



## *Service Manual*

**Lexmark™ C93x Printer**

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**5057-XXX**

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## Notices and safety information

The following laser notice labels may be affixed to this printer.

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### Laser notice

The printer is certified in the U.S. to conform to the requirements of DHHS 21 CFR Subchapter J for Class I (1) laser products, and elsewhere is certified as a Class I laser product conforming to the requirements of IEC 60825-1.

Class I laser products are not considered to be hazardous. The printer contains internally a Class IIIb (3b) laser that is nominally a 5 milliwatt gallium arsenide laser operating in the wavelength region of 770-795 nanometers. The laser system and printer are designed so there is never any human access to laser radiation above a Class I level during normal operation, user maintenance, or prescribed service condition.

---

### Laser

Der Drucker erfüllt gemäß amtlicher Bestätigung der USA die Anforderungen der Bestimmung DHHS (Department of Health and Human Services) 21 CFR Teil J für Laserprodukte der Klasse I (1). In anderen Ländern gilt der Drucker als Laserprodukt der Klasse I, der die Anforderungen der IEC (International Electrotechnical Commission) 60825-1 gemäß amtlicher Bestätigung erfüllt.

Laserprodukte der Klasse I gelten als unschädlich. Im Inneren des Druckers befindet sich ein Laser der Klasse IIIb (3b), bei dem es sich um einen Galliumarsenlaser mit 5 Milliwatt handelt, der Wellen der Länge 770-795 Nanometer ausstrahlt. Das Lasersystem und der Drucker sind so konzipiert, daß im Normalbetrieb, bei der Wartung durch den Benutzer oder bei ordnungsgemäßer Wartung durch den Kundendienst Laserbestrahlung, die Klasse I übersteigen würde, Menschen keinesfalls erreicht.

---

### Avis relatif à l'utilisation de laser

Pour les Etats-Unis : cette imprimante est certifiée conforme aux provisions DHHS 21 CFR alinéa J concernant les produits laser de Classe I (1). Pour les autres pays : cette imprimante répond aux normes IEC 60825-1 relatives aux produits laser de Classe I.

Les produits laser de Classe I sont considérés comme des produits non dangereux. Cette imprimante est équipée d'un laser de Classe IIIb (3b) (arséniure de gallium d'une puissance nominale de 5 milliwatts) émettant sur des longueurs d'onde comprises entre 770 et 795 nanomètres. L'imprimante et son système laser sont conçus pour impossible, dans des conditions normales d'utilisation, d'entretien par l'utilisateur ou de révision, l'exposition à des rayonnements laser supérieurs à des rayonnements de Classe I.

---

### Avvertenze sui prodotti laser

Questa stampante è certificata negli Stati Uniti per essere conforme ai requisiti del DHHS 21 CFR Sottocapitolo J per i prodotti laser di classe 1 ed è certificata negli altri Paesi come prodotto laser di classe 1 conforme ai requisiti della norma CEI 60825-1.

I prodotti laser di classe non sono considerati pericolosi. La stampante contiene al suo interno un laser di classe IIIb (3b) all'arseniuro di gallio della potenza di 5mW che opera sulla lunghezza d'onda compresa tra 770 e 795 nanometri. Il sistema laser e la stampante sono stati progettati in modo tale che le persone a contatto con la stampante, durante il normale funzionamento, le operazioni di servizio o quelle di assistenza tecnica, non ricevano radiazioni laser superiori al livello della classe 1.

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## Avisos sobre el láser

Se certifica que, en los EE.UU., esta impresora cumple los requisitos para los productos láser de Clase I (1) establecidos en el subcapítulo J de la norma CFR 21 del DHHS (Departamento de Sanidad y Servicios) y, en los demás países, reúne todas las condiciones expuestas en la norma IEC 60825-1 para productos láser de Clase I (1).

Los productos láser de Clase I no se consideran peligrosos. La impresora contiene en su interior un láser de Clase IIIb (3b) de arseniuro de galio de funcionamiento nominal a 5 milivatios en una longitud de onda de 770 a 795 nanómetros. El sistema láser y la impresora están diseñados de forma que ninguna persona pueda verse afectada por ningún tipo de radiación láser superior al nivel de la Clase I durante su uso normal, el mantenimiento realizado por el usuario o cualquier otra situación de servicio técnico.

---

## Declaração sobre Laser

A impressora está certificada nos E.U.A. em conformidade com os requisitos da regulamentação DHHS 21 CFR Subcapítulo J para a Classe I (1) de produtos laser. Em outros locais, está certificada como um produto laser da Classe I, em conformidade com os requisitos da norma IEC 60825-1.

Os produtos laser da Classe I não são considerados perigosos. Internamente, a impressora contém um produto laser da Classe IIIb (3b), designado laser de arseneto de potássio, de 5 milliwatts, operando numa faixa de comprimento de onda entre 770 e 795 nanómetros. O sistema e a impressora laser foram concebidos de forma a nunca existir qualquer possibilidade de acesso humano a radiação laser superior a um nível de Classe I durante a operação normal, a manutenção feita pelo utilizador ou condições de assistência prescritas.

---

## Laserinformatie

De printer voldoet aan de eisen die gesteld worden aan een laserproduct van klasse I. Voor de Verenigde Staten zijn deze eisen vastgelegd in DHHS 21 CFR Subchapter J, voor andere landen in IEC 60825-1.

Laserprodukten van klasse I worden niet als ongevaarlijk aangemerkt. De printer is voorzien van een laser van klasse IIIb (3b), dat wil zeggen een gallium arsenide-laser van 5 milliwatt met een golflengte van 770-795 nanometer. Het lasergedeelte en de printer zijn zo ontworpen dat bij normaal gebruik, bij onderhoud of reparatie conform de voorschriften, nooit blootstelling mogelijk is aan laserstraling boven een niveau zoals voorgeschreven is voor klasse 1.

---

## Lasermeddelelse

Printeren er godkendt som et Klasse I-laserprodukt, i overensstemmelse med kravene i IEC 60825-1.

Klasse I-laserprodukter betragtes ikke som farlige. Printeren indeholder internt en Klasse IIIB (3b)-laser, der nominelt er en 5 milliwatt galliumarsenid laser, som arbejder på bølgelængdeområdet 770-795 nanometer. Lasersystemet og printeren er udformet således, at mennesker aldrig udsættes for en laserstråling over Klasse I-niveau ved normal drift, brugervedligeholdelse eller obligatoriske servicebetingelser.



---

## Laserilmoitus

Tämä tulostin on sertifioitu Yhdysvalloissa DHHS 21 CFR Subchapter J -standardin mukaiseksi luokan I (1) -lasertuotteeksi ja muualla IEC 60825-1 -standardin mukaiseksi luokan I lasertuotteeksi.

Luokan I lasertuotteita ei pidetä haitallisina. Tulostimen sisällä on luokan IIIb (3b) laser, joka on nimellisteholtaan 5 mW:n galliumarsenidilaser ja toimii 770 - 795 nanometrin aallonpituuksilla. Laserjärjestelmä ja tulostin ovat rakenteeltaan sellaisia, että käyttäjä ei joudu alttiiksi luokkaa 1 suuremmalle säteilylle normaalin käytön, ylläpidon tai huollon aikana.

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## Huomautus laserlaitteesta

Tämä kirjoitin on Yhdysvalloissa luokan I (1) laserlaitteiden DHHS 21 CFR Subchapter J -määrityksen mukainen ja muualla luokan I laserlaitteiden IEC 60825-1 -määrityksen mukainen.

Luokan I laserlaitteiden ei katsota olevan vaarallisia käyttäjälle. Kirjoittimessa on sisäinen luokan IIIb (3b) 5 milliwatin galliumarsenidilaser, joka toimii aaltoalueella 770 - 795 nanometriä. Laserjärjestelmä ja kirjoitin on suunniteltu siten, että käyttäjä ei altistu luokan I määräytyksiä voimakkaammalle säteilylle kirjoittimen normaalin toiminnan, käyttäjän tekemien huoltotoimien tai muiden huoltotoimien yhteydessä.

**VARO!** Avattaessa ja suojalukitus ohitettaessa olet alttiina näkymättömälle lasersäteilylle. Älä katso säteeseen.

**WARNING!** Osynlig laserstrålning när denna del är öppnad och spärren är urkopplad. Betrakta ej strålen.

---

## Laser-notis

Denna skrivare är i USA certifierad att motsvara kraven i DHHS 21 CFR, underparagraf J för laserprodukter av Klass I (1). I andra länder uppfyller skrivaren kraven för laserprodukter av Klass I enligt kraven i IEC 60825-1.

Laserprodukter i Klass I anses ej hälsovådliga. Skrivaren har en inbyggd laser av Klass IIIb (3b) som består av en laserenhet av gallium-arsenid på 5 milliwatt som arbetar i våglängdsområdet 770-795 nanometer. Lasersystemet och skrivaren är utformade så att det aldrig finns risk för att någon person utsätts för laserstrålning över Klass I-nivå vid normal användning, underhåll som utförs av användaren eller annan föreskriven serviceåtgärd.

---

## Laser-melding

Skriveren er godkjent i USA etter kravene i DHHS 21 CFR, underkapittel J, for klasse I (1) laserprodukter, og er i andre land godkjent som et Klasse I-laserprodukt i samsvar med kravene i IEC 60825-1.

Klasse I-laserprodukter er ikke å betrakte som farlige. Skriveren inneholder internt en klasse IIIb (3b)-laser, som består av en gallium-arsenlaserenhet som avgir stråling i bølgelengdeområdet 770-795 nanometer. Lasersystemet og skriveren er utformet slik at personer aldri utsettes for laserstråling ut over klasse I-nivå under vanlig bruk, vedlikehold som utføres av brukeren, eller foreskrevne serviceoperasjoner.

## Avís sobre el Làser

Segons ha estat certificat als Estats Units, aquesta impressora compleix els requisits de DHHS 21 CFR, apartat J, pels productes làser de classe I (1), i segons ha estat certificat en altres llocs, és un producte làser de classe I que compleix els requisits d'IEC 60825-1.

Els productes làser de classe I no es consideren perillosos. Aquesta impressora conté un làser de classe IIIb (3b) d'arseniür de gal.li, nominalment de 5 mil.liwats, i funciona a la regió de longitud d'ona de 770-795 nanòmetres. El sistema làser i la impressora han sigut concebuts de manera que mai hi hagi exposició a la radiació làser per sobre d'un nivell de classe I durant una operació normal, durant les tasques de manteniment d'usuari ni durant els serveis que satisfacin les condicions prescrites.

### レーザーに関するお知らせ

このプリンターは、米国ではDHHS 21 CFRサブチャプターJのクラスI (1)の基準を満たしたレーザー製品であることが証明されています。また米国以外ではIEC 825の基準を満たしたクラスIのレーザー製品であることが証明されています。

クラスIのレーザー製品には危険性はないと考えられています。このプリンターはクラスIIIb (3b)のレーザーを内蔵しています。このレーザーは、波長が770 ~ 795ナノメートルの範囲で、通常5ミリワットのガリウム砒化物を放射するレーザーです。このレーザーシステムとプリンターは、通常の操作、ユーザのメンテナンス、規定された修理においては、人体がクラスIのレベル以上のレーザー放射に晒されることのないよう設計されています。

### 注意：

本打印机被美国认证合乎 DHHS 21 CFR Subchapter J 对分类 I (1) 激光产品的标准，而在其他地区则被认证合乎 IEC 825 的标准。

分类 I 激光产品一般认为不具危险性，本打印机内部含有分类 IIIb (3b) 的激光，在操作过程中会产生 5 毫瓦含镓及砷的微量激光，其波长范围在 770-795 nm 之间。本激光系统及打印机的设计，在一般操作、使用者维护或规定内的维修情况下，不会使人体接触分类 I 以上等级的辐射。

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본프린터는 1등급 레이저 제품들에 대한 DHHS 21 CFR Subchapter 3의 규정을 준수하고 있음을 미국에서 인증받았으며, 그외의 나라에서도 IEC 825 규정을 준수하는 1등급 레이저 제품으로서 인증을 받았습니다.

1등급 레이저 제품들은 안전한 것으로 간주됩니다. 본 프린터는 5 밀리와트 갈륨 아르세나이드 레이저로서 770-795 나노미터의 파장대에서 활동하는 Class III (3b) 레이저를 내부에 갖고 있습니다. 본 레이저 시스템과 프린터는 정상 작동 중이나 유지 보수 중 또는 규정된 서비스 상태에서 상기의 Class I 수준의 레이저 방출에 사람이 절대 접근할 수 없도록 설계되어 있습니다.

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## Safety information

- The safety of this product is based on testing and approvals of the original design and specific components. The manufacturer is not responsible for safety in the event of use of unauthorized replacement parts.
- The maintenance information for this product has been prepared for use by a professional service person and is not intended to be used by others.
- There may be an increased risk of electric shock and personal injury during disassembly and servicing of this product. Professional service personnel should understand this and take necessary precautions.
-  **CAUTION:** When you see this symbol, there is a danger from hazardous voltage in the area of the product where you are working. Unplug the product before you begin, or use caution if the product must receive power in order to perform the task.

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## Consignes de sécurité

- La sécurité de ce produit repose sur des tests et des agrégations portant sur sa conception d'origine et sur des composants particuliers. Le fabricant n'assume aucune responsabilité concernant la sécurité en cas d'utilisation de pièces de rechange non agréées.
- Les consignes d'entretien et de réparation de ce produit s'adressent uniquement à un personnel de maintenance qualifié.
- Le démontage et l'entretien de ce produit pouvant présenter certains risques électriques, le personnel d'entretien qualifié devra prendre toutes les précautions nécessaires.
-  **ATTENTION :** Ce symbole indique la présence d'une tension dangereuse dans la partie du produit sur laquelle vous travaillez. Débranchez le produit avant de commencer ou faites preuve de vigilance si l'exécution de la tâche exige que le produit reste sous tension.

## Norme di sicurezza

- La sicurezza del prodotto si basa sui test e sull'approvazione del progetto originale e dei componenti specifici. Il produttore non è responsabile per la sicurezza in caso di sostituzione non autorizzata delle parti.
- Le informazioni riguardanti la manutenzione di questo prodotto sono indirizzate soltanto al personale di assistenza autorizzato.
- Durante lo smontaggio e la manutenzione di questo prodotto, il rischio di subire scosse elettriche e danni alla persona è più elevato. Il personale di assistenza autorizzato deve, quindi, adottare le precauzioni necessarie.
-  **ATTENZIONE:** Questo simbolo indica la presenza di tensione pericolosa nell'area del prodotto. Scollegare il prodotto prima di iniziare o usare cautela se il prodotto deve essere alimentato per eseguire l'intervento.

## Sicherheitshinweise

- Die Sicherheit dieses Produkts basiert auf Tests und Zulassungen des ursprünglichen Modells und bestimmter Bauteile. Bei Verwendung nicht genehmigter Ersatzteile wird vom Hersteller keine Verantwortung oder Haftung für die Sicherheit übernommen.
- Die Wartungsinformationen für dieses Produkt sind ausschließlich für die Verwendung durch einen Wartungsfachmann bestimmt.
- Während des Auseinandernehmens und der Wartung des Geräts besteht ein zusätzliches Risiko eines elektrischen Schlags und körperlicher Verletzung. Das zuständige Fachpersonal sollte entsprechende Vorsichtsmaßnahmen treffen.
-  **ACHTUNG:** Dieses Symbol weist auf eine gefährliche elektrische Spannung hin, die in diesem Bereich des Produkts auftreten kann. Ziehen Sie vor den Arbeiten am Gerät den Netzstecker des Geräts, bzw. arbeiten Sie mit großer Vorsicht, wenn das Produkt für die Ausführung der Arbeiten an den Strom angeschlossen sein muß.

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## Pautas de Seguridad

- La seguridad de este producto se basa en pruebas y aprobaciones del diseño original y componentes específicos. El fabricante no es responsable de la seguridad en caso de uso de piezas de repuesto no autorizadas.
- La información sobre el mantenimiento de este producto está dirigida exclusivamente al personal cualificado de mantenimiento.
- Existe mayor riesgo de descarga eléctrica y de daños personales durante el desmontaje y la reparación de la máquina. El personal cualificado debe ser consciente de este peligro y tomar las precauciones necesarias.
-  **PRECAUCIÓN:** este símbolo indica que el voltaje de la parte del equipo con la que está trabajando es peligroso. Antes de empezar, desenchufe el equipo o tenga cuidado si, para trabajar con él, debe conectarlo.

## Informações de Segurança

- A segurança deste produto baseia-se em testes e aprovações do modelo original e de componentes específicos. O fabricante não é responsável pela segurança, no caso de uso de peças de substituição não autorizadas.
- As informações de segurança relativas a este produto destinam-se a profissionais destes serviços e não devem ser utilizadas por outras pessoas.
- Risco de choques eléctricos e ferimentos graves durante a desmontagem e manutenção deste produto. Os profissionais destes serviços devem estar avisados deste facto e tomar os cuidados necessários.
-  **CUIDADO:** Quando vir este símbolo, existe a possível presença de uma potencial tensão perigosa na zona do produto em que está a trabalhar. Antes de começar, desligue o produto da tomada eléctrica ou seja cuidadoso caso o produto tenha de estar ligado à corrente eléctrica para realizar a tarefa necessária.

## Informació de Seguretat

- La seguretat d'aquest producte es basa en l'avaluació i aprovació del disseny original i els components específics.  
El fabricant no es fa responsable de les qüestions de seguretat si s'utilitzen peces de recanvi no autoritzades.
- La informació pel manteniment d'aquest producte està orientada exclusivament a professionals i no està destinada a ningú que no ho sigui.
- El risc de xoc elèctric i de danys personals pot augmentar durant el procés de desmuntatge i de servei d'aquest producte. El personal professional ha d'estar-ne assabentat i prendre les mesures convenients.
-  **PRECAUCIÓ:** aquest símbol indica que el voltatge de la part de l'equip amb la qual esteu treballant és perillós. Abans de començar, desendolieu l'equip o extremeu les precaucions si, per treballar amb l'equip, l'heu de connectar.

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## 안전 사항

- 본 제품은 원래 설계 및 특정 구성품에 대한 테스트 결과로 안정성이 입증된 것입니다. 따라서 무허가 교체부품을 사용하는 경우에는 제조업체에서 안전에 대한 책임을 지지 않습니다.
- 본 제품에 관한 유지 보수 설명서는 전문 서비스 기술자용으로 작성된 것이므로, 비전문가는 사용할 수 없습니다.
- 본 제품을 해체하거나 정비할 경우, 전기적인 충격을 받거나 상처를 입을 위험이 커집니다. 전문 서비스 기술자는 이 사실을 숙지하고, 필요한 예방 조치를 취하도록 하십시오.
-  **주의:** 이 표시는 해당영역에서 고압전류가 흐른다는 위험 표시입니다. 시작전에 플러그를 뽑으시거나, 주의를 기울여 주시기 바랍니다.

## 安全信息

- 本产品的安全性以原来设计和特定产品的测试结果和认证为基础。万一使用未经许可的替换部件，制造商不对安全性负责。
- 本产品的维护信息仅供专业服务人员使用，并不打算让其他人使用。
- 本产品在拆卸、维修时，遭受电击或人员受伤的危险性会增高，专业服务人员对这点必须有所了解，并采取必要的预防措施。
-  **切记:** 当您看到此符号时，说明在您工作的产品区域有危险电压的存在。请在开始操作前拔掉产品的电源线，或者在产品必须使用电源来执行任务时，小心从事。

## Preface

This manual contains maintenance procedures for service personnel. It is divided into the following chapters:

1. **General information** contains a general description of the printer and the maintenance approach used to repair it. Special tools and test equipment, as well as general environmental and safety instructions, are discussed.
  2. **Diagnostic information** contains an error indicator table, symptom tables, and service checks used to isolate failing field replaceable units (FRUs).
  3. **Diagnostic aids** contains tests and checks used to locate or repeat symptoms of printer problems.
  4. **Repair information** provides instructions for making printer adjustments and removing and installing FRUs.
  5. **Connector locations** uses illustrations to identify the connector locations and test points on the printer.
  6. **Preventive maintenance** contains the lubrication specifications and recommendations to prevent problems.
  7. **Parts catalog** contains illustrations and part numbers for individual FRUs.
- Appendix A** contains service tips and information.  
**Appendix B** contains representative print samples.

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## Change history

Revision date	Updates
2012/02/21	Changed PN 40X0556 to 40X8459 for the USB connector assembly in <b>“Covers 2” on page 7-4.</b>
2012/02/09	Added warning with symbol to the <b>“Upper printer engine card assembly removal” on page 4-90</b> and added the <b>“Upper printer engine card assembly re-installation” on page 4-91.</b>
2011/12/13	Interchanged items 2 and 3 in <b>“Printer left door assembly 1” on page 7-17</b> to coincide with the art.

## Navigation buttons

This manual contains navigation buttons in the right margin of each page, making it easier and quicker to navigate.

Button	Description
Previous 	Click  to move the document view backward by one page.
Next 	Click  to move the document view forward by one page.
Go Back 	Click  to return to the last page viewed.


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## Conventions


**Note:** A note provides additional information.


**Warning:** A warning identifies something that might damage the product hardware or software.

There are several types of caution statements:

	<p><b>CAUTION</b></p> <p>A caution identifies something that might cause a servicer harm.</p>
---	---

	<p><b>CAUTION</b></p> <p>This type of caution indicates there is a danger from hazardous voltage in the area of the product where you are working. Unplug the product before you begin, or use caution if the product must receive power in order to perform the task.</p>
---	--

	<p><b>CAUTION</b></p> <p>This type of caution indicates a hot surface.</p>
---	--

	<p><b>CAUTION</b></p> <p>This type of caution indicates a tipping hazard.</p>
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# 1. General information

The Lexmark™ C935 is color laser printer. All information in this service manual pertains to both models unless explicitly noted.

## Printer technology

- Color laser

## Processor

- 1.25 GHz

## Memory

- Standard: 512 MB
- Maximum: 1024 MB
- Hard Drive: 80 GB

## Acoustics

All measurements were made in accordance with ISO 7779 and reported in conformance with ISO 9296.

Mode	Sound pressure level (dBA)	Sound power level (Bels)
Printing	52	6.9
Copying	53	7.2
Scanning	54	7.0
Standby mode	32	

## Environment

Specified operating environment	
Operating temperature	15.6 C to 32.2 C (60 to 90°F)
Relative humidity	8% to 80%
Altitude	2,500 meters (8,200 feet)

## Connectivity

- Standard - USB and internet
- Optional - parallel and serial

## Size and weight – without finisher

- Size: H x W x D – 42 x 27 x 25 in. (1153 x 660 x 810 mm)
- Weight: 383 lb. (174 kg)

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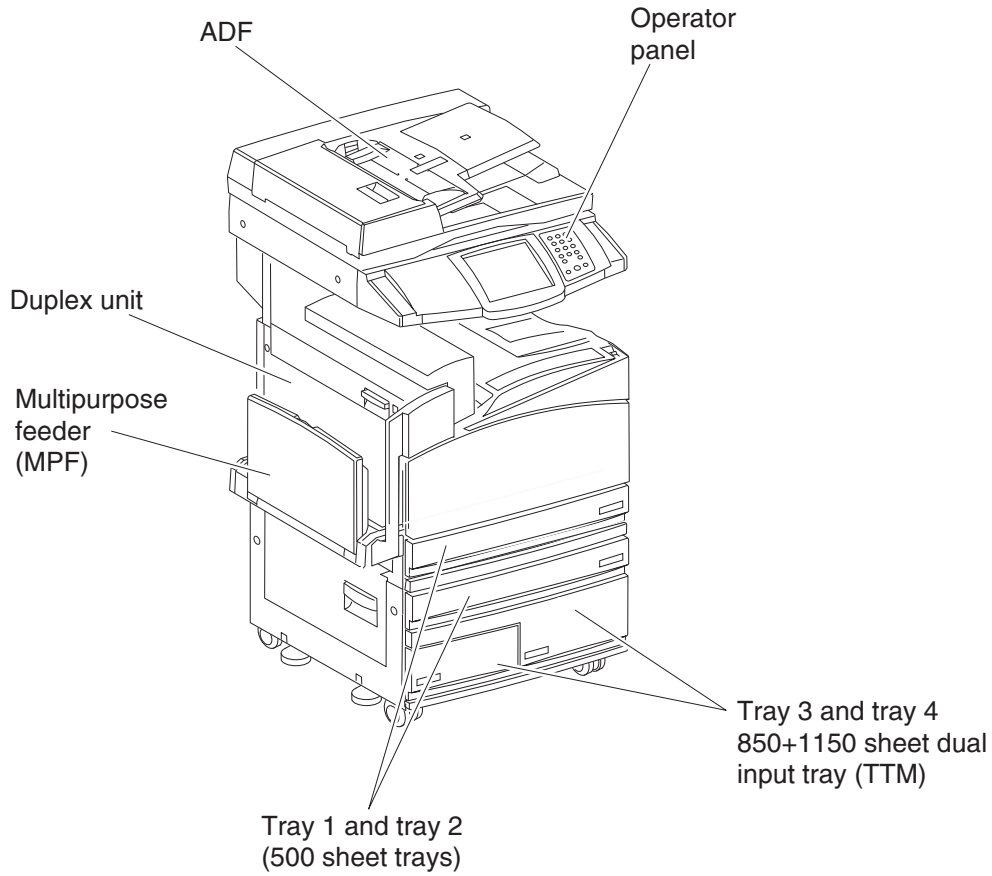
## Printer overview



**CAUTION:** Do not set up this product or make any electrical or cabling connections, such as the power cord or options and features, during a lightning storm.

### Basic model

The following illustration shows a printer with its base features.



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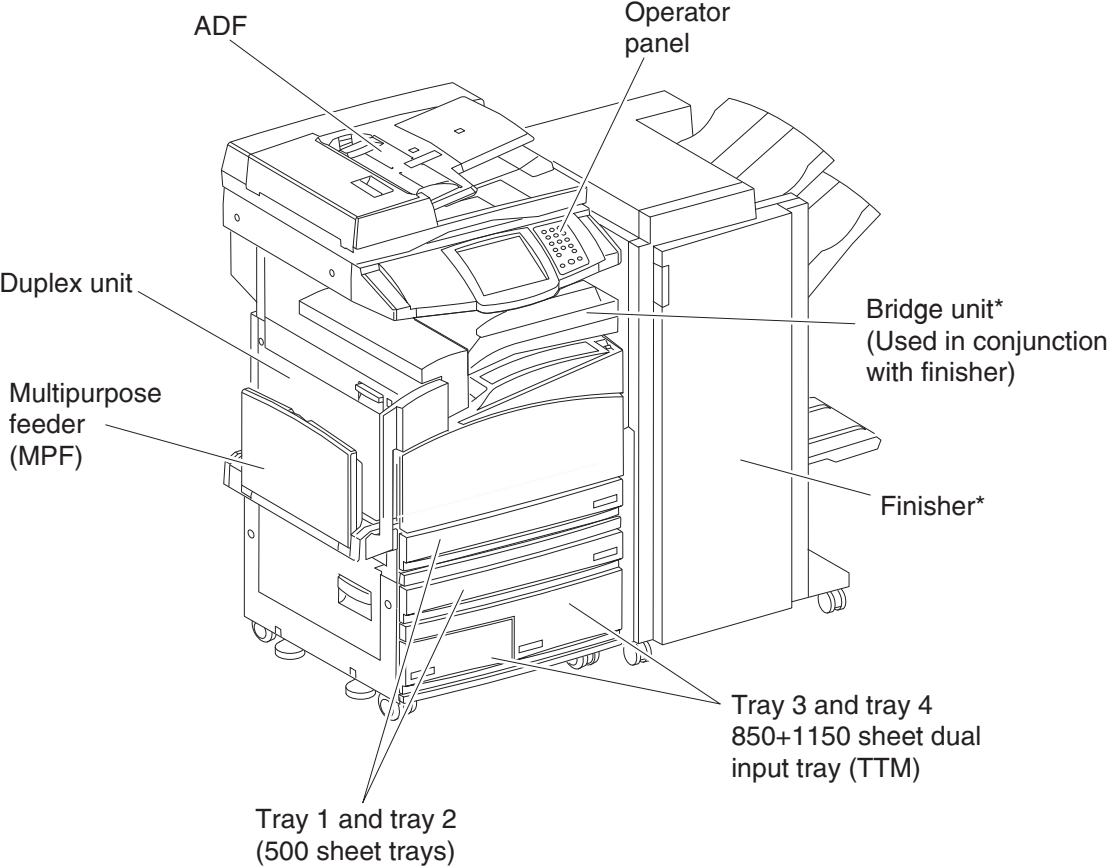
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### Configured model

The following illustration shows a fully configured printer. Items denoted with an asterisk (\*) are options.



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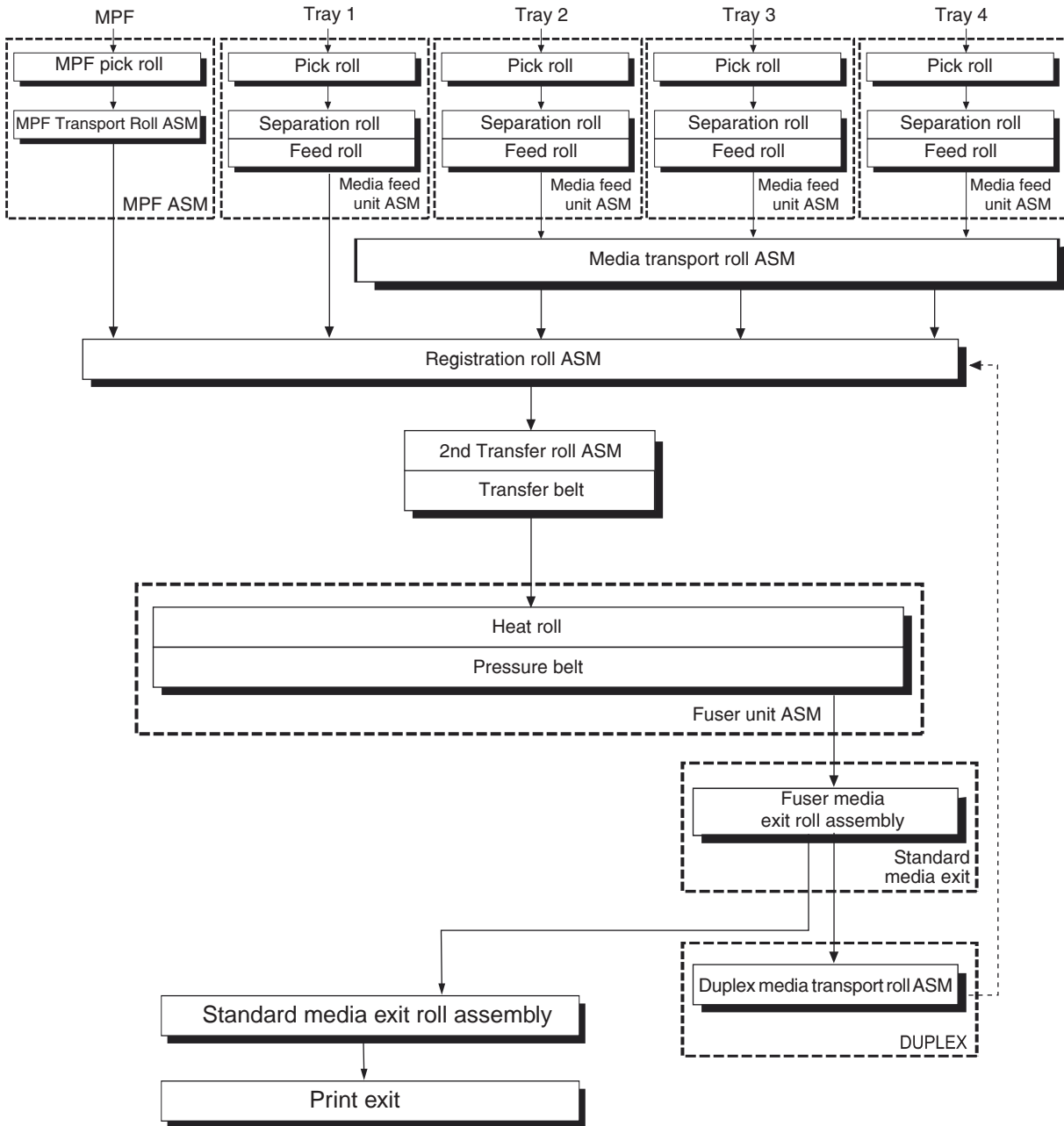
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# Printer theory

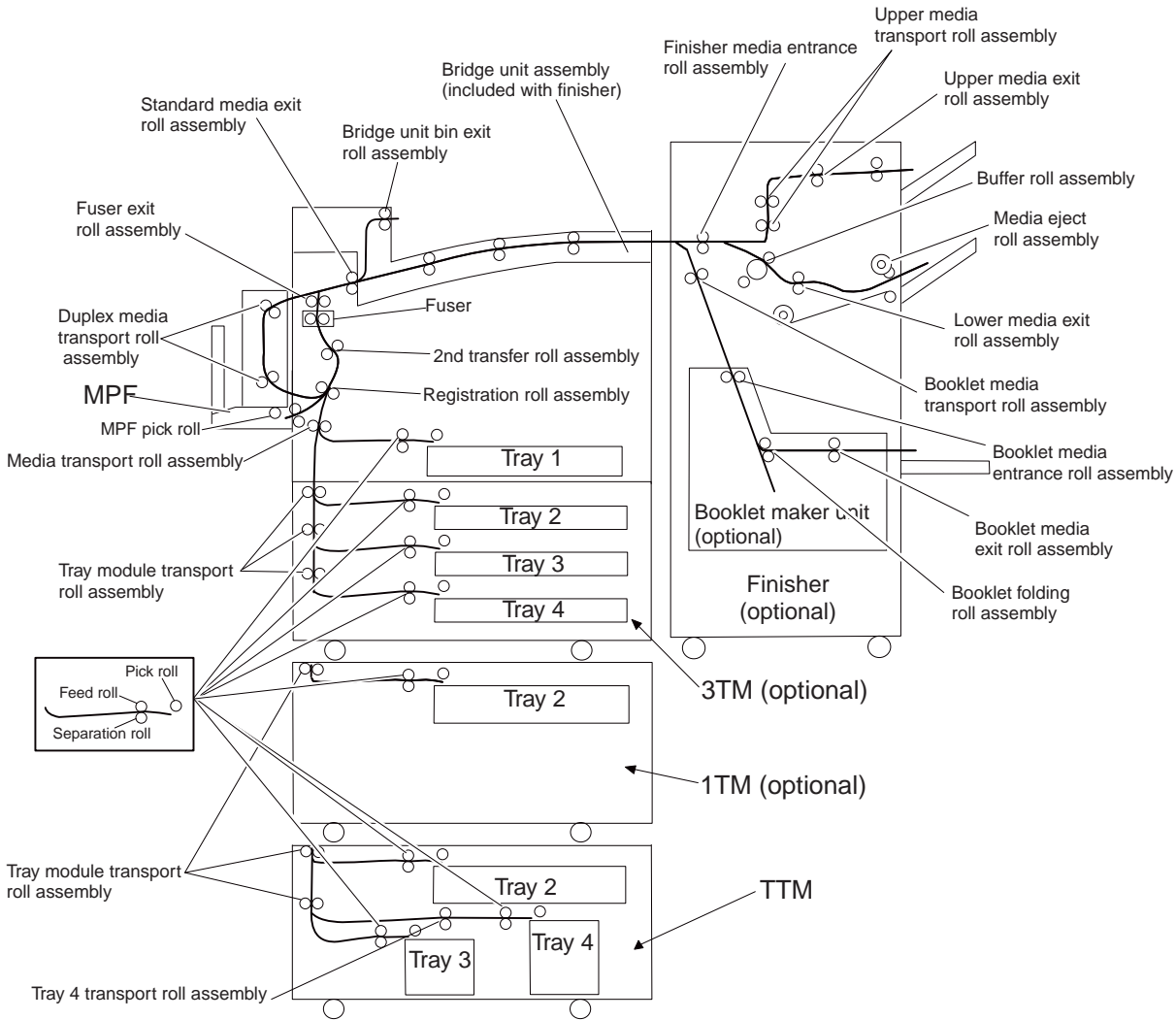
## Media transport

### Media transport path

Media is supplied from the MPF, tray 1, 2, 3 or 4, and is transported to the printer along the media transport path shown below.



# SFP paper path rolls

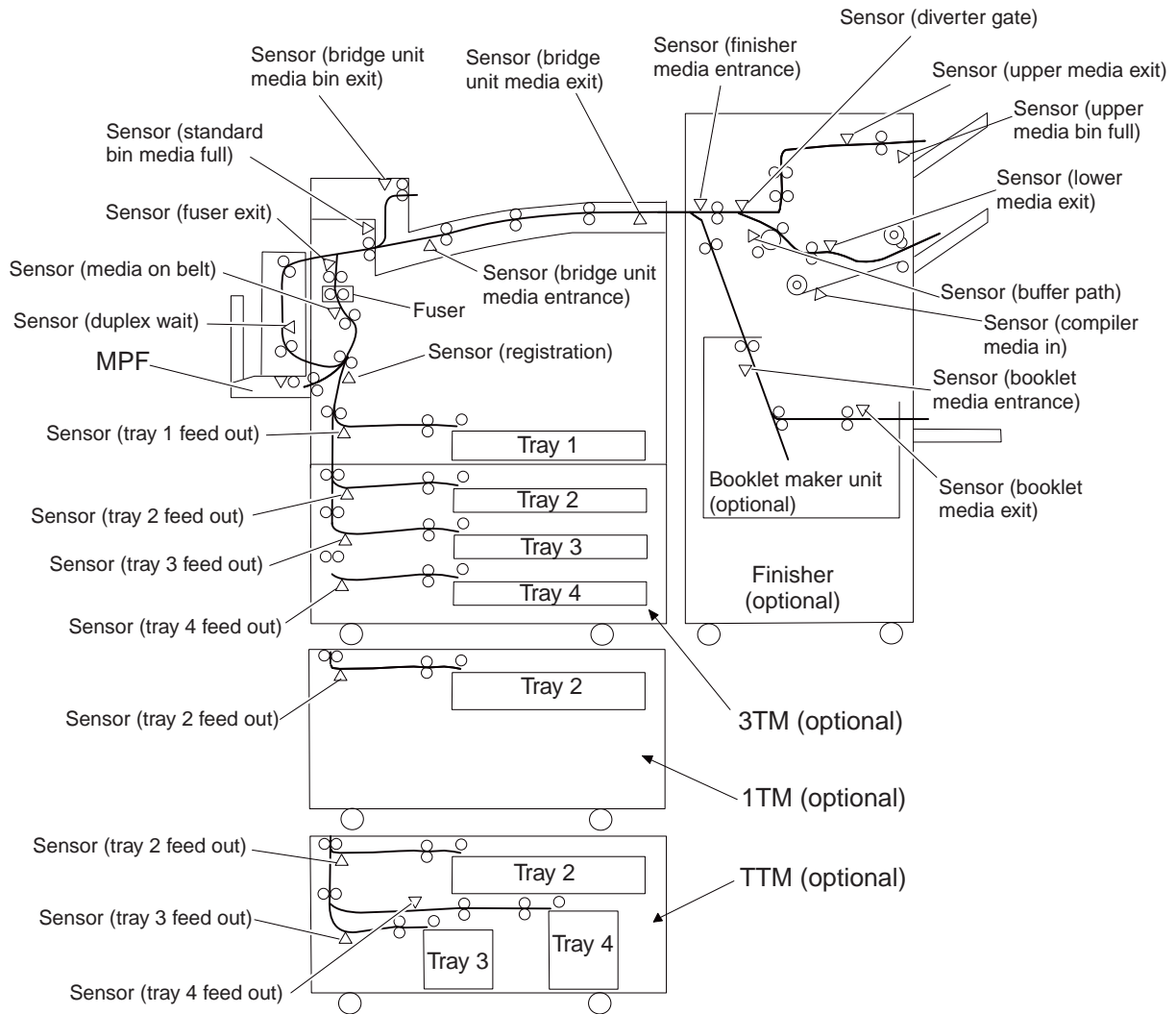


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## SFP sensors



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## Functions of main components

- Media tray assembly
- Media feed unit assembly
- MPF
- Xerographics
- Transfer
- Fuser
- Drive
- Electrical components and rolls

### Media tray assembly

It is necessary to adjust the media tray rear guide and media tray end guide of the media tray assembly to match the media size.

## Rear media guide

The rear media tray guide assembly can be adjusted to different media sizes by moving it to the front or rear. The rear guide comes into contact with the media and holds it in position.

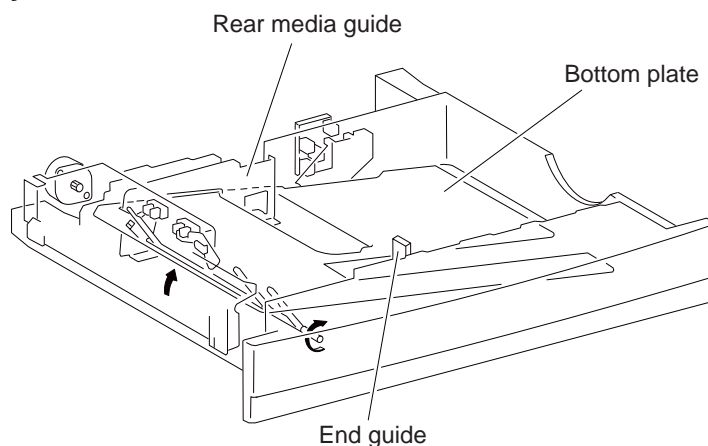
## End guide

The media tray assembly is designed so it can adapt to the media length in the media feed direction by moving the end guide to the left or right.

## Bottom plate

The force pushing up the bottom plate is transmitted by the driving force of the motor on the media feed unit assembly. The bottom plate is pushed up by the rotation of the lift up shaft, which causes the supplied media to come in contact with the pick roll.

## Media tray assembly



## Detection of media size

The media size set for the media tray assembly is transmitted to the switch (media size) by moving these guides. The media size is detected by the on/off information of these switches.

## Media feed unit assembly

Since tray 1 and tray 2 are functionally equivalent in terms of the switch (media size), sensor (media out), sensor (media level) and sensor (pre-feed), only the components of one tray are described here.

The media feed unit assembly is a mechanical unit supplying media from the media tray assembly to the printer. The driving force, from the media feed lift motor on the media feed unit assembly, is transmitted to the three media feed rolls to feed media.

When the pick roll picks up media, the remaining media decreases, and the actuator of the sensor (media level) lowers accordingly. When the sensor (media level) detects the lowering, the media feed lift motor is activated to lift the lift up shaft and the bottom plate accordingly. Thus, the remaining media is ready to be fed.

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## Media feed/lift motor

This motor is activated to feed media and to lift the bottom plate. When feeding media, it rotates forward to drive the pick roll. When lifting the bottom plate, it rotates reversely to drive the tray module gears to lift the lift up shaft.

## Switch (media size)

This switch (media size) sets the size of media supplied from each media tray assembly. A signal indicating the media size is transmitted as a voltage to the printer engine card assembly.

## Sensor (media out)

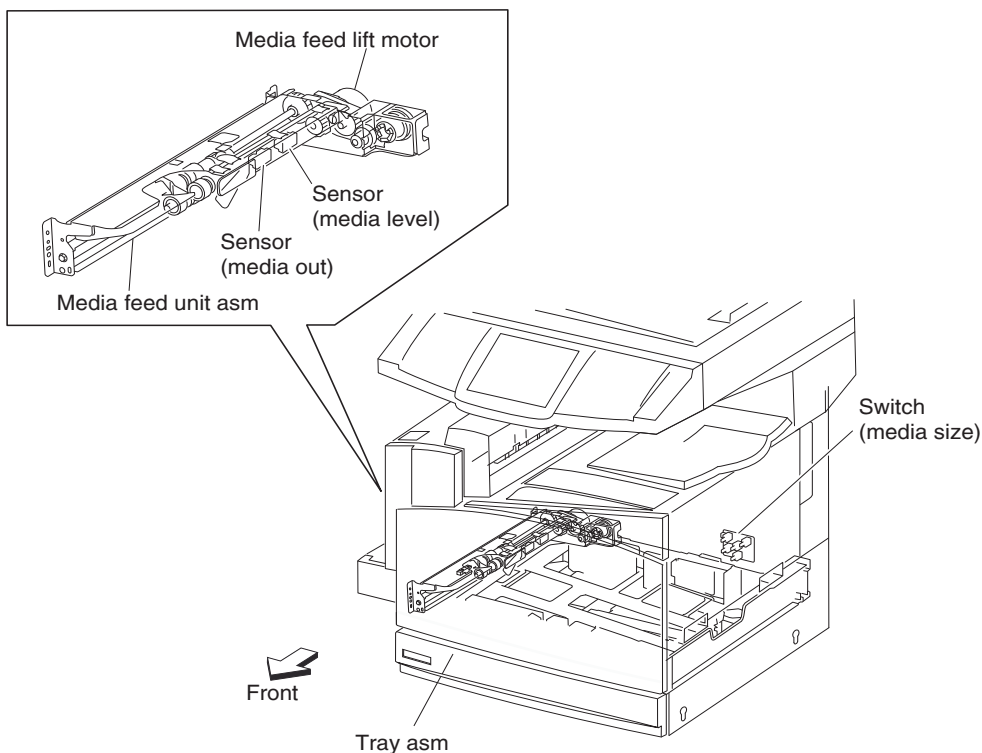
If media runs out in a media tray assembly, the actuator lowers and the actuator flag, unlocks the sensing area of the sensor (media out). The sensor light is transmitted. When the sensing area is blocked (media is present), the signal is off.

## Sensor (media level)

This sensor detects by the actuator position whether media in the media tray assembly is lifted. When the flag of the actuator unblocks the sensing area of the sensor (media level), the sensor detects that the media has been lifted.

## Sensor (feed-out)

This sensor detects the media just after it is fed from the media feed unit. When the flag of the actuator unblocks the sensing area of the sensor (feed-out), the sensor detects that the media is present. The sensor (feed-out) is also used as a relay sensor along the media path up to the sensor (registration) in order for the engine to monitor media location.



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## Multi-purpose feeder (MPF)

The MPF is a mechanical unit supplying media to the printer. The driving force from the MPF/transport drive motor is transmitted to the MPF feed roll to feed media.

### MPF feed roll

The MPF feed rolls feed media set on the MPF and into the printer.

### MPF pick solenoid

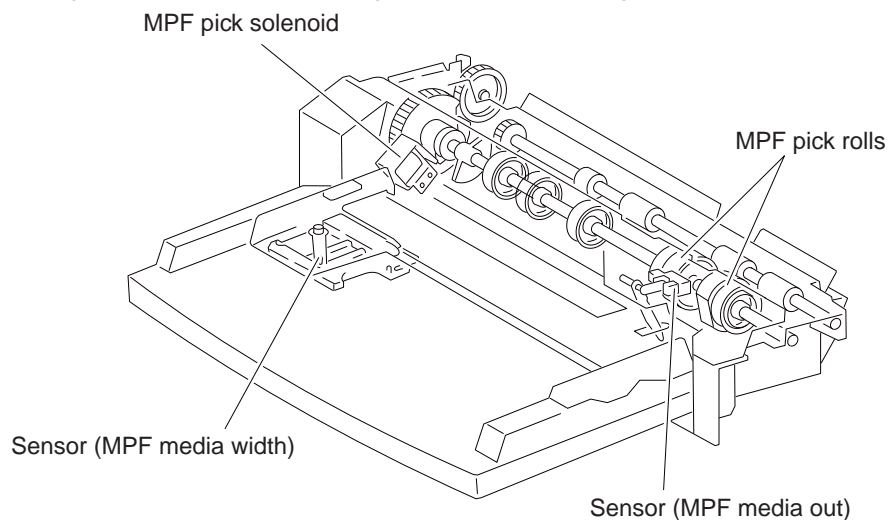
The MPF pick solenoid transmits the driving force from the MPF/transport drive to the MPF feed rolls.

### Sensor (MPF media out)

The sensor (MPF media out) detects whether media is present on the MPF.

### Sensor (MPF media width)

The MPF side guides detects the width (length in the main scanning direction) of media on the MPF.



## Media size

The following table details the standard paper and envelope sizes supported by the Lexmark C935, and options.

Media	Width	Length
A4	210 mm	297 mm
A5	148 mm	210 mm
A3	297 mm	420 mm
JIS B5	182 mm	257 mm
JIS B4	257 mm	364 mm
Letter	8.5 inches	11 inches
Tabloid	11 inches	17 inches
Legal	8.5 inches	14 inches
Executive	7.25 inches	10.5 inches

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Media	Width	Length
Folio	8.5 inches	13 inches
Statement	5.5 inches	8.5 inches
Universal	140 to 297 mm 5.5 to 11.7 inches	98.4 to 432 mm 3.9 to 17 inches
MPF only	105 to 305 mm 4.1 to 12 inches	148 to 482 mm 5.8 to 19 inches
7 3/4 Envelope	98.4 mm 3.875 inches	190.5 mm 7.5 inches
10 Envelope	104.8 mm 4.12 inches	241.3 mm 9.5 inches
DL Envelope	110 mm 4.33 inches	220 mm 8.66 inches
CS Envelope	162 mm 6.38 inches	229 mm 9.01 inches
Other Envelope	89 mm to 297 mm 3.5 to 11.7 inches	98.4 to 431 mm 3.8 to 17 inches
Transparencies (Letter and A4)	8.5 inches 210 mm	11 inches 297 mm

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## Registration

### Sensor (registration)

The sensor (registration) is located just before the registration roll assembly can detect whether media exists in the registration path.

### Sensor (transparency detect)

This sensor is used to detect transparency media in order to automatically adjust feed speed, charge biases and fuser temperatures.

### Registration clutch

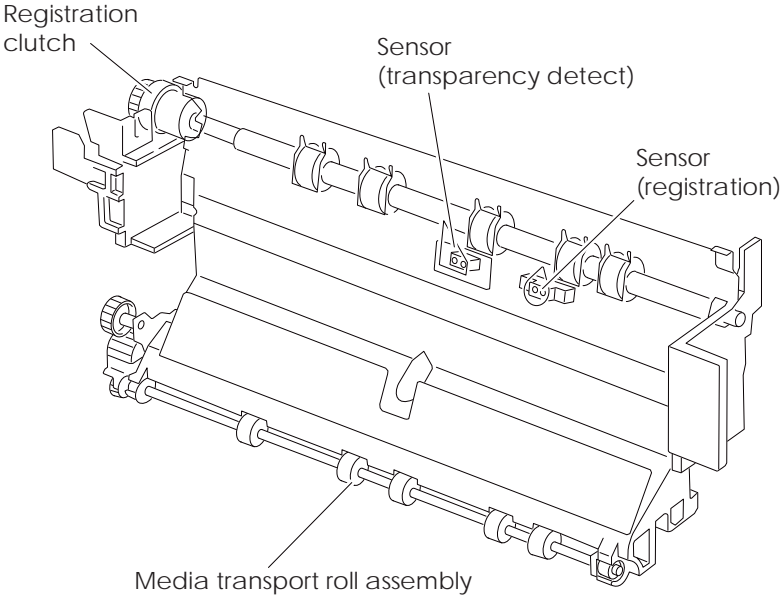
The registration clutch transmits the drive force of the K developer/transport drive motor to the registration roll assembly.

### Media transport roll assembly

The media transport roll assembly feeds paper from tray 2, tray 3 and tray 4 toward the registration roll assembly.

### Registration roll assembly

The registration roll assembly feeds the media at the precise moment to ensure that printed images are precisely placed. The registration roll assembly feeds media from all trays to the transfer belt.



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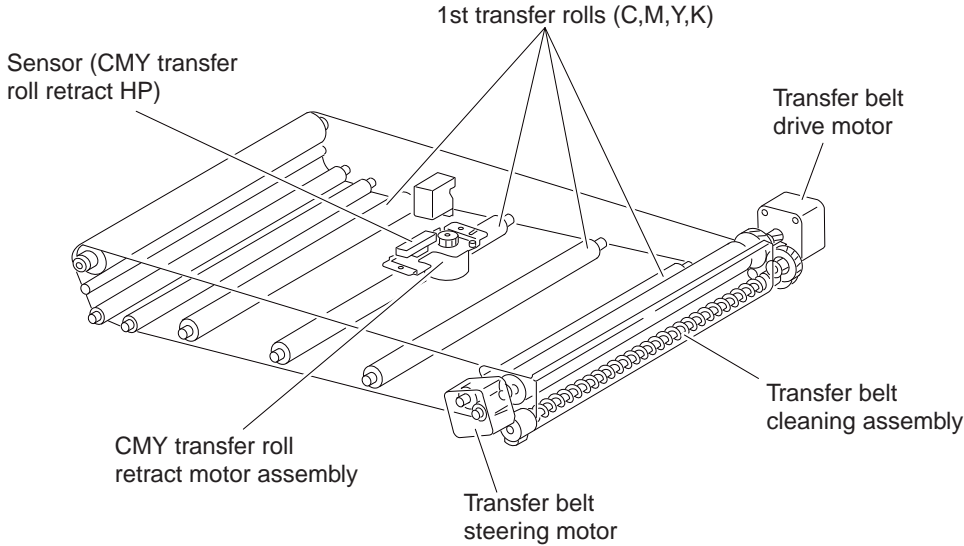


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### Transfer



#### Transfer belt drive motor assembly

This motor is used to rotate the transfer belt.

#### Transfer belt cleaning assembly

This assembly is used to remove residual toner images from the transfer belt after 2nd transfer and before the next print cycle.

## Transfer belt unit assembly

The transfer belt unit assembly contains the four 1st transfer rolls; these 1st transfer rolls are referred to as the CMYK transfer rolls. The CMYK transfer rolls are positively charged to remove the developed toner image from the four drums. The negatively charged toner image is attracted by positive charges on the surface of the transfer belt. Thus, the toner image is transferred from the drum surface to the transfer belt surface. During black (K) only, operation the CMY transfer rolls are retracted to reduce wear on the transfer belt surface and CMY drums.

## Transfer belt steering motor

This motor is used to ensure that the transfer belt is properly tracking. If the transfer belt starts to track off-center then the transfer belt steering motor will activate to keep the transfer belt centered and tracking properly.

## 2nd transfer roll assembly

The 2nd transfer roll assembly applies positive charges to the rear surface of the media when the media passes between the 2nd transfer roll assembly and the transfer belt. The negatively charged toner image is attracted by positive charges on the surface of the media. Thus, the toner image is transferred from the transfer belt surface to the media surface.

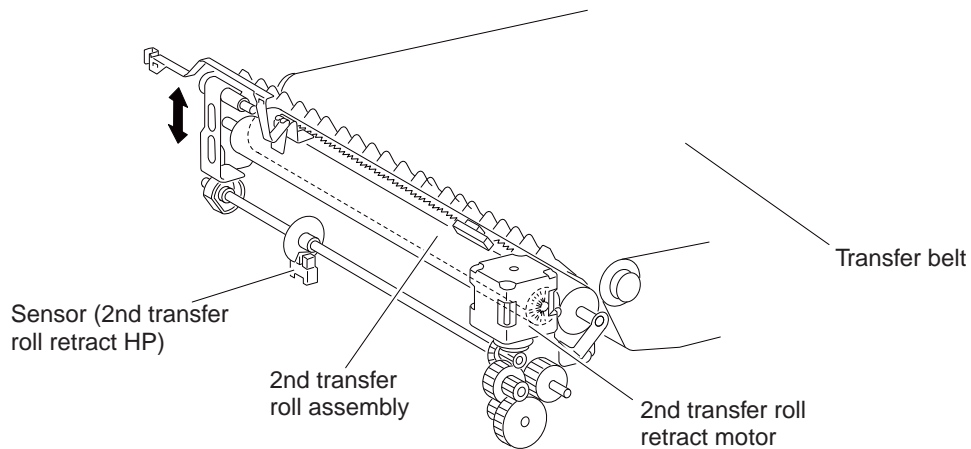
## 2nd transfer roll retract motor

The 2nd transfer roll retract motor is used to retract the 2nd transfer roll assembly when printing processes are not occurring.

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## Sensor (2nd transfer roll HP)

The sensor (2nd transfer roll HP) is used to detect the home position of the 2nd transfer roll assembly.



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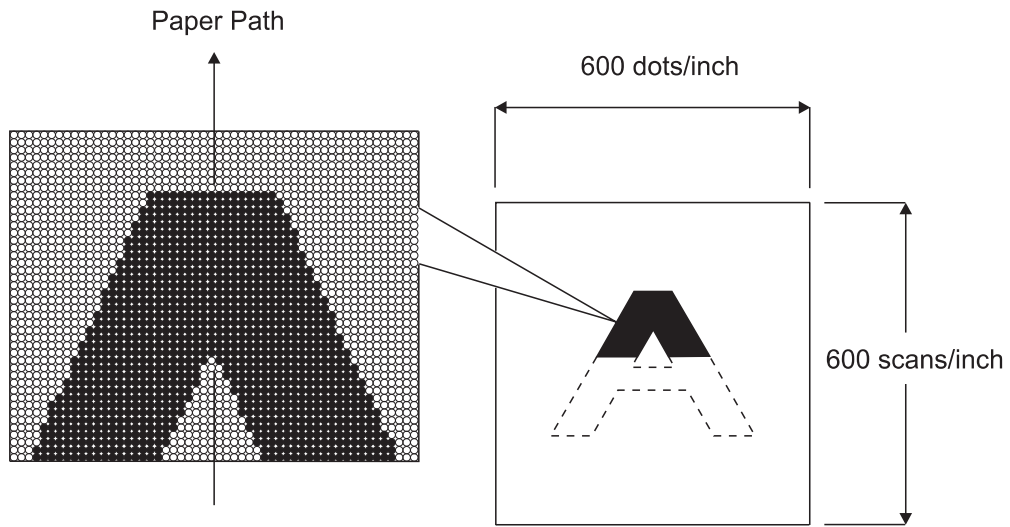
## Printhead assembly

The printhead scans the four drum surface with four laser beams. It consists of four components: laser diode (LD) card assembly, printhead motor, polygon mirror, and four start of scan card assemblies.

1. LD card assembly — generates a laser beam with the four LDs. The beam is turned on or off according to a print data signal. The printhead contains 4 LD card assemblies for the colors CMY & K.
2. Printhead motor/polygon mirror — the polygon mirror is mounted to the shaft of the printhead motor, and is rotated at a high speed by the printhead motor. The mirror rotation shifts the incidence and reflection angles of a laser beam to scan the laser beam in the drum axial direction. The laser beam reaches the polygon mirror as it passes through multiple lenses, mirrors, and windows. The laser beam then arrives at the drum surface.
3. SOS card assembly — when a laser beam hits the SOS sensor on the SOS card assembly, the beam is converted to an electrical signal (SOS signal), and detects the initial position where a scan starts on each line.

When a laser beam is scanned across the drum surface from one end to the other while turning on and off the beam, one line of latent image is created. If the scanning by the laser beam is repeated while rotating the drum, a two-dimensional image is created. The resolution in the scanning direction (from right to left) is determined by the rotational speed of the printhead motor, depending on how quickly the laser is adjusted. The resolution in the process direction (from top to bottom) is determined by the rotational speed of the printhead motor. (The higher the scanning speed becomes, the sooner the scanning of the next row can be started.)

Conceptual diagram of an image created by scanning



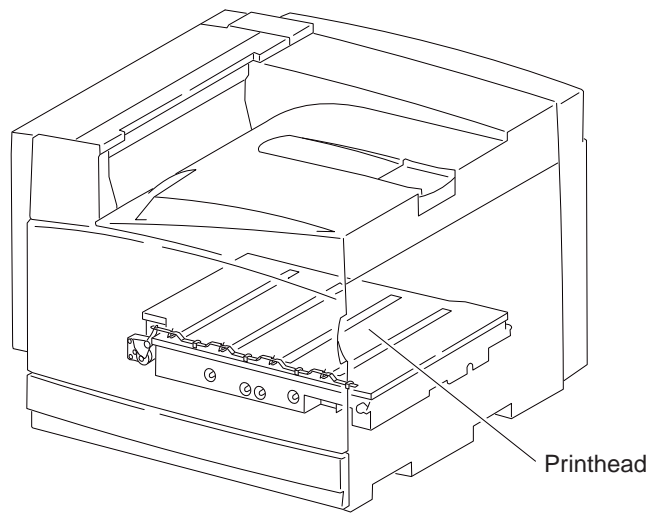
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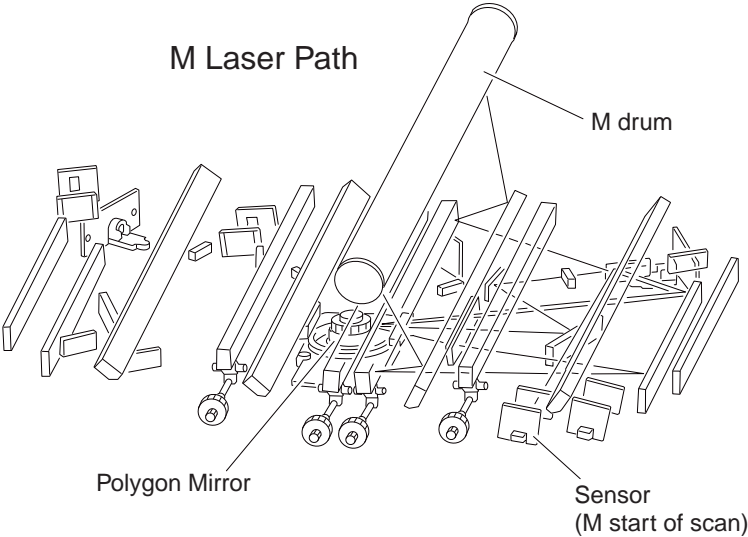
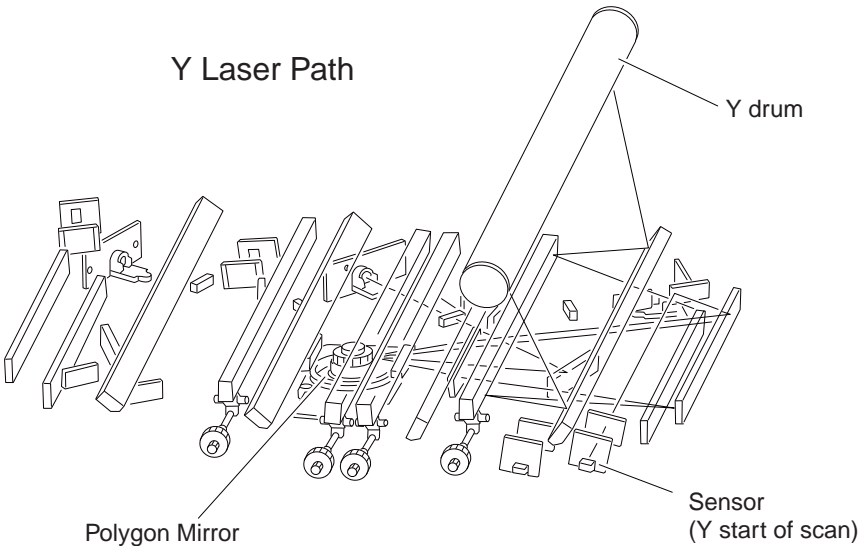
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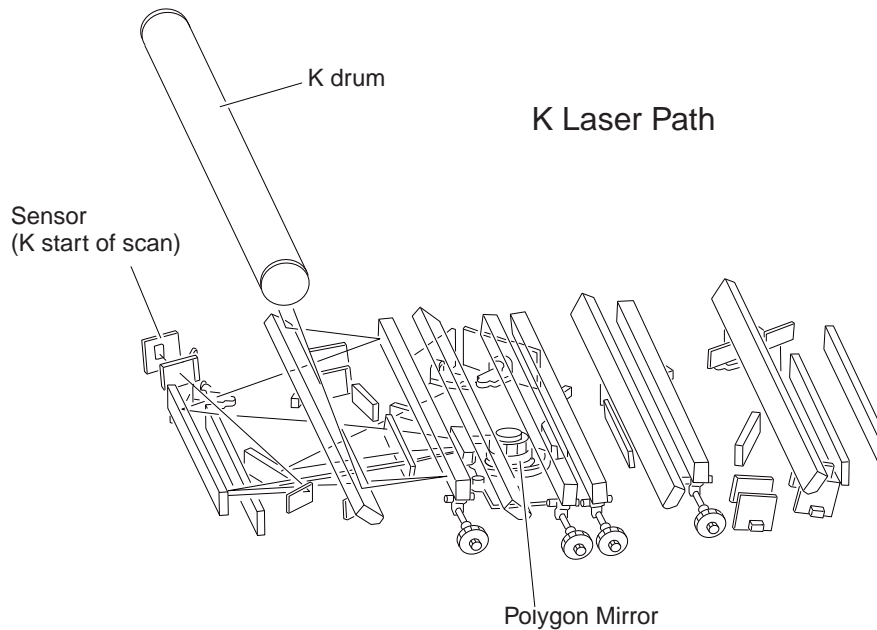
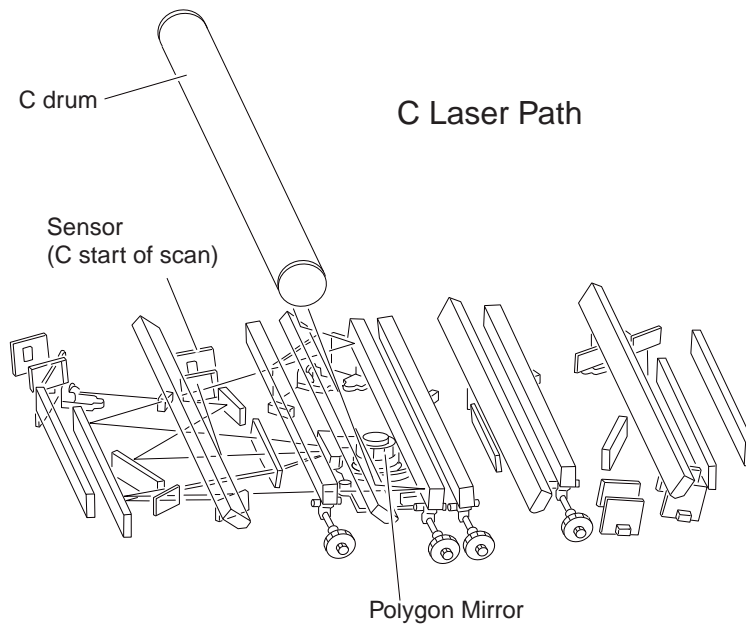


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### Printhead shutter

The printhead shutter tightly covers the slit glass through which laser beams from the printhead pass to write the four drums. To prevent the seal glass from becoming dirty, the shutter stays closed except when laser beams are written onto the drums.

The printhead shutter motor assembly is used to prevent contamination from obstructing the printhead slit glasses. The printhead shutters for yellow, magenta, cyan and black are opened or closed simultaneously by the printhead shutter motor assembly.



# Fuser

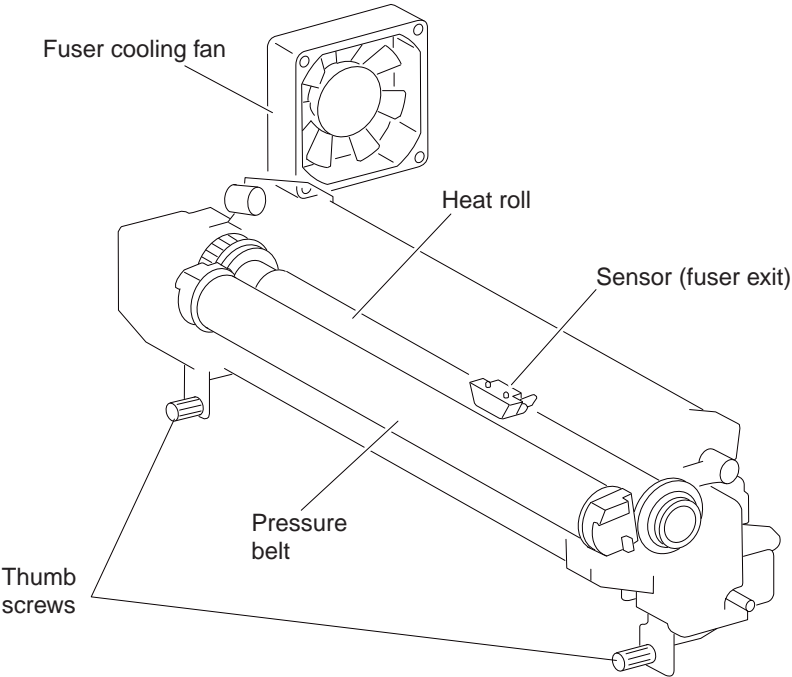
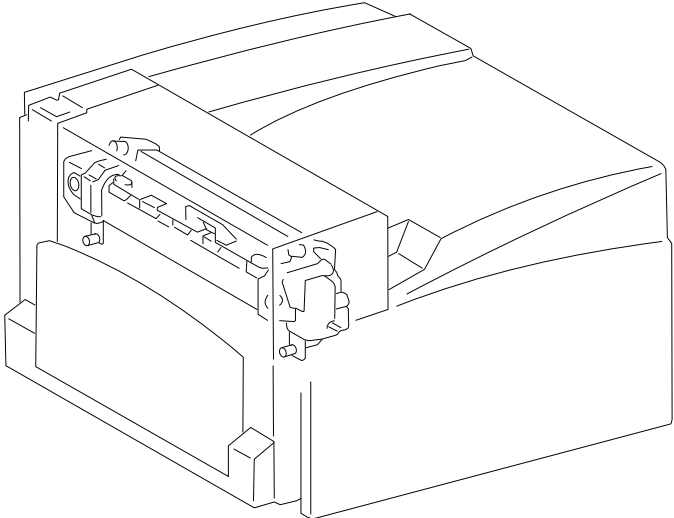
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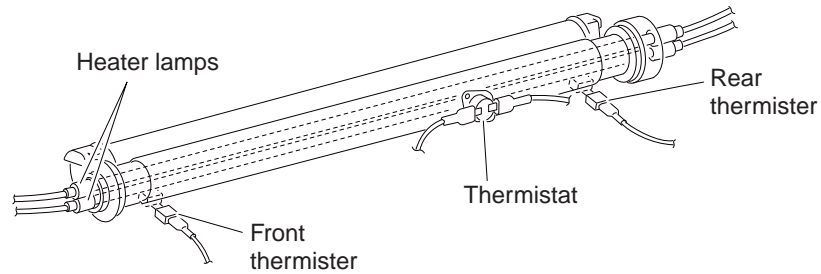


## Heat roll

The heat roll is a hollow metal tube with a coated surface. This tube is heated by the inner heater lamp. The heat is applied to the media passing between the heat roll and pressure roll, fusing the toner on the media.

## Pressure belt

The pressure belt is used to apply pressure to the media surface for fusing. Pressure is applied to the media between the pressure belt and heat roll, pressing the melted toner against the media.



## Heater lamp

The heater lamp is a quartz glass tube containing a heater coil. A terminal is mounted to the end of the heater rod via a harness. Two heater lamps are used: the main heater lamp to heat the entire heat roll, and the sub heater lamp to heat the central portion of the heat roll.

## Thermostat

If the heat roll temperature exceeds the preset temperature, the thermostat cuts off the circuits of the main heater lamp and sub heater lamp.

## Front thermistor

The front thermistor monitors the surface temperature of the media-feed portion of the heat roll to control on/off of the main heater lamp and sub heater lamp.

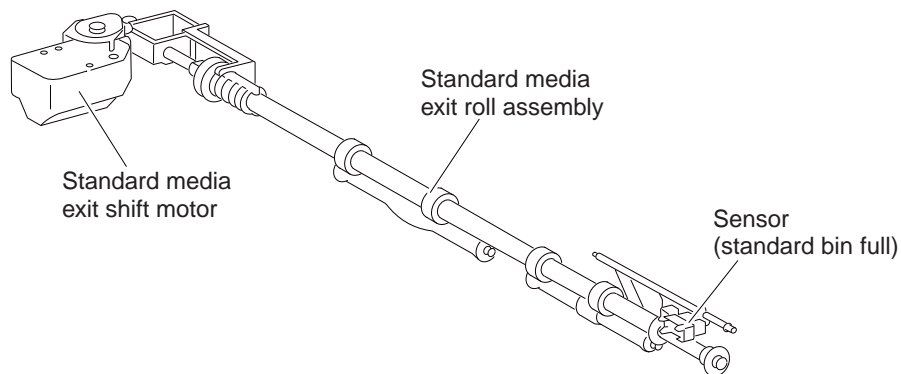
## Rear thermistor

The rear thermistor monitors the surface temperature at the rear side of the heat roll to switch the heater lamp to on.

## Fuser exit sensor

The fuser exit sensor detects the arrival of media at the detection point in the exit area of the fuser, and also detects the ejection of media from this point.

## Exit



The standard media exit ejects printed media from the printer to the standard bin 1.

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## Standard media exit roll assembly

The media exit roll assembly feeds printed media from the fuser to the standard bin.

## Sensor (standard bin full)

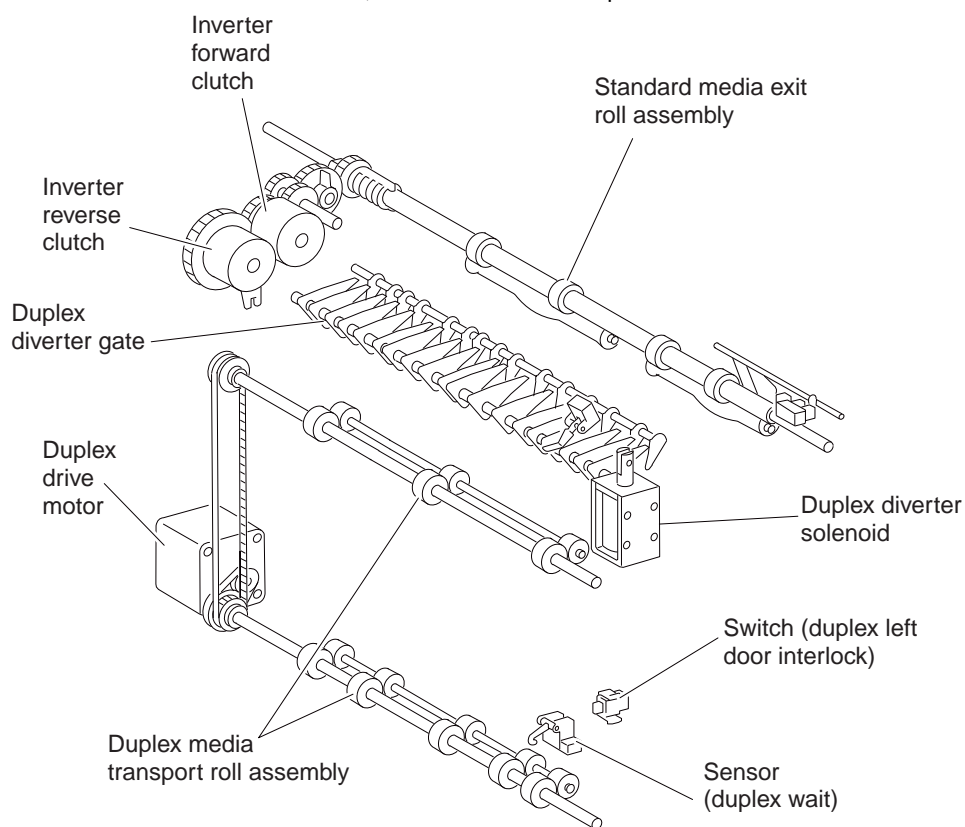
The sensor (standard bin full) detects whether the standard bin is full by moving the actuator up and down.

## Standard media exit shift motor

The standard media exit shift motor allows the standard media exit roll assembly to shift back and forth to perform off-set sorting.

## Duplex diverter gate

The duplex diverter gate switches the media transport path. When the duplex diverter gate is lifted, media is fed to the standard bin. When it is lowered, media is fed to the duplex.



## Drive

### K developer/transport drive motor assembly

The K developer/transport drive motor is a DC motor that drives the K developer unit assembly, registration roll, 2nd transfer roll, fuser and standard media exit rolls.

### MPF/transport drive motor

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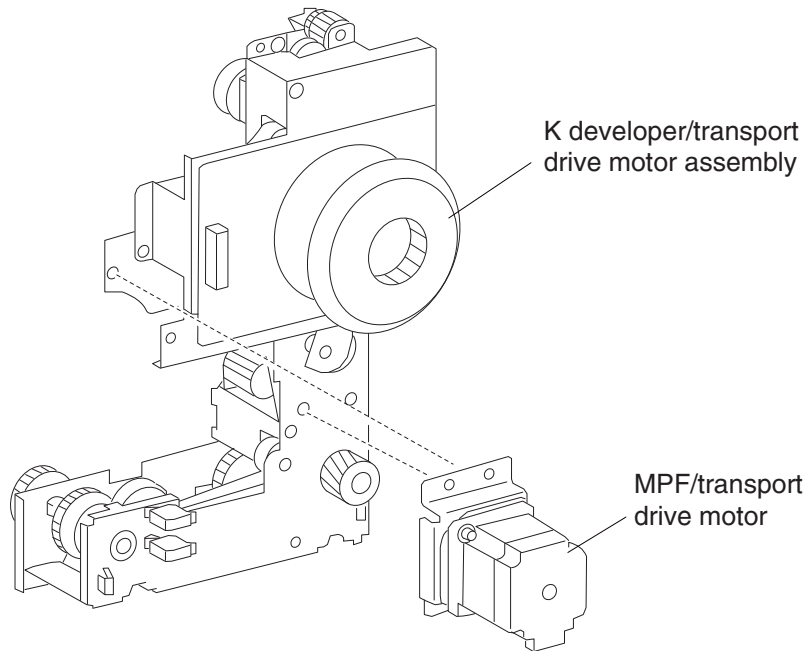


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The MPF/transport drive motor is a stepper motor that drives the MPF unit assembly and media transport roll.



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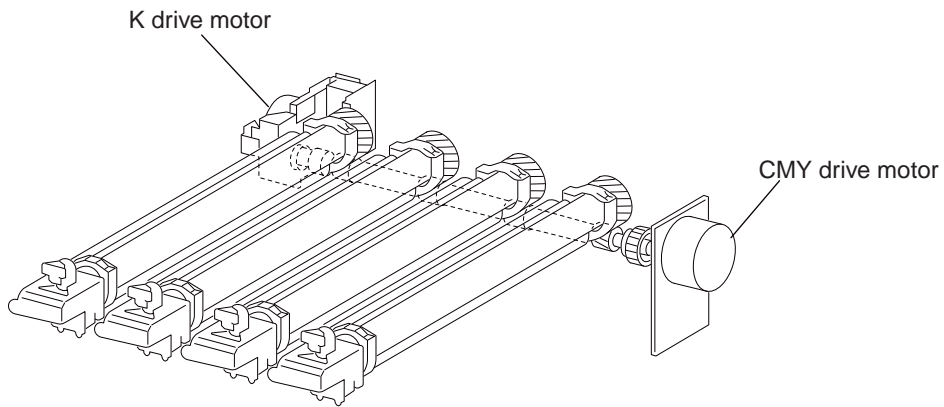
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### CMYK PC cartridge drive motor assembly

The CMYK PC cartridge drive motor assembly uses dual DC brushless motors that drive the four drums in the four PC cartridges.

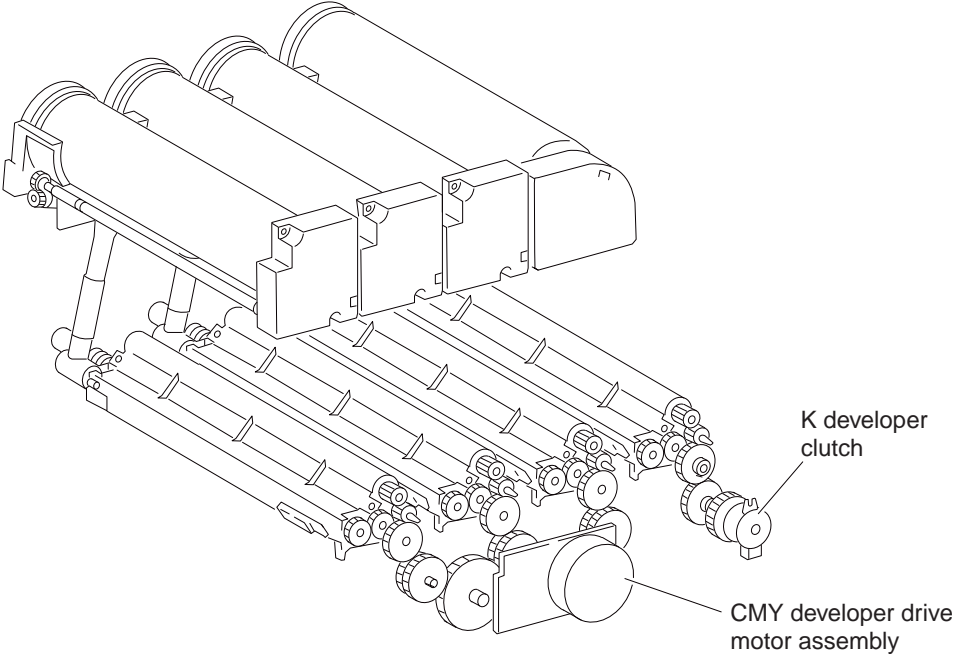


**CMY developer drive motor assembly**

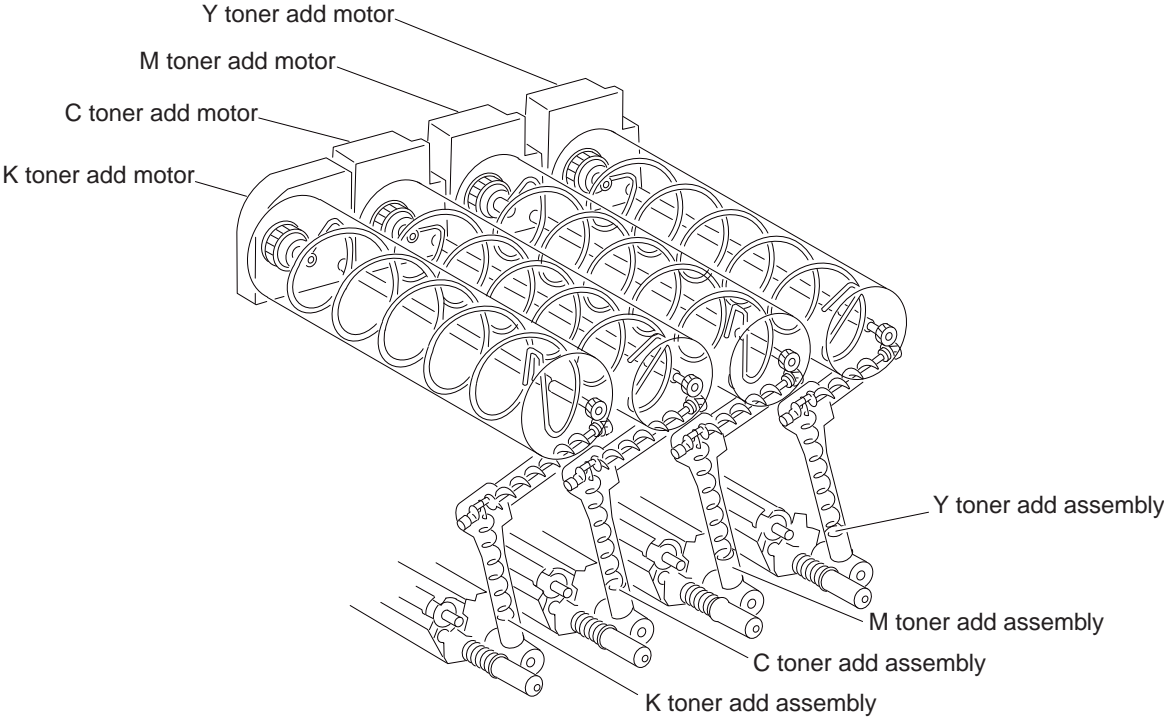
The CMY developer drive motor assembly uses a DC brushless motor to drive the three color developer unit assemblies.

**K developer clutch**

This clutch is used to engage the K developer unit assembly and is driven by the K-developer/transfer drive motor assembly.



**CMYK toner add motor assembly**



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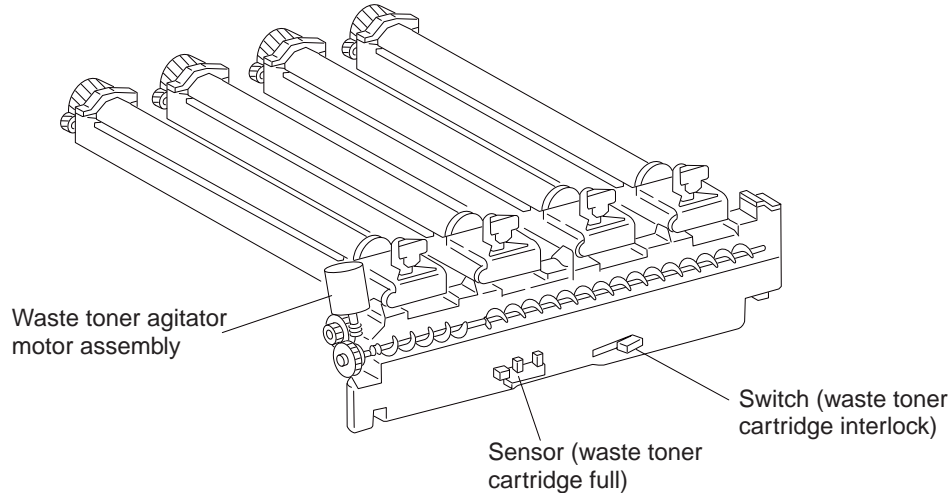
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The CMYK toner add motor assembly consists of 4 separate DC motors. Each color of toner has its own motor that is used to rotate the toner auger inside the toner cartridge and drive the auger inside the toner add assembly.

### Waste toner agitator motor assembly



The waste toner agitator motor assembly is used to rotate an auger inside the waste toner cartridge in order to distribute collected waste toner evenly to prevent spillage and overflow.

## Electrical components and controller

### Switch (main power)

Turning on/off the switch, power supplies/cuts off the main power of the printer.

### Finisher AC output

Supplies power to the finisher from the AC drive card assembly.

### Switch (printer front door interlock) and switch (printer left door interlock)

The switch is a safety switch to cut off a 24 VDC power supply from the LVPS card assembly to the high volt power supply (HVPS) card assembly, printer engine card assembly and to the dual motor assembly, while the printer front door assembly and the printer left door assembly are open.

### Switch (printer left lower door interlock)

The switch (left lower door interlock) detects open or close of the printer left lower door assembly.

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## Fuser cooling fan

The fuser cooling fan discharges air from the printer to prevent excessive temperature increase.

## AC drive card assembly

The AC drive card assembly accepts the main source voltage and distributes it to secondary power supplies and circuit boards. It also contains the fuser relay to feed/cut off AC power to the heater lamps of the fuser unit assembly.

## 5V LVPS card assembly

The LVPS card assembly generates low voltages 5V for logic circuits, 5 V for laser diodes from AC power.

## 24V LVPS card assembly

The LVPS card assembly generates 24 V for motors/clutches from AC power.

## CMYK transfer roll HVPS card assembly

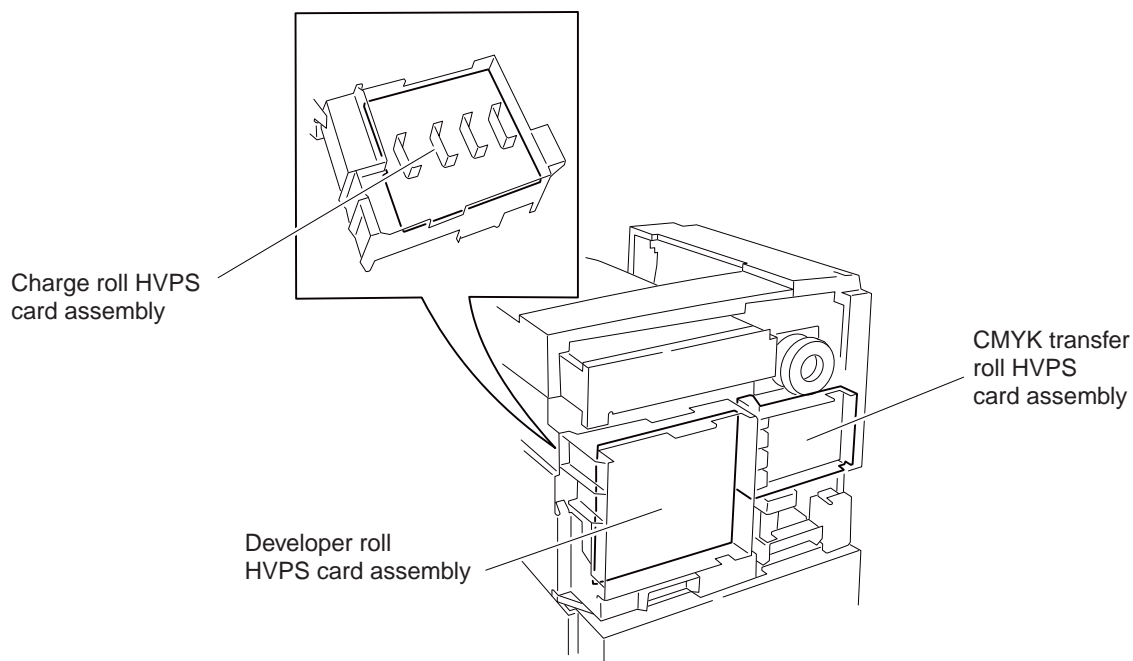
The CMYK transfer roll HVPS card assembly generates AC power and feeds it to the CMYK transfer rolls inside the transfer belt unit assembly.

## Developer roll HVPS card assembly

The HVPS card assembly generates AC power and feeds it to the four developer rolls, the transfer belt unit assembly and the 2nd transfer roll assembly

## Charge roll HVPS card assembly

The HVPS card assembly generates AC power and feeds it to the four charge rolls.



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### Upper printer engine card assembly

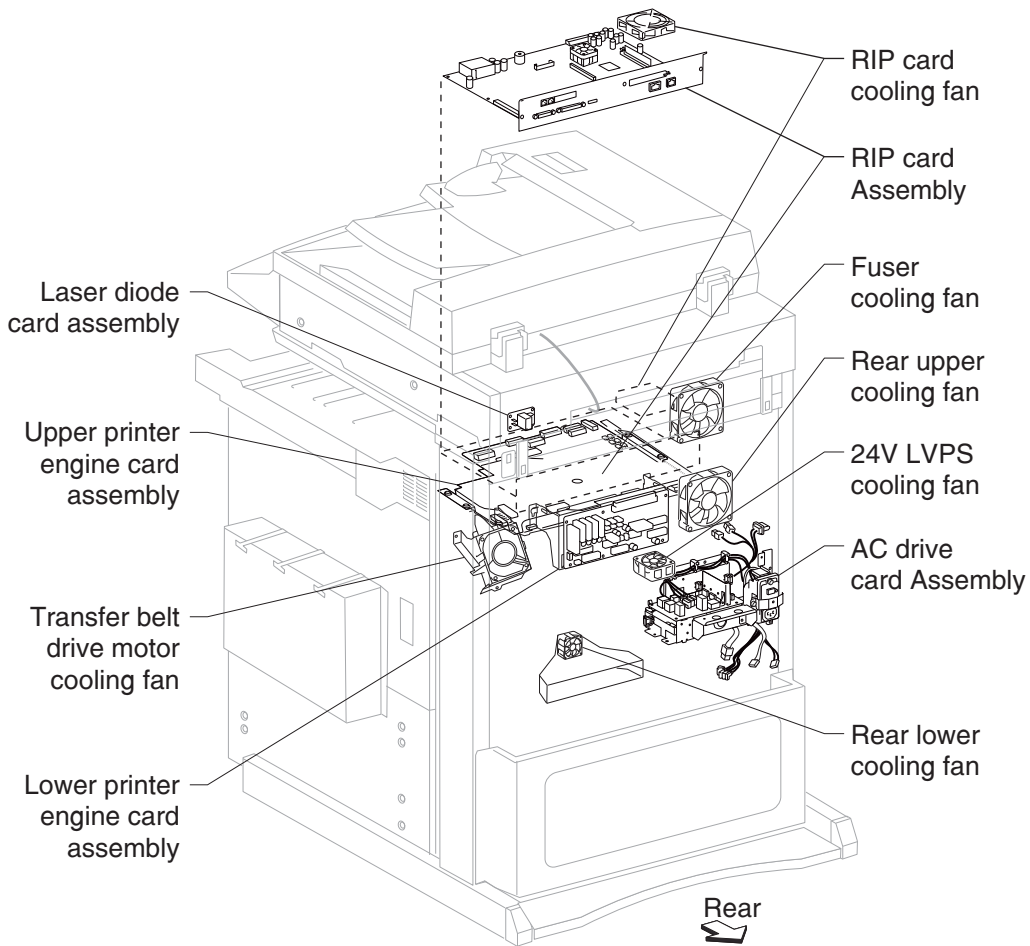
The upper printer engine card assembly controls printing operation based on the communication with the RIP card assembly and optional peripherals. It also controls toner dispense, erase lamps and fuser control.

### Lower printer engine card assembly

The lower printer engine card assembly controls printing operation based on the communication with the RIP card assembly and on sensor/switch information. It also controls many of the drive motors, clutches and solenoids.

### RIP card assembly

The RIP card assembly connected to the printer engine card assembly controls the entire system as well as the printhead operations.



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## Control

### Media size control

Media tray assembly feeding

The following table gives the states (on/off) of the switches on the switch (media size), corresponding to the media sizes of the media tray assembly.

**Note:** The switches on the switch (media size) are denoted by "S/W2", "S/W4", "S/W3", "S/W5", and "S/W1" respectively from the left side.

Media size	Analog switch				Digital switch
	S/W1	S/W2	S/W3	S/W4	S/W5
No media tray assembly	Off	Off	Off	Off	Off
5.5" X 8.5"SEF/A5 SEF	Off	Off	On	Off	Off
B5 SEF	Off	Off	On	On	On
8.5" X 13"SEF	Off	On	Off	On	Off
8.5" X 14"SEF	Off	On	Off	On	On
A4 SEF	Off	On	On	Off	Off
8.5" X 11"SEF	Off	On	On	Off	On
A4 LEF	On	Off	On	Off	Off
A3 SEF	On	Off	On	On	Off
B5 LEF/executive LEF	On	On	Off	Off	On
8K SEF(TFX/GCO)	On	On	Off	On	Off
B4 SEF	On	On	Off	On	On
8.5" X 11"LEF	On	On	On	Off	Off
16K LEF(TFX/GCO)	On	On	On	Off	On
11" X 17"LEF	On	On	On	On	On

### Printhead control

#### Rotation of printhead motor

The on/off control of the printhead motor is performed according to the mode of operation as shown below.

Operation mode	PRINthead motor on/off
Standby mode	Always off
Print mode	Turns on upon receiving the signal from the controller, and turns off after a preset time has passed from the end of printing. Also turns off if a print command is not received within 30 seconds from the reception of the signal.
Sleep mode	Always off

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## Determination of printhead ready

The printhead goes into ready state after the specified period passes since the reception of the printhead MPA start signal and the SOS cycle exceeds the reference value.

### Printhead reference value

Printhead reference value	Description
Ready reference value	SOS signal interval (equivalent to 98% or more of the rated RPM of the printhead motor)
Fail reference value	SOS signal interval (less than 98% of the rated rpm of the printhead motor)

## Fuser control

### Fuser control method

The on/off control of the main/sub heater lamps is performed based on the fuser control temperature. The fuser transmits between the five states (warm up, ready, standby, print, and low power) depending on the heat roll surface temperature or printer conditions.

The fuser temperature control starts when the fuser ready in the AC drive card assembly is turned on after a preset time period has passed from power on. If a failure occurs, the heater lamps are turned off, the fuser ready is turned off, and then the fuser temperature control is stopped.

### Main/sub heater lamps on/off control

The front and rear thermistors detect the heat roll surface temperature (fuser temperature) to regulate the temperature at the target control temperature by turning on or off the main/sub heater lamps.

### Fuser warm-up

The fuser warm-up starts at the time of power on, interlock open or close, jam reset, or return from the low power mode, and ends when the ready temperature is attained, when a failure occurs, or when executing diagnosis.

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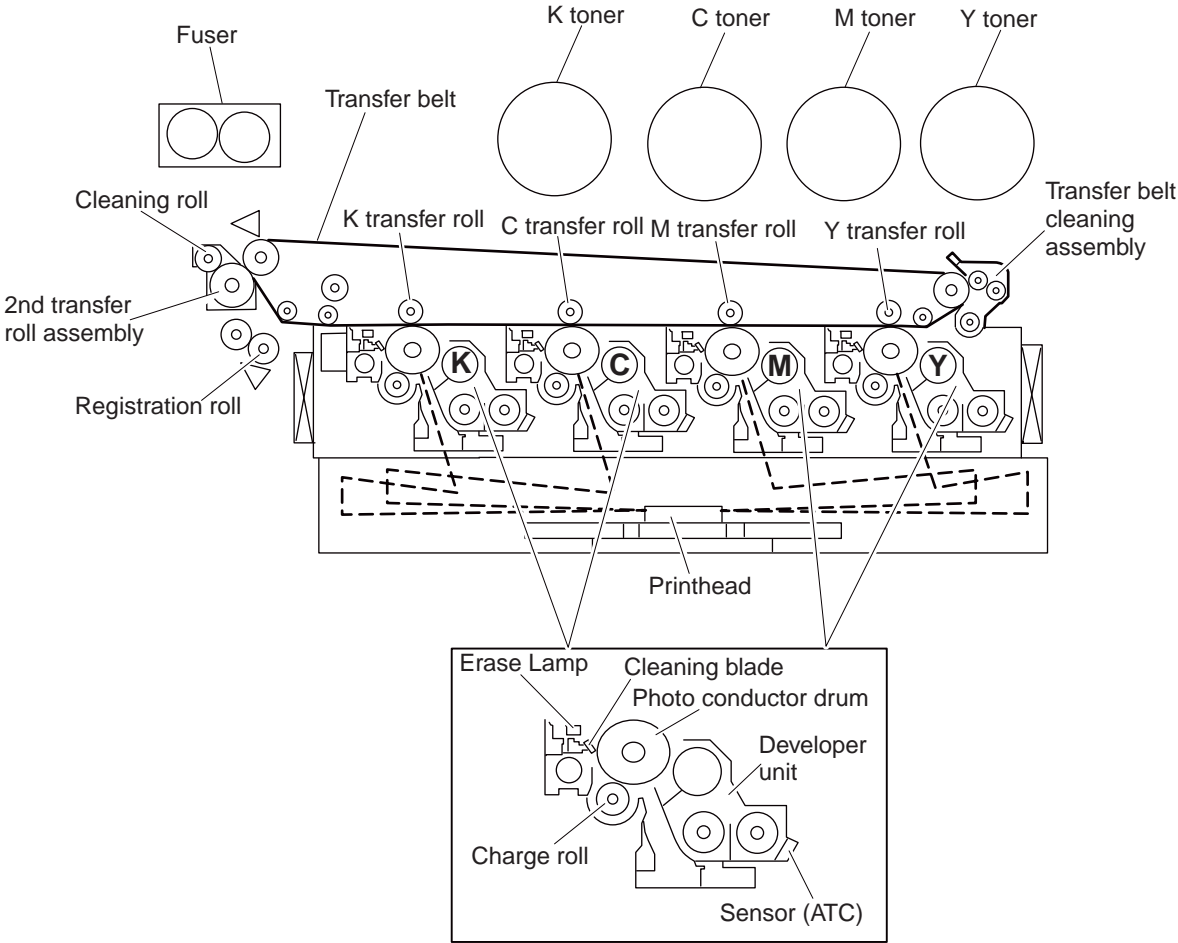


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### Xerographic process during a print cycle



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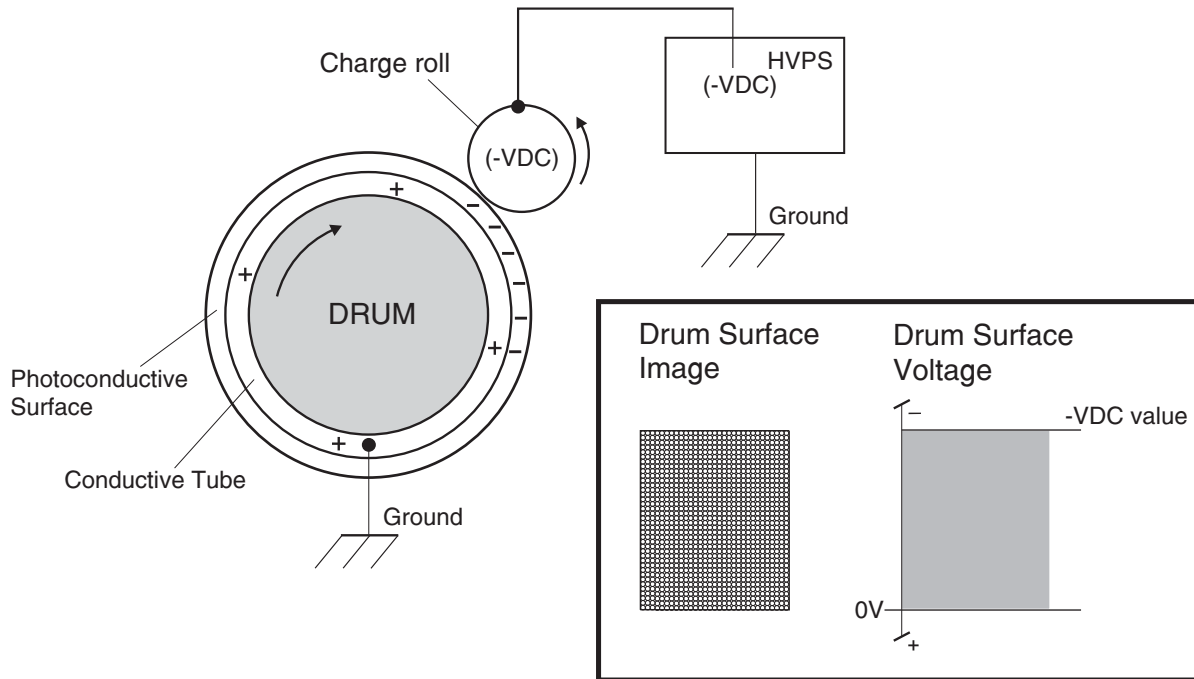
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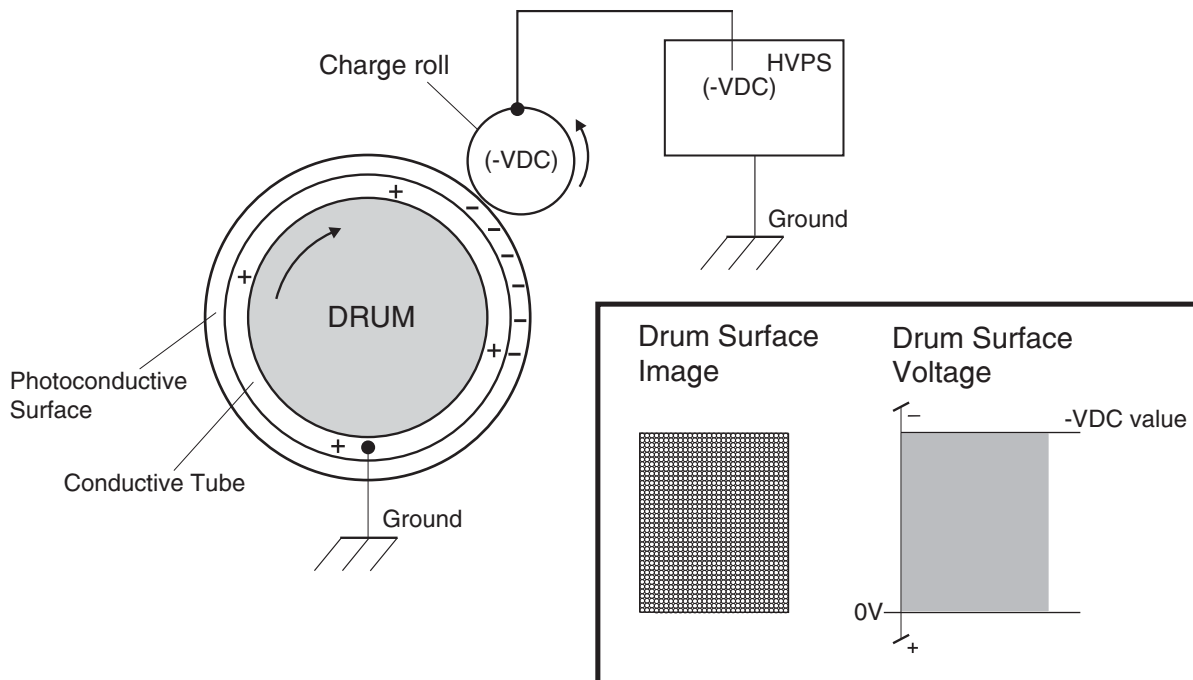
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### Charge

The Charge Roll places a uniform negative electrostatic charge on the surface of the drum. The drum surface is made of a photoconductive material that holds an electrical charge as long as the drum remains in darkness. Light striking the drum discharges the surface charge.



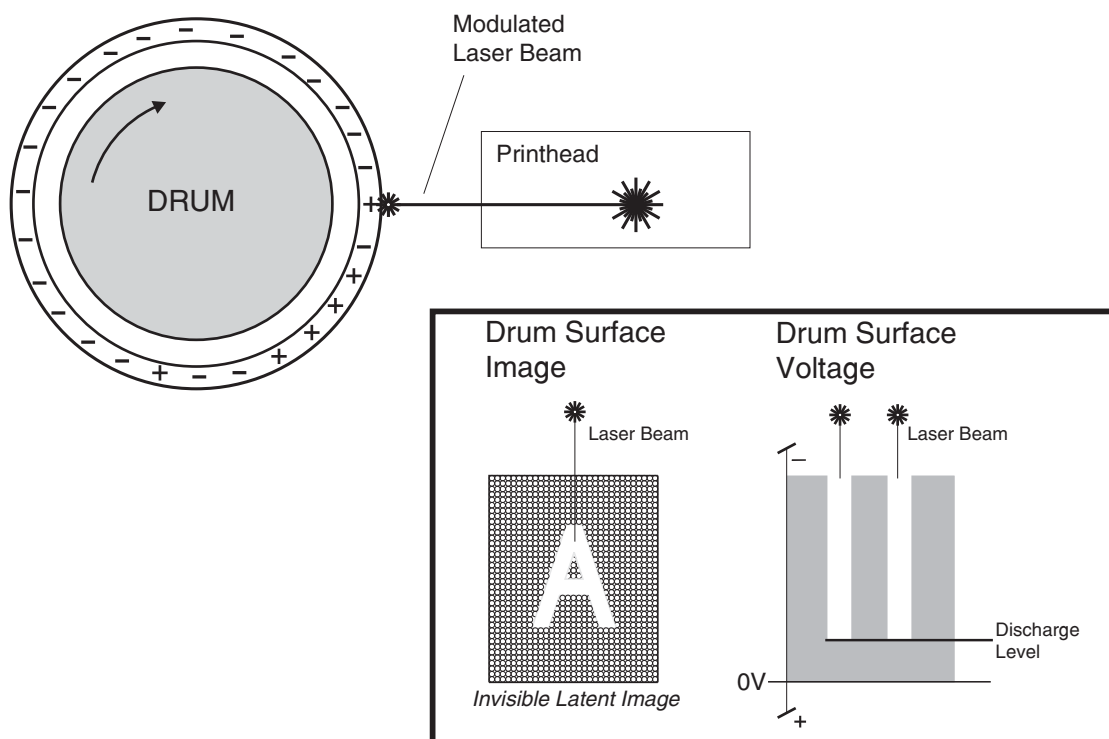
The charge roll is a conductive roll that is positioned slightly above the surface of the drum. The HVPS supplies the charge roll with two voltages; a negative DC charge voltage and an AC discharge voltage that is used for electrically cleaning the drum.



## Exposure

The Printhead generates a beam of laser light. Image data received from the RIP card assembly modulates this beam, turning it on and off according to image information that is received from the host computer and software.

Through the use of a series of rotating and stationary mirrors within the Printhead, the beam scans the negative charged drum surface. Whenever the print controller sends a command to print a black pixel, the laser switches on long enough to shine onto the drum at a single pixel point. That point is now discharged and slightly less negative than the surrounding negative charge. The less negative areas are considered positive. This discharge/no discharge process creates an invisible, electrostatic image on the surface of the drum. This image is called a **latent** image.



## Development

The toner contained within the PC Cartridge has a magnetic property that causes it to adhere to the Magnetic Roll. The Metering Blade spreads the toner into a very thin layer on the Magnetic Roll. Friction between the Magnetic Roll and the CM Blade generates a small electrical charge that is transferred to the toner.

The surface of the Magnetic Roll is made up of a thin sheet of conductive material. The HVPS supplies the Magnetic Roll with two voltages: a DC voltage and an AC voltage. The DC voltage is used to transfer toner from the Magnetic Roll to the surface of the drum. The AC voltage agitates the toner on the Magnetic Roll, making toner transfer easier.

The Magnetic Roll maintains a negative DC electrical potential. Negative charged areas of the drum have a lower electrical potential, or higher relative negative value than the Magnetic Roll. Discharged areas of the drum have a higher electrical potential, or lower relative negative value, than the Magnetic Roll. A discharged point on the surface of the drum now appears less negative in relation to the negative charge on the Magnetic Roll.

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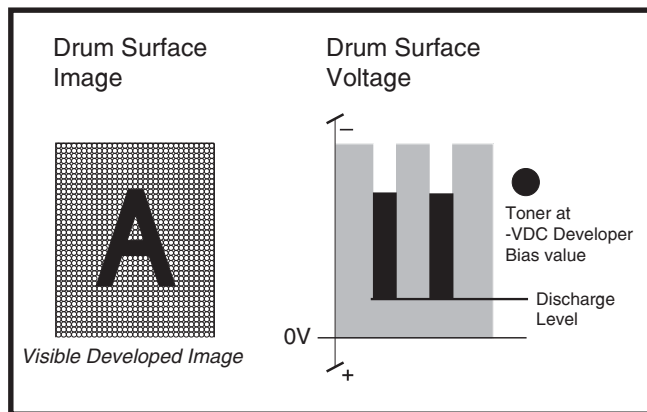
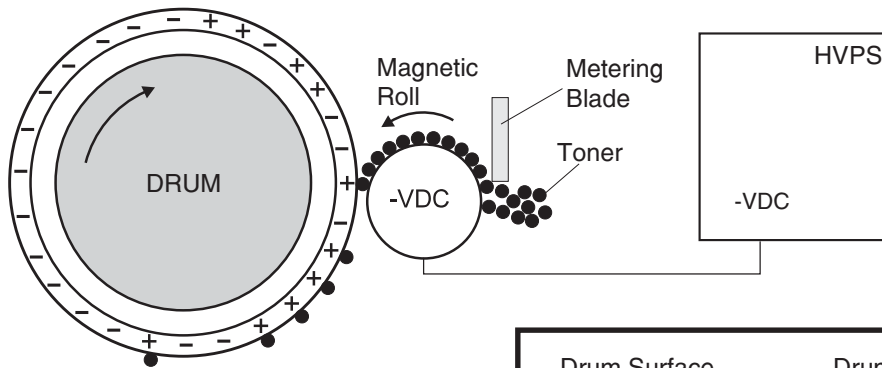
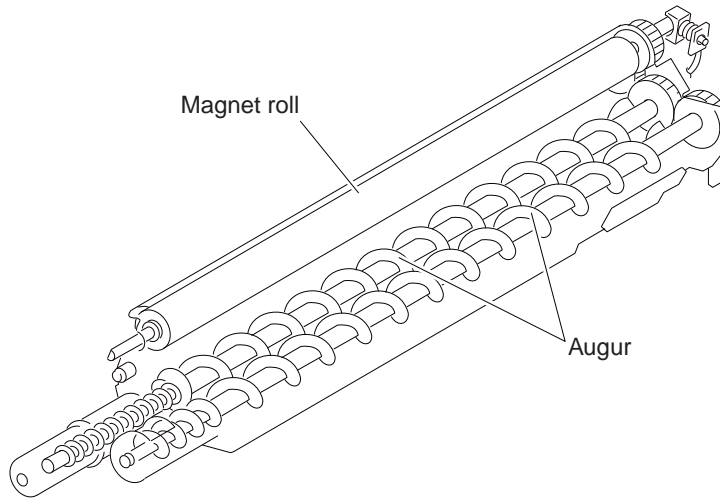


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The toner adhering to the Magnet Roll is always in contact with the drum surface. When a less negative point on the drum (a discharged area) comes in contact with the more negative charged toner on the Magnet Roll, toner transfers from the Magnet Roll to that point on the drum. There is now a visible toner image on the drum surface. The image is called a *developed image*.



### Transfer

As the paper travels between the 2nd transfer Roll and the transfer belt surface, the Transfer Roll applies a positive charge to the back of the printing paper. This positive charge transfers the negative charged toner image from the transfer belt to the top surface of the paper. The toner image is now on the paper and the paper

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is now stuck to the transfer belt due to the relative electrical differences between the negative electrical charge of the inner conductive layer of the drum and the positive electrical charge of the paper.

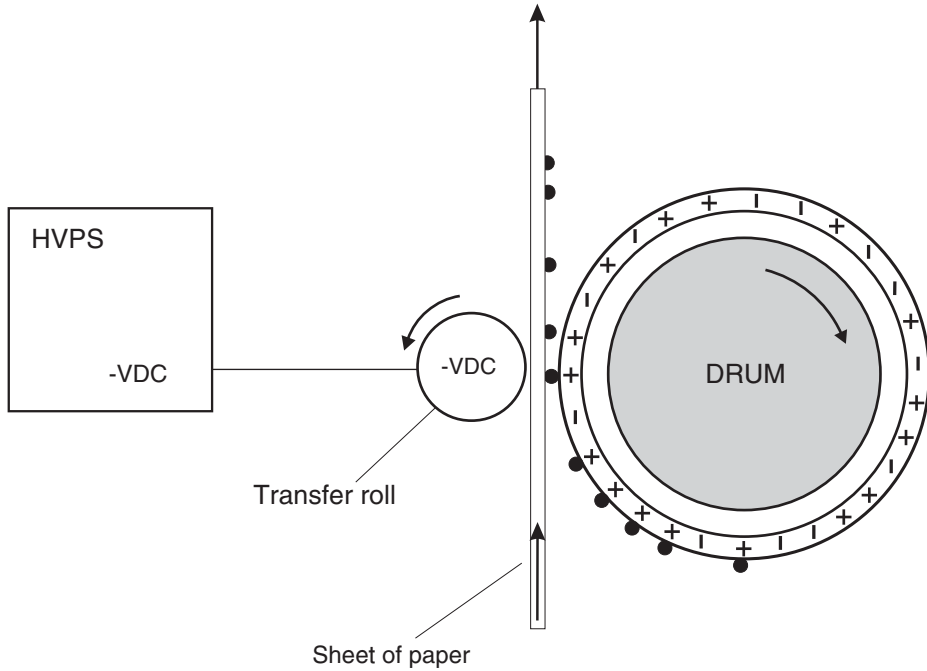
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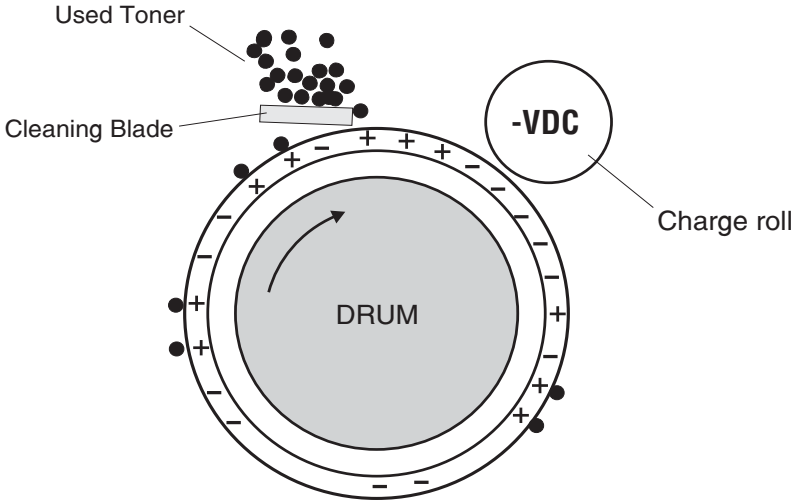


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**Cleaning**

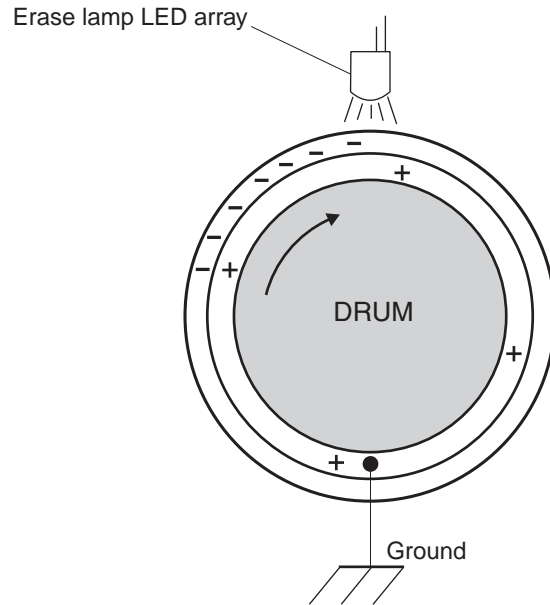
The Cleaning Blade removes any toner that remains on the drum after the transfer process. The toner that the Cleaning Blade removes is collected inside the sealed PC Cartridge and reused.



**Discharge**

At both the start and the end of each individual printer cycle, the erase lamps electrically clean the drum. The light emitted removes any residual DC charge that was left from the previous print cycle.

At the beginning of each individual printer cycle, the Printhead scans the surface of the drum, further discharging any residual DC charge that may be left on the drum.



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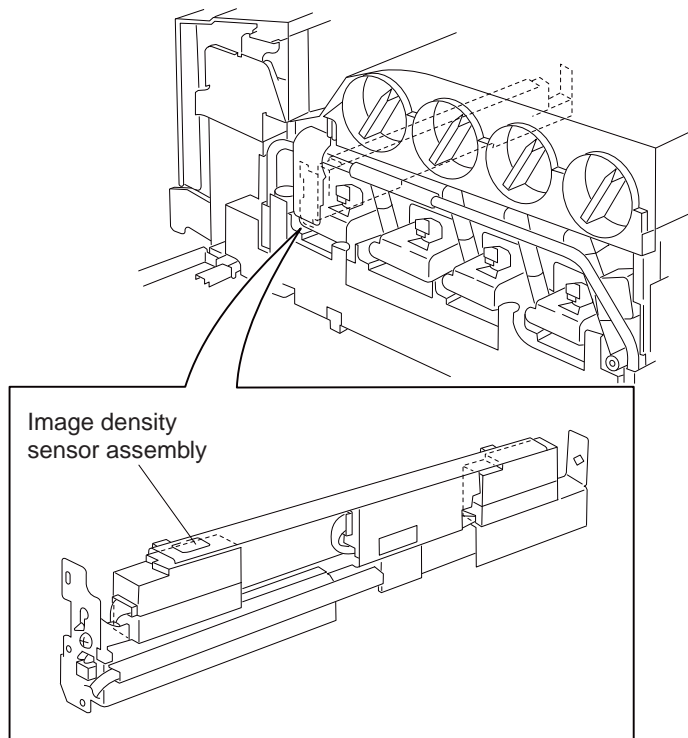


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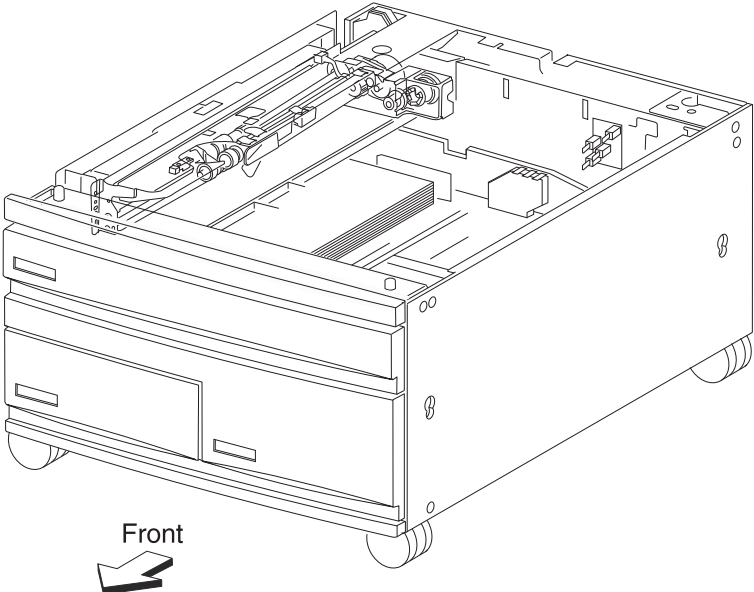
### Auto density sensing



The image density sensor assembly uses a reflection type sensor that detects a pre-placed toner patch and image on the transfer belt and outputs pulses when the central line of the patch image aligns with the central line of the detector. The sensor outputs pulses at the timing the patch image passes the sensor. Therefore, observing changes of intervals at which pulses are output leads to color mis-registration detection. If no color mis-registration occurs, pulses are output at regular intervals.



TTM theory



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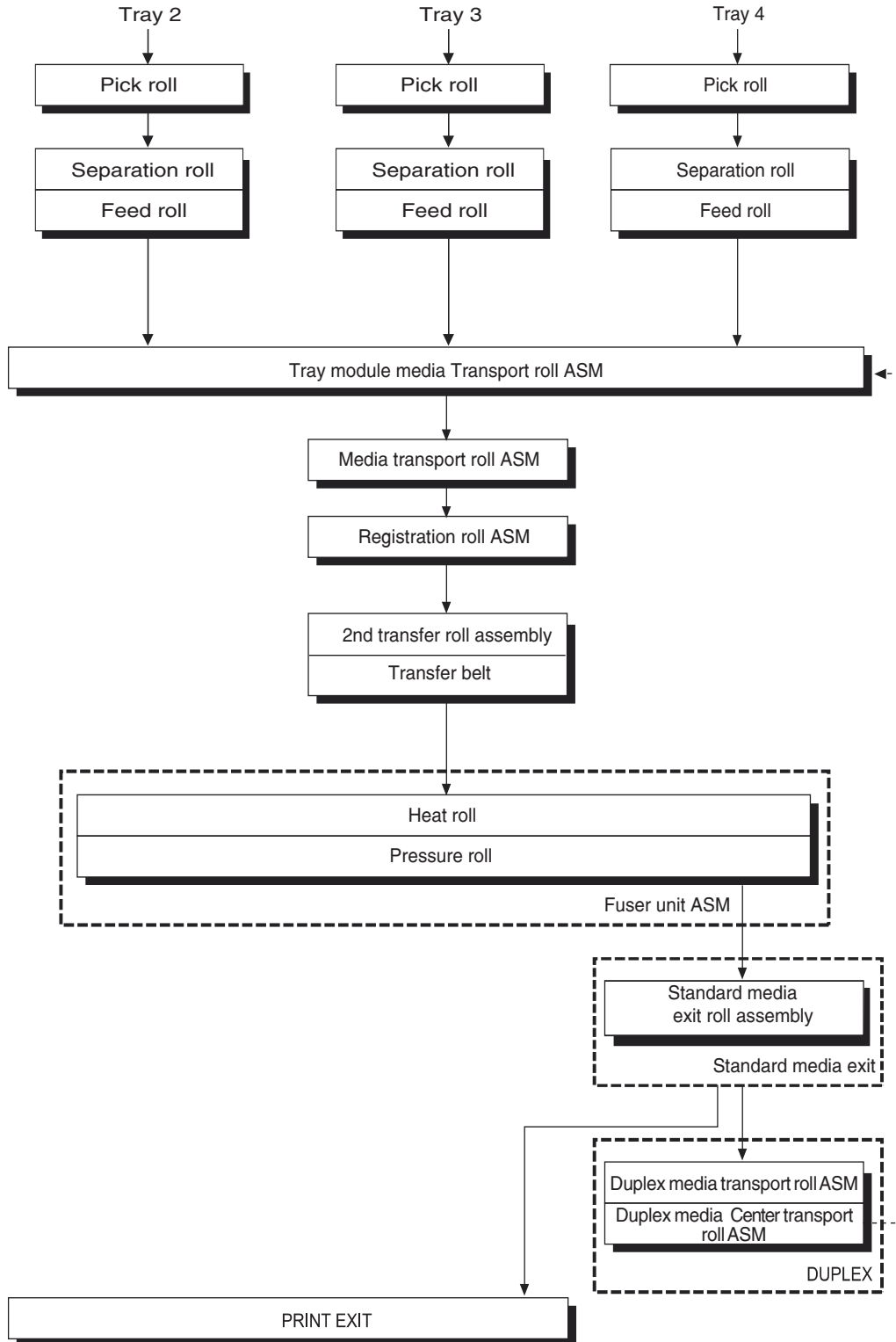


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## Media transport

### Media transport path

Media is supplied from tray 2, tray 3, or tray 4, and is transported to the printer along the media transport path shown below.



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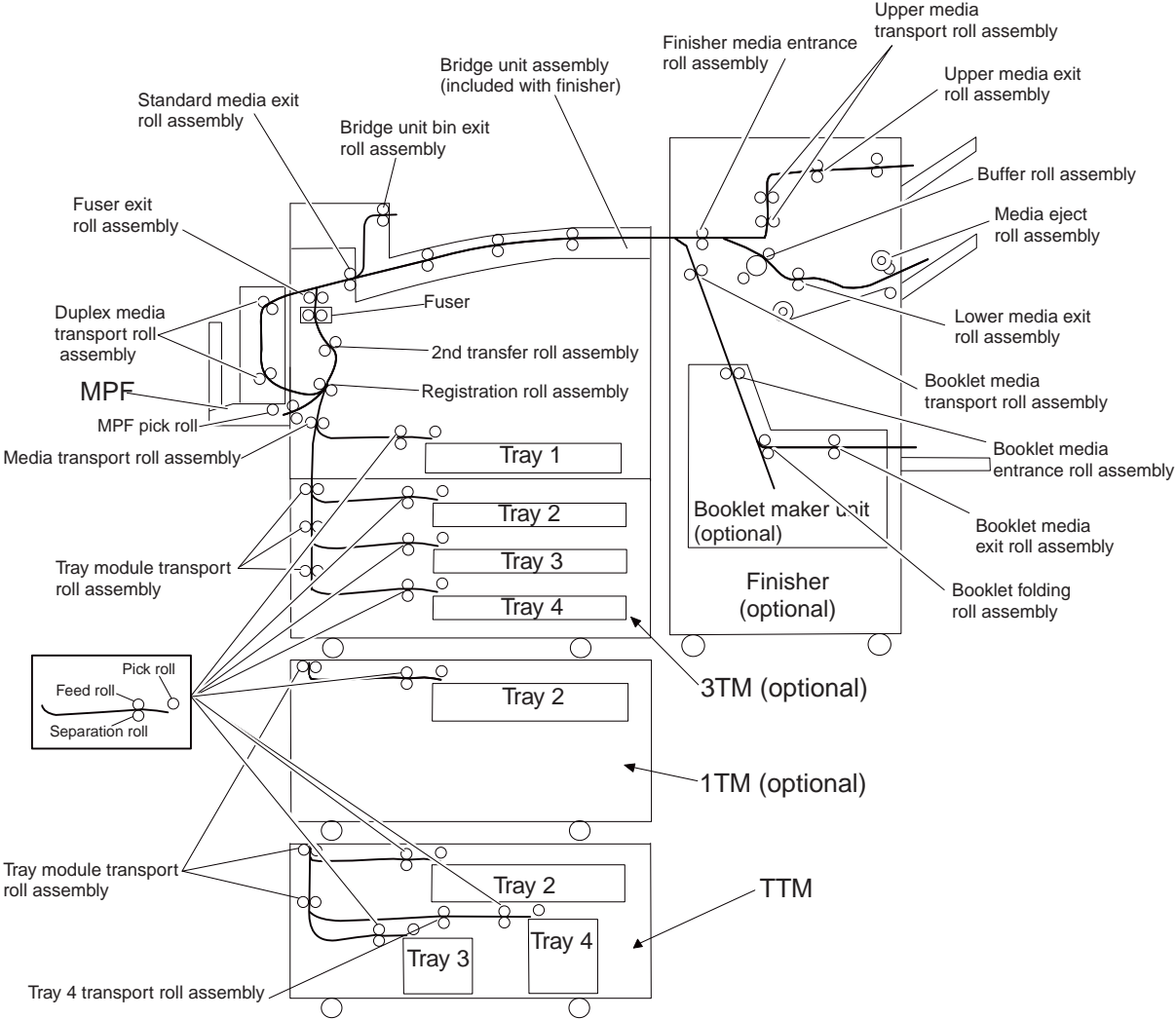
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### Media transport path

The following is a cross section of the printer and the tandem tray module, showing the main components directly associated with the media path and transport.



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### Functions of main components

When the TTM is installed under the printer, additional trays are available.

### Media tray assembly

It is necessary to adjust the rear side guides in the media tray assembly to match the media size.

### Rear media guide

The rear media guide can be adjusted to different media sizes by moving it to the front or rear. The guide comes into contact with the rear edge of the media and holds it in position.

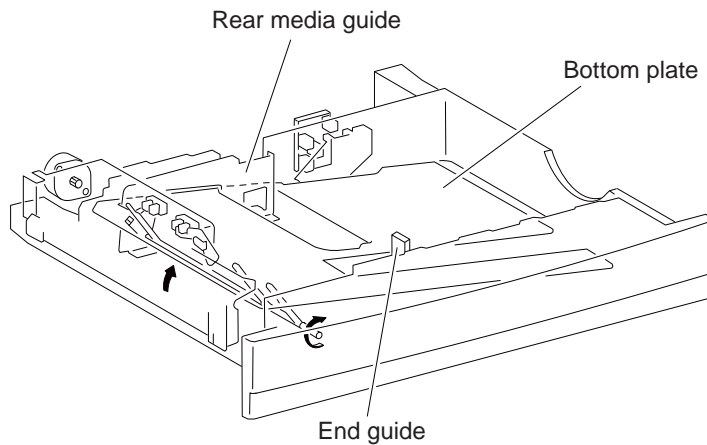
### Bottom plate

The force pushing up the bottom plate is transmitted by the driving force of the motor on the media feed unit assembly. The bottom plate is pushed up by the rotation of the lift up shaft, which causes the supplied media to come in contact with the pick roll.

The force pushing up the bottom plate of tray 3 is transmitted by the driving force of the media feed lift motor on the media feed unit assembly to the media lift shaft assembly through the tray lift gear assembly 3. The bottom plate is lifted up via the rear tray cables, front right cable and front left cable by the rotation of the tray lift shaft assembly, which causes the supplied media to come into contact with the pick roll.

The force pushing up the bottom plate of tray 4 is transmitted to the tray lift shaft assembly through the tray lift gear assembly 4. The bottom plate is lifted up via the front tray cables and rear tray cables by the rotation of the tray lift shaft assembly, which causes the supplied media to contact the pick roll.

### Tray 2 media tray assembly



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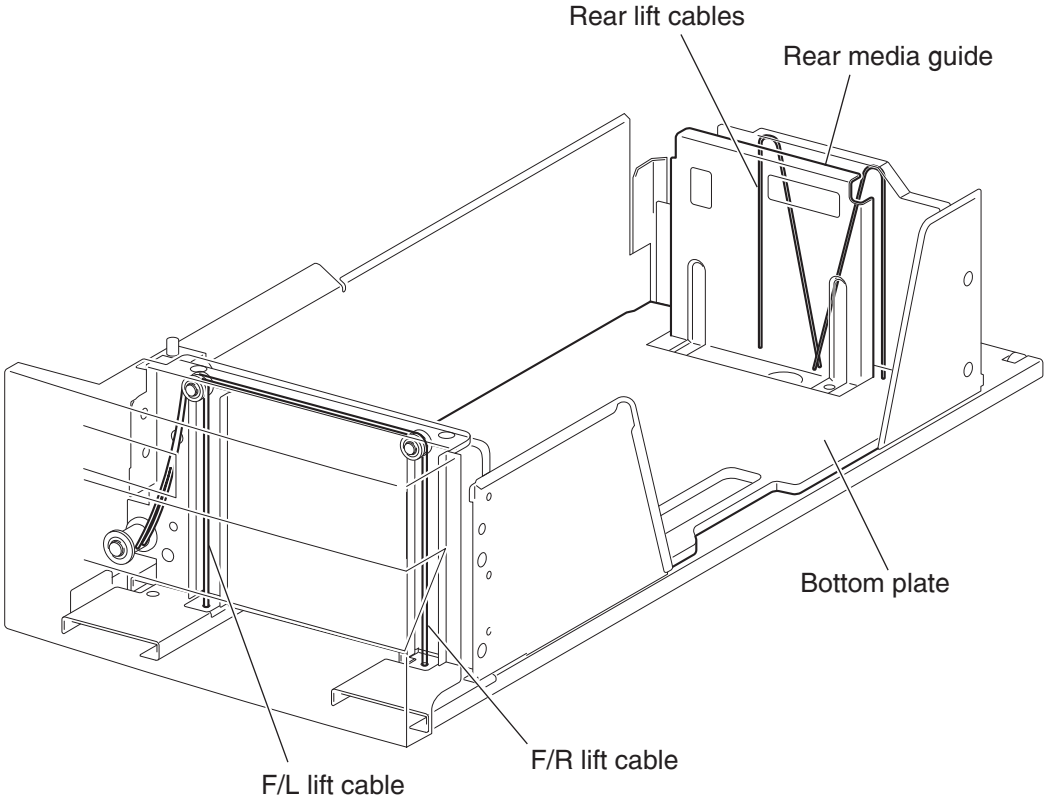


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Tray 3 or 4 media tray assembly



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## TTM media feed units

### Media feed unit assembly

Since the tray 3 and tray 4 are functionally equivalent in terms of the switch (TTM media size), sensor (media out), sensor (media level) and sensor (pre-feed), only the components of one tray are described here.

The media feed unit assembly is a mechanical unit supplying media from the media tray assembly to the printer. The driving force from the media feed lift motor on the media feed unit assembly is transmitted to the three roll assemblies to feed media.

When the pick roll picks up sheets of media and the remaining media decreases, the media level actuator of the sensor (media level) lowers accordingly.

### Media feed lift motor

The media feed lift motor is activated to feed media and to lift the bottom plate. While feeding media, it rotates forward to drive the pick roll. When lifting the bottom plate, it rotates in reverse to drive the tray module gears to turn the lift up shaft.

### Switch (media size)

This switch (media size) sets the size of media supplied from each media tray assembly. A signal indicating the media size is transmitted as a voltage to the printer engine card assembly.

### Switch (TTM media size)

The switch (TTM media size) switches the setting of the size of media supplied from each media tray assembly. A signal indicating the set size is transmitted as a voltage to the printer engine card assembly.

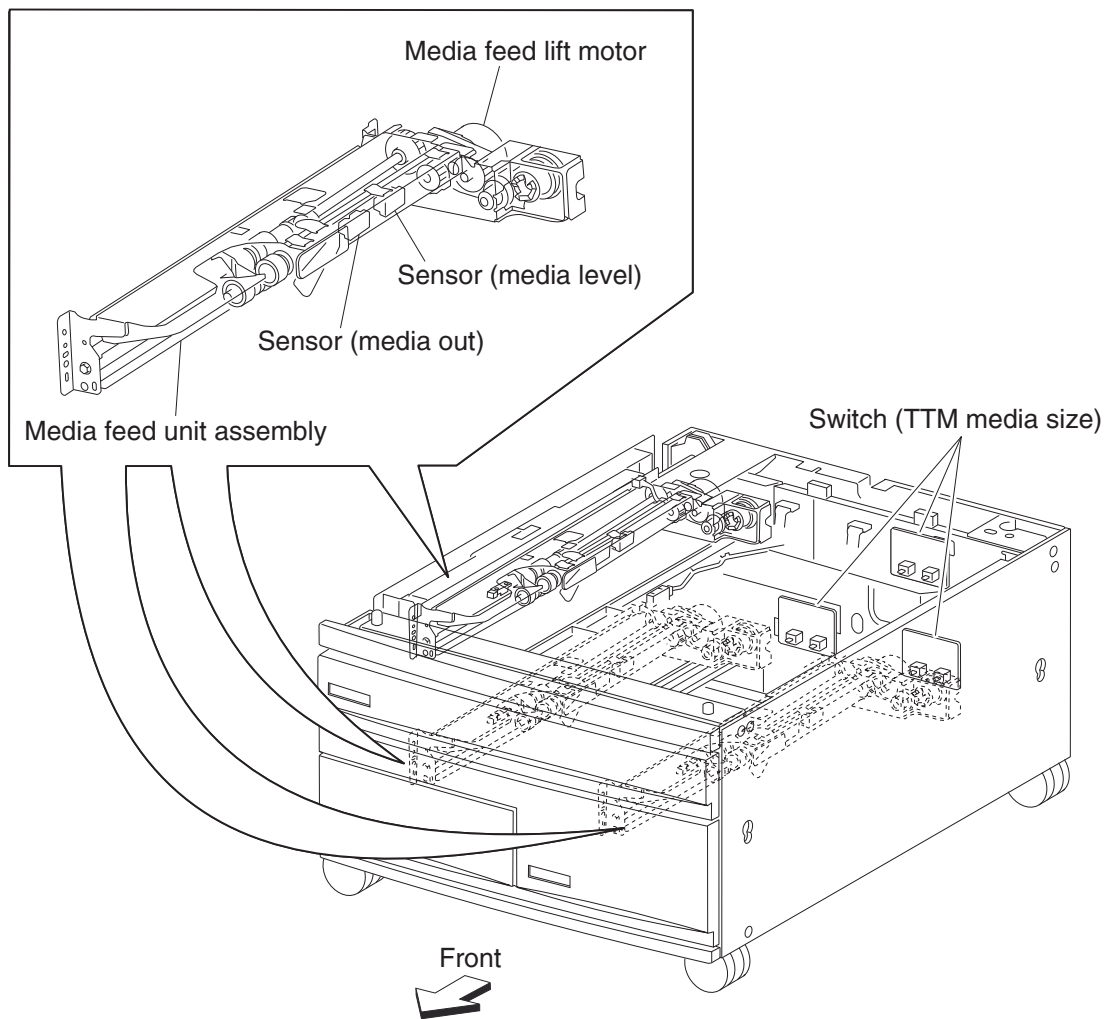
### Sensor (media out)

If there is no media in the media tray assembly, the media out actuator lowers and the flag of the media out actuator that has stayed in the sensor (media out) sensing area leaves there. Thus, the light of the sensor is transmitted. When the sensing area is blocked (media is present), the signal turns off.

### Sensor (media level)

This sensor detects by the actuator position whether media in the media tray assembly is lifted. When the flag of the actuator leaves the sensor (media level) sensing area, the sensor detects that the media has been lifted.

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## Main components

### Switch (tray module left door interlock)

The switch (tray module left door interlock) detects open/close of the tray module left door assembly.

### Sensor (tray 2 feed-out)

The sensor (tray 2 feed-out) detects media fed from trays 2, 3, or 4.

### Sensor (tray 3 feed-out)

The sensor (tray 3 feed-out) detects media fed from the tray 3 or tray 4.

### Sensor (tray 4 feed-out)

The sensor (tray 4 feed-out) detects media fed from the tray 4.

### Tray module media transport roll assembly

The tray module transport roll assembly feeds media from the tray 3 or tray 4 to the printer.

### Tray module drive motor

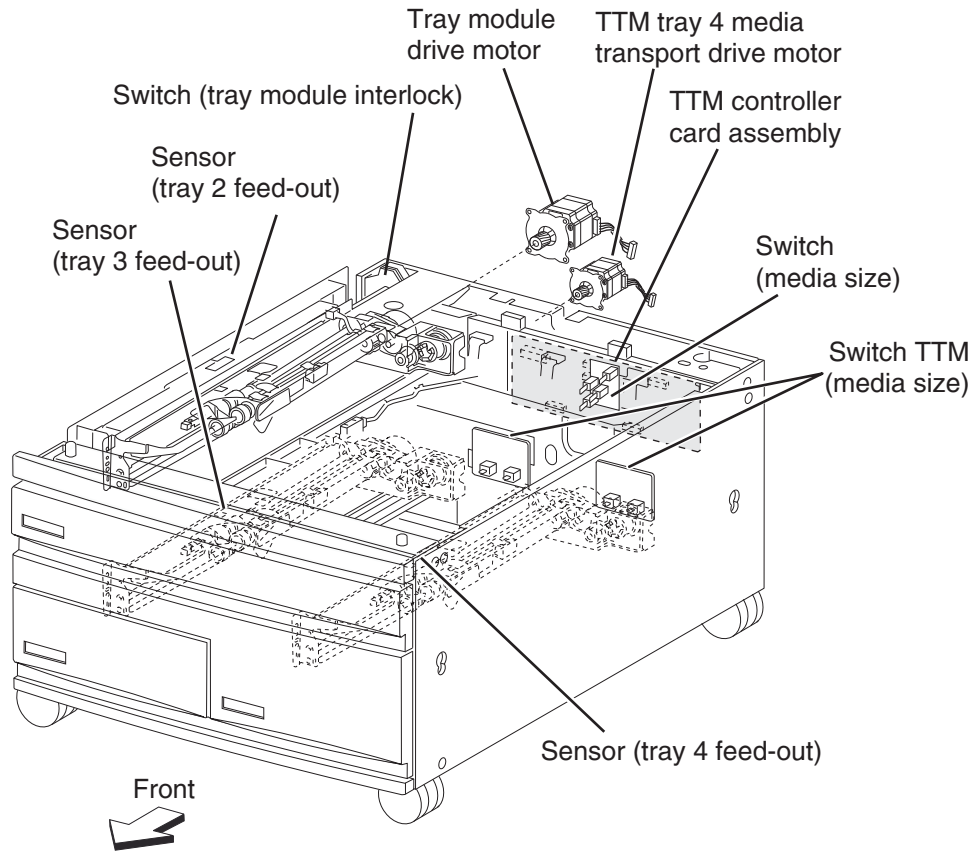
This motor is used to drive the media transport mechanism in the tray module.

### TTM tray 4 media transport motor

This motor is used in the TTM to transport media from the tray 4 towards the tray module left door assembly.

### TTM controller card assembly

The TTM controller card assembly, which contains a CPU, controls media feed in the tandem tray module upon receiving a command from the upper printer engine card assembly and sensor/switch information.



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**Switch (TTM media size)**

The following table gives on/off states of the switches on the switch (TTM media size), corresponding to the media sizes of the media tray assembly.

**Note:** The switches (TTM media size) are denoted by “S/W1” and “S/W3” respectively from the left side.

Media Size	Analog switch	
	S/W1	S/W3
No Tray	Off	Off
B5L/7.25" x 10.5"L	Off	On
8.5" x 11"L	On	Off
A4L	On	On

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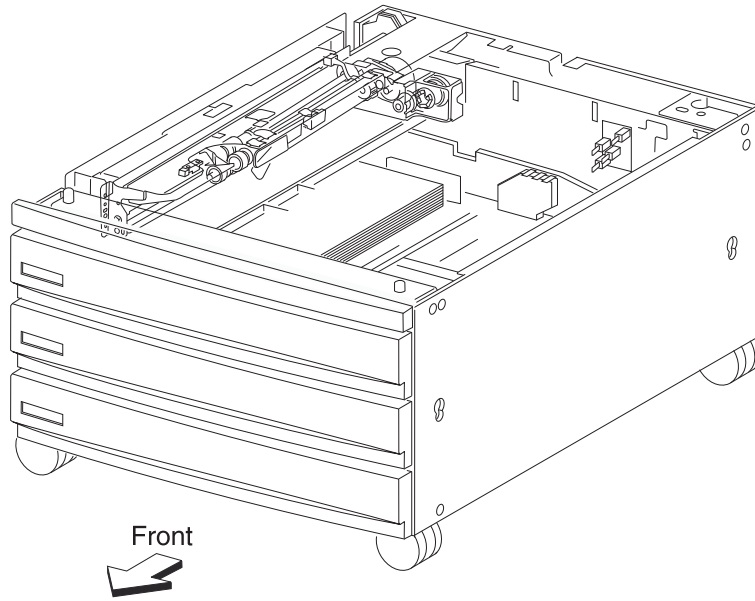


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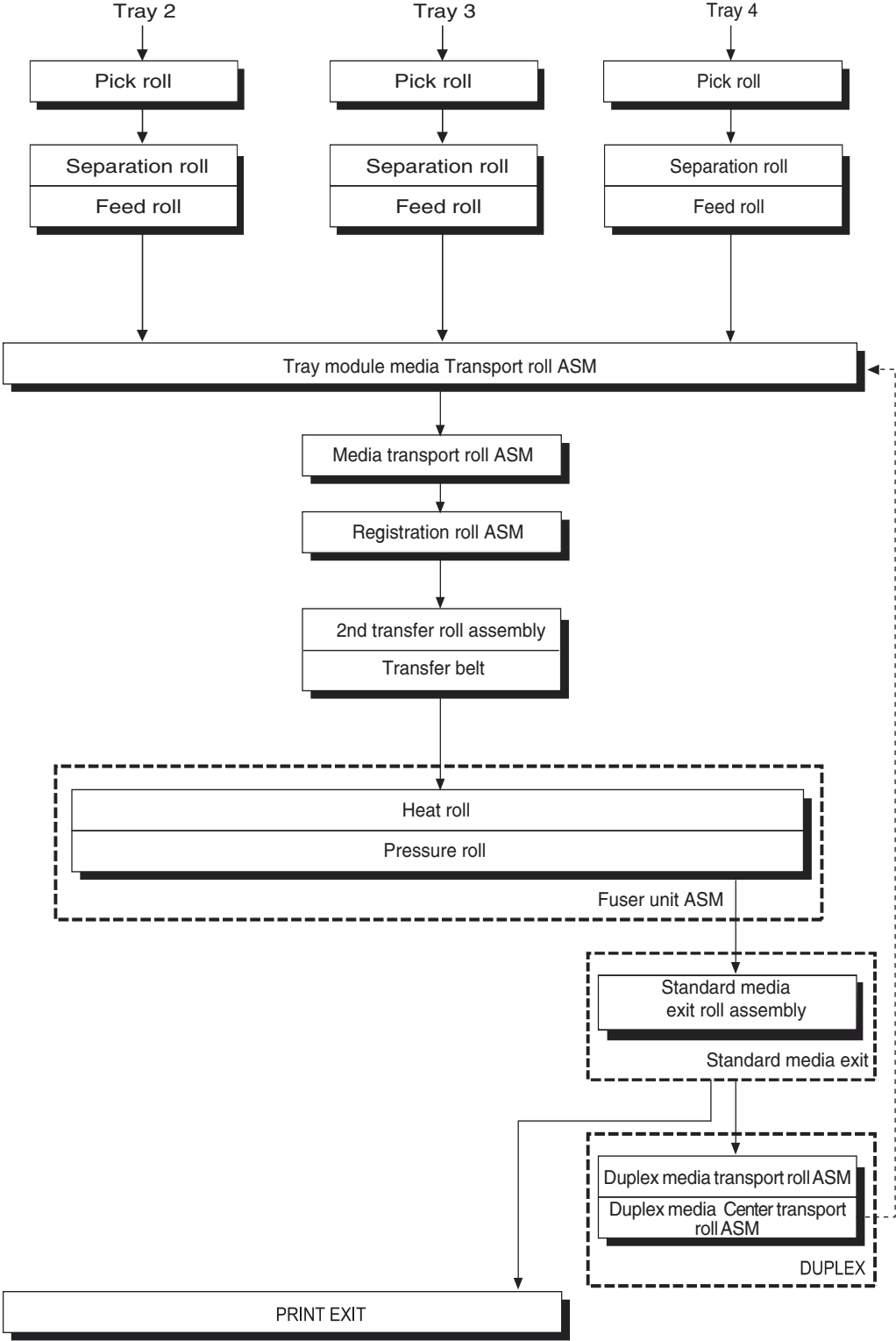


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# Media transport

## Media transport path

Media is supplied from tray 3 or tray 4, and is transported to the printer along the media transport path shown below.



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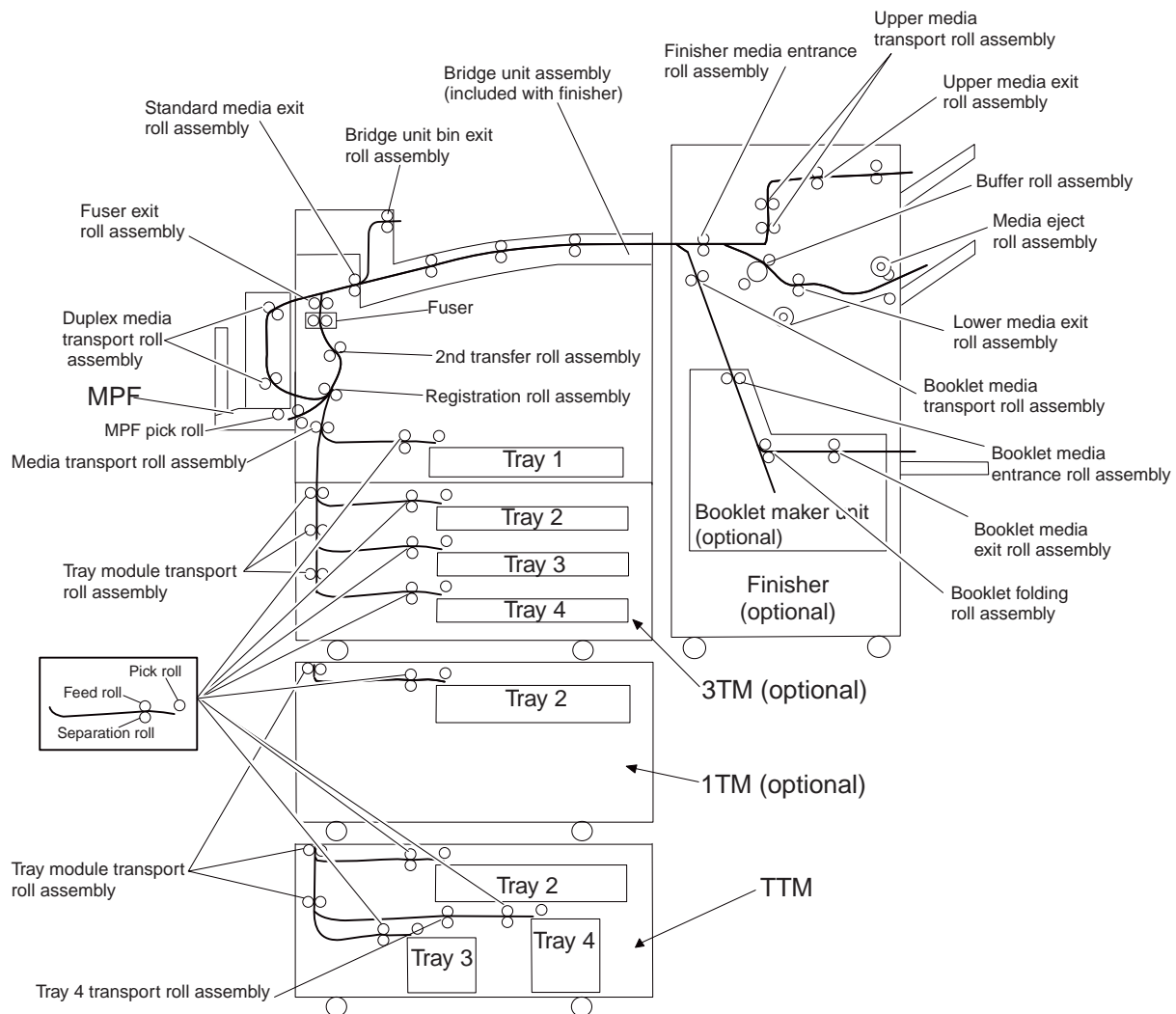
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## Media transport path

The following is a cross section of the printer and the tandem tray module, showing the main components directly associated with the media path and transport.



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## Functions of main components

When the 3TM is installed under the printer, additional trays are available.

## Media tray assembly

It is necessary to adjust the rear and the end guide in the media tray assembly to match the media size.

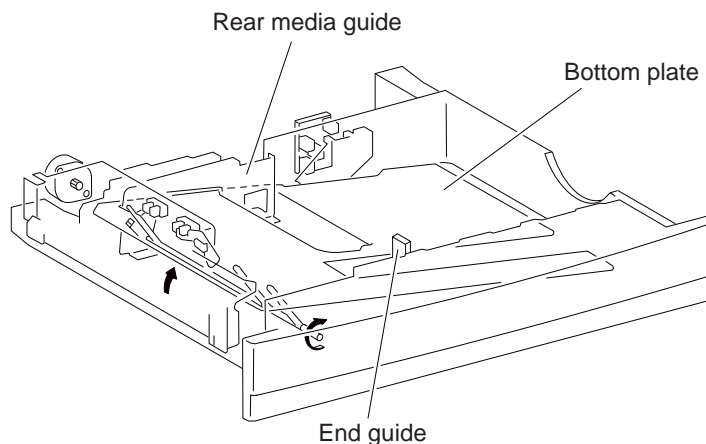
### Rear media guide

The rear media guide can be adjusted to different media sizes by moving it to the front or rear. The guide comes into contact with the rear edge of the media and holds it in position.

## Bottom plate

The force pushing up the bottom plate is transmitted by the driving force of the motor on the media feed unit assembly. The bottom plate is pushed up by the rotation of the lift up shaft, which causes the supplied media to come in contact with the pick roll.

## Tray 2, 3, 4 media tray assembly



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## 3TM media feed units

### Media feed unit assembly

Since the tray 2, tray 3, and tray 4 are functionally equivalent in terms of the switch (media size), sensor (media out), sensor (media level) and sensor (pre-feed), only the components of one tray are described here.

The media feed unit assembly is a mechanical unit supplying media from the media tray assembly to the printer. The driving force from the media feed lift motor on the media feed unit assembly is transmitted to the three roll assemblies to feed media.

When the pick roll picks up sheets of media and the remaining media decreases, the media level actuator of the sensor (media level) lowers accordingly.

### Media feed lift motor

The media feed lift motor is activated to feed media and to lift the bottom plate. While feeding media, it rotates forward to drive the pick roll. When lifting the bottom plate, it rotates in reverse to drive the tray module gears to turn the lift up shaft.

### Switch (media size)

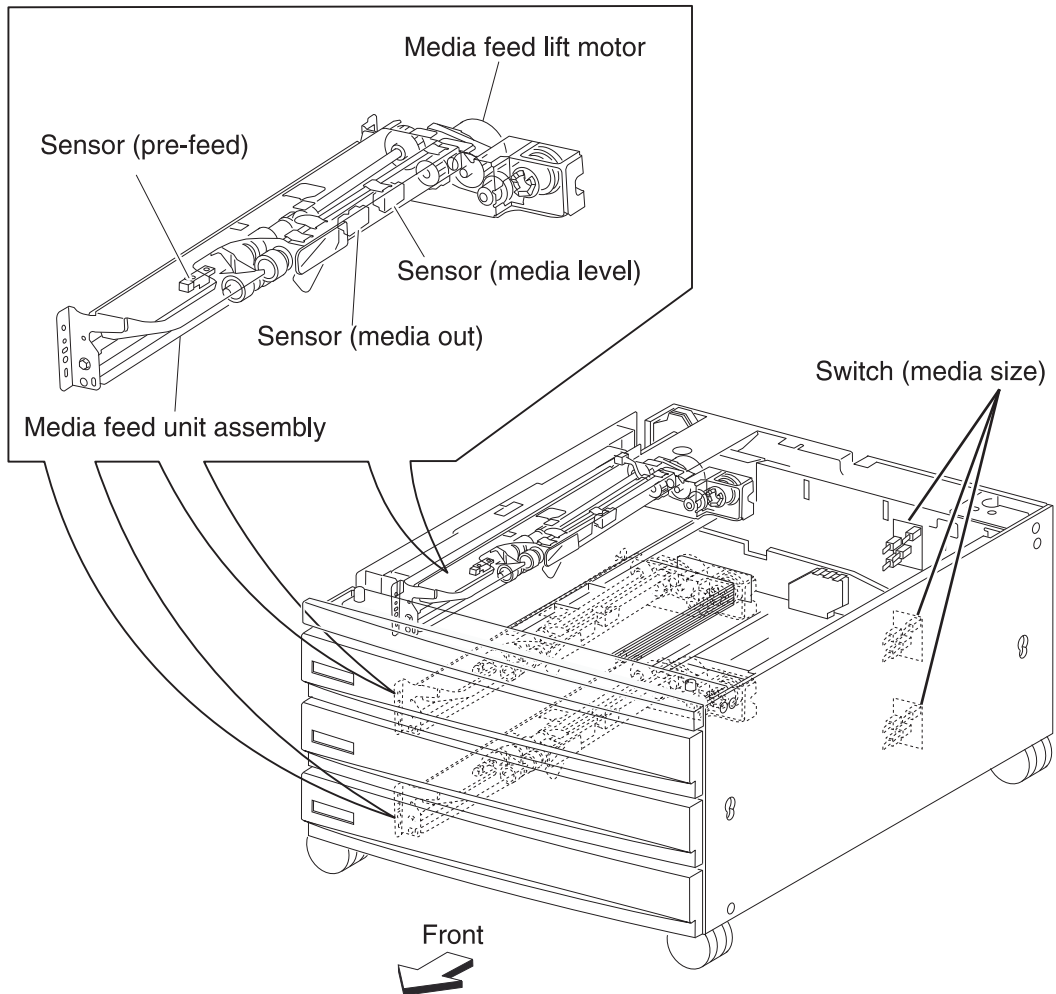
The switch (media size) switches the setting of the size of media supplied from each media tray assembly. A signal indicating the set size is transmitted as a voltage to the printer engine card assembly.

### Sensor (media out)

If there is no media in the media tray assembly, the media out actuator lowers and the flag of the media out actuator that has stayed in the sensor (media out) sensing area leaves there. Thus, the light of the sensor is transmitted. When the sensing area is blocked (media is present), the signal turns off.

### Sensor (media level)

This sensor detects by the actuator position whether media in the media tray assembly is lifted. When the flag of the actuator leaves the sensor (media level) sensing area, the sensor detects that the media has been lifted.



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## Main components

### Switch (tray module left door interlock)

The switch (tray module left door interlock) detects open/close of the tray module left door assembly.

### Sensor (tray 2 feed-out)

The sensor (tray 2 feed-out) detects media fed from trays 2, 3, or 4.

### Sensor (tray 3 feed-out)

The sensor (tray 3 feed-out) detects media fed from the tray 3 or tray 4.

### Sensor (tray 4 feed-out)

The sensor (tray 4 feed-out) detects media fed from the tray 4.

### Tray module media transport roll assembly

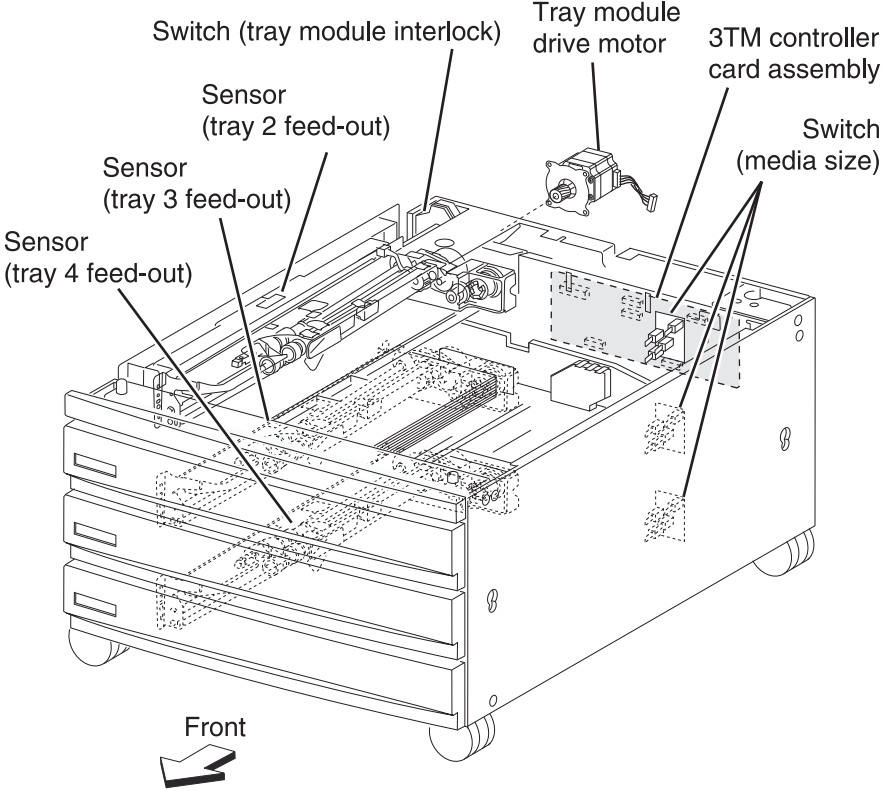
The tray module transport roll assembly feeds media from the tray 3 or tray 4 to the printer.

### Tray module drive motor

This motor is used to drive the media transport mechanism in the tray module.

### 3TM controller card assembly

The 3TM controller card assembly, which contains a CPU, controls media feed in the tandem tray module upon receiving a command from the upper printer engine card assembly and sensor/switch information.



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## Switch (media size)

The following table gives on/off states of the switches on the switch (media size), corresponding to the media sizes of the media tray assembly.

