

Action	Yes	No
Step 4 Resolve the feed problem. Note: If a transfer roller was replaced, then make sure that the maintenance kit count is reset. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 Replace the affected maintenance kit with a new supply unit. Does the problem remain?	Contact the next level of support.	The problem is solved.

Printer hardware errors

111 errors

111 error messages

Error code	Description	Action
111.20	Printhead error (mirror motor lock) was detected before the motor was turned on.	See “Printhead error service check” on page 127.
111.21	No printhead power (+5V) when the laser servo started.	
111.30	The printhead failed during power on tests.	
111.31	Printhead error (no first HSYNC) was detected.	
111.32	Printhead error (lost first HSYNC) was detected.	
111.33	Printhead error (lost first HSYNC) was detected during servo.	
111.34	Printhead error (mirror motor lost lock) was detected.	
111.35	Printhead error (mirror motor no first lock) was detected.	
111.36	Printhead error (mirror motor never stabilized) was detected.	
111.41	Printhead NVRAM read failure occurred.	

Printhead error service check

Action	Yes	No
Step 1 a Remove the top cover. See “Top cover removal” on page 276. b Remove the right cover. See “Right cover removal” on page 223. c Reseat the printhead cable from the printhead and the controller board. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 Check the printhead and its cables for damage and improper installation. Is the printhead free of damage and properly installed?	Contact the next level of support.	Go to step 3.
Step 3 Reinstall or replace the printhead. See “Printhead removal” on page 279. Installation note: Perform all the mechanical and electronic adjustments to the printhead after replacing it. See “Printhead assembly adjustment” on page 207. Does the problem remain?	Contact the next level of support.	The problem is solved.

121 errors

121 error messages

Error code	Description	Action
121.00	Fuser did not reach the required temperature.	See “Fuser low temperature error service check” on page 131.
121.01	During an attempt to heat up, the fuser was not detected.	See “Fuser error service check” on page 129.
121.02	Fuser went over the required temperature (during EWC/line voltage detection).	See “Fuser high temperature error service check” on page 130.
121.03	Fuser hardware and driver are mismatched.	See “Fuser error service check” on page 129.
121.04	During an attempt to heat up, the fuser relay was open and the microcontroller was not reporting an error.	
121.05	During an attempt to heat up, the fuser relay was open and the microcontroller was reporting an error.	

Error code	Description	Action
121.09	Fuser did not reach the required temperature for motors. Note: Error is not applicable to standby mode.	See “Fuser low temperature error service check” on page 131.
121.10	Fuser did not reach the required temperature (during start of EWC/line voltage detection).	
121.11	Fuser reached the required temperature (during final EWC/line voltage detection) too late.	
121.12	Fuser did not reach the required temperature (during final EWC/line voltage detection).	
121.13	Fuser reached the required temperature (during final EWC/line voltage detection) too fast.	See “Fuser high temperature error service check” on page 130.
121.19	Fuser high power trace reached the required temperature (during final EWC/line voltage detection) too fast.	
121.20	Fuser high power trace heating rate went over the limit.	
121.21	Fuser low power trace heating rate (from 165°C to 180°C) went over the limit.	
121.22	Open fuser relay was detected.	See “Fuser error service check” on page 129.
121.28	Fuser did not reach the required temperature (during EP warm-up).	See “Fuser low temperature error service check” on page 131.
121.32	Fuser did not reach the required temperature (on 100% power).	
121.33	Fuser did not reach the required temperature (while page is in the fuser).	
121.34	Fuser did not reach the required temperature (during steady state control).	
121.36	Open fuser relay was detected with very cold or unknown ambient temperature.	
121.41	Fuser mechanism failed to detect the expected cam sensor transition.	
121.50	Fuser went over the required temperature (during global overtemp check).	See “Fuser high temperature error service check” on page 130.
121.52	Main thermistor temperature is out of range.	
121.53	Main thermistor temperature change rate is out of range.	
121.71	Open fuser main heater thermistor was detected.	See “Fuser error service check” on page 129.

