



MS911

4021-230

Service Manual

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June 18, 2014

www.lexmark.com

Product information

Product name:

Lexmark MS911

Machine type:

4021

Model(s):

230

Edition notice

June 18, 2014

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Notices and safety information

Laser notices

Laser notice

The printer is certified in the U.S. to conform to the requirements of DHHS 21 CFR, Chapter I, 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 15-milliwatt laser operating in the wavelength of 787–800 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-Hinweis

Der Drucker wurde in den USA zertifiziert und entspricht den DHHS-Vorschriften 21 CFR, Kapitel I, Unterkapitel J für Laserprodukte der Klasse I (1); andernorts ist er als Laserprodukt der Klasse I zertifiziert, das den IEC 60825-1-Anforderungen entspricht.

Laserprodukte der Klasse I werden nicht als gefährlich eingestuft. Der Drucker enthält im Inneren einen Laser der Klasse IIIb (3b), und zwar einen 15-Milliwatt-Laser, der im Wellenlängenbereich von 787 bis 800 Nanometern arbeitet. Das Lasersystem und der Drucker sind so konstruiert, dass unter normalen Betriebsbedingungen, bei der Wartung durch den Benutzer oder bei den vorgeschriebenen Wartungsbedingungen Menschen keiner Laserstrahlung ausgesetzt sind, die die Werte für Klasse I überschreitet.

Avis relatif à l'utilisation du laser

L'imprimante est certifiée conforme aux exigences de la réglementation des Etats-Unis relative aux produits laser (DHHS 21 CFR, Chapter I, Subchapter J for Class I (1)). Pour les autres pays, elle est certifiée conforme aux exigences des normes IEC 60825-1 relatives aux produits laser de classe I.

Les produits laser de Classe I ne sont pas considérés comme dangereux. L'imprimante contient un laser de classe IIIb (3b), laser 15 milliwatts opérant sur une longueur d'onde de l'ordre de 787 à 800 nanomètres. Le système laser ainsi que l'imprimante ont été conçus de manière à ce que personne ne soit exposé à des rayonnements laser dépassant le niveau de classe I dans le cadre d'un fonctionnement normal, de l'entretien par l'utilisateur ou de la maintenance.

Avvertenze sui prodotti laser

La stampante è certificata negli Stati Uniti come stampante conforme ai requisiti DHHS 21 CFR, Capitolo I, Sottocapitolo J per i prodotti laser di Classe I (1), mentre in altri paesi è certificata come prodotto laser di Classe I conforme ai requisiti IEC 60825-1.

I prodotti laser di Classe I non sono considerati pericolosi. La stampante contiene un laser di Classe IIIb (3b), che è nominalmente un laser a 15 milliwatt funzionante a una lunghezza d'onda di 787–800 nanometri. Il sistema laser e la stampante sono stati progettati in modo da impedire l'esposizione a radiazioni laser superiori al livello previsto dalla Classe I durante le normali operazioni di stampa, manutenzione o assistenza.

Aviso de láser

Esta impresora se ha certificado en EE. UU. de conformidad con los requisitos de DHHS 21 CFR, capítulo I, subcapítulo J, para los productos láser de Clase I (1), y en otros países está certificada como un producto láser de Clase I de acuerdo con los requisitos de IEC 60825-1.

Los productos láser de Clase I no se consideran peligrosos. La impresora contiene un láser interno de Clase IIIb (3b) que nominalmente es un láser de 15 milivatios que funciona en una longitud de onda de 787–800 nanómetros. El sistema láser y la impresora se han diseñado para que ningún individuo acceda nunca a las radiaciones láser por encima del nivel de Clase I durante su uso normal, ni en tareas de mantenimiento o intervenciones de servicio técnico prescritas.

Aviso sobre laser

A impressora foi certificada nos EUA por estar em conformidade com os requisitos do DHHS 21 CFR, capítulo I, subcapítulo J, para produtos a laser de Classe I (1) e, nos demais países, foi certificada como produto a laser de Classe I em conformidade com os requisitos da IEC 60825-1.

Os produtos a laser de Classe I não são considerados perigosos. A impressora contém, internamente, um laser de Classe IIIb (3b) que é um laser de 15 miliwatts operando no comprimento de onda de 787–800 nanômetros. O sistema do laser e a impressora foram projetados para que jamais haja acesso humano à radiação do laser acima do nível da Classe I durante a operação normal ou a manutenção pelo usuário ou sob as condições de manutenção prescritas.

Laserinformatie

Deze printer is in de Verenigde Staten gecertificeerd als een product dat voldoet aan de vereisten van DHHS 21 CFR, hoofdstuk 1, paragraaf J voor laserproducten van klasse I (1). Elders is de printer gecertificeerd als een laserproduct van klasse I dat voldoet aan de vereisten van IEC 60825-1.

Laserproducten van klasse I worden geacht geen gevaar op te leveren. De printer bevat intern een laser van klasse IIIb (3b), met een nominaal vermogen van 15 milliwatt en een golflengtebereik van 787–800 nanometer. Het lasersysteem en de printer zijn zodanig ontworpen dat gebruikers nooit blootstaan aan laserstraling die hoger is dan het toegestane niveau voor klasse I-apparaten, tijdens normaal gebruik, onderhoudswerkzaamheden door de gebruiker of voorgeschreven servicewerkzaamheden.

Lasererklæring

Denne printer er certificeret i USA i henhold til kravene i DHHS 21 CFR, afsnit I, underafsnit J, for Klasse I-laserprodukter (1) og certificeret andetsteds som et Klasse I-laserprodukt i henhold til kravene i IEC 60825-1.

Klasse I-laserprodukter anses ikke for at være farlige. Printerens indeholder internt en klasse IIIb (3b)-laser, der nominelt er en 15 milliwatt laser, som fungerer i bølglængdeområdet 787–800 nanometer. Lasersystemet og printerens er udviklet på en sådan måde, at der ikke er en direkte laserstråling, der overskrider Klasse I-niveauet under normal brug, brugers vedligeholdelse eller de foreskrevne servicebetingelser.

Laserilmoitus

Tämä tulostin on sertifioitu Yhdysvalloissa DHHS 21 CFR, Chapter I, 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 nimellistehoaltaan 15 mW:n laser ja toimii 787–800 nanometrin aallonpituuksilla. Laserjärjestelmä ja tulostin ovat rakenteeltaan sellaisia, että käyttäjä ei joudu alttiiksi luokkaa 1 suuremmalle säteilylle normaalin käytön, ylläpidon tai huollon aikana.

Lasermeddelande

Skrivaren är certifierad i USA enligt kraven i DHHS 21 CFR, avsnitt I, underavsnitt J för laserprodukter av klass I (1) och i andra länder är den certifierad som en laserprodukt av klass I som uppfyller kraven i IEC 60825-1.

Laserprodukter av klass I anses inte vara skadliga. Skrivaren innehåller en klass IIIb (3b)-laser, vilket är en 15 mW laser som arbetar inom en våglängd på 787–800 nm. Lasersystemet och skrivaren är utformade så att människor aldrig utsätts för laserstrålning över klass I-nivå under normala förhållanden vid användning, underhåll eller service.

Lasermerknad

Skrivaren er sertifisert i USA for samsvar med kravene i DHHS 21 CFR, kapittel I, underkapittel J for laserprodukter av klasse I (1), og er andre steder sertifisert som et laserprodukt av klasse I som samsvarer med kravene i IEC 60825-1.

Laserprodukter av klasse I anses ikke som helseskadelige. Skriveren inneholder en intern laser av klasse IIIb (3b) som nominelt er en 15 milliwatt laser, og som opererer i bølglengder på 787–800 nanometer. Lasersystemet og skriveren er utformet slik at mennesker ikke utsettes for laserstråling utover nivået i klasse I under normal drift, vedlikehold eller foreskrevet service.

Avis sobre el làser

Als EUA, la impressora està certificada de conformitat amb els requisits del capítol I, apartat J del CFR 21 del Departament de Salut i Serveis Humans per a productes làser de classe I (1) i a la resta de països està certificada com a producte làser de classe I d'acord amb els requisits de la norma IEC 60825-1.

Els productes làser de classe I no es consideren perillosos. A l'interior de la impressora hi ha un làser de classe IIIb (3b) que nominalment de 15 mil·liwatts que funciona a una longitud d'ona de 787–800 nanòmetres. El sistema làser y la impressora s'han dissenyat amb l'objectiu d'impedir l'accés humà de la radiació làser superior al nivell de classe I durant un funcionament normal, el manteniment per part de l'usuari o les condicions de servei prescrites.

レーザーに関する通知

本機は、米国においてクラス I (1) レーザー製品に対する DHHS 21 CFR、Chapter I、Subchapter J の要件に準拠し、その他の国では IEC 60825-1 の要件に準拠するクラス I レーザー製品として認可されています。

クラス I レーザー製品は、危険性がないとみなされています。本機には、クラス IIIb (3b) レーザーが内蔵されています。これは、787 ～ 800 ナノメートルの波長で動作する定格 15 ミリワットのレーザーです。レーザーシステムとプリンタは、通常の操作、ユーザーによるメンテナンス、または所定のサービス条件の下で、ユーザーがクラス I レベルを超えるレーザー放射に絶対にさらされないように設計されています。

레이저 관련 공지

이 프린터는 미국에서 DHHS 21 CFR, Chapter I, Subchapter J 의 요구 사항을 준수하는 클래스 I(1) 레이저 제품으로 승인되었으며 이외 지역에서 IEC 60825-1 의 요구 사항을 준수하는 클래스 I 레이저 제품으로 승인되었습니다.

Class I 레이저 제품은 위험한 제품으로 간주되지 않습니다. 프린터에는 787–800 나노미터의 파장 영역에서 작동하는 공칭 15 밀리วัต 레이저인 클래스 IIIb(3b) 레이저가 내부에 포함되어 있습니다. 레이저 시스템과 프린터는 정상적인 작동, 사용자 유지 관리 또는 사전 설명된 서비스 조건에는 사람에게 클래스 I 수준 이상의 레이저 방사 노출되지 않도록 설계되었습니다.

激光注意事项

本打印机在美国认证合乎 DHHS 21 CFR Chapter I, Subchapter J 对分类 I (1) 激光产品的标准, 而在其他地区则被认证是合乎 IEC 60825-1 的分类 I 激光产品。

一般认为分类 I 激光产品不具有危险性。本打印机内部含有分类 IIIb (3b) 的激光，在操作过程中会产生额定 15 毫瓦的激光，其波长范围在 787–800nm 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。

雷射聲明

本印表機係經過美國核可，符合 DHHS 21 CFR, Chapter I, Subchapter J 規定的 I (1) 級雷射產品激光注意事項；在美國以外的地區，為符合 IEC 60825-1 規定的 I 級雷射產品。

根據 I 級雷射產品的規定，這類產品不會對人體造成傷害。本機所採用之 IIIb (3b) 級雷射只會產生 15 百萬分之一瓦特 (milliwatt)、波長 787 至 800 億分之一米 (nanometer) 的放射線。使用者只要以正確的方法操作及維護保養，並依照先前所述之維修方式進行修護，此印表機與其雷射系統絕不會產生 I 級以上的放射線，而對人體造成傷害。

Safety information

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—POTENTIAL INJURY

The lithium battery in this product is not intended to be replaced. There is a danger of explosion if a lithium battery is incorrectly replaced. Do not recharge, disassemble, or incinerate a lithium battery. Discard used lithium batteries according to the manufacturer's instructions and local regulations.

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.



AVERTISSEMENT—RISQUE DE BLESSURE

La batterie lithium de ce produit n'est pas destinée à être remplacée. Il existe un risque d'explosion si une batterie lithium est placée de façon incorrecte. Ne rechargez pas, ne démontez pas et n'incinerez pas une batterie lithium. Mettez les batteries lithium usagées au rebut selon les instructions du fabricant et les réglementations locales.

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 — PERICOLO DI LESIONI

La batteria al litio presente del prodotto non deve essere sostituita. In caso di sostituzione errata della batteria al litio, potrebbe verificarsi un'esplosione. Non ricaricare, smontare o bruciare batterie al litio. Smaltire le batterie al litio usate seguendo le istruzioni del produttore e le norme locali.

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.



VORSICHT - VERLETZUNGSGEFAHR

Die Lithiumbatterie in diesem Produkt darf nicht ausgetauscht werden. Wird eine Lithiumbatterie nicht ordnungsgemäß ausgetauscht, besteht Explosionsgefahr. Lithiumbatterien dürfen auf keinen Fall wieder aufgeladen, auseinander genommen oder verbrannt werden. Befolgen Sie zum Entsorgen verbrauchter Lithiumbatterien die Anweisungen des Herstellers und die örtlichen Bestimmungen.

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: POSIBLES DAÑOS PERSONALES

La batería de litio de este producto no debe reemplazarse. Existe riesgo de explosión si se sustituye incorrectamente una batería de litio. No recargue, desmonte ni incinere una batería de litio. Deseche las baterías de litio según las instrucciones del fabricante y las normativas locales.

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.



ATENÇÃO — RISCO DE FERIMENTO

A bateria de lítio neste produto não deve ser substituída. Existe o risco de explosão se uma bateria de lítio for substituída incorretamente. Não recarregue, desmonte ou incinere uma bateria de lítio. Descarte as baterias de lítio usadas de acordo com as instruções do fabricante e regulamentos locais.

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.



ATENCIÓ

La bateria de liti d'aquest producte no ha estat dissenyada perquè es substitueixi. Hi ha perill d'explosió si no es substitueix correctament la bateria de liti. No recarregueu, desmunteu o incinereu una bateria de liti. Desfeu-vos de les bateries de liti usades d'acord amb les instruccions del fabricant i les regulacions locals.

안전 사항

- 본 제품은 원래 설계 및 특정 구성에 대한 테스트 결과로 안정 성이 입증된 것입니다. 따라서 무허가 교체부품을 사용하는 경우에는 제조업체에서 안전에 대한 책임을 지지 않습니다.
- 본 제품에 관한 유지 보수 설명서는 전문 서비스 기술자 용으로 작성된 것이므로, 비 전문가가 사용할 수 없습니다.
- 본 제품을 해체하거나 정비할 경우, 전기전 인 충격을 받거나 상처를 입을 위험이 커집니다. 전문 서비스 기술자는 이 사실을 숙지하고, 필요한 예방조치를 취하도록 하십시오.



주의—부상 위험

이 제품에 들어 있는 리튬 배터리는 교체할 수 없습니다. 리튬 배터리를 잘못 교체하면 폭발할 위험이 있습니다. 리튬 배터리를 재충전하거나, 분해하거나, 태우지 마십시오. 제조업체의 지침과 지역 규정에 따라 다 쓴 리튬 배터리를 폐기하십시오.

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，并不打算证其他人使用。
- 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触，并采取必要的预防措施。



当心—可能的伤害：

本产品中的锂电池不可更换。如果不正确更换锂电池，可能会有爆炸危险。不要再充电、拆解或焚烧锂电池。丢弃旧的锂电池时应按照制造商的指导及当地法规进行处理。

Preface

This manual contains maintenance procedures for service personnel.

It is divided into the following chapters:

- **General information** contains a general description of the printer. Special tools and test equipment are discussed.
- **Diagnostic information** contains diagnostic aids you can use to isolate failing FRUs. These diagnostic aids include error code tables, symptom tables, and service checks.
- **Service menus** contains descriptions of the printer interface, the user and service menus.
- **Repair information** provides instructions for making printer adjustments and removing and installing FRUs.
- **Component locations** uses illustrations to identify the basic printer parts.
- **Maintenance** contains the lubrication specifications and recommendations to prevent problems.
- **Parts catalog** contains illustrations and part numbers for individual FRUs.
- **Appendix A: Printer specifications** contains detailed specifications about the product.
- **Appendix B: Options and features** contains the available options and other features of the product.
- **Appendix C: Theory of operation** contains the theory of operation.
- **Appendix D: Acronyms** contains the list of acronyms in the manual and their meanings.

Service manual conventions

Note: A *note* provides additional information.

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

This service manual uses several different types of caution statements:



CAUTION—POTENTIAL INJURY: A *caution* identifies something that might cause the service technician harm.



CAUTION—SHOCK HAZARD: This type of caution indicates a danger from hazardous voltage in the area of the product where you are working. Unplug the product before you start working, or use caution if the product must receive power to perform the task.



CAUTION—HOT SURFACE: This type of caution indicates a hot surface.



CAUTION—TIPPING HAZARD: This type of caution indicates a tipping hazard.

General information

The Lexmark™ MS911 SFP is a network-capable, laser printer that prints monochrome print jobs. All information in this service manual pertains to all models unless explicitly noted.

The printers are available in the following models:

Model	Configurations	Machine type / model
MS911	Mono laser SFP, Networking, Duplex print, Duplex scan, 4.3-inch color touch screen	4021-230

The diagnostic information in this manual leads you to the correct field replaceable unit (FRU) or part. Use the error code charts, symptom index, and service checks to determine the symptom and then repair the failure. After you complete the repair, perform tests as needed to verify the repair.

To begin diagnosing a problem, go to [“Diagnostic information” on page 39](#). For information about removing and reinstalling parts, see [“Repair information” on page 197](#). See [“Parts catalog” on page 426](#) to help identify parts.

Paper and specialty media guide

Notes:

- Make sure the paper size, type, and weight are set correctly on the computer or control panel.
- Flex, fan, and straighten specialty media before loading them.
- The printer may print at a reduced speed to prevent damage to the fuser.
- For more information on card stock and labels, see the *Card Stock & Label Guide* on the Lexmark support Web site at <http://support.lexmark.com>.

Using specialty media

Tips on using card stock

Card stock is heavy, single-ply specialty media. Many of its variable characteristics, such as moisture content, thickness, and texture, can significantly affect print quality.

- From the printer control panel, set the paper size, type, texture, and weight in the Paper menu to match the card stock loaded in the tray.
- Print samples on the card stock being considered for use before buying large quantities.
- Specify the paper texture and weight from the tray settings to match the paper loaded in the tray.
- Preprinting, perforation, and creasing may significantly affect the print quality and cause jams or other paper feed problems.
- Before loading the card stock on the tray, flex and fan the card stock to loosen them. Straighten the edges on a level surface.

Tips on using envelopes

- From the printer control panel, set the paper size, type, texture, and weight in the Paper menu to match the envelopes loaded in the tray.
- Print samples on the envelopes being considered for use before buying large quantities.
- Use envelopes designed specifically for laser printers.
- For best performance, use envelopes made from 90-g/m² (24-lb) paper or 25% cotton.
- Use only new envelopes from undamaged packages.
- To optimize performance and minimize jams, do not use envelopes that:
 - Have excessive curl or twist.
 - Are stuck together or damaged in any way.
 - Have windows, holes, perforations, cutouts, or embossing.
 - Have metal clasps, string ties, or folding bars.
 - Have an interlocking design.
 - Have postage stamps attached.
 - Have any exposed adhesive when the flap is in the sealed or closed position.
 - Have bent corners.
 - Have rough, cockle, or laid finishes.
- Adjust the width guides to fit the width of the envelopes.
- Before loading the envelopes on the tray, flex the stack of envelopes back and forth to loosen them, and then fan them. Straighten the edges on a level surface.

Note: A combination of high humidity (over 60%) and high printing temperature may wrinkle or seal envelopes.

Tips on using labels

- From the printer control panel, set the paper size, type, texture, and weight in the Paper menu to match the labels loaded in the tray.
- Print samples on labels being considered for use before buying large quantities.
- For more information on label printing, characteristics, and design, see the *Card Stock & Label Guide* on the Lexmark Web site at <http://support.lexmark.com>.
- Use labels designed specifically for laser printers.
- Do not use labels with slick backing material.
- Do not use labels with exposed adhesive.
- Use full label sheets. Partial sheets may cause labels to peel off during printing, resulting in a jam. Partial sheets also contaminate the printer and the cartridge with adhesive, and could void the printer and toner cartridge warranties.
- Before loading labels on the tray, flex and fan labels to loosen them. Straighten the edges on a level surface.

Tips on using letterhead

- Use letterhead specifically for laser printers.
- Print samples before buying large quantities.
- Before loading letterhead, flex and fan the sheets.
- When printing on letterhead, take note of the page orientation.

Source	Printing	Side with the letterhead	Paper orientation
Trays	One-sided	Faceup	Load the sheet with the top edge toward the back of the tray.
	Two-sided	Facedown	Load the sheet with the top edge toward the front of the tray.
Multipurpose feeder	One-sided	Facedown	Load the sheet with the top edge on the left side.
	Two-sided	Faceup	Load the sheet with the top edge on the right side.

Tips on using transparencies

- From the printer control panel, set the paper size, type, texture, and weight in the Paper menu to match the transparencies loaded in the tray.
- Print a test page on the transparencies being considered for use before buying large quantities.
- Use transparencies designed specifically for laser printers.
- Avoid getting fingerprints on the transparencies to prevent print quality problems.
- Before loading transparencies, flex and fan the sheets to prevent them from sticking together.
- When printing on large volumes of transparencies, make sure to print by batches of only up to 20 with an interval of at least three minutes between batches, to prevent the transparencies from sticking together in the bin. You can also remove transparencies from the bin by batches of 20.

Paper guidelines

Selecting the correct paper or specialty media reduces printing problems. For the best print quality, try a sample of the paper or specialty media before buying large quantities.

Paper characteristics

The following paper characteristics affect print quality and reliability. Consider these factors before printing on them:

Weight

The printer trays can feed paper weights between 60–256 g/m² (16–68-lb) grain long paper. The multipurpose feeder can feed paper weights between 60–256 g/m² (16–68-lb) grain long paper. Paper lighter than 60 g/m² (16 lb) might not be stiff enough to feed properly, and may cause jams.

Note: Two-sided printing is supported for 60–169 g/m² (16–45-lb) paper.

Curl

Curl is the tendency for paper to curl at its edges. Excessive curl can cause paper feeding problems. Curl can occur after the paper passes through the printer, where it is exposed to high temperatures. Storing paper unwrapped in hot, humid, cold, or dry conditions, even in the trays, can contribute to paper curling prior to printing and can cause feeding problems.

Smoothness

Paper smoothness directly affects print quality. If paper is too rough, toner cannot fuse to it properly. If paper is too smooth, it can cause paper feeding or print quality issues. Always use paper between 100 and 200 Sheffield points.

Moisture content

The amount of moisture in paper affects both print quality and the ability of the printer to feed the paper correctly. Leave paper in its original wrapper until it is time to use it. This limits the exposure of paper to moisture changes that can degrade its performance.

Store paper in its original wrapper in the same environment as the printer for 24 to 48 hours before printing. Extend the time several days if the storage or transportation environment is very different from the printer environment. Thick paper may also require a longer conditioning period.

Grain direction

Grain refers to the alignment of the paper fibers in a sheet of paper. Grain is either *grain long*, running the length of the paper, or *grain short*, running the width of the paper.

For 60–256 g/m² (16–68-lb) paper, grain long paper is recommended.

Fiber content

Most high-quality xerographic paper is made from 100% chemically treated pulped wood. This content provides the paper with a high degree of stability, resulting in fewer paper feeding problems and better print quality. Paper containing fibers such as cotton can negatively affect paper handling.

Selecting paper

Using the appropriate paper prevents jams and helps ensure trouble-free printing.

To help avoid paper jams and poor print quality:

- *Always* use new, undamaged paper.
- Before loading paper, know the recommended printable side of the paper. This information is usually indicated on the paper package.
- *Do not* use paper that has been cut or trimmed by hand.
- *Do not* mix paper sizes, types, or weights in the same tray; mixing results in jams.
- *Do not* use coated papers unless they are specifically designed for electrophotographic printing.

Selecting preprinted forms and letterhead

- Use grain long for 60–256-g/m² (16–68-lb) paper.
- Use only forms and letterhead printed using an offset lithographic or engraved printing process.
- Avoid paper with rough or heavily textured surfaces.
- Use inks that are not affected by the resin in toner. Inks that are oxidation-set or oil-based generally meet these requirements; latex inks might not.
- Print samples on preprinted forms and letterheads considered for use before buying large quantities. This determines whether or not the ink in the preprinted form or letterhead will affect print quality.
- When in doubt, contact your paper supplier.

Using recycled paper and other office papers

As an environmentally conscientious company, Lexmark supports the use of recycled paper produced specifically for use in laser (electrophotographic) printers.

While no blanket statement can be made that all recycled paper will feed well, Lexmark consistently tests papers that represent recycled cut size copier papers available on the global market. This scientific testing is conducted with rigor and discipline. Many factors are taken into consideration both separately and as a whole, including the following:

- Amount of post-consumer waste (Lexmark tests up to 100% post-consumer waste content.)
- Temperature and humidity conditions (Testing chambers simulate climates from all over the world.)
- Moisture content (Business papers should have low moisture: 4–5%.)
- Bending resistance and proper stiffness means optimum feeding through the printer.
- Thickness (impacts how much can be loaded into a tray)
- Surface roughness (measured in Sheffield units, impacts print clarity and how well toner fuses to the paper)
- Surface friction (determines how easily sheets can be separated)
- Grain and formation (impacts curling, which also influences the mechanics of how the paper behaves as it moves through the printer)
- Brightness and texture (look and feel)

Recycled papers are better than ever; however, the amount of recycled content in a paper affects the degree of control over foreign matter. And while recycled papers are one good path to printing in an environmentally responsible manner, they are not perfect. The energy required to de-ink and deal with additives such as colorants and “glue” often generates more carbon emissions than does normal paper production. However, using recycled papers enables better resource management overall.

Lexmark concerns itself with the responsible use of paper in general based on life cycle assessments of its products. To gain a better understanding of the impact of printers on the environment, the company commissioned a number of life cycle assessments and found that paper was identified as the primary contributor (up to 80%) of carbon emissions caused throughout the entire life of a device (from design to end-of-life). This is due to the energy-intensive manufacturing processes required to make paper.

Thus, Lexmark seeks to educate customers and partners on minimizing the impact of paper. Using recycled paper is one way. Eliminating excessive and unnecessary paper consumption is another. Lexmark is well-equipped to help customers minimize printing and copying waste. In addition, the company encourages purchasing paper from suppliers who demonstrate their commitment to sustainable forestry practices.

Lexmark does not endorse specific suppliers, although a converter’s product list for special applications is maintained. However, the following paper choice guidelines will help alleviate the environmental impact of printing:

- 1** Minimize paper consumption.
- 2** Be selective about the origin of wood fiber. Buy from suppliers who carry certifications such as the Forestry Stewardship Council (FSC) or the Program for the Endorsement of Forest Certification (PEFC). These certifications guarantee that the paper manufacturer uses wood pulp from forestry operators that employ environmentally and socially responsible forest management and restoration practices.
- 3** Choose the most appropriate paper for printing needs: normal 75 or 80 g/m² certified paper, lower weight paper, or recycled paper.

Unacceptable paper examples

Test results indicate that the following paper types are at risk for use with laser printers:

- Chemically treated papers used to make copies without carbon paper, also known as *carbonless papers*
- Preprinted papers with chemicals that may contaminate the printer
- Preprinted papers that can be affected by the temperature in the printer fuser
- Preprinted papers that require a registration (the precise location on the page) greater than ± 2.3 mm (± 0.9 in.), such as optical character recognition (OCR) forms. In some cases, registration can be adjusted with a software application to successfully print on these forms.)
- Coated papers (erasable bond), synthetic papers, thermal papers
- Rough-edged, rough or heavily textured surface papers or curled papers
- Recycled papers that fail EN12281:2002 (European testing)
- Paper weighing less than 60 g/m² (16 lb)
- Multiple part forms or documents

For more information about Lexmark, visit www.lexmark.com. General sustainability-related information can be found at the **Environmental Sustainability** link.

Storing paper

Use these paper storage guidelines to help avoid jams and uneven print quality:

- For best results, store paper where the temperature is 21°C (70°F) and the relative humidity is 40 percent. Most label manufacturers recommend printing in a temperature range of 18–24°C (65–75°F) with relative humidity between 40 and 60 percent.
- Store paper in cartons, on a pallet or shelf, rather than on the floor.
- Store individual packages on a flat surface.
- Do not store anything on top of individual paper packages.
- Take paper out of the carton or wrapper only when you are ready to load it in the printer. The carton and wrapper help keep the paper clean, dry, and flat.

Supported paper sizes, types, and weights

The following tables provide information on standard and optional paper sources and the sizes, types, and weights of paper they support.

Note: For an unlisted paper size, select the closest *larger* listed size.

Paper sizes supported by the printer

Paper size	Dimensions	Standard 500-sheet tray (Tray 1)	Standard 500-sheet tray (Tray 2)	2 x 500-sheet tray	2500-sheet tray	3000-sheet tray	Multipurpose feeder ³	Two-sided printing
A4	210 x 297 mm (8.3 x 11.7 in.)	✓	✓	✓	✓ ²	✓ ²	✓ ²	✓
A5	148 x 210 mm (5.8 x 8.3 in.)	✓ ¹	✓ ¹	✓ ¹	✗	✗	✓	✓
A6	105 x 148 mm (4.1 x 5.8 in.)	✗	✗	✗	✗	✗	✓ ¹	✓
JIS B5	182 x 257 mm (7.2 x 10.1 in.)	✓	✓	✓	✗	✗	✓	✓
Letter	216 x 279 mm (8.5 x 11 in.)	✓	✓	✓	✓ ²	✓ ²	✓	✓
Legal	216 x 356 mm (8.5 x 14 in.)	✓	✓	✓	✗	✗	✓	✓
Executive	184 x 267 mm (7.3 x 10.5 in.)	✓	✓	✓	✗	✗	✓	✓
JIS B4	257 x 364 mm (10.12 x 14.33 in.)	✓	✓	✓	✗	✗	✓	✓
SRA3	320 x 450 mm (12.6 x 17.7 in.)	✗	✓ ¹	✗	✗	✗	✓ ¹	✓
A3	297 x 420 mm (11.69 x 16.54 in.)	✓	✓	✓	✗	✗	✓	✓
12 x 18	305 x 457 mm (12 x 18 in.)	✗	✓ ¹	✗	✗	✗	✓ ¹	✓
11 x 17	279.4 x 431.8 mm (11 x 17 in.)	✓	✓	✓	✗	✗	✓	✓

¹ Supported only in short-edge orientation.

² Supported only in long-edge orientation.

³ Supports paper size without *size sensing*.

⁴ Supported only if the width is from 139.7 mm (5.5 in.) to 320 mm (12.6 in.), and the length is from 148 mm (5.83 in.) to 458 mm (18 in.).

Note: Banner is supported in the multipurpose feeder only if the width is up to 296.9 mm (11.69 in.) and the length is up to 1219.2 mm (48 in.). Set the paper size to Universal.

Paper size	Dimensions	Standard 500-sheet tray (Tray 1)	Standard 500-sheet tray (Tray 2)	2 x 500-sheet tray	2500-sheet tray	3000-sheet tray	Multipurpose feeder ³	Two-sided printing
Oficio	216 x 340 mm (8.5 x 13.4 in.)	✓	✓	✓	X	X	✓	✓
Folio	216 x 330 mm (8.5 x 13 in.)	✓	✓	✓	X	X	✓	✓
Statement	140 x 216 mm (5.5 x 8.5 in.)	✓ ¹	✓ ¹	✓ ¹	X	X	✓	✓
Universal	76.2 x 76.2 mm (3 x 3 in.) to 320 x 1219.2 mm (12.6 x 48 in.)	✓	✓	✓	X	X	✓	✓ ⁴
7 3/4 Envelope	98 x 191 mm (3.9 x 7.5 in.)	X	X	X	X	X	✓	X
9 Envelope	98 x 225 mm (3.9 x 8.9 in.)	X	X	X	X	X	✓	X
10 Envelope	105 x 241 mm (4.1 x 9.5 in.)	X	X	X	X	X	✓	X
DL Envelope	110 x 220 mm (4.3 x 8.7 in.)	X	X	X	X	X	✓	X
C5 Envelope	162 x 229 mm (6.4 x 9 in.)	X	X	X	X	X	✓	X
B5 Envelope	176 x 250 mm (6.9 x 9.8 in.)	X	X	X	X	X	✓	X
Other Envelope	98 x 162 mm (3.9 x 6.3 in.) to 176 x 250 mm (6.9 x 9.8 in.)	X	X	X	X	X	✓	X

¹ Supported only in short-edge orientation.

² Supported only in long-edge orientation.

³ Supports paper size without *size sensing*.

⁴ Supported only if the width is from 139.7 mm (5.5 in.) to 320 mm (12.6 in.), and the length is from 148 mm (5.83 in.) to 458 mm (18 in.).

Note: Banner is supported in the multipurpose feeder only if the width is up to 296.9 mm (11.69 in.) and the length is up to 1219.2 mm (48 in.). Set the paper size to Universal.

Paper types and weights supported by the printer

The printer engine supports 60–256-g/m² (16–68-lb) paper weights.

Note: Labels, transparencies, envelopes, and card stock always print at reduced speed.

Paper type	Standard 500-sheet tray (Tray 1)	Standard 500-sheet tray (Tray 2)	2 x 500-sheet tray	2500-sheet tray	3000-sheet tray	Multipurpose feeder
Plain Paper ¹	✓	✓	✓	✓	✓	✓
Card Stock	✓	✓	✓	✓	✓	✓
Transparencies ²	X	X	X	X	X	✓
Recycled ¹	✓	✓	✓	✓	✓	✓
Glossy	✓	✓	✓	✓	✓	✓
Heavy Glossy	✓	✓	✓	✓	✓	✓
Labels	X	X	X	X	X	✓
Bond ¹	✓	✓	✓	✓	✓	✓
Envelope	X	X	X	X	X	✓
Rough Envelope	X	X	X	X	X	✓
Letterhead ¹	✓	✓	✓	✓	✓	✓
Preprinted ¹	✓	✓	✓	✓	✓	✓
Colored Paper ¹	✓	✓	✓	✓	✓	✓
Light Paper ¹	✓	✓	✓	✓	✓	✓
Heavy Paper ¹	✓	✓	✓	✓	✓	✓
Rough Cotton	✓	✓	✓	✓	✓	✓
Custom Type ¹	✓	✓	✓	✓	✓	✓

¹ Paper is supported for two-sided printing.

² Print transparencies in batches of only up to 20 to prevent them from sticking together. For more information, see [“Tips on using transparencies” on page 29](#).

Paper sizes, types, and weights supported by the finishers

The printer engine supports 60–256 g/m² (16–68-lb) paper weights.

Note: When a finisher is installed, the standard finisher bin becomes the default bin even for print jobs that do not require finishing.

Supported paper sizes

Paper size	Staple finisher	Staple, hole punch finisher bin 1	Staple, hole punch finisher bin 2	Booklet finisher
A6	✓ ³	✓ ³	X	X
A5	✓ ³	✓ ³	✓ ²	X
JIS B5	✓	✓	✓	X
JIS B4	✓	✓	✓	✓
Executive	✓	✓	✓	X
Letter	✓	✓	✓	✓
A4	✓	✓	✓	✓
Legal	✓	✓ ⁴	✓	✓
12 x 18	✓ ¹	✓ ³	✓ ¹	✓
11 x 17	✓	✓	✓	✓
SRA3	✓ ¹	✓ ³	✓ ¹	✓
A3	✓	✓	✓	✓
Oficio	✓ ¹	✓ ³	✓ ³	X
Folio	✓ ¹	✓ ³	✓ ³	X
Statement	✓ ¹	✓ ³	✓ ³	X
Universal	✓	✓ ³	✓ ¹	✓ ⁵

¹ Paper is supported only if the finisher stacks the paper but does not staple or punch holes in it.

² Paper is supported only if the finisher stacks or staples the paper but does not punch holes in it.

³ Paper is supported but the finisher does not stack, staple, or punch holes in it.

⁴ Paper is supported only for 2-hole punch.

⁵ Paper is supported only if the paper size is between 210 x 279.4 mm (8.27 x 11 in.) and 320 x 457.2 mm (12.6 x 18 in.).

Supported paper types

Paper type	Staple finisher	Staple, hole punch finisher	Booklet finisher
Plain Paper	✓	✓	✓ ⁵

¹ Print on transparencies by batches of only up to 20 to prevent them from sticking together. For more information, see [“Tips on using transparencies” on page 29](#).

² Paper is supported only if the finisher stacks the paper but does not staple it.

³ Paper is supported only if the finisher stacks the paper but does not staple or punch holes in it.

⁴ Paper is supported only if the finisher punches holes or stacks the paper but does not staple it.

⁵ Paper is supported only if the finisher staples or folds the paper.

Paper type	Staple finisher	Staple, hole punch finisher	Booklet finisher
Card Stock	√ ²	√	X
Transparency ¹	√ ²	√ ³	X
Recycled	√ ²	√	√ ⁵
Glossy	√ ²	√	√ ⁵
Heavy Glossy	√ ²	√ ⁴	X
Labels	√ ²	√ ³	X
Bond	√	√	√ ⁵
Envelope	√ ²	√ ³	X
Rough Envelope	√ ²	√ ³	X
Letterhead	√	√	√ ⁵
Preprinted	√	√	√ ⁵
Colored Paper	√	√	√ ⁵
Light Paper	√	√	√ ⁵
Heavy Paper	√ ²	√ ⁴	X
Rough Cotton	√ ²	√	X
Custom Type	√	√	√ ⁵

¹ Print on transparencies by batches of only up to 20 to prevent them from sticking together. For more information, see [“Tips on using transparencies” on page 29](#).

² Paper is supported only if the finisher stacks the paper but does not staple it.

³ Paper is supported only if the finisher stacks the paper but does not staple or punch holes in it.

⁴ Paper is supported only if the finisher punches holes or stacks the paper but does not staple it.

⁵ Paper is supported only if the finisher staples or folds the paper.

Data security notice

- 1 The printer contains various types of memory that store device and network settings, information from embedded solutions, and user data.

The following are the types of memory and data that they store.

- **Volatile memory**—The printer uses standard random access memory (RAM) to buffer user data temporarily during simple print and copy jobs.
- **Non-volatile memory**—The printer may use two forms of non-volatile memory: EEPROM and NAND (flash memory). Both types are used to store the operating system, device settings, network information, scanner and bookmark settings, and embedded solutions.

- **Hard disk memory**—The printer hard disk is designed for device-specific functionality and cannot be used for the long-term storage of data that is not print-related. The hard disk can retain buffered user data from complex print jobs, form data, and font data.

To erase volatile memory, turn off the printer.

To erase the non-volatile and printer hard disk memory, see [“Configuration menu” on page 188](#).

The following parts are capable of storing memory:

- Printer control panel
- User interface controller card (UICC)
- Controller board
- Optional hard disk

Note: The control panel and controller board contain NVRAM.

2 After removing the old part, return it to your next level of support.

Tools required for service

- Flat-blade screwdrivers, various sizes
- #1 Phillips screwdriver, magnetic
- #2 Phillips screwdriver, magnetic
- #2 Phillips screwdriver, magnetic short-blade
- Needle-nose pliers
- Diagonal side cutters
- Spring hook
- Feeler gauges
- Analog or digital multimeter
- Flashlight (optional)

Diagnostic information

-  **CAUTION—SHOCK HAZARD:** For personal safety and to prevent damage to the printer, remove the power cord from the electrical outlet before you connect or disconnect any cable, electronic board, or assembly. Disconnect any connections between the printer and the computer or peripherals.
-  **CAUTION—POTENTIAL INJURY:** The printer weight is greater than 18 kg (40 lb) and requires two or more trained personnel to lift it safely. Use the handholds on the side of the printer. Make sure your fingers are not under the printer when you lift or set the printer on the floor or another stable surface.
-  **CAUTION—HOT SURFACE:** The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.

Troubleshooting overview

Performing the initial troubleshooting check

- With the power cord unplugged from the electrical outlet, check that the cord is free from breakage, short circuits, disconnected wires, or incorrect connections.
- Make sure that the printer is properly grounded.
- Make sure that the power supply line voltage is within 10% of the rated line voltage.
- Make sure that the printer is securely installed on a level surface in a well-ventilated area.
- Make sure that the temperature and relative humidity are within the specifications. See [“Temperature information” on page 581](#).
- Avoid locations that:
 - generate ammonia gas
 - are exposed to direct sunlight
 - are near open flames
 - are dusty
- Make sure that the recommended paper for this printer is used.
- Do a test print with paper from a newly opened package, and then check the result.

Fixing print quality issues

- [“Initial print quality check” on page 40](#)
- [“Gray background check” on page 40](#)
- [“Blank pages check” on page 43](#)
- [“Solid black pages check” on page 44](#)
- [“Shadow images check” on page 46](#)
- [“Skewed print check” on page 48](#)
- [“Streaked horizontal or vertical lines check” on page 49](#)

- [“Toner smear check” on page 51](#)
- [“Toner specks check” on page 52](#)

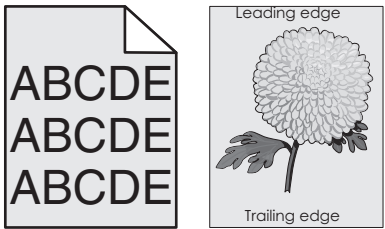
The symptoms described in this chapter might require replacement of one or more CRUs (Customer Replaceable Units) designated as supplies or maintenance items, which are the responsibility of the customer. With the customer's permission, you might need to install a toner cartridge.

Initial print quality check

Before troubleshooting print problems, perform the following:

- Make sure that the printer is located in an area that follows the recommended operating environment specifications.
- Check the status of supplies. Replace supplies that are low or empty.
- Load 20-lb plain letter or A4 paper. Make sure that the paper guides are properly set and locked. From the control panel, set the paper size and type to match the paper loaded in the tray.
- Print and keep the menu settings page. The original menu settings page will be used to restore the customer’s custom settings if necessary.
- Make sure that the Print resolution and Toner darkness on the menu settings page are set to their default values.
- Check the transfer roller, toner cartridge, and imaging unit for damage, and replace if necessary.
- Print the print quality pages to see if the problem remains. Use tray 1 to test print quality problems. Look for variations in the print from what is expected.
- Make sure that the correct print driver is used to prevent print problems. If the wrong print driver is installed, incorrect characters could print, and the copy may not fit the page correctly.

Gray background check

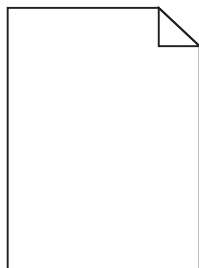


Actions	Yes	No
Step 1 a Navigate to Settings > Allow Background Removal . Make sure that the value is set to On . b Navigate to Settings > Print Settings > Quality Menu . Decrease the toner darkness (8 is the default value). Does the problem remain?	Go to step 2.	The problem is solved.

Actions	Yes	No
Step 2 Navigate to Settings > Print Settings > Quality Menu > Adjust Print Quality to perform print quality calibration. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 Enter the Configuration menu, and then select Print Quality Pages . Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 Enter the Configuration menu, and then navigate to: Automatic Image Stabilization > Auto Align Adj Make sure that the value is set to On . Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 a Make sure that the sensor (toner density) is free of dust or debris. b Reseat the toner density sensor cable. c Check the sensor (toner density) and its cable for damage, and replace if necessary. Does the problem remain?	Go to step 6.	The problem is solved.
Step 6 Observe the toner density solenoid. Is it working properly?	Go to step 7.	The problem is solved.
Step 7 Check the toner density solenoid and its actuator for wear or damage, and replace if necessary. Does the problem remain?	Go to step 8.	The problem is solved.
Step 8 a Make sure that the cartridge or photoconductor is installed. b Make sure that the cartridge or photoconductor is supported. Does the problem remain?	Go to step 9.	The problem is solved.
Step 9 Enter the Diagnostics menu, and then navigate to: PRINTER SETUP > Printed Page Count Does the page count reach 300K or 600K?	Go to step 10.	Go to step 11.

Actions	Yes	No
Step 10 Check the following parts for damage or contamination, and replace if necessary. • Pick roller • Feed roller • Separator roller • Imaging unit • Developer unit Does the problem remain?	Go to step 11.	The problem is solved.
Step 11 a Make sure that the erase LED is properly installed. b Check the LED for damage, and replace if necessary. Does the problem remain?	Go to step 12.	The problem is solved.
Step 12  CAUTION—SHOCK HAZARD: Do not perform this step if the printer is on. a Make sure that the following cables are properly connected: • High voltage charge cable • High voltage transfer cable • High voltage toner charge cable b Make sure that the high voltage charge and developer contacts are secure. c Check the high voltage board cables and contacts for damage, and replace if necessary. Does the problem remain?	Go to step 13.	The problem is solved.
Step 13  CAUTION—SHOCK HAZARD: Do not perform this step if the printer is on. a Make sure that the cables are properly connected. b Check the high voltage board for damage, and replace if necessary. Does the problem remain?	Go to step 14.	The problem is solved.
Step 14 a Make sure that the printhead is properly installed. b Check the printhead for damage, and replace if necessary. See “Printhead removal” on page 226. Does the problem remain?	Contact the next level of support.	The problem is solved.

Blank pages check



Actions	Yes	No
Step 1 a Navigate to Settings > Allow Background Removal . Make sure that the value is set to On . b Navigate to Settings > Print Settings > Quality Menu . Decrease the toner darkness (8 is the default value). Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 Enter the Configuration menu, and then select Print Quality Pages . Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 a Make sure that the cartridge or photoconductor is installed. b Make sure that the cartridge or photoconductor is supported. Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 Enter the Diagnostics menu, and then navigate to: PRINTER SETUP > Printed Page Count Does the page count reach 300K or 600K?	Go to step 5.	Go to step 6.
Step 5 Check the following parts for damage or contamination, and replace if necessary: • Transfer roller • Imaging unit • Developer unit Does the problem remain?	Go to step 6.	The problem is solved.

Actions	Yes	No
Step 6 a Make sure that the erase LED is properly installed. b Check the LED for damage, and replace if necessary. Does the problem remain?	Go to step 7.	The problem is solved.
Step 7  CAUTION—SHOCK HAZARD: Do not perform this step if the printer is on. a Make sure that the following cables are properly connected: • High voltage charge cable • High voltage transfer cable • High voltage toner charge cable b Make sure that the high voltage charge and developer contacts are secure. c Check the high voltage board cables and contacts for damage, and replace if necessary. Does the problem remain?	Go to step 8.	The problem is solved.
Step 8  CAUTION—SHOCK HAZARD: Do not perform this step if the printer is on. a Make sure that the cables are properly connected. b Check the high voltage board for damage, and replace if necessary. Does the problem remain?	Go to step 9.	The problem is solved.
Step 9 a Make sure that the printhead is properly installed. b Check the printhead for damage, and replace if necessary. See “Printhead removal” on page 226. Does the problem remain?	Contact the next level of support.	The problem is solved.

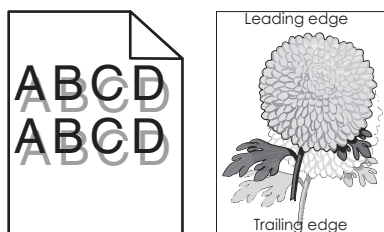
Solid black pages check



Actions	Yes	No
Step 1 a Navigate to Settings > Allow Background Removal . Make sure that the value is set to On . b Navigate to Settings > Print Settings > Quality Menu . Decrease the toner darkness (8 is the default value). Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 Enter the Configuration menu, and then select Print Quality Pages . Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 a Make sure that the cartridge or photoconductor is installed. b Make sure that the cartridge or photoconductor is supported. Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 Enter the Diagnostics menu, and then navigate to: PRINTER SETUP > Printed Page Count Does the page count reach 300K or 600K?	Go to step 5.	Go to step 6.
Step 5 Check the following parts for damage or contamination, and replace if necessary: • Transfer roller • Imaging unit • Developer unit Does the problem remain?	Go to step 6.	The problem is solved.
Step 6 a Make sure that the erase LED is properly installed. b Check the LED for damage, and replace if necessary. Does the problem remain?	Go to step 7.	The problem is solved.

Actions	Yes	No
Step 7  CAUTION—SHOCK HAZARD: Do not perform this step if the printer is on. a Make sure that the following cables are properly connected: • High voltage charge cable • High voltage transfer cable • High voltage toner charge cable b Make sure that the high voltage charge and developer contacts are secure. c Check the high voltage board cables and contacts for damage, and replace if necessary. Does the problem remain?	Go to step 8.	The problem is solved.
Step 8  CAUTION—SHOCK HAZARD: Do not perform this step if the printer is on. a Make sure that the cables are properly connected. b Check the high voltage board for damage, and replace if necessary. Does the problem remain?	Go to step 9.	The problem is solved.
Step 9 a Make sure that the printhead is properly installed. b Check the printhead for damage, and replace if necessary. See “Printhead removal” on page 226. Does the problem remain?	Contact the next level of support.	The problem is solved.

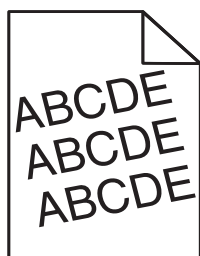
Shadow images check



Actions	Yes	No
Step 1 Make sure that the paper type and weight are supported. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 Check the exit roller for wear, damage, or contamination, and replace if necessary. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 a Check the exit belt for proper tension, and then adjust if necessary. b Check the exit gear and belt for wear or damage, and replace if necessary. Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 Check the transfer roller for wear, damage, or contamination, and replace if necessary. See “Transfer roller removal” on page 234. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 a Make sure that the registration unit is properly installed. b Make sure that the registration unit is clear of obstructions. c Check the registration unit for damage, and replace if necessary. See “Registration unit assembly removal” on page 263. Does the problem remain?	Go to step 6.	The problem is solved.
Step 6 Check the sensor (fusing speed) for damage. Is it free of damage?	Go to step 7.	Go to step 9.
Step 7 Enter the Diagnostics menu, and then navigate to: SENSOR TESTS > PRINTER SENSOR TESTS > Fusing speed Does the sensor status change while toggling the sensor?	Go to step 8.	Go to step 10.
Step 8 a Reseat the fusing speed sensor cable. b Check the sensor cable for damage, and replace if necessary. Does the problem remain?	Go to step 9.	The problem is solved.

Actions	Yes	No
Step 9 Replace the sensor (fusing speed). See “Sensor (fusing speed) removal” on page 267. Does the problem remain?	Go to step 10.	The problem is solved.
Step 10 a Make sure that the fuser and its cable are properly connected. b Check the fuser for damage, and replace if necessary. See “Fuser removal” on page 230. Does the problem remain?	Contact the next level of support.	The problem is solved.

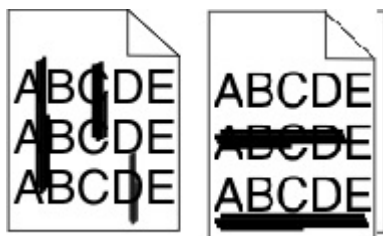
Skewed print check



Actions	Yes	No
Step 1 Make sure that the following parts are properly installed: • Printhead • Transfer belt • Developer unit • Photoconductor Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 Enter the Diagnostics menu, and then navigate to: REGISTRATION > [source tray] > Print Quick Test Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 Check the registration roller for wear or damage, and replace if necessary. Does the problem remain?	Go to step 4.	The problem is solved.

Actions	Yes	No
Step 4 a Check the registration belt for proper tension, and then adjust if necessary. b Check the registration gear and belt for wear or damage, and replace if necessary. See “Registration unit belt removal” on page 269 and “Registration unit gears removal” on page 270 . Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 Check the following rollers for wear or damage, and replace if necessary: • Pick roller • Feed roller • Separator roller • Transport roller Does the problem remain?	Go to step 6.	The problem is solved.
Step 6 a Check the roller belts for proper tension, and then adjust if necessary. b Check the roller gears and belts for wear or damage, and replace if necessary. Does the problem remain?	Contact the next level of support.	The problem is solved.

Streaked horizontal or vertical lines check

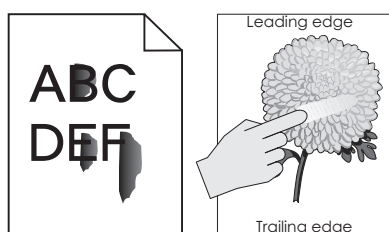


Actions	Yes	No
Step 1 a Make sure that the photoconductor and printhead are clean. b Make sure that the photoconductor and printhead are properly installed. c Check the photoconductor for damage, and replace if necessary. Does the problem remain?	Go to step 2.	The problem is solved.

Actions	Yes	No
Step 2 a Make sure that the toner cartridge supply is not low. b Check the photoconductor for contamination or damage, and replace if necessary. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 Enter the Diagnostics menu, and then navigate to: PRINTER SETUP > Printed Page Count Does the page count reach 300K or 600K?	Go to step 4.	Go to step 5.
Step 4 Check the following for damage: • Developer unit • Transfer belt • Transfer roller Replace the parts if necessary. See “Transfer roller removal” on page 234. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 a Make sure that the erase LED is properly installed. b Check the LED for damage, and replace if necessary. Does the problem remain?	Go to step 6.	The problem is solved.
Step 6  CAUTION—SHOCK HAZARD: Do not perform this step if the printer is on. a Make sure that the following cables are properly connected: • High voltage charge cable • High voltage transfer cable • High voltage toner charge cable b Make sure that the high voltage charge and developer contacts are secure. c Check the high voltage board cables and contacts for damage, and replace if necessary. Does the problem remain?	Go to step 7.	The problem is solved.

Actions	Yes	No
Step 7  CAUTION—SHOCK HAZARD: Do not perform this step if the printer is on. a Make sure that the cables are properly connected. b Check the high voltage board for damage, and replace if necessary. Does the problem remain?	Go to step 8.	The problem is solved.
Step 8 a Make sure that the printhead is properly installed. b Check the printhead for damage, and replace if necessary. See “Printhead removal” on page 226. Does the problem remain?	Contact the next level of support.	The problem is solved.

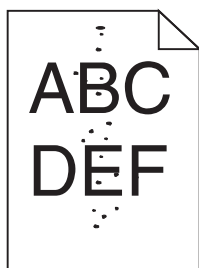
Toner smear check



Actions	Yes	No
Step 1 Make sure that the paper type and weight are supported. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 Check the environment for proper humidity. Remove or reduce sources of humidity if necessary. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 a Make sure that the fuser and its cable are properly connected. b Check the fuser for damage, and replace if necessary. See “Fuser removal” on page 230. Does the problem remain?	Go to step 4.	The problem is solved.

Actions	Yes	No
Step 4 a Make sure that the induction heater is properly installed. b Reseat the induction heater cable. c Check the induction heater and its cable for damage, and replace if necessary. See “Induction heater removal” on page 230. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 a Make sure that the induction heater power supply is properly installed. b Reseat the induction heater power supply cables. c Check the induction heater power supply and its cables for damage, and replace if necessary. See “Induction heater power supply (IHPS) removal” on page 293. Does the problem remain?	Contact the next level of support.	The problem is solved.

Toner specks check



Actions	Yes	No
Step 1 a Make sure that the photoconductor and printhead are clean. b Make sure that the photoconductor and printhead are properly installed. c Check the photoconductor for damage, and replace if necessary. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Make sure that the cartridge or photoconductor is installed. b Make sure that the cartridge or photoconductor is supported. Does the problem remain?	Go to step 3.	The problem is solved.

Actions	Yes	No
Step 3 Enter the Diagnostics menu, and then navigate to: PRINTER SETUP > Printed Page Count Does the page count reach 300K or 600K?	Go to step 4.	Go to step 5.
Step 4 Check the following for damage: • Developer unit • Transfer belt • Transfer roller Replace the parts if necessary. See “Transfer roller removal” on page 234. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 a Make sure that the fuser and its cable are properly connected. b Check the fuser for damage, and replace if necessary. See “Fuser removal” on page 230. Does the problem remain?	Contact the next level of support.	The problem is solved.

Paper jams

- [“Avoiding jams” on page 53](#)
- [“Understanding jam messages and locations” on page 54](#)
- [“200 paper jams” on page 56](#)
- [“202 paper jams” on page 63](#)
- [“23y paper jams” on page 71](#)
- [“241–242 paper jams” on page 74](#)
- [“243–245 paper jams” on page 85](#)

Avoiding jams

Load paper properly

- Make sure paper lies flat in the tray.
- Do not remove a tray while the printer is printing.
- Do not load a tray while the printer is printing. Load it before printing, or wait for a prompt to load it.
- Do not load too much paper. Make sure the stack height is below the maximum paper fill indicator.

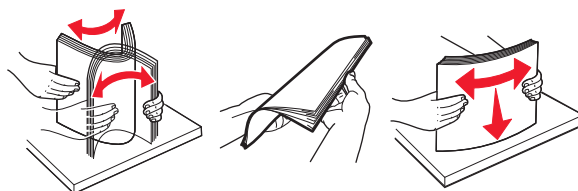
- Do not slide the paper into the tray. Load paper as shown in the illustration.



- Make sure the guides in the tray or the multipurpose feeder are properly positioned and are not pressing tightly against the paper or envelopes.
- Push the tray firmly into the printer after loading paper.

Use recommended paper

- Use only recommended paper or specialty media.
- Do not load wrinkled, creased, damp, bent, or curled paper.
- Flex, fan, and straighten paper before loading it.



- Do not use paper that has been cut or trimmed by hand.
- Do not mix paper sizes, weights, or types in the same tray.
- Make sure the paper size and type are set correctly on the Embedded Web Server or the computer.

Note: Depending on your operating system, access the Paper menu using Local Printer Settings Utility or Printer Settings.

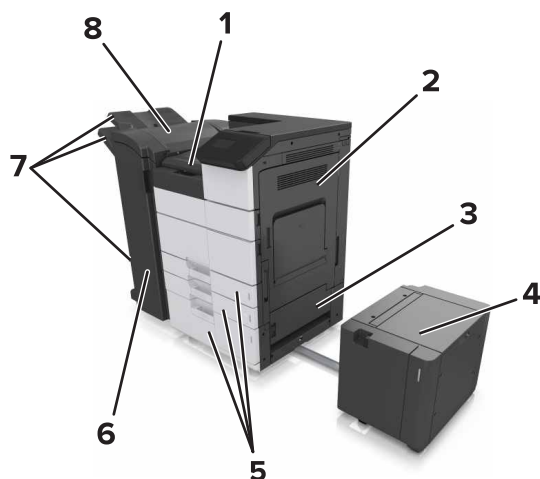
- Store paper according to manufacturer recommendations.

Understanding jam messages and locations

When a jam occurs, a message indicating the jam location and information to clear the jam appears on the printer display. Open the doors, covers, and trays indicated on the display to remove the jam.

Notes:

- When Jam Assist is set to On, the printer flushes blank pages or pages with partial prints after a jammed page has been cleared. Check your printed output for blank pages.
- When Jam Recovery is set to On or Auto, the printer reprints jammed pages. However, the Auto setting reprints jammed pages only if adequate printer memory is available.



1	Area G
2	Door C
3	Door D
4	Door F
5	Trays
6	Door H
7	Finisher bins
8	Door J

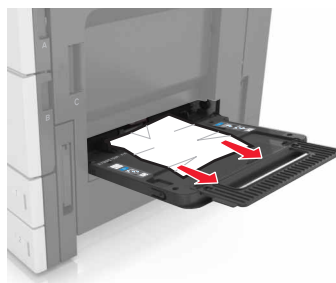
Area name	Control panel message	What to do
Multipurpose feeder	[x]-page jam, clear jammed paper from multipurpose feeder. [200.xx]	Remove the jammed paper from the feeder.
Door C, trays	[x]-page jam, open door C and clear all jammed paper. [2yy.xx]	Open door C, and then remove the jammed paper.
	[x]-page jam, slide the 3000-sheet tray and open door C. [2yy.xx]	Pull out the tray, and then remove the jammed paper.
Door D, trays	[x]-page jam, open door D and clear all jammed paper. [24y.xx]	Open door D, and then remove the jammed paper.
	[x]-page jam, slide the 3000-sheet tray and open door D. [24y.xx]	Pull out the tray, and then remove the jammed paper.
Doors C and F	[x]-page jam, slide the 3000-sheet tray and open door F. [24y.xx]	Pull the 3000-sheet tray, and then remove the jammed paper from the side of the tray. Open door F, and then remove the jammed paper.
Area G, doors C, J, and H, finisher bin	[x]-page jam, open doors G, H, and J and clear jammed paper. [4yy.xx]	Open door G, and then remove the jammed paper. Open door H, and then remove the jammed paper.

Area name	Control panel message	What to do
Doors C and G, finisher bin	[x]-page jam, press latch to access area G. Leave paper in bin. [40y.xx]	Slide the staple finisher to the left, and then remove the jammed paper.
Area G, doors C, J, and H, finisher bin	[x]-page jam, open door H and rotate knob H6 clockwise. Leave paper in bin. [426.xx–428.xx]	Open door H, and then remove the jammed paper.

200 paper jams

[x]-page jam, clear jammed paper from multipurpose feeder. [200.xx]

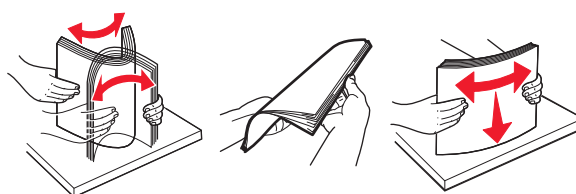
- 1 Remove all paper from the multipurpose feeder.
- 2 Remove the jammed paper.



- 3 Open door C to remove any paper fragments.

Note: Make sure that door C does not hit any cable attached to the printer.

- 4 Close door C.
- 5 Flex the sheets back and forth to loosen them, and then fan them. Do not fold or crease the paper. Straighten the edges on a level surface.



- 6 Reload the paper.

200 paper jam messages

Error code	Description	Action
200.06	The sensor (registration) did not detect the paper fed from the MPF.	See “MPF jam service check” on page 60.
200.09	While feeding from the MPF, skew correction did not complete at the registration roller.	

Error code	Description	Action
200.16	The sensor (registration) did not detect the paper fed from tray 1.	See “Registration jam service check” on page 57.
200.19	While feeding from tray 1, skew correction did not complete at the registration roller.	
200.91	Paper remains detected at the sensor (registration) after the printer turned on.	
200.92	Paper size error was detected.	
200.93	While feeding from tray 2, tray 3 or tray 4, skew correction did not complete at the registration roller.	
200.99	The sensor (registration) did not detect the paper fed from tray 2, tray 3, tray 4, or tray 5.	

Registration jam service check

Action	Yes	No
Step 1 Enter the Diagnostics menu, and then navigate to: EVENT LOG > Display Log Do most of the recent error codes end with a 1? (Example: 241.11, 200.91)	Go to step 2.	Go to step 8.
Step 2 Make sure that the registration paper path, including the sensors, are free of debris or dust. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 Check the registration sensor actuator for damage, and replace if necessary. Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 Check the sensor (registration). Is it free of damage?	Go to step 5.	Go to step 7.
Step 5 Enter the Diagnostics menu, and then navigate to: SENSOR TESTS > PRINTER SENSOR TESTS > Registration Does the sensor status change while toggling the sensor?	Go to step 8.	Go to step 6.

Action	Yes	No
Step 6 a Reseat the registration sensor cable. b Check the sensor cable for damage, and replace if necessary. Does the problem remain?	Go to step 7.	The problem is solved.
Step 7 Replace the sensor (registration). Does the problem remain?	Go to step 8.	The problem is solved.
Step 8 Enter the Diagnostics menu, and then navigate to: INPUT TRAY TESTS > Feed Tests > Tray 1 Does the leading edge of the paper reach the sensor (registration)?	Go to step 10.	Go to step 9.
Step 9 Check the tray 2 transport roller for damage, and replace if necessary. Does the problem remain?	Go to step 10.	The problem is solved.
Step 10 Check the registration roller for wear or damage, and replace if necessary. Does the problem remain?	Go to step 11.	The problem is solved.
Step 11 Enter the Diagnostics menu, and then navigate to: MOTOR TESTS > PRINTER MOTOR TESTS > Registration Does the motor run?	Go to step 15.	Go to step 12.
Step 12 a Reseat the registration motor cable. b Check the registration motor cable for damage, and replace if necessary. Does the problem remain?	Go to step 13.	The problem is solved.
Step 13 a Check the registration belt for proper tension, and then adjust if necessary. b Check the registration gear and belt for wear or damage, and replace if necessary. See “Registration unit belt removal” on page 269 and “Registration unit gears removal” on page 270 . Does the problem remain?	Go to step 14.	The problem is solved.

Action	Yes	No
Step 14 Replace the motor (registration). See “Motor (registration) removal” on page 310. Does the problem remain?	Go to step 15.	The problem is solved.
Step 15 a Check the feed belts for proper tension, and then adjust if necessary. b Check the feed gears and belts for wear or damage, and replace if necessary. Does the problem remain?	Go to step 16.	The problem is solved.
Step 16 Is the jammed paper from tray 1?	Go to step 18	Go to step 17.
Step 17 a Check the tray 2 transport drive belt for proper tension, and then adjust if necessary. b Check the tray 2 transport drive gear and belt for wear or damage, and replace if necessary. Does the problem remain?	Go to step 18.	The problem is solved.
Step 18 a Make sure that the paper feed drive assembly is properly installed. b Make sure that the paper feed drive assembly is clear of obstructions. c Check the paper feed drive for damage, and replace if necessary. See “Feed drive assembly removal” on page 315. Does the problem remain?	Go to step 19.	The problem is solved.
Step 19 a Make sure that the registration transport assembly is properly installed. b Make sure that the registration transport assembly is clear of obstructions. c Check the registration transport assembly for damage, and replace if necessary. See “Registration transport assembly” on page 231. Does the problem remain?	Go to step 20.	The problem is solved.
Step 20 Make sure that the blue screws and marked screws in the paper path area are tightened. Does the problem remain?	Go to step 21.	The problem is solved.

Action	Yes	No
Step 21 Check the expansion controller board pins for damage, and replace if necessary. See “Expansion controller board removal” on page 294. Does the problem remain?	Go to step 22.	The problem is solved.
Step 22 Check the engine controller board pins for damage, and replace if necessary. See “Engine controller board removal” on page 296. Does the problem remain?	Contact the next level of support.	The problem is solved.

MPF jam service check

Action	Yes	No
Step 1 Enter the Diagnostics menu, and then navigate to: EVENT LOG > Display Log Do most of the recent error codes end with a 1? (Example: 241.11, 200.91)	Go to step 2.	Go to step 8.
Step 2 Make sure that the MPF paper path, including the sensors, are free of debris or dust. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 Check the MPF empty sensor actuator for damage, and replace if necessary. Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 Check the sensor (MPF empty). Is it free of damage?	Go to step 5.	Go to step 7.
Step 5 Enter the Diagnostics menu, and then navigate to: SENSOR TESTS > PRINTER SENSOR TESTS > MPF empty Does the sensor status change while toggling the sensor?	Go to step 6.	Go to step 8.
Step 6 a Reseat the MPF empty sensor cable. b Check the sensor cable for damage, and replace if necessary. Does the problem remain?	Go to step 7.	The problem is solved.

Action	Yes	No
Step 7 Replace the sensor (MPF empty). Does the problem remain?	Go to step 8.	The problem is solved.
Step 8 a Make sure that the MPF lift plate, including the cam and gears, are properly installed. b Check the MPF lift plate, including the cam and gears, for damage, and replace if necessary. Does the problem remain?	Go to step 9.	The problem is solved.
Step 9 Observe the MPF lift plate solenoid. Is it working properly?	Go to step 11.	Go to step 10.
Step 10 a Reseat the MPF lift plate solenoid cable. b Check the MPF lift plate solenoid cable for damage, and replace if necessary. Does the problem remain?	Go to step 11.	The problem is solved.
Step 11 Check the MPF lift plate solenoid, including the actuator for wear or damage, and replace if necessary. See “MPF lift plate solenoid removal” on page 251. Does the problem remain?	Go to step 12.	The problem is solved.
Step 12 Observe the MPF lift plate clutch. Is it working properly?	Go to step 14.	Go to step 13.
Step 13 a Reseat the MPF lift plate clutch cable. b Check the MPF lift plate clutch cable for damage, and replace if necessary. Does the problem remain?	Go to step 14.	The problem is solved.
Step 14 Check the MPF lift plate clutch for damage, and replace if necessary. Does the problem remain?	Go to step 15.	The problem is solved.

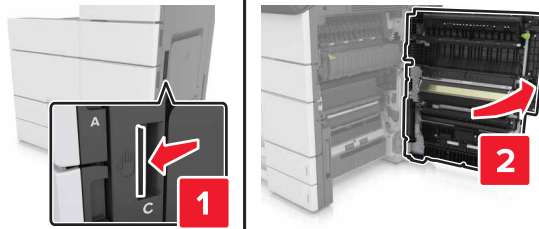
Action	Yes	No
Step 15 Check the sensor (MPF lift plate). Is it free of damage?	Go to step 16.	Go to step 18.
Step 16 Enter the Diagnostics menu, and then navigate to: SENSOR TESTS > PRINTER SENSOR TESTS > MPF lift plate position Does the sensor status change while toggling the sensor?	Go to step 19.	Go to step 17.
Step 17 a Reseat the MPF lift plate sensor cable. b Check the MPF lift plate sensor cable for damage, and replace if necessary. Does the problem remain?	Go to step 18.	The problem is solved.
Step 18 Replace the sensor (MPF lift plate). See “Sensor (MPF lift plate) removal” on page 253. Does the problem remain?	Go to step 19.	The problem is solved.
Step 19 Enter the Diagnostics menu, and then navigate to: MOTOR TESTS > PRINTER MOTOR TESTS > Paper feed Does the motor run?	Go to step 23.	Go to step 20.
Step 20 a Reseat the feed motor cable. b Check the feed motor cable for damage, and replace if necessary. Does the problem remain?	Go to step 21.	The problem is solved.
Step 21 a Check the paper feed belt for proper tension, and then adjust if necessary. b Check the paper feed gear and belt for wear or damage, and replace if necessary. Does the problem remain?	Go to step 22.	The problem is solved.
Step 22 Replace the motor (feed). See “Motor (feed) removal” on page 312. Does the problem remain?	Go to step 23.	The problem is solved.

Action	Yes	No
Step 23 a Make sure that the MPF is properly installed. b Check the MPF for damage, and replace if necessary. See “MPF removal” on page 247. Does the problem remain?	Go to step 24.	The problem is solved.
Step 24 Check the engine controller board pins for damage, and replace if necessary. See “Engine controller board removal” on page 296. Does the problem remain?	Contact the next level of support.	The problem is solved.

202 paper jams

[x]-page jam, open door C and clear all jammed paper. [2yy.xx]

- 1 Open door C. Make sure that it does not hit any cable attached to the printer.

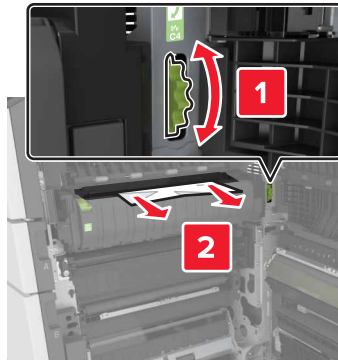


- 2 Remove the jammed paper from any of the following locations:

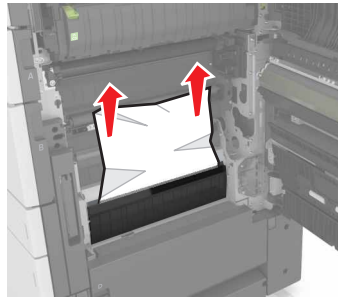
Note: Make sure that all paper fragments are removed.

 **CAUTION—HOT SURFACE:** The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.

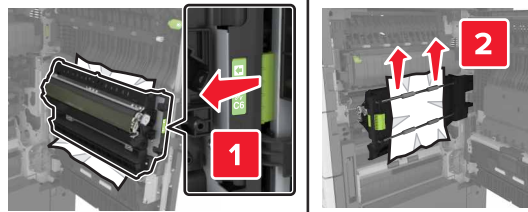
- Fuser area



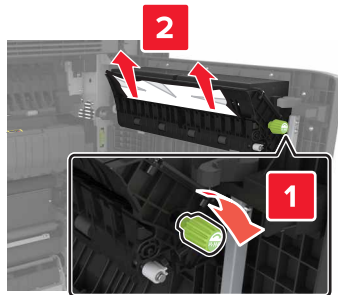
- Below the fuser area



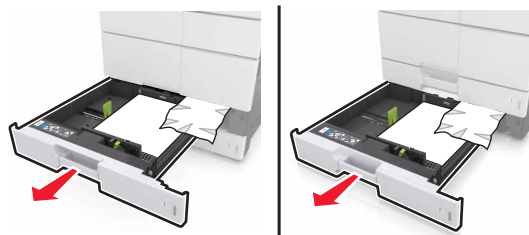
- Duplex area



- Above the duplex area



3 Open the standard trays, and then locate the jammed paper.



4 Remove the jammed paper.

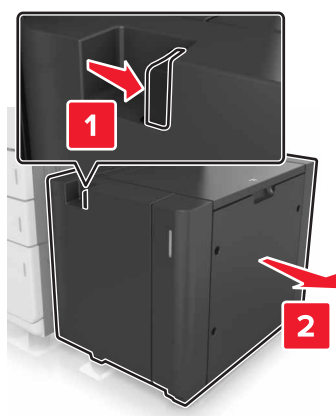
Note: Make sure that all paper fragments are removed.



5 Close the trays and door C.

[x]-page jam, slide the 3000-sheet tray and open door C. [2yy.xx]

1 Slide the 3000-sheet tray.



2 Open door C. Make sure that it does not hit any cable attached to the printer.



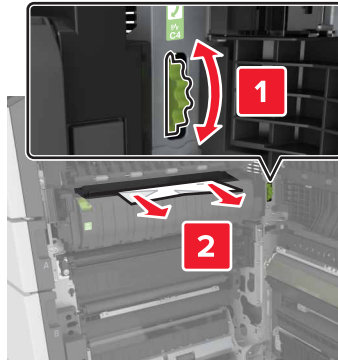
3 Remove the jammed paper from any of the following locations:

Note: Make sure that all paper fragments are removed.

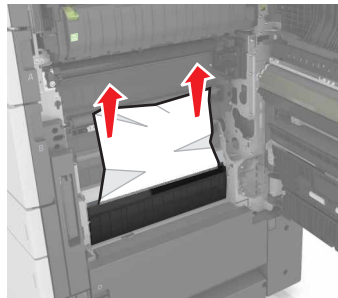


CAUTION—HOT SURFACE: The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.

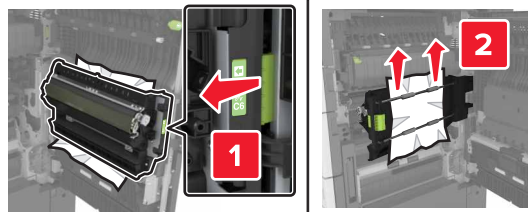
- Fuser area



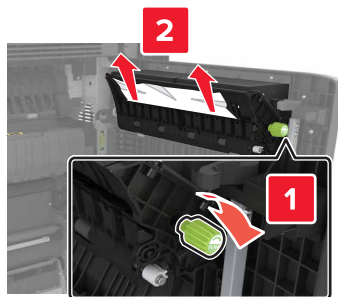
- Below the fuser area



- Duplex area



- Above the duplex area



4 Open the standard trays, and then locate the jammed paper.



5 Remove the jammed paper.

Note: Make sure that all paper fragments are removed.



6 Close the trays and door C.

7 Slide the 3000-sheet tray back into place.

202 paper jam messages

Error code	Description	Action
202.91	Paper remains detected at the sensor (exit) after printer was turned on.	See “Exit jam service check” on page 67.
202.93	The sensor (fuser exit) did not detect the paper.	
202.95	Paper remains detected at the sensor (fuser exit) during a print job.	

Exit jam service check

Action	Yes	No
Step 1 Enter the Diagnostics menu, and then navigate to: EVENT LOG > Display Log Do most of the recent error codes end with a 1? (Example: 241.11, 200.91)	Go to step 2.	Go to step 8.
Step 2 Make sure that the exit paper path, including the sensors, are free of debris or dust. Does the problem remain?	Go to step 3.	The problem is solved.

Action	Yes	No
Step 3 Check the exit sensor actuator for damage, and replace if necessary. See “Fuser exit sensor actuator removal” on page 238. Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 Check the sensor (exit). Is it free of damage?	Go to step 5.	Go to step 7.
Step 5 Enter the Diagnostics menu, and then navigate to: SENSOR TESTS > PRINTER SENSOR TESTS > Paper exit Does the sensor status change while toggling the sensor?	Go to step 8.	Go to step 6.
Step 6 a Reseat the exit sensor cable. b Check the sensor cable for damage, and replace if necessary. Does the problem remain?	Go to step 7.	The problem is solved.
Step 7 Replace the sensor (exit). Does the problem remain?	Go to step 8.	The problem is solved.
Step 8 Enter the Diagnostics menu, and then navigate to: INPUT TRAY TESTS > Feed Tests > Tray 1 Does the leading edge of the paper reach the fuser?	Go to step 9.	Go to step 10.
Step 9 Does the leading edge of the paper reach the sensor (fuser exit)?	Go to step 14.	Go to step 13.
Step 10 Check the registration roller for wear or damage, and replace if necessary. Does the problem remain?	Go to step 11.	The problem is solved.

Action	Yes	No
Step 11 a Make sure that the registration transport assembly is properly installed. b Make sure that the registration transport assembly is clear of obstructions. c Check the registration transport assembly for damage, and replace if necessary. See “Registration transport assembly” on page 231. Does the problem remain?	Go to step 12.	The problem is solved.
Step 12 a Make sure that the registration unit is properly installed. b Make sure that the registration unit is clear of obstructions. c Check the registration unit for damage, and replace if necessary. See “Registration unit assembly removal” on page 263. Does the problem remain?	Go to step 13.	The problem is solved.
Step 13 Check the fuser for wear or damage, and replace if necessary. See “Fuser removal” on page 230. Does the problem remain?	Go to step 14.	The problem is solved.
Step 14 Check the fuser exit clutch for wear or damage, and replace if necessary. See “Fuser removal” on page 230. Does the problem remain?	Go to step 15.	The problem is solved.
Step 15 a Make sure that the duplex transport assembly is properly installed. b Make sure that the duplex transport assembly is clear of obstructions. Does the problem remain?	Go to step 16.	The problem is solved.
Step 16 Check the duplex transport assembly, including its exit roller and gears for damage, and replace if necessary. See “Duplex transport assembly removal” on page 235. Does the problem remain?	Go to step 17.	The problem is solved.
Step 17 a Check the fuser belt for proper tension, and then adjust if necessary. b Check the fuser gear and belt for wear or damage, and replace if necessary. Does the problem remain?	Go to step 18.	The problem is solved.

Action	Yes	No
Step 18 a Make sure that the exit guide assembly is properly installed. b Make sure that the exit guide assembly is clear of obstructions. Does the problem remain?	Go to step 19.	The problem is solved.
Step 19 Check the exit guide assembly, including the rollers and diverter for wear or damage, and replace if necessary. Does the problem remain?	Go to step 20.	The problem is solved.
Step 20 Check the diverter solenoid for proper operation. Check the diverter solenoid for wear or damage, and replace if necessary. Does the problem remain?	Go to step 21.	The problem is solved.
Step 21 Enter the Diagnostics menu, and then navigate to: MOTOR TESTS > PRINTER MOTOR TESTS > Redrive forward Does the motor run?	Go to step 25.	Go to step 22.
Step 22 a Reseat the redrive motor cable. b Check the redrive motor cable for damage, and replace if necessary. Does the problem remain?	Go to step 23.	The problem is solved.
Step 23 a Check the redrive belt for proper tension, and then adjust if necessary. b Check the redrive gear and belt for wear or damage, and replace if necessary. Does the problem remain?	Go to step 24.	The problem is solved.
Step 24 Replace the motor (redrive). See “Motor (redrive) removal” on page 304. Does the problem remain?	Go to step 25.	The problem is solved.
Step 25 Make sure that the blue screws and marked screws in the paper path area are tightened. Does the problem remain?	Go to step 26.	The problem is solved.

Action	Yes	No
Step 26 Check the expansion controller board pins for damage, and replace if necessary. See “Expansion controller board removal” on page 294. Does the problem remain?	Go to step 27.	The problem is solved.
Step 27 Check the engine controller board pins for damage, and replace if necessary. See “Engine controller board removal” on page 296. Does the problem remain?	Contact the next level of support.	The problem is solved.

23y paper jams

23y paper jam messages

Error code	Description	Action
230.91	Paper remains detected at the sensor (duplex pass through 1) after the printer turned on.	See “Duplex jam service check” on page 71.
230.93	The sensor (duplex pass through 1) did not detect the paper.	
232.93	Paper remains detected at the sensor (registration) during a duplex job.	
232.99	Skew correction did not complete at the registration roller during a duplex job.	

Duplex jam service check

Action	Yes	No
Step 1 Enter the Diagnostics menu, and then navigate to: EVENT LOG > Display Log Do most of the recent error codes end with a 1? (Example: 241.11, 200.91)	Go to step 2.	Go to step 5.
Step 2 Make sure that the duplex paper path, including the sensors, are free of debris or dust. Does the problem remain?	Go to step 3.	The problem is solved.

Action	Yes	No
Step 3 Check the duplex pass through 1 and duplex pass through 2 sensor actuator for damage, and replace if necessary. See “Duplex pass through 1 actuator removal” on page 240. Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 Check the sensor (duplex pass through 1) and sensor (duplex pass through 2) for damage, and replace if necessary. See “Sensor (duplex pass through 1) removal” on page 239 and “Sensor (duplex pass through 2) removal” on page 268. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 Enter the Diagnostics menu, and then navigate to: INPUT TRAY TESTS > Feed Tests > Tray 1 Does the leading edge of the paper reach the sensor (duplex pass through 1)?	Go to step 6.	Go to step 7.
Step 6 Does the leading edge of the paper reach the sensor (registration)?	Go to step 14.	Go to step 13.
Step 7 a Check the duplex transport belt for proper tension, and then adjust if necessary. b Check the duplex transport gear and belt for wear or damage, and replace if necessary. See “Duplex transport belt removal” on page 242 and “Duplex transport gears removal” on page 242. Does the problem remain?	Go to step 8.	The problem is solved.
Step 8 a Make sure that the duplex transport assembly is properly installed. b Make sure that the duplex transport assembly is clear of obstructions. Does the problem remain?	Go to step 9.	The problem is solved.
Step 9 Check the duplex transport assembly, including its rollers and guides for damage, and replace if necessary. See “Duplex transport assembly removal” on page 235. Does the problem remain?	Go to step 10.	The problem is solved.

Action	Yes	No
Step 10 Enter the Diagnostics menu, and then navigate to: MOTOR TESTS > PRINTER MOTOR TESTS > Duplex transport tray Does the motor run?	Go to step 13.	Go to step 11.
Step 11 a Reseat the duplex transport motor cable. b Check the duplex transport motor cable for damage, and replace if necessary. Does the problem remain?	Go to step 12.	The problem is solved.
Step 12 Replace the motor (duplex transport). See “Motor (duplex transport) removal” on page 243 . Does the problem remain?	Go to step 13.	The problem is solved.
Step 13 a Make sure that the registration unit is properly installed. b Check the registration unit, including the duplex pass through 2 and the duplex exit rollers for wear or damage, and replace if necessary. See “Registration unit assembly removal” on page 263 . Does the problem remain?	Go to step 14.	The problem is solved.
Step 14 Enter the Diagnostics menu, and then navigate to: MOTOR TESTS > PRINTER MOTOR TESTS > Transport tray Does the motor run?	Go to step 18.	Go to step 15.
Step 15 a Reseat the transport motor cable. b Check the transport motor cable for damage, and replace if necessary. Does the problem remain?	Go to step 16.	The problem is solved.
Step 16 a Check the transport motor belt for proper tension, and then adjust if necessary. b Check the transport motor gear and belt for wear or damage, and replace if necessary. Does the problem remain?	Go to step 17.	The problem is solved.

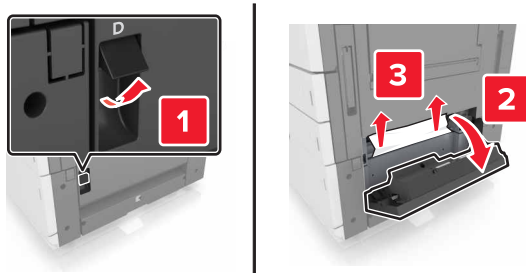
Action	Yes	No
Step 17 Replace the motor (transport). See “Motor (transport) removal” on page 307. Does the problem remain?	Go to step 18.	The problem is solved.
Step 18 Check the expansion controller board pins for damage, and replace if necessary. See “Expansion controller board removal” on page 294. Does the problem remain?	Go to step 19.	The problem is solved.
Step 19 Check the engine controller board pins for damage, and replace if necessary. See “Engine controller board removal” on page 296. Does the problem remain?	Contact the next level of support.	The problem is solved.

241–242 paper jams

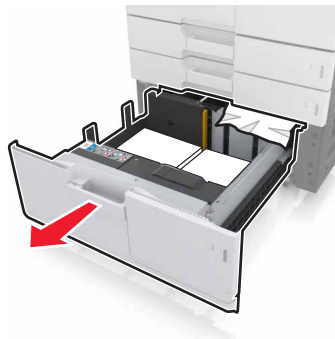
[x]-page jam, open door D and clear all jammed paper. [24y.xx]

- 1 Open door D, and then remove the jammed paper.

Note: Make sure that all paper fragments are removed.

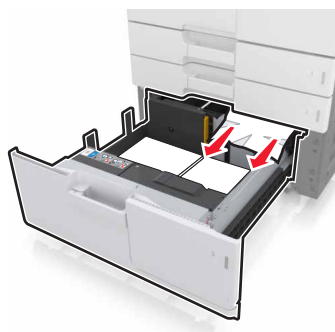


- 2 Open the optional tray, and then locate the jammed paper.



- 3 Remove the jammed paper.

Note: Make sure that all paper fragments are removed.



4 Close the tray and door D.

241–242 paper jam messages

Error code	Description	Action
241.11	Paper remains detected at the sensor (tray 1 feed) after the printer turned on.	See “Tray 1 feed jam service check” on page 75.
241.91	Paper remains detected at the sensor (tray 1 feed) after the printer turned on.	
242.21	Paper remains detected at the sensor (tray 2 feed) after printer is turned on.	See “Tray 2 feed jam service check” on page 79.
242.26	The sensor (tray 2 transport) did not detect the paper.	
242.91	Paper remains detected at the sensor (tray 2 transport) after printer is turned on.	
242.93	The sensor (tray 2 transport) did not detect the paper from tray 3.	See “2 x 500-sheet tray 3 jam service check” on page 90.
242.93	The sensor (tray 2 transport) did not detect the paper from the 3000-sheet tray.	See “3000-sheet tray transport jam service check” on page 83.

Tray 1 feed jam service check

Action	Yes	No
Step 1 Enter the Diagnostics menu, and then navigate to: EVENT LOG > Display Log Do most of the recent error codes end with a 1? (Example: 241.11, 200.91)	Go to step 2.	Go to step 7.
Step 2 Make sure that the tray 1 feed paper path, including the sensors, are free of debris or dust. Does the problem remain?	Go to step 3.	The problem is solved.

Action	Yes	No
Step 3 Check the sensor (tray 1 paper feed). Is it free of damage?	Go to step 4.	Go to step 6.
Step 4 Enter the Diagnostics menu, and then navigate to: SENSOR TESTS > PRINTER SENSOR TESTS > Tray 1 paper feed Does the sensor status change while toggling the sensor?	Go to step 7.	Go to step 5.
Step 5 a Reseat the tray 1 paper feed sensor cable. b Check the sensor cable for damage, and replace if necessary. Does the problem remain?	Go to step 6.	The problem is solved.
Step 6 Replace the sensor (tray 1 paper feed). Does the problem remain?	Go to step 7.	The problem is solved.
Step 7 Enter the Diagnostics menu, and then navigate to: INPUT TRAY TESTS > Feed Tests > Tray 1 Does the leading edge of the paper reach the sensor (tray 1 paper feed)?	Go to step 14.	Go to step 8.
Step 8 Check the tray 1 feed, pick, and separator rollers for damage, and replace if necessary. Note: If the page count is over 50K, then clean the rollers. Does the problem remain?	Go to step 9.	The problem is solved.
Step 9 Enter the Diagnostics menu, and then navigate to: MOTOR TESTS > PRINTER MOTOR TESTS > Paper feed Does the motor run?	Go to step 13.	Go to step 10.
Step 10 a Reseat the feed motor cable. b Check the feed motor cable for damage, and replace if necessary. Does the problem remain?	Go to step 11.	The problem is solved.

Action	Yes	No
Step 11 a Check the paper feed belt for proper tension, and then adjust if necessary. b Check the paper feed gear and belt for wear or damage, and replace if necessary. Does the problem remain?	Go to step 12.	The problem is solved.
Step 12 Replace the motor (feed). See “Motor (feed) removal” on page 312. Does the problem remain?	Go to step 13.	The problem is solved.
Step 13 a Check the tray 1 paper feed clutch for damage, and replace if necessary. b Reseat the tray 1 paper feed clutch cable. Check the cable for damage, and replace if necessary. Does the problem remain?	Go to step 14.	The problem is solved.
Step 14 Enter the Diagnostics menu, and then navigate to: MOTOR TESTS > PRINTER MOTOR TESTS > Registration Does the motor run?	Go to step 18.	Go to step 15.
Step 15 a Reseat the registration motor cable. b Check the registration motor cable for damage, and replace if necessary. Does the problem remain?	Go to step 16.	The problem is solved.
Step 16 a Check the registration belt for proper tension, and then adjust if necessary. b Check the registration gear and belt for wear or damage, and replace if necessary. See “Registration unit belt removal” on page 269 and “Registration unit gears removal” on page 270. Does the problem remain?	Go to step 17.	The problem is solved.
Step 17 Replace the motor (registration). See “Motor (registration) removal” on page 310. Does the problem remain?	Go to step 18.	The problem is solved.

Action	Yes	No
Step 18 a Make sure that the registration unit is properly installed. b Make sure that the registration unit is clear of obstructions. c Check the registration unit for damage, and replace if necessary. See “Registration unit assembly removal” on page 263. Does the problem remain?	Go to step 19.	The problem is solved.
Step 19 a Make sure that the paper feed drive assembly is properly installed. b Make sure that the paper feed drive assembly is clear of obstructions. c Check the paper feed drive for damage, and replace if necessary. See “Feed drive assembly removal” on page 315. Does the problem remain?	Go to step 20.	The problem is solved.
Step 20 a Make sure that the paper feed unit is properly installed. b Make sure that the paper feed unit is clear of obstructions. c Check the paper feed unit for damage, and replace if necessary. Does the problem remain?	Go to step 21.	The problem is solved.
Step 21 Make sure that the blue screws and marked screws in the paper path area are tightened. Does the problem remain?	Go to step 22.	The problem is solved.
Step 22 Check the engine controller board pins for damage, and replace if necessary. See “Engine controller board removal” on page 296. Does the problem remain?	Contact the next level of support.	The problem is solved.

Tray 2 feed jam service check

Action	Yes	No
Step 1 Enter the Diagnostics menu, and then navigate to: EVENT LOG > Display Log Do most of the recent error codes end with a 1? (Example: 241.11, 200.91)	Go to step 2.	Go to step 7.
Step 2 Make sure that the tray 2 feed paper path, including the sensors, are free of debris or dust. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 Check the sensor (tray 2 paper feed). Is it free of damage?	Go to step 4.	Go to step 6.
Step 4 Enter the Diagnostics menu, and then navigate to: SENSOR TESTS > PRINTER SENSOR TESTS > Tray 2 paper feed Does the sensor status change while toggling the sensor?	Go to step 7.	Go to step 5.
Step 5 a Reseat the tray 2 paper feed sensor cable. b Check the sensor cable for damage, and replace if necessary. Does the problem remain?	Go to step 6.	The problem is solved.
Step 6 Replace the sensor (tray 2 paper feed). Does the problem remain?	Go to step 7.	The problem is solved.
Step 7 Enter the Diagnostics menu, and then navigate to: INPUT TRAY TESTS > Feed Tests > Tray 2 Does the leading edge of the paper reach the sensor (tray 2 paper feed)?	Go to step 8.	Go to step 9.
Step 8 Does the leading edge of the paper reach the sensor (tray 2 transport)?	Go to step 15.	Go to step 10.

Action	Yes	No
Step 9 Check the tray 2 feed, pick, and separator rollers for damage, and replace if necessary. Note: If the page count is over 50K, then clean the rollers. Does the problem remain?	Go to step 10.	The problem is solved.
Step 10 Enter the Diagnostics menu, and then navigate to: MOTOR TESTS > PRINTER MOTOR TESTS > Paper feed Does the motor run?	Go to step 14.	Go to step 11.
Step 11 a Reseat the feed motor cable. b Check the feed motor cable for damage, and replace if necessary. Does the problem remain?	Go to step 12.	The problem is solved.
Step 12 a Check the paper feed belt for proper tension, and then adjust if necessary. b Check the paper feed gear and belt for wear or damage, and replace if necessary. Does the problem remain?	Go to step 13.	The problem is solved.
Step 13 Replace the motor (feed). See “Motor (feed) removal” on page 312. Does the problem remain?	Go to step 14.	The problem is solved.
Step 14 a Make sure that the paper feed drive assembly is properly installed. b Make sure that the paper feed drive assembly is clear of obstructions. c Check the paper feed drive for damage, and replace if necessary. See “Feed drive assembly removal” on page 315. Does the problem remain?	Go to step 15.	The problem is solved.
Step 15 Enter the Diagnostics menu, and then navigate to: MOTOR TESTS > PRINTER MOTOR TESTS > Tray 2 vertical transport Does the motor run?	Go to step 19	Go to step 16.

Action	Yes	No
Step 16 a Reseat the tray 2 transport motor cable. b Check the tray 2 transport motor cable for damage, and replace if necessary. Does the problem remain?	Go to step 17.	The problem is solved.
Step 17 a Check the transport drive belt for proper tension, and then adjust if necessary. b Check the transport drive assembly for wear or damage, and replace if necessary. Does the problem remain?	Go to step 18.	The problem is solved.
Step 18 Replace the motor (tray 2 transport). Does the problem remain?	Go to step 19.	The problem is solved.
Step 19 Check the tray 2 transport roller for damage, and replace if necessary. Does the problem remain?	Go to step 20.	The problem is solved.
Step 20 a Make sure that the tray transport guide is properly installed. b Make sure that the tray transport guide is clear of obstructions. c Check the tray transport guide for damage, and replace if necessary. Does the problem remain?	Go to step 21.	The problem is solved.
Step 21 a Make sure that the paper feed unit is properly installed. b Make sure that the paper feed unit is clear of obstructions. c Check the paper feed unit for damage, and replace if necessary. Does the problem remain?	Go to step 22.	The problem is solved.
Step 22 Make sure that the blue screws and marked screws in the paper path area are tightened. Does the problem remain?	Go to step 23.	The problem is solved.
Step 23 Check the expansion controller board pins for damage, and replace if necessary. See “Expansion controller board removal” on page 294. Does the problem remain?	Go to step 24.	The problem is solved.

Action	Yes	No
Step 24 Check the engine controller board pins for damage, and replace if necessary. See “Engine controller board removal” on page 296 . Does the problem remain?	Contact the next level of support.	The problem is solved.

2 x 500-sheet tray 3 transport jam service check

Action	Yes	No
Step 1 Make sure that the paper path between tray 2 and tray 3, including the sensors, are free of debris or dust. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Enter the Diagnostics menu, and then navigate to: INPUT TRAY TESTS > Feed Tests > Tray 3 b Check the movement and position of the paper. Does the leading edge of the paper reach the sensor (tray 2 transport)?	Go to step 3.	Go to step 7.
Step 3 Check the sensor (tray 2 transport). Is it free of damage?	Go to step 4.	Go to step 6.
Step 4 Enter the Diagnostics menu, and then navigate to: SENSOR TESTS > PRINTER SENSOR TESTS > Tray 2 transport Does the sensor status change while toggling the sensor?	Go to step 12.	Go to step 5.
Step 5 a Reseat the sensor cable. b Check the cable for damage, and replace if necessary. Does the problem remain?	Go to step 6.	The problem is solved.
Step 6 Replace the sensor (tray 2 transport). Does the problem remain?	Go to step 7.	The problem is solved.
Step 7 Check the tray 3 transport roller for damage, and replace if necessary. Note: If the page count is over 50K, then clean the rollers. Does the problem remain?	Go to step 8.	The problem is solved.

Action	Yes	No
Step 8 Enter the Diagnostics menu, and then navigate to: MOTOR TESTS > 2 x 500-Sheet Tray Motor Tests > Tray 3 transport Does the motor run?	Go to step 12.	Go to step 9.
Step 9 a Reseat the motor cable. b Check the cable for damage, and replace if necessary. Does the problem remain?	Go to step 10.	The problem is solved.
Step 10 a Check the tray 3 transport belt for proper tension, and adjust if necessary. b Check the transport gear and belt for wear or damage, and replace if necessary. See “2 x 500-sheet tray 3 transport belts and gears removal” on page 382. Does the problem remain?	Go to step 11.	The problem is solved.
Step 11 Replace the motor (2 x 500-sheet tray 3 transport). See “2 x 500-sheet tray feed and transport motors removal” on page 373. Does the problem remain?	Go to step 12.	The problem is solved.
Step 12 Check the 2 x 500-sheet tray controller board pins for damage, and replace if necessary. See “2 x 500-sheet tray controller board removal” on page 374. Does the problem remain?	Contact the next level of support.	The problem is solved.

3000-sheet tray transport jam service check

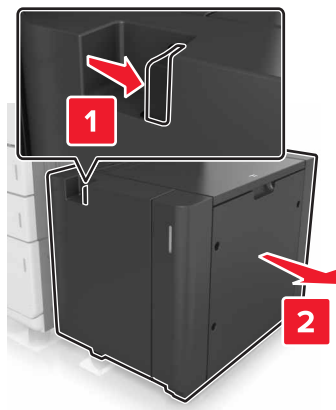
Action	Yes	No
Step 1 a Make sure that the tray is free of debris. b Make sure that the tray is properly installed and aligned to the printer. c Reseat the interface cable that is plugged into the 2500- or 2 x 500-sheet tray. d Reset the printer. Does the problem remain?	Go to step 2.	The problem is solved.

Action	Yes	No
Step 2 a Remove the rear cover. b Make sure that the sensor (3000-sheet tray set) is properly installed. c Make sure that the sensor is free of debris or dust. d Reseat the cable on the sensor and the cable CN5 on the controller board. e Check the sensor for damage. Is it free of damage?	Go to step 3.	Go to step 4.
Step 3 Enter the Diagnostics menu, and then navigate to: SENSOR TESTS > 3000-Sheet Tray Sensor Tests > Tray set Does the sensor status change while toggling the sensor?	Go to step 5.	Go to step 4.
Step 4 Replace the sensor. See “Sensor (3000-sheet tray set) removal” on page 403 . Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 a Reseat the cable on the rest of the sensors. b Reseat the cable CN5 on the controller board. c If necessary, reseat all the junction connectors on the cables. d Make sure that the cables do not block the path of moving parts. e Check the cables for damage, and replace if necessary. Does the problem remain?	Go to step 6.	The problem is solved.
Step 6 a Reseat the cable on all of the motors and on the top door switch. b Reseat the cables CN3 and CN4 on the controller board. c If necessary, reseat all the junction connectors on the cables. d Make sure that the cables do not block the path of moving parts. e Check the cables for damage, and replace if necessary. Does the problem remain?	Contact the next level of support.	The problem is solved.

243–245 paper jams

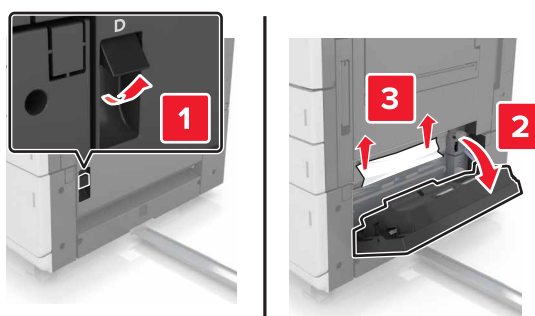
[x]-page jam, slide the 3000-sheet tray and open door D. [24y.xx]

- 1 Slide the 3000-sheet tray.

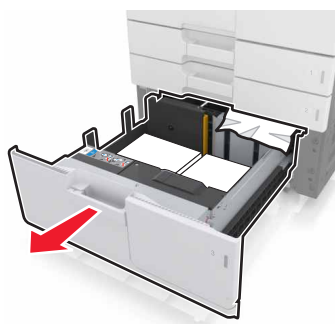


- 2 Open door D, and then remove the jammed paper.

Note: Make sure that all paper fragments are removed.

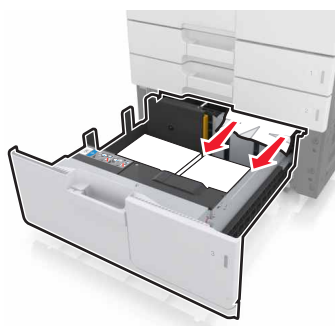


- 3 Open the optional tray, and then locate the jammed paper.



- 4 Remove the jammed paper.

Note: Make sure that all paper fragments are removed.



- 5 Close the tray and door D.
- 6 Slide the 3000-sheet tray back into place.

243 paper jam messages

Error code	Description	Action
243.31	2 x 500-sheet tray: Paper remains detected at the sensor (tray 3 feed) after printer is turned on.	See “2 x 500-sheet tray 3 jam service check” on page 90.
243.31	2500-sheet tray: Paper remains detected at the sensor (tray 3 feed) after printer is turned on.	See “2500-sheet tray jam service check” on page 87.
243.36	2 x 500-sheet tray: The sensor (tray 3 transport) did not detect the paper.	See “2 x 500-sheet tray 3 jam service check” on page 90.
243.36	2500-sheet tray: The sensor (tray 3 transport) did not detect the paper.	See “2500-sheet tray jam service check” on page 87.
243.43	2 x 500-sheet tray: Paper remains detected at the sensor (tray 3 transport) during a print job.	See “2 x 500-sheet tray 4 transport jam service check” on page 94.
243.43	2500-sheet tray: Paper remains detected at the sensor (tray 3 transport) during a print job.	See “2500-sheet tray jam service check” on page 87.
243.91	2 x 500-sheet tray: Paper remains detected at the sensor (tray 3 transport) after printer is turned on.	See “2 x 500-sheet tray 3 jam service check” on page 90.
243.91	2500-sheet tray: Paper remains detected at the sensor (tray 3 transport) after printer is turned on.	See “2500-sheet tray jam service check” on page 87.

244 paper jam messages

Error code	Description	Action
244.41	Paper remains detected at the sensor (tray 4 feed) after the printer turned on.	See “2 x 500-sheet tray 4 jam service check” on page 92.
244.46	The sensor (tray 4 transport) did not detect the paper.	See “2 x 500-sheet tray 4 jam service check” on page 92.
244.46	The sensor (3000-sheet tray feed) did not detect the paper.	See “3000-sheet tray feed jam service check” on page 96.
244.91	Paper remains detected at the sensor (tray 4 transport) after the printer turned on.	See “2 x 500-sheet tray 4 jam service check” on page 92.
244.91	Paper remains detected at the sensor (3000-sheet tray transport) after the printer turned on.	See “3000-sheet tray jam service check” on page 98.

245 paper jam messages

Error code	Description	Action
245.56	The sensor (3000-sheet tray feed) did not detect the paper.	See “3000-sheet tray feed jam service check” on page 96.
245.91	Paper remains detected at the sensor (3000-sheet tray transport) after the printer turned on.	See “3000-sheet tray jam service check” on page 98.

2500-sheet tray jam service check

Actions	Yes	No
Step 1 a Enter the Diagnostics Menu, and then navigate to: EVENT LOG > Display Log b Check the last digits of the error codes. Do most of the recent error codes end with a 1? (Example: 241.11, 200.91)	Go to step 2.	Go to step 7.
Step 2 Make sure that the 2500-sheet tray feed paper path, including the sensors, are free of debris or dust. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 Check the sensor (2500-sheet tray feed) for damage. Is it free of damage?	Go to step 4.	Go to step 6.

Actions	Yes	No
Step 4 Enter the Diagnostics Menu, and then navigate to: SENSOR TESTS > 2500-Sheet Tray Sensor Tests Does the sensor status change while toggling the sensor?	Go to step 13.	Go to step 5.
Step 5 a Reseat the 2500-sheet tray feed sensor cable. b Check the cable for damage, and replace if necessary. Does the problem remain?	Go to step 6.	The problem is solved.
Step 6 Replace the sensor (2500-sheet tray feed). See “Sensor (2500-sheet tray feed) removal” on page 356 . Does the problem remain?	Go to step 7.	The problem is solved.
Step 7 a Enter the Diagnostics menu, and then navigate to: INPUT TRAY TESTS > Feed Tests > Tray 3 b Observe the movement and position of the paper. Does the leading edge of the paper reach the sensor (2500-sheet tray feed)?	Go to step 13.	Go to step 8.
Step 8 Check the 2500-sheet tray feed, pick, and separator rollers for wear or damage, and replace if necessary. Note: If the page count is over 50K, then clean the rollers. Does the problem remain?	Go to step 9.	The problem is solved.
Step 9 a Make sure that the motor (2500-sheet tray feed) is properly installed. b Enter the Diagnostics Menu, and then navigate to: MOTOR TESTS > 2500-Sheet Tray Motor Tests > Tray feed Does the motor run?	Go to step 17.	Go to step 10.
Step 10 a Reseat the 2500-sheet tray feed and transport motor cable. b Check the cable for damage, and replace if necessary. Does the problem remain?	Go to step 11.	The problem is solved.

Actions	Yes	No
Step 11 a Check the 2500-sheet tray feed and transport motor belt for proper tension, and adjust if necessary. b Check the 2500-sheet tray feed and transport motor belt and gears for wear or damage, and replace if necessary. Does the problem remain?	Go to step 12.	The problem is solved.
Step 12 Replace the motor (2500-sheet tray feed). See “Motor (2500-sheet tray feed) removal” on page 349. Does the problem remain?	Go to step 13.	The problem is solved.
Step 13 Check the sensor (2500-sheet tray transport) for damage. Is it free of damage?	Go to step 14.	Go to step 16.
Step 14 Enter the Diagnostics Menu, and then navigate to: SENSOR TESTS > 2500-Sheet Tray Sensor Tests Does the sensor status change while toggling the sensor?	Go to step 17.	Go to step 15.
Step 15 a Reseat the 2500-sheet tray transport sensor cable. b Check the cable for damage, and replace if necessary. Does the problem remain?	Go to step 16.	The problem is solved.
Step 16 Replace the sensor (2500-sheet tray transport). See “Sensor (2500-sheet tray transport) removal” on page 359. Does the problem remain?	Go to step 17.	The problem is solved.
Step 17 Check the 2500-sheet tray controller board pins for damage, and replace if necessary. See “2500-sheet tray controller board removal” on page 332. Does the problem remain?	Contact the next level of support.	The problem is solved.

2 x 500-sheet tray 3 jam service check

Action	Yes	No
Step 1 Enter the Diagnostics menu, and then navigate to: EVENT LOG > Display Log Do most of the recent error codes end with a 1? (Example: 241.11, 200.91)	Go to step 2.	Go to step 7.
Step 2 Make sure that the tray 3 feed paper path, including the sensors, are free of debris or dust. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 Check the sensor (2 x 500-sheet tray 3 feed). Is it free of damage?	Go to step 4.	Go to step 6.
Step 4 Enter the Diagnostics menu, and then navigate to: SENSOR TESTS > 2 x 500-Sheet Tray Sensor Tests > Tray 3 feed Does the sensor status change while toggling the sensor?	Go to step 13.	Go to step 5.
Step 5 a Reseat the sensor cable. b Check the cable for damage, and replace if necessary. Does the problem remain?	Go to step 6.	The problem is solved.
Step 6 Replace the sensor (2 x 500-sheet tray 3 feed). See “2 x 500-sheet tray transport assembly sensors removal” on page 379. Does the problem remain?	Go to step 7.	The problem is solved.
Step 7 Enter the Diagnostics menu, and then navigate to: INPUT TRAY TESTS > Feed Tests > Tray 3 Does the leading edge of the paper reach the sensor (2 x 500-sheet tray 3 paper feed)?	Go to step 13.	Go to step 8.
Step 8 Check the tray 3 feed, pick, and separator rollers for damage, and replace if necessary. Note: If the page count is over 50K, then clean the rollers. Does the problem remain?	Go to step 9.	The problem is solved.

Action	Yes	No
Step 9 Enter the Diagnostics menu, and then navigate to: MOTOR TESTS > 2 x 500-Sheet Tray Motor Tests > Tray 3 feed Does the motor run?	Go to step 17.	Go to step 10.
Step 10 a Reseat the motor cable. b Check the cable for damage, and replace if necessary. Does the problem remain?	Go to step 11.	The problem is solved.
Step 11 a Check the paper feed belt for proper tension, and adjust if necessary. b Check the paper feed gear and belt for wear or damage, and replace if necessary. Does the problem remain?	Go to step 12.	The problem is solved.
Step 12 Replace the motor (2 x 500-sheet tray 3 transport). See “2 x 500-sheet tray feed and transport motors removal” on page 373. Does the problem remain?	Go to step 13.	The problem is solved.
Step 13 Check the sensor (2 x 500-sheet tray 3 transport). Is it free of damage?	Go to step 14.	Go to step 16.
Step 14 Enter the Diagnostics menu, and then navigate to: SENSOR TESTS > 2 x 500-Sheet Tray Sensor Tests > Tray 3 transport Does the sensor status change while toggling the sensor?	Go to step 17.	Go to step 15.
Step 15 a Reseat the sensor cable. b Check the cable for damage, and replace if necessary. Does the problem remain?	Go to step 16.	The problem is solved.
Step 16 Replace the sensor (2 x 500-sheet tray 3 transport). See “2 x 500-sheet tray transport assembly sensors removal” on page 379. Does the problem remain?	Go to step 17.	The problem is solved.

Action	Yes	No
Step 17 Check the 2 x 500-sheet tray controller board pins for damage, and replace if necessary. See “2 x 500-sheet tray controller board removal” on page 374. Does the problem remain?	Contact the next level of support.	The problem is solved.

2 x 500-sheet tray 4 jam service check

Action	Yes	No
Step 1 Enter the Diagnostics menu, and then navigate to: EVENT LOG > Display Log Do most of the recent error codes end with a 1? (Example: 241.11, 200.91)	Go to step 2.	Go to step 7.
Step 2 Make sure that the tray 4 feed paper path, including the sensors, are free of debris or dust. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 Check the sensor (2 x 500-sheet tray 4 feed). Is it free of damage?	Go to step 4.	Go to step 6.
Step 4 Enter the Diagnostics menu, and then navigate to: SENSOR TESTS > 2 x 500-Sheet Tray Sensor Tests > Tray 4 feed Does the sensor status change while toggling the sensor?	Go to step 13.	Go to step 5.
Step 5 a Reseat the sensor cable. b Check the cable for damage, and replace if necessary. Does the problem remain?	Go to step 6.	The problem is solved.
Step 6 Replace the sensor (2 x 500-sheet tray 4 feed). See “2 x 500-sheet tray transport assembly sensors removal” on page 379. Does the problem remain?	Go to step 7.	The problem is solved.

Action	Yes	No
Step 7 Enter the Diagnostics menu, and then navigate to: INPUT TRAY TESTS > Feed Tests > Tray 4 Does the leading edge of the paper reach the sensor (2 x 500-sheet tray 4 paper feed)?	Go to step 13.	Go to step 8.
Step 8 Check the tray 4 feed, pick, and separator rollers for damage, and replace if necessary. Note: If the page count is over 50K, then clean the rollers. Does the problem remain?	Go to step 9.	The problem is solved.
Step 9 Enter the Diagnostics menu, and then navigate to: MOTOR TESTS > 2 x 500-Sheet Tray Motor Tests > Tray 4 feed Does the motor run?	Go to step 17.	Go to step 10.
Step 10 a Reseat the motor cable. b Check the cable for damage, and replace if necessary. Does the problem remain?	Go to step 11.	The problem is solved.
Step 11 a Check the paper feed belt for proper tension, and adjust if necessary. b Check the paper feed gear and belt for wear or damage, and replace if necessary. Does the problem remain?	Go to step 12.	The problem is solved.
Step 12 Replace the motor (2 x 500-sheet tray 4 transport). See “2 x 500-sheet tray feed and transport motors removal” on page 373 . Does the problem remain?	Go to step 13.	The problem is solved.
Step 13 Check the sensor (2 x 500-sheet tray 4 transport). Is it free of damage?	Go to step 14.	Go to step 16.
Step 14 Enter the Diagnostics menu, and then navigate to: SENSOR TESTS > 2 x 500-Sheet Tray Sensor Tests > Tray 4 transport Does the sensor status change while toggling the sensor?	Go to step 17.	Go to step 15.

Action	Yes	No
Step 15 a Reseat the sensor cable. b Check the cable for damage, and replace if necessary. Does the problem remain?	Go to step 16.	The problem is solved.
Step 16 Replace the sensor (2 x 500-sheet tray 4 transport). See “2 x 500-sheet tray transport assembly sensors removal” on page 379. Does the problem remain?	Go to step 17.	The problem is solved.
Step 17 Check the 2 x 500-sheet tray controller board pins for damage, and replace if necessary. See “2 x 500-sheet tray controller board removal” on page 374. Does the problem remain?	Contact the next level of support.	The problem is solved.

2 x 500-sheet tray 4 transport jam service check

Action	Yes	No
Step 1 Make sure that the paper path between tray 3 and tray 4, including the sensors, are free of debris or dust. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Enter the Diagnostics menu, and then navigate to: INPUT TRAY TESTS > Feed Tests > Tray 4 b Check the movement and position of the paper. Does the leading edge of the paper reach the sensor (tray 3 transport)?	Go to step 3.	Go to step 7.
Step 3 Check the sensor (tray 3 transport). Is it free of damage?	Go to step 4.	Go to step 6.
Step 4 Enter the Diagnostics menu, and then navigate to: SENSOR TESTS > PRINTER SENSOR TESTS > Tray 3 transport Does the sensor status change while toggling the sensor?	Go to step 12.	Go to step 5.

Action	Yes	No
Step 5 a Reseat the sensor cable. b Check the cable for damage, and replace if necessary. Does the problem remain?	Go to step 6.	The problem is solved.
Step 6 Replace the sensor (tray 3 transport). See “2 x 500-sheet tray transport assembly sensors removal” on page 379. Does the problem remain?	Go to step 7.	The problem is solved.
Step 7 Check the tray 4 transport roller for damage, and replace if necessary. Note: If the page count is over 50K, then clean the rollers. Does the problem remain?	Go to step 8.	The problem is solved.
Step 8 Enter the Diagnostics menu, and then navigate to: MOTOR TESTS > 2 x 500-Sheet Tray Motor Tests > Tray 4 transport Does the motor run?	Go to step 12.	Go to step 9.
Step 9 a Reseat the motor cable. b Check the cable for damage, and replace if necessary. Does the problem remain?	Go to step 10.	The problem is solved.
Step 10 a Check the tray 4 transport belt for proper tension, and adjust if necessary. b Check the transport gear and belt for wear or damage, and replace if necessary. See “2 x 500-sheet tray 4 transport belts and gears removal” on page 383. Does the problem remain?	Go to step 11.	The problem is solved.
Step 11 Replace the motor (2 x 500-sheet tray 4 transport). See “2 x 500-sheet tray feed and transport motors removal” on page 373. Does the problem remain?	Go to step 12.	The problem is solved.

Action	Yes	No
Step 12 Check the 2 x 500-sheet tray controller board pins for damage, and replace if necessary. See “2 x 500-sheet tray controller board removal” on page 374. Does the problem remain?	Contact the next level of support.	The problem is solved.

3000-sheet tray feed jam service check

Action	Yes	No
Step 1 a Open the top door. b Make sure that the tray is free of debris. c Make sure that the tray is properly installed and aligned to the printer. d Reseat the interface cable that is plugged into the 2500- or 2 x 500-sheet tray. e Reset the printer. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Make sure that the feed, separator, and pick rollers are properly installed. b Make sure that the rollers are free of debris or dust. c Check the rollers for wear or damage, and replace if necessary. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 a Remove the left top cover. b Make sure that the transport roller is properly installed. c Make sure that the roller is free of debris or dust. d Check the roller for wear or damage, and replace if necessary. See “3000-sheet tray feed roller assembly removal” on page 407. Does the problem remain?	Go to step 4.	The problem is solved.

Action	Yes	No
Step 4 a Make sure that the following sensors are properly installed: • Sensor (3000-sheet tray elevator level) • Sensor (3000-sheet tray empty) • Sensor (3000-sheet tray feed) b Make sure that the sensors are free of debris or dust. c Reseat the cable on the sensors and the cable CN5 on the controller board. d Check the sensors for damage. Are they free of damage?	Go to step 5.	Go to step 6.
Step 5 Enter the Diagnostics menu, and then navigate to: SENSOR TESTS > 3000-Sheet Tray Sensor Tests > Tray upper limit or Tray paper feed Does the sensor status change while toggling the sensor?	Go to step 7.	Go to step 6.
Step 6 Replace the sensor. See “Sensor (3000-sheet tray elevator level) removal” on page 398 or “Sensor (3000-sheet tray feed) removal” on page 399 . Does the problem remain?	Go to step 7.	The problem is solved.
Step 7 Test the motor (3000-sheet tray feed) and motor (3000-sheet tray transport). Enter the Diagnostics menu, and then navigate to: MOTOR TESTS > 3000-Sheet Tray Motor Tests > Tray feed or Tray transport Do the motors run?	Go to step 9.	Go to step 8.
Step 8 a Reseat the cable on the motor and the cable CN4 on the controller board. b Check the motors and cables for damage, and replace if necessary. See “3000-sheet tray feed and transport motors removal” on page 406 . Does the problem remain?	Go to step 9.	The problem is solved.
Step 9 Check the belts and gears connected to the motors for wear or damage, and replace if necessary. Does the problem remain?	Go to step 10.	The problem is solved.

Action	Yes	No
Step 10 a Reseat the cable on the rest of the sensors. b Reseat the cable CN5 on the controller board. c If necessary, reseat all the junction connectors on the cables. d Make sure that the cables do not block the path of moving parts. e Check the cables for damage, and replace if necessary. Does the problem remain?	Go to step 11.	The problem is solved.
Step 11 a Reseat the cable on the rest of the motors and on the top door switch. b Reseat the cables CN3 and CN4 on the controller board. c If necessary, reseat all the junction connectors on the cables. d Make sure that the cables do not block the path of moving parts. e Check the cables for damage, and replace if necessary. Does the problem remain?	Contact the next level of support.	The problem is solved.

3000-sheet tray jam service check

Action	Yes	No
Step 1 a Open the top door. b Make sure that the tray is free of debris. c Make sure that the tray is properly installed and aligned to the printer. d Reseat the interface cable that is plugged into the 2500- or 2 x 500-sheet tray. e Reset the printer. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Make sure that the sensor (3000-sheet tray feed) is properly installed. b Make sure that the sensor is free of debris or dust. c Reseat the cable on the sensor and the cable CN5 on the controller board. d Check the sensor for damage. Is it free of damage?	Go to step 3.	Go to step 4.
Step 3 Enter the Diagnostics menu, and then navigate to: SENSOR TESTS > 3000-Sheet Tray Sensor Tests > Tray paper feed Does the sensor status change while toggling the sensor?	Go to step 5.	Go to step 4.

Action	Yes	No
Step 4 Replace the sensor. See “Sensor (3000-sheet tray feed) removal” on page 399 . Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 a Reseat the cable on all of the sensors. b Reseat the cable CN5 on the controller board. c If necessary, reseat all the junction connectors on the cables. d Make sure that the cables do not block the path of moving parts. e Check the cables for damage, and replace if necessary. Does the problem remain?	Go to step 6.	The problem is solved.
Step 6 a Reseat the cable on all of the motors and on the top door switch. b Reseat the cables CN3 and CN4 on the controller board. c If necessary, reseat all the junction connectors on the cables. d Make sure that the cables are not in the path of moving parts. e Check the cables for damage, and replace if necessary. Does the problem remain?	Contact the next level of support.	The problem is solved.

Understanding the printer messages

Cartridge low [88.xy]

You may need to order a replacement toner cartridge. If necessary, touch **Continue** on the printer control panel to clear the message and continue printing.

Cartridge nearly low [88.xy]

If necessary, touch **Continue** on the printer control panel to clear the message and continue printing.

Cartridge very low [88.xy]

You may need to replace the toner cartridge very soon.

If necessary, touch **Continue** on the control panel to clear the message and continue printing.

Change [paper source] to [custom string] load [orientation]

Try one or more of the following:

- Load the correct size and type of paper in the tray, specify the paper size and type in the Paper menu on the control panel, and then touch **Finished changing paper**.
- Touch **Use current [paper source]** to use the available paper size and type in the tray.
- Touch **Reset active bin** to reset the active bin for a linked set of bins.
- Cancel the print job.

Change [paper source] to [custom type name] load [orientation]

Try one or more of the following:

- Load the correct size and type of paper in the tray or feeder, specify the paper size and type in the Paper menu on the printer control panel, and then touch **Finished changing paper**.
- Touch **Reset active bin** to reset the active bin for a linked set of bins.
- Cancel the print job.

Change [paper source] to [paper size] load [orientation]

Try one or more of the following:

- Load the correct size and type of paper in the tray or feeder, specify the size and type of paper in the Paper menu on the control panel, and then touch **Finished changing paper**.
- Touch **Use current [paper source]** to use the available size and type of paper in the current tray or feeder.
- Touch **Reset active bin** to reset the active bin for a linked set of bins.
- Cancel the print job.

Change [paper source] to [paper type] [paper size] load [orientation]

Try one or more of the following:

- Load the correct size and type of paper in the tray or feeder, specify the paper size and type in the Paper menu on the control panel, and then touch **Finished changing paper**.
- Touch **Use current [paper source]** to use the available paper size and type in the tray.
- Touch **Reset active bin** to reset the active bin for a linked set of bins.
- Cancel the print job.

Close door [x]

Close the specified door.

Complex page, some data may not have printed [39]

Try one or more of the following:

- From the control panel, touch **Continue** to clear the message and continue printing.
- Touch **Reset active bin** to reset the active bin for a linked set of bins.

- Cancel the print job.
- Install additional printer memory.

Configuration change, some held jobs were not restored [57]

Held jobs are invalidated because of the following possible changes in the printer:

- The printer firmware has been updated.
- The tray for the print job has been removed.
- The print job is sent from a flash drive that is no longer attached to the USB port.
- The printer hard disk contains print jobs that were stored when the hard disk was installed in a different printer model.

From the printer control panel, touch **Continue** to clear the message.

Defective flash detected [51]

Try one or more of the following:

- Replace the defective flash memory card.
- From the printer control panel, touch **Continue** to ignore the message and continue printing.
- Cancel the current print job.

Disk full [62]

Try one or more of the following:

- From the control panel, touch **Continue** to clear the message and continue printing.
- Touch **Reset active bin** to reset the active bin for a linked set of bins.
- Delete fonts, macros, and other data stored in the printer hard disk.
- Install a hard disk with larger capacity.

Disk must be formatted for use in this device

From the printer control panel, touch **Format disk** to format the printer hard disk and clear the message.

Note: Formatting deletes all the files stored in the printer hard disk.

Disk near full. Securely clearing disk space.

Try one or more of the following:

- Touch **Continue** to clear the message and continue printing.
- Delete fonts, macros, and other data stored on the printer hard disk.
- Install a hard disk with higher capacity.

Empty the hole punch box

Try one or more of the following:

- Empty the hole punch box.
- Select **Continue** on the printer control panel to clear the message and continue printing.
- Cancel the print job.

Error reading USB drive. Remove USB.

An unsupported USB device is inserted. Remove the USB device, and then insert a supported one.

Error reading USB hub. Remove hub.

An unsupported USB hub has been inserted. Remove the USB hub, and then install a supported one.

Incorrect paper size, open [paper source] [34]

Try one or more of the following:

- Load the correct paper size and type in the tray or feeder, and then specify the paper size and type in the Paper menu on the control panel.
- Make sure that the correct paper size and type are specified in Print Properties or the Print dialog settings.
- Check the length and width guides and make sure that the paper is loaded properly in the tray or feeder.
- From the control panel, touch **Continue** to clear the message and then print using a different tray.
- Touch **Reset active bin** to reset the active bin for a linked set of bins.
- Cancel the print job.

Insert hole punch box

Insert the hole punch box into the finisher, and then touch **Continue** to clear the message.

Insert Tray [x]

Try one or more of the following:

- Insert the specified tray into the printer.
- Cancel the print job.
- Reset the active bin for a linked set of bins by selecting **Reset active bin** on the printer control panel.

Insufficient memory for Flash Memory Defragment operation [37]

Try one or more of the following:

- From the printer control panel, touch **Continue** to stop the defragmentation and continue printing.
- Delete fonts, macros, and other data in the printer memory.
- Install additional printer memory.

Insufficient memory to collate job [37]

Try one or more of the following:

- From the printer control panel, touch **Continue** to print the part of the job already stored and begin collating the rest of the print job.
- Cancel the current print job.

Insufficient memory to support Resource Save feature [35]

Install additional printer memory or touch **Continue** to disable Resource Save, clear the message, and continue printing.

Insufficient memory, some Held Jobs were deleted [37]

From the printer control panel, touch **Continue** to clear the message.

Insufficient memory, some held jobs will not be restored [37]

Try one or more of the following:

- From the printer control panel, touch **Continue** to clear the message.
- Delete other held jobs to free up additional printer memory.

Insufficient space between paper stacks in Tray 3

Move the paper stacks apart, and then touch **Continue** on the control panel to clear the message and continue printing.

Load [paper source] with [custom string] [paper orientation]

Try one or more of the following:

- Load the tray or feeder with the correct size and type of paper, and then touch **Finished loading paper** on the control panel.
- Touch **Reset active bin** to reset the active bin for a linked set of bins.
- Cancel the current job.

Load [paper source] with [custom type name] [paper orientation]

Try one or more of the following:

- Load the tray or feeder with the correct size and type of paper, and then touch **Finished loading paper** on the control panel.
- Touch **Reset active bin** to reset the active bin for a linked set of bins.
- Cancel the print job.

Load [paper source] with [paper size] [paper orientation]

Try one or more of the following:

- Load the tray or feeder with the correct size of paper, and then touch **Finished loading paper** on the control panel.
- Touch **Reset active bin** to reset the active bin for a linked set of bins.
- Cancel the current job.

Load [paper source] with [paper type] [paper size] [paper orientation]

Try one or more of the following:

- Load the specified tray or feeder with the correct size and type of paper, and then touch **Finished loading paper** on the control panel.
- Touch **Reset active bin** to reset the active bin for a linked set of bins.
- Cancel the current job.

Load Multipurpose Feeder with [custom string] [paper orientation]

Try one or more of the following:

- Load the feeder with the correct size and type of paper.
- From the control panel, touch one of the following:
 - **Prompt each page, paper loaded** or **Do not prompt, paper loaded**—To clear the message and continue printing.
 - **Automatically select paper**—To use the paper loaded in the tray.
 - **Reset active bin**—To reset the active bin for a linked set of bins.
- Cancel the print job.

Load Multipurpose Feeder with [custom type name] [paper orientation]

Try one or more of the following:

- Load the feeder with the correct size and type of paper.
- From the control panel, touch one of the following:
 - **Prompt each page, paper loaded** or **Do not prompt, paper loaded**—To clear the message and continue printing.
 - **Automatically select paper**—To use the paper loaded in the tray.
 - **Reset active bin**—To reset the active bin for a linked set of bins.
- Cancel the print job.

Load Multipurpose Feeder with [paper size] [paper orientation]

Try one or more of the following:

- Load the feeder with the correct size of paper.
- From the control panel, touch one of the following:
 - **Prompt each page, paper loaded** or **Do not prompt, paper loaded**—To clear the message and continue printing.
 - **Automatically select paper**—To use the paper loaded in the tray.
 - **Reset active bin**—To reset the active bin for a linked set of bins.

- Cancel the print job.

Load Multipurpose Feeder with [paper type] [paper size] [paper orientation]

Try one or more of the following:

- Load the feeder with the correct size and type of paper.
- From the control panel, touch one of the following:
 - **Prompt each page, paper loaded** or **Do not prompt, paper loaded**—To clear the message and continue printing.
 - **Automatically select paper**—To use the paper loaded in the tray.
 - **Reset active bin**—To reset the active bin for a linked set of bins.
- Cancel the print job.

Load staples

Try one or more of the following:

- Replace or insert the staple cartridge in the finisher.
For instructions on inserting or replacing a staple cartridge in the finisher, touch **More information** on the printer control panel.
- From the printer control panel, touch **Continue** to clear the message and continue printing.
- From the printer control panel, touch **Cancel job** to cancel the print job.

Load staples [G11, G12]

Try one or more of the following:

- Replace or insert the staple cartridge into the finisher.
For instructions on replacing or inserting the staple cartridge into the finisher, touch **More information** on the control panel.
- From the control panel, touch **Continue** to clear the message and continue printing.
- Cancel the print job.

[x] maintenance kit very low [80.xy]

You may need to replace the maintenance kit very soon. For more information, go to the Lexmark support Web site at <http://support.lexmark.com> or contact customer support, and then report the message.

If necessary, touch **Continue** to clear the message and continue printing.

Memory full [38]

Try one or more of the following:

- From the control panel, touch **Cancel job** to clear the message.
- Touch **Reset active bin** to reset the active bin for a linked set of bins.
- Install additional printer memory.

Network [x] software error [54]

Try one or more of the following:

- From the printer control panel, touch **Continue** to continue printing.
- Turn off the printer, wait for about 10 seconds, and then turn the printer back on.
- Update the network firmware in the printer or print server. For more information, visit the Lexmark support Web site at <http://support.lexmark.com>.

Not enough free space in flash memory for resources [52]

Try one or more of the following:

- From the control panel, touch **Continue** to clear the message and continue printing.
- Touch **Reset active bin** to reset the active bin for a linked set of bins.
- Delete fonts, macros, and other data stored in the flash memory.
- Install a flash memory card with larger capacity.

Note: Downloaded fonts and macros not previously stored in the flash memory are deleted.

Open door H and remove paper from beneath area H10

Remove the paper from the specified area.

Paper changes needed

Try one or more of the following:

- Touch **Use current supplies** to clear the message and continue printing.
- Cancel the current print job.

Parallel port [x] disabled [56]

Try one or more of the following:

- From the printer control panel, touch **Continue** to clear the message.
- Enable the parallel port. From the printer control panel, navigate to:
Network/Ports > Parallel [x] > Parallel Buffer > Auto

Note: The printer discards any data received through the parallel port.

Photoconductor low [84.xy]

You may need to order a replacement photoconductor. If necessary, select **Continue** on the control panel to clear the message and continue printing.

Photoconductor very low [84.xy]

You may need to replace the photoconductor unit very soon.

If necessary, touch **Continue** on the control panel to clear the message and continue printing.

Printer had to restart. Last job may be incomplete.

From the printer control panel, touch **Continue** to clear the message and continue printing.

For more information, visit <http://support.lexmark.com> or contact customer support.

Reinstall missing or unresponsive cartridge [31.xy]

Try one or more of the following:

- Check if the toner cartridge is missing. If missing, install the toner cartridge.
For information on installing the cartridge, see the “Replacing supplies” section of the *User’s Guide*.
- If the toner cartridge is installed, then remove the unresponsive toner cartridge, and then reinstall it.

Note: If the message appears after reinstalling the supply, then the cartridge is defective. Replace the toner cartridge.

Reinstall missing or unresponsive photoconductor [31.xy]

Try one or more of the following:

- If the photoconductor unit is missing, then install it.
- If the photoconductor unit is installed, then remove and then reinstall it.

Note: If the message appears after reinstalling the supply, then replace the defective photoconductor unit.

Remove defective disk [61]

Remove and replace the defective printer hard disk.

Remove packaging material, [area name]

Remove any remaining packaging material from the specified location.

Remove packaging material, open door C, remove metal clips

Open door C, and then remove any remaining packaging material.

Note: Make sure that door C does not hit any cable attached to the printer.

Remove paper from all bins

Remove the paper from all of the bins. The printer automatically senses paper removal and resumes printing.

If removing the paper does not clear the message, then touch **Continue**.

Remove paper from bin [x]

Remove the paper from the specified bin. The printer automatically senses paper removal and resumes printing.

If removing the paper does not clear the message, then touch **Continue**.

Remove paper from [linked set bin name]

Remove paper from the specified bin. The printer automatically detects paper removal and resumes printing.

If removing the paper does not clear the message, then touch **Continue**.

Remove paper from standard output bin

Remove the paper stack from the standard bin.

Replace cartridge, 0 estimated pages remain [88.xy]

Replace the toner cartridge to clear the message and continue printing. For more information, see the instruction sheet that came with the supply or see the “Replacing supplies” section of the *User’s Guide*.

Note: If you do not have a replacement cartridge, then see the “Ordering supplies” section of the *User’s Guide* or visit www.lexmark.com.

Replace cartridge, printer region mismatch [42.xy]

Install a toner cartridge that matches the region number of the printer. x indicates the value of the printer region. y indicates the value of the cartridge region. x and y can have the following values:

Printer and toner cartridge regions

Region number	Region
0	Global
1	United States, Canada
2	European Economic Area (EEA), Switzerland
3	Asia Pacific, Australia, New Zealand
4	Latin America
5	Africa, Middle East, rest of Europe
9	Invalid

Notes:

- The x and y values represent .xy in the code that appears on the printer control panel.
- The x and y values must match for printing to continue.

Replace [x] maintenance kit, 0 estimated pages remain [80.xy]

The printer is scheduled for maintenance. For more information, go to the Lexmark support Web site at <http://support.lexmark.com> or contact your service representative, and then report the message.

Replace missing photoconductor [31.xy]

Install the missing photoconductor unit to clear the message.

Replace missing waste toner bottle [82.xy]

Install the missing waste toner bottle to clear the message. For more information, see the instruction sheet that came with the supply.

Replace missing cartridge [31.xy]

Install the missing cartridge to clear the message.

Replace paper pick rollers in [paper source], use parts and instructions in tray 1 or tray 2 compartment [80]

Try one or more of the following:

- Replace the pick rollers, and then touch **Rollers replaced** on the control panel to clear the message and continue printing.
- Touch **Replace later (jams may persist)** to ignore the message and continue printing.

Replace photoconductor, 0 pages remain [84.xy]

Replace the photoconductor unit to clear the message and continue printing.

Replace unsupported cartridge [32.xy]

Remove the toner cartridge, and then install a supported one to clear the message and continue printing. For more information, see the instruction sheet that came with the supply or see the “Replacing supplies” section of the *User’s Guide*.

Note: If you do not have a replacement cartridge, then see the “Ordering supplies” section of the *User’s Guide* or visit www.lexmark.com.

Replace unsupported photoconductor [32.xy]

Remove the photoconductor unit, and then install a supported one to clear the message and continue printing.

Replace waste toner bottle [82.xy]

Replace the waste toner bottle to clear the message.

Restore held jobs?

Try one or more of the following:

- From the printer control panel, touch **Restore** to restore all held jobs stored in the printer hard disk.
- From the printer control panel, touch **Do not restore** if you do not want to restore any of the print jobs.

Serial port [x] disabled [56]

Try one or more of the following:

- From the printer control panel, touch **Continue** to clear the message.
The printer discards any data received through the specified serial port.
- Make sure Serial Buffer is not set to Disabled.
- From the printer control panel, set Serial Buffer to Auto in the Serial [x] menu.

Some held jobs were not restored

From the printer control panel, touch **Continue** to delete the indicated job.

Note: Held jobs that are not restored remain in the printer hard disk and are inaccessible.

SMTP server not set up. Contact system administrator.

From the printer control panel, touch **Continue** to clear the message.

Note: If the message appears again, then contact your system support person.

Standard network software error [54]

Try one or more of the following:

- From the printer control panel, touch **Continue** to continue printing.
- Turn off the printer, and then turn it back on.
- Update the network firmware in the printer or print server. For more information, visit the Lexmark support Web site at <http://support.lexmark.com> or contact customer support, and then report the message.

Standard USB port disabled [56]

Try one or more of the following:

- From the printer control panel, touch **Continue** to clear the message.
- Enable the USB port. From the printer control panel, navigate to:
Network/Ports > USB Buffer > Auto

Note: The printer discards any data received through the USB port.

Supply needed to complete job

Do either of the following:

- Install the missing supply to complete the job.
- Cancel the current job.

The device is operating in Safe Mode. Some print options may be disabled or provide unexpected results.

Touch **Continue** on the control panel to clear the message and continue printing.

Too many flash options installed [58]

Try one or more of the following:

- Touch **Continue** on the control panel to continue printing.
- Remove the extra flash memory:
 - 1 Turn off the printer.
 - 2 Unplug the power cord from the electrical outlet.
 - 3 Remove the extra flash memory.
 - 4 Connect the power cord to a properly grounded electrical outlet.
 - 5 Turn the printer back on.

Too many trays attached [58]

- 1 Turn off the printer.
- 2 Unplug the power cord from the electrical outlet.
- 3 Remove the extra trays.
- 4 Connect the power cord to a properly grounded electrical outlet.
- 5 Turn the printer back on.

Tray [x] paper size unsupported

Replace with a supported paper size.

Unformatted flash detected [53]

Try one or more of the following:

- From the printer control panel, touch **Continue** to stop the defragmentation and continue printing.
- Format the flash memory.

Note: If the error message remains, then the flash memory may be defective and needs to be replaced.

Unsupported disk

Remove the unsupported printer hard disk, and then insert a supported one.

Unsupported option in slot [x] [55]

- 1 Turn off the printer.
- 2 Unplug the power cord from the electrical outlet.
- 3 Remove the unsupported option card from the printer controller board, and then replace it with a supported card.
- 4 Connect the power cord to a properly grounded electrical outlet.
- 5 Turn the printer back on.

Waste toner bottle nearly full [82.xy]

You may need to order a waste toner bottle. If necessary, touch **Continue** on the printer control panel to clear the message and continue printing.

Weblink server not set up. Contact system administrator.

From the printer control panel, touch **Continue** to clear the message.

Note: If the message appears again, then contact your system support person.

User attendance messages

User attendance messages (0-99)

Error code	Description	Action
31	A supply-related error was detected: • The cartridge is missing or undetected. • The photoconductor is missing or undetected. • The cartridge is defective. • The photoconductor is defective.	See “Cartridge or photoconductor error service check” on page 113.
32	The cartridge or photoconductor is unsupported.	
34	Paper size mismatch was detected.	See “Mismatched paper size service check” on page 114.
35	The printer memory is insufficient to enable Resource Save.	See “Insufficient memory service check” on page 115.
37	The printer memory was insufficient to do the job.	
38	Memory is full.	
39	The page is too complex to print.	See “Complex page service check” on page 115.

Error code	Description	Action
42	The cartridge is incompatible due to printer region mismatch.	See “Cartridge or photoconductor error service check” on page 113.
50	PPDS encountered a font error.	See “PPDS font error service check” on page 116.
51	The flash memory is defective.	See “Flash memory failure service check” on page 116.
52	The flash memory is insufficient.	See “Insufficient flash memory service check” on page 117.
53	Unformatted flash was detected.	See “Flash memory failure service check” on page 116.
54	The printer was not able to connect with the network.	See “Network service check” on page 118.
55	The internal option installed is unsupported.	See “Unsupported internal option service check” on page 120.
56	The parallel port, serial port, or standard USB port is disabled.	See “Disabled port service check” on page 121.
57	Some held jobs were not restored due to configuration change.	See “Unrestored held jobs service check” on page 121.
58	Excess number of options detected: • Too many flash or optional firmware cards are installed. • Too many input trays are installed.	See “Excess options service check” on page 122.
59	The input option or output option is incompatible.	See “Incompatible hardware option service check” on page 123.
61	The hard disk is defective.	See “Hard disk failure service check” on page 123.
62	The hard disk is full.	
80	The printer requires maintenance. The appropriate maintenance kit needs to be installed.	See “Maintenance kit service check” on page 124.
82	The waste toner bottle is full or nearly full.	See “Cartridge or photoconductor error service check” on page 113.
84	The photoconductor supply is low, very low, or empty.	
88	The toner cartridge supply is low, very low, or empty.	

Cartridge or photoconductor error service check

Action	Yes	No
Step 1 a Make sure that the cartridge or photoconductor is installed. b Check if the cartridge or photoconductor is supported, and replace if necessary. Does the problem remain?	Go to step 2.	The problem is solved.

Action	Yes	No
Step 2 a Make sure that the cartridge or photoconductor is properly installed. b Make sure that the cartridge or photoconductor cables are properly connected. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 Check the cartridge or photoconductor contacts for damage, and replace if necessary. Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 Check the controller board pins for damage, and replace if necessary. See “Controller board removal” on page 298 . Does the problem remain?	Contact the next level of support.	The problem is solved.

Mismatched paper size service check

Action	Yes	No
Step 1 a Make sure that the tray paper length and tray paper width guides are properly installed. b Check the guides for wear or damage, and replace if necessary. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 Check the paper width and paper length sensor actuators for damage, and replace if necessary. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 a Reseat the paper width and paper length sensor cables. b Check the sensor cables for damage, and replace if necessary. Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 Check the paper width and paper length sensors for damage, and replace if necessary. Does the problem remain?	Go to step 5.	The problem is solved.

Action	Yes	No
Step 5 Check the controller board pins for damage, and replace if necessary. See “Controller board removal” on page 298 . Does the problem remain?	Contact the next level of support.	The problem is solved.

Insufficient memory service check

Action	Yes	No
Step 1 Reset the machine, and then navigate to: Paper Menu > Print Settings > Download Target > Disk Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 If applicable, install extra memory card. If applicable, make sure that the additional memory card is properly installed. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 Check the controller board pins for damage, and replace if necessary. See “Controller board removal” on page 298 . Does the problem remain?	Contact the next level of support.	The problem is solved.

Complex page service check

Action	Yes	No
Step 1 Reset the machine, and then navigate to: Paper Menu > Print Settings > Download Target > Disk Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 Enter the Diagnostics menu, and then navigate to: PRINTER TESTS > Tray 1 > Single Does the problem remain?	Go to step 4.	Go to step 3.

Action	Yes	No
Step 3 If applicable, install extra memory card. If applicable, make sure that the additional memory card is properly installed. Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 Check the controller board pins for damage, and replace if necessary. See “Controller board removal” on page 298 . Does the problem remain?	Contact the next level of support.	The problem is solved.

PPDS font error service check

Action	Yes	No
Step 1 Navigate to Settings > PPDS Menu > Best Fit . Make sure that the value is set to On . Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 Make sure that the font is supported by the memory card. Replace the memory card if necessary. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 Check the controller board pins for damage, and replace if necessary. See “Controller board removal” on page 298 . Does the problem remain?	Contact the next level of support.	The problem is solved.

Flash memory failure service check

Action	Yes	No
Step 1 Navigate to Settings > Print settings > Job Accounting Menu Settings > Log Near Full Level . Make sure that the value is set to maximum. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 If applicable, make sure that the optional memory card is supported. Does the problem remain?	Go to step 3.	The problem is solved.

Action	Yes	No
Step 3 Check the controller board pins for damage, and replace if necessary. See “Controller board removal” on page 298. Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 Make sure that the firmware version is the latest, and update if necessary. Does the problem remain?	Contact the next level of support.	The problem is solved.

Insufficient flash memory service check

Action	Yes	No
Step 1 Navigate to Settings > Print settings > Utilitie Menu > Format Flash > Yes. Does the problem remain?	Go to step 3.	Go to step 2.
Step 2 Navigate to Settings > Print settings > Job Accounting Menu Settings > Log Near Full Level. Make sure that the value is set to maximum. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 If applicable, make sure that the optional memory card is supported. Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 Check the controller board pins for damage, and replace if necessary. See “Controller board removal” on page 298. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 Make sure that the firmware version is the latest, and update if necessary. Does the problem remain?	Contact the next level of support.	The problem is solved.

Network service check

Note: Before starting this service check, print the network setup page. This page is found under **Menu > Reports > Network Settings**. Consult the network administrator to verify that the physical and wireless network settings displayed on the network settings page for the device are properly configured. If a wireless network is used, then verify that the printer is in range of the host computer or wireless access point. Verify if there is no electronic interference in the wireless network. Have the network administrator verify that the device is using the correct SSID, and wireless security protocols. For more network troubleshooting information, consult the Lexmark Network Setup Guide.

Actions	Yes	No
Step 1 If the device is physically connected to the network, verify that the Ethernet cable is properly connected on both ends. Reseat the cable if necessary. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 If the network is wireless, check the online status of the printer under Printers and Faxes on the host computer. Delete all print jobs in the print queue. Is the printer online and in a Ready state?	Go to step 4.	Go to step 3.
Step 3 Change the printer status to online. Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 Check the IP address displayed on the network settings page. Does it match the IP address in the port of the drivers using the printer?	Go to step 9.	Go to step 5.
Step 5 Note: A printer should use a static IP address on a network. Does the LAN use DHCP?	Go to step 6.	Go to step 8.
Step 6 Check the first two segments of the IP address. Does the IP address start with 169.254?	Go to step 7.	Go to step 8.
Step 7 Reset the printer. Does the problem remain?	Go to step 9.	The problem is solved.

Actions	Yes	No
Step 8 Reset the address on the printer to match the IP address on the driver. Does the problem remain?	Go to step 9.	The problem is solved.
Step 9 Have the network administrator verify that the printer and computer IP address have identical subnet addresses. Are the subnet addresses the same?	Go to step 11.	Go to step 10.
Step 10 Using the subnet address supplied by the network administrator, assign a unique IP address to the printer. Note: The printer IP address should match the IP address on the printer driver. Does the problem remain?	Go to step 11.	The problem is solved.
Step 11 Is the device physically connected (Ethernet cable) to the network?	Go to step 12.	Go to step 15.
Step 12 Try using a different Ethernet cable. Does the problem remain?	Go to step 13.	The problem is solved.
Step 13 Have the network administrator check the network drop for activity. Is the network drop functioning properly?	Go to step 14.	Contact the network administrator.
Step 14 Replace the controller board. See “Controller board removal” on page 298 . Does the problem remain?	Go to step 15.	The problem is solved.
Step 15 Is the printer on the same wireless network as the other devices?	Go to step 17.	Go to step 16.
Step 16 Assign the correct wireless network to the printer. Does the problem remain?	Go to step 17.	The problem is solved.
Step 17 Are the other devices on the wireless network communicating properly?	Go to step 18.	Contact the network administrator.

Actions	Yes	No
Step 18 Make sure that the wireless card on the controller board is properly installed. Does the problem remain?	Go to step 19.	The problem is solved.
Step 19 If there is an attached antenna, check it for damage, and replace if necessary. Does the problem remain?	Go to step 20.	The problem is solved.
Step 20 Make sure that the antenna is properly connected to the wireless card. Does the problem remain?	Go to step 21.	The problem is solved.
Step 21 Replace the wireless card. Does the problem remain?	Go to step 22.	The problem is solved.
Step 22 Replace the controller board. See “Controller board removal” on page 298 . Does the problem remain?	Contact the next level of support.	The problem is solved.

Unsupported internal option service check

Action	Yes	No
Step 1 If applicable, make sure that the option cards are supported. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 Check the controller board pins for damage, and replace if necessary. See “Controller board removal” on page 298 . Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 Make sure that the firmware version is the latest, and update if necessary. Does the problem remain?	Contact the next level of support.	The problem is solved.

Disabled port service check

Action	Yes	No
Step 1 a Make sure that the cables connected to ports are properly installed. b Check the cables for damage, and replace if necessary. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 Enter the Network/Ports menu and make sure that the applicable port settings are enabled. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 If applicable, make sure that the option card is supported. Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 Check the controller board pins for damage, and replace if necessary. See “Controller board removal” on page 298 . Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 Make sure that the firmware version is the latest, and update if necessary. Does the problem remain?	Contact the next level of support.	The problem is solved.

Unrestored held jobs service check

Action	Yes	No
Step 1 Reset the printer, and then resend the print job. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Make sure that the hard disk and memory card are supported and properly installed. b Check the hard disk and memory card for damage, and replace if necessary. Does the problem remain?	Go to step 3.	The problem is solved.

Action	Yes	No
Step 3 a If applicable, remove all internal options. b Reset the printer, and then resend the print job. Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 Check the controller board pins for damage, and replace if necessary. See “Controller board removal” on page 298 . Does the problem remain?	Contact the next level of support.	The problem is solved.

Excess options service check

Action	Yes	No
Step 1 Reset the printer, and then resend the print job. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 If applicable, make sure that the internal option is supported. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 a If applicable, remove all internal options. b Reset the printer, and then resend the print job. Does the problem remain?	Go to step 6.	Go to step 4.
Step 4 Check if the number of internal options installed is allowed, and remove the excess option. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 Check if the number of input options installed is allowed, and remove the excess option. Does the problem remain?	Go to step 6.	The problem is solved.
Step 6 Check the controller board pins for damage, and replace if necessary. See “Controller board removal” on page 298 . Does the problem remain?	Contact the next level of support.	The problem is solved.

Incompatible hardware option service check

Action	Yes	No
Step 1 Warning—Potential Damage: Do not perform this step if the printer is on. a Reseat the hardware option cables. b Check the cables for damage, and replace if necessary. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 Check the firmware version of the hardware option if it is supported by the engine firmware. Update the firmware if necessary. Note: Contact the next level of support for the correct firmware version. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 Check the hardware option controller board pins for damage, and replace if necessary. Does the problem remain?	Contact the next level of support.	The problem is solved.

Hard disk failure service check

Action	Yes	No
Step 1 Delete unnecessary files: - Navigate to Settings > Print Settings > Utilities Menu > Delete Downloads on Disk > Yes. - Enter the Configuration menu, and then navigate to Settings > Jobs on Disk > Delete. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 Make sure that the firmware version is the latest. Note: The latest firmware versions are available on the Technical service bulletins at support.lexmark.com . Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 a Make sure that the hard disk cable is properly installed. b Check the cable for damage, and replace if necessary. Does the problem remain?	Go to step 4.	The problem is solved.

Action	Yes	No
Step 4 a Make sure that the hard disk is properly installed. b Check the hard disk for damage, and replace if necessary. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 Check the controller board pins for damage, and replace if necessary. See “Controller board removal” on page 298 . Does the problem remain?	Contact the next level of support.	The problem is solved.

Maintenance kit service check

Action	Yes	No
Warning—Potential Damage: Do not perform this step if the printer is on. a Replace the required maintenance kit. b Reset the maintenance counter: - For 300K, enter the Configuration menu, and then navigate to Reset Maintenance counter > Reset 300K Maintenance Kit. - For 600K, enter the Diagnostics menu, and then navigate to Reset Maintenance counter > Reset 600K Maintenance Kit. Does the problem remain?	Contact the next level of support.	The problem is solved.

Printer hardware errors

- [“111 errors” on page 125](#)
- [“12y errors” on page 126](#)
- [“13y errors” on page 131](#)
- [“153 errors” on page 134](#)
- [“16y errors” on page 135](#)
- [“171–182 errors” on page 141](#)
- [“189 errors” on page 142](#)
- [“19y errors” on page 144](#)
- [“600 errors” on page 158](#)
- [“Steps before starting the 9yy service checks” on page 159](#)
- [“900 errors” on page 161](#)
- [“911–963 errors” on page 166](#)

111 errors

111 error messages

Error code	Description	Action
111.01	The printhead motor malfunctioned.	See “Printhead failure service check” on page 125.
111.06	The printhead laser malfunctioned.	

Printhead failure service check

Action	Yes	No
Step 1 Enter the Diagnostics menu, and then navigate to: PRINTER SETUP > Reset Engine Service Error Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Make sure that the printhead FFC is properly connected. b Check the printhead FFC for damage, and replace if necessary. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 Enter the Diagnostics menu, and then navigate to: MOTOR TESTS > PRINTER MOTOR TESTS > Polygon Does the motor run?	Go to step 5.	Go to step 4.
Step 4 a Make sure that the printhead is properly installed. b Check the printhead for damage, and replace if necessary. See “Printhead removal” on page 226. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 Check the printhead relay board pins for damage, and replace if necessary. Does the problem remain?	Go to step 6.	The problem is solved.
Step 6 Check the controller board pins for damage, and replace if necessary. See “Controller board removal” on page 298. Does the problem remain?	Contact the next level of support.	The problem is solved.

