

2. Fault Code Procedures

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Introduction

This section contains status code procedures. Each procedure represents a status code, or group of status codes that may be displayed, indicating a problem.

The status codes are numerical (e.g. 5-901), with the number to the left of the hyphen indicating the area of the machine and the remaining digit(s) indicating a particular fault to that area. Using the example of status code 5-901, the first number (5) indicates that the fault has occurred in the ADF (Automatic Document Feeder). A “10-106” code would indicate a duplex jam.

To access the correct procedure, use the section content page to locate the indicated status code and the appropriate page number. The **Status Code Entry Table** is composed of two columns. The left column contains the status code fault indicator. The right column includes a description of the fault and the actions to take in resolving the problem. The actions are the “most likely” suspects. In each case, if you try to resolve the fault and all attempts fail, you are directed to call for service.

Anytime the fault code is not listed, or if you are unable to clear the problem within reasonable time you should call for assistance.

Always follow the Repair procedures carefully. Whenever directed, be sure to Switch off the Main Power Switch and disconnect the Power Cord.

Always Heed The Following Warning.....



WARNING

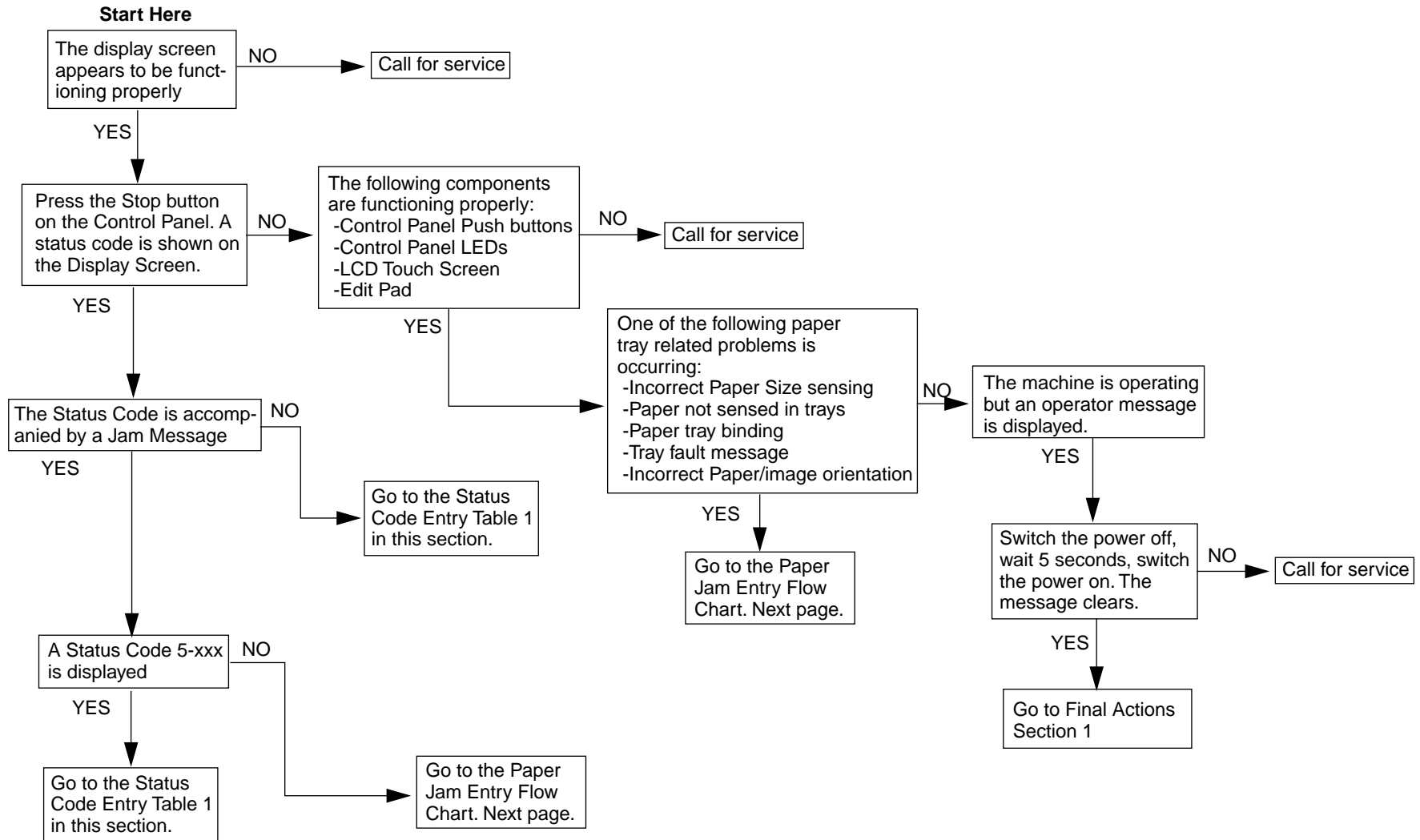
Switch off the Main Power Switch, and disconnect the Power Cord. Install Lock-out tag. Failure to do so could result in severe electrical shock.