**Note:** The switches (media size) are denoted by "S/W1" and "S/W3" respectively from the left side.

Media Size	Analog switch	
	S/W1	S/W3
No Tray	Off	Off
B5L/7.25" x 10.5"L	Off	On
8.5" x 11"L	On	Off
A4L	On	On

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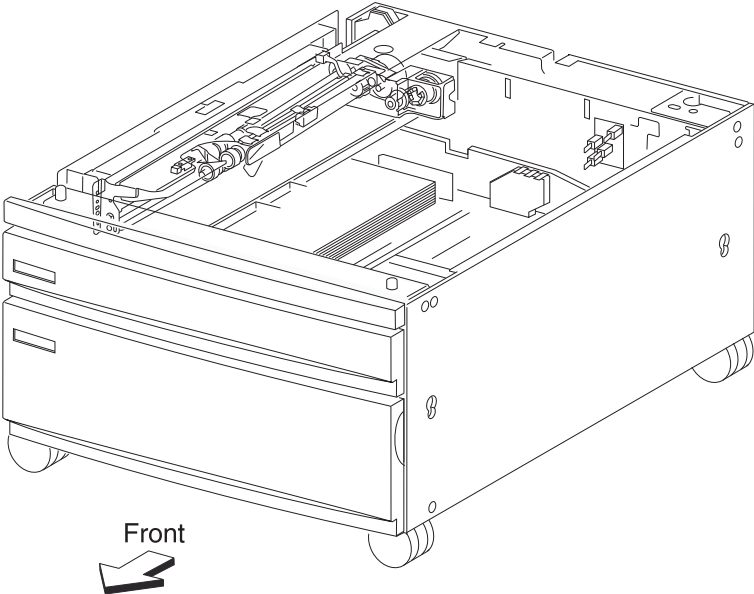
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1TM theory



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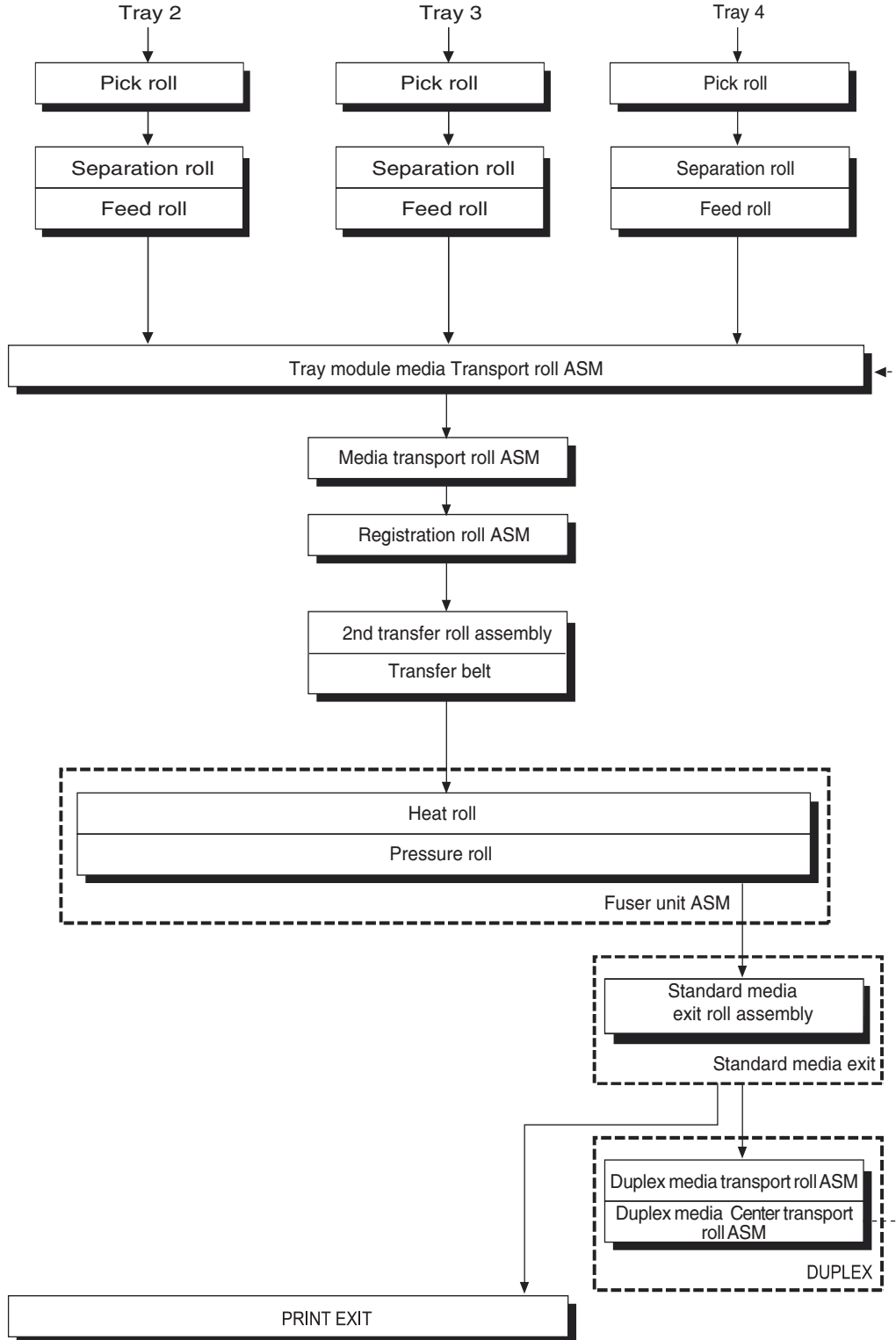


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## Media transport

### Media transport path

Media is supplied from tray 3 or tray 4, and is transported to the printer along the media transport path shown below.



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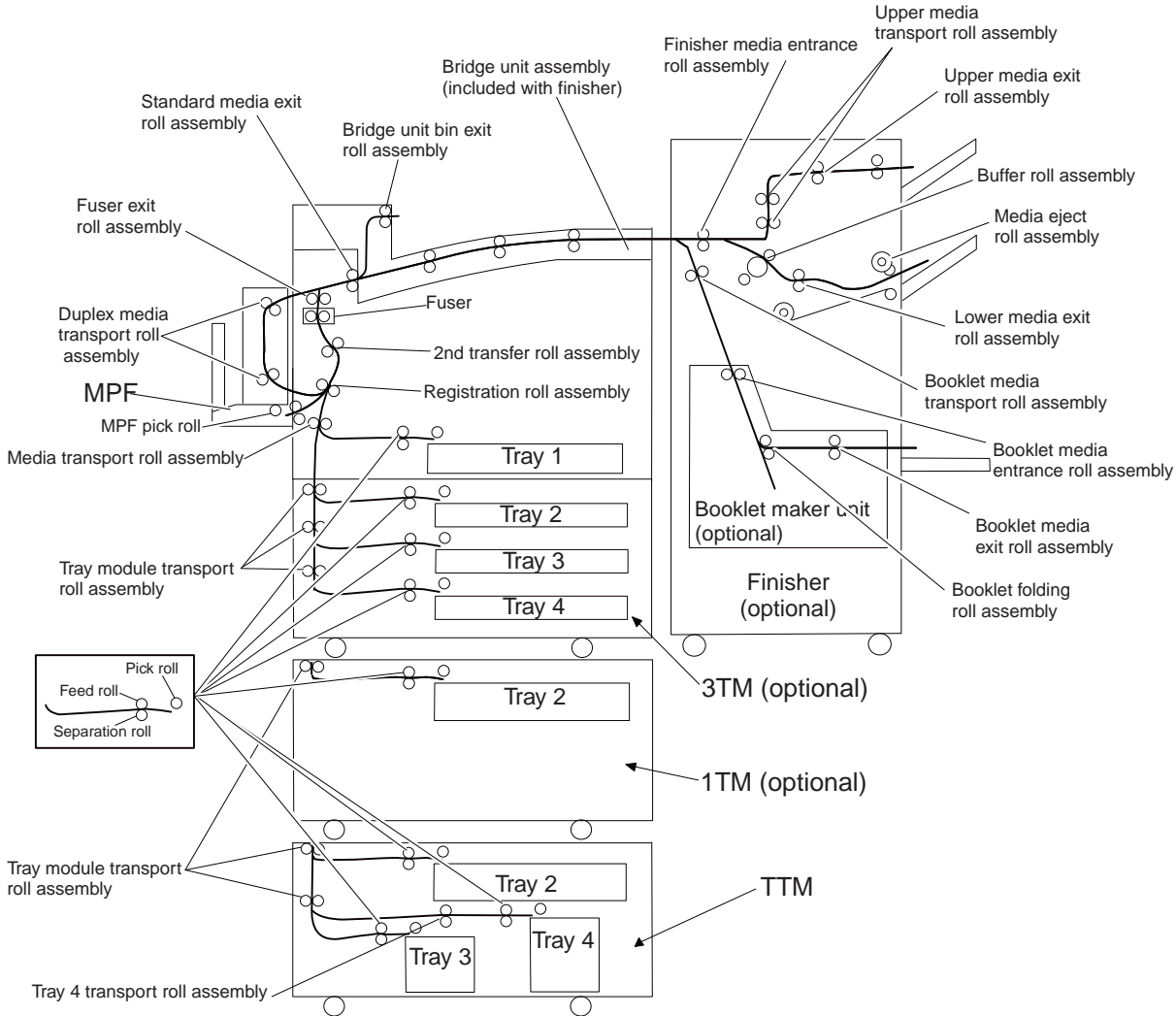
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### Media transport path

The following is a cross section of the printer and the 1TM, showing the main components directly associated with the media path and transport.



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### Functions of main components

When the 1TM is installed under the printer, additional trays are available.

### Media tray assembly

It is necessary to adjust the rear and the end guide in the media tray assembly to match the media size.

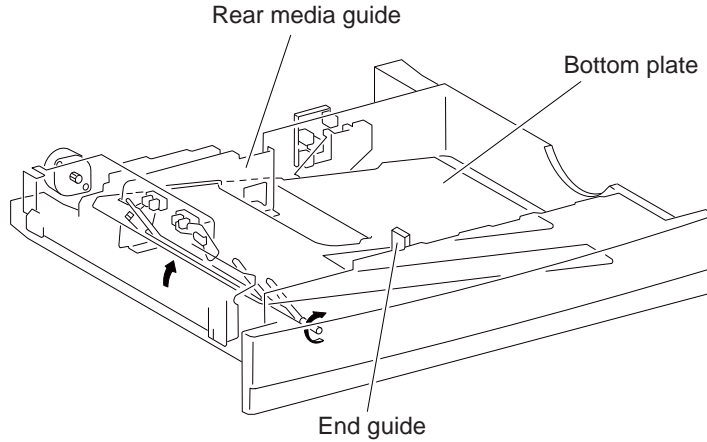
### Rear media guide

The rear media guide can be adjusted to different media sizes by moving it to the front or rear. The guide comes into contact with the rear edge of the media and holds it in position.

### Bottom plate

The force pushing up the bottom plate is transmitted by the driving force of the motor on the media feed unit assembly. The bottom plate is pushed up by the rotation of the lift up shaft, which causes the supplied media to come in contact with the pick roll.

### Tray 2 media tray assembly



## 1TM media feed units

### Media feed unit assembly

The media feed unit assembly is a mechanical unit supplying media from the media tray assembly to the printer. The driving force from the media feed lift motor on the media feed unit assembly is transmitted to the three roll assemblies to feed media.

When the pick roll picks up sheets of media and the remaining media decreases, the media level actuator of the sensor (media level) lowers accordingly.

### Media feed lift motor

The media feed lift motor is activated to feed media and to lift the bottom plate. While feeding media, it rotates forward to drive the pick roll. When lifting the bottom plate, it rotates in reverse to drive the tray module gears to turn the lift up shaft.

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### Switch (media size)

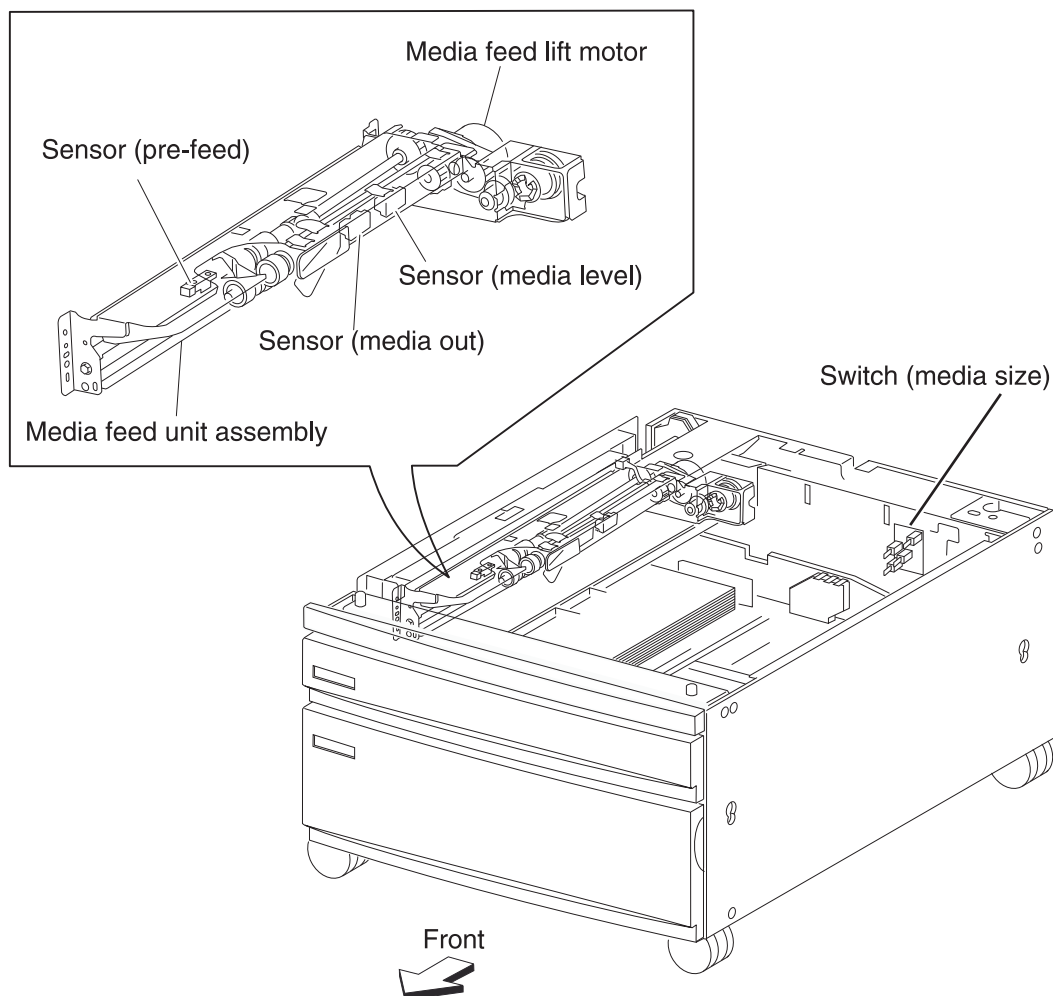
The switch (media size) switches the setting of the size of media supplied from each media tray assembly. A signal indicating the set size is transmitted as a voltage to the printer engine card assembly.

### Sensor (media out)

If there is no media in the media tray assembly, the media out actuator lowers and the flag of the media out actuator that has stayed in the sensor (media out) sensing area leaves there. Thus, the light of the sensor is transmitted. When the sensing area is blocked (media is present), the signal turns off.

### Sensor (media level)

This sensor detects by the actuator position whether media in the media tray assembly is lifted. When the flag of the actuator leaves the sensor (media level) sensing area, the sensor detects that the media has been lifted.



## Main components

### Switch (tray module left door interlock)

The switch (tray module left door interlock) detects open/close of the tray module left door assembly.

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### Sensor (tray 2 feed-out)

The sensor (tray 2 feed-out) detects media fed from the tray 2.

### Tray module media transport roll assembly

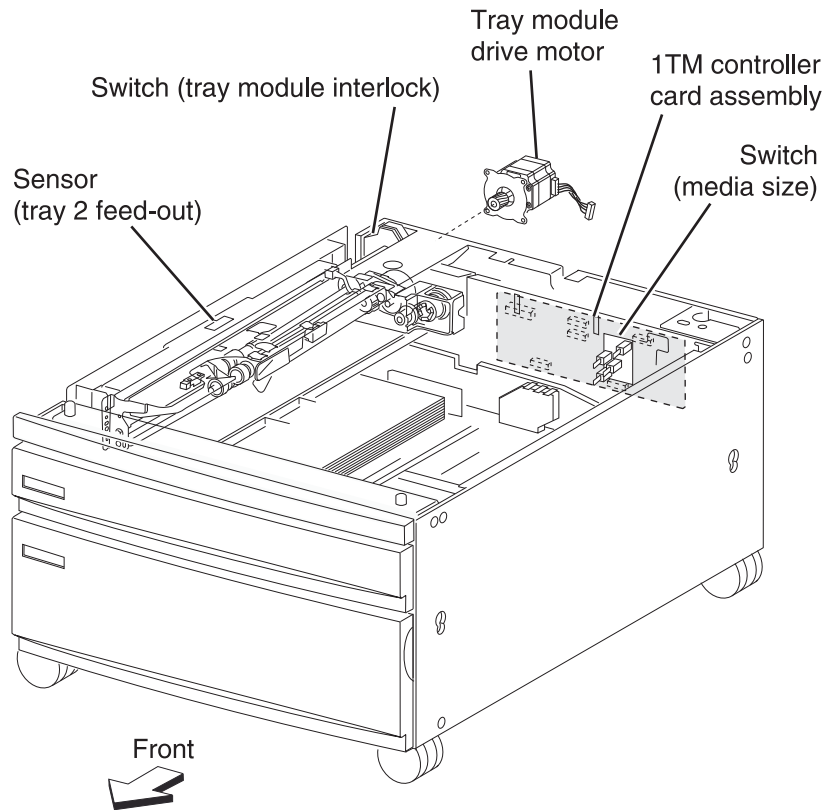
The tray module transport roll assembly feeds media from the tray 2.

### Tray module drive motor

This motor is used to drive the media transport mechanism in the tray module.

### 1TM controller card assembly

The 1TM controller card assembly, which contains a CPU, controls media feed in the 1TM upon receiving a command from the upper printer engine card assembly and sensor/switch information.



**Switch (media size)**

The following table gives on/off states of the switches on the switch (media size), corresponding to the media sizes of the media tray assembly.

**Note:** The switches (media size) are denoted by "S/W1" and "S/W3" respectively from the left side.

Media Size	Analog switch	
	S/W1	S/W3
No Tray	Off	Off
B5L/7.25" x 10.5"L	Off	On
8.5" x 11"L	On	Off
A4L	On	On

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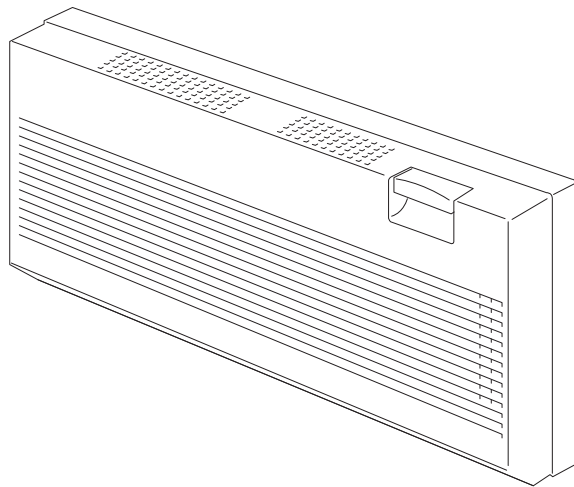
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## Duplex



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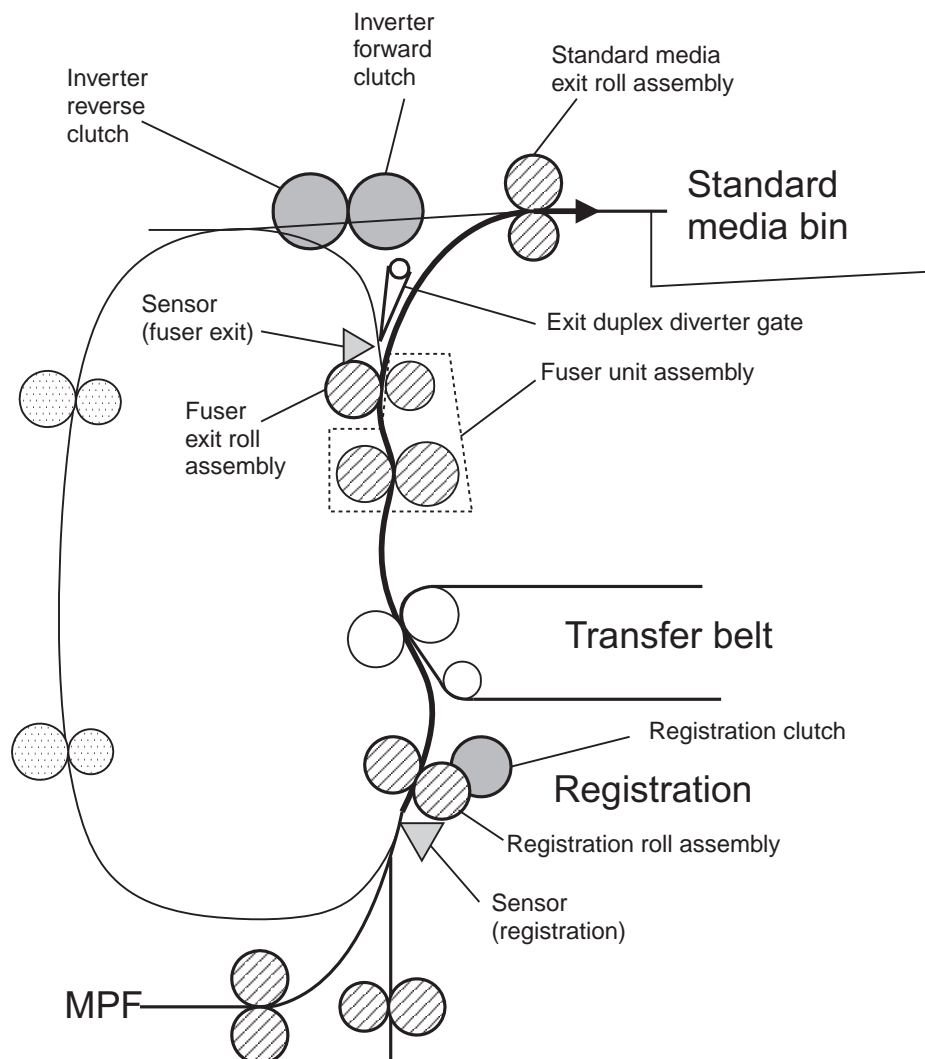


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## Layout of media transport path

The main components associated with the media path and transport with the duplex installed.



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## Functions of main components

When the duplex is installed to the left of the printer, duplex (double-sided) printing is available with the printer.

The following outlines the functions of the main components of the duplex.

### Switch (duplex left door interlock)

The switch (left door interlock) detects open/close of the left door.

### Sensor (duplex wait)

The sensor (duplex wait) detects whether media is remaining in the duplex.

### Duplex media transport roll assembly

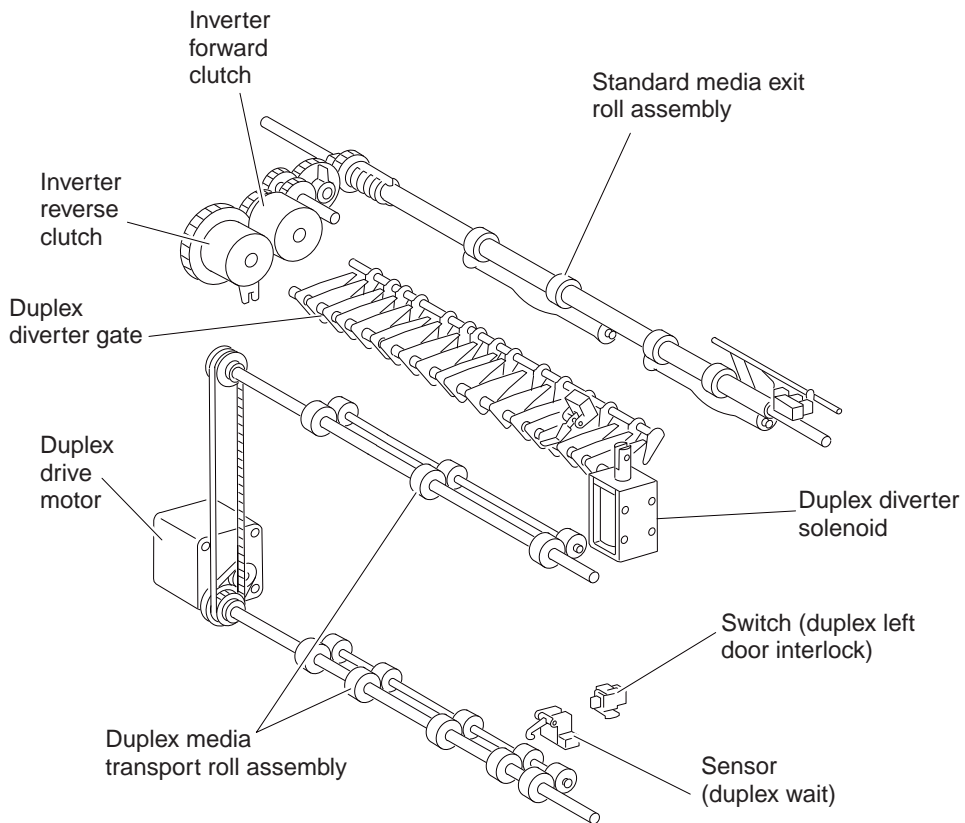
The two duplex media transport roll assemblies and the duplex media center transport roll assembly re-feeds the media printed on the front side through the duplex to print on the rear side.

### Duplex controller card assembly

The duplex controller card assembly that contains a CPU controls media feed in the duplex upon receiving a command from the upper printer engine card assembly and sensor/switch information.

### Duplex drive motor

The duplex drive motor transmits driving force to the two duplex media transport roll assemblies and the duplex media center transport roll assembly middle that feeds media.



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## Tools required for service

Flat-blade screwdriver  
#1 Phillips screwdriver, magnetic  
#2 Phillips screwdriver, magnetic  
#2 Phillips screwdriver, magnetic short-blade  
Needle nose pliers  
Diagonal side cutters  
Spring hook  
Analog or digital multi meter  
Parallel wrap plug 1319128  
Twinax/serial debug cable (#1381963)  
Coax/serial debug cable (#1381964)  
5.5 mm hexdriver (magnetic)  
Color toner vacuum  
Fine incremental ruler

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## Acronyms

1TM	1 Tray Module
3TM	3 Tray Module
AC	Alternating Current
ADF	Automatic Document Feeder
APS	Automatic Paper Size
ASIC	Application Specific Integrated Circuit
ATC	Automatic Toner Control
CRU	Customer Replaceable Unit
CSU	Customer Setup
CCW	Counterclockwise
CW	Clockwise
DC	Direct Current
DIMM	Dual Inline Memory Module
DRAM	Dynamic Random Access Memory
EDO	Enhanced Data Out
EP	Electrophotographic Process
EPRM	Erasable Programmable Read-only Memory
ESD	Electrostatic Discharge
FRU	Field Replaceable Unit
GB	Gigabyte
GFI	Ground Fault Interrupter
HCF	High-Capacity Feeder
HVPS	High Voltage Power Supply
LASER	Light Amplification by Stimulated Emission of Radiation
LCD	Liquid Crystal Display
LD	Laser Diode
LED	Light-Emitting Diode
LEF	Long Edge Feed
LVPS	Low Voltage Power Supply
MPF	Multi-Purpose Feeder
MS	Microswitch
NVM	Nonvolatile Memory
NVRAM	Nonvolatile Random Access Memory
OEM	Original Equipment Manufacturer
OPT	Optical Sensor
PC	Photoconductor
PEL	Picture element
POR	Power-on Reset
POST	Power-on Self Test
PPM	Pages Per Minute
PSC	Parallel Synchronous Communications
PSD	Position Sensing Device
PWM	Pulse Width Modulation
RFID	Radio Frequency Identification
RIP	Raster Imaging Processor
ROM	Read only Memory
RPM	Revolutions Per Minute
SDRAM	Synchronous Dual Random Access Memory
SEF	Short Edge Feed
SIMM	Single Inline Memory Module
SOS	Start of scan

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SRAM	Static Random Access Memory
TTM	Tandem Tray Module
TVOC	Total Volatile Organic Compound
UPR	Used Parts Return
V	Volts
V ac	Volts alternating current
V dc	Volts direct current

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## 2. Diagnostic information

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### Start

**CAUTION**

Unplug the power cord from the electrical outlet before you connect or disconnect any cable electronic board or assembly.

**CAUTION**

If the printer is kept on, never touch the conductive parts if not specifically required. The power switch and inlet of the low voltage power supply card (LVPS card) assembly is live even while the power supply is cut off. Never touch the live parts.

**CAUTION**

Be careful to avoid burns by safely handling hot parts.

**CAUTION**

The standard finisher weight is 59 kg (130 lb.) and requires at least two people to lift it safely. The booklet finisher weight is 87.5 kg (193 lb.) and requires at least four people to lift it safely. Make sure your fingers are not under the finisher when you lift or set it down.

The MFP weighs approximately 173kg (383 lb.) and requires at least four people to lift it safely. Make sure your fingers are not under the MFP when you lift or set it down.

**Warning:** When operating the driving units using the diagnostics or other tools, be sure to keep them covered unless otherwise specified.

**Warning:** When operating the driving units using the diagnostics or other tools, never touch the driving units. When operating the driving units using diagnostics or other tools, be sure to follow the procedures in this manual.

**Warning:** Servicers should wear a wrist band or the like to remove static electricity from their body, grounding their body while working. Go to **“Handling ESD-sensitive parts” on page 4-1.**

**Note:** There may be printer error messages that are not contained in this service manual. Call your next level support for assistance.

---

## Confirm the installation status

Be sure to check the following items before starting the troubleshooting procedures.

- With the power cord unplugged from the wall outlet, check that the cord is free from breakage, short-circuit, disconnected wire, or incorrect connection in the power cord.
- The printer is properly grounded. Check the power cord ground terminal.
- The printer is not installed at a place subjected to extreme temperature, extreme humidity or rapid changes in temperature.
- The printer is not installed close to water service, humidifier, heat generating unit, fire, in a very dusty place, or a place exposed to air flow from the air conditioning system.
- The printer is not installed in a place where volatile gas or inflammable gas is generated.
- The printer is not installed in direct sun.
- The printer is installed on a level and stable surface.
- Media meets specifications and is installed properly.
- Customer maintenance parts have been replaced at the specified intervals.
- Check all attached options for proper attachment and electrical connection.
- Refer to the *User's Guide* for proper installation.

---

## Power-on Reset sequence

The following is an example of the events that occur during the POR sequence:

1. Turn the machine on.
2. The Lexmark splash screen appears with a progress bar in the center until the code is loaded.
3. The scanner exposure lamp flashes several times.
4. The fuser cooling fan turns on.
5. The fuser unit assembly lamps turn on.
6. The RIP card assembly cooling fan turns on.
7. Operator panel LED becomes solid.
8. The transport motor turns on.

### ***To enter the diagnostic menu:***

1. Turn off the printer.
2. Press and hold the ▼ and ► buttons simultaneously.
3. Turn on the printer.
4. Release the buttons after 10 seconds.

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## Error code table

Error code or message	Error contents	Description/Action
200.00 Paper jam	Sensor (registration) late jam	The media is late reaching the sensor (registration) within the specified time after being fed from any given media tray. Go to <b>“200.00 Sensor (registration) late jam” on page 2-23.</b>
200.01 Paper jam	Sensor (registration) lag jam	The media reached the sensor (registration) but did not clear it within the specified time. Go to <b>“200.01 Sensor (registration) lag jam” on page 2-24.</b>
200.02 Paper jam	Sensor static jam	Media remains in the areas shown on the operator panel after power on. Go to <b>“200.02 Sensor static jam” on page 2-26.</b>
200.03 Paper jam	Sensor (media on belt) late jam	The media is late reaching the sensor (media on belt) within the specified time after reaching the sensor (registration). Go to <b>“200.03 Sensor (media on belt) late jam” on page 2-27.</b>
201.00 Paper jam	Sensor (fuser exit) late jam	The media is late reaching the sensor (fuser exit) within the specified time after reaching the sensor (registration). Go to <b>“201.00 Sensor (fuser exit) late jam” on page 2-28.</b>
202.00 Paper jam	Sensor (fuser exit) lag jam	The media reached the sensor (fuser exit) but did not clear it within the specified time. Go to <b>“202.00 Sensor (fuser exit) lag jam” on page 2-30.</b>
230.00 Paper jam	Sensor (duplex wait) late jam (duplex media feed)	The media is late reaching the sensor (duplex wait) within the specified time after the duplex media inverter clutch is turned on. Go to <b>“230.00 Sensor (duplex wait) late jam (duplex media feed)” on page 2-31.</b>
231.00 Paper jam	Sensor (registration) late jam (duplex media feed)	The media is late reaching the sensor (registration) within the specified time after the duplex drive motor is turned on. Go to <b>“231.01 Sensor (registration) late jam (duplex media feed)” on page 2-35.</b>
231.01 Paper jam	Sensor (registration) late jam (duplex media feed)	The media is late reaching the sensor (registration) within the specified time after reaching the sensor (duplex wait). Go to <b>“231.01 Sensor (registration) late jam (duplex media feed)” on page 2-35.</b>
241.00 Paper Jam	Sensor (tray 1 feed-out) late jam.	The media is late reaching the sensor (tray 1 feed-out) within the specified time after the tray 1 media feed lift motor is turned on. Go to <b>“241.00 Sensor (tray 1 feed-out) late jam” on page 2-37.</b>

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Error code or message	Error contents	Description/Action
242.00 Paper jam	Sensor (tray 2 feed-out) late jam.	The media is late reaching the sensor (tray 2 feed-out) within the specified time after the tray 2 media feed lift motor is turned on.  Go to <b>“242.00 Sensor (tray 2 feed-out) late jam” on page 2-39.</b>
242.01 Paper jam	Sensor (tray 1 feed-out) late jam (feeding from tray 2)	The media is late reaching the sensor (tray 1 feed-out) within the specified time after reaching the sensor (tray 2 feed-out).  Go to <b>“242.01 Sensor (tray 1 feed-out) late jam (feeding from tray 2)” on page 2-40.</b>
243.00 Paper jam	Sensor (tray 3 feed-out) late jam.	The media is late reaching the sensor (tray 3 feed-out) within the specified time after the tray 3 media feed lift motor is turned on.  TTM equipped machines go to <b>“243.00 Sensor (tray 3 feed-out) late jam” on page 2-41.</b> 3TM equipped machines refer to the <i>Options Service Manual</i> .
243.01 Paper jam	Sensor (tray 2 feed-out) late jam (feeding from tray 3)	The media is late reaching the sensor (tray 2 feed-out) within the specified time after reaching the sensor (tray 3 feed-out).  TTM equipped machines go to <b>“243.01 Sensor (tray 2 feed-out) late jam (feeding from tray 3)” on page 2-43.</b> 3TM equipped machines refer to <i>Options Service Manual</i> .
244.00 Paper jam	Sensor (tray 4 feed-out) late jam.	The media is late reaching the sensor (tray 4 feed-out) within the specified time after the tray 4 media feed lift motor is turned on.  TTM equipped machines go to <b>“244.00 Sensor (tray 4 feed-out) late jam” on page 2-45.</b> 3TM equipped machines refer to <i>Options Service Manual</i> .
244.01 Paper jam	Sensor (tray 3 feed-out) late jam (feeding from tray 4)	The media is late reaching the sensor (tray 3 feed-out) within the specified time after reaching the sensor (tray 4 feed-out).  TTM equipped machines go to <b>“244.01 Sensor (tray 3 feed-out) on jam (feeding from tray 4)” on page 2-47.</b> 3TM equipped machines refer to the <i>Options Service Manual</i> .
250.00 Paper jam	Sensor (registration) late jam (feeding from the MPF)	The media is late reaching the sensor (registration) within the specified time after the MPF pick solenoid is turned on.  Go to <b>“250.00 Sensor (registration) late jam (feeding from the MPF)” on page 2-49.</b>
280.00 Paper jam	Sensor (bridge unit media entrance) late jam	The media is late reaching the sensor (bridge unit media entrance) within the specified time after reaching the sensor (fuser exit).  Refer to the <i>Finisher Service Manual</i> .
280.01 Paper jam	Sensor (bridge unit media entrance) static jam	Media remains on the sensor (bridge unit media entrance).  Refer to the <i>Finisher Service Manual</i> .

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Error code or message	Error contents	Description/Action
281.00 Paper jam	Sensor (bridge unit media exit) late jam	The media is late reaching the sensor (bridge unit media exit) within the specified time after reaching the sensor (bridge unit media entrance). Refer to the <i>Finisher Service Manual</i> .
281.03 Paper jam	Sensor (bridge unit media exit) static jam	Media remains on the sensor (bridge unit media exit). Refer to the <i>Finisher Service Manual</i> .
281.04 Paper jam	Sensor (bridge unit exit bin) late jam.	Sensor (bridge unit exit bin) is not turned on within the specified time after the sensor (bridge unit media entrance) is turned on. Refer to the <i>Finisher Service Manual</i> .
281.05 Paper jam	Sensor (bridge unit exit bin) lag jam.	Sensor (bridge unit exit bin) is not turned off within the specified time after the sensor (bridge unit exit bin) is turned on. Refer to <i>Finisher Service Manual</i> .
281.06 Paper jam	Sensor (bridge unit exit bin) static jam.	Paper remains on the sensor (bridge unit exit bin). Refer to the <i>Finisher Service Manual</i> .
282.00 Paper jam	Sensor (finisher media entrance) late jam	The media is late reaching the sensor (finisher media entrance) within the specified time after reaching the sensor (bridge unit media exit). Refer to the <i>Finisher Service Manual</i> .
282.01 Paper jam	Sensor (finisher media entrance) static jam	Paper remains on the sensor (finisher media entrance). Refer to the <i>Finisher Service Manual</i> .
283.00 Paper jam	Sensor (buffer path) late jam	The media is late reaching the sensor (buffer path) within the specified time after reaching the sensor (finisher media entrance). Refer to the <i>Finisher Service Manual</i> .
283.03 Paper jam	Sensor (buffer path) static jam	Paper remains on the sensor (finisher buffer path). Refer to the <i>Finisher Service Manual</i> .
284.00 Paper jam	Sensor (lower media exit) late jam	The media is late reaching the sensor (lower media exit) within the specified time after reaching the sensor (buffer path). Refer to the <i>Finisher Service Manual</i> .
284.03 Paper jam	Sensor (lower media exit) lag jam	The media reached the sensor (lower media exit) but did not clear it within the specified time. Refer to the <i>Finisher Service Manual</i> .
284.05 Paper jam	Sensor (lower media exit) static jam	Media remains on the sensor (lower media exit). Refer to the <i>Finisher Service Manual</i> .
285.00 Paper jam	Sensor (compiler media in) lag jam	The media reached the sensor (lower media exit) but did not clear it within the specified time. Refer to the <i>Finisher Service Manual</i> .
286.00 Paper jam	Sensor (compiler media in) static jam	Media remains on the sensor (compiler media in). Refer to the <i>Finisher Service Manual</i> .

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Error code or message	Error contents	Description/Action
287.00 Paper jam	Sensor (upper media exit) late jam	The media is late reaching the sensor (upper media exit) within the specified time after reaching the sensor (finisher media entrance). Refer to the <i>Finisher Service Manual</i> .
287.01 Paper jam	Sensor (upper media exit) lag jam	The media reached the sensor (upper media exit) but did not clear it within the specified time. Refer to the <i>Finisher Service Manual</i> .
287.05 Paper jam	Sensor (upper media exit) static jam	Media remains on the sensor (upper media exit). Refer to the <i>Finisher Service Manual</i> .
288.00 Paper jam	Sensor (diverter gate) late jam	The media is late reaching the sensor (diverter gate) within the specified time after reaching the sensor (bridge unit media exit). Refer to the <i>Finisher Service Manual</i> .
288.01 Paper jam	Sensor (diverter gate) static jam A (to top bin)	The media reached the sensor (diverter gate) but did not clear it within the specified time. Refer to the <i>Finisher Service Manual</i> .
288.04 Paper jam	Sensor (diverter gate) static jam B (to stacker bin)	The media reached the sensor (diverter gate) but did not clear it within the specified time. Refer to the <i>Finisher Service Manual</i> .
289.00 Paper jam	Sensor (booklet media entrance) late jam	The media is late reaching the sensor (booklet media entrance) within the specified time after reaching the sensor (bridge unit media exit). Refer to the <i>Finisher Service Manual</i> .
289.01 Paper jam	Sensor (booklet media entrance) lag jam	The media reached the sensor (booklet media entrance) but did not clear it within the specified time. Refer to the <i>Finisher Service Manual</i> .
289.02 Paper jam	Sensor (booklet media entrance) static jam	Media remains on the sensor (diverter gate). Refer to the <i>Finisher Service Manual</i> .
289.03 Paper jam	Sensor (booklet compiler in) static jam	Media remains on the sensor (booklet compiler in). Refer to the <i>Finisher Service Manual</i> .
289.04 Paper jam	Sensor (booklet media exit) late jam	The media is late reaching the sensor (booklet media exit) within the specified time after the booklet folding solenoid is turned on. Refer to the <i>Finisher Service Manual</i> .
289.05 Paper jam	Sensor (booklet media exit) lag jam	The media reached the sensor (booklet media exit) but did not clear it within the specified time. Refer to the <i>Finisher Service Manual</i> .
289.06 Paper jam	Sensor (booklet media exit) static jam	Media remains on the sensor (booklet media exit). Refer to the <i>Finisher Service Manual</i> .
31 Missing or defective black cartridge	Black toner cartridge detection error	The Black toner cartridge is defective not installed. Go to <b>“Toner cartridge error” on page 2-138.</b>

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Error code or message	Error contents	Description/Action
31 Missing or defective <color> cartridge	<Color> toner cartridge detection error	The <Color> toner cartridge is defective or not installed. Go to “<Color> toner cartridge detection error” on page 2-52.
32 Replace unsupported Black cartridge	Incorrect black toner cartridge error.	A black toner cartridge of an incorrect specification is installed. Go to “Incorrect black toner cartridge error” on page 2-52.
32 Replace unsupported <Color> cartridge	Incorrect <color> toner cartridge error.	A <color> toner cartridge of an incorrect specification is installed. Go to “Incorrect <color> toner cartridge error” on page 2-52.
34 Check tray 1 guides.	Tray 1 media size mismatch error	The media tray assembly 1 side guide or end guide is not properly set. Go to “Tray 1 media size mismatch error” on page 2-53.
34 Check tray 2 guides	Tray 2 media size mismatch error	The media tray assembly 2 side guide or end guide is not properly set. Go to “Tray 2 media size mismatch error” on page 2-53.
34 Check tray 3 guides	Tray 3 media size mismatch error	The media tray assembly 3 side guide or end guide is not properly set. Go to “Tray 3 media size mismatch error” on page 2-54.
34 Check tray 4 guides	Tray 4 media size mismatch error	The media tray assembly 4 side guide or end guide is not properly set. Go to “Tray 4 media size mismatch error” on page 2-55.
34 Incorrect paper type, check tray 1	Tray 1 media type mismatch error	The sensor (transparency detect) did not detect transparency media. Go to “Tray 1 media type mismatch error” on page 2-55.
34 Incorrect paper type, check tray 2	Tray 2 media type mismatch error	The sensor (transparency detect) did not detect transparency media. Go to “Tray 2 media type mismatch error” on page 2-56.
34 Incorrect paper type, check tray 3	Tray 3 media type mismatch error	The sensor (transparency detect) did not detect transparency media. Go to “Tray 3 media type mismatch error” on page 2-57.
34 Incorrect paper type, check tray 4	Tray 4 media type mismatch error	The sensor (transparency detect) did not detect transparency media. Go to “Tray 4 media type mismatch error” on page 2-58.

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Error code or message	Error contents	Description/Action
80 Scheduled maintenance 100K kit	100K maintenance required	Service is required to maintain printer performance. Go to <b>“100K maintenance required” on page 2-136.</b>
80 Scheduled maintenance 600K kit	600K maintenance required	Service is required to maintain printer performance. Go to <b>“600K maintenance required” on page 2-137.</b>
82 Replace waste toner	Waste toner cartridge full	Replace the waste toner cartridge. Go to <b>“Waste toner cartridge full” on page 2-139.</b>
82 Waste toner missing	Waste toner cartridge not detected	Reinstall the waste toner cartridge. Go to <b>“Waste toner cartridge not detected” on page 2-139.</b>
82 Waste toner nearly full	Waste toner cartridge nearly full	Waste toner cartridge is nearing the replacement interval. Go to <b>“Waste toner cartridge nearly full” on page 2-140.</b>
84 (color) PC unit missing	(Color) PC cartridge not detected	A (color) PC cartridge is not installed or not installed properly. Go to <b>“(Color) PC cartridge not detected” on page 2-141.</b>
849.00 Service hard drive	Hard drive/configuration ID mismatch	The device does not have a hard drive installed, even though its configuration ID indicates that a hard drive should be present. Go to <b>“849.00 Hard drive/configuration ID mismatch” on page 2-60.</b>
84 Black PC unit life warning	K PC cartridge nearly exhausted	The black PC cartridge is nearing the replacement interval. Go to <b>“K PC cartridge nearly exhausted” on page 2-142.</b>
84 Color PC unit life warning	K PC cartridges nearly exhausted.	All color PC cartridges are nearing the replacement interval. Go to <b>“K PC cartridge nearly exhausted” on page 2-142.</b>
84 Replace black PC unit	K PC cartridge exhausted	The black PC cartridge requires replacing. Go to <b>“K PC cartridge exhausted” on page 2-143.</b>
84 Replace color PC units	CMY PC cartridges exhausted	All color PC cartridges require replacing. Go to <b>“CMY PC cartridges exhausted” on page 2-142.</b>
84 Unsupported (color) PC unit	(Color) PC cartridge invalid	A (color) PC cartridge of an incorrect specification is installed. Go to <b>“(Color) PC cartridge invalid” on page 2-141.</b>

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Error code or message	Error contents	Description/Action
88 (Color) toner low	(Color) toner cartridge nearly empty	The (color) toner cartridge is nearing the replacement interval. Go to <b>“(Color) toner cartridge nearly empty” on page 2-143.</b>
88 Replace (color) toner	(Color) toner cartridge empty	The (color) toner cartridge requires replacing. Go to <b>“(Color) toner cartridge empty” on page 2-144.</b>
900.xx Service RIP software	System software error	A error has occurred in the RIP card assembly software. Go to <b>“900.xx System software error” on page 2-60.</b>
901.xx Service engine error	RIP card assembly software error	A error has occurred in the RIP card assembly software. Go to <b>“901.xx RIP card assembly software error” on page 2-63.</b>
902.00 Service engine error	General upper engine card error Fuse #1	An error has occurred in the upper engine card assembly. Go to <b>“902.00 General upper engine error fuse #1” on page 2-63.</b>
902.01 Service engine error	General upper engine card error Fuse #2	An error has occurred in the upper engine card assembly. Go to <b>“902.01 General upper engine error fuse #2” on page 2-64.</b>
902.02 Service engine error	General upper engine card error Fuse #3	An error has occurred in the upper engine card assembly. Go to <b>“902.02 General upper engine error fuse #3” on page 2-65.</b>
902.03 Service engine error	General lower engine card error Fuse #1	An error has occurred in the lower engine card assembly. Go to <b>“902.03 General lower engine error fuse #1” on page 2-66.</b>
902.04 Service engine error	General lower engine card error Fuse #2	An error has occurred in the lower engine card assembly. Go to <b>“902.04 General lower engine error fuse #2” on page 2-66.</b>
902.05 Service engine error	General lower engine card error Fuse #3	An error has occurred in the lower engine card assembly. Go to <b>“902.05 General lower engine error fuse #3” on page 2-67.</b>
902.06 Service engine error	General lower engine card error Fuse #4	An error has occurred in the lower engine card assembly. Go to <b>“902.06 General lower engine error fuse #4” on page 2-68.</b>
902.07 Service engine error	General lower engine card error Fuse #5	An error has occurred in the lower engine card assembly. Go to <b>“902.07 General lower engine error fuse #5” on page 2-69.</b>

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903.00 Service motor error	K developer/transport drive motor error	K developer/transport drive motor error does not rotate at the specified speed. Go to <b>“903.00 K developer/transport drive assembly motor error” on page 2-71.</b>
903.01 Service motor error	K PC drive motor error	The K PC cartridge drive motor does not rotate at the specified speed. Go to <b>“903.01 K PC drive motor error” on page 2-72.</b>
903.02 Service motor error	CMY PC drive motor error	The CMY PC cartridge drive motor does not rotate at the specified speed. Go to <b>“903.02 CMY PC drive motor error” on page 2-72.</b>
903.03 Service motor error	Developer drive motor error	The developer drive motor does not rotate at the specified speed. Go to <b>“903.03 Developer drive motor error” on page 2-73.</b>
904.00 Service transfer belt	Sensor (transfer belt HP) late error	The sensor (transfer belt HP) does not detect the transfer belt home position in the specified time or the transfer belt is damaged or torn in half. The transfer belt cleaning assembly is missing. If this error has occurred more than three times, it must be reset inside diagnostic mode before troubleshooting can begin or the machine can operate. Go to <b>“904.00 Sensor (transfer belt HP) late error” on page 2-74.</b>
904.01 Service transfer belt	Transfer belt position failure	The transfer belt is out of correct position or the transfer belt cleaning assembly is missing. Go to <b>“904.01 Transfer belt position failure” on page 2-78.</b>
904.02 Service transfer belt	Sensor (transfer belt edge) failure	The sensor (transfer belt edge detect) is not detecting the transfer belt edge properly. Go to <b>“904.02 Sensor (transfer belt edge) failure” on page 2-83.</b>
904.03 Service transfer belt	Sensor (2nd transfer roll retract HP) late error	The sensing area of the sensor (2nd transfer roll retract HP) is not interrupted within the specified time when the 2nd transfer roll is moving to the home position. Go to <b>“904.03 Sensor (2nd transfer roll retract HP) late error” on page 2-86.</b>
904.04 Service transfer belt	Sensor (2nd transfer roll retract HP) lag error	The sensing area of the sensor (2nd transfer roll retract HP) remains interrupted within the specified time when the CMY retract rolls are moving from the home position. Go to <b>“904.04 Sensor (2nd transfer roll retract HP) lag error” on page 2-87.</b>

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904.05 Service transfer belt	Sensor (CMY transfer roll retract HP) late error	The sensing area of the sensor (CMY transfer roll retract HP) is not interrupted within the specified time when the CMY transfer rolls is moving to the home position.  Go to <b>“904.05 Sensor (CMY transfer roll retract HP) late error” on page 2-88</b>
904.06 Service transfer belt	Sensor (CMY transfer roll retract HP) lag	The sensing area of the sensor (CMY transfer roll retract HP) remains interrupted within the specified time when the 2nd transfer roll is moving from the home position.  Go to <b>“904.06 Sensor (CMY transfer roll retract HP) lag error” on page 2-91.</b>
904.07 Service transfer belt	CMY transfer roll retract motor time out	The CMY transfer roll retract motor has failed.  Go to <b>“904.07 CMY transfer roll retract motor time out” on page 2-93.</b>
905.00 Service engine error	NVM read/write cannot be executed error	Engine NVM read/write has failed.  Go to <b>“905.00 NVM read/write cannot be executed error” on page 2-94.</b>
905.01 Service engine error	Marking device video error	Internal processing error occurred in printer engine.  Go to <b>“905.01 Marking device video error” on page 2-94.</b>
905.02 Service engine error	Marking device Xerographic error	Internal processing error occurred in printer engine.  Go to <b>“905.02 Marking device Xerographics error” on page 2-95.</b>
905.03 Service engine error	Marking device other1 error	Internal processing error occurred in printer engine.  Go to <b>“905.03 Marking device other1 error” on page 2-95.</b>
905.04 Service engine error	Marking device paper handling error	Internal processing error occurred in printer engine.  Go to <b>“905.04 Marking device paper handling error” on page 2-95.</b>
905.05 Service engine error	Marking device other2 error	Internal processing error occurred in printer engine.  Go to <b>“905.05 Marking device other2 error” on page 2-95.</b>
907.00 Printhead error	Printhead polygon mirror motor error	The printhead polygon mirror motor has failed or does not rotate at the specified speed.  Go to <b>“907.00 Printhead polygon mirror motor error” on page 2-96</b>
907.01 Printhead error	Y laser SOS internal error	The interval of the printhead start of scan Y signals exceed the specified value.  Go to <b>“907.01 Y laser SOS internal error” on page 2-96.</b>
907.02 Printhead error	M laser SOS internal error	The interval of the printhead start of scan M signals exceed the specified value.  Go to <b>“907.02 C laser SOS internal error” on page 2-96.</b>

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907.03 Printhead error	C laser SOS internal error	The interval of the printhead start of scan C signals exceed the specified value. Go to <b>“907.03 M laser SOS internal error” on page 2-97.</b>
907.04 Printhead error	K laser SOS internal error	The interval of the printhead start of scan K signals exceed the specified value. Go to <b>“907.04 K laser SOS internal error” on page 2-97.</b>
907.05 Printhead error	Printhead control error	Operation error of the printhead ASIC in the printer engine. An error occurred during the read/write test. Go to <b>“907.05 Printhead control error” on page 2-98.</b>
908.00 Service engine error	Waste toner full error	After the sensor (waste toner full) turned on, the pixel count exceed the specified value. Go to <b>“908.00 Waste toner full error” on page 2-98.</b>
911.00 Service engine error	24V LVPS cooling fan error	When the 24V LVPS cooling fan was operating, fan lock was detected for more than 30 seconds. Go to <b>“911.00 24V LVPS cooling fan error” on page 2-99.</b>
911.01 Service engine error	Transfer belt drive motor cooling fan error	When the transfer belt drive motor cooling fan was operating, fan lock was detected for more than 30 seconds. Go to <b>“911.01 Transfer belt drive motor cooling fan error” on page 2-99.</b>
911.02 Service engine error	Fuser cooling fan lock error	When the Fuser cooling fan was operating, fan lock was detected for more than 30 seconds. Go to <b>“911.02 Fuser cooling fan lock error” on page 2-100.</b>
918.00 Service std. bin 1 error	Standard media exit shift error	An internal processing error occurred in the upper printer engine card assembly. Go to <b>“918.00 Standard media exit shift error” on page 2-100.</b>
920.00 Service fuser error	Fuser main lamp overheat error	The front thermistor detected an abnormal high temperature. This error must be reset inside diagnostic mode before troubleshooting or machine operation can occur. Go to <b>“920.00 Fuser main lamp overheat error” on page 2-101.</b>
920.01 Service fuser error	Front thermistor disconnection error	The system detected an open circuit in the fuser front thermistor. Go to <b>“920.01 Front thermistor disconnection error” on page 2-101.</b>

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920.02 Service fuser error	Fuser sub lamp overheat error	The rear thermistor detected an abnormal high temperature. This error must be reset inside diagnostic mode before troubleshooting or machine operation can occur. Go to <b>“920.02 Fuser sub lamp overheat error” on page 2-102.</b>
920.03 Service fuser error	Rear thermistor disconnection error	The system detected an open circuit in the fuser rear thermistor. Go to <b>“920.03 Rear thermistor disconnection error” on page 2-102.</b>
920.04 Service fuser error	Main lamp warm up error	The fuser temperature did not reach the ready temperature in the specified time or the incorrect voltage fuser is installed. Go to <b>“920.04 Main lamp warm up error” on page 2-103.</b>
920.05 Service fuser error	Main lamp on-time error	The main lamp was turned on for 20 seconds or longer. Go to <b>“920.05 Main lamp on-time error” on page 2-104.</b>
920.06 Service fuser error	Sub lamp warm up error	The fuser temperature did not reach the ready temperature in the specified time. Go to <b>“920.06 Sub lamp warm-up failure” on page 2-104.</b>
920.07 Service fuser error	Sub lamp on-time error	The Sub lamp was turned on for 20 seconds or longer. Go to <b>“920.07 Sub lamp on-time error” on page 2-105.</b>
924.00 Service engine error	Yellow PC smartchip communication error	Communication error with the Y PC drum contact chip problem has occurred. Go to <b>“924.00 Yellow PC smartchip communication error” on page 2-105.</b>
924.01 Service engine error	Magenta PC smartchip communication error	Communication error with the M PC drum contact chip problem has occurred. Go to <b>“924.01 Magenta PC smartchip communication error” on page 2-106.</b>
924.02 Service engine error	Cyan PC smartchip communication error	Communication error with the C PC drum contact chip problem has occurred. Go to <b>“924.02 Cyan PC smartchip communication error” on page 2-107.</b>
924.03 Service engine error	Black PC smartchip communication error	Communication error with the K PC drum contact chip problem has occurred. Go to <b>“924.03 Black PC smartchip communication error” on page 2-107.</b>

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925.00 Service PC cartridge	Sensor (Y ATC)	Outputs of the sensor (Y ATC) are not in the specified range. This error must be reset inside diagnostic mode before troubleshooting or machine operation can occur. Go to <b>“925.00 Sensor (Y ATC)” on page 2-108.</b>
925.01 Service PC cartridge	Sensor (M ATC)	Outputs of the sensor (M ATC) are not in the specified range. This error must be reset inside diagnostic mode before troubleshooting or machine operation can occur. Go to <b>“925.01 Sensor (M ATC)” on page 2-108.</b>
925.02 Service PC cartridge	Sensor (C ATC)	Outputs of the sensor (C ATC) are not in the specified range. This error must be reset inside diagnostic mode before troubleshooting or machine operation can occur. Go to <b>“925.02 Sensor (C ATC)” on page 2-109.</b>
925.03 Service PC cartridge	Sensor (K ATC)	Outputs of the sensor (K ATC) are not in the specified range. This error must be reset inside diagnostic mode before troubleshooting or machine operation can occur. Go to <b>“925.03 Sensor (K ATC)” on page 2-110.</b>
930.00	Black toner RFID communication failure	Communication error with the K sensor (RFID toner cartridge) has occurred. Go to <b>“930.00 Black toner RFID communication failure” on page 2-110.</b>
930.01	Cyan toner RFID communication failure	Communication error with the C sensor (RFID toner cartridge) has occurred. Go to <b>“930.01 Cyan toner RFID communication failure” on page 2-111.</b>
930.02	Magenta toner RFID communication failure	Communication error with the M sensor (RFID toner cartridge) has occurred. Go to <b>“930.02 Magenta toner RFID communication failure” on page 2-111.</b>
930.03	Yellow toner RFID communication failure	Communication error with the Y sensor (RFID toner cartridge) has occurred. Go to <b>“930.03 Yellow toner RFID communication failure” on page 2-111.</b>
940.00 Service MPF failure	MPF Tray 5 size sensing error	The MPF size width sensor has failed. Go to <b>“940.00 MPF tray 5 size sensing error” on page 2-112.</b>
941.00 Service tray 1 failure	Switch (media size) size sensing error (tray 1)	The tray 1 switch (media size) detected an invalid size setting. Go to <b>“941.00 Switch (media size) size sensing error (tray 1)” on page 2-112.</b>

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941.01 Service tray 1 failure	sensor (media level) late error (tray 1)	The sensing area of the sensor (media level) in the media tray 1 is not interrupted within the specified time after the lift tray has risen to operating level. Go to <b>“941.01 Sensor (media level) late error (tray 1)” on page 2-113.</b>
942.00 Service tray 2 failure	Switch (media size) size sensing error (tray 2)	The tray 2 switch (media size) detected an invalid size setting. Go to <b>“942.00 Switch (media size) size sensing error (tray 2)” on page 2-114.</b>
942.01 Service tray 2 failure	Sensor (media level) late error (tray 2)	The sensing area of the sensor (media level) in the media tray 2 is not interrupted within the specified time after the lift tray has risen to operating level. Go to <b>“942.01 Sensor (media level) late error (tray 2)” on page 2-115.</b>
943.00 Service tray 3 failure	Switch (media size) size sensing error (tray 3)	The tray 3 switch (media size) detected an invalid size setting. Go to <b>“943.00 Switch (media size) size sensing error (tray 3)” on page 2-116.</b>
943.01 Service tray 3 failure	Sensor (media level) late error (tray 3)	The sensing area of the sensor (media level) in the media tray 3 is not interrupted within the specified time after the lift tray has risen to operating level. Go to <b>“943.01 Sensor (media level) late error (tray 3)” on page 2-117.</b>
944.00 Service tray 4 failure	Switch (media size) size sensing error (tray 4)	The tray 4 switch (media size) detected an invalid size setting. Go to <b>“944.00 Switch (media size) size sensing error (tray 4)” on page 2-118.</b>
944.01 Service tray 4 failure	Sensor (media level) late error (tray 4)	The sensing area of the sensor (media level) in the media tray 4 is not interrupted within the specified time after the lift tray has risen to operating level. Go to <b>“944.01 Sensor (media level) late error (tray 4)” on page 2-119.</b>
980.00 Service tray 2 comm.	Communication error with 1TM, 3TM or TTM assembly	A communication error has occurred with the 1TM,3TM or TTM controller card assembly and the upper printer engine card assembly. Go to <b>“980.00 Communication error with 1TM, 3TM, or TTM assembly” on page 2-125.</b>

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950.00 through 950.29 Service NVRAM mismatch	EPROM mismatch failure	<p>This error code indicates a mismatch between the operator panel assembly and the interconnect card assembly.</p> <p><b>Warning:</b> In the event of replacement of any one of the following components:</p> <ul style="list-style-type: none"> <li>• RIP card assembly</li> <li>• Interconnect card assembly</li> </ul> <p>Only replace one component at a time. Replace the required component, and perform a POR before replacing a second component listed above. If this procedure is not followed, the printer will be rendered inoperable. Never replace two or more of the components listed above without a POR after installing each one, or the printer will be rendered inoperable.</p> <p><b>Warning:</b> Never install and remove components listed above as a method of troubleshooting components. Once a component has been installed in a machine, it cannot be used in another machine. It must be returned to the manufacturer.</p> <p>Go to Go to <b>“950.00 through 950.29 EPROM mismatch failure” on page 2-120.</b></p>
950.30 through 950.60 Service NVRAM mismatch	EPROM mismatch failure	<p>This error code indicates a mismatch between the RIP card assembly and the interconnect card assembly.</p> <p><b>Warning:</b> In the event of replacement of any one of the following components:</p> <ul style="list-style-type: none"> <li>• RIP card assembly</li> <li>• Interconnect card assembly</li> </ul> <p>Only replace one component at a time. Replace the required component, and perform a POR before replacing a second component listed above. If this procedure is not followed, the printer will be rendered inoperable. Never replace two or more of the components listed above without a POR after installing each one, or the printer will be rendered inoperable.</p> <p><b>Warning:</b> Never install and remove components listed above as a method of troubleshooting components. Once a component has been installed in a machine, it cannot be used in another machine. It must be returned to the manufacturer.</p> <p>Go to Go to <b>“950.30 through 950.60 EPROM mismatch failure” on page 2-120.</b></p>
951.XX Service NVRAM failure	RIP card assembly NVRAM failure	<p>A failure has occurred in the RIP card asm NVRAM.</p> <p>Go to Go to <b>“951.XX RIP card assembly NVRAM failure” on page 2-121.</b></p>
952.XX Service NV failure	Interconnect card assembly NVRAM CRC failure	<p>A recoverable NVRAM Cyclic redundancy check (CRC) error occurred.</p> <p>Go to Go to <b>“952.XX Interconnect card assembly NVRAM CRC failure” on page 2-121.</b></p>

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953.XX Service NVRAM failure	Operator panel assembly NVRAM failure	NVRAM chip failure with operator panel assembly (mirror). Go to Go to <b>“953.XX Operator panel assembly NVRAM failure” on page 2-122.</b>
954.XX Service NVRAM failure	Interconnect card assembly NVRAM failure	NVRAM chip failure with interconnect card assembly. Go to Go to <b>“954.XX Interconnect card assembly NVRAM failure” on page 2-122.</b>
955.XX Service Code CRC	RIP card assembly NAND CRC failure	The code ROM or NAND flash failed the cyclic redundancy check. Go to Go to <b>“955.XX RIP card assembly NAND CRC failure” on page 2-123.</b>
956.00 Service system board	RIP card assembly processor failure	The RIP card processor has failed. Go to Go to <b>“956.00 RIP card assembly processor failure” on page 2-123.</b>
956.01 Service system board	RIP card assembly processor over temperature failure	The RIP card assembly has exceeded safe operating temperature. Go to Go to <b>“956.01 RIP card assembly processor over temperature failure” on page 2-124.</b>
956.02 Service system board	RIP card assembly cooling fan failure	The RIP card assembly cooling fan is not functioning properly. Go to Go to <b>“956.02 RIP card assembly cooling fan failure” on page 2-124.</b>
956.03 Service system board	RIP card assembly FPGA failure	The RIP card assembly has failed. Go to Go to <b>“956.03 RIP card assembly FPGA failure” on page 2-124.</b>
980.01 Service device comm	HVPS controller communication error	A communication error has occurred with the developer roll HVPS card assembly and the upper printer engine card assembly. Go to <b>“980.01 HVPS controller communication error” on page 2-125.</b>
980.02 Service device comm	Communication error between printer and RIP card assembly	A communication error has occurred with the RIP card assembly and the upper printer engine card assembly and the. Go to <b>“980.02 Communication error between printer and RIP card assembly” on page 2-126.</b>
980.03 Service finisher comm	Communication error with finisher controller card assembly	A communication error has occurred with the upper printer engine card assembly and the finisher controller card assembly. Go to <b>“980.03 Communication error with finisher controller card assembly” on page 2-126.</b>
981.00 Service finisher error	Sensor (stacker bin level 1) late error Sensor (stacker bin level 2) late error	The sensing area of the sensor (stacker bin level 1) or Sensor (stacker bin level 2) is not interrupted within the specified period after the stacker bin starts rising. Refer to the <i>Finisher Service Manual</i> .

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981.01 Service finisher error	Stacker bin upper limit error	The sensing area of the sensor (stacker bin upper limit) is not interrupted when the stacker bin raises to its uppermost limit. Refer to the <i>Finisher Service Manual</i> .
981.02 Service finisher error	Stacker bin lower limit error	The stacker bin lowers beyond the specified lower limit within the specified time. Refer to the <i>Finisher Service Manual</i> .
982.00 Service finisher error	Sensor (front tamper HP) late error	The sensing area of the sensor (front tamper HP) is not interrupted when the front tamper starts moving to the home position. Refer to the <i>Finisher Service Manual</i> .
982.01 Service finisher error	Sensor (front tamper HP) lag error	The sensing area of the sensor (front tamper HP) remains interrupted within the specified time after the front tamper starts moving from the home position. Refer to the <i>Finisher Service Manual</i> .
983.00 Service finisher error	Sensor (rear tamper HP) late error	The sensing area of the sensor (rear tamper HP) is not interrupted when the rear tamper starts moving to the home position. Refer to the <i>Finisher Service Manual</i> .
983.01 Service finisher error	Sensor (rear tamper HP) lag error	The sensing area of the sensor (rear tamper HP) remains interrupted within the specified time after the rear tamper starts moving from the home position. Refer to the <i>Finisher Service Manual</i> .
984.00 Service finisher error	Sensor (punch unit HP) late error	The sensing area of the sensor (punch unit HP) is not interrupted during the specified time after the punch unit starts moving to the home position. Refer to the <i>Finisher Service Manual</i> .
984.01 Service finisher error	Sensor (punch unit HP) lag error	The sensing area of the sensor (punch unit HP) remains interrupted within the specified time after the punch unit starts moving from the home position. Refer to the <i>Finisher Service Manual</i> .
985.00 Service finisher error	Sensor (punch carriage shift HP) late error	The sensing area of the sensor (punch carriage shift HP) is not interrupted within the specified time after the punch carriage starts moving to the home position. Refer to the <i>Finisher Service Manual</i> .
985.01 Service finisher error	Sensor (punch carriage shift HP) lag error	The sensor (punch carriage shift HP) remains interrupted within the specified time after the punch carriage starts moving from the home position. Refer to the <i>Finisher Service Manual</i> .
986.00 Service finisher error	Sensor (media eject clamp HP) late error	The sensing area of the sensor (media eject clamp HP) is not interrupted within the specified time after the eject clamp starts moving to the home position. Refer to the <i>Finisher Service Manual</i> .

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986.01 Service finisher error	Sensor (media eject clamp HP) lag error	The sensing area of the sensor (media eject clamp HP) remains interrupted within the specified time after the eject clamp starts moving from the home position. Refer to the <i>Finisher Service Manual</i> .
987.00 Service finisher error	Sensor (media eject shaft HP) late error	The sensing area of the sensor (media eject shaft HP) is not interrupted within the specified time after the media eject shaft starts moving to the home position. Refer to the <i>Finisher Service Manual</i> .
987.01 Service finisher error	Sensor (media eject shaft HP) lag error	The sensing area of the sensor (media eject shaft HP) remains interrupted within the specified time after the media eject shaft starts moving from the home position. Refer to the <i>Finisher Service Manual</i> .
988.01 Service finisher error	Sensor (punch unit side reg 1) lag error Sensor (punch unit side reg 2) lag error	The sensor (punch unit side reg 1) or sensor (punch unit side reg 2) did not detect any media correctly. Refer to the <i>Finisher Service Manual</i> .
989.00 Service finisher error	Stapler unit error	The sensing area of the sensor (stapler unit motor HP) inside the stapler unit assembly is not interrupted within the specified timer after the stapler unit motor starts moving to the home position. Refer to the <i>Finisher Service Manual</i> .
990.00 Service finisher error	Sensor (stapler carriage HP) late error	The sensing area of the sensor (stapler carriage HP) is not interrupted within the specified time after the stapler carriage starts moving to the home position. Refer to the <i>Finisher Service Manual</i> .
990.01 Service finisher error	Sensor (stapler carriage HP) lag error	The sensing area of the sensor (stapler carriage HP) remains interrupted within the specified time after the stapler carriage starts moving from the home position. Refer to the <i>Finisher Service Manual</i> .
991.00 Service finisher error	Sensor (booklet front tamper HP) late error	The sensing area of the sensor (booklet front tamper HP) is not interrupted within the specified time after the front booklet tamper starts moving to the home position. Refer to the <i>Finisher Service Manual</i> .
991.01 Service finisher error	Sensor (booklet front tamper HP) lag error	The sensing area of the sensor (booklet front tamper HP) remains interrupted within the specified time after the front booklet tamper starts moving from the home position. Refer to the <i>Finisher Service Manual</i> .
991.02 Service finisher error	Sensor (booklet rear tamper HP) late error	The sensing area of the sensor (booklet rear tamper HP) is not interrupted within the specified time after the rear booklet tamper starts moving to the home position. Refer to the <i>Finisher Service Manual</i> .

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991.03 Service finisher error	Sensor (booklet rear tamper HP) lag error	The sensing area of the sensor (booklet rear tamper HP) remains interrupted within the specified time after the rear booklet tamper starts moving from the home position.  Refer to the <i>Finisher Service Manual</i> .
991.04 Service finisher error	Sensor (booklet end guide HP) late error	The sensing area of the sensor (booklet end guide HP) is not interrupted within the specified time after the booklet end guide starts moving to the home position.  Refer to the <i>Finisher Service Manual</i> .
991.05 Service finisher error	Sensor (booklet end guide HP) lag error	The sensing area of the sensor (booklet end guide HP) remains interrupted within the specified time after the booklet end guide starts moving from the home position.  Refer to the <i>Finisher Service Manual</i> .
991.06 Service finisher error	Sensor (booklet unit interlock) error	The sensor (booklet unit interlock) detected that the booklet maker was not completely inserted when the finisher front door assembly was closed.  Refer to the <i>Finisher Service Manual</i> .
991.07 Service finisher error	Sensor (booklet compiler no media) no media detected	The sensing area of the sensor (booklet compiler no media) did not detect any media when the booklet stapler motor was activated.  Refer to the <i>Finisher Service Manual</i> .
991.08 Service finisher error	Sensor (booklet knife HP) late error	The sensing area of the sensor (booklet knife HP) is not interrupted within the specified time after the booklet knife started moving to home position.  Refer to the <i>Finisher Service Manual</i> .
991.09 Service finisher error	Sensor (booklet knife HP) lag error	The sensing area of the sensor (booklet knife HP) remains interrupted within the specified time after the booklet knife started moving from home position.  Refer to the <i>Finisher Service Manual</i> .
991.10 Service finisher error	Sensor (booklet knife folding) late error	The sensing area of the sensor (booklet knife folding) is not interrupted within the specified time after the booklet knife solenoid was activated.  Refer to the <i>Finisher Service Manual</i> .
991.11 Service finisher error	Booklet stapler error	The booklet stapler unit has failed.  Refer to the <i>Finisher Service Manual</i> .
991.12 Service finisher error	Communication error with booklet controller card assembly	A communication error has occurred with the booklet controller card assembly and the finisher controller card assembly.  Refer to the <i>Finisher Service Manual</i> .
991.13 Service finisher error	Booklet unit maker error	Booklet set recovery was detected too many times for the same job. Perform a POR.  Refer to the <i>Finisher Service Manual</i> .



Error code or message	Error contents	Description/Action
992.00 Service finisher error	Sensor (de-curler clutch HP) late error	The sensing area of the sensor (de-curler cam HP) is not interrupted within the specified time after the de-curler roll assembly (nip) starts moving to the home position. Refer to the <i>Finisher Service Manual</i> .
992.01 Service finisher error	Sensor (de-curler clutch HP) lag error	The sensing area of the sensor (de-curler cam HP) remains interrupted within the specified time after the de-curler roll assembly (nip) starts moving from the home position. Refer to the <i>Finisher Service Manual</i> .
Close cover F	Bridge unit cover is open.	The bridge unit assembly cover is open. Refer to the <i>Finisher Service Manual</i> .
Close door A	Printer left door open.	The printer left door assembly is open, or the printer left door closed actuator is damaged. Go to <b>“Printer left door open” on page 2-134.</b>
Close door B	Duplex left door assembly open.	The Duplex left door assembly is open. Go to <b>“Duplex left door assembly open” on page 2-128.</b>
Close door C	Printer left lower door assembly open	The printer lower left door assembly is open. Go to <b>“Printer left lower door assembly open” on page 2-136.</b>
Close door D	1TM, 3TM or TTM left door assembly open	The 1TM, 3TM or TTM tray left door assembly is open. Go to <b>“1TM, 3TM or TTM left door assembly open” on page 2-127.</b>
Close door E	Printer front door assembly open	Printer front door assembly is open. Go to <b>“Printer front door assembly open” on page 2-133.</b>
Close door G	Finisher front door open.	The finisher front door is open. Refer to the <i>Finisher Service Manual</i> .
Close door J	Transfer belt access door open.	The transfer belt access door is open. Go to <b>“Transfer belt access door open” on page 2-135.</b>
Close surface H	Eject cover open.	The finisher eject cover is open. Refer to the <i>Finisher Service Manual</i> .
Empty hole punch box	Punch waste box full.	The punch waste box is full. Refer to the <i>Finisher Service Manual</i> .
Insert hole punch box	Punch waste box missing.	No punch waste box. Refer to the <i>Finisher Service Manual</i> .
Load staples	Staple cartridge empty.	Staple cartridge empty. Refer to the <i>Finisher Service Manual</i> .
Load tray x with <media>	No media in the selected media tray.	Media is not loaded in the tray. Go to <b>“No media in the selected media tray” on page 2-131.</b>

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Error code or message	Error contents	Description/Action
Remove paper from bin 1	Finisher upper media bin full.	Stacker set over count The upper media bin has reached maximum capacity. Refer to the <i>Finisher Service Manual</i> .
Remove paper from bin 2	Stacker media bin full (no mix)	The stacker media bin has reached maximum capacity (no mix). Refer to the <i>Finisher Service Manual</i> .
Remove paper from bin 2	Stacker media bin full (mix size)	The stacker media bin has reached maximum capacity (mix size). Refer to the <i>Finisher Service Manual</i> .
Remove paper from standard output bin	Standard bin 1 full.	Media in standard bin 1 is at maximum capacity. Go to <b>“Standard media bin full” on page 2-137.</b>
Toner unsupported	Toner cartridge RFID error	A toner cartridge of a different specification is installed. Go to <b>“Toner cartridge set error” on page 2-138.</b>

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## Service checks

### 200.00 Sensor (registration) late jam

Step	Check	Yes	No
1	Check the media position. Does the media touch the sensor (registration)?	Remove the media.	Go to step 2.
2	Check the registration/transport roll assembly. Is the above component free of excess wear and contamination?	Go to step 3.	Clean or replace the registration / transport roll assembly.  Go to <b>"Registration / transport roll assembly removal"</b> on page 4-36.
3	Check the sensor (registration) for proper operation. 1. Enter the Diagnostics Menu. 2. Select <b>BASE SENSOR TEST</b> . 3. Select <b>Media Path</b> . 4. Select <b>Registration</b> .  Does the display on the operator panel, change every time the sensing area of the above sensor is interrupted or blocked?	Go to step 5.	Go to step 4.
4	Check the sensor (registration) for proper connection. Is the above component properly connected?	Replace the sensor (registration).  Go to <b>"Sensor (registration) removal"</b> on page 4-37.	Replace the connection.
5	Check the transport roll/MPF drive motor assembly for proper operation.   <b>Caution:</b> When performing motor tests, ensure that all cover and door interlock switches are overridden.  1. Enter the Diagnostics Menu. 2. Select <b>MOTOR TESTS</b> . 3. Select <b>Printer Motor Test</b> . 4. Select <b>MPF/transport drive motor</b> .  Does the above component operate properly?	Go to step 7.	Go to step 6.
6	Check the MPF / transport drive motor assembly for proper connection. Is the above component properly connected?	Replace the MPF/ transport drive motor assembly.  Go to <b>"MPF / transport drive motor assembly removal"</b> on page 4-114.	Replace the connection.

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Step	Check	Yes	No
7	<p>Check the Replace the K developer/transport drive motor assembly for proper operation.</p>  <p><b>Caution:</b> When performing motor tests, ensure that all cover and door interlock switches are overridden.</p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>MOTOR TESTS</b>.</li> <li>3. Select <b>Printer Motor Test</b>.</li> <li>4. Select. <b>K developer/transport drive motor</b>.</li> </ol> <p>Does the above component operate properly?</p>	Go to step 9.	Go to step 8.
8	<p>Check the K developer/transport drive motor assembly for proper connection.</p> <p>Is the above component properly connected?</p>	<p>Replace the K developer / transport drive motor assembly.</p> <p>Go to <b>“K developer / transport drive motor assembly removal” on page 4-106.</b></p>	Replace the connection.
9	<p>Perform a print test.</p> <p>Does the error continue?</p>	<p>Replace the lower printer engine card assembly.</p> <p>Go to <b>“Lower printer engine card assembly removal” on page 4-93.</b></p>	Problem solved.

**200.01 Sensor (registration) lag jam**

Step	Check	Yes	No
1	<p>Check the media position.</p> <p>Does the media touch the sensor (registration)?</p>	Remove the media.	Go to step 2.
2	<p>Check the registration/transport roll assembly.</p> <p>Is the above component free of excess wear and contamination?</p>	Go to step 3.	<p>Clean or replace the registration / transport roll assembly.</p> <p>Go to <b>“Registration / transport roll assembly removal” on page 4-36.</b></p>
3	<p>Check the fuser unit drive gear for excess wear and damage.</p> <p>Is the above component free of excess wear and damage?</p>	Go to step 4.	<p>Replace the fuser unit assembly.</p> <p>Go to <b>“Fuser unit assembly removal” on page 4-15.</b></p>



Step	Check	Yes	No
4	<p>Check the sensor (registration) for proper operation.</p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>BASE SENSOR TEST</b>.</li> <li>3. Select <b>Media Path</b>.</li> <li>4. Select <b>Registration</b>.</li> </ol> <p>Does the display on the operator panel, change every time the sensing area of the above sensor is interrupted or blocked?</p>	Go to step 6.	Go to step 5.
5	<p>Check the sensor (registration) for proper connection.</p> <p>Is the above component properly connected?</p>	Replace the sensor (registration). Go to <b>“Sensor (registration) removal” on page 4-37.</b>	Replace the connection.
6	<p>Check the sensor (fuser exit) for proper operation.</p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>BASE SENSOR TEST</b>.</li> <li>3. Select <b>Media Path</b>.</li> <li>4. Select <b>Fuser exit</b></li> </ol> <p>Caution: The area around the actuator is very hot. Allow the fuser area to cool before proceeding.</p> <p>Does the display on the operator panel, change every time the sensing area of the above sensor is interrupted or blocked?</p>	Go to step 8.	Go to step 7.
7	<p>Check the sensor (fuser exit) for proper connection.</p> <p>Is the above component properly connected?</p>	Replace the sensor (fuser exit). Go to <b>“Sensor (fuser exit) removal” on page 4-25.</b>	Replace the connection.
8	<p>Check the registration clutch for proper operation.</p> <p> <b>Caution:</b> When performing motor tests, ensure that all cover and door interlock switches are overridden.</p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>MOTOR TESTS</b>.</li> <li>3. Select <b>Printer Motor Test</b>.</li> <li>4. Select <b>Registration clutch</b>.</li> </ol> <p>Does the above component make an audible clicking sound when activated?</p>	Go to step 10.	Go to step 9.
9	<p>Check the registration clutch for proper connection.</p> <p>Is the above component properly connected?</p>	Replace the registration clutch. Go to <b>“Registration clutch removal” on page 4-37.</b>	Replace the connection.

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Step	Check	Yes	No
10	<p>Check the Replace the K developer/transport drive motor assembly for proper operation.</p>  <p><b>Caution:</b> When performing motor tests, ensure that all cover and door interlock switches are overridden.</p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>MOTOR TESTS</b>.</li> <li>3. Select <b>Printer Motor Test</b>.</li> <li>4. Select <b>K developer/transport drive motor</b>.</li> </ol> <p>Does the above component operate properly?</p>	Go to step 12.	Go to step 11.
11	<p>Check the Replace the K developer/transport drive motor assembly for proper connection.</p> <p>Is the above component properly connected?</p>	<p>Replace the K developer/transport drive motor assembly.</p> <p>Go to "<b>K developer / transport drive motor assembly removal</b>" on page 4-106.</p>	Replace the connection.
12	<p>Perform a print test.</p> <p>Does the error continue?</p>	<p>Replace the lower printer engine card assembly.</p> <p>Go to "<b>Lower printer engine card assembly removal</b>" on page 4-93.</p>	Problem solved.

### 200.02 Sensor static jam

Step	Check	Yes	No
1	<p>Check the media position in the area shown on the operator panel.</p> <p>Is media present in the area shown on the operator panel?</p>	Remove the media.	Go to step 2.
2	<p>Check the sensor in the appropriate area for proper operation.</p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>BASE SENSOR TEST</b>.</li> <li>3. Select <b>Media Path</b>.</li> <li>4. Select <b>Registration</b>.</li> </ol> <p>Does the display on the operator panel, change every time the sensing area of the appropriate sensor is interrupted or blocked?</p>	Go to step 4.	Go to step 3.
3	<p>Check the appropriate sensor for proper connection.</p> <p>Is the above component properly connected?</p>	Replace the appropriate sensor.	Replace the connection.

Step	Check	Yes	No
4	POR the machine. Does the error continue?	Replace the lower printer engine card assembly.  Go to <b>“Lower printer engine card assembly removal” on page 4-93.</b>	Problem solved.

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### 200.03 Sensor (media on belt) late jam

Step	Check	Yes	No
1	Check the media condition. Is the media in the tray crumpled, curled or damaged?	Replace the damaged media with new.	Go to step 2.
2	Check the media position. Does the media touch the sensor (media on belt)?	Remove the media.	Go to step 3.
3	Check the 2nd transfer roll assembly for excess wear or damage. Is the above component free of excess wear and damage?	Go to step 4.	Replace the 2nd transfer roll assembly.  Go to <b>“2nd transfer roll assembly removal” on page 4-35.</b>
4	Check the sensor (media on belt) for proper operation. 1. Enter the Diagnostics Menu. 2. Select <b>BASE SENSOR TEST.</b> 3. Select <b>Media Path.</b> 4. Select <b>Media on belt.</b>  Does the display on the operator panel, change every time the sensing area of the above sensor is interrupted or blocked?	Go to step 6.	Go to step 5.
5	Check the sensor (media on belt) for proper connection. Is the above component properly connected?	Replace the sensor (media on belt).  Go to <b>“Sensor (media on belt) removal” on page 4-30.</b>	Replace the connection.
6	Perform a print test. Does the error continue?	Replace the lower printer engine card assembly.  Go to <b>“Lower printer engine card assembly removal” on page 4-93.</b>	Problem solved.

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Step	Check	Yes	No
1	Check the media position. Does the media touch the sensor (fuser exit)?	Remove the media.	Go to step 2.
2	Check the fuser exit actuator. Does the fuser exit actuator attached to the sensor (fuser exit) appear to be binding or sticking in its normal resting position and not allowing media to pass?	Replace the sensor (fuser exit)  Go to <b>“Sensor (fuser exit) removal” on page 4-25.</b>	Go to step 3.
3	Check the 2nd transfer roll assembly. Is the 2nd transfer roll assembly free of excess wear and contamination?	Go to step 4.	Clean or replace the 2nd transfer roll assembly.  Go to <b>“2nd transfer roll assembly removal” on page 4-35.</b>
4	Check the sensor (fuser exit) for proper operation. 1. Enter the Diagnostics Menu. 2. Select <b>BASE SENSOR TEST.</b> 3. Select <b>Media Path.</b> 4. Select <b>Fuser exit.</b>  <b>Caution:</b> The area around the actuator is very hot. Allow the fuser area to cool before proceeding. Does the display on the operator panel change every time the sensing area of the above sensor is interrupted or blocked?	Go to step 6.	Go to step 5.
5	Check the sensor (fuser exit) for proper connection. Is the above component properly connected?	Replace the sensor (fuser exit).  Go to <b>“Sensor (fuser exit) removal” on page 4-25.</b>	Replace the connection.
6	Check the duplex diverter gate solenoid for proper operation.   <b>Caution:</b> When performing motor tests, ensure that all cover and door interlock switches are overridden.  1. Enter the Diagnostics Menu. 2. Select <b>MOTOR TESTS.</b> 3. Select <b>Printer Motor Test.</b> 4. Select <b>Duplex diverter gate solenoid.</b>  Does the above component operate properly?	Go to step 8.	Go to step 7.

Step	Check	Yes	No
7	Check the duplex diverter gate solenoid for proper connection. Is the above component properly connected?	Replace the duplex media inverter assembly.  Go to <b>“Duplex media inverter assembly removal” on page 4-9.</b>	Replace the connection.
8	 <p><b>Caution:</b> When performing motor tests, ensure that all cover and door interlock switches are overridden.</p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>MOTOR TESTS.</b></li> <li>3. Select <b>Printer Motor Test.</b></li> <li>4. Select <b>Registrat clutch.</b></li> </ol> Does the above component make an audible clicking sound when activated?	Go to step 10.	Go to step 9.
9	Check the registration clutch for proper connection. Is the registration clutch properly connected?	Replace the registration clutch.  Go to <b>“Registration clutch removal” on page 4-37.</b>	Replace the connection.
10	 <p><b>Caution:</b> When performing motor tests, ensure that all cover and door interlock switches are overridden.</p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>MOTOR TESTS.</b></li> <li>3. Select <b>Printer Motor Test.</b></li> <li>4. Select <b>K developer/transport drive motor.</b></li> </ol> Does the above component operate properly?	Go to step 12.	Go to step 11.
11	Check the K developer/transport drive motor assembly for proper connection. Is the above component properly connected?	Replace the K developer/transport drive motor assembly.  Go to <b>“K developer / transport drive motor assembly removal” on page 4-106.</b>	Replace the connection.

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Step	Check	Yes	No
12	Perform a print test. Does the error continue?	Replace the lower printer engine card assembly.  Go to <b>“Lower printer engine card assembly removal” on page 4-93.</b>	Problem solved.

### 202.00 Sensor (fuser exit) lag jam

Step	Check	Yes	No
1	Check the media position. Does the media touch the sensor (fuser exit)?	Remove the media.	Go to step 2.
2	Check the sensor (fuser exit) for proper operation. 1. Enter the Diagnostics Menu. 2. Select <b>BASE SENSOR TEST.</b> 3. Select <b>Media Path.</b> 4. Select <b>Fuser exit.</b>  <b>Caution:</b> The area around the actuator is very hot. Allow the fuser area to cool before proceeding. Does the display on the operator panel, change every time the sensing area of the above sensor is interrupted or blocked?	Go to step 4.	Go to step 3.
3	Check the sensor (fuser exit) for proper connection. Is the above component properly connected?	Replace the sensor (fuser exit). Go to <b>“Sensor (fuser exit) removal” on page 4-25.</b>	Replace the connection.
4	Check the duplex diverter gate solenoid for proper operation.   <b>Caution:</b> When performing motor tests, ensure that all cover and door interlock switches are overridden.  1. Enter the Diagnostics Menu. 2. Select <b>MOTOR TESTS.</b> 3. Select <b>Printer Motor Test.</b> 4. Select <b>Duplex diverter gate solenoid.</b>  Does the above component operate properly?	Go to step 6.	Go to step 5.
5	Check the duplex diverter gate solenoid for proper connection. Is the above component properly connected?	Replace duplex media inverter assembly. Go to <b>“Duplex media inverter assembly removal” on page 4-9.</b>	Replace the connection.

Step	Check	Yes	No
6	<p>Check the Replace the K developer/transport drive motor assembly for proper operation.</p>  <p><b>Caution:</b> When performing motor tests, ensure that all cover and door interlock switches are overridden.</p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>MOTOR TESTS</b>.</li> <li>3. Select <b>Printer Motor Test</b>.</li> <li>4. Select <b>K developer/transport drive motor</b>.</li> </ol> <p>Does the above component operate properly?</p>	Go to step 8.	Go to step 7.
7	<p>Check the K developer/transport drive motor assembly for proper connection.</p> <p>Is the above component properly connected?</p>	<p>Replace the K developer/transport drive motor assembly.</p> <p>Go to "<b>K developer / transport drive motor assembly removal</b>" on page 4-106.</p>	Replace the connection.
8	<p>Perform a print test.</p> <p>Does the error continue?</p>	<p>Replace the lower printer engine card assembly.</p> <p>Go to "<b>Lower printer engine card assembly removal</b>" on page 4-93.</p>	Problem solved.

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### 230.00 Sensor (duplex wait) late jam (duplex media feed)

Step	Check	Yes	No
1	<p>Check the media position.</p> <p>Does the media remain in standard media exit?</p>	Remove the media.	Go to step 2.
2	<p>Check the duplex unit assembly rolls.</p> <p>Are the duplex unit assembly rolls free of excess wear and contamination?</p>	Go to step 3.	<p>Clean or replace the duplex unit assembly.</p> <p>Go to "<b>Duplex unit assembly removal</b>" on page 4-10.</p>
3	<p>Check the sensor (duplex wait) for proper operation.</p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>DUPLEX TESTS</b>.</li> <li>3. Select <b>Sensor Test</b>.</li> <li>4. Select <b>Duplex wait</b>.</li> </ol> <p>Does the display on the operator panel, change every time the sensing area of the above sensor is interrupted or blocked?</p>	Go to step 5.	Go to step 4.

Step	Check	Yes	No
4	Check the sensor (duplex wait) for proper connection. Is the above component properly connected?	Replace the sensor (duplex wait). Go to <b>“Sensor (duplex wait) removal” on page 4-11.</b>	Replace the connection.
5	 <p><b>Caution:</b> When performing motor tests, ensure that all cover and door interlock switches are overridden.</p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>MOTOR TESTS.</b></li> <li>3. Select <b>Printer Motor Test.</b></li> <li>4. Select <b>Duplex diverter gate solenoid.</b></li> </ol> Does the above component operate properly?	Go to step 7.	Go to step 6.
6	Check the duplex diverter gate solenoid for proper connection. Is the above component properly connected?	Replace duplex media inverter assembly. Go to <b>“Duplex media inverter assembly removal” on page 4-9.</b>	Replace the connection.
7	 <p><b>Caution:</b> When performing motor tests, ensure that all cover and door interlock switches are overridden.</p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>MOTOR TESTS.</b></li> <li>3. Select <b>Printer Motor Test.</b></li> <li>4. Select <b>Duplex drive motor.</b></li> </ol> Does the above component operate properly?	Go to step 9.	Go to step 8.
8	Check the duplex drive motor for proper connection. Is the above component properly connected?	Replace duplex drive motor. Go to <b>“Duplex drive motor removal” on page 4-13.</b>	Replace the connection.

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Step	Check	Yes	No
9	<p>Check the duplex media inverter clutch for proper operation.</p>  <p><b>Caution:</b> When performing motor tests, ensure that all cover and door interlock switches are overridden.</p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>MOTOR TESTS</b>.</li> <li>3. Select <b>Printer Motor Test</b>.</li> <li>4. Select <b>Registart clutch</b>.</li> </ol> <p>Does the above component make an audible clicking sound when activated?</p>	Go to step 11.	Go to step 10.
10	<p>Check the duplex media inverter clutch for proper connection.</p> <p>Is the registration clutch properly connected?</p>	<p>Replace the duplex media inverter assembly.</p> <p>Go to <b>“Duplex media inverter assembly removal” on page 4-9.</b></p>	Replace the connection.
11	<p>Perform a 2 sided print test.</p> <p>Does the error remain?</p>	<p>Replace the duplex controller card assembly.</p> <p>Go to <b>“Duplex controller card assembly removal” on page 4-14.</b></p> <p>Go to step 12.</p>	Problem solved.
12	<p>Perform a 2 sided print test.</p> <p>Does the error remain?</p>	<p>Replace the lower printer engine card assembly.</p> <p>Go to <b>“Lower printer engine card assembly removal” on page 4-93.</b></p>	Problem solved.

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### 231.00 Sensor (registration) late jam (duplex feed)

Step	Check	Yes	No
1	<p>Check the media position.</p> <p>Does the media remain in standard media exit?</p>	Remove the media.	Go to step 2.
2	<p>Check the duplex unit assembly rolls.</p> <p>Are the duplex unit assembly rolls free of excess wear and contamination?</p>	Go to step 3.	<p>Clean or replace the duplex unit assembly.</p> <p>Go to <b>“Duplex unit assembly removal” on page 4-10.</b></p>

Step	Check	Yes	No
3	<p>Check the sensor (registration) for proper operation.</p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>BASE SENSOR TESTS</b>.</li> <li>3. Select <b>Media Path</b>.</li> <li>4. Select <b>Registration</b>.</li> </ol> <p>Does the display on the operator panel, change every time the sensing area of the above sensor is interrupted or blocked?</p>	Go to step 5.	Go to step 4.
4	<p>Check the sensor (registration) for proper connection. Is the above component properly connected?</p>	<p>Replace the sensor (registration). Go to <b>“Sensor (registration) removal” on page 4-37</b>.</p>	Replace the connection.
5	<p>Check the duplex diverter gate solenoid for proper operation.</p>  <p><b>Caution:</b> When performing motor tests, ensure that all cover and door interlock switches are overridden.</p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>MOTOR TESTS</b>.</li> <li>3. Select <b>Printer Motor Test</b>.</li> <li>4. Select <b>Duplex diverter gate solenoid</b>.</li> </ol> <p>Does the above component operate properly?</p>	Go to step 7.	Go to step 6.
6	<p>Check the duplex diverter gate solenoid for proper connection. Is the above component properly connected?</p>	<p>Replace duplex media inverter assembly. Go to <b>“Duplex media inverter assembly removal” on page 4-9</b>.</p>	Replace the connection.
7	<p>Check the duplex drive motor for proper operation.</p>  <p><b>Caution:</b> When performing motor tests, ensure that all cover and door interlock switches are overridden.</p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>MOTOR TESTS</b>.</li> <li>3. Select <b>Printer Motor Test</b>.</li> <li>4. Select <b>Duplex drive motor</b>.</li> </ol> <p>Does the above component operate properly?</p>	Go to step 9.	Go to step 8.
8	<p>Check the duplex drive motor for proper connection. Is the above component properly connected?</p>	<p>Replace duplex drive motor. Go to <b>“Duplex drive motor removal” on page 4-13</b>.</p>	Replace the connection.


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Step	Check	Yes	No
9	<p>Check the duplex media inverter clutch for proper operation.</p>  <p><b>Caution:</b> When performing motor tests, ensure that all cover and door interlock switches are overridden.</p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>MOTOR TESTS</b>.</li> <li>3. Select <b>Printer Motor Test</b>.</li> <li>4. Select <b>Registrat clutch</b>.</li> </ol> <p>Does the above component make an audible clicking sound when activated?</p>	Go to step 11.	Go to step 10.
10	<p>Check the duplex media inverter clutch for proper connection.</p> <p>Is the registration clutch properly connected?</p>	<p>Replace the duplex media inverter assembly.</p> <p>Go to <b>“Duplex media inverter assembly removal” on page 4-9.</b></p>	Replace the connection.
11	<p>Perform a 2 sided print test.</p> <p>Does the error remain?</p>	<p>Replace the duplex controller card assembly.</p> <p>Go to <b>“Duplex controller card assembly removal” on page 4-14.</b></p> <p>Go to step 12.</p>	Problem solved.
12	<p>Perform a 2 sided print test.</p> <p>Does the error remain?</p>	<p>Replace the lower printer engine card assembly.</p> <p>Go to <b>“Lower printer engine card assembly removal” on page 4-93.</b></p>	Problem solved.

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### 231.01 Sensor (registration) late jam (duplex media feed)

Step	Check	Yes	No
1	<p>Check the media position.</p> <p>Does the media remain in standard media exit?</p>	Remove the media.	Go to step 2.
2	<p>Check the duplex unit assembly rolls.</p> <p>Are the duplex unit assembly rolls free of excess wear and contamination?</p>	Go to step 3.	<p>Clean or replace the duplex unit assembly.</p> <p>Go to <b>“Duplex unit assembly removal” on page 4-10.</b></p>

Step	Check	Yes	No
3	<p>Check the sensor (registration) for proper operation.</p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>BASE SENSOR TESTS</b>.</li> <li>3. Select <b>Media Path</b>.</li> <li>4. Select <b>Registration</b>.</li> </ol> <p>Does the display on the operator panel, change every time the sensing area of the above sensor is interrupted or blocked?</p>	Go to step 5.	Go to step 4.
4	<p>Check the sensor (registration) for proper connection.</p> <p>Is the above component properly connected?</p>	Replace the sensor (registration). Go to <b>“Sensor (registration) removal” on page 4-37</b> .	Replace the connection.
5	<p>Check the duplex diverter gate solenoid for proper operation.</p>  <p><b>Caution:</b> When performing motor tests, ensure that all cover and door interlock switches are overridden.</p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>MOTOR TESTS</b>.</li> <li>3. Select <b>Printer Motor Test</b>.</li> <li>4. Select <b>Duplex diverter gate solenoid</b>.</li> </ol> <p>Does the above component operate properly?</p>	Go to step 7.	Go to step 6
6	<p>Check the duplex diverter gate solenoid for proper connection.</p> <p>Is the above component properly connected?</p>	Replace duplex media inverter assembly. Go to <b>“Duplex media inverter assembly removal” on page 4-9</b> .	Replace the connection.
7	<p>Check the duplex drive motor for proper operation.</p>  <p><b>Caution:</b> When performing motor tests, ensure that all cover and door interlock switches are overridden.</p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>MOTOR TESTS</b>.</li> <li>3. Select <b>Printer Motor Test</b>.</li> <li>4. Select <b>Duplex drive motor</b>.</li> </ol> <p>Does the above component operate properly?</p>	Go to step 9.	Go to step 8.
8	<p>Check the duplex drive motor for proper connection.</p> <p>Is the above component properly connected?</p>	Replace duplex drive motor. Go to <b>“Duplex drive motor removal” on page 4-13</b> .	Replace the connection.


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Step	Check	Yes	No
9	<p>Check the duplex media inverter clutch for proper operation.</p>  <p><b>Caution:</b> When performing motor tests, ensure that all cover and door interlock switches are overridden.</p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>MOTOR TESTS</b>.</li> <li>3. Select <b>Printer Motor Test</b>.</li> <li>4. Select <b>Registrat clutch</b>.</li> </ol> <p>Does the above component make an audible clicking sound when activated?</p>	Go to step 11.	Go to step 10.
10	<p>Check the duplex media inverter clutch for proper connection.</p> <p>Is the registration clutch properly connected?</p>	<p>Replace the duplex media inverter assembly.</p> <p>Go to <b>“Duplex media inverter assembly removal” on page 4-9.</b></p>	Replace the connection.
11	<p>Perform a 2 sided print test.</p> <p>Does the error remain?</p>	<p>Replace the duplex controller card assembly.</p> <p>Go to <b>“Duplex controller card assembly removal” on page 4-14.</b></p> <p>Go to step 12.</p>	Problem solved.
12	<p>Perform a 2 sided print test.</p> <p>Does the error remain?</p>	<p>Replace the lower printer engine card assembly.</p> <p>Go to <b>“Lower printer engine card assembly removal” on page 4-93.</b></p>	Problem solved.

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### 241.00 Sensor (tray 1 feed-out) late jam

Step	Check	Yes	No
1	<p>Check the media condition.</p> <p>Is the media in the tray crumpled or damaged?</p>	Replace the damaged media with new.	Go to step 2.
2	<p>Check the media size setup.</p> <p>Does the media size, in use, match the size set for tray 1?</p>	Go to step 3.	Replace the media, or change the media size setup.

Step	Check	Yes	No
3	<p>Check the feed roll, separation roll, and pick roll for media tray 1.</p> <p>Are the above components free of excess wear and contamination?</p>	Go to step 4.	<p>Clean or replace the feed roll, separating roll, or pick roll.</p> <p>Go to <b>“Feed roll removal” on page 4-115</b>, <b>“Separation roll removal” on page 4-117</b>, and <b>“Pick roll removal” on page 4-116</b>.</p>
4	<p>Check the media position.</p> <p>Does the media touch the sensor (tray 1 feed-out)?</p>	Remove the media.	Go to step 5.
5	<p>Check the sensor (tray 1 feed-out) for proper operation.</p> <p> <b>Caution:</b> When performing motor tests, ensure that all cover and door interlock switches are overridden.</p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>INPUT TRAY TESTS</b>.</li> <li>3. Select <b>Sensor test</b>.</li> <li>4. Select <b>Tray 1</b>.</li> <li>5. Select <b>Feed-out</b>.</li> </ol> <p>Does the display on the operator panel, change every time the sensing area of the above sensor is interrupted or blocked?</p>	Go to step 7.	Go to step 6.
6	<p>Check the sensor (tray 1 feed-out) for proper connection.</p> <p>Is the above component properly connected?</p>	Replace the sensor (tray 1 feed-out).	Replace the connection.
7	<p>Check the media feed lift motor in media tray 1 for proper operation.</p> <p> <b>Caution:</b> When performing motor tests, ensure that all cover and door interlock switches are overridden.</p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>MOTOR TESTS</b>.</li> <li>3. Select <b>Printer motor tests</b>.</li> <li>4. Select <b>Tray 1 media feed/lift motor</b>.</li> </ol> <p>Does the above component operate properly?</p>	Go to step 9.	Skip to step 8.
8	<p>Check the media feed lift motor for proper connection.</p> <p>Is the above component properly connected?</p>	<p>Replace the media feed lift motor.</p> <p>Go to <b>“Media feed lift motor removal” on page 4-120</b>.</p>	Replace the connection.

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Step	Check	Yes	No
9	Perform a print test. Does the error continue?	Replace the lower printer engine card assembly.  Go to <b>“Lower printer engine card assembly removal” on page 4-93.</b>	Problem solved.

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## 242.00 Sensor (tray 2 feed-out) late jam

Step	Check	Yes	No
1	Check the media condition. Is the media in the tray crumpled or damaged?	Replace the damaged media with new.	Go to step 2.
2	Check the media size setup. Does the media size, in use, match the size set for tray 2?	Go to step 3.	Replace the media, or change the media size setup.
3	Check the feed roll, separation roll, and pick roll for media tray 2. Are the above components free of excess wear and contamination?	Go to step 4.	Clean or replace the feed roll, separating roll, or pick roll.  Go to <b>“Feed roll removal” on page 4-115</b> , <b>“Separation roll removal” on page 4-117</b> , and <b>“Pick roll removal” on page 4-116.</b>
4	Check the media position. Does the media touch the sensor (tray 2 feed-out)?	Remove the media.	Go to step 5
5	Check the sensor (tray 2 feed-out) for proper operation. 1. Enter the Diagnostics Menu. 2. Select <b>INPUT TRAY TESTS.</b> 3. Select <b>Sensor test.</b> 4. Select <b>Tray 2.</b> 5. Select <b>Feed-out.</b>  Does the display on the operator panel, change every time the sensing area of the above sensor is interrupted or blocked?	Go to step 7.	Go to step 6.
6	Check the sensor (tray 2 feed-out) for proper connection. Is the above component properly connected?	Replace the sensor (tray 2 feed-out).	Replace the connection.




Step	Check	Yes	No
7	<p>Check the media feed lift motor in media tray 2 for proper operation.</p>  <p><b>Caution:</b> When performing motor tests, ensure that all cover and door interlock switches are overridden.</p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>MOTOR TESTS</b>.</li> <li>3. Select <b>Printer motor tests</b>.</li> <li>4. Select <b>Tray 2 media feed/lift motor</b>.</li> </ol> <p>Does the above component operate properly?</p>	Go to step 9.	Skip to step 8.
8	<p>Check the media feed lift motor for proper connection. Is the above component properly connected?</p>	<p>Replace the media feed lift motor.</p> <p>Go to <b>“Media feed lift motor removal” on page 4-120.</b></p>	Replace the connection.
9	<p>Perform a print test. Does the error continue?</p>	<p>Replace the lower printer engine card assembly.</p> <p>Go to <b>“Lower printer engine card assembly removal” on page 4-93.</b></p>	Problem solved.

**242.01 Sensor (tray 1 feed-out) late jam (feeding from tray 2)**

Step	Check	Yes	No
1	<p>Check the media condition. Is the media in the tray crumpled or damaged?</p>	Replace the damaged media with new.	Go to step 2.
2	<p>Check the media position. Does the media touch the sensor (tray 1 feed-out)?</p>	Remove the media.	Go to step 5.
3	<p>Check the sensor (tray 1 feed-out) for proper operation.</p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>INPUT TRAY TESTS</b>.</li> <li>3. Select <b>Sensor test</b>.</li> <li>4. Select <b>Tray 1</b>.</li> <li>5. Select <b>Feed-out</b>.</li> </ol> <p>Does the display on the operator panel, change every time the sensing area of the above sensor is interrupted or blocked?</p>	Go to step 5.	Go to step 4.
4	<p>Check the sensor (tray 1 feed-out) for proper connection. Is the above component properly connected?</p>	Replace the sensor (tray 1 feed-out).	Replace the connection.



Step	Check	Yes	No
5	<p>Check the sensor (tray 2 feed-out) for proper operation.</p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>INPUT TRAY TESTS</b>.</li> <li>3. Select <b>Sensor test</b>.</li> <li>4. Select <b>Tray 2</b>.</li> <li>5. Select <b>Feed-out</b>.</li> </ol> <p>Does the display on the operator panel, change every time the sensing area of the above sensor is interrupted or blocked?</p>	Go to step 7.	Go to step 6.
6	<p>Check the sensor (tray 2 feed-out) for proper connection.</p> <p>Is the above component properly connected?</p>	Replace the sensor (tray 2 feed-out).	Replace the connection.
7	<p>Check the MPF/transport drive motor for proper operation.</p> <p> <b>Caution:</b> When performing motor tests, ensure that all cover and door interlock switches are overridden.</p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>MOTOR TESTS</b>.</li> <li>3. Select <b>Printer motor tests</b>.</li> <li>4. Select <b>MPF/transport drive motor</b>.</li> </ol> <p>Does the above component operate properly?</p>	Go to step 9.	Skip to step 8.
8	<p>Check the MPF/transport drive motor for proper connection.</p> <p>Is the above component properly connected?</p>	<p>Replace the MPF / transport drive motor.</p> <p>Go to <b>“MPF / transport drive motor assembly removal” on page 4-114.</b></p>	Replace the connection.
9	<p>Perform a print test.</p> <p>Does the error continue?</p>	<p>Replace the lower printer engine card assembly.</p> <p>Go to <b>“Lower printer engine card assembly removal” on page 4-93.</b></p>	Problem solved.

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### 243.00 Sensor (tray 3 feed-out) late jam

Step	Check	Yes	No
1	<p>Check the media condition.</p> <p>Is the media in the tray crumpled or damaged?</p>	Replace the damaged media with new.	Go to step 2.
2	<p>Check the media size setup.</p> <p>Does the media size, in use, match the size set for tray 3?</p>	Go to step 3.	Replace the media, or change the media size setup.

Step	Check	Yes	No
3	Check the feed roll, separation roll, and pick roll for media tray 3. Are the above components free of excess wear and contamination?	Go to step 4.	Clean or replace the feed roll, separating roll, or pick roll. Go to <b>“Feed roll removal” on page 4-115, “Separation roll removal” on page 4-117, and “Pick roll removal” on page 4-116.</b>
4	Check the media position. Does the media touch the sensor (tray 3 feed-out)?	Remove the media.	Go to step 5
5	Check the sensor (tray 3 feed-out) for proper operation. 1. Enter the Diagnostics Menu. 2. Select <b>INPUT TRAY TESTS.</b> 3. Select <b>Sensor test.</b> 4. Select <b>Tray 3.</b> 5. Select <b>Feed-out.</b>  Does the display on the operator panel, change every time the sensing area of the above sensor is interrupted or blocked?	Go to step 7.	Go to step 6.
6	Check the sensor (tray 3 feed-out) for proper connection. Is the above component properly connected?	Replace the sensor (tray 3 feed-out).	Replace the connection.
7	Check the media feed lift motor in media tray 3 for proper operation.   <b>Caution:</b> When performing motor tests, ensure that all cover and door interlock switches are overridden.  1. Enter the Diagnostics Menu. 2. Select <b>MOTOR TESTS.</b> 3. Select <b>Printer motor tests.</b> 4. Select <b>Tray 3 media feed/lift motor.</b>  Does the above component operate properly?	Go to step 9.	Skip to step 8.
8	Check the media feed lift motor for proper connection. Is the above component properly connected?	Replace the media feed lift motor. Go to <b>“Media feed lift motor removal” on page 4-120.</b>	Replace the connection.

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Step	Check	Yes	No
9	Perform a print test. Does the error continue?	Replace the 1TM controller card assembly or the 3TM controller card assembly or the TTM controller card assembly.  Go to <b>“1X 500-sheet drawer (1TM)—1TM controller card assembly removal” on page 4-209</b> <b>“3X 500-sheet drawer (3TM)—3TM controller card assembly removal” on page 4-189</b> or <b>“2000-sheet dual input (TTM)—TTM controller card assembly removal” on page 4-163.</b>  Go to step 10.	Problem solved.
10	Perform a print test. Does the error continue?	Replace the lower printer engine card assembly.  Go to <b>“Lower printer engine card assembly removal” on page 4-93.</b>	Problem solved.

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### 243.01 Sensor (tray 2 feed-out) late jam (feeding from tray 3)

Step	Check	Yes	No
1	Check the media condition. Is the media in the tray crumpled or damaged?	Replace the damaged media with new.	Go to step 2.
2	Check the media position. Does the media touch the sensor (tray 2 feed-out)?	Remove the media.	Go to step 5
3	Check the sensor (tray 2 feed-out) for proper operation. 1. Enter the Diagnostics Menu. 2. Select <b>INPUT TRAY TESTS.</b> 3. Select <b>Sensor test.</b> 4. Select <b>Tray 2.</b> 5. Select <b>Feed-out.</b>  Does the display on the operator panel, change every time the sensing area of the above sensor is interrupted or blocked?	Go to step 5.	Go to step 4.
4	Check the sensor (tray 2 feed-out) for proper connection. Is the above component properly connected?	Replace the sensor (tray 2 feed-out).	Replace the connection.

Step	Check	Yes	No
5	<p>Check the sensor (tray 3 feed-out) for proper operation.</p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>INPUT TRAY TESTS</b>.</li> <li>3. Select <b>Sensor test</b>.</li> <li>4. Select <b>Tray 3</b>.</li> <li>5. Select <b>Feed-out</b>.</li> </ol> <p>Does the display on the operator panel, change every time the sensing area of the above sensor is interrupted or blocked?</p>	Go to step 7.	Go to step 6.
6	<p>Check the sensor (tray 3 feed-out) for proper connection.</p> <p>Is the above component properly connected?</p>	Replace the sensor (tray 3 feed-out).	Replace the connection.
7	<p>Check the tray module drive motor for proper operation.</p> <div style="display: flex; align-items: center;">  <p><b>Caution:</b> When performing motor tests, ensure that all cover and door interlock switches are overridden.</p> </div> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>MOTOR TESTS</b>.</li> <li>3. Select <b>Printer motor tests</b>.</li> <li>4. Select <b>Tray module drive motor</b>.</li> </ol> <p>Does the above component operate properly?</p>	Go to step 9.	Skip to step 8.
8	<p>Check the tray module drive motor for proper connection.</p> <p>Is the above component properly connected?</p>	<p>Replace the tray module drive motor.</p> <p>Go to <b>“2000-sheet dual input (TTM)—tray module drive motor assembly removal” on page 4-161</b> or <b>“2000-sheet dual input (TTM)—tray module drive motor assembly removal” on page 4-161</b>.</p>	Replace the connection.

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Step	Check	Yes	No
9	Perform a print test. Does the error continue?	Replace the 1TM controller card assembly or the 3TM controller card assembly or the TTM controller card assembly.  Go to <b>“1X 500-sheet drawer (1TM)—1TM controller card assembly removal” on page 4-209</b> <b>“3X 500-sheet drawer (3TM)—3TM controller card assembly removal” on page 4-189</b> or <b>“2000-sheet dual input (TTM)—TTM controller card assembly removal” on page 4-163.</b>  Go to step 10.	Problem solved.
10	Perform a print test. Does the error continue?	Replace the lower printer engine card assembly.  Go to <b>“Lower printer engine card assembly removal” on page 4-93.</b>	Problem solved.

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### 244.00 Sensor (tray 4 feed-out) late jam

Step	Check	Yes	No
1	Check the media condition. Is the media in the tray crumpled or damaged?	Replace the damaged media with new.	Go to step 2.
2	Check the media size setup. Does the media size, in use, match the size set for tray 4?	Go to step 3.	Replace the media, or change the media size setup.
3	Check the feed roll, separation roll, and pick roll for media tray 4. Are the above components free of excess wear and contamination?	Go to step 4.	Clean or replace the feed roll, separating roll, or pick roll.  Go to <b>“Feed roll removal” on page 4-115</b> , <b>“Separation roll removal” on page 4-117</b> , and <b>“Pick roll removal” on page 4-116.</b>
4	Check the media position. Does the media touch the sensor (tray 4 feed-out)?	Remove the media.	Go to step 5.

Step	Check	Yes	No
5	<p>Check the sensor (tray 4 feed-out) for proper operation.</p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>INPUT TRAY TESTS</b>.</li> <li>3. Select <b>Sensor test</b>.</li> <li>4. Select <b>Tray 4</b>.</li> <li>5. Select <b>Feed-out</b>.</li> </ol> <p>Does the display on the operator panel, change every time the sensing area of the above sensor is interrupted or blocked?</p>	Go to step 7.	Go to step 6.
6	<p>Check the sensor (tray 4 feed-out) for proper connection.</p> <p>Is the above component properly connected?</p>	Replace the sensor (tray 4 feed-out).	Replace the connection.
7	<p>Check the media feed lift motor in media tray 4 for proper operation.</p>  <p><b>Caution:</b> When performing motor tests, ensure that all cover and door interlock switches are overridden.</p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>MOTOR TESTS</b>.</li> <li>3. Select <b>Printer motor tests</b>.</li> <li>4. Select <b>Tray 4 media feed/lift motor</b>.</li> </ol> <p>Does the above component operate properly?</p>	Go to step 9.	Skip to step 8.
8	<p>Check the media feed lift motor for proper connection.</p> <p>Is the above component properly connected?</p>	Replace the media feed lift motor. Go to <b>“Media feed lift motor removal” on page 4-120.</b>	Replace the connection.
9	<p>Check the TTM tray 4 transport motor for proper operation.</p>  <p><b>Caution:</b> When performing motor tests, ensure that all cover and door interlock switches are overridden.</p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>MOTOR TESTS</b>.</li> <li>3. Select <b>Printer motor tests</b>.</li> <li>4. Select <b>TTM tray 4 media transport motor</b></li> </ol> <p>Does the above component operate properly?</p>	Go to step 9.	Skip to step 8.
10	<p>Check the TTM tray 4 transport motor for proper connection.</p> <p>Is the above component properly connected?</p>	Replace the TTM tray 4 transport motor. Go to <b>“2000-sheet dual input (TTM)—TTM tray 4 transport motor removal” on page 4-163.</b>	Replace the connection.

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Step	Check	Yes	No
11	Perform a print test. Does the error continue?	Replace the 1TM controller card assembly or the 3TM controller card assembly or the TTM controller card assembly.  Go to <b>“1X 500-sheet drawer (1TM)—1TM controller card assembly removal” on page 4-209</b> <b>“3X 500-sheet drawer (3TM)—3TM controller card assembly removal” on page 4-189</b> or <b>“2000-sheet dual input (TTM)—TTM controller card assembly removal” on page 4-163.</b>  Go to step 12.	Problem solved.
12	Perform a print test. Does the error continue?	Replace the lower printer engine card assembly.  Go to <b>“Lower printer engine card assembly removal” on page 4-93.</b>	Problem solved.

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### 244.01 Sensor (tray 3 feed-out) on jam (feeding from tray 4)

Step	Check	Yes	No
1	Check the media condition. Is the media in the tray crumpled or damaged?	Replace the damaged media with new.	Go to step 2.
2	Check the media position. Does the media touch the sensor (tray 3 feed-out)?	Remove the media.	Go to step 5.
3	Check the sensor (tray 3 feed-out) for proper operation. 1. Enter the Diagnostics Menu. 2. Select <b>INPUT TRAY TESTS.</b> 3. Select <b>Sensor test.</b> 4. Select <b>Tray 3.</b> 5. Select <b>Feed-out.</b>  Does the display on the operator panel, change every time the sensing area of the above sensor is interrupted or blocked?	Go to step 5.	Go to step 4.
4	Check the sensor (tray 3 feed-out) for proper connection. Is the above component properly connected?	Replace the sensor (tray 3 feed-out).	Replace the connection.

Step	Check	Yes	No
<p><b>5</b></p>	<p>Check the sensor (tray 4 feed-out) for proper operation.</p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>INPUT TRAY TESTS</b>.</li> <li>3. Select <b>Sensor test</b>.</li> <li>4. Select <b>Tray 4</b>.</li> <li>5. Select <b>Feed-out</b>.</li> </ol> <p>Does the display on the operator panel, change every time the sensing area of the above sensor is interrupted or blocked?</p>	<p>Go to step 7.</p>	<p>Go to step 6.</p>
<p><b>6</b></p>	<p>Check the sensor (tray 4 feed-out) for proper connection.</p> <p>Is the above component properly connected?</p>	<p>Replace the sensor (tray 4 feed-out).</p>	<p>Replace the connection.</p>
<p><b>7</b></p>	<div style="display: flex; align-items: center;">  <p><b>Caution:</b> When performing motor tests, ensure that all cover and door interlock switches are overridden.</p> </div> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>MOTOR TESTS</b>.</li> <li>3. Select <b>Printer motor tests</b>.</li> <li>4. Select <b>Tray module drive motor</b>.</li> </ol> <p>Does the above component operate properly?</p>	<p>Go to step 9.</p>	<p>Skip to step 8.</p>
<p><b>8</b></p>	<p>Check the tray module drive motor for proper connection.</p> <p>Is the above component properly connected?</p>	<p>Replace the tray module drive motor.</p> <p>Go to <b>“2000-sheet dual input (TTM)—tray module drive motor assembly removal” on page 4-161</b> or <b>“2000-sheet dual input (TTM)—tray module drive motor assembly removal” on page 4-161</b>.</p>	<p>Replace the connection.</p>

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Step	Check	Yes	No
9	Perform a print test. Does the error continue?	Replace the 1TM controller card assembly or the 3TM controller card assembly or the TTM controller card assembly.  Go to <b>“1X 500-sheet drawer (1TM)—1TM controller card assembly removal” on page 4-209</b> <b>“3X 500-sheet drawer (3TM)—3TM controller card assembly removal” on page 4-189</b> or <b>“2000-sheet dual input (TTM)—TTM controller card assembly removal” on page 4-163.</b>  Go to step 10.	Problem solved.
10	Perform a print test. Does the error continue?	Replace the lower printer engine card assembly.  Go to <b>“Lower printer engine card assembly removal” on page 4-93.</b>	Problem solved.

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### 250.00 Sensor (registration) late jam (feeding from the MPF)

Step	Check	Yes	No
1	Check the media condition. Is the media in the MPF tray crumpled or damaged?	Replace the media with new; ensure it is dry.	Go to step 2.
2	Check the media size setup. Does the media size in use match the size set for MPF tray?	Go to step 3.	Replace the media or change the media size setup.
3	Check the media position. Does the media touch the sensor (registration)?	Remove the media.	Go to step 4.
4	Check the pick feed rolls. Are the pick rolls free of excess wear and contamination?	Go to step 5.	Clean or replace the pick rolls.  Go to <b>“Pick roll removal” on page 4-116.</b>

Step	Check	Yes	No
5	<p>Check the sensor (registration) for proper operation.</p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>BASE SENSOR TEST</b>.</li> <li>3. Select <b>Media Path</b>.</li> <li>4. Select <b>Registration</b>.</li> </ol> <p>Does the display on the operator panel, change every time the sensing area of the above sensor is interrupted or blocked?</p>	Go to step 7.	Go to step 6.
6	<p>Check the sensor (registration) for proper connection connection.</p> <p>Is the above component properly connected?</p>	Replace the sensor (registration). Go to <b>“Sensor (registration) removal” on page 4-37.</b>	Replace the connection.
7	<p>Check the MPF pick solenoid for proper operation.</p> <p> <b>Caution:</b> When performing motor tests, ensure that all cover and door interlock switches are overridden.</p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>MOTOR TESTS</b>.</li> <li>3. Select <b>Printer Motor Test</b>.</li> <li>4. Select <b>MPF pick solenoid</b>.</li> </ol> <p>Does the above component operate properly?</p>	Go to step 9.	Go to step 8.
8	<p>Check the MPF pick solenoid for proper connection connection.</p> <p>Is the above component properly connected?</p>	Replace the MPF feed unit assembly. Go to <b>“MPF feed unit assembly removal” on page 4-8.</b>	Replace the connection.
9	<p>Check the MPF/transport drive motor for proper operation.</p> <p> <b>Caution:</b> When performing motor tests, ensure that all cover and door interlock switches are overridden.</p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>MOTOR TESTS</b>.</li> <li>3. Select <b>Printer motor tests</b>.</li> <li>4. Select <b>MPF/transport drive motor</b>.</li> </ol> <p>Does the above component operate properly?</p>	Go to step 11.	Skip to step 10.

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Step	Check	Yes	No
10	Check the MPF/transport drive motor for proper connection. Is the above component properly connected?	Replace the MPF/ transport drive motor.  Go to <b>“MPF / transport drive motor assembly removal” on page 4-114.</b>	Replace the connection.
11	Perform a print test. Does the error continue?	Replace the lower printer engine card assembly.  Go to <b>“Lower printer engine card assembly removal” on page 4-93.</b>	Problem solved.

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### Black toner cartridge detection error

Step	Check	Yes	No
1	Check the black toner cartridge for proper installation. Is the above component properly installed?	Go to step 3.	Reinstall the black toner cartridge.
2	Replace the black toner cartridge. Does the error continue?	Got to step 3.	Problem solved.
3	Check the sensor (RFID toner cartridge) for the black toner cartridge for proper connection. Is the above component properly connected?	Replace the sensor (RFID toner cartridge).  Go to <b>“Sensor (RFID toner cartridge) removal” on page 4-117.</b>	Replace the connection.
4	Perform a POR. Does the error remain when the power is turned off/on?	Replace the upper printer engine card assembly.  Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b>	Problem solved.
5	Perform a POR. Does the error remain when the power is turned off/on again?	Replace the RIP card assembly.  Go to <b>“RIP card assembly removal” on page 4-86.</b>	Problem solved.

**<Color> toner cartridge detection error**

Step	Check	Yes	No
1	Check the <color> toner cartridge for proper installation. Is the above component properly installed?	Go to step 3.	Reinstall the <color> toner cartridge.
2	Replace the <color> toner cartridge. Does the error continue?	Got to step 3.	Problem solved.
3	Check the sensor (RFID toner cartridge) for the <color> toner cartridge for proper connection. Is the above component properly connected?	Replace the sensor (RFID toner cartridge).  Go to <b>“Sensor (RFID toner cartridge) removal” on page 4-117.</b>	Replace the connection.
4	Perform a POR. Does the error remain when the power is turned off/on?	Replace the upper printer engine card assembly.  Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b>	Problem solved.
5	Perform a POR. Does the error remain when the power is turned off/on again?	Replace the RIP card assembly.  Go to <b>“RIP card assembly removal” on page 4-86.</b>	Problem solved.

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**Incorrect black toner cartridge error**

Step	Check	Yes	No
1	Check the black toner cartridge for correct specification according to product make and model. Is the correct specification black toner cartridge installed.	Install a new correct specification black toner cartridge.	Reinstall the correct specification black toner cartridge.

**Incorrect <color> toner cartridge error**

Step	Check	Yes	No
1	Check the <color> toner cartridge for correct specification according to product make and model. Is the correct specification <color> toner cartridge installed.	Install a new correct specification <color> toner cartridge.	Reinstall the correct specification <color> toner cartridge.

## Tray 1 media size mismatch error

Step	Check	Yes	No
1	Check the media tray assembly 1 side guide. Is the above component set properly?	Go to step 2.	Properly set the media tray assembly side guide.
2	Check the media tray assembly 1 end guide. Is the above component set properly?	Go to step 3.	Properly set the media tray assembly end guide.
3	Check the media tray assembly for damage. Is the above component damaged?	Replace the media tray assembly.	Go to step 4.
4	Check the switch (media size) for proper connection. Is the above component properly connected?	Replace the switch (media size)	Replace the connection.
5	Perform a POR. Does the error remain when the power is turned off/on?	Replace the upper printer engine card assembly.  Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b>	Problem solved.
6	Perform a POR. Does the error remain when the power is turned off/on again?	Replace the RIP card assembly.  Go to <b>“RIP card assembly removal” on page 4-86.</b>	Problem solved.

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## Tray 2 media size mismatch error

Step	Check	Yes	No
1	Check the media tray assembly 2 side guide. Is the above component set properly?	Go to step 2.	Properly set the media tray assembly side guide.
2	Check the media tray assembly 2 end guide. Is the above component set properly?	Go to step 3.	Properly set the media tray assembly end guide.
3	Check the media tray assembly for damage. Is the above component damaged?	Replace the media tray assembly.	Go to step 4.
4	Check the switch (media size) for proper connection. Is the above component properly connected?	Replace the switch (media size)	Replace the connection.

Step	Check	Yes	No
5	Perform a POR. Does the error remain when the power is turned off/on?	Replace the upper printer engine card assembly.  Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b>	Problem solved.
6	Perform a POR. Does the error remain when the power is turned off/on again?	Replace the RIP card assembly.  Go to <b>“RIP card assembly removal” on page 4-86.</b>	Problem solved.

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### Tray 3 media size mismatch error

Step	Check	Yes	No
1	Check the media tray assembly 3 side guide. Is the above component set properly?	Go to step 2.	Properly set the media tray assembly side guide.
2	Check the media tray assembly 3 end guide. Is the above component set properly?	Go to step 3.	Properly set the media tray assembly end guide.
3	Check the media tray assembly for damage. Is the above component damaged?	Replace the media tray assembly.	Go to step 4.
4	Check the switch (media size) for proper connection. Is the above component properly connected?	Replace the switch (media size)	Replace the connection.
5	Perform a POR. Does the error remain when the power is turned off/on?	Replace the upper printer engine card assembly.  Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b>	Problem solved.
6	Perform a POR. Does the error remain when the power is turned off/on again?	Replace the RIP card assembly.  Go to <b>“RIP card assembly removal” on page 4-86.</b>	Problem solved.

## Tray 4 media size mismatch error

Step	Check	Yes	No
1	Check the media tray assembly 4 side guide. Is the above component set properly?	Go to step 2.	Properly set the media tray assembly side guide.
2	Check the media tray assembly 4 end guide. Is the above component set properly?	Go to step 3.	Properly set the media tray assembly end guide.
3	Check the media tray assembly for damage. Is the above component damaged?	Replace the media tray assembly.	Go to step 4.
4	Check the switch (media size) for proper connection. Is the above component properly connected?	Replace the switch (media size)	Replace the connection.
5	Perform a POR. Does the error remain when the power is turned off/on?	Replace the upper printer engine card assembly.  Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b>	Problem solved.
6	Perform a POR. Does the error remain when the power is turned off/on again?	Replace the RIP card assembly.  Go to <b>“RIP card assembly removal” on page 4-86.</b>	Problem solved.

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## Tray 1 media type mismatch error

Step	Check	Yes	No
1	Check the media tray assembly 1 for the correct media type. Does the above tray contain the correct type of media?	Go to step 2.	Install the correct media.
2	Check the media tray assembly 1 for the transparencies. Does the media tray 1 assembly contain transparencies?	Ensure that the media tray assembly is supposed to be configured for transparencies or replace them with standard media.	Go to step 3.

Step	Check	Yes	No
3	<p>Check the sensor (transparency detect) for proper operation.</p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>BASE SENSOR TESTS</b>.</li> <li>3. Select <b>Media path</b>.</li> <li>4. Select <b>Transparency detect</b></li> </ol> <p>Does the display on the operator panel, change every time the sensing area of the above sensor is interrupted or blocked?</p>	Go to step 5.	Go to step 4.
4	<p>Check the sensor (transparency detect) for proper connection.</p> <p>Is the above component properly connected?</p>	<p>Replace the sensor (transparency detect).</p> <p>Go to <b>“Sensor (transparency detect) removal” on page 4-38.</b></p>	Replace the connection.
5	<p>Perform a POR.</p> <p>Does the error remain when the power is turned off/on?</p>	<p>Replace the lower printer engine card assembly.</p> <p>Go to <b>“Lower printer engine card assembly removal” on page 4-93.</b></p>	Problem solved.
6	<p>Perform a POR.</p> <p>Does the error remain when the power is turned off/on again?</p>	<p>Replace the RIP card assembly.</p> <p>Go to <b>“RIP card assembly removal” on page 4-86.</b></p>	Problem solved.

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### Tray 2 media type mismatch error

Step	Check	Yes	No
1	<p>Check the media tray assembly 2 for the correct media type.</p> <p>Does the above tray contain the correct type of media?</p>	Go to step 2.	Install the correct media.
2	<p>Check the media tray assembly 2 for the transparencies.</p> <p>Does the media tray 1 assembly contain transparencies?</p>	<p>Ensure that the media tray assembly is supposed to be configured for transparencies or replace them with standard media.</p>	Go to step 3.



Step	Check	Yes	No
3	<p>Check the sensor (transparency detect) for proper operation.</p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>BASE SENSOR TESTS</b>.</li> <li>3. Select <b>Media path</b>.</li> <li>4. Select <b>Transparency detect</b></li> </ol> <p>Does the display on the operator panel, change every time the sensing area of the above sensor is interrupted or blocked?</p>	Go to step 5.	Go to step 4.
4	<p>Check the sensor (transparency detect) for proper connection.</p> <p>Is the above component properly connected?</p>	<p>Replace the sensor (transparency detect).</p> <p>Go to <b>“Sensor (transparency detect) removal” on page 4-38.</b></p>	Replace the connection.
5	<p>Perform a POR.</p> <p>Does the error remain when the power is turned off/on?</p>	<p>Replace the lower printer engine card assembly.</p> <p>Go to <b>“Lower printer engine card assembly removal” on page 4-93.</b></p>	Problem solved.
6	<p>Perform a POR.</p> <p>Does the error remain when the power is turned off/on again?</p>	<p>Replace the RIP card assembly.</p> <p>Go to <b>“RIP card assembly removal” on page 4-86.</b></p>	Problem solved.

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### Tray 3 media type mismatch error

Step	Check	Yes	No
1	<p>Check the media tray assembly 3 for the correct media type.</p> <p>Does the above tray contain the correct type of media?</p>	Go to step 2.	Install the correct media.
2	<p>Check the media tray assembly 3 for the transparencies.</p> <p>Does the media tray 1 assembly contain transparencies?</p>	<p>Ensure that the media tray assembly is supposed to be configured for transparencies or replace them with standard media.</p>	Go to step 3.

Step	Check	Yes	No
3	<p>Check the sensor (transparency detect) for proper operation.</p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>BASE SENSOR TESTS</b>.</li> <li>3. Select <b>Media path</b>.</li> <li>4. Select <b>Transparency detect</b></li> </ol> <p>Does the display on the operator panel, change every time the sensing area of the above sensor is interrupted or blocked?</p>	Go to step 5.	Go to step 4.
4	<p>Check the sensor (transparency detect) for proper connection.</p> <p>Is the above component properly connected?</p>	<p>Replace the sensor (transparency detect).</p> <p>Go to <b>“Sensor (transparency detect) removal” on page 4-38.</b></p>	Replace the connection.
5	<p>Perform a POR.</p> <p>Does the error remain when the power is turned off/on?</p>	<p>Replace the lower printer engine card assembly.</p> <p>Go to <b>“Lower printer engine card assembly removal” on page 4-93.</b></p>	Problem solved.
6	<p>Perform a POR.</p> <p>Does the error remain when the power is turned off/on again?</p>	<p>Replace the RIP card assembly.</p> <p>Go to <b>“RIP card assembly removal” on page 4-86.</b></p>	Problem solved.

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### Tray 4 media type mismatch error

Step	Check	Yes	No
1	<p>Check the media tray assembly 4 for the correct media type.</p> <p>Does the above tray contain the correct type of media?</p>	Go to step 2.	Install the correct media.
2	<p>Check the media tray assembly 4 for the transparencies.</p> <p>Does the media tray 1 assembly contain transparencies?</p>	<p>Ensure that the media tray assembly is supposed to be configured for transparencies or replace them with standard media.</p>	Go to step 3.

Step	Check	Yes	No
<b>3</b>	<p>Check the sensor (transparency detect) for proper operation.</p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>BASE SENSOR TESTS</b>.</li> <li>3. Select <b>Media path</b>.</li> <li>4. Select <b>Transparency detect</b></li> </ol> <p>Does the display on the operator panel, change every time the sensing area of the above sensor is interrupted or blocked?</p>	Go to step 5.	Go to step 4.
<b>4</b>	<p>Check the sensor (transparency detect) for proper connection.</p> <p>Is the above component properly connected?</p>	<p>Replace the sensor (transparency detect).</p> <p>Go to <b>“Sensor (transparency detect) removal” on page 4-38.</b></p>	Replace the connection.
<b>5</b>	<p>Perform a POR.</p> <p>Does the error remain when the power is turned off/on?</p>	<p>Replace the lower printer engine card assembly.</p> <p>Go to <b>“Lower printer engine card assembly removal” on page 4-93.</b></p>	Problem solved.
<b>6</b>	<p>Perform a POR.</p> <p>Does the error remain when the power is turned off/on again?</p>	<p>Replace the RIP card assembly.</p> <p>Go to <b>“RIP card assembly removal” on page 4-86.</b></p>	Problem solved.

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## 841.00 Image pipeline ASIC error

Step	Check	Yes	No
<b>1</b>	<p>Perform a POR.</p> <p>Does the error occur when the power is turned off/on?</p>	Go to step 2.	<p>Perform several print tests.</p> <p>If the problem remains, go to step 2.</p>
<b>2</b>	<p>Turn the printer off for 60 seconds.</p> <p>Does the error occur when the power is turned off/on again?</p>	<p>Replace the RIP card assembly.</p> <p>Go to <b>“RIP card assembly removal” on page 4-86.</b></p>	Problem solved.

## 849.00 Hard drive/configuration ID mismatch

Step	Check	Yes	No
1	Check the hard drive data and power connections. Are the above connections connected properly?	Replace the hard drive. Go to <b>“Hard drive removal” on page 4-87.</b>	Replace the connections.
2	Perform a POR. Does the error remain when the power is turned off/on again?	Replace the RIP card assembly. Go to <b>“RIP card assembly removal” on page 4-86.</b>	Problem solved.

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## 900.xx System software error

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 support.

**Note:** Before troubleshooting, 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.

Step	Action and questions	Yes	No
1	POR the device. <b>Does the error reoccur?</b>	Go to step 2.	Problem resolved.
2	<ul style="list-style-type: none"> <li>• Write down the exact 900.xx error code displayed on the device.</li> <li>• Turn the device off.</li> <li>• Clear the print queues.</li> <li>• Disconnect all communication cables, and remove all memory options.</li> <li>• Remove all ISP and modem cards.</li> <li>• Restart the device into diagnostic mode.</li> </ul> <b>Does the 900.xx error reoccur during startup?</b>	Go to step 3.	Go to step 6.
3	Check all the cables connected to the RIP board for proper connectivity. <b>Are the cables properly connected?</b>	Go to step 5.	Go to step 4.
4	Properly connect the cables to the RIP board. Restart the device into diagnostic mode. <b>Does the 900.xx error reoccur during startup?</b>	Go to step 5.	Go to step 6.
5	Replace the RIP board, and restart the device. <b>Does this fix the problem?</b> <b>Note:</b> If an error, different from the original 900.xx, is displayed, consult the service check for that error.	Problem resolved.	Go to step 31.

Step	Action and questions	Yes	No
6	Print the following: <ul style="list-style-type: none"> <li>• Error log</li> <li>• Menu settings page</li> <li>• Network settings page</li> </ul> <p><b>Does the 900.xx error reoccur while these pages were printing?</b></p>	Go to step 31.	Go to step 7.
7	Re-attach the communications cable. Restart the printer to operating mode. Send the printer a print job. <p><b>Does the 900.xx error reoccur?</b></p> <p><b>Note:</b> Before performing this step, write down this information about the file being sent to the printer:</p> <ul style="list-style-type: none"> <li>• Application used</li> <li>• Operating system</li> <li>• Driver type</li> <li>• File type (PCL, PostScript, XPS, etc.)</li> </ul>	Go to step 8.	Go to step 10.
8	Restart the printer to operating mode. Send a different print job to the device. <p><b>Does the 900.xx error reoccur?</b></p>	Go to step 9.	Go to step 10.
9	Upgrade the firmware. Contact your next level of support for the correct firmware level to use. <p>Restart the printer to operating mode. Send the printer a print job.</p> <p><b>Does the 900.xx error reoccur?</b></p>	Go to step 31.	Go to step 10.
10	Is the device a Multi Function Printer?	Go to step 11.	Go to step 13.
11	Run a copy job. <p><b>Does the 900.xx error reoccur?</b></p>	Go to step 31.	Go to step 12.
12	Run a scan to PC job. <p><b>Does the 900.xx error reoccur?</b></p>	Go to step 31.	Go to step 13.
13	Is there optional memory installed?	Go to step 14.	Go to step 16.
14	Reinstall the memory, and send a print job to the device. <p><b>Does the 900.xx error reoccur?</b></p>	Go to step 15.	Go to step 16.
15	Install a Lexmark recommended memory option. Send a print job to the device. <p><b>Does the 900.xx error reoccur?</b></p>	Go to step 31.	Problem resolved.
16	Is there a modem installed on the device?	Go to step 17.	Go to step 21.
17	Reinstall the modem. Restart the device. <p><b>Does the 900.xx error reoccur?</b></p>	Go to step 18.	Go to step 20.
18	Upgrade the firmware. Contact your next level of support for the correct firmware level to use. <p>Restart the printer to operating mode. Send the printer a print job.</p> <p><b>Does the 900.xx error reoccur?</b></p>	Go to step 19.	Problem resolved.

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Step	Action and questions	Yes	No
19	Replace the modem. Restart the device. <b>Does the 900.xx error reoccur?</b>	Go to step 31.	Problem resolved.
20	Run a fax job. <b>Does the 900.xx error reoccur?</b>	Go to step 31.	Go to step 21.
21	Are there any ISP (internal solutions port) options installed?	Go to step 22.	Problem resolved.
22	Reinstall the first ISP option. Restart the device. <b>Does the 900.xx error reoccur?</b>	Go to step 24.	Go to step 23.
23	Run a job to test the option. <b>Does the 900.xx error reoccur?</b>	Go to step 24.	Go to step 26.
24	Upgrade the firmware. Contact your next level of support for the correct firmware level to use. Restart the printer to operating mode. <b>Does the 900.xx error reoccur?</b>	Go to step 25.	Problem resolved.
25	Replace the faulty ISP option. Restart the device. <b>Does the 900.xx error reoccur?</b>	Go to step 31.	Go to step 26.
26	Are there any more ISP options to install?	Go to step 27	Problem resolved.
27	Install the next ISP option. Restart the device. <b>Does the 900.xx error reoccur?</b>	Go to step 29.	Go to step 28.
28	Run a job to test the option. <b>Does the 900.xx error reoccur?</b>	Go to step 29.	Go to step 26.
29	Upgrade the firmware. Contact your next level of support for the correct firmware level to use. Restart the printer to operating mode. <b>Does the 900.xx error reoccur?</b>	Go to step 30.	Go to step 26.
30	Replace the faulty ISP option. Restart the device. <b>Does the 900.xx error reoccur?</b>	Go to step 31.	Go to step 26.
31	Contact your next level of support. You will need the following information for them: <ul style="list-style-type: none"> <li>• Exact 900.xx error digits and complete error message</li> <li>• Printed menu settings page</li> <li>• Printed network settings page</li> <li>• Device error log</li> <li>• A sample print file if error appears to be isolated to a single file</li> <li>• File/Application used if error is related to specific print file</li> <li>• Device Operating System</li> <li>• Driver used (PCL/PS)</li> <li>• Frequency of the occurrence of the error</li> </ul>		

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## 901.xx RIP card assembly software error

Step	Check	Yes	No
1	Perform a POR. Does the error occur when the power is turned off/on?	Go to step 2.	Perform several print tests. If the problem remains, go to step 2.
2	Turn the printer off for 60 seconds. Does the error occur when the power is turned off/on again?	Replace the RIP card assembly. Go to <b>“RIP card assembly removal” on page 4-86.</b> Go to step 3.	Problem solved.
3	Perform a POR. Does the error occur when the power is turned off/on?	Replace the upper printer engine card assembly. Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b>	Problem solved.

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## 902.00 General upper engine error fuse #1

Step	Check	Yes	No
1	Perform a POR. Does the error occur when the power is turned off/on?	Go to step 2.	Perform several print tests. If the problem remains, go to step 2.
2	Check the rear upper cooling fan cables and any associated cables for damage. Are the above components free from crimps and damage?	Go to step 3.	Repair or replace the appropriate cable assemblies or replace the rear upper cooling fan. Go to <b>“Rear upper cooling fan removal” on page 4-111.</b>
3	Check the rear lower cooling fan cables and any associated cables for damage. Are the above components free from crimps and damage?	Go to step 4.	Repair or replace the appropriate cable assemblies or replace the rear lower cooling fan assembly. Go to <b>“Rear lower cooling fan assembly” on page 4-99.</b>



Step	Check	Yes	No
4	Check the fuser cooling fan cables and any associated cables for damage. Are the above components free from crimps and damage?	Go to step 5.	Repair or replace the appropriate cable assemblies or replace the fuser cooling fan.  Go to <b>“Fuser cooling fan removal” on page 4-102.</b>
5	Check the transfer belt cooling fan cables and any associated cables for damage. Are the above components free from crimps and damage?	Go to step 6	Repair or replace the appropriate cable assemblies or replace the transfer belt drive motor cooling fan.  Go to <b>“Transfer belt drive motor cooling fan removal” on page 4-93.</b>
6	Check the 24V LVPS cooling fan cables and any associated cables for damage. Are the above components free from crimps and damage?	Go to step 7.	Repair or replace the appropriate cable assemblies or replace the 24V LVPS cooling fan.  Go to <b>“24V LVPS cooling fan removal” on page 4-99.</b>
7	Check the printhead assembly cables and any associated cables for damage. Are the above components free from crimps and damage?	Go to step 8.	Repair or replace the appropriate cable assemblies or replace the printhead assembly.  Go to <b>“Printhead assembly removal” on page 4-104.</b>
8	Perform a POR. Does the error occur when the power is turned off/on?	Replace the upper printer engine card assembly.  Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b>	Problem solved.

**902.01 General upper engine error fuse #2**

Step	Check	Yes	No
1	Perform a POR. Does the error occur when the power is turned off/on?	Go to step 2.	Perform several print tests. If the problem remains, go to step 2.



Step	Check	Yes	No
2	Check the erase lamp cable assemblies and any other associated cables for damage. Are the above components free from crimps and damage?	Go to step 3.	Repair or replace the appropriate cable assemblies.
3	Check the image density sensor assembly cables for damage. Are the above components free from crimps and damage?	Go to step 4.	Repair or replace the appropriate cable assemblies or the image density sensor cable assembly. Go to <b>“Image density sensor assembly removal” on page 4-44.</b>
4	Perform a POR. Does the error occur when the power is turned off/on?	Replace the upper printer engine card assembly. Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b>	Problem solved.

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### 902.02 General upper engine error fuse #3

Step	Check	Yes	No
1	Perform a POR. Does the error occur when the power is turned off/on?	Go to step 2.	Perform several print tests. If the problem remains, go to step 2.
2	Check the CMYK toner add motor assembly cables and any associated cables for damage. Are the above components free from crimps and damage?	Go to step 3.	Repair or replace the appropriate cable assemblies or replace the CMYK toner add motor assembly. Go to ???
3	Check the waste toner agitator motor assembly cables and any associated cables for damage. Are the above components free from crimps and damage?	Go to step 4.	Repair or replace the appropriate cable assemblies or the waste toner agitator motor assembly. Go to <b>“Waste toner agitator motor assembly removal” on page 4-43.</b>



Step	Check	Yes	No
4	Perform a POR. Does the error occur when the power is turned off/on?	Replace the upper printer engine card assembly.  Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b>	Problem solved.

**902.03 General lower engine error fuse #1**

Step	Check	Yes	No
1	Perform a POR. Does the error occur when the power is turned off/on?	Go to step 2.	Perform several print tests. If the problem remains, go to step 2.
2	Check the duplex drive motor assembly cables and any associated cables for damage. Are the above components free from crimps and damage?	Go to step 3.	Repair or replace the appropriate cable assemblies or replace the duplex unit assembly.  Go to <b>“Duplex unit assembly removal” on page 4-10.</b>
3	Perform a POR. Does the error occur when the power is turned off/on?	Replace the lower printer engine card assembly.  Go to <b>“Lower printer engine card assembly removal” on page 4-93.</b>	Problem solved.

**902.04 General lower engine error fuse #2**

Step	Check	Yes	No
1	Perform a POR. Does the error occur when the power is turned off/on?	Go to step 2.	Perform several print tests. If the problem remains, go to step 2.

Step	Check	Yes	No
2	Check the transfer belt drive motor assembly cables and any associated cables for damage. Are the above components free from crimps and damage?	Go to step 3.	Repair or replace the appropriate cable assemblies or replace the transfer belt drive motor assembly. Go to <b>“Transfer belt drive motor assembly removal” on page 4-94.</b>
3	Check the laser diode power card assembly cables and any associated cables for damage. Are the above components free from crimps and damage?	Go to step 4.	Repair or replace the appropriate cable assemblies or laser diode power card assembly. Go to <b>“Laser diode power card assembly removal” on page 4-95.</b>
4	Replace the transfer belt unit assembly. Go to ??? Does the error occur when the power is turned off/on?	Replace the lower printer engine card assembly. Go to <b>“Lower printer engine card assembly removal” on page 4-93.</b>	Problem solved.

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### 902.05 General lower engine error fuse #3

Step	Check	Yes	No
1	Perform a POR. Does the error occur when the power is turned off/on?	Go to step 2.	Perform several print tests. If the problem remains, go to step 2.
2	Check the MPF/transport drive motor assembly cables and any associated cables for damage. Are the above components free from crimps and damage?	Go to step 3.	Repair or replace the appropriate cable assemblies or replace the MPF/transport drive motor assembly. Go to <b>“MPF / transport drive motor assembly removal” on page 4-114.</b>



Step	Check	Yes	No
3	Perform a POR. Does the error occur when the power is turned off/on?	Replace the lower printer engine card assembly.  Go to <b>“Lower printer engine card assembly removal” on page 4-93.</b>	Problem solved.

**902.06 General lower engine error fuse #4**

Step	Check	Yes	No
1	Perform a POR. Does the error occur when the power is turned off/on?	Go to step 2.	Perform several print tests. If the problem remains, go to step 2.
2	Check the transfer belt steering motor assembly cables and any associated cables for damage. Are the above components free from crimps and damage?	Go to step 3.	Repair or replace the appropriate cable assemblies or replace the transfer belt steering motor assembly.  Go to <b>“Transfer belt steering motor removal” on page 4-76.</b>
3	Check the printhead shutter motor assembly cables and any associated cables for damage. Are the above components free from crimps and damage?	Go to step 4.	Repair or replace the appropriate cable assemblies or replace the printhead shutter motor assembly.  Go to <b>“Printhead shutter motor assembly removal” on page 4-79.</b>
4	Check the 2nd transfer roll retract motor assembly cables and any associated cables for damage. Are the above components free from crimps and damage?	Go to step 5.	Repair or replace the appropriate cable assemblies or replace the 2nd transfer roll retract motor assembly.  Go to <b>“2nd transfer roll retract motor assembly removal” on page 4-35.</b>

Step	Check	Yes	No
5	Check the developer/transfer roll HVPS card assembly cables and any associated cables for damage. Are the above components free from crimps and damage?	Go to step 6.	Repair or replace the appropriate cable assemblies or replace the developer/transfer roll HVPS card assembly.  Go to <b>“Developer / transfer roll HVPS card assembly removal” on page 4-112.</b>
6	Perform a POR. Does the error occur when the power is turned off/on?	Replace the lower printer engine card assembly.  Go to <b>“Lower printer engine card assembly removal” on page 4-93.</b>	Problem solved.

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### 902.07 General lower engine error fuse #5

Step	Check	Yes	No
1	Perform a POR. Does the error occur when the power is turned off/on?	Go to step 2.	Perform several print tests. If the problem remains, go to step 2.
2	Check the registration clutch cables and any associated cables for damage. Are the above components free from crimps and damage?	Go to step 3.	Repair or replace the appropriate cable assemblies or replace the registration clutch.  Go to <b>“Registration clutch removal” on page 4-37.</b>
3	Check the tray #1 media feed lift motor cables and any associated cables for damage. Are the above components free from crimps and damage?	Go to step 4.	Repair or replace the appropriate cable assemblies or replace media feed lift motor.  Go to <b>“Media feed lift motor removal” on page 4-120.</b>

Step	Check	Yes	No
4	<p>Check the MPF pick solenoid cables and any associated cables for damage.</p> <p>Are the above components free from crimps and damage?</p>	Go to step 5.	<p>Repair or replace the appropriate cable assemblies or replace the MPF feed unit assembly.</p> <p>Go to <b>“MPF feed unit assembly removal” on page 4-8.</b></p>
5	<p>Check the exit diverter gate solenoid cables and any associated cables for damage.</p> <p>Are the above components free from crimps and damage?</p>	Go to step 6	<p>Repair or replace the appropriate cable assemblies or replace the duplex media inverter assembly.</p> <p>Go to <b>“Duplex media inverter assembly removal” on page 4-9.</b></p>
6	<p>Check the duplex diverter gate solenoid cables and any associated cables for damage.</p> <p>Are the above components free from crimps and damage?</p>	Go to step 7.	<p>Repair or replace the appropriate cable assemblies or replace the duplex media inverter assembly.</p> <p>Go to <b>“Duplex media inverter assembly removal” on page 4-9.</b></p>
7	<p>Check the inverter forward clutch cables and any associated cables for damage.</p> <p>Are the above components free from crimps and damage?</p>	Go to step 8.	<p>Repair or replace the appropriate cable assemblies or replace the duplex media inverter assembly.</p> <p>Go to <b>“Duplex media inverter assembly removal” on page 4-9.</b></p>
8	<p>Check the inverter reverse clutch cables and any associated cables for damage.</p> <p>Are the above components free from crimps and damage?</p>	Go to step 9.	<p>Repair or replace the appropriate cable assemblies or replace the duplex media inverter assembly.</p> <p>Go to <b>“Duplex media inverter assembly removal” on page 4-9.</b></p>

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Step	Check	Yes	No
9	Perform a POR. Does the error occur when the power is turned off/on?	Replace the lower printer engine card assembly.  Go to " <b>Lower printer engine card assembly removal</b> " on page 4-93.	Problem solved.

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### 903.00 K developer/transport drive assembly motor error

Step	Check	Yes	No
1	Perform a POR. Does the error occur when the power is turned off/on?	Go to step 2.	Perform several print tests. If the problem remains, go to step 2.
2	Check the K developer/transport drive motor assembly for proper operation.   <b>Caution:</b> When performing motor tests, ensure that all cover and door interlock switches are overridden.  1. Enter the Diagnostics Menu. 2. Select <b>MOTOR TESTS</b> . 3. Select <b>Printer Motor Tests</b> 4. Select <b>K developer/transport drive motor</b>  Does the above component operate properly?	Go to step 4.	Go to step 3.
3	Check the K developer/transport drive motor assembly for proper connection. Is the above component properly connected?	Replace the K developer/transport drive motor assembly.  Go to " <b>K developer / transport drive motor assembly removal</b> " on page 4-106.	Replace the connection.
4	Perform a POR. Does the error occur when the power is turned off/on?	Replace the lower printer engine card assembly.  Go to " <b>Lower printer engine card assembly removal</b> " on page 4-93.	Problem solved.

### 903.01 K PC drive motor error


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Step	Check	Yes	No
1	Perform a POR. Does the error occur when the power is turned off/on?	Go to step 2.	Perform several print tests. If the problem remains, go to step 2.
2	<p>Check the CMYK PC cartridge drive motor assembly for proper operation.</p>  <p><b>Caution:</b> When performing motor tests, ensure that all cover and door interlock switches are overridden.</p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>MOTOR TESTS</b>.</li> <li>3. Select <b>Printer Motor Tests</b></li> <li>4. Select <b>K PC cartridge drive motor</b>.</li> </ol> <p>Does the above component operate properly?</p>	Go to step 4.	Go to step 3.
3	Check the CMYK PC cartridge drive motor assembly for proper connection. Is the above component properly connected?	Replace the CMYK PC cartridge drive motor assembly. Go to <b>“CMYK PC cartridge drive motor assembly removal” on page 4-101.</b>	Replace the connection.
4	Perform a POR. Does the error occur when the power is turned off/on?	Replace the lower printer engine card assembly. Go to <b>“Lower printer engine card assembly removal” on page 4-93.</b>	Problem solved.

### 903.02 CMY PC drive motor error

Step	Check	Yes	No
1	Perform a POR. Does the error occur when the power is turned off/on?	Go to step 2.	Perform several print tests. If the problem remains, go to step 2.



Step	Check	Yes	No
2	<p>Check the CMYK PC cartridge drive motor assembly for proper operation.</p>  <p><b>Caution:</b> When performing motor tests, ensure that all cover and door interlock switches are overridden.</p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>MOTOR TESTS</b>.</li> <li>3. Select <b>Printer Motor Tests</b></li> <li>4. Select <b>CMY cartridge drive motor</b></li> </ol> <p>Does the above component operate properly?</p>	Go to step 4.	Go to step 3.
3	<p>Check the CMYK PC cartridge drive motor assembly for proper connection.</p> <p>Is the above component properly connected?</p>	<p>Replace the CMYK PC cartridge drive motor assembly.</p> <p>Go to <b>“CMYK PC cartridge drive motor assembly removal” on page 4-101.</b></p>	Replace the connection.
4	<p>Perform a POR.</p> <p>Does the error occur when the power is turned off/on?</p>	<p>Replace the lower printer engine card assembly.</p> <p>Go to <b>“Lower printer engine card assembly removal” on page 4-93.</b></p>	Problem solved.

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### 903.03 Developer drive motor error

Step	Check	Yes	No
1	<p>Perform a POR.</p> <p>Does the error occur when the power is turned off/on?</p>	Go to step 2.	<p>Perform several print tests.</p> <p>If the problem remains, go to step 2.</p>
2	<p>Check the CMY developer drive motor assembly for proper operation.</p>  <p><b>Caution:</b> When performing motor tests, ensure that all cover and door interlock switches are overridden.</p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>MOTOR TESTS</b>.</li> <li>3. Select <b>Printer Motor tests</b></li> <li>4. Select <b>CMY developer drive motor.</b></li> </ol> <p>Does the above component operate properly?</p>	Go to step 4.	Go to step 3.

Step	Check	Yes	No
3	Check the CMY developer drive motor assembly for proper connection. Is the above component properly connected?	Replace the CMY developer drive motor assembly. Go to <b>“CMY developer drive motor assembly” on page 4-100.</b>	Replace the connection.
4	Perform a POR. Does the error occur when the power is turned off/on?	Replace the lower printer engine card assembly. Go to <b>“Lower printer engine card assembly removal” on page 4-93.</b>	Problem solved.

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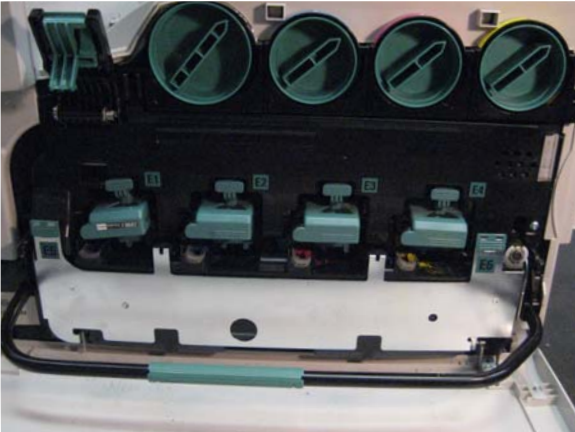
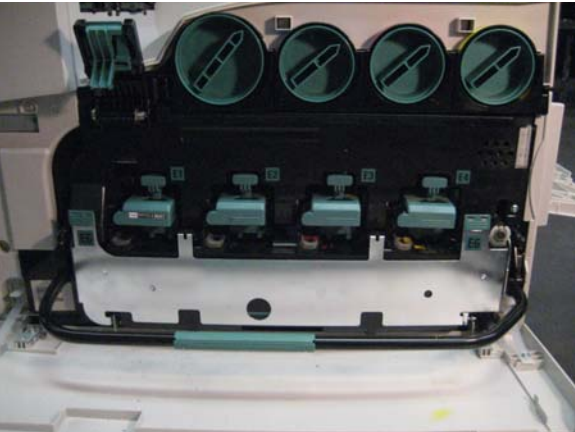
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### 904.00 Sensor (transfer belt HP) late error

Step	Check	Yes	No
1	Reset the transfer belt HP failure lock out condition. 1. Enter the Diagnostics Menu. 2. Touch <b>Trans belt fail HP.</b> 3. Touch <b>Trans belt fail HP.</b>  Is the transfer belt torn, damaged, or missing?	Replace the transfer belt. If the problem persists, go to the next step.	Go to step 3.
2	Perform a POR. Does the error occur when the power is turned off/on?	Go to the next step.	Perform several print tests. If the problem persists, go to the next step.
3	Did the error occur following a developer unit replacement?	Verify the developers are installed correctly. See <b>“Developer unit assembly removal” on page 4-53.</b> If the problem persists, go to the next step.	Go to the next step.
4	Is the transfer belt torn, damaged, or missing?	Replace the transfer belt. If the problem persists, go to the next step.	Go to the next step.
5	Check to ensure that the transfer belt lift mechanism is functioning properly. See <b>“Transfer belt lift mechanism adjustment” on page 4-228.</b> Does the error remain?	Go to the next step.	The problem is resolved.

Step	Check	Yes	No
6	<p>Are the PC cartridge units correctly installed?</p> <p>Refer to the following images. Note that the far left PC cartridge unit is tilted in the first image.</p> <p>Incorrect:</p>  <p>Correct:</p> 	Go to the next step.	<p>Remove and reinstall the PC cartridge units correctly. See <b>“PC cartridge unit removal” on page 4-43.</b></p> <p>If the problem persists, go to the next step.</p>
7	<p>Do the PC units easily slide in and out of the machine?</p>	Go to the next step.	<p>Replace any damaged PC units or any damaged erase lamp assembly. See <b>“PC cartridge unit removal” on page 4-43, “K erase lamp assembly removal” on page 4-77, or “CMY erase lamp assembly removal” on page 4-76.</b></p> <p>If the problem persists, go to the next step.</p>

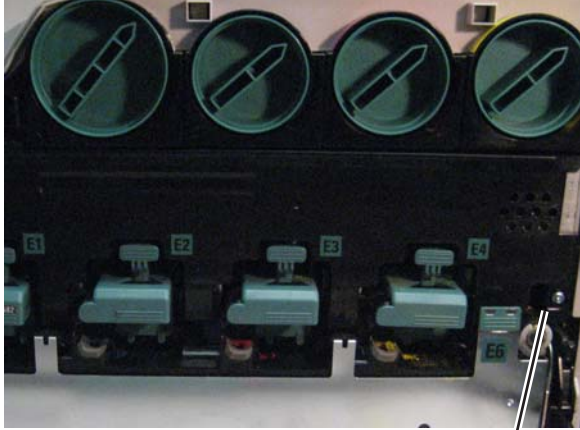

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Step	Check	Yes	No
8	<p>Check that the transfer belt steering mechanism lock packaging was fully removed. If not removed before the transfer belt lever is lowered, the transfer belt steering mechanism lock might break and remain inside the machine in the area, as showing in the following image (A).</p>  <p style="text-align: center;">A</p> <p>The following images show the transfer belt steering mechanism lock.</p>  <p>Are there any remnants from the packaging?</p>	<p>Remove any packaging remnants.</p> <p>If the problem persists, go to the next step.</p>	<p>Go to the next step.</p>

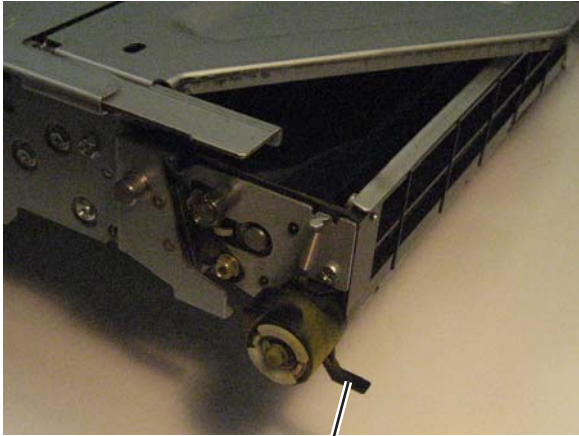
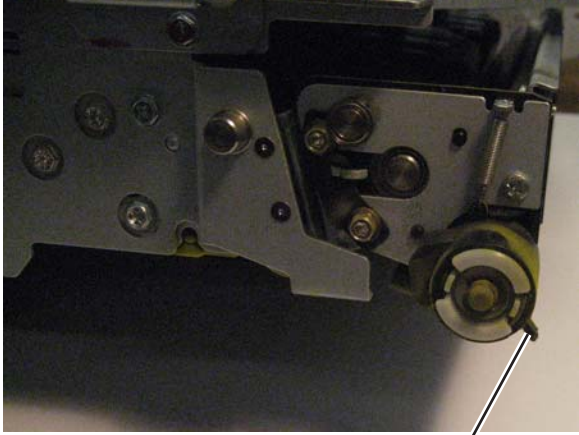
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Step	Check	Yes	No
9	<p>Check the transfer belt cleaning assembly for proper installation or damage.</p> <p>Remove the transfer belt cleaning assembly. See <b>“Transfer belt cleaning assembly removal” on page 4-17.</b></p> <p>Check for damage. The most likely damage (B,C) is shown in the following images.</p> <p>Undamaged:</p>  <p>Damaged:</p>  <p>Is the transfer belt cleaning assembly damaged?</p>	<p>Replace the transfer belt cleaning assembly. See <b>“Transfer belt cleaning assembly removal” on page 4-17.</b></p> <p>If the problem persists, go to the next step.</p>	<p>Go to the next step.</p>

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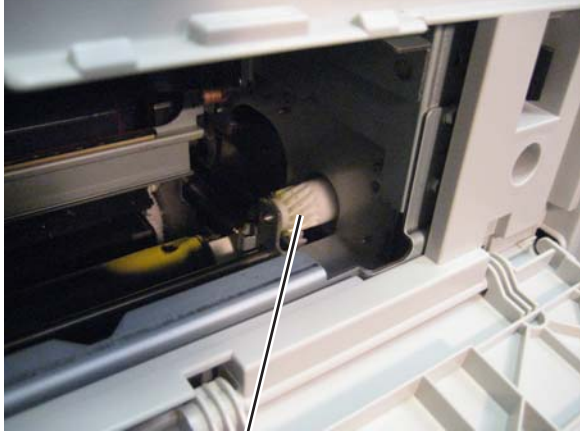


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Step	Check	Yes	No
<p><b>10</b></p>	<p>Check the transfer belt drive motor assembly drive gear for damage.</p> <ol style="list-style-type: none"> <li>1. Remove the transfer belt unit assembly. Go to <b>“Transfer belt unit assembly removal” on page 4-16.</b></li> <li>2. Inspect the transfer belt drive motor assembly drive gear (D) for damage.</li> </ol>  <p style="text-align: center;">D</p> <p>Is the transfer belt drive motor assembly drive gear damaged?</p>	<p>Replace the transfer belt drive motor assembly.</p> <p>If the problem persists, contact the next level of support.</p>	<p>Contact the next level of support.</p>

**904.01 Transfer belt position failure**

Step	Check	Yes	No
<p><b>1</b></p>	<p>Reset the transfer belt HP failure lock out condition.</p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Touch <b>Trans belt fail HP.</b></li> <li>3. Touch <b>Trans belt fail HP.</b></li> </ol> <p>Does the transfer belt appear damaged or torn in half?</p>	<p>Replace the transfer belt.</p> <p>If the problem persists, go to the next step.</p>	<p>Go to the next step.</p>
<p><b>2</b></p>	<p>Check the transfer belt unit assembly for proper installation.</p> <p>Is the above component properly installed?</p>	<p>Go to the next step.</p>	<p>Re-install the transfer belt unit assembly.</p> <p>If the problem persists, go to the next step.</p>
<p><b>3</b></p>	<p>Did the error occur following a developer unit replacement?</p>	<p>Verify the developers are installed correctly. See <b>“Developer unit assembly removal” on page 4-53.</b></p> <p>If the problem persists, go to the next step.</p>	<p>Go to the next step.</p>

Step	Check	Yes	No
4	Is the transfer belt torn, damaged, or missing?	Replace the transfer belt.	Go to the next step.
5	Check to ensure that the transfer belt lift mechanism is functioning properly. See <b>“Transfer belt lift mechanism adjustment” on page 4-228.</b> Does the problem persist?	Go to the next step.	The problem is resolved.
6	<p>Check the transfer belt steering motor assembly for proper operation.</p> <p> <b>Caution:</b> When performing motor tests, ensure that all cover and door interlock switches are overridden.</p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Touch <b>MOTOR TESTS.</b></li> <li>3. Touch <b>Printer Motor tests</b></li> <li>4. Touch <b>Transfer belt steering motor.</b></li> </ol> <p>Does the above component operate properly?</p>	Go to step 6.	Contact the next level of support.

