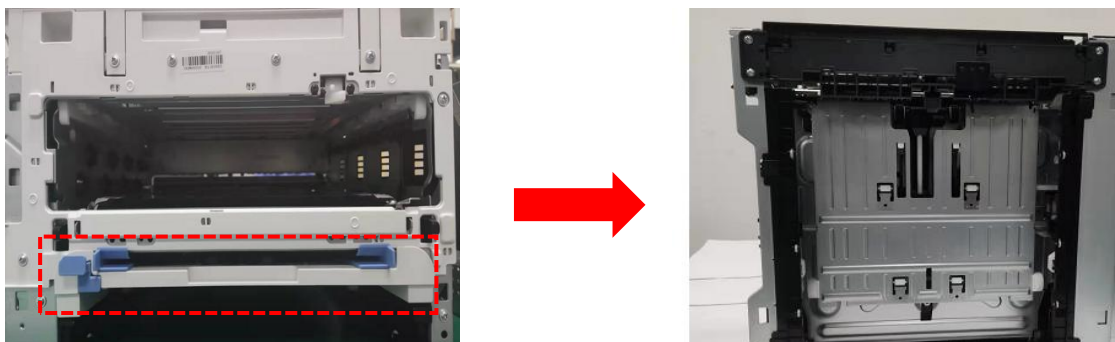


Gear of convey roll

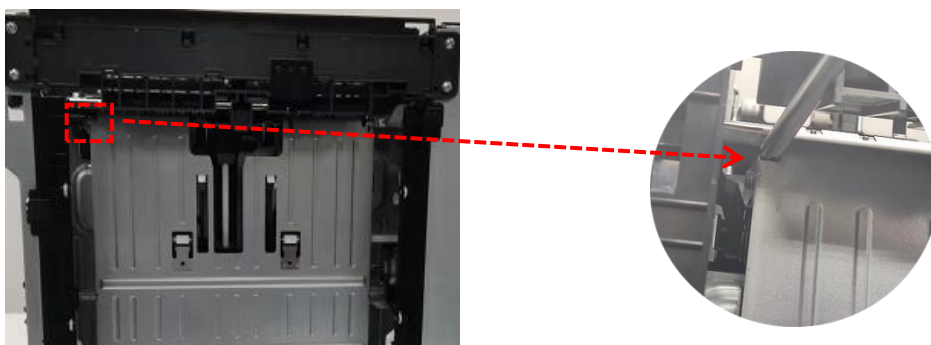


6.3.39 Disassembly of automatic feed sensor

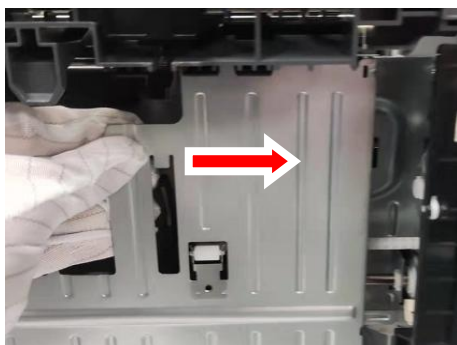
1. Remove front cover, take out the manual feed tray and toner cartridge, and place the machine horizontally with the bottom facing up.



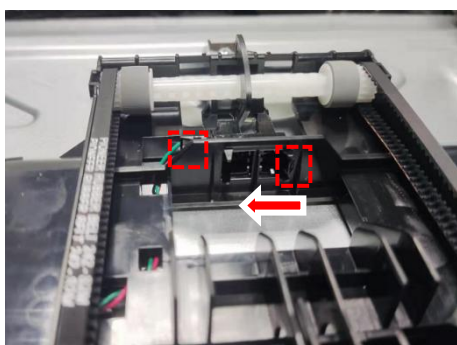
2. Use a cross screwdriver to pry out the left buckle



3. Push to the right to remove the cover (pay attention to wearing protecting gloves before operating to avoid scratching hands)



4. Push the sensor buckle to the left, disconnect the cable.



6.3.40 Disassembly of rubber roller

1. Place the printer as shown in the picture, then remove the rubber roller with hand.



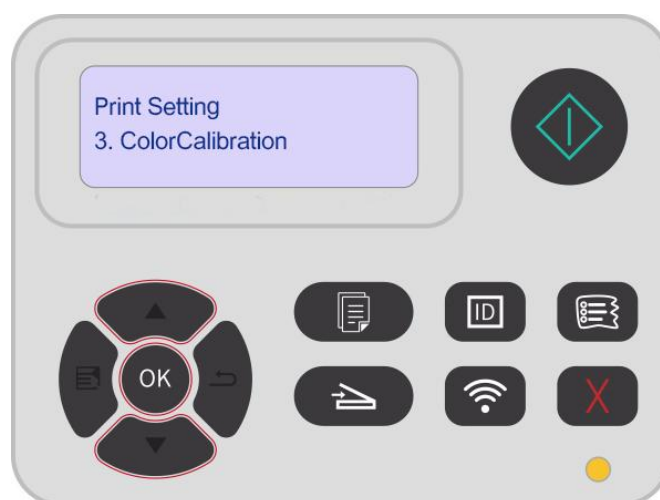
7. Precautions for replacement of spare parts:

7.1 Manually performing the calibration function after replacing any accessories

7.1.1 Calibration method (FB model)

When the environment where your printer is used changes greatly, the printer may automatically perform color calibration for better printing results. In case of ghosting or large color difference, you can manually calibrate colors as follows:

1. Press "Menu" to enter the menu setting interface.
2. Select "Print Settings" by pressing "▲" or "▼", and then press "OK".
3. Select "Color Calibration" by pressing "▲" or "▼", and then press "OK" to set "Full Calibration" and "Position Calibration".



Note:

- When your printer performs a certain amount of print jobs, it will automatically perform color calibration.
- When you replace the laser toner cartridge with a new one, the printer will automatically perform color calibration.

7.1.2 Calibration method (ADF model)

When the environment where your printer is used changes greatly, the printer may automatically perform color calibration for better printing results. In case of ghosting or large color difference, you can manually calibrate colors as follows:

1. Click " " button in control panel to enter "Menu Setting" interface.
2. Press "Print Setting" - "ColorCalibration" to carry out "FullyCalibrate" and "MarginCalibrate".



Note:

- When your printer performs a certain amount of print jobs, it will automatically perform color calibration.
- When you replace the laser toner cartridge with a new one, the printer will automatically perform color calibration.

Appendix 1 Circumference of Each Roller of this Equipment

Names	Portrait cycle mm
Transfer roller	78.5
ITU backup roller	43.96
ITU cleaning backup roller	43.96
ITU driving roller	65
Transfer belt	655
Photoconductor drum	75.3
Photoconductor drum	26.7
Charging roller	25.8
Press roller	57.29

Appendix 2 Descriptions of Product Serial Number

All machines are affixed with their own product serial number labels. The meaning of the product serial number code and the location of the label are described below.

Code meaning:



Label position:



Appendix 3 Descriptions of Terminologies in this Manual

The following table includes the explanations of all the terminologies involved in this manual.

Terminologies	Explanations
CFR	Safety standard for a kind of laser products
LCD	Liquid crystal display
CIS	Scanner head
PPM	Number of pages printed per minute
HVPS	High voltage power supply board
LVPS	Low voltage power supply board
OPC	Photoconductor drum
PCR	Charging roller
DR	Developer roller
TR	Transfer roller
PR	Fuser pressure roller
LSU	Laser
FFC	Connecting line
ITU	Transfer belt