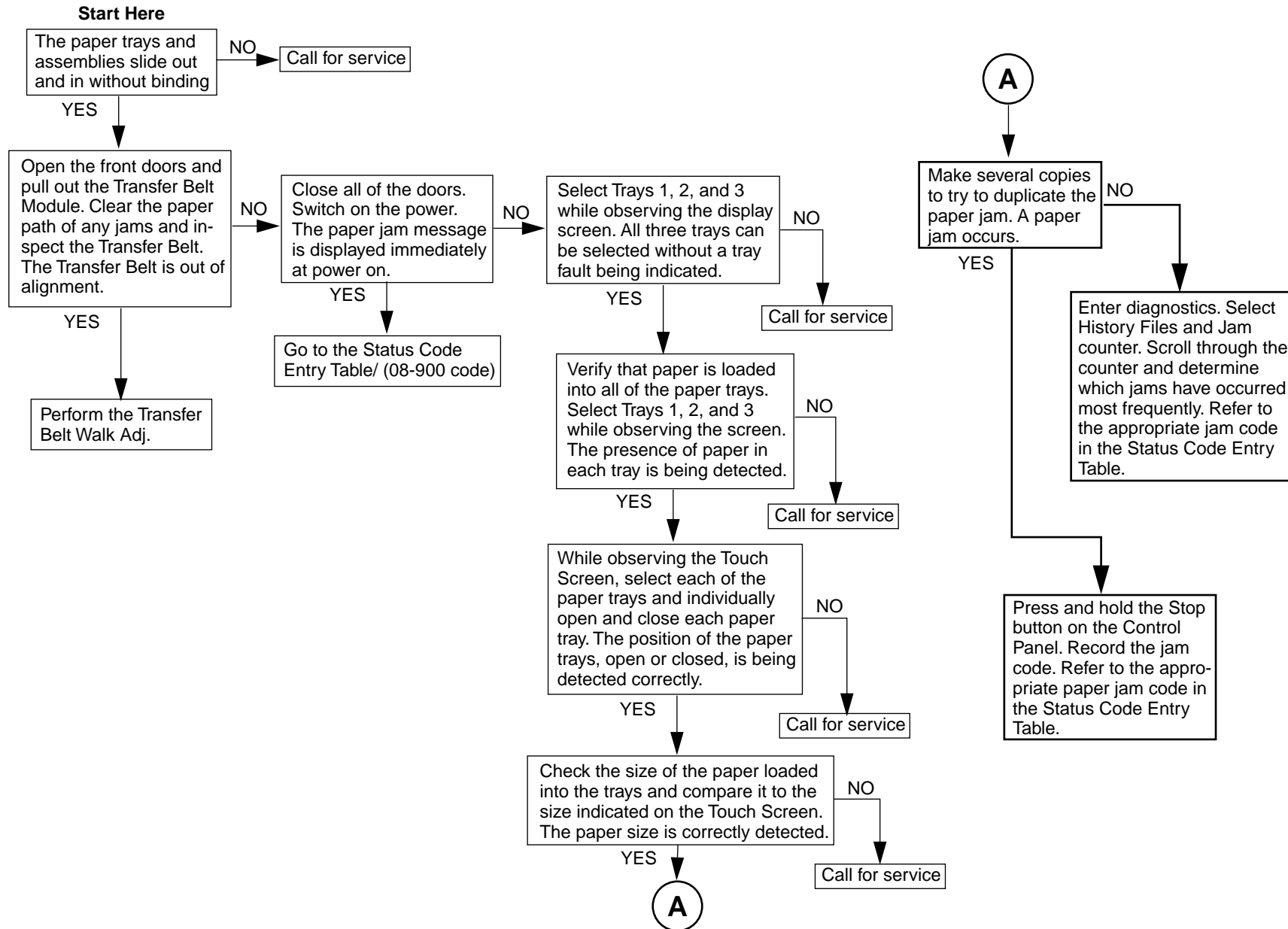
Table 1. Fault Code Subsystems

Area	Description
02	User Interface
03	IOT
04	Machine Clock
05	ADF Failures
06	Scanning/ROS/Communications failure
07	Paper Trays
08	Paper Tray/Registration Jams
09	Developer/Toner/ADC
10	Fuser
11	Sorter
15	PWB Failure
18	PWB Read/Write Error

Section 2 Entry Flow Chart



Paper Jam Entry Flow Chart



Status Code Entry Table 1

Procedure

Go to the Status Code Entry Table, below

Status Code Entry Table

Status Code	Description/Direction
02-282, 283, 330	<p>The control logic sensed a communications failure between the UI (User Interface) PWB and the LED Switch Panel PWB (282), the Edit Pad PWB (02-283) or the AIFU PWB (02-331).</p> <p>Initial action:</p> <ul style="list-style-type: none">Switch off the machine power.If there is other equipment close by that may be generating electrical noise or radio frequency interference, power it off also.Contact Building Maintenance and have them verify the proper voltage at the machine plug.Clean and inspect all corotrons for defects and ensure they are properly installed Section 5-Repairs.Power the machine on. <p>If the problem still exists:</p> <ul style="list-style-type: none">Place a service call.
02-340, 350	<p>The control logic sensed an error in the self test routines of the Ram test (02-340), or the EEP ROM test (02-350).</p> <p>Initial action:</p> <ul style="list-style-type: none">Switch off the machine power.If there is other equipment close by that may be generating electrical noise or radio frequency interference, power it off also.Contact Building Maintenance and have them verify the proper voltage at the machine plug.Clean and inspect all corotrons for defects and ensure they are properly installed Section 5-Repairs.Power the machine on. <p>If the problem still exists:</p> <ul style="list-style-type: none">Place a service call.

Status Code	Description/Direction
03-315, 317, 330, 336, 338	<p>The control logic sensed a communications failure between the IOT PWB and the IISS PWB (03-315), the UI PWB and the AIFU PWB (03-317 or 330), or the IOT PWB and the Foreign Interface PWB (03-336 or 338).</p> <p>Initial action:</p> <p>Switch off the machine power.</p> <p>If there is other equipment close by that may be generating electrical noise or radio frequency interference, power it off also.</p> <p>Contact Building Maintenance and have them verify the proper voltage at the machine plug.</p> <p>Clean and inspect all corotrons for defects and ensure they are properly installed Section 5-Repairs.</p> <p>Power the machine on.</p> <p>If the problem still exists:</p> <p>Place a service call.</p>
03-352, 357, 370	<p>The control logic sensed errors in the self test routines of the RAM test (03-352), the IOT PWB NVM test (03-357), or the IOT PWB ASIC test (03-370).</p> <p>Initial action:</p> <p>Switch off the machine power.</p> <p>If there is other equipment close by that may be generating electrical noise or radio frequency interference, power it off also.</p> <p>Contact Building Maintenance and have them verify the proper voltage at the machine plug.</p> <p>Clean and inspect all corotrons for defects and ensure they are properly installed Section 5-Repairs.</p> <p>Power the machine on.</p> <p>If the problem still exists:</p> <p>Place a service call.</p>

Status Code	Description/Direction
03-371	<p>The control logic sensed that the IOT PWB detected a data mismatch</p> <p>Initial action:</p> <ul style="list-style-type: none"> Switch off the machine power. If there is other equipment close by that may be generating electrical noise or radio frequency interference, power it off also. Clean and inspect all corotrons for defects and ensure they are properly installed. Power the machine on. <p>If the problem still exists:</p> <ul style="list-style-type: none"> Place a service call.
03-600	<p>The control logic sensed a Billing Data Recovery Failure.</p> <p>Initial action:</p> <ul style="list-style-type: none"> Switch off the machine power. If there is other equipment close by that may be generating electrical noise or radio frequency interference, power it off also. Contact Building Maintenance and have them verify the proper voltage at the machine plug. Clean and inspect all corotrons for defects and ensure they are properly installed Section 5-Repairs. Power the machine on. <p>If the problem still exists:</p> <ul style="list-style-type: none"> Place a service call.