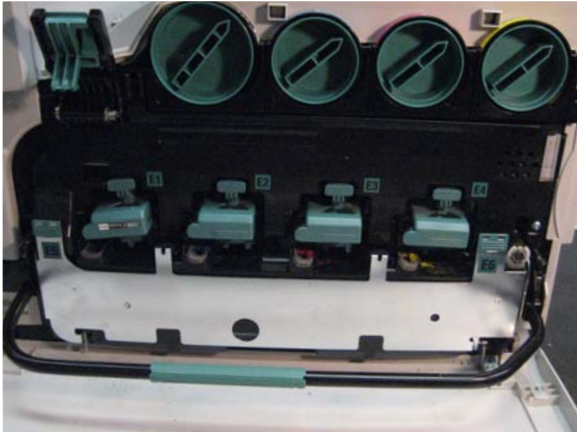
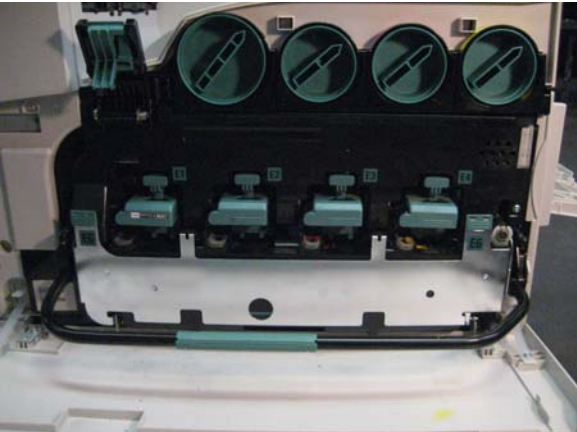
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Step	Check	Yes	No
<p><b>7</b></p>	<p>Are the PC cartridge units correctly installed?</p> <p>Refer to the following images. Note that the far left PC cartridge unit is tilted in the first image.</p> <p>Incorrect:</p>  <p>Correct:</p> 	<p>Go to the next step.</p>	<p>Remove and reinstall the PC cartridge units correctly. See <b>“PC cartridge unit removal” on page 4-43.</b></p>
<p><b>8</b></p>	<p>Do the PC units easily slide in and out of the machine?</p>	<p>Go to the next step.</p>	<p>Replace any damaged PC units or any damaged erase lamp assembly. See <b>“PC cartridge unit removal” on page 4-43, “K erase lamp assembly removal” on page 4-77, or “CMY erase lamp assembly removal” on page 4-76 .</b></p>

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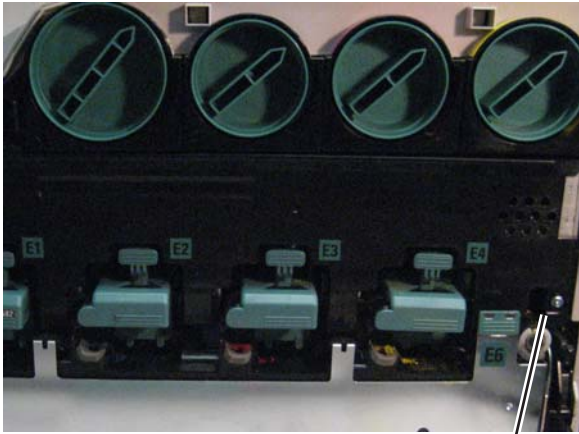



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Step	Check	Yes	No
9	<p>Check that the transfer belt steering mechanism lock packaging was fully removed. If not removed before the transfer belt lever is lowered, the transfer belt steering mechanism lock might break and remain inside the machine in the area, as showing in the following image (A).</p>  <p>The following images show the transfer belt steering mechanism lock.</p>  <p>Are there any remnants from the packaging?</p>	Remove any packaging remnants.	Go to the next step.

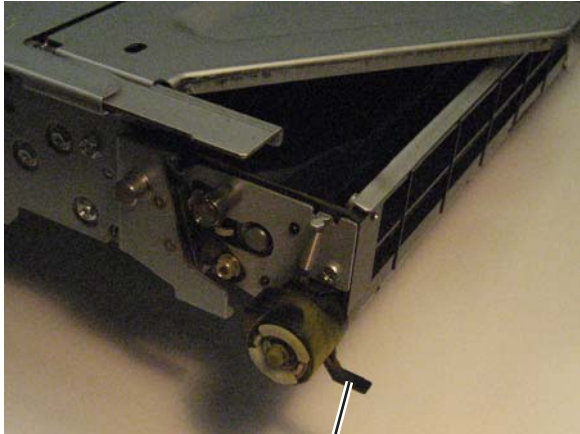
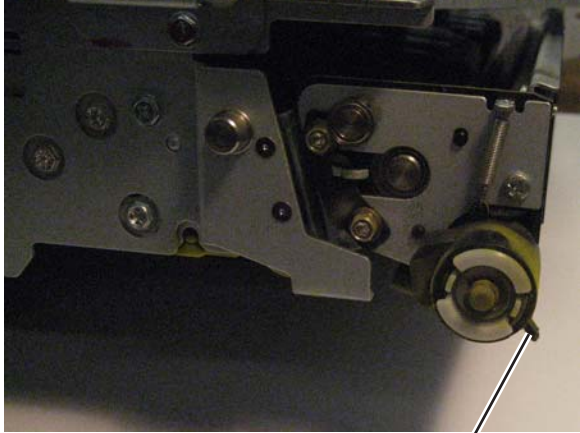
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Step	Check	Yes	No
<p><b>10</b></p>	<p>Check the transfer belt cleaning assembly for proper installation or damage.</p> <p>Remove the transfer belt cleaning assembly. See <b>“Transfer belt cleaning assembly removal” on page 4-17.</b></p> <p>Check for damage. The most likely damage (B,C) is shown in the following images.</p> <p>Undamaged:</p>  <p style="text-align: center;">B</p> <p>Damaged:</p>  <p style="text-align: center;">C</p> <p>Is the transfer belt cleaning assembly damaged?</p>	<p>Replace the transfer belt cleaning assembly. See <b>“Transfer belt cleaning assembly removal” on page 4-17.</b></p>	<p>Go to the next step.</p>

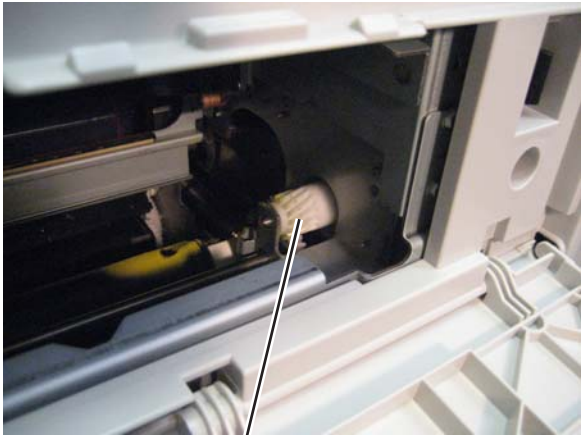
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Step	Check	Yes	No
11	<p>Check the transfer belt drive motor assembly drive gear for damage.</p> <ol style="list-style-type: none"> <li>1. Remove the transfer belt unit assembly. Go to <b>“Transfer belt unit assembly removal” on page 4-16.</b></li> <li>2. Inspect the transfer belt drive motor assembly drive gear (D) for damage.</li> </ol>  <p>Is the transfer belt drive motor assembly drive gear damaged?</p>	Replace the transfer belt drive motor assembly.	Contact the next level of support.
12	<p>Check the transfer belt steering motor for proper connection.</p> <p>Is the above component properly connected.</p>	<p>Replace the transfer belt steering motor.</p> <p>Go to <b>“Transfer belt steering motor removal” on page 4-76.</b></p>	Replace the connection.

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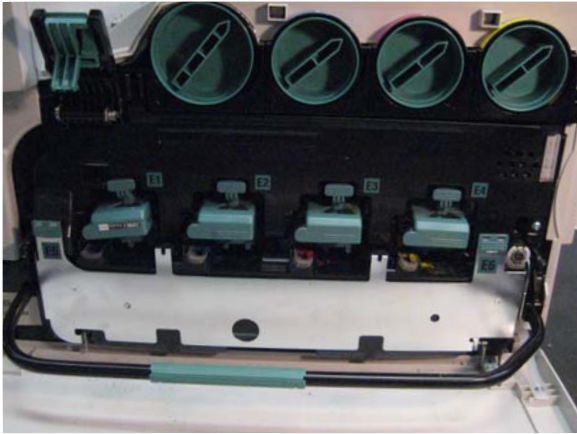
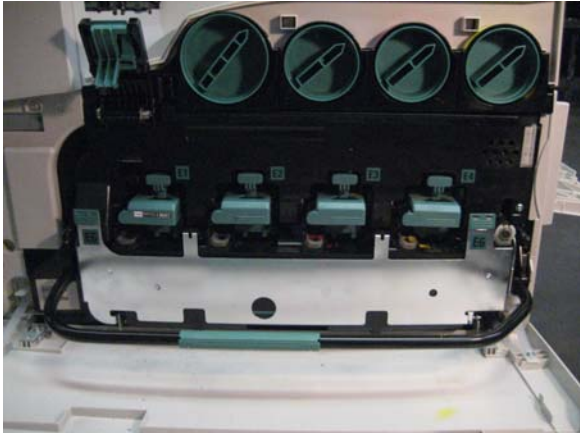
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## 904.02 Sensor (transfer belt edge) failure

Step	Check	Yes	No
1	<p>Reset the transfer belt HP failure lock out condition.</p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Touch <b>Trans belt fail HP.</b></li> <li>3. Touch <b>Trans belt fail HP.</b></li> </ol> <p>Does the transfer belt appear damaged or torn in half?</p>	Go to step 2.	Go to step 3.
2	<p>Check the transfer belt unit assembly for proper installation.</p> <p>Is the above component properly installed?</p>	Go to step 2.	Re-install the transfer belt unit assembly.
3	<p>Check the transfer belt unit assembly for damage.</p> <p>Is the above component free of damage to the frame and the belt?</p>	Go to step 3.	Replace the transfer belt unit assembly.

Step	Check	Yes	No
1	Did the error occur following a developer unit replacement?	Verify the developers are installed correctly. See <b>“Developer unit assembly removal” on page 4-53.</b>	Go to the next step.
2	Check to ensure that the transfer belt lift mechanism is functioning properly. See <b>“Transfer belt lift mechanism adjustment” on page 4-228.</b> Does the error remain?	Go to the next step.	The problem is resolved.
3	<p>Are the PC cartridge units correctly installed?</p> <p>Refer to the following images. Note that the far left PC cartridge unit is tilted in the first image.</p> <p>Incorrect:</p>  <p>Correct:</p> 	Go to the next step.	Remove and reinstall the PC cartridge units correctly. See <b>“PC cartridge unit removal” on page 4-43.</b>

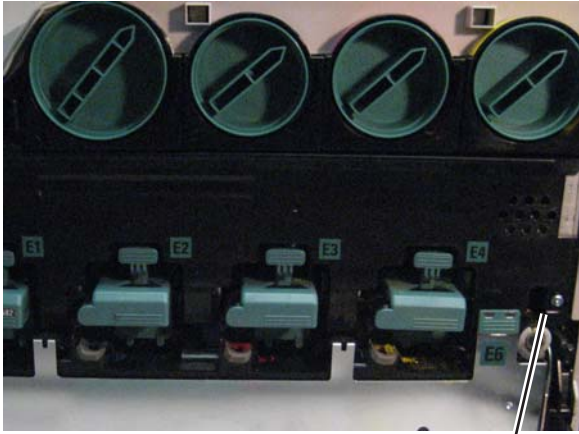

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Step	Check	Yes	No
4	Do the PC units easily slide in and out of the machine?	Go to the next step.	Replace any damaged PC units or any damaged erase lamp assembly. See <b>“PC cartridge unit removal” on page 4-43</b> , <b>“K erase lamp assembly removal” on page 4-77</b> , or <b>“CMY erase lamp assembly removal” on page 4-76</b> .
5	<p>Check that the transfer belt steering mechanism lock packaging was fully removed. If not removed before the transfer belt lever is lowered, the transfer belt steering mechanism lock might break and remain inside the machine in the area, as showing in the following image (A).</p>  <p>The following images show the transfer belt steering mechanism lock.</p>  <p>Are there any remnants from the packaging?</p>	Remove any packaging remnants.	Go to the next step.


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Step	Check	Yes	No
6	<p>Check the transfer belt steering motor assembly for proper operation.</p>  <p><b>Caution:</b> When performing motor tests, ensure that all cover and door interlock switches are overridden.</p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Touch <b>MOTOR TESTS</b>.</li> <li>3. Touch <b>Printer Motor tests</b></li> <li>4. Touch <b>Transfer belt steering motor</b>.</li> </ol> <p>Does the above component operate properly?</p>	Go to step 5.	Go to step 4.
7	<p>Check the transfer belt steering motor for proper connection.</p> <p>Is the above component properly connected.</p>	<p>Replace the transfer belt steering motor.</p> <p>Go to <b>“Transfer belt steering motor removal” on page 4-76.</b></p>	<p>Replace the connection.</p> <p>If the problem persists, contact the next level of support.</p>

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### 904.03 Sensor (2nd transfer roll retract HP) late error

Step	Check	Yes	No
1	<p>Perform a POR.</p> <p>Does the error occur when the power is turned off/on?</p>	Go to step 2.	<p>Perform several print tests.</p> <p>If the problem remains, go to step 2.</p>
2	<p>Check to ensure that the transfer belt lift mechanism is functioning properly. See <b>“Transfer belt lift mechanism adjustment” on page 4-228.</b></p> <p>Does the error remain?</p>	Go to the next step.	The problem is resolved.
3	<p>Check the sensor (2nd transfer roll HP) for proper operation.</p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Touch <b>Base Sensor Tests</b>.</li> <li>3. Touch <b>Media Path</b>.</li> <li>4. Touch <b>2nd transfer roll retract HP</b>.</li> </ol> <p>Does the display on the operator panel, change every time the sensing area of the above sensor is interrupted or blocked?</p>	Go to step 4.	Go to step 3.
4	<p>Check the sensor (2nd transfer roll HP) for proper connection.</p> <p>Is the above component properly connected?</p>	<p>Replace the sensor (2nd transfer roll retract HP).</p> <p>Go to <b>“Sensor (2nd transfer roll retract HP) removal” on page 4-34.</b></p>	Replace the connection.

Step	Check	Yes	No
5	<p>Check the 2nd transfer roll retract motor for proper operation.</p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Touch <b>BASE SENSOR TESTS</b>.</li> <li>3. Touch <b>Media Path</b>.</li> <li>4. Touch <b>2nd transfer roll retract HP</b>.</li> </ol> <p>Does the above component operate properly?</p>	Go to step 6.	Skip to step 5.
6	<p>Check the 2nd transfer roll retract motor for proper connection.</p> <p>Is the above component properly connected?</p>	<p>Replace the 2nd transfer roll retract motor assembly.</p> <p>Go to "<b>2nd transfer roll retract motor assembly removal</b>" on page 4-35.</p> <p>If the problem persists, go to the next step.</p>	Replace the connection.
7	<p>Perform a print test.</p> <p>Does the error continue?</p>	<p>Replace the lower printer engine card assembly.</p> <p>Go to "<b>Lower printer engine card assembly removal</b>" on page 4-93.</p> <p>If the problem persists, go to the next step.</p>	Problem solved.
8	<p>Perform a POR.</p> <p>Does the error occur when the power is turned off/on?</p>	Contact the next level of support.	Problem solved.

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#### 904.04 Sensor (2nd transfer roll retract HP) lag error

Step	Check	Yes	No
1	<p>Perform a POR.</p> <p>Does the error occur when the power is turned off/on?</p>	Go to step 2.	<p>Perform several print tests.</p> <p>If the problem remains, go to step 2.</p>
2	<p>Check the sensor (2nd transfer roll HP) for proper operation.</p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Touch <b>Base Sensor Tests</b>.</li> <li>3. Touch <b>Media Path</b>.</li> <li>4. Touch <b>2nd transfer roll retract HP</b>.</li> </ol> <p>Does the display on the operator panel, change every time the sensing area of the above sensor is interrupted or blocked?</p>	Go to step 4.	Go to step 3.

Step	Check	Yes	No
3	Check the sensor (2nd transfer roll HP) for proper connection. Is the above component properly connected?	Replace the sensor (2nd transfer roll retract HP).  Go to <b>“Sensor (2nd transfer roll retract HP) removal” on page 4-34.</b>	Replace the connection.
4	 <p><b>Caution:</b> Check the 2nd transfer roll retract motor for proper operation. When performing motor tests, ensure that all cover and door interlock switches are overridden.</p> <p>1. Enter the Diagnostics Menu. 2. Touch <b>MOTOR TESTS.</b> 3. Touch <b>Printer motor tests.</b> 4. Touch <b>2nd transfer roll retract motor</b></p> <p>Does the above component operate properly?</p>	Go to step 6.	Skip to step 5.
5	Check the 2nd transfer roll retract motor for proper connection. Is the above component properly connected?	Replace the 2nd transfer roll retract motor. Go to	Replace the connection.
6	Perform a print test. Does the error continue?	Replace the lower printer engine card assembly.  Go to <b>“Lower printer engine card assembly removal” on page 4-93.</b>	Problem solved.
7	Perform a POR. Does the error occur when the power is turned off/on?	Replace the lower printer engine card assembly.  Go to <b>“Lower printer engine card assembly removal” on page 4-93.</b>	Problem solved.

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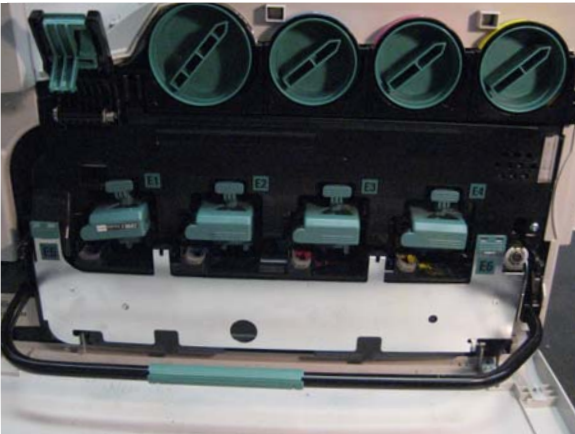
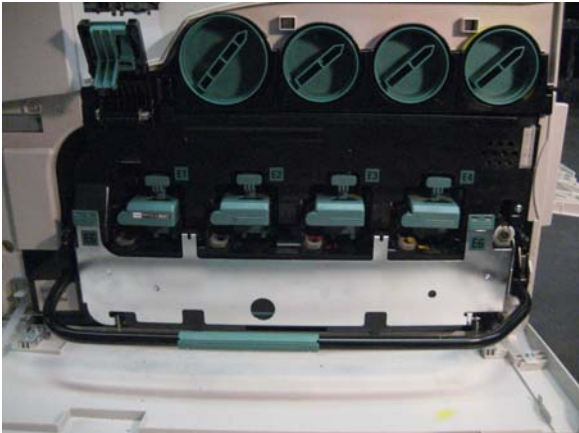


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### 904.05 Sensor (CMY transfer roll retract HP) late error

Step	Check	Yes	No
1	Perform a POR. Does the error occur when the power is turned off/on?	Go to step 2.	Perform several print tests. If the problem remains, go to step 2.



Step	Check	Yes	No
2	Did the error occur following a developer unit replacement?	Verify the developers are installed correctly. See <b>“Developer unit assembly removal”</b> on page 4-53.	Go to the next step.
3	Check to ensure that the transfer belt lift mechanism is functioning properly. See <b>“Transfer belt lift mechanism adjustment”</b> on page 4-228. Does the error remain?	The problem is resolved.	Contact the next level of support.
4	Are the PC cartridge units correctly installed? Refer to the following images. Note that the far left PC cartridge unit is tilted in the first image. Incorrect:  Correct: 	Go to the next step.	Remove and reinstall the PC cartridge units correctly. See <b>“PC cartridge unit removal”</b> on page 4-43.

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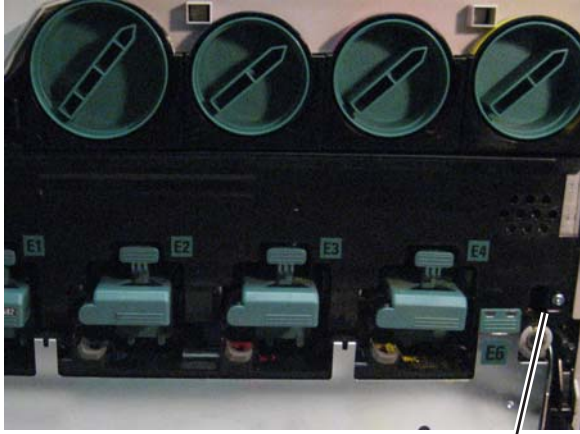



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Step	Check	Yes	No
5	Do the PC units easily slide in and out of the machine?	Go to the next step.	Replace any damaged PC units or any damaged erase lamp assembly. See <b>“PC cartridge unit removal” on page 4-43</b> , <b>“K erase lamp assembly removal” on page 4-77</b> , or <b>“CMY erase lamp assembly removal” on page 4-76</b> .
6	<p>Check that the transfer belt steering mechanism lock packaging was fully removed. If not removed before the transfer belt lever is lowered, the transfer belt steering mechanism lock might break and remain inside the machine in the area, as showing in the following image (A).</p>  <p style="text-align: right; margin-right: 50px;">A</p> <p>The following images show the transfer belt steering mechanism lock.</p>  <p>Are there any remnants from the packaging?</p>	Remove any packaging remnants.	Contact the next level of support.
7	Replace the transfer belt unit assembly. Go to <b>“Transfer belt unit assembly removal” on page 4-16</b> . Does the error remain?	<p>Replace the lower printer engine card assembly.</p> <p>Go to <b>“Lower printer engine card assembly removal” on page 4-93</b>.</p>	Problem solved.

## 904.06 Sensor (CMY transfer roll retract HP) lag error

Step	Check	Yes	No
1	Check the transfer belt unit assembly. Is the above component properly installed?	To to step 2	Properly reinstall the transfer belt unit assembly.
2	Perform a POR. Does the error occur when the power is turned off/on?	Go to step 3.	Perform several print tests. If the problem remains, go to step 3.
3	Did the error occur following a developer unit replacement?	Verify the developers are installed correctly. See <b>“Developer unit assembly removal” on page 4-53.</b>	Go to the next step.
4	Check to ensure that the transfer belt lift mechanism is functioning properly. See <b>“Transfer belt lift mechanism adjustment” on page 4-228.</b> Does the error remain?	The problem is resolved.	Contact the next level of support.

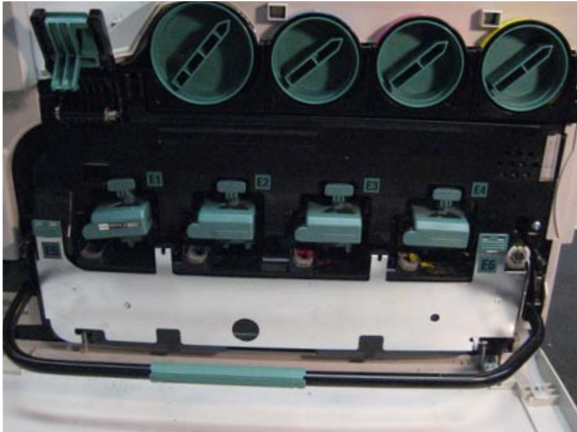
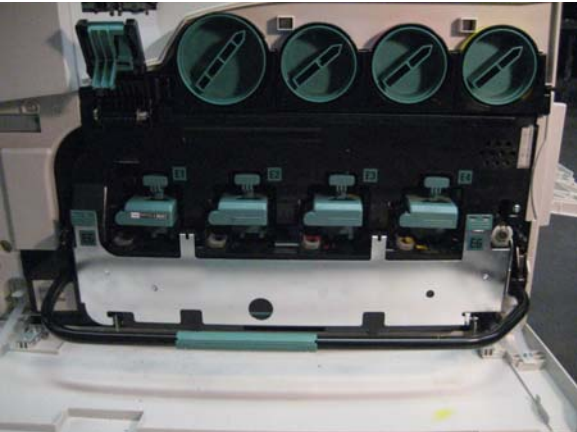
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Step	Check	Yes	No
<p><b>5</b></p> <p>Are the PC cartridge units correctly installed?</p> <p>Refer to the following images. Note that the far left PC cartridge unit is tilted in the first image.</p> <p>Incorrect:</p>	 <p>Correct:</p> 	<p>Go to the next step.</p>	<p>Remove and reinstall the PC cartridge units correctly. See <b>“PC cartridge unit removal” on page 4-43.</b></p>
<p><b>6</b></p>	<p>Do the PC units easily slide in and out of the machine?</p>	<p>Go to the next step.</p>	<p>Replace any damaged PC units or any damaged erase lamp assembly. See <b>“PC cartridge unit removal” on page 4-43, “K erase lamp assembly removal” on page 4-77, or “CMY erase lamp assembly removal” on page 4-76 .</b></p>

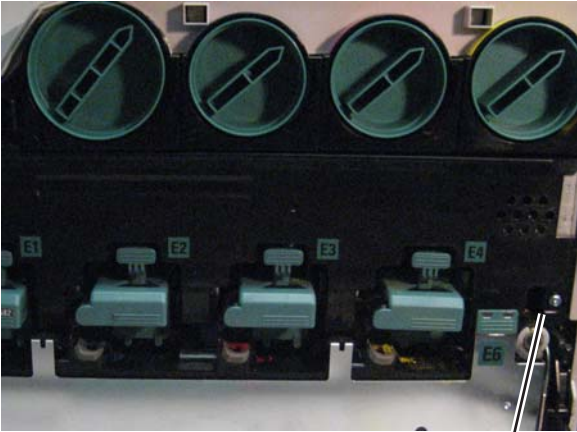

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Step	Check	Yes	No
7	<p>Check that the transfer belt steering mechanism lock packaging was fully removed. If not removed before the transfer belt lever is lowered, the transfer belt steering mechanism lock might break and remain inside the machine in the area, as showing in the following image (A).</p>  <p>The following images show the transfer belt steering mechanism lock.</p>  <p>Are there any remnants from the packaging?</p>	Remove any packaging remnants.	Contact the next level of support.
8	<p>Replace the transfer belt unit assembly. Go to <b>“Transfer belt unit assembly removal” on page 4-16.</b></p> <p>Does the error remain?</p>	<p>Replace the lower printer engine card assembly.</p> <p>Go to <b>“Lower printer engine card assembly removal” on page 4-93.</b></p>	Problem solved.

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### 904.07 CMY transfer roll retract motor time out

Step	Check	Yes	No
1	<p>Perform a POR.</p> <p>Does the error occur when the power is turned off/on?</p>	Go to step 2.	<p>Perform several print tests.</p> <p>If the problem remains, go to step 2.</p>



Step	Check	Yes	No
2	Replace the transfer belt unit assembly. Go to <b>“Transfer belt unit assembly removal” on page 4-16.</b> Does the error remain?	Replace the lower printer engine card assembly. Go to <b>“Lower printer engine card assembly removal” on page 4-93.</b>	Problem solved.

**905.00 NVM read/write cannot be executed error**

Step	Check	Yes	No
1	Perform a POR. Does the error occur when the power is turned off/on?	Go to step 2.	Perform several print tests. If the problem remains, go to step 2.
2	Turn the printer off for 60 seconds. Does the error occur when the power is turned off/on again?	Replace the printer engine card assembly. Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b> Go to step 3.	Problem solved.
3	Perform a POR. Does the error occur when the power is turned off/on?	Replace the RIP card assembly. Go to <b>“RIP card assembly removal” on page 4-86.</b>	Problem solved.

**905.01 Marking device video error**

Step	Check	Yes	No
1	Perform a POR. Does the error occur when the power is turned off/on?	Replace the upper printer engine card assembly. Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b>	Problem solved.

**905.02 Marking device Xerographics error**

Step	Check	Yes	No
1	Perform a POR. Does the error occur when the power is turned off/on?	Replace the upper printer engine card assembly.  Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b>	Problem solved.

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**905.03 Marking device other1 error**

Step	Check	Yes	No
1	Perform a POR. Does the error occur when the power is turned off/on?	Replace the upper printer engine card assembly.  Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b>	Problem solved.

**905.04 Marking device paper handling error**

Step	Check	Yes	No
1	Perform a POR. Does the error occur when the power is turned off/on?	Replace the upper printer engine card assembly.  Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b>	Problem solved.

**905.05 Marking device other2 error**

Step	Check	Yes	No
1	Perform a POR. Does the error occur when the power is turned off/on?	Replace the upper printer engine card assembly.  Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b>	Problem solved.

## 907.00 Printhead polygon mirror motor error

Step	Check	Yes	No
1	Perform a POR. Does the error occur when the power is turned off/on?	Go to step 2.	Perform several print tests. If the problem remains, go to step 2.
2	Turn the printer off for 60 seconds. Does the error occur when the power is turned off/on again?	Go to step 3.	Problem solved.
3	Perform a POR. Does the error occur when the power is turned off/on?	Replace the printhead assembly. Go to <b>"Printhead assembly removal"</b> on page 4-104.	Problem solved.

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## 907.01 Y laser SOS internal error

Step	Check	Yes	No
1	Perform a POR. Does the error occur when the power is turned off/on?	Go to step 2.	Perform several print tests. If the problem remains, go to step 2.
2	Turn the printer off for 60 seconds. Does the error occur when the power is turned off/on again?	Go to step 3.	Problem solved.
3	Perform a POR. Does the error occur when the power is turned off/on?	Replace the printhead assembly. Go to <b>"Printhead assembly removal"</b> on page 4-104.	Problem solved.

## 907.02 C laser SOS internal error

Step	Check	Yes	No
1	Perform a POR. Does the error occur when the power is turned off/on?	Go to step 2.	Perform several print tests. If the problem remains, go to step 2.
2	Turn the printer off for 60 seconds. Does the error occur when the power is turned off/on again?	Go to step 3.	Problem solved.



Step	Check	Yes	No
3	Perform a POR. Does the error occur when the power is turned off/on?	Replace the printhead assembly.  Go to <b>“Printhead assembly removal” on page 4-104.</b>	Problem solved.

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### 907.03 M laser SOS internal error

Step	Check	Yes	No
1	Perform a POR. Does the error occur when the power is turned off/on?	Go to step 2.	Perform several print tests. If the problem remains, go to step 2.
2	Turn the printer off for 60 seconds. Does the error occur when the power is turned off/on again?	Go to step 3.	Problem solved.
3	Perform a POR. Does the error occur when the power is turned off/on?	Replace the printhead assembly.  Go to <b>“Printhead assembly removal” on page 4-104.</b>	Problem solved.

### 907.04 K laser SOS internal error

Step	Check	Yes	No
1	Perform a POR. Does the error occur when the power is turned off/on?	Go to step 2.	Perform several print tests. If the problem remains, go to step 2.
2	Turn the printer off for 60 seconds. Does the error occur when the power is turned off/on again?	Go to step 3.	Problem solved.
3	Perform a POR. Does the error occur when the power is turned off/on?	Replace the printhead assembly.  Go to <b>“Printhead assembly removal” on page 4-104.</b>	Problem solved.

## 907.05 Printhead control error

Step	Check	Yes	No
1	Perform a POR. Does the error occur when the power is turned off/on?	Go to step 2.	Perform several print tests. If the problem remains, go to step 2.
2	Turn the printer off for 60 seconds. Does the error occur when the power is turned off/on again?	Go to step 3.	Problem solved.
3	Perform a POR. Does the error occur when the power is turned off/on?	Replace the printhead assembly. Go to <b>“Printhead assembly removal” on page 4-104.</b>	Problem solved.

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## 908.00 Waste toner full error

Step	Check	Yes	No
1	Reinstall the waste toner cartridge. Does the error remain?	Replace the waste toner cartridge. Go to step 2.	Problem solved.
2	Check the sensor (waste toner full) for proper operation. 1. Enter the Diagnostics Menu. 2. Select <b>BASE SENSOR TEST</b> . 3. Select <b>Devices</b> . 4. Select <b>Waste toner cartridge full</b> .  Does the display on the operator panel, change every time the sensing area of the above sensor is interrupted or blocked?	Go to step 4.	Go to step 3.
3	Check the sensor (waste toner full) for proper connection. Is the above component properly connected?	Replace the sensor (waste toner full).	Replace the connection.
4	Perform a POR. Does the error occur when the power is turned off/on?	Replace the lower printer engine card assembly. Go to <b>“Lower printer engine card assembly removal” on page 4-93.</b>	Problem solved.

## 911.00 24V LVPS cooling fan error

Step	Check	Yes	No
1	Perform a POR. Does the error occur when the power is turned off/on?	Go to step 2.	Perform several print tests. If the problem remains, go to step 2.
2	Check the 24V LVPS cooling fan assembly for proper connection. Is the above component properly connected?	Replace the 24V LVPS cooling fan assembly. Go to <b>"24V LVPS cooling fan removal"</b> on page 4-99.	Replace the connection.
3	Perform a POR. Does the error occur when the power is turned off/on?	Replace the lower printer engine card assembly. Go to <b>"Lower printer engine card assembly removal"</b> on page 4-93.	Problem solved.

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## 911.01 Transfer belt drive motor cooling fan error

Step	Check	Yes	No
1	Perform a POR. Does the error occur when the power is turned off/on?	Go to step 2.	Perform several print tests. If the problem remains, go to step 2.
2	Check the transfer belt drive motor cooling fan assembly for proper connection. Is the above component properly connected?	Replace the transfer belt drive motor cooling fan assembly. Go to <b>"Transfer belt drive motor cooling fan removal"</b> on page 4-93.	Replace the connection.
3	Perform a POR. Does the error occur when the power is turned off/on?	Replace the lower printer engine card assembly. Go to <b>"Lower printer engine card assembly removal"</b> on page 4-93.	Problem solved.

### 911.02 Fuser cooling fan lock error


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Step	Check	Yes	No
1	Perform a POR. Does the error occur when the power is turned off/on?	Go to step 2.	Perform several print tests. If the problem remains, go to step 2.
2	 <p><b>Caution:</b> When performing motor tests, ensure that all cover and door interlock switches are overridden.</p> <p>1. Enter the Diagnostics Menu. 2. Select <b>MOTOR TESTS</b>. 3. Select <b>Fuser cooling fan</b>.</p> <p>Does the above component operate properly?</p>	Go to step 4.	Go to step 3.
3	Check the fuser cooling fan for proper connection. Is the above component properly connected?	Replace the fuser cooling fan. Go to " <b>Fuser cooling fan removal</b> " on page 4-102	Replace the connection.
4	Perform a POR. Does the error occur when the power is turned off/on?	Replace the lower printer engine card assembly. Go to " <b>Lower printer engine card assembly removal</b> " on page 4-93.	Problem solved.

### 918.00 Standard media exit shift error

Step	Check	Yes	No
1	Perform a POR. Does the error occur when the power is turned off/on?	Replace the upper printer engine card assembly. Go to " <b>Upper printer engine card assembly removal</b> " on page 4-90.	Problem solved.

## 920.00 Fuser main lamp overhear error


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Step	Check	Yes	No
1	Reset the fuser overhear failure lock out condition. 1. Enter the Diagnostics Menu. 2. Select <b>Fuser temp fail clear</b> . 3. Select <b>Fuser temp fail clear</b> .  Perform a POR. Does the error occur when the power is turned off/on?	Go to step 2.	Go to step 5.
2	Reset the fuser overhear failure lock out condition. Check the fuser unit assembly for a media jam. Is there a media jam in the fuser unit assembly?	Remove the media.	Go to step 3.
3	Check the fuser unit assembly for proper installation. Is the fuser unit assembly installed properly?	Go to step 4.	Install the fuser unit assembly properly.
4	Check the fuser unit assembly for proper connection. Is the above component properly connected.	Go to step 5.	Repair the connection. 
5	Perform a print test. Does the error continue?	Replace the fuser unit assembly. Go to <b>“Fuser unit assembly removal” on page 4-15.</b> Go to step 6.	Problem solved.
6	Perform a POR. Does the error occur when the power is turned off/on?	Replace the AC drive card bracket assembly. Go to <b>“AC drive card bracket assembly removal” on page 4-109.</b>	Problem solved.

## 920.01 Front thermistor disconnection error

Step	Check	Yes	No
1	Check the fuser unit assembly for a media jam. Is there a media jam in the fuser unit assembly?	Remove the media.	Go to step 2.
2	Check the fuser unit assembly for proper installation. Is the fuser unit assembly installed properly?	Go to step 3.	Install the fuser unit assembly properly.
3	Check the fuser unit assembly for proper connection. Is the above component properly connected.	Go to step 4.	Repair the connection. 

Step	Check	Yes	No
4	Perform a POR. Does the error occur when the power is turned off/on?	Replace the fuser unit assembly. Go to <b>“Fuser unit assembly removal” on page 4-15.</b>	Problem solved.

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## 920.02 Fuser sub lamp overheat error

Step	Check	Yes	No
1	Reset the fuser overheat failure lock out condition. 1. Enter the Diagnostics Menu. 2. Select <b>Fuser temp fail clear.</b> 3. Select <b>Fuser temp fail clear.</b>  Perform a POR. Does the error occur when the power is turned off/on?	Go to step 2.	Go to step 5.
2	Reset the fuser overheat failure lock out condition. Check the fuser unit assembly for a media jam. Is there a media jam in the fuser unit assembly?	Remove the media.	Go to step 3.
3	Check the fuser unit assembly for proper installation. Is the fuser unit assembly installed properly?	Go to step 4.	Install the fuser unit assembly properly.
4	Check the fuser unit assembly for proper connection. Is the above component properly connected.	Go to step 5.	Repair the connection. 
5	Perform a print test. Does the error continue?	Replace the fuser unit assembly. Go to <b>“Fuser unit assembly removal” on page 4-15.</b> Go to step 6.	Problem solved.
6	Perform a POR. Does the error occur when the power is turned off/on?	Replace the AC drive card bracket assembly. Go to <b>“AC drive card bracket assembly removal” on page 4-109.</b>	Problem solved.

## 920.03 Rear thermistor disconnection error

Step	Check	Yes	No
1	Check the fuser unit assembly for a media jam. Is there a media jam in the fuser unit assembly?	Remove the media.	Go to step 2.

Step	Check	Yes	No
2	Check the fuser unit assembly for proper installation. Is the fuser unit assembly installed properly?	Go to step 3.	Install the fuser unit assembly properly.
3	Check the fuser unit assembly for proper connection. Is the above component properly connected.	Go to step 4.	Repair the connection. 
4	Perform a POR. Does the error occur when the power is turned off/on?	Replace the fuser unit assembly. Go to <b>"Fuser unit assembly removal"</b> on page 4-15.	Problem solved.

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### 920.04 Main lamp warm up error

Step	Check	Yes	No
1	Check for proper voltage fuser. Does the fuser unit assembly voltage match the voltage required for the machine?	Go to step 2.	Install the appropriate voltage fuser unit assembly.
2	Check the fuser unit assembly for a media jam. Is there a media jam in the fuser unit assembly?	Remove the media.	Go to step 3.
3	Check the fuser unit assembly for proper installation. Is the fuser unit assembly installed properly?	Go to step 4.	Install the fuser unit assembly properly.
4	Check the fuser unit assembly for proper connection. Is the above component properly connected.	Go to step 4.	Repair the connection. 
5	Perform a print test. Does the error continue?	Replace the fuser unit assembly. Go to <b>"Fuser unit assembly removal"</b> on page 4-15. Go to step 6.	Problem solved.
6	Perform a POR. Does the error occur when the power is turned off/on?	Replace the AC drive card bracket assembly. Go to <b>"AC drive card bracket assembly removal"</b> on page 4-109.	Problem solved.

## 920.05 Main lamp on-time error

Step	Check	Yes	No
1	Check the fuser unit assembly for a media jam. Is there a media jam in the fuser unit assembly?	Remove the media.	Go to step 2.
2	Check the fuser unit assembly for proper installation. Is the fuser unit assembly installed properly?	Go to step 3.	Install the fuser unit assembly properly.
3	Check the fuser unit assembly for proper connection. Is the above component properly connected.	Go to step 4.	Repair the connection. 
4	Perform a print test. Does the error continue?	Replace the fuser unit assembly. Go to <b>"Fuser unit assembly removal"</b> on page 4-15. Go to step 5.	Problem solved.
5	Perform a POR. Does the error occur when the power is turned off/on?	Replace the AC drive card bracket assembly. Go to <b>"AC drive card bracket assembly removal"</b> on page 4-109.	Problem solved.

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## 920.06 Sub lamp warm-up failure

Step	Check	Yes	No
1	Check the fuser unit assembly for a media jam. Is there a media jam in the fuser unit assembly?	Remove the media.	Go to step 2.
2	Check the fuser unit assembly for proper installation. Is the fuser unit assembly installed properly?	Go to step 3.	Install the fuser unit assembly properly.
3	Check the fuser unit assembly for proper connection. Is the above component properly connected.	Go to step 4.	Repair the connection. 
4	Perform a print test. Does the error continue?	Replace the fuser unit assembly. Go to <b>"Fuser unit assembly removal"</b> on page 4-15. Go to step 5.	Problem solved.



Step	Check	Yes	No
5	Perform a POR. Does the error occur when the power is turned off/on?	Replace the AC drive card bracket assembly.  Go to <b>“AC drive card bracket assembly removal” on page 4-109.</b>	Problem solved.

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### 920.07 Sub lamp on-time error

Step	Check	Yes	No
1	Check the fuser unit assembly for a media jam. Is there a media jam in the fuser unit assembly?	Remove the media.	Go to step 2.
2	Check the fuser unit assembly for proper installation. Is the fuser unit assembly installed properly?	Go to step 3.	Install the fuser unit assembly properly.
3	Check the fuser unit assembly for proper connection. Is the above component properly connected.	Go to step 4.	Repair the connection. 
4	Perform a print test. Does the error continue?	Replace the fuser unit assembly.  Go to <b>“Fuser unit assembly removal” on page 4-15.</b>  Go to step 5.	Problem solved.
5	Perform a POR. Does the error occur when the power is turned off/on?	Replace the AC drive card bracket assembly.  Go to <b>“AC drive card bracket assembly removal” on page 4-109.</b>	Problem solved.

### 924.00 Yellow PC smartchip communication error

Step	Check	Yes	No
1	Check the Y PC cartridge for proper installation. Is the above component properly installed?	Go to step 2.	Reinstall the Y PC drum.
2	Install the Y PC drum in one of the other three PC locations. Ensure that all PC drum slots contain a PC drum. Perform a POR. Does the error remain or follow the problematic cartridge?	Replace the problematic PC drum with a new one.	Go to step 3.
3	Check the appropriate smartchip socket, located on the developer interlock plate assembly for proper connection. Is the above component properly connected?	Go to step 4.	Replace the connection.

Step	Check	Yes	No
4	Check the appropriate smartchip socket, located on the developer interlock plate assembly for wear or damage. Is the above component free from damage?	Go to step 5.	Replace the developer interlock plate assembly. Go to Go to <b>“Developer interlock plate assembly removal” on page 4-48.</b>
5	Perform a POR. Does the error occur when the power is turned off/on?	Replace the upper printer engine card assembly. Go to Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b>	Problem solved.

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### 924.01 Magenta PC smartchip communication error

Step	Check	Yes	No
1	Check the M PC cartridge for proper installation. Is the above component properly installed?	Go to step 2.	Reinstall the M PC drum.
2	Install the M PC drum in one of the other three PC locations. Ensure that all PC drum slots contain a PC drum. Perform a POR. Does the error remain or follow the problematic cartridge?	Replace the problematic PC drum with a new one.	Go to step 3.
3	Check the appropriate smartchip socket, located on the developer interlock plate assembly for proper connection. is the above component properly connected?	Go to Step 4	Replace the connection.
4	Check the appropriate smartchip socket, located on the developer interlock plate assembly for wear or damage. Is the above component free from damage?	Go to step 5.	Replace the developer interlock plate assembly. Go to <b>“Developer interlock plate assembly removal” on page 4-48.</b>
5	Perform a POR. Does the error occur when the power is turned off/on?	Replace the upper printer engine card assembly. Go to Go to <b>“Upper printer engine card assembly removal” on page 4-90</b>	Problem solved.

## 924.02 Cyan PC smartchip communication error

Step	Check	Yes	No
1	Check the C PC cartridge for proper installation. Is the above component properly installed?	Go to step 2.	Reinstall the C PC drum.
2	Install the C PC drum in one of the other three PC locations. Ensure that all PC drum slots contain a PC drum. Perform a POR. Does the error remain or follow the problematic cartridge?	Replace the problematic PC drum with a new one.	Go to step 3.
3	Check the appropriate smartchip socket, located on the developer interlock plate assembly for proper connection. is the above component properly connected?	Go to Step 4	Replace the connection.
4	Check the appropriate smartchip socket, located on the developer interlock plate assembly for wear or damage. Is the above component free from damage?	Go to step 5.	Replace the developer interlock plate assembly. Go to <b>“Developer interlock plate assembly removal” on page 4-48.</b>
5	Perform a POR. Does the error occur when the power is turned off/on?	Replace the upper printer engine card assembly. Go to Go to <b>“Upper printer engine card assembly removal” on page 4-90</b>	Problem solved.

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## 924.03 Black PC smartchip communication error

Step	Check	Yes	No
1	Check the KPC cartridge for proper installation. Is the above component properly installed?	Go to step 2.	Reinstall the K PC drum.
2	Install the K PC drum in one of the other three PC locations. Ensure that all PC drum slots contain a PC drum. Perform a POR. Does the error remain or follow the problematic cartridge?	Replace the problematic PC drum with a new one.	Go to step 3.
3	Check the appropriate smartchip socket, located on the developer interlock plate assembly for proper connection. is the above component properly connected?	Go to Step 4	Replace the connection.
4	Check the appropriate smartchip socket, located on the developer interlock plate assembly for wear or damage. Is the above component free from damage?	Go to step 5.	Replace the developer interlock plate assembly. Go to <b>“Developer interlock plate assembly removal” on page 4-48.</b>

Step	Check	Yes	No
5	Perform a POR. Does the error occur when the power is turned off/on?	Replace the upper printer engine card assembly. Go to Go to <b>“Upper printer engine card assembly removal” on page 4-90</b>	Problem solved.

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## 925.00 Sensor (Y ATC)

Step	Check	Yes	No
1	Reset the Y ATC failure lock out condition. 1. Enter diagnostic mode 2. Touch <b>ATC sensor failure clear</b> 3. Touch <b>Y channel (925.00)</b>  Perform a very large print test. Does the error continue?	Go to step 2.	Problem solved.
2	Check the sensor (Y ATC) for proper connection. Is the above component properly connected?	Replace the Y developer unit assembly.  Go to <b>“Developer unit assembly removal” on page 4-53.</b>	Replace the connection.
3	Perform a very large print test. Does the error continue?	Replace the upper printer engine card assembly.  Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b>	Problem solved.

## 925.01 Sensor (M ATC)

Step	Check	Yes	No
1	Reset the M ATC failure lock out condition. 1. Enter diagnostic mode 2. Touch <b>ATC sensor failure clear</b> 3. Touch <b>M channel (925.01)</b>  Perform a very large print test. Does the error continue?	Go to step 2.	Problem solved.

Step	Check	Yes	No
2	Check the sensor (M ATC) for proper connection. Is the above component properly connected?	Replace the M Developer unit assembly. Go to <b>“Developer unit assembly removal” on page 4-53.</b>	Replace the connection.
3	Perform a very large print test. Does the error continue?	Replace the upper printer engine card assembly. Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b>	Problem solved.

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### 925.02 Sensor (C ATC)

Step	Check	Yes	No
1	Reset the C ATC failure lock out condition. 1. Enter diagnostic mode 2. Touch <b>ATC sensor failure clear</b> 3. Touch <b>C channel (925.02)</b>  Perform a very large print test. Does the error continue?	Go to step 2.	Problem solved.
2	Check the sensor (C ATC) for proper connection. Is the above component properly connected?	Replace the C Developer unit assembly. Go to <b>“Developer unit assembly removal” on page 4-53.</b>	Replace the connection.
3	Perform a very large print test. Does the error continue?	Replace the upper printer engine card assembly. Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b>	Problem solved.

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Step	Check	Yes	No
1	Reset the K ATC failure lock out condition. 1. Enter diagnostic mode 2. Touch <b>ATC sensor failure clear</b> 3. Touch <b>K channel (925.03)</b>  Perform a very large print test. Does the error continue?	Go to step 2.	Problem solved.
2	Check the sensor (K ATC) for proper connection. Is the above component properly connected?	Replace the K Developer unit assembly.  Go to <b>“Developer unit assembly removal” on page 4-53.</b>	Replace the connection.
3	Perform a very large print test. Does the error continue?	Replace the upper printer engine card assembly.  Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b>	Problem solved.

## 930.00 Black toner RFID communication failure

Step	Check	Yes	No
1	Check the K toner cartridge. Is the K toner cartridge properly installed?	Go to step 2.	Reinstall the K toner cartridge.
2	Check the sensor (Y toner RFID) for proper connection. Is the above component properly connected?	Replace the CMYK toner add motor assembly.  Go to <b>“CMYK toner add motor assembly removal” on page 4-103.</b>	Replace the connection.
3	Perform a POR. Does the error occur when the power is turned off/on?	Replace the upper printer engine card assembly.  Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b>	Problem solved.

### 930.01 Cyan toner RFID communication failure

Step	Check	Yes	No
1	Check the C toner cartridge. Is the C toner cartridge properly installed?	Go to step 2.	Reinstall the C toner cartridge.
2	Check the sensor (C toner RFID) for proper connection. Is the above component properly connected?	Replace the CMYK toner add motor assembly. Go to <b>“CMYK toner add motor assembly removal” on page 4-103.</b>	Replace the connection.
3	Perform a POR. Does the error occur when the power is turned off/on?	Replace the upper printer engine card assembly. Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b>	Problem solved.

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### 930.02 Magenta toner RFID communication failure

Step	Check	Yes	No
1	Check the M toner cartridge. Is the M toner cartridge properly installed?	Go to step 2.	Reinstall the M toner cartridge.
2	Check the sensor (M toner RFID) for proper connection. Is the above component properly connected?	Replace the CMYK toner add motor assembly. Go to <b>“CMYK toner add motor assembly removal” on page 4-103.</b>	Replace the connection.
3	Perform a POR. Does the error occur when the power is turned off/on?	Replace the upper printer engine card assembly. Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b>	Problem solved.

### 930.03 Yellow toner RFID communication failure

Step	Check	Yes	No
1	Check the Y toner cartridge. Is the Y toner cartridge properly installed?	Go to step 2.	Reinstall the Y toner cartridge.



Step	Check	Yes	No
2	Check the sensor (Y toner RFID) for proper connection. Is the above component properly connected?	Replace the CMYK toner add motor assembly.  Go to <b>“CMYK toner add motor assembly removal” on page 4-103.</b>	Replace the connection.
3	Perform a POR. Does the error occur when the power is turned off/on?	Replace the upper printer engine card assembly.  Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b>	Problem solved.

**940.00 MPF tray 5 size sensing error**

Step	Check	Yes	No
1	Perform a POR. Does the error occur when the power is turned off/on?	Go to step 2.	Problem solved.
2	Check the MPF feed unit assembly. Is the above component properly connected?	Replace the MPF feed unit assembly.  Go to <b>“MPF feed unit assembly removal” on page 4-8.</b>	Replace the connection.
3	Perform a POR. Does the error continue when the power is turned off/on?	Replace the upper printer engine card assembly.  Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b>	Problem solved.

**941.00 Switch (media size) size sensing error (tray 1)**

Step	Check	Yes	No
1	Check the media. Is media loaded in tray 1 properly?	Go to step 2.	Load media properly.
2	Check the media tray. Are the size sensing mechanisms on the back and the bottom of the media tray damaged.	Replace the media tray assembly.	Go to step 3.



Step	Check	Yes	No
<b>3</b>	<p>Check the tray 1 switch (media size) for proper operation.</p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>INPUT TRAY TESTS</b>.</li> <li>3. Select <b>Sensor Test</b>.</li> <li>4. Select <b>Tray 1</b>.</li> <li>5. Select <b>Tray 1 present</b>.</li> </ol> <p>Does the display on the operator panel, change every time the media tray is opened and closed?</p>	Go to step 5.	Go to step 4.
<b>4</b>	<p>Check the tray 1 switch (media size) for proper connection.</p> <p>Is the above component properly connected?</p>	<p>Replace the switch (media size).</p> <p>Go to <b>“Switch (media size) removal” on page 4-121.</b></p>	Replace the connection.
<b>5</b>	<p>Perform a POR.</p> <p>Does the error continue when the power is turned off/on?</p>	<p>Replace the upper printer engine card assembly.</p> <p>Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b></p>	Problem solved.

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### 941.01 Sensor (media level) late error (tray 1)

Step	Check	Yes	No
<b>1</b>	<p>Check the media.</p> <p>Is media loaded in tray 1 properly?</p>	Go to step 2.	Load media properly.
<b>2</b>	<p>Check the sensor (media level) (tray 1) for proper operation.</p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>INPUT TRAY TESTS</b>.</li> <li>3. Select <b>Sensor Test</b>.</li> <li>4. Select <b>Tray 1</b>.</li> <li>5. Select <b>Media level</b>.</li> </ol> <p>Does the display on the operator panel, change every time the media tray is opened and closed?</p>	Go to step 4.	Go to step 3.
<b>3</b>	<p>Check the sensor (media level) (tray 1) for proper connection.</p> <p>Is the above component properly connected?</p>	<p>Replace the sensor (media level).</p> <p>Go to <b>“Sensor (media level) removal” on page 4-24.</b></p>	Replace the connection.



Step	Check	Yes	No
4	<p>Check the media feed/lift motor (tray 1) for proper operation.</p>  <p><b>Caution:</b> When performing motor tests, ensure that all cover and door interlock switches are overridden.</p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>MOTOR TESTS</b>.</li> <li>3. Select <b>Tray 1 media feed/lift motor</b>.</li> </ol> <p>Warning: The media tray must be opened before performing this test or paper jam may occur.</p> <p>Does the above component operate properly?</p>	Go to step 6.	Go to step 5.
5	<p>Check the media feed/lift motor (tray 1) for proper connection.</p> <p>Is the above component properly connected?</p>	<p>Replace the media feed/lift motor.</p> <p>Go to <b>“Media feed lift motor removal” on page 4-120.</b></p>	Replace the connection.
6	<p>Perform a POR.</p> <p>Does the error continue when the power is turned off/on?</p>	<p>Replace the upper printer engine card assembly.</p> <p>Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b></p>	Problem solved.

**942.00 Switch (media size) size sensing error (tray 2)**

Step	Check	Yes	No
1	<p>Check the media.</p> <p>Is media loaded in tray 2 properly?</p>	Go to step 2.	Load media properly.
2	<p>Check the media tray.</p> <p>Are the size sensing mechanisms on the back and the bottom of the media tray damaged.</p>	Replace the media tray assembly.	Go to step 3.
3	<p>Check the tray 2 switch (media size) for proper operation.</p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>INPUT TRAY TESTS</b>.</li> <li>3. Select <b>Sensor Test</b>.</li> <li>4. Select <b>Tray 2</b>.</li> <li>5. Select <b>Tray 2 present</b>.</li> </ol> <p>Does the display on the operator panel, change every time the media tray is opened and closed?</p>	Go to step 5.	Go to step 4.

Step	Check	Yes	No
4	Check the tray 2 switch (media size) for proper connection. Is the above component properly connected?	Replace the switch (media size). Go to <b>“Switch (media size) removal” on page 4-121.</b>	Replace the connection.
5	Perform a POR. Does the error continue when the power is turned off/on?	Replace the upper printer engine card assembly. Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b>	Problem solved.

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### 942.01 Sensor (media level) late error (tray 2)

Step	Check	Yes	No
1	Check the media. Is media loaded in tray 2 properly?	Go to step 2.	Load media properly.
2	Check the sensor (media level) (tray 2) for proper operation. 1. Enter the Diagnostics Menu. 2. Select <b>INPUT TRAY TESTS</b> . 3. Select <b>Sensor Test</b> . 4. Select <b>Tray 2</b> . 5. Select <b>Media level</b> .  Does the display on the operator panel, change every time the media tray is opened and closed?	Go to step 4.	Go to step 3.
3	Check the sensor (media level) (tray 2) for proper connection. Is the above component properly connected?	Replace the sensor (media level). Go to <b>“Sensor (media level) removal” on page 4-24.</b>	Replace the connection.
4	Check the media feed/lift motor (tray 2) for proper operation.   <b>Caution:</b> When performing motor tests, ensure that all cover and door interlock switches are overridden.  1. Enter the Diagnostics Menu. 2. Select <b>MOTOR TESTS</b> . 3. Select <b>Tray 2 media feed/lift motor</b> .  Warning: The media tray must be opened before performing this test or paper jam may occur. Does the above component operate properly?	Go to step 6.	Go to step 5.

Step	Check	Yes	No
5	Check the media feed/lift motor (tray 2) for proper connection. Is the above component properly connected?	Replace the media feed/lift motor. Go to <b>“Media feed lift motor removal” on page 4-120.</b>	Replace the connection.
6	Perform a POR. Does the error continue when the power is turned off/on?	Replace the upper printer engine card assembly. Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b>	Problem solved.

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### 943.00 Switch (media size) size sensing error (tray 3)

Step	Check	Yes	No
1	Check the media. Is media loaded in tray 3 properly?	Go to step 2.	Load media properly.
2	Check the media tray. Are the size sensing mechanisms on the back and the bottom of the media tray damaged.	Replace the media tray assembly.	Go to step 3.
3	Check the tray 3 switch (media size) for proper operation. 1. Enter the Diagnostics Menu. 2. Select <b>INPUT TRAY TESTS.</b> 3. Select <b>Sensor Test.</b> 4. Select <b>Tray 3.</b> 5. Select <b>Tray 3 present.</b>  Does the display on the operator panel, change every time the media tray is opened and closed?	Go to step 5.	Go to step 4.
4	3TM equipped machines check the tray 3 switch (media size) for proper connection. TTM equipped machines check the tray 3 Switch (TTM media size) for proper connection. Is the above component properly connected?	Replace the switch (media size) for 3TM. Go to <b>“3X 500-sheet drawer (3TM)—switch (media size) removal” on page 4-170.</b>  Replace the switch (TTM media size) for TTM. <b>“2000-sheet dual input (TTM)—switch (TTM media size) removal” on page 4-140.</b>	Replace the connection.

Step	Check	Yes	No
5	Perform a POR. Does the error continue when the power is turned off/on?	Replace the upper printer engine card assembly. Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b>	Problem solved.

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### 943.01 Sensor (media level) late error (tray 3)

Step	Check	Yes	No
1	Check the media. Is media loaded in tray 3 properly?	Go to step 2.	Load media properly.
2	Check the sensor (media level) (tray 3) for proper operation. 1. Enter the Diagnostics Menu. 2. Select <b>INPUT TRAY TESTS</b> . 3. Select <b>Sensor Test</b> . 4. Select <b>Tray 3</b> . 5. Select <b>Media level</b> .  Does the display on the operator panel, change every time the media tray is opened and closed?	Go to step 4.	Go to step 3.
3	Check the sensor (media level) (tray 3) for proper connection. Is the above component properly connected?	Replace the sensor (media level). Go to <b>“Sensor (media level) removal” on page 4-24.</b>	Replace the connection.
4	Check the media feed/lift motor (tray 3) for proper operation.   <b>Caution:</b> When performing motor tests, ensure that all cover and door interlock switches are overridden.  1. Enter the Diagnostics Menu. 2. Select <b>MOTOR TESTS</b> . 3. Select <b>Tray 3 media feed/lift motor</b> .  Warning: The media tray must be opened before performing this test or paper jam may occur. Does the above component operate properly?	Go to step 6.	Go to step 5.
5	Check the media feed/lift motor (tray 3) for proper connection. Is the above component properly connected?	Replace the media feed/lift motor. Go to <b>“Media feed lift motor removal” on page 4-120.</b>	Replace the connection.

Step	Check	Yes	No
6	Perform a POR. Does the error continue when the power is turned off/on?	Replace the upper printer engine card assembly.  Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b>	Problem solved.

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### 944.00 Switch (media size) size sensing error (tray 4)

Step	Check	Yes	No
1	Check the media. Is media loaded in tray 4 properly?	Go to step 2.	Load media properly.
2	Check the media tray. Are the size sensing mechanisms on the back and the bottom of the media tray damaged.	Replace the media tray assembly.	Go to step 3.
3	Check the tray 4 switch (media size) for proper operation.  1. Enter the Diagnostics Menu. 2. Select <b>INPUT TRAY TESTS.</b> 3. Select <b>Sensor Test.</b> 4. Select <b>Tray 4.</b> 5. Select <b>Tray 4 present.</b>  Does the display on the operator panel, change every time the media tray is opened and closed?	Go to step 5.	Go to step 4.
4	3TM equipped machines check the tray 4 switch (media size) for proper connection. TTM equipped machines check the tray 4 Switch (TTM media size) for proper connection. Is the above component properly connected?	Replace the switch (media size) for 3TM.  Go to <b>“3X 500-sheet drawer (3TM)—switch (media size) removal” on page 4-170.</b>  Replace the switch (TTM media size) for TTM.  <b>“2000-sheet dual input (TTM)—switch (TTM media size) removal” on page 4-140.</b>	Replace the connection.
5	Perform a POR. Does the error continue when the power is turned off/on?	Replace the upper printer engine card assembly.  Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b>	Problem solved.

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Step	Check	Yes	No
1	Check the media. Is media loaded in tray 4 properly?	Go to step 2.	Load media properly.
2	Check the sensor (media level) (tray 4) for proper operation. 1. Enter the Diagnostics Menu. 2. Select <b>INPUT TRAY TESTS</b> . 3. Select <b>Sensor Test</b> . 4. Select <b>Tray 4</b> . 5. Select <b>Media level</b> .  Does the display on the operator panel, change every time the media tray is opened and closed?	Go to step 4.	Go to step 3.
3	Check the sensor (media level) (tray 4) for proper connection. Is the above component properly connected?	Replace the sensor (media level).  Go to <b>“Sensor (media level) removal” on page 4-24.</b>	Replace the connection.
4	Check the media feed/lift motor (tray 4) for proper operation.   <b>Caution:</b> When performing motor tests, ensure that all cover and door interlock switches are overridden.  1. Enter the Diagnostics Menu. 2. Select <b>MOTOR TESTS</b> . 3. Select <b>Tray 4 media feed/lift motor</b> .  Warning: The media tray must be opened before performing this test or paper jam may occur. Does the above component operate properly?	Go to step 6.	Go to step 5.
5	Check the media feed/lift motor (tray 4) for proper connection. Is the above component properly connected?	Replace the media feed/lift motor.  Go to <b>“Media feed lift motor removal” on page 4-120.</b>	Replace the connection.
6	Perform a POR. Does the error continue when the power is turned off/on?	Replace the upper printer engine card assembly.  Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b>	Problem solved.

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<p><b>Warning:</b> In the event of replacement of any one of the following components:</p> <ul style="list-style-type: none"> <li>• RIP card assembly</li> <li>• Interconnect card assembly</li> </ul> <p>Only replace one component at a time. Replace the required component, and perform a POR before replacing a second component listed above. If this procedure is not followed, the printer will be rendered inoperable. Never replace two or more of the components listed above without a POR after installing each one, or the printer will be rendered inoperable.</p> <p><b>Warning:</b> Never install and remove components listed above as a method of troubleshooting components. Once a component has been installed in a machine, it cannot be used in another machine. It must be returned to the manufacturer.</p>			
Step	Check	Yes	No
1	Check the interconnect card assembly. Was the interconnect card assembly recently replaced?	Go to step 3.	Go to step 2.
2	Check the operator panel assembly. Was the operator panel recently replaced?	Go to step 4.	Contact next level of support.
3	Replace the current interconnect card assembly with the original interconnect card assembly. Does the error remain?	Go to step 5.	Problem solved.
4	Replace the current operator panel with the original panel.. Does the error remain?	Go to step 6.	Problem solved.
5	If problem remains, replace the original interconnect card assembly with a new and not previously installed interconnect card assembly. Does the error remain?	Contact the next level of support.	Problem solved.
6	If problem remains, replace the original panel assembly with a new and not previously installed interconnect card assembly. <b>Go to “Interconnect card assembly removal” on page 4-88.</b> Does the error remain?	Contact the next level of support.	Problem solved.

## 950.30 through 950.60 EPROM mismatch failure

<p><b>Warning:</b> In the event of replacement of any one of the following components:</p> <ul style="list-style-type: none"> <li>• RIP card assembly</li> <li>• Interconnect card assembly</li> </ul> <p>Only replace one component at a time. Replace the required component, and perform a POR before replacing a second component listed above. If this procedure is not followed, the printer will be rendered inoperable. Never replace two or more of the components listed above without a POR after installing each one, or the printer will be rendered inoperable.</p> <p><b>Warning:</b> Never install and remove components listed above as a method of troubleshooting components. Once a component has been installed in a machine, it cannot be used in another machine. It must be returned to the manufacturer.</p>			
Step	Check	Yes	No



1	Check the interconnect card assembly. Was the interconnect card assembly recently replaced?	Go to step 3.	Go to step 2.
2	Check the RIP card assembly. Was the RIP card assembly recently replaced?	Go to step 4.	Contact next level of support.
3	Replace the current interconnect card assembly with the original interconnect card assembly. Does the error remain?	Go to step 5	Problem solved.
4	Replace the current RIP card assembly with the original RIP card assembly. Go to <b>“Interconnect card assembly removal” on page 4-88.</b> Does the error remain?	Go to step 6.	Problem solved.
5	If problem remains, replace the original interconnect card assembly with a new and not previously installed interconnect card assembly. Does the error remain?	Contact the next level of support.	Problem solved.
6	If problem remains, replace the original panel assembly with a new and not previously installed interconnect card assembly. Go to <b>“Interconnect card assembly removal” on page 4-88.</b> Does the error remain?	Contact the next level of support.	Problem solved.

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### 951.XX RIP card assembly NVRAM failure

Step	Check	Yes	No
1	Perform a POR. Does the error occur when the power is turned off/on?	Go to step 2.	Perform several print tests. If the problem remains, go to step 2.
2	Turn the printer off for 60 seconds. Does the error occur when the power is turned off/on again?	Replace the RIP card assembly. Go to <b>“RIP card assembly removal” on page 4-86.</b> Go to step 3.	Problem solved.

### 952.XX Interconnect card assembly NVRAM CRC failure

Step	Check	Yes	No
1	Perform a POR. Does the error occur when the power is turned off/on?	Go to step 2.	Perform several print tests. If the problem remains, go to step 2.

Step	Check	Yes	No
2	Turn the printer off for 60 seconds. Does the error occur when the power is turned off/on again?	Replace the interconnect card assembly.  Go to <b>“Interconnect card assembly removal” on page 4-88.</b>  Go to step 3.	Problem solved.
3	Perform a print test. Does the error still occur?	Replace the RIP card assembly.  Go to <b>“RIP card assembly removal” on page 4-86.</b>	Problem solved.

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### 953.XX Operator panel assembly NVRAM failure

Step	Check	Yes	No
1	Perform a POR. Does the error occur when the power is turned off/on?	Go to step 2.	Perform several print tests. If the problem remains, go to step 2.
2	Turn the printer off for 60 seconds. Does the error occur when the power is turned off/on again?	Replace the operator panel assembly.  Go to step 3.	Problem solved.
3	Perform a print test. Does the error still occur?	Replace the RIP card assembly.  Go to <b>“RIP card assembly removal” on page 4-86.</b>  Go to step 4.	Problem solved.

### 954.XX Interconnect card assembly NVRAM failure

Step	Check	Yes	No
1	Perform a POR. Does the error occur when the power is turned off/on?	Go to step 2.	Perform several print tests. If the problem remains, go to step 2.

Step	Check	Yes	No
2	Turn the printer off for 60 seconds. Does the error occur when the power is turned off/on again?	Replace the inner connect card assembly.  Go to <b>“Interconnect card assembly removal” on page 4-88.</b> Go to step 3.	Problem solved.
3	Perform a print test. Does the error still occur?	Replace the RIP card assembly.  Go to <b>“RIP card assembly removal” on page 4-86.</b> Go to step 4.	Problem solved.

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### 955.XX RIP card assembly NAND CRC failure

Step	Check	Yes	No
1	Perform a POR. Does the error occur when the power is turned off/on?	Go to step 2.	Perform several print tests. If the problem remains, go to step 2.
2	Turn the printer off for 60 seconds. Does the error occur when the power is turned off/on again?	Replace the RIP card assembly.  Go to <b>“RIP card assembly removal” on page 4-86.</b>	Problem solved.

### 956.00 RIP card assembly processor failure

Step	Check	Yes	No
1	Perform a POR. Does the error occur when the power is turned off/on?	Go to step 2.	Perform several print tests. If the problem remains, go to step 2.
2	Turn the printer off for 60 seconds. Does the error occur when the power is turned off/on again?	Replace the RIP card assembly.  Go to <b>“RIP card assembly removal” on page 4-86.</b>	Problem solved.

### 956.01 RIP card assembly processor over temperature failure

Step	Check	Yes	No
1	Perform a POR. Does the error occur when the power is turned off/on?	Go to step 2.	Perform several print tests. If the problem remains, go to step 2.
2	Turn the printer off for 60 seconds. Does the error occur when the power is turned off/on again?	Go to step 3.	Problem solved.
3	Check the RIP card cooling fan and heatsink for proper installation. Is the RIP card cooling fan and heatsink installed correctly?	Replace the RIP card assembly. Go to <b>“RIP card assembly removal” on page 4-86.</b>	Install the RIP card cooling fan and heatsink correctly.

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### 956.02 RIP card assembly cooling fan failure

Step	Check	Yes	No
1	Perform a POR. Does the error occur when the power is turned off/on?	Go to step 2.	Perform several print tests. If the problem remains, go to step 2.
2	Turn the printer off for 60 seconds. Does the error occur when the power is turned off/on again?	Go to step 3.	Problem solved.
3	Checking the RIP card assembly cooling fan and heatsink attachment. Is the above fan attached properly?	Replace the RIP card assembly. Go to <b>“RIP card assembly removal” on page 4-86.</b>	Reattach the RIP card assembly cooling fan and heatsink.

### 956.03 RIP card assembly FPGA failure

Step	Check	Yes	No
1	Perform a POR. Does the error occur when the power is turned off/on?	Go to step 2.	Perform several print tests. If the problem remains, go to step 2.
2	Turn the printer off for 60 seconds. Does the error occur when the power is turned off/on again?	Replace the RIP card assembly. Go to <b>“RIP card assembly removal” on page 4-86.</b>	Problem solved.

## 980.00 Communication error with 1TM, 3TM, or TTM assembly

Step	Check	Yes	No
1	Check the 1TM, 2TM or TTM controller card assembly and the printer engine card assembly for proper connection. Is the above component properly connected?	Go to step 2.	Replace the connection.
2	Perform a POR. Does the error continue when the power is turned off/on?	Replace the 1TM, 3TM or the TTM TTM controller card assembly. Go to <b>“1X 500-sheet drawer (1TM)—1TM controller card assembly removal” on page 4-209</b> , <b>“3X 500-sheet drawer (3TM)—3TM controller card assembly removal” on page 4-189</b> or <b>“2000-sheet dual input (TTM)—TTM controller card assembly removal” on page 4-163</b> . Go to step 3.	Problem solved.
3	Perform a POR. Does the error continue when the power is turned off/on?	Replace the upper printer engine card assembly. Go to <b>“Upper printer engine card assembly removal” on page 4-90</b> .	Problem solved.

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### 980.01 HVPS controller communication error

Step	Check	Yes	No
1	Check the developer roll HVPS card assembly and the printer engine card assembly for proper connection. Is the above component properly connected?	Go to step 2.	Replace the connection.
2	Perform a POR. Does the error continue when the power is turned off/on?	Replace the developer roll HVPS card assembly. Go to <b>“Developer / transfer roll HVPS card assembly removal” on page 4-112</b> . Go to step 3.	Problem solved.



Step	Check	Yes	No
3	Perform a POR. Does the error continue when the power is turned off/on?	Replace the upper printer engine card assembly.  Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b>	Problem solved.

**980.02 Communication error between printer and RIP card assembly**

Step	Check	Yes	No
1	Check the RIP card assembly and the printer engine card assembly for proper connection. Is the above component properly connected?	Go to step 2.	Replace the connection.
2	Perform a POR. Does the error continue when the power is turned off/on?	Replace the RIP card assembly. Go to <b>“RIP card assembly removal” on page 4-86.</b> Go to step 3.	Problem solved.
3	Perform a POR. Does the error continue when the power is turned off/on?	Replace the upper printer engine card assembly.  Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b>	Problem solved.

**980.03 Communication error with finisher controller card assembly**

Step	Check	Yes	No
1	Check the finisher controller card assembly and the printer engine card assembly for proper connection. Is the above component properly connected?	Go to step 2.	Replace the connection.
2	Perform a POR. Does the error continue when the power is turned off/on?	Replace the finisher controller card assembly. Refer to the <i>Finisher Service Manual</i> . Go to step 3.	Problem solved.

Step	Check	Yes	No
3	Perform a POR. Does the error continue when the power is turned off/on?	Replace the upper printer engine card assembly.  Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b>	Problem solved.

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### 1TM, 3TM or TTM left door assembly open

Step	Check	Yes	No
1	Check the 1TM, 3TM or TTM left door for proper operation. Is the above component open and close properly?	Go to step 2.	Replace the 1TM, 3TM or TTM left door assembly.  Go to <b>“1X 500-sheet drawer (1TM)—tray module left door assembly removal” on page 4-207</b> , <b>“3X 500-sheet drawer (3TM)—3TM left door assembly removal” on page 4-187</b> or <b>“2000-sheet dual input (TTM)—left door assembly removal” on page 4-158.</b>
2	Check the switch (tray module left door interlock) for proper operation.  1. Enter the Diagnostics Menu. 2. Select <b>BASE SENSOR TEST.</b> 3. Select <b>Cover and Door.</b> 4. Select <b>Door D tray module left.</b>  Does the display on the operator panel change every time the actuator on the above switch is operated?	Go to step 4.	Go to step 3.
3	Check the switch (tray module left door interlock) for proper connection. Is the above switch properly connected?	Replace the switch (tray module left door interlock).  Go to <b>“1X 500-sheet drawer (1TM)—switch (tray module left door interlock) removal” on page 4-208.</b>	Replace the connection.

Step	Check	Yes	No
4	Perform a POR. Does the error continue when the power is turned off/on?	Replace the 1TM, 3TM, or TTM controller card assembly.  Go to <b>“1X 500-sheet drawer (1TM)—1TM controller card assembly removal” on page 4-209</b> , Go to <b>“3X 500-sheet drawer (3TM)—3TM controller card assembly removal” on page 4-189</b> , or Go to <b>“2000-sheet dual input (TTM)—TTM controller card assembly removal” on page 4-163</b> . Go to step 5.	Problem solved.
5	Perform a POR. Does the error continue when the power is turned off/on?	Replace the upper printer engine card assembly.  Go to <b>“Upper printer engine card assembly removal” on page 4-90</b> .	Problem solved.

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### Duplex left door assembly open

Step	Check	Yes	No
1	Check the duplex left door for proper operation. Does the above component open and close properly?	Go to step 2.	Replace the duplex unit assembly.  Go to <b>“Duplex unit assembly removal” on page 4-10</b> .
2	Check the switch (duplex left door interlock) for proper operation.  1. Enter the Diagnostics Menu. 2. Select <b>DUPLEX TESTS</b> . 3. Select <b>Sensor Test</b> . 4. Select <b>Door D duplex left</b> .  Does the display on the operator panel change every time the actuator on the above switch is operated?	Reconnect the connector on the printer engine card assembly.	Go to step 3.
3	Check the switch (duplex left door interlock) for proper connection. Is the above switch connected properly?	Replace the switch (duplex left door interlock).  Go to <b>“Switch (duplex left door interlock) removal” on page 4-11</b> .	Replace the connection.



Step	Check	Yes	No
4	Perform a POR. Does the error continue when the power is turned off/on?	Replace the duplex controller card assembly. Go to <b>“Duplex controller card assembly removal” on page 4-14.</b> Go to step 5.	Problem solved.
5	Perform a POR. Does the error continue when the power is turned off/on?	Replace the lower printer engine card assembly. Go to <b>“Lower printer engine card assembly removal” on page 4-93.</b>	Problem solved.

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### Media size mismatch in width

Step	Check	Yes	No
1	Check the media. Is media properly loaded in the tray?	Go to step 2.	Load media properly.
2	Check the media. Is the rear media tray guide, and media tray end guide of tray 1 or tray 2 set correctly?	Go to step 3.	Set the guides properly.
3	Check the switch (media size) for proper installation. Pull out the media tray to visually check it. Is the switch (media size) for media tray 1 and media tray 2 installed correctly?	Go to step 4.	Install the switch (media size) for each media tray correctly.
4	Check the switch (media size) connection for tray 1 and/or tray 2. Is the switch (media size) properly connected for tray 1 and/or tray 2?	Replace the required switch (media size). Go to <b>“Switch (media size) removal” on page 4-121.</b>	Replace the connection.
5	Perform a print test. Does the error continue when the power is turned off/on?	Replace the upper printer engine card assembly. Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b>	Problem solved.

## Media size mismatch in width

Step	Check	Yes	No
1	Check the media. Pull out the tray, and visually check it. Is the media loaded in tray properly?	Go to step 2.	Load media properly.
2	Check the media. Pull out the tray, and visually check it. Are the front media guide and rear media guide on tray 3 or tray 4 set correctly?	Go to step 3.	Set the parts correctly.
3	Check the switch (TTM media size) for proper installation. Pull out the tray, and visually check it. Is the switch (TTM media size) for tray 3 or tray 4 installed properly?	Go to step 4.	Install the switch (TTM media size) correctly. Go to <b>“2000-sheet dual input (TTM)—switch (TTM media size) removal” on page 4-140.</b>
4	Check the switch (TTM media size) for proper connection. Check tray 3 and tray 4. Are the above sensors connected properly?	Replace the appropriate switch (TTM media size). Go to <b>“2000-sheet dual input (TTM)—switch (TTM media size) removal” on page 4-140.</b>	Replace the connection.
5	Check the appropriate 1TM, 3TM, or TTM controller card assembly and the printer engine card assembly for proper connection. Are connectors P541 and P413 on the above cards connected properly?	Go to step 6.	Replace the connection.
6	Perform a print test. Does the error remain?	Replace the appropriate 1TM, 3TM, or TTM controller card assembly. Go to <b>“1X 500-sheet drawer (1TM)—1TM controller card assembly removal” on page 4-209</b> , Go to <b>“3X 500-sheet drawer (3TM)—3TM controller card assembly removal” on page 4-189</b> , or Go to <b>“2000-sheet dual input (TTM)—TTM controller card assembly removal” on page 4-163.</b> Go to step 7.	Problem solved.

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Step	Check	Yes	No
7	Perform a print test. Does the error remain?	Replace the printer engine card assembly. Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b>	Problem solved.

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### No media in the selected media tray

Step	Check	Yes	No
1	Check the media. Is media loaded in the selected tray?	Go to step 2.	Load media properly.
2	Check the sensor (media out) for operation. <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>INPUT TRAY TESTS.</b></li> <li>3. Select <b>Sensor test.</b></li> <li>4. Select <b>Tray 1.</b></li> <li>5. Select Media out.</li> </ol> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>INPUT TRAY TESTS.</b></li> <li>3. Select <b>Sensor test.</b></li> <li>4. Select <b>Tray 2.</b></li> <li>5. Select Media out.</li> </ol> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>INPUT TRAY TESTS.</b></li> <li>3. Select <b>Sensor test.</b></li> <li>4. Select <b>Tray 3.</b></li> <li>5. Select Media out.</li> </ol> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>INPUT TRAY TESTS.</b></li> <li>3. Select <b>Sensor test.</b></li> <li>4. Select <b>Tray 4.</b></li> <li>5. Select <b>Media out.</b></li> </ol> Does the display on the operator panel, change every time the sensing area of the above sensor is interrupted or blocked?	Go to step 4.	Go to step 3.

Step	Check	Yes	No
3	Check the sensor (media out) connection for proper connection on the appropriate media tray. Is the above component connected properly?	Replace the appropriate sensor (media out).  Go to <b>“1X 500-sheet drawer (1TM)—sensor (media out) removal” on page 4-200, “3X 500-sheet drawer (3TM)—sensor (media out) removal” on page 4-179, or “2000-sheet dual input (TTM)—sensor (media out) removal” on page 4-150.</b>	Replace the connection.
4	Perform a POR. Does the error continue when the power is turned off/on?	Replace the upper printer engine card assembly.  Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b>	Problem solved.

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### Paper is installed (short edge) in the media paper tray

Step	Check	Yes	No
1	Is the media installed (short edge) orientation in the media tray assembly as opposed to long edge?	Turn media 90 degrees or enable short edge feeding which is found in the config menu (press select and right arrow at power on), and then find the menu item short edge printing.	Go to step 2.
2	Perform a print test. Does the error remain?	Replace the printer engine card assembly.  Go <b>“Upper printer engine card assembly removal” on page 4-90.</b>	Problem solved.

## PC cartridge end of life

Step	Check	Yes	No
1	Check the appropriate PC cartridge for proper installation. Is the appropriate PC cartridge installed properly?	Go to step 2.	Install the appropriate PC cartridge properly.
2	Check the appropriate PC cartridge for damage. Does the appropriate PC cartridge appear damaged?	Replace the appropriate PC cartridge.	Go to step 3.
3	Check the developer interlock plate assembly for damage. Is the above component damaged?	Replace the developer interlock plate assembly.  Go to <b>Go to "Developer interlock plate assembly removal" on page 4-48.</b>	Go to step 4.
4	Perform a print test. Does the error continue?	Replace the upper printer engine card assembly.  Go to <b>"Upper printer engine card assembly removal" on page 4-90.</b>	Problem solved.

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## Printer front door assembly open

Step	Check	Yes	No
1	Check the printer front door for proper operation. Does the above component open and close properly?	Go to step 2.	Replace the printer front door assembly.  Go to <b>"Printer front door assembly removal" on page 4-3.</b>
2	Check the switch (printer front door interlock) for operation. 1. Enter the Diagnostics Menu. 2. Select <b>BASE SENSOR TEST.</b> 3. Select <b>Cover and Door.</b> 4. Select <b>Door E printer front.</b>  Does the display on the operator panel change every time the actuator on the above switch is operated?	Go to step 4.	Go to step 3.
3	Check the switch (printer front door interlock) for proper connection. Is the above component properly connected.	Replace the switch (printer front door interlock).  Go to <b>"Switch (printer front door interlock) removal" on page 4-81.</b>	Replace the connection.

Step	Check	Yes	No
4	Perform a POR. Does the error continue when the power is turned off/on?	Replace the upper printer engine card assembly.  Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b>	Problem solved.

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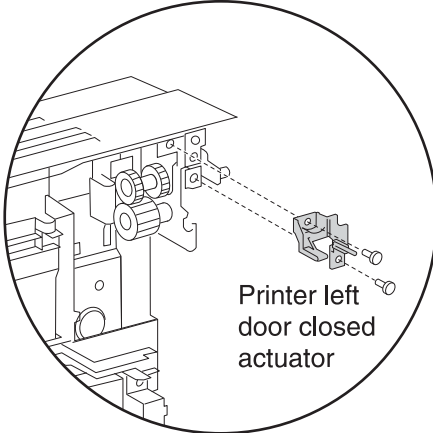


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## Printer left door open

Step	Check	Yes	No
1	Check the printer left door closed actuator located on the rear of the printer left door assembly for damage. Is the above component, as shown in the graphic below, free of damage?  	Go to step 2.	Replace the printer left door closed actuator (40X4098).
2	Check the printer left door for proper operation. Does the above component open and close properly?	Go to step 3.	Replace the printer left door assembly.  Go to <b>“Printer left door assembly removal” on page 4-26.</b>
3	Check the sensor (printer left door interlock) for operation.  <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>BASE SENSOR TEST.</b></li> <li>3. Select <b>Cover and Door.</b></li> <li>4. Select <b>Door A left side.</b></li> </ol> Does the display on the operator panel change every time the actuator on the above switch is operated?	Go to step 5.	Go to step 4.

Step	Check	Yes	No
4	Check the switch (printer left door interlock) for proper connection. Is the above component properly connected?	Replace the switch (printer left door interlock).  Go to <b>“Switch (printer left door interlock) removal” on page 4-19.</b>	Replace the connection.
5	Perform a print test. Does the error continue when the power is turned off/on?	Replace the upper printer engine card assembly.  Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b>	Problem solved.

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### Transfer belt access door open

Step	Check	Yes	No
1	Check the transfer belt access door for proper operation. Does the above component open and close properly?	Go to step 2.	Replace the printer right cover assembly.  Go to <b>“Printer left door damper removal” on page 4-29.</b>
2	Check the switch (transfer belt access door interlock) for operation. 1. Enter the Diagnostics Menu. 2. Select <b>BASE SENSOR TEST.</b> 3. Select <b>Cover and Door.</b> 4. Select <b>Door E Transfer Belt access.</b>  Does the display on the operator panel change every time the actuator on the above switch is operated?	Go to step 4.	Go to step 3.
3	Check the switch (transfer belt access door interlock) for proper connection. Is the above component properly connected?	Replace the switch (transfer belt access door interlock).  Go to <b>“Switch (transfer belt access door interlock) removal” on page 4-95.</b>	Replace the connection.
4	Perform a print test. Does the error continue when the power is turned off/on?	Replace the upper printer engine card assembly.  Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b>	Problem solved.

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Step	Check	Yes	No
1	Check the printer left lower door for proper operation. Does the above component open and close properly?	Go to step 2.	Replace the printer left lower door assembly.  Go to <b>“Printer left lower door assembly removal” on page 4-8.</b>
2	Check the switch (printer left lower door interlock) for operation.  1. Enter the Diagnostics Menu. 2. Select <b>BASE SENSOR TEST.</b> 3. Select <b>Cover and Door.</b> 4. Select <b>Door B left/lower.</b>  Does the display on the operator panel change every time the actuator on the above switch is operated?	Go to step 4.	Go to step 3.
3	Check the switch (printer left lower door interlock) connection. Is the above component properly connected?	Replace the switch (printer left lower door interlock).  Go to <b>“Switch (printer left door interlock) removal” on page 4-19.</b>	Replace the connection.
4	Perform a print test. Does the error continue when the power is turned off/on?	Replace the upper printer engine card assembly.  Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b>	Problem solved.

## 100K maintenance required

Step	Check	Yes	No
1	Install the 100K maintenance kit. Does the message still occur?	Reset the 100K maintenance counter.  Go to <b>“Scheduled maintenance” on page 6-2.</b>	Problem solved.



**600K maintenance required**

Step	Check	Yes	No
1	Install the 600K maintenance kit. Does the message still occur?	Reset the 600K maintenance counter. Go to <b>“Scheduled maintenance” on page 6-2.</b>	Problem solved.

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**ADF maintenance required**

Step	Check	Yes	No
1	Install the ADF maintenance kit. Does the message still occur?	Reset the ADF maintenance counter. Go to <b>“Scheduled maintenance” on page 6-2.</b>	Problem solved.

**Standard media bin full**

Step	Check	Yes	No
1	Check the actuator for movement. Does the standard media bin full actuator move up and down normally?	Go to step 2.	Reinstall the standard media bin full actuator.
2	Check the sensor (standard bin full exit 1) for operation. 1. Enter the Diagnostics Menu. 2. Select <b>BASE SENSOR TEST.</b> 3. Select <b>Exit level.</b> 4. Select <b>Standard bin full 1.</b>  Does the display, on the operator panel, change every time the sensing area is blocked?	Go to step 5.	Go to step 3.
3	Check the sensor (standard media bin full) connection. Is the sensor (standard bin full 1) properly connected?	Replace the sensor (standard media bin full). Go to <b>“Sensor (standard media bin full) removal” on page 4-21.</b>	Replace the connection. Go to step 4.
4	Perform a print test. Does the error continue?	Replace the printer engine card assembly. Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b>	Problem solved.

## Toner cartridge error

Step	Check	Yes	No
1	Check the toner cartridge installation. Is the correct toner cartridge properly installed?	Go to step 2.	Install the correct toner cartridge properly.
2	Checking the sensor (RFID toner cartridge) for proper installation. Is the sensor (RFID toner cartridge) installed correctly?	Go to step 3.	Install the sensor (RFID toner cartridge) correctly.
3	Checking the sensor (RFID toner cartridge) connection. Is the sensor (RFID toner cartridge) properly connected?	Replace the sensor (RFID toner cartridge).  Go to <b>Sensor (RFID toner cartridge) removal</b> on page 4-117.	Replace the connection.
4	<ul style="list-style-type: none"> <li>Perform a print test.</li> <li>Does the error continue?</li> </ul>	Replace the printer engine card assembly.  Go to <b>Upper printer engine card assembly removal</b> on page 4-90.	Problem solved.

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## Toner cartridge set error

Step	Check	Yes	No
1	Checking the toner cartridge for correct installation. Open the printer front door assembly. Is the toner cartridge installed properly?	Go to step 2.	Reinstall the toner cartridge properly.
2	Checking the toner cartridge. Is the toner cartridge damaged?	Replace the toner cartridge.	Go to step 3.
3	Checking the toner cartridge guide assembly. Remove the top cover assembly. Is the toner cartridge guide assembly damaged?	Replace the toner cartridge.	Go to step 4.
4	Checking the appropriate color sensor (RFID toner cartridge). Is the above sensor attached and connected properly?	Replace the appropriate sensor (RFID toner cartridge).  Go to <b>Sensor (RFID toner cartridge) removal</b> on page 4-117.	Go to step 5.
5	Perform a print test. Does the error remain?	Replace the printer engine card assembly.  Go to <b>Upper printer engine card assembly removal</b> on page 4-90.	Problem solved.

## Waste toner cartridge full

Step	Check	Yes	No
1	Check the waste toner cartridge. Is the above component properly installed?	Go to step 2.	Reinstall the waste toner cartridge.
2	Check the sensor (waste toner cartridge full) for proper operation. 1. Enter the Diagnostics Menu. 2. Select <b>BASE SENSOR TEST</b> . 3. Select <b>Exit level</b> . 4. Select <b>Standard bin full 1</b> .  Does the display on the operator panel, change every time the sensing area of the above sensor is interrupted or blocked?	Go to step 5.	Go to step 3.
3	Check the sensor (waste toner cartridge full) connection. Is the above component properly connected?	Replace the sensor (waste toner cartridge full).  Go to <b>“Sensor (waste toner cartridge full) removal” on page 4-40.</b>	Replace the connection.
4	Perform a POR. Does the error remain when the power is turned off/on again?	Replace the upper printer engine card assembly.  Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b>	Problem solved.

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## Waste toner cartridge not detected

Step	Check	Yes	No
1	Check the waste toner cartridge. Is the above component properly installed?	Go to step 2.	Reinstall the waste toner cartridge.
2	Check the switch (waste toner cartridge interlock). Is the above component free of damage?	Go to step 4.	Go to step 3.
3	Check the switch (waste toner cartridge interlock) for proper connection. Is the above component properly connected?	Replace the switch (waste toner cartridge interlock).  Go to <b>“Switch (waste toner cartridge interlock) removal” on page 4-41.</b>	Replace the connection.



Step	Check	Yes	No
4	Perform a POR. Does the error remain when the power is turned off/on again?	Replace the upper printer engine card assembly.  Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b>	Problem solved.

### Waste toner cartridge nearly full

Step	Check	Yes	No
1	Check the waste toner cartridge. Is the above component properly installed?	Go to step 2.	Reinstall the waste toner cartridge.
2	Check the sensor (waste toner cartridge full) for proper operation.  1. Enter the Diagnostics Menu. 2. Select <b>BASE SENSOR TEST</b> . 3. Select <b>Exit level</b> . 4. Select <b>Standard bin full 1</b> .  Does the display on the operator panel, change every time the sensing area of the above sensor is interrupted or blocked?	Go to step 5.	Go to step 3.
3	Check the sensor (waste toner cartridge full) connection. Is the above component properly connected?	Replace the sensor (waste toner cartridge full).  Go to <b>“Sensor (waste toner cartridge full) removal” on page 4-40.</b>	Replace the connection.
4	Perform a POR. Does the error remain when the power is turned off/on again?	Replace the upper printer engine card assembly.  Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b>	Problem solved.

**(Color) PC cartridge not detected**

Step	Check	Yes	No
1	Check the appropriate PC cartridge. Is the above component properly installed?	Go to step 2.	Reinstall the appropriate PC cartridge. Go to <b>“PC cartridge unit removal” on page 4-43.</b>
2	Replace the appropriate PC cartridge. Does the error remain?	Go to step 3.	Problem solved.
3	Perform a POR. Does the error remain when the power is turned off/on again?	Replace the upper printer engine card assembly. Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b>	Problem solved.

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**(Color) PC cartridge invalid**

Step	Check	Yes	No
1	Check the appropriate PC cartridge. Is the above component the correct part number and installed properly?	Go to step 2.	Reinstall the appropriate PC cartridge. Go to <b>“PC cartridge unit removal” on page 4-43.</b>
2	Replace the appropriate PC cartridge. Does the error remain?	Go to step 3.	Problem solved.
3	Has the upper printer engine card been recently been replaced?	Go to step 4.	Go to step 6.
4	Was the NVM board removed from the defective upper printer engine board and installed on the replacement upper printer engine board?	Go to step 6.	Go to step 5.
5	Remove the NVM board from the defective upper printer engine board and installed on the replacement upper printer engine board or upper printer engine board currently in the printer. Does the error continue?	Go to step 6	Problem solved.
6	Perform a POR. Does the error continue when the power is turned off/on again?	Replace the upper printer engine card assembly. Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b>	Problem solved.

## CMY PC cartridges nearly exhausted

Step	Check	Yes	No
1	Check the CMY PC cartridges. Is the above component properly installed?	Go to step 2.	Reinstall the CMY PC cartridges. Go to <b>“PC cartridge unit removal” on page 4-43.</b>
2	Replace the CMY PC cartridges. Does the error remain?	Go to step 3.	Problem solved.
3	Perform a POR. Does the error remain when the power is turned off/on again?	Replace the upper printer engine card assembly. Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b>	Problem solved.

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## CMY PC cartridges exhausted

Step	Check	Yes	No
1	Check the CMY PC cartridges. Is the above component properly installed?	Go to step 2.	Reinstall the CMY PC cartridges. Go to <b>“PC cartridge unit removal” on page 4-43.</b>
2	Replace the CMY PC cartridges. Does the error remain?	Go to step 3.	Problem solved.
3	Perform a POR. Does the error remain when the power is turned off/on again?	Replace the upper printer engine card assembly. Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b>	Problem solved.

## K PC cartridge nearly exhausted

Step	Check	Yes	No
1	Check the K PC cartridge. Is the above component properly installed?	Go to step 2.	Reinstall the K PC cartridge. Go to <b>“PC cartridge unit removal” on page 4-43.</b>

Step	Check	Yes	No
2	Replace the K PC cartridge. Does the error remain?	Go to step 3.	Problem solved.
3	Perform a POR. Does the error remain when the power is turned off/on again?	Replace the upper printer engine card assembly. Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b>	Problem solved.

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### K PC cartridge exhausted

Step	Check	Yes	No
1	Check the K PC cartridge. Is the above component properly installed?	Go to step 2.	Reinstall the K PC cartridge. Go to <b>“PC cartridge unit removal” on page 4-43.</b>
2	Replace the K PC cartridge. Does the error remain?	Go to step 3.	Problem solved.
3	Perform a POR. Does the error remain when the power is turned off/on again?	Replace the upper printer engine card assembly. Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b>	Problem solved.

### (Color) toner cartridge nearly empty

Step	Check	Yes	No
1	Check the appropriate toner cartridge. Does the appropriate toner cartridge contain toner?	Go to step 2.	Replace the toner cartridge.
2	Check the appropriate toner cartridge for proper installation. Is the appropriate above component properly installed?	Go to step 3.	Reinstall the appropriate toner cartridge.
3	Check the gear rotation in the appropriate toner add assembly. Does the gear, located at the lower part of the above component rotate smoothly?	Go to step 4.	Replace the appropriate toner add assembly. Go to <b>“CMY toner add assembly removal” on page 4-46</b> or <b>“K toner add assembly removal” on page 4-48.</b>

Step	Check	Yes	No
4	Check the appropriate toner add assembly chute for clogging. Is the chute, located at the lower part of the above component, free of clogs and obstructions?	Go to step 5.	Clean any obstructions.
5	Check the appropriate segment of the CMYK toner add motor assembly for operation.  <b>Caution:</b> When performing motor tests, ensure that all cover and door interlock switches are overridden.  <b>Warning:</b> Only perform this test in segments of three seconds or less or toner spill will occur.  1. Enter the Diagnostics Menu. 2. Select <b>MOTOR TESTS</b> . 3. Select <b>Printer Motor Test</b> . 4. Select <b>C, M, Y or K toner add motor</b> .  Does the above component operate properly?	Go to step 7.	Go to step 6.
6	Check the CMYK toner add motor assembly connection. Is the above component properly connected?	Replace the CMYK toner add motor assembly.  Go to <b>“CMYK toner add motor assembly removal” on page 4-103.</b>	Replace the connection.
7	Perform a POR. Does the error remain when the power is turned off/on again?	Replace the upper printer engine card assembly.  Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b>	Problem solved.

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### (Color) toner cartridge empty

Step	Check	Yes	No
1	Check the appropriate toner cartridge. Does the appropriate toner cartridge contain toner?	Go to step 2.	Replace the toner cartridge.
2	Check the appropriate toner cartridge for proper installation. Is the appropriate above component properly installed?	Go to step 3.	Reinstall the appropriate toner cartridge.
3	Check the gear rotation in the appropriate toner add assembly. Does the gear, located at the lower part of the above component rotate smoothly?	Go to step 4.	Replace the appropriate toner add assembly.  4 go to's



Step	Check	Yes	No
4	<p>Check the appropriate toner add assembly chute for clogging.</p> <p>Is the chute, located at the lower part of the above component, free of clogs and obstructions?</p>	Go to step 5.	Clean any obstructions.
5	<p>Check the appropriate segment of the CMYK toner add motor assembly for operation.</p> <p> <b>Caution:</b> When performing motor tests, ensure that all cover and door interlock switches are overridden.</p> <p><b>Warning:</b> Only perform this test in segments of three seconds or less or toner spill will occur.</p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>MOTOR TESTS</b>.</li> <li>3. Select <b>Printer Motor Test</b>.</li> <li>4. Select <b>C, M, Y or K toner add motor</b>.</li> </ol> <p>Does the above component operate properly?</p>	Go to step 7.	Go to step 6.
6	<p>Check the CMYK toner add motor assembly connection.</p> <p>Is the above component properly connected?</p>	<p>Replace the CMYK toner add motor assembly.</p> <p>Go to <b>“CMYK toner add motor assembly removal” on page 4-103.</b></p>	Replace the connection.
7	<p>Perform a POR.</p> <p>Does the error remain when the power is turned off/on again?</p>	<p>Replace the upper printer engine card assembly.</p> <p>Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b></p>	Problem solved.

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## Image quality trouble

### Printer Related Troubleshooting

**Note:** First, get a printout as a base, and follow the symptom table to identify the possible failing FRU's.

#### Image quality symptoms

- Faint print (low contrast)— **“Faint print (Low contrast)” on page 2-147.**
- Blank print (no print)— **“Blank print (no print)” on page 2-149.**
- Solid black— **“Solid black” on page 2-151.**
- Vertical blank lines (White stripes in media transport direction)— **“Vertical lines and bands (process direction)” on page 2-152.**
- Horizontal band— **“Horizontal white stripes or bands (side to side direction)” on page 2-154**
- Vertical stripes— **“Vertical stripes (process direction)” on page 2-156.**
- Horizontal stripes— **“Horizontal stripes (side to side direction)” on page 2-158.**
- Partial lack— **“Partial lack” on page 2-160.**
- Spots— **“Spots” on page 2-162.**
- Afterimage— **“After image” on page 2-163.**
- Background (fog)— **“Background (fog)” on page 2-165.**
- Skew— **“Skew” on page 2-167.**
- Media damage— **“Media damage” on page 2-169.**
- No fuse— **“No fuse” on page 2-171.**
- Color mis-registration—Go to **“Color misregistration” on page 2-172.**
- Deletions—Go to **“Deletions” on page 2-173.**
- High frequency bands—Go to **“High frequency bands” on page 2-174.**

**Note:** When horizontal lines and/or spots occur periodically, it is possibly caused by a particular roll. In this case, measure the interval on the print test, and check the relation to the roll in the printer. The interval does not necessarily match circumference of the roll.

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## Image Quality

### Faint print (Low contrast)



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Before starting, check the media route for foreign objects, such as staples, clips, and scraps, in the media path.

Step	Check	Yes	No
1	Check the media condition. Load new, dry, recommended media, and perform a print test. Is the image density normal?	Problem solved.	Go to step 2.
2	Check the four toner cartridges. Re-print the defective image. Is the image density normal?	Problem solved.	Replace any empty toner cartridges.
3	Check the 2nd transfer roll assembly for contamination and wear. Is the 2nd transfer roll assembly free of excess wear and contamination?	Go to step 4.	Replace the 2nd transfer roll assembly. Go to <b>"2nd transfer roll assembly removal"</b> on page 4-35.
4	Check the four PC cartridges for proper installation. Check the PC cartridge connections. Are the PC cartridge connections free of excess wear and contamination?	Go to step 5.	Correct and clean contaminated pins, or replace the appropriate PC cartridge or connector.
5	Check the laser beam route. Check for debris between the printhead assembly and the PC drum. Check the four printhead assembly windows for contamination. Is the laser beam route free of debris and the glass window, in the printhead assembly, free of contamination?	Go to step 6.	Remove debris or clean the printhead assembly window.

Step	Check	Yes	No
6	Check the toner add motor assembly. Replace the toner add motor assembly. Go to <b>“CMYK toner add motor assembly removal” on page 4-103.</b> Does the error continue.	Go to step 7.	Problem solved.
7	Check the developer/transfer roll HVPS card assembly. Replace the developer/transfer roll HVPS card assembly. Go to <b>“Developer / transfer roll HVPS card assembly removal” on page 4-112.</b> Perform a print test. Does the problem remain?	Go to step 8.	Problem solved.
8	Check the printhead assembly. Replace the printhead assembly. Go to <b>“Printhead assembly removal” on page 4-104.</b> Does the error continue?	Go to step 9.	Problem solved.
9	Check the upper printer engine card assembly. Replace the upper printer engine card assembly. Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b> Perform a print test. Does the problem remain?	Replace the RIP card assembly. Go to <b>“RIP card assembly removal” on page 4-86.</b>	Problem solved.

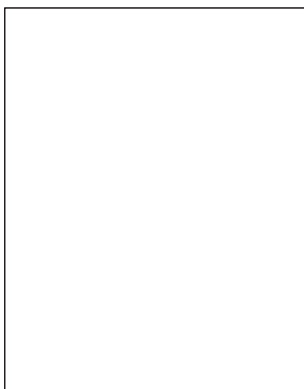
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**Blank print (no print)**

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Check the media path for foreign objects such as staples, clips, scraps of media.

Step	Check	Yes	No
1	Check the four toner cartridges. Re-print the defective image. Is the image density normal?	Problem solved.	Replace any empty toner cartridges.
2	Check the 2nd transfer roll assembly for contamination and wear. Is the 2nd transfer roll assembly free of excess wear and contamination?	Go to step 3.	Replace the 2nd transfer roll assembly. Go to <b>"2nd transfer roll assembly removal"</b> on page 4-35.
3	Check the four PC cartridges for proper installation. Check the PC cartridge connections. Are the PC cartridge connections free of excess wear and contamination?	Go to step 4.	Correct and clean contaminated pins, or replace the appropriate PC cartridge or connector.
4	Replace the 2nd transfer roll assembly. Go to <b>"2nd transfer roll assembly removal"</b> on page 4-35.	Replace the 2nd transfer roll assembly. Go to <b>"2nd transfer roll assembly removal"</b> on page 4-35.	Replace the 2nd transfer roll assembly. Go to <b>"2nd transfer roll assembly removal"</b> on page 4-35.
5	Check the toner add motor assembly. Replace the toner add motor assembly. Go to <b>"CMYK toner add motor assembly removal"</b> on page 4-103. Does the error continue.	Go to step 6.	Problem solved.
6	Check the printhead installation. Is the printhead assembly installed properly with two screws?	Go to step 8.	Go to step 7.

Step	Check	Yes	No
7	Check the printhead assembly installation. Install the printhead assembly properly, and perform a print test. Does the problem remain?	Go to step 8.	Problem solved.
8	Check the printhead assembly for connection. Is the above component properly connected?	Go to step 9.	Replace the connection.
9	Check the developer/transfer roll HVPS card assembly. Replace the developer/transfer roll HVPS card assembly. Go to <b>“Developer / transfer roll HVPS card assembly removal” on page 4-112.</b> Perform a print test. Does the problem remain?	Go to step 10.	Problem solved.
10	Replace the printhead assembly. Go to <b>“Printhead assembly removal” on page 4-104.</b> Does the error continue?	Go to step 11.	Problem solved.
11	Check the upper printer engine card assembly. Replace the upper printer engine card assembly. Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b> Perform a print test. Does the problem remain?	Replace the RIP card assembly. Go to <b>“RIP card assembly removal” on page 4-86.</b>	Problem solved.

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**Solid black**

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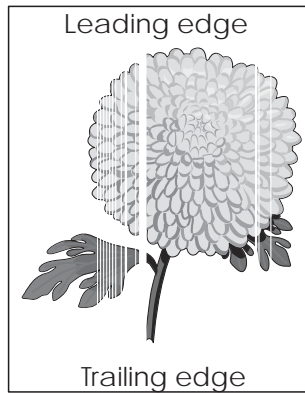


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Check the media path for foreign objects such as staples, clips, scraps of media.

Step	Check	Yes	No
1	Check the four PC cartridges for proper installation. Check the PC cartridge connections. Are the PC cartridge connections free of excess wear and contamination?	Go to step 2.	Correct and clean contaminated pins, or replace the appropriate PC cartridge or connector.
2	Check the charge roll HVPS card assembly connections Is the above component properly connected?	Go to step 3	Replace the connection.
3	Replace the charge roll HVPS card assembly. Go to <b>“Charge roll HVPS card assembly removal” on page 4-113.</b> Perform a print test. Does the error continue?	Go to step 4.	Problem solved.
4	Check the upper printer engine card assembly. Replace the upper printer engine card assembly. Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b> Perform a print test. Does the error continue?	Replace the RIP card assembly. Go to <b>“RIP card assembly removal” on page 4-86.</b>	Problem solved.

### Vertical lines and bands (process direction)



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Step	Check	Yes	No
1	Check the media condition. Load new, dry, recommended media. Re-print the defective image. Does the error continue?	Go to step 2.	Problem solved.
2	Is the media transfer route and the media path clear of debris?	Go to step 3.	Remove debris or contamination.
3	Check the laser beam route. Check for debris between the printhead assembly and the PC drum. Check the four printhead assembly windows for contamination. Is the laser beam route free of debris and the glass window, in the printhead assembly, free of contamination?	Go to step 4.	Remove debris or clean the printhead assembly window.
4	Check the four PC cartridges for proper installation. Check the PC cartridge connections. Are the PC cartridge connections free of excess wear and contamination?	Go to step 5.	Correct and clean contaminated pins, or replace the appropriate PC cartridge or connector.
5	Check the 2nd transfer roll assembly for contamination and wear. Is the 2nd transfer roll assembly free of excess wear and contamination?	Go to step 6.	Replace the 2nd transfer roll assembly. Go to <b>“2nd transfer roll assembly removal” on page 4-35.</b>
6	Replace the transfer belt unit assembly. Go to <b>“Transfer belt unit assembly removal” on page 4-16.</b> Does the problem remain?	Go to step 7.	Problem solved.
7	Check the printhead assembly. Replace the printhead assembly. Go to <b>“Printhead assembly removal” on page 4-104.</b> Does the error continue?	Go to step 8.	Problem solved.



Step	Check	Yes	No
8	Check the upper printer engine card assembly. Replace the upper printer engine card assembly. Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b> Perform a print test. Does the problem remain?	Go to step 9.	Problem solved.
9	Check the printhead assembly for connection. Is the above component properly connected?	Replace the RIP card assembly. Go to <b>“RIP card assembly removal” on page 4-86.</b>	Replace the connection.

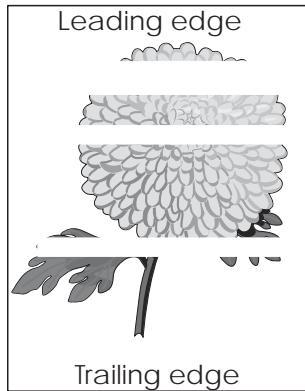
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**Horizontal white stripes or bands (side to side direction)**

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Step	Check	Yes	No
1	Check the media condition. Load new, dry, and recommended media. Re-print the defective image. Does the error continue?	Go to step 2.	Problem solved.
2	Are the media transfer route and the media path free of contamination and debris?	Go to step 3.	Remove debris or contamination.
3	Check the four toner cartridges. Re-print the defective image. Is the image density normal?	Problem solved.	Replace any empty toner cartridges.
4	Check the 2nd transfer roll assembly for contamination and wear. Is the 2nd transfer roll assembly free of excess wear and contamination?	Go to step 5.	Replace the 2nd transfer roll assembly. Go to <b>"2nd transfer roll assembly removal" on page 4-35.</b>
5	Replace the transfer belt unit assembly. Go to <b>"Transfer belt unit assembly removal" on page 4-16.</b> Does the problem remain?	Go to step 6.	Problem solved.
6	Replace the four developer units and four developer carriers. Go to <b>"Developer unit assembly removal" on page 4-53</b> and <b>"Developer carrier removal and replacement" on page 4-57.</b> Does the problem remain?	Go to step 7.	Problem solved.
7	Check the developer/transfer roll HVPS card assembly. Replace the developer/transfer roll HVPS card assembly. Go to <b>"Developer / transfer roll HVPS card assembly removal" on page 4-112.</b> Perform a print test. Does the problem remain?	Go to step 8.	Problem solved.

Step	Check	Yes	No
8	Check the printhead assembly. Replace the printhead assembly. Go to <b>“Printhead assembly removal” on page 4-104.</b> Does the error continue?	Go to step 9.	Problem solved.
9	Check the upper printer engine card assembly. Replace the upper printer engine card assembly. Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b> Perform a print test. Does the error continue?	Replace the RIP card assembly. Go to <b>“RIP card assembly removal” on page 4-86.</b>	problem solved.

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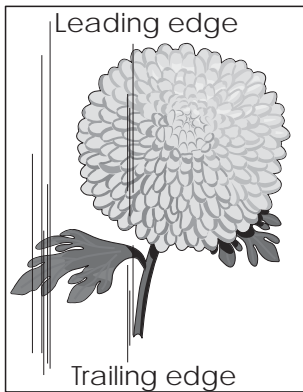


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## Vertical stripes (process direction)




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Step	Check	Yes	No
1	Check the media condition. Load new, dry, recommended media. Re-print the defective image. Does the error continue?	Go to step 2.	Problem solved.
2	Are the media transfer route and the media path free of contamination or debris?	Go to step 3.	Remove debris or contamination.
3	Check the 2nd transfer roll assembly for contamination and wear. Is the 2nd transfer roll assembly free of excess wear and contamination?	Go to step 4.	Replace the 2nd transfer roll assembly. Go to <b>"2nd transfer roll assembly removal"</b> on page 4-35.
4	Check the four PC cartridges for proper installation. Check the PC cartridge connections. Are the PC cartridge connections free of excess wear and contamination?	Go to step 5.	Correct and clean contaminated pins, or replace the appropriate PC cartridge or connector.
5	Replace the transfer belt unit assembly. Go to <b>"Transfer belt unit assembly removal"</b> on page 4-16. Does the problem remain?	Go to step 6.	Problem solved.
6	Check the heat roll and pressure roll. Remove the fuser unit assembly.  <b>CAUTION:</b> Allow the fuser unit assembly to cool down. Is there contamination or cracks on the heat roll and/or pressure roll?	Replace the fuser unit assembly. Go to <b>"Fuser unit assembly removal"</b> on page 4-15.	Go to step 8.

Step	Check	Yes	No
7	Check the upper printer engine card assembly. Replace the upper printer engine card assembly. Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b> Perform a print test. Does the error continue?	Problem solved.	Replace the RIP card assembly. Go to <b>“RIP card assembly removal” on page 4-86.</b>

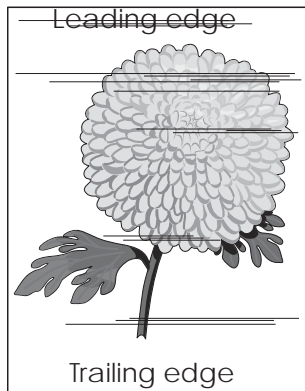
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**Horizontal stripes (side to side direction)**


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Step	Check	Yes	No
1	Check the media condition. Load new, dry, recommended media. Re-print the defective image. Does the error continue?	Go to step 2.	Problem solved.
2	Check the media transfer route. Check the media route for contamination or obstacles.	Go to step 3.	Remove obstacles or contamination.
3	Check the four PC cartridges for proper installation. Check the PC cartridge connections. Are the PC cartridge connections free of excess wear and contamination?	Go to step 4.	Correct and clean contaminated pins, or replace the appropriate PC cartridge or connector.
4	Check the 2nd transfer roll assembly for contamination and wear. Is the 2nd transfer roll assembly free of excess wear and contamination?	Go to step 5.	Replace the 2nd transfer roll assembly. Go to <b>"2nd transfer roll assembly removal"</b> on page 4-35.
5	Replace the transfer belt unit assembly. Go to <b>"Transfer belt unit assembly removal"</b> on page 4-16. Does the problem remain?	Go to step 6.	Problem solved.
6	Check the heat roll and pressure roll. Remove the fuser unit assembly.  <b>CAUTION:</b> Allow the fuser unit assembly to cool down. Is there contamination or cracks on the heat roll and/or pressure roll?	Replace the fuser unit assembly. Go to <b>"Fuser unit assembly removal"</b> on page 4-15.	Go to step 6.

Step	Check	Yes	No
7	Check the developer/transfer roll HVPS card assembly. Replace the developer/transfer roll HVPS card assembly. Go to <b>“Developer / transfer roll HVPS card assembly removal” on page 4-112.</b> Perform a print test. Does the problem remain?	Go to step 8.	Problem solved.
8	Check the upper printer engine card assembly. Replace the upper printer engine card assembly. Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b> Perform a print test. Does the error continue?	Replace the RIP card assembly. Go to <b>“RIP card assembly removal” on page 4-86.</b>	Problem solved.

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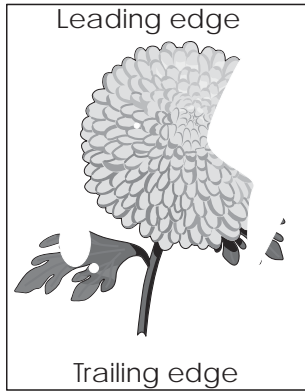


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**Partial lack**



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Step	Check	Yes	No
1	Check the media condition. Load new, dry, recommended media. Re-print the defective image. Does the problem remain?	Go to step 2.	Problem solved.
2	Check the four toner cartridges. Re-print the defective image. Is the image density normal?	Problem solved.	Replace any empty toner cartridges.
3	Check the laser beam route. Check for debris between the printhead assembly and the PC drum. Check the four printhead assembly windows for contamination. Is the laser beam route free of debris and the glass window, in the printhead assembly, free of contamination?	Go to step 4.	Remove debris or clean the printhead assembly window.
4	Check the 2nd transfer roll assembly for contamination and wear. Is the 2nd transfer roll assembly free of excess wear and contamination?	Go to step 5.	Replace the 2nd transfer roll assembly. Go to <b>“2nd transfer roll assembly removal” on page 4-35.</b>
5	Replace the transfer belt unit assembly. Go to <b>“Transfer belt unit assembly removal” on page 4-16.</b> Does the problem remain?	Go to step 6.	Problem solved.
6	Check the printhead installation. Is the printhead assembly installed properly with two screws?	Go to step 8.	Go to step 7.
7	Check the printhead assembly installation. Install the printhead assembly properly, and perform a print test. Does the problem remain?	Go to step 8.	Problem solved.



Step	Check	Yes	No
8	Check the printhead assembly. Replace the printhead assembly. Go to <b>“Printhead assembly removal” on page 4-104.</b> Does the error continue?	Go to step 9.	Problem solved.
9	Check the upper printer engine card assembly. Replace the upper printer engine card assembly. Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b> Perform a print test. Does the error continue?	Problem solved.	Replace the RIP card assembly. Go to <b>“RIP card assembly removal” on page 4-86.</b>

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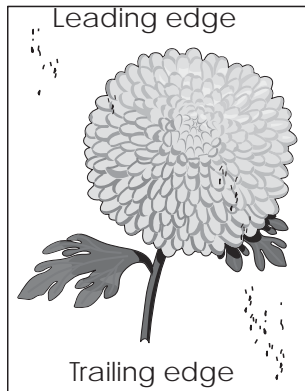


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## Spots




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Step	Check	Yes	No
1	<p>Check the media condition.</p> <p>Load new, dry, recommended media.</p> <p>Re-print the defective image.</p> <p>Does the error continue?</p>	Go to step 2.	Problem solved.
2	<p>Check the media transfer route.</p> <p>Is the media route free of contamination or debris?</p>	Go to step 3.	Remove debris or contamination.
3	<p>Check the four PC cartridges for spots or other damage on the drum surfaces.</p> <p>Are the PC cartridges free of excess wear and contamination?</p>	Go to step 4.	Replace the appropriate PC cartridge or connector.
4	<p>Check the 2nd transfer roll assembly for contamination and wear.</p> <p>Is the 2nd transfer roll assembly free of excess wear and contamination?</p>	Go to step 5.	<p>Replace the 2nd transfer roll assembly.</p> <p>Go to <b>“2nd transfer roll assembly removal” on page 4-35.</b></p>
5	<p>Check the heat roll and pressure roll.</p> <p>Remove the fuser unit assembly.</p> <div style="display: flex; align-items: center;">  <p><b>CAUTION:</b> Allow the fuser unit assembly to cool down.</p> </div> <p>Is there contamination or cracks on the heat roll and/or pressure roll?</p>	<p>Replace the fuser unit assembly.</p> <p>Go to <b>“Fuser unit assembly removal” on page 4-15.</b></p>	Go to step 6.
6	<p>Replace the transfer belt unit assembly. Go to <b>“Transfer belt unit assembly removal” on page 4-16.</b></p> <p>Does the problem remain?</p>	Go to step 7.	Problem solved.

Step	Check	Yes	No
7	Check the printhead assembly. Replace the printhead assembly. Go to <b>“Printhead assembly removal” on page 4-104.</b> Does the error continue?	Go to step 8.	Problem solved.
8	Check the upper printer engine card assembly. Replace the upper printer engine card assembly. Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b> Perform a print test. Does the error continue?	Replace the RIP card assembly. Go to <b>“RIP card assembly removal” on page 4-86.</b>	Problem solved.

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### After image



The ghost appears on the media which, may be the image from the previous page or part of the page currently printing.

Step	Check	Yes	No
1	Check the media condition. Load new, dry, recommended media. Re-print the defective image. Does the error continue?	Go to step 2.	Problem solved.
2	Check the four toner cartridges. Re-print the defective image. Is the image density normal?	Problem solved.	Replace any empty toner cartridges.
3	Check the heat roll and the pressure roll. Remove the fuser unit assembly. <b>Caution:</b> Allow the fuser unit assembly to cool down. Is there contamination or cracks on the heat roll and/or pressure roll?	Replace the fuser unit assembly. Go to <b>“Fuser unit assembly removal” on page 4-15.</b>	Go to step 4.

Step	Check	Yes	No
4	Check the upper printer engine card assembly. Replace the upper printer engine card assembly. Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b> Perform a print test. Does the error continue?	Replace the RIP card assembly. Go to <b>“RIP card assembly removal” on page 4-86.</b>	Problem solved.

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**Background (fog)**

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Step	Check	Yes	No
1	Check the media condition. Load new, dry, recommended media. Re-print the defective image. Does the error continue?	Go to step 2.	Problem solved.
2	Check the media transfer route. Is the media path free of contamination or debris.	Go to step 3.	Remove debris or contamination.
3	Check the four PC cartridges for proper installation. Check the PC cartridge connections. Are the PC cartridge connections free of excess wear and contamination?	Go to step 4.	Correct and clean contaminated pins, or replace the appropriate PC cartridge or connector.
4	Check the 2nd transfer roll assembly for contamination and wear. Is the 2nd transfer roll assembly free of excess wear and contamination?	Go to step 5.	Replace the 2nd transfer roll assembly.  Go to <b>"2nd transfer roll assembly removal"</b> on page 4-35.
5	Replace the four developer units and four developer carriers. Go to <b>"Developer unit assembly removal"</b> on page 4-53 and <b>"Developer carrier removal and replacement"</b> on page 4-57. Does the problem remain?	Go to step 6.	Problem solved.
6	Check the developer/transfer roll HVPS card assembly. Replace the developer/transfer roll HVPS card assembly. Go to <b>"Developer / transfer roll HVPS card assembly removal"</b> on page 4-112. Perform a print test. Does the problem remain?	Go to step 7.	Problem solved.

Step	Check	Yes	No
7	Check the printhead assembly. Replace the printhead assembly. Go to <b>“Printhead assembly removal” on page 4-104.</b> Does the error continue?	Go to step 8.	Problem solved.
8	Check the upper printer engine card assembly. Replace the upper printer engine card assembly. Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b> Perform a print test. Does the error continue?	Replace the RIP card assembly. Go to <b>“RIP card assembly removal” on page 4-86.</b>	Problem solved.

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**Skew**

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The printed image is not paralleled with both sides of the media.

Step	Check	Yes	No
1	Check printer installation placement. Check the installation surface for irregularities. Check for damaged printer caster. Is the setup surface normal?	Go to step 2.	Correct the installation placement.
2	Properly load media into the media tray assembly and ensure all guides are set correctly. Properly install the media tray assembly into the printer. Re-print the defective image. Does the error continue?	Go to step 3.	Problem solved.
3	Check for obstructions in the area of the media feed units. Are the media feed unit assembly free from any obstructions?	Go to step 4.	Remove obstructions.
4	Is the printer left door assembly properly and evenly closed.	Go to step 5.	Open then properly close the printer left door assembly.
5	Check the 2nd transfer roll assembly for contamination and wear. Is the 2nd transfer roll assembly free of excess wear and contamination?	Go to step 6.	Replace the 2nd transfer roll assembly. Go to <b>“2nd transfer roll assembly removal” on page 4-35.</b>

Step	Check	Yes	No
6	Check the registration/transport roll assembly. Are all drive rolls on the registration/transport roll assembly free of contamination, wear and damage?	Go to step 7.	Replace registration/transport roll assembly.  Go to <b>“Registration / transport roll assembly removal” on page 4-36.</b>
7	Check the upper printer engine card assembly. Replace the upper printer engine card assembly.  Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b>  Perform a print test.  Does the error continue?	Replace the RIP card assembly.  Go to <b>“RIP card assembly removal” on page 4-86.</b>	Problem solved.

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## Media damage



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Step	Check	Yes	No
1	Check printer installation placement. Check the installation surface for irregularities. Check for missing printer foot. Is the setup surface normal?	Go to step 2.	Correct the installation placement.
2	Check the media feed. Remove the media tray assembly. Properly load media in the media tray assembly. Properly install the media tray assembly in the printer. Re-print the defective image. Does the error continue?	Go to step 3.	Problem solved.
3	Check the media condition. Load new, dry, recommended media. Re-print the defective image. Does the error continue?	Go to step 4.	Problem solved.
4	Check the 2nd transfer roll assembly for contamination and wear. Is the 2nd transfer roll assembly free of excess wear and contamination?	Go to step 5.	Replace the 2nd transfer roll assembly. Go to <b>“2nd transfer roll assembly removal” on page 4-35.</b>
5	Check the registration/transport roll assembly. Are all drive rolls on the registration/transport roll assembly free of contamination, wear and damage?	Go to step 6.	Replace registration/transport roll assembly. Go to <b>“Registration / transport roll assembly removal” on page 4-36.</b>

Step	Check	Yes	No
6	<p>Check the heat roll and pressure roll. Remove the fuser unit assembly.</p>  <p><b>CAUTION:</b> Allow the fuser unit assembly to cool down.</p> <p>Is there contamination or cracks on the heat roll and/or pressure roll?</p>	<p>Replace the fuser unit assembly. Go to <b>“Fuser unit assembly removal” on page 4-15.</b></p>	<p>Inspect the machine for obstructions in the media path.</p>

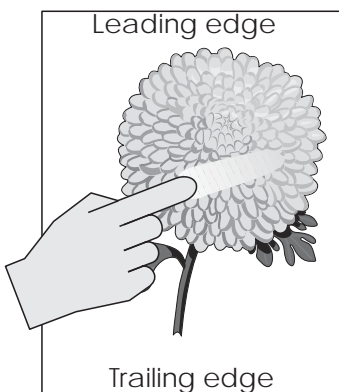
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**No fuse**


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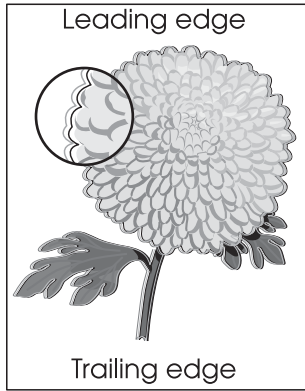
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Step	Check	Yes	No
1	<p>Check the fuser unit assembly installation.</p> <p>Check that the levers, on both sides of the fuser unit assembly, are pushed down.</p> <p>Re-print the defective image.</p> <p>Does the error continue?</p>	Go to step 2.	Problem solved.
2	<p>Check the media condition.</p> <p>Load new, dry, recommended media.</p> <p>Re-print the defective image.</p> <p>Does the problem remain?</p>	Go to step 3.	Problem solved.
3	<p>Check the heat roll and pressure roll.</p> <p>Remove the fuser unit assembly.</p> <div style="display: flex; align-items: center;">  <div style="margin-left: 10px;"> <p><b>CAUTION:</b> Allow the fuser unit assembly to cool down.</p> </div> </div> <p>Is there contamination or cracks on the heat roll and/or pressure roll?</p>	<p>Replace the fuser unit assembly.</p> <p>Go to <b>“Fuser unit assembly removal” on page 4-15.</b></p>	Go to step 4.
4	<p>Check the connections on the AC drive card assembly.</p> <p>Replace the AC drive card assembly.</p> <p>Go to <b>“AC drive card bracket assembly removal” on page 4-109</b></p> <p>Does the error continue?</p>	Go to step 5.	Problem solved.
5	<p>Check the upper printer engine card assembly.</p> <p>Replace the upper printer engine card assembly.</p> <p>Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b></p> <p>Perform a print test.</p> <p>Does the error continue?</p>	<p>Replace the RIP card assembly.</p> <p>Go to <b>“RIP card assembly removal” on page 4-86.</b></p>	Problem solved.

**Color misregistration**



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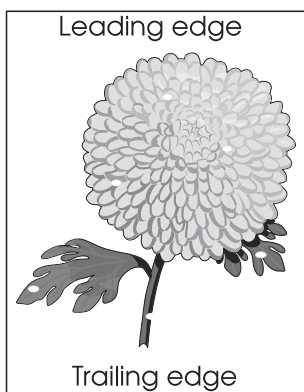
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Step	Check	Yes	No
1	Replace the transfer belt unit assembly. Go to <b>“Transfer belt unit assembly removal” on page 4-16.</b> Does the error remain?	Go to step 2.	Problem solved.
2	Replace the transfer belt steering motor. Go to <b>“Transfer belt unit assembly removal” on page 4-16.</b> Does the error remain?	Go to step 3.	Problem solved.
3	Adjust the color registration (Regcon). Go to <b>“Color registration (RegCon)” on page 4-214.</b> Does the error remain?	Go to step 4.	Problem solved.
4	Replace the printhead. Go to <b>“Printhead assembly removal” on page 4-104.</b>	Go to step 5.	Problem solved.
5	Re-adjust the color registration (Regcon) for the new printhead. Go to <b>“Color registration (RegCon)” on page 4-214.</b> Does the error remain?	Go to step 6.	Problem solved.
6	Check the upper printer engine card assembly. Replace the upper printer engine card assembly. Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b> Perform a print test. Does the error continue?	Replace the RIP card assembly. Go to <b>“RIP card assembly removal” on page 4-86.</b>	Problem solved.

## Deletions



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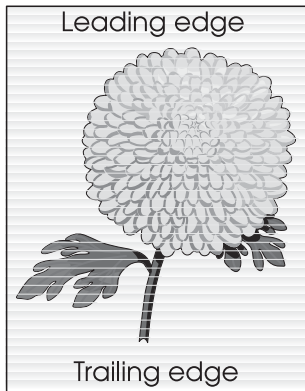
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Step	Check	Yes	No
1	Check the media condition. Load new, dry, recommended media. Re-print the defective image. Does the problem remain?	Go to step 2.	Problem solved.
2	Replace the transfer belt unit assembly. Go to <b>“Transfer belt unit assembly removal” on page 4-16.</b> Does the problem remain?	Go to step 3.	Problem solved.
3	Check the upper printer engine card assembly. Replace the upper printer engine card assembly. Go to <b>“Upper printer engine card assembly removal” on page 4-90.</b> Perform a print test. Does the problem continue?	Replace the RIP card assembly. Go to <b>“RIP card assembly removal” on page 4-86.</b>	Problem solved.

### High frequency bands



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Step	Check	Yes	No
1	Check the four PC cartridges for proper installation. Check the PC cartridge connections. Are the PC cartridge connections free of excess wear and contamination?	Go to step 2.	Correct and clean contaminated pins, or replace the appropriate PC cartridge or connector.
2	Replace the four developer units and four developer carriers. Go to <b>“Developer unit assembly removal” on page 4-53</b> and <b>“Developer carrier removal and replacement” on page 4-57</b> . Does the problem remain?	Go to step 3.	Problem solved.
3	Replace the printhead. Go to <b>“Printhead assembly removal” on page 4-104</b> . Does the problem remain?	Go to step 2.	Problem solved.
4	Re-adjust the color registration (Regcon) for the new printhead. Go to <b>“Color registration (RegCon)” on page 4-214</b> . Does the problem remain?	Go to step 3.	Problem solved.
5	Check the upper printer engine card assembly. Replace the upper printer engine card assembly. Go to <b>“Upper printer engine card assembly removal” on page 4-90</b> . Perform a print test. Does the problem continue?	Replace the RIP card assembly. Go to <b>“RIP card assembly removal” on page 4-86</b> .	Problem solved.

Select a menu or menu item for more details.

<p><b><u>Color Menu</u></b>            Color Adjust            Color Balance            Color Correction            Color Samples            Color Saver            Manual Color            Print Mode            Print Resolution            Toner Darkness</p>	<p><b><u>Job Menu</u></b>            Cancel Job            Reset Printer            Print Buffer            Confidential Job            Held Jobs            Reset Active Bin</p>	<p><b><u>PCL Emul Menu</u></b>            Font Source            Font Name            Point Size            Pitch            Symbol Set            Orientation            Lines per Page            A4 Width            Auto CR after LF            Auto LF after CR            Tray Renumber</p>	<p><b><u>Serial Menu</u></b>            PCL SmartSwitch            PS SmartSwitch            NPA Mode            Serial Buffer            Job Buffering            Serial Protocol            Robust XON            Baud            Data Bits            Parity            Honor DSR</p>	<p><b><u>Supplies Menu</u></b>            &lt;color&gt; Toner            Oiler            Waste Bottle</p>
<p><b><u>Finishing Menu</u></b>            Duplex            Duplex Bind            Copies            Blank Pages            Collation            Separator Sheets            Separator Source            Hole Punch            Offset Pages            Staple Job            Staple Prime Src            Multipage Print            Multipage Order            Multipage View            Multipage Border</p>	<p><b><u>Network Menu</u></b>            PCL SmartSwitch            PS SmartSwitch            MAC Binary PS            NPA Mode            Network Buffer            Job Buffering            Network &lt;x&gt; Setup            Std Net Setup</p>	<p><b><u>Paper Menu</u></b>            Paper Source            Paper Size            Paper Type            Custom Types            Output Bin            Configure Bins            Overflow Bin            Assign Type/Bin            Substitute Size            Configure MP            Paper Texture            Paper Weight            Paper Loading            Universal Setup</p>	<p><b><u>Setup Menu</u></b>            Printer Language            Printer Usage            Power Saver            Resource Save            Download Target            Print Timeout            Auto Continue            Wait Timeout            Jam Recovery            Page Protect            Display Language            Alarm Control            Hole Punch Alarm            Staple Alarm            Toner Alarm            Job Accounting            Print Area            Black &amp; White Lock</p>	<p><b><u>USB Menu</u></b>            PCL SmartSwitch            PS SmartSwitch            MAC Binary PS            NPA Mode            USB Buffer            Job Buffering</p>
<p><b><u>Help Menu</u></b>            Print All            Help Guide            Printing Guide            Supplies Guide            Print Quality            Color Quality            Media Guide            Connection Guide            Moving Guide            Print Defects            Jam Clearance</p>	<p><b><u>Parallel Menu</u></b>            PCL SmartSwitch            PS SmartSwitch            NPA Mode            Parallel Buffer            Job Buffering            Advanced Status            Protocol            Honor Init            Parallel Mode 1            Parallel Mode 2            MAC Binary PS</p>	<p><b><u>PostScript Menu</u></b>            Print PS Error            Font Priority            Image Smoothing</p>	<p><b><u>Utilities Menu</u></b>            Print Menus            Print Net &lt;x&gt; Setup            Print Fonts            Print Directory            Factory Defaults            Format Flash            Defragment Flash            Format Disk            Job Acct Stat            Hex Trace            Color Alignment            Coverage Estimator</p>	

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## 3. Diagnostic aids

This chapter explains the tests and procedures to identify printer failures and to verify that repairs have corrected the problem.

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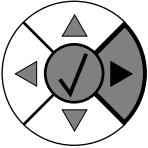
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### Accessing service menus

Access the following menus to identify problems with the printer and run diagnostic tests.

Diagnostics Menu	<ol style="list-style-type: none"> <li>1. Turn off the printer.</li> </ol>  <ol style="list-style-type: none"> <li>2. Press and hold the ▼ and ► buttons simultaneously.</li> <li>3. Turn on the printer.</li> <li>4. Release the buttons after 10 seconds.</li> </ol>	<p>The Diagnostics Menu group consists of menus, settings, and operations that are used to diagnose various printer problems.</p> <p>Note: While the Diagnostics Menu Group is active, all host interfaces are offline.</p>
Configuration Menu	<ol style="list-style-type: none"> <li>1. Turn off the printer.</li> </ol>  <ol style="list-style-type: none"> <li>2. Press and hold the <b>Select</b> ✓ and <b>Right Arrow</b> ► buttons simultaneously.</li> <li>3. Turn on the printer.</li> <li>4. Release the buttons after 10 seconds.</li> </ol>	<p>The Configuration Menu group contains a set of menus, settings, and operations which are infrequently required by a user. Generally, the options made available in this menu group are used to configure a printer for operation.</p>

## Diagnostics Menus

### Entering Diagnostics Menus

1. Turn off the printer.
2. Press and hold the ▼ and ► buttons simultaneously.
3. Turn on the printer.
4. Release the buttons after 10 seconds.

### Available tests

Tests appear on the LCD in the order shown:

<b>MOTOR TESTS</b>	See <b>"MOTOR TESTS"</b> on page 3-5.
<b>Finisher Motor Tests</b>	
Motor (entrance/paddle)	
Motor (buffer/transport)	
Motor (exit)	
Fin diverter solenoid	
Sub paddle solenoid	
Media eject clutch	
Media eject clamp motor	
Media eject motor	
Fin Buffer solenoid	
Punch carriage shift motor	
Punch unit motor	
Front tamper motor	
Rear tamper motor	
Stapler carriage motor	
Stapler unit motor	
Stacker bin lift motor	
Booklet end guide drive motor	
Booklet paddle drive motor	
Booklet front tamper motor	
Booklet rear tamper motor	
Booklet folder/exit drive motor	
Booklet media entrance drive motor	
Booklet knife solenoid	
Booklet bin media transport motor	
Bridge unit bin media exit solenoid	
Bridge unit diverter gate solenoid	
De-curler clutch	
Bridge unit transport drive motor	
Booklet diverter gate solenoid	

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Booklet stapler motor	
Bridge unit bin media exit solenoid	
<b>Printer Motor Tests</b>	
Transfer belt steering motor	
CMY PC cartridge drive motor	
K PC cartridge drive motor	
Printhead polygon mirror motor	
Tray 1 media feed/lift motor	
Registration clutch	
2nd transfer roll retract motor	
K developer/transport motor	
MPF pick solenoid	
MFP/transport drive motor	
Duplex drive motor	
Inverter clutch	
Duplex diverter gate solenoid	
Transfer belt drive motor	
C toner add motor	
M toner add motor	
Y toner add motor	
K toner add motor	
CMY developer drive motor	
K developer clutch	
Fuser cooling fan	
Image density sensor shutter solenoid	
K erase lamp	
CMY erase lamps	
Tray module drive motor	
TTM tray 4 media transport motor	
Tray 2 media feed/lift motor	
Tray 3 media feed/lift motor	
Tray 4 media feed/lift motor	
Waste toner auger motor	
Printhead shutter motor	
Standard exit shift motor	
<b>PRINT TESTS</b>	See <b>"PRINT TESTS"</b> on page 3-6.
Tray 1	
Tray 2	
Tray 3	
Tray 4	
MP Feeder	
Prt Quality Pgs	See <b>"Print Quality Test Pages"</b> on page 3-7.
<b>HARDWARE TESTS</b>	

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Panel Test	See <b>“Panel Test”</b> on page 3-7.
Button Test	See <b>“Button Test”</b> on page 3-7.
DRAM Test	See <b>“DRAM Test”</b> on page 3-8.
CACHE Test	See <b>“CACHE Test”</b> on page 3-8.
<b>DUPLEX TESTS</b>	
Quick Test	See <b>“Quick Test”</b> on page 3-8.
Sensor Test	See <b>“Sensor Test (duplex)”</b> on page 3-9.
<b>INPUT TRAY TESTS</b>	
Feed Tests	See <b>“Feed Tests”</b> on page 3-9.
Sensor Test	See <b>“Sensor Test (input tray)”</b> on page 3-10.
<b>OUTPUT BIN TESTS</b>	
Feed to All Bins	See <b>“Feed Tests (output bins)”</b> on page 3-10.
Feed Tests	See <b>“Feed To All Bins”</b> on page 3-11.
Sensor Tests	See <b>“Sensor Test (output bin)”</b> on page 3-11.
<b>FINISHER TESTS</b>	
Staple Test	See <b>“Staple Test”</b> on page 3-11.
Hole Punch Test	See <b>“Hole Punch Test”</b> on page 3-12.
Feed Tests	See <b>“Feed Tests (Finisher)”</b> on page 3-12.
Sensor Tests	See <b>“Sensor Test (Finisher)”</b> on page 3-12.
<b>BASE SENSOR TESTS</b>	
Cover and Door	
Devices	
Exit Level	
Media Path	
Transfer Belt	
<b>PRINTER SETUP</b>	
Defaults	See <b>“Defaults”</b> on page 3-16.
PAGE COUNTS	See <b>“Prt Color Pg Count”</b> on page 3-16.
Serial Number	See <b>“Serial Number”</b> on page 3-16.
Engine Setting 1 to 4	See <b>“Engine Setting 1 to 4”</b> on page 3-16.
Model Name	See <b>“Model Name”</b> on page 3-16.
Configuration ID	See <b>“Configuration ID”</b> on page 3-16.
<b>EVENT LOG</b>	
Display Log	See <b>“Display the Event Log”</b> on page 3-17.
Print Log	See <b>“Print the Event Log”</b> on page 3-18.
Clear Log	See <b>“Clear the Event Log”</b> on page 3-18.
<b>Trans Belt Fail Clear</b>	
Trans Belt HP Fail Clear	See <b>“Trans Belt HP Fail Clear”</b> on page 3-18.
<b>Fuser Temp Fail Clear</b>	
Fuser Temp Fail Clear	See <b>“Fuser Temp Fail Clear”</b> on page 3-19.
<b>ATC SENSOR FAILURE CLEAR</b>	
Y Channel (925.00)	
M Channel (925.01)	

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C Channel (925.02)	
K Channel (925.03)	
<b>Dev Unit Reset</b>	See <b>“Dev Unit Reset” on page 3-19.</b>
Y Channel	
M Channel	
C Channel	
K Channel	
<b>ENGINE ADJUST</b>	See <b>“ENGINE ADJUST” on page 3-20.</b>
PH Adjust (registration)	
PRO-CON	
RegCon Adjust	
Booklet Fold Adj	
Finisher Config	
<b>Booklet Fold Adjust</b>	See <b>“Booklet Fold Adjust” on page 3-23.</b>
Booklet Tamper Shift Adj	
Booklet Compile Position	
Booklet 2-sheet	
Booklet 15-sheet	
Booklet Fold Pos Fine Adj	
Booklet Staple Pos Fine Adj	
<b>Finisher Config</b>	See <b>“Finisher Config” on page 3-23</b>
<b>Exit Diagnostics Menu</b>	See <b>“Exiting Diagnostics” on page 3-23.</b>

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## MOTOR TESTS

The tests in this group allow you to test specific motors, and on some motors run them forward or reverse.

To run the MOTOR TESTS:

1. Select **MOTOR TESTS** from the Diagnostics Menu.
2. Select the test to run.

### The following Finisher Motor Tests are available:

- Motor (entrance/paddle)
- Motor (buffer/transport)
- Motor (exit)
- Fin diverter solenoid
- Sub paddle solenoid
- Media eject clutch
- Media eject clamp motor
- Media eject motor
- Fin Buffer solenoid
- Punch carriage shift motor
- Punch unit motor
- Front tamper motor
- Rear tamper motor
- Stapler carriage motor
- Stapler unit motor
- 
- Stacker bin lift motor
- Booklet end guide drive motor
- Booklet paddle drive motor
- Booklet front tamper motor
- Booklet rear tamper motor
- Booklet folding/exit drive motor
- Booklet media entrance drive motor
- Booklet transport motor
- Booklet knife solenoid
- Booklet bin media transport motor
- Bridge unit diverter gate solenoid
- De-curler clutch
- Bridge unit transport drive motor
- Booklet diverter gate solenoid
- Booklet stapler motor
- Bridge unit bin media exit solenoid

**The following Printer Motor Tests are available:**

- Transfer belt steering motor
- CMY PC cartridge drive motor
- K PC cartridge drive motor
- Printhead polygon mirror motor
- Tray 1 media feed/lift motor
- Registration clutch
- 2nd transport roll retract motor
- K developer transport drive motor
- MPF pick solenoid
- MPF transport drive motor
- Duplex drive motor
- Inverter clutch
- Duplex diverter gate solenoid
- CMY transfer roll retract motor
- Transfer belt drive motor
- C toner add motor
- M toner add motor
- 
- Y toner add motor
- K toner add motor
- CMY developer drive motor
- K developer clutch
- Fuser cooling fan
- Image density sensor shutter solenoid
- Rear upper/rear lower cooling fans
- K erase lamps
- CMY erase lamps
- Tray module drive motor
- TTM tray 4 media transport motor
- Tray 2 media feed/lift motor
- Tray 3 media feed/lift motor
- Tray 4 feed/lift motor
- 3TM drive motor
- Waste toner auger motor
- Printhead shutter motor
- Standard exit shift motor

3. During the test, Motor Running... appears on the LCD.

**Note:** If available, **Forward** and **Reverse** options appear on the LCD for selected tests.


Press **Stop**  to stop the test.

**PRINT TESTS**

To run the Print Tests:

1. Select **PRINT TESTS** from the Diagnostics Menu.
2. Select **[Input Source]** to verify that the printer can generate output from that source's media.
3. Select **Printing Quality Test Pages** to view information about the printer's current settings and to test the printer's ability to generate quality output.

Input source	Appears on the LCD
Tray 1	Tray 1 Printing...
Tray 2	Tray 2 Printing...
Tray 3	Tray 3 Printing...
Tray 4	Tray 4 Printing...
MP Feeder	MP Feeder Printing...
Printing Quality Test Pages	Printing Quality Test Pages...

4. Select **Single** or **Continuous**.
  - If **Single** is selected, a single page is printed.
  - If **Continuous** is selected, printing continues until **Stop**  is pressed to cancel the test. If a source is selected that contains envelopes, an envelope test pattern is printed. If **Continuous** is selected, the test pattern is printed only on the first envelope.

After a Single test has printed or a Continuous test canceled, the LCD returns to the [Input Source] screen.

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## Input Source Print Test

Regardless of the input source selected, the printer always generates a simplex version of the Print Test page using its default resolution.

## Print Quality Test Pages

This setting enables you to view the values of a broad range of the device's settings and to test the device's ability to generate acceptable printed output.

The printer automatically generates a Print Quality Test page in English and an:

1. Entire printable area of the page is solid dark blue
2. Entire printable area of the page is solid dark magenta
3. Entire printable area of the page is solid dark yellow
4. Entire printable area of the page is solid dark black
5. Entire printable area of the page is solid light blue
6. Entire printable area of the page is solid pink
7. Entire printable area of the page is solid light yellow
8. Entire printable area of the page is solid gray

The device always uses the media that is currently installed in Tray 1 to print this report. Once started, printing cannot be canceled and all key presses are ignored until printing completes.

The test pages are always simplexed, regardless of the value of the duplex setting.


## HARDWARE TESTS

Select the following Hardware Tests from this menu:

- Panel Test
- Button Test
- DRAM Test
- CACHE Test

### Panel Test

This test automatically toggles all pixels on the LCD through every contrast level beginning with the darkest to the brightest. This test shows non-functioning pixels as blank spaces during the darkest contrast.


This test continues until you press **Stop** , then the LCD returns to HARDWARE TESTS.

### Button Test

The Button Test is used to verify the operation of each button on the operator panel.

To perform the Button Test:

1. Select **HARDWARE TESTS** from the Diagnostics Menu.
2. Select **Button Test**. The LCD displays a graphic of the operator panel buttons that matches the layout of the operator panel buttons.
3. Press any button on the operator panel and that button on the LCD appears shaded.
4. Release the button and the shading is removed.

This test continues until you press **Stop** , then the LCD returns to HARDWARE TESTS

Press **Back** to exit the test.

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## DRAM Test

The DRAM Test is used to check the validity of both the printer's standard and optional DRAM. The test involves writing patterns of data to DRAM to verify that each bit in memory can be set and read correctly.

To run the DRAM Test:

1. Select **HARDWARE TESTS** from the Diagnostics Menu.
2. Select **DRAM Test**. DRAM Test Test ing . . . appears on the LCD, and then Resetting the Printer appears. The printer automatically performs a POR.

The following type of message appears:

DRAM Test	256 MB	P: #####	F: ####
-----------	--------	----------	---------

- P:##### represents the number of times the memory test has passed and finished successfully. Initially 000000 displays with the maximum pass count being 999,999.
- F:##### represents the number of times the memory test has failed and finished with errors. Initially 0000 displays with the maximum fail count being 99,999. Initially only four digits appear, but additional digits appear as needed.

To stop this test before completion, turn the printer off.

## CACHE Test

This test is used to verify the printer processor cache.

To run the CACHE Test:

1. Select **HARDWARE TESTS** from the Diagnostics Menu.
2. Select **CACHE Test**. CACHE Test Test ing . . . appears on the LCD, and then Resetting the Printer appears. The printer automatically performs a POR.

The following type of message appears:

CACHE Test	x100	P: #####	F: ####
------------	------	----------	---------

- P:##### represents the number of times the cache has passed and finished successfully. Initially 000000 displays with the maximum pass count being 999,999.
- F:##### represents the number of times the cache has failed and finished with errors. Initially 0000 displays with the maximum fail count being 99,999. Initially only four digits appear, but additional digits appear as needed.


Each time a test is completed, the number of passes and failures is incremented. If the test fails, the message Failure appears for approximately three seconds, and the failure count increases by one.

The test continues until all of the printer processor's cache has been tested. Once the maximum pass count or fail count is reached, the test is stopped, and the final results display.

To stop this test before completion, turn the printer off.

## DUPLEX TESTS

### Quick Test

This test prints a duplex version of the Quick Test that can be used to verify that the correct placement of the top margin on the back side of a duplex page. You can run one duplexed page (**Single**), or continue printing duplexed pages (**Continuous**) until **Stop**  is pressed.

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Make sure either letter or A4 size paper is loaded in the default paper source. If the default source only supports envelopes, then the Quick Test will be printed from Tray 1.

To run the Quick Test:

1. Select **DUPLEX TESTS** from the Diagnostics Menu.
2. Select **Quick Test**.
3. Select **Single** or **Continuous**. Quick Test Printing... appears on the LCD.
  - The single Duplex Quick test cannot be canceled.
  - The printer attempts to print the Quick Test Page from the default paper source. If the default paper source only supports envelopes, then the page is printed from Tray 1.
  - Check the Quick Test Page for the correct registration between the placement of the first scan line on the front and back side of a duplexed sheet.


The single test stops automatically when a single duplex sheet is printed, and the continuous test continues until you press **Stop** .

### Sensor Test (duplex)

This test is used to determine whether or not the duplex sensors and switches are working correctly. The test allows you to actuate the duplex input sensor located in the back part of the duplex unit and the duplex exit sensor located in the return paper path.

1. Select **DUPLEX TESTS** from the Diagnostics Menu.
2. Select **Sensor Test**.
3. Select **Duplex wait** and Duplex wait Testing... appears on the LCD.
4. Select **Door B duplex left** and Door B duplex Left Testing... appears on the LCD.

You can manipulate the appropriate area of the printer to make the sensor toggle between “Open” and “Closed”. If the wrong message is displayed, then the sensor must be malfunctioning.

Press **Stop**  to cancel the test.

## INPUT TRAY TESTS

### Feed Tests

Use this test to observe the paper path of media as it passes through the printer. No information is printed on the feed test pages since the laser is not engaged during this test.

You can perform the feed test using media from any installed input source. All pages used during the feed test are dropped into the default output bin.

To run the Input Tray Tests:

1. Select **INPUT TRAY TESTS** from the Diagnostics Menu.
2. Select the input source.

Input source	Appears on the LCD
Tray 1	Tray 1 Feeding...
Tray 2	Tray 2 Feeding...
Tray 3	Tray 3 Feeding...
Tray 4	Tray 4 Feeding...
MP Feeder	MP Feeder Feeding...

3. Select either **Single** or **Continuous**.
  - **Single**—Feeds one sheet of media from the selected source.


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- **Continuous**—Media continues feeding from the selected input source until **Stop**  is pressed.

## Sensor Test (input tray)

This test is used to verify that a specific input tray's sensors are working correctly.

To run the Input Tray Sensor Test:

1. Select **INPUT TRAY TESTS** from the Diagnostics Menu.
2. Select **Sensor Test**.

After selecting **Sensor Test**, the LCD displays each installed input source, one source per line. When you select an input source, the LCD displays the selected input source in the header row, and then displays the name of each of the source's sensors below the header row, one to a line. You must select a specific sensor from this list in order to view and toggle the sensor's state. The table below indicates which sensors are available in each input tray.

Input source	Sensors			
	Feed-out <sup>1</sup>	Media out <sup>2</sup>	Media level <sup>3</sup>	Tray X present <sup>4</sup>
Tray 1	Yes	Yes	Yes	Yes
Tray 2	Yes	Yes	Yes	Yes
Tray 3	Yes	Yes	Yes	Yes
Tray 4	Yes	Yes	Yes	Yes
MP Feeder	No	Yes	No	No

<sup>1</sup>Feed-out Testing... appears on the LCD with the sensor's current state (Open or Closed).

<sup>2</sup>Media out Testing... appears on the LCD with the sensor's current state (Open or Closed).

<sup>3</sup>Media Level Testing... appears on the LCD with the sensor's current state (Open or Closed).

<sup>4</sup>Tray X present... appears on the LCD with the sensor's current state (Open or Closed).

After selecting a specific sensor, you can manually toggle the sensor between its two values (Open or Closed). The LCD displays **Open** when the sensor is open, and **Closed** when the sensor is closed. If the wrong message is displayed, then the sensor must be malfunctioning.


Press **Stop**  to exit the test.

## OUTPUT BIN TESTS


### Feed Tests (output bins)


Use these tests to verify that media can be fed to a specific output bin. Media is fed from the default input source to the selected output bin. No information is printed on the media fed to the output bin because the printhead is not engaged during this test. These tests can use any media size or envelope supported by the printer.

To run the Feed Tests for the output bins:

1. Select **OUTPUT BIN TESTS** from the Diagnostics Menu.
2. Select **Feed Tests**.
3. Select the output bin you want the paper to exit into. The standard bin as well as any output option bin installed on the printer is shown on the menu.
  - Standard Bin
  - Output Bin 1
4. Select either **Single** or **Continuous**.
  - **Single**—Feeds one sheet of media from the selected source.
  - **Continuous**—Media continues feeding from the selected source until **Stop**  is pressed.



Press **Stop**  to return to the [Selected Output Bin].

While this test runs, [Selected Output Bin] Feeding... appears on the LCD. During Single tests, no buttons are active. However, during Continuous tests, you can press **Stop**  to cancel the test.


## Feed To All Bins

This test can be used to verify that the printer can feed media to the standard bin or any installed output options. No information will be printed on the test pages, as the printhead is not engaged during the feed test. The media feeds from the default paper source.

To run the Feed To All Bins Test:

1. Select **OUTPUT BIN TESTS** from the Diagnostics Menu.
2. Select **Feed To All Bins**.

The printer feeds media from the default source to each installed bin. After the test is selected, the printer feeds a separate piece of media to the standard bin first, then it feeds a separate piece of media to each output bin installed. While this test runs, All Bin Test Feeding... appears on the LCD.

The test is continuous until **Stop**  is pressed. If a test is canceled, All Bin Test Canceled... appears on the LCD and feeds any remaining media in the paper path to the appropriate output destination.

## Sensor Test (output bin)

This test is used to verify that a specific output bin's sensors are working correctly.

To run the Output Bin Sensor Test

1. Select **OUTPUT BIN TESTS** from the Diagnostics Menu.
2. Select **Sensor Test**.
3. Select **Standard Bin**.
4. Select **Standard bin full**.

1. Select **OUTPUT BIN TESTS** from the Diagnostics Menu.
2. Select **Sensor Test**.
3. Select **Finisher Standard Bin**.
4. Select **Finisher upper media bin full**.

1. Select **OUTPUT BIN TESTS** from the Diagnostics Menu.
2. Select **Sensor Test**.
3. Select **Finisher Bin 1**.
4. Select **Stacker bin level 1, Stacker bin level 2, or Booklet bin media present**.

XXXXXXXXXX Testing... appears on the LCD and XXXXXXXXXXXX: [Open] or [Closed].

You can manually toggle the sensor between its two values (Open or Closed). The LCD displays Open when the sensor is open, and Closed when the sensor is closed. If the wrong message is displayed, then the sensor must be malfunctioning.

Press **Stop**  to exit the test.

## FINISHER TESTS

### Staple Test

This test is used to verify the functioning of the finisher's staple mechanism.

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To run the Staple Test

1. Select **FINISHER TESTS** from the Diagnostics Menu.
2. Select **Staple Test**.

The printer feeds eight pieces of media from the default input source to the output bin that supports stapling. After all eight pieces of media are deposited, the device staples the packet. While this test runs, **Staple Test Running...** appears on the LCD.

Press **Stop**  to cancel the test.

## Hole Punch Test

This test is used to verify that media can be fed to a finisher output bin and then hole punched. No information is printed on the feed test pages.

To run the Hole Punch Test:

1. Select **FINISHER TESTS** from the Diagnostics Menu.
2. Select **Hole Punch Test**.
3. Select **3 Punch Test**.

Eight sheets of paper are fed, and then the pages are hole-punched with a 2-hole or 3-hole pattern depending on the selected punch test. Media is initially requested from the default input source and then output to the Finisher output bin.

The Hole Punch Test cannot be canceled. No buttons are active during this test. During the test, **Hole Punch Test Running...** appears on the LCD. After completion of the test, the display returns to the Hole Punch Test screen.

## Feed Tests (Finisher)

This test is used to verify that media can be fed to a finisher output bin. This test feeds one sheet of media from the printer's default input source to a finisher output bin. The device can perform this test using any paper size that is supported by the finisher. No information is printed on the test page.

To run the Feed Test:

1. Select **FINISHER TESTS** from the Diagnostics Menu.
2. Select **Feed Tests**.

You cannot specify the output bin to which the device will feed the test page. Once begun, the Feed Test cannot be canceled. No buttons are active during the test. During this test, **Feed Test Running...** appears on the LCD.

## Sensor Test (Finisher)

This test verifies that the sensors in the finisher are operating properly.

To run the Sensor Test:

1. Select **FINISHER TESTS** from the Diagnostics Menu.
2. Select **Sensor Test**.

The LCD displays the option's name in the header row and each of the option's sensors below the header row. You must select a specific sensor from this list in order to view and toggle the sensor's state. After selecting a specific sensor, **[Sensor Name] Testing...** appears on the LCD with the sensor's current state below this message. The tables below indicate which sensors are available for testing.

Available Cover and Door Sensors

### Sensor Name

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Door G finisher front  
 Surface H eject cover  
 Cover F bridge unit top

#### Available Bin Level Sensors

Sensor Name
Finisher upper media bin full
Stacker bin level1
Stacker bin level2
Stacker bin upper limit
Stacker bin no media
Stacker bin level encod

#### Available Media Path 1 Sensors

Sensor Name
Bridge unit media entrance
Bridge unit media exit
Finisher media entrance
Bridge unit media bin exit
Buffer path
Upper media exit
Lower media exit
Compiler media in
De-curler cam HP

#### Available Media Path 2 Sensors

Sensor Name
Diverter gate
Front tamper hp
Rear tamper hp
Media eject clamp hp
Media eject shaft hp

#### Available Booklet Path Sensors

Sensor Name
Booklet end guide HP
Booklet knife HP
Booklet knife folding
Booklet front tamper HP
Booklet rear tamper HP
Booklet unit media entrance

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Booklet unit media exit
Booklet bin media present
Booklet compiler media present
Booklet unit interlock
Booklet front low staple
Booklet rear low staple

#### Available Punch and Staple Sensors

Sensor Name
Punch side reg1
Punch side reg2
Punch box set
Low staple
Punch carriage shift hp
Punch unit hp
Stapler carriage shift hp
Punch cam front
Punch hole select

After selecting one of the available sensors, you can manually toggle the sensor between its two values (Open or Closed). The LCD displays Open when the sensor is open, and Closed when the sensor is closed.

Press **Stop**  to exit the test.

## BASE SENSOR TEST

This test verifies that the sensors in the base machine are operating properly.

To run the Base Sensor Test:

Select **BASE SENSOR TEST** from the Diagnostics Menu. The panel displays **BASE SENSOR TEST** in the header row and the following categories of sensors below the header row:

- Cover and Door
- Devices
- Exit Level
- Media Path
- Transfer Belt

After you select a category of sensors, the panel displays the name of the selected category in the header row and each sensor in that category. You must select a specific sensor from this list to view and toggle the sensor's state. After you select a specific sensor, [Sensor Name] Test ing... appears on the LCD and displays the sensor's name in the header row and the sensor's name and current state appears below the header row.

#### Cover and Door Sensors

Sensor Name
Door A printer left
Door C printer left lower
Door D tray module left

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Door E printer front
Door J transfer belt access

## Devices Sensors

Sensor Name
C PC cartridge present
M PC cartridge present
Y PC cartridge present
K PC cartridge present
Waste toner full

## Exit Level Sensor

Sensor Name
Standard bin full

## Media Path Sensors


Sensor Name
Registration
Fuser exit
Transparency detect
2nd transfer roll retract

## Transfer Belt Sensors

Sensor Name
Transfer belt HP
CMY transfer roll retract HP
Transfer belt edge
Transfer belt position detect

To test any of the displayed sensors, you must manipulate the appropriate area of the printer so the sensor's value will toggle to Open or Closed.

If the panel inaccurately displays the sensor's status, then the sensor must be malfunctioning.

Press **Stop**  to cancel the test.

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## PRINTER SETUP

To enter the PRINTER SETUP screen, select **PRINTER SETUP** from the Diagnostics Menu.

PRINTER SETUP values appear on the LCD. If required, reset the values and submit.

