



The New Era for Printing

Technical Service Bulletin	
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How to solve error 01 or 02 after replaced databoard

2013 Platform

Release Object: Service Center

Maintenance Types :

Cartridge	☐	Installation	☐
Wireless Network	☐	Wired Network	☐
Paper	☐	App	☐
Print	☐	Scan	☐
Fax	☐	Set	☐
Firmware	☒	Others(hardware,etc)	☒

Applicable Model: P2200-2500、 M6200-6500、 M6600 series

UPDATING		
VERSION	MODIFIED CONTENTS	DATE

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

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I. Problem Description

Error 01 or 02 is displayed after a data board is replaced.

II. Causes

The old version and the new version of the data board are incompatible

III. Solution

The 1st method:

1. 2013SFP display 01/02 error :

Switch off the printer → Keep pressing 'cancel' button and switch on the printer at the same time until the printer warm up. (If unsuccessful, please try again ; If still unsuccessful, please skip to method 2)

2. 2013MFP display 01/02 error :

After display 01/02 error, press "Back → Up → Up → Cancel → Back → Down → Down → Shutdown" then pressing the panel button, restart the printer. (If unsuccessful, please try again ; If still unsuccessful, please skip to method 2)

The 2nd method:

1. Upgrade the firmware.

IV. Remark