Status Code	Description/Direction
04-200	<p>The control logic sensed that the IOT PWB detected a Machine Clock Failure.</p> <p>Initial action:</p> <p>Switch off the machine power.</p> <p>If there is other equipment close by that may be generating electrical noise or radio frequency interference, power it off also.</p> <p>Contact Building Maintenance and have them verify the proper voltage at the machine plug.</p> <p>Clean and inspect all corotrons for defects and ensure they are properly installed Section 5-Repairs.</p> <p>Power the machine on.</p> <p>If the problem still exists:</p> <p>Place a service call.</p>

Status Code	Description/Direction
05-110	<p>The control logic sensed a timing problem with the ADF Registration On Jam Check.</p> <p>Initial action:</p> <p>Check the paper path for pieces of ripped paper or other foreign objects.</p> <p>Check the following for contamination, excessive wear or damage:</p> <ul style="list-style-type: none"> · Nudger Roll (REP 5.22) · Feed Roll (REP 5.22) · Mylar guards on the underside of the ADF Feed Cover · Retard Rolls (REP 5.24) · Nudger Chute <p>Open and close the ADF left cover. Check for binding or other mechanical problems with the left cover. Observe the UI and make sure the customer message to close the left cover appears in a timely fashion.</p> <p>Verify that the jams are not being caused by operator error. Possible operator errors include:</p> <ul style="list-style-type: none"> · Using originals of the wrong type. Recommended originals are described in the User Guide. · Document Guide adjusted incorrectly. · Trying to copy more than 30 originals at a time. <p>If the problem still exists:</p> <p>Place a service call.</p>

Status Code	Description/Direction
05-111	<p>The control logic sensed a timing problem with the ADF Registration Off Jam Check.</p> <p>Initial action:</p> <ul style="list-style-type: none"> Check the paper path for pieces of ripped paper or other foreign objects. Inspect the Platen Belt for contamination, excessive wear or damage. Check the Platen Glass for contamination (REP 5.2). Open and close the ADF left cover. Check for binding or other mechanical problems with the left cover. Observe the UI and make sure the customer message to close the left cover appears in a timely fashion. <p>If the problem still exists:</p> <ul style="list-style-type: none"> Place a service call.
05-115, 116	<p>The control logic sensed a timing problem with the ADF Exit Sensor On Jam Check (05-115) or the ADF Exit Sensor Off Jam Check (05-116).</p> <p>Initial action:</p> <ul style="list-style-type: none"> Check the exit paper path for pieces of ripped paper or other foreign objects. Inspect the Platen Belt for contamination, excessive wear or damage. Check the Platen Glass for contamination (REP 5.2). Verify that the Exit Chute Cover is installed correctly. Check the Static Eliminator for damage and correct installation. <p>NOTE : <i>Certain types of coated originals may leave a residue on the platen glass when heated by the exposure lamp. This residue may cause the original to stick to the platen glass and not feed out of the ADF To avoid this problem make only a few copies of coated originals at a time or do not use the ADF when copying coated originals</i></p> <p>If the problem still exists:</p> <ul style="list-style-type: none"> Place a service call.

Status Code	Description/Direction
05-195	<p>The control logic sensed that a document fed through the ADF was a different size than the previous document.</p> <p>NOTE : <i>Document size is determined based on original length in the feed direction.</i></p> <p>Initial action:</p> <ul style="list-style-type: none"> Verify that NVM location 4439 is set to the correct market value. Clean the ADF Registration Sensor and check for paper or other foreign objects in the sensor path. Check the Platen Glass for contamination. Check the following for contamination, excessive wear or damage: <ul style="list-style-type: none"> · Nudger Roll (REP 5.22) · Feed Roll (REP 5.22) · Mylar guards on the underside of the ADF Feed Cover · Retard Rolls (REP 5.24) · Nudger Chute <p>If the problem still exists:</p> <ul style="list-style-type: none"> Place a service call.

Status Code	Description/Direction
05-273	<p>The control logic sensed that the ADF Drive Motor failed to operate.</p> <p>Initial action:</p> <p>Check the following for contamination, excessive wear, damage or binding:</p> <ul style="list-style-type: none"> · ADF Registration Roll bearings · ADF Registration Pinch Roll oil-less bearings · Platen Belt Drive Roll bearings · Nudger Roll bearings · Feed Roll bearings <p>If the problem still exists:</p> <p>Place a service call.</p>
05-280	<p>The control logic sensed a timing problem with the ADF Nudger Roll Home Sensor.</p> <p>Initial action:</p> <p>Inspect the Nudger Home Sensor actuator for damage and proper installation.</p> <p>Clean the ADF Nudger Home Sensor and check for foreign objects in the sensor path.</p> <p>If the problem still exists:</p> <p>Place a service call.</p>

Status Code	Description/Direction
05-340	<p>The control logic sensed an error in the self test routine of the Ram test.</p> <p>Initial action:</p> <ul style="list-style-type: none"> Switch off the machine power. If there is other equipment close by that may be generating electrical noise or radio frequency interference, power it off also. Contact Building Maintenance and have them verify the proper voltage at the machine plug. Clean and inspect all corotrons for defects and ensure they are properly installed Section 5-Repairs. Power the machine on. <p>If the problem still exists:</p> <ul style="list-style-type: none"> Place a service call.
ADF Interlock Fault	<p>The control logic has sensed a problem with the ADF interlocks.</p> <p>Initial action:</p> <ul style="list-style-type: none"> Inspect the feeder cover for any foreign material that would prevent the cover from closing correctly. Inspect the feeder cover for damage or warping. <p>If the problem still exists:</p> <ul style="list-style-type: none"> Place a service call.

