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Xerox® Phaser® 3330 Xerox® WorkCentre® 3335/3345 Service Manual



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ISO9001 and ISO027001 Certified

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Contents

1 General Information

About this Service Manual	1-2
Manual Terms	1-2
Manual Organization	1-3
Safety	1-4
Power Safety Precautions	1-4
Electrostatic Discharge (ESD) Precautions	1-4
Service Safety Summary	1-5
Health and Safety Incident Reporting	1-7
Printer Symbols	1-9
Regulatory	1-10
Introduction and Overview	1-11
Technical Support Information	1-11
Parts of the Printer	1-12
Phaser 3330 Front View	1-12
Phaser 3330 Rear and Side Views	1-13
WorkCentre 3335/3345 Front Views	1-14
WorkCentre 3335/3345 Rear View	1-15
Control Panel	1-16
Phaser 3330 DN/DNM Control Panel Button Descriptions	1-16
WorkCentre 3335, 3345 Control Panel Button Descriptions	1-17
Understanding the Status LED	1-18
Media Path	1-19
Media Path Sensor Locations	1-20
Document Feeder	1-21
ADF	1-21
Paper Feeder	1-24
Tray 1	1-24
Pick Up / Retard Roller	1-24
Registration Roller	1-24
Bypass Tray	1-25
Tray 2	1-25
Duplex Unit	1-26
Print Process	1-27
Toner Cartridge	1-27
Fuser	1-28
Laser Scanning Unit (LSU)	1-29
Drive	1-30
Electrical	1-31
Sensors	1-33

Maintenance Items	1-35
Consumables	1-35
Specifications	1-36
Configurations	1-36
Paper Handling	1-38
Printing Specifications	1-39
Scanning Specifications	1-40
Copy Specifications	1-41
Fax Specifications	1-42
Electrical Specifications	1-43
Environmental Specifications	1-44
Physical Dimensions and Clearances	1-45
Mounting Surface Specifications	1-47
2 Troubleshooting	
Introduction	2-2
Monitoring Supplies Life	2-2
Initial Actions	2-3
Servicing Instructions	2-4
Service Mode Introduction	2-5
Phaser 3330 Service Mode	2-6
Enter Service Mode (P3330)	2-6
Service Mode Menu	2-6
WorkCentre 3335/3345 Service Mode	2-10
Enter Service Mode (WC3335/3345)	2-10
WorkCentre 3335/3345 Service Mode Menu	2-10
Error Messages and Troubleshooting	2-18
Error Messages	2-18
Troubleshooting Jams	2-34
Tray and Media Errors	2-52
Toner Cartridge and Drum Cartridge Errors	2-61
Fuser Errors	2-66
Laser Errors	2-69
Fax Communication and Configuration Warnings	2-71
Network Configuration Errors	2-73
System Errors	2-77
Scanner Errors	2-79
Other Errors	2-81
Multi Sheet Picks	2-81
Printing Problems	2-83
ADF/DADF Problems WC 3335 and 3345	2-84
Diagnostic Routines	2-89
dC120 Fault Counters	2-89
dC131 NVM Read/Write	2-90
dC132 NVM Initialization	2-93
dC305 UI Test	2-93
dC330 Component Control	2-94

3 Image Quality

Image Quality Overview	3-2
Defects Associated with Specific Printer Components	3-2
Print-Quality Defect Definitions	3-4
Vertical Black Line or Band	3-5
Vertical White Lines or Bands	3-6
Horizontal Black Band	3-7
Black or White Spots	3-8
Light or Undertone Print	3-10
Black Print	3-11
Uneven Density	3-13
Background Contamination	3-14
Ghosting or Residual Image	3-15
Smears on Printed Page	3-16
Smears on Back of Page	3-17
Blank Print	3-18
Toner Smears	3-20
Unfused Image	3-21
Test Prints	3-23
Printing the Test Pattern	3-24
Image Specifications	3-25
Guaranteed Print Areas	3-26

4 Service Parts Disassembly

Overview	4-2
Standard Orientation of the Printer	4-2
Preparation	4-3
Notations in the Disassembly Text	4-3
Fastener Types	4-3
Consumables	4-5
Toner Cartridge and Photoreceptor Drum Cartridge	4-5
Tray 1	4-6
Duplex Assembly	4-7
Undocking the Printer	4-8
Platen Unit	4-9
Covers and Doors	4-13
Front Door	4-13
Rear Door	4-13
Left Cover	4-15
Right Cover	4-17
Top Cover (3330)	4-18
Top-Inner Cover (3335/3345)	4-21
Upper Middle Cover	4-23
Lower Middle Cover (3335/3345)	4-25

Feeder.....	4-29
Base Plate Pad	4-29
Tray 1 Retard Roller.....	4-30
Bypass Pick Up Assembly.....	4-32
Bypass Tray Retard Roller	4-35
Bypass Tray Pick Up Roller Assembly.....	4-36
Feed Roller.....	4-39
Feed Drive Assembly.....	4-41
Pick Up, Registration, and Bypass Tray Clutches	4-42
20 Feed Gear.....	4-44
44-29 Feed Gear/19 Idle Gear.....	4-45
Pick Up Roller	4-46
Xerographics.....	4-47
Transfer Roller.....	4-47
Laser Unit.....	4-48
Fuser	4-49
Rear Frame	4-53
Exit Roller Frame	4-55
Exit Rollers	4-57
Main Drive.....	4-58
Main Drive Assembly	4-58
Main Drive Motor.....	4-61
RDCN 23/23 Gear and DR 19 Swing Gear	4-62
Electrical.....	4-65
Main PWB	4-65
Wireless (Wi-Fi) Board	4-68
Control Panel Board (Phaser 3330)	4-70
LCD (Phaser 3330).....	4-71
Control Panel Assembly and Key PWB (WorkCentre 3335/3345).....	4-73
SMPS.....	4-74
HVPS	4-75
Speaker and Fax Board	4-76
Modem (Fax) Interface Cable	4-78
DADF Board (3345 Only).....	4-79
ADF Board	4-82
Upper and Lower CRUM Holders and CRUM Terminal.....	4-82
SMPS Fan.....	4-86
Exhaust Fan.....	4-89
Sensors and Switches.....	4-90
Out-bin Full Sensor	4-90
Registration Sensor and Feed Sensor.....	4-91
Feed Actuator Spring	4-93
Paper Empty Sensor	4-95
Exit Sensor and Exit Sensor Holder.....	4-97
Coupler Bar	4-101

WorkCentre 3335/3345 Scanner 4-103

 Scanner Assembly (WorkCentre 3335/3345) 4-103

 Upper Platen 4-105

 Lower Platen 4-106

A4 Middle Platen 4-107

 A4 Middle Platen Assembly 4-107

 Scanner Contact Image Sensor (WorkCentre 3335/3345) 4-109

 Scanner Scan Motor (WorkCentre 3335/3345) 4-111

 Home Position Sensor (WorkCentre 3335/3345) 4-113

 Timing Gear Belt (WorkCentre 3335/3345) 4-114

WorkCentre 3345 DADF 4-116

 DADF Assembly 4-116

 DADF Cover 4-117

 DADF Pick Up Unit 4-118

 DADF Board 4-119

 DADF Drive 4-121

 DADF White Bar Plate 4-125

 DADF Registration Sensor, DADF Feed Sensor 4-126

 DADF Feed Roller 4-132

 DADF Lifting Solenoid 4-135

 DADF Separator Pad 4-137

WorkCentre 3335 ADF 4-138

 ADF Assembly (WorkCentre 3335) 4-138

 ADF Pick Up Assembly (WorkCentre 3335) 4-140

 ADF Paper Path Assembly (WorkCentre 3335) 4-141

 White Bar 4-142

 ADF Drive (WorkCentre 3335) 4-143

 ADF Input Tray (WorkCentre 3335) 4-144

 ADF Front/Rear Cover (WorkCentre 3335) 4-145

Optional Cassette 4-147

 Optional Tray 2 Front Cover 4-147

 Optional Tray 2 Left Side Cover 4-148

 Optional Tray 2 Right Side Cover 4-149

 Optional Tray 2 Main Board 4-150

 Optional Tray 2 Main Motor 4-151

 Optional Tray 2 Clutch 4-152

 Optional Tray 2 Pick Up_Forward Roller 4-153

 Optional Tray 2 Reverse Roller 4-154

 Optional Tray 2 Main Drive Unit 4-155

 Optional Tray 2 Lift Assy 4-156

 Optional Tray 2 Pick Up Unit 4-157

 Pick-up Empty Feed Sensor 4-159

..... 4-159

5 Parts Lists

Serial Number Format 5-2

Using the Parts List	5-3
Parts List 1.0 Phaser 3330 Main	5-4
Parts List 1.1 Phaser 3330 Top Cover.....	5-6
Parts List 1.2 Right Cover.....	5-9
Parts List 1.3 Front Cover Assembly	5-11
Parts List 3.1 Frame (1 of 2).....	5-13
Parts List 3.1A Frame (2 of 2).....	5-15
Parts List 3.2 Bypass Tray	5-18
Parts List 3.3 Fuser.....	5-20
Parts List 3.4 Rear Frame.....	5-22
Parts List 3.5 Drive.....	5-24
Parts List 3.6 Feed Drive.....	5-26
Parts List 4.1 Duplex Assembly	5-28
Parts List 5.1 Tray 1.....	5-30
Parts List 6.1 WorkCentre 3335/3345 Main.....	5-32
Parts List 6.2 WorkCentre 3335/3345 Middle Cover	5-34
Parts List 7.1 WorkCentre 3335 SCANNER and ADF	5-36
Parts List 7.1A WorkCentre 3335 ADF.....	5-38
Parts List 8.1 WorkCentre 3345 SCANNER and DADF	5-40
Parts List 8.1A WorkCentre 3345 DADF	5-42
Parts List 8.2 WorkCentre 3345 Lower DADF	5-44
Parts List 8.3 WorkCentre 3345 Upper DADF	5-46
Parts List 8.5 WorkCentre 3345 Drive DADF	5-48
Parts List 9.2 WorkCentre 3335/3345 Platen	5-50
Parts List 10.1 WorkCentre 3335/3345 Control Panel	5-52
Parts List 12.1 Optional Tray 2 Feeder Main	5-54
Parts List 12.2 Optional Tray Cassette A/S Assy	5-56
Parts List 12.3 Optional Tray Frame ETS.....	5-58
Parts List 12.4 Optional Tray Feeder Pick Up Unit Assy	5-60
Xerox Supplies and Accessories.....	5-62
Consumables and Maintenance Items	5-62
Starter Cartridges (For Parts Identification Only - Not field orderable).....	5-62
Replacement Cartridges	5-62
Maintenance Kits.....	5-63

6 Maintenance

Service Maintenance Procedure	6-2
Recommended Tools	6-2
Cleaning.....	6-2
Cleaning the Laser Unit Window.....	6-3
Cleaning the Feed Roll.....	6-4
Cleaning the Platen, CVT Glass and Document Cover	6-4
Cleaning the Interior.....	6-5
Moving the Printer	6-6
Adjusting Altitude	6-7
Firmware Upgrade Procedure	6-7
Remote Upgrade (CWIS method).....	6-8
Local Upgrade.....	6-8

Tag Matrix.....	6-9
Change Tag Introduction	6-9
Classification codes.....	6-9
7 Wiring Data	
Printer Plug/Jack and Connector Designations.....	7-2
Phaser 3330 Main PWB Connector Designators.....	7-3
WorkCentre 3335/3345 Main PWB Connector Designators.....	7-5
Phaser 3330 Control Panel PWB	7-8
DADF PWB.....	7-9
SMPS PWB.....	7-10
Wiring Diagrams for P3330/WC3335/WC3345.....	7-11

Contents

General Information

This chapter includes...

- [About this Service Manual](#)
- [Manual Organization](#)
- [Safety](#)
- [Introduction and Overview](#)
- [Parts of the Printer](#)
- [Control Panel](#)
- [Media Path](#)
- [Media Path Sensor Locations](#)
- [Document Feeder](#)
- [Paper Feeder](#)
- [Print Process](#)
- [Drive](#)
- [Electrical](#)
- [Maintenance Items](#)
- [Consumables](#)
- [Specifications](#)

About this Service Manual

The Phaser 3330 and WorkCentre 3335/3345 Service Manual is the primary document used for repairing, maintaining, and troubleshooting the printer. Use this manual as your primary resource for understanding the operational characteristics of the printer and all available options. This manual describes specifications, diagnosis and repair of problems occurring in the printer and attached options. Also included are detailed replacement procedures, parts lists, and wiring diagrams.

Manual Terms

Various terms are used throughout this manual to either provide additional information on a specific topic or to warn of possible danger present during a procedure or action. Be aware of all symbols and terms when they are used, and always read Note, Caution, and Warning statements.



WARNING: A warning indicates an operating or maintenance procedure, practice or condition that, if not strictly observed, results in injury or loss of life.



CAUTION: A caution indicates an operating or maintenance procedure, practice or condition that, if not strictly observed, results in damage to, or destruction of, equipment.

Replacement Note: A replacement note provides important information related to parts replacement. When needed, replacement notes appear at the end of the disassembly procedure.

Note: A note indicates an operating or maintenance procedure, practice or condition that is necessary to efficiently accomplish a task. A note can provide additional information related to a specific subject or add a comment on the results achieved through a previous action.

Manual Organization

The Phaser 3330 and WorkCentre 3335/3345 Service Manual contains these sections:

Introductory, Safety, and Regulatory Information

This chapter contains important safety information and regulatory requirements.

Chapter 1 - General Information

This chapter describes the printer's operation, configuration, specifications, and consumables.

Chapter 2 - Troubleshooting

This chapter provides detailed troubleshooting procedures for error messages and codes displayed on the Control Panel. Troubleshooting covers the operation of Service Diagnostics. In addition, this section includes troubleshooting methods for situations where an error indicator is not available.

Chapter 3 - Image Quality

This chapter focuses on techniques to correct image quality problems in printer output.

Chapter 4 - Service Parts Disassembly

This chapter contains removal procedures for spare parts listed in the Parts List. A replacement procedure is included when necessary.

Chapter 5 - Parts List

This chapter contains exploded views of the print engine and optional Field Replaceable Units (FRUs), as well as part numbers for orderable parts.

Chapter 6 - Maintenance

This chapter provides periodic cleaning procedures for the printer. This section also provides procedures for the adjustment of print engine components.

Chapter 7 - Wiring

This chapter contains printer plug/jack locations and wiring diagrams.

Safety

Power Safety Precautions

Power Source

For 115 VAC printers, do not apply more than 127 volts RMS between the supply conductors or between either supply conductor and ground. For 230 VAC printers, do not apply more than 254 volts RMS between the supply conductors or between either supply conductor and ground. Use only the specified power cord and connector. This manual assumes that the reader is a qualified service technician.

Plug the three-wire power cord (with grounding prong) into a grounded AC outlet only. If necessary, contact a licensed electrician to install a properly grounded outlet. If the product loses its ground connection, contact with conductive parts may cause an electrical shock. A protective ground connection by way of the grounding conductor in the power cord is essential for safe operation.

Disconnecting Power



WARNING: Turning the power Off using the power switch does not completely de-energize the printer. You must also disconnect the Power Cord from the printer's Alternating Current (AC) inlet. Disconnect the Power Cord by pulling the plug, not the cord.

Disconnect the Power Cord in the following cases:

- if the power cord or plug is frayed or otherwise damaged,
- if any liquid or foreign material is spilled into the product,
- if the printer is exposed to any excess moisture,
- if the printer is dropped or damaged,
- if you suspect that the product needs cleaning, servicing or repair,

Electrostatic Discharge (ESD) Precautions

Some semiconductor components, and the respective sub-assemblies that contain them, are vulnerable to damage by Electrostatic Discharge (ESD). These components include Integrated Circuits (ICs), Large-Scale Integrated circuits (LSIs), field-effect transistors, and other semiconductor chip components. The following techniques will reduce the occurrence of component damage caused by static electricity.

Be sure the power is Off and observe these other safety precautions.

- Immediately before handling any semiconductor component assemblies, drain the electrostatic charge from your body. This can be accomplished by touching an earth ground source or by wearing a wrist strap device connected to an earth ground source. Wearing a wrist strap will also prevent accumulation of additional bodily static charges. Be sure to remove the wrist strap before applying power to the unit under test to avoid potential shock.

- After removing a static sensitive assembly from its anti-static bag, place it on a grounded conductive surface. If the anti-static bag is conductive, you may ground the bag and use it as a conductive surface.
- Do not use freon-propelled chemicals. These can generate electrical charges sufficient to damage some devices.
- Do not remove a replacement component or electrical sub-assembly from its protective package until you are ready to install it.
- Immediately before removing the protective material from the leads of a replacement device, touch the protective material to the chassis or circuit assembly into which the device will be installed.
- Minimize body motions when handling and unpacked replacement devices. Motion such as your clothes brushing together, or lifting a foot from a carpeted floor can generate enough static electricity to damage an electro-statically sensitive device.
- Handle ICs and Erasable Programmable Read-Only Memories (EPROM's) carefully to avoid bending pins.
- Pay attention to the direction of parts when mounting or inserting them on circuit boards.

Service Safety Summary

General Guidelines

For qualified service personnel only:

Refer also to the preceding [Power Safety Precautions on page 1-4](#).

Avoid servicing alone:

Do not perform internal service or adjustment of this product unless another person capable of rendering first aid or resuscitation is present.

Use care when servicing with power:

Dangerous voltages may exist at several points in this product. To avoid personal injury, do not touch exposed connections and components while power is On. Disconnect power before removing the power supply shield or replacing components.

Do not wear jewelry:

Remove jewelry prior to servicing. Rings, necklaces and other metallic objects could come into contact with dangerous voltages and currents.

Warning Labels


Read and obey all posted warning labels. Throughout the printer, warning labels are displayed on potentially dangerous components. As you service the printer, check to make certain that all warning labels remain in place.

Safety Interlocks

Make sure all covers are in place and all Interlock Switches are functioning correctly after you have completed a service call for the printer. If you bypass an Interlock Switch during a service call, use extreme caution when working on or around the printer.

Servicing Electrical Components


Before starting any service procedure, switch the printer power Off and unplug the power cord from the wall outlet. If you must service the printer with power applied, be aware of the potential for electrical shock.

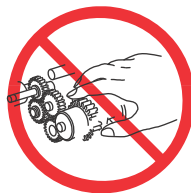
 **WARNING:** Do not touch any electrical component unless you are instructed to do so by a service procedure




Servicing Mechanical Components

When servicing mechanical components within the printer, manually rotate the Drive Assemblies, Rollers, and Gears.

 **WARNING:** Do not try to manually rotate or manually stop the drive assemblies while any motor is running.



Servicing Fuser Components

 **WARNING:** This printer uses heat to fuse the image to the media. During operating, the Fuser is very hot. Allow the Fuser to cool up to 40 minutes before you attempt to service the Fuser or adjacent components.

Health and Safety Incident Reporting

This section defines requirements for notification of health and safety incidents involving Xerox products (equipment and materials) at customer locations worldwide. These requirements apply to Xerox Corporation and its subsidiaries worldwide.

Objective

To enable prompt resolution of health and safety incidents involving Xerox products and to ensure Xerox regulatory compliance.

Definitions

Incident:

An event or condition occurring in a customer account that has resulted in injury, illness or property damage. Examples of incidents include machine fires, smoke generation, physical injury to an operator or service representative. Alleged events and product conditions are included in this definition.

Requirements

Initial Report:

1. Xerox organizations have established a process for individuals to report product incidents to Xerox Environment Health & Safety within 24 hours of becoming aware of the event.
2. The information to be provided at the time of reporting is outlined in the Health and Safety Incident Report form.

The Health and Safety Incident Report form used to report incidents involving Xerox products is available on Xerox Global Service Net at <https://www.xrxgsn.com/secure/main.pl?CatId=1789>. If you are unable to download the form, request a form when reporting the incident by phone, electronic mail or Fax.







3. The initial notification may be made by any of the methods that follow:
 - For incidents in North America and Developing Markets West (Brazil, Mexico, Latin American North and Latin American South):
 - Phone* Xerox EH&S at: +1-800-ASK-XEROX.
 - Electronic mail Xerox EH&S at: usa.xerox.ehs@xerox.com.
 - Fax Xerox EH&S at: +1-585-216-8817 [intelnet 8-219-8817].
 - For incidents in Europe and Developing Markets East (Middle East, Africa, India, China and Hong Kong):
 - Phone* Xerox EH&S at: +44 (0) 1707 353434.
 - Electronic mail Xerox EH&S at: ehs-europe@xerox.com.
 - Fax Xerox EH&S at: +44 (0) 1707 353914 [intelnet 8 668 3914].

Note: Initial notification made by phone must be followed within 24 hours by a completed Health and Safety Incident Report form sent to the indicated electronic mail address or fax number. If sending a fax, please also send the original form by internal mail.

Responsibilities for resolution:

1. Business Groups / Product Design Teams responsible for the product involved in the incident shall:
 - a. Manage field bulletins, customer correspondence, product recalls, safety retrofits.
 - b. Fund all field retrofits.
2. Field Service Operations shall:
 - a. Preserve the Xerox product involved and the scene of the incident inclusive of any associated equipment located in the vicinity of the incident.
 - b. Return any affected equipment/part(s) to the location designated by Xerox EH&S and/or the Business Division.
 - c. Implement all safety retrofits.
3. Xerox EH&S shall:
 - a. Manage and report all incident investigation activities.
 - b. Review and approve proposed product corrective actions and retrofits, if necessary.
 - c. Manage all communications and correspondence with government agencies.
 - d. Define actions to correct confirmed incidents.

Printer Symbols

Symbol	Description
	<p>Warning or Caution:</p> <p>Ignoring this warning could cause serious injury or even death.</p> <p>Ignoring this caution could cause injury or damage to the property.</p>
	<p>Hot surface on or in the printer. Use caution to avoid personal injury.</p>
	<p>Caution: Electrostatic sensitive devices</p> <p>Verify that you are properly grounded before making contact with the printer. Ignoring this caution could cause damage to the property.</p>
	<p>Do not touch components with this symbol as personal injury could result.</p>
	<p>Do not burn the item.</p>
	<p>It may take 40 minutes for the fuser to cool down.</p>

Regulatory

Xerox has tested this product to electromagnetic emission and immunity standards. These standards are designed to mitigate interference caused or received by this product in a typical office environment.

European Union

The CE mark applied to this product symbolizes Xerox's declaration of conformity with the following applicable Directives of the European Union as of the dates indicated:



February 26, 2014: Low Voltage Directive 2014/35/EU

February 26, 2014: Electromagnetic Compatibility Directive 2014/30/EU

March 9, 1999: Electromagnetic Compatibility Directive 99/5/EC

This product, if used properly in accordance with the user's instructions, is neither dangerous for the consumer nor for the environment.

To ensure compliance with European Union regulations, use shielded interface cables.

A signed copy of the Declaration of Conformity for this product can be obtained from Xerox.

Introduction and Overview

The Phaser 3330 and WorkCentre 3335/3345 use a single-pass laser design, offering mono print speeds of 35 to 42 ppm, and resolutions up to 1200 x 1200 dots-per-inch (dpi).

The Tray 1 is a 250-sheet multi purpose tray. The Bypass Tray is a 50 sheet tray that supports specialty media, card stock, and envelopes. The Output Tray holds 150 sheets facedown.

The WorkCentre 3335/3345 combines a 1200 dpi scanner with the laser printer to provide copy, scan, and print functions. Both models have a G3 Fax modem, Ethernet interface, and wireless capability to provide networked copy, scan, and Fax functions. The WorkCentre 3335 model has an Automatic Document Feeder (ADF), and the WorkCentre 3345 has a Duplex Automatic Document Feeder (DADF).

Technical Support Information

The Xerox Service Manual is the primary document used for repairing, maintaining, and troubleshooting the printer. To ensure complete understanding of this product, participation in Xerox Service Training is strongly recommended. To service this product, certification for this product is required.

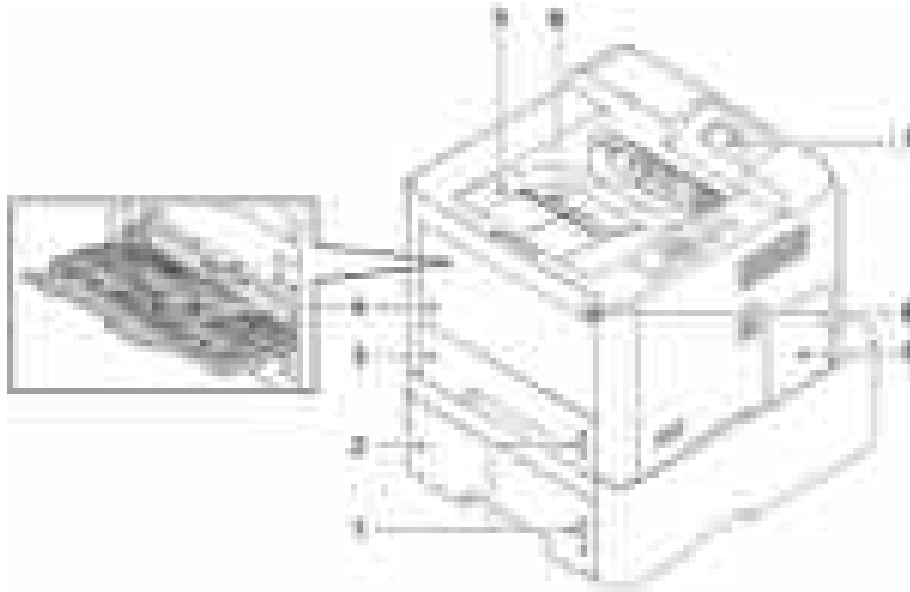
For updates to the Service Manual, Service Bulletins, knowledge base, etc., go to:

- Xerox Global Service Net - <https://www.xrsgsn.com/secure/main.p>

For further technical support, contact your assigned Xerox Technical Support for this product.

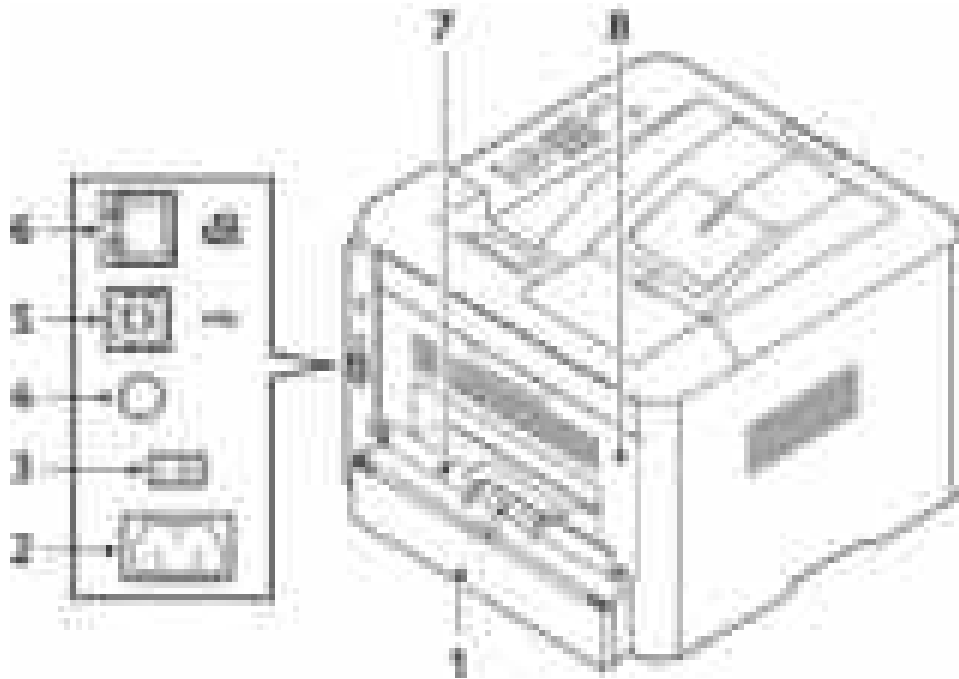
Parts of the Printer

Phaser 3330 Front View



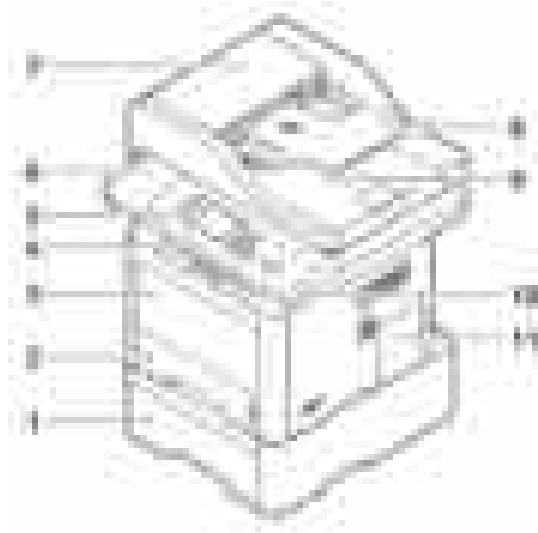
No.	Description	No.	Description
1.	Paper Level Indicators	6.	Output Tray Support
2.	Optional Tray 2 (550 Sheets)	7.	LCD Display
3.	Tray 1 (250 Sheets)	8.	USB Cable Port
4.	Bypass Tray and Extension	9.	Control Board Cover
5.	Output Tray		

Phaser 3330 Rear and Side Views



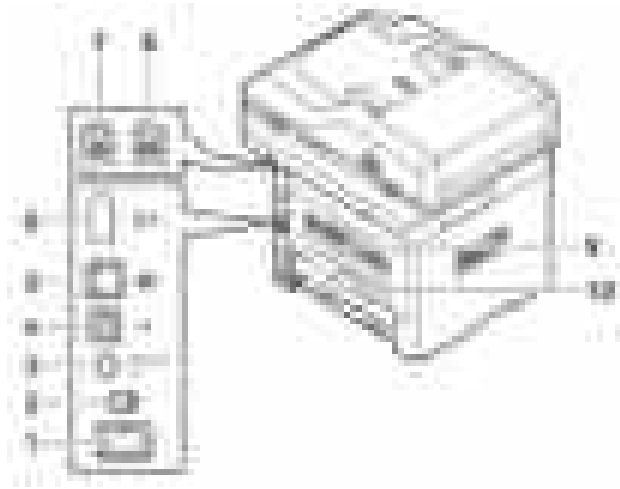
No.	Description	No.	Description
1.	Tray 1 Rear Access Cover	5.	USB Cable Port
2.	Power Receptacle	6.	Network Cable Port
3.	Power Switch	7.	Duplex Assembly
4.	5V Output (Not Used)	8.	Rear Door

WorkCentre 3335/3345 Front Views



No.	Description	No.	Description
1.	Optional Feeder Tray 2 (550-Sheet Capacity)	7.	Document Feeder Top Cover
2.	Tray 1 (250-Sheet Capacity)	8.	Document Feeder Input Tray
3.	Bypass Tray	9.	Document Feeder Output Tray
4.	Output Tray	10.	USB Cable Port
5.	Control Panel	11.	Control Board Cover
6.	Optional NFC Enablement Kit		

WorkCentre 3335/3345 Rear View

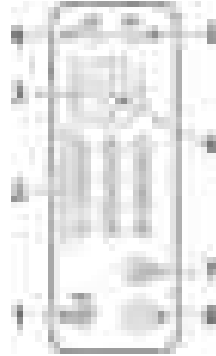


No.	Description	No.	Description
1.	Power Receptacle	6.	Card Reader Slot
2.	Power Switch	7.	Telephone Line Socket
3.	5V Output (Not Used)	8.	Telephone Extension Socket (EXT)
4.	USB Port	9.	Rear Door
5.	Network Cable Port	10.	Duplex Assembly

Control Panel

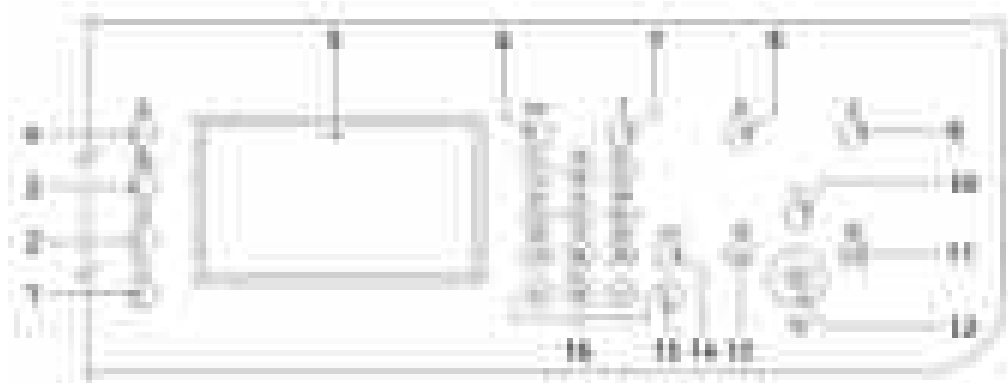
The Control Panel consists of multiple LEDs, a display, and several function buttons. These buttons are used to navigate the menu system, perform functions, and select modes of operation.

Phaser 3330 DN/DNM Control Panel Button Descriptions



Item	Description
1 Wi-Fi Protected Services	Used for wireless network connectivity
2 Key Pad	Enters information into the printer
3 Arrows	Navigates available values by moving to the next or previous options.
4 Menu	Enters the menu mode and scrolls through the available menus
5 Back	Sends you back to the upper menu level.
6 Ok	Confirms the selection on the display.
7 Cancel	Stops the current job.
8 Power	Turn the power on and off with this button.

WorkCentre 3335, 3345 Control Panel Button Descriptions



Item	Name	Description
1.	Machine Status	Displays the status of the printer on the Touch Screen.
2.	Job Status	Displays a list of all active, secure and completed jobs.
3.	Services	Returns the machine to active service from the Job Status or Machine Status screen.
4.	Services Home	Provides access to the printer features (copy, scan, fax).
5.	Touch Screen Display	Displays information and provides access to printer functions.
6.	Log in/Out	Provides access to password protected printer features.
7.	Help	Displays information about the current selection on the Touch Screen.
8.	Language	Changes the Touch Screen language and keyboard settings.
9.	Power Saver	Enters and exits the low-power mode.
10.	Clear All	Clears previous and changed settings for the current selection. To reset all features to their default settings, press this button twice.
11.	Stop	Stops the current job temporarily. To cancel or resume follow the on-screen instructions.
12.	Start	Starts the selected copy, scan, fax or print form job.
13.	Interrupt	Pauses the current job to run a more important copy, scan.
14.	Dial Pause	Inserts a pause in a telephone number when it transmits a fax.
15.	C (Clear)	Deletes numeric value or the last digit entered using the alphanumeric Keys.
16.	Alphanumeric Keypad	The keypad for entering

Understanding the Status LED

The color of the Status LED indicates the machine's current status.

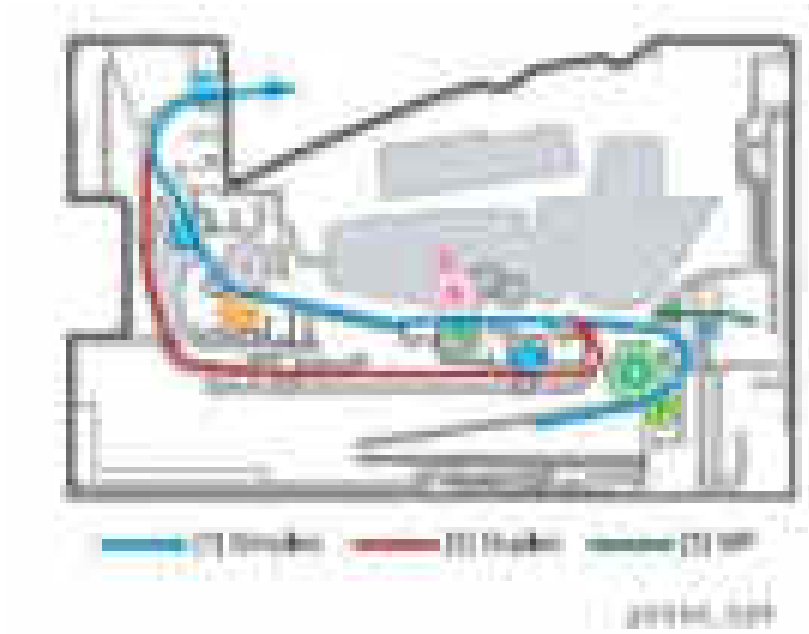
Status		Description	
Status LED	Off		The machine is off-line.
	Green	Blinking	<ul style="list-style-type: none"> When the backlight slowly blinks, the machine is receiving or printing data.
		On	<ul style="list-style-type: none"> The machine is on-line and can be used.
	Red	Blinking	<ul style="list-style-type: none"> A minor error has occurred and the machine is waiting for the error to be cleared. Check the display message. When the problem is cleared, the machine resumes. Small amount of toner is left in the cartridge. The estimated cartridge life of toner is close. Prepare a new cartridge for replacement. You may temporarily increase the printing quality by redistributing the toner.
On		<ul style="list-style-type: none"> Small amount of toner is left in the cartridge. The estimated cartridge life of toner is close.^b Prepare a new cartridge for replacement. You may temporarily increase the printing quality by redistributing the toner. The cover is opened. Close the cover. There is no paper in the tray. Load paper in the tray. The machine has stopped due to a major error. Check message and repair. Paper Jam has occurred. An Imaging Unit has almost reached its estimated life. Replace the Imaging Unit. 	
Wireless LED ^a	Blue	Blinking/ On	When the printer is connected to a wireless network, the Wireless LED is illuminated. When the light is blinking, the machine is transmitting and receiving data from the wireless connection.
		Off	The printer is disconnected from a wireless network
Power / Wake up	Blue	On	The printer is in power saver mode.
		Off	The printer is in ready mode or the power is off.
ECO	Green	On	Eco mode is on
		Off	Eco mode is off

a. Wireless model only.

b. Estimated cartridge life means the expected or estimated Toner Cartridge life, which indicates the average capacity of print-outs. The number of pages may be affected by operating environment, printing interval, graphics, media type and media size. Some amount of toner may remain in the cartridge even when red LED is on and the printer stops printing.

