



HP Laser 408dn  
HP Laser MFP 432fdn

## Control Panel Message Document (CPMD)



[www.hp.com/support/laser408](http://www.hp.com/support/laser408)  
[www.hp.com/support/laser432MFP](http://www.hp.com/support/laser432MFP)





# HP Laser 408dn, HP Laser MFP 432fdn - Control Panel Message Document (CPMD)

## SUMMARY

This document provides error-code troubleshooting information

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Edition 1, 2/2021

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# 1 Document last updated

The following is the last time this document was updated:

Last update: March 9, 2021



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## 2 About this document

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

Choose the format that best meets your needs.

**Table 2-1** Content format types

| Format        | Document title example                                | Recommended use                                                                                                                                                                                                                                                                                                                               |
|---------------|-------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Browser-based | [Product] - Control Panel Message Document (CPMD)     | <ul style="list-style-type: none"><li>• Use when support portals are accessible for up-to-date information</li></ul>                                                                                                                                                                                                                          |
| PDF           | [Product] - Control Panel Message Document (CPMD) PDF | <ul style="list-style-type: none"><li>• Use when support portals are NOT accessible at time of service</li><li>• Use when a printable document is needed</li></ul> <p><b>NOTE:</b> Refer to the printer service manual for removal and replacement procedures.</p> <p><b>NOTE:</b> For current information, use the browser-based format.</p> |



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## 3 Control-panel message types

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



**NOTE:** The Error Information Report provides more detailed information on the error and does not appear on the control-panel display.

To print and view the Error Information Report perform the following:

- Enter [Service Mode](#).
- Select [Information > Report > Error Information \(Error Info.\)](#) .
- Select [OK](#).
- Error Information Report will be printed out.

---

A control-panel message displays temporarily and might require the user to acknowledge the message by touching the [OK](#) button to resume printing or by touching the [Stop](#) button to cancel the job. With certain messages, the job might not finish printing or the print quality might be affected.

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



## 4 Error -code and control-panel-message troubleshooting overview

Learn how to troubleshoot error messages.

### Error codes

Error codes and control-panel messages display on the printer control panel to indicate the current printer status or situations that might require action. Error codes are numerical, or alphanumerical, and have a set structure with six characters (example: A1-xxxx).

- The first two characters are numeric and represent the system component that is causing the error. For example, in error code A1-1211, **A1** = **Motor** for these printers.
- The remaining four digits further define the error.

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

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

**Table 4-1** ERROR Codes: The first two characters

| Error code | System Component                                            | System Error Description                                          |
|------------|-------------------------------------------------------------|-------------------------------------------------------------------|
| 11-2Txx    | Tray- Paper                                                 | Tray X paper mismatch                                             |
| A1-xxxx    | Motors                                                      | Motor failure                                                     |
| A2-xxxx    | Fans                                                        | Fan rotation error                                                |
| A3-xxxx    | Sensors (non-paper path)                                    | Temp or humidity sensor error                                     |
| C1-xxxx    | Toner cartridge                                             | Toner cartridge relate error                                      |
| C3-xxxx    | Drum unit                                                   | Drum unit related error                                           |
| C5-xxxx    | ITB Unit (Color printer) or Transfer roller (Mono printers) | ITB Unit or Transfer roller life message                          |
| C6-xxxx    | Fuser unit                                                  | Fuser unit either not installed, wrong fuser or has been replaced |
| C7-xxxx    | Waste toner                                                 | Waste toner container error                                       |
| C8-xxxx    | Developer                                                   | Developer unit error                                              |
| C9-xxxx    | Transfer roller                                             | Transfer roller error                                             |

**Table 4-1** ERROR Codes: The first two characters (continued)

| Error code | System Component      | System Error Description                                                                                                                                       |
|------------|-----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| H1-xxxx    | Optional tray         | Optional paper tray error                                                                                                                                      |
| H2-xxxx    | Inner finisher        | Miscellaneous error including general and misprint or mismatch errors typically involving (but not limited to) the fuser, the laser scanner, or the paper path |
| Mx-xxxx    | Paper Path/Paper Tray | Paper path or paper tray sensor error (This includes tray empty, tray not installed and bin full)                                                              |
| Sx-xxxx    | System                | System error, Clock, Video, HDD MSOK, Supply checking                                                                                                          |
| U1-xxxx    | Fuser error           | Fuser error (Temp, voltage, or pressure control)                                                                                                               |
| U2-xxxx    | Laser/Scanner         | Laser/scanner error                                                                                                                                            |
| U3-xxxx    | Document feeder       | Document feeder error (Jams, loading or open)                                                                                                                  |

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## 5 How to search for printer documentation

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

These portals are WISE for Channel (please see [Accessing WISE for HP channel partners on page 9](#) for instructions on how to navigate to the site) and [WISE](#). WISE for Channel is available to HP channel partners and WISE is available to call agents, service technicians, and other HP internal users. The level of detail available will depend on your access credentials. To learn how to find support content in WISE, [watch the video here](#).

### WISE – How to access and use

Learn how to access and use Web-based Interactive Search Engines (WISE) to locate available support information. WISE is a repository of technical support documentation including service manuals, user guides, videos, and general support information.

#### Accessing WISE

Learn how to access Web-based Interactive Search Engines (WISE) if you are an HP channel partner or an internal HP user.

#### Accessing WISE for HP channel partners

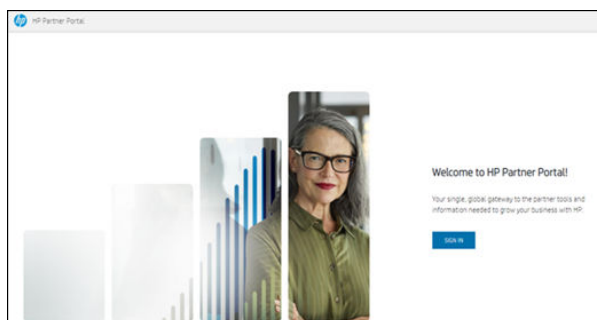
Learn how to access WISE if you are an HP Channel Partner.

---

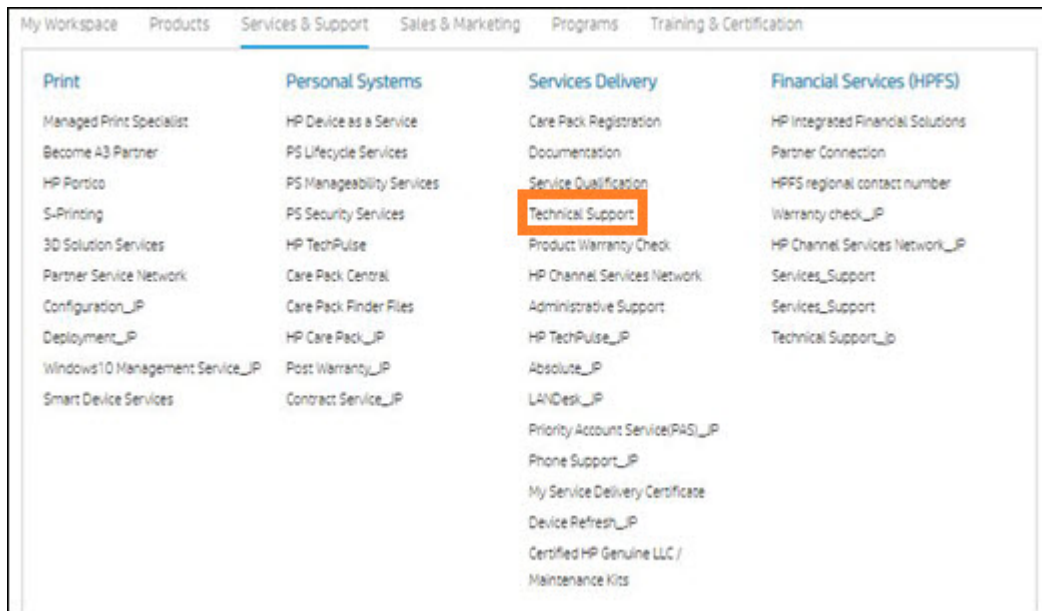
 **NOTE:** If this is your first visit to the HP Partner First Portal, you will be asked to create an account. Follow the setup directions using your HP Partner credentials.