Status Code	Description/Direction
ADF "Other" Faults	<p>Use this RAP to troubleshoot ADF problems not covered by other RAPs.</p> <p>Initial action:</p> <p>Inspect the Document Set Sensor for contamination, foreign material or damage.</p> <p>Make sure the Document Set Sensor is installed correctly and that the actuator can move freely.</p> <p>Inspect the document tray for contamination or damage that would prevent the document from actuating the Document Set Sensor.</p> <p>If the problem still exists:</p> <p>Place a service call.</p>
06-310, 311	<p>The control logic sensed a communications failure between the IISS PWB and the IPS PWB (06-310), or the ADF PWB (06-311).</p> <p>Initial action:</p> <p>Switch off the machine power.</p> <p>If there is other equipment close by that may be generating electrical noise or radio frequency interference, power it off also.</p> <p>Contact Building Maintenance and have them verify the proper voltage at the machine plug.</p> <p>Clean and inspect all corotrons for defects and ensure they are properly installed Section 5-Repairs.</p> <p>Power the machine on.</p> <p>If the problem still exists:</p> <p>Place a service call.</p>

Status Code	Description/Direction
06-340, 359	<p>The control logic sensed an error in the self test routines of the IISS PWB Ram test (06-340), or the IISS PWB ROM test (06-359).</p> <p>Initial action:</p> <p>Switch off the machine power.</p> <p>If there is other equipment close by that may be generating electrical noise or radio frequency interference, power it off also.</p> <p>Contact Building Maintenance and have them verify the proper voltage at the machine plug.</p> <p>Clean and inspect all corotrons for defects and ensure they are properly installed Section 5-Repairs.</p> <p>Power the machine on.</p> <p>If the problem still exists:</p> <p>Place a service call.</p>
06-361	<p>The control logic sensed a fault with the Scan Carraige Registration Sensor.</p> <p>Initial action:</p> <p>Switch off the machine power.</p> <p>Verify that the IIT (Image Input Terminal) Registration Sensor is correctly aligned and free from contamination.</p> <p>Power the machine on.</p> <p>If the problem still exists:</p> <p>Place a service call.</p>

Status Code	Description/Direction
06-364	<p>The control logic sensed a fault with the IIT Limit Sensor</p> <p>Initial action:</p> <p>Switch off the machine power.</p> <p>Power the machine on.</p> <p>If the problem still exists:</p> <p>Place a service call.</p>
06-370	<p>The control logic sensed a timing problem with the exposure lamp.</p> <p>Initial action:</p> <p>Switch off the machine power.</p> <p>Wait ten seconds</p> <p>Power the machine on.</p> <p>If the problem still exists:</p> <p>Place a service call.</p>
06-371	<p>The control logic sensed a problem with the Exposure Lamp.</p> <p>Initial action:</p> <p>Switch off the machine power.</p> <p>Wait ten seconds</p> <p>Power the machine on.</p> <p>If the problem still exists:</p> <p>Place a service call.</p>

Status Code	Description/Direction
06-372	<p>The control logic sensed that the Polygon Motor failed to operate.</p> <p>Initial action:</p> <ul style="list-style-type: none"> Switch off the machine power Verify that the Drum Unit is firmly seated and that the screws that hold the unit in place are installed (REP 5.4). Power the machine on. <p>If the problem still exists:</p> <ul style="list-style-type: none"> Place a service call.
06-380, 384	<p>The control logic sensed a timing problem with the ROS (Raster Output Scanner).</p> <p>Initial action:</p> <ul style="list-style-type: none"> Switch off the machine power. Wait ten seconds Power the machine on. <p>If the problem still exists:</p> <ul style="list-style-type: none"> Place a service call.
06-389	<p>The control logic sensed a timing problem with the Scan Carriage at End of Scan (EOS).</p> <p>Initial action:</p> <ul style="list-style-type: none"> Switch off the machine power. Wait ten seconds. Power the machine on. <p>If the problem still exists:</p> <ul style="list-style-type: none"> Place a service call.

Status Code	Description/Direction
06-390	<p>The control logic sensed that the Scan Carraige did not stop in the home position.</p> <p>Initial action:</p> <p style="padding-left: 40px;">Switch off the machine power.</p> <p style="padding-left: 40px;">Power the machine on.</p> <p>If the problem still exists:</p> <p style="padding-left: 40px;">Place a service call.</p>
06-391	<p>The control logic sensed that the Scan Carraige did not initialize properly.</p> <p>Initial action:</p> <p style="padding-left: 40px;">Switch off the machine power.</p> <p style="padding-left: 40px;">Wait ten seconds.</p> <p style="padding-left: 40px;">Power the machine on.</p> <p>If the problem still exists:</p> <p style="padding-left: 40px;">Place a service call.</p>
06-398	<p>The control logic sensed a timing problem with the Scan Carraige at Start of Scan (SOS).</p> <p>Initial action:</p> <p style="padding-left: 40px;">Switch off the machine power.</p> <p style="padding-left: 40px;">Wait ten seconds.</p> <p style="padding-left: 40px;">Power the machine on.</p> <p>If the problem still exists:</p> <p style="padding-left: 40px;">Place a service call.</p>

Status Code	Description/Direction
07-281, 282, 283, 284	<p>The control logic sensed a timing error for the Lift Up Time of Tray 1(07-281), Tray 2 (07-282), Tray 3 (07-283) or Tray 4 (07-284).</p> <p>Initial action:</p> <p style="padding-left: 40px;">Switch off the machine power.</p> <p style="padding-left: 40px;">Power the machine on.</p> <p>If the problem still exists:</p> <p style="padding-left: 40px;">Place a service call.</p>
Tray Load Paper for Tray 1, Tray 2, Tray 3, Tray 4, or the Bypass Tray	<p>The control logic has sensed that no paper is being detected in one of the paper trays.</p> <p>Initial action:</p> <p style="padding-left: 40px;">Go to the Paper Tray which was selected on the Control Panel and verify that the Paper Size Indicator is set to the correct paper size that is loaded in the Paper Tray.</p> <p style="padding-left: 40px;">Go to the Paper Tray which was selected on the Control Panel and verify that the paper is loaded correctly.</p> <p style="padding-left: 40px;">For the appropriate tray, clean the Tray Feed, Retard, Nudger, Preregistration and Registration Rolls with a damp cloth (water). (REP 5.22) (REP 5.24)</p> <p style="padding-left: 40px;">NOTE : <i>Check for obvious damage, missing or broken Drive Motor gear assemblies and drive belts. These items may cause a sensor failure to be displayed as an operator error message.</i></p> <p>If the problem still exists:</p> <p style="padding-left: 40px;">Place a service call.</p>