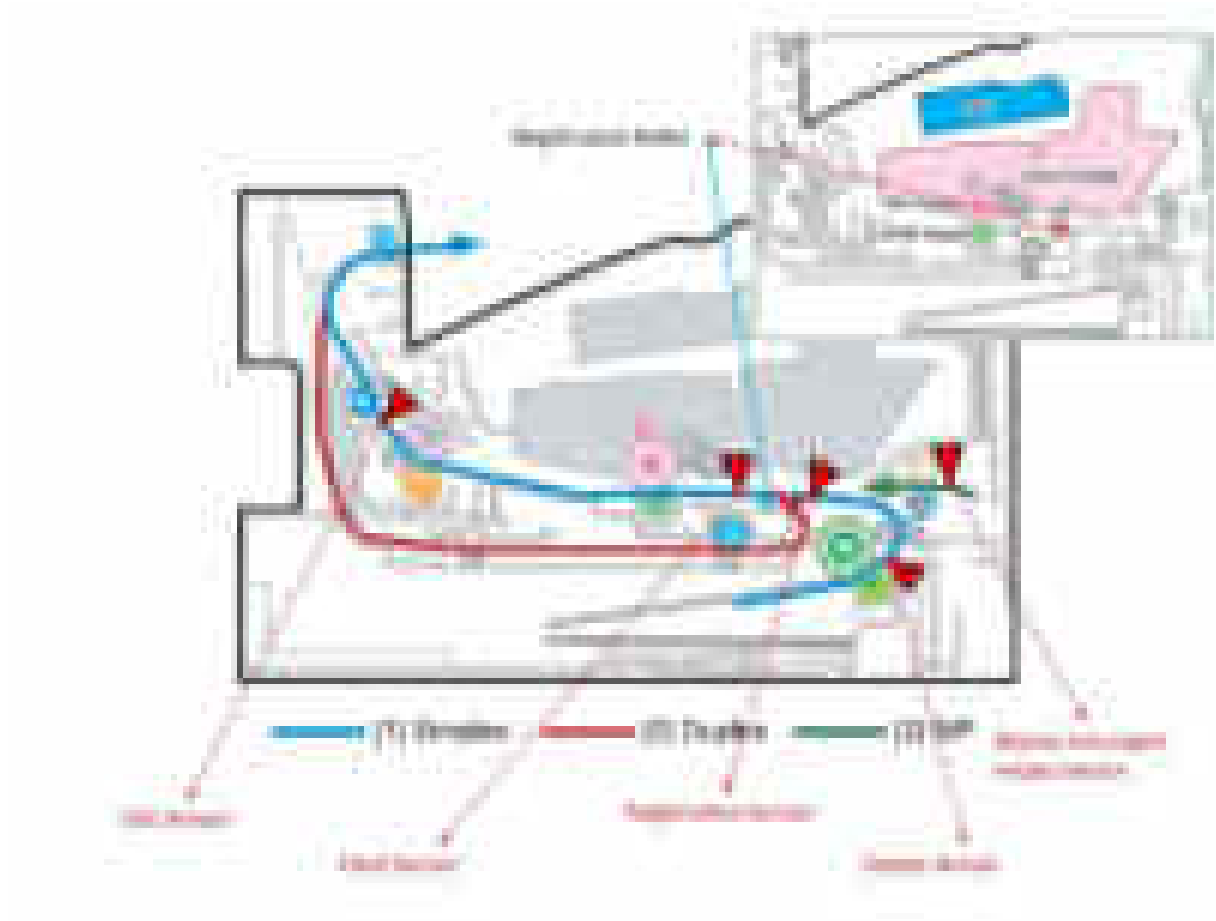
Media Path

The media path through the print engine is the same for all models



Media Path Sensor Locations

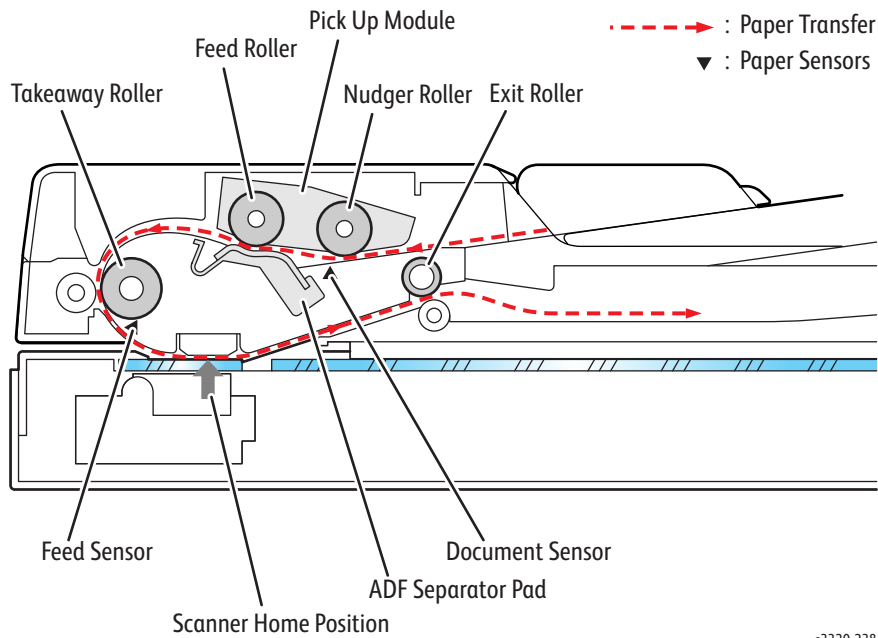
The sensor locations through the print engine are the same for all models



Document Feeder

ADF

Media is conveyed by the pick up module, and driven through the paper path by torque from the driving module. When the sheet reaches scanner home position, it is scanned. When the scan completes, the sheet is ejected to the output tray by the exit roller. The exit roller is driven by torque from the ADF Motor.



s3320-238

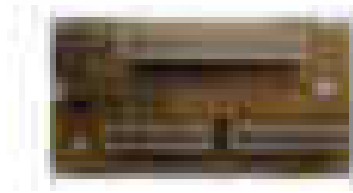
DADF

The ADF and DADF Feeders are very similar in operation. The DADF has extra components in it to allow the DADF to re-circulate the original document for Side 2 Scanning.

For the DADF, the Joint PWB that connects the Feeder to the Scanner has a third connector on it.

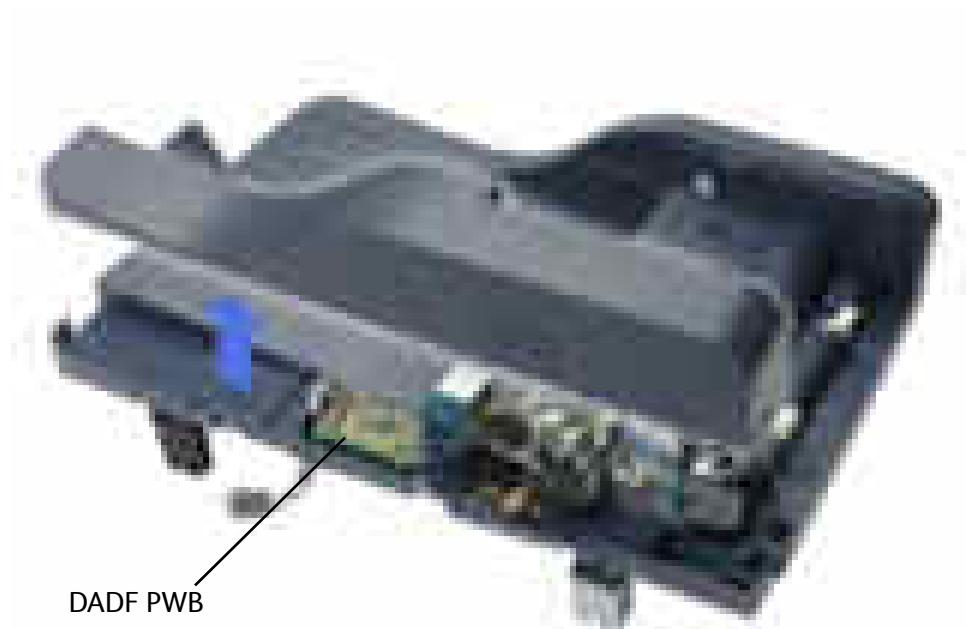


ADF JOINT PWB



DADF JOINT PWB

The DADF PWB connects the additional sensors and clutches that are located inside of the Feeder.



Information for the document scanning requirements is collected and controlled by the Main Control Board. If the scanning is one-sided, all the clutches and solenoids remain in their default position. If the

document is to be scanned two-sided, the additional clutches and solenoids are energized as needed to re-circulate the document back through the Feeder for side two scanning.

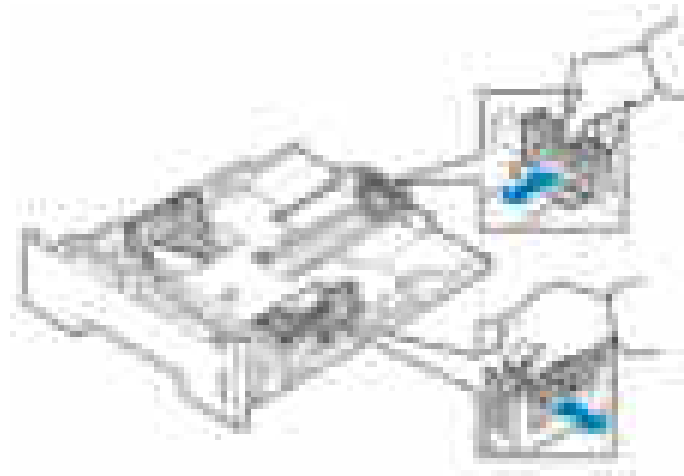
The additional parts in the DADF are as follows:

- Paper Detect Sensor
- Paper Position Sensor
- Paper Registration Sensor
- Paper Pick-Up Clutch
- Paper Exit Clutch

Paper Feeder

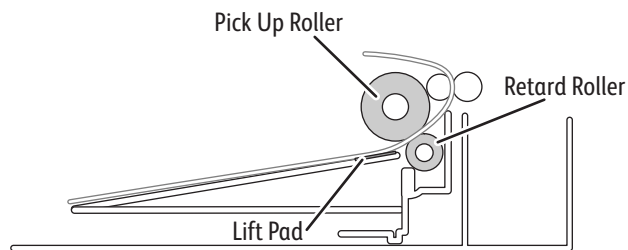
Tray 1

The basic tray is located on front side of the machine and allows feeding of common paper. Paper size is set using the Size Guides in each tray. Adjust the Paper length/width guides to match the paper size.



Pick Up / Retard Roller

When pickup takes place, the Pick Up Roller rotates to separate and transport the paper. The Pick Up Roller rotates when the Pick Up Clutch is activated. The Retard Roller ensures that a single sheet of paper is moved to the paper path, and the paper is moved as far as the Registration Roller by the Feed Roller.



s3320-235

Registration Roller

When a sheet is fed from the tray to the toner transfer section, the registration of the sheet may not be correctly maintained due to misalignment of lead edges in the tray. To avoid this problem, the lead edge position needs to be aligned at the Registration Rollers before the sheet is fed in front of the Transfer Belt, or in front of the Backup Transfer Rolls (BTR).

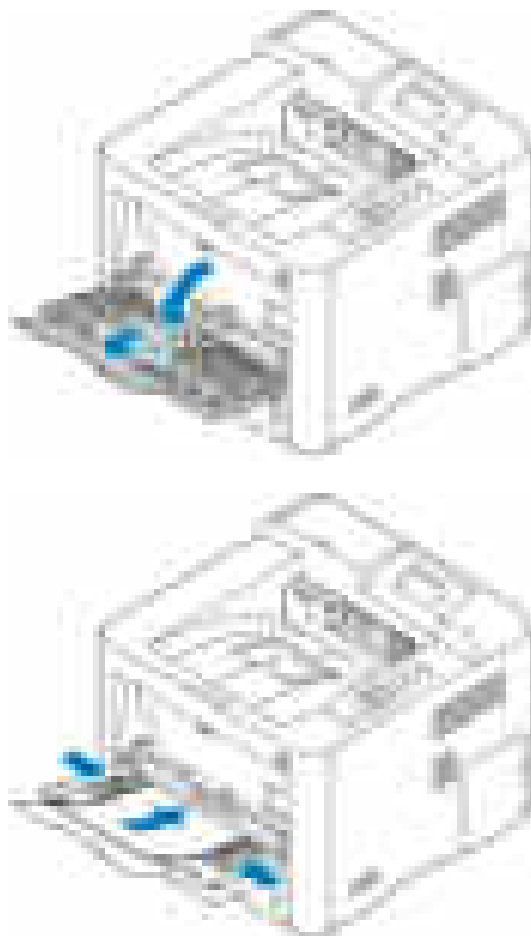
By pressing the edge of the sheet fed out of the Tray 1 or Bypass Tray against the Registration Roller that is locked, the lead edge position of the sheet is corrected.

Before the Registration Rollers are energized, the paper is advanced from the tray to the rollers. This process aligns the leading edge of the page. By pushing the edge of the sheet against the Registration Roller that is not turning, the lead edge of the sheet is registered.

Bypass Tray

The Bypass Tray can hold special sizes and types of print material, such as postcards, note cards, and envelopes. It is useful for single page printing on letterhead or colored paper. It uses a 3 roller feeding method to up to feed 50 sheets of general papers.

The media path from Tray 1 and Bypass Tray are the same. The sheets loaded in the Bypass Tray are positioned nearer the Feed Roller, and have higher priority in feeding if both Tray 1 and the Bypass Tray contain media.

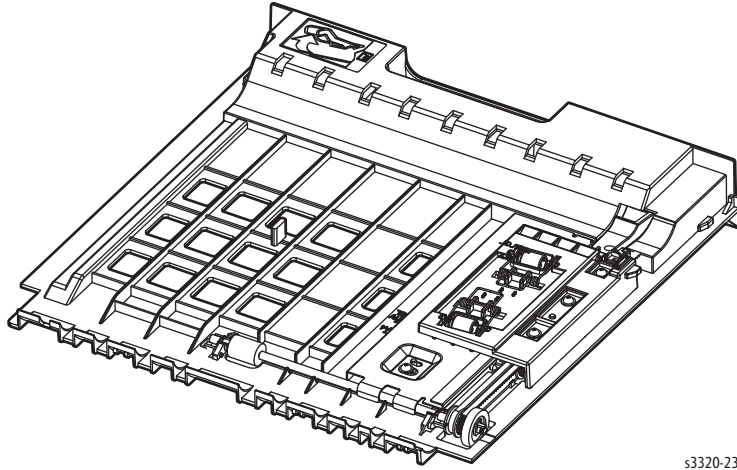


Tray 2

When the optional tray is installed, it becomes Tray 2. Tray 2 has a 550 page capacity, a separate driving mechanism, and uses the same design as Tray 1.

Duplex Unit

The Duplex Unit is standard with all models of these printers. Usable papers are A4, letter, and legal size paper. The Duplex Unit is easily removed for clearing paper jams at both the front and rear of the printer. To clear paper jams at the front or rear of the printer, pull the Duplex Unit out of the printer.



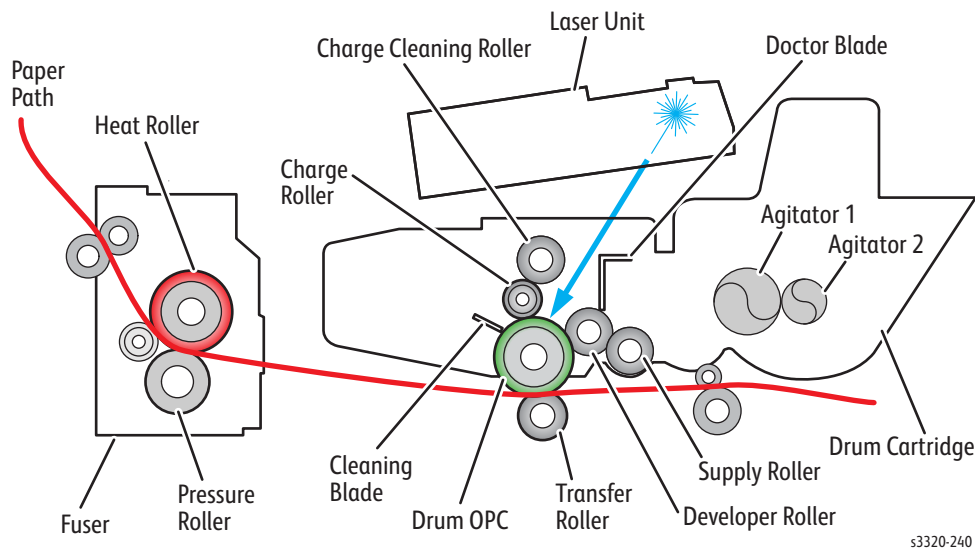
s3320-239

Print Process

Toner Cartridge

This printer uses a Laser Scanning Unit (LSU), Toner Cartridge and OPC Drum Cartridge, Transfer Roller, and Fuser for mono printing. The Toner Cartridge consists of the toner supply and is transferred to the OPC Drum Cartridge for development.

- **Operating condition:** Temp 10~30° C (50~86° F), Humidity 20~85 % RH
- **Developing Method:** Non magnetic single element contact method
- **Toner:** Non magnetic, single element toner
- The life span of toner (ISO 19752 pattern / A4 standard)
 - Initial toner: 2.6K (Sold)
 - Initial toner 11.0K (Metered)
 - For Replacement Cartridge information refer to [Xerox Supplies and Accessories](#).
- **Toner Residual Sensor:** Dot count with CRUM(CRU Monitor)
- **OPC Cleaning:** Collect the toner with cleaning blade
- **Handling of wasted toner:** Collect wasted toner in the cleaning frame
- **Toner Cartridge:** CRUM identifier.

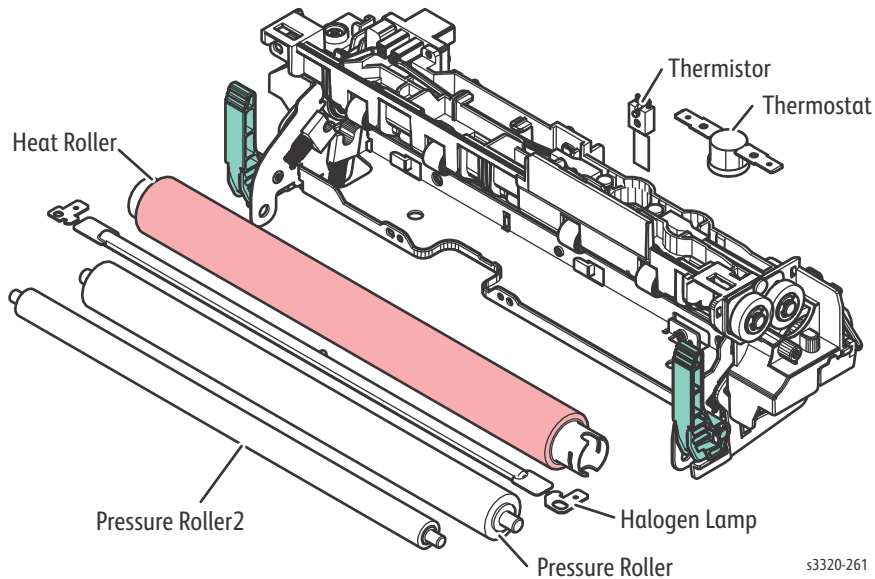


Toner Cartridge Components

Item	Item
Charge Roller	Supply Roller
Cleaning Blade	Charge Cleaning Roller
Doctor Blade	Agitator 1
Developer Roller	Agitator 2

Fuser

The Fuser consists of a halogen lamp, heat roller, pressure roller, thermistor and thermostat. It sticks the toner on a paper by heat and pressure to complete the printing job.

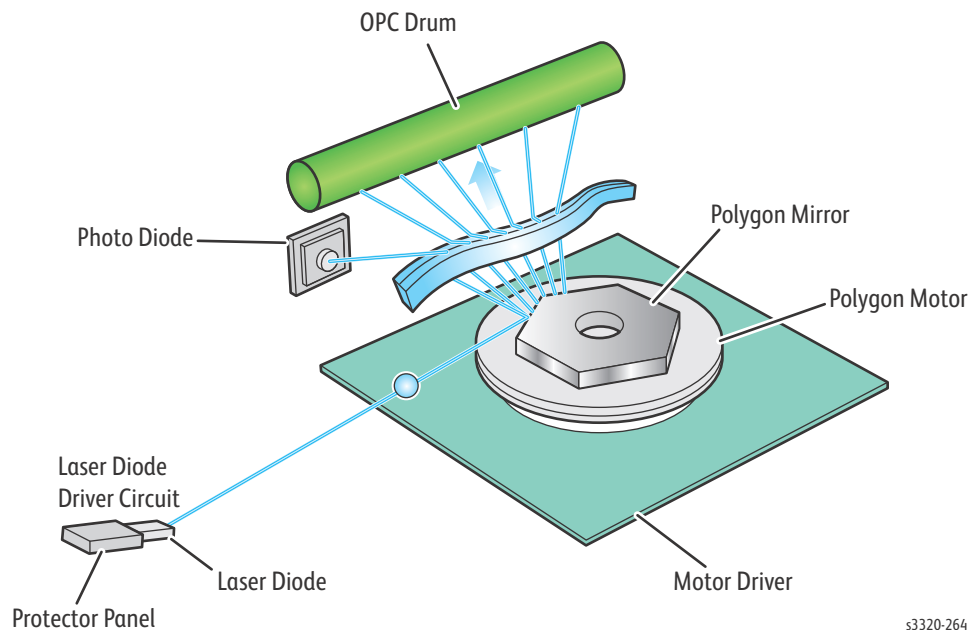


- Thermostat
 - When the heat lamp overheats, the Thermostat cuts off the AC power to the Halogen Lamp to prevent over- heating.
 - Thermostat Type: Non- Contact type THERMOSTAT
 - Control Temperature: $190^{\circ}\text{C} \pm 5^{\circ}\text{C}$ ($374^{\circ}\text{F} \pm 10^{\circ}\text{F}$)
- Thermistor
 - The Thermistor is a temperature detecting sensor.
 - Temperature Resistance: $7\text{k ohms } 180^{\circ}\text{C}$ (356°F)
- Heat roller
 - The heat roller transfers the heat from the lamp to apply heat on the paper.
 - The surface of the heat roller is coated with Teflon, so toner does not stick to the surface.
- Pressure roller
 - A pressure roller mounted under a heat roller that is made of a silicon resin, and the surface also is coated with Teflon. When a paper passes between a heat roller and a pressure roller, toner adheres to the surface of a paper permanently.
- Halogen Lamp
 - Voltage 120 V: $115 \pm 5\%$ Voltage 220 V: $230 \pm 5\%$
 - Capacity: $850\text{ Watt} \pm 42.5\text{ - W}$

Laser Scanning Unit (LSU)

The LSU is the core part of the IOT that converts video data received from the controller into the electrostatic latent image on the OPC drum, using a modulated laser beam reflected from the rotating polygon mirror, exposing the main charge on the OPC drum. The OPC drum is rotated at the same rate as the media feeding speed.

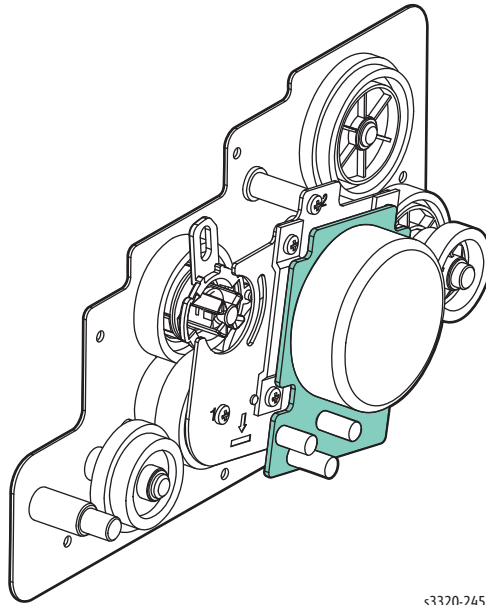
The HSYNC signal is created when the laser beam from the LSU reaches the end of the polygon mirror face as it rotates, and the signal is sent to the controller, which uses this to synchronize each scan line the laser makes in the horizontal axis by adjusting the image data sent to the LSU. Each face of the polygon mirror is used for one scan line on the OPC drum.



s3320-264

Drive

- Main Drive Assembly
A gear set used to transfer drive from the Main Drive Motor to feed media through the media path. It also provides drive for the Fuser and the Drum Cartridge.



s3320-245

Electrical

The electrical system consists of the Main PWB, Control Panel Board, HVPS, SMPS, Power Switch Assembly, ADF/DADF Board, FAX, and Wireless Interface Board.

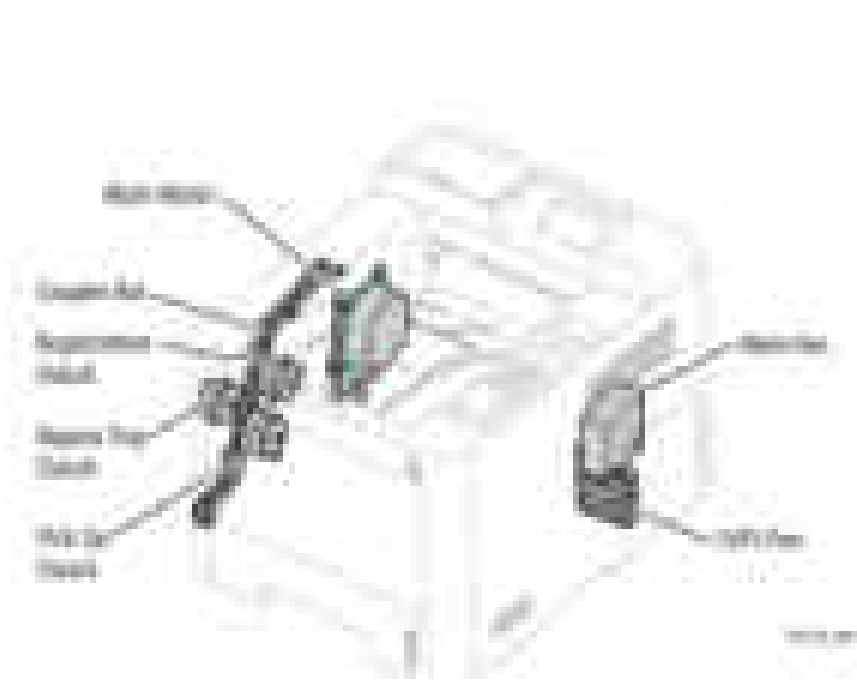
- Main PWB
The Main PWB controls all modules required to print. This includes the LSU, HVPS, SMPS, FAN, Fuser, FAX, and Scanner. The controller receives print data from the host through network, USB Port, fax or Scanner. It takes this information and generates printable video bitmap data. Engine and video control are combined.
- Control Panel Board - displays the status of the system using LCD Touch Screen Display in response to user actions or the Main controller.
- HVPS - supplies high voltage for the developing Process. The High Voltage is controlled by the PWM signal from the CPU.
- SMPS - makes +5V and +24V DC from 220V or 110 AC.
- Power Switch Assembly - controls power to the printer.
- ADF/DADF Board - provides the interface between the ADF/DADF and the Main PWB.
- FAX Board - provides the FAX interface to the printer.
- WLAN Board - the WLAN board provides a wireless Ethernet interface.

Optional Memory

- Optional Memory DIMM for WorkCentre 3345 only
A 256 MB, SO-DIMM Board is available to increase system memory on the Main PWB. Additional memory is used for operating system, system application programs, and print data storage.

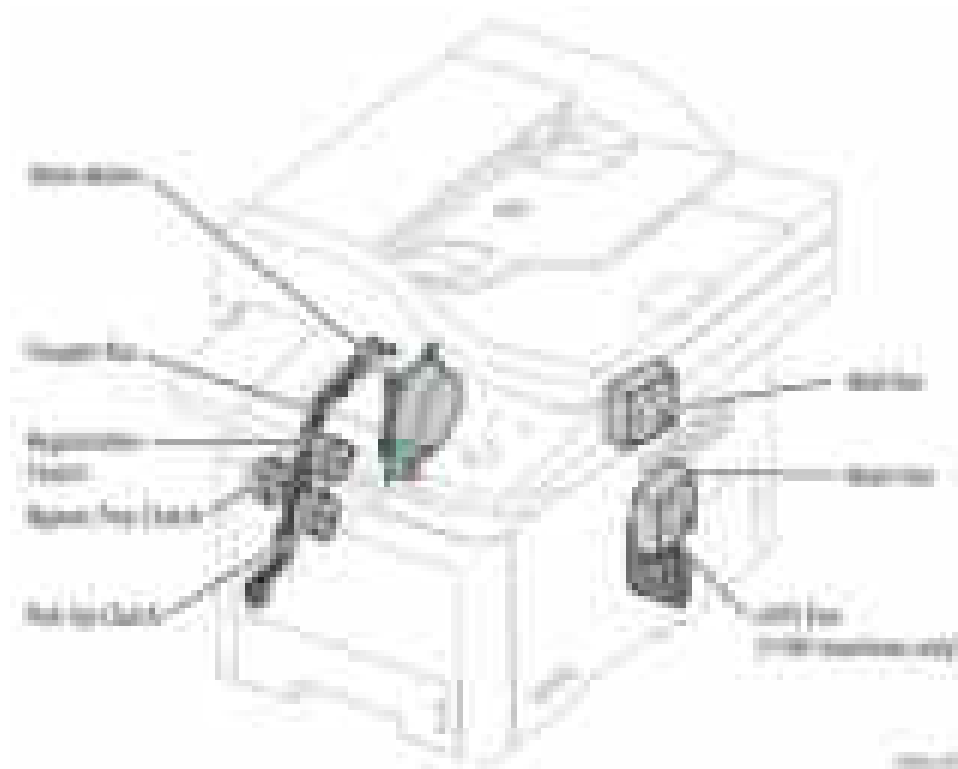
Locations of Phaser 3330 Electrical Components

The following illustration shows the location of electrical components in the Phaser 3330.



Locations of WorkCentre 3335/3345 Electrical Components

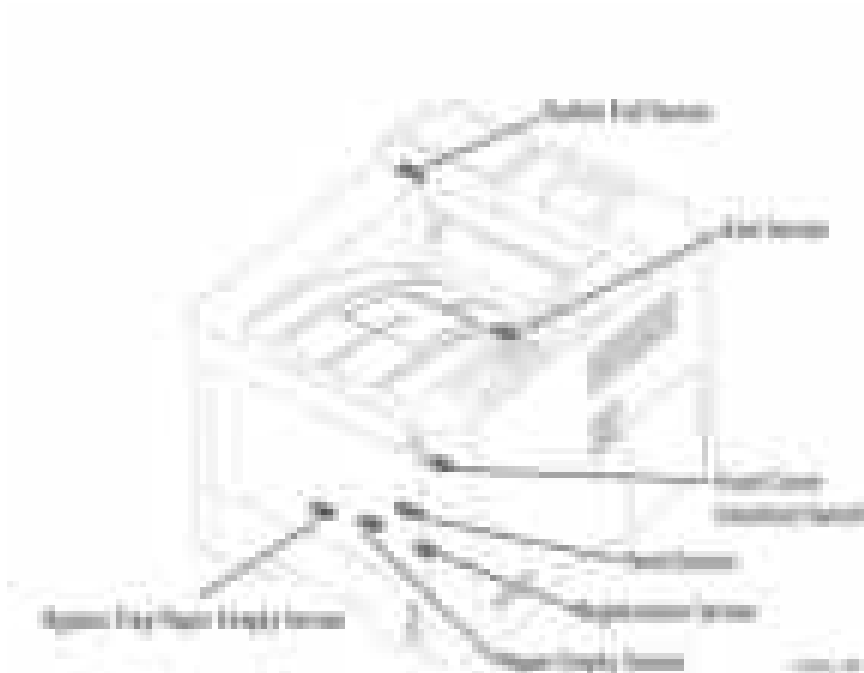
The following illustration shows the location of electrical components in the WorkCentre 3335/3345.



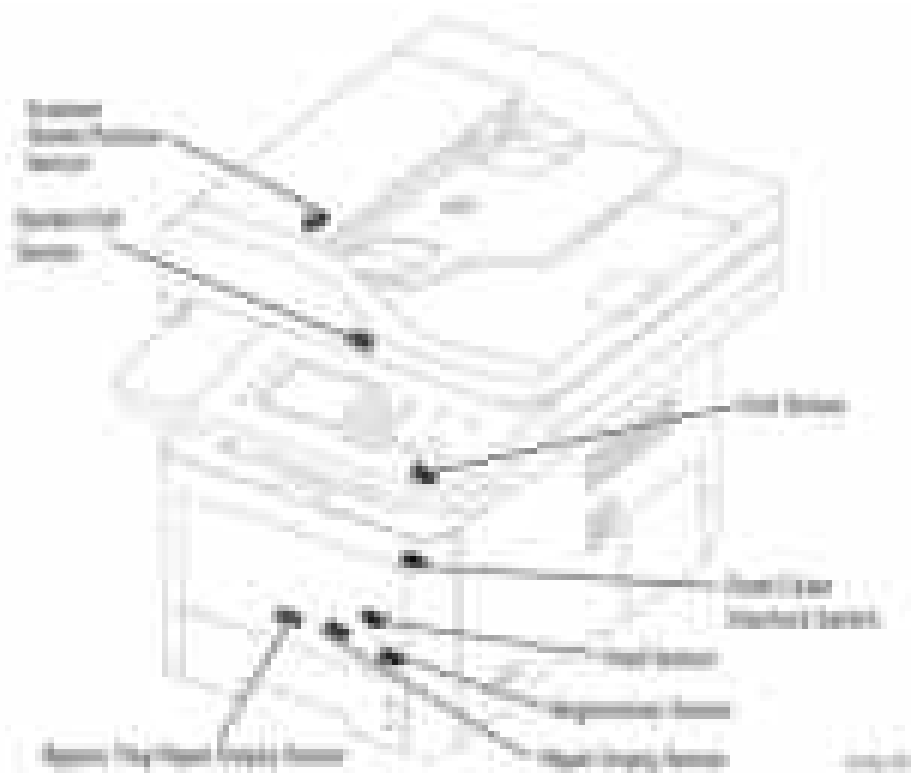
Sensors

The printer contains sensors of various types that perform a variety of functions. Some sensors track media along the media path to detect jams. Other sensors detect the Toner Cartridge, monitor toner density, stop printer activity if the Rear Door is open (interlock) and monitor fusing temperature.

Locations of Phaser 3330 Sensors



Locations of WorkCentre 3335/3345 Electrical Components



Maintenance Items

Routine maintenance items are parts or assemblies that require periodic replacement. These items are typically customer replaceable (CRU).

The listed items have limited life and require periodic replacement.



Item	Print Life
Pick Up Roller (Tray 1)	Up to 60,000 pages
Pick Up Roller (Optional Tray 2)	Up to 100,000 pages
Retard Roller (Tray 1)	Up to 60,000 pages
Retard Roller (Optional Tray 2)	Up to 100,000 pages
Transfer Roller	Up to 100,000 pages
ADF Separator Pad Assembly	Approximately 20,000 sheets
DADF Feed Roller Assembly	Approximately 20,000 sheets

Print life is based on “typical” office printing and 5 % coverage per color on 24 lb. paper. Print life figures are not guaranteed and varies depending on usage habits. Imaging Unit print life is based on 3-page jobs using letter-size paper. Less than 3 page average run length has an adverse effect on yield.

Consumables

Consumables consist of a Toner Cartridge and a Drum Cartridge. The machine ships with a starter toner and drum cartridge.

The system has a CRUM (Customer Replaceable Unit Monitor) to record regional and toner usage information. The CRUM maintains a count of the amount of toner consumed. When the count reaches set values, warning and error messages appear to notify the user when near and end of life status is reached.

Note: Life ratings are based on A4 or A-size sheets at 5 % coverage.


Note: Starter capacity cartridges are packaged with the printer when shipped from the factory. These starter cartridges are not available for order.

Standard, high-capacity, and extra high-capacity Toner Cartridges are available for ordering. Additional Drum Cartridges are also available for ordering. See [Consumables and Maintenance Items](#) for a Toner Cartridge and Drum Cartridge life and ordering information.

Specifications


Configurations

The following table details the Phaser 3330 DN/DNM configurations.

Features	Phaser 3330 DN/DNM
Processor Speed	600 MHz
Memory Configuration	128 MB
Maximum Memory	512 MB 
Flash Memory	No
Print Speed (A4-size) from Tray 1 Simplex Phaser 3330 DNM Duplex	38 ppm 40 ipm
First Print Output Time	As fast as 6.5 seconds
Print Resolutions (dpi) Standard High ^a	600 x 600 1200 x 1200
High Speed USB 2.0 Support	Standard
Wireless	all models
Tray 1	250 sheets
Bypass Tray	50 sheets
Output Tray	150 sheets
Tray 2 (Optional tray)	550 Sheets
Duplex	Standard

a. When printing in high resolution mode, printing speed may be reduced due to image quality adjustment. Printing speed may also be reduced depending on document content.

The following table details the WorkCentre 3335/3345 DN/DNM configurations

Features	WorkCentre 3335DN/DNM	WorkCentre 3345DN/DNM
Processor Speed	360 MHz	600 MHz
Memory Configuration Standard Maximum Memory 	128 MB 384 MB	256 MB 768 MB
Flash Memory	16 MB	32 MB
Print Speed (A4-size) Simplex Duplex	33 ppm 15 ipm	37 ppm 17 ipm
Duplex	Standard	Standard
Bypass Tray ^a	50-sheets	50-sheets
Tray 1	250 Sheets	250 Sheets
Output Tray	150 Sheets	150 Sheets
Tray 2 (Optional tray)	550 Sheets	550 Sheets
ADF/DADF		
Capacity	50 sheets	50 sheets
2-sided document scanning	No	Yes (reversing)
Print Resolutions (dpi)		
Standard	600 x 600	600 x 600
High ^b	1200 x 1200	1200 x 1200
Interfaces		
High Speed USB 2.0 Type A Support	Standard (1 port)	Standard (2 ports)
High Speed USB 2.0 Type B Support	Standard (1 port)	Standard (1 port)
Ethernet Interface	10/100 Base-TX	10/100 Base-TX
Wireless Interface IEEE802.11b/g	None	WorkCentre 3345DNM model only

- a. Bypass Tray has priority for feeding paper. Paper is fed from Bypass Tray if there is paper in both Tray 1 and Bypass tray. The printer cannot detect which tray has paper.
- b. When printing in high resolution mode, printing speed may be reduced due to image quality adjustment. Printing speed may also be reduced depending on document content.

Paper Handling

Item		Phaser 3330	WorkCentre 3335/3345
Standard Capacity		250-sheet Cassette Tray, 50-sheet Multi Purpose Tray @80g/m ²	250-sheet Cassette Tray, 50-sheet Multi Purpose Tray @80g/m ²
Max. Capacity (with Optional Tray)		850 sheets @80g/m ²	850 sheets @80g/m ²
Printing	Max. Size	216 x 356 mm (8.5" x 14")	216 x 356 mm (8.5" x 14")
	Min. Size	76 x 127 mm (3.0" x 5.0")	76 x 127 mm (3.0" x 5.0")
Bypass Tray			
Capacity	Plain Paper	50 sheets @80 g/m ²	50 sheets @80 g/m ²
	Envelope	5 sheets	5 sheets
Media sizes		A4, A5, A6, Letter, Legal, Folio, Office, Executive, ISO B5, JIS B5, 3"x5", Envelope (Monarch, No.10, DL, C5, C6), Custom	A4, A5, A6, Letter, Legal, Folio, Oficio, Executive, ISO B5, JIS B5, 3"x5", Envelope (Monarch, No.10, DL, C5, C6), Custom
Media Type		Plain, Thin, Thick, Thicker, Cotton, Colored, Envelope, Transparency, Pre-Printed, Recycled, Labels, Bond, Card stock, Archive	Plain, Thin, Thick, Thicker, Cotton, Colored, Envelope, Transparency, Pre-Printed, Recycled, Labels, Bond, Card stock, Archive
Media Weight		16~58 lb. (60 to 220 g/m ²)	16~58 lb. (60 to 220 g/m ²)
Sensing		Paper Empty	Paper Empty
Tray 1			
Capacity		250 sheets @80 g/m ²	250 sheets @80 g/m ²
Media sizes		A4, A5, A6, Letter, Legal, Folio, Oficio, Executive, ISO B5, JIS B5, Custom	A4, A5, A6, Letter, Legal, Folio, Oficio, Executive, ISO B5, JIS B5, Custom
Media Type		Plain Paper, Thin, Thick, Recycled, Bond, Cardstock, Archive	Plain Paper, Thin, Thick, Recycled, Bond, Cardstock, Archive
Media Weight		16~43 lb. (60 to 163 g/m ²)	16~43 lb. (60 to 163 g/m ²)
Sensing		Paper Empty	Paper Empty
Optional Tray 2			
Capacity		550 sheets @80 g/m ² 550 sheets @75 g/m ²	550 sheets @80 g/m ² 550 sheets @75 g/m ²
Media sizes		A4, A5, A6, Letter, Legal, Folio, Oficio, Executive, ISO B5, JIS B5	A4, A5, A6, Letter, Legal, Folio, Oficio, Executive, ISO B5, JIS B5
Media Type		Plain Paper, Thin, Thick, Recycled, Bond, Cardstock, Archive	Plain Paper, Thin, Thick, Recycled, Bond, Cardstock, Archive
Media Weight		16~43 lb. (60 to 163 g/m ²)	16~43 lb. (60 to 163 g/m ²)
Sensing		Paper Empty	Paper Empty

Item	Phaser 3330	WorkCentre 3335/3345	
Output Stacking			
Capacity	Face-Down	150 sheets @80 g/m ²	150 sheets @80 g/m ²
	Face-Up	1 sheet	1 sheet
Output Full Sensing	Yes	Yes	
Automatic Duplex			
Supporting	Built-in	Built-in	
Media Sizes	A4, Letter, Oficio, Folio, Legal	A4, Letter, Oficio, Folio, Legal	
Media Types	Plain Paper, Thin, Thick, Recycled, Bond, Cardstock, Archive	Plain Paper, Thin, Thick, Recycled, Bond, Cardstock, Archive	
Media Weight	16~32 lb. (60 to 120 g/m ²)	16~32 lb. (60 to 120 g/m ²)	
ADF/DADF			
Capacity	N/A	50 sheets @80 g/m ²	
2-sided Document Scanning	N/A	WorkCentre 3325 only	
Paper Size	N/A	Width: 142~216mm (5.6"~8.5") Length: 148~356mm (5.8"~14.0")	
Paper Weight	N/A	WorkCentre 3315: 16~28 lbs. WorkCentre 3325: 12.5~28 lb.	
Feeding Order	N/A	Top to bottom feed	

Printing Specifications

Characteristic	Specification	
Printing Technology	Recording System: Laser electro-photographic system using OPC Drum and direct transfer to the media.	
	Exposure System: Laser printhead	
	Transfer System: Finished image is transferred onto the media	
	Fusing System: Thermal fusing system by belt	
Color Medium	Black Toner Cartridge	
Print-Quality Mode	Standard	600 x 600
	Enhanced	1200 x 1200
Non-printable Area	Envelope	10 mm (0.4") from edge (top, bottom, left, and right)
	Other Media	4 mm (.16") from edge (top, bottom, left, and right)
Printer Life	Phaser 3330DN Phaser 3330DNM WorkCentre 3335 WorkCentre 3345	170,000 pages or 5 years (whichever comes first) 220,000 pages or 5 years (whichever comes first) 170,000 pages or 5 years (whichever comes first) 220,000 pages or 5 years (whichever comes first)
Warm-Up Time From Sleep Mode	Phaser 3330DN Phaser 3330DNM WorkCentre 3335 WorkCentre 3345	35 seconds 35 seconds As fast as 35 seconds As fast as 35 seconds

Characteristic	Specification	
Operating System	Windows	2000, XP(32/64bits), Vista(32/64bits), 2003 Server (32/64bits), 2008 Server(32/64bits), 7(32/64bits), 2008 Server R2(64bits)
	Macintosh	OS 10.4 to 10.7
	Linux	RedHat Enterprise Linux WS 4,5(32/64 bit) Fedora Core 2 ~10 (32/64 bit) SuSE Linux 9.1 (32 bit) OpenSuSE 9.2, 9.3, 10.0, 10.1, 10.2, 10.3, 11.0, 11.1 (32/64 bit) Mandrake 10.0, 10.1 (32/64 bit) Mandriva 2005, 2006, 2007, 2008 (32/64 bit) Ubuntu 6.06, 6.10, 7.04, 7.10, 8.04, 8.10 (32/64 bit) SuSE Linux Enterprise Desktop 9, 10 (32/64 bit) Debian 3.1, 4.0, 5.0 (32/64 bit)
* Assumes a 30 day month of printing.		

