



The New Era for Printing

| Technical Service Bulletin                          |                  |
|-----------------------------------------------------|------------------|
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|                                                                    |
|--------------------------------------------------------------------|
| <b>How to solve the printer internal error 05</b><br>2013 Platform |
|--------------------------------------------------------------------|

**Release Object:** Service Center

**Maintenance Types :**

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

**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   |

# PANTUM

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## I. Problem Description

The screen shows "Internal error 05" when the printer is turned on.

## II. Causes

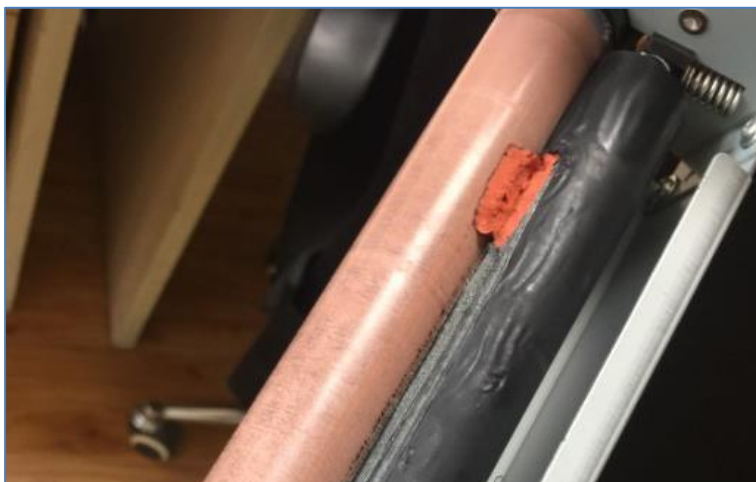
- (1) Fuser unit is damaged ---- Higher probability
- (2) Power board is damaged ---- Lower probability

## III. Solution

1. Replace fuser unit



2. If the pressure roller and the heating roller stick together, please replace the fuser unit and power board at the same time.





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#### IV.Remark