### Defaults

The value of this setting determines whether the printer uses the US or Non-US factory default value for the printer settings listed below:

Printer Setting	US Value	Non-US Value
Paper Sizes (applies only to input sources which do not have hardware size sensing capability)	Letter	A4
Envelope Size (applies only to envelope feeding sources which do not have hardware size sensing capability)	10 Envelope	DL Envelope
PCL Symbol Set	PC-8	PC-850
PPDS Code Page	437	850
Universal Units of Measure	Inches	Millimeters

Select **Submit** to change the value of this setting, then the LCD returns to the Diagnostics menu. To return to the PRINTER SETUP menu without changing the value of this setting, select **Back**.

### PAGE COUNTS

- Prt Color Pg Count
- Prt Mono Pg Count
- Perm Page Count

The value of these settings enables you to gauge the amount of usage on a device.

The Printed Page Count cannot be reset by the servicer.

### Serial Number

This printer setting records the printer's serial number that was assigned by the manufacturer. When you select this setting, a replica of a keyboard appears on the LCD that enables you to edit the serial number.

### Engine Setting 1 to 4

These settings are used by Engine code ECs to fix field problems.

**Warning:** Do not change these settings unless requested to do so by your next level of support.

### Model Name

The model name can only be viewed and cannot be changed.

### Configuration ID

The two configuration IDs are used to communicate information about certain areas of the printer that cannot be determined using hardware sensors. The configuration IDs are originally set at the manufacturer, however you may need to reset Configuration ID 1 or Configuration ID 2 when you replace the printer engine card assembly. This printer uses two Configuration IDs, each of which consists of eight digits. The first seven digits in each ID are hexadecimal numbers, while the last digit is a checksum of the preceding seven hexadecimal digits. Each ID can contain a combination of the digits 0 through 9 and the characters A to F.

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If the printer's firmware detects that either of the printer's Configuration IDs has not been defined or is invalid, then the following occurs:

1. The firmware automatically uses the Configuration IDs defined for the printer's standard model.
2. The Configuration ID setting is the only item that appears when you open the Diagnostics menu.
3. When the printer is not in Diagnostics mode, Check Conf i g ID appears on the LCD.

**Note:** Each of the above conditions will remain until a valid value is entered for Configuration ID 1 and Configuration ID 2.

The Configuration ID setting allows you to set both Configuration IDs simultaneously. To set one or both Configuration IDs:

1. From the PRINTER SETUP menu, select the icon to the right of the Configuration ID menu item. The screen displays the value of both Configuration IDs. By default, the cursor appears on the Configuration ID 1 line.
2. To change the value of Configuration ID 1, press the **Backspace** key to erase any of the existing characters. Then enter the correct ID using the number and letter keys that appear on the screen.
3. To edit the value of Configuration ID 2, select a section of the display screen that appears inside of the text box containing the current value of Configuration ID 2. The cursor appears in the text box containing the current value of Configuration ID 2.
4. To change the value of Configuration ID 2, press the **Backspace** key to erase any of the existing characters. Then enter the correct ID using the number and letter keys that appear on the screen.

**Note:** To exit the Configuration ID screen and return to the PRINTER SETUP menu, press **Back**.

**Note:** Although it is recommended that all unused and reserved bits be set to zero, the code will not validate or enforce this condition.

5. To save the values of both Configuration IDs, select **Submit**. The printer validates both IDs. If either ID is invalid, the printer posts `Invalid ID`, discards any changes, and displays the original Configuration IDs. If both IDs are valid, the printer automatically returns to the PRINTER SETUP menu.

## EVENT LOG

The exact number of events recorded in the Event Log will vary since each event requires a different amount of storage space. When the Event Log requires more space to record an event, it overwrites the oldest currently logged event(s) and inserts the new event into the first log position. Consecutive log entries may be identical if the same event occurred twice in a row.

The Event Log records the following types of events:

- All 9xx Service Errors
- 2xx Paper Jams
- Maintenance Count Resets
- NV Resets and various types of JFFS@ partition formats

Select **EVENT LOG** from the Diagnostics Menu, and the following options are displayed:

Display Log  
Print Log  
Clear Log

### Display the Event Log

**Note:** The displayed version of the Event Log shows only a subset of the information contained in the Diagnostics version of the printed Event Log. For the most comprehensive information about each logged event, print the Event Log. See **"Print the Event Log" on page 3-18**.

Select **Display Log**

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Each logged event is identified by the text that appeared when the event occurred. For instance, if the log recorded a 900 Service Error, the Display Log would show 900 Service RIP Software. Log entries appear in chronological order.

If additional log entries exist, select **▼** to view the next log entries. Continue following this procedure until you reach the end of the logged entries. To view earlier log entries, select **▲**.

Select **Back** to return to the EVENT LOG.

### Print the Event Log

Each page of the printed Event Log report has the title Event Log at the top of each page followed by the model name and serial number. The following is a sample of a printed Event Log:

As the Event Log report prints, Printing EVENT LOG appears on the LCD.

### Clear the Event Log

To clear the Event Log:

1. Select **Event Log** from the Diagnostics Menu.
2. Select **Clear Log**.


**Yes** and **No** appears on the menu. If you select **Yes**, Deleting EVENT LOG appears on the LCD and erases all Event Log information, including information from the printed report. Select **No** to cancel deletion and return to the EVENT LOG menu, or select **Back** to exit Clear Log and return to the EVENT LOG menu.

### Trans Belt HP Fail Clear

To perform the Trans Belt Fail Clear Test:

1. Select **Trans Belt Fail Clear** from the Diagnostics Menu.
2. Select **Trans Belt HP Fail Clear**.

Trans Belt HP Fail Clear Testing... appears on the LCD.

Press **Stop**  to return to Trans Belt HP Fail Clear.



## ***Dev Unit Reset***

To perform the Dev Unit Reset Test:

1. Select **Dev Unit Reset** from the Diagnostics Menu.

The following tests appear on the LCD:

<b>Select the following:</b>	<b>Appears on the LCD:</b>
Y Channel	Y Channel Testing...
M Channel	M Channel Testing...
M Channel	C Channel Testing...
K Channel	K Channel Testing...

When each test completes, the LCD returns to Dev Unit Reset.

## ***Fuser Temp Fail Clear***

To perform the Fuser Temp Fail Clear Test:

1. Select **Fuser Temp Fail Clear** from the Diagnostics Menu.
2. Select **Fuser Temp Fail Clear**.

Fuser Temp Fail Clear Testing... appears on the LCD.

When testing is complete, the LCD returns to Fuser Temp Fail Clear.

## ***ATC SENSOR FAILURE CLEAR***

To perform the ATC Sensor Failure Clear Test:

1. Select **ATC SENSOR FAILURE CLEAR** from the Diagnostics Menu.

The following tests appear on the LCD:

<b>Select the following:</b>	<b>Appears on the LCD:</b>
Y Channel (925.00)	Y Channel Testing...
M Channel (925.01)	M Channel Testing...
M Channel (925.02)	C Channel Testing...
K Channel (925.02)	K Channel Testing...

When each test completes, the LCD returns to ATC SENSOR FAILURE CLEAR.

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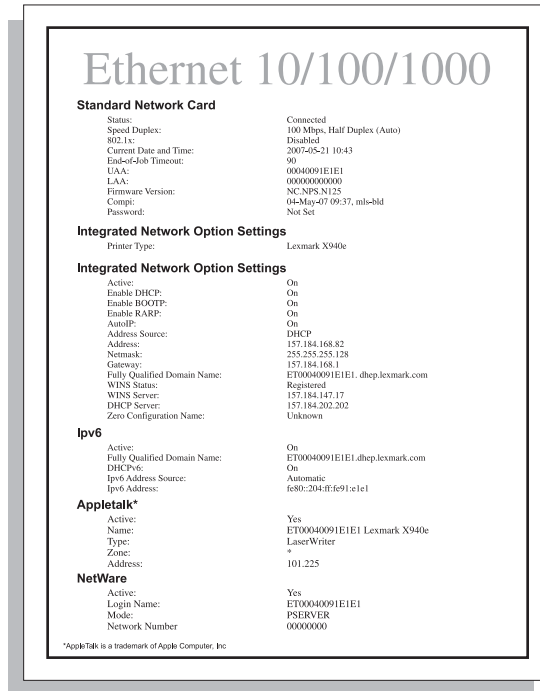
## ENGINE ADJUST

To begin PH Adjust (media tray registration), the test page must be printed.

To print the test page the printer must be in standard mode.

1. Select **Menus**.
2. Select **Reports**.
3. Select **Network Setup Page**

The following report prints.



Using a fine incremental ruler, measure from the black line border to the edge of the media. Ideally, the borders should be centered on the page.

To perform the ENGINE ADJUST settings:

1. Select **ENGINE ADJUST** from the Diagnostics Menu.

The following tests appear on the LCD:

**Select the following:**

PH Adjust (**Media tray registration**)

**Then select: (**

Adj Side Reg ALL (appears on LCD)  
**(Adj side reg all trays)**

Adj Side Reg MSI (appears on LCD)  
**(Adj side reg MPF)**

Adj Side Reg DUP (appears on LCD)  
**(Adj side reg duplex)**

**Appears on the LCD:**

Registration values appear on the LCD. If required, reset the values and **Select** ✓ to submit the changes.

Registration values appear on the LCD. If required, reset the values and **Select** ✓ to submit the changes.

Registration values appear on the LCD. If required, reset the values and **Select** ✓ to submit the changes.

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Adj Lead Reg ALL (appears on LCD)

**(Adj lead reg all trays)**

Adj Lead Reg Tr165 (appears on LCD)

**(Adj lead reg tray 1 - plain/color)**

Adj Lead Reg MSI165 (appears on LCD)

**(Adj lead reg MPF - plain/color)**

Adj Lead Reg MSIhp2 (appears on LCD)

**(Adj lead reg MPF - heavy weight 2)**

Adj Lead Reg DUP165 (appears on LCD)

**(Adj lead reg duplex - plain/color)**

MSI Guide Max Val (appears on LCD)

**(MPF guide maximum analog - value)**

MSI Guide Min Val (appears on LCD)

**(MPF guide minimum analog - value)**

Adj Side Reg Tr1 (appears on LCD)

**(Adj side reg tray 1)**

Adj Side Reg Tr2 (appears on LCD)

**(Adj side reg tray 2)**

Adj Side Reg Tr3 (appears on LCD)

**(Adj side reg tray 3)**

Adj Side Reg Tr4 (appears on LCD)

**(Adj side reg tray 4)**

Adj Side Reg ALLtr (appears on LCD)

**(Adj side reg all trays)**

Adj Lead Reg Trhp1 (appears on LCD)

**(Adj lead reg tray 1 - heavy weight 1)**

Adj Lead Reg MSIhp (appears on LCD)

**(Adj lead reg MPF - heavy weight 1)**

Adj Lead Reg Duphp1 (appears on LCD)

**(Adj lead reg duplex - heavy weight 1)**

Adj Lead Reg Tr208 (appears on LCD)

**(Adj lead reg tray 1 - plain/BW)**

Adj Lead Reg MSI208 (appears on LCD)

**(Adj lead reg MPF - plain/BW)**

Adj Lead DUP 208 (appears on LCD)

**(Adj lead reg duplex - plain/BW)**

Registration values appear on the LCD. If required, reset the values and **Select** ✓ to submit the changes.

Registration values appear on the LCD. If required, reset the values and **Select** ✓ to submit the changes.

Registration values appear on the LCD. If required, reset the values and **Select** ✓ to submit the changes.

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Registration values appear on the LCD. If required, reset the values and **Select** ✓ to submit the changes.

Registration values appear on the LCD. If required, reset the values and **Select** ✓ to submit the changes.

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**PRO-CON (ATC sensor setup and adjust)**  
**This procedure is used to adjust the following:**

- Sensor (C ATC)**
- Sensor (M ATC)**
- Sensor (Y ATC)**
- Sensor (K ATC)**

<b>Select PRO-CON and select:</b>	<b>Then Select:</b>	<b>Appears on the LCD</b>
ATC Sensor Adjust values (	Sen Grad SNR-Y	Registration values appear on the LCD. If required, reset the values and <b>Select</b> ✓ to submit the changes.
	Sen Grad SNR-M	Registration values appear on the LCD. If required, reset the values and <b>Select</b> ✓ to submit the changes.
	Sen Grad SNR-C	Registration values appear on the LCD. If required, reset the values and <b>Select</b> ✓ to submit the changes.
	Sen Grad SNR-K	Registration values appear on the LCD. If required, reset the values and <b>Select</b> ✓ to submit the changes.
	SNR Output Ref TC-Y	Registration values appear on the LCD. If required, reset the values and <b>Select</b> ✓ to submit the changes.
	SNR Output Ref TC-M	Registration values appear on the LCD. If required, reset the values and <b>Select</b> ✓ to submit the changes.
	SNR Output Ref TC-C	Registration values appear on the LCD. If required, reset the values and <b>Select</b> ✓ to submit the changes.
	SNR Output Ref TC-K	Registration values appear on the LCD. If required, reset the values and <b>Select</b> ✓ to submit the changes.
ATC Sensor Adjust Cycle		Testing... Pass

**RegCon (color registration)**  
**This procedure is used to adjust the printhead color registration.**

<b>Select RegCon Adjust and then select:</b>	<b>Appears on the LCD:</b>
Measurement Cycle	Reg Measuring Testing...
Control Sensor Check	Reg Control Sensor Testing...
Control Sensor Cycle	Reg Control Sensor Correction Testing...
Belt Edge Learn	Belt Edge Learn Testing...

<b>Select RegCon Adjust and then select:</b>	<b>Then select:</b>	<b>Appears on the LCD:</b>
Control Setup Cycles	Skew Fine Setup	Skew Fine Setup Testing...
	IN/OUT Setup	IN/OUT Setup Testing...
	Center Setup	Center Setup Testing...
	Skew Rough Setup	Skew Rough Setup Testing...
	Cycle Result Value	Cycle Result Values appear on the LCD.

Press **Stop** to return to ENGINE ADJUST.

## Color registration (RegCon)

The purpose of the color registration is to establish correct horizontal and vertical positioning of the four primary color images.

The procedure consists of the following steps, which must be performed in the listed sequence:

1. **Belt Edge Learn** - Used to align the transfer belt positioning system.
2. **Fine Skew Setup** - Automatically performs horizontal and vertical alignment, and reports any skew in the various images caused by the printhead misalignment. The skew must be corrected through manual adjustment.
3. **In/Out Setup** - Automatically performs magnification adjustment so that scan lines are the same length for all four colors. Also checks for skew.
4. **Center Setup** - Aligns the midpoints of scan lines for all colors, for magnification balance. There is also a **Rough Skew Setup** when skew is outside the measurement parameters of the **Fine Skew Test**.

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## Booklet Fold Adjust

To perform the Booklet Fold Adjust Test:

1. Select **Booklet Fold Adjust** from the Diagnostics Menu.

The following tests appear on the LCD

### Select the following:

Booklet Tamper Shift Adjust

Booklet Compile position

Booklet 2-sheet

Booklet 15-sheet

Booklet Fold Pos Fine Adj

Booklet Staple Pos Fine Adj

### Appears on the LCD:

Booklet Staple Fold Fine Adjust values appear on the LCD. If required, reset the values and submit.

Booklet Compile position values appear on the LCD. If required, reset the values and submit.

Booklet 2-sheet values appear on the LCD. If required reset the values and submit.

Booklet 15-sheet values appear on the LCD. If required reset the values and submit.

Booklet Staple Fold Fine Adjust values appear on the LCD. If required, reset the values and submit.

Booklet Staple Fold Fine Adjust values appear on the LCD. If required, reset the values and submit.

## Finisher Config

To perform Finisher Config:

- Select **Finisher Config** from the Diagnostics Menu.

Finisher Config values appear on the LCD. If required, reset the values and submit

## Exiting Diagnostics

From Diagnostics menu, select **Back** until **Exit Diagnostics** appears on the LCD. Select **Exit Diagnostics** to perform a POR.

## Entering Configuration Menu

1. Turn off the printer.
2. Press and hold the **Select** ✓ and **Right Arrow** ► buttons simultaneously.
3. Turn on the printer.
4. Release the buttons after 10 seconds.

## Available menus

<b>Maintenance Counter Value</b>	See <b>“Maintenance Counter Value”</b> on page 3-24.
<b>Reset Maintenance Counter</b>	See <b>“Reset Maintenance Counter”</b> on page 3-25.
<b>Black Only Mode</b>	See <b>“Black Only Mode”</b> on page 3-25.
<b>Print Quality Pages</b>	See <b>“Print Quality Pages (Configuration Menu)”</b> on page 3-25.
<b>Color Trapping</b>	See <b>“SIZE SENSING”</b> on page 3-25.
<b>SIZE SENSING</b>	See <b>“SIZE SENSING”</b> on page 3-25.
Tray 1 Sensing	
Tray 2 Sensing	
Tray 3 Sensing	
Tray 4 Sensing	
Statement/A5	See <b>“A5/Statement”</b> on page 3-26.
Executive/B5	See <b>“B5/Executive”</b> on page 3-26.
<b>Panel Menus</b>	See <b>“Panel Menus”</b> on page 3-26.
<b>PPDS Emulation</b>	See <b>“PPDS Emulation”</b> on page 3-26.
<b>Factory Defaults</b>	See <b>“Energy Conserve”</b> on page 3-27.
<b>Energy Conserve</b>	See <b>“Energy Conserve”</b> on page 3-27.
<b>EVENT LOG</b>	See <b>“EVENT LOG (Configuration Menu)”</b> on page 3-27.
<b>Paper Prompts</b>	See <b>“Paper Prompts”</b> on page 3-27.
<b>Envelope Prompts</b>	See <b>“Envelope Prompts”</b> on page 3-28.
<b>Font Sharpening</b>	See <b>“Font Sharpening”</b> on page 3-28.
<b>Require Standby</b>	See <b>“Require Standby”</b> on page 3-28.
<b>Short edge Printing</b>	See <b>“Short Edge Printing”</b> on page 3-28.
<b>Tray Low Message</b>	See <b>“Tray Low Message”</b> on page 3-29.
<b>Exiting Configuration Menu</b>	See <b>“Exiting Configuration Menu”</b> on page 3-29.

## Maintenance Counter Value

This setting enables you to view the current maintenance count value of each maintenance kit. After selecting this item, you can choose a specific kit in order to view its current maintenance count value. To return to the Configuration Menu, press **Back**. All other control panel keys are ignored.

When a kit's maintenance count value equals its kit size (150K for the ADF Kit), the device posts the appropriate “80 Scheduled Maintenance” IR and a status indicator to notify the user to schedule the appropriate maintenance on the device.

To view the Maintenance Counter Value, select **Maintenance Counter Value** from the Configuration Menu.

The panel displays the current value of the maintenance counter.

Press **Back** to return to the Configuration Menu.

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After installing the required maintenance kit, reset this count to zero.

## Reset Maintenance Counter

After scheduled maintenance, reset the Maintenance Counter.

To reset the maintenance page counter to zero:

1. Select **Reset Maintenance Counter** from the Configuration Menu.
2. **Reset Maintenance Counter** appears in the header.
3. Select **100K Kit** or **600K Kit**. **Yes** and **No** appear in a menu.
4. To cancel the reset operation, select **Back** or **No**. All other button presses are ignored.
5. To initiate the reset operation, select **Yes**.

## Black Only Mode

To change this setting:

1. Select **Black Only Mode** from the Configuration Menu.
2. Press **Back** to cancel and return to the Configuration Menu.
3. Press **✓** to save the change.

## Print Quality Pages (Configuration Menu)

This entry enables you to print a report that contains a limited set of the information that appears in the Diagnostics version of the Print Quality Pages report. The limited (Configuration) and the full (Diagnostics) printed versions of this report display the same panel messages when they print and follow the same layout guidelines.

To print the Print Quality Pages:

1. Select **Print Quality Pages** from the Configuration Menu. **Printing Quality Test Pages...** appears on the LCD.
2. Select **Back** to return to the Configuration Menu.

**Note:** When this report is printed from the Configuration Menu, the device enforces the toner cartridge lockout mechanism, that is, the Machine Class ID of its cartridge must match the Machine Class ID stored in the printer's NVRAM.

## SIZE SENSING

This setting controls whether the printer automatically registers the size of paper installed in an input source equipped with size sensing hardware.

Input source	Size sensing	
	Length	Width
Multipurpose feeder (integrated MPF)		✓
Tray 1 (integrated 520-sheet drawer)	✓	✓
Tray 2 (520-sheet drawer) 1TC, HCF, 3TM	✓	✓
Tray 3 (optional HCF 850-sheet drawer)		✓
Tray 4 (optional HCF 1150-sheet drawer)		✓
Tray 3 (optional 3TM 520-sheet drawer)	✓	✓
Tray 4 (optional 3TM 520-sheet drawer)	✓	✓

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To change the value of this setting:

1. Select **SIZE SENSING** from the Configuration Menu. The screen displays each size sensing equipped input source and its current Size Sensing value.
2. Select **Back** to cancel and return to the Configuration Menu.
3. Select **✓** to save the change.

Turning off auto size sensing is not selectable on this machine.

### A5/Statement

Due to engine limitations, Trays 1 through 4 cannot simultaneously sense A5- and statement-size paper. The value of this setting determines which of the two paper sizes these trays will sense automatically. This setting will apply to all automatic trays, but not to the MP Feeder. The MP Feeder can support these paper sizes regardless of the value of this setting.

### B5/Executive

Due to engine limitations, Trays 1 through 4 cannot simultaneously sense executive and JIS-B5-size paper. The value of this setting determines which of the two paper sizes these trays will sense automatically. This setting will apply to all automatic trays, but not to the MP Feeder. The MP Feeder can support these paper sizes regardless of the value of this setting.

## Panel Menus

Selections are to Disable or Enable (default) operator panel menus.

To change the value of this setting:

1. Select **Panel Menus** from the Configuration Menu.
2. Select **Back** to cancel and return to the Configuration Menu.
3. Select **✓** to save the change.

## PPDS Emulation

The value of the PPDS Emulation menu item determines if a device can recognize and use the PPDS data stream. The current value of this setting appears in parentheses to the right of the setting on the Configuration Menu screen.

The following table indicates how the value of this setting affects the user default value for the Smartswitch and Printer Language settings:

Value of PPDS Emulation setting	Resulting value of Smartswitch setting (all ports)	Resulting value for Printer Language settings
Activate	Off	PPDS Emulation Note: You can still switch languages on the operator panel or through the PJJ ENTER LANGUAGE command.
Deactivate	On	Printer's factory default value

To change the value of this setting:

1. Select **PPDS Emulation** from the Configuration Menu.
2. Select **Back** to cancel and return to the Configuration Menu.
3. Select **✓** to save the change.

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## Factory Defaults

**Warning:** This operation cannot be undone.

This setting enables you to restore all of the printer's settings to the base printer settings, the network settings, or to remove all Lexmark Embedded Solutions (LES) applications.

To restore the Factory Default settings:

1. Select **Factory Defaults** from the Configuration Menu.
2. Select **Restore Base** to restore all non-critical base printer NVRAM settings.
3. Select **Restore Network** to restore all network NVRAM settings.
4. Select **Restore LES** to remove all Lexmark Embedded Solution applications.

When you select either value, the LCD displays Restoring Factory Defaults and then Resetting the Device. The device immediately performs a POR and restores the appropriate settings to their factory default values.


The following settings are not changed:

- Display Language (general settings)
- Network/Ports Menu
- Standard USB, USB (x) Menus (if an ENA is installed)

## Energy Conserve

This menu controls what values appear on the Power Saver menu. If **Off** is selected in the Energy Conserve menu, then Disabled appears in the Power Saver menu, and Power Saver can be turned off. If **On** is set in the Energy Conserve menu, the Power Saver feature cannot be disabled.

To change this setting:

1. Select **Energy Conserve** from the Configuration Menu.
2. Select **Back** to cancel and return to the Configuration Menu.
3. Select  to save the change.

## EVENT LOG (Configuration Menu)

This entry enables you to print a report that contains a limited set of the information that appears in the Diagnostics version of the Event Log report. See **“EVENT LOG” on page 3-17**. The limited (Configuration) and the full (Diagnostics) printed versions of this report display the same panel messages when they print and follow the same layout guidelines.

To print the Event Log:

1. Select **EVENT LOG** from the Configuration Menu.
2. Select **Print Log**.

Select **Back** to return to the Configuration Menu.

**Note:** An event log printed from the Configuration Menu will not contain debug information or secondary codes for 900 service errors. However, the event log printed from the Diagnostics Menu does include this information.

## Paper Prompts

When a tray is out of the indicated paper size, a prompt is sent to the user to load paper in a tray. This setting controls the tray the user is directed to fill. Selections are Auto (default), MP Feeder, and Manual Paper.

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To change this setting:

1. Select **Paper Prompts** from the Configuration Menu.
2. Make your selection and press **✓**.
3. To exit this screen without changing the setting's value, select **Back**.

## ***Envelope Prompts***

This setting controls the tray the user is directed to refill when a specific envelope size is out. The selections are Auto (default), MP Feeder, and Manual Env.

To change the value of this setting:

1. Select **Env Prompts** from the Configuration Menu.
2. Make your selection and press **✓**.
3. To exit this screen without changing the setting's value, select **Back**.

## ***Font Sharpening***

This setting allows you to set a text point size below which the high-frequency screens are used when printing font data. For example, at the default 24, all text in font sizes 24 and less will use the high frequency screens. The values for this setting range from 0 to 150.

To change this setting:

1. Select **Font Sharpening** from the Configuration Menu.
2. Press **▶** to increase the value or **◀** to decrease the value.
3. Press **✓** to save the change.

This setting affects the PostScript, PCL, PDF, and XL emulators.

This function is not supported when the device generates output at 600 dpi resolution.

## ***Require Standby***

This setting determines if the Standby Mode is **On** or **Off**. The default is **On**.

To change this setting:

1. Select **Require Standby** from the Configuration Menu.
2. Select **Back** to cancel and return to the Configuration Menu.
3. Press **✓** to submit the change.

If Standby Mode is on, the printer begins functioning in Standby Mode when it remains idle for an amount of time. The Standby Mode enables the printer:

- To consume less energy than when operating in normal mode but not as little as when operating in Power Saver
- To return to the Ready state more quickly than when operating in Power Saver

## ***Short Edge Printing***

The default printing orientation is long edge. This setting allows you to enable or prohibit short edge fed paper. If the setting **Disabled** (default) is selected, letter and A4 paper can only be fed long edge. If they are fed short edge, a prompt will ask you to use the correct paper size. When the setting is **Enabled**, you can feed paper either long edge or short edge.

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To change this setting:

1. Select **Short Edge Printing** from the Configuration Menu.
2. Select **Back** to cancel and return to the Configuration Menu.
3. Press **√** to save the change.

### ***Tray Low Message***

This setting allows you to disable any Tray Low warnings that the printer may register.

Selecting **Disabled** turns off the tray low prompts. The default is **Enabled**.

To change this setting:

1. Select **Require Standby** from the Configuration Menu.
2. Select **Back** to cancel and return to the Configuration Menu.
3. Press **√** to save the change.

### ***Exiting Configuration Menu***

Press **▲** or **▼** until Exit Config Menu appears on the LCD. Select **Exit Config Menu**.

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**Repeating defects**

Roll	Pitch
2nd transfer roll	83.05 mm
Registration roll	62.61 mm
Developer magnetic roll	33.76 mm
Developer auger roll	43.89 mm
Fuser hot roll	85.15 mm
Charge roll	43.98 mm
PC drum	94.25 mm
Transfer belt	949.00 mm

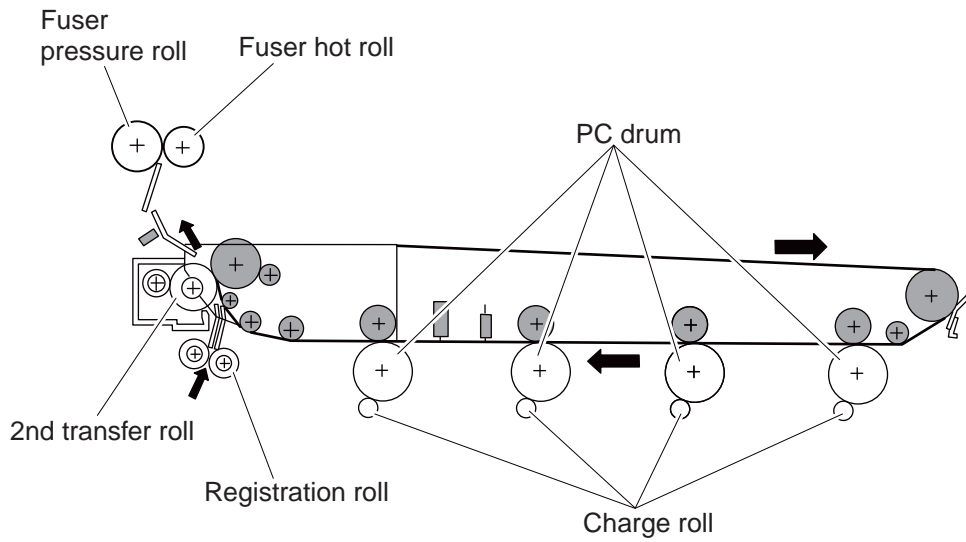
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## 4. Repair information

**Warning:** Read the following before handling electronic parts.

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### Handling ESD-sensitive parts

Many electronic products use parts that are known to be sensitive to electrostatic (ESD). To prevent damage to ESD-sensitive parts, use the following instructions in addition to all the usual precautions, such as turning off power before removing logic boards:

- Keep the ESD-sensitive part in its original shipping container (a special “ESD bag”) until you are ready to install the part into the machine.
- Make the least-possible movements with your body to prevent an increase of static electricity from clothing fibers, carpets, and furniture.
- Put the ESD wrist strap on your wrist. Connect the wrist band to the system ground point. This discharges any static electricity in your body to the machine.
- Hold the ESD-sensitive part by its edge connector shroud (cover); do not touch its pins. If you are removing a pluggable module, use the correct tool.
- Do not place the ESD-sensitive part on the machine cover or on a metal table; if you need to put down the ESD-sensitive part for any reason, first put it into its special bag.
- Machine covers and metal tables are electrical grounds. They increase the risk of damage, because they make a discharge path from your body through the ESD-sensitive part. (Large metal objects can be discharge paths without being grounded.)
- Prevent ESD-sensitive parts from being accidentally touched by other personnel. Install machine covers when you are not working on the machine, and do not put unprotected ESD-sensitive parts on a table.
- If possible, keep all ESD-sensitive parts in a grounded metal cabinet (case).
- Be extra careful in working with ESD-sensitive parts when cold-weather heating is used, because low humidity increases static electricity.

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## Removal procedures

### *Before starting service work*

	<p><b>CAUTION:</b></p> <p>Remove the power cord from the electrical outlet before you connect or disconnect any cable or electronic board or assembly.</p>
---	--

	<p><b>CAUTION:</b></p> <p>While performing service around the fuser assembly, ensure the fuser area has cooled down.</p>
---	--

**Note:** Some removal procedures require removing cable ties. You must replace cable ties during reassembly to avoid pinching wires, obstructing the paper path, or restricting mechanical movement.

**Note:** A wide variety of screws are used; make note of their positions during service.

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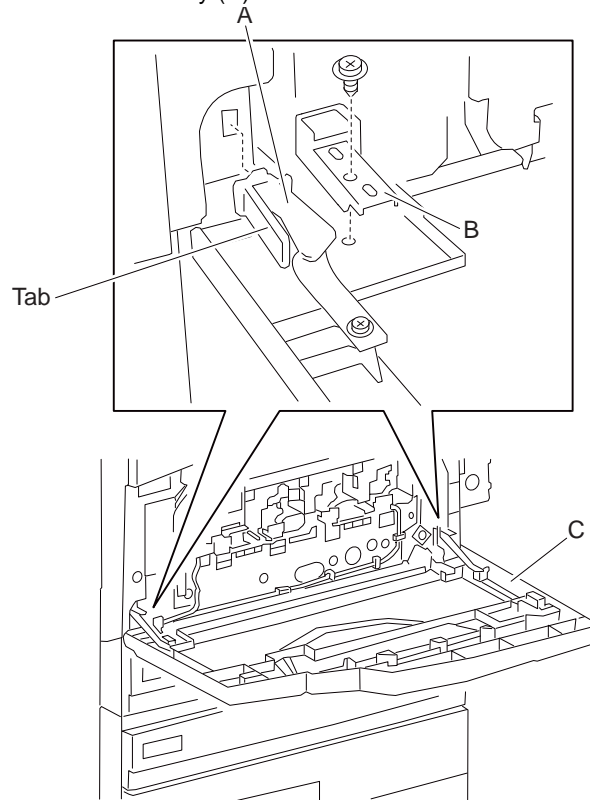


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## Printer front door assembly removal

1. Open the printer front door assembly.
2. Press the tab, and rotate the two flexible supports (A) 90°, and pull from the machine.
3. Remove the two flexible supports (A).
4. Remove the two screws securing the two brackets (B) to the printer front door assembly (C).
5. Remove the two brackets (B).
6. Remove the printer front door assembly (C).



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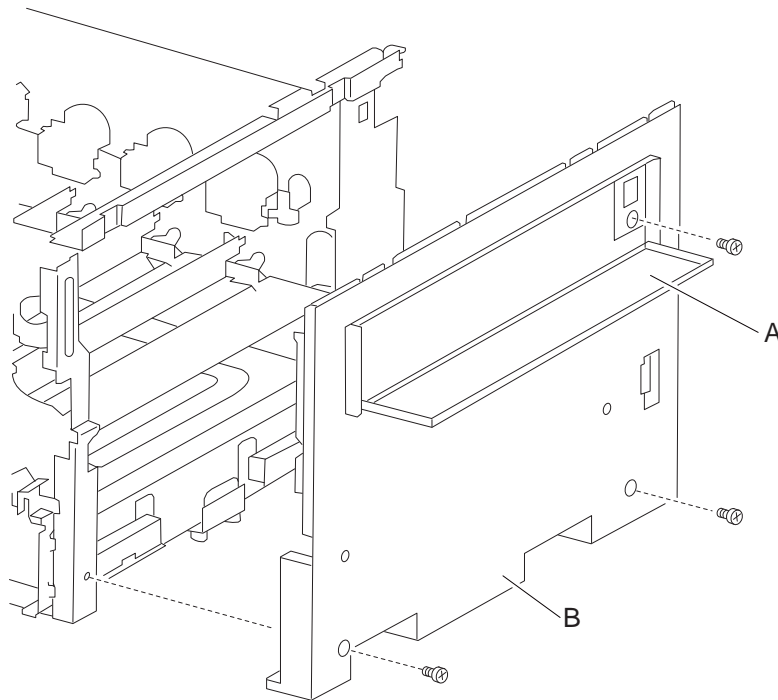


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## Right cover assembly removal

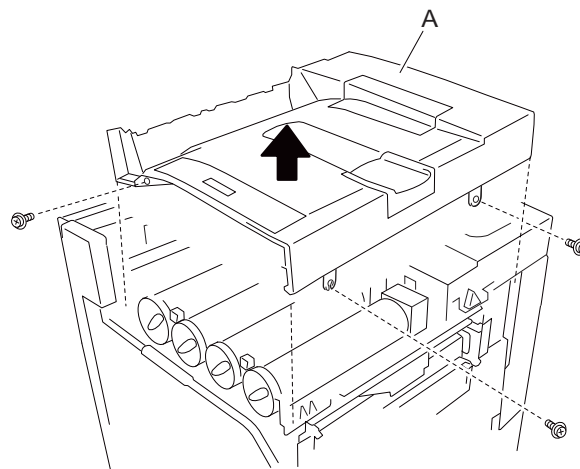
**Note:** Detach the finisher if equipped. Refer to the *MFP* or *Printer Finisher Service Manual*.

1. Open the transfer belt unit access door (A).
2. Remove the three screws securing the right cover assembly (B) to the machine.
3. Move the right cover assembly (B) down, and pull out.
4. Remove the right cover assembly (B).



## Top cover assembly removal

1. Open the printer front door assembly.
2. Remove the rear cover assembly. See **“Rear cover assembly removal”** on page 4-5.
3. Remove the right cover assembly. See **“Right cover assembly removal”** on page 4-4.
4. Remove the three screws securing the top cover assembly (A) to the machine.
5. Gently detach the top cover assembly (A).
6. Disconnect the operator panel cable assembly (B) from under the top cover assembly (A).
7. Remove the top cover assembly (A).



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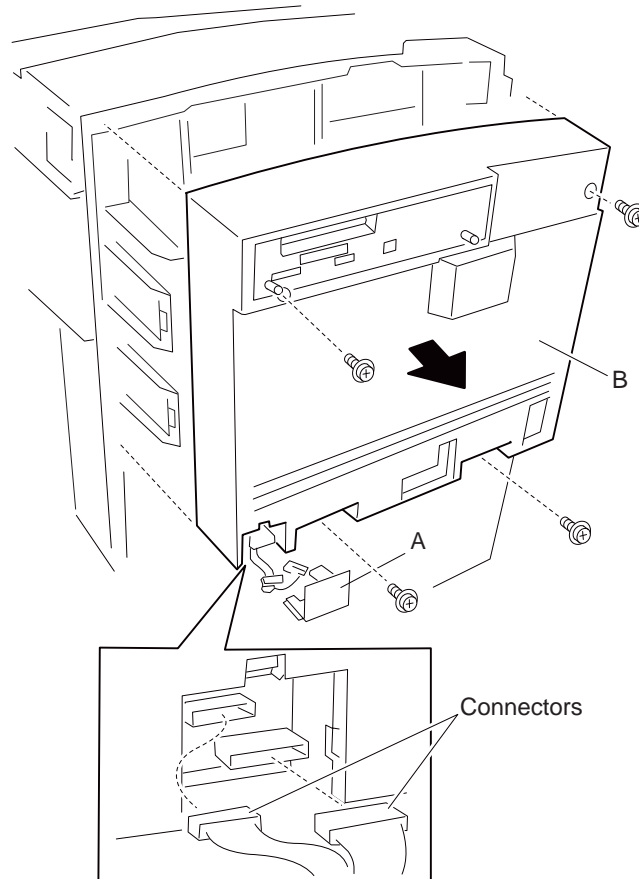
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## Rear cover assembly removal

- Note:** Remove the blind cover (A) if the printer is equipped with a 1TM, 3TM, or a TTM.
1. Remove all connectors and power cords from the rear of the machine.
  2. Remove the four screws securing the rear cover assembly (B) to the machine.
  3. Remove the rear cover assembly (B).



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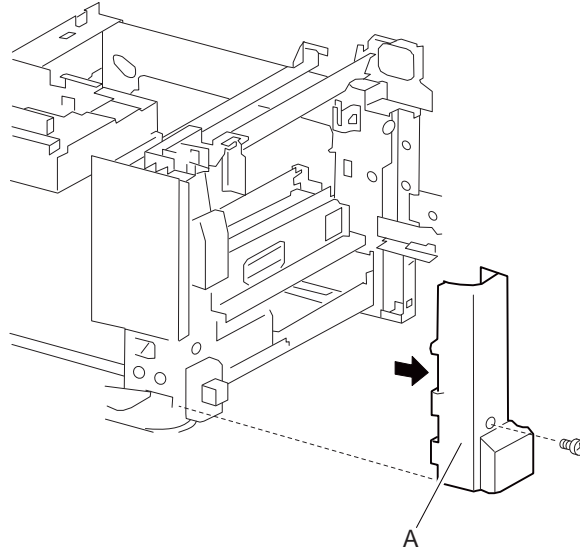
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## Rear left middle cover removal

1. Remove the rear cover assembly. See **“Rear cover assembly removal”** on page 4-5.
2. Open the printer left door assembly.
3. Remove the screw securing the rear left middle cover (A) to the machine.
4. Remove the rear left middle cover.



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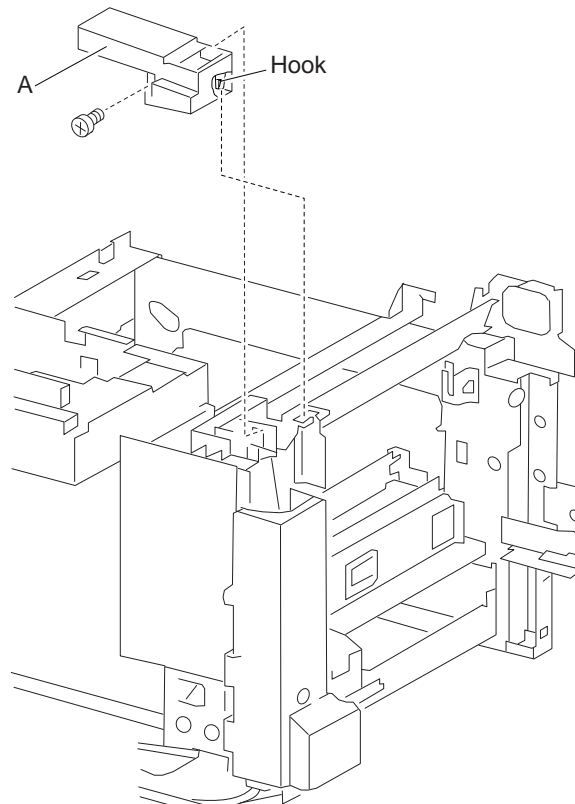
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## Rear left upper cover removal

1. Remove the rear cover assembly. See **“Rear cover assembly removal” on page 4-5.**  
**Warning:** Ensure that the rear left middle cover is removed before removing the rear left upper cover, or damage will occur.
2. Remove the rear left middle cover. See **“Rear left middle cover removal” on page 4-6.**
3. Remove one screw securing the rear left upper cover (A) to the machine.
4. Release the hook securing the rear left upper cover (A) to the machine.
5. Remove the rear left upper cover (A).



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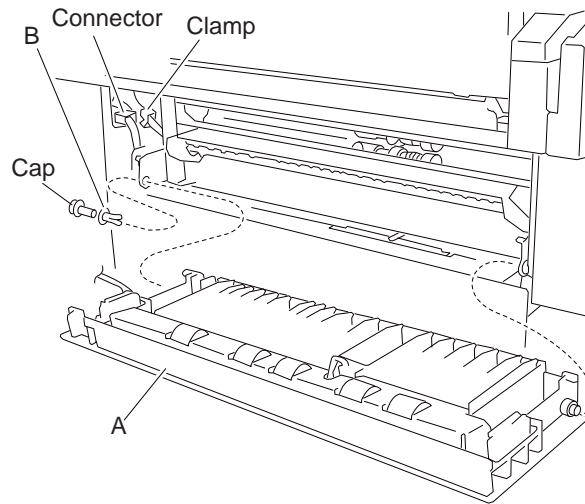
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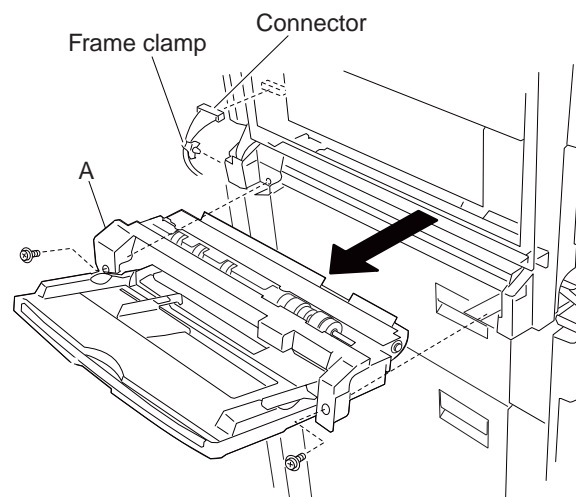
## Printer left lower door assembly removal

1. Remove the media tray 1.
2. Open the printer left lower door assembly.
3. Disconnect the connector from the printer left lower door assembly (A).
4. Release the harness from the clamp.
5. Pull the cap of the hinge pin (B) out with a prying tool to remove the hinge pin (B) from the machine.
6. Remove the hinge pin (B).
7. Remove the printer left lower door assembly (A).



## MPF feed unit assembly removal

1. Remove the rear cover assembly. See **“Rear cover assembly removal”** on page 4-5.
2. Remove the rear left middle cover. See **“Rear left middle cover removal”** on page 4-6.
3. Disconnect the connector from the MPF feed unit assembly (A).
4. Detach the frame clamp from the machine.
5. Remove the two screws securing the MPF feed unit assembly (A) to the machine.
6. Remove the MPF feed unit assembly (A).



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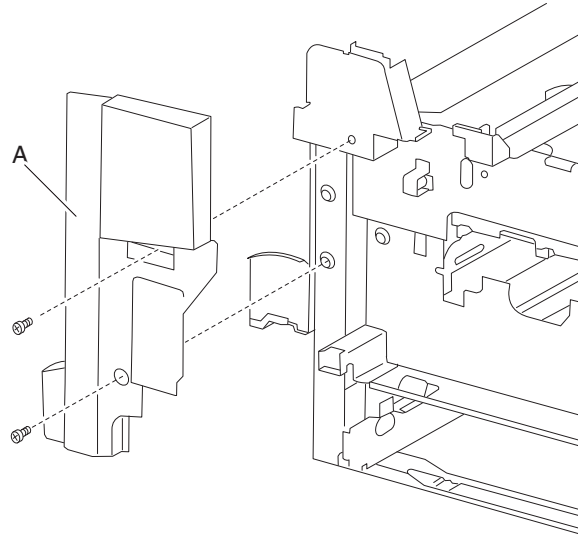
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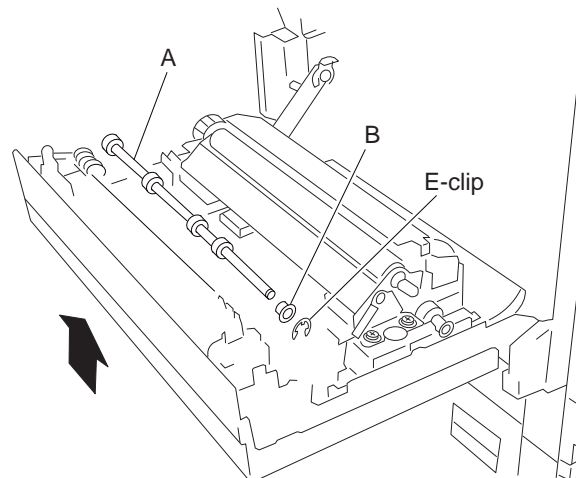
### Front left cover removal

1. Open the printer front door assembly.
2. Remove the two screws securing the front left cover (A) to the machine.
3. Move the front left cover (A) up and pull out.
4. Remove the front left cover (A).



### Duplex media inverter assembly removal

1. Open the printer left door assembly.
2. Remove the E-clip securing the fuser exit roll assembly (A) to the machine.
3. Remove the bushing (B).
4. Remove the fuser exit roll assembly (A).
5. Remove the two screws securing the duplex media inverter assembly (C).
6. Remove the duplex media inverter assembly (C).



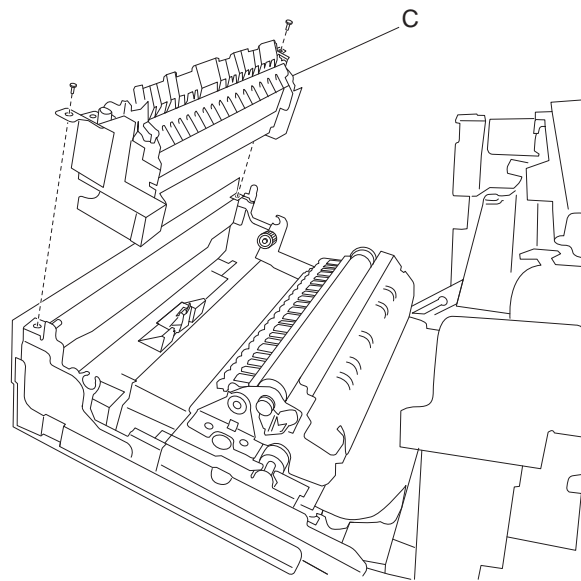
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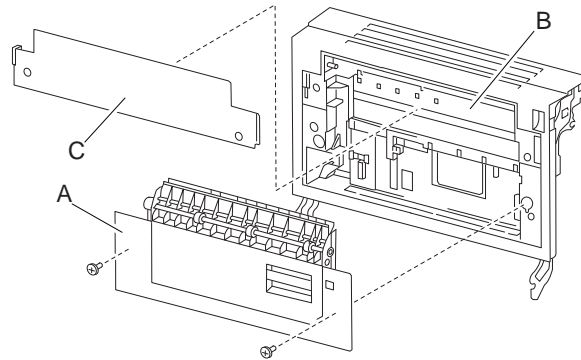


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### ***Duplex unit assembly removal***

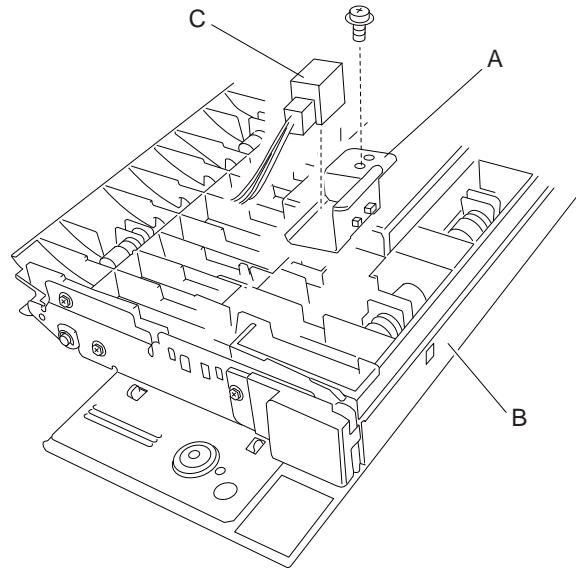
1. Remove the two screws securing the duplex unit assembly (A) to the printer left door assembly (B).
2. Gently pull the duplex unit assembly (A) from the printer left door assembly (B).  
**Note:** When removing the duplex unit assembly (A), the plastic panel (C) may become detached.
3. Remove the duplex unit assembly (A).





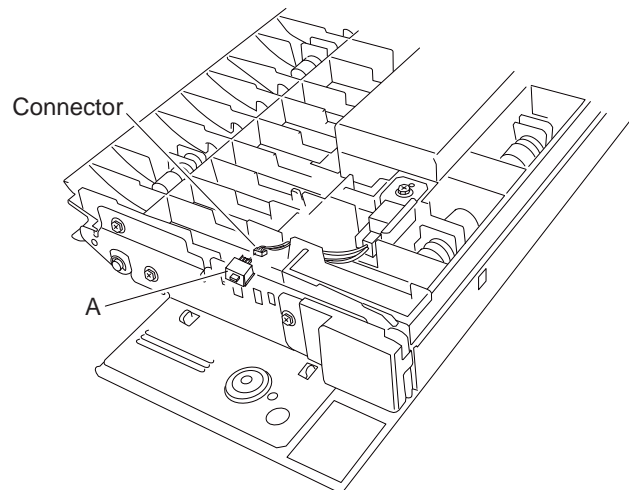
### Sensor (duplex wait) removal

1. Remove the duplex unit assembly. See **“Duplex unit assembly removal”** on page 4-10.
2. Remove the screw securing the bracket (A) to the duplex unit assembly (B).
3. Release the hooks securing the sensor (duplex wait) (C) to the bracket (A).
4. Remove the sensor (duplex wait) (C).
5. Disconnect the connector from the sensor (duplex wait) (C).



### Switch (duplex left door interlock) removal

1. Remove the duplex unit assembly. See **“Duplex unit assembly removal”** on page 4-10.
2. Release the hooks securing the switch (duplex left door interlock) (A).
3. Remove the switch (duplex left door interlock) (A).
4. Disconnect the connector from the switch (duplex left door interlock) (A).



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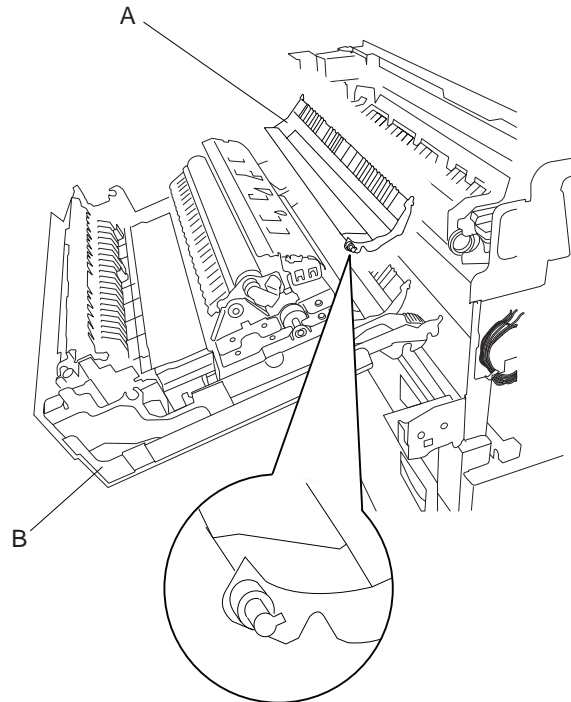
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## Duplex media exit turn guide removal

1. Remove the rear cover assembly. See **“Rear cover assembly removal”** on page 4-5.
2. Remove the rear left middle cover. See **“Rear left middle cover removal”** on page 4-6.
3. Remove the MPF feed unit assembly. See **“MPF feed unit assembly removal”** on page 4-8.
4. Remove the printer left door assembly. See **“Printer left door assembly removal”** on page 4-26.
5. Lay the printer left door assembly on a flat surface.
6. Move the duplex media exit turn guide (A) toward the rear, and release the hook from the front hinge.
7. Remove the duplex media exit turn guide (A).



**Replacement note:** When replacing the printer left door assembly (B), ensure that the black lines are aligned on the damper assembly (C), or the door will not properly operate.

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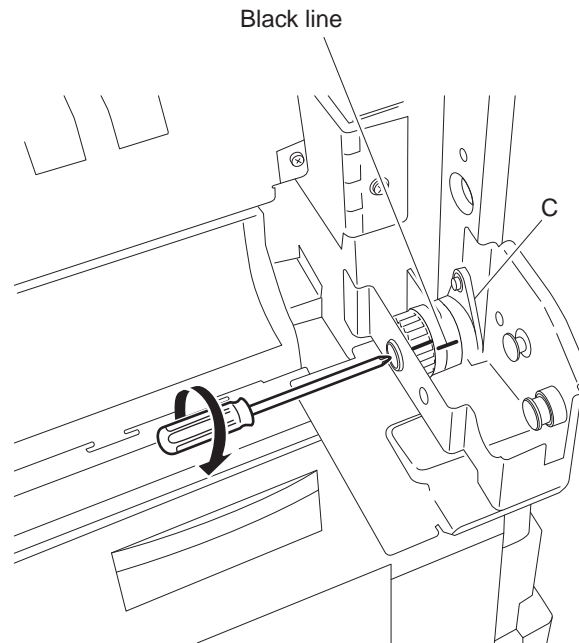


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**Replacement note:** When replacing the printer left door assembly (B), ensure that the duplex media exit guide (A) is held up, or the printer left door assembly (B) will not close properly.



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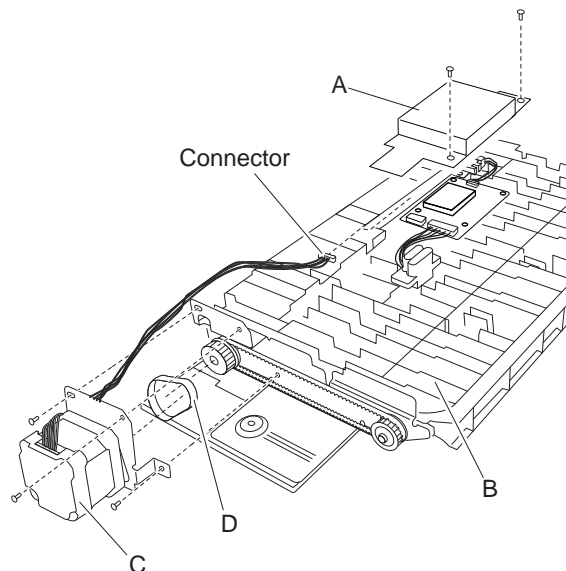
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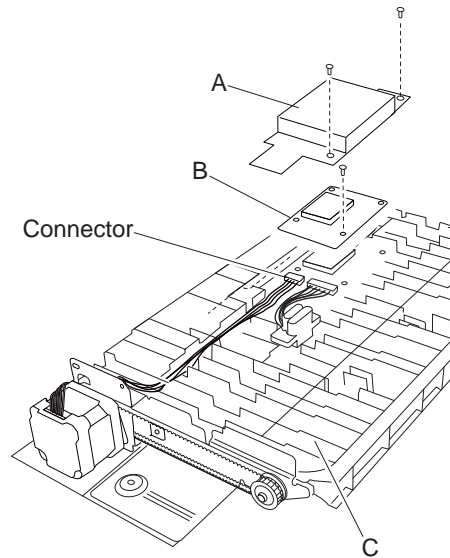
### Duplex drive motor removal

1. Remove the duplex unit assembly. See **“Duplex unit assembly removal”** on page 4-10.
2. Remove the screw securing the connector access cover (A) to the duplex unit assembly (B).
3. Disconnect the connector from the duplex drive motor (C).
4. Remove the harness from the clamps.
5. Remove the three screws securing the duplex drive motor (C) to the duplex unit assembly (B).  
**Note:** When removing the duplex drive motor (C), the belt (D) will become detached.
6. Remove the duplex drive motor (C).



## Duplex controller card assembly removal

1. Remove the duplex unit assembly. See **“Duplex unit assembly removal”** on page 4-10.
2. Remove the screw securing the connector access cover (A) to the duplex unit assembly (C).
3. Disconnect the connectors from the duplex controller card assembly (B).
4. Remove the two screws securing the duplex controller card assembly (B) to the duplex unit assembly (C).
5. Remove the duplex controller card assembly (B).



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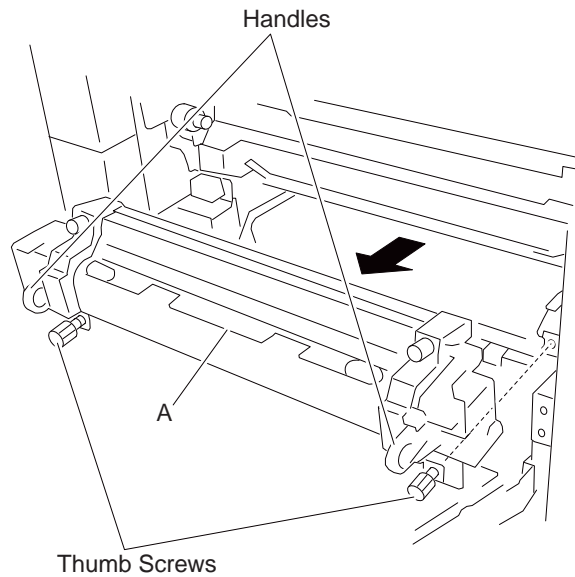
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## Fuser unit assembly removal



**CAUTION:** The fuser unit assembly can be extremely hot, handle with care to avoid getting burned.

1. Open the printer left door assembly.
2. Loosen the two thumb screws to release the fuser unit assembly (A) from the machine.
3. Pull the two handles on the fuser unit assembly (A) away from the machine.
4. Remove the fuser unit assembly (A) from the machine.



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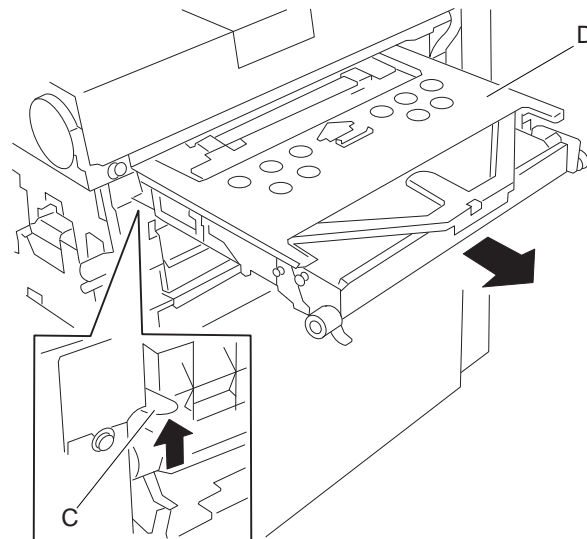
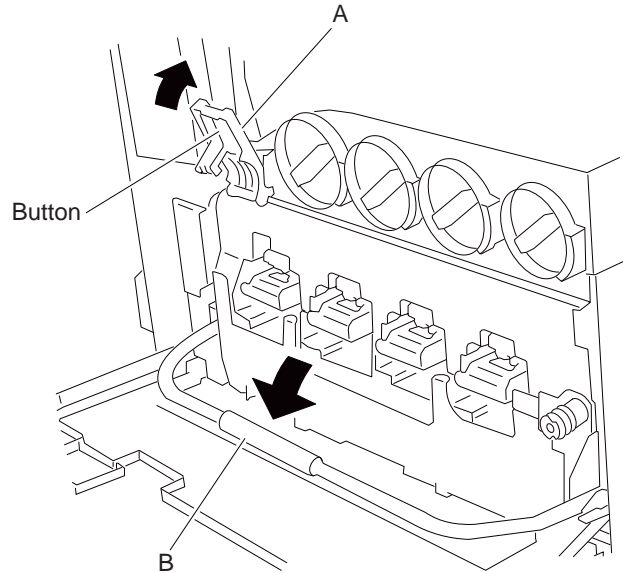
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## Transfer belt unit assembly removal

**Warning:** When removing the transfer belt unit assembly, do not touch the belt surface, or damage will occur.

**Note:** Detach the finisher if equipped. Refer to the *MFP* or the *Printer Finisher Service Manual*.

1. Open the printer front door assembly.
2. Open the transfer belt access cover.
3. Press the button on the transfer belt lift latch (A).
4. Raise the transfer belt lift latch (A) to its upper-most position.
5. Lower the transfer belt lift handle (B) to its lower-most position.
6. Lift the safety latch (C) while pulling the transfer belt unit assembly (D) out of the machine.
7. Remove the transfer belt unit assembly (D).



**Replacement warning:** When reinstalling the transfer belt unit assembly, do not touch the belt surface, or damage will occur.

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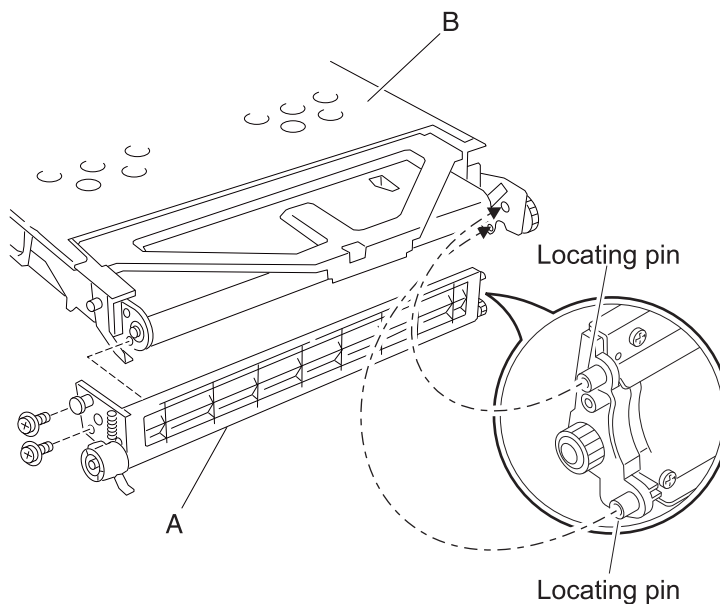
## Transfer belt cleaning assembly removal

**Warning:** When removing the transfer belt unit assembly, do not touch the belt surface, or damage will occur.

**Note:** It is not required to completely remove the transfer belt unit assembly (B) from the machine. It can be partially pulled out to provide access to the transfer belt cleaning assembly (A).

1. Remove the transfer belt unit assembly. See **“Transfer belt unit assembly removal” on page 4-16.**
2. Remove the two screws securing the transfer belt cleaning assembly (A) to the transfer belt unit assembly (B).
3. Remove the transfer belt cleaning assembly (A).

**Replacement warning:** When reinstalling the transfer belt unit assembly, do not touch the belt surface, or damage will occur.



## Standard media exit shift assembly removal

1. Remove the rear cover assembly. See **“Rear cover assembly removal” on page 4-5.**

**Warning:** Ensure that the rear left middle cover is removed before removing the rear left upper cover, or damage will occur.

2. Remove the rear left middle cover. See **“Rear left middle cover removal” on page 4-6.**
3. Remove the rear left upper cover. See **“Rear left upper cover removal” on page 4-7.**
4. Disconnect the two connectors from the standard media exit shift assembly (A).
5. Remove the four screws securing the standard media exit shift assembly (A) to the machine.
6. Remove the standard media exit shift assembly (A) from the machine.

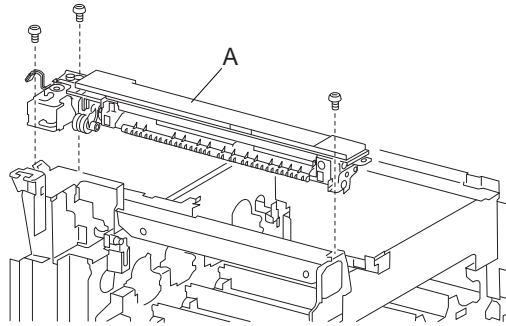
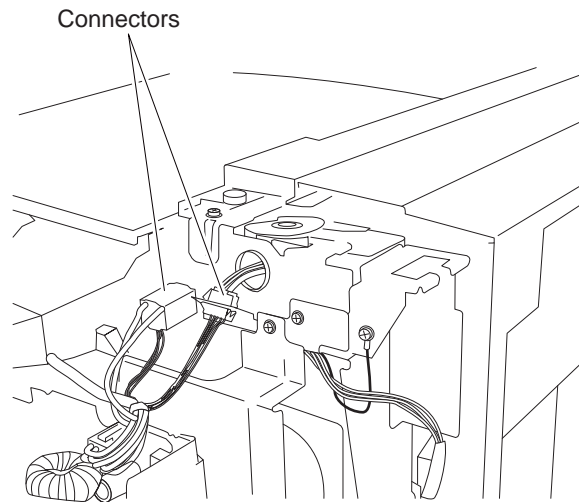
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### ***Standard media exit bin full actuator removal***

1. Remove the rear cover assembly. See **“Rear cover assembly removal”** on page 4-5.  
**Warning:** Ensure that the rear left middle cover is removed before removing the rear left upper cover, or damage will occur.
2. Remove the rear left middle cover. See **“Rear left middle cover removal”** on page 4-6.
3. Remove the rear left upper cover. See **“Rear left upper cover removal”** on page 4-7.
4. Remove the screw securing the standard exit top cover (A) to the machine.
5. Gently lift the standard exit top cover (A) from the machine.
6. Remove the standard exit top cover (A) from the machine.
7. Remove the screw securing the bracket (B) to the machine.
8. Remove the bracket (B).
9. Gently flex the standard media exit bin full actuator (C) to detach it from the machine.
10. Remove the standard media exit bin full actuator (C) from the machine.



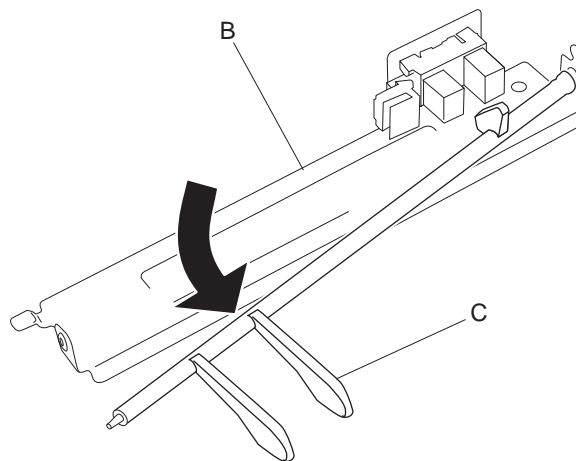
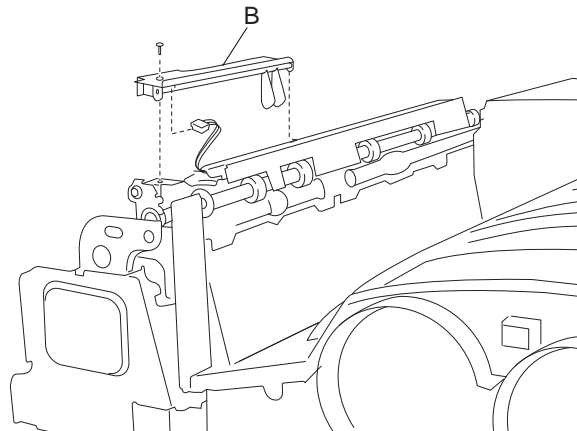
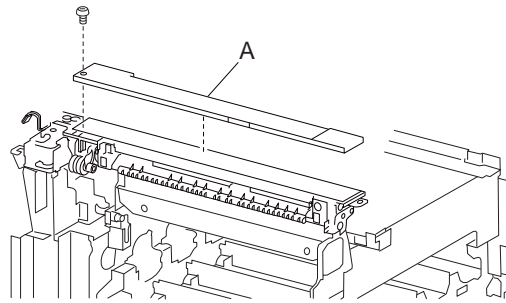
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### Switch (printer left door interlock) removal

1. Remove the rear cover assembly. See **“Rear cover assembly removal”** on page 4-5.  
**Warning:** Ensure that the rear left middle cover is removed before removing the rear left upper cover, or damage will occur.
2. Remove the rear left middle cover. See **“Rear left middle cover removal”** on page 4-6.
3. Remove the rear left upper cover. See **“Rear left upper cover removal”** on page 4-7.
4. Remove the standard media exit shift assembly. See **“Standard media exit shift assembly removal”** on page 4-17.

5. Remove the screw securing the bracket (A) to the standard media exit bin shift assembly.
6. Remove the bracket (A).
7. Release the hooks securing the switch (printer left door interlock) (B) to the bracket (A).
8. Remove the switch (printer left door interlock).

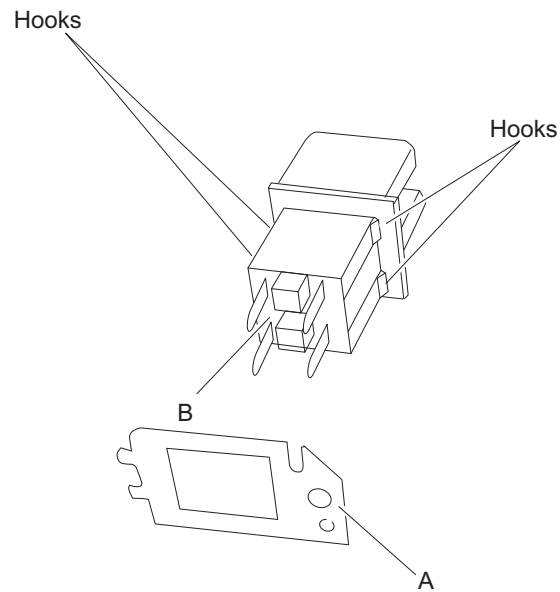
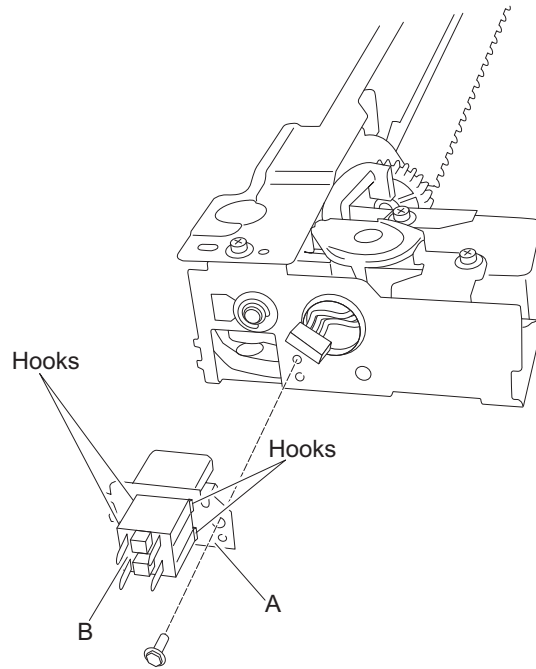
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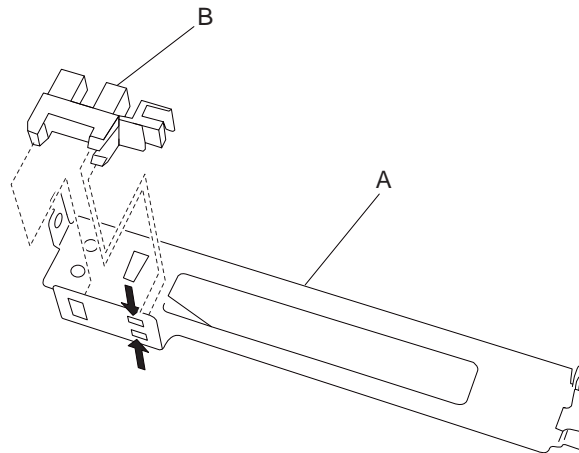


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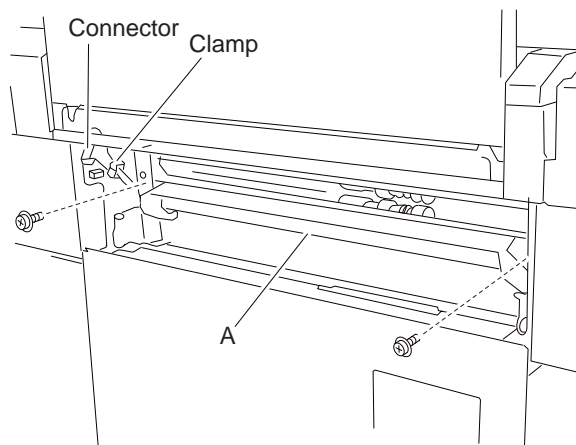
## Sensor (standard media bin full) removal

1. Remove the rear cover assembly. See **“Rear cover assembly removal” on page 4-5.**  
**Warning:** Ensure that the rear left middle cover is removed before removing the rear left upper cover, or damage will occur.
2. Remove the rear left middle cover. See **“Rear left middle cover removal” on page 4-6.**
3. Remove the rear left upper cover. See **“Rear left upper cover removal” on page 4-7.**
4. Remove the standard media exit bin full actuator. See **“Standard media exit bin full actuator removal” on page 4-18.**
5. Remove the screw securing the bracket (A) to the machine.
6. Remove the bracket (A).
7. Release the hooks securing the sensor (standard bin full) (B) to the bracket (A).
8. Remove the sensor (standard bin full) (B).
9. Disconnect the connector from the sensor (standard media bin full) (B).



## Media feed unit assembly 1 removal

1. Remove the media tray 1.
2. Remove the printer left lower door assembly. See **“Printer left lower door assembly removal” on page 4-8.**
3. Disconnect the connector from the media feed unit assembly (A).
4. Remove the two screws securing the media feed unit assembly (A) to the machine.
5. Remove the media feed unit assembly (A).



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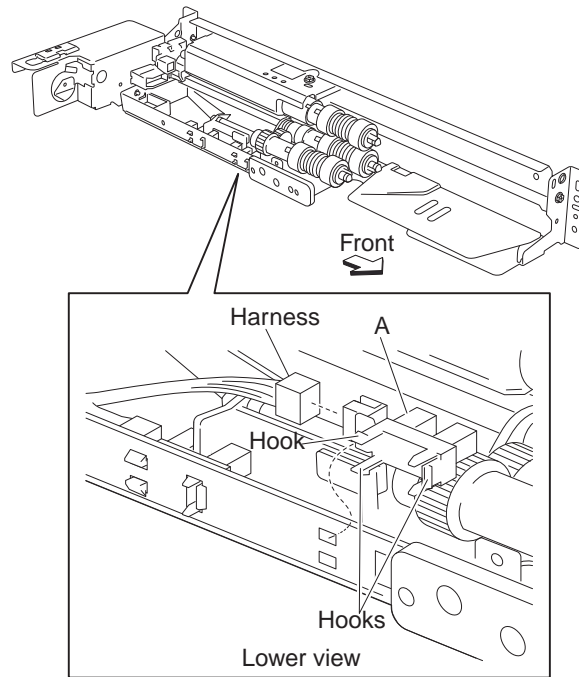
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## Sensor (media out) removal

1. Remove the printer left lower door assembly. See **“Printer left lower door assembly removal” on page 4-8.**
2. Remove the media feed unit assembly. See **“Media feed unit assembly 1 removal” on page 4-21.**
3. Remove the media feed unit assembly. See **“Media feed lift motor removal” on page 4-120.**
4. Remove the media out actuator. See **“Media out actuator removal” on page 4-22.**
5. Disconnect the connector from the sensor (media out) (A).
6. Release the hooks securing the sensor (media out) (A) to the media feed unit.
7. Remove the sensor (media out) (A).



## Media out actuator removal

1. Remove the media feed unit assembly. See **“Media feed unit assembly 1 removal” on page 4-21.**
2. Remove the media feed unit assembly. See **“Media feed lift motor removal” on page 4-120.**
3. Release the two bosses on the media out actuator (A) from the media feed unit assembly.

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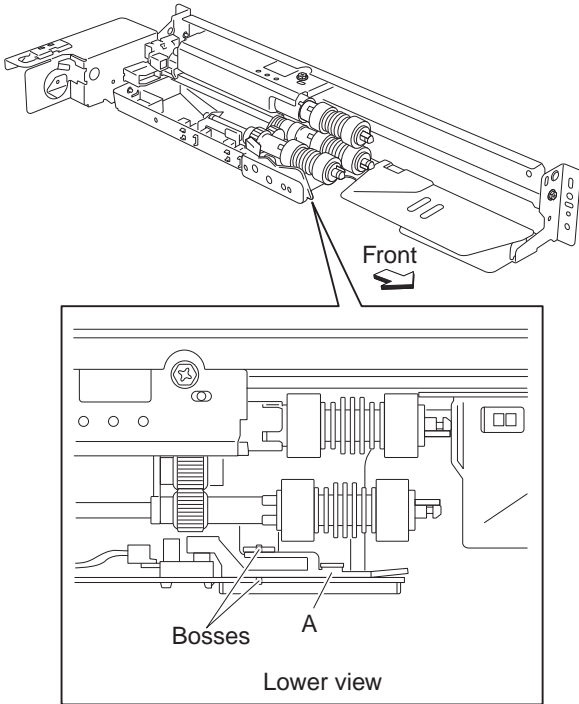


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4. Remove the media out actuator (A).



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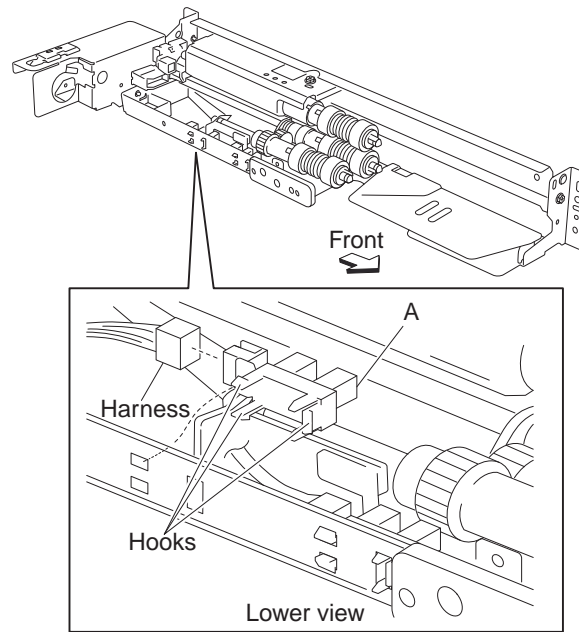
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## Sensor (media level) removal

1. Remove the printer left lower door assembly. See **“Printer left lower door assembly removal” on page 4-8.**
2. Remove the appropriate media feed unit assembly. See **“Media feed unit assembly 1 removal” on page 4-21.**
3. Disconnect the connector from the sensor (media level) (A).
4. Release the hooks securing the sensor (media level) (A) to the media feed unit.
5. Remove the sensor (media level) (A).



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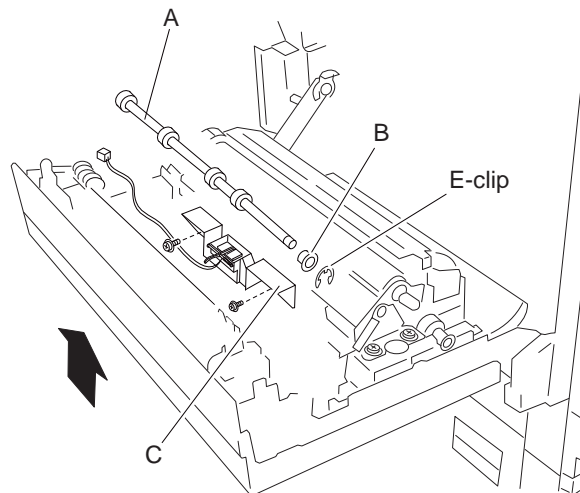
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## Sensor (fuser exit) removal

1. Open the printer left door assembly.
2. Remove the E-clip securing the fuser exit roll assembly (A) to the machine.
3. Remove the bushing (B).
4. Remove the fuser exit roll assembly (A).
5. Remove the two screws securing the sensor (fuser exit) (C) to the machine.
6. Remove the sensor (fuser exit) (C).
7. Release the harness from the clamps.
8. Disconnect the connector from the sensor (fuser exit) (C).



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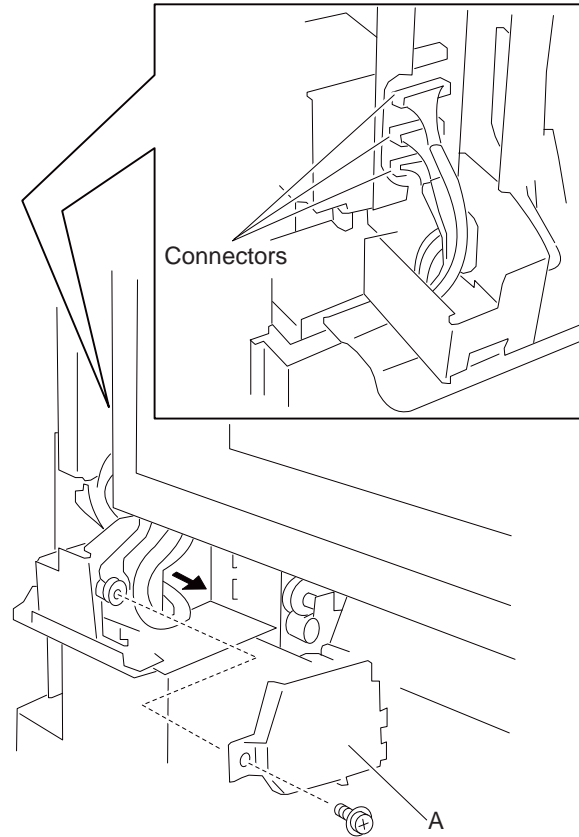
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## Printer left door assembly removal

1. Remove the rear cover assembly. See **“Rear cover assembly removal”** on page 4-5.
2. Remove the rear left middle cover. See **“Rear left middle cover removal”** on page 4-6.
3. Remove the MPF feed unit assembly. See **“MPF feed unit assembly removal”** on page 4-8.
4. Remove the screw securing the connector access cover (A) to the machine.
5. Remove the connector access cover (A).



6. Disconnect the three connectors from the printer left door assembly (B).
7. Gently pull the harnesses through the hole in the machine frame.
8. Open the printer left door assembly (B).
9. Remove the front left cover. See **“Front left cover removal”** on page 4-9.
10. Remove the safety screw from the machine.
11. Detach the safety arm (C) from the machine.
12. Remove the C-clip from the machine.
13. Remove the support arm (D) from the machine.
14. Lower the printer left door assembly (B) to an approximate 75° angle as shown in the graphic.
15. Lift the printer left door assembly (B) up to remove it from the machine.
16. Remove the printer left door assembly (B).

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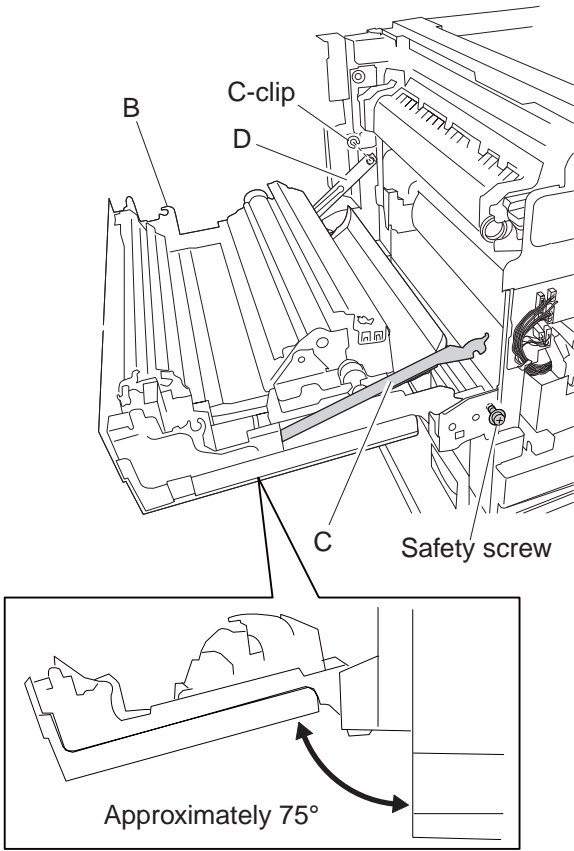


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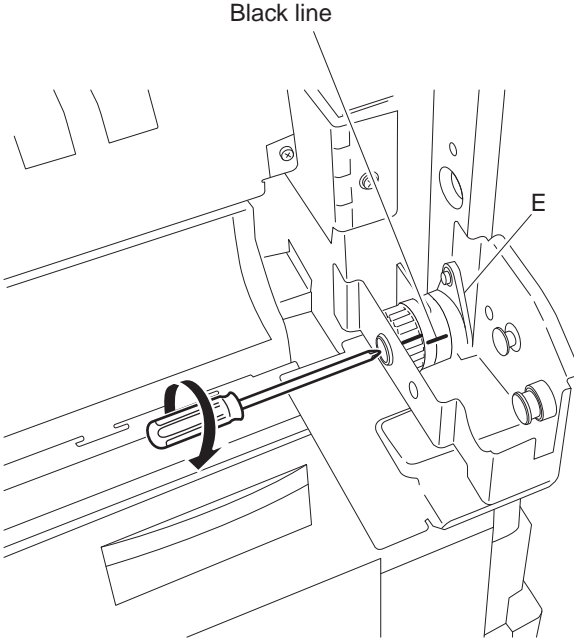


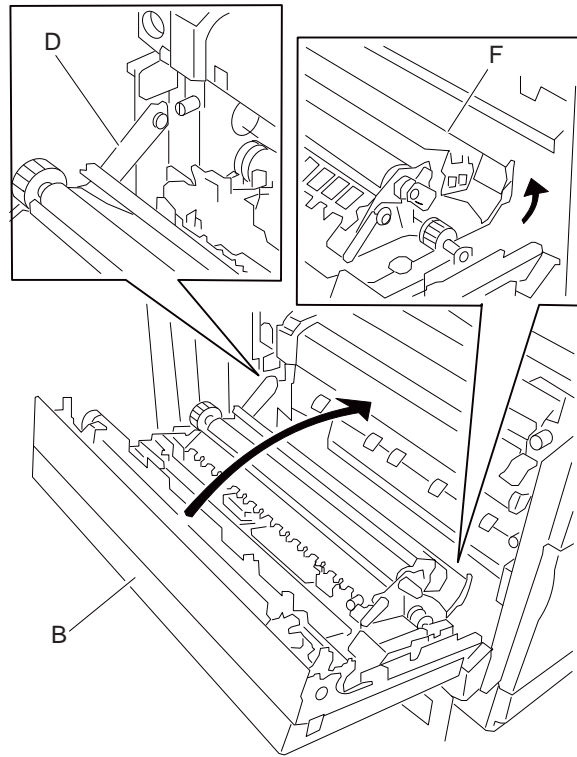
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**Replacement warning:** When replacing the printer left door assembly (B), ensure that the black lines are aligned on the damper assembly (E), or the door will not properly operate.





**Replacement warning:** When replacing the printer left door assembly (B), ensure that the duplex media exit turn guide (F) is held in its upper-most position, or the printer left door assembly (B) will not close properly.

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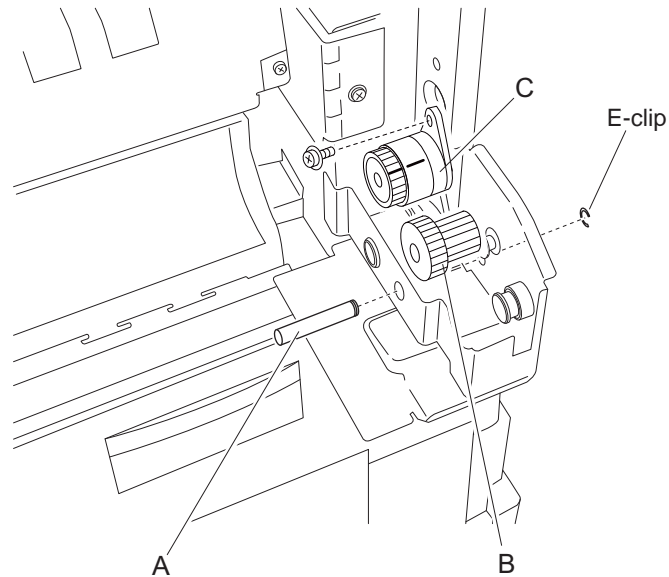
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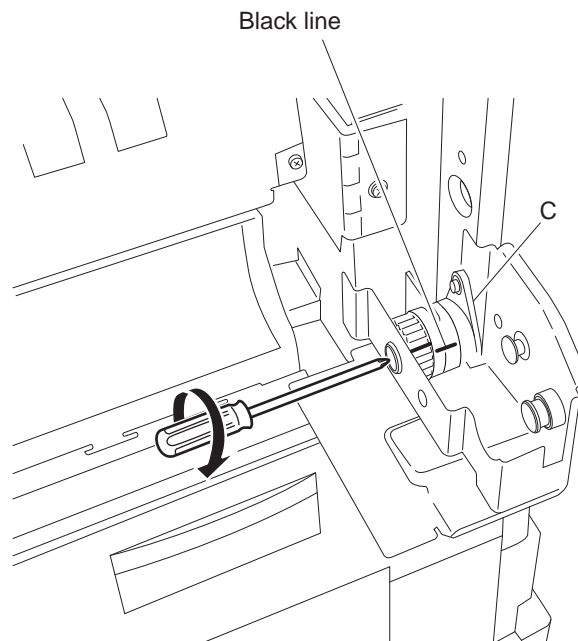
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## Printer left door damper removal

1. Remove the rear cover assembly. See **“Rear cover assembly removal”** on page 4-5.
2. Remove the rear left middle cover. See **“Rear left middle cover removal”** on page 4-6.
3. Remove the MPF feed unit assembly. See **“MPF feed unit assembly removal”** on page 4-8.
4. Remove the printer left door assembly. See **“Printer left door assembly removal”** on page 4-26.
5. Remove the E-clip securing the shaft (A) to the machine.
6. Remove the shaft (A).
7. Remove the printer left door damper idler gear (B).
8. Remove the screw securing the printer left door damper (C) to the machine.
9. Remove the printer left door damper (C).



**Replacement warning:** When replacing the printer left door assembly (D), ensure that the black lines are aligned on the damper assembly (C), or the door will not properly operate.



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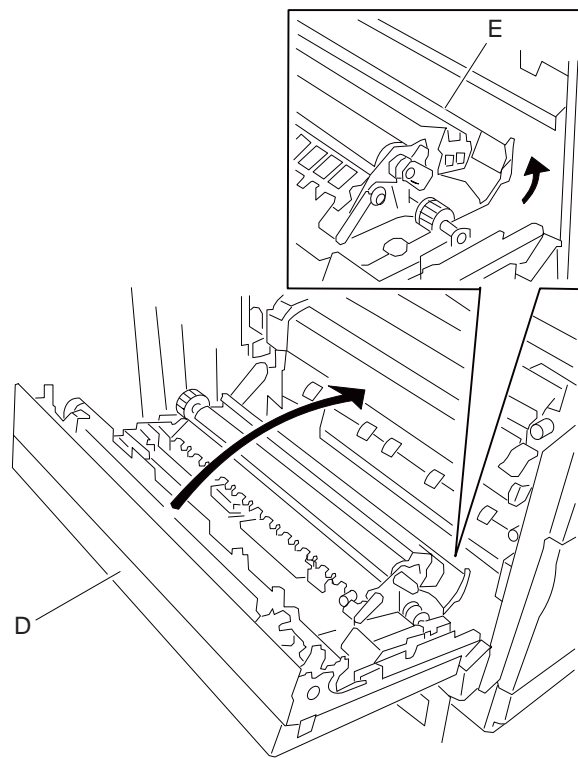


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**Replacement warning:** When replacing the printer left door assembly (D), ensure that the duplex media exit turn guide (E) is held in its upper-most position, or the printer left door assembly (D) will not close properly.



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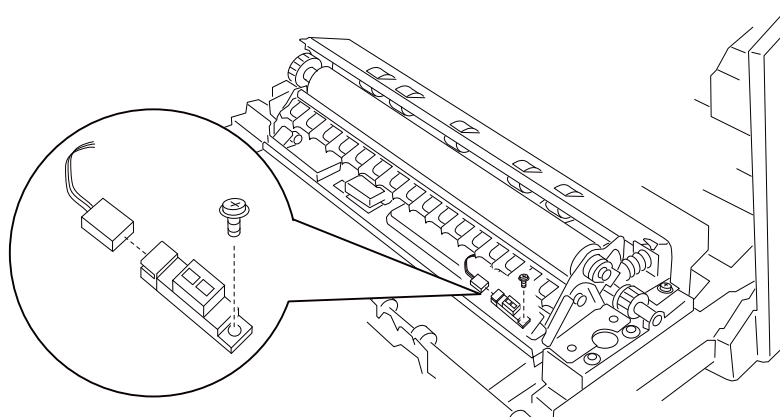
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### **Sensor (media on belt) removal**

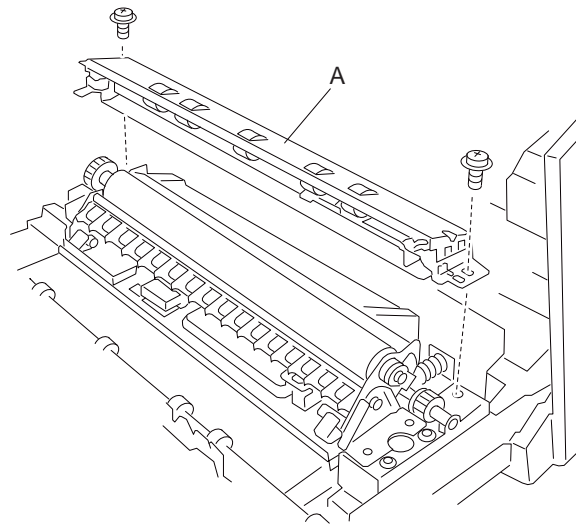
1. Open the printer left door assembly.
2. Remove the screw securing the sensor (media on belt) (A) to the machine.
3. Disconnect the connector from the sensor (media on belt) (A).
4. Remove the sensor (media on belt) (A).



## 2nd transfer roll retract cam assembly removal

1. Remove the 2nd transfer roll assembly. See **“2nd transfer roll assembly removal” on page 4-35.**
2. Remove the two screws securing the registration pinch guide assembly (A) to the machine.
3. Remove the registration pinch guide assembly (A).
4. Remove the screw securing the bracket (B) to the machine.
5. Slide the bracket (B) to remove it from the machine.
6. Move the bracket (B) toward the front of the machine.
7. Detach the bracket (B).
8. Disconnect the connector from the transfer roll retract motor assembly (C).
9. Remove the three screws securing the transfer roll retract cam assembly (D) to the machine.
10. Lift the transfer roll retract cam assembly (D) up.
 

**Note:** When removing the transfer roll retract cam assembly (D), the bushing (E), pin (F), and washer may become detached.
11. Remove the transfer roll retract cam assembly (D).



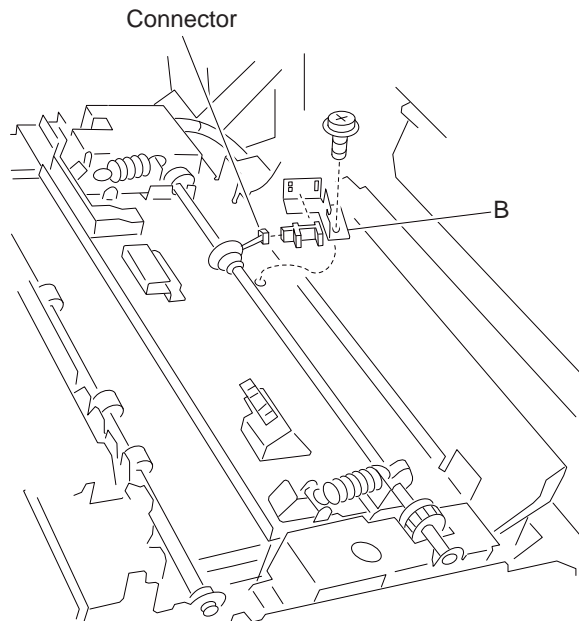
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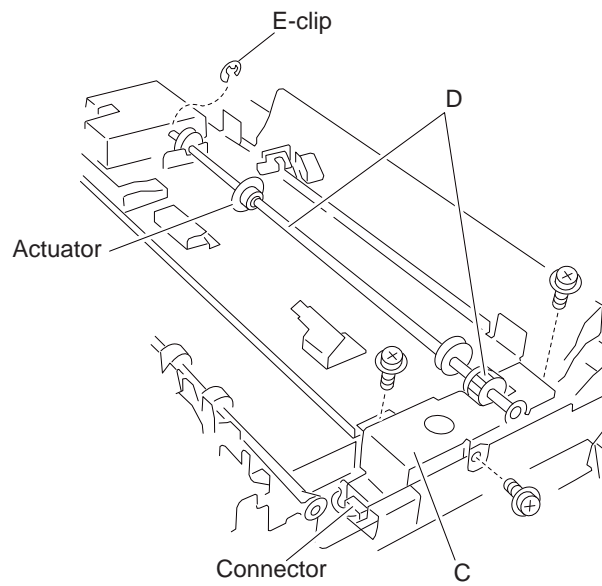
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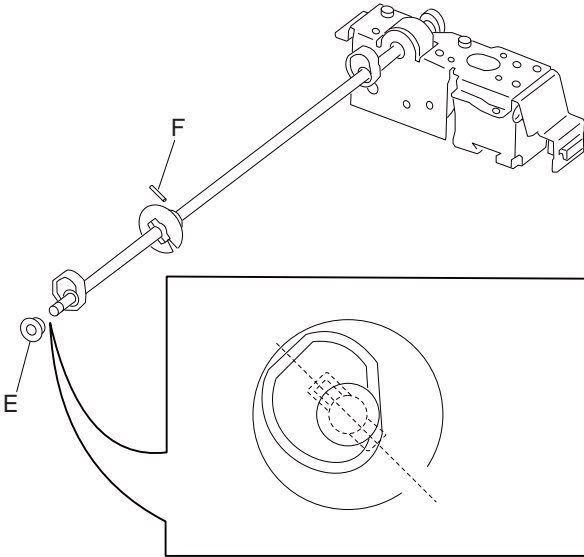


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**Replacement note:** When reinstalling the transfer roll retract cam assembly (D), ensure that the bushing (E), pin (F), and washer are replaced.





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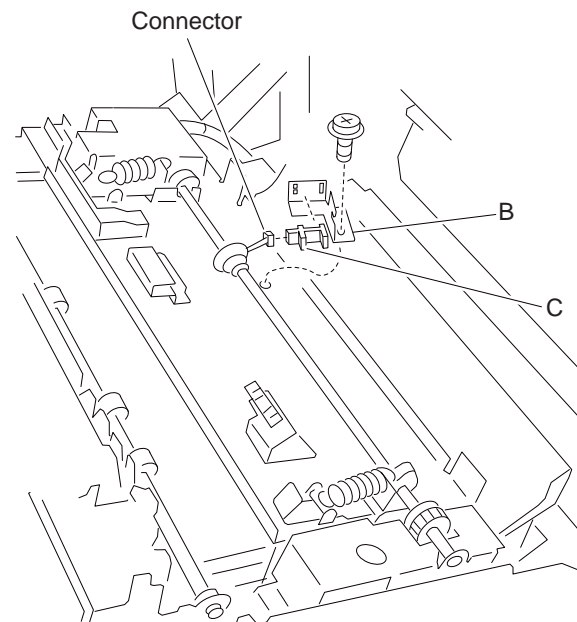
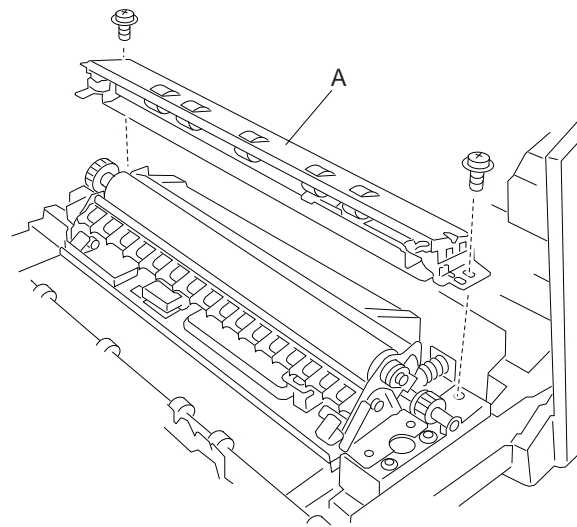
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## Sensor (2nd transfer roll retract HP) removal

1. Remove the 2nd transfer roll assembly. See **“2nd transfer roll assembly removal” on page 4-35.**
2. Remove the two screws securing the registration pinch guide assembly (A) to the machine.
3. Remove the registration pinch guide assembly (A).
4. Remove the screw securing the bracket (B) to the machine.
5. Slide the bracket (B) to remove it from the machine.
6. Move the bracket (B) toward the front of the machine.
7. Detach the bracket (B).
8. Disconnect the connector from the sensor (transfer roll retract HP) (C).
9. Release the hooks securing the sensor (transfer roll retract HP) (C) to the bracket (B).
10. Remove the sensor (transfer roll retract HP).



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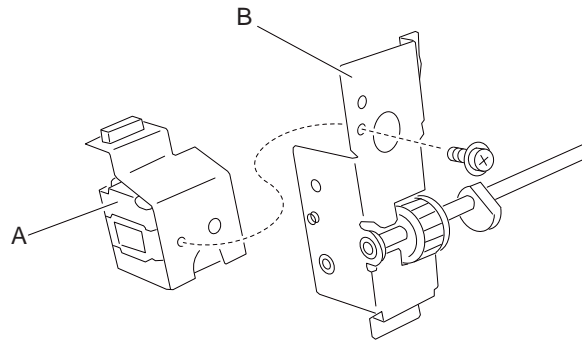


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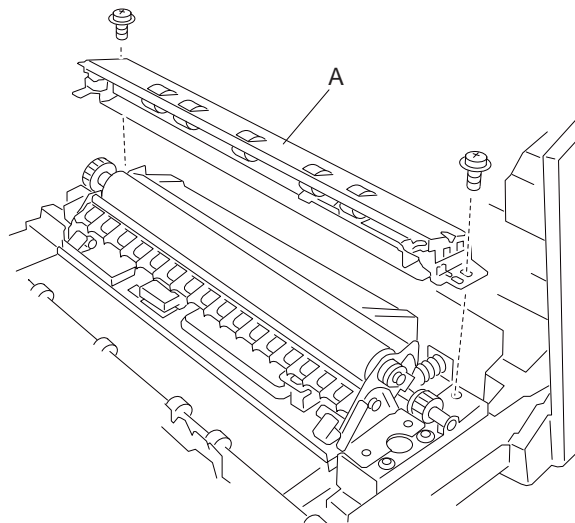
## 2nd transfer roll retract motor assembly removal

1. Remove the 2nd transfer roll assembly. See **“2nd transfer roll assembly removal” on page 4-35.**
2. Remove the 2nd transfer roll retract cam assembly. See **“2nd transfer roll retract cam assembly removal” on page 4-31.**
3. Remove the screw securing the 2nd transfer roll retract motor assembly (A) to the 2nd transfer roll retract cam assembly (B).
4. Remove the 2nd transfer roll retract motor assembly (A).



## 2nd transfer roll assembly removal

1. Open the printer left door assembly.
2. Remove the two screws securing the registration pinch guide assembly (A) to the machine.
3. Remove the registration pinch guide assembly (A).



4. Remove the four screws securing the transfer roll assembly (B) to the machine.
5. Gently remove the transfer roll assembly (B).

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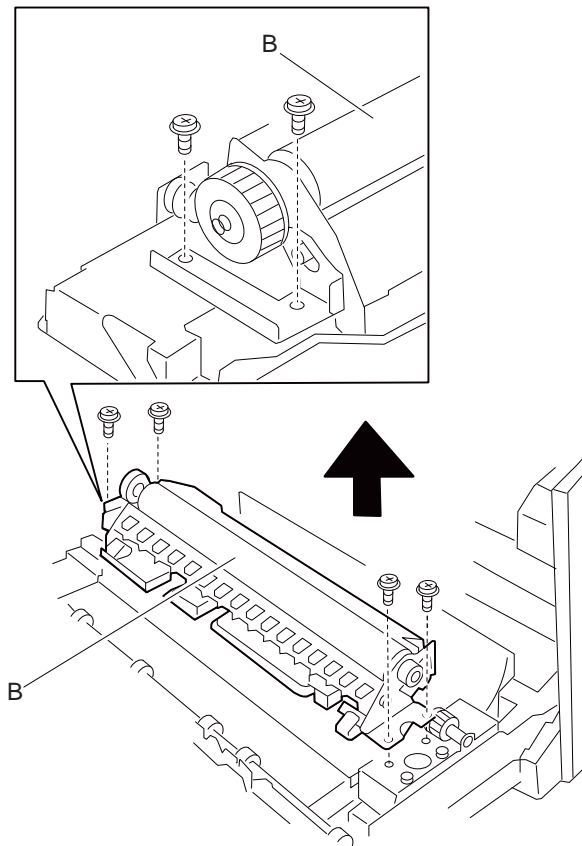


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**Warning:** When removing the main transfer roll assembly (B), do not touch the roll surface.



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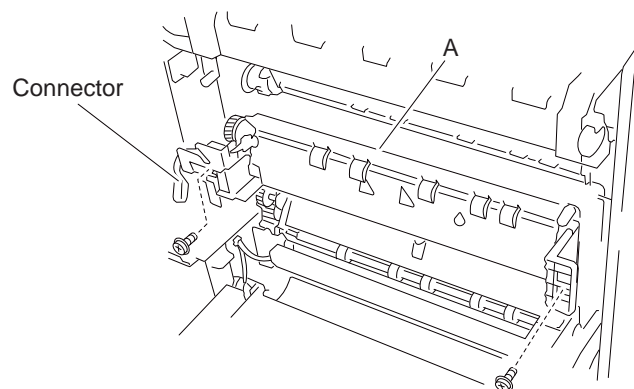


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**Replacement warning:** When reinstalling the transfer roll assembly (B), do not touch the roll surface.

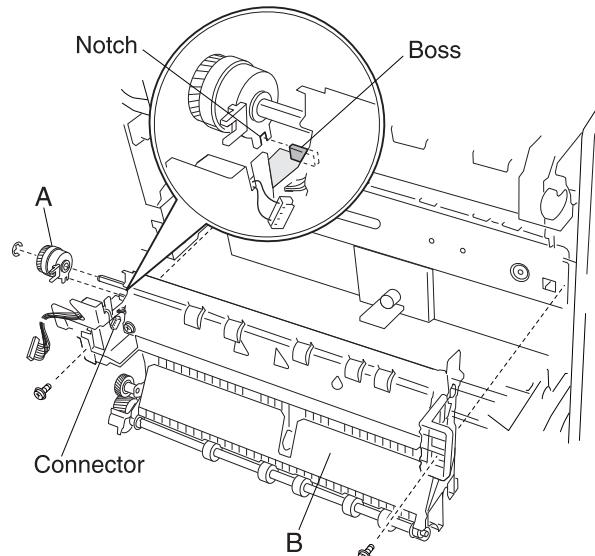
### **Registration / transport roll assembly removal**

1. Remove the rear cover assembly. See **“Rear cover assembly removal” on page 4-5.**
2. Remove the rear left middle cover. See **“Rear left middle cover removal” on page 4-6.**
3. Remove the MPF feed unit assembly. See **“MPF feed unit assembly removal” on page 4-8.**
4. Remove the printer left door assembly. See **“Printer left door assembly removal” on page 4-26.**
5. Open the printer left lower door assembly.
6. Disconnect the connector from the registration transport roll assembly (A).
7. Remove the two screws securing the registration transport roll assembly (A) to the machine.
8. Remove the registration transport roll assembly (A).



## Registration clutch removal

1. Remove the rear cover assembly. See **“Rear cover assembly removal” on page 4-5.**
2. Remove the rear left middle cover. See **“Rear left middle cover removal” on page 4-6.**
3. Remove the MPF feed unit assembly. See **“MPF feed unit assembly removal” on page 4-8.**
4. Remove the printer left door assembly. See **“Printer left door assembly removal” on page 4-26.**
5. Remove the registration transport roll assembly. See **“Registration / transport roll assembly removal” on page 4-36.**
6. Disconnect the connector from the registration clutch (A).
7. Remove the E-clip securing the registration clutch (A) to the registration transport roll assembly (B).
8. Remove the registration clutch (A).



**Replacement note:** Before reinstalling, ensure that the notch on the registration clutch (A) is placed over the boss on the registration transport roll assembly (B).

## Sensor (registration) removal

1. Remove the rear cover assembly. See **“Rear cover assembly removal” on page 4-5.**
2. Remove the rear left middle cover. See **“Rear left middle cover removal” on page 4-6.**
3. Remove the MPF feed unit assembly. See **“MPF feed unit assembly removal” on page 4-8.**
4. Remove the printer left door assembly. See **“Printer left door assembly removal” on page 4-26.**
5. Remove the two screws securing the plate (A) to the registration transport roll assembly (B).
6. Remove the plate (A).
7. Remove the screw securing the sensor (registration) (C) to the registration transport roll assembly (B).
8. Remove the sensor (registration) (C).

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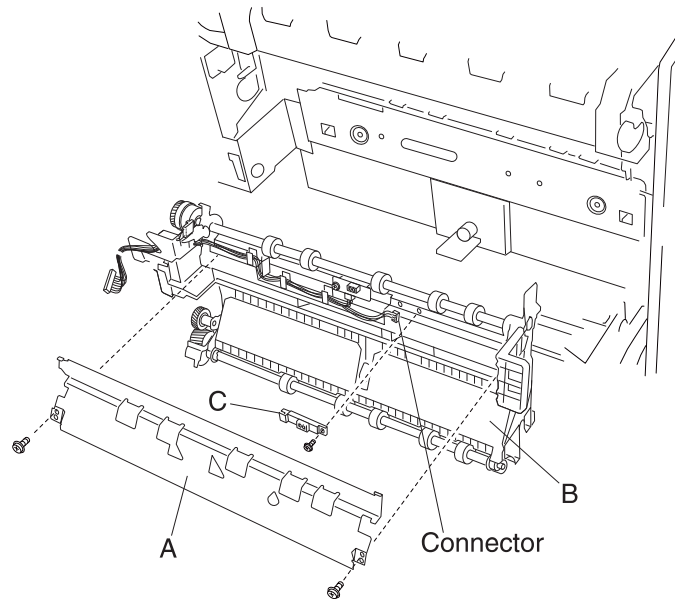


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9. Disconnect the connector from the sensor (registration) (C).



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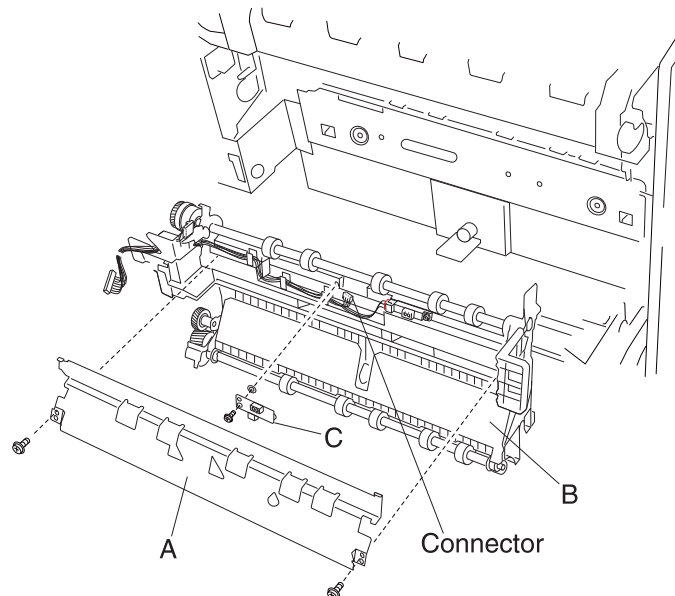
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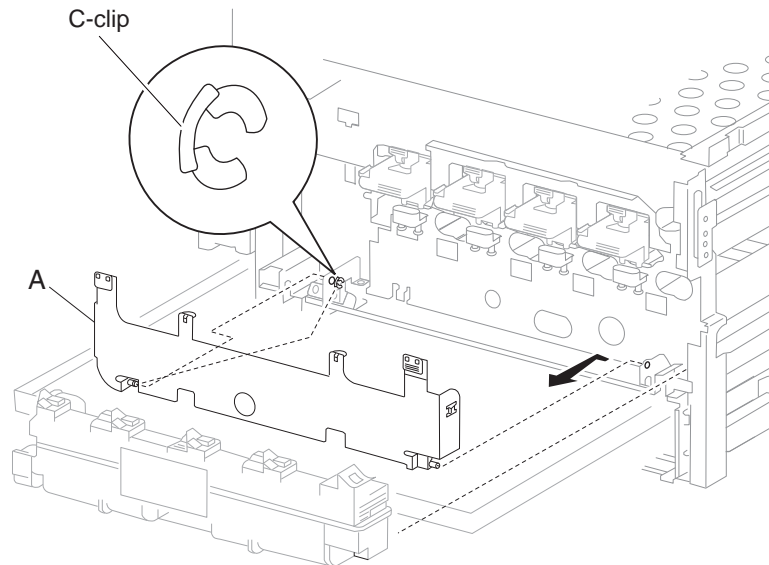
### ***Sensor (transparency detect) removal***

1. Remove the rear cover assembly. See **“Rear cover assembly removal”** on page 4-5.
2. Remove the rear left middle cover. See **“Rear left middle cover removal”** on page 4-6.
3. Remove the MPF feed unit assembly. See **“MPF feed unit assembly removal”** on page 4-8.
4. Remove the printer left door assembly. See **“Printer left door assembly removal”** on page 4-26.
5. Remove the two screws securing the plate (A) to the registration transport roll assembly (B).
6. Remove the plate (A).
7. Remove the screw securing the sensor (transparency detect) (C) to the registration transport roll assembly (B).
8. Remove the sensor (transparency detect) (C).
9. Disconnect the connector from the sensor (transparency detect) (C).



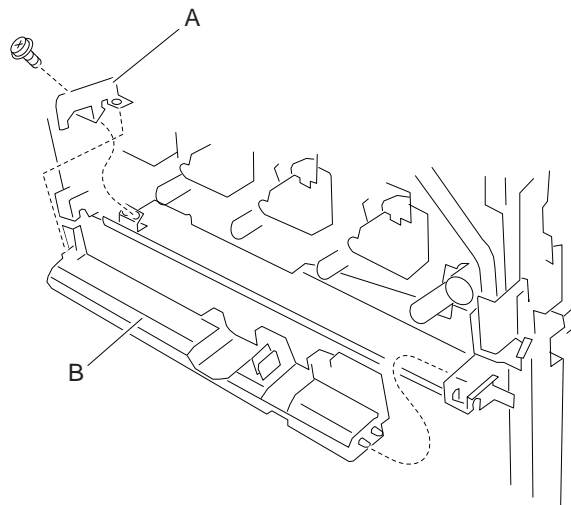
## Waste toner cartridge cover removal

1. Remove the printer front door assembly. See **“Printer front door assembly removal”** on page 4-3.
2. Lower the waste toner cartridge cover (A) to its lower-most position.
3. Remove the waste toner cartridge.
4. Remove the front left cover. See **“Front left cover removal”** on page 4-9.
5. Remove the C-clip securing the waste toner cartridge cover (A) to the machine.
6. Move the waste toner cartridge cover (A) to the left.
7. Remove the waste toner cartridge cover (A).



## Waste toner cartridge sensor assembly removal

1. Remove the printer front door assembly. See **“Printer front door assembly removal”** on page 4-3.
2. Remove the front left cover. See **“Front left cover removal”** on page 4-9.
3. Remove the waste toner cartridge cover. See **“Waste toner cartridge cover removal”** on page 4-39.
4. Remove the screw securing the bracket (A) to the machine.
5. Remove the bracket (A).
6. Disconnect the three connectors from the waste toner cartridge sensor assembly (B).
7. Remove the harness from the clamps.
8. Remove the waste toner cartridge sensor assembly (B).



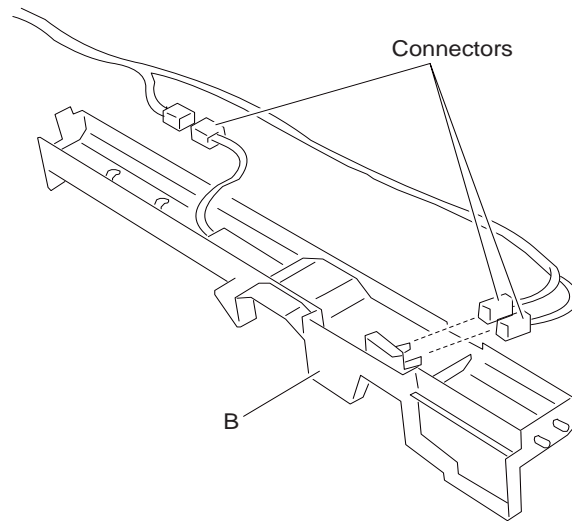
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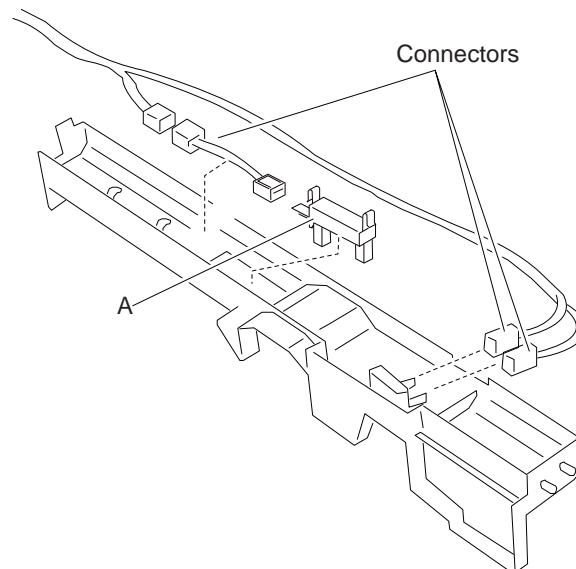


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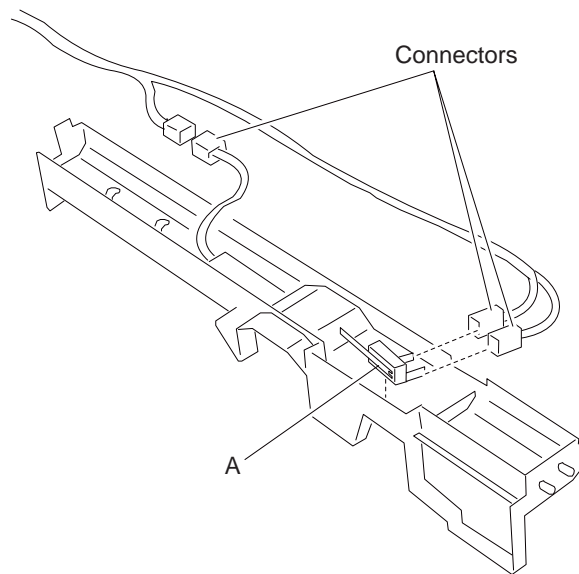
### **Sensor (waste toner cartridge full) removal**

1. Remove the printer front door assembly. See **“Printer front door assembly removal”** on page 4-3.
2. Remove the front left cover. See **“Front left cover removal”** on page 4-9.
3. Remove the waste toner cartridge cover. See **“Waste toner cartridge cover removal”** on page 4-39.
4. Remove the waste toner cartridge sensor assembly. See **“Waste toner cartridge sensor assembly removal”** on page 4-39.
5. Disconnect the connector from the sensor (waste toner cartridge full) (A).
6. Release the hooks securing the sensor (waste toner cartridge full) (A) to the assembly.
7. Remove the sensor (waste toner cartridge full) (A).



## Switch (waste toner cartridge interlock) removal

1. Remove the printer front door assembly. See **“Printer front door assembly removal” on page 4-3.**
2. Remove the front left cover. See **“Front left cover removal” on page 4-9.**
3. Remove the waste toner cartridge cover. See **“Waste toner cartridge cover removal” on page 4-39.**
4. Remove the waste toner cartridge sensor assembly. See **“Waste toner cartridge sensor assembly removal” on page 4-39.**
5. Release the hooks securing the switch (waste toner cartridge interlock) (A) to the assembly.
6. Remove the switch (waste toner cartridge interlock) (A).



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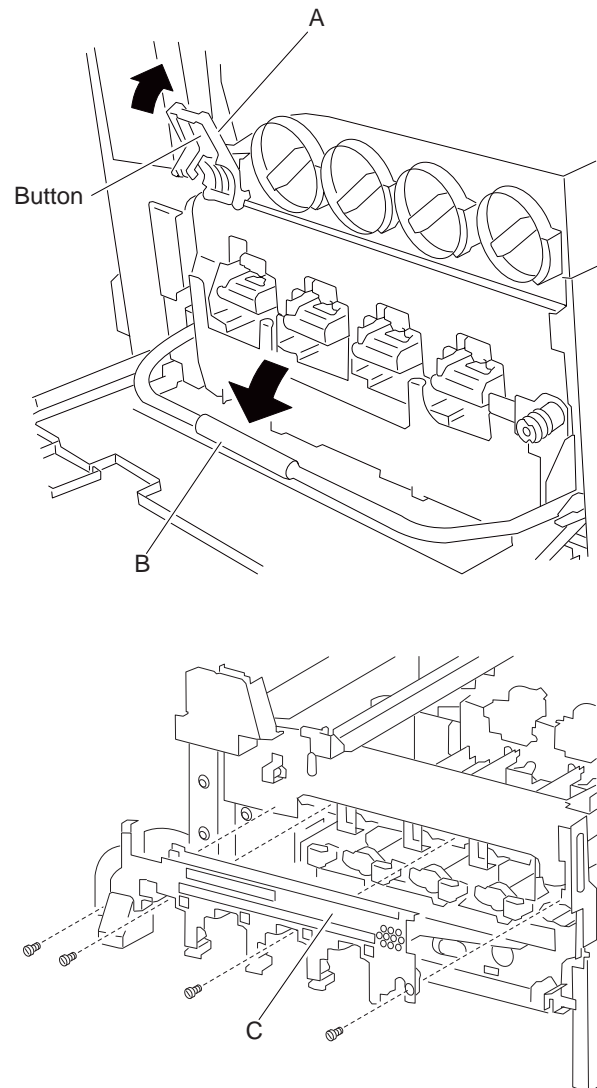
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## Inner cover removal

1. Open the printer front door assembly.
2. Remove the front left cover. See **“Front left cover removal” on page 4-9.**
3. Remove the waste toner cartridge cover. See **“Waste toner cartridge cover removal” on page 4-39.**
4. Remove the waste toner cartridge sensor assembly. See **“Waste toner cartridge sensor assembly removal” on page 4-39.**
5. Remove the sensor (waste toner cartridge full). See **“Sensor (waste toner cartridge full) removal” on page 4-40.**
6. Remove the toner waste cartridge.
7. Press the button, and raise the transfer belt lift latch assembly (A) to its upper-most position.
8. Move the transfer belt lift handle (B) to the lower-most position.
9. Remove the four PC cartridge units.
10. Remove the four screws securing the inner cover (C) to the machine.
11. Remove the inner cover (C).



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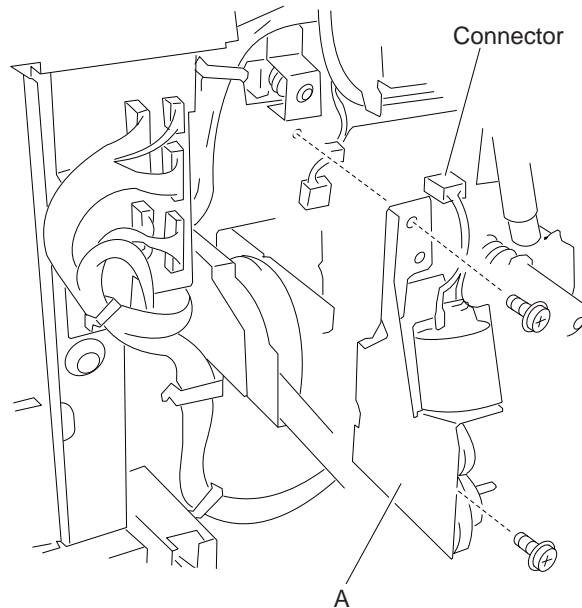


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## Waste toner agitator motor assembly removal

1. Remove the printer front door assembly. See **“Printer front door assembly removal” on page 4-3.**
2. Remove the front left cover. See **“Front left cover removal” on page 4-9.**
3. Remove the waste toner cartridge cover. See **“Waste toner cartridge cover removal” on page 4-39.**
4. Remove the waste toner cartridge sensor assembly. See **“Waste toner cartridge sensor assembly removal” on page 4-39.**
5. Remove the inner cover. See **“Inner cover removal” on page 4-42.**
6. Disconnect the connector from the waste toner agitator motor assembly (A).
7. Remove the two screws securing the waste toner agitator motor assembly (A) to the machine.
8. Remove the waste toner agitator motor assembly (A).



## PC cartridge unit removal

**Note:** The following procedure applies to the C, M, Y, and K PC cartridge units.

**Warning:** When removing or installing the PC cartridge units, do not touch the drum surfaces, or damage will occur.

**Warning:** When removing the PC cartridge units, ensure that the drum surfaces are not exposed to any sources of light, or damage will occur.

1. Open the printer front door.
2. Press the button, and raise the transfer belt lift latch assembly (A) to its upper-most position.
3. Lower the transfer belt lift handle (B) to its lower-most position.
4. Gently pull the appropriate PC cartridge assembly (B) out of the machine.
 

**Warning:** When placing the PC cartridge units on a level surface, ensure that no part of the OPC drum or any roller comes into contact with the resting surface.

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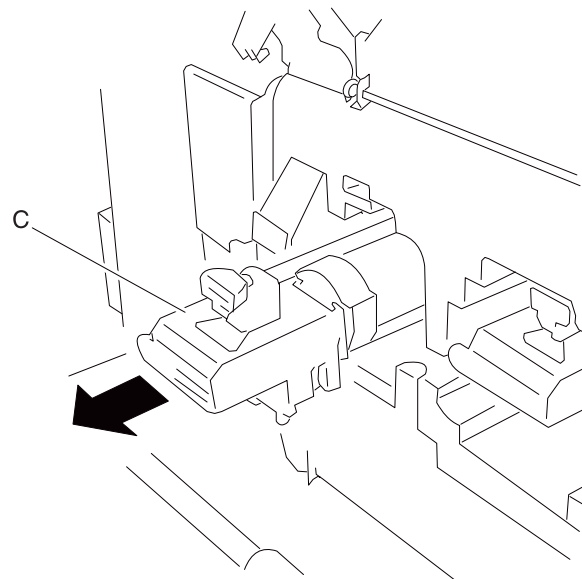
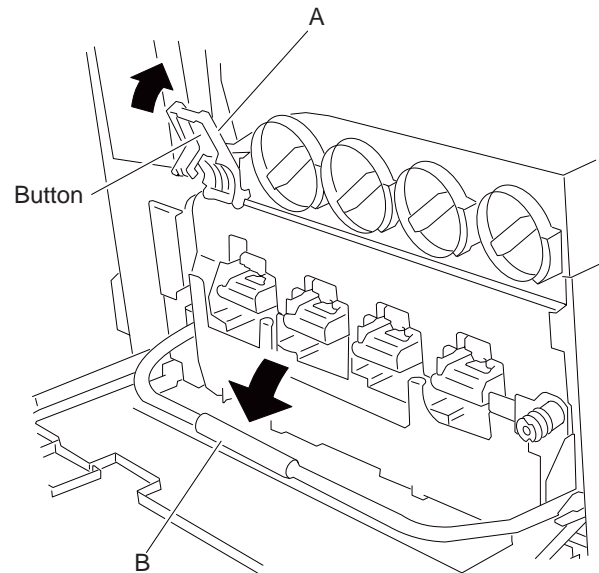


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**Replacement warning:** Ensure that all PC cartridge units are properly seated and aligned before raising the transfer belt lift handle to its upper-most position, or damage will occur. Never force the transfer belt lift handle into its home position, or damage will occur.



### ***Image density sensor assembly removal***

1. Remove the printer front door assembly. See **“Printer front door assembly removal”** on page 4-3.
2. Remove the front left cover. See **“Front left cover removal”** on page 4-9.
3. Remove the waste toner cartridge cover. See **“Waste toner cartridge cover removal”** on page 4-39.
4. Remove the waste toner cartridge sensor assembly. See **“Waste toner cartridge sensor assembly removal”** on page 4-39.
5. Remove the inner cover. See **“Inner cover removal”** on page 4-42.
6. Remove the waste toner agitator motor assembly. See **“Waste toner agitator motor assembly removal”** on page 4-43.
7. Remove the screw securing the harness access cover (A) to the machine.

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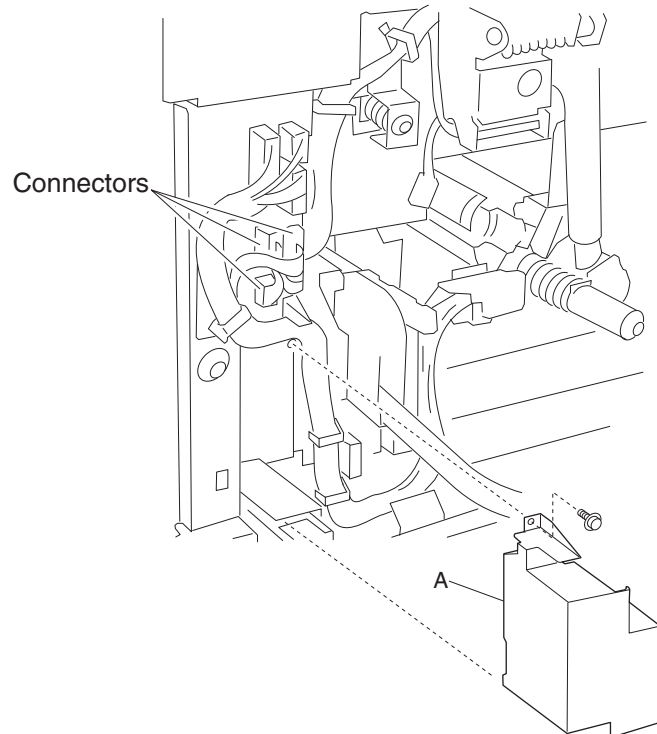
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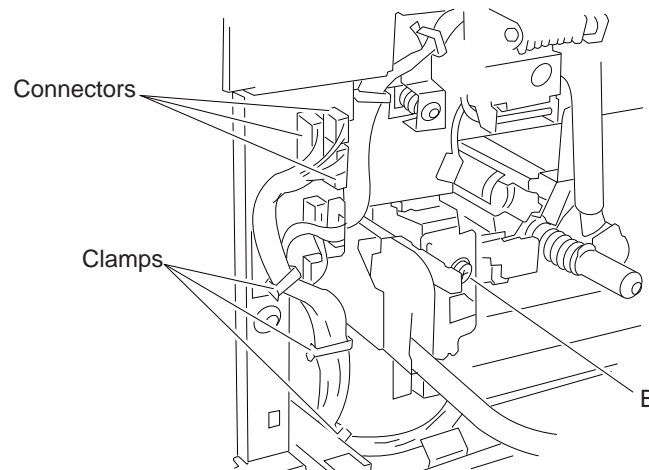
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**Warning:** Note the orientation of the harnesses to ensure they are not pinched when replacing the harness access cover (A), or damage will occur.

8. Remove the harness access cover (A) from the machine.



9. Disconnect the three connectors from the image density sensor assembly (B).  
10. Release the harnesses from the clamps.



11. Remove the screw securing the image density sensor assembly (B) to the machine.

**Note:** Ensure the transfer belt lift handle is in its lower-most position before removing the image density sensor assembly (B).

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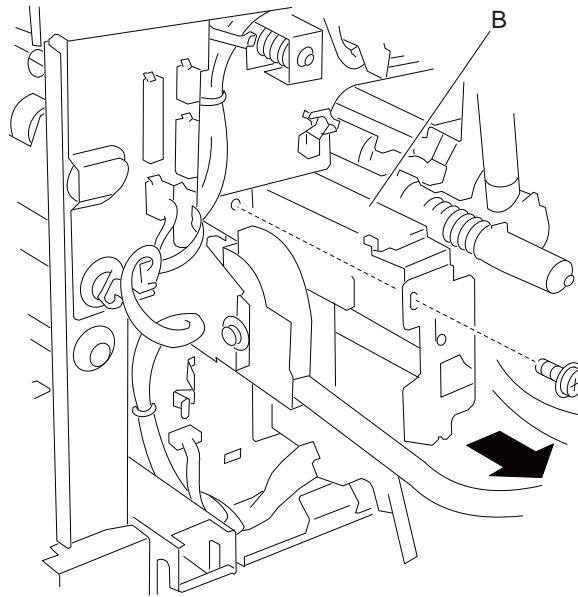


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12. Remove the image density sensor assembly (A).



**Replacement note:** Requires color calibration adjustments.

**Replacement warning:** When replacing the harness access cover, ensure that the harnesses are not pinched, or damage will occur.

### ***CMY toner add assembly removal***

1. Remove the printer front door assembly. See **“Printer front door assembly removal”** on page 4-3.
2. Remove the front left cover. See **“Front left cover removal”** on page 4-9.
3. Remove the waste toner cartridge cover. See **“Waste toner cartridge cover removal”** on page 4-39.
4. Remove the waste toner cartridge sensor assembly. See **“Waste toner cartridge sensor assembly removal”** on page 4-39.
5. Remove the sensor (waste toner cartridge full). See **“Sensor (waste toner cartridge full) removal”** on page 4-40.
6. Remove the inner cover. See **“Inner cover removal”** on page 4-42.
7. Remove the screw securing the appropriate CMY toner add assembly (A) to the machine.

**Warning:** Pull the appropriate shutters to reduce toner spillage into the machine.

**Warning:** The C, M, and Y toner add assemblies must be removed in this order: Y, M, C, or damage will occur.

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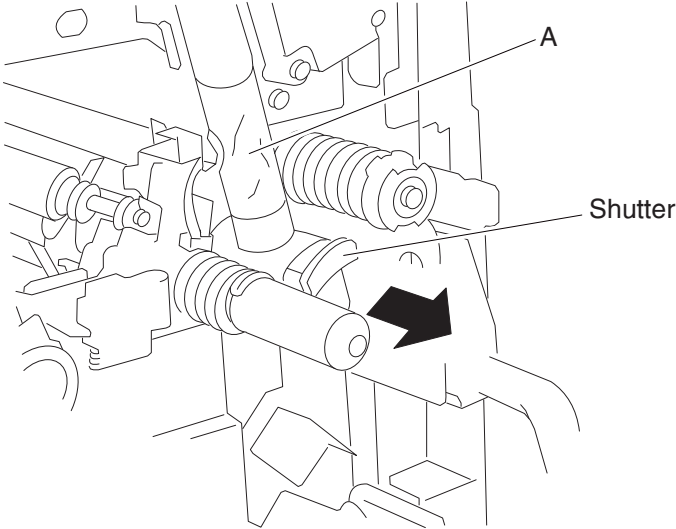


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8. Remove the appropriate CMY toner add assemblies (A).



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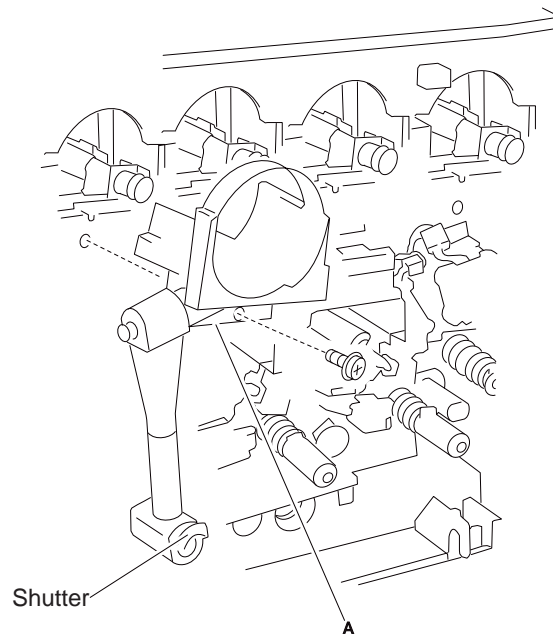


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## K toner add assembly removal

**Warning:** Ensure the three CMY toner add assemblies are removed before removing the K toner add assembly, or damage will occur.

1. Remove the printer front door assembly. See **“Printer front door assembly removal” on page 4-3.**
2. Remove the front left cover. See **“Front left cover removal” on page 4-9.**
3. Remove the waste toner cartridge cover. See **“Waste toner cartridge cover removal” on page 4-39.**
4. Remove the waste toner cartridge sensor assembly. See **“Waste toner cartridge sensor assembly removal” on page 4-39.**
5. Remove the sensor (waste toner cartridge full). See **“Sensor (waste toner cartridge full) removal” on page 4-40.**
6. Remove the inner cover. See **“Inner cover removal” on page 4-42.**
7. Remove the three CMY toner add assemblies. See **“CMY toner add assembly removal” on page 4-46.**
8. Remove the screw securing the K toner add assembly (A) to the machine.  
**Warning:** Pull the shutter to reduce toner spillage into the machine.
9. Remove the K toner add assembly (A).



## Developer interlock plate assembly removal

**Warning:** Always perform color registration adjustment (RegCon) when removing or reinstalling the printhead, NVM initialization, or developer interlock plate assembly. See **“Color registration (RegCon)” on page 4-214.**

1. Remove the printer front door assembly. See **“Printer front door assembly removal” on page 4-3.**
2. Remove the front left cover. See **“Front left cover removal” on page 4-9.**
3. Remove the waste toner cartridge cover. See **“Waste toner cartridge cover removal” on page 4-39.**  
**Note:** It is not required to remove the waste toner cartridge sensor assembly; allow it to loosely hang out of the way.
4. Remove the waste toner cartridge sensor assembly. See **“Waste toner cartridge sensor assembly removal” on page 4-39.**
5. Remove the sensor (waste toner cartridge full). See **“Sensor (waste toner cartridge full) removal” on page 4-40.**
6. Remove the inner cover. See **“Inner cover removal” on page 4-42.**

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- Warning:** When removing the CMY toner add assemblies, the toner cartridges should be left installed in order to reduce toner spillage.
7. Remove the three CMY toner add assemblies. See **“CMY toner add assembly removal” on page 4-46.**  
**Warning:** When removing the K toner add assembly, the toner cartridge should be left installed in order to reduce toner spillage.
8. Remove the K toner add assembly. See **“K toner add assembly removal” on page 4-48.**
9. Remove the harnesses from the clamps on the developer interlock plate assembly (A).  
**Warning:** Use extreme caution when disconnecting the next seven connectors from the upper harness strip, or damage will occur.

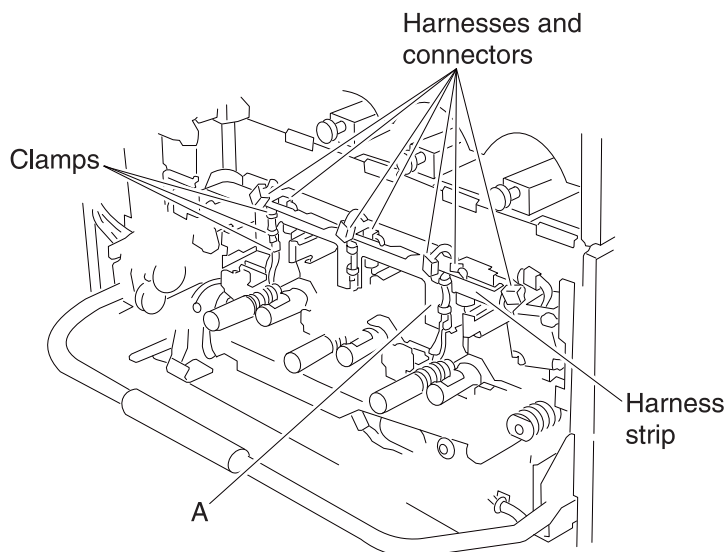
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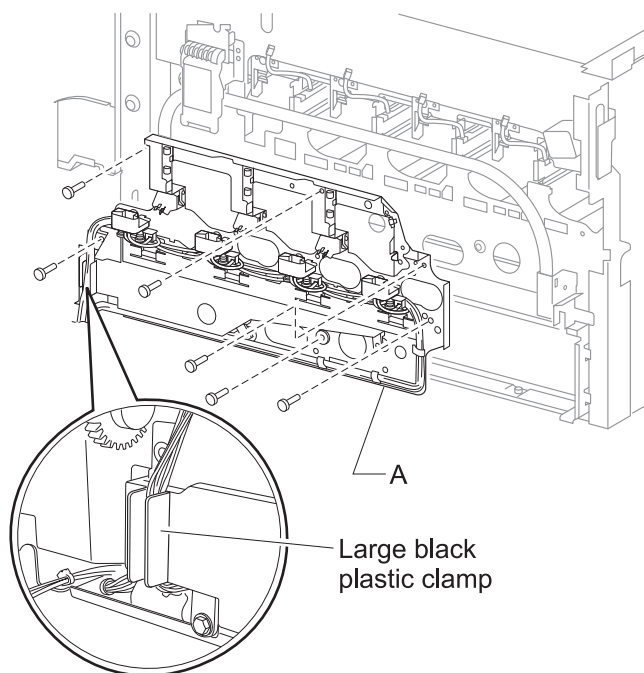
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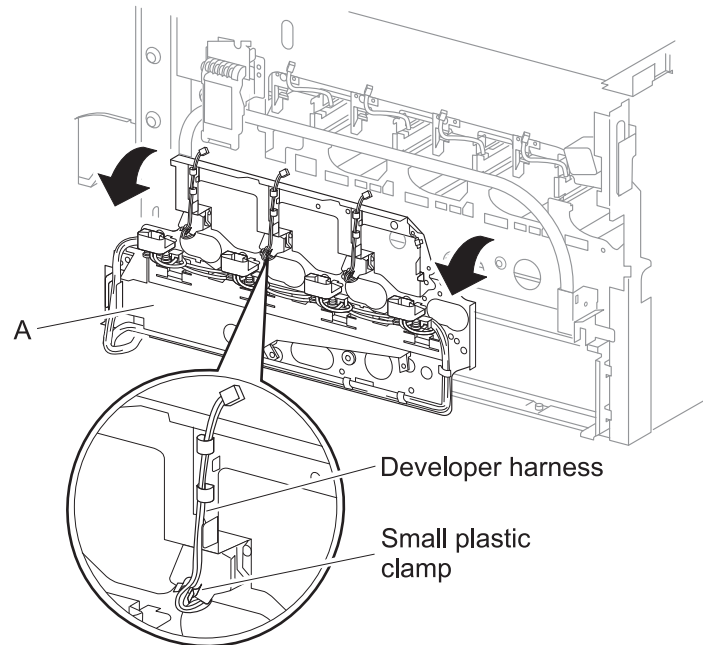


10. Disconnect the seven connectors from the upper harness strip.
11. Remove the four developer harnesses from the four clamps on the developer interlock plate assembly (A).
12. Remove the six screws securing the developer interlock plate assembly (A) to the machine.
13. Remove the purple harness from the large black plastic clamp on the developer interlock plate assembly (A)

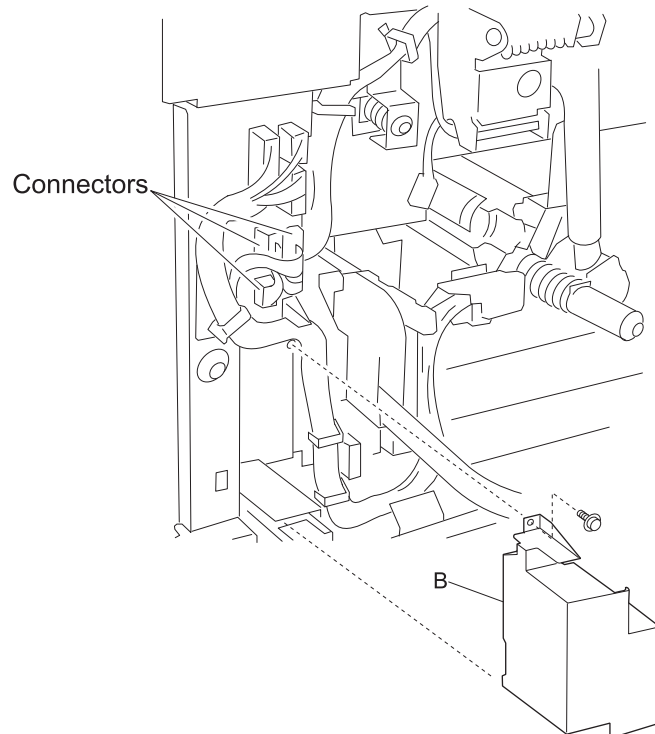


**Warning:** Note the orientation of the four developer unit harnesses and the three erase lamp harnesses to ensure proper reinstallation or damage may occur.

14. While holding the four developer unit assemblies firmly inside the machine, gently remove the developer interlock plate assembly (A).



15. Remove the developer interlock plate assembly (A) and allow it to gently hang down by the harness if removing the developer units. If removing the developer interlock plate assembly (A) from the machine, goes to step 15.
16. Remove the screw securing the harness cover (B) to the machine.
17. Remove the harness cover (B).
18. Disconnect the connector from the developer interlock plate assembly (A).



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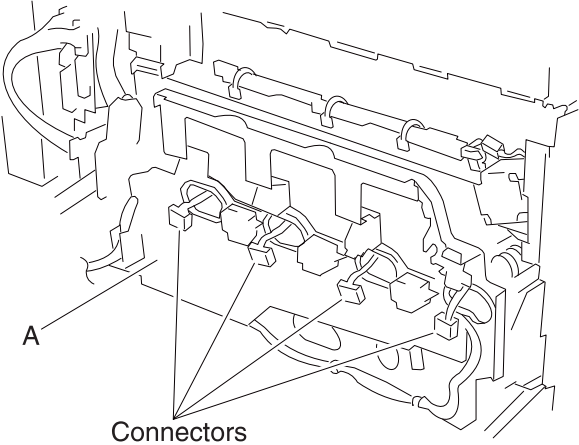
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**Replacement note:** When replacing the developer interlock plate assembly (A), install the bottom edge first and ensure that all four developer unit assemblies are properly aligned when replacing the developer interlock plate assembly (A).



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**Replacement warning:** Ensure that the erase lamp harnesses and developer unit assembly harnesses are correctly installed in the clamps, or they may become detached. Verify that the harnesses are properly secured in the clamps by moving the transfer belt lift handle up and down several times before reinstalling the inner cover.

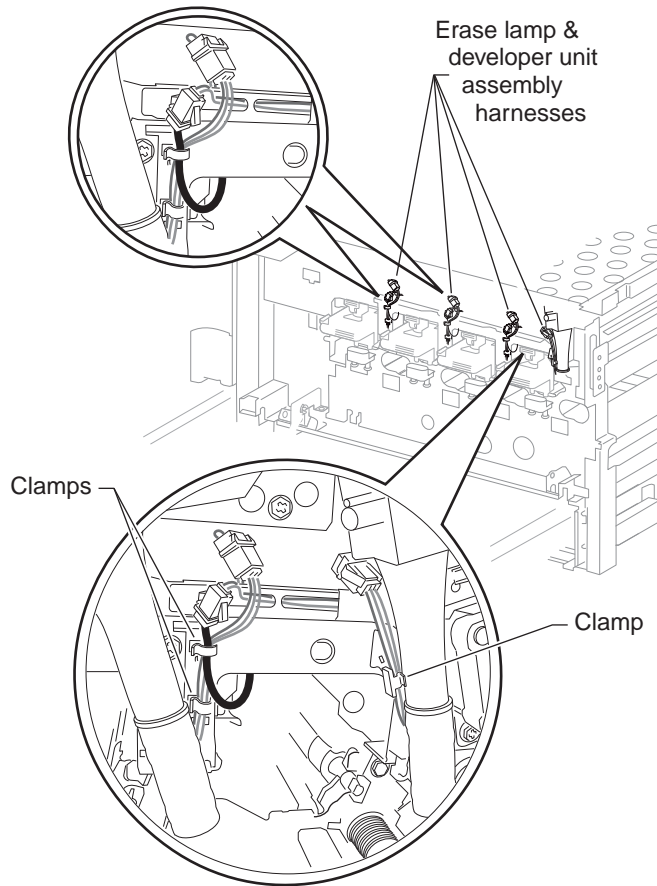
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## Developer unit assembly removal

**Note:** The following procedure can be applied to the C, M, Y, and K developer unit assemblies.

**Warning:** When removing developer unit assemblies, ensure that the area on the floor in front of the machine is protected from toner spillage.

**Warning:** When replacing the developer unit assemblies, ensure that all toner spillage and contamination is removed.

**Warning:** Always perform the sensor (ATC sensor) setup and adjustment if required or print quality problems may occur. Go to **“Sensor (ATC) setup” on page 4-210.**

**Warning:** Always perform color registration adjustment (RegCon) when removing or reinstalling the printhead, developer unit assembly or developer interlock plate assembly or print quality problems may occur. Go to **“Color registration (RegCon)” on page 4-214.**

1. Remove the transfer belt unit assembly. See **“Transfer belt unit assembly removal” on page 4-16.**
2. Remove the printer front door assembly. See **“Printer front door assembly removal” on page 4-3.**
3. Remove the front left cover. See **“Front left cover removal” on page 4-9.**
4. Remove the waste toner cartridge cover. See **“Waste toner cartridge cover removal” on page 4-39.**
5. Remove the waste toner cartridge sensor assembly. See **“Waste toner cartridge sensor assembly removal” on page 4-39.**

**Note:** The waste toner cartridge sensor assembly does not need to be removed from the machine. It may be allowed to hang by the wires.
6. Remove the inner cover. See **“Inner cover removal” on page 4-42.**

**Warning:** When removing the CMY toner add assemblies, the toner cartridges should be left installed in order to reduce toner spillage.
7. Remove the three CMY toner add assemblies. See **“CMY toner add assembly removal” on page 4-46.**

**Warning:** When removing the K toner add assembly, the toner cartridge should be left installed in order to reduce toner spillage.
8. Remove the K toner add assembly. See **“K toner add assembly removal” on page 4-48.**
9. Remove the developer interlock plate assembly. See **“Developer interlock plate assembly removal” on page 4-48.**

**Note:** When removing the developer assembly, position it in the way it is removed from the machine, or toner spill will occur.
10. Ensure that the transfer belt lift handle is in the down position and gently remove the appropriate developer assembly (A).
 

**Note:** When removing the developer assembly, ensure that it is positioned in the same manner in which it is removed from the machine or spillage will occur.

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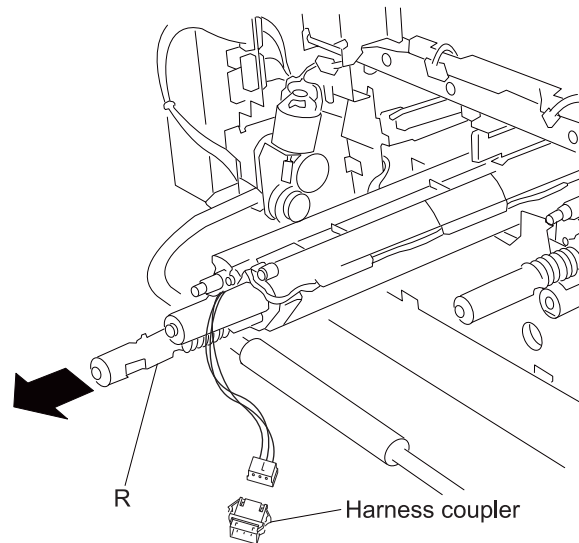


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**Warning:** Ensure that the harness coupler (B) is removed from the old developer unit assembly (A) and installed on the new one.



**Note:** Installation of a new developer requires installation of the appropriate carrier. See [page 4-60](#) for the instructions on how to install the new carrier.

**Replacement warning:** Ensure that the rear area new developer unit assembly (A) is properly engaged into the machine or the magnetic rolls will not turn properly.

Use the following procedure to test for proper magnetic roll engagement immediately after installing the new **C, M or Y** developer unit assembly (A):

- A. Enter the diagnostic mode.
- B. Select **MOTOR TESTS**
- C. Select **Finisher Motor Tests**
- D. Select **CMY developer drive motor (this test will not work for the K developer unit assembly)**

**Warning:** If the magnetic roll and the waste auger can be seen turning then the developer unit assembly (A) is installed correctly, if the magnetic roll and the waste auger are not turning, then the developer unit assembly (A) must be reinstalled and the motor test repeated.

**Replacement warning:** When replacing the developer interlock plate assembly, ensure that the erase lamp harnesses and developer unit assembly harnesses are correctly installed in the clamps, or they may become

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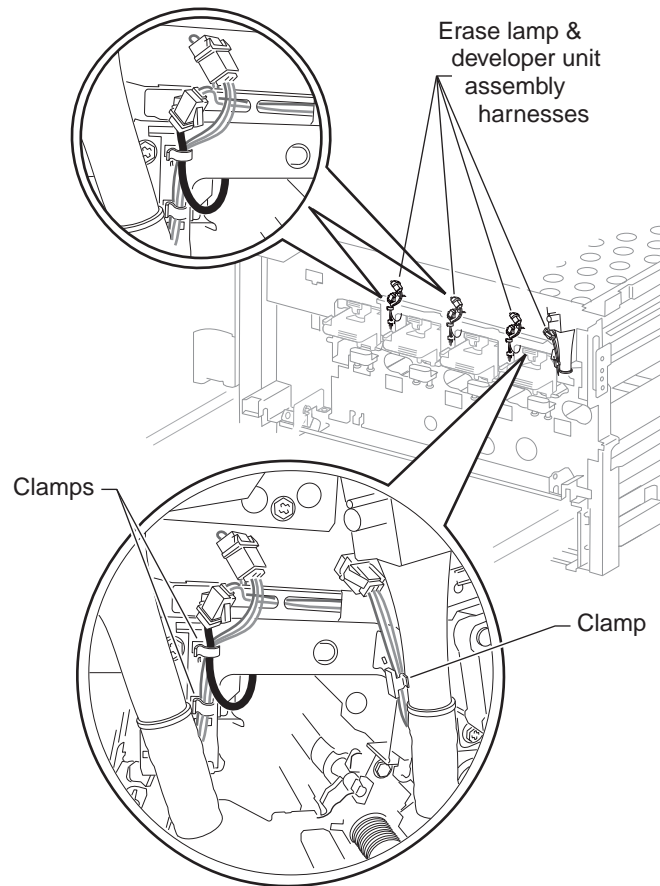


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detached. Verify that the harnesses are properly secured in the clamps by moving the transfer belt lift handle up and down several times before reinstalling the inner cover.



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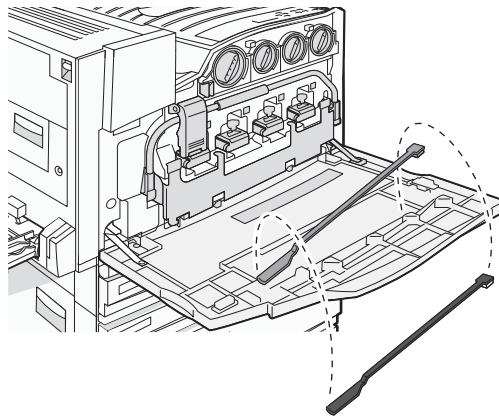


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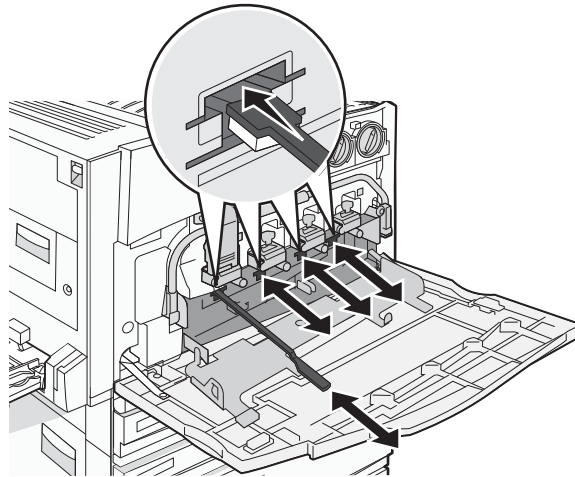


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11. Remove the printhead cleaning tool from the printer front door assembly.



12. Clean the four printhead glass windows using the printhead cleaning tool.



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## Developer carrier removal and replacement

**Note:** The following procedure can be applied to the C, M, Y, and K developer carriers.

**Warning:** Always perform the sensor (ATC sensor) setup and adjustment if required or print quality problems may occur. Go to **“Sensor (ATC) setup” on page 4-210.**

**Warning:** Always perform color registration adjustment (RegCon) when removing or reinstalling the printhead, developer unit assembly or developer interlock plate assembly or print quality problems may occur. Go **“Color registration (RegCon)” on page 4-214.**

1. Remove the printer front door assembly. See **“Printer front door assembly removal” on page 4-3.**
2. Remove the front left cover. See **“Front left cover removal” on page 4-9.**
3. Remove the waste toner cartridge cover. See **“Waste toner cartridge cover removal” on page 4-39.**  
**Note:** The waste toner cartridge sensor assembly does not need to be removed from the machine. It may be allowed to hang by the wires.
4. Remove the waste toner cartridge sensor assembly. See **“Waste toner cartridge sensor assembly removal” on page 4-39.**
5. Remove the inner cover. See **“Inner cover removal” on page 4-42.**
6. Remove the three CMY toner add assemblies. See **“CMY toner add assembly removal” on page 4-46.**
7. Remove the K toner add assembly. See **“K toner add assembly removal” on page 4-48.**
8. Remove the developer interlock plate assembly. See **“Developer interlock plate assembly removal” on page 4-48**
9. Remove the developer unit assembly. See **“Developer unit assembly removal” on page 4-53.**
10. Using a prying tool, gently release the two hooks securing the top cover (A) to the assembly.

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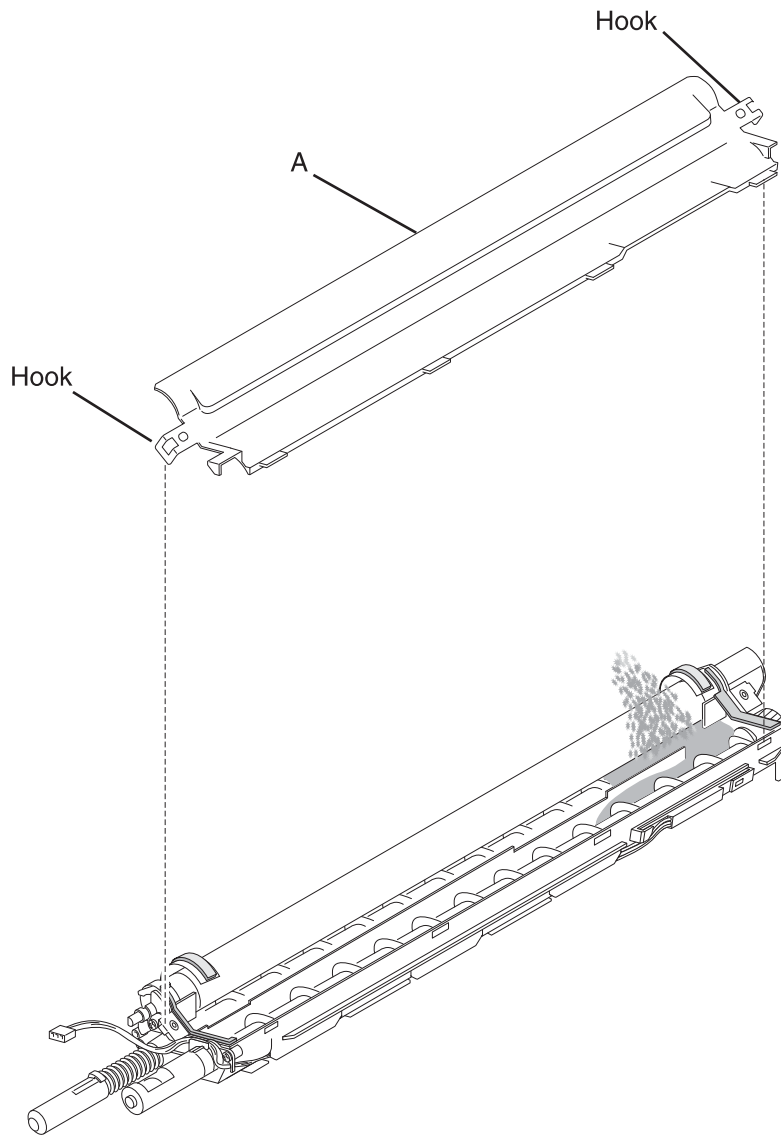


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11. Remove the top cover (A).



12. Completely remove the carrier (B) from the assembly by dumping it and using a toner vacuum or if installing a new developer unit assembly, go to next step.

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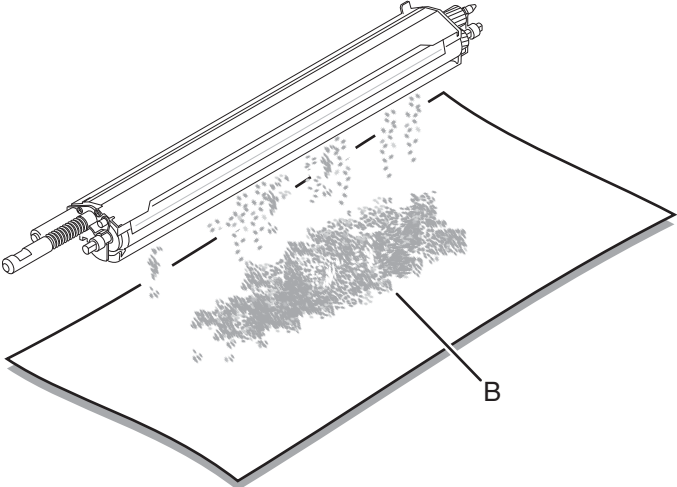
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**Replacement warning:** If reusing an existing developer unit assembly, ensure that all traces of old carrier (B) are removed from the developer unit assembly, or print quality issues may occur.