Fuser error service check

Action	Yes	No
Step 1 a Turn off the printer, and then unplug the power cord. b Remove the rear door and cover. See “Rear door and cover removal” on page 273. c Reseat the fuser cable from the power supply and the controller board. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 Disconnect the fuser cable from the power supply, and then measure its resistance. Check if the resistance is close to the following values: • 220V fuser—43 ohms • 110V fuser—10 ohms • 100V fuser—8 ohms Does the fuser have a normal resistance value?	Go to step 3.	Go to step 5.
Step 3 a Remove the fuser. See “Fuser removal” on page 275. b Check the fuser gears for wear and damage. Rotate the gears, and then check if they move properly. c Check the fuser cables and connectors for damage. d Check the fuser belts for wear and damage. Is the fuser free of wear and damage?	Go to step 4.	Go to step 5.
Step 4 Reinstall the fuser. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 Replace the fuser. See “Fuser removal” on page 275. Does the problem remain?	Contact the next level of support.	The problem is solved.

Fuser high temperature error service check

Action	Yes	No
Step 1 a Remove the right cover. See “Right cover removal” on page 223. b Reseat the cooling fan cable on the controller board. c Check the cooling fan for damage. Is the fan free of damage?	Go to step 3.	Go to step 2.
Step 2 Replace the fan. See “Cooling fan removal” on page 227. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 a Remove the rear door and cover. See “Rear door and cover removal” on page 273. b Reseat all the cables from the controller board. c Reseat all the cables from the power supply. Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 a Turn off the printer, and then remove the power cord. b Check if the resistance (between terminals A and D) of the power supply socket is close to 30 ohms. Does the socket have a normal resistance value?	Go to step 5.	Go to step 7.
Step 5 a Disconnect the fuser cable from the power supply, plug the power cord, and then turn on the printer. b Check if the voltage output of the fuser cable socket on the power supply is normal (100V, 110V, or 220V).  CAUTION—SHOCK HAZARD: To avoid the risk of electrical shock, do not touch the exposed wires and circuits. Does the power supply provide the fuser with the normal voltage value?	Go to step 6.	Go to step 7.

Action	Yes	No
Step 6 a Turn off the printer, and then unplug the power cord. b Remove the power supply. See “Power supply removal” on page 260. c Check the power supply, including its fuse and capacitors, for damage.  CAUTION—SHOCK HAZARD: To avoid the risk of electrical shock, do not touch the exposed wires and circuits. Is the power supply free of damage?	Go to step 8.	Go to step 7.
Step 7 Replace the power supply. See “Power supply removal” on page 260. Does the problem remain?	Go to step 8.	The problem is solved.
Step 8 Check the fuser for problems. See “Fuser error service check” on page 129. Does the problem remain?	Contact the next level of support.	The problem is solved.

Fuser low temperature error service check

Note: Make sure that the voltage output of the electrical outlet matches the voltage rating of the printer.

Action	Yes	No
Step 1 a Remove the right cover. See “Right cover removal” on page 223. b Remove the rear door and cover. See “Rear door and cover removal” on page 273. c Reseat all the cables from the controller board. d Reseat all the cables from the power supply. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Turn off the printer, and then remove the power cord. b Check if the resistance (between terminals A and D) of the power supply socket is close to 30 ohms. Does the socket have a normal resistance value?	Go to step 3.	Go to step 5.