12y errors

12y error messages

Error code	Description	Action
120.00	The motor (fuser) did not run.	See “Motor (fuser) failure service check” on page 126.
120.06	The motor (fuser) did not run at the correct timing.	
121.02	The fuser temperature did not reach the required level during warm-up.	See “Fuser temperature failure service check” on page 128.
121.60	The fuser thermistor (main) was not detected.	
121.61	The fuser temperature (main) did not reach the required level.	
121.62	The fuser temperature (main) went over the required level.	
121.64	The fuser thermistor (edge) was not detected.	
121.65	The fuser temperature (edge) did not reach the required level.	
121.66	The fuser temperature (edge) went over the required level.	
121.68	The fuser thermistor (middle) was not detected.	
121.69	The fuser temperature (middle) did not reach the required level.	
121.70	The fuser temperature (middle) went over the required level.	
121.80	The fuser roller did not retract.	See “Fuser roller pressure failure service check” on page 130.
121.85	The heating roller did not turn.	
121.86	Contamination was detected at the sensor (fuser temperature).	See “Fuser temperature failure service check” on page 128.

Motor (fuser) failure service check

Action	Yes	No
Step 1 Enter the Diagnostics menu, and then navigate to: PRINTER SETUP > Reset Engine Service Error Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 Make sure that the paper width is supported (less than 6.77 inches (172 mm)). Does the problem remain?	Go to step 3.	The problem is solved.

Action	Yes	No
Step 3 Enter the Diagnostics menu, and then navigate to: MOTOR TESTS > PRINTER MOTOR TESTS > Fusing tray Does the motor run?	Go to step 7.	Go to step 4.
Step 4 a Reseat the fuser motor cable. b Check the fuser motor cable for damage, and replace if necessary. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 a Check the fuser motor belt for proper tension, and then adjust if necessary. b Make sure that the fuser motor gear is properly lubricated. c Check the fuser motor gear and belt for wear or damage, and replace if necessary. See “Fuser drive gearbox removal” on page 325 . Does the problem remain?	Go to step 6.	The problem is solved.
Step 6 Replace the motor (fuser). See “Motor (fuser) removal” on page 324 . Does the problem remain?	Go to step 7.	The problem is solved.
Step 7 Check the fusing speed sensor actuator for damage, and replace if necessary. Does the problem remain?	Go to step 8.	The problem is solved.
Step 8 Check the sensor (fusing speed) for damage. Is it free of damage?	Go to step 9.	Go to step 11.
Step 9 Enter the Diagnostics menu, and then navigate to: SENSOR TESTS > PRINTER SENSOR TESTS > Fusing speed Does the sensor status change while toggling the sensor?	Go to step 12.	Go to step 10.
Step 10 a Reseat the fusing speed sensor cable. b Check the sensor cable for damage, and replace if necessary. Does the problem remain?	Go to step 11.	The problem is solved.

Action	Yes	No
Step 11 Replace the sensor (fusing speed). See “Sensor (fusing speed) removal” on page 267. Does the problem remain?	Go to step 12.	The problem is solved.
Step 12 Check the controller board pins for damage, and replace if necessary. See “Controller board removal” on page 298. Does the problem remain?	Contact the next level of support.	The problem is solved.

Fuser temperature failure service check

Action	Yes	No
Step 1 Enter the Diagnostics menu, and then navigate to: PRINTER SETUP > Reset Engine Service Error Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 Check the environment for humidity. Remove or reduce sources of humidity if necessary. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 a Make sure that the sensor (fuser temperature) is free from dust. b Check the sensor (fuser temperature) for damage, and replace if necessary. Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 a Make sure that the sensor (registration humidity) is free from dust. b Check the sensor for damage, and replace if necessary. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 Observe the paper exit fan. Is it working properly?	Go to step 7.	Go to step 6.

Action	Yes	No
Step 6 a Make sure that the paper exit fan cable is properly connected. b Check the paper exit fan for damage, and replace if necessary. See “Paper exit fan removal” on page 300. Does the problem remain?	Go to step 7.	The problem is solved.
Step 7 a Make sure that the fuser is properly connected. b Make sure that the fuser cable is properly connected. c Check the fuser for damage, and replace if necessary. See “Fuser removal” on page 230. Does the problem remain?	Go to step 8.	The problem is solved.
Step 8 Check the induction heater. Is it working properly?	Go to step 10.	Go to step 9.
Step 9 a Make sure that the induction heater cable is properly connected. b Check the induction heater for damage, and replace if necessary. See “Induction heater removal” on page 230. Does the problem remain?	Go to step 10.	The problem is solved.
Step 10 a Make sure that the induction heater power supply is properly installed. b Check the induction heater power supply cable connections, and reseal if necessary. Does the problem remain?	Go to step 11.	The problem is solved.
Step 11 Check the engine controller board pins for damage, and replace if necessary. See “Engine controller board removal” on page 296. Does the problem remain?	Contact the next level of support.	The problem is solved.

Fuser roller pressure failure service check

Action	Yes	No
Step 1 Enter the Diagnostics menu, and then navigate to: PRINTER SETUP > Reset Engine Service Error Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Remove the fuser. See “Fuser removal” on page 230 . b Observe the fuser roller while moving the gears and levers engaged to it. Check if the fuser roller properly retracts, and replace if necessary. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 Check the sensor (fusing pressure home). Is it free of damage?	Go to step 4.	Go to step 6.
Step 4 Enter the Diagnostics menu, and then navigate to: SENSOR TESTS > PRINTER SENSOR TESTS > Fusing pressure home Does the sensor status change while toggling the sensor?	Go to step 7.	Go to step 5.
Step 5 a Reseat the fusing pressure home sensor cable. b Check the sensor cable for damage, and replace if necessary. Does the problem remain?	Go to step 6.	The problem is solved.
Step 6 Replace the sensor (fusing pressure home). Does the problem remain?	Go to step 7.	The problem is solved.
Step 7 a Reseat the fuser cables. b Check the fuser cables for damage, and replace if necessary. Does the problem remain?	Go to step 8.	The problem is solved.
Step 8 a Make sure that the fuser is properly installed. b Check the fuser for wear or damage, and replace if necessary. See “Fuser removal” on page 230 . Does the problem remain?	Go to step 9.	The problem is solved.

Action	Yes	No
Step 9 Check the engine controller board pins for damage, and replace if necessary. See “Engine controller board removal” on page 296 . Does the problem remain?	Contact the next level of support.	The problem is solved.

13y errors

13y error messages

Error code	Description	Action
133.01	The toner density is above normal.	See “Toner density failure service check” on page 131 .
133.03	The sensor (toner density) malfunctioned.	
133.04	The sensor (toner density) did not perform the correct adjustments.	
136.06	The motor (developer) did not run at the correct timing.	See “Motor (developer) failure service check” on page 133 .

Toner density failure service check

Action	Yes	No
Step 1 Enter the Diagnostics menu, and then navigate to: PRINTER SETUP > Reset Engine Service Error Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 Enter the Diagnostics menu, and then navigate to: Reset Image Stabilization > Restore factory toner density Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 Enter the Configuration menu, and then select Automatic Image Stabilization . Make sure that the value is set to On . Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 a Make sure that the developer is properly installed. b Make sure that the developer is supported. Does the problem remain?	Go to step 5.	The problem is solved.

Action	Yes	No
Step 5 a Make sure that the toner is properly installed. b Make sure that the toner is supported. Does the problem remain?	Go to step 6.	The problem is solved.
Step 6 a Make sure that the sensor (toner density) is free of dust or debris. b Reseat the toner density sensor cable. c Check the sensor (toner density) and its cable for damage, and replace if necessary. Does the problem remain?	Go to step 7.	The problem is solved.
Step 7 a Make sure that the toner agitator is properly installed. b Check the toner agitator for damage, and replace if necessary. Does the problem remain?	Go to step 8.	The problem is solved.
Step 8 a Make sure that the sensor (toner cartridge present) is free of dust or debris. b Reseat the toner cartridge present sensor cable. c Check the sensor (toner cartridge) and its cable for damage, and replace if necessary. See “Sensor (toner cartridge present) removal” on page 281. Does the problem remain?	Go to step 9.	The problem is solved.
Step 9 Observe the motor (toner supply). Is it working properly?	Go to step 11.	Go to step 10.
Step 10 a Make sure that the toner supply motor cable is properly connected. b Check the motor (toner supply) and its cable for damage, and replace if necessary. See “Motor (toner supply) removal” on page 279. Does the problem remain?	Go to step 11.	The problem is solved.
Step 11 Observe the motor (toner cartridge). Is it working properly?	Go to step 13.	Go to step 12.

Action	Yes	No
Step 12 a Make sure that the toner cartridge motor cable is properly connected. b Check the motor (toner cartridge) and its cable for damage, and replace if necessary. See “Motor (toner cartridge) removal” on page 302. Does the problem remain?	Go to step 13.	The problem is solved.
Step 13 Check the image controller board pins for damage, and replace if necessary. See “Image controller board removal” on page 275. Does the problem remain?	Go to step 14.	The problem is solved.
Step 14 Check the engine controller board pins for damage, and replace if necessary. See “Engine controller board removal” on page 296. Does the problem remain?	Contact the next level of support.	The problem is solved.

Motor (developer) failure service check

Action	Yes	No
Step 1 Enter the Diagnostics menu, and then navigate to: PRINTER SETUP > Reset Engine Service Error Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 Enter the Diagnostics menu, and then navigate to: MOTOR TESTS > PRINTER MOTOR TESTS > Developing tray Does the motor run?	Go to step 6.	Go to step 3.
Step 3 a Reseat the developer motor cable. b Check the developer motor cable for damage, and replace if necessary. Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 a Check the developer belt for proper tension, and then adjust if necessary. b Check the developer gear and belt for wear or damage, and replace if necessary. Does the problem remain?	Go to step 5.	The problem is solved.

Action	Yes	No
Step 5 Replace the motor (developer). See “Motor (developer) removal” on page 308 . Does the problem remain?	Go to step 6.	The problem is solved.
Step 6 Check the developer for proper operation. Is it working properly?	Go to step 9.	Go to step 7.
Step 7 Make sure that the cable is properly connected to the developer and to the image controller board. Does the problem remain?	Go to step 8.	The problem is solved.
Step 8 Check the developer for damage, and replace if necessary. See “Developer unit removal” on page 283 . Does the problem remain?	Go to step 9.	The problem is solved.
Step 9 Check the engine controller board pins for damage, and replace if necessary. See “Engine controller board removal” on page 296 . Does the problem remain?	Contact the next level of support.	The problem is solved.

153 errors

153 error messages

Error code	Description	Action
153.00	The motor (transport) failed.	See “Motor (transport) failure service check” on page 135 .
153.06	The motor (transport) did not run at the correct timing.	

Motor (transport) failure service check

Action	Yes	No
Step 1 Enter the Diagnostics menu, and then navigate to: PRINTER SETUP > Reset Engine Service Error Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 Enter the Diagnostics menu, and then navigate to: MOTOR TESTS > PRINTER MOTOR TESTS > Transport tray Does the motor run?	Go to step 6.	Go to step 3.
Step 3 a Reseat the transport motor cable. b Check the transport motor cable for damage, and replace if necessary. Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 a Check the transport motor belt for proper tension, and then adjust if necessary. b Check the transport motor gear and belt for wear or damage, and replace if necessary. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 Replace the motor (transport). See “Motor (transport) removal” on page 307 . Does the problem remain?	Go to step 6.	The problem is solved.
Step 6 Check the engine controller board pins for damage, and replace if necessary. See “Engine controller board removal” on page 296 . Does the problem remain?	Contact the next level of support.	The problem is solved.

16y errors

16y error messages

Error code	Description	Action
163.04	The motor (tray 3 feed) did not reach the required speed.	See “2 x 500-sheet tray 3 feed failure service check” on page 136 .
163.04	The motor (2500-sheet tray paper feed) did not reach the required speed.	See “2500-sheet tray feed failure service check” on page 137 .

Error code	Description	Action
164.04	The motor (tray 4 feed) did not reach the required speed.	See “2 x 500-sheet tray 4 feed failure service check” on page 138.
167.04	The motor (tray 3 transport) did not reach the required speed.	See “2 x 500-sheet tray 3 transport failure service check” on page 139.
167.04	The motor (2500-sheet tray transport) did not reach the required speed.	See “2500-sheet tray transport failure service check” on page 140.
168.04	The motor (tray 4 transport) did not reach the required speed.	See “2 x 500-sheet tray 4 transport failure service check” on page 141.

2 x 500-sheet tray 3 feed failure service check

Actions	Yes	No
Step 1 Enter the Diagnostics menu, and then navigate to: PRINTER SETUP > Reset Engine Service Error Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Check the tray 3 feed belt for proper tension, and adjust if necessary. b Check the tray 3 feed belt and gears for wear or damage, and replace if necessary. See “2 x 500-sheet tray 3 transport belts and gears removal” on page 382. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 Check the tray 3 feed, pick, and separator rollers for wear or damage, and replace if necessary. Note: If the page count is over 50K, then clean the rollers. Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 Replace the motor (2 x 500-sheet tray 3 feed). See “2 x 500-sheet tray feed and transport motors removal” on page 373. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 Check the 2 x 500-sheet tray controller board pins for damage, and replace if necessary. See “2 x 500-sheet tray controller board removal” on page 374. Does the problem remain?	Contact the next level of support.	The problem is solved.

2500-sheet tray feed failure service check

Actions	Yes	No
Step 1 Enter the Diagnostics Menu, and then navigate to: PRINTER SETUP > Reset engine Service Error Note: Do this every time a service error would occur to clear the error and restore the engine settings. Does the error remain?	Go to step 2.	The problem is solved.
Step 2 a Check the 2500-sheet tray feed and transport motor belt for proper tension, and adjust if necessary. b Check the 2500-sheet tray feed and transport motor gear and belt for wear or damage, and replace if necessary. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 Check the 2500-sheet tray feed, pick, and separator rollers for damage, and replace if necessary. Note: If the page count is over 50K, then clean the rollers. Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 Replace the motor (2500-sheet tray feed). See “Motor (2500-sheet tray feed) removal” on page 349 . Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 Check the 2500-sheet tray controller board pins for damage, and replace if necessary. See “2500-sheet tray controller board removal” on page 332 . Does the problem remain?	Contact the next level of support.	The problem is solved.

2 x 500-sheet tray 4 feed failure service check

Actions	Yes	No
Step 1 Enter the Diagnostics menu, and then navigate to: PRINTER SETUP > Reset Engine Service Error Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Check the tray 4 feed belt for proper tension, and adjust if necessary. b Check the tray 4 feed belt and gears for wear or damage, and replace if necessary. See “2 x 500-sheet tray 4 transport belts and gears removal” on page 383. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 Check the tray 4 feed, pick, and separator rollers for wear or damage, and replace if necessary. Note: If the page count is over 50K, then clean the rollers. Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 Replace the motor (2 x 500-sheet tray 4 feed). See “2 x 500-sheet tray feed and transport motors removal” on page 373. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 Check the 2 x 500-sheet tray controller board pins for damage, and replace if necessary. See “2 x 500-sheet tray controller board removal” on page 374. Does the problem remain?	Contact the next level of support.	The problem is solved.

2 x 500-sheet tray 3 transport failure service check

Actions	Yes	No
Step 1 Enter the Diagnostics menu, and then navigate to: PRINTER SETUP > Reset Engine Service Error Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Check the tray 3 transport belt for proper tension, and adjust if necessary. b Check the tray 3 transport belt and gears for wear or damage, and replace if necessary. See “2 x 500-sheet tray 4 transport belts and gears removal” on page 383. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 Check the tray 3 transport roller for wear or damage, and replace if necessary. Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 Replace the motor (2 x 500-sheet tray 3 transport). See “2 x 500-sheet tray feed and transport motors removal” on page 373. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 Check the 2 x 500-sheet tray controller board pins for damage, and replace if necessary. See “2 x 500-sheet tray controller board removal” on page 374. Does the problem remain?	Contact the next level of support.	The problem is solved.

2500-sheet tray transport failure service check

Actions	Yes	No
Step 1 Enter the Diagnostics Menu, and then navigate to: PRINTER SETUP > Reset engine Service Error Note: Do this step every time a service error would occur to clear the error and restore the engine settings. Does the error remain?	Go to step 2.	The problem is solved.
Step 2 a Check the 2500-sheet tray feed and transport motor belt for proper tension, and adjust if necessary. b Check the 2500-sheet tray feed and transport motor gear and belt for wear or damage, and replace if necessary. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 Check the 2500-sheet tray transport rollers for damage, and replace if necessary. See “2500-sheet tray transport roller removal” on page 341. Note: If the page count is over 50K, then clean the rollers. Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 Replace the motor (2500-sheet tray transport). See “Motor (2500-sheet tray transport) removal” on page 351. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 Check the 2500-sheet tray controller board pins for damage, and replace if necessary. See “2500-sheet tray controller board removal” on page 332. Does the problem remain?	Contact the next level of support.	The problem is solved.

2 x 500-sheet tray 4 transport failure service check

Actions	Yes	No
Step 1 Enter the Diagnostics menu, and then navigate to: PRINTER SETUP > Reset Engine Service Error Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Check the tray 4 transport belt for proper tension, and adjust if necessary. b Check the tray 4 transport belt and gears for wear or damage, and replace if necessary. See “2 x 500-sheet tray 4 transport belts and gears removal” on page 383. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 Check the tray 4 transport roller for wear or damage, and replace if necessary. Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 Replace the motor (2 x 500-sheet tray 4 transport). See “2 x 500-sheet tray feed and transport motors removal” on page 373. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 Check the 2 x 500-sheet tray controller board pins for damage, and replace if necessary. See “2 x 500-sheet tray controller board removal” on page 374. Does the problem remain?	Contact the next level of support.	The problem is solved.

171–182 errors

171–182 error messages

Error code	Description	Action
171.00	The paper exit fan did not run.	See “Fan failure service check” on page 142.
172.00	The main power supply fan did not run.	
178.00	The fuser power supply fan did not run.	
179.00	The fuser fan did not run.	
180.00	The ozone fan did not run.	
182.00	The controller board fan did not run.	

Fan failure service check

Action	Yes	No
Step 1 Enter the Diagnostics menu, and then navigate to: PRINTER SETUP > Reset Engine Service Error Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Reseat the fan cable. Reseat also the cable connecting the fan to the board. b Check the cable for damage, and replace if necessary. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 Check the fan for damage and functionality, and replace if necessary. Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 Check the engine controller board pins for damage, and replace if necessary. See “Engine controller board removal” on page 296 . Does the problem remain?	Contact the next level of support.	The problem is solved.

189 errors

189 error messages

Error code	Description	Action
189.00	The 2 x 500-sheet tray communication failed.	See “2 x 500-sheet tray communication error service check” on page 143 .
189.00	The 2500-sheet tray communication failed.	See “2500-sheet tray communication error service check” on page 144 .
189.01	The expansion controller board communication failed.	See “Expansion controller board failure service check” on page 143 .
189.61	The staple, hole punch finisher communication failed.	
189.61	The staple finisher communication failed.	
189.63	The horizontal paper transport communication failed.	
189.64	The hole punch booklet finisher communication failed.	

2 x 500-sheet tray communication error service check

Actions	Yes	No
Step 1 Enter the Diagnostics menu, and then navigate to: PRINTER SETUP > Reset Engine Service Error Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Reseat the 2 x 500-sheet tray interface cable. b Check the cable for damage, and replace if needed. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 Check the 2 x 500-sheet tray controller board pins for damage, and replace if needed. See “2 x 500-sheet tray controller board removal” on page 374. Does the problem remain?	Contact the next level of support.	The problem is solved.

Expansion controller board failure service check

Action	Yes	No
Step 1 Enter the Diagnostics menu, and then navigate to: PRINTER SETUP > Reset Engine Service Error Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 Make sure that the interface cable is properly connected to the finisher and to the expansion controller board. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 Check the expansion controller board pins for damage, and replace if necessary. See “Expansion controller board removal” on page 294. Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 Check the controller board pins for damage, and replace if necessary. See “Engine controller board removal” on page 296. Does the problem remain?	Contact the next level of support.	The problem is solved.

2500-sheet tray communication error service check

Actions	Yes	No
Step 1 Enter the Diagnostics Menu, and then navigate to: PRINTER SETUP > Reset Engine Service Error Note: Do this step every time a service error would occur to clear the error and restore the engine settings. Does the error remain?	Go to step 2.	The problem is solved.
Step 2 a Reseat the 2500-sheet tray interface cable. b Check the cable for damage, and replace if necessary. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 Check the 2500-sheet tray controller board pins for damage, and replace if necessary. See “2500-sheet tray controller board removal” on page 332 . Does the problem remain?	Contact the next level of support.	The problem is solved.

19y errors

190–194 error messages

Error code	Description	Action
190.10	The MPF lift plate did not move to the correct position.	See “MPF lift plate failure service check” on page 145 .
190.10	The elevator plate did not move to the correct position.	See “3000-sheet tray elevator failure service check” on page 153 .
191.10	The tray 1 lift plate did not move to the correct position.	See “Tray 1 lift plate failure service check” on page 148 .
192.10	The tray 2 lift plate did not move to the correct position.	See “Tray 2 lift plate failure service check” on page 149 .
193.10	The tray 3 lift plate did not move to the correct position.	See “2 x 500-sheet tray 3 lift plate failure service check” on page 150 .
194.10	The tray 4 lift plate did not move to the correct position.	See “2 x 500-sheet tray 4 lift plate failure service check” on page 152 .

196–197 error messages

Error code	Description	Action
196.10	The 2500-sheet tray lift plate did not move to the correct position.	See “2500-sheet tray lift plate failure service check” on page 155.
196.11	The 2500-sheet tray transfer guide did not move to the correct position.	See “2500-sheet tray transfer guide motor failure service check” on page 157.
196.60	Communication error occurred between the induction heater and the controller board.	See “Induction heater failure service check” on page 154.
196.61	The induction heater monitor malfunctioned.	
196.62	The power supplied to the induction heater is abnormal.	
196.63	The voltage supplied to the induction heater is abnormal.	
197.10	3000-sheet tray elevator did not move to the correct position.	See “3000-sheet tray elevator failure service check” on page 153.

MPF lift plate failure service check

Action	Yes	No
Step 1 Enter the Diagnostics menu, and then navigate to: PRINTER SETUP > Reset Engine Service Error Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Make sure that the MPF lift plate, including the cam and gears, are properly installed. b Check the MPF lift plate, including the cam and gears, for damage, and replace if necessary. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 Observe the MPF lift plate solenoid. Is it working properly?	Go to step 5.	Go to step 4.
Step 4 a Reseat the MPF lift plate solenoid cable. b Check the MPF lift plate solenoid cable for damage, and replace if necessary. Does the problem remain?	Go to step 5.	The problem is solved.

Action	Yes	No
Step 5 Check the MPF lift plate solenoid, including the actuator for wear or damage, and replace if necessary. See “MPF lift plate solenoid removal” on page 251. Does the problem remain?	Go to step 6.	The problem is solved.
Step 6 Observe the MPF lift plate clutch. Is it working properly?	Go to step 8.	Go to step 7.
Step 7 a Reseat the MPF lift plate clutch cable. b Check the MPF lift plate clutch cable for damage, and replace if necessary. Does the problem remain?	Go to step 8.	The problem is solved.
Step 8 Check the MPF lift plate clutch for damage, and replace if necessary. Does the problem remain?	Go to step 9.	The problem is solved.
Step 9 Check the sensor (MPF lift plate). Is it free of damage?	Go to step 10.	Go to step 12.
Step 10 Enter the Diagnostics menu, and then navigate to: SENSOR TESTS > PRINTER SENSOR TESTS > MPF lift plate position Does the sensor status change while toggling the sensor?	Go to step 13.	Go to step 11.
Step 11 a Reseat the MPF lift plate sensor cable. b Check the MPF lift plate sensor cable for damage, and replace if necessary. Does the problem remain?	Go to step 12.	The problem is solved.
Step 12 Replace the sensor (MPF lift plate). See “Sensor (MPF lift plate) removal” on page 253. Does the problem remain?	Go to step 13.	The problem is solved.

Action	Yes	No
Step 13 Enter the Diagnostics menu, and then navigate to: MOTOR TESTS > PRINTER MOTOR TESTS > Paper feed Does the motor run?	Go to step 17.	Go to step 14.
Step 14 a Reseat the feed motor cable. b Check the feed motor cable for damage, and replace if necessary. Does the problem remain?	Go to step 15.	The problem is solved.
Step 15 a Check the paper feed belt for proper tension, and then adjust if necessary. b Check the paper feed gear and belt for wear or damage, and replace if necessary. Does the problem remain?	Go to step 16.	The problem is solved.
Step 16 Replace the motor (feed). See “Motor (feed) removal” on page 312. Does the problem remain?	Go to step 17.	The problem is solved.
Step 17 a Make sure that the MPF is properly installed. b Check the MPF for damage, and replace if necessary. See “MPF removal” on page 247. Does the problem remain?	Go to step 18.	The problem is solved.
Step 18 Check the engine controller board pins for damage, and replace if necessary. See “Engine controller board removal” on page 296. Does the problem remain?	Contact the next level of support.	The problem is solved.

Tray 1 lift plate failure service check

Action	Yes	No
Step 1 Enter the Diagnostics menu, and then navigate to: PRINTER SETUP > Reset Engine Service Error Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 Enter the Diagnostics menu, and then navigate to: MOTOR TESTS > PRINTER MOTOR TESTS > Tray 1 Lift Does the motor run?	Go to step 5.	Go to step 3.
Step 3 a Reseat the motor cable. b Check the cable for damage, and replace if necessary. Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 Replace the motor. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 a Make sure that the tray set actuator is properly installed. b Check the actuator for damage, and replace if necessary. Does the problem remain?	Go to step 6.	The problem is solved.
Step 6 Check the sensor (tray 1 lift plate level). Is it free of damage?	Go to step 7.	Go to step 9.
Step 7 Enter the Diagnostics menu, and then navigate to: SENSOR TESTS > PRINTER SENSOR TESTS > Tray 1 lift plate limit Does the sensor status change while toggling the sensor?	Go to step 10.	Go to step 8.
Step 8 a Reseat the sensor cable. b Check the cable for damage, and replace if necessary. Does the problem remain?	Go to step 9.	The problem is solved.

Action	Yes	No
Step 9 Replace the sensor. Does the problem remain?	Go to step 10.	The problem is solved.
Step 10 Check the engine controller board pins for damage, and replace if necessary. See “Engine controller board removal” on page 296 . Does the problem remain?	Contact the next level of support.	The problem is solved.

Tray 2 lift plate failure service check

Action	Yes	No
Step 1 Enter the Diagnostics menu, and then navigate to: PRINTER SETUP > Reset Engine Service Error Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 Enter the Diagnostics menu, and then navigate to: MOTOR TESTS > PRINTER MOTOR TESTS > Tray 2 lift Does the motor run?	Go to step 5.	Go to step 3.
Step 3 a Reseat the motor cable. b Check the cable for damage, and replace if necessary. Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 Replace the motor. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 a Make sure that the tray set sensor actuator is properly installed. b Check the actuator for damage, and replace if necessary. Does the problem remain?	Go to step 6.	The problem is solved.
Step 6 Check the sensor (tray 2 lift plate level). Is it free of damage?	Go to step 7.	Go to step 9.

Action	Yes	No
Step 7 Enter the Diagnostics menu, and then navigate to: SENSOR TESTS > PRINTER SENSOR TESTS > Tray 2 lift plate limit Does the sensor status change while toggling the sensor?	Go to step 10.	Go to step 8.
Step 8 a Reseat the sensor cable. b Check the cable for damage, and replace if necessary. Does the problem remain?	Go to step 9.	The problem is solved.
Step 9 Replace the sensor. Does the problem remain?	Go to step 10.	The problem is solved.
Step 10 Check the engine controller board pins for damage, and replace if necessary. See “Engine controller board removal” on page 296 . Does the problem remain?	Contact the next level of support.	The problem is solved.

2 x 500-sheet tray 3 lift plate failure service check

Action	Yes	No
Step 1 Enter the Diagnostics menu, and then navigate to: PRINTER SETUP > Reset Engine Service Error Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 Enter the Diagnostics menu, and then navigate to: MOTOR TESTS > 2 x 500-Sheet Tray Motor Tests > Tray 3 lift Does the motor run?	Go to step 5.	Go to step 3.
Step 3 a Reseat the motor cable. b Check the cable for damage, and replace if necessary. Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 Replace the motor. See “Motor (2 x 500-sheet tray lift) removal” on page 370 . Does the problem remain?	Go to step 5.	The problem is solved.

Action	Yes	No
Step 5 a Make sure that the tray 3 tray set actuator is properly installed. b Check the actuator for damage, and replace if necessary. “2 x 500-sheet tray tray set actuator removal” on page 380. Does the problem remain?	Go to step 6.	The problem is solved.
Step 6 Check the sensor (2 x 500-sheet tray 3 lift plate level). Is it free of damage?	Go to step 7.	Go to step 9.
Step 7 Enter the Diagnostics menu, and then navigate to: SENSOR TESTS > 2 x 500-Sheet Tray Sensor Tests > Tray 3 lift plate limit Does the sensor status change while toggling the sensor?	Go to step 10.	Go to step 8.
Step 8 a Reseat the sensor cable. b Check the cable for damage, and replace if necessary. Does the problem remain?	Go to step 9.	The problem is solved.
Step 9 Replace the sensor (2 x 500-sheet tray 3 lift plate level). See “2 x 500-sheet tray transport assembly sensors removal” on page 379. Does the problem remain?	Go to step 10.	The problem is solved.
Step 10 Check the 2 x 500-sheet tray controller board pins for damage, and replace if necessary. See “2 x 500-sheet tray controller board removal” on page 374. Does the problem remain?	Contact the next level of support.	The problem is solved.

2 x 500-sheet tray 4 lift plate failure service check

Action	Yes	No
Step 1 Enter the Diagnostics menu, and then navigate to: PRINTER SETUP > Reset Engine Service Error Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 Enter the Diagnostics menu, and then navigate to: MOTOR TESTS > 2 x 500-Sheet Tray Motor Tests > Tray 4 lift Does the motor run?	Go to step 5.	Go to step 3.
Step 3 a Reseat the motor cable. b Check the cable for damage, and replace if necessary. Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 Replace the motor. See “Motor (2 x 500-sheet tray lift) removal” on page 370. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 a Make sure that the tray 4 tray set actuator is properly installed. b Check the actuator for damage, and replace if necessary. “2 x 500-sheet tray tray set actuator removal” on page 380. Does the problem remain?	Go to step 6.	The problem is solved.
Step 6 Check the sensor (2 x 500-sheet tray 4 lift plate level). Is it free of damage?	Go to step 7.	Go to step 9.
Step 7 Enter the Diagnostics menu, and then navigate to: SENSOR TESTS > 2 x 500-Sheet Tray Sensor Tests > Tray 4 lift plate limit Does the sensor status change while toggling the sensor?	Go to step 10.	Go to step 8.
Step 8 a Reseat the sensor cable. b Check the cable for damage, and replace if necessary. Does the problem remain?	Go to step 9.	The problem is solved.

Action	Yes	No
Step 9 Replace the sensor (2 x 500-sheet tray 4 lift plate level). See “2 x 500-sheet tray transport assembly sensors removal” on page 379 . Does the problem remain?	Go to step 10.	The problem is solved.
Step 10 Check the 2 x 500-sheet tray controller board pins for damage, and replace if necessary. See “2 x 500-sheet tray controller board removal” on page 374 . Does the problem remain?	Contact the next level of support.	The problem is solved.

3000-sheet tray elevator failure service check

Action	Yes	No
Step 1 a Make sure that the tray is properly installed and aligned to the printer. b Reseat the interface cable that is plugged into the 2500- or 2 x 500-sheet tray. c Reset the printer. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 Enter the Diagnostics menu, and then navigate to: MOTOR TESTS > 3000-Sheet Tray Motor Test > Tray elevator Does the motor run?	Go to step 4.	Go to step 3.
Step 3 a Make sure that the motor (3000-sheet tray elevator) is properly installed. b Reseat the cable on the motor and the cable CN3 on the controller board. c Check the motor for damage, and replace if necessary. See “Motor (3000-sheet tray elevator) removal” on page 402 . Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 a Reseat the cable on all of the sensors. b Reseat the cable CN5 on the controller board. c If necessary, reseal all of the junction connectors on the cables. d Make sure that the cables do not block the path of moving parts. e Check the cables for damage, and replace if necessary. Does the problem remain?	Go to step 5.	The problem is solved.

Action	Yes	No
Step 5 a Reseat the cable on the rest of the motors and on the top door switch. b Reseat the cables CN3 and CN4 on the controller board. c If necessary, reseat all of the junction connectors on the cables. d Make sure that the cables do not block the path of moving parts. e Check the cables for damage, and replace if necessary. Does the problem remain?	Contact the next level of support.	The problem is solved.

Induction heater failure service check

Action	Yes	No
Step 1 Enter the Diagnostics menu, and then navigate to: PRINTER SETUP > Reset Engine Service Error Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Make sure that the induction heater is properly installed. b Reseat the induction heater cable. c Check the induction heater and its cable for damage, and replace if necessary. See “Induction heater removal” on page 230 . Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 a Make sure that the induction heater magnetic erase board is properly installed. b Reseat the induction heater magnetic erase board cables. c Check the induction heater magnetic erase board and its cables for damage, and replace if necessary. See “Induction heater magnetic erase board (IHMEB) removal” on page 291 . Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 a Make sure that the induction heater power supply is properly installed. b Reseat the induction heater power supply cables. c Check the induction heater power supply and its cables for damage, and replace if necessary. See “Induction heater power supply (IHPS) removal” on page 293 . Does the problem remain?	Go to step 5.	The problem is solved.

Action	Yes	No
Step 5 a Make sure that the fuser is properly installed. b Make sure that the fuser cable is properly connected. c Check the fuser for damage, and replace if necessary. See “Fuser removal” on page 230 . Does the problem remain?	Go to step 6.	The problem is solved.
Step 6 Check the engine controller board pins for damage, and replace if necessary. See “Engine controller board removal” on page 296 . Does the problem remain?	Contact the next level of support.	The problem is solved.

2500-sheet tray lift plate failure service check

Actions	Yes	No
Step 1 Enter the Diagnostics Menu, and then navigate to: PRINTER SETUP > Reset engine Service Error Note: Do this step every time a service error would occur to clear the error and restore the engine settings. Does the error remain?	Go to step 2.	The problem is solved.
Step 2 a Make sure that the motor (2500-sheet tray elevator) is properly installed. b Enter the Diagnostics Menu, and then navigate to: Motor Tests > 2500-Sheet Tray Motor Tests > Elevator Test c Observe if the motor is working properly. Note: Remove tray 1 and tray 2 to observe the motor movement properly. Does the motor run?	Go to step 6.	Go to step 3.
Step 3 a Reseat the 2500-sheet tray elevator motor cable on both sides. b Check the motor cable for damage, and replace if necessary. Does the problem remain?	Go to step 4.	The problem is solved.

Actions	Yes	No
Step 4 a Check the coupling for wear or damage, and replace if necessary. b Check the motor gears, rollers, and belts for wear or damage, and replace if necessary. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 Replace the motor (2500-sheet tray elevator). See “Motor (2500-sheet tray elevator) removal” on page 349 . Does the problem remain?	Go to step 6.	The problem is solved.
Step 6 a Make sure that the actuators of the sensor (tray elevator home) and sensor (main tray elevator limit) are properly installed and aligned. b Check the actuators for damage, and replace if necessary. Does the problem remain?	Go to step 7.	The problem is solved.
Step 7 Enter the Diagnostics Menu, and then navigate to: SENSOR TESTS > 2500-Sheet Tray Sensor Tests Does the sensor status change while toggling the sensor?	Go to step 9.	Go to step 8.
Step 8 a Make sure that the sensor cables are properly installed. b Make sure to route the cables properly. c Make sure to reseat the cables on the 2500-sheet tray controller board and the sensors. d Make sure to reseat the junction connectors of the cables. e Make sure that the cables do not snag on moving objects. f Check the cables for damage, and replace if necessary. Does the problem remain?	Go to step 9.	The problem is solved.
Step 9 a Remove the tray insert. b Make sure that the sensor (tray elevator home) and sensor (main tray elevator limit) are properly installed. c Check the sensors for damage, and replace if necessary. See “2500-sheet tray elevator home sensor actuator removal” on page 338 and “Sensor (2500-sheet tray main tray elevator limit) removal” on page 356 . Does the problem remain?	Contact the next level of support.	The problem is solved.

2500-sheet tray transfer guide motor failure service check

Actions	Yes	No
Step 1 Enter the Diagnostics Menu, and then navigate to: PRINTER SETUP > Reset engine Service Error Note: Do this step every time a service error would occur to clear the error and restore the engine settings. Does the error remain?	Go to step 2.	The problem is solved.
Step 2 a Make sure that the motor (2500-sheet tray transfer guide) is properly installed. b Enter the Diagnostics Menu, and then navigate to: Motor Tests > 2500-Sheet Tray Motor Tests > Elevator Test c Observe if the motor is working properly. Note: Remove tray 1 and tray 2 to observe the motor movement properly. Does the motor run?	Go to step 6.	Go to step 3.
Step 3 a Reseat the 2500-sheet tray transfer guide motor cable on both sides. b Check the motor cable for damage, and replace if necessary. Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 a Make sure that the motor belts have correct belt tension. b Check the motor gears, rollers, and belts for wear or damage, and replace if necessary. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 Replace the motor (2500-sheet tray transfer guide). See “Motor (2500-sheet tray transfer guide) removal” on page 350 . Does the problem remain?	Go to step 6.	The problem is solved.
Step 6 a Make sure that the 2500-sheet tray elevator home sensor actuator is properly installed and aligned with the sensor. b Check the actuators for damage, and replace if necessary. Does the problem remain?	Go to step 7.	The problem is solved.

Actions	Yes	No
Step 7 Enter the Diagnostics Menu, and then navigate to: SENSOR TESTS > 2500-Sheet Tray Sensor Tests Does the sensor status change while toggling the sensor?	Go to step 9.	Go to step 8.
Step 8 a Make sure that the sensor cables are properly installed. b Make sure to route the cables properly. c Make sure to reseat the cables on the 2500-sheet tray controller board and the sensors. d Make sure to reseat the junction connectors of the cables. e Make sure that the cables do not snag on moving objects. f Check the cables for damage, and replace if necessary. Does the problem remain?	Go to step 9.	The problem is solved.
Step 9 a Remove the tray insert. b Make sure that the sensor (transfer guide home) and sensor (2500-sheet tray elevator home) are properly installed. c Check the sensors for damage, and replace if necessary. See “Sensor (2500-sheet tray elevator home) removal” on page 353. Does the problem remain?	Contact the next level of support.	The problem is solved.

600 errors

600 error messages

Error code	Description	Action
600.00	The image was not ready during a print job from the MPF.	See “Unready image service check” on page 159.
600.01	The image was not ready during a print job from tray 1.	
600.02	The image was not ready during a print job from tray 2.	
600.03	The image was not ready during a print job from tray 3.	
600.04	The image was not ready during a print job from tray 4.	
600.05	The image was not ready during a print job from tray 5.	
600.10	The image was not ready during a duplex print job.	

Unready image service check

Action	Yes	No
Step 1 Make sure that the Page description language (PDL) of the print job is supported. Install the supporting option card if necessary. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 Enter the Diagnostics menu, and then navigate to: PRINT TESTS > Tray 1 Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 a Make sure that the printhead and board cables are properly connected. b Check the cables for damage, and replace if necessary. Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 Check the controller board pins for damage, and replace if necessary. See “Controller board removal” on page 298 . Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 a Make sure that the printhead is properly installed. b Check the printhead for damage, and replace if necessary. See “Printhead removal” on page 226 . Does the problem remain?	Contact the next level of support.	The problem is solved.

Steps before starting the 9yy service checks

Before starting the service checks in this section, you will need to retrieve certain information. This will aid your next level of support in diagnosing the problem before replacing the controller board.

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

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

Note: Not all of the items can be retrieved from the printer you are working on.

A. Collecting the history information from the SE menu

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

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

Notes:

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

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

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

Notes:

- Make sure your printer is connected to a network or to a print server.
- Some printers are designed to restart automatically after a 9yy error. On these printers, you can retrieve the secondary crash code information using the SE menu.
- Fwdebugs can also be referred to as LBtrace. If FWEdebugs does not appear in the list, then look for LBtrace. Multiple LBtrace logs can appear in the list of links referred to in step 2.

- 1 From a Web browser, type **http://printer_IP_address/se**, and then press **Enter**.
- 2 Click **List Fwdebugs captured during reboots**. This will provide you a list of the secondary crash codes retrieved from prior reboots.

Note: If there are Fwdebugs listed, click **Dump Fwdebug log0**, **Dump Fwdebug log1**, and **Dump Fwdebug log2**. Clicking these links will dump the debug logs to the computer. Take note of the destination folder where the logs are saved.

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

Note: Some machine SE menus give you the option of clicking **Logs Gzip Compressed**. If this option is shown in the menu, then click it and retrieve the compressed log file. Take note of the destination folder where the log file is saved.

C. Collecting the settings from the menu settings page

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

Copying the menu settings page from the Embedded Web Server (EWS)

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

- 1 From a Web browser, type **http://printer_IP_address**, and then press **Enter**.
- 2 Click **Settings**, and then select one of the settings page from the links shown on the page.
- 3 Copy all information, and then save it as a text file.
- 4 E-mail the text file to your next level of support.

Printing the menu settings page

- 1 From the home screen, navigate to **Reports > Menu Settings Page**.
- 2 Print the menu settings page, and then use Scan to E-mail to send it to your next level of support.

D. Collecting information from the user

Ask the user for information about the following:

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

900 errors

900 error messages

Error code	Description	Action
900.xx	RIP firmware errors	Go to “System software error service check” on page 161 .

System software error service check

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

Before troubleshooting:

- 1 Perform the [“Steps before starting the 9yy service checks” on page 159](#).
- 2 Determine the operating system used when the error occurred. If possible determine whether a PostScript or PCL file was sent to the device when the error occurred. Ask the customer which Lexmark Solutions applications are installed on the device.

Action	Yes	No
Step 1 POR the printer. Does the error remain?	Go to step 2.	The problem is solved.
Step 2 a Write down the exact 900.xx error code displayed on the device. b Turn off the printer. c Clear the print queues. d Disconnect all communication cables, and remove all memory options. e Remove any installed ISP. f POR the printer into the Diagnostics menu. Does the error remain during startup?	Go to step 3.	Go to step 6.
Step 3 Check all the cables connected to the controller board for proper connectivity. Are the cables properly connected?	Go to step 5.	Go to step 4.
Step 4 a Properly connect the cables to the controller board. b POR the printer into the Diagnostics menu. Does the error remain during startup?	Go to step 5.	Go to step 6.
Step 5 a Replace the controller board. b POR the printer. Does the error remain during startup? Note: If an error different from the original 900.xx is displayed, consult the service check for that error.	Go to step 31.	The problem is solved.
Step 6 Print the following: • Error log • Menu settings page • Network settings page Does the error remain while these pages were printing?	Go to step 31.	Go to step 7.

Action	Yes	No
Step 7 Note: Before performing this step, write down the following information about the file being sent to the printer: • Application used • Operating system • Driver type • File type (PCL, PostScript, XPS, etc.) a Reattach the communications cable. b POR the printer. c Send the printer a print job. Does the error remain?	Go to step 8.	Go to step 10.
Step 8 a POR the printer. b Send a different print job to the printer. Does the error remain?	Go to step 9.	Go to step 10.
Step 9 a Upgrade the firmware. Note: Contact your next level of support for the correct firmware level to use. b POR the printer. c Send the printer a print job. Does the error remain?	Go to step 31.	Go to step 10.
Step 10 Is the device an MFP?	Go to step 11.	Go to step 13.
Step 11 Run a copy job. Does the error remain?	Go to step 31.	Go to step 12.
Step 12 Run a scan to PC job. Does the error remain?	Go to step 31.	Go to step 13.
Step 13 Is there optional memory installed?	Go to step 14.	Go to step 16.
Step 14 a Reinstall the memory. b Send a print job to the printer. Does the error remain?	Go to step 15.	Go to step 16.

Action	Yes	No
Step 15 a Install a Lexmark recommended memory option. b Send a print job to the printer. Does the error remain?	Go to step 31.	The problem is solved.
Step 16 Is there a modem installed?	Go to step 17.	Go to step 21.
Step 17 a Reinstall the modem. b POR the printer. Does the error remain?	Go to step 18.	Go to step 20.
Step 18 a Upgrade the firmware if it was not upgraded in a previous step. Note: Contact your next level of support for the correct firmware level to use. b POR the printer. c Send the printer a print job. Does the error remain?	Go to step 19.	The problem is solved.
Step 19 a Replace the modem. b POR the printer. Does the error remain?	Go to step 31.	The problem is solved.
Step 20 Run a fax job. Does the error remain?	Go to step 31.	Go to step 21.
Step 21 Is there an ISP option installed?	Go to step 22.	The problem is solved.
Step 22 a Reinstall the first ISP option. b POR the printer. Does the error remain?	Go to step 24.	Go to step 23.
Step 23 Run a job to test the option. Does the error remain?	Go to step 24.	Go to step 26.

Action	Yes	No
Step 24 a Upgrade the firmware if it was not upgraded in a previous step. Note: Contact your next level of support for the correct firmware level to use. b POR the printer. c Send the printer a print job. Does the error remain?	Go to step 25.	The problem is solved.
Step 25 a Replace the faulty ISP option. b POR the printer. Does the error remain?	Go to step 31.	Go to step 26.
Step 26 Are there any more ISP options to install?	Go to step 27.	The problem is solved.
Step 27 a Install the next ISP option. b POR the printer. Does the error remain?	Go to step 29.	Go to step 28.
Step 28 Run a job to test the option. Does the error remain?	Go to step 29.	Go to step 26.
Step 29 a Upgrade the firmware if it was not upgraded in a previous step. Note: Contact your next level of support for the correct firmware level to use. b POR the printer. c Send the printer a print job. Does the error remain?	Go to step 30.	Go to step 26.
Step 30 a Replace the faulty ISP option. b POR the printer. Does the error remain?	Go to step 31.	Go to step 26.

Action	Yes	No
Step 31 Contact your next level of support. You will need the following information: • Exact 900.xx error digits and complete error message • Printed menu settings page • Printed network settings page • Device error log • A sample print file if the error appears to be isolated to a single file • File/Application used if the error is related to specific print file • Device operating system • Driver used (PCL/PS) • Frequency of the occurrence of the error		

911–963 errors

911–916 error messages

Error code	Description	Action
911.72	Finisher abnormality was detected when controlling the exit roller pressure.	See “Option controller board error service check” on page 167.
911.225	Finisher abnormality was detected when driving the motors.	
916.165	Destination abnormality was detected.	See “Engine and controller board error service check” on page 167.

919 error messages

Error code	Description	Action
919.52	Engine communication error was detected.	See “Engine and controller board error service check” on page 167.
919.208	Engine backup media access error was detected.	
919.212	K DR backup media access error was detected.	
919.22	K TB backup media access error was detected.	
919.224	Engine backup data discord was detected.	
919.225	Engine board exchange abnormality was detected.	
919.226	Engine flash ROM writing error was detected.	
919.227	Engine flash ROM device abnormality was detected.	
919.228	Engine firmware download communication error was detected.	
919.24	Engine control abnormality was detected.	

Engine and controller board error service check

Action	Yes	No
Step 1 a Reset the printer. b Make sure that the cables are properly connected to the engine controller board and controller board. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 Check the engine controller board pins for damage, and replace if necessary. See “Engine controller board removal” on page 296 . Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 Check the controller board pins for damage, and replace if necessary.. See “Controller board removal” on page 298 . Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 Make sure that the firmware version is the latest. Does the problem remain?	Contact the next level of support.	The problem is solved.

Option controller board error service check

Action	Yes	No
Step 1 a Reset the printer. b Make sure that the cables are properly connected to the option controller board and controller board. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 Check the engine controller board pins for damage, and replace if necessary. See “Engine controller board removal” on page 296 . Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 Check the option controller board pins for damage, and replace if necessary. Does the problem remain?	Go to step 4.	The problem is solved.

Action	Yes	No
Step 4 Make sure that the firmware version is the latest. Does the problem remain?	Contact the next level of support.	The problem is solved.

Symptoms

3000-sheet tray tray set failure service check

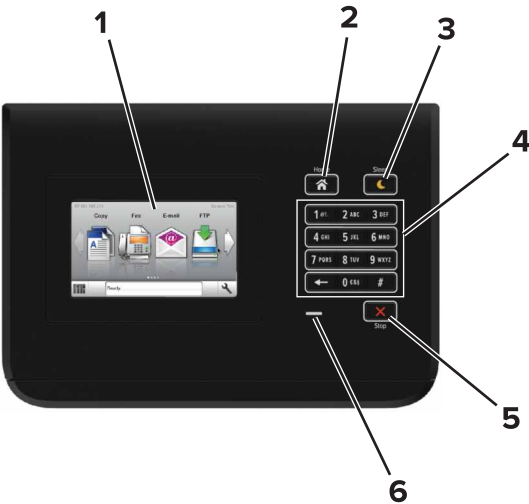
Action	Yes	No
Step 1 a Make sure that the tray is properly installed and aligned to the printer. b Reseat the interface cable that is plugged into the 2500- or 2 x 500-sheet tray. c Reset the printer. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Remove the rear cover. b Make sure that the tray set sensor actuator and spring are properly installed. c Check the actuator and spring for damage, and replace if necessary. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 a Make sure that the sensor (3000-sheet tray set) is properly installed. b Make sure that the sensor is free of debris or dust. c Reseat the cable on the sensor and the cable CN5 on the controller board. d Check the sensor for damage. Is it free of damage?	Go to step 4.	Go to step 5.
Step 4 Enter the Diagnostics menu, and then navigate to: SENSOR TESTS > 3000-Sheet Tray Sensor Test > Tray set Does the sensor status change while toggling the sensor?	Go to step 6.	Go to step 5.
Step 5 Replace the sensor. See “Sensor (3000-sheet tray set) removal” on page 403 . Does the problem remain?	Go to step 6.	The problem is solved.

Action	Yes	No
Step 6 a Reseat the cable on the rest of the sensors. b Reseat the cable CN5 on the controller board. c If necessary, reseat all the junction connectors on the cables. d Make sure that the cables do not block the path of moving parts. e Check the cables for damage, and replace if necessary. Does the problem remain?	Go to step 7.	The problem is solved.
Step 7 a Reseat the cable on all the motors and on the top door switch. b Reseat the cables CN3 and CN4 on the controller board. c If necessary, reseat all the junction connectors on the cables. d Make sure that the cables do not block the path of moving parts. e Check the cables for damage, and replace if necessary. Does the problem remain?	Contact the next level of support.	The problem is solved.

Service menus

Understanding the printer control panel

Using the control panel



	Use the	To
1	Display	- Show the status of the printer. - Set up and operate the printer.
2	Home button	Go to the home screen.
3	Sleep button	Enable Sleep mode or Hibernate mode. The following actions wake the printer from Sleep mode: - Touching the control panel home screen The following actions wake the printer from Hibernate mode: - Pressing the Sleep button until the printer wakes - Performing a power-on reset using the main power switch
4	Keypad	Enter numbers, letters, or symbols on the printer.
5	Stop or Cancel button	Stop all printer activity.
6	Indicator light	Check the status of the printer.

Understanding the colors of the Sleep button and indicator lights

The colors of the Sleep button and indicator lights on the printer control panel signify a certain printer status or condition.

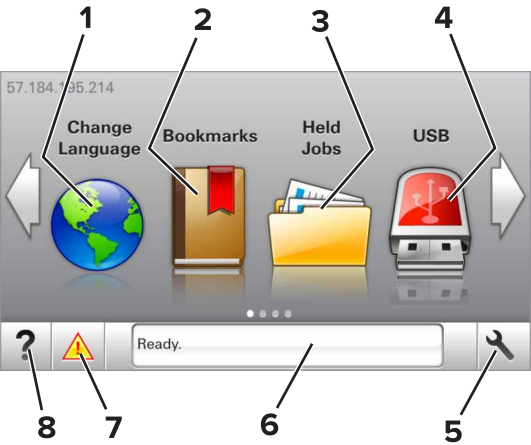
Indicator light	Printer status
Off	The printer is off or in Hibernate mode.
Blinking green	The printer is warming up, processing data, or printing.
Solid green	The printer is on, but idle.
Blinking red	The printer requires user intervention.

Sleep button light	Printer status
Off	The printer is off, idle or in Ready state.
Solid amber	The printer is in Sleep mode.
Blinking amber	The printer is entering or waking from Hibernate mode.
Blinking amber for 0.1 second, then goes completely off for 1.9 seconds in a slow, pulsing pattern	The printer is in Hibernate mode.

Understanding the home screen

When the printer is turned on, the display shows a basic screen, referred to as the home screen. Use the home screen buttons and icons to initiate an action.

Note: Your home screen may vary depending on your home screen customization settings, administrative setup, and active embedded solutions.



Touch	To
1	Change Language Change the primary language of the printer.
2	Bookmarks Create, organize, and save a set of bookmarks (URLs) into a tree view of folders and file links. Note: The tree view does not include bookmarks created within Forms and Favorites, and the ones in the tree are not usable in Forms and Favorites.
3	Held Jobs Display all current held jobs.

Touch		To
4	USB	View, select, or print photos and documents from a flash drive. Note: This icon appears only when you return to the home screen while a memory card or flash drive is connected to the printer.
5	Menus	Access printer menus. Note: These menus are available only when the printer is in Ready state.
6	Status message bar	• Show the current printer status such as Ready or Busy. • Show the status of printer supplies. • Show intervention messages and the instructions on how to clear them.
7	Status/Supplies	• Show a printer warning or error message whenever the printer requires intervention to continue processing. • View more information on the printer warning or message, and on how to clear it.
8	Tips	View a context-sensitive help information.

These may also appear on the home screen:

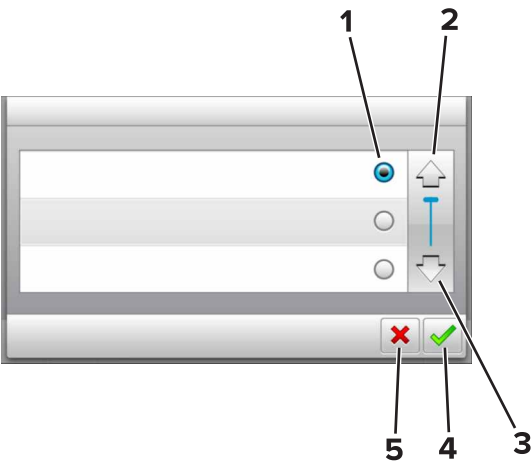
Touch	To
Search Held Jobs	Search current held jobs.
Jobs by user	Access print jobs saved by user.
Profiles and Apps	Access profiles and applications.

Features

Feature	Description
Attendance message alert 	If an attendance message affects a function, then this icon appears and the red indicator light blinks.
Warning 	If an error condition occurs, then this icon appears.
Printer IP address Example: 123 . 123 . 123 . 123	The IP address of your printer is located at the top left corner of the home screen. You can use the IP address when accessing the Embedded Web Server to view and remotely configure printer settings.

Using the touch-screen buttons

Note: Your home screen may vary, depending on your home screen customization settings, administrative setup, and active embedded solutions.



	Touch the	To
1	Radio button	Select or clear an item.
2	Up arrow	Scroll up.
3	Down arrow	Scroll down.
4	Accept button	Save a setting.
5	Cancel button	• Cancel an action or a selection. • Return to the previous screen.

Touch	To
	Return to the home screen.
	Open a context-sensitive Help dialog on the printer control panel.
	Scroll to the left.
	Scroll to the right.

Menus list

Paper Menu

Default Source
 Paper Size/Type
 Configure MP
 Substitute Size
 Paper Texture
 Paper Loading
 Custom Types
 Custom Names
 Custom Bin Names
 Universal Setup
 Bin Setup

Security

Miscellaneous Security Settings
 Confidential Print
 Erase Temporary Data Files
 Security Audit Log
 Set Date and Time

Reports

Menu Settings Page
 Device Statistics
 Stapler Test
 Network Setup Page ¹
 Profiles List
 Print Fonts
 Print Directory
 Asset Report
 Event Log Summary

Settings

General Settings
 Flash Drive Menu
 Print Settings

Network/Ports

Active NIC
 Standard Network ²
 Standard USB
 Parallel [x]
 Serial [x]
 SMTP Setup

Help

Print All Guides
 Print Quality
 Printing Guide
 Media Guide
 Print Defects Guide
 Menu Map
 Information Guide
 Connection Guide
 Moving Guide
 Supplies Guide

Option Card Menu³

A list of installed DLEs (Download Emulators) appears.

¹ Depending on the printer setup, this menu item appears as Network Setup Page or Network [x] Setup Page.

² Depending on the printer setup, this menu item appears as Standard Network or Network [x].

³ This menu appears only when one or more DLEs are installed.

Diagnostics menu

Entering the Diagnostics menu

- 1** Turn off the printer.
- 2** Press and hold **3** and **6** while turning on the printer.
 Release the buttons when the splash screen appears.

Reset Separator Roll and Pick Assembly Counter

This setting resets the value of the counter that tracks the usage of the 200K ADF maintenance kit.

Reset Maintenance Counter

This setting resets the value of the counter that tracks the usage of the multipurpose feeder maintenance roller kit.

- 1 Enter the Diagnostics Menu, and then select **Reset Maintenance Counter**.
- 2 Select the kit to reset.

Reset Fuser Counter

This setting resets the fuser counter to zero.

Note: This setting appears only if the **Maintenance Warning and Intervention** configuration ID bit is enabled.

Enter the Diagnostics Menu, and then select **Reset Fuser Counter**.

REGISTRATION

This menu allows you to perform the following:

- 1 Adjust the top and left margin values of the installed trays.
- 2 View how the change in margin values affect the overall registration of the printer.

To set the registration:

- 1 Print a Quick Test page.
 - a Enter the Diagnostics Menu, and then navigate to:
REGISTRATION > Quick Test
 - b Retain this page to determine the changes you need for the margin settings. The alignment diamonds in the margins should touch the margins of the page.
- 2 Change the value of the margin settings.

Margin	Value	Description
Top Margin	-15 to +15	Moves the top margin of the installed trays either up or down
Left Margin	-15 to +15	Moves the left margin of the tray to the right or left

PRINT TESTS

This test determines if the printer can print on paper from any of the input trays. Each installed tray is available within the Print Tests menu.

The content of the test page varies depending on the paper in the selected input tray.

- If the selected tray contains paper, then a page similar to the Quick Test page is printed but without the print registration diamonds information.
- If the selected tray contains envelopes, then an envelope print test pattern is printed. If Continuous is selected, then the envelope print test pattern is printed on the first envelope and the rest of the envelopes are blank.

The Print Test page always prints one-sided, regardless of the duplex setting or the presence of the duplex option.

- 1 Enter the Diagnostics Menu, and then select **PRINT TESTS**.
- 2 Select the paper source.

3 Select any of the following:

- **Single**—This option prints a single Print Test page (no buttons are active while the test page is printing).
- **Continuous**—This option continuously prints the Print Test page until **X** is pressed.

Print Quality Pages

This setting lets you view the values of a broad range of the printer settings and test the printer ability to generate an acceptable printed output.

Enter the Diagnostics menu, and then navigate to:

PRINT TESTS > Print Quality Pages

HARDWARE TESTS

If the hardware test fails, replace the failing part.

Panel Test

This test verifies the function of the control panel display.

1 Enter the Diagnostics Menu, and then navigate to:

Hardware Tests > Panel Test

2 Exit the test.

Button Test

This test verifies the function of each button on the control panel.

1 Enter the Diagnostics Menu, and then navigate to:

HARDWARE TESTS > Button Test

A pattern matching the control panel buttons appear on the display.

2 Press the control panel button to highlight the represented button on the display.

3 Release the button to remove the highlight.

4 Exit the test.

DRAM Test

This test checks the validity of the standard and optional dynamic random access memory (DRAM). The test repeatedly writes patterns of data to the DRAM to verify that each bit in the memory can be set and read correctly.

1 Enter the Diagnostics Menu, and then navigate to:

HARDWARE TESTS > DRAM Test

2 Testing and resetting the printer messages appear on the display.

- 3 After the printer resets, the results of the test appear: **DRAM Test [x] P:##### F:#####**.
 - **[x]** represents the size of the installed DRAM.
 - **P:#####** represents the number of times the memory test passed and finished successfully.
The maximum pass count is 999,999.
 - **F:#####** represents the number of times the memory test failed and finished with errors.
The maximum pass count is 999,999.
- 4 After the maximum pass or fail count is reached or when all the DRAM has been tested, the test stops and the final results appear.

Serial 1 Wrap

This test checks the operation of the serial port hardware using a wrap plug. Each signal is tested. If the test fails, then replace the controller board.

- 1 Disconnect the serial interface cable, and then install the wrap plug.
- 2 Enter the Diagnostics Menu, and then navigate to:
HARDWARE TESTS > Serial 1 Wrap
- 3 Select a test from the list.
 - If the test passes, then the Pass Count increases by 1.
 - If the test fails, then a failure message appears on the display and the Fail Count increases by 1.

The test stops after the maximum count is reached or when a failure occurs.

USB HS Test Mode

This test checks the USB ports for USB high speed certification.

- 1 Enter the Diagnostics Menu, and then navigate to:
HARDWARE TESTS > USB HS Test Mode
- 2 Select the port and the type of test.

Ports	Tests
Port 0	Test J
Port 1	Test K
Port 2	Test SEO NAK
Port 3	Test Packet
	Test Force Enable

- 3 To exit the test, reset the printer.
- 4 If the test fails, then replace the USB cable.

DUPLEX TESTS

Quick Test

This test determines if the top margin at the back of a duplexed page is set correctly.

- 1 Enter the Diagnostics Menu, and then navigate to:

DUPLEX TESTS > Quick Test

- 2 Select any of the following:

- **Single**—This option prints a single Quick Test page.
- **Continuous**—This option continuously prints the Quick Test page until **X** is pressed.

The printer attempts to print the page from the default paper source.

- 3 Check the page for the correct offset between the placement of the first scan line on both sides of a duplexed sheet.

Top Margin

This setting controls the offset between the placement of the first scan line on both sides of a duplexed sheet.

Note: If adjustment is necessary, adjust first the top margin in the Registration menu. You can adjust next the duplex top margin.

- 1 Enter the Diagnostics Menu, and then navigate to:

DUPLEX TESTS > Top Margin

- 2 Change the margin values.

Changing the value by 1 unit moves the margin by 1/100 inch. A positive value moves the text down the page and widens the top margin. A negative value moves the text up the page and narrows the top margin.

- 3 Apply the changes.

INPUT TRAY TESTS

Feed Tests

This test feeds blank pages through the paper path.

- 1 Enter the Diagnostics Menu, and then navigate to:

INPUT TRAY TESTS > Feed Tests

- 2 Select the input source.

All installed sources appear.

- 3 Select any of the following:

- **Single**—This option feeds a single page.
- **Continuous**—This option continuously feeds pages until **X** is pressed.

OUTPUT BIN TESTS

Feed Tests

This test verifies if paper can be fed to a specific output bin. No information is printed on the paper.

- 1 Enter the Diagnostics Menu, and then navigate to:
OUTPUT BIN TESTS > Feed Tests
- 2 Select the output bin.
All installed output bins appear.
- 3 Select one of the following:
 - **Single**—This option feeds a single page.
 - **Continuous**—This option continuously feeds pages until **X** is pressed.

SENSOR TESTS

PRINTER SENSOR TESTS

These tests verify that the printer sensors are working properly.

- 1 Enter the Diagnostics Menu, and then navigate to:
SENSOR TESTS > PRINTER TESTS
- 2 Select a sensor.
- 3 Manually toggle the sensor.

Note: The sensor status on the screen toggles between **Open** and **Close** when the sensor is working properly.

2 x 500-Sheet Tray Sensor Tests

These tests verify that the 2 x 500-sheet tray sensors are working properly.

- 1 Enter the Diagnostics Menu, and then navigate to:
SENSOR TESTS > 2 x 500-Sheet Tray Sensor Test
- 2 Select a sensor.
- 3 Manually toggle the sensor.

Note: The sensor status on the screen toggles between **Open** and **Close** when the sensor is working properly.

2500-Sheet Tray Sensor Tests

These tests verify that the 2500-sheet tray sensors are working properly.

- 1 Remove the tray inserts from tray 1 and tray 2.
- 2 Enter the Diagnostics Menu, and then navigate to:
SENSOR TESTS > 2500-Sheet Tray Sensor Tests

- 3 Select a sensor.
- 4 Manually toggle the sensor.

Note: The sensor status on the screen toggles between **Open** and **Close** when the sensor is working properly.

3000-Sheet Tray Sensor Tests

These tests verify that the 3000-sheet tray sensors are working properly.

- 1 Remove the tray inserts from tray 1 and tray 2.
- 2 Enter the Diagnostics Menu, and then navigate to:
SENSOR TESTS > 3000-Sheet Tray Sensor Tests
- 3 Select a sensor.
- 4 Manually toggle the sensor.

Note: The sensor status on the screen toggles between **Open** and **Close** when the sensor is working properly.

Staple and Hole Punch Finisher Sensor Tests

These tests verify that the staple and hole punch finisher sensors are working properly.

- 1 Remove the tray inserts from tray 1 and tray 2.
- 2 Enter the Diagnostics Menu, and then navigate to:
SENSOR TESTS > Staple and Hole Punch Finisher Sensor Test
- 3 Select a sensor.
- 4 Manually toggle the sensor.

Note: The sensor status on the screen toggles between **Open** and **Close** when the sensor is working properly.

Hole Punch Booklet Finisher Sensor Tests

These tests verify that the hole punch booklet finisher sensors are working properly.

- 1 Remove the tray inserts from tray 1 and tray 2.
- 2 Enter the Diagnostics Menu, and then navigate to:
SENSOR TESTS > Hole Punch Booklet Finisher Sensor Tests
- 3 Select a sensor.
- 4 Manually toggle the sensor.

Note: The sensor status on the screen toggles between **Open** and **Close** when the sensor is working properly.

Staple Finisher Sensor Tests

These tests verify that the staple finisher sensors are working properly.

- 1 Remove the tray inserts from tray 1 and tray 2.
- 2 Enter the Diagnostics Menu, and then navigate to:
SENSOR TESTS > Staple Finisher Sensor Tests
- 3 Select a sensor.
- 4 Manually toggle the sensor.

Note: The sensor status on the screen toggles between **Open** and **Close** when the sensor is working properly.

Motor Tests

PRINTER MOTOR TESTS

These tests verify that the printer motors are working properly.

- 1 Enter the Diagnostics Menu, and then navigate to:
Motor Tests > PRINTER MOTOR TESTS
- 2 Select a motor.
- 3 Check if the motor runs.

2x500-Sheet Tray Motor Tests

These tests verify that the 2 x 500-sheet tray motors are working properly.

- 1 Enter the Diagnostics Menu, and then navigate to:
Motor Tests > 2x500-Sheet Tray Motor Tests
- 2 Select a motor.
- 3 Check if the motor runs.

2500-Sheet Tray Motor Tests

These tests verify that the 2500-sheet tray motors are working properly.

- 1 Enter the Diagnostics Menu, and then navigate to:
Motor Tests > 2500-Sheet Tray Motor Tests
- 2 Select a motor.
- 3 Check if the motor runs.

3000-Sheet Tray Motor Tests

These tests verify that the 3000-sheet tray motors are working properly.

- 1 Enter the Diagnostics Menu, and then navigate to:
Motor Tests > 3000-Sheet Tray Motor Tests
- 2 Select a motor.
- 3 Check if the motor runs.

Staple Finisher Motor Tests

These tests verify that the staple finisher motors are working properly.

- 1 Enter the Diagnostics Menu, and then navigate to:
Motor Tests > Staple Finisher Motor Tests
- 2 Select a motor.
- 3 Check if the motor runs.

Staple and Hole Punch Finisher Motor Tests

These tests verify that the staple and hole punch finisher motors are working properly.

- 1 Enter the Diagnostics Menu, and then navigate to:
Motor Tests > Staple and Hole Punch Finisher Motor Tests
- 2 Select a motor.
- 3 Check if the motor runs.

Booklet Maker Motor Tests

These tests verify that the booklet maker motors are working properly.

- 1 Enter the Diagnostics Menu, and then navigate to:
Motor Tests > Booklet Maker Motor Tests
- 2 Select a motor.
- 3 Check if the motor runs.

DEVICE TESTS

Quick Disk Test

This test performs a non-destructive read/write test on one block per track on the disk. If the block is good, then the saved data is written back to the disk.

- 1 Enter the Diagnostics Menu, and then navigate to:
DEVICE TESTS > Quick Disk Test
- 2 Exit the test.

Disk Test/Clean

Warning—Potential Damage: This test destroys all data on the printer hard disk.

This test may run for approximately 1.5 hours depending on the disk size.

- 1 Enter the Diagnostics Menu, and then navigate to:

DEVICE TESTS > Disk Test/Clean

You cannot cancel the test once it has started.

- 2 Exit the test.

Flash Test

This test examines the condition of the flash drive.

Warning—Potential Damage: This test destroys all data on the flash drive.

- 1 Enter the Diagnostics Menu, and then navigate to:

Device Tests > Flash Test

You cannot cancel the test once it has started.

- 2 Exit the test.
- 3 Reformat the flash drive using the Flash Format setting in the Utilities menu.

PRINTER SETUP

Defaults

Warning—Potential Damage: Modifying printer setting defaults restores the NVRAM space to its factory settings.

This setting determines whether the printer uses the U.S. or Non-U.S. factory default value for the following settings:

Printer default values	U.S. value	Non-U.S. value
Paper Sizes setting in the General Settings menu	U.S.	Metric
Default Paper Size (paper feeding sources which do not have hardware size sensing capabilities)	Letter	A4
Default Envelope Size (envelope feeding sources which do not have hardware size sensing capability)	10 Envelope	DL Envelope
Fax Paper Size	Letter	A4
PCL Symbol Set	PC-8	PC-850
PPDS Code Page	437	850
Universal Units of Measure	Inches	Millimeters

- 1 Enter the Diagnostics Menu, and then navigate to:

PRINTER SETUP > Defaults

- 2 Select a default value.
- 3 Apply the changes.

Printed Page Count

This setting gauges the amount of usage on the printer. The value of the Printed Page Count setting equals the value of the Picked Sides meter. After all print tests are completed, the value resets to zero.

Enter the Diagnostics Menu, and then navigate to:

PRINTER SETUP > Printed Page Count

Note: The value of the setting cannot be changed manually.

Permanent Page Count (Perm page count)

This setting indicates the number of pages that are printed. After all print tests are completed, the value resets to zero.

Enter the Diagnostics Menu, and then navigate to:

PRINTER SETUP > Perm Page Count

Note: The Permanent Page Count value cannot be reset.

Processor ID

This setting indicates the ID of the processor on the controller board.

Enter the Diagnostics Menu, and then navigate to:

PRINTER SETUP > Processor ID

Edge to Edge

This setting shifts all four margins to the physical edges of the page. This feature does not work in PPDS emulation.

Enter the Diagnostics Menu, and then navigate to:

PRINTER SETUP > Edge to Edge

Enable Edge to Edge Copy

This setting determines whether the printer accepts the ADF or flatbed edge erase value when performing an ADF or flatbed copy.

Enter the Diagnostics Menu, and then navigate to:

PRINTER SETUP > Enable Edge to Edge Copy

Parallel Strobe Adjustment (Par 1 Strobe Adj)

This setting adjusts the factory default setting for how long the strobe is sampled to determine that valid data is available on the parallel port.

Each time the value increases by one, the strobe is sampled 50 nanoseconds longer than the default value. Each time the value decreases by one, the strobe is sampled 50 nanoseconds less than the default value. The range of values is between -4 and +6, in increments of one. A value of zero indicates that no change is made from the factory setting.

Enter the Diagnostics Menu, and then navigate to:

PRINTER SETUP > Par 1 Strobe Adj

Reset Engine Service Error

This setting restores the engine to normal functioning mode after a fatal error occurs that places the engine into lockdown mode.

Enter the Diagnostics Menu, and then navigate to:

PRINTER SETUP > Reset Engine Service Error

Restore Backup Data

This setting transfers the settings from the engine controller board to the printer controller board and vice versa.

Enter the Diagnostics Menu, and then navigate to:

PRINTER SETUP > Restore Backup Data

Restoring backup data when replacing the printer controller board

After installing a new controller board, select **Engine card to controller card** to create a backup copy of the existing engine controller board settings into the new controller board.

Restoring backup data when replacing the engine controller board

- 1 Before removing the old engine controller board, select **Engine card to controller card** to move the current engine settings into the controller board.
- 2 After installing the new engine controller board, select **Controller card to engine card** to move the engine board settings stored on the controller board to the new engine controller board.

Reset Fuser Counter

This setting resets the fuser counter to zero.

Note: This setting appears only if the **Maintenance Warning and Intervention** configuration ID bit is enabled.

Enter the Diagnostics Menu, and then navigate to:

PRINTER SETUP > Reset Fuser Counter

REPORTS

Menu Settings Page

This report shows the Diagnostics Menu settings and their current values.

Enter the Diagnostics Menu, and then navigate to:

REPORTS > Menu Settings Page

Installed Licenses

This report shows the installed licenses and their features.

Enter the Diagnostics Menu, and then navigate to:

REPORTS > Installed Licenses

EVENT LOG

Display Log

This setting displays the panel text that appears when the event occurs.

Enter the Diagnostics Menu, and then navigate to:

EVENT LOG > Display Log

Print Log

This setting prints the various printer events.

Note: The events that appear in the report vary depending on the operational history of the printer.

Enter the Diagnostics Menu, and then navigate to:

EVENT LOG > Print Log

Clear Log

This setting clears current information in the EVENT LOG.

1 Enter the Diagnostics Menu, and then navigate to:

EVENT LOG > Clear Log

2 Select a setting.

3 Apply the changes.

Print Log Summary

This setting prints a summary of the printed event logs.

Enter the Diagnostics Menu, and then navigate to:

EVENT LOG > Print Log Summary

Exit Diags

Select this to exit the Diagnostics menu. The printer performs a POR, and restarts in normal mode.

This menu appears as a soft button at the bottom right corner of the panel. This is always accessible to the user from the main Diagnostics menu.

Configuration menu

The Configuration menu group consists of menus, settings, and operations that are used to configure a printer for operation.

Entering the Configuration menu

- 1 Turn off the printer.
- 2 Press and hold **2** and **6** while turning on the printer.
Release the buttons when the splash screen appears.

Hole Punch Configuration

The values in this setting determine which values appear in the Hole Punch Mode setting and which value is the default.

- 1 Enter the Configuration Menu, and then select **Hole Punch Configuration**.
- 2 Select from the following options:
 - **2/3-hole**—Only the 2 holes and 3 holes values appear. The 3 holes value is the default.
 - **2/4-hole**—Only the 3 holes and 4 holes values appear. The 4 holes value is the default.
 - **Swedish**—Only the 4 holes value appears.
 - **Japanese**—Only the 2 holes value appears.
- 3 Apply the changes.

Reset Maintenance Counter

This setting resets the selected maintenance count value to zero.

- 1 Enter the Configuration Menu, and then select **Reset Maintenance Counter**.
- 2 Select the maintenance kit to reset.

USB Scan to Local

This setting determines whether the USB device driver enumerates as a USB Simple device (single interface) or as a USB Composite device (multiple interfaces).

- 1 Enter the Configuration Menu, and then select **USB Scan to Local**.
- 2 Select a setting.
- 3 Apply the changes.

Print Quality Pages

This setting prints a report that contains a limited set of the information that appears in the Diagnostics version of the Print Quality Pages report. See [“Print Quality Pages” on page 177](#).

Enter the Configuration Menu, and then select **Print Quality Pages**.

Reports

Menu Settings Page

This report lists of the Configuration Menu settings and the value of each setting.

- 1 Enter the Configuration Menu, and then navigate to:

Reports > Menu Settings Page

- 2 Return to the Configuration Menu screen.

Event Log

This setting prints a report of the detailed events in the print log. See [“Print Log” on page 187](#).

- 1 Enter the Configuration Menu, and then navigate to:

Reports > Event Log

- 2 Return to the Configuration Menu screen.

SIZE SENSING

This setting controls whether the printer automatically registers the size of the paper loaded in a tray with a size-sensing mechanism.

Enter the Configuration Menu, and then select **SIZE SENSING**.

Note: Due to engine limitations, trays 1 through 4 cannot simultaneously sense the following paper sizes:

- Oficio/Folio
- Statement/A5
- Executive/B5

The value of each setting determines which of the paper sizes the trays sense automatically. The values apply to all automatic trays except for the multipurpose feeder. The multipurpose feeder supports these paper sizes regardless of the value of this setting.

Tray Linking

This setting enables the printer to link automatically the trays that contain the same paper type and size.

- 1 Enter the Configuration Menu, and then select **Tray Linking**.
- 2 Select a setting.
- 3 Apply the changes.

Panel Menus

This setting determines whether to enable access to the printer menus.

- 1 Enter the Configuration Menu, and then select **Panel Menus**.
- 2 Select a setting.

- 3 Apply the changes.

PPDS Emulation

This setting determines if the printer can recognize and use the PPDS data stream.

- 1 Enter the Configuration Menu, and then select **PPDS Emulation**.
- 2 Select a setting.
- 3 Apply the changes.

Download Emuls

This menu appears only if at least one download emulator (DLE) is installed. The default setting is Disable. All download emulators are automatically re-enabled after two PORs.

Enter the Configuration Menu, and then select **Download Emuls**.

Safe Mode

When Safe Mode is enabled, the printer operates in a special limited mode with as much functionality as possible despite known issues. For more information about Safe Mode and the Safe Mode print behavior, see [“Entering Safe Mode \(EverReady Mode\)” on page 195](#).

- 1 Enter the Configuration Menu, and then select **Safe Mode**.
- 2 Select a setting, and then apply the changes.
- 3 Reset the printer.

Energy Conserve

This setting controls which values appear on the Power Saver menu.

- 1 Enter the Configuration Menu, and then select **Energy Conserve**.
- 2 Select a setting.
- 3 Apply the changes.

Min Copy Memory

This setting determines how much DRAM is allowed to be stored in the priority queue for copy jobs.

Note: The values appear only if the amount of installed DRAM is at least twice the amount of the value.

- 1 Enter the Configuration Menu, and then select **Min Copy Memory**.
- 2 Select a setting.
- 3 Apply the changes.

NumPad Job Assist

This setting determines if you can configure and initiate a job using the hard buttons of the control panel.

- 1 Enter the Configuration Menu, and then select **NumPad Job Assist**.
- 2 Select a setting.
- 3 Apply the changes.

Paper Prompts

This setting determines the input source to which the printer directs a paper change prompt.

Note: The value of [“Action for Prompts” on page 191](#) may override the value of this setting.

- 1 Enter the Configuration Menu, and then select **Paper Prompts**.
- 2 Select a setting.
- 3 Apply the changes.

Envelope Prompts

This setting determines the input source to which the printer directs an envelope change prompt.

Note: The value of [“Action for Prompts” on page 191](#) may override the value of this setting.

- 1 Enter the Configuration Menu, and then select **Envelope Prompts**.
- 2 Select a setting.
- 3 Apply the changes.

Action for Prompts

This gives you the option to allow the printer to resolve change prompt situations without requiring any user assistance.

- 1 Enter the Configuration Menu, and then select **Action for Prompts**.
- 2 Select a setting.
- 3 Apply the changes.

Jobs on Disk

This setting allows you to delete buffered jobs from the printer hard disk.

- 1 Enter the Configuration Menu, and then select **Jobs on Disk**.
- 2 Select a setting.
- 3 Apply the changes.

Disk Encryption

This setting controls whether the printer encrypts the information that it writes on the hard disk.

- 1 Enter the Configuration Menu, and then select **Disk Encryption**.
- 2 Select a setting.
- 3 Apply the changes.

Font Sharpening

This setting sets a text point-size value below which the high-frequency screens are used when printing font data.

- 1 Enter the Configuration Menu, and then select **Font Sharpening**.
- 2 Select a setting.
- 3 Apply the changes.

Require Standby

This setting allows you to enable the Standby Mode.

- 1 Enter the Configuration Menu, and then select **Require Standby**.
- 2 Select a setting.
- 3 Apply the changes.

UI Automation

This setting allows external developers to measure the stability of their applications by performing their own automated testing against the printer.

- 1 Enter the Configuration Menu, and then select **UI Automation**.
- 2 Select a setting.
- 3 Apply the changes.

LES Applications

This setting allows you to enable the Lexmark Embedded Solutions (LES) applications.

- 1 Enter the Configuration Menu, and then select **LES Applications**.
- 2 Select a setting.
- 3 Apply the changes.

Key Repeat Initial Delay

This setting determines the length of delay before a repeating key starts repeating.

- 1 Enter the Configuration Menu, and then select **Key Repeat Initial Delay**.
- 2 Select a setting.
- 3 Apply the changes.

Key Repeat Rate

This setting indicates the number of presses per second for a repeating key.

- 1 Enter the Configuration Menu, and then select **Key Repeat Rate**.
- 2 Select a setting.
- 3 Apply the changes.

Clear Supply Usage History

This setting reverts the supply usage history (number of pages and days remaining) to its factory default settings.

- 1 Enter the Configuration Menu, and then select **Clear Supply Usage History**.
- 2 Apply the changes.

Clear Custom Status

This setting erases the defined strings for the default or alternate custom messages.

- 1 Enter the Configuration Menu, and then select **Clear Custom Status**.
- 2 Apply the changes.

USB Speed

This setting determines the throughput of the USB port on the printer.

- 1 Enter the Configuration Menu, and then select **USB Speed**.
- 2 Select a setting.
- 3 Apply the changes.

Automatically Display Error Screens

This setting allows the automatic display of existing printer-related messages on the home screen after the printer remains inactive.

- 1 Enter the Configuration Menu, and then select **Automatically Display Error Screens**.
- 2 Select a setting.
- 3 Apply the changes.

Restore factory defaults

Restore Settings

This setting restores the printer to its network or base settings

- 1 Enter the Configuration Menu, and then navigate to:

Restore Factory Defaults > Restore Settings

- 2 Select a setting.
- 3 Apply the changes.

Erase Printer Memory

This setting makes any sensitive information on the volatile or non-volatile storage of the printer completely indecipherable.

Enter the Configuration Menu, and then navigate to **Restore Factory Defaults > Erase Printer Memory**.

Erase Hard Disk

This setting performs a disk wipe operation and erases all data.

Note: Do not reset the printer while a disk wipe operation is going on to avoid corrupting the disk.

- 1 Enter the Configuration Menu, and then navigate to:

Restore Factory Defaults > Erase Hard Disk

- 2 Select any of the following:
 - **Single Pass Erase** overwrites all data and the file system. This wipe is faster but less secure since it is possible to retrieve the deleted data with forensic data-retrieval techniques.
 - **Multiple Pass Erase** overwrites all data without rewriting the file system. This wipe is DoD 5220.22-M compliant since the deleted data is irretrievable.
- 3 Apply the changes.

Out of Service Erase

This setting clears the settings, apps, jobs, and faxes on the printer memory and all content on the hard disk.

- 1 Enter the Configuration Menu, and then navigate to:

Restore Factory Defaults > Out of Service Erase

- 2 Select a setting.
- 3 Apply the changes.

Exit Config

Select this menu to exit the Configuration Menu screen. The printer performs a POR, and then restarts in normal mode.

This menu appears as a soft button at the bottom right corner of the display.

Entering Invalid engine mode

This mode allows the printer to load the correct firmware code.

- 1 Turn off the printer.
- 2 Press and hold **3**, **4**, and **6** while turning on the printer.
- 3 Release the buttons after 10 seconds.

Entering Recovery Mode

This mode allows the printer to receive firmware updates using a USB connection.

- 1 Turn off the printer.
- 2 Press and hold **7** and **8** while turning on the printer.
- 3 Release the buttons after 10 seconds.

Entering Safe Mode (EverReady Mode)

This mode enables the printer to temporarily offer minimal print capabilities.

- 1 Turn off the printer.
- 2 Press and hold **7** and **6** while turning on the printer.
- 3 Release the buttons after 10 seconds.

Accessing the Network SE Menu

This menu contains settings for fine tuning the communication settings for the network interfaces and protocols.

- 1 Navigate to:
Networks/Ports > Standard Network > Standard Network Setup
- 2 Press and hold **6**, **7**, and **9**.

Service Engineer menu

Accessing the Service Engineer (SE) Menu

From a Web browser on a host computer, add **/se** to the printer IP address.

Service Engineer (SE) Menu

Use this menu as directed by the next level of support.

Top level menu	Intermediate menu
Print SE Menus	--
General	Copyright
Code Revision Info	• Network Code Level • Network Compile Info • Printer Code Level • Printer Compile Info
History	• Print History • Mark History • History Mode
MAC	• Set Card Speed • LAA • Keep Alive
NVRAM	• Dump NVRAM • Reinit NVRAM
TCP/IP	• netstat-r • arp-a • Allow SNMP Set • MTU • Meditech Mode • RAW LPR Mode • Gather Debug • Enable Debug

Repair information

Removal precautions

 **CAUTION—SHOCK HAZARD:** For personal safety and to prevent damage to the printer, remove the power cord from the electrical outlet before you connect or disconnect any cable, electronic board, or assembly. Disconnect any connections between the printer and the computer or peripherals.

Data security notice

- 1 The printer contains various types of memory that store device and network settings, information from embedded solutions, and user data.

The following are the types of memory and data that they store.

- **Volatile memory**—The printer uses standard Random Access Memory (RAM) to buffer user data temporarily during simple print and copy jobs.
- **Non-volatile memory**—The printer may use two forms of non-volatile memory: EEPROM and NAND (flash memory). Both types are used to store the operating system, device settings, network information, scanner and bookmark settings, and embedded solutions.
- **Hard disk memory**—The printer hard disk is designed for device-specific functionality and cannot be used for the long-term storage of data that is not print-related. The hard disk can retain buffered user data from complex print jobs, form data, and font data.

To erase volatile memory, turn off the printer.

To erase the non-volatile and printer hard disk memory, see [“Configuration menu” on page 188](#).

The following parts are capable of storing memory:

- Printer control panel
- User interface controller card (UICC)
- Controller board
- Optional hard disk

Note: The control panel and controller board contain NVRAM.

- 2 After removing the old part, return it to your next level of support.

Handling ESD-sensitive parts

Many electronic products use parts that are known to be sensitive to electrostatic discharge (ESD). To prevent damage to ESD-sensitive parts, do the following:

- Turn off the printer before removing logic boards.
- Keep the parts in their original packing material until you are ready to install them into the printer.
- 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 action discharges any static electricity in your body to the printer.

- Hold the parts by their edge connector shroud. Do not touch its pins. If you are removing a pluggable module, then use the correct tool.
- If possible, keep all parts in a grounded metal cabinet.
- Do not place the parts on the printer cover or on a metal table. If you need to put down the parts, then put them into their packing material.
- Prevent parts from being accidentally touched by other personnel. Cover the printer when you are not working on it.
- Be careful while working with the parts when cold-weather heating is used. Low humidity increases static electricity.

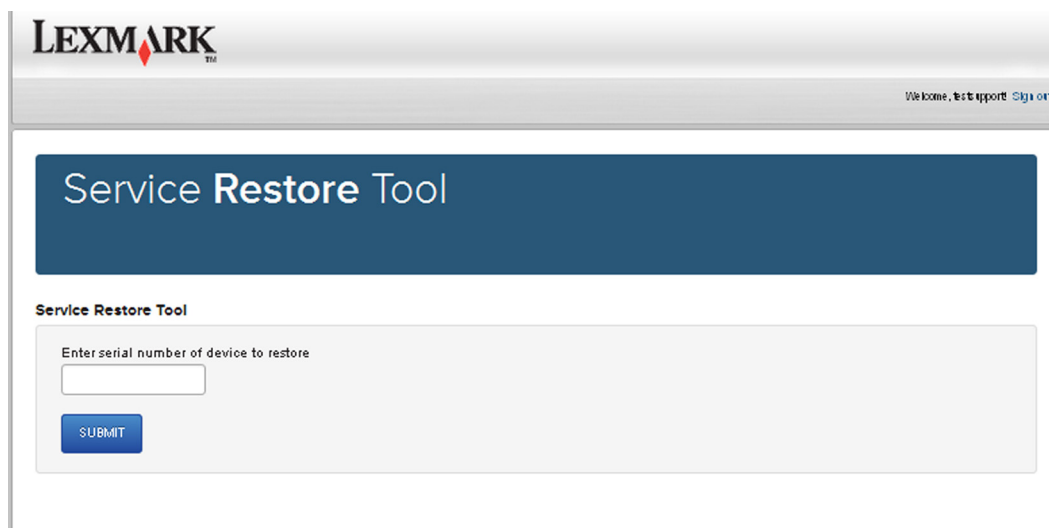
Restoring the printer configuration after replacing the controller board

Restore the printer to its correct configuration to complete the replacement service. Use the Service Restore Tool to download the software bundle, and then flash the printer settings and Embedded Solutions.

Note: The software bundle contains the latest version of the firmware, applications, and software licenses from the Lexmark Virtual Solutions Center (VSC). The printer firmware may be at a different level from what was used before replacing the controller board.

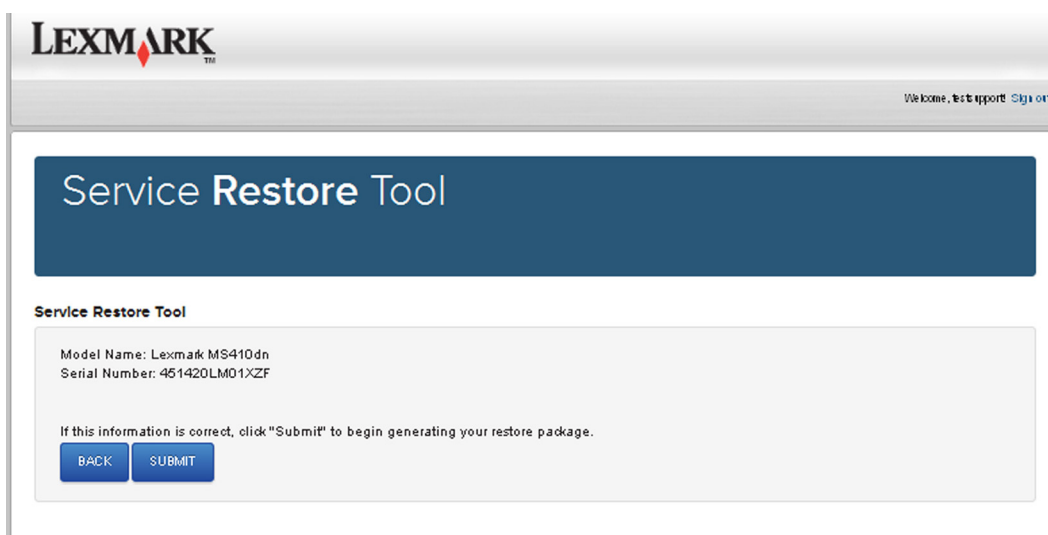
Using the Service Restore Tool

- 1 Go to <https://cdp.lexmark.com/service-restore-tool/> to access the tool.
- 2 Log in using your Lexmark or partner login.
If your login fails, then contact your next level of support.
- 3 Enter the printer serial number, and then submit the information.



The screenshot shows the Lexmark Service Restore Tool web interface. At the top is the Lexmark logo. Below it, a dark blue banner reads "Service Restore Tool". Underneath the banner, the text "Service Restore Tool" appears again. A form field is labeled "Enter serial number of device to restore" and contains a text input box. Below the input box is a blue "SUBMIT" button. In the top right corner of the interface, there is a "Welcome, test support" message and a "Sign out" link.

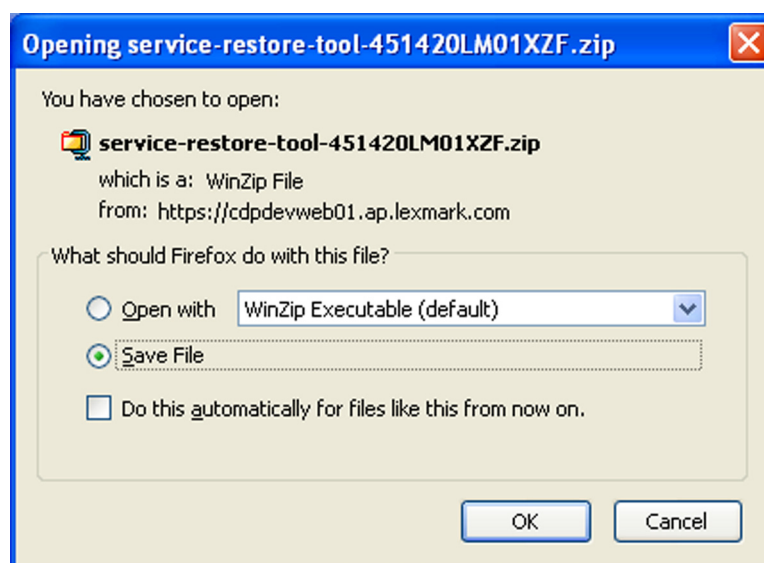
Note: Make sure that the serial number that appears on the verification screen is correct.



The screenshot shows the Lexmark Service Restore Tool web interface. At the top is the Lexmark logo. Below it, a dark blue banner contains the text "Service Restore Tool". Underneath the banner, the page title "Service Restore Tool" is repeated. A form contains the following text: "Model Name: Lexmark MS410dn" and "Serial Number: 451420LM01XZF". Below this, a message states: "If this information is correct, click 'Submit' to begin generating your restore package." At the bottom of the form are two buttons: "BACK" and "SUBMIT".

4 Save the zip file.

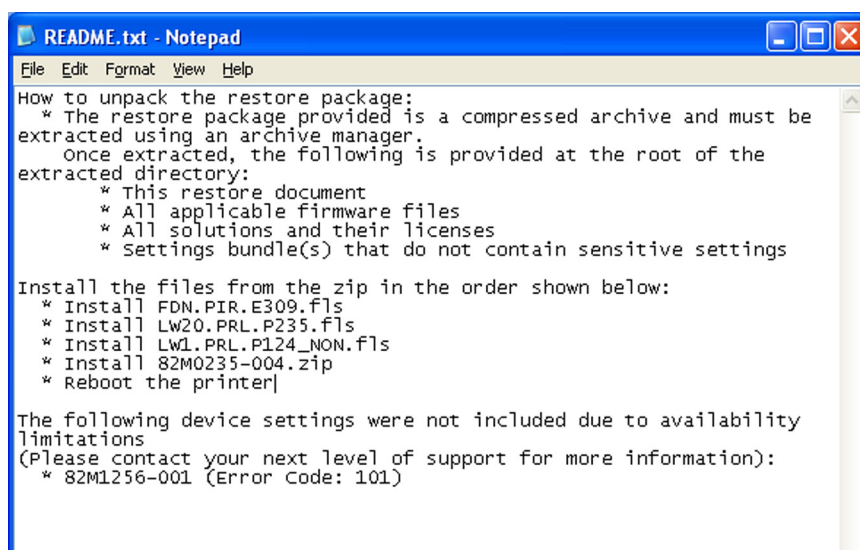
Note: Make sure that the serial number in the zip file matches the serial number of the printer being restored.



5 Extract the contents of the zip file, open the *Readme* file, and then follow the instructions in the file.

Notes:

- Perform the install instructions on the *Readme* file in the exact order shown. Only restart the printer when instructed to in the file.
- For more information on how to flash the downloaded files, see [“Updating the printer firmware ” on page 202.](#)
- To load the zip files that are extracted from the Service Restore Tool, see [“Restoring solutions, licenses, and configuration settings” on page 201.](#)



```

README.txt - Notepad
File Edit Format View Help

How to unpack the restore package:
* The restore package provided is a compressed archive and must be
  extracted using an archive manager.
  Once extracted, the following is provided at the root of the
  extracted directory:
    * This restore document
    * All applicable firmware files
    * All solutions and their licenses
    * Settings bundle(s) that do not contain sensitive settings

Install the files from the zip in the order shown below:
* Install FDN.PIR.E309.fls
* Install LW20.PRL.P235.fls
* Install LW1.PRL.P124_NON.fls
* Install 82M0235-004.zip
* Reboot the printer

The following device settings were not included due to availability
limitations
(Please contact your next level of support for more information):
* 82M1256-001 (Error Code: 101)
  
```

- 6 After performing the installation instructions in the *Readme* file, confirm from the customer if all the eSF apps have been installed.

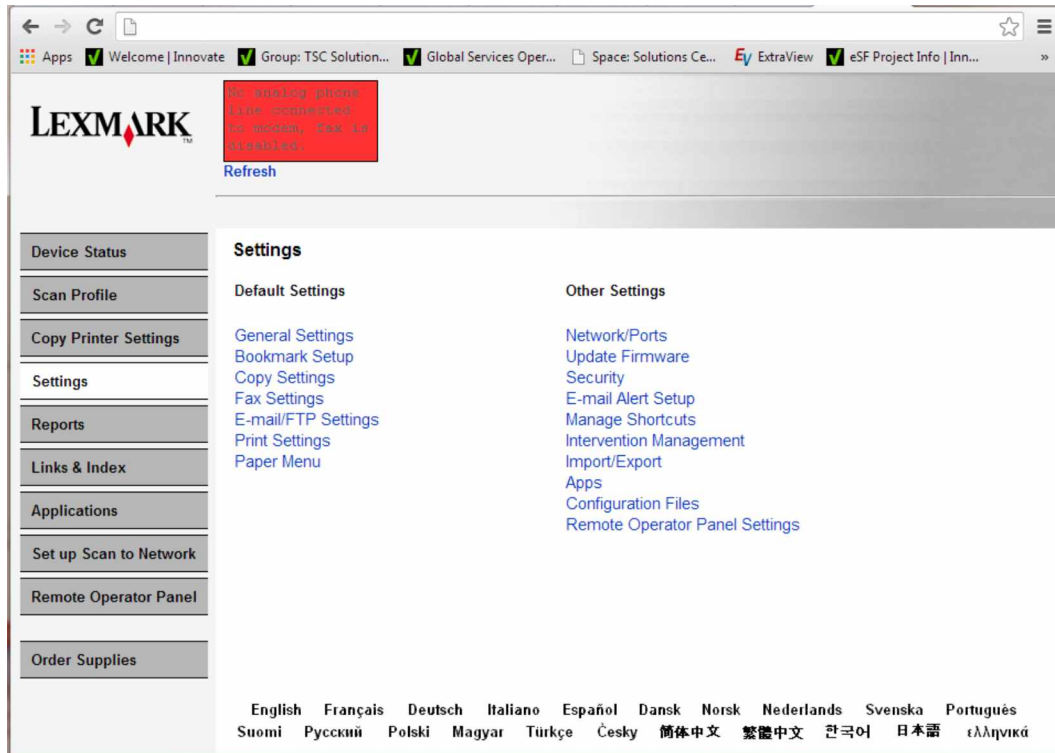
Notes:

- If you are unable to access the administrative menus to verify that the printer is restored, then ask the customer for access rights.
- If a 10.00 error is displayed after you restart the printer, then contact the next level of support.

Restoring solutions, licenses, and configuration settings

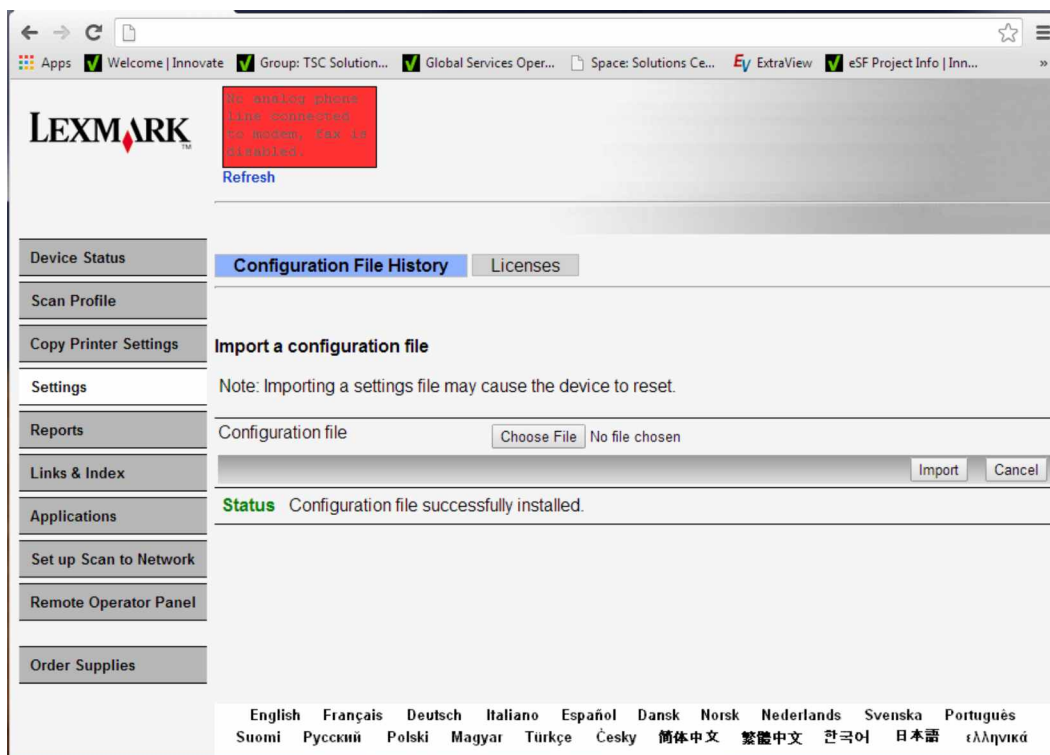
To load the zip files that are extracted from the Service Restore Tool, do the following:

- 1 Open a Web browser, and then type the printer IP address.
- 2 Navigate to **Settings > Configuration Files**.



- 3 From the Configuration File History tab, navigate to **Import > Choose File**.
- 4 Select the zip file from the expanded Service Restore Tool package.

5 Click **Import**.



6 Repeat steps 3 to 5 for the other zip files that are included in the expanded zip file.

Updating the printer firmware

Warning—Potential Damage: Before updating the printer firmware, ask the next level of support for the correct code. Using an incorrect code level may damage the printer.

The printer must be in ready state in order to update the firmware.

Using a flash drive

This option is available only in printer models with front USB port.

Make sure to enable the Enable Drive and Update Code settings. You can find the settings in the Flash drive menu under the Settings menu.

- 1 Insert the flash drive into the USB port.
- 2 From the home screen, navigate to **USB Menu: Print from USB > Accept** or **OK**.
- 3 Select the file that you need to flash.

Note: Do not turn off the printer while the update is going on.

Using a network computer

Using the File Transfer Protocol (FTP)

Make sure that the printer is in ready state before flashing the printer.

- 1 Turn on the printer.
- 2 Obtain the IP address:
 - From the home screen
 - From the TCP/IP section of the Network/Ports menu
- 3 From the command prompt of a network computer, open an FTP session to the printer IP address.
- 4 Use a PUT command to place the firmware file on the printer.
The printer performs a POR sequence and terminates the FTP session.
- 5 Repeat steps 2 through 4 for the other files.

Using the Embedded Web Server

Make sure that the printer is in ready state before flashing the printer.

- 1 Open a Web browser, and then type the printer IP address.
- 2 From the home page, navigate to **Configuration > Update Firmware**.
- 3 Select the file to use.
The printer performs a POR sequence and terminates the FTP session.
- 4 Repeat steps 2 through 4 for the other files.

Backing up eSF solutions and settings

Note: Export the eSF solutions and settings from the printer before replacing the controller board.

Exporting eSF solutions and settings file

- 1 POR the printer into Invalid engine mode. See [“Entering Invalid engine mode” on page 195](#).
- 2 Open a Web browser, and then type the printer IP address.
Note: If the Web page cannot be accessed or an error occurs when starting the printer into Invalid engine mode, then data backup is not an option. Inform the customer that the data cannot be saved.
- 3 Navigate to **Settings > Solutions > Embedded Solutions**.
- 4 From the Embedded Solutions page, select the applications that you want to export.
- 5 Click **Export**.
Note: There is a size limit of 128 KB on the export file.

Importing eSF solutions and settings file

After replacing the controller board, import back to the printer the eSF solutions and settings that were exported.

1 POR the printer into Invalid engine mode. See [“Entering Invalid engine mode” on page 195](#).

2 Open a Web browser, and then type the printer IP address.

Note: If the Web page cannot be accessed or an error occurs when starting the printer into Invalid engine mode, then data backup is not an option. Inform the customer that the data cannot be saved.

3 Navigate to **Settings > Solutions > Embedded Solutions**.

4 From the Embedded Solutions page, select the applications that you want to import.

5 Click **Import**.

Understanding the marked or colored screws

Some parts are secured by screws that are specially marked or colored differently from the rest.

- **Blue or green**—These screws may loosen due to vibrations and loads during use or transport.
- **Red**—These screws secure parts that are difficult to install, adjust, or align. Do not remove or loosen the parts with red screws unless the parts are defective.

Note: In some cases, the part is secured by multiple screws but only one screw is marked in red. This part should not also be removed or loosened unnecessarily.

Ribbon cable connectors

Zero Insertion Force (ZIF) connectors

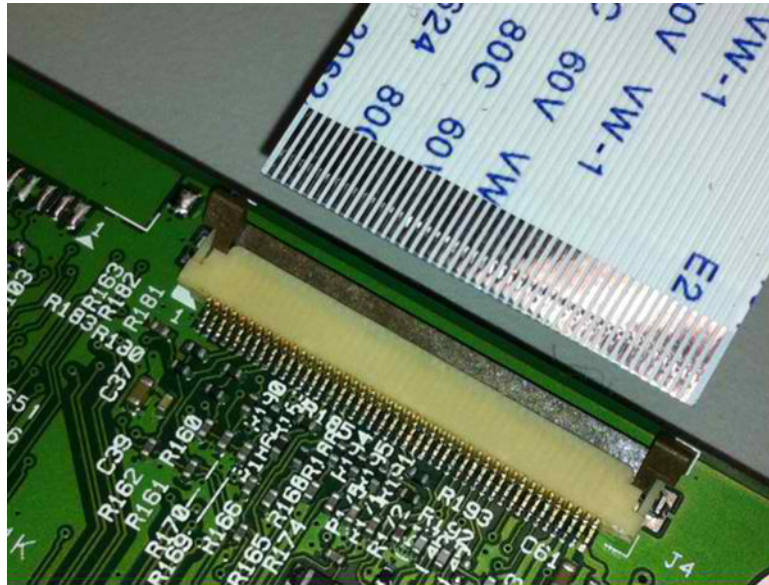
These connectors are used on the boards and cards that are installed in the printer.

To avoid damaging the connectors and their cables, observe the following:

- Do not insert the cables where the contacts are facing the locking actuator.
- Do not insert the cables diagonally into the ZIF socket.
- Avoid using a fingernail or sharp object to open the locking actuator.
- Avoid pressing against the cables when opening the locking actuator.

These are the types of the ZIF connectors that are used in this printer:

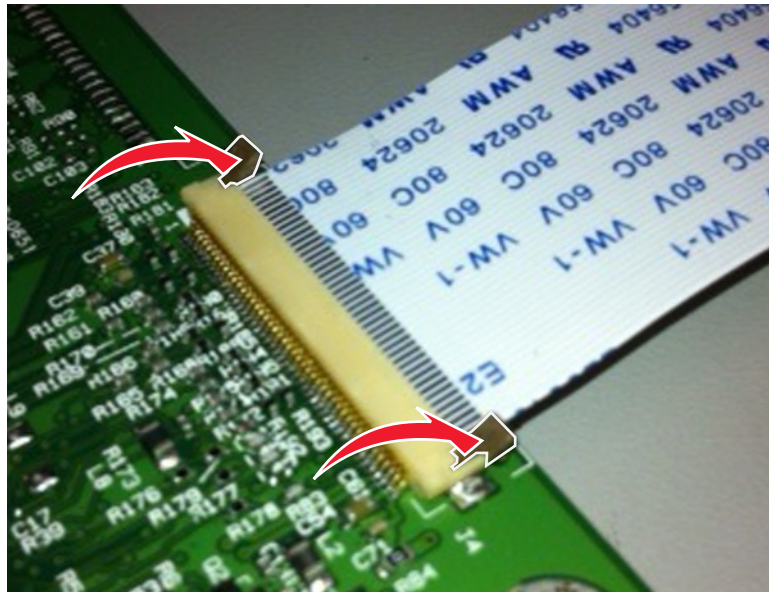
- Horizontal top contact connector
- Horizontal bottom contact connector
- Vertical mount contact connector
- Horizontal sliding connector



2 Rotate the locking actuator to the locked position.

Notes:

- Do not move the cable while locking the actuator.
- If the cable moves, open the actuator, reposition the cable, and then close the actuator.



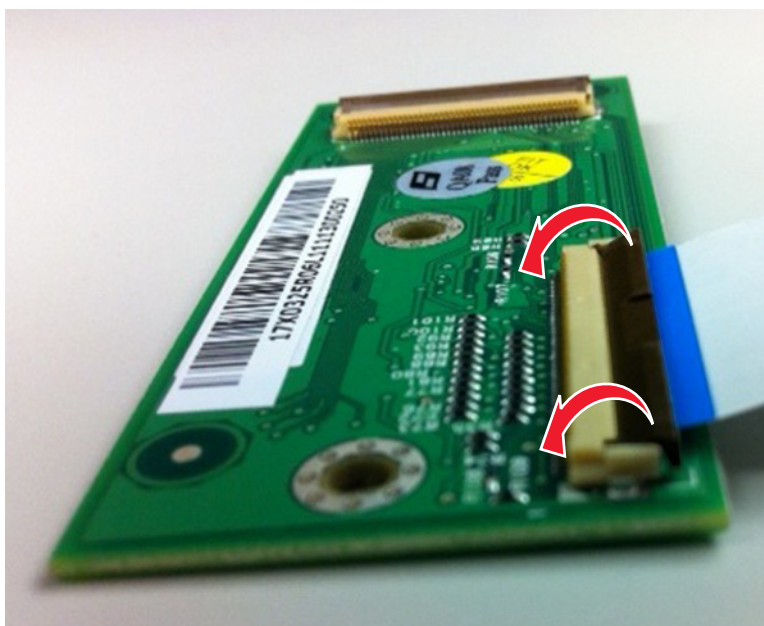
Horizontal bottom contact connector

This connector uses a flip locking actuator to lock the ribbon cable into the ZIF connector.

Warning—Potential Damage: When opening or closing this type of actuator, gently lift the center of the actuator using your finger. Do not use a fingernail or screwdriver to open the actuator to avoid damaging the ribbon cable. Do not close the actuator from its ends.

Removing the cable

- 1 Unlock the actuator.



- 2 Remove the cable.

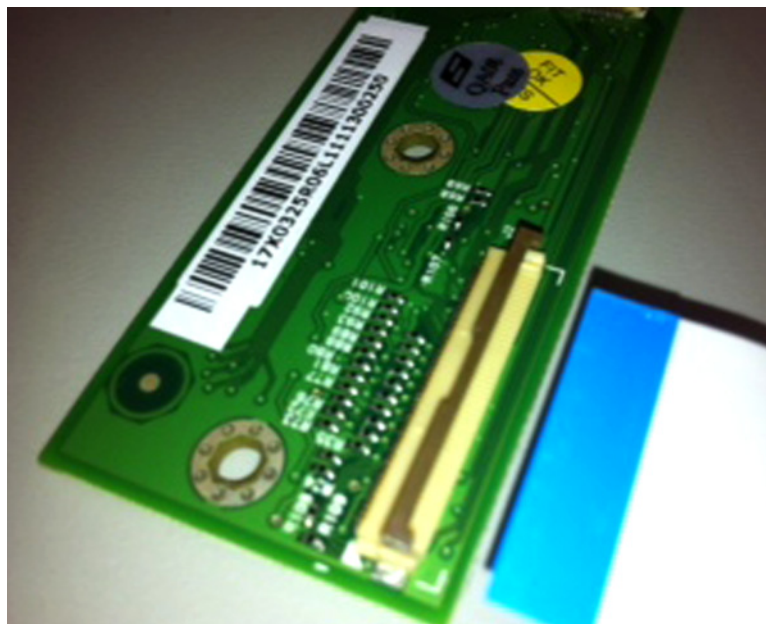
Inserting the cable

- 1 Make sure that the actuator is in the open position.

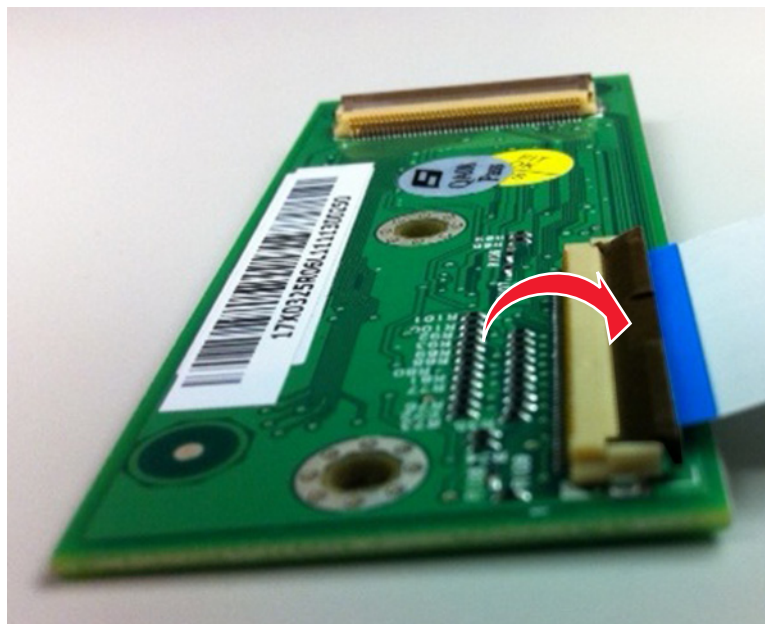


- 2 Insert the cable below the actuator with the contacts facing downward and away from the locking actuator.

Note: Make sure that the cable is installed squarely into the connector to avoid intermittent failures.



- 3 Rotate the locking actuator to the locked position.



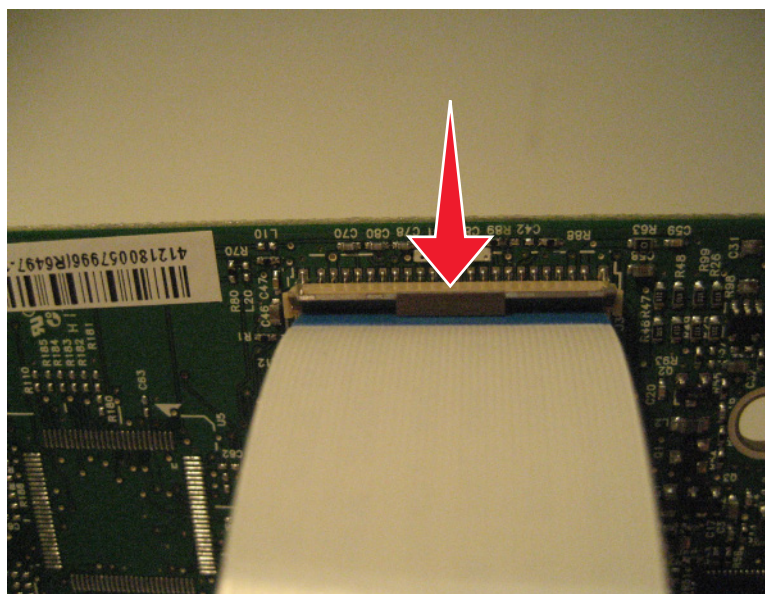
Vertical mount contact connector

This connector uses a back flip locking actuator to lock the ribbon cable into the ZIF connector.

Warning—Potential Damage: When opening or closing this type of actuator, gently lift the center of the actuator using your finger. Do not use a fingernail or screwdriver to open the actuator to avoid damaging the ribbon cable. Do not close the actuator from its ends.

Removing the cable

- 1 Rotate the locking actuator from the center of the actuator to the unlocked position.



- 2 Remove the cable.

Inserting the cable

- 1 Make sure that the locking actuator is in the open position.



- 2 Insert the cable on top of the actuator with the contacts facing away from the locking actuator.

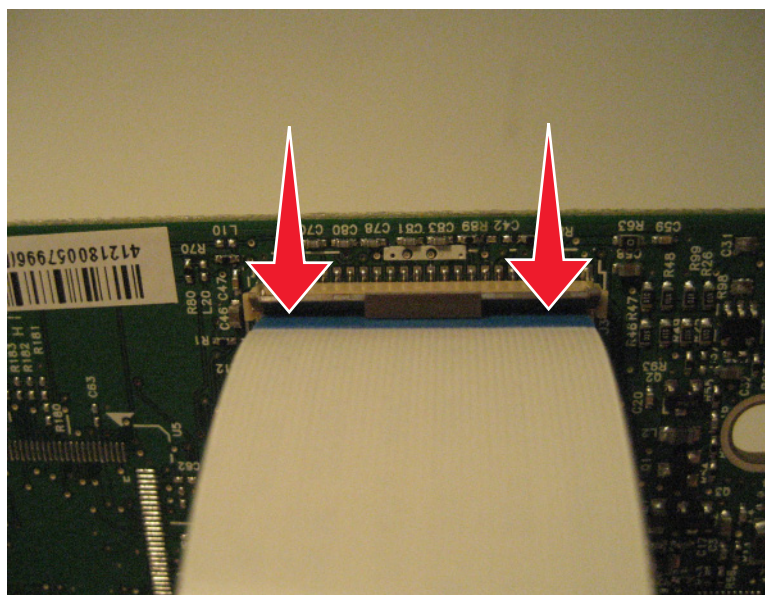
Note: Make sure that the cable is installed squarely into the connector to avoid intermittent failures.



- 3 Rotate the locking actuator to the locked position.

Notes:

- Do not move the cable while locking the actuator.
- If the cable moves, open the actuator, reposition the cable, and then close the actuator.



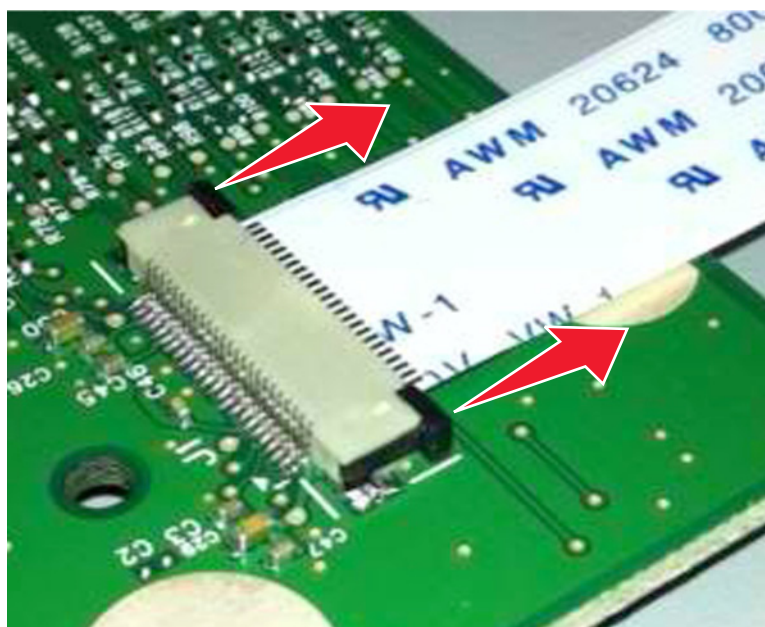
Horizontal sliding contact connector

This connector uses a slide locking actuator to lock the ribbon cable into the ZIF connector.

Warning—Potential Damage: When opening or closing this type of actuator, gently push or pull the two tabs located on each end of the actuator. Do not close the actuator from the center of the actuator. Do not use a screwdriver to open or close the actuator to avoid damage to the cable or connector.

Removing the cable

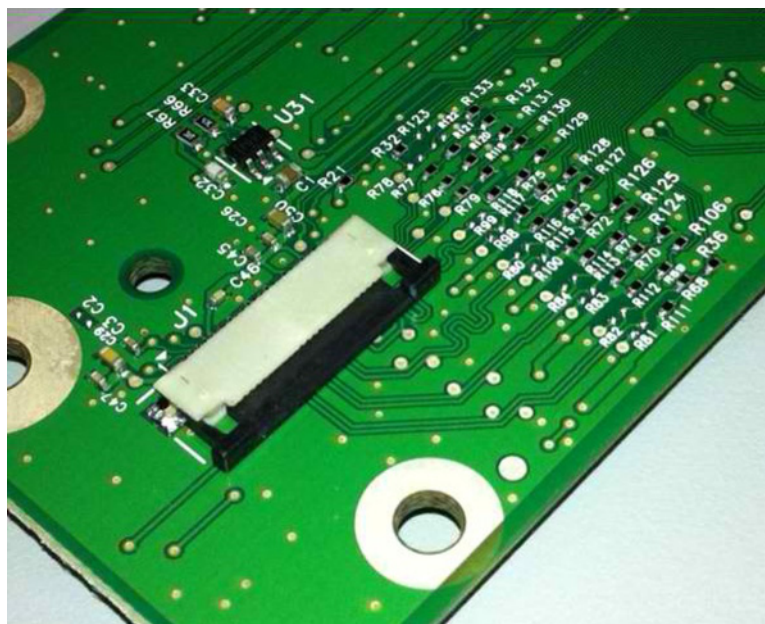
- 1 Slide the tabs away from the connector.



- 2 Remove the cable.

Inserting the cable

- 1 Make sure that the locking actuator is in the open position. If you are opening the connector, then pull back the end tabs using equal force to avoid breaking the connector.



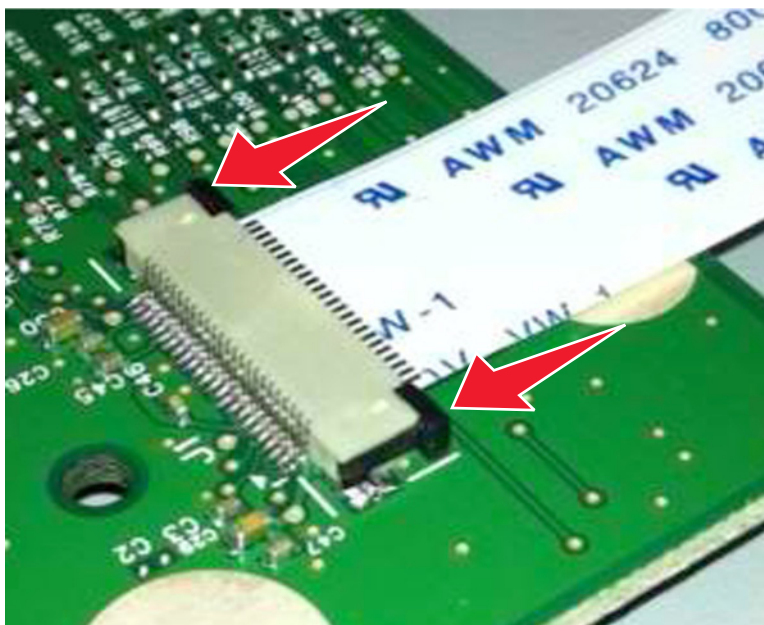
- 2 Insert the cable on top of the actuator with the contacts facing away from the locking actuator.



- 3 Slide the locking actuator toward the connector to lock the cable.

Notes:

- Do not move the cable while locking the actuator.
- If the cable moves, open the actuator, reposition the cable, and then close the actuator.

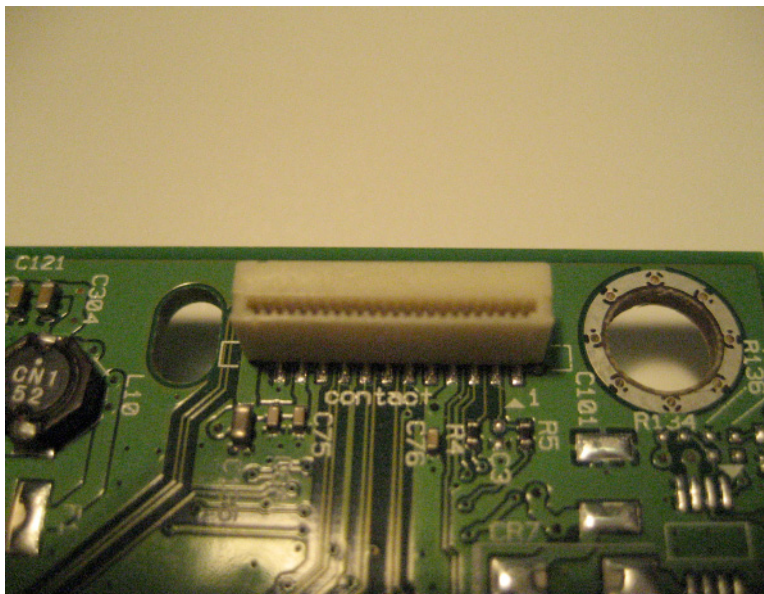


Low Insertion Force (LIF) connector

Warning—Potential Damage: When installing a cable into an LIF connector, avoid bending the edges of the cables and damaging the contacts on the cables.

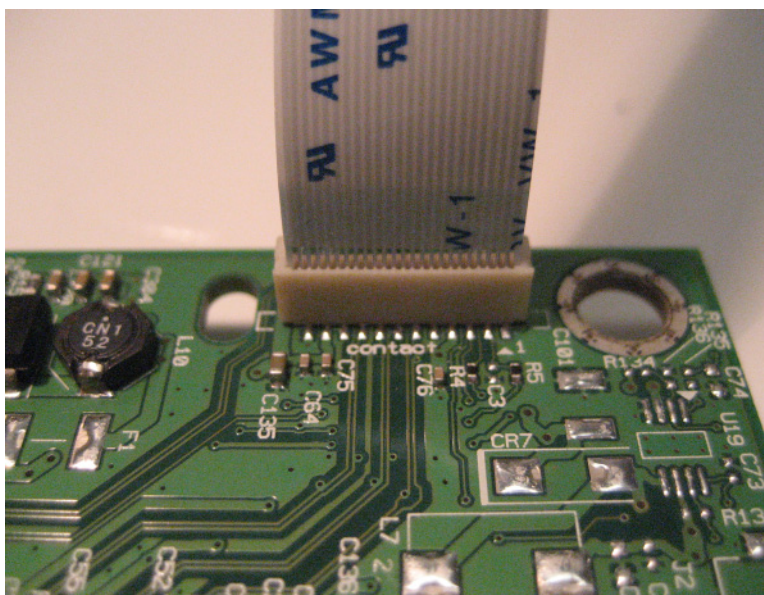
Inserting the cable

- 1 Make sure that the contacts of the controller board and connectors are on the same side.



- 2 Insert the cable.

Note: Make sure that the cable is installed straight into the connector to avoid intermittent failures.

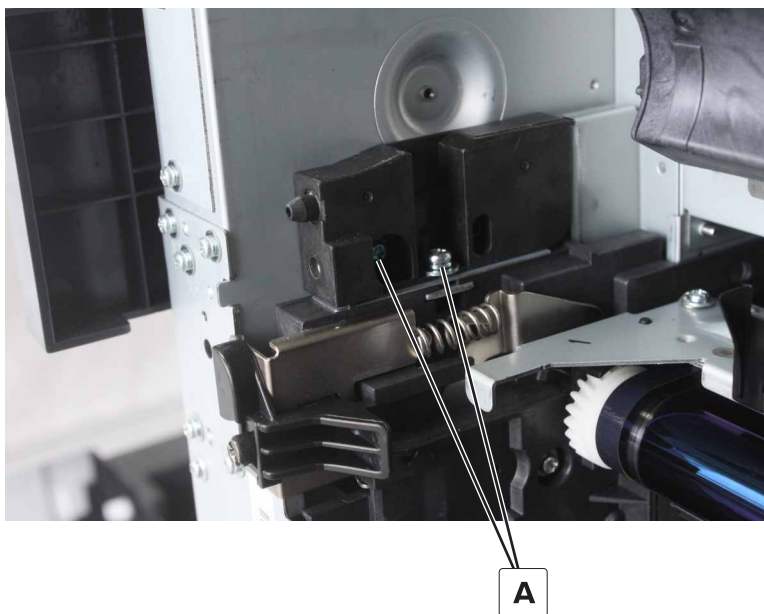


Adjustments

Fuser alignment adjustment

Fuser misalignment may cause wrinkles on the paper. Perform this step to align the fuser with the registration unit assembly.

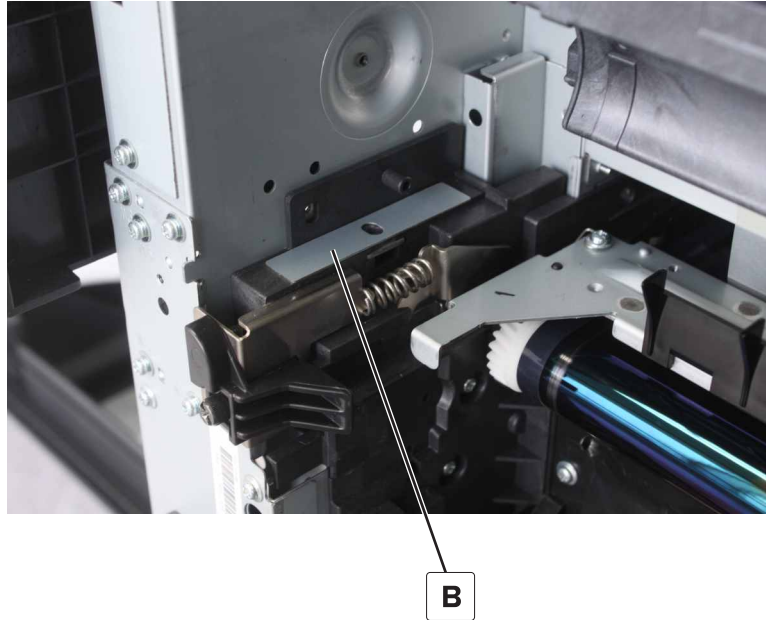
- 1 Remove the fuser. See [“Fuser removal” on page 230](#).
- 2 Remove the two screws (A), and then remove the fuser mount.



- 3 Add or decrease the number of plates to adjust the position of the fuser.

Notes:

- A single plate (B) has a thickness of 0.6 mm.
- The default number of plates is 1.



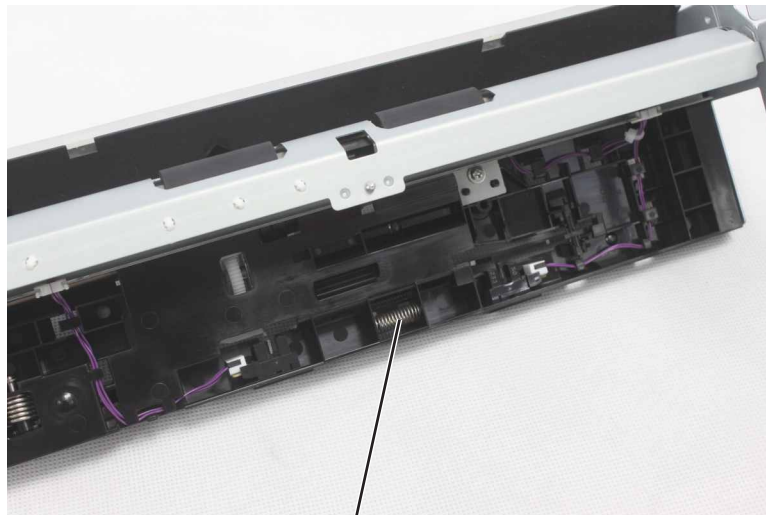
4 Perform a print job to verify the adjustment.

Pick roller pressure adjustment

Jams may occur if the improper level of pressure is applied in picking thin paper. Perform this step to increase or decrease the pick roller pressure.

- 1** Remove the tray 1 and 2 paper feed unit.
- 2** Remove the replacement spring (A).

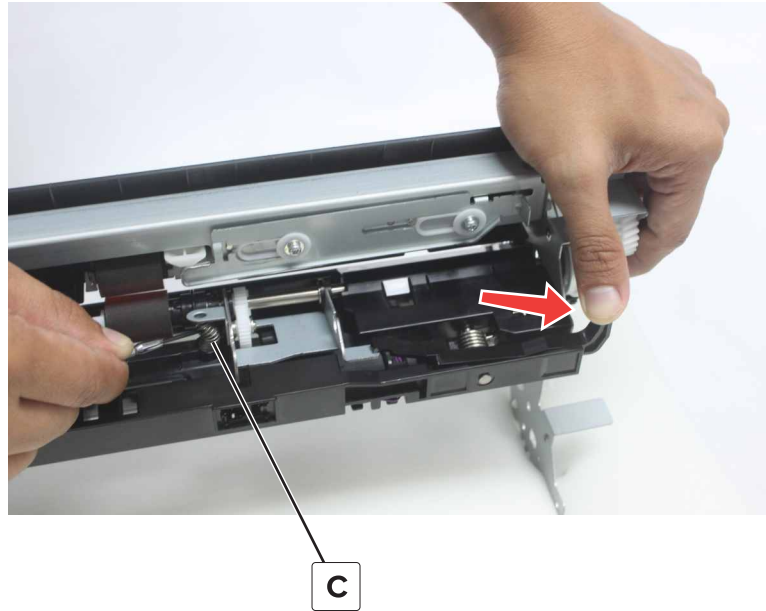
Note: This spring should have higher or lower tension than the spring it replaces.

**A**

3 Release the clips (B), and then remove the pick tire, bushing, and shaft.

**B**

- 4 Press the lever, and then remove the spring (C). Install the replacement spring from step 2.

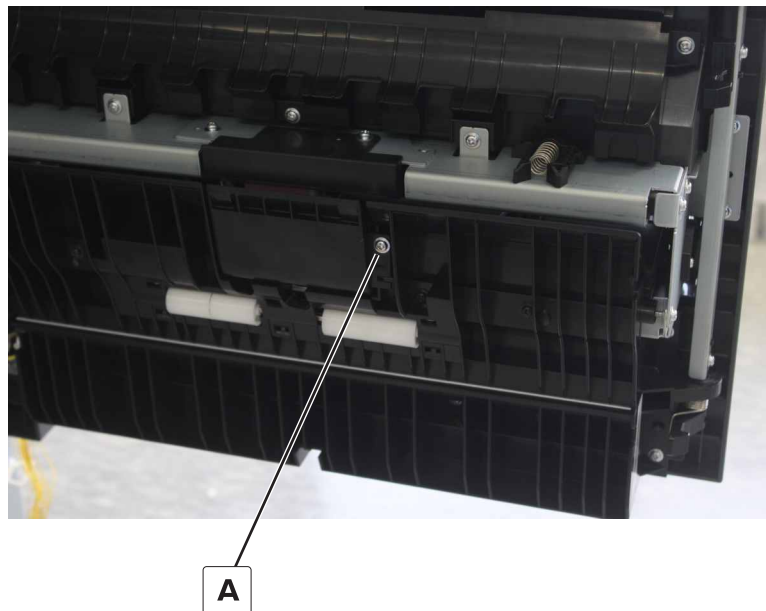


- 5 Perform a print job to verify the adjustment.

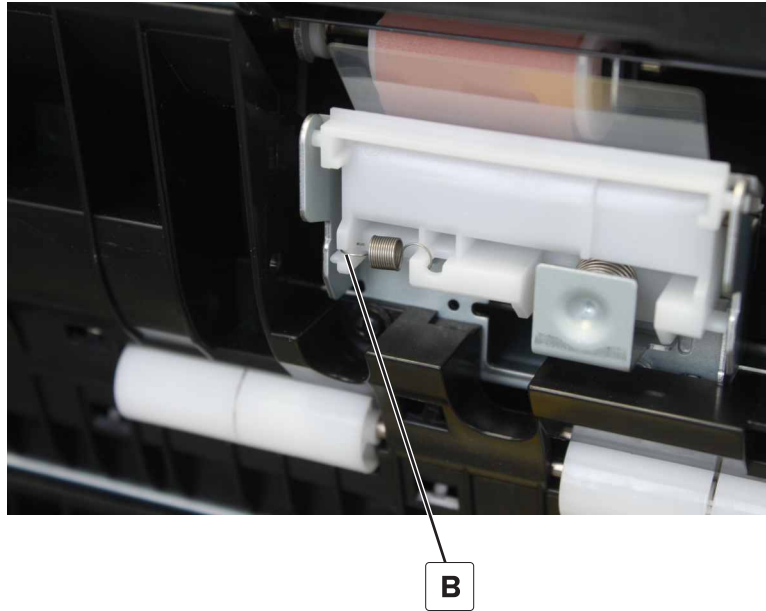
MPF separator roller pressure adjustment

Jams may occur if the improper level of pressure is applied in picking thick paper from the MPF tray. Perform this step to increase or decrease the separator roller pressure.

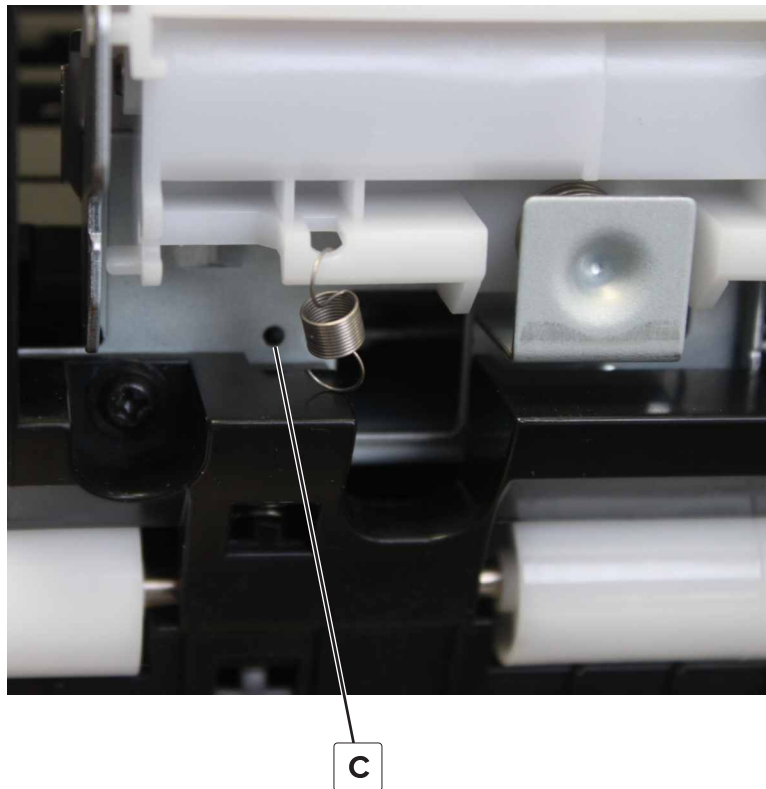
- 1 Open the right door, remove the screw (A), and then remove the cover.



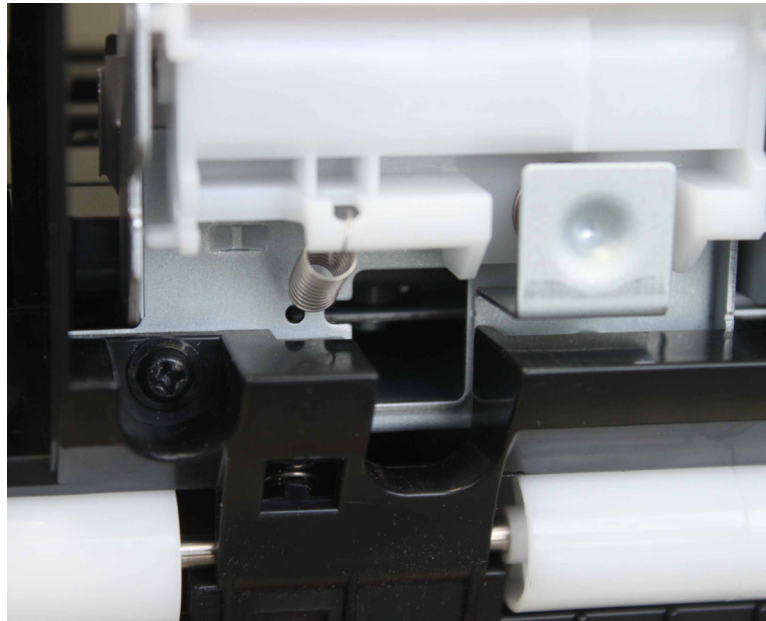
2 Release the hook (B).



3 Attach the hook to the hole (C).



Note: The correct position is shown in the following illustration.



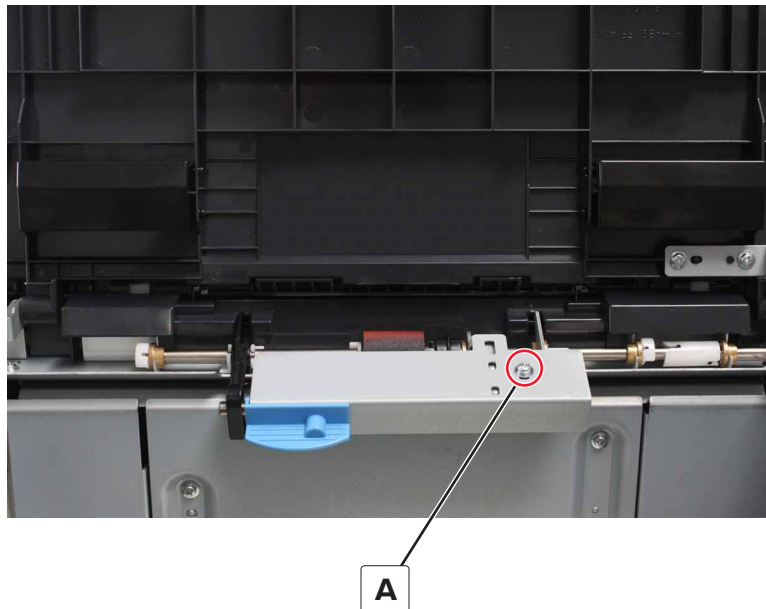
- 4 Perform a print job to verify the adjustment.

3000-sheet tray pick roller pressure adjustment

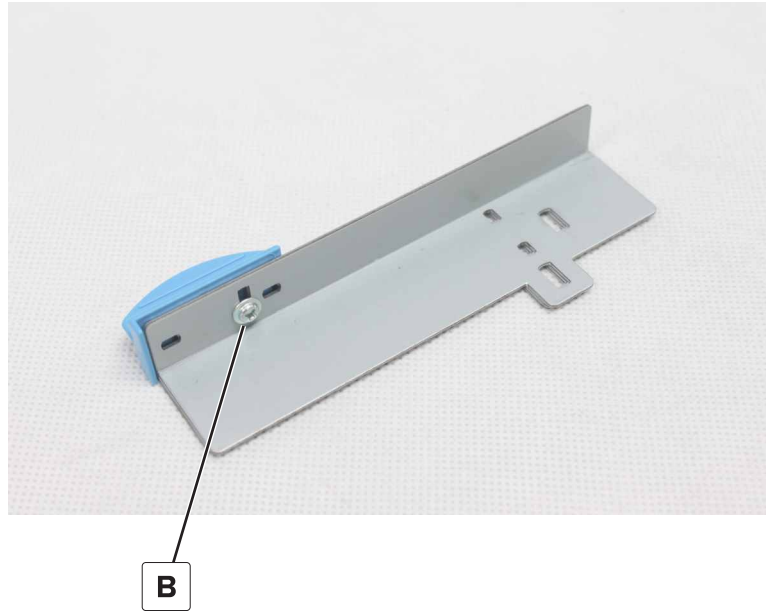
Jams may occur if the improper level of pressure is applied in picking thin paper. Perform this step to increase the pick roller pressure.

- 1 Remove the screw (A), and then remove the plates.

Installation note: Replace this screw with an M3 x 10 mm screw.

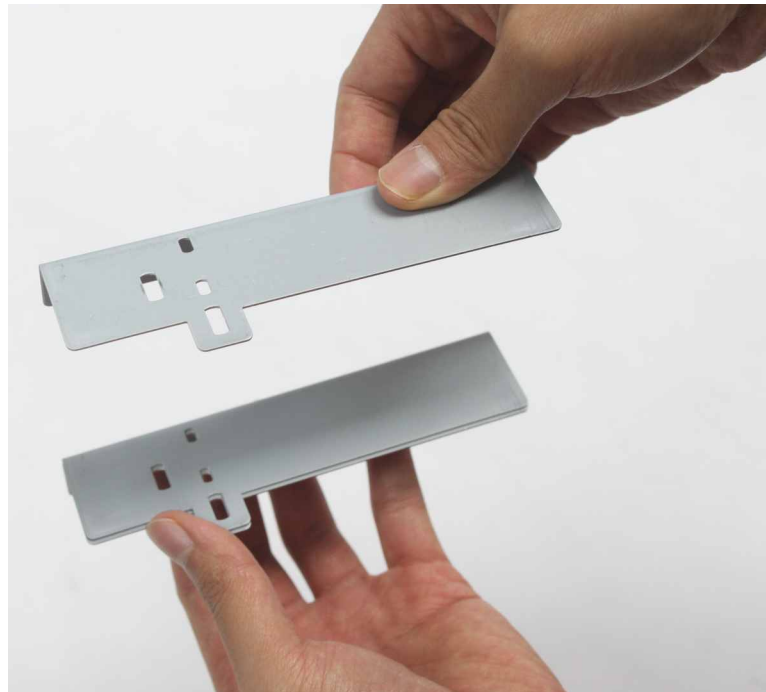


- 2 Remove the screw (B), and then remove the handle.



- 3 Add one or more plates.

Note: A total of four plates can be installed.

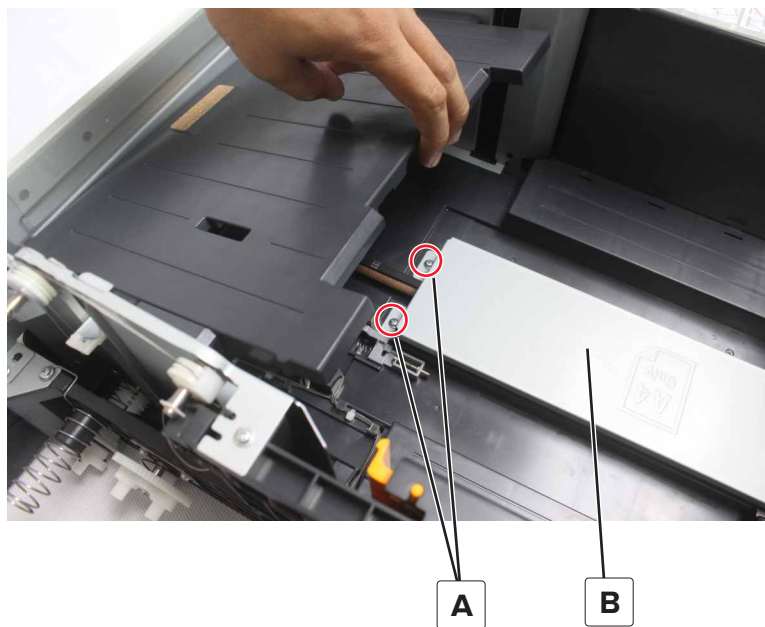


- 4 Perform a print job to verify the adjustment.

2500-sheet tray transfer guide belt adjustment

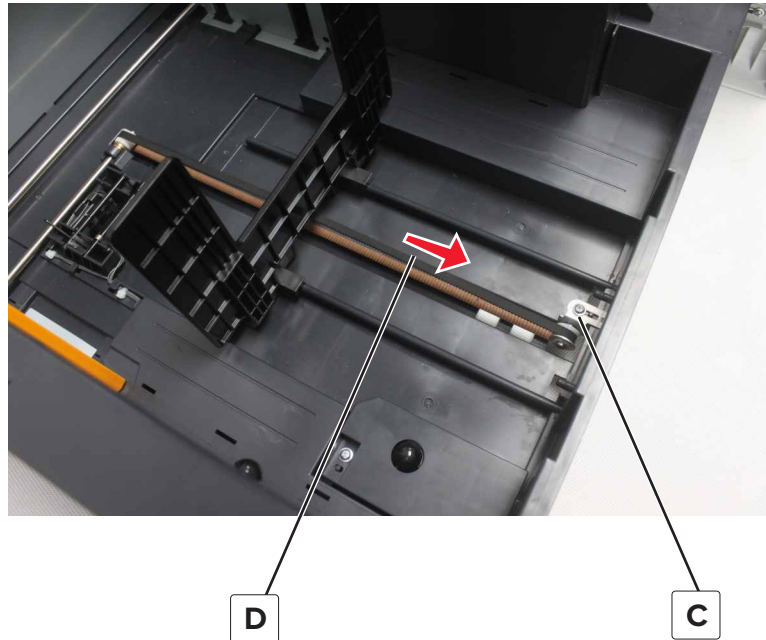
Loose transfer guide belt may cause paper stack transfer failure. Perform this step to correct the transfer guide belt tension.

- 1 Remove the tray insert.
- 2 Raise the main tray.
- 3 Remove the two screws (A), and then remove the belt cover (B).



- 4 Move the paper stack transfer guide.

- 5 Loosen the tension screw (C) and then move the belt (D) to adjust.



- 6 Retighten the tension screw.

Removal procedures

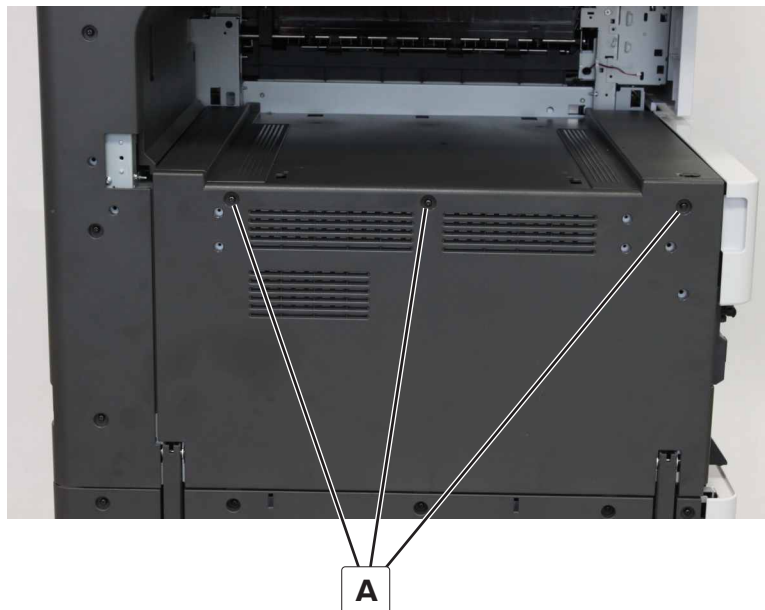
Keep the following tips in mind as you replace parts:

- 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.
- Remove the toner cartridges, imaging unit, and media tray before removing other printer parts. The imaging unit should be carefully set on a clean, smooth, and flat surface. It should also be protected from light while out of the device.
- Disconnect all external cables from the printer to prevent possible damage during service.
- Unless otherwise stated, reinstall the parts in reverse order of removal.
- When reinstalling a part held with several screws, start all screws before the final tightening.

Left side removals

Left cover removal

- 1 Remove the three screws (A).



- 2 Remove the cover.

Rear left cover removal

- 1 Remove the left cover. See [“Left cover removal” on page 223](#).
- 2 Remove the three screws (A), and then remove the cover.