Scanning Specifications

Characteristic	Specifications
Scan Driver	WIA, TWAIN
Scanning Mode	Platen Mode: Scan document using the document glass Constant Velocity Transport (CVT) Mode: Scan document via the Automatic Document Feeder (ADF/DADF)
Scan Method	Color CIS
Compatibility	Twain, WIA
Color Mode	Mono, Gray, or Color
Halftone	256 Levels
Scan Speed	
Line art, Halftone (mono), Gray (mono)	WorkCentre 3335: 24 ipm @ 300 dpi WorkCentre 3345: 24 ipm @ 300 dpi
Color	WorkCentre 3335: 6 ipm @ 300 dpi WorkCentre 3345: 8 ipm @ 300 dpi
Resolution	Optical: 600 x 600 dpi Enhanced: 4800 * 4800 dpi
Scan Size	
Maximum Document Width	Max. 216 mm (8.5 in.)
Effective Scan Width	Max. 208 mm (8.2 in.)

Characteristic	Specifications
Effective Scan Length	Platen: A4 ADF: 356 mm
Scan Depth	
Color	24 bits
Mono	1 bit for Line art & Halftone 8 bits for Grayscale
Scan To	
Client (TWAIN/WIA)	Yes
Email	Yes
Email Protocol	SMTP
Folder	Yes (WorkCentre 3345 only)
Home	No
Network Scanning Protocol	FTP/SMB (WorkCentre 3345 only)
Mailbox	No
USB	Yes

Copy Specifications

Characteristic	Specifications
Copy Speed (A4)	WorkCentre 3335: 30 ppm WorkCentre 3345: 40 ppm
First Copy Output Time	WorkCentre 3335: < 10 seconds WorkCentre 3345: < 10 seconds
Resolution	600 x 600 dpi
Copy Mode	Black & White
Output Type	Standard, Enhanced (Best)
Original Type	Text, Text/Photo, Photo
Reduce/Enlarge	25 % - 400 % for Platen 25 % - 100 % for ADF
Output	Collated, Not Collated
Reduce/Enlarge from Glass	25 % to 400 %
Reduce/Enlarge from ADF/DADF	25 % to 400 %
Reduction/Enlargement (Presets)	9 + custom
Manual Duplex	WorkCentre 3335 only
Max Copy Size (Platen)	A4
Max Copy Size (ADF/DADF)	Legal

Characteristic	Specifications
Copy to Mailbox	No
Automatic Background Suppression	Yes
Darkness Control	Yes
ID Card Copy	Yes
Margin Shift	Yes
Book Copy	WorkCentre 3345 only (Platen only)
Book Copy with Center Erase	WorkCentre 3345 only (Platen only)
Edge Erase	WorkCentre 3345 only
Transparencies	No
Booklet	WorkCentre 3345 only
Multiple Up (N to 1)	2-up, 4-up
Clone	Yes
Job Interrupt	WorkCentre 3345 only
Job Build	Yes
Photo Mode	Yes

Fax Specifications

Characteristic	Specifications
Communication Mode	ITU-T G3 ECM
Communication System	PSTN/PABX
Delayed Send	Yes
Modem Speed	33.6kbps
TX Speed	Approximately 3 seconds (Mono/Standard/ECM-MMR, @ ITU-T G3 No. 1)
Broadcast/Group Dialing	Up to 209
Compression	MH/MR/MMR/JBIG/JPEG
Color Fax	Yes (TX only)
ECM	Yes
External Phone Interface	Yes
Key Volume Adjust	Yes
Last Number Redial	Yes
Memory Receive	Yes

Characteristic	Specifications
Mono Resolution Std. Fine S. Fine	203 x 98 dpi 203 x 196 dpi 300 x 300n dpi
Off-hook Dial	Yes
Phone Book	Yes
Speed Dial	200 locations
Mail Box	No
Receive Mode	Fax, TEL, Ans/Fax, DRPD
Ring Volume Adjust	Yes
RTI	Yes
Secure Fax	Yes
Send Confirmation	Yes
Send Receive Reporting Journal/Printout	Yes
Speaker Volume Adjust	Yes
System Data List Print Out	Yes
Tone/Pulse	Yes
Fax Memory	4 MB
TTI	Yes
Fax Forward to FAX	Yes (On/Off), both Sent and Received
Fax Forward to Email	Yes
Fax Address Book	Up to 200 Speed Dial and up to 6 Group Dial numbers are stored. Group Dial Numbers may have up to 200 Fax numbers associated with each group; however, the total number of allowable Fax numbers for all groups is 200.

Electrical Specifications

Characteristic	Phaser 3330	3335/3345
Power Supply Voltage/Frequency		
Line Voltages	110-127 VAC ± 10 % 220-240 VAC ± 10 %	110-127 VAC ± 10 % 220-240 VAC ± 10 %
Frequency Range	50/60 Hz ± 3 Hz	50/60 Hz ± 3 Hz
Current Capacity	110 V Engine: < 8 A 220 V Engine: < 4 A	110 V Engine: < 8 A 220 V Engine: < 4 A
Power Consumption (with all options, 110 or 220 V)		
Deep Sleep	2.5 W or less	2.5 W or less
Power Saver Mode	8 W or less	10 W or less

Characteristic	Phaser 3330	3335/3345
Standby Mode (Fuser On)	37 W or less	37 W or less
Continuous Printing	310W or less	310W or less

Environmental Specifications

Image quality is only guaranteed in the optimum ranges for temperature and humidity.

Characteristic	Specification	
Operating Temperature	10 to 30° C (50 to 86° F)	
Operating Humidity (% RH)	20 to 80 % RH	
Operating Altitude	0 to 2,500 meters (8,200 feet)	
Acoustic Noise LWA(B)	Sound Power Level (B)	Sound Pressure (dBA)
Printing		
Phaser 3330DN	5.1 B	51dBA
Phaser 3330DNM	5.2 B	52 dBA
WorkCentre 3335	5.2 B	52 dBA
WorkCentre 3345	5.3 B	53 dBA
Copying		
WorkCentre 3335	5.4 B	54 dBA
WorkCentre 3345	5.4 B	54 dBA
Standby		
Phaser 3330	• <2.6 B	• <26dBA
WorkCentre 3335	• 2.6 B for first 30 pages printing) / 3.0 B (after 30 pages printing)	• 26 dBA (for first 30 pages printing) / 30dBA (after 30 pages printing)
WorkCentre 3345	• 2.6 B (for first 30 pages printing) / 3.0 B (after 30 pages printing)	• 26 dBA (for first 30 pages printing) / 30dBA (after 30 pages printing)
Sleep	Back Ground Level	Back Ground Level
Average Power Consumption	Phaser 3330	WorkCentre 3335/3345
Operating	< 420 W	WorkCentre 3335: < 600 W WorkCentre 3345: < 600 W
Standby	37 W or less	37 W or less
Sleep	< 8 W	< 10 W
Power Off	< 0.7 W	< 0.7 W

Physical Dimensions and Clearances

Phaser 3330 DN/DNM Dimensions

Characteristic	Measurement
Height	257 mm (10.1 in.)
Width	366 mm (14.4 in.)
Depth	368 mm (14.5 in.)
Weight (base printer with consumables) Phaser 3330	12.9 kg (28.4 lbs.)

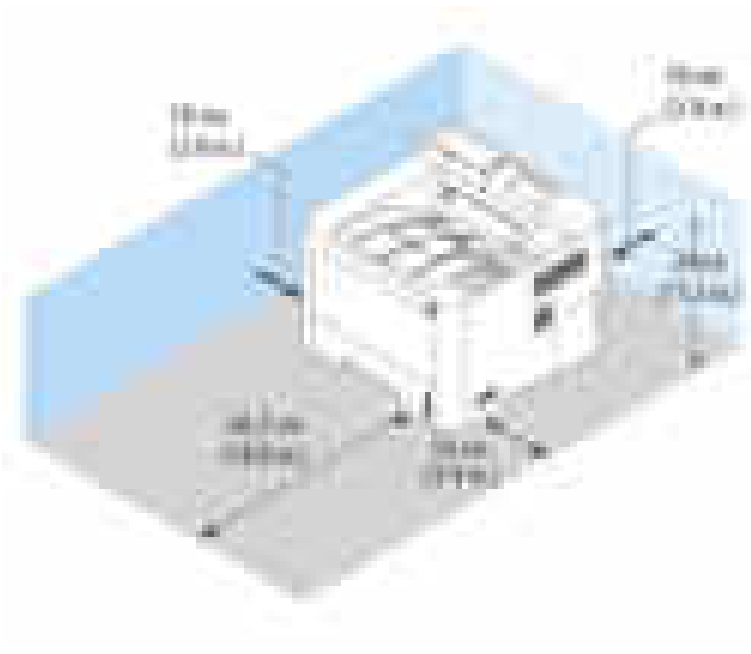
WorkCentre 3335 Dimensions

Characteristic	Measurement
Height	449.1 mm (17.2 in.)
Height with 250-Sheet Feeder	595 mm (24.8 in.)
Width	414.6 mm (16.3 in.)
Depth	420.6 mm (16.7 in.)
Weight (base printer with consumables)	17.3 kg (38.2 lbs.)

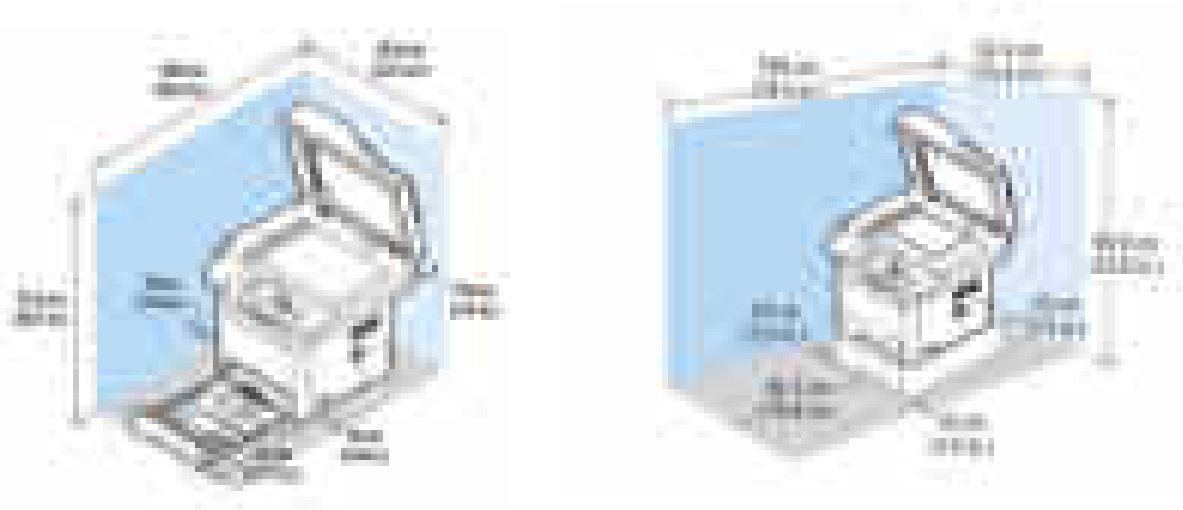
WorkCentre 3345 Dimensions

Characteristic	Measurement
Height	482.6 mm (19.0 in.)
Height with 250-Sheet Feeder	628.7 mm (23.4 in.)
Width	467 mm (18.3 in.)
Depth	444.3 mm (17.5 in.)
Weight (base MFP with consumables)	17.3 kg (38.2 lbs.)

Phaser 3330 Minimum Clearances

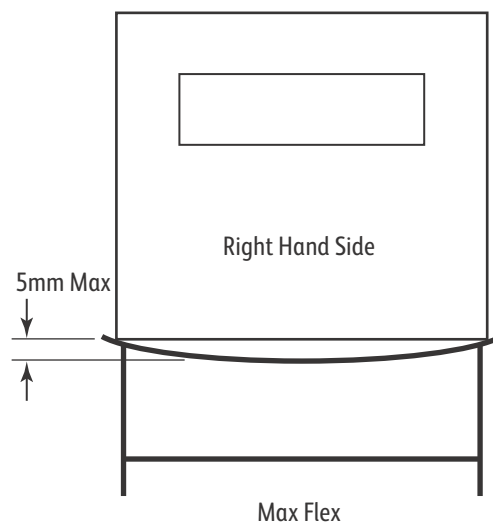
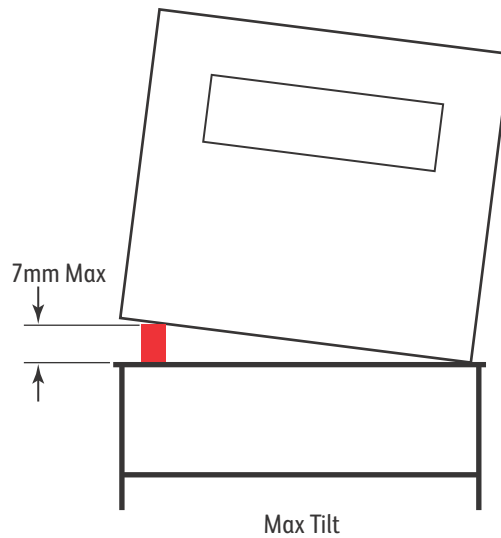


WorkCentre 3335/3345 Minimum Clearances



Mounting Surface Specifications

Mounting surface flatness must be within the specified range. The printer must not be tipped or tilted more than 7 mm. Failure to adhere to the mounting specifications voids all guarantees of print-quality and/or performance.



Troubleshooting

2

In this chapter...

- [Introduction](#)
- [Servicing Instructions](#)
- [Service Mode Introduction](#)
- [Phaser 3330 Service Mode](#)
- [WorkCentre 3335/3345 Service Mode](#)
- [Error Messages and Troubleshooting](#)
- [Troubleshooting Jams](#)
- [Tray and Media Errors](#)
- [Toner Cartridge and Drum Cartridge Errors](#)
- [Fuser Errors](#)
- [Laser Errors](#)
- [Fax Communication and Configuration Warnings](#)
- [Network Configuration Errors](#)
- [System Errors](#)
- [Scanner Errors](#)
- [Other Errors](#)
- [Diagnostic Routines](#)
- [dC120 Fault Counters](#)
- [dC131 NVM Read/Write](#)
- [dC132 NVM Initialization](#)
- [dC305 UI Test](#)
- [dC330 Component Control](#)

Introduction

This chapter describes error messages displayed on the Control Panel or listed on the Error History page. Also discussed are Service Diagnostics used to test system operation and troubleshooting procedures to correct problems. Troubleshooting print quality problems is covered in Chapter 3, Image Quality.

Errors are tracked and reported in a number of ways. The two types of error reporting discussed in this section include:

- Error messages and codes displayed on the Control Panel
- Engine (fatal) and Jam Error logs displayed on the Control Panel or listed on the Error History Report

Monitoring Supplies Life

If you experience frequent paper jams or printing problems, check the number of pages the machine has printed or scanned. Replace the corresponding parts, if necessary.

Accessing Supplies Information on the Phaser 3330

1. Select the option that you want and press the **OK** button.
 - **Test page:** May be printed to check whether your machine is printing properly or not. To print test pages. Do the following; press **Menu > Information > Sample Page > Office Demonstration (1 or 2-sided demonstration) > Single (or continuous) print** options.
 - **Configuration:** You can print a report on the machine's overall configuration to show various SW version and current machine settings status. Do the following: press **Menu > Information > Information Page > Configuration Page** options.
 - **Supplies Information:** You can print the supplies' information page to show consumable unit life status and toner status. Do the following: press **Menu > Information > Supplies Info > Select the option to be checked.**

Note: If asked for a password, use the keypad to enter the first password character and then press the **Right Arrow** button. Repeat this button sequence to enter the password, and then press **OK**. The **default password is 1111**.

Accessing Supplies Information on the WorkCentre 3335/3345

1. On the Control Panel, press the **Machine Status** button, then on the Touch Screen Display select; **Supplies > Select the supply to be checked** for details.

Note: If asked for a password, use the Touch Screen, and then press **OK**. The **default password is 1111**.

2. To print a Supplies Info report on WC 3335/3345:
 - Press Help hard button.
 - Scroll on touchscreen to Supplies Usage Report.

Note: Everything in Help menu is print only.

3. Press the **Stop/Clear** button to return to ready mode.

Initial Actions

Some problems are easy to resolve. Use the steps below in an attempt to quickly isolate the problem.

1. Turn Off the printer, wait 10 seconds, then turn On the printer. This often solves problems related to power transients, ESD, and software errors.
2. If a message appears on the Control Panel, see [“Phaser 3330 Service Mode” on page 2-6](#) or [“WorkCentre 3335/3345 Service Mode” on page 2-10](#) or specific procedures related to error messages.
3. Check the power cord. Is the power cord plugged into the printer and a properly grounded electrical outlet? Is the power cord damaged?
4. Check the electrical outlet is capable of supplying the full power required by the printer. Refer to [Electrical](#) for additional information. Is the outlet turned off by a switch or breaker?
5. Does other electrical equipment plugged into the outlet operate?

Servicing Instructions

The service checklist below is an overview of the path a service technician should take when servicing the printer.

Step 1: Identify the Problem	
	<ol style="list-style-type: none"> 1. Verify the reported problem does exist. 2. Check for any error codes and write them down. 3. Print normal customer prints and service test prints. 4. Make note of any print-quality problems in the test prints. 5. Make note of any mechanical or electrical abnormalities present. 6. Make note of any unusual noise or smell coming from the printer. 7. Verify the AC input power supply is within proper specifications by measuring the voltage at the electric outlet while the printer is running.
Step 2: Inspect and Clean the Printer	
	<ol style="list-style-type: none"> 1. Turn the printer power Off. 2. Disconnect the AC power cord from the wall outlet. 3. Verify the power cord is free from damage or short circuit and is connected properly. 4. Remove the Toner Cartridge and Drum Cartridge. 5. Inspect the printer interior and remove any foreign matter such as paper clips, staples, pieces of paper, dust, or loose toner. 6. Do not use solvents or chemical cleaners to clean the printer interior. 7. Do not use any type of oil or lubricant on printer parts. 8. Use only an approved toner vacuum. 9. Clean all rubber rollers with a lint-free cloth, dampened slightly with cold water and mild detergent. 10. Inspect the interior of the printer for damaged wires, loose connections, toner leakage, and damaged or obviously worn parts. 11. If the Toner Cartridge and Drum Cartridge is damaged, replace with new one.
Step 3: Find the Cause of the Problem	
	<ol style="list-style-type: none"> 1. Use the Error Messages and Codes (Error Messages and Troubleshooting) and troubleshooting procedures to find the cause of the problem. 2. Use Service Diagnostics (dC330 Component Control) to check the printer and optional components. 3. Use the Wiring Diagrams and Plug/Jack Locator to locate test points. (Wiring Data)
Step 4: Correct the Problem	
	<ol style="list-style-type: none"> 1. Use the Parts List to locate a part number. 2. Use the FRU Disassembly procedures to install new parts if required.
Step 5: Final Checkout	
	<ol style="list-style-type: none"> 1. Test the printer to be sure you have corrected the initial problem and there are no additional problems present.

Service Mode Introduction

The Phaser 3330 and WorkCentre 3335/3345 printers have built-in diagnostics to test electromechanical components, display status, and provide some NVRAM access. Use these tests to diagnose problems and isolate which component or sub assembly part needs replacement.

If you are confronted with an error that requires more than a cursory investigation to clear, or when you are directed by a troubleshooting procedure, use the diagnostic tests to exercise selected sub-assemblies or parts in the vicinity of the reported error ([dC330 Component Control](#)). Diagnostic tests are controlled from the Control Panel and are described in detail here.

In Service Mode, menu selections are used to perform various tests to isolate the cause of a malfunction. While in Service Mode, the machine still performs all normal operations. Diagnostic tests are arranged in a menu structure. On the **Phaser 3330**, use the **arrow buttons** to scroll through the menus and highlight the desired test. On the **WorkCentre 3335/3345**, use the **TouchScreen** to scroll through the menus and highlight the desired test. The Table below shows the function of the arrow buttons on the P3330. (The WC3335/45 does not have arrow keys or an OK button). The **OK** button runs the test.

Button	Function
Up	Moves or selects an item or parameter.
Down	Moves or selects an item or parameter.
Left	Moves the cursor to the left.
Right	Moves the cursor to the right.
OK	Confirms settings or runs the selected test.
Cancel	Resets a diagnostic item, cancel, or exit the menu.

For parameters, pressing **OK** after selecting an item from the menu displays the current value of the item.

Phaser 3330 Service Mode

Enter Service Mode (P3330)

To enter Service Mode, press **Menu**, and then press the **# Key**, enter **1934** then press **OK**.

Service Mode Menu

The Service Mode menu consists of 6 high level menu items: Jobs, Information, Tray Management, Tray Paper Settings, Tools, and Troubleshooting. The following Menu Map show the menu selections under each high level menu item.

Phaser 3330 Service Mode Menu Map

LEVEL 1	LEVEL 2	LEVEL 3	
Printer Information	Firmware Version	System:	
		MCB:	
		IOT:	
		Network:	
		IP Core:	
		Tray 2: Installed/Not Installed	
		PCL 5e	
		PCL 6	
		PS	
		Tiff	
		PDF	
		HFSI	Bypass Tray Retard Roll Life Page
			T1 Pick-up Roll Life Page
			T1 Retard Roll Life Page
	Transfer Roll Life Page		
	Usage Counters	Total Print Count	
		Feed Rolls Count	
		Optional Tray Feed Roll Count	
		Transfer Roller Count	
		Drum Cartridge Count	

LEVEL 1	LEVEL 2	LEVEL 3
Printer Information (con't)	Billing Meters	Total Impressions:
		Black Impressions:
		Maintenance Impressions:
		Black Maintenance Impressions:
		Sheets:
		2 Sided Sheets:
	Performance Counters	Known Jams in the IOT:
		Attempted feeds from Internal trays:
		Normal-level Power on hours:
		Power Saver hours:
Printer Routines	DC 612	Print Test Pattern
	DC 131 NVM RAM	7-100 Top Registration Tray 1 Simplex
		7-110 Side Registration Tray 1 Simplex
		7-120 Top Registration Tray 1 Dup_long (2nd Side)
		7-130 Side Registration Tray 1 Dup_long (2nd Side)
		7-140 Top Registration Tray 1 Duplex (1st Side)
		7-150 Side Registration Tray 1 Duplex (1st Side)
		7-200 Top Registration Tray2 Simplex
		7-210 Side Registration Tray2 Simplex
		7-220 Top Registration Tray2 Dup_long (2nd Side)
		7-230 Side Registration Tray2 Dup_long (2nd Side)
		7-240 Top Registration Tray2 Duplex (1st Side)
		7-250 Side Registration Tray2 Duplex (1st Side)
		7-500 Top Registration Bypass Simplex
		7-510 Side Registration Bypass Simplex
		7-520 Top Registration Bypass Dup_long (2nd Side)
		7-530 Side Registration Bypass Dup_long (2nd Side)
		7-540 Top Registration Bypass Duplex (1st Side)
		8-100 Pick up roller Life Page Counter
		8-110 Forward roller Life Page Counter

LEVEL 1	LEVEL 2	LEVEL 3
Printer Routines (con't)	DC 131 NVM RAM (con't)	8-120 Retard roller Life Page Counter
		8-130 Tray2 Pick-Up Roller Life Page Counter
		9-100 LD Light Level
		9-110 MHV Control Bias Control
		9-120 THV Control Bias Control
		9-130 Deve Bias Control
		9-200 Drum Life Page Counter
		9-205 Xerographic Module Life Page Counter
		9-210 Toner Cartridge Life Page Counter
		9-220 Drum Life Time
		9-230 Transfer Roller Life Page Counter
		9-300 Dot Count
		9-400 Toner Motor Rotation Time
		10-100 StandBy Temperature Offset
		10-105 Run Temperature Offset
		10-125 60 gms Temperature Offset
		10-130 90 gsm Temperature Offset
		10-135 Bond Temperature Offset
		10-140 Transparency Temperature Offset
		10-145 Cardstock Temperature Offset
	10-150 Envelopes Temperature Offset	
	10-155 Labels Temperature Offset	
	10-200 Fuser Life Page Counter	
	DC 132 NVM RAM Initialization	Initialize Now (Yes/No)
	DC 330 Component Control	04-100 Main BLDC Motor
		04-110 Main BLDC Motor Ready
		06-100 LSU Motor Run
		06-110 LSU Motor Ready
		06-200 LSU LD Power
		07-110 T1 Paper Empty Sensor

LEVEL 1	LEVEL 2	LEVEL 3	
Printer Routines (con't)	DC 330 Component Control (con't)	07-210 T2 Paper Empty Sensor	
		07-510 Bypass Paper Empty Sensor	
		08-100 Feed Sensor	
		08-200 T2 Feed Sensor	
		08-500 Regi. Sensor	
		08-720 Out-Bin Full Sensor	
		08-810 T1 Pick-Up Clutch	
		08-820 T2 Pick-Up Clutch	
		08-920 T2 Feed Motor Run	
		09-100 MHV Bias	
		09-200 Dev Bias	
		09-300 THV(+) Bias	
		09-310 THV Bias Read	
		09-400 THV(-) Bias	
		09-500 SMPS Fan Run	
		10-200 Fuser Temperature A	
		10-500 Fuser Fan Run	
		10-600 Fuser Bias	
		DC 305 UI Test	LCD Display
			Complete UI Test
Other Routines	Memory Clear	Yes/No	
	Format SD	Yes/No	
	Set Machine Serial Number		
Log Backup	Capture Log	Insert USB Memory	
Log Backup OnOff	Off		
	Level 1		
	Level 2		
Exit Diagnostics	Yes/No		

WorkCentre 3335/3345 Service Mode

Enter Service Mode (WC3335/3345)

To enter Service Mode, press and hold **Log In**, and then press the **# Key**, enter **1934** then press **Start**.

WorkCentre 3335/3345 Service Mode Menu

The Service Mode menu consists of 5 high level menu items: General, Service Information, Copier Diagnostics, FAX & NetWorking (NW), and Log Backup. The following Menu Map show the menu selections under each high level menu item.

WorkCentre 3335/3345 Service Mode Menu Map

LEVEL 1	LEVEL 2	LEVEL 3
General Information	Serial Number:	
	Images Since Last Call:	
	System Software Version:	
	IP Address:	
Service Information	dc104 Usage Counters	Images Sent
		Server Fax Image Sent
		Email Images Sent
		Scanning Images sent
		Total Impressions
		Black Impressions
		Black Copied Impressions
		Black Printed Impressions
		Sheets
		Copied Sheets
		Black Copied Sheets
		Printed Sheets
		Black Printed Sheets
		2 Sided Sheets
Copied 2 Sided Sheets		

LEVEL 1	LEVEL 2	LEVEL 3
Service Information (con't)	dc104 Usage Counters (con't)	Black Copied 2 Sided Sheets
		Printed 2 Sided Sheets
		Black Printed 2 Sided Sheets
		Maintenance Impressions
		Black Maintenance Impressions
		Black Stored Images Printed Impression
		Attempted Original Sheets Feeds in the DADF
		Jammed papers in the DADF
		Known Jams in the IOT
		Known Jams in Finishing Device(s)
		Fax Images Received
		Fax Impressions
		Power On Impression
		Attempted Sheet Feeds from Internal Trays
	Actual Sheet Feeds from Internal Trays	
	dc108 Software Version	System Firmware
		Main Controller
		Input Output Terminal
	dc109 Fax Protocol Report	Print/Close
	dc120 Fault Counters	Fault Code Component Name Occurrence (frequency)
	dc122 Fault History	Fault Code Component Name Date/Time
	dc135 HFSI	DADF Roller Life Page
		DADF Rubber Pad Life Page
		T1 P-up Roll Life Page
		Retard Roll Life Page
		Transfer Roll Life Page
		Fuser Unit Roll Life Page

Troubleshooting

LEVEL 1	LEVEL 2	LEVEL 3
Service Information (con't)	dc135 HFSI (con't)	Bypass Rubber Pad Life Page
	Supplies Report...	
Copier Diagnostics	dC131 NVM Read/Write	
	dc132 NVM Initialization	Initilize All NVM
	dc305 UI Test	UI Touch Screen Test
		Display Pixel Test
		LED Indicator Test
		UI Panel Button Test
		Audio Tones Test
		Video Memory Test
		Application Checksum Verification
	dc330 Component Control	04-100 Main BLDC Motor
		04-110 Main BDLC Motor Ready
		04-200 Exit Motor Forward Fast
		04-210 Exit Motor Forward Slow
		04-220 Exit Motor Reverse
		04-230 Duplex Motor Forward
		04-310 Duplex Motor Backward
		04-400 Duplex Fan Run
		04-410 Duplex Fan1 Run Ready
		04-420 Duplex Fan2 Run Ready
		04-120 Main Fan
04-510 T1 Elevating Motor		
04-520 T2 Elevating Motor		
04-530 T3 Elevating Motor		
04-540 T4 Elevating Motor		
09-500 SMPS Fan Run		

LEVEL 1	LEVEL 2	LEVEL 3
Copier Diagnostics (con't)	dc330 Component Control (con't)	09-510 SMPS Fan Run Ready
		08-800 Bypass Feed Solenoid (Clutch)
		08-810 T1 Pick-Up Solenoid (Clutch)
		08-820 T2 Pick-Up Solenoid (Clutch)
		08-830 T3 Pick-Up Clutch
		08-840 T4 Pick-Up Clutch
		08-850 Registration Clutch
		08-860 Duplex Feed Clutch
		08-870 Duplex Gate Solenoid
		08-920 T2 Feed Motor Run
		08-930 T3 Feed Motor Run
		08-940 T4 Feed Motor Run
		01-100 Side Cover Interlock
		01-200 Exit Cover Present Sensor
		08-720 Out-Bin Full Sensor
		07-100 Tray1 Home Position
		07-110 T1 Paper Empty Sensor
		07-120 T1 size1 sensor
		07-130 T1 size2 sensor
		07-140 T1 size3 sensor
		07-150 T1 Stack Height Sensor
		07-160 T1 Paper Low Sensor
		07-200 Tray2 Home Position
		07-210 T2 Paper Empty Sensor
		07-220 T2 size1 sensor
		07-230 T2 size2 sensor
07-240 T2 size3 sensor		
07-250 T2 Stack Height Sensor		
07-260 T2 Paper Low Sensor		

LEVEL 1	LEVEL 2	LEVEL 3
Copier Diagnostics (con't)	dc330 Component Control (con't)	07-300 Tray3 Home Position
		07-310 T3 Paper Empty Sensor
		07-320 T3 size1 sensor
		07-330 T3 size2 sensor
		07-340 T3 size3 sensor
		07-350 T3 Stack Height Sensor
		07-360 T3 Paper Low Sensor
		07-400 Tray4 Home Position
		07-410 T4 Paper Empty Sensor
		07-420 T4 size1 sensor
		07-430 T4 size2 sensor
		07-440 T4 size3 sensor
		07-450 T4 Stack Height Sensor
		07-460 T4 Paper Low Sensor
		07-510 Bypass Paper Empty Sensor
		08-100 Feed Sensor
		08-200 T2 Feed Sensor (or Door Open)
		08-300 T3Feed Sensor (or Door Open)
		08-400 T4 Feed Sensor (or Door Open)
		08-500 Regi. Sensor
		08-600 Fuser Exit Sensor
		08-700 Duplex Jam1 Sensor
		08-710 Duplex Jam2 Sensor
		09-100 MHV Bias
		09-110 MHV Bias Read
		09-200 Dev Bias
		09-300 THV(+) Bias
		09-400 THV(-) Bias
09-310 THV Bias Read		
09-800 Deteck Bias		

LEVEL 1	LEVEL 2	LEVEL 3
Copier Diagnostics (con't)	dc330 Component Control (con't)	10-200 Fuser Temperature A
		10-210 Fuser Temperature B
		10-510 Fuser Rear Fan Run Ready
		10-400 Fuser Motor Forward
		10-500 Fuser Rear Fan Run
		10-600 Fuser Bias
		10-100 Fuser Power On (Main)
		10-300 Fuser Unit Fault
		06-110 LSU Motor Ready
		06-310 LSU Fan Run Ready
		06-100 LSU Motor Run
		06-200 LSU LD Power
		06-300 LSU Fan Run
		09-600 Toner Dispense Motor
		09-700 Toner Sensor
		12-100 Entrance Motor
		12-110 Exit Motor
		12-200 Paddle Motor
		12-300 Front Jog Home
		12-310 Front Jog Stand
		12-320 Rear Jog Home
		12-330 Rear Jog Stand
		12-400 Support Finger Home
		12-410 Support Finger Stand
		12-500 Ejector Motor
		12-600 Stacker Down
12-610 Stacker Up		
12-700 Stapler		
12-800 Entrance Sensor		
12-805 Exit Sensor		

Troubleshooting

LEVEL 1	LEVEL 2	LEVEL 3
Copier Diagnostics (con't)	dc330 Component Control (con't)	12-810 Paddle Home Sensor
		12-815 Front Jog Home Sensor
		12-820 Rear Jog Home Sensor
		12-825 Support Finger Home Sensor
		12-830 Ejector Home Sensor
		12-840 Stacker Top Sensor
		12-845 Stacker Bottom Switch
		12-850 Staple Home Sensor
		12-855 Staple Ready Sensor
		12-860 Low Staple Sensor
		12-865 Paper Detector Sensor
		12-870 Finisher Door Switch
		12-875 IOT Set Sensor
		12-880 Duplex Paper Sensor
		05-100 DADF Doc. Detect Sensor
		05-120 DADF Paper Length Sensor
		05-130 DADF Registration Sensor
		05-140 DADF Scan Sensor
		05-160 DADF Door Open Sensor
		05-200 DADF SCan Motor Forward
	05-201 DADF Scan Motor Reverse	
		20-012 Sngl Tone 1 100Hz Ln1
	dc612 Print Test Pattern	
	Format Hard Drive	
	Memory Clear	
	Shading Test	
	Serial Number Reset	
Fax & NW Diagnostics	dc131 NVM Read/Write-Fax	
	dc132 NVM Initialization-Fax	

LEVEL 1	LEVEL 2	LEVEL 3
Fax & NW Diagnostics (con't)	dc330 Component Control-Fax	
	dc132 NVM Initialization-Fax	
Log Backup		

Error Messages and Troubleshooting

Error Messages

The following table lists possible errors and page references for the corrective procedure.

- The Error column provides the error code associated with the error message.
- The Error Message column provides the message relating to the error.
- The Cause column lists the probable cause of the error.
- The Initial Action column provides the first step to correct the error.
- The Go To column references the page number for the procedure.

Use this table to identify the proper procedure to correct the reported error.

Error	Error Message	Cause	Initial Action	Go To
Jam Errors				
05-100	DADF Jam 1	The lead edge of The document failed to actuate the scan sensor within the correct time after actuating the registration sensor. The scan sensor does not turn off within the correct time from when the registration sensor is off.	Open Document Handler Cover and remove jammed media.	ADF/DADF Jam
05-300	DADF Jam 3	The lead edge of the document failed to actuate the duplex sensor within the correct time when the document is being duplexed.	Open Document Handler Cover and remove jammed media.	ADF/DADF Jam
05-400	DADF Jam 4	The lead edge of the document failed to actuate the scan sensor within the correct time after actuating the duplex sensor. The scan sensor does not turn off within the correct time from when the duplex sensor is off.	Open Document Handler Cover and remove jammed media.	ADF/DADF Jam
05-700	DADF Jam 7	Double feed or oversized document is fed.	Open Document Handler Cover and remove jammed media.	ADF/DADF Jam

Error	Error Message	Cause	Initial Action	Go To
05-900	DADF Jam 0	The loaded document has jammed in the document handler.	Open Document Handler Cover and remove jammed media.	ADF/DADF Jam
07-130	Jam0 from Tray1	Paper jam detected while feeding from Tray 1.	Open Tray 1 and remove the jammed paper.	Tray 1 Paper Jam
07-230	Jam0 from Tray2	Paper jam detected while feeding from Tray 2.	Open Tray 2 and remove the jammed paper.	Tray 2 Paper Jam
08-100	Jam1	Paper jam in the Registration area.	Open the Rear Cover. Remove jammed paper. Close Rear Cover.	Jam Inside Machine
08-200	Jam in Tray 2	Paper jam detected in the Tray2 feed roller area	Remove Tray 2 from the machine. Remove jammed sheet and insert Tray into machine.	Tray 2 Paper Jam
08-500	Jam2	Paper jam detected in the Fuser area.	Open the Rear Cover. Open Inner Cover. Remove the jammed paper. Close covers.	Jam In Fuser Exit Area
08-600	Duplex Jam0	Paper jam detected in Duplex Tray.	Remove duplex tray. Remove jammed paper. Re-install duplex tray.	Duplex Jam
Tray and Media Errors				
01-100	Door Open	The front cover closed.	Close and latch the front cover.	Door is Open
07-110	Paper Empty at Tray 1	While feeding from Tray 1 paper has gone empty.	Load required paper stock in Tray 1.	Tray 1 Empty
07-210	Paper Empty at Tray 2	While feeding from Tray 2 paper has gone empty.	Load required paper stock in Tray 2.	Tray 2 Empty
07-220	Tray 2 cassette out	Tray 2 is open.	Close Tray 2 until it locks into place.	
07-500	Paper empty at Bypass Tray	Bypass Tray empty while trying to feed paper.	Load the Bypass Tray.	Bypass Empty
07-530	Jam0 from Bypass Tray	Paper Jam while feeding from Bypass Tray	Open the Front Door and clear the jam.	Bypass Tray Paper Jam
08-700	Output Bin full.	The Output Bin Full sensor detected tray is 90 % full.	Remove prints from the Output Tray.	Output Bin Full
Toner Cartridge and Drum Cartridge Errors				

Error	Error Message	Cause	Initial Action	Go To
09-100	Toner Low	Toner is almost empty. Toner may be low or Toner may be unevenly distributed.	Ensure a replacement cartridge is in stock. Use little more change if "Toner Low" is marked in LCD window.	Toner Low
09-200	Toner Cartridge Empty	Empty Toner Cartridge detected.	Replace the Toner Cartridge.	Replace Toner Cartridge or SMart Kit Drum Cartridge
09-230	Toner Cartridge Writing Error	Toner Cartridge information did not get written to CRUM.	POPO the machine. If fault persists, replace the Toner Carriage.	
09-240	Toner Cartridge communication error	No communication with the CRUM in the Toner Cartridge.	POPO the machine. If fault persists, replace the Toner Carriage.	
09-250	Toner Cartridge read error	Toner Cartridge information could not be read.	POPO the machine. If fault persists, replace the Toner Carriage.	
09-300	Drum Warning	Drum Cartridge is nearing the end of life based on the number of prints made.	Ensure a replacement cartridge is in stock. Use little more change if "REPLACE DRUM" is marked in LCD window.	
09-330	Drum Cartridge communication error	No communications with the CRUM in the Drum Cartridge.	POPO the machine. If fault persists, replace the Drum Carriage.	
09-340	Drum Cartridge read error	No communications with the Drum Cartridge.	POPO the machine. If fault persists, replace the Drum Carriage.	

Error	Error Message	Cause	Initial Action	Go To
09-360	Less than 45 Days Left on Supplies Plan	A message shall be displayed on the Local UI and the Web UI when there are less than 45 days left on the customer's PagePack (Supplies Plan) Contract.	<p>The message shall appear until the customer enters a new enhanced PagePack PIN or the contract period ends.</p> <p>The message shall inform the customer that their device will lose the capability to utilize metered supplies if they do not renew their PagePack Contract.</p> <p>The message shall display the number of days left on the contract.</p> <p>The message shall include the device's serial number and Supplies Plan Number to use in generating new PIN in the event that the customer renews their metered supplies contract.</p>	
09-370	More than 45 Days Left on Supplies Plan	A message shall be displayed on the Local UI and the Web UI when there are 45 days or more left on the customer's PagePack (Supplies Plan) Contract.	When a Customer attempts to enter a PIN, a message to inform customer that it is not time to enter a new PIN because more than need not enter a new PIN (Supplies Plan Activation Code) shall be displayed on the Local UI .	