Status Code	Description/Direction
Tray Paper Size Sensing for Tray 1, Tray 2, Tray 3, Tray 4, or the Bypass Tray	<p>The control logic has sensed that the the paper size is not being detected correctly.</p> <p>Initial action:</p> <p>Go to the Paper Tray which was selected on the Control Panel and verify that the Paper Size Indicator is set to the correct paper size that is loaded in the Paper Tray.</p> <p>Go to the Paper Tray which was selected on the Control Panel and verify that the paper is loaded correctly.</p> <p>NOTE : Check for obvious damage, missing or broken Drive Motor gear assemblies and drive belts. These items may cause a sensor failure to be displayed as an operator error message.</p> <p>If the problem still exists:</p> <p>Place a service call.</p>
08-105, 110, 115, 120	<p>The control logic sensed a timing problem from the Feed Out sensor for Tray 1 (08-105), Tray 2 (08-110), Tray 3 (08-115) or Tray 4 (08-120).</p> <p>Initial action:</p> <p>For the appropriate tray, check the Tray Feed Out Sensor actuator for freedom of movement and proper installation.</p> <p>Check for proper installation of the appropriate Paper Guide.</p> <p>For the appropriate tray, check the Feed Sensor, Nudger, Retard and Feed Rolls shaft, for cleanliness, damage and excessive wear.</p> <p>Clean the Feed, Retard and Nudger Rolls with a damp cloth (water) (REP 5.22) (REP 5.24).</p> <p>Fan the paper or replace the paper with a new ream of paper.</p> <p>If the problem still exists:</p> <p>Place a service call.</p>

Status Code	Description/Direction
08-138	<p>The control logic sensed a timing problem from the Bypass Tray Registration Sensor.</p> <p>Initial action:</p> <ul style="list-style-type: none"> Clean the Bypass Tray Feed, Retard, Nudger, Preregistration and Registration Rolls with a damp cloth (water) (REP 5.27). Fan the paper or replace the paper with a new ream of paper. Clean the CTR (Charged Transfer Roll) Film with a dry cloth (REP 5.10). Check for paper path obstructions. <p>If the problem still exists:</p> <ul style="list-style-type: none"> Place a service call.
08-161	<p>The control logic sensed a timing problem from the Stripper Jam Sensor.</p> <p>Initial action:</p> <ul style="list-style-type: none"> Ensure that there is no paper jammed at the CTR (Charged Transfer Roll) Cleaner. Clean Tray 1, 2, 3 or 4 Feed, Retard, Nudger, Preregistration and Registration Rolls with a damp cloth (water) (REP 5.22) (REP 5.24). Clean the CTR (Charged Transfer Roll) Film with a dry cloth (REP 5.10). <p>If the problem still exists:</p> <ul style="list-style-type: none"> Place a service call.

Status Code	Description/Direction
08-165	<p>The control logic sensed a timing problem from the TC (Transfer Corotron) Jam Sensor.</p> <p>Initial action:</p> <ul style="list-style-type: none"> Ensure that there is no paper jammed at the CTR (Charged Transfer Roll) Cleaner. Clean the TC (Transfer Corotron) Jam Sensor. Clean Tray 1, 2, 3 or 4 Feed, Retard, Nudger, Preregistration and Registration Rolls with a damp cloth (water) (REP 5.22) (REP 5.24). Clean the CTR (Charged Transfer Roll) Film with a dry cloth (REP 5.10). Check that there is no paper tacked to the Drum. <p>If the problem still exists:</p> <ul style="list-style-type: none"> Place a service call.
08-167	<p>The control logic sensed a timing problem from the Misstrip Sensor On Check.</p> <p>Initial action:</p> <ul style="list-style-type: none"> Ensure that there is no paper jammed at the CTR (Charged Transfer Roll) Cleaner. Clean the TC (Transfer Corotron) Jam Sensor. Clean Tray 1, 2, 3 or 4 Feed, Retard, Nudger, Preregistration and Registration Rolls with a damp cloth (water) (REP 5.22) (REP 5.24). Clean the CTR (Charged Transfer Roll) Film with a dry cloth (REP 5.10). Check for excessive wear, damage or proper installation of the Stripper Finger. Check for a broken or arcing Transfer Corotron (TC) wire (REP 5.17). <p>If the problem still exists:</p> <ul style="list-style-type: none"> Place a service call.

Status Code	Description/Direction
08-168	<p>The control logic sensed a timing problem from the Misstrip Jam Sensor.</p> <p>Initial action:</p> <ul style="list-style-type: none"> Ensure that there is no paper jammed at the CTR (Charged Transfer Roll) Cleaner. Clean Tray 1, 2, 3 or 4 Feed, Retard, Nudger, Preregistration and Registration Rolls with a damp cloth (water) (REP 5.22) (REP 5.24). Clean the CTR (Charged Transfer Roll) Film with a dry cloth (REP 5.10). Check for excessive wear, damage or proper installation of the Stripper Finger. Check for a broken or arcing Transfer Corotron (TC) wire (REP 5.17). <p>If the problem still exists:</p> <ul style="list-style-type: none"> Place a service call.
08-169	<p>The control logic sensed a timing problem from the Stripper Jam Sensor.</p> <p>Initial action:</p> <ul style="list-style-type: none"> Ensure that there is no paper jammed at the CTR (Charged Transfer Roll) Cleaner. Clean Tray 1, 2, 3 or 4 Feed, Retard, Nudger, Preregistration and Registration Rolls with a damp cloth (water). Clean the CTR (Charged Transfer Roll) Film with a dry cloth (REP 5.10). Check for excessive wear, damage or proper installation of the Stripper Finger. Check for a broken or arcing Transfer Corotron (TC) wire (REP 5.17). <p>If the problem still exists:</p> <ul style="list-style-type: none"> Place a service call.