---

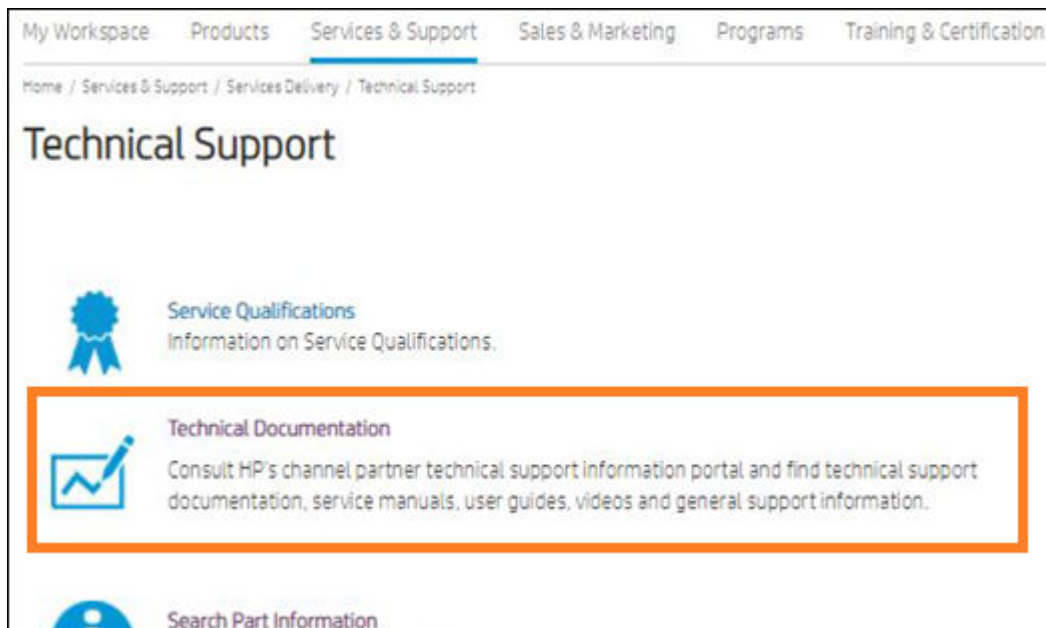
1. Open the HP Partner First Portal located at <https://partner.hp.com>.



2. Select the **Services & Support** tab, and then select **Technical Support**.



3. Select **Technical Documentation**.



4. You will be taken to the WISE portal.



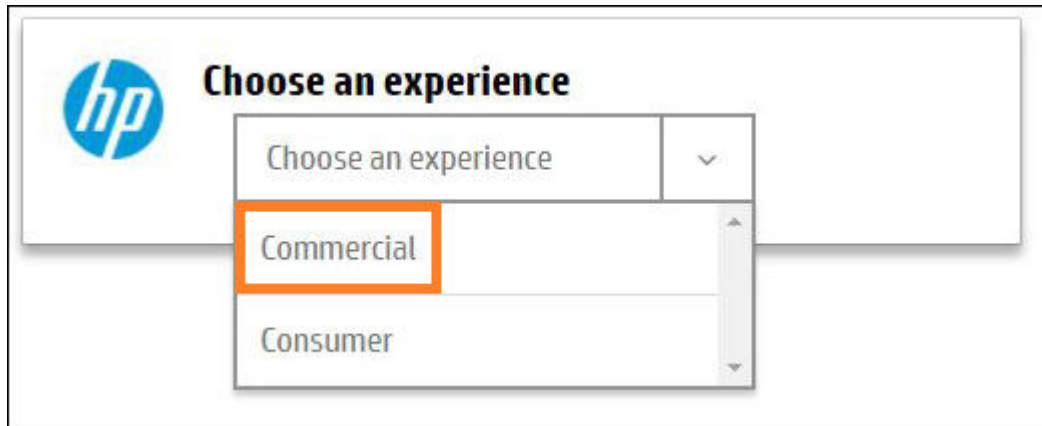
Play the video:

[View a video of how to access WISE \(HP channel partners\)](#)

## Accessing WISE for internal HP users

Learn how to access WISE if you are an internal HP user.

1. Open one of the Web-based Interactive Search Engines (WISE) URLs listed below.
2. Select **Commercial** from the drop-down menu.



3. You will be taken to the WISE homepage.



### AMS

- <https://support.hp.com/wise/home/ams-en>
- <https://support.hp.com/wise/home/ams-es>
- <https://support.hp.com/wise/home/ams-pt>
- <https://support.hp.com/wise/home/ams-fr>

### APJ

- <https://support.hp.com/wise/home/apj-en>
- <https://support.hp.com/wise/home/apj-ja>
- <https://support.hp.com/wise/home/apj-ko>
- <https://support.hp.com/wise/home/apj-zh-Hans>
- <https://support.hp.com/wise/home/apj-zh-Hant>
- <https://support.hp.com/wise/home/apj-th>

EMEA

- <https://support.hp.com/wise/home/emea-en>

Play the video:

[View a video of how access WISE \(internal HP users\)](#)

## Using WISE to search for error codes

Learn how to use WISE to look up error codes.



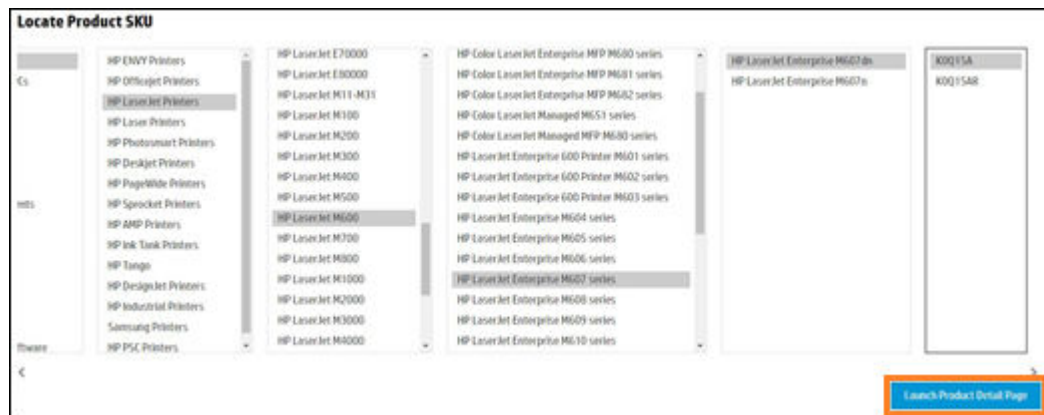
**NOTE:** The model used in the instructional videos is an example. The same steps apply to all printer models.

You will need the printer type (e.g. HP LaserJet), model number (e.g. M607), and bundle option (e.g. dn, dh, z).

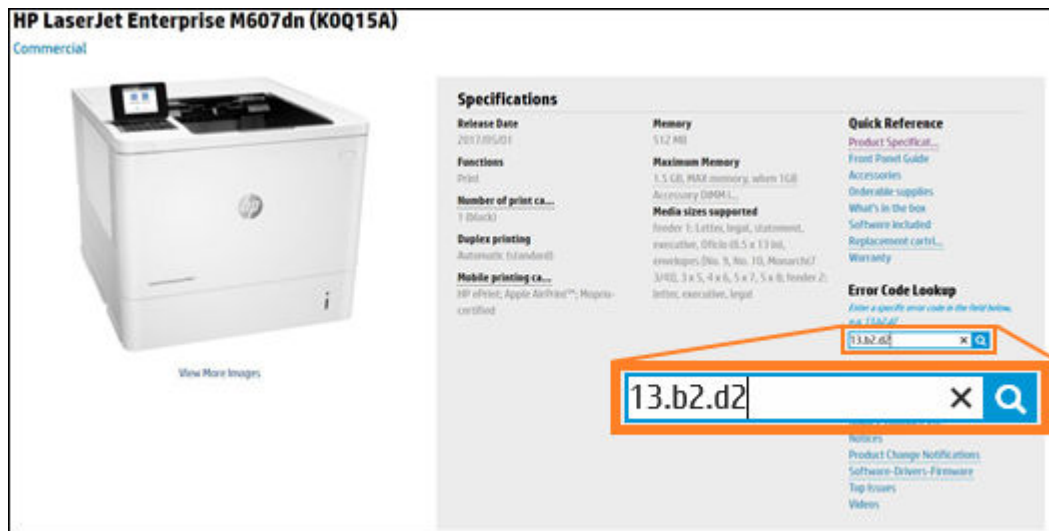
## Search for error codes using the lookup widget

Learn how to search for a specific error code using the WISE Error Code Lookup widget.