Action	Yes	No
Step 3 a Disconnect the fuser cable from the power supply, and then turn on the printer. b Check if the voltage output of the fuser cable socket on the power supply is normal (100V, 110V, or 220V).  CAUTION—SHOCK HAZARD: To avoid the risk of electrical shock, do not touch the exposed wires and circuits. Does the power supply provide the fuser with the normal voltage value?	Go to step 4.	Go to step 5.
Step 4 a Turn off the printer, and then unplug the power cord. b Remove the power supply. See “Power supply removal” on page 260. c Check the power supply, including its fuse and capacitors, for damage.  CAUTION—SHOCK HAZARD: To avoid the risk of electrical shock, do not touch the exposed wires and circuits. Is the power supply free of damage?	Go to step 6.	Go to step 5.
Step 5 Replace the power supply. See “Power supply removal” on page 260. Does the problem remain?	Go to step 6.	The problem is solved.
Step 6 Check the fuser for problems. See “Fuser error service check” on page 129. Does the problem remain?	Contact the next level of support.	The problem is solved.

126 errors

126 error messages

Error code	Description	Action
126.05	The LVPS power dropped but the printer was not in sleep mode.	See “LVPS service check” on page 133.
126.06	LVPS 25V line error was detected.	
126.07	LVPS 5V rail was down during power-on.	
126.10	No line frequency was detected.	
126.11	Line frequency has gone outside the operating range.	
126.12	LVPS mismatch was detected.	See “LVPS mismatch service check” on page 134.
126.13	LVPS mismatch was detected.	

LVPS service check

Note: Make sure that the voltage output of the electrical outlet matches the voltage rating of the printer.

Action	Yes	No
Step 1 a Turn off the printer, and then unplug the power cord. b Remove the rear door and cover. See “Rear door and cover removal” on page 273. c Remove the right cover. See “Right cover removal” on page 223. d Reseat all the cables from the controller board. e Reseat all the cables from the power supply.  CAUTION—SHOCK HAZARD: To avoid the risk of electrical shock, do not touch the exposed wires and circuits. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Turn off the printer, and then remove the power cord. b Check if the resistance (between terminals A and D) of the power supply socket is close to 30 ohms. Does the socket have a normal resistance value?	Go to step 3.	Go to step 5.

Action	Yes	No
Step 3 a Disconnect the fuser cable from the power supply, and then turn on the printer. b Check if the voltage output of the fuser cable socket on the power supply is normal (100V, 110V, or 220V).  CAUTION—SHOCK HAZARD: To avoid the risk of electrical shock, do not touch the exposed wires and circuits. Does the power supply provide the fuser with the normal voltage value?	Go to step 4.	Go to step 5.
Step 4 a Turn off the printer, and then remove the power cord. b Remove the power supply. See “Power supply removal” on page 260 . c Check the power supply, including its fuse and capacitors, for damage.  CAUTION—SHOCK HAZARD: Do not touch the exposed wires and circuits. Is the power supply free of damage?	Contact the next level of support.	Go to step 5.
Step 5 Replace the power supply. See “Power supply removal” on page 260 . Does the problem remain?	Contact the next level of support.	The problem is solved.

LVPS mismatch service check

Note: Make sure that the voltage output of the electrical outlet matches the voltage rating of the printer.

Action	Yes	No
Step 1 a Turn off the printer, and then unplug the power cord. b Remove the rear door and cover. See “Rear door and cover removal” on page 273 . c Remove the right cover. See “Right cover removal” on page 223 . d Reseat all the cables from the controller board. e Reseat all the cables from the power supply.  CAUTION—SHOCK HAZARD: To avoid the risk of electrical shock, do not touch the exposed wires and circuits. Does the problem remain?	Go to step 2.	The problem is solved.

Action	Yes	No
Step 2 a Check the power rating label of the printer. b Check the LVPS part number. Check if the power rating of this specific LVPS matches with the printer power rating. Do the printer and LVPS have matching power ratings?	Contact the next level of support.	Go to step 3.
Step 3 Replace the power supply. See “Power supply removal” on page 260 . Does the problem remain?	Contact the next level of support.	The problem is solved.