Status Code	Description/Direction
08-170	<p>The control logic sensed a timing error from the preregistration sensor while feeding from the bypass tray.</p> <p>Initial action:</p> <ul style="list-style-type: none"> Check for proper installation of the Bypass Tray Paper Guide. Check the Preregistration, Nudger and Feed Roll for binding or excessive wear (REP 5.27). Clean the Bypass Tray Feed, Retard, Nudger, Preregistration and Registration Rolls with a damp cloth (water) (REP 5.27). Clean the CTR (Charged Transfer Roll) Film with a dry cloth (REP 5.10). Check the Retard Pad for wear (REP 5.27) <p>If the problem still exists:</p> <ul style="list-style-type: none"> Place a service call.
08-171, 172, 173, 174	<p>The control logic sensed a timing error from the preregistration sensor while feeding from tray 1(08-171), tray 2 (08-172), tray 3 (08-173), or tray 4 (08-174).</p> <p>Initial action:</p> <ul style="list-style-type: none"> Clean the Feed, Retard, Nudger, Preregistration and Registration Rolls with a damp cloth (water), for the appropriate tray (REP 5.22) (REP 5.24). Clean the CTR (Charged Transfer Roll) Film with a dry cloth (REP 5.10). Check for paper path obstructions. <p>If the problem still exists:</p> <ul style="list-style-type: none"> Place a service call.

Status Code	Description/Direction
08-175, 176, 177, 178, 179	<p>The control logic sensed a timing error from the registration sensor on signal while feeding from the bypass tray (08-175), tray 1(08-176), tray 2 (08-177), tray 3 (08-178), or tray 4 (08-179).</p> <p>Initial action:</p> <ul style="list-style-type: none"> Check the Registration Chute for paper path obstructions and damage. Clean the Registration Sensor (REP 5.28). Clean the Feed, Retard, Nudger, Preregistration and Registration Rolls for the appropriate tray with a damp cloth (water) (REP 5.22) (REP 5.24). Clean the CTR (Charged Transfer Roll) Film with a dry cloth (REP 5.10). <p>If the problem still exists:</p> <ul style="list-style-type: none"> Place a service call.
08-198	<p>The control logic sensed a timing error from the registration sensor off signal while feeding from the bypass tray.</p> <p>Initial action:</p> <ul style="list-style-type: none"> Check for multiple feed of transparencies, if applicable. Clean the Bypass Tray Feed, Retard, Nudger, Preregistration and Registration Rolls with a damp cloth (water) (REP 5.27). Check the Bypass Tray Retard Pad for damage. <p>If the problem still exists:</p> <ul style="list-style-type: none"> Place a service call.
08-380	<p>The control logic sensed a failure of the position of the Curler Cam through the Curler Cam sensors 1 & 2.</p> <p>Initial action:</p> <ul style="list-style-type: none"> Check the Curler Cam for damage and obstructions. <p>If the problem still exists:</p> <ul style="list-style-type: none"> Place a service call.

Status Code	Description/Direction
08-385	<p>The control logic sensed a timing error between the TR0 (Transfer Roll Zero) sensor and the IOT PWB.</p> <p>Initial action:</p> <p>Check the TR0 (Transfer Roll Zero) Sensor Actuator for damage (located inside and at the front of the CTR (Charged Transfer Roll) Assembly).</p> <p>If the problem still exists:</p> <p>Place a service call.</p>
08-900	<p>The control logic sensed a paper static jam.</p> <p>Initial action:</p> <p>Contact Building Maintenance and have them verify the proper voltage at the machine plug.</p> <p>Check Tray 1, 2, 3 or 4 for a cracked or broken tray stop.</p> <p>Clean the CTR (Charged Transfer Roll) Film with a dry cloth (REP 5.10).</p> <p>Verify Heavy Weight Paper and Transparencies Control Panel settings are correct, if applicable.</p> <p>If the problem still exists:</p> <p>Place a service call.</p>
09-363	<p>The control logic sensed a failure of the Developer Rotary Home Sensor to detect the position of the Developer Rotary.</p> <p>Initial action:</p> <p>Verify that the Drum unit is firmly seated and secured (REP 5.4).</p> <p>Inspect the installation of the Developer Units (REP 5.7). Make sure all screws are secure and that the clamps are in place</p> <p>If the problem still exists:</p> <p>Place a service call.</p>

Status Code	Description/Direction
09-365, 366, 367, 368	<p>The control logic sensed a failure of one of the toner dispensing systems. Yellow (09-365), Magenta (09-366), Cyan (09-367), or Black (09-368).</p> <p>Initial action:</p> <p>Remove the corresponding toner cartridge and check for caking of the toner or blockage of the opening. Verify that there is adequate toner in the cartridge.</p> <p>If the problem still exists:</p> <p>Place a service call.</p>
09-376	<p>The control logic sensed that the Waste Toner Sump is full.</p> <p>Initial action:</p> <p>Refer to procedure (REP 5.5) to clean the waste toner sump. Reset NVM6060 to 0.</p> <p>If the problem still exists:</p> <p>Place a service call.</p>
09-620	<p>The control logic sensed a failure of the ADC sensor setup.</p> <p>Initial action:</p> <p>Check the drum surface for damage or deformities (REP 5.4).</p> <p>If the problem still exists:</p> <p>Place a service call.</p>

Status Code	Description/Direction
10-105, 106	<p>The control logic sensed a timing error from the Fuser Exit Sensor.</p> <p>Initial action:</p> <ul style="list-style-type: none"> Check for deformation of the Exit Chute (Lower/Upper). Check for paper path obstructions. Check for contamination, damage or wear on the Heat Roll (REP 5.31) and Pressure Roll (REP 5.35) surface. Check the Stripper Finger for defects and obvious damage (REP 5.38). <p>If the problem still exists:</p> <ul style="list-style-type: none"> Place a service call.
10-358	<p>The control logic sensed an error from the Thermistor failure detection circuit.</p> <p>Initial action:</p> <ul style="list-style-type: none"> Check the Heat Roll Control and Overheat Thermistors for cleanliness, damage and excessive wear at the point where the Thermistor contacts the Heat Roll (REP 5.37). Check the Pressure Roll Control and Overheat Thermistors for cleanliness, damage and excessive wear at the point where the Thermistor contacts the Pressure Roll (REP 5.37). <p>If the problem still exists:</p> <ul style="list-style-type: none"> Place a service call.
10-359	<p>The control logic sensed an open circuit from the Heat Roll Control Thermistor.</p> <p>Initial action:</p> <ul style="list-style-type: none"> Check the Heat Roll Control Thermistor for cleanliness, damage and excessive wear at the point where the Thermistor contacts the Heat Roll (REP 5.37). <p>If the problem still exists:</p> <ul style="list-style-type: none"> Place a service call.