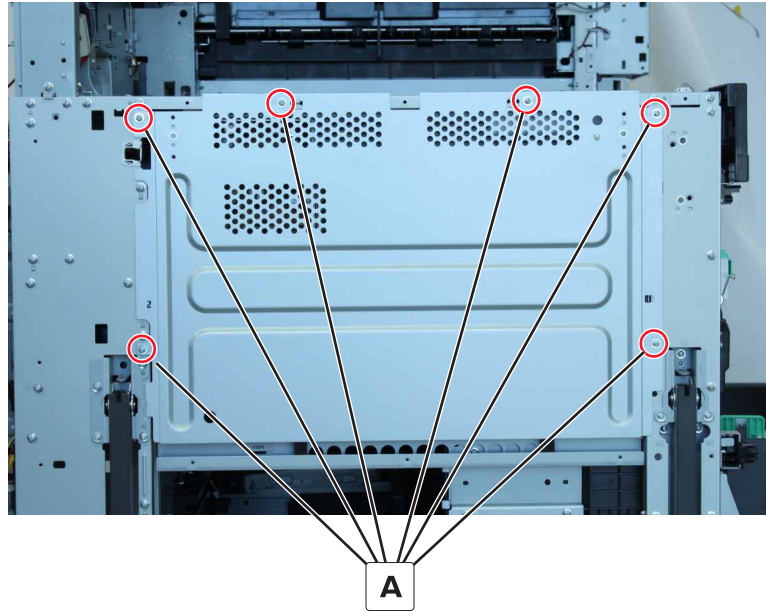


Main power supply shield removal

Note: This part is not a FRU.

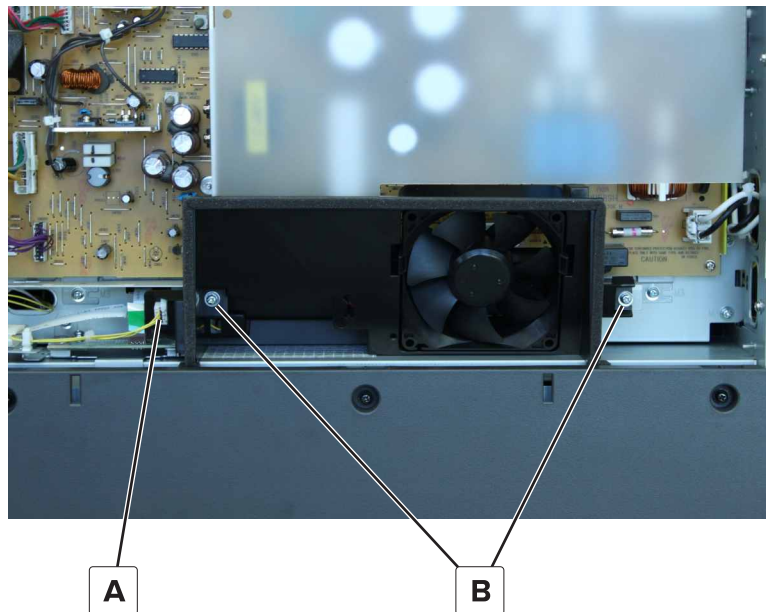
- 1 Remove the left cover. See [“Left cover removal” on page 223](#).
- 2 Remove the rear left cover. See [“Rear left cover removal” on page 224](#).

- 3 Remove the six screws (A), and then remove the shield.



Main power supply fan removal

- 1 Remove the left cover. See [“Left cover removal” on page 223.](#)
- 2 Remove the rear left cover. See [“Rear left cover removal” on page 224.](#)
- 3 Remove the main power supply shield. See [“Main power supply shield removal” on page 224.](#)
- 4 Disconnect the cable (A), and then remove the two screws (B).



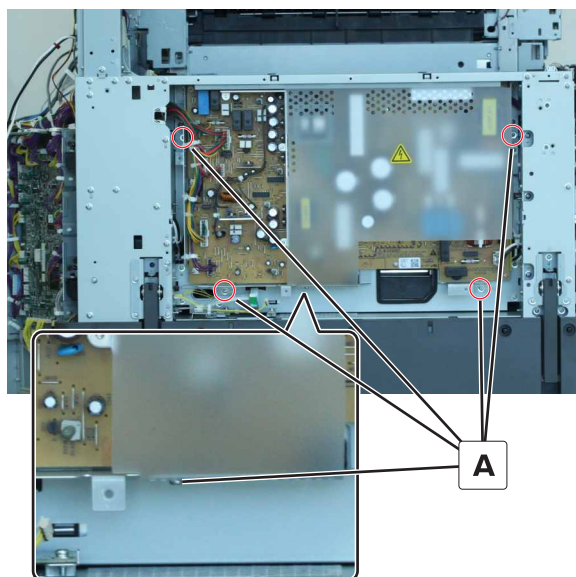
- 5 Remove the fan.

Main power supply removal

CAUTION—SHOCK HAZARD: The main power supply capacitors may have residual voltage. Do not touch the parts under the insulated area. The printer must be turned off for four hours to dissipate the charge.

CAUTION—FIRE HAZARD: To prevent fire, do not replace fuse with the incorrect type and rating.

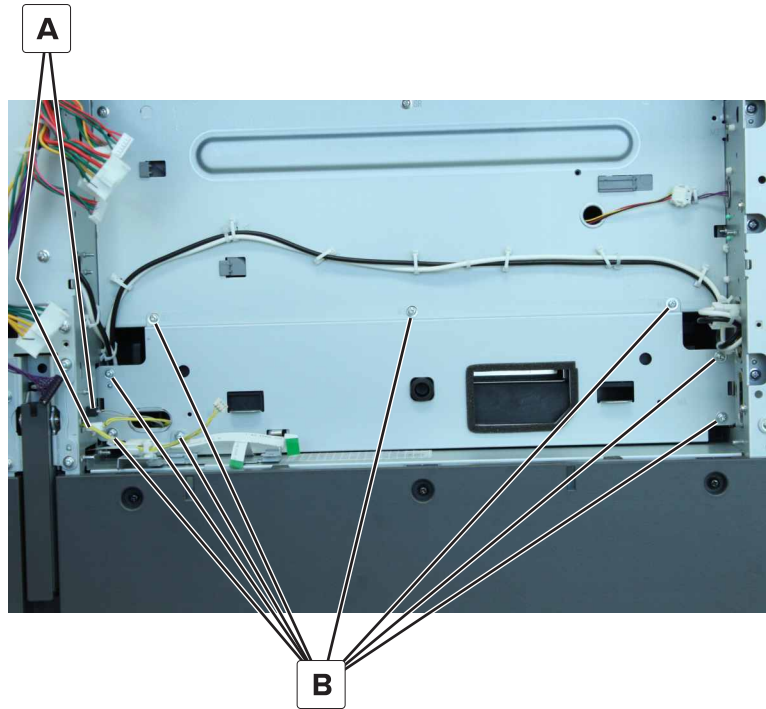
- 1 Remove the left cover. See [“Left cover removal” on page 223](#).
- 2 Remove the rear left cover. See [“Rear left cover removal” on page 224](#).
- 3 Remove the main power supply shield. See [“Main power supply shield removal” on page 224](#).
- 4 Remove the main power supply fan. See [“Main power supply fan removal” on page 225](#).
- 5 Disconnect all cables from the power supply, remove the five screws (A), and then remove the power supply.



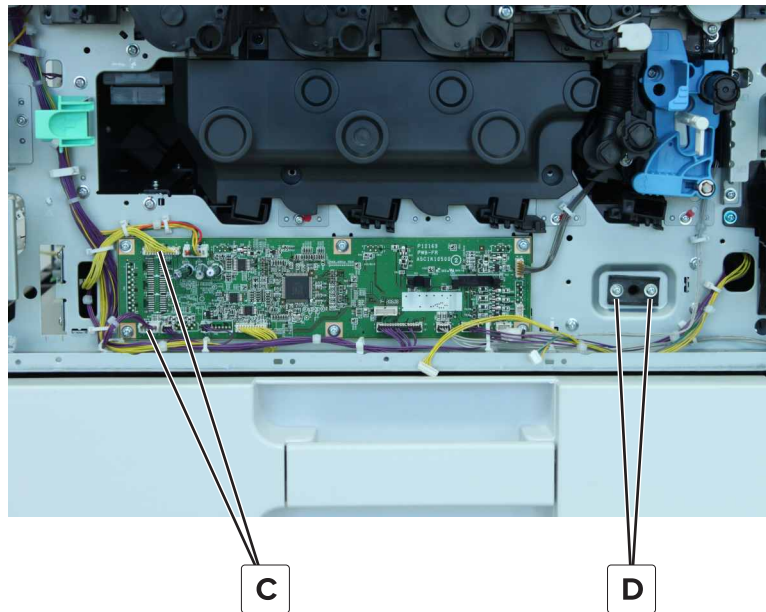
Printhead removal

- 1 Remove the top front door. See [“Top front door removal” on page 273](#).
- 2 Remove the bottom front door. See [“Bottom front door removal” on page 274](#).
- 3 Remove the waste toner door mount. See [“Waste toner door mount removal” on page 275](#).
- 4 Remove the left cover. See [“Left cover removal” on page 223](#).
- 5 Remove the rear left cover. See [“Rear left cover removal” on page 224](#).
- 6 Remove the main power supply shield. See [“Main power supply shield removal” on page 224](#).
- 7 Remove the main power supply fan. See [“Main power supply fan removal” on page 225](#).
- 8 Remove the main power supply. See [“Main power supply removal” on page 226](#).

9 Disconnect the two cables (A), and then remove the eight screws (B) from the cover.



10 From the front, disconnect the two cables (C), and then remove the two screws (D).



11 Remove the cover and printhead.

Right side removals

Port access door removal

- 1 Open the door, and then remove the four screws (A).

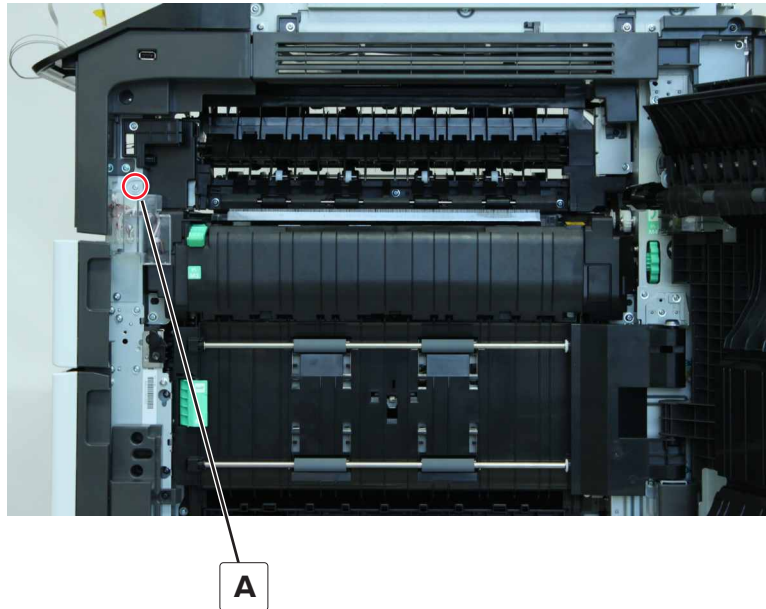


- 2 Remove the door.

Fuser connector cover removal

Note: This part is not a FRU.

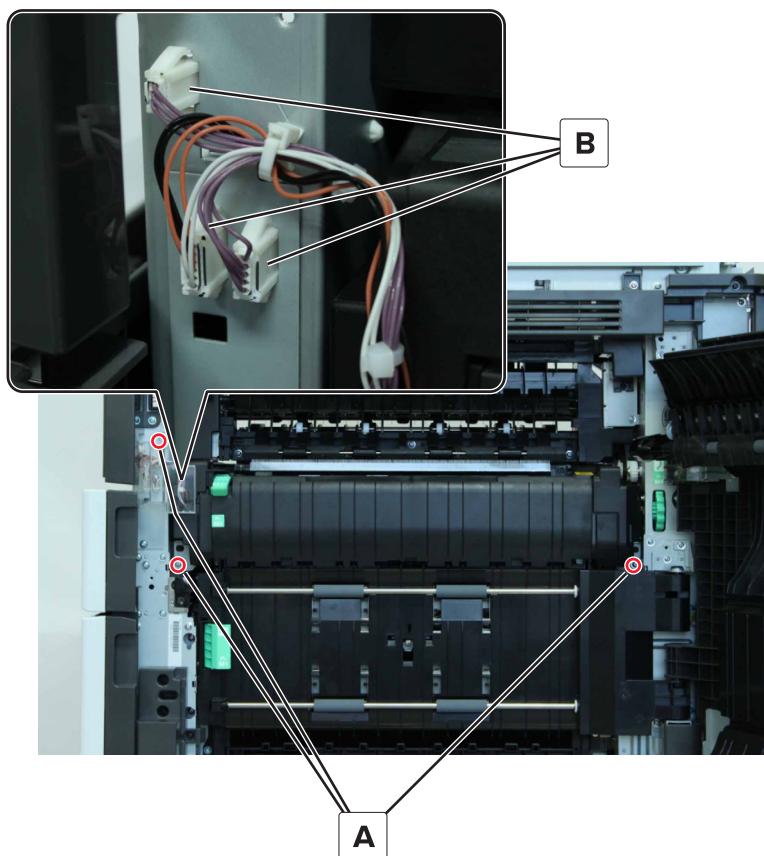
- 1 Open the right door, and then remove the screw (A).



- 2 Remove the cover.

Fuser removal

- 1 Open the right door.
- 2 Remove the three screws (A). Remove the fuser connector cover, and then disconnect the three fuser cables (B).



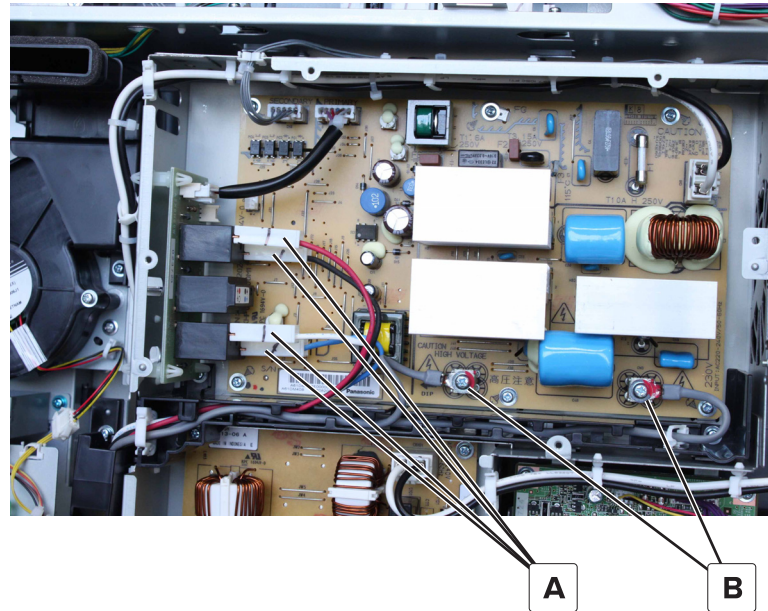
- 3 Remove the fuser.

Note: If the fuser rollers are not retracted, the fuser may be hard to remove. To retract the fuser roller, turn on the printer to initiate warm-up, and then turn off the printer.

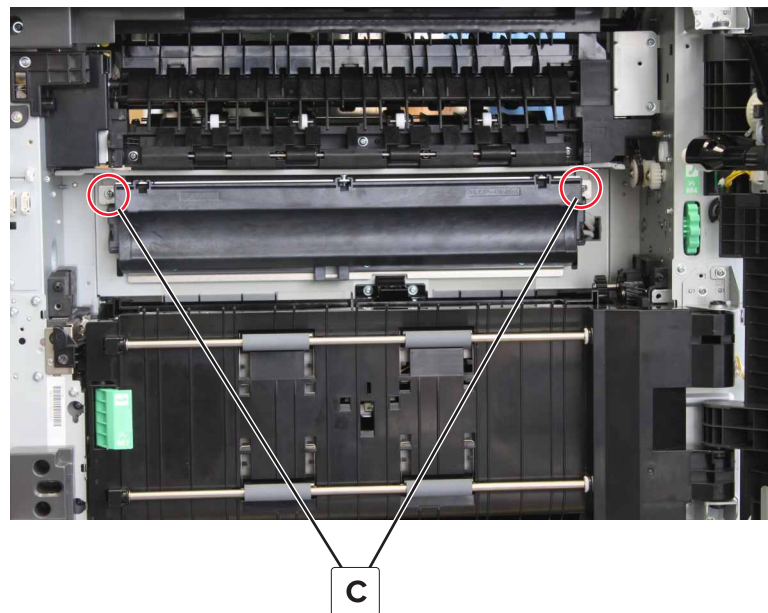
Induction heater removal

- 1 Remove the scanner interface cable cover. See [“Scanner interface cable cover removal” on page 286.](#)
- 2 Remove the controller board access cover. See [“Controller board access cover removal” on page 287.](#)
- 3 Remove the engine board cover. See [“Engine board cover removal” on page 289.](#)
- 4 Remove the upper rear cover. See [“Upper rear cover removal” on page 289.](#)
- 5 Remove the induction heater power supply shield. See [“IHPS shield removal” on page 290.](#)
- 6 Remove the fuser. See [“Fuser removal” on page 230.](#)

7 From the rear side, disconnect the four cables (A), and then remove the two screws (B).



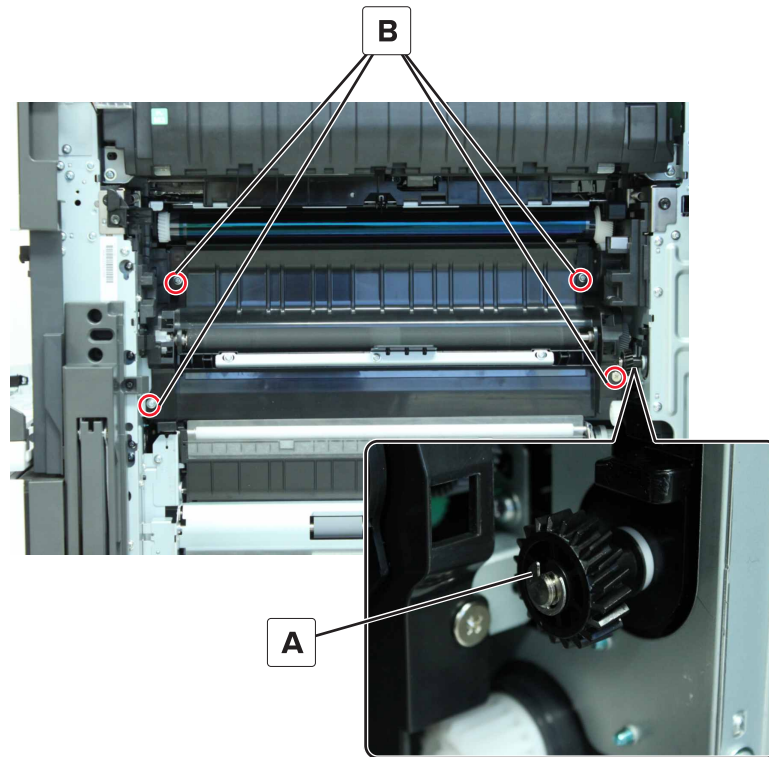
8 Remove the two screws (B) and then remove the heater.



Registration transport assembly

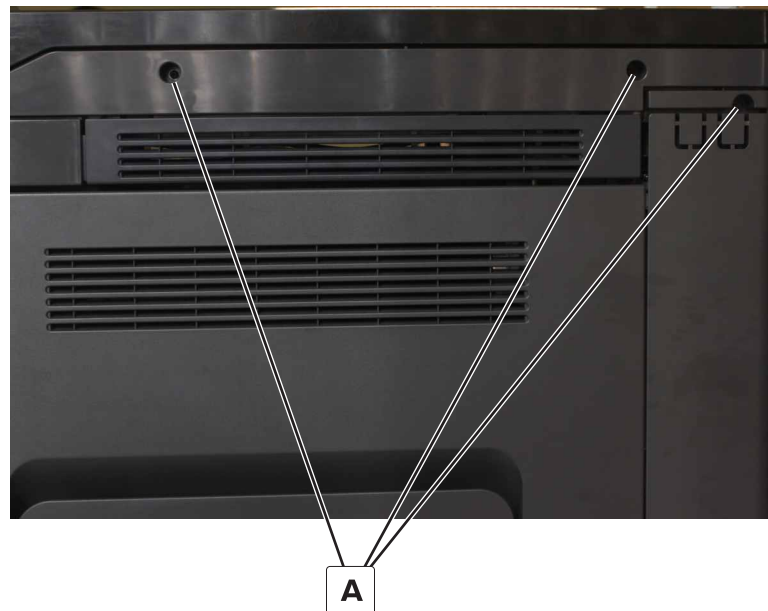
- 1** Remove the fuser connector cover. See [“Fuser connector cover removal” on page 229](#).
- 2** Remove the fuser. See [“Fuser removal” on page 230](#).

- 3** Remove the clip (A), and then remove the gear. Remove the four screws (B), and then remove the assembly.



Top side cover removal

- 1** Remove the three screws (A).

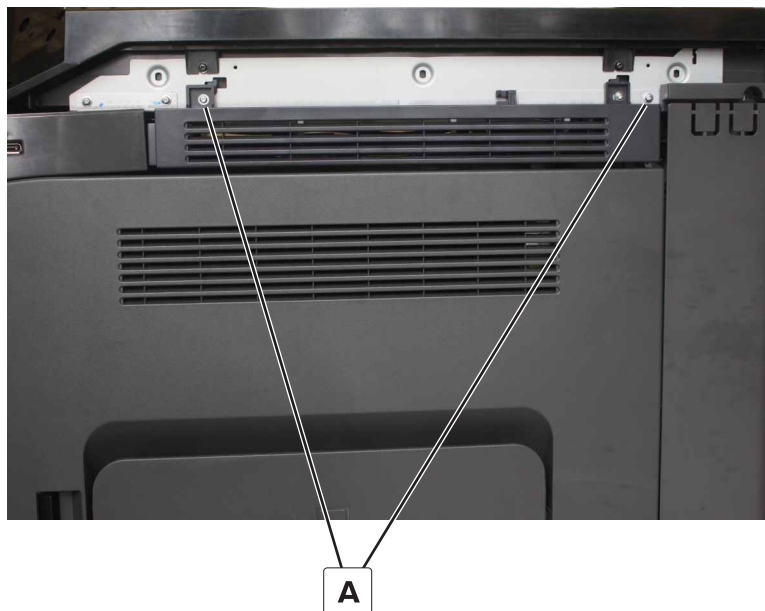


- 2** Remove the cover.

Upper right cover removal

Note: This part is not a FRU.

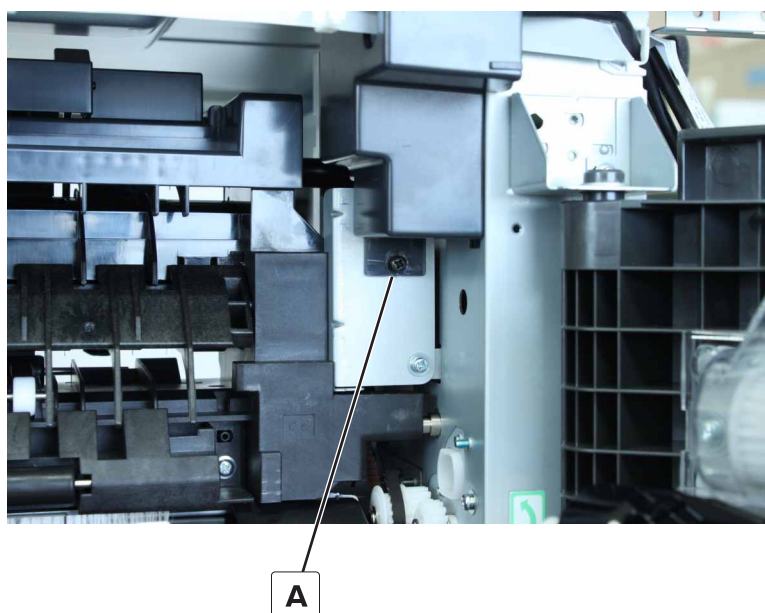
- 1 Remove the top side cover. See [“Top side cover removal” on page 232.](#)
- 2 Remove the two screws (A), and then remove the cover.



Redrive belt cover removal

Note: This part is not a FRU.

- 1 Open the right door.
- 2 Remove the screw (A), and then remove the cover.

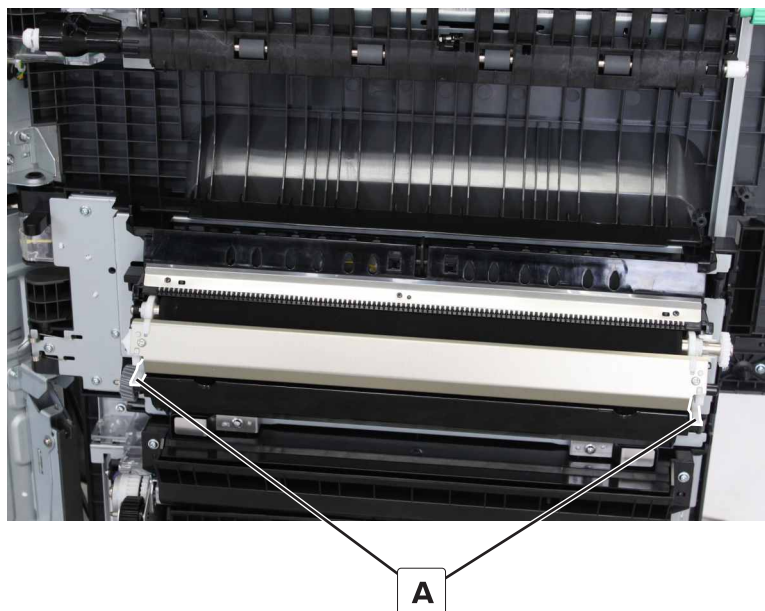


Redrive belt removal

- 1 Remove the motor (redrive). See [“Motor \(redrive\) removal” on page 304.](#)
- 2 Remove the redrive belt cover. See [“Redrive belt cover removal” on page 233.](#)
- 3 Remove the redrive belt.

Transfer roller removal

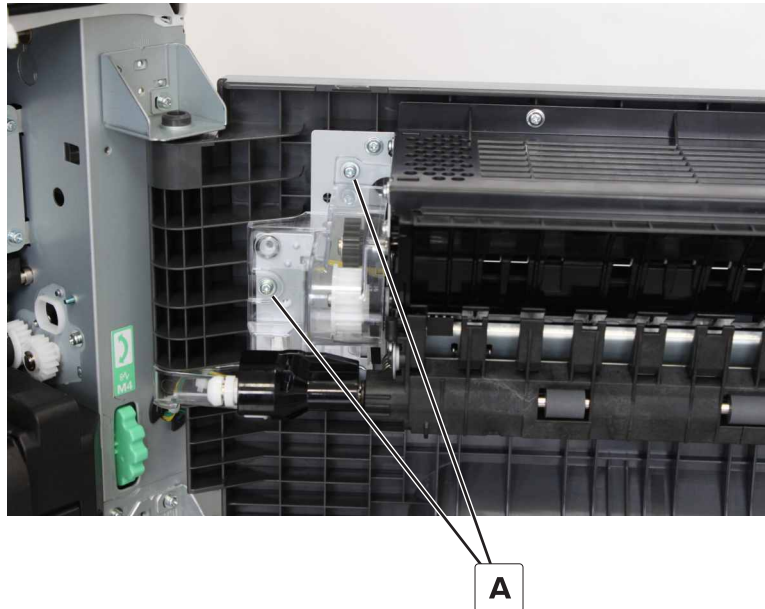
- 1 Open the right door.
- 2 Release the latches (A).



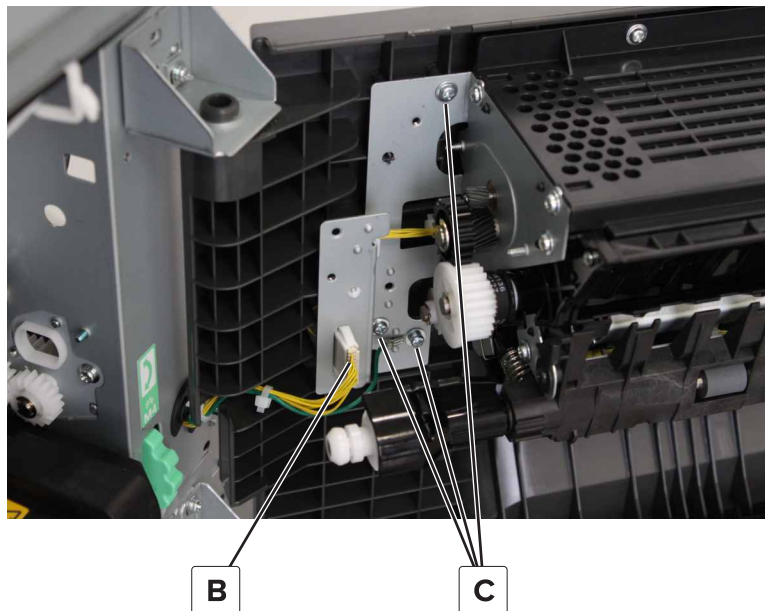
- 3 Remove the transfer roller.

Duplex transport assembly removal

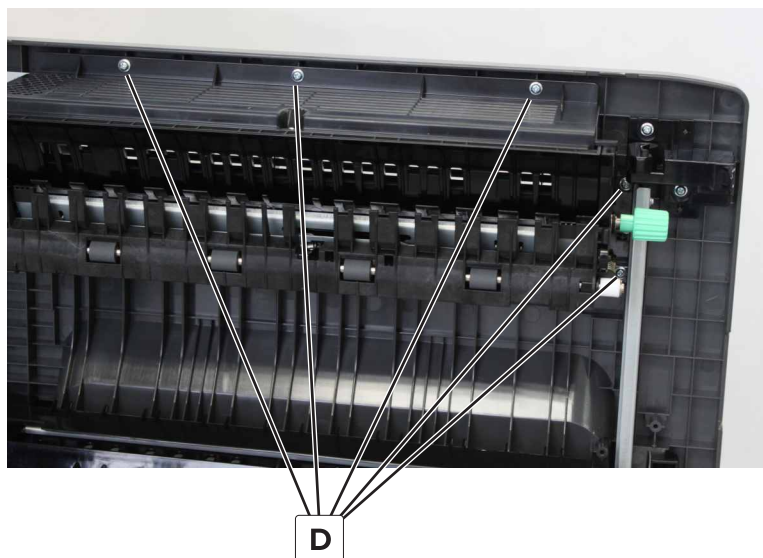
- 1 Open the right door.
- 2 Remove the two screws (A), and then remove the cover.



- 3 Disconnect the cable (B), and then remove the three screws (C).

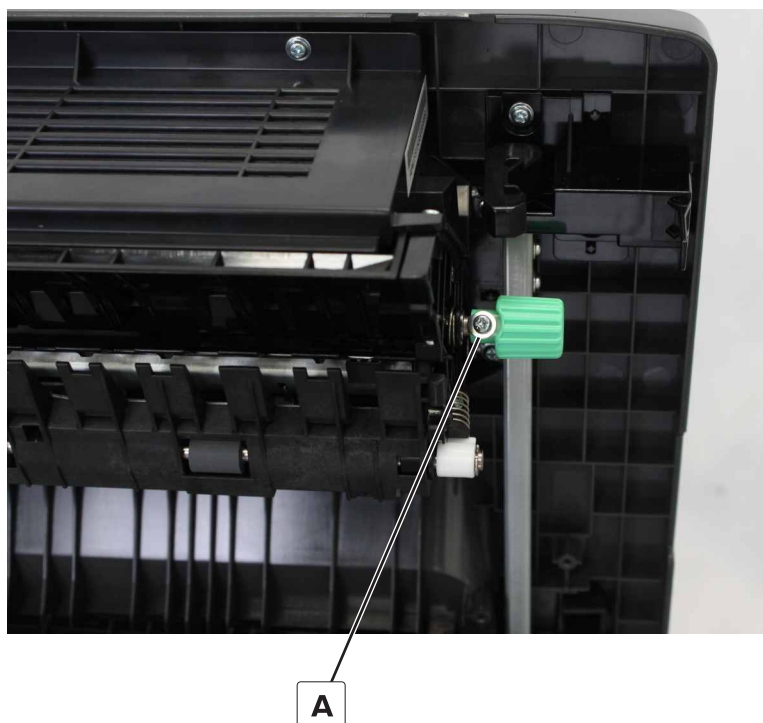


- 4 Remove the five screws (D), and then remove the assembly.



Duplex transport jam removal knob removal

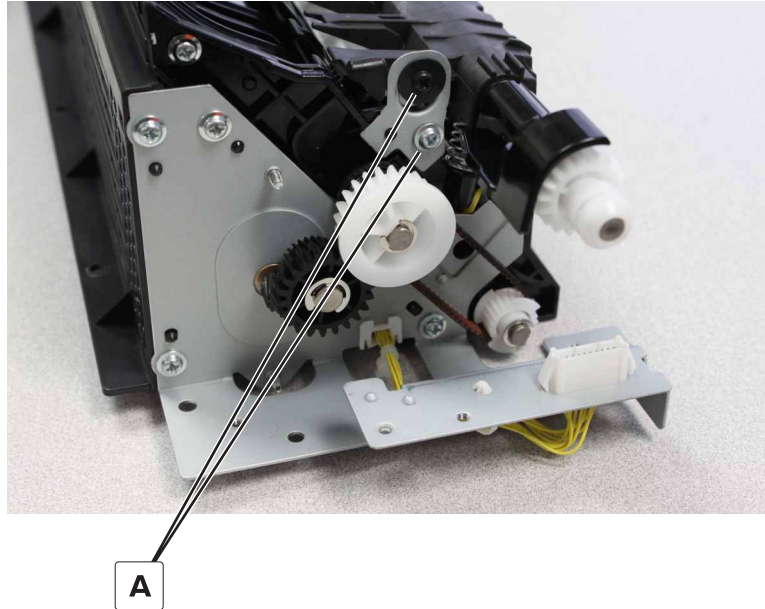
- 1 Open the right door.
- 2 Remove the screw (A), and then remove the knob.



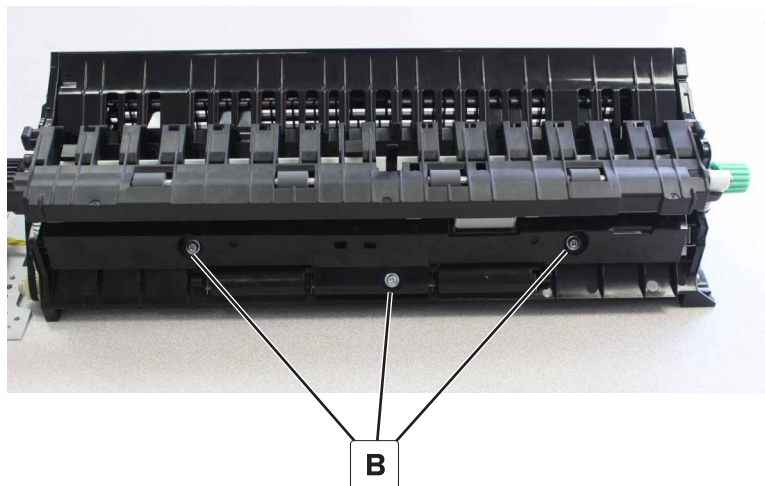
Duplex transport diverter assembly removal

Note: This part is not a FRU.

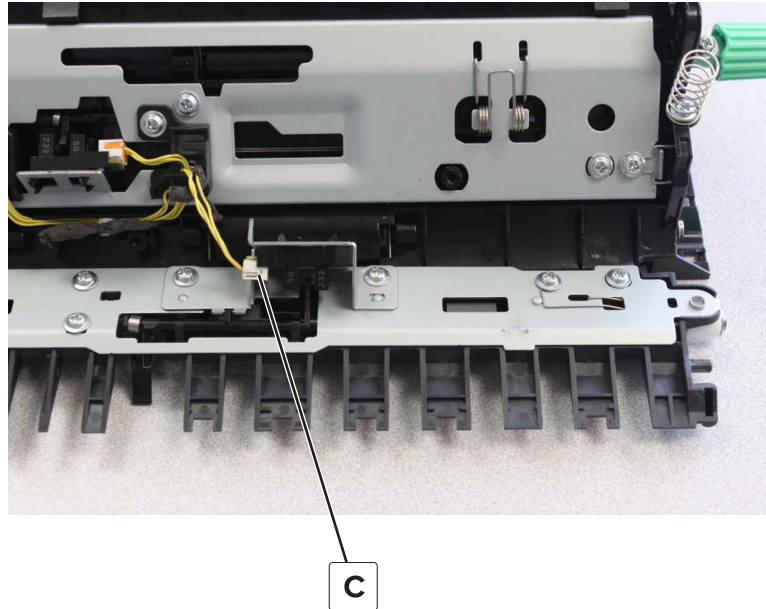
- 1 Remove the duplex transport assembly. See [“Duplex transport assembly removal” on page 235.](#)
- 2 Remove the two screws (A), and then remove the bracket.



- 3 Remove the three screws (B), and then lift the diverter assembly.

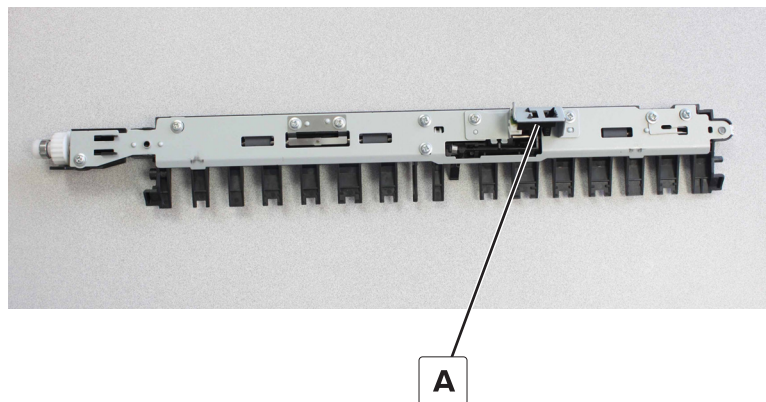


- 4 Disconnect the cable (C), and then remove the assembly.



Sensor (fuser exit) removal

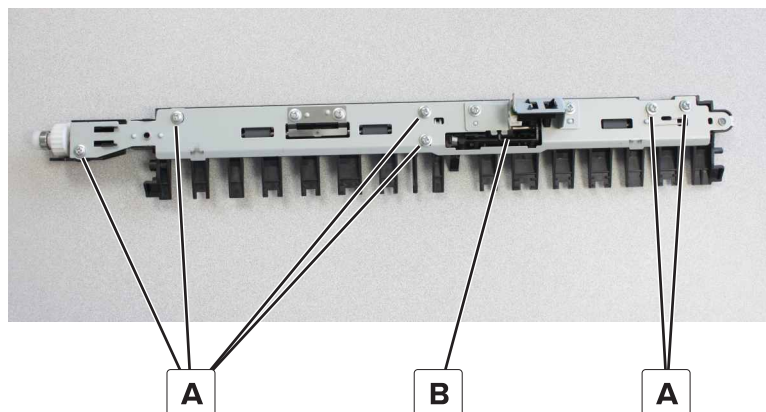
- 1 Remove the duplex transport assembly. See [“Duplex transport assembly removal” on page 235.](#)
- 2 Remove the duplex transport diverter assembly. See [“Duplex transport diverter assembly removal” on page 237.](#)
- 3 Remove the sensor (A).



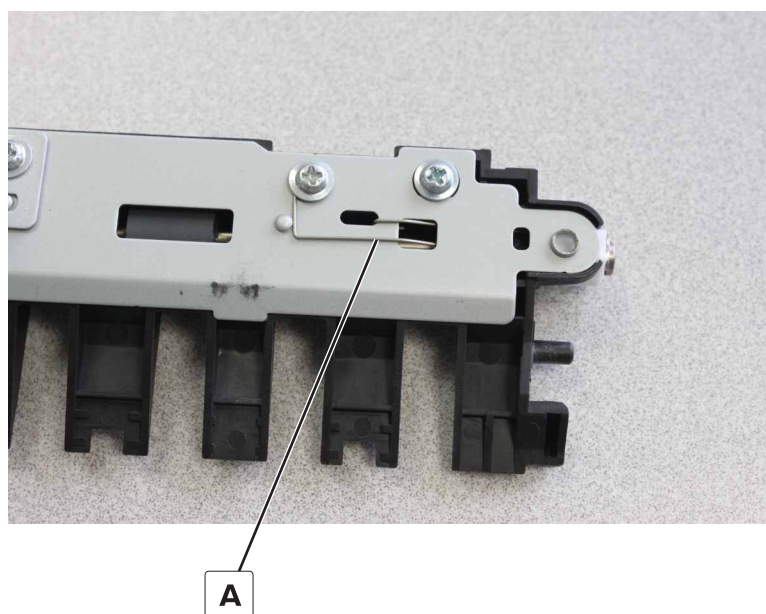
Fuser exit sensor actuator removal

- 1 Remove the duplex transport assembly. See [“Duplex transport assembly removal” on page 235.](#)
- 2 Remove the duplex transport diverter assembly. See [“Duplex transport diverter assembly removal” on page 237.](#)

- 3** Remove the six screws (A), remove the diverter bracket, and then remove the sensor actuator (B).



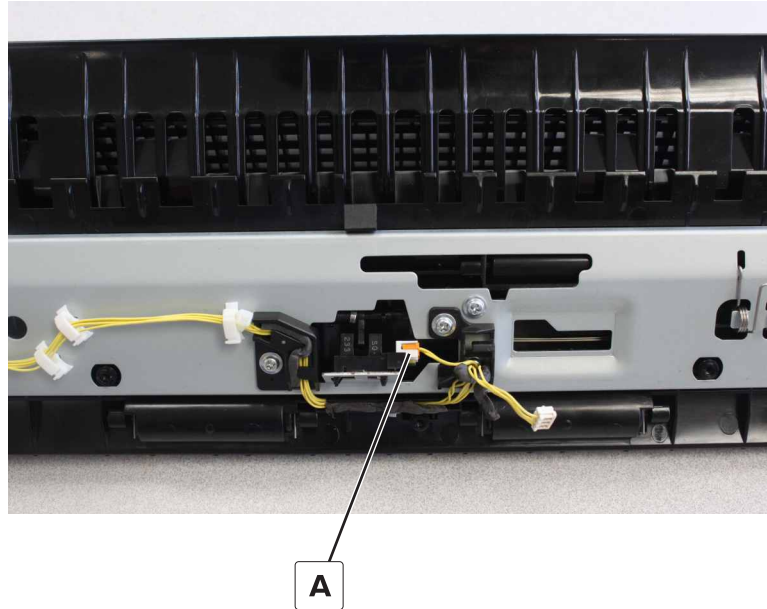
Installation note: Make sure that the ground retainers (A) are correctly installed.



Sensor (duplex pass through 1) removal

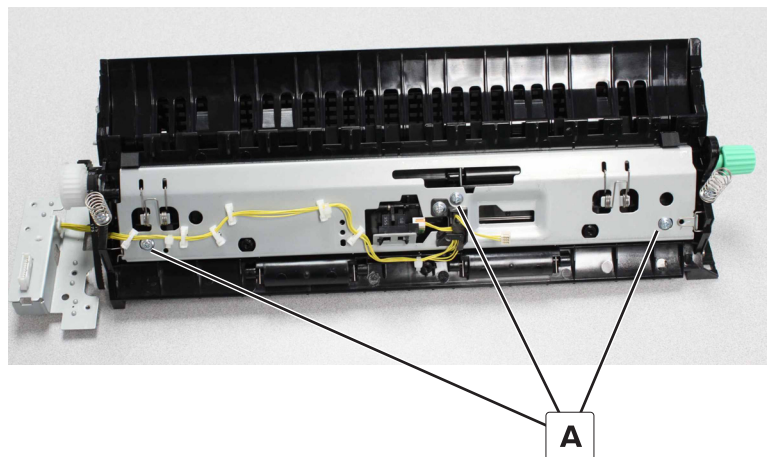
- 1** Remove the duplex transport assembly. See [“Duplex transport assembly removal” on page 235.](#)
- 2** Remove the duplex transport diverter assembly. See [“Duplex transport diverter assembly removal” on page 237.](#)

- 3 Disconnect the cable (A), and then remove the sensor.

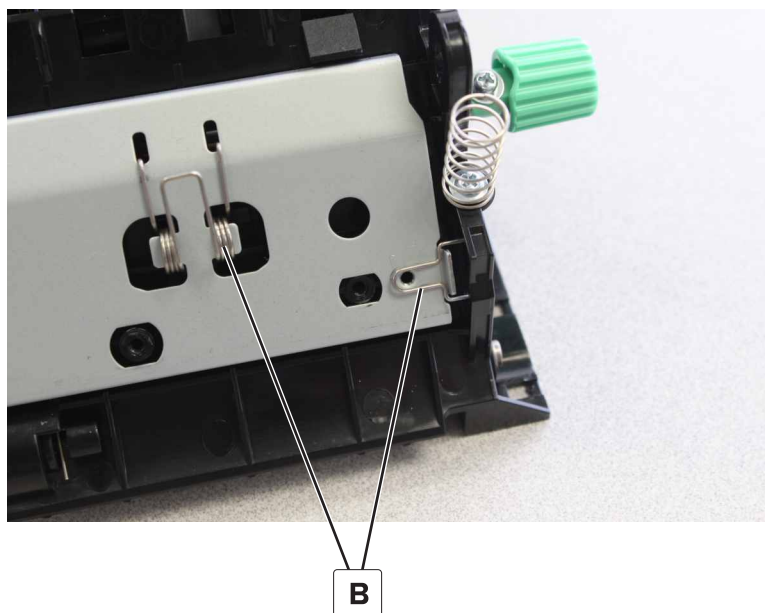


Duplex pass through 1 actuator removal

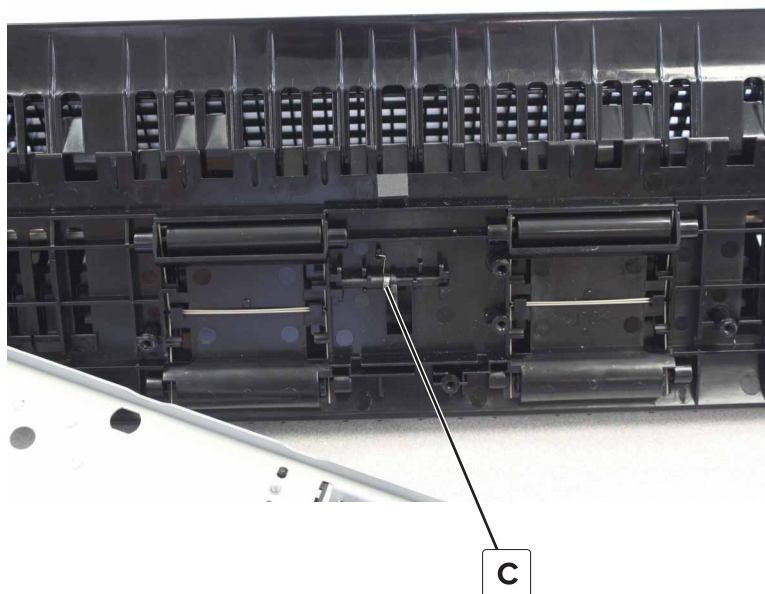
- 1 Remove the duplex transport assembly. See [“Duplex transport assembly removal” on page 235.](#)
- 2 Remove the duplex transport diverter assembly. See [“Duplex transport diverter assembly removal” on page 237.](#)
- 3 Remove the three screws (A).



- 4 Release the retainers (B), and then remove the bracket.

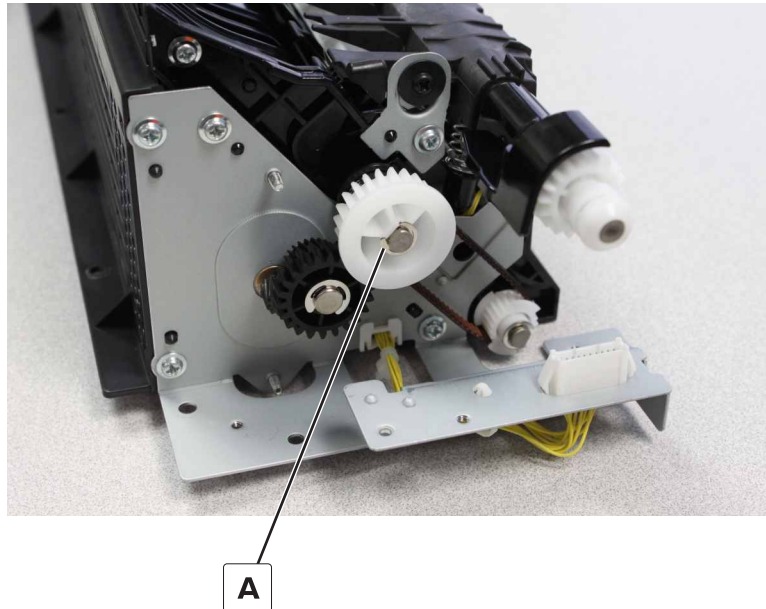


- 5 Remove the actuator (C).



Duplex transport belt removal

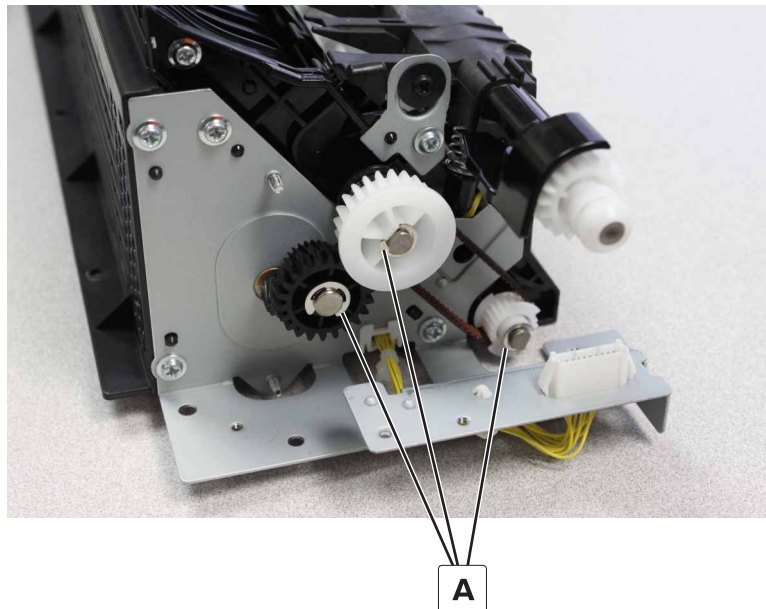
- 1 Remove the duplex transport assembly. See [“Duplex transport assembly removal” on page 235.](#)
- 2 Release the clip (A), and then remove the gear.



- 3 Remove the belt.

Duplex transport gears removal

- 1 Remove the duplex transport assembly. See [“Duplex transport assembly removal” on page 235.](#)
- 2 Remove the three clips (A), and then remove the gears.



Note: The duplex transport gear assembly includes the gears, bushings, clips, and washers.

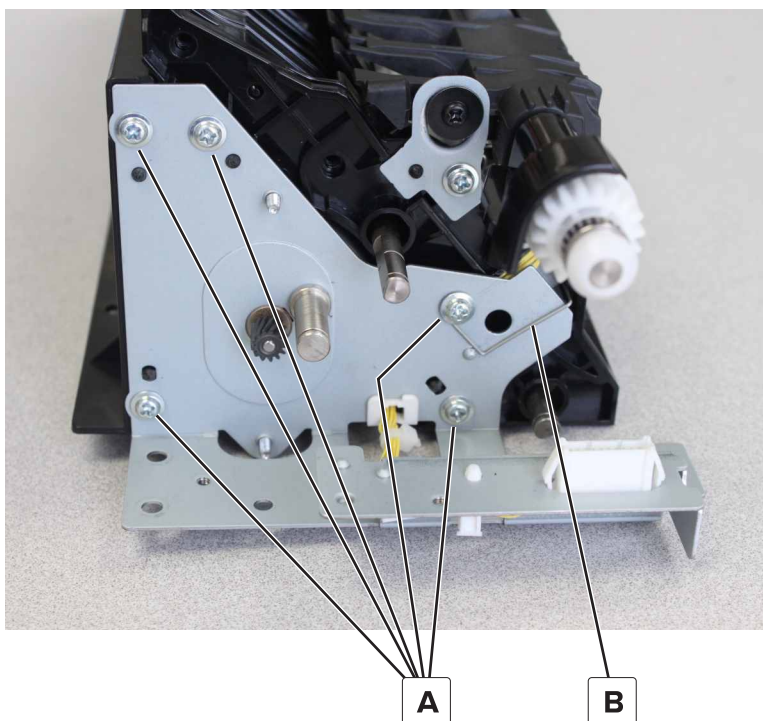


Motor (duplex transport) removal

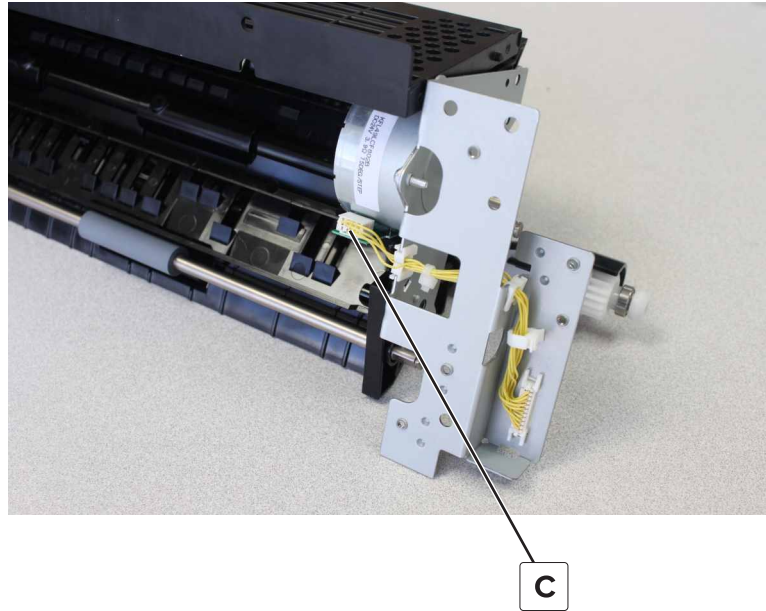
1 Remove the duplex transport assembly. See [“Duplex transport assembly removal” on page 235.](#)

2 Remove the five screws (A).

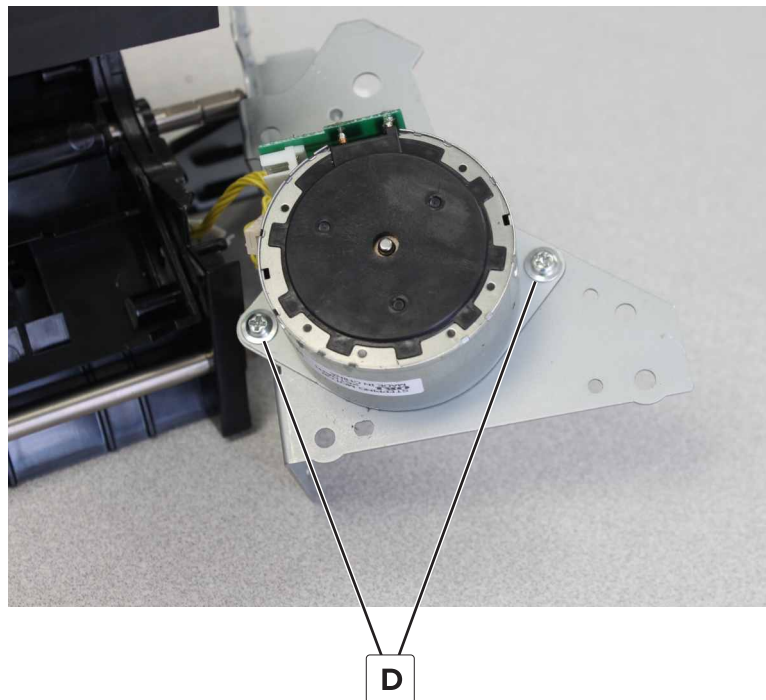
Note: Take note of the original position of the retainer (B).



3 Disconnect the cable (C).



4 Move away the bracket, and then remove the two screws (D).



5 Remove the motor.

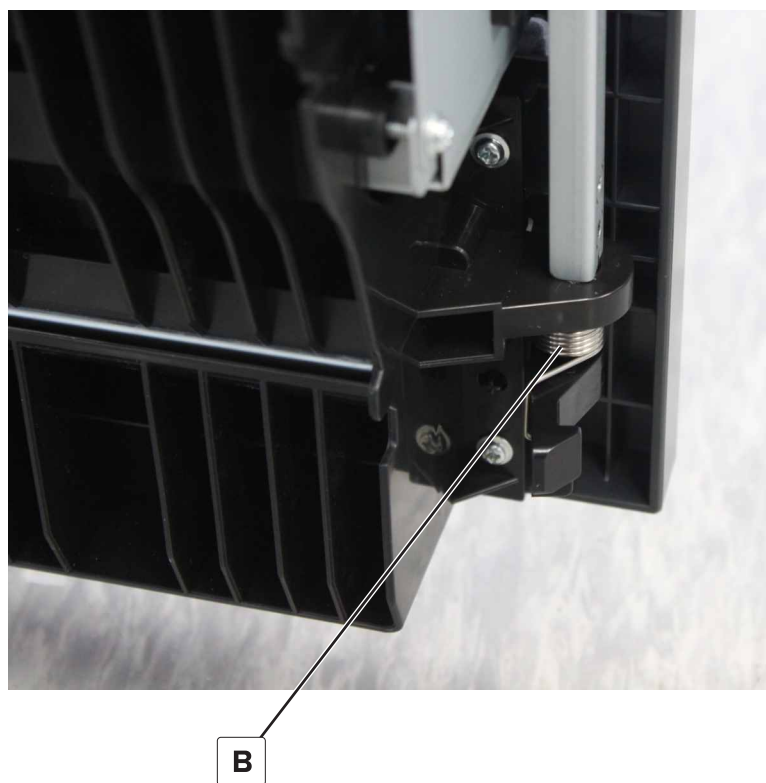
Right door lock removal

- 1 Open the right door.
- 2 Remove the six screws (A).



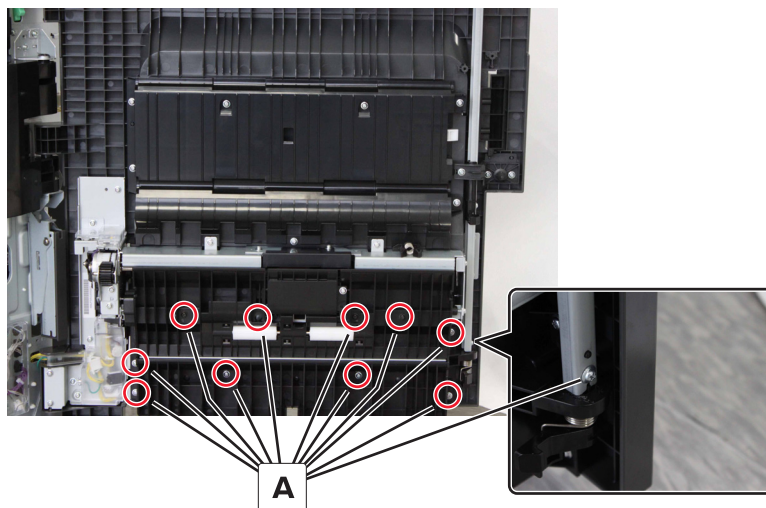
- 3 Release the spring (B), and then remove the lock.

Installation note: Make sure that the bottom spring (B) is correctly installed.



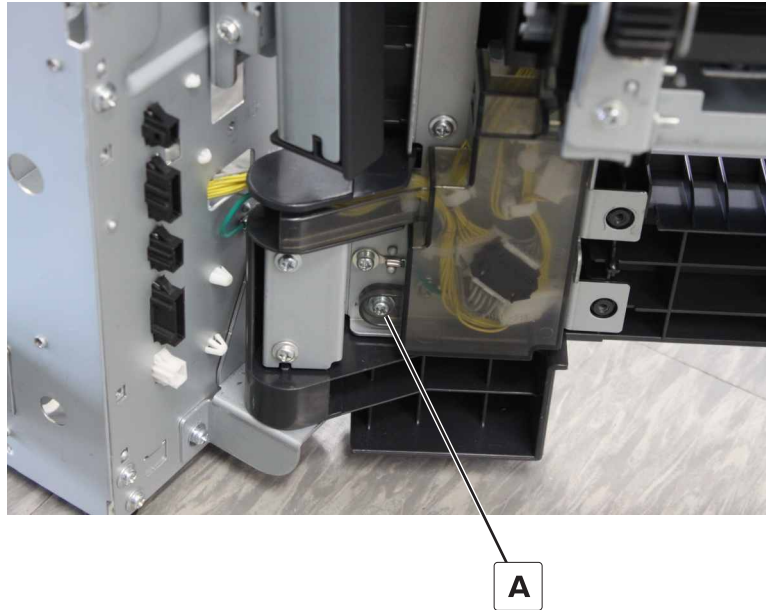
Tray 2 transport guide

- 1 Open the right door.
- 2 Remove the 11 screws (A), and then remove the guide.

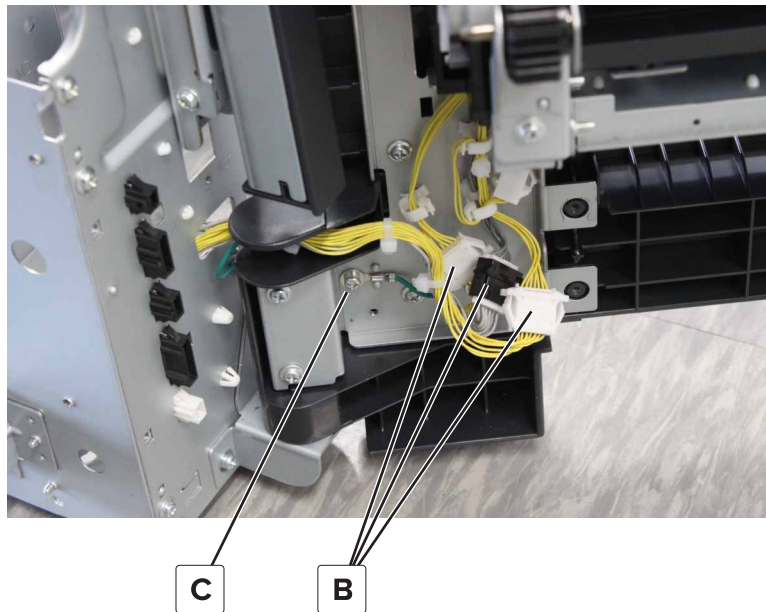


MPF removal

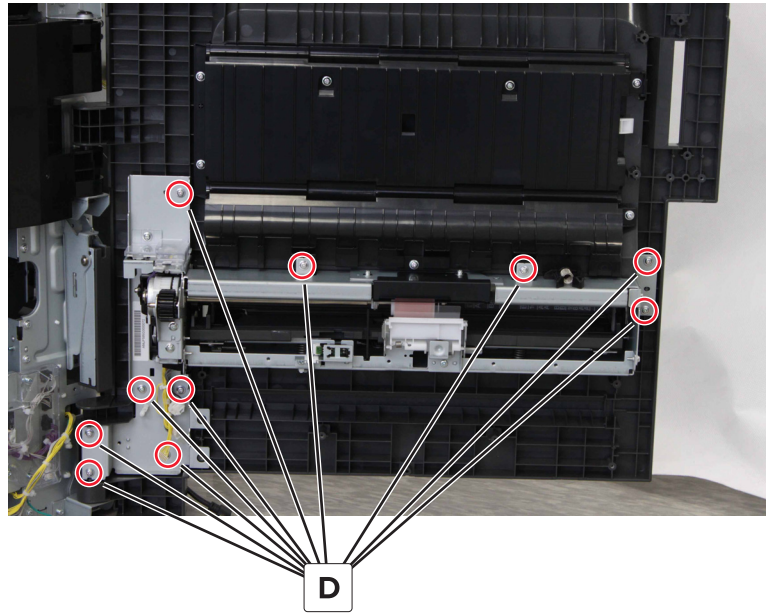
- 1 Remove the tray 2 transport guide. See [“Tray 2 transport guide” on page 246](#).
- 2 Remove the screw (A), and then remove the cover.



- 3 Disconnect the three cables (B), and then remove the ground screw (C).



- 4 Remove the 10 screws (D), and then remove the assembly.

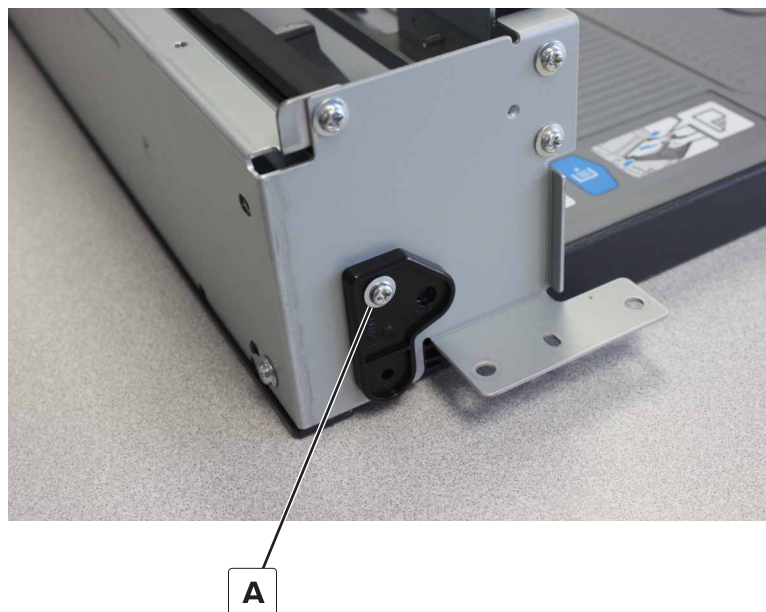


Installation note: Secure the cables to their clips.

MPF tray removal

Note: This part is not a FRU.

- 1 Remove the tray 2 transport guide. See [“Tray 2 transport guide” on page 246](#).
- 2 Remove the MPF. See [“MPF removal” on page 247](#).
- 3 Remove the screw (A), and then remove the hinge.

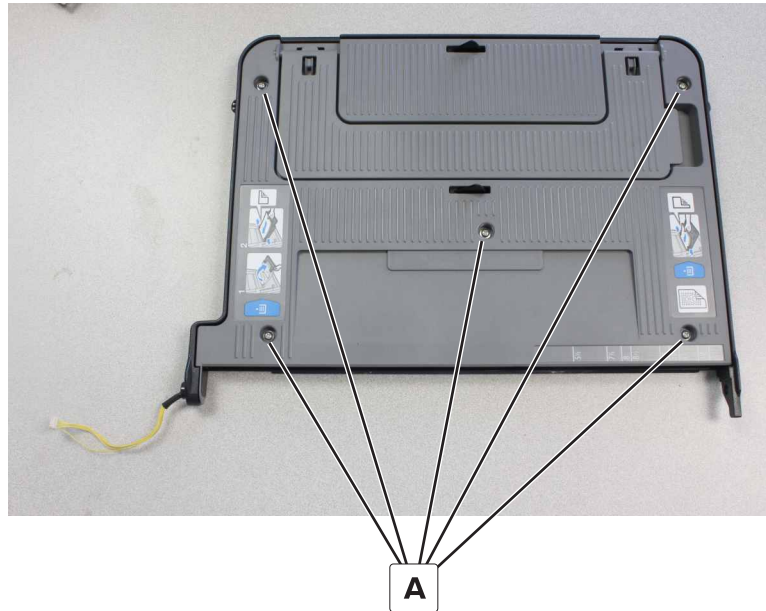


- 4 Remove the MPF tray.

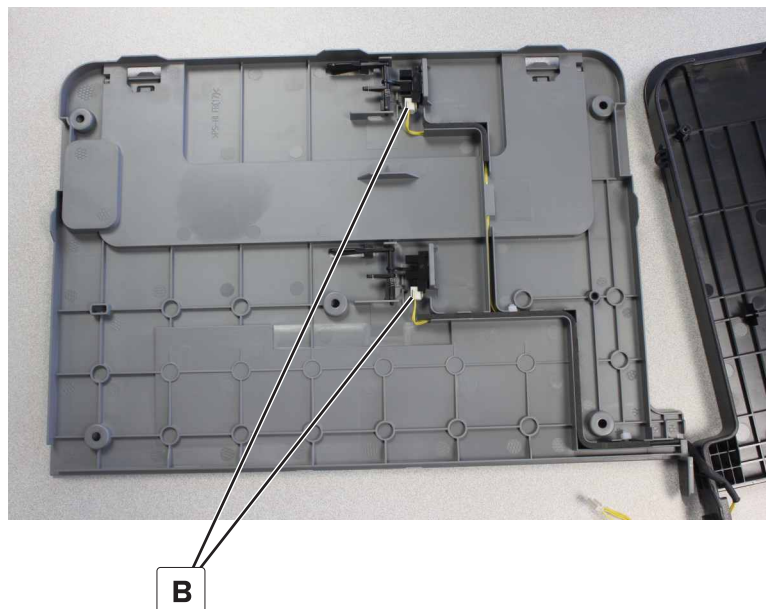
Repair information

Sensor (MPF paper length) removal

- 1 Remove the tray 2 transport guide. See [“Tray 2 transport guide” on page 246.](#)
- 2 Remove the MPF. See [“MPF removal” on page 247.](#)
- 3 Remove the MPF tray. See [“MPF tray removal” on page 248.](#)
- 4 Remove the five screws (A), and then lift the cover.

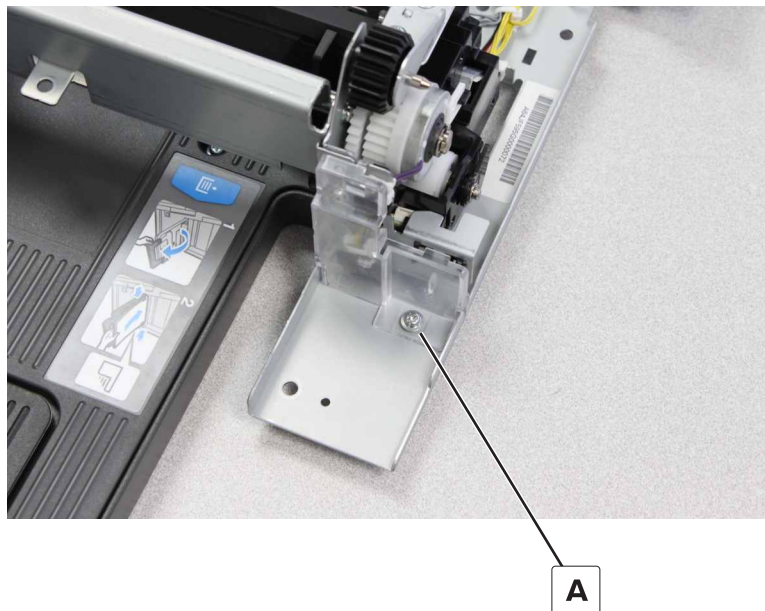


- 5 Disconnect the cable (B), and then remove the sensor.

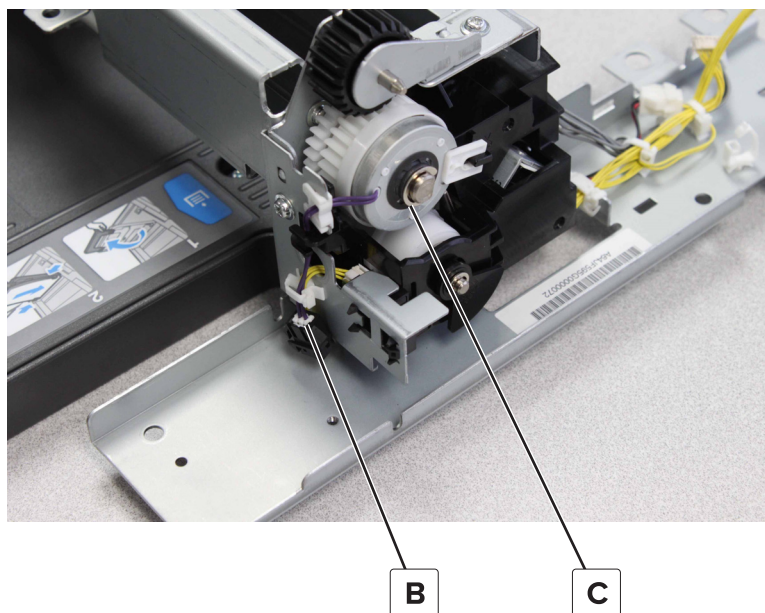


MPF feed clutch removal

- 1 Remove the tray 2 transport guide. See [“Tray 2 transport guide” on page 246.](#)
- 2 Remove the MPF. See [“MPF removal” on page 247.](#)
- 3 Remove the screw (A), and then remove the cover.



- 4 Disconnect the cable (B), and then release the clip (C).



- 5 Remove the clutch.

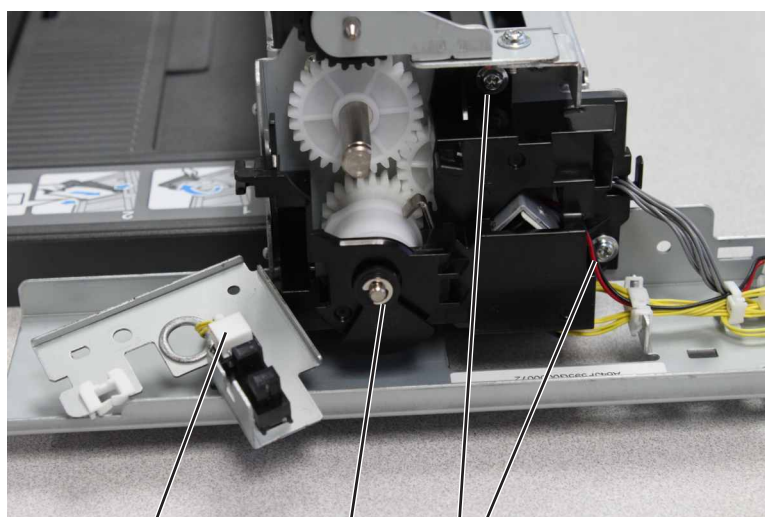
MPF lift plate solenoid removal

- 1 Remove the tray 2 transport guide. See [“Tray 2 transport guide” on page 246.](#)
- 2 Remove the MPF. See [“MPF removal” on page 247.](#)
- 3 Remove the MPF feed clutch. See [“MPF feed clutch removal” on page 250.](#)
- 4 Remove the screw (A), and then move away the bracket.



A

- 5 Disconnect the cable (B), release the clip (C), and then remove the two screws (D).

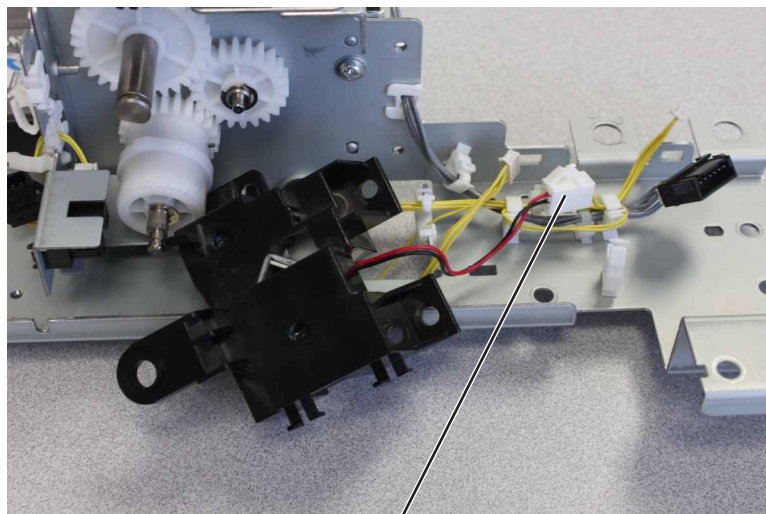


B

C

D

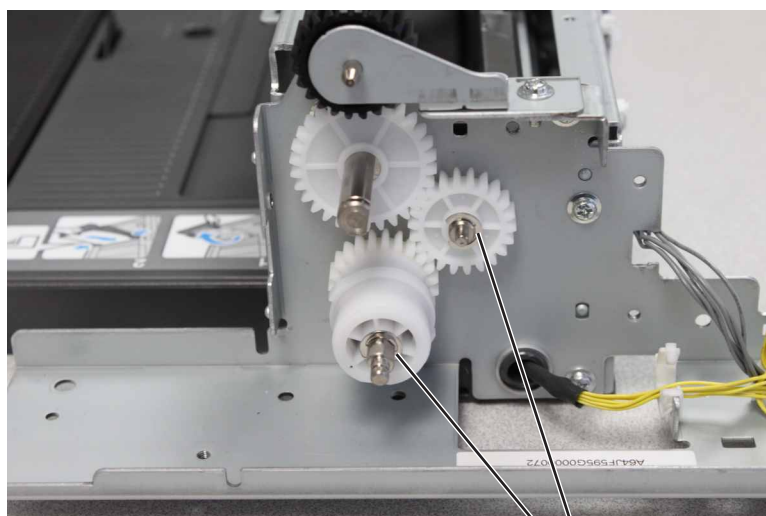
- 6 Disconnect the cable (E), and then remove the solenoid.



E

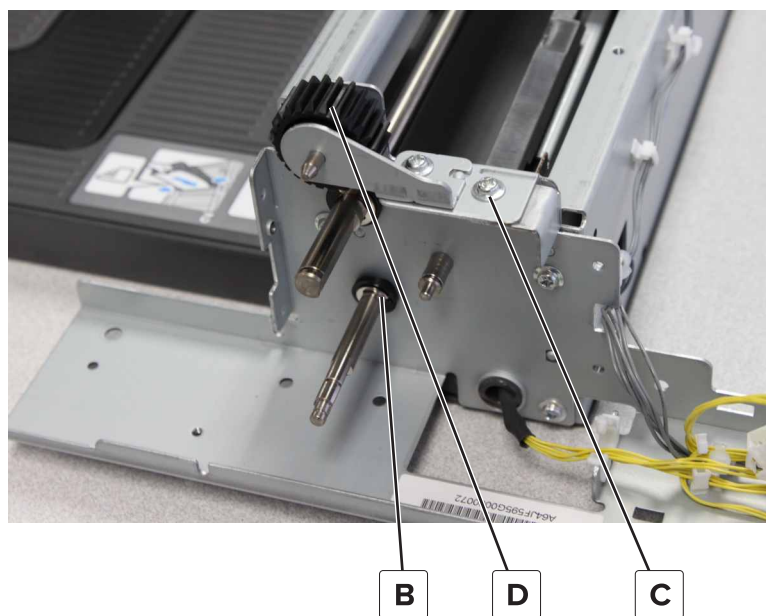
MPF gears removal

- 1 Remove the tray 2 transport guide. See [“Tray 2 transport guide” on page 246.](#)
- 2 Remove the MPF. See [“MPF removal” on page 247.](#)
- 3 Remove the MPF feed clutch. See [“MPF feed clutch removal” on page 250.](#)
- 4 Move the MPF lift plate solenoid out of the way. See [“MPF lift plate solenoid removal” on page 251.](#)
- 5 Release the two clips (A), and then remove the gears.



A

- 6 Release the clip (B), and then remove the bushing. Remove the screw (C), remove the bracket, and then remove the gear (D).



Note: The MPF gears include the gears, bushing, clips, cam, and actuator.



Sensor (MPF lift plate) removal

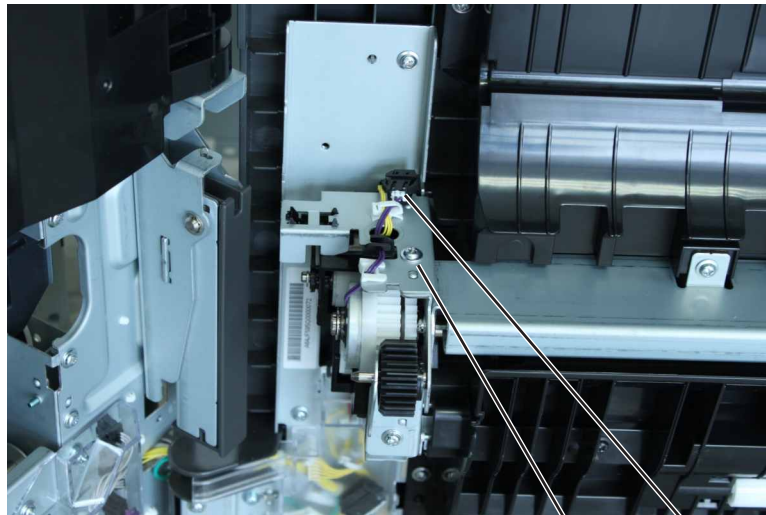
- 1 Remove the tray 2 transport guide. See ["Tray 2 transport guide" on page 246.](#)
- 2 Remove the MPF. See ["MPF removal" on page 247.](#)

3 Remove the screw (A), and then remove the cover.



A

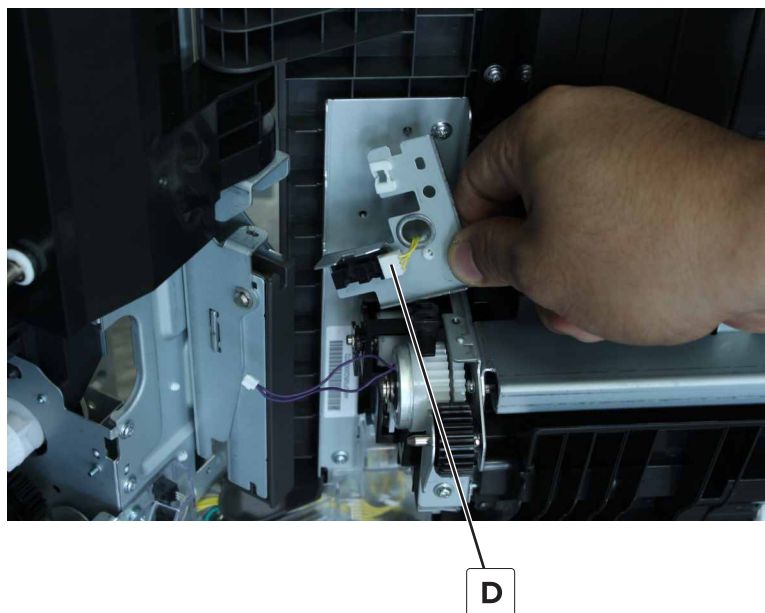
4 Disconnect the cable (B), and then remove the screw (C).



C

B

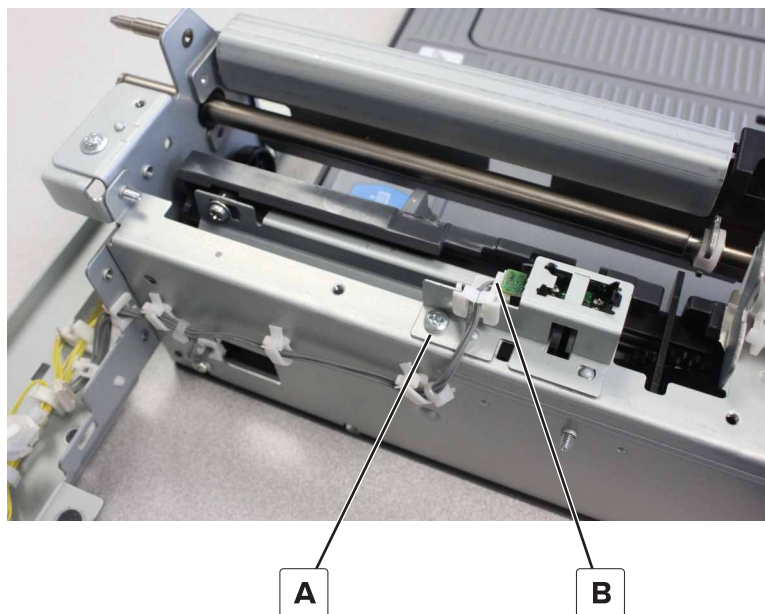
- 5 Lift the bracket, and then disconnect the cable (D).



- 6 Remove the sensor.

Sensor (MPF empty) removal

- 1 Remove the tray 2 transport guide. See [“Tray 2 transport guide” on page 246.](#)
- 2 Remove the MPF. See [“MPF removal” on page 247.](#)
- 3 Remove the screw (A), and then disconnect the cable (B).



- 4 Remove the sensor.

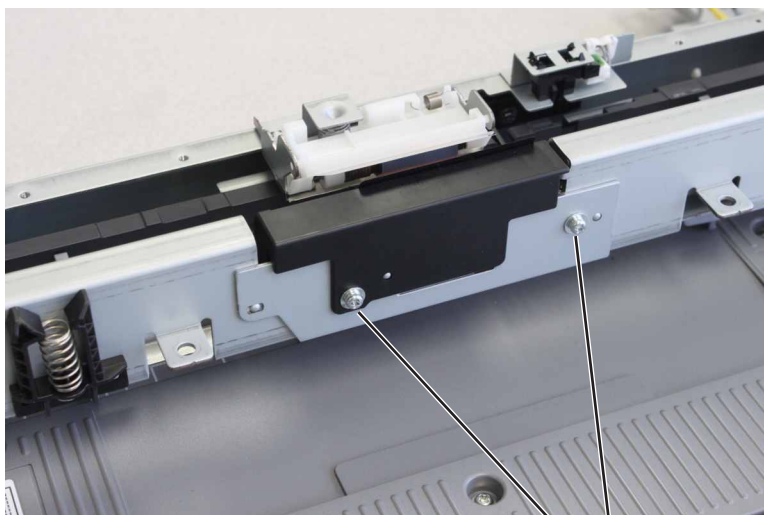
MPF feed/separator assembly

- 1 Remove the tray 2 transport guide. See [“Tray 2 transport guide” on page 246.](#)
- 2 Remove the MPF. See [“MPF removal” on page 247.](#)
- 3 Remove the screw (A), remove the bracket, and then remove the separator spring.



A

- 4 Remove the two screws (B), and then remove the cover and bracket.



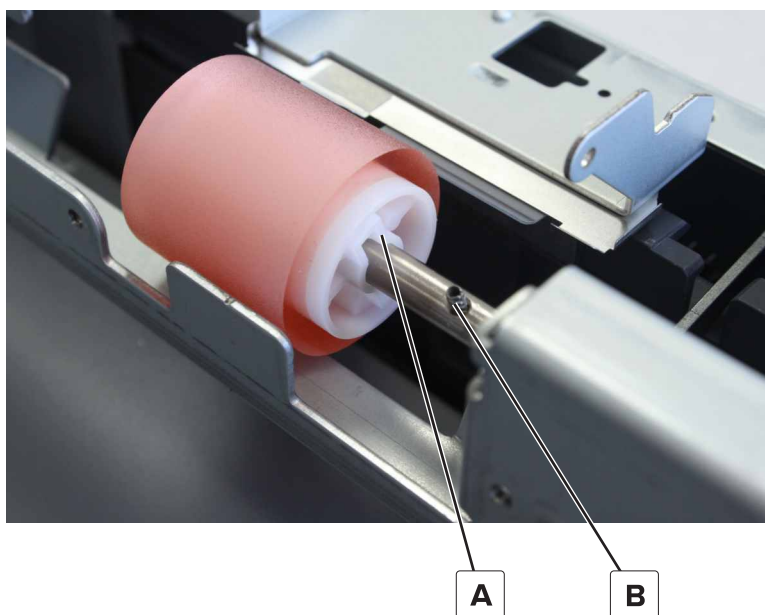
B

- 5 Remove the separator roller.

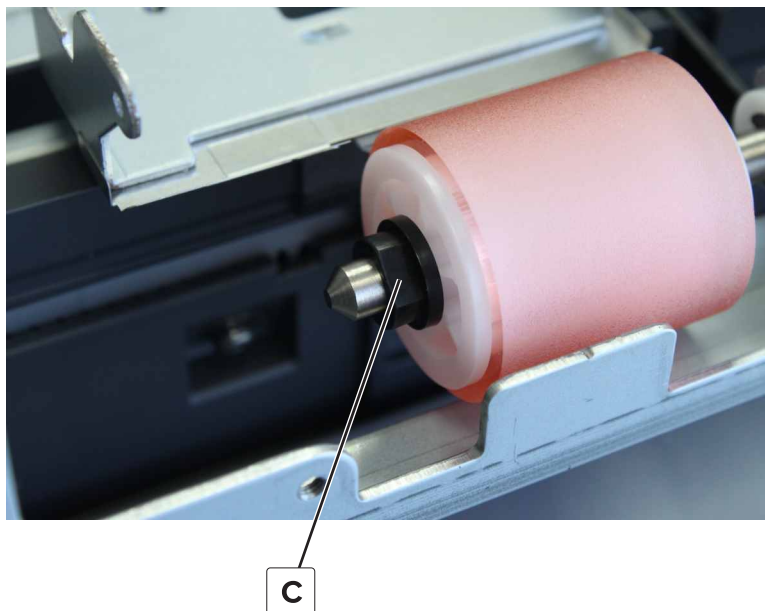
Note: The MPF feed/separator assembly includes the pick roller, separator roller, spring, and bushing.

**Installation notes:**

- Make sure that the separator roller slot (A) aligns with the pin (B) on the shaft.



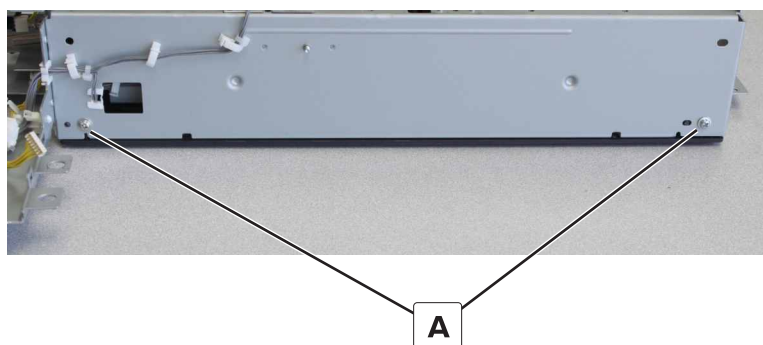
- Make sure that the bushing (C) is correctly positioned onto the shaft.



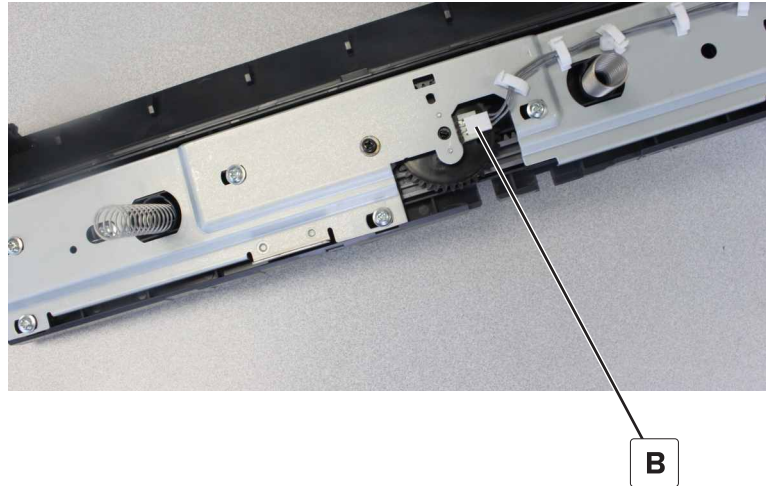
MPF lift plate assembly removal

Note: This part is not a FRU.

- 1 Remove the tray 2 transport guide. See [“Tray 2 transport guide” on page 246](#).
- 2 Remove the MPF. See [“MPF removal” on page 247](#).
- 3 Remove the MPF tray. See [“MPF tray removal” on page 248](#).
- 4 Remove the two screws (A), and then move away the plate.



- 5 Disconnect the cable (B), and then release it from the cable clips.

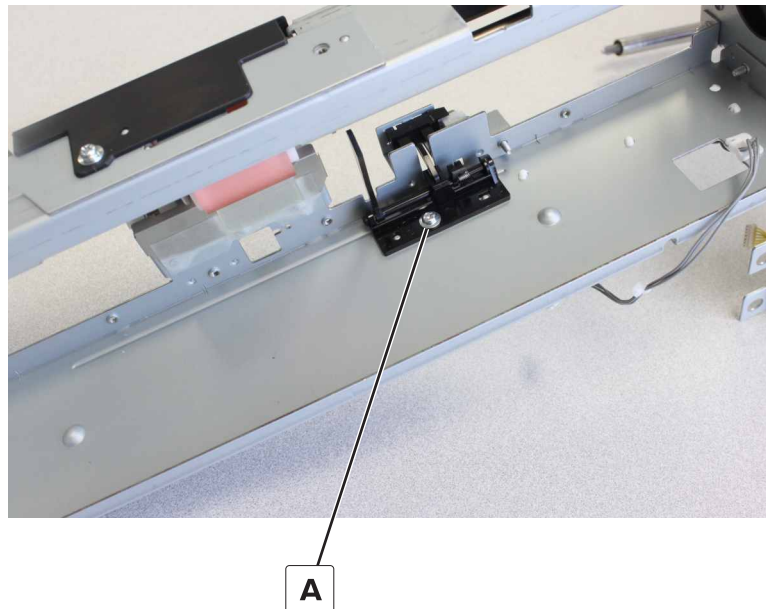


- 6 Remove the assembly.

MPF empty actuator removal

Note: This part is not a FRU.

- 1 Remove the tray 2 transport guide. See [“Tray 2 transport guide” on page 246](#).
- 2 Remove the MPF. See [“MPF removal” on page 247](#).
- 3 Remove the MPF tray. See [“MPF tray removal” on page 248](#).
- 4 Remove the screw (A), and then remove the actuator with spring.



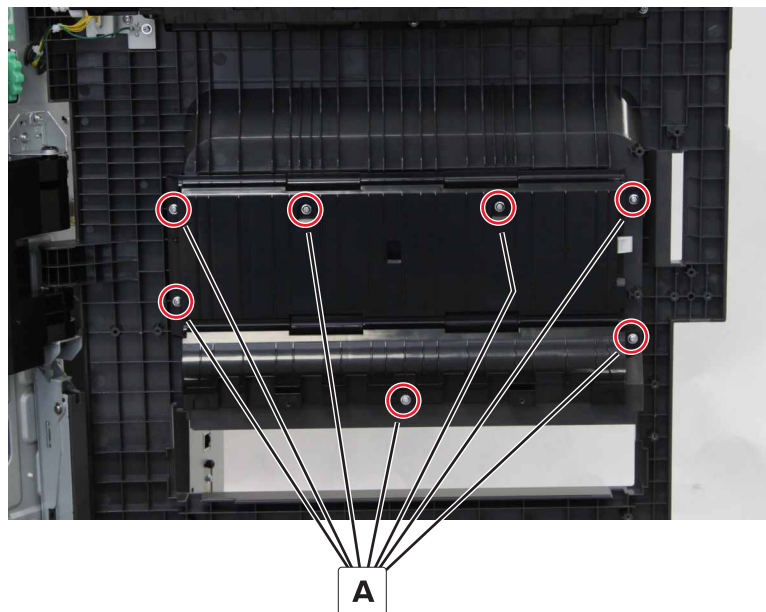
Installation note: Make sure that the spring is correctly positioned on the actuator base.



Duplex transport guide removal

Note: This part is not a FRU.

- 1 Remove the tray 2 transport guide. See [“Tray 2 transport guide” on page 246.](#)
- 2 Remove the MPF. See [“MPF removal” on page 247.](#)
- 3 Remove the seven screws (A), and then remove the guide.

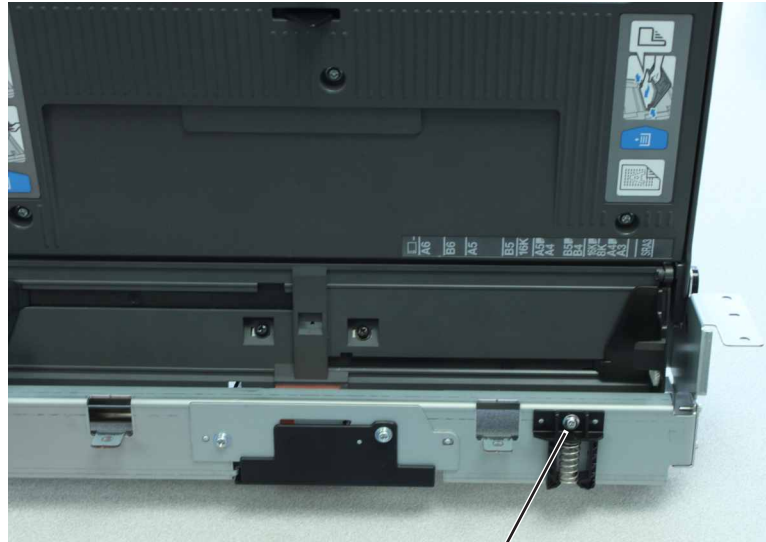


Registration unit latch assembly removal

Note: This part is not a FRU.

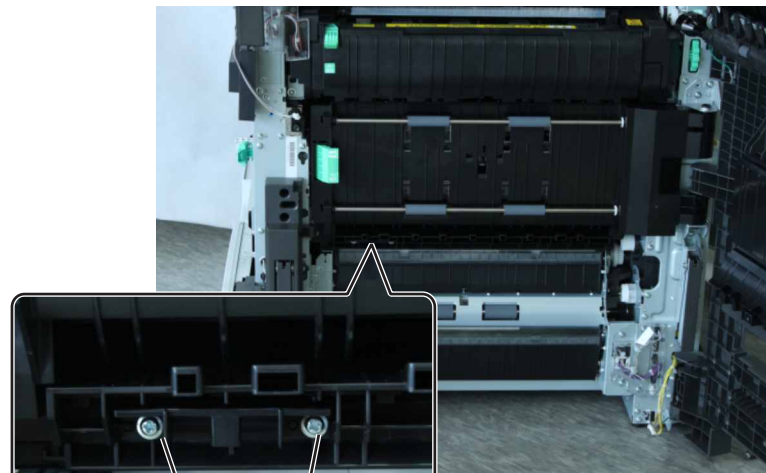
- 1 Remove the tray 2 transport guide. See [“Tray 2 transport guide” on page 246.](#)
- 2 Remove the MPF. See [“MPF removal” on page 247.](#)

- 3 Remove the screw (A), and then remove the latch and spring.



A

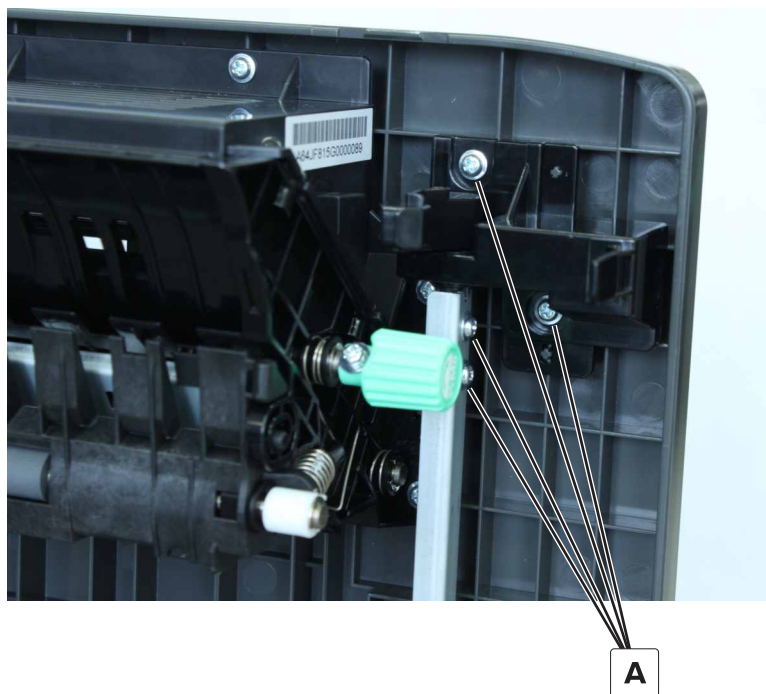
- 4 On the rear side of the printer, remove the two screws (B), and then remove the latch.



B

Right door switch actuator removal

- 1 Open the right door.
- 2 Remove the four screws (A), and then remove the actuator.



Right door removal

Note: This part is not a FRU.

- 1 Open the right door.

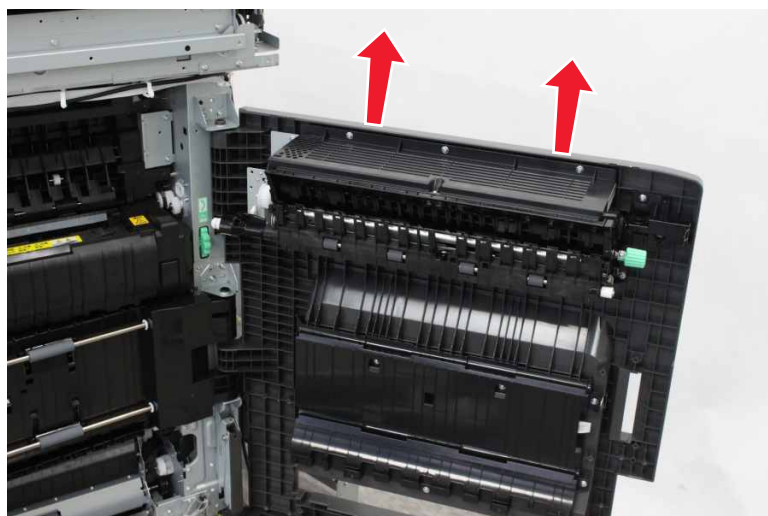
Installation note: Before removing the door, take note of the alignment of the door hinge.



- 2 Remove the two screws (A), and then remove the upper hinge.



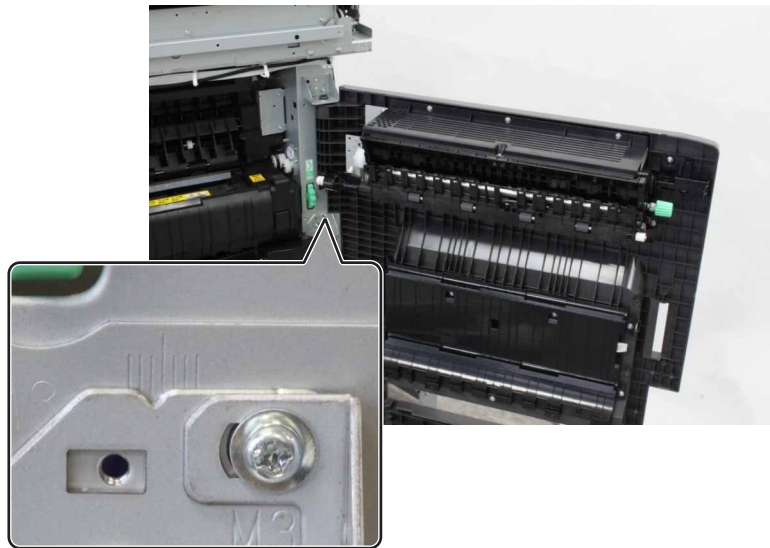
- 3 Remove the door.



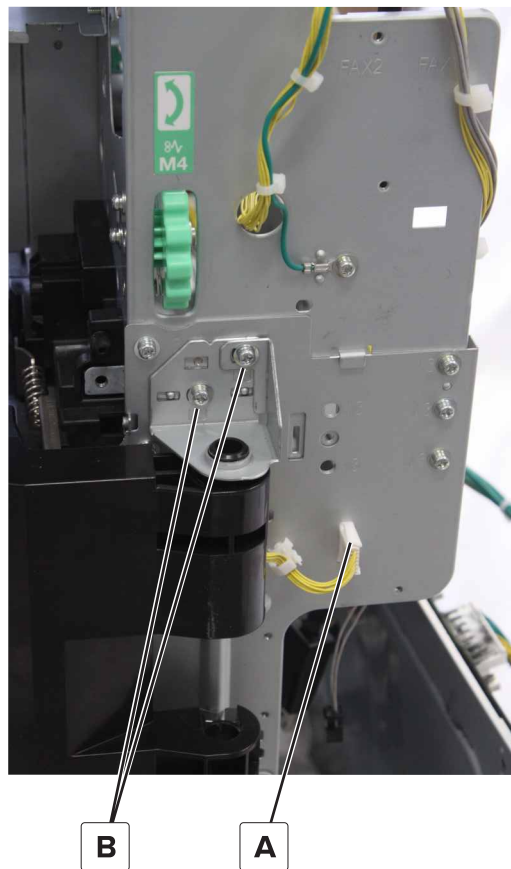
Registration unit assembly removal

- 1 Open the right door.

Installation note: Before removing the assembly, take note of the alignment position of the door hinge.



2 Disconnect the cable (A), and then remove the two screws (B).

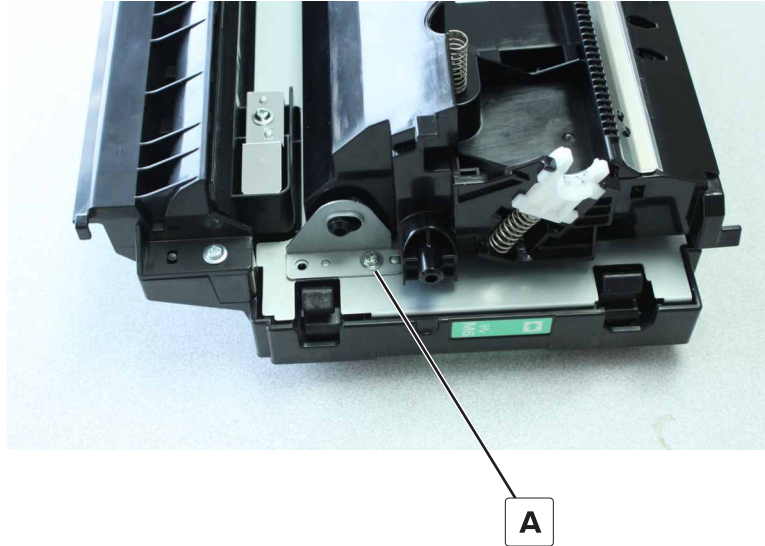


3 Lift the registration unit to release, and then remove.

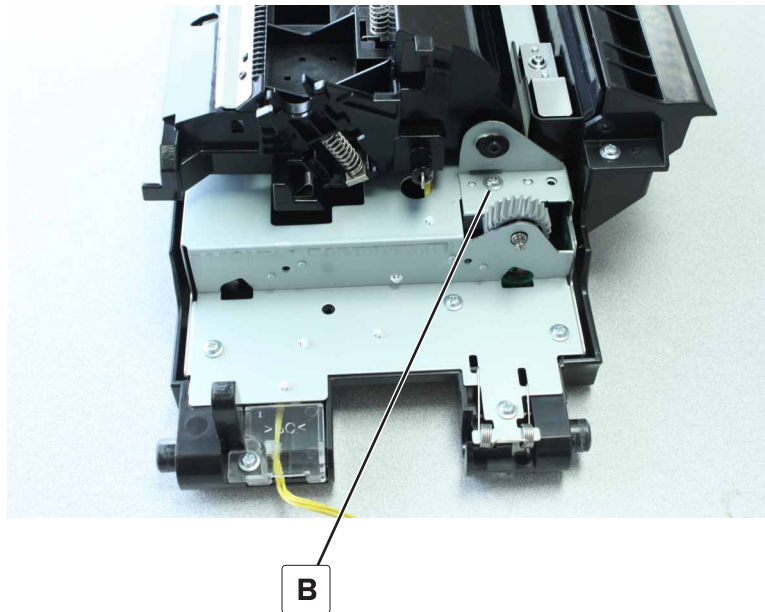
Registration unit sub-assembly removal

Note: This part is not a FRU.

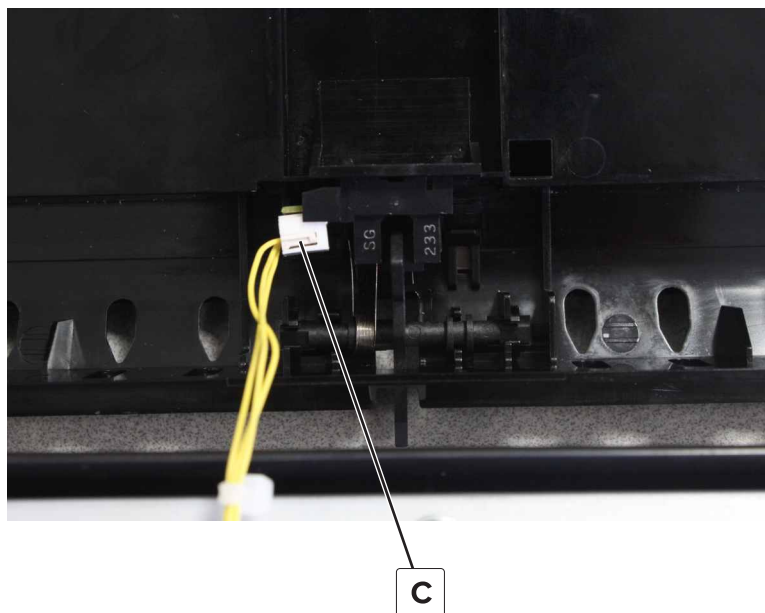
- 1 Remove the registration unit assembly. See [“Registration unit assembly removal” on page 263](#).
- 2 Remove the screw (A) from the right bracket.



- 3 Remove the screw (B) from the left bracket.



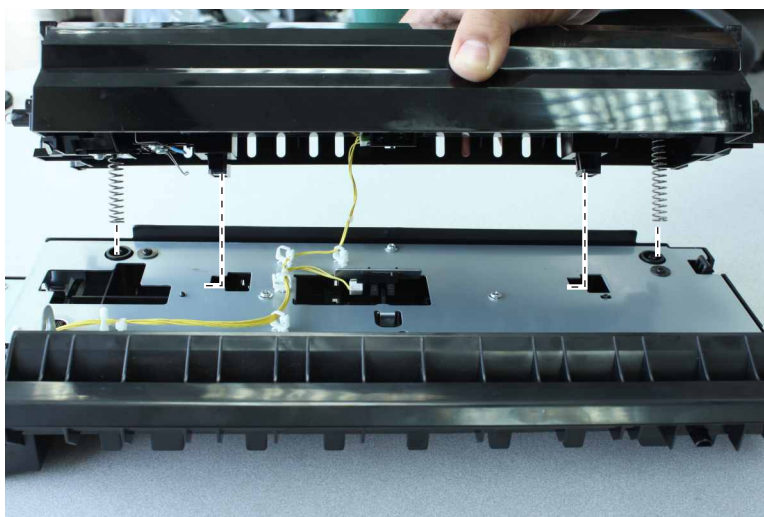
- 4 Disconnect the cable (C), and then remove the sub-assembly.



CAUTION—POTENTIAL INJURY: This part has sharp points.

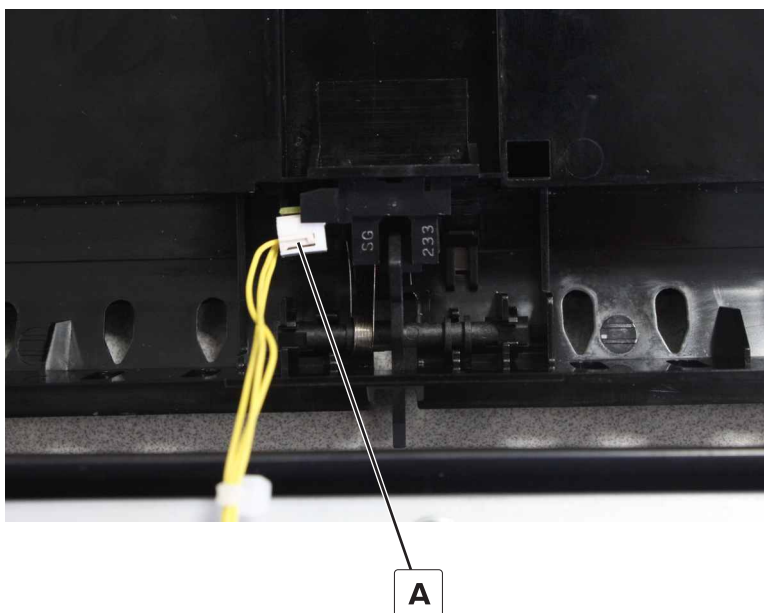


Installation note: Align the two springs while pushing down the assembly, and then move the assembly to the left to lock.



Sensor (fusing speed) removal

- 1 Remove the registration unit assembly. See [“Registration unit assembly removal” on page 263.](#)
- 2 Remove the registration unit sub-assembly. See [“Registration unit sub-assembly removal” on page 265.](#)
- 3 Disconnect the cable (A), and then remove the sensor.

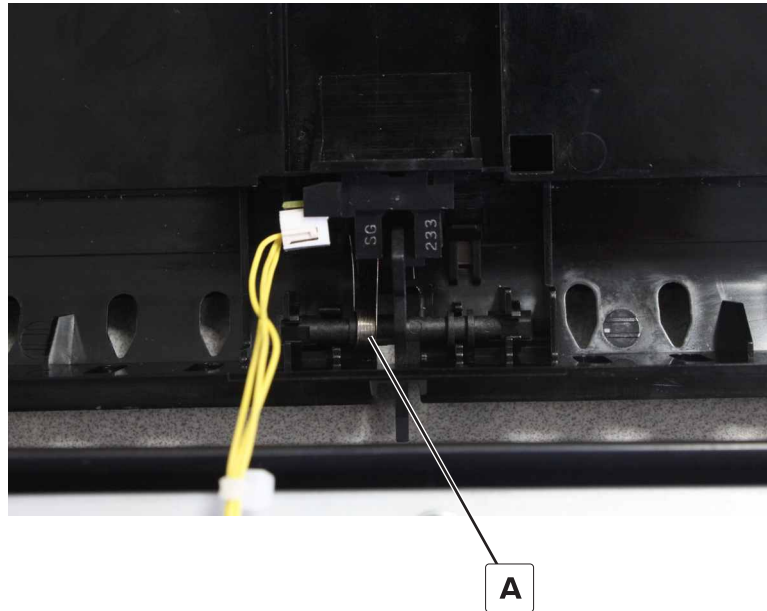


Fusing speed actuator removal

Note: This part is not a FRU.

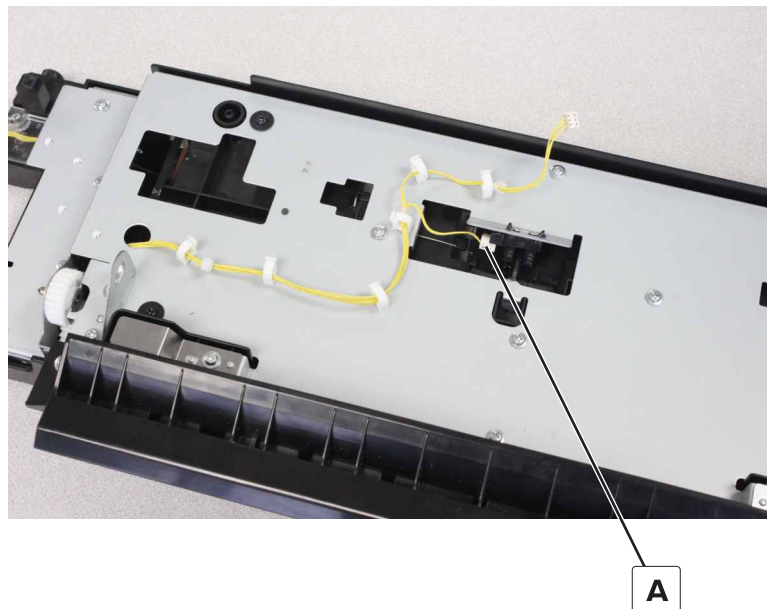
- 1 Remove the registration unit assembly. See [“Registration unit assembly removal” on page 263.](#)
- 2 Remove the registration unit sub-assembly. See [“Registration unit sub-assembly removal” on page 265.](#)
- 3 Release the spring (A), and then remove the actuator.

Installation note: Make sure that the spring (A) is correctly positioned on the actuator base.



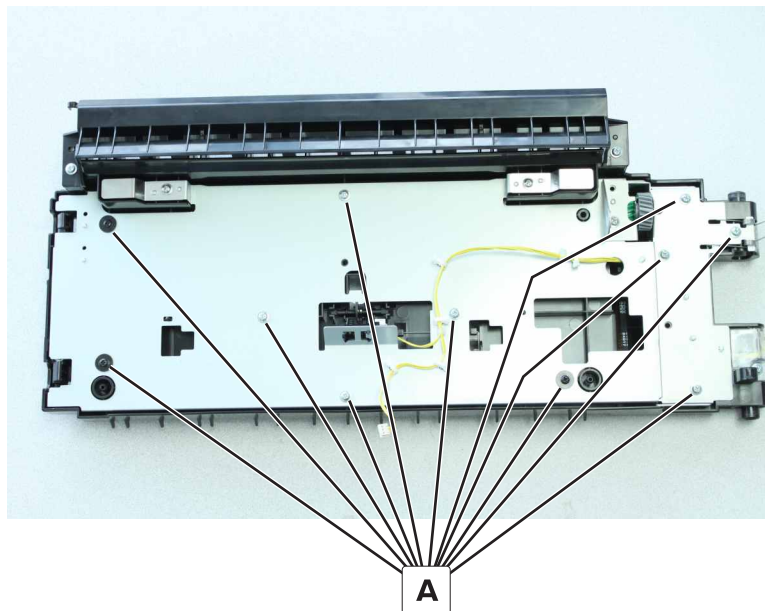
Sensor (duplex pass through 2) removal

- 1 Remove the registration unit assembly. See [“Registration unit assembly removal” on page 263.](#)
- 2 Remove the registration unit sub-assembly. See [“Registration unit sub-assembly removal” on page 265.](#)
- 3 Disconnect the cable (A), and then remove the sensor.

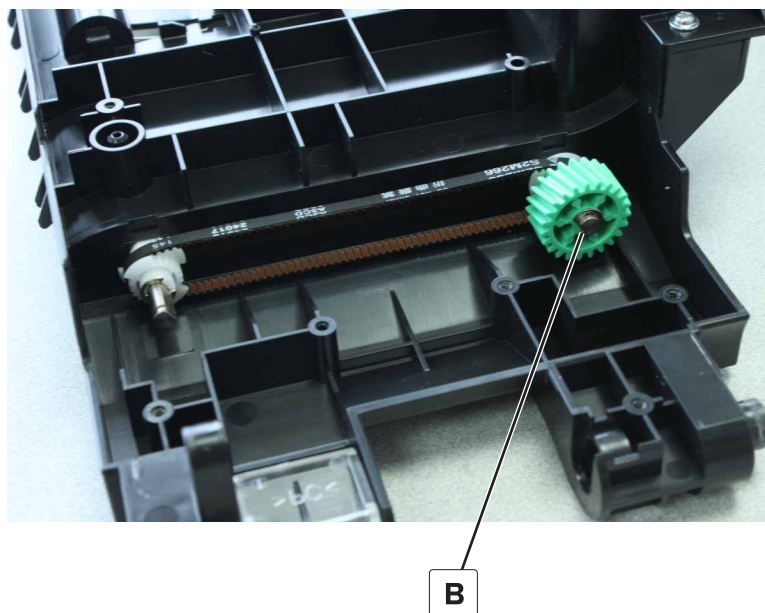


Registration unit belt removal

- 1 Remove the registration unit assembly. See [“Registration unit assembly removal” on page 263.](#)
- 2 Remove the registration unit sub-assembly. See [“Registration unit sub-assembly removal” on page 265.](#)
- 3 Remove the 11 screws (A), and then remove the plate.



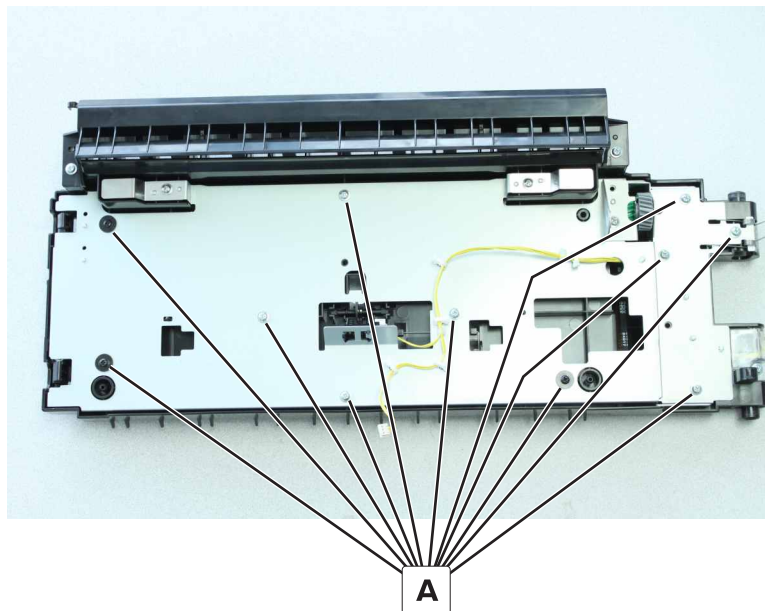
- 4 Release the clip (B), and then remove the gear.



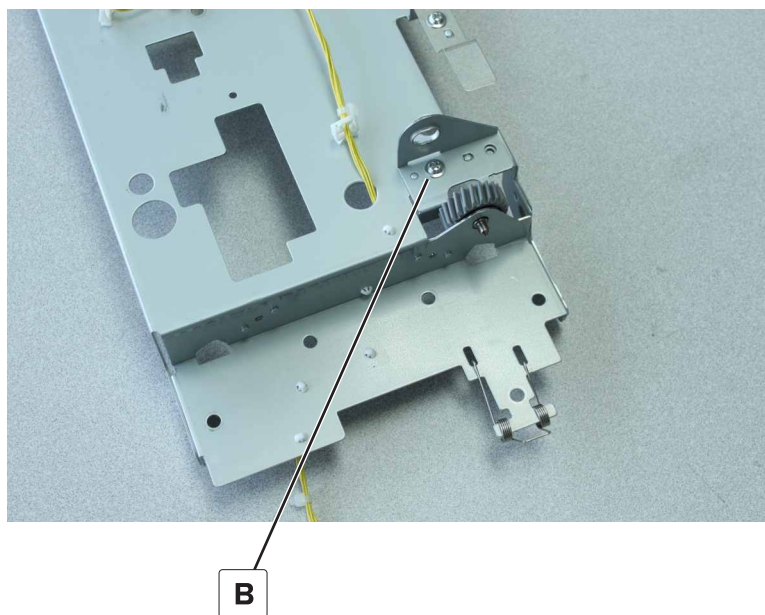
- 5 Remove the belt.

Registration unit gears removal

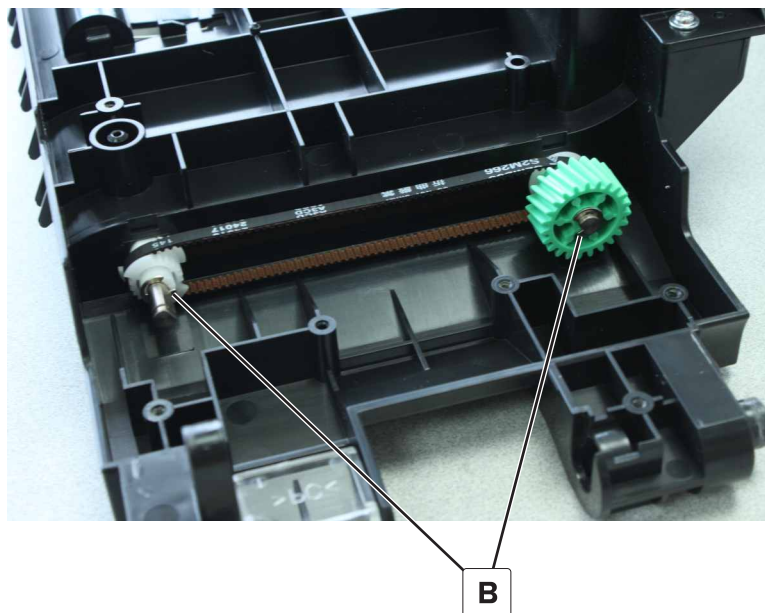
- 1 Remove the registration unit assembly. See [“Registration unit assembly removal” on page 263.](#)
- 2 Remove the registration unit sub-assembly. See [“Registration unit sub-assembly removal” on page 265.](#)
- 3 Remove the 11 screws (A), and then remove the plate.



- 4 Remove the screw (B), remove the bracket, and then remove the gear.



- 5 Release the two clips (C), and then remove the gears.



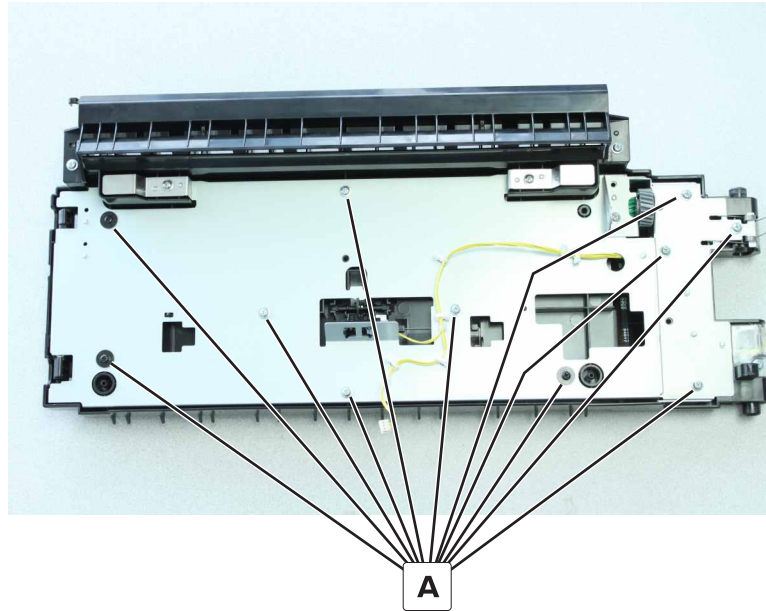
Note: The registration gear pack includes the gears, bushings, and clips.



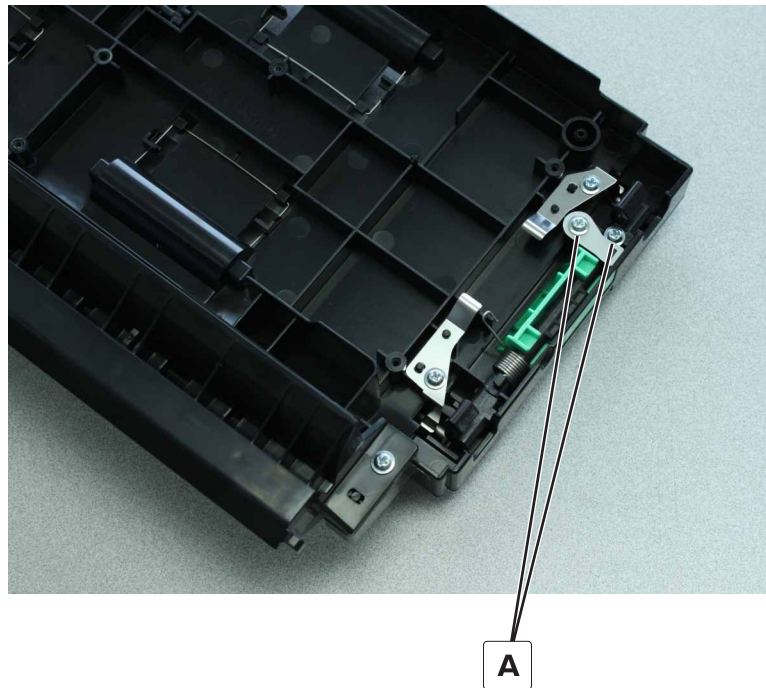
Registration unit lock removal

- 1 Remove the registration unit assembly. See [“Registration unit assembly removal” on page 263.](#)
- 2 Remove the registration unit sub-assembly. See [“Registration unit sub-assembly removal” on page 265.](#)

3 Remove the 11 screws (A), and then remove the plate.



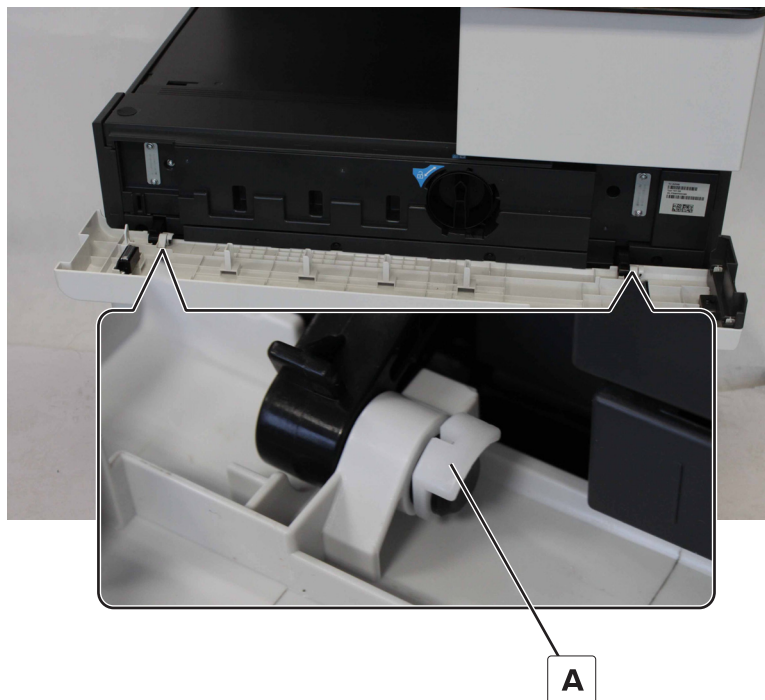
4 Remove the two screws (A), and then remove the lock.



Front side removals

Top front door removal

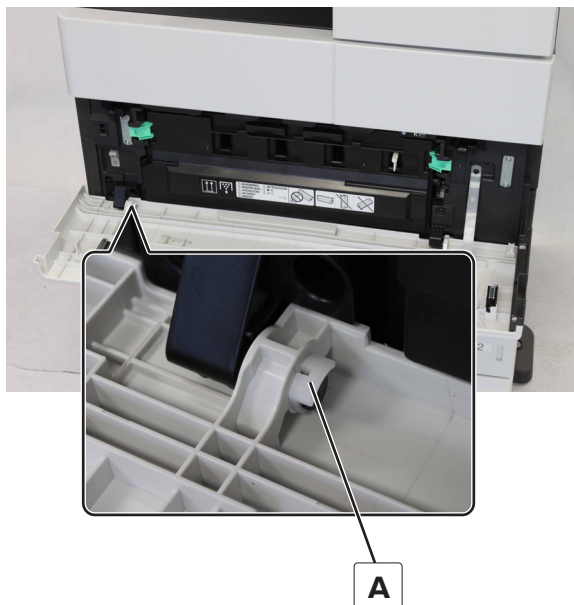
- 1 Open the door, and then remove the two clips (A).



- 2 Slightly move the door to the right to release, and then remove.

Bottom front door removal

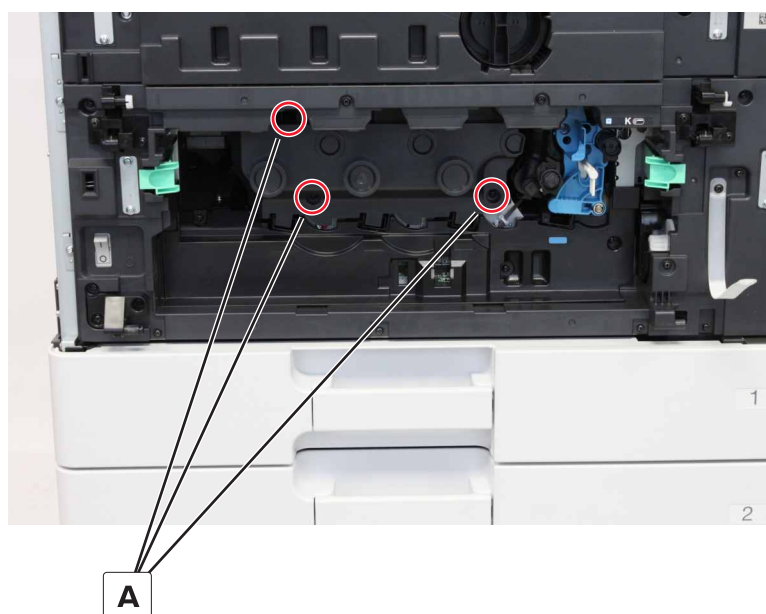
- 1 Open the door, and then remove the clip (A).



- 2 Slightly move the door to the right to release, and then remove.

Front inner cover removal

- 1 Remove the top front door. See [“Top front door removal” on page 273](#).
- 2 Remove the bottom front door. See [“Bottom front door removal” on page 274](#).
- 3 Remove the three screws (A), and then remove the cover.



Waste toner door mount removal

- 1 Remove the top front door. See [“Top front door removal” on page 273.](#)
- 2 Remove the bottom front door. See [“Bottom front door removal” on page 274.](#)
- 3 Remove the 11 screws (A), and then remove the door mount.

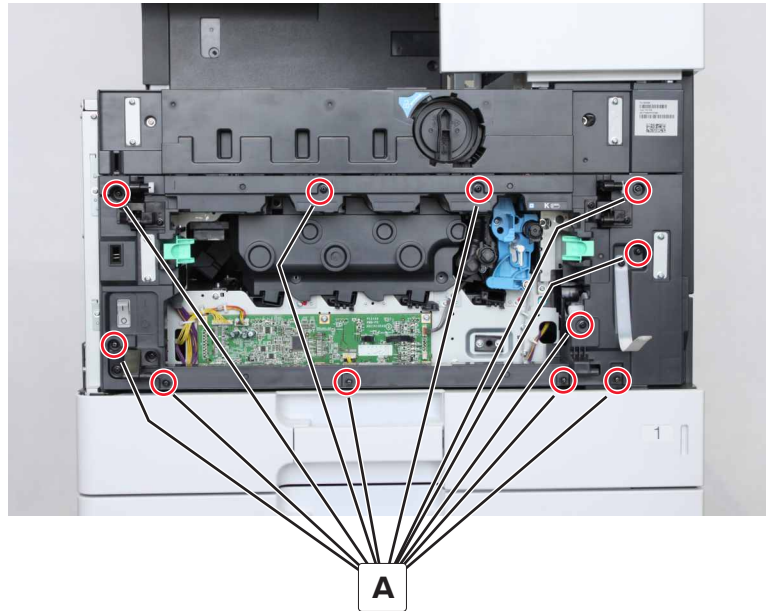
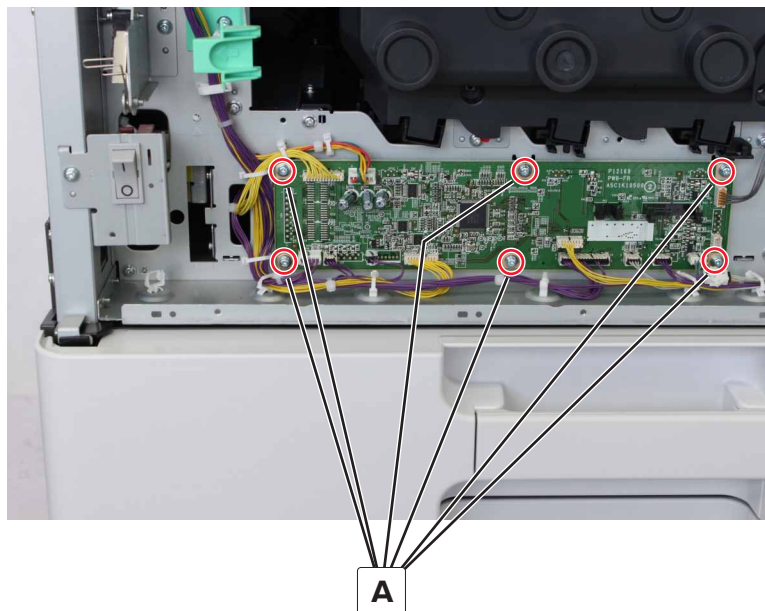


Image controller board removal

- 1 Remove the top front door. See [“Top front door removal” on page 273.](#)
- 2 Remove the bottom front door. See [“Bottom front door removal” on page 274.](#)
- 3 Remove the waste toner door mount. See [“Waste toner door mount removal” on page 275.](#)

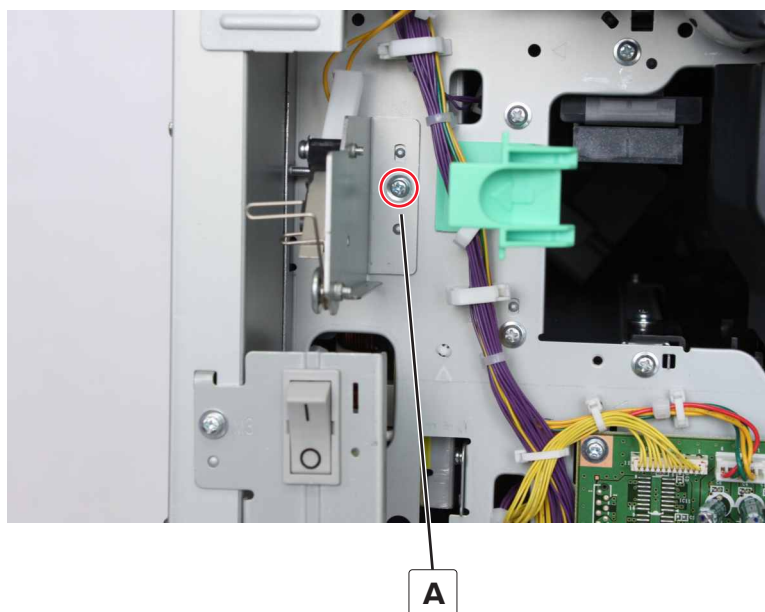
- 4 Disconnect the cables, and then remove the six screws (A).



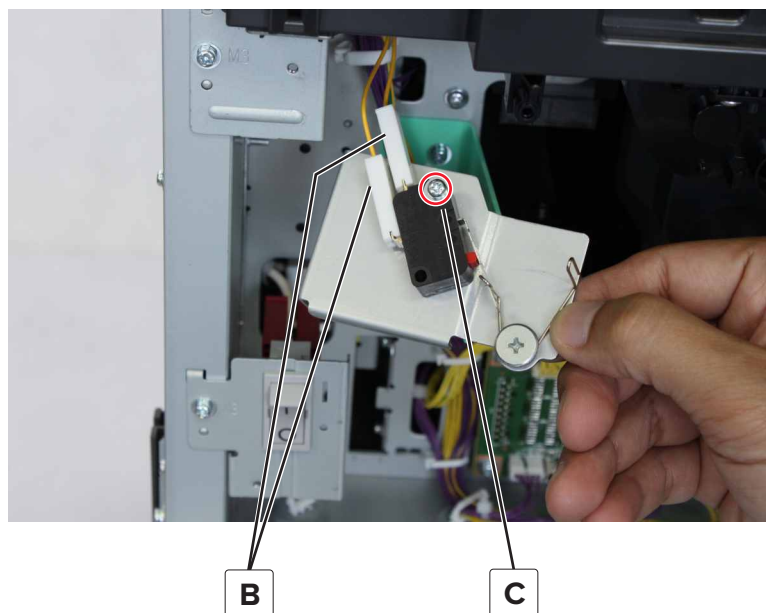
- 5 Remove the board.

Door switch removal

- 1 Remove the top front door. See [“Top front door removal” on page 273.](#)
- 2 Remove the bottom front door. See [“Bottom front door removal” on page 274.](#)
- 3 Remove the waste toner door mount. See [“Waste toner door mount removal” on page 275.](#)
- 4 Remove the screw (A), and then move away the bracket.



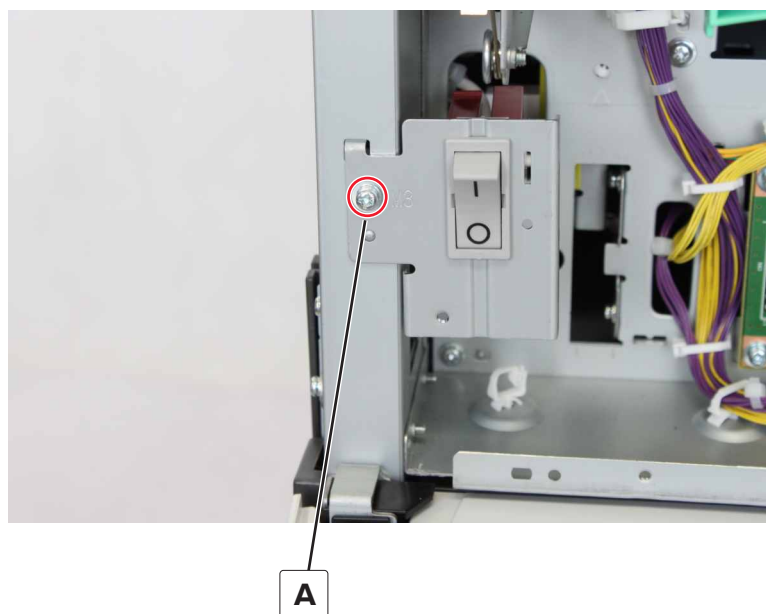
- 5 Disconnect the two cables (B), and then remove the screw (C).



- 6 Release the retainer, and then remove the switch.

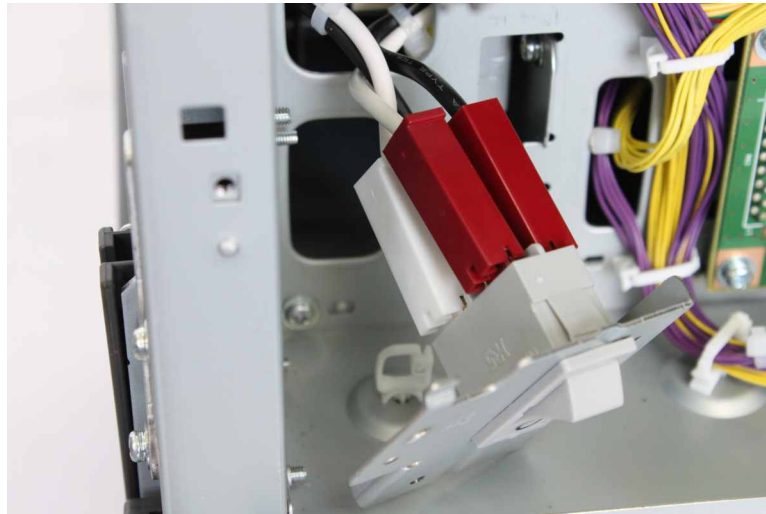
Main power switch removal

- 1 Remove the top front door. See [“Top front door removal” on page 273.](#)
- 2 Remove the bottom front door. See [“Bottom front door removal” on page 274.](#)
- 3 Remove the waste toner door mount. See [“Waste toner door mount removal” on page 275.](#)
- 4 Remove the screw (A), and then move away the switch.



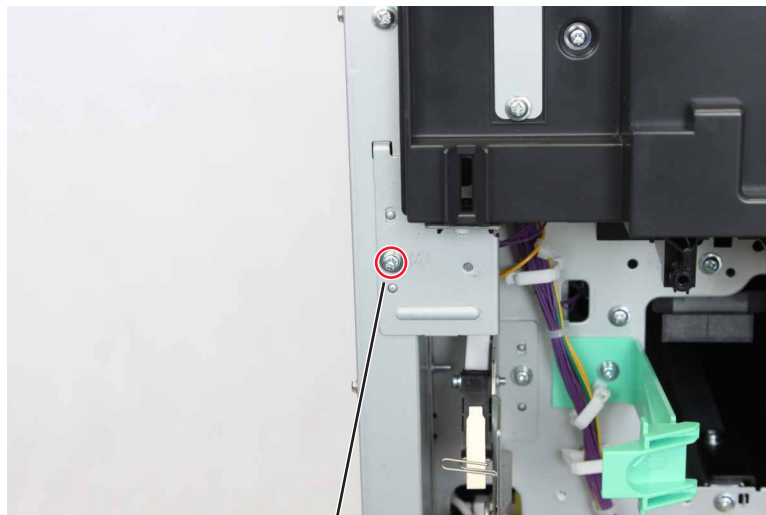
- 5 Disconnect the four cables, and remove the switch.

Installation note: Red connectors are on top, while white connectors are at the bottom. Black cables are on the right, while white cables are on the left.



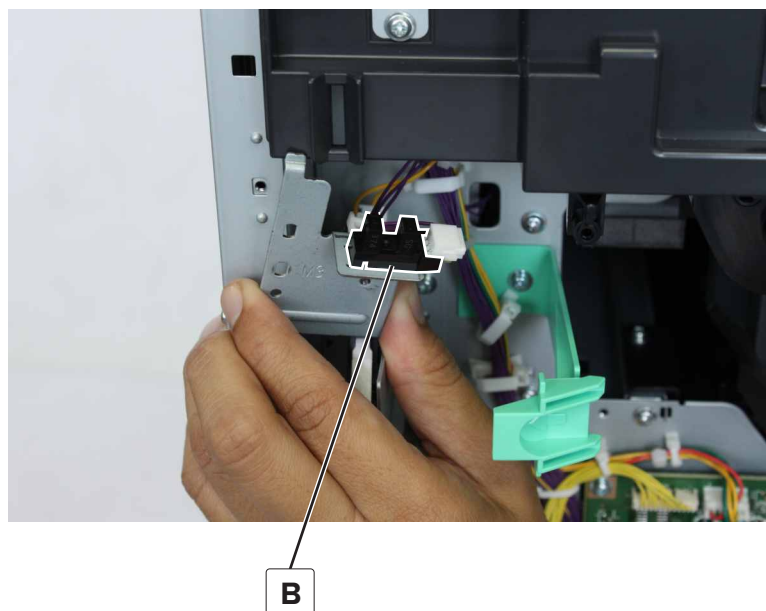
Sensor (top front door) removal

- 1 Remove the top front door. See [“Top front door removal” on page 273.](#)
- 2 Remove the bottom front door. See [“Bottom front door removal” on page 274.](#)
- 3 Remove the waste toner door mount. See [“Waste toner door mount removal” on page 275.](#)
- 4 Remove the screw (A), and then move away the bracket.



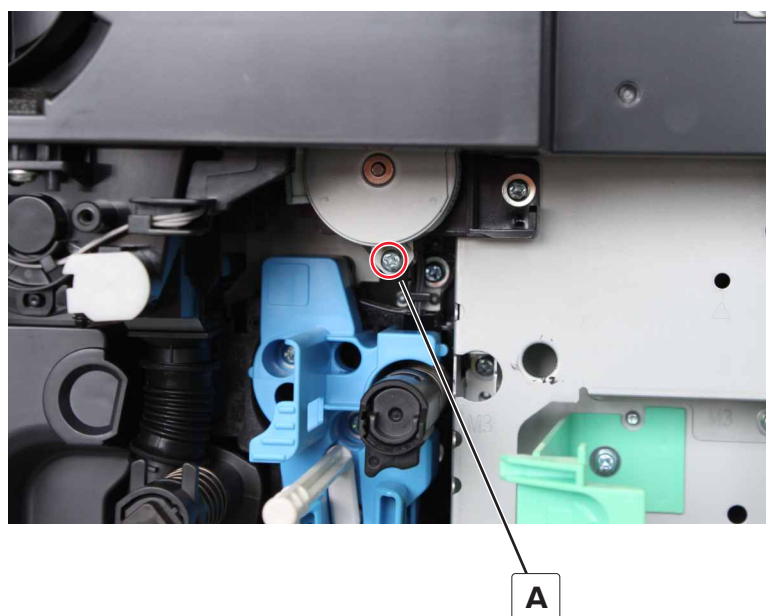
A

- 5 Disconnect the cable, and then remove the sensor (B).



Motor (toner supply) removal

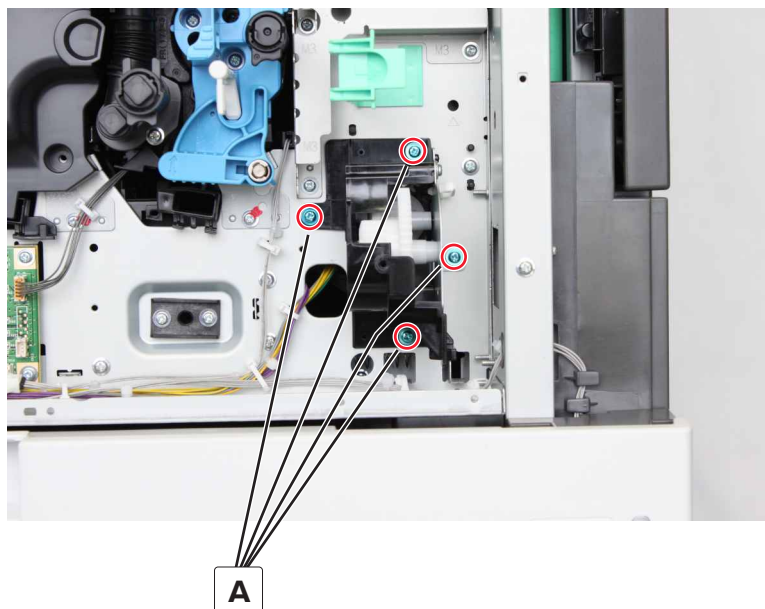
- 1 Remove the top front door. See [“Top front door removal” on page 273.](#)
- 2 Remove the bottom front door. See [“Bottom front door removal” on page 274.](#)
- 3 Remove the waste toner door mount. See [“Waste toner door mount removal” on page 275.](#)
- 4 Remove the screw (A), and then disconnect the cable.



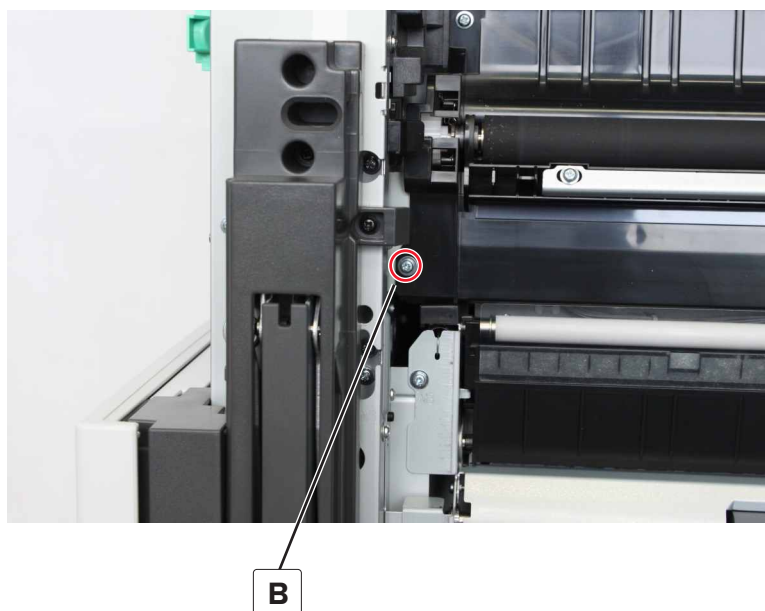
- 5 Remove the motor.

Waste toner drive removal

- 1 Remove the top front door. See [“Top front door removal” on page 273.](#)
- 2 Remove the bottom front door. See [“Bottom front door removal” on page 274.](#)
- 3 Remove the waste toner door mount. See [“Waste toner door mount removal” on page 275.](#)
- 4 Remove the four screws (A).



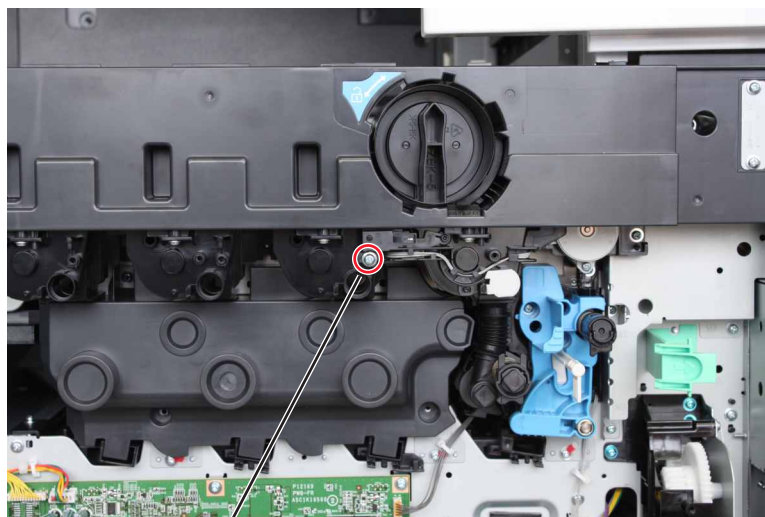
- 5 From the right, remove the screw (B).