128 errors

128 error messages

Error code	Description	Action
128.01	TDS baseline is too low.	See “Toner density error service check” on page 136 .
128.02	TDS baseline is too high.	
128.03	TDS baseline range is excessive.	
128.16	TDS calibration is at maximum.	
128.17	TDS calibration is too low.	
128.18	TDS calibration is too close to baseline.	
128.32	Photoconductor drum measurement is too high.	See “Photoconductor measurement error service check” on page 137 .
128.33	Photoconductor drum measurement is too different from calibration.	
128.34	Photoconductor drum measurement is too close to baseline.	
128.35	Photoconductor drum measurement data is not enough.	

Toner density error service check

Action	Yes	No
Step 1 Reseat the toner density sensor cable. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Remove the toner cartridge and imaging unit. b Clean and check both units for toner leaks. Are the toner cartridge and imaging unit free of leaks?	Go to step 3.	Replace the affected toner cartridge and imaging unit, and then go to step 3.
Step 3 a Remove the transfer roller to access the area underneath it. See “Transfer roller removal” on page 250 . b Clear the area of dust and toner contamination. c Remove tray 1, and then manually actuate the toner density sensor wiper by moving the pick roller up and down. Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 a Remove the sensor (toner density). See “Sensor (toner density) removal” on page 265 . b Check the sensor and its wiper bracket for damage. Are the sensor and its wiper bracket free of damage?	Go to step 5.	Go to step 6.
Step 5 a Clean, and then reinstall the sensor and its wiper bracket. Add lubrication to the wiper bracket if necessary. See “Sensor (toner density) removal” on page 265 . b Check the pick roller cam for damage. Note: The rotation of the pick roller cam triggers the movement of the wiper bracket. Is the pick roller cam free of damage?	Go to step 6.	Go to step 7.
Step 6 Replace the sensor (toner density). See “Sensor (toner density) removal” on page 265 . Does the problem remain?	Go to step 7.	The problem is solved.
Step 7 Replace the pick roller cam. See “Pick roller assembly removal” on page 268 . Does the problem remain?	Contact the next level of support.	The problem is solved.

Photoconductor measurement error service check

Action	Yes	No
Step 1 a Check the imaging unit contacts for contamination. b Check the imaging unit for leaks and damage. Are the imaging unit and its contacts free of contamination and damage?	Go to step 3.	Go to step 2.
Step 2 Clean or replace the imaging unit. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 a Check the imaging unit smart chip contacts for contamination. b Check if the contacts are bent or damaged. Are the contacts free of contamination and damage?	Go to step 5.	Go to step 4.
Step 4 Clean or repair the smart chip contact. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 a Remove the right cover. See “Right cover removal” on page 223 . b Reseat the smart chip contact cable on the controller board. Does the problem remain?	Go to step 6.	The problem is solved.
Step 6 Check whether the imaging unit installed is genuine. Is the imaging unit a genuine and supported Lexmark unit?	Go to step 8.	Go to step 7.
Step 7 Install a genuine and supported Lexmark imaging unit. Does the problem remain?	Go to step 8.	The problem is solved.
Step 8 a Check the imaging unit contacts for contamination. b Check the toner delivery mechanism for damage. c Check the photoconductor drum for scratches and damage. Are the imaging unit and its contacts free of contamination and damage?	Contact the next level of support.	Go to step 9.

Action	Yes	No
Step 9 Clean or replace the imaging unit. Does the problem remain?	Contact the next level of support.	The problem is solved.

133 errors

133 error messages

Error code	Description	Action
133.04	CTLS timeout was detected at the imaging unit.	See “Imaging unit CTLS error service check” on page 138.
133.05	CTLS reading at the imaging unit is above the maximum expected value.	
133.06	CTLS reading at the imaging unit is below the minimum expected value.	
133.08	Excessive CTLS noise was detected at the imaging unit.	

Imaging unit CTLS error service check

Action	Yes	No
Step 1 a Check the imaging unit CTLS contacts for contamination. b Check if the contacts are bent or damaged. Are the contacts free of contamination and damage?	Go to step 3.	Go to step 2.
Step 2 Clean or repair the smart chip contact. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 a Remove the right cover. See “Right cover removal” on page 223. b Reseat the CTLS contact cable on the controller board. Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 Check the imaging unit for problems. See “Unsupported or unresponsive imaging unit service check” on page 124. Does the problem remain?	Contact the next level of support.	The problem is solved.