Error	Error Message	Cause	Initial Action	Go To
09-380	Supplies Plan is expiring.	A message shall be displayed on the Local UI and the Web UI when the PagePack (Supplies Plan) Contract has expired. It shall inform the customer that they have a 15 days remaining to enter a new PagePack PIN (Supplies Plan Activation Code).	<p>The message shall remain until the customer enters a new enhanced PagePack PIN or the contract timer expires.</p> <p>The message shall inform the customer that their device will lose the capability to utilize metered supplies if they do not renew their PagePack Contract.</p> <p>The message should display the number of days left on the contract.</p> <p>The message shall include the device's serial number and Supplies Plan Number to use in generating new PIN.</p>	
09-390	Supplies Plan has expired	A message shall be displayed on the Local UI and the Web UI when the PagePack (Supplies Plan) Contract end of contract grace period has expired.	<p>The message shall inform the customer that their machine can no longer accept metered supplies.</p> <p>The message shall include metered supplies still in the machine be considered incompatible.</p> <p>The device shall be set to "Sold" contract state and only accept "Sold" supplies.</p> <p>The region shall be set to the 'region setting at end of contract'</p> <p>The message shall include the device's serial number and Supplies Plan Number to use in generating new PIN</p>	
09-400	Replace SMart Kit Drum Cartridge	SMart Kit has reached 60K end of life.	Open Front Door. Replace the Drum Cartridge.	Replace Toner Cartridge or SMart Kit Drum Cartridge

Error	Error Message	Cause	Initial Action	Go To
09-500	Toner Cartridge not installed	Toner Cartridge is not installed or the CRUM is not making contact with the terminals.	Open the Front Door. Install a new Toner Cartridge and check that the CRUM terminals are making contact. Un-install and reinstall the Toner Cartridge.	Toner Cartridge and Drum Cartridge Not Installed
09-600	SMart Kit Drum Cartridge not installed	SMart Kit Drum Cartridge not installed or Drum Cartridge terminals are not making contact.	Install a new Drum Cartridge and check that the CRUM terminals are making contact. Un-install and reinstall the Drum Cartridge.	Toner Cartridge and Drum Cartridge Not Installed
09-730	Imaging Unit Error	Problem with the Erase Lamp Cable or poor drum ground.	Check for a poor ground. Check for a damaged Cable.	
09-800	Invalid Toner Cartridge	The Toner Cartridge is not for this printer or Toner CRUM does not match the Geometrical code or CRU plan code with MSOK.	Ensure the Toner Cartridge is the correct part. Replace with a Genuine Xerox Toner Cartridge.	Invalid Toner Cartridge or Drum Cartridge
09-810	Non-Xerox Toner Cart	The Toner Cartridge cartridge is not for the Xerox machine.	Install the correct Toner Cartridge.	
09-900	Invalid Drum Cartridge	The Drum Cartridge is not for this printer or Toner CRUM does not match the Geometrical code or CRU plan code with MSOK.	Ensure the Drum Cartridge is the correct part. Replace with a Genuine Xerox Drum Cartridge.	Invalid Toner Cartridge or Drum Cartridge
09-910	Non-Xerox Drum Cartridge	The drum cartridge in not for this Xerox machine	Replace with a Genuine Xerox Drum Cartridge.	Invalid Toner Cartridge or Drum Cartridge
22-330	PagePack PIN (Supplies Plan Activation Code) Entry Locked	PagePack PIN (Supplies Plan Activation Code) Entry locked due to repeated incorrect PIN entry attempts	None	
Fuser Errors				

Error	Error Message	Cause	Initial Action	Go To
10-100	Open Fuser error	Detected Fuser under Temperature. Thermistor is not connected to Main PWB or contact point is not coupled tightly when powered on.	Check thermistor contact point and cable connection. Check if the fuser in engine test mode. If fault persists Power Off/Power On If the problem still persists, replace fuser unit.	Open Fuser/Low Heat Error
10-200	Low Heat error	The Fuser did not reach a Ready temperature during operation.	Power Off/Power On. Check thermistor contact point and heat roller. If the problem persists, replace fuser unit.	Open Fuser/Low Heat Error
10-300	Over Heat error	Detected Fuser over temperature. If the temperature of heat roller abnormally increases above the toner fusing temperature, parts of fuser may be thermally degraded. The thermistor has been disconnected.	The machine will automatically return to standby mode when it cools down to the normal operating temperature. Check DC control signal from Main PBA to the inverter and power supply form inverter to fuser. Check the thermistor on the fuser whether or not contaminated by toner dregs or dust and cleaning the thermistor surface. Test the fuser in engine test mode. If the problem still persists, replace fuser unit. *System to shut down fuser till it cools then restart automatically. Recovery requires work still not done, there are few recovery possibility.	Over Heat Error
Motor Errors				
04-600	Fuser Fan Locked	Fuser Fan is not running.	Check for contamination or blockage in the Fuser Fan. POPO the machine.	

Error	Error Message	Cause	Initial Action	Go To
04-910	SMPS Fan Locked	SMPS Fan is not running.	Check for contamination or blockage in the SMPS Fan. POPO the machine.	
Laser Unit Errors				
06-100	LSU Error	The LSU could not reach the READY state within the defined time or a problem has occurred in the LSU.	Test the LSU with in diagnostic mode If fault persists, Power Off/Power On	
06-200	LSU Hsync Error	The laser beam was not detected within the set time.	Turn the printer on and then off and then check to see if the error persists.	
Fax Communication and Configuration Errors				
20-100	Communication Error	A problem with the facsimile communications has occurred. Machine displays this for a transmission or fax handshaking failure.	Try resending the fax.	Fax Comm Error
20-110	Mailbox Error	The machine is not available for Mailbox communication. (mailbox id, password)	Check Mailbox Id, Password is correct. And Try again.	
20-120	Scanning Error	In the middle of sending fax with manual dial, scanning error has occurred. (document jam, scanner fault)	Check scanner and try resending fax.	
20-200	Group not available	A selection for a group location was made where only a single location number can be used, such as when adding locations for a multi-dial operation.	Try again, check location for a group.	
20-300	Incompatibility Error	Remote party did not have requested feature such as spooling	Try again. If problem still persists, change the requested feature.	
20-400	Line Busy	The remote FAX did not answer.	Try again.	
20-410	Line Error	There is an error with Fax data reception. The machine cannot connect with the remote machine, or has lost contact because of a problem with the phone line.	Try again. If failure persists, wait an hour or so for the line to clear then try again.	

Error	Error Message	Cause	Initial Action	Go To
20-500	Memory Full	The memory has become full.	Either delete unnecessary documents, or retransmit after more memory becomes available, or split the transmission into more than one operation.	
20-550	Low Memory	Available Fax Memory is getting low.	Fax Memory is almost full. Print or remove received fax Job.	
20-600	No answer.	When the machine could not connect to the remote machine after Completion of re-dial up to re-dial counter in system data. The remote machine did not answer after all the re-dial attempts.	Try again. Make sure the remote machine is OK.	
20-700	Number Not assigned	The speed dial location you tried to use has no number assigned to it.	Dial the number manually with the keypad, or assign the number.	
20-800	Power failure while sending or receiving fax	When the machines's max memory has not been backed up and there is a power on/off.	Try sending/receiving the fax again.	
20-900	Retry Re-dial	The machine is waiting for the programmed interval to automatically re-dial.	Press Start to immediately re-dial, or Stop to cancel the re-dial operation.	
Network Configuration Errors				
02-100	Invalid/Unknown USB Device	Not a valid USB device. The memory type appears to be incorrect. Only SCSI type memory can be supported.	Use a valid USB Device.	
02-200	Check USB Memory	Out of room or device not responding.	Check memory and try again.	
17-100	IP Address is conflicted	Two devices are trying to use the same IP address.	Obtain new IP address.	IP Conflict
17-110	Connection error	Failed to connect to designated server.	Retry connecting to server. If problem persists contact the network administrator.	
17-120	Server not found	Machine cannot connect to the designated server.	Check that the network cable is connected. Contact the network administrator.	

Error	Error Message	Cause	Initial Action	Go To
17-130	Login error	Cannot log into server.	Check the login information. Try to login again. Contact the network administrator.	
17-140	Access Denied	The system does not recognize the user name or password	Check the login information. Try to login again. Contact the network administrator.	
17-150	Lock is exist	*lck Directory already exists.	Contact system Administrator.	
17-200	Network cable is disconnected	Network cable is not connected.	Connect network cable.	Network Error - Cable not connected
17-300	Network card is not installed	Network Card is not installed	Install the Network Card	
17-310	Wireless Network communication error	Communication problem with the Wireless Network	Power off the machine and check the Wireless module connection. Power on the machine. If the problem persists, replace, the Wireless PWB.	
17-400	User Cancelled	User has cancelled the network scan job.	Start the job again if needed.	
17-500	Document Jam occurred	Document jam occurred.	Check Touchscreen and clear the job.	
17-510	Operation error	An error occurred during the file transmission.	POPO the machine and try to send the file again.	
17-600	File name is too long	File name exceeds the system limit.	Shorten the File name and try again.	
17-610	Scan file is exist	This file name already exists on the server.	Re-name the file and try again.	
17-562	Auto-registration process fails to communicate	Machine is unable to contact the remote Xerox SMart eSolutions Communication Server. User intervention is required to review SMart eSolutions settings. Machine services are unaffected. (Pre-registration)	Review SMart eSolutions settings.	Network Error - No Remote Xerox Server

Error	Error Message	Cause	Initial Action	Go To
17-563	Machine fails to communicate with Xerox Edge Server	Machine is unable to contact the remote Xerox SMart eSolutions Communication Server. User intervention is required to review SMart eSolutions settings. Machine services are unaffected. (Post-registration)	Review SMart eSolutions settings.	Network Error - No Remote Xerox Server
17-700	BOOTP Server Error	BOOPT error and Auto IP is working.	Input new static IP address or correct the BOOTP server address.	BOOTP Problem Error
17-710	BOOTP Server Error	BOOPT error and Auto IP is not working.	Input new static IP address or correct the BOOTP server address.	BOOTP Problem Error
17-800	DHCP Server Error	DHCP error and Auto IP is working.	Input new static IP address or correct the DHCP server address.	BOOTP Problem Error
17-810	DHCP Server Error	DHCP error and Auto IP is not working.	Input new static IP address or correct the DHCP server address.	BOOTP Problem Error
17-900	802.1x Authentication Error	802.1X Authentication failed.	Ensure the 802.1X EAP Type, User name and Password for the Machine, Authentication Switch and Authentication Server match.	802.1x Error
17-910	Firmware Upgrade fault	Upgrade aborted invalid file.	Load the correct Firmware file.	
Scan to Email Errors				
15-100	Group name has no assigned email address	No Email address assigned to group name.	Remove Group Name from 'To:' field and enter valid email addresses.	
15-110	Email Send Failed	Email SMTP server returned an error during transmission. Could be related to SMTP server authentication being supported but not enabled on the device. Or when any 500 code is returned from mail server.	Try again. If failure persists, contact Email administrator.	
15-130	Mail Too Large	This error is raised when the MFP is unable to split the mail and send it. For e.g. MFP configured to mail size 1.0MB., and the scanned page is larger than the specified mail size.	Increase mail size on this device via CentreWare Internet Services. If problem still persists then increase mail size allotment on mail server.	

Error	Error Message	Cause	Initial Action	Go To
15-140	Invalid Email Address	This message is displayed when an invalid email id is entered such as: -- with space in between, email addresses -- Starting with special characters like . + - _ @ -- Email Id with more than one @	Enter a valid email address. If failure persists, contact Email administrator.	
15-150	Group not available	This message is displayed when an invalid Group number is entered.	Confirm that Group is available and has mail addresses associated to it.	
15-160	Memory Full	HDD memory full during scan to e-mail.	POPO the machine and try again. If the problem still persists Try a smaller job. If the problem persists, Reseat/replace DIMMs.	
15-170	Memory Full	Not enough memory to scan this job.	Divide the job into smaller section.	
15-200	Network Controller Error	NIC Error (SMTP) can be due to any of the following : -- Error returned by NIC during SMTP encoding activity SMTP_ENCODER_FAILURE -- Error returned by NIC for some memory failure during SMTP operation. SMTP_MEMORY_FAILURE -- Miscellaneous error return by NIC while SMTP activities. SMTP_MISC_ERROR	Try again. Power Off / Power On. If failure persists, contact System Administrator.	
15-300	Network Connection Failure	Any kind of communication or network failure during SMTP or LDAP operations.	Check physical connections to network. Power Off/Power On. If failure persists contact Network Administrator.	
15-310	Authentication Failure	Occurs when NIC returns authentication failure for Invalid Account or Password entered by the user.	Re-enter User name and Password. If failure persists contact Network Administrator.	
15-320	Mail Server Connection Failure	Cannot contact SMTP server.	Check SMTP IP address or Host name. Check that SMTP port is correct and open.	

Error	Error Message	Cause	Initial Action	Go To
15-330	DNS Connection Failure	Cannot contact DNS server to resolve SMTP host name.	Confirm that DNS server is online. Contact Network Administrator.	
15-340	Mail exceed server support	Maximum mail size configured exceeds the server limit.	Reduce the Max mail size option. If failure persists, contact Email administrator.	
15-400	LDAP Communication Failure	Cannot contact LDAP server.	Check LDAP IP address or Host name. Check that LDAP port is correct and open. If failure persists, contact Network Administrator.	
15-410	LDAP Search Failed	LDAP server returned an error during transmission. Could be related to LDAP server authentication being supported but not enabled on the device, or maximum search results exceed limits.	Try again. If failure persists, contact Network Administrator.	
15-420	LDAP Search Time-out Exceeded	Displayed when LDAP search time-out has exceeded parameter.	Resubmit job. If failure persists, contact Email administrator.	
15-500	Session Time-out	User has not touched the keypad in a specified time	Login and try again	
15-510	Scan Error	Error at the Scanner.	Check the scanner connections. If problem persists, replace the scanner.	
15-520	Stop pressed from MFP	User has cancelled the Email job.	None. Cancelled by user.	
15-600	Authentication Required	Authentication is disabled in the MFP and the mail server requires it.	Mail server requires Authentication process. Retry after checking Authentication option is enabled.	
15-700	DNS Error	DNS resolution failure or DNS server not reachable.	Check your DNS server setup or enter a valid email address. If failure persists, contact Email administrator.	
15-800	Pop3 Error	POP3 protocol error or any other error during POP3 session.	Enter a valid email address. If failure persists, contact Email administrator.	

Error	Error Message	Cause	Initial Action	Go To
15-810	Pop3 Connection Failure	Could not connect to configured POP3 server.	Check the POP3 server setup. If failure persists contact Network Administrator.	
15-820	POP3 Authentication Failure	POP3 server login failure.	Re-enter User name and password. If failure persists contact Network Administrator.	
15-830	POP3 Authentication Required	Pop3 server requires authentication and not configured on the device.	Mail server requires Authentication process. Retry after checking Authentication option is enabled. If failure persists contact Network Administrator.	
System Errors				
03-200	System Fault - Invalid Machine Serial Number	IOT serial number is not empty but invalid.	Call for Service.	
03-210	System Fault - MSOK Invalid - Call for assistance (MMSOK)	MSOK serial number is invalid.	Call for Service.	
03-220	System Fault - MSOK invalid - Call for assistance MMSOK bit	MSOK has Manufacturing SOK Serial Number But not have MMSOK Bit.	Replace with valid MMSOK (Manufacturing MSOK).	
03-230	System Fault - MSOK Page count exceeded	IOT printed more than MMSOK can print.	Call for Service. Remove MMSOK and replace with MSOK.	
03-240	System Fault - Invalid machine or MSOK SN	MSOK serial number is empty.	Call for Service.	
03-250	MSOK Missing	MSOK is not in place.	Check that the MSOK is connected to the Main Board.	Contact Field Engineering
03-410	Tray 1 Paper mismatch	Paper Type mismatch. Paper Size mismatch.	If printing from PC, ensure print driver and tray guide settings match. Load requested paper in Tray 1. Verify tray guide settings.	Paper Mismatch
03-420	Tray 2 Paper mismatch	Paper Type mismatch. Paper Size mismatch.	If printing from PC, ensure print driver and tray guide settings match. Load requested paper in Tray 2. Verify tray guide settings.	Paper Mismatch

Error	Error Message	Cause	Initial Action	Go To
03-450	Bypass Tray Paper mismatch	Paper Type mismatch. Paper Size mismatch.	If printing PC, ensure print driver and tray guide settings match. Load requested paper in the Bypass Tray. Verify tray guide settings.	Paper Mismatch
03-600	Memory Failure	Memory access failure.	Cycle printer power. Re-seat Memory DIMM(s). If the error persists install a new Main Board: <ul style="list-style-type: none"> Phaser 3330 (PL 1.0.7, Parts List 1.0 Phaser 3330 Main) WorkCentre 3335 and 3345 (PL 6.1.7, Parts List 6.1 WorkCentre 3335/3345 Main). 	Memory Failure
03-601	EPC Memory is full	Embedded FAX Job transmit/receive failure. Print Failure. Scan to file or Email failure. Fax Server failure.	Try sending again. Reduce complexity. Selecting different criteria for the job	Memory Failure
03-602	EPC Memory is Temporarily Full		Try sending again.	
03-603	Job too large to fit in EPC memory	Collate Copy Job failure.	Wait while memory resources are made available to continue scanning your job. Once all sheets have been scanned, touch Close, reload your originals and re-scan as many times as is required to complete your job. Or touch Cancel Job to Cancel your job.”	
03-800	Check SD Card	Hard drive failure occurred. Not running properly.	Power Off/Power On If fault persists install a new hard disk drive.	

Error	Error Message	Cause	Initial Action	Go To
03-900	GUI to Main PWB Communication Fault	User Interface cannot communicate with the Main PWB.	<p>Power off and power on the machine.</p> <p>If the error persists install a new Main Board:</p> <ul style="list-style-type: none"> • Phaser 3330 (PL 1.0.7, Parts List 1.0 Phaser 3330 Main) • WorkCentre 3335 and 3345 (PL 6.1.7, Parts List 6.1 WorkCentre 3335/3345 Main). <p>If problem persists install a new User Interface:</p> <ul style="list-style-type: none"> • Phaser 3330 (PL 1.1, Parts List 1.1 Phaser 3330 Top Cover) • WorkCentre 3334/3335 (PL 10.1.22, Parts List 10.1 WorkCentre 3335/3345 Control Panel) 	
03-901	UI System Failure	Communications error between the UI and Main PWB.	<p>Power off and power on the machine.</p> <p>If the error persists install a new Main Board:</p> <ul style="list-style-type: none"> • Phaser 3330 (PL 1.0.7, Parts List 1.0 Phaser 3330 Main) • WorkCentre 3335 and 3345 (PL 6.1.7, Parts List 6.1 WorkCentre 3335/3345 Main). <p>If problem persists install a new User Interface:</p> <ul style="list-style-type: none"> • Phaser 3330 (PL 1.1, Parts List 1.1 Phaser 3330 Top Cover) • WorkCentre 3334/3335 (PL 10.1.22, Parts List 10.1 WorkCentre 3335/3345 Control Panel) 	

Error	Error Message	Cause	Initial Action	Go To
03-970	Main Board Watchdog Detects Software Lock Up	Main Board software has stopped responding.	Power off and power on the machine. If the error persists install a new Main Board: <ul style="list-style-type: none"> Phaser 3330 (PL 1.0.7, Parts List 1.0 Phaser 3330 Main) WorkCentre 3335 and 3345 (PL 6.1.7, Parts List 6.1 WorkCentre 3335/3345 Main). 	
16-300	On-Demand Overwrite (ODIO) failed. Please perform an On Demand Overwrite immediately	On-Demand Overwrite (ODIO) failed. Please perform an On Demand Overwrite immediately.	On-Demand Overwrite (ODIO) failed. Please perform an On Demand Overwrite immediately.	
16-400	On-Demand Overwrite (ODIO) failed. Please perform a Full On Demand Overwrite immediately	On-Demand Overwrite (ODIO) failed. Please perform a Full On Demand Overwrite immediately.	On-Demand Overwrite (ODIO) failed. Please perform a Full On Demand Overwrite immediately	
Scanner Errors				
05-920	DADF Top Cover Open	DADF top cover is open.	Close document feeder top cover.	Scanner Door Open

Troubleshooting Jams

Some initial steps to take when evaluating repeated jams:

1. Ask the customer about the paper types being used. If not on the recommended list, determine if this is contributing to the problem. Recycled, multi-purpose or copier paper tends to contaminate the paper path. Constant use of special papers such labels or business cards can also contribute to jamming.
2. Ensure the correct tray loading and setup procedures are followed (securing the guides, selecting the correct paper type, fanning the paper, etc.)
3. Make sure the printer is plugged directly into an electrical outlet. Using extension cords or a power strip is not recommended.
4. Make every attempt to establish a jam rate prior to starting any work. If possible print an Error Information Report and note the page count between jams.
5. Determine if jamming is occurring in one tray but not another. This helps to identify any dirty or defective parts.
6. Clear the paper path of any jams and paper debris.

7. Clean the paper rollers in the paper tray and tray slot using a slightly damp (water only) lint free cloth.

ADF/DADF Jam

Paper jam occurred in the DADF.

Applicable Errors

- 05-100: DADF Jam1
- 05-300: DADF Jam3
- 05-400: DADF Jam4
- 05-700: DADF Jam7
- 05-900: DADF Jam0

Initial Actions

- Open the ADF/DADF Cover and remove all originals from the document feeder.
- Turn the machine off and then on, if the error persists use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map Reference
<ul style="list-style-type: none"> • DADF Pick Up Unit (PL 8.1A.16, Parts List 8.1A WorkCentre 3345 DADF) • ADF Pick Up Assembly (PL 7.1.9 and PL .7.1.10, Parts List 7.1 WorkCentre 3335 SCANNER and ADF) • ADF Paper Path Assembly, (ADF Paper Path Assembly (WorkCentre 3335)) • DADF Feed Roller (PL 8.2.14, Parts List 8.2 WorkCentre 3345 Lower DADF) • DADF Rubber Unit (PL 8.2.14, Parts List 8.2 WorkCentre 3345 Lower DADF) • DADF Lifting Solenoid (PL 8.18, Parts List 8.1 WorkCentre 3345 SCANNER and DADF). • DADF Feed Sensor (PL 8.2.24, Parts List 8.2 WorkCentre 3345 Lower DADF) • DADF Registration Sensor (PL 8.2.13, Parts List 8.2 WorkCentre 3345 Lower DADF) • DADF Drive (PL 8.5.8, Parts List 8.5 WorkCentre 3345 Drive DADF) • ADF Motor (PL 7.1A.16, Parts List 7.1A WorkCentre 3335 ADF) • DADF Assembly (PL 8.1A.1, Parts List 8.1A WorkCentre 3345 DADF) • ADF Assembly (PL 7.1A.1, Parts List 7.1A WorkCentre 3335 ADF) 	<ul style="list-style-type: none"> • Phaser 3330 Main PWB Connector Designators • Phaser 3330 Control Panel PWB • Wiring Diagrams for P3330/WC3335/WC3345 • WorkCentre 3335/3345 Main PWB Connector Designators • DADF PWB • SMPS PWB

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Is the ADF/DADF Cover completely closed? Does the error persist?	Go to step 3.	Close the ADF/DADF Cover and go to step 2.
2.	Does the error persist?	Go to step 3.	Complete.
3.	Check the connectors and wiring between the ADF/DADF and the main board. WorkCentre 3335: CN36 WorkCentre 3345: <ul style="list-style-type: none"> • CN12 (main board) to CN1 (RADF joint PBA) • CN2 (RADF joint PBA) to CN2 (DADF) • CN3 (RADF joint PBA) to CN1 (DADF) Repair the wiring as necessary.	Go to step 4.	Complete.
4.	Does the ADF/DADF pick the original from the input tray?	Go to step 5.	Go to step 8.
5.	Check the media path. Is there debris in the media path? (clean only with a dry, lint-free cloth)	Remove the debris and go to Step 6.	Go to step 8.
6.	Enter dC330 Component Control , code 05-200. Does the DADF Scan Motor rotate?	Go to step 7.	Install a new DADF drive (PL 8.5.8, Parts List 8.5 WorkCentre 3345 Drive DADF)
7.	Does the error persist?	Go to step 8.	Complete.
8.	<ul style="list-style-type: none"> • WorkCentre 3345: Use a dry lint free cloth to clean the DADF Feed Roller (PL 8.2.14, Parts List 8.2 WorkCentre 3345 Lower DADF) • WorkCentre 3335: Use a dry lint free cloth to clean the ADF Pick Up Assembly rollers (PL 7.1.9 and PL 7.1.10, Parts List 7.1 WorkCentre 3335 SCANNER and ADF). Rotate the rollers by hand. Do the rollers rotate smoothly?	Go to step 9.	<ul style="list-style-type: none"> • WorkCentre 3345: Install a new DADF Feed Roller (PL 8.2.14, Parts List 8.2 WorkCentre 3345 Lower DADF) • WorkCentre 3335: ADF Pick Up Assembly (PL 7.1.9 and PL 7.1.10, Parts List 7.1 WorkCentre 3335 SCANNER and ADF)
9.	Does the error persist?	Go to step 10.	Complete.
10.	<ul style="list-style-type: none"> • WorkCentre 3345, install a new DADF Pick Up Unit (PL 8.1.16, Parts List 8.1 WorkCentre 3345 SCANNER and DADF). • WorkCentre 3335, install a new ADF Paper Path Assembly (ADF Paper Path Assembly (WorkCentre 3335)). Does the error persist?	<ul style="list-style-type: none"> • WorkCentre 3345, go to step 11. • WorkCentre 3335, go to step 14. 	Complete.

Step	Actions and Questions	Yes	No
11.	<p>Install a new DADF Lifting Solenoid (PL 8.18, Parts List 8.1 WorkCentre 3345 SCANNER and DADF).</p> <p>Does the error persist?</p>	<p>Install a new DADF Separator Pad (DADF Separator Pad).</p> <p>Go to step 12.</p>	Complete.
12.	<p>Enter dC330 Component Control, code 05-130 DADF Registration Sensor.</p> <ul style="list-style-type: none"> If the Sensor changes state (is good), go to step 13. If the Sensor does not change state (is bad), install a new DADF Registration Sensor (PL 8.2.13, Parts List 8.2 WorkCentre 3345 Lower DADF). 	<ul style="list-style-type: none"> If the Sensor changes state (is good), replace the DADF PWB Section 4 (PL 8.1A .13, Parts List 8.1A WorkCentre 3345 DADF). If the error continues, replace the Main Board Section (PL 6.1.7, Parts List 6.1 WorkCentre 3335/3345 Main). 	<ul style="list-style-type: none"> If the Sensor does not change state (is bad), replace the DADF Feed/Registration Sensor (PL 8.2.13, Parts List 8.2 WorkCentre 3345 Lower DADF). If the error continues, replace the DADF (PL 8.1A.13, Parts List 8.1A WorkCentre 3345 DADF) and then the Main Board (PL 6.1.7, Parts List 6.1 WorkCentre 3335/3345 Main).
13.	<p>Enter dC330 Component Control, code 05-100 DADF Feed Sensor.</p> <ul style="list-style-type: none"> If the Sensor changes state (is good), replace the DADF Board (PL 8.1A.13, Parts List 8.1A WorkCentre 3345 DADF). If the Sensor does not change state (is bad), install a new DADF Feed Sensor (PL 8.2.24, Parts List 8.2 WorkCentre 3345 Lower DADF). <p>Enter dC330 Component Control, code 05-130 DADF Registration Sensor.</p> <p>If the Sensor does not change state (is bad), install a new DADF Registration Sensor (PL 8.2.13, Parts List 8.2 WorkCentre 3345 Lower DADF).</p> <p>Does the error persist?</p>	Go to step14.	Complete.
14.	<p>Install a new DADF Board (PL 8.1A .13, Parts List 8.1A WorkCentre 3345 DADF.)</p> <p>Does the error persist?</p>	<p>Install a new DADF Drive Unit (PL 8.5.8, Parts List 8.5 WorkCentre 3345 Drive DADF)</p>	Complete.

Step	Actions and Questions	Yes	No
15.	Does the error persist?	<p>WorkCentre 3345: Install a new DADF (PL 8.1.1, Parts List 8.1 WorkCentre 3345 SCANNER and DADF).</p> <p>WorkCentre 3335: Install a new ADF (PL 7.1.1, Parts List 7.1 WorkCentre 3335 SCANNER and ADF).</p>	Complete.

Duplex Jam

Paper jam occurred in the Duplex paper path.

Applicable Errors

- 08-600: Duplex Jam0

Initial Actions

- Open the Rear Door and remove the jammed paper.
- Check the paper guides in the paper trays are adjusted correctly.
- Remove the Duplex Unit and check for jammed paper.
- Check for paper curl when duplexing.
- Verify printer will print Simplex pages.
- Turn the machine on and then off, if the error persists use the following procedure.
- Verify the paper is within specification for the machine and is suitable for duplex printing. Paper that is too light, too heavy or the incorrect size may cause duplex jams. Special media such as labels, widows or perforations may also cause duplex jams. For details of paper specifications refer to the Xerox WorkCentre 3335/3345 Multifunction Printer User Guide or the Xerox Phaser 3330 Printer User Guide.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map Reference
<ul style="list-style-type: none"> • Duplex Assembly, (PL 4.1.11, Parts List 4.1 Duplex Assembly) • Main PWB: • (PL 1.0.7, Parts List 1.0 Phaser 3330 Main) (phaser 3330) • (PL 6.1.7, Parts List 6.1 WorkCentre 3335/3345 Main) (WorkCentre 3335 and 3345) 	<ul style="list-style-type: none"> • Phaser 3330 Main PWB Connector Designators • Phaser 3330 Control Panel PWB • Wiring Diagrams for P3330/WC3335/WC3345 • WorkCentre 3335/3345 Main PWB Connector Designators • DADF PWB • SMPS PWB

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Check that the Duplex Assembly paper guides are adjusted correctly. Does the error persist?	Go to step 2.	Complete.

Step	Actions and Questions	Yes	No
2.	Install new parts as necessary: <ul style="list-style-type: none"> • Phaser 3330 - Duplex Assembly (PL 1.0.8, Parts List 1.0 Phaser 3330 Main) • WorkCentre 3335 and 3345 - Duplex Assembly (PL 6.1.8, Parts List 6.1 WorkCentre 3335/3345 Main) • Phaser 3330 - Main PWB (PL 1.0.7, Parts List 1.0 Phaser 3330 Main) • WorkCentre 3335 and 3345 - Main PWB (PL 6.1.7, Parts List 6.1 WorkCentre 3335/3345 Main) 	Complete.	

Tray 1 Paper Jam

A paper jam was detected in the Tray 1 feeding section.

Applicable Error

- 07-130: Jam0 from Tray1

Initial Actions

- Clear the jammed paper.
- Ensure the paper guides are set correctly.
- Ensure the loaded paper is supported. Try printing with different paper or other media. For details of paper specifications refer to the Xerox WorkCentre 3335/3345 Multifunction Printer User Guide or the Xerox Phaser 3330 Printer User Guide.
- Clear the paper path of debris.
- Clean the Feed Roller.
- If problem persists use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map Reference
<ul style="list-style-type: none"> • Pick Up Solenoid (PL 3.1A, Parts List 3.1A Frame (2 of 2)) • Pick Up Clutch (PL 3.1A.10, Parts List 3.1A Frame (2 of 2)) • Pick Up Roller (PL 3.1A.45, Parts List 3.1A Frame (2 of 2)) • Feed Drive Assembly (PL 3.1.5, Parts List 3.1 Frame (1 of 2)) • Feed Roller (PL 3.1A.8, Parts List 3.1A Frame (2 of 2)) • Retard Roller (PL 5.1.7, Parts List 5.1 Tray 1) • Base Plate Pad, (PL 5.1.8, Parts List 5.1 Tray 1) • Tray 1, (PL5.1.19, Parts List 5.1 Tray 1) 	<ul style="list-style-type: none"> • Phaser 3330 Main PWB Connector Designators • Phaser 3330 Control Panel PWB • Wiring Diagrams for P3330/WC3335/WC3345 • WorkCentre 3335/3345 Main PWB Connector Designators • DADF PWB • SMPS PWB

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Send a print job to the printer while actuating the Paper Empty Sensor. Does the Pick Up Roller rotate normally?	Go to step 4.	Go to step 2.

Step	Actions and Questions	Yes	No
2.	Enter dC330 Component Control , code dC330 08-810. The pick up solenoid actuates.	Go to Step 3	Install a new pickup clutch (PL 3.1A.10, Parts List 3.1A Frame (2 of 2)).
3.	Does the error persist?	Install a new Main PWB. <ul style="list-style-type: none"> Phaser 3330 (PL 1.0.7, Parts List 1.0 Phaser 3330 Main) WorkCentre 3335 and 3345 (PL 6.1.7, Parts List 6.1 WorkCentre 3335/3345 Main) Go to step 4.	Complete.
4.	Does the error persist?	Go to step 5.	Complete.
5.	Clean and inspect the Pick Up Roller, install a new pickup roller if damaged (PL 3.1A.45, Parts List 3.1A Frame (2 of 2)). Does the error persist?	Go to step 6.	Complete.
6.	Clean and inspect the Feed Roller, install a new feed roller if damaged (PL 3.1A.8, Parts List 3.1A Frame (2 of 2)). Does the error persist?	Go to step 7.	Complete.
7.	Print the Supply Information report and check the life remaining of the Tray 1 Pick Up Roller and the Tray 1 Feed Roller: Phaser 3330: Menu > Information Supplies Info. WorkCentre 3335/3345: Machine Status > System Setup > Maintenance > Supplies Life. Are either at or near end of life?	Install a new appropriate part: <ul style="list-style-type: none"> Tray 1 Pick Up Roller, (PL3.1A.45, Parts List 3.1A Frame (2 of 2)). Tray 1 Feed Roller, (PL 3.1A.8, Parts List 3.1A Frame (2 of 2)). 	Go to step 8.
8.	Install a new Tray 1 Retard Roller (PL 5.1.7, Parts List 5.1 Tray 1). Does the error persist?	Go to step 9.	Complete.
9.	Check the Base Plate Pad. Is the Base Plate Pad installed correctly?	Go to step 10.	Trim or replace the Base Plate Pad (PL 5.1. 8, Parts List 5.1 Tray 1)
10.	Install a new Tray 1.	Complete.	Go to step 11. Replace the Feed Drive Assembly (PL 3.1.5, Parts List 3.1 Frame (1 of 2)).

Step	Actions and Questions	Yes	No
11.	Enter dC330 Component Control , code 04-100. The main motor runs.	Complete.	Install a new Feed Drive Assembly (PL 3.1.5, Parts List 3.1 Frame (1 of 2)).

Tray 2 Paper Jam

A jam was detected in the Tray 2 feeding section.

Applicable Error

- 07-230: Jam0 from Tray2
- 08-200: Jam in Tray2

Initial Actions

- Open Tray 2 and remove the jammed paper.
- Ensure the paper guides are set correctly.
- Ensure the loaded paper is supported. Try printing with different paper or other media. For details of paper specifications refer to the Xerox WorkCentre 3335/3345 Multifunction Printer User Guide or the Xerox Phaser 3330 Printer User Guide.
- Clean/Inspect the pick/feed rollers
- Cycle printer power.
- If the problem persists continue troubleshooting.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map Reference
<ul style="list-style-type: none"> • Optional Tray Feed Clutch, (PL 12.3.5, Parts List 12.3 Optional Tray Frame ETS). • Optional Tray Drive Assembly, (PL 12.3.6, Parts List 12.3 Optional Tray Frame ETS). 	Phaser 3330 Main PWB Connector Designators Phaser 3330 Control Panel PWB Wiring Diagrams for P3330/WC3335/WC3345 WorkCentre 3335/3345 Main PWB Connector Designators SMPS PWB DADF PWB

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Install a new Optional Tray Feed Clutch (PL 12.3.5, Parts List 12.3 Optional Tray Frame ETS). Does the error persist?	Go to step 2.	Complete.
2.	Install a new Optional Tray Drive Assembly (PL 12.3.6, Parts List 12.3 Optional Tray Frame ETS).	Go to step 3.	Complete.

Step	Actions and Questions	Yes	No
3.	Install a new Main PWB. <ul style="list-style-type: none"> • (PL 1.0.7, Parts List 1.0 Phaser 3330 Main) (phaser 3330) • (PL 6.1.7, Parts List 6.1 WorkCentre 3335/3345 Main) (WorkCentre 3335 and 3345) Does the error persist?	Replace Optional Tray 2. (PL 12.1, Parts List 12.3 Optional Tray Frame ETS)	Complete.

Bypass Tray Paper Jam

A paper jam was detected in the Bypass Tray feed section.

Applicable Error

- 07-530: Jam0 from Bypass Tray

Initial Actions

- Clear the jammed paper.
- Check that the Bypass Tray paper guides are set correctly.
- Check the media. Is the media in good condition and listed as supported media?
- Ensure the size, orientation and type of media in the tray matches the media displayed in the UI menus.
- If the problem persists use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map Reference
<ul style="list-style-type: none"> • Bypass Tray Clutch, (PL 3.1.7, Parts List 3.1 Frame (1 of 2)). • Pick Up Assembly, (PL 3.2.24, Parts List 3.2 Bypass Tray) • Pick Up Roller, (PL 3.1.32, Parts List 3.1 Frame (1 of 2)) 	<ul style="list-style-type: none"> • Phaser 3330 Main PWB Connector Designators • Phaser 3330 Control Panel PWB • Wiring Diagrams for P3330/WC3335/WC3345 • WorkCentre 3335/3345 Main PWB Connector Designators • DADF PWB • SMPS PWB

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Clean the Pick Up Roller using a slightly damp (water only) lint free cloth. Install a new Pick Up Roller if it damaged (PL 3.2.32, Parts List 3.2 Bypass Tray). Does the error persist?	Go to step 2.	Complete.
2.	Print the Supply Information report and check the life remaining of the Bypass Tray Pick Up Assembly and the Bypass Tray Retard Roller: Phaser 3330: Menu > Information Supplies Info. WorkCentre 3335/3345: Machine Status > System Setup > Maintenance > Supplies Life. Are either at or near end of life?	Install new parts as appropriate: <ul style="list-style-type: none"> • Bypass Tray Retard Roller (PL 3.2.14, Parts List 3.2 Bypass Tray). • Pick Up Assembly (PL 3.2.24, Parts List 3.2 Bypass Tray). 	Go to step 3.

Step	Actions and Questions	Yes	No
3.	Send a print job to the printer while actuating the Paper Empty Sensor. Does the Pick Up Roller rotate normally?	Complete.	Go to step 4.
4.	Install a new Bypass Tray Clutch (PL 3.2.31, Parts List 3.2 Bypass Tray). Does the error persist?	Go to step 5.	Complete.
5.	Enter dC330 Component Control , code 04-100. The main motor runs.	Complete.	Install a new Pick Up Assembly (PL 3.2.24, Parts List 3.2 Bypass Tray).

Jam Inside Machine

Paper has jammed in the Registration area.

Applicable Error

- 08-100: Jam1

Initial Actions

- Clear the jammed paper.
- Check that the paper guides of the tray in use are set correctly.
- Check the media. Is the media in good condition and listed as supported media?
- Ensure the size, orientation and type of media in the tray matches the media displayed in the UI menus.
- Turn the printer off and then on again.
- If problem persists use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map Reference
<ul style="list-style-type: none"> • Feed Sensor, (PL 3.1A.20, Parts List 3.1A Frame (2 of 2)) • Registration Sensor, (PL 3.1A.20, Parts List 3.1A Frame (2 of 2)) • Main Drive Assembly, (PL 3.5.18, Parts List 3.5 Drive) • Main Board: Phaser 3330 (PL 1.0.7, Parts List 1.0 Phaser 3330 Main) or WorkCentre 3335 and 3345 (PL 6.1.7, Parts List 6.1 WorkCentre 3335/3345 Main) 	<ul style="list-style-type: none"> • Phaser 3330 Main PWB Connector Designators • Phaser 3330 Control Panel PWB • Wiring Diagrams for P3330/WC3335/WC3345 • WorkCentre 3335/3345 Main PWB Connector Designators • DADF PWB • SMPS PWB

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Check the paper path for debris or obstructions. Does the error persist?	Go to step 2.	Complete.
2.	Enter dC330 Component Control , code 08-100 to check if the Feed Sensor (08-100) is connected and working. If necessary, install a new sensor (Registration Sensor and Feed Sensor) (PL 3.1A.20, Parts List 3.1A Frame (2 of 2)). Does the error persist?	Go to step 3.	Complete.