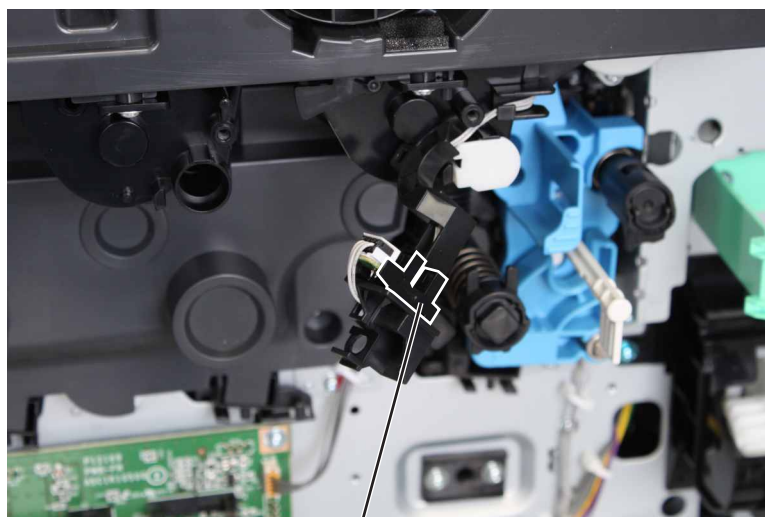
- 6 Remove the waste toner drive.

Sensor (toner cartridge present) removal

- 1 Remove the top front door. See [“Top front door removal” on page 273.](#)
- 2 Remove the bottom front door. See [“Bottom front door removal” on page 274.](#)
- 3 Remove the waste toner door mount. See [“Waste toner door mount removal” on page 275.](#)
- 4 Remove the screw (A), and then move away the bracket.

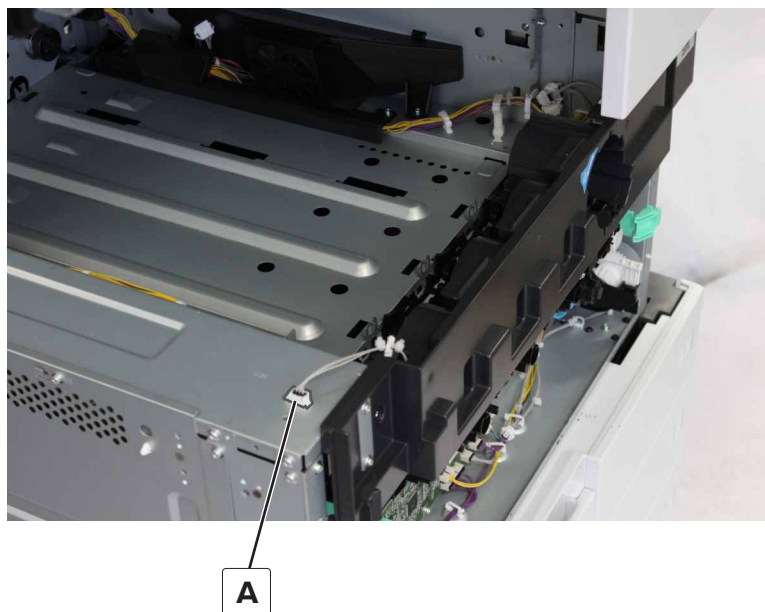


- 5 Disconnect the cable, and then remove the sensor (B).

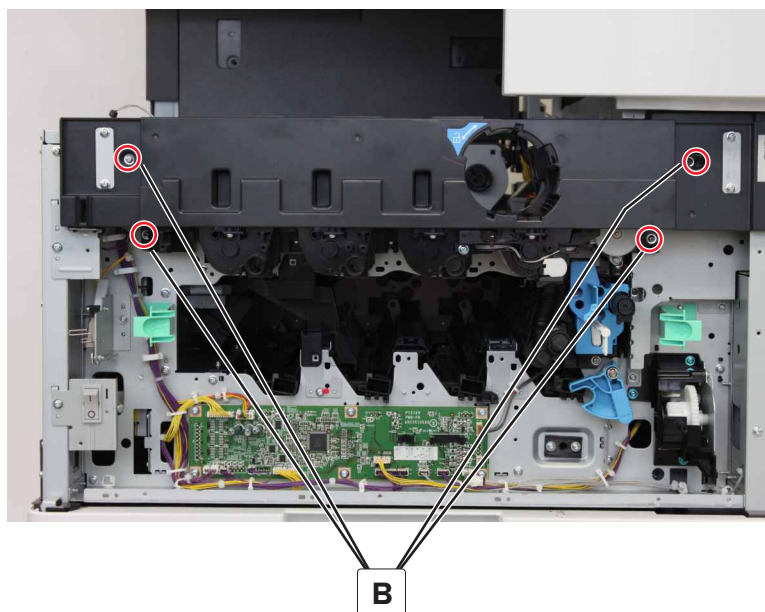


Toner agitator removal

- 1 Remove the standard bin base. See [“Standard bin base removal” on page 329](#).
- 2 Remove the top front door. See [“Top front door removal” on page 273](#).
- 3 Remove the bottom front door. See [“Bottom front door removal” on page 274](#).
- 4 Remove the waste toner door mount. See [“Waste toner door mount removal” on page 275](#).
- 5 Disconnect the cable (A).

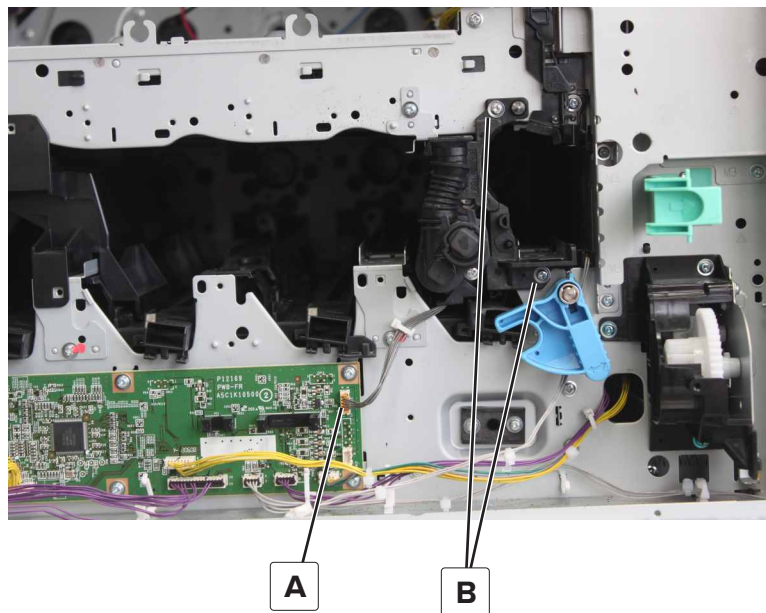


- 6 Remove the four screws (B), and then remove the assembly.



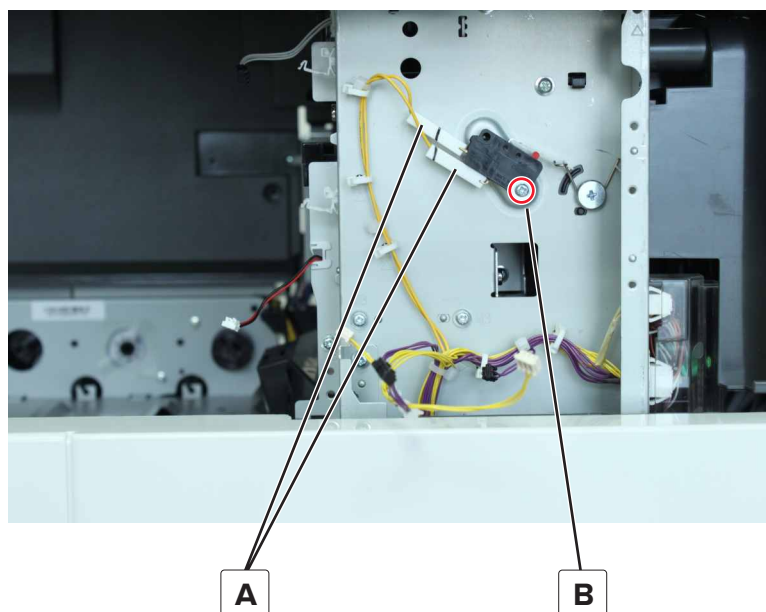
Developer unit removal

- 1 Remove the standard bin base. See [“Standard bin base removal” on page 329.](#)
- 2 Remove the top front door. See [“Top front door removal” on page 273.](#)
- 3 Remove the bottom front door. See [“Bottom front door removal” on page 274.](#)
- 4 Remove the waste toner door mount. See [“Waste toner door mount removal” on page 275.](#)
- 5 Remove the toner agitator. See [“Toner agitator removal” on page 282.](#)
- 6 Disconnect the cable (A), remove the two screws (B) and then remove the unit.



Right door switch removal

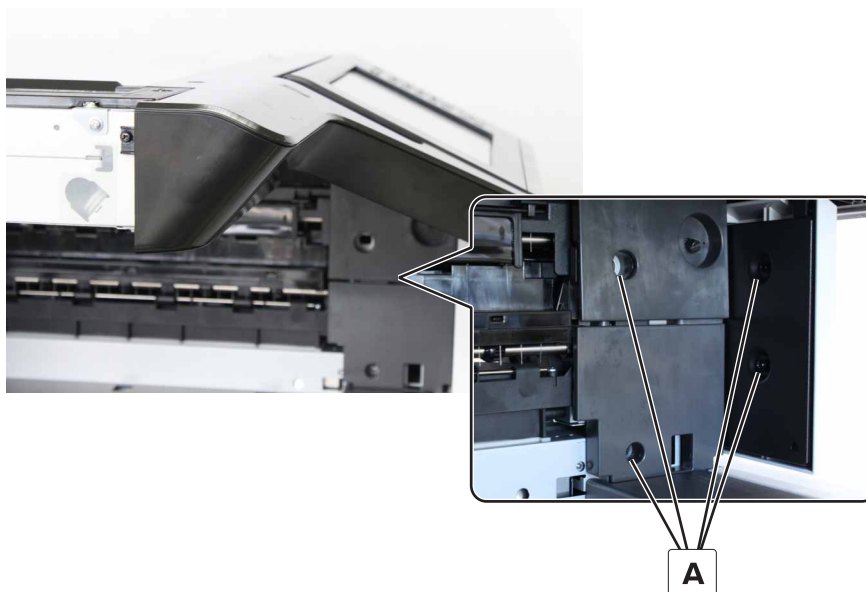
- 1 Remove the speaker cover.
- 2 Disconnect the two cables (A), and then remove the screw (B).



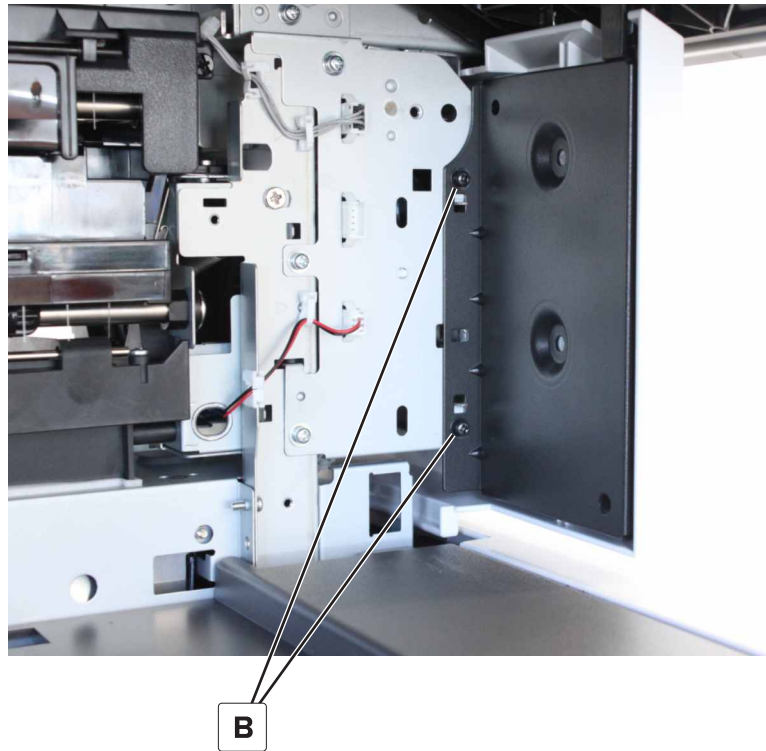
- 3 Remove the switch.

Speaker cover removal

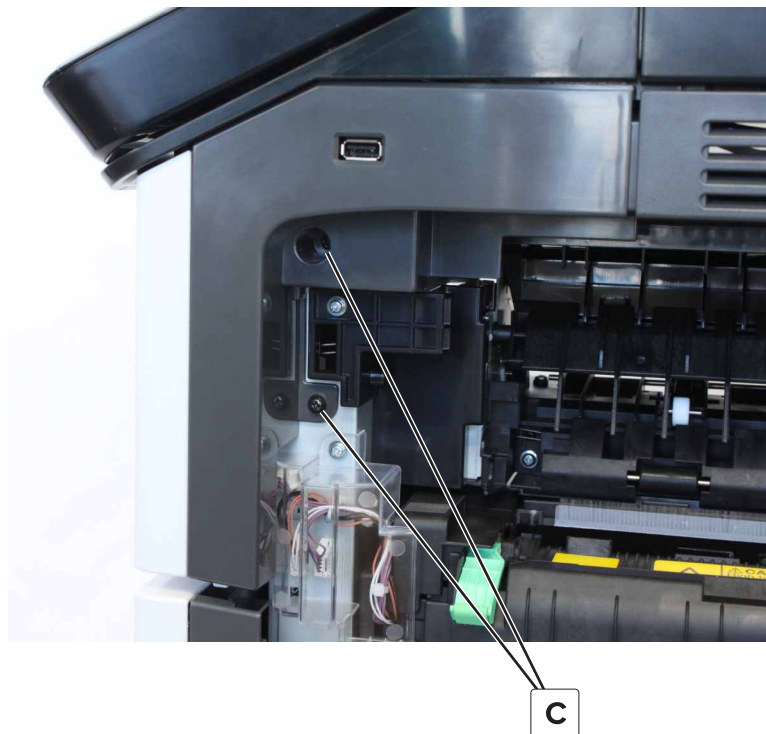
- 1 Remove the four screws (A) securing the cover.



- 2 Remove the two screws (B) securing the metal frame, and then remove the metal frame.



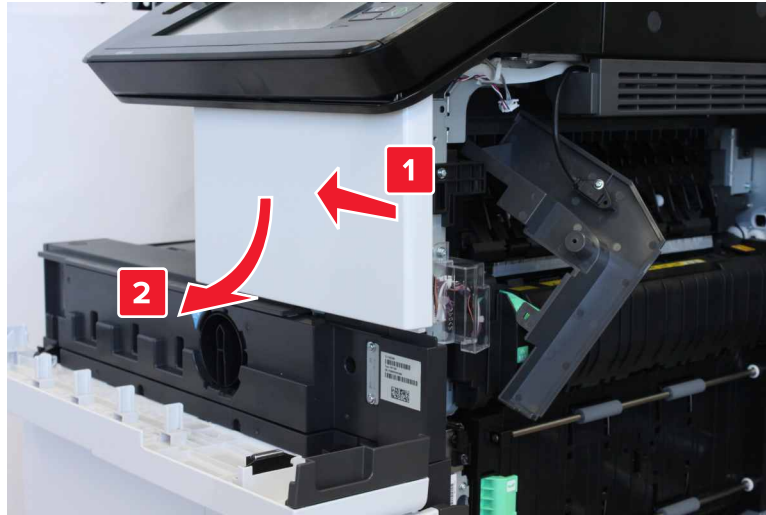
- 3 Remove the two screws (C) to disengage the USB cover.



Note: Do not remove the USB cable from the cover.

- 4 Open the cartridge door.

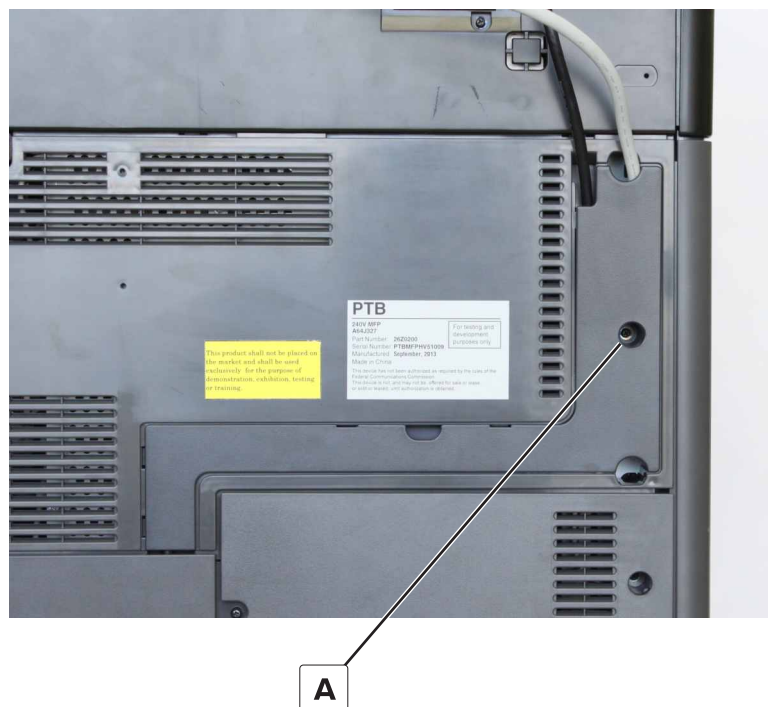
- 5 Remove the speaker cover.



Rear side removals

Scanner interface cable cover removal

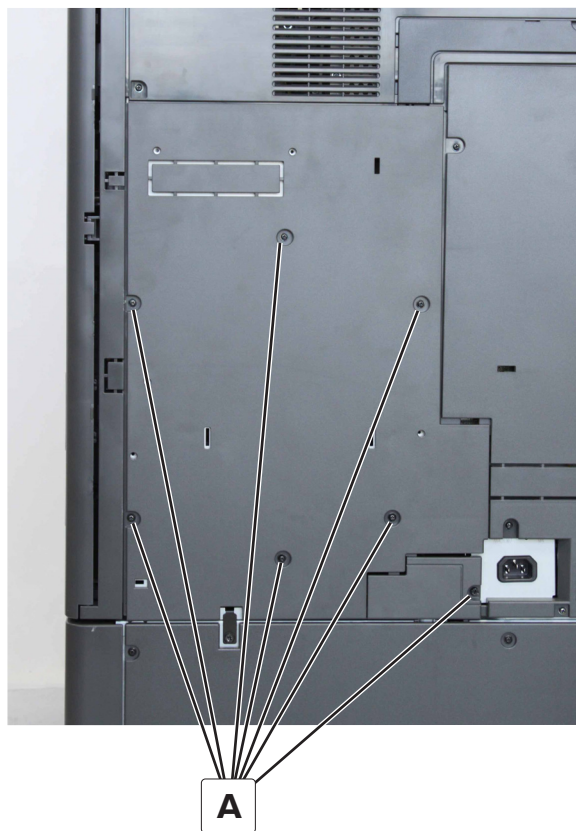
- 1 Remove the screw (A).



- 2 Remove the cover.

Controller board access cover removal

- 1 Remove the seven screws (A).

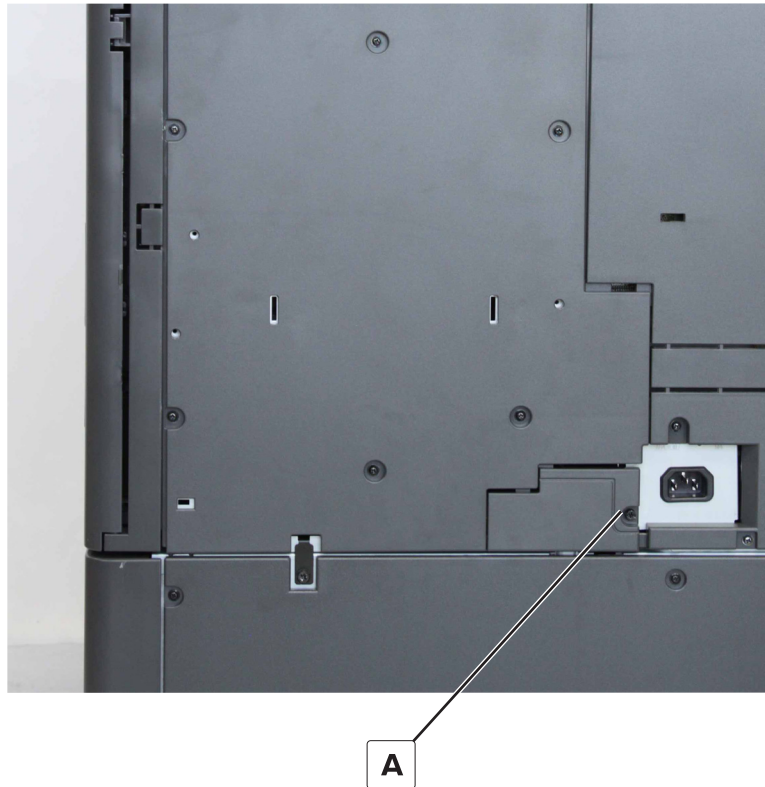


- 2 Remove the input options cover, and then remove the controller board cover.

Input options interface cover removal

Note: This part is not a FRU.

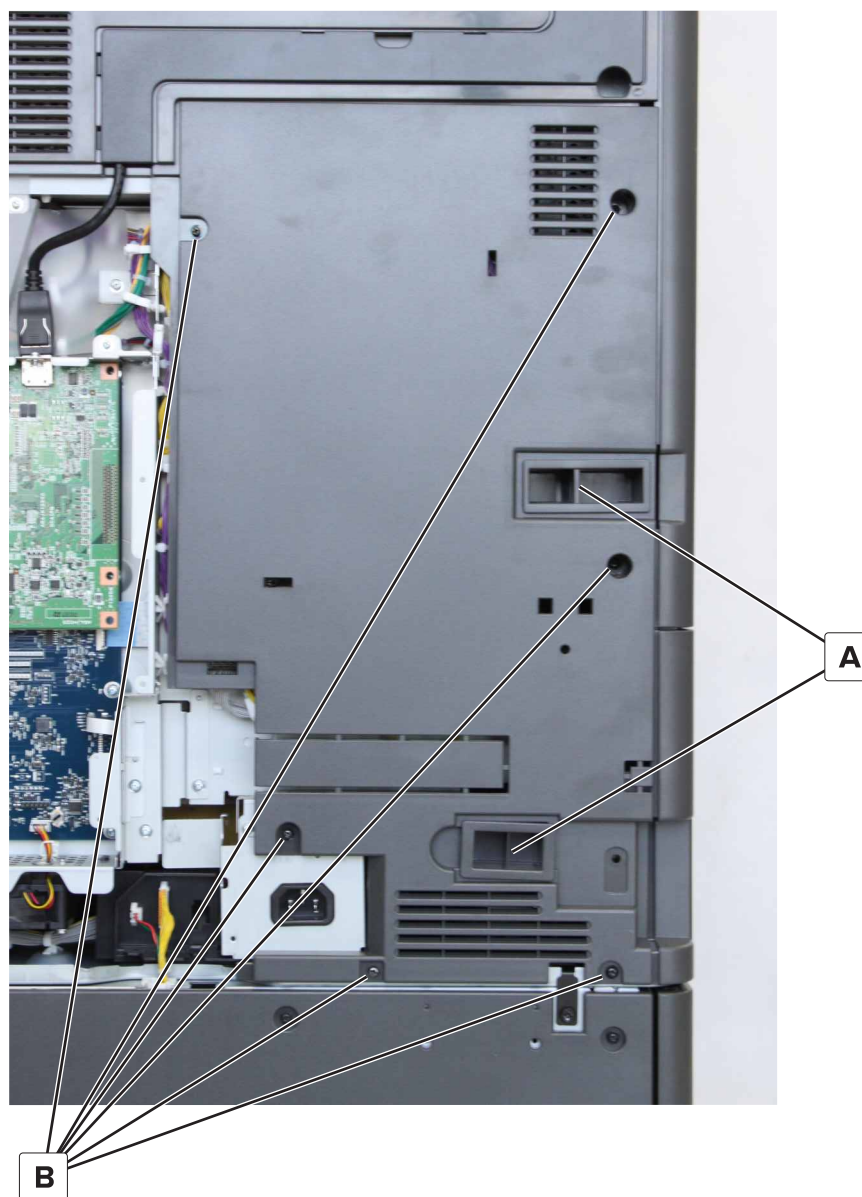
- 1 Remove the screw (A).



- 2 Remove the cover.

Engine board cover removal

- 1 Remove the controller board access cover. See [“Controller board access cover removal” on page 287](#).
- 2 Remove the two filters (A), and then remove the six screws (B).

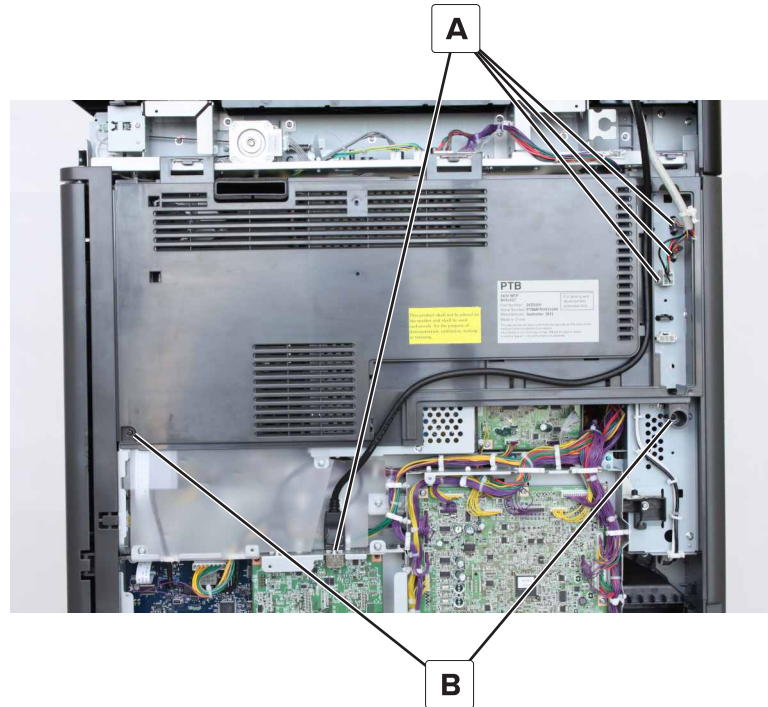


- 3 Remove the cover.

Upper rear cover removal

- 1 Remove the scanner interface cable cover. See [“Scanner interface cable cover removal” on page 286](#).
- 2 Remove the controller board access cover. See [“Controller board access cover removal” on page 287](#).
- 3 Remove the engine board cover. See [“Engine board cover removal” on page 289](#).

- 4 Disconnect the four cables (A), and then remove the two screws (B).



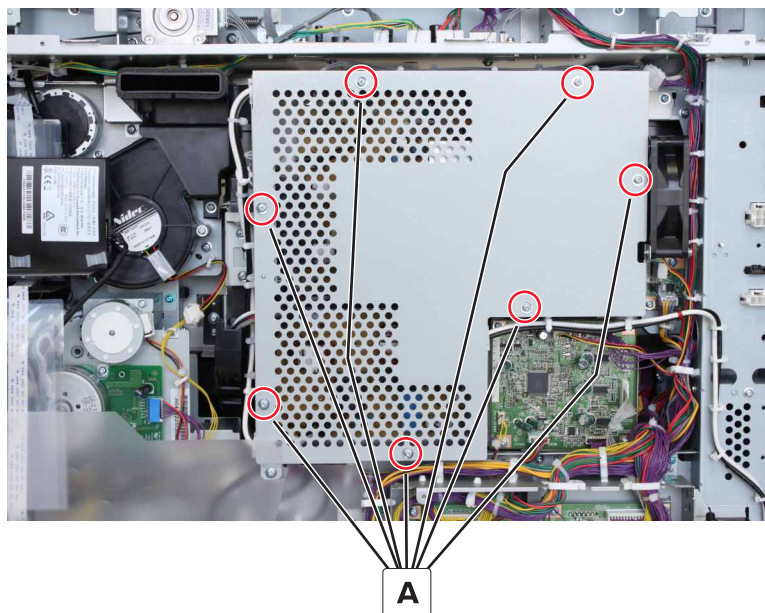
- 5 Remove the cover.

IHPS shield removal

Note: This part is not a FRU.

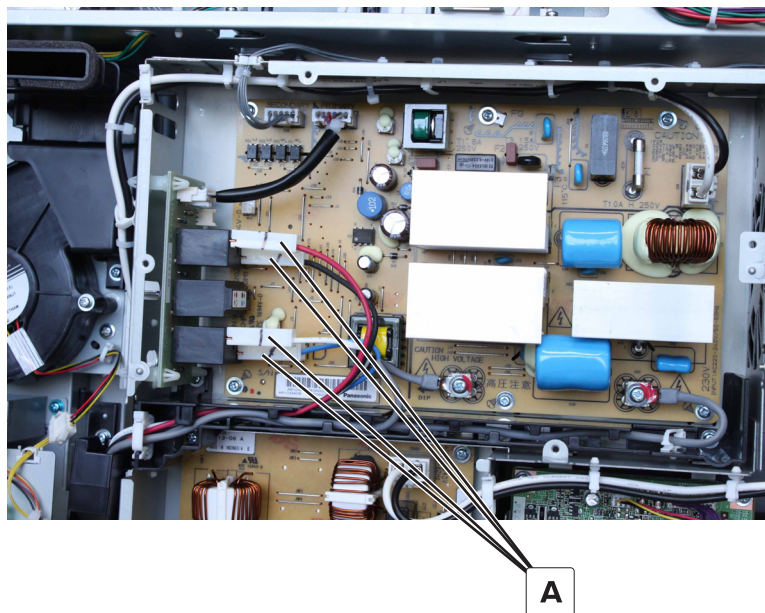
- 1 Remove the scanner interface cable cover. See [“Scanner interface cable cover removal” on page 286.](#)
- 2 Remove the controller board access cover. See [“Controller board access cover removal” on page 287.](#)
- 3 Remove the engine board cover. See [“Engine board cover removal” on page 289.](#)
- 4 Remove the upper rear cover. See [“Upper rear cover removal” on page 289.](#)

- 5 Remove the seven screws (A), and then remove the shield.

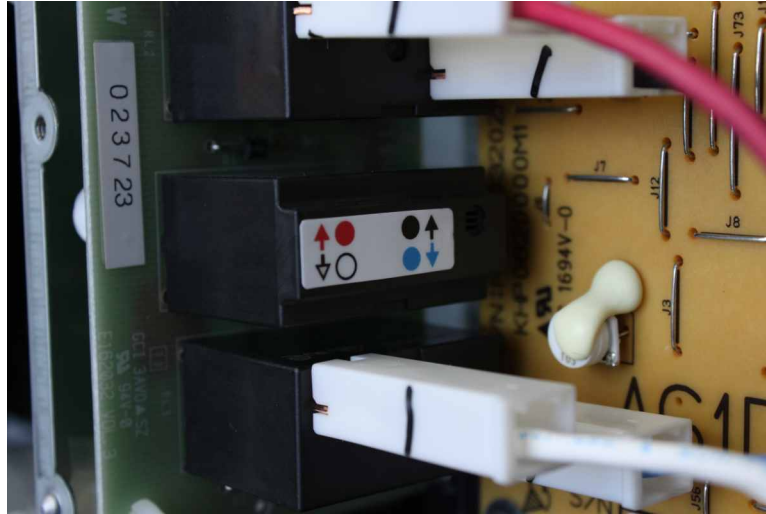


Induction heater magnetic erase board (IHMEB) removal

- 1 Remove the scanner interface cable cover. See [“Scanner interface cable cover removal” on page 286.](#)
- 2 Remove the controller board access cover. See [“Controller board access cover removal” on page 287.](#)
- 3 Remove the engine board cover. See [“Engine board cover removal” on page 289.](#)
- 4 Remove the upper rear cover. See [“Upper rear cover removal” on page 289.](#)
- 5 Remove the induction heater power supply shield. See [“IHPS shield removal” on page 290.](#)
- 6 Disconnect the four cables (A).



Installation note: Follow the arrangement of the colored symbols to install the cables to their correct positions.



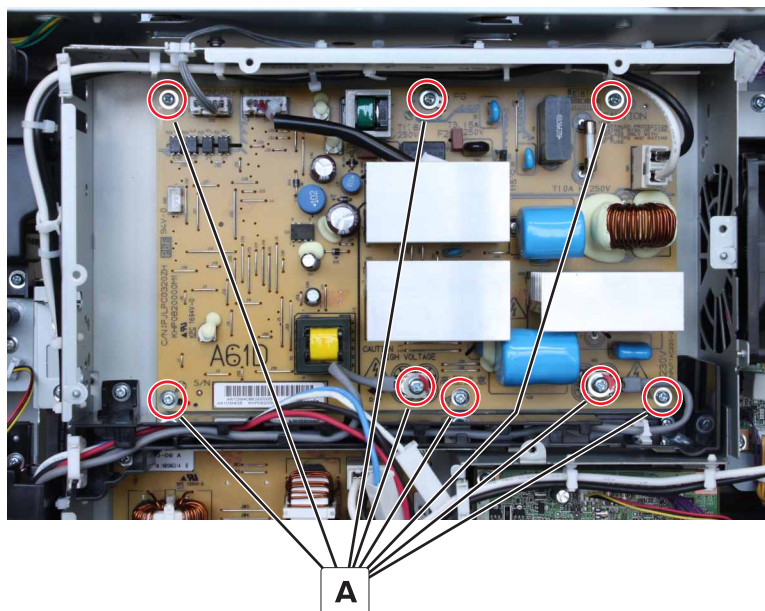
7 Release the four latches (B), and then remove the board.



8 Release the four latches still attached on the board.

Induction heater power supply (IHPS) removal

- 1 Remove the scanner interface cable cover. See [“Scanner interface cable cover removal” on page 286.](#)
- 2 Remove the controller board access cover. See [“Controller board access cover removal” on page 287.](#)
- 3 Remove the engine board cover. See [“Engine board cover removal” on page 289.](#)
- 4 Remove the upper rear cover. See [“Upper rear cover removal” on page 289.](#)
- 5 Remove the induction heater power supply shield. See [“IHPS shield removal” on page 290.](#)
- 6 Remove the induction heater magnetic erase board. See [“Induction heater magnetic erase board \(IHMEB\) removal” on page 291.](#)
- 7 Disconnect the cables, and then remove the eight screws (A).

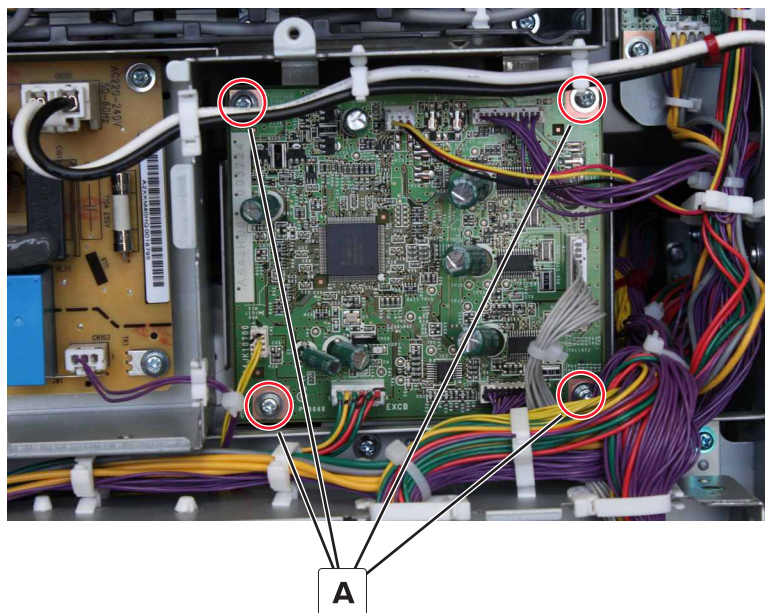


- 8 Remove the power supply.

Noise filter board removal

- 1 Remove the scanner interface cable cover. See [“Scanner interface cable cover removal” on page 286.](#)
- 2 Remove the controller board access cover. See [“Controller board access cover removal” on page 287.](#)
- 3 Remove the engine board cover. See [“Engine board cover removal” on page 289.](#)
- 4 Remove the upper rear cover. See [“Upper rear cover removal” on page 289.](#)
- 5 Remove the induction heater power supply shield. See [“IHPS shield removal” on page 290.](#)

- 5 Disconnect the cables, and then remove the four screws (A).

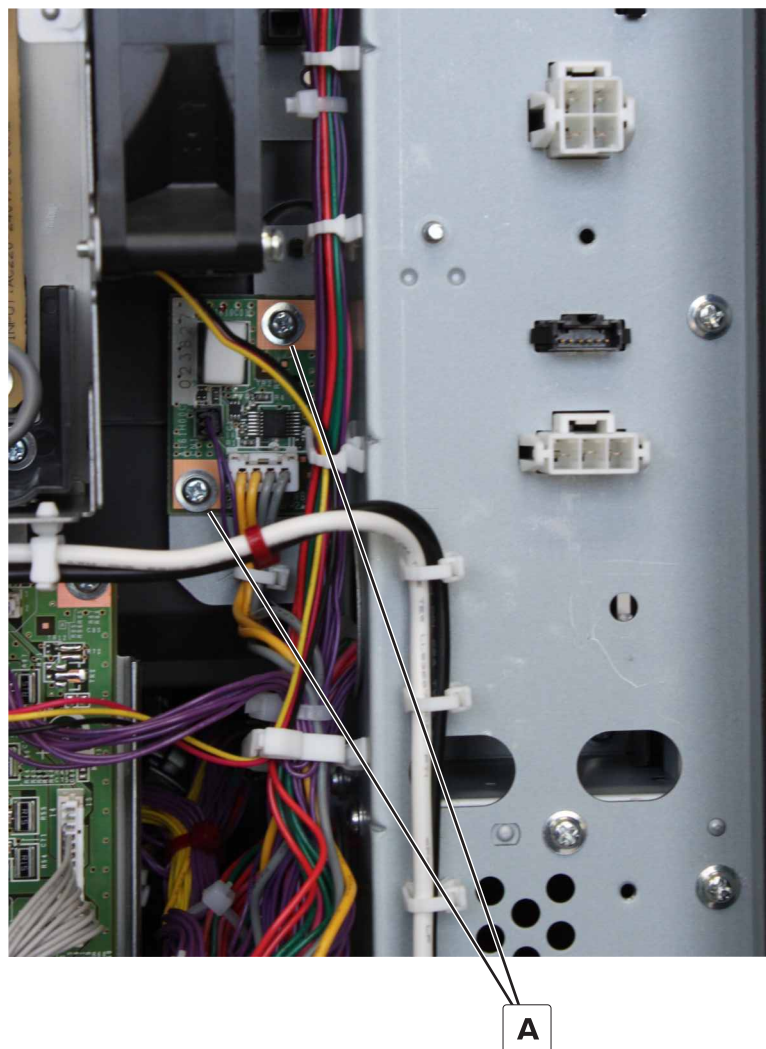


- 6 Remove the board.

Power-saving board removal

- 1 Remove the scanner interface cable cover. See [“Scanner interface cable cover removal” on page 286.](#)
- 2 Remove the controller board access cover. See [“Controller board access cover removal” on page 287.](#)
- 3 Remove the engine board cover. See [“Expansion controller board removal” on page 294.](#)
- 4 Remove the upper rear cover. See [“Upper rear cover removal” on page 289.](#)

- 5 Disconnect the cables, and then remove the two screws (A).



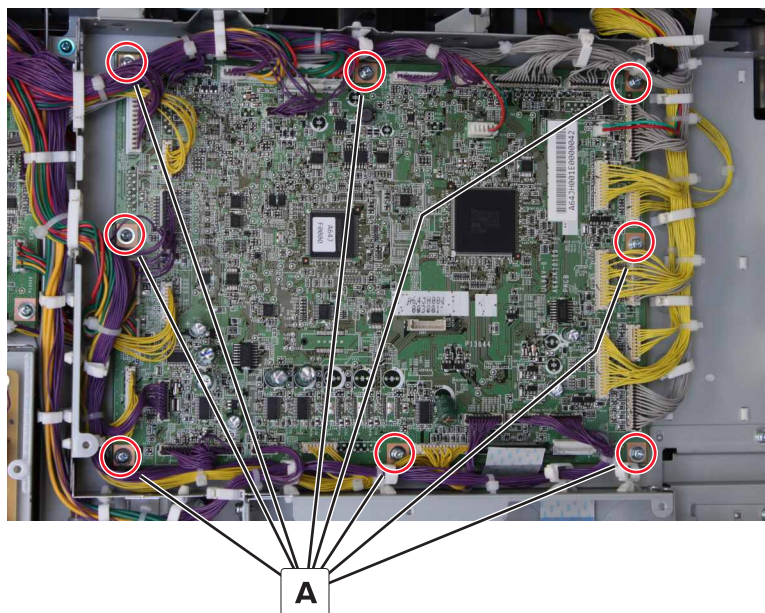
- 6 Remove the board.

Engine controller board removal

Warning—Potential Damage: Do not replace the engine controller board and controller board at the same time. Before removing the engine controller board, copy its settings to the controller board to avoid losing its original settings. See [“Restore Backup Data” on page 186](#).

- 1 Remove the controller board access cover. See [“Controller board access cover removal” on page 287](#).
- 2 Remove the engine board cover. See [“Engine board cover removal” on page 289](#).

- 3 Disconnect the cables, and then remove the eight screws (A).

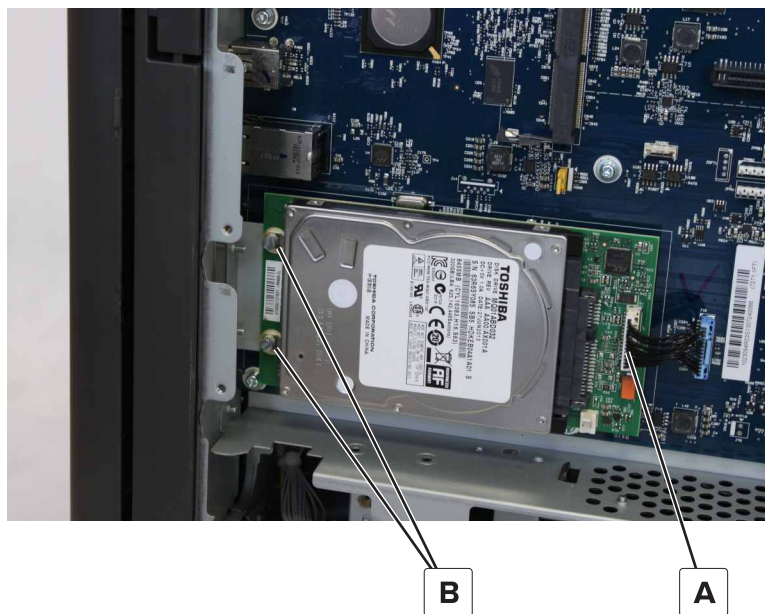


- 4 Remove the board.

Hard drive removal

Note: This part is not a FRU.

- 1 Remove the controller board cover. See [“Controller board access cover removal” on page 287](#).
- 2 Disconnect the cable (A), and then remove the two screws (B).



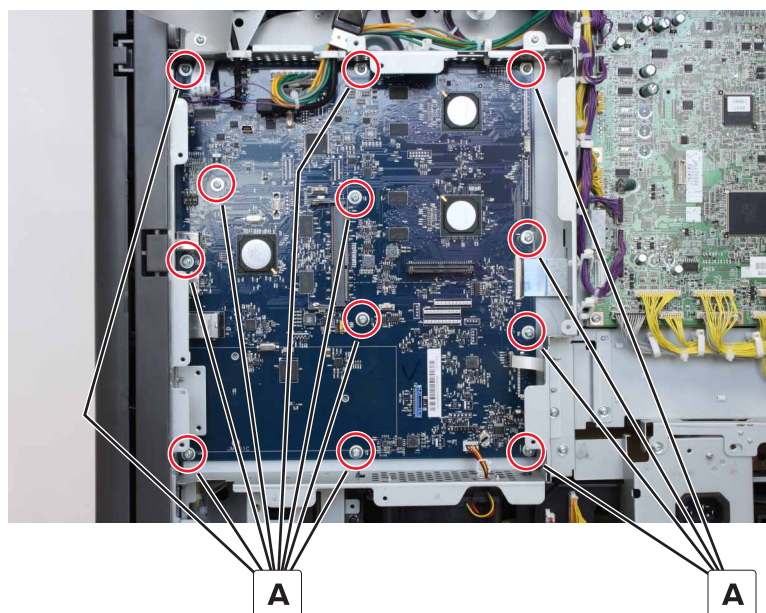
- 3 Remove the hard drive.

Controller board removal

Warning—Potential Damage: Do not replace the engine controller board and controller board at the same time. Before removing the controller board, copy its settings to the engine board to avoid losing its original settings. See [“Restore Backup Data” on page 186](#).

Note: Back up the eSF solutions and settings before replacing the controller board. For more information, see [“Backing up eSF solutions and settings” on page 203](#).

- 1 Remove the controller board access cover. See [“Controller board access cover removal” on page 287](#).
- 2 Remove the hard drive. See [“Hard drive removal” on page 297](#).
- 3 Disconnect the cables, and then remove the 12 screws (A).



- 4 Remove the board.

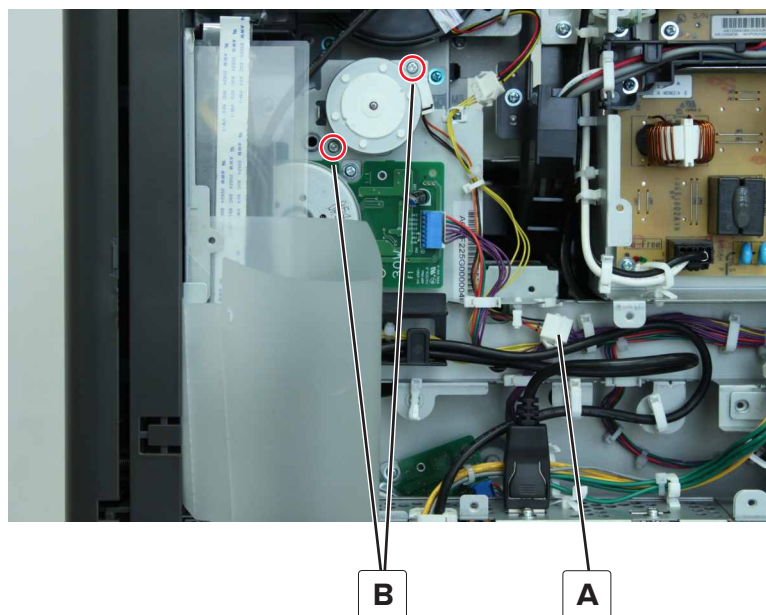
Installation notes:

- a After the new controller board is installed, restore the printer configuration. See [“Restoring the printer configuration after replacing the controller board” on page 198](#).
- b Restore the eSF solutions and settings. See Importing eSF solutions and settings file under [“Backing up eSF solutions and settings” on page 203](#).
- c Create a backup of the engine settings by copying them from the engine controller board to the new controller board. See [“Restore Backup Data” on page 186](#).

Motor (fuser pressure) removal

- 1 Remove the scanner interface cable cover. See [“Scanner interface cable cover removal” on page 286](#).
- 2 Remove the controller board access cover. See [“Controller board access cover removal” on page 287](#).
- 3 Remove the engine board cover. See [“Engine board cover removal” on page 289](#).
- 4 Remove the upper rear cover. See [“Upper rear cover removal” on page 289](#).

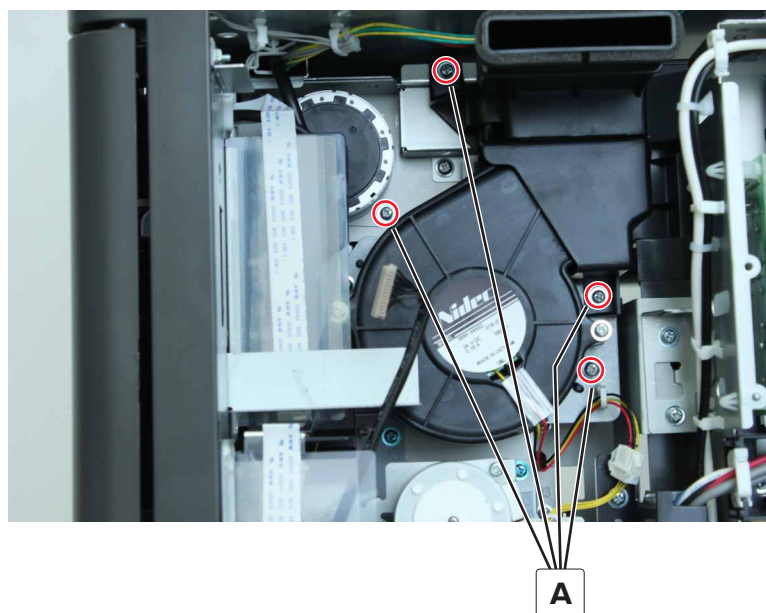
- 5 Disconnect the cable (A), and then remove the two screws (B).



- 6 Remove the motor.

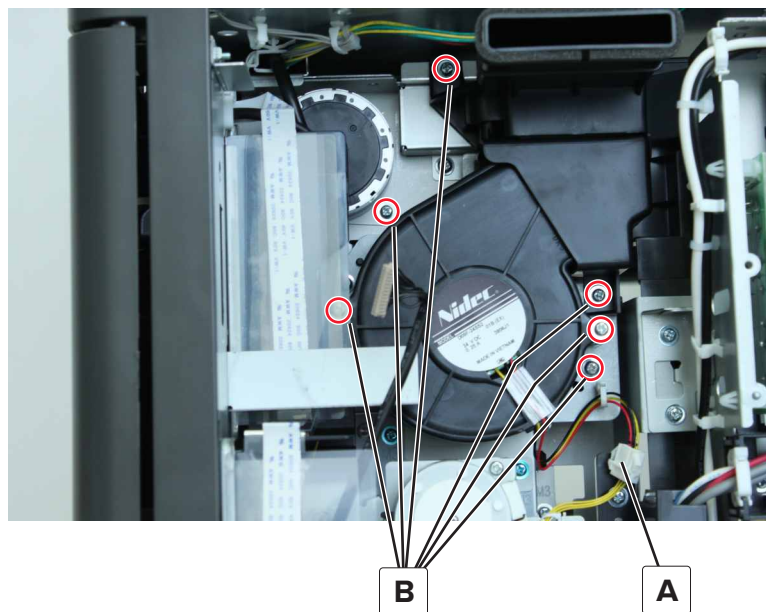
Paper exit fan duct removal

- 1 Remove the scanner interface cable cover. See [“Scanner interface cable cover removal” on page 286.](#)
- 2 Remove the controller board access cover. See [“Controller board access cover removal” on page 287.](#)
- 3 Remove the engine board cover. See [“Engine board cover removal” on page 289.](#)
- 4 Remove the upper rear cover. See [“Upper rear cover removal” on page 289.](#)
- 5 Remove the four screws (A), and then remove the duct.



Paper exit fan removal

- 1 Remove the scanner interface cable cover. See [“Scanner interface cable cover removal” on page 286.](#)
- 2 Remove the controller board access cover. See [“Controller board access cover removal” on page 287.](#)
- 3 Remove the engine board cover. See [“Engine board cover removal” on page 289.](#)
- 4 Remove the upper rear cover. See [“Upper rear cover removal” on page 289.](#)
- 5 Disconnect the cable (A), and then remove the six screws (B).



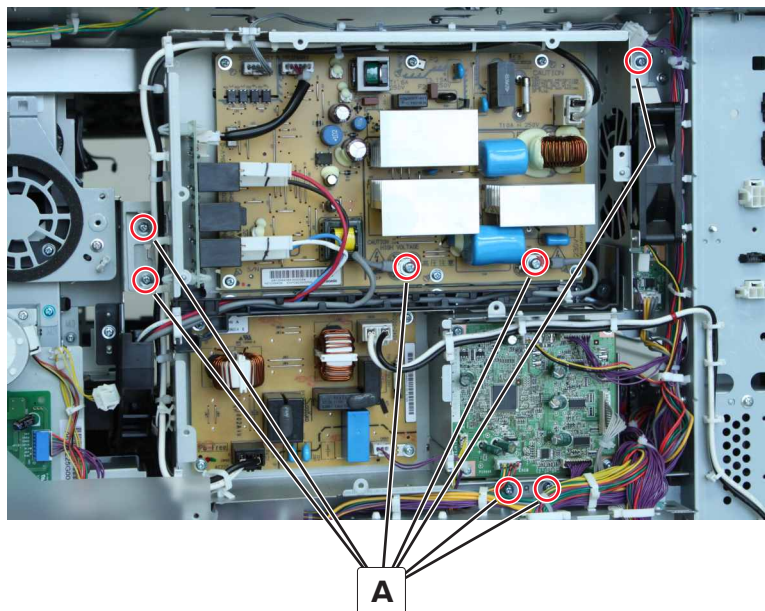
- 6 Remove the duct, and then remove the fan.

IHPS frame removal

Note: This part is not a FRU.

- 1 Remove the scanner interface cable cover. See [“Scanner interface cable cover removal” on page 286.](#)
- 2 Remove the controller board access cover. See [“Controller board access cover removal” on page 287.](#)
- 3 Remove the engine board cover. See [“Engine board cover removal” on page 289.](#)
- 4 Remove the upper rear cover. See [“Upper rear cover removal” on page 289.](#)
- 5 Remove the IHPS shield. See [“IHPS shield removal” on page 290.](#)

- 6 Remove the seven screws (A).



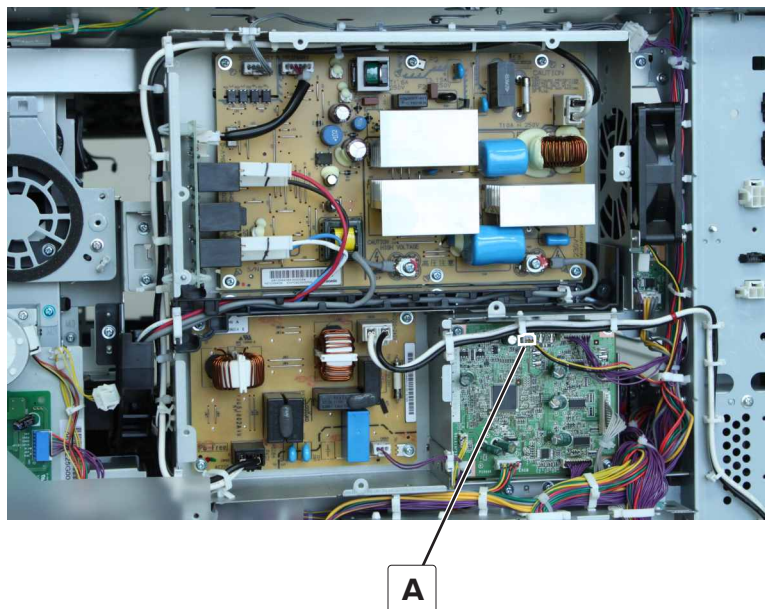
- 7 Disconnect the cables within the frame, and then release them from the guides.

- 8 Remove the frame.

Fuser power supply fan removal

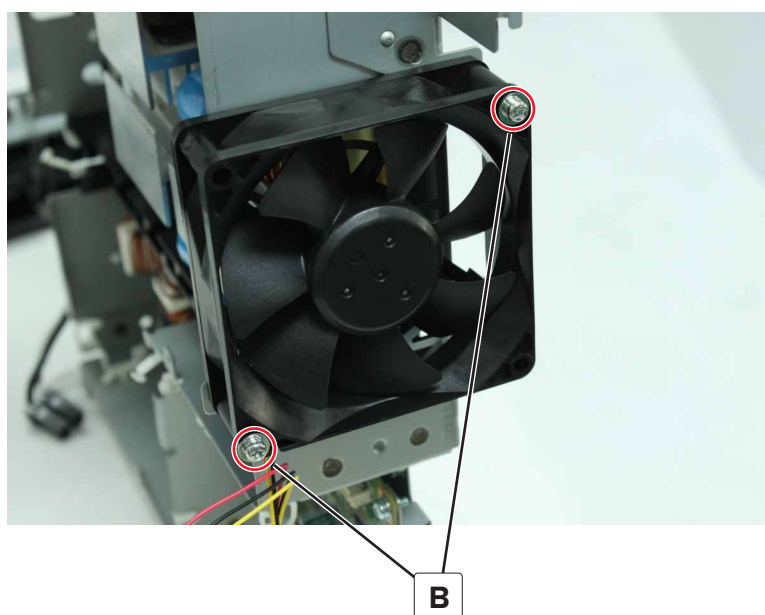
- 1 Remove the scanner interface cable cover. See [“Scanner interface cable cover removal” on page 286.](#)
- 2 Remove the controller board access cover. See [“Controller board access cover removal” on page 287.](#)
- 3 Remove the engine board cover. See [“Engine board cover removal” on page 289.](#)
- 4 Remove the upper rear cover. See [“Upper rear cover removal” on page 289.](#)
- 5 Remove the IHPS shield. See [“IHPS shield removal” on page 290.](#)

- 6 Disconnect the cable (A).



- 7 Remove the IHPS frame. See [“IHPS frame removal” on page 300](#).

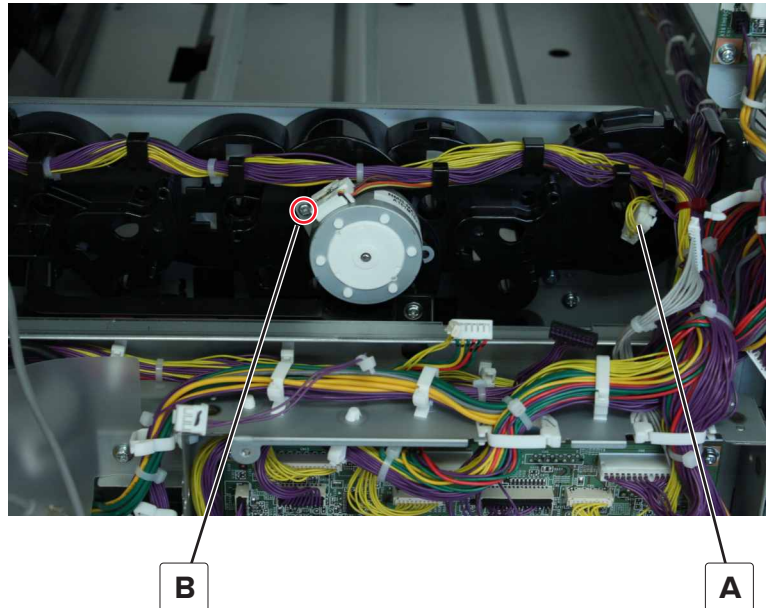
- 8 Remove the two screws (B), and then remove the fan.



Motor (toner cartridge) removal

- 1 Remove the scanner interface cable cover. See [“Scanner interface cable cover removal” on page 286](#).
- 2 Remove the controller board access cover. See [“Controller board access cover removal” on page 287](#).
- 3 Remove the engine board cover. See [“Engine board cover removal” on page 289](#).
- 4 Remove the upper rear cover. See [“Upper rear cover removal” on page 289](#).

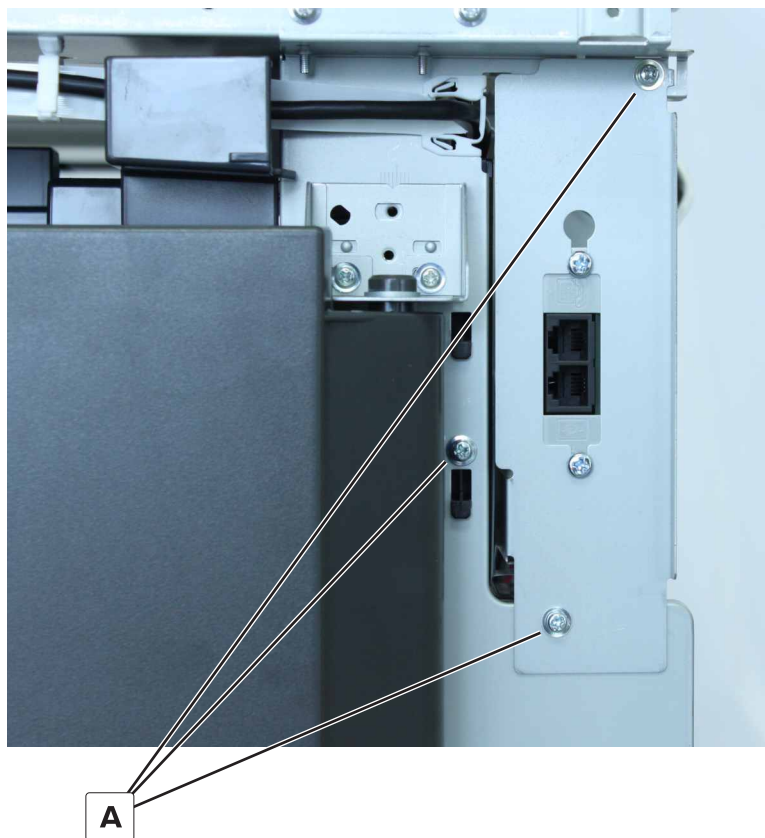
- 5 Remove the IHPS shield. See [“IHPS shield removal” on page 290](#).
- 6 Disconnect the cable (A) and then remove the motor screw (B).



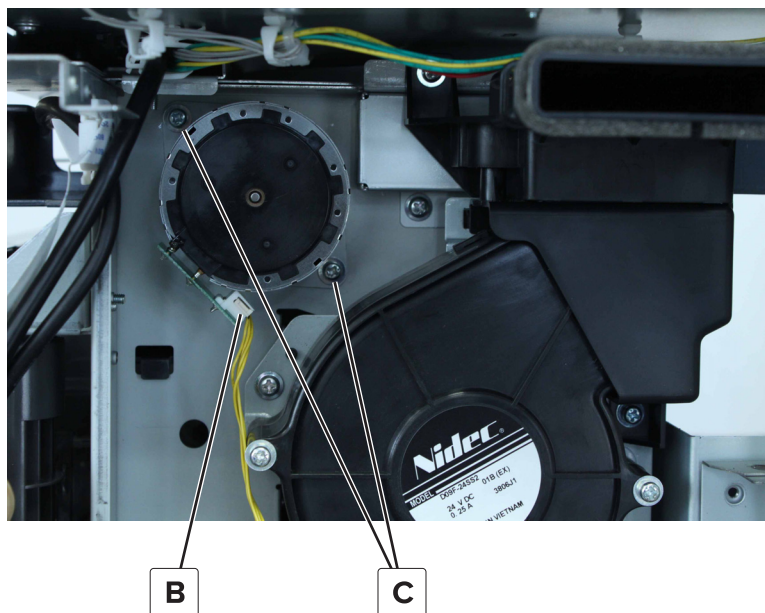
- 7 Release the cable from the guides, and then remove the motor.

Motor (redrive) removal

- 1 Remove the port access door. See [“Port access door removal” on page 228.](#)
- 2 Remove the three screws (A), and then remove the bracket.



- 3 From the rear, disconnect the cable (B), and then remove the two screws (C).

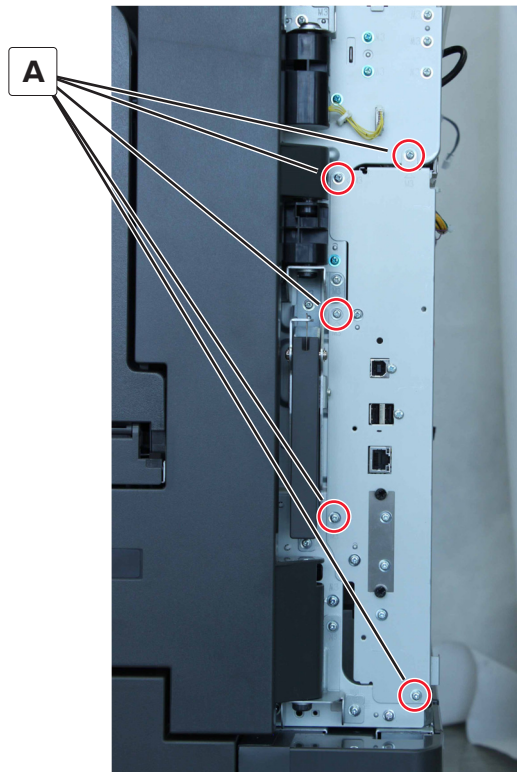


- 4 Remove the motor.

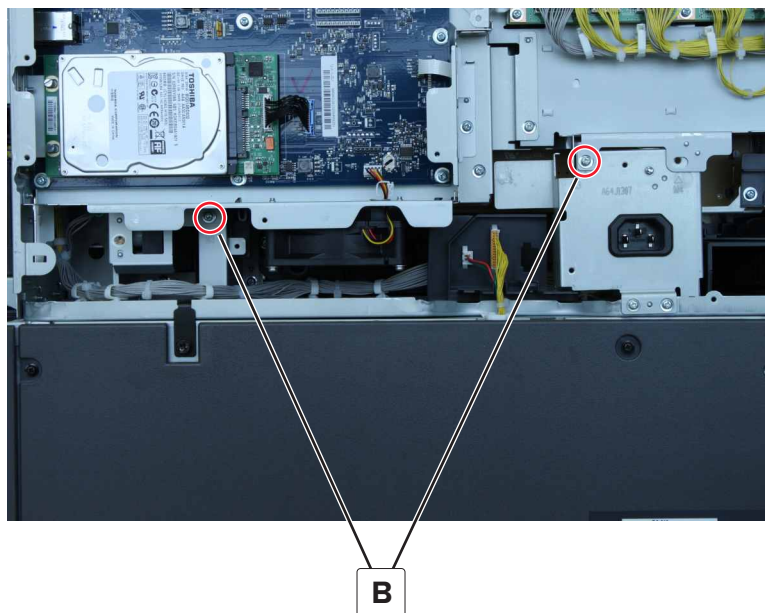
Controller board frame removal

Note: This part is not a FRU.

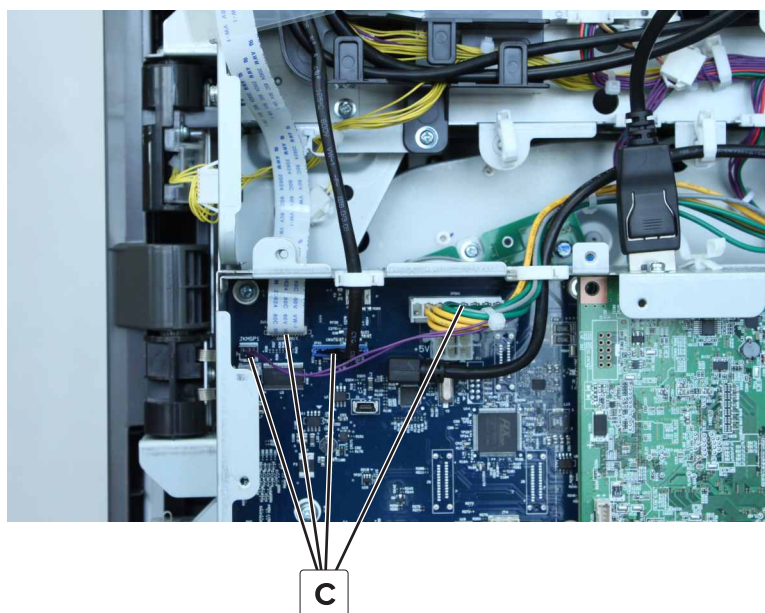
- 1 Remove the port access door. See [“Port access door removal” on page 228.](#)
- 2 Remove the controller board access cover. See [“Controller board access cover removal” on page 287.](#)
- 3 Remove the engine board cover. See [“Engine board cover removal” on page 289.](#)
- 4 Remove the scanner interface cable cover. See [“Scanner interface cable cover removal” on page 286.](#)
- 5 Remove the upper rear cover. See [“Upper rear cover removal” on page 289.](#)
- 6 From the right, remove the five screws (A).



- 7 From the rear, remove the two screws (B).



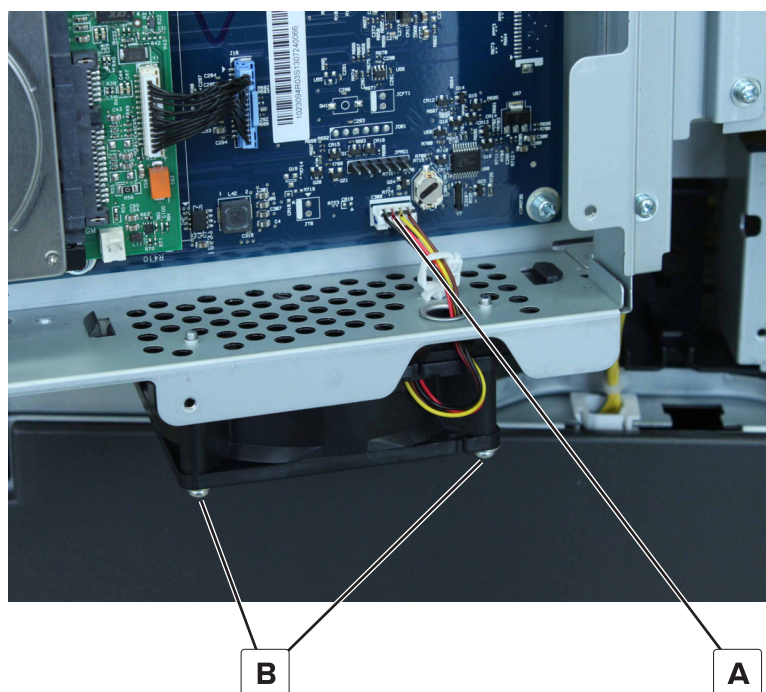
- 8 Disconnect the four cables (C), and then open the frame.



Controller board fan removal

- 1 Remove the port access door. See [“Port access door removal” on page 228.](#)
- 2 Remove the controller board access cover. See [“Controller board access cover removal” on page 287.](#)
- 3 Remove the engine board cover. See [“Engine board cover removal” on page 289.](#)
- 4 Remove the scanner interface cable cover. See [“Scanner interface cable cover removal” on page 286.](#)
- 5 Remove the upper rear cover. See [“Upper rear cover removal” on page 289.](#)

- 6 Open the controller board frame. See [“Controller board frame removal” on page 305.](#)
- 7 Disconnect the cable (A), and then remove the two screws (B).

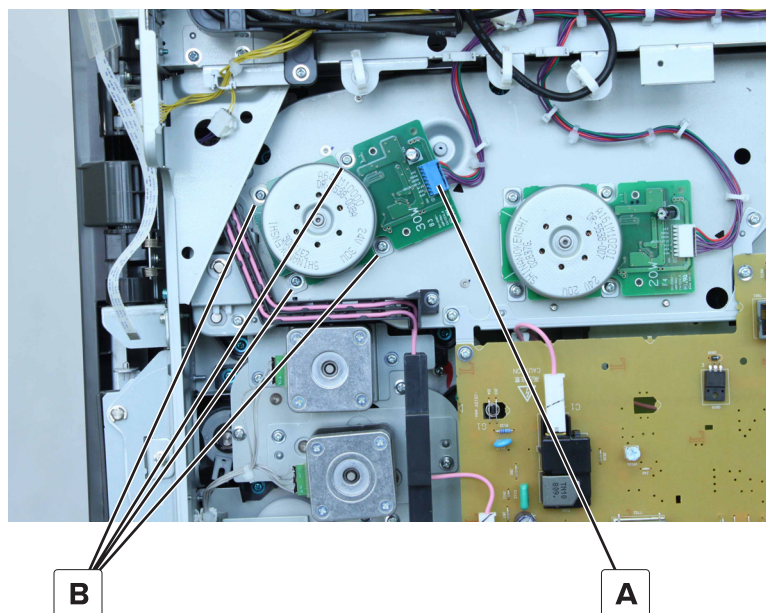


- 8 Remove the fan.

Motor (transport) removal

- 1 Remove the port access door. See [“Port access door removal” on page 228.](#)
- 2 Remove the controller board access cover. See [“Controller board access cover removal” on page 287.](#)
- 3 Remove the engine board cover. See [“Engine board cover removal” on page 289.](#)
- 4 Remove the scanner interface cable cover. See [“Scanner interface cable cover removal” on page 286.](#)
- 5 Remove the upper rear cover. See [“Upper rear cover removal” on page 289.](#)
- 6 Open the controller board frame. See [“Controller board frame removal” on page 305.](#)

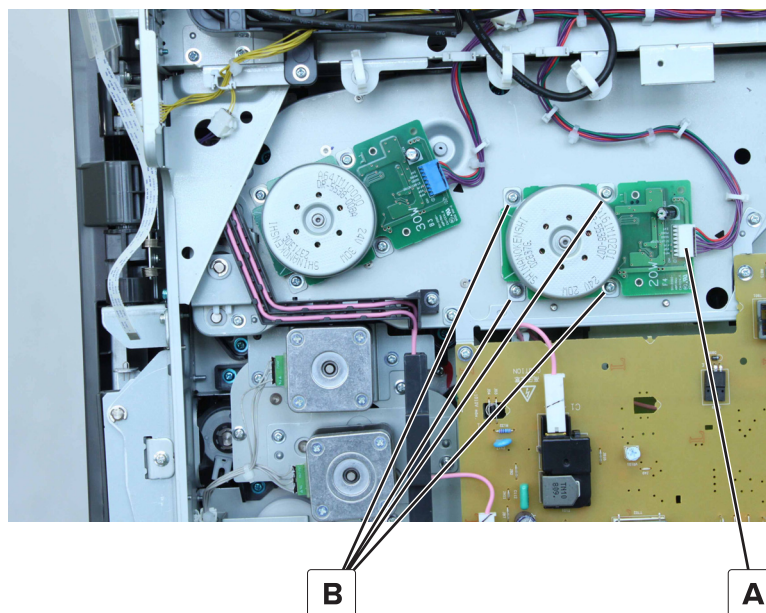
- 7 Disconnect the cable (A), and then remove the four screws (B).



Motor (developer) removal

- 1 Remove the port access door. See [“Port access door removal” on page 228.](#)
- 2 Remove the controller board access cover. See [“Controller board access cover removal” on page 287.](#)
- 3 Remove the engine board cover. See [“Engine board cover removal” on page 289.](#)
- 4 Remove the scanner interface cable cover. See [“Scanner interface cable cover removal” on page 286.](#)
- 5 Remove the upper rear cover. See [“Upper rear cover removal” on page 289.](#)
- 6 Open the controller board frame. See [“Controller board frame removal” on page 305.](#)

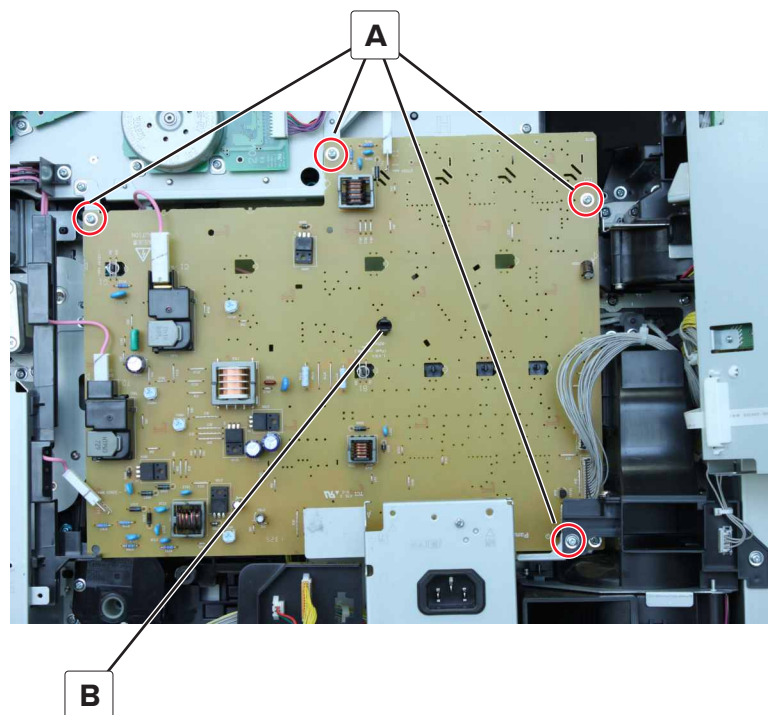
- 7 Disconnect the cable (A), and then remove the four screws (B).



High voltage board removal

- 1 Remove the port access door. See [“Port access door removal” on page 228.](#)
- 2 Remove the controller board access cover. See [“Controller board access cover removal” on page 287.](#)
- 3 Remove the engine board cover. See [“Engine board cover removal” on page 289.](#)
- 4 Remove the scanner interface cable cover. See [“Scanner interface cable cover removal” on page 286.](#)
- 5 Remove the upper rear cover. See [“Upper rear cover removal” on page 289.](#)
- 6 Open the controller board frame. See [“Controller board frame removal” on page 305.](#)

7 Disconnect the cables, remove the four screws (A), and then release the latch (B).

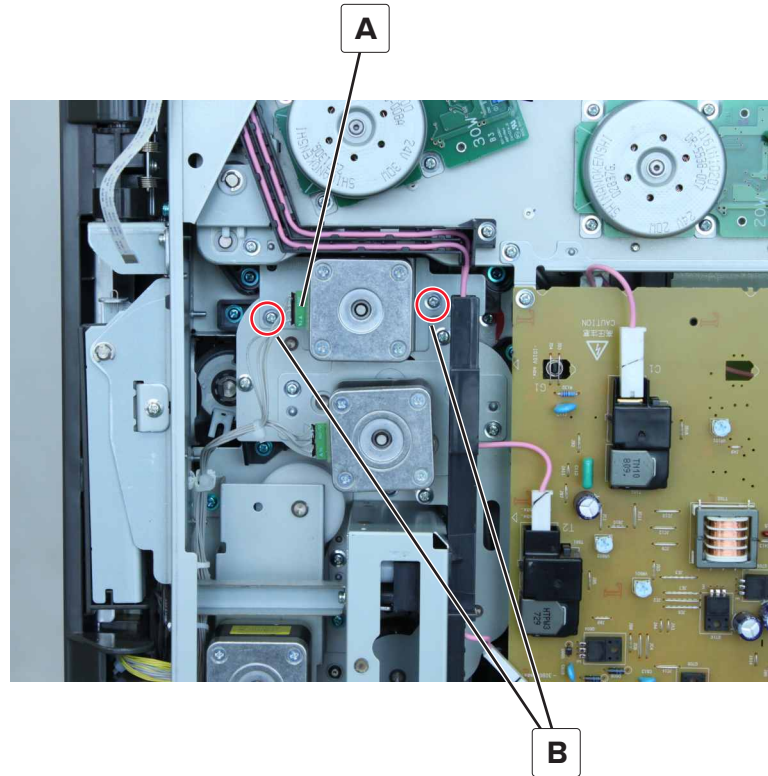


8 Remove the board.

Motor (registration) removal

- 1** Remove the port access door. See [“Port access door removal” on page 228.](#)
- 2** Remove the controller board access cover. See [“Controller board access cover removal” on page 287.](#)
- 3** Remove the engine board cover. See [“Engine board cover removal” on page 289.](#)
- 4** Remove the scanner interface cable cover. See [“Scanner interface cable cover removal” on page 286.](#)
- 5** Remove the upper rear cover. See [“Upper rear cover removal” on page 289.](#)
- 6** Open the controller board frame. See [“Controller board frame removal” on page 305.](#)

7 Disconnect the cable (A), and then remove the two screws (B).

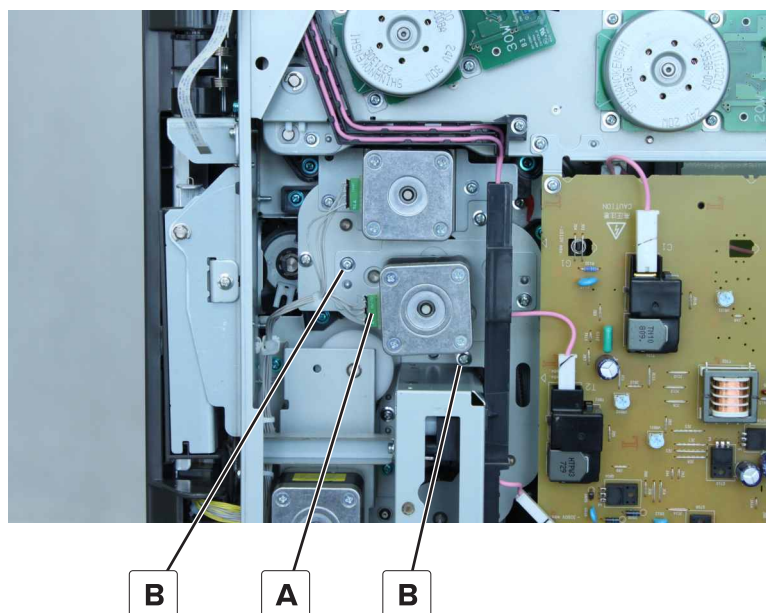


8 Remove the bracket, remove the two screws (C), and then remove the motor.

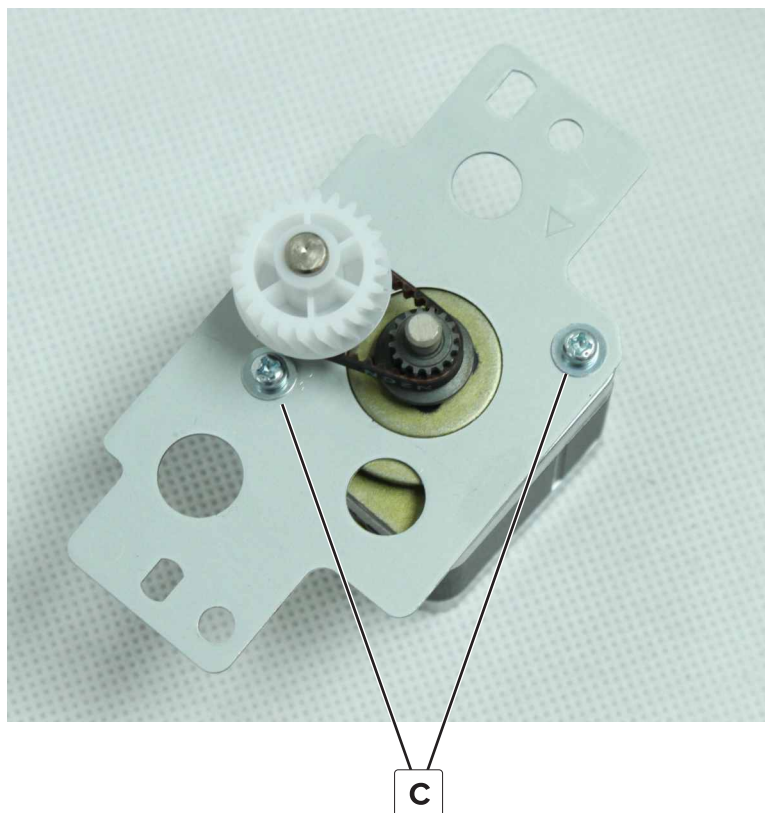


Motor (feed) removal

- 1 Remove the port access door. See [“Port access door removal” on page 228.](#)
- 2 Remove the controller board access cover. See [“Controller board access cover removal” on page 287.](#)
- 3 Remove the engine board cover. See [“Engine board cover removal” on page 289.](#)
- 4 Remove the scanner interface cable cover. See [“Scanner interface cable cover removal” on page 286.](#)
- 5 Remove the upper rear cover. See [“Upper rear cover removal” on page 289.](#)
- 6 Open the controller board frame. See [“Controller board frame removal” on page 305.](#)
- 7 Disconnect the cable (A), remove the two screws (B), and then remove the bracket.



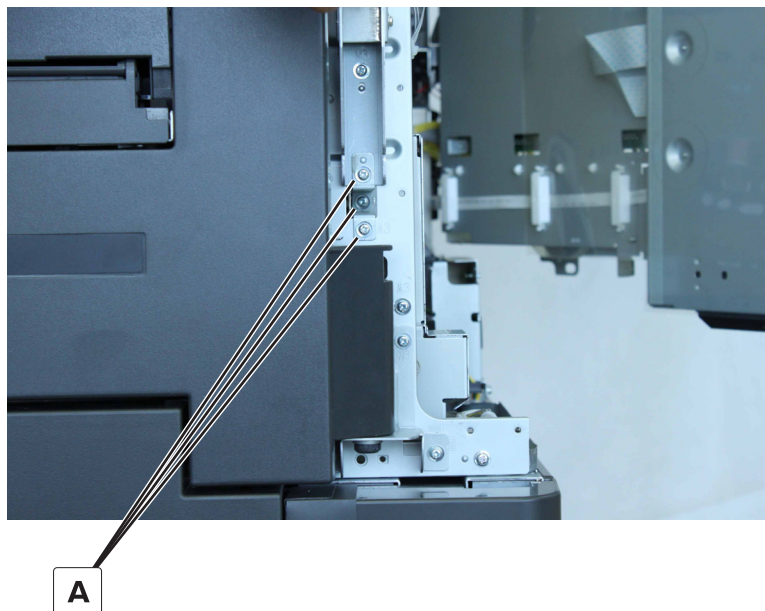
- 8 Remove the two screws (C), and then remove the motor.



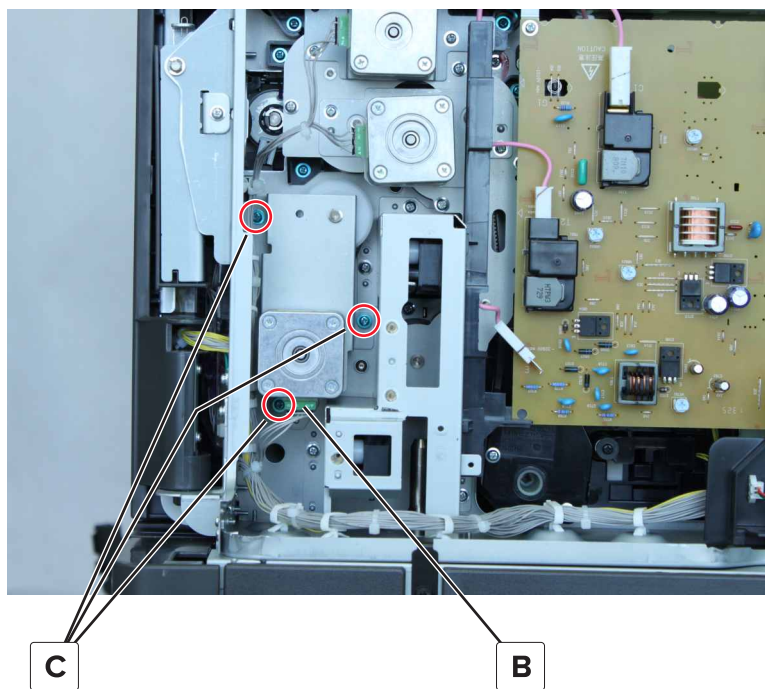
Tray 2 transport drive removal

- 1 Remove the port access door. See [“Port access door removal” on page 228.](#)
- 2 Remove the controller board access cover. See [“Controller board access cover removal” on page 287.](#)
- 3 Remove the engine board cover. See [“Engine board cover removal” on page 289.](#)
- 4 Remove the scanner interface cable cover. See [“Scanner interface cable cover removal” on page 286.](#)
- 5 Remove the upper rear cover. See [“Upper rear cover removal” on page 289.](#)
- 6 Open the controller board frame. See [“Controller board frame removal” on page 305.](#)

- 7 From the right, remove the three screws (A), and then remove the bracket.



- 8 From the rear, disconnect the cable (B), and then remove the three screws (C).



- 9 Remove the assembly.

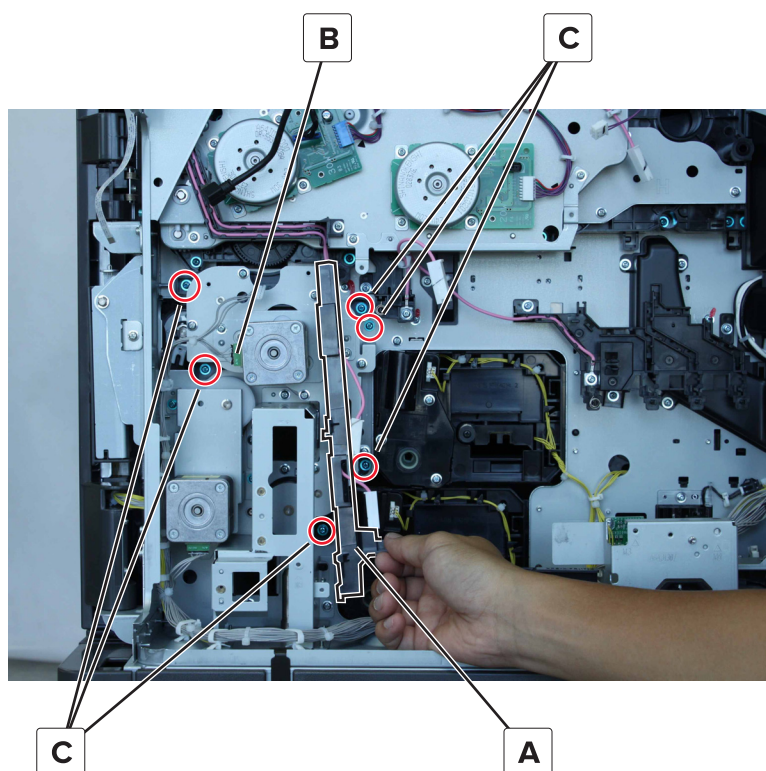
Motor (tray 2 transport) removal

- 1 Remove the port access door. See [“Port access door removal” on page 228.](#)
- 2 Remove the controller board access cover. See [“Controller board access cover removal” on page 287.](#)
- 3 Remove the engine board cover. See [“Engine board cover removal” on page 289.](#)

- 4 Remove the scanner interface cable cover. See [“Scanner interface cable cover removal” on page 286.](#)
- 5 Remove the upper rear cover. See [“Upper rear cover removal” on page 289.](#)
- 6 Open the controller board frame. See [“Controller board frame removal” on page 305.](#)
- 7 Remove the tray 2 transport drive. See [“Tray 2 transport drive removal” on page 313.](#)
- 8 Remove the two screws, and then remove the motor.

Feed drive assembly removal

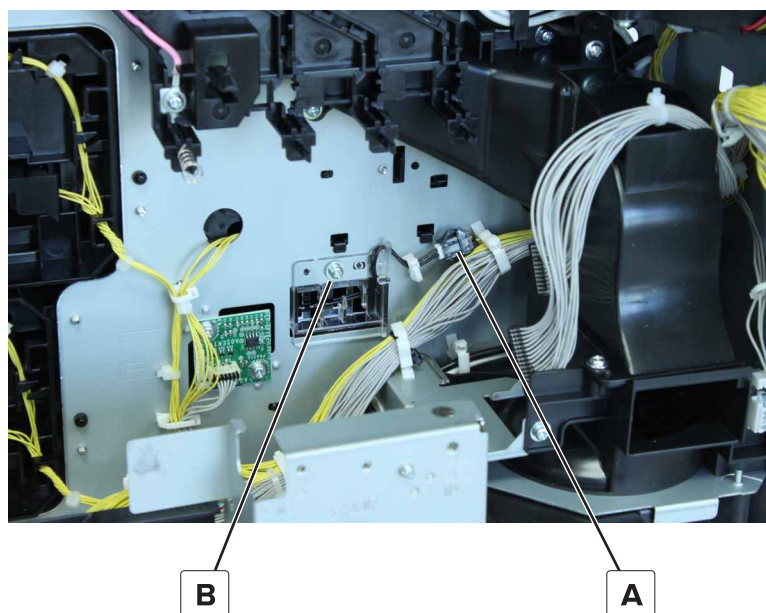
- 1 Remove the port access door. See [“Port access door removal” on page 228.](#)
- 2 Remove the controller board access cover. See [“Controller board access cover removal” on page 287.](#)
- 3 Remove the engine board cover. See [“Engine board cover removal” on page 289.](#)
- 4 Remove the scanner interface cable cover. See [“Scanner interface cable cover removal” on page 286.](#)
- 5 Remove the upper rear cover. See [“Upper rear cover removal” on page 289.](#)
- 6 Open the controller board frame. See [“Controller board frame removal” on page 305.](#)
- 7 Slightly lift the cable guide (A) to release. Move the cable guide (A) to access the screw behind it.
- 8 Disconnect the cable (B), and then remove the six screws (C).



- 9 Remove the assembly.

Sensor (tray 1 and 2 paper temperature) removal

- 1 Remove the port access door. See [“Port access door removal” on page 228.](#)
- 2 Remove the controller board access cover. See [“Controller board access cover removal” on page 287.](#)
- 3 Remove the engine board cover. See [“Engine board cover removal” on page 289.](#)
- 4 Remove the scanner interface cable cover. See [“Scanner interface cable cover removal” on page 286.](#)
- 5 Remove the upper rear cover. See [“Upper rear cover removal” on page 289.](#)
- 6 Open the controller board frame. See [“Controller board frame removal” on page 305.](#)
- 7 Disconnect the cable (A), remove the screw (B), and then remove the cover.

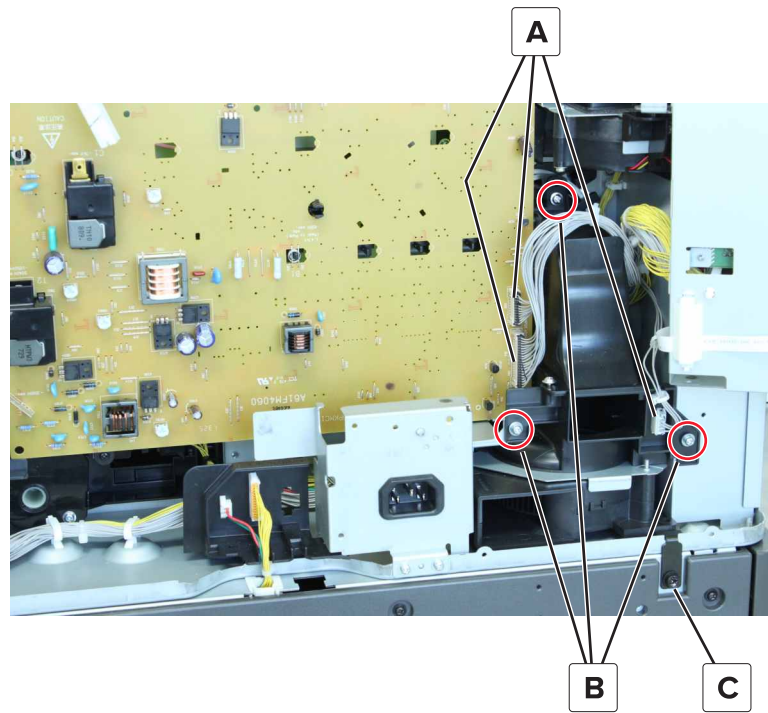


- 8 Remove the sensor.

Ozone fan removal

- 1 Remove the port access door. See [“Port access door removal” on page 228.](#)
- 2 Remove the controller board access cover. See [“Controller board access cover removal” on page 287.](#)
- 3 Remove the engine board cover. See [“Engine board cover removal” on page 289.](#)
- 4 Remove the scanner interface cable cover. See [“Scanner interface cable cover removal” on page 286.](#)
- 5 Remove the upper rear cover. See [“Upper rear cover removal” on page 289.](#)
- 6 Open the controller board frame. See [“Controller board frame removal” on page 305.](#)
- 7 Disconnect the three cables (A), remove the three screws (B), and then remove the fan and duct.

Note: If an optional tray is included, then remove the bottom screw (C).



- 8 Disconnect the cable (D), and then remove the two screws (E).



- 9 Remove the fan.

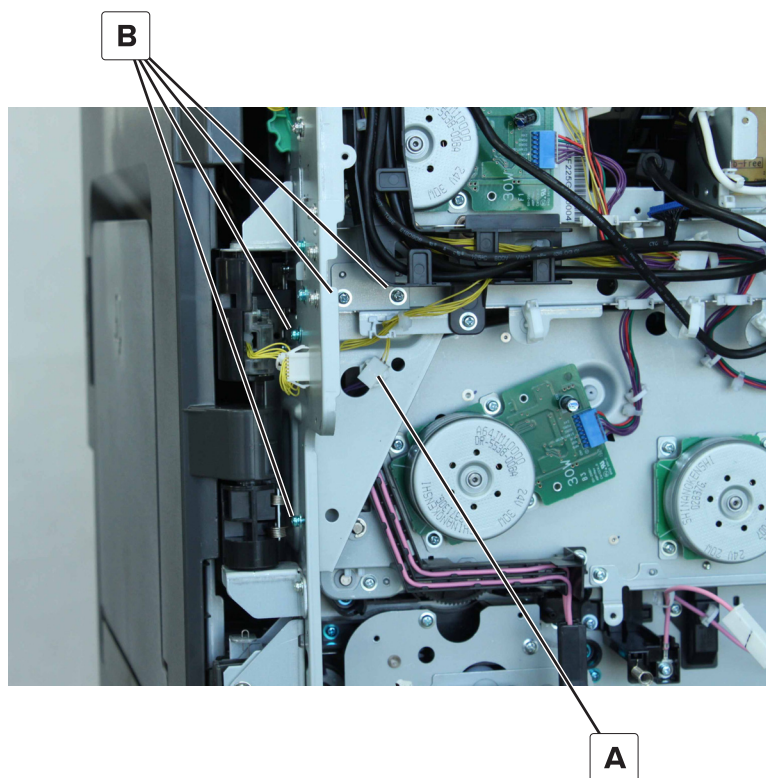
Ozone fan duct removal

- 1 Remove the port access door. See [“Port access door removal” on page 228.](#)
- 2 Remove the controller board access cover. See [“Controller board access cover removal” on page 287.](#)
- 3 Remove the engine board cover. See [“Engine board cover removal” on page 289.](#)
- 4 Remove the scanner interface cable cover. See [“Scanner interface cable cover removal” on page 286.](#)
- 5 Remove the upper rear cover. See [“Upper rear cover removal” on page 289.](#)
- 6 Open the controller board frame. See [“Controller board frame removal” on page 305.](#)
- 7 Remove the ozone fan. See [“Ozone fan removal” on page 316.](#)

The fan duct remains.

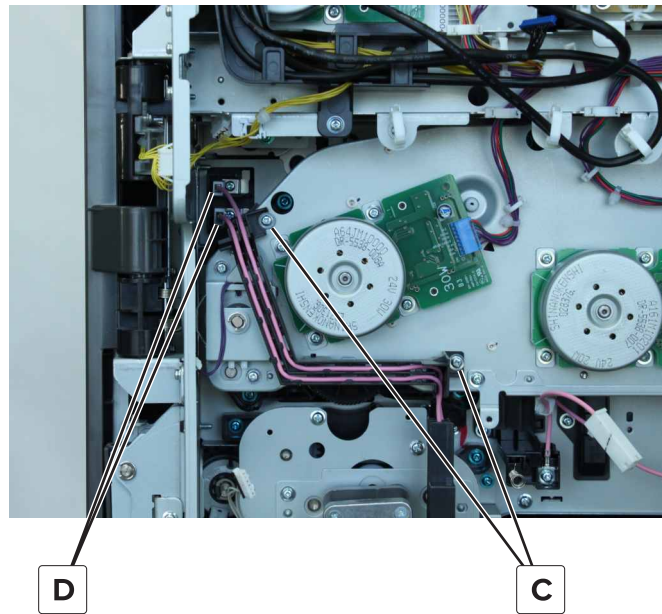
Main drive assembly removal

- 1 Remove the port access door. See [“Port access door removal” on page 228.](#)
- 2 Remove the controller board access cover. See [“Controller board access cover removal” on page 287.](#)
- 3 Remove the engine board cover. See [“Engine board cover removal” on page 289.](#)
- 4 Remove the scanner interface cable cover. See [“Scanner interface cable cover removal” on page 286.](#)
- 5 Remove the upper rear cover. See [“Upper rear cover removal” on page 289.](#)
- 6 Open the controller board frame. See [“Controller board frame removal” on page 305.](#)
- 7 Disconnect the cable (A), remove the four screws (B), and then remove the bracket.

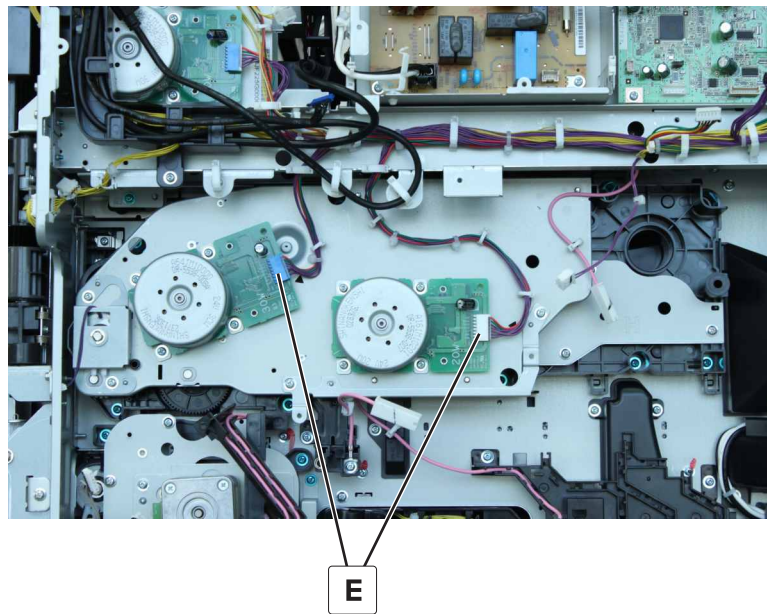


- 8 Remove the two screws (C), and then disconnect the two cables (D).

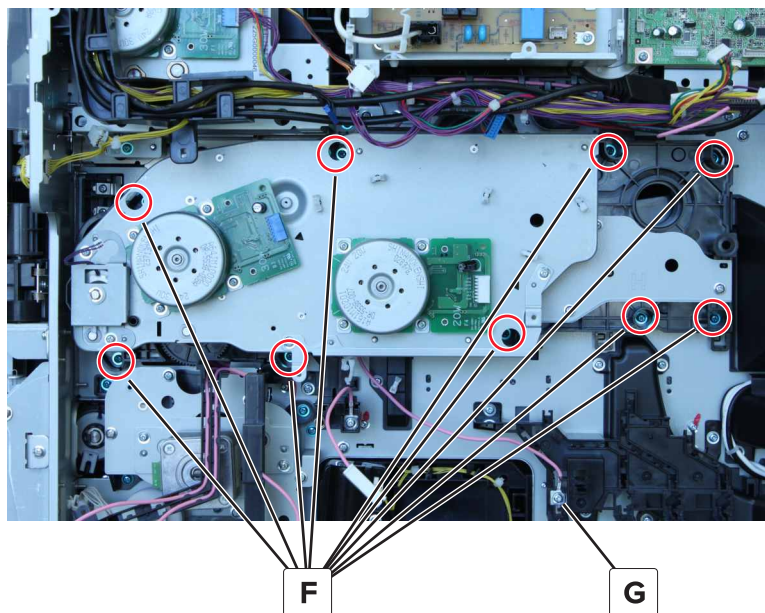
Note: We recommend using long nose pliers to disconnect the cables.



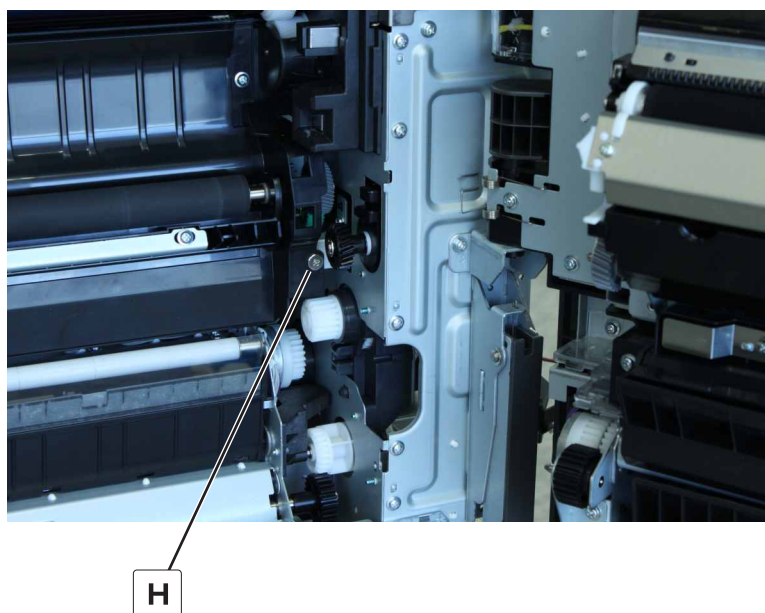
9 Disconnect the two cables (E), and then release the cables from the assembly cable clips.



- 10** Remove the nine screws (F), and then remove the ground screw (G).



- 11** Open the right door, and then remove the screw (H).



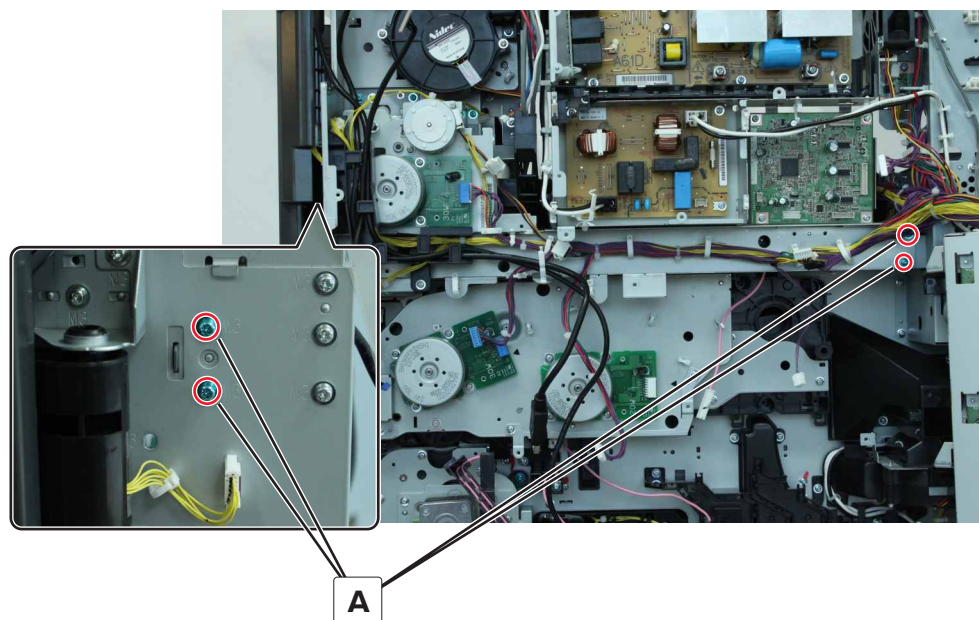
- 12** Remove the assembly.

Center cable guide bracket removal

Note: This part is not a FRU.

- 1** Remove the port access door. See [“Port access door removal” on page 228](#).
- 2** Remove the controller board access cover. See [“Controller board access cover removal” on page 287](#).
- 3** Remove the engine board cover. See [“Engine board cover removal” on page 289](#).

- 4 Remove the scanner interface cable cover. See [“Scanner interface cable cover removal” on page 286.](#)
- 5 Remove the upper rear cover. See [“Upper rear cover removal” on page 289.](#)
- 6 Open the controller board frame. See [“Controller board frame removal” on page 305.](#)
- 7 Remove the four screws (A), and then release the cables from the bracket cable clips.

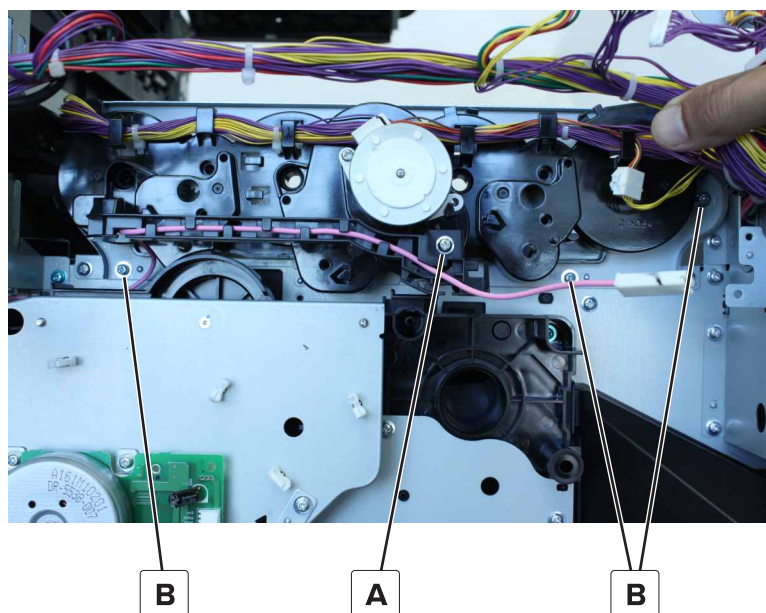


- 8 Remove the bracket.

Toner cartridge drive assembly removal

- 1 Remove the scanner interface cable cover. See [“Scanner interface cable cover removal” on page 286.](#)
- 2 Remove the controller board access cover. See [“Controller board access cover removal” on page 287.](#)
- 3 Remove the engine board cover. See [“Engine board cover removal” on page 289.](#)
- 4 Remove the upper rear cover. See [“Upper rear cover removal” on page 289.](#)
- 5 Remove the IHPS shield. See [“IHPS shield removal” on page 290.](#)

- 6 Remove the screw (A), and then remove the guide. Remove the three screws (B), and then release the cables from the guides.

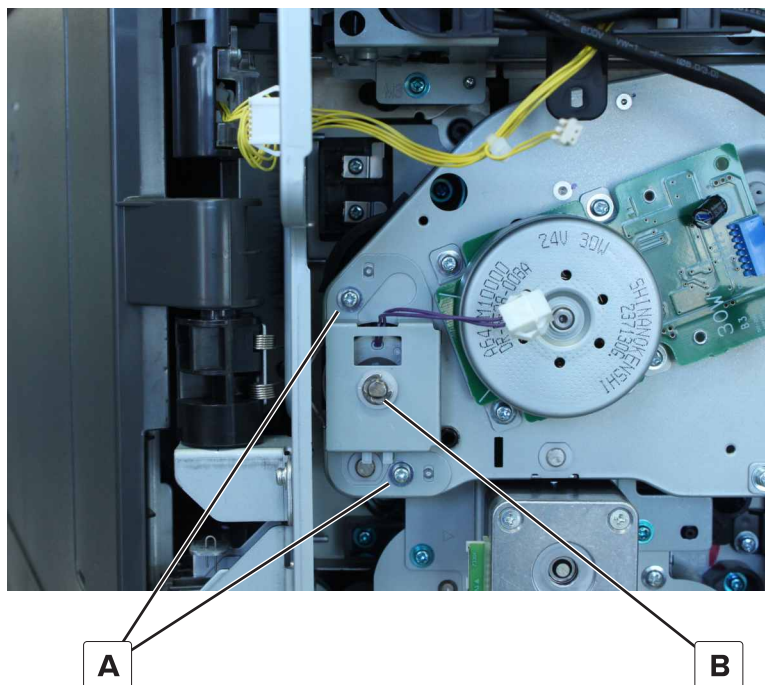


- 7 Remove the assembly.

Duplex transport clutch removal

- 1 Remove the port access door. See [“Port access door removal” on page 228.](#)
- 2 Remove the controller board access cover. See [“Controller board access cover removal” on page 287.](#)
- 3 Remove the engine board cover. See [“Engine board cover removal” on page 289.](#)
- 4 Remove the scanner interface cable cover. See [“Scanner interface cable cover removal” on page 286.](#)
- 5 Remove the upper rear cover. See [“Upper rear cover removal” on page 289.](#)
- 6 Open the controller board frame. See [“Controller board frame removal” on page 305.](#)

- 7 Remove the two screws (A), remove the bracket, and then remove the clip (B).

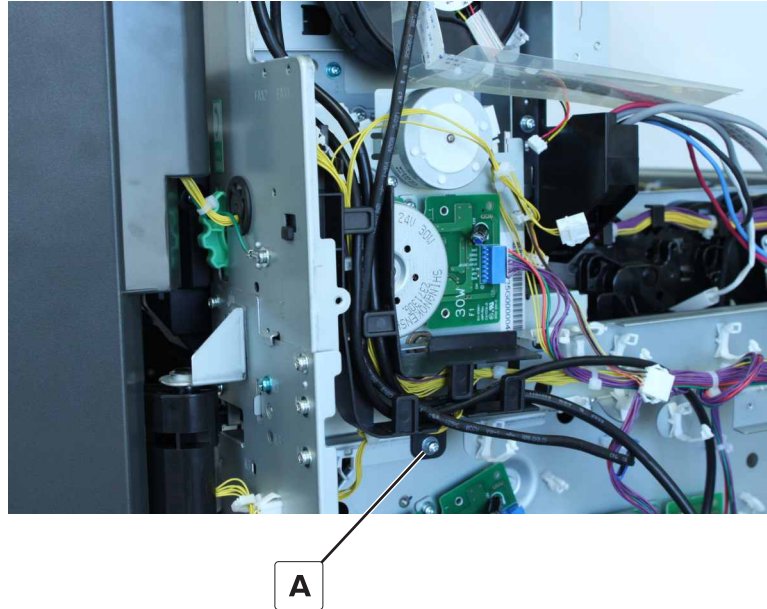


- 8 Remove the clutch.

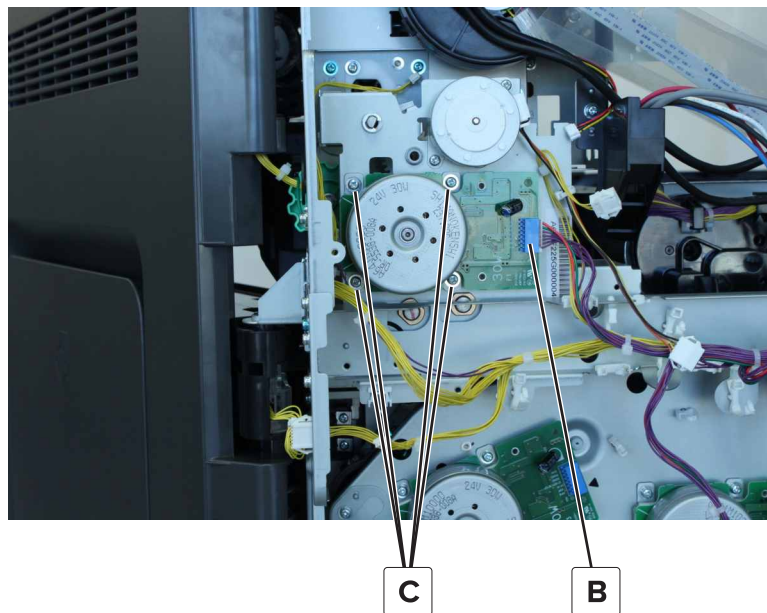
Motor (fuser) removal

- 1 Remove the port access door. See [“Port access door removal” on page 228.](#)
- 2 Remove the scanner interface cable cover. See [“Scanner interface cable cover removal” on page 286.](#)
- 3 Remove the controller board access cover. See [“Controller board access cover removal” on page 287.](#)
- 4 Remove the engine board cover. See [“Engine board cover removal” on page 289.](#)
- 5 Remove the upper rear cover. See [“Upper rear cover removal” on page 289.](#)
- 6 Remove the IHPS shield. See [“IHPS shield removal” on page 290.](#)

- 7 Remove the screw (A), and then remove the guide.



- 8 Disconnect the cable (B), and then remove the four screws (C).

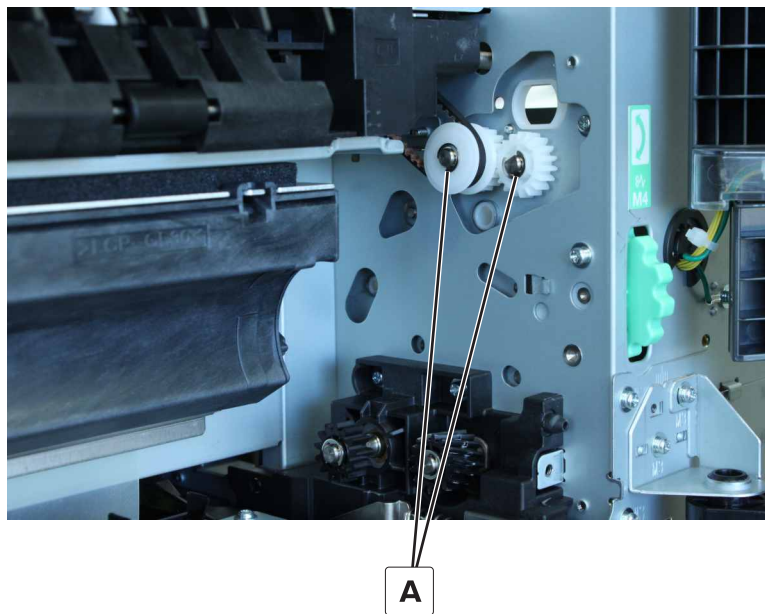


- 9 Slightly lift the motor to release, and then remove it.

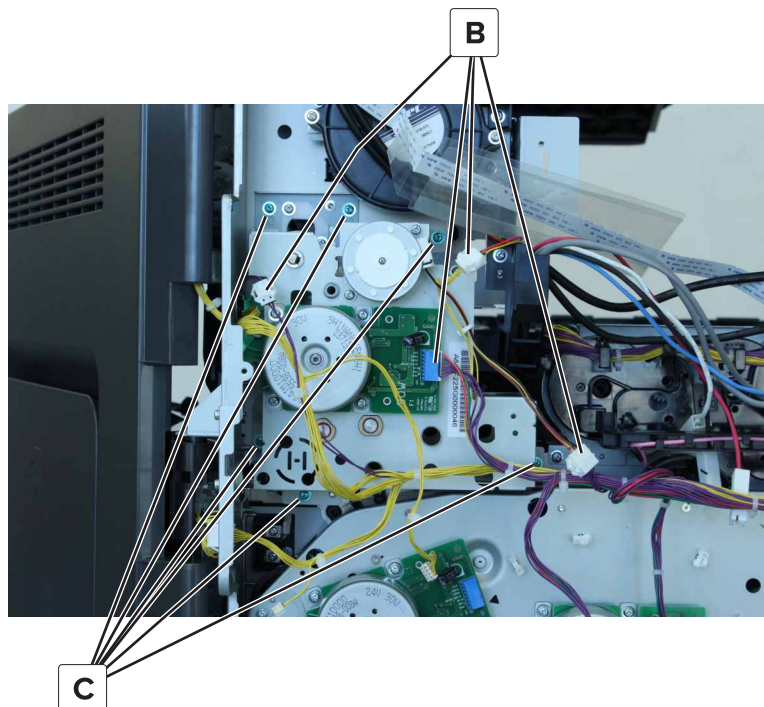
Fuser drive gearbox removal

- 1 Remove the port access door. See [“Port access door removal” on page 228.](#)
- 2 Remove the scanner interface cable cover. See [“Scanner interface cable cover removal” on page 286.](#)
- 3 Remove the controller board access cover. See [“Controller board access cover removal” on page 287.](#)
- 4 Remove the engine board cover. See [“Engine board cover removal” on page 289.](#)

- 5 Remove the upper rear cover. See [“Upper rear cover removal” on page 289](#).
- 6 Remove the IHPS shield. See [“IHPS shield removal” on page 290](#).
- 7 From the right, release the two clips (A), remove the two gears, and then release the belt.



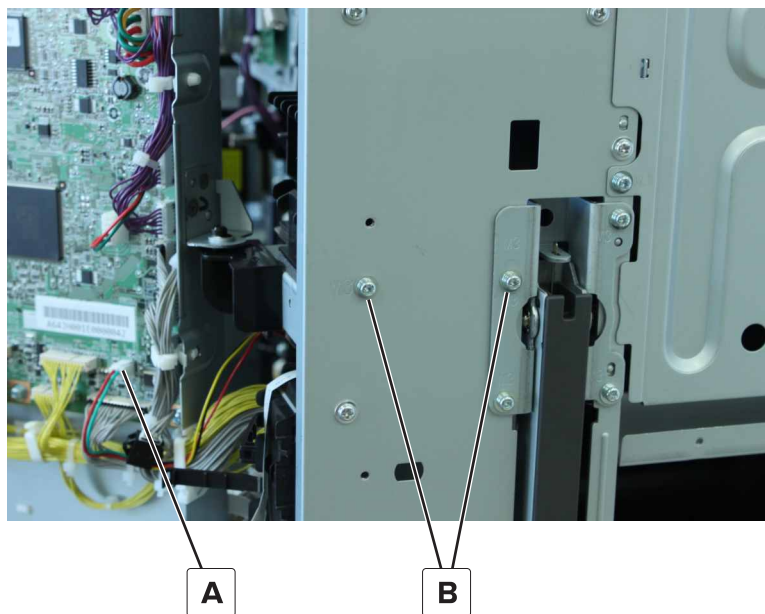
- 8 From the rear, disconnect the four cables (B), and then remove the six screws (C).



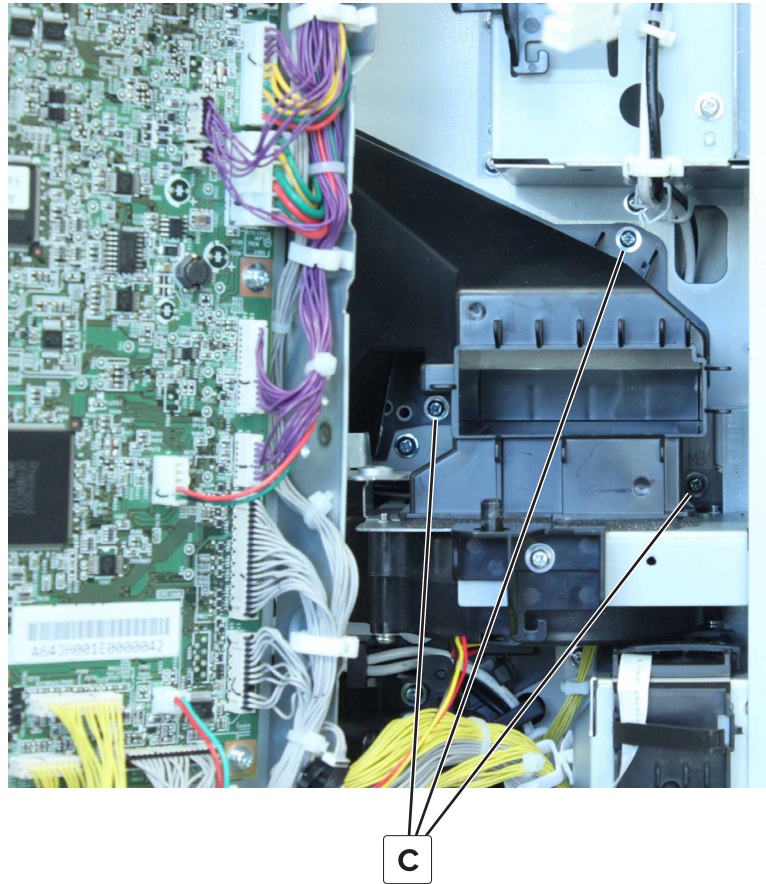
- 9 Remove the gearbox.

Toner suction fan removal

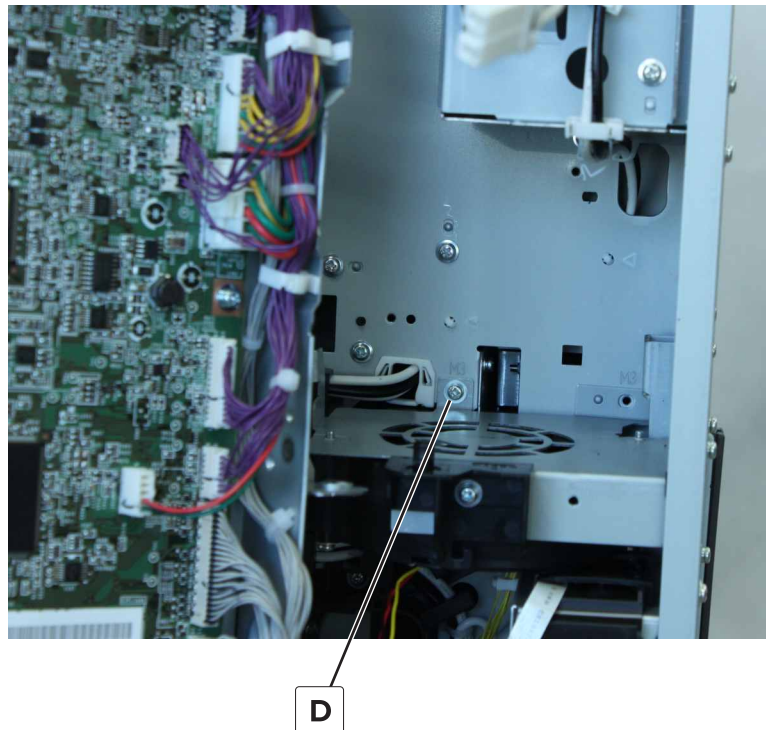
- 1 Remove the left cover. See [“Left cover removal” on page 223](#).
- 2 Remove the rear left cover. See [“Rear left cover removal” on page 224](#).
- 3 Remove the port access door. See [“Port access door removal” on page 228](#).
- 4 Remove the controller board access cover. See [“Controller board access cover removal” on page 287](#).
- 5 Remove the engine board cover. See [“Engine board cover removal” on page 289](#).
- 6 Remove the scanner interface cable cover. See [“Scanner interface cable cover removal” on page 286](#).
- 7 Remove the upper rear cover. See [“Upper rear cover removal” on page 289](#).
- 8 Disconnect the cable (A), and then remove the two screws (B).



9 Remove the three screws (C), and then remove the fan duct.

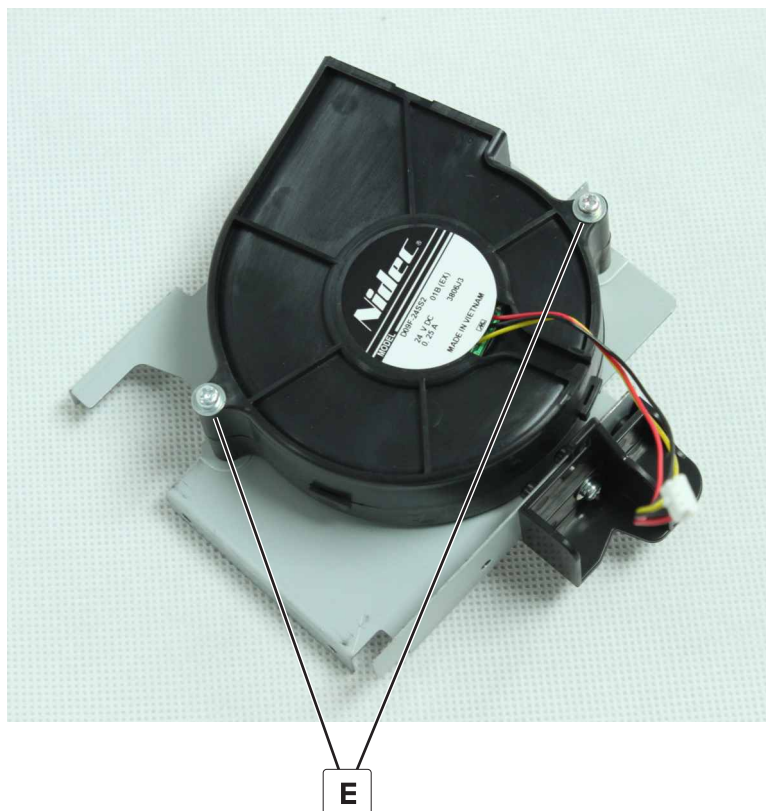


10 Remove the screw (D), and then remove the bracket.



Repair information

- 11** Remove the two screws (E), and then remove the fan.



Top side removals

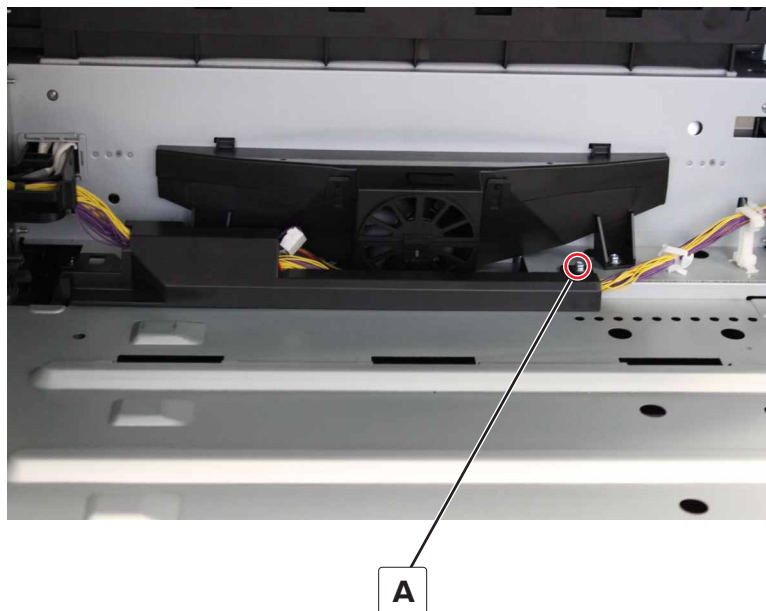
Standard bin base removal

- 1 Remove the left cover. See [“Left cover removal” on page 223](#).
- 2 Remove the standard bin base.

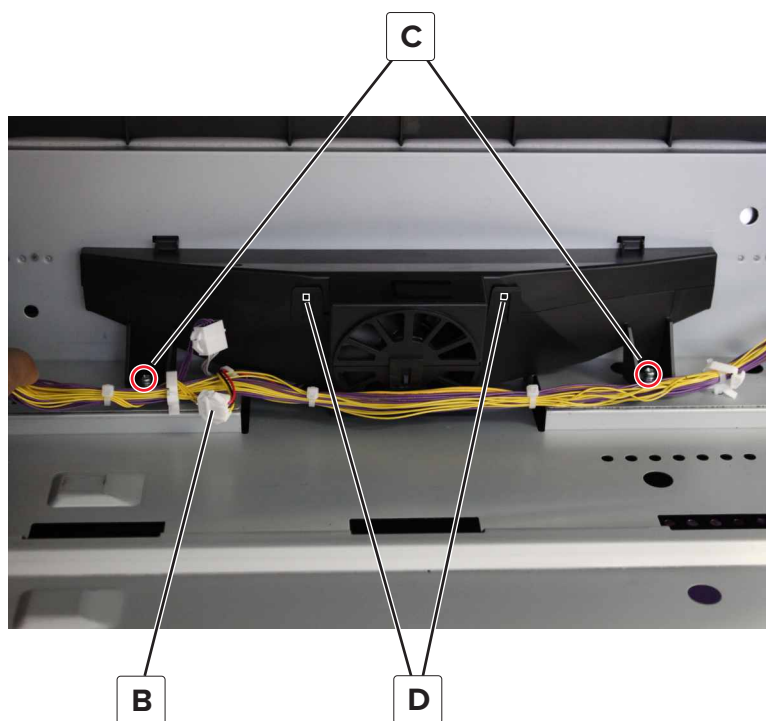
Transfer belt fan removal

- 1 Remove the left cover. See [“Left cover removal” on page 223](#).
- 2 Remove the standard bin base. See [“Standard bin base removal” on page 329](#).

- 3 Remove the screw (A), and then remove the cover.



- 4 Disconnect the cable (B), and then remove the two screws (C). Release the latches (D), and then open the case.

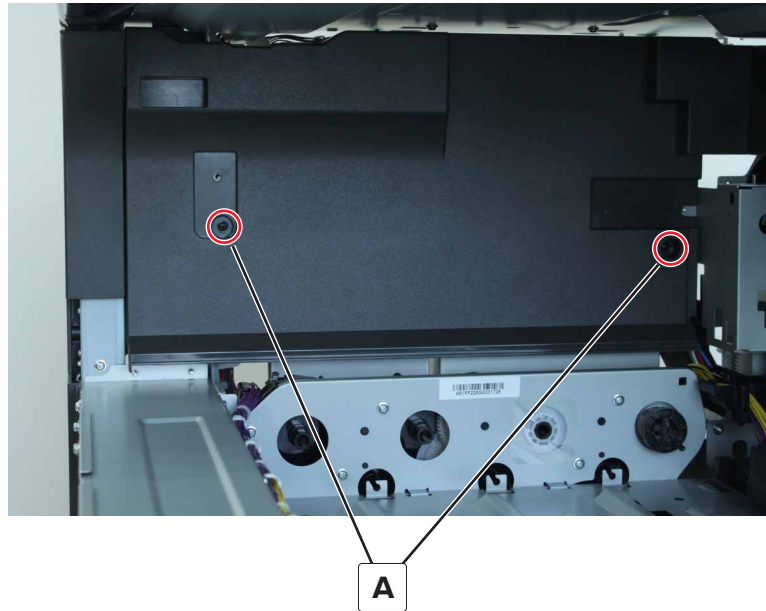


- 5 Remove the fan.

Bin side cover removal

- 1 Remove the left cover. See [“Left cover removal” on page 223](#).
- 2 Remove the standard bin base. See [“Standard bin base removal” on page 329](#).

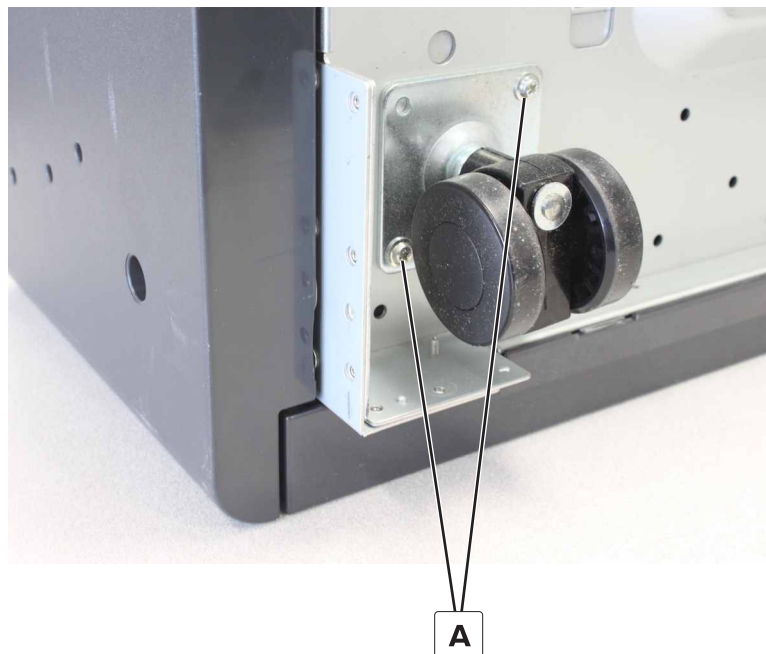
- 3 Remove the two screws (A), and then remove the cover.



2500-sheet tray removals

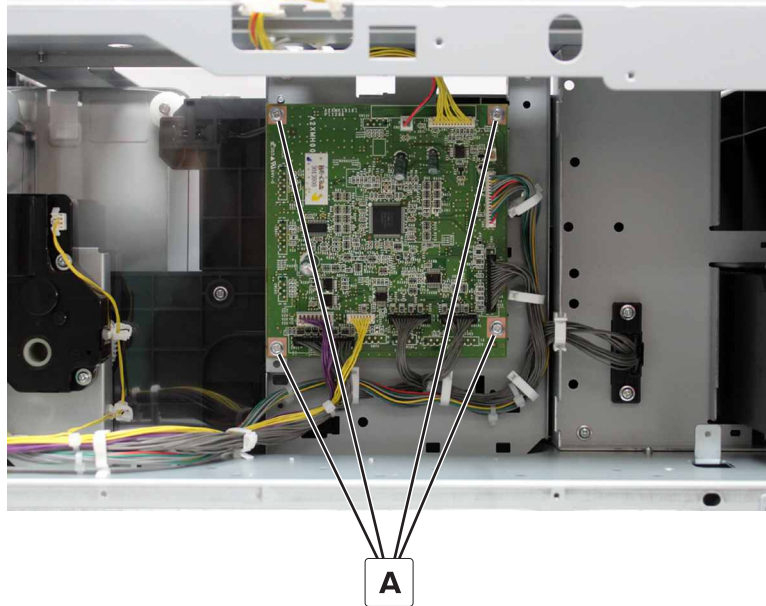
2500-sheet tray caster wheel removal

- 1 Position the tray on its side.
- 2 Select a caster.
- 3 Remove the two screws (A), and then remove the caster.



2500-sheet tray controller board removal

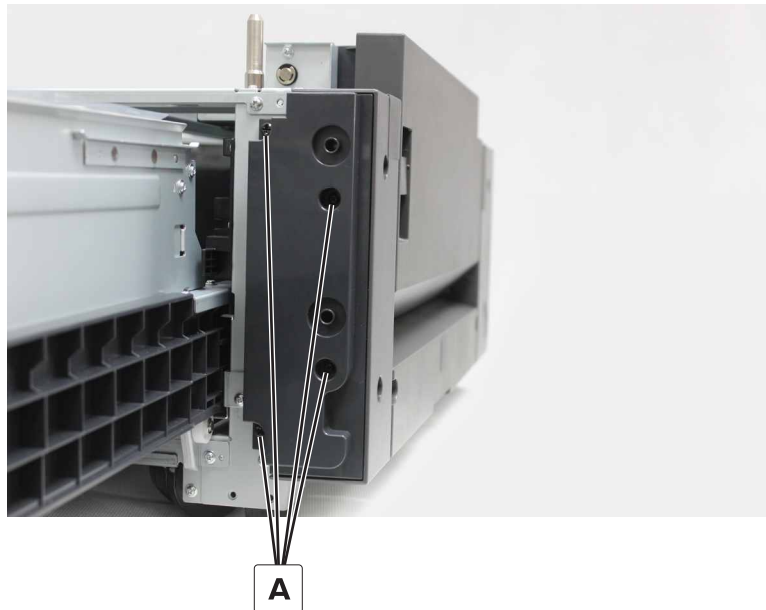
- 1 Remove the tray rear cover. See [“2500-sheet tray rear cover removal” on page 335](#).
- 2 Disconnect the cables, and then remove the four screws (A).



- 3 Remove the controller board.

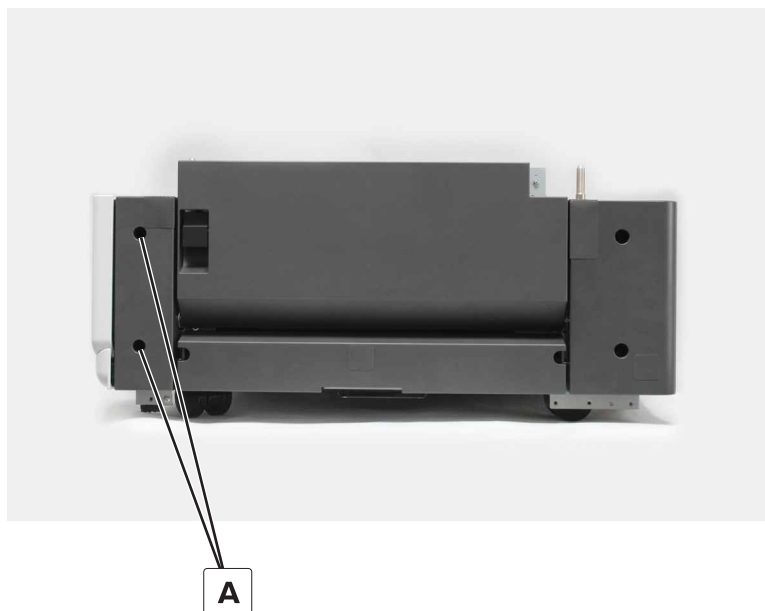
2500-sheet tray LED cover removal

- 1 Open the tray.
- 2 Remove the four screws (A), and then remove the cover.



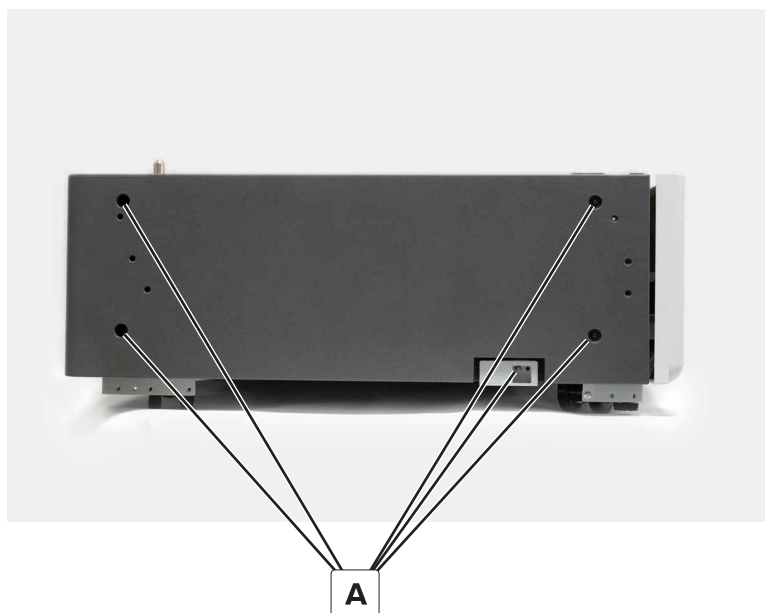
2500-sheet tray front right cover removal

- 1 Remove the 2500-sheet tray LED cover. See [“2500-sheet tray LED cover removal” on page 332](#).
- 2 Remove the two screws (A), and then remove the cover.



2500-sheet tray left cover removal

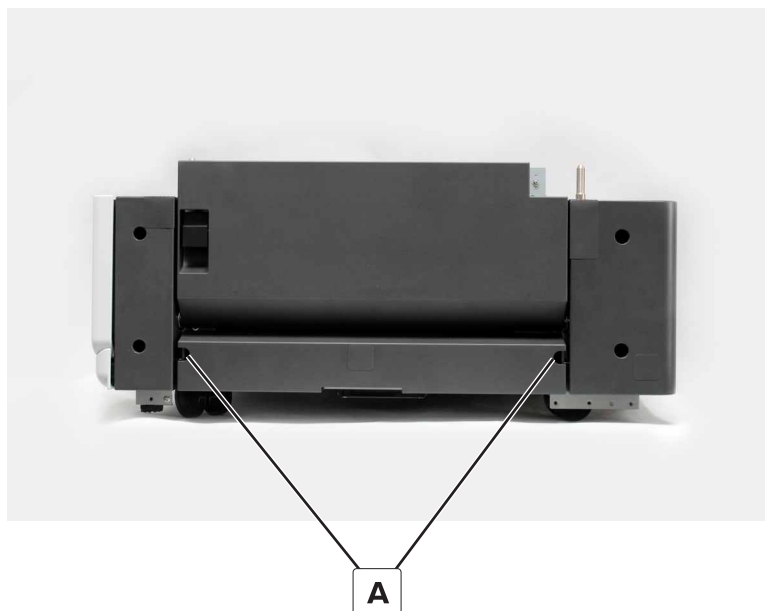
- 1 Remove the five screws (A).



- 2 Remove the cover.

2500-sheet tray lower right cover removal

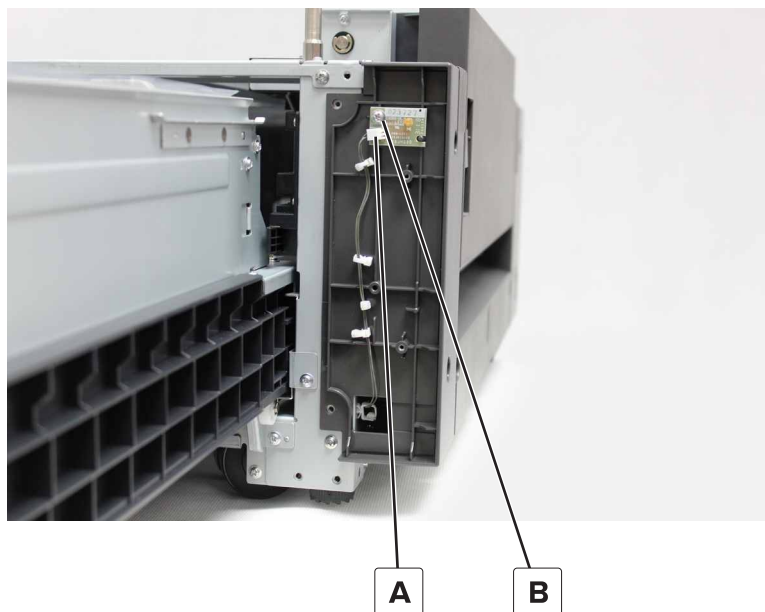
- 1 Remove the two screws (A).



- 2 Remove the cover.

2500-sheet tray empty LED removal

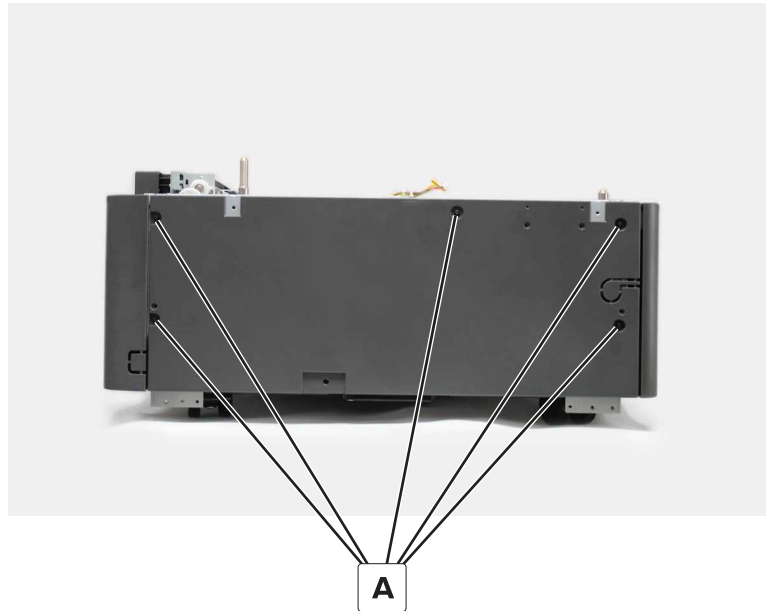
- 1 Remove the 2500-sheet tray LED cover. See [“2500-sheet tray LED cover removal” on page 332](#).
- 2 Disconnect the cable (A), and then remove the screw (B).



- 3 Remove the LED.

2500-sheet tray rear cover removal

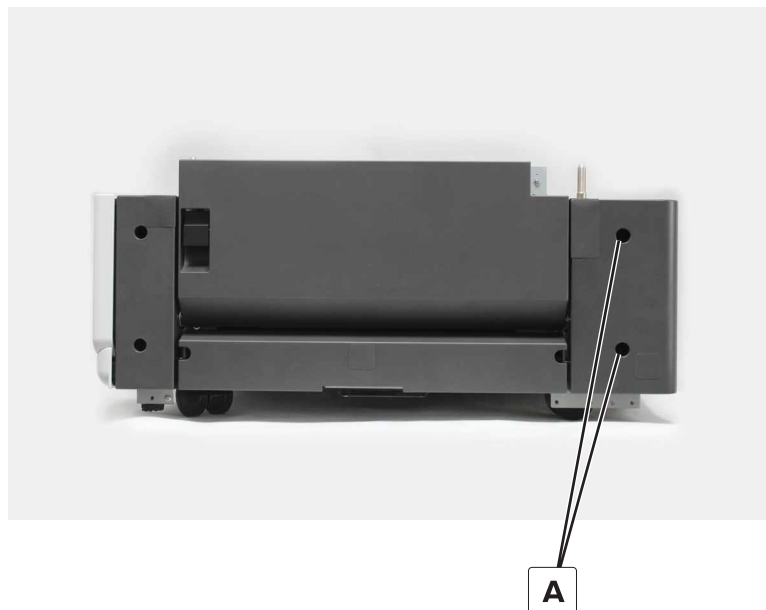
- 1 Remove the five screws (A).



- 2 Remove the cover.

2500-sheet tray rear right cover removal

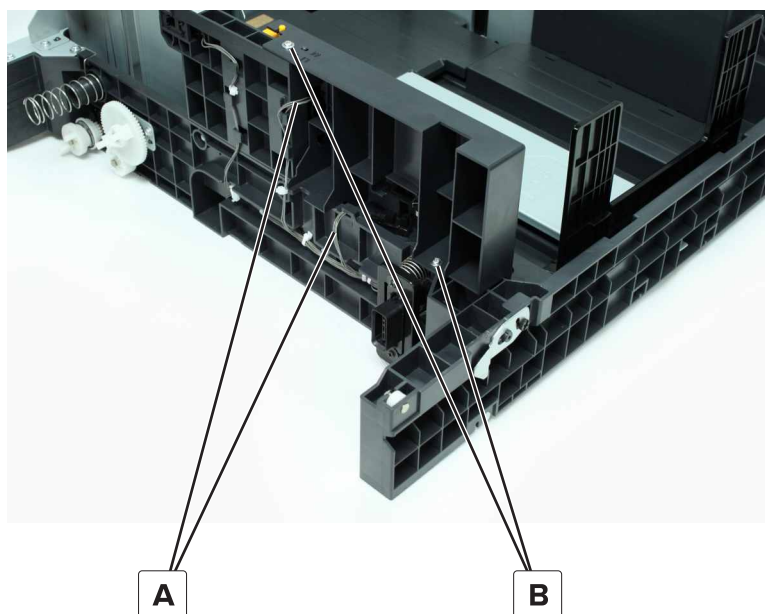
- 1 Remove the two screws (A).



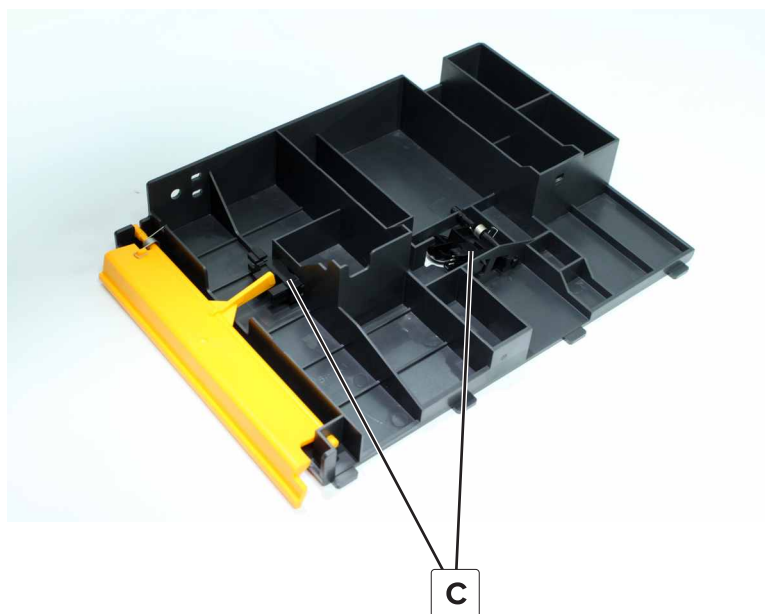
- 2 Remove the cover.

2500-sheet tray division board removal

- 1 Remove the tray insert.
- 2 Disconnect the two cables (A), and then remove the two screws (B).