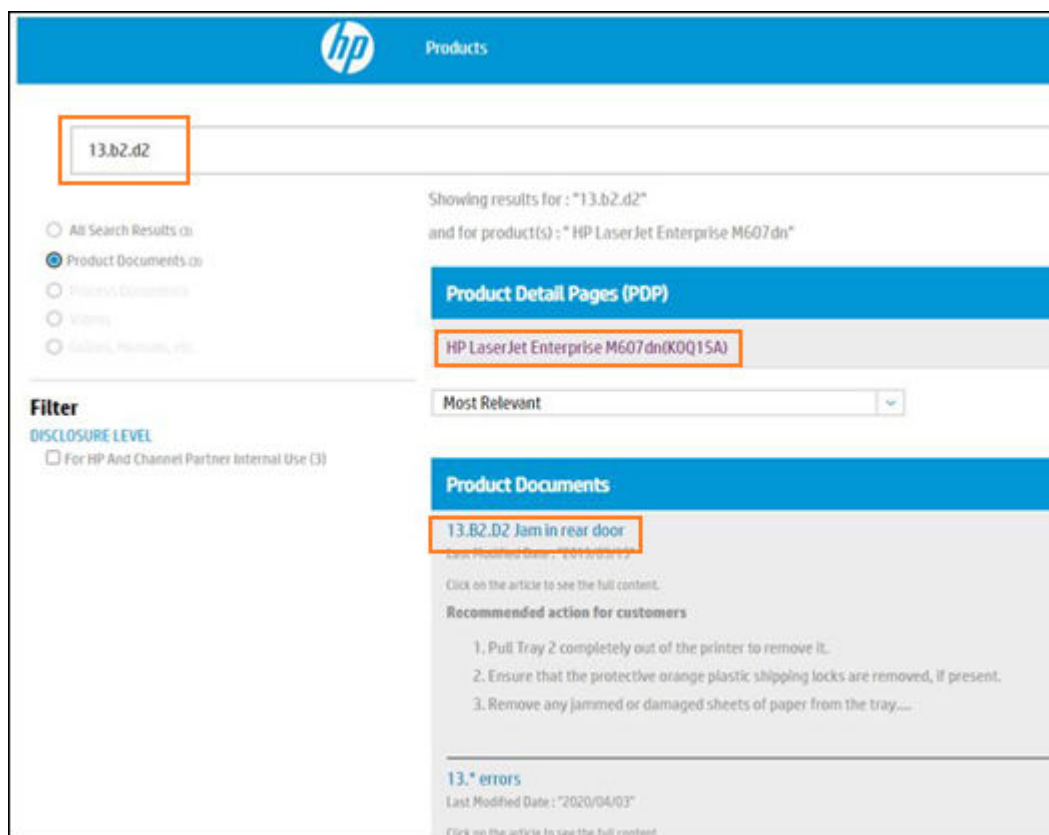
1. Select **Products** in the navigation bar of the WISE portal home page.
2. Using the type, model number and bundle option of the printer to be repaired, select **HP Printers > Type of Printer > Model Group > Model Number > Bundle Option > Product Number**, and then select **Launch Product Detail Page**. The PDP page will open.



- Enter the error code in the widget in the **Error Code Lookup** area at the bottom-right of the screen and click the search icon or press the Enter button.



- Select the desired topic from the search results.



## Search for error codes from the WISE home page

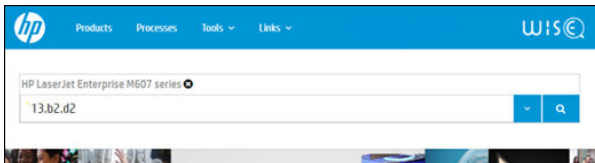
Learn how to search for a specific error code from the WISE home page.

1. Enter the model number in the search field on the WISE home page. The search is predictive, and a drop-down menu will appear with available selections.

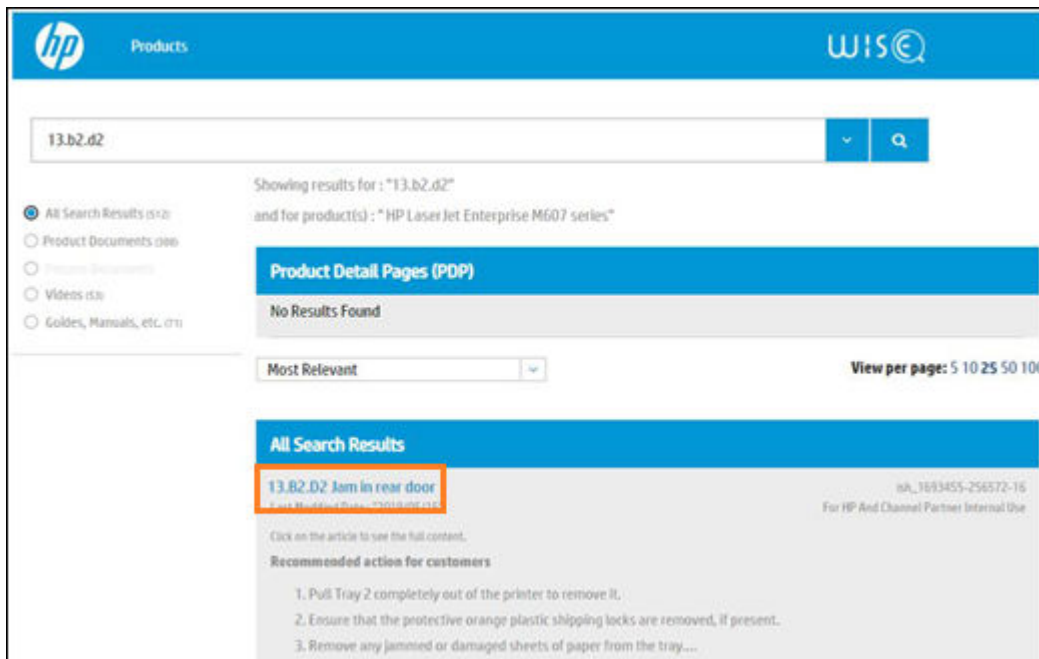
 **NOTE:** Selecting the **series** item from the drop-down list is recommended for the most accurate search return.



2. Enter the error code in the search field.



3. Select the desired topic from the search results.



## Using WISE to access repair and replace videos for FRUs

Learn how to use WISE to access repair and replace videos for FRUs.



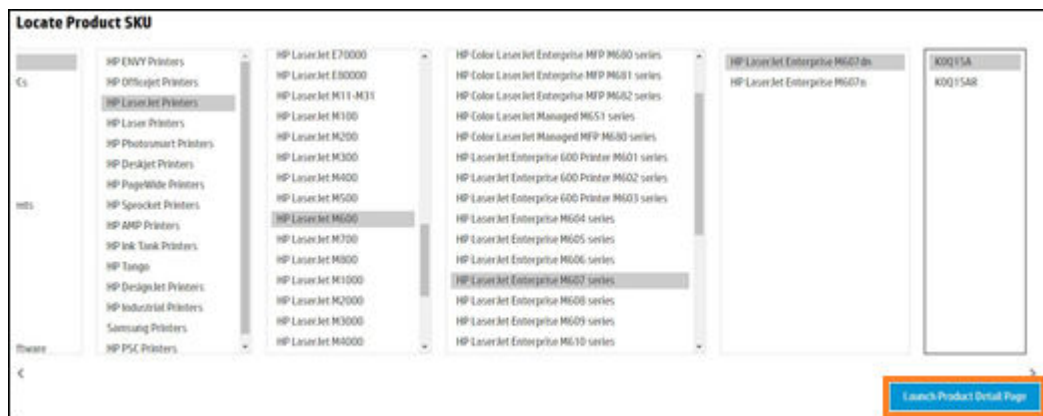
**NOTE:** The model used in the instructional videos is an example. The same steps apply to all printer models.

You will need the printer type (e.g. HP LaserJet), model number (e.g. M607), and bundle option (e.g. dn, dh, z).

## Search for a printer's Product Detail Page (PDP)

Learn how to search WISE for product specific information. Quickly review the steps and then play the video.