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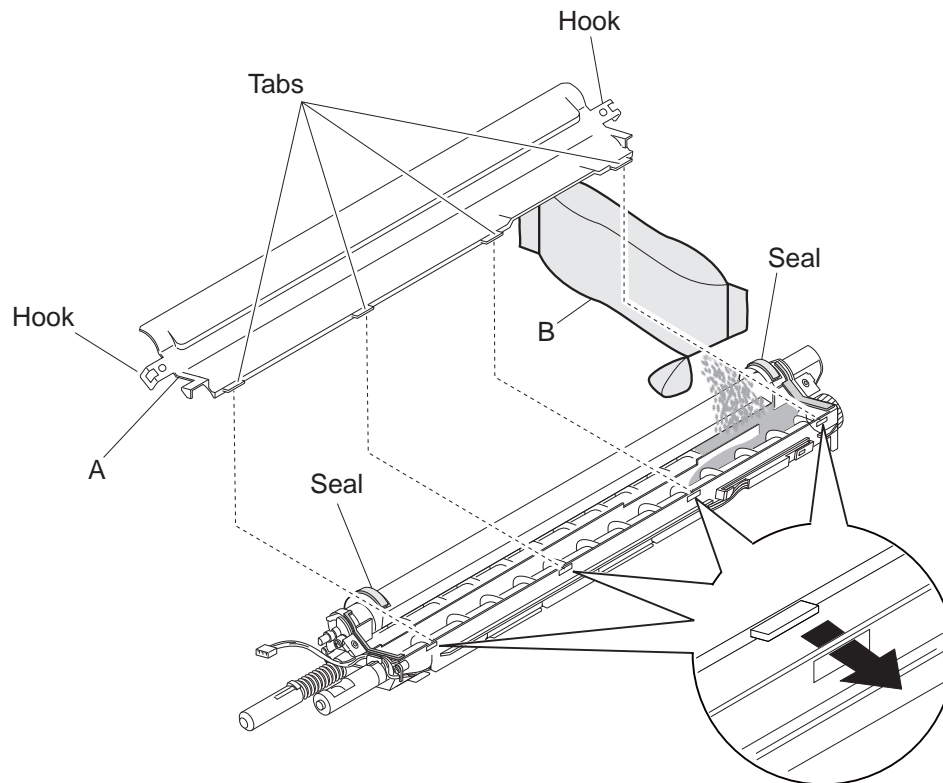


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To install the new carrier (B):

**Warning:** Ensure that the carrier is installed evenly and uniformly in the assembly, or spillage may occur.

1. Open the appropriate bag, and dump the appropriate carrier into the appropriate assembly.



2. Rotate the gears in the assembly to evenly distribute the carrier (B).

**Warning:** Ensure that the two seals are properly positioned in the assembly before replacing the top cover (A), or spillage may occur which may lead to print quality problems.

**Warning:** Ensure that the four plastic tabs in the top cover (A), are inserted into the four holes in the developer unit or the carrier (B) will be ejected from the developer unit assembly which will result in carrier contamination and print quality problems.

3. Replace the top cover (A).
4. Perform the ATC sensor setup and adjustment. Go to **“Sensor (ATC) setup” on page 4-210.**
5. Perform the color registration (RegCon) setup and adjustment. Go to **“Color registration (RegCon)” on page 4-214.**

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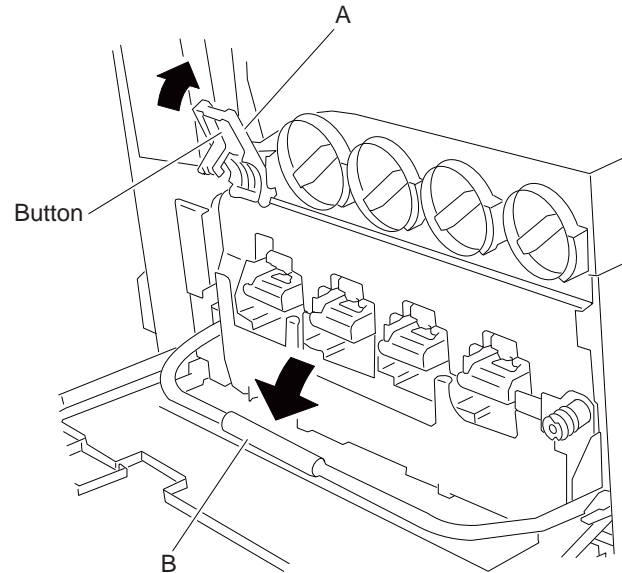
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## Photoconductor (PC) unit assembly removal

**Warning:** Ensure that all four PC cartridges are concealed from all sources of light, or damage will occur.

**Note:** This procedure can be applied to either the C, M, Y, or K PC unit assemblies.

1. Open the printer front door assembly.
2. Press the button on the transfer belt lift latch (A).
3. Raise the transfer belt lift latch (A) to its upper-most position.
4. Lower the transfer belt lift handle (B) to its lower-most position.



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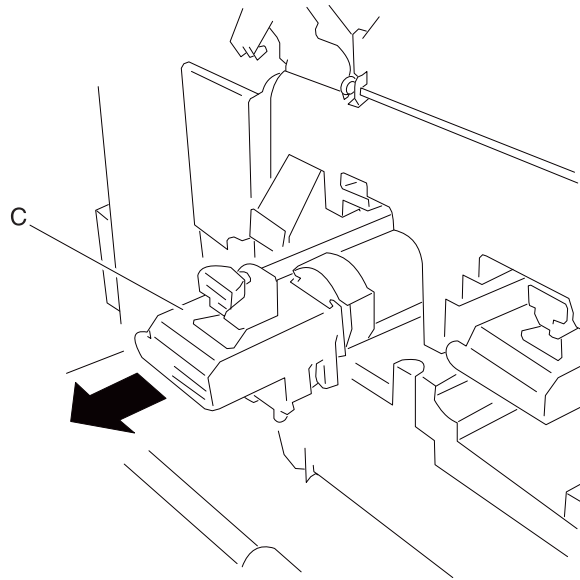


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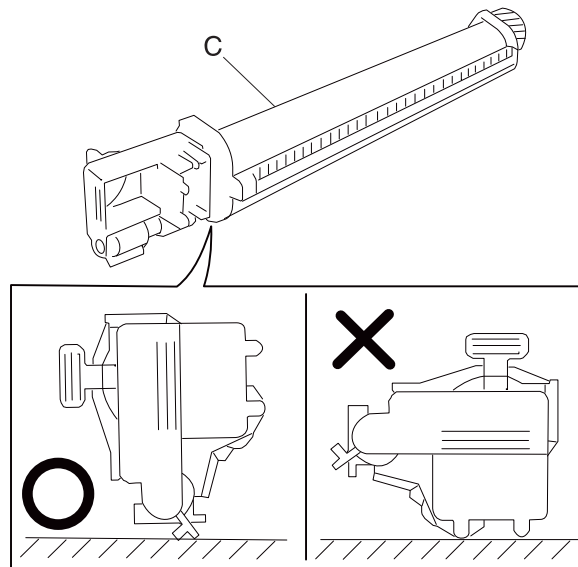


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5. Pull the appropriate PC unit assembly (C) from the machine.



**Note:** When the PC unit assembly (C) is removed, ensure that it is stored in the position as shown in the graphic below.



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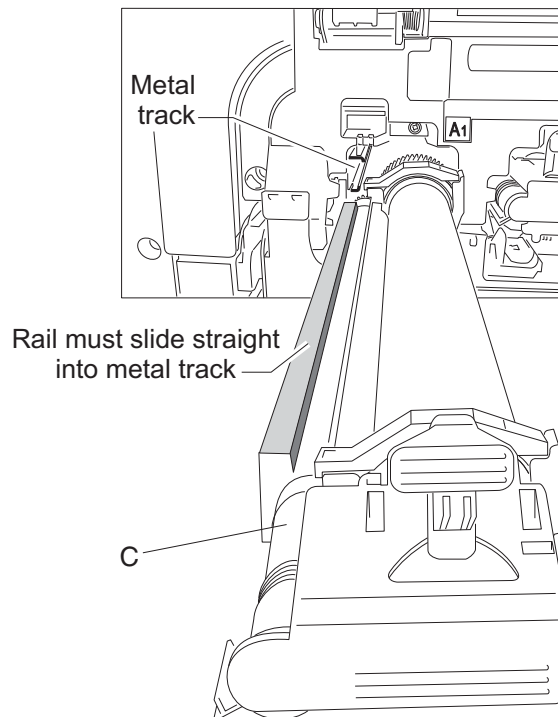


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**Replacement warning:** When replacing the PC unit assembly (C), ensure that the rail on the PC unit assembly (C) is properly inserted into the metal track or physical binding and damage will occur. In the event that the PC unit assembly (C) becomes bound, it can be removed by twisting it in a clockwise direction while pulling it from the machine.



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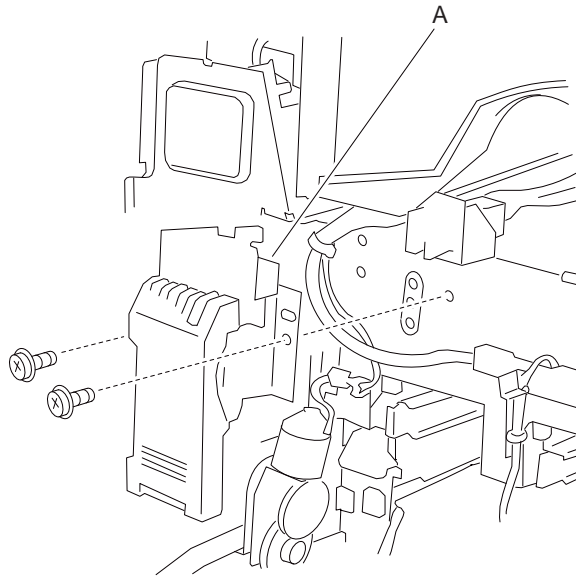


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### ***Transfer belt lift latch assembly removal***

1. Remove the printer front door assembly. See **“Printer front door assembly removal” on page 4-3.**
2. Remove the front left cover. See **“Front left cover removal” on page 4-9.**
3. Remove the waste toner cartridge cover. See **“Waste toner cartridge cover removal” on page 4-39.**
4. Remove the waste toner cartridge sensor assembly. See **“Waste toner cartridge sensor assembly removal” on page 4-39.**
5. Remove the sensor (waste toner cartridge full). See **“Sensor (waste toner cartridge full) removal” on page 4-40.**
6. Remove the inner cover. See **“Inner cover removal” on page 4-42.**
7. Remove the two screws securing the transfer belt lift latch (A) to the machine.
8. Release the harnesses from the clamp.

9. Remove the transfer belt lift latch assembly (A).



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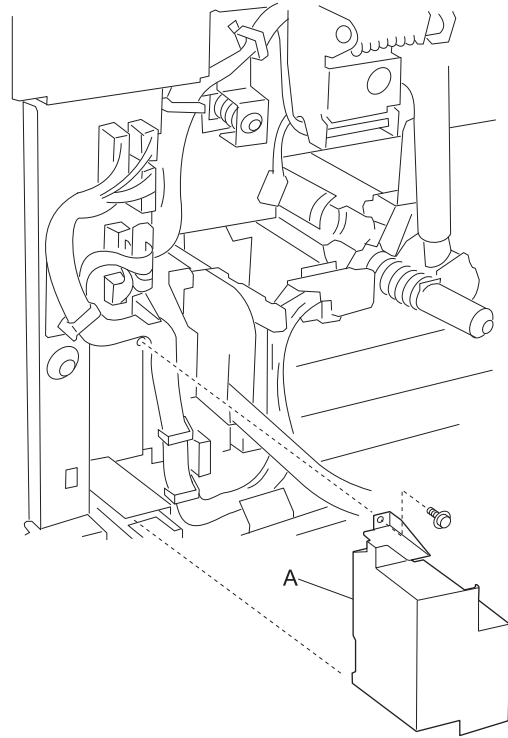


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### ***Left transfer belt lift assembly removal***

1. Remove the four PC cartridge unit. See **“PC cartridge unit removal” on page 4-43**
2. Remove the rear cover assembly. See **“Rear cover assembly removal” on page 4-5.**
3. Remove the rear left middle cover. See **“Rear left middle cover removal” on page 4-6.**
4. Remove the MPF feed unit assembly. See **“MPF feed unit assembly removal” on page 4-8.**
5. Remove the printer left door assembly. See **“Printer left door assembly removal” on page 4-26.**
6. Remove the registration / transport roll assembly. See **“Registration / transport roll assembly removal” on page 4-36.**
7. Remove the front door assembly. See **“Printer front door assembly removal” on page 4-3**
8. Remove the waste toner bottle.
9. Remove the right cover assembly. See **“Right cover assembly removal” on page 4-4.**
10. Remove the transfer belt unit assembly. See **“Transfer belt unit assembly removal” on page 4-16**
11. Remove the front left cover. See **“Front left cover removal” on page 4-9.**
12. Remove the screw securing the plastic cover (A) to the machine.

13. Remove the plastic cover (A).



14. Remove the transfer belt lift handle assembly. See **“Transfer belt lift handle assembly removal”** on **page 4-70**.
15. Remove the waste toner agitator motor assembly. See **“Waste toner agitator motor assembly removal”** on **page 4-43**.  
**Note:** Ensure that the left transfer belt lift assembly is in the up position in order to remove the image density sensor assembly.
16. Remove the image density sensor assembly. See **“Image density sensor assembly removal”** on **page 4-44**.
17. Remove the K erase lamp assembly. **“K erase lamp assembly removal”** on **page 4-77**.
18. Removed the two screws securing the bracket (A) to the machine.

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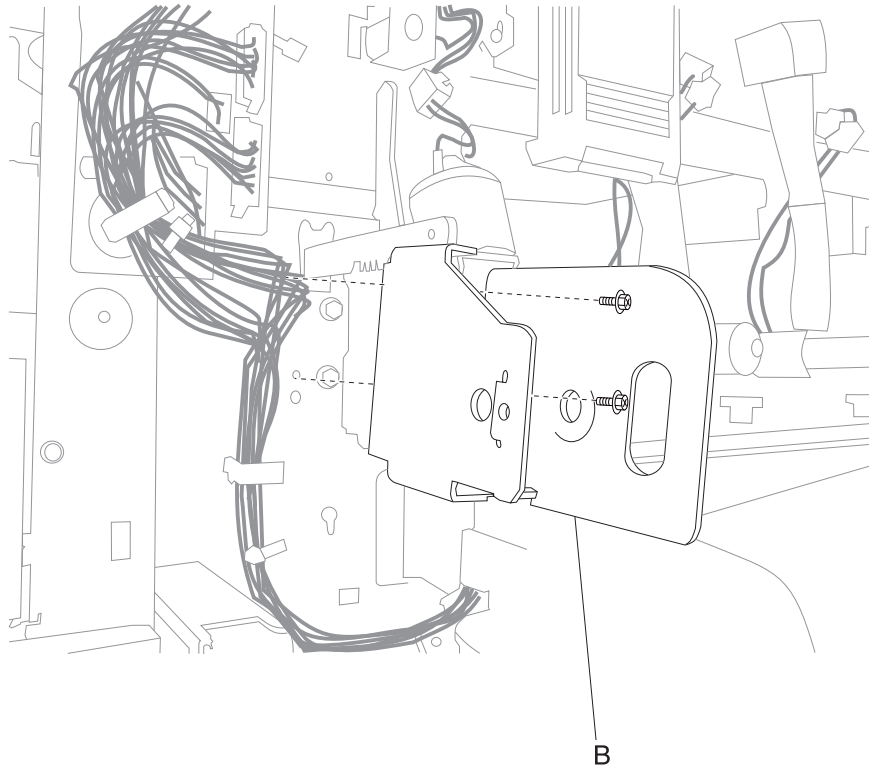


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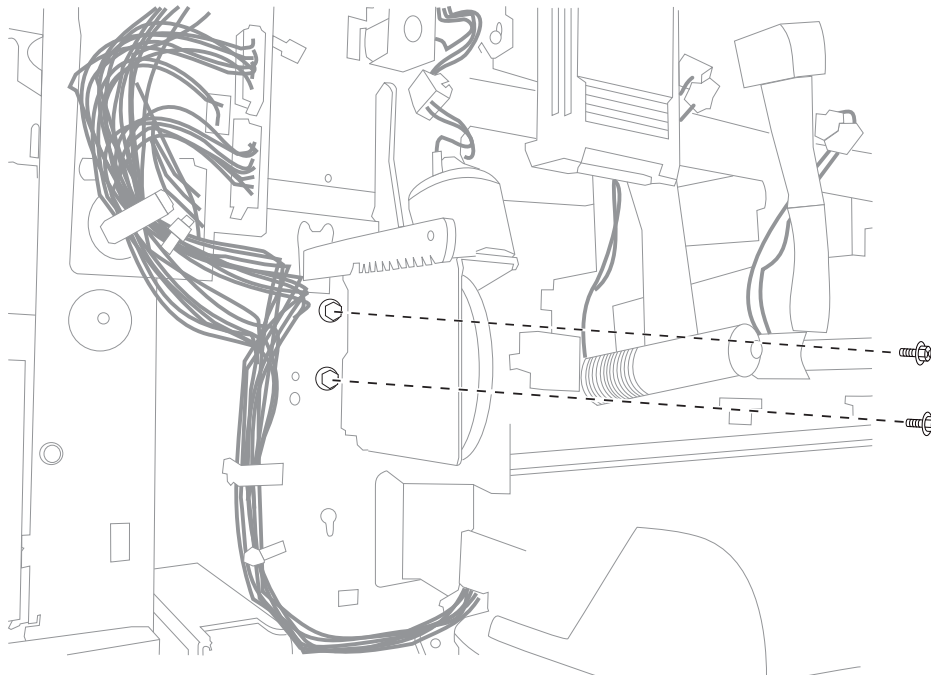


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19. Remove the bracket (A).



20. Remove the two screws securing the left elevator assembly (B) to the front of the machine.



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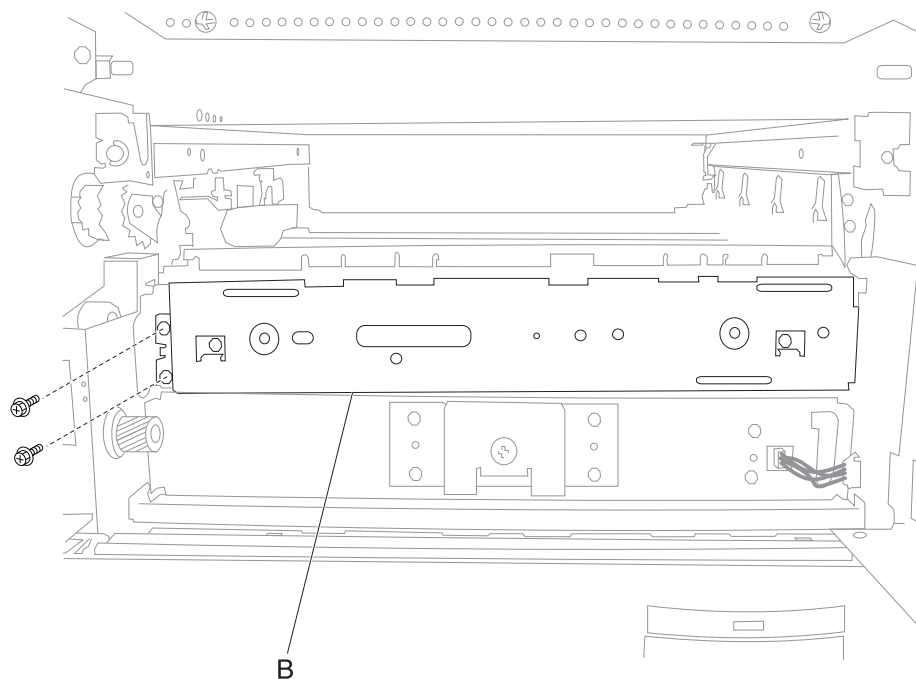
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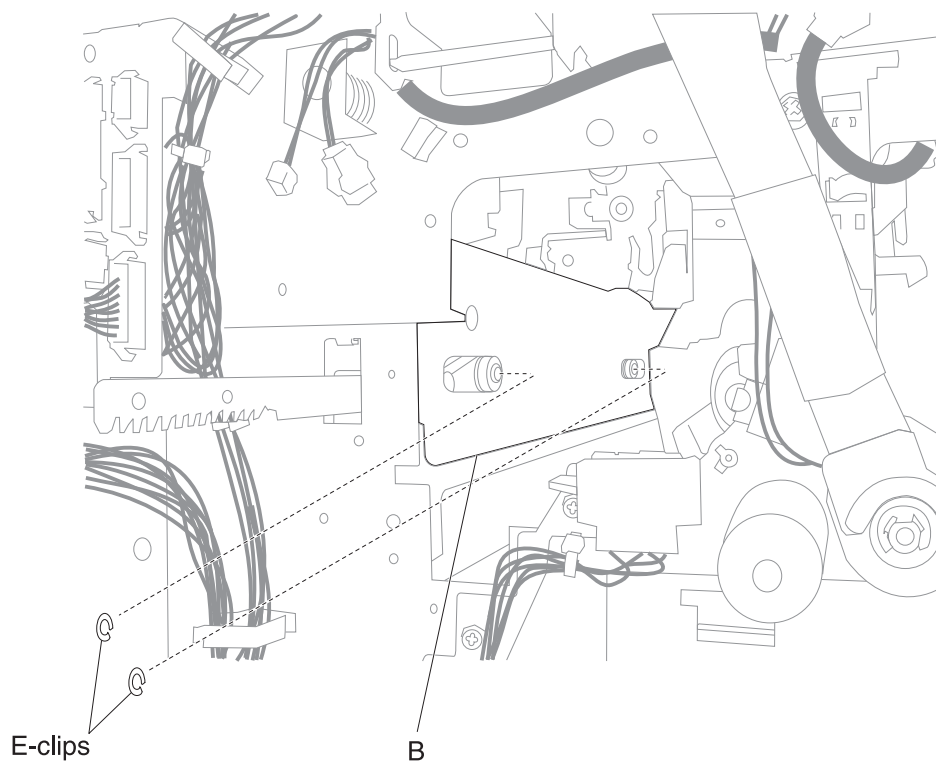
21. Remove the two screws from the left transfer belt lift assembly (B).



**Note:** In order to remove the left transfer belt lift assembly (B), two E-clips and two washers must be removed. The two E-clips and two washers are located inside the machine in the area where the K PC unit is located.

**Warning:** Do not loose the two E-clips, four washers, and two bearings. The need to be installed on the new left transfer belt lift assembly (B) being installed in the machine.

22. Remove the two E-clips and the two washers securing the left transfer belt lift assembly (B) to the machine.



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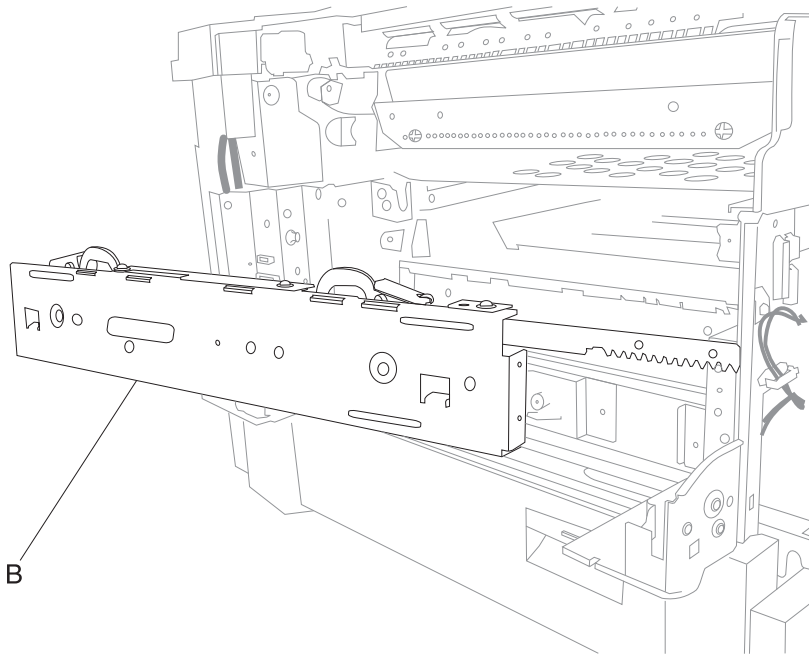


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23. Remove the left transfer belt lift assembly (B) from the machine.



**Replacement note:** Ensure that the two E-clips, four washers, and two bearings are properly reinstalled when installing the new left transfer belt lift assembly (B).

**Replacement warning:** When replacing the transfer belt lift handle assembly (B), the two transfer belt lift mechanisms must be correctly timed or print quality problems and damage will occur.

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**Replacement warning:** After replacing the transfer belt lift handle assembly (B), the two transfer belt lift mechanisms must be correctly aligned or print quality problems and damage will occur. Once the alignment is correctly set, replace the two plastic rack gear caps.

**Replacement warning:** When replacing the transfer belt lift handle assembly (B), ensure the two timing marks on the two sector gears are aligned with the two timing notches in the two rack gears.

**Replacement warning:** Gently raise and lower the transfer belt lift handle assembly (B) and ensure that the lift mechanism is aligned properly and no binding occurs

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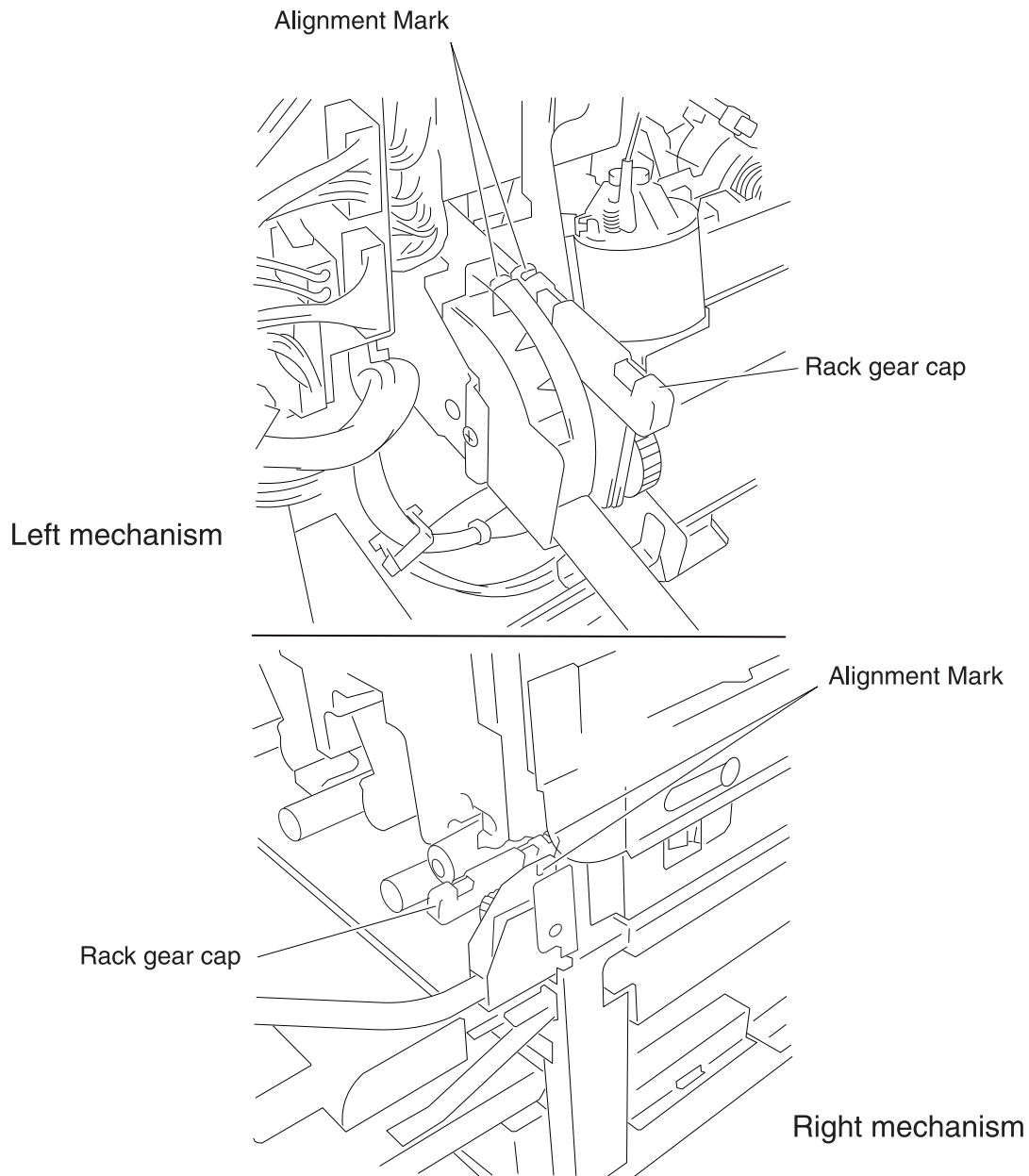


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## Transfer belt lift handle assembly removal



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**Warning:** When replacing the transfer belt lift handle assembly, the two transfer belt lift mechanisms must be correctly timed or print quality problems and damage will occur.

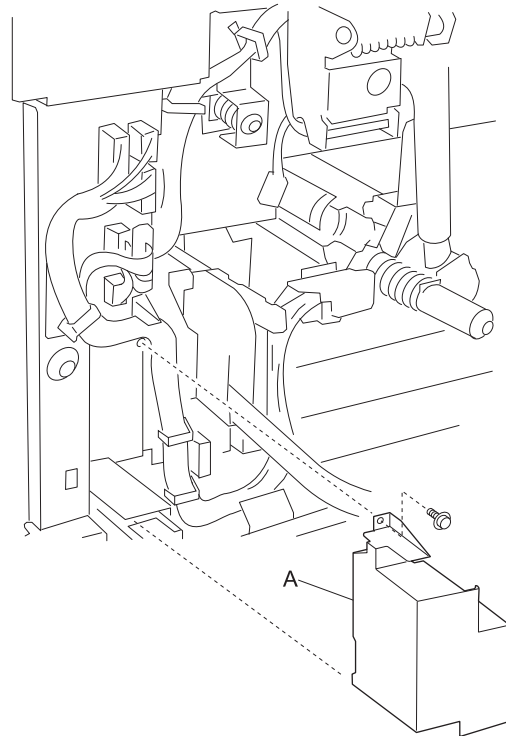
**Replacement warning:** After replacing the transfer belt lift handle assembly (B), the two transfer belt lift mechanisms must be correctly aligned or print quality problems and damage will occur. Once the alignment is correctly set, replace the two plastic rack gear caps.

**Replacement warning:** When replacing the transfer belt lift handle assembly (B), ensure the two timing marks on the two sector gears are aligned with the two timing notches in the two rack gears.

**Replacement warning:** Gently raise and lower the transfer belt lift handle assembly (B) and ensure that the lift mechanism is aligned properly and no binding occurs

1. Remove the front door assembly. See **“Printer front door assembly removal” on page 4-3**
2. Remove the waste toner bottle.
3. Remove the right cover assembly. See **“Right cover assembly removal” on page 4-4.**

4. Remove the transfer belt unit assembly. See **"Transfer belt unit assembly removal"** on page 4-16
5. Remove the front left cover. See **"Front left cover removal"** on page 4-9.
6. Remove the screw securing the plastic cover (A) to the machine.
7. Remove the plastic cover (A).



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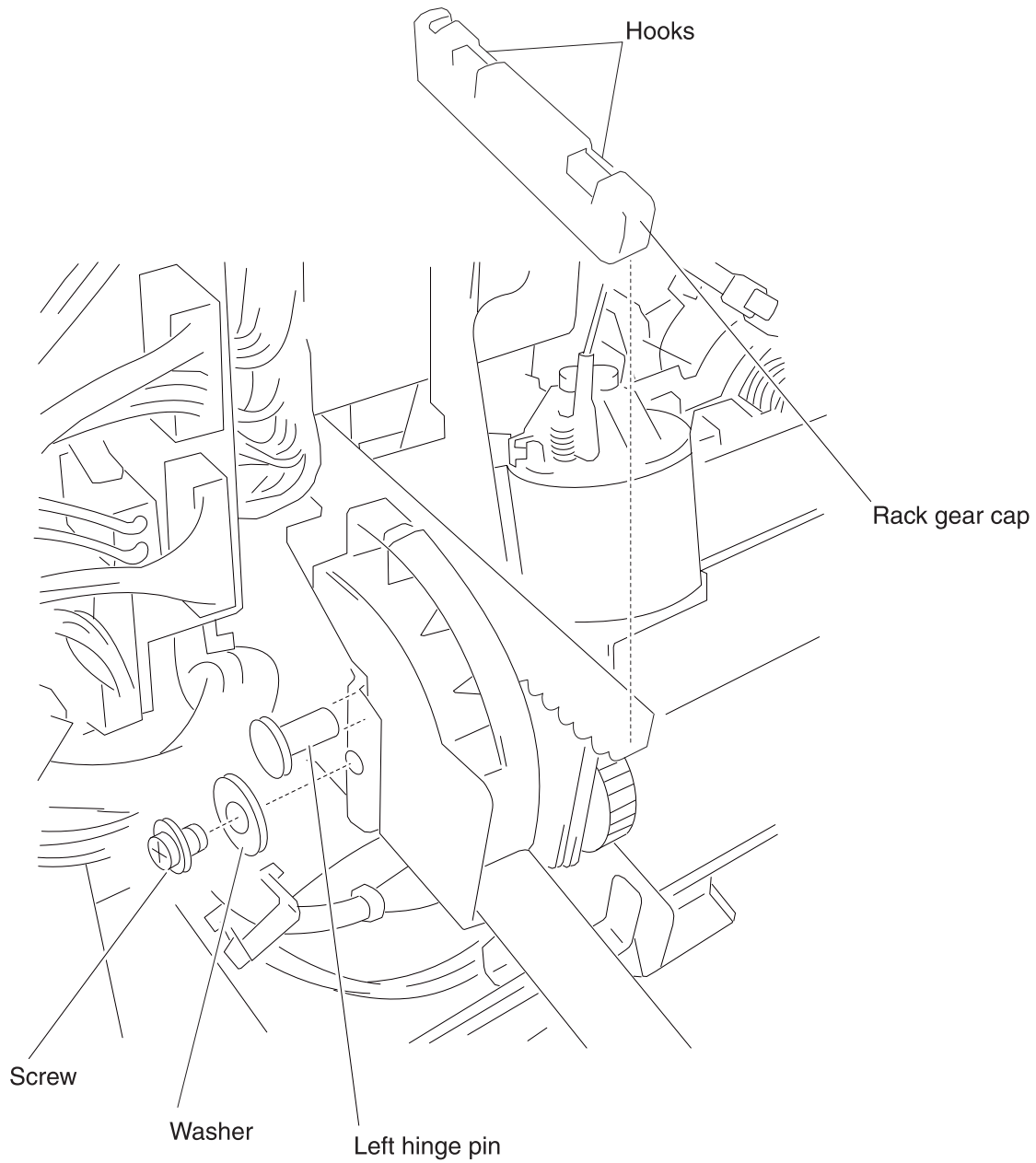


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8. Gently release the hooks on the two plastic rack gear caps with a small flat-tip screwdriver.
9. Remove the two plastic rack gear caps.
10. Remove the screw and washer securing the left hinge pin.
11. Remove the left hinge pin.



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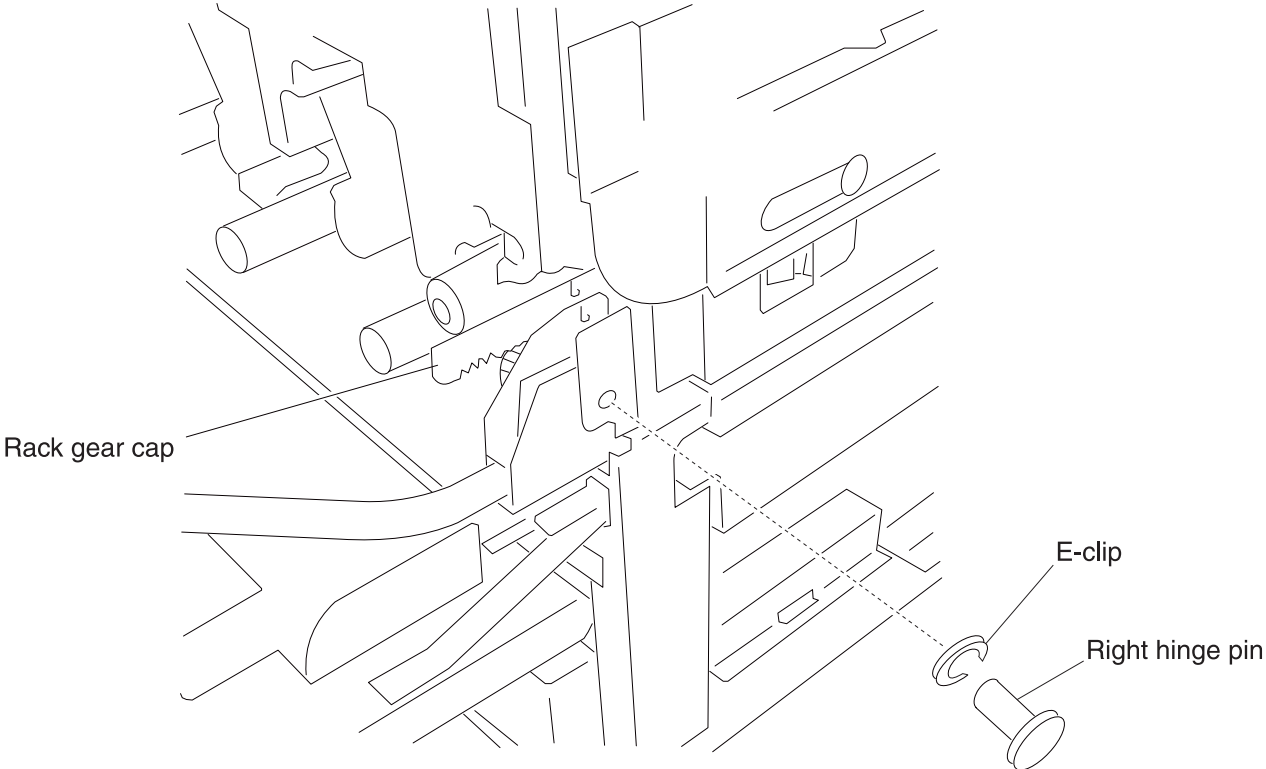


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- 12. Remove the E-clip securing the right hinge pin.
- 13. Remove the right hinge pin.



Right mechanism

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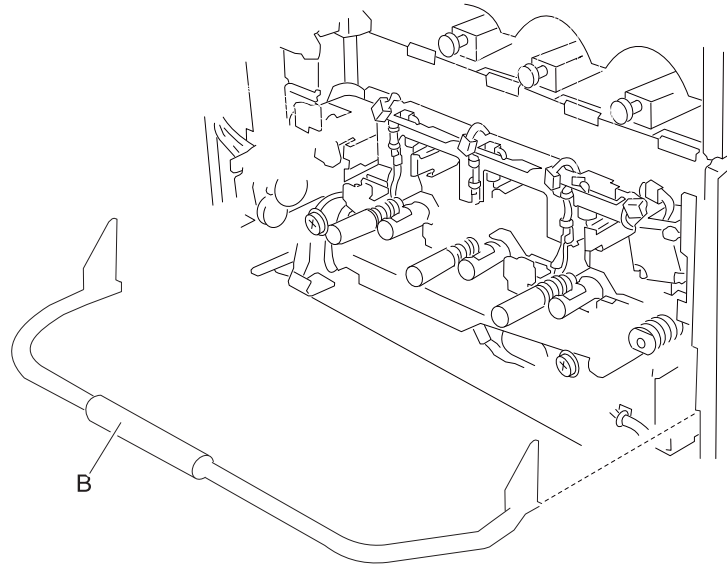
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14. Remove the transfer belt lift handle assembly (B) from the machine.

**Warning:** When extending the two rack gears, ensure they do not become bent or damaged.

15. Ensure the two rack gears are fully extended toward the front of the machine before reinstalling the transfer belt lift handle assembly (B).

**Warning:** When replacing the transfer belt lift handle assembly, the two transfer belt lift mechanisms must be correctly timed or print quality problems and damage will occur.



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**Replacement warning:** After replacing the transfer belt lift handle assembly (B), the two transfer belt lift mechanisms must be correctly aligned or print quality problems and damage will occur. Once the alignment is correctly set, replace the two plastic rack gear caps.

**Replacement warning:** When replacing the transfer belt lift handle assembly (B), ensure the two timing marks on the two sector gears are aligned with the two timing knuckles in the two rack gears.

**Replacement warning:** Gently raise and lower the transfer belt lift handle assembly (B) and ensure that the lift mechanism is aligned properly and no binding occurs.

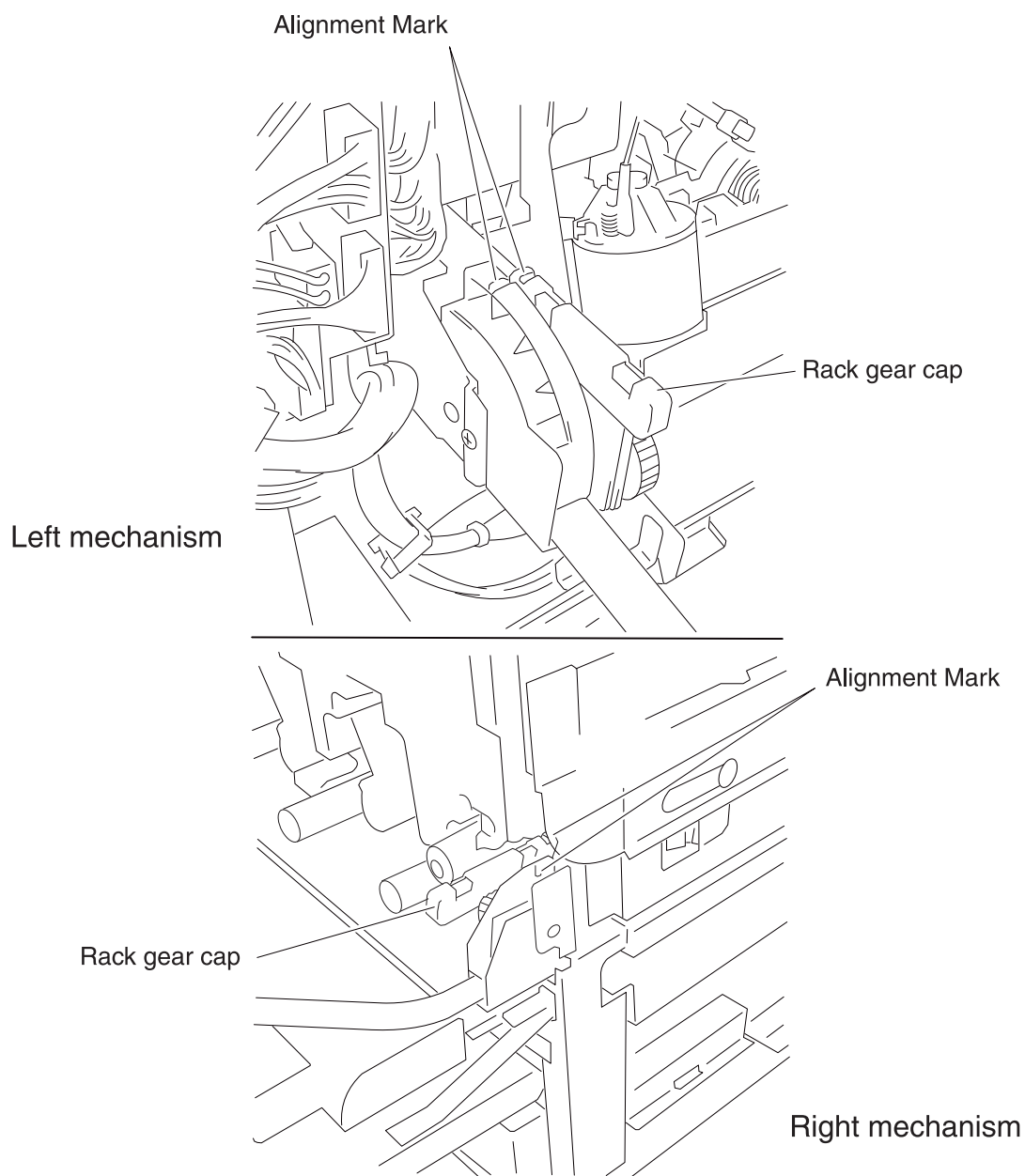
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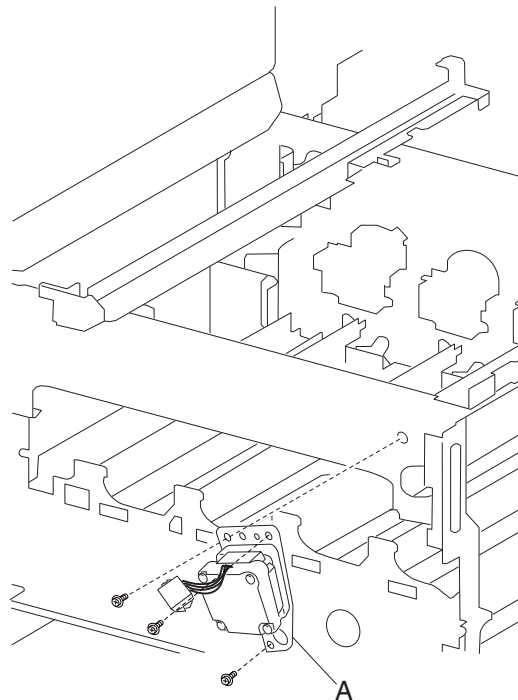


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## Transfer belt steering motor removal

1. Remove the front left cover. See **“Front left cover removal”** on page 4-9.
2. Remove the waste toner cartridge cover. See **“Waste toner cartridge cover removal”** on page 4-39.
3. Remove the waste toner cartridge sensor assembly. See **“Waste toner cartridge sensor assembly removal”** on page 4-39.
4. Remove the sensor (waste toner cartridge full). See **“Sensor (waste toner cartridge full) removal”** on page 4-40.
5. Remove the inner cover assembly. See **“Inner cover removal”** on page 4-42.
6. Disconnect the connector transfer belt steering motor (A).
7. Remove the three screws securing the transfer belt steering belt motor (A) to the machine.
8. Remove the transfer belt steering motor (A).



## CMY erase lamp assembly removal

**Warning:** Ensure the transfer belt unit assembly is removed, or damage will occur.

1. Remove the printer front door assembly. See **“Printer front door assembly removal”** on page 4-3.
2. Remove the front left cover. See **“Front left cover removal”** on page 4-9.
3. Remove the waste toner cartridge cover. See **“Waste toner cartridge cover removal”** on page 4-39.
4. Remove the waste toner cartridge sensor assembly. See **“Waste toner cartridge sensor assembly removal”** on page 4-39.
5. Remove the sensor (waste toner cartridge full). See **“Sensor (waste toner cartridge full) removal”** on page 4-40.
6. Remove the inner cover. See **“Inner cover removal”** on page 4-42.
7. Raise the transfer belt lift handle (A) to its upper-most position.
8. Disconnect the connector from the appropriate CMY erase lamp assembly (B).
9. Release the harness from the clamp.
10. Remove the screw securing the appropriate bracket (C) to the machine.
11. Lower the transfer belt lift handle (A) to its lower-most position.

**Note:** Access to the rear mounting hook on the CMY erase lamp (B) can be gained by reaching into the transfer belt unit opening from the right side of the machine.

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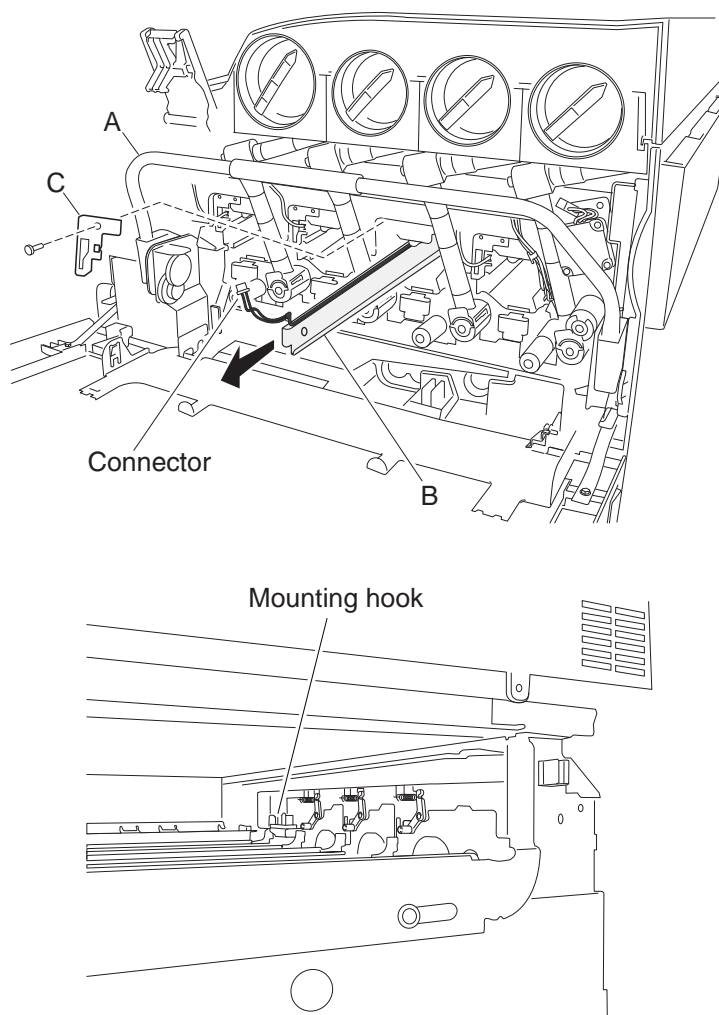


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12. Gently raise the rear of the appropriate CMY erase lamp assembly (B) to detach the mounting hook from the machine.
13. Remove the appropriate CMY erase lamp assembly (B).



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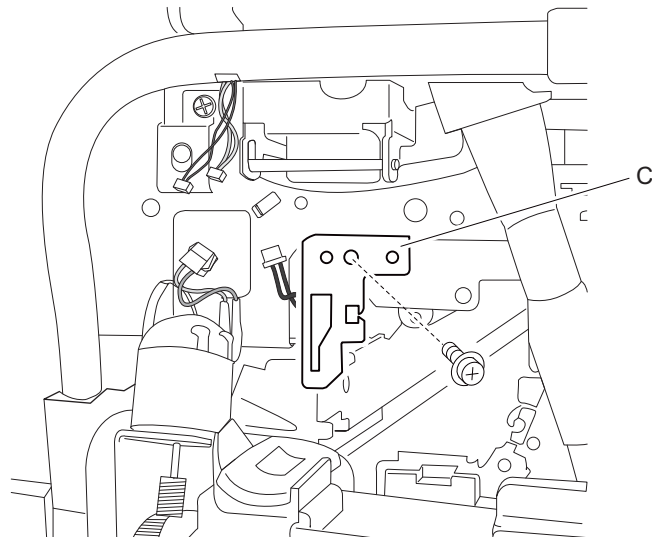
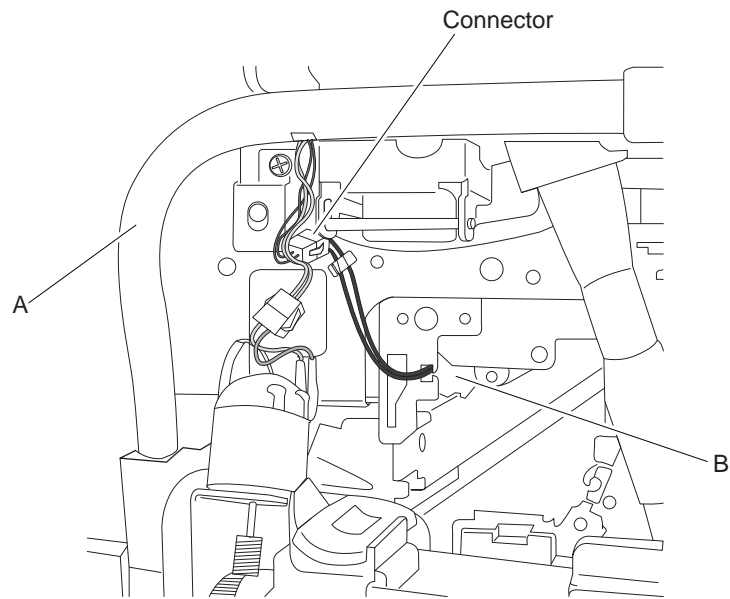
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### ***K erase lamp assembly removal***

**Warning:** Ensure the transfer belt assembly unit is removed, or damage will occur.

1. Remove the front left cover. See **“Front left cover removal” on page 4-9.**
2. Remove the waste toner cartridge cover. See **“Waste toner cartridge cover removal” on page 4-39.**
3. Remove the waste toner cartridge sensor assembly. See **“Waste toner cartridge sensor assembly removal” on page 4-39.**
4. Remove the sensor (waste toner cartridge full). See **“Sensor (waste toner cartridge full) removal” on page 4-40.**
5. Remove the transfer belt unit assembly. See **“Transfer belt unit assembly removal” on page 4-16.**
6. Remove the inner cover. See **“Inner cover removal” on page 4-42.**
7. Raise the transfer belt lift handle (A) to its upper-most position.
8. Disconnect the connector from the K erase lamp assembly (B).
9. Release the harness from the clamp.
10. Remove the screw securing the bracket (C) to the machine.
11. Lower the transfer belt lift handle (A) to its lower-most position.
12. Access to the rear mounting hook on the K erase lamp (B) can be gained by reaching into the transfer belt unit opening from the right side of the machine.

13. Gently raise the rear of the K erase lamp assembly (B) to detach the mounting hook from the machine.
14. Remove the K erase lamp assembly (B).



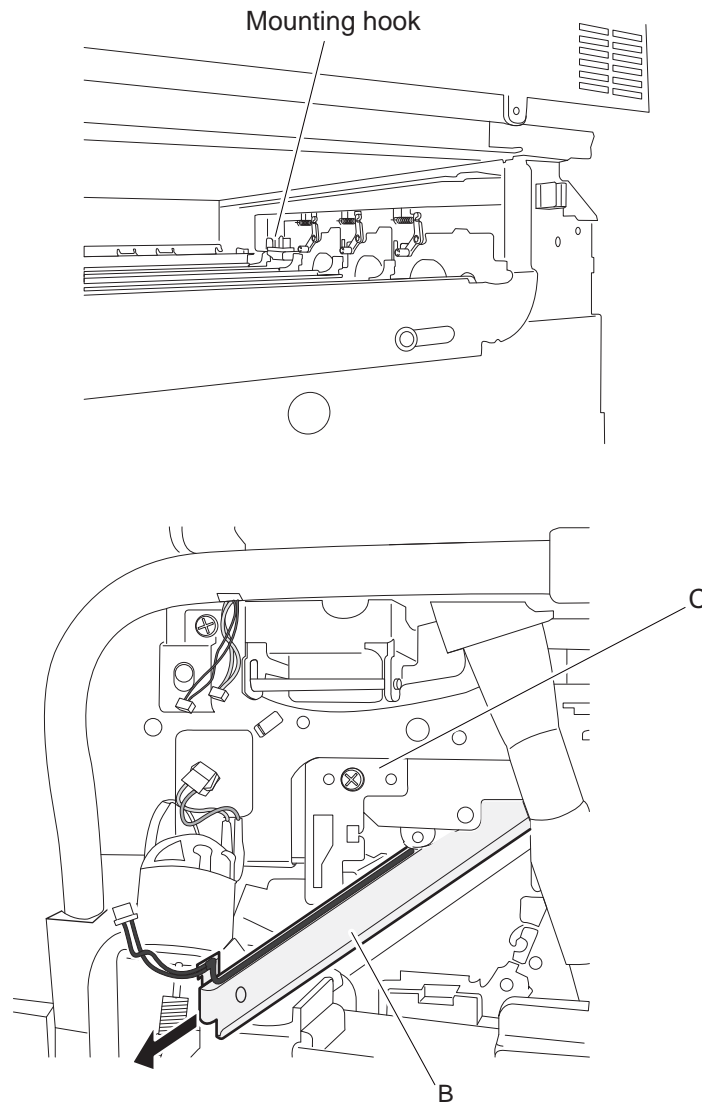
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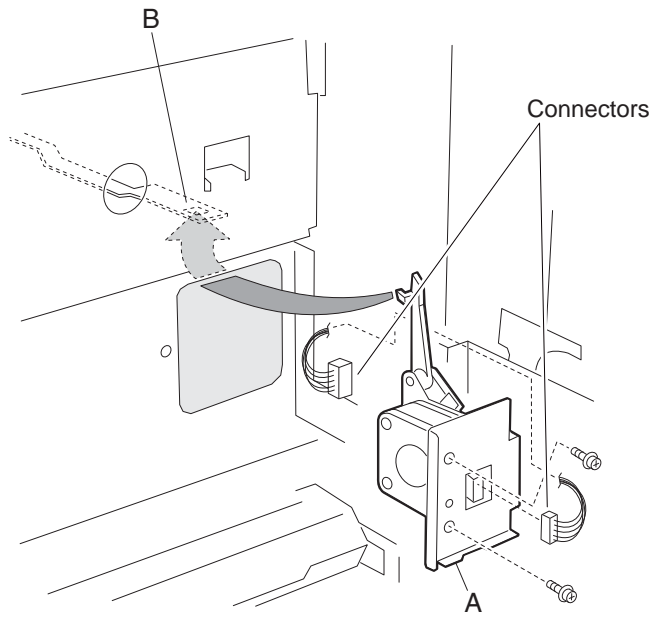
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### ***Printhead shutter motor assembly removal***

1. Remove the rear cover assembly. See **“Rear cover assembly removal”** on page 4-5.
2. Remove the rear left middle cover. See **“Rear left middle cover removal”** on page 4-6.
3. Remove the MPF feed unit assembly. See **“MPF feed unit assembly removal”** on page 4-8.
4. Remove the printer left door assembly. See **“Printer left door assembly removal”** on page 4-26.
5. Remove the registration transport roll assembly. See **“Registration / transport roll assembly removal”** on page 4-36.
6. Disconnect the connector from the printhead shutter motor assembly (A).
7. Remove the two screws securing the printhead shutter motor assembly (A) to the machine.
8. Remove the printhead shutter motor assembly (A) from the machine.

**Replacement warning:** When reinstalling the printhead shutter motor assembly (A), ensure that the plastic arm is inserted into the printhead shutter (B).



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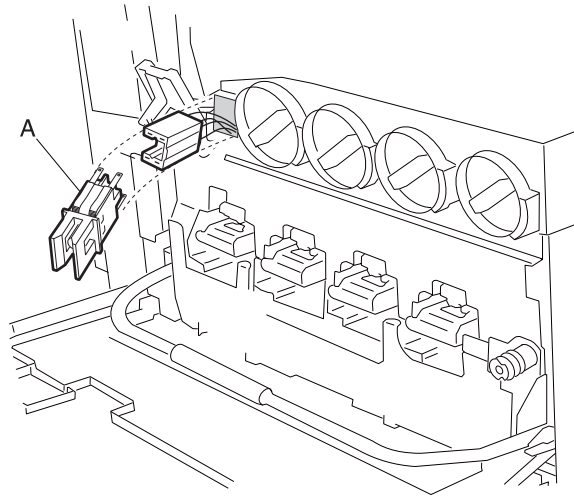
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## Switch (printer front door interlock) removal

1. Remove the rear cover assembly. See **“Rear cover assembly removal”** on page 4-5.
2. Remove the right cover assembly. See **“Right cover assembly removal”** on page 4-4.
3. Remove the top cover assembly. See **“Top cover assembly removal”** on page 4-4.
4. Remove the connector from the switch (printer front door interlock) (A).
5. Release the hooks securing the switch (printer front door interlock) (A) to the machine.
6. Remove the switch (printer front door interlock) (A) from the machine.



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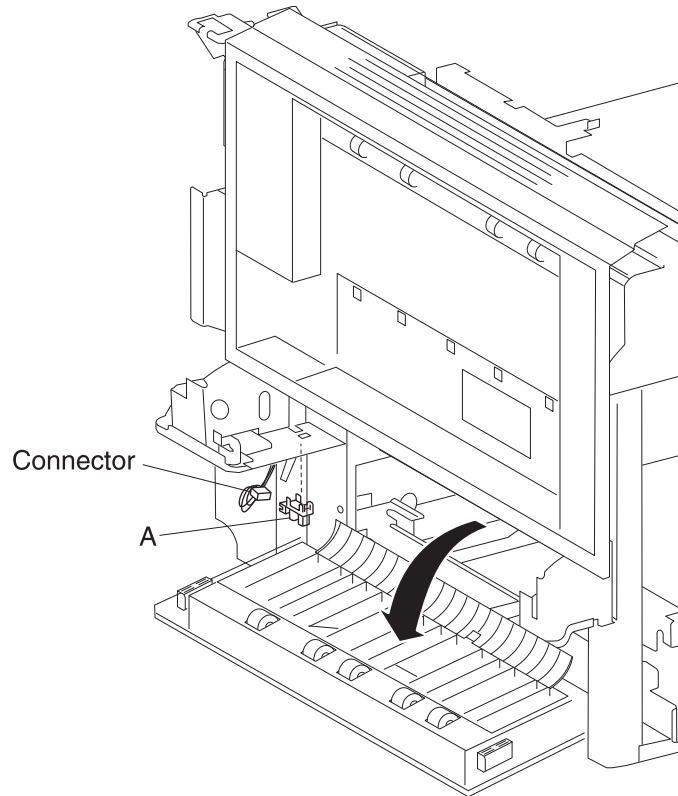
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### **Sensor (printer left lower door interlock) removal**

1. Remove the rear cover assembly. See **“Rear cover assembly removal” on page 4-5.**
2. Remove the rear left middle cover. See **“Rear left middle cover removal” on page 4-6.**
3. Remove the MPF feed unit assembly. See **“MPF feed unit assembly removal” on page 4-8.**
4. Release the hooks securing the sensor (printer left lower door interlock) (A) to the machine.
5. Remove the sensor (printer left lower interlock) (A).
6. Disconnect the connector from the sensor (printer left lower door interlock) (A).



### **RIP card cooling fan cover assembly removal**

1. Remove the rear cover assembly. See **“Rear cover assembly removal” on page 4-5.**
2. Remove the right cover assembly. See **“Right cover assembly removal” on page 4-4.**
3. Remove the top cover assembly. See **“Top cover assembly removal” on page 4-4.**
4. Remove the RIP card assembly. See **“RIP card assembly removal” on page 4-86.**
5. Disconnect the connector from the RIP card cooling fan cover assembly (A).
6. Remove the four screws securing the controller box top over assembly (A) to the machine.
7. Move the RIP card cooling fan cover assembly (A) toward the front of the machine.

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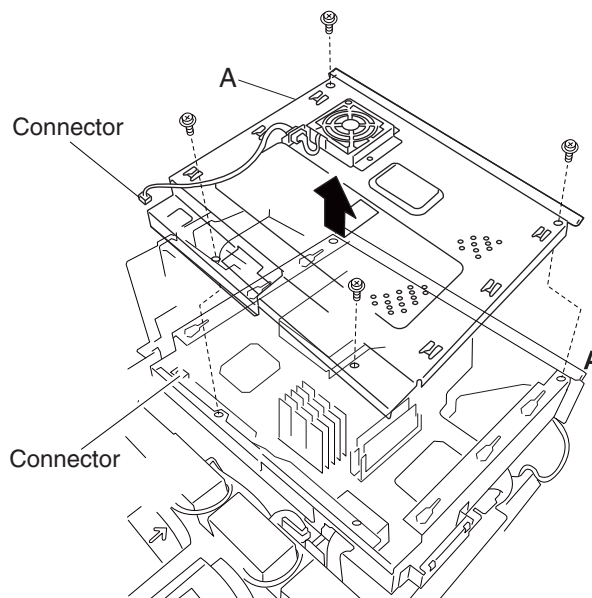
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8. Remove the RIP card cooling fan cover assembly (A).



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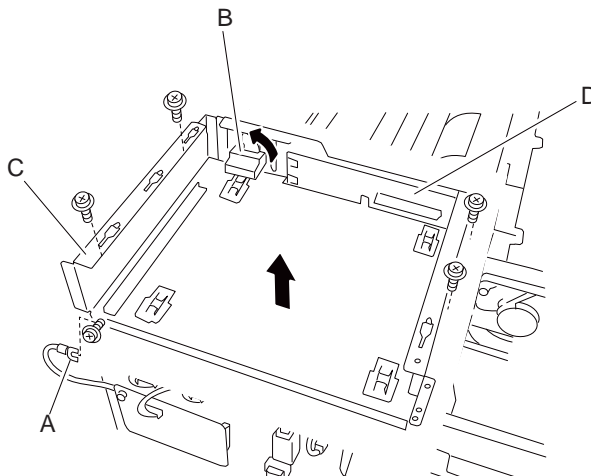
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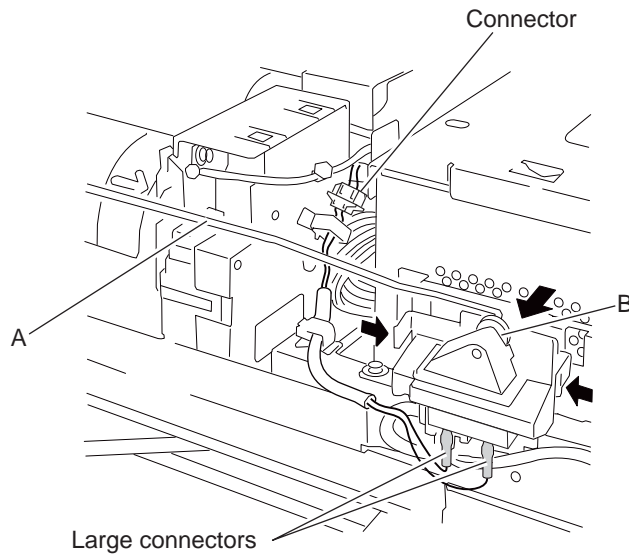
### Controller box assembly removal

1. Remove the rear cover assembly. See **“Rear cover assembly removal”** on page 4-5.
2. Remove the right cover assembly. See **“Right cover assembly removal”** on page 4-4.
3. Remove the top cover assembly. See **“Top cover assembly removal”** on page 4-4.
4. Remove the RIP card assembly. See **“RIP card assembly removal”** on page 4-86.
5. Remove the controller box top cover assembly. See **“RIP card cooling fan cover assembly removal”** on page 4-82.
6. Remove the switch (main power). See **“Switch (main power) removal”** on page 4-84.
7. Loosen the screw securing the ground wire (A).
8. Remove the ground wire (A).
9. Disconnect the connector (B), and rotate it 90°.
10. Remove the connector (B).
11. Remove the four screws securing the controller box assembly (C) to the machine.  
**Note:** When lifting the controller box assembly (C), the bridge card assembly (D) and the upper printer engine card assembly (E) will become detached.
12. Lift the controller box assembly (C).



## Switch (main power) removal

1. Remove the rear cover assembly. See **“Rear cover assembly removal”** on page 4-5.
2. Remove the right cover assembly. See **“Right cover assembly removal”** on page 4-4.
3. Remove the top cover assembly. See **“Top cover assembly removal”** on page 4-4.
4. Detach the metal rod (A) from the switch (main power) (B).
5. Release the two hooks securing the switch (main power) (B) to the machine.
6. Remove the switch (main power) (B).
7. Disconnect the connector from the switch (main power) (B).
8. Disconnect the two large connectors from the switch (main power).



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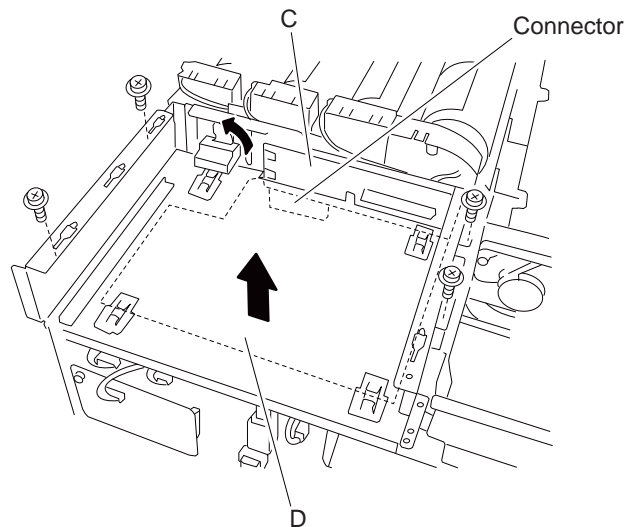
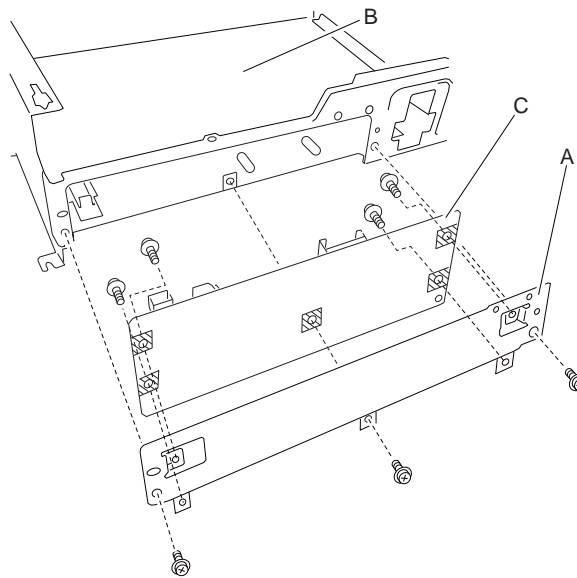
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## Bridge card assembly removal

1. Remove the rear cover assembly. See **“Rear cover assembly removal”** on page 4-5.
2. Remove the right cover assembly. See **“Right cover assembly removal”** on page 4-4.
3. Remove the top cover assembly. See **“Top cover assembly removal”** on page 4-4.
4. Remove the RIP card assembly. See **“RIP card assembly removal”** on page 4-86.
5. Remove the controller box top cover assembly. See **“RIP card cooling fan cover assembly removal”** on page 4-82.
6. Remove the controller box assembly. See **“Controller box assembly removal”** on page 4-83.
7. Remove the three screws securing the bracket (A) to the controller box assembly (B).
8. Remove the bracket (A).
9. Remove the four screws securing the bridge card assembly (C) to the bracket (A).
10. Remove the bridge card assembly (C).



**Replacement warning:** Ensure that the bridge card assembly (C) and the lower printer engine card (D) are connected.

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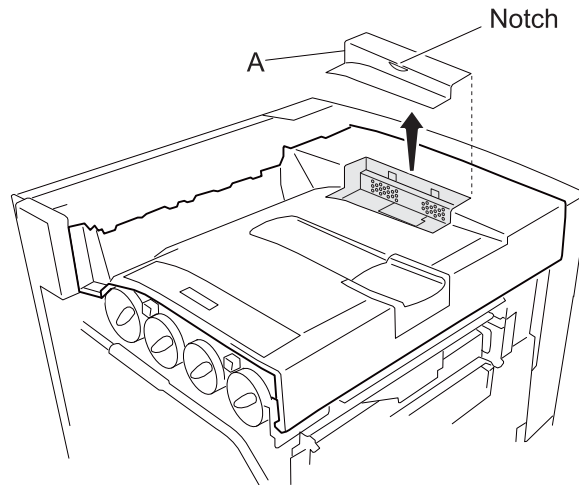
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## RIP card access cover removal

1. Using your finger, lift the RIP card access cover (A) by the notch.
2. Remove the RIP card access cover (A).



## RIP card assembly removal

**Warning:** In the event of replacement of any one of the following components:

- RIP card assembly
- Interconnect card assembly

Only replace one component at a time. Replace the required component, and perform a POR before replacing a second component listed above. If this procedure is not followed, the printer will be rendered inoperable. Never replace two or more of the components listed above without a POR after installing each one, or the printer will be rendered inoperable.

**Warning:** Never install and remove components listed above as a method of troubleshooting components. Once a component has been installed in a machine, it cannot be used in another machine. It must be returned to the manufacturer.

**Warning:** Ensure the interconnect card assembly is removed from the defective RIP card assembly and installed on the replacement rip card assembly or the machine will not function.

1. Remove the two screws securing the RIP card assembly (A) to the machine.
2. Pull the two knurled thumb screws to remove the RIP card assembly (A) from the machine.

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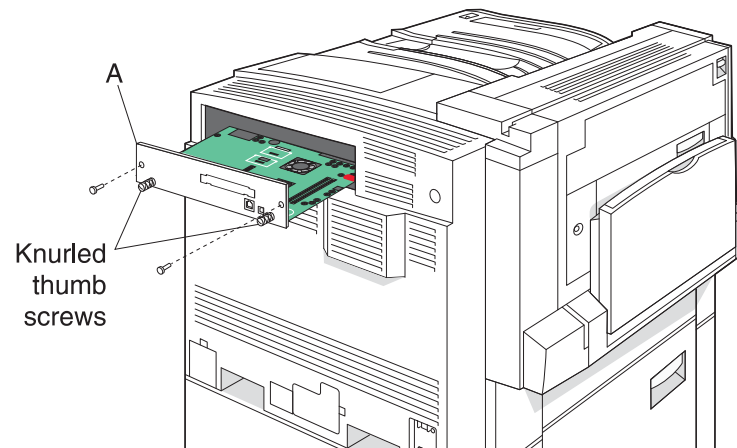


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- Remove the RIP card assembly (A) from the machine.



- Remove the riser card assembly. See **“Interconnect card assembly removal” on page 4-88.**

**Replacement warning:** When replacing the RIP card assembly, ensure the interconnect card assembly is removed from the defective RIP card assembly and installed on the replacement rip card assembly or the machine will not function.

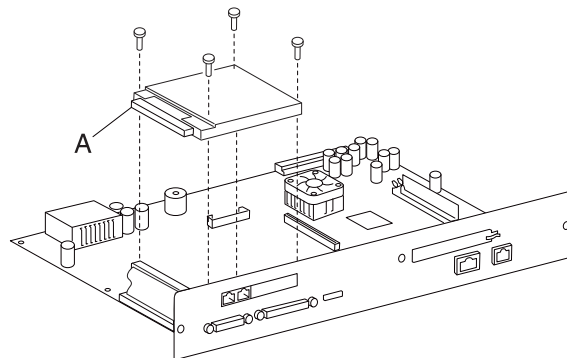
## Hard drive removal

- Remove the RIP card assembly. See **“RIP card assembly removal” on page 4-86.**

**Warning:** Do not drop the RIP card assembly, or damage will occur.

- Remove the two connectors from the hard drive (A).
- Remove the four screws securing the hard drive (B) to the side of the RIP card assembly (A).
- Remove the hard drive (B).

**Warning:** Do not drop the hard drive, or damage will occur.



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## Interconnect card assembly removal

**Warning:** In the event of replacement of any one of the following components:

- RIP card assembly
- Interconnect card assembly

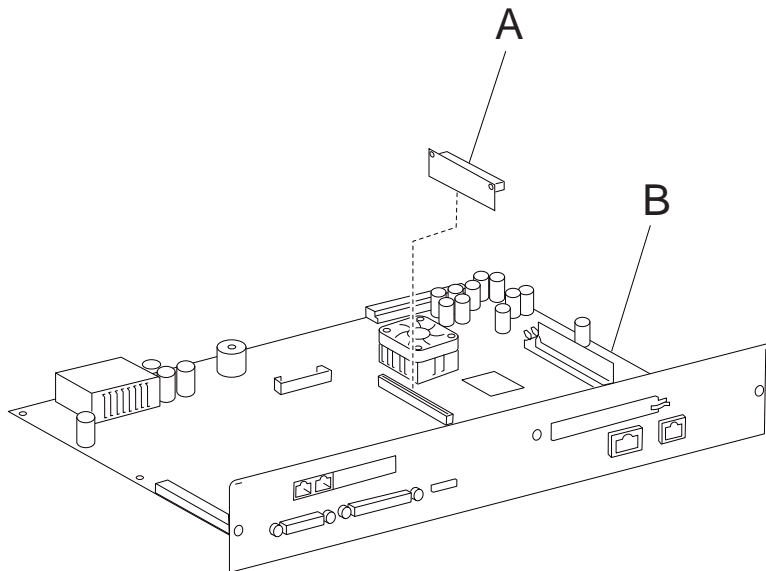
Only replace one component at a time. Replace the required component, and perform a POR before replacing a second component listed above. If this procedure is not followed, the printer will be rendered inoperable. Never replace two or more of the components listed above without a POR after installing each one, or the printer will be rendered inoperable.

**Warning:** Never install and remove components listed above as a method of troubleshooting components. Once a component has been installed in a machine, it cannot be used in another machine. It must be returned to the manufacturer.

1. Remove the RIP card assembly. See **“RIP card assembly removal” on page 4-86.**

**Warning:** Do not drop the RIP card assembly, or damage will occur.

2. Gently pull the interconnect card assembly (A) from the RIP card assembly (B).
3. Remove the interconnect card assembly (A).



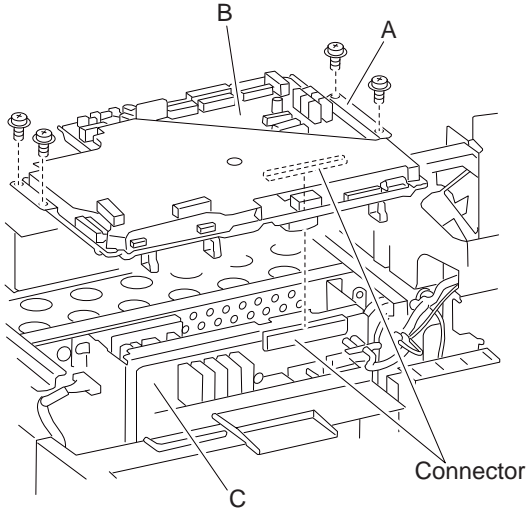
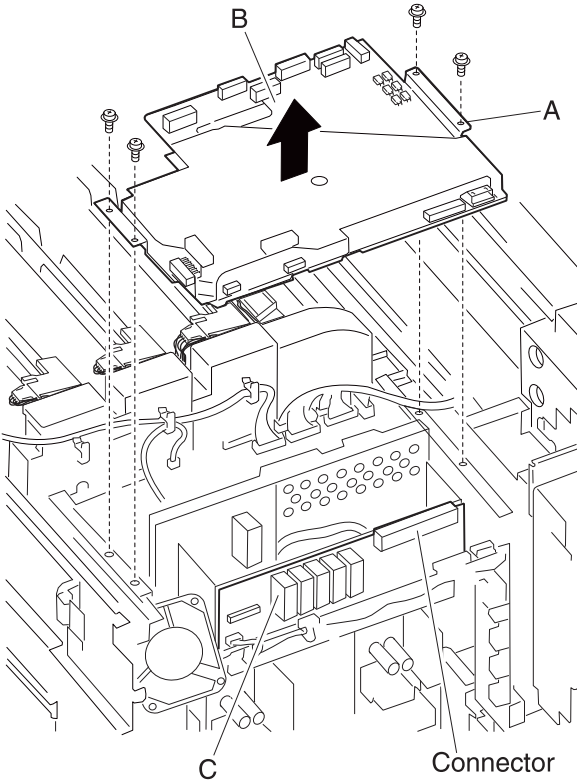
## Upper printer engine card bracket assembly removal

1. Remove the rear cover assembly. See **“Rear cover assembly removal” on page 4-5.**
2. Remove the right cover assembly. See **“Right cover assembly removal” on page 4-4.**
3. Remove the top cover assembly. See **“Top cover assembly removal” on page 4-4.**
4. Remove the RIP card assembly. See **“RIP card assembly removal” on page 4-86.**
5. Remove the controller box top cover assembly. See **“RIP card cooling fan cover assembly removal” on page 4-82.**
6. Remove the switch (main power). See **“Switch (main power) removal” on page 4-84.**
7. Remove the controller box assembly. See **“Controller box assembly removal” on page 4-83.**
8. Disconnect the thirteen connectors from the upper printer engine card assembly (A).
9. Release the harnesses from the clamps.
10. Remove the four screws securing the upper printer engine card bracket assembly (A) to the machine.
 

**Note:** When removing the upper printer engine card bracket assembly (A), the upper printer engine card assembly (B) and the lower printer engine card assembly (C) will become detached.
11. Lift the upper printer engine card bracket assembly (A).



12. Remove the upper printer engine card bracket assembly (A).



**Replacement warning:** Ensure that the upper printer engine card (B) assembly and the lower printer engine card assembly (C) are connected.

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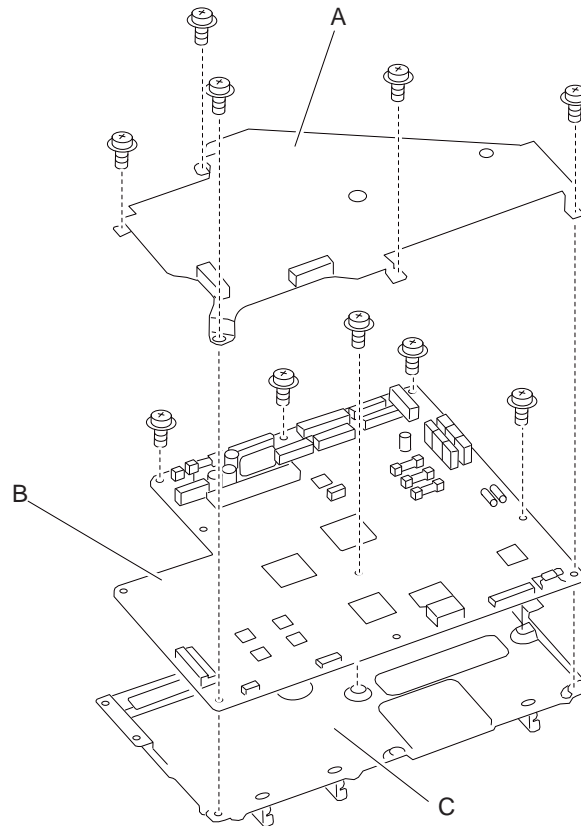
## Upper printer engine card assembly removal



### WARNING

When reinstalling the upper printer engine card assembly, ensure that the NVM board from the defective upper printer engine card assembly is installed on the replacement upper printer engine card assembly, or the machine will not function. Go to [page 4-91](#).

1. Remove the rear cover assembly. See [“Rear cover assembly removal” on page 4-5](#).
2. Remove the right cover assembly. See [“Right cover assembly removal” on page 4-4](#).
3. Remove the top cover assembly. See [“Top cover assembly removal” on page 4-4](#).
4. Remove the RIP card assembly. See [“RIP card assembly removal” on page 4-86](#).
5. Remove the controller box top cover assembly. See [“RIP card cooling fan cover assembly removal” on page 4-82](#).
6. Remove the switch (main power). See [“Switch \(main power\) removal” on page 4-84](#).
7. Remove the controller box assembly. See [“Controller box assembly removal” on page 4-83](#).
8. Remove the upper printer engine card bracket assembly. See [“Upper printer engine card bracket assembly removal” on page 4-88](#).
9. Remove the six screws securing the metal cover (A) to the upper printer engine card assembly (B).
10. Remove the metal cover (A).
11. Remove the five screws securing the upper printer engine card assembly (B) to the bracket (C).
12. Remove the upper printer engine card assembly (B).
13. Remove the NVM board (D) from the upper printer engine card assembly (B).



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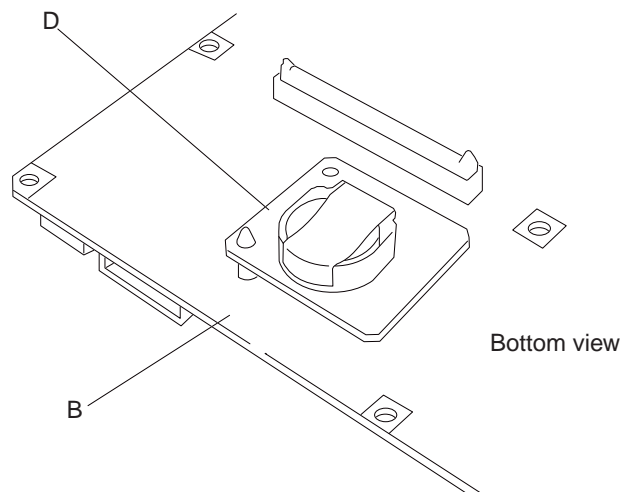


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**Replacement warning:** When reinstalling the upper printer engine card assembly (B), ensure that the NVM board (D) is installed on the new upper printer engine card assembly (B), or the machine may not function properly.

**Replacement warning:** Ensure that the bridge card assembly (C) and the lower printer engine card (D) are connected.

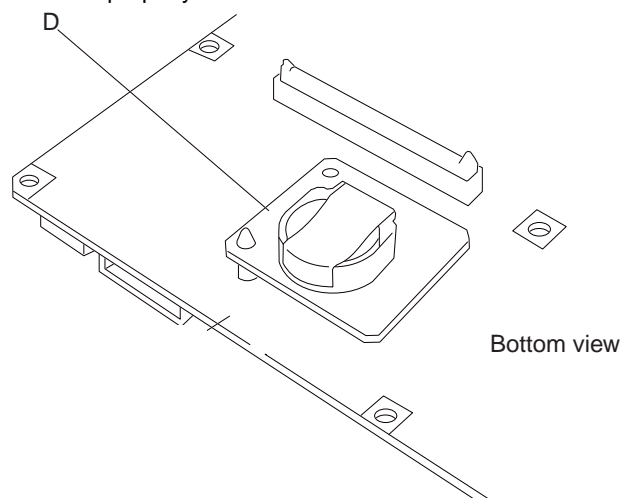
**Note:** Perform color registration adjustment.

### Upper printer engine card assembly re-installation

	<p><b>WARNING</b></p> <p>Failure to perform this procedure correctly may cause:</p> <ul style="list-style-type: none"> <li>• damage to the replacement PCBA</li> <li>• loss of memory settings</li> </ul>
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1. Install the NVM board from the defective PCBA to the replacement PCBA.

**Warning:** Ensure that the NVM board (D) is installed on the new upper printer engine card assembly, or the machine may not function properly.



2. Install the replacement upper printer engine card assembly to the machine.

**Warning:** Ensure that the bridge card assembly and the lower printer engine card are connected.

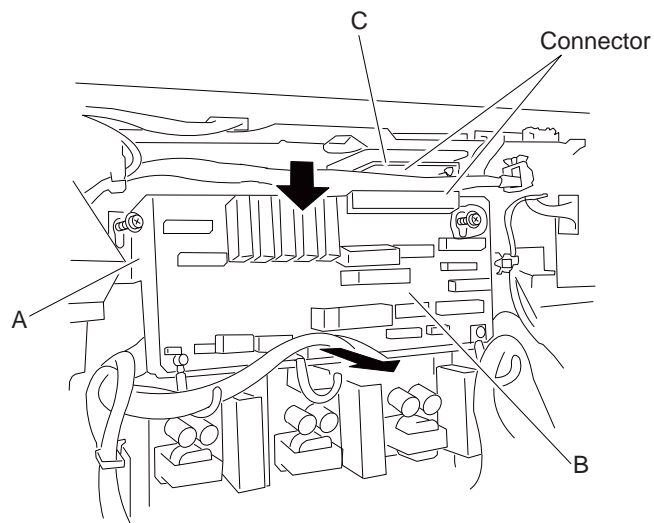
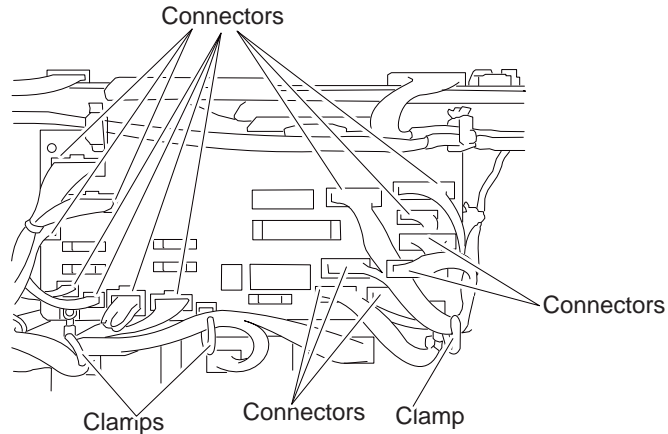
3. Turn on the machine.

**Note:** If an 84.xx error occurs, it means that the NVM board was incorrectly installed. Make sure that the NVM board installed is the old NVM board from the defective upper printer engine card.

4. Perform color registration adjustment.

### ***Lower printer engine card bracket assembly removal***

1. Remove the rear upper cooling fan bracket assembly. See **“Rear upper cooling fan bracket assembly removal” on page 4-111.**
2. Remove the developer / transfer roll HVPS card assembly. See **“Developer / transfer roll HVPS card assembly removal” on page 4-112.**
3. Remove the fifteen connectors from the lower printer engine card bracket assembly (A).
4. Remove the harnesses from the clamps.
5. Remove the two screws securing the lower printer engine card bracket assembly (A) to the machine.  
**Note:** When removing the lower printer engine card bracket assembly (A), the lower printer engine card assembly (B) and the upper printer engine card assembly (C) will become detached.
6. Move the lower printer engine card bracket assembly (A) down.
7. Remove the lower printer engine card bracket assembly (A).



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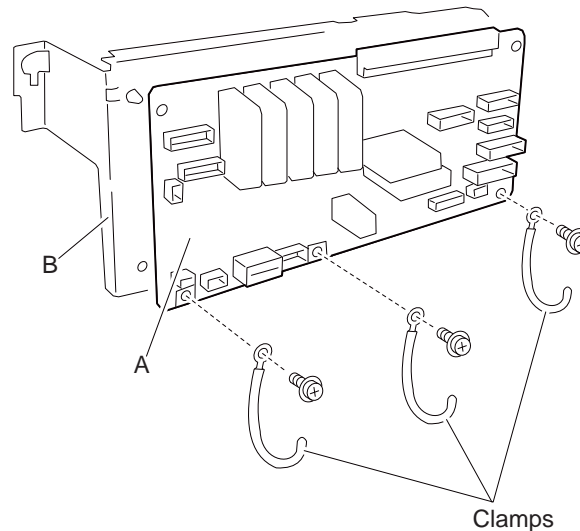
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## Lower printer engine card assembly removal

1. Remove the rear upper cooling fan bracket assembly. See **“Rear upper cooling fan bracket assembly removal” on page 4-111.**
2. Remove the developer / transfer roll HVPS card assembly. See **“Developer / transfer roll HVPS card assembly removal” on page 4-112.**
3. Remove the lower printer engine card bracket assembly. See **“Lower printer engine card bracket assembly removal” on page 4-92.**
4. Remove the three screws securing the lower printer engine card assembly (A) to the lower printer engine card bracket assembly (B).
5. Release the two plastic retainers with needle nose pliers securing the lower printer engine card assembly (A) to the lower printer engine card bracket assembly (B).
6. Remove the lower printer engine card assembly (A).



## Transfer belt drive motor cooling fan removal

1. Remove the rear cover assembly. See **“Rear cover assembly removal” on page 4-5.**
2. Remove the rear upper cooling fan bracket assembly. See **“Rear upper cooling fan bracket assembly removal” on page 4-111.**
3. Remove the developer / transfer roll HVPS card assembly. See **“Developer / transfer roll HVPS card assembly removal” on page 4-112.**
4. Disconnect the connector from the transfer belt drive motor cooling fan (A).
5. Remove the harness clamp from the transfer belt drive motor cooling fan (A).
6. Remove the two screws securing the transfer belt drive motor cooling fan (A) to the machine.

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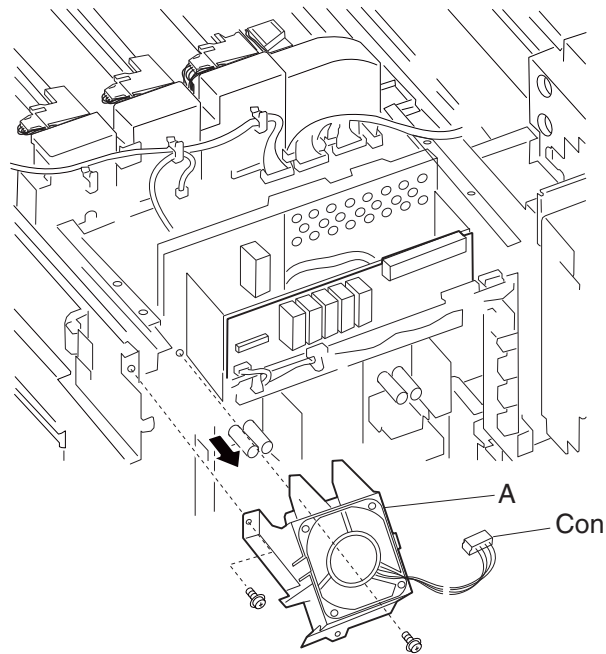


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7. Remove the transfer belt drive motor cooling fan (A).



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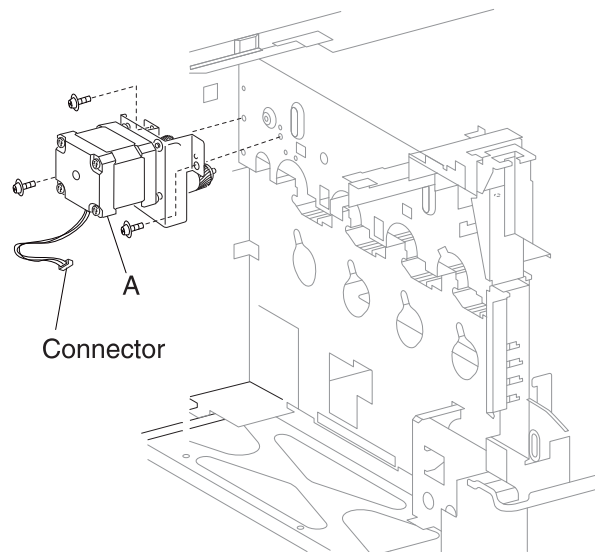
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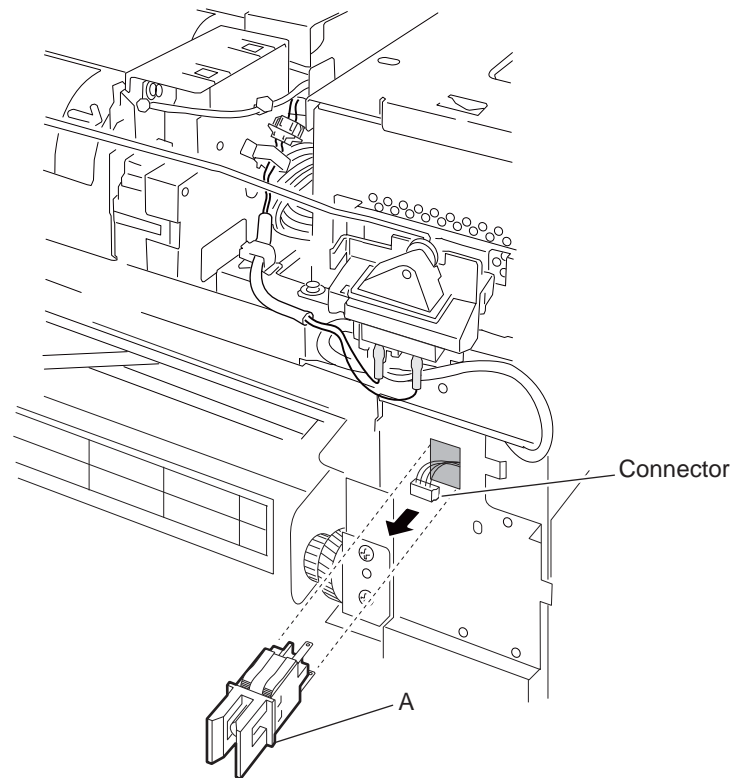
### ***Transfer belt drive motor assembly removal***

1. Remove the rear cover assembly. See **“Rear cover assembly removal” on page 4-5.**
2. Remove the rear upper cooling fan bracket assembly. See **“Rear upper cooling fan bracket assembly removal” on page 4-111.**
3. Remove the developer / transfer roll HVPS card assembly. See **“Developer / transfer roll HVPS card assembly removal” on page 4-112.**
4. Remove the transfer belt drive motor cooling fan. See **“Transfer belt drive motor cooling fan removal” on page 4-93.**
5. Disconnect the connector from the transfer belt drive motor assembly (A).
6. Remove the transfer belt drive motor assembly (A).



## Switch (transfer belt access door interlock) removal

1. Remove the rear cover assembly. See **“Rear cover assembly removal” on page 4-5.**
2. Remove the rear upper cooling fan bracket assembly. See **“Rear upper cooling fan bracket assembly removal” on page 4-111.**
3. Remove the developer / transfer roll HVPS card assembly. See **“Developer / transfer roll HVPS card assembly removal” on page 4-112.**
4. Remove the transfer belt drive motor cooling fan. See **“Transfer belt drive motor cooling fan removal” on page 4-93.**
5. Disconnect the connector from the switch (transfer belt access door interlock) (A).
6. Release the hooks securing the switch (transfer belt access door interlock) (A) to the machine.
7. Remove the switch (transfer belt access door interlock) (A).



## Laser diode power card assembly removal

1. Remove the rear upper cooling fan bracket assembly. See **“Rear upper cooling fan bracket assembly removal” on page 4-111.**
2. Remove the developer / transfer roll HVPS card assembly. See **“Developer / transfer roll HVPS card assembly removal” on page 4-112.**
3. Remove the lower printer engine card bracket assembly. See **“Lower printer engine card bracket assembly removal” on page 4-92.**
4. Disconnect the connector from the laser diode power card assembly (A).
5. Release the four plastic supports with needle nose pliers.

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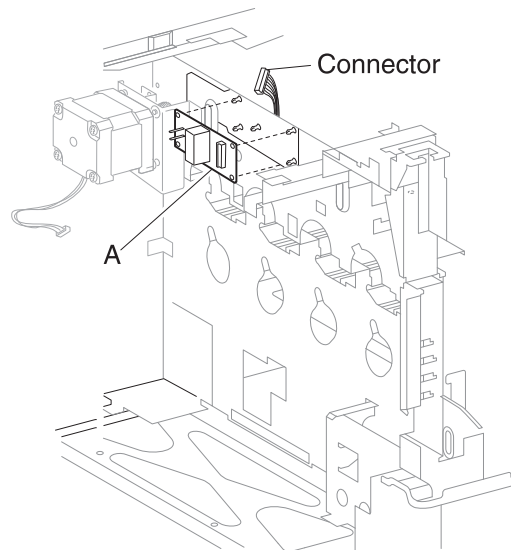


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- Remove the laser diode power card assembly (A).



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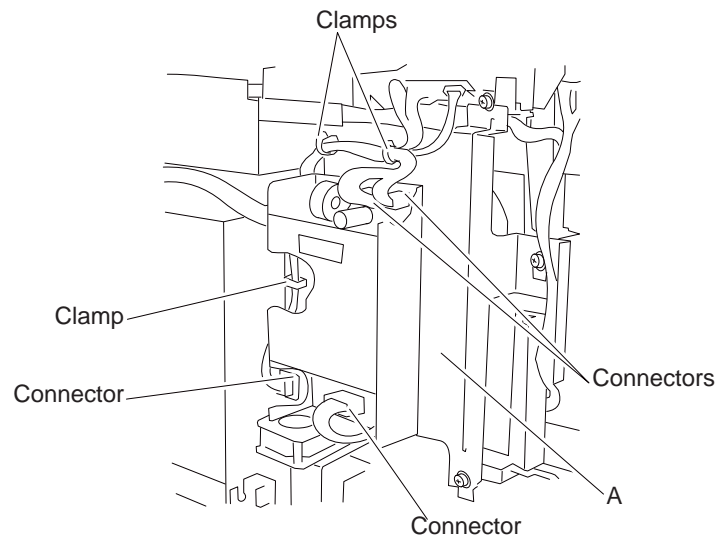
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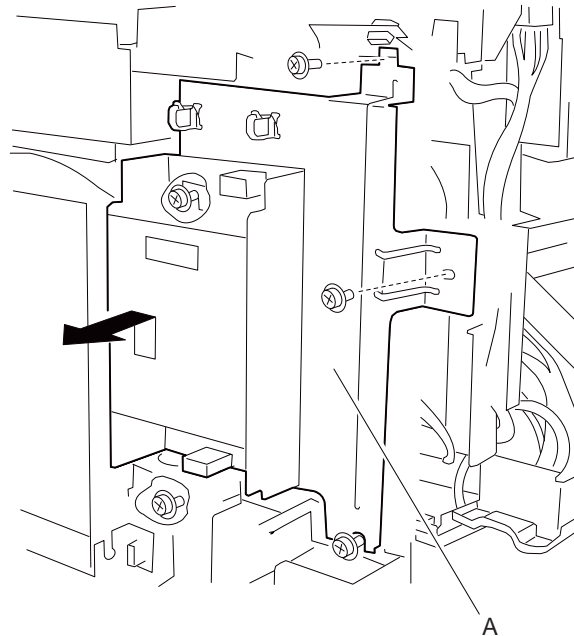


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### 24V LVPS card bracket assembly removal

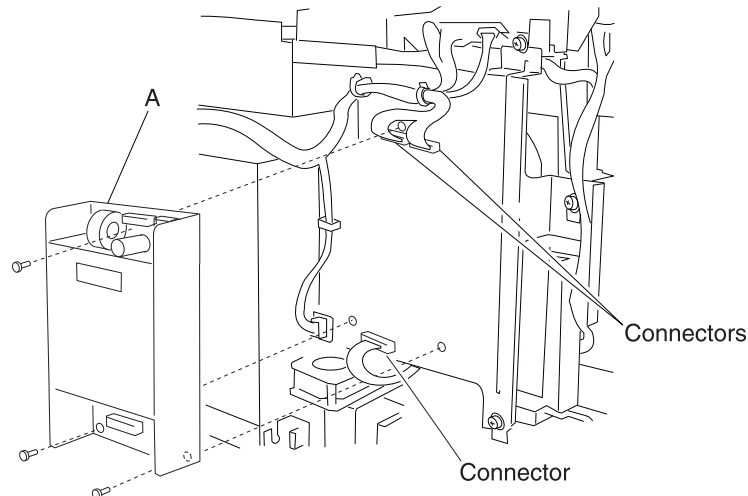
- Remove the rear cover assembly. See **“Rear cover assembly removal” on page 4-5.**
- Remove the rear upper cooling fan bracket assembly. See **“Rear upper cooling fan bracket assembly removal” on page 4-111.**
- Remove the rear left middle cover. See **“Rear left middle cover removal” on page 4-6.**
- Disconnect the four connectors from the 24V LVPS card bracket assembly (A).
- Remove the harnesses from the clamps.
- Remove the five screws securing the 24V LVPS card bracket assembly (A) to the machine.
- Remove the 24V LVPS card bracket assembly (A).





### 24V LVPS card assembly removal

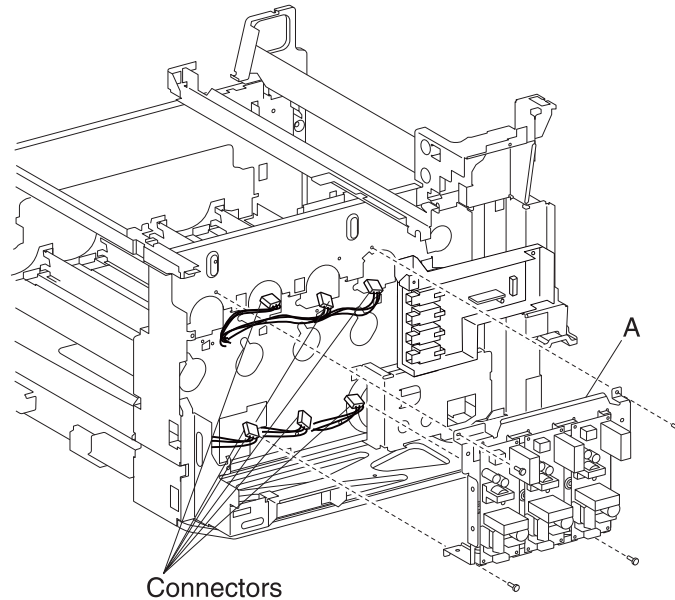
1. Disconnect the three connectors from the 24V LVPS card assembly (A).
2. Remove the three screws securing the 24V LVPS card assembly (A).
3. Remove the 24V LVPS card assembly (A).



### 5V LVPS card bracket assembly removal

1. Remove the rear upper cooling fan bracket assembly. See **“Rear upper cooling fan bracket assembly removal” on page 4-111.**
2. Remove the developer / transfer roll HVPS card assembly. See **“Developer / transfer roll HVPS card assembly removal” on page 4-112.**
3. Remove the lower printer engine card bracket assembly. See **“Lower printer engine card bracket assembly removal” on page 4-92.**
4. Disconnect the six connectors from the 5V LVPS card bracket assembly (A).
5. Release the harnesses from the clamps.

6. Remove the four screws securing the 5V LVPS card bracket assembly (A) to the machine.
7. Remove the 5V LVPS card bracket assembly (A).



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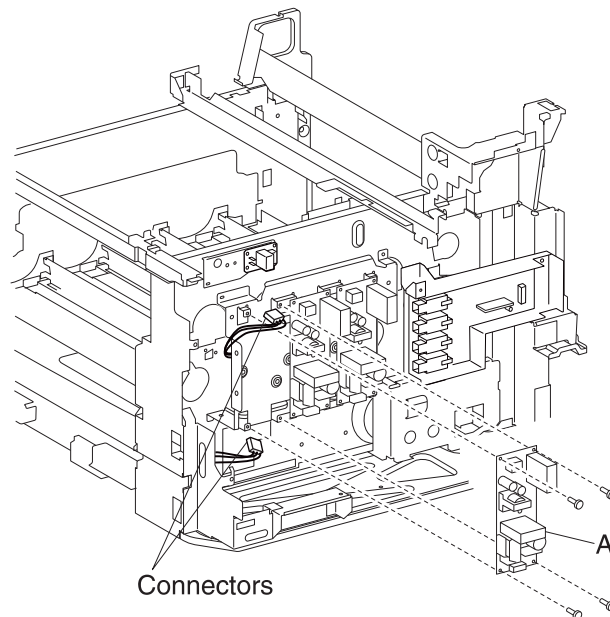
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### **5V LVPS card assembly removal**

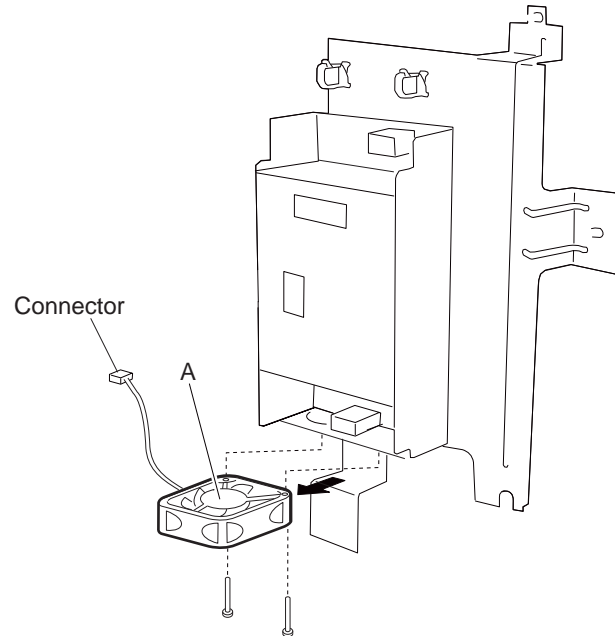
1. Remove the rear upper cooling fan bracket assembly. See **“Rear upper cooling fan bracket assembly removal” on page 4-111.**
2. Remove the developer / transfer roll HVPS card assembly. See **“Developer / transfer roll HVPS card assembly removal” on page 4-112.**
3. Remove the lower printer engine card bracket assembly. See **“Lower printer engine card bracket assembly removal” on page 4-92.**
4. Remove the 5V HVPS card bracket assembly. See **“5V LVPS card bracket assembly removal” on page 4-97.**
5. Remove the four screws securing appropriate 5V LVPS card assembly (A) to the 5V HVPS card bracket assembly.
6. Remove the appropriate 5V LVPS card assembly (A).





## 24V LVPS cooling fan removal

1. Remove the rear cover assembly. See **“Rear cover assembly removal” on page 4-5.**
2. Remove the rear upper cooling fan bracket assembly. See **“Rear upper cooling fan bracket assembly removal” on page 4-111.**
3. Remove the rear left middle cover. See **“Rear left middle cover removal” on page 4-6.**
4. Remove the 24V LVPS card bracket assembly. See **“24V LVPS card bracket assembly removal” on page 4-96.**
5. Disconnect the connector from the 24V LVPS cooling fan (A).
6. Remove the two screws securing the 24V LVPS cooling fan (A) to the 24V LVPS card bracket assembly (B).
7. Remove the 24V LVPS cooling fan (A).



**Replacement warning:** When replacing the 24V LVPS cooling fan (A), ensure that the label is facing up.

## Rear lower cooling fan assembly

1. Remove the rear upper cooling fan bracket assembly. See **“Rear upper cooling fan bracket assembly removal” on page 4-111.**
2. Remove the developer / transfer roll HVPS card assembly. See **“Developer / transfer roll HVPS card assembly removal” on page 4-112.**
3. Remove the lower printer engine card bracket assembly. See **“Lower printer engine card bracket assembly removal” on page 4-92.**
4. Remove the 5V LVPS card bracket assembly. See **“5V LVPS card bracket assembly removal” on page 4-97.**
5. Disconnect the connector from the rear lower cooling fan assembly (A).
6. Release the harnesses from the clamp.
7. Remove the two screws securing the rear lower cooling fan assembly (A) to the machine.

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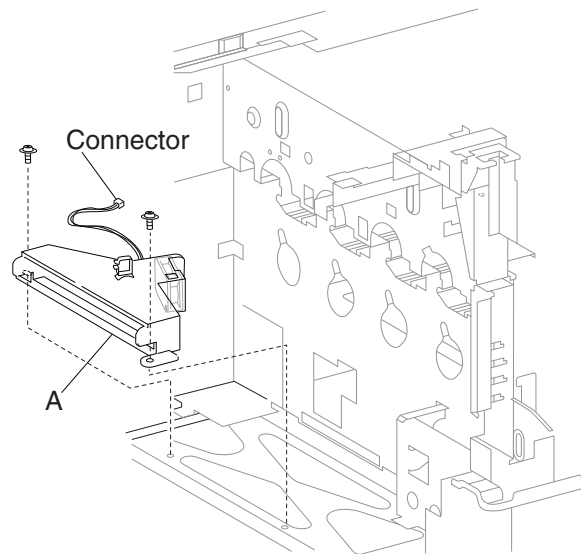


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- Remove the rear lower cooling fan assembly (A).



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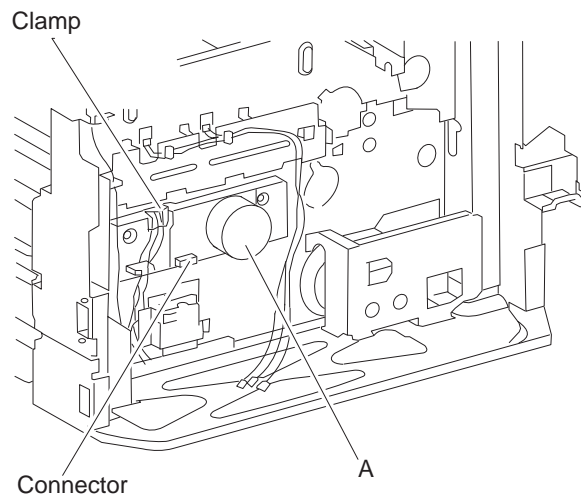
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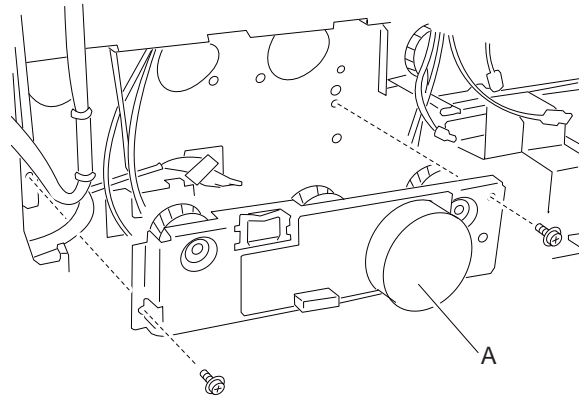


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### **CMY developer drive motor assembly**

- Remove the rear upper cooling fan bracket assembly. See **“Rear upper cooling fan bracket assembly removal” on page 4-111.**
- Remove the developer / transfer roll HVPS card assembly. See **“Developer / transfer roll HVPS card assembly removal” on page 4-112.**
- Remove the lower printer engine card bracket assembly. See **“Lower printer engine card bracket assembly removal” on page 4-92.**
- Remove the 5V LVPS card bracket assembly. See **“5V LVPS card bracket assembly removal” on page 4-97.**
- Disconnect the connector from the CMY developer drive motor assembly (A).
- Release the harnesses from the clamps.
- Remove the two screws securing the CMY developer drive motor assembly (A) to the machine.
- Remove the CMY developer drive motor assembly (A).





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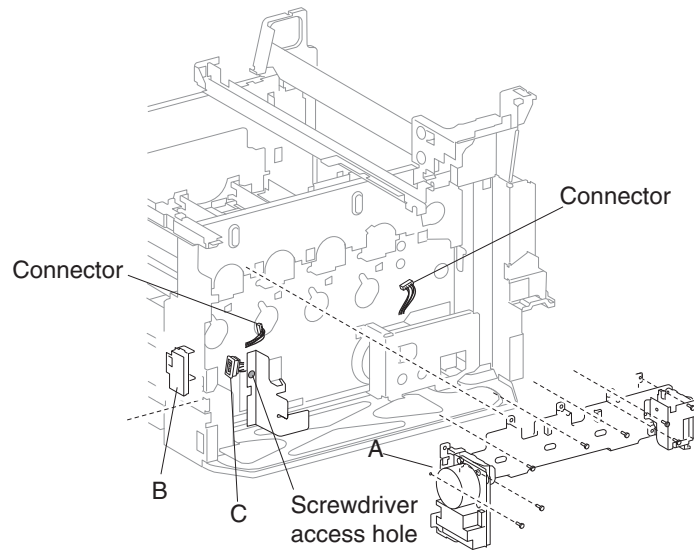
### **CMYK PC cartridge drive motor assembly removal**

**Warning:** Ensure that all four PC cartridges are concealed from all sources of light, or damage will occur.

1. Remove the four PC cartridges from the machine.
2. Remove the rear upper cooling fan bracket assembly. See **“Rear upper cooling fan bracket assembly removal” on page 4-111.**
3. Remove the developer / transfer roll HVPS card assembly. See **“Developer / transfer roll HVPS card assembly removal” on page 4-112.**
4. Remove the lower printer engine card bracket assembly. See **“Lower printer engine card bracket assembly removal” on page 4-92.**
5. Remove the 5V LVPS card bracket assembly. See **“5V LVPS card bracket assembly removal” on page 4-97.**
6. Remove the transfer belt drive motor cooling fan. See **“Transfer belt drive motor cooling fan removal” on page 4-93.**
7. Remove the transfer belt drive motor assembly. See **“Transfer belt drive motor assembly removal” on page 4-94.**
8. Remove the K developer transport drive motor assembly. See **“K developer / transport drive motor assembly removal” on page 4-106.**
9. Remove the two connectors from the CMYK PC cartridge drive motor assembly (A).
10. Release the hook securing the access cover (B) to the machine.
11. Remove the access cover (B).
12. Remove the two screws securing the socket (C) to the machine.
13. Detach the socket (C) from the machine.
 

**Note:** The lower left screw can be accessed through the hole in the frame where the socket (B) was detached in step 7.
14. Remove the eight screws securing the CMY PC cartridge drive motor assembly (A) to the machine.
15. When removing the CMYK PC cartridge drive motor assembly (A), ensure none of the harnesses become damaged.

16. Remove the CMYK PC cartridge drive motor assembly (A).



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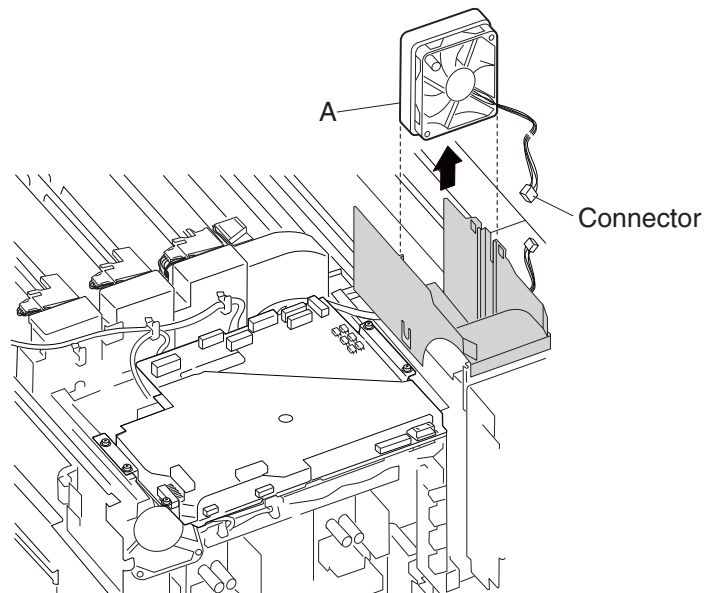
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### ***Fuser cooling fan removal***

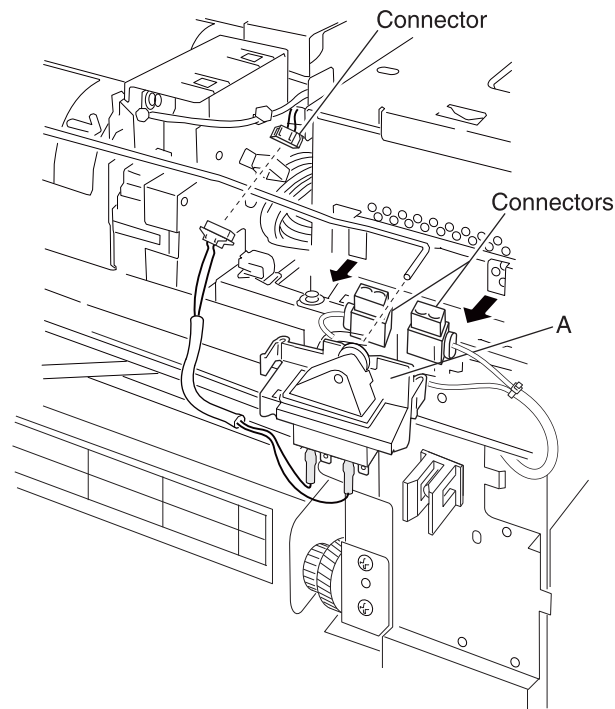
1. Remove the top cover assembly. See **“Top cover assembly removal” on page 4-4.**
2. Disconnect the connector from the fuser cooling fan (A).
3. Remove the harness from the clamps.
4. Lift the fuser cooling fan (A).
5. Remove the fuser cooling fan.



### ***Main power switch actuator removal***

1. Remove the top cover assembly. See **“Top cover assembly removal” on page 4-4.**
2. Remove the screw securing the main power switch actuator (A) to the machine.
3. Release the hook securing the main power switch actuator (A) to the machine.

4. Remove the main power switch actuator (A).



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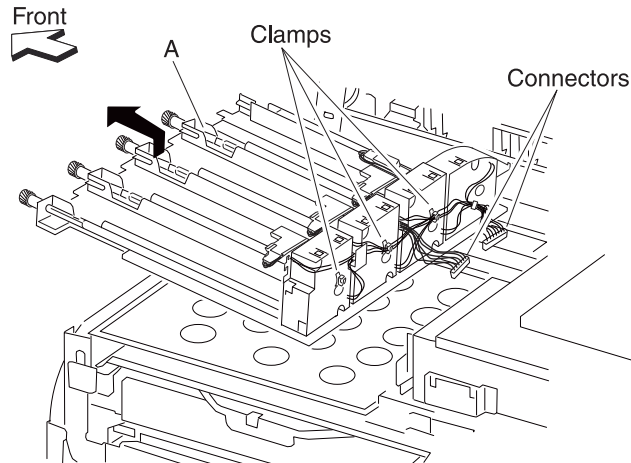


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### ***CMYK toner add motor assembly removal***

1. Remove the top cover assembly. See **“Top cover assembly removal” on page 4-4.**
2. Remove the printer front door assembly. See **“Printer front door assembly removal” on page 4-3.**
3. Remove the front left cover. See **“Front left cover removal” on page 4-9.**
4. Remove the waste toner cartridge cover. See **“Waste toner cartridge cover removal” on page 4-39.**
5. Remove the waste toner cartridge sensor assembly. See **“Waste toner cartridge sensor assembly removal” on page 4-39.**
6. Remove the inner cover. See **“Inner cover removal” on page 4-42.**
7. Remove the three CMY toner add assemblies. See **“CMY toner add assembly removal” on page 4-46.**
8. Remove the K toner add assembly. See **“K toner add assembly removal” on page 4-48.**
9. Remove the main power switch actuator. See **“Main power switch actuator removal” on page 4-102.**
10. Remove the two screws securing the CMYK toner add motor assembly (A) to the machine.
11. Lift the CMYK toner add motor assembly (A) slightly, and pull it towards the front of the machine.
12. Release the harnesses from the clamps.
13. Disconnect the connector from the CMYK toner add motor assembly (A).
14. Release the tabs securing the four sensors (toner RFID) to the assembly.
15. Remove the four sensors (toner RFID).

16. Remove the CMYK toner add motor assembly (A).



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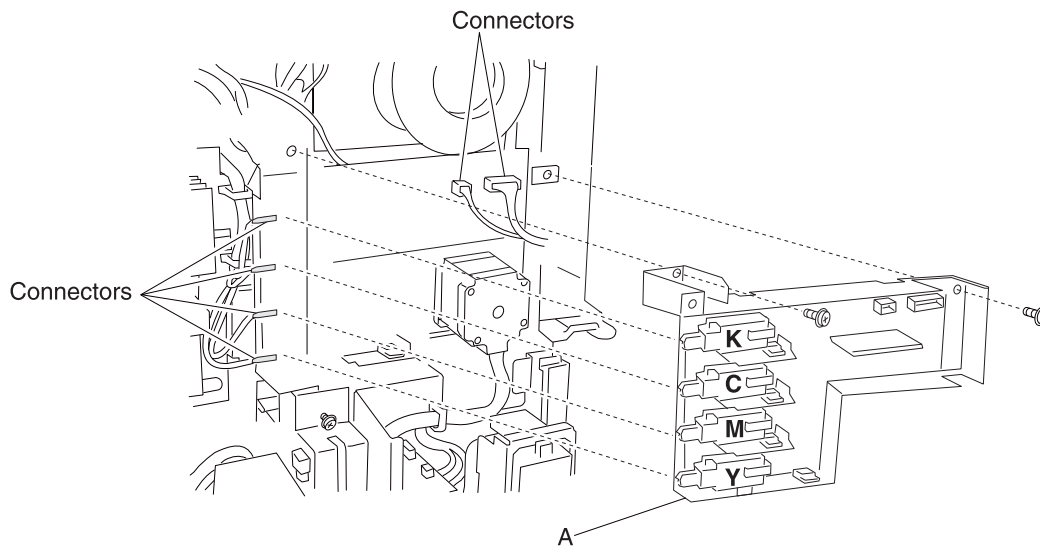
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### CMYK transfer HVPS card assembly removal

1. Remove the rear cover assembly. See **“Rear cover assembly removal” on page 4-5.**
2. Remove the rear upper cooling fan bracket assembly. See **“Rear upper cooling fan bracket assembly removal” on page 4-111.**
3. Remove the rear left middle cover. See **“Rear left middle cover removal” on page 4-6.**
4. Remove the developer / transfer roll HVPS card assembly. See **“Developer / transfer roll HVPS card assembly removal” on page 4-112.**
5. Remove the 24V LVPS card bracket assembly. See **“24V LVPS card bracket assembly removal” on page 4-96.**
6. Disconnect the two connectors from the CMYK transfer HVPS card assembly (A).
7. Disconnect the four faston connectors from the CMYK transfer HVPS card assembly (A).
8. Remove the two screws securing the CMYK transfer HVPS card assembly (A) to the machine.
9. Remove the CMYK transfer HVPS card assembly (A).



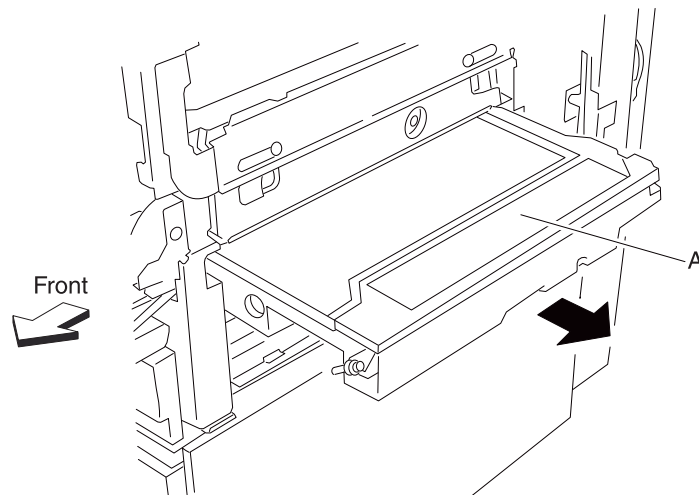
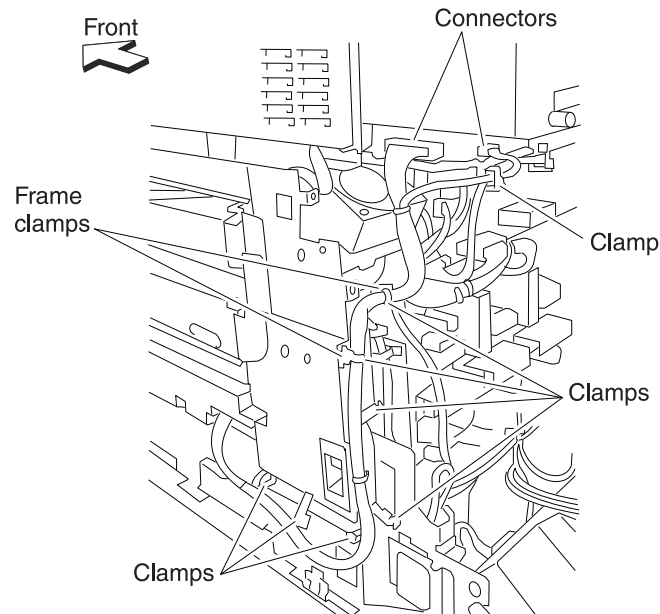
### Printhead assembly removal

**Warning:** When removing the printhead assembly, be careful not to drop it, or damage will occur.

**Warning:** Always perform color registration adjustment when reinstalling the printhead, NVM initialization, or developer interlock plate assembly.

1. Detach the finisher if equipped. Refer to the *MFP* or the *Printer Finisher Service Manual*.

2. Remove the base machine from the scanner/ADF stand assembly.
3. Remove the rear cover assembly. See **“Rear cover assembly removal” on page 4-5.**
4. Remove the right cover assembly. See **“Right cover assembly removal” on page 4-4.**
5. Disconnect the two connectors from the printhead assembly (A).
6. Release the two frame clamps from the machine.
7. Release the harness from the clamps.
8. Remove the two screws securing the printhead assembly (A) to the machine.
9. Gently pull the printhead assembly (A) from the machine.



**Replacement warning:** When replacing the printhead assembly, perform the color registration (RegCon) setup and adjustment. See **“Color registration (RegCon)” on page 4-214.**

### ***Transfer belt waste toner auger assembly removal***

1. Remove the transfer belt unit assembly. See **“Transfer belt unit assembly removal” on page 4-16.**
2. Remove the two screws securing the transfer belt waste toner auger assembly (A).
3. Detach the bushing (B) from the transfer belt waste toner auger assembly (A).

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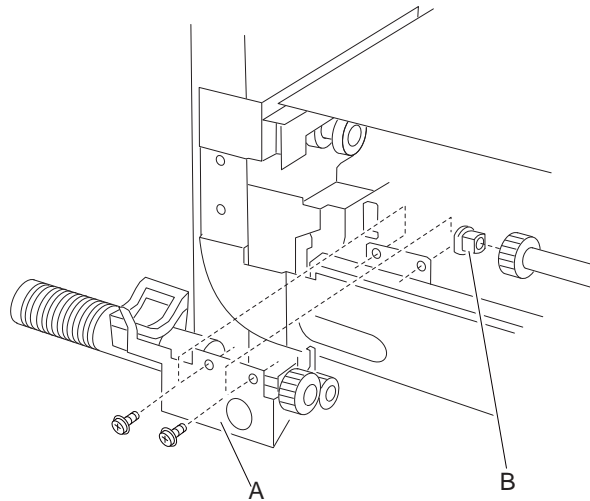


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4. Move the transfer belt waste toner auger assembly (A) toward the rear of the machine.
5. Remove the transfer belt waste toner auger assembly (A) from the machine.



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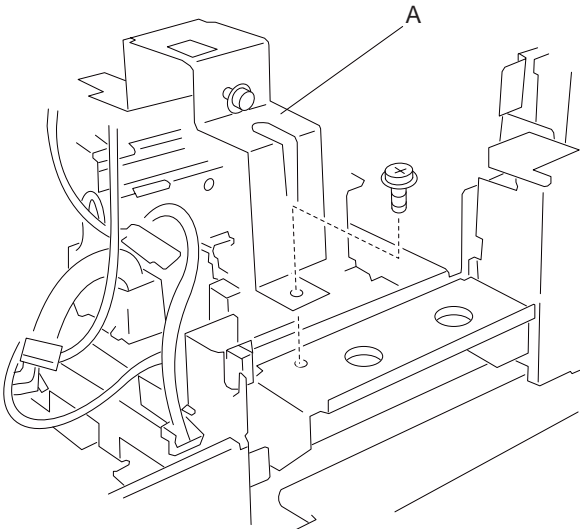
### ***K developer / transport drive motor assembly removal***

1. Remove the duplex unit assembly. See **“Duplex unit assembly removal” on page 4-10.**
2. Remove the fuser unit assembly. See **“Duplex controller card assembly removal” on page 4-14.**
3. Remove the rear cover assembly. See **“Rear cover assembly removal” on page 4-5.**
4. Remove the rear left middle cover. See **“Rear left middle cover removal” on page 4-6.**
5. Remove the rear upper cooling fan bracket assembly. See **“Rear upper cooling fan bracket assembly removal” on page 4-111.**
6. Remove the MPF feed unit assembly. See **“MPF feed unit assembly removal” on page 4-8.**
7. Remove the developer / transfer roll HVPS card assembly. See **“Developer / transfer roll HVPS card assembly removal” on page 4-112.**
8. Remove the 24V LVPS card bracket assembly. See **“24V LVPS card bracket assembly removal” on page 4-96.**
9. Remove the CMYK transfer HVPS card assembly. See **“CMYK transfer HVPS card assembly removal” on page 4-104.**
10. Remove the screw securing the bracket (A) to the machine.
11. Remove the bracket (A).
12. Disconnect the four connectors from the K developer transport drive motor assembly (B).
13. Release the harnesses from the clamps.
14. Release the frame clamp from the K developer transport drive motor assembly (B).
15. Remove the five screws securing the K developer transport drive motor assembly (B) to the machine.

**Warning:** The K developer transport drive motor assembly (B) may be difficult to remove; ensure that none of the harnesses become damaged.



16. Gently remove the K developer transport drive motor assembly (A).



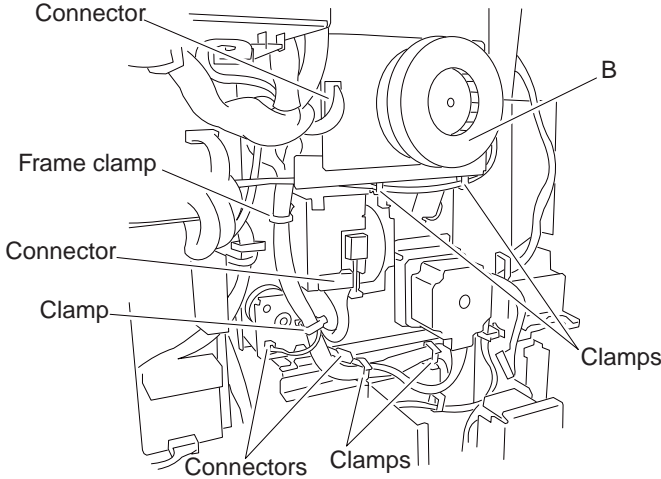
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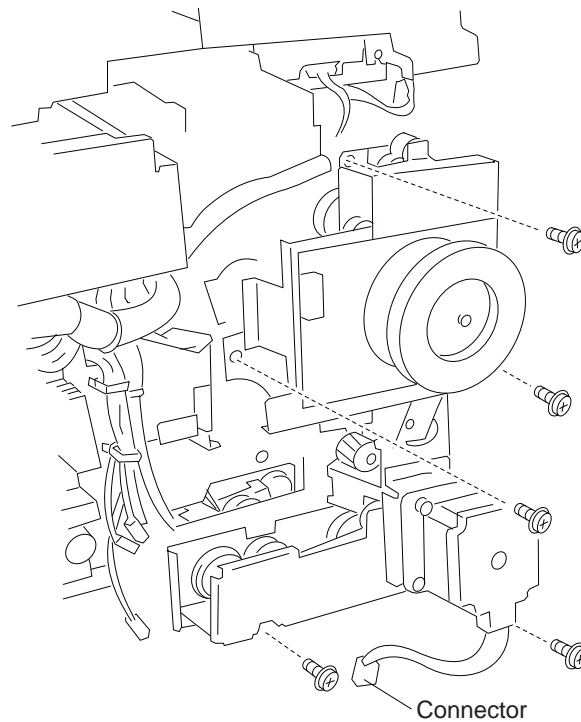


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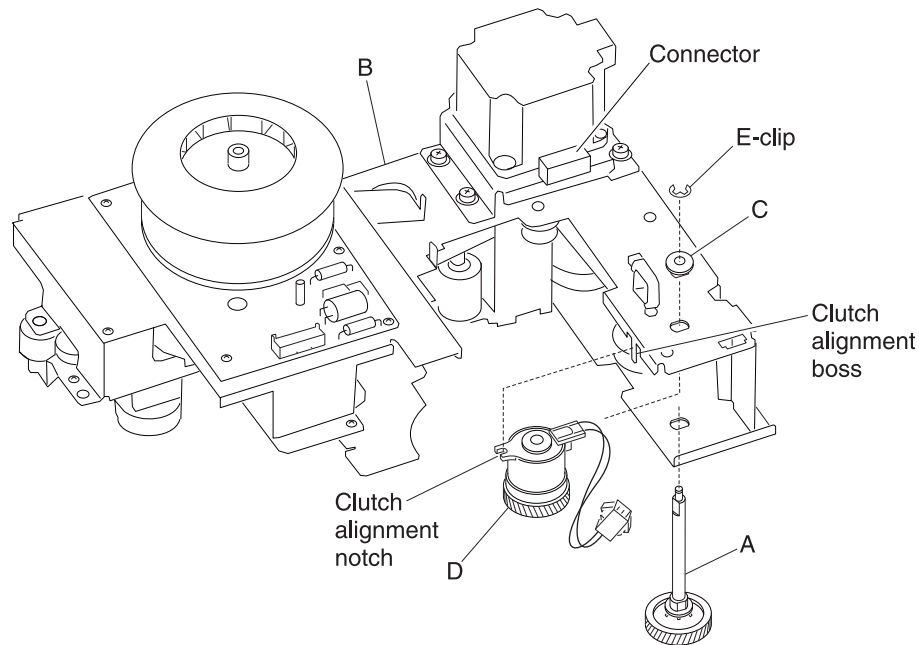




### ***K developer clutch removal***

1. Remove the duplex unit assembly. See **“Duplex unit assembly removal” on page 4-10.**
2. Remove the fuser unit assembly. See **“Duplex controller card assembly removal” on page 4-14.**
3. Remove the rear cover assembly. See **“Rear cover assembly removal” on page 4-5.**
4. Remove the rear left middle cover. See **“Rear left middle cover removal” on page 4-6.**
5. Remove the rear upper cooling fan bracket assembly. See **“Rear upper cooling fan bracket assembly removal” on page 4-111.**
6. Remove the MPF feed unit assembly. See **“MPF feed unit assembly removal” on page 4-8.**
7. Remove the developer / transfer roll HVPS card assembly. See **“Developer / transfer roll HVPS card assembly removal” on page 4-112.**
8. Remove the 24V LVPS card bracket assembly. See **“24V LVPS card bracket assembly removal” on page 4-96.**
9. Remove the CMYK transfer HVPS card assembly. See **“CMYK transfer HVPS card assembly removal” on page 4-104.**
10. Remove the K developer transport drive assembly. See **“K developer / transport drive motor assembly removal” on page 4-106.**
11. Remove the E-clip securing the shaft (A) to the K developer / transport drive assembly (B).
12. Remove the busing (C).
13. Remove the shaft (A).
14. Disconnect the connector from the K developer clutch (D).

15. Remove the K developer clutch (D).



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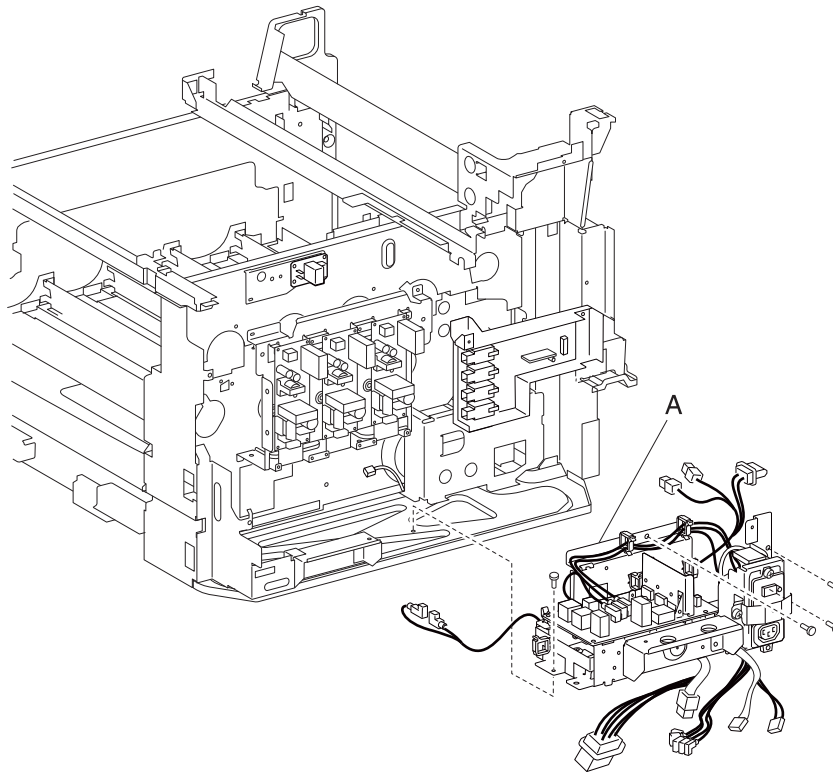


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### ***AC drive card bracket assembly removal***

1. Remove the rear cover assembly. See **“Rear cover assembly removal” on page 4-5.**
2. Remove the rear upper cooling fan bracket assembly. See **“Rear upper cooling fan bracket assembly removal” on page 4-111.**
3. Remove the rear left middle cover. See **“Rear left middle cover removal” on page 4-6.**
4. Remove the developer / transfer roll HVPS card assembly. See **“Developer / transfer roll HVPS card assembly removal” on page 4-112.**
5. Remove the 24V LVPS card bracket assembly. See **“24V LVPS card bracket assembly removal” on page 4-96.**
6. Remove the CMYK transfer HVPS card assembly. See **“CMYK transfer HVPS card assembly removal” on page 4-104.**
7. Remove four screws securing the AC drive card bracket assembly (A) to the machine.
8. Disconnect the six connectors from the AC drive card bracket assembly (A).
9. Remove the five large connectors from the AC drive card bracket assembly (A).
10. Remove the three screws securing the AC drive card bracket assembly (A) to the machine.
11. Release the plastic retainer securing the AC drive card bracket assembly (A) to the machine.

12. Remove the AC drive card bracket assembly (A).



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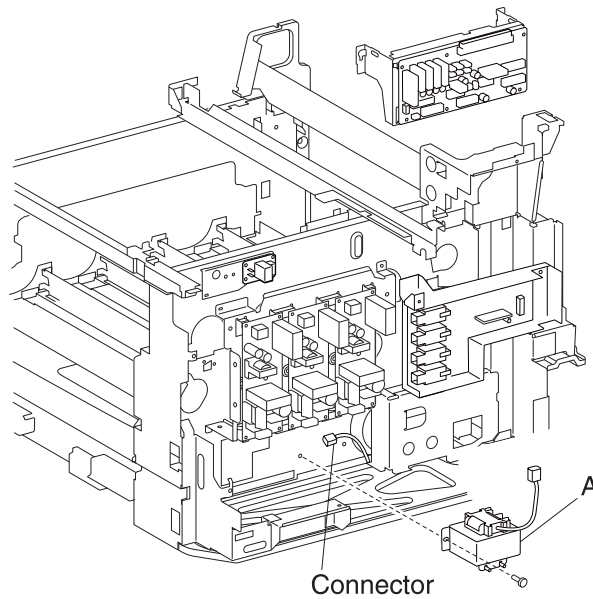


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### **Noise filter assembly removal**

1. Remove the rear cover assembly. See **“Rear cover assembly removal” on page 4-5.**
2. Remove the rear upper cooling fan bracket assembly. See **“Rear upper cooling fan bracket assembly removal” on page 4-111.**
3. Remove the rear left middle cover. See **“Rear left middle cover removal” on page 4-6.**
4. Remove the developer / transfer roll HVPS card assembly. See **“Developer / transfer roll HVPS card assembly removal” on page 4-112.**
5. Remove the 24V LVPS card bracket assembly. See **“24V LVPS card bracket assembly removal” on page 4-96.**
6. Remove the CMYK transfer HVPS card assembly. See **“CMYK transfer HVPS card assembly removal” on page 4-104.**
7. Remove the AC drive card assembly. See **“AC drive card bracket assembly removal” on page 4-109.**
8. Disconnect the heavy gauge connector from the circuit breaker.
9. Remove the screw securing the noise filter assembly (A) to the machine.
10. Release the two plastic retainers with needle nose pliers securing the noise filter assembly (A) to the machine.

11. Remove the noise filter assembly (A).



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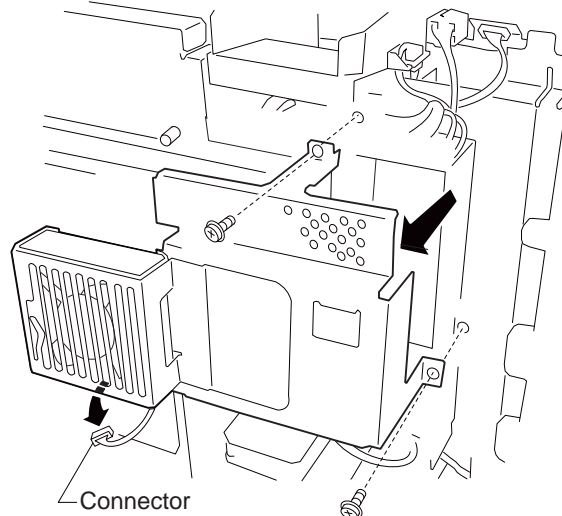
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### ***Rear upper cooling fan bracket assembly removal***

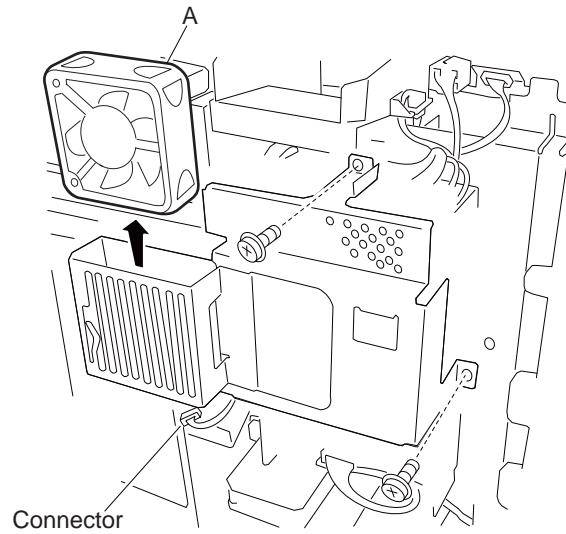
1. Remove the rear cover assembly. See **“Rear cover assembly removal”** on page 4-5.
2. Disconnect the connector from the rear upper cooling fan bracket assembly (A).
3. Remove the two screws securing the upper cooling fan bracket assembly (A) to the machine.
4. Remove the rear upper cooling fan bracket assembly (A).



### ***Rear upper cooling fan removal***

1. Remove the rear cover assembly. See **“Rear cover assembly removal”** on page 4-5.
2. Remove the rear upper cooling fan bracket assembly. See **“Rear upper cooling fan bracket assembly removal”** on page 4-111.
3. Disconnect the connector from the rear upper cooling fan (A).

4. Remove the rear upper cooling fan (A) from the rear upper cooling fan bracket.



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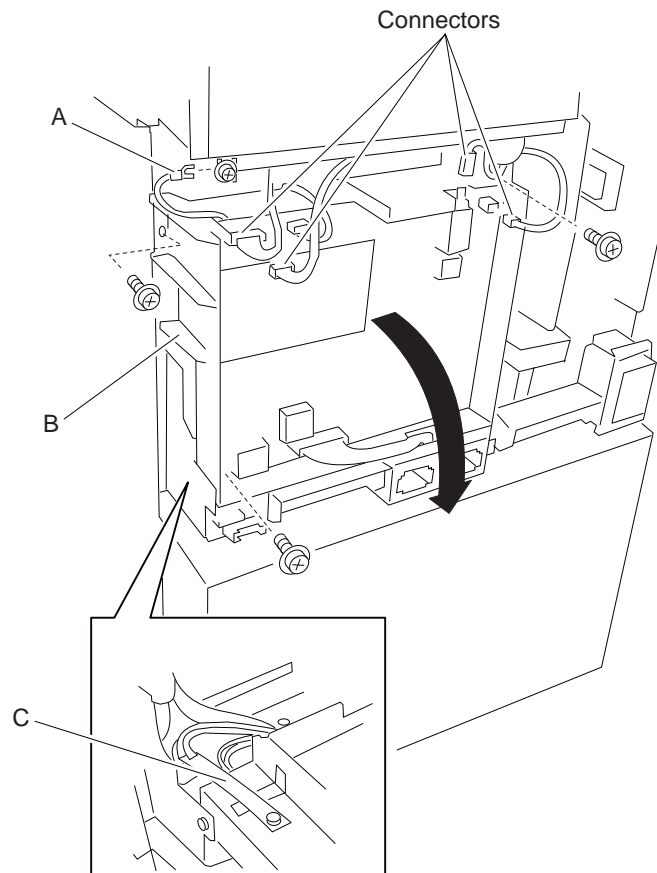
### ***Developer / transfer roll HVPS card assembly removal***

1. Remove the rear cover assembly. See **“Rear cover assembly removal” on page 4-5.**
2. Remove the rear upper cooling fan bracket assembly. See **“Rear upper cooling fan bracket assembly removal” on page 4-111.**
3. Loosen the screw securing the ground wire (A) to the machine.
4. Remove the ground wire (A).
 

**Warning:** The connector P572 and P502 are permanently attached to the developer / transfer roll HVPS card assembly (B); do not attempt to remove these connectors, or damage will occur.
5. Disconnect the five connectors from the developer / transfer roll HVPS card assembly (B).
6. Remove the three screws securing the developer / transfer roll HVPS card assembly (B) to the machine.
 

**Note:** The developer / transfer roll HVPS card assembly (B) can be supported by the plastic support (C) by attaching it to the hook on the machine.
7. Lower the developer / transfer roll HVPS card assembly (B).
8. Remove the connector from the developer / transfer roll HVPS card assembly (B).
9. Release the harnesses from the clamps.
10. Lift the right side of the developer / transfer roll HVPS card assembly up (B).

11. Remove the developer / transfer roll HVPS card assembly (B).



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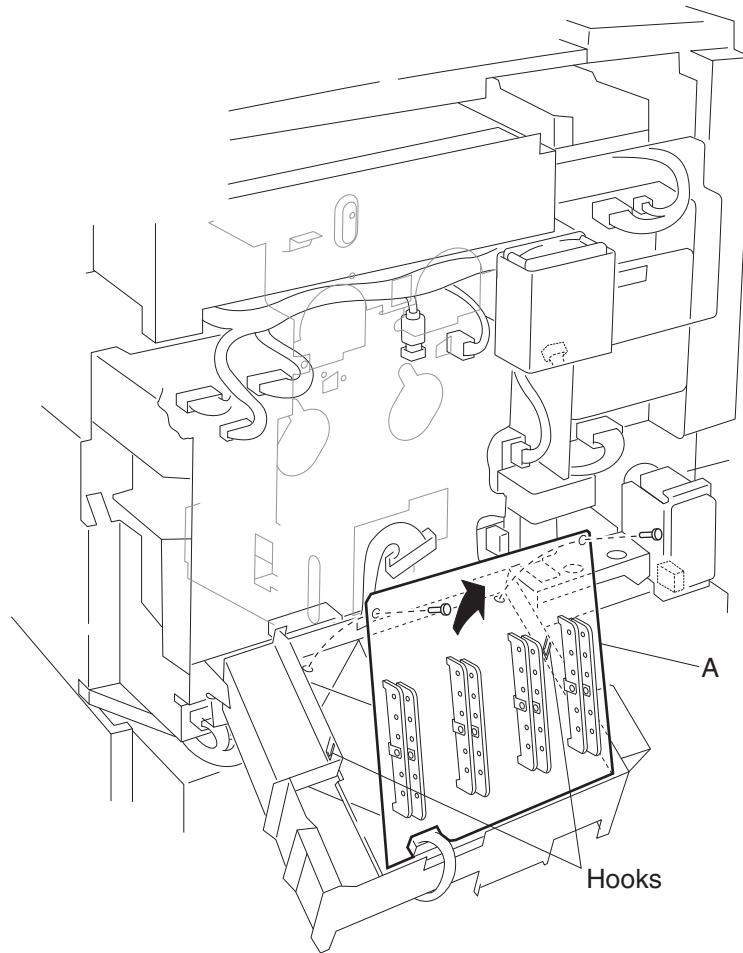


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### ***Charge roll HVPS card assembly removal***

1. Remove the rear cover assembly. See **“Rear cover assembly removal” on page 4-5.**
2. Remove the rear upper cooling fan bracket assembly. See **“Rear upper cooling fan bracket assembly removal” on page 4-111.**
3. Remove the developer / transfer roll HVPS card assembly. Go to **“Developer / transfer roll HVPS card assembly removal” on page 4-112.**
4. Remove the two screws securing the charge roll HVPS card assembly (A) to the assembly.
5. Release the hooks securing the charge roll HVPS card assembly (A) to the assembly.

6. Remove the charge roll HVPS card assembly (A).



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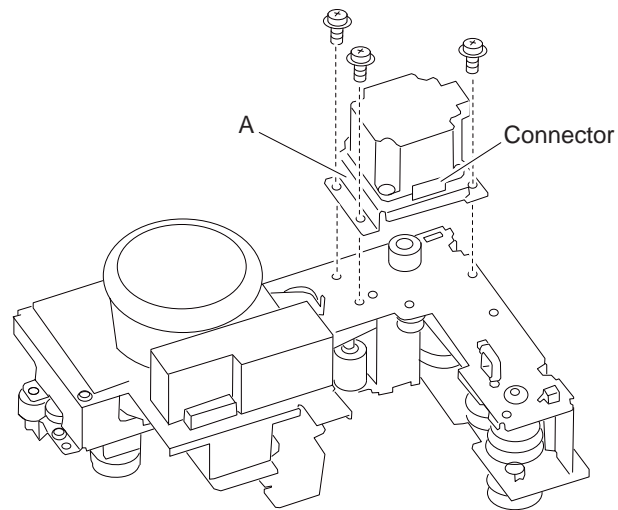
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### ***MPF / transport drive motor assembly removal***

1. Remove the rear cover assembly. See **“Rear cover assembly removal” on page 4-5.**
2. Remove the rear upper cooling fan bracket assembly. See **“Rear upper cooling fan bracket assembly removal” on page 4-111.**
3. Remove the rear left middle cover. See **“Rear left middle cover removal” on page 4-6.**
4. Remove the developer / transfer roll HVPS card assembly. See **“Developer / transfer roll HVPS card assembly removal” on page 4-112.**
5. Remove the 24V LVPS card bracket assembly. See **“24V LVPS card bracket assembly removal” on page 4-96.**
6. Remove the CMYK transfer HVPS card assembly. See **“CMYK transfer HVPS card assembly removal” on page 4-104.**
7. Disconnect the connector from the MPF transport drive motor assembly (A).
8. Remove the three screws securing the MPF/transport drive motor assembly (A) to the machine.



9. Remove the MPF/transport drive motor assembly (A).



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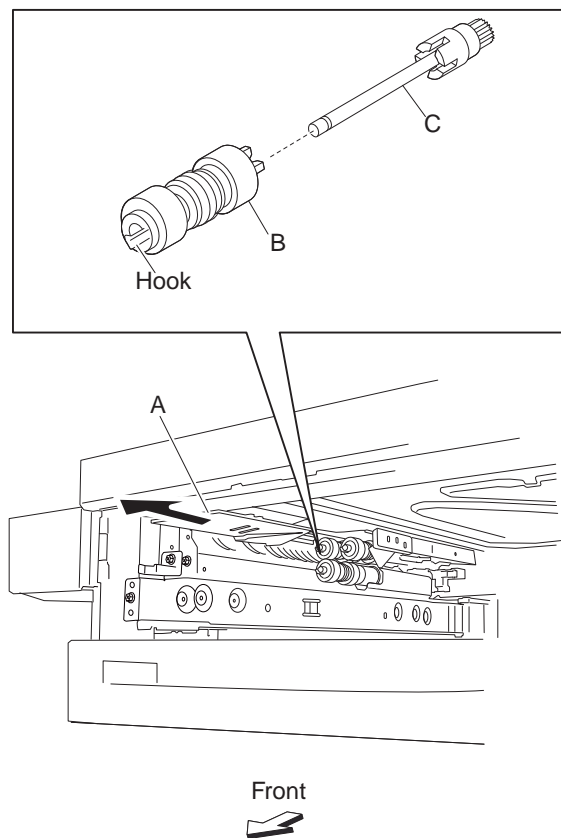


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### Feed roll removal

1. Remove the media tray.
2. Move the feed unit front guide (A) in the direction of the arrow.
3. Release the hook securing the feed roll (B) to the shaft (C).
4. Remove the feed roll (B).

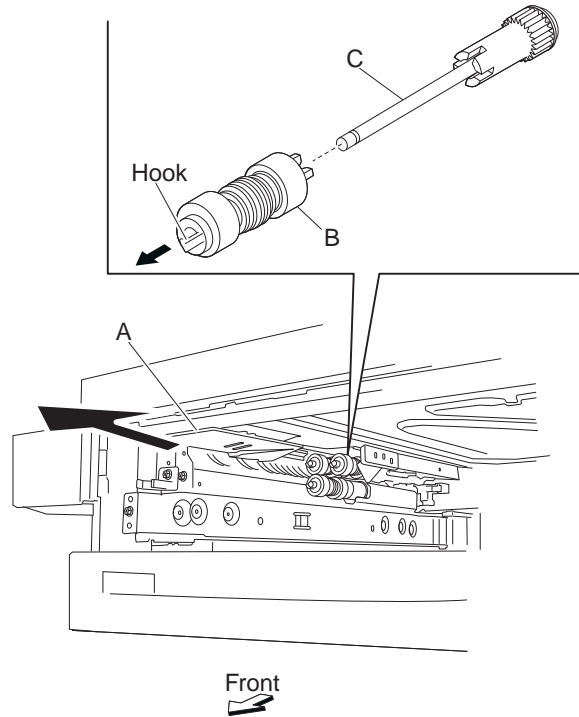
**Note:** Do not touch the rubber surface of the feed roll (B).



## Pick roll removal

1. Remove the media tray.
2. Move the media feed unit front guide (A) in the direction of the arrow.
3. Release the hook securing the pick roll (B) to the shaft (C).
4. Remove the pick roll (B).

**Note:** Do not touch the rubber surface of the feed roll (B).



**Replacement note:** Before reinstalling, do not touch the rubber surface of the pick roll (B).

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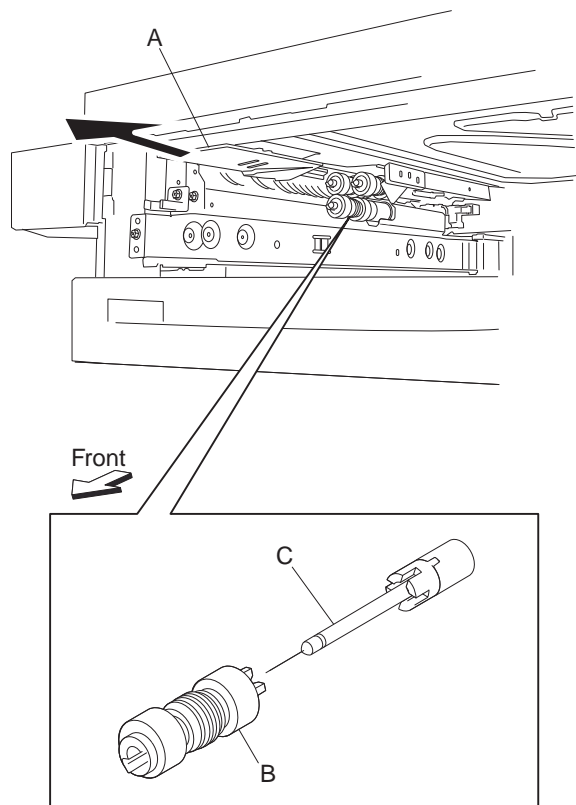


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## Separation roll removal

1. Remove the media tray.
2. Move the feed unit front guide (A) in the direction of the arrow.
3. Release the hook securing the separation roll (B) to the shaft (C).
4. Remove the separation roll (B).

**Note:** Do not touch the rubber surface of the feed roll (B).



**Replacement note:** Before reinstalling, do not touch the rubber surface of the separation roll (B).

## Sensor (RFID toner cartridge) removal

**Note:** This removal applies to the sensor (RFID K toner cartridge), (RFID C toner cartridge), (RFID M toner cartridge) and (RFID Y toner cartridge).

1. Remove the top cover assembly. See **“Top cover assembly removal”** on page 4-4.
2. Remove the printer front door assembly. See **“Printer front door assembly removal”** on page 4-3.
3. Remove the front left cover. See **“Front left cover removal”** on page 4-9.
4. Remove the waste toner cartridge cover. See **“Waste toner cartridge cover removal”** on page 4-39.
5. Remove the waste toner cartridge sensor assembly. See **“Waste toner cartridge sensor assembly removal”** on page 4-39.
6. Remove the inner cover. See **“Inner cover removal”** on page 4-42.
7. Remove the three CMY toner add assemblies. See **“CMY toner add assembly removal”** on page 4-46.
8. Remove the K toner add assembly. See **“K toner add assembly removal”** on page 4-48.
9. Remove the main power switch actuator. See **“Main power switch actuator removal”** on page 4-102.
10. Remove the CMYK toner add motor assembly. See **“CMYK toner add motor assembly removal”** on page 4-103.
11. Release the hooks securing the appropriate sensor (RFID toner cartridge) (A) to the assembly.
12. Remove the appropriate sensor (RFID toner cartridge) (A).

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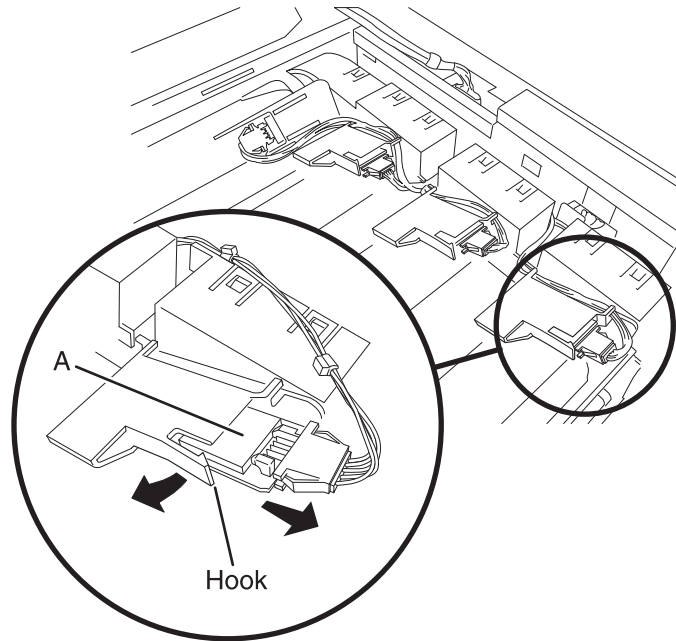


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- Remove the connection from the sensor (RFID toner cartridge) (A).



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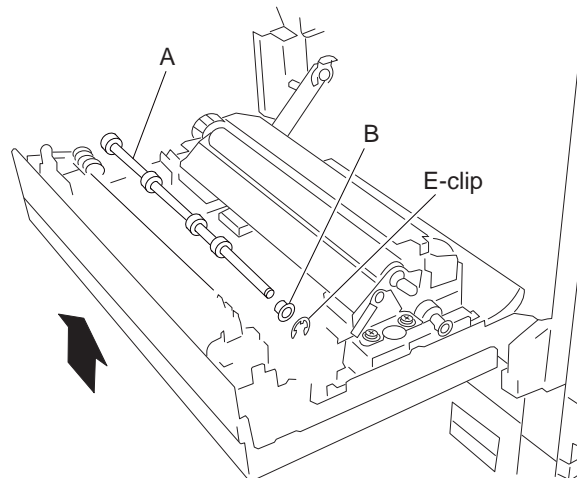
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### ***Fuser exit roll assembly removal***

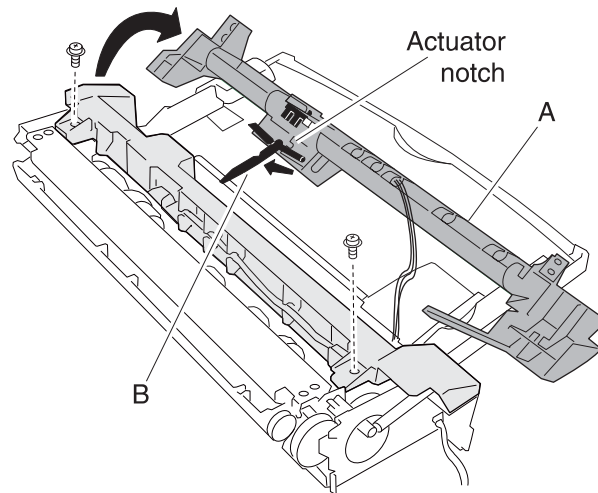
- Open the printer left door assembly.
- Remove the E-clip securing the fuser exit roll assembly (A) to the machine.
- Remove the bushings (B).
- Remove the fuser exit roll assembly (A).