- 3 Remove the division board, and then remove the sensors (C).



Installation note: Install the sensors on the new division board.

2500-sheet tray empty sensor actuator removal

- 1 Remove the tray insert.
- 2 Slightly raise the main tray.



- 3 Remove the actuator (C).



C

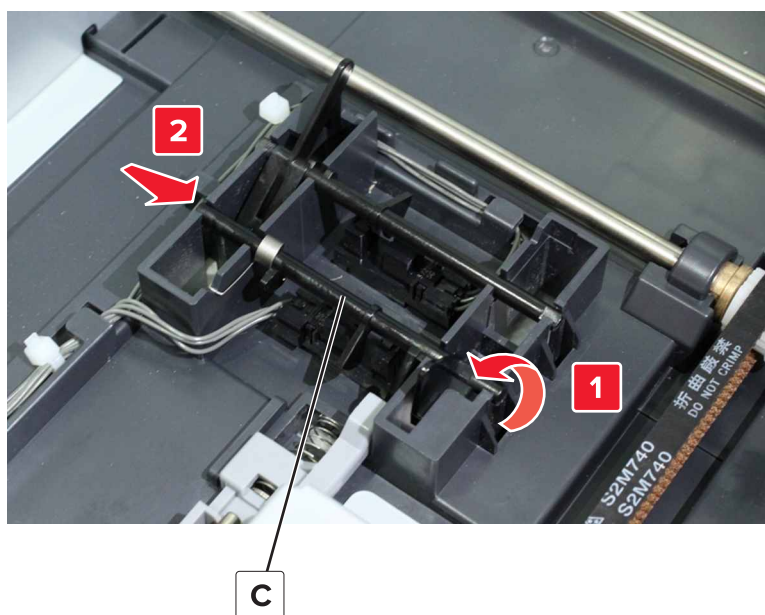
2500-sheet tray elevator home sensor actuator removal

- 1 Remove the tray insert.
- 2 Slightly raise the main tray.



- 3 Rotate the actuator (C) until it is in the upright position, and then slide out to remove.

Note: Take note of the position of the spring on the actuator.



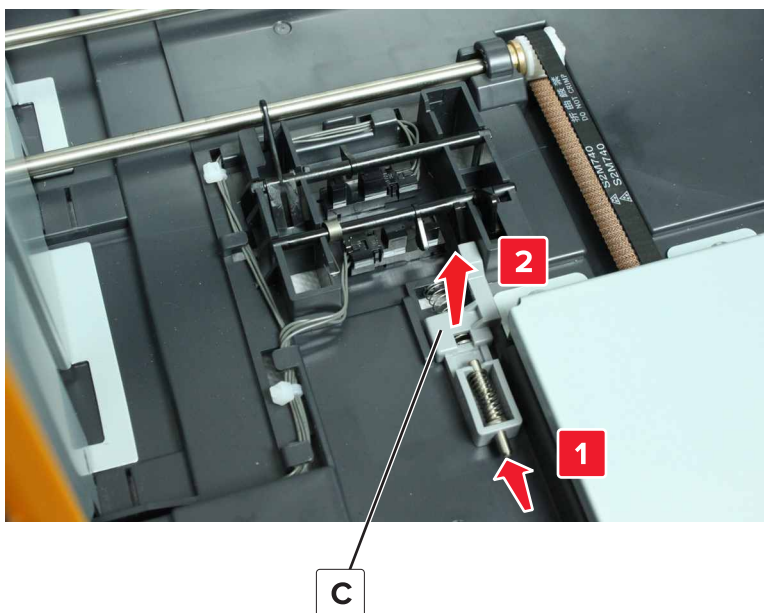
2500-sheet tray transfer guide stop removal

- 1 Remove the tray insert.
- 2 Slightly raise the main tray.



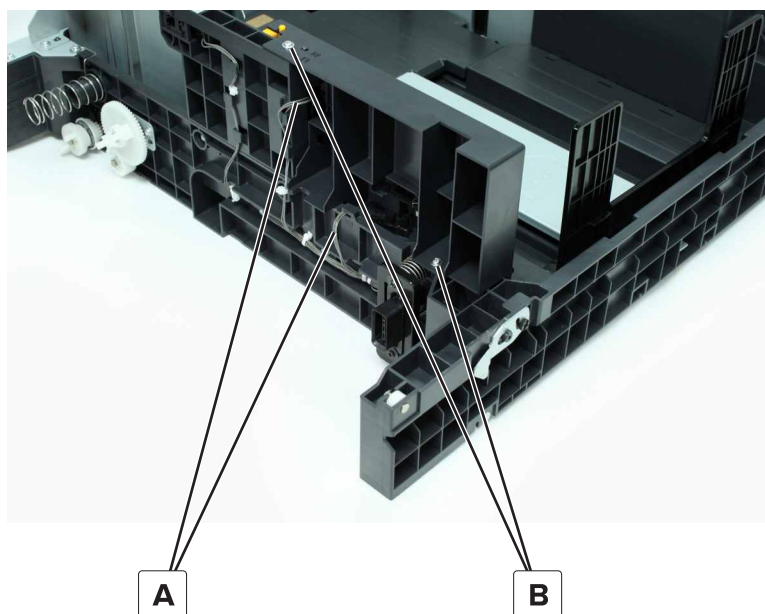
- 3 Remove the actuator (C).

Note: Do not lose the spring on the actuator.

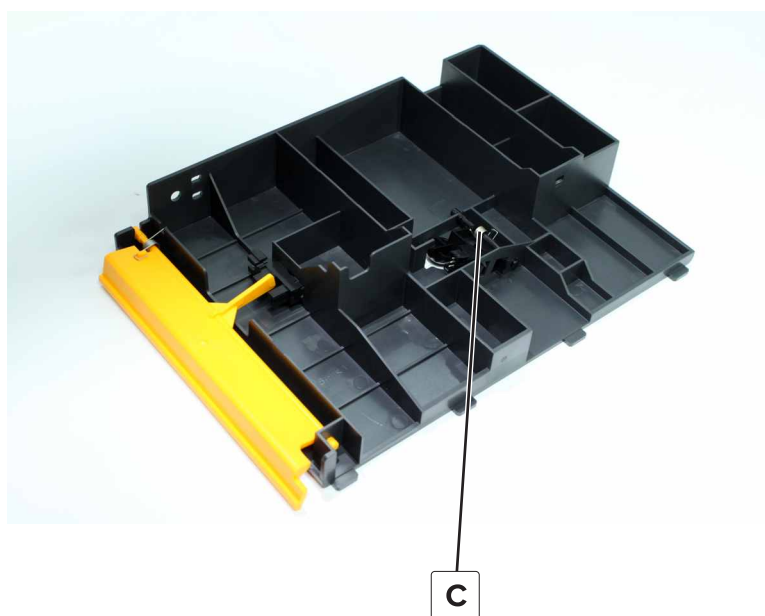


2500-sheet reserve tray paper limit sensor actuator removal

- 1 Remove the tray insert .
- 2 Disconnect the two cables (A), and then remove the two screws (B).



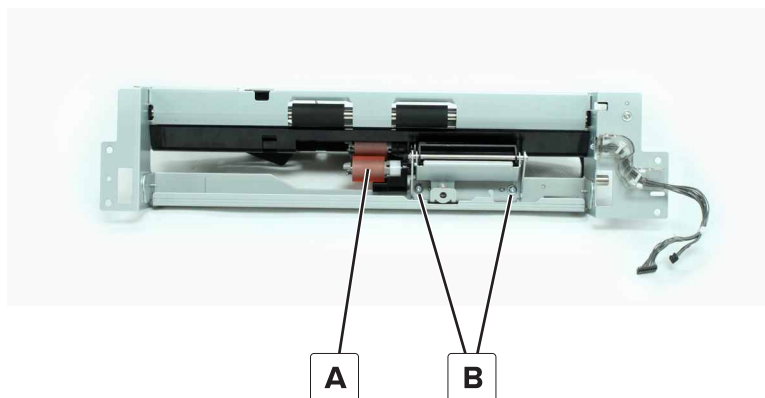
- 3 Remove the division board, and then remove the actuator (C).



2500-sheet tray vertical media transport guide assembly removal

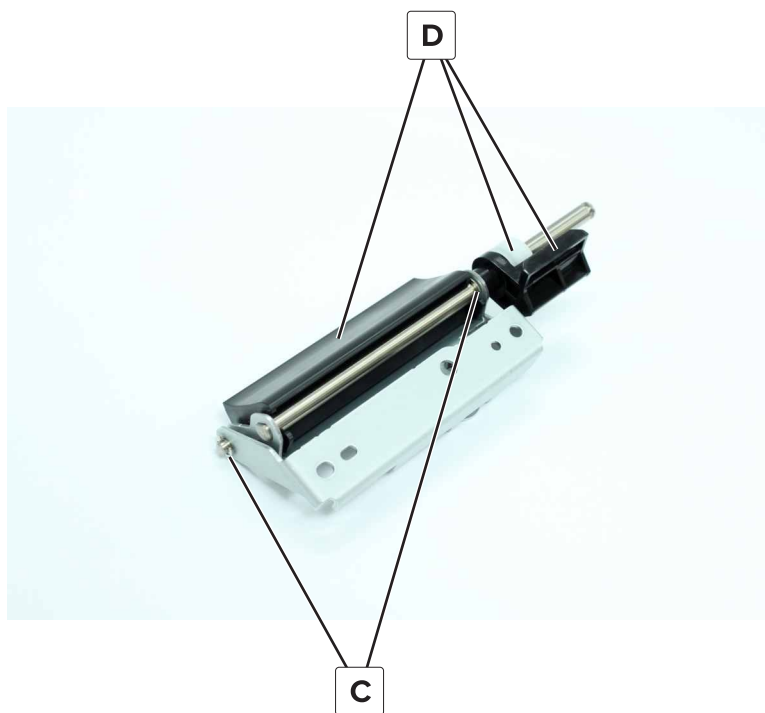
- 1 Remove the rear right cover. See [“2500-sheet tray rear right cover removal” on page 335.](#)
- 2 Remove the paper feed assembly. See [“2500-sheet tray paper feed assembly removal” on page 344.](#)

- 3 Remove the roller (A), and then remove the two screws (B).



- 4 Remove the two clips (C), and then remove the two shafts from the bracket.

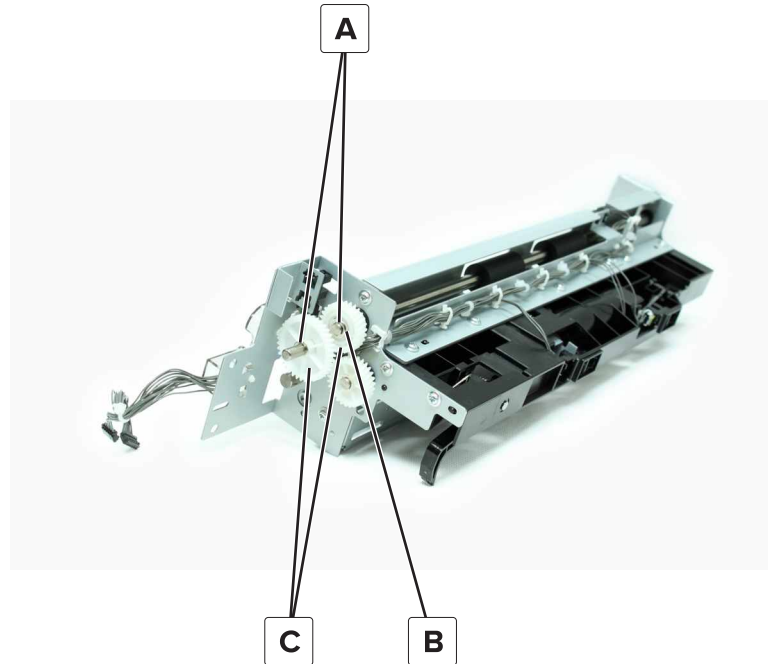
- 5 Remove the vertical media transport guide assembly (D) from the shafts.



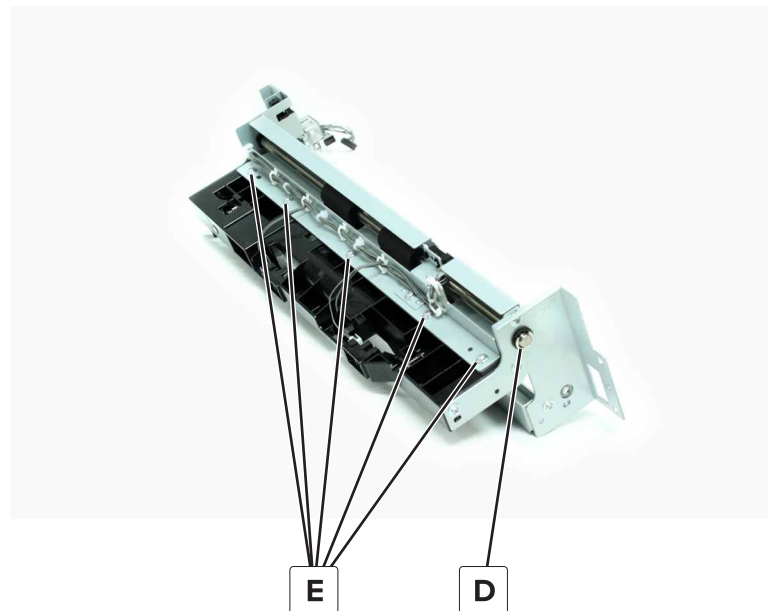
2500-sheet tray transport roller removal

- 1 Remove the rear right cover. See [“2500-sheet tray rear right cover removal” on page 335.](#)
- 2 Remove the paper feed assembly. See [“2500-sheet tray paper feed assembly removal” on page 344.](#)

- 3** Remove the two clips (A), washer (B), and two gears (C) on the right side of the paper feed assembly.



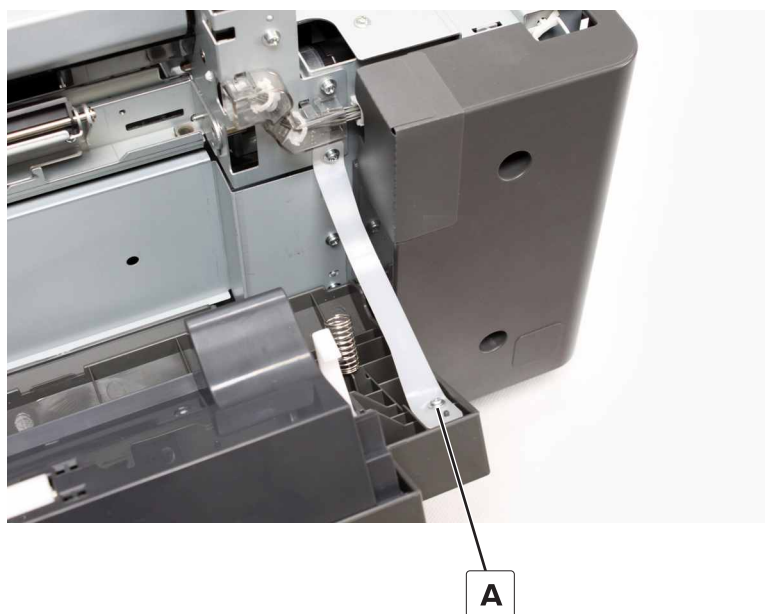
- 4** Remove the clip on the left side (D), and then remove the five screws (E).



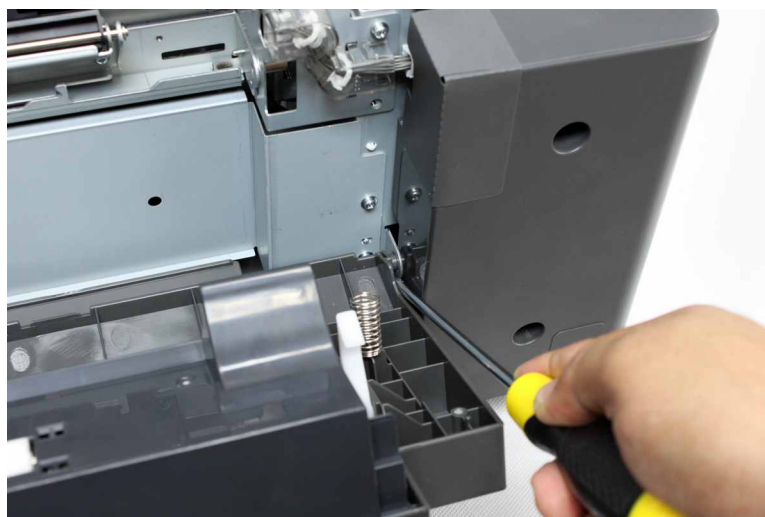
- 5** Remove the roller.

2500-sheet tray jam access cover removal

- 1 Open the jam access cover.
- 2 Remove the screw (A).

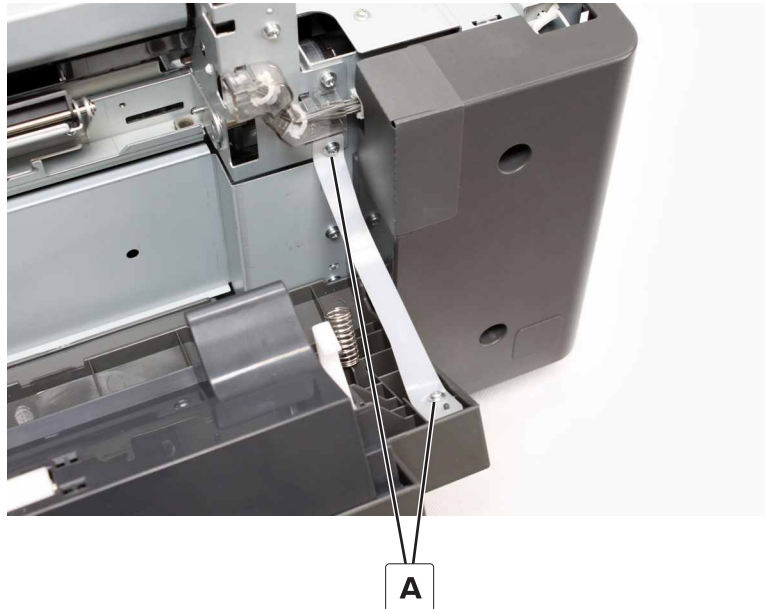


- 3 Pry the right hinge to release, and then remove the cover.



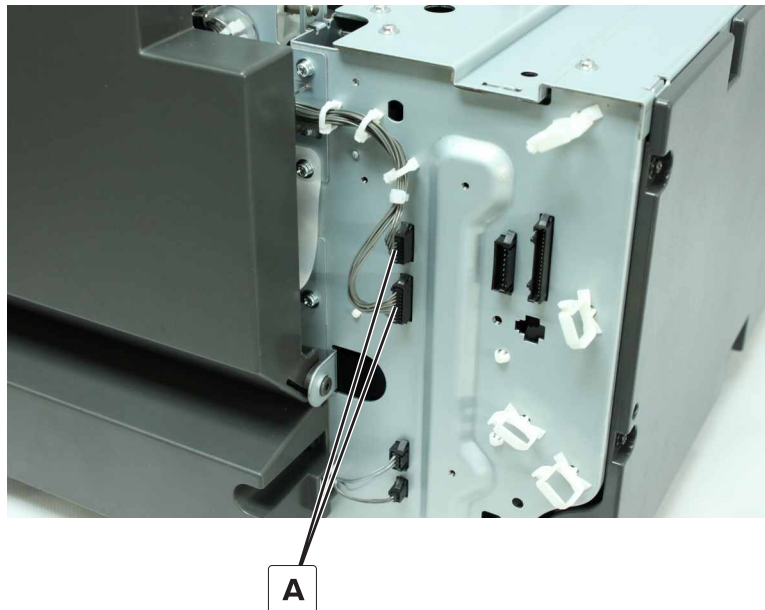
2500-sheet tray jam access door strap removal

- 1 Open the jam access cover.
- 2 Remove the two screws (A), and then remove the strap.

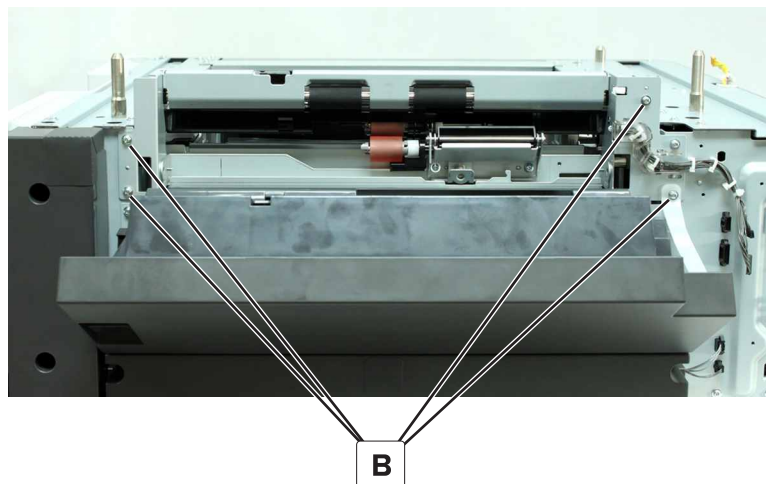


2500-sheet tray paper feed assembly removal

- 1 Open the rear right cover. See [“2500-sheet tray rear right cover removal” on page 335.](#)
- 2 Disconnect the two cables (A).

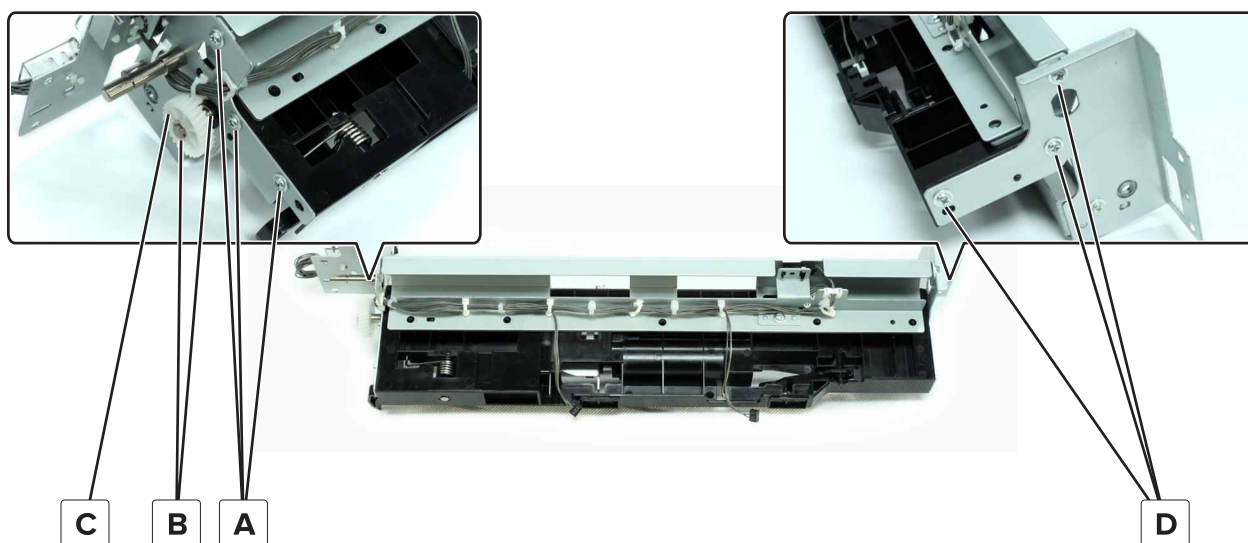


- 3 Remove the four screws (B), and then remove the paper feed assembly.



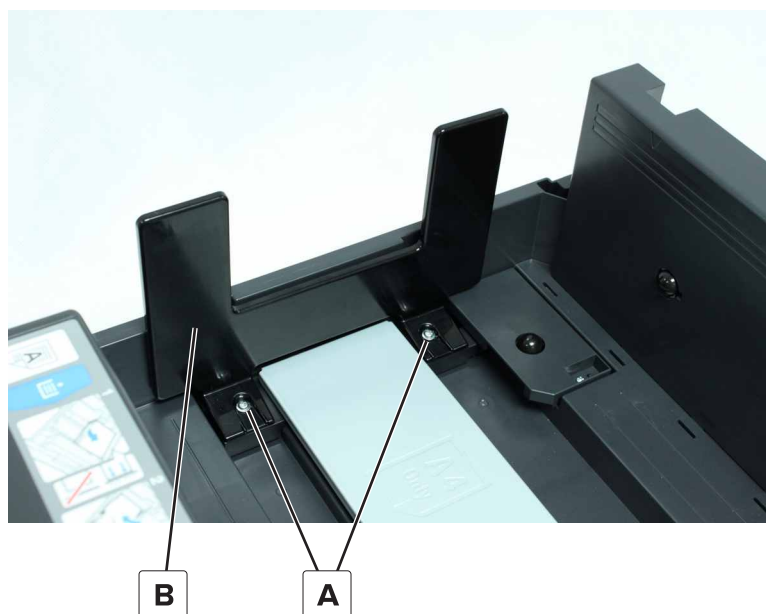
2500-sheet tray pick assembly removal

- 1 Remove the 2500-Sheet Tray rear right cover. See [“2500-sheet tray rear right cover removal” on page 335.](#)
- 2 Remove the 2500-Sheet Tray paper feed assembly. See [“2500-sheet tray paper feed assembly removal” on page 344.](#)
- 3 Remove the sensor (2500-sheet tray main tray elevator limit). See [“Sensor \(2500-sheet tray main tray elevator limit\) removal” on page 356.](#)
- 4 Remove the sensor (2500-sheet tray main tray paper empty, top). See [“Sensor \(2500-sheet tray main tray paper empty, top\) removal” on page 355.](#)
- 5 Remove the 2500-sheet tray transport roller. See [“2500-sheet tray transport roller removal” on page 341.](#)
- 6 Remove the three screws (A), two clips (B), and gear (C).
- 7 Remove the three screws (D), and then remove the pick assembly.

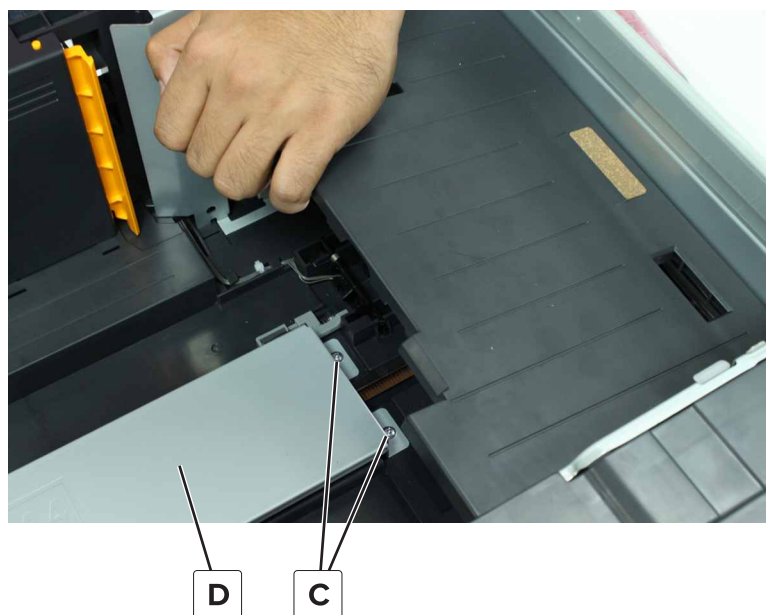


2500-sheet tray paper stack transfer guide removal

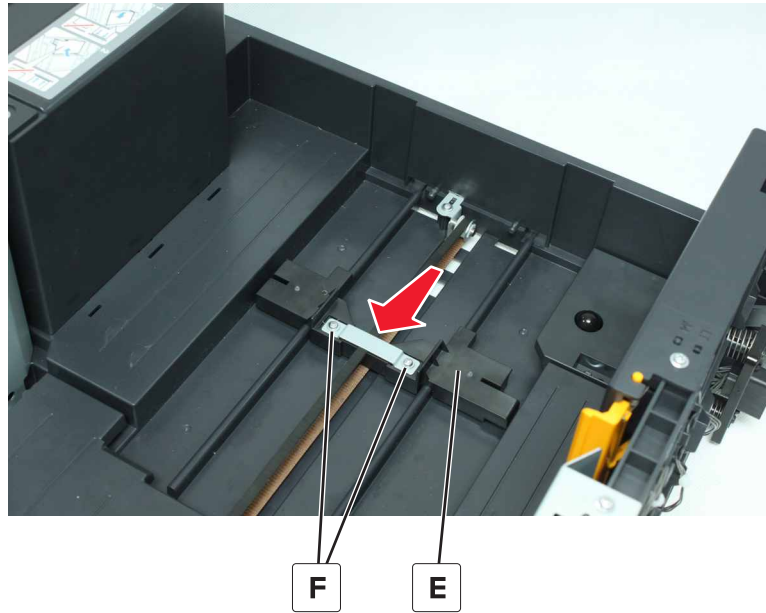
- 1 Remove the tray insert.
- 2 Remove the two screws (A), and then remove the paper stack transfer guide (B).



- 3 Raise the main tray, and then remove the two screws (C).
- 4 Remove the sub-tray plate (D).



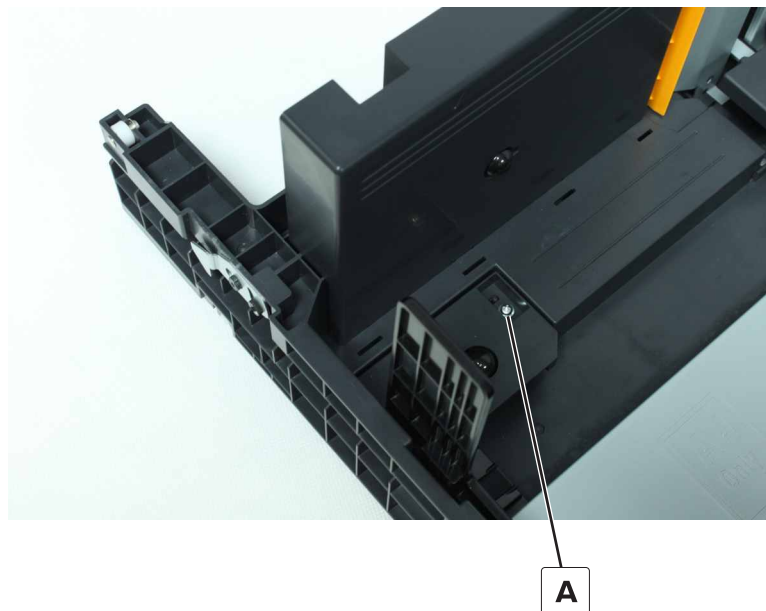
- 5 Move the paper stack transfer guide base (E), and then remove the two screws (F).



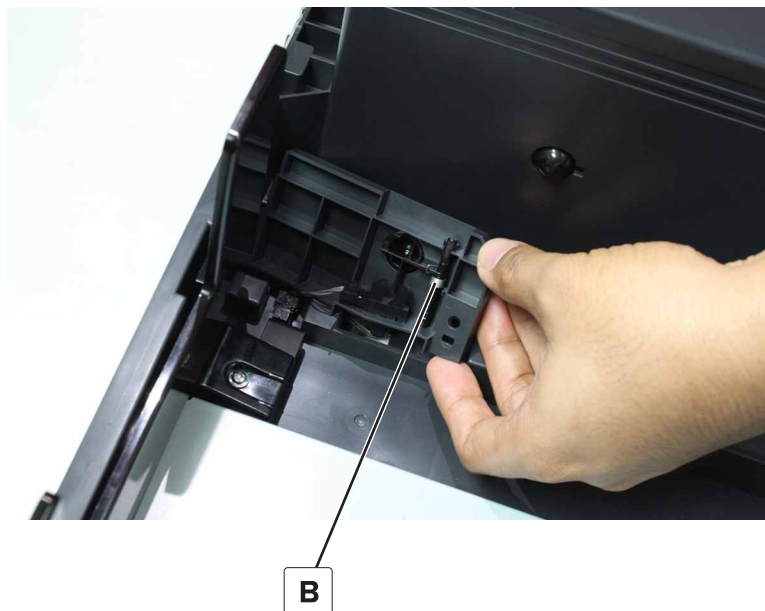
- 6 Remove the bracket, and then remove the guide base.

2500-sheet reserve tray empty sensor actuator removal

- 1 Remove the tray insert.
- 2 Remove the screw (A).

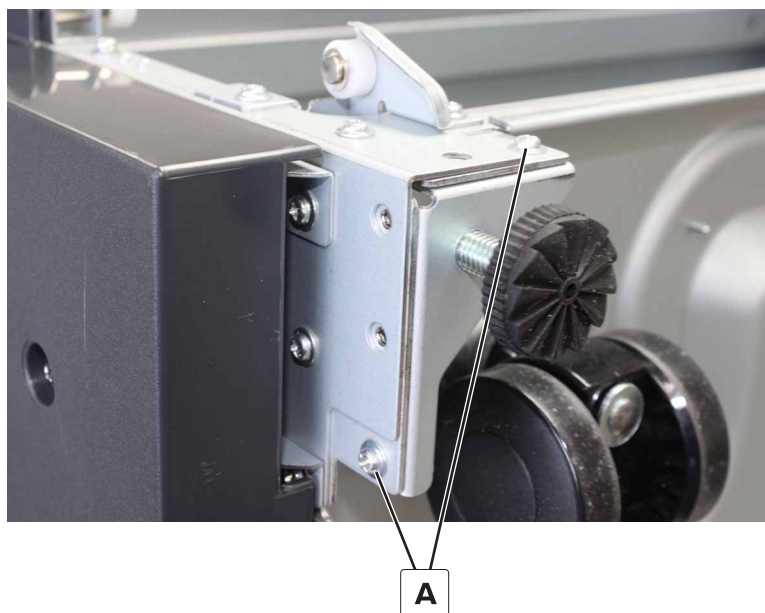


- 3 Swing open the sensor cover, and then remove the actuator (B).



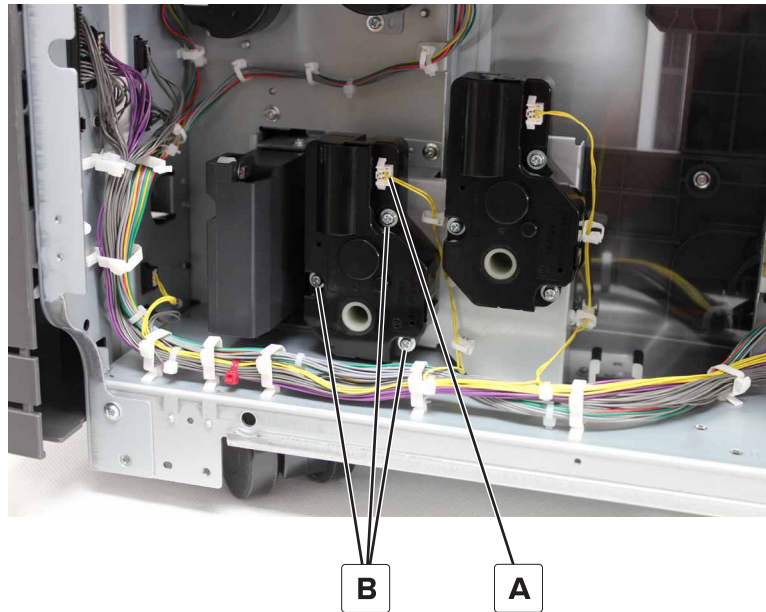
2500-sheet tray stopper removal

- 1 Position the tray on its side.
- 2 Select a stopper.
- 3 Remove the two screws (A), and then remove the stopper.



Motor (2500-sheet tray elevator) removal

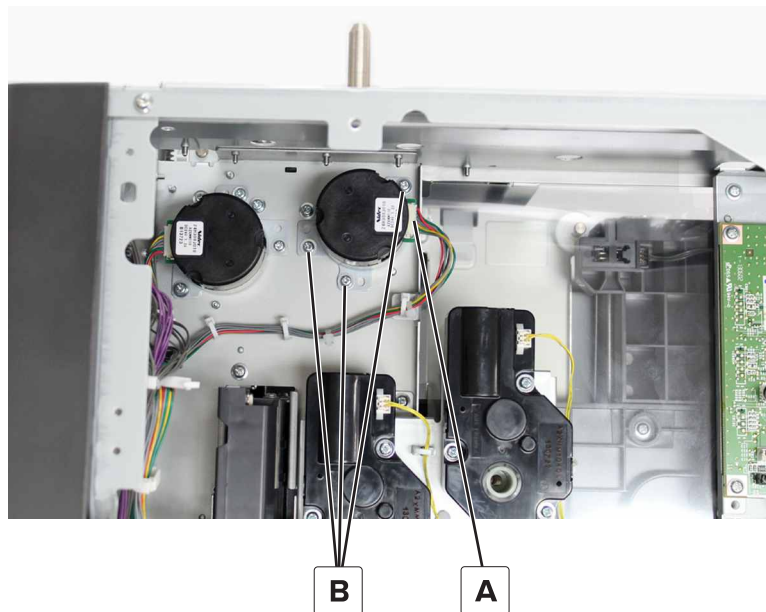
- 1 Remove the rear cover. See [“2500-sheet tray rear cover removal” on page 335.](#)
- 2 Disconnect the cable (A), and then remove the three screws (B).



- 3 Remove the motor.

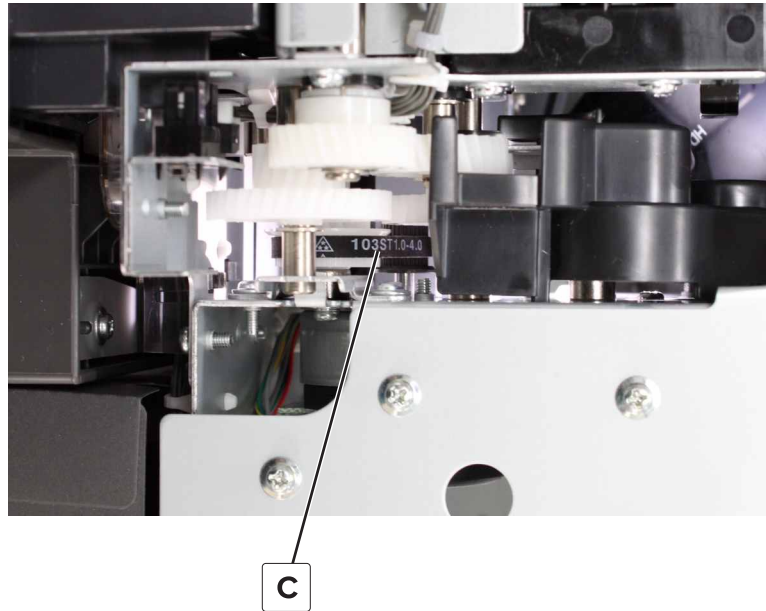
Motor (2500-sheet tray feed) removal

- 1 Remove the rear cover. See [“2500-sheet tray rear cover removal” on page 335.](#)
- 2 Disconnect the cable (A), and then remove the three screws (B).



- 3 Remove the motor.

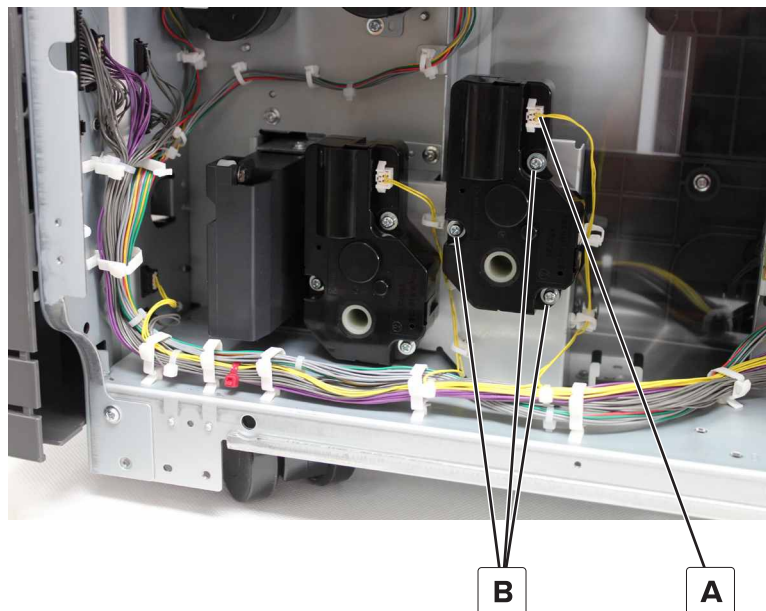
Note: Make sure that the feed motor belt (C) remains attached to the gear.



Installation note: Make sure that the feed motor belt is installed properly before installing the feed motor.

Motor (2500-sheet tray transfer guide) removal

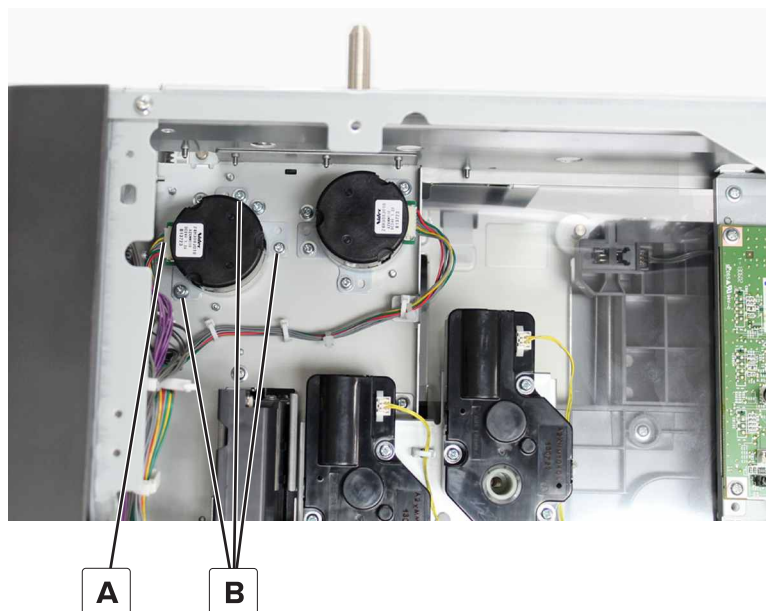
- 1 Remove the rear cover. See [“2500-sheet tray rear cover removal” on page 335.](#)
- 2 Disconnect the cable (A), and then remove the three screws (B).



- 3 Remove the motor.

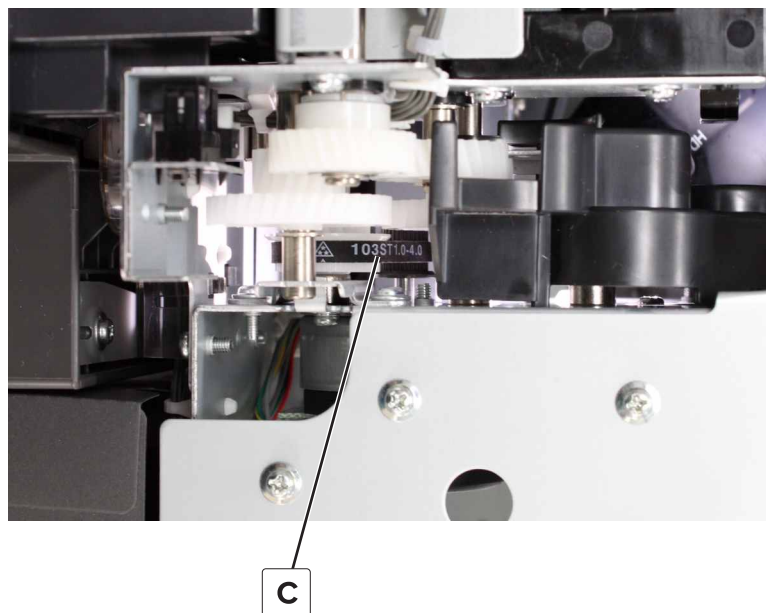
Motor (2500-sheet tray transport) removal

- 1 Remove the rear cover. See [“2500-sheet tray rear cover removal” on page 335.](#)
- 2 Disconnect the cable (A), and then remove the three screws (B).



- 3 Remove the motor.

Note: Make sure that the belt (C) remains on the gear.



Installation note: Make sure that the belt is installed properly before reinstalling the transport motor.

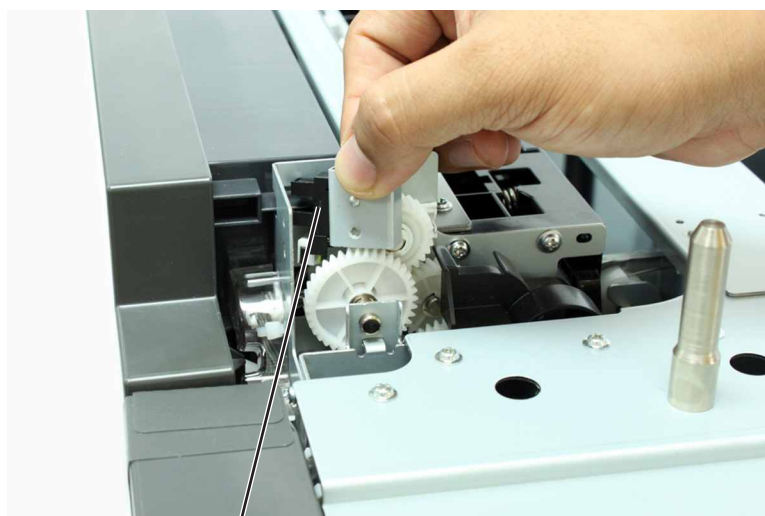
Sensor (2500-sheet tray jam access door) removal

- 1 Remove the screw (A), and then remove the sensor mount.



A

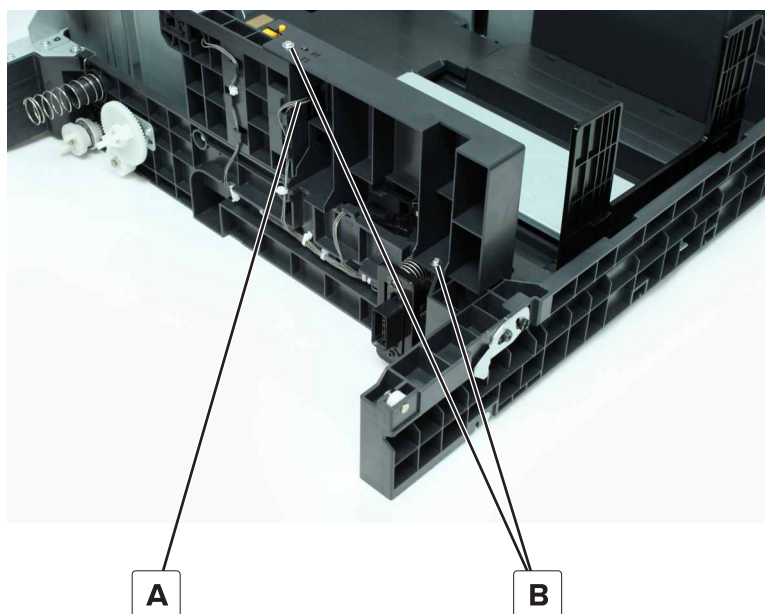
- 2 Disconnect the sensor (B) from the cable.



B

Sensor (2500-sheet paper stack transfer) removal

- 1 Remove the tray insert.
- 2 Disconnect the cable (A), and then remove the two screws (B).

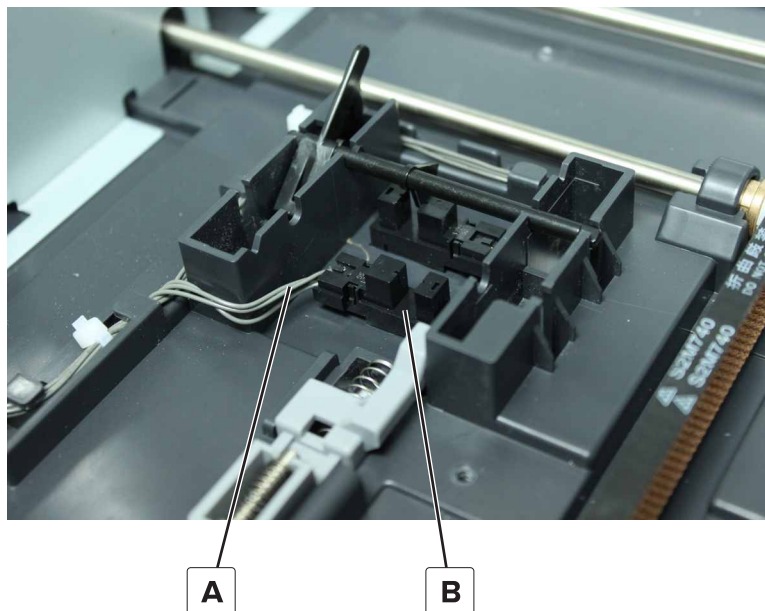


- 3 Remove the sensor from its housing on the division board.

Sensor (2500-sheet tray elevator home) removal

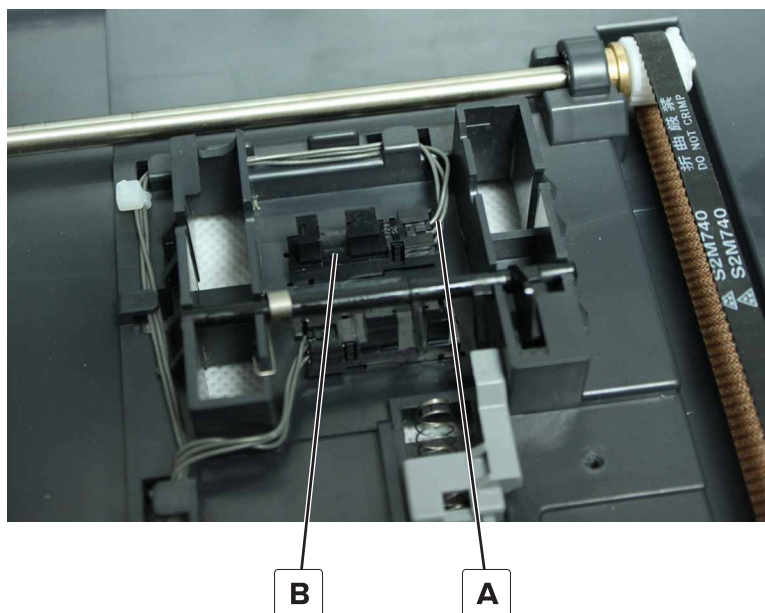
- 1 Remove the tray insert.
- 2 Remove the 2500-sheet tray elevator home sensor actuator. See [“2500-sheet tray elevator home sensor actuator removal” on page 338](#).

- 3 Disconnect the cable (A), and then remove the sensor (B).



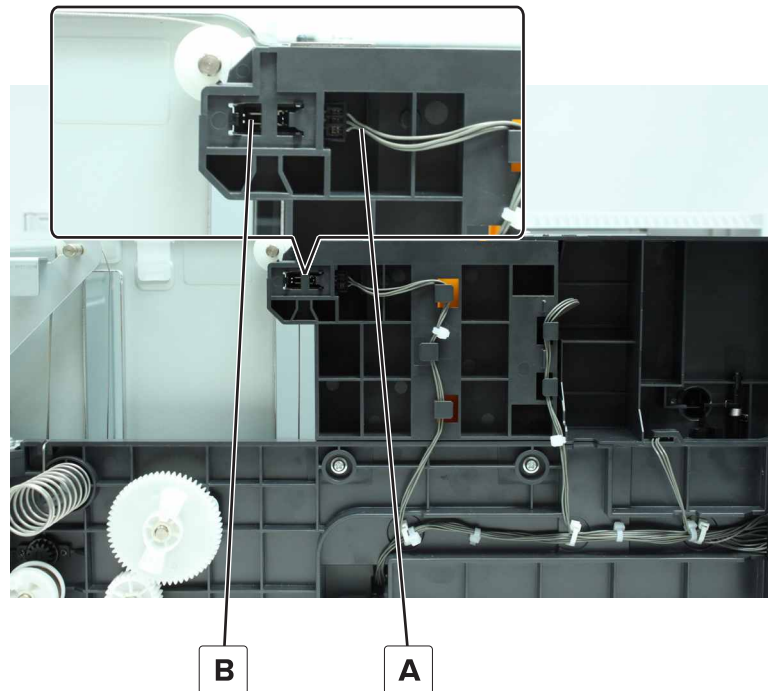
Sensor (2500-sheet tray main tray empty, bottom) removal

- 1 Remove the tray insert.
- 2 Remove the 2500-sheet tray empty sensor actuator. See [“2500-sheet tray empty sensor actuator removal” on page 337.](#)
- 3 Disconnect the cable (A), and then remove the sensor (B).



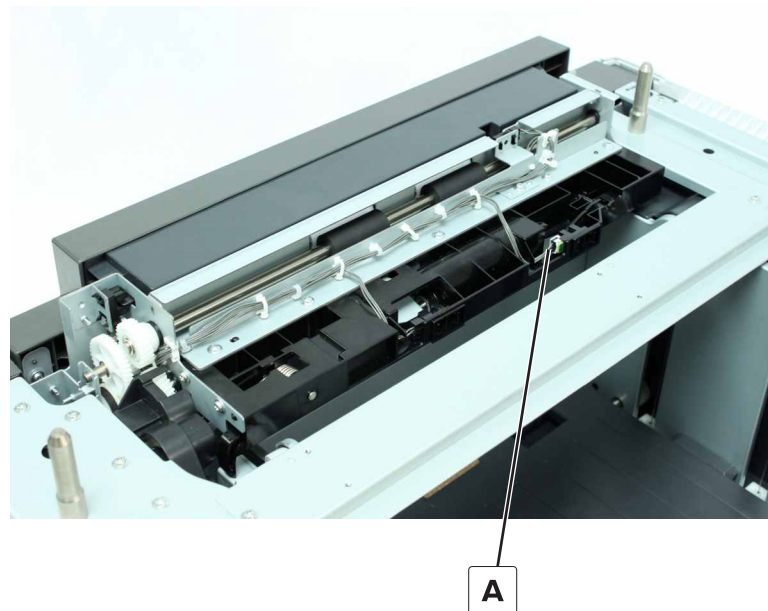
Sensor (2500-sheet tray main tray near empty) removal

- 1 Remove the tray insert.
- 2 Disconnect the cable (A), and then remove the sensor (B).



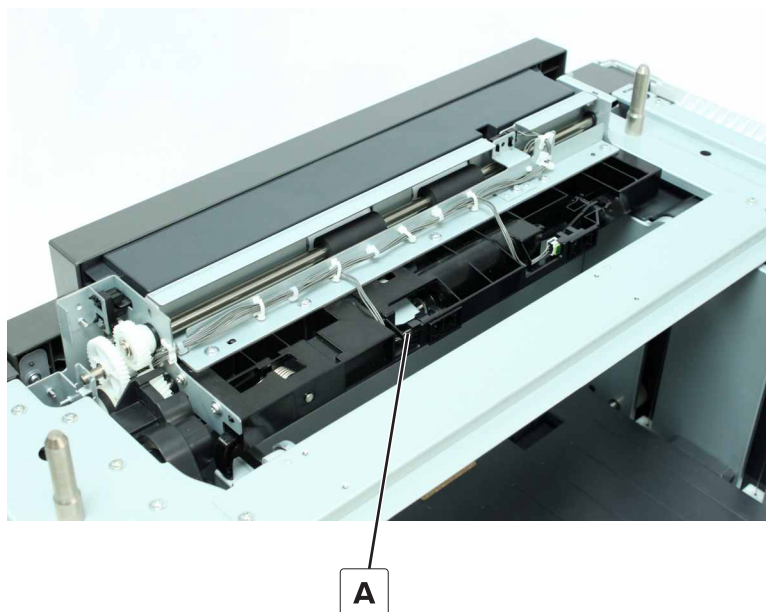
Sensor (2500-sheet tray main tray paper empty, top) removal

- 1 Disconnect the cable (A).
- 2 Remove the sensor.



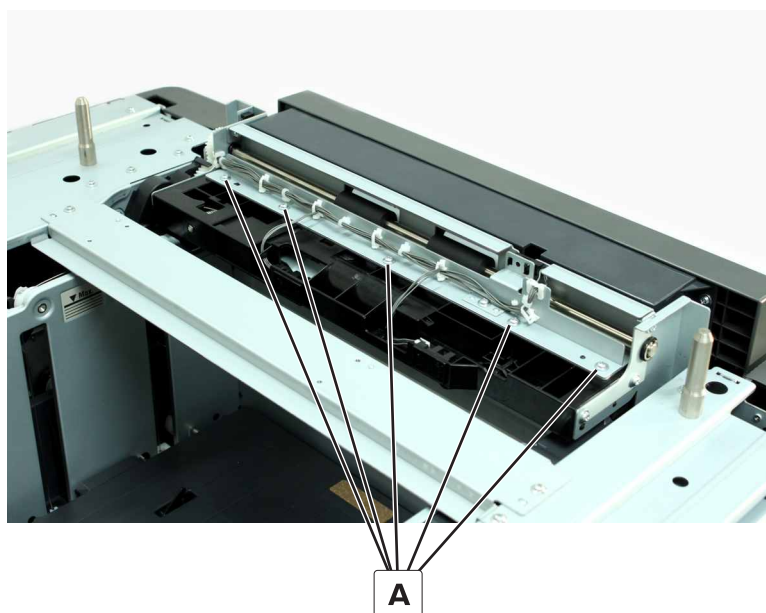
Sensor (2500-sheet tray main tray elevator limit) removal

- 1 Disconnect the cable (A).
- 2 Remove the sensor.

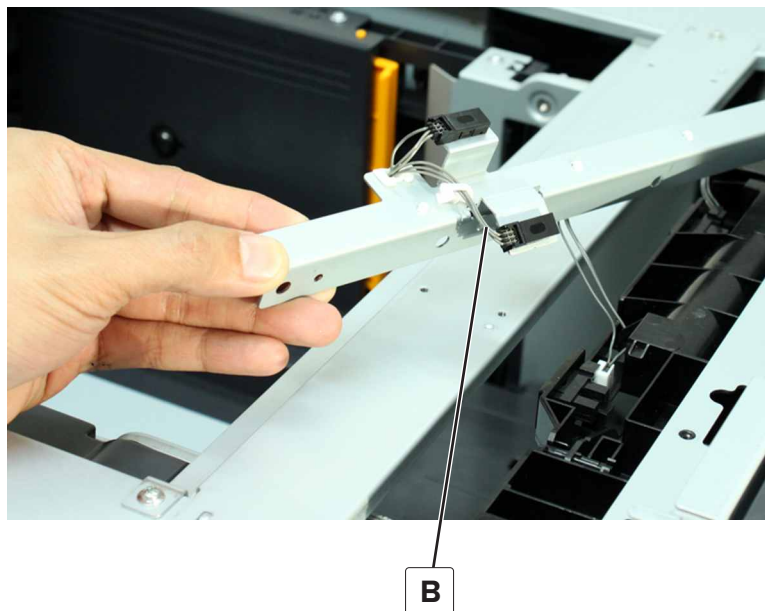


Sensor (2500-sheet tray feed) removal

- 1 Remove the five screws (A).

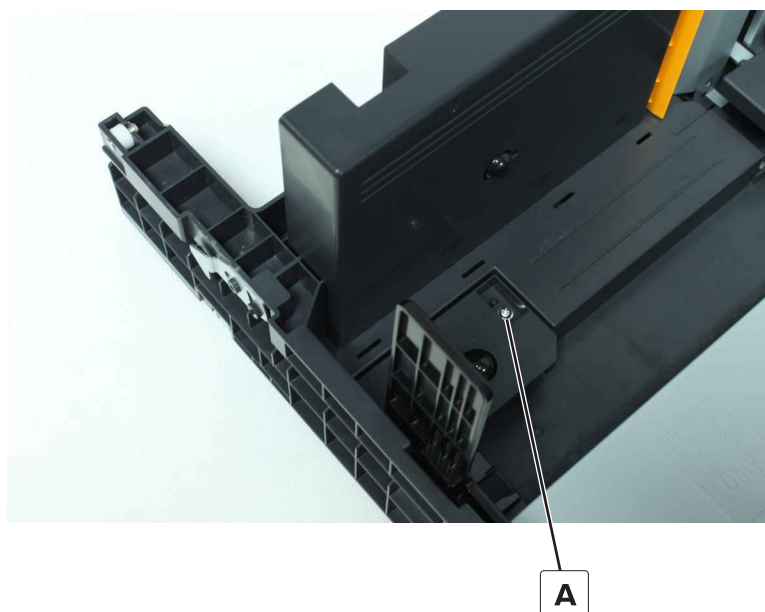


- 2 Disconnect the cable (B), and then remove the sensor.

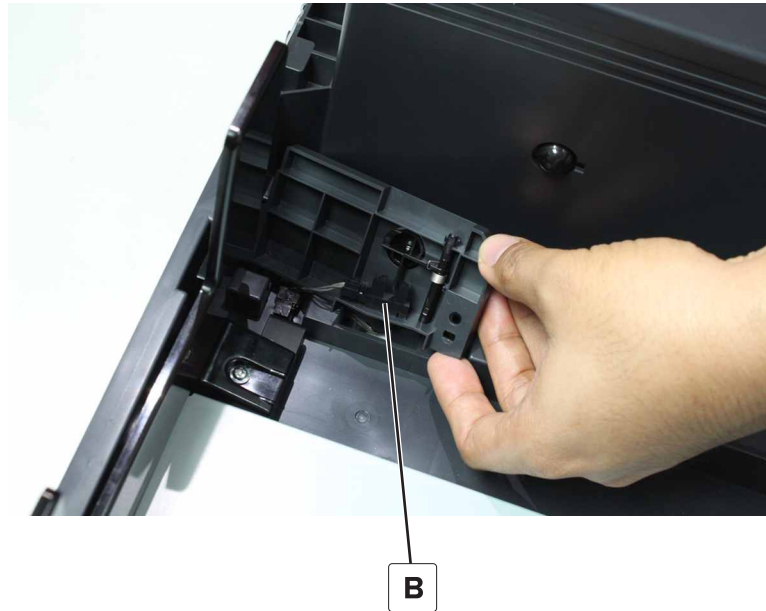


Sensor (2500-sheet tray reserve tray empty) removal

- 1 Remove the tray insert.
- 2 Remove the screw (A).



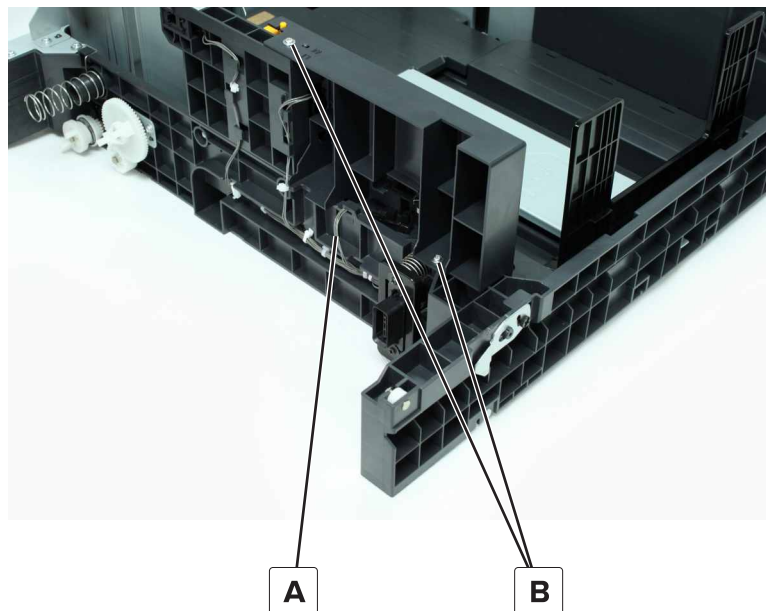
- 3 Swing open the cover, and then disconnect the cable (B).



- 4 Remove the sensor.

Sensor (2500-sheet tray reserve tray paper limit) removal

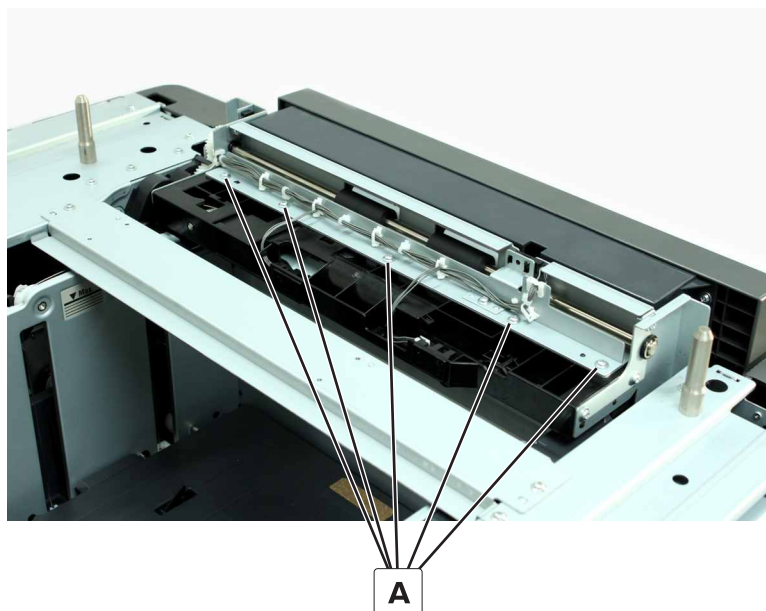
- 1 Remove the tray insert.
- 2 Disconnect the cable (A), and then remove the two screws (B).



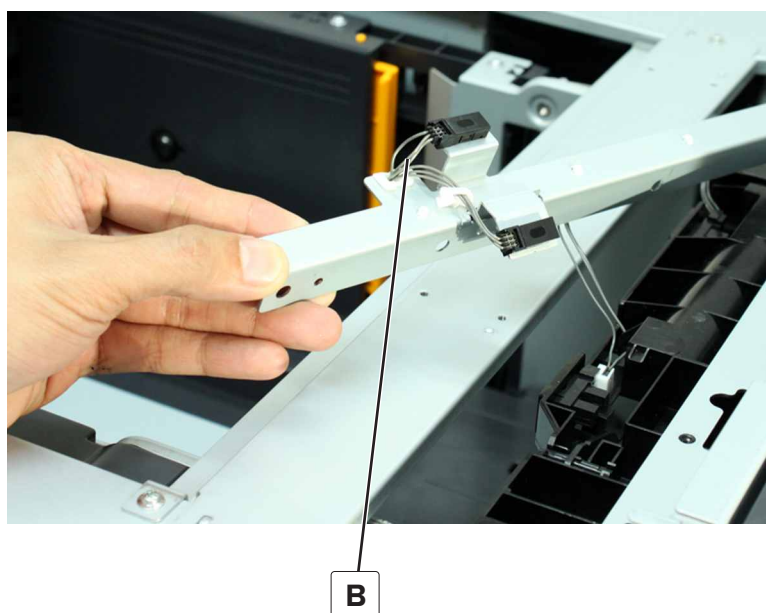
- 3 Remove the sensor.

Sensor (2500-sheet tray transport) removal

- 1 Remove the five screws (A).



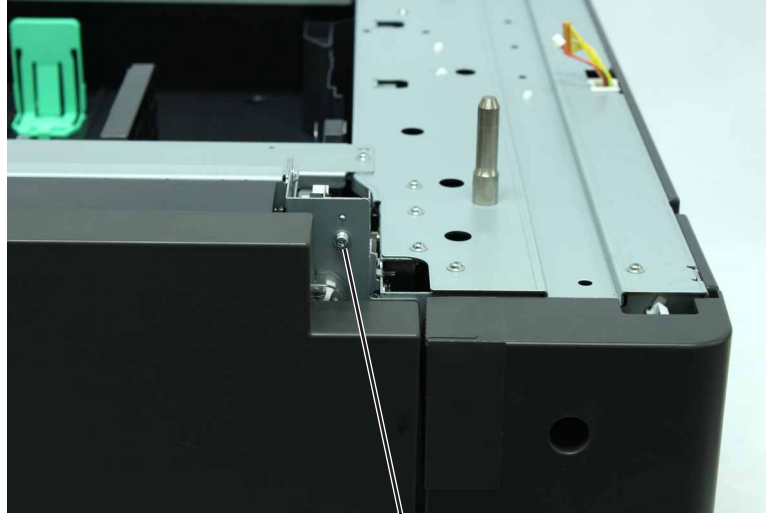
- 2 Disconnect the cable (B), and then remove the sensor.



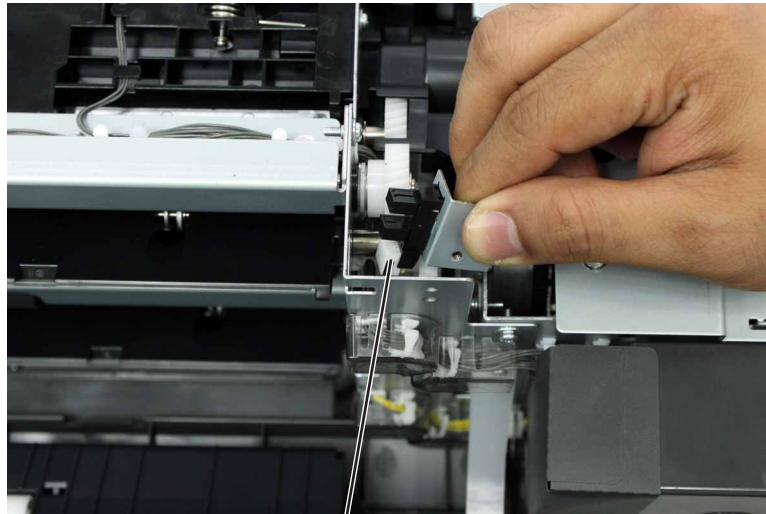
2 x 500-sheet tray removals

Sensor (2 x 500-sheet tray jam access door) removal

- 1 Remove the screw (A), and then remove the sensor bracket.

**A**

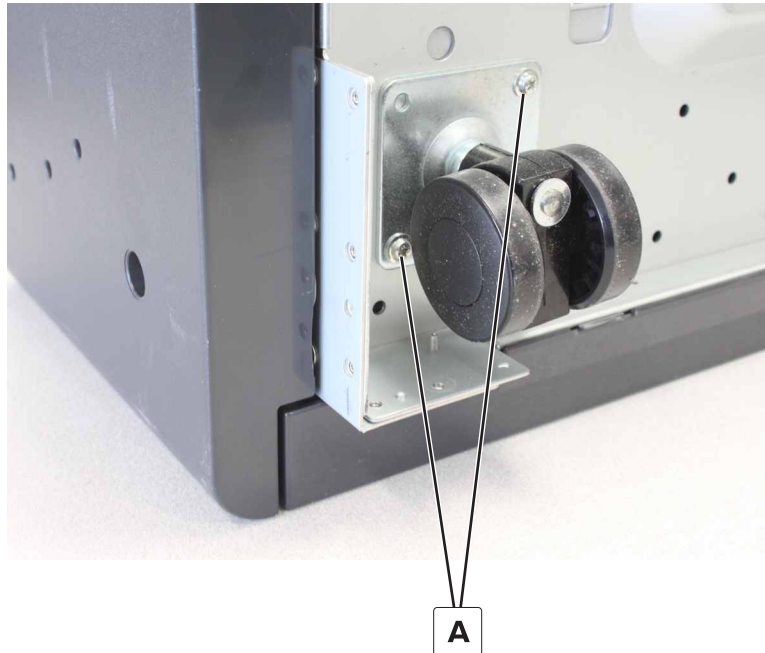
- 2 Disconnect the cable (B), and then remove the sensor.

**B**

- 3 Remove the sensor from the bracket.

2 x 500-sheet tray caster wheel removal

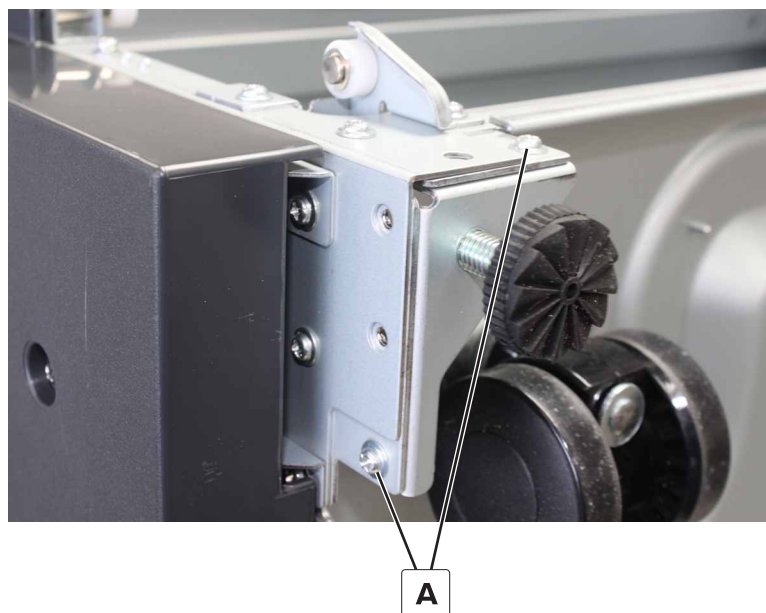
- 1 Position the tray on its side.
- 2 Select a caster.
- 3 Remove the two screws (A), and then remove the caster.



Printer rubber stopper removal

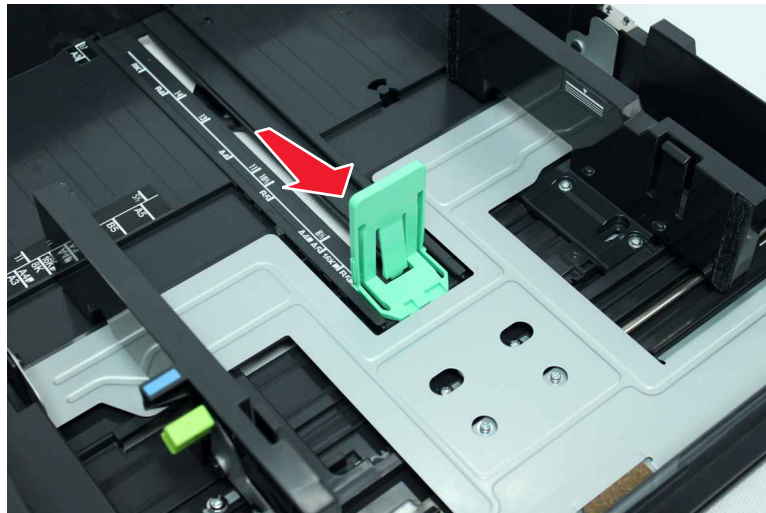
- 1 Position the tray on its side.
- 2 Select a stopper.

- 3 Remove the two screws (A), and then remove the stopper.

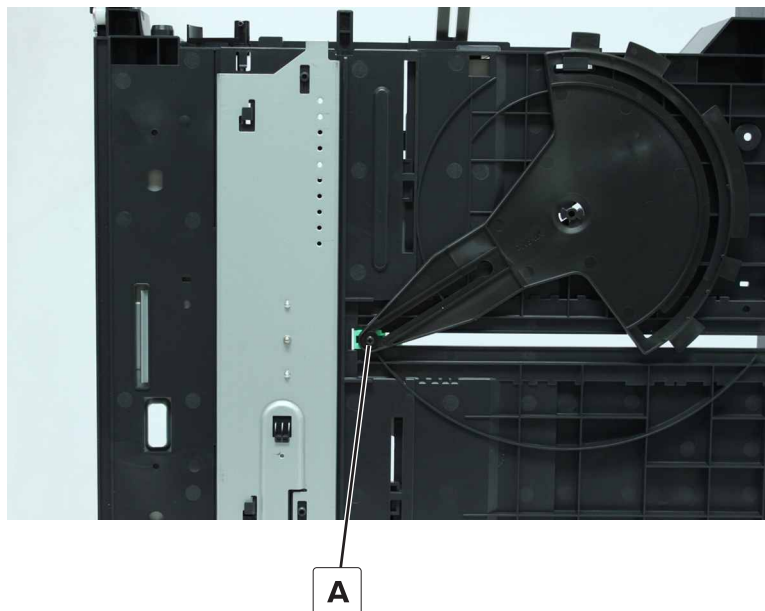


Tray insert paper length guide removal

- 1 Remove the tray insert.
- 2 Move the guide to the shortest paper length setting.



- 3 From under the tray, remove the screw (A).

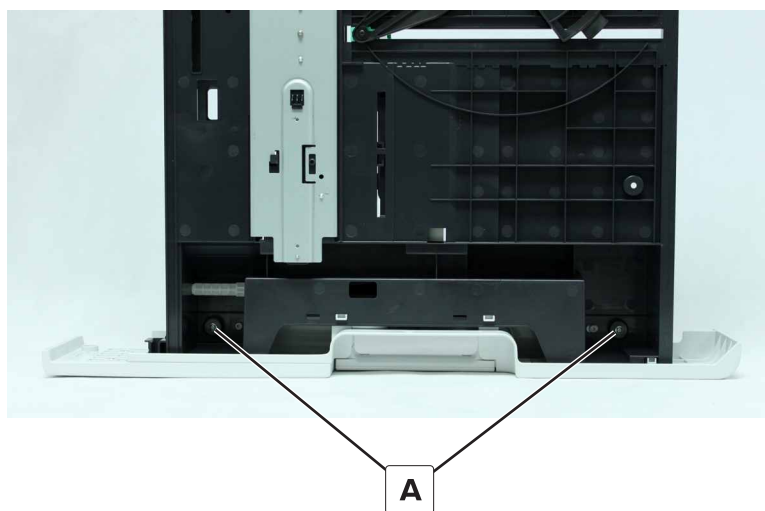


- 4 Raise the lift plate, move the length guide slightly under the lift plate, and then remove the length guide.



Tray lock removal

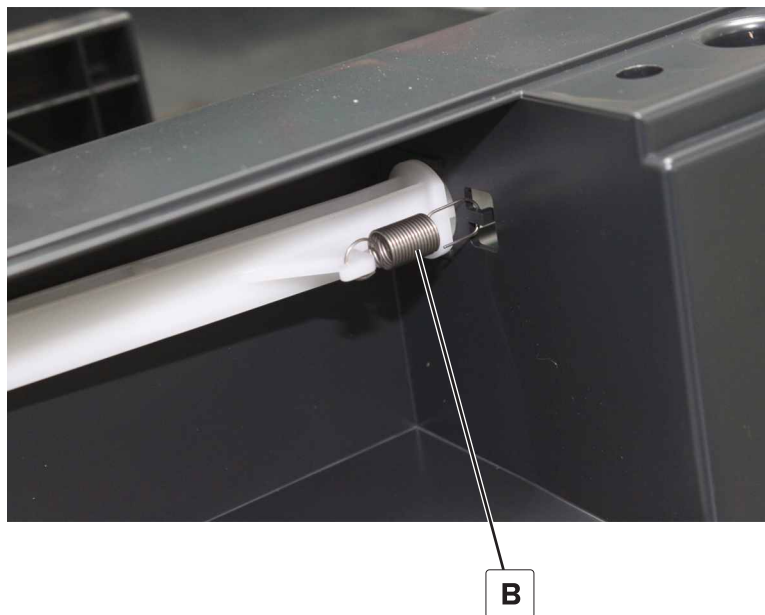
- 1 Remove the tray insert.
- 2 Remove the two screws (A).



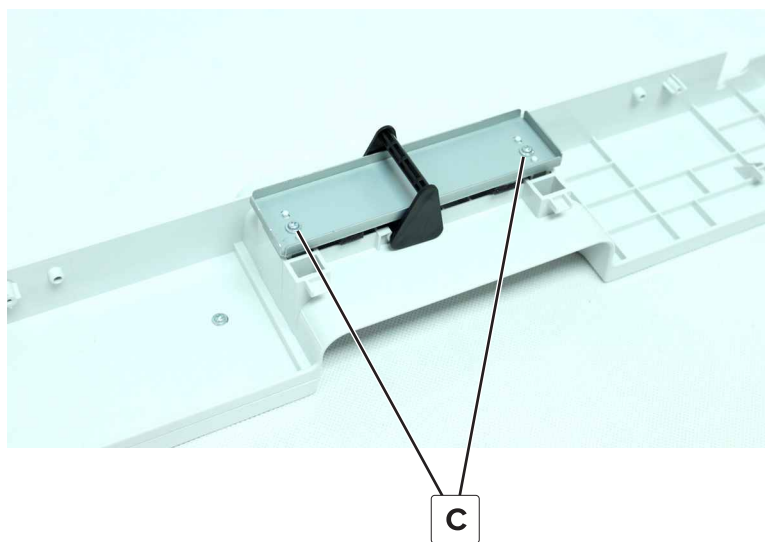
- 3 Remove the tray cover.



- 4 Disconnect the spring (B) from the tray, and then remove the shaft.



- 5 Remove the two screws (C), and then remove the plate.

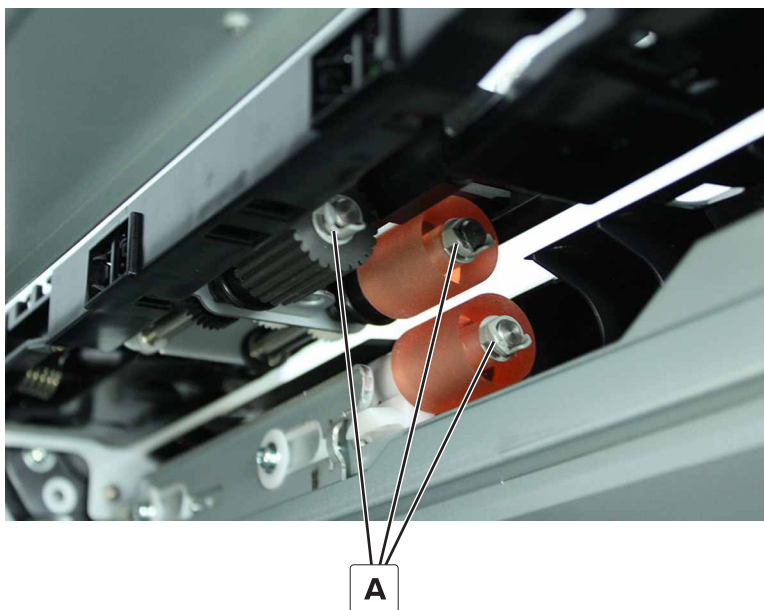


- 6 Align the notches on the link and cover, and then remove the link.



2 x 500-sheet tray rollers removal

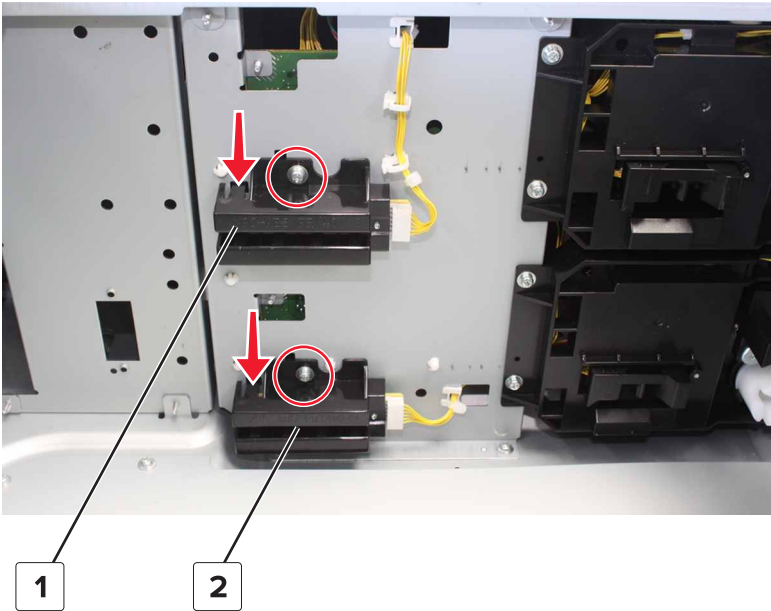
- 1 Remove the tray inserts.
- 2 Open the jam access door.
- 3 Release the three clips (A), and then remove the rollers.



Sensor (2 x 500-sheet tray paper length) removal

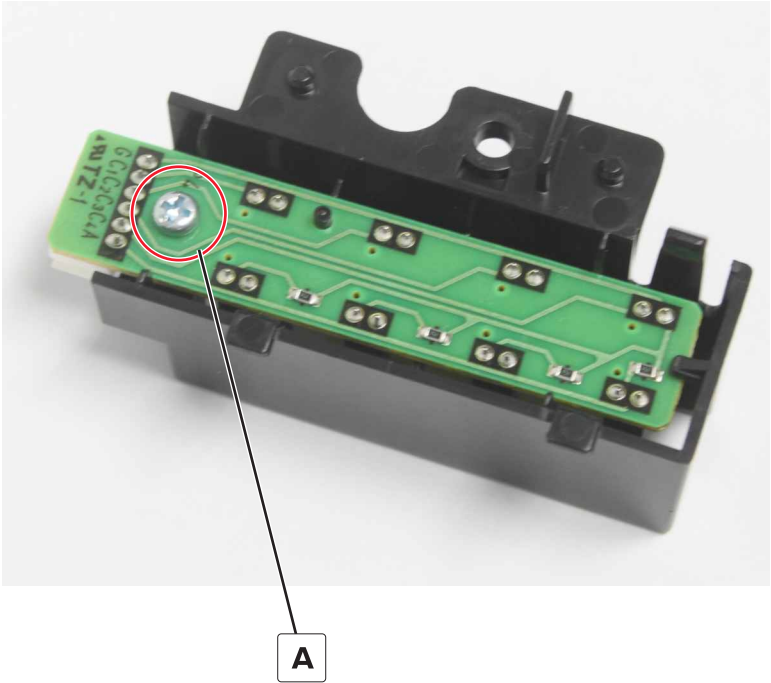
- 1 Remove the tray inserts.
- 2 Disconnect the cable from the sensor.

3 Remove the screw, press the latch, and then remove the sensor holder.



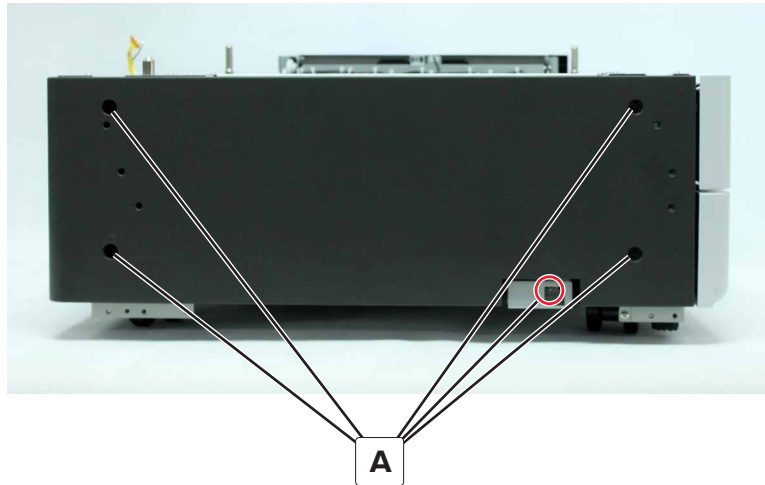
#	Part
1	Sensor (2 x 500 sheet tray 3 paper length)
2	Sensor (2 x 500 sheet tray 4 paper length)

4 Remove the screw (A), and then remove the sensor.



2 x 500-sheet tray left cover removal

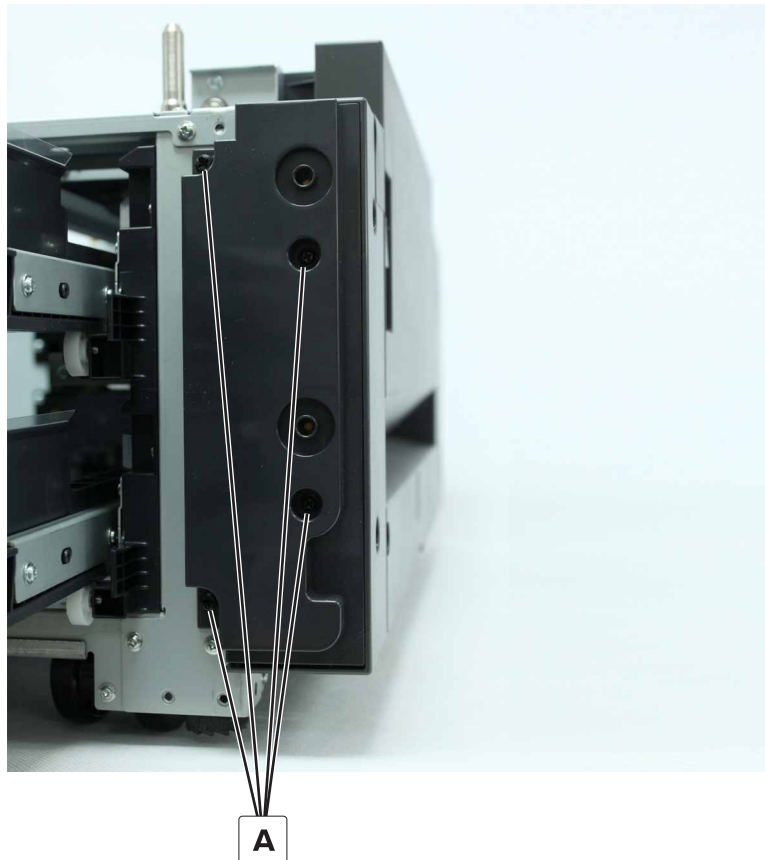
- 1 Remove the five screws (A).



- 2 Remove the cover.

2 x 500-sheet tray empty LED cover removal

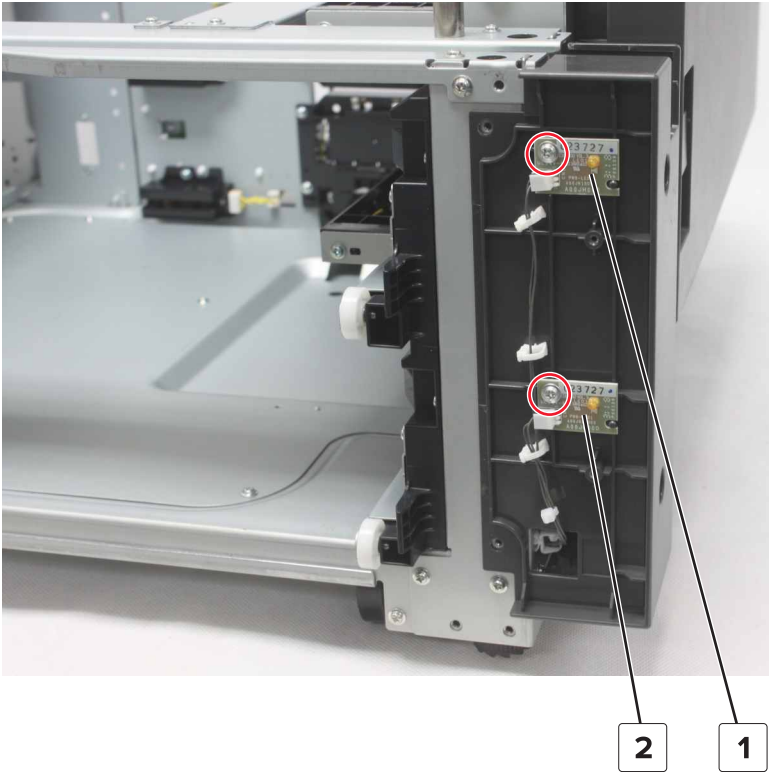
- 1 Remove the four screws (A).



2 Remove the cover.

2 x 500-sheet tray empty LED removal

- 1 Remove the tray empty LED cover. See [“2 x 500-sheet tray empty LED cover removal” on page 368.](#)
- 2 Disconnect the cable.
- 3 Remove the screw, and then remove the LED.

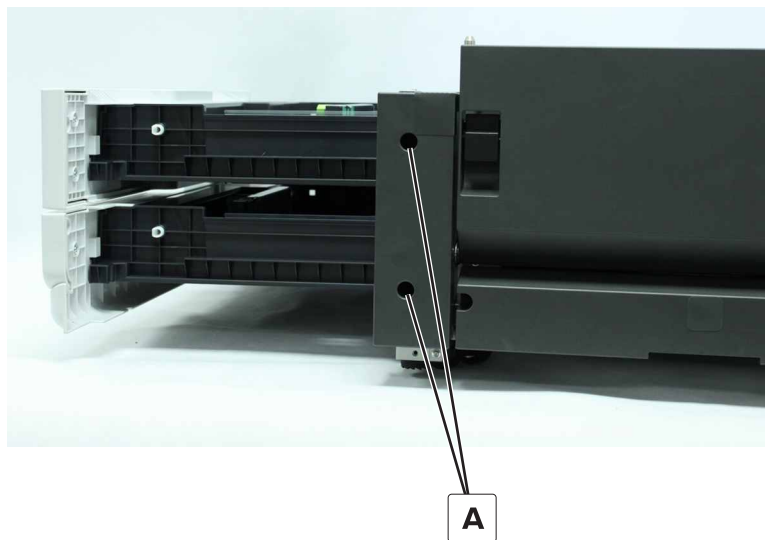


#	Part
1	Tray 3 tray empty LED
2	Tray 4 tray empty LED

2 x 500-sheet tray empty LED mount removal

- 1 Remove the tray empty LED cover. See [“2 x 500-sheet tray empty LED cover removal” on page 368.](#)
- 2 Remove the tray 3 and tray 4 empty LEDs. See [“2 x 500-sheet tray empty LED removal” on page 369.](#)

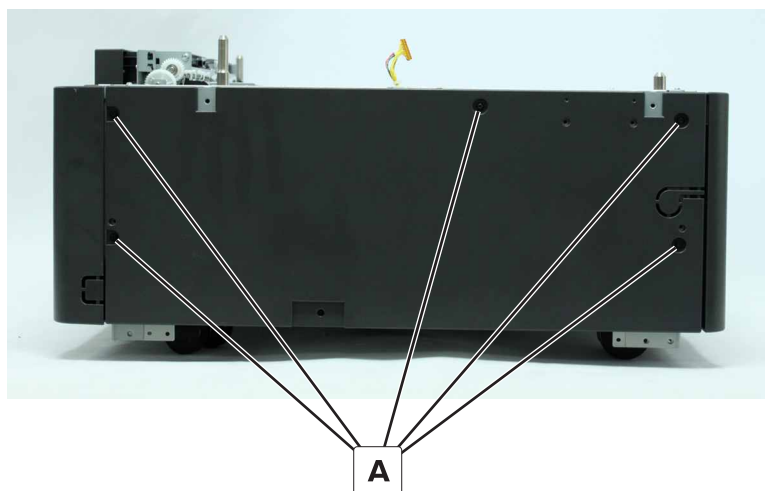
- 3 Remove the two screws (A), and then remove the cover.



- 4 Remove all of the cable holders from the cover.

2 x 500-sheet tray rear cover removal

- 1 Remove the five screws (A).

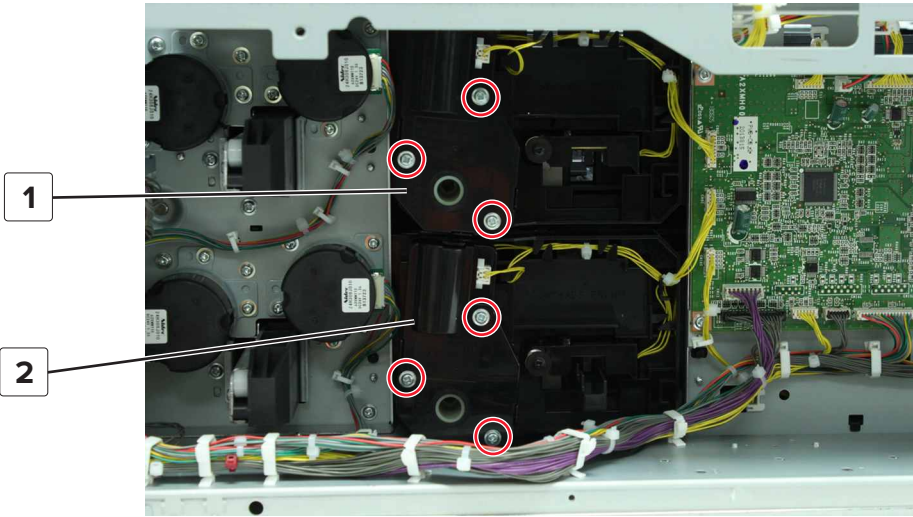


- 2 Remove the cover.

Motor (2 x 500-sheet tray lift) removal

- 1 Remove the rear cover. See [“2 x 500-sheet tray rear cover removal” on page 370](#).
- 2 Disconnect the cable from the motor.

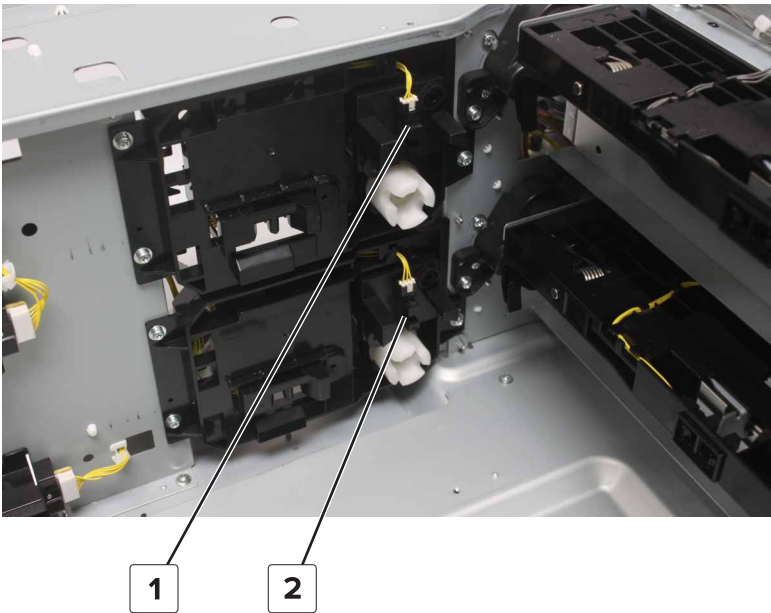
3 Remove the three screws, and then remove the motor.



#	Part
1	Motor (2 x 500-sheet tray 3 lift)
2	Motor (2 x 500-sheet tray 4 lift)

Sensor (2 x 500-sheet tray near empty) removal

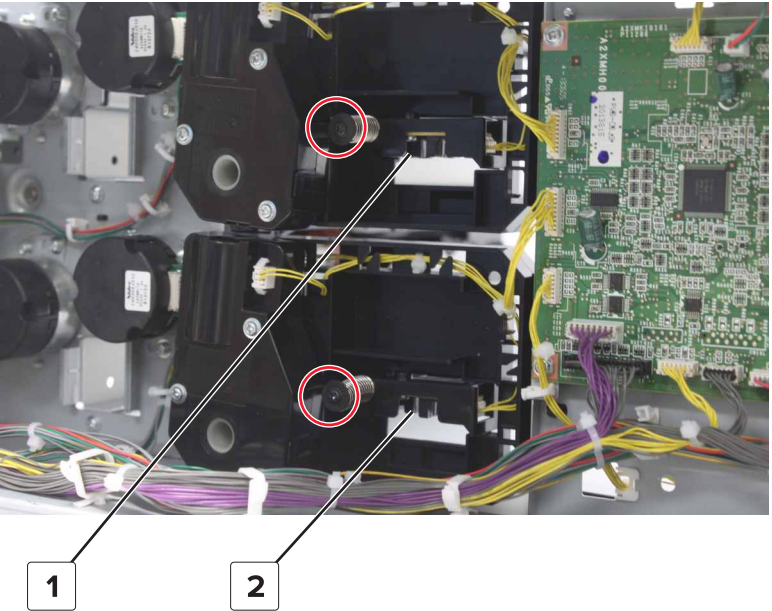
- 1 Remove the tray inserts.
- 2 Disconnect the cable from the sensor, and then remove the sensor.



#	Part
1	Sensor (2 x 500-sheet tray 3 near empty)
2	Sensor (2 x 500-sheet tray 4 near empty)

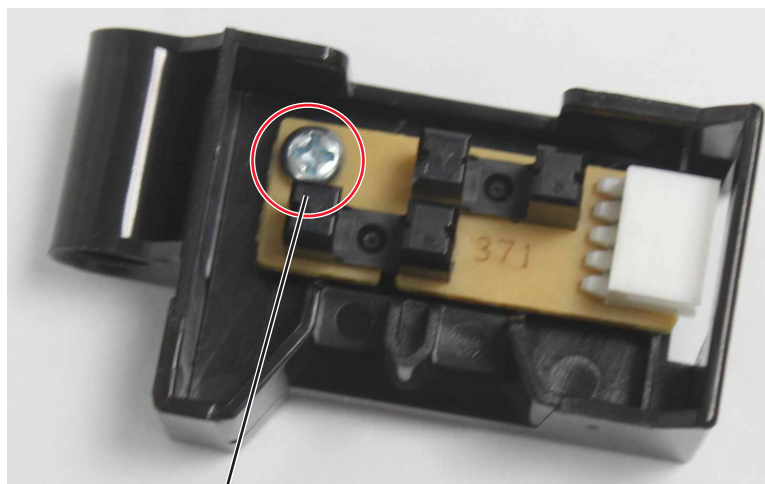
Sensor (2 x 500-sheet tray paper width) removal

- 1 Remove the rear cover. See [“2 x 500-sheet tray rear cover removal” on page 370.](#)
- 2 Remove the screw.
- 3 Disconnect the cable from the sensor, and then remove the sensor holder.



#	Part
1	Sensor (2 x 500-sheet tray 3 paper width)
2	Sensor (2 x 500-sheet tray 4 paper width)

- 4 Remove the screw (A), and then remove the sensor.



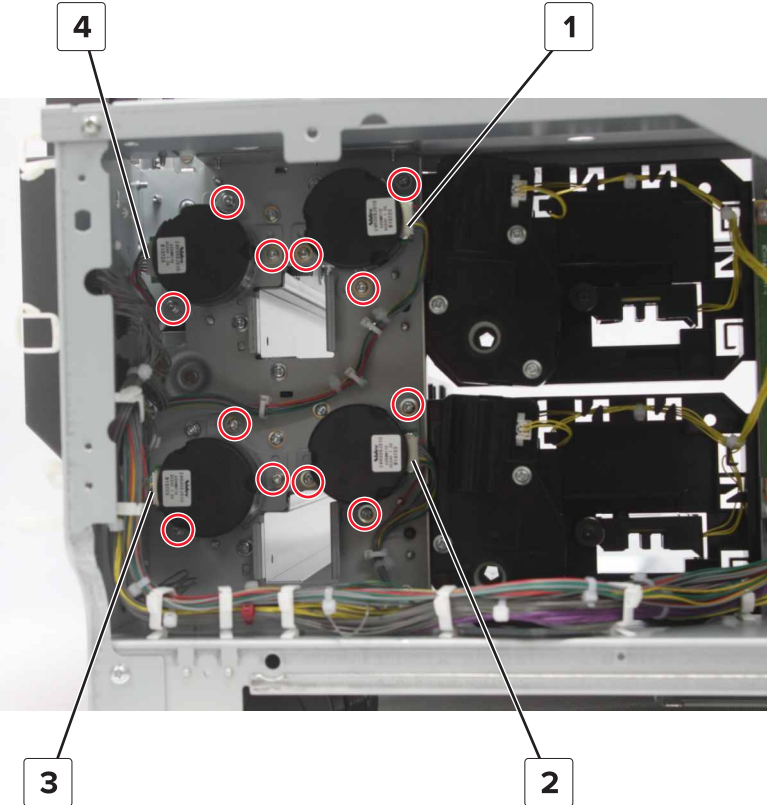
A

Installation note: Toggle the sensor to make sure that it bounces back.

2 x 500-sheet tray feed and transport motors removal

- 1 Remove the rear cover. See [“2 x 500-sheet tray rear cover removal” on page 370.](#)
- 2 Disconnect the cable from the motor.

3 Remove the three screws, and then remove the motor.

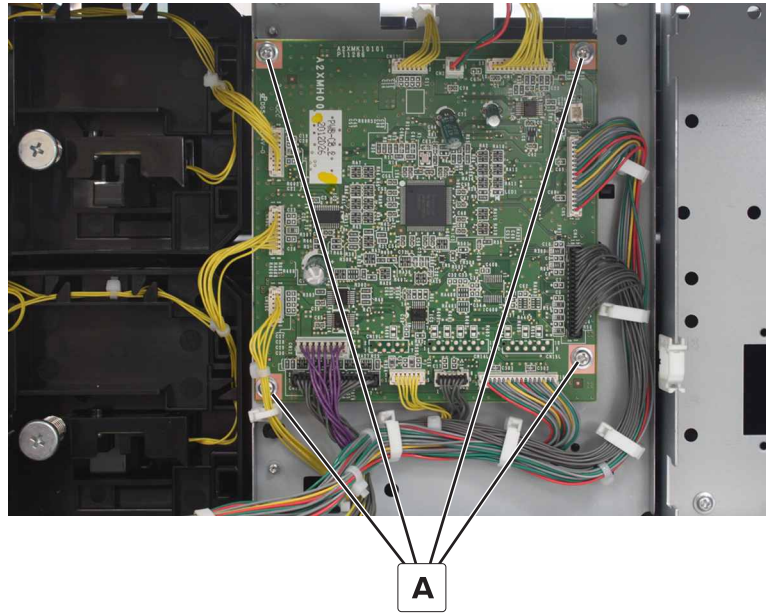


#	Part
1	Motor (2 x 500-sheet tray 3 feed)
2	Motor (2 x 500-sheet tray 4 feed)
3	Motor (2 x 500-sheet tray 4 transport)
4	Motor (2 x 500-sheet tray 3 transport)

2 x 500-sheet tray controller board removal

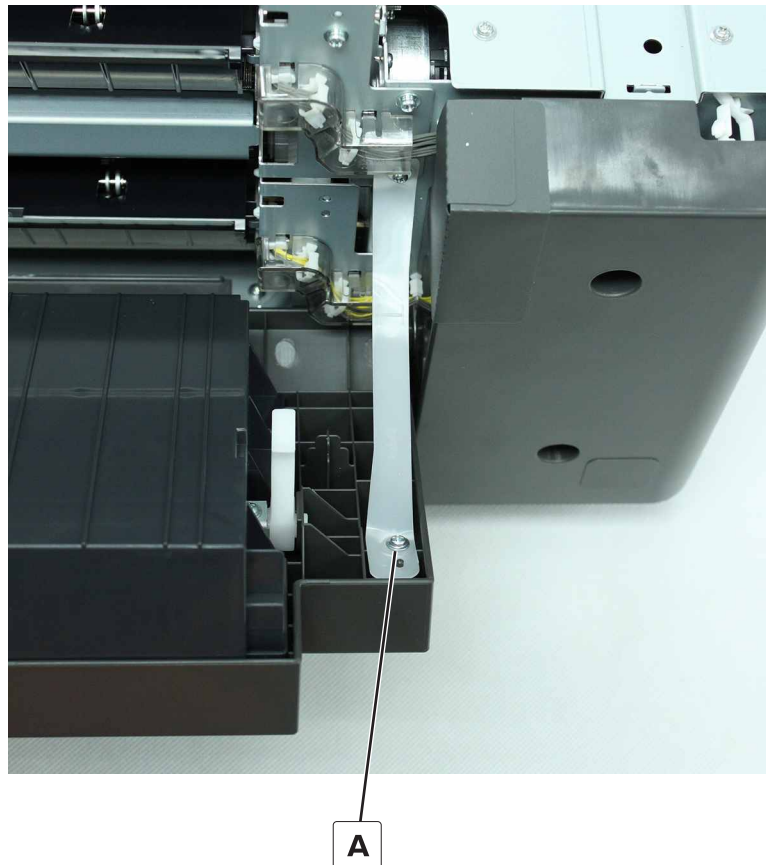
- 1** Remove the rear cover. See [“2 x 500-sheet tray rear cover removal” on page 370.](#)
- 2** Disconnect all the cables from the board.

3 Remove the four screws (A), and then remove the board.



2 x 500-sheet tray jam access door removal

1 Open the door, and then remove the screw (A).

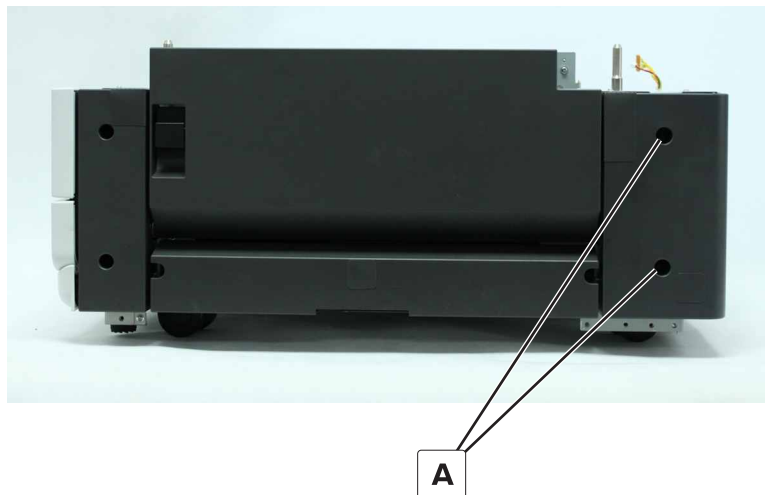


- 2 Pry to release the hinge, and then remove the cover.



2 x 500-sheet tray rear right cover removal

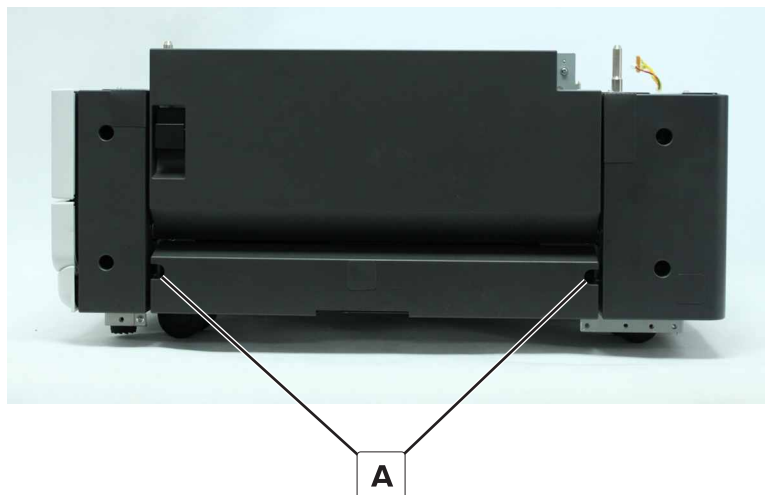
- 1 Remove the two screws (A).



- 2 Remove the cover.

2 x 500-sheet tray bottom right cover removal

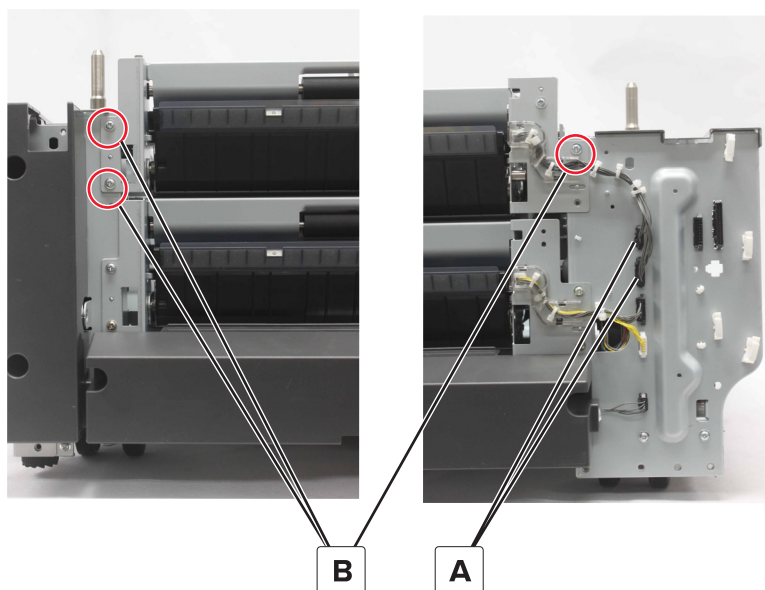
- 1 Remove the two screws (A).



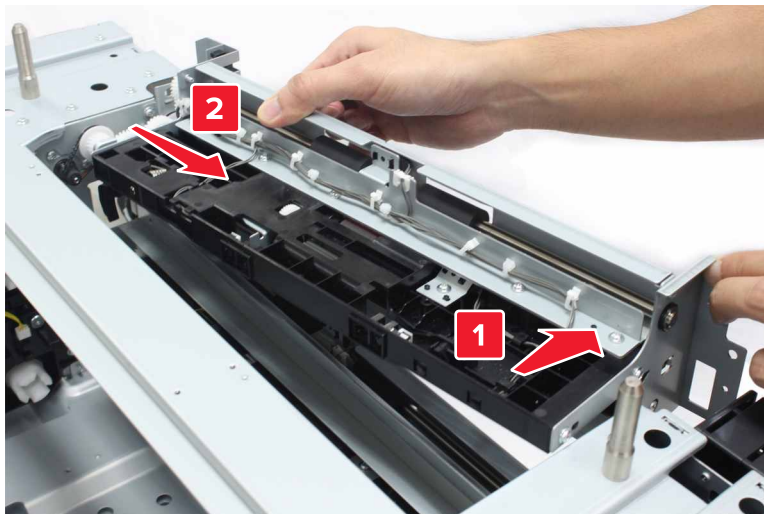
- 2 Remove the cover.

2 x 500-sheet tray 3 transport assembly removal

- 1 Remove the rear right cover. See [“2 x 500-sheet tray rear right cover removal” on page 376.](#)
- 2 Remove the jam access door. See [“2 x 500-sheet tray jam access door removal” on page 375.](#)
- 3 Disconnect the two cables (A), and then remove the three screws (B).

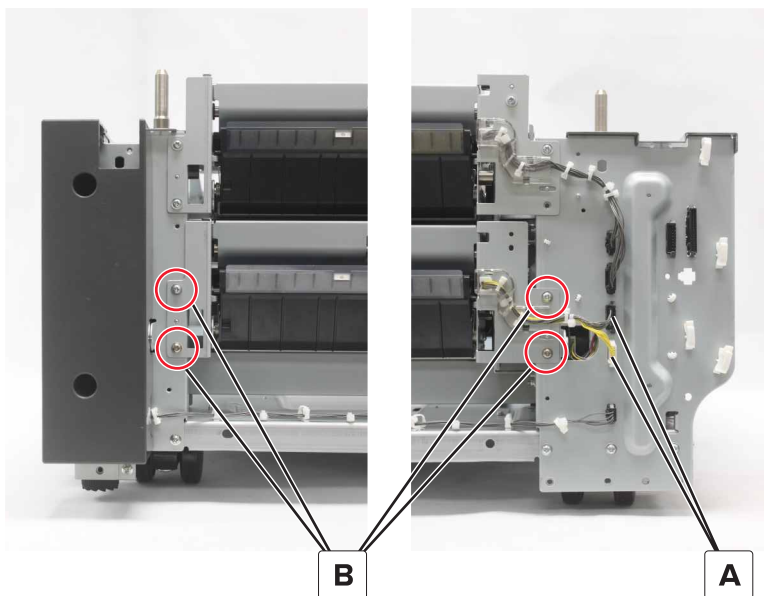


- 4 Remove the assembly.



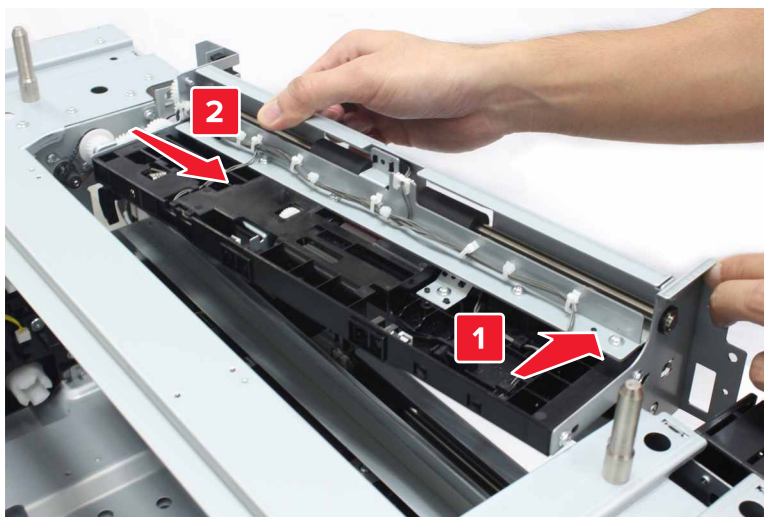
2 x 500-sheet tray 4 transport assembly removal

- 1 Remove the rear right cover. See [“2 x 500-sheet tray rear right cover removal” on page 376.](#)
- 2 Remove the jam access door. See [“2 x 500-sheet tray jam access door removal” on page 375.](#)
- 3 Remove the bottom right cover. See [“2 x 500-sheet tray bottom right cover removal” on page 377.](#)
- 4 Disconnect the two cables (A), and then remove the four screws (B).



- 5 Remove the assembly.

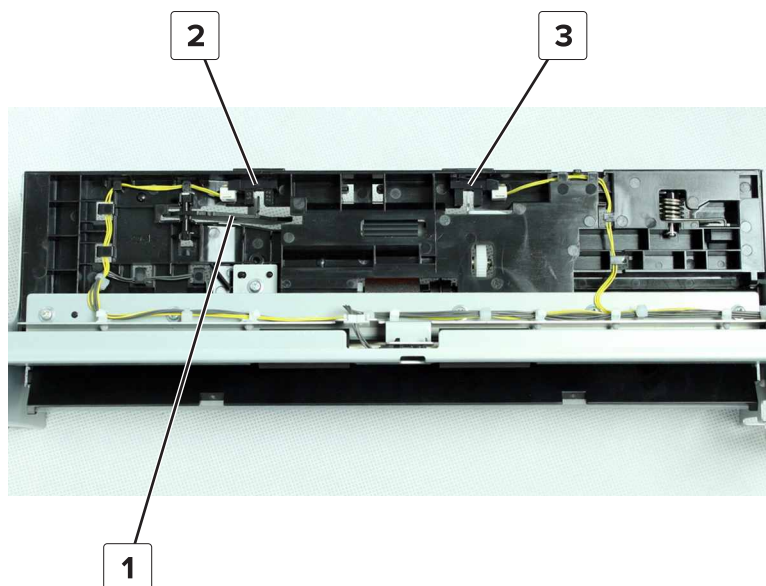
Note: The following image shows the tray 3 transport assembly. The same movements apply when removing the tray 4 transport assembly.



2 x 500-sheet tray transport assembly sensors removal

Note: The following procedure begins with the tray 4 transport assembly sensors. If you are removing the tray 3 transport assembly sensors, then proceed directly to step 5.

- 1 Remove the rear right cover. See [“2 x 500-sheet tray rear right cover removal” on page 376](#).
- 2 Remove the jam access door. See [“2 x 500-sheet tray jam access door removal” on page 375](#).
- 3 Remove the bottom right cover. See [“2 x 500-sheet tray bottom right cover removal” on page 377](#).
- 4 Remove the tray 4 transport assembly. See [“2 x 500-sheet tray 4 transport assembly removal” on page 378](#).
- 5 Remove the appropriate FRU.





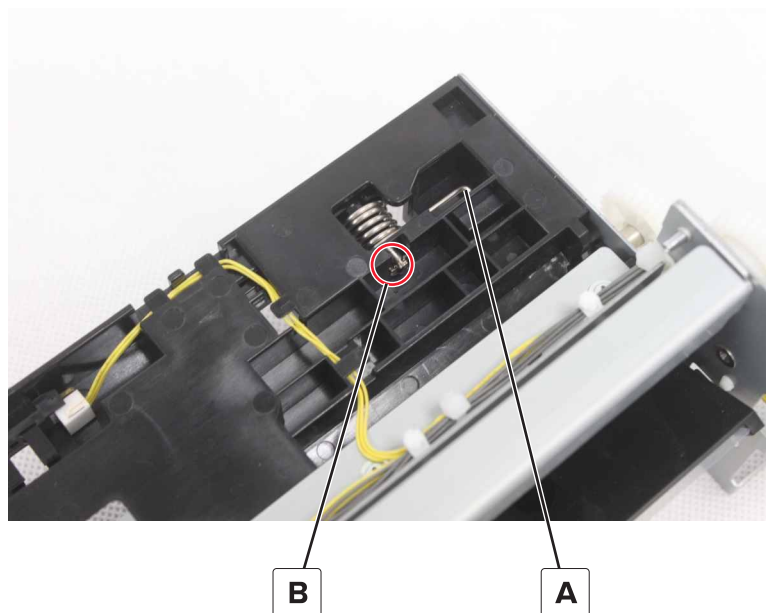
4

#	Part
1	2 x 500-sheet tray empty sensor actuator
2	Sensor (2 x 500-sheet tray empty)
3	Sensor (2 x 500-sheet tray lift plate level)
4	Sensor (2 x 500-sheet tray feed) Note: Remove the screw, remove the sensor bracket, and then remove the sensor.

2 x 500-sheet tray tray set actuator removal

- 1 Remove the rear right cover. See [“2 x 500-sheet tray rear right cover removal” on page 376.](#)
- 2 Remove the jam access door. See [“2 x 500-sheet tray jam access door removal” on page 375.](#)
- 3 Remove the bottom right cover. See [“2 x 500-sheet tray bottom right cover removal” on page 377.](#)
- 4 Remove the tray 3 or tray 4 transport assembly. See [“2 x 500-sheet tray 3 transport assembly removal” on page 377](#) or [“2 x 500-sheet tray 4 transport assembly removal” on page 378.](#)
- 5 Release the spring (A).

6 Remove the clip (B).



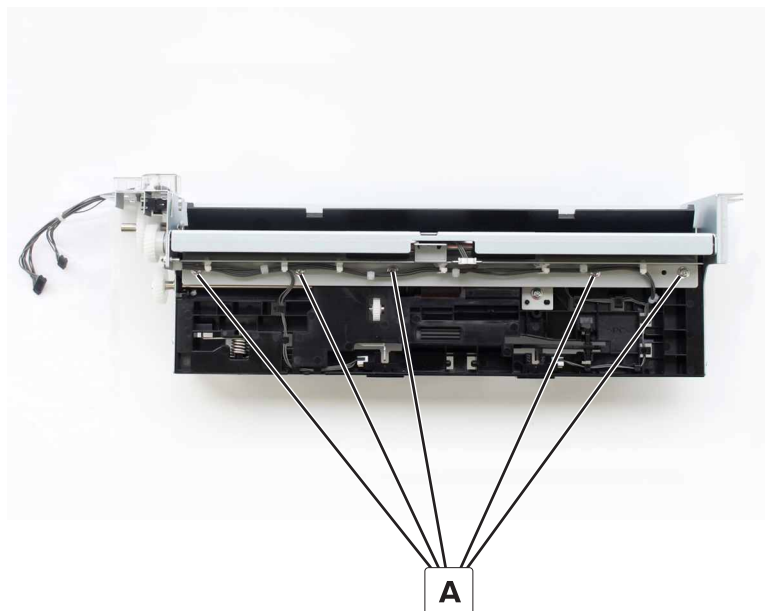
7 Remove the shaft, and then remove the actuator.

Sensor (2 x 500-sheet tray transport) removal

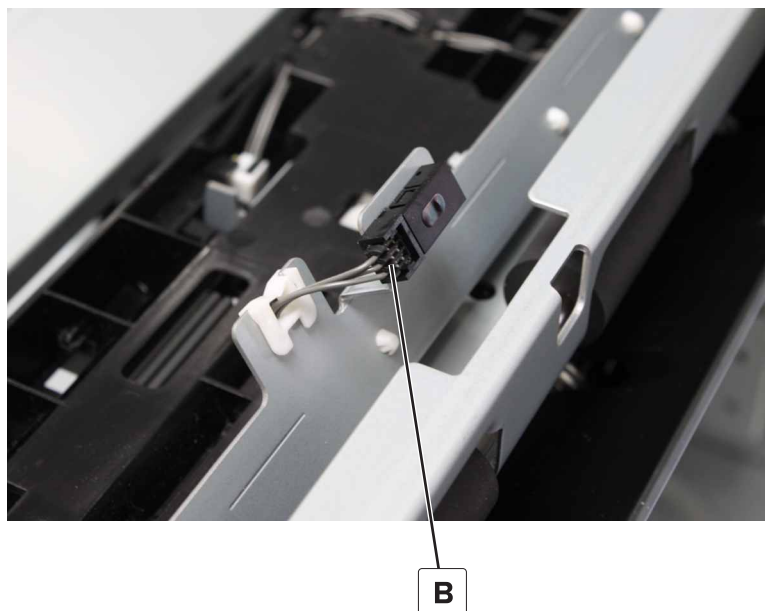
Note: The following procedure begins with the tray 4 sensor. If you are removing the tray 3 sensor, then proceed directly to step 5.

- 1** Remove the rear right cover. See [“2 x 500-sheet tray rear right cover removal” on page 376.](#)
- 2** Remove the jam access door. See [“2 x 500-sheet tray jam access door removal” on page 375.](#)
- 3** Remove the bottom right cover. See [“2 x 500-sheet tray bottom right cover removal” on page 377.](#)
- 4** Remove the tray 4 transport assembly. See [“2 x 500-sheet tray 4 transport assembly removal” on page 378.](#)

- 5 Remove the five screws (A).



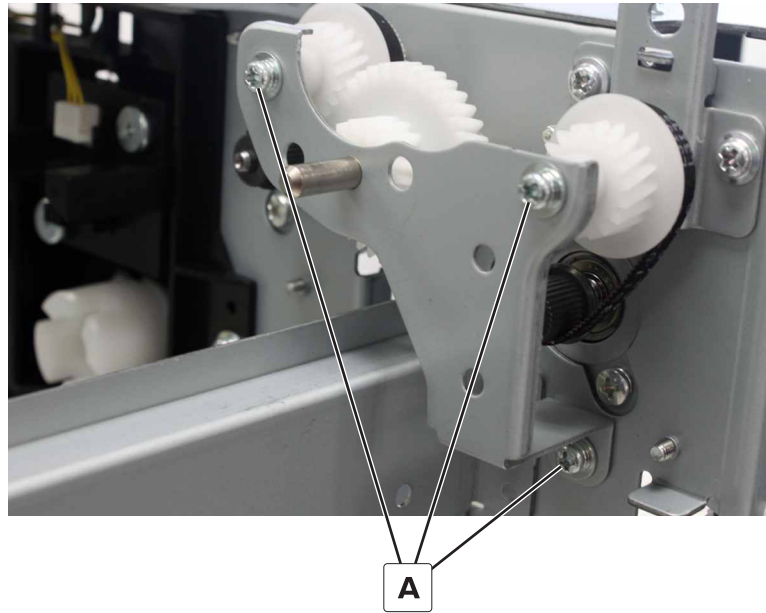
- 6 Disconnect the cable (B), and then remove the sensor.



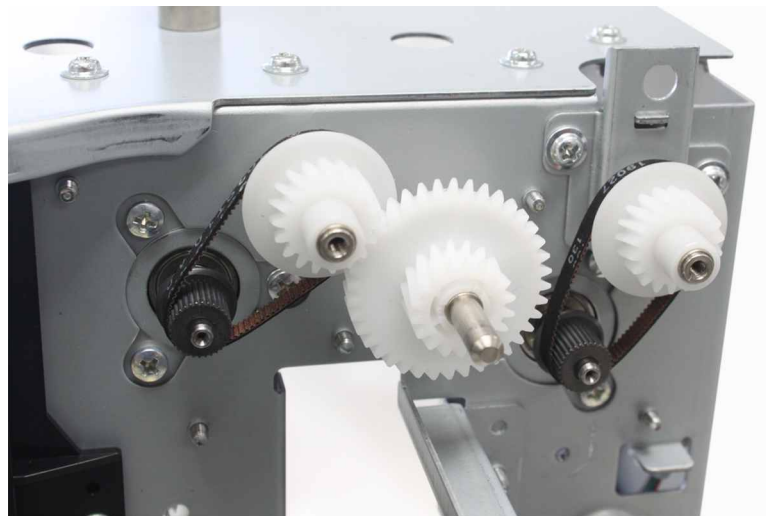
2 x 500-sheet tray 3 transport belts and gears removal

- 1 Remove the rear right cover. See [“2 x 500-sheet tray rear right cover removal” on page 376.](#)
- 2 Remove the jam access door. See [“2 x 500-sheet tray jam access door removal” on page 375.](#)
- 3 Remove the bottom right cover. See [“2 x 500-sheet tray bottom right cover removal” on page 377.](#)
- 4 Remove the tray 3 transport assembly. See [“2 x 500-sheet tray 3 transport assembly removal” on page 377.](#)
- 5 Remove the tray 4 transport assembly. See [“2 x 500-sheet tray 4 transport assembly removal” on page 378.](#)

- 6** Remove the three screws (A), and then remove the bracket.



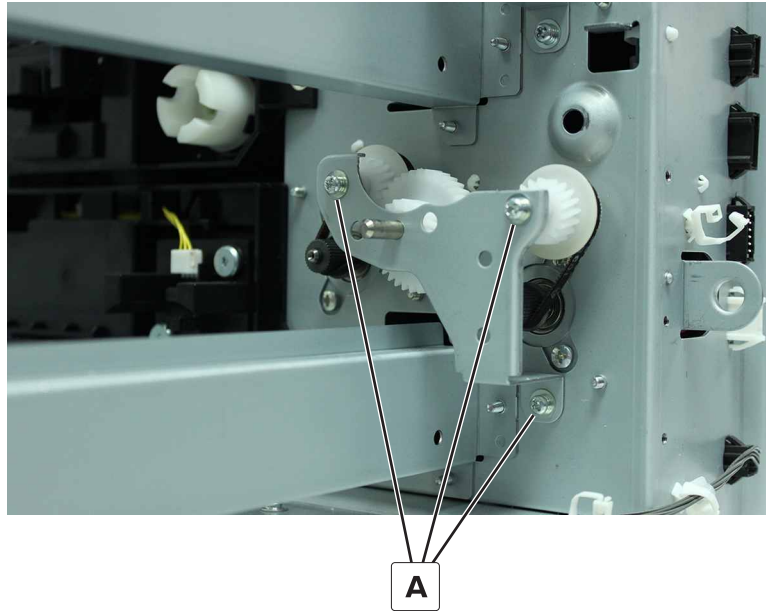
- 7** Remove the three gears and two belts.



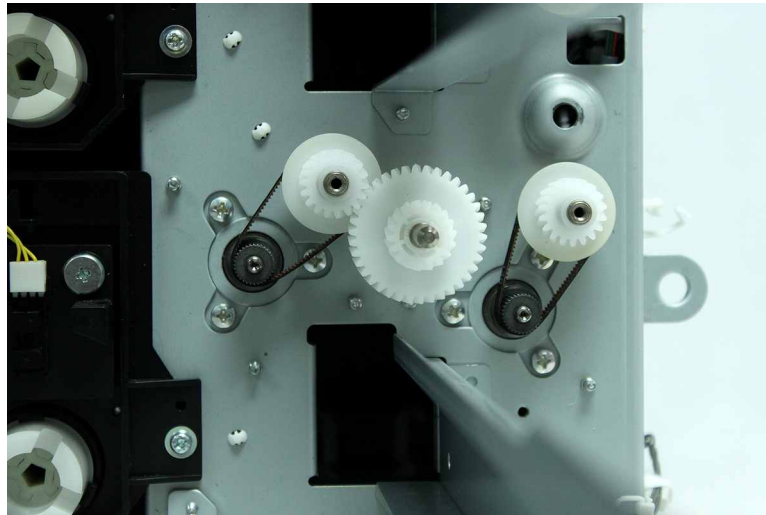
2 x 500-sheet tray 4 transport belts and gears removal

- 1** Remove the rear right cover. See [“2 x 500-sheet tray rear right cover removal” on page 376.](#)
- 2** Remove the jam access door. See [“2 x 500-sheet tray jam access door removal” on page 375.](#)
- 3** Remove the bottom right cover. See [“2 x 500-sheet tray bottom right cover removal” on page 377.](#)
- 4** Remove the tray 4 transport assembly. See [“2 x 500-sheet tray 4 transport assembly removal” on page 378.](#)

5 Remove the three screws (A), and then remove the bracket.



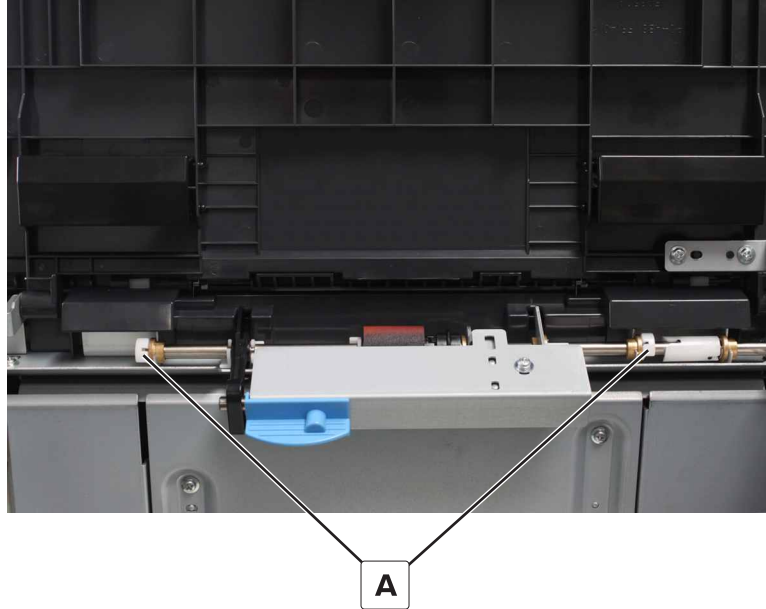
6 Remove the three gears and two belts.



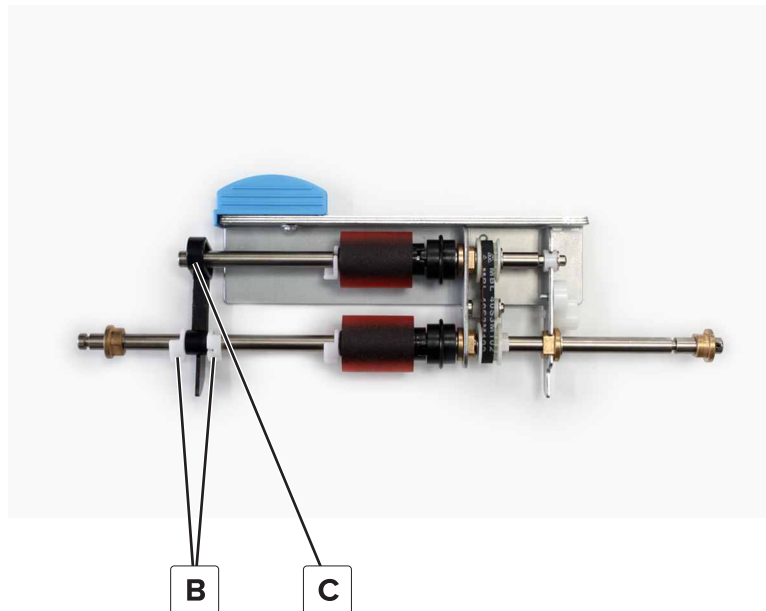
3000-sheet tray removals

3000-sheet tray rollers removal

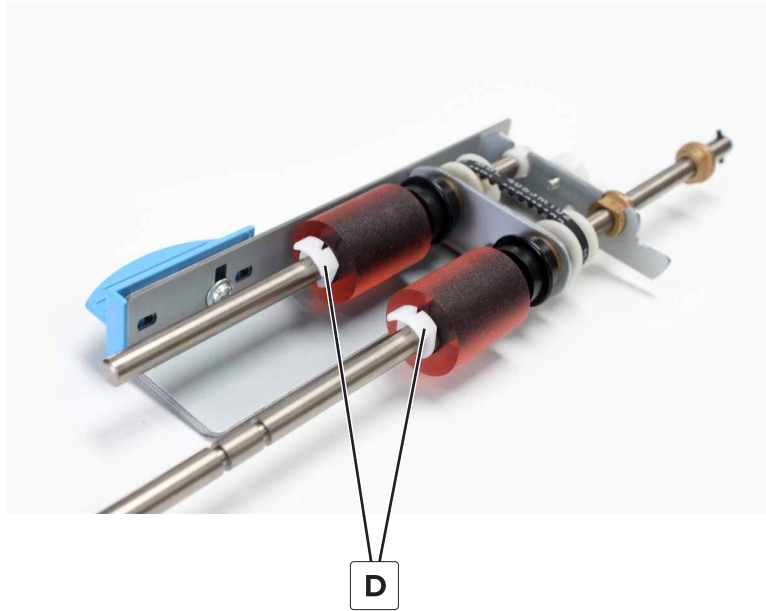
- 1 Remove the two clips (A), and then remove the bushings.



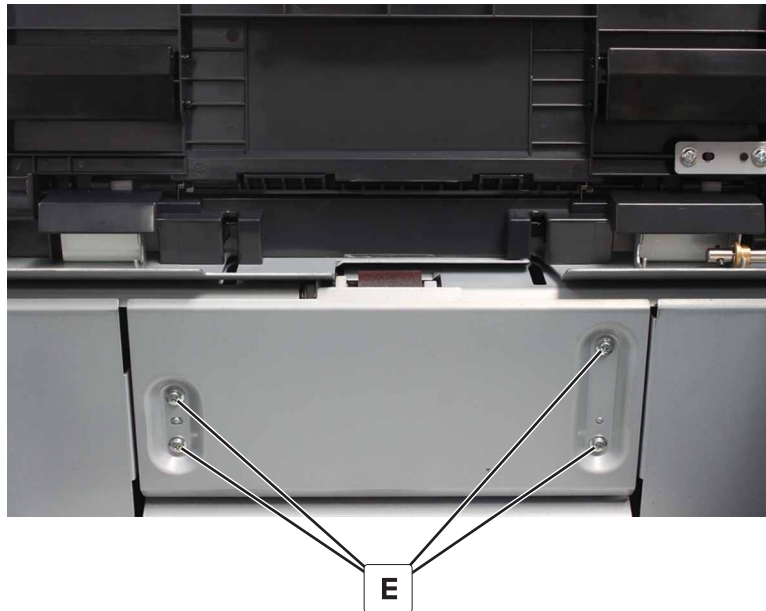
- 2 Remove the two clips (B), and then remove the actuator (C).



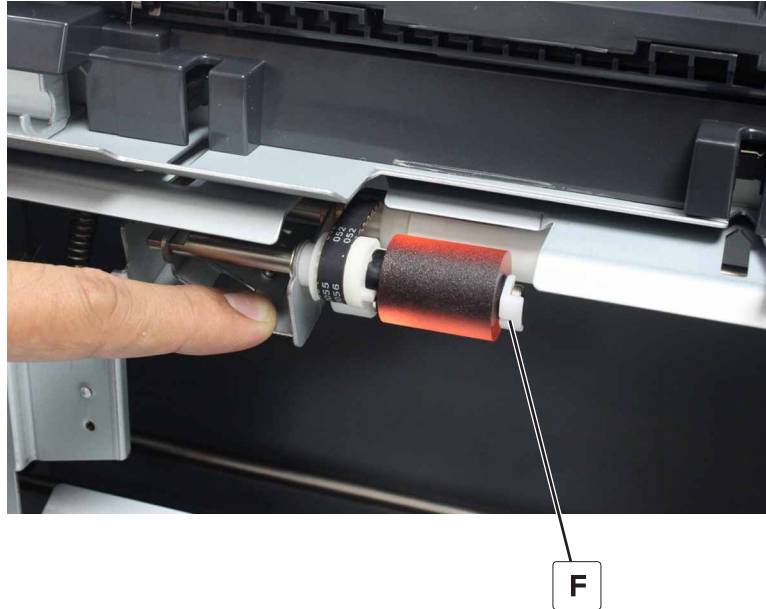
- 3** Remove the two clips (D), and then remove the feed and pick rollers.



- 4** Remove the four screws (E), and then remove the cover.

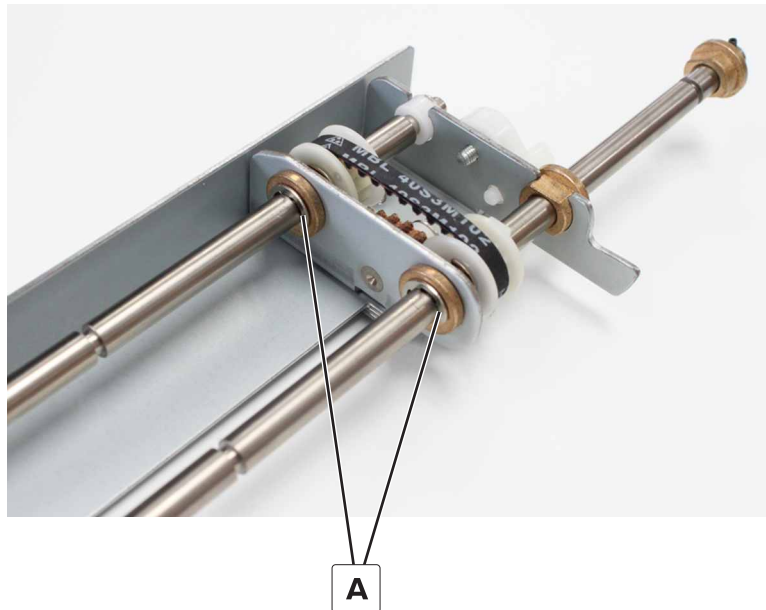


- 5 Remove the clip (F), and then remove the roller.

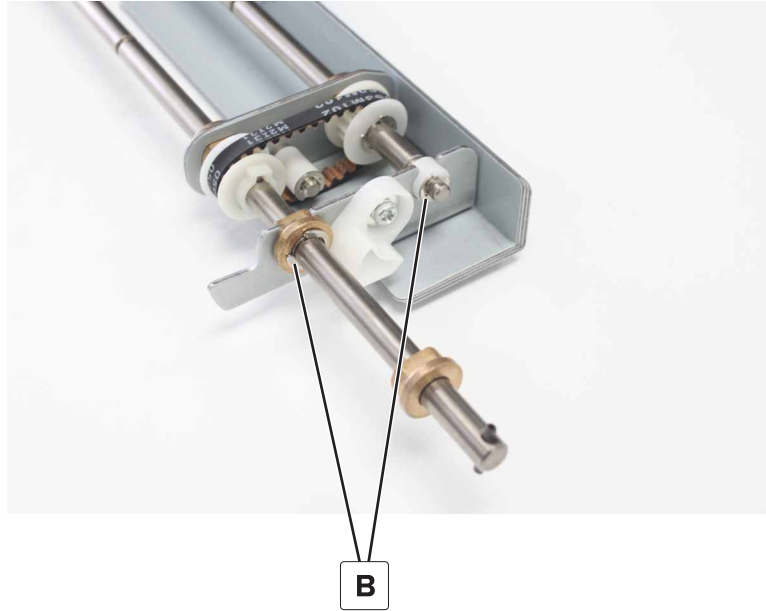


3000-sheet tray feed and pick belt removal

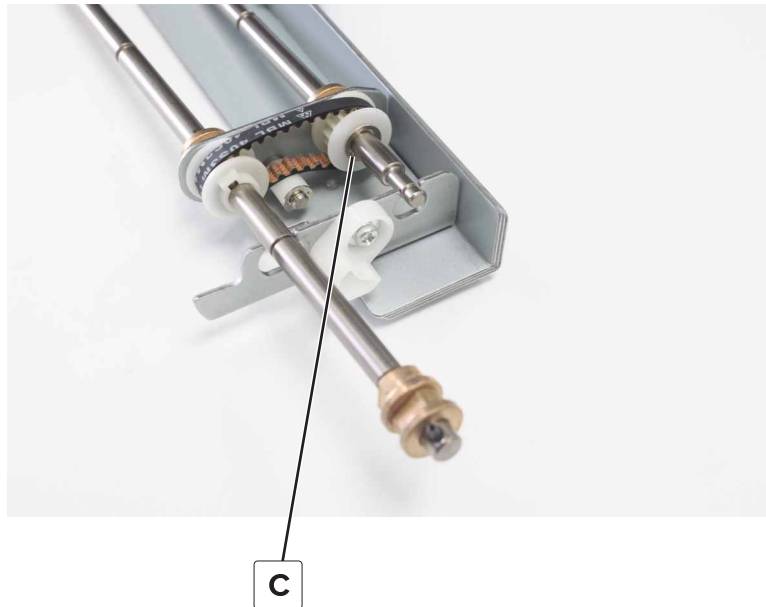
- 1 Remove the feed and pick rollers. See [“3000-sheet tray rollers removal” on page 385](#).
- 2 Remove the two clips (A), and then remove the bushings.



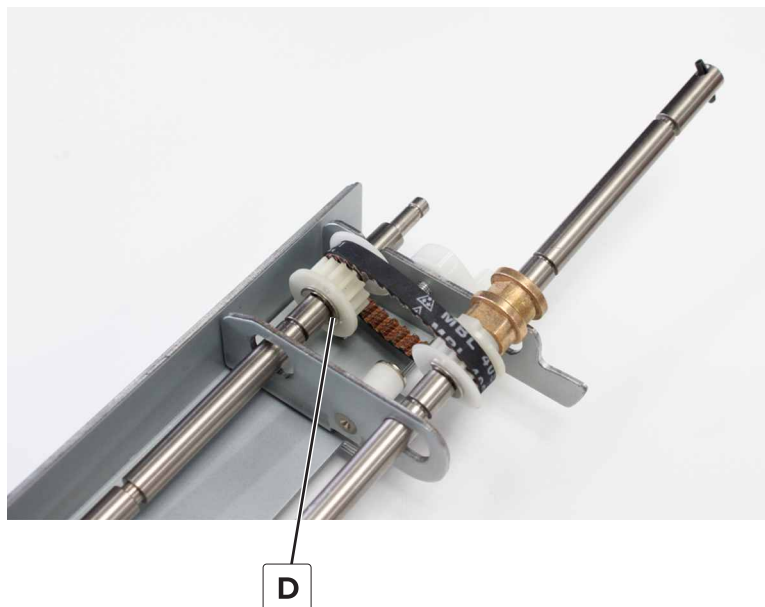
3 Remove the two clips (B), and then remove the two bushings.



4 Remove the clip (C).

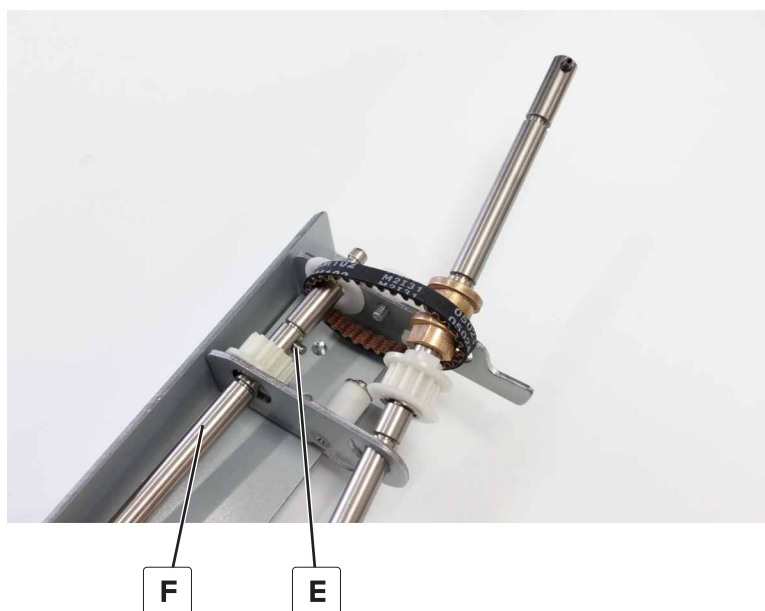


- 5 Remove the clip (D).



- 6 Remove the pin (E).

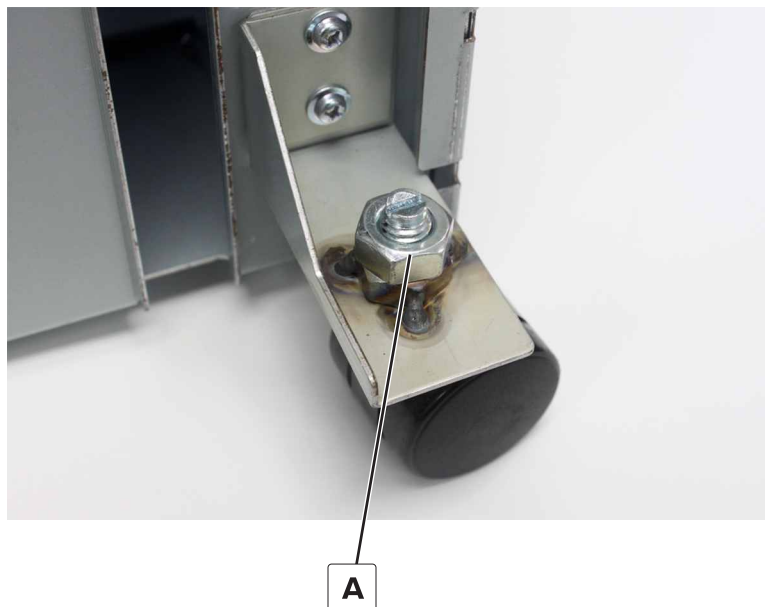
- 7 Pull out the shaft (F), and then remove the belt.



3000-sheet tray caster wheel removal

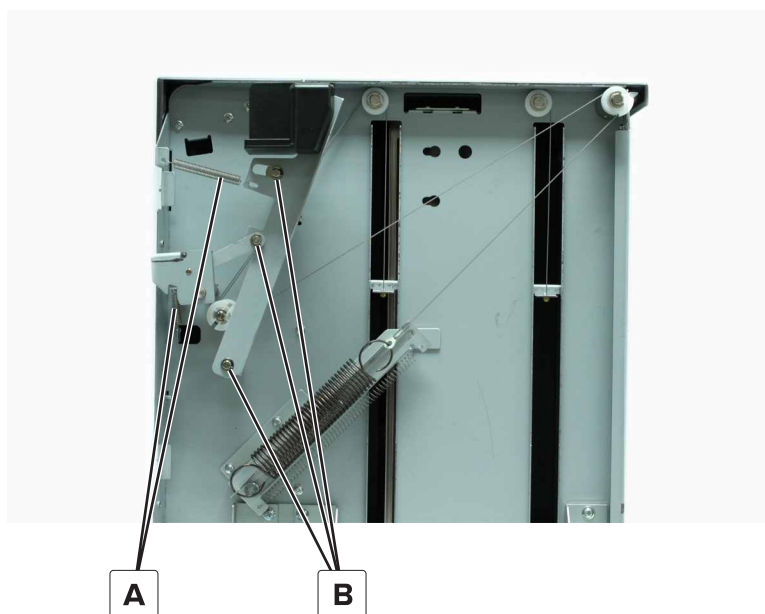
- 1 Remove the right cover. See [“3000-sheet tray right cover removal” on page 392](#).
- 2 Depending on the caster to remove, remove the front cover or the rear cover. See [“3000-sheet tray front cover removal” on page 392](#) or [“3000-sheet tray rear cover removal” on page 393](#).

- 3 Remove the nut (A), and then remove the caster.