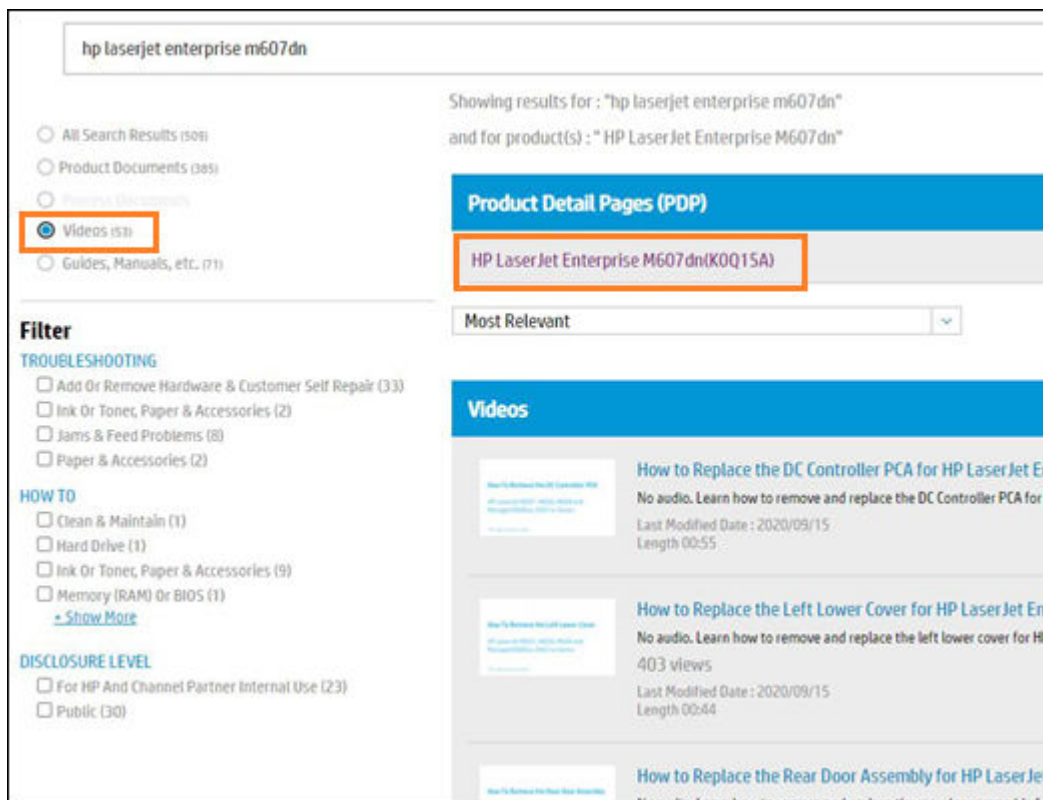
1. Select **Products** in the navigation bar of the WISE portal home page.
2. Using the type, model number and bundle option of the printer to be repaired, select **HP Printers > Type of Printer > Model Group > Model Number > Bundle Option > Product Number**, and then select **Launch Product Detail Page**. The PDP page will open.



3. Select the link to **Videos** in the **Other Content** menu at the bottom-right of the screen.



4. Select the desired video from the list of videos.



Play the video:

[View a video of how to search for the printer's Product Detail Page \(PDP\)](#)

## Perform a model number search using the search function

Learn how to search WISE using the model number. Quickly review the steps and then play the video.

1. Enter the model number in the search field on the WISE home page. The search is predictive, and a drop-down menu will appear with available selections.

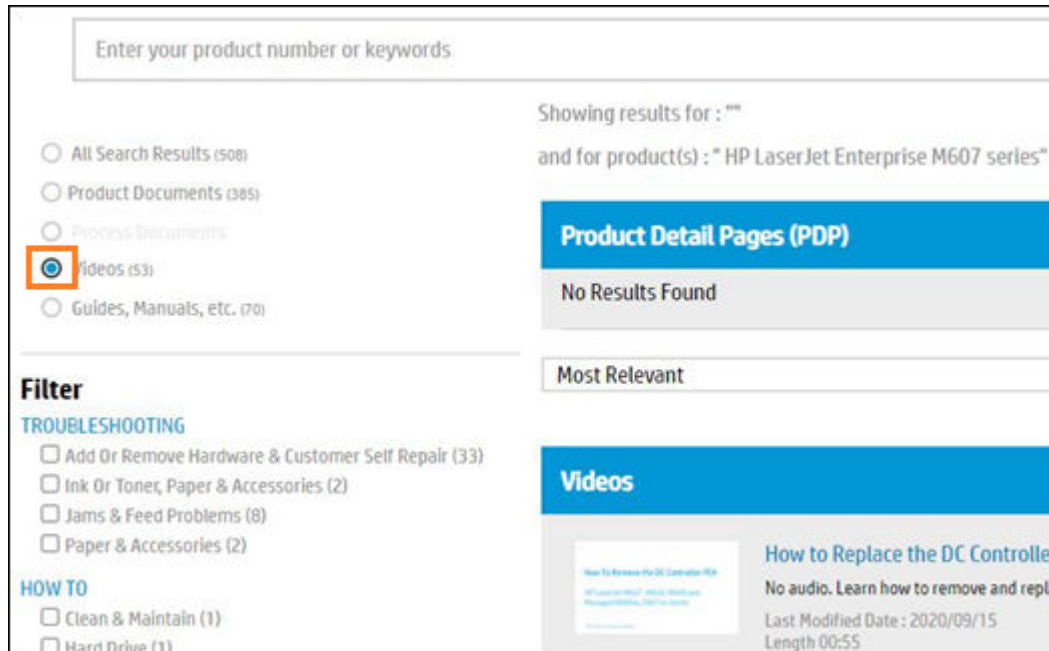


**NOTE:** Selecting the **series** item from the drop-down list is recommended for the most accurate search return.

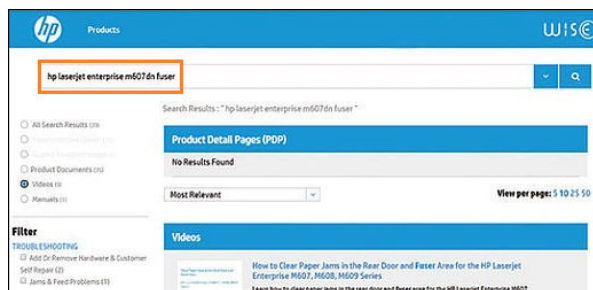


2. Click the search icon to the right.

3. To refine the search results, select the radio button labeled **video** in the upper-right portion of the screen.



 **TIP:** To refine video search results, append a part name to the model detail shown in the search bar. For example, adding the word **fuser** to the detail in the search bar will return videos related to repair and replacement of the fuser.



Play the video:

[View a video of how to perform a model number search](#)



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## 6 Printer service information

Last update: March 9, 2021

Service mode PIN numbers:

- HP Laser Printer 408dn: 1934
- HP Laser MFP 432fdn: 1934

To enter tech mode:

- Touch the following in sequence: **Menu** > **#** > **1** > **0** > **0** > **4** > **3** > **6** > **1** > **6** > **Menu**
- When **Tech Menu** is displayed, touch **OK**.



---

## 7 Numerical control panel messages

Use the following numerical error message troubleshooting to resolve your issue.

### A1-XXXX error messages

#### A1-1110

Motor Failure: #A1-1110. Turn off then on. Call for service if the problem persists.

The motor cable or main BLDC motor or main PCA is defective.

The OPC coupler in the imaging drum has overloaded.

#### Recommended action for customers

1. Turn the printer off, and then on.
2. If the error persists, contact your HP-authorized service or support provider, or contact customer support at [www.hp.com/go/contactHP](http://www.hp.com/go/contactHP).

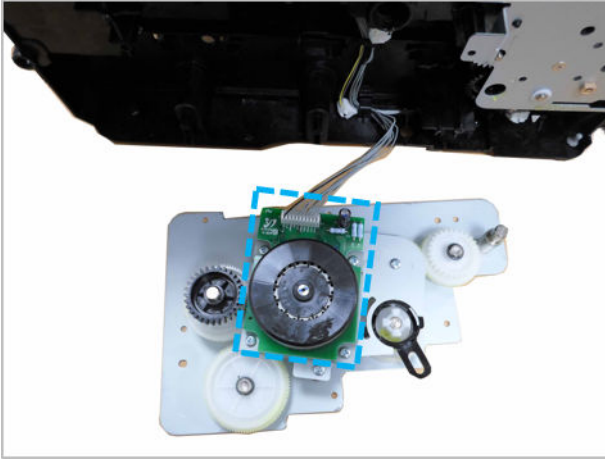
#### Recommended action for call-center agents and onsite technicians



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

1. Turn the printer off, and then on. If the error persists, refer to the following.
2. Remove the right cover.
3. Check if the motor connector on main PCA is connected properly. Reconnect it.
4. Check if the OPC coupler has overloaded. After removing the toner cartridge/imaging drum, rotate the OPC coupler. If there is any damage, the OPC coupler can't rotate well. Replace the toner cartridge/imaging unit.
5. Remove the left cover.