Step	Actions and Questions	Yes	No
3.	Enter dC330 Component Control , code 08-500 to check if the Registration Sensor (08-130) is connected and working. If necessary, install a new sensor (PL 3.1A.20, Parts List 3.1A Frame (2 of 2)). Does the error persist?	Go to step 4.	Complete.
4.	Clean the Registration Roller using a slightly damp (water only) lint free cloth. Install a new Registration Roller if it is damaged, (PL 3.1A.16, Parts List 3.1A Frame (2 of 2)). Does the error persist?	Go to step 5..	Complete.
5.	Enter dC330 Component Control , code 04-100 to check the Main Drive Motor. The motor runs?	Go to step 6.	Install a new BLDC Motor, (PL 3.5.1, Parts List 3.5 Drive). Go to step 6.
6.	All gears in the Main drive Assembly rotate when the Main Drive Motor runs?	Go to step 7.	Install a new Main Drive Assembly, (PL 3.5.18, Parts List 3.5 Drive). Go to step 7.
7.	Does the error persist?	Install a new Main PWB: <ul style="list-style-type: none"> Phaser 3330 (PL 1.0.7, Parts List 1.0 Phaser 3330 Main) WorkCentre 3335 and 3345 (PL 6.1.7, Parts List 6.1 WorkCentre 3335/3345 Main). 	Complete.

Jam In Fuser Exit Area

Paper has jammed in the Fuser Exit area.

Applicable Error

- 08-500: Jam2

Initial Actions

- Open Rear Cover and remove jammed paper.
- Open the Fuser Exit Door and remove jammed paper.
- Check that the paper guides of the tray in use are set correctly.
- Check the media. Is the media in good condition and listed as supported media?
- Ensure the size, orientation and type of media in the tray matches the media displayed in the UI menus.
- Turn the printer off and then on again.
- Try printing with different paper.
- If problem persists use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map Reference
<ul style="list-style-type: none"> • Exit Sensor, (PL 3.1A.20, Parts List 3.1A Frame (2 of 2)). • Fuser, (PL 3.3.36, Parts List 3.3 Fuser). 	<ul style="list-style-type: none"> • Phaser 3330 Main PWB Connector Designators • Phaser 3330 Control Panel PWB • Wiring Diagrams for P3330/WC3335/WC3345 • WorkCentre 3335/3345 Main PWB Connector Designators • DADF PWB • SMPS PWB

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Check exit guides for damage or debris. Is the exit clean?	Go to Step 2.	Clean the exit area of all debris.
2.	Enter dC330 Component Control , code 08-600 to check the operation of the Exit Sensor and flag. Does the Exit Sensor operate correctly?	Go to step 3.	Install a new Exit Sensor (PL 3.1A.20, Parts List 3.1A Frame (2 of 2)).
3.	Inspect Fuser for damage. The Fuser is undamaged.	Inspect the Exit Roller and Rear Frame. Replace if necessary.	Install a new Fuser (PL 3.3.36, Parts List 3.3 Fuser).

Tray and Media Errors

Door is Open

The Front Door is open.

Applicable Errors

- 01-100: Door is open

Initial Actions

- Close the door until it locks in to place.
- If problem persists use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map Reference
<ul style="list-style-type: none"> • Front Cover Open Sensor (Photo Interrupter), (PL 1.3.2, Parts List 1.3 Front Cover Assembly). 	<ul style="list-style-type: none"> • Phaser 3330 Main PWB Connector Designators • Phaser 3330 Control Panel PWB • Wiring Diagrams for P3330/WC3335/WC3345 • WorkCentre 3335/3345 Main PWB Connector Designators • DADF PWB • SMPS PWB

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Re-seat CN18 on the Main PWB Does the error persist?	Go to step 2.	Complete.
2.	Check the operation of the Cover Link, (PL 1.3.6, Parts List 1.3 Front Cover Assembly). The Cover Link mechanism operates correctly?	Go to step 3.	Install a new Cover Link, (PL 1.3.6, Parts List 1.3 Front Cover Assembly).
3.	Enter dC330 Component Control , code 01-100 to check the operation of the Front Cover Open sensor. The sensor operates correctly?	Complete.	Go to step 3.
4.	Check the wiring and connectors between CN18 on the Main PWB and the Front Cover Open Sensor. The wiring and connectors are good?	Install a new Front Cover Open Sensor (Photo Interrupter), (PL 1.3.2, Parts List 1.3 Front Cover Assembly).	Repair the wiring/connectors or install new parts.

Tray 1 Empty

The paper has run out in Tray 1.

Applicable Error

- 07-110: Paper Empty at Tray 1

Initial Actions

- Load paper in Tray 1.
- If problem persists use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map Reference
<ul style="list-style-type: none"> • Paper Empty Sensor, (PL 3.1A.20, Parts List 3.1A Frame (2 of 2)). • Main Board: Phaser 3330 (PL 1.0.7, Parts List 1.0 Phaser 3330 Main) WorkCentre 3335 and 3345 (PL 6.1.7, Parts List 6.1 WorkCentre 3335/3345 Main). 	<ul style="list-style-type: none"> • Phaser 3330 Main PWB Connector Designators • Phaser 3330 Control Panel PWB • Wiring Diagrams for P3330/WC3335/WC3345 • WorkCentre 3335/3345 Main PWB Connector Designators • DADF PWB • SMPS PWB

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Enter dC330 Component Control , code 07-110 to check the Paper Empty Sensor and Paper Empty Actuator. The display changes when the sensor is actuated?	Go to step 4.	Go to step 2.
2.	Check that the sensor and actuator are correctly installed and undamaged. The sensor and actuator are good?	Go to step 3.	Go to step 3.
3.	Install a new Paper Empty Sensor (PL 3.1A.20, Parts List 3.1A Frame (2 of 2)). Note: refer also to (PL 3.1A.17, Parts List 3.1A Frame (2 of 2)) to identify the correct sensor. If necessary, install a new Tray 1 Empty Actuator, (PL 3.1A.17, Parts List 3.1A Frame (2 of 2)). Does the error persist?	Go to step 3.	Complete.

Step	Actions and Questions	Yes	No
4.	Install a new Main PWB: <ul style="list-style-type: none"> • Phaser 3330 (PL 1.0.7, Parts List 1.0 Phaser 3330 Main) • WorkCentre 3335 and 3345 (PL 6.1.7, Parts List 6.1 WorkCentre 3335/3345 Main). 	Complete.	

Tray 2 Empty

The paper has run out in Tray 2.

Applicable Error

- 07-210: Paper Empty at Tray 2

Initial Actions

- Load paper in Tray 2.
- If problem persists use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map Reference
<ul style="list-style-type: none"> • Tray 2 Paper Empty Sensor, (PL 12.4.5, Parts List 12.4 Optional Tray Feeder Pick Up Unit Assy). • Main PWB: Phaser 3330 (PL 1.0.7, Parts List 1.0 Phaser 3330 Main), WorkCentre 3335 and 3345 (PL 6.1.7, Parts List 6.1 WorkCentre 3335/3345 Main). 	<ul style="list-style-type: none"> • Phaser 3330 Main PWB Connector Designators • Phaser 3330 Control Panel PWB • Wiring Diagrams for P3330/WC3335/WC3345 • WorkCentre 3335/3345 Main PWB Connector Designators • DADF PWB • SMPS PWB

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Enter dC330 Component Control , code 07-210 to check the Tray 2 Paper Empty Sensor and Paper Empty Actuator. The display changes when the sensor is actuated?	Go to step 4.	Go to step 2.
2.	Check that the sensor and actuator are correctly installed and undamaged. The sensor and actuator are good?	Go to step 3.	Go to step 3.
3.	Install a new Tray 2 Paper Empty Sensor (PL 12.4.5, Parts List 12.4 Optional Tray Feeder Pick Up Unit Assy). If necessary, install a new Tray 2 Empty Actuator (CSP-SCF Actuator Feed), (PL 12.4. 13, Parts List 12.4 Optional Tray Feeder Pick Up Unit Assy). Does the error persist?	Go to step 3.	Complete.

Step	Actions and Questions	Yes	No
4.	Install a new Main PWB: <ul style="list-style-type: none">• Phaser 3330 (PL 1.0.7, Parts List 1.0 Phaser 3330 Main)• WorkCentre 3335 and 3345 (PL 6.1.7, Parts List 6.1 WorkCentre 3335/3345 Main).	Complete.	

Bypass Empty

The Bypass Tray is empty.

Applicable Error

- 07-500: Paper Empty at Bypass Tray

Initial Actions

- Load originals in the Bypass Tray.
- If problem persists use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map Reference
<ul style="list-style-type: none"> • Bypass Paper Empty Sensor, (PL 3.2.10, Parts List 3.2 Bypass Tray) • Main PWB: Phaser 3330 (PL 1.0.7, Parts List 1.0 Phaser 3330 Main), WorkCentre 3335 and 3345 (PL 6.1.7, Parts List 6.1 WorkCentre 3335/3345 Main). 	<ul style="list-style-type: none"> • Phaser 3330 Main PWB Connector Designators • Phaser 3330 Control Panel PWB • Wiring Diagrams for P3330/WC3335/WC3345 • WorkCentre 3335/3345 Main PWB Connector Designators • DADF PWB • SMPS PWB

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Enter dC330 Component Control , code 07-510 to check the Bypass Paper Empty Sensor and Empty MP Actuator. The display changes when the sensor is actuated?	Go to step 4.	Go to step 2.
2.	Check that the sensor and actuator are correctly installed and undamaged. The sensor and actuator are good?	Go to step 3.	Go to step 3.
3.	Install a new Tray 2 Paper Empty Sensor (PL 12.4.5, Parts List 12.4 Optional Tray Feeder Pick Up Unit Assy). If necessary, install a new Empty MP Actuator ,(PL 3.2.8, Parts List 3.2 Bypass Tray). Does the error persist?	Go to step 3.	Complete.

Step	Actions and Questions	Yes	No
4.	Install a new Main PWB: <ul style="list-style-type: none"> • Phaser 3330 (PL 1.0.7, Parts List 1.0 Phaser 3330 Main) • WorkCentre 3335 and 3345 (PL 6.1.7, Parts List 6.1 WorkCentre 3335/3345 Main). 	Complete.	

Output Bin Full

The Output Bin Full Sensor detected that the tray is 90 % full.

Applicable Error

- 08-700: Output Bin full

Initial Actions

- Clear the output bin of paper.
- If problem persists use the following procedure.

Troubleshooting Reference Table


Applicable Parts	Wiring and Plug/Jack Map Reference
<ul style="list-style-type: none"> • Out-bin Full Sensor (PL 3.1.20, Parts List 3.1 Frame (1 of 2)) • Main PWB: Phaser 3330 (PL 1.0.7, Parts List 1.0 Phaser 3330 Main), WorkCentre 3335 and 3345 (PL 6.1.7, Parts List 6.1 WorkCentre 3335/3345 Main). 	<ul style="list-style-type: none"> • Phaser 3330 Main PWB Connector Designators • Phaser 3330 Control Panel PWB • Wiring Diagrams for P3330/WC3335/WC3345 • WorkCentre 3335/3345 Main PWB Connector Designators • DADF PWB • SMPS PWB

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Enter dC330 Component Control , code 08-720 to check the Out-bin Full Sensor. The display changes when the sensor is actuated?	Go to step 3.	<p>Replace the Out-bin Full Sensor (PL 3.1.20, Parts List 3.1 Frame (1 of 2))</p> <p>Note: Refer to the sensor actuator to identify the specific sensor.</p> <ul style="list-style-type: none"> • 3330 Out-bin Full Actuator (PL 1.1.9, Parts List 1.1 Phaser 3330 Top Cover) • 3335/3345 Out-bin Full Actuator (PL 6.2.6, Parts List 6.2 WorkCentre 3335/3345 Middle Cover) <p>Continue with step 2.</p>
2.	Re-seat CN2 on the Main PWB. Does the error persist?	Go to step 3.	Complete.

Step	Actions and Questions	Yes	No
3.	Install a new Main PWB: <ul style="list-style-type: none">• Phaser 3330 (PL 1.0.7, Parts List 1.0 Phaser 3330 Main)• WorkCentre 3335 and 3345 (PL 6.1.7, Parts List 6.1 WorkCentre 3335/3345 Main).	Complete.	

Toner Cartridge and Drum Cartridge Errors

 **CAUTION:** Over exposure to light reduces OPC drum sensitivity. After removal, cover the Toner Cartridge and Drum Cartridge to block light reaching the OPC Drum.

Toner Low

The Toner Cartridge is almost empty. Toner may be low or be unevenly distributed.

Applicable Error

- 09-100: Toner Low

Initial Actions

- Turn the printer off and then on again.
- If the problem persists continue troubleshooting.

Troubleshooting Reference Table.

Applicable Parts	Wiring and Plug/Jack Map Reference
<ul style="list-style-type: none"> • Toner Cartridge and Drum Cartridge, See Xerox Supplies and Accessories 	<ul style="list-style-type: none"> • Phaser 3330 Main PWB Connector Designators • Phaser 3330 Control Panel PWB • Wiring Diagrams for P3330/WC3335/WC3345 • WorkCentre 3335/3345 Main PWB Connector Designators • DADF PWB • SMPS PWB

Troubleshooting

Troubleshooting Procedure Table.

Step	Actions and Questions	Yes	No
1.	Remove the Toner Cartridge and roll the cartridge six times in a clockwise direction, to distribute the toner evenly inside the cartridge. (see figure below) Reinstall the Toner Cartridge. Does the error persist?	Go to step 2.	Complete.
2.	Order a replacement and use the current Toner Cartridge until empty. (Xerox Supplies and Accessories)	Complete.	-



Replace Toner Cartridge or SMart Kit Drum Cartridge

The Toner Cartridge is near the end of life. The error is displayed when the machine encounters the Toner Cartridge life based on a set number of pages.

Applicable Errors

- 09-200: Toner Cartridge Empty
- 09-400: Replace SMart Kit Drum Cartridge

Initial Actions

- Turn the printer off and then on again.
- If the problem persists continue troubleshooting.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map Reference
<ul style="list-style-type: none"> • Toner Cartridge or Drum Cartridge. See Xerox Supplies and Accessories 	<ul style="list-style-type: none"> • Phaser 3330 Main PWB Connector Designators • Phaser 3330 Control Panel PWB • Wiring Diagrams for P3330/WC3335/WC3345 • WorkCentre 3335/3345 Main PWB Connector Designators • DADF PWB • SMPS PWB

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Replace the Toner Cartridge or Drum Cartridge. Xerox Supplies and Accessories .	Go to Step 2.	Complete.
2.	If the problem persists, check the wiring to the CRUM connection CN4 on the Main PWB.	Complete.	-

Toner Cartridge and Drum Cartridge Not Installed

The Toner Cartridge and Drum Cartridge is not installed.

Applicable Error

- 09-500: Toner Cartridge not installed
- 09-600: SMart Kit Drum Cartridge not installed

Initial Actions

- Turn the printer off and then on again.
- If the problem persists continue troubleshooting.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map Reference
<ul style="list-style-type: none"> • Toner Cartridge and Drum Cartridge, See Xerox Supplies and Accessories • HVPS, (PL 3.1A .33, Parts List 3.1A Frame (2 of 2)) 	<ul style="list-style-type: none"> • Phaser 3330 Main PWB Connector Designators • Phaser 3330 Control Panel PWB • Wiring Diagrams for P3330/WC3335/WC3345 • WorkCentre 3335/3345 Main PWB Connector Designators • DADF PWB • SMPS PWB

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Re-seat the Toner Cartridge and Drum Cartridge. Does the error persist?	Go to step 2.	Complete.
2.	Clean the high voltage contacts on the Toner Cartridge and Drum Cartridge and frame. Does the error persist?	Go to step 3.	Complete.
3.	Install a new Toner Cartridge and Drum Cartridge. Does the error persist?	Go to step 4.	Complete.
4.	Check the high voltage contacts located in the frame behind the HVPS (PL 3.1A.33, Parts List 3.1A Frame (2 of 2)). Are the contacts installed correctly and is spring tension adequate?	Install a new HVPS (PL 3.1A.33, Parts List 3.1A Frame (2 of 2)).	Repair the contacts.

Invalid Toner Cartridge or Drum Cartridge

The Toner Cartridge and Drum Cartridge is not a genuine Xerox cartridge. Non-Xerox or Third Party Toner Cartridge and Drum Cartridges can cause malfunctions, print-quality problems, and jam errors.

Applicable Errors

- 09-800: Invalid Toner Cartridge
- 09-900: Invalid Drum Cartridge
- 09-910: Non-Xerox Drum Cartridge

Initial Actions

- Ensure the Toner Cartridge matches the market region and service plan of the machine.
- Re-seat the Toner Cartridge.
- Turn the printer off and then on again.
- If the problem persists continue troubleshooting.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map Reference
<ul style="list-style-type: none"> • Toner Cartridge or Drum Cartridge. See Xerox Supplies and Accessories 	<ul style="list-style-type: none"> • Phaser 3330 Main PWB Connector Designators • Phaser 3330 Control Panel PWB • Wiring Diagrams for P3330/WC3335/WC3345 • WorkCentre 3335/3345 Main PWB Connector Designators • DADF PWB • SMPS PWB

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Remove the Toner Cartridge or Drum Cartridge and clean the CRUM contacts. Clean the contacts of CN4 on the Main PWB, then install the Toner Cartridge. Does the error persist?	Go to step 2.	Complete.
2.	Install a new Toner Cartridge or Drum Cartridge that matches the market region and service plan of the machine.	-	-

Fuser Errors

Fuser Door Open

The Rear Door is not securely latched.

Applicable Error

- None

Initial Actions

- Close the Rear Door until it locks.
- Turn the printer off and then on again.
- If the problem persists continue troubleshooting.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map Reference
<ul style="list-style-type: none"> • SMPS, (PL1.0.65, Parts List 1.0 Phaser 3330 Main) 	<ul style="list-style-type: none"> • Phaser 3330 Main PWB Connector Designators • Phaser 3330 Control Panel PWB • Wiring Diagrams for P3330/WC3335/WC3345 • WorkCentre 3335/3345 Main PWB Connector Designators • DADF PWB • SMPS PWB

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Re-seat CN18 on the Main PWB and CN4 on the SMPS. Does the error persist?	Go to step 2.	Complete.
2.	Enter dC330 Component Control , code 01-200 to check the Rear Door open switch for correct operation. Repair or replace as required.	-	-

Open Fuser/Low Heat Error

The temperature control of fuser unit is abnormal.

Applicable Errors

- 10-100: Open Fuser error
- 10-200: Low Heat error

Initial Actions

- Plug the machine directly into the wall outlet.
- Turn the machine off and then on again.
- If the problem persists continue troubleshooting.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map Reference
<ul style="list-style-type: none"> • Thermistor (PL 3.3.2, Parts List 3.3 Fuser) • Fuser, (PL 3.3.36, Parts List 3.3 Fuser) 	<ul style="list-style-type: none"> • Phaser 3330 Main PWB Connector Designators • Phaser 3330 Control Panel PWB • Wiring Diagrams for P3330/WC3335/WC3345 • WorkCentre 3335/3345 Main PWB Connector Designators • DADF PWB • SMPS PWB

WARNING: Do not touch the fuser while it is hot.

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Remove then reinstall Fuser. Does the error persist?	Go to step 2.	Complete.
2.	<ul style="list-style-type: none"> • If the problem persists, turn the machine off and remove the Fuser (PL 3.3.36, Parts List 3.3 Fuser). • Check if the Fuser connector is connected properly (CN 3). • Check if the input voltage is normal. • Check if the Thermistor is twisted or contaminated. Clean or replace the Thermistor (PL 3.3.2, Parts List 3.3 Fuser). Does the error persist?	Install a new Fuser (PL 3.3.36, Parts List 3.3 Fuser). If the problem persists Install a new Main PWB: <ul style="list-style-type: none"> • Phaser 3330 (PL 1.0.7, Parts List 1.0 Phaser 3330 Main) • WorkCentre 3335 and 3345 (PL 6.1.7, Parts List 6.1 WorkCentre 3335/3345 Main). 	Complete.

Over Heat Error

The Fuser exceeded the temperature set point.

Applicable Error

- 10-300: Over Heat error

Initial Actions

- Check the Fuser and Fan vents for debris.
- Turn the Machine off and then on again.
- If the problem persists continue troubleshooting.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map Reference
<ul style="list-style-type: none"> • Thermistor, (PL 3.3.2, Parts List 3.3 Fuser) • Fuser, (PL 3.3.36, Parts List 3.3 Fuser) 	<ul style="list-style-type: none"> • Phaser 3330 Main PWB Connector Designators • Phaser 3330 Control Panel PWB • Wiring Diagrams for P3330/WC3335/WC3345 • WorkCentre 3335/3345 Main PWB Connector Designators • DADF PWB • SMPS PWB

WARNING: Do not touch the fuser while it is hot.

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Remove then reinstall Fuser. Does the error persist?	Go to step 2.	Complete.
2.	<ul style="list-style-type: none"> • If the problem persists, turn the machine off and remove the Fuser (PL 3.3.36, Parts List 3.3 Fuser). • Check if the Fuser connector is connected properly (CN 3). • Check if the input voltage is normal. • Check if the Thermistor is twisted or contaminated. Clean or replace the Thermistor (PL 3.3.2, Parts List 3.3 Fuser). Does the error persist?	Install a new Fuser (PL 3.3.36, Parts List 3.3 Fuser). If the problem persists Install a new Main PWB: <ul style="list-style-type: none"> • Phaser 3330 (PL 1.0.7, Parts List 1.0 Phaser 3330 Main) • WorkCentre 3335 and 3345 (PL 6.1.7, Parts List 6.1 WorkCentre 3335/3345 Main). 	Complete.

Laser Errors

An error was detected in the Laser Unit.

Applicable Errors

- 06-100: LSU Error
- 06-200: LSU Hsync Error

Initial Actions

- Turn the printer off and then on again.
- If the problem persists continue troubleshooting.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map Reference
<ul style="list-style-type: none"> • Laser Unit, (PL 1.0.12, Parts List 1.0 Phaser 3330 Main) • Main PWB: Phaser 3330 (PL 1.0.7, Parts List 1.0 Phaser 3330 Main), WorkCentre 3335 and 3345 (PL 6.1.7, Parts List 6.1 WorkCentre 3335/3345 Main). 	<ul style="list-style-type: none"> • Phaser 3330 Main PWB Connector Designators • Phaser 3330 Control Panel PWB • Wiring Diagrams for P3330/WC3335/WC3345 • WorkCentre 3335/3345 Main PWB Connector Designators • DADF PWB • SMPS PWB

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	<p>For P3330:</p> <ol style="list-style-type: none"> Enter Service Mode (P3330). Select Printer Routines then press OK. Scroll down to DC330 Component Control then press OK. Scroll down to 06-100 LSU Motor Run then press OK. Select OK to start the test. Select the red Cancel button to end the test. Press the Back button to exit this item. <p>For WC3335/3345</p> <ol style="list-style-type: none"> Enter Service Mode (WC3335/3345). Select Copier Diagnostics. Select dC330 Component Control. Select 06-100 LSU Motor Run. Select Start to initiate the test. Select Stop to end the test. <p>Does the Laser Motor sound normal?</p>	Go to step 3.	<p>Remove the Right Cover</p> <ul style="list-style-type: none"> Phaser 3330, (PL 1.2.1, Parts List 1.2 Right Cover) WorkCentre 3335/3345, (PL 6.1.3, Parts List 6.1 WorkCentre 3335/3345 Main) <p>Go to step 2.</p>
1.	<p>Remove the Top Cover, and check that the LSU harness is correctly connected to the Main PWB</p> <ul style="list-style-type: none"> CN 17 on Main PWB. CN 1 and 2 on the LSU. <p>Re-seat CN17 on the Main PWB. Inspect the LSU harness and repair if damaged.</p> <p>Does the error persist?</p>	Go to step 3.	Complete.
2.	<p>Install a new Laser Unit, (PL1.0.12, Parts List 1.0 Phaser 3330 Main).</p> <p>Does the error persist?</p>	<p>Install a new Main PWB:</p> <ul style="list-style-type: none"> Phaser 3330 (PL 1.0.7, Parts List 1.0 Phaser 3330 Main) WorkCentre 3335 and 3345 (PL 6.1.7, Parts List 6.1 WorkCentre 3335/3345 Main). 	Complete.

Fax Communication and Configuration Warnings

Fax Comm Error

During a Fax operation a communication error occurred.

Applicable Error

- 20-100: Communication Error

Initial Actions

- Call the target Fax number from a telephone to confirm a Fax tone response. Check also for interference or noise that would point to a poor quality line or connection.
- Check Fax harness between the modem and the wall connection for condition and connection.
- Turn the printer off and then on again.
- Verify the Fax line is an ANALOG phone line
- If the problem persists continue troubleshooting.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map Reference
<ul style="list-style-type: none"> • Fax Board, (PL 6.2.1, Parts List 6.2 WorkCentre 3335/3345 Middle Cover). • Main PWB, (PL 6.1.7, Parts List 6.1 WorkCentre 3335/3345 Main). 	<ul style="list-style-type: none"> • Phaser 3330 Main PWB Connector Designators • Phaser 3330 Control Panel PWB • Wiring Diagrams for P3330/WC3335/WC3345 • WorkCentre 3335/3345 Main PWB Connector Designators • DADF PWB • SMPS PWB

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Turn the machine off then on. Does the error persist?	Go to step 2.	Complete.
2.	Check the Country setting in the Main Menu Configuration Menu. Is the Country setting correct?	Go to step 3.	Correct the Country setting.
3.	Check Fax communications to a different machine. Does the error persist?	Go to step 4.	Complete.
4.	Enter Service Diagnostics and print the Event Log. Is the target Fax causing the error?	Check target Fax configuration.	Go to step 5.

Step	Actions and Questions	Yes	No
5.	Check the Fax Send settings. Are the settings at their defaults?	Go to step 6.	Correct the Fax settings.
6.	Re-seat the Fax Board. Does the error persist?	Install a new Fax Board (PL 6.2.1, Parts List 6.2 WorkCentre 3335/3345 Middle Cover).	Complete.
7.	Check the connection between P/J1 on the Fax and CN5 on the Main PWB. Are connections secure?	Install a new Main PWB, (PL 6.1.7, Parts List 6.1 WorkCentre 3335/3345 Main).	Re-seat the connectors.

Network Configuration Errors

IP Conflict

The IP address conflicts with that of other another system on the network.

Applicable Error

- 17-100: IP Address is Conflicted

Initial Actions

- Turn the printer off and then on again.
- If the problem persists continue troubleshooting.

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Check the TCP/IP Address stored in the printer's NVM. Is the address correct for the printer?	Advise the customer of the address conflict.	Enter the correct IP address.

Network Error - Cable not connected

The IP address conflicts with that of other another system on the network.

Applicable Error

- 17-200: Network cable is disconnected

Initial Actions

- Check network and data configuration settings.
- Turn the printer off and then on again.
- If the problem persists continue troubleshooting.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map Reference
<ul style="list-style-type: none"> • Main PWB: Phaser 3330 (PL 1.0.7, Parts List 1.0 Phaser 3330 Main), WorkCentre 3335 and 3345 (PL 6.1.7, Parts List 6.1 WorkCentre 3335/3345 Main). 	<ul style="list-style-type: none"> • Phaser 3330 Main PWB Connector Designators • Phaser 3330 Control Panel PWB • Wiring Diagrams for P3330/WC3335/WC3345 • WorkCentre 3335/3345 Main PWB Connector Designators • DADF PWB • SMPS PWB

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Disconnect the printer from the network, connect your laptop to the network, and ping the printer's IP address. Is the ping successful?	Another device is using the IP address, assign a different one.	Go to step 2.
2.	Reconnect the printer to the network, and check the LAN connections. Is the connection secure?	Go to step 3.	Re-seat the LAN connector.
3.	Check the Network Configuration settings. Are the TCP/IP settings correct?	Go to step 4.	Correct printer settings.
4.	Check server configuration. Is the server configured to accept incoming data?	Go to step 5.	Correct server settings.

Step	Actions and Questions	Yes	No
5.	Cycle printer power. Does the error persist?	Install a new Main PWB: <ul style="list-style-type: none"> Phaser 3330 (PL 1.0.7, Parts List 1.0 Phaser 3330 Main) WorkCentre 3335 and 3345 (PL 6.1.7, Parts List 6.1 WorkCentre 3335/3345 Main). 	Complete.

Network Error - No Remote Xerox Server

Machine is unable to contact the remote Xerox SMART eSolutions Communication Server.

Applicable Errors

- 17-562: Auto-registration process fails to communicate
- 17-563: Machine fails to communicate with Xerox Edge Server

Initial Actions

- Check network and data configuration settings.
- Turn the printer off and then on again.
- If the problem persists continue troubleshooting.

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Verify the SMART eSolutions settings are correct.	Complete.	

BOOTP Problem Error

Machine is unable to contact the remote Xerox SMART eSolutions Communication Server.

Applicable Errors

- 17-700: BOOTP Server Error
- 17-710: BOOTP Server Error
- 17-800: DHCP Server Error
- 17-810: DHCP Server Error

Initial Actions

- Turn the printer off and then on again.
- If the problem persists continue troubleshooting.

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Input a new static IP address.	Complete.	

802.1x Error

Machine is unable to contact the remote Xerox SMART eSolutions Communication Server.

Applicable Error

- 17-900: 802.1x Authentication Error

Initial Actions

- Turn the printer off and then on again.
- If the problem persists continue troubleshooting.

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Ensure the 802.1X EAP Type, User name, and Password for the Machine, Authentication Switch, and Authentication Server match.	Complete.	

System Errors

Paper Mismatch

The media mismatch in Tray 1, 2 or Bypass.

Applicable Error

- 03-410: Tray 1 Paper mismatch
- 03-420: Tray 2 Paper mismatch
- 03-450: Bypass Tray Paper mismatch

Initial Actions

- Load the correct media in the source tray.
- Check paper settings for the affected tray and print driver.
- Check tray guide settings.
- If problem persists use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map Reference
<ul style="list-style-type: none"> • Main PWB: Phaser 3330 (PL 1.0.7, Parts List 1.0 Phaser 3330 Main), WorkCentre 3335 and 3345 (PL 6.1.7, Parts List 6.1 WorkCentre 3335/3345 Main). 	<ul style="list-style-type: none"> • Phaser 3330 Main PWB Connector Designators • Phaser 3330 Control Panel PWB • Wiring Diagrams for P3330/WC3335/WC3345 • WorkCentre 3335/3345 Main PWB Connector Designators • DADF PWB • SMPS PWB

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Enter dC330 Component Control , code 08-100 to check the Feed Sensor (PL 3.1A.20, Parts List 3.1A Frame (2 of 2)). Does the sensor work correctly?	Go to step 2.	Install a new Feed Sensor (PL 3.1A.20, Parts List 3.1A Frame (2 of 2)).
2.	Install a new Main PWB: <ul style="list-style-type: none"> • Phaser 3330 (PL 1.0.7, Parts List 1.0 Phaser 3330 Main) • WorkCentre 3335 and 3345 (PL 6.1.7, Parts List 6.1 WorkCentre 3335/3345 Main). 	Complete.	-

Memory Failure

System memory is full or a failure detected.

Applicable Error

- 03-600: Memory Failure
- 03-601: EPC Memory is Full

Initial Actions

- Remove and re-seat memory DIMMs.
- Increase system memory.
- Delete unnecessary files or split the Fax job into smaller transmissions.
- If problem persists use the following procedure.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map Reference
<ul style="list-style-type: none"> • Memory (Specifications). • Main PWB: Phaser 3330 (PL 1.0.7, Parts List 1.0 Phaser 3330 Main), WorkCentre 3335 and 3345 (PL 6.1.7, Parts List 6.1 WorkCentre 3335/3345 Main). 	<ul style="list-style-type: none"> • Phaser 3330 Main PWB Connector Designators • Phaser 3330 Control Panel PWB • Wiring Diagrams for P3330/WC3335/WC3345 • WorkCentre 3335/3345 Main PWB Connector Designators

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Turn the machine off and then on. Does the error persist?	Go to step 2.	Complete.
2.	Re-seat memory DIMM on the Main PWB. Does the error persist?	Install a new Main PWB: <ul style="list-style-type: none"> • Phaser 3330 (PL 1.0.7, Parts List 1.0 Phaser 3330 Main) • WorkCentre 3335 and 3345 (PL 6.1.7, Parts List 6.1 WorkCentre 3335/3345 Main). 	Complete.

Scanner Errors

Scanner Door Open

A DADF door is open error occurred.

Applicable Error

- 05-920: DADF Top Cover Open

Initial Actions

- Turn the printer off and then on again.
- If the problem persists continue troubleshooting.

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Close the DADF Top Cover. Does the error persist?	Go to Step 2.	Complete.
2.	Check the sensor actuator on the underside of the DADF Top Cover. The actuator is intact.	Go to step 3.	Install a new DADF TOP Cover (PL 8.1A.1, Parts List 8.1A WorkCentre 3345 DADF).
3.	Enter dC330 Component Control , code 05-190 to check the DADF Top Cover Open Sensor The sensor operates correctly?	Go to step 4.	Instal a new Photo Interruptor (PL 8.5.1, Parts List 8.5 WorkCentre 3345 Drive DADF).
4.	Install a new DADF Board (PL 8.1A.13, Parts List 8.1A WorkCentre 3345 DADF). Does the error persist?	Install a new Main PWB: Phaser 3330 (PL 1.0.7, Parts List 1.0 Phaser 3330 Main), WorkCentre 3335 and 3345 (PL 6.1.7, Parts List 6.1 WorkCentre 3335/3345 Main).	Complete.

Scanner Lock Error

A Scanner Lock error has occurred.

Applicable Error

- None

Initial Actions

- Check that the Scan Carriage lock is not engaged.
- Turn the printer off and then on.
- If the problem persists continue troubleshooting.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map Reference
<ul style="list-style-type: none"> • Contact Image Sensor, (PL 9.2.12, Parts List 9.2 WorkCentre 3335/3345 Platen) • Main PWB, (PL 6.1.7, Parts List 6.1 WorkCentre 3335/3345 Main). 	<ul style="list-style-type: none"> • Phaser 3330 Main PWB Connector Designators • Phaser 3330 Control Panel PWB • Wiring Diagrams for P3330/WC3335/WC3345 • WorkCentre 3335/3345 Main PWB Connector Designators • DADF PWB • SMPS PWB

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Turn the power off then on. Does the Scanner Contact Image Sensor move during start up?	Go to step 2.	Complete.
2.	Check the condition of the Gear Timing Belt, (PL 9.2.13, Parts List 9.2 WorkCentre 3335/3345 Platen). Is the belt is in a good condition?	Go to step 3.	Install a new Gear Timing Belt, (PL 9.2.13, Parts List 9.2 WorkCentre 3335/3345 Platen).
3.	Enter dC330 Component Control , code 05-200 (motor forward) and 05-201 (motor reverse)to check the operation of the Scan Motor, (PL 9.2.14, Parts List 9.2 WorkCentre 3335/3345 Platen). Does the Scan Motor operates correctly?	Go to step 4.	Install a new Scan Motor, (PL 9.2.14, Parts List 9.2 WorkCentre 3335/3345 Platen).
4.	Install a new Main PWB, (PL 6.1.7, Parts List 6.1 WorkCentre 3335/3345 Main).	-	-

Other Errors

Multi Sheet Picks

Multiple sheets of paper are picked from the tray at the same time.

Initial Actions

- Turn the printer off and then on again.
- If the problem persists continue troubleshooting.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map Reference
<ul style="list-style-type: none"> • Pick Up Roller (PL 3.1A.45, Parts List 3.1A Frame (2 of 2)) • Retard Roller (PL 5.1.7, Parts List 5.1 Tray 1) • Feed Roller (PL 3.1A .8, Parts List 3.1A Frame (2 of 2)) • Pick Up Clutch (PL 3.1A.10, Parts List 3.1A Frame (2 of 2)) • Main PWB: Phaser 3330 (PL 1.0.7, Parts List 1.0 Phaser 3330 Main), WorkCentre 3335 and 3345 (PL 6.1.7, Parts List 6.1 WorkCentre 3335/3345 Main). 	<ul style="list-style-type: none"> • Phaser 3330 Main PWB Connector Designators • Phaser 3330 Control Panel PWB • Wiring Diagrams for P3330/WC3335/WC3345 • WorkCentre 3335/3345 Main PWB Connector Designators • DADF PWB • SMPS PWB

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Remove debris in the paper path. Clean the Pick Up, Retard, and Feed Rollers. Replace any worn or damaged rollers. Does the problem persist?	Replace the Pick Up Clutch (PL 3.1A.10, Parts List 3.1A Frame (2 of 2)).	Complete.

No Power

When system power is turned on, all lamps on the operator panel do not come on.

Initial Actions

- Turn the printer off and then on again.
- If the problem persists continue troubleshooting.

Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map Reference
<ul style="list-style-type: none"> • SMPS, Phaser 3330 (PL 1.0.6, Parts List 1.0 Phaser 3330 Main), WorkCentre 3335/3345 (PL 6.1.6, Parts List 6.1 WorkCentre 3335/3345 Main). • Main PWB: Phaser 3330 (PL 1.0.7, Parts List 1.0 Phaser 3330 Main), WorkCentre 3335 and 3345 (PL 6.1.7, Parts List 6.1 WorkCentre 3335/3345 Main). 	<ul style="list-style-type: none"> • Phaser 3330 Main PWB Connector Designators • Phaser 3330 Control Panel PWB • Wiring Diagrams for P3330/WC3335/WC3345 • WorkCentre 3335/3345 Main PWB Connector Designators • DADF PWB • SMPS PWB

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Check the connection to the wall outlet. Is the printer connected to the outlet?	Go to step 2.	Connect to the wall outlet.
2.	Check the condition of the Power Cord. Is the Power Cord damaged?	Install a new Power Cord.	Go to step 3.
3.	Check the wall outlet. Is the proper supply voltage present?	Go to step 4.	Use a different outlet.
4.	Replace the SMPS: <ul style="list-style-type: none"> • Phaser 3330 (PL 1.0.6, Parts List 1.0 Phaser 3330 Main) • WorkCentre 3335/3345 (PL 6.1.6, Parts List 6.1 WorkCentre 3335/3345 Main) 	Complete.	

Display Problems

If the Control Panel is blank:

1. Turn Off the printer, wait 10 seconds, then Turn On the printer.
2. When tests complete, “Ready to Print” should appear on the display. If not, verify power is available to the Control Panel using the diagrams in Chapter 7 and repair procedures in Chapter 4.
 - Check the connection between the Main PWB and the Operator Control Panel
 - Phaser 3330 - CN 34
 - WorkCentre 3335/3345 - CN 16
 - Repair or replace the wiring as necessary.
 - If necessary install a new control panel assembly.
 - Phaser 330 - Top Cover, (PL 1.0.13, [Parts List 1.0 Phaser 3330 Main](#)).
 - WorkCentre 3335/3345, (PL 10.1.22, [Parts List 10.1 WorkCentre 3335/3345 Control Panel](#)).

Printing Problems

If menu settings entered from the Control Panel have no effect, it may be necessary to change or disable print settings within the print driver properties, print utilities, or application settings.

Note: Settings made in the application, print driver, or print utilities override settings made from the Control Panel.

If a job did not print correctly or incorrect characters were printed, check the following:

1. Check that the printer is in a “Ready” state before sending a print job.
2. Check the loaded media.
3. Check the print driver.
4. Check the printer connections to Ethernet or USB.
5. Verify that the correct print media size is selected.
6. If using a print spooler, verify that the spooler has not stalled.
7. Check the printer’s interface configuration. Determine the host interface you are using. Print a Configuration page to verify that the current settings are correct.

Copy/Scan Problems WC 3335 and 3345

If the scanner does not work or operates slowly, check the following:

1. Ensure that you place the document to be scanned face down on the document feeder glass, or face up in the ADF/DADF.
2. There may not be enough available memory to hold the document you want to scan. Try lowering the scan resolution rate, or if its a multiple page document, try scanning fewer pages.
3. Check that the USB cable is not defective and is connected properly. If necessary install a new USB cable.
4. Check that the scanner is configured correctly. Check the application you want to use to make certain that the scanner job is being sent to the correct port.
5. Graphics are scanned more slowly than text when using the Scan to E-mail or Scan to Network feature.
6. Communication speed becomes slow in scan mode because of the large amount of memory required to analyze and reproduce the scanned image.
7. Scanning images at a high resolution takes more time than scanning at a low resolution.
8. If scanned image quality is bad, but internal prints are good, replace the Scanner.

ADF/DADF Problems WC 3335 and 3345

If the scanned Image Quality is bad, but the internal parts are good, replace the Scanner. Refer to [WorkCentre 3335/3345 Scanner](#)

If document misfeeds or multiple feeds occur in the Automatic Document Feeder (ADF), check and try the following actions.