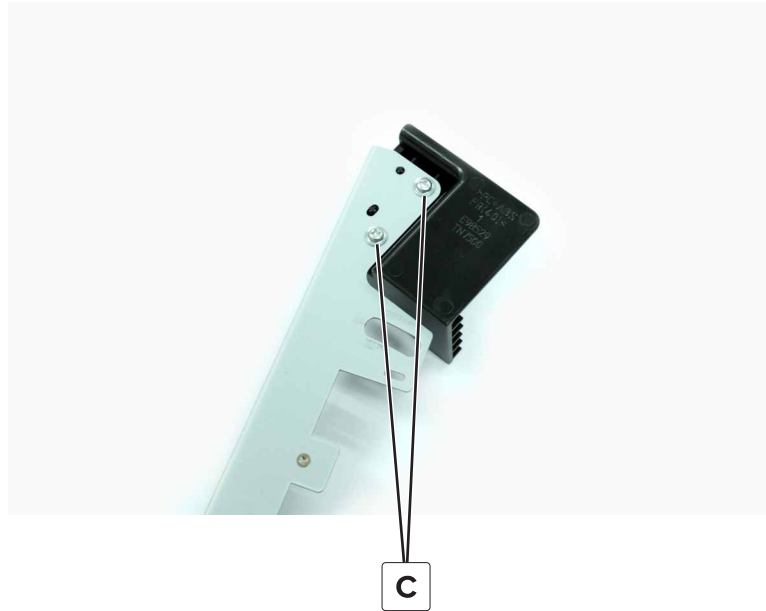


3000-sheet tray release handle removal

- 1 Remove the right cover. See [“3000-sheet tray right cover removal” on page 392.](#)
- 2 Remove the front cover. See [“3000-sheet tray front cover removal” on page 392.](#)
- 3 Disconnect the two springs (A).
- 4 Remove the three clips (B), and then remove the link.

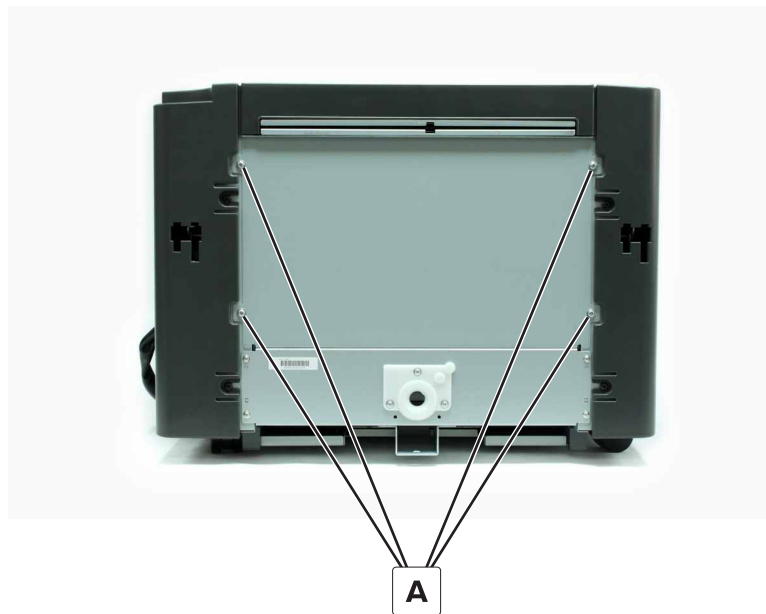


- 5 Remove the two screws (C), and then remove the handle.



3000-sheet tray left cover removal

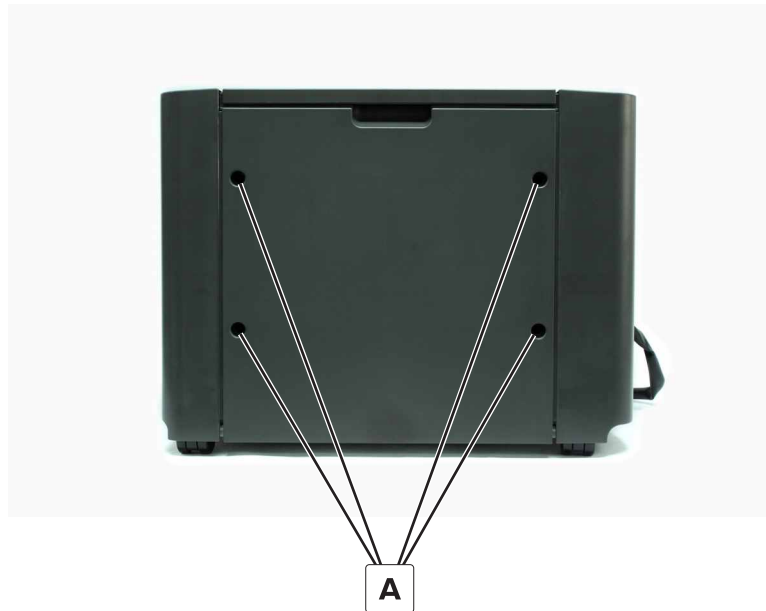
- 1 Remove the four screws (A).



- 2 Remove the cover.

3000-sheet tray right cover removal

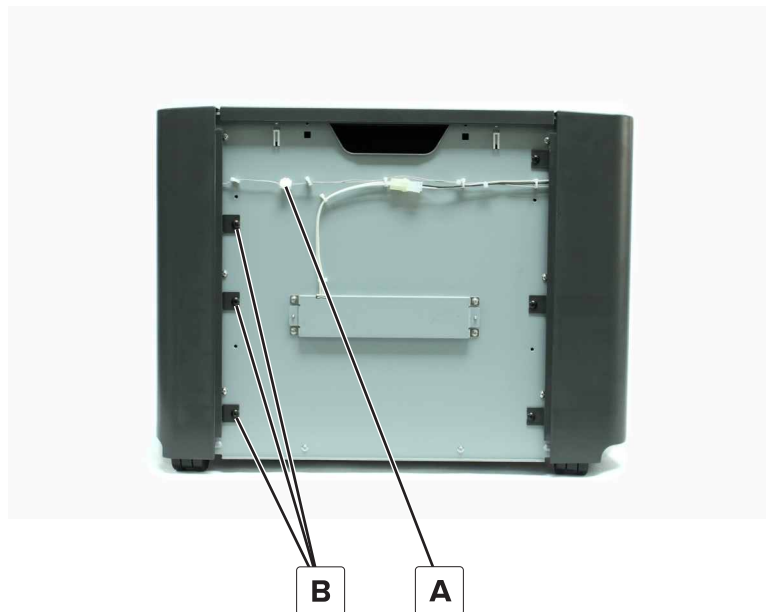
- 1 Remove the four screws (A).



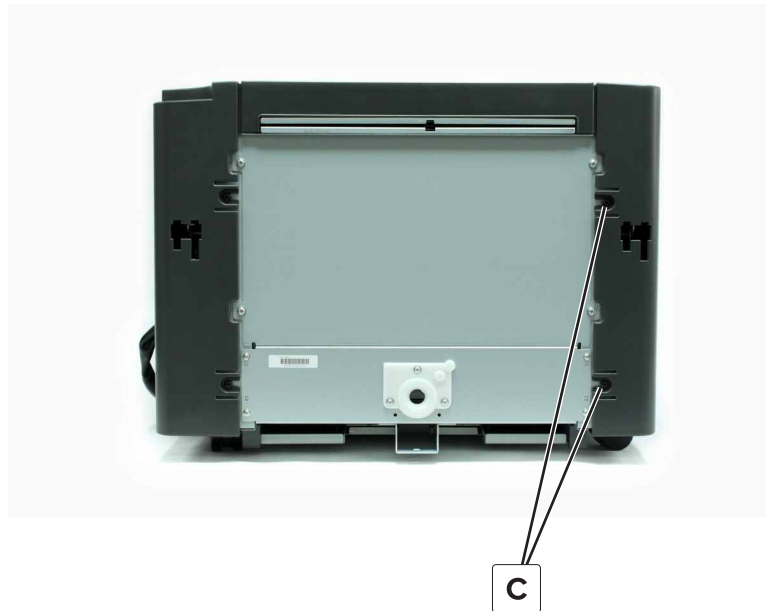
- 2 Remove the cover.

3000-sheet tray front cover removal

- 1 Remove the right cover. See [“3000-sheet tray right cover removal” on page 392](#).
- 2 Disconnect the cable (A), and then remove it from the cable clips.
- 3 Remove the three screws (B).

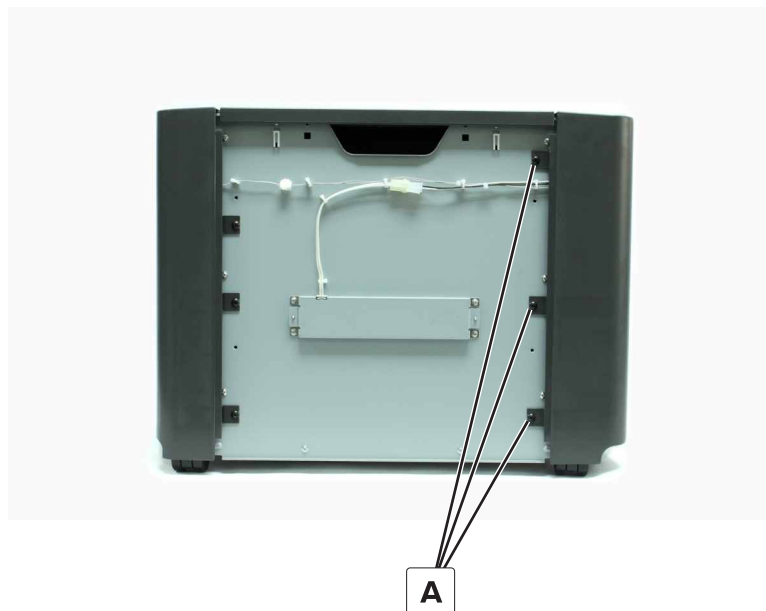


- 4 Remove the two screws (C), and then remove the cover.

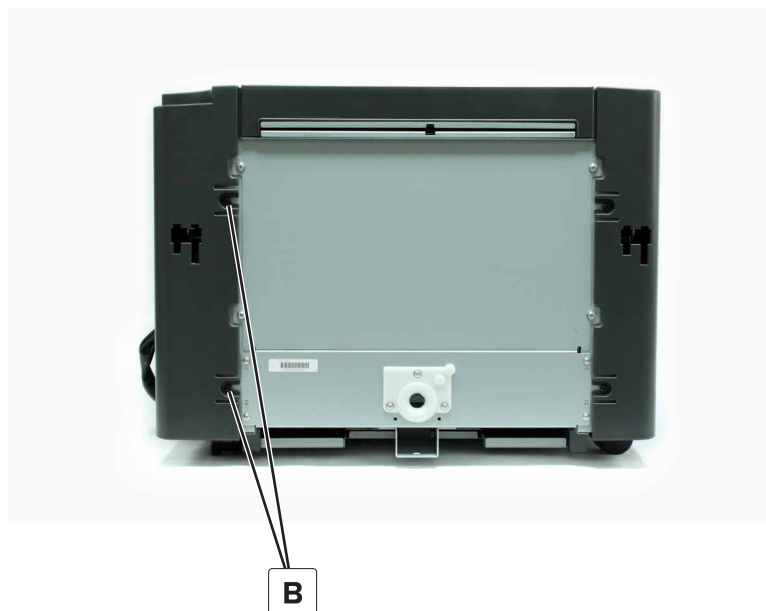


3000-sheet tray rear cover removal

- 1 Remove the right cover. See [“3000-sheet tray right cover removal” on page 392.](#)
- 2 Remove the three screws (A).



- 3 Remove the two screws (B).



- 4 Remove the two screws (C).

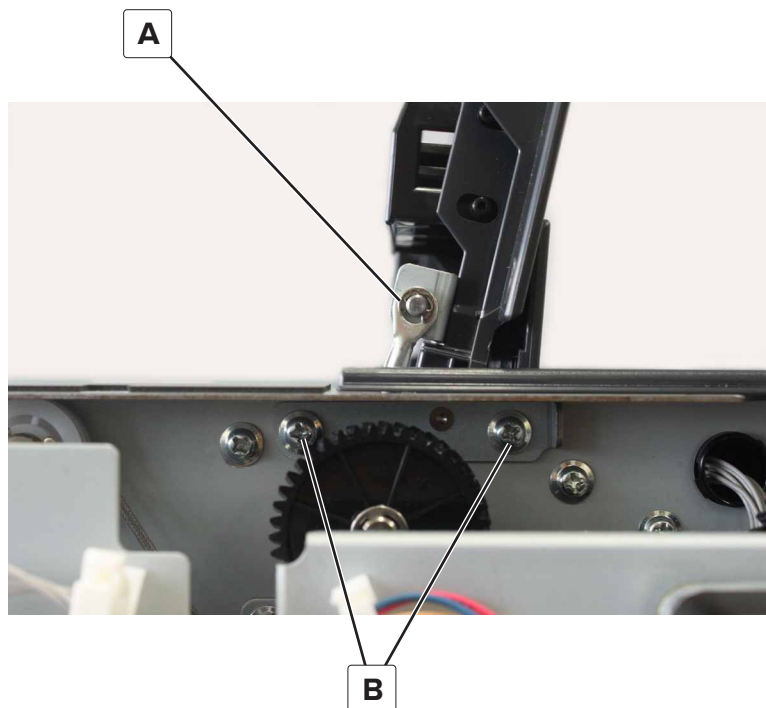


- 5 Remove the plate, and then remove the cover.

3000-sheet tray door removal

- 1 Remove the right cover. See [“3000-sheet tray right cover removal” on page 392.](#)
- 2 Remove the rear cover. See [“3000-sheet tray rear cover removal” on page 393.](#)
- 3 Remove the clip (A), and then disconnect the cable.

- 4 Remove the two screws (B), and then remove the bracket.

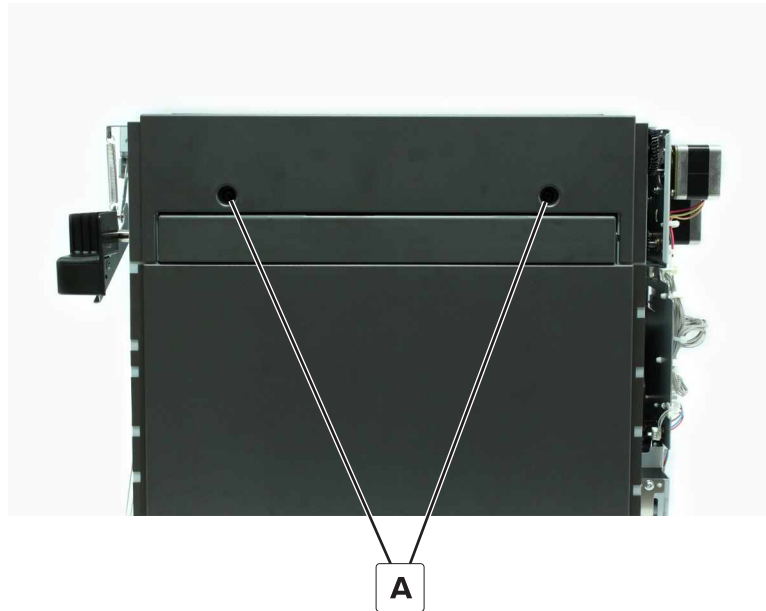


- 5 Remove the door.

3000-sheet tray left top cover removal

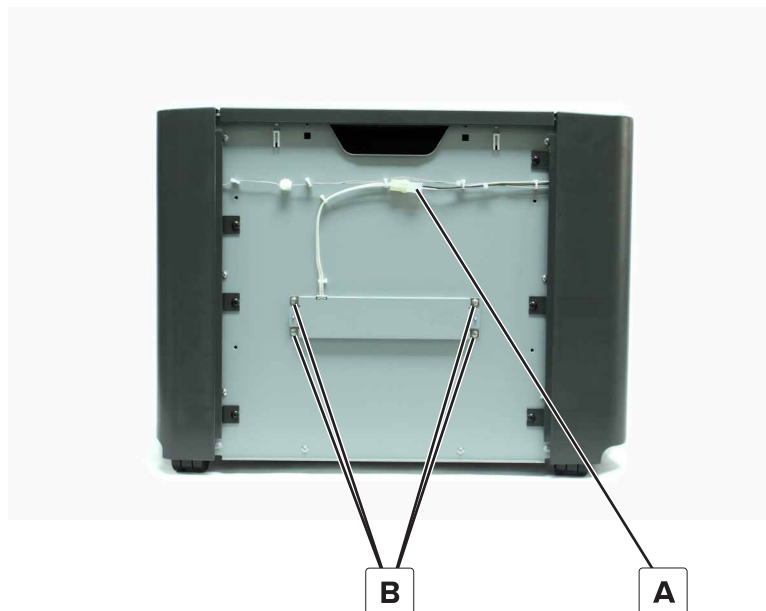
- 1 Remove the right cover. See [“3000-sheet tray right cover removal” on page 392.](#)
- 2 Remove the front cover. See [“3000-sheet tray front cover removal” on page 392.](#)
- 3 Remove the rear cover. See [“3000-sheet tray rear cover removal” on page 393.](#)

- 4 Remove the two screws (A), and then remove the cover.



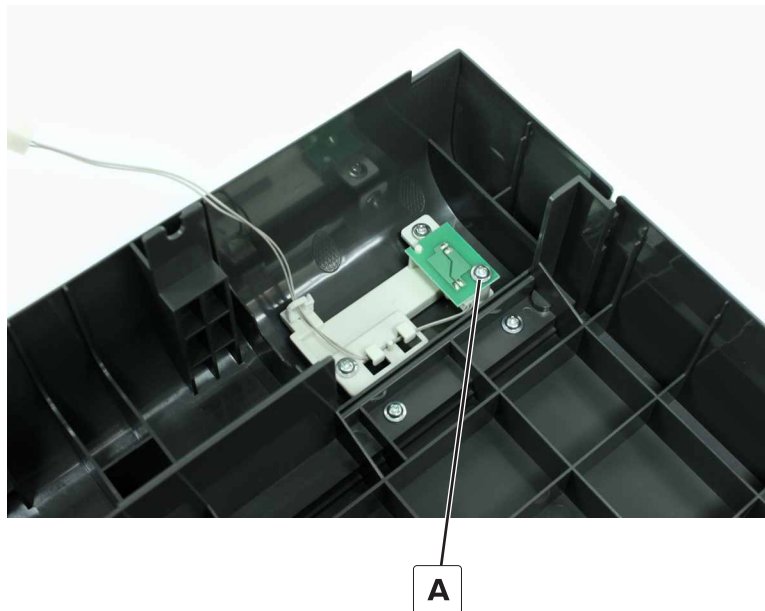
Dehumidifier removal

- 1 Remove the right cover. See [“3000-sheet tray right cover removal” on page 392.](#)
- 2 Disconnect the cable (A).
- 3 Remove the four screws (B), and then remove the dehumidifier.



3000-sheet tray empty LED removal

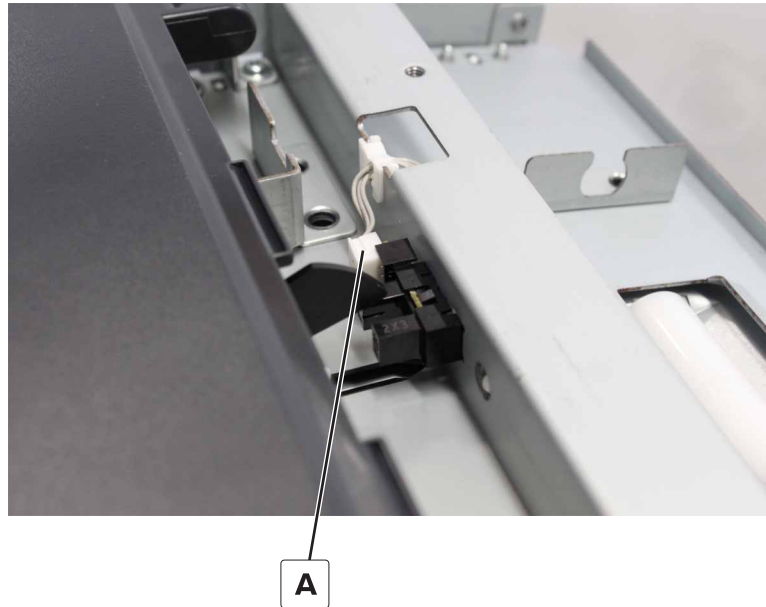
- 1 Remove the right cover. See [“3000-sheet tray right cover removal” on page 392.](#)
- 2 Remove the front cover. See [“3000-sheet tray front cover removal” on page 392.](#)
- 3 Remove the screw (A), and then remove the LED.



Sensor (3000-sheet tray empty) removal

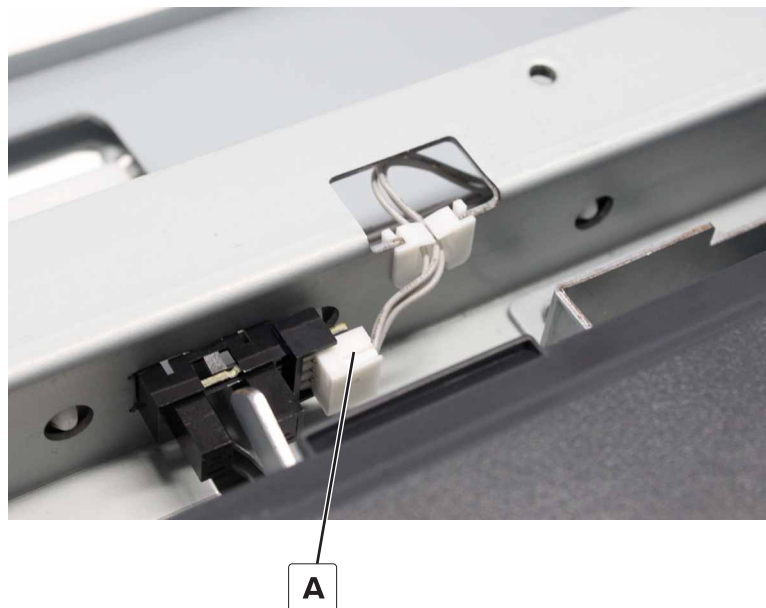
- 1 Remove the right cover. See [“3000-sheet tray right cover removal” on page 392.](#)
- 2 Remove the rear cover. See [“3000-sheet tray rear cover removal” on page 393.](#)
- 3 Remove the left top cover. See [“3000-sheet tray left top cover removal” on page 395.](#)

- 4 Disconnect the cable (A), and then remove the sensor.



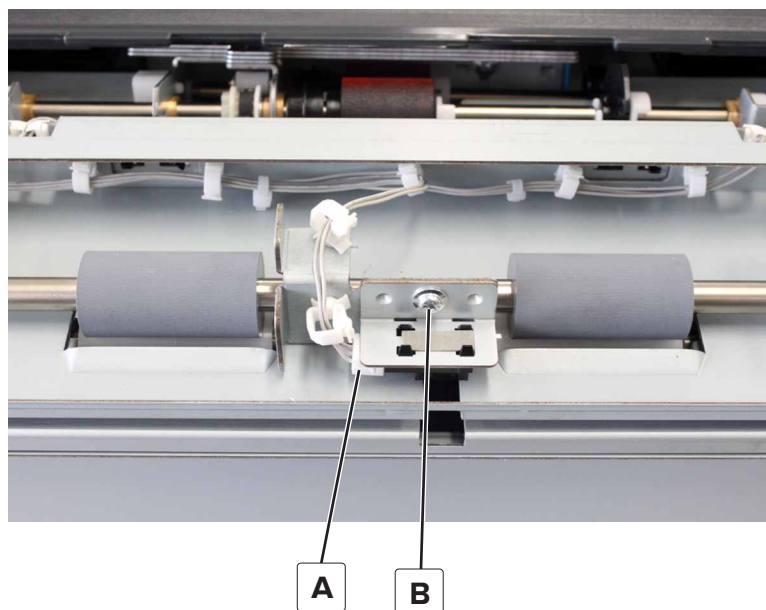
Sensor (3000-sheet tray elevator level) removal

- 1 Remove the right cover. See [“3000-sheet tray right cover removal” on page 392.](#)
- 2 Remove the rear cover. See [“3000-sheet tray rear cover removal” on page 393.](#)
- 3 Remove the left top cover. See [“3000-sheet tray left top cover removal” on page 395.](#)
- 4 Disconnect the cable (A), and then remove the sensor.

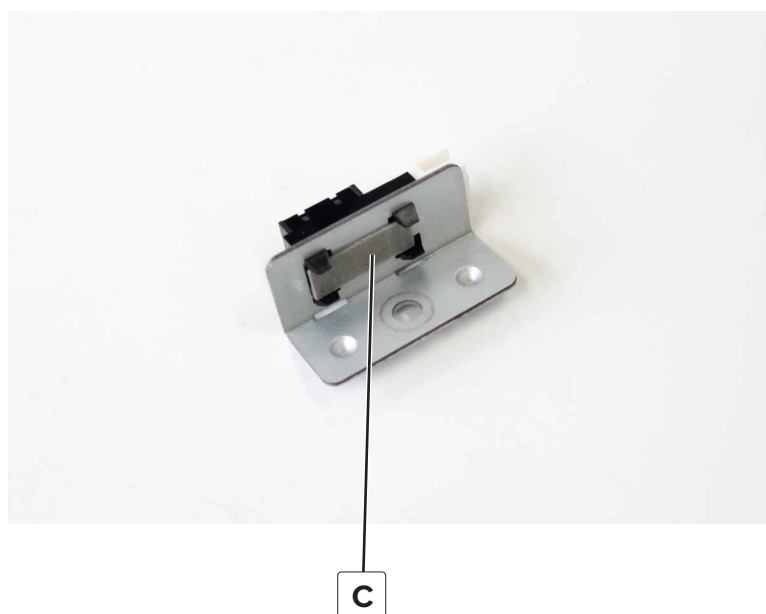


Sensor (3000-sheet tray feed) removal

- 1 Remove the right cover. See [“3000-sheet tray right cover removal” on page 392.](#)
- 2 Remove the rear cover. See [“3000-sheet tray rear cover removal” on page 393.](#)
- 3 Remove the front cover. See [“3000-sheet tray front cover removal” on page 392.](#)
- 4 Remove the left top cover. See [“3000-sheet tray left top cover removal” on page 395.](#)
- 5 Disconnect the cable (A).
- 6 Remove the screw (B), and then remove the bracket.

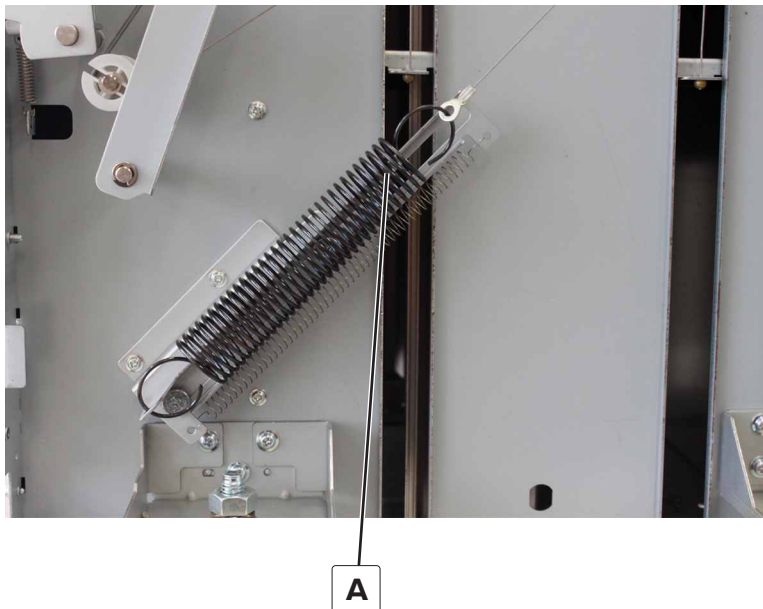


- 7 Remove the adhesive (C), and then remove the sensor.



3000-sheet tray elevator spring removal

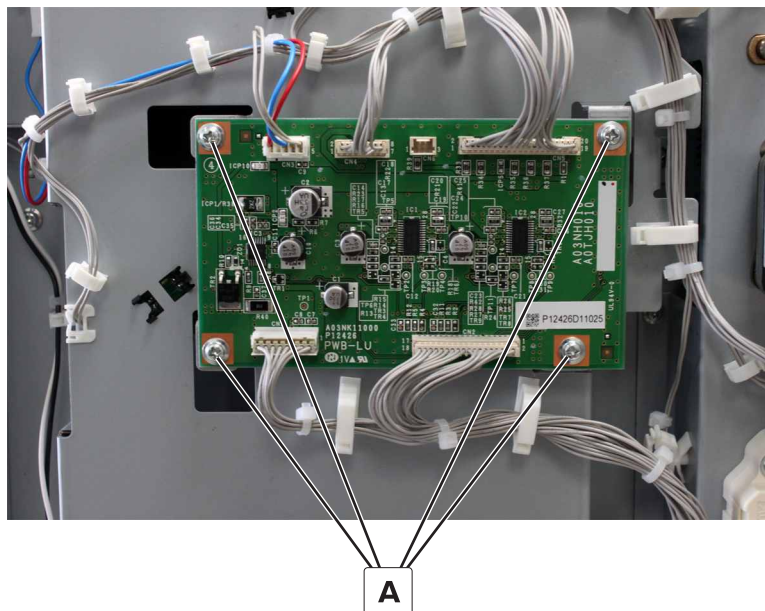
- 1 Remove the right cover. See [“3000-sheet tray right cover removal” on page 392.](#)
- 2 Remove the front cover. See [“3000-sheet tray front cover removal” on page 392.](#)
- 3 Remove the spring (A).



3000-sheet tray controller board removal

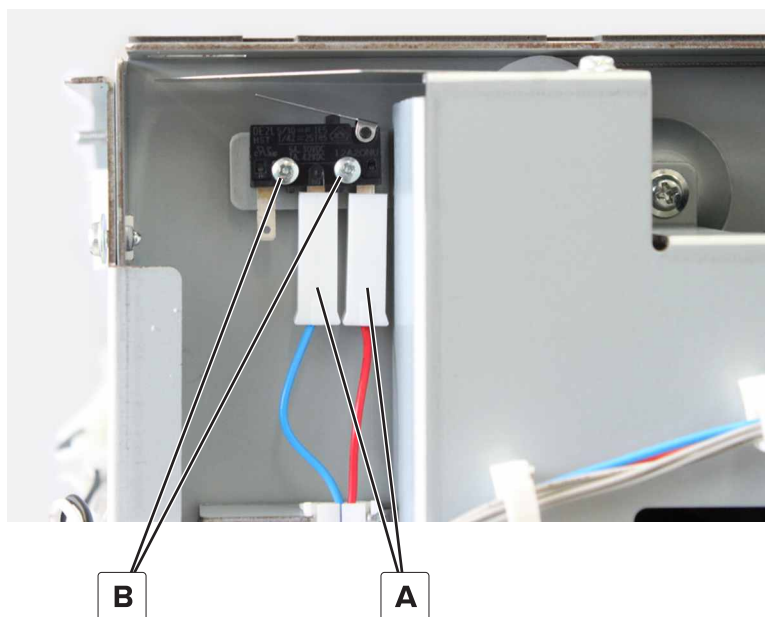
- 1 Remove the right cover. See [“3000-sheet tray right cover removal” on page 392.](#)
- 2 Remove the rear cover. See [“3000-sheet tray rear cover removal” on page 393.](#)
- 3 Disconnect all the cables from the board.

- 4 Remove the four screws (A), and then remove the board.



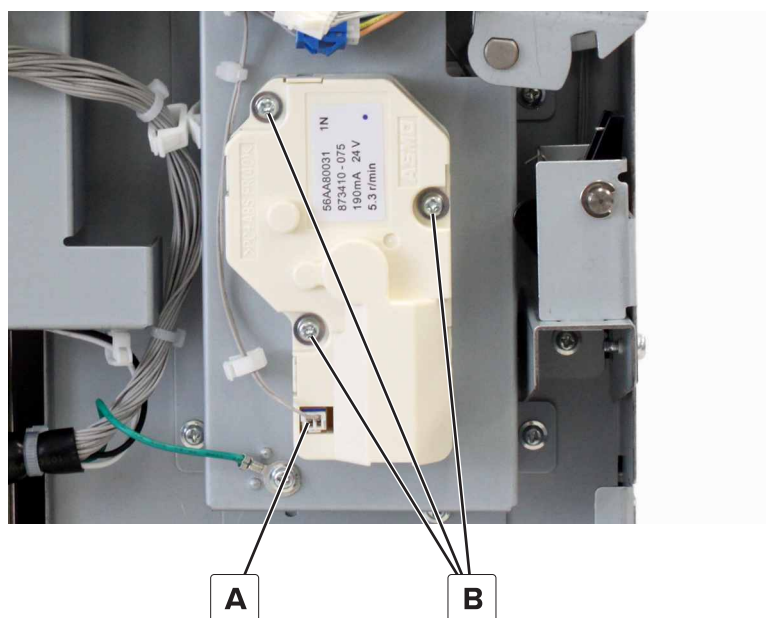
3000-sheet tray door switch removal

- 1 Remove the right cover. See [“3000-sheet tray right cover removal” on page 392.](#)
- 2 Remove the rear cover. See [“3000-sheet tray rear cover removal” on page 393.](#)
- 3 Disconnect the two cables (A).
- 4 Remove the two screws (B), and then remove the switch.



Motor (3000-sheet tray elevator) removal

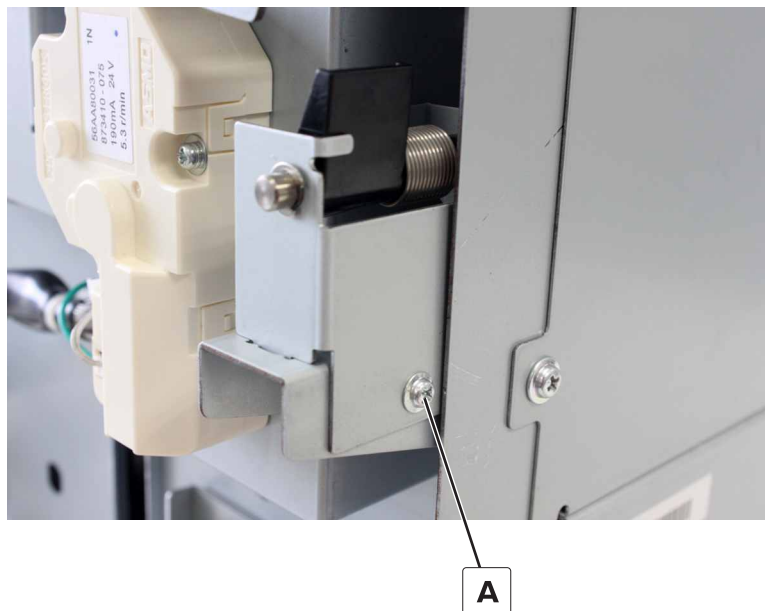
- 1 Remove the right cover. See [“3000-sheet tray right cover removal” on page 392.](#)
- 2 Remove the rear cover. See [“3000-sheet tray rear cover removal” on page 393.](#)
- 3 Disconnect the cable (A).
- 4 Remove the three screws (B), and then remove the motor.



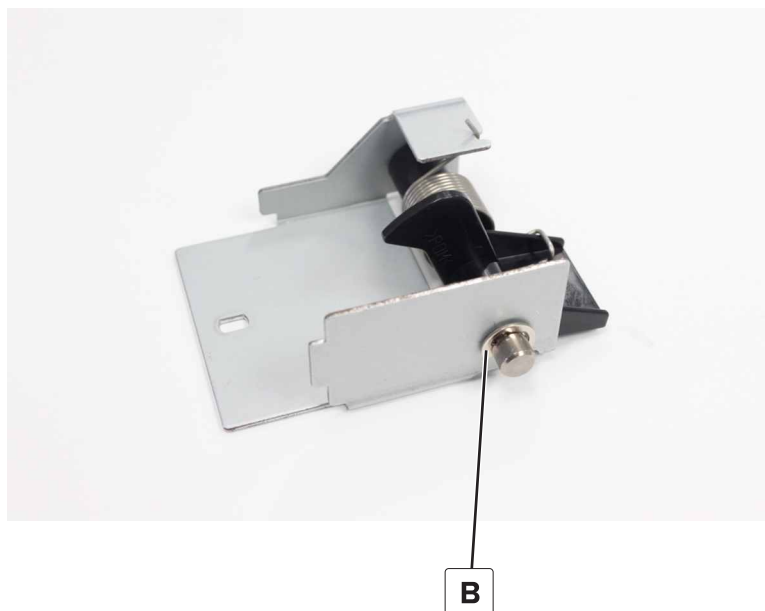
3000-sheet tray set sensor actuator removal

- 1 Remove the right cover. See [“3000-sheet tray right cover removal” on page 392.](#)
- 2 Remove the rear cover. See [“3000-sheet tray rear cover removal” on page 393.](#)

- 3 Remove the screw (A), and then remove the bracket.



- 4 Remove the clip (B).

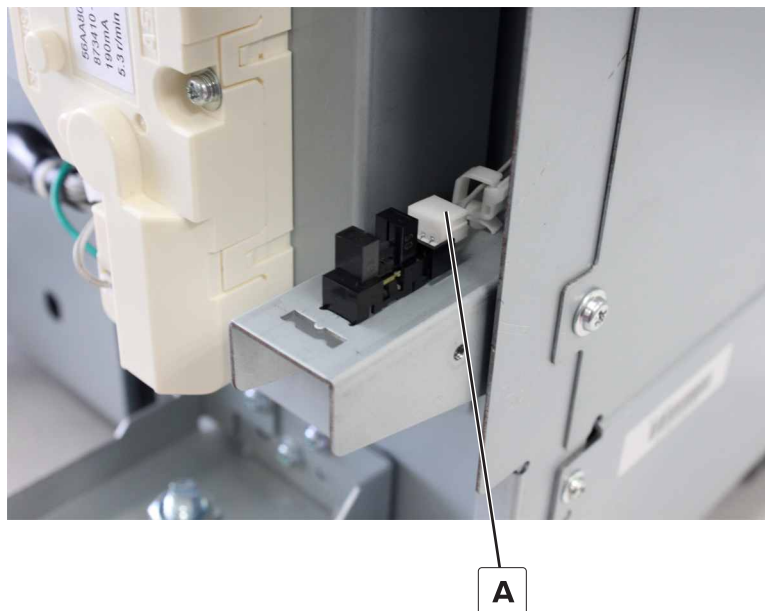


- 5 Remove the shaft, and then remove the actuator.

Sensor (3000-sheet tray set) removal

- 1 Remove the right cover. See [“3000-sheet tray right cover removal” on page 392.](#)
- 2 Remove the rear cover. See [“3000-sheet tray rear cover removal” on page 393.](#)
- 3 Remove the tray set sensor actuator. See [“3000-sheet tray set sensor actuator removal” on page 402.](#)

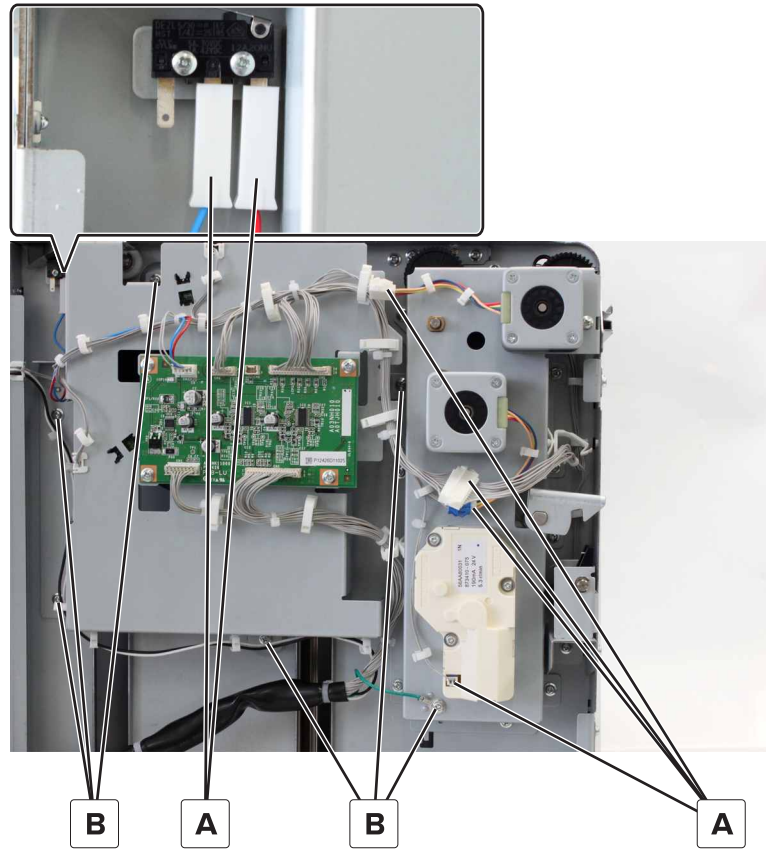
- 4 Disconnect the cable (A), and then remove the sensor.



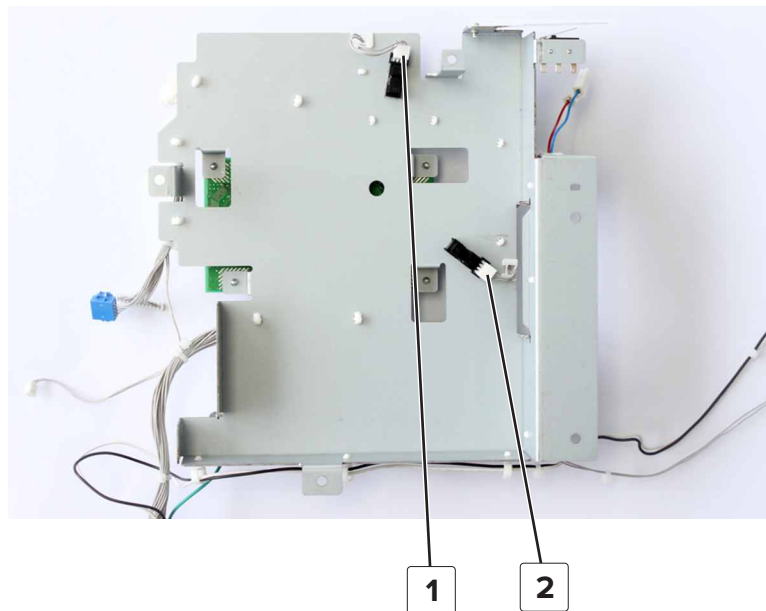
Sensor (3000-sheet tray near empty) removal

- 1 Remove the right cover. See [“3000-sheet tray right cover removal” on page 392.](#)
- 2 Remove the rear cover. See [“3000-sheet tray rear cover removal” on page 393.](#)
- 3 Disconnect the six cables (A).

4 Remove the six screws (B), and then remove the bracket.



5 Disconnect the cable, and then remove the sensor.

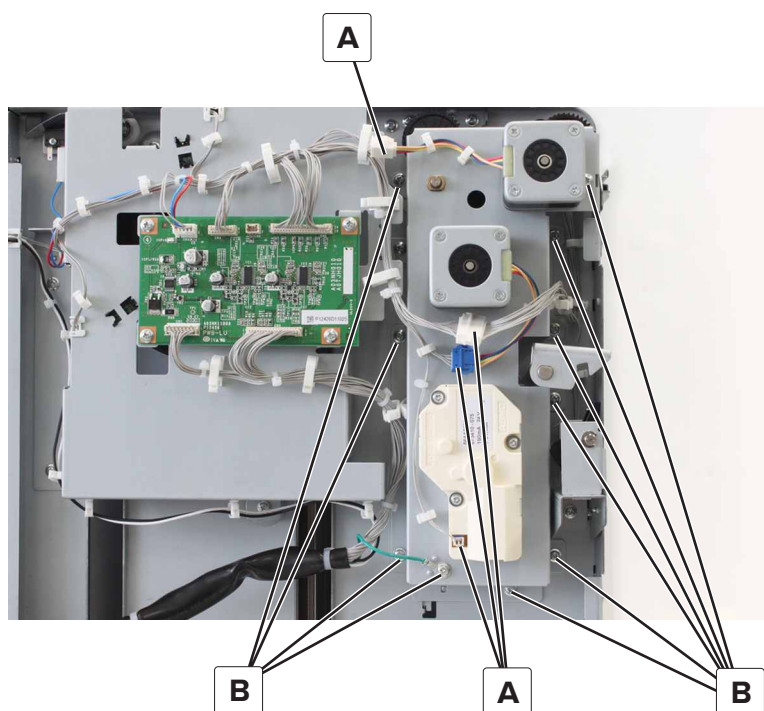


#	Part
1	Sensor (3000-sheet tray near empty 1)
2	Sensor (3000-sheet tray near empty 2)

Motor bracket removal

Note: This part is not a FRU.

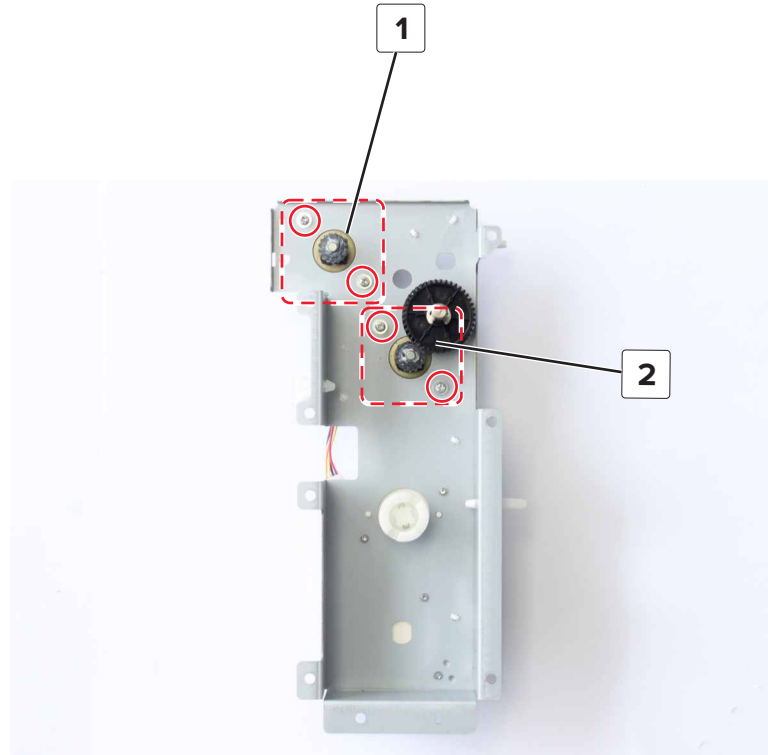
- 1 Remove the right cover. See [“3000-sheet tray right cover removal” on page 392.](#)
- 2 Remove the rear cover. See [“3000-sheet tray rear cover removal” on page 393.](#)
- 3 Disconnect the four cables (A).
- 4 Remove the ten screws (B), and then remove the bracket.



3000-sheet tray feed and transport motors removal

- 1 Remove the right cover. See [“3000-sheet tray right cover removal” on page 392.](#)
- 2 Remove the rear cover. See [“3000-sheet tray rear cover removal” on page 393.](#)
- 3 Remove the motor bracket. See [“Motor bracket removal” on page 406.](#)

4 Remove the two screws, and then remove the motor.

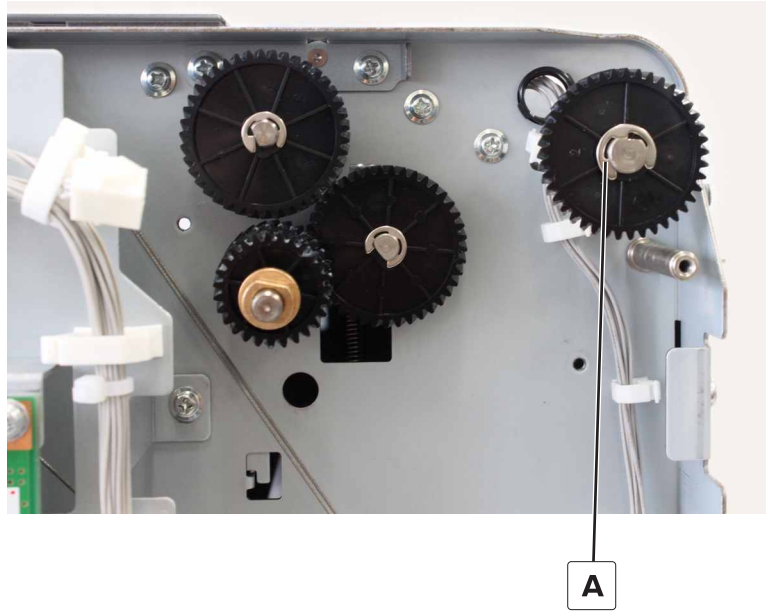


#	Part
1	Motor (3000-sheet tray transport)
2	Motor (3000-sheet tray feed)

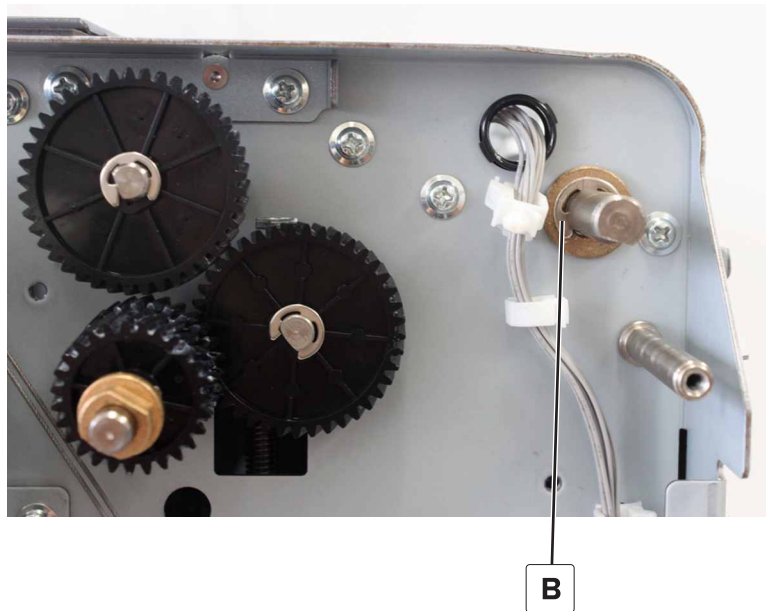
3000-sheet tray feed roller assembly removal

- 1 Remove the left cover. See [“3000-sheet tray left cover removal” on page 391.](#)
- 2 Remove the right cover. See [“3000-sheet tray right cover removal” on page 392.](#)
- 3 Remove the rear cover. See [“3000-sheet tray rear cover removal” on page 393.](#)
- 4 Remove the front cover. See [“3000-sheet tray front cover removal” on page 392.](#)
- 5 Remove the left top cover. See [“3000-sheet tray left top cover removal” on page 395.](#)
- 6 Remove the motor bracket. See [“Motor bracket removal” on page 406.](#)

7 Remove the clip (A), and then remove the gear.



8 Remove the clip (B), and then remove the bushing.

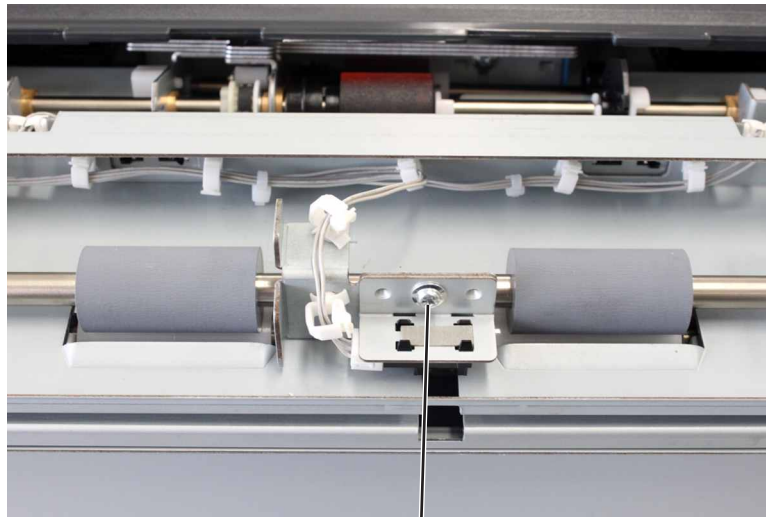


- 9** From the other end of the shaft, remove the clip (C), and then remove the bushing.



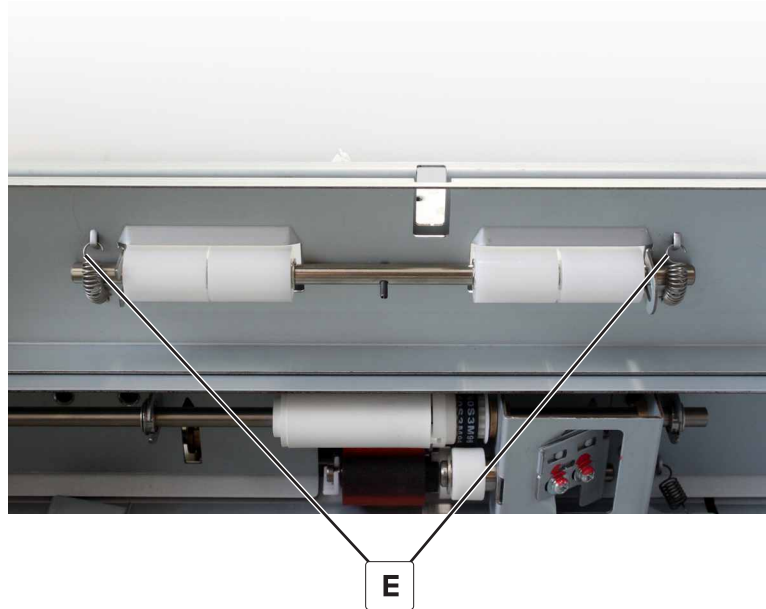
C

- 10** Remove the screw (D), remove the sensor bracket, and then remove the roller.



D

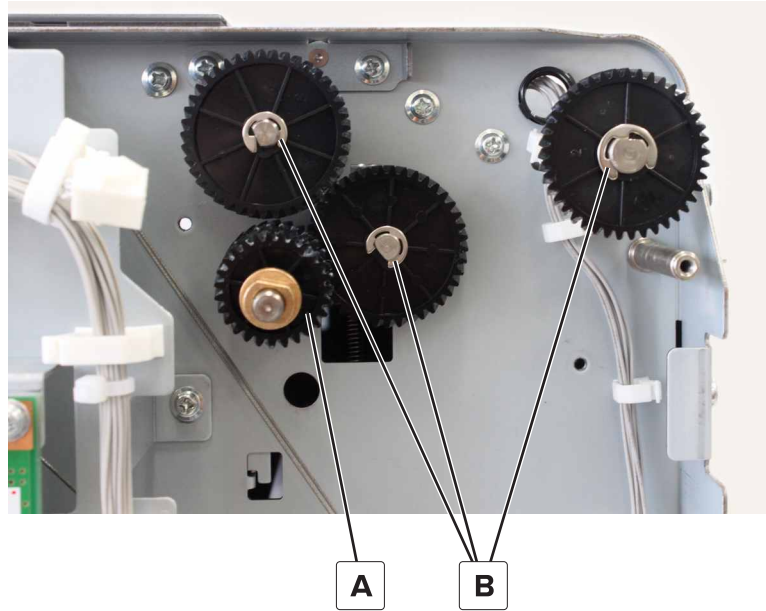
- 11** From under the assembly, remove the two springs (E), and then remove the roller.



3000-sheet tray pick roller assembly removal

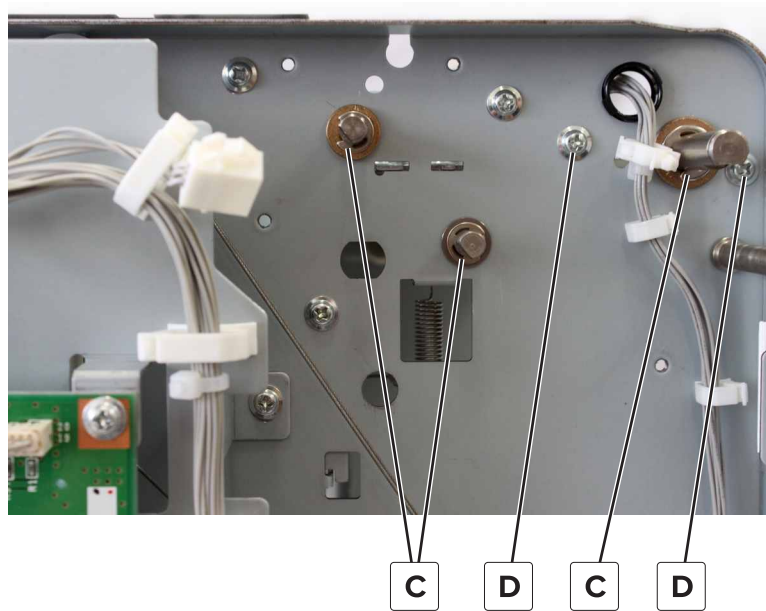
- 1** Remove the left cover. See [“3000-sheet tray left cover removal” on page 391.](#)
- 2** Remove the right cover. See [“3000-sheet tray right cover removal” on page 392.](#)
- 3** Remove the rear cover. See [“3000-sheet tray rear cover removal” on page 393.](#)
- 4** Remove the top door. See [“3000-sheet tray door removal” on page 394.](#)
- 5** Remove the left top cover. See [“3000-sheet tray left top cover removal” on page 395.](#)
- 6** Remove the motor bracket. See [“Motor bracket removal” on page 406.](#)
- 7** Remove the gear shaft (A).

8 Remove the three clips (B), and then remove the three gears.

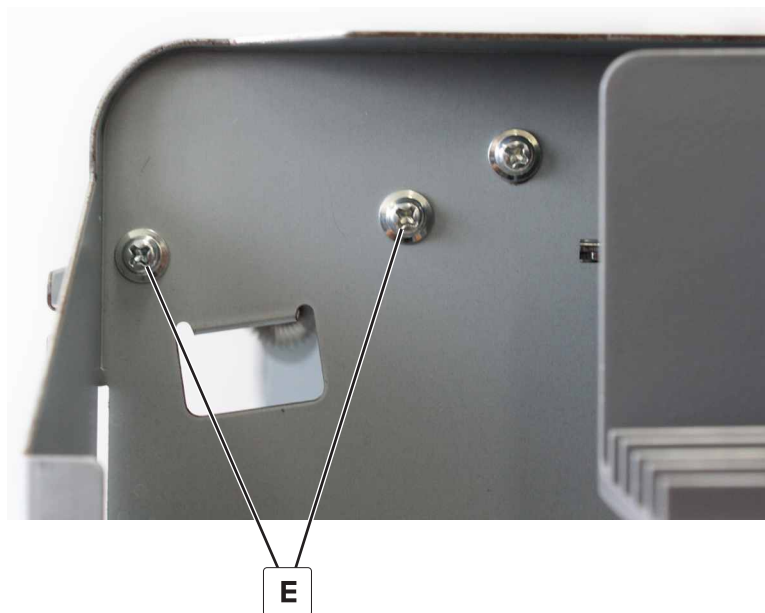


9 Remove the three clips (C), and then remove the three bushings.

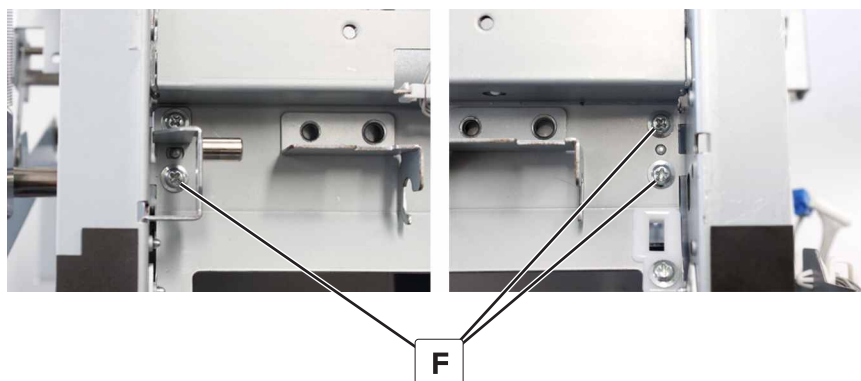
10 Remove the two screws (D).



11 Remove the two screws (E), and then dislodge the bracket.

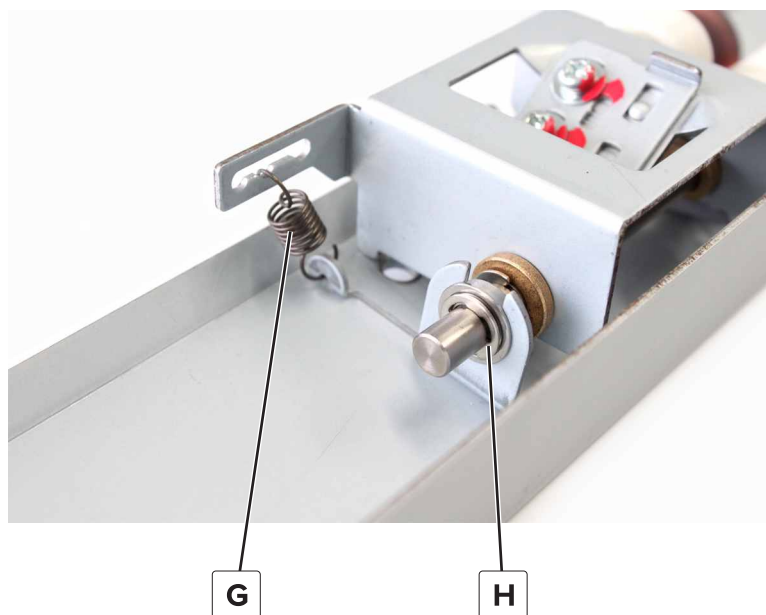


12 Remove the three screws (F), and then remove the assembly.



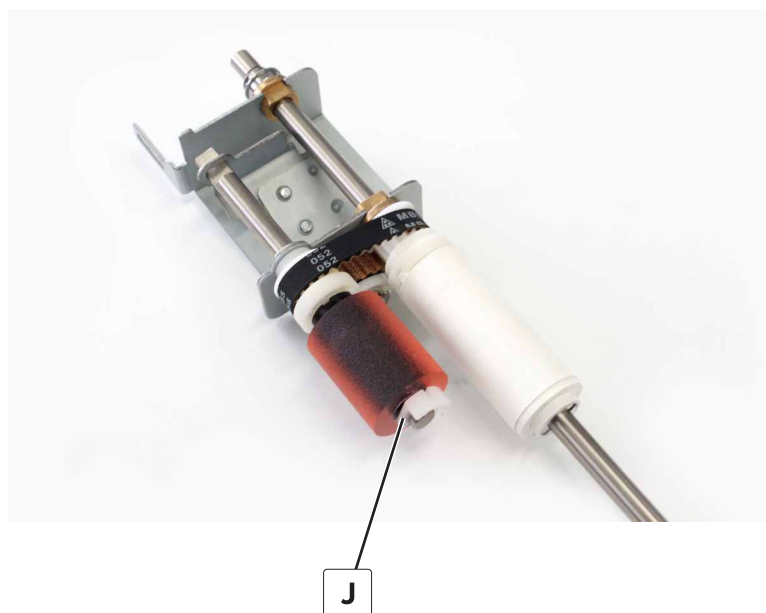
13 Disconnect the spring (G).

14 Remove the clip (H), and then remove the bushing.

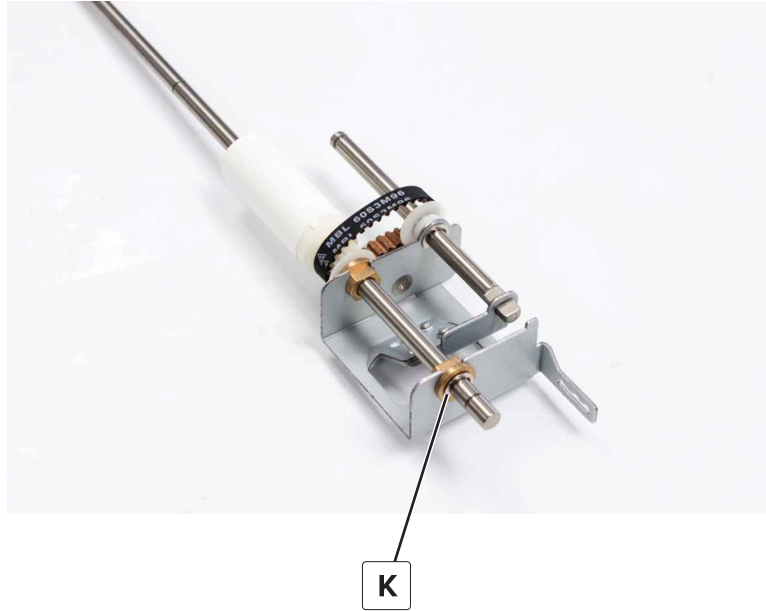


15 Remove the pick roller assembly from the bracket.

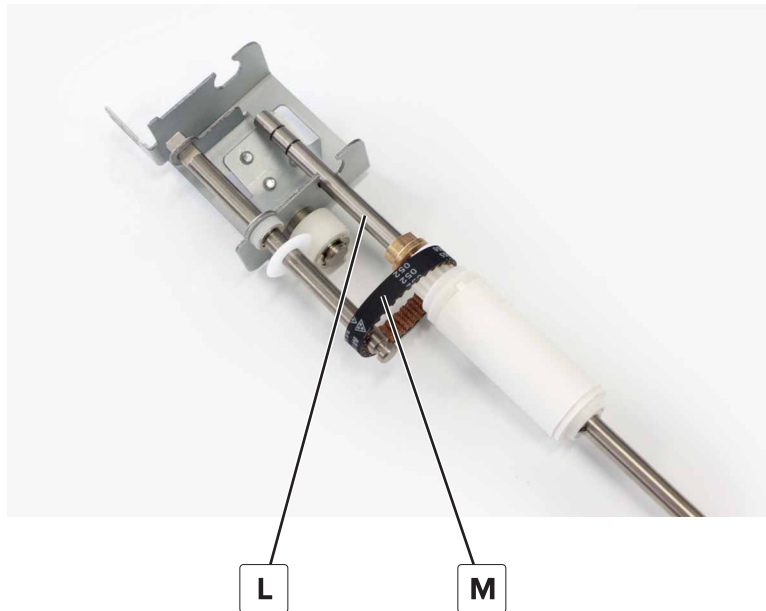
16 Remove the clip (J), and then remove the roller and the gear.



17 Remove the clip (K), and then remove the bushing.



18 Remove the shaft (L), and then remove the separator belt (M).



Component locations

Exterior locations

Front view

Basic model



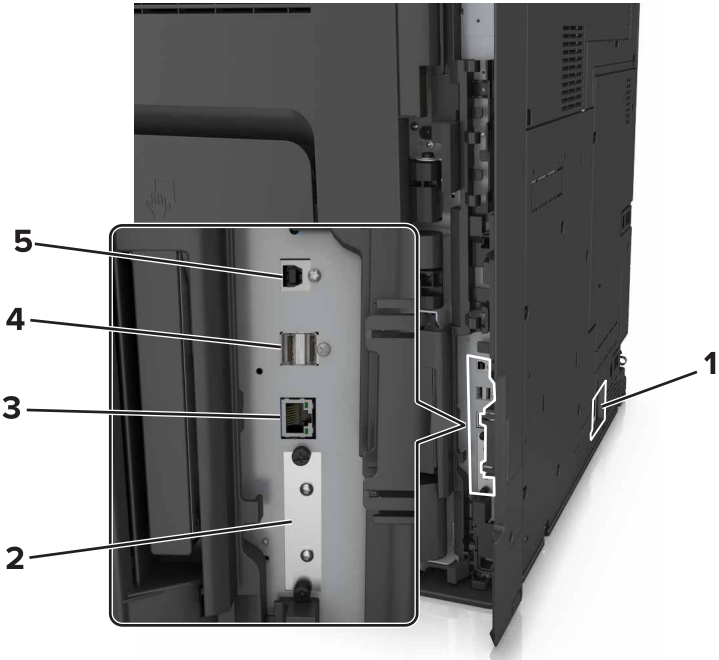
1	Control panel
2	Multipurpose feeder
3	Standard 2 x 500-sheet tray
4	Standard bin

Configured model



1	Staple finisher Note: The staple finisher is not supported if another finisher is installed.
2	3000-sheet tray Note: The 3000-sheet tray is supported only if the option 2 x 500- or 2500-sheet tray is installed.
3	2 x 500-sheet tray
4	2500-sheet tray
5	Finisher • Staple, hole punch finisher • Booklet finisher

Rear view



	Part name
1	Printer power cord socket
2	Internal Solutions Port (ISP) or printer hard disk slot
3	Ethernet port
4	USB ports
5	USB printer port

Maintenance

Inspection guide

Use this guide in identifying the parts that must be inspected, cleaned, or replaced based on the page count.

If any unsafe conditions exist, find out how serious the hazard could be and if you can continue before you correct the hazard.

As you service the machine, check for the following:

- 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

Use the following table to determine when specified parts should be inspected:

PART	EVERY 50K	EVERY 300K	EVERY 600K	EVERY 720K
MEDIA FEEDERS/TRAYS—ALL				
Feed, separator, and pick rollers ¹	Clean	Replace ⁴	Replace ⁵	--
Transport rollers	Clean ²	--	--	--
Sensors (photo reflective)	Clean ³	--	--	--
REGISTRATION				
Registration roller	Clean ²	--	--	--
IMAGE TRANSFER				
Transfer belt paper guide	Clean ²	--	--	--
Sensor (toner density)	--	Clean ³	--	--
Imaging unit maintenance kit: • Transfer belt • Exhaust filter • Ozone filter • Printhead cleaner	--	Replace ⁴	Replace ⁵	--
DEVELOPER				
¹ For 500-sheet trays, if jams still occur after 80K, replace using the spare rollers in the tray compartment. ² Clean with damp cloth. ³ Clean with brush. ⁴ Reset 300K Maintenance kit. ⁵ Reset 600K Maintenance kit. ⁶ Reset Fuser kit. ⁷ Clean when fuser is replaced. ⁸ Clean with dry cloth.				

PART	EVERY 50K	EVERY 300K	EVERY 600K	EVERY 720K
Developer unit	--	--	Replace ⁵	--
FUSER				
Fuser	--	--	--	Replace ⁶
Induction heater ⁷	--	--	--	Clean ⁸
DUPLEX TRANSPORT				
Transport rollers	Clean ²	--	--	--
¹ For 500-sheet trays, if jams still occur after 80K, replace using the spare rollers in the tray compartment. ² Clean with damp cloth. ³ Clean with brush. ⁴ Reset 300K Maintenance kit. ⁵ Reset 600K Maintenance kit. ⁶ Reset Fuser kit. ⁷ Clean when fuser is replaced. ⁸ Clean with dry cloth.				

Scheduled maintenance

The control panel displays an 80.xx error when the printer reaches a preset number of page counts. It is necessary to install the appropriate maintenance kit to maintain the print quality and reliability of the printer. Reset the maintenance counter after replacing the maintenance kit.

Maintenance kits

Part number and kit	Contents
40X9673—200K MPF Maintenance kit	• MPF feed roller • MPF separator roller
40X9669—300K Maintenance kit	• Pick roller (2 units) • Feed/separator roller (4 units) • Imaging unit maintenance kit — Transfer belt — Transfer roller — Exhaust filter — Ozone filter — Printhead cleaner
40X9936—600K	Developer unit
40X9046—720K	Fuser

Resetting the maintenance counter

Always reset the maintenance counter after installing the maintenance kit.

Note: Once initiated, the operation cannot be canceled.

Page count	Enter the	Navigate to
200K	Diagnostics menu	Reset Separator Roll and Pick Assembly Counter > Reset Separator Roll and Pick Assembly Counter
200K	Diagnostics menu	Reset Maintenance Counter > Reset 200K Maintenance Kit
300K	Configuration menu	Reset Maintenance Counter > Reset 300K Maintenance Kit
600K	Diagnostics menu	Reset Maintenance Counter > Reset 600K Maintenance Kit
720K	Diagnostics menu	Reset Fuser Counter > Reset Fuser Kit

Lubrication specification

Lubricate only when parts are replaced or as needed, not on a scheduled basis. Use of lubricants other than those specified in this service manual can cause premature failure. Some unauthorized lubricants might chemically attack polycarbonate parts. Use Grease P/N 99A0394 Nyogel 744.

Cleaning printer parts

Cleaning the printer

Note: You may need to perform this task after every few months.

Warning—Potential Damage: Damage to the printer caused by improper handling is not covered by the printer warranty.

- 1 Make sure that the printer is turned off and unplugged from the electrical outlet.



CAUTION—SHOCK HAZARD: To avoid the risk of electrical shock when cleaning the exterior of the printer, unplug the power cord from the electrical outlet and disconnect all cables from the printer before proceeding.

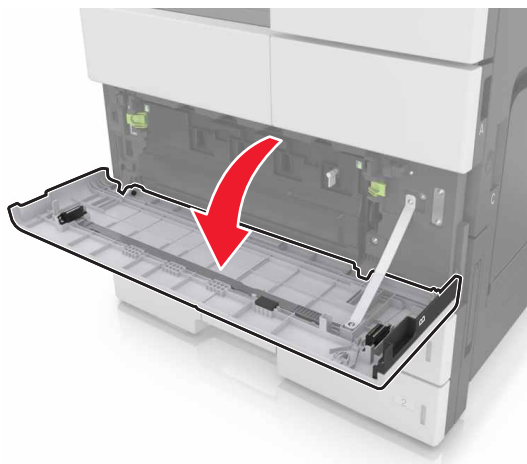
- 2 Remove paper from the standard bin and multipurpose feeder.
- 3 Remove any dust, lint, and pieces of paper around the printer using a soft brush or vacuum.
- 4 Dampen a clean, lint-free cloth with water, and use it to wipe the outside of the printer.

Warning—Potential Damage: Do not use household cleaners or detergents to prevent damage to the exterior of the printer.

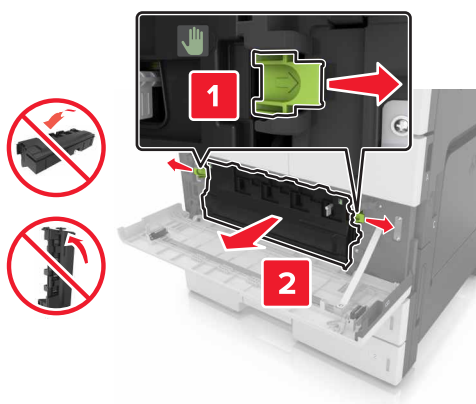
- 5 Make sure all areas of the printer are dry before sending a new print job.

Cleaning the charger and the printhead lens

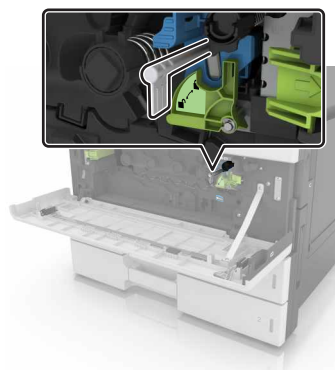
- 1 Open the bottom front door.



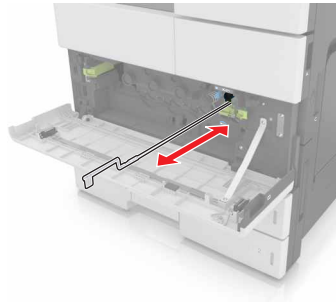
- 2 Remove the waste toner bottle.



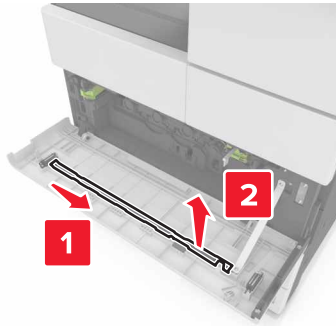
- 3 Locate the white tab.



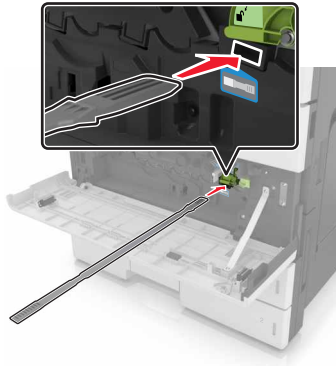
- 4** Gently pull the tab until it stops, and then slowly slide it back into place. Repeat three times.



- 5** Remove the printhead wiper.

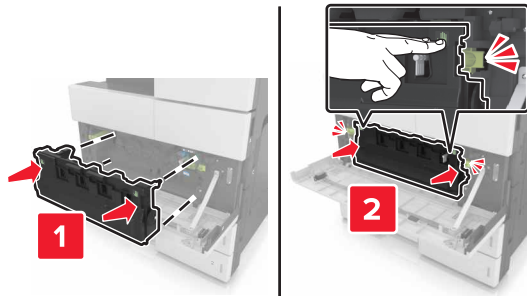


- 6** Insert the wiper into the hole until it stops, and then slide it out. Repeat three times.



- 7** Put the wiper back to its holder.

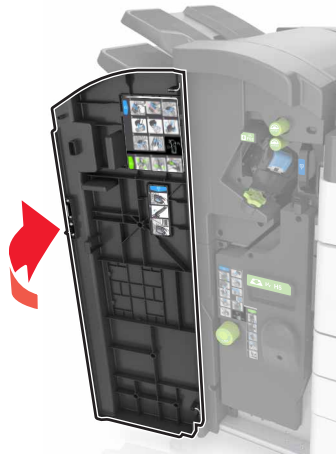
8 Reinstall the waste toner bottle.



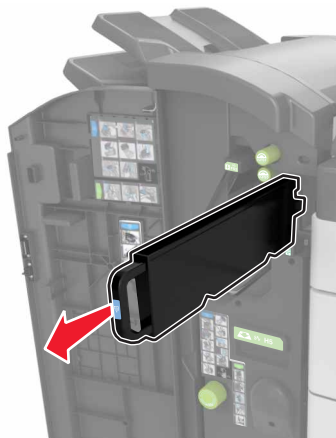
9 Close the bottom front door.

Emptying the hole punch box

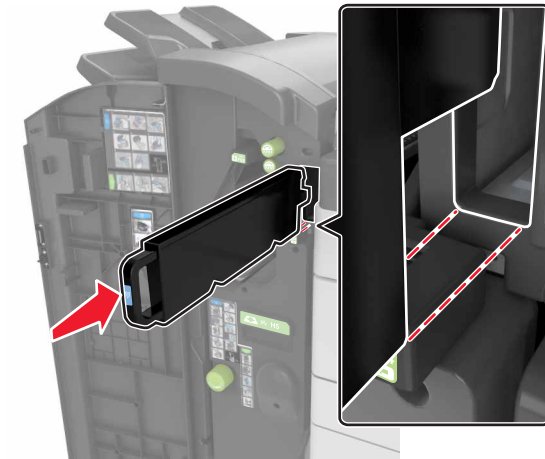
1 Open door H.



2 Remove and empty the hole punch box.



3 Reinstall the hole punch box.



4 Close door H.

Parts catalog

Legend

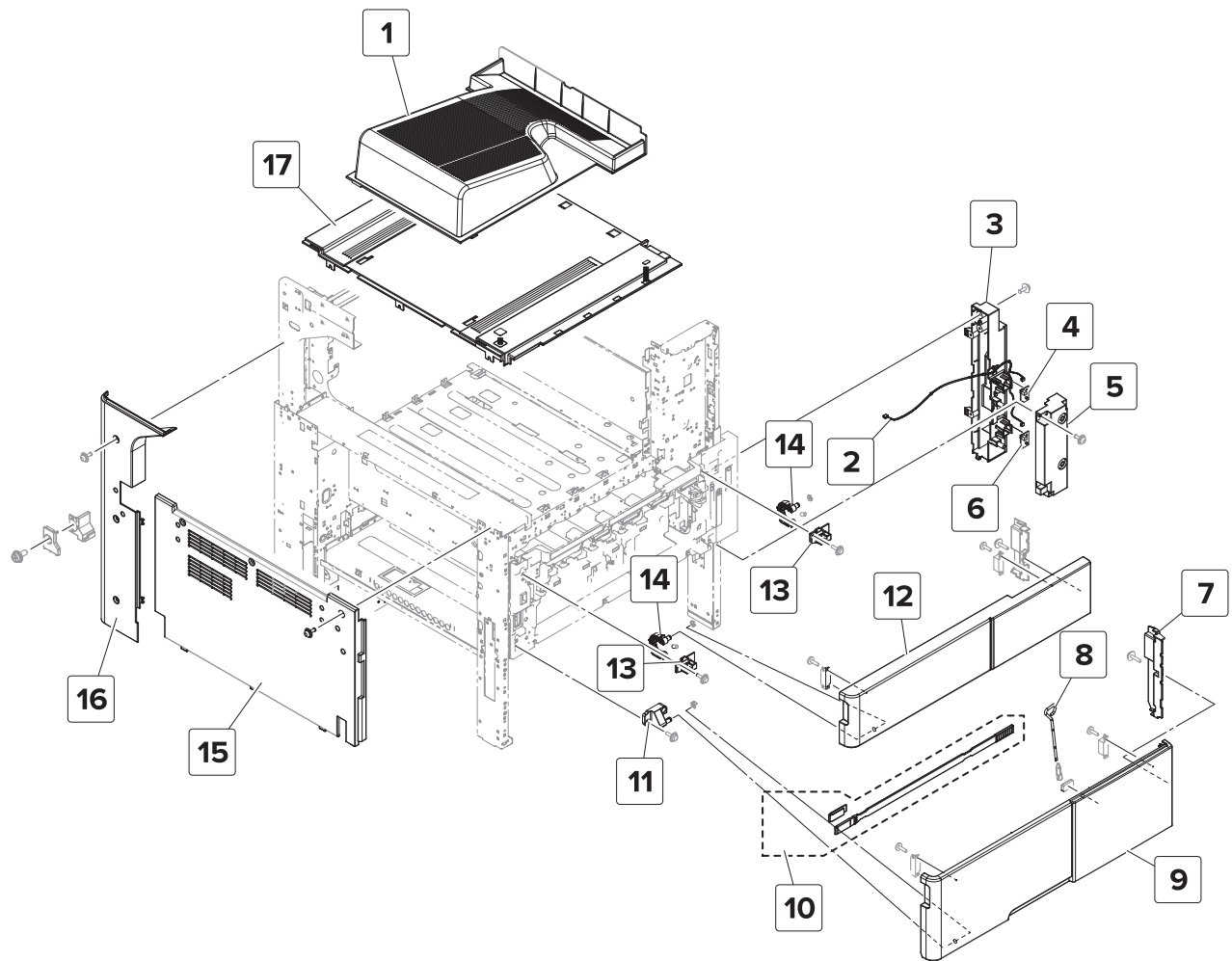
The following column headings are used in the parts catalog:

- **Asm-index**—Identifies the item in the illustration.
- **P/N**—Identifies the unique part number that correlates with the part.
- **Units/mach**—Refers to the number of units used in the printer.
- **Units/opt**—Refers to the number of units in a particular option.
- **Units/FRU**—Refers to the number of units in a particular FRU.
- **Description**—A brief description of the part.

The following abbreviations are used in the parts catalog:

- **NS** (not shown) in the Asm-index column indicates that the part is procurable but is not shown in the illustration.
- **PP** (parts packet) in the Description column indicates that the part is contained in a parts packet.

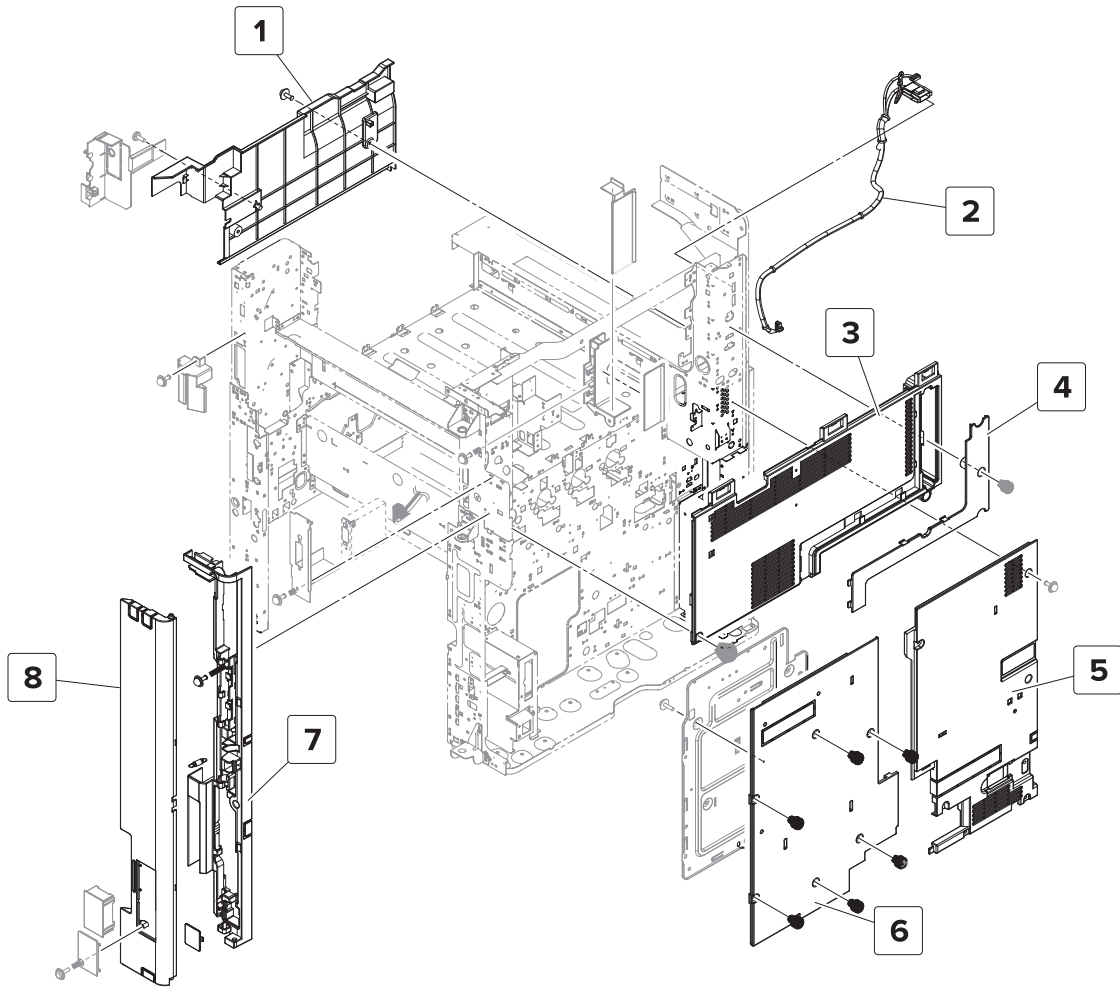
Assembly 1: Covers 1



Assembly 1: Covers 1

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	40X9924	1	1	Standard bin	--
2	40X8901	1	1	Tray empty board cable	--
3	40X9758	1	1	Tray empty board mount	--
4	40X8903	2	1	Tray 1 empty indicator	--
5	40X8902	1	1	Tray empty board cover	--
6	40X8903	2	1	Tray 2 empty indicator	--
7	40X8904	1	1	Front lower cover	--
8	40X9962	1	1	Screwdriver	--
9	40X9760	1	1	Bottom front door	"Bottom front door removal" on page 274
10	40X8905	1	1	Photoconductor cleaner	--
11	40X9761	1	1	Bottom front door hinge	--
12	40X8900	1	1	Top front door	"Top front door removal" on page 273
13	40X8906	2	1	Top front door outer hinge	--
14	40X9917	2	1	Top front door inner hinge	--
15	40X8898	1	1	Left cover	"Left cover removal" on page 223
16	40X8899	1	1	Rear left cover	"Rear left cover removal" on page 224
17	40X8897	1	1	Standard bin base	"Standard bin base removal" on page 329

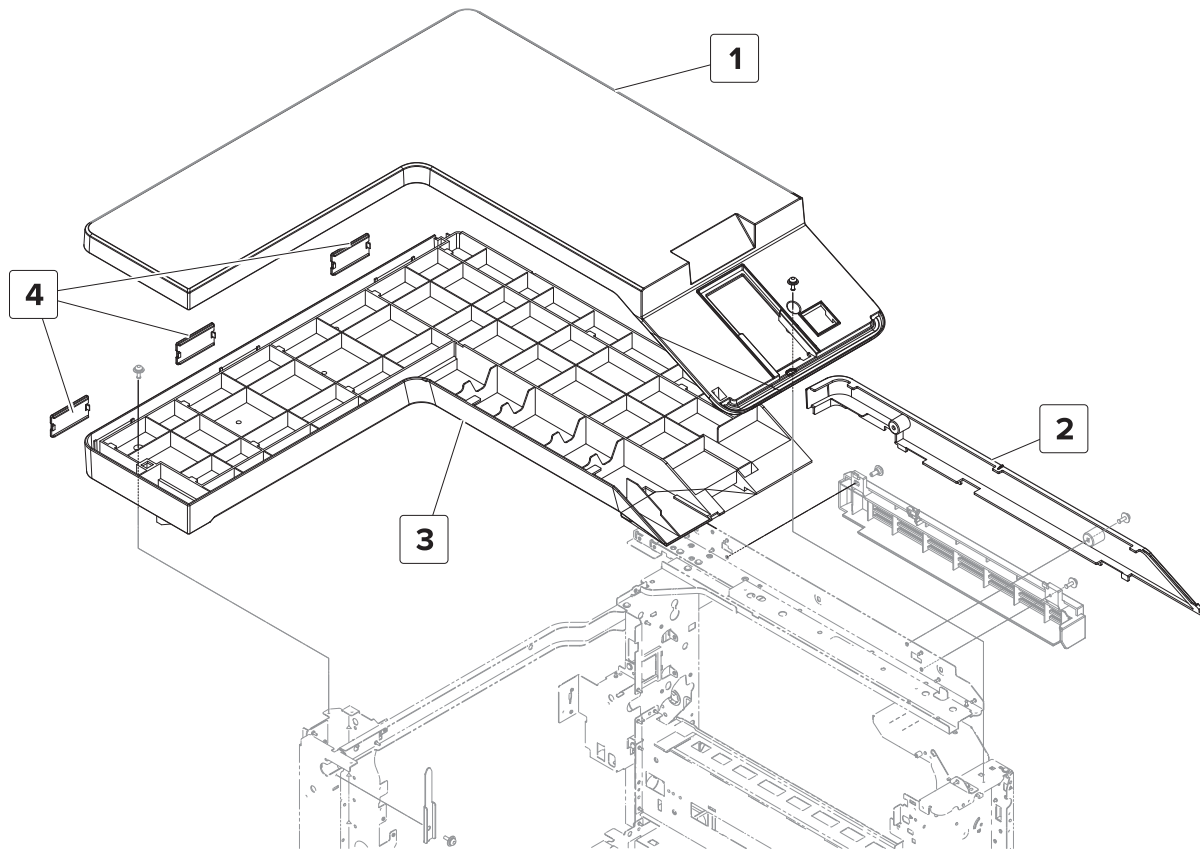
Assembly 2: Covers 2



Assembly 2: Covers 2

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	40X8914	1	1	Bin side cover	“Bin side cover removal” on page 330
2	40X9591	1	1	Finisher interface cable	--
3	40X8908	1	1	Upper rear cover	“Upper rear cover removal” on page 289
4	40X9762	1	1	Scanner interface cable cover	“Scanner interface cable cover removal” on page 286
5	40X8909	1	1	Engine board cover	“Engine board cover removal” on page 289
6	40X8910	1	1	Controller board access cover	“Controller board access cover removal” on page 287
7	40X8912	1	1	Port mount	“Port access door removal” on page 228
8	40X9763	1	1	Port access door	“Port access door removal” on page 228

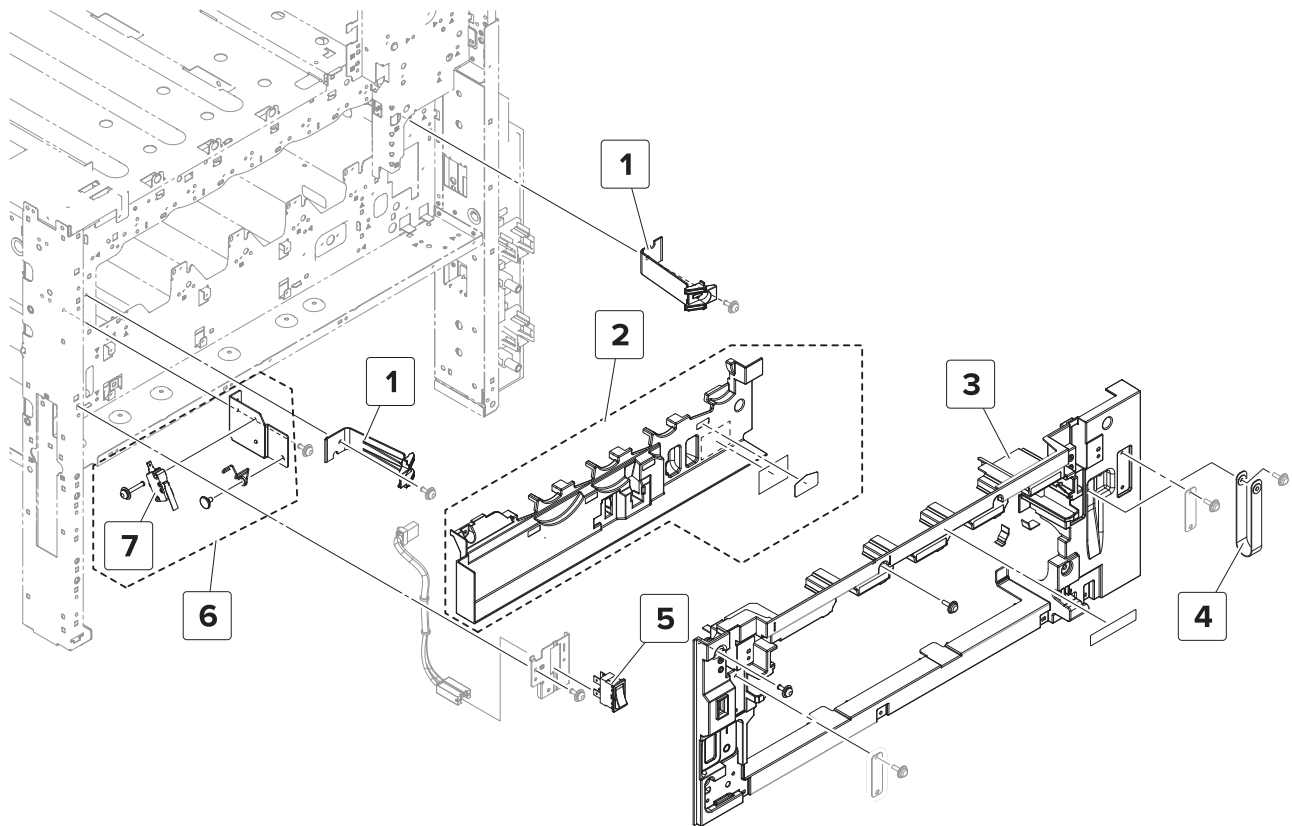
Assembly 3: Covers 3



Assembly 3: Covers 3

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	40X9018	1	1	Top cover	--
2	40X8967	1	1	Top side cover	“Top side cover removal” on page 232
3	40X9157	1	1	Top cover base	--
4	40X9038	3	1	Hole plug	--

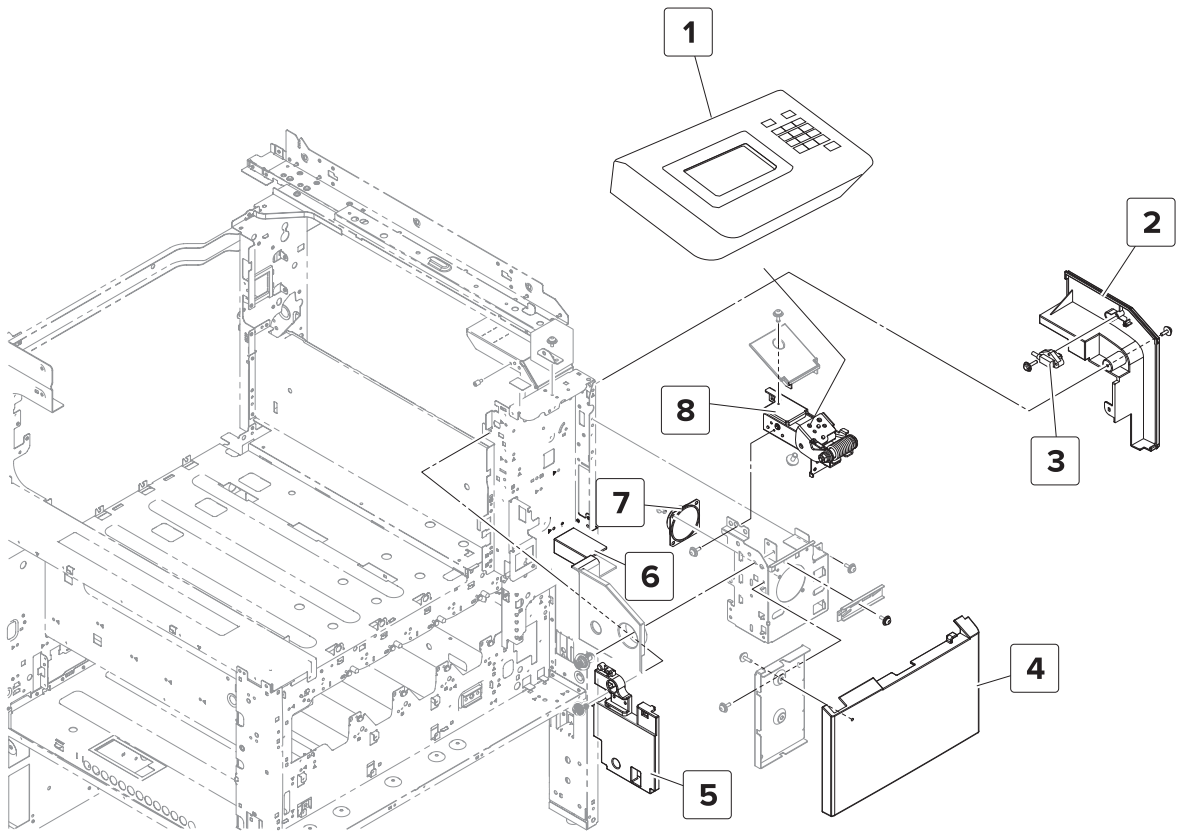
Assembly 4: Inner covers



Assembly 4: Inner covers

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	40X8915	2	1	Waste toner bottle latch	--
2	40X8916	1	1	Front inner cover	"Front inner cover removal" on page 274
3	40X9764	1	1	Waste toner door mount	"Waste toner door mount removal" on page 275
4	40X8919	1	1	Lower front door strap	--
5	40X8917	1	1	Main power switch	"Main power switch removal" on page 277
6	40X9963	1	1	Waste toner door switch	"Door switch removal" on page 276
7	40X9527	1	1	Door switch	"Door switch removal" on page 276

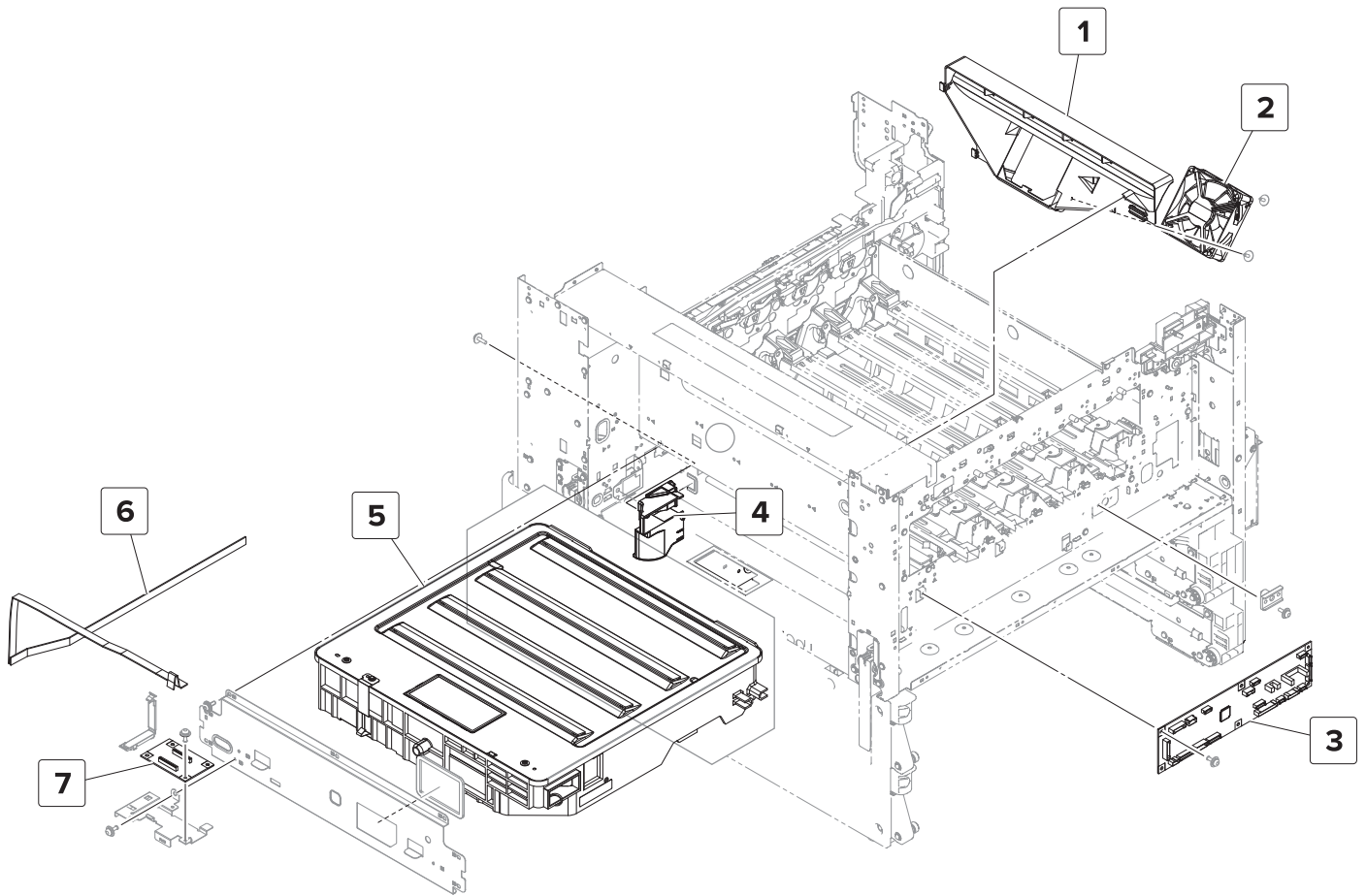
Assembly 5: Control panel



Assembly 5: Control panel

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	40X9662	1	1	Control panel	--
2	40X9965	1	1	USB port cover	--
3	40X9970	1	1	USB extension cable	--
4	40X9966	1	1	Speaker cover	"Speaker cover removal" on page 284
5	40X9967	1	1	Control panel cable guide lower cover	--
6	40X9969	1	1	Control panel cable guide upper cover	--
7	40X9968	1	1	Speaker	--
8	40X9172	1	1	Control panel hinge	--

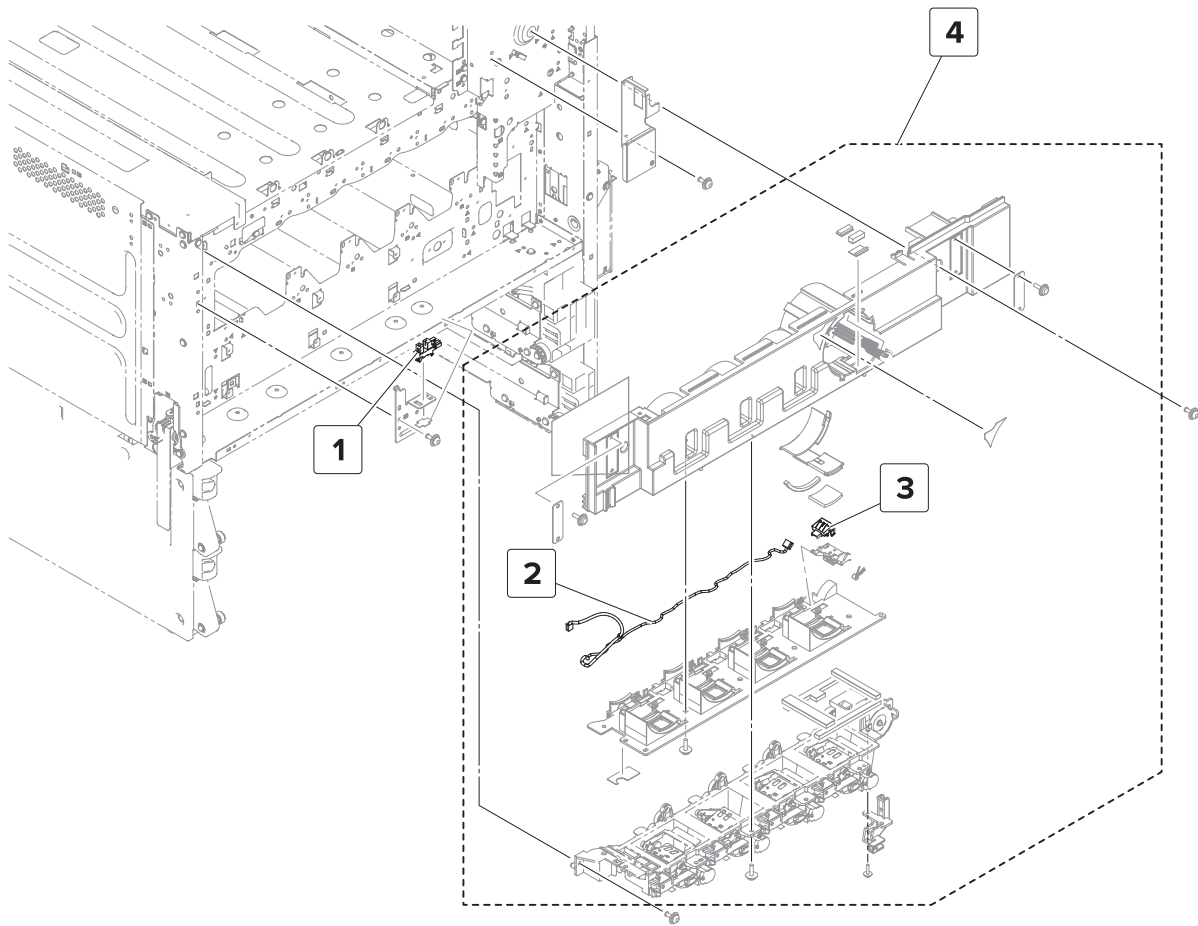
Assembly 6: Printhead



Assembly 6: Printhead

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	40X8944	1	1	Transfer belt fan duct	--
2	40X8945	1	1	Transfer belt fan	"Transfer belt fan removal" on page 329
3	40X8946	1	1	Image controller board	"Image controller board removal" on page 275
4	40X9188	1	1	Ozone filter duct	--
5	40X8949	1	1	Printhead (MFP)	"Printhead removal" on page 226
6	40X8948	1	1	Printhead FFC	--
7	40X8947	1	1	Printhead relay board	--

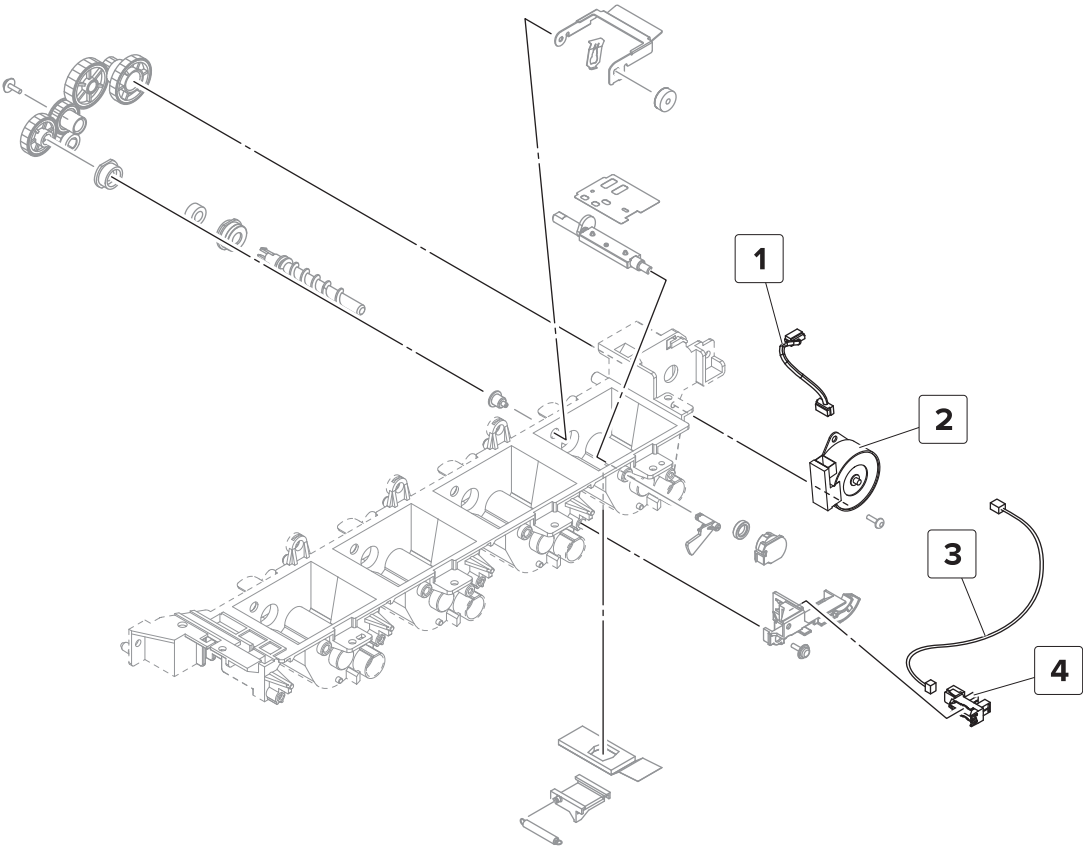
Assembly 7: Toner supply 1



Assembly 7: Toner supply 1

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	40X9313	1	1	Sensor (top front door)	“Sensor (top front door) removal” on page 278
2	40X9750	1	1	Toner cartridge relay contact cable	“Toner agitator removal” on page 282
3	40X8962	1	1	Toner cartridge contact	“Toner agitator removal” on page 282
4	40X8951	1	1	Toner agitator	“Toner agitator removal” on page 282

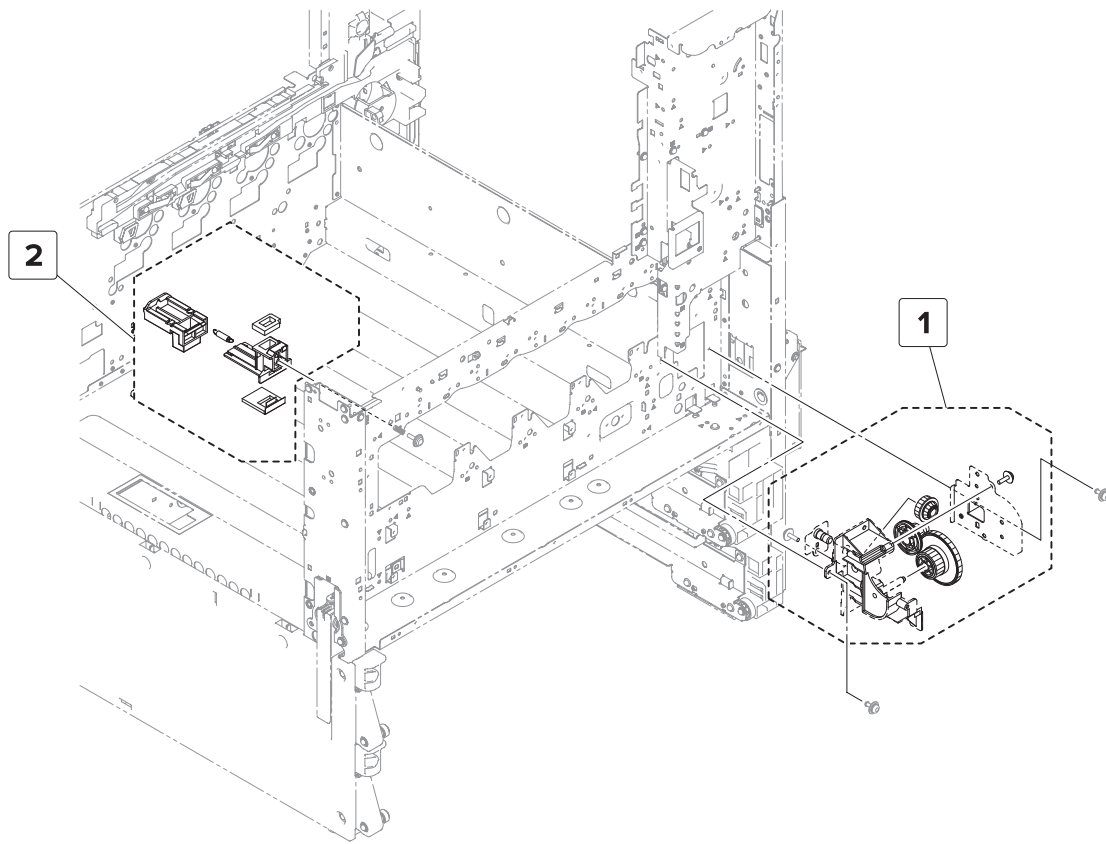
Assembly 8: Toner supply 2



Assembly 8: Toner supply 2

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	40X8957	1	1	Toner supply motor cable	--
2	40X8956	1	1	Motor (toner supply)	“Motor (toner supply) removal” on page 279
3	40X9751	1	1	Toner cartridge present sensor cable	--
4	40X8869	1	1	Sensor (toner cartridge present)	“Sensor (toner cartridge present) removal” on page 281

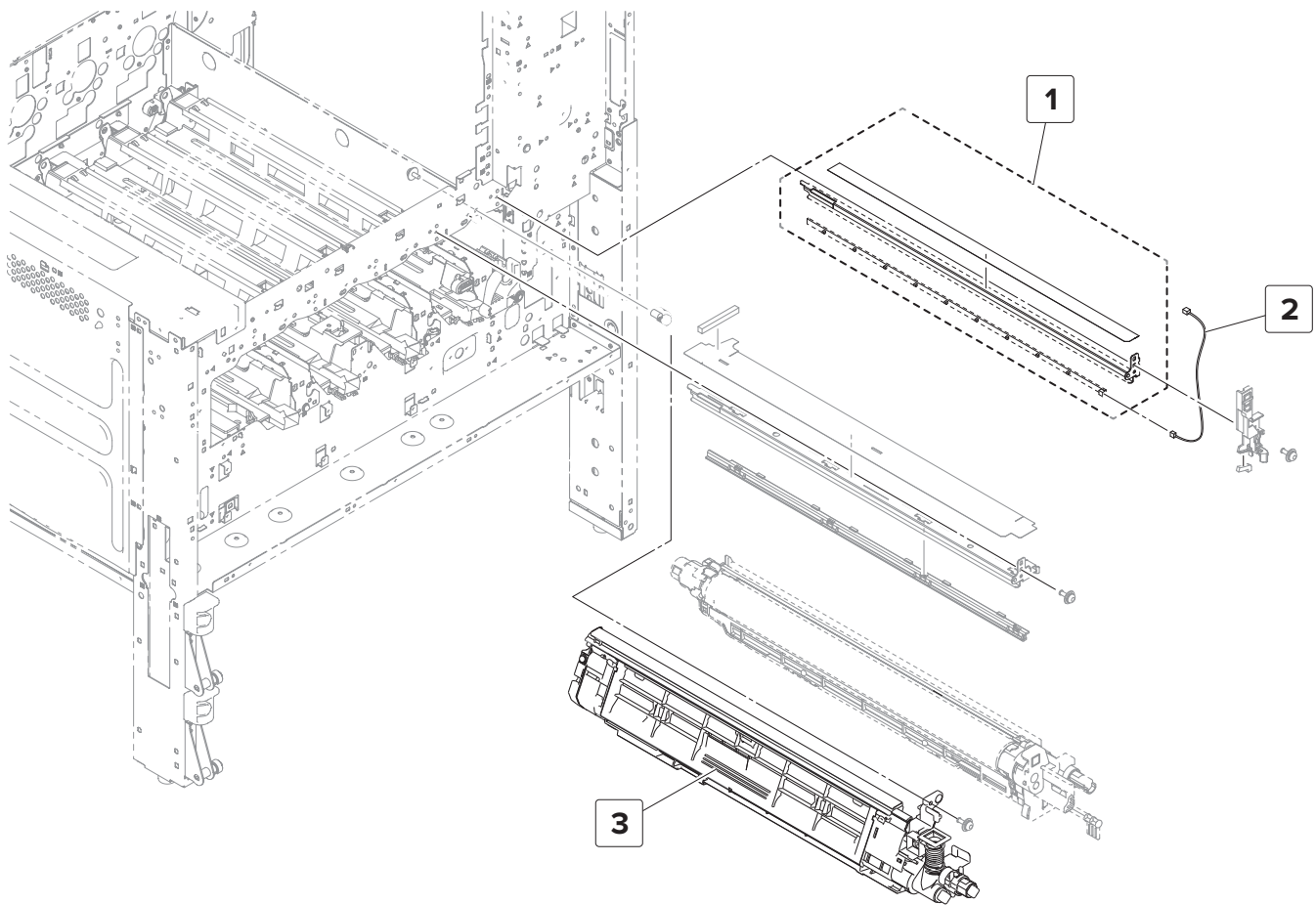
Assembly 9: Waste toner



Assembly 9: Waste toner

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	40X8958	1	1	Waste toner drive	“Waste toner drive removal” on page 280
2	40X8959	1	1	Waste toner duct	--

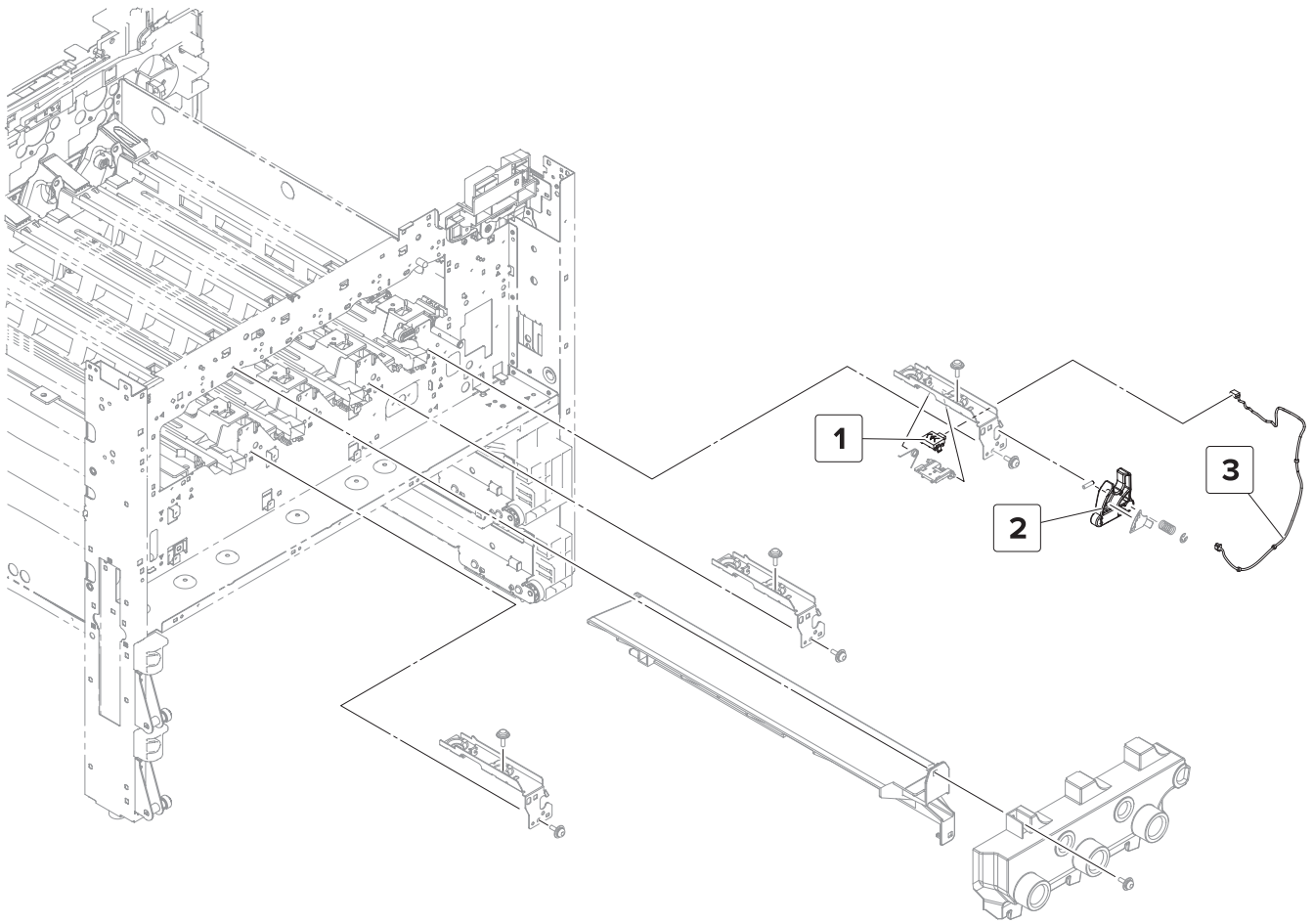
Assembly 10: Developer



Assembly 10: Developer

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	40X8960	1	1	Erase LED	--
2	40X9977	1	1	Erase LED cable	--
3	40X9936	1	1	Developer unit	“Developer unit removal” on page 283

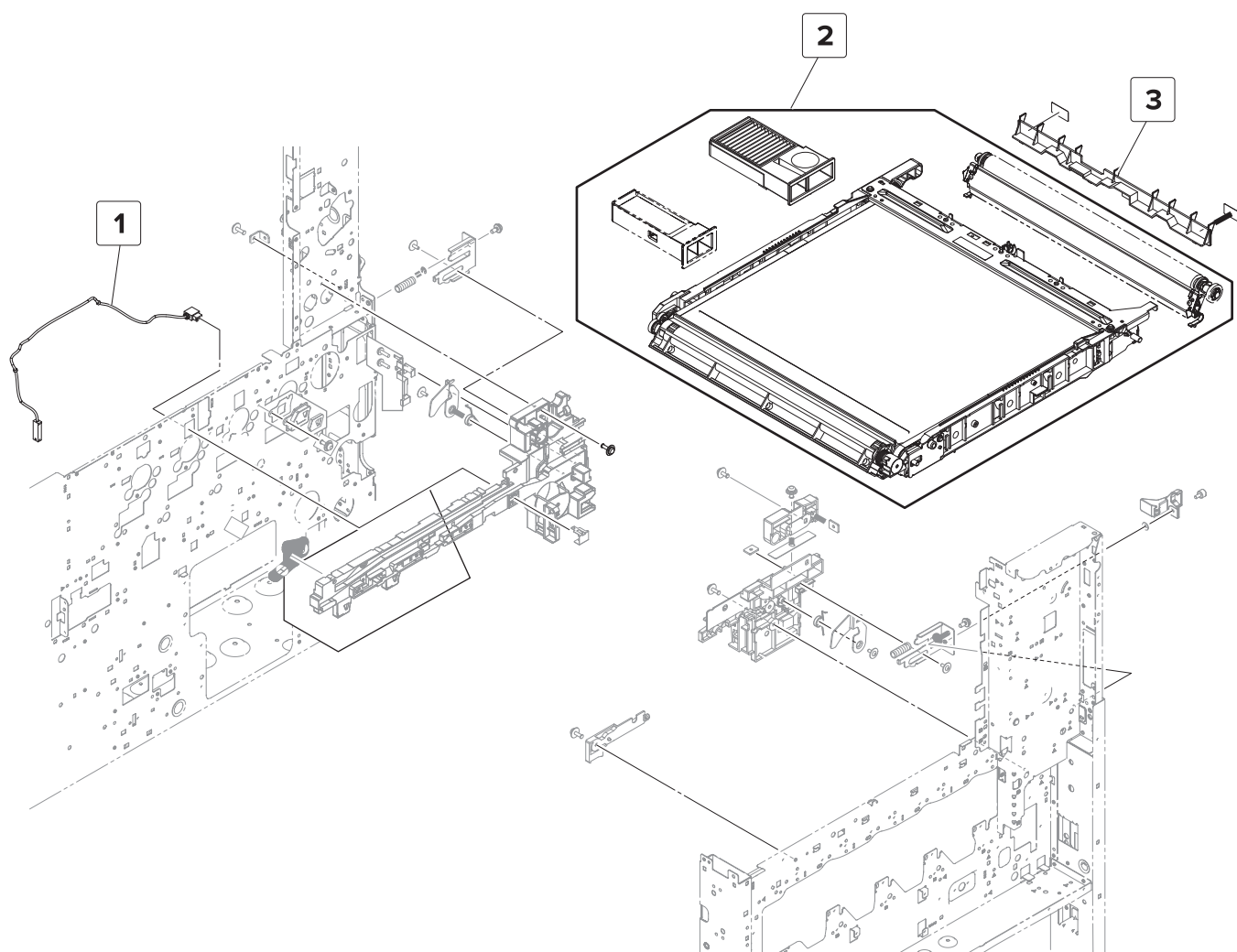
Assembly 11: Photoconductor lock



Assembly 11: Photoconductor lock

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	40X8962	1	1	Photoconductor relay contact	--
2	40X9978	1	1	Photoconductor release lever	--
3	40X8961	1	1	Photoconductor cable	--

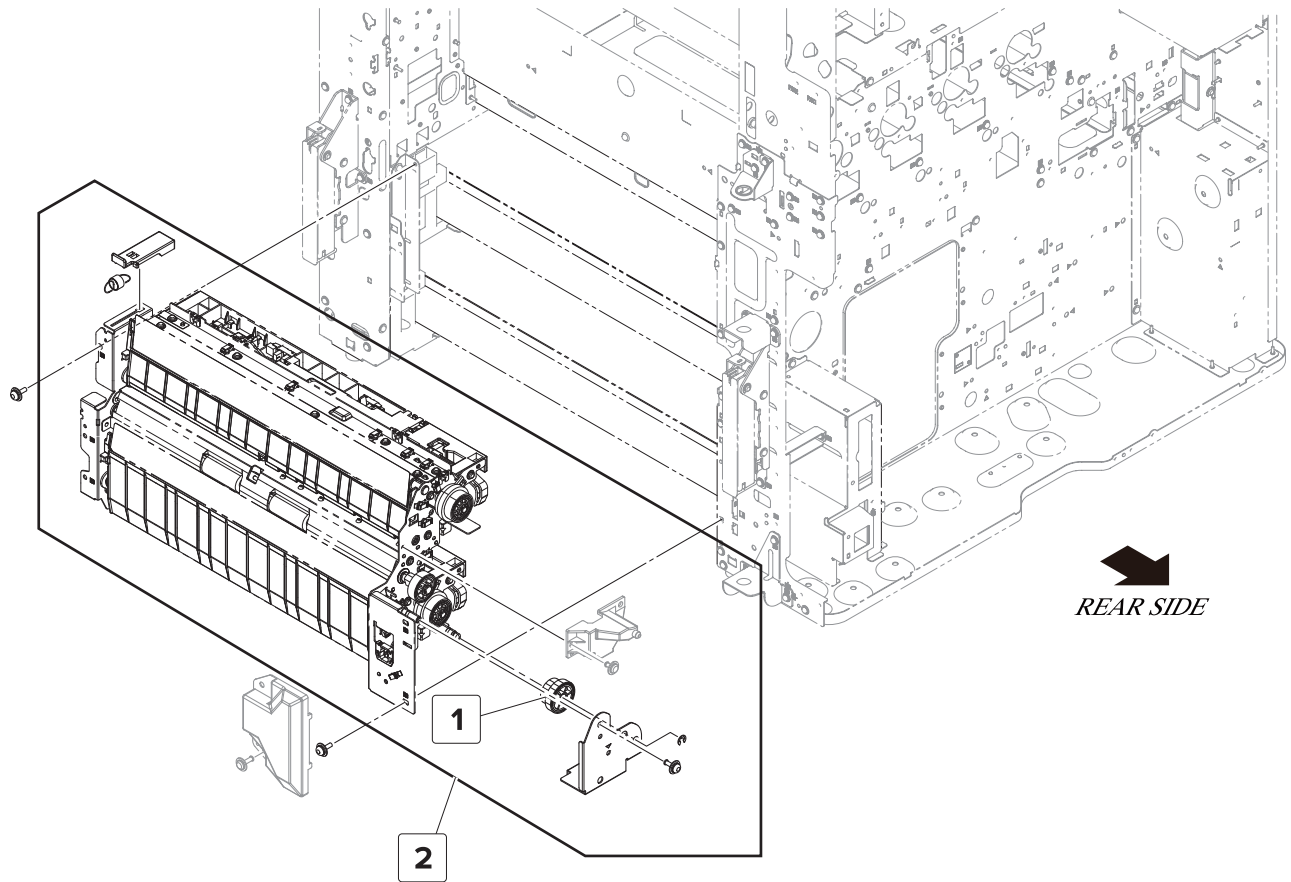
Assembly 12: Transfer belt



Assembly 12: Transfer belt

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	40X8963	1	1	Transfer belt cable	--
2	40X9704	1	1	Imaging unit maintenance kit	--
3	40X9979	1	1	Transfer belt paper guide	--

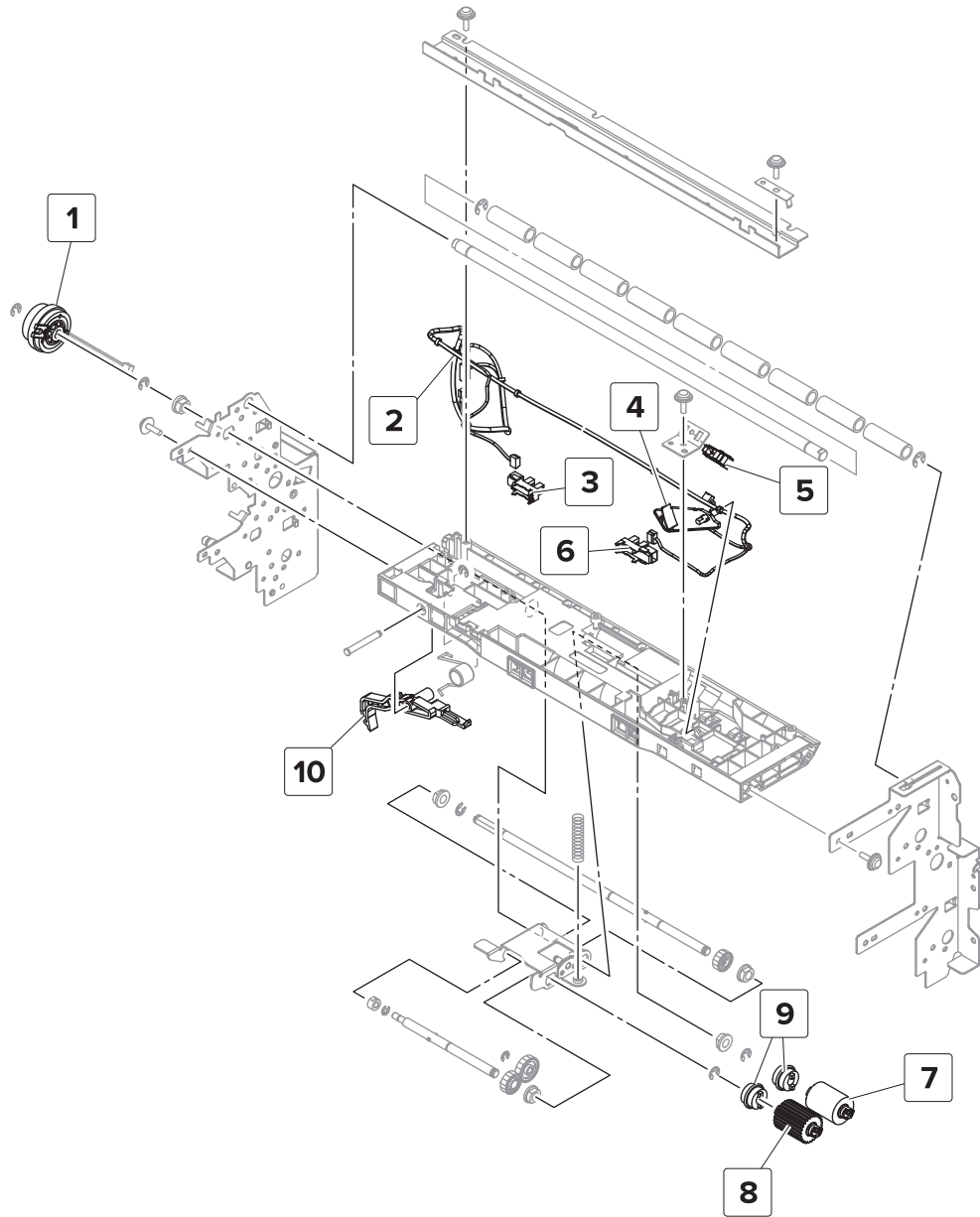
Assembly 13: Tray 1 and 2 transport



Assembly 13: Tray 1 and 2 transport

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	40X9980	1	1	Tray 2 transport drive gear	--
2	40X8966	1	1	Tray 1 and 2 paper feed unit	--

Assembly 14: Tray 1 feed



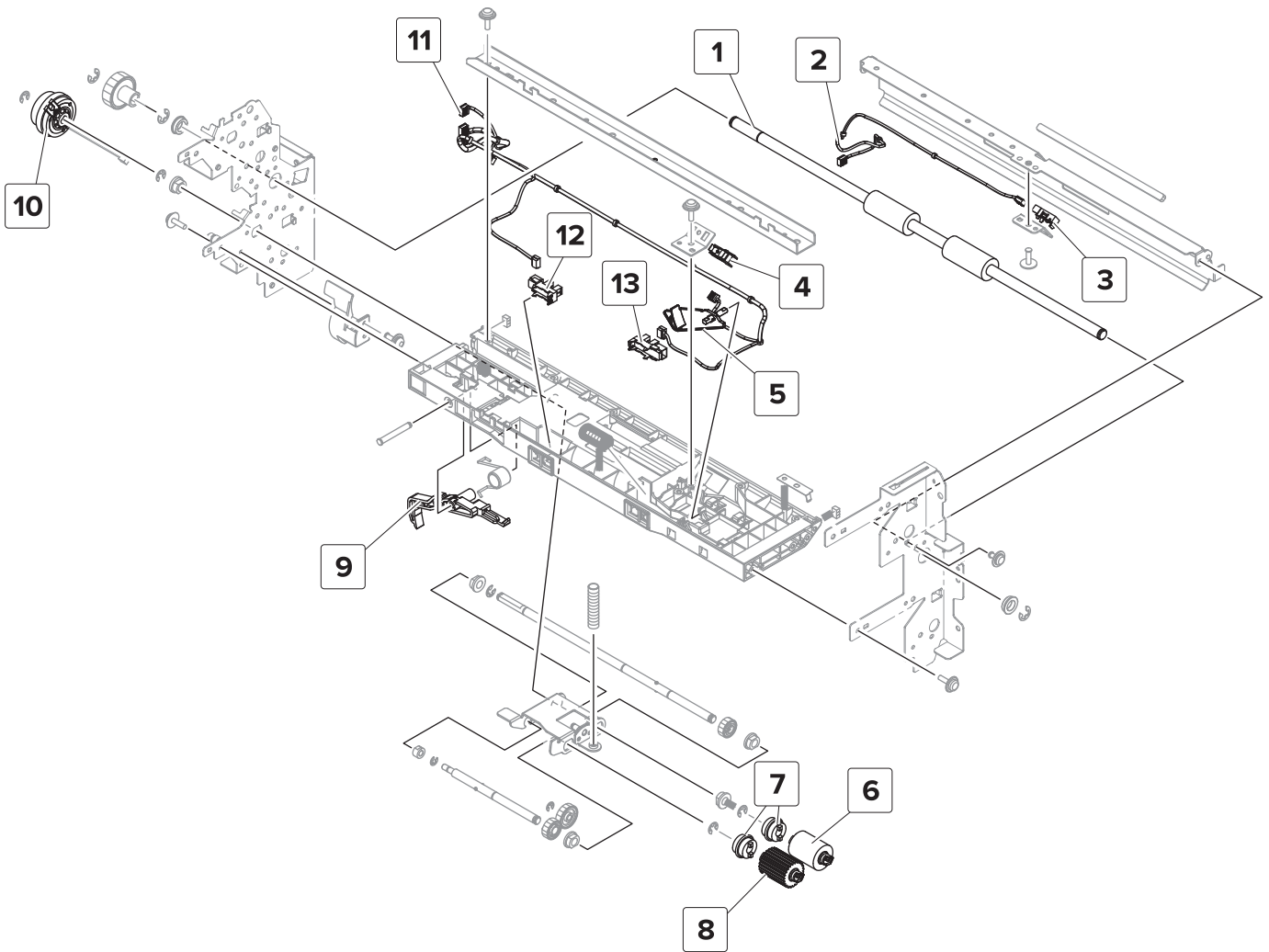
Assembly 14: Tray 1 feed

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	40X8971	1	1	Tray 1 paper feed clutch	--
2	40X8972	1	1	Tray 1 sensor cables	--
3	40X8869	1	1	Sensor (tray 1 lift plate level)	--
4	40X9899	1	1	Tray empty sensor actuator	--
5	40X8968	1	1	Sensor (tray 1 paper feed)	--
6	40X8869	1	1	Sensor (tray 1 empty)	--
7	40X8970	1	1	Tray feed roller	--
8	40X9925	1	1	Tray pick roller	--
9	40X9981	2	1	Roller clutch	--
10	40X9982	1	1	Tray set actuator	--

Assembly 15: Tray 1 separator

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	40X9455	1	1	Roller clutch	--
2	40X8970	1	1	Separator roller	--
3	40X9927	1	1	Separator roller assembly	--

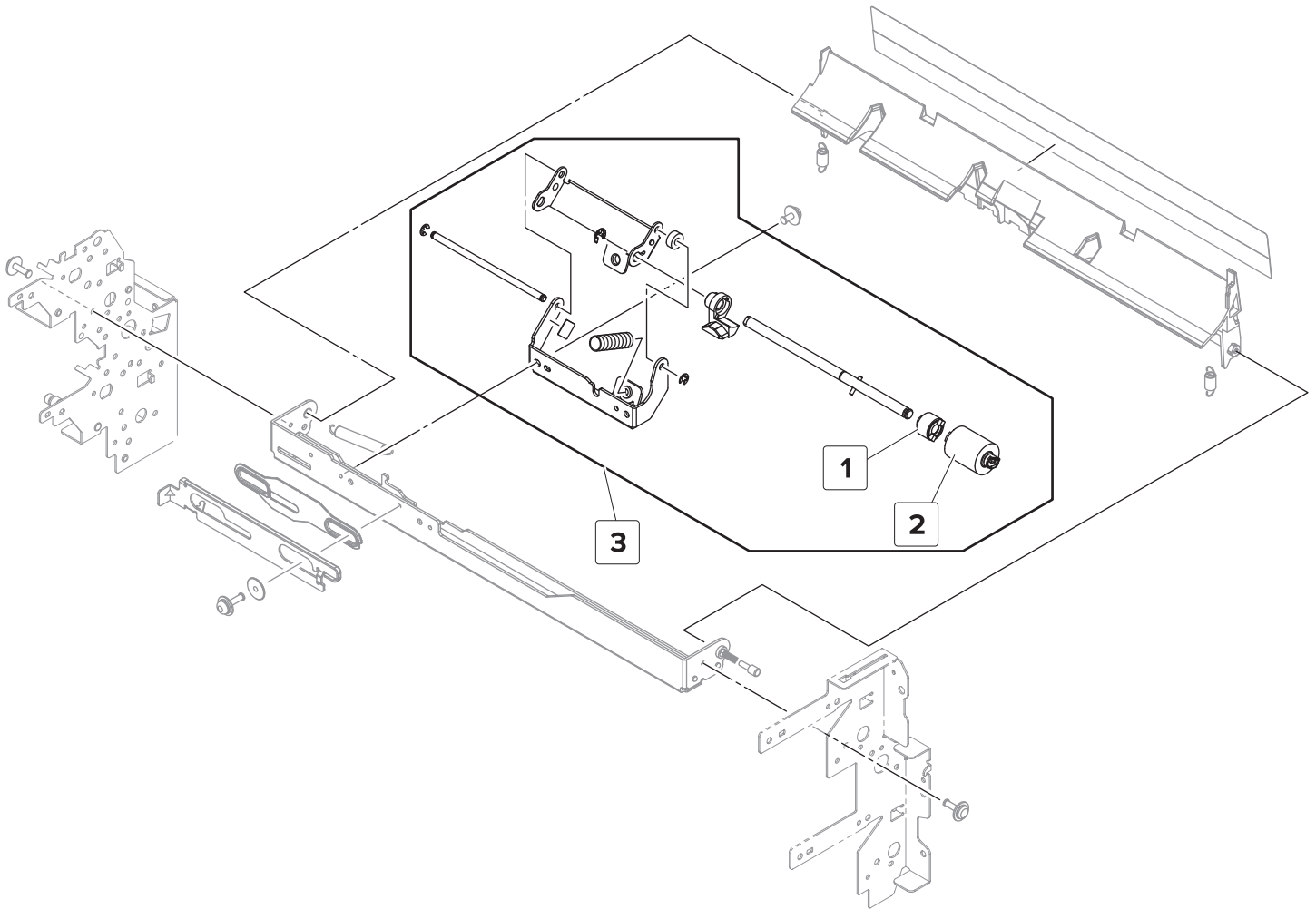
Assembly 16: Tray 2 feed



Assembly 16: Tray 2 feed

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	40X9983	1	1	Tray 2 transport roller	--
2	40X9984	1	1	Tray 2 transport sensor cable	--
3	40X8968	1	1	Sensor (tray 2 transport)	--
4	40X8968	1	1	Sensor (tray 2 paper feed)	--
5	40X9899	1	1	Tray 2 empty sensor actuator	--
6	40X8970	1	1	Feed roller	--
7	40X9981	2	1	Roller clutch	--
8	40X9925	1	1	Pick roller	--
9	40X9982	1	1	Tray set actuator	--
10	40X8971	1	1	Tray 2 paper feed clutch	--
11	40X9987	1	1	Paper feed sensor cable	--
12	40X8869	1	1	Sensor (tray 2 lift plate level)	--
13	40X8869	1	1	Sensor (tray 2 empty)	--

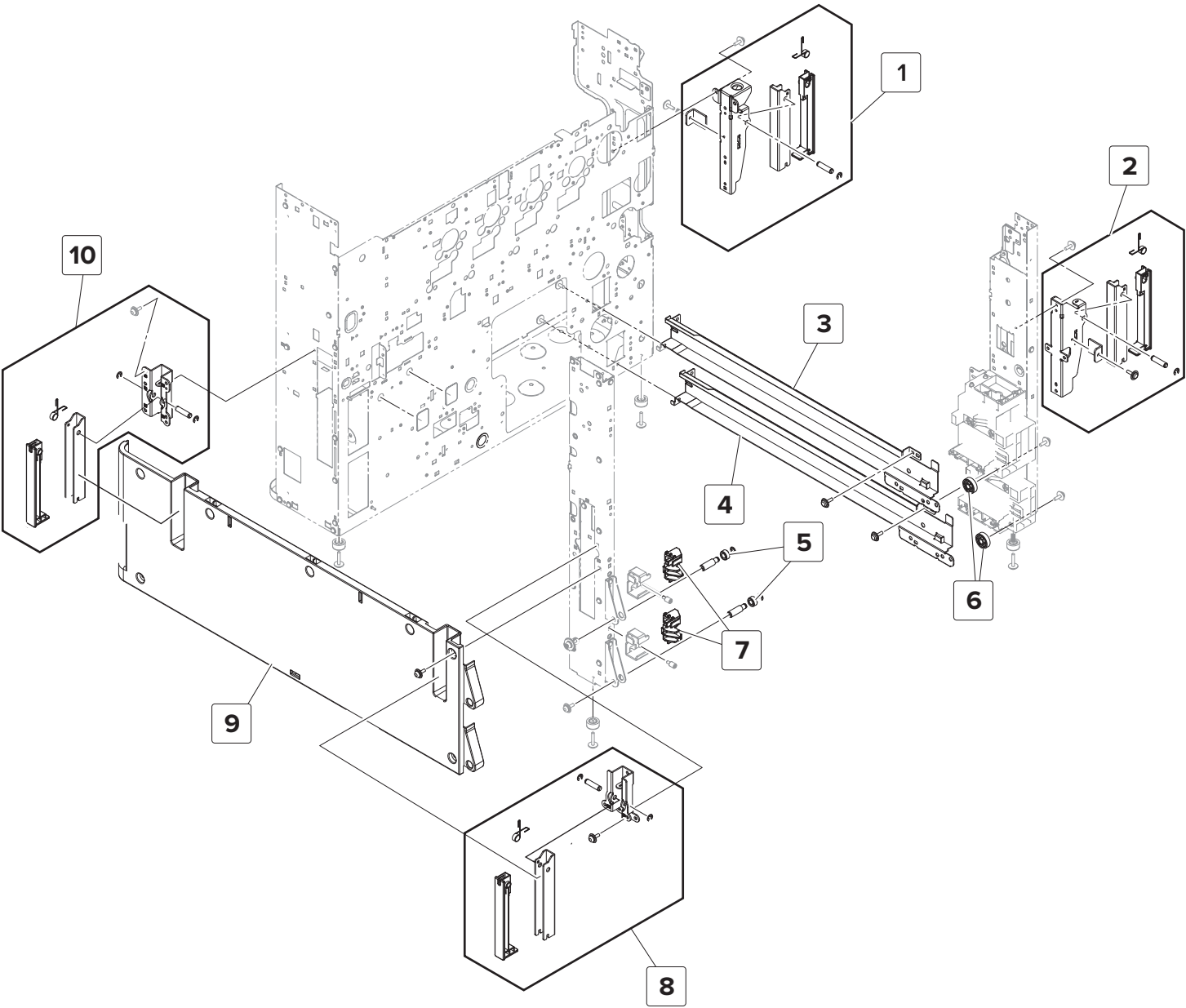
Assembly 17: Tray 2 separator



Assembly 17: Tray 2 separator

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	40X9455	1	1	Roller clutch	--
2	40X8970	1	1	Separator roller	--
3	40X9927	1	1	Separator roller assembly	--

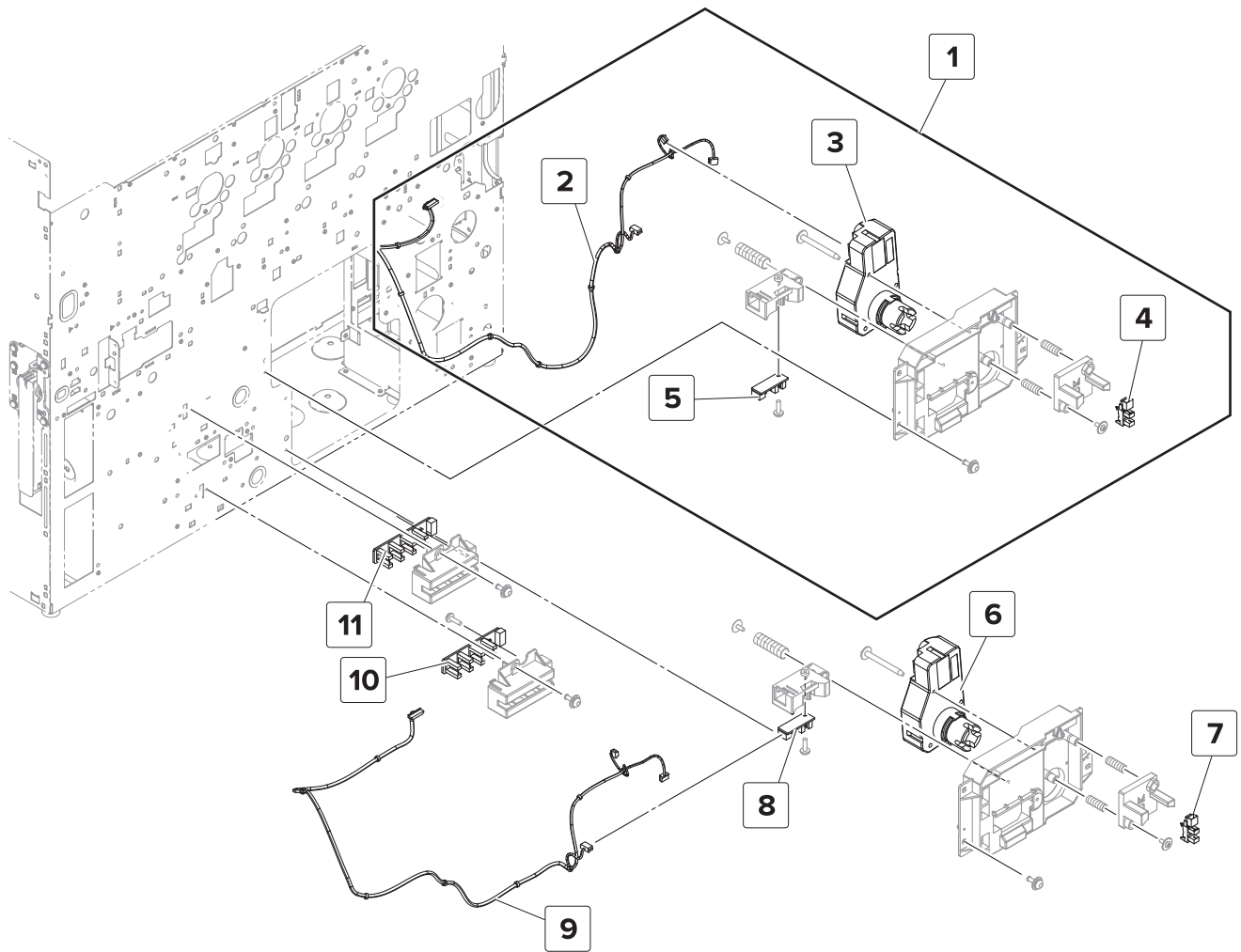
Assembly 18: Tray rail



Assembly 18: Tray rail

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	40X8978	1	1	Rear right lift handle	--
2	40X8977	1	1	Front right lift handle	--
3	40X8982	1	1	Tray 1 insert rail	--
4	40X8982	1	1	Tray 2 insert rail	--
5	40X9305	2	1	Tray left rail guide wheel	--
6	40X8981	2	1	Tray right rail guide wheel	--
7	40X9989	1	1	Tray stopper	--
8	40X8979	1	1	Front left lift handle	--
9	40X9988	1	1	Tray base left cover	--
10	40X8980	1	1	Rear left lift handle	--