140 errors

140 error messages

Error code	Description	Action
140.81	Motor (main) does not turn off.	See “Main drive failure service check” on page 139 .
140.82	Motor (main) speed did not ramp up to the required level.	
140.83	Motor (main) stalled.	
140.84	Motor (main) ran too slow.	
140.85	Motor (main) ran too fast.	
140.86	Motor (main) did not run at the correct timing.	

Main drive failure service check

Action	Yes	No
Step 1 a Remove the left cover. See “Left cover removal” on page 209 . b Remove the right cover. See “Right cover removal” on page 223 . c Reseat the cable from the main drive gearbox and the controller board. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Enter the Diagnostics menu, and then navigate to: Printer diagnostics and adjustments > Motor tests > Transport b Touch Start . Does the motor run?	Contact the next level of support.	Go to step 3.
Step 3 Check the motor and its gears for misalignment, wear, and damage. Is the main drive gearbox properly installed and free of wear and damage?	Contact the next level of support.	Go to step 4.
Step 4 Reinstall or replace the main drive gearbox. See “Main drive gearbox removal” on page 211 . Does the problem remain?	Contact the next level of support.	The problem is solved.

155 errors

155 error messages

Error code	Description	Action
155.80	Motor (cartridge) does not turn on.	See “Cartridge drive failure service check” on page 140.
155.81	Motor (cartridge) does not turn off.	
155.82	Motor (cartridge) speed did not ramp up to the required level.	
155.83	Motor (cartridge) has stalled.	
155.84	Motor (cartridge) ran too slow.	
155.85	Motor (cartridge) ran too fast.	
155.86	Motor (cartridge) did not run at the correct timing.	

Cartridge drive failure service check

Action	Yes	No
Step 1 a Open, and then close the front door to check if the door plunger properly presses the cartridge button. b Check the door and the plunger for damage. Is the plunger functional and free of damage?	Go to step 3.	The problem is solved.
Step 2 Replace the MPF with front access cover. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 a Check if the cartridge button is stuck. b Check the cartridge gear for contamination and damage. Is the cartridge functional, clean, and free of damage?	Go to step 5.	Go to step 4.
Step 4 Clean or replace the cartridge. Does the problem remain?	Go to step 5.	The problem is solved.

Action	Yes	No
Step 5 a Remove the left cover. See “Left cover removal” on page 209. b Remove the right cover. See “Right cover removal” on page 223. c Reseat the cable from the motor (cartridge) and the controller board. Does the problem remain?	Go to step 6.	The problem is solved.
Step 6 a Enter the Diagnostics menu, and then navigate to: Printer diagnostics and adjustments > Motor tests > K toner add b Touch Start. Does the motor run?	Contact the next level of support.	Go to step 7.
Step 7 Check the motor (cartridge) and its gears for misalignment, wear, and damage. Is the cartridge gearbox properly installed and free of wear and damage?	Contact the next level of support.	Go to step 8.
Step 8 Reinstall or replace the cartridge gearbox. See “Cartridge gearbox removal” on page 220. Does the problem remain?	Contact the next level of support.	The problem is solved.