### ***MPF media out actuator removal***

- Remove the rear cover assembly. See **“Rear cover assembly removal” on page 4-5.**
- Remove the rear left middle cover. See **“Rear left middle cover removal” on page 4-6.**
- Remove the MPF feed unit assembly. See **“MPF feed unit assembly removal” on page 4-8.**
- Remove the two screws securing the upper frame cover (A).
- Remove the upper frame cover (A).
- Using a prying tool, gently pry the MPF media out actuator (B) from the upper frame cover (A).

7. Remove the MPF media out actuator (B).



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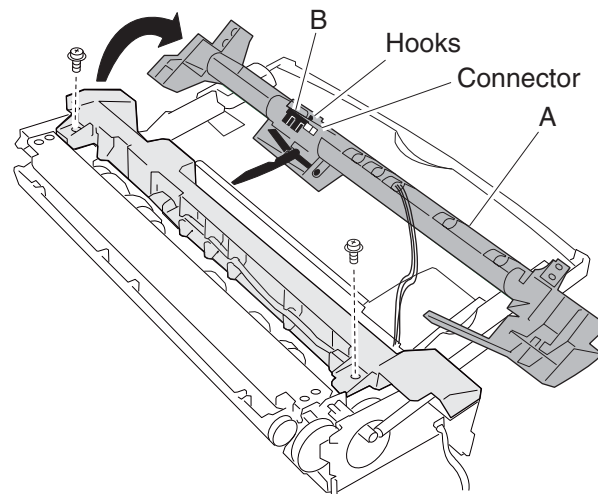
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### **Sensor (MPF media out) removal**

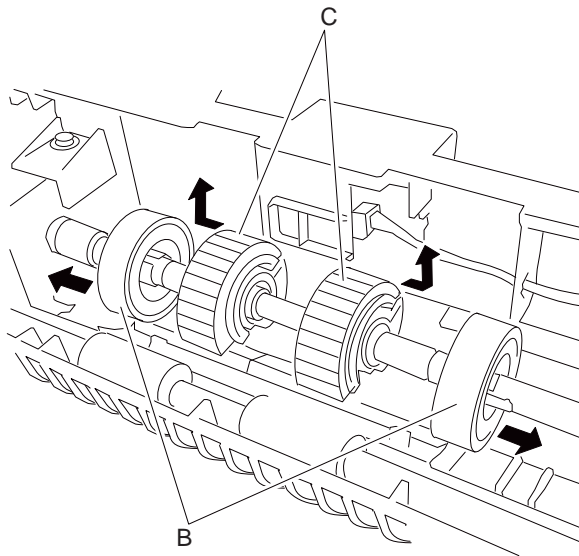
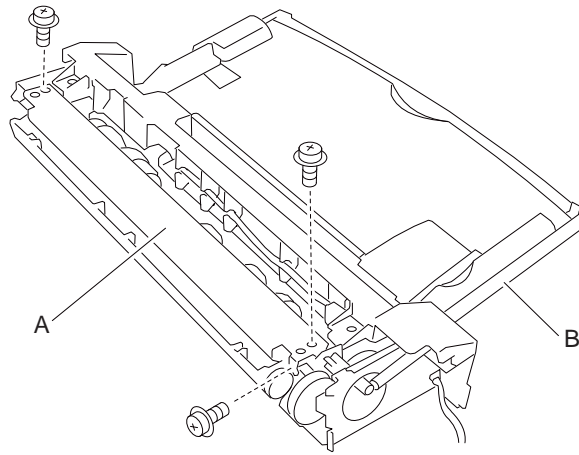
1. Remove the rear cover assembly. See **“Rear cover assembly removal”** on page 4-5.
2. Remove the rear left middle cover. See **“Rear left middle cover removal”** on page 4-6.
3. Remove the MPF feed unit assembly. See **“MPF feed unit assembly removal”** on page 4-8.
4. Remove the two screws securing the upper frame cover (A).
5. Remove the upper frame cover (A).
6. Release the hooks securing the sensor (MPF media out) (B) to the upper frame cover (A).
7. Remove the sensor (MPF media out) (B).



### **MPF pick roll assembly removal**

1. Remove the rear cover assembly. See **“Rear cover assembly removal”** on page 4-5.
2. Remove the rear left middle cover. See **“Rear left middle cover removal”** on page 4-6.
3. Remove the MPF feed unit assembly. See **“MPF feed unit assembly removal”** on page 4-8.
4. Remove the three screws securing the MPF pinch roll assembly (A) to the MPF feed unit assembly (B).
5. Remove the MPF pinch roll assembly (A).

6. Release the two hooks of the two feed shaft cores (B), and move them both outwards in the directions in the arrows.
- Note:** When removing the MPF feed roll assembly (C), do not touch the rubber surface.
7. Remove the two MPF feed roll assemblies (C) by moving them outward in the direction of the arrows and lifting upwards.



**Replacement note:** When replacing the MPF feed roll assemblies (C), do not touch the rubber surface.

**Replacement note:** When replacing the MPF feed roll assemblies (C), ensure that the directional arrow is properly aligned.

### **Media feed lift motor removal**

8. Remove the printer left lower door assembly. See **“Printer left lower door assembly removal”** on page 4-8.

  1. Remove the media feed unit assembly. See **“Media feed unit assembly 1 removal”** on page 4-21.
  2. Disconnect the harness from the media feed lift motor (A).
  3. Remove the two screws securing the media feed lift motor to the media feed unit assembly (B).

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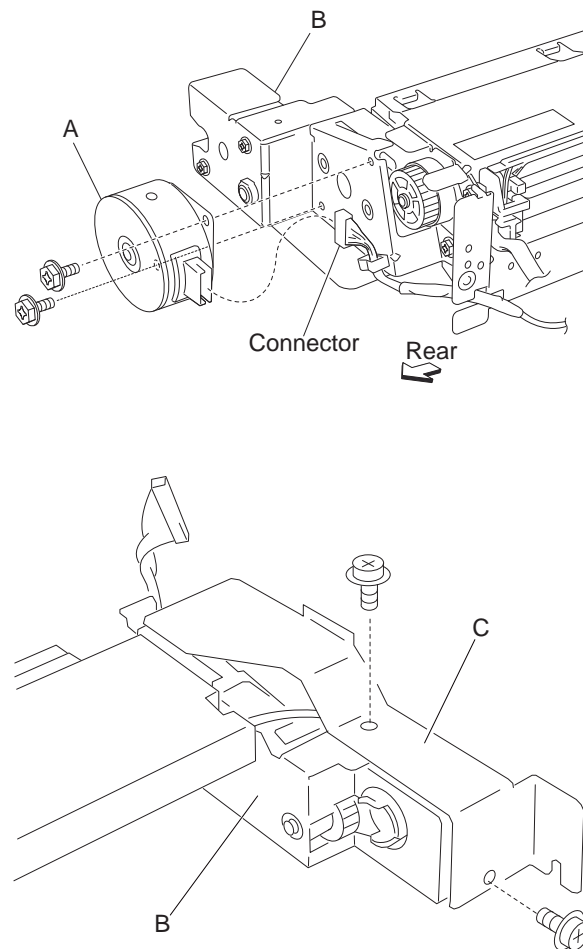


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4. Remove the media feed lift motor (B).



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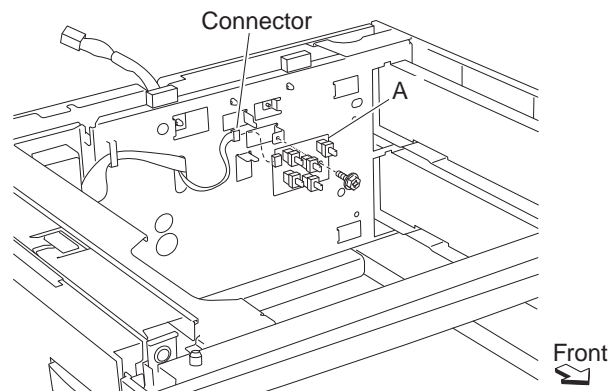


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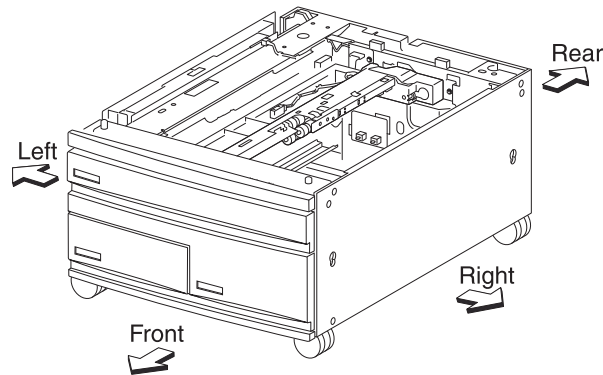
### Switch (media size) removal

**Note:** This procedure can be applied to tray 1 or tray 2 switch (media size).

1. Remove media Tray 1 and media Tray 2.
2. Remove one screw securing the switch (media size) (A) to the bracket inside the machine.
3. Remove the connector from switch (media size) (A).
4. Remove the switch (media size) (A).



## 2000-sheet dual input (TTM) removals



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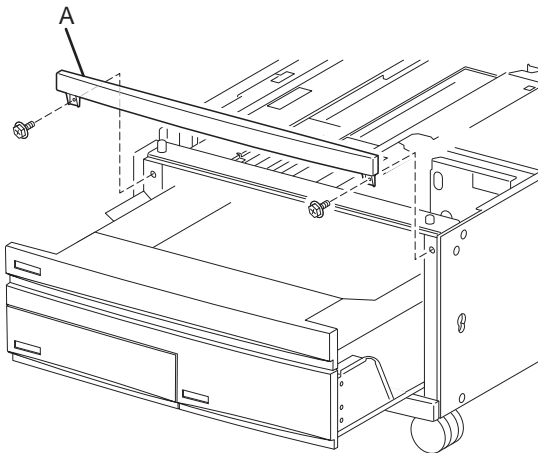
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### ***2000-sheet dual input (TTM)—top cover removal***

1. Pull out tray 2 assembly.
2. Remove the two screws securing the top cover (A).
3. Remove the top cover (A).

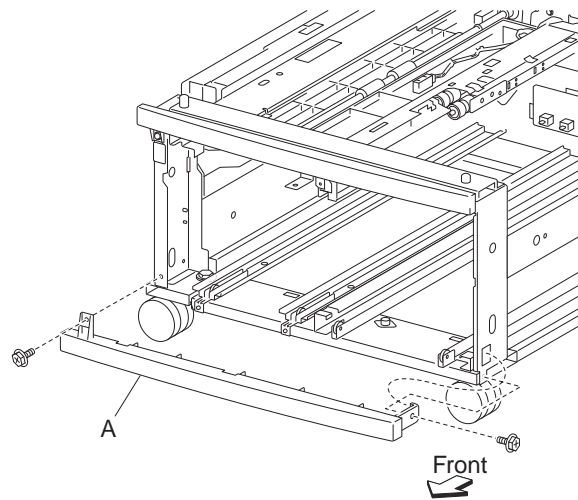


### ***2000-sheet dual input (TTM)—foot cover removal***

1. Pull out the media tray 3 assembly.
2. Pull out the media tray 4 assembly.
3. Remove the two screws securing the foot cover (A) to the machine.



- Remove the foot cover (A).



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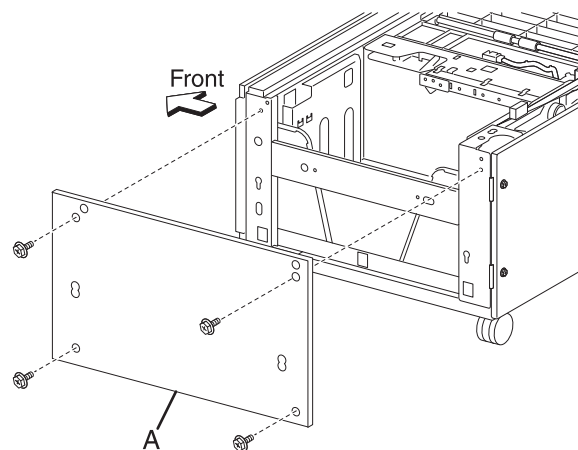
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### ***2000-sheet dual input (TTM)—right cover removal***

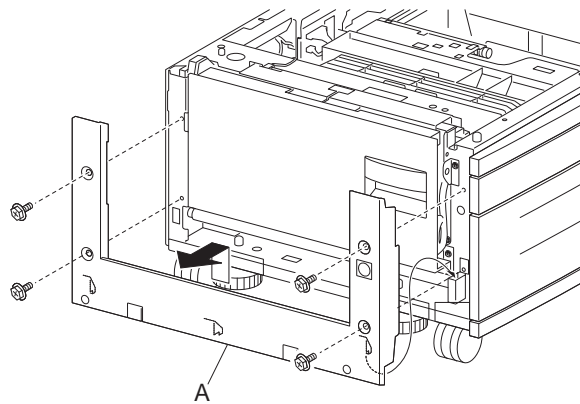
- Remove the four screws securing the right cover (A).
- Remove the right cover (A) by lifting up and out.



### ***2000-sheet dual input (TTM)—tray module left cover removal***

- Remove the four screws securing the tray module left cover (A).

2. Remove the tray module left cover (A).



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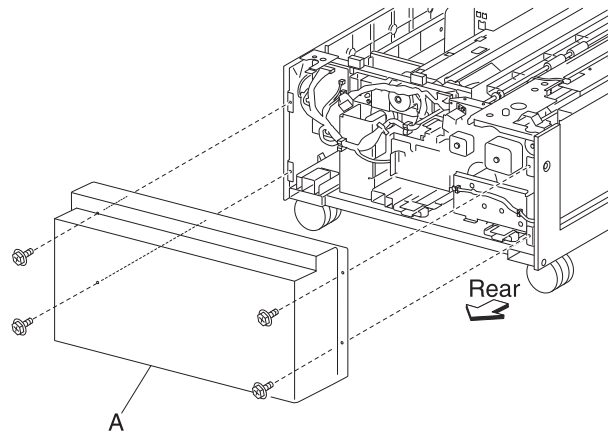
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### **2000-sheet dual input (TTM)—rear cover removal**

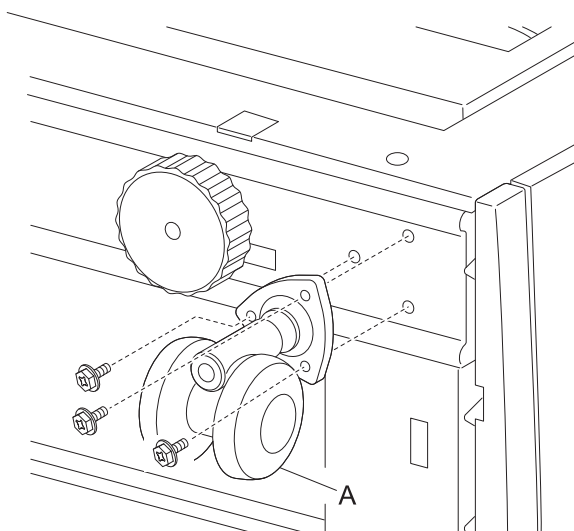
1. Remove the four screws securing the rear cover (A).
2. Remove the rear cover (A).



### **2000-sheet dual input (TTM)—caster removal**

1. Remove the media tray 2.
2. Remove the tray module left cover. See [“2000-sheet dual input \(TTM\)— tray module left cover removal” on page 4-123.](#)
3. Remove media tray 3 assembly. See [“2000-sheet dual input \(TTM\)—TTM media tray 3 assembly removal” on page 4-128.](#)
4. Remove media tray 4 assembly. See [“2000-sheet dual input \(TTM\)—TTM media tray 4 assembly removal” on page 4-127.](#)
5. Place the right side of the drawer down.
6. Remove three screws securing the caster (A).

7. Remove the caster (A).



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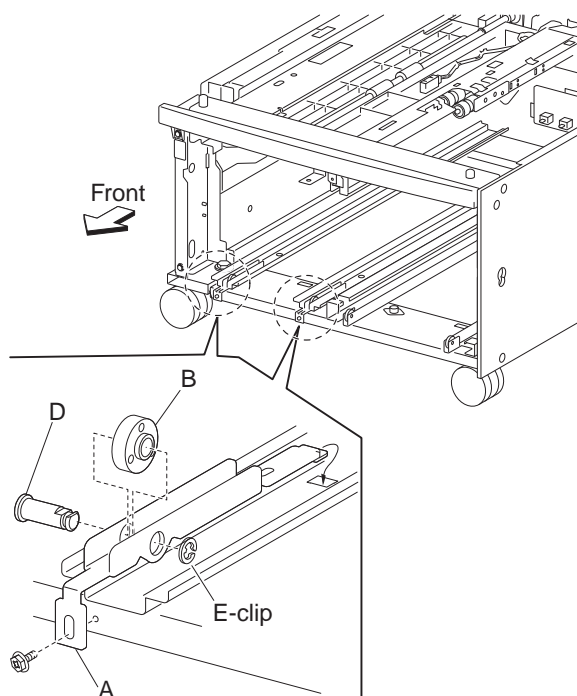
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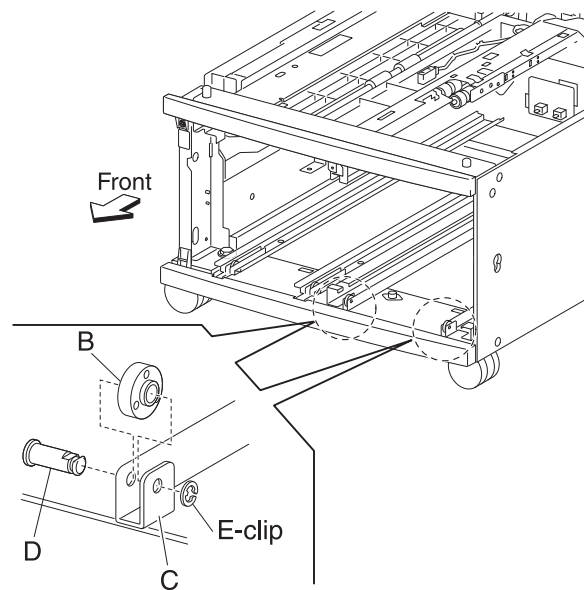
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### **2000-sheet dual input (TTM)—tray support roll removal**

1. Remove the tray module left cover. See **“2000-sheet dual input (TTM)—tray module left cover removal” on page 4-123.**
2. Remove media tray 3 assembly. See **“2000-sheet dual input (TTM)—TTM media tray 3 assembly removal” on page 4-128.**
3. Remove media tray 4 assembly. See **“2000-sheet dual input (TTM)—TTM media tray 4 assembly removal” on page 4-127.**
4. Remove the foot cover. See **“2000-sheet dual input (TTM)—foot cover removal” on page 4-122.**
5. Remove the two screws securing the two brackets (A).
6. Remove the two E-clips securing the tray support rolls (B) to the two brackets (A) using a prying tool.
7. Remove the two E-clips securing the tray support rolls (B) to the main frame (C).



- 8. Remove the shafts (D).
- 9. Remove the tray support rolls (B).



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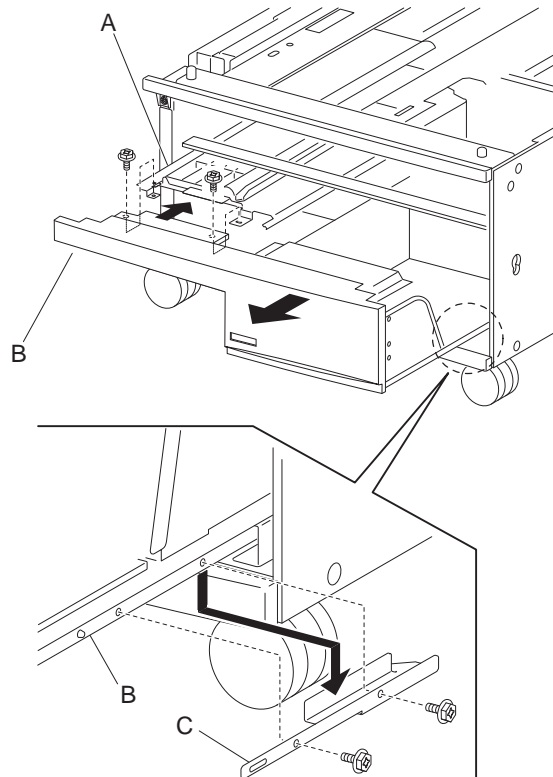
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## 2000-sheet dual input (TTM)—TTM media tray 4 assembly removal

1. Pull out the TTM media tray 4 assembly.
2. Remove the two screws securing the TTM tray 4 media transport assembly (A) to the TTM media tray 4 assembly (B).
3. Push the TTM tray 4 media transport assembly (A) into the machine in the direction of the arrow.
4. Remove the two screws securing the TTM tray 4 stopper (C) to the lower part of TTM media tray 4 assembly (B).
5. Remove the TTM tray 4 stopper (C).
6. Remove the TTM tray 4 assembly (B).



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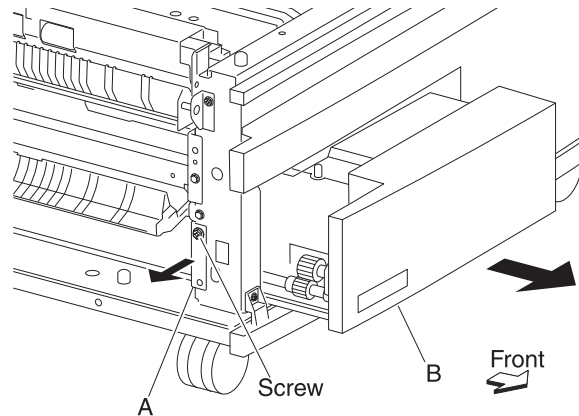
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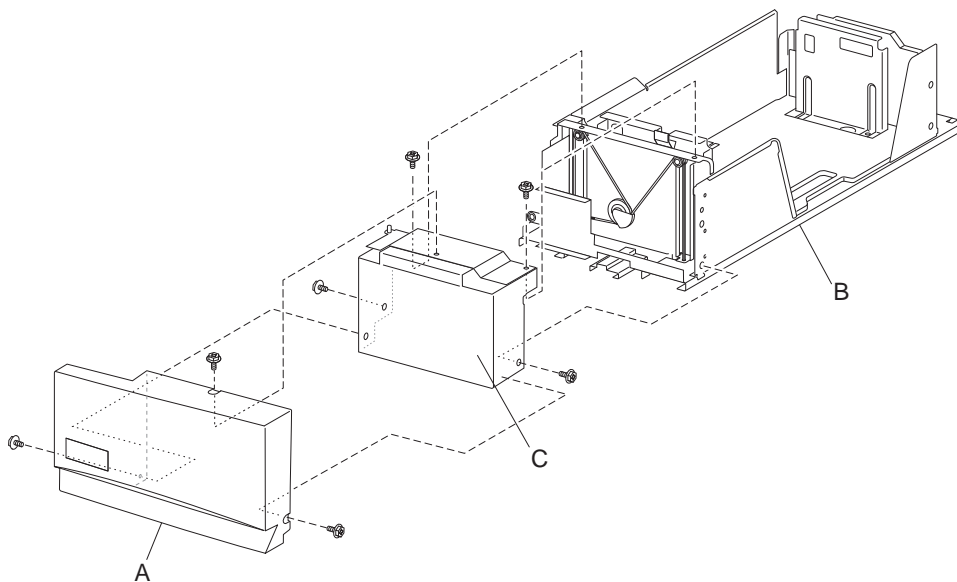
## 2000-sheet dual input (TTM)—TTM media tray 3 assembly removal

1. Remove the tray module left cover. See **“2000-sheet dual input (TTM)—tray module left cover removal” on page 4-123.**
2. Open the TTM left door assembly.
3. Loosen the screw securing the TTM tray 3 stopper (A).
4. Move the TTM tray 3 stopper (A) out in the direction of the arrow while pulling out the TTM media tray 3 assembly (B).
5. Remove the TTM media tray 3 assembly (B).



## 2000-sheet dual input (TTM)—tray 3 front cover removal

1. Pull out the media tray 3 assembly.
2. Remove three screws securing the tray 3 front cover (A) to media tray 3 assembly (B).
3. Remove the tray 3 front cover (A).
4. Remove the four screws securing the bracket (C) to the media tray 3 assembly (B).
5. Remove the bracket (C).



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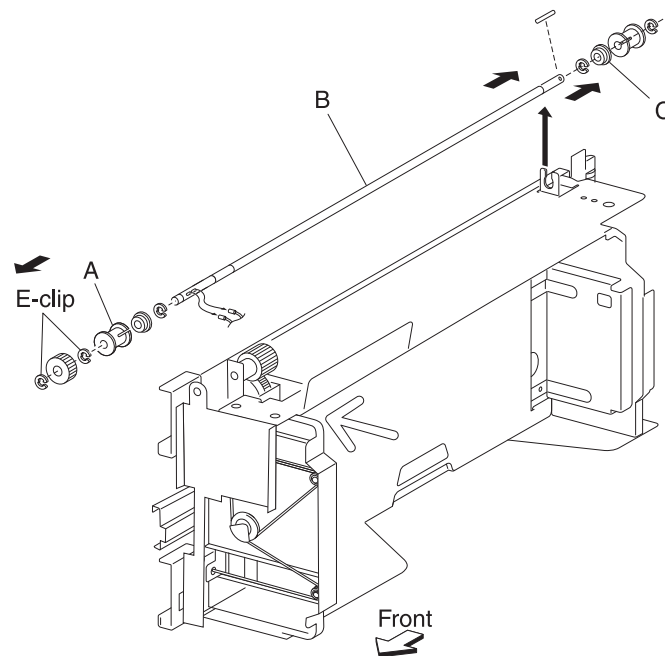
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## 2000-sheet dual input (TTM)—tray 3 rear cable assembly removal

1. Remove the tray module left cover. See “2000-sheet dual input (TTM)— tray module left cover removal” on page 4-123.
  2. Remove the tray module left cover. See “2000-sheet dual input (TTM)— tray module left cover removal” on page 4-123.
  3. Remove the media tray 3 assembly. See “2000-sheet dual input (TTM)—TTM media tray 3 assembly removal” on page 4-128.
  4. Remove the tray 3 front cover. See “2000-sheet dual input (TTM)—tray 3 front cover removal” on page 4-128.
  5. Remove the E-clip with a prying tool securing the front lift cable pulley (A) to the tray lift shaft assembly (B).
  6. Gently move the tray lift shaft assembly (B) toward the rear of the tray, and detach the rear bushing (C) from the frame.
- Note:** Do not remove the front lift cable pulley (A), or the front lift cables will become detached.
7. Move the rear portion of the tray lift shaft assembly (B) away from the frame.



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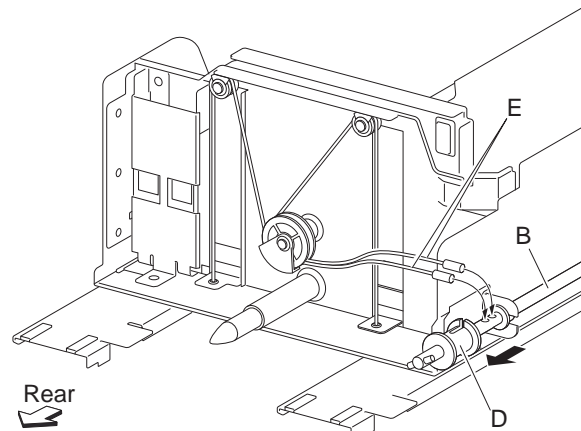


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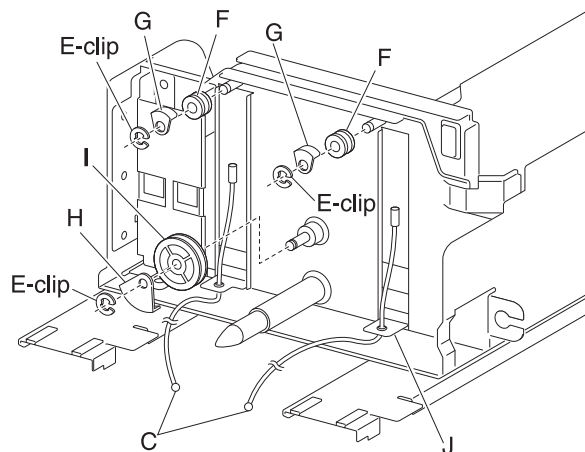


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8. Move the rear lift cable pulley (D) toward the rear of the tray to release the two tray 3 rear cables (E) from the tray lift shaft assembly (B).



9. Remove the two tray 3 rear cables (E) from the tray lift shaft assembly (B).  
 10. Remove two E-clips with a prying tool securing the two small pulleys (F) on the rear of the frame assembly.  
 11. Remove the two small guides (G) and the two small pulleys (F).  
 12. Remove the E-clip with a prying tool securing the large guide (H) and the large pulley (I) to the frame assembly.  
 13. Remove the large guide (H) and the large pulley (I).  
 14. Remove the tray 3 rear cables (E) from the bottom plate (J).



**Replacement note:** Before re-installing:

- Ensure tray 3 rear cables (E) are not twisted or kinked.
- Route the cables properly as shown in the figure.

**Replacement note:** Replace the cables by setting the frame assembly on its side as shown in the figure.

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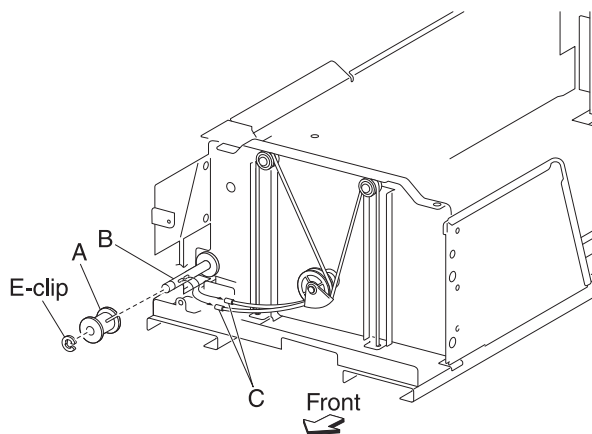
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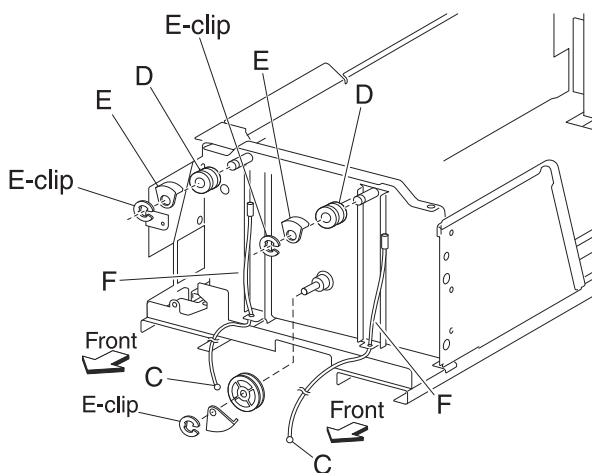
## 2000-sheet dual input (TTM)—tray 3 front cable assembly removal

1. Remove the tray module left cover. See “2000-sheet dual input (TTM)— tray module left cover removal” on page 4-123.
2. Remove the tray module left cover. See “2000-sheet dual input (TTM)— tray module left cover removal” on page 4-123.
3. Remove the media tray 3 assembly. See “2000-sheet dual input (TTM)—TTM media tray 3 assembly removal” on page 4-128.
4. Remove the tray 3 front cover. See “2000-sheet dual input (TTM)—tray 3 front cover removal” on page 4-128.
5. Remove the E-clip with a prying tool securing the tray lift pulley (A) to the tray lift shaft assembly (B).
6. Remove the lift cable pulley (A).
 

**Note:** The tray 3 front cables (C) become detached.
7. Remove the tray 3 front cables (C) from the tray lift shaft assembly (B).



8. Remove two E-clips with a prying tool securing the two small pulleys (D) on the front of the frame assembly.
9. Remove two small guides (E) and the two small pulleys (D).
10. Remove the tray 3 front cables (C) from the bottom plate (F).



### Replacement note: Before re-installing:

- It is recommended that all four cables be replaced.
- Ensure tray 3 front cables (C) are not twisted or kinked.
- Route the cables properly as shown in the figure.
- Replace the cables by setting the frame assembly (B) on its side as shown in the figure.

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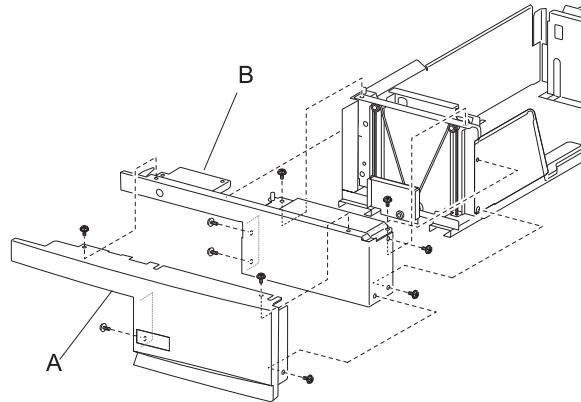
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### 2000-sheet dual input (TTM)—media tray 4 front cover removal

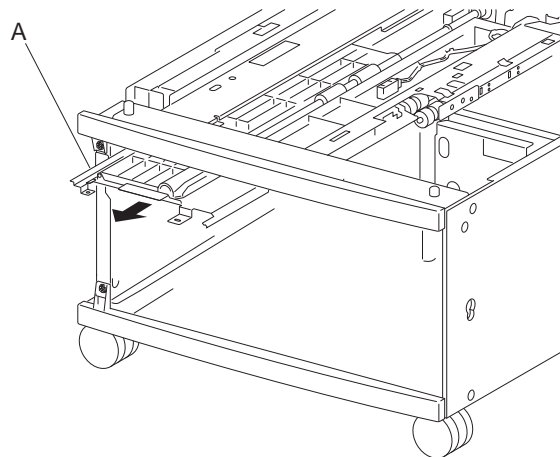
1. Pull out the media tray 4 assembly.
2. Remove the four screws securing the tray 4 front cover (A).
3. Remove the tray 4 front cover (A).
4. Remove the six screws securing the bracket (B) to the tray.
5. Remove the bracket (B).



### 2000-sheet dual input (TTM)—TTM tray 4 media transport assembly removal

1. Remove the media tray 4 assembly. See **“2000-sheet dual input (TTM)—TTM media tray 4 assembly removal” on page 4-127.**
2. Remove the TTM tray 4 media transport assembly (A).

**Replacement note:** Before re-installing, insert the TTM tray 4 media transport assembly (A) into the rails of the frame assembly.



### 2000-sheet dual input (TTM)—tray 4 rear cables removal

1. Remove the media tray 4 assembly. See **“2000-sheet dual input (TTM)—TTM media tray 4 assembly removal” on page 4-127.**
2. Remove the media tray 4 front cover. See **“2000-sheet dual input (TTM)—media tray 4 front cover removal” on page 4-132.**
3. Place the media tray 4 assembly on its right side as shown in the figure.
4. Remove the E-clip with a prying tool securing the tray lift cable pulley (A) to the tray lift shaft assembly (B).

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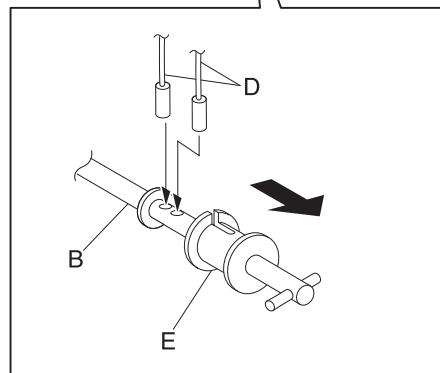
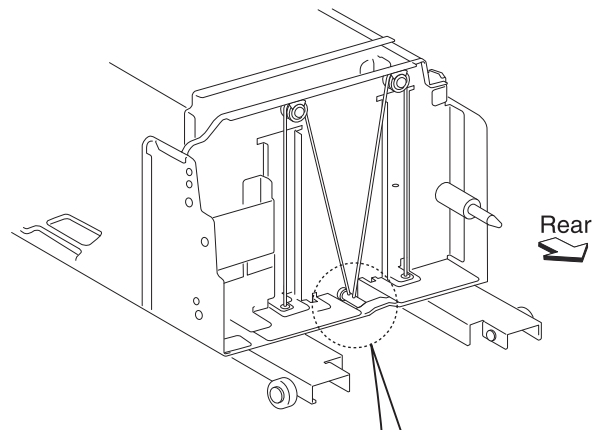
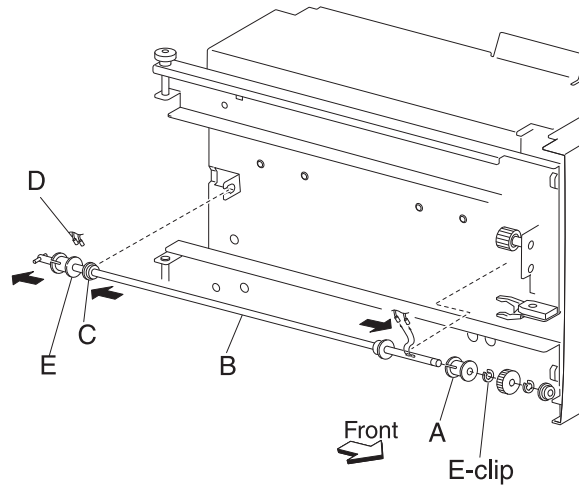


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5. Gently move the tray lift shaft assembly (B) toward the rear of the tray and detach the rear bushing (C) from the frame.
- Note:** Do not remove the front lift cable pulley (A), or the front lift cables will become detached.
6. Move the rear portion of the tray lift shaft assembly (B) away from the frame.
7. Move the rear the rear lift cable pulley (E) toward the rear of the tray to release the two tray 4 rear cables (D) from the tray lift shaft assembly (B).
8. Remove the two tray 4 rear cables (D) from the tray lift shaft assembly (B).



9. Place the media tray 4 assembly back to its upright position.
10. Remove two E-clips with a prying tool securing the two small pulleys (F) on the rear of the frame assembly.
11. Remove two small guides (G) and two small pulleys (F).

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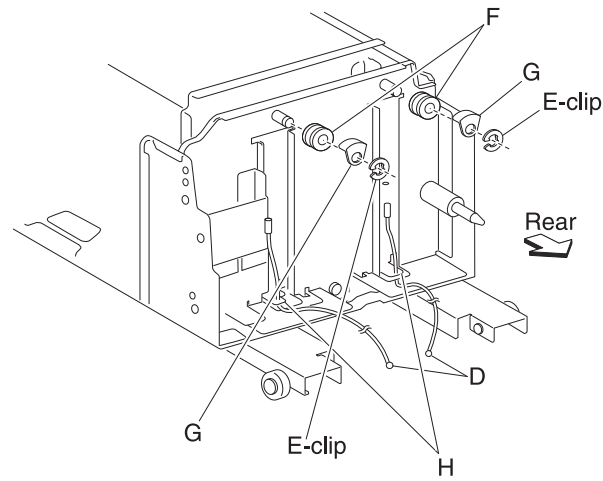


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12. Remove the tray 4 rear cables (D) from the bottom plate (H).



**Replacement note:** Before re-installing:

- It is recommended that all four cables be replaced.
- Ensure tray 4 rear cables (D) are not twisted or kinked.
- Route the cables properly as shown in the figure.
- Replace the cables by setting the frame assembly on its side as shown in the figure.

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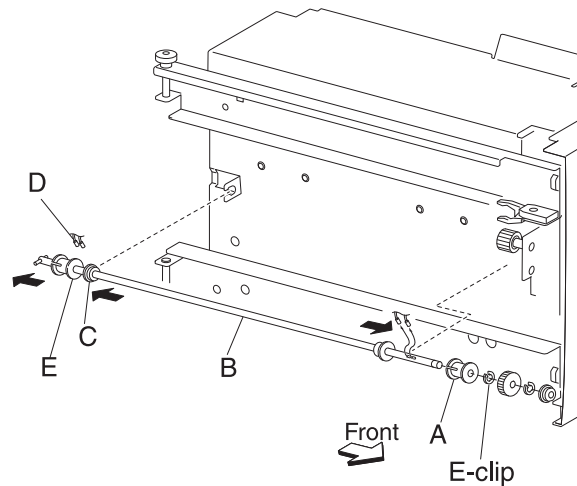


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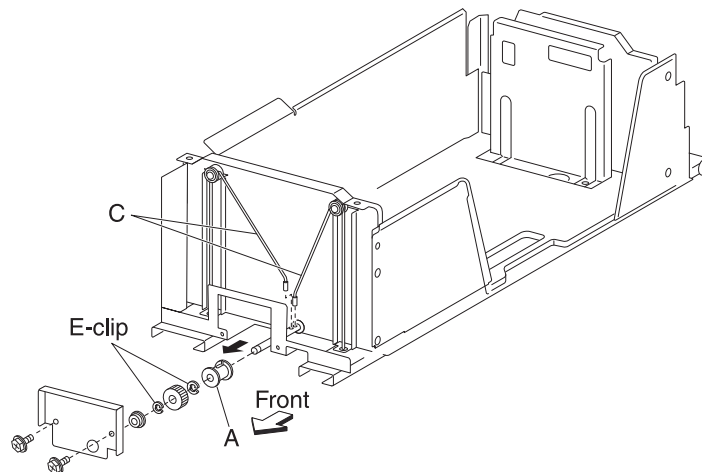
## 2000-sheet dual input (TTM)—tray 4 front cables removal

1. Remove the media tray 4 assembly. See “2000-sheet dual input (TTM)—TTM media tray 4 assembly removal” on page 4-127.
2. Remove the tray 4 front cover. See “2000-sheet dual input (TTM)—media tray 4 front cover removal” on page 4-132.
3. Place the media tray 4 assembly on its right side, as shown in the figure.
4. Remove the E-clip with a prying tool securing the front tray lift pulley (A) to the tray lift shaft assembly (B).
5. Remove the front tray lift pulley (A).
6. Remove the tray 4 front cables (C) from the tray lift shaft assembly (B).
 

**Note:** The tray 4 front cables (C) become detached.



7. Place the media tray 4 assembly back in its upright position.



8. Remove two E-clips with a prying tool securing the two small pulleys (D) on the front of the frame assembly.
9. Remove the two small guides (E) and the two small pulleys (D).

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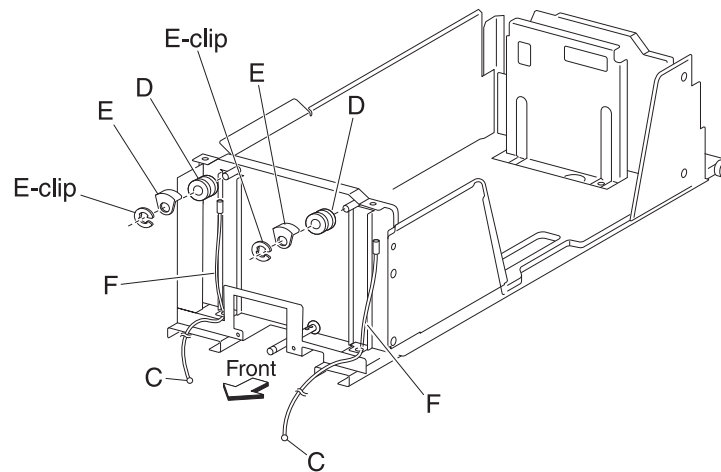


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10. Remove the tray 4 front cables (C) from the bottom plates (F).



**Replacement note:** Before re-installing:

- It is recommended that all four cables be replaced.
- Ensure tray 4 front cables (C) are not twisted or kinked.
- Route the cables properly as shown in the figure.
- Replace the cables by setting the frame assembly (B) on its side as shown in the figure.

### ***2000-sheet dual input (TTM)—media feed unit assembly removal (tray 4)***

1. Remove the media tray 2 assembly.
2. Remove the tray module left cover. See **“2000-sheet dual input (TTM)—tray module left cover removal” on page 4-123.**
3. Remove the media tray 3 assembly. See **“2000-sheet dual input (TTM)—TTM media tray 3 assembly removal” on page 4-128.**
4. Remove the media tray 4 assembly. See **“2000-sheet dual input (TTM)—TTM media tray 4 assembly removal” on page 4-127.**
5. Remove the tray 4 media transport assembly. See **“2000-sheet dual input (TTM)—TTM tray 4 media transport assembly removal” on page 4-132.**
6. Disconnect the two connectors from the media feed unit assembly (A).

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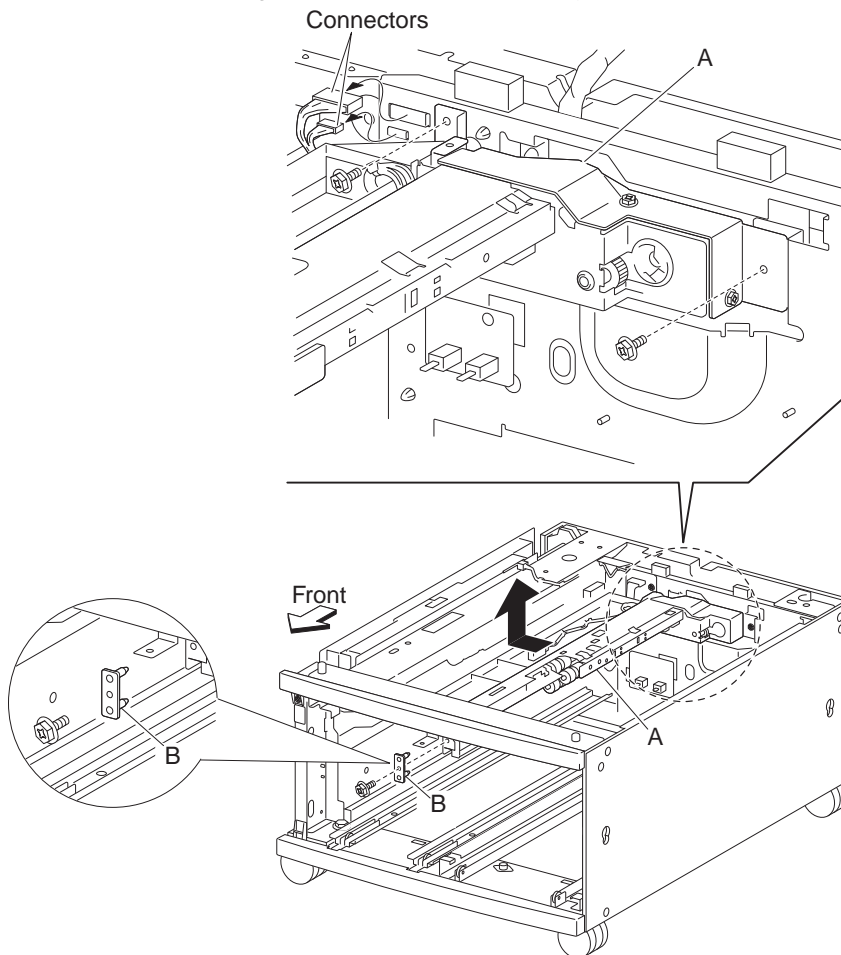


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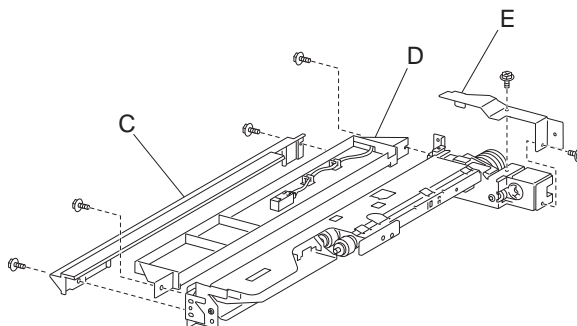


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7. Remove the two screws securing the media feed unit assembly (A).



8. Remove one screw securing the front bracket (B) to the machine.  
 9. Remove the front bracket (B).  
 10. Move the media feed unit assembly (A) to the left and up in the direction of the arrow.  
 11. Remove the media feed unit assembly (A).  
 12. Remove the two screws securing the lower guide (C) to the media feed unit assembly (A).  
 13. Remove the lower guide (C).  
 14. Remove the two screws securing the upper guide (D) to the media feed unit assembly (A).  
 15. Remove the upper guide (D).  
 16. Remove the two screws securing the rear bracket (E) to the media feed unit assembly (A).  
 17. Remove the rear bracket (E).



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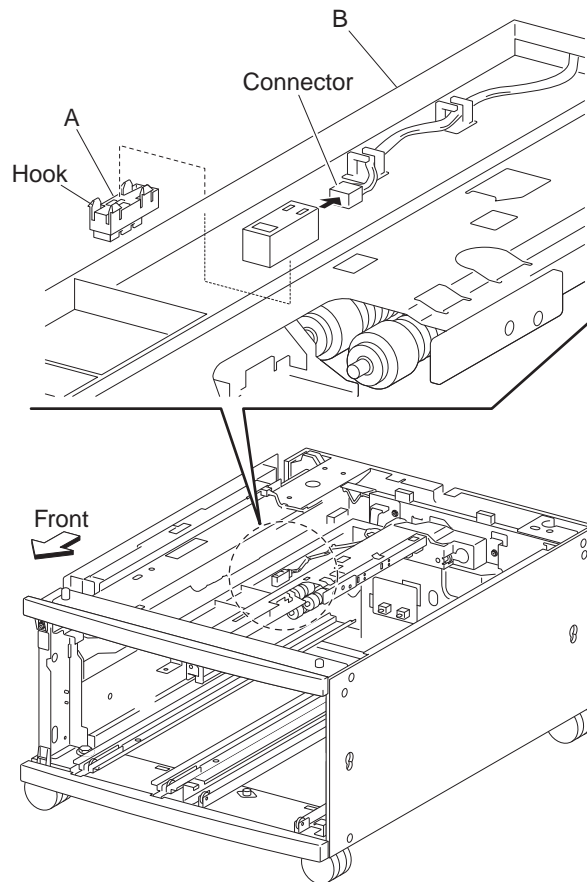
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## 2000-sheet dual input (TTM)—sensor (tray 4 feed-out) removal

1. Remove the media tray 2 assembly.
2. Remove the tray module left cover. See [“2000-sheet dual input \(TTM\)— tray module left cover removal” on page 4-123.](#)
3. Remove the media tray 3 assembly. See [“2000-sheet dual input \(TTM\)—TTM media tray 3 assembly removal” on page 4-128.](#)
4. Remove the media tray 4 assembly. See [“2000-sheet dual input \(TTM\)—TTM media tray 4 assembly removal” on page 4-127.](#)
5. Disconnect the connector from the sensor (tray 4 feed-out) (A).
6. Release the hooks securing the sensor (tray 4 feed-out) (A) to the upper guide (B).
7. Remove the sensor (tray 4 feed-out) (A).



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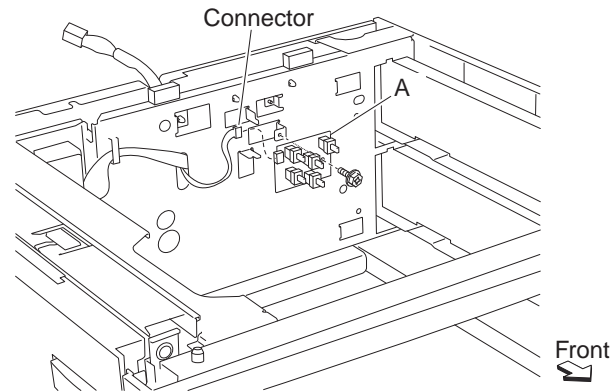


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## 2000-sheet dual input (TTM) switch (media size) removal

- Note:** This procedure can be applied to tray 1 or tray 2 switch (media size).
1. Remove media Tray 1 and media Tray 2.
  2. Remove one screw securing the switch (media size) (A) to the bracket inside the machine.
  3. Remove the connector from switch (media size) (A).
  4. Remove the switch (media size) (A).



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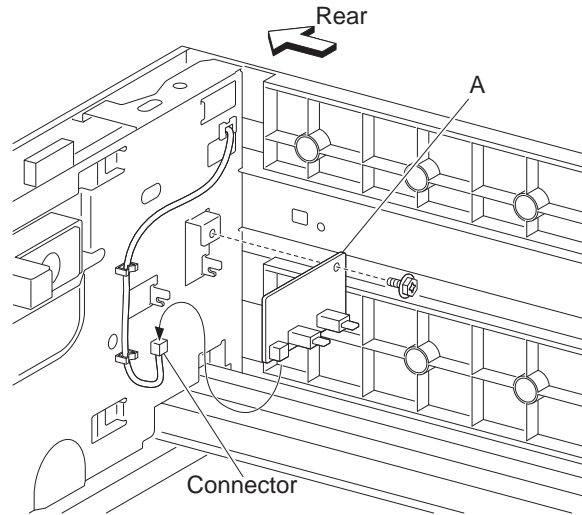


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## 2000-sheet dual input (TTM)—switch (TTM media size) removal

**Note:** This removal procedure may be applied to media tray 3 and media tray 4.

1. Remove the tray module left cover. See “2000-sheet dual input (TTM)—tray module left cover removal” on page 4-123.
2. Remove the media tray 3 assembly See (“2000-sheet dual input (TTM)—TTM media tray 3 assembly removal” on page 4-128) or media tray 4 assembly (“2000-sheet dual input (TTM)—TTM media tray 4 assembly removal” on page 4-127).
3. Disconnect the connector from the switch (TTM media size) (A).
4. Remove one screw securing the switch (TTM media size) (A).
5. Remove the switch (TTM media size) (A).



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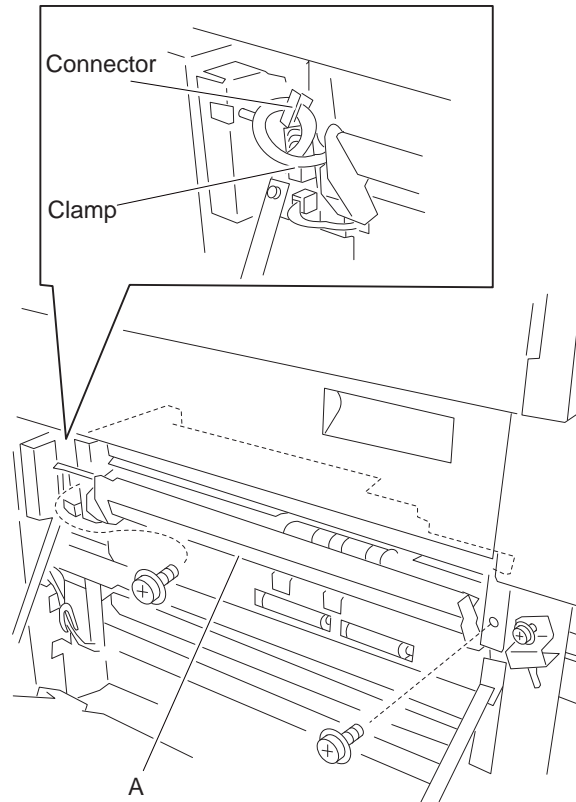
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## 2000-sheet dual input (TTM)—media feed unit assembly 2 removal

1. Remove the media tray 2.
2. Open the TTM left door assembly.
3. Disconnect the connector from the media feed unit assembly (A).
4. Release the harness from the clamp.
5. Remove the two screws securing the media feed unit assembly (A) to the machine.
6. Remove the media feed unit assembly.



## 2000-sheet dual input (TTM)—media feed unit assembly removal (tray 3)

1. Remove the tray module left cover. See [“2000-sheet dual input \(TTM\)—tray module left cover removal” on page 4-123](#).
2. Remove the media tray 3 assembly. See [“2000-sheet dual input \(TTM\)—TTM media tray 3 assembly removal” on page 4-128](#).
3. Remove the two screws securing the two support straps (A) to the machine.
4. Remove the three screws securing the media feed unit assembly (B) to the machine.
5. Release the harness from the clamp.
6. Disconnect the connector from the media feed unit assembly (B).
7. Remove the media feed unit assembly (B).
8. Remove the two screws securing the bracket (C) to the assembly.
9. Remove the bracket (C).

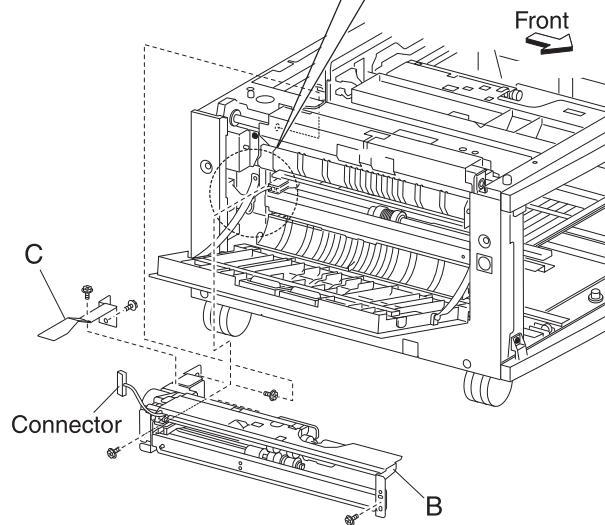
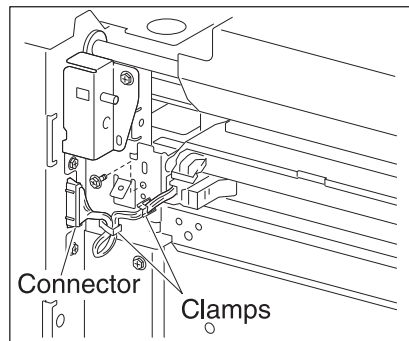
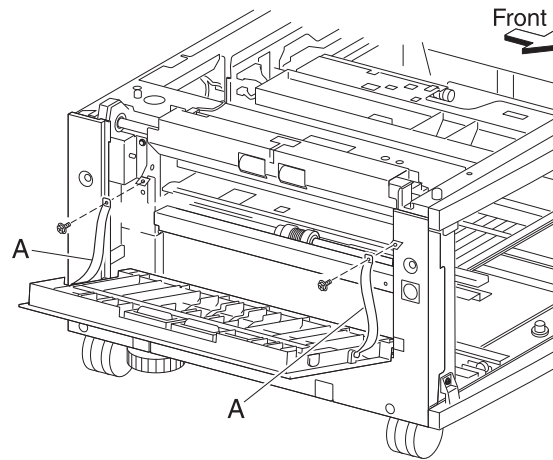
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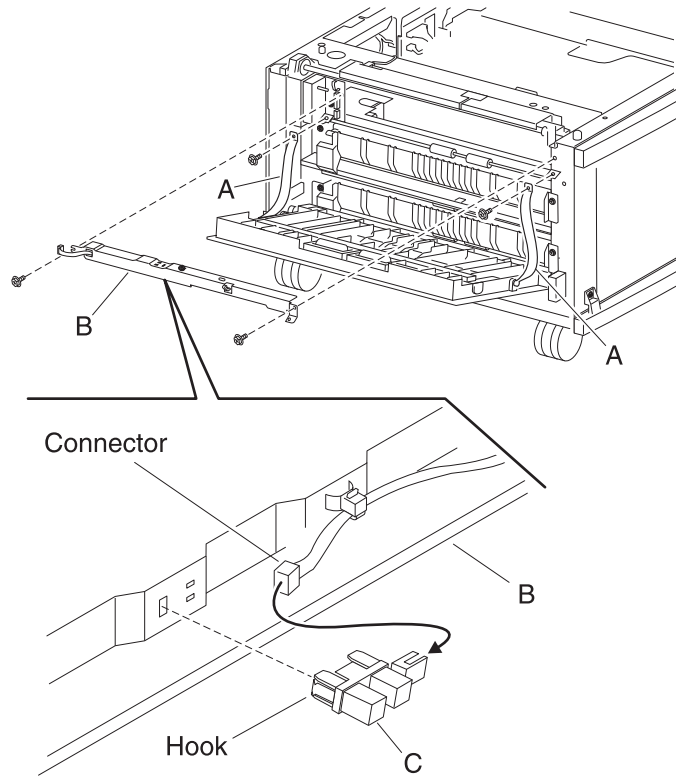


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## 2000-sheet dual input (TTM)—sensor (tray 3 feed-out) removal

1. Open the TTM left door assembly.
2. Remove the two screws securing the two support straps (A) to the machine.
3. Disconnect the connector to the bracket (B).
4. Remove the two screws securing the bracket (B) to the machine.
5. Remove the bracket (B).
6. Release the hooks securing the sensor (tray 3 feed-out) (C) to the bracket (B).
7. Remove the sensor (tray 3 feed-out) (C).



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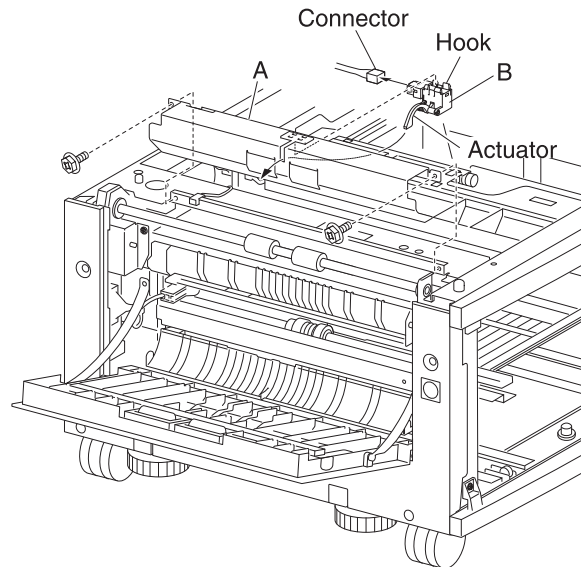
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### 2000-sheet dual input (TTM)—sensor (tray 2 feed-out) removal

1. Open the TTM left door assembly.
2. Remove the two screws securing bracket (A) to the machine.
3. Remove the bracket (A).
4. Disconnect the connector from the sensor (tray 2 feed-out) (B).
5. Release the hooks securing the sensor (tray 2 feed-out) (B) to the bracket (A).
6. Remove the sensor (tray 2 feed-out) (B).



### 2000-sheet dual input (TTM)—media feed lift motor removal

1. Remove the tray module left cover. See [“2000-sheet dual input \(TTM\)— tray module left cover removal” on page 4-123.](#)
2. Remove the media tray 3 assembly. See [“2000-sheet dual input \(TTM\)—TTM media tray 3 assembly removal” on page 4-128.](#)
3. Remove the media tray 4 assembly. See [“2000-sheet dual input \(TTM\)—TTM media tray 4 assembly removal” on page 4-127.](#)
4. Remove the tray 4 media transport assembly. See [“2000-sheet dual input \(TTM\)—TTM tray 4 media transport assembly removal” on page 4-132.](#)
5. Remove the media feed unit assembly. See [“2000-sheet dual input \(TTM\)—media feed unit assembly 2 removal” on page 4-141](#) or [“2000-sheet dual input \(TTM\)—media feed unit assembly removal \(tray 4\)” on page 4-136.](#)
6. Disconnect the harness from the media feed lift motor (A).
7. Remove the two screws securing the media feed lift motor to the media feed unit assembly (B).

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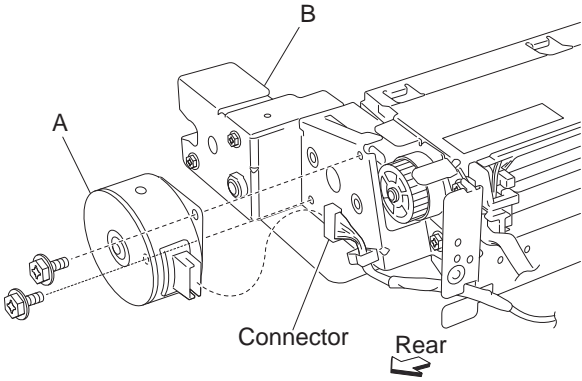


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8. Remove the media feed lift motor (B).



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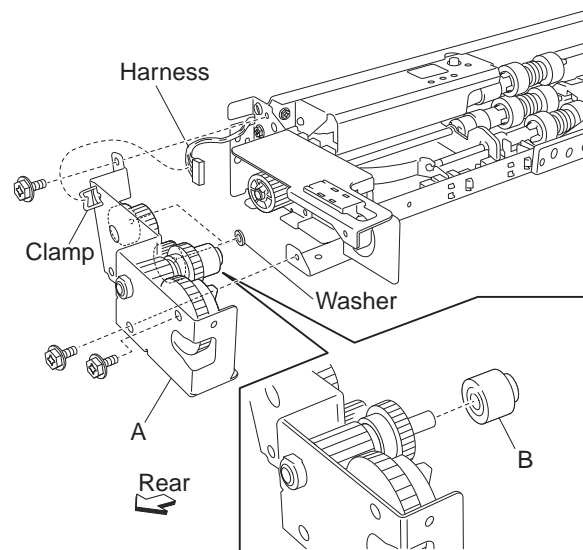


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## 2000-sheet dual input (TTM)—one-way clutch / gear assembly removal

1. Remove the tray module left cover. See “2000-sheet dual input (TTM)—tray module left cover removal” on page 4-123.
2. Remove the media tray 3 assembly. See “2000-sheet dual input (TTM)—TTM media tray 3 assembly removal” on page 4-128.
3. Remove the media tray 4 assembly. See “2000-sheet dual input (TTM)—TTM media tray 4 assembly removal” on page 4-127.
4. Remove the tray 4 media transport assembly. See “2000-sheet dual input (TTM)—TTM tray 4 media transport assembly removal” on page 4-132.
5. Remove the media feed unit assembly. See “2000-sheet dual input (TTM)—media feed unit assembly 2 removal” on page 4-141, “2000-sheet dual input (TTM)—media feed unit assembly removal (tray 3)” on page 4-141, or “2000-sheet dual input (TTM)—media feed unit assembly removal (tray 4)” on page 4-136.
6. Remove the harness from the bracket (A).
7. Remove the three screws securing the bracket (A) to the media feed unit assembly.
8. Remove the bracket (A).
 

**Note:** The gears may become detached from the bracket (A).
9. Remove the tray lift one-way clutch (B).



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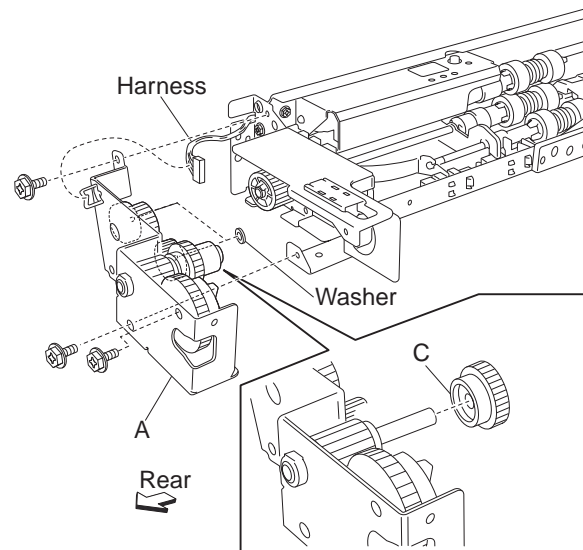
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10. Remove the tray lift one-way gear 24 tooth (C).



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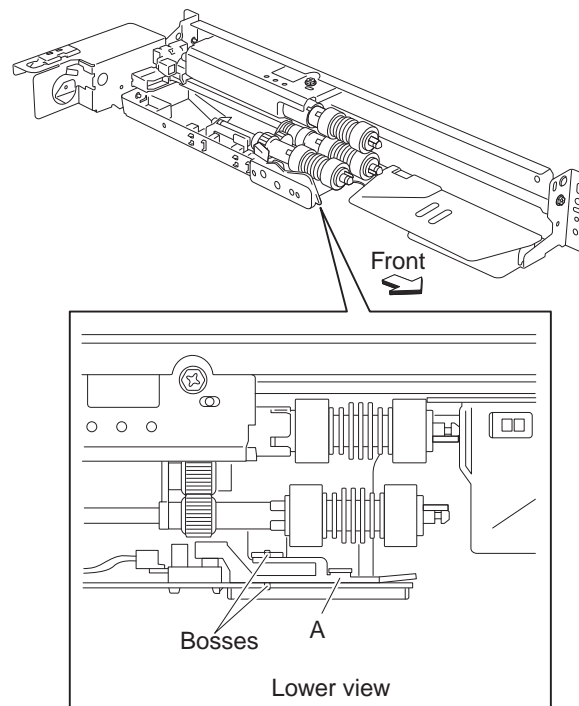


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**Replacement note:** Before re-installing, ensure all gears and washers are securely attached to the bracket (A).

## 2000-sheet dual input (TTM)—media out actuator removal

1. Remove the tray module left cover. See [“2000-sheet dual input \(TTM\)—tray module left cover removal” on page 4-123.](#)
2. Remove the media tray 3 assembly. See [“2000-sheet dual input \(TTM\)—TTM media tray 3 assembly removal” on page 4-128.](#)
3. Remove the media tray 4 assembly. See [“2000-sheet dual input \(TTM\)—TTM media tray 4 assembly removal” on page 4-127.](#)
4. Remove the tray 4 media transport assembly. See [“2000-sheet dual input \(TTM\)—TTM tray 4 media transport assembly removal” on page 4-132.](#)
5. Remove the media feed unit assembly. See [“2000-sheet dual input \(TTM\)—media feed unit assembly 2 removal” on page 4-141](#), [“2000-sheet dual input \(TTM\)—media feed unit assembly removal \(tray 3\)” on page 4-141](#), or [“2000-sheet dual input \(TTM\)—media feed unit assembly removal \(tray 4\)” on page 4-136.](#)
6. Release the two bosses on the media out actuator (A) from the media feed unit assembly.
7. Remove the media out actuator (A).



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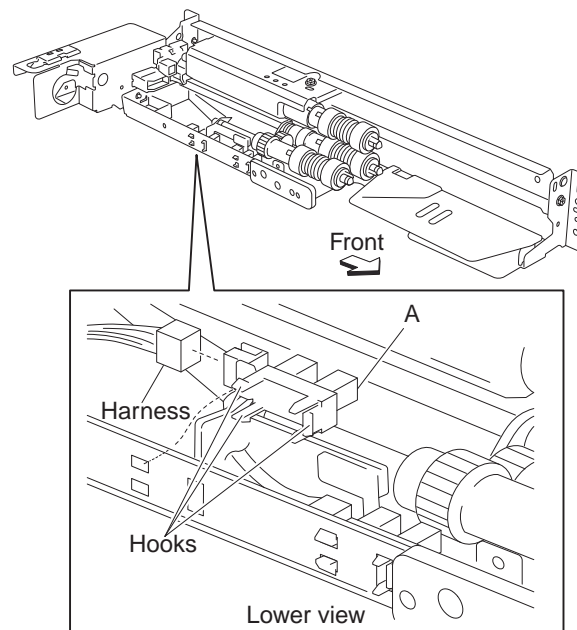
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## 2000-sheet dual input (TTM)—sensor (media level) removal

1. Remove the tray module left cover. See “2000-sheet dual input (TTM)—tray module left cover removal” on page 4-123.
2. Remove the media tray 3 assembly. See “2000-sheet dual input (TTM)—TTM media tray 3 assembly removal” on page 4-128.
3. Remove the media tray 4 assembly. See “2000-sheet dual input (TTM)—TTM media tray 4 assembly removal” on page 4-127.
4. Remove the tray 4 media transport assembly. See “2000-sheet dual input (TTM)—TTM tray 4 media transport assembly removal” on page 4-132.
5. Remove the media feed unit assembly. See “2000-sheet dual input (TTM)—media feed unit assembly 2 removal” on page 4-141, “2000-sheet dual input (TTM)—media feed unit assembly removal (tray 3)” on page 4-141, or “2000-sheet dual input (TTM)—media feed unit assembly removal (tray 4)” on page 4-136.
6. Disconnect the connector from the sensor (media level) (A).
7. Release the hooks securing the sensor (media level) (A) to the media feed unit assembly.
8. Remove the sensor (media level) (A).



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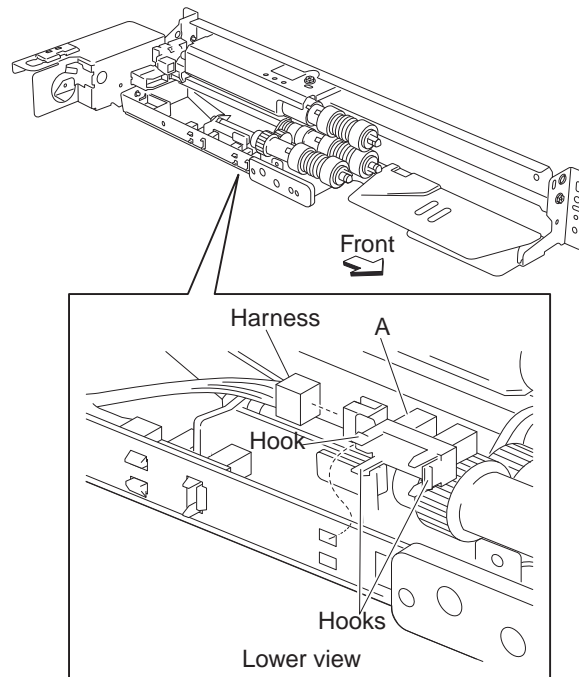
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## 2000-sheet dual input (TTM)—sensor (media out) removal

1. Remove the tray module left cover. See **“2000-sheet dual input (TTM)— tray module left cover removal” on page 4-123.**
2. Remove the media tray 3 assembly. See **“2000-sheet dual input (TTM)—TTM media tray 3 assembly removal” on page 4-128.**
3. Remove the media tray 4 assembly. See **“2000-sheet dual input (TTM)—TTM media tray 4 assembly removal” on page 4-127.**
4. Remove the tray 4 media transport assembly. See **“2000-sheet dual input (TTM)—TTM tray 4 media transport assembly removal” on page 4-132.**
5. Remove the media feed unit assembly. See **“2000-sheet dual input (TTM)—media feed unit assembly 2 removal” on page 4-141, “2000-sheet dual input (TTM)—media feed unit assembly removal (tray 3)” on page 4-141, or “2000-sheet dual input (TTM)—media feed unit assembly removal (tray 4)” on page 4-136.**
6. Remove the media out actuator. See **“2000-sheet dual input (TTM)—media out actuator removal” on page 4-148.**
7. Disconnect the connector from the sensor (media out) (A).
8. Release the hooks securing the sensor (media out) (A) to the media feed unit assembly.
9. Remove the sensor (media out) (A).



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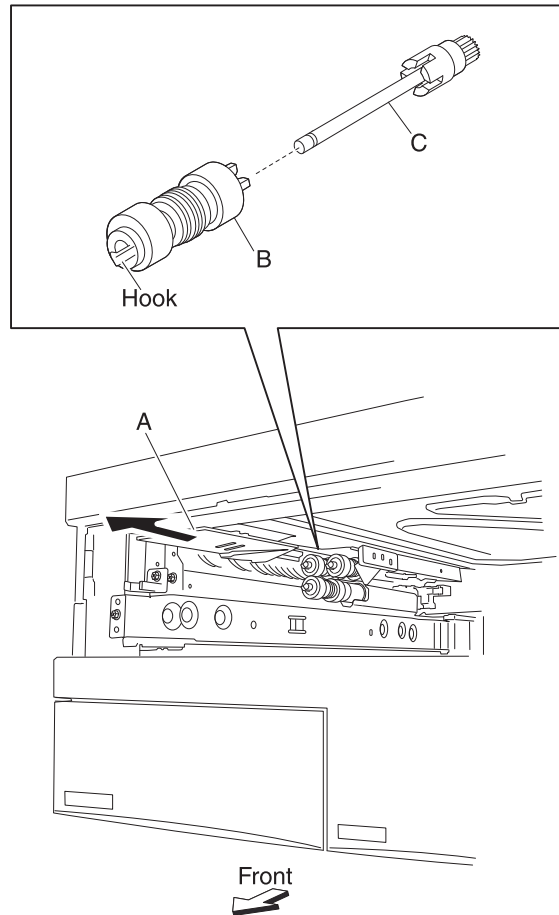


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## 2000-sheet dual input (TTM)—feed roll removal

1. Remove the media tray assembly.
2. Move the feed unit front guide (A) toward the front in the direction of the arrow.
3. Release the hook securing the feed roll (B) to the shaft (C).
4. Remove the feed roll (B).

**Note:** Do not touch the rubber surface of the feed roll (B).



**Replacement note:** Before re-installing, do not touch the rubber surface of the feed roll (B).

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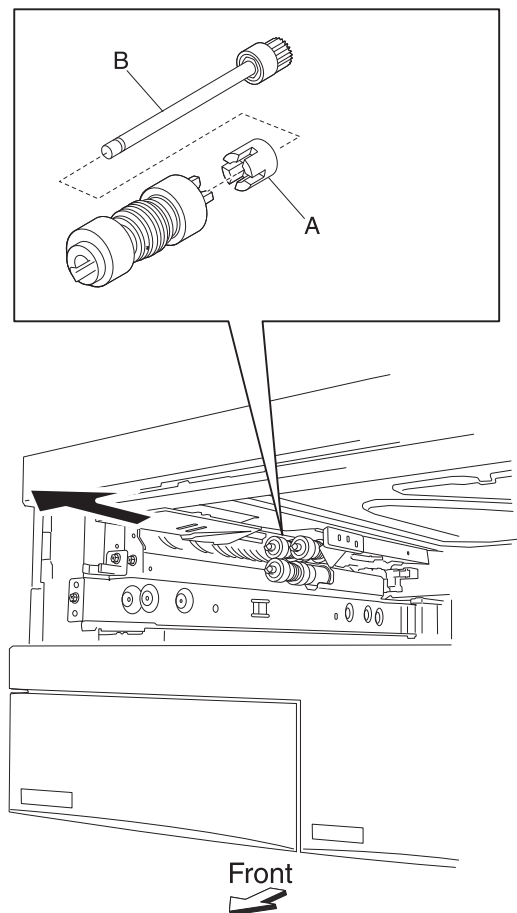
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## 2000-sheet dual input (TTM)—feed roll one-way clutch removal

1. Remove the media tray assembly.
2. Remove the feed roll. See **“2000-sheet dual input (TTM)—feed roll removal” on page 4-151.**
3. Remove the feed roll one-way clutch (A) from the shaft (B).



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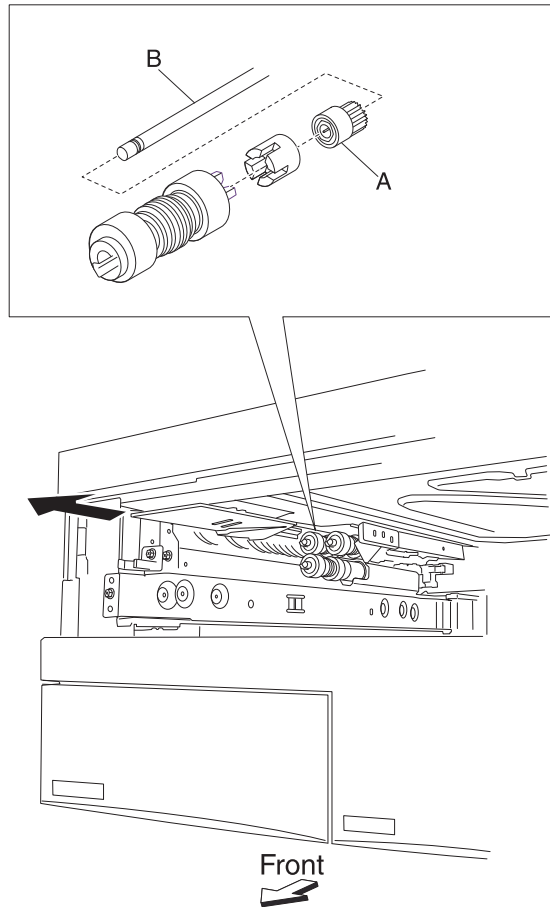
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## 2000-sheet dual input (TTM)—one-way 22 tooth removal

1. Remove the media tray assembly.
2. Remove the feed roll. See **“2000-sheet dual input (TTM)—feed roll removal”** on page 4-151.
3. Remove the feed roll one-way clutch. See **“2000-sheet dual input (TTM)—feed roll one-way clutch removal”** on page 4-152.
4. Remove the feed roll one-way gear 22 tooth (A).



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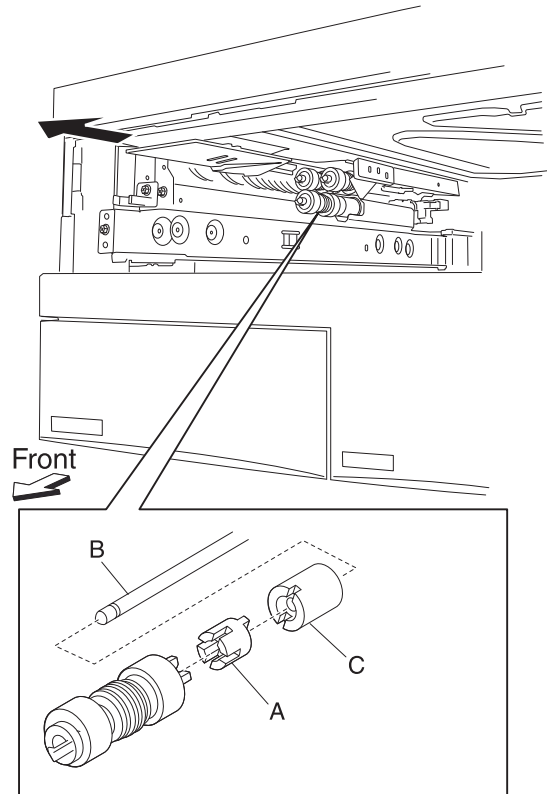
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**2000-sheet dual input (TTM)—separation roll one-way friction clutch removal**

1. Remove the media tray assembly.
2. Remove the separation roll. See **"2000-sheet dual input (TTM)—separation roll removal"** on page 4-155.
3. Remove the separation roll spacer (A).
4. Remove the separation roll one-way friction clutch (B).



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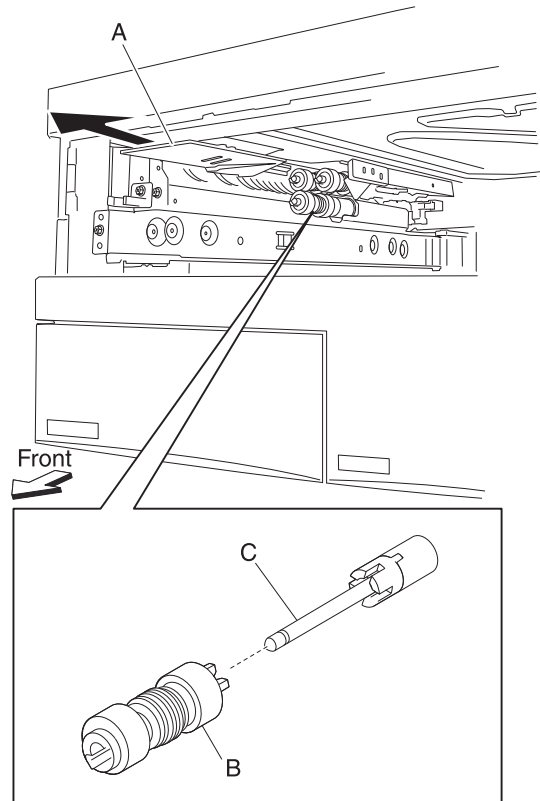


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**2000-sheet dual input (TTM)—separation roll removal**

1. Remove the media tray assembly.
2. Move the feed unit front guide (A) toward the front in the direction of the arrow.
3. Release the hook securing the separation roll (B) to the shaft (C).



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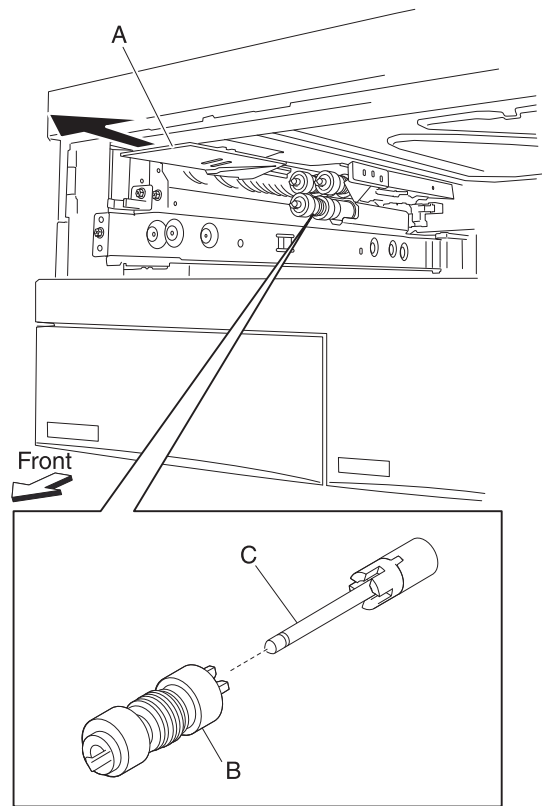
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4. Remove the separation roll (B).

**Note:** Do not touch the rubber surface of the feed roll (B).



**Replacement note:** Before re-installing, do not touch the rubber surface of the separation roll (B).

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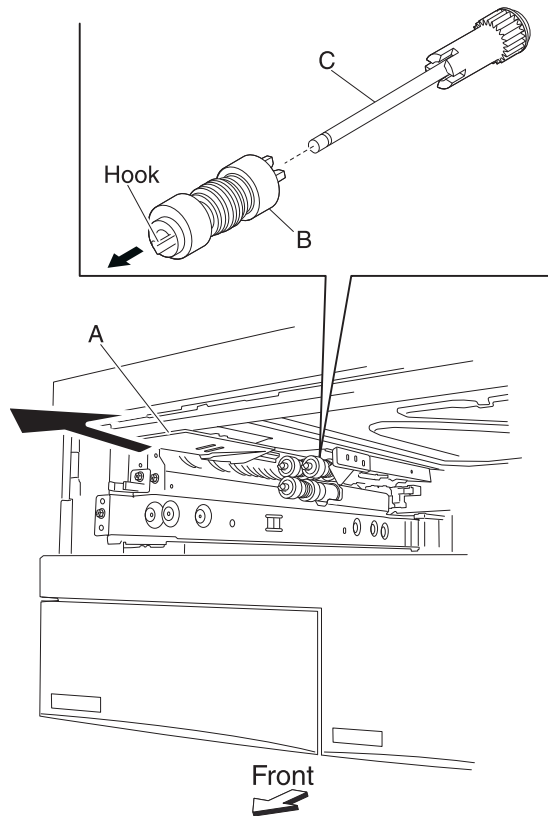


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## 2000-sheet dual input (TTM)—pick roll removal

1. Remove the media tray assembly.
2. Move the front guide (A) toward the front in the direction of the arrow.
3. Release the hook securing the pick roll (B) to the shaft (C).
4. Remove the pick roll (B).

**Note:** Do not touch the rubber surface of the feed roll (B).



**Replacement note:** Before re-installing, do not touch the rubber surface of the pick roll (B).

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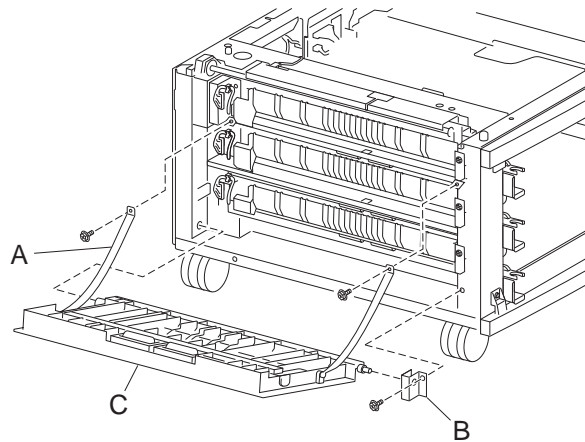
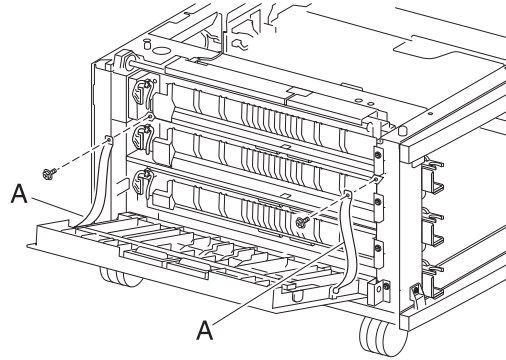
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## 2000-sheet dual input (TTM)—left door assembly removal

1. Remove the tray module left cover. See **“2000-sheet dual input (TTM)—tray module left cover removal” on page 4-123.**
2. Open the TTM left door assembly.
3. Remove the two screws securing the two support straps (A) to the machine.
4. Remove one screw securing the bracket (B).
5. Remove the bracket (B).
6. Move the TTM left door assembly (C) to the front and out in the direction of the arrow.
7. Remove the TTM left door assembly (C).



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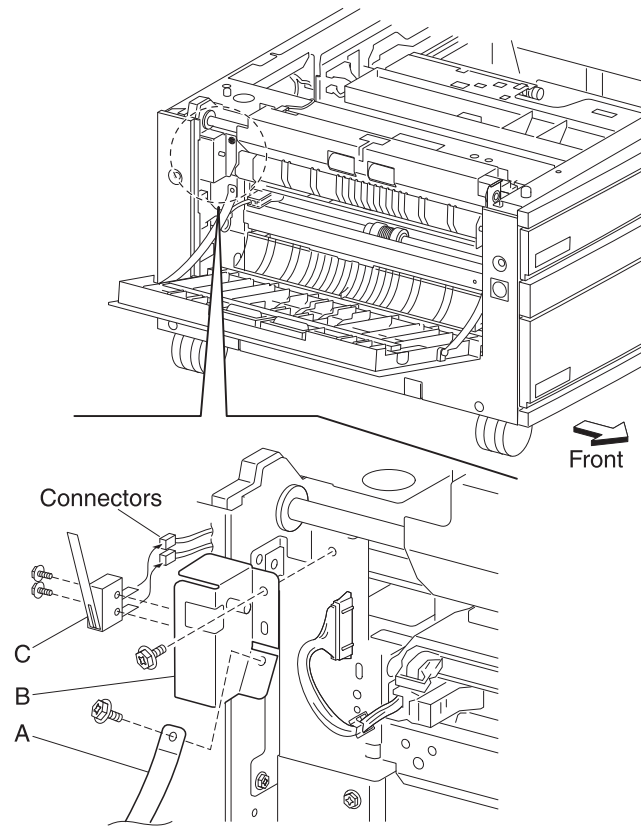
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## 2000-sheet dual input (TTM)—switch (TTM left door interlock) removal

1. Open the TTM left door assembly.
2. Remove the screw securing the support strap (A) to the machine.
3. Remove the screw securing the bracket (B) to the machine.
4. Remove the bracket (B).
5. Disconnect the two connectors from the switch (TTM left door interlock) (C).
6. Remove the two screws securing the switch (TTM left door interlock) (C) to the bracket (B).
7. Remove the switch (TTM left door interlock) (C).



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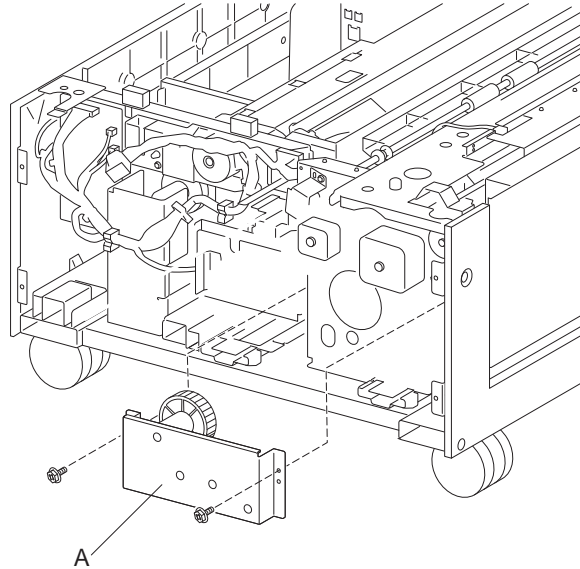
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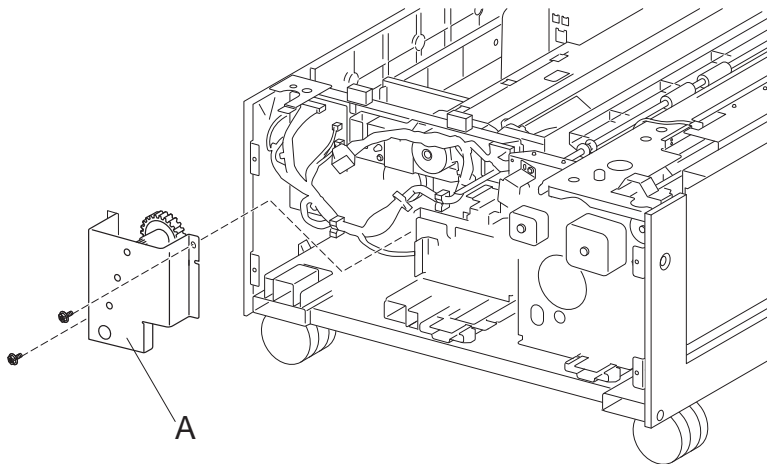
### 2000-sheet dual input (TTM)—tray 3 lift gear assembly removal

1. Remove the rear cover. See “2000-sheet dual input (TTM)—rear cover removal” on page 4-124.
2. Pull the tray 3 media assembly out of the machine.
3. Remove the two screws securing the tray 3 lift gear assembly (A) to the machine.  
**Note:** When removing the tray 3 lift gear assembly (A), the tray lift coupling assembly (B) may become detached.
4. Remove the tray 3 lift gear assembly (A).



### 2000-sheet dual input (TTM)—tray 4 lift gear assembly removal

1. Remove the rear cover. See “2000-sheet dual input (TTM)—rear cover removal” on page 4-124.
2. Pull the media tray 4 out of the machine.
3. Remove the two screws securing the tray 4 lift gear assembly (A) from the machine.  
**Note:** When removing the tray 4 lift gear assembly (A), the tray lift coupling assembly (B) may become detached.
4. Remove the tray 4 lift gear assembly (A).



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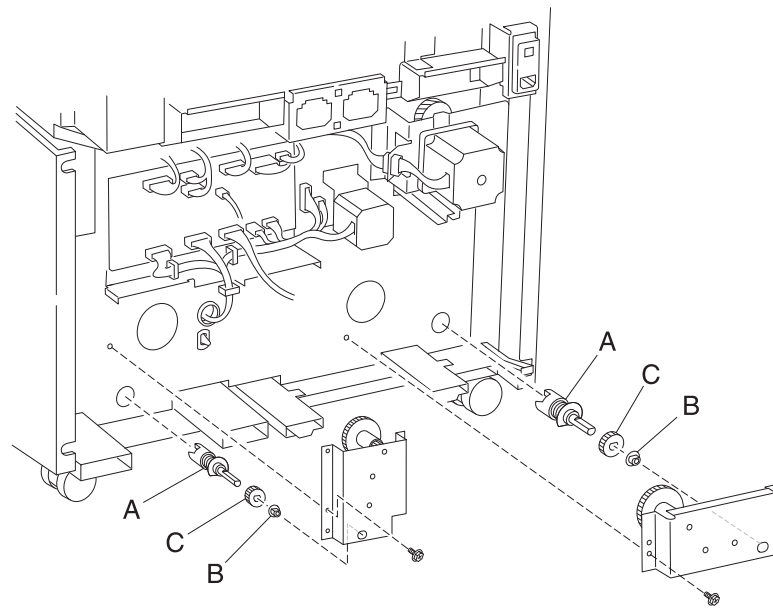


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## 2000-sheet dual input (TTM)—tray lift coupling assembly removal

**Note:** This procedure can be applied to both the tray 3 and the tray 4 media assemblies.

1. Remove the tray 3 lift gear or the tray 3 lift gear assembly. See **“2000-sheet dual input (TTM)—tray 3 lift gear assembly removal” on page 4-160** or **“2000-sheet dual input (TTM)—tray 4 lift gear assembly removal” on page 4-160**.
2. Remove the tray lift coupling assembly (A) from the machine.
3. Remove the bushing (B) from the tray lift coupling assembly (A).
4. Remove the gear (C) from the tray lift coupling assembly (A).



## 2000-sheet dual input (TTM)—tray module drive motor assembly removal

1. Remove the rear cover. See **“2000-sheet dual input (TTM)—rear cover removal” on page 4-124**.
2. Disconnect the connector from the tray module drive motor (A).
3. Remove the three screws securing the tray module drive motor (A) to the machine.

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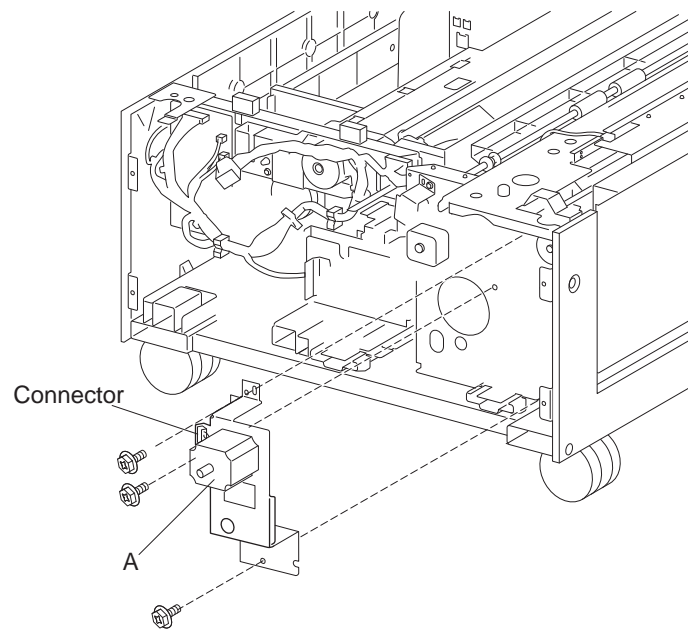


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4. Remove the tray module drive motor (A).



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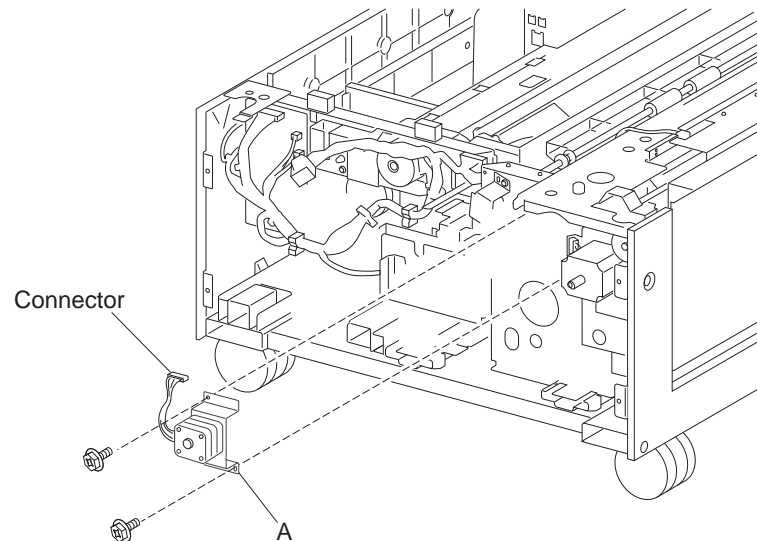


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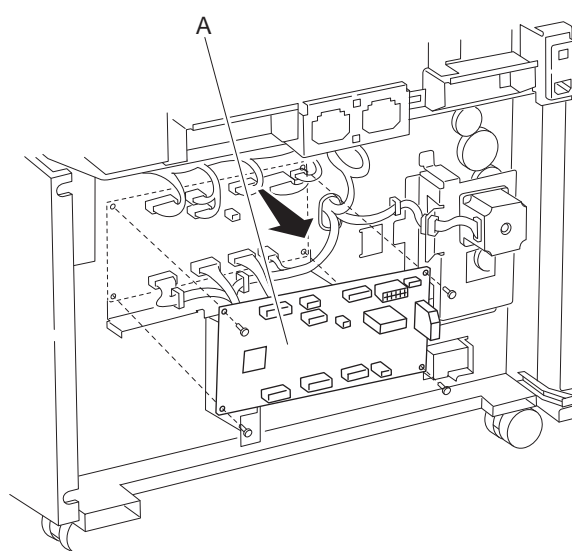
### 2000-sheet dual input (TTM)—TTM tray 4 transport motor removal

1. Remove the rear cover. See **“2000-sheet dual input (TTM)—rear cover removal”** on page 4-124.
2. Disconnect the connector from the TTM tray 4 transport motor (A).
3. Release the harness from the clamp.
4. Remove the two screws securing the TTM tray 4 transport motor (A) to the machine.
5. Remove the TTM transport drive motor (A).



### 2000-sheet dual input (TTM)—TTM controller card assembly removal

1. Remove the rear cover. See **“2000-sheet dual input (TTM)—rear cover removal”** on page 4-124.
2. Disconnect all connectors from the TTM controller card assembly (A).
3. Remove the four screws securing the TTM controller card assembly (A) to the machine.
4. Remove the TTM controller card assembly (A).



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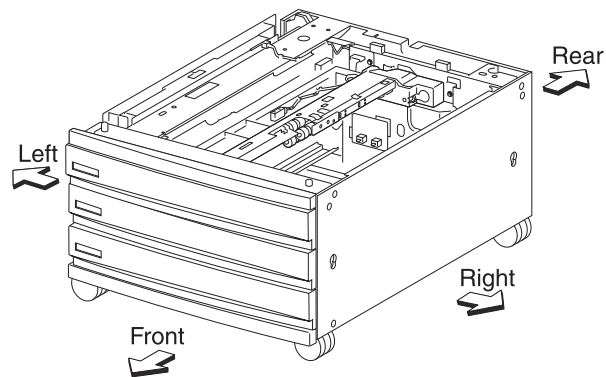


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## 3X 500-sheet drawer (3TM) removals



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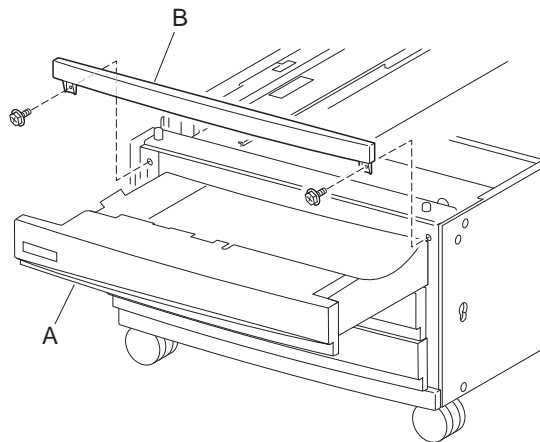
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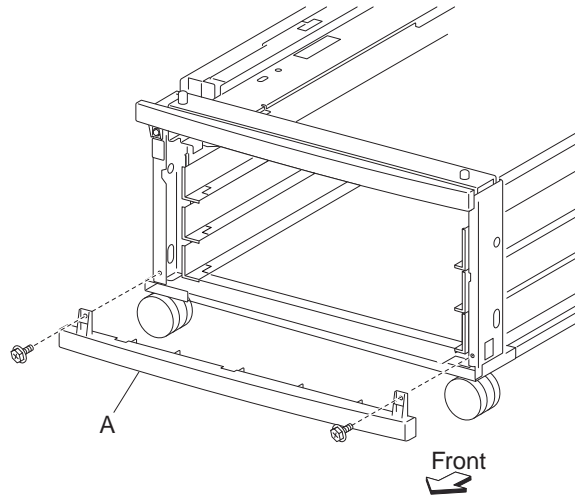
### ***3X 500-sheet drawer (3TM)—top cover removal***

1. Pull out tray 2 assembly (A).
2. Remove the two screws securing the top cover (B).
3. Remove the top cover (B).



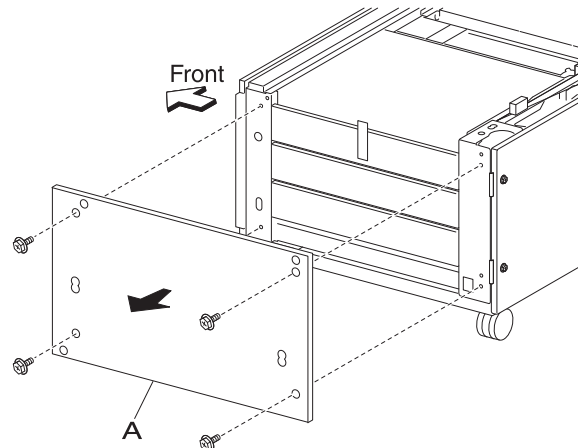
### **3X 500-sheet drawer (3TM)—foot cover removal**

1. Remove the media tray 4 assembly.
2. Remove the two screws securing the foot cover (A) to the machine.
3. Remove the foot cover (A).



### **3X 500-sheet drawer (3TM)—right cover removal**

1. Remove the four screws securing the right cover (A).
2. Remove the right cover (A) by lifting up and out in the direction of the arrow.



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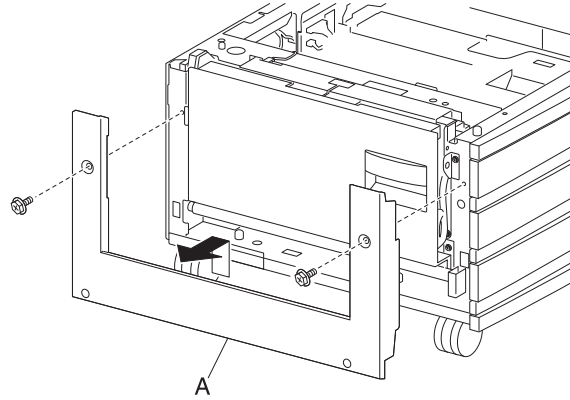
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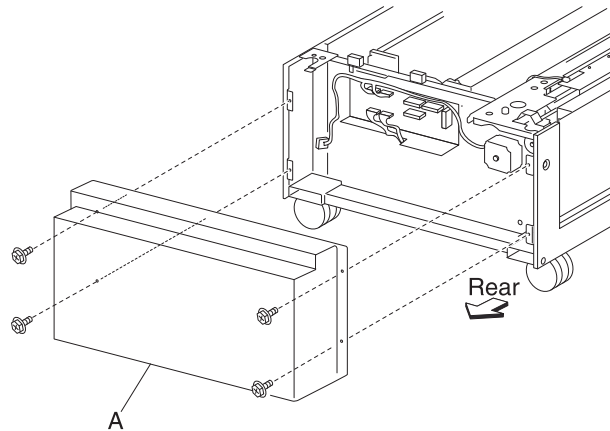
### **3X 500-sheet drawer (3TM)—tray module left cover removal**

1. Remove the four screws securing the tray module left cover (A).
2. Remove the tray module left cover (A).



### **3X 500-sheet drawer (3TM)—rear cover removal**

1. Remove the four screws securing the rear cover (A).
2. Remove the rear cover (A).



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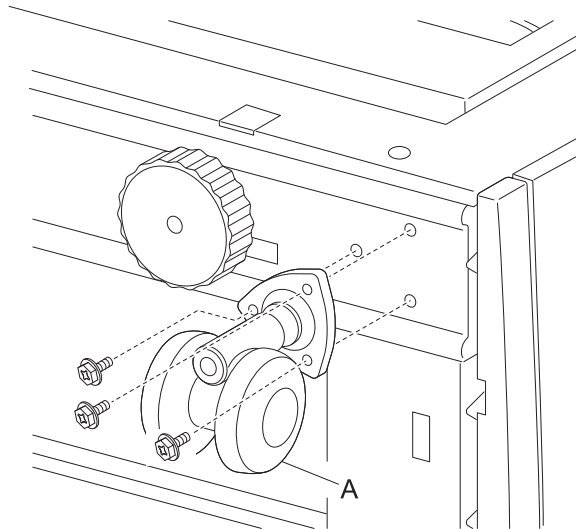
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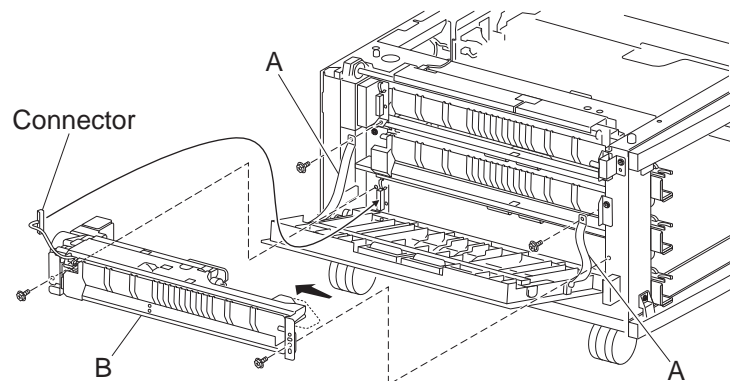
### **3X 500-sheet drawer (3TM)—caster removal**

1. Remove the media tray 2 assembly.
2. Remove the media tray 3 assembly.
3. Remove the media tray 4 assembly.
4. Place the right side of the drawer down.
5. Remove the three screws securing the caster (A).
6. Remove the caster (A).



### **3X 500-sheet 3TM)—media feed unit assembly removal (tray 4)**

1. Remove the media tray 4 assembly.
2. Open the 3TM left door assembly.
3. Remove the two screws securing the two support straps (A) to the machine.
4. Release the harness from the clamp.
5. Disconnect the connector from the media feed unit assembly (B).
6. Remove the two screws securing the media feed unit assembly (B) to the machine.
7. Remove the media feed unit assembly (B).



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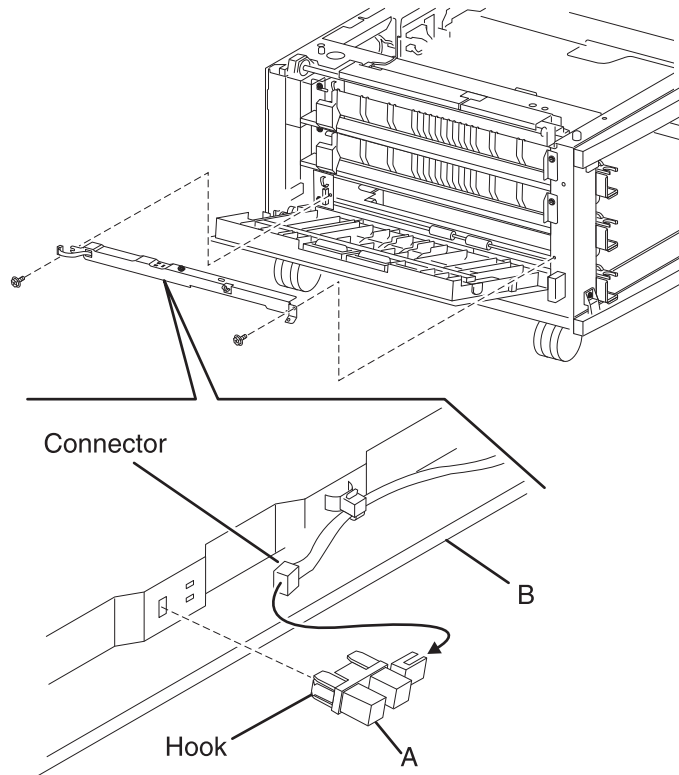
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**3X 500-sheet drawer (3TM)—sensor (tray 4 feed-out) removal**

1. Open the 3TM left door assembly.
2. Remove the two screws securing the two support straps (A) to the machine.
3. Disconnect the connector from the sensor (tray 4 feed-out) (B).
4. Remove the two screws securing bracket (C) to the machine.
5. Remove the bracket (C).
6. Release the hooks securing the sensor (tray 4 feed-out) (B) to the bracket (C).
7. Remove the sensor (tray 4 feed-out) (B).



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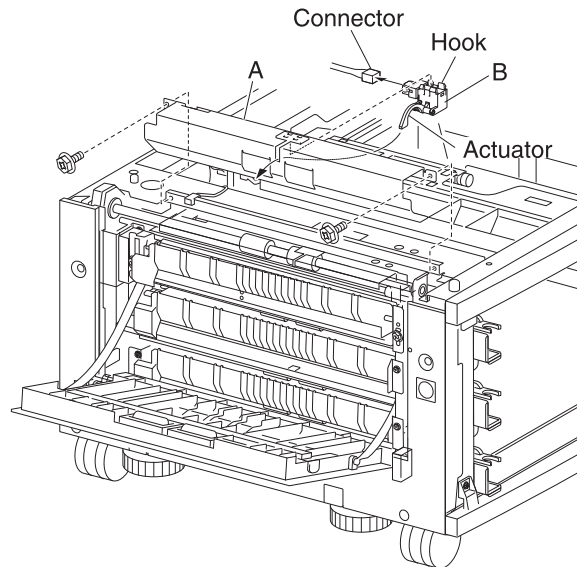
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### ***3X 500-sheet drawer (3TM)—sensor (tray 2 feed-out) removal***

1. Open the 3TM left door assembly.
2. Remove the two screws securing bracket (A) to the machine.
3. Remove the bracket (A).
4. Disconnect the connector from the sensor (tray 2 feed-out) (B).
5. Release the hooks securing the sensor (tray 2 feed-out) (B) to the bracket (B).
6. Remove the sensor (tray 2 feed-out) (B).



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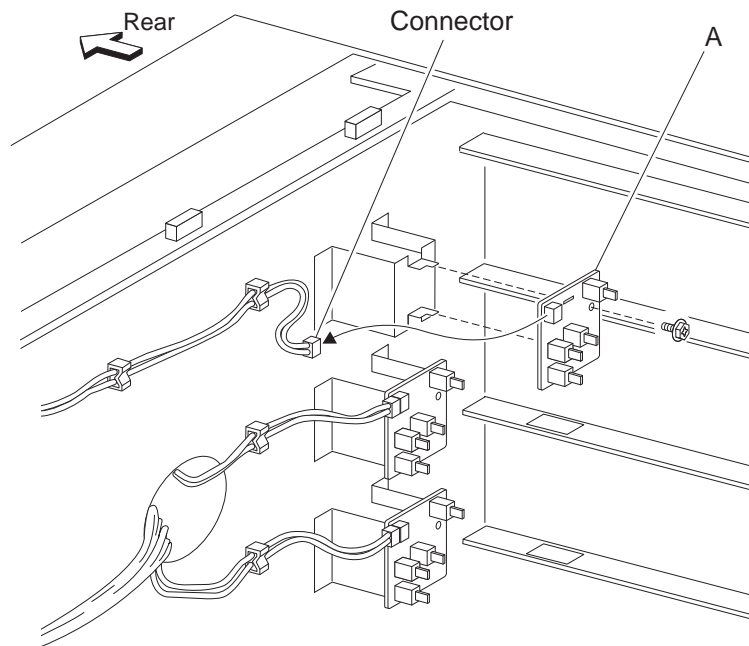


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### 3X 500-sheet drawer (3TM)—switch (media size) removal

**Note:** This removal procedure may be applied to media tray 2, 3 and media tray 4 assemblies.

1. Remove the media tray 2 assembly.
2. Remove the media tray 3 assembly.
3. Remove the media tray 4 assembly.
4. Disconnect the connector from the appropriate switch (media size) (A).
5. Remove the screw securing the appropriate switch (media size) (A).
6. Remove the appropriate switch (media size) (A).



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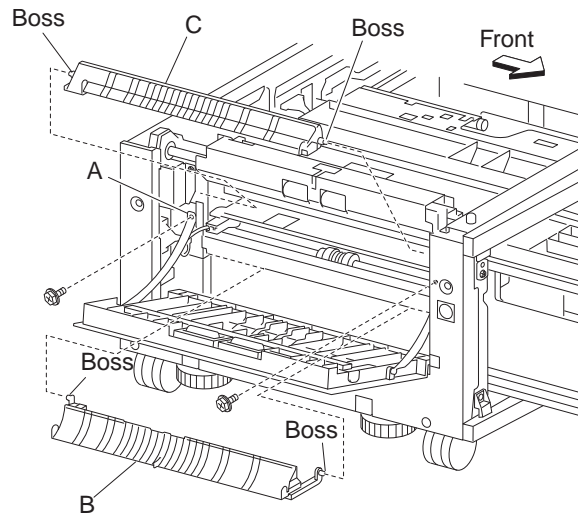


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### 3X 500-sheet drawer (3TM)—media feed unit assembly removal (tray 3)

1. Remove the media tray 4 assembly.
2. Open the 3TM left door assembly.
3. Remove the two screws securing the two support straps (A) to the machine.
4. Release the harness from the clamp.
5. Disconnect the connector from the media feed unit assembly (B).
6. Remove the two screws securing the media feed unit assembly (B) to the machine.
7. Remove the media feed unit assembly (B).



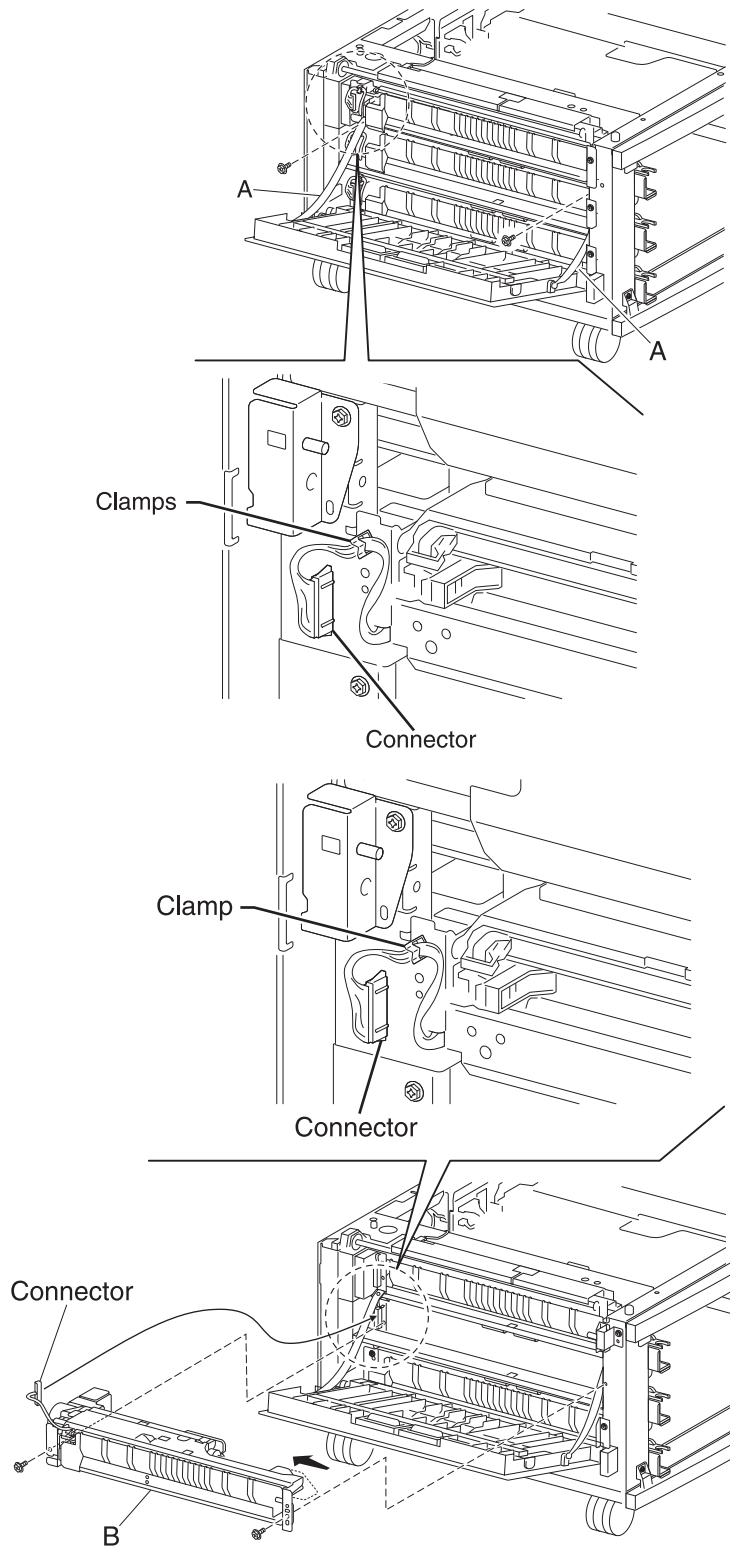
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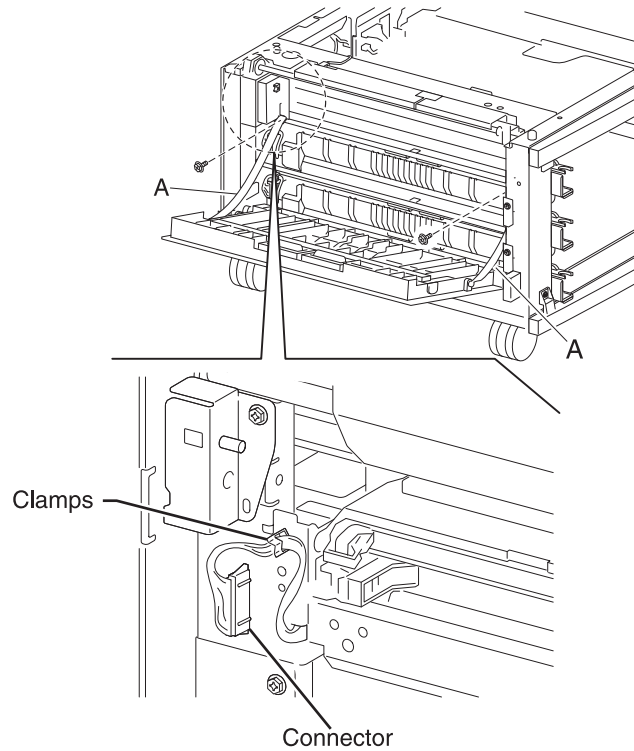


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### 3X 500-sheet drawer (3TM)—media feed unit assembly removal (tray 2)

1. Remove the media tray 2 assembly.
2. Open the 3TM left door assembly.
3. Remove the two screws securing the two support straps (A) to the machine.
4. Release the harness from the clamp.
5. Disconnect the connector from the media feed unit assembly (B).
6. Remove the two screws securing the media feed unit assembly (B) to the machine.
7. Remove the media feed unit assembly (B).



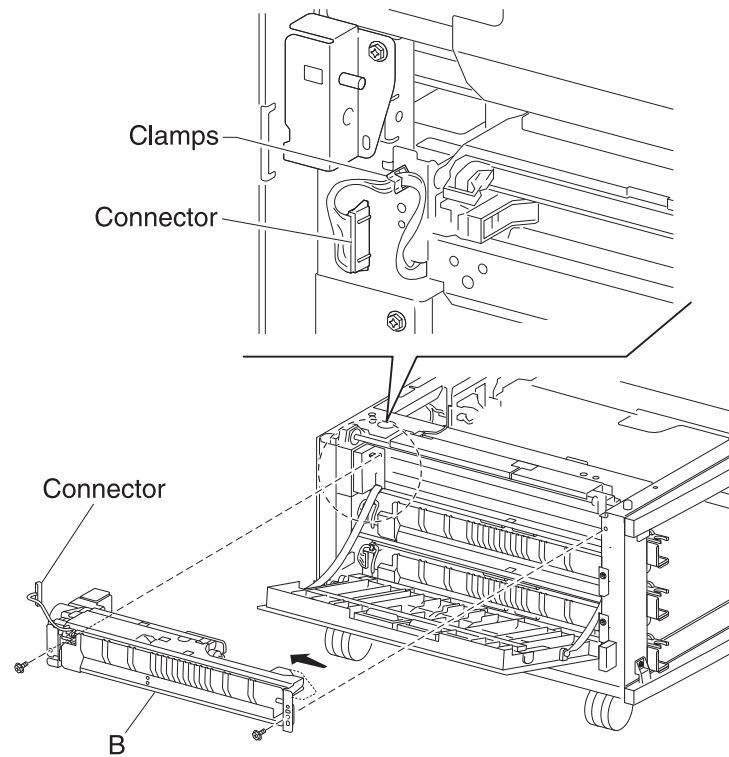
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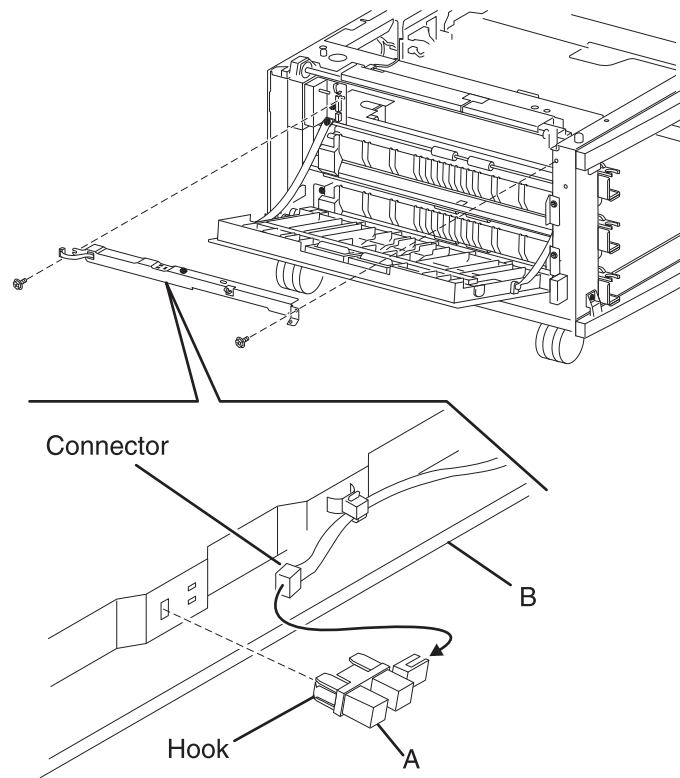


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### ***3X 500-sheet drawer (3TM)—sensor (tray 3 feed-out) removal***

1. Open the 3TM left door assembly.
2. Remove the two screws securing the two support straps (A) to the machine.
3. Disconnect the connector from the sensor (tray 3 feed-out) (B).
4. Remove the two screws securing bracket (C) to the machine.
5. Remove the bracket (C).
6. Release the hooks securing the sensor (tray 3 feed-out) (B) to the bracket (C).

7. Remove the sensor (tray 3 feed-out) (B).



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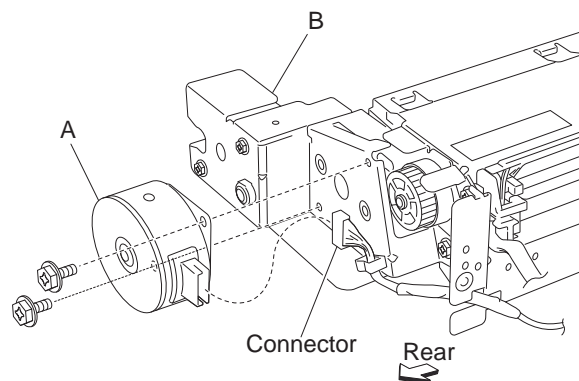
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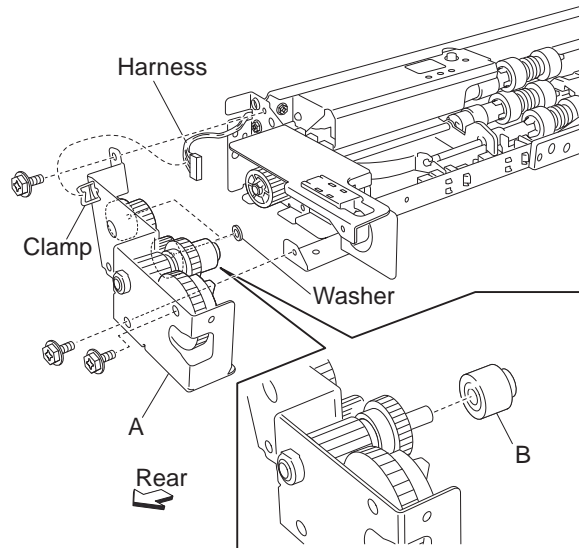
### ***3X 500-sheet drawer (3TM)—media feed lift motor removal***

1. Remove the media feed unit assembly. See **“3X 500-sheet drawer (3TM)—media feed unit assembly removal (tray 2)” on page 4-173**, **“3X 500-sheet drawer (3TM)—media feed unit assembly removal (tray 3)” on page 4-171**, or **“3X 500-sheet drawer (3TM)—media out actuator removal” on page 4-177**.
2. Disconnect the harness from the media feed lift motor (A).
3. Remove the two screws securing the media feed lift motor to the media feed unit assembly (B).
4. Remove the media feed lift motor (B).

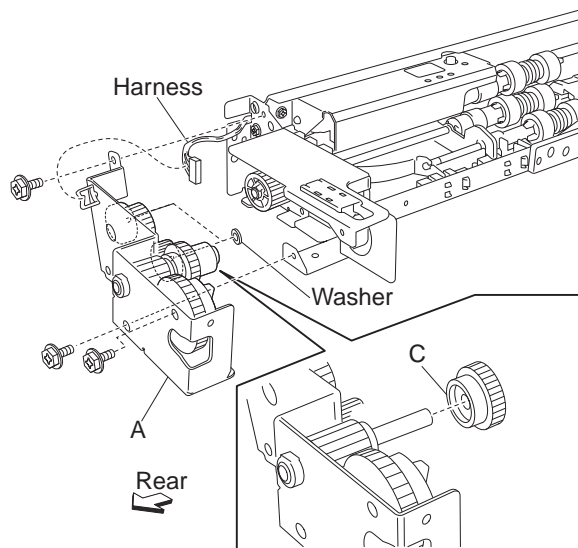


### 3X 500-sheet drawer (3TM)—one-way clutch / gear assembly removal

1. Remove the media feed unit assembly. See “3X 500-sheet drawer (3TM)—media feed unit assembly removal (tray 2)” on page 4-173 or “3X 500-sheet drawer (3TM)—media feed unit assembly removal (tray 3)” on page 4-171.
2. Remove the harness from the bracket (A).
3. Remove the three screws securing the bracket (A) to the media feed unit assembly.
4. Remove the bracket (A).
  - Note:** The gears may become detached from the bracket (A).
5. Remove the tray lift one-way clutch (B).



6. Remove the tray lift one-way gear 24 tooth (C).



**Replacement note:** Before re-installing, ensure all gears and washers are securely attached to the bracket (A).

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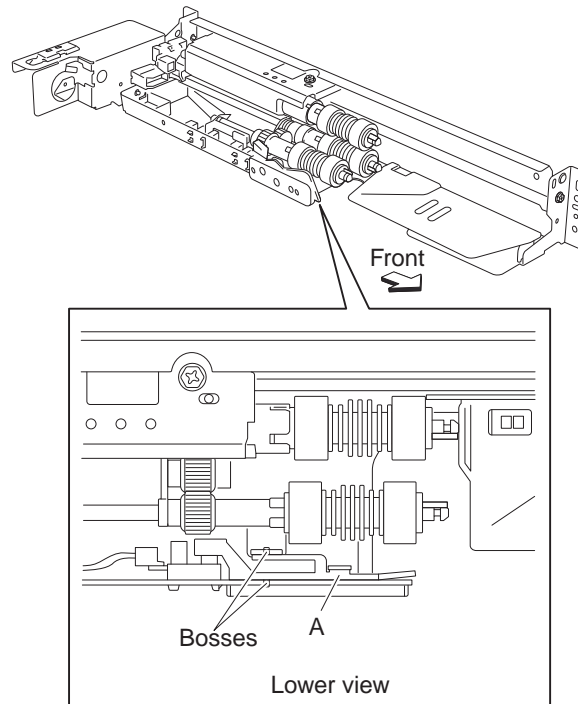
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### 3X 500-sheet drawer (3TM)—media out actuator removal

1. Remove the media feed unit assembly. See “3X 500-sheet drawer (3TM)—media feed unit assembly removal (tray 2)” on page 4-173 or “3X 500-sheet drawer (3TM)—media feed unit assembly removal (tray 3)” on page 4-171.
2. Release the two bosses on the media out actuator (A) from the media feed unit assembly.
3. Remove the media out actuator (A).



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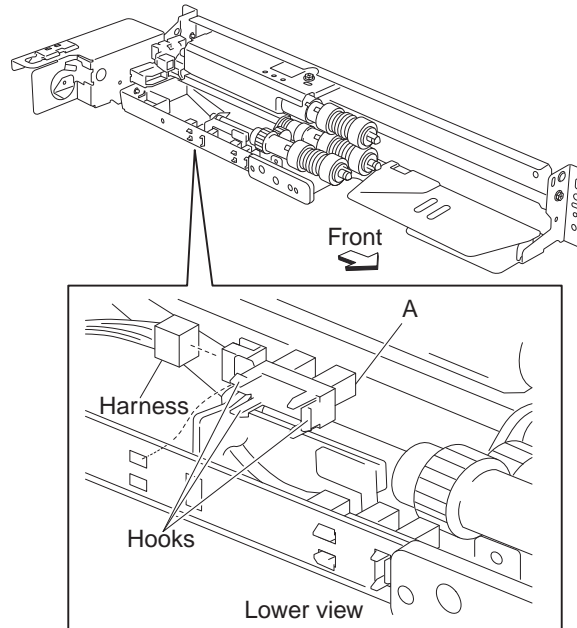
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### 3X 500-sheet drawer (3TM)—sensor (media level) removal

1. Remove the media feed unit assembly. See “3X 500-sheet drawer (3TM)—media feed unit assembly removal (tray 2)” on page 4-173 or “3X 500-sheet drawer (3TM)—media feed unit assembly removal (tray 3)” on page 4-171.
2. Disconnect the connector from the sensor (media level) (A).
3. Release the hooks securing the sensor (media level) (A) to the media feed unit assembly.
4. Remove the sensor (media level) (A).



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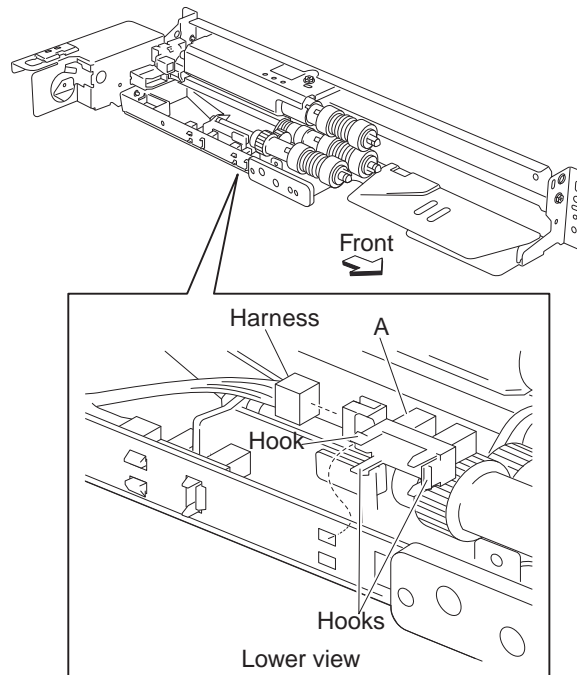


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### 3X 500-sheet drawer (3TM)—sensor (media out) removal

1. Remove the media feed unit assembly. See **“3X 500-sheet drawer (3TM)—media feed unit assembly removal (tray 2)” on page 4-173** or **“3X 500-sheet drawer (3TM)—media feed unit assembly removal (tray 3)” on page 4-171**.
2. Remove the media out actuator. See **“3X 500-sheet drawer (3TM)—media out actuator removal” on page 4-177**.
3. Disconnect the connector from the sensor (media out) (A).
4. Release the hooks securing the sensor (media out) (A) to the media feed unit assembly.
5. Remove the sensor (media out) (A).



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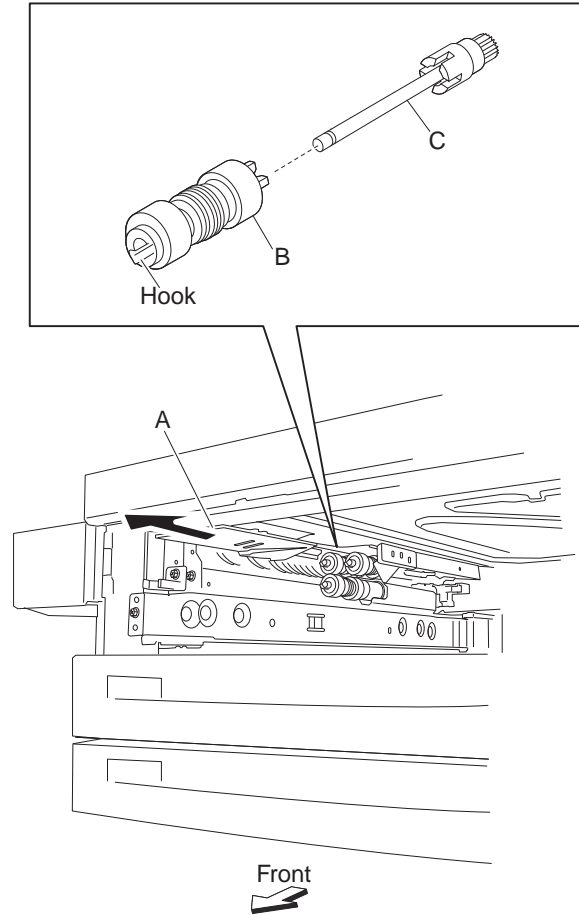


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### 3X 500-sheet drawer (3TM)—feed roll removal

1. Remove the media tray assembly.
2. Move the feed unit front guide (A) toward the front in the direction of the arrow.
3. Release the hook securing the feed roll (B) to the shaft (C).
4. Remove the feed roll (B).

**Note:** Do not touch the rubber surface of the feed roll (B).



**Replacement note:** Before re-installing, do not touch the rubber surface of the feed roll (B).

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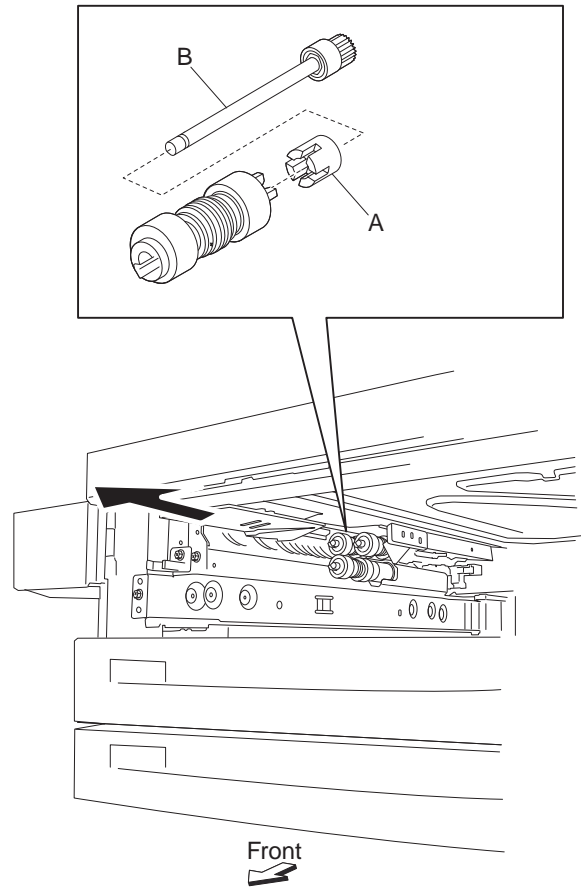
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### 3X 500-sheet drawer (3TM)—feed roll one-way clutch removal

1. Remove the media tray assembly.
2. Remove the feed roll. See **“2000-sheet dual input (TTM)—feed roll removal”** on page 4-151.
3. Remove the feed roll one-way clutch (A) from the shaft (B).



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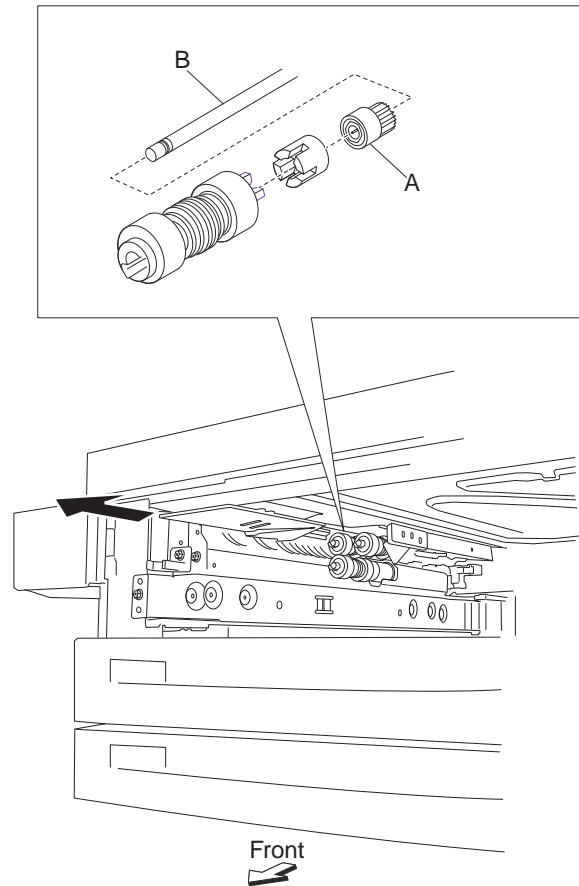
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### 3X 500-sheet drawer (3TM)—one-way 22 tooth removal

1. Remove the media tray assembly.
2. Remove the feed roll. See **“2000-sheet dual input (TTM)—feed roll removal”** on page 4-151.
3. Remove the feed roll one-way clutch. See **“2000-sheet dual input (TTM)—feed roll one-way clutch removal”** on page 4-152.
4. Remove the feed roll one-way gear 22 tooth (A).



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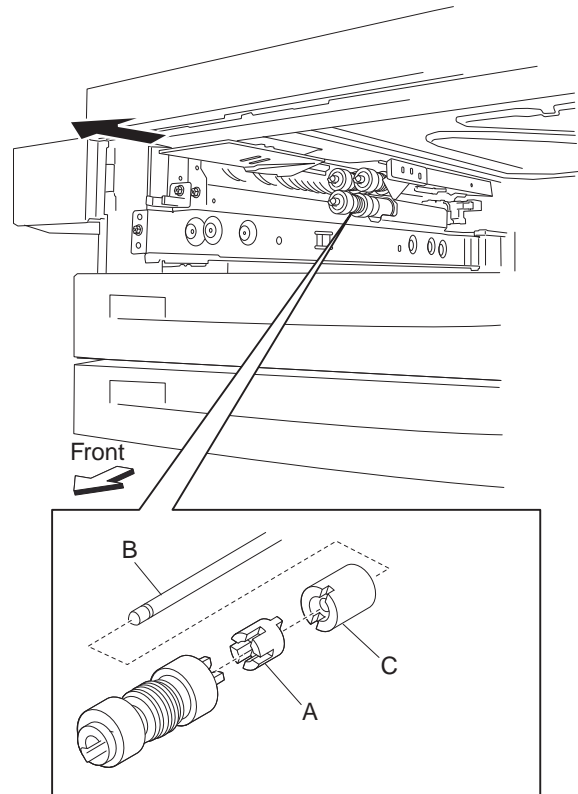
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### 3X 500-sheet drawer (3TM)—separation roll one-way friction clutch removal

1. Remove the media tray assembly.
2. Remove the separation roll. See **“2000-sheet dual input (TTM)—separation roll removal”** on page 4-155.
3. Remove the separation roll spacer (A).
4. Remove the separation roll one-way friction clutch (B).



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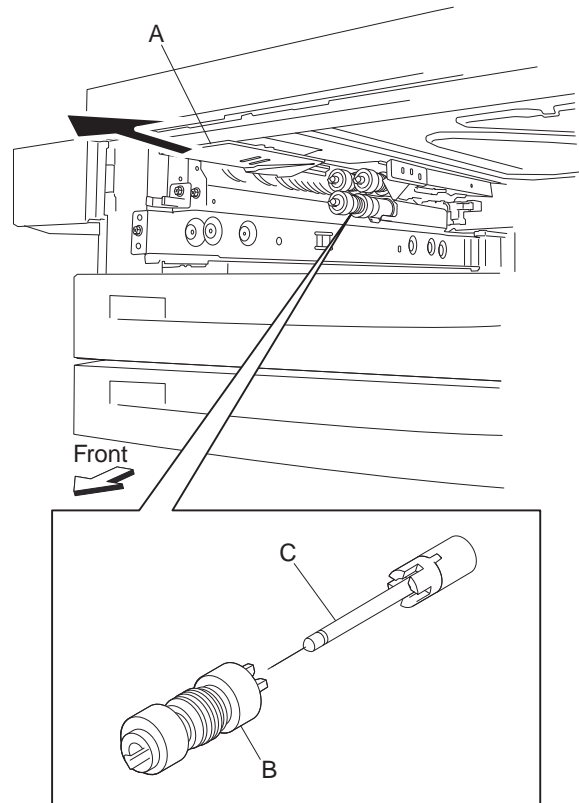
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**3X 500-sheet drawer (3TM)—separation roll removal**

1. Remove the media tray assembly.
2. Move the feed unit front guide (A) toward the front in the direction of the arrow.
3. Release the hook securing the separation roll (B) to the shaft (C).



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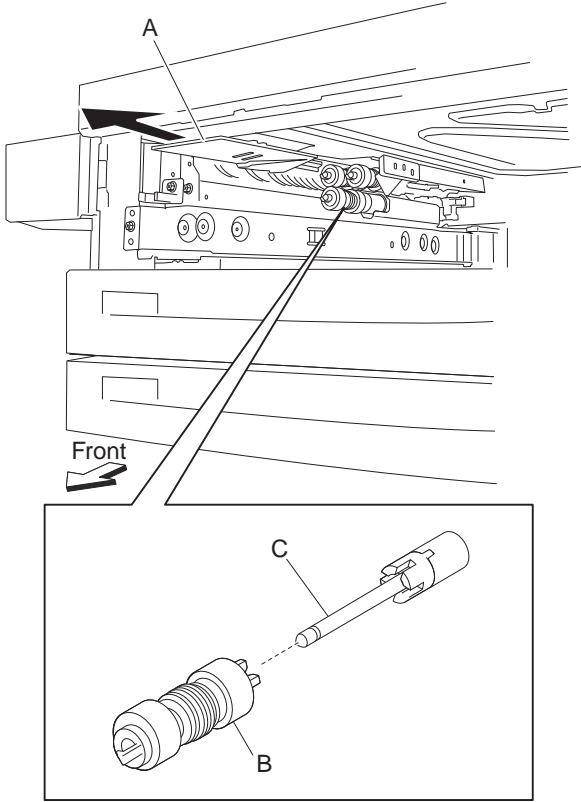
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4. Remove the separation roll (B).

**Note:** Do not touch the rubber surface of the feed roll (B).



**Replacement note:** Before re-installing, do not touch the rubber surface of the separation roll (B).

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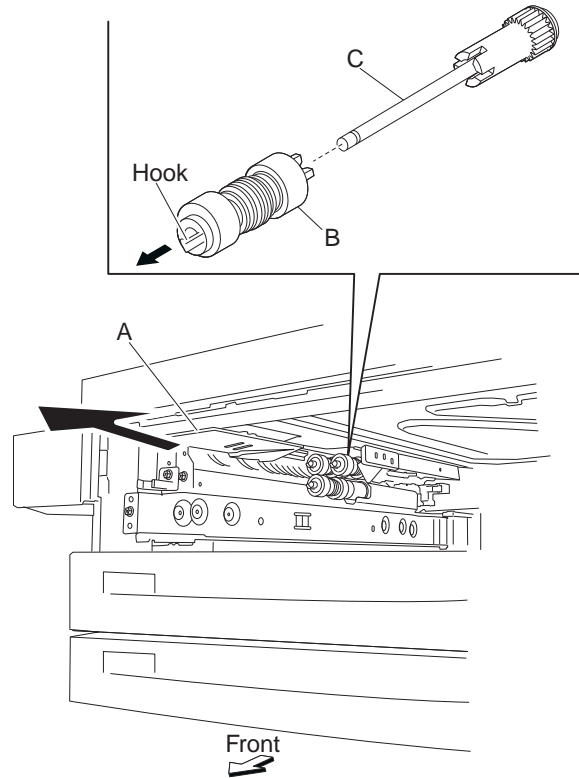


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**3X 500-sheet drawer (3TM)—pick roll removal**

1. Remove the media tray assembly.
2. Move the front guide (A) toward the front in the direction of the arrow.
3. Release the hook securing the pick roll (B) to the shaft (C).
4. Remove the pick roll (B).

**Note:** Do not touch the rubber surface of the feed roll (B).



**Replacement note:** Before re-installing, do not touch the rubber surface of the pick roll (B).

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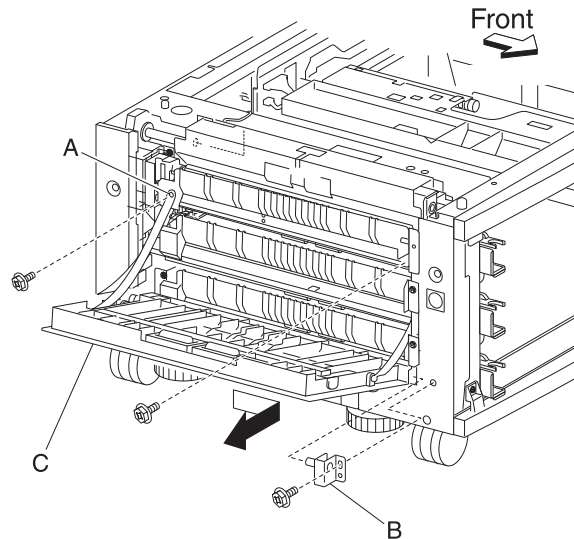


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### ***3X 500-sheet drawer (3TM)—3TM left door assembly removal***

1. Open the 3TM left door assembly.
2. Remove the two screws securing the two supports straps (A) to the machine.
3. Remove the screw securing the bracket (B) to the machine.
4. Remove the bracket (B).
5. Move the tray module left door assembly (C) to the front and out in the direction of the arrow.
6. Remove the tray module left door assembly (C).



### ***3X 500-sheet drawer (3TM)—switch (tray module left door interlock) removal***

1. Open the 3TM left door assembly.
2. Remove the screw securing the support strap (A) to the machine.
3. Remove the screw securing the bracket (B) to the machine.
4. Remove the bracket (B).
5. Disconnect the two connectors from the switch (tray module left door interlock) (C).
6. Remove the two screws securing the switch (tray module left door interlock) (C) to the bracket (B).

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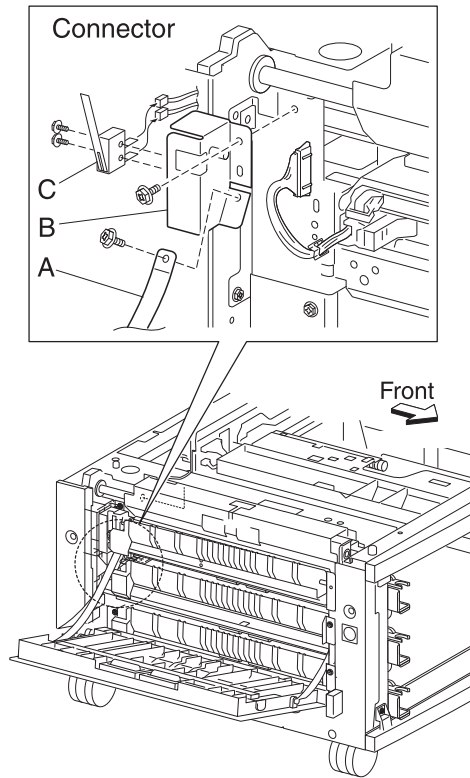


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7. Remove the switch (tray module left door interlock) (C).



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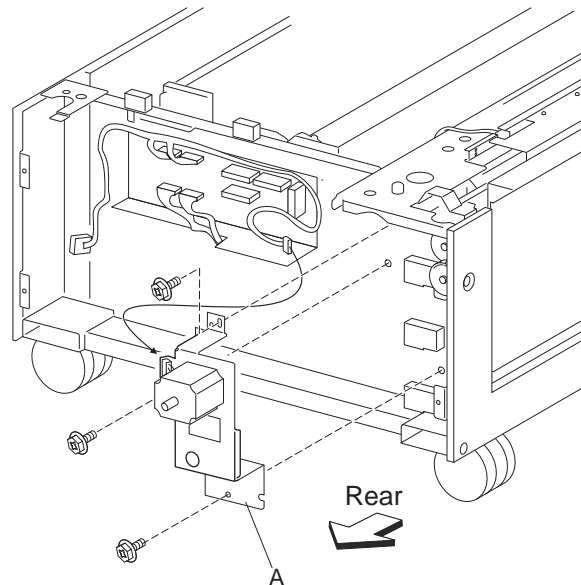
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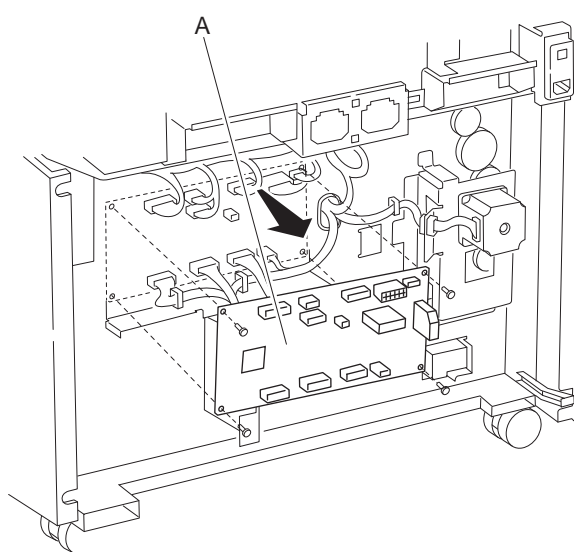
### **3X 500-sheet drawer (3TM)—tray module drive motor assembly removal**

1. Remove the rear cover. See **“3X 500-sheet drawer (3TM)—rear cover removal”** on page 4-166.
2. Disconnect the connector from the tray module drive motor (A).
3. Remove the two screws securing the tray module drive motor (A) to the machine.
4. Remove the tray module drive motor (A).



### 3X 500-sheet drawer (3TM)—3TM controller card assembly removal

1. Remove the rear cover. See **“3X 500-sheet drawer (3TM)—rear cover removal”** on page 4-166.
2. Disconnect the nine connectors from the 3TM controller card assembly (A).
3. Remove the four screws securing the 3TM controller card assembly (A) to the machine.
4. Remove the 3TM controller card assembly (A).



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## 1X 500-sheet drawer (1TM) removals

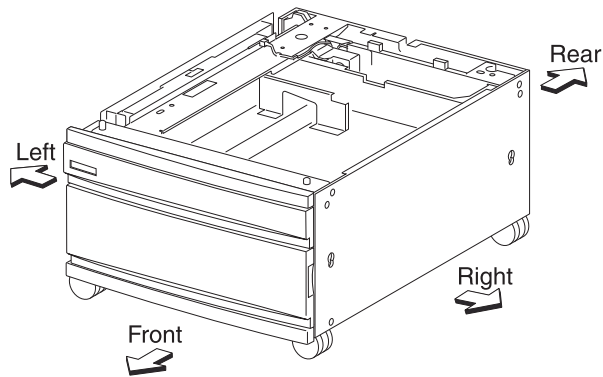
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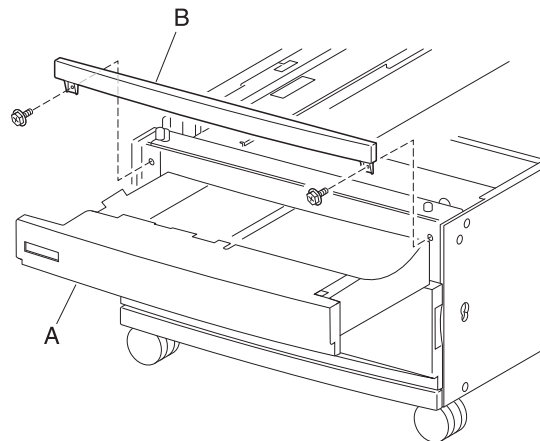


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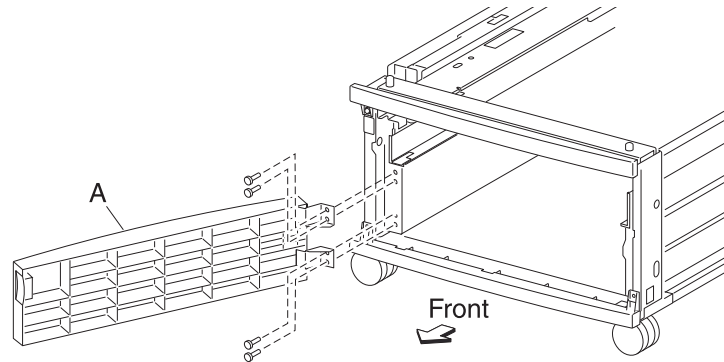
### ***1X 500-sheet drawer (1TM)—top cover removal***

1. Pull out tray 2 assembly (A).
2. Remove the two screws securing the top cover (B).
3. Remove the top cover (B).



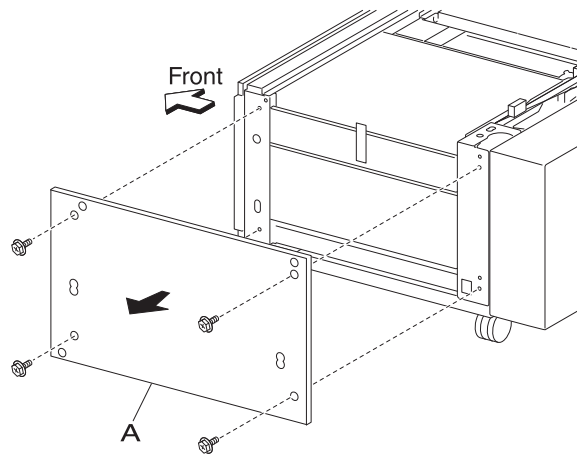
### **1X 500-sheet drawer (1TM)—foot cover removal**

1. Open the 1TM front door.
2. Remove the two screws securing the foot cover (A) to the machine.
3. Remove the foot cover (A).



### **1X 500-sheet drawer (1TM)—right cover removal**

1. Remove the four screws securing the right cover (A).
2. Remove the right cover (A) by lifting up and out in the direction of the arrow.



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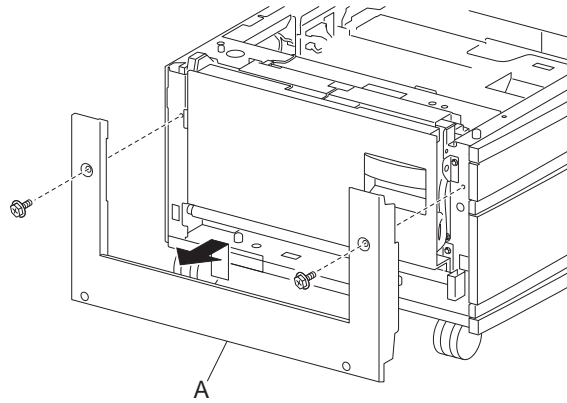
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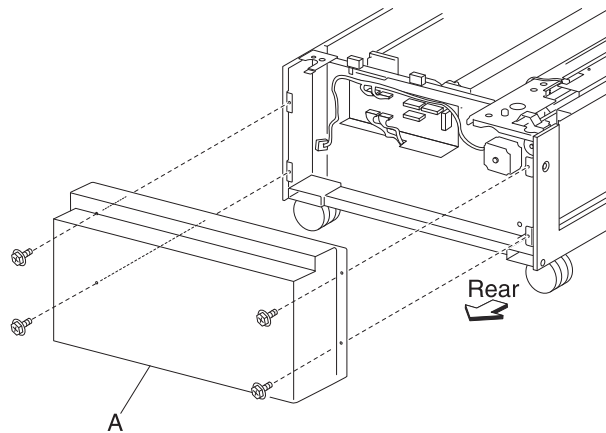
### **1X 500-sheet drawer (1TM)—tray module left cover removal**

1. Remove the four screws securing the tray module left cover (A).
2. Remove the tray module left cover (A).



### **1X 500-sheet drawer (1TM)—rear cover removal**

1. Remove the four screws securing the rear cover (A).
2. Remove the rear cover (A).



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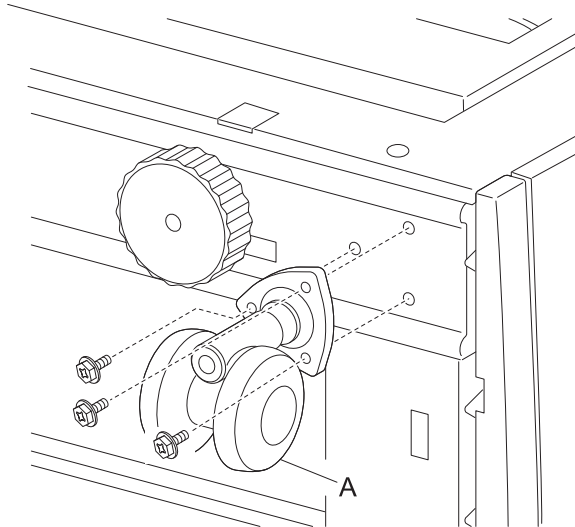
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### 1X 500-sheet drawer (1TM)—caster removal

1. Remove the media tray 2 assembly.
2. Place the right side of the drawer down.
3. Remove the three screws securing the caster (A).
4. Remove the caster (A).



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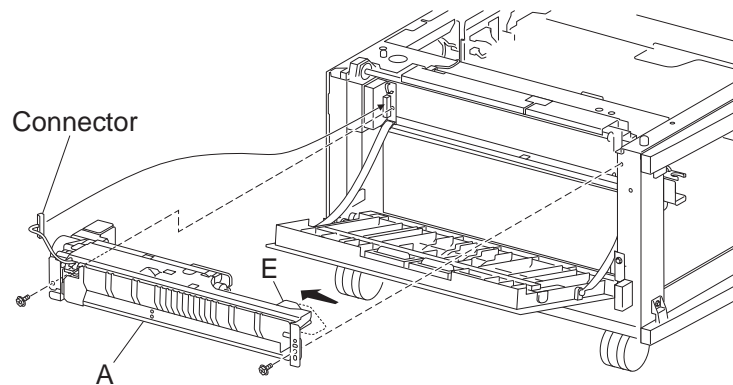
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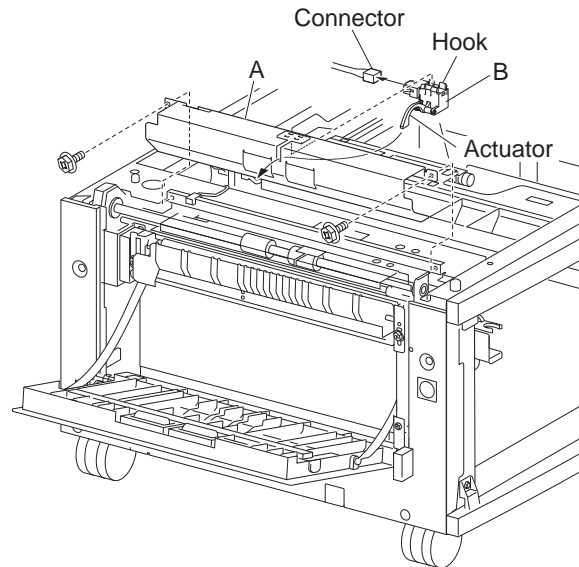
### 1X 500-sheet drawer (1TM)—media feed unit assembly removal (tray 2)

1. Remove the media tray 2 assembly.
2. Open the 1TM left door assembly.
3. Release the harness from the clamp.
4. Disconnect the connector from the media feed unit assembly (A).
5. Remove the two screws securing the media feed unit assembly (A) to the machine.
6. Remove the media feed unit assembly (A).