1. Check whether the ADF roller assembly is installed properly.
2. Ensure the document's paper type meets the specifications for the printer.
3. Check whether the document is properly loaded in the ADF.
4. Ensure that the document guides are adjusted properly.
5. Ensure that the number of document sheets do not exceed the maximum capacity of the ADF.
6. Ensure that the document is not curled.
7. Install new ADF or DADF Feed Rolls and Separator Pad.
 - DADF Feed Roller (PL 8.2.14, [Parts List 8.2 WorkCentre 3345 Lower DADF](#))
 - ADF Pick Up Assembly (PL 7.1.9 and PL 7.1.10, [Parts List 7.1 WorkCentre 3335 SCANNER and ADF](#))
 - DADF Separator Pad ([DADF Separator Pad](#))
 - ADF Separator Pad (PL 7.1A.3, [Parts List 7.1A WorkCentre 3335 ADF](#))
- Install a new ADF Assy (PL 7.1.1, [Parts List 7.1 WorkCentre 3335 SCANNER and ADF](#)) or DADF Assy (PL 8.1.1, [Parts List 8.1 WorkCentre 3345 SCANNER and DADF](#)).

Fax Problems WC 3335 and 3345

If printer does not properly send or receive faxes, check the following:

1. Check your scan glass for marks and clean it.
2. Try connecting an analog phone set and listen for dial tone. Can you break the dial tone?
3. Use your cell phone to call the machine. Does the machine answer and squeal?
4. Use the machine to fax to your cell phone. Does it call you, and does it squeal when you answer?
5. The FAX mode should be selected.
6. Ensure that there is paper in the paper tray.
7. Ensure that the document is loaded in the ADF or on the document glass.
8. Replace the Feed Rolls and Separator Pads on the ADF or DADF.
9. A noisy phone line can cause line errors.
10. Check your printer by making a copy.
11. The Toner Cartridge and Drum Cartridge may be empty. Replace the Toner Cartridge and Drum Cartridge.
12. The fax machine sending you the fax may be faulty.
13. Install a new ADF Assy (PL 7.1.1, [Parts List 7.1 WorkCentre 3335 SCANNER and ADF](#)) or DADF Assy (PL 8.1.1, [Parts List 8.1 WorkCentre 3345 SCANNER and DADF](#)).

Media-Based Problems

Check that the correct type of media is being used for the correct media types and weights. The customer should be using a quality laser printer paper. The printer may have trouble picking glossy or overly smooth paper.

1. Inspect the paper for bent, torn, or folded corners.
2. Check the media path for obstructions or debris.
3. Ensure that the correct media type is set at the Control Panel.
4. Ensure that the media guides are set correctly.
5. Ensure that the media is a supported type for the tray.
6. Load a fresh ream of paper in the tray.

Multiple-Sheet Pick

1. Check the media. Is the media in good condition and listed as supported media? Quality office laser printer paper works best.
2. Check that the printer is printing within its environmental specifications by printing and review the environmental information on the Information page.
3. Remove the paper, fan, and reload the media. Ensure that the guides are securely against the paper and the tray has not been over filled.
4. Try loading paper from a fresh ream, fan the paper, and then insert into the tray or flip existing paper over.
5. Check the tray's Retard Roller for damage.
6. Clean the Feed Rollers with a clean, dry, lint-free wipe.
7. Replace the Feed Roller.
8. Replace the Retard Roller Cassette.
9. Replace the Cassette Pad.

Mis-Pick

1. Check that the correct type of media is being used and the media guides are set correctly.
2. Remove, fan, and reload the media. Check that the tray is not over filled.
3. Try loading media from a fresh ream, fan, and then insert the media into the tray or flip existing media over.
4. Clean the Feed and Separator Rollers with a clean, dry, lint-free wipe. Replace if necessary.

Skewed Image

1. The image area is not parallel, skewed, with the sides of the page but the printer neither jams nor displays an error code.
2. Remove the tray and ensure the paper guides are set correctly.
3. Check that the correct type of media for the tray is being used.
4. Ensure that the tray has not been over filled. (Skewed images are a common defect when the tray is overfilled.)
5. Verify the Feed Roller is installed correctly.
6. Remove the duplex assy, and watch Tray 1 feed paper. Does the paper skew at the pint of feed? If so, clean the Feed and Retard Rollers with a clean, dry, lint-free wipe.
7. Does the skew occur from MPT Tray as well? If so, check registration area for pieces of paper or debris.

Damaged Prints

The print exits the printer wrinkled, creased, or torn. The printer neither jams nor displays an error code.


1. Stop the sheet at various points in the media path to determine where the media is damaged.
2. Try using the next heaviest type of paper.
3. Feed paper through the printer from each of the available trays. Is the paper damaged when fed out of one tray but not when fed out of the others? If so, inspect the tray for damage, ensure that the media guides are set correctly and verify that the proper media is being used.
4. If media shows damage from all trays, check the registration rollers.
5. Inspect the tray and media path for debris or broken components.

Wrinkled Envelopes

Envelope wrinkling of varying severity can sometimes occur. In general, envelope wrinkling is considered a technology limitation due to the fusing process which relies on heat and pressure to bond toner to the media. The #10 Commercial envelopes are particularly susceptible to wrinkling.

1. Check the media path for obstructions or debris.
2. Check that the media guides are set correctly.
3. Test envelopes from other manufacturers to find the best result.

Fuser Jams

 **WARNING:** Allow the Fuser to cool before performing this procedure.

1. Check that the Fuser is properly seated, locked, and operates normally.
2. Ensure that the paper is in good condition and is listed as supported media. Try loading new media from a fresh ream.
3. Ensure that only supported transparency film is being used.
4. Ensure that the loaded media matches the Control Panel settings.
5. Visually inspect the Fuser for burrs, roller damage, or scraps of paper.
6. Replace the Fuser Assembly.

 **CAUTION:** Do not use metal objects to remove debris from the Fuser.

Exit Jams

1. Check that the correct type of media is being used.
2. Ensure the printer is within its operating environmental specifications.
3. If media is showing excessive curl when exiting, try turning the media over, loading new media, or a different type of media.
4. Ensure that the loaded media matches the Control Panel settings.
5. Is heavy, stiff paper being used for two-sided printing? In so, use lighter paper.
6. Use [dC330 Component Control](#) to check the Exit Sensor operation.(12-805).
7. If debris is visible, clean the printer with a clean, dry, lint-free wipe.

 **CAUTION:** Do not use metal objects to remove debris from the printer.

Diagnostic Routines

dC120 Fault Counters

dC120 Fault Counters

Code	Component Name	Occurrence
03-510	Roll collector not connected	1
03-910	ADF Cover Open	1
07-110	Paper Empty Tray 1	1
07-500	Paper Empty By Pass Tray	7
08-500	Jam in Duplex Tray	1

dC131 NVM Read/Write

NVM Location	Default	Current
07-100	30	30
07-110	30	30
07-120	30	30
07-130	30	30
07-140	30	30
07-150	30	30
07-200	30	30
07-210	30	30
07-220	30	30
07-230	30	30
07-240	30	30
07-250	30	30
07-300	30	30
07-310	30	30
07-320	30	30
07-330	30	30
07-340	30	30
07-350	30	30
07-400	30	30
07-410	30	30
07-420	30	30
07-430	30	30
07-440	30	30
07-450	30	30
07-500	30	30
07-510	30	30
07-520	30	30
07-530	30	30
07-540	30	30
07-550	30	30
08-100	0	1
08-110	0	1
08-120	0	1

NVM Location	Default	Current
08-130	0	1
08-140	0	1
08-150	0	1
08-160	0	1
09-100	10	15
09-110	10	20
09-120	10	10
09-130	10	15
09-140	10	1
09-150	0	1
09-200	0	1
09-210	0	1
09-220	0	1
09-230	0	1
09-300	0	1
09-400	0	1
10-105	5	5
10-110	20	1
10-115	5	1
10-120	5	1
10-125	5	5
10-130	5	5
10-135	5	5
10-140	5	5
10-140	5	5
10-150	5	5
10-155	5	5
10-200	0	1
10-210	0	1
10-220	0	1
10-300	0	1
10-310	0	1
11-100	30	349
11-105	30	30
11-110	1000	0
11-200	30	210

Troubleshooting

NVM Location	Default	Current
11-205	30	30
11-210	1000	0
11-300	30	30
11-305	30	30
11-310	1000	1

dC132 NVM Initialization

Note: Prior to performing dC132 NVM Initialization Procedure, it is recommended that A Clone file be created. To create a Clone file, see the Cloning Procedure in the System Administrator Guide (Page 126).

dC305 UI Test



dC330 Component Control

Chain-Link	Component Name	State (Default)
01-100	Slide Cover Intlk	Open
01-200	Exit Cover Present Sensor	Not Present
04-100	Main BLDC Rdy	Off
04-110		Low
04-120	Main Fan	Off
04-200	Exit Mtr Fwd Fast	Off
04-210	Exit Mtr Fwd Slow	Off
04-220	Exit Mtr Rev	Off
04-230	Dup Mtr Fwd	Off
04-310	Dup MtrRev	Off
04-400	Dup Fan Run	Off
04-410	Dup Fan1 Run Rdy	Low
04-420	Dup Fan2 Run Rdy	Low
04-510	T1 Elev Mtr	Off
04-520	T2 Elev Mtr	Off
04-530	T3 Elev Mtr	Off
04-540	T4 Elev Mtr	Off
05-100	DADF Document Defect Sensor	Off
05-120	DADF Paper Length Sensor	Off
05-130	DADF Registration Sensor	Off
05-140	Scan Sensor	Off
05-160	DADF Door Open Sensor	Off
05-200	DADF Scan Motor Forward	Off
05-201	DADF Scan Motor Reverse	Off
06-100	LSU Motor Run	Off
06-110	LSU Motor Rdy	Off
06-200	LSU LD Power	Off
06-300	LSU Fan Run	Off
06-310	LSU Fan Run Rdy	Off

Chain-Link	Component Name	State (Default)
07-100	Tray 1 Home Position	Open
07-110	T1 Paper Empty Sensor	Low
07-120	T1 Size1 Sensor	Low (Off)
07-130	T1 Size2 Sensor	Low (Off)
07-140	T1 Size3 Sensor	Low (Off)
07-150	T1 Stack Height Sensor	Low (Off)
07-160	T1 Paper Low Sensor	Low (Off)
07-200	Tray2 Home Position	Open (Off)
07-210	T2 Paper Empty Sensor	Low (Off)
07-220	T2 Size1 Sensor	Low (Off)
07-230	T2 Size2 Sensor	Low (Off)
07-240	T2 Size3 Sensor	Low (Off)
07-250	T2 Stack Height Sensor	Low (Off)
07-260	T2 Paper Low Sensor	Low (Off)
07-300	Tray3 Home Position	Open (Off)
07-310	T3 Paper Empty Sensor	Low (Off)
07-320	T3 Size1 Sensor	Low (Off)
07-330	T3 Size2 Sensor	Low (Off)
07-340	T3 Size3 Sensor	Low (Off)
07-350	T3 Stack Height Sensor	Low (Off)
07-360	T3 Paper Low Sensor	Low (Off)
07-400	Tray4 Home Position	Open (Off)
07-410	T4 Paper Empty Sensor	Low (Off)
07-420	T4 Size1 Sensor	Low (Off)
07-430	T4 Size2 Sensor	Low (Off)
07-440	T4 Size3 Sensor	Low (Off)
07-450	T4 Stack Height Sensor	Low (Off)
07-460	T4 Paper Low Sensor	Low (Off)
07-510	Bypass Paper Empty Sensor	High (Off)
08-100	Feed Sensor	Low (Off)
08-200	T2 Feed Sensor (or Door Open)	Low (Off)
08-300	T3 Feed Sensor (or Door Open)	Low (Off)
08-400	T4 Feed Sensor (or Door Open)	Low (Off)
08-500	Regi Sensor	Low (Off)
08-600	Fuser Exit Sensor	Low (Off)

Chain-Link	Component Name	State (Default)
08-700	Duplex Jam1 Sensor	Low (Off)
08-710	Duplex Jam2 Sensor	Low (Off)
08-720	Out-Bin Sensor Full	Low
08-800	ByPass Feed Solonoid (Clutch)	Off
08-810	T1 Pick-Up Sol (Clutch)	Off
08-820	T2 Pick-Up Sol (Clutch)	Off
08-830	T3 Pick-Up Clutch	Off
08-840	T4 Pick-Up Clutch	Off
08-850	Reg Clutch	Off
08-860	Duplex Feed Clutch	Off
08-870	Duplex Gate Clutch	Off
08-920	T2 Feed Mtr Run	Off
08-930	T3 Feed Mtr Run	Off
08-940	T4 Feed Mtr Run	Off
09-100	MHV Bias	Off
09-110	MHV Bias Read	Off
09-200	Dev Bias	Off
09-300	THV (+) Bias	Off
09-310	THV (-) Bias	Off
09-400	SMPS Fan Run	Off
09-500	SMPS Fan Run Rdy	Off
09-510	SMPS Toner Dispense Motor	Off
09-600	Toner Dispense Motor	Off
09-700	Toner Sensor	Off
09-800	Detack Bias	Off
10-100	Fuser Power ON Main	Off
10-200	Fuser Temp A	Off
10-210	Fuser Temp B	Off
10-300	Fuser Unit Fault	Off
10-400	Fuser Motor Forward	Off
10-500	Fuser Rear Fan Run	Off
10-510	Fuser Fan Run Rdy	Low (Off)
10-600	Fuser Bias	Off
10-100	Fuser Power On (Main)	Off

Chain-Link	Component Name	State (Default)
10-300	Fuser Unit Fault	Off
12-100	Entrance Motor	Off
12-110	Exit Motor	Off
12-200	Paddle Motor	Off
12-300	Front Jog Home	Off
12-310	Front Jog Stand	Off
12-320	Rear Jog Home	Off
12-330	Rear Jog Stand	Off
12-400	Support Finger Home	Off
12-410	Support Finger Stand	Off
12-500	Ejector Motor	Off
12-600	Stacker Down	Off
12-610	Stacker Up	Off
12-700	Stapler	Off
12-800	Entrance Sensor	Low
12-805	Exit Sensor	Low
12-810	Paddle Home Sensor	Low
12-815	Front Home Jog Sensor	Low
12-820	rear Jog Home Sensor	Low
12-825	Support Finger Home Sensor	Low
12-830	Ejector Home Sensor	Low
12-835	Ejector Encoder Sensor	Off
12-840	Stacker Top Sensor	Off
12-845	Stacker Bottom Switch	Off
12-850	Staple Home Sensor	Off
12-855	Staple Ready Sensor	Off
12-860	Low Staple Sensor	Off
12-865	Paper Detector Sensor	Off
12-870	Finisher Door Sensor	Off
12-875	IOT Set Sensor	Off
12-880	Duplex Paper Sensor	Off

dC612 Print Test Pattern

Test Pattern	
	S600 Test Pattern (A4)
	S600 Test Pattern (8.5 x 11)
	Grey Dusting Test Pattern w/4 Lines
	Grey Dusting Test Pattern
	Ghosting Test Pattern
	Dark Dusting Test Pattern
	Skew Test Pattern
	Character Test pattern (2__)
Tray	
	Tray 1
	By Pass Tray
Plex Mode	
	Simplex
	Duplex
Number of Copies	(Desired Qty)

Service Information

Service Information	
Service Part Number	
Memory Size	
Printing Unit	
Print Business Hours	

Image Quality

3

In this chapter...

- [Image Quality Overview](#)
- [Print-Quality Defect Definitions](#)
- [Test Prints](#)
- [Image Specifications](#)

Image Quality Overview

Image-quality defects can be attributed to printer components, consumables, media, internal software, external software applications, and environmental conditions. To successfully troubleshoot print-quality problems, eliminate as many variables as possible. The first step is to generate prints using information pages embedded in the printer on paper that meets supported weight and size specifications. Use paper from a fresh ream that is acclimated to room temperature and humidity.

If the print-quality defect remains after printing on approved media from an unopened ream of paper, then investigate applications and environmental conditions.

Determine the temperature and humidity under which the printer is operating. Compare this to the [Environmental Specifications](#). Temperature and humidity can adversely affect print quality.

When analyzing a print-quality defect, first determine if the defect is repeating or a random occurrence. Continuous defects in the process direction, such as voids and lines, are the most difficult to diagnose. Inspect the visible surfaces of all rollers for obvious defects.

Defects Associated with Specific Printer Components

Some print-quality problems are associated with specific assemblies. Refer to the specific print-quality troubleshooting procedure for detail information.

Fuser

- Vertical Blank Lines
- Horizontal Band, Voids, or Streaks
- Unfused Image
- Random Spots
- Streaks

Roller

- Light or Undertone Print
- Horizontal Band, Voids, or Streaks
- Vertical Blank Lines
- Horizontal Band, Voids, or Streaks
- Random Spots
- Streaks
- Skew

Repeating Defects

If an image defect appears at regular intervals on the printed media, it is likely due to a faulty or damaged roller in the Fuser, Toner Cartridge or Roller. Measure the interval between defects and use the following table to identify the affected roller.

No.	Component	Band Period (mm)	Problem	Developer Assemblies
1.	1st Pressure Roller	62.8 mm	Background	Fuser
2.	2nd Pressure Roller	37.7 mm	Background	
3.	Heat Roller	77.8 mm	Black Spots, or Ghosting	
4.	Charge Roller	26.7 mm	Black Spots	Toner Cartridge
5.	Developer Roller	36.78 mm	Horizontal Bands	
6.	PR Drum	75.49 mm	White and Black Spots	
7.	Supply Roller	69.57 mm	Horizontal Bands	
8.	Bias Transfer Roller (BTR)	47.1 mm	Ghosting, Damaged Image	BTR



Print-Quality Defect Definitions

The following table lists the print-quality defect, the defect description, and a link to the page where print-quality defect corrective procedure is located.

Defect	Description	Go to
Vertical Black Line or Band	Straight thin black vertical line occurs in the printed image.	Vertical Black Line or Band
Vertical White Lines	White vertical voids appear in the printed image.	Vertical White Lines or Bands
Horizontal Black Band	Dark or blurry horizontal stripes occur in printed images periodically or not.	Horizontal Black Band
Black or White Spots	Dark or blurry spots occur periodically in the printed image. White spots occur periodically in the printed image.	Black or White Spots
Light or Undertone Print	The image density is too light, with no ghosting.	Light or Undertone Print
Black Print or Dark Image	The entire image area is dark.	Black Print
Uneven Density	Print Density is uneven between left and right sides of printed image.	Uneven Density
Background Contamination	There is toner contamination on all or most of the page.	Background Contamination
Ghosting	Ghosting occurs at 94.4 mm intervals of the OPC drum on the entire page.	Ghosting or Residual Image
Smears on Printed Page	The background on the face of the printed page is stained.	Smears on Printed Page
Smears on Back of Page	The back of the page is stained at 47 mm intervals.	Smears on Back of Page
Blank Print	The entire image area is blank.	Blank Print
Toner Smears	Toner smears appear on the page.	Toner Smears
Unfused Image	The toner is not completely fused.	Unfused Image

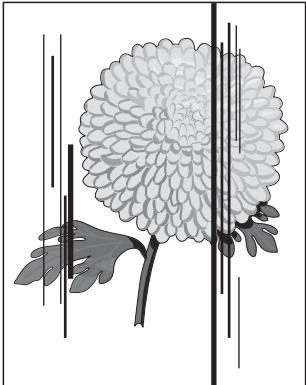
Vertical Black Line or Band

Black vertical lines or bands appear in the printed image.

Initial Actions

- Clean the Laser Unit window with a clean cotton swab.
- On the ADF or DADF, check the Platen for scratches or debris

Troubleshooting Reference Table

Applicable Parts	Example Print
<ul style="list-style-type: none"> • Toner Cartridge, Refer to Xerox Supplies and Accessories. • Transfer Roller (PL 3.1A.40, Parts List 3.1A Frame (2 of 2)) • Fuser (PL 3.3.36, Parts List 3.3 Fuser) • ADF Scanner Assembly (Parts List 7.1 WorkCentre 3335 SCANNER and ADF) • DADF Platen Assembly (Parts List 8.1 WorkCentre 3345 SCANNER and DADF) 	 <p style="text-align: center;">Vertical Stripes</p>

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Is this a WC3335 or WC3345?	Go to step 2.	Go to step 5
2.	Do lines appear <u>only</u> when using the ADF/DADF?	Go to step 3	Go to step 4
3.	Is the defect on the original document?	Replace the original	Clean the CVT Glass
4.	Does the defect appear on both copies and prints?	Go to step 5	Clean the Platen.
5.	Replace the Toner Cartridge. Does the error persists?	Go to step 6	Complete
6.	Replace the Transfer Roller (PL 3.1A.40, Parts List 3.1A Frame (2 of 2))	Complete	


Vertical White Lines or Bands

White vertical voids appear in the printed image.

Initial Actions

- Remove the Toner Cartridge and check for and remove any foreign substances on the exposure window and Photoconductor drum.
- Clean the Laser Unit window with a clean cotton swab.

Troubleshooting Reference Table

Applicable Parts	Example Print
<ul style="list-style-type: none"> • Toner Cartridge, Refer to Xerox Supplies and Accessories. • Transfer Roller (PL 3.1A.40, Parts List 3.1A Frame (2 of 2)) • Fuser (PL 3.3.36, Parts List 3.3 Fuser) 	 <p data-bbox="1114 1129 1241 1150">Vertical Blank Lines</p>

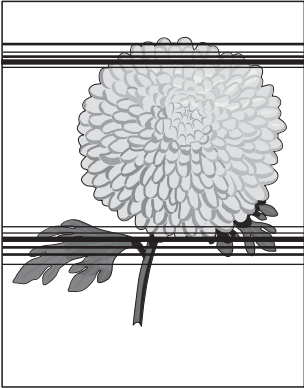
Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Replace the Toner Cartridge. Xerox Supplies and Accessories Does the error persist?	Go to step 2.	Complete.
2.	Replace the Transfer Roller (PL 3.1A.40, Parts List 3.1A Frame (2 of 2)) Does the error persist?	Go to step 3.	Complete.
3.	Open the Front Cover and check the Fuser ribs for debris. Remove if found. Does the error persist?	Replace the Fuser (PL 3.3.36, Parts List 3.3 Fuser)	Complete.

Horizontal Black Band

Black or blurry horizontal stripes appear in the printed image.

Troubleshooting Reference Table

Applicable Parts	Example Print
<ul style="list-style-type: none"> Toner Cartridge, Refer to Xerox Supplies and Accessories. 	 <p data-bbox="1126 911 1241 932">Horizontal Stripes</p>

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Clean each voltage terminal of the charge, supply, develop, and Roller (remove any toner and paper particles). Clean the entire Toner Cartridge. Does the error persist?	Go to step 2.	Complete.
2.	Replace the Toner Cartridge. Refer to Xerox Supplies and Accessories .	Complete.	

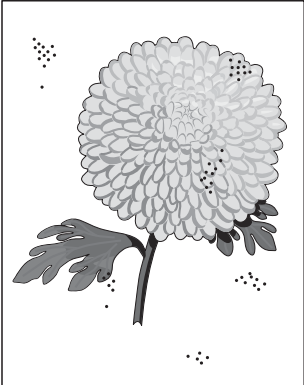
Black or White Spots

There are Black or White spots randomly scattered across the page.

Initial Actions

- If the Transfer Roller is at end of life (100,000 sheets), replace the Transfer Roller (PL 3.1A.40, [Parts List 3.1A Frame \(2 of 2\)](#)).
- Print several blank pages to clean the media path.

Troubleshooting Reference Table

Applicable Parts	Example Print
<ul style="list-style-type: none"> • Toner Cartridge, Refer to Xerox Supplies and Accessories. • Fuser (PL 3.3.36, Parts List 3.3 Fuser) • ADF Scanner Assembly (Parts List 7.1 WorkCentre 3335 SCANNER and ADF) • DADF Platen Assembly (Parts List 8.1 WorkCentre 3345 SCANNER and DADF) 	 <p style="text-align: center;">Random Spots</p>

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Is this a WC3335 or WC3345?	Go to step 2.	Go to step 5
2.	Do lines appear <u>only</u> when using the ADF/DAFDF?	Go to step 3	Go to step 4
3.	Is the defect on the original document?	Replace the original	Clean the CVT Glass
4.	Check for debris on the Platen.	Remove the debris and clean the Platen with a link-free cloth.	Go to step 5
5.	Does the defect appear on both copies and prints?	Go to step 6.	Clean the Platen.
6.	Check humidity. Is the humidity is within specification?	Go to Step 7.	Advise customer.

Step	Actions and Questions	Yes	No
7.	Print several blank pages to clean the components. Does the problem persist?	Go to step 8.	Complete
8.	If dark or blurry spots occur at 26.7 mm intervals, replace the Charger Roll in the Drum Cartridge. If the spots occurs ar 75.49 mm intervals, clean the OPC Drum. Does the spot problem repeat?	Go to step 9.	Complete.
9.	If faded areas or voids occur in a black image at intervals of 7.49 mm, or black spots occur elsewhere, the OPC drum may be damaged.Clean any substances on the OPC drum. Does the problem persists?	Go to step 10.	Complete.
10.	Replace the Drum Cartridge (Xerox Supplies and Accessories). Do the spots continue to appear?	Go to step 11.	Complete.
11.	Replace the Fuser (PL 3.3.36, Parts List 3.3 Fuser)	Complete.	

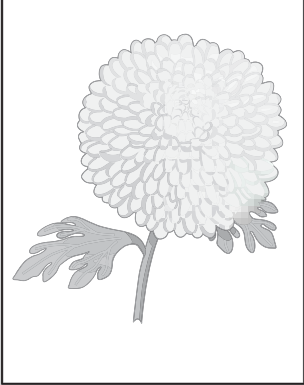
Light or Undertone Print

The overall image density is too light.

Initial Actions

- Reseat the Toner Cartridge.

Troubleshooting Reference Table

Applicable Parts	Example Print
<ul style="list-style-type: none"> • Toner Cartridge, Xerox Supplies and Accessories • HVPS (PL3.1A.33, Parts List 3.1A Frame (2 of 2)) 	 <p data-bbox="1082 989 1241 1010">Light or Undertone Print</p>

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Check if Toner Save mode is On. Turn Off if On, and retry printing. Does the error persist?	Go to step 2.	The Toner Cartridge is near end of life. Replace the Toner Cartridge. Refer to Xerox Supplies and Accessories .
2.	This defect can be caused if the ambient temperature is below 10° C (50° F) or low humidity. Inform the customer of this specification, if possible relocate printer to warmer location. Does the error persist?	Go to Step 3.	Complete.
3.	Clean each voltage terminal of the charge, supply, develop, and Roller and all locations stained by toner from the Toner Cartridge. Does the error persist?	Go to step 4.	Complete.

Step	Actions and Questions	Yes	No
4.	Replace the Toner Cartridge first. Refer to Xerox Supplies and Accessories . If the problem persists, HVPS (PL3.1A.33, Parts List 3.1A Frame (2 of 2)).	Complete.	


Black Print

Part of the image is black or the entire image is black.

Initial Actions

- Check the media path for obstructions.

Troubleshooting Reference Table

Applicable Parts	Example Print
<ul style="list-style-type: none"> • Toner Cartridge, Refer to Xerox Supplies and Accessories. • Main PWB (PL 1.0.7, Parts List 1.0 Phaser 3330 Main) or Main PWB (PL 6.1.7, Parts List 6.1 WorkCentre 3335/3345 Main) 	 <p>Black Print</p>

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Press the Menu button and then select Lighten/Darken . If Dark + is selected, change it to Normal . Does the error persist?	Go to step 2.	Complete.
2.	Check the high voltage contacts on the Toner Cartridge for damage. The contacts are undamaged.	Go to step 3.	Replace the Toner Cartridge. Refer to Xerox Supplies and Accessories .

Step	Actions and Questions	Yes	No
3.	Does the error persist?	Replace the Main PWB (PL 1.0.7, Parts List 1.0 Phaser 3330 Main) or Main PWB (PL 6.1.7, Parts List 6.1 WorkCentre 3335/3345 Main)	Complete.

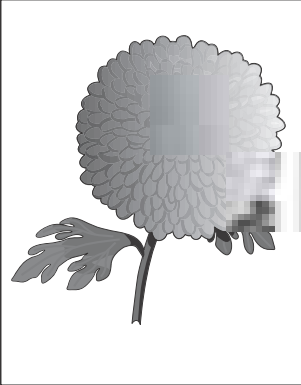
Uneven Density

Print Density is uneven between left and right.

Initial Actions

- Check that the Roller is properly installed.
- Check that the media is dry and in good condition.
- Clean the laser window.

Troubleshooting Reference Table

Applicable Parts	Example Print
<ul style="list-style-type: none"> • Toner Cartridge, Refer to Xerox Supplies and Accessories. • Transfer Roller (PL3.1A.40, Parts List 3.1A Frame (2 of 2)) • HVPS (PL3.1A.33, Parts List 3.1A Frame (2 of 2)) 	 <p data-bbox="970 1136 1241 1157">Density Uneven or Wrong (Scan Direction)</p>

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Check the high voltage contacts on the Toner Cartridge for damage. The contacts are undamaged.	Go to step 2.	Replace the Toner Cartridge. Refer to Xerox Supplies and Accessories
2.	Replace the Transfer Roller (PL3.1A.40, Parts List 3.1A Frame (2 of 2)) Does the error persist?	Replace the HVPS (PL3.1A.33, Parts List 3.1A Frame (2 of 2)).	Complete.


Background Contamination

There is toner contamination on all or most of the page.

Initial Actions

- Check that the media is of a supported type. Recycled media is not supported.
- Check that the media is dry and in good condition.
- Check humidity in area of printer. Low humidity can cause some back grounding.

Troubleshooting Reference Table

Applicable Parts	Example Print
<ul style="list-style-type: none"> • Toner Cartridge, Refer to Xerox Supplies and Accessories • HVPS (PL3.1A.33, Parts List 3.1A Frame (2 of 2)) 	 <p data-bbox="1066 1129 1241 1150">Background Contamination</p>

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Print Supplies page to determine if Toner Cartridge is at or Near End Of Life. If at end of life, replace the Toner Cartridge (Xerox Supplies and Accessories). Does the error persist?	Go to step 2.	Complete.
2.	Check that the up and down movement of the Roller is smooth. Is the movement smooth?	Go to step 3.	Clean the bushing part of the Roller. Go to step 3.
3.	Does the error persist?	Replace the HVPS (PL3.1A.33, Parts List 3.1A Frame (2 of 2)).	

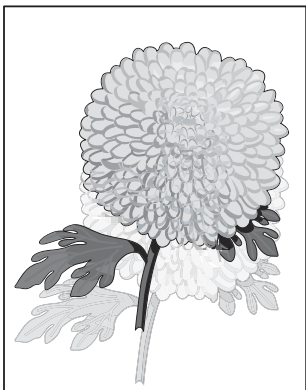
Ghosting or Residual Image

There are faint, ghostly images appearing on the page. The images may be either from a previous page or from the page currently being printed.

Initial Actions

- Ensure there is no debris on the path.

Troubleshooting Reference Table

Applicable Parts	Example Print
<ul style="list-style-type: none"> • Toner Cartridge, Refer to Xerox Supplies and Accessories • Main PWB (PL 1.0.7, Parts List 1.0 Phaser 3330 Main) or Main PWB (PL 6.1.7, Parts List 6.1 WorkCentre 3335/3345 Main) • Transfer Roller (PL 3.1A.40, Parts List 3.1A Frame (2 of 2)) 	 <p>Residual Image/Ghosting</p>

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Remove the Toner Cartridge and clean the high voltage supply terminals. Remove and reseal connections on the HVPS board. Does the error persist?	Go to step 2.	Complete.
2.	Replace the Toner Cartridge. Refer to Xerox Supplies and Accessories . Does the error persist?	Go to step 3.	Complete.
3.	Use supplies page to determine installed date/Life remaining of Roller. Is the Roller at end of life?	Replace the Transfer Roller (PL 3.1A.40, Parts List 3.1A Frame (2 of 2)).	Go to step 4.
4.	<ul style="list-style-type: none"> • Replace the Main PWB (PL 1.0.7, Parts List 1.0 Phaser 3330 Main) or Main PWB (PL 6.1.7, Parts List 6.1 WorkCentre 3335/3345 Main). 		

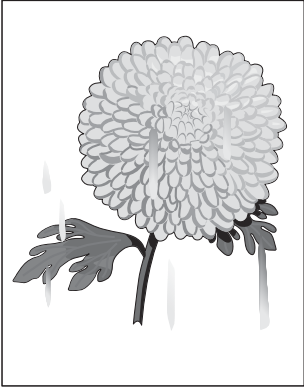
Smears on Printed Page

The background on the face of the printed page is stained.

Initial Actions

- Ensure there is no debris on the path.
- If the problem is toner smears on the page, refer to [Toner Smears](#).

Troubleshooting Reference Table

Applicable Parts	Example Print
<ul style="list-style-type: none"> • Toner Cartridge, Refer to Xerox Supplies and Accessories • Transfer Roller (PL 3.1A.40, Parts List 3.1A Frame (2 of 2)) 	 <p data-bbox="1086 1094 1241 1115">Smudges or Smears</p>

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Check the Transfer Roller for contamination. If contaminated, print 3 to 5 blank pages. Does the error persist?	Go to step 2.	Complete.
2.	Replace the Transfer Roller (PL 3.1A.40, Parts List 3.1A Frame (2 of 2)). Does the error persist?	Go to step 3.	Complete.
3.	Replace the Toner Cartridge. Refer to Xerox Supplies and Accessories .	Complete.	


Smears on Back of Page

The background on the face of the printed page is stained.

Initial Actions

- Ensure there is no debris on the path.

Troubleshooting Reference Table

Applicable Parts	Example Print
<ul style="list-style-type: none"> • Transfer Roller (PL 3.1A.40, Parts List 3.1A Frame (2 of 2)) • Fuser (PL 3.3.36, Parts List 3.3 Fuser) 	 <p style="text-align: right; font-size: small;">Smudges 2</p>

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Check the Transfer Roller for contamination. If contaminated, print 3 to 5 blank pages. Does the error persist?	Go to step 2.	Complete.
2.	Replace the Fuser (PL 3.3.36, Parts List 3.3 Fuser).	Complete.	

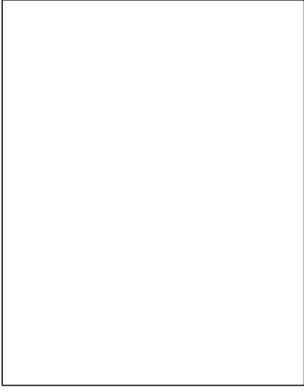
Blank Print

The entire image area is blank.

Initial Actions

- Inspect the paper path for items, such as staples, paper clips, and paper scraps.
- Check the life counters of the Toner Cartridge and Roller. Replace components at end of life.
- Clear any obstructions in the Laser path.
- Check for multi-sheet feeds.
- Check the Toner Cartridge installation and condition.

Troubleshooting Reference Table

Applicable Parts	Example Print
<ul style="list-style-type: none"> • Toner Cartridge, Refer to Xerox Supplies and Accessories • Transfer Roller (PL 3.1A.40, Parts List 3.1A Frame (2 of 2)) • Main PWB (PL 1.0.7, Parts List 1.0 Phaser 3330 Main) or Main PWB (PL 6.1.7, Parts List 6.1 WorkCentre 3335/3345 Main) • HVPS (PL3.1A.33, Parts List 3.1A Frame (2 of 2)) • Scanner Assembly (PL 7.1A, Parts List 7.1A WorkCentre 3335 ADF) • Scanner Assembly (PL 8.1, Parts List 8.1 WorkCentre 3345 SCANNER and DADF) 	 <p style="text-align: center;">Blank Print</p>

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Print a Test Print (see Test Prints). Does the page print?	Go to step 2.	Go to step 3.
2.	Reseat the connection between the printer and computer. Does the error persist?	Go to step 3.	Complete.
3.	Remove the Toner Cartridge (Toner Cartridge and Photoreceptor Drum Cartridge) and clean the high voltage contacts. Replace the Toner Cartridge and reprint the test print. Does the error persist?	Go to step 4.	Complete.

Step	Actions and Questions	Yes	No
4.	Disconnect P/J1 on the HVPS Board and P/J13 on the Main PWB. Check the continuity of the cable and repair if damaged. Does the error persist?	Go to step 5.	Complete.
5.	Replace the HVPS (PL3.1A.33, Parts List 3.1A Frame (2 of 2)). Does the error persist?	Go to step 6.	Complete.
6.	Replace the Laser Unit (LSU) (PL 1.0.12, Parts List 1.0 Phaser 3330 Main) or Laser Unit (LSU) (PL 6.1.12, Parts List 6.1 WorkCentre 3335/3345 Main). Does the error persist?	<ul style="list-style-type: none"> Replace the Main PWB (PL 1.0.7, Parts List 1.0 Phaser 3330 Main) or Main PWB (PL 6.1.7, Parts List 6.1 WorkCentre 3335/3345 Main). 	Complete.

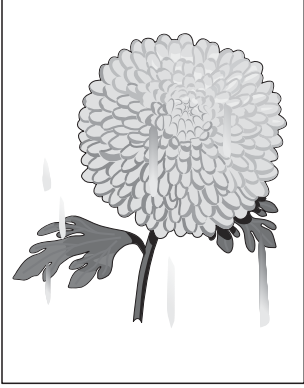
Toner Smears

There are faded or completely non-printed lines along the page in the direction of the paper travel from the leading edge to the trailing edge.

Initial Actions

- Check that the media settings match the media in use.
- Check that the media is dry and in good condition.
- If the problem is that the background on the face of the printed page is stained refer to [Smears on Printed Page](#).

Troubleshooting Reference Table

Applicable Parts	Example Print
<ul style="list-style-type: none"> • Fuser (PL 3.3.36, Parts List 3.3 Fuser) • Transfer Roller (PL 3.1A.40, Parts List 3.1A Frame (2 of 2)) 	 <p data-bbox="1086 1205 1241 1226">Smudges or Smears</p>

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Reseat P/J15 on the Main PWB, and P/J3 on the LVPS. Does the image print correctly?	Complete.	Go to step 2.
2.	Replace the Fuser (PL 3.3.36, Parts List 3.3 Fuser). Does the image print correctly?	Complete.	Replace the Transfer Roller (PL 3.1A.40, Parts List 3.1A Frame (2 of 2)).
3.	Replace the Toner Cartridge. Xerox Supplies and Accessories		

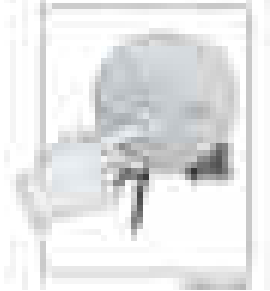
Unfused Image

The image is not completely fused to the paper. The image easily rubs off.

Initial Actions

- Check the media path.
- Check the media. Is it supported and in good condition.
- Check the paper type settings for the source tray and print driver.
- Check the Fuser connection (P/J171).

Troubleshooting Reference Table

Applicable Parts	Example Print
<ul style="list-style-type: none"> • Fuser (PL 3.3.36, Parts List 3.3 Fuser) • Main PWB (PL 1.0.7, Parts List 1.0 Phaser 3330 Main) or Main PWB (PL 6.1.7, Parts List 6.1 WorkCentre 3335/3345 Main) 	

Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Check the media being used and its condition. Is the media dry and recommended?	Go to step 3.	Replace with dry, approved media, then go to step 2.
2.	Does the image print correctly?	Complete.	Go to step 3.
3.	Check the Toner type. Is non-Xerox Toner in use?	Replace with Xerox toner, then go to step 4.	Go to step 5.
4.	Does the error persist?	Go to step 5.	Complete.
5.	Replace the Fuser (PL 3.3.36, Parts List 3.3 Fuser). Does the error persist?	Go to step 6.	Complete.

Step	Actions and Questions	Yes	No
6.	<ul style="list-style-type: none">Replace the Main PWB (PL 1.0.7, Parts List 1.0 Phaser 3330 Main) or Main PWB (PL 6.1.7, Parts List 6.1 WorkCentre 3335/3345 Main) Does the error persist?	Complete.	

Test Prints

The Test Pattern pages are available for troubleshooting print quality defects and to confirm proper printer operation. Printing the Test Pattern is useful for stimulating asynchronous (dynamic) events related to the print process, or as a test for media path and media related problems. Some other key features of test prints:

- They are the only diagnostic utility to exercise the entire print cycle.
- They are isolated from the operating system, and are run from firmware.
- Captures static (artifacts that do not change) or dynamic (artifacts that do change position) events.
- Helps to isolate events that cause print artifacts or prevent printing.



Some Test Patterns are essentially the same but for different media sizes (Letter/A4). The test print provides a variety of different line styles in both process and cross-process directions. The pattern is used to check registration, dot size, and image density.

Pattern Number	Description	Purpose
1	Letter page size test pattern.	Light density uniformity, deletions, lines, bands, streaks, smears, solid area reproducibility, motion quality (LSU).
2	A4 page size test pattern.	Light density uniformity, deletions, lines, bands, streaks, smears, solid area reproducibility, motion quality (LSU).

Printing the Test Pattern

To print a Test Pattern, the printer must be in Service Mode. For additional information on Service Mode, see [Service Mode Introduction](#).

Entering the Phaser 3330 Service Mode

1. **Enter Service Mode (P3330).**
2. Scroll down to **Printer Routines** and press **OK**.
3. Scroll to **dC612 Test Pattern** and press **OK**.
4. Scroll to **Test Pattern 1** or **Test Pattern 2** and press **OK**.
5. Select quantity and press **OK**.
6. Select **Yes** and press **OK**.