Status Code	Description/Direction
10-360	<p>The control logic sensed an open circuit from the Heat Roll Overheat Thermistor.</p> <p>Initial action:</p> <p>Check the Heat Roll Overheat Thermistor for cleanliness, damage and excessive wear at the point where the Thermistor contacts the Heat Roll (REP 5.37).</p> <p>If the problem still exists:</p> <p>Place a service call.</p>
10-361	<p>The control logic sensed that the Heat Roll did not reach operating temperature.</p> <p>Initial action:</p> <p>Ensure that the Heat Roll surface is clean and not damaged (REP 5.31).</p> <p>Check the Heat Roll Control Thermistor for cleanliness, damage and excessive wear at the point where the Thermistor contacts the Heat Roll (REP 5.37).</p> <p>If the problem still exists:</p> <p>Place a service call.</p>
10-362	<p>The control logic sensed that the Heat Rod did not turn off after the Heat Roll reached operating temperature.</p> <p>Initial action:</p> <p>Ensure that the Heat Roll surface is clean (no debris, paper, etc.) (REP 5.31)</p> <p>Check the Heat Roll Control Thermistor for cleanliness, damage and excessive wear at the point where the Thermistor contacts the Heat Roll (REP 5.37).</p> <p>If the problem still exists:</p> <p>Place a service call.</p>

Status Code	Description/Direction
10-363	<p>The control logic sensed that the Heat Roll did not return to operating temperature after a job run.</p> <p>Initial action:</p> <p> Ensure that the Heat Roll surface is clean (no debris, paper, etc.) (REP 5.31)</p> <p> Check the Heat Roll Control Thermistor for cleanliness, damage and excessive wear at the point where the Thermistor contacts the Heat Roll (REP 5.37).</p> <p>If the problem still exists:</p> <p> Place a service call.</p>
10-364	<p>The control logic sensed that the Heat Roll could not maintain temperature during a copy run.</p> <p>Initial action:</p> <p> Ensure that the Heat Roll surface is clean (no debris, paper, etc.) (REP 5.31)</p> <p> Check the Heat Roll Control Thermistor for cleanliness, damage and excessive wear at the point where the Thermistor contacts the Heat Roll (REP 5.37).</p> <p>If the problem still exists:</p> <p> Place a service call.</p>
10-365	<p>The control logic sensed that the Heat Roll did not reach operating temperature within 150 seconds after Power Saver mode was exited.</p> <p>Initial action:</p> <p> Ensure that the Heat Roll surface is clean (no debris, paper, etc.) (REP 5.31)</p> <p> Check the Heat Roll Control Thermistor for cleanliness, damage and excessive wear at the point where the Thermistor contacts the Heat Roll (REP 5.37).</p> <p>If the problem still exists:</p> <p> Place a service call.</p>

Status Code	Description/Direction
10-366, 367	<p>The control logic sensed that the Heat Roll temperature exceeded 180°.</p> <p>Initial action:</p> <p>Check the Heat Roll Control Thermistor for cleanliness, damage and excessive wear at the point where the Thermistor contacts the Heat Roll (REP 5.37).</p> <p>If the problem still exists:</p> <p>Place a service call.</p>
10-368	<p>The control logic sensed an open circuit from the Pressure Roll control thermistor.</p> <p>Initial action:</p> <p>Check the Pressure Roll Control Thermistor for cleanliness, damage and excessive wear at the point where the Thermistor contacts the Pressure Roll (REP 5.37).</p> <p>If the problem still exists:</p> <p>Place a service call.</p>
10-369	<p>The control logic sensed an open circuit from the Pressure Roll overheat thermistor.</p> <p>Initial action:</p> <p>Check the Pressure Roll Control Thermistor for cleanliness, damage and excessive wear at the point where the Thermistor contacts the Pressure Roll (REP 5.37).</p> <p>If the problem still exists:</p> <p>Place a service call.</p>

Status Code	Description/Direction
10-370	<p>The control logic sensed that the Pressure Roll did not reach operating temperature.</p> <p>Initial action:</p> <p> Ensure that the Pressure Roll surface is clean (no debris, paper, etc.) (REP 5.35)</p> <p> Check the Pressure Roll Control Thermistor for cleanliness, damage and excessive wear at the point where the Thermistor contacts the Pressure Roll (REP 5.37).</p> <p>If the problem still exists:</p> <p> Place a service call.</p>
10-371	<p>The control logic sensed that the Pressure Roll Heat Rod did not turn off after the Pressure Roll reached operating temperature.</p> <p>Initial action:</p> <p> Ensure that the Pressure Roll surface is clean (no debris, paper, etc.) (REP 5.35)</p> <p> Check the Pressure Roll Control Thermistor for cleanliness, damage and excessive wear at the point where the Thermistor contacts the Pressure Roll (REP 5.37).</p> <p>If the problem still exists:</p> <p> Place a service call.</p>
10-372	<p>The control logic sensed that the Pressure Roll did not return to operating temperature after a job run.</p> <p>Initial action:</p> <p> Ensure that the Pressure Roll surface is clean (no debris, paper, etc.) (REP 5.35)</p> <p> Check the Pressure Roll Control Thermistor for cleanliness, damage and excessive wear at the point where the Thermistor contacts the Pressure Roll (REP 5.37).</p> <p>If the problem still exists:</p> <p> Place a service call.</p>

Status Code	Description/Direction
10-373	<p>The control logic sensed that the Pressure Roll could not maintain temperature during a copy run.</p> <p>Initial action:</p> <p> Ensure that the Pressure Roll surface is clean (no debris, paper, etc.) (REP 5.35)</p> <p> Check the Pressure Roll Control Thermistor for cleanliness, damage and excessive wear at the point where the Thermistor contacts the Pressure Roll (REP 5.37).</p> <p>If the problem still exists:</p> <p> Place a service call.</p>
10-374	<p>The control logic sensed that the Pressure Roll did not reach operating temperature within 150 seconds after Power Saver mode was exited.</p> <p>Initial action:</p> <p> Ensure that the Pressure Roll surface is clean (no debris, paper, etc.) (REP 5.35)</p> <p> Check the Pressure Roll Control Thermistor for cleanliness, damage and excessive wear at the point where the Thermistor contacts the Pressure Roll (REP 5.37).</p> <p>If the problem still exists:</p> <p> Place a service call.</p>
10-375, 376	<p>The control logic sensed that the Pressure Roll temperature exceeded 180°.</p> <p>Initial action:</p> <p> Check the Pressure Roll Control Thermistor for cleanliness, damage and excessive wear at the point where the Thermistor contacts the Pressure Roll (REP 5.37).</p> <p>If the problem still exists:</p> <p> Place a service call.</p>