**1X 500-sheet drawer (1TM)—sensor (tray 2 feed-out) removal**

1. Open the 1TM left door assembly.
2. Remove the two screws securing bracket (A) to the machine.
3. Remove the bracket (A).
4. Disconnect the connector from the sensor (tray 2 feed-out) (B).
5. Release the hooks securing the sensor (tray 2 feed-out) (B) to the bracket (B).
6. Remove the sensor (tray 2 feed-out) (B).



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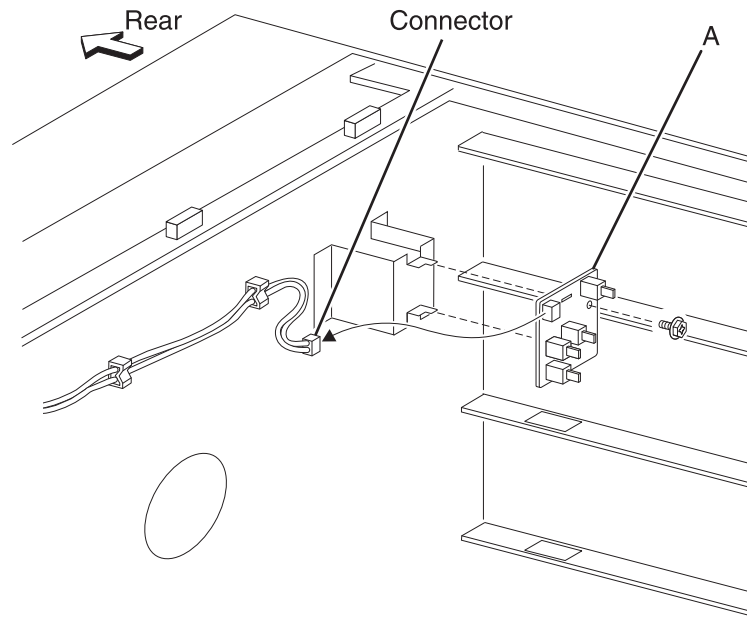


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**1X 500-sheet drawer (1TM)—switch (media size) removal**

1. Remove the media tray 2 assembly.
2. Open the 1TM front door.
3. Disconnect the connector from the switch (media size) (A).
4. Remove the screw securing the switch (media size) (A).
5. Remove the switch (media size) (A).



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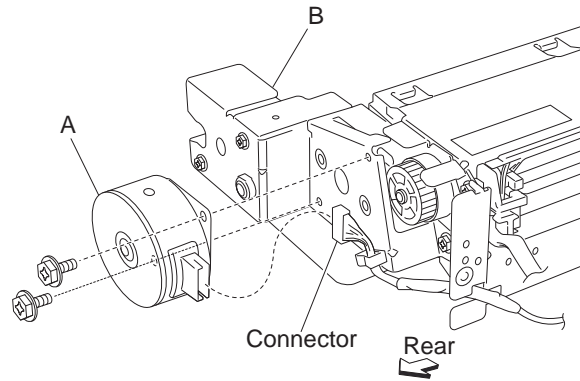
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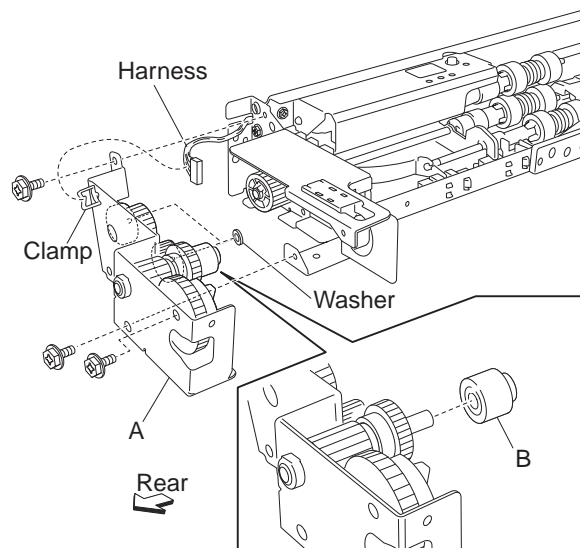
### 1X 500-sheet drawer (1TM)—media feed lift motor removal

1. Remove the media feed unit assembly. See “1X 500-sheet drawer (1TM)—media feed unit assembly removal (tray 2)” on page 4-193.
2. Disconnect the harness from the media feed lift motor (A).
3. Remove the two screws securing the media feed lift motor to the media feed unit assembly (B).
4. Remove the media feed lift motor (B).



### 1X 500-sheet drawer (1TM)—one-way clutch / gear assembly removal

1. Remove the media feed unit assembly. See “1X 500-sheet drawer (1TM)—media feed unit assembly removal (tray 2)” on page 4-193.
2. Remove the harness from the bracket (A).
3. Remove the three screws securing the bracket (A) to the media feed unit assembly.
4. Remove the bracket (A).
  - Note:** The gears may become detached from the bracket (A).
5. Remove the tray lift one-way clutch (B).



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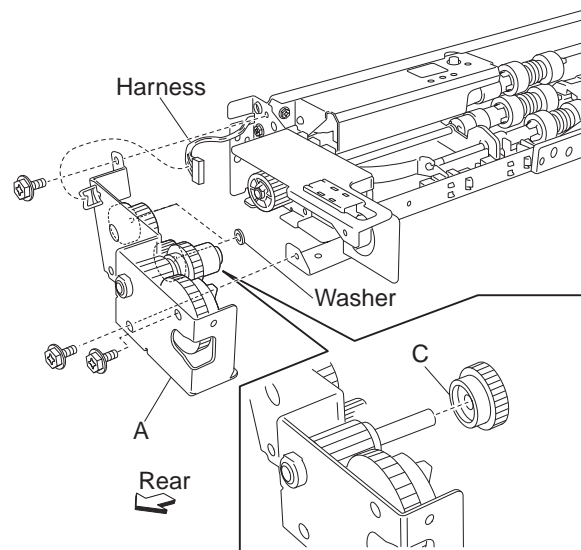


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6. Remove the tray lift one-way gear 24 tooth (C).



**Replacement note:** Before re-installing, ensure all gears and washers are securely attached to the bracket (A).

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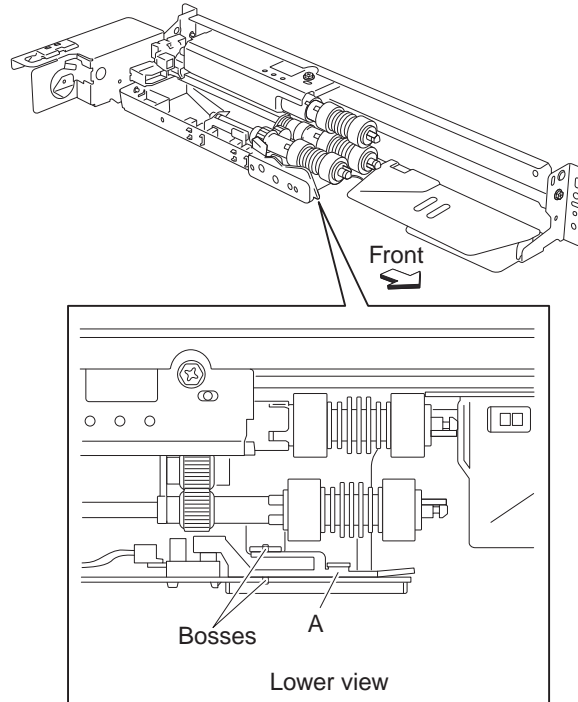
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### 1X 500-sheet drawer (1TM)—media out actuator removal

1. Remove the media feed unit assembly. See “1X 500-sheet drawer (1TM)—media feed unit assembly removal (tray 2)” on page 4-193.
2. Release the two bosses on the media out actuator (A) from the media feed unit assembly.
3. Remove the media out actuator (A).



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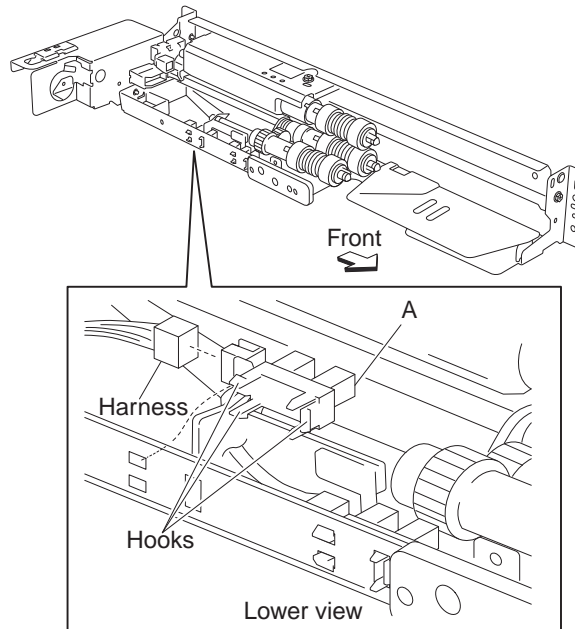
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## 1X 500-sheet drawer (1TM)—sensor (media level) removal

1. Remove the media feed unit assembly. See **“1X 500-sheet drawer (1TM)—media feed unit assembly removal (tray 2)” on page 4-193.**
2. Disconnect the connector from the sensor (media level) (A).
3. Release the hooks securing the sensor (media level) (A) to the media feed unit assembly.
4. Remove the sensor (media level) (A).



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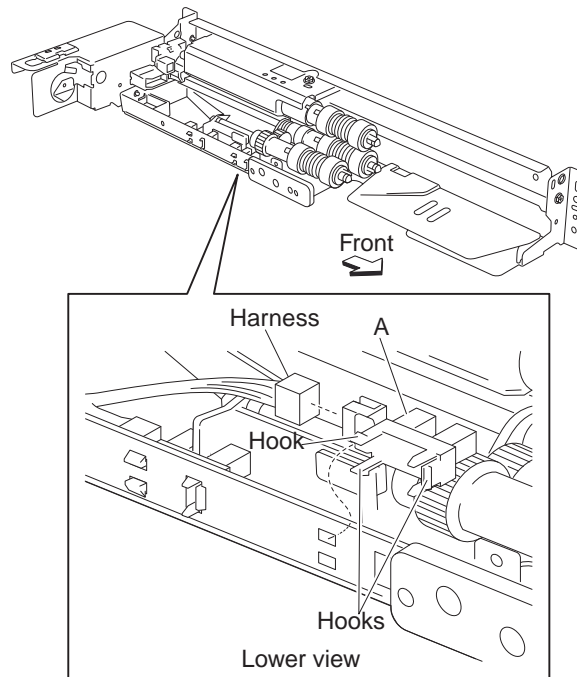
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### 1X 500-sheet drawer (1TM)—sensor (media out) removal

1. Remove the media feed unit assembly. See “1X 500-sheet drawer (1TM)—media feed unit assembly removal (tray 2)” on page 4-193.
2. Remove the media out actuator. See “1X 500-sheet drawer (1TM)—media out actuator removal” on page 4-198.
3. Disconnect the connector from the sensor (media out) (A).
4. Release the hooks securing the sensor (media out) (A) to the media feed unit assembly.
5. Remove the sensor (media out) (A).



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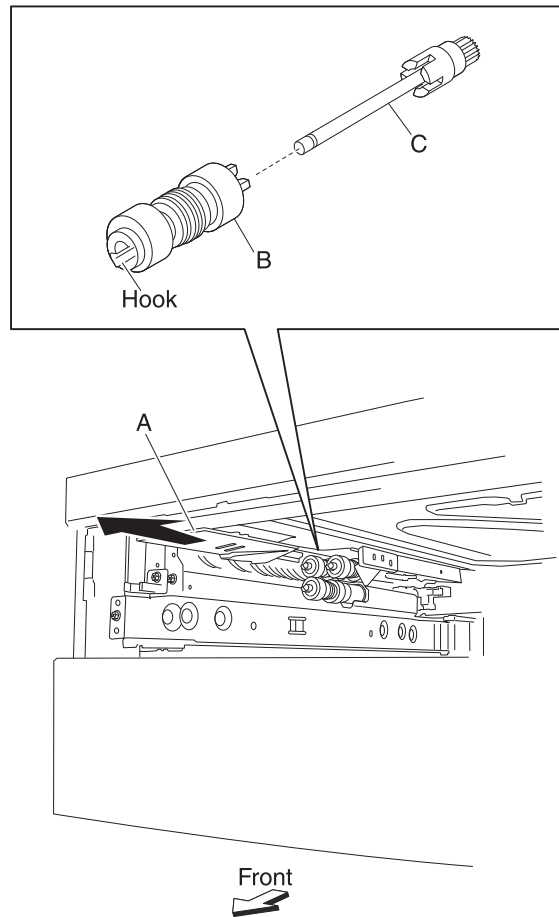


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## 1X 500-sheet drawer (1TM)—feed roll removal

1. Remove the media tray assembly.
2. Move the feed unit front guide (A) toward the front in the direction of the arrow.
3. Release the hook securing the feed roll (B) to the shaft (C).
4. Remove the feed roll (B).

**Note:** Do not touch the rubber surface of the feed roll (B).



**Replacement note:** Before re-installing, do not touch the rubber surface of the feed roll (B).

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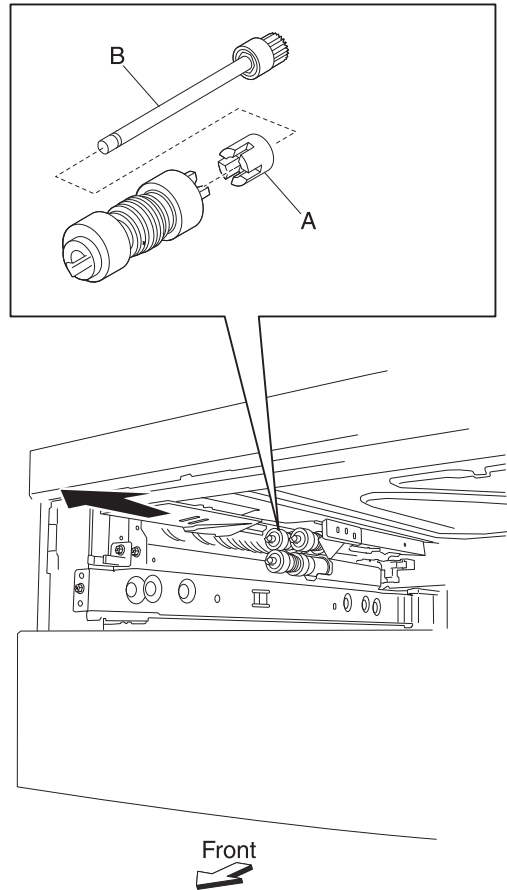
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**1X 500-sheet drawer (1TM)—feed roll one-way clutch removal**

1. Remove the media tray assembly.
2. Remove the feed roll. See **“1X 500-sheet drawer (1TM)—feed roll removal”** on page 4-201.
3. Remove the feed roll one-way clutch (A) from the shaft (B).



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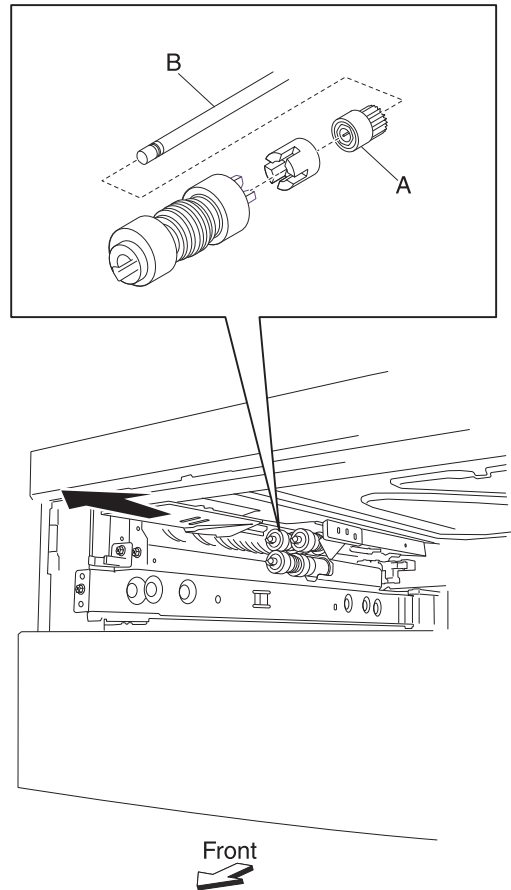


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### 1X 500-sheet drawer (1TM)—one-way 22 tooth removal

1. Remove the media tray assembly.
2. Remove the feed roll. See “1X 500-sheet drawer (1TM)—feed roll removal” on page 4-201.
3. Remove the feed roll one-way clutch. See “1X 500-sheet drawer (1TM)—feed roll one-way clutch removal” on page 4-202.
4. Remove the feed roll one-way gear 22 tooth (A).



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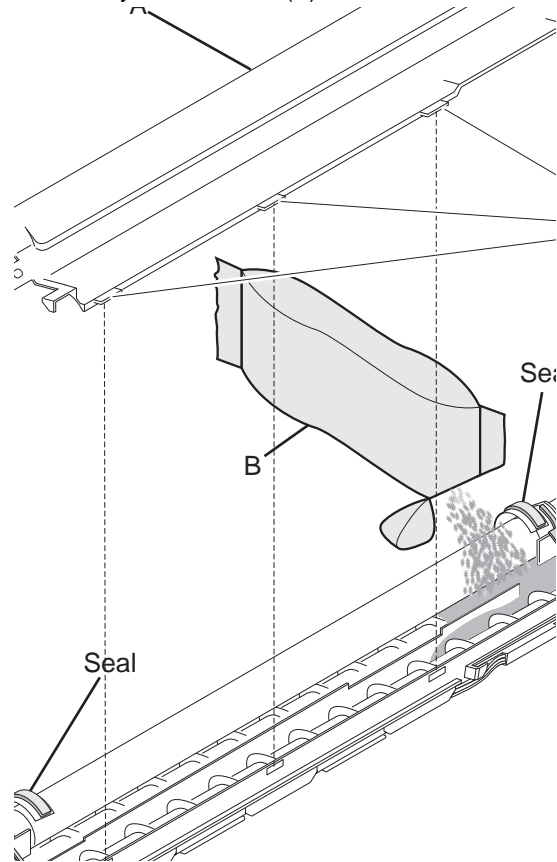
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**1X 500-sheet drawer (1TM)—separation roll one-way friction clutch removal**

1. Remove the media tray assembly.
2. Remove the separation roll. See **"1X 500-sheet drawer (1TM)—separation roll removal"** on page 4-205.
3. Remove the separation roll spacer (A).
4. Remove the separation roll one-way friction clutch (B).



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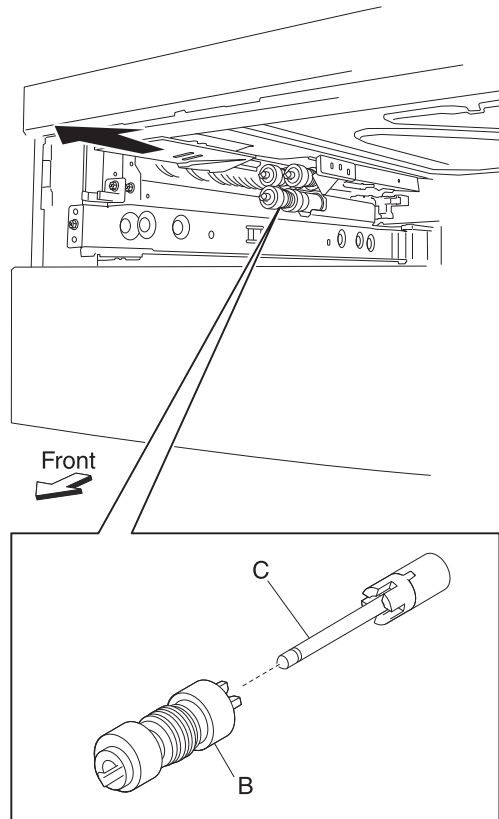


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## 1X 500-sheet drawer (1TM)—separation roll removal

1. Remove the media tray assembly.
2. Move the feed unit front guide (A) toward the front in the direction of the arrow.
3. Release the hook securing the separation roll (B) to the shaft (C).
4. Remove the separation roll (B).

**Note:** Do not touch the rubber surface of the feed roll (B).



**Replacement note:** Before re-installing, do not touch the rubber surface of the separation roll (B).

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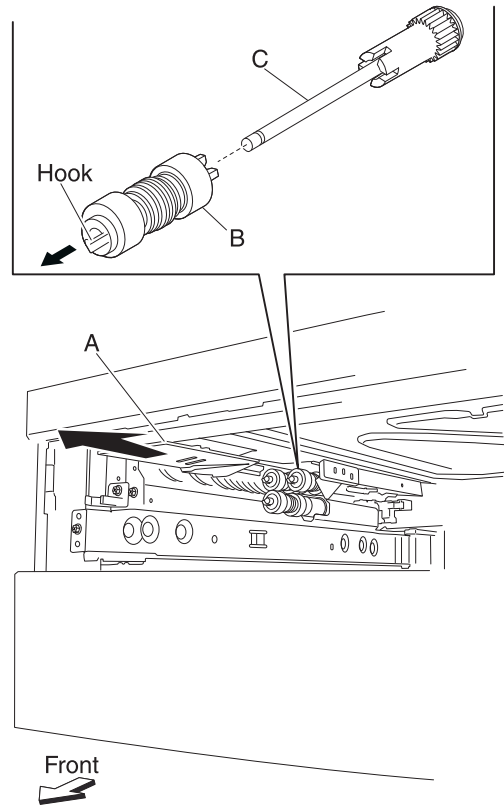


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**1X 500-sheet drawer (1TM)—pick roll removal**

1. Remove the media tray assembly.
2. Move the front guide (A) toward the front in the direction of the arrow.
3. Release the hook securing the pick roll (B) to the shaft (C).
4. Remove the pick roll (B).

**Note:** Do not touch the rubber surface of the feed roll (B).



**Replacement note:** Before re-installing, do not touch the rubber surface of the pick roll (B).

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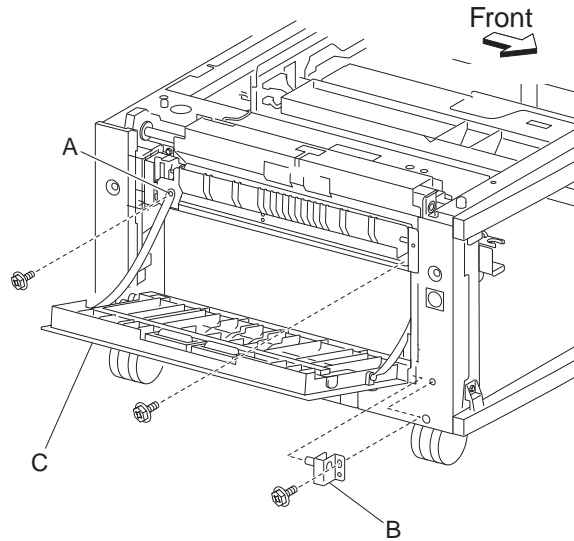
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**1X 500-sheet drawer (1TM)—tray module left door assembly removal**

1. Open the 3TM/TMM left door assembly.
2. Remove the two screws securing the two supports straps (A) to the machine.
3. Remove the screw securing the bracket (B) to the machine.
4. Remove the bracket (B).
5. Move the tray module left door assembly (C) to the front and out in the direction of the arrow.
6. Remove the tray module left door assembly (C).



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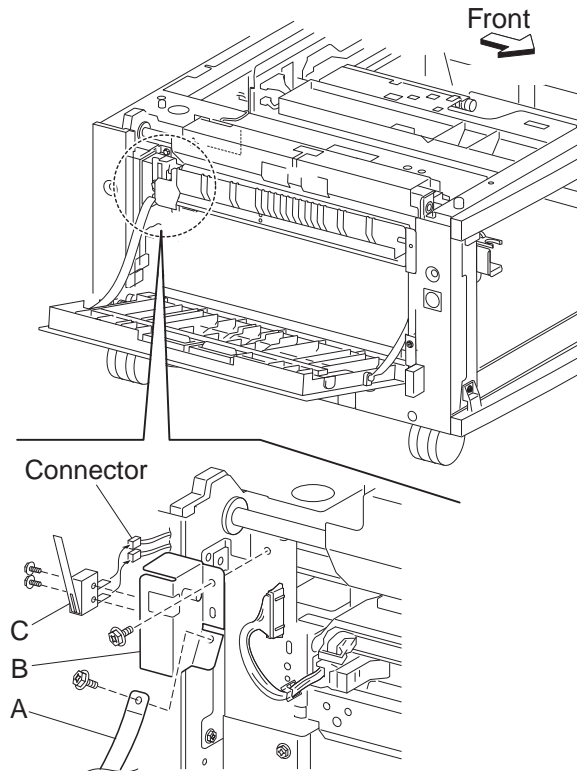
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**1X 500-sheet drawer (1TM)—switch (tray module left door interlock) removal**

1. Open the 1TM left door assembly.
2. Remove the screw securing the support strap (A) to the machine.
3. Remove the screw securing the bracket (B) to the machine.
4. Remove the bracket (B).
5. Disconnect the two connectors from the switch (tray module left door interlock) (C).
6. Remove the two screws securing the switch (tray module left door interlock) (C) to the bracket (B).
7. Remove the switch (tray module left door interlock) (C).



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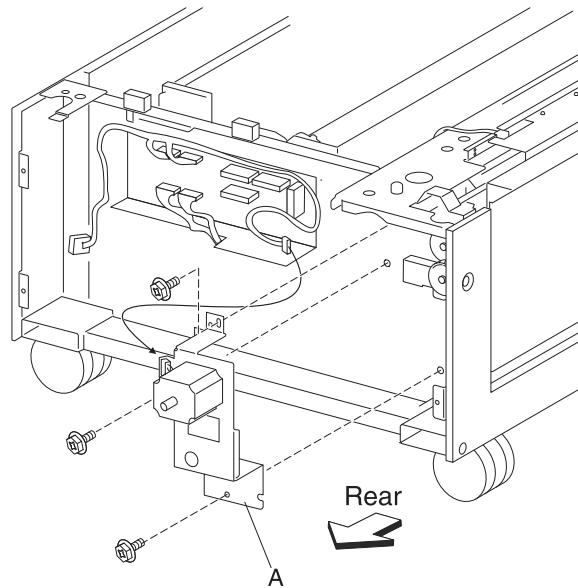
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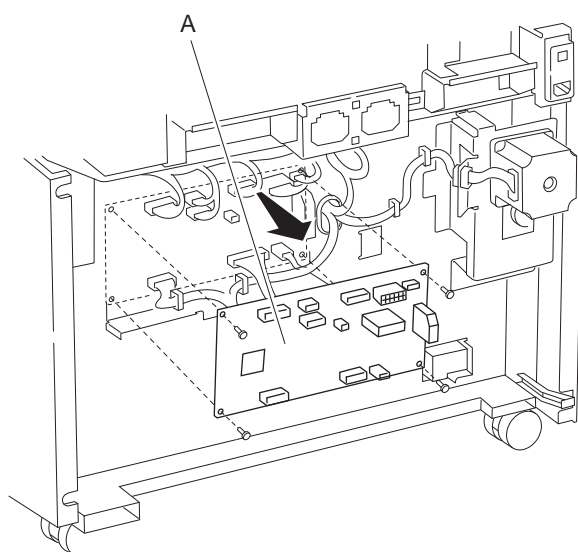
### 1X 500-sheet drawer (1TM)—tray module drive motor assembly removal

1. Remove the rear cover. See **“1X 500-sheet drawer (1TM)—rear cover removal”** on page 4-192.
2. Disconnect the connector from the tray module drive motor (A).
3. Remove the two screws securing the tray module drive motor (A) to the machine.
4. Remove the tray module drive motor (A).



### 1X 500-sheet drawer (1TM)—1TM controller card assembly removal

1. Remove the rear cover. See **“1X 500-sheet drawer (1TM)—rear cover removal”** on page 4-192.
2. Disconnect the seven connectors from the 1TM controller card assembly (A).
3. Remove the four screws securing the 1TM controller card assembly (A) to the machine.
4. Remove the 1TM controller card assembly (A).



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## Setup and adjustments

### Sensor (ATC) setup

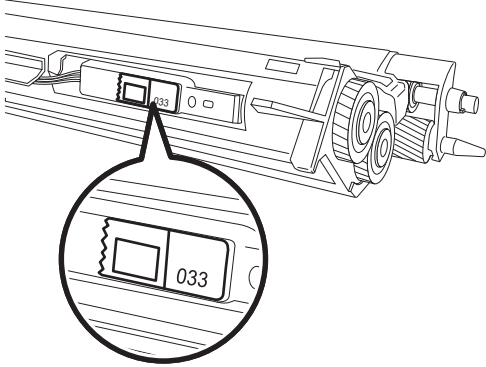
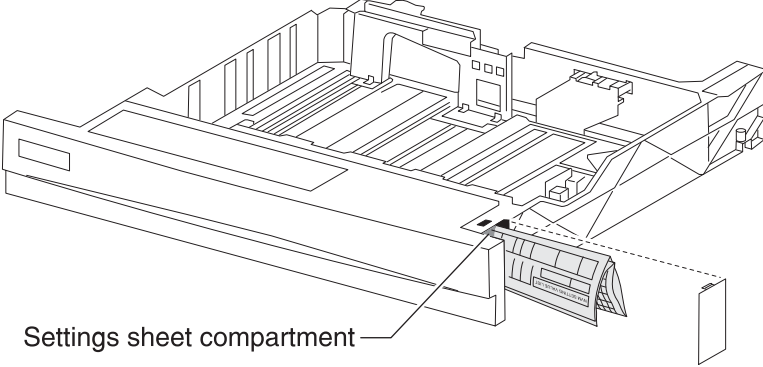
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Step	Check	Yes	No
1	<p><b>Warning:</b> Before installing any new developer unit assemblies in the machine, record the bar code number located on the sensor (ATC) for all new developer units being installed.</p> <p>Example:</p>  <p><b>Sensor (C ATC) XXX</b>  <b>Sensor (M) ATC XXX</b>  <b>Sensor (Y) ATC XXX</b>  <b>Sensor (K) ATC XXX</b></p>		
2	<p>Using the bar code number recorded from the sensor (ATC) on each of the new developer unit assemblies in step 1, locate the values for the following settings using the ATC value conversion chart shown after step 5:</p> <p><b>Sensitivity gradient</b>  <b>Sensor output reference</b></p>		
3	<p><b>Warning:</b> The following step must be performed or the new machine settings will not match the settings listed on the birth certificate in the event it is required for NVM value replacement.</p> <p>Retrieve the birth certificate from the compartment in the media tray 1, record the eight new sensitivity gradient and sensor output reference settings from step 2 to the birth certificate.</p>  <p>Settings sheet compartment</p>		



Step	Check	Yes	No
4	<p>Update the following settings using the newly converted values from step 2 for all newly installed developer units:</p> <p><b>Sensitivity gradient</b></p> <p><b>Sensor output reference</b></p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Touch <b>ENGINE ADJUST.</b></li> <li>3. Touch <b>ATC Sensor Adjust Values</b></li> <li>4. Enter new values.</li> <li>5. Touch <b>Submit.</b></li> </ol> <p><b>Warning:</b> This procedure must be done for all new developer unit assemblies being installed or print quality problems may occur.</p>		
5	<p><b>Note:</b> Ensure that all photoconductor unit assemblies are installed before performing this step.</p> <p><b>Finalize the newly updated settings.</b></p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Touch <b>ENGINE ADJUST.</b></li> <li>3. Touch <b>ATC Sensor Adjust Cycles</b></li> </ol> <p>Does the above test pass?</p>	The sensor (ATC) setup is now complete.	Ensure that the photoconductor unit assemblies are installed before performing this test.

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ATC VALUE CONVERSION CHART		
Bar code number (last 2 digits)	Sensitivity gradient default value	Standard TC output default value
00	526	169
01	572	166
02	617	162
03	663	158
04	708	154
05	753	150
06	799	146
07	844	142
08	889	138
09	934	134
10	526	171
11	572	168
12	617	164
13	663	160

<b>ATC VALUE CONVERSION CHART</b>		
<b>Bar code number (last 2 digits)</b>	<b>Sensitivity gradient default value</b>	<b>Standard TC output default value</b>
14	708	156
15	753	152
16	799	148
17	844	144
18	889	140
19	934	136
20	527	174
21	572	169
22	617	166
23	663	162
24	708	158
25	753	154
26	799	150
27	844	146
28	889	142
29	934	138
30	527	176
31	572	172
32	617	168
33	663	164
34	708	160
35	753	156
36	799	152
37	844	148
38	889	144
39	934	140
40	527	178
41	572	174
42	617	170
43	663	166
44	708	162

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ATC VALUE CONVERSION CHART		
Bar code number (last 2 digits)	Sensitivity gradient default value	Standard TC output default value
45	753	158
46	799	154
47	844	150
48	889	146
49	934	142
50	526	179
51	572	176
52	617	172
53	663	168
54	708	164
55	753	160
56	799	156
57	844	152
58	889	148
59	934	144
60	526	181
61	572	178
62	617	174
63	663	170
64	708	166
65	753	162
66	799	158
67	844	154
68	889	150
69	934	146
70	526	183
71	572	180
72	617	176
73	663	172
74	708	168
75	753	164

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ATC VALUE CONVERSION CHART		
Bar code number (last 2 digits)	Sensitivity gradient default value	Standard TC output default value
76	799	160
77	844	156
78	889	152
79	934	148
80	526	185
81	572	182
82	617	178
83	663	174
84	708	170
85	753	166
86	799	162
87	844	158
88	889	154
89	934	150
90	526	187
91	572	184
92	617	180
93	663	176
94	708	172
95	753	168
96	799	164
97	844	160
98	889	156
99	934	152

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### ***Color registration (RegCon)***

## Measurement cycle test

Step	Check	Yes	No
1	<p><b>Perform the Measurement cycle test.</b></p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>ENGINE ADJUST.</b></li> <li>3. Select <b>RegCon adjust</b></li> <li>4. Select <b>Measurement cycle</b></li> </ol> <p><b>Does the above test pass?</b></p>	<p>Perform the "Control sensor check".</p> <p>See <b>"Control sensor check" on page 4-216.</b></p>	Go to step 2.
2	<p>Check the transfer belt unit assembly for damage.</p> <p>Does above component show signs of damage on the frame or on the belt?</p>	<p>Replace the transfer belt unit assembly.</p> <p>See <b>"Transfer belt unit assembly removal" on page 4-16.</b></p>	Go to step 3.
3	<p>Check the image density sensor assembly connection.</p> <p>Is the above component properly connected?</p>	<p>Replace the image density sensor assembly.</p> <p>See <b>"Image density sensor assembly removal" on page 4-44.</b></p>	Replace the connection.
4	<p>Re-perform the Measurement cycle test again.</p> <p><b>Does the above test pass?</b></p>	<p>Perform the "Control sensor check".</p> <p>Go to <b>"Control sensor check" on page 4-216.</b></p>	Contact next level of support.

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## Control sensor check

Step	Check	Yes	No
1	Perform the Control sensor check test. 1. Enter the Diagnostics Menu. 2. Select <b>ENGINE ADJUST.</b> 3. <b>Select RegCon adjust</b> 4. Select <b>Control Sensor Check</b>  Does the above test pass?	Perform the "Control sensor cycle". See " <b>Control sensor cycle</b> " on page 4-216.	Go to step 2.
2	Check the transfer belt unit assembly for damage. Does above component show signs of damage on the frame or on the belt?	Replace the transfer belt unit assembly. See " <b>Transfer belt unit assembly removal</b> " on page 4-16.	Go to step 3.
3	Re-perform the Control sensor check test again. <b>Does the above test pass?</b>	Perform the "Control sensor cycle". See " <b>Control sensor cycle</b> " on page 4-216.	Contact next level of support.

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## Control sensor cycle

Step	Check	Yes	No
1	Perform the Control sensor cycle test. 1. Enter the Diagnostics Menu. 2. Select <b>ENGINE ADJUST.</b> 3. <b>Select RegCon adjust</b> 4. Select <b>Control Sensor Cycle</b>  Does the above test pass?	Perform the "Belt edge learn test". See " <b>Belt edge learn test</b> " on page 4-217.	Go to step 2.
2	Check the upper printer engine card assembly connections. Is the above component properly connected?	Replace the upper printer engine card assembly. See " <b>Upper printer engine card assembly removal</b> " on page 4-90.	Replace the connection.
3	Re-perform the Measurement cycle test again. <b>Does the above test pass?</b>	Perform the "Belt edge learn test". See " <b>Belt edge learn test</b> " on page 4-217.	Contact next level of support.

**Belt edge learn test**

Step	Check	Yes	No
1	Perform the Belt edge learn test. 1. Enter the Diagnostics Menu. 2. Select <b>ENGINE ADJUST.</b> 3. Select <b>RegCon adjust</b> 4. Select <b>Belt edge learn</b>  Does the above test pass?	Perform "Skew setup". See " <b>Skew fine setup</b> " on page 4-217.	Go to step 2.
2	Replace the transfer belt unit assembly. See " <b>Transfer belt unit assembly removal</b> " on page 4-16. Does the error continue?	Perform "Skew setup". See " <b>Skew fine setup</b> " on page 4-217.	Contact next level of support.

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**Skew fine setup**

Step	Check	Yes	No
1	Perform the Skew fine setup. 1. Enter the Diagnostics Menu. 2. Select <b>ENGINE ADJUST.</b> 3. Select <b>RegCon adjust</b> 4. Select <b>Control setup cycles</b> 5. Select <b>Skew fine setup</b>  Does the above test pass?	Go to step 2.	Go to step 3.

Step	Check	Yes	No
<p><b>2</b></p>	<p>Perform the Skew fine setup printhead adjustment. Select <b>Cycle result values</b>.</p> <p>Locate the following new values for the following settings: Y- Skew adjustment M- Skew adjustment C- Skew adjustment K- Skew adjustment</p> <p>Turn the appropriate printhead adjustment screws located behind the waste toner cartridge the number of clicks (rotation until a snap sound is heard and felt) based on the above settings.</p> <p>+values require turning the screw <b>Clockwise</b> - values require turning the screw <b>Counter Clockwise</b>.</p> <p>EG: Y-Skew adjustment 10. Turn the screw CW 10 clicks. EG: Y-Skew adjustment -10. Turn the screw CCW 10 clicks.</p> <div data-bbox="467 926 857 1465" data-label="Image"> <p>The diagram shows a cross-section of the printhead assembly with four adjustment screws labeled K, C, M, and Y. Above the screws is a callout box titled 'Printhead adjusting screw' containing a gear icon. To the left of the gear is a minus sign (-) with a clockwise-pointing arrow, and to the right is a plus sign (+) with a counter-clockwise-pointing arrow.</p> </div> <p>Have the appropriate printhead adjustment screws been adjusted?</p>	<p>Perform the In/Out setup. See <b>"In/out setup" on page 4-222</b>.</p>	<p>Adjust the printhead adjustment screws then perform the In/Out setup. See <b>"In/out setup" on page 4-222</b>.</p>

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Step	Check	Yes	No
3	<p>Analyze the fine skew setup.</p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>ENGINE ADJUST.</b></li> <li>3. <b>Select RegCon adjust</b></li> <li>4. Select <b>Control setup cycles</b></li> <li>5. Select <b>Cycle result values</b></li> </ol> <p>Locate the following new values for the following settings: Patch-B in Patch-B out</p> <p>Is the value for both of the above settings a "4"?</p>	Go to step 4.	Go to step 6.
4	<p>Perform the skew rough setup.</p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>ENGINE ADJUST.</b></li> <li>3. <b>Select RegCon adjust</b></li> <li>4. Select <b>Control setup cycles</b></li> <li>5. Select <b>Skew rough setup</b></li> </ol> <p>Does the above test pass?</p>	Go to step 5.	Go to step 6.

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Step	Check	Yes	No
<p><b>5</b></p>	<p>Perform the skew rough setup printhead adjustment.</p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>ENGINE ADJUST.</b></li> <li>3. <b>Select RegCon adjust</b></li> <li>4. Select <b>Control setup cycles</b></li> <li>5. Select <b>Cycle result values</b></li> </ol> <p>Locate the following new values for the following settings:                      Y- Skew adjustment                      M- Skew adjustment                      C- Skew adjustment                      K- Skew adjustment</p> <p>Turn the appropriate printhead adjustment screws, located behind the waste toner cartridge, the number of clicks (rotation until a snap sound is heard and felt) based on the above settings.</p> <p>+values require turning the screw <b>Clockwise</b>                      - values require turning the screw <b>Counter Clockwise.</b></p> <p>EG: Y-Skew adjustment 10. Turn the screw CW 10 clicks.                      EG: Y-Skew adjustment -10. Turn the screw CCW 10 clicks.</p> <div data-bbox="467 1037 857 1575" style="text-align: center;"> <p>The diagram shows a gear-like printhead adjusting screw with a central screwdriver slot. Above the gear, a box labeled 'Printhead adjusting screw' contains a minus sign (-) with a left-pointing arrow and a plus sign (+) with a right-pointing arrow. Below the gear, a perspective view of the printhead assembly is shown with four screws labeled K, C, M, and Y.</p> </div> <p>Have the appropriate printhead adjustment screw been adjusted?</p>	<p>Re-perform step 1. If the test fails then replace the printhead.</p> <p>See <b>“Printhead assembly removal” on page 4-104.</b></p> <p>Once the printhead is replaced then re-perform the entire RegCon procedure.</p> <p>See <b>“Color registration (RegCon)” on page 4-214.</b></p>	<p>Go to step 6.</p>
<p><b>6</b></p>	<p>Check the image density sensor assembly connection.                      Is the above component properly connected</p>	<p>Go to step 7.</p>	<p>Replace the connection.</p>

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Step	Check	Yes	No
7	Check the image density sensor assembly for toner contamination. Is the above component dirty or contaminated?	Remove and clean the image density sensor assembly. See <b>“Image density sensor assembly removal” on page 4-44.</b>	Go to step 8.
8	Re-Perform the Skew fine setup. 1. Enter the Diagnostics Menu. 2. Select <b>ENGINE ADJUST.</b> 3. <b>Select RegCon adjust</b> 4. Select <b>Control setup cycles</b> 5. Select <b>Skew fine setup</b>  Does the above test pass?	Perform the In/Out setup. See <b>“In/out setup” on page 4-222.</b>	Replace the image density sensor assembly. See <b>“Image density sensor assembly removal” on page 4-44.</b>
9	Re-Perform the Skew fine setup. 1. Enter the Diagnostics Menu. 2. Select <b>ENGINE ADJUST.</b> 3. <b>Select RegCon adjust</b> 4. Select <b>Control setup cycles</b> 5. Select <b>Skew fine setup</b>  Does the above test pass?	Perform the In/Out setup. See <b>“In/out setup” on page 4-222.</b>	Contact next level of support.

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**In/out setup**

Step	Check	Yes	No
1	Perform the In/out setup: 1. Enter the Diagnostics Menu. 2. Select <b>ENGINE ADJUST.</b> 3. <b>Select RegCon adjust</b> 4. Select <b>Control setup cycles</b> 5. Select <b>In/out setup</b> Does the above test pass?	Perform the Center setup. See <b>“Center setup” on page 4-226.</b>	Go to step 2.
2	Analyze the In/out setup. 1. Enter the Diagnostics Menu. 2. Select <b>ENGINE ADJUST.</b> 3. <b>Select RegCon adjust</b> 4. Select <b>Control setup cycles</b> 5. Select <b>Cycle result values</b>  Locate the following new values for the following settings: Y- Skew adjustment M- Skew adjustment C- Skew adjustment K- Skew adjustment  Is the value for all of the above settings a “0”?	Go to step 3.	Go to step 5.
3	Perform the skew rough setup. 1. Enter the Diagnostics Menu. 2. Select <b>ENGINE ADJUST.</b> 3. <b>Select RegCon adjust</b> 4. Select <b>Control setup cycles</b> Select <b>Skew rough setup</b>  Does the above test pass?	Go to step 4.	Go to step 7.

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Step	Check	Yes	No
4	<p>Perform the skew rough setup printhead adjustment.</p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>ENGINE ADJUST.</b></li> <li>3. <b>Select RegCon adjust</b></li> <li>4. Select <b>Control setup cycles</b></li> <li>5. Select <b>Cycle result values</b></li> </ol> <p>Locate the following new values for the following settings:</p> <p>Y- Skew adjustment M- Skew adjustment C- Skew adjustment K- Skew adjustment</p> <p>Turn the appropriate printhead adjustment screws, located behind the waste toner cartridge, the number of clicks (rotation until a snap sound is heard and felt) based on the above settings.</p> <p>+values require turning the screw <b>Clockwise</b> - values require turning the screw <b>Counter Clockwise.</b></p> <p>EG: Y-Skew adjustment 10. Turn the screw CW 10 clicks. EG: Y-Skew adjustment -10. Turn the screw CCW 10 clicks.</p> <div data-bbox="516 1037 906 1570" style="text-align: center;"> <p>Printhead adjusting screw</p> <p>← -      + →</p> <p>K    C    M    Y</p> </div> <p>Have the appropriate printhead adjustment screw been adjusted?</p>	<p>Re-perform step 1. If the test fails then replace the printhead.</p> <p>See <b>“Printhead assembly removal”</b> on page 4-104.</p> <p>Once the printhead is replaced then re-perform the entire RegCon procedure.</p> <p>See <b>“Color registration (RegCon)”</b> on page 4-214.</p>	Go to step 7.

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Step	Check	Yes	No
<p><b>5</b></p>	<p>Perform the In/out skew setup printhead adjustment.</p> <ol style="list-style-type: none"> <li>1. Enter the Diagnostics Menu.</li> <li>2. Select <b>ENGINE ADJUST.</b></li> <li>3. Select <b>RegCon adjust.</b></li> <li>4. Select <b>Control setup cycles.</b></li> <li>5. Select <b>Cycle result values.</b></li> </ol> <p>Locate the following new values for the following settings:</p> <p>Y- Skew adjustment  M- Skew adjustment  C- Skew adjustment  K- Skew adjustment</p> <p>Turn the appropriate printhead adjustment screws, located behind the waste toner cartridge, the number of clicks (rotation until a snap sound is heard and felt) based on the above settings.</p> <p>+values require turning the screw <b>Clockwise</b>  - values require turning the screw <b>Counter Clockwise.</b></p> <p>EG: Y-Skew adjustment 10. Turn the screw CW 10 clicks.  EG: Y-Skew adjustment -10. Turn the screw CCW 10 clicks.</p> <div data-bbox="467 1039 857 1575" style="text-align: center;"> <p>The diagram shows a gear-like printhead adjusting screw with a central slot. Two arrows point outwards from the top of the gear: one to the left labeled with a minus sign (-) and one to the right labeled with a plus sign (+). Below this is a perspective view of the printhead assembly with four labels: K, C, M, and Y, each with a line pointing to a specific adjustment screw location.</p> </div> <p>Have the appropriate printhead adjustment screw been adjusted?</p>	<p>Go to the Center setup.  See <b>“Center setup” on page 4-226.</b></p>	<p>Adjust the printhead adjustment screw then go to Center setup.  See <b>“Center setup” on page 4-226.</b></p>
<p><b>6</b></p>	<p>Check the image density sensor assembly connection.  Is the above component properly connected</p>	<p>Go to step 7.</p>	<p>Replace the connection.</p>

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Step	Check	Yes	No
7	Check the image density sensor assembly for toner contamination. Is the above component dirty or contaminated?	Remove and clean the image density sensor assembly. See <b>“Image density sensor assembly removal” on page 4-44.</b>	Go to step 8.
8	Re-Perform the In/out setup. 1. Enter the Diagnostics Menu. 2. Select <b>ENGINE ADJUST.</b> 3. <b>Select RegCon adjust</b> 4. Select <b>Control setup cycles</b> 5. Select <b>In/out setup</b>  Does the above test pass?	Perform the Center setup. See <b>“Center setup” on page 4-226.</b>	Replace the image density sensor assembly. See <b>“Image density sensor assembly removal” on page 4-44.</b>
9	Re-Perform the In/out setup. 1. Enter the Diagnostics Menu. 2. Select <b>ENGINE ADJUST.</b> 3. <b>Select RegCon adjust</b> 4. Select <b>Control setup cycles</b> 5. Select <b>In/out setup</b>  Does the above test pass?	Perform the Center setup. See <b>“Center setup” on page 4-226.</b>	Contact next level of support.

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Center setup

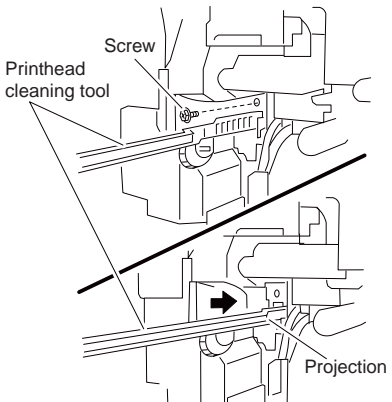
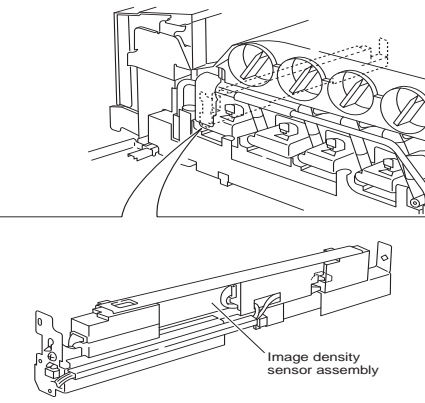
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Step	Check	Yes	No
1	<p><b>Warning: Ensure that the image density sensor assembly is moved to the center position or the test will not function.</b></p> <p>Move the image density sensor assembly to the center position.</p> <ol style="list-style-type: none"> <li>1. Open the Printer front door.</li> <li>2. Remove the waste toner cartridge.</li> <li>3. Remove the printhead cleaning tool from the printer front door.</li> <li>4. Place the hook on the end of the printhead cleaning tool into the front of the image density sensor assembly as shown in the diagram.</li> <li>5. Remove the screw as shown in the diagram.</li> <li>6. Push the image density sensor assembly toward the center of the machine as far as it will go using the printhead cleaning tool.</li> <li>7. Gently detach the printhead cleaner from the image density cleaning assembly.</li> <li>8. Replace the waste toner cartridge.</li> <li>9. Close the printer front door assembly.</li> </ol>   <p>Have all of the above steps been performed?</p>	Go to step 2.	Repeat step 1.



Step	Check	Yes	No
2	Perform the center setup: 1. Enter the Diagnostics Menu. 2. Select <b>ENGINE ADJUST</b> . 3. <b>Select RegCon adjust</b> 4. Select <b>Control setup cycles</b> 5. Select <b>Center setup</b> Does the above test pass?	Move the image density sensor back to its original position.  The color registration (RegCon) procedure is now complete.	Go to step 3.
3	The image density sensor is not properly set in the center position. Ensure the image density is placed in the center position.  Is the image density placed in the center position.	Go to step 2.	Repeat step 3.

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**Transfer belt lift mechanism adjustment**

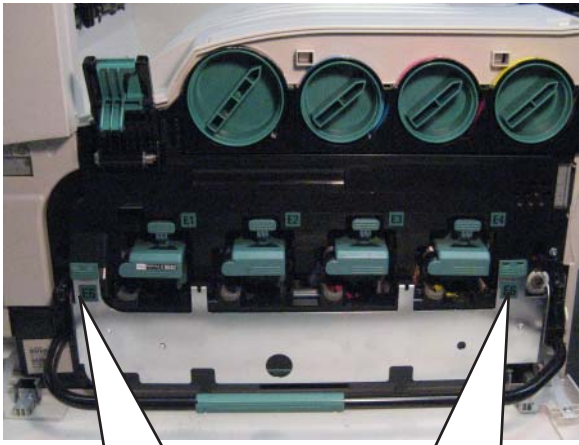
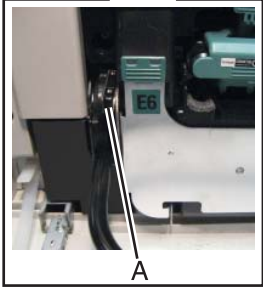
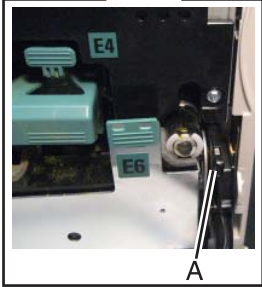
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Step	Check	Yes	No
1	Access the transfer belt lift latch assembly. 1. Open the printer front door. 2. Release the transfer belt lift latch assembly. 3. Lower the transfer belt lift handle assembly.  Does the transfer belt lift handle assembly lower and raise smoothly (without binding)?	Go to step 7.	Go to next step.
2	Check that the right transfer belt lift assembly and the left transfer belt lift assembly plungers (A) move when the handle is raised and lowered.     Are both plungers moving when the handle is raised and lowered?	Go to step x.	Go to next step.

Step	Check	Yes	No
<p><b>3</b></p>	<p>Check the gear teeth on the following parts for damage:</p> <ul style="list-style-type: none"><li>• Left transfer belt lift assembly plunger (B)</li><li>• Right transfer belt lift assembly plunger (C)</li></ul>  <p>B</p>  <p>C</p> <ul style="list-style-type: none"><li>• Transfer belt lift handle (D)</li></ul>   <p>D</p>  <p>D</p> <p>Are the gear teeth on any of these parts damaged?</p>	<p>Replace the appropriate assemblies. See <b>“Left transfer belt lift assembly removal” on page 4-64</b> or <b>“Transfer belt drive motor assembly removal” on page 4-94.</b></p> <p>Need correct links.</p>	<p>Go to next step.</p>
<p><b>4</b></p>	<p>Check for damage to the plastic guides on the following parts:</p> <ul style="list-style-type: none"><li>• Left transfer belt lift assembly plunger</li><li>• Right transfer belt lift assembly plunger</li></ul> <p>Are the plastic guides on any of these parts damaged?</p>	<p>Replace the appropriate assemblies. See xxx, xxx, or xxx.</p>	<p>Go to next step.</p>


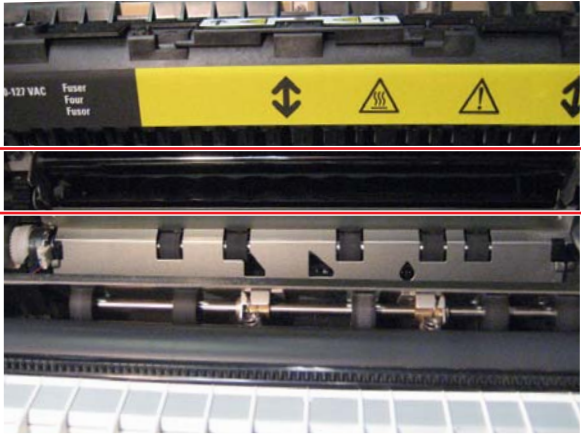
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Step	Check	Yes	No
5	<p>The transfer belt alignment must be correct on both sides for proper operation. The top of the transfer belt (E) and the top of the right side cover (F) must be parallel, as shown in the following image.</p>  <p>The metal edge at the top of the registration frame assembly (G) must be parallel to the top of the transfer belt (H), as shown in the following image:</p>  <p>Is the transfer belt alignment correct?</p>	Go to next step.	Replace the appropriate assembly.

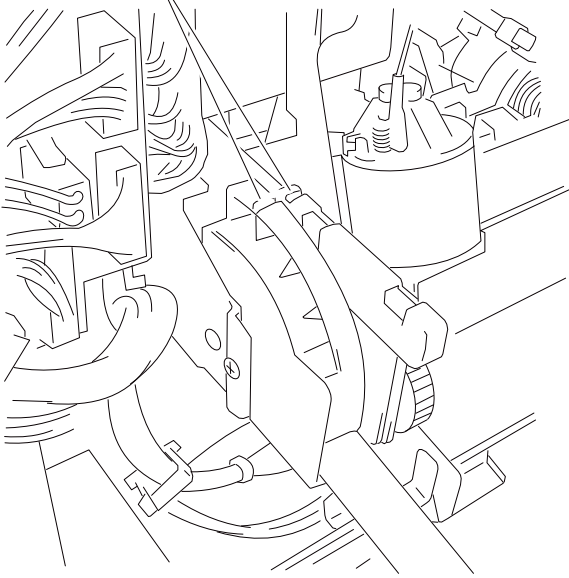
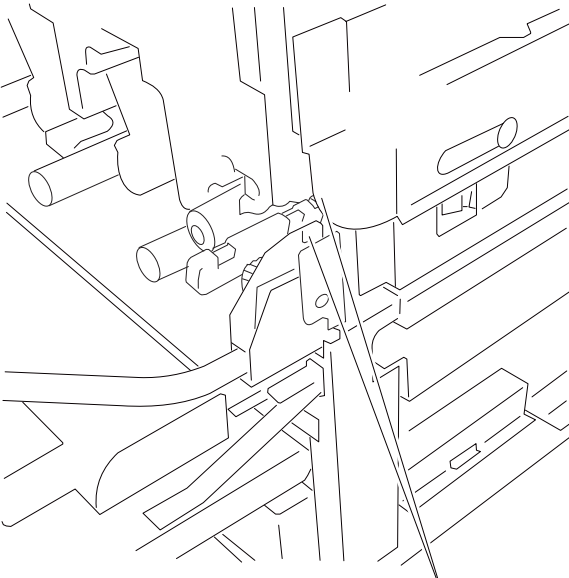
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Step	Check	Yes	No
6	<p>The timing marks must be aligned for proper operation.</p> <p>Check the timing marks (E) located on the following components:</p> <ul style="list-style-type: none"><li>• Left transfer belt lift assembly plunger</li><li>• Right transfer belt lift assembly plunger</li><li>• Transfer belt lift handle</li></ul> <p>Left E</p>   <p>E Right</p> <p>Are the timing marks aligned correctly?</p>	The transfer belt lift mechanism is adjusted correctly.	Perform the transfer belt lift adjustment.

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# 5. Connector locations

## Locations

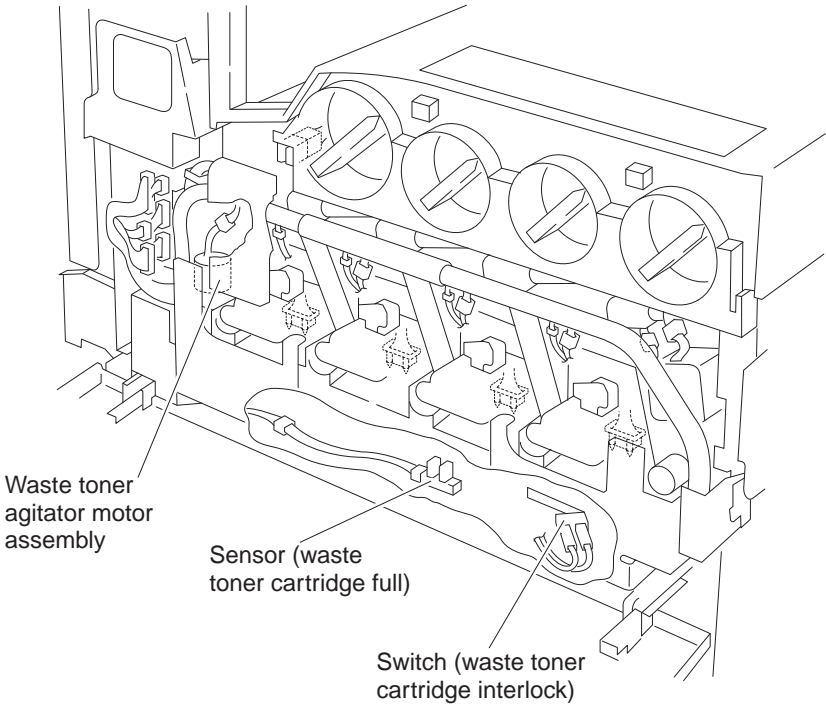
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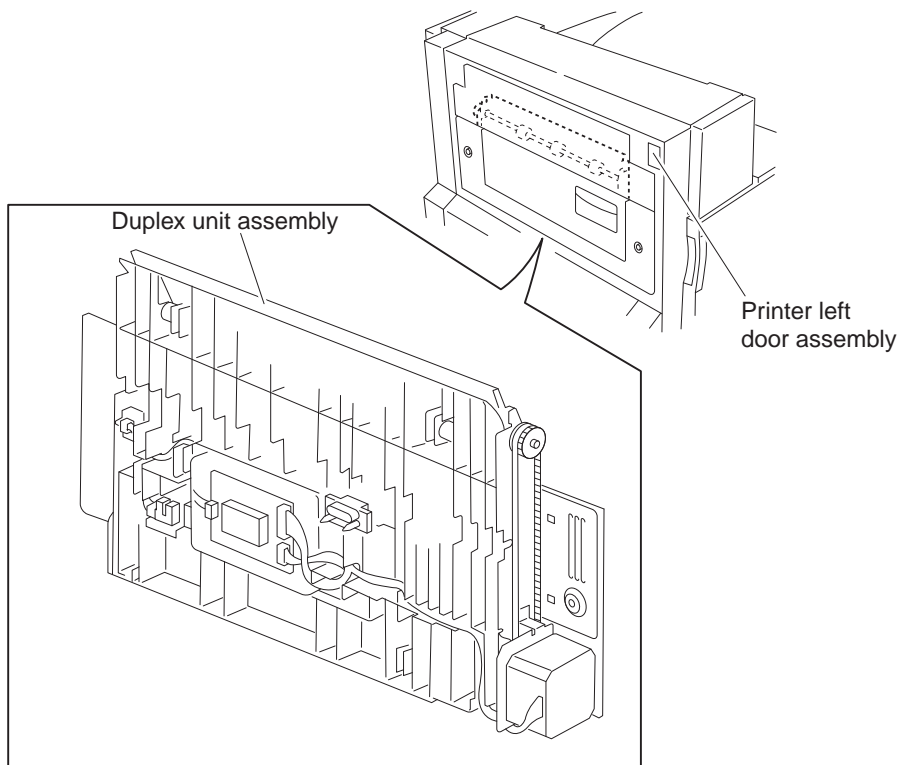
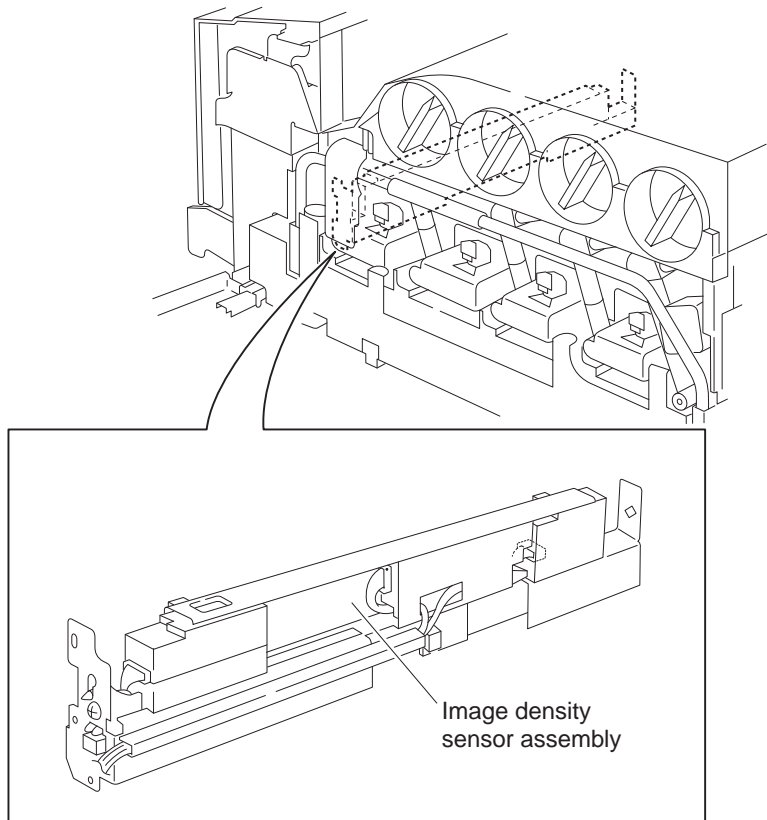


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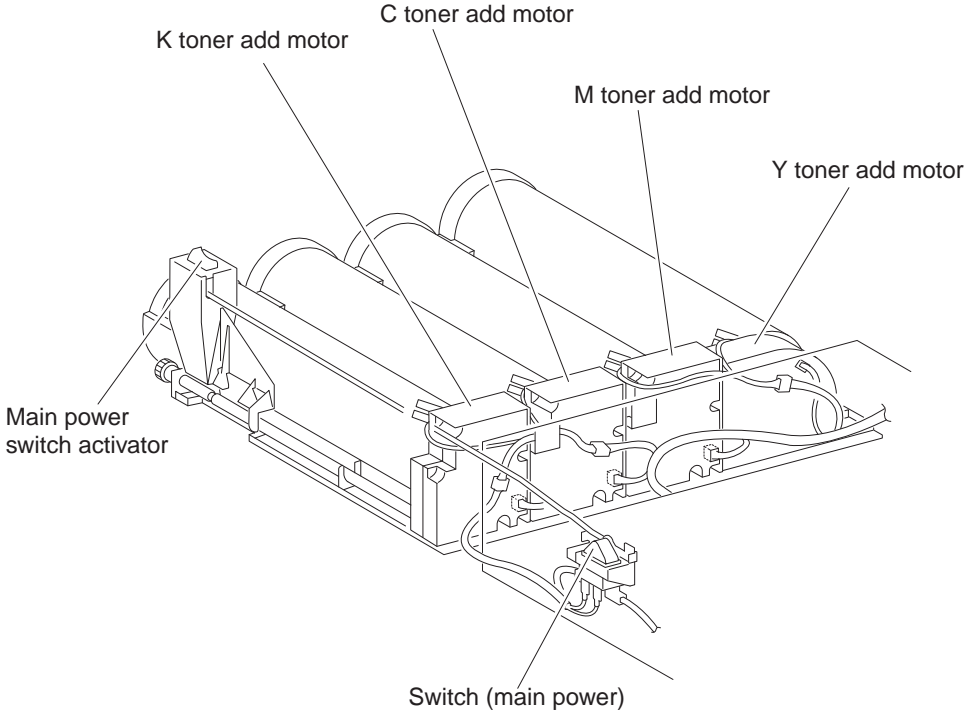
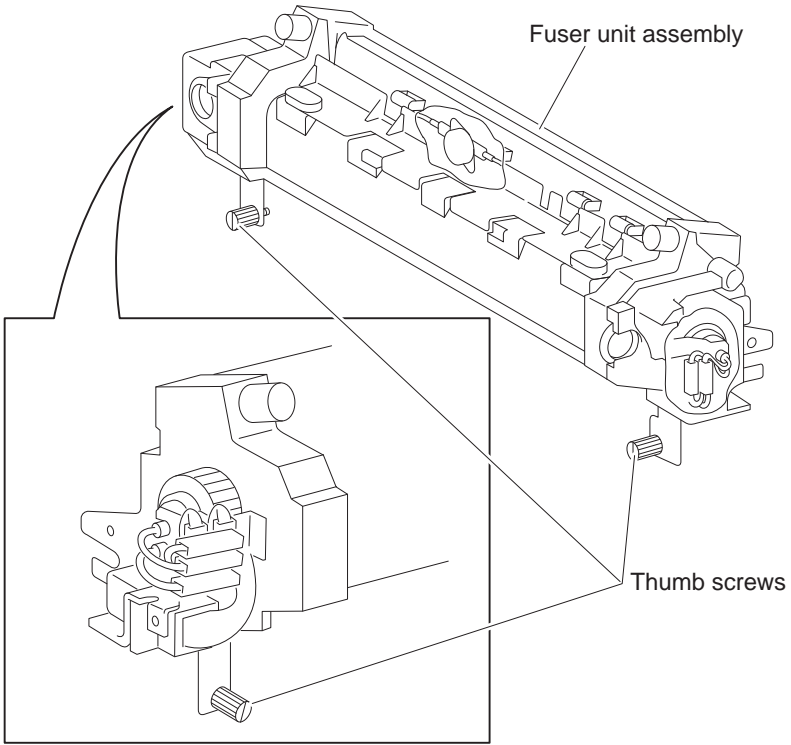
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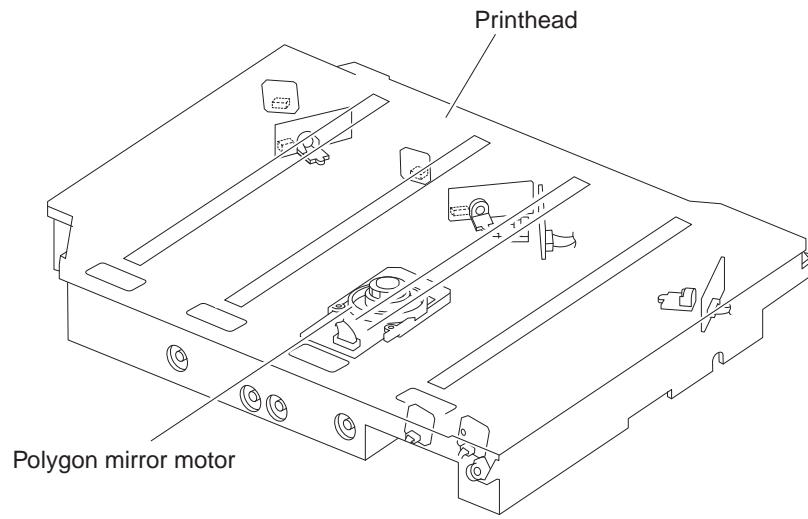


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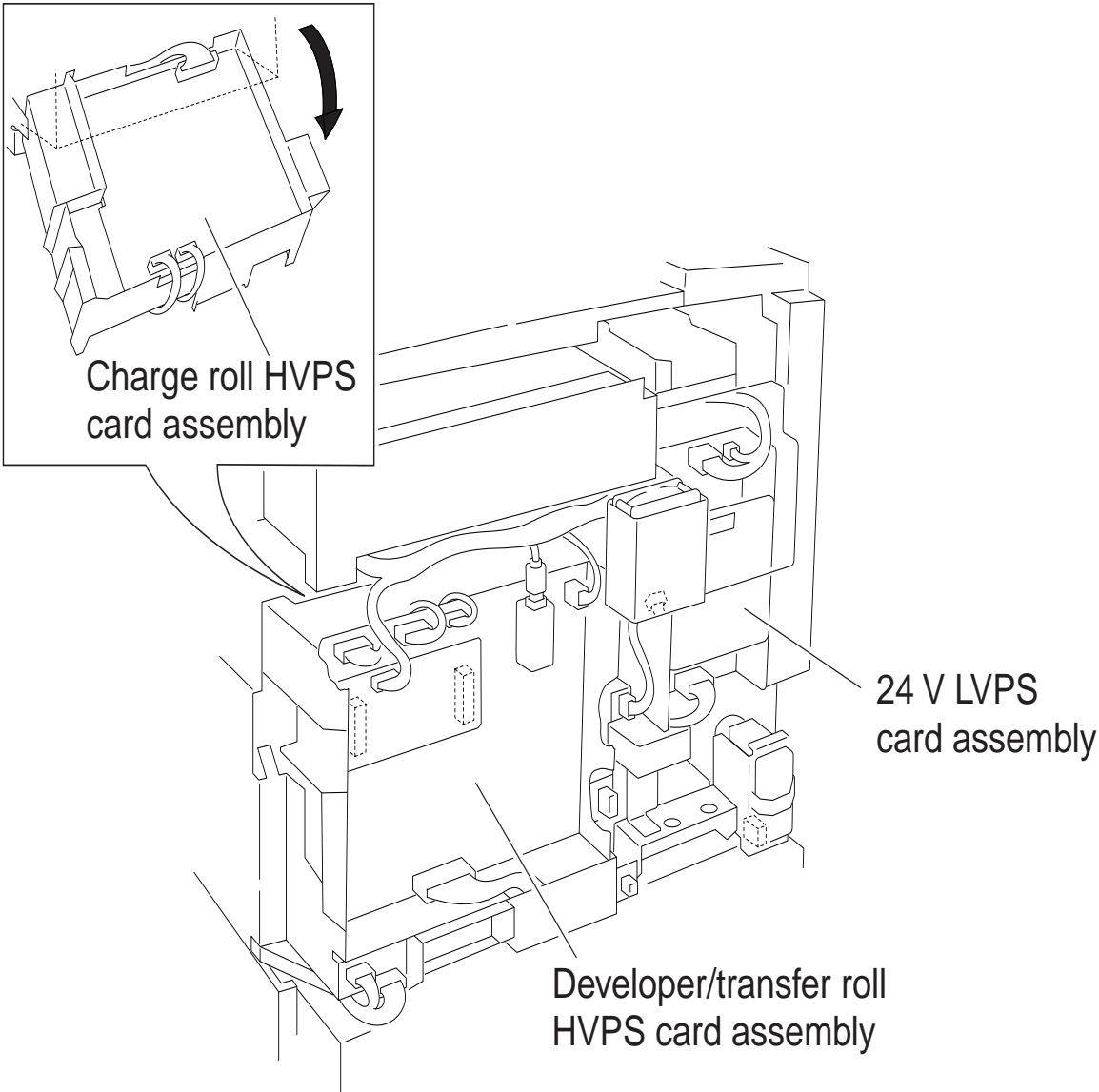
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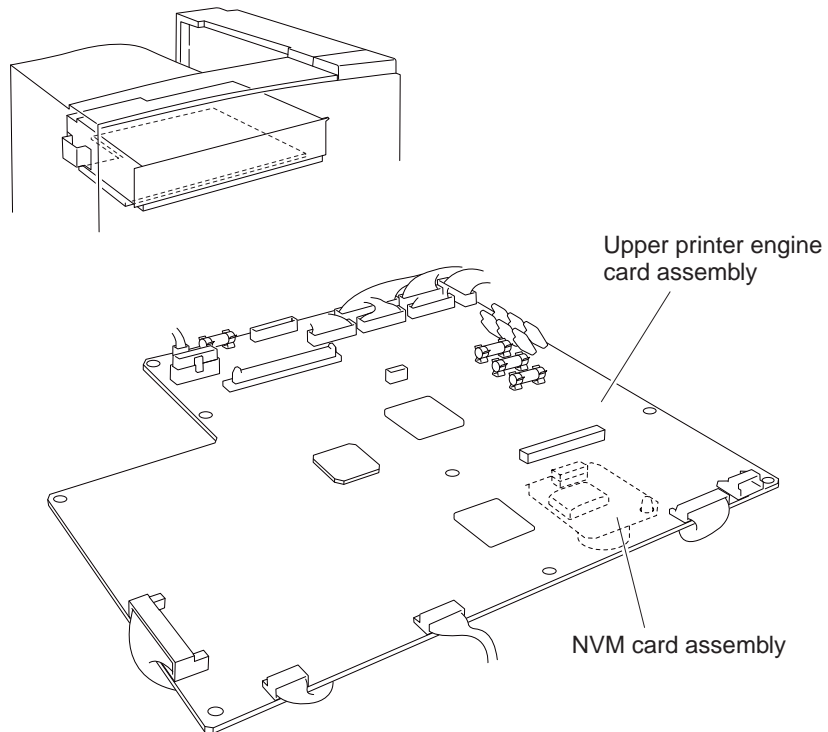
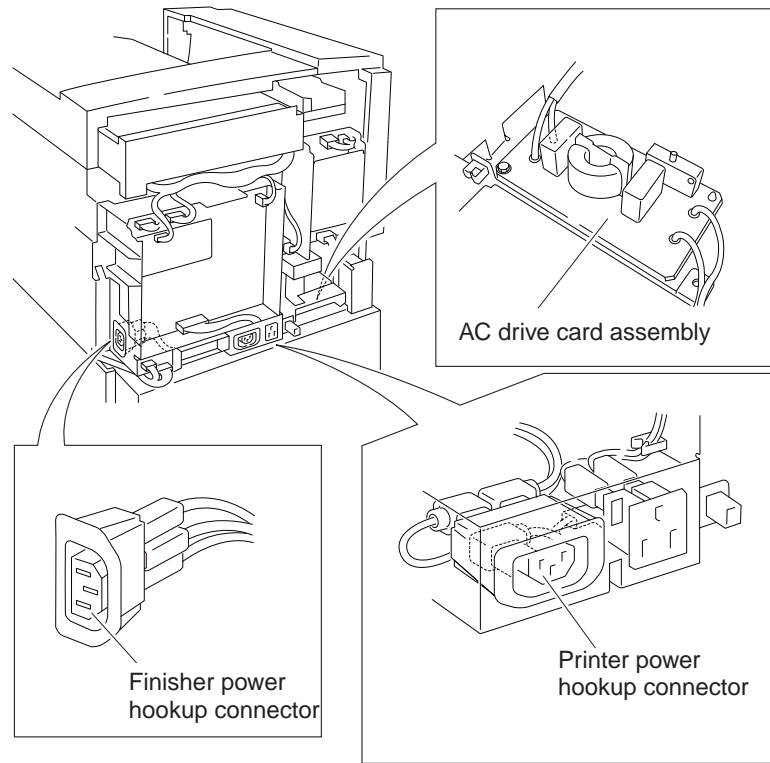


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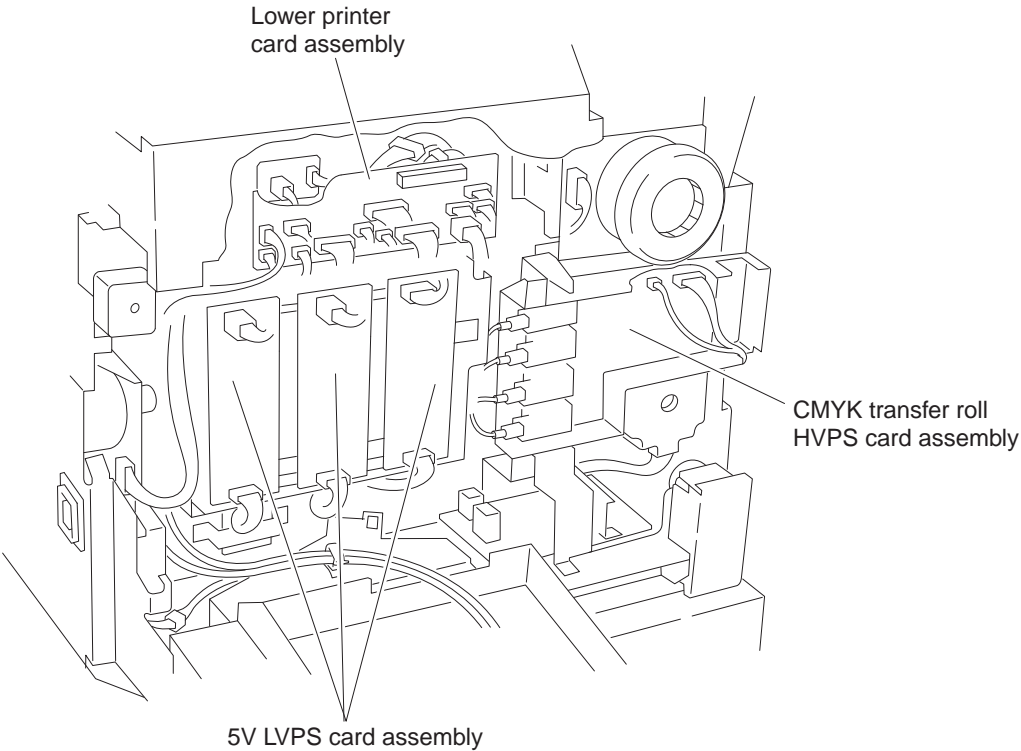
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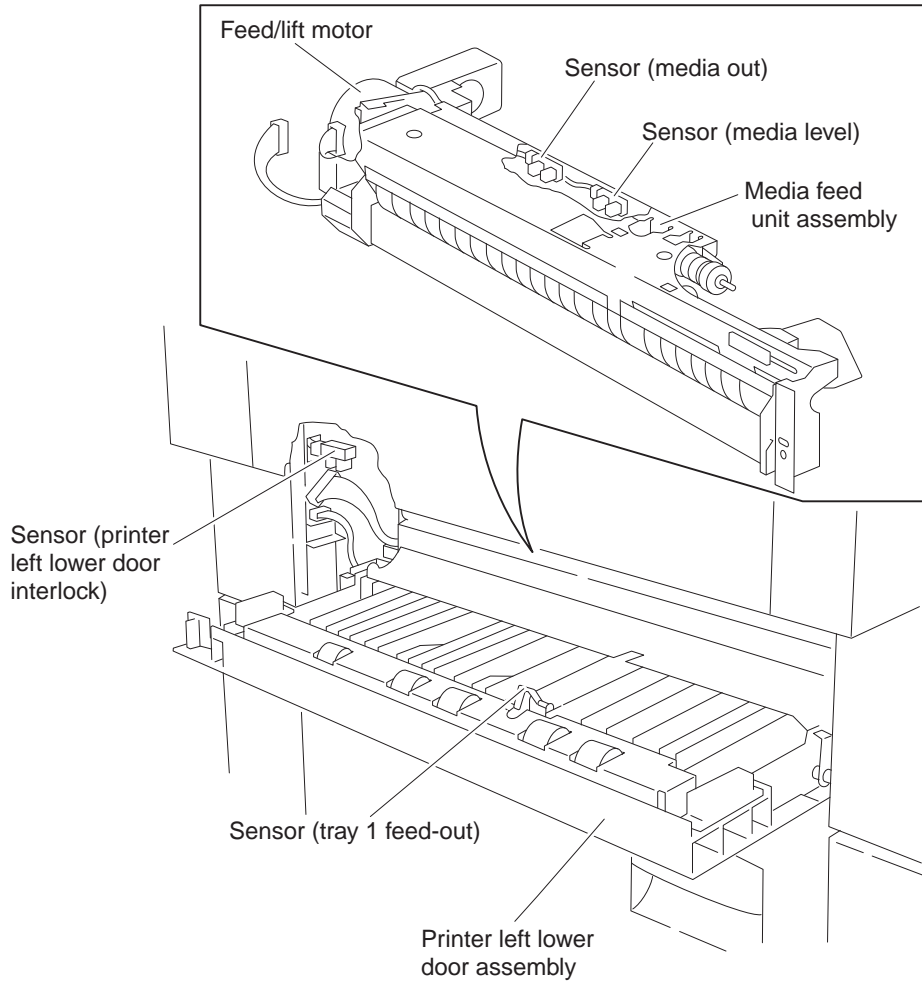


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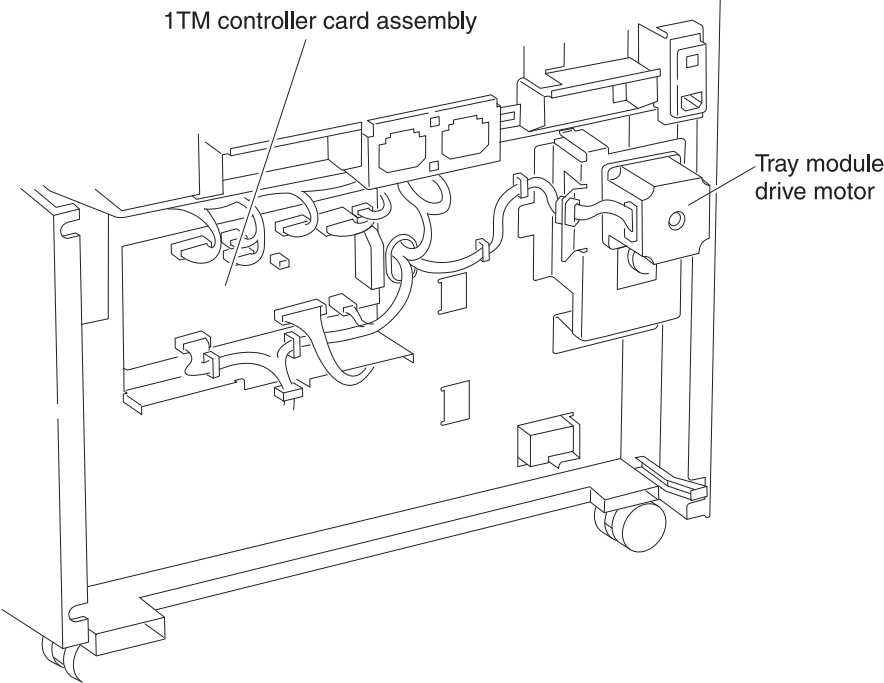
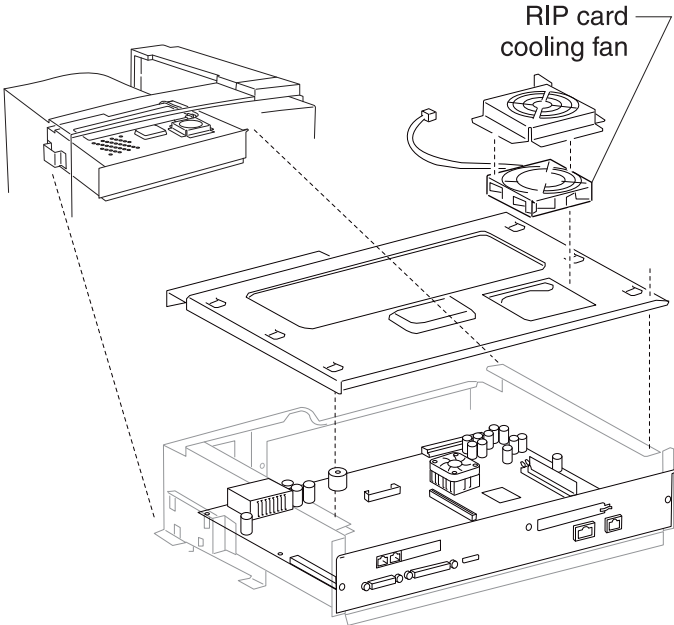
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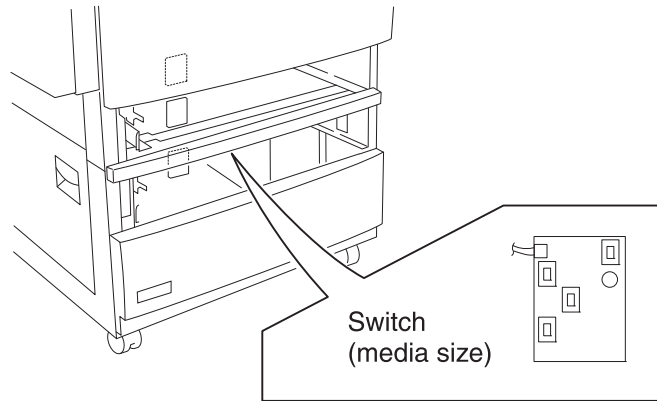
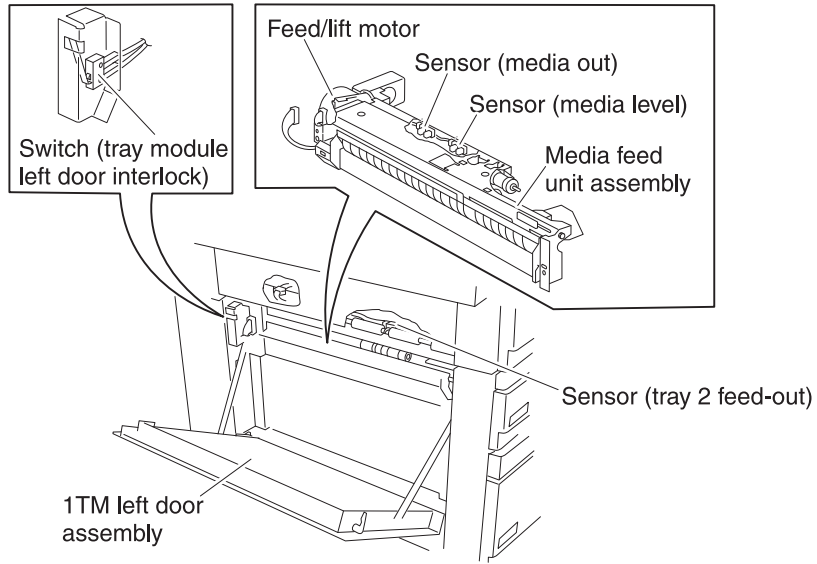


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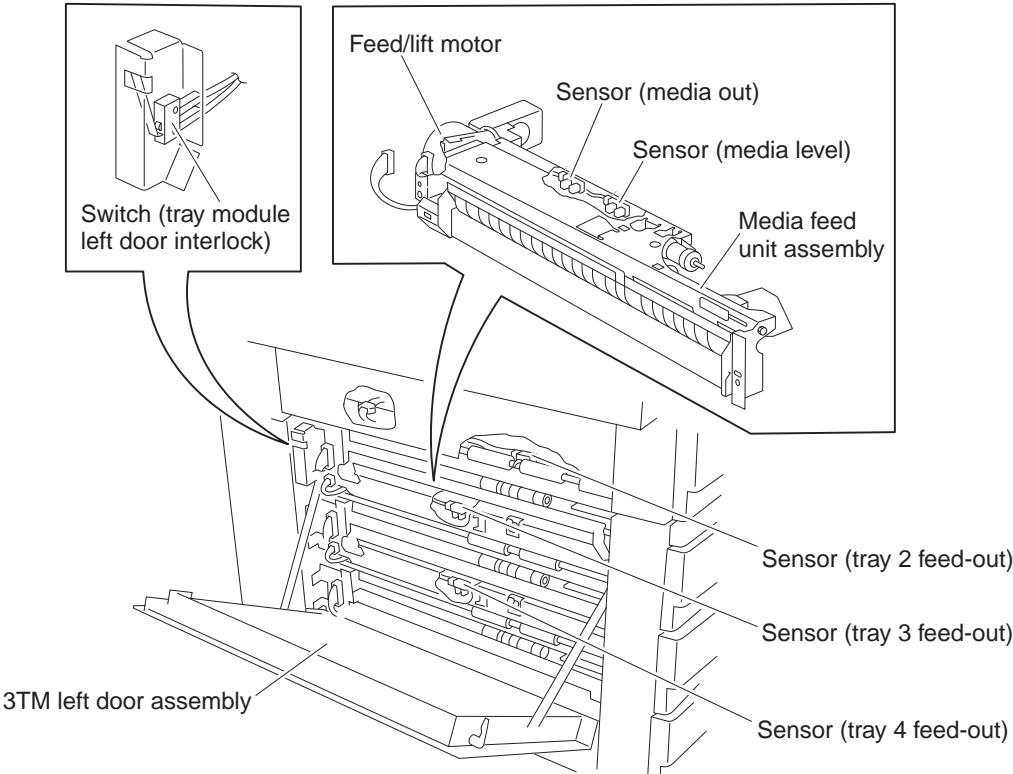
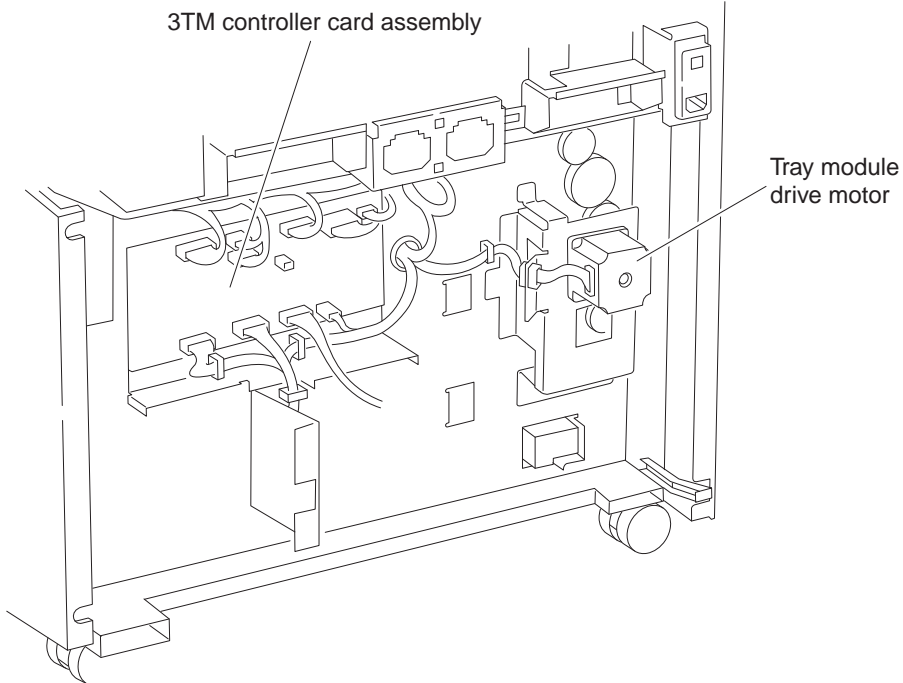
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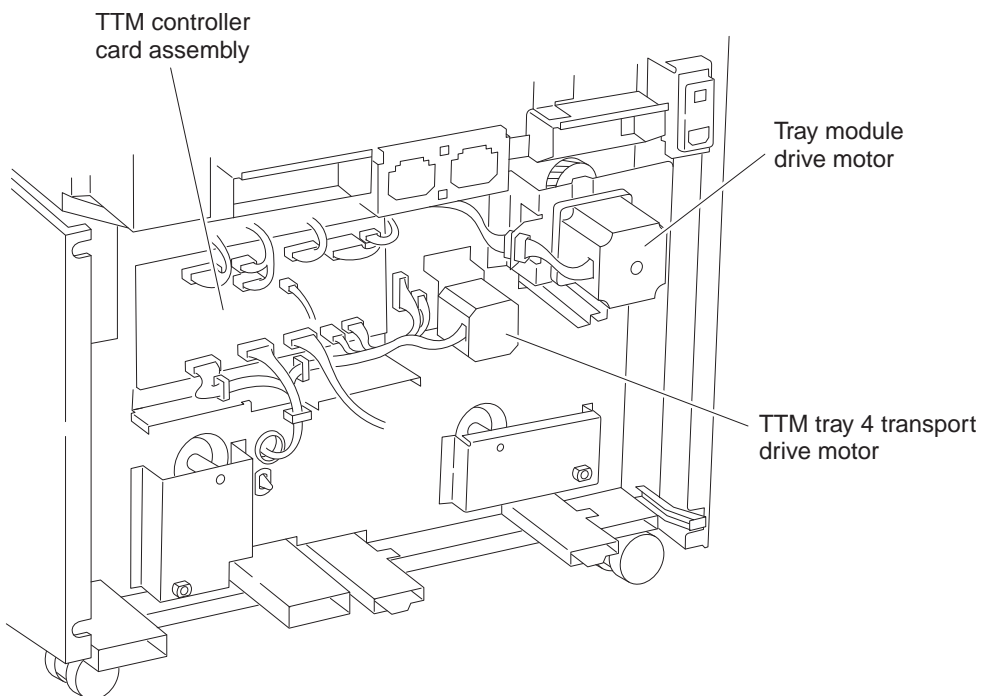
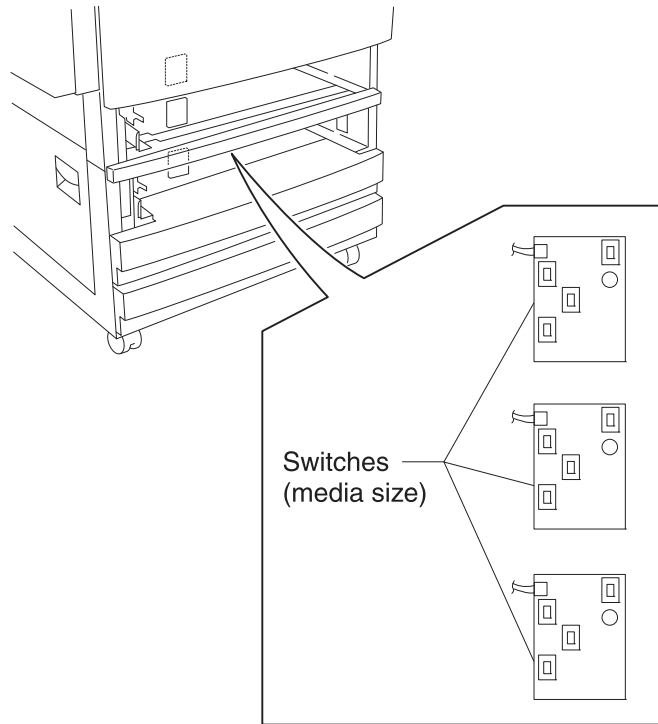


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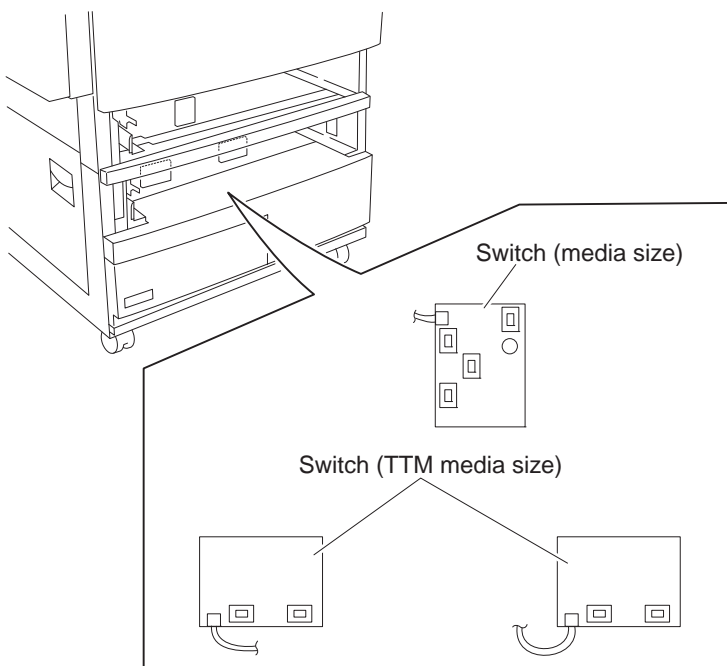
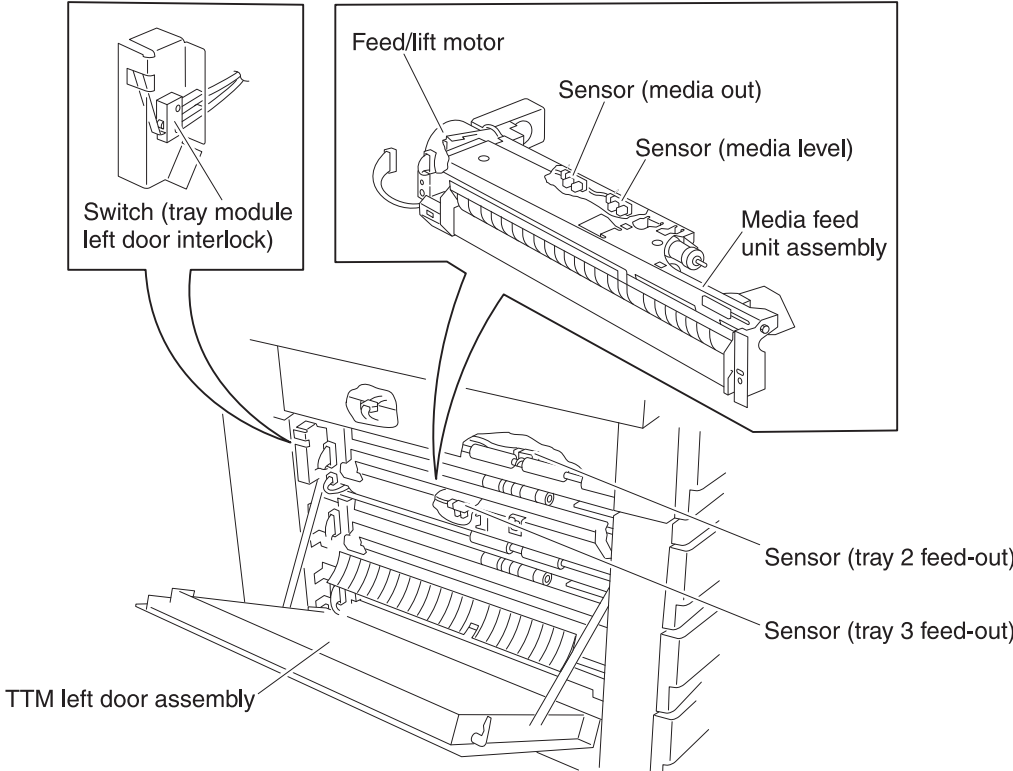
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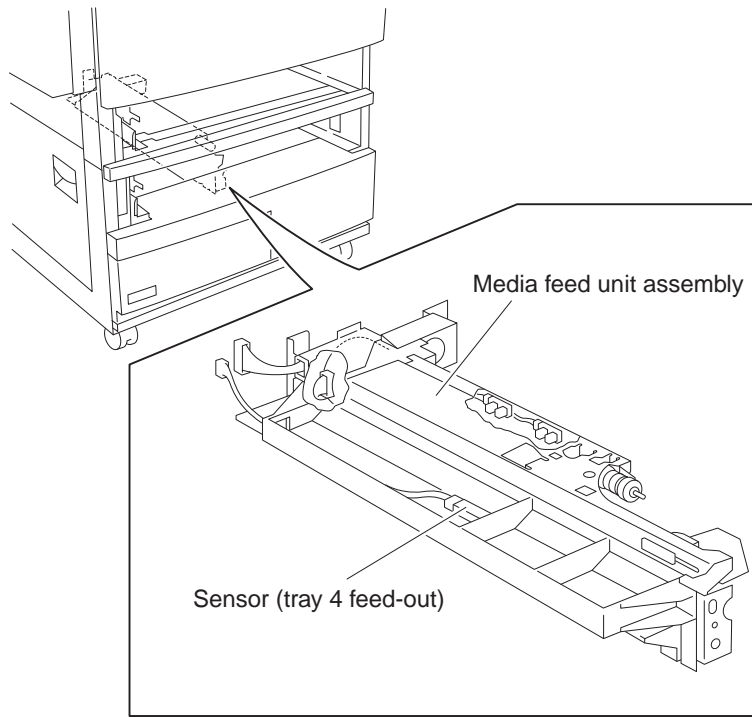


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## 6. Preventive maintenance

This chapter describes procedures for printer preventive maintenance. Follow these recommendations to help prevent problems and maintain optimum performance.



### Safety inspection guide

The purpose of this inspection guide is to aid you in identifying unsafe conditions.

If any unsafe conditions exist, find out how serious the hazard could be and if you can continue before you correct the hazard.

Check the following items:

- Damaged, missing, or altered parts, especially in the area of the on/off switch and the power supply
- Damaged, missing, or altered covers, especially in the area of the top cover and the power supply cover
- Possible safety exposure from any non-Lexmark attachments

LEXMARK C935	EVERY SERVICE CALL	EVERY 100K	EVERY 600K	NOTE:
<b>MEDIA TRAY—ALL</b>				
Media Side Guides	Inspect	Inspect		Check for correct positioning
Media End Guide	Inspect	Inspect		Check for correct positioning
Separation Pad	Inspect	Clean		Damp cloth
Tray Lift Gear assembly		Inspect		
<b>MEDIA FEED UNIT—ALL</b>				
Feed Roll	Inspect	Replace		Verify page count before replacing
Pick Roll	Inspect	Replace		Verify page count before replacing
Separation Roll	Inspect	Replace		Verify page count before replacing
MPF pick roll	Inspect	Clean		Water or alcohol
Media Transport Roll Assembly		Clean		Water or alcohol
Sensor (registration)		Clean		Brush or blower brush
Sensor (tray 1 feed-out)		Clean		Brush or blower brush
Sensor (tray 2 feed-out)		Clean		Brush or blower brush
Sensor (tray 3 feed-out)		Clean		Brush or blower brush
Sensor (tray 4 feed-out)		Clean		Brush or blower brush
<b>PRINthead</b>				
Printhead slit glass (4)	Clean	Clean		Printhead cleaning tool

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LEXMARK C935	EVERY SERVICE CALL	EVERY 100K	EVERY 600K	NOTE:
<b>DEVELOPER UNITS Transfer</b>				
Developer unit (4)			Replace	
C developer carrier			Replace	
M developer carrier			Replace	
Y developer carrier			Replace	
K developer carrier			Replace	
<b>TRANSFER ROLL</b>				
2nd Transfer Roll assembly	Inspect	Replace		
<b>TRANSFER BELT UNIT</b>				
Transfer belt unit assembly		Inspect	Replace	Damp cloth
Transfer belt cleaning assembly		Replace		
<b>FUSER UNIT</b>				
Fuser Unit	Inspect	Replace		
Sensor (fuser exit)		Clean		Blower brush
<b>DUPLEX</b>				
Duplex Media Transport Roll (2)		Clean		Water or alcohol

#### Lubrication specifications

Lubricate only when parts are replaced or as needed, not on a scheduled basis. Use of lubricants other than those specified can cause premature failure. Some unauthorized lubricants may chemically attack polycarbonate parts. Use IBM no. 10 oil, P/N 1280443 (Approved equivalents: Mobil DTE27, Shell Tellus 100, Fuchs Renolin MR30), IBM no. 23 grease (Approved equivalent Shell Darina 1), and grease, P/N 99A0394 to lubricate appropriate areas.

## Scheduled maintenance

The LCD displays 80 scheduled maintenance at each 100K and 600K page count interval. It is necessary to replace the appropriate maintenance kit at this interval to maintain the print quality and reliability of the printer. The parts are available as a maintenance kit with the following part numbers:

40X4031—100K Maintenance Kit, 110 V  
 40X4093—100K Maintenance Kit, 220 V  
 40X4032—600K Maintenance Kit, 110 & 220 V

The ADF requires scheduled maintenance at each 150K page count interval. It is necessary to replace the feed/pick roll assembly and the separation guide assembly at this interval to maintain ADF media feed reliability. The parts are available as a maintenance kit with the following part number:

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After replacing the kit, the maintenance count must be reset to zero to clear the "80 scheduled maintenance" message.

To reset the maintenance count

1. Turn off the printer.
2. Press and hold the **2** and **6** buttons simultaneously.
3. Turn on the printer.
4. Release the buttons after 10 seconds. The Configuration Menu appears on the LCD.
5. Touch **Reset Maintenance Counter** from the Configuration Menu.
6. **Reset Maintenance Counter** appears in the header, and **Yes** and **No** appears below the header.
7. To cancel the reset operation, press **Back** or **No**. All other button presses are ignored.
8. To initiate the reset operation, select **Yes**.

The maintenance count resets to zero, and the LCD returns to the Configuration Menu.

When performing the 100K, 150K, or 600K scheduled maintenance procedure, the following areas should be cleaned of media dust and toner contamination:

- Media trays
- PC cartridge area
- Transfer roll area
- Duplex area
- Standard bin
- Bridge unit area (if equipped)
- Finisher media bins (if equipped)

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## 7. Parts catalog

### How to use this parts catalog

The following legend is used in the parts catalog:

Asm-index	Part number	FRUs/mach	Units/FRU	Description
-----------	-------------	-----------	-----------	-------------

- **Asm-index:** Identifies the assembly and the item in the diagram. For example, 3-1 indicates Assembly 3 and item number 1 in the table.
- **Part number:** Identifies the unique number that identifies this FRU.
- **FRUs/mach:** Refers to the number of FRUs used in the product.
- **Units/FRU:** Refers to the number of units packaged together and identified by the part number.
- **NS:** (Not shown) in the Asm-Index column indicates that the part is procurable but is not pictured in the illustration.
- **PP:** (Parts Packet) in the parts description column indicates the part is contained in a parts packet.

Model name	Configuration	Machine type	Maximum speed
Lexmark X940e	Network	7510-030	35 PPM
Lexmark X945e	Network	7510-230	45 PPM
Lexmark C935	Network	5057-230	45 PPM

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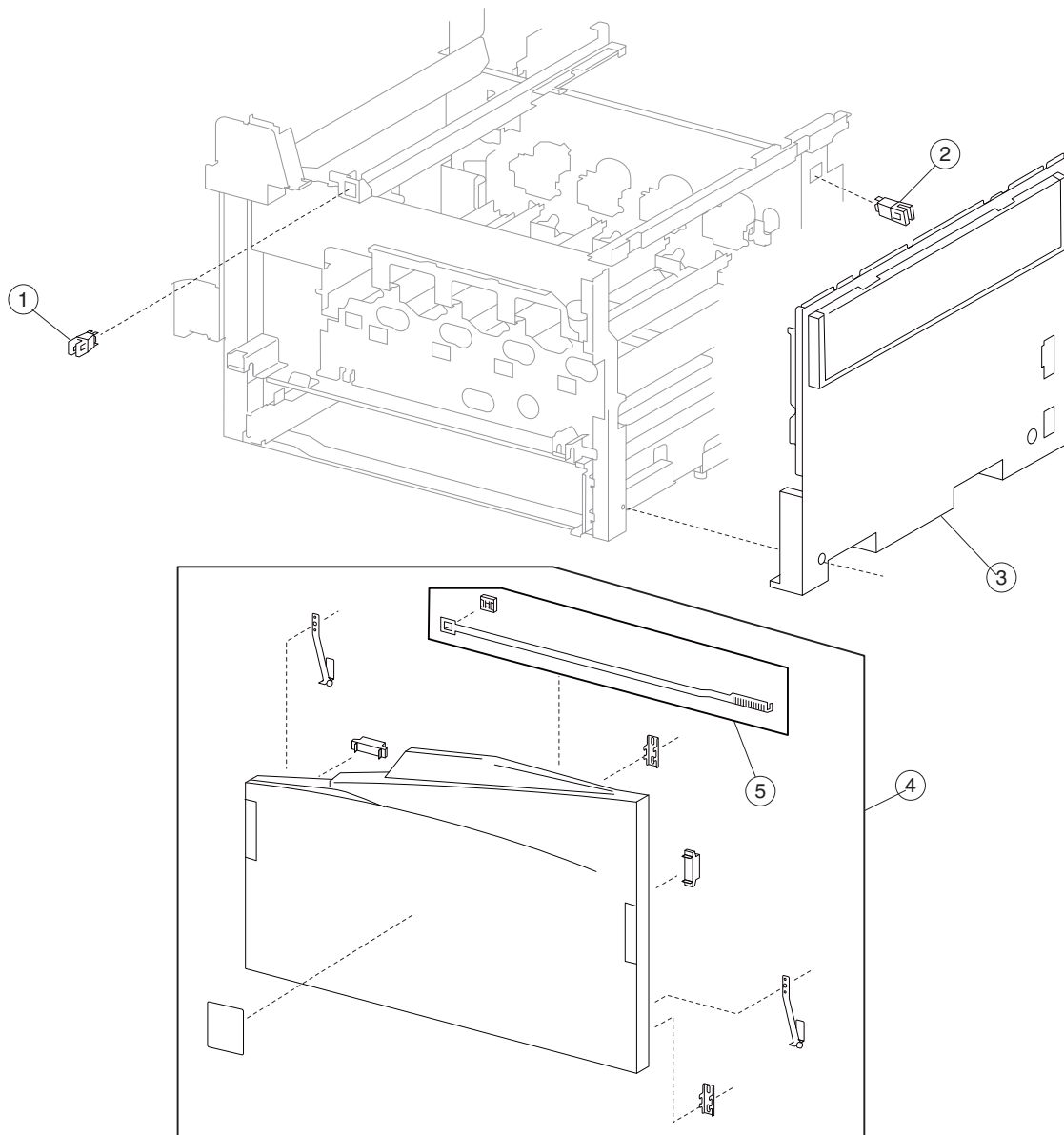


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## Assembly 1: Covers 1



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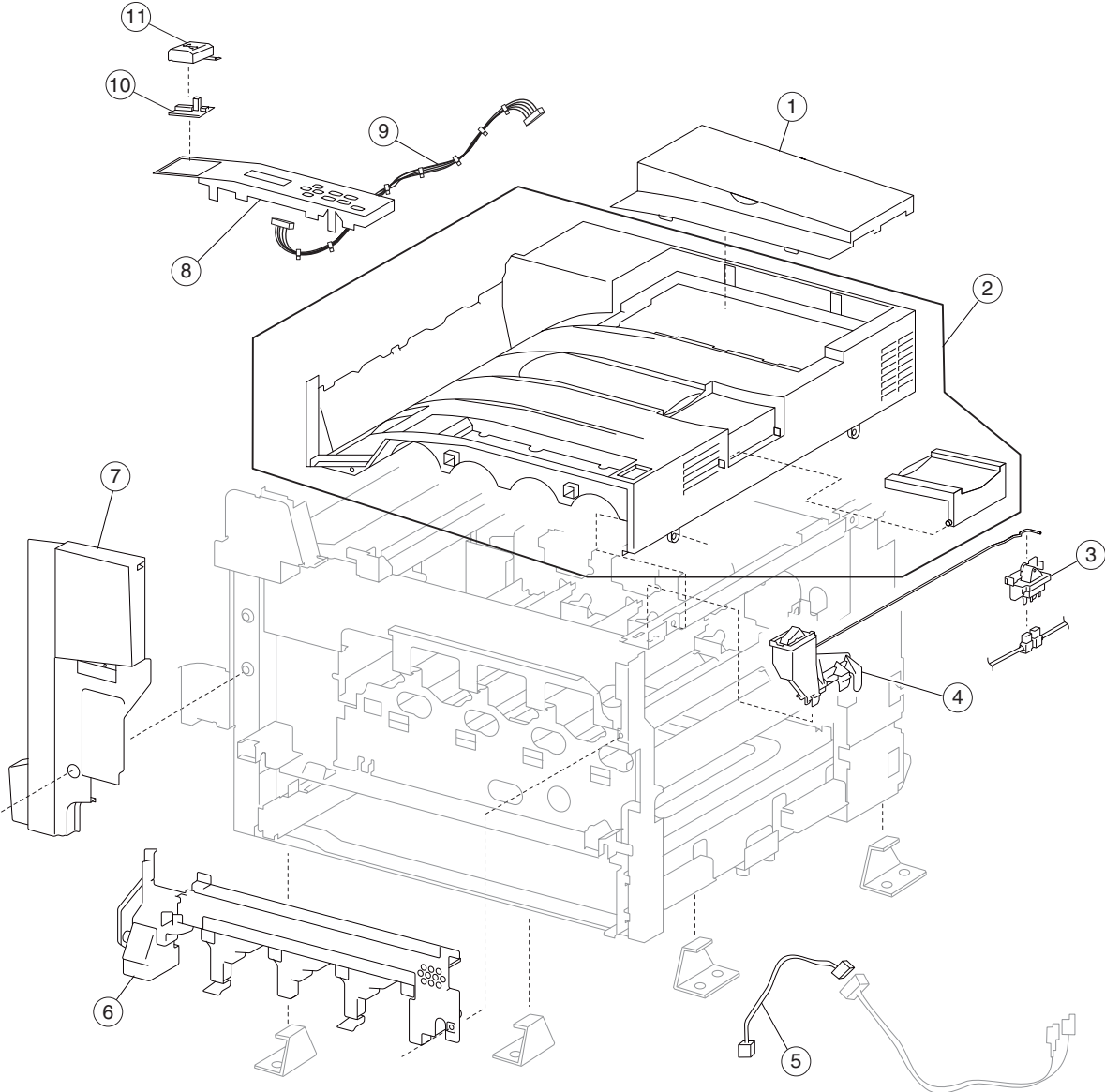
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Asm-index	Part number	FRUs/mach	Units/FRU	Description
1	40X0840	3	1	Switch (printer front door interlock)
2	40X0553	3	1	Switch (transfer access door interlock)
3	40X3780	1	1	Right cover assembly
4	40X3778	1	1	Printer front door assembly (this comes assembled)
5	40X3779	1	1	Printhead slit glass cleaner assembly

# Assembly 2: Covers 2



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## Assembly 2: Covers 2

Asm-index	Part number	FRUs/mach	Units/FRU	Description
1	40X3782	1	1	RIP card access cover
2	40X3781	1	1	Top cover assembly
3	40X3787	1	1	Switch (main power)
4	40X3786	1	1	Main power switch actuator
5	40X3783	1	1	Main switch cable assembly
6	40X3785	1	1	Inner cover
7	40X4111	1	1	Front left cover
8	40X4089	1	1	SFP operator panel assembly
9	40X4416	1	1	SFP operator cable assembly
10	40X8459	1	1	USB connector assembly
11	40X7539	1	1	USB connector cover

**Warning:** In the event of replacement of any one of the following components:

- Operator panel assembly (universal)
- Operator panel controller card assembly
- RIP card assembly
- Interconnect card assembly

Only replace one component at a time. Replace the required component, and perform a POR before replacing a second component listed above. If this procedure is not followed, the printer will be rendered inoperable. Never replace two or more of the components listed above without a POR after installing each one, or the printer will be rendered inoperable.

**Warning:** Never install and remove components listed above as a method of troubleshooting components. Once a component has been installed in a machine, it cannot be used in another machine. It must be returned to the manufacturer.

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### Assembly 3: Covers 3

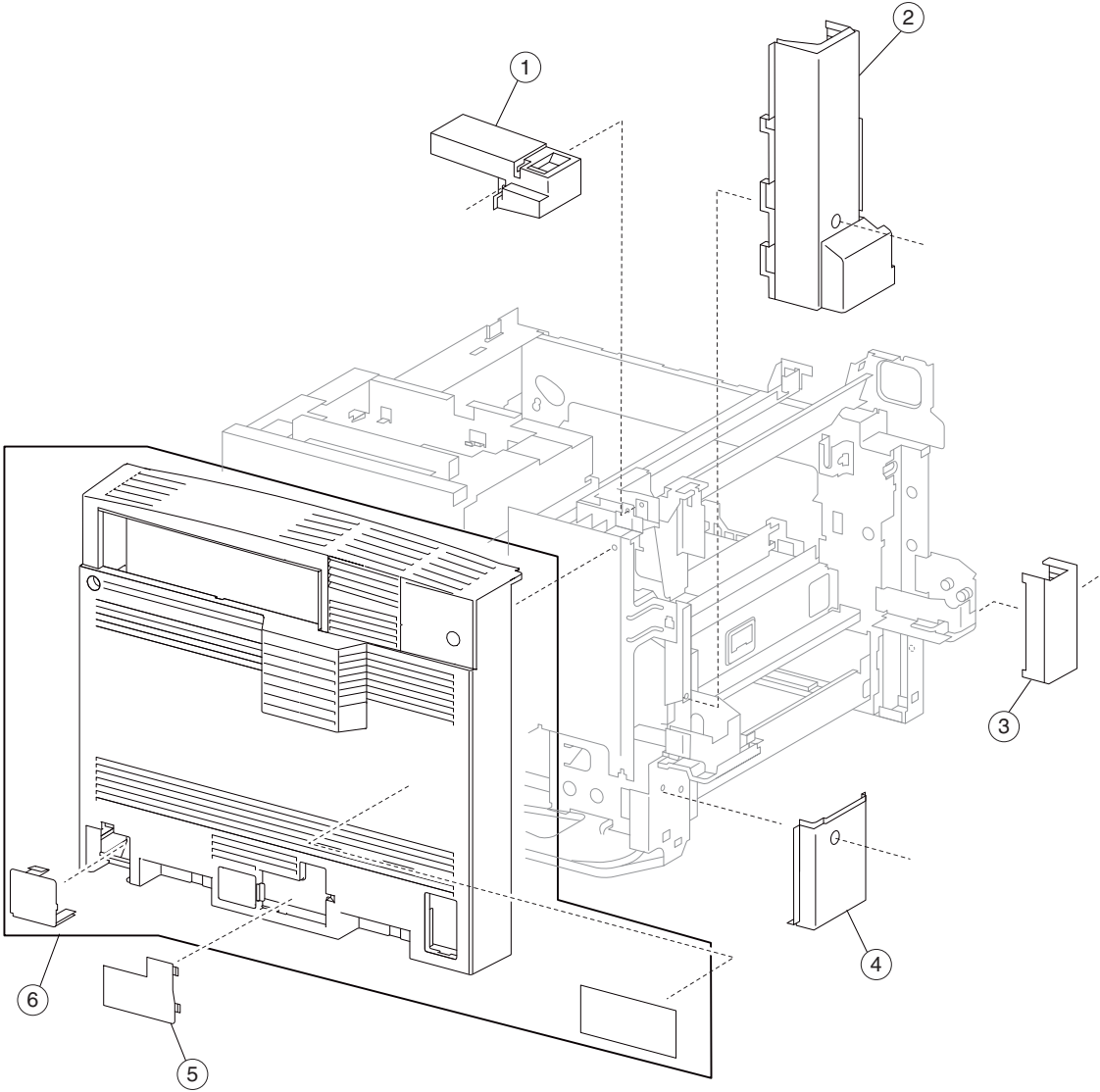
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Asm-index	Part number	FRUs/mach	Units/FRU	Description
1	40X3796	1	1	Rear left upper cover
2	40X3793	1	1	Rear left middle cover
3	40X3795	1	1	Left front cover
4	40X3794	1	1	Rear left lower cover
5	40X3788	1	1	Rear blind cover
6	40X3791	1	1	Rear cover assembly 110 V
6	40X3792	1	1	Rear cover assembly 220 V

## Assembly 4: PC cartridge and developer drive

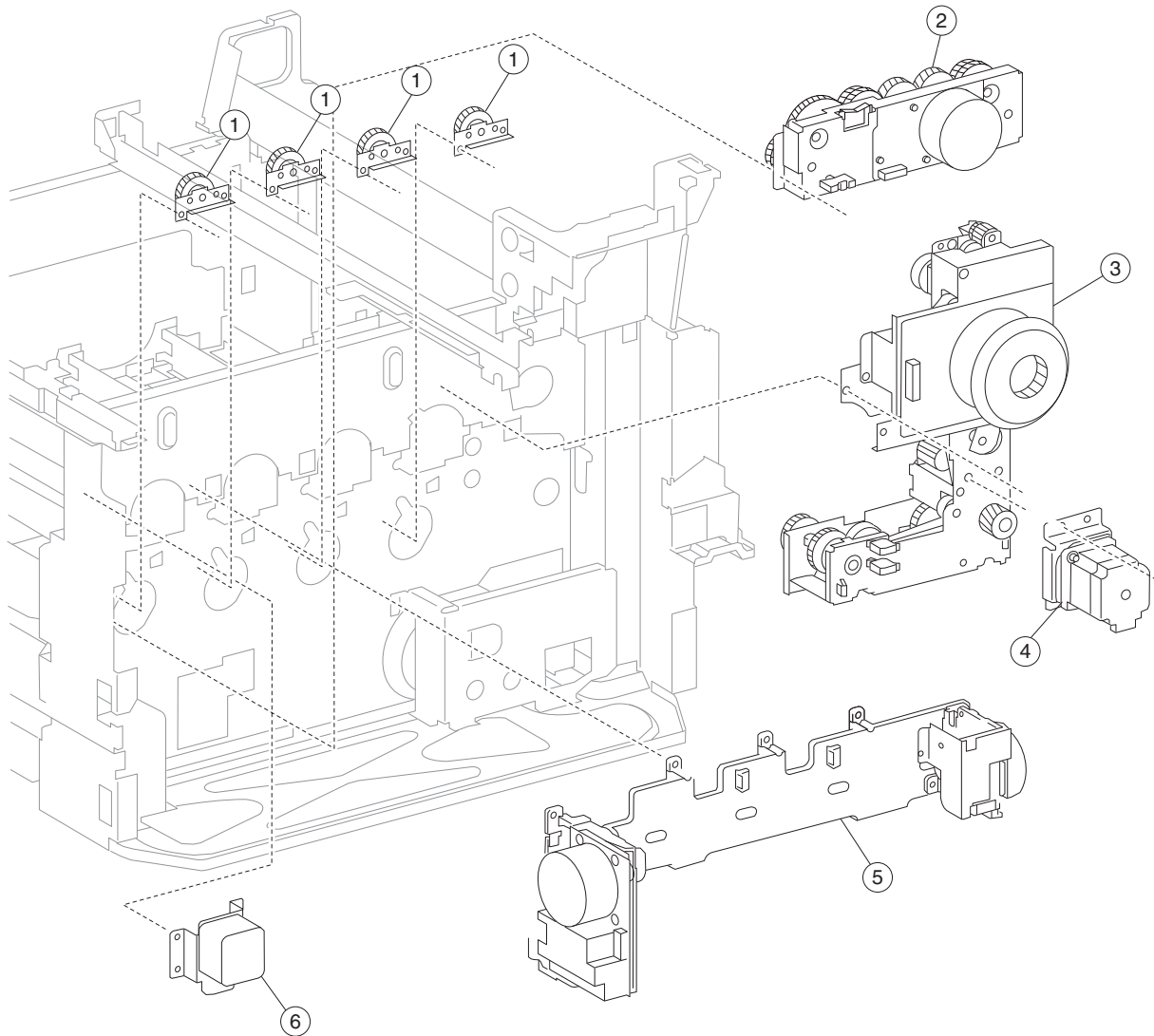
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Asm-index	Part number	FRUs/ mach	Units/ FRU	Description
1	40X3671	4	1	Developer idler gear assembly
2	40X3669	1	1	CMY developer drive motor assembly
3	40X3670	1	1	Developer/transport drive motor assembly
4	40X3672	1	1	MPF/transport drive motor assembly
5	40X3667	1	1	CMYK PC cartridge drive motor assembly
6	40X3668	1	1	Transfer belt drive motor assembly

### Assembly 5: ID sensor and transfer belt steering

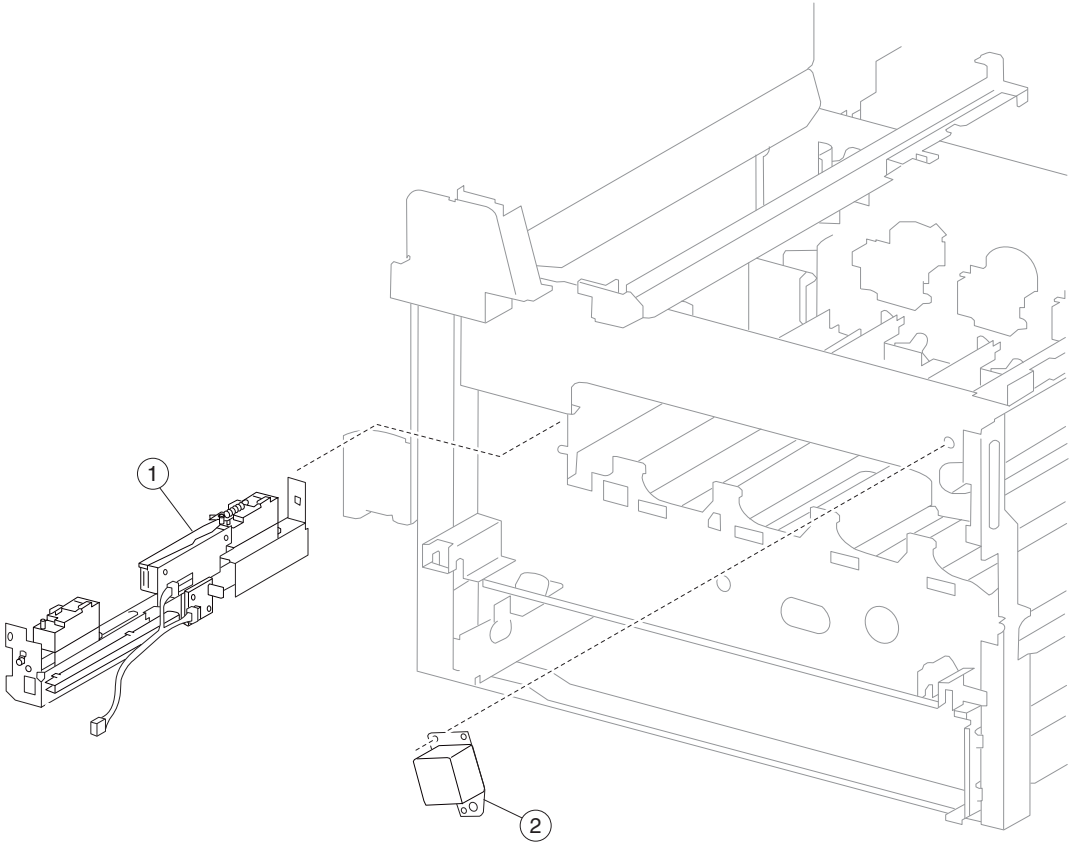
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Asm-index	Part number	FRUs/mach	Units/FRU	Description
1	40X3674	1	1	Image density sensor assembly
2	40X3673	1	1	Transfer belt steering motor

## Assembly 6: Media tray

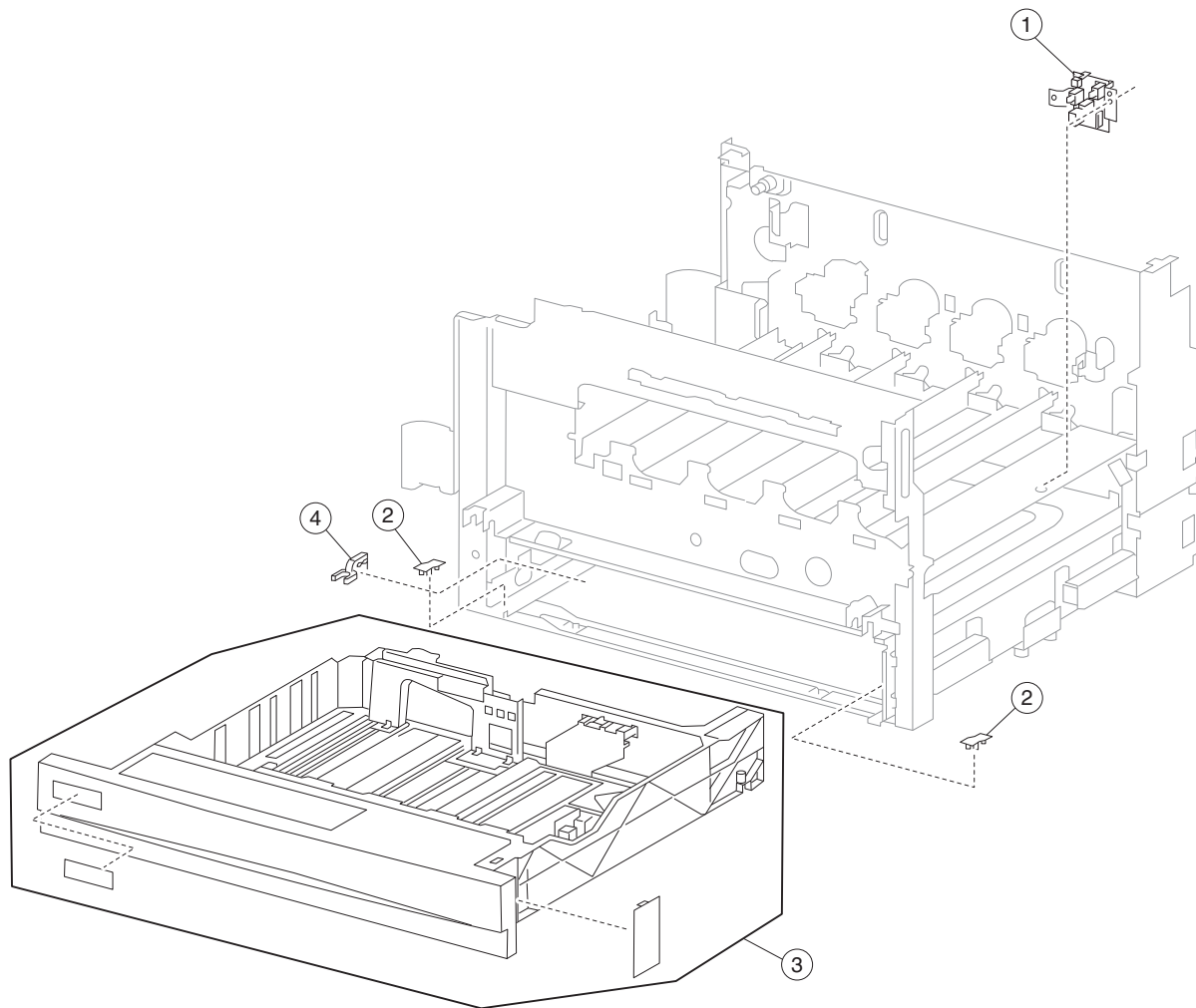
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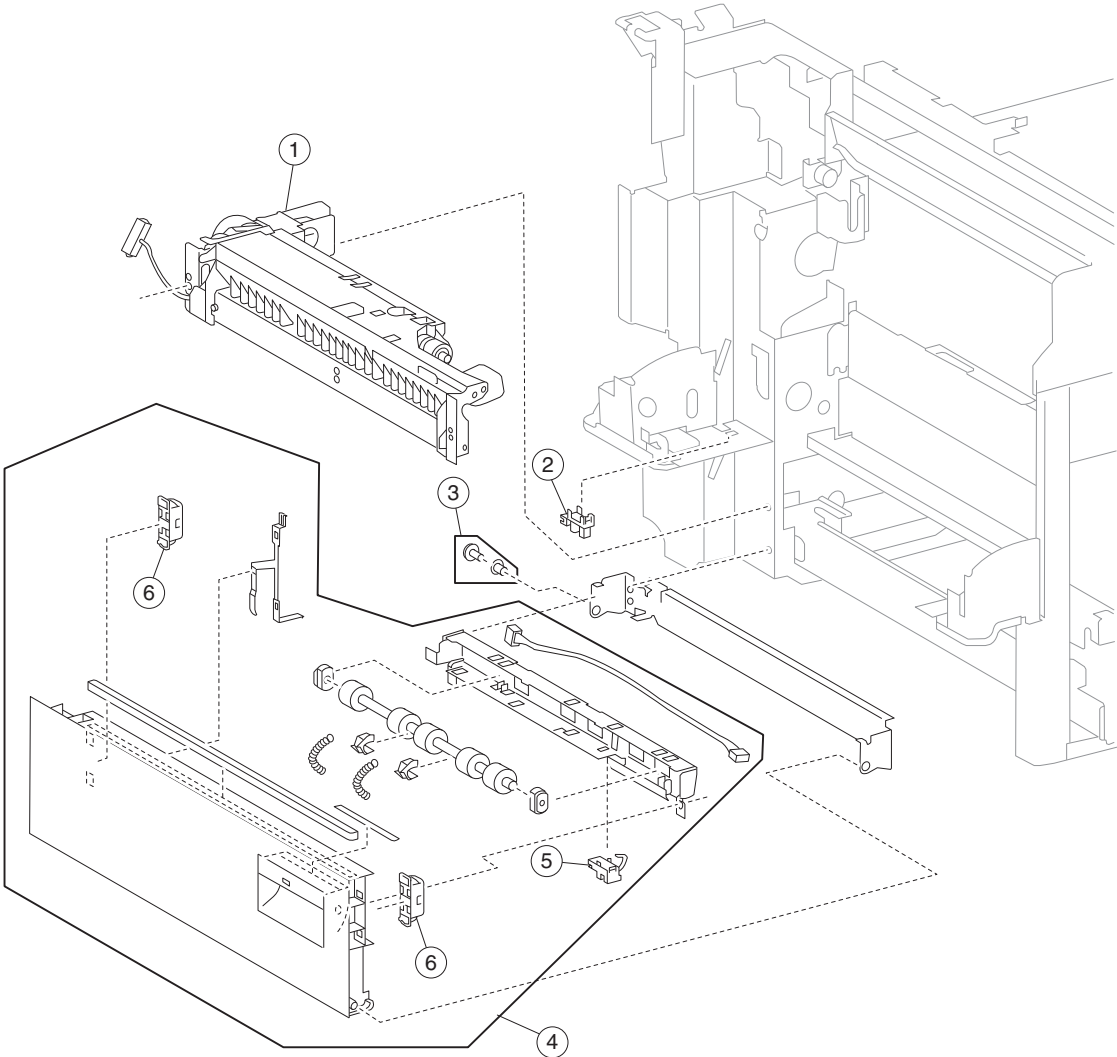
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Asm-index	Part number	FRUs/mach	Units/FRU	Description
1	40X3677	2	1	Switch (media size)
2	40X3676	8	1	Media tray slide
3	40X3678	3	6	Media tray assembly kit <ul style="list-style-type: none"> <li>• Media tray assembly</li> <li>• #1 label</li> <li>• #2 label</li> <li>• #3 label</li> <li>• #4 label</li> <li>• Instruction label</li> </ul>
4	40X3675	2	1	Media tray catch



### Assembly 7: Printer left lower door and media feed unit



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Asm-index	Part number	FRUs/mach	Units/FRU	Description
1	40X3679	4	1	Media feed unit assembly
2	40X3688	30	1	Sensor (printer left lower door interlock)
3	40X0613	1	1	Hinge pin
4	40X3680	1	1	Printer left lower door assembly (this comes assembled)
5	40X3681	1	1	Sensor (tray 1 feed-out)
6	40X3682	2	1	Magnetic catch

### Assembly 8: Media feed unit

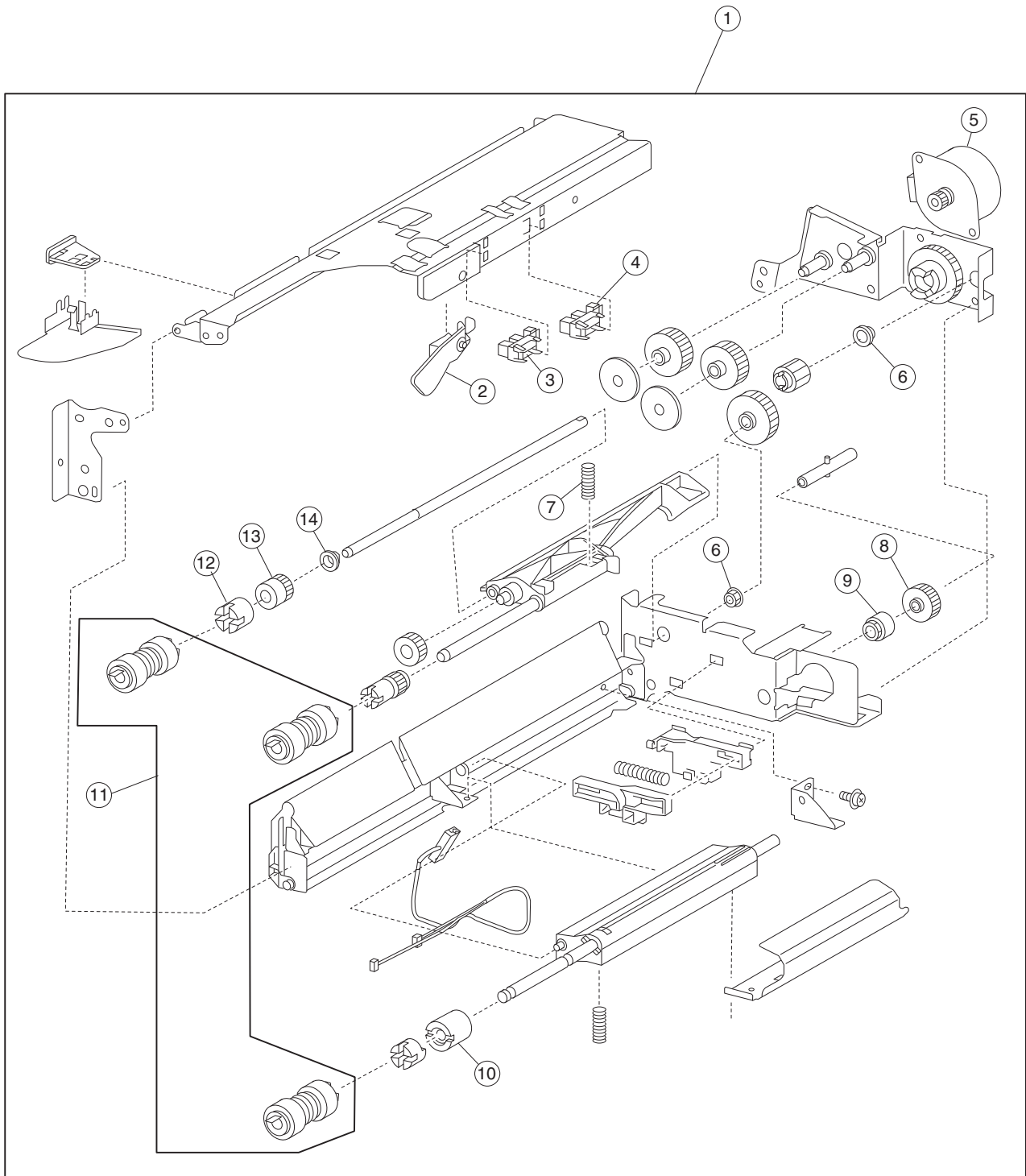
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**Assembly 8: Media feed unit**

Asm-index	Part number	FRUs/ mach	Units/ FRU	Description
1	40X3679	4	1	Media feed unit assembly
2	40X3687	4	1	Media out actuator
3	40X3688	30	1	Sensor (tray media out)
4	40X3688	30	1	Sensor (tray media level)
5	40X3684	4	1	Media feed lift motor
6	40X0888	6	1	Bushing 6 mm
7	40X0590	2	1	Pick roll assembly spring
8	40X3686	4	1	Media tray lift one-way gear
9	40X3685	4	1	Media tray lift one-way clutch
10	40X4086	4	2	Separation roll friction clutch
11	40X0594	2	1	Feed unit roll kit <ul style="list-style-type: none"> <li>• Feed roll (2)</li> <li>• Pick roll (2)</li> <li>• Separation roll (2)</li> </ul>
12	40X3690	4	1	Feed roll one-way clutch
13	40X3691	4	1	Feed roll one-way gear 22T
14	40X0952	6	1	Bushing 6 mm

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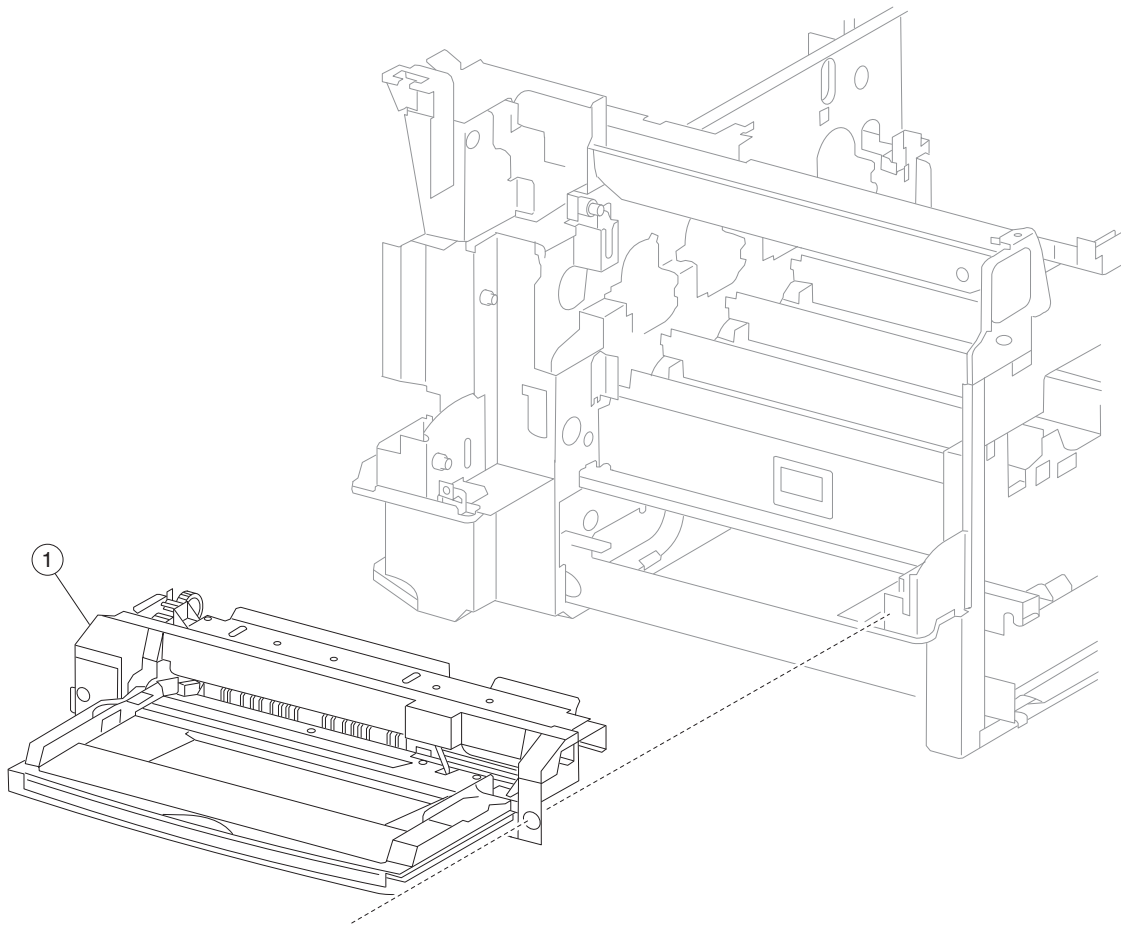


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## Assembly 9: MPF feed unit assembly 1



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Asm-index	Part number	FRUs/ mach	Units/ FRU	Description
1	40X4079	1	1	MPF feed unit assembly (this comes assembled)

# Assembly 10: MPF feed unit assembly 2

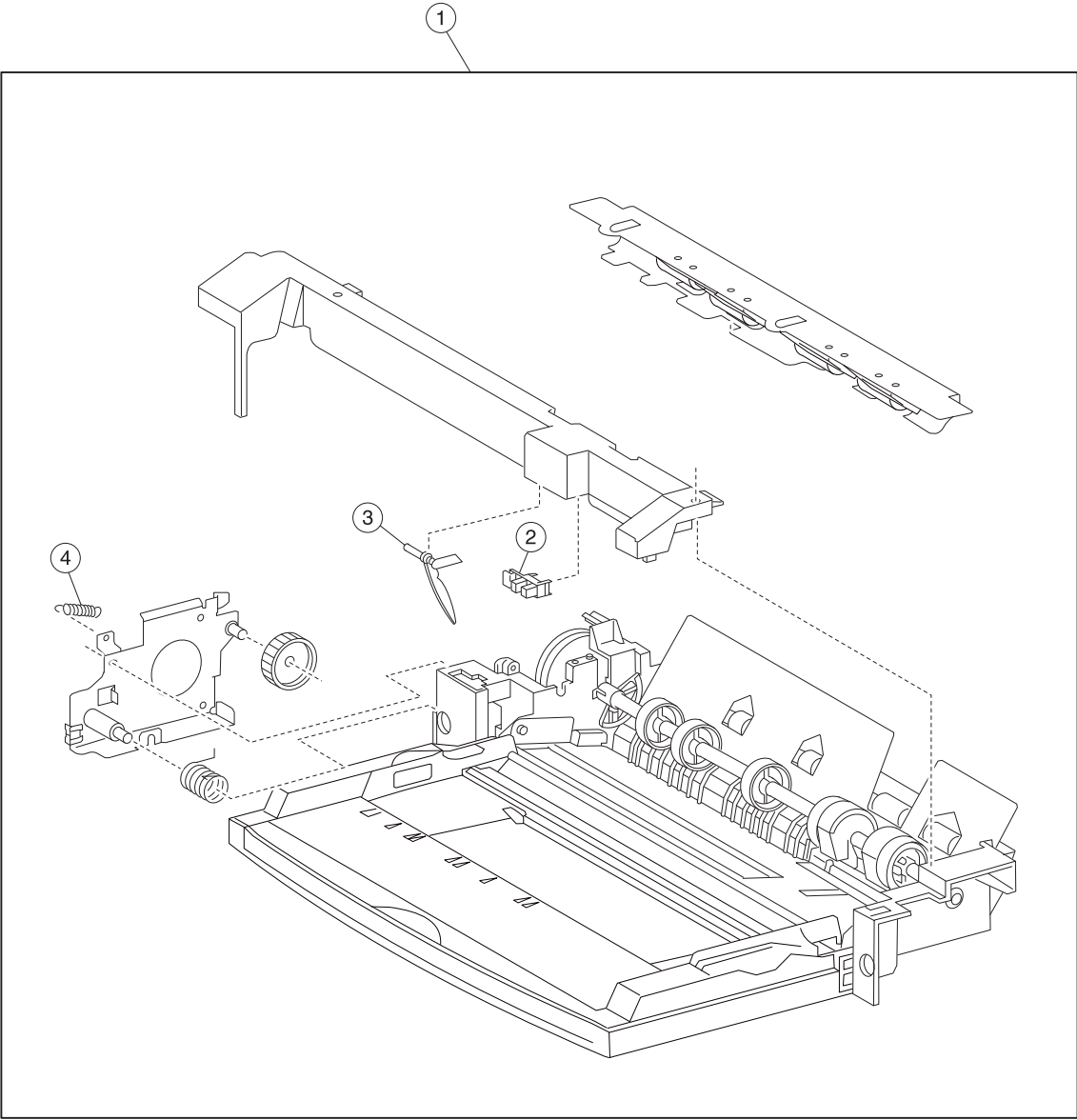
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Asm-index	Part number	FRUs/mach	Units/FRU	Description
1	40X4079	1	1	MPF feed unit assembly (this comes assembled)
2	40X3688	30	1	Sensor (MPF media out)
3	40X3709	1	1	MPF media out actuator
4	40X0755	1	1	MPF pickup spring

### Assembly 11: MPF feed unit assembly 3

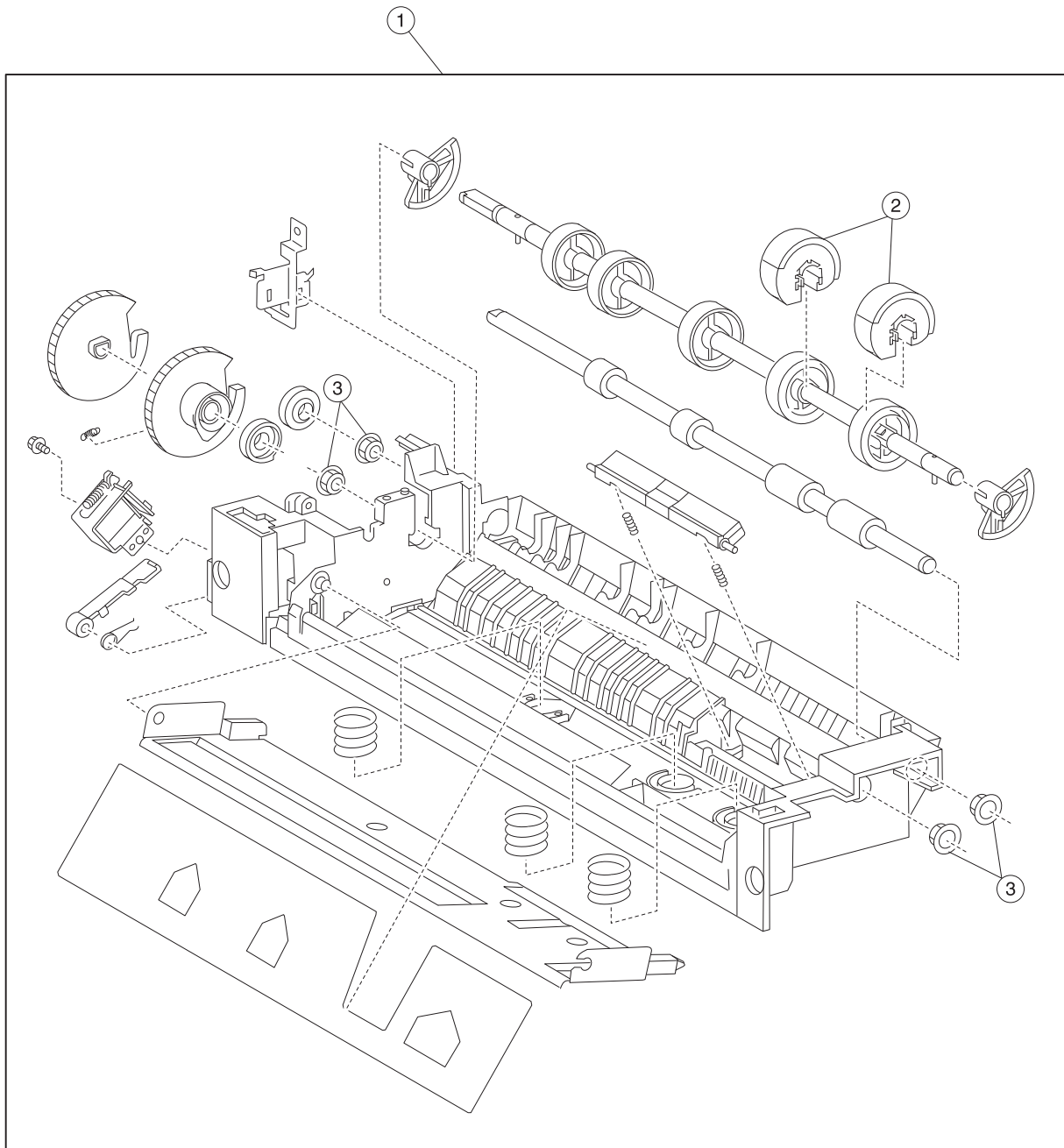
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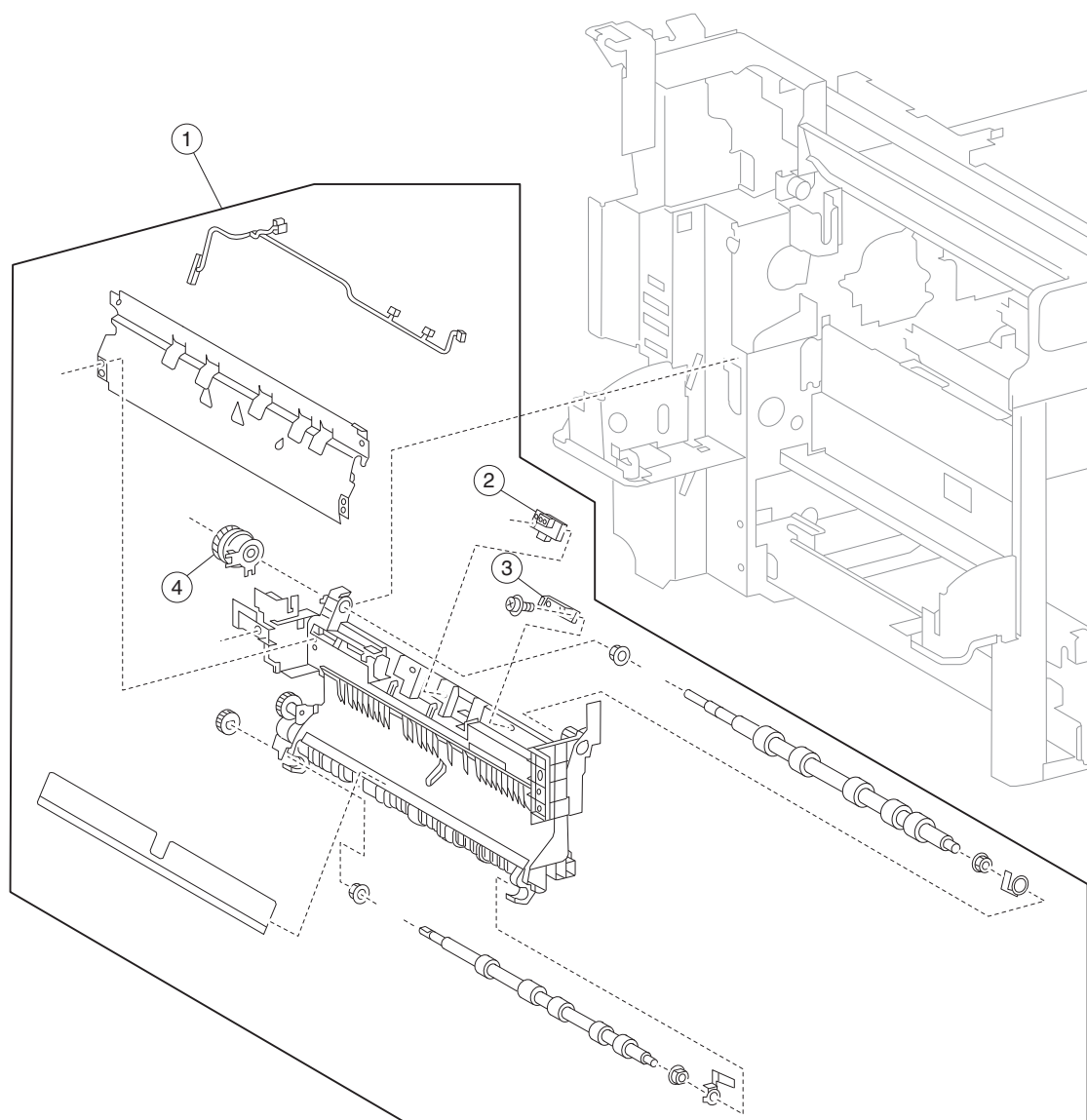


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Asm-index	Part number	FRUs/mach	Units/FRU	Description
1	40X4079	1	1	MPF feed unit assembly (this comes assembled)
2	40X3711	1	2	MPF pick roll kit <ul style="list-style-type: none"> <li>• MPF pick roll (2)</li> </ul>
3	40X1381	4	1	Bushing 8 mm

## Assembly 12: Registration / transport roll assembly



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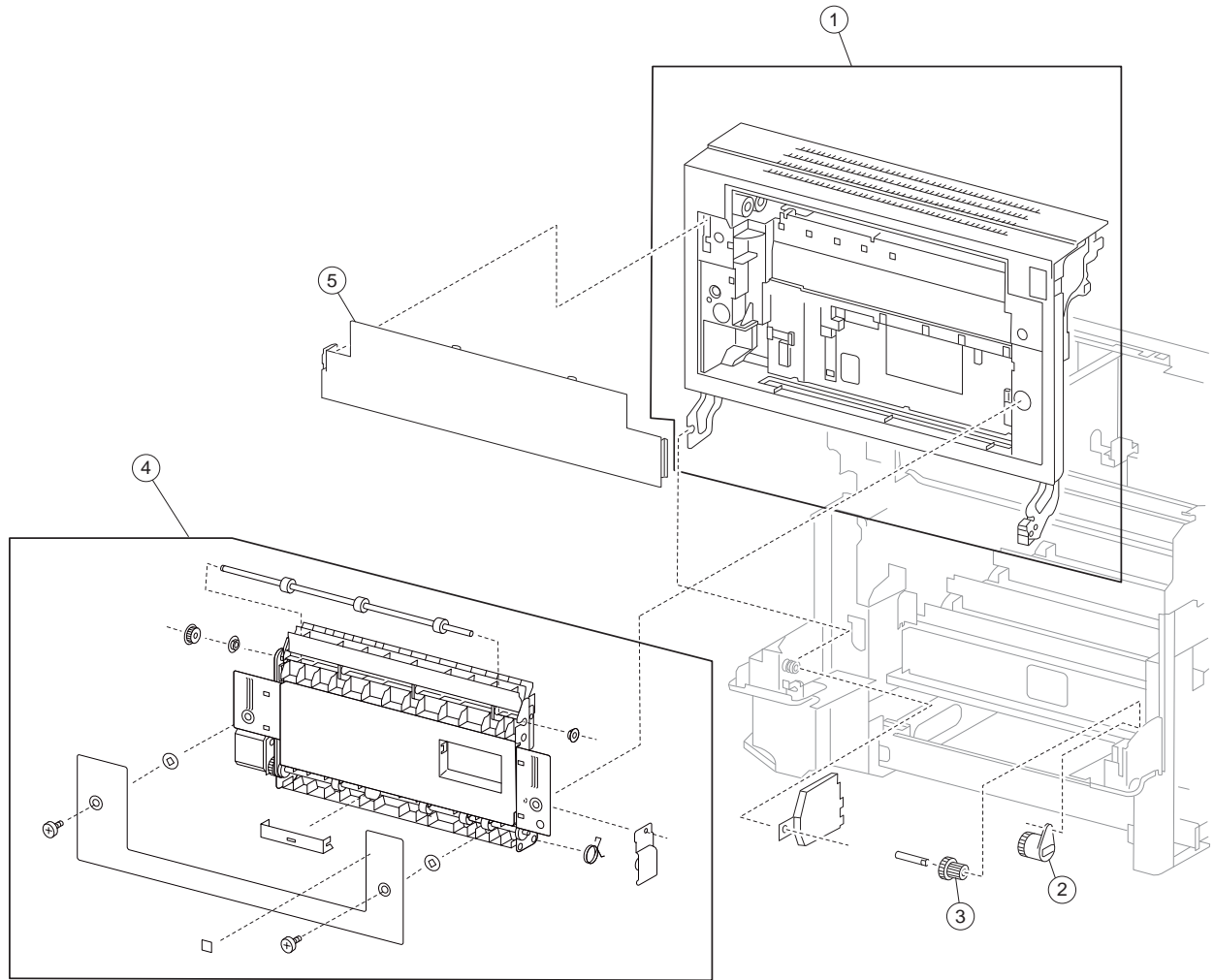
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Asm-index	Part number	FRUs/ mach	Units/ FRU	Description
1	40X3692	1	1	Registration/transport roll assembly (this comes assembled)
2	40X3695	1	1	Sensor (transparency detect)
3	40X3694	2	1	Sensor (registration)
4	40X3693	1	1	Registration clutch

## Assembly 13: Printer left door and duplex



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Asm-index	Part number	FRUs/ mach	Units/ FRU	Description
1	40X4078	1	1	Printer left door assembly (this comes assembled)
2	40X3697	1	1	Printer left door damper assembly
3	40X3696	1	1	Printer left door damper idler gear
4	40X3799	1	1	Duplex unit assembly (this comes assembled)
5	40X3798	1	1	Printer left door blind cover