Entering the WorkCentre 3335/3345 Service Mode

1. **Enter Service Mode (WC3335/3345).**
2. Select **Copier Diagnostics**.
3. Select **dC612 Test Patterns**.
4. From the pull-down, select **S600 Pattern (A4 or 8 1/2 by11)**.
5. Select quantity.
6. Press **Start**.

Image Specifications

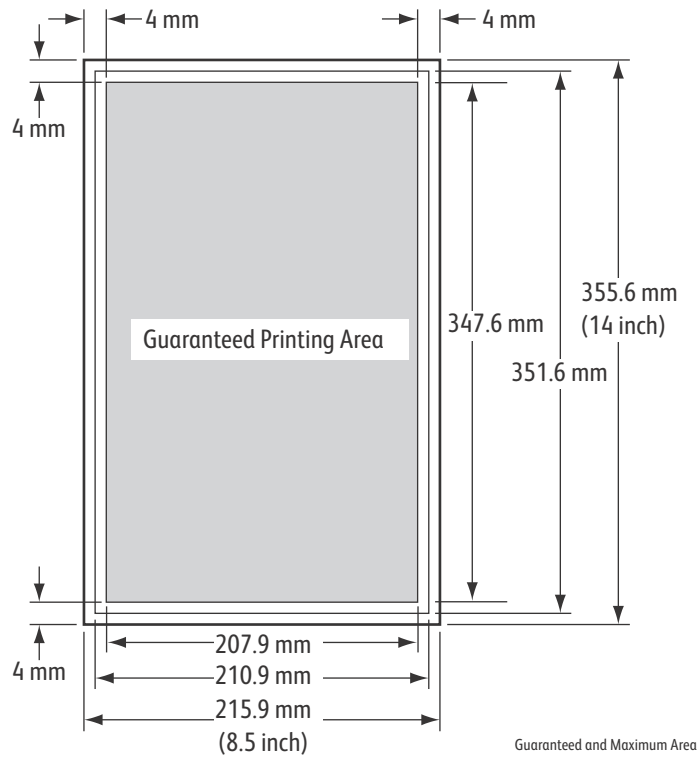
The following table lists specifications for the printer.

Note: The printed image has 4.0 mm margins on all sides.

Characteristic	Specification
Maximum Print Area	210.9 mm x 351.6 mm
Guaranteed Print Area	207.9 mm x 347.6 mm
Skew	
Tray 1 (A4)	180 mm \pm 1.4 mm
Tray 1 (LTR)	200 mm \pm 1.5 mm
Bypass Tray (A4)	180 mm \pm 2.0 mm
Bypass Tray (LTR)	200 mm \pm 2.2 mm
Perpendicularity	140 mm \pm 1.0 mm
Magnification Error	
Horizontal	
A4	180 mm \pm 0.5 mm
LTR	200 mm \pm 0.5 mm
Vertical	
A4	280 mm \pm 0.5 mm
LTR	260 mm \pm 0.5 mm
Registration	
Leading Edge	$\leq \pm 2.0$ mm
Side Edge	$\leq \pm 2.5$ mm

Guaranteed Print Areas

- Maximum Print Area: 215.9 mm x 355.6 mm



Service Parts Disassembly

In this chapter...

- Overview
- Consumables
- Tray 1
- Duplex Assembly
- Undocking the Printer
- Covers and Doors
- Platen Unit
- Feeder
- Xerographics
- Main Drive
- Electrical
- Sensors and Switches
- WorkCentre 3335/3345 Scanner
- A4 Middle Platen
- WorkCentre 3345 DADF
- WorkCentre 3335 ADF
- Optional Cassette

Overview

This section contains the removal procedures for field-replaceable parts listed in the Parts List. In most cases, the replacement procedure is simply the reverse of the removal procedure. In some instances, additional steps are necessary and are provided for replacement of the parts. For specific assemblies and parts, refer to Chapter 5.

Standard Orientation of the Printer

When needed, printer orientation is called out in the procedure as an aid for locating the printer parts. The following figure identifies the Front, Rear, Left, and Right sides of the printer.



Preparation

Before you begin any procedure:

WARNING: Allow the Fuser to cool before using the procedure.

CAUTION: Many parts are secured by plastic tabs. Do not over flex or force these parts. Do not over torque screws threaded into plastic.

Note: Names of parts that appear in the removal procedures may not match the names that appear in the Parts List. For example, a part called Paper Tray in a removal procedure may appear on the Parts List as Cassette, Assy. While using removal procedure, ignore any prerequisite procedures for parts already removed.

1. Wear an Electrostatic Discharge wrist strap.
2. Turn Off power and disconnect the power cord from the wall outlet.
3. Disconnect all cables from the printer.
4. Remove the Toner Cartridge ([page 4-5](#)).

Notations in the Disassembly Text

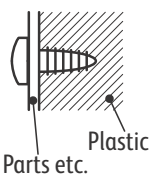
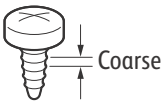
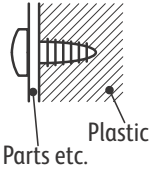
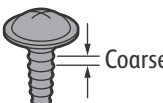
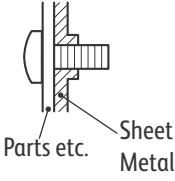
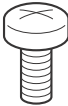
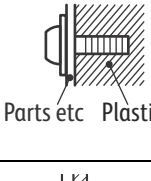

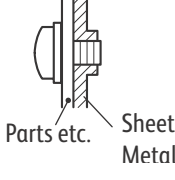

- The notation “PLX.X.X” indicates the component is listed in the Parts List.
- Arrows in an illustration show direction of movement when removing or replacing a component.
- The notation “(tap, plastic, 10 mm)” or “(metal, 6 mm)” refer to the type of screw being removed.

Note: Provides information specific to the replacement of parts or assemblies.

Fastener Types

The table lists the types of screws used to assemble the printer. The procedures provide dimensions for screws being removed.

Screw Types Used in this Product

Type	Application	Shape	Characteristics
Self-tapping, plastic			<ol style="list-style-type: none"> 1. Silver colored. 2. Screw thread is coarse compared to metal screw. 3. Screw tip is thin.
Self-tapping, plastic, with flange			<ol style="list-style-type: none"> 1. Silver or black colored. 2. Screw thread is coarse compared to metal screw. 3. Screw tip is thin.
Sheet Metal, silver			<ol style="list-style-type: none"> 1. Silver colored. 2. Diameter is uniform.
Self-tapping, hex-head, plastic, with flange			<ol style="list-style-type: none"> 1. Silver colored. 2. Screw thread is coarse compared to metal screw. 3. Screw tip is thin.
Sheet Metal, silver with lock washer			<ol style="list-style-type: none"> 1. Silver colored. 2. Includes a toothed washer. 3. Diameter is uniform. 4. Used for grounding terminals.

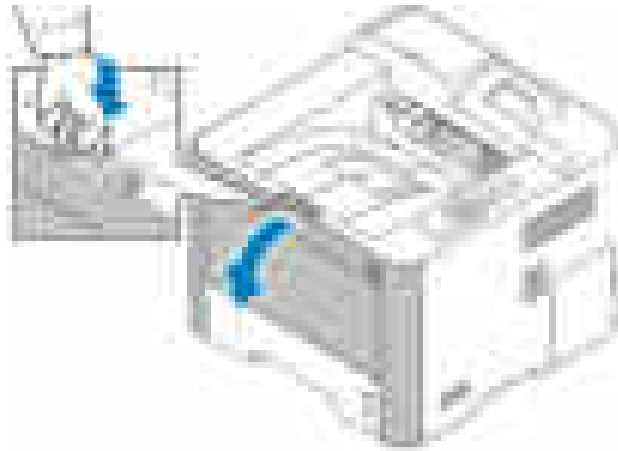
CAUTION: Use care when installing self-tapping screws in plastic. To properly start the screw in plastic, turn the screw counter-clockwise in the hole until you feel the screw engage the threads, then tighten as usual. Improperly aligning or over tightening the screw can result in damage to previously tapped threads. Always use the correct type and size screw. Using the wrong screw can damage tapped holes. Do not use excessive force to remove or install either a screw or a printer part.

Consumables

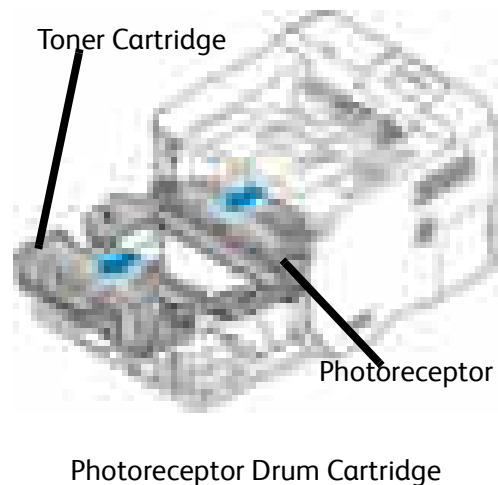
Refer to [Xerox Supplies and Accessories](#) for a list of consumables.

Toner Cartridge and Photoreceptor Drum Cartridge

1. Press the Front Button to open the Front Cover.



2. Hold the Toner Cartridge handle lift and pull the Toner Cartridge out of the printer.
3. Hold the Handle on the photoreceptor Drum Cartridge, lift up and pull the photoreceptor Drum Cartridge out of the printer.



Tray 1

Parts List 5.1 Tray 1

1. Remove Tray 1.



Phaser 3330



WorkCentre 3335/3345

Duplex Assembly

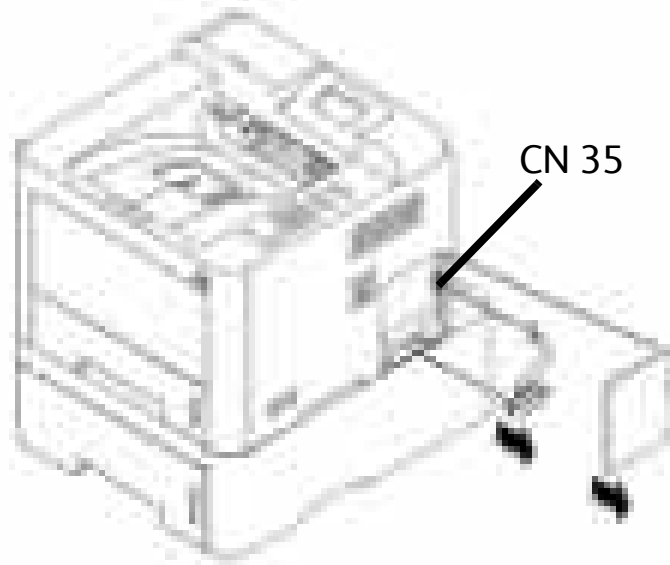
Parts List 4.1 Duplex Assembly

1. Pull the Duplex Assembly ([Parts List 4.1 Duplex Assembly](#), PL 4.1.11) to remove it from the back of the printer.



Undocking the Printer

1. Check that all connections on the rear of the printer are disconnected.
2. Open the Access cover and disconnect the connector (CN 35) from the Main PWB.
3. Lift the printer off the Optional Tray 2 Base.



Platen Unit

Parts List 9.2 WorkCentre 3335/3345 Platen

1. Remove the Right Cover ([page 4-17](#)).
2. Remove the ADF/DADF (WorkCentre 3335, ([page 4-138](#)); WorkCentre 3345, ([page 4-116](#))).
3. Remove the Control Panel Unit ([page 4-70](#)) P3330 / ([page 4-73](#)) WC3335/45.
4. Unplug 5 scanner connectors from the Main PWB, P3330 ([Parts List 1.0 Phaser 3330 Main](#), PL 1.0.7); WC3335/3345 ([Parts List 6.1 WorkCentre 3335/3345 Main](#), PL 6.1.7).





5. Remove the screw cap.



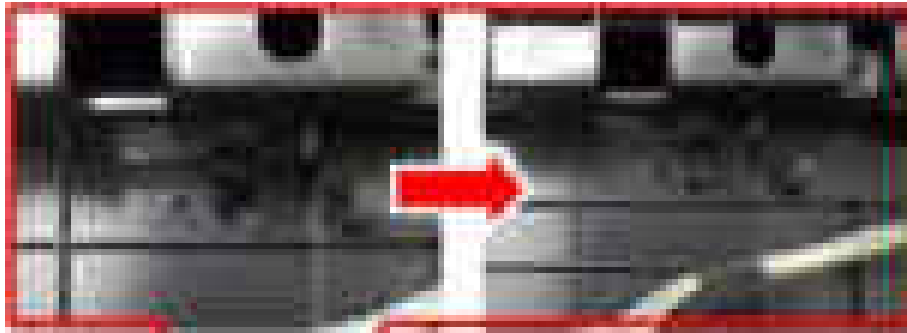
6. Remove the 2 screws.



7. Remove 2 screws from the rear.



8. Remove the cables from the routing hooks, then lift up the Platen Cover and remove it.



Caution: Be careful not to damage wiring.



Covers and Doors

Front Door

WARNING: Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

Parts List 1.0 Phaser 3330 Main

1. Do the preparations ([page 4-3](#)).
2. If this printer is on the Optional Tray 2 Base, remove it from the base and disconnect the Connector CN35 ([page 4-8](#)).
3. Remove Tray 1 ([page 4-6](#)).
4. Remove the Toner Cartridge and Photoreceptor Drum Cartridge ([page 4-5](#)).
CAUTION: If the Front Door is removed, do not attempt to remove the Drum Cartridge without pulling the black coupling bar (that holds the left side of the Front Door) forward so that it retracts the pin that holds the Drum Cartridge in place. Attempting to remove the Drum Cartridge without releasing this pin could result in toner spillage and possible damage to the machine.
5. Disconnect the arm on the left hand side of the printer, release left hook and then the right hook to remove the Front Door ([Parts List 1.0 Phaser 3330 Main](#), PL 1.3.1).
CAUTION: Do not damage the wires when removing the cover.
6. Loosen or remove the Right Cover ([page 4-17](#)) as necessary, to gain access to and then disconnect the Connector located behind the Right Cover.

Note: Press inward on one side of the cover to release it, then repeat that action to release the other side

Note: If the Front Door is replaced, the Tag Matrix Label must be peeled off and placed on the new Front Door.

Rear Door

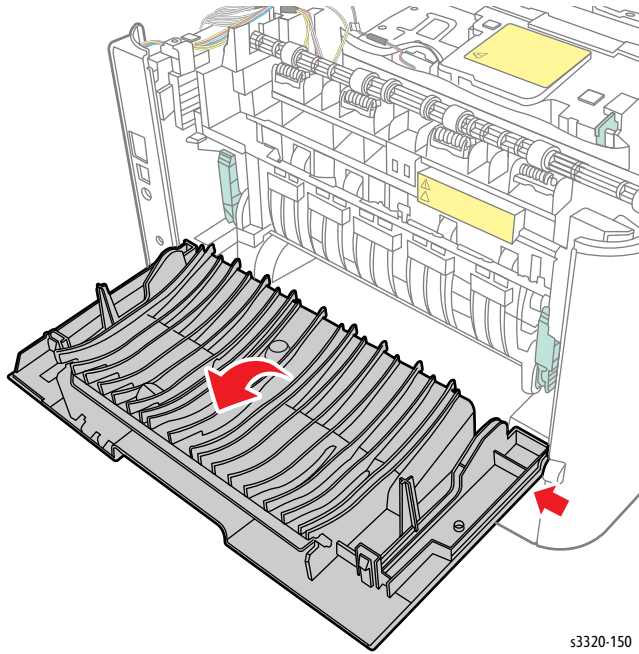
Parts List 1.0 Phaser 3330 Main

WARNING: Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in Preparations ([page 4-3](#))
2. Remove the Duplex Assembly ([page 4-7](#)).
3. Open the Rear Door ([Parts List 1.0 Phaser 3330 Main](#), PL 1.0.11).

Service Parts Disassembly

4. Release the hooks to remove the Rear Door.



Left Cover

Parts List 1.0 Phaser 3330 Main

WARNING: Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

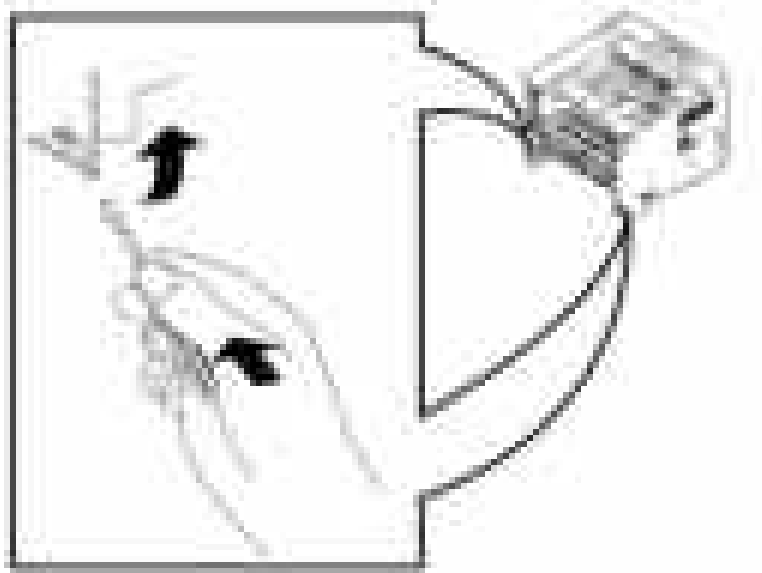
1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. If necessary, remove the Printer from the optional Tray 2 Base and set the printer on a flat work surface ([page 4-8](#)).
3. Remove Tray 1 ([page 4-6](#)).
4. Remove the Toner Cartridge ([page 4-5](#)).
5. Remove the Photoreceptor Drum Cartridge ([page 4-5](#)).
6. Remove the Duplex Unit ([page 4-7](#)).
7. Remove the Rear Door ([page 4-13](#)).

Note: It may be easiest to lay the printer on the side so the Left Cover is exposed.

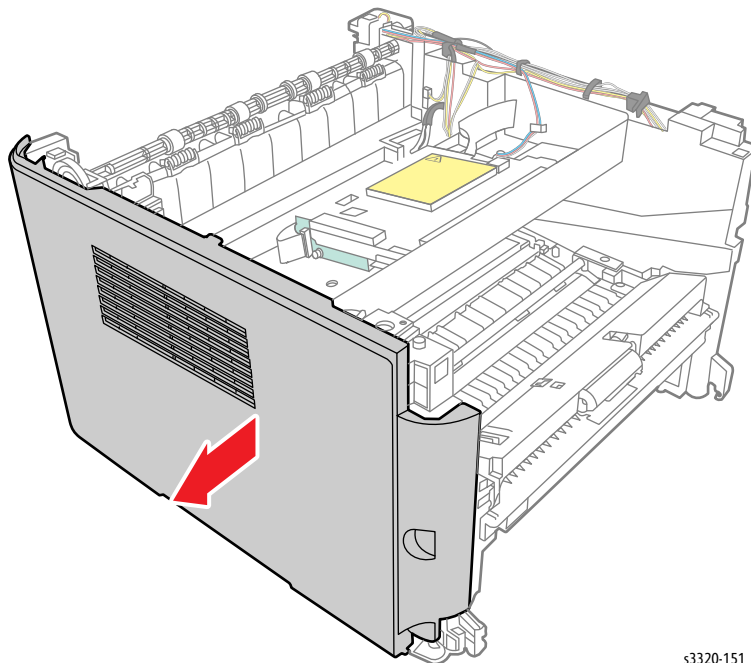
8. Release the Latch from the upper front Left Side Cover ([Parts List 1.0 Phaser 3330 Main](#), PL 1.0.5).



- Using a small flat blade screwdriver, release the cover from the 3 Bosses on the bottom.



- Tip the Left Cover away from the printer at about a 30° angle.
- Work the Left Cover down to remove the clips from the Top Cover



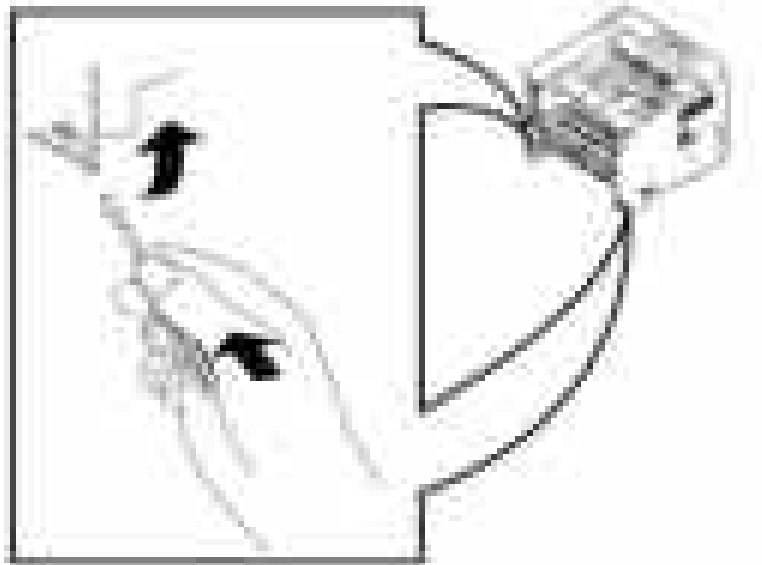
s3320-151

Right Cover

Parts List 1.0 Phaser 3330 Main

WARNING: Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#))
2. If necessary, undock the Printer from the optional Tray 2 Base and set the printer on a flat work surface ([page 4-8](#))
3. Remove Tray 1 ([page 4-6](#))
4. Remove the Toner Cartridge ([page 4-5](#))
5. Remove the Photoreceptor Drum Cartridge ([page 4-5](#))
6. Remove the Duplex Unit ([page 4-7](#)).
7. Remove the Rear Door ([page 4-13](#)).
8. Using a small flat blade screwdriver, release the cover from the 3 Bosses on the bottom.



9. Tip the Right Door away from the printer at about a 30° angle.
10. Work the Right Door down to remove the clips from the Top Cover

Top Cover (3330)

Parts List 1.0 Phaser 3330 Main

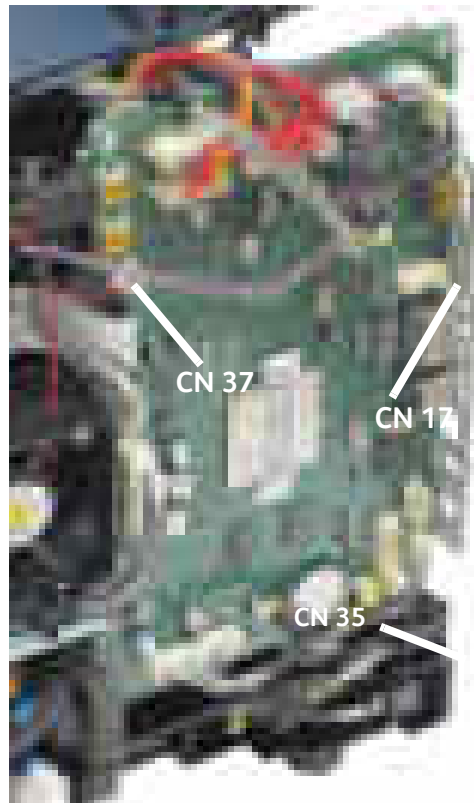
WARNING: Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Undock the printer from the Optional Tray 2 Base ([page 4-8](#))
2. Remove Tray 1([page 4-6](#)).
3. Remove the Front Door ([page 4-13](#)).
4. Remove the Duplex tray ([page 4-7](#))
5. Remove the Rear Door ([page 4-13](#))
6. Remove the rear top Bezel. First pry out each end, and then pry out the top. This Bezel fits very tightly.



7. Remove the Left Side Cover ([page 4-15](#)).

8. Disconnect cables (2) CN 17 for the Operator Control Panel and CN 37 for the Card Reader.



9. Remove screws (2) from the front.



Service Parts Disassembly

10. Remove screws (2) from the rear



11. Release the 8 Bosses.



12. Remove the Top Cover.



Top-Inner Cover (3335/3345)

Parts List 3.1 Frame (1 of 2)

1. Remove the Scanner Assembly ([page 4-103](#)).
2. Remove the Upper Middle Cover ([page 4-23](#)).
3. Remove the Lower Middle Cover ([page 4-25](#)).
4. Disconnect the Wireless Card connector (CN 33) and the USB connector (CN1).



Service Parts Disassembly

5. Remove screws (4) and the Top-Inner Cover.



Upper Middle Cover

Parts List 6.1 WorkCentre 3335/3345 Main

WARNING: Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#))
2. If necessary, remove the Printer from the optional Tray 2 Base and set the printer on a flat work surface ([page 4-8](#)).
3. Remove the ADF or DADF
4. Remove the Front Door([page 4-13](#)).
5. Remove the Rear Door ([page 4-13](#)).
6. Remove the Left Cover ([page 4-15](#)).
7. Remove the Right Cover ([page 4-17](#)).
8. Remove the Scanner Assembly ([page 4-103](#))
9. Remove screws (7).



Service Parts Disassembly

10. Remove screws (2).



11. If attached, remove the rear top Bezel. First pry out each end, and then pry out the top. This Bezel fits very tightly



12. Lift up and release the Upper Middle Cover.



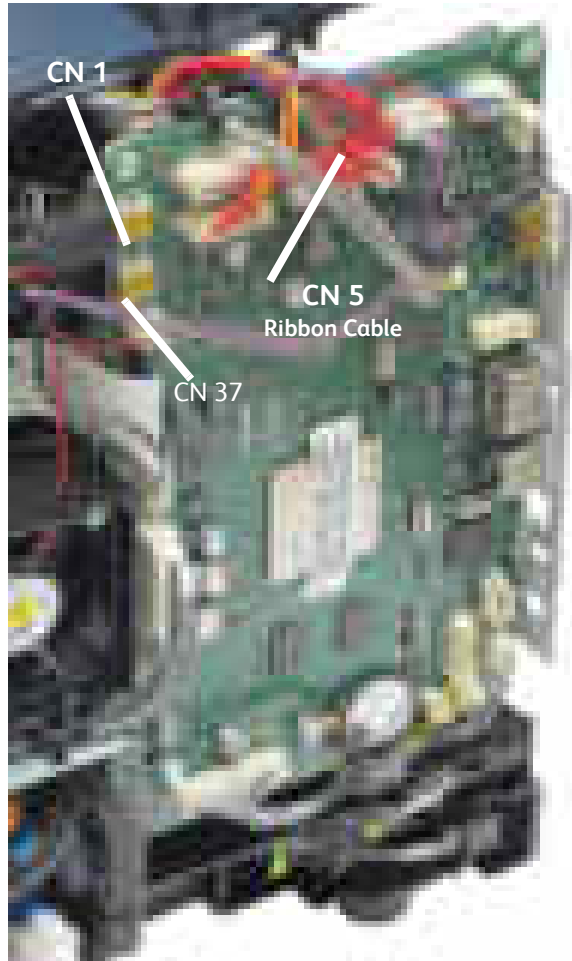
Lower Middle Cover (3335/3345)

Parts List 6.1 WorkCentre 3335/3345 Main

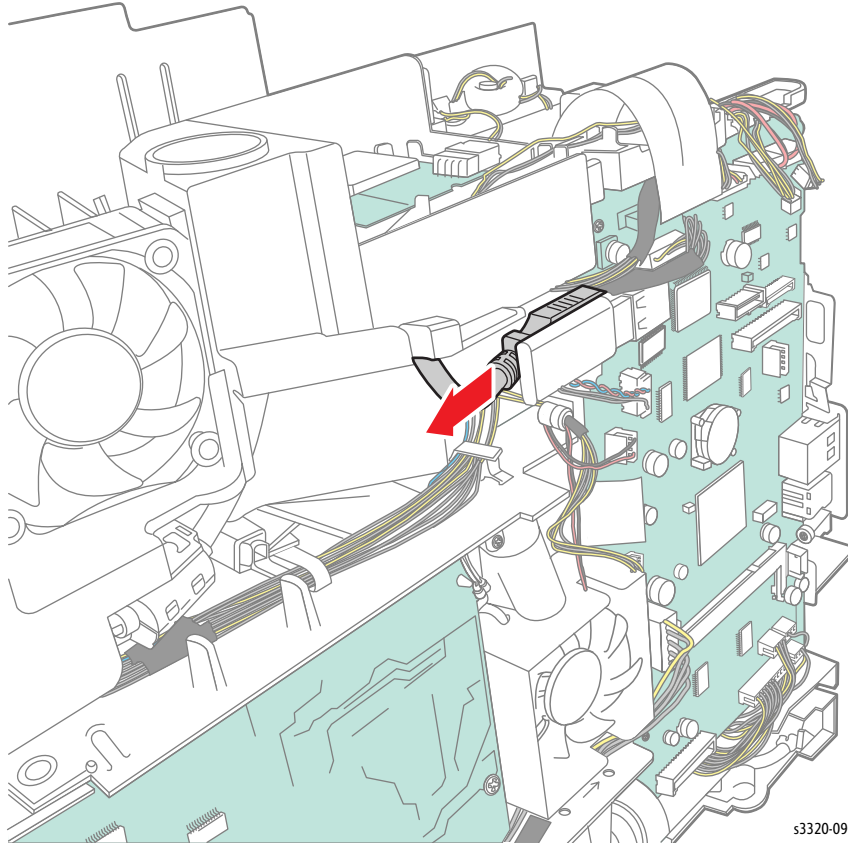
WARNING: Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#))
2. If necessary, remove the Printer from the optional Tray 2 Base and set the printer on a flat work surface ([page 4-8](#)).
3. Remove the ADF/DADF (WorkCentre 3335, ([page 4-138](#)); WorkCentre 3345, ([page 4-116](#))).
4. Remove the Front Door ([page 4-13](#)).
5. Remove the Rear Door ([page 4-13](#)).
6. Remove the Left Cover ([page 4-15](#)).
7. Remove the Right Cover ([page 4-17](#)).
8. Remove the Scanner Assembly ([page 4-103](#))
9. Remove the Upper Middle Cover ([page 4-23](#))

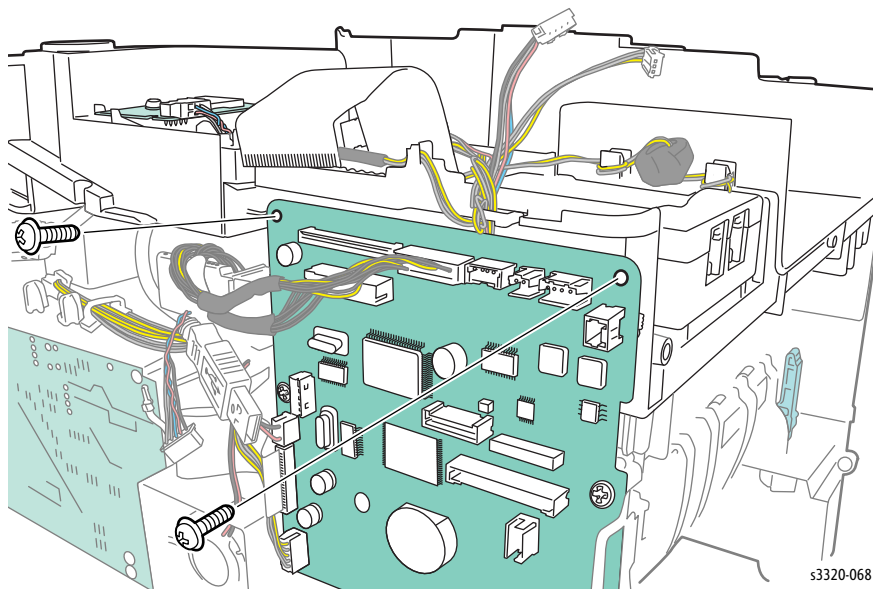
10. Disconnect CN1, CN5, and CN37 from the Main PWB.



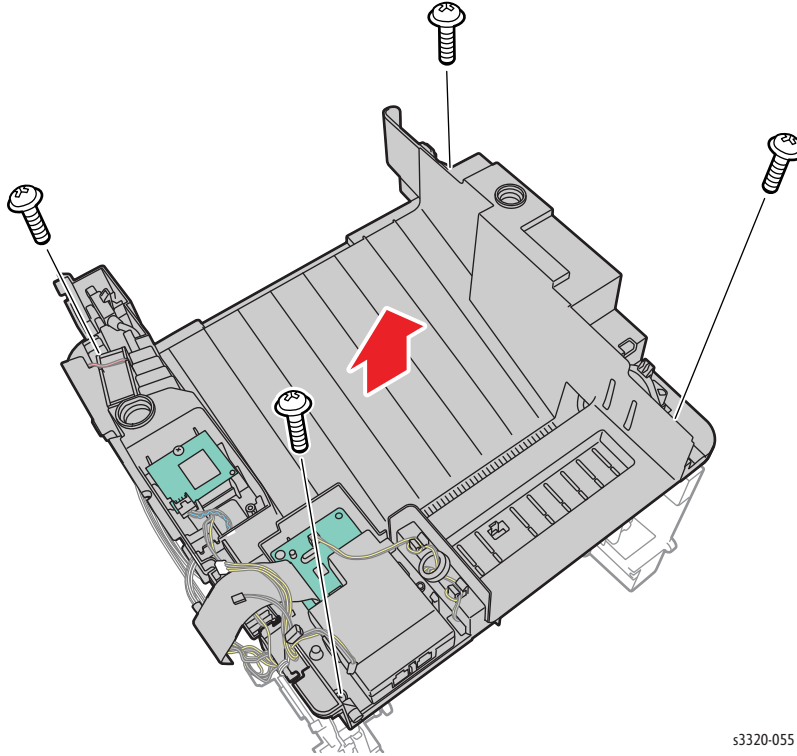
11. Disconnect the USB cable.



12. Remove 2 screws (silver, flanged, tap, 10 mm) from the Main PWB.

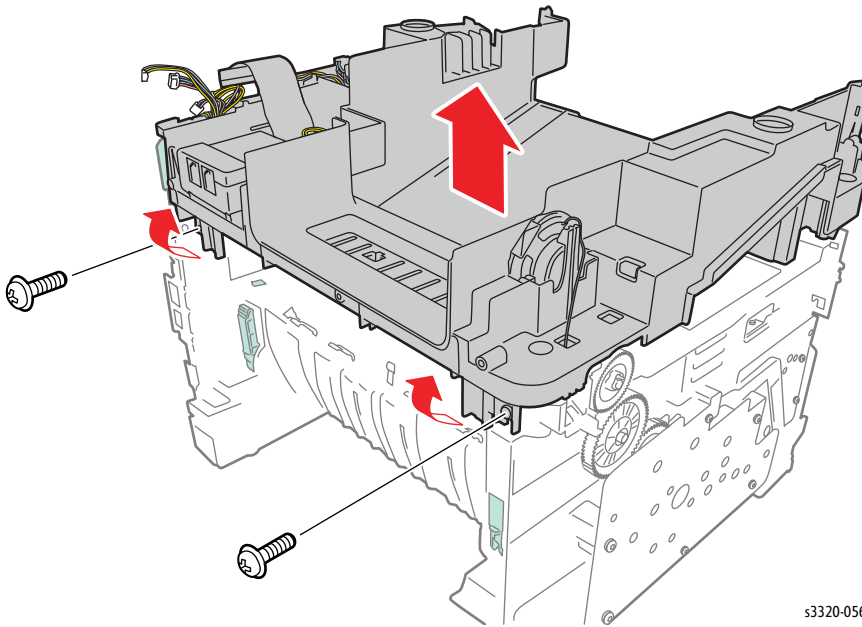


13. Remove 4 screws (silver, flanged, tap, 10 mm).



s3320-055

14. Remove 2 screws (silver, flanged, tap, 10 mm) on rear of printer, release the 2 hooks on the rear of the printer and lift the Upper Middle Cover off of the printer.



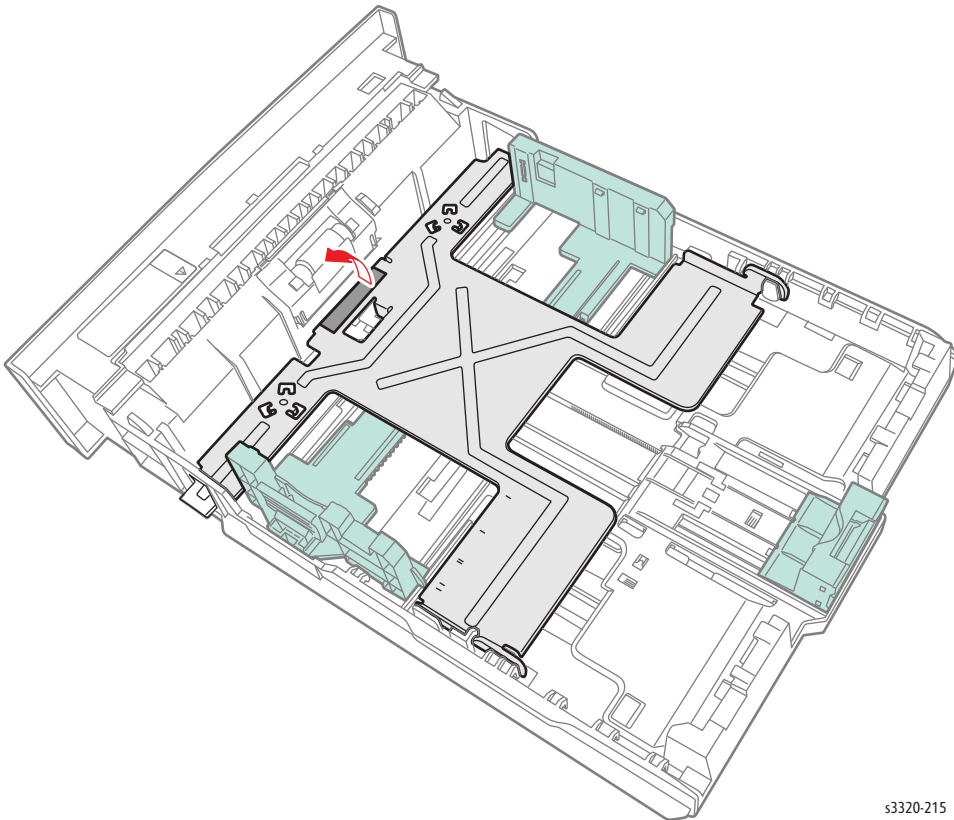
s3320-056

Feeder

Base Plate Pad

Parts List 12.1 Optional Tray 2 Feeder Main

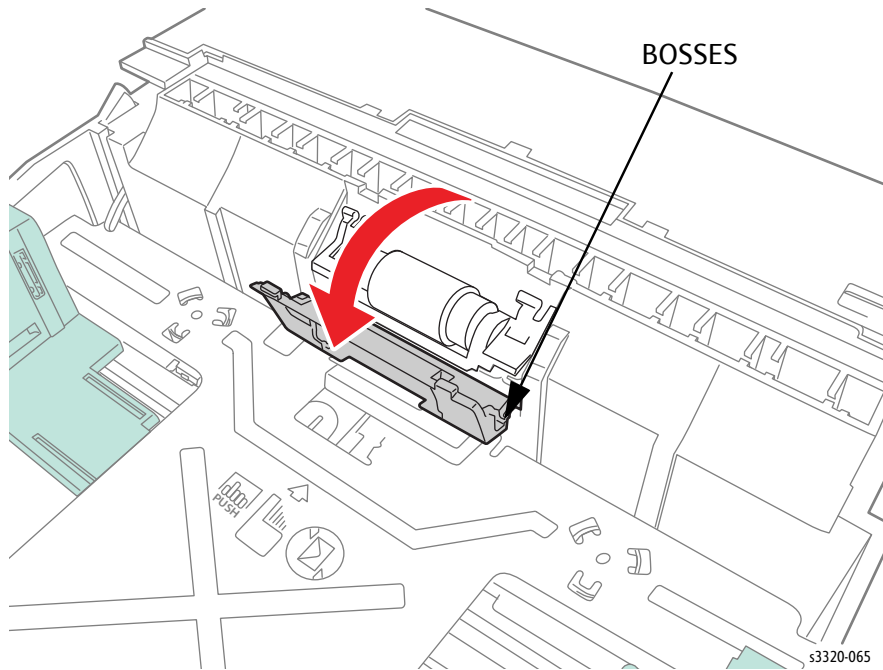
1. Remove Tray 1 (page 4-6).
2. Peel off the Cassette Retard Pad (Parts List 5.1 Tray 1, PL 5.1.8).