16y errors

162-164 error messages

Error code	Description	Action
162.80	The motor (tray 2 pick) does not turn on.	See “Optional tray pick drive failure service check” on page 144.
162.81	The motor (tray 2 pick) does not turn off.	
162.82	The motor (tray 2 pick) speed did not ramp up to the required level.	
162.83	The motor (tray 2 pick) stalled.	
162.84	The motor (tray 2 pick) ran too slow.	
162.85	The motor (tray 2 pick) ran too fast.	
162.86	The motor (tray 2 pick) did not run at the correct timing.	
163.80	The motor (tray 3 pick) does not turn on.	
163.81	The motor (tray 3 pick) does not turn off.	
163.82	The motor (tray 3 pick) speed did not ramp up to the required level.	
163.83	The motor (tray 3 pick) stalled.	
163.84	The motor (tray 3 pick) ran too slow.	
163.85	The motor (tray 3 pick) ran too fast.	
163.86	The motor (tray 3 pick) did not run at the correct timing.	
164.80	The motor (tray 4 pick) does not turn on.	
164.81	The motor (tray 4 pick) does not turn off.	
164.82	The motor (tray 4 pick) speed did not ramp up to the required level.	
164.83	The motor (tray 4 pick) stalled.	
164.84	The motor (tray 4 pick) ran too slow.	
164.85	The motor (tray 4 pick) ran too fast.	
164.86	The motor (tray 4 pick) did not run at the correct timing.	

166-168 error messages

Error code	Description	Action
166.80	The motor (tray 2 transport) does not turn on.	See “Optional tray pass-through drive failure service check” on page 145.
166.81	The motor (tray 2 transport) does not turn off.	
166.82	The motor (tray 2 transport) speed did not ramp up to the required level.	
166.83	The motor (tray 2 transport) stalled.	
166.84	The motor (tray 2 transport) ran too slow.	
166.85	The motor (tray 2 transport) ran too fast.	
166.86	The motor (tray 2 transport) did not run at the correct timing.	
167.80	The motor (tray 3 transport) does not turn on.	
167.81	The motor (tray 3 transport) does not turn off.	
167.82	The motor (tray 3 transport) speed did not ramp up to the required level.	
167.83	The motor (tray 3 transport) stalled.	
167.84	The motor (tray 3 transport) ran too slow.	
167.85	The motor (tray 3 transport) ran too fast.	
167.86	The motor (tray 3 transport) did not run at the correct timing.	
168.80	The motor (tray 4 transport) does not turn on.	
168.81	The motor (tray 4 transport) does not turn off.	
168.82	The motor (tray 4 transport) speed did not ramp up to the required level.	
168.83	The motor (tray 4 transport) stalled.	
168.84	The motor (tray 4 transport) ran too slow.	
168.85	The motor (tray 4 transport) ran too fast.	
168.86	The motor (tray 4 transport) did not run at the correct timing.	

Optional tray pick drive failure service check

Action	Yes	No
Step 1 Check if the optional tray motor (pick) runs. Does the motor run?	Go to step 3.	Go to step 2.
Step 2 Reseat the motor cable, and then reseat the cable on the optional tray controller board. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 a Remove the optional tray. b Under the printer, check the interconnect cable for damage. Is the cable free of damage?	Go to step 5.	Go to step 4.
Step 4 Replace the interconnect cable. See “Interconnect cable removal” on page 225 . Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 Reinstall or replace the optional tray. Note: Make sure that the interconnect cable properly fits with the socket on the optional tray. Does the problem remain?	Go to step 6.	The problem is solved.
Step 6 a Remove the tray insert from the affected optional tray. b Check if the lift plate moves properly. c Check the lift plate gears for damage. Is the tray insert functional and free of damage?	Contact the next level of support.	Go to step 7.
Step 7 Replace the tray insert. Does the problem remain?	Contact the next level of support.	The problem is solved.

Optional tray pass-through drive failure service check

Action	Yes	No
Step 1 a Enter the Diagnostics menu, and then navigate to: Printer diagnostics and adjustments > Motor tests > Pass-through (tray [x]) b Touch Start . Does the motor run?	Go to step 3.	Go to step 2.
Step 2 Reseat the motor cable, and then reseat the cable on the optional tray controller board. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 a Remove the optional tray. b Under the printer, check the interconnect cable for damage. Is the cable free of damage?	Go to step 5.	Go to step 4.
Step 4 Replace the interconnect cable. See “Interconnect cable removal” on page 225 . Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 Reinstall or replace the optional tray. Note: Make sure that the interconnect cable properly fits with the socket on the optional tray. Does the problem remain?	Go to step 6.	The problem is solved.
Step 6 Remove the tray insert from the source tray, and then check it for damage. Is the tray insert from the source tray free of damage?	Contact the next level of support.	Go to step 7.
Step 7 Replace the tray insert. Does the problem remain?	Contact the next level of support.	The problem is solved.