6. Check the operation of the main drive unit. If the motor or gear is defective, replace the main drive unit.

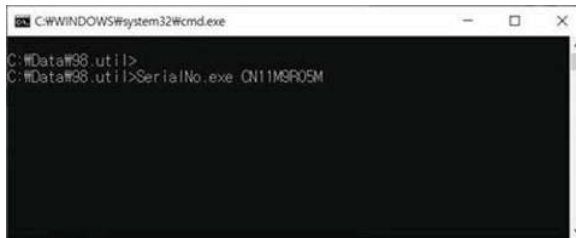


7. If the problem persists, replace the main PCA.



**IMPORTANT:** If you replace the main PCA, remember to enter the printer serial number. The new PCA will not have the correct serial number recorded. The mismatched serial numbers can lead to future service issues.

- **HP Laser 408 series:** With the current firmware, users should request the SerialNo.zip file. Once they have the file, unzip it and open a command prompt. Run SerialNo.exe from the prompt, and then provide the printer serial number.



Once the new firmware is released, users can run the procedure for the HP Laser 432 series.

- **HP Laser 432 series:** Open Tech Mode. Press **Menu** > **#** > **1** > **9** > **3** > **4** in sequence. Select **Tech Menu** > **Service Functions** > **Set SN**, and then provide the printer serial number.

## C1-XXXX error messages

### C1-1110

Toner remaining is less than 10% of its life.

The printer indicates when the toner supply level is low. Actual cartridge life might vary. You do not need to replace the cartridge at this time unless print quality is no longer acceptable. The toner is expected to run short soon because the remaining toner is reaching 0%. This error occurs every time that you try to use the printer.

#### Recommended action for customers

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

2. Order a new toner cartridge right away because a toner cartridge with a level of “Low” will be exhausted soon.

#### Recommended action for call-center agents and onsite technicians

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

## C1-1120 / C1-1144 / C1-1150 / C1-1160 / C1-1170

The toner cartridge is at the end of its life.

The black toner cartridge is empty. The printer cannot draw toner from the toner cartridge.

#### Recommended action for customers

1. Replace the toner cartridge.
2. If the error persists, please contact customer support.

#### Recommended action for call-center agents and onsite technicians

- ▲ Replace the toner cartridge.

## C1-1310 / C1-1411

Toner Failure: #C1-1310. Install toner again / Toner cartridge is not installed. Install it

The toner cartridge is not installed.

#### Recommended action for customers

1. Turn the machine off then on.
2. Open the front cover.
3. Check if the toner cartridge is installed. If yes, remove and reinstall it.
4. If the problem persists, replace the toner cartridge with new one.

#### Recommended action for call-center agents and onsite technicians

1. Replace or install the toner cartridge.
2. If the toner cartridge is installed in the printer and the message appears, remove the toner cartridge and check the following:
  - a. Check if the CRUM connector of the toner cartridge is broken, assembled abnormally, deformed or contaminated. Rotate the toner gear to ensure it moves freely.
  - b. If the CRUM connector is damaged or the gear does not move freely, replace the toner cartridge.

## C1-1512 / C1-151A

The toner cartridge is not compatible with the printer.

#### Recommended action for customers

1. Open the front cover. Remove the toner cartridge.
2. Replace the toner cartridge with the correct toner cartridge for the printer.
3. If a genuine HP supply is not installed, replace it with a new HP supply.
4. If the toner cartridge is a genuine HP supply and the error persists, please contact customer support.

#### Recommended action for call-center agents and onsite technicians

1. Open the front cover. Remove the toner cartridge.
2. Replace the toner cartridge with the correct one for the printer.
3. If a genuine HP supply is not installed, replace it with a new HP supply.

## C1-1710 / C1-1711 / C1-1712

The printer can't detect the CRUM chip in the toner cartridge.

#### Recommended action for customers

1. Open the front cover. Remove the toner cartridge.
2. Replace the toner cartridge with the correct toner cartridge for the printer.
3. If a genuine HP supply is not installed, replace it with a new HP supply.
4. If the toner cartridge is a genuine HP supply and the error persists, please contact customer support.

#### Recommended action for call-center agents and onsite technicians

1. Replace or install the toner cartridge.
2. If the toner cartridge is installed in the printer and the message appears, remove the toner cartridge and check the following:
  - a. Check if the CRUM connector of the toner cartridge is contaminated. Clean it.
  - b. Check if the CRUM connector of the toner cartridge is broken, assembled abnormally, deformed or contaminated. Rotate the toner gear to ensure it moves freely.
  - c. If the CRUM connector is damaged or the gear does not move freely, replace the toner cartridge.

## C3-XXXX error messages

### C3-1110

The drum unit is approaching the end of its lifespan.

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

#### Recommended action for customers

- ▲ The life of the drum unit will be or is expired. Prepare a new drum unit.

#### Recommended action for call-center agents and onsite technicians

1. The life of the imaging drum will be or is expired. prepare a new imaging drum.
2. If the print quality is no longer acceptable replace the imaging drum.

### C3-1120 / C3-1144 / C3-1150 / C3-1160 / C3-1170

The imaging drum has reached the end of life.

#### Recommended action for customers

- ▲ If the print quality is no longer acceptable replace the imaging drum.

#### Recommended action for call-center agents and onsite technicians

- ▲ If the print quality is no longer acceptable, replace the imaging drum.

### C3-1410

Imaging drum is not installed.

#### Recommended action for customers

1. Turn the machine off then on.
2. Open the front cover.
3. Check if the imaging drum is installed. If yes, remove and reinstall it.
4. If the problem persists, replace the imaging drum with new one.

#### Recommended action for call-center agents and onsite technicians

1. Turn the machine off then on.
2. Open the front cover.
3. Check if the imaging drum is installed. If yes, remove it and check whether any foreign substances on the connector. Clean it.
4. Reinstall the imaging drum unit.
5. If the problem persists, replace the imaging drum with new one.

### C3-1510

The imaging drum is not compatible with the printer.

#### Recommended action for customers

1. Open the front cover.
2. Remove the toner cartridge and imaging drum.
3. If a genuine HP supply is not installed, replace it with a new HP supply.
4. If the imaging drum is a genuine HP supply and the error persists, please contact customer support.

#### Recommended action for call-center agents and onsite technicians

1. Open the front cover. Remove the imaging drum.
2. Replace the imaging drum with the correct one for the printer.
3. If a genuine HP supply is not installed, replace it with a new HP supply.

## C9-XXXX error messages

### C9-1112

The lifespan of the pickup roller is expired.

The pickup roller rubber is worn out.

#### Recommended action for customers

- ▲ Please contact customer support for assistance.

#### Recommended action for call-center agents and onsite technicians

1. Remove the tray 2.
2. Remove the duplex unit.
3. Locate the bottom of the machine.
4. While pulling the small tap down, remove the pickup roller.

### C9-1115

The lifespan of the reverse roller is expired.

#### Recommended action for customers

- ▲ Please contact customer support for assistance.

#### Recommended action for call-center agents and onsite technicians

1. Remove the tray 2.
2. Locate the front area of the tray 2. Remove the reverse roller assembly from the tray 2. And then, remove the reverse roller from the holder.

## C9-1122

The lifespan of the pickup/forward roller in the second cassette feeder(SCF) is expired.

### Recommended action for customers

- ▲ Please contact customer support for assistance.

### Recommended action for call-center agents and onsite technicians

1. Remove the tray 3 from the second cassette feeder(SCF) unit.
2. Locate the bottom of the SCF unit.
3. While pulling the small tap down, remove the pickup and forward roller.

## C9-1125

The lifespan of the reverse roller in the second cassette feeder(SCF) is expired.

### Recommended action for customers

- ▲ Please contact customer support for assistance.

### Recommended action for call-center agents and onsite technicians

1. Remove the tray 3.
2. Locate the front area of the tray 3.
3. Open the roller cover. And then, while pulling the small tap down, remove the reverse roller.

## H1-XXXX error messages

### H1-1210

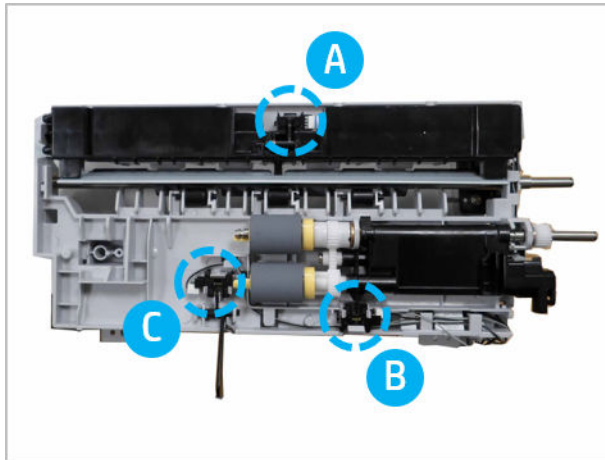
A paper jam was detected in the feed area of the tray2.