Status Code	Description/Direction
11-100, 101	<p>The control logic sensed that the Sorter Feed Sensor did not energize within the specified time.</p> <p>Place a service call.</p>
11-340	<p>The control logic sensed a failure of the Sorter Control PWB.</p> <p>Initial action:</p> <p>Switch off the machine power.</p> <p>If there is other equipment close by that may be generating electrical noise or radio frequency interference, power it off also.</p> <p>Contact Building Maintenance and have them verify the proper voltage at the machine plug.</p> <p>Clean and inspect all corotrons for defects and ensure they are properly installed.</p> <p>Power the machine on.</p> <p>If the problem still exists:</p> <p>Place a service call.</p>
11-380	<p>The control logic sensed a failure of the Sorter Bin Home Switch.</p> <p>Initial action:</p> <p>Check for obstructions in the sorter bins.</p> <p>Check the Sorter Drive Motor Belt for damage and proper tension.</p> <p>If the problem still exists:</p> <p>Place a service call.</p>

Status Code	Description/Direction
11-381	<p>The control logic sensed a failure of the Sorter Bin drive motor.</p> <p>Initial action:</p> <ul style="list-style-type: none"> Check for obstructions in the sorter bins. Check the Sorter Drive Motor Belt for damage and proper tension. <p>If the problem still exists:</p> <ul style="list-style-type: none"> Place a service call.
Sorter Interlock RAP	<p>Use this RAP to troubleshoot when there is a customer message instructing the operator to close the sorter top cover or to push the sorter into place.</p> <p>Initial action:</p> <ul style="list-style-type: none"> Ensure that the sorter is properly mated with the machine. Ensure that the top cover is closed and the interlock is being actuated. <p>If the problem still exists:</p> <ul style="list-style-type: none"> Place a service call.

Status Code	Description/Direction
15-280	<p>The control logic sensed a communications failure between the IPS PWB and the BR PWB.</p> <p>Initial action:</p> <ul style="list-style-type: none"> Switch off the machine power. If there is other equipment close by that may be generating electrical noise or radio frequency interference, power it off also. Contact Building Maintenance and have them verify the proper voltage at the machine plug. Clean and inspect all corotrons for defects and ensure they are properly installed. Power the machine on. <p>If the problem still exists:</p> <ul style="list-style-type: none"> Place a service call.
15-281, 282, 283	<p>The control logic sensed that paper money has been placed on the document glass to be copied. This is a prohibited from copy item.</p> <p>Initial action:</p> <ul style="list-style-type: none"> Verify that the original is not paper money. <p>If the problem still exists:</p> <ul style="list-style-type: none"> Switch off the machine power. If there is other equipment close by that may be generating electrical noise or radio frequency interference, power it off also. Contact Building Maintenance and have them verify the proper voltage at the machine plug. Clean and inspect all corotrons for defects and ensure they are properly installed. Power the machine on. <p>If the problem still exists:</p> <ul style="list-style-type: none"> Place a service call.

Status Code	Description/Direction
15-340	<p>The control logic sensed a failure of the IPS PWB RAM.</p> <p>Initial action:</p> <ul style="list-style-type: none"> Switch off the machine power. If there is other equipment close by that may be generating electrical noise or radio frequency interference, power it off also. Contact Building Maintenance and have them verify the proper voltage at the machine plug. Clean and inspect all corotrons for defects and ensure they are properly installed. Power the machine on. <p>If the problem still exists:</p> <ul style="list-style-type: none"> Place a service call.
15-360, 361, 362	<p>The control logic sensed a failure of the IPS PWB Self Test.</p> <p>Initial action:</p> <ul style="list-style-type: none"> Switch off the machine power. If there is other equipment close by that may be generating electrical noise or radio frequency interference, power it off also. Contact Building Maintenance and have them verify the proper voltage at the machine plug. Clean and inspect all corotrons for defects and ensure they are properly installed. Power the machine on. <p>If the problem still exists:</p> <ul style="list-style-type: none"> Place a service call.

Status Code	Description/Direction
15-380, 381, 382, 383, 384, 385	<p>The control logic sensed a failure of the AGC (Automatic Gain Control).</p> <p>Initial action:</p> <p style="padding-left: 40px;">Verify that the platen glass has not been damaged and/or has been properly installed.</p> <p>If the problem still exists:</p> <p style="padding-left: 40px;">Switch off the machine power.</p> <p style="padding-left: 40px;">If there is other equipment close by that may be generating electrical noise or radio frequency interference, power it off also.</p> <p style="padding-left: 40px;">Contact Building Maintenance and have them verify the proper voltage at the machine plug.</p> <p style="padding-left: 40px;">Clean and inspect all corotrons for defects and ensure they are properly installed.</p> <p style="padding-left: 40px;">Power the machine on.</p> <p>If the problem still exists:</p> <p style="padding-left: 40px;">Place a service call.</p>
15-386, 387, 388, 389, 390, 391	<p>The control logic sensed a failure of the AOC (Automatic Offset Control).</p> <p>Initial action:</p> <p style="padding-left: 40px;">Switch off the machine power.</p> <p style="padding-left: 40px;">If there is other equipment close by that may be generating electrical noise or radio frequency interference, power it off also.</p> <p style="padding-left: 40px;">Contact Building Maintenance and have them verify the proper voltage at the machine plug.</p> <p style="padding-left: 40px;">Clean and inspect all corotrons for defects and ensure they are properly installed.</p> <p style="padding-left: 40px;">Power the machine on.</p> <p>If the problem still exists:</p> <p style="padding-left: 40px;">Place a service call.</p>

Status Code	Description/Direction
18-340	<p>The control logic sensed a failure of the AIFU PWB RAM Test.</p> <p>Initial action:</p> <ul style="list-style-type: none"> Switch off the machine power. If there is other equipment close by that may be generating electrical noise or radio frequency interference, power it off also. Contact Building Maintenance and have them verify the proper voltage at the machine plug. Clean and inspect all corotrons for defects and ensure they are properly installed. Power the machine on. <p>If the problem still exists:</p> <ul style="list-style-type: none"> Place a service call.