# Assembly 14: Printer left door assembly 1

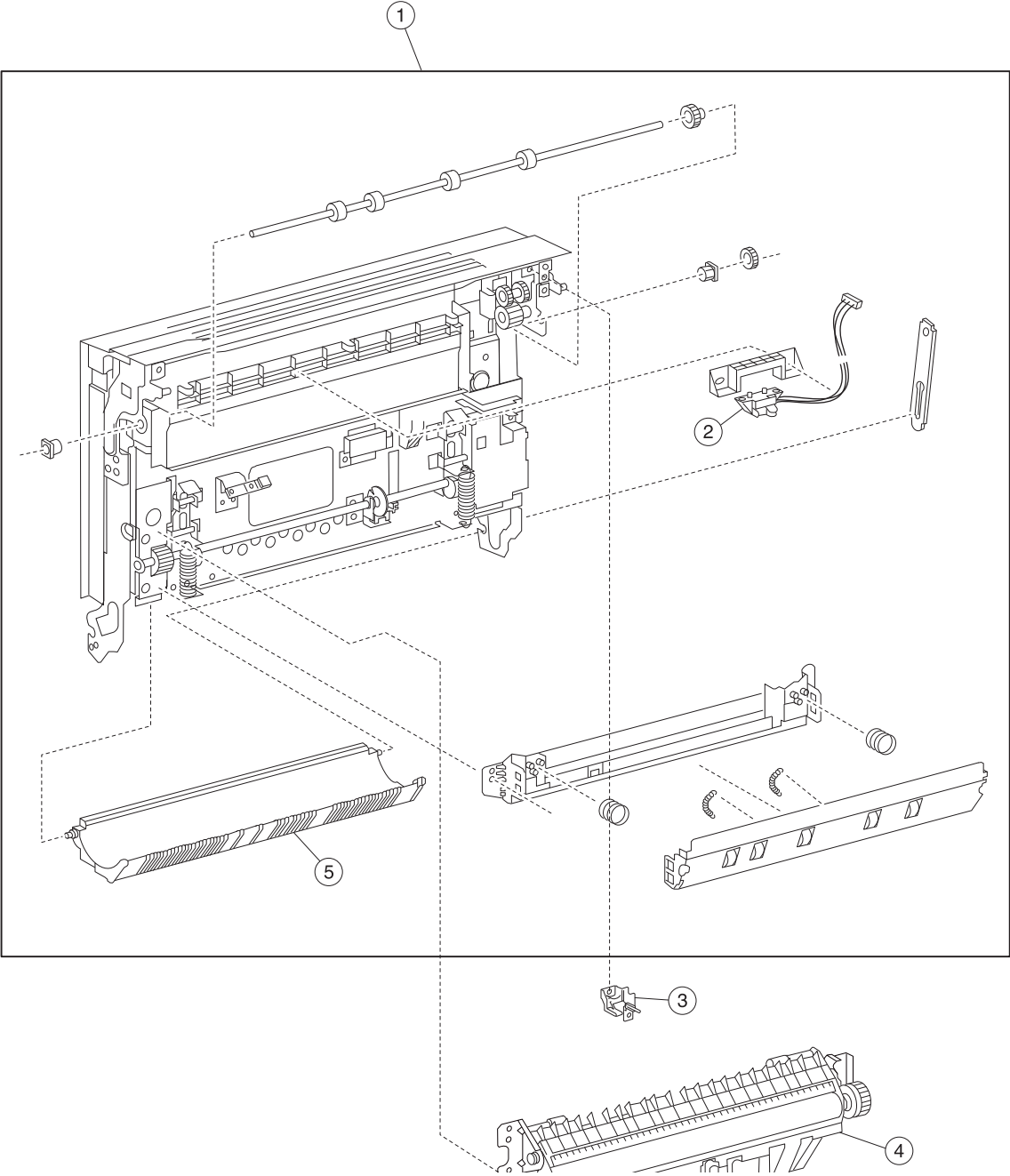
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Asm-index	Part number	FRUs/mach	Units/FRU	Description
1	40X4078	1	1	Printer left door assembly (this comes assembled)
2	40X3699	1	1	Sensor (fuser exit)
3	40X4098	1	1	Printer left door closed actuator
4	40X3698	1	1	2nd transfer roll assembly
5	40X3700	1	1	Printer left door duplex exit guide

## Assembly 15: Printer left door assembly 2

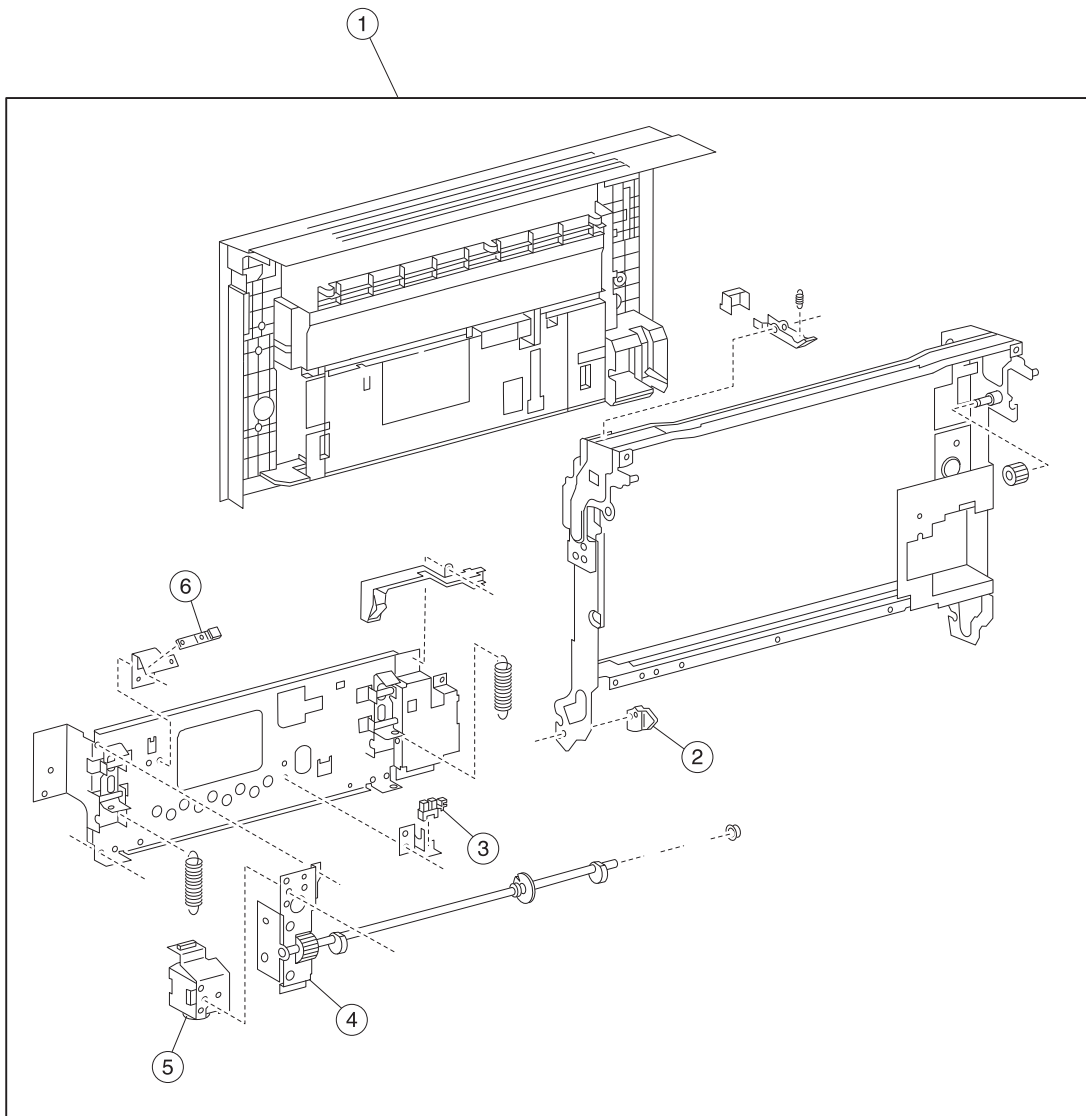
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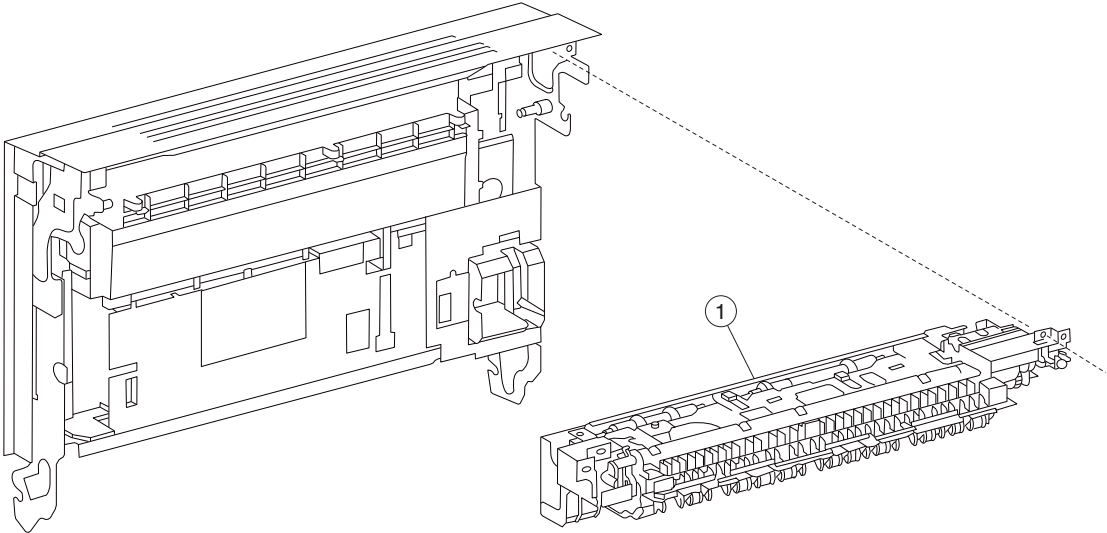


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Asm-index	Part number	FRUs/ mach	Units/ FRU	Description
1	40X4078	1	1	Printer left door assembly (this comes assembled)
2	40X3704	1	1	Printer left door damper sector gear
3	40X3688	30	1	Sensor (2nd transfer roll retract HP)
4	40X3701	1	1	2nd transfer roll retract cam assembly
5	40X3702	1	1	2nd transfer retract motor assembly
6	40X3703	1	1	Sensor (media on belt)

### Assembly 16: Duplex media inverter assembly



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Asm-index	Part number	FRUs/mach	Units/FRU	Description
1	40X3797	1	1	Duplex media inverter assembly

## Assembly 17: Duplex 2

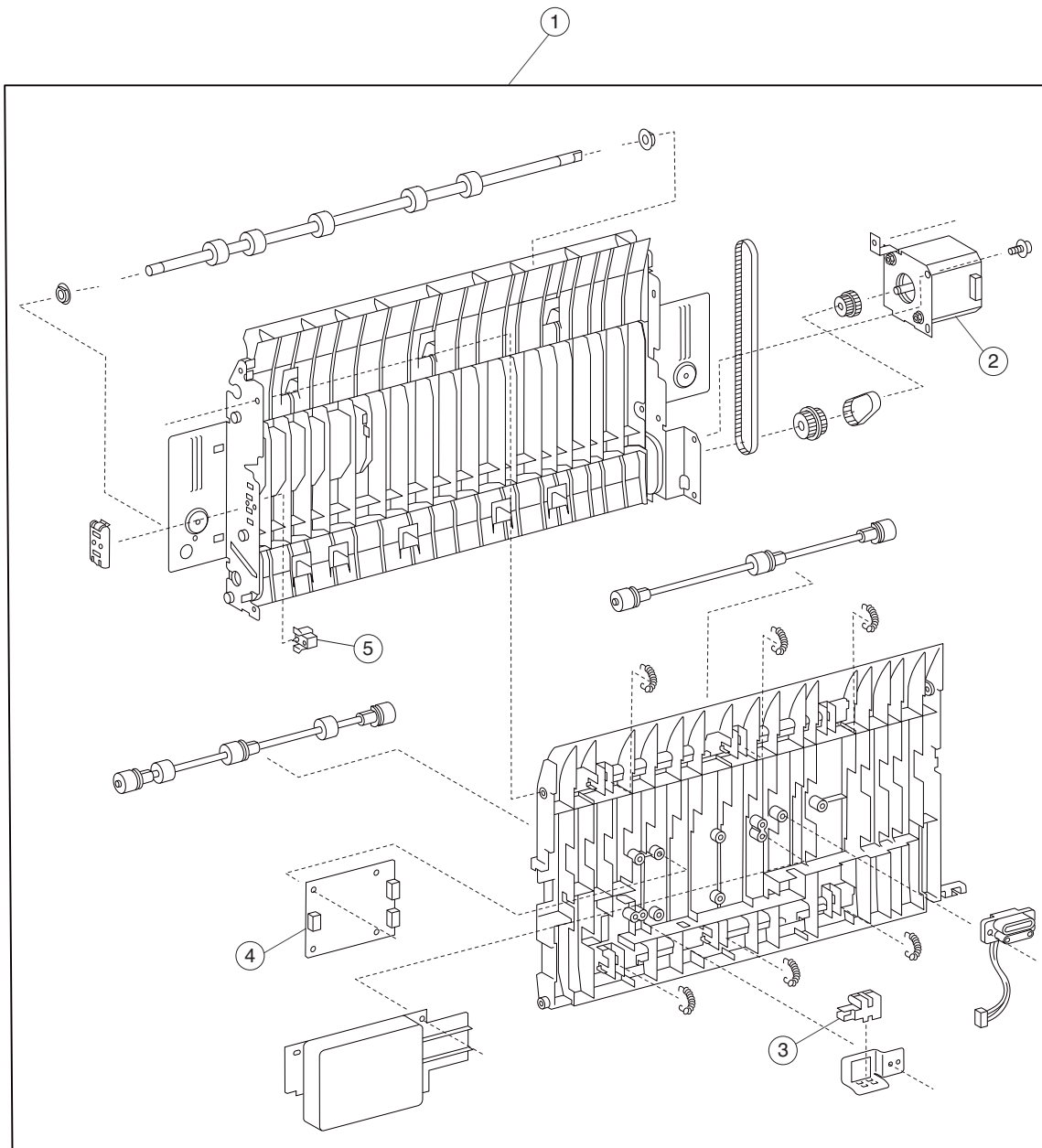
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Asm-index	Part number	FRUs/mach	Units/FRU	Description
1	40X3799	1	1	Duplex unit assembly (this comes assembled)
2	40X3802	1	1	Duplex drive motor
3	40X3801	1	1	Sensor (duplex wait)
4	40X3800	1	1	Duplex controller card assembly
5	40X3803	1	1	Switch (duplex left door interlock)

# Assembly 18: Standard media exit shift

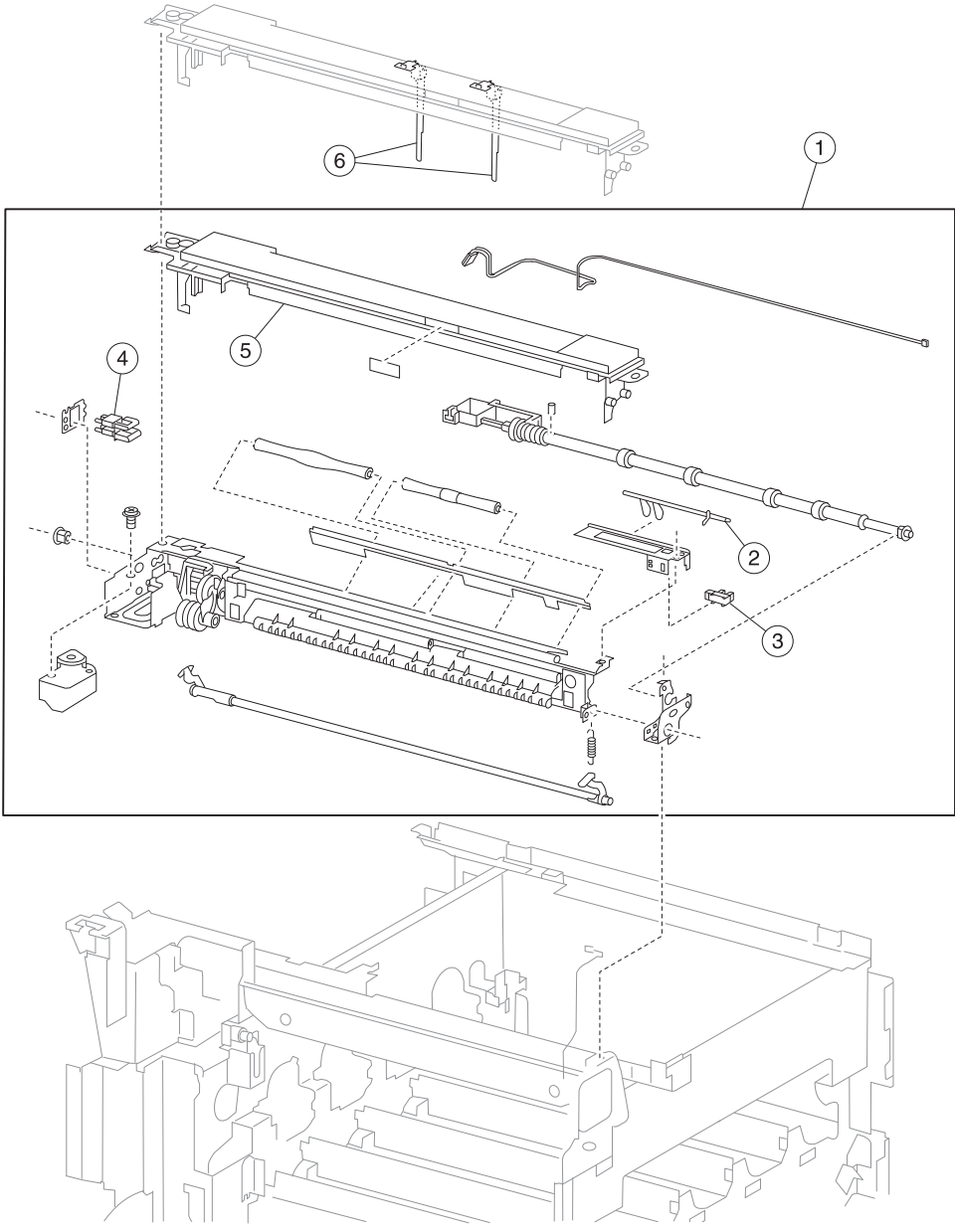
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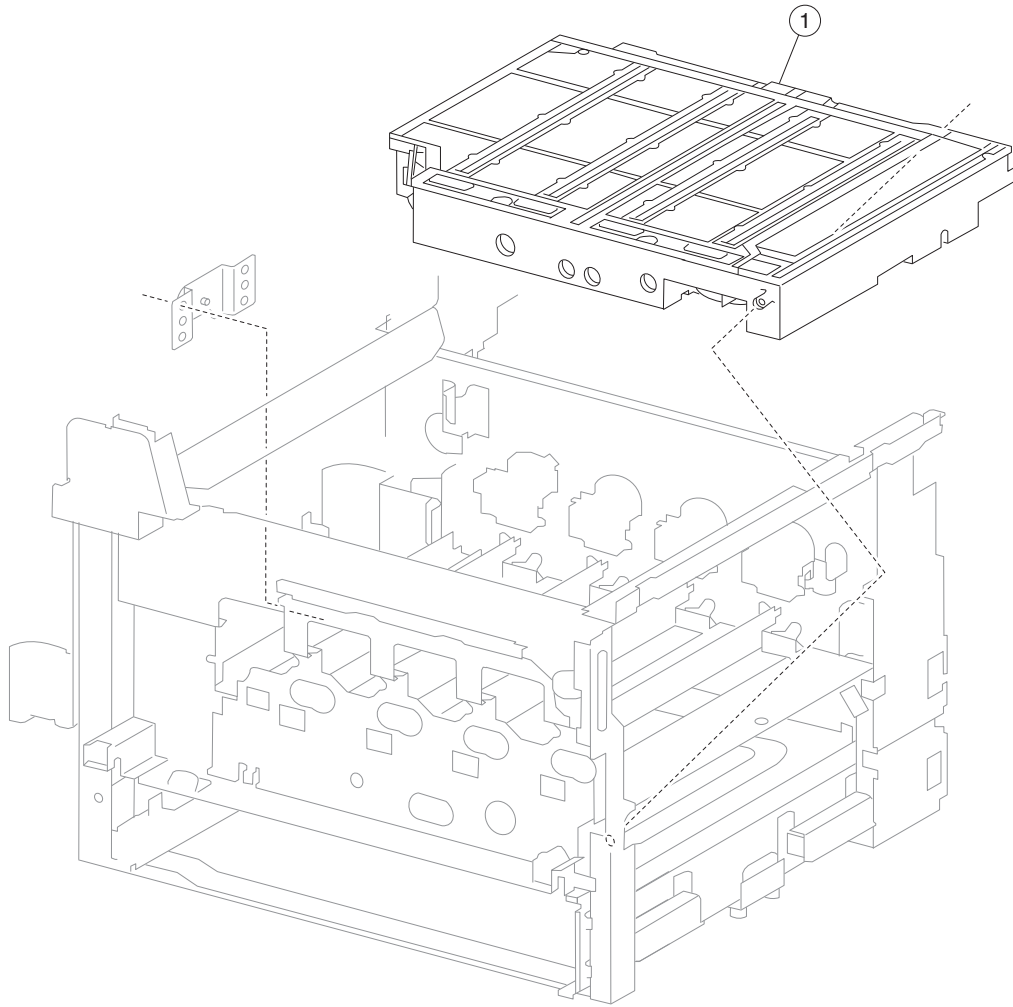


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Asm-index	Part number	FRUs/mach	Units/FRU	Description
1	40X3705	1	1	Standard media exit shift assembly (this comes assembled)
2	40X3707	1	1	Standard bin full actuator
3	40X3688	30	1	Sensor (standard bin full)
4	40X0840	3	1	Switch (printer left door interlock)
5	40X3706	1	1	Standard exit top cover
6	40X4080	1	3	Standard output bin paper weight assembly <ul style="list-style-type: none"> <li>• Paper weight (2)</li> <li>• Installation template</li> </ul>

## Assembly 19: Printhead assembly



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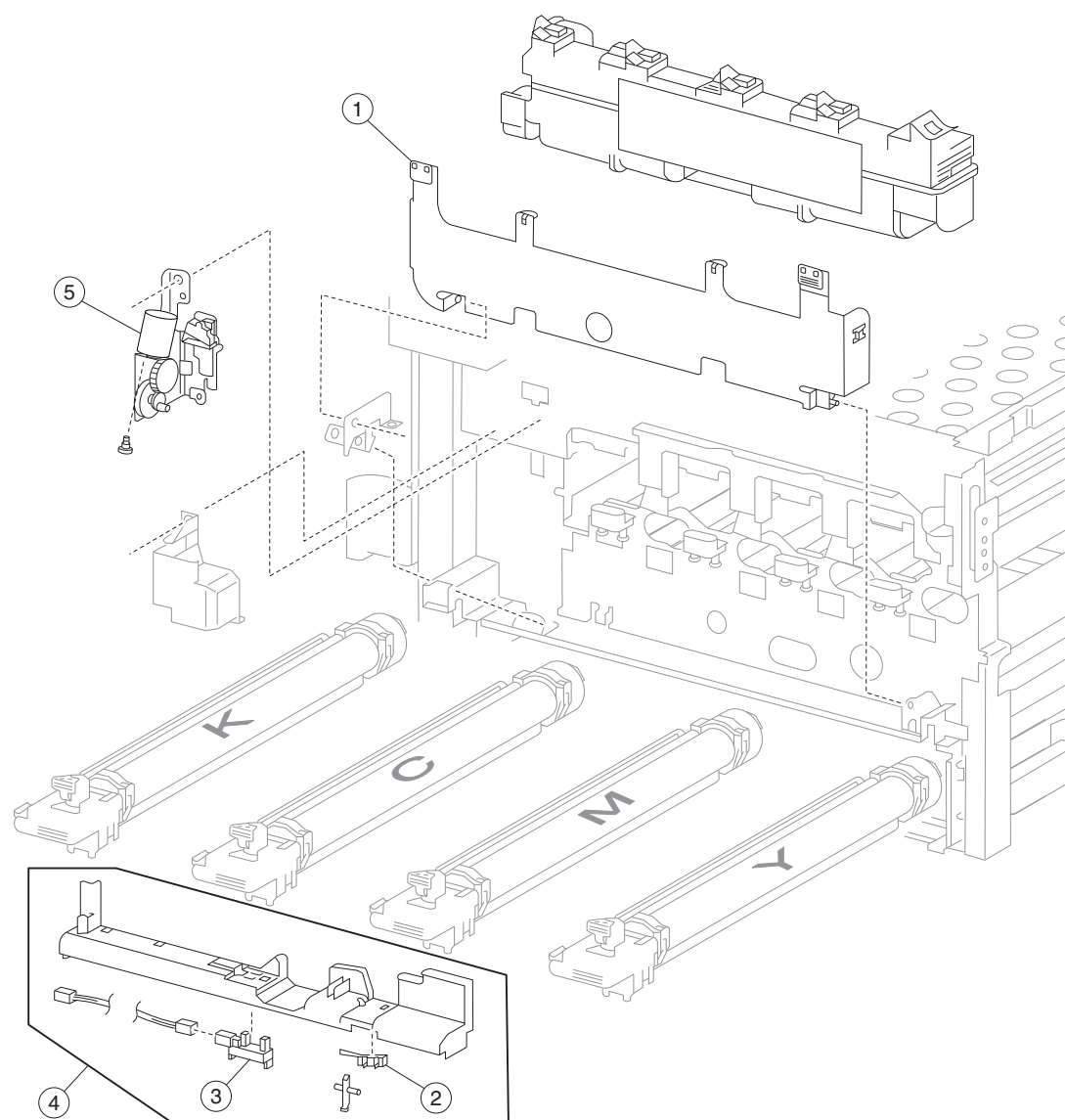
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Asm-index	Part number	FRUs/mach	Units/FRU	Description
1	40X3712	1	1	Printhead assembly

## Assembly 20: Xerographic and waste toner



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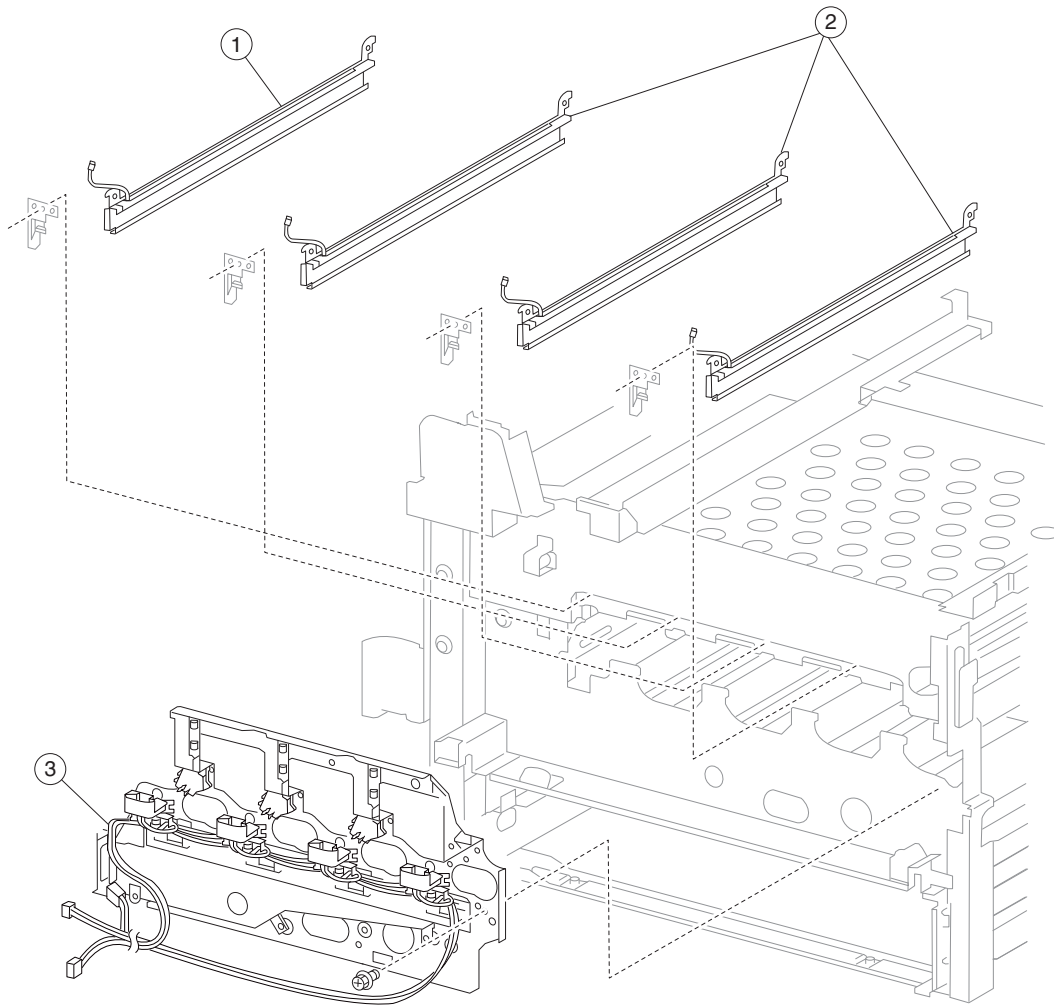
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Asm-index	Part number	FRUs/ mach	Units/ FRU	Description
1	40X3713	1	1	Waste toner cartridge cover
2	40X3715	1	1	Switch (waste toner cartridge interlock)
3	40X3717	1	1	Sensor (waste toner cartridge full)
4	40X3714	1	1	Waste toner cartridge sensor assembly (this comes assembled)
5	40X3716	1	1	Waste toner agitator motor assembly

## Assembly 21: Erase lamps and developer interlock plate



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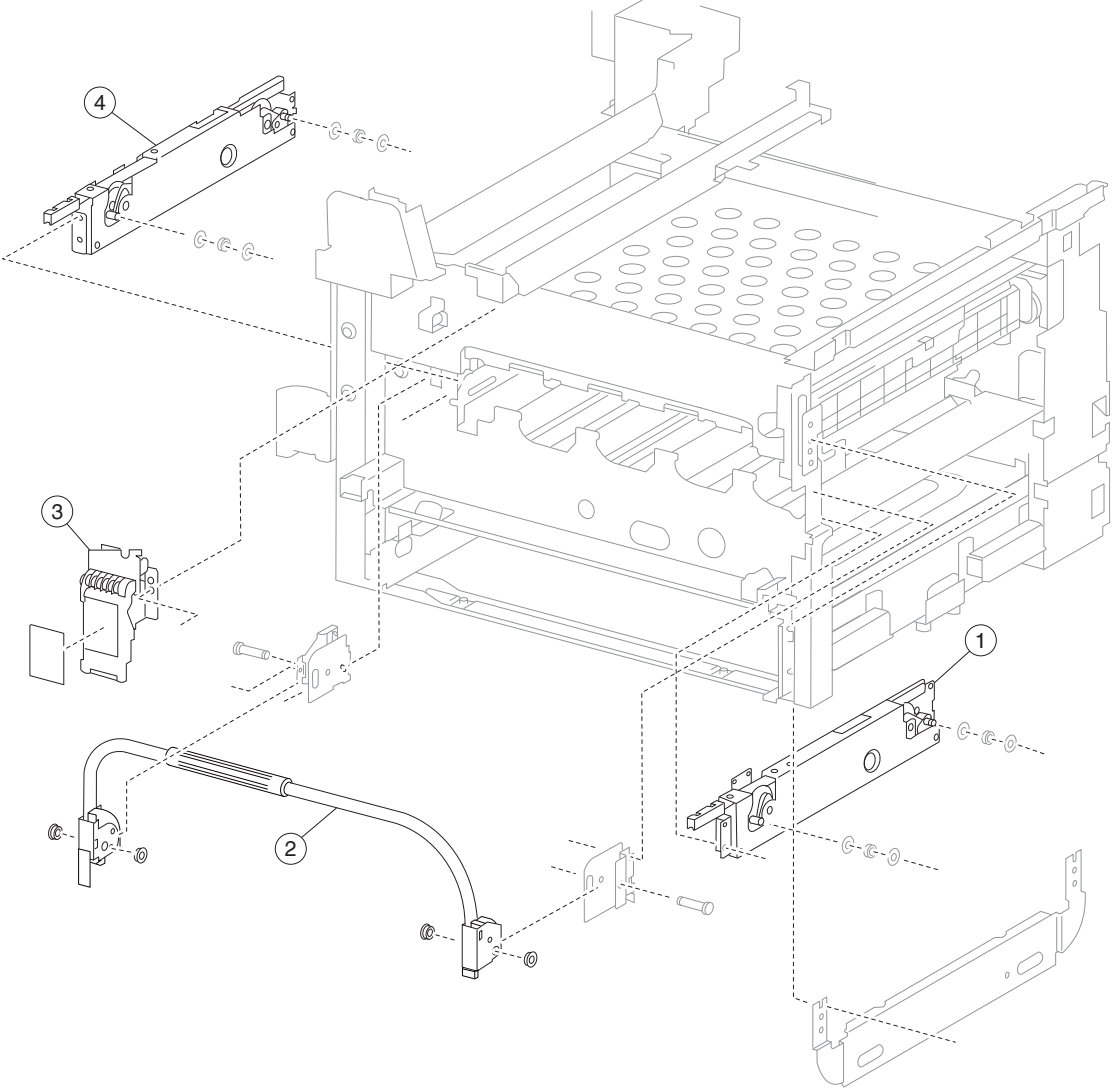


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Asm-index	Part number	FRUs/mach	Units/FRU	Description
1	40X3720	1	1	K erase lamp assembly
2	40X3719	3	1	CMY erase lamp assembly
3	40X3718	1	1	Developer interlock plate assembly



# Assembly 22: Transfer belt lift 1



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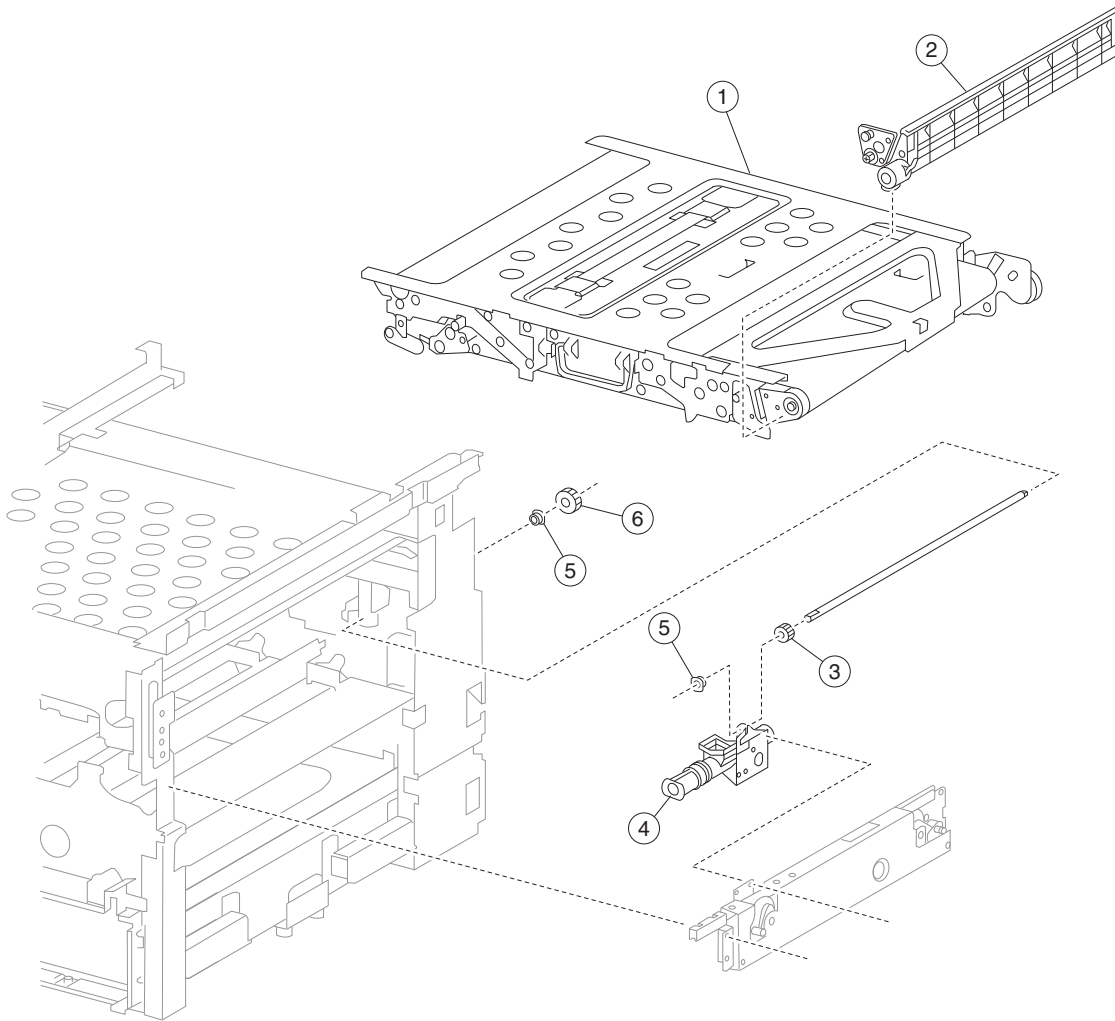
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Asm-index	Part number	FRUs/mach	Units/FRU	Description
1	40X3722	1	1	Right transfer belt lift assembly
2	40X3727	1	1	Transfer belt lift handle assembly
3	40X3723	1	1	Transfer belt lift latch assembly with label
4	40X3721	3	1	Left transfer belt lift assembly

## Assembly 23: Transfer belt



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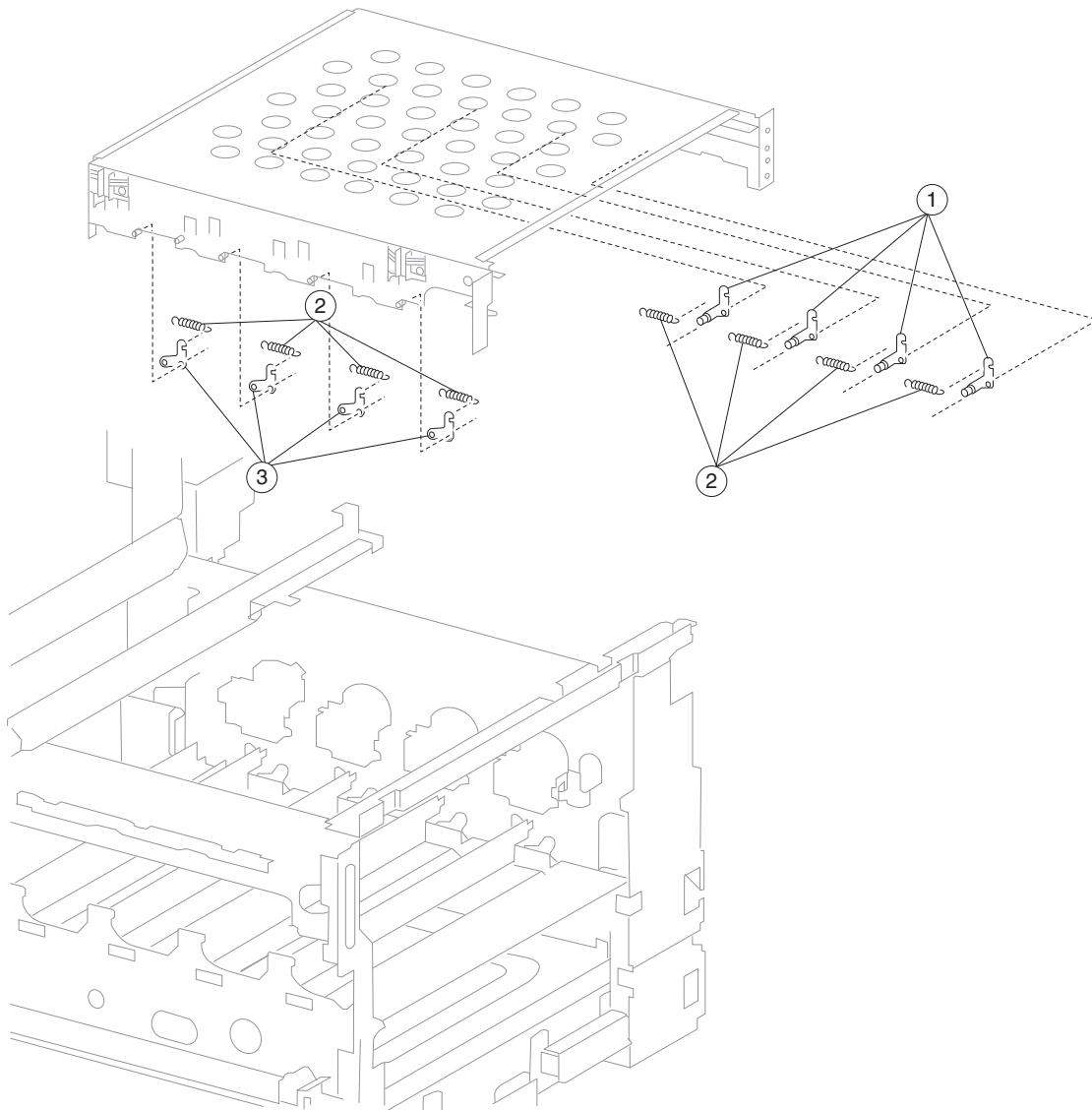
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Asm-index	Part number	FRUs/ mach	Units/ FRU	Description
1	40X3732	1	1	Transfer belt unit assembly
2	40X3733	1	1	Transfer belt cleaner assembly
3	40X3729	1	1	Transfer belt auger front gear 14T
4	40X3731	1	1	Transfer belt auger assembly
5	40X0880	6	1	Bushing 6 mm
6	40X3730	1	1	Transfer belt auger rear gear 18T

## Assembly 24: Transfer belt lift 2



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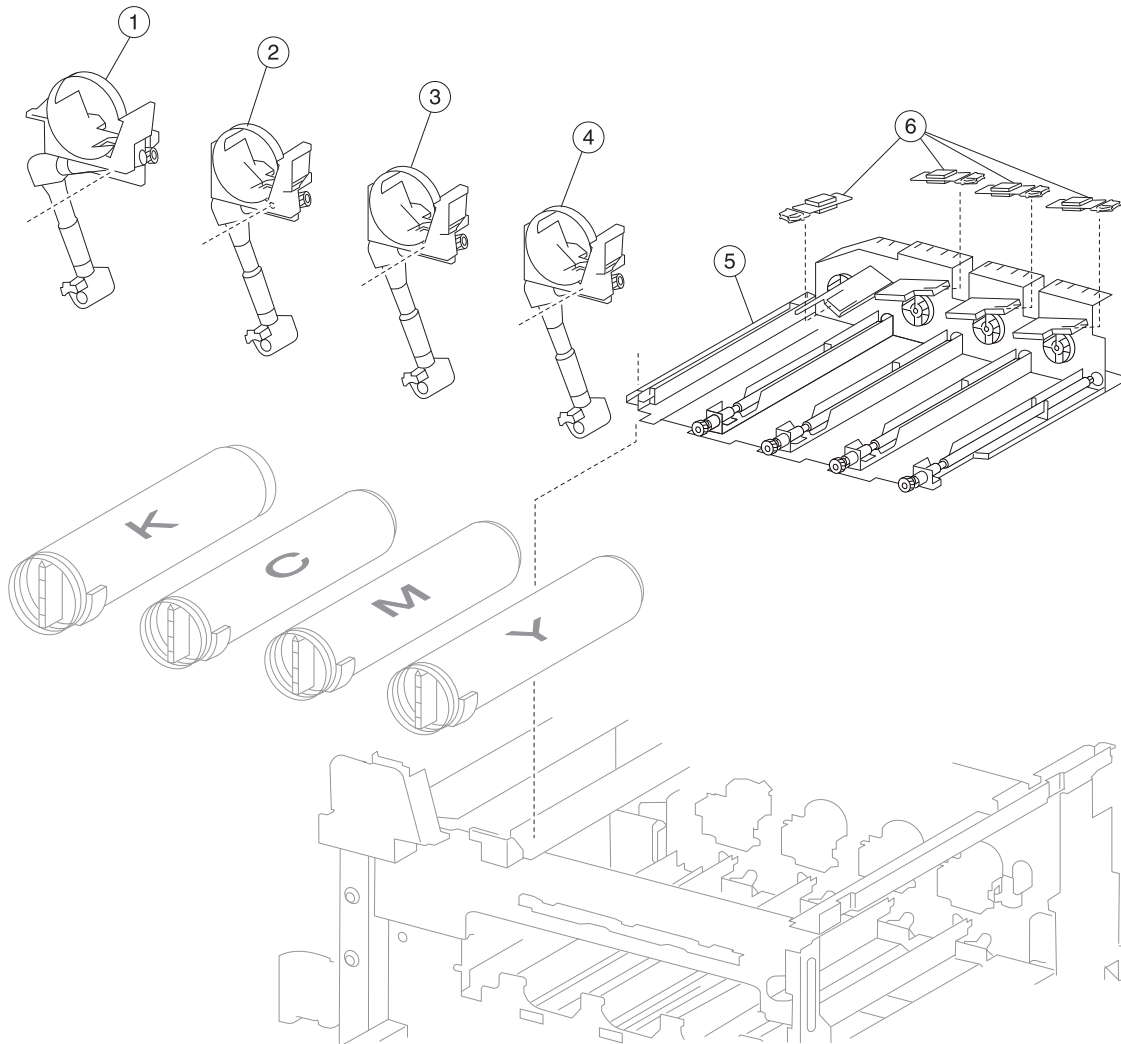
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Asm-index	Part number	FRUs/mach	Units/FRU	Description
1	40X3735	4	1	Transfer belt lift rear plunger assembly
2	40X3734	8	1	Transfer belt lift recoil spring
3	40X3736	4	1	Transfer belt lift front plunger assembly

## Assembly 25: Toner Dispense



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Asm-index	Part number	FRUs/mach	Units/FRU	Description
1	40X3740	1	1	K toner dispense assembly
2	40X3739	1	1	C toner dispense assembly
3	40X3738	1	1	M toner dispense assembly
4	40X3737	1	1	Y toner dispense assembly
5	40X3741	1	1	CMYK toner add motor assembly
6	40X0636	4	1	Sensor (RFID toner cartridge)

# Assembly 26: Developer unit assemblies

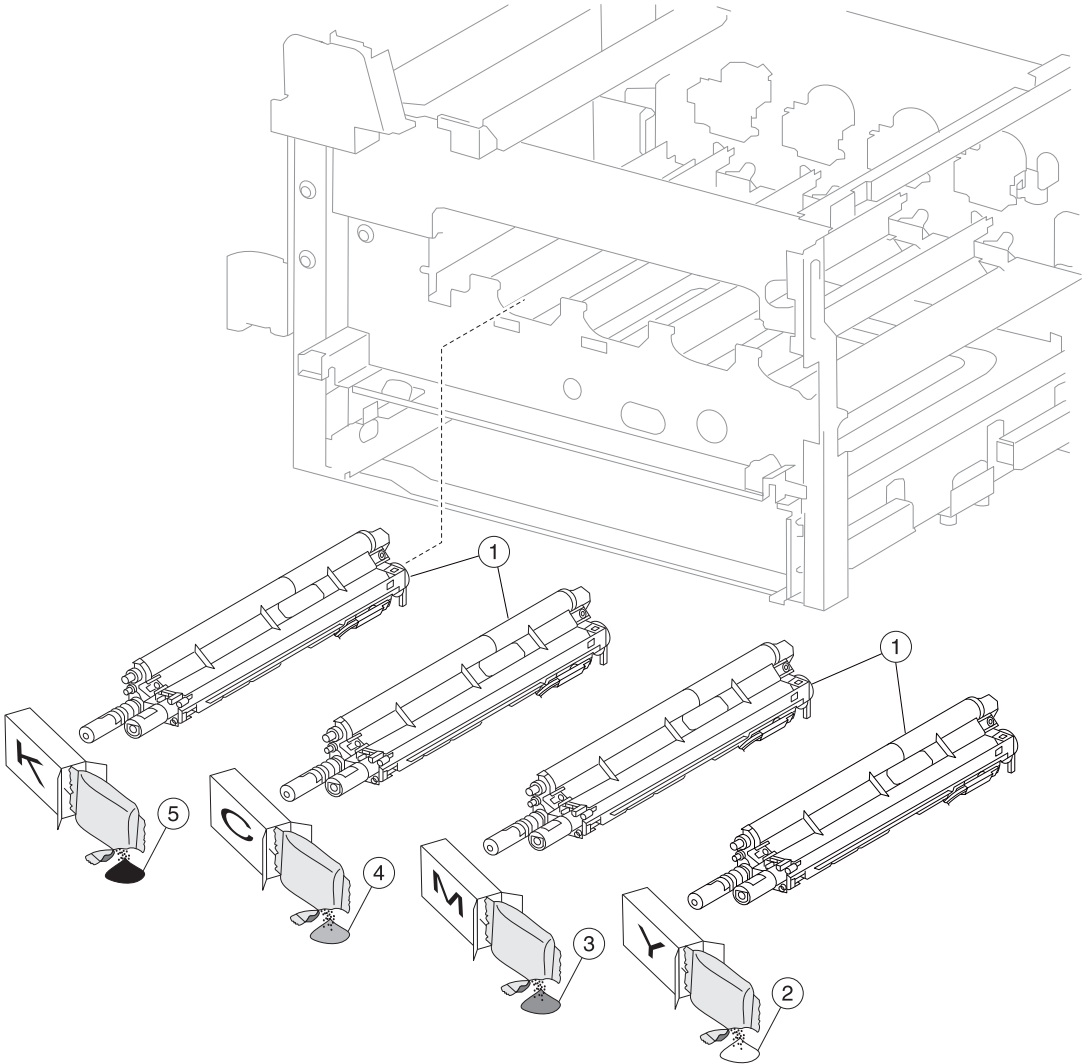
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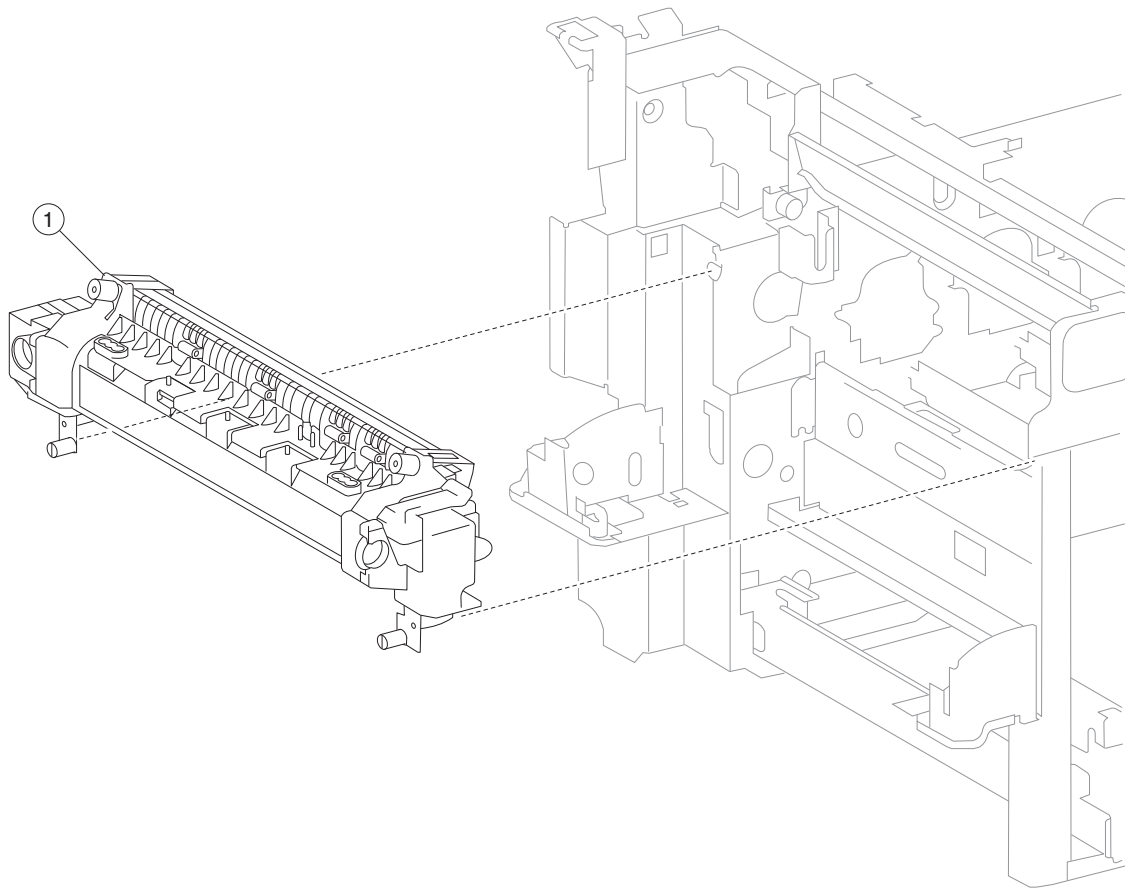


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Asm-index	Part number	FRUs/mach	Units/FRU	Description
1	40X6788	4	1	Developer unit assembly
2	40X3744	1	1	Y developer carrier
3	40X3745	1	1	M developer carrier
4	40X3746	1	1	C developer carrier
5	40X3743	1	1	K developer carrier

## Assembly 27: Fuser assembly



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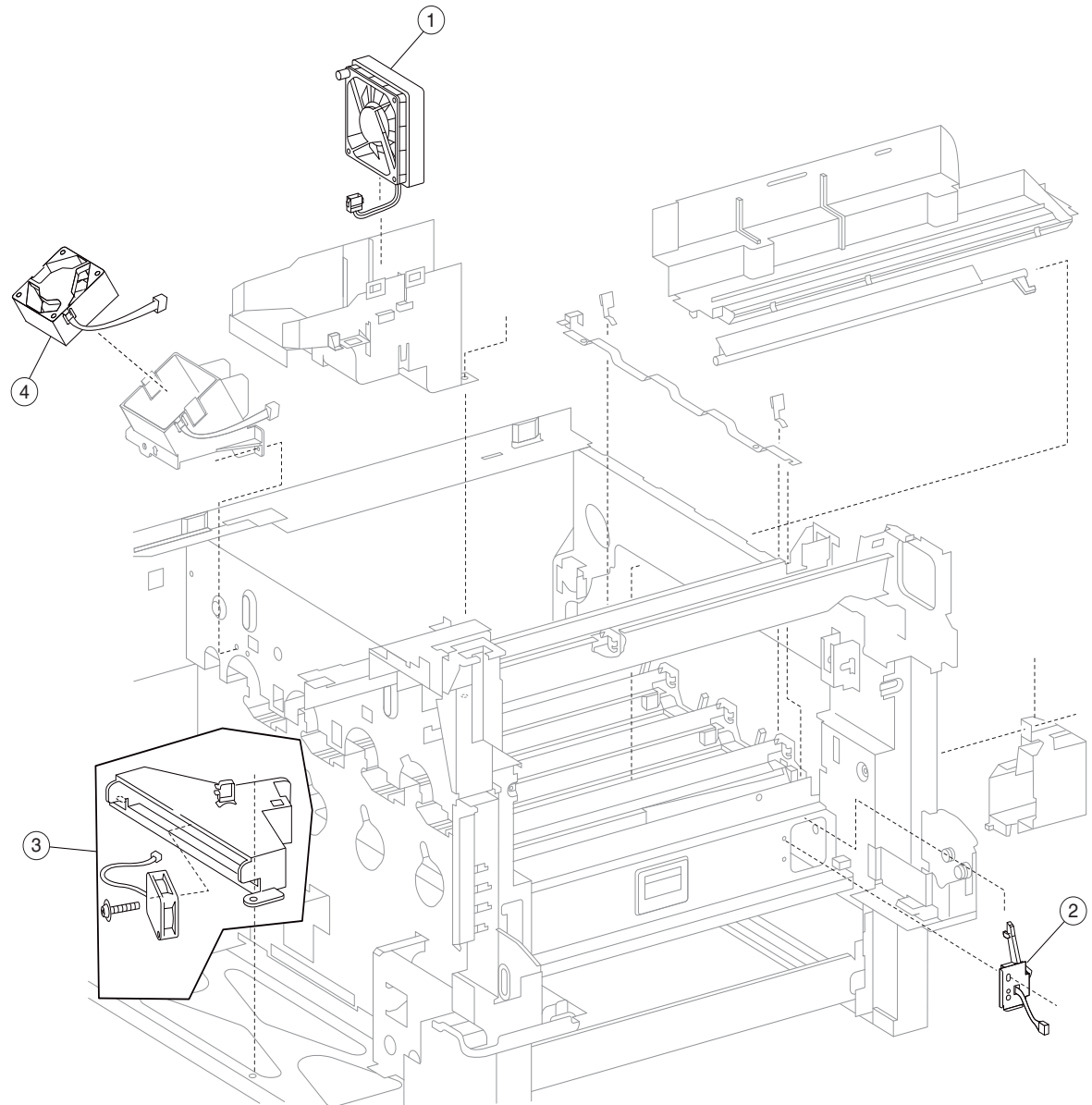
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Asm-index	Part number	FRUs/ mach	Units/ FRU	Description
1	40X4153	1	1	Fuser assembly 100 V
1	40X3747	1	1	Fuser assembly 110 V
1	40X3748	1	1	Fuser assembly 220 V

## Assembly 28: Cooling fans



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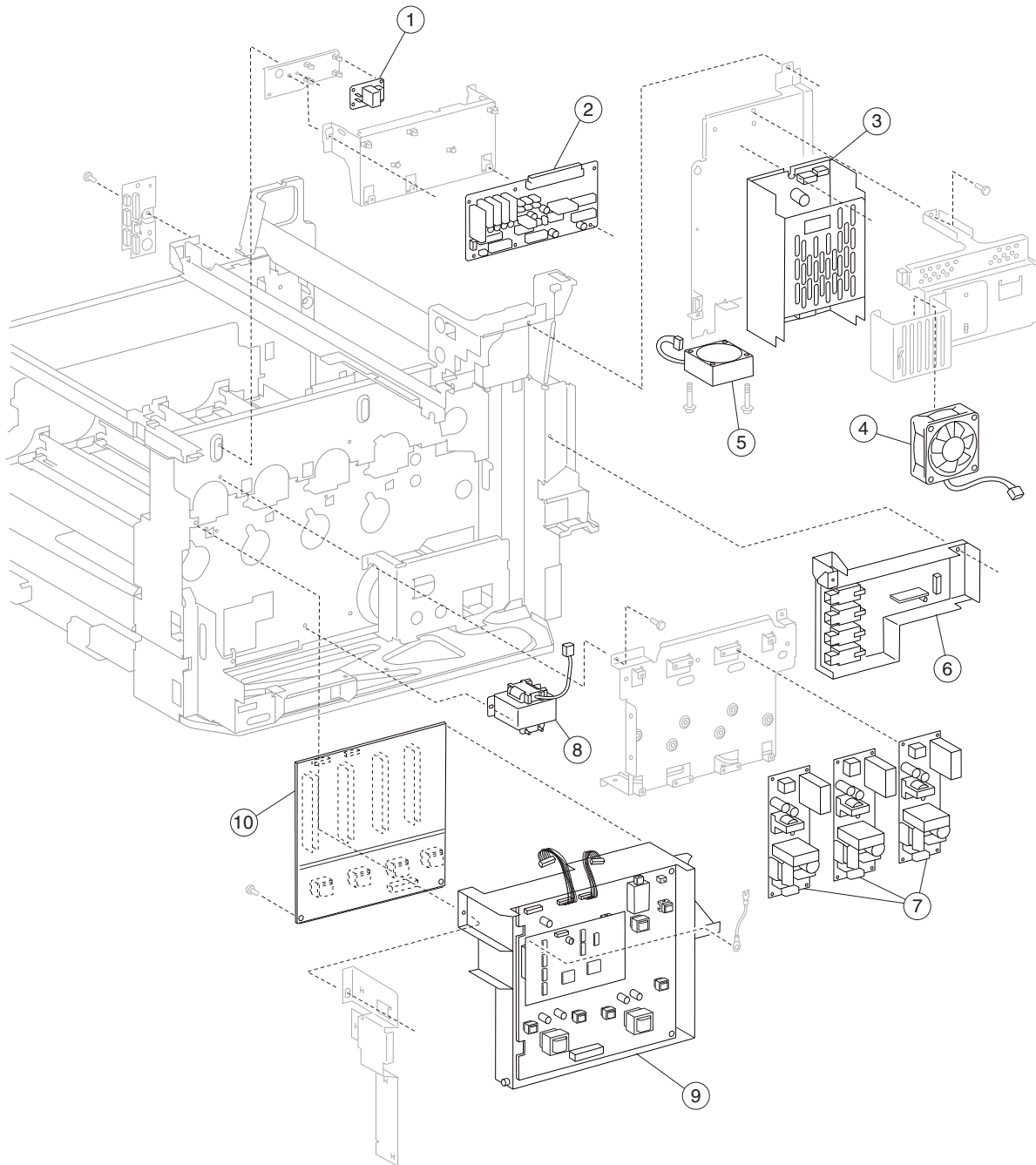
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Asm-index	Part number	FRUs/ mach	Units/ FRU	Description
1	40X3750	1	1	Fuser cooling fan
2	40X3749	1	1	Printhead shutter motor assembly
3	40X3752	1	1	Rear lower cooling fan assembly (this comes assembled)
4	40X3751	1	1	Transfer belt drive motor cooling fan

# Assembly 29: Electrical 1



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**Assembly 29: Electrical 1**

Asm-index	Part number	FRUs/mach	Units/FRU	Description
1	40X3762	1	1	Laser diode power card assembly
2	40X3757	1	1	Lower printer engine card assembly
3	40X3758	1	1	24 V LVPS card assembly
4	40X3763	1	1	Rear upper cooling fan
5	40X3759	1	1	24 V LVPS cooling fan
6	40X3760	1	1	CMYK transfer roll HVPS card assembly
7	40X3755	3	1	5 V LVPS card assembly 110 V
7	40X3756	3	1	5 V LVPS card assembly 220 V
8	40X3761	1	1	Noise filter assembly
9	40X3753	1	1	Developer/transfer roll HVPS card assembly
10	40X3754	1	1	Charge roll HVPS card assembly

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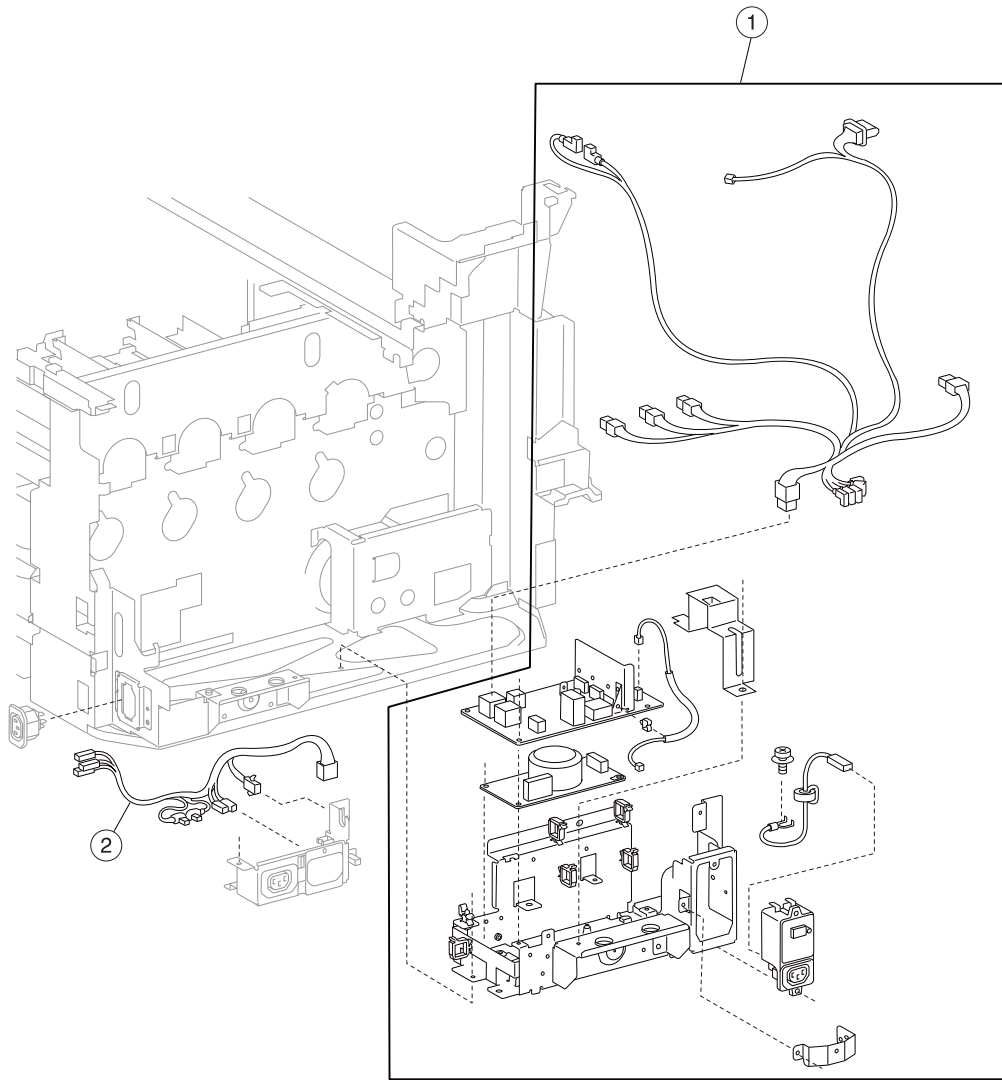


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## Assembly 30: Electrical 2



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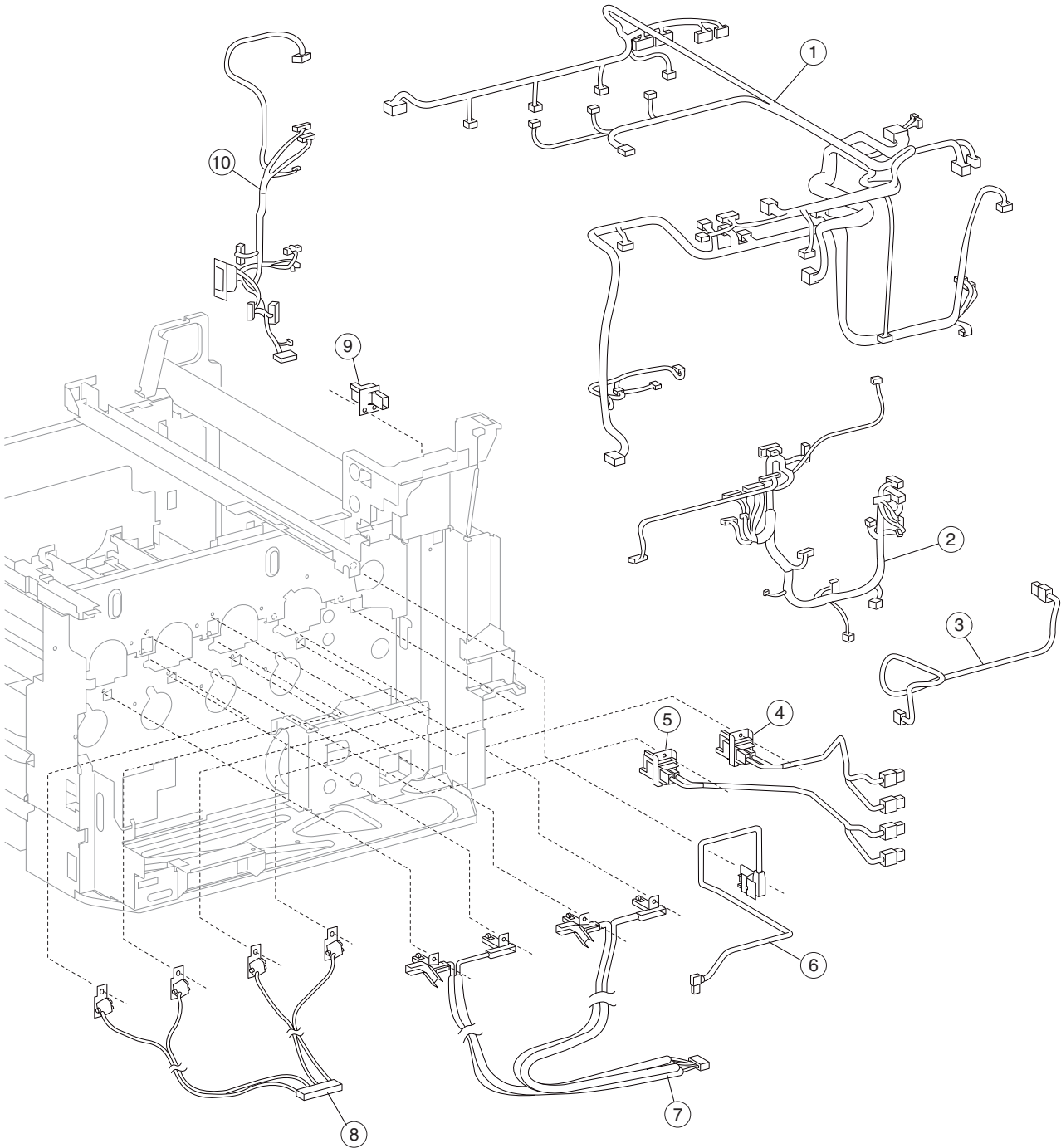
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Asm-index	Part number	FRUs/ mach	Units/ FRU	Description
1	40X3764	1	1	AC drive card bracket assembly 110 V (this comes assembled)
1	40X3765	1	1	AC drive card bracket assembly 220 V (this comes assembled)
2	40X3766	1	1	Outlet power panel cable assembly

# Assembly 31: Electrical 3



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**Assembly 31: Electrical 3**

Asm-index	Part number	FRUs/ mach	Units/ FRU	Description
1	40X3775	1	1	DC main cable assembly
2	40X3776	1	1	DC rear right cable assembly
3	40X3774	1	1	2nd transfer charge roll cable
4	40X3771	1	1	CK transfer roll cable assembly
5	40X3770	1	1	YM transfer roll cable assembly
6	40X3772	1	1	Transfer belt charge cable
7	40X3769	1	1	Charge roll block cable assembly
8	40X3768	1	1	Developer block cable assembly
9	40X3773	1	1	2nd transfer roll charge connector
10	40X3777	1	1	DC rear left cable assembly

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# Assembly 32: Electrical 4

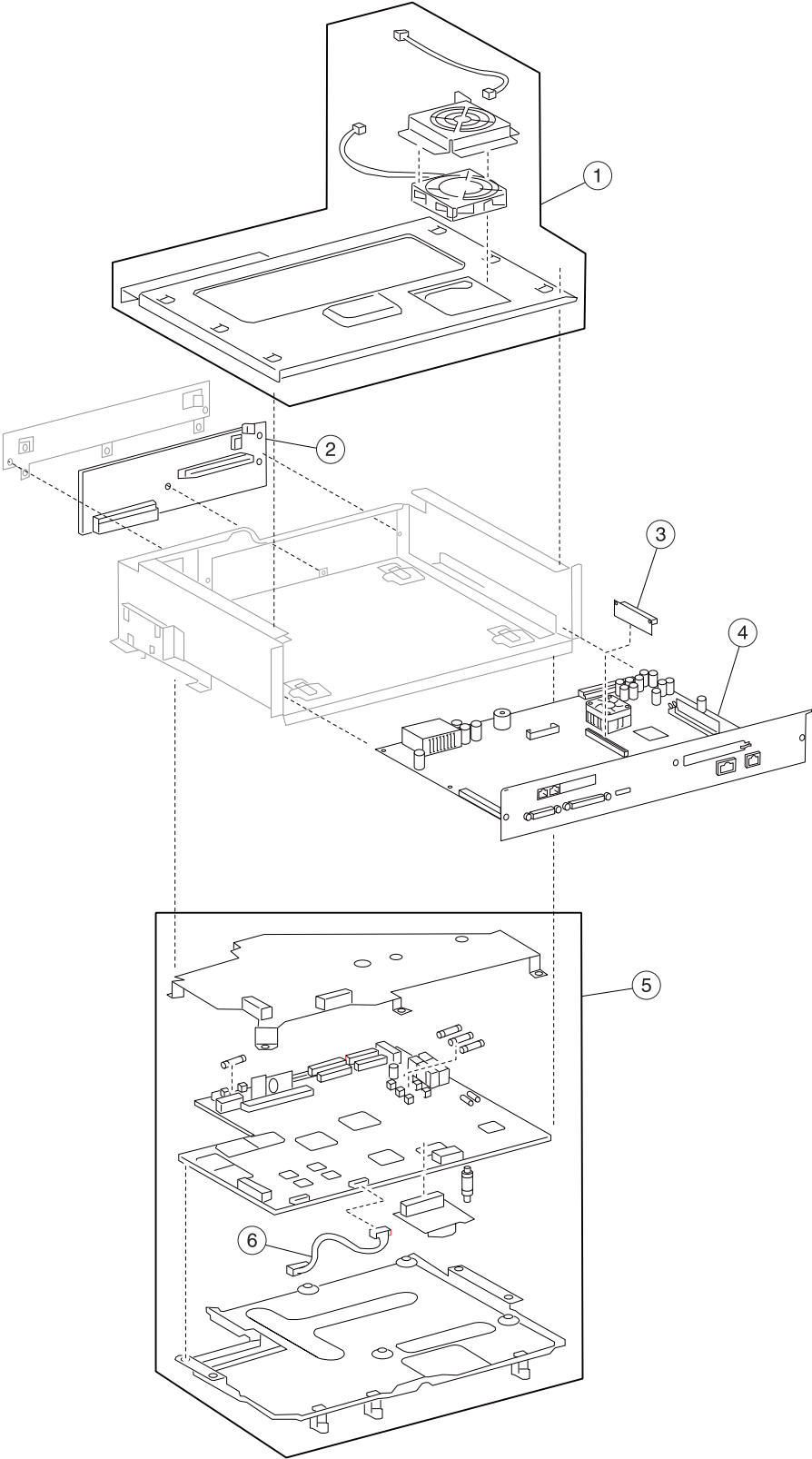
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## Assembly 32: Electrical 4

Asm-index	Part number	FRUs/mach	Units/FRU	Description
1	40X3804	1	1	RIP card cooling fan cover assembly (this comes assembled)
2	40X3807	1	1	RIP bridge card assembly
3	40X2359	1	1	Interconnect card assembly
4	40X5864	1	1	SFP RIP card assembly (C935 model)
5	40X3808	1	1	Upper printer engine card chassis assembly
6	40X4081	1	1	Upper printer engine card cable assembly

**WARNING:** In the event of replacement of any one of the following components:

- Operator panel assembly
- Operator panel controller card assembly
- RIP card assembly
- Interconnect card assembly

Only replace one component at a time. Replace the required component, and perform a POR before replacing a second component listed above. If this procedure is not followed, the printer will be rendered inoperable. Never replace two or more of the components listed above without a POR after installing each one, or the printer will be rendered inoperable.

**WARNING:** Never install and remove components listed above as a method of troubleshooting components. Once a component has been installed in a machine, it cannot be used in another machine. It must be returned to the manufacturer.

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# Assembly 33: 1TM covers

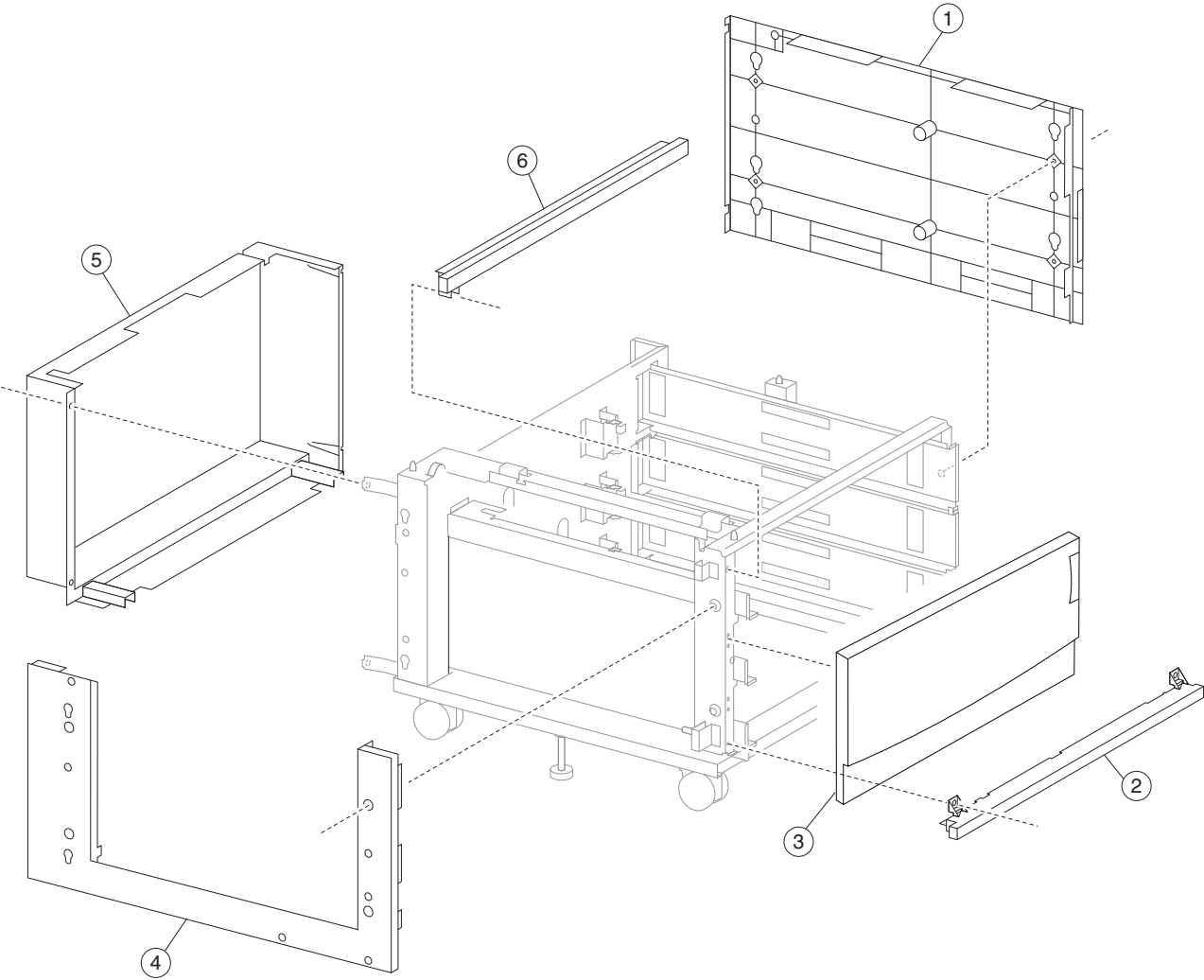
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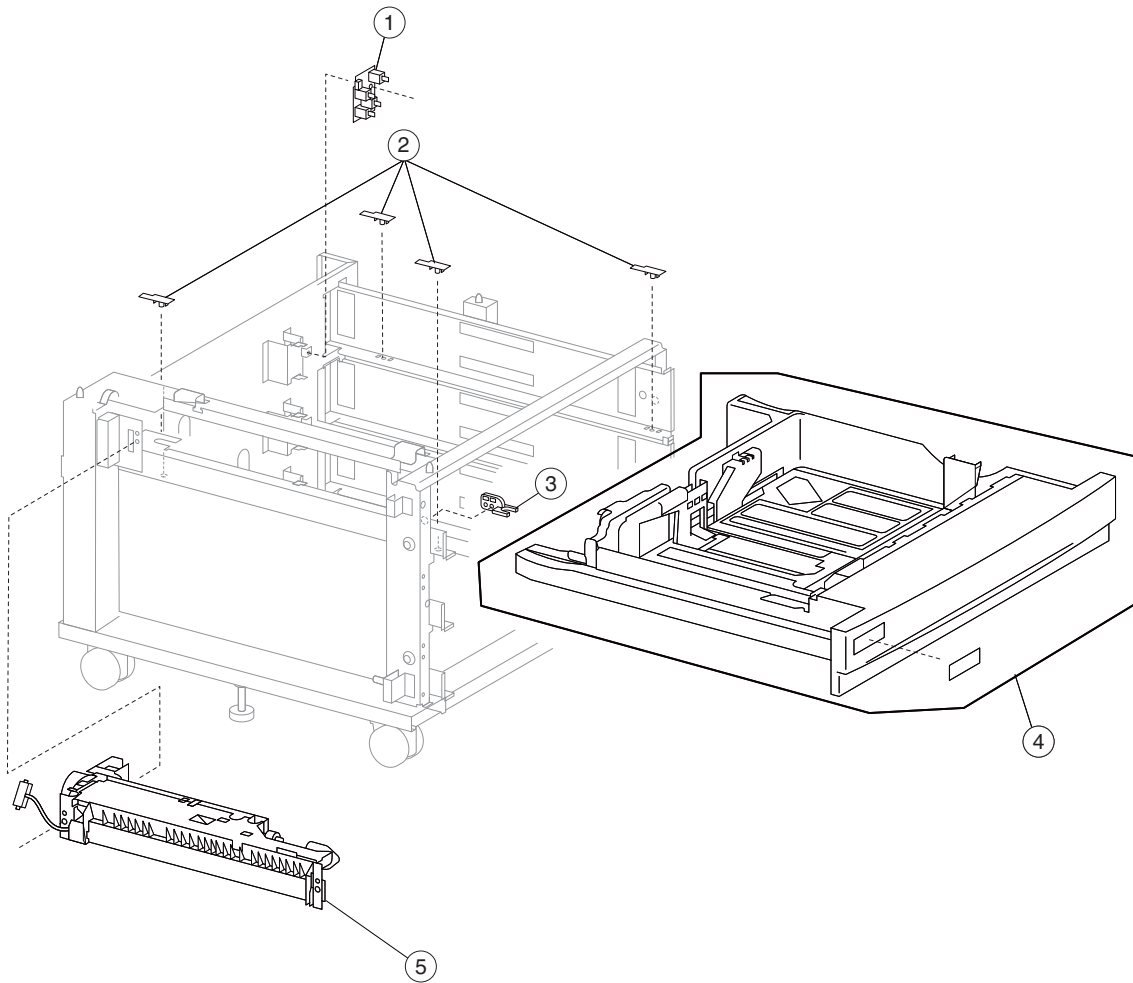


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Asm-index	Part number	FRUs/mach	Units/FRU	Description
1	40X3825	1	1	Tray module right cover
2	40X3824	1	1	Tray module foot cover
3	40X4142	1	1	1TM front door assembly
4	40X3826	2	1	Tray module left cover
5	40X3827	1	1	Tray module rear cover
6	40X3823	1	1	Tray module top cover

## Assembly 34: 1TM feed unit assembly



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**Assembly 34: 1TM feed unit assembly**

Asm-index	Part number	FRUs/mach	Units/FRU	Description
1	40X3677	3	1	Switch (media size)
2	40X3676	6	1	Media tray slide
3	40X3675	3	1	Media tray catch
4	40X3678	3	6	Media tray assembly kit <ul style="list-style-type: none"> <li>• Media tray assembly</li> <li>• #1 label</li> <li>• #2 label</li> <li>• #3 label</li> <li>• #4 label</li> <li>• Instruction label</li> </ul>
5	40X3679	1	1	Media feed unit assembly

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### Assembly 35: 1TM media feed unit

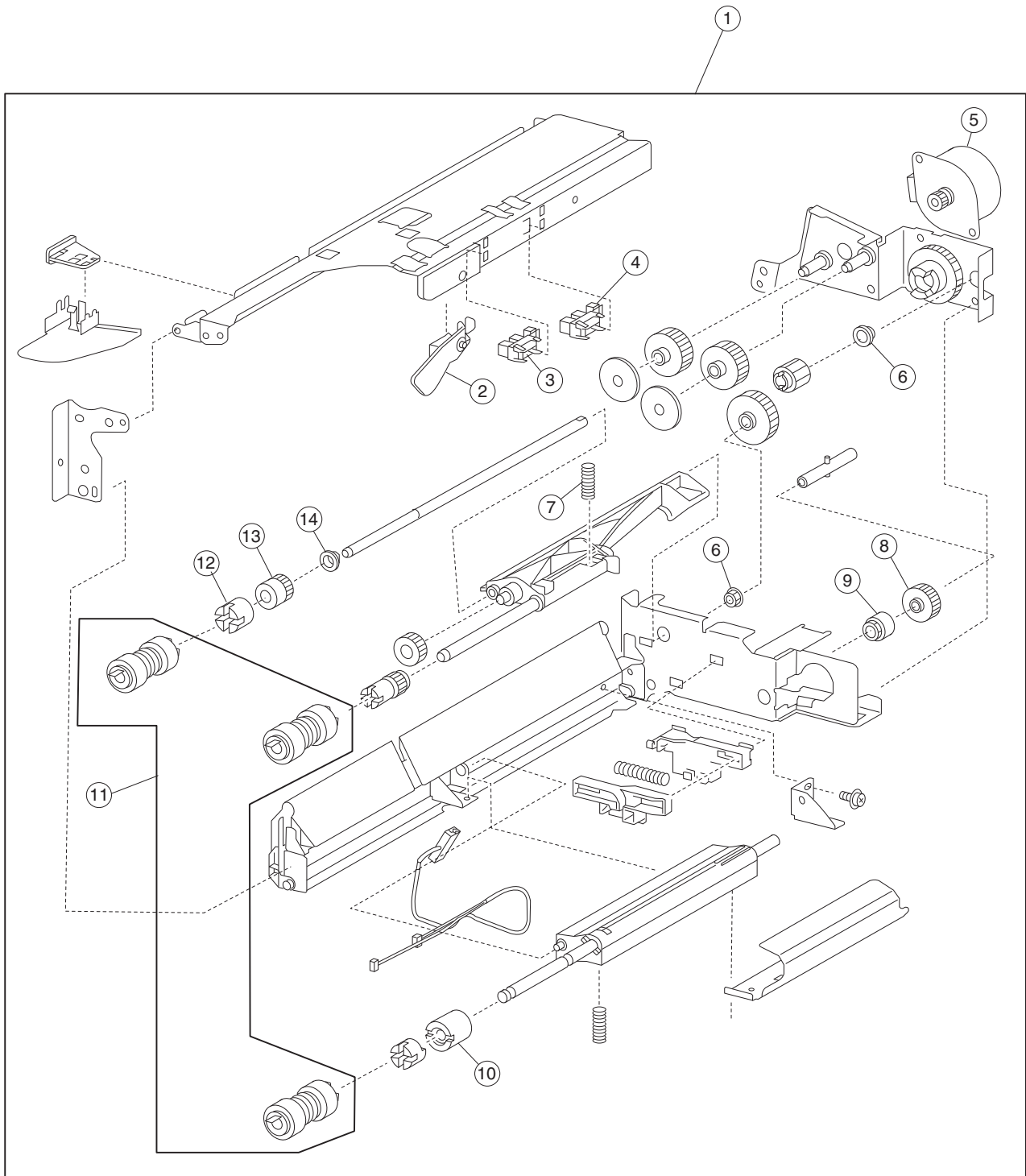
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**Assembly 35: 1TM media feed unit**

Asm-index	Part number	FRUs/mach	Units/FRU	Description
1	40X3679	4	1	Media feed unit assembly
2	40X3687	4	1	Media out actuator
3	40X3688	30	1	Sensor (tray media out)
4	40X3688	30	1	Sensor (tray media level)
5	40X3684	4	1	Media feed lift motor
6	40X0888	6	1	Bushing 6 mm
7	40X0590	2	1	Pick roll assembly spring
8	40X3686	4	1	Media tray lift one-way gear
9	40X3685	4	1	Media tray lift one-way clutch
10	40X4086	4	2	Separation roll friction clutch
11	40X0594	2	1	Feed unit roll kit <ul style="list-style-type: none"> <li>• Feed roll (2)</li> <li>• Pick roll (2)</li> <li>• Separation roll (2)</li> </ul>
12	40X3690	4	1	Feed roll one-way clutch
13	40X3691	4	1	Feed roll one-way gear 22T
14	40X0952	6	1	Bushing 6 mm

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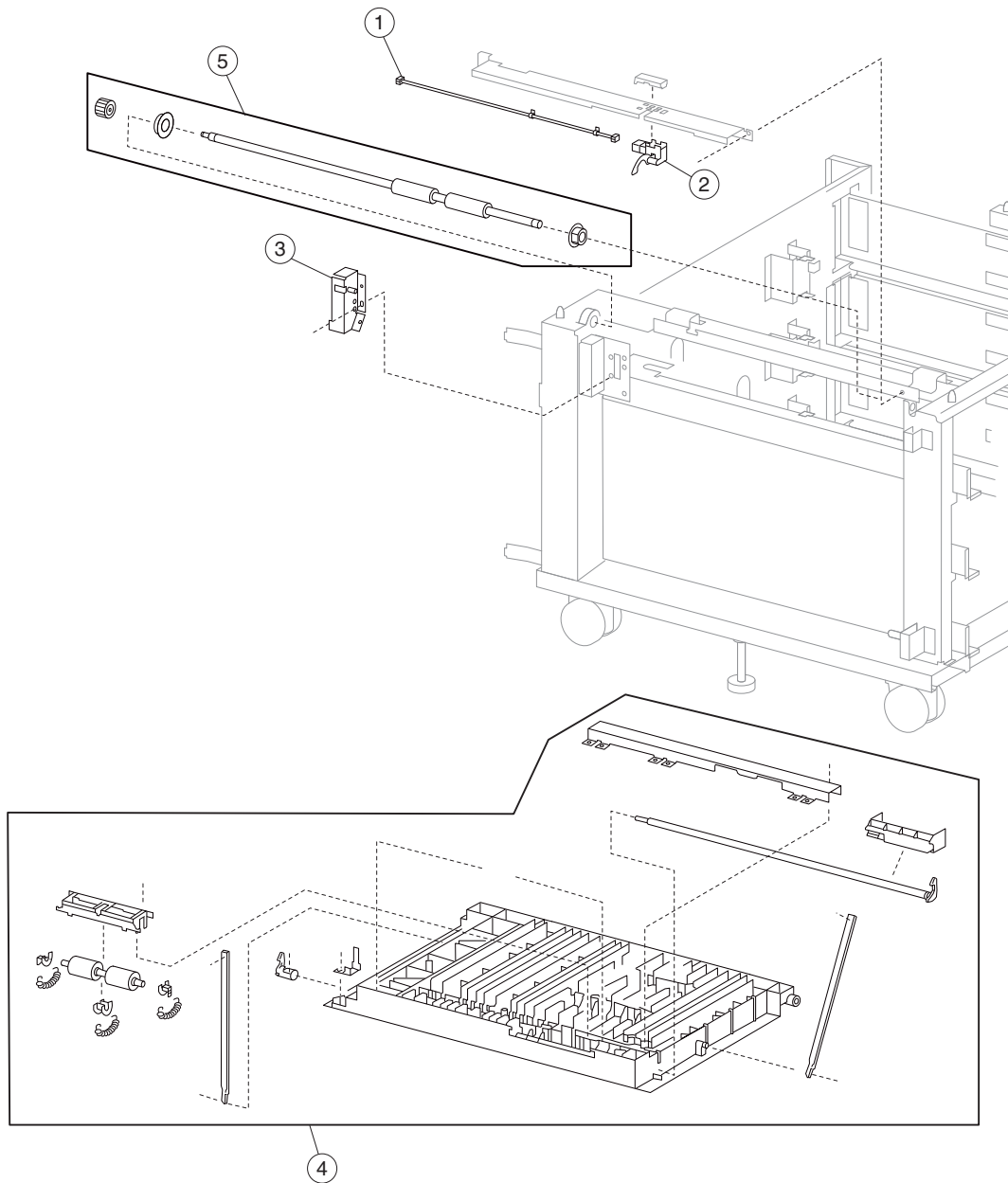


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### Assembly 36: 1TM left door



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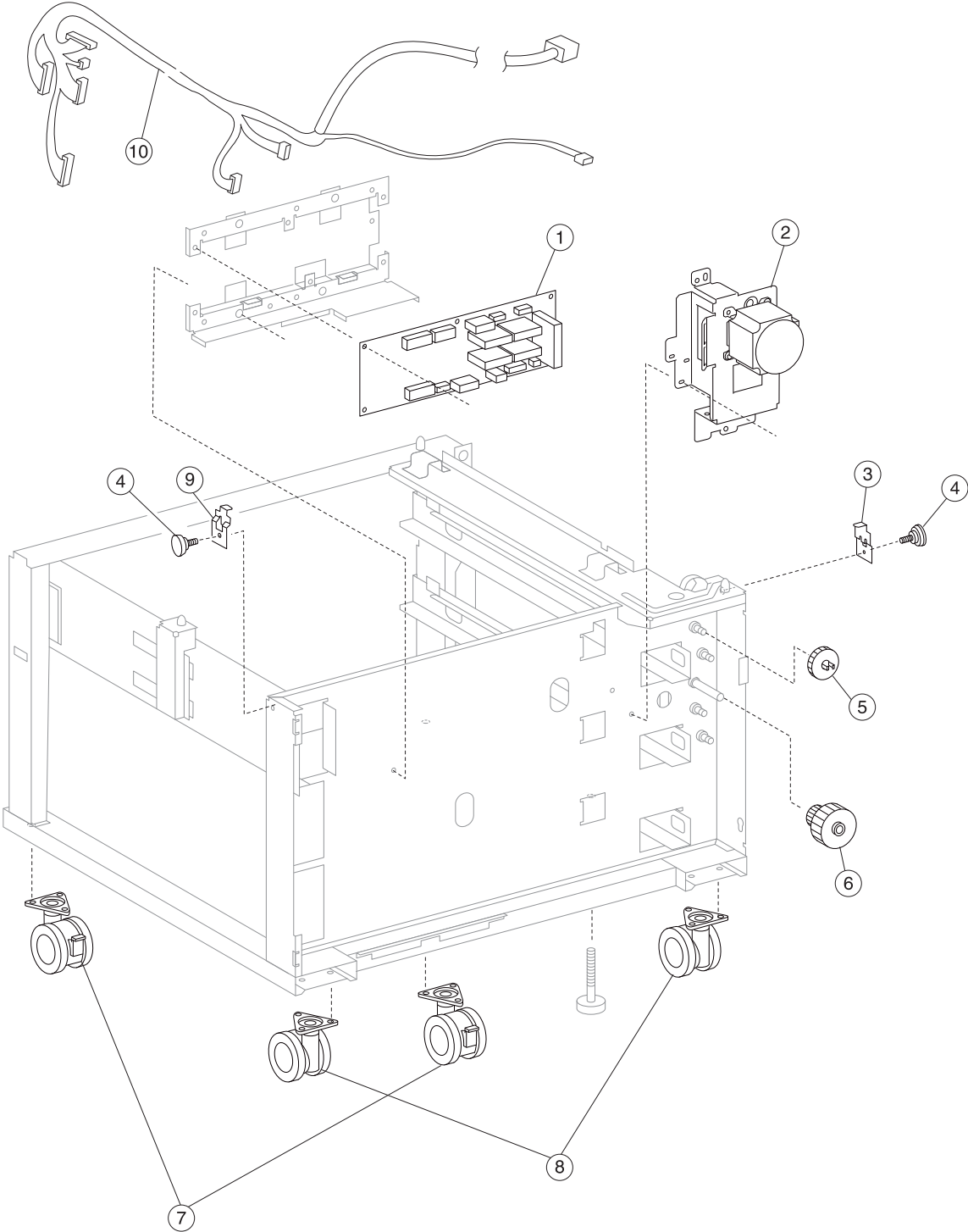
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Asm-index	Part number	FRUs/ mach	Units/ FRU	Description
1	40X3818	1	1	Tray 2 feed-out sensor cable assembly
2	40X3817	1	1	Sensor (tray 2 feed-out)
3	40X3821	1	1	Switch (tray module left door interlock)
4	40X4141	1	1	1TM left door assembly (this comes assembled)
5	40X4119	1	1	Tray module media transport roll assembly

### Assembly 37: 1TM drive and electrical



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**Assembly 37: 1TM drive and electrical**

Asm-index	Part number	FRUs/ mach	Units/ FRU	Description
1	40X4152	1	1	1TM controller card assembly
2	40X3812	1	1	Tray module drive motor assembly
3	40X4068	1	1	Tray module left retaining bracket
4	40X4034	2	1	Tray module retainer screw
5	40X3815	1	3	Media transport gear 33T
6	40X3813	1	1	Media transport gear 23/46T
7	40X4117	2	1	Front locking caster
8	40X4143	2	1	Rear non-locking caster
9	40X4069	2	1	Tray module right retaining bracket
10	40X4109	1	1	1TM main cable assembly

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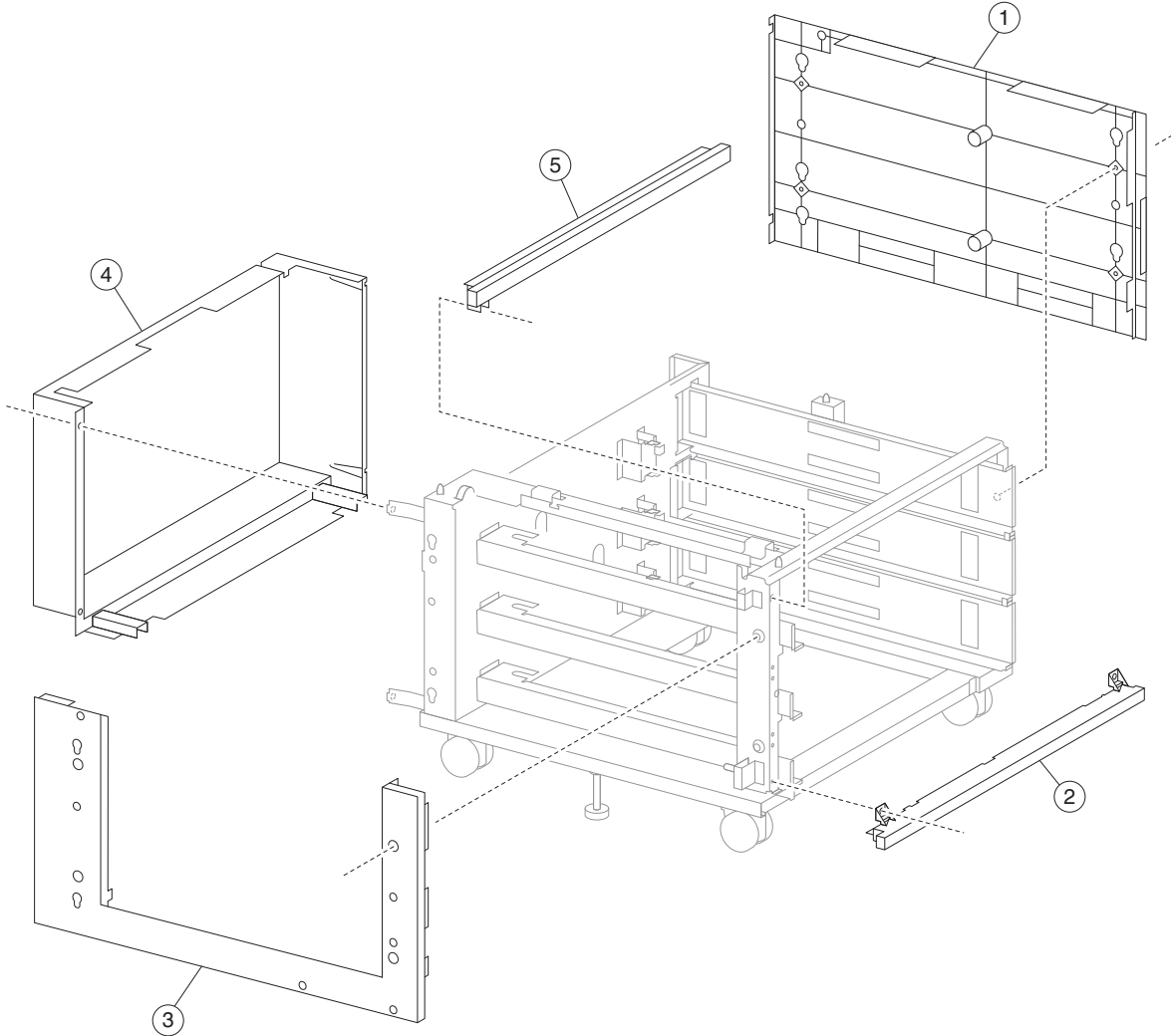


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# Assembly 38: 3TM covers



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**Assembly 38: 3TM covers**

Asm-index	Part number	FRUs/mach	Units/FRU	Description
1	40X3825	1	1	Tray module right cover
2	40X3824	1	1	Tray module foot cover
3	40X3826	2	1	Tray module left cover
4	40X3827	1	1	Tray module rear cover
5	40X3823	1	1	Tray module top cover

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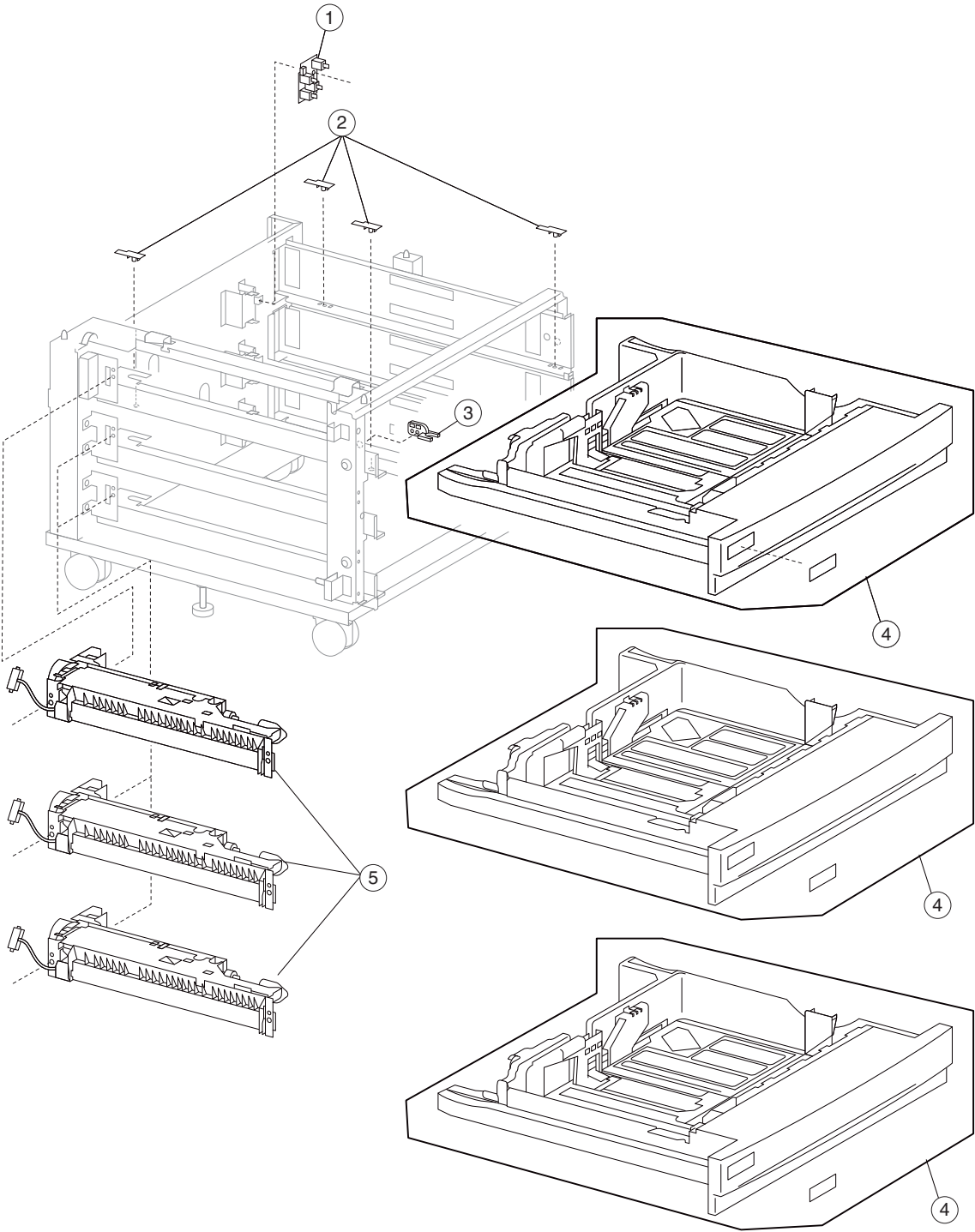
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# Assembly 39: 3TM feed unit assembly



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**Assembly 39: 3TM feed unit assembly**

Asm-index	Part number	FRUs/mach	Units/FRU	Description
1	40X3677	3	1	Switch (media size)
2	40X3676	6	1	Media tray slide
3	40X3675	3	1	Media tray catch
4	40X3678	3	6	Media tray assembly kit <ul style="list-style-type: none"> <li>• Media tray assembly</li> <li>• #1 label</li> <li>• #2 label</li> <li>• #3 label</li> <li>• #4 label</li> <li>• Instruction label</li> </ul>
5	40X3679	1	1	Media feed unit assembly

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# Assembly 40: 3TM media feed unit

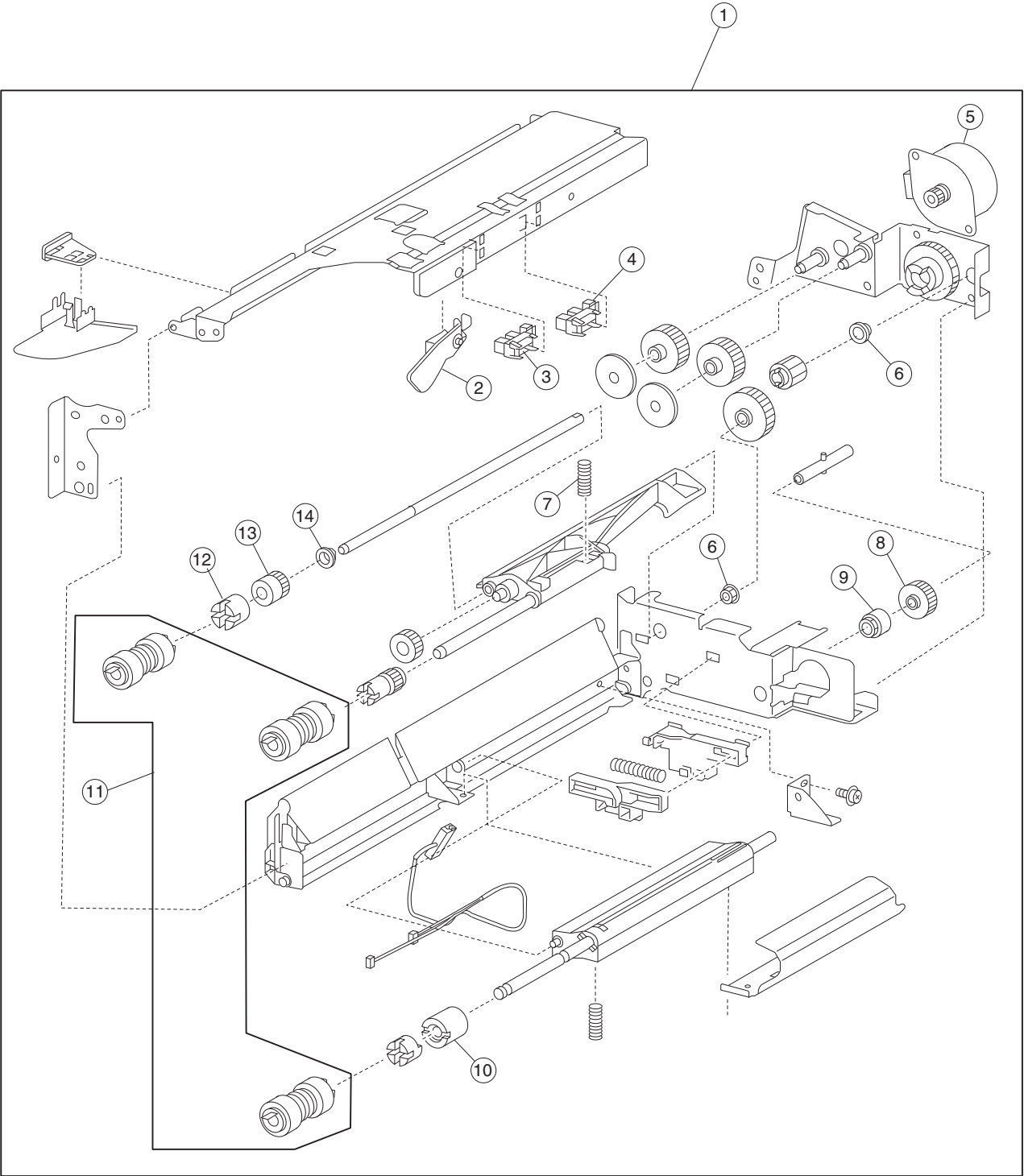
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**Assembly 40: 3TM Media feed unit**

Asm-index	Part number	FRUs/ mach	Units/ FRU	Description
1	40X3679	4	1	Media feed unit assembly
2	40X3687	4	1	Media out actuator
3	40X3688	30	1	Sensor (tray media out)
4	40X3688	30	1	Sensor (tray media level)
5	40X3684	4	1	Media feed lift motor
6	40X0888	6	1	Bushing 6 mm
7	40X0590	2	1	Pick roll assembly spring
8	40X3686	4	1	Media tray lift one-way gear
9	40X3685	4	1	Media tray lift one-way clutch
10	40X4086	4	2	Separation roll friction clutch
11	40X0594	2	1	Feed unit roll kit <ul style="list-style-type: none"> <li>• Feed roll (2)</li> <li>• Pick roll (2)</li> <li>• Separation roll (2)</li> </ul>
12	40X3690	4	1	Feed roll one-way clutch
13	40X3691	4	1	Feed roll one-way gear 22T
14	40X0952	6	1	Bushing 6 mm

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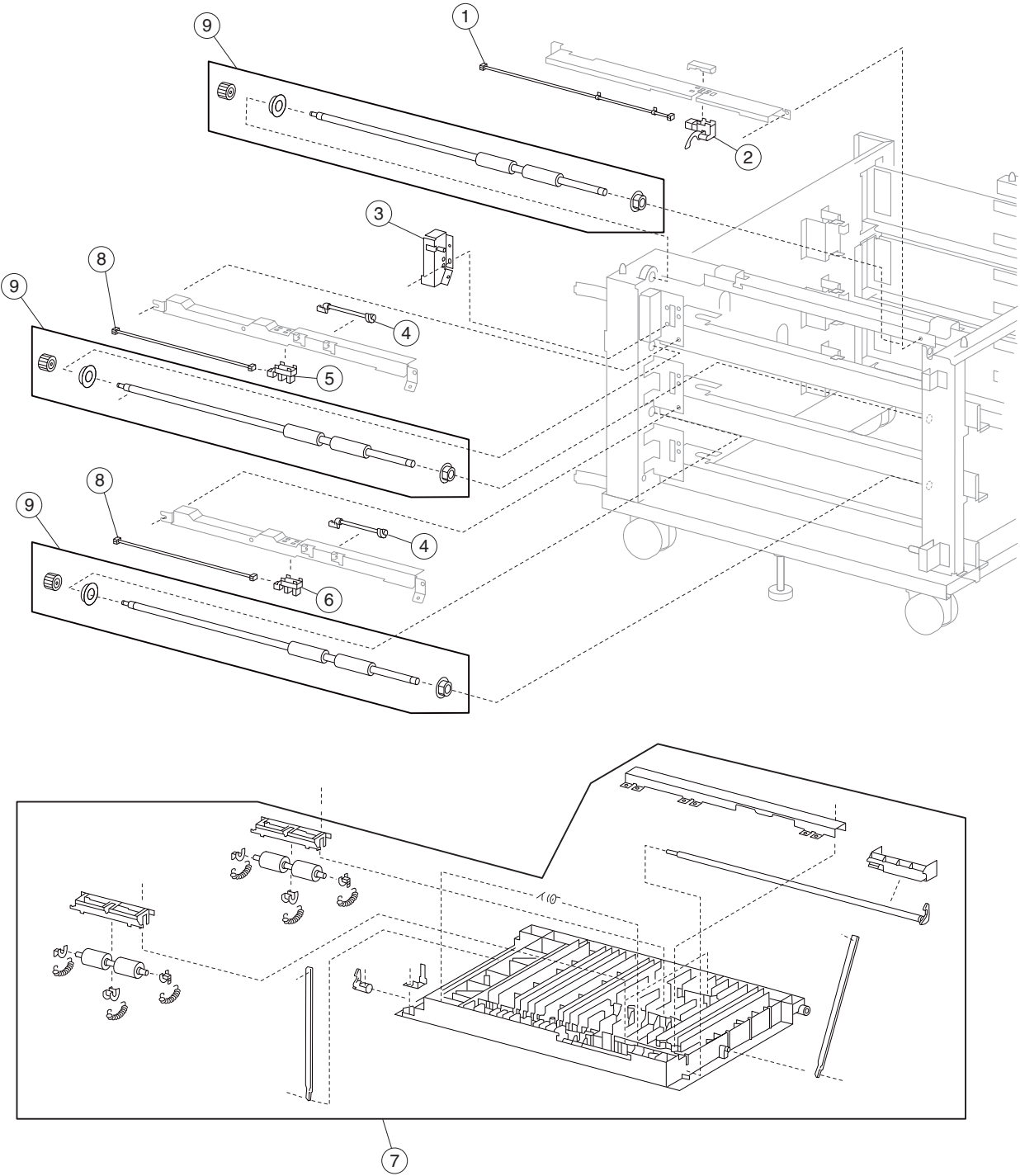


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# Assembly 41: 3TM left door



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**Assembly 41: 3TM left door**

Asm-index	Part number	FRUs/ mach	Units/ FRU	Description
1	40X3818	1	1	Tray 2 feed-out sensor cable assembly
2	40X3817	1	1	Sensor (tray 2 feed-out)
3	40X3821	1	1	Switch (tray module left door interlock)
4	40X3819	1	1	Tray 3/4 feed-out sensor actuator
5	40X3820	2	1	Sensor (tray 3 feed-out)
6	40X3820	2	1	Sensor (tray 4 feed-out)
7	40X3816	1	1	3TM left door assembly (this comes assembled)
8	40X4035	2	1	Tray 3/4 feed-out sensor cable assembly
9	40X4119	3	1	Tray module media transport roll assembly

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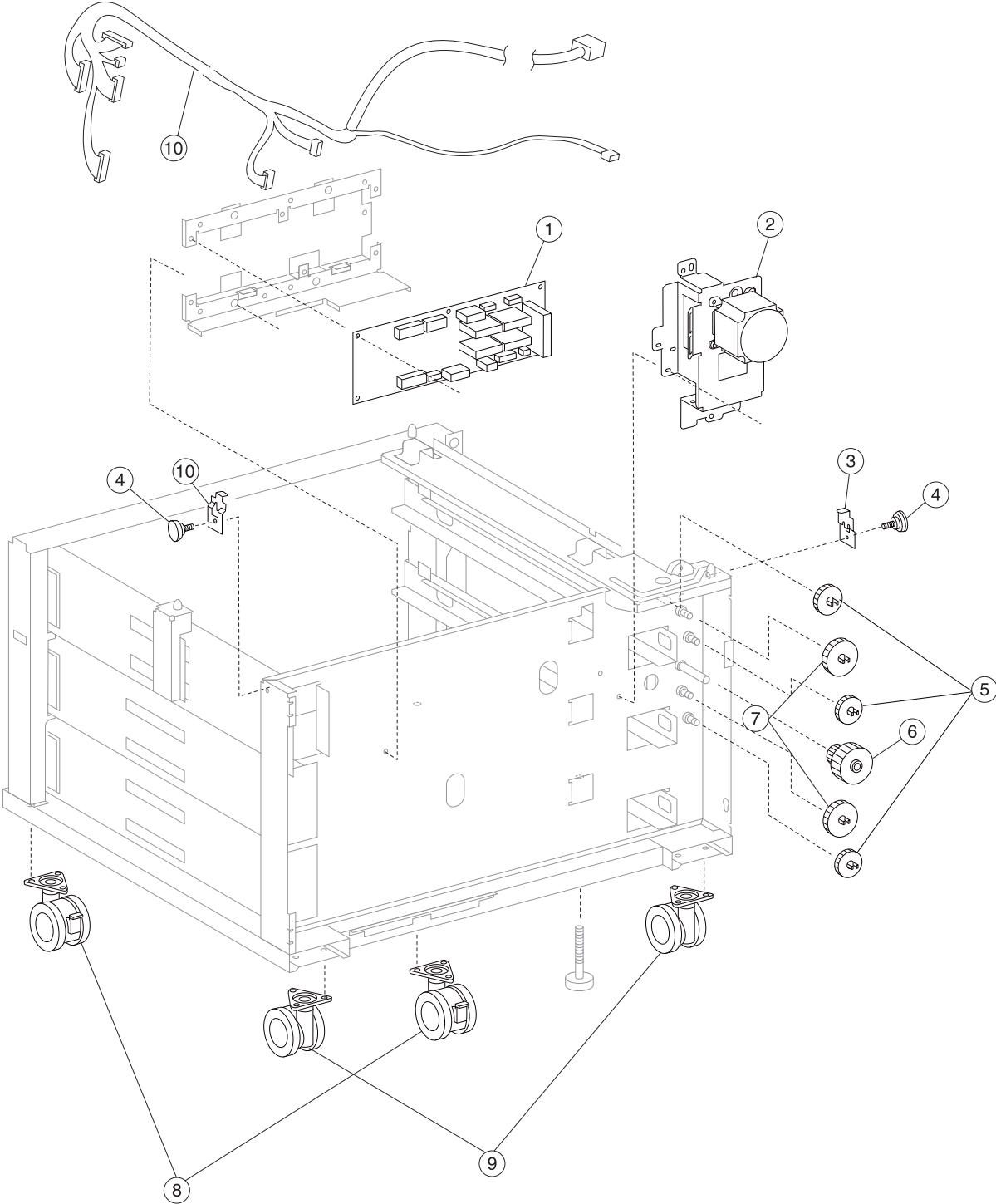


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### Assembly 42: 3TM drive and electrical



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**Assembly 42: 3TM drive and electrical**

Asm-index	Part number	FRUs/ mach	Units/ FRU	Description
1	40X3811	1	1	3TM controller card assembly
2	40X3812	1	1	Tray module drive motor assembly
3	40X4068	1	1	Tray module left retaining bracket
4	40X4034	2	1	Tray module retainer screw
5	40X3815	1	3	Media transport gear 33T
6	40X3813	1	1	Media transport gear 23/46T
7	40X3814	1	2	Media transport gear 46T
8	40X4117	2	1	Front locking caster
9	40X4143	2	1	Rear non-locking caster
10	40X4069	2	1	Tray module right retaining bracket
11	40X4108	1	1	3TM main cable assembly

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## Assembly 43: TTM covers

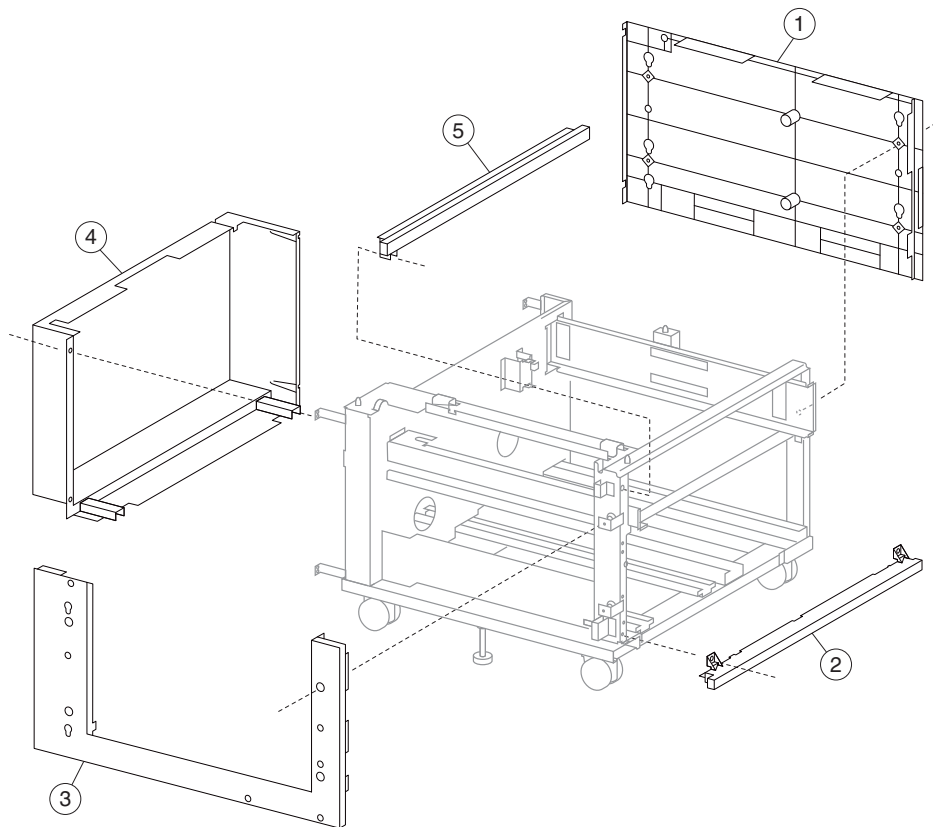
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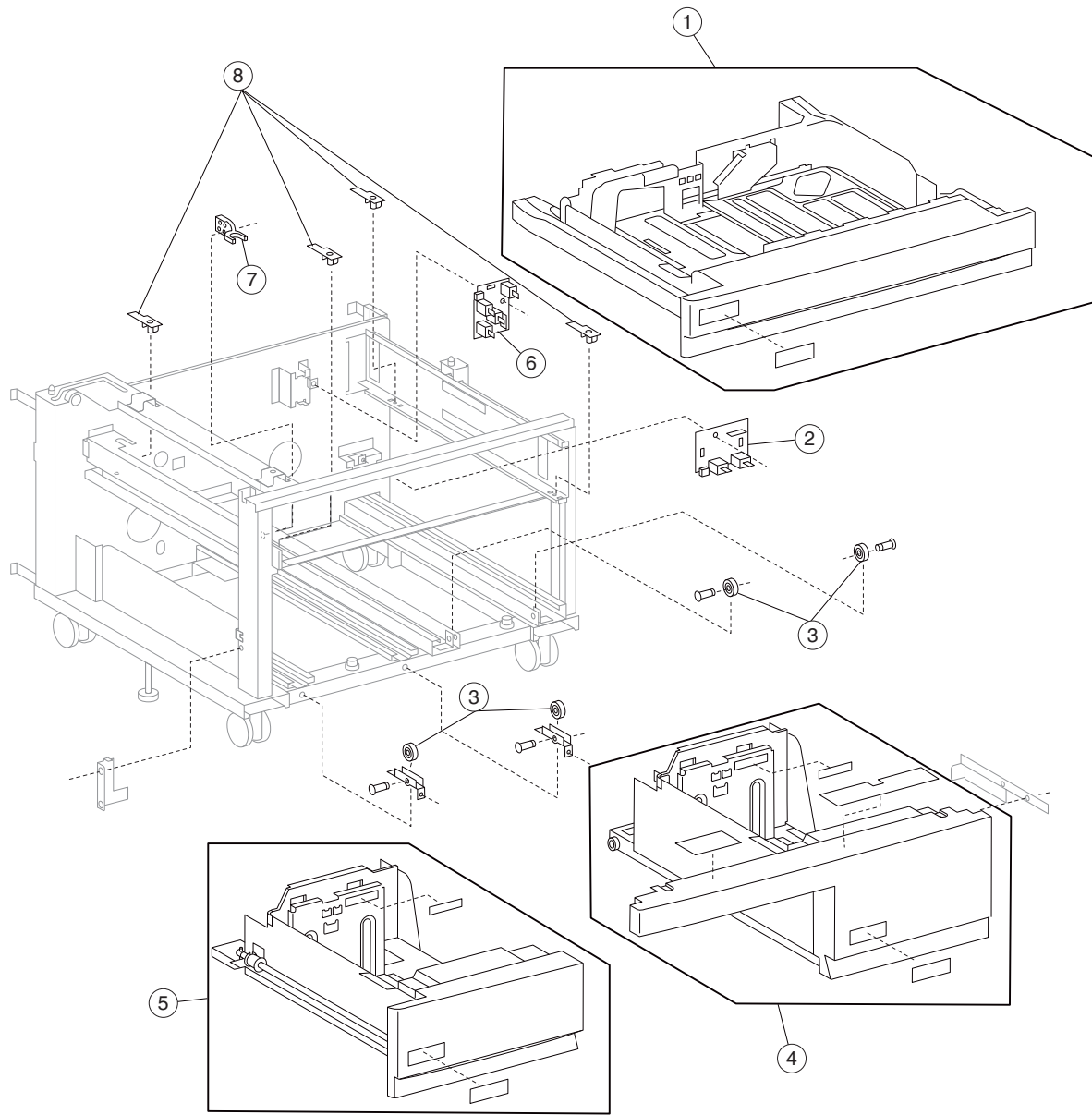


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Asm-index	Part number	FRUs/ mach	Units/ FRU	Description
1	40X3825	1	1	Tray module right cover
2	40X3824	1	1	Tray module foot cover
3	40X3826	2	1	Tray module left cover
4	40X3827	1	1	Tray module rear cover
5	40X3823	1	1	Tray module top cover

# Assembly 44: TTM media trays



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**Assembly 44: TTM media trays**

Asm-index	Part number	FRUs/ mach	Units/ FRU	Description
1	40X3678	3	6	Media tray assembly kit <ul style="list-style-type: none"> <li>• Media tray assembly</li> <li>• #1 label</li> <li>• #2 label</li> <li>• #3 label</li> <li>• #4 label</li> <li>• Instruction label</li> </ul>
2	40X3830	2	1	Switch (TTM media size)
3	40X3831	4	1	TTM tray support roll
4	40X3829	1	3	TTM media tray 4 assembly kit <ul style="list-style-type: none"> <li>• TTM media tray 4</li> <li>• #4 label</li> <li>• Instruction label</li> </ul>
5	40X3828	1	2	TTM media tray 3 assembly kit <ul style="list-style-type: none"> <li>• TTM media tray 3</li> <li>• #3 label</li> <li>• Instruction label</li> </ul>
6	40X3677	3	1	Switch (media size)
7	40X3675	3	1	Media tray catch
8	40X3676	2	1	Media tray slide

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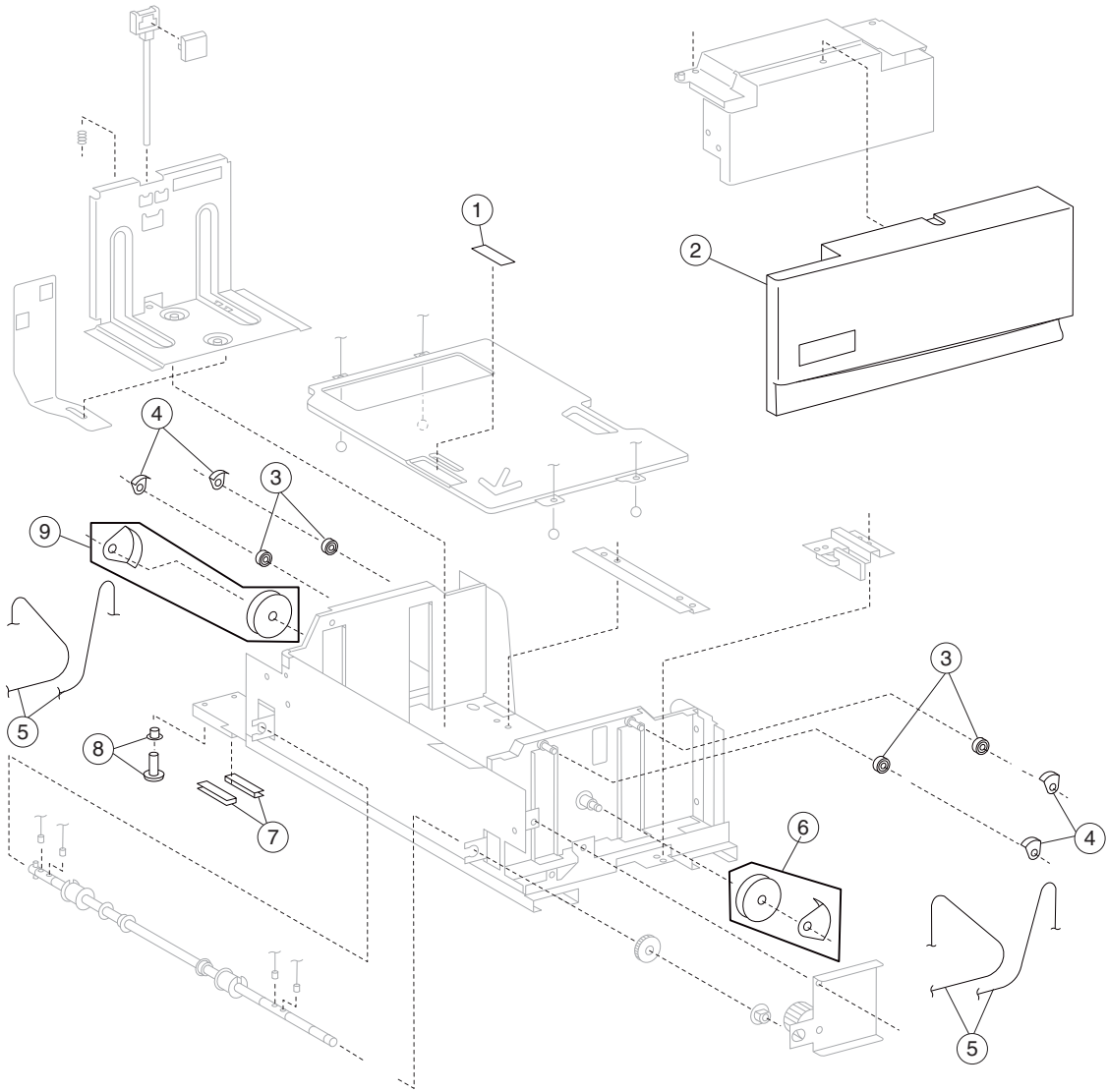


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### Assembly 45: TTM media tray 3



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**Assembly 45: TTM tray 3**

Asm-index	Part number	FRUs/ mach	Units/ FRU	Description
1	40X0711	2	1	TTM tray separation pad
2	40X3832	1	1	TTM tray 3 front cover
3	40X4126	4	1	TTM tray lift idler pulley
4	40X4127	4	1	TTM tray lift idler pulley guide
5	40X4084	4	1	TTM tray 3 lift cable
6	40X0708	2	1	TTM large idler pulley kit <ul style="list-style-type: none"> <li>• TTM large idler pulley</li> <li>• TTM large idler pulley guide</li> </ul>
7	40X3834	2	1	TTM tray 3 slide strip
8	40X3835	2	1	TTM tray 3 slide button

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## Assembly 46: TTM media tray 4

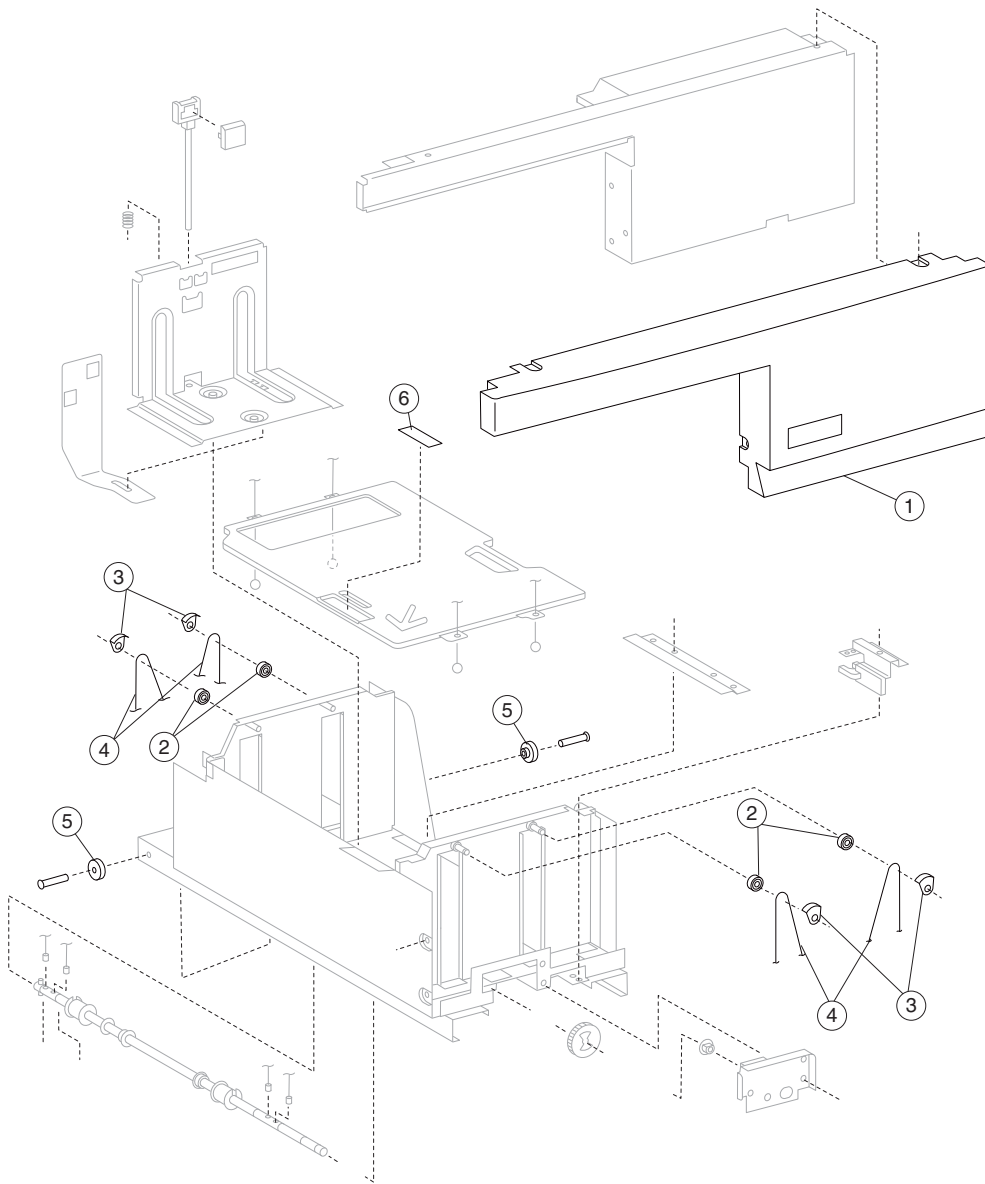
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Asm-index	Part number	FRUs/mach	Units/FRU	Description
1	40X3836	1	1	TTM tray 4 front cover
2	40X4126	4	1	TTM tray lift idler pulley
3	40X4127	4	1	TTM tray lift idler pulley guide
4	40X4085	4	1	TTM tray 4 lift cable
5	40X0723	1	2	TTM tray 4 rear support roll (2)
6	40X0711	2	1	TTM tray separation pad

# Assembly 47: TTM media tray 4 transport

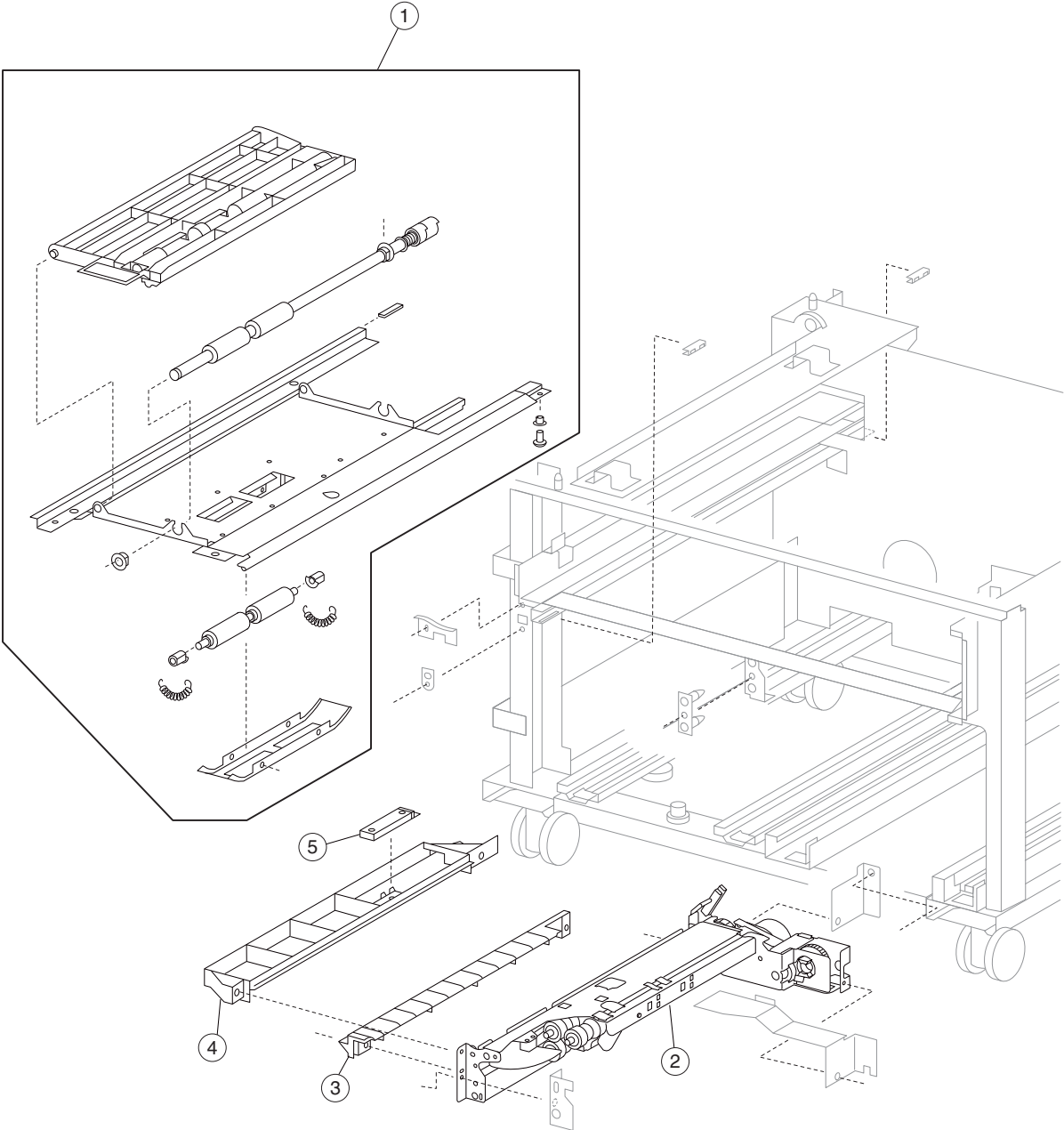
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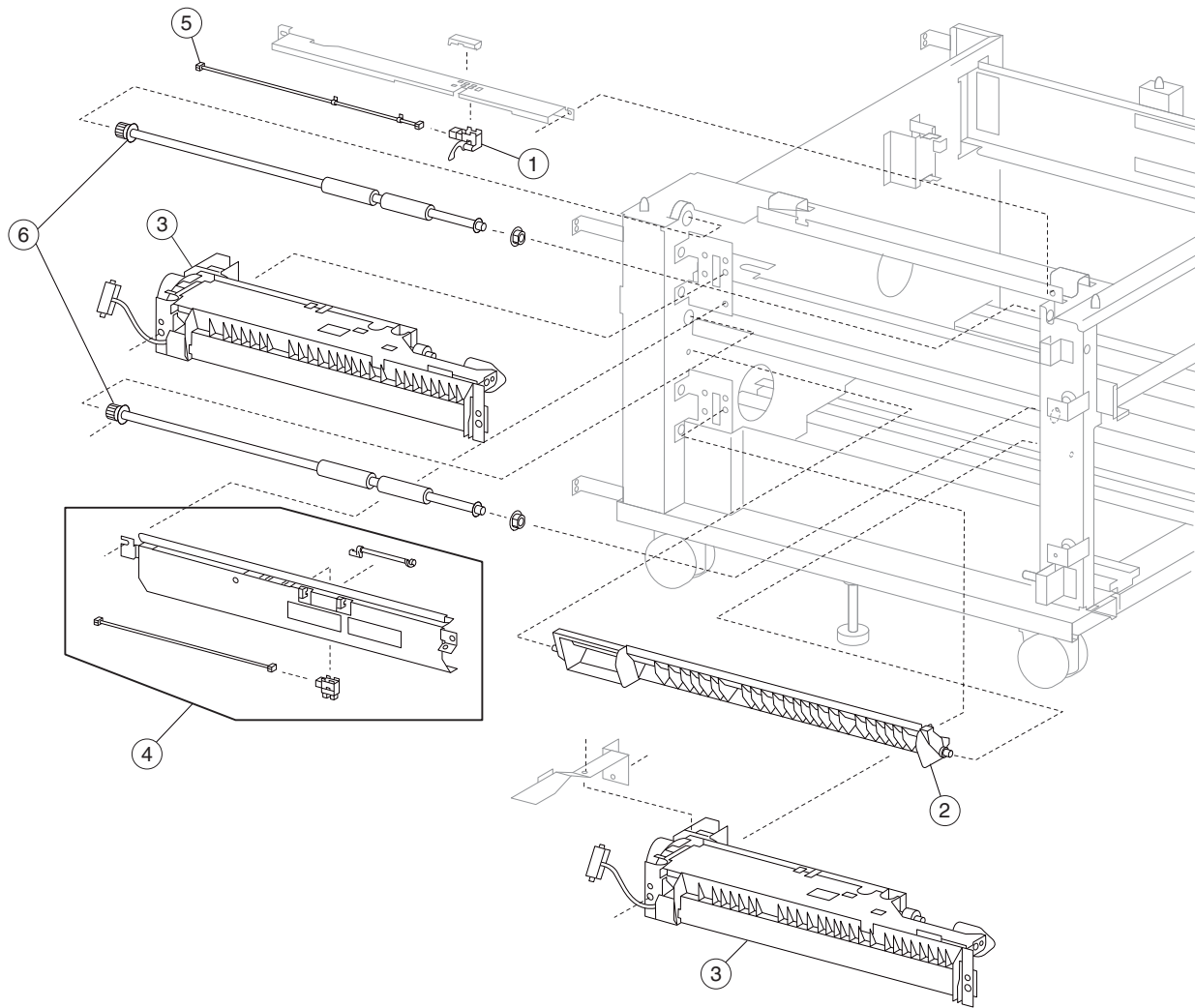


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Asm-index	Part number	FRUs/mach	Units/FRU	Description
1	40X3838	1	1	TTM tray 4 media transport assembly
2	40X3679	1	1	Media feed unit assembly
3	40X3841	1	1	TTM tray 4 lower media guide
4	40X3840	1	1	TTM tray 4 upper media guide
5	40X3694	2	1	Sensor (tray 4 feed-out)

## Assembly 48: TTM media transport



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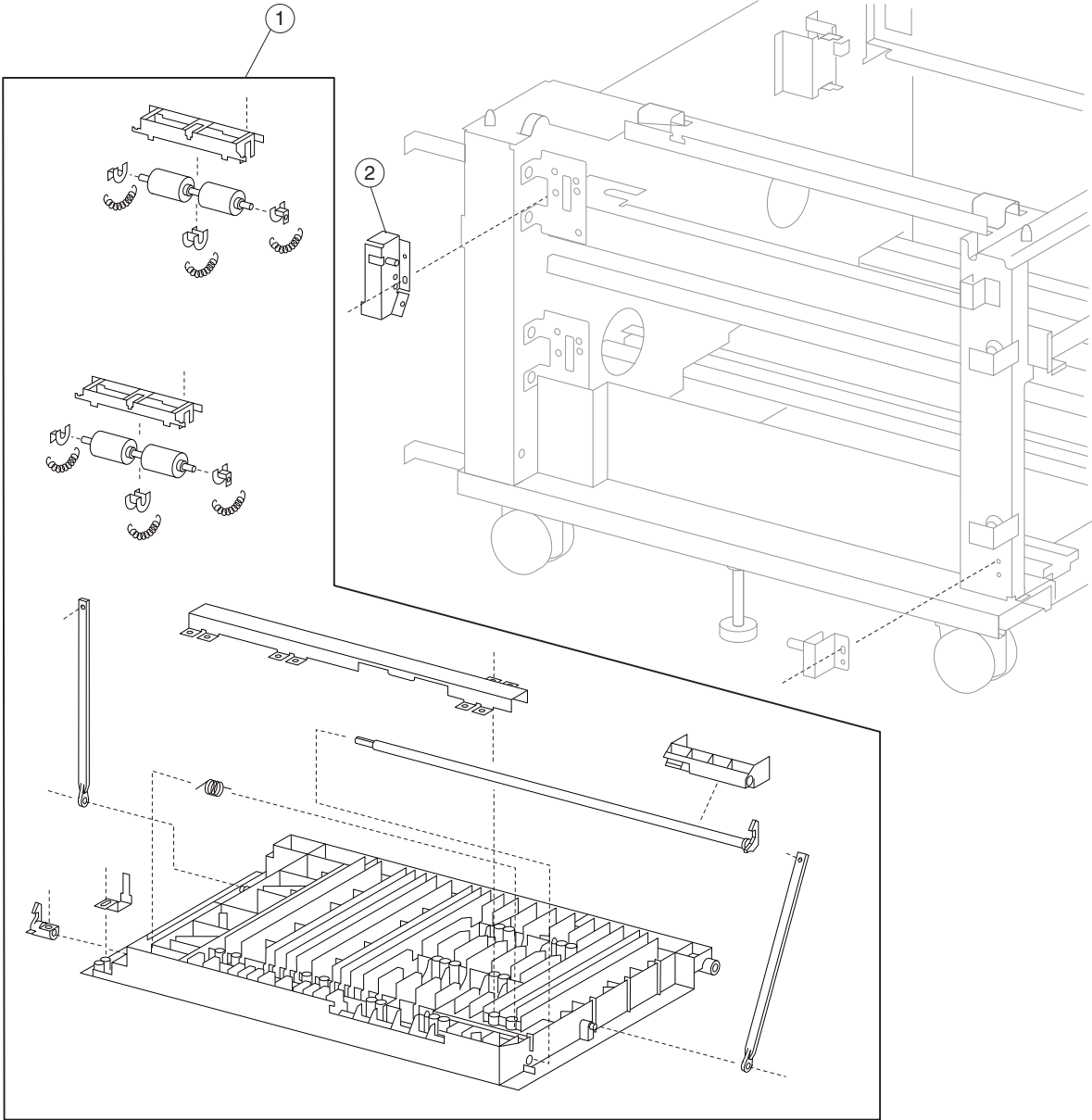


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Asm-index	Part number	FRUs/mach	Units/FRU	Description
1	40X3817	2	1	Sensor (tray 2 feed-out)
2	40X3843	1	1	TTM vertical turn guide
3	40X3679	1	1	Media feed unit assembly
4	40X3842	1	1	Tray 3 feed-out sensor assembly (this comes assembled)
5	40X3818	2	1	Tray 2 feed-out sensor cable assembly
6	40X4119	2	1	Tray module media transport roll assembly



### Assembly 49: TTM left door



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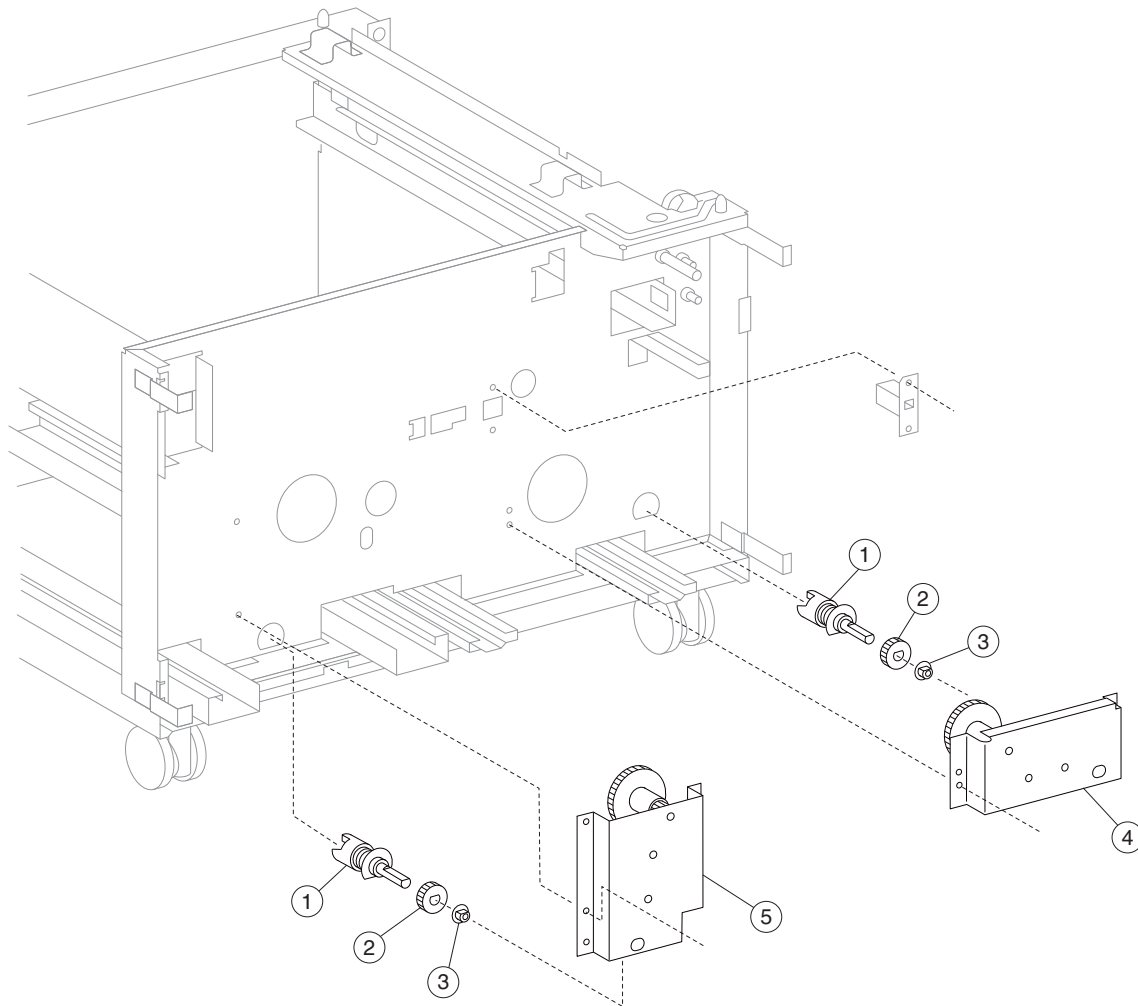
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Asm-index	Part number	FRUs/ mach	Units/ FRU	Description
1	40X3844	1	1	TTM left door assembly (this comes assembled)
2	40X3821	1	1	Switch (tray module left door interlock)

## Assembly 50: TTM tray lift drive



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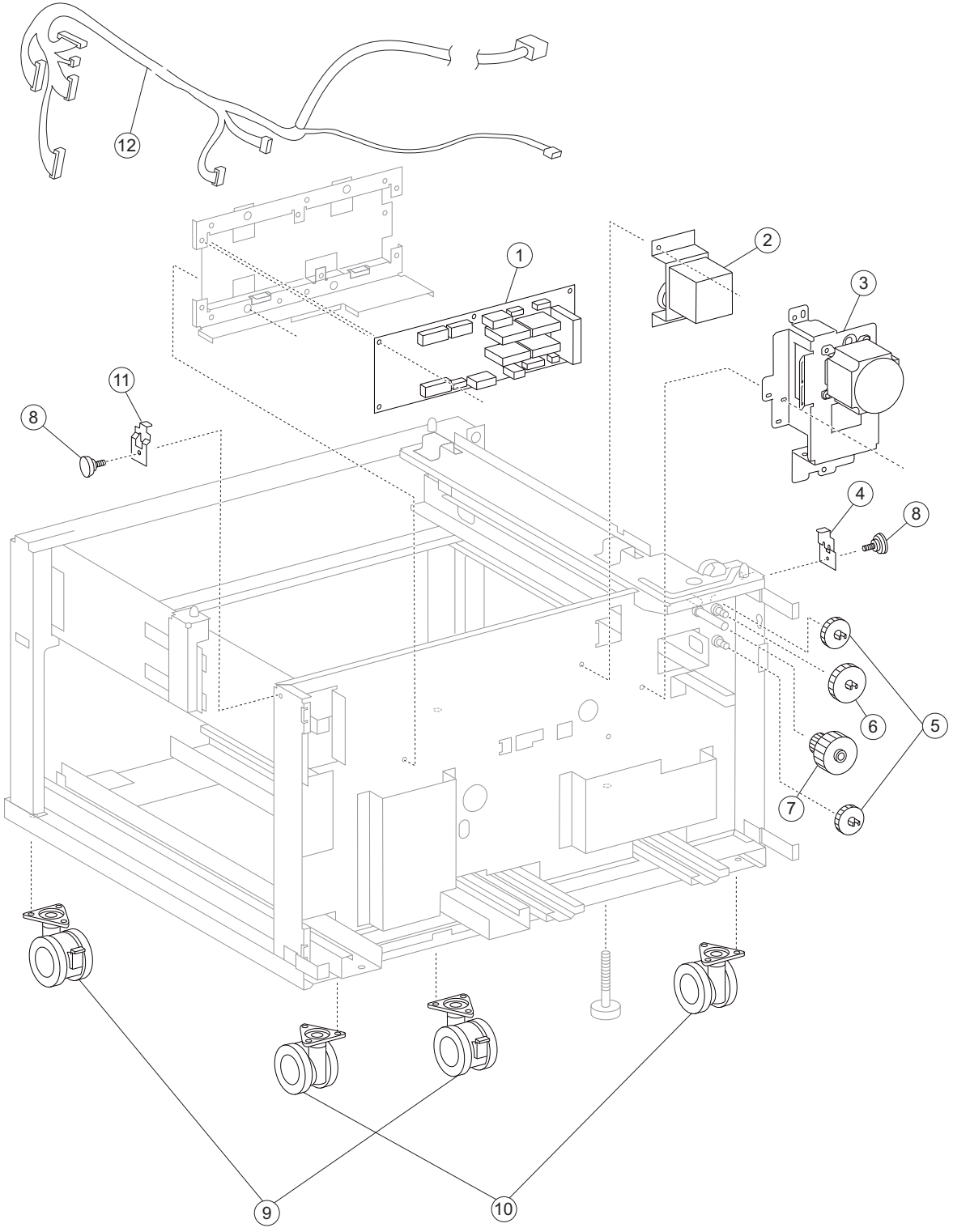
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Asm-index	Part number	FRUs/ mach	Units/ FRU	Description
1	40X3848	2	1	TTM tray lift coupling assembly
2	40X3847	2	1	TTM tray lift gear 17T
3	40X0880	2	1	Bushing 6 mm
4	40X3845	1	1	TTM tray 3 lift gear assembly
5	40X3846	1	1	TTM tray 4 lift gear assembly

# Assembly 51: TTM drive and electrical



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**Assembly 51: TTM drive and electrical**

Asm-index	Part number	FRUs/ mach	Units/ FRU	Description
1	40X3850	1	1	TTM controller card assembly
2	40X3849	1	1	TTM tray 4 transport drive motor assembly
3	40X3812	2	1	Tray module drive motor assembly
4	40X4068	1	1	Tray module left retaining bracket
5	40X3815	2	1	Media transport gear 33T
6	40X3813	1	1	Media transport gear 23/46T
7	40X3814	1	2	Media transport gear 46T
8	40X4034	1	1	Tray module retainer screw
9	40X4117	2	1	Front locking caster
10	40X4143	2	1	Rear non-locking caster
11	40X4069	1	1	Tray module right retaining bracket
12	40X4103	1	1	TTM main cable assembly

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## Assembly 52: Miscellaneous

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Asm-Index	Part number	Units/mach	Units/kit or pkg	Description
NS	40X4031	1	15	100K printer maintenance kit (110V) includes: <ul style="list-style-type: none"> <li>• 110V fuser unit assembly</li> <li>• Transfer belt cleaner assembly</li> <li>• 2nd transfer roll assembly</li> <li>• Feed rolls (4 each)</li> <li>• Pick rolls (4 each)</li> <li>• Separation rolls (4 each)</li> </ul>
NS	40X4093	1	15	100K printer maintenance kit (220V) includes: <ul style="list-style-type: none"> <li>• 220V fuser unit assembly</li> <li>• Transfer belt cleaner assembly</li> <li>• 2nd transfer roll assembly</li> <li>• Feed rolls (4 each)</li> <li>• Pick rolls (4 each)</li> <li>• Separation rolls (4 each)</li> </ul>
NS	40X4032	1	9	600K printer maintenance kit includes: <ul style="list-style-type: none"> <li>• (4) developer unit assemblies (empty)</li> <li>• C developer carrier</li> <li>• Y developer carrier</li> <li>• M developer carrier</li> <li>• K developer carrier</li> <li>• Transfer belt unit assembly</li> </ul>
NS	40X4088	1	1	Banner media tray assembly
NS	40X0948	1	1	Assorted E-clip packet
NS	40X0949	1	1	Assorted screw packet
NS	40X4102	1	1	SFP relocation kit
NS	40X4112			SFP relocation kit with options
NS	56P2129	1	1	Lexmark MarkNet N7020e (4 USB ports) 1-0/100/1000 w/out power cord
NS	56P2744	1	1	N4050e 802.11g Wireless Print Server (Americas, Argentina, & Brazil) w/out power cord
NA	56P2745	1	1	N4050e 802.11g Wireless Print Server (European, UK/Ireland, & Australia) w/out power cord
NS	40X0269	1	1	Power cord—USA, Canada, Latin America, Asia Pacific LV 8ft right angle
NS	40X0270	1	1	Power cord—Japan 15A LV 8ft straight
NS	40X0271	1	1	Power cord—United Kingdom 8ft straight
NS	40X0273	1	1	Power cord—Chile, Italy, Uruguay HV 8ft straight
NS	40X0275	1	1	Power cord—Israel HV 8ft straight
NS	40X4596	1	1	Power cord—Brazil high amp LV 8ft straight
NS	40X0280	1	1	Power cord—Korea 10A HV 6ft straight
NS	40X0281	1	1	Power cord—Taiwan 13A LV 6ft straight
NS	40X0288	1	1	Power cord—Argentina HV 8ft straight
NS	40X0301	1	1	Power cord—Australia, New Zealand HV 8ft straight
NS	40X0303	1	1	Power cord—China HV 2.44 m straight
NS	40X1767	1	1	Power cord—Austria, Belgium, Brazil, France, Germany, Greece, Italy, Luxembourg, Netherlands, Nordic countries, Paraguay, Poland, Portugal, Russia, Senegal, Spain HV 8ft straight
NS	40X1772	1	1	Power cord—Liechtenstein, Switzerland HV 8ft straight
NS	40X1773	1	1	Power cord—South Africa, Hong Kong, Singapore, Thailand, Malaysia HV 8ft straight
NS	40X1774	1	1	Power cord—Denmark HV 8ft straight

Asm-Index	Part number	Units/mach	Units/kit or pkg	Description
NS	40X1508	1	1	128MB memory option
NS	40X1509	1	1	256MB memory option
NS	40X1510	1	1	512MB memory option
NS	40X1454	1	1	32MB flash card
NS	40X1455	1	1	64MB flash card
NS	40X2767	1	1	Bar code card assembly
NS	40X2769	1	1	PRESCRIBE card assembly
NS	40X2770	1	1	Printcryption card assembly
NS	40X2768	1	1	IPDS card assembly
NS	40X1512	1	1	Japanese font card
NS	40X1513	1	1	Simplified Chinese font card
NS	40X1514	1	1	Traditional Chinese font card
NS	40X1515	1	1	Korean font card
NS	40X1375	1	1	Marknet N8000 10/100BaseTX ethernet
NS	40X1376	1	1	Marknet N8020 10/100/1000BaseT Ethernet
NS	40X1377	1	1	Marknet N8030 10BaseFL & 100BaseFX Ethernet (multimode fiber)
NS	40X1378	1	1	Marknet N8050 802.11g wireless, US
NS	40X1562	1	1	Marknet N8050 802.11g wireless, International
NS	40X1593	1	1	Lexmark marknet N7000e (1 USB port) 10/100 ethernet
NS	40X1594	1	1	Lexmark marknet N7002e (1 parallel port) 10/100 ethernet
NS	40X1592	1	1	Lexmark marknet N7020e (4 USB ports) 10/100/1000 ethernet
NS	40X2610	1	1	Hard drive assembly includes: <ul style="list-style-type: none"> <li>• 2.5" 40GB hard drive</li> <li>• Data cable</li> <li>• Mounting bracket with hardware</li> </ul>
NS	40X0290	1	1	RS232C serial interface card
NS	40X0291	1	1	Parallel 1284-B interface card

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56P2745	N4050e 802.11g Wireless Print Server (European, UK/Ireland, & Australia) w/out power cord	7-69

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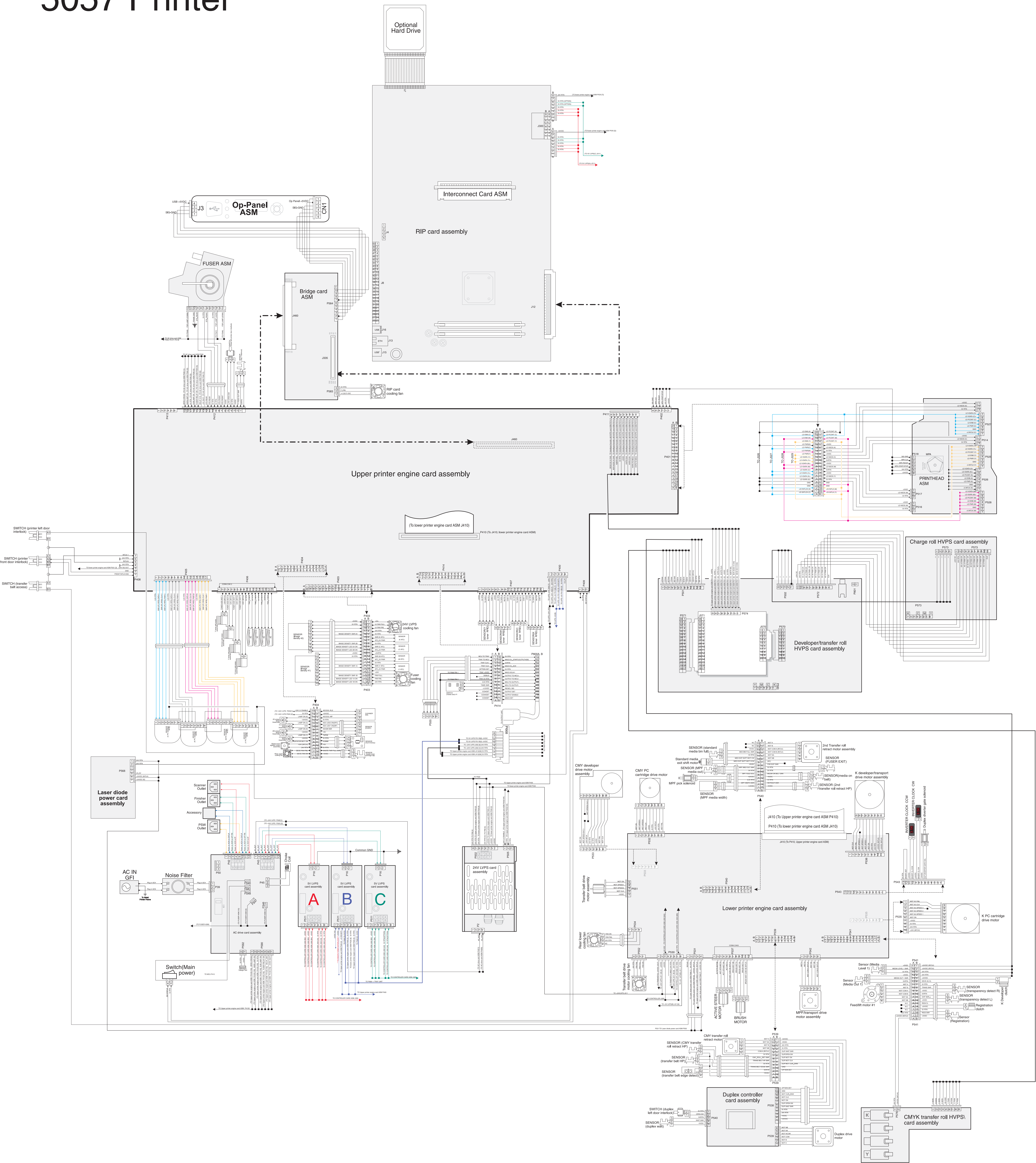
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# 5057 Printer



# 5057 AND 7510 Tray Modules