### Recommended action for customers

1. Remove the tray 3 from the second cassette feeder(SCF) unit.
2. Remove the jammed paper.
3. Check the tray guides to ensure they are set correctly.
4. Ensure the paper meets the recommended paper specifications for the tray.
5. Install the tray 3.
6. If the error continues, please contact customer support.

### Recommended action for call-center agents and onsite technicians

1. Remove the tray 3 from the second cassette feeder(SCF) unit.
2. Remove the jammed paper.
3. Check the tray guides to ensure they are set correctly.
4. Ensure the paper meets the recommended paper specifications for the tray.
5. Install the tray 3.
6. If the jam occurs frequently, check the rollers.
  - a. With the tray removed, check if the pickup/ forward/ reverse rollers are assembled correctly.
  - b. If the pick up/ forward/ reverse rollers are worn out or contaminated, replace the defective roller.
7. If the error persists and the rollers check out OK, check the following.
  - a. Check if the feed sensor connector is connected properly. Disconnect and reconnect it.
  - b. If the feed sensor is defective, replace it.



- A : Feed sensor
- B : Pickup sensor
- C : Empty sensor

## H1-1220

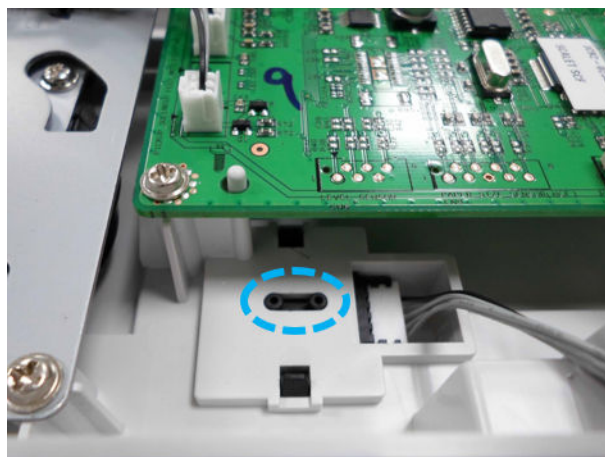
Tray 3 is not installed.

### Recommended action for customers

1. Check if the tray 3 is installed correctly. Remove and reinstall the tray 3.
2. If the tray 3 is installed and the error persists, please contact customer support.

### Recommended action for call-center agents and onsite technicians

1. Check if the tray 3 is installed correctly. Remove and reinstall the tray 3.
2. If the error persists, turn the printer off and check the following.
  - a. Check the connection between the tray detection sensor and SCF PCA. Disconnect and reconnect the cable.
  - b. If the tray detection sensor is defective, replace it.



- c. If the problem persists, replace the SCF PCA.

## H1-1230

Tray 3 connection error has occurred.

### Recommended action for customers

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

### Recommended action for call-center agents and onsite technicians

1. Turn the printer off, and then on.
2. If the problem persists, turn the printer off and check the following.
3. Lift the printer up and separate it from the second cassette feeder(SCF) unit.
4. Remove the SCF right cover.
5. Check if the main interface cable is connected to SCF PCA correctly. Disconnect and reconnect it.
6. If the main interface cable is defective, replace it.
7. If the error persists, replace the SCF PCA.

## H1-1240

Tray 3 is not installed.

### Recommended action for customers

1. Check if the tray 3 is installed correctly. Remove and reinstall the tray 3.
2. If the tray 3 is installed and the error persists, please contact customer support.

### Recommended action for call-center agents and onsite technicians

1. Check if the tray 3 is installed correctly. Remove and reinstall the tray 3.
2. If the error persists, turn the printer off and check the following.
  - a. Check the connection between the tray detection sensor and SCF PCA. Disconnect and reconnect the cable.
  - b. If the tray detection sensor is defective, replace it.
  - c. If the problem persists, replace the SCF PCA.

## H1-1252 / H1-1254

There is no paper in the tray 3.

The paper empty sensor is not functioning correctly

### Recommended action for customers

1. Load the correct size paper in the tray 3.
2. Ensure that the tray is loaded and installed correctly.
3. If the paper is loaded and the error persists, please contact customer support.

### Recommended action for call-center agents and onsite technicians

1. Load the correct size paper in the tray 3.
2. Ensure that the tray is loaded and installed correctly.
3. If the error persists, turn the printer off and check the following.
4. Check if the paper empty actuator is broken or deformed. If it is defective, replace it.
5. Check if the paper empty sensor connector is connected properly. Disconnect and reconnect it.
6. If the paper empty sensor is defective, replace it.

# M1-XXXX error messages

## M1-1110

A paper jam has occurred in tray 2.

### Recommended action for customers

1. Remove the tray 2.
2. Check if there are any obstructions or paper jammed inside the printer. If there is, remove it.
3. Ensure the paper meets the specifications for the printer and tray.
4. Ensure that the tray width guides are set to the correct paper size being installed into the tray.
5. Check the pickup/separation/forward rollers for wear, damage, or paper dust. Clean the rollers with a damp, lint free cloth.
6. If the error persists, please contact customer support.

### Recommended action for call-center agents and onsite technicians

1. Remove the tray 2.
2. Check if there are any obstructions or paper jammed inside the printer. If there is, remove it.
3. Ensure the paper meets the specifications for the printer and tray.
4. Ensure that the tray width guides are set to the correct paper size being installed into the tray.
5. If the error persists, check the following.
6. While pushing the paper empty actuator, send the printing data. Check if the pickup roller is rotating normally.
7. Check if there is any obstacles in the paper path. Check if the feed roller is scratched or defective.
8. Check if the pickup/separation rollers are assembled correctly.
9. If the pickup/separation rollers are worn out or contaminated, replace the defective roller.

## M1-1610

A paper jam has occurred in tray 1 (MP).

### Recommended action for customers

1. Remove any jammed paper from the tray 1 (MP).
2. Ensure the paper meets the specifications for the printer and tray.
3. Ensure that the tray width guides are set to the correct paper size being installed into the tray.
4. If the error persists, please contact customer support.

#### Recommended action for call-center agents and onsite technicians

1. Remove any jammed paper from the tray 1 (MP).
2. Ensure the paper meets the specifications for the printer and tray.
3. Ensure that the tray width guides are set to the correct paper size being installed into the tray.
4. If the error persists, check the following.
5. Turn the printer off.
6. Remove the right cover.
7. Check if the tray 1 (MP) unit connector is connected correctly.
8. Check if the tray 1 rollers are worn out. If necessary, replace the roller or tray 1 (MP) unit.

### M1-5112 / M1-5113 / M1-5120

Paper in the tray 2 or all tray is empty.

The paper empty actuator or paper empty sensor doesn't work normally.

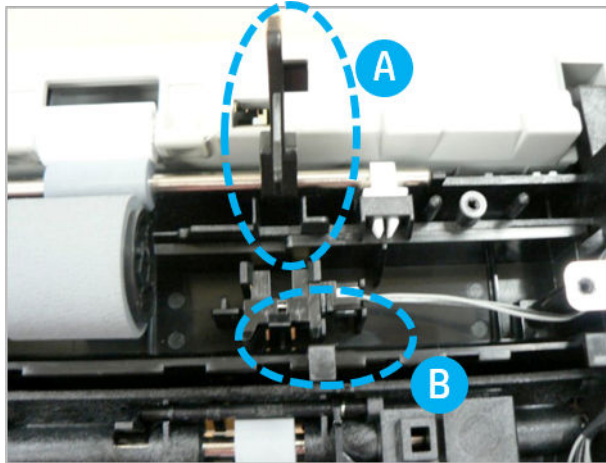
#### Recommended action for customers

1. Load the correct size paper in the empty tray.
2. Ensure that the tray is loaded and installed correctly.
3. If the paper is loaded and the error persists, please contact customer support.

#### Recommended action for call-center agents and onsite technicians

1. Load the correct size paper in the empty tray.
2. If the paper is loaded and the error persists, check the following.
3. Turn the printer off.
4. Locate the bottom area of the printer.
5. Check if the paper empty actuator is assembled correctly. If it is broken or deformed, replace it.
6. Check if the paper empty sensor connector is connected correctly. Disconnect and reconnect the sensor cable.