Tray 1 Retard Roller

Parts List 5.1 Tray 1

1. Pull Tray 1 out of the printer.
2. Release bosses on Retard Roll Cover and rotate cover back.
CAUTION: Do not damage the Bosses on the sides of the Roller Cover



Bypass Pick Up Assembly

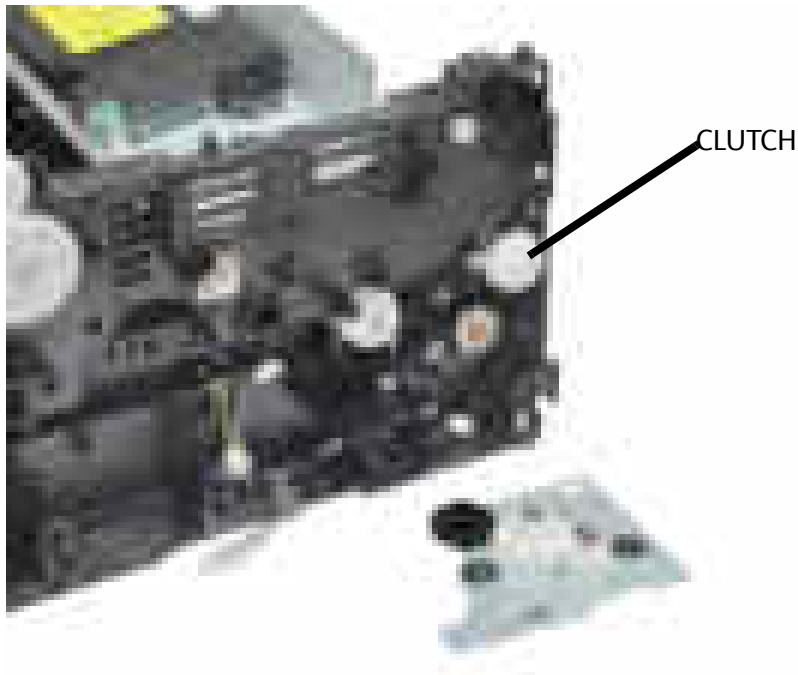
Parts List 3.1A Frame (2 of 2)

WARNING: Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#))
2. Undock the printer from the optional Tray 2. ([page 4-8](#))
3. Remove the Right Side Cover ([page 4-17](#))
4. Remove the Main Drive Assembly ([page 4-58](#))
5. Remove the Feeder Drive Assembly ([page 4-41](#))

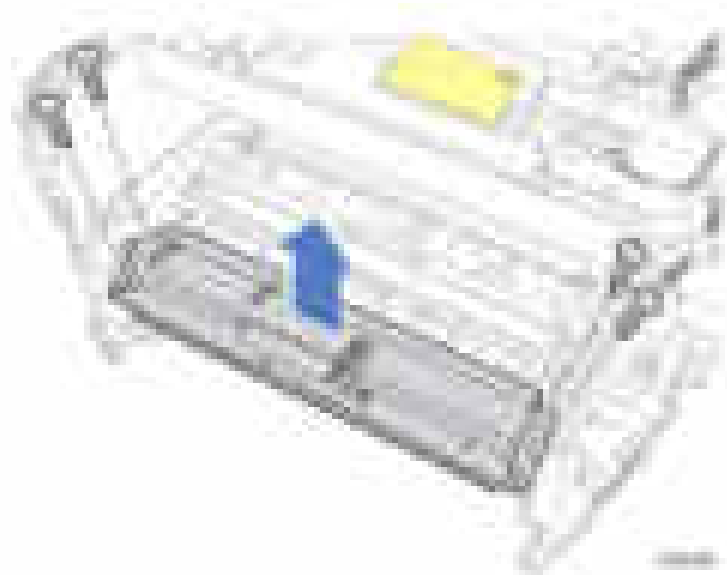
Note: In the next step, the Clutch will remain connected. There is no need to disconnect it. Note the position of the engagement tooth on the Clutch.

6. Carefully remove the Clutch and let it hang down.

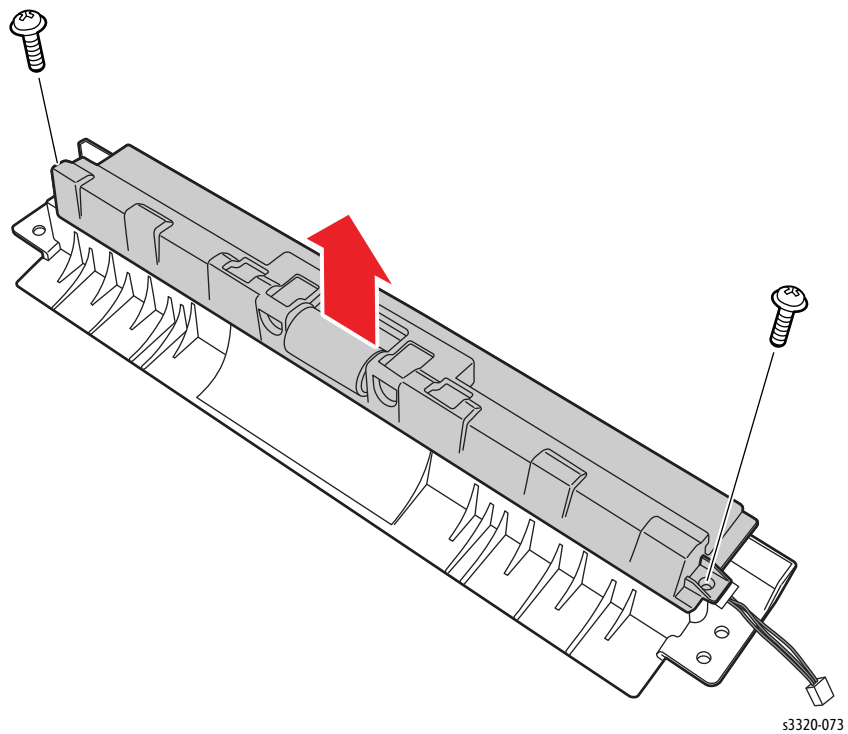


7. Remove 4 screws (10 mm, silver, plastic), remove the Bypass Tray and turn it over and let it hang down.

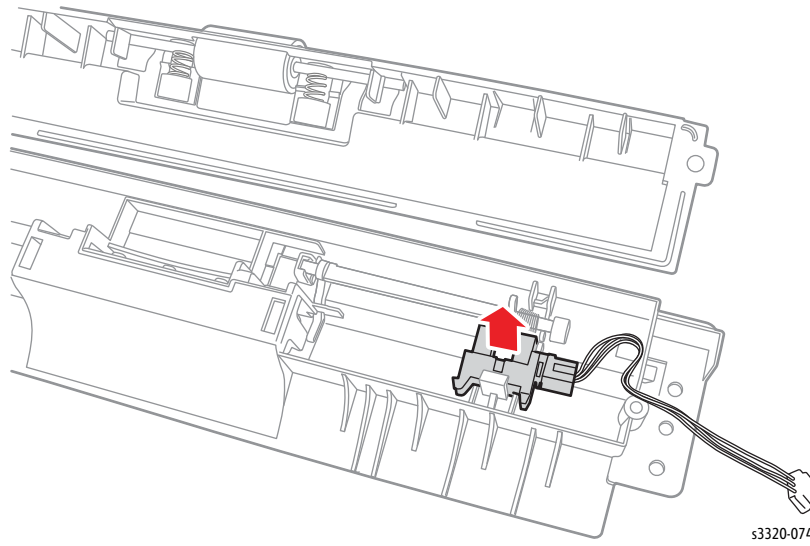
Note: The Bypass Tray is still connected by a cable that runs into the frame on the right side.



8. Remove 2 screws (10 mm, silver, plastic).



9. Remove the Roller Cover and disconnect P/J34 to remove the Bypass Tray.



Note: When installing the Bypass Assembly, install the left side on the peg in the frame first. Then work the right side in before installing the Clutch.

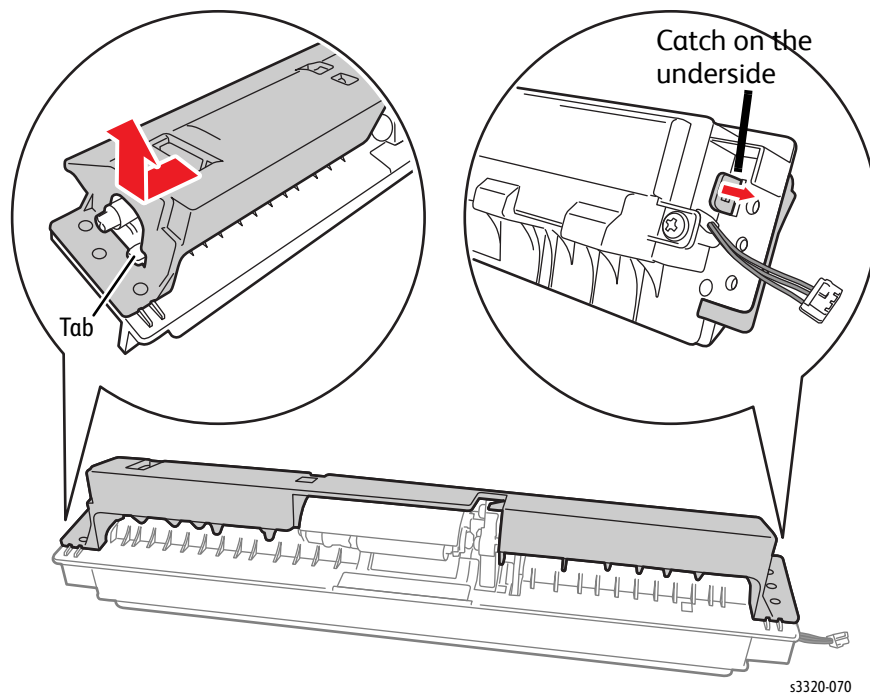
Bypass Tray Retard Roller

Parts List 3.1A Frame (2 of 2)

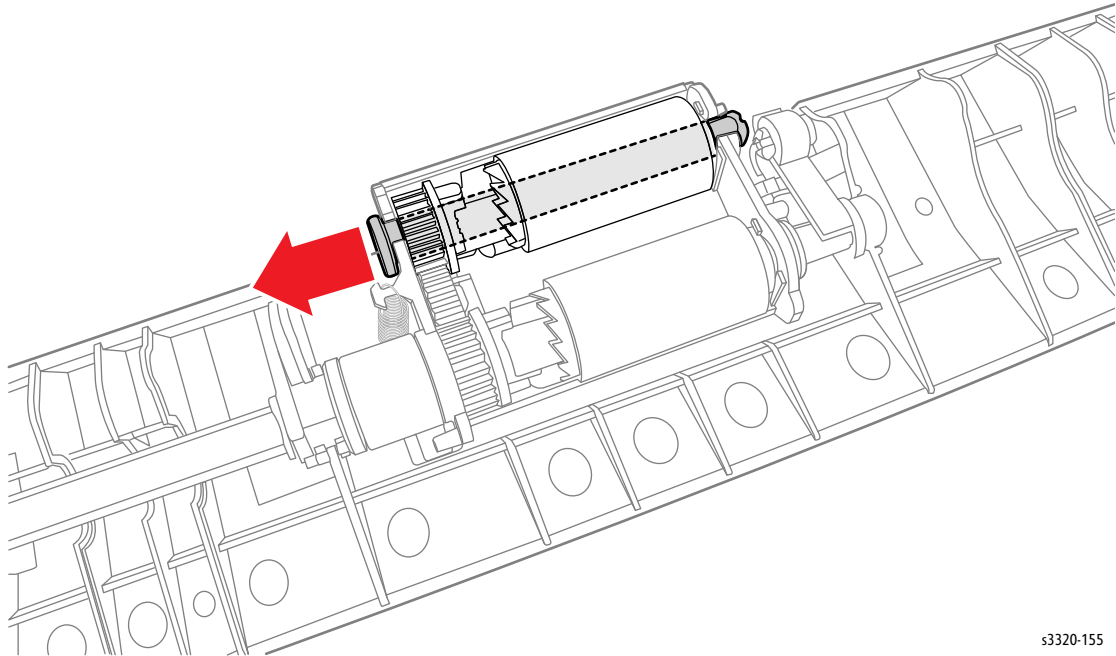
WARNING: Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section (page 4-3)
2. Undock the printer from the optional Tray 2 Base. (page 4-8)
3. Remove the Bypass Tray (page 4-32).
4. Disengage the tab to separate the Bypass Tray lower Assembly from the Bypass Tray upper Assembly.

Note: There is a Catch on the underside that must be cleared to separate the Bypass Upper and Lower Assemblies.



5. Remove the Pin and lift the Retard Roller out of the Bypass Tray upper Guide.



s3320-155

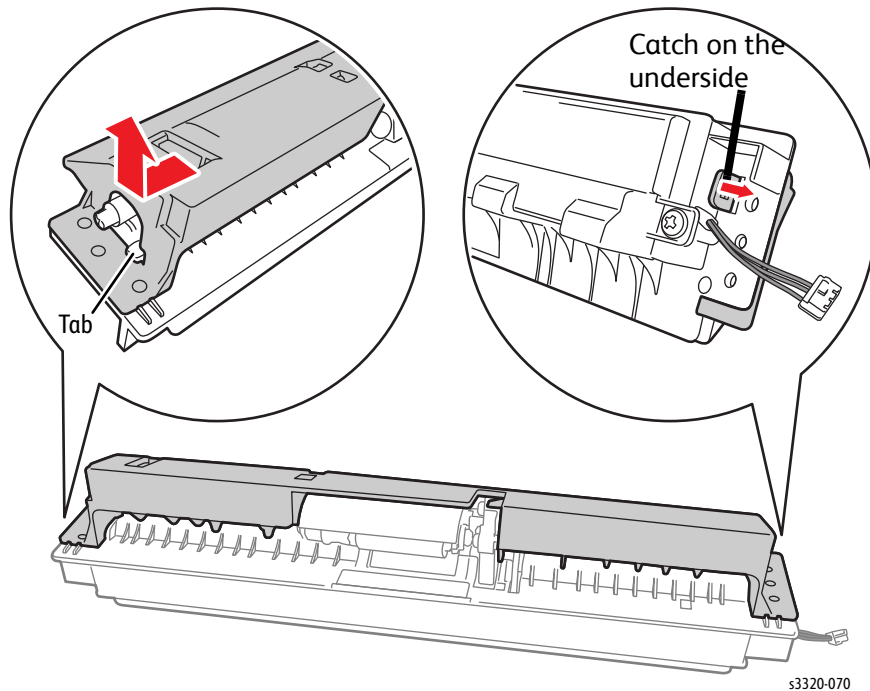
Bypass Tray Pick Up Roller Assembly

Parts List 3.1A Frame (2 of 2)

WARNING: Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

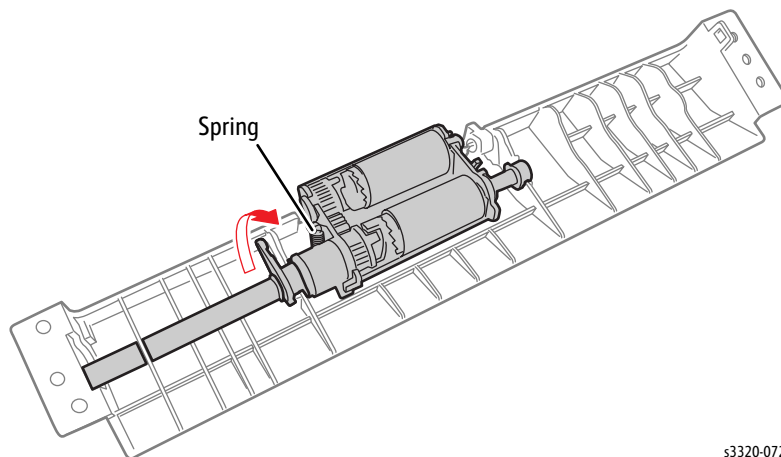
1. Do steps 1-4 in the Preparation section ([page 4-3](#))
2. Undock the printer from the optional Tray 2 Base. ([page 4-8](#))
3. Remove the Bypass Tray ([page 4-32](#)).
4. Disengage the tab to separate the lower Bypass Tray Assembly from the upper Bypass Tray Assembly.

Note: There is a Catch on the underside that must be cleared to separate the Bypass Upper and Lower Assemblies.



s3320-070

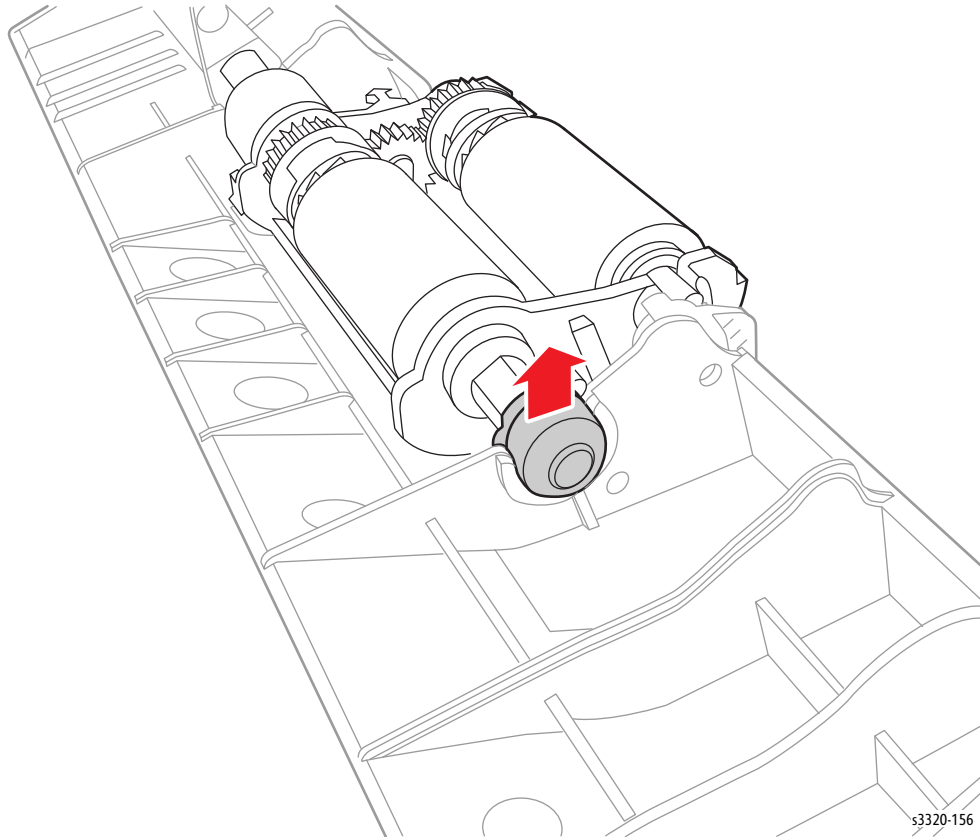
5. Disconnect the boss on the shaft holder and rotate it upward.



s3320-072

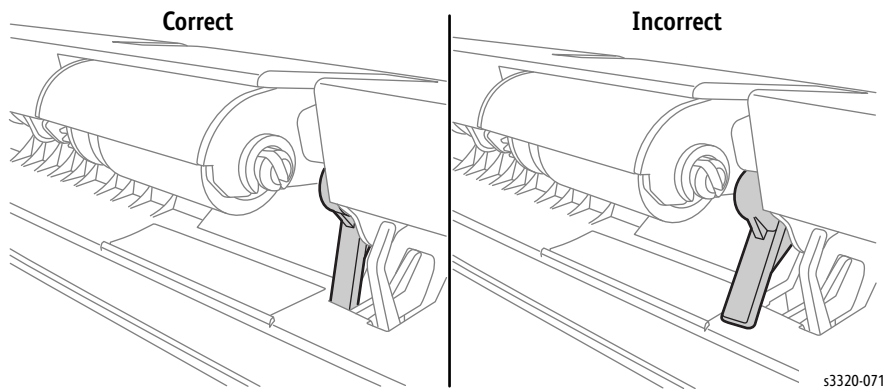
6. Disconnect the spring.

7. Push up on the PMO brush to remove it.



8. Lift out the Bypass Tray Pick Up Assembly.

Replacement Note: Ensure the Bypass Tray stopper falls properly into position when reassembling.

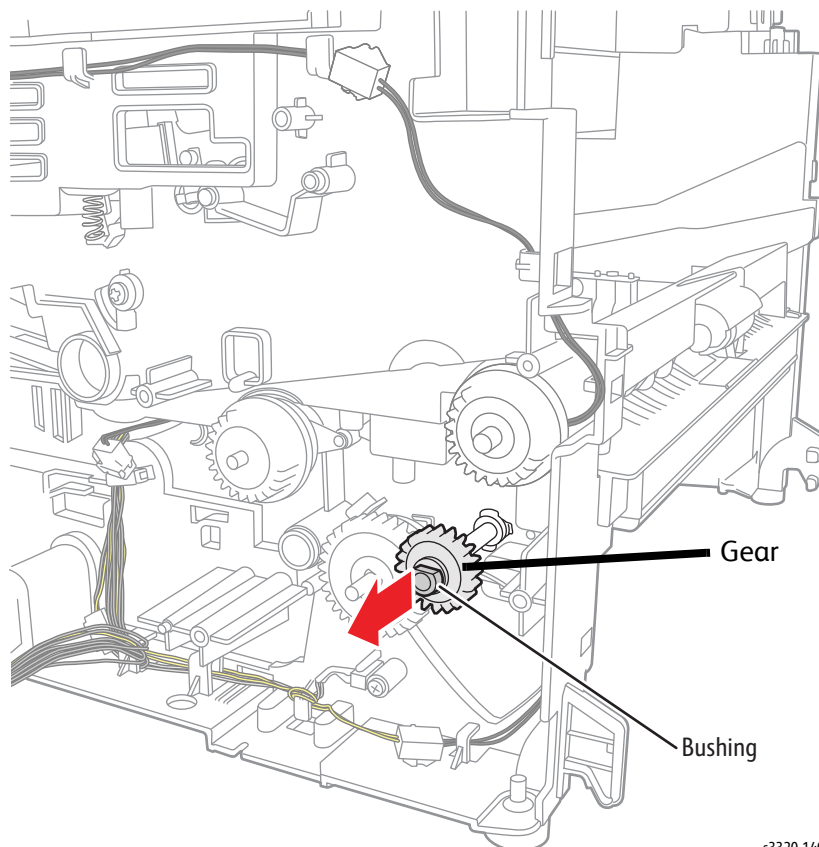


Feed Roller

Parts List 3.1A Frame (2 of 2)

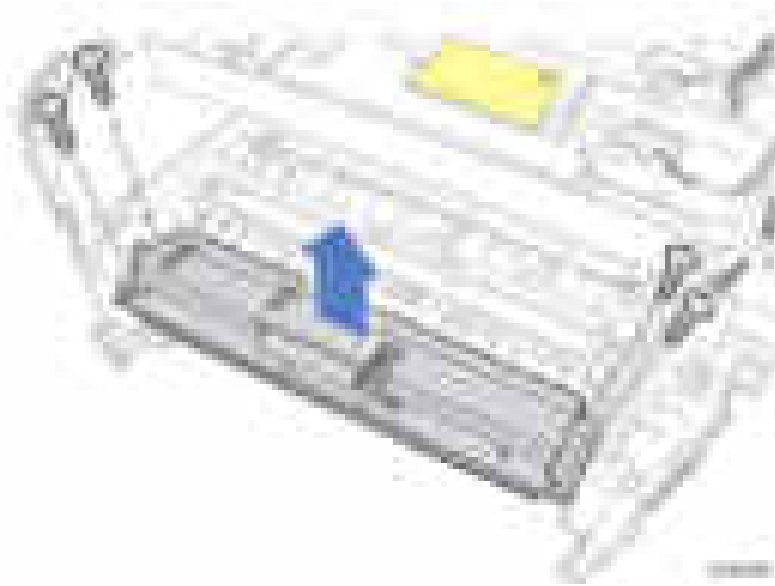
WARNING: Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Undock the printer from the optional Tray 2 Base. ([page 4-8](#)).
3. Remove the Front Door ([page 4-13](#)).
4. Remove the Top Cover (Phaser 3330 [page 4-18](#) only.).
5. Remove the Left Cover ([page 4-15](#))
6. Remove the Scanner (WorkCentre 3335/3345 only, [page 4-103](#)).
7. Remove the Upper Middle Cover (WorkCentre 3335/3345 only, [page 4-23](#)).
8. Remove the Main Drive Assembly ([page 4-58](#)).
9. Remove the Feed Drive Assembly ([page 4-41](#)).
10. Remove the Bushing and Gear.

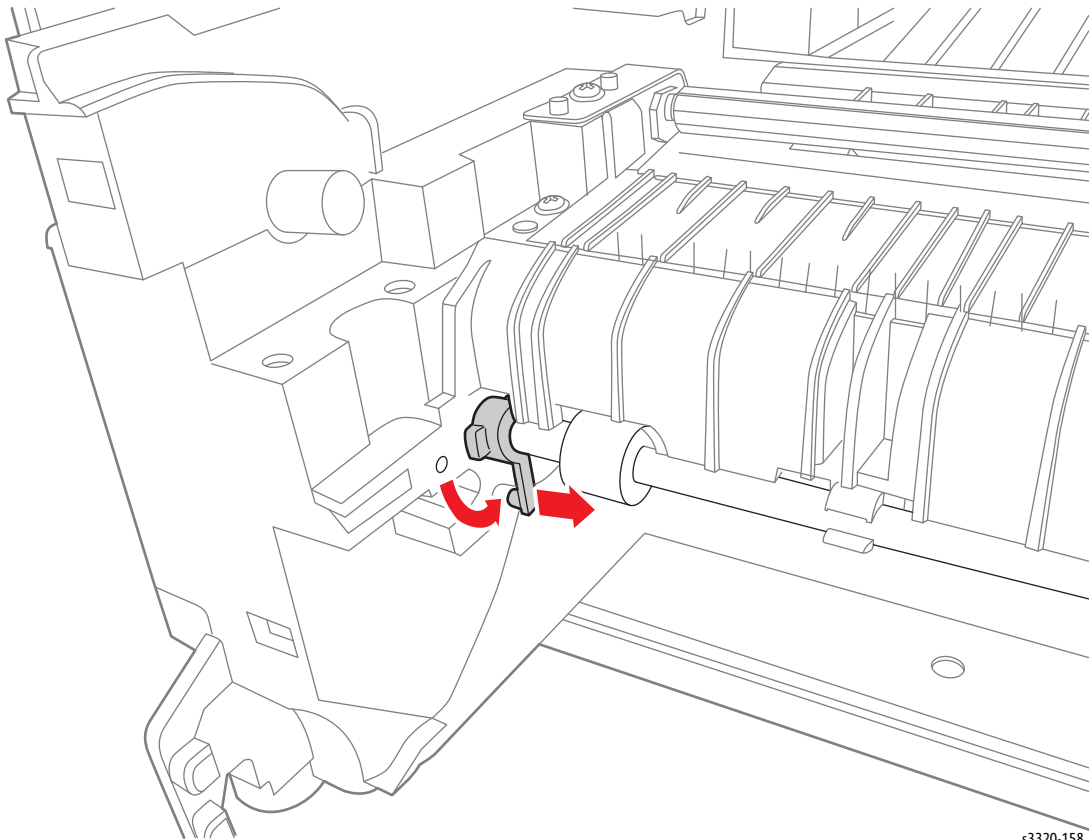


s3320-140

11. Remove 4 Bypass Tray screws (silver, flanged, tap, 10 mm) and let the Bypass Tray hang down.



12. Disconnect the boss on the feed roller bushing, rotate the bushing until it comes through the frame, and disconnect the Feed Roller from the feed bushing PMOs to remove it.

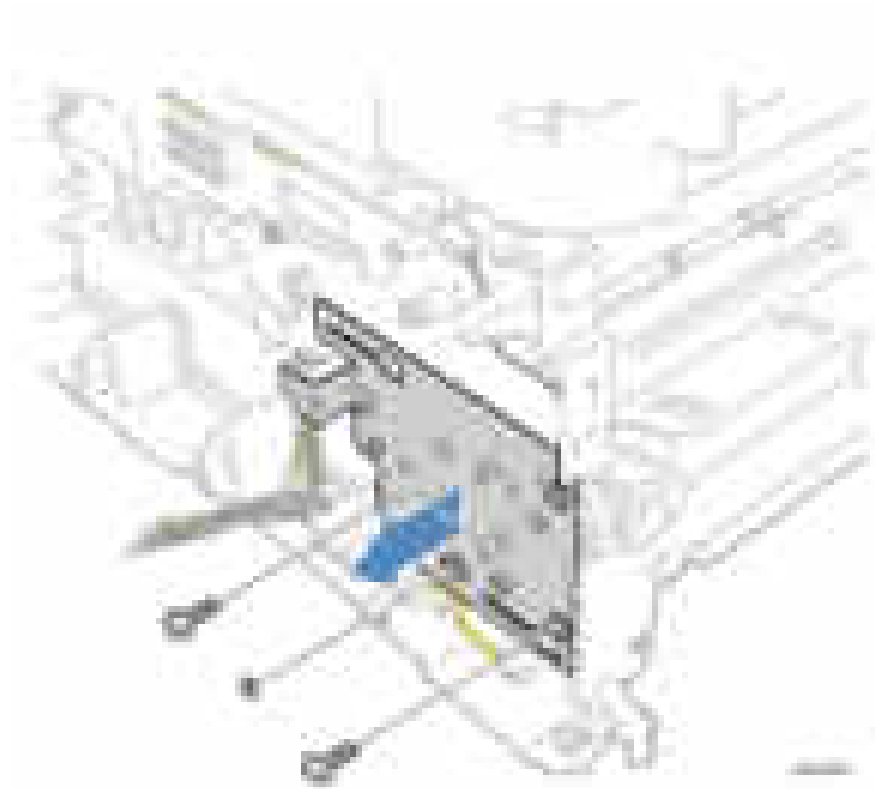


Feed Drive Assembly

Parts List 3.6 Feed Drive

WARNING: Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Undock the printer from the optional Tray 2 Base. ([page 4-8](#)).
3. Remove the Left Cover ([page 4-15](#)).
4. Remove the Main Drive Assembly ([page 4-58](#)).
5. Remove the E-ring, 3 screws (silver, flanged, tap, 10 mm), and remove the Feed Drive Assembly ([Parts List 3.6 Feed Drive](#), PL3.6.6).



Note: During reassembly, push the feed roll shaft to the left, so the e-clip can be reinstalled.

Note: For graphics that show the gears/bearings/washers and their relationships, refer to PL 3.5 ([Parts List 3.5 Drive](#)) and PL 3.6 ([Parts List 3.6 Feed Drive](#)).

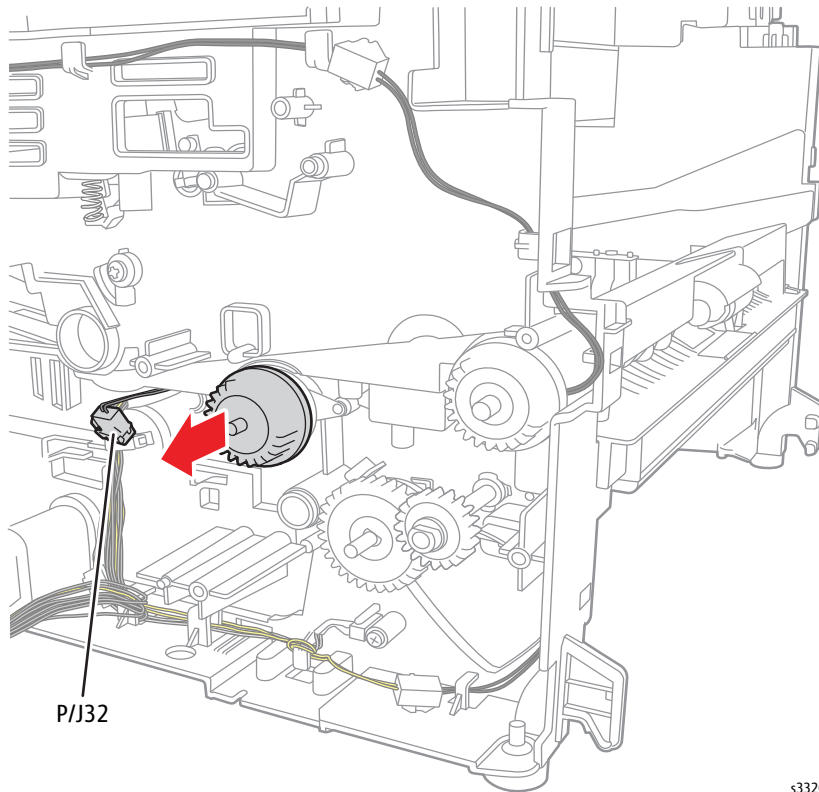
Pick Up, Registration, and Bypass Tray Clutches

Parts List 3.1 Frame (1 of 2)

WARNING: Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

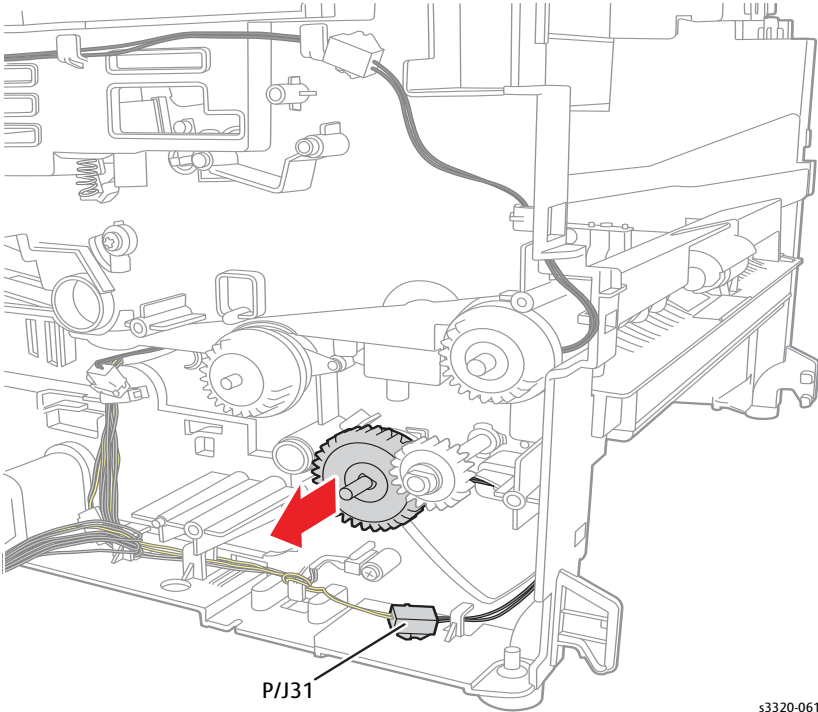
1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Undock the printer from the optional Tray 2 Base. ([page 4-8](#)).
3. Remove the Feed Drive Assembly ([page 4-41](#)).
4. Using the following illustrations, unplug the connector and remove the:

Registration Clutch (P/J32):



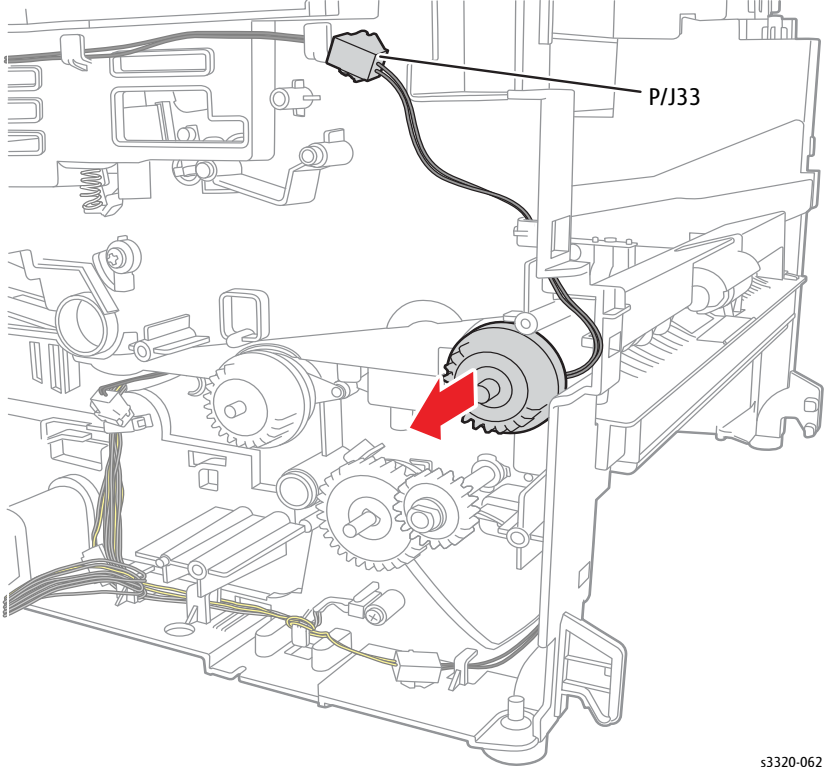
s3320-060

Pick Up Clutch (P/J31):



s3320-061

Bypass Tray Clutch (P/J33):



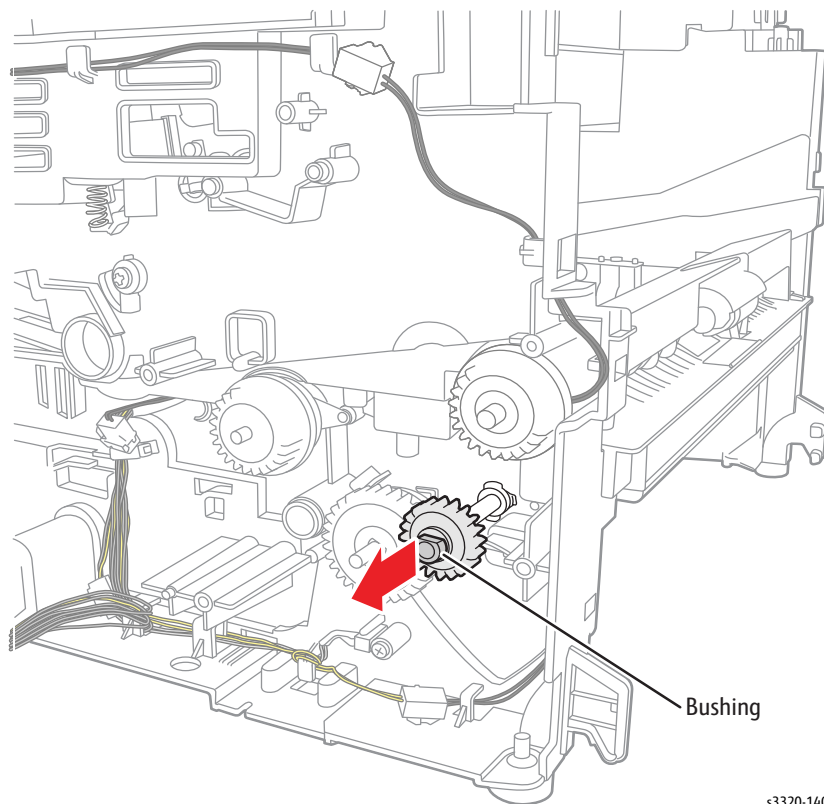
s3320-062

20 Feed Gear

Parts List 3.1A Frame (2 of 2)

WARNING: Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section (page 4-3).
2. Undock the printer from the optional Tray 2 Base. (page 4-8).
3. Remove the Main Drive Assembly (page 4-58).
4. Remove the Feed Drive Assembly (page 4-41).
5. Remove the bushing and the 20 Feed Gear (Parts List 3.1A Frame (2 of 2), PL 3.1A.56).



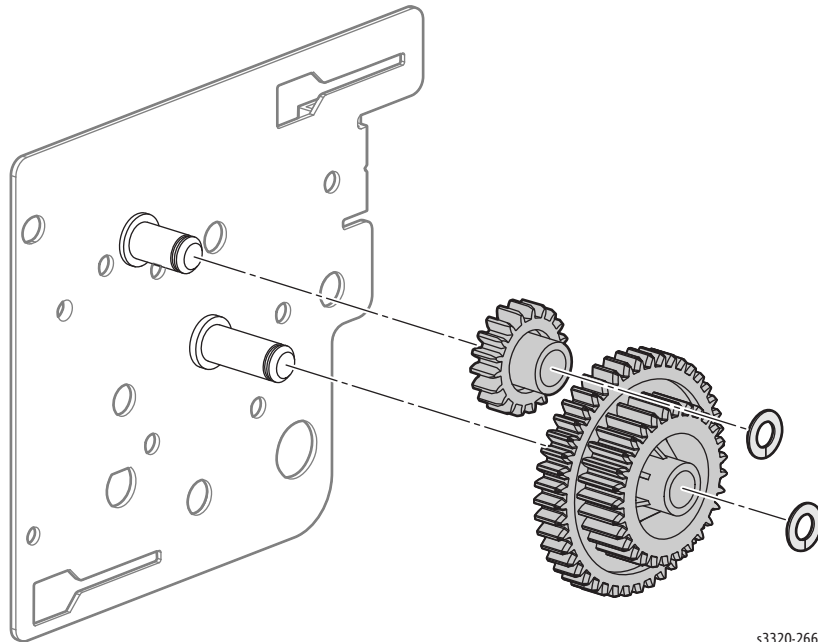
s3320-140

44-29 Feed Gear/19 Idle Gear

Parts List 3.6 Feed Drive

WARNING: Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Undock the printer from the optional Tray 2 Base. ([page 4-8](#)).
3. Remove the Main Drive Assembly ([page 4-