171 errors

171 error messages

Error code	Description	Action
171.82	Cooling fan error.	See “Cooling fan failure service check” on page 146.
171.83	Cooling fan error.	
171.84	Cooling fan error.	
171.85	Cooling fan error.	

Cooling fan failure service check

Action	Yes	No
Step 1 a Enter the Diagnostics menu, and then navigate to: Printer diagnostics and adjustments > Motor tests > Fan (main) b Touch Start . Does the fan spin?	Contact the next level of support.	Go to step 2.
Step 2 a Remove the right cover. See “Right cover removal” on page 223. b Reseat the fan cable from the controller board. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 Replace the fan. See “Cooling fan removal” on page 227. Does the problem remain?	Contact the next level of support.	The problem is solved.

6yy errors

600-680 error messages

Error code	Description	Action
600.01	Toner tally from the RIP was not received.	See “Engine error service check” on page 147.
600.02	Video did not start.	
600.04	Duplex page was not picked.	
600.05	Invalid PH NVRAM Type error was detected.	
600.06	Paperport driver is unresponsive.	
600.07	Page is at image point before EP is ready.	
600.09	EP update error was detected.	
600.10	EP late run-in error was detected.	
600.95	RIP intentionally declared a jam error, usually to prevent a kiosk user from printing free pages.	
602.19	Tray 1 was unable to be ready for picking.	
602.29	Tray 2 was unable to be ready for picking.	See “Printhead communication error service check” on page 148.
602.39	Tray 3 was unable to be ready for picking.	
602.49	Tray 4 was unable to be ready for picking.	
611.02	An Input ISR error occurred and the printhead was not ready.	See “ADF cover error service check” on page 149.
611.32	Lost Hsync errors were detected. Laser safety interlock system may be the cause.	
611.34	A mirror motor lock error was detected.	
680.10	ADF cover was open during an ADF job.	See “ADF cover error service check” on page 149.

Engine error service check

Action	Yes	No
Step 1 Restart the printer. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Remove the right cover. See “Right cover removal” on page 223. b Reseat all the cables on the controller board. c Check the controller board contacts and pins for damage. Is the controller board free of damage?	Contact the next level of support.	Go to step 3.

Action	Yes	No
Step 3 Replace the controller board. See “Controller board removal” on page 230 . Does the problem remain?	Contact the next level of support.	The problem is solved.

Printhead communication error service check

Action	Yes	No
Step 1 Restart the printer. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Remove the top cover. See “Top cover removal” on page 276 . b Remove the right cover. See “Right cover removal” on page 223 . c Reseat the printhead cable from the printhead and the controller board. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 Update the firmware to the latest version. Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 Check the printhead and its cables for damage and improper installation. Is the printhead free of damage and properly installed?	Contact the next level of support.	Go to step 5.
Step 5 Reinstall or replace the printhead. See “Printhead removal” on page 279 . Installation note: Perform all the mechanical and electronic adjustments to the printhead after replacing it. See “Printhead assembly adjustment” on page 207 . Does the problem remain?	Contact the next level of support.	The problem is solved.

ADF cover error service check

Action	Yes	No
Step 1 a Enter the Diagnostics menu, and then navigate to: Scanner diagnostics > Sensor tests b Find the sensor (ADF top door interlock). Does the sensor status change while toggling the sensor?	Contact the next level of support.	Go to step 2.
Step 2 a Reseat the sensor cable from the ADF controller board. b Check the sensor and its actuator for improper installation and damage. Is the sensor properly installed and free of damage?	Contact the next level of support.	Go to step 3.
Step 3 Reinstall the sensor. Does the problem remain?	Contact the next level of support.	The problem is solved.