7. If the paper empty sensor is defective, replace it.

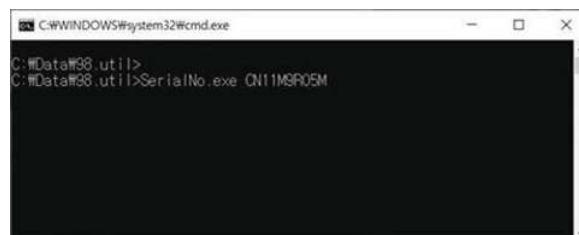


- A : Empty actuator
- B : Empty sensor

8. If the problem persists, replace the main PCA.

 **IMPORTANT:** If you replace the main PCA, remember to enter the printer serial number. The new PCA will not have the correct serial number recorded. The mismatched serial numbers can lead to future service issues.

- **HP Laser 408 series:** With the current firmware, users should request the SerialNo.zip file. Once they have the file, unzip it and open a command prompt. Run SerialNo.exe from the prompt, and then provide the printer serial number.



Once the new firmware is released, users can run the procedure for the HP Laser 432 series.

- **HP Laser 432 series:** Open Tech Mode. Press **Menu > # > 1 > 9 > 3 > 4** in sequence. Select **Tech Menu > Service Functions > Set SN**, and then provide the printer serial number.

## M1-5612 / M1-5712

Paper in the tray 1 (MP) is empty.

### Recommended action for customers

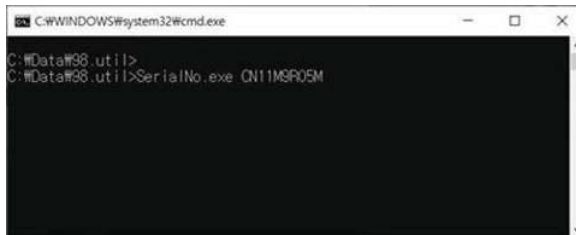
1. Load the correct size paper in the tray 1 (MP).
2. If the paper is loaded and the error persists, please contact customer support.

### Recommended action for call-center agents and onsite technicians

1. Load the correct size paper in the tray 1 (MP).
2. If the paper is loaded and the error persists, check the following.
3. Turn the printer off.
4. Check if the paper empty actuator is assembled correctly. If it is broken or deformed, replace it.
5. Check if the paper empty sensor connector is connected correctly. Disconnect and reconnect the sensor cable.
6. If the paper empty sensor is defective, replace it.
7. If the problem persists, replace the main PCA.

 **IMPORTANT:** If you replace the main PCA, remember to enter the printer serial number. The new PCA will not have the correct serial number recorded. The mismatched serial numbers can lead to future service issues.

- **HP Laser 408 series:** With the current firmware, users should request the SerialNo.zip file. Once they have the file, unzip it and open a command prompt. Run SerialNo.exe from the prompt, and then provide the printer serial number.



Once the new firmware is released, users can run the procedure for the HP Laser 432 series.

- **HP Laser 432 series:** Open Tech Mode. Press **Menu > # > 1 > 9 > 3 > 4** in sequence. Select **Tech Menu > Service Functions > Set SN**, and then provide the printer serial number.

## M2-XXXX error messages

### M2-1110

A paper jam was detected at the feed sensor.

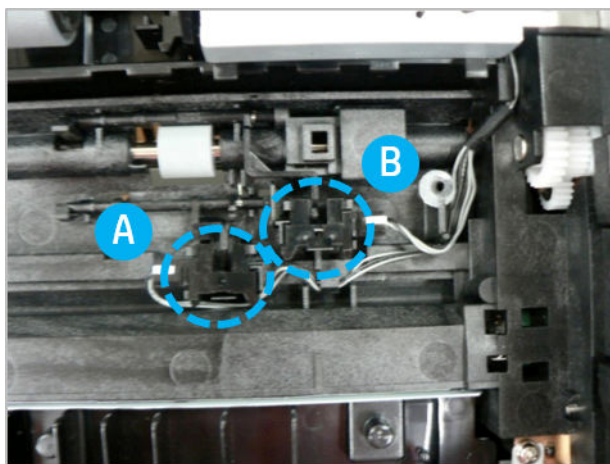
### Recommended action for customers

1. Open the front cover.
2. Remove the toner cartridge and imaging drum.
3. Remove the any jammed paper found.
4. Install the imaging drum and toner cartridge.
5. Close the front cover.

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

#### Recommended action for call-center agents and onsite technicians

1. Open the front cover. Remove the toner cartridge and imaging drum. And then, remove any jammed paper found.
2. Check if there is any obstruction or paper jammed inside the printer. If there is, remove the obstruction or jam.
3. Install the imaging drum and toner cartridge.
4. Close the front cover.
5. If the error persists, check the following.
6. Check if the feed sensor connector is connected correctly. Disconnect and reconnect the feed sensor cable.



- A : Feed sensor
  - B : Registration sensor
7. If the connection is OK, replace the feed sensor.
  8. Check if the registration roller is contaminated or worn out. If the registration roller is defective, replace it.

## M2-2210

A paper jam was detected in duplex area.

#### Recommended action for customers

1. Remove the duplex unit from the rear of the printer.
2. Remove the any jammed paper found from the duplex unit.
3. Install the duplex unit.
4. If the error persists, please contact customer support.

#### Recommended action for call-center agents and onsite technicians

1. Remove the duplex unit from the rear of the printer.
2. Remove the any jammed paper found from the duplex unit.
3. Check if there is any obstruction or paper jammed inside the printer. If there is, remove the obstruction or jam.
4. Install the duplex unit.
5. If the error persists, replace the duplex unit.

## M3-XXXX error messages

### M3-1110

A paper jam was detected in the exit area.

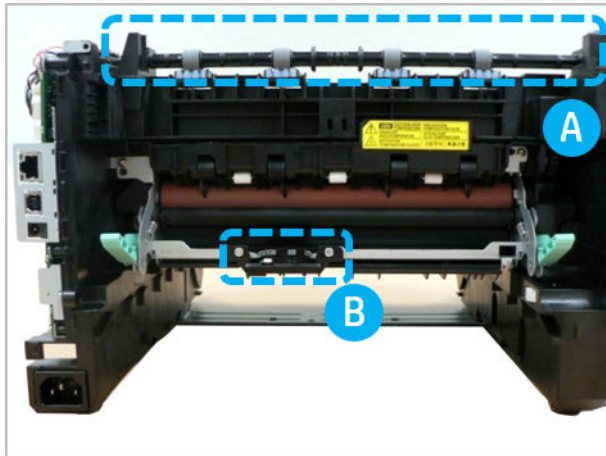
#### Recommended action for customers

1. Open the rear cover.
2. Remove the any jammed paper found in the exit area.
3. Close the rear cover.
4. If the error persists, please contact customer support.

#### Recommended action for call-center agents and onsite technicians

1. Open the rear cover.
2. Remove the any jammed paper found in the exit area.
3. Close the rear cover.
4. If the error persists, check the following.
5. Turn the printer off and open the rear cover.
6. Check if the exit roller is worn out or contaminated. If the roller is defective, replace it.

7. Check if the exit sensor connector is connected correctly. If the connection is OK, replace the exit sensor.



- A : Exit roller
- B : Exit sensor

## M3-2130

There is too much paper in output bin tray.

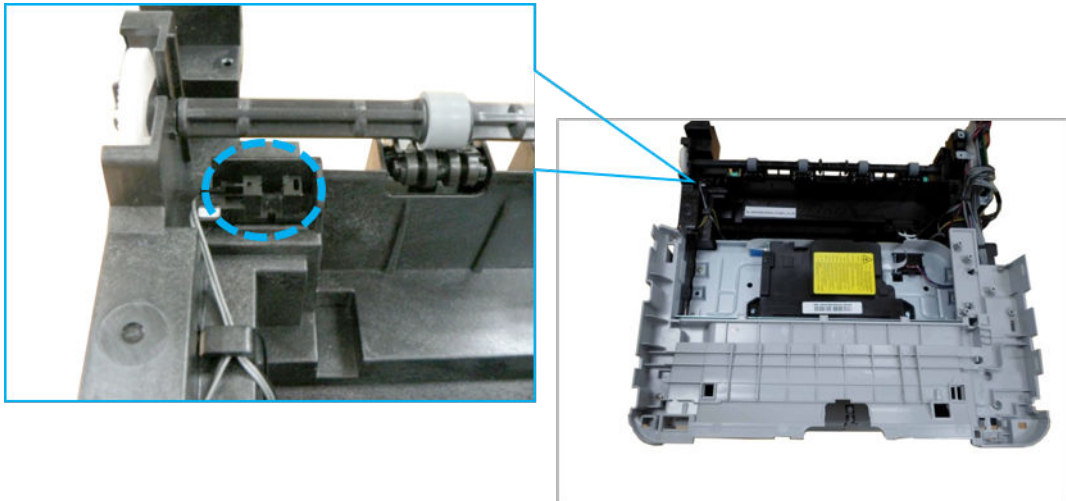
### Recommended action for customers

1. Remove the paper from the output tray.
2. If the error persists, please contact customer support.

### Recommended action for call-center agents and onsite technicians

1. Remove the paper from the output tray.
2. If the error persists, check the following.
3. Check if the bin full sensor actuator is broken or deformed. If yes, replace it.
4. Check if the bin full sensor connector is connected correctly. Disconnect and reconnect it.