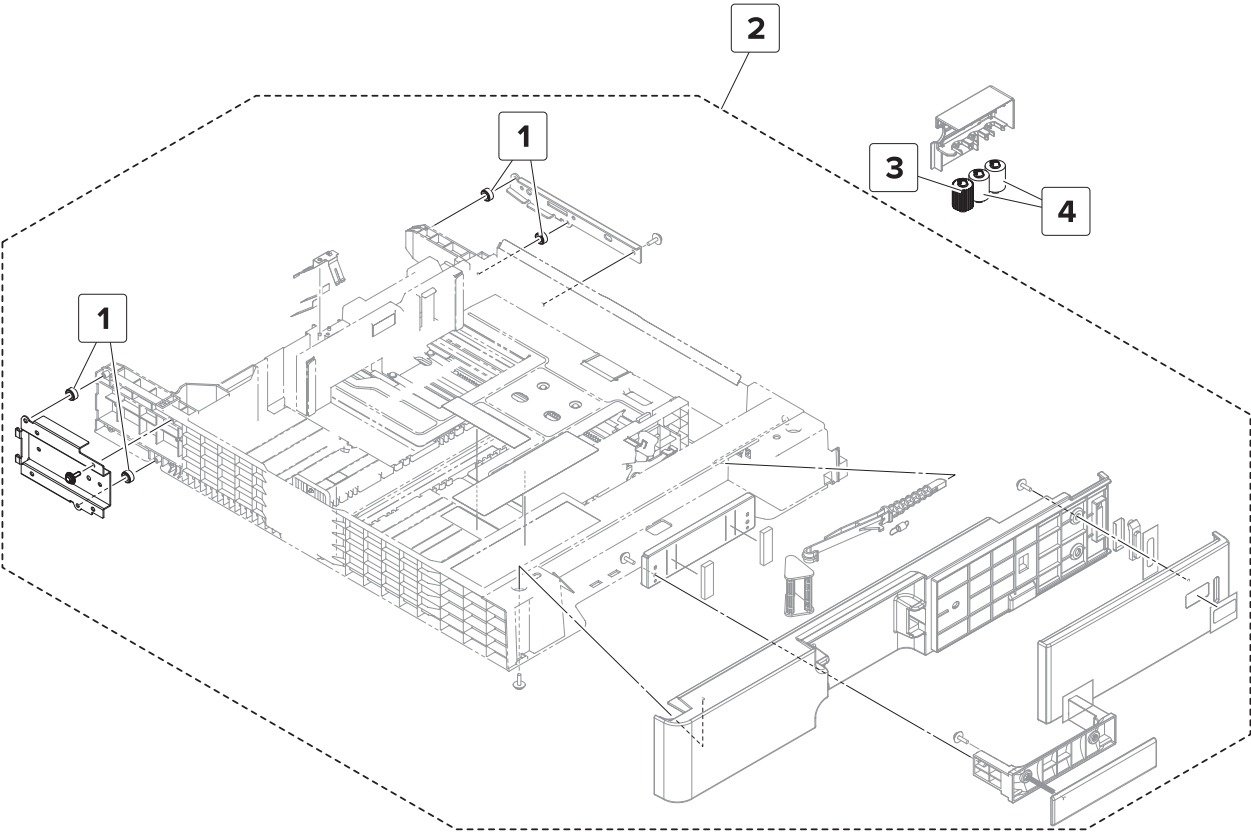
Assembly 19: Tray paper detection



Assembly 19: Tray paper detection

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	40X8988	1	1	Tray size sensing assembly	--
2	40X8984	2	1	Tray 1 feed cable	--
3	40X8987	1	1	Motor (tray 1 lift)	--
4	40X8869	1	1	Sensor (tray 1 near empty)	--
5	40X8989	1	1	Sensor (tray 1 paper width)	--
6	40X8987	1	1	Motor (tray 2 lift)	--
7	40X8869	1	1	Sensor (tray 2 near empty)	--
8	40X8989	1	1	Sensor (tray 2 paper width)	--
9	40X8984	2	1	Tray 2 feed cable	--
10	40X8985	1	1	Sensor (tray 2 paper length)	--
11	40X8985	1	1	Sensor (tray 1 paper length)	--

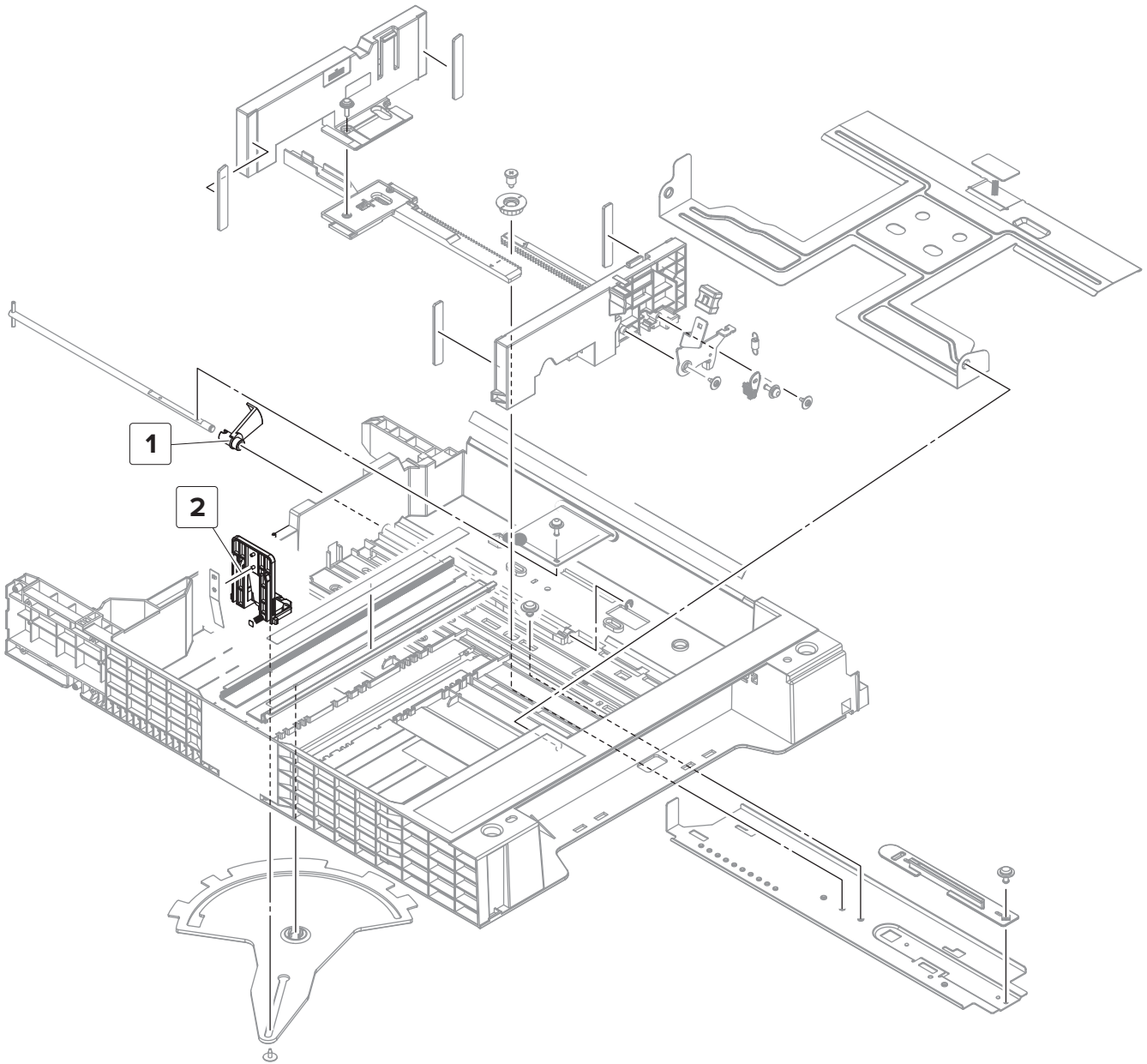
Assembly 20: Tray insert 1



Assembly 20: Tray insert 1

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	40X9305	4	1	Tray insert guide wheel	--
2	40X8990	1	1	Tray 1 insert	--
3	40X9925	1	1	Pick roller	--
4	40X8970	2	1	Feed/separator roller	--

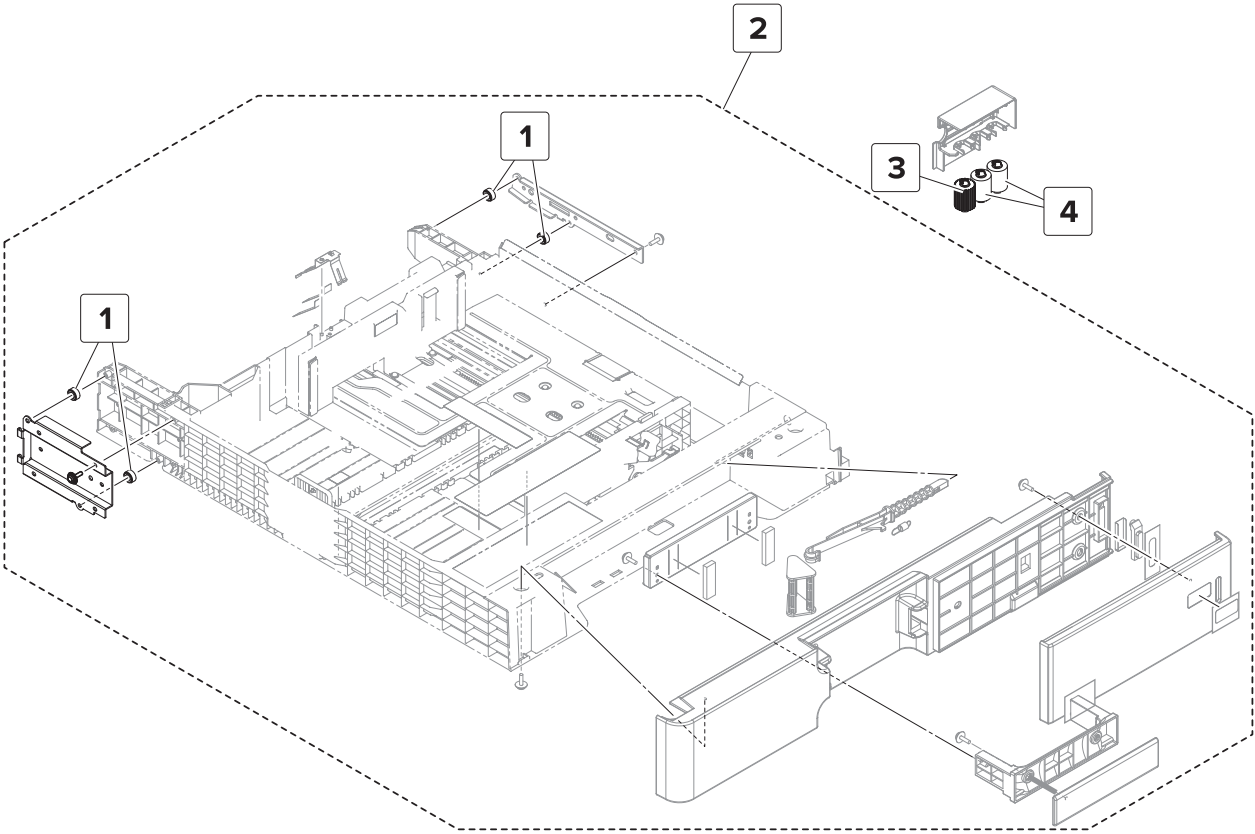
Assembly 21: Tray insert 2



Assembly 21: Tray insert 2

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	40X9308	1	1	Tray near empty sensor actuator	--
2	40X9306	1	1	Tray paper length guide	--

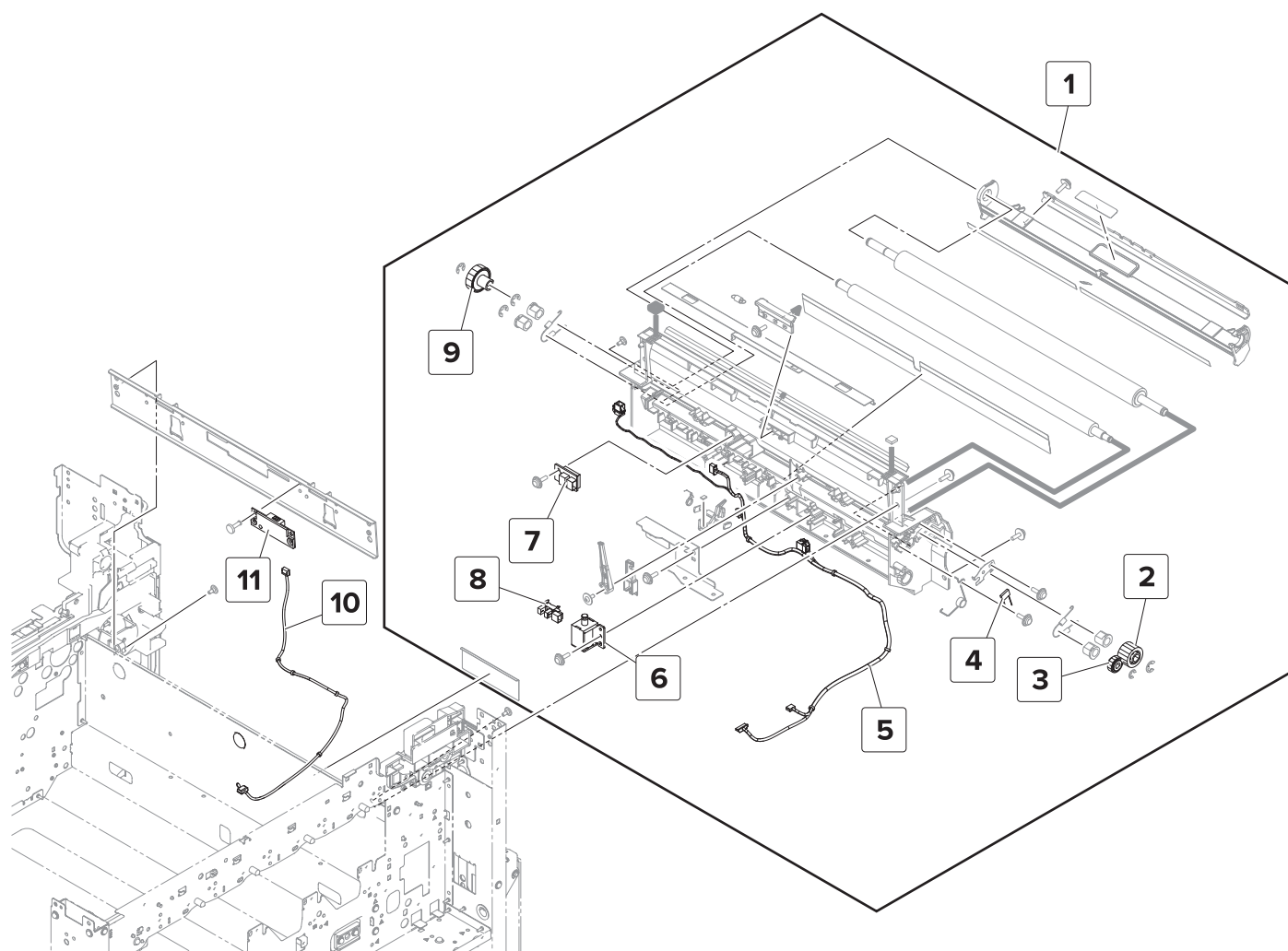
Assembly 22: Tray insert 3



Assembly 22: Tray insert 3

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	40X9305	4	1	Tray insert guide wheel	--
2	40X8992	1	1	Tray 2 insert	--
3	40X9925	1	1	Pick roller	--
4	40X8970	2	1	Feed/separator roller	--

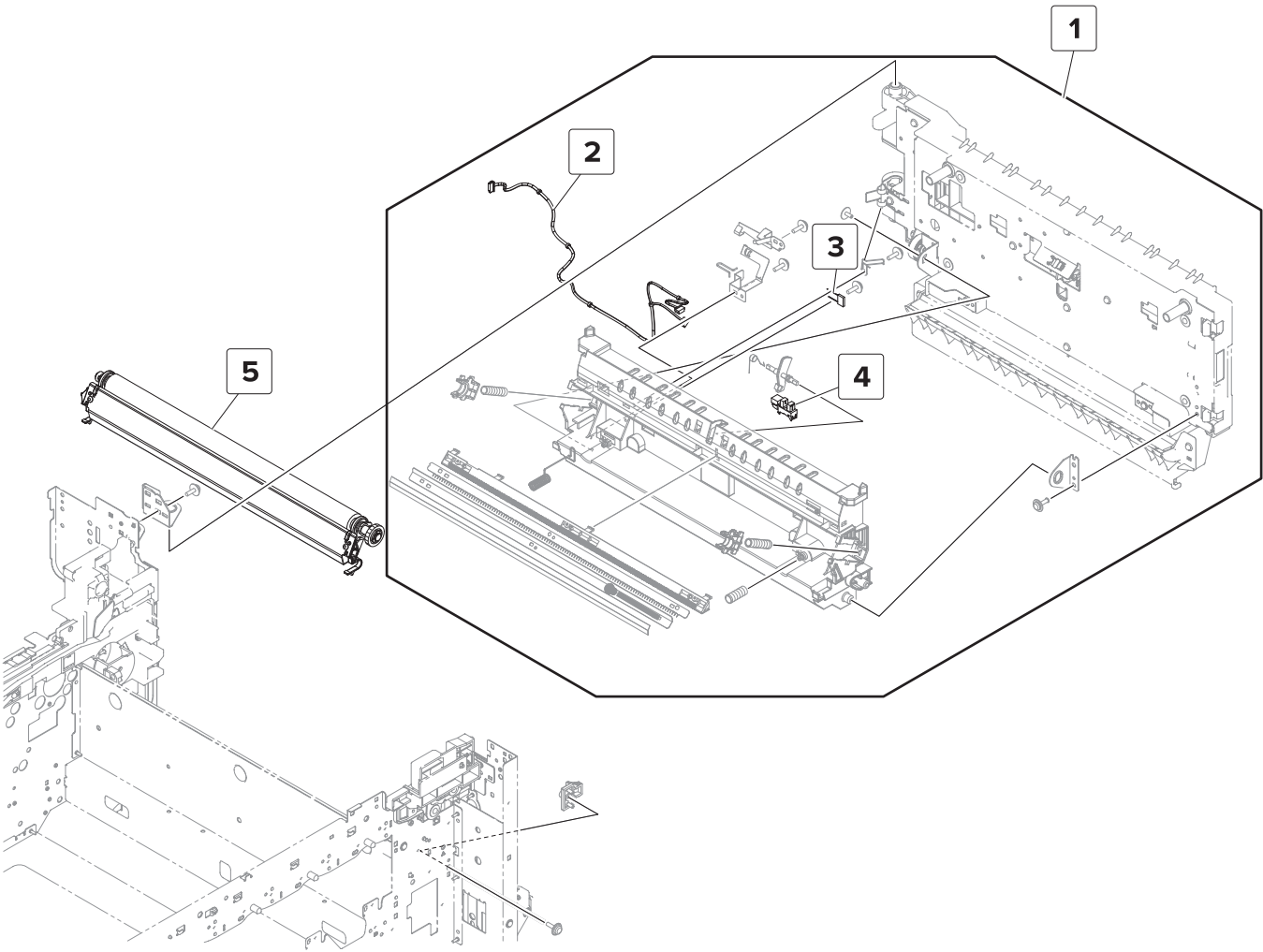
Assembly 23: Registration transport



Assembly 23: Registration transport

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	40X8994	1	1	Registration transport assembly	“Registration transport assembly” on page 231
2	40X9706	1	1	Registration primary gear	--
3	40X9707	1	1	Registration secondary gear	--
4	40X9009	1	1	Registration roller fixed power resistor	--
5	40X9007	1	1	Registration cable	--
6	40X8998	1	1	Toner density solenoid	--
7	40X8997	1	1	Sensor (registration humidity)	--
8	40X8869	1	1	Sensor (registration)	--
9	40X8995	1	1	Registration motor gear	--
10	40X9708	1	1	Toner density sensor cable	--
11	40X8999	1	1	Sensor (toner density)	--

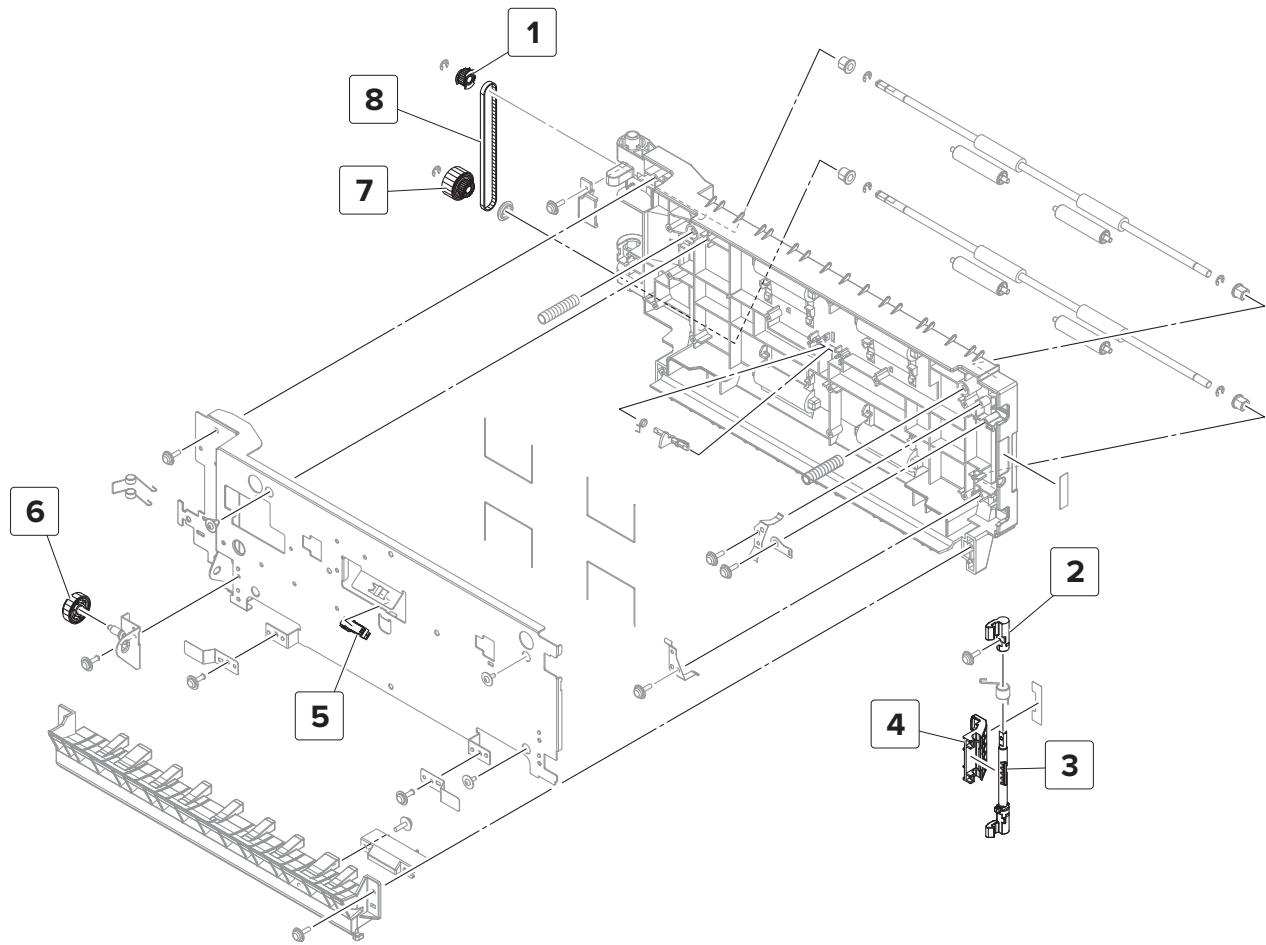
Assembly 24: Transfer



Assembly 24: Transfer

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	40X9011	1	1	Registration unit assembly	“Registration unit assembly removal” on page 263
2	40X9990	1	1	Fusing speed sensor cable	--
3	40X9009	1	1	Fuser fixed power resistor	--
4	40X8869	1	1	Sensor (fusing speed)	“Sensor (fusing speed) removal” on page 267
5	40X9010	1	1	Transfer roller	“Transfer roller removal” on page 234

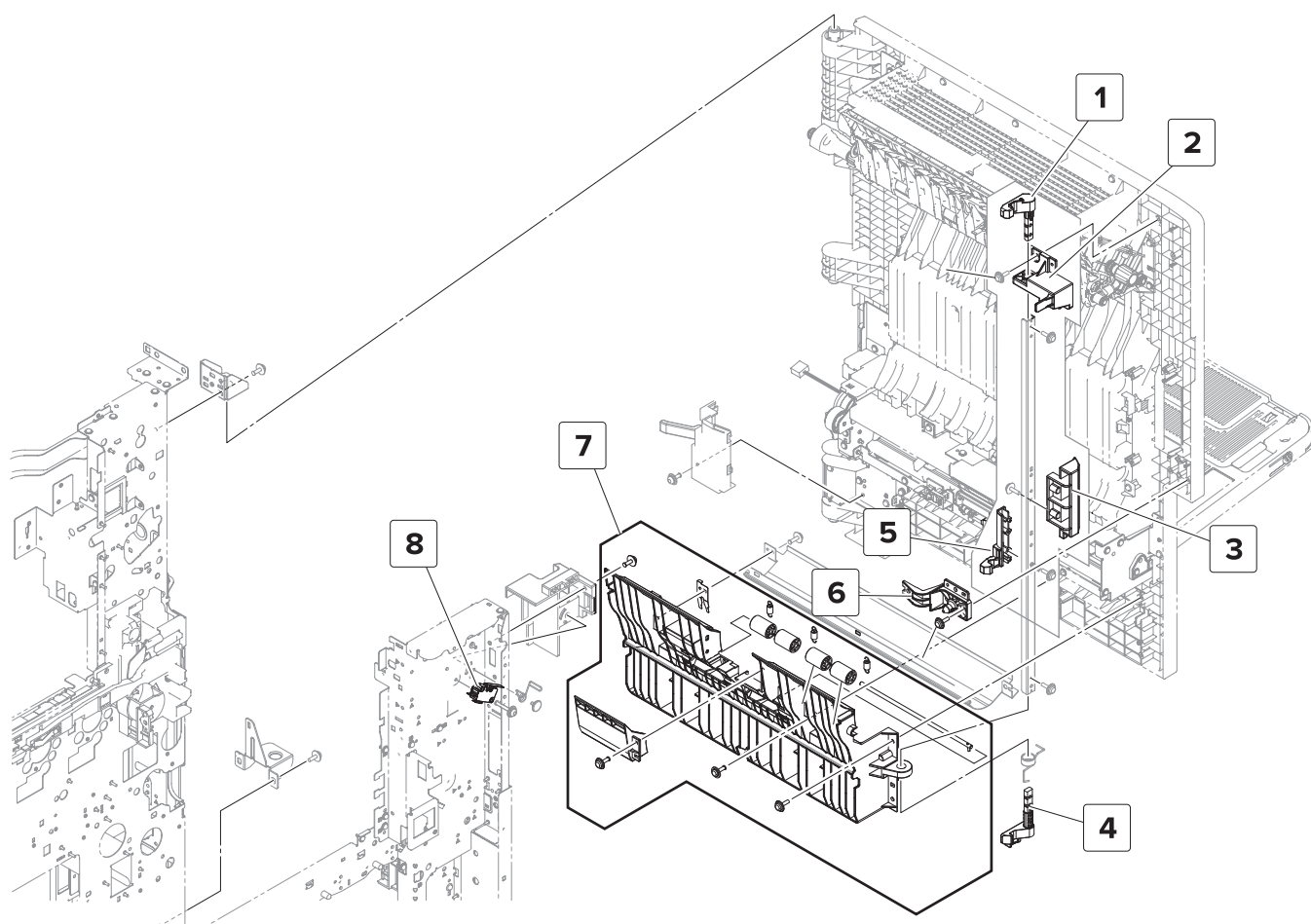
Assembly 25: Registration unit



Assembly 25: Registration unit

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	40X9012	1	1	Registration unit gear	“Registration unit gears removal” on page 270
2	40X9992	1	1	Registration unit lock	“Registration unit lock removal” on page 271
3	40X9993	1	1	Registration unit lock shaft	“Registration unit lock removal” on page 271
4	40X9994	1	1	Registration unit handle	“Registration unit lock removal” on page 271
5	40X8869	1	1	Sensor (duplex pass through 2)	“Sensor (duplex pass through 2) removal” on page 268
6	40X9710	1	1	Lower registration gear	“Registration unit gears removal” on page 270
7	40X9991	1	1	Registration drive gear	“Registration unit gears removal” on page 270
8	40X9013	1	1	Registration unit belt	“Registration unit belt removal” on page 269

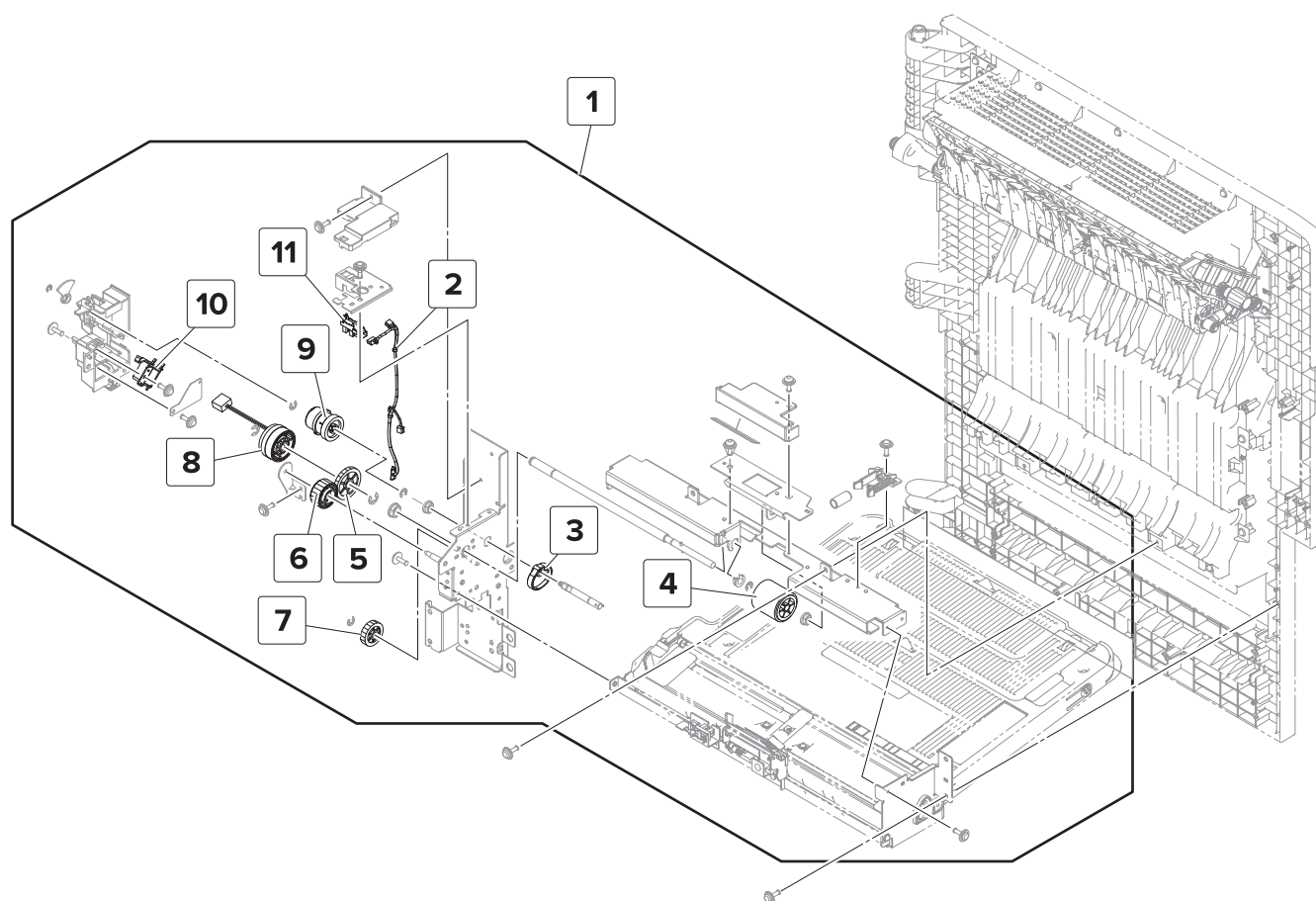
Assembly 26: Right door transport



Assembly 26: Right door transport

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	40X9019	1	1	Right door upper lock	“Right door lock removal” on page 245
2	40X9020	1	1	Right door switch actuator	“Right door switch actuator removal” on page 262
3	40X9711	1	1	Right door handle	--
4	40X9713	1	1	Right door lower lock	“Right door lock removal” on page 245
5	40X9712	1	1	Right door middle lock	“Right door lock removal” on page 245
6	40X9715	1	1	Right door lock support	“Right door lock removal” on page 245
7	40X8920	1	1	Tray 2 transport guide	“Tray 2 transport guide” on page 246
8	40X9527	1	1	Right door switch	“Right door switch removal” on page 284

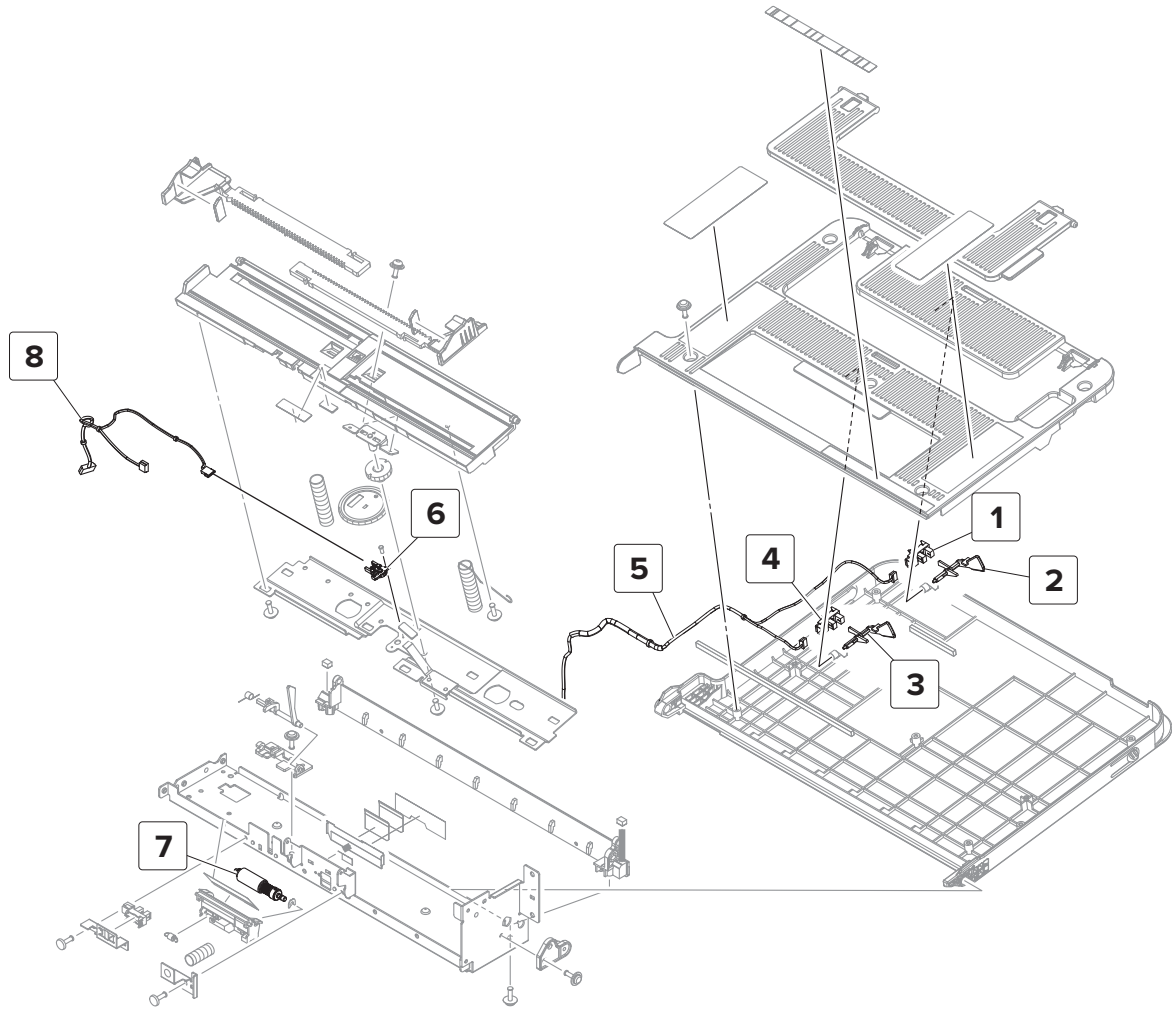
Assembly 27: MPF 1



Assembly 27: MPF 1

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	40X9027	1	1	MPF	“MPF removal” on page 247
2	40X9716	1	1	MPF lift plate sensor cable	--
3	40X9996	1	1	MPF lift plate cam	--
4	40X9995	1	1	MPF feed roller	“MPF feed/separator assembly” on page 256
5	40X9719	1	1	MPF feed clutch gear	“MPF gears removal” on page 252
6	40X9718	1	1	MPF separator idler gear	“MPF gears removal” on page 252
7	40X9022	1	1	MPF separator gear	“MPF gears removal” on page 252
8	40X9023	1	1	MPF feed clutch	“MPF feed clutch removal” on page 250
9	40X9720	1	1	MPF lift plate clutch	--
10	40X9024	1	1	MPF lift plate solenoid	“MPF lift plate solenoid removal” on page 251
11	40X8869	1	1	Sensor (MPF lift plate)	“Sensor (MPF lift plate) removal” on page 253

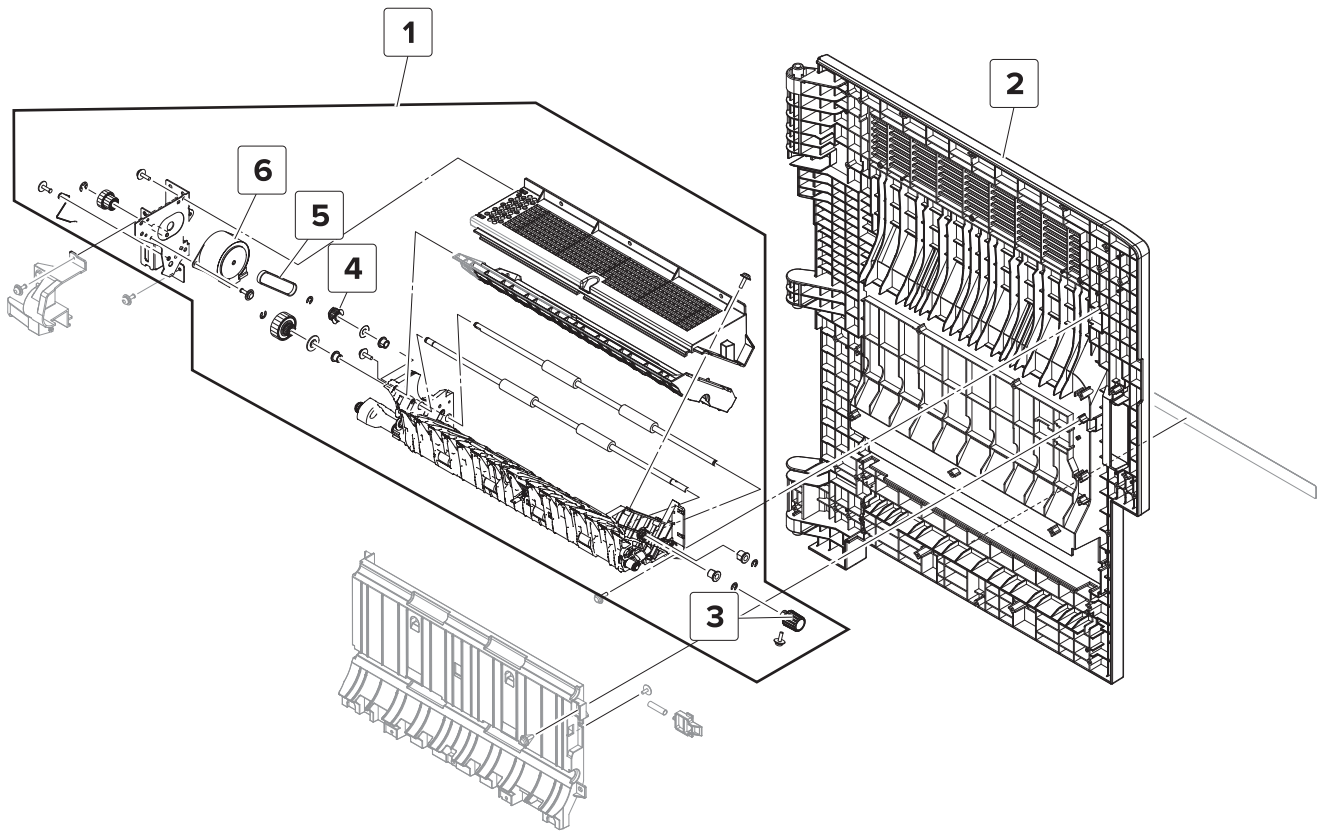
Assembly 28: MPF 2



Assembly 28: MPF 2

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	40X8869	1	1	Sensor (MPF paper length 1)	“Sensor (MPF paper length) removal” on page 249
2	40X9026	2	1	MPF paper length 1 sensor actuator	--
3	40X9026	2	1	MPF paper length 2 sensor actuator	--
4	40X8869	1	1	Sensor (MPF paper length 2)	“Sensor (MPF paper length) removal” on page 249
5	40X9721	1	1	MPF paper length sensor cable	--
6	40X9030	1	1	Sensor (MPF paper width)	--
7	40X9615	1	1	MPF separator roller	“MPF feed/separator assembly” on page 256
8	40X9722	1	1	MPF paper width sensor cable	--

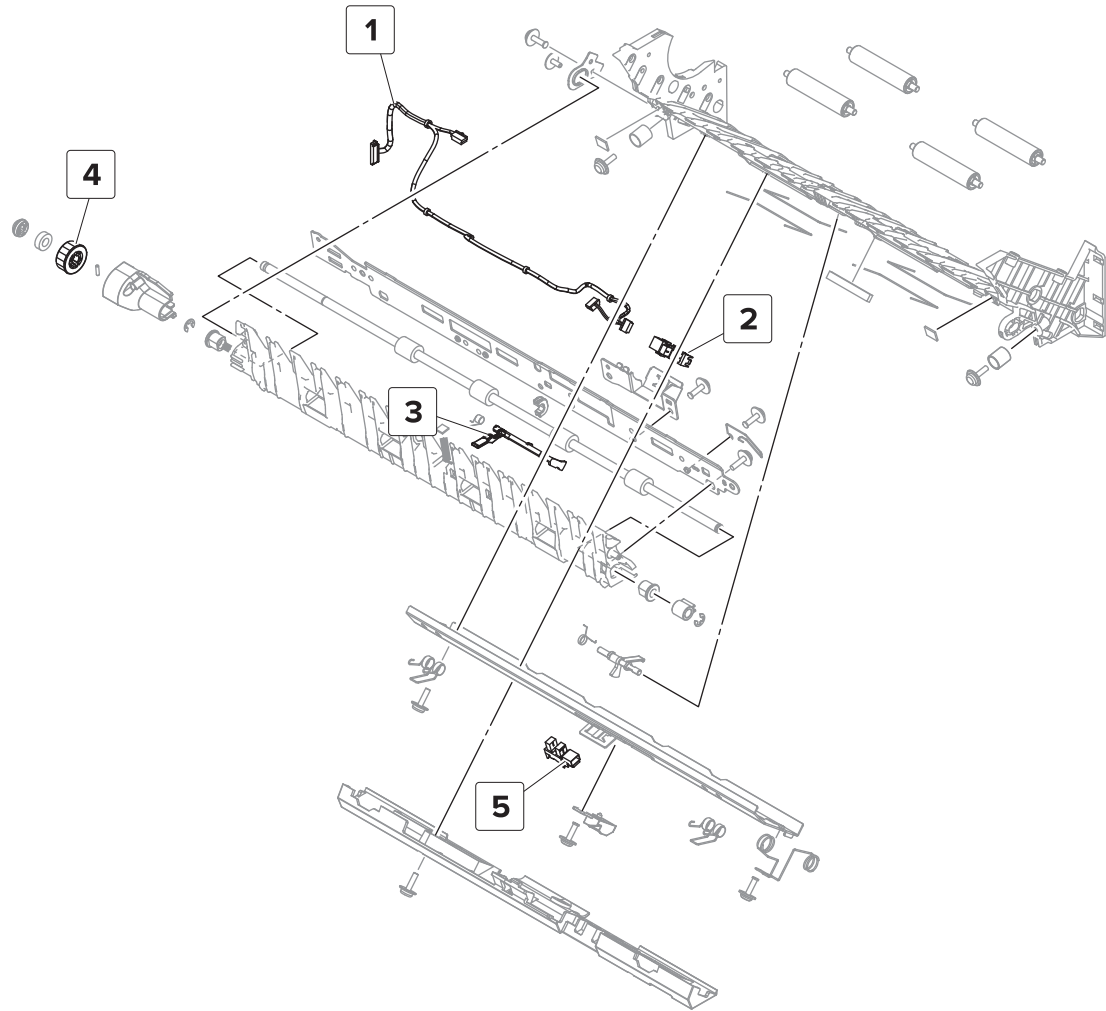
Assembly 29: Duplex 1



Assembly 29: Duplex 1

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	40X9031	1	1	Duplex transport assembly	“Duplex transport assembly removal” on page 235
2	40X9997	1	1	Right door cover	--
3	40X9998	1	1	Duplex transport jam removal knob	“Duplex transport jam removal knob removal” on page 236
4	40X9012	1	1	Duplex transport gear	“Duplex transport gears removal” on page 242
5	40X9036	1	1	Duplex transport belt	“Duplex transport belt removal” on page 242
6	40X9037	1	1	Motor (duplex transport)	“Motor (duplex transport) removal” on page 243

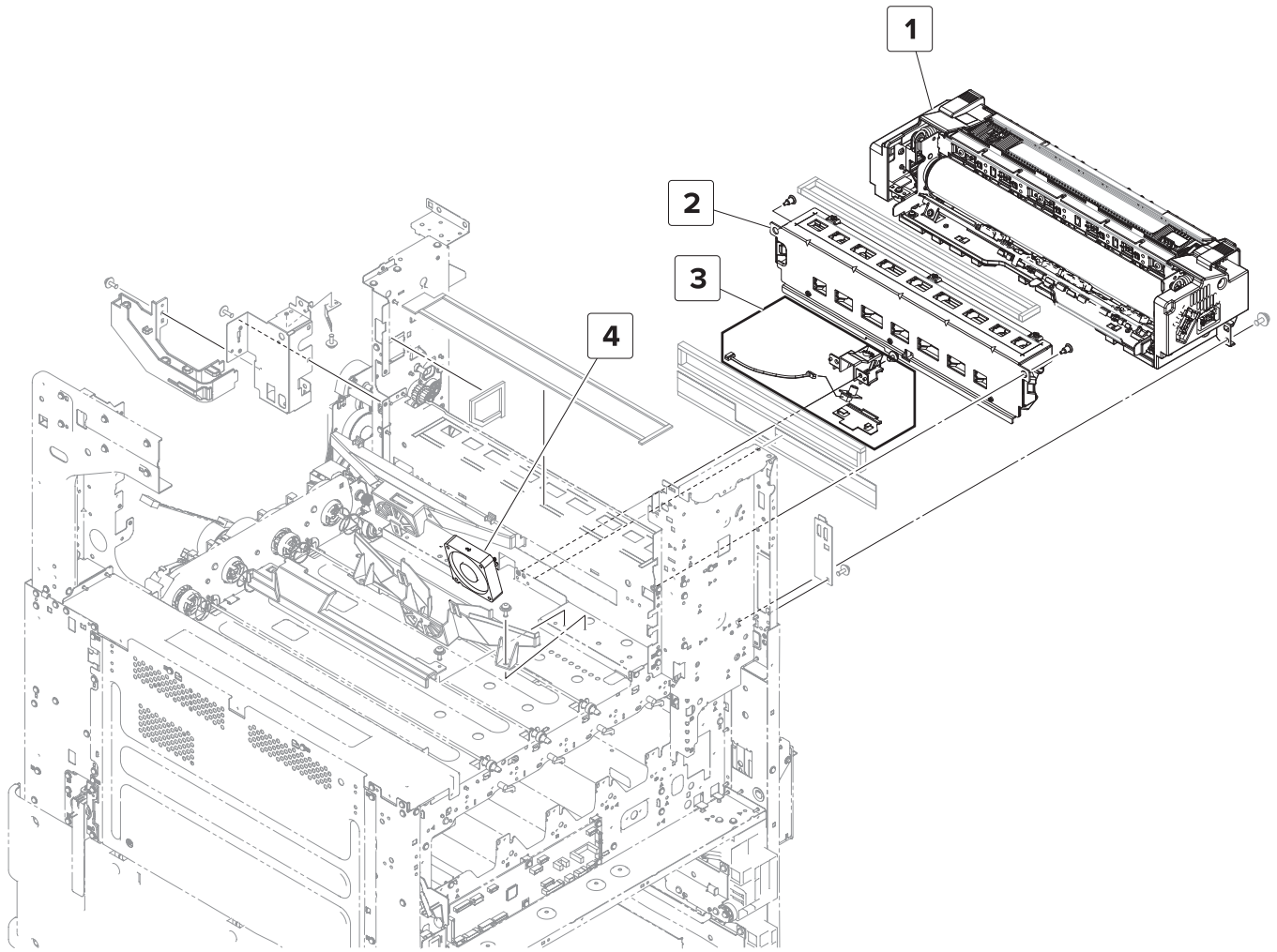
Assembly 30: Duplex 2



Assembly 30: Duplex 2

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	40X9723	1	1	Fuser exit sensor cable	--
2	40X8869	1	1	Sensor (fuser exit)	“Sensor (fuser exit) removal” on page 238
3	40X9039	1	1	Fuser exit sensor actuator	“Fuser exit sensor actuator removal” on page 238
4	40X9999	1	1	Redrive diverter gear	--
5	40X8869	1	1	Sensor (duplex pass through 1)	“Sensor (duplex pass through 1) removal” on page 239

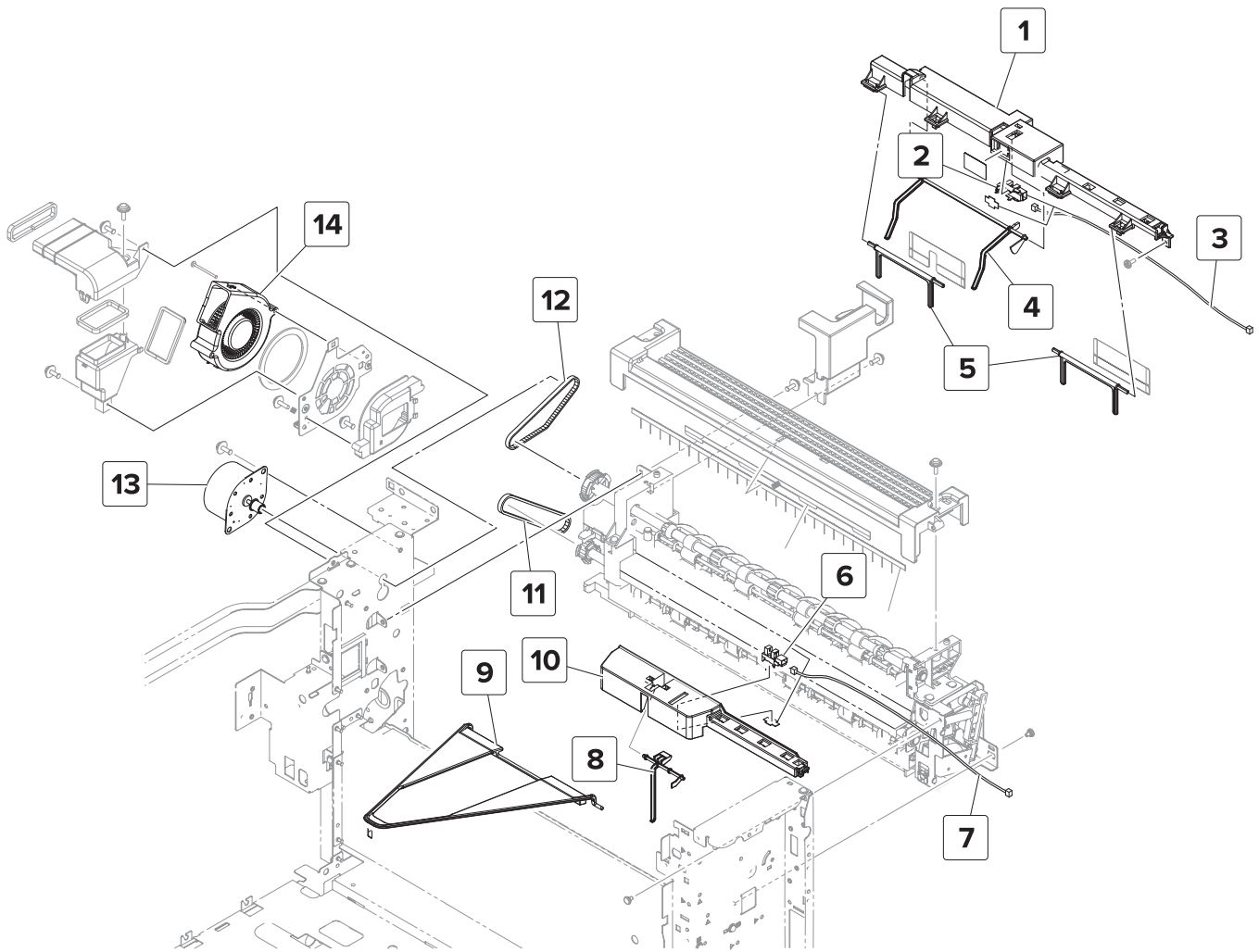
Assembly 31: Fuser



Assembly 31: Fuser

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	40X9046	1	1	Fuser	“Fuser removal” on page 230
2	40X9044	1	1	Induction heater (100 V)	“Induction heater removal” on page 230
2	40X9045	1	1	Induction heater (230 V)	“Induction heater removal” on page 230
3	40X9047	1	1	Sensor (fuser temperature) with cable	--
4	40X9041	1	1	Fuser fan	--

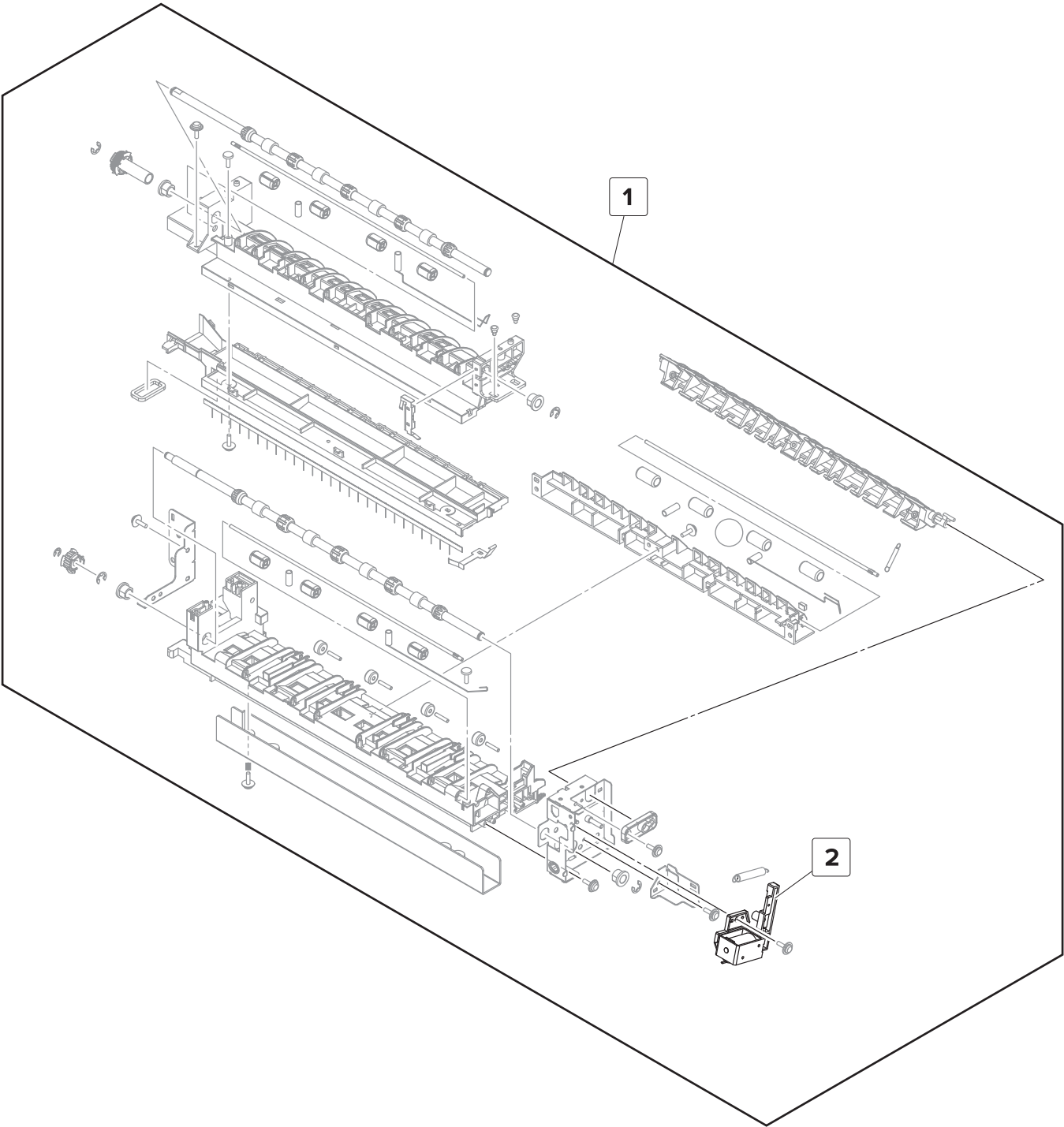
Assembly 32: Exit 1



Assembly 32: Exit 1

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	40X9167	1	1	Redrive exit guide	--
2	40X9313	1	1	Sensor (redrive exit)	--
3	40X9644	1	1	Redrive exit sensor cable	--
4	40X9714	1	1	Redrive exit sensor actuator	--
5	40X9042	1	1	HPT bin paper bail	--
6	40X9313	1	1	Sensor (exit)	--
7	40X9599	1	1	Exit sensor cable	--
8	40X9484	1	1	Exit sensor actuator	--
9	40X8974	1	1	Standard bin paper bail	--
10	40X8895	1	1	Exit sensor housing	--
11	40X9156	1	1	Exit clutch belt	--
12	40X9724	1	1	Redrive belt	--
13	40X9155	1	1	Motor (redrive)	“Motor (redrive) removal” on page 304
14	40X8859	1	1	Paper exit fan	“Paper exit fan removal” on page 300

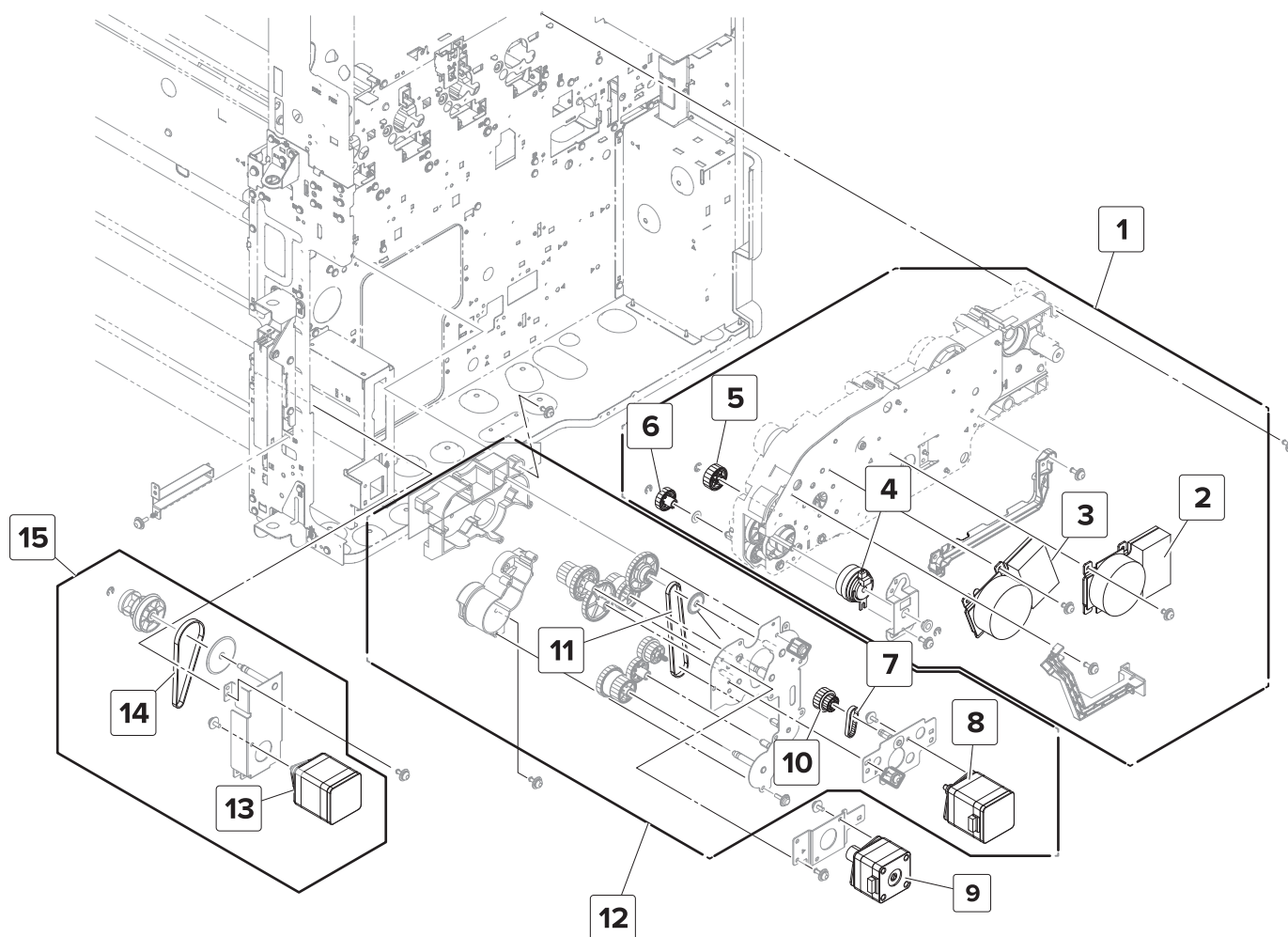
Assembly 33: Exit 2



Assembly 33: Exit 2

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	40X9159	1	1	Exit guide assembly	--
2	40X9161	1	1	Diverter solenoid	--

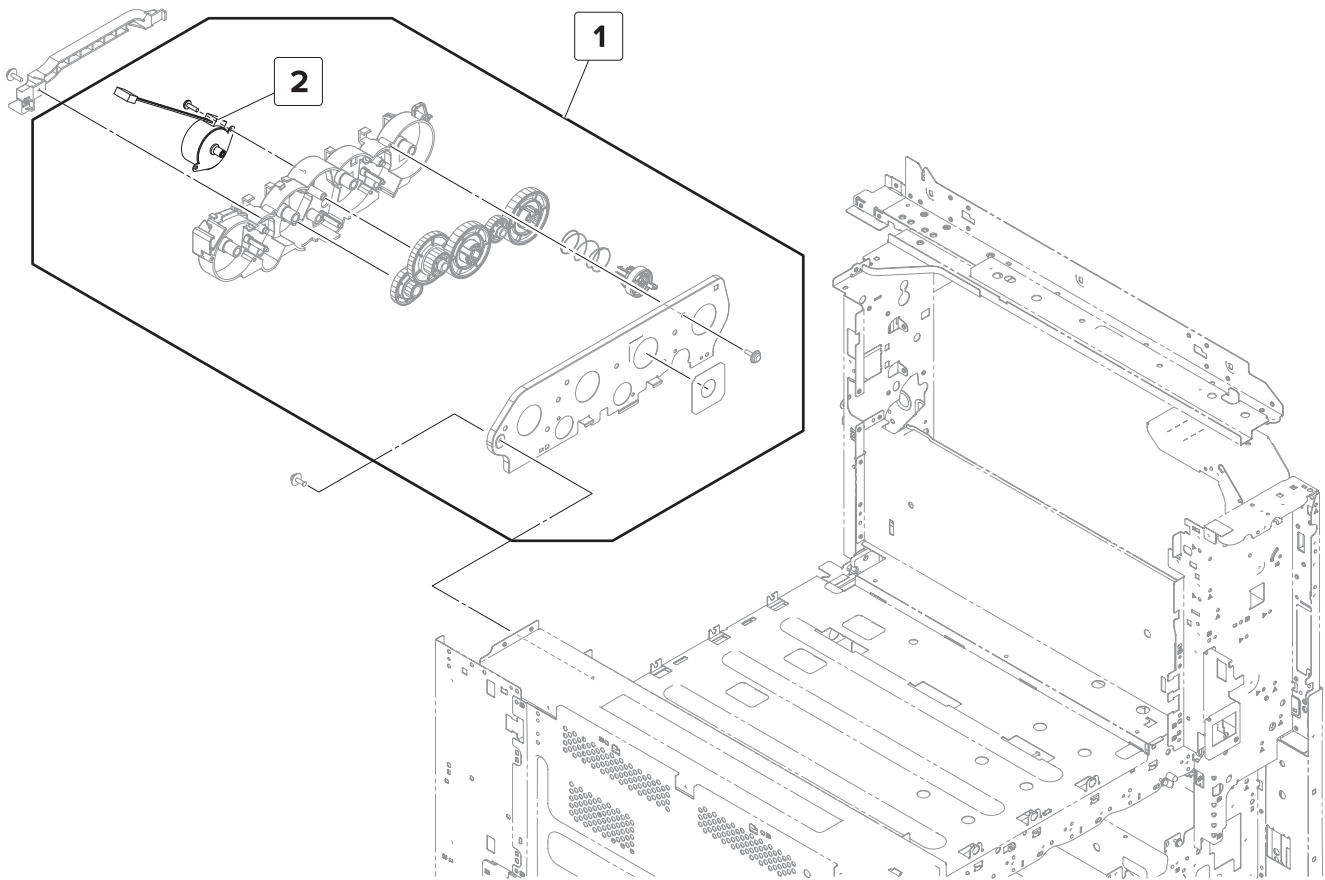
Assembly 34: Main and feed drive



Assembly 34: Main and feed drive

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	40X9164	1	1	Main drive assembly	“Main drive assembly removal” on page 319
2	40X9564	1	1	Motor (developer)	“Motor (developer) removal” on page 308
3	40X9163	1	1	Motor (transport)	“Motor (transport) removal” on page 307
4	40X9166	1	1	Duplex transport clutch	“Duplex transport clutch removal” on page 323
5	40X9165	1	1	Transport motor gear	--
6	40X9725	1	1	Duplex transport clutch gear	“Duplex transport gears removal” on page 242
7	40X9173	1	1	Feed motor belt	--
8	40X9170	1	1	Motor (feed)	“Motor (feed) removal” on page 312
9	40X9171	1	1	Motor (registration)	“Motor (registration) removal” on page 310
10	40X9726	1	1	Feed motor gear	--
11	40X9174	1	1	Feed drive belt	--
12	40X9727	1	1	Feed drive assembly	“Feed drive assembly removal” on page 315
13	40X9170	1	1	Motor (tray 2 transport)	“Motor (tray 2 transport) removal” on page 314
14	40X9639	1	1	Tray 2 transport drive belt	--
15	40X9728	1	1	Tray 2 transport drive assembly	“Tray 2 transport drive removal” on page 313

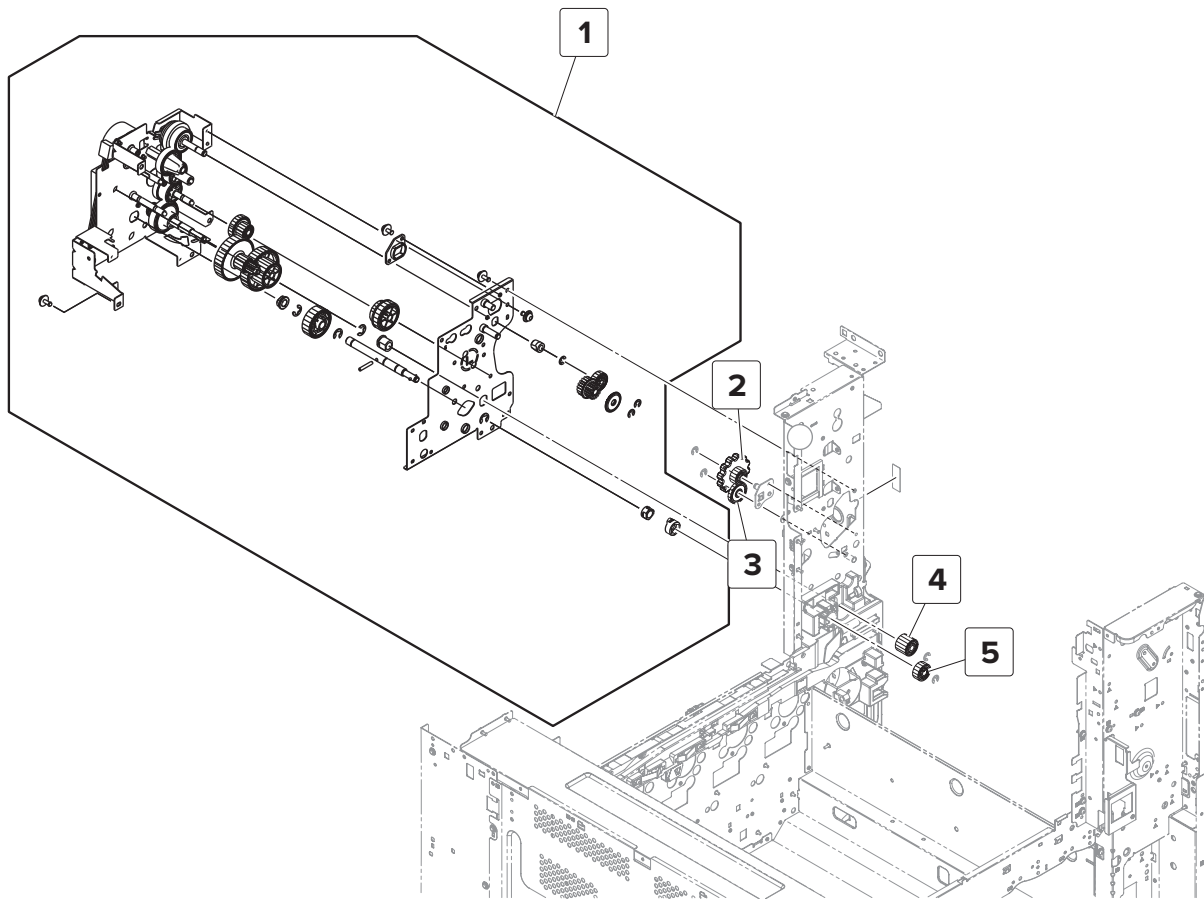
Assembly 35: Toner cartridge drive



Assembly 35: Toner cartridge drive

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	40X9223	1	1	Toner cartridge drive assembly	“Toner cartridge drive assembly removal” on page 322
2	40X9179	1	1	Motor (toner cartridge)	“Motor (toner cartridge) removal” on page 302

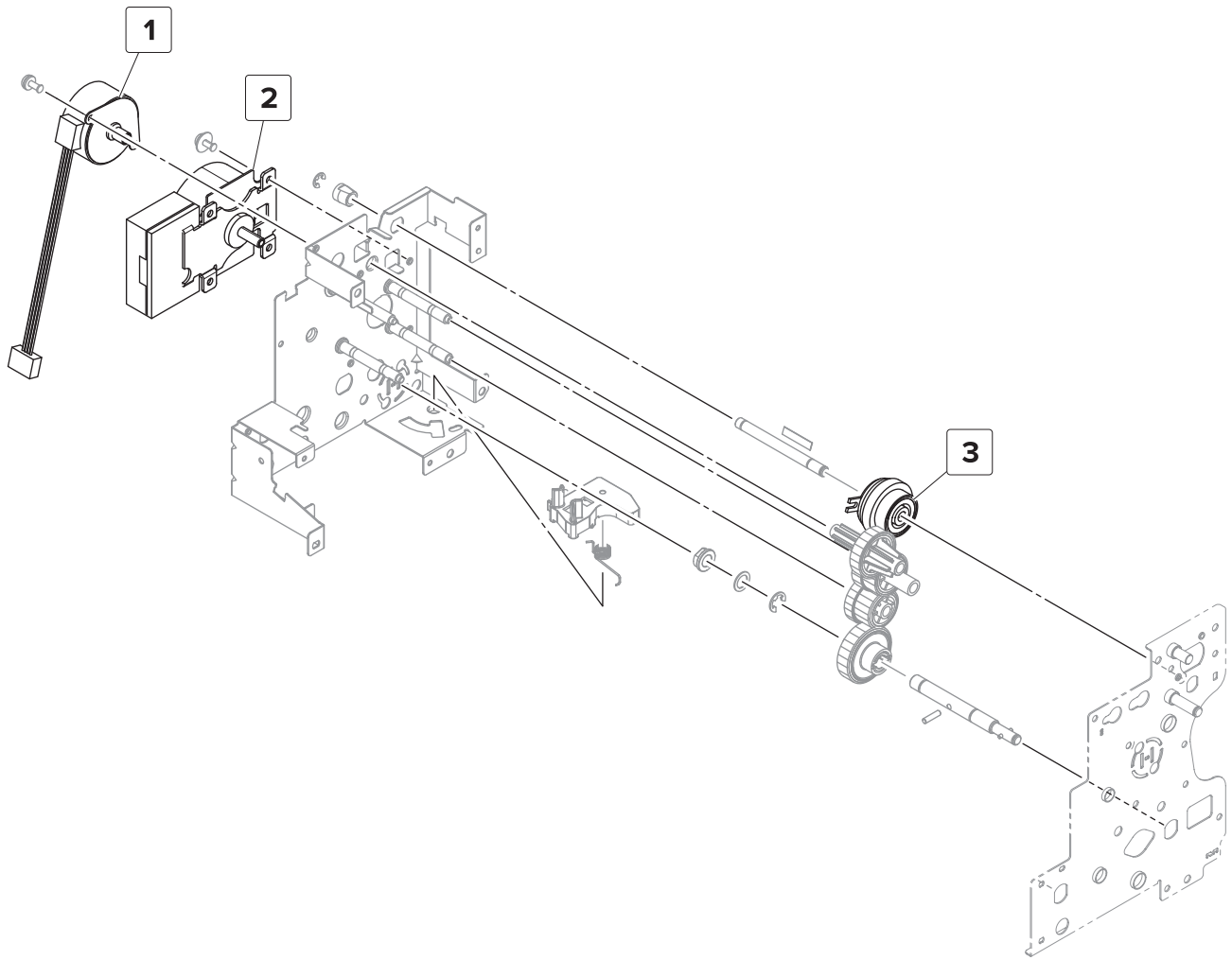
Assembly 36: Fuser drive 1



Assembly 36: Fuser drive 1

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	40X9177	1	1	Fuser drive gearbox	“Fuser drive gearbox removal” on page 325
2	40X9729	1	1	Fuser pressure primary gear	--
3	40X9730	1	1	Fuser pressure secondary gear	--
4	40X9731	1	1	Fuser transport primary gear	--
5	40X9732	1	1	Fuser transport secondary gear	--

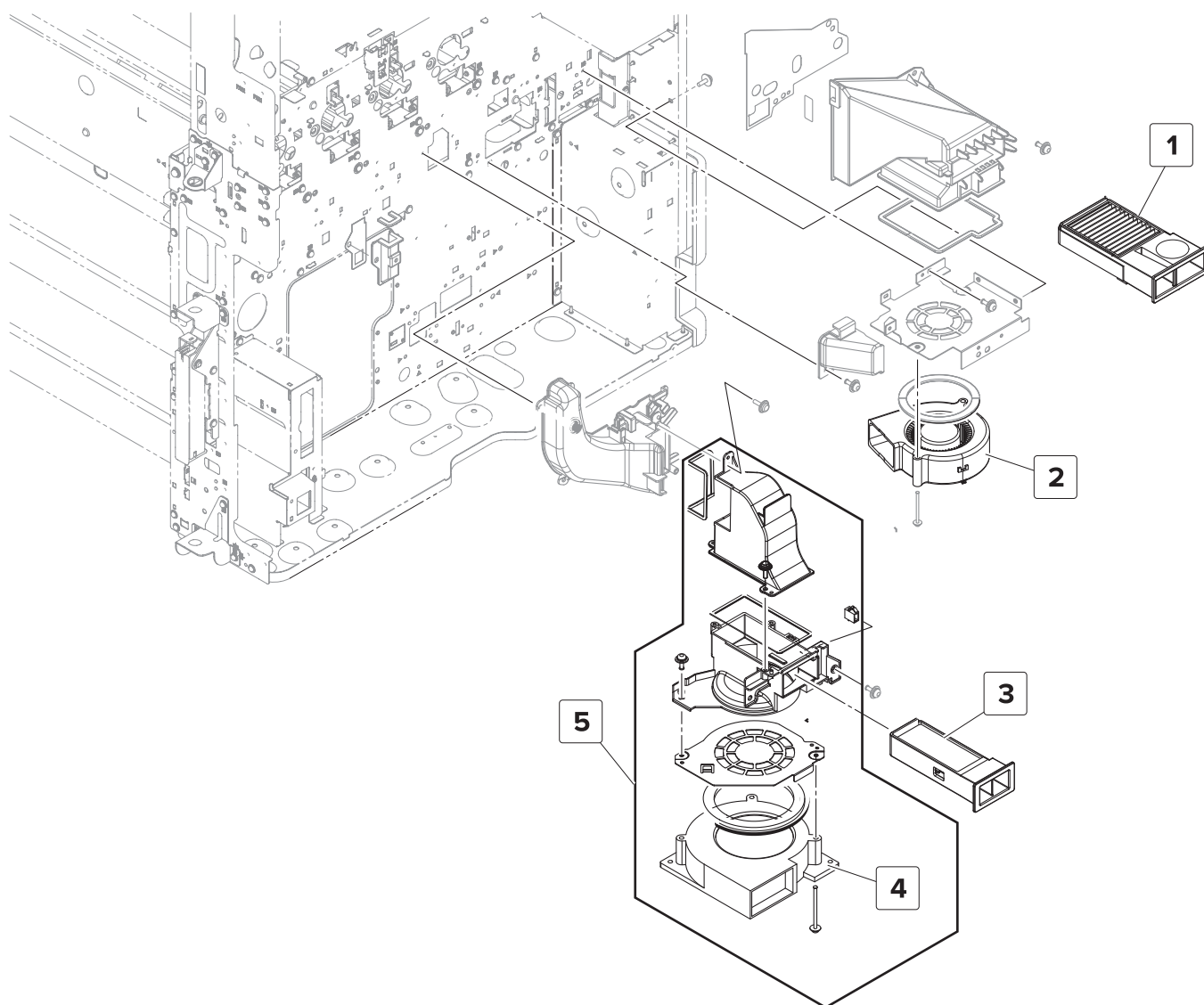
Assembly 37: Fuser drive 2



Assembly 37: Fuser drive 2

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	40X9179	1	1	Motor (fuser pressure)	“Motor (fuser pressure) removal” on page 298
2	40X9163	1	1	Motor (fuser)	“Motor (fuser) removal” on page 324
3	40X9178	1	1	Fuser exit clutch	--

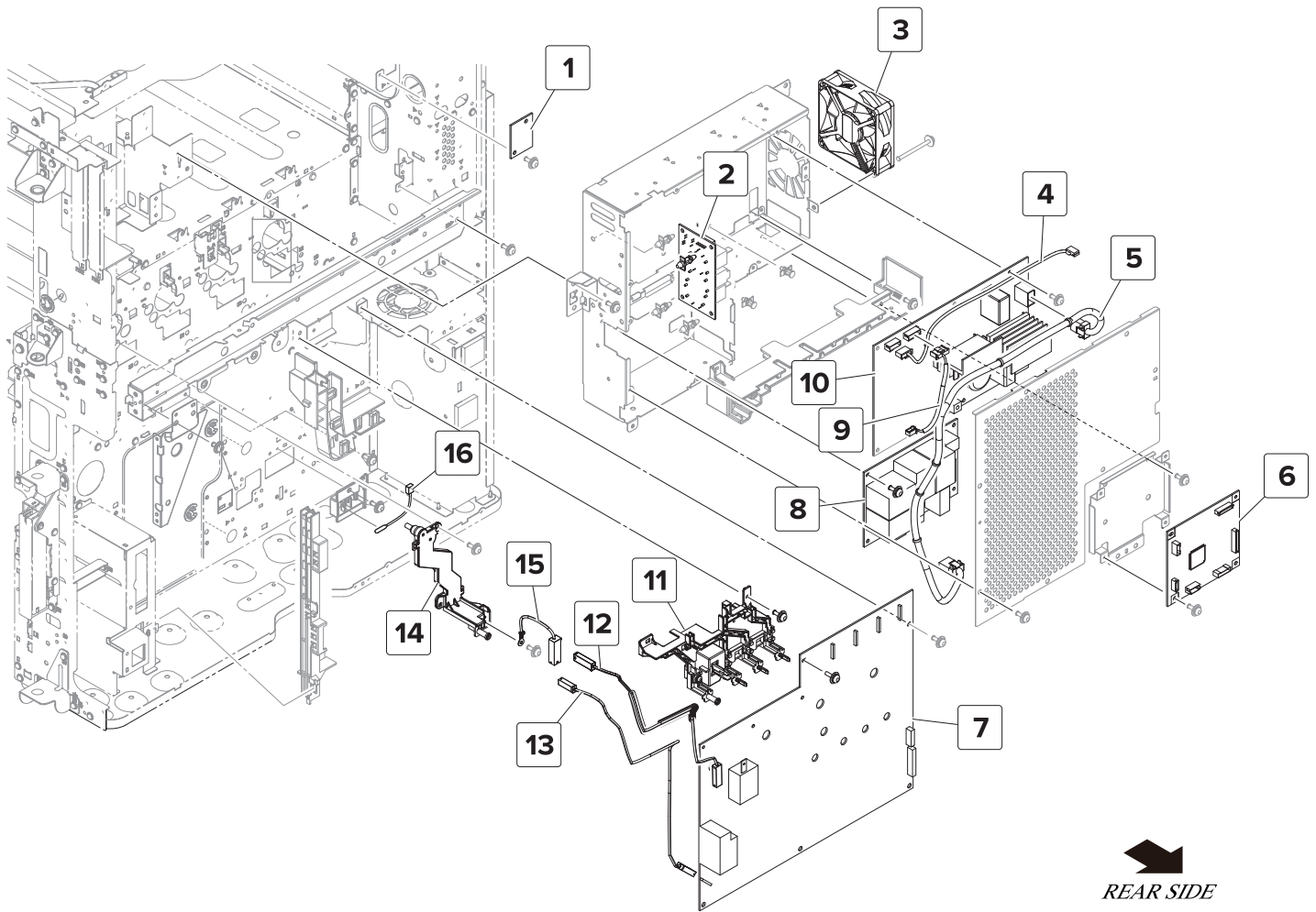
Assembly 38: Ozone duct



Assembly 38: Ozone duct

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	40X9184	1	1	Exhaust filter	--
2	40X8859	1	1	Toner suction fan	“Toner suction fan removal” on page 327
3	40X9183	1	1	Ozone filter	--
4	40X9185	1	1	Ozone fan	“Ozone fan removal” on page 316
5	40X9182	1	1	Ozone fan with duct	“Ozone fan removal” on page 316

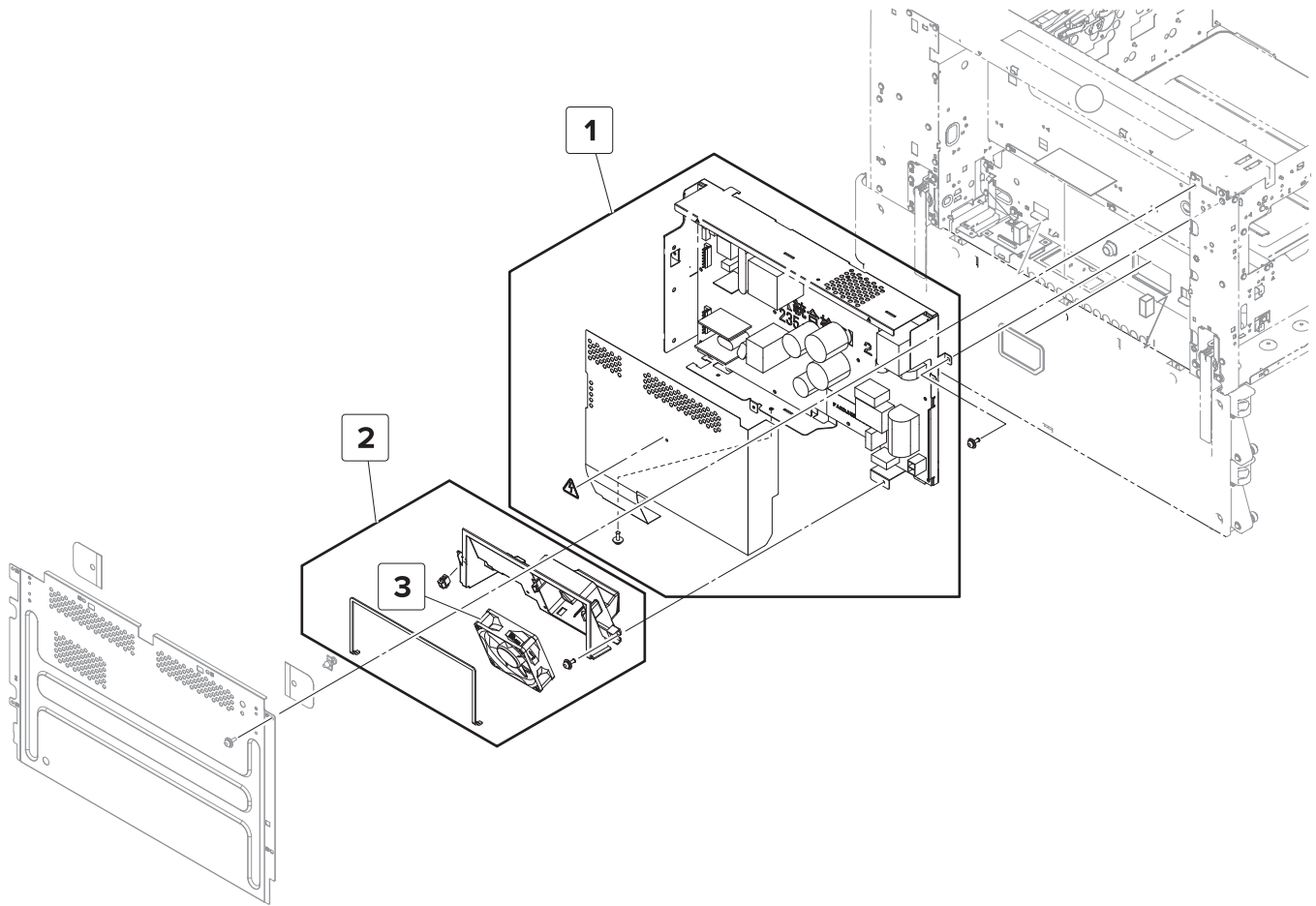
Assembly 39: High voltage



Assembly 39: High voltage

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	40X9189	1	1	Power-saving board	“Power-saving board removal” on page 295
2	40X9198	1	1	Induction heater magnetic erase board	“Induction heater magnetic erase board (IHMEB) removal” on page 291
3	40X8945	1	1	Fuser power supply fan	“Fuser power supply fan removal” on page 301
4	40X9736	1	1	Induction heater power supply cable	--
5	40X9737	1	1	Noise filter board cable	--
6	40X9199	1	1	Expansion controller board	“Expansion controller board removal” on page 294
7	40X9193	1	1	High voltage board	“High voltage board removal” on page 309
8	40X9200	1	1	Noise filter board, 100 V	“Noise filter board removal” on page 293
8	40X9201	1	1	Noise filter board, 230 V	“Noise filter board removal” on page 293
9	40X9735	1	1	Induction heater magnetic erase board cable	--
10	40X9196	1	1	Induction heater power supply, 100 V	“Induction heater power supply (IHPS) removal” on page 293
10	40X9197	1	1	Induction heater power supply, 230 V	“Induction heater power supply (IHPS) removal” on page 293
11	40X9192	1	1	High voltage developer contact	--
12	40X9733	1	1	High voltage transfer cable	--
13	40X9194	1	1	High voltage charge cable	--
14	40X9191	1	1	High voltage charge contact	--
15	40X9734	1	1	High voltage toner charge cable	--
16	40X9190	1	1	Sensor (tray 1 and 2 paper temperature)	“Sensor (tray 1 and 2 paper temperature) removal” on page 316

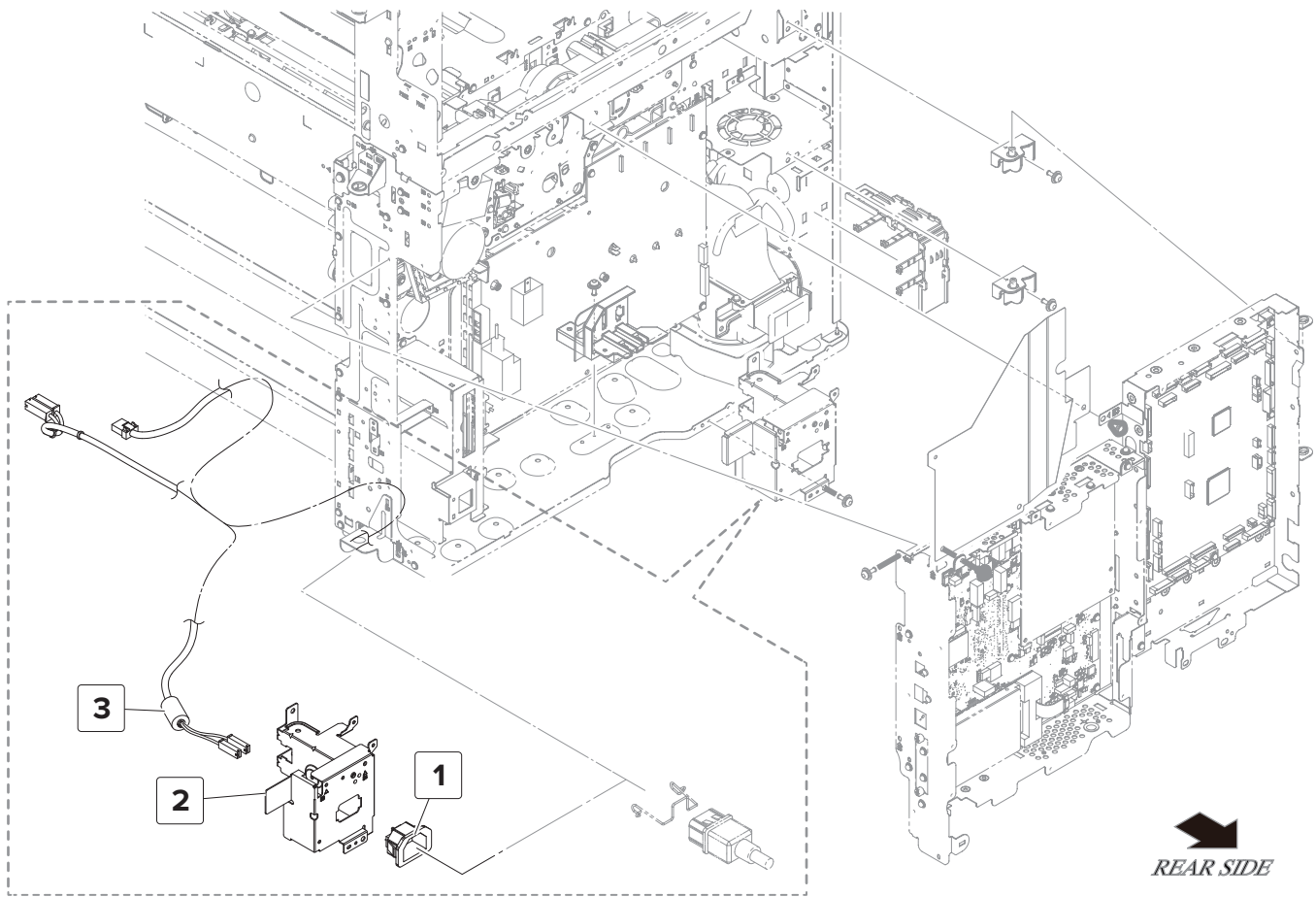
Assembly 40: Main power supply



Assembly 40: Main power supply

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	40X9203	1	1	Main power supply, 100 V	“Main power supply removal” on page 226
1	40X9204	1	1	Main power supply, 230 V	“Main power supply removal” on page 226
2	40X9205	1	1	Main power supply fan with duct	“Main power supply fan removal” on page 225
3	40X8945	1	1	Main power supply fan	“Main power supply fan removal” on page 225

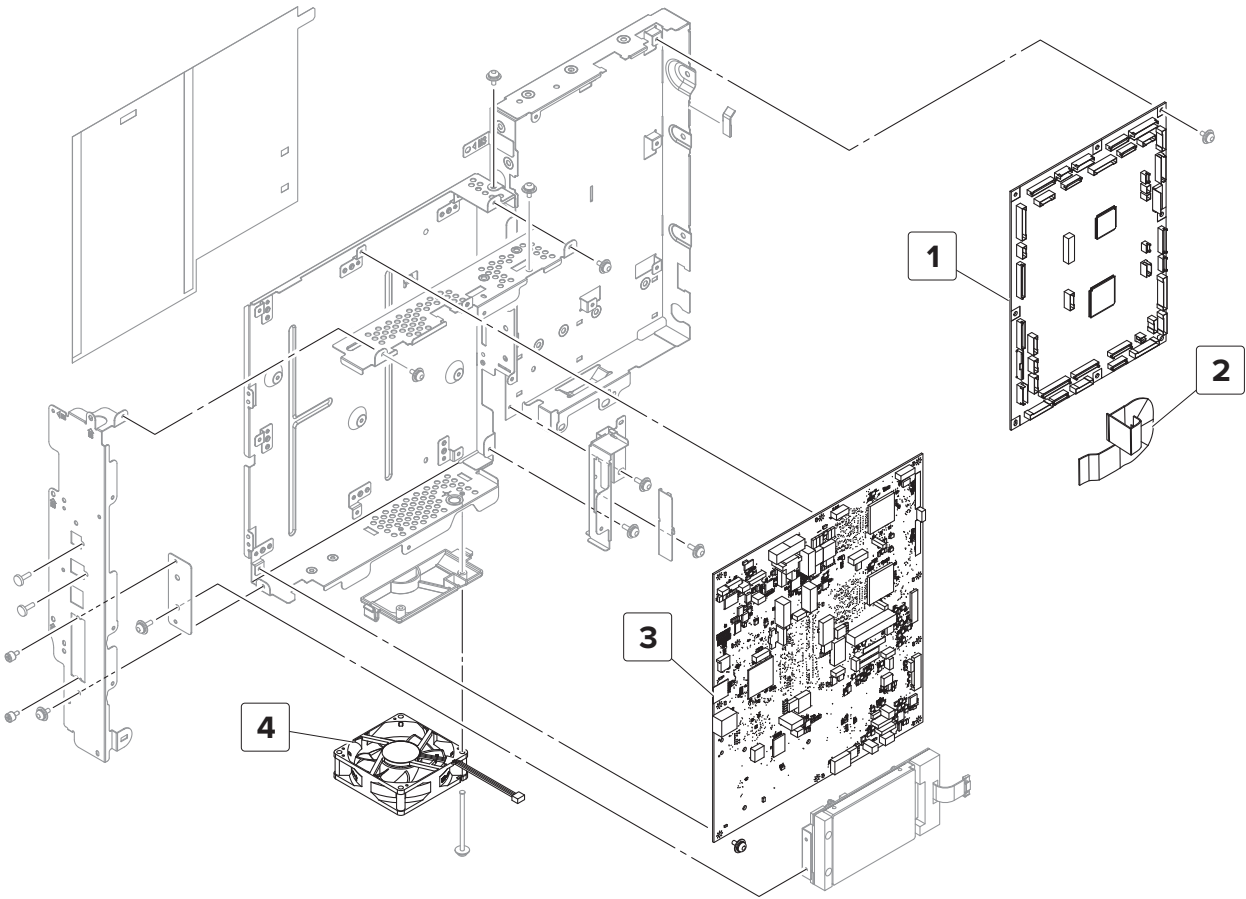
Assembly 41: Electrical 1



Assembly 41: Electrical 1

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	40X9741	1	1	Power socket	--
2	40X9402	1	1	Power socket mount	--
3	40X9740	1	1	Power socket cable	--

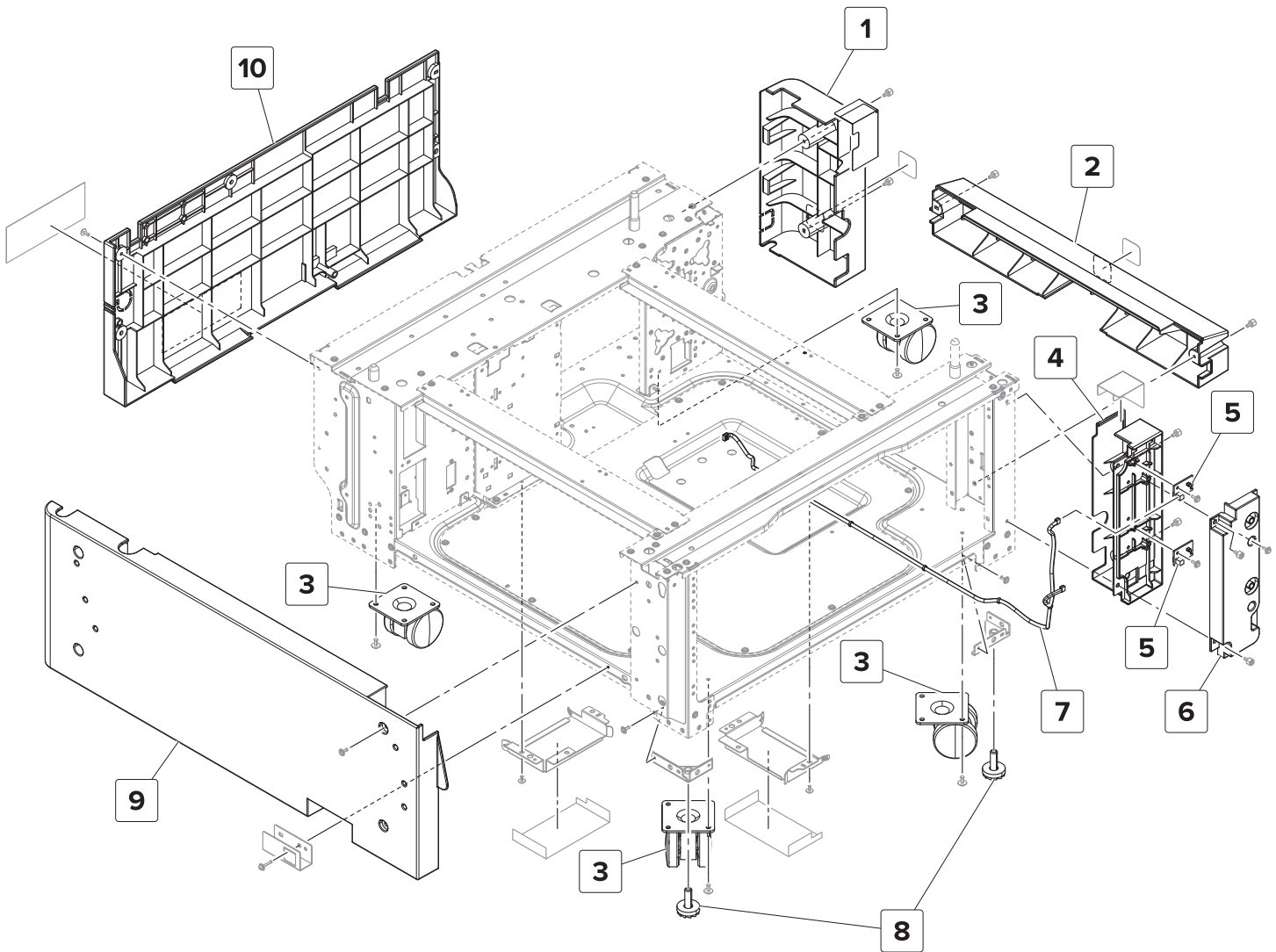
Assembly 42: Electrical 2



Assembly 42: Electrical 2

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	40X9207	1	1	Engine controller board	“Engine controller board removal” on page 296
2	40X9744	1	1	Engine controller board FFC	--
3	40X9664	1	1	Controller board (SFP)	“Controller board removal” on page 298
4	40X9209	1	1	Controller board fan	“Controller board fan removal” on page 306

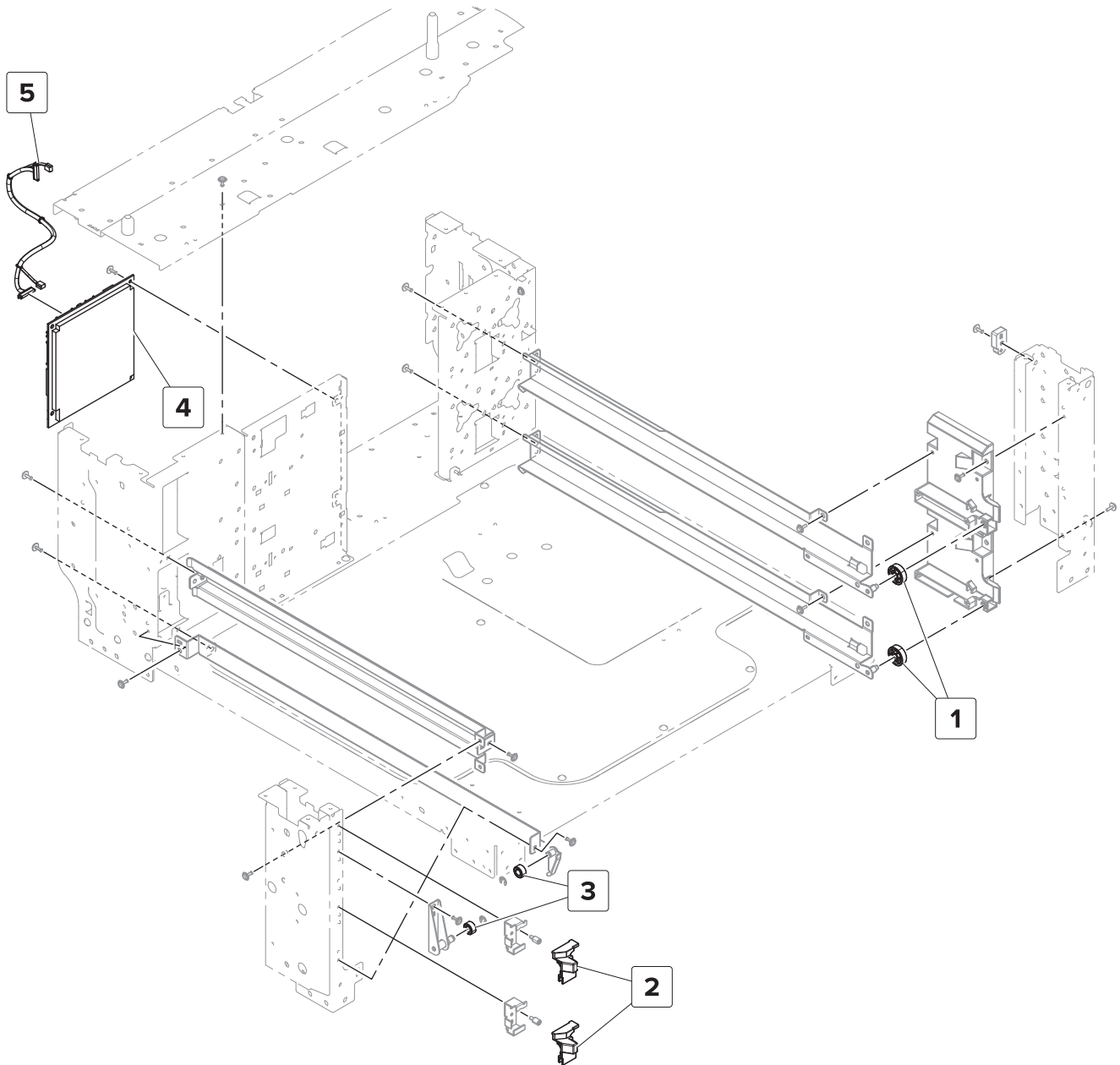
Assembly 43: 2 x 500-sheet tray—Covers



Assembly 43: 2 x 500-sheet tray—Covers

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9779	1	1	2 x 500-sheet tray rear right cover	“2 x 500-sheet tray rear right cover removal” on page 376
2	40X9285	1	1	2 x 500-sheet tray bottom right cover	“2 x 500-sheet tray bottom right cover removal” on page 377
3	40X9282	4	1	2 x 500-sheet tray caster wheel	“2 x 500-sheet tray caster wheel removal” on page 361
4	40X9286	1	1	2 x 500-sheet tray empty LED mount	“2 x 500-sheet tray empty LED mount removal” on page 369
5	40X8903	2	1	2 x 500-sheet tray empty LED	“2 x 500-sheet tray empty LED removal” on page 369
6	40X9287	1	1	2 x 500-sheet tray empty LED cover	“2 x 500-sheet tray empty LED cover removal” on page 368
7	40X9289	1	1	2 x 500-sheet tray empty LED cable	--
8	40X9283	2	1	Printer rubber stopper	“Printer rubber stopper removal” on page 361
9	40X9281	1	1	2 x 500-sheet tray left cover	“2 x 500-sheet tray left cover removal” on page 368
10	40X9280	1	1	2 x 500-sheet tray rear cover	“2 x 500-sheet tray rear cover removal” on page 370

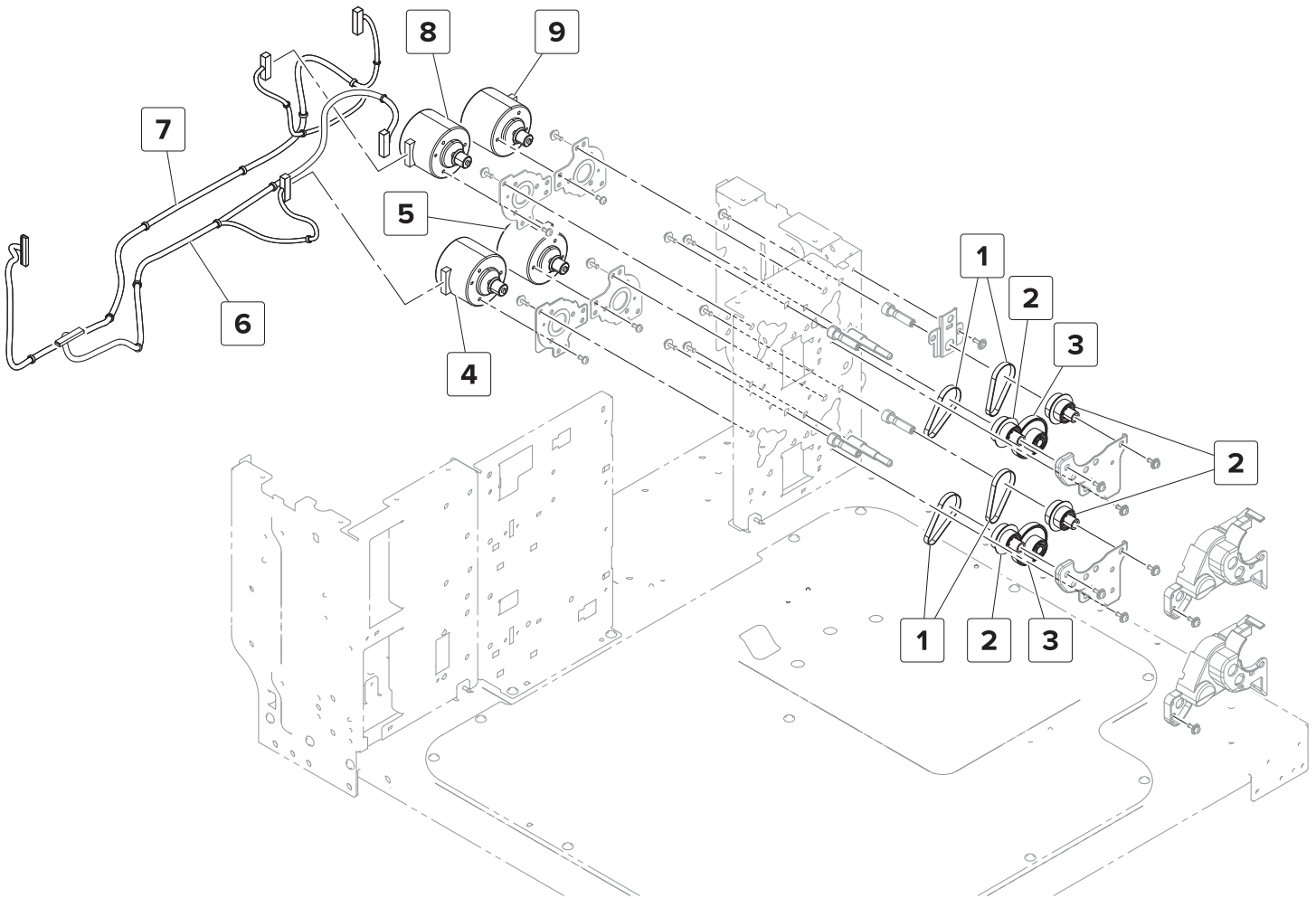
Assembly 44: 2 x 500-sheet tray—Frame



Assembly 44: 2 x 500-sheet tray—Frame

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X8981	2	1	2 x 500-sheet tray right rail guide wheel	--
2	40X9014	2	1	2 x 500-sheet tray insert stopper	--
3	40X9305	2	1	2 x 500-sheet tray left rail guide wheel	--
4	40X9290	1	1	2 x 500-sheet tray controller board	"2 x 500-sheet tray controller board removal" on page 374
5	40X9783	1	1	2 x 500-sheet tray interface cable	--

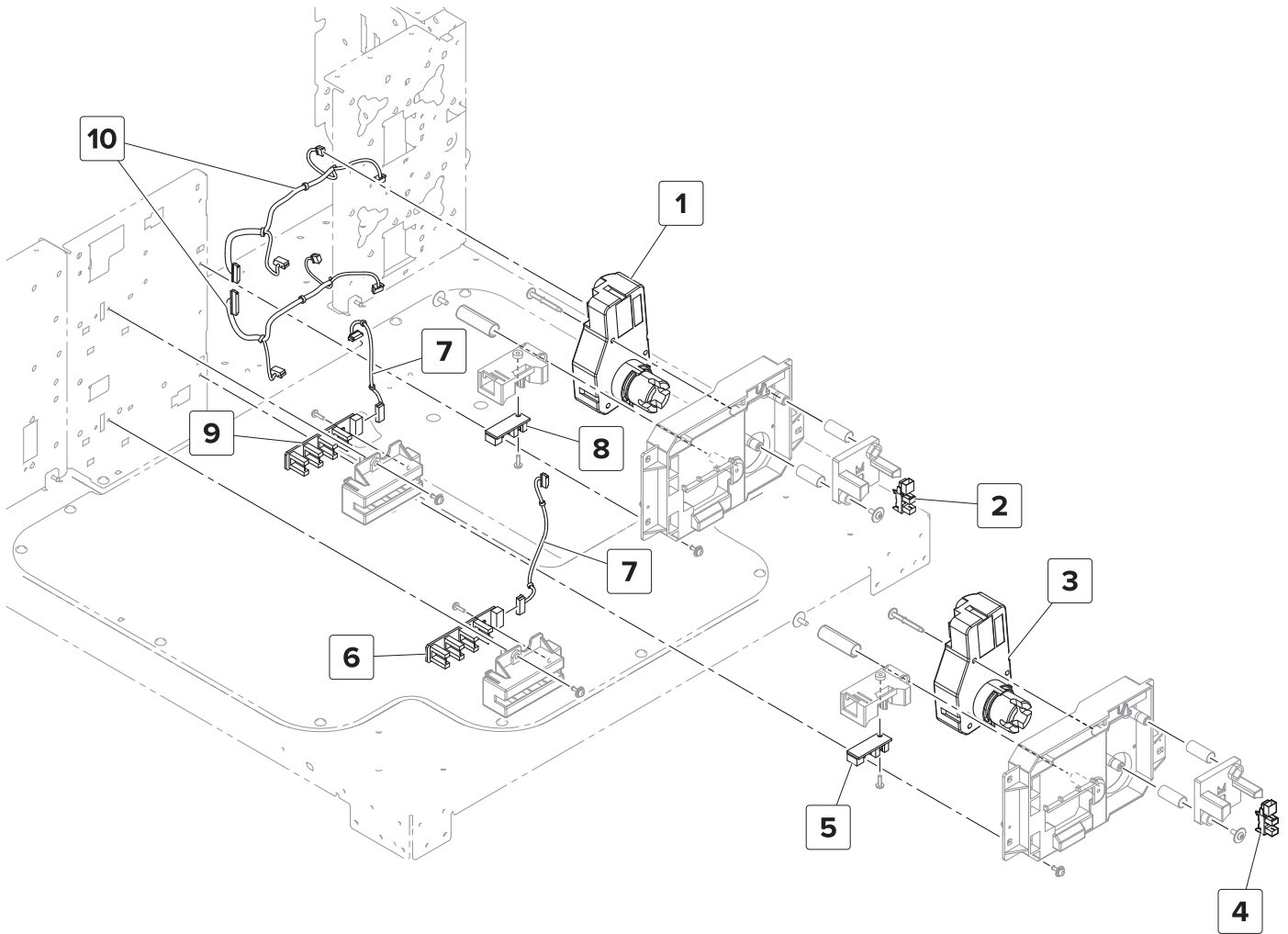
Assembly 45: 2 x 500-sheet tray—Paper feed



Assembly 45: 2 x 500-sheet tray—Paper feed

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9294	4	1	2 x 500-sheet tray feed and transport motor belt	“2 x 500-sheet tray 3 transport belts and gears removal” on page 382 “2 x 500-sheet tray 4 transport belts and gears removal” on page 383
2	40X9891	4	1	2 x 500-sheet tray feed and transport primary gear	“2 x 500-sheet tray 3 transport belts and gears removal” on page 382 “2 x 500-sheet tray 4 transport belts and gears removal” on page 383
3	40X9295	2	1	2 x 500-sheet tray feed and transport secondary gear	“2 x 500-sheet tray 3 transport belts and gears removal” on page 382 “2 x 500-sheet tray 4 transport belts and gears removal” on page 383
4	40X9293	1	1	Motor (2 x 500-sheet tray 4 feed)	“2 x 500-sheet tray feed and transport motors removal” on page 373
5	40X9293	1	1	Motor (2 x 500-sheet tray 4 transport)	“2 x 500-sheet tray feed and transport motors removal” on page 373
6	40X9774	1	1	2 x 500-sheet tray 4 feed and transport motor cable	--
7	40X9882	1	1	2 x 500-sheet tray 3 feed and transport motor cable	--
8	40X9293	1	1	Motor (2 x 500-sheet tray 3 feed)	“2 x 500-sheet tray feed and transport motors removal” on page 373
9	40X9293	1	1	Motor (2 x 500-sheet tray 3 transport)	“2 x 500-sheet tray feed and transport motors removal” on page 373

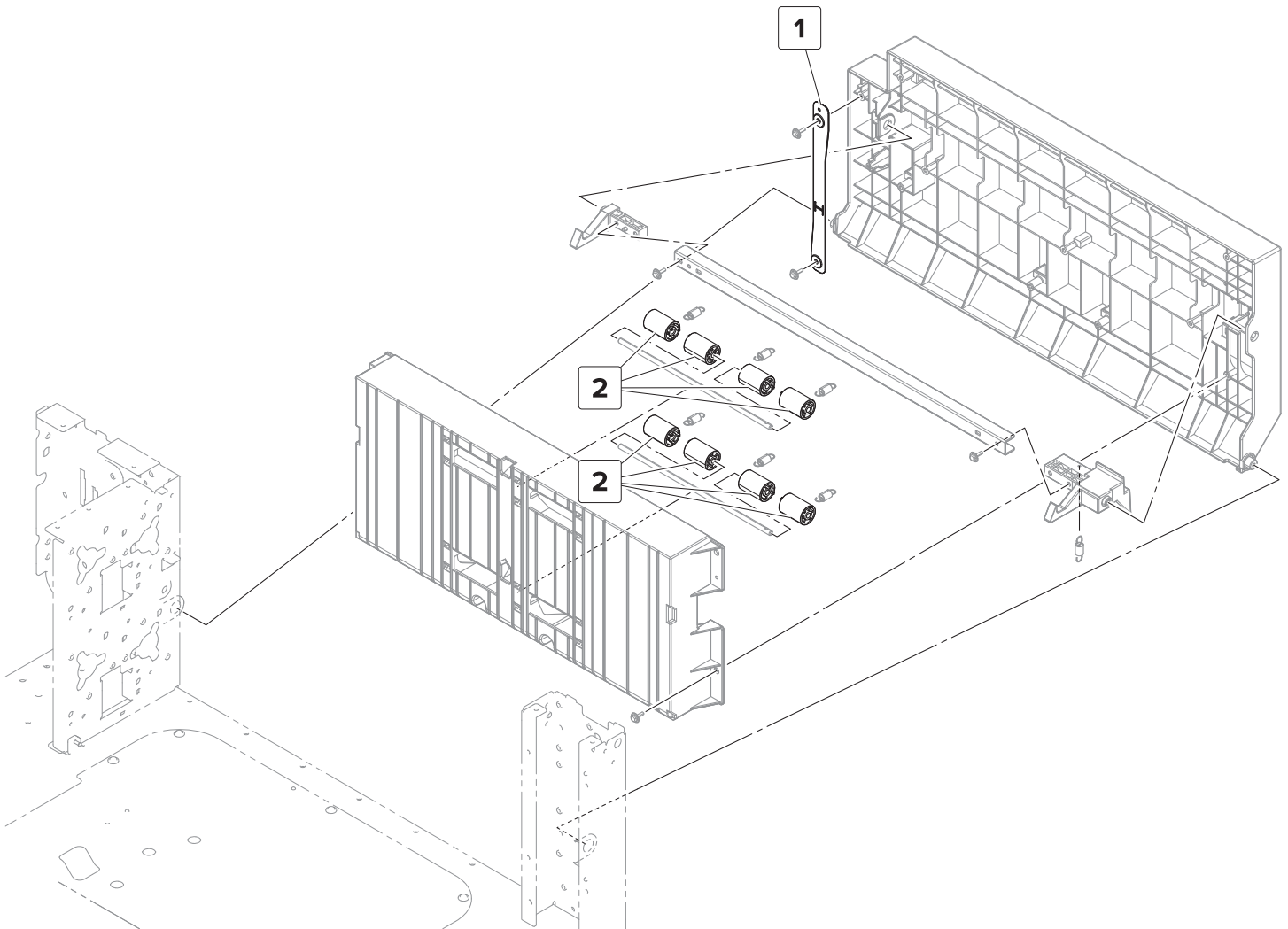
Assembly 46: 2 x 500-sheet tray—Paper size detection



Assembly 46: 2 x 500-sheet tray—Paper size detection

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X8987	1	1	Motor (2 x 500-sheet tray 3 lift)	“Motor (2 x 500-sheet tray lift) removal” on page 370
2	40X8869	1	1	Sensor (2 x 500-sheet tray 3 near empty)	“Sensor (2 x 500-sheet tray near empty) removal” on page 371
3	40X8987	1	1	Motor (2 x 500-sheet tray 4 lift)	“Motor (2 x 500-sheet tray lift) removal” on page 370
4	40X8869	1	1	Sensor (2 x 500-sheet tray 4 near empty)	“Sensor (2 x 500-sheet tray near empty) removal” on page 371
5	40X8989	1	1	Sensor (2 x 500-sheet tray 4 paper width)	“Sensor (2 x 500-sheet tray paper width) removal” on page 372
6	40X8985	1	1	Sensor (2 x 500-sheet tray 4 paper length)	“Sensor (2 x 500-sheet tray paper length) removal” on page 366
7	40X9775	2	1	2 x 500 sheet tray paper length sensor cable	--
8	40X8989	1	1	Sensor (2 x 500-sheet tray 3 paper width)	“Sensor (2 x 500-sheet tray paper width) removal” on page 372
9	40X8985	1	1	Sensor (2 x 500-sheet tray 3 paper length)	“Sensor (2 x 500-sheet tray paper length) removal” on page 366
10	40X9889	2	1	2 x 500 sheet tray lift motor cable	--

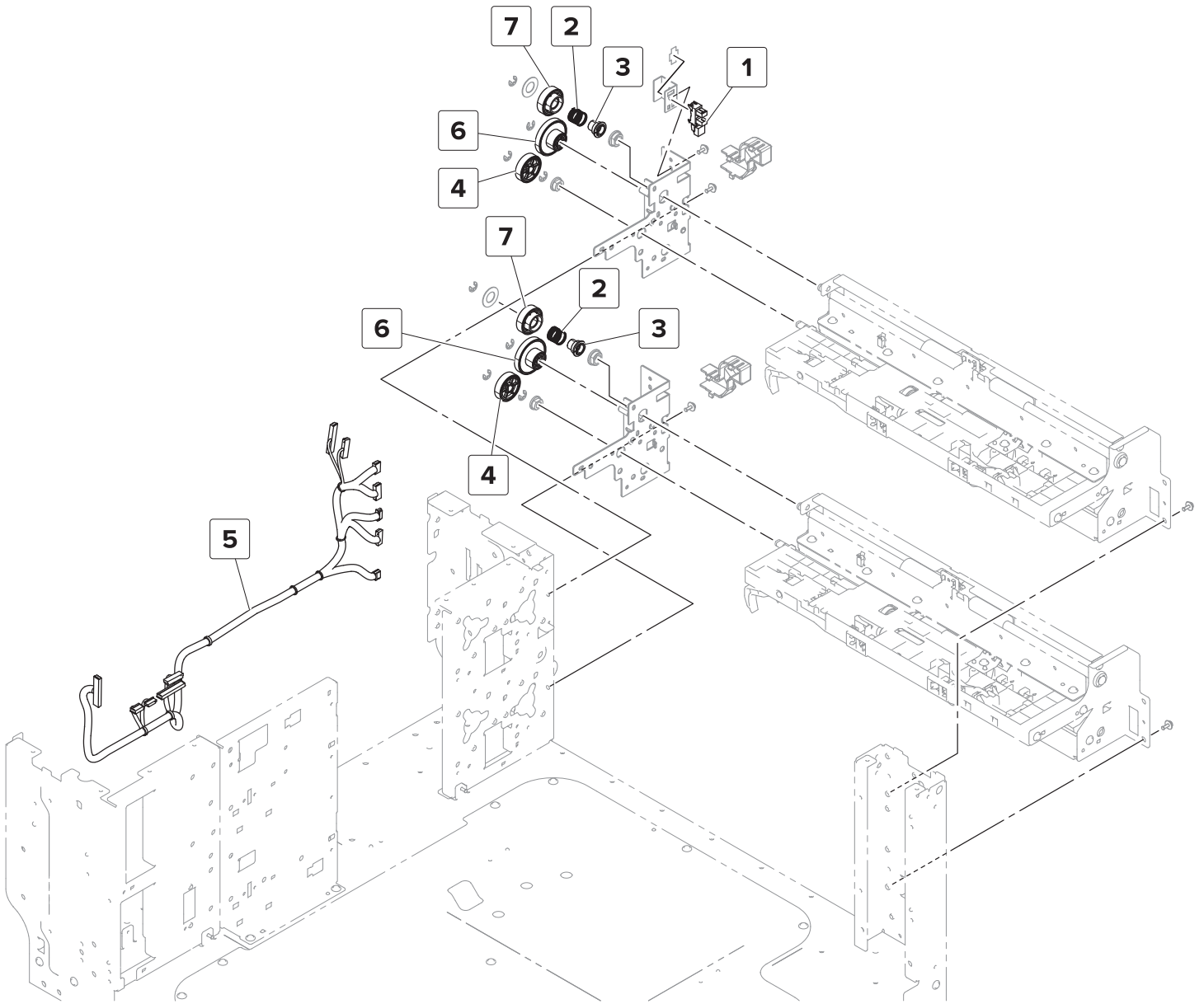
Assembly 47: 2 x 500-sheet tray—Paper transport



Assembly 47: 2 x 500-sheet tray—Paper transport

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9908	1	1	2 x 500-sheet tray jam access door strap	--
2	40X8973	8	1	Transport idler roller	--

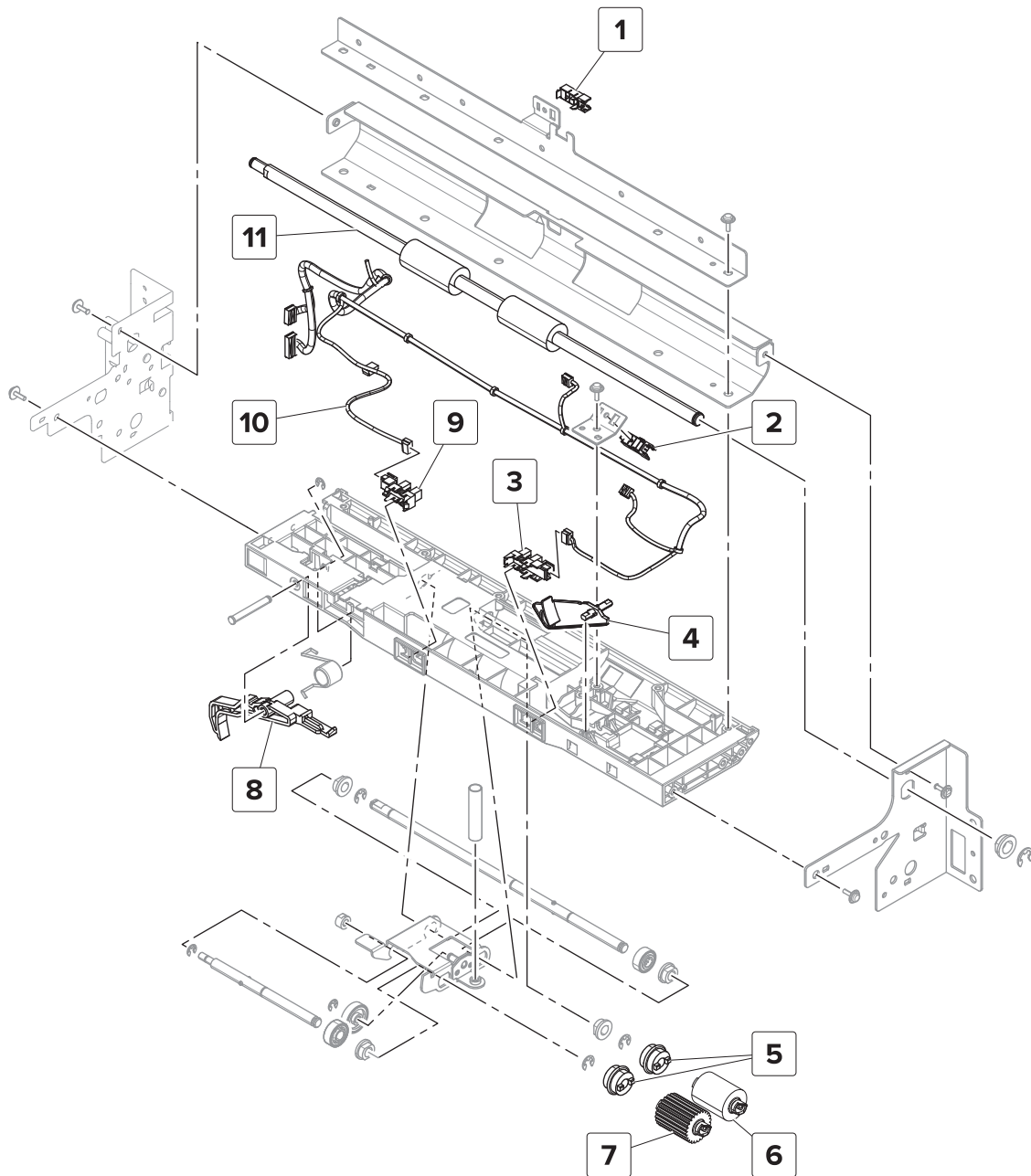
Assembly 48: 2 x 500-sheet tray—Paper pick 1



Assembly 48: 2 x 500-sheet tray—Paper pick 1

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9313	1	1	Sensor (2 x 500-sheet tray jam access door)	“Sensor (2 x 500-sheet tray jam access door) removal” on page 360
2	40X9892	2	1	2 x 500-sheet tray transport gear spring	--
3	40X9893	2	1	2 x 500-sheet tray transport gear bushing	--
4	40X9894	2	1	2 x 500-sheet tray feed primary gear	--
5	40X9890	1	1	2 x 500-sheet tray cable harness	--
6	40X9295	2	1	2 x 500-sheet tray feed secondary gear	--
7	40X9298	2	1	2 x 500-sheet tray transport gear	--

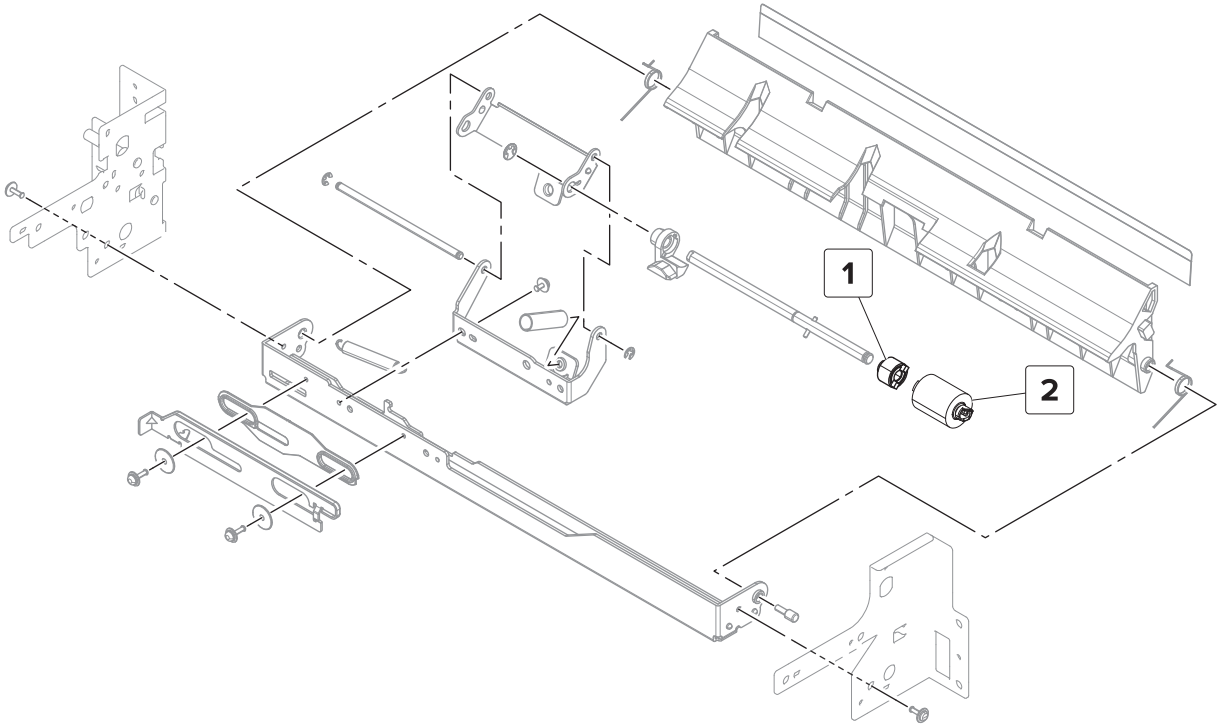
Assembly 49: 2 x 500-sheet tray—Paper pick 2



Assembly 49: 2 x 500-sheet tray—Paper pick 2

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X8968	2	1	Sensor (2 x 500-sheet tray 3 or 4 transport)	“Sensor (2 x 500-sheet tray transport) removal” on page 381
2	40X8968	2	1	Sensor (2 x 500-sheet tray 3 or 4 feed)	“2 x 500-sheet tray transport assembly sensors removal” on page 379
3	40X8869	2	1	Sensor (2 x 500-sheet tray 3 or 4 tray empty)	“2 x 500-sheet tray transport assembly sensors removal” on page 379
4	40X9899	2	1	2 x 500-sheet tray empty sensor actuator	“2 x 500-sheet tray transport assembly sensors removal” on page 379
5	40X9981	4	1	Roller clutch	--
6	40X8970	2	1	Feed roller	“2 x 500-sheet tray rollers removal” on page 366
7	40X9925	2	1	Pick roller	“2 x 500-sheet tray rollers removal” on page 366
8	40X9982	2	1	2 x 500-sheet tray set actuator	--
9	40X8869	2	1	Sensor (2 x 500-sheet tray 3 or 4 tray lift plate level)	“2 x 500-sheet tray transport assembly sensors removal” on page 379
10	40X9316	1	1	2 x 500-sheet tray 3 pick assembly sensor cable	--
10	40X9300	1	1	2 x 500-sheet tray 4 pick assembly sensor cable	--
11	40X9299	2	1	2 x 500-sheet tray 3 or 4 transport roller	--

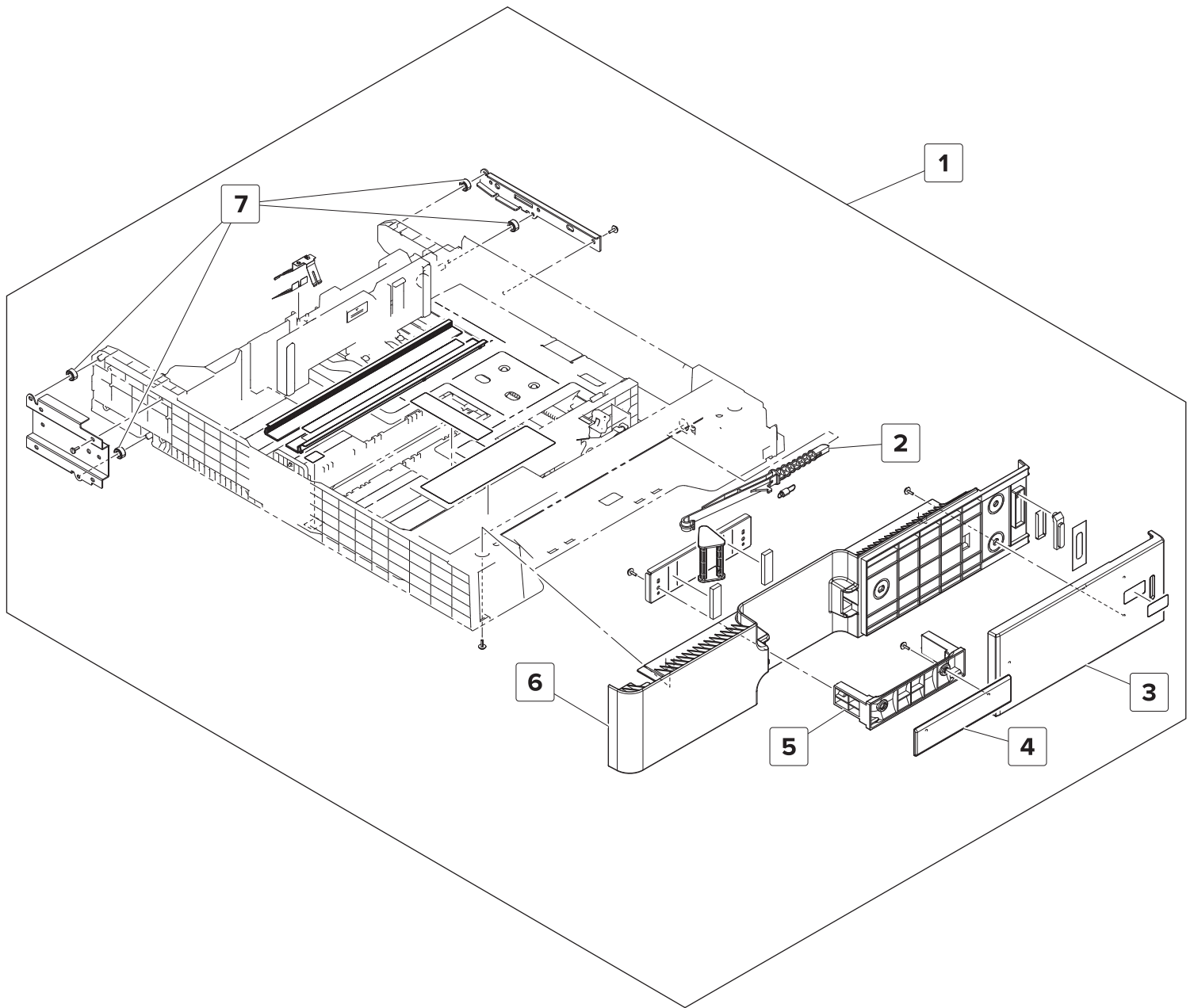
Assembly 50: 2 x 500-sheet tray—Paper pick 3



Assembly 50: 2 x 500-sheet tray—Paper pick 3

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9455	2	1	Separator clutch	--
2	40X8970	2	1	Separator roller	“2 x 500-sheet tray rollers removal” on page 366

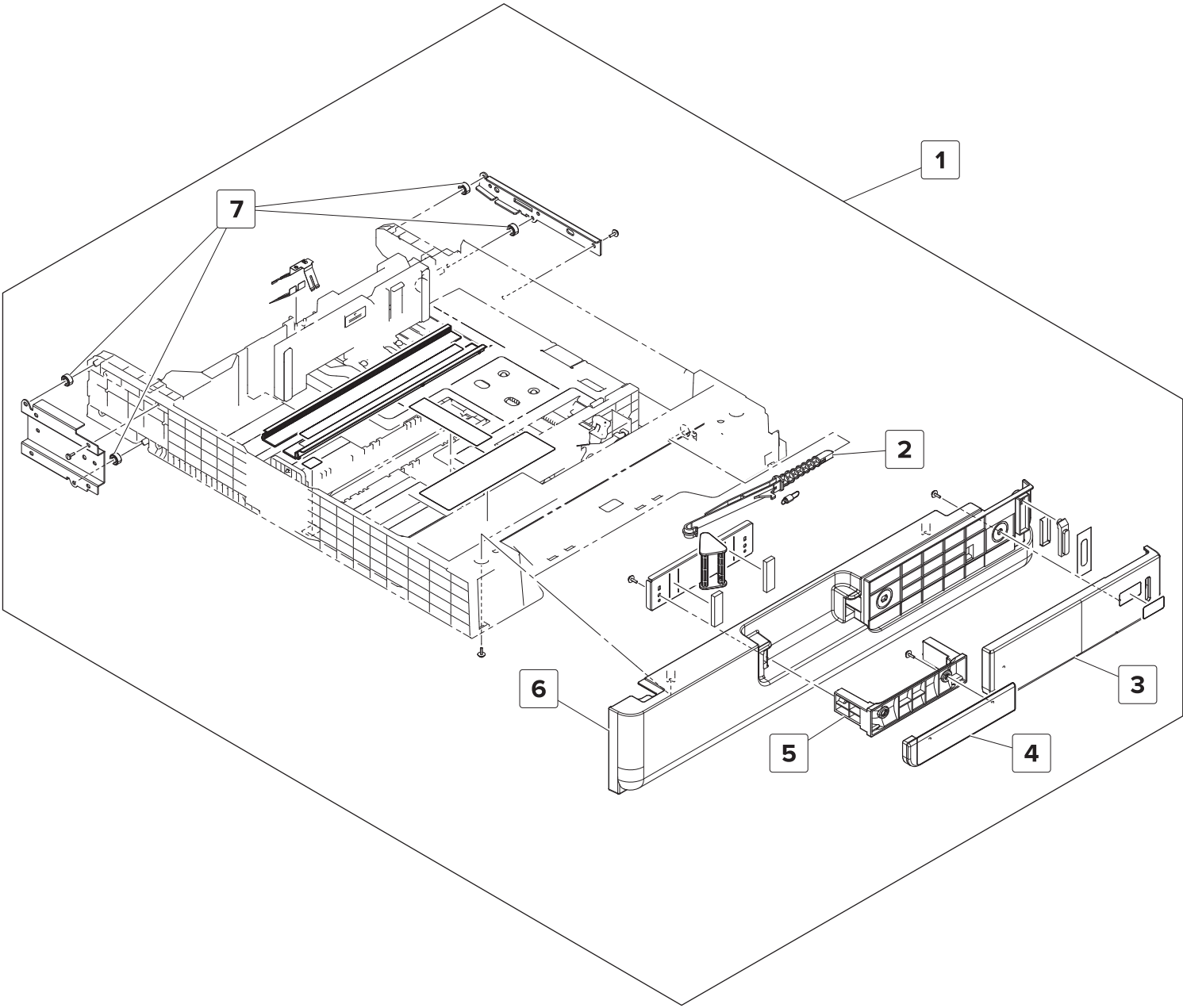
Assembly 51: 2 x 500-sheet tray—Tray 3



Assembly 51: 2 x 500-sheet tray—Tray 3

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9635	1	1	2 x 500-sheet tray 3 insert	--
2	40X9304	1	1	2 x 500-sheet tray lock lever	“Tray lock removal” on page 364
3	40X9017	1	1	2 x 500-sheet tray 3 right front cover	--
4	40X9034	1	1	2 x 500-sheet tray 3 handle cover	--
5	40X9186	1	1	2 x 500-sheet tray handle	--
6	40X8871	1	1	2 x 500-sheet tray 3 front cover	“Tray lock removal” on page 364
7	40X9305	4	1	Tray insert guide wheel	--

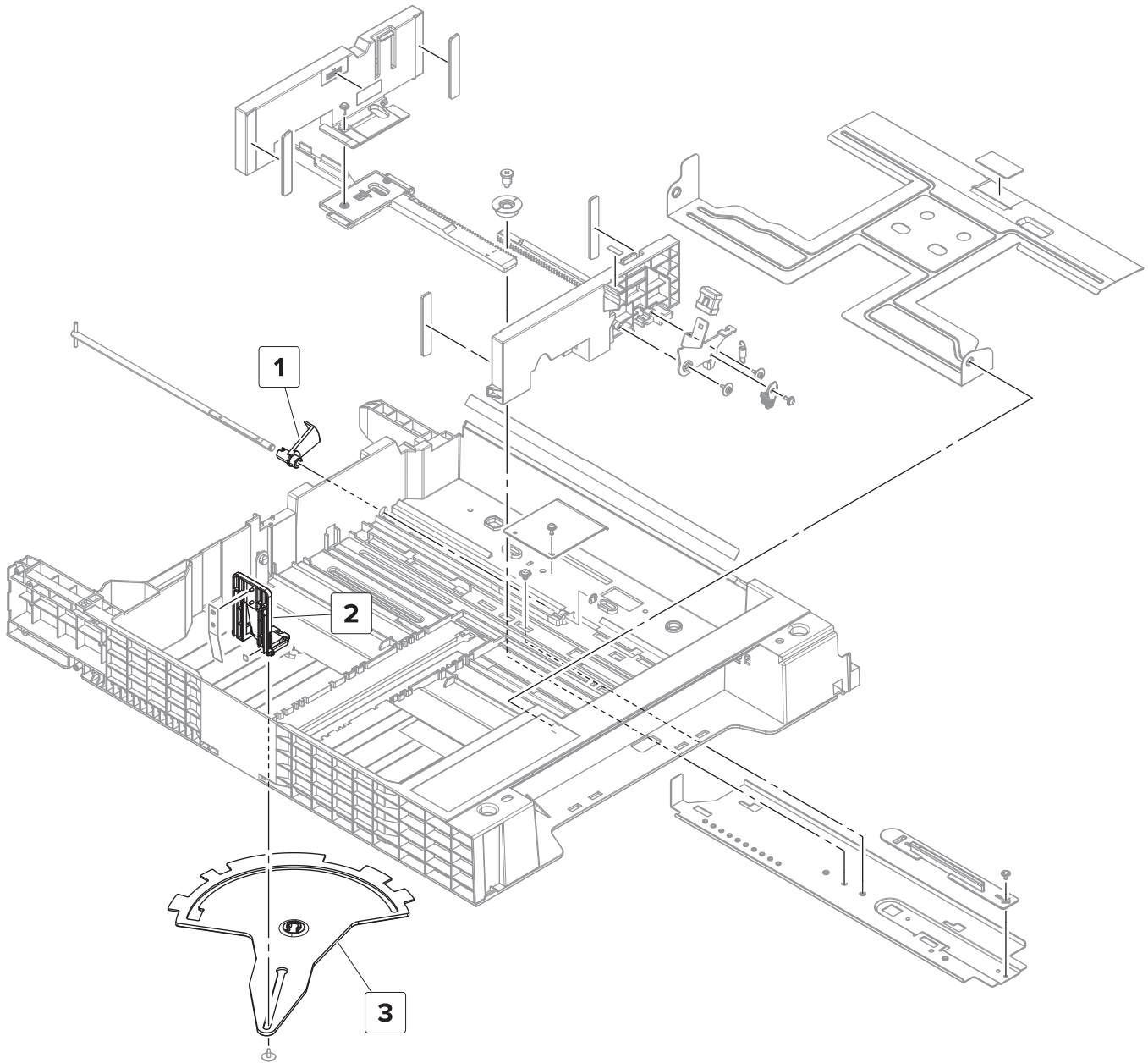
Assembly 52: 2 x 500-sheet tray—Tray 4



Assembly 52: 2 x 500-sheet tray—Tray 4

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9697	1	1	2 x 500-sheet tray 4 insert	--
2	40X9304	1	1	2 x 500-sheet tray lock lever	“Tray lock removal” on page 364
3	40X9033	1	1	2 x 500-sheet tray 4 right front cover	--
4	40X9320	1	1	2 x 500-sheet tray 4 handle cover	--
5	40X9186	1	1	2 x 500-sheet tray handle	--
6	40X9028	1	1	2 x 500-sheet tray 4 front cover	“Tray lock removal” on page 364
7	40X9305	4	1	Tray insert guide wheel	--

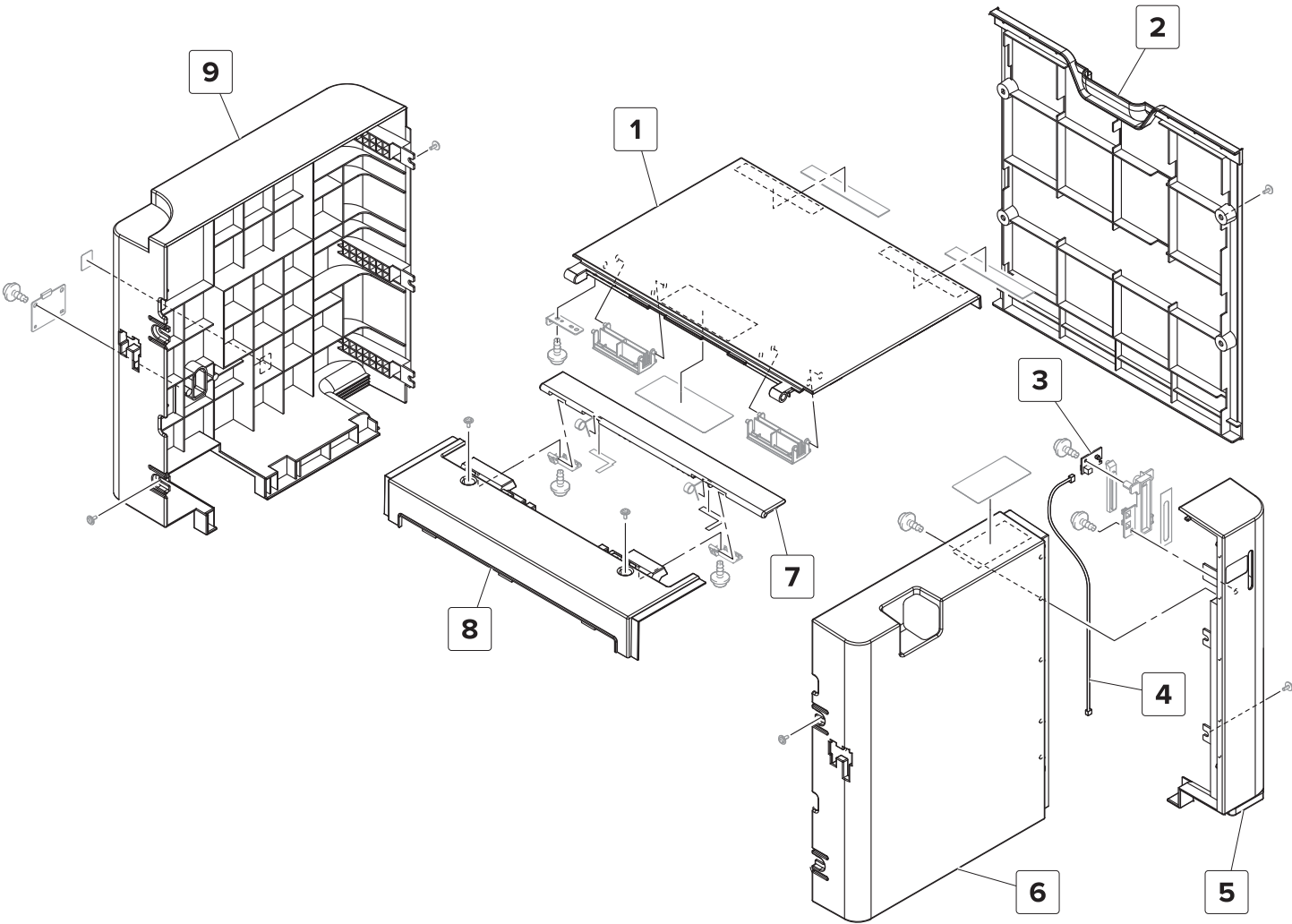
Assembly 53: 2 x 500-sheet tray—Tray 3 or Tray 4 frame



Assembly 53: 2 x 500-sheet tray—Tray 3 or Tray 4 frame

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9308	2	1	2 x 500-sheet tray near empty sensor actuator	--
2	40X9306	2	1	Tray insert paper length guide	“Tray insert paper length guide removal” on page 362
3	40X9309	2	1	2 x 500-tray insert paper length sensor actuator	--

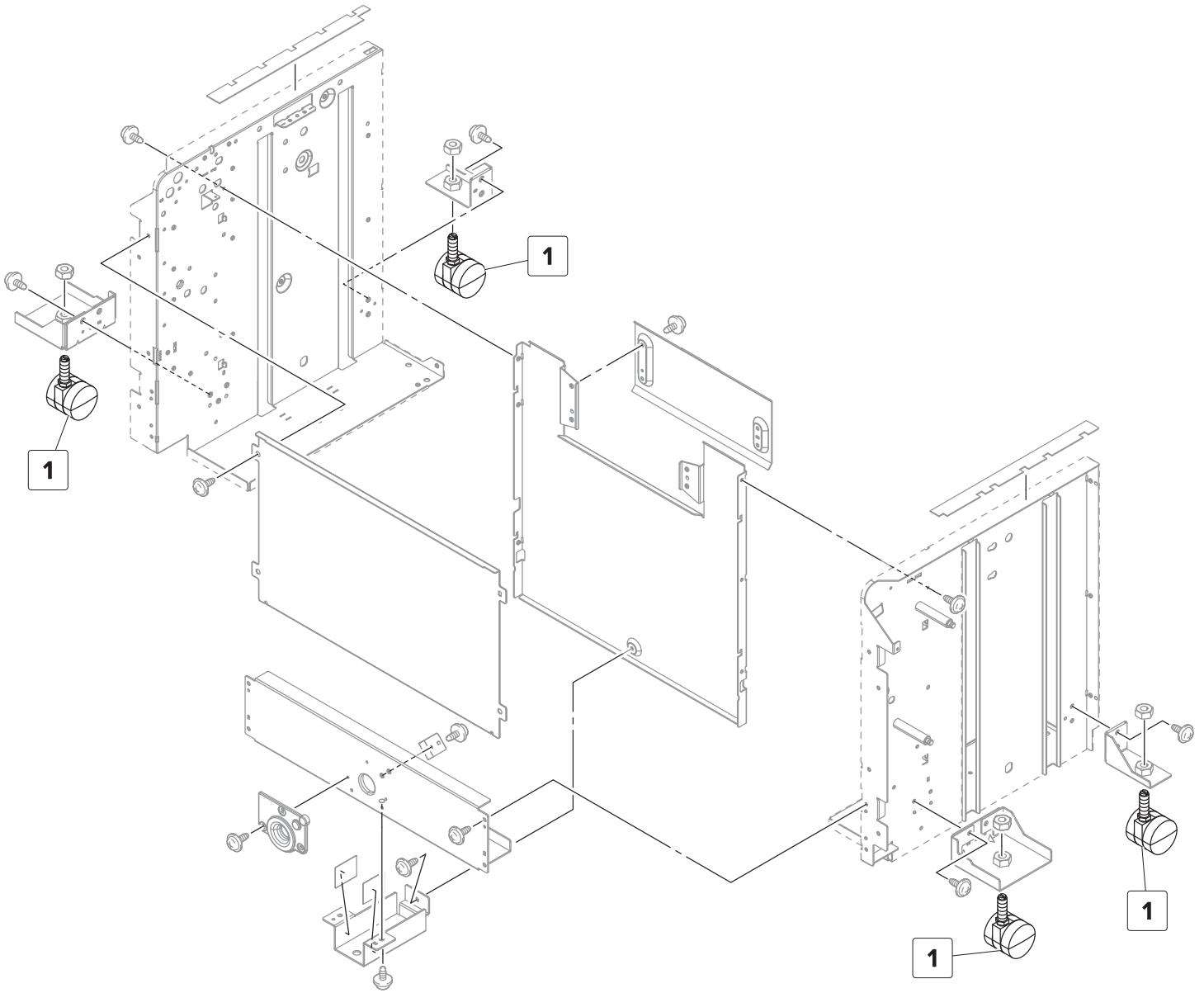
Assembly 54: 3000-sheet tray—Covers



Assembly 54: 3000-sheet tray—Covers

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9260	1	1	3000-sheet tray top door	“3000-sheet tray door removal” on page 394
2	40X9255	1	1	3000-sheet tray right cover	“3000-sheet tray right cover removal” on page 392
3	40X8903	1	1	3000-sheet tray empty LED	“3000-sheet tray empty LED removal” on page 397
4	40X9257	1	1	3000-sheet tray empty LED cable	--
5	40X9884	1	1	3000-sheet tray empty LED cover	“3000-sheet tray front cover removal” on page 392
6	40X9256	1	1	3000-sheet tray front cover	“3000-sheet tray front cover removal” on page 392
7	40X9259	1	1	3000-sheet tray slit cover	--
8	40X9765	1	1	3000-sheet tray left top cover	“3000-sheet tray left top cover removal” on page 395
9	40X9258	1	1	3000-sheet tray rear cover	“3000-sheet tray rear cover removal” on page 393