Procedure before starting the 9yy service checks

Retrieve certain information that helps your next level of support in diagnosing the problem before replacing the controller board.

Warning—Potential Damage: Do not replace the controller board unless instructed by your next level of support.

- 1 Collect the history information and firmware logs (Fwdebug and logs.tar.gz) from the SE menu.
- 2 Collect the settings from the Menu Settings Page.
- 3 Collect information from the user.

Note: Not all of the items are retrievable from the printer that you are working on.

A. Collecting the history information from the SE menu

Note: Make sure that your printer is connected to a network or to a print server.

- 1 Open a web browser, type **http://printer_IP_address/se**, and then press **Enter**.

Notes:

- **printer_IP_address** is the TCP/IP address of the printer.
- **se** is required to access the printer diagnostic information.

- 2 Click **History Information**, copy all information, and then save it as a text file.
- 3 E-mail the text file to your next level of support.

B. Collecting the firmware logs (Fwdebug and logs.tar.gz) from the SE menu

Notes:

- Make sure that your printer is connected to a network or to a print server.
- Some printers are designed to restart automatically after a 9yy error. On these printers, you can retrieve the secondary crash code information using the SE menu.

1 Open a web browser, type **http://printer_IP_address/se**, and then press **Enter**.

2 Click **Logs Gzip Compressed**.

Note: A logs.tar.gz file is saved to the Downloads folder. The file may take several minutes to save. You may rename the file if a logs.tar.gz already exists in the Downloads folder.

3 E-mail the logs to your next level of support.

Note: To download the FWdebug log to a flash drive, see [“General SE” on page 184](#).

C. Collecting the settings from the Menu Settings Page

Note: The Menu Settings Page is different for each printer. For more information, see the *User's Guide*. Your next level of support will tell you which page they want to see.

Copying the Menu Settings Page from the Embedded Web Server (EWS)

Note: Make sure that your printer is connected to a network or to a print server.

1 Open a web browser, type **http://printer_IP_address**, and then press **Enter**.

2 Click Settings, and then select one of the settings pages from the links shown on the page.

3 Copy all the information, and then save it as a text file.

4 E-mail the text file to your next level of support.

Printing the Menu Settings Page

1 From the home screen, navigate to:

Reports > Menu Settings Page

2 Print the Menu Settings Page, and then use Scan to E-mail to send it to your next level of support.

D. Collecting information from the user

Ask the user for information about the following:

- Print job being run
- Operating system being used
- Print driver being used
- Other information on what was happening when the 9yy error occurred

900 errors

900 error messages

Error code	Description	Action
900.xx	RIP firmware errors	Go to “System software error service check” on page 151.

System software error service check

There are different types of 900.xx errors that can occur. There may be a communication problem (bad cable, network connection, and so on) software issue, or a hardware problem with the controller board, or ISP (internal solutions port). The communication and software aspects should be checked first. Determine if the problem is constant or intermittent. Use the troubleshooting procedure below to isolate the issue. Take any notes as instructed. You will need that information in the event you need to contact your next level of support.

Before troubleshooting:

- 1 Perform the [“Procedure before starting the 9yy service checks” on page 149.](#)
- 2 Determine the operating system used when the error occurred. If possible determine whether a PostScript or PCL file was sent to the device when the error occurred. Ask the customer which Lexmark Solutions applications are installed on the device.

Action	Yes	No
Step 1 POR the printer. Does the error remain?	Go to step 2.	The problem is solved.
Step 2 a Write down the exact 900.xx error code displayed on the device. b Turn off the printer. c Clear the print queues. d Disconnect all communication cables, and remove all memory options. e Remove any installed ISP. f POR the printer into the Diagnostics menu. Does the error remain during startup?	Go to step 3.	Go to step 6.
Step 3 Check all the cables connected to the controller board for proper connectivity. Are the cables properly connected?	Go to step 5.	Go to step 4.