5. If the connection is OK, replace the bin full sensor.



## S1-XXXX error messages

### S1-2411

SD card has some problem.

#### Recommended action for customers

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

#### Recommended action for call-center agents and onsite technicians

1. Turn the printer off then on.
2. If the error persists, check the following.
3. Check if the SD card is installed correctly. Remove and reinstall it.
4. If the SD card is defective, replace it.

### S1-4210

Communication error between the main PCA and fax PCA has occurred.

#### Recommended action for customers

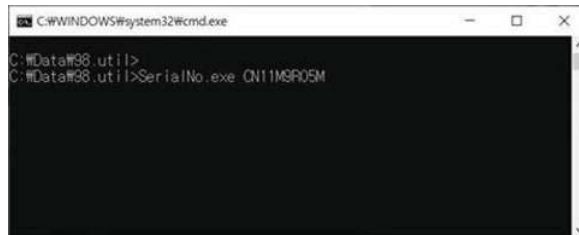
1. Turn the printer off then on.
2. If the error persists, please contact customer support.

### Recommended action for call-center agents and onsite technicians

1. Check the connection between the main PCA and fax PCA.
2. If the connection is OK, replace the fax PCA.
3. If the problem persists, replace the main PCA.

 **IMPORTANT:** If you replace the main PCA, remember to enter the printer serial number. The new PCA will not have the correct serial number recorded. The mismatched serial numbers can lead to future service issues.

- **HP Laser 408 series:** With the current firmware, users should request the SerialNo.zip file. Once they have the file, unzip it and open a command prompt. Run SerialNo.exe from the prompt, and then provide the printer serial number.



Once the new firmware is released, users can run the procedure for the HP Laser 432 series.

- **HP Laser 432 series:** Open Tech Mode. Press **Menu > # > 1 > 9 > 3 > 4** in sequence. Select **Tech Menu > Service Functions > Set SN**, and then provide the printer serial number.

## S2-XXXX error messages

### S2-331x

These error show the engine status.

### Recommended action

- ▲ Wait until error will be disappeared.

### S2-4120

Door is open.

### Recommended action for customers

1. Close the cover.
2. If the error persists, open and close the cover and ensure it is correctly closed.
3. If the error persists, please contact customer support.

### Recommended action for call-center agents and onsite technicians

1. Close the cover correctly.

2. If the error persists, check the following.
3. Check the connection between the main PCA and HVPS board.
4. Check if the cover open switch on HVPS board is operated properly. If it is defective, replace the HVPS board.

## S3-XXXX error messages

### S3-3122

Scanner lock error has occurred.

Scanner module does not move.

#### Recommended action for customers

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

#### Recommended action for call-center agents and onsite technicians

1. Turn off the printer then on. Check if the scanner module works normally.
2. If the initial operation does not occurred normally, turn the printer off.
3. Remove the scan glass.
4. Check if the flat cable is connected to the scanner module properly. Reconnect or replace the cable.
5. If the scanner module is defective, replace it.
6. Check if the scan drive gear, belt are assembled correctly. If there is any defective parts, replace it.

## S4-XXXX error messages

### S4-2111 / S4-2112

Fax memory is full.

#### Recommended action for customers

- ▲ Print or remove the received fax job.

#### Recommended action for call-center agents and onsite technicians

- ▲ Print or remove the received fax job.

## S6-XXXX error messages

### S6-3123

IP address conflicts with that of other system.

#### Recommended action

- ▲ Change the machine's IP address.

### S6-3128

The confirmation was requested for wired port, but the server has rejected.

The confirmation protocol is not the same or user information (ID/Password) is wrong.

#### Recommended action

1. Check the setting-up for 802.1x confirmation server.
2. Check user authentication ID and password

## U1-XXXX error messages

### U1-2315 / U1-2320 / U1-2330 / U1-2334 / U1-2340

The temperature control of fuser unit is abnormal.

#### Recommended action for customers

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

#### Recommended action for call-center agents and onsite technicians

1. Turn the printer off. Reinstall the fuser unit. And then, turn the printer on.
2. If the error persists, check the following.
  - a. Check if the fuser connector is connected correctly.
  - b. Check if the input voltage is normal.
  - c. Check if the thermistor is twisted or contaminated and is in contact with the heat roller.
3. If the error persists, replace the fuser unit.
4. If the error persists after replacing the fuser unit, replace the LVPS or HVPS.

## U2-XXXX error messages

### U2-1112 / U2-1113

Laser scanning unit(LSU) motor does not work normally.

#### Recommended action for customers

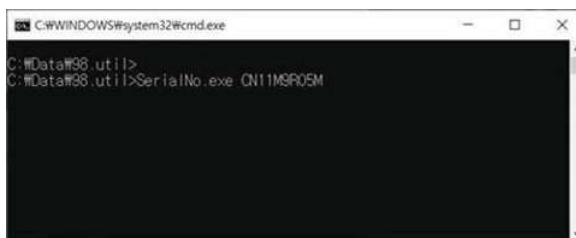
1. Turn the printer off, and then on.
2. If the error persists, please contact customer support.

#### Recommended action for call-center agents and onsite technicians

1. Check if the LSU motor makes a sound after turning the printer on.
2. If there is no sound, remove the right cover. Check if the LSU cable is connected on the main PCA correctly.
3. Check if the LSU cable is connected on LSU correctly. Disconnect and reconnect the LSU cable.
4. If the LSU cable is defective, replace it.
5. If the error persists, replace the LSU.
6. If the error persists after replacing the LSU, replace the main PCA.

 **IMPORTANT:** If you replace the main PCA, remember to enter the printer serial number. The new PCA will not have the correct serial number recorded. The mismatched serial numbers can lead to future service issues.

- **HP Laser 408 series:** With the current firmware, users should request the SerialNo.zip file. Once they have the file, unzip it and open a command prompt. Run SerialNo.exe from the prompt, and then provide the printer serial number.



Once the new firmware is released, users can run the procedure for the HP Laser 432 series.

- **HP Laser 432 series:** Open Tech Mode. Press **Menu > # > 1 > 9 > 3 > 4** in sequence. Select **Tech Menu > Service Functions > Set SN**, and then provide the printer serial number.

## U3-XXXX error messages

### U3-3113 / U3-3313 / U3-3314 / U3-3413 / U3-3513 / U3-3514

Jam has occurred inside the automatic document feeder (ADF) unit.

#### Recommended action for customers

1. Open the automatic document feeder cover. If there is jammed paper, remove it.
2. Close the automatic document feeder cover and try the copy job again.
3. If the error persists, please contact customer support.

#### Recommended action for call-center agents and onsite technicians

1. Open the automatic document feeder(ADF) cover. If there is jammed paper, remove it.
2. If the document jam occurs continually, open the ADF cover. Check if the ADF pickup roller is contaminated or worn out. Clean or replace it.
3. If the pickup roller is OK, check the followings.
  - a. Check if the ADF motor is working normally.
  - b. Check if the ADF connector is connected to the joint PCA of the flatbed scanner correctly.
4. If the error persists, replace the ADF unit.

## U3-4110

Automatic document feeder(ADF) cover is open.

#### Recommended action for customers

1. Close the ADF cover.
2. If error persists, please contact customer support.

#### Recommended action for call-center agents and onsite technicians

1. Check if the ADF cover is closed correctly. Open and close the ADF cover.
2. If the error persists, check the following.
  - a. Check if the locking arm of the ADF cover is broken or deformed.
  - b. Check if the ADF connector is connected to the joint PCA in the flatbed scanner correctly.
  - c. If the error persists, replace the ADF unit.



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