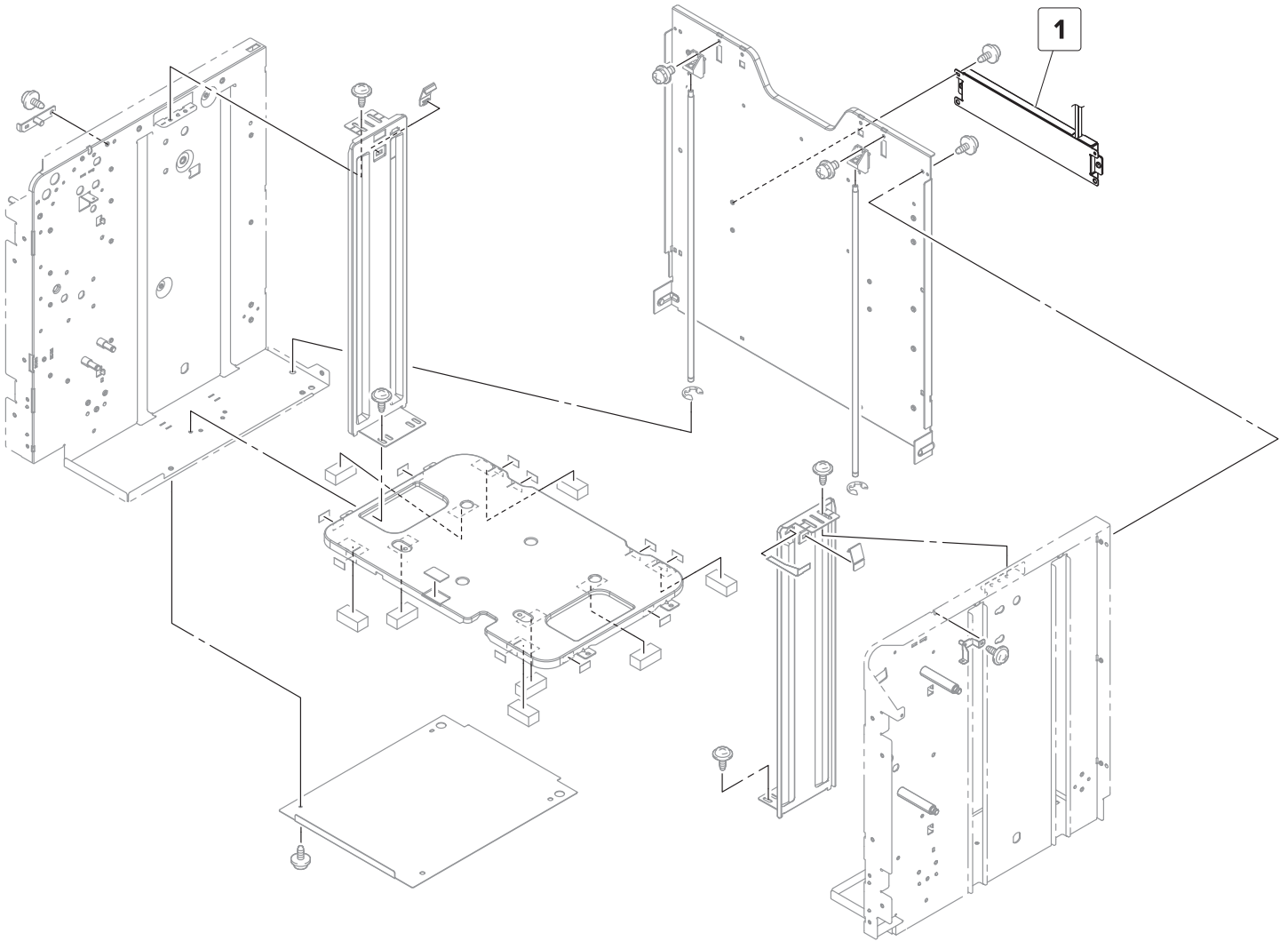
Assembly 55: 3000-sheet tray—Frame 1



Assembly 55: 3000-sheet tray—Frame 1

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9279	4	1	3000-sheet tray caster wheel	“3000-sheet tray caster wheel removal” on page 389

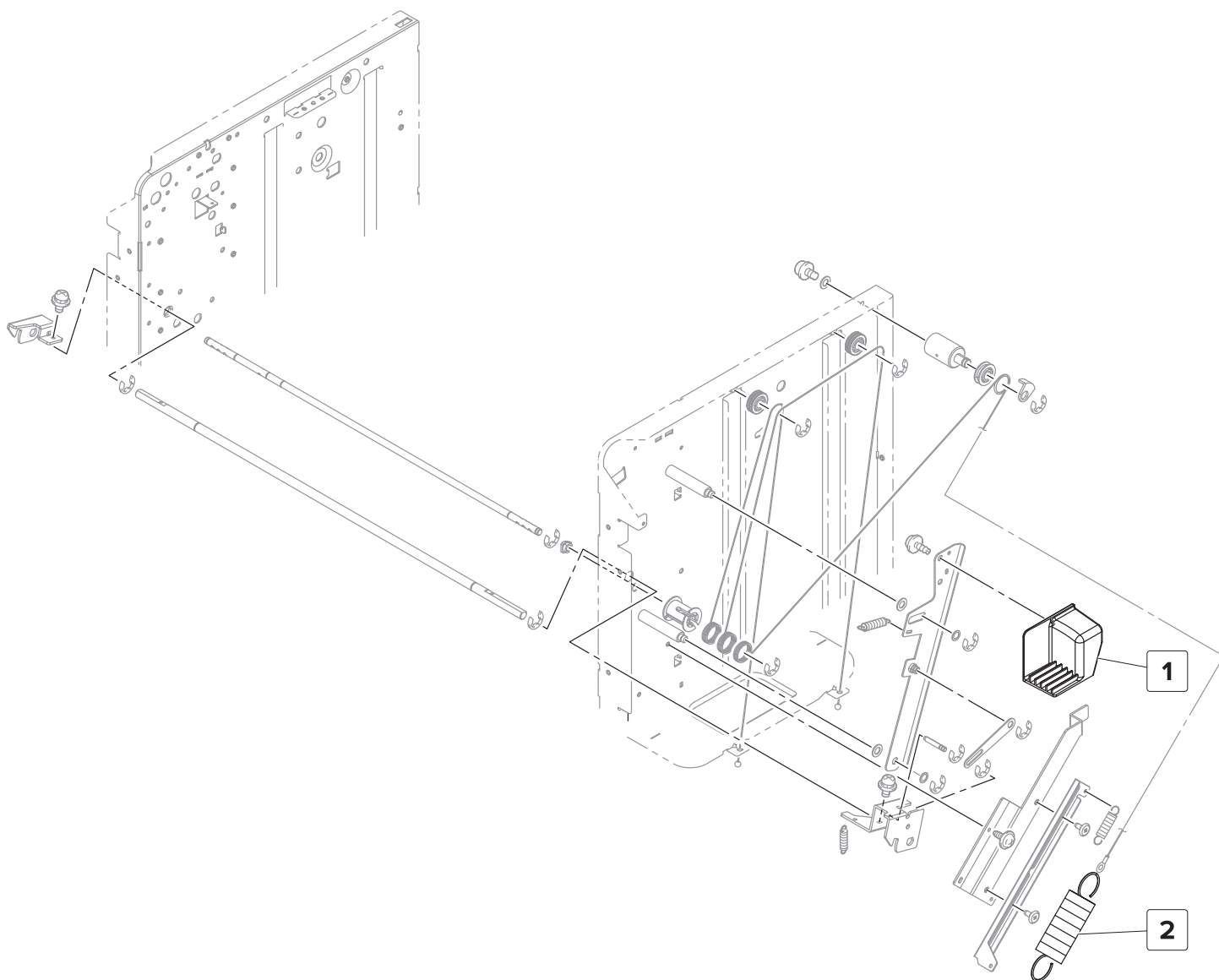
Assembly 56: 3000-sheet tray—Frame 2



Assembly 56: 3000-sheet tray—Frame 2

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9261	1	1	Dehumidifier	“Dehumidifier removal” on page 396

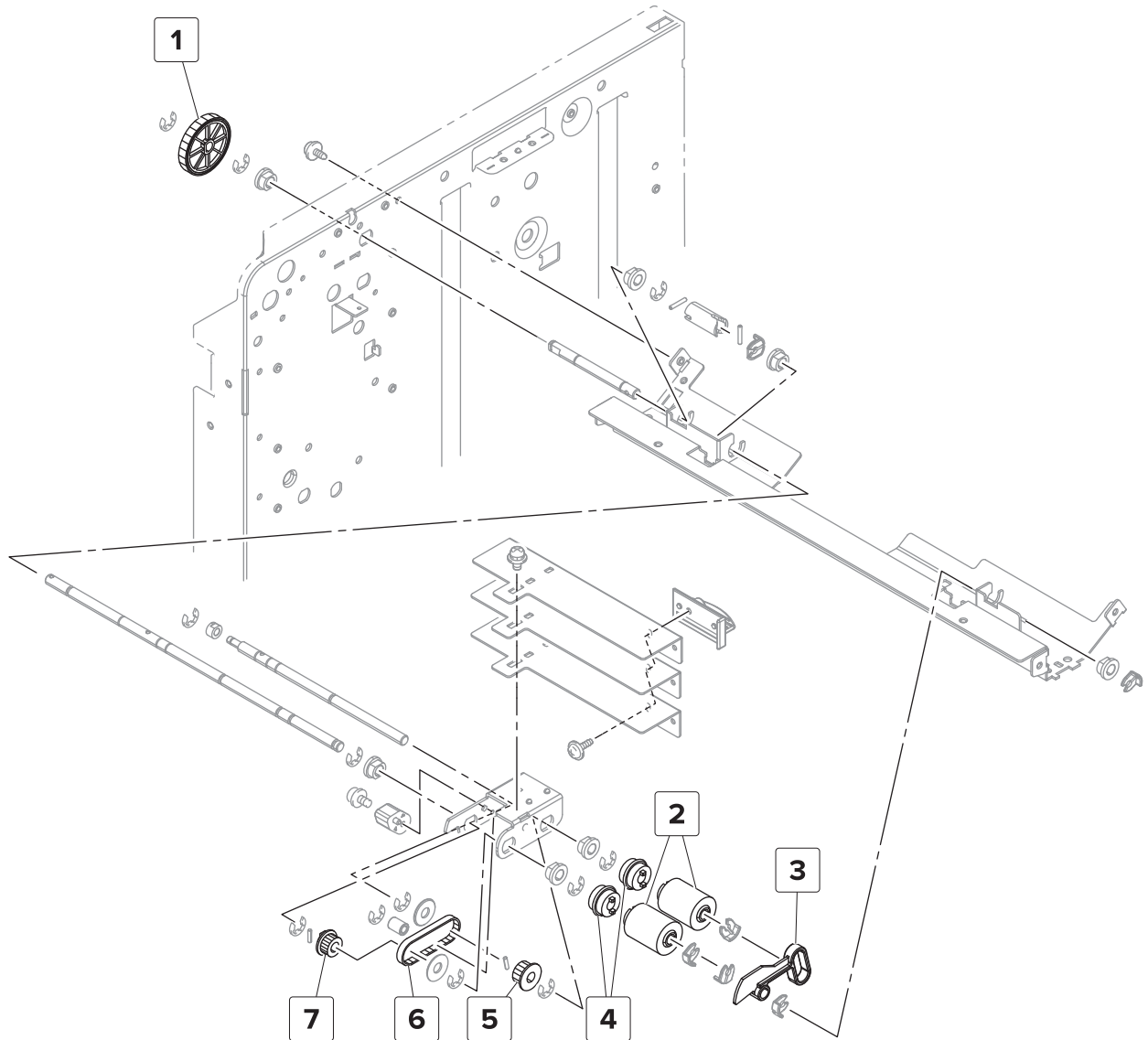
Assembly 57: 3000-sheet tray—Elevator front section



Assembly 57: 3000-sheet tray—Elevator front section

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9275	1	1	3000-sheet tray release handle	“3000-sheet tray release handle removal” on page 390
2	40X9276	1	1	3000-sheet tray elevator spring	“3000-sheet tray elevator spring removal” on page 400

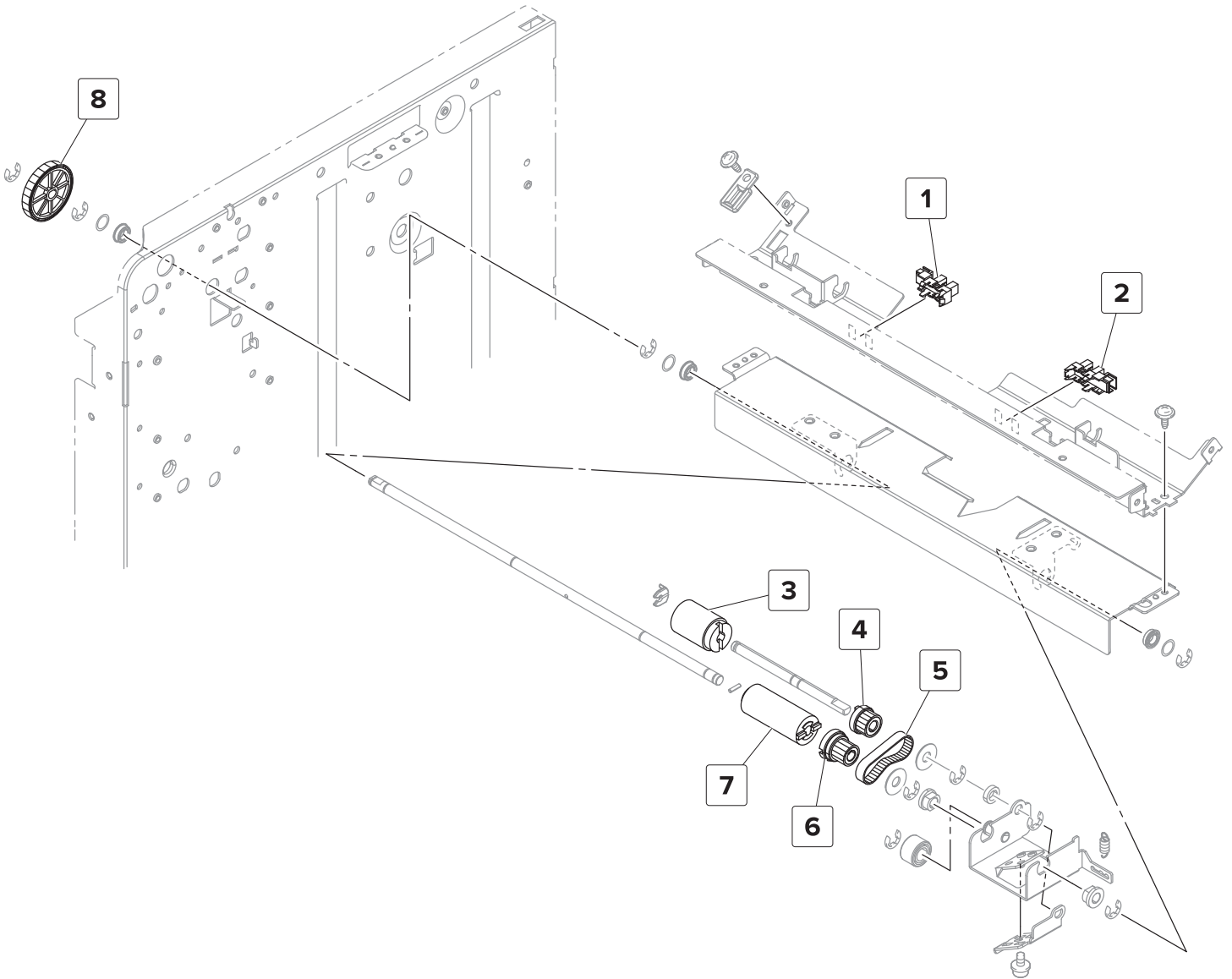
Assembly 58: 3000-sheet tray—Paper feed 1



Assembly 58: 3000-sheet tray—Paper feed 1

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9886	1	1	3000-sheet tray feed and pick drive gear	“3000-sheet tray pick roller assembly removal” on page 410
2	40X9267	2	1	Feed and pick roller	“3000-sheet tray rollers removal” on page 385
3	40X9881	1	1	3000-sheet tray empty sensor actuator	“3000-sheet tray rollers removal” on page 385
4	40X9297	2	1	3000-sheet tray roller clutch	“3000-sheet tray rollers removal” on page 385
5	40X9048	1	1	3000-sheet tray pick gear	“3000-sheet tray feed and pick belt removal” on page 387
6	40X9268	1	1	3000-sheet tray feed and pick belt	“3000-sheet tray feed and pick belt removal” on page 387
7	40X9772	1	1	3000-sheet tray feed gear	“3000-sheet tray feed and pick belt removal” on page 387

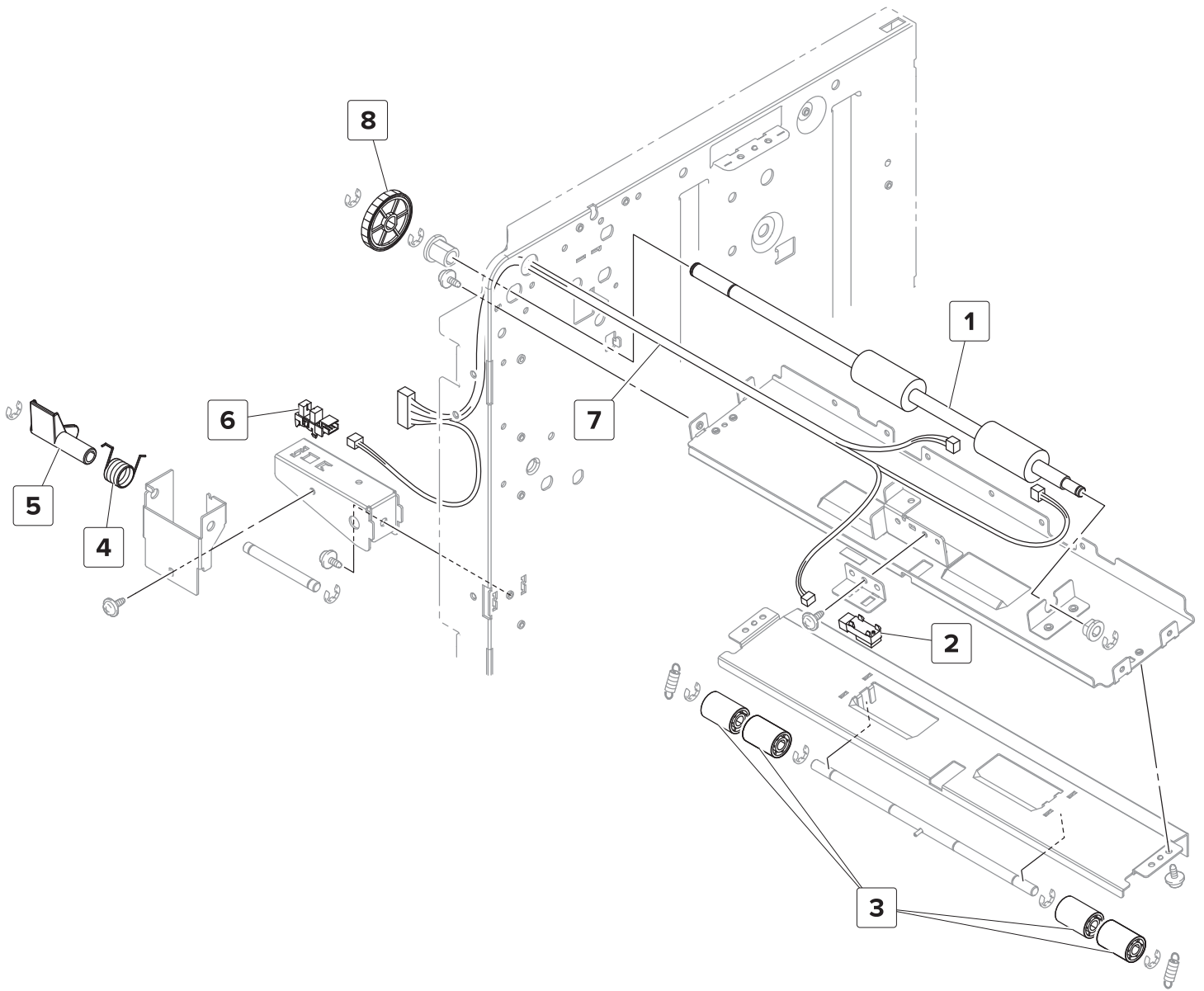
Assembly 59: 3000-sheet tray—Paper feed 2



Assembly 59: 3000-sheet tray—Paper feed 2

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9880	1	1	Sensor (3000-sheet tray elevator level)	“Sensor (3000-sheet tray elevator level) removal” on page 398
2	40X9880	1	1	Sensor (3000-sheet tray empty)	“Sensor (3000-sheet tray empty) removal” on page 397
3	40X9267	1	1	3000-sheet tray separator roller	“3000-sheet tray feed roller assembly removal” on page 407
4	40X9887	1	1	3000-sheet tray separator roller secondary gear	“3000-sheet tray feed roller assembly removal” on page 407
5	40X9271	1	1	3000-sheet tray separator belt	“3000-sheet tray feed roller assembly removal” on page 407
6	40X9773	1	1	3000-sheet tray separator roller primary gear	“3000-sheet tray feed roller assembly removal” on page 407
7	40X9888	1	1	3000-sheet tray separator roller clutch	“3000-sheet tray feed roller assembly removal” on page 407
8	40X9886	1	1	3000-sheet tray separator roller drive gear	“3000-sheet tray feed roller assembly removal” on page 407

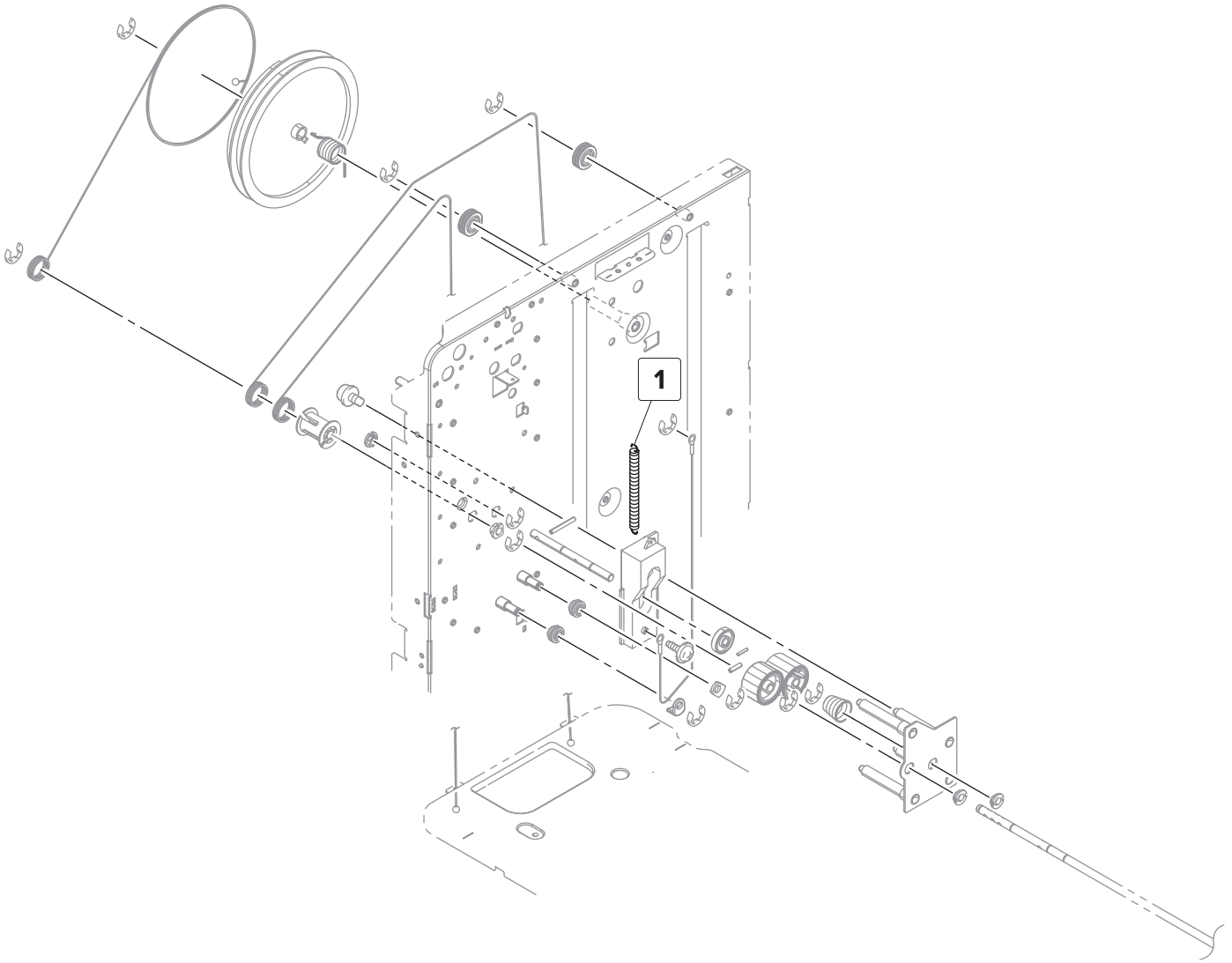
Assembly 60: 3000-sheet tray—Paper transport



Assembly 60: 3000-sheet tray—Paper transport

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9273	1	1	3000-sheet tray transport roller	“3000-sheet tray feed roller assembly removal” on page 407
2	40X9885	1	1	Sensor (3000-sheet tray feed)	“Sensor (3000-sheet tray feed) removal” on page 399
3	40X9790	2	1	Spring	“3000-sheet tray feed roller assembly removal” on page 407
4	40X9771	4	1	3000-sheet tray transport idler roller	“3000-sheet tray feed roller assembly removal” on page 407
5	40X9373	1	1	3000-sheet tray set sensor actuator spring	“3000-sheet tray set sensor actuator removal” on page 402
6	40X9040	1	1	3000-sheet tray set sensor actuator	“3000-sheet tray set sensor actuator removal” on page 402
7	40X9880	1	1	Sensor (3000-sheet tray set)	“Sensor (3000-sheet tray set) removal” on page 403
8	40X8929	1	1	3000-sheet tray feed sensor cable	--
9	40X9769	1	1	3000-sheet tray transport roller drive gear	“3000-sheet tray feed roller assembly removal” on page 407

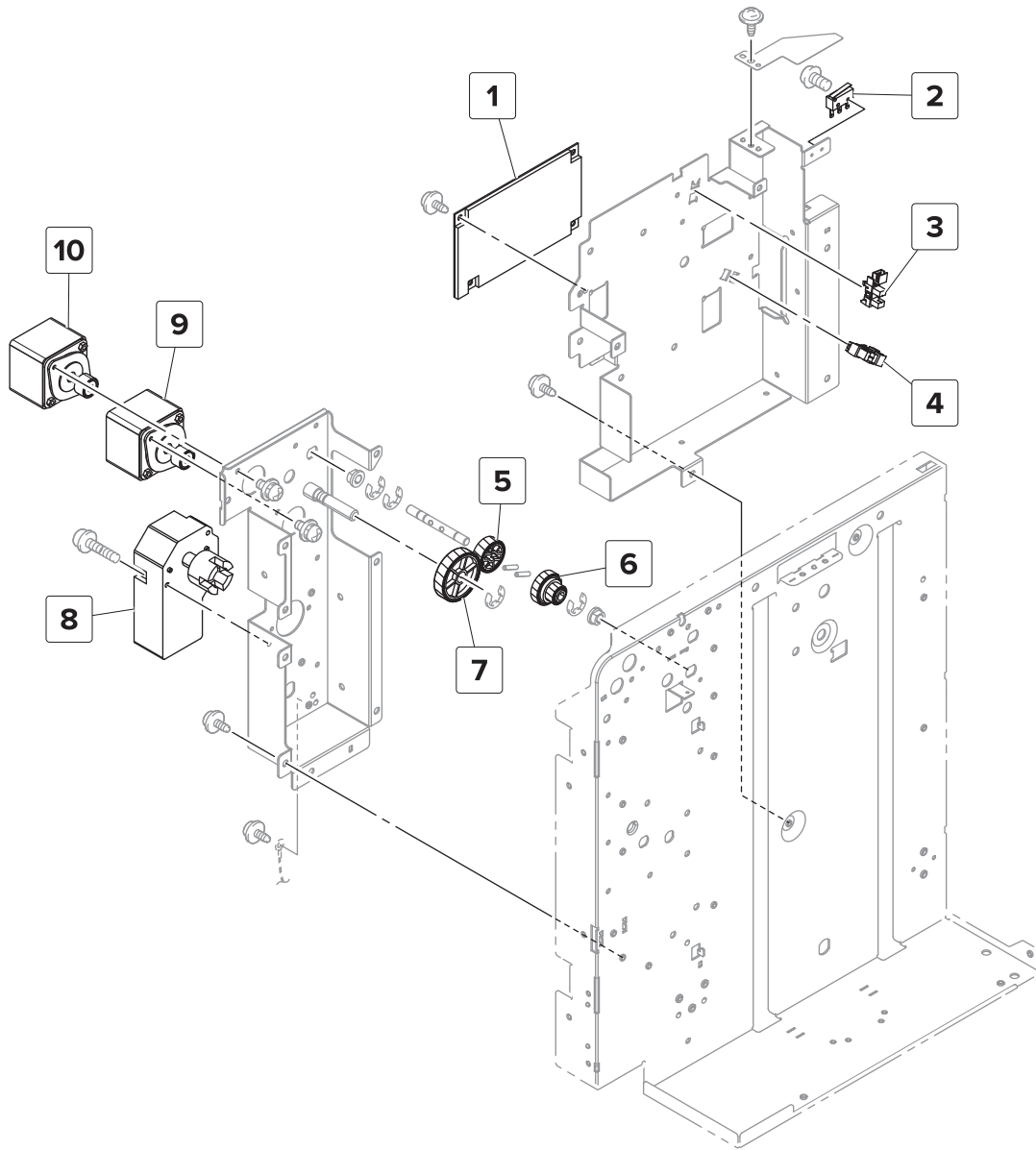
Assembly 61: 3000-sheet tray—Elevator rear section



Assembly 61: 3000-sheet tray—Elevator rear section

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9277	1	1	3000-sheet tray elevator release spring	--

Assembly 62: 3000-sheet tray—Drive section



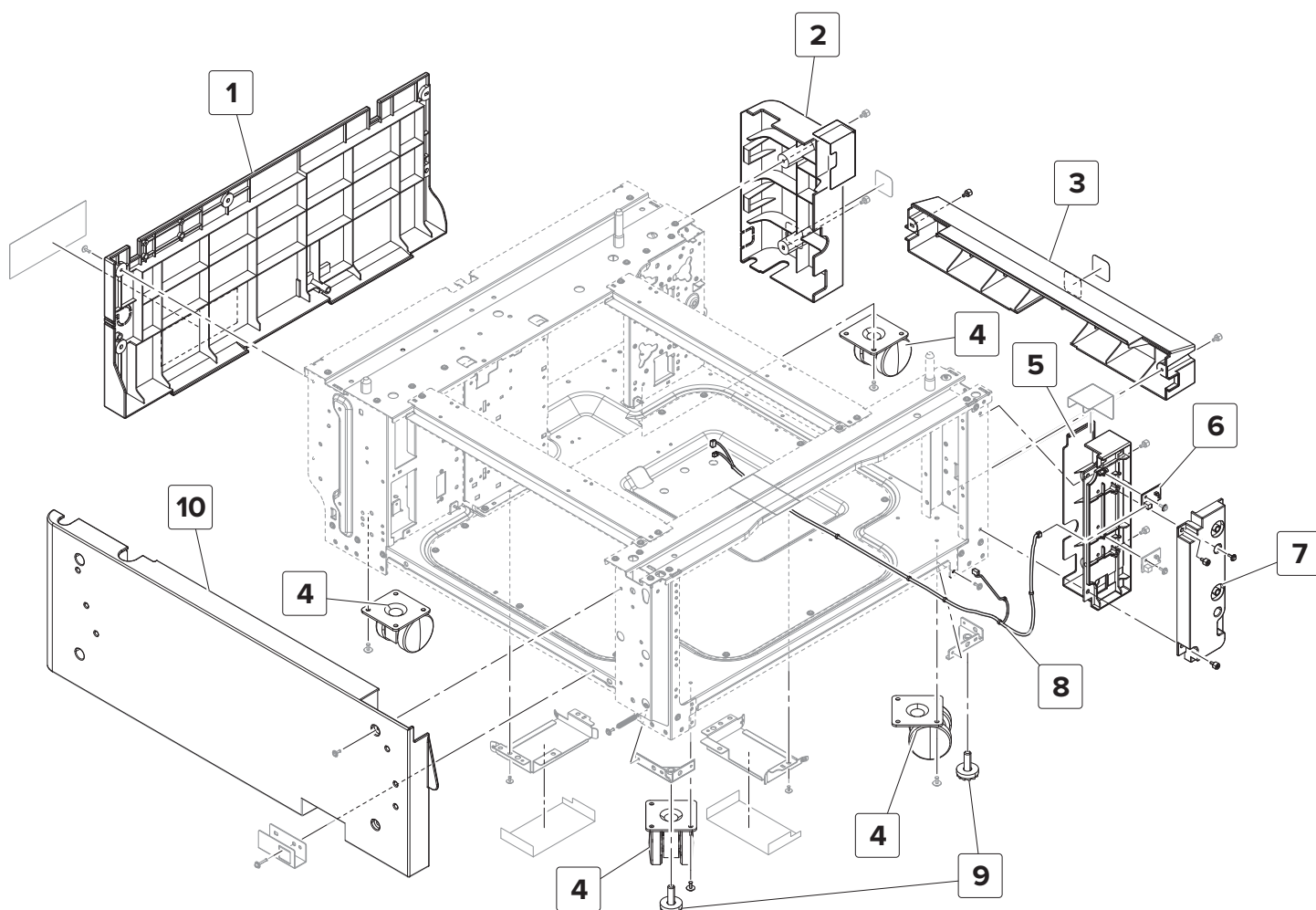
Assembly 62: 3000-sheet tray—Drive section

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9262	1	1	3000-sheet tray controller board	“3000-sheet tray controller board removal” on page 400
2	40X9266	1	1	3000-sheet tray door switch	“3000-sheet tray door switch removal” on page 401
3	40X9880	1	1	Sensor (3000-sheet tray near empty 1)	“Sensor (3000-sheet tray near empty) removal” on page 404
4	40X9880	1	1	Sensor (3000-sheet tray near empty 2)	“Sensor (3000-sheet tray near empty) removal” on page 404
5	40X9767	1	1	3000-sheet tray feed motor idler gear	“3000-sheet tray feed roller assembly removal” on page 407
6	40X9766	1	1	3000-sheet tray feed and pick idler gear	“3000-sheet tray feed roller assembly removal” on page 407
7	40X9768	1	1	3000-sheet tray feed motor gear	“Motor (3000-sheet tray elevator) removal” on page 402
8	40X9264	1	1	Motor (3000-sheet tray elevator)	“Motor (3000-sheet tray elevator) removal” on page 402
9	40X9269	1	1	Motor (3000-sheet tray feed)	“3000-sheet tray feed and transport motors removal” on page 406
10	40X9269	1	1	Motor (3000-sheet tray transport)	“3000-sheet tray feed and transport motors removal” on page 406

Assembly 63: 3000-sheet tray—Wiring

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
NS	40X9202	1	1	3000-sheet tray controller board cable	--
NS	40X9698	1	1	3000-sheet tray interface cable	--

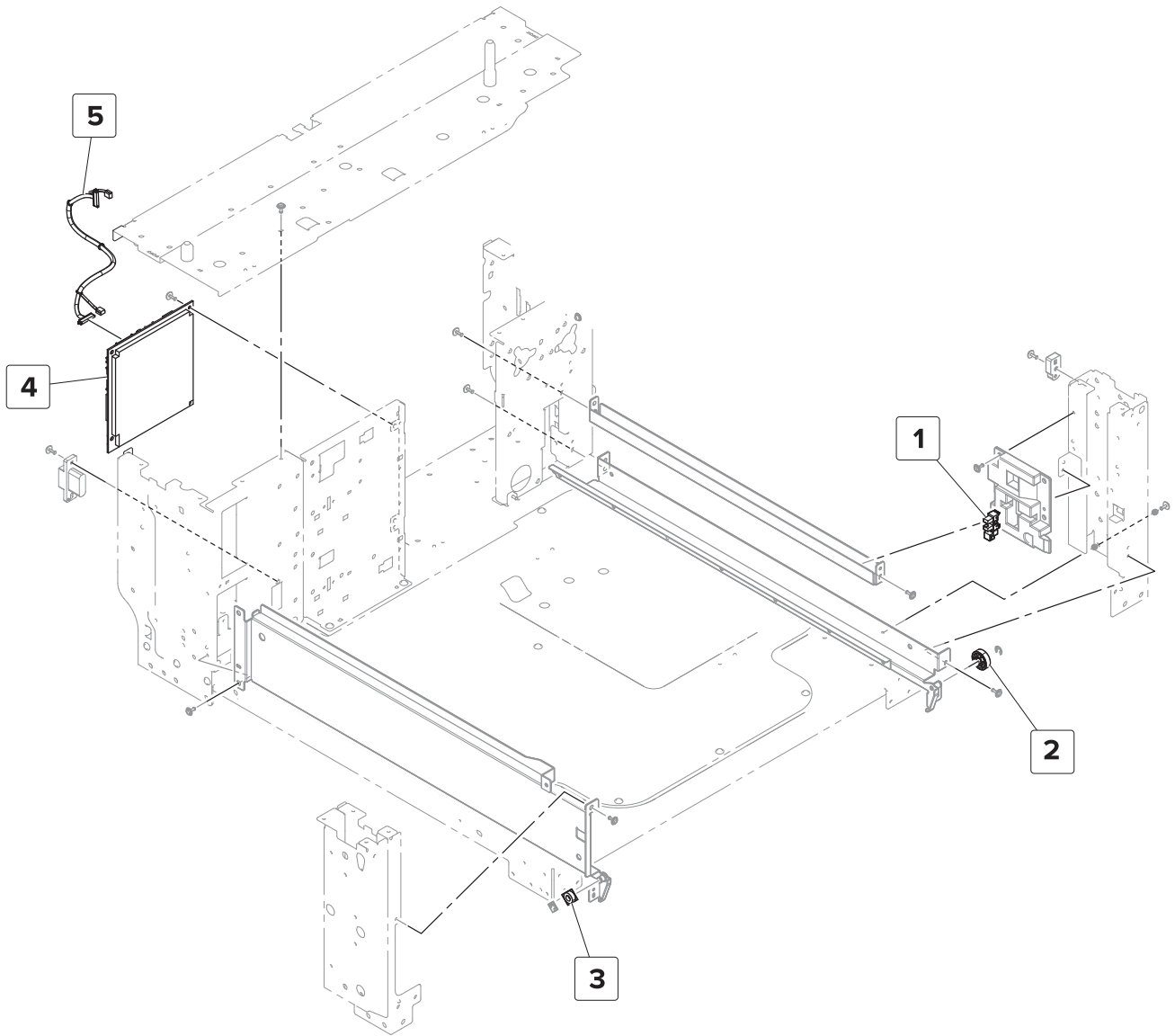
Assembly 64: 2500-sheet tray covers



Assembly 64: 2500-sheet tray covers

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9280	1	1	2500-sheet tray rear cover	“2500-sheet tray rear cover removal” on page 335
2	40X9779	1	1	2500-sheet tray rear right cover	“2500-sheet tray rear right cover removal” on page 335
3	40X9285	1	1	2500-sheet tray bottom right cover	“2500-sheet tray lower right cover removal” on page 334
4	40X9282	4	1	Caster wheel	“2500-sheet tray caster wheel removal” on page 331
5	40X9286	1	1	2500-sheet tray LED mount	--
6	40X8903	1	1	Tray empty LED	“2500-sheet tray empty LED removal” on page 334
7	40X9287	1	1	2500-sheet tray LED cover	“2500-sheet tray LED cover removal” on page 332
8	40X9782	1	1	Tray empty LED cable	--
9	40X9283	2	1	Tray stopper	“2500-sheet tray stopper removal” on page 348
10	40X9281	1	1	2500-sheet tray left cover	“2500-sheet tray left cover removal” on page 333

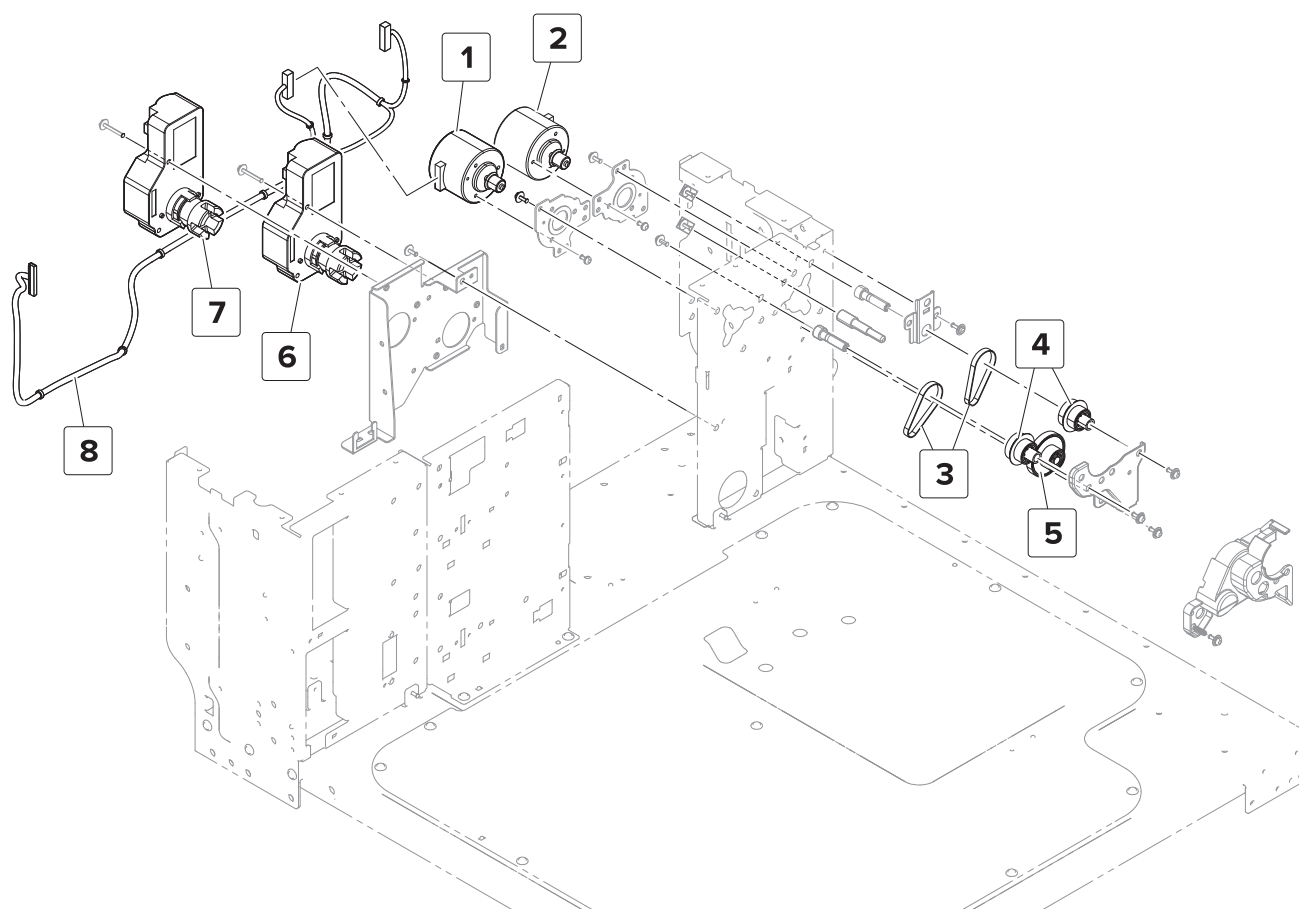
Assembly 65: 2500-sheet tray frame



Assembly 65: 2500-sheet tray frame

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X8869	1	1	Sensor (2500-sheet tray set)	--
2	40X8981	1	1	Tray rail guide wheel	--
3	40X9784	1	1	Tray insert guide wheel	--
4	40X9785	1	1	2500-sheet tray controller board	"2500-sheet tray controller board removal" on page 332
5	40X9783	1	1	2500-sheet tray interface cable	--

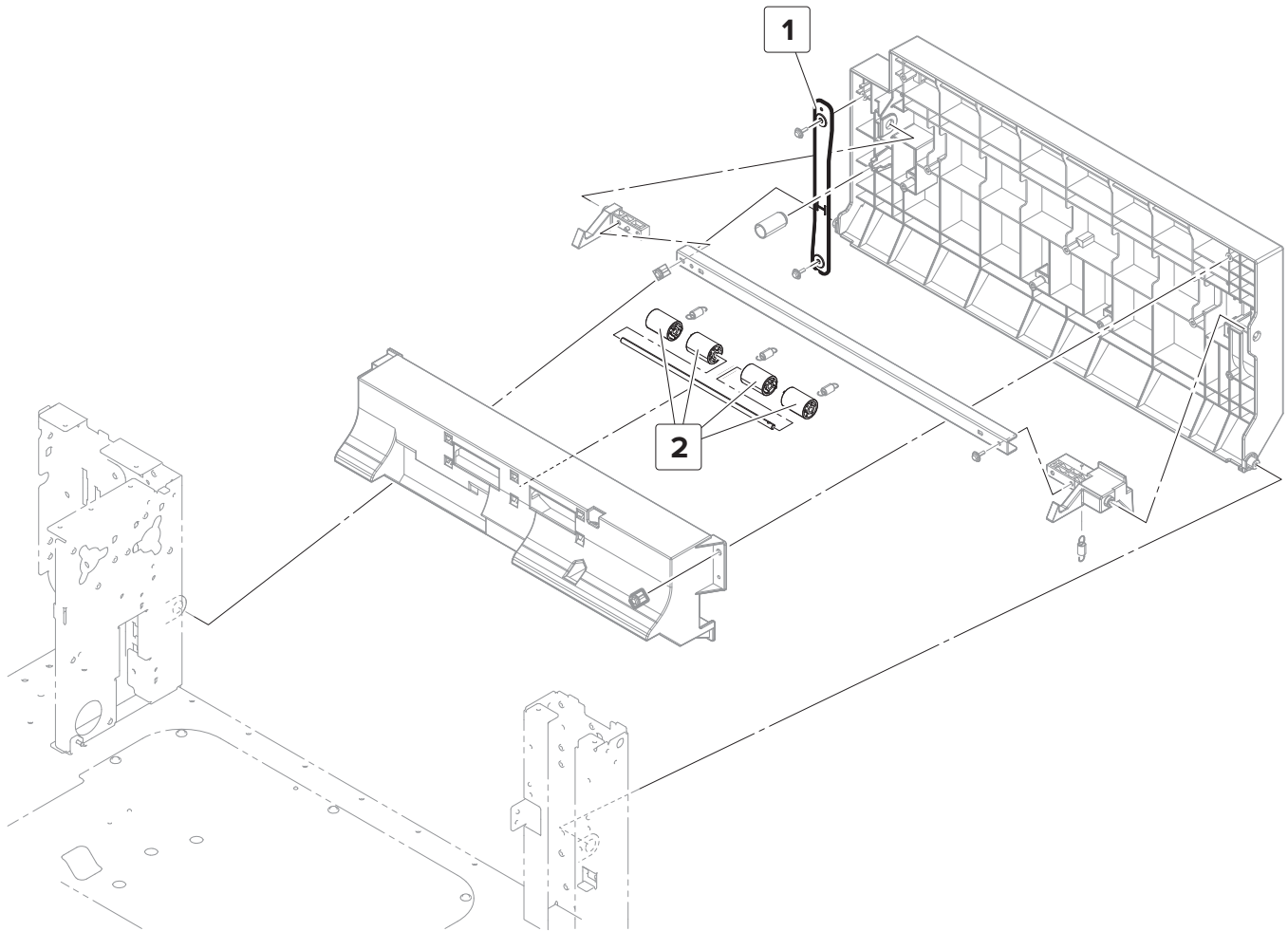
Assembly 66: 2500-sheet tray paper feed



Assembly 66: 2500-sheet tray paper feed

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9293	1	1	Motor (2500-sheet tray feed)	“Motor (2500-sheet tray feed) removal” on page 349
2	40X9293	1	1	Motor (2500-sheet tray transport)	“Motor (2500-sheet tray transport) removal” on page 351
3	40X9294	2	1	2500-sheet tray feed and transport motor belt	--
4	40X9891	2	1	2500-sheet tray feed and transport primary gear	--
5	40X9295	1	1	2500-sheet tray feed and transport secondary gear	--
6	40X9896	1	1	Motor (2500-sheet tray elevator)	“Motor (2500-sheet tray elevator) removal” on page 349
7	40X9896	1	1	Motor (2500-sheet tray transfer guide)	“Motor (2500-sheet tray transfer guide) removal” on page 350
8	40X9882	1	1	2500-sheet tray feed and transport motor cable	--

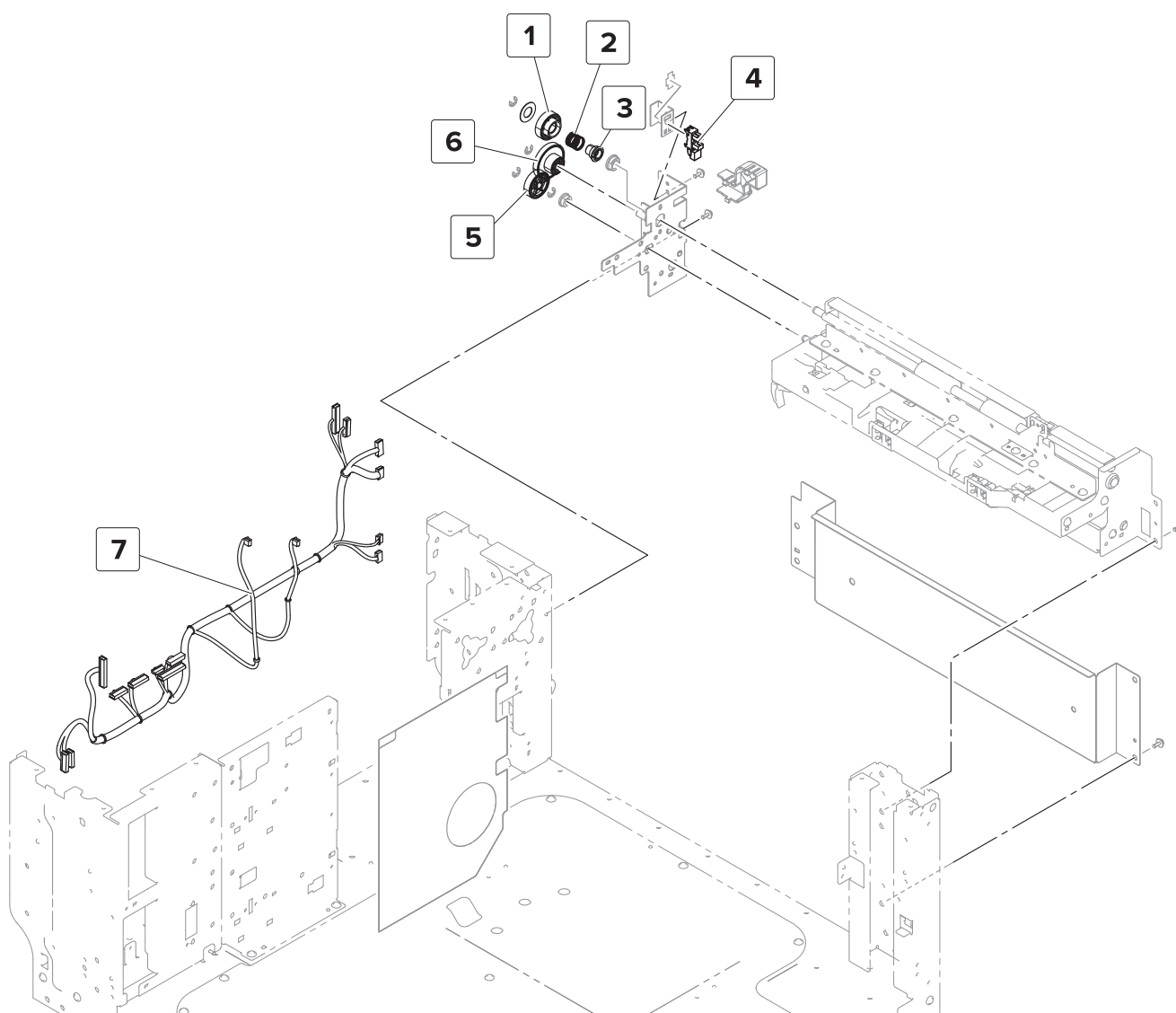
Assembly 67: 2500-sheet tray paper transport



Assembly 67: 2500-sheet tray paper transport

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9908	1	1	2500-sheet tray jam access door strap	“2500-sheet tray jam access door strap removal” on page 344
2	40X8973	4	1	Transport idler roller	--

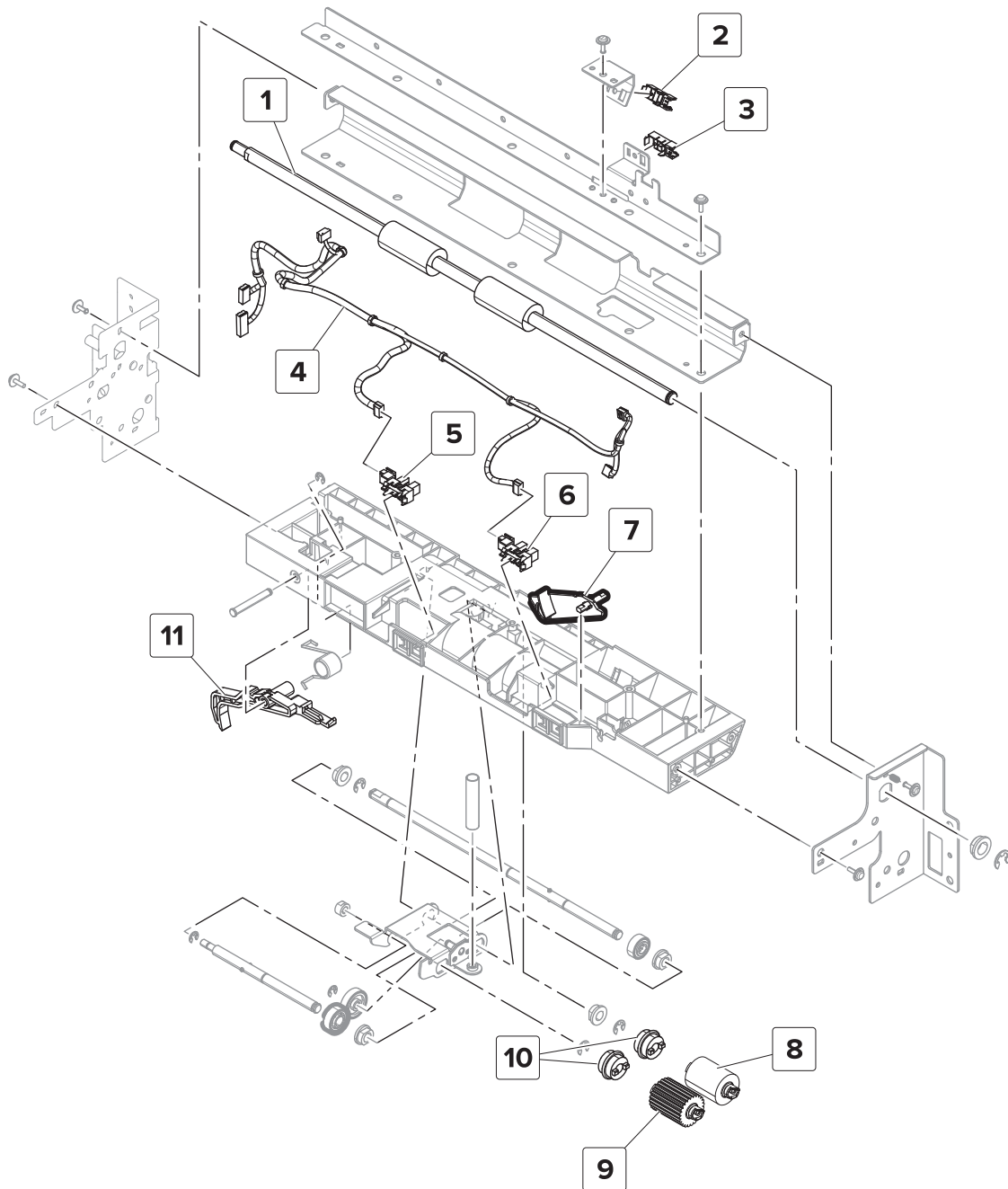
Assembly 68: 2500-sheet tray paper pick 1



Assembly 68: 2500-sheet tray paper pick 1

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9298	1	1	2500-sheet tray transport gear	--
2	40X9892	1	1	2500-sheet tray transport gear spring	--
3	40X9893	1	1	2500-sheet tray transport gear bushing	--
4	40X9313	1	1	Sensor (2500-sheet tray jam access door)	“Sensor (2500-sheet tray jam access door) removal” on page 352
5	40X9894	1	1	2500-sheet tray feed primary gear	--
6	40X9295	1	1	2500-sheet tray feed secondary gear	--
7	40X9786	1	1	2500-sheet tray cable harness	--

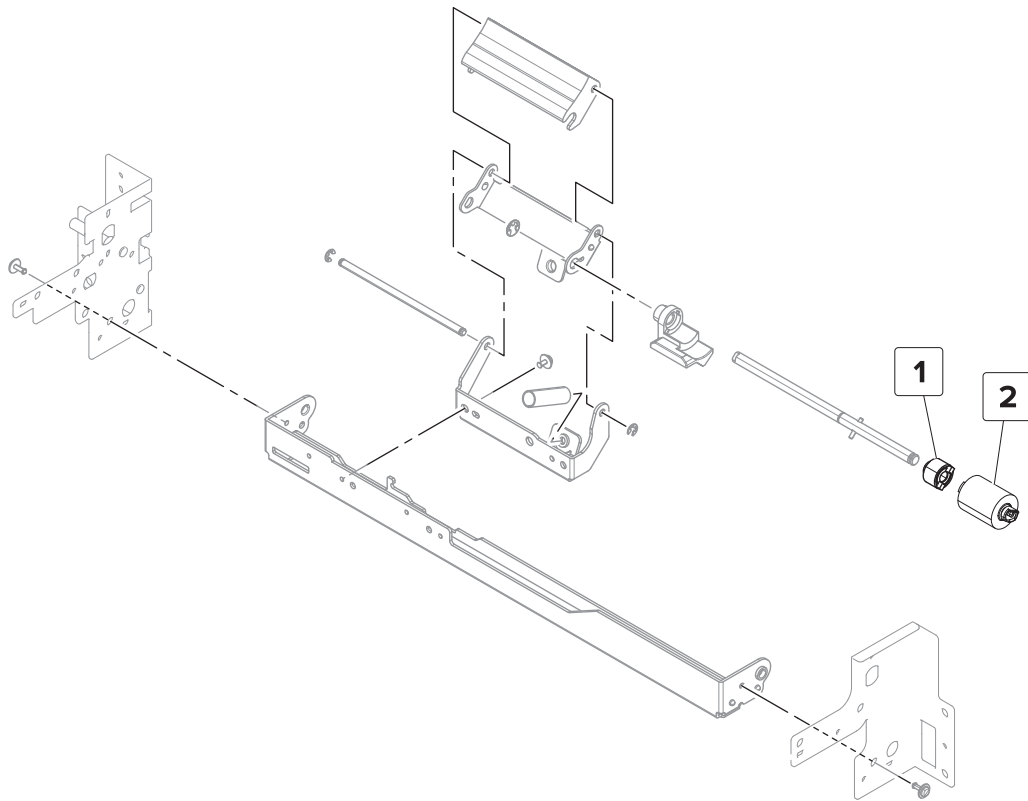
Assembly 69: 2500-sheet tray paper pick 2



Assembly 69: 2500-sheet tray paper pick 2

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9299	1	1	2500-sheet tray transport roller	“2500-sheet tray transport roller removal” on page 341
2	40X8968	1	1	Sensor (2500-sheet tray feed)	“Sensor (2500-sheet tray feed) removal” on page 356
3	40X8968	1	1	Sensor (2500-sheet tray transport)	“Sensor (2500-sheet tray transport) removal” on page 359
4	40X9787	1	1	2500-sheet tray pick assembly sensor cable	--
5	40X8869	1	1	Sensor (2500-sheet tray main tray elevator limit)	“Sensor (2500-sheet tray main tray elevator limit) removal” on page 356
6	40X8869	1	1	Sensor (2500-sheet tray main tray paper empty, top)	“Sensor (2500-sheet tray main tray paper empty, top) removal” on page 355
7	40X9899	1	1	2500-sheet tray main tray top paper empty actuator	--
8	40X8970	1	1	Feed roller	--
9	40X9925	1	1	Pick roller	--
10	40X9981	2	1	Roller clutch	--
11	40X9982	1	1	2500-sheet tray tray set actuator	--

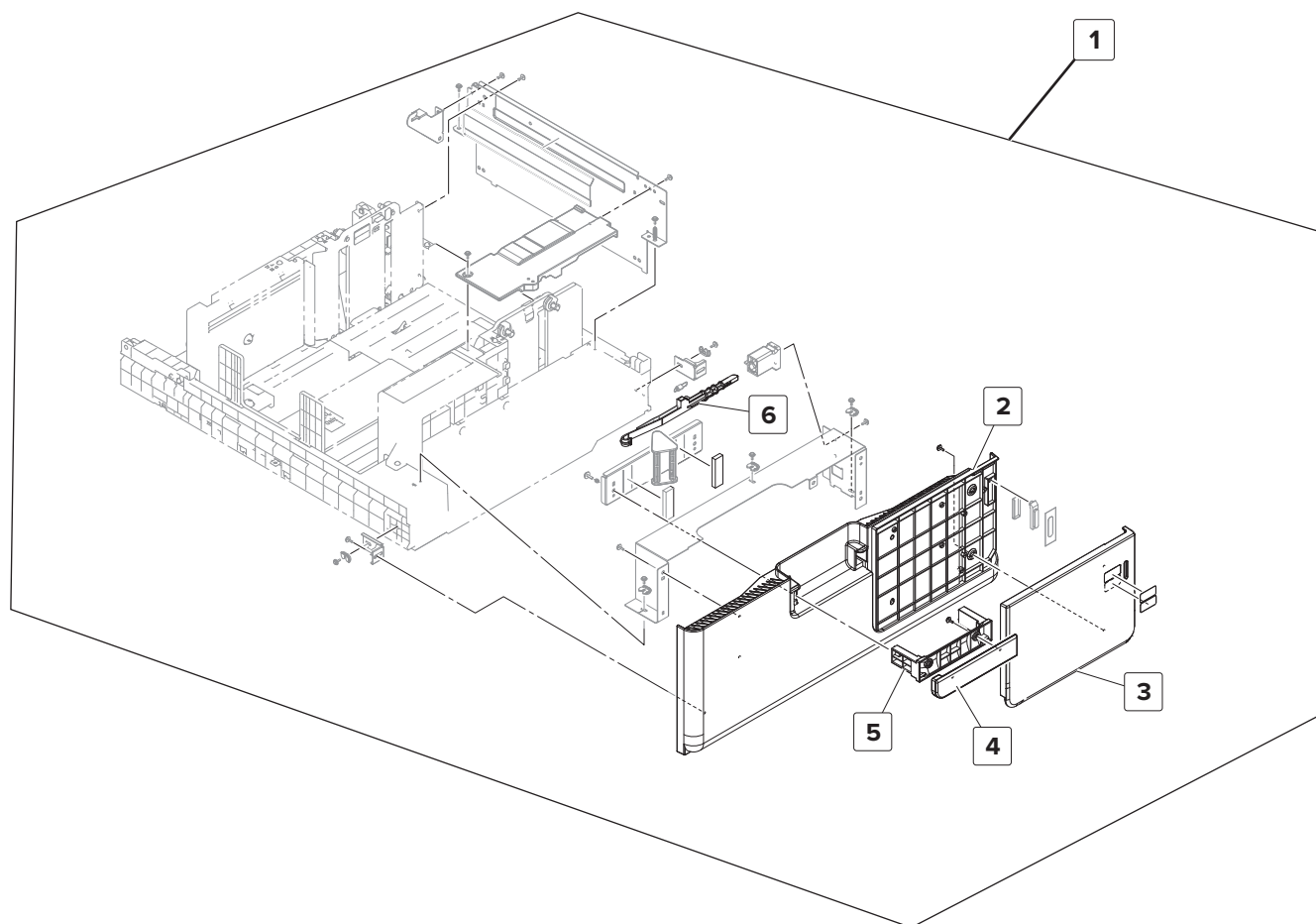
Assembly 70: 2500-sheet tray paper pick 3



Assembly 70: 2500-sheet tray paper pick 3

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9455	1	1	Separator clutch	--
2	40X8970	1	1	Separator roller	--

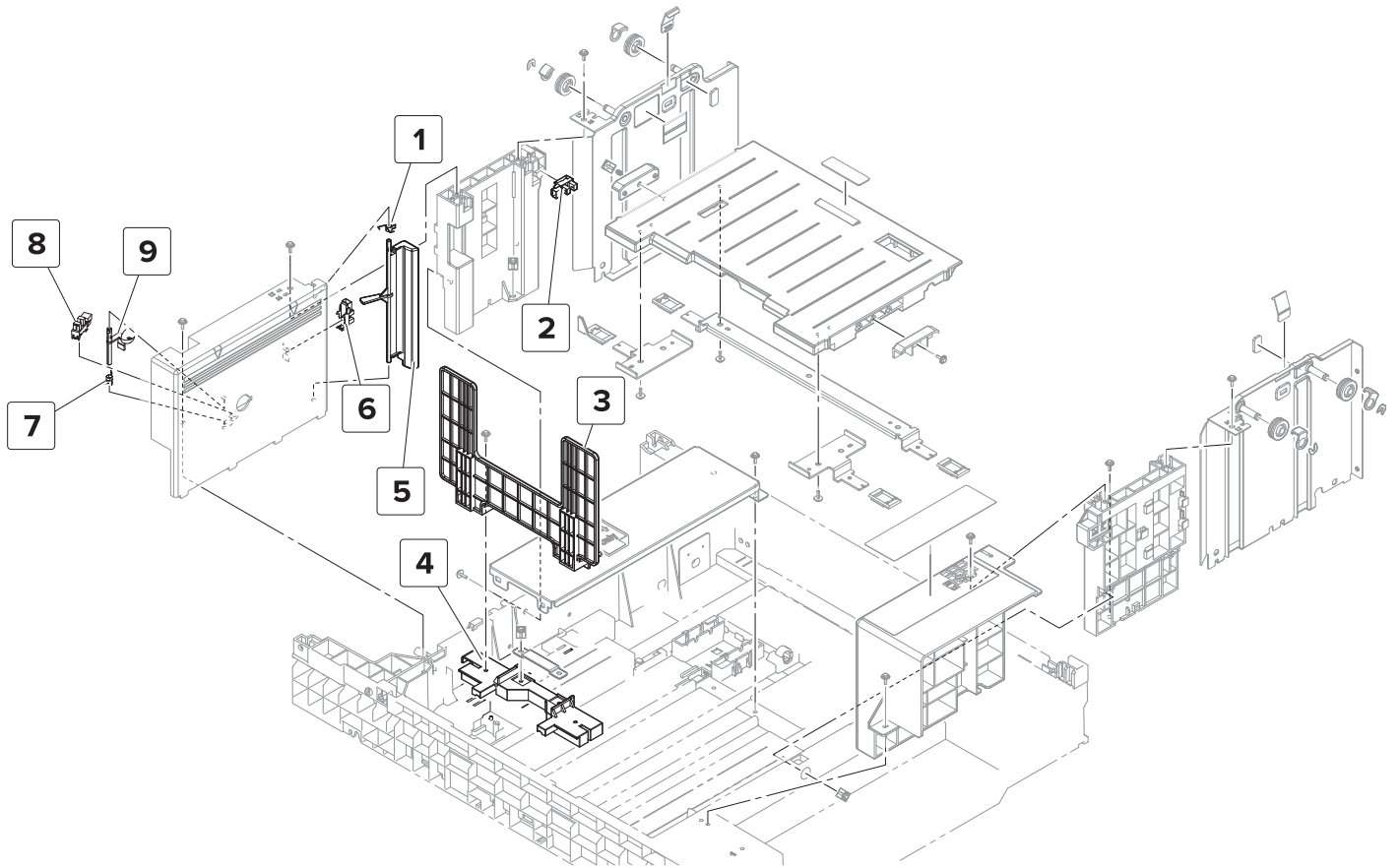
Assembly 71: 2500-sheet tray insert 1



Assembly 71: 2500-sheet tray insert 1

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9602	1	1	2500-sheet tray insert (LTR)	--
1	40X9576	1	1	2500-sheet tray insert (A4)	--
2	40X9789	1	1	2500-sheet tray front cover	--
3	40X9339	1	1	2500-sheet tray right front cover	--
4	40X9320	1	1	2500-sheet tray handle cover	--
5	40X9186	1	1	2500-sheet tray handle	--
6	40X9788	1	1	2500-sheet tray lock lever	--

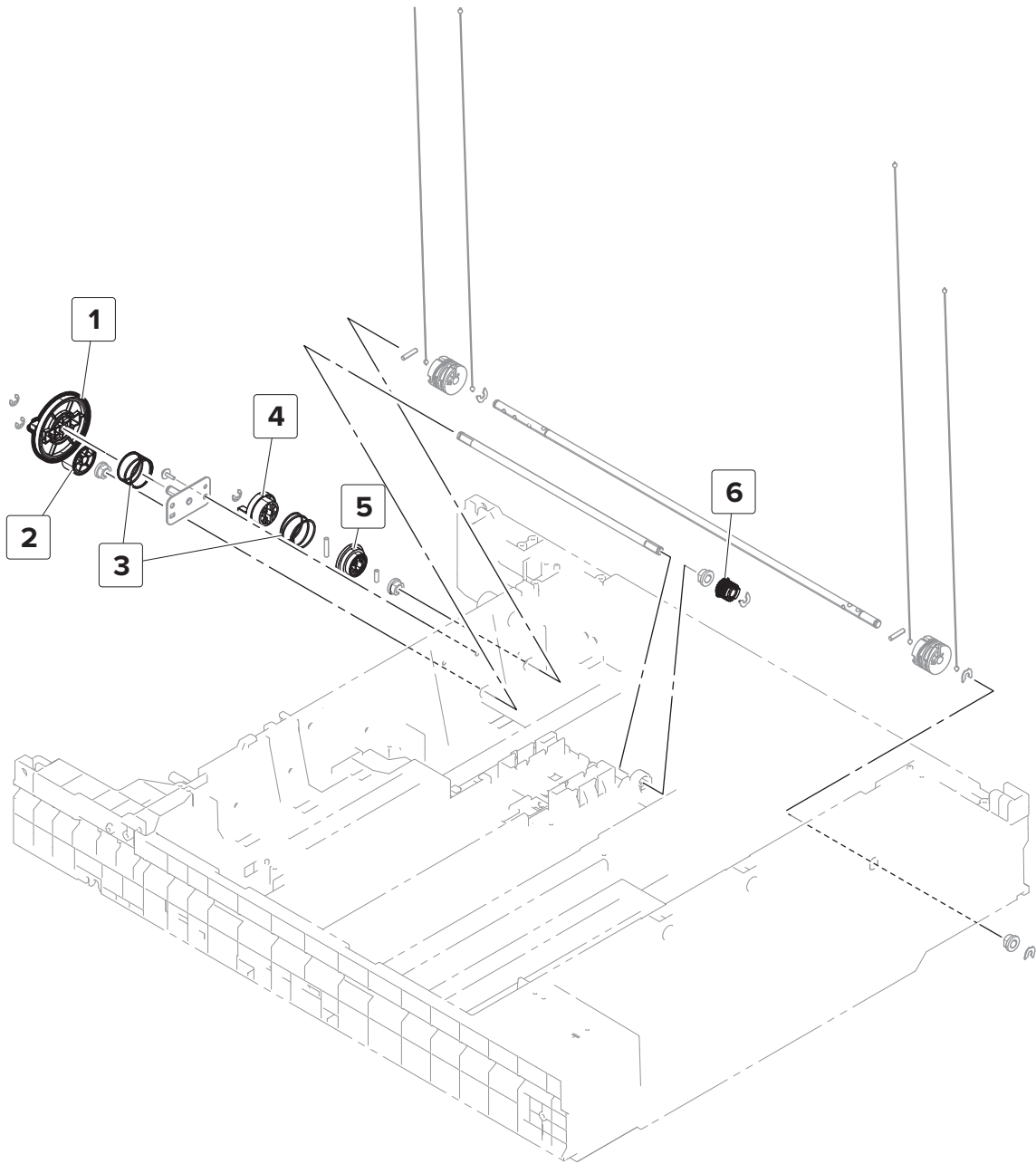
Assembly 72: 2500-sheet tray insert 2



Assembly 72: 2500-sheet tray insert 2

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9794	1	1	Paper stack transfer sensor actuator spring	--
2	40X8869	1	1	Sensor (main tray near empty)	“Sensor (2500-sheet tray main tray near empty) removal” on page 355
3	40X9792	1	1	Paper stack transfer guide	“2500-sheet tray paper stack transfer guide removal” on page 346
4	40X9791	1	1	Paper stack transfer guide base	“2500-sheet tray paper stack transfer guide removal” on page 346
5	40X9793	1	1	Paper stack transfer sensor actuator	--
6	40X8869	1	1	Sensor (paper stack transfer)	“Sensor (2500-sheet paper stack transfer) removal” on page 353
7	40X9883	1	1	Reserve tray paper limit sensor actuator spring	--
8	40X8869	1	1	Sensor (reserve tray paper limit)	“Sensor (2500-sheet tray reserve tray paper limit) removal” on page 358
9	40X9900	1	1	Reserve tray paper limit sensor actuator	“2500-sheet reserve tray paper limit sensor actuator removal” on page 340

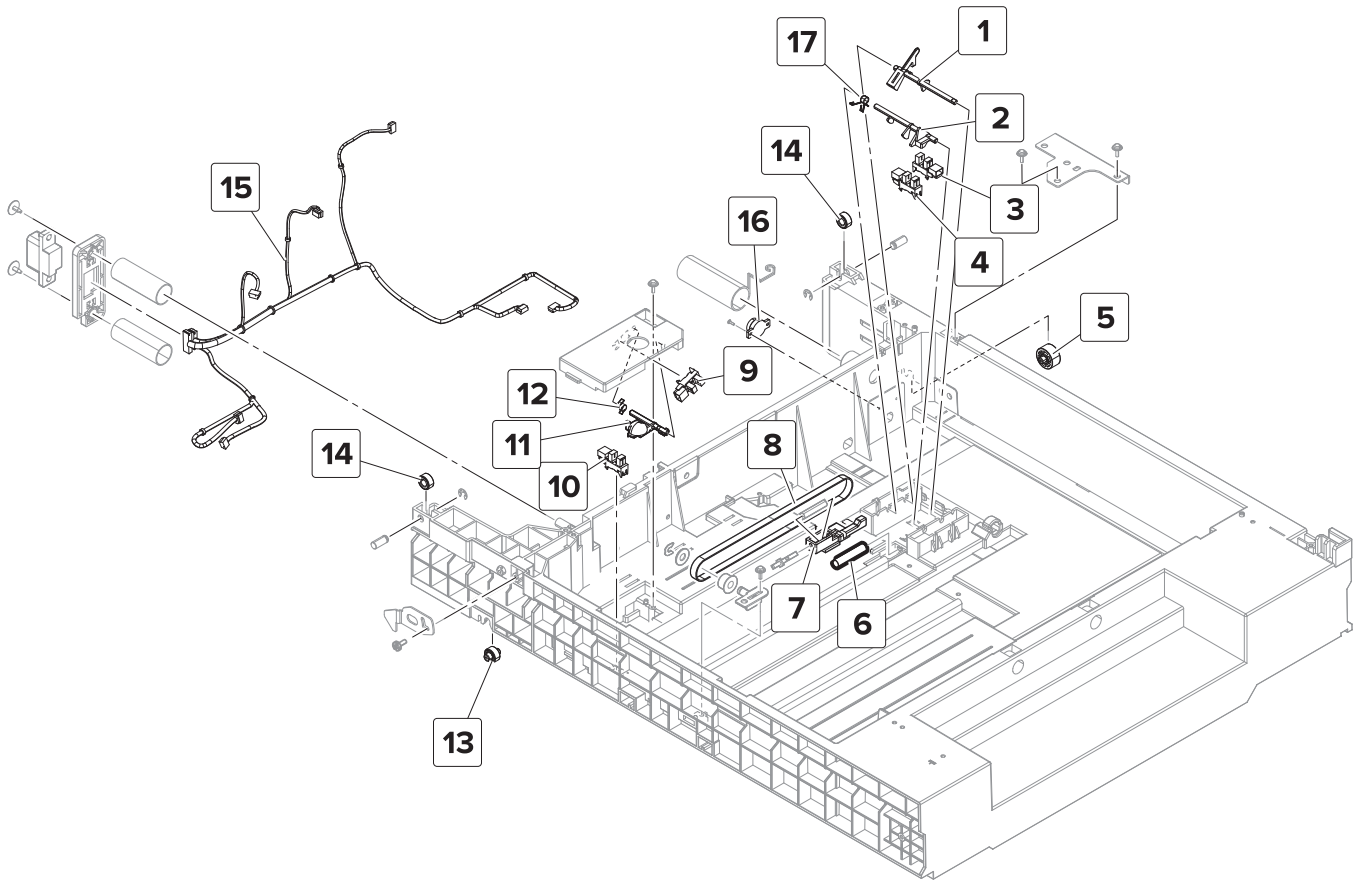
Assembly 73: 2500-sheet tray insert 3



Assembly 73: 2500-sheet tray insert 3

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9796	1	1	Transfer guide primary gear	--
2	40X9798	1	1	Main tray elevator coupling	--
3	40X9901	2	1	Main tray elevator gear spring	--
4	40X9902	1	1	Main tray elevator gear	--
5	40X9797	1	1	Transfer guide primary gear spring	--
6	40X9795	1	1	Transfer guide secondary gear	--

Assembly 74: 2500-sheet tray insert 4



Assembly 74: 2500-sheet tray insert 4

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9802	1	1	2500-sheet tray empty sensor actuator	“2500-sheet tray empty sensor actuator removal” on page 337
2	40X9801	1	1	2500-sheet tray elevator home sensor actuator	“2500-sheet tray elevator home sensor actuator removal” on page 338
3	40X8869	1	1	Sensor (main tray empty, bottom)	“Sensor (2500-sheet tray main tray empty, bottom) removal” on page 354
4	40X8869	1	1	Sensor (2500-sheet tray elevator home)	“Sensor (2500-sheet tray elevator home) removal” on page 353
5	40X9799	1	1	Tray insert bottom right guide wheel	--
6	40X9804	1	1	2500-sheet tray transfer guide stop spring	--
7	40X9803	1	1	2500-sheet tray transfer guide stop	“2500-sheet tray transfer guide stop removal” on page 339
8	40X9808	1	1	Transfer guide belt	--
9	40X8869	1	1	Sensor (reserve tray empty)	“Sensor (2500-sheet tray reserve tray empty) removal” on page 357
10	40X8869	1	1	Sensor (transfer guide home)	--
11	40X9900	1	1	Reserve tray empty sensor actuator	“2500-sheet reserve tray empty sensor actuator removal” on page 347
12	40X9883	1	1	Reserve tray empty sensor actuator spring	“2500-sheet reserve tray empty sensor actuator removal” on page 347
13	40X9805	1	1	Tray insert bottom left guide wheel	--
14	40X9305	2	1	Tray insert guide wheel	--
15	40X9809	1	1	2500-sheet tray tray insert sensor cable	--
16	40X9806	1	1	2500-sheet tray elevator damper	--
17	40X9800	1	1	2500-sheet tray elevator home sensor actuator spring	--

Assembly 75: Maintenance kits

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
NS	40X9669	1	1	Maintenance kit, 300K—includes: • Pick roller • Feed/separator roller • Imaging unit maintenance kit	--
NS	40X9673	1	1	Maintenance kit, 200K—MPF includes: • MPF feed roller • MPF separator roller	--

Assembly 76: Miscellaneous

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
NS	41X0007	1	1	Forms and Bar code card	N/A
NS	41X0009	1	1	IPDS card	N/A
NS	41X0008	1	1	PRESCRIBE card	N/A
NS	41X0030	1	1	Keyboard kit, English	N/A
NS	41X0031	1	1	Keyboard kit, French	N/A
NS	41X0032	1	1	Keyboard kit, Italian	N/A
NS	41X0033	1	1	Keyboard kit, German	N/A
NS	41X0034	1	1	Keyboard kit, Spanish	N/A

Appendix A: Printer specifications

Power consumption

Product power consumption

The following table documents the power consumption characteristics of the product.

Note: Some modes may not apply to your product.

Mode	Description	Power consumption (Watts)
Printing	The product is generating hard-copy output from electronic inputs.	910 (one-sided); 830 (two-sided)
Copy	The product is generating hard-copy output from hard-copy original documents.	N/A
Scan	The product is scanning hard-copy documents.	N/A
Ready	The product is waiting for a print job.	190
Sleep Mode	The product is in a high-level energy-saving mode.	2.5
Hibernate	The product is in a low-level energy-saving mode.	0.5
Off	The product is plugged into an electrical outlet, but the power switch is turned off.	0

The power consumption levels listed in the previous table represent time-averaged measurements. Instantaneous power draws may be substantially higher than the average.

Values are subject to change. See www.lexmark.com for current values.

Sleep Mode

This product is designed with an energy-saving mode called *Sleep Mode*. The Sleep Mode saves energy by lowering power consumption during extended periods of inactivity. The Sleep Mode is automatically engaged after this product is not used for a specified period of time, called the *Sleep Mode Timeout*.

Factory default Sleep Mode Timeout for this product (in minutes):	20
---	----

By using the configuration menus, the Sleep Mode Timeout can be modified between 1 minute and 120 minutes. Setting the Sleep Mode Timeout to a low value reduces energy consumption, but may increase the response time of the product. Setting the Sleep Mode Timeout to a high value maintains a fast response, but uses more energy.

Hibernate Mode

This product is designed with an ultra-low power operating mode called *Hibernate mode*. When operating in Hibernate Mode, all other systems and devices are powered down safely.

The Hibernate mode can be entered in any of the following methods:

- Using the Hibernate Timeout
- Using the Schedule Power modes
- Using the Sleep/Hibernate button

Factory default Hibernate Timeout for this product in all countries or regions	3 days
--	--------

The amount of time the printer waits after a job is printed before it enters Hibernate mode can be modified between one hour and one month.

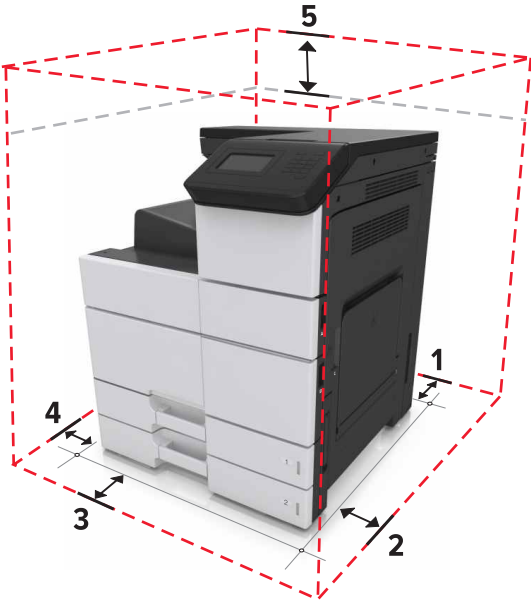
Off mode

If this product has an off mode which still consumes a small amount of power, then to completely stop product power consumption, disconnect the power supply cord from the electrical outlet.

Total energy usage

It is sometimes helpful to calculate the total product energy usage. Since power consumption claims are provided in power units of Watts, the power consumption should be multiplied by the time the product spends in each mode in order to calculate energy usage. The total product energy usage is the sum of each mode's energy usage.

Operating clearances



1	Rear	12 cm (4.8 in.)
2	Right side	40 cm (15.7 in.)
3	Front	44 cm (17.5 in.)
4	Left side	12 cm (4.8 in.)

5	Top	15 cm (5.9 in.)
Allow additional clearance around the printer for adding the optional input trays.		

Noise emission levels

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

Note: Some modes may not apply to your product.

1-meter average sound pressure, dBA	
Printing	54 (one-sided); 55 (two-sided)
Scanning	N/A
Copying	N/A
Ready	28

Values are subject to change. See www.lexmark.com for current values.

Temperature information

Ambient operating temperature	10 to 30°C (50 to 86°F)
Shipping temperature	-10 to 40°C (14 to 104°F)
Storage temperature and relative humidity	-10 to 40°C (14 to 104°F) 15 to 85% RH

Appendix B: Options and features

Some of the following options are not available in every country or region.

Available internal options

- Memory card
 - DDR2 DIMM
 - Flash memory
 - Fonts
 - Firmware cards
 - Forms and Bar Code
 - PRESCRIBE
 - IPDS
- Printer hard disk
- Lexmark Internal Solutions Ports (ISP)
 - Standard 10/100/1000 Ethernet
 - MarkNet™ N8350 802.11 b/g/n wireless print server
 - MarkNet N8352 802.11 b/g/n wireless print server

Media handling options

Some options may not be available for all models.

1	Standard 2 x 500-sheet tray
2	Optional 2 x 500-sheet tray
3	Optional 2500-sheet tray
4	Optional 3000-sheet tray
5	Multipurpose feeder
6	Staple finisher
7	Staple, hole punch finisher
8	Hole punch booklet finisher

Appendix C: Theory of operation

POR sequence

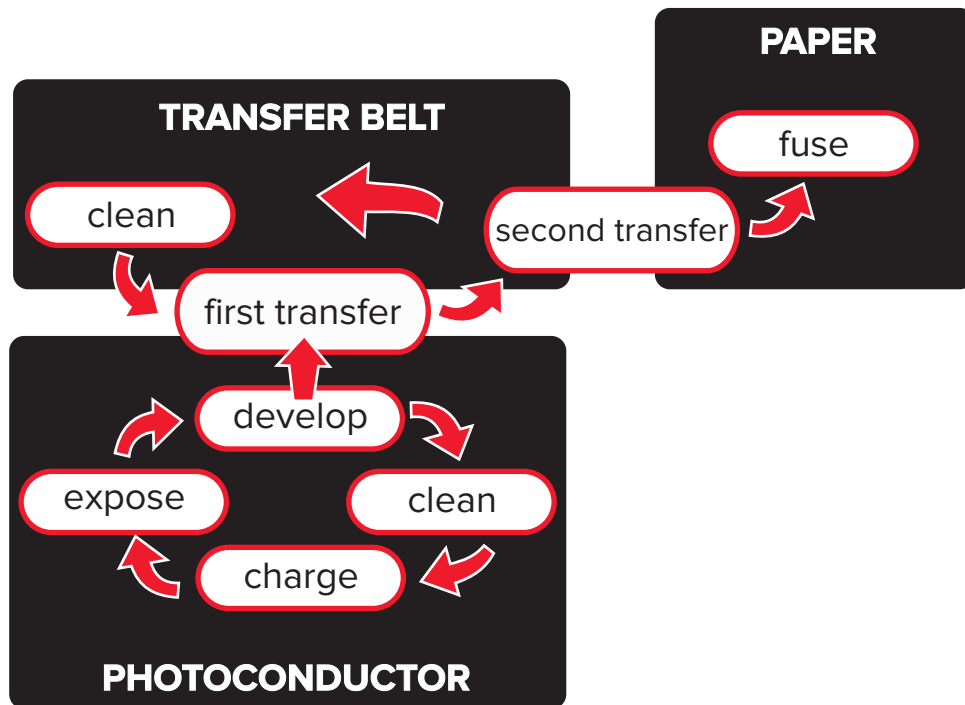
At power on, the engine code goes through a series of tests to verify hardware integrity. If a hardware failure is detected, it will be reported to the printer. If the POR sequence cannot be completed successfully, the printer may post an error message identifying service may be needed.

Printer control

The printer uses a single processor for both RIP and engine functions. The raster image processor (RIP) code performs system responsibilities such as computer connection, LAN, ISP attachments, and bitmap generation. The engine code performs tasks related to the operation of the electrical and mechanical device systems such as motors, lasers, power supplies, and fusers. The NVRAMs are located on the controller board and control panel, replacement of either the controller board or control panel will pull or mirror NVRAM data from each other.

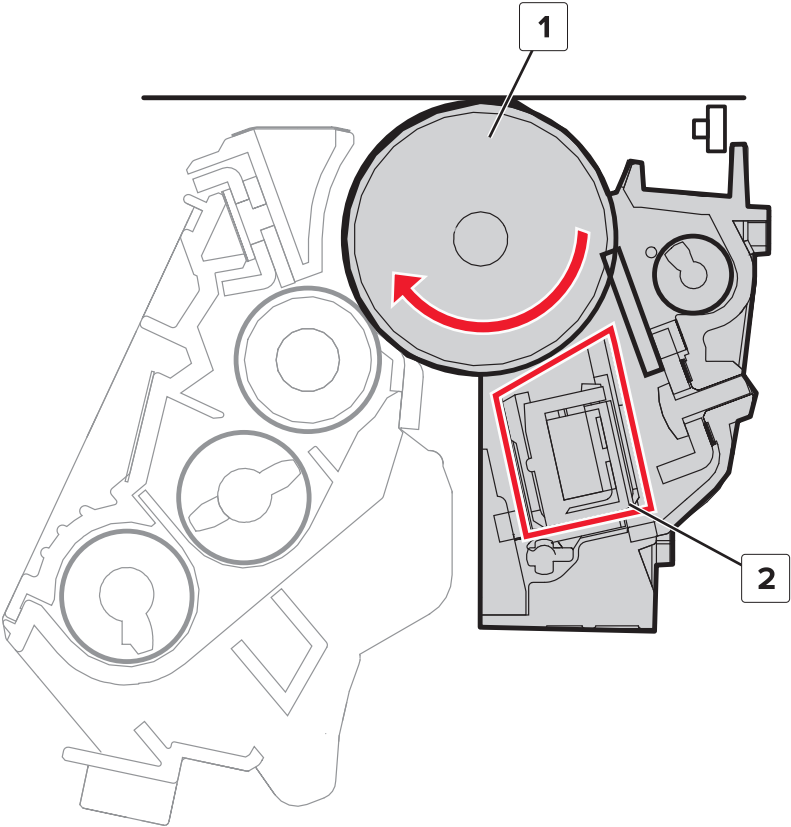
Print cycle operation

Flowchart



Charge

A uniform negative electrical charge is applied to the surface of the photoconductor roller. The photoconductive properties of the surface material allow it to hold the charge as long as it is not exposed to light.



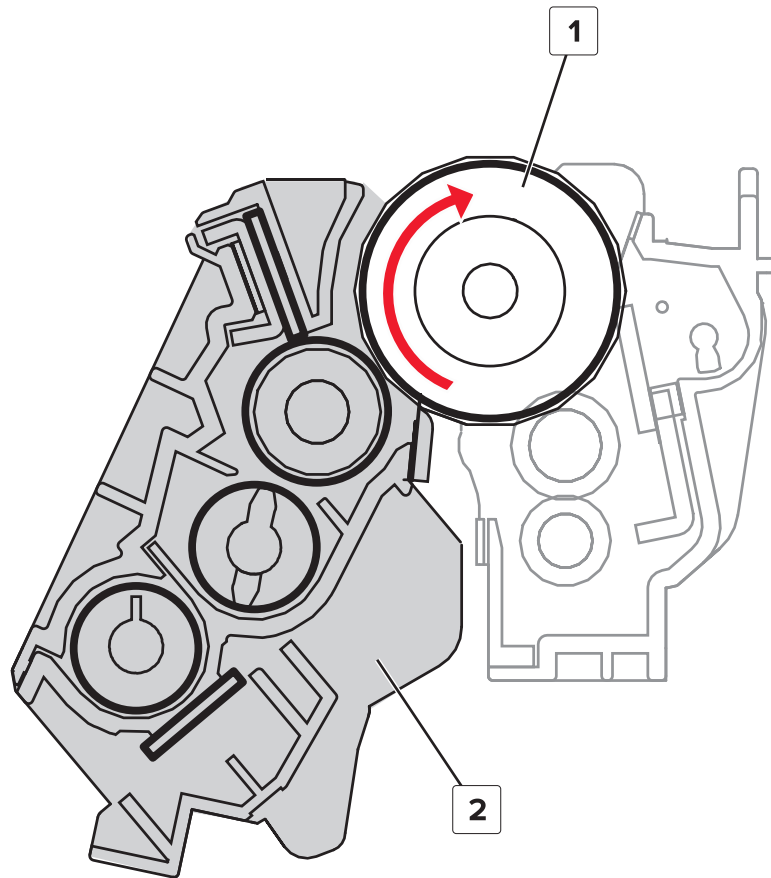
#	Part
1	Photoconductor roller
2	Charge source

Expose

The printhead emits the light that hits the surface of the photoconductor. The light turns on or off coinciding with the digital image that is printed. The light causes areas of the photoconductor surface to lose its charge resulting in a relative opposite polarity.

Develop

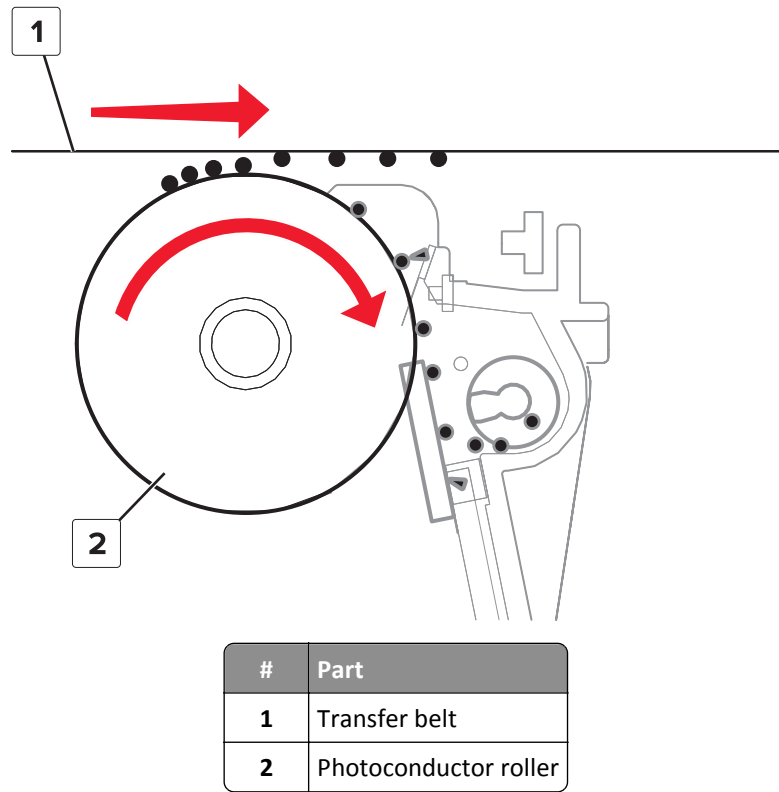
The developer feeds the toner from the toner cartridge to the photoconductor. The difference in charge causes the toner particles to attract to the areas of the photoconductor exposed to light.



#	Part
1	Photoconductor roller
2	Developer

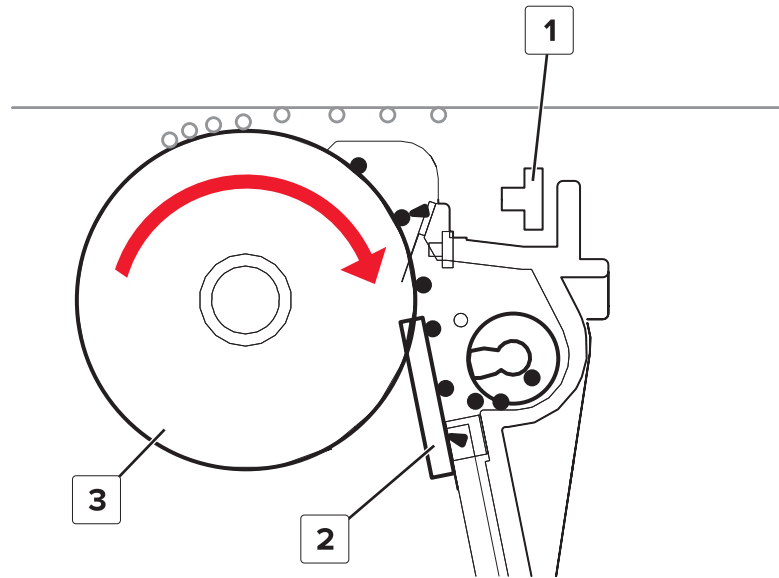
First transfer

The image transfers from the photoconductor roller to the transfer belt. Due to relative opposite polarities, the transfer belt pressed against the photoconductor roller attracts the toner onto its surface.



Clean (photoconductor)

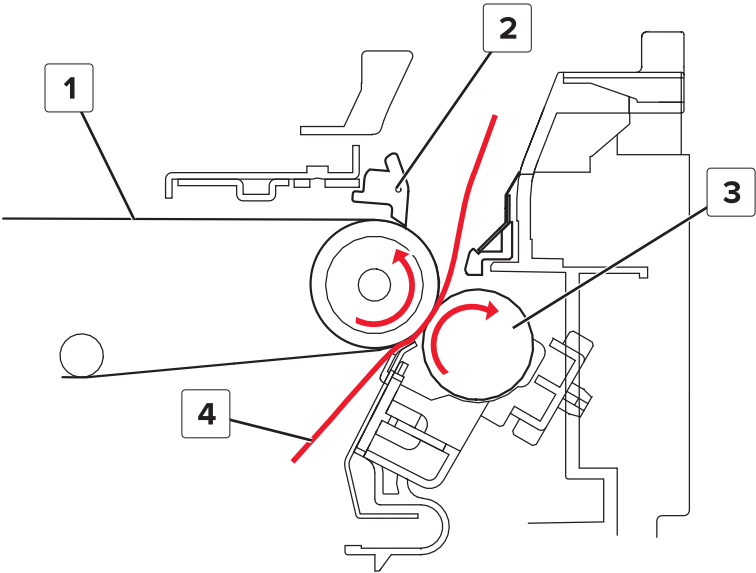
The erase LED emits light that neutralizes the remaining charge on the photoconductor surface. As a result, the toner loosens or separates from the photoconductor. Then, a cleaning blade scrapes off the remaining toner. The cycle (charge, expose, develop, first transfer, clean) repeats until the whole image is transferred to the transfer belt.



#	Part
1	Erase LED
2	Cleaning blade
3	Photoconductor roller

Second transfer

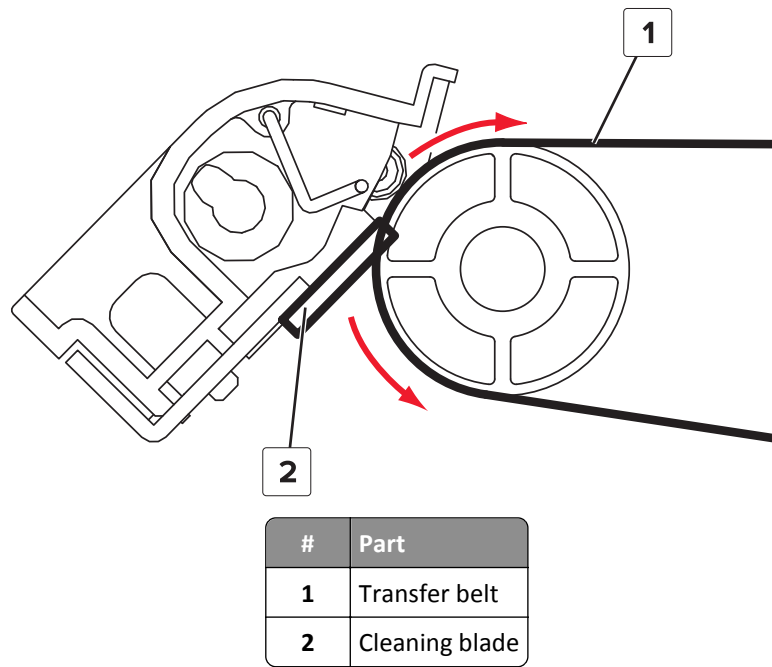
The whole image from the transfer belt is transferred again, this time onto the paper. The paper, which is pressed between the transfer belt and transfer roller, attracts the toner to its surface. As the paper moves up, a separator guide prevents it from entering the top side of the transfer belt.



#	Part
1	Transfer belt
2	Separator guide
3	Transfer roller
4	Paper

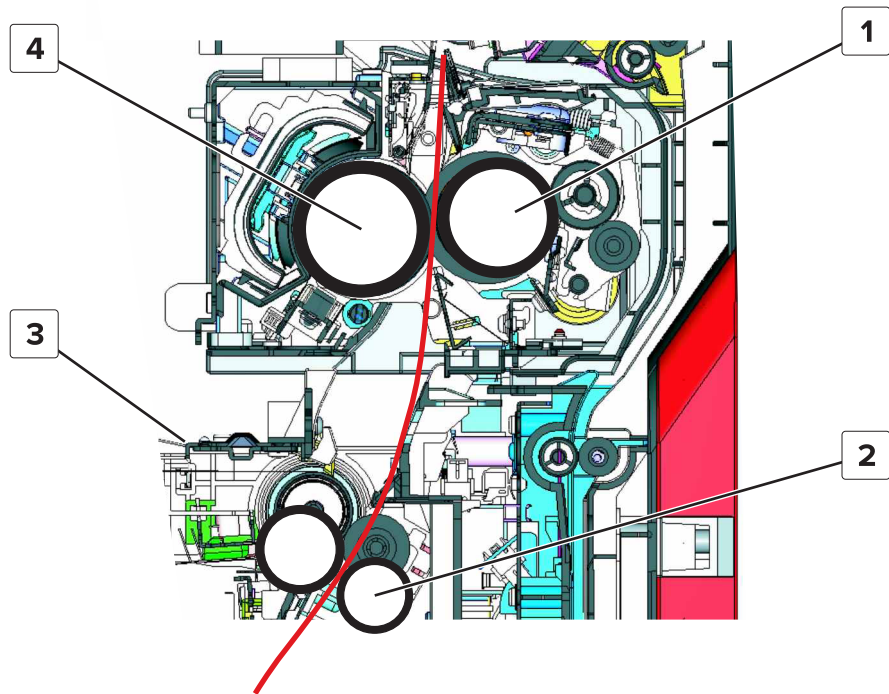
Clean (transfer belt)

Some residual toner stick to the surface of the transfer belt. To prevent contamination on the next image, a cleaning blade scrapes off the toner from the transfer belt surface. Waste toner from the transfer belt and photoconductor is transported to the waste toner bottle. The cycle (first transfer, second transfer, clean) repeats for the succeeding print jobs.



Fuse

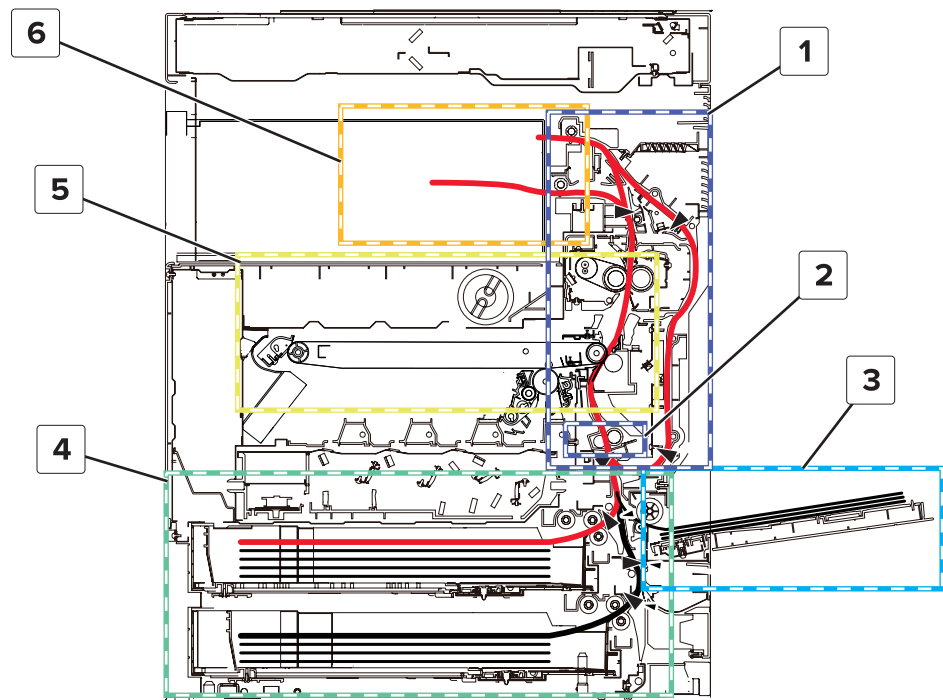
Even if the toner image is already on the paper, the toner particles are not yet permanently bonded to the surface. For the final part of printing, the paper is transported to the fuser where heat and pressure are applied to it. As a result, the toner particles melt and permanently fuse with the paper, completing the print process. The print cycle repeats for the succeeding pages.



#	Part
1	Pressure roller
2	Transfer roller
3	Transfer belt
4	Heat roller

Printer operation

Printer paper path

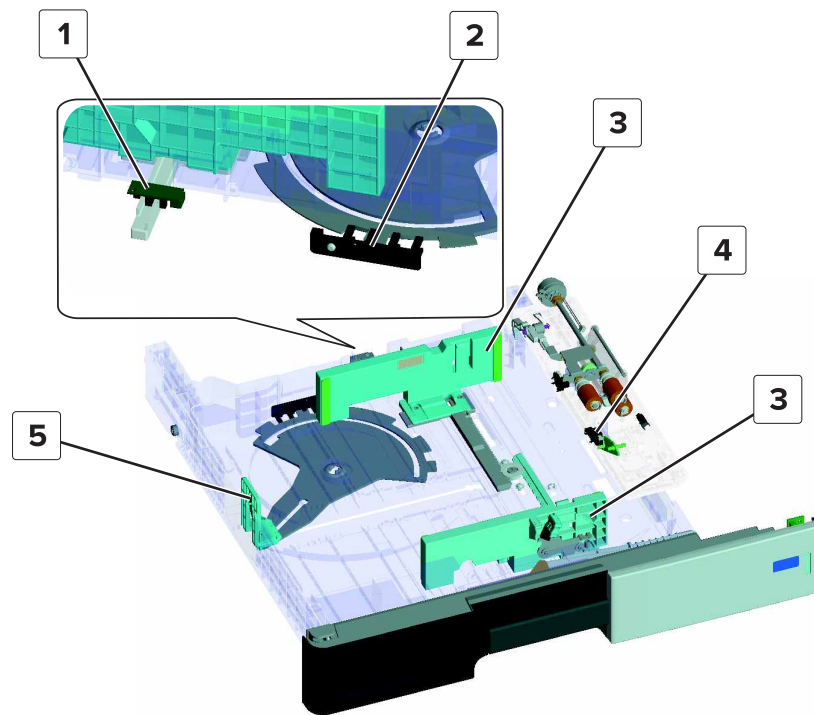


#	Part
1	Duplex section
2	Registration section
3	MPF section
4	Tray section
5	Print section
6	Exit section

Tray section

Paper presence and size detection

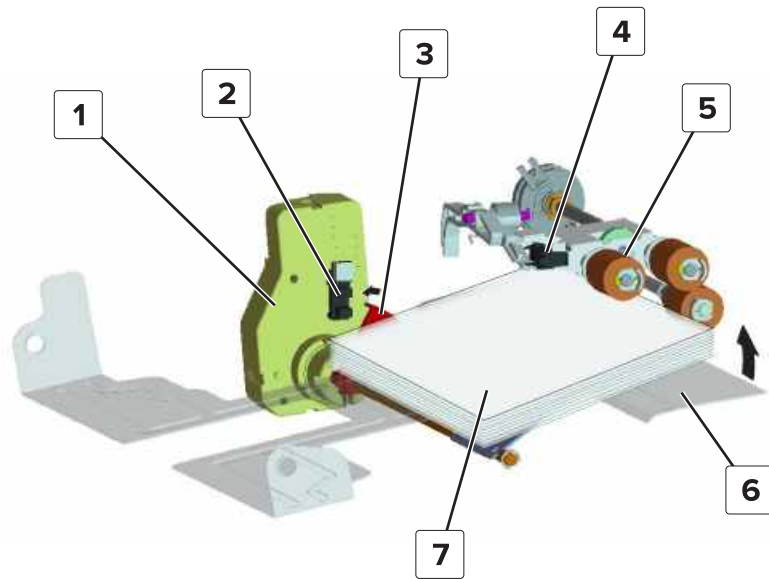
The sensor (tray empty) detects if there is no paper in the tray. The positions of the guides determine the dimensions of the paper. The sensor (paper width) and sensor (paper length) detect the position of the guides.



#	Part
1	Sensor (tray paper width)
2	Sensor (tray paper length)
3	Tray insert paper width guides
4	Sensor (tray empty)
5	Tray insert paper length guide

Paper lift

During feed, the lift plate raises the paper until the paper comes into contact with the pick roller. The sensor (lift plate level) detects if the pick roller is sufficiently engaged with the paper. The motor (lift) controls the movement of the lift plate. As the amount of paper lessens, the lift plate also continues to move up. When the tray is almost empty, the actuator triggers the sensor (near empty).



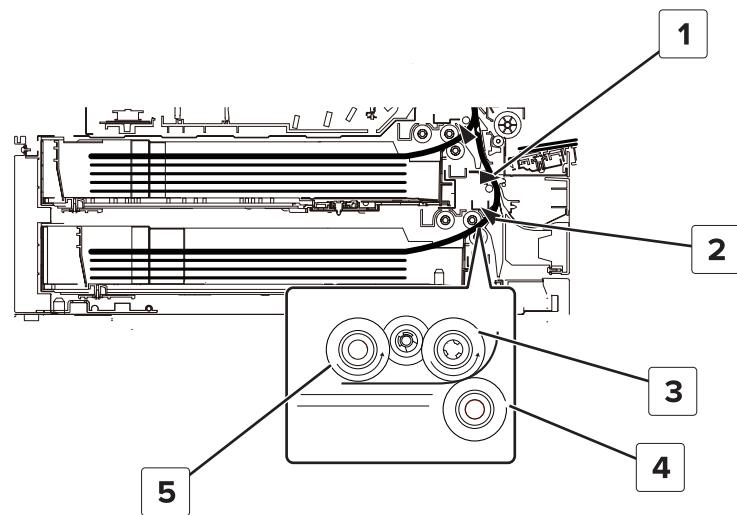
#	Part
1	Motor (lift)
2	Sensor (near empty)
3	Actuator
4	Sensor (lift plate level)
5	Pick roller
6	Lift plate
7	Paper

Paper feed

The pick roller pushes the topmost sheet to the feed roller. The separator roller makes sure that only one sheet is fed at a time.

For tray 1, the feed roller moves the paper directly to the registration section. For trays 2 to 4, the paper is fed from the feed roller to the transport rollers before going into the registration section.

The motor (paper feed) controls the pick, feed, and separator rollers. The motor (transport) drives the roller that moves the paper upward to the registration section. The sensor (paper feed) and sensor (pass through) detect the position of the paper.



#	Part
1	Sensor (pass through)
2	Sensor (paper feed)
3	Feed roller
4	Separator roller
5	Pick roller

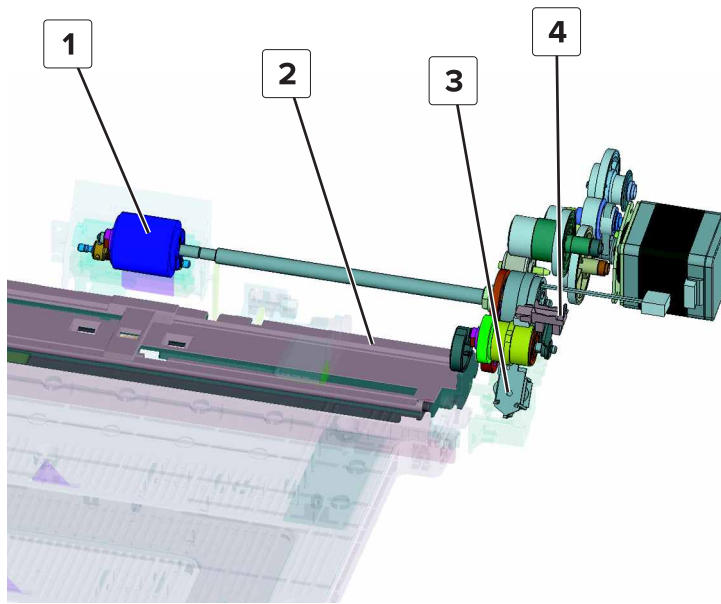
MPF section

Paper presence detection

The sensor (MPF empty) detects if there is no paper in the tray.

Paper lift

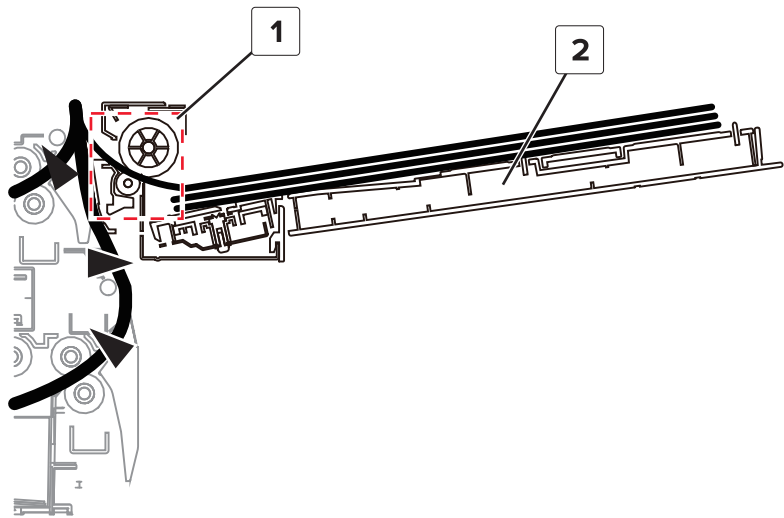
During feed, the lift plate pushes up to engage the paper with the pick roller. The movement of the lift plate is controlled by the MPF pick solenoid and is detected by the sensor (MPF lift plate position).



#	Part
1	MPF pick roller
2	Lift plate
3	MPF pick solenoid
4	Sensor (MPF lift plate position)

Paper feed

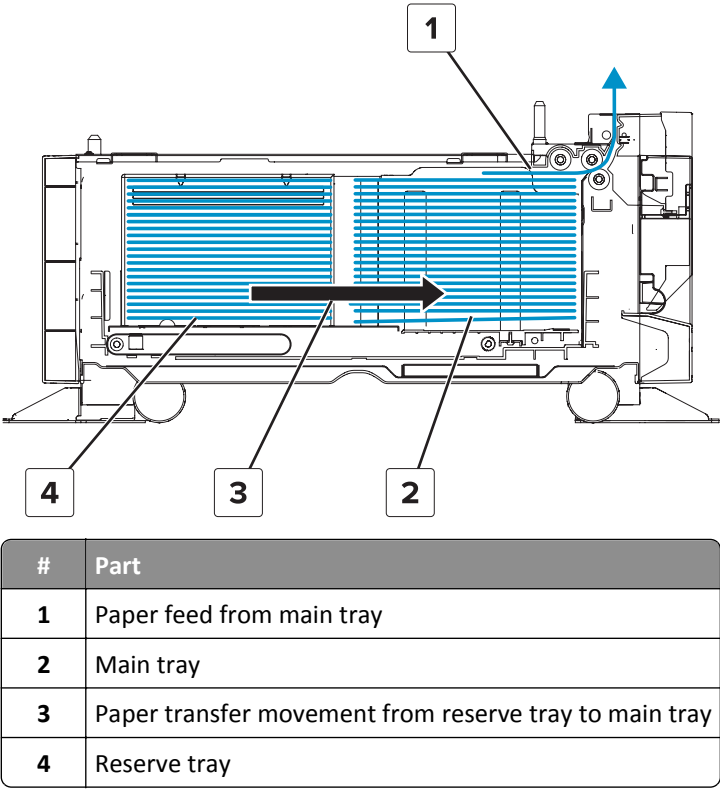
The MPF pick assembly moves the paper from the MPF tray to the registration section.



#	Part
1	MPF pick assembly
2	MPF tray

2500-sheet tray section

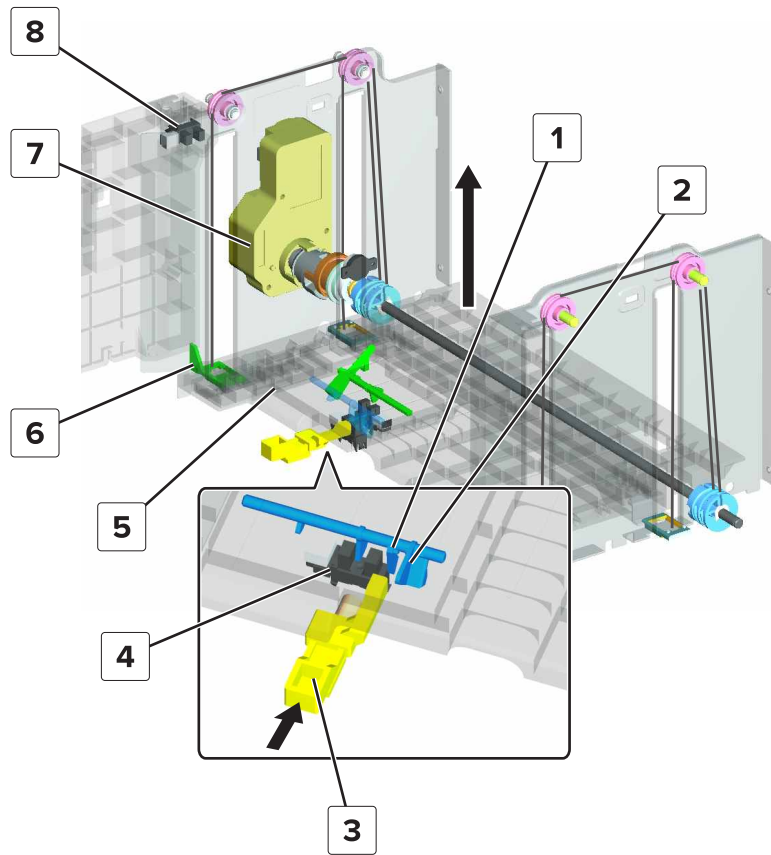
Paper path



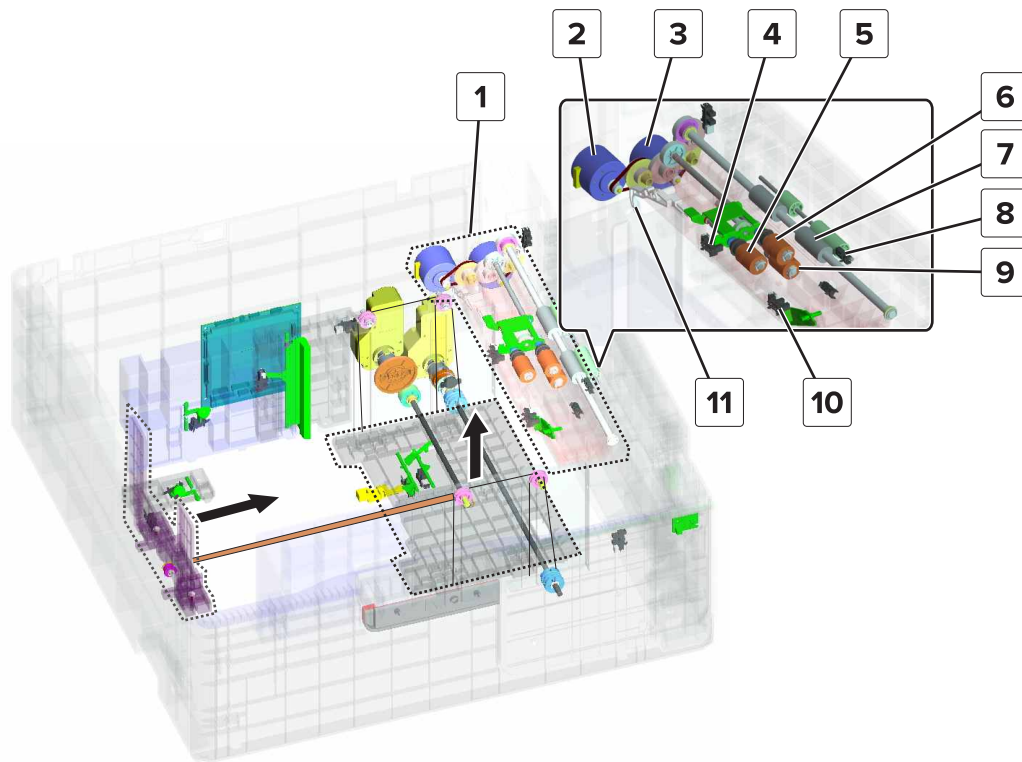
Paper feed mechanism

When the drawer is inserted, the lever is triggered to lower the pick roller. The motor (2500-sheet tray elevator) drives and raises the main tray until the paper is engaged with the pick roller. When the pick roller is engaged with the paper, the sensor (2500-sheet tray main tray elevator limit) detects the uppermost sheet.

The motor (2500-sheet tray feed) drives the pick, feed, and separator rollers to pick up and feed a sheet of paper into the vertical transport roller. The pick roller pushes the sheet to the feed roller and the separator roller makes sure that only one sheet is fed at a time. As the paper passes through the transport roller, the sensor (2500-sheet tray transport) detects it. The motor (2500-sheet tray transport) then drives the transport roller to transport the paper into the printer.



#	Part
1	Shifter stop detection actuator
2	Lower limit detection actuator
3	Transfer guide stop lever
4	Sensor (2500-sheet tray elevator home)
5	Main tray
6	Near empty detection actuator
7	Motor (2500-sheet tray elevator)
8	Sensor (2500-sheet tray main tray near empty)

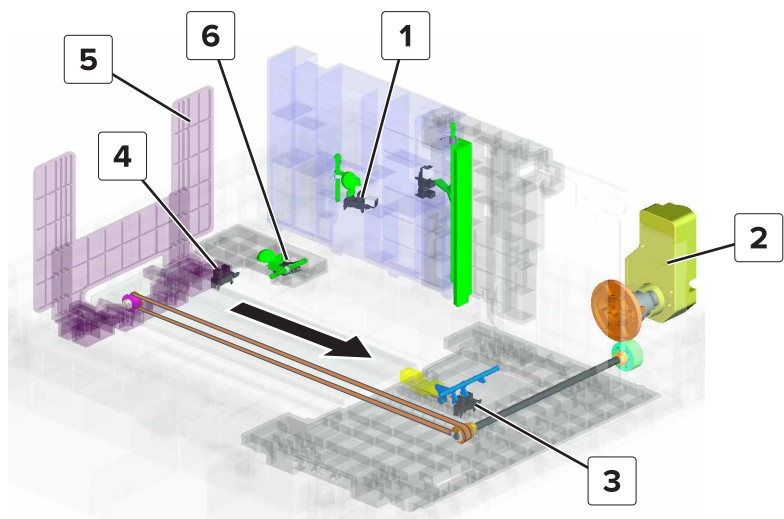


#	Part
1	Paper feed section
2	Motor (2500-sheet tray feed)
3	Motor (2500-sheet tray transport)
4	Sensor (2500-sheet tray main tray elevator limit)
5	Pick roller
6	Feed roller
7	Transport roller
8	Sensor (2500-sheet tray transport)
9	Separator roller
10	Sensor (2500-sheet tray main tray paper empty, top)
11	Lever

The main tray continues to move up as the amount of paper decreases. The near empty detection actuator triggers the sensor (2500-sheet tray main tray near empty) when the main tray is almost empty. When the sensor (2500-sheet tray main tray empty, top) detects an empty main tray, the motor (2500-sheet tray elevator) lowers the main tray. The sensor (2500-sheet tray elevator home) detects when the main tray is at its lowest position.

The sensor (2500-sheet tray reserve tray paper limit) and sensor (2500-sheet tray reserve tray paper empty) detect the amount of paper left on the reserve tray. If the main tray is empty while the reserve tray is loaded with paper, then the paper stack on the reserve tray is moved to the main tray. The motor (2500-sheet tray transfer guide) moves the transfer guide, pushing the paper stack into the main tray until the sensor (2500-sheet tray elevator home) is triggered. The motor (2500-sheet tray transfer guide) then drives the transfer guide to return to its home position.

If the reserve tray is empty when paper on the main tray runs out, then the main tray is not lowered. The main tray lowers only when the drawer is removed.

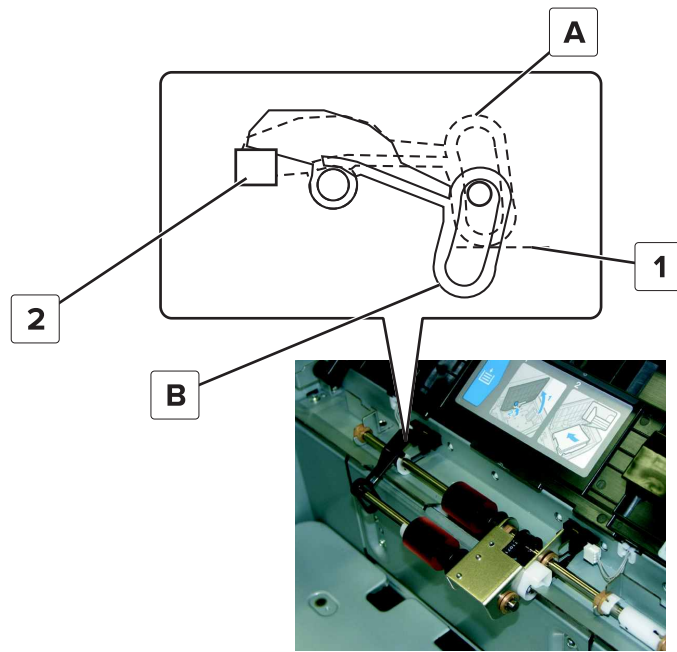


#	Part
1	Sensor (2500-sheet tray reserve tray paper limit)
2	Motor (2500-sheet tray transfer guide)
3	Sensor (2500-sheet tray elevator home)
4	Sensor (2500-sheet tray transfer guide home)
5	Transfer guide
6	Sensor (2500-sheet tray reserve tray paper empty)

3000-sheet tray section

Paper presence detection

The sensor (tray empty) detects if there is no paper on the tray. The sensor remains covered when paper is on the tray. When the tray is empty, the actuator lowers to unblock the sensor.

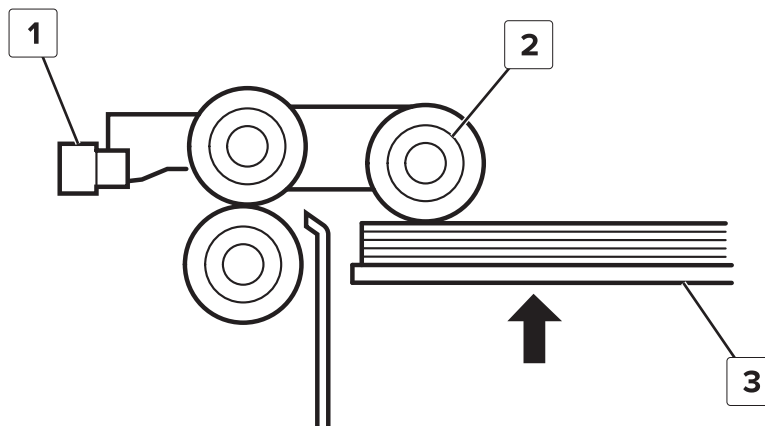


#	Part
1	Paper
2	Sensor (tray empty)
A	Actuator position (with paper)
B	Actuator position (without paper)

Paper lift

During feed, the elevator plate raises the paper until the paper comes into contact with the pick roller. The sensor (elevator level) detects if the pick roller is sufficiently engaged with the paper. The motor (elevator) controls the movement of the elevator plate.

As the amount of paper lessens, the elevator plate continues to move up. When the tray is almost empty, the sensors (paper low 1 and 2) are unblocked. If the tray is full, then the sensor (paper low 1) is blocked and the sensor (paper low 2) is unblocked.



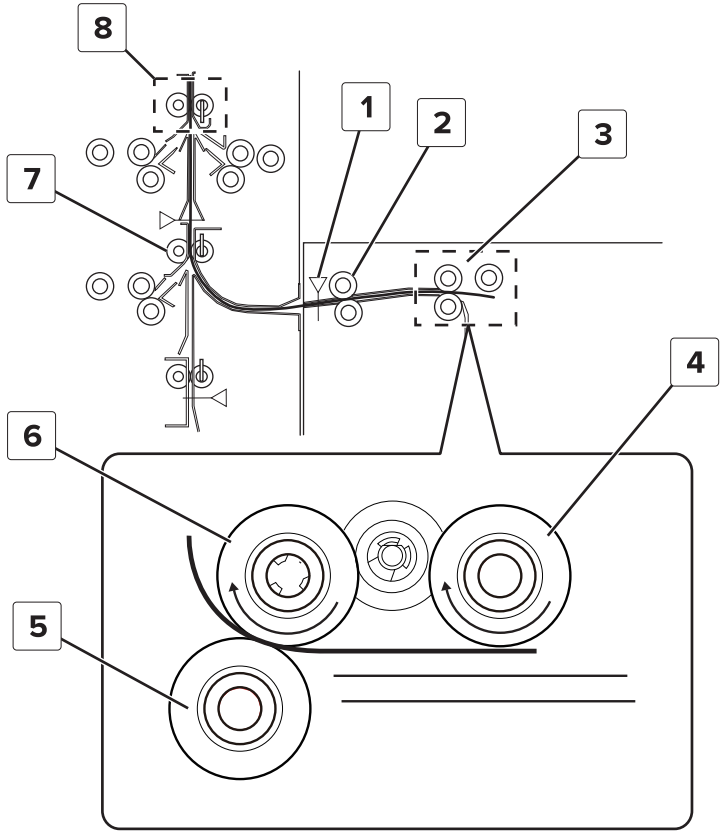
#	Part
1	Sensor (elevador level)
2	Pick roller
3	Elevador plate

Paper feed and transport

The pick roller pushes the topmost sheet to the feed roller. The separator roller makes sure that only one sheet is fed at a time.

The paper is fed from the pick assembly to the transport rollers before going to the registration section. For more information, see [“Registration section” on page 603](#).

The motor (feed) controls the pick, feed, and separator rollers. The motor (transport) drives the transport roller to pass the paper to the tray 2 transport roller. The sensor (feed) detects when paper passes through the transport roller.



#	Part
1	Sensor (feed)
2	Transport roller
3	Pick assembly
4	Pick roller
5	Separator roller
6	Feed roller

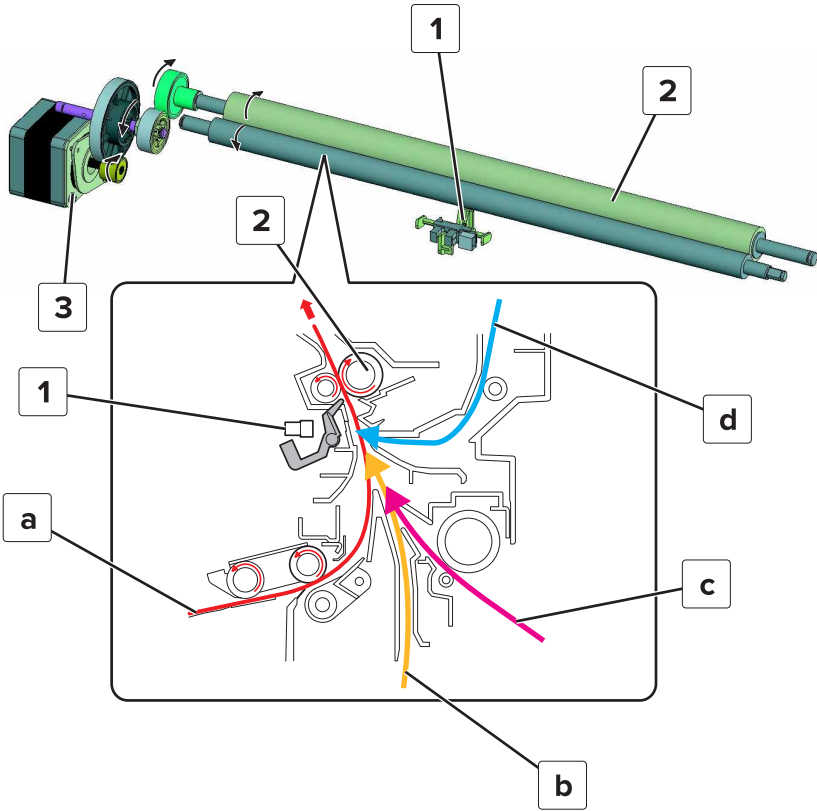
#	Part
7	Tray 2 transport roller
8	Registration section

Registration section

Depending on the print job, the registration section receives paper from the tray, MPF or duplex section.

As paper enters the registration roller, the sensor (registration) detects its presence. Skew adjustments are made on the registration roller to align the leading edge of the paper.

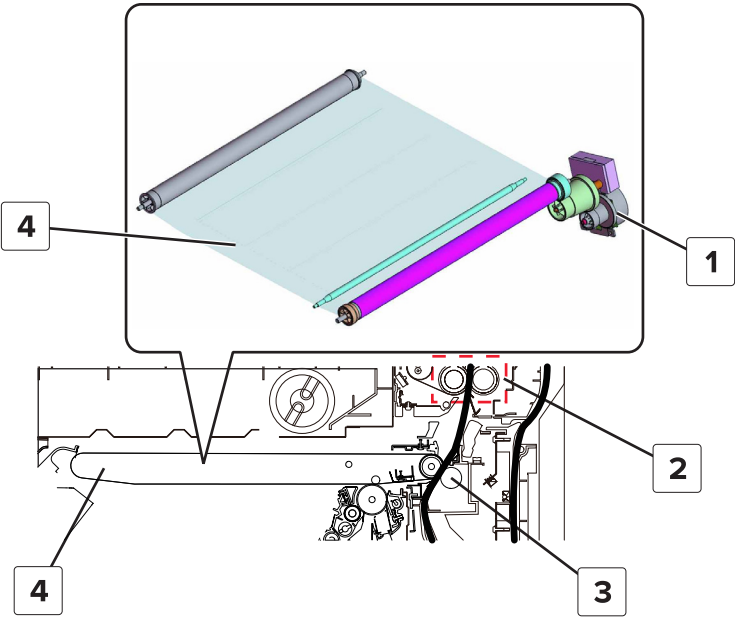
The motor (registration) drives the registration roller, passing the paper to the print section.



#	Part
1	Sensor (registration)
2	Registration roller
3	Motor (registration)
a	Paper path from tray 1
b	Paper path from tray 2–4 and 3000-sheet tray
c	Paper path from MPF section
d	Paper path from Duplex section

Print section

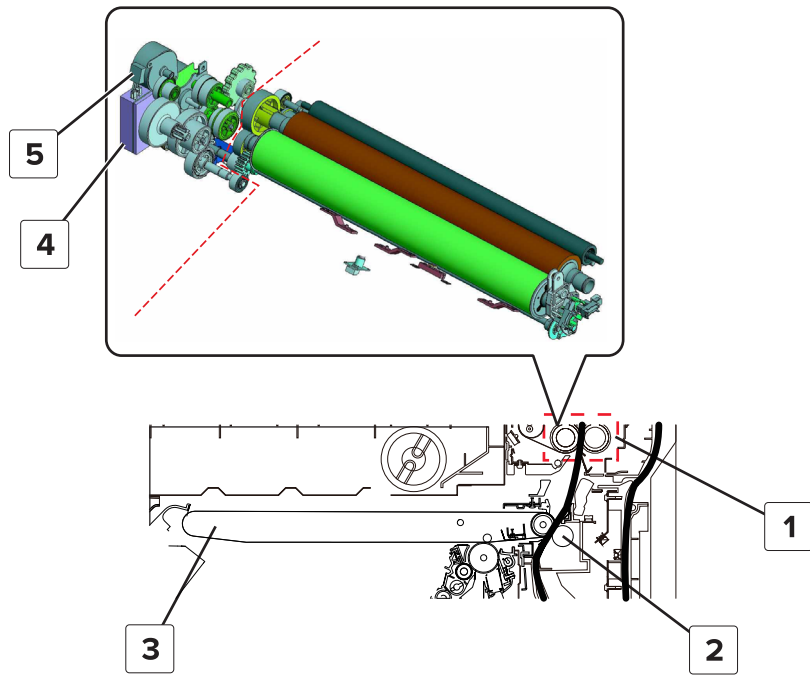
Toner from the transfer belt is transferred to the paper. For more information, see [“Second transfer” on page 589](#). The rotation of the transfer belt and transfer roller is controlled by the motor (developer).



#	Part
1	Motor (developer)
2	Fuser
3	Transfer roller
4	Transfer belt

After second transfer, the paper is passed to the fuser. For more information, see [“Fuse” on page 590](#).

The motor (fuser pressure) controls the pressure that is exerted on the paper. The motor (fuser) controls the movement of the paper from the fuser to the exit section.



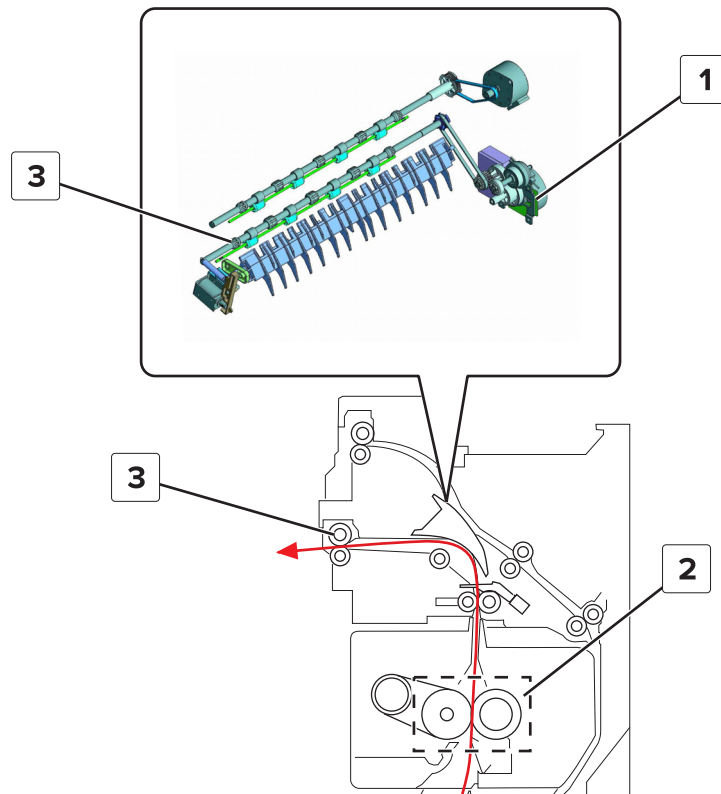
#	Part
1	Fuser
2	Transfer roller
3	Transfer belt
4	Motor (fuser)
5	Motor (fuser pressure)

Exit section

Exit roller path

Paper moves from the fuser to the exit roller. The motor (fuser) drives the exit roller to push out the printed paper to the standard bin.

Note: For finishing and folding jobs, the printed paper also moves along the path of the exit roller.

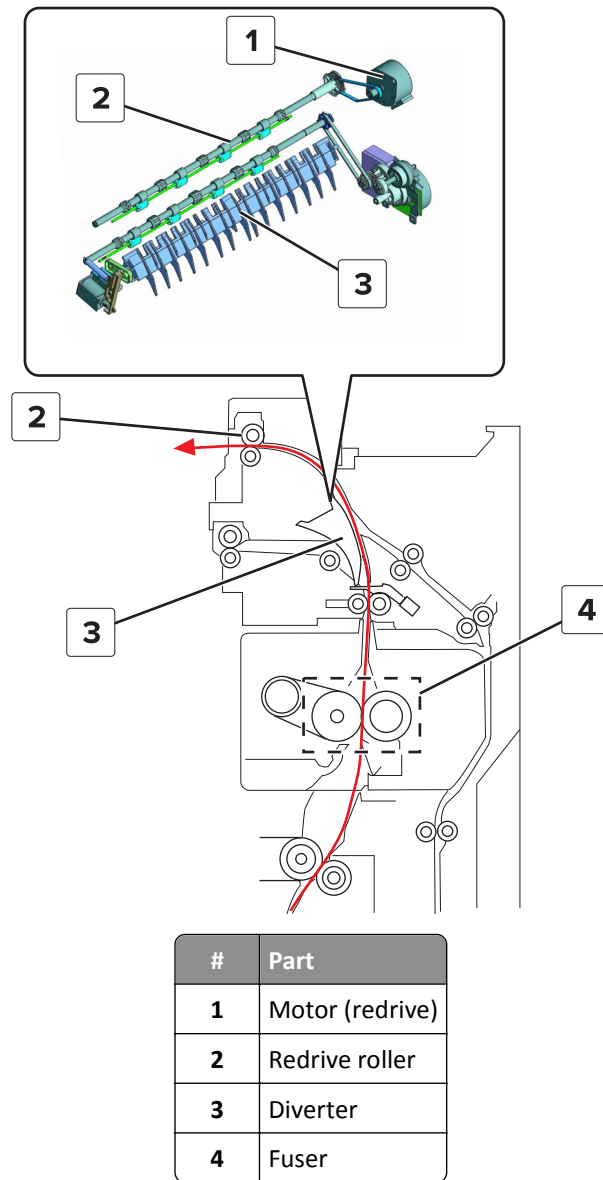


#	Part
1	Motor (fuser)
2	Fuser
3	Exit roller

Redrive roller path

If a paper transport is on the printer during a standard print job, then paper exits on top of the paper transport.

As paper moves up from the fuser, the diverter closes the path to the exit roller and opens the path to the redrive roller. The motor (redrive) controls the redrive roller, which exits the printed paper.



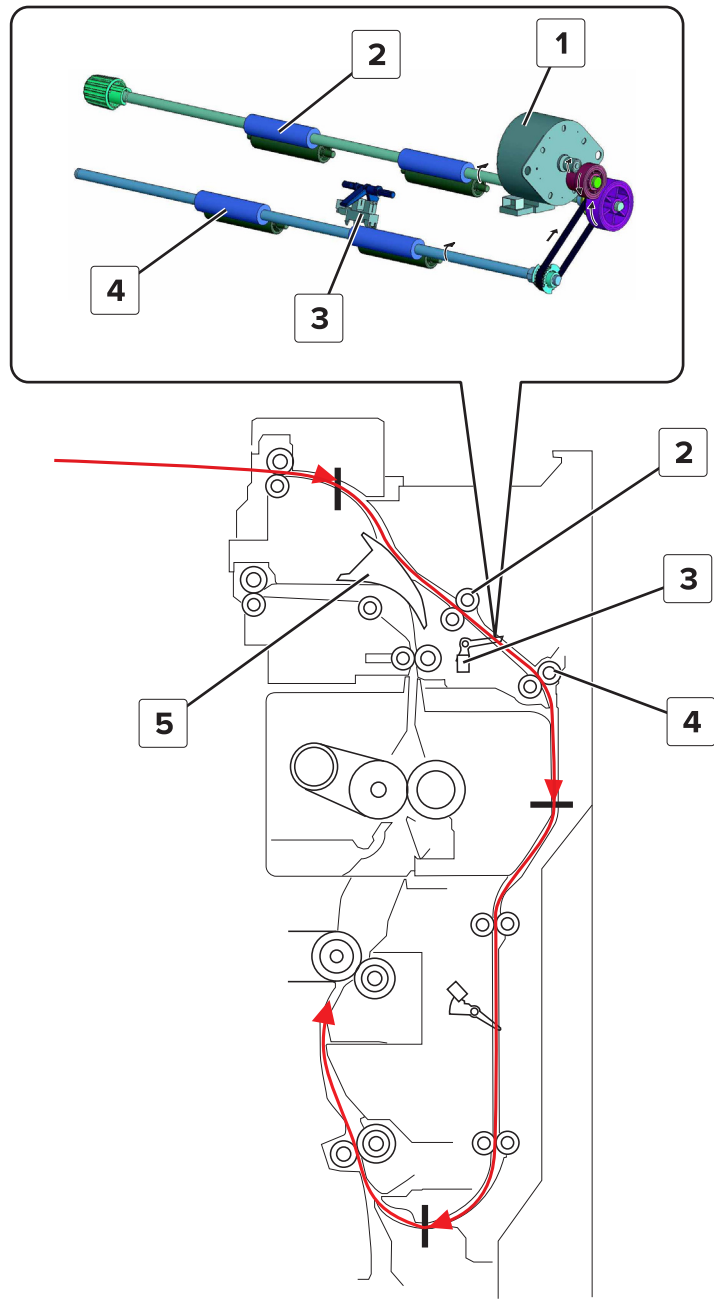
Duplex section

Upper duplex transport

For a duplex print job, the paper is fed back to print on the other side.

The redrive roller, which is driven by the motor (redrive), reverses rotation to feed the paper back to the printer. The path to the fuser section is closed by the diverter so that the paper moves along the duplex path.

As paper moves down passing the duplex entrance roller and the upper duplex transport roller, the sensor (duplex pass through 1) detects the position of the paper. The motor (duplex transport) drives the duplex entrance roller and upper duplex transport roller.



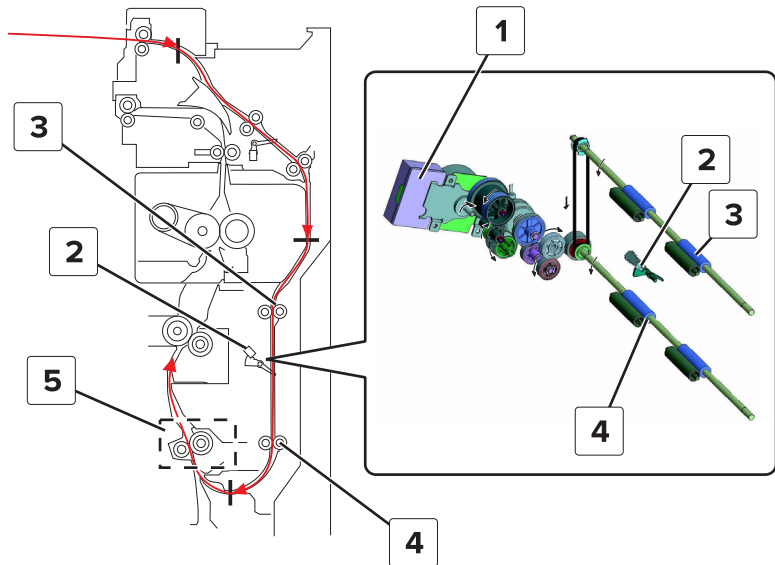
#	Part
1	Motor (redrive)
2	Duplex entrance roller
3	Sensor (duplex pass through 1)
4	Upper duplex transport roller
5	Diverter

Lower duplex transport

The paper continues to move down to the lower duplex transport roller and duplex exit roller.

The sensor (duplex pass through 2) detects the position of the paper. The motor (transport) drives the lower duplex transport roller and duplex exit roller.

The paper then travels to the registration section to print on the other side. For more information, see [“Registration section” on page 603](#).



#	Part
1	Motor (transport)
2	Sensor (duplex pass through 2)
3	Lower duplex transport roller
4	Duplex exit roller
5	Registration section

Appendix D: Acronyms

Acronyms

ASIC	Application-Specific Integrated Circuit
BLDC	Brushless DC Motor
BOR	Black Only Retract
C	Cyan
CCD	Charge Coupled Device
CCP	Carbonless Copy Paper
CRC	Cyclic Redundancy Check
CSU	Customer Setup
CTLS	Capacitance Toner Level Sensing
DIMM	Dual Inline Memory Module
DRAM	Dynamic Random Access Memory
EDO	Enhanced Data Out
EP	Electrophotographic Process
EPROM	Erasable Programmable Read-Only Memory
ESD	Electrostatic Discharge
FFC	Flat Flexible Cable
FRU	Field Replaceable Unit
GB	Gigabyte
HCF	High-Capacity Feeder
HCIT	High-Capacity Input Tray
HCOF	High-Capacity Output Finisher
HVPS	High Voltage Power Supply
ITU	Image Transfer Unit
K	Black
LCD	Liquid Crystal Display
LDAP	Lightweight Directory Access Protocol
LED	Light-Emitting Diode
LVPS	Low Voltage Power Supply
M	Magenta
MB	Megabyte
MFP	Multi-Function Printer
MPF	Multipurpose Feeder

MROM	Masked Read Only Memory
MS	Microswitch
NVM	Nonvolatile Memory
NVRAM	Nonvolatile Random Access Memory
OEM	Original Equipment Manufacturer
OPT	Optical Sensor
PC	Photoconductor
pel, pixel	Picture element
POR	Power-On Reset
POST	Power-On Self Test
PSD	Position Sensing Device
PWM	Pulse Width Modulation
RIP	Raster Imaging Processor
ROM	Read Only Memory
SDRAM	Synchronous Dual Random Access Memory
SIMM	Single Inline Memory Module
SRAM	Static Random Access Memory
TPS	Toner Patch Sensing
UPR	Used Parts Return
V ac	Volts alternating current
V dc	Volts direct current
VTB	Vacuum Transport Belt
Y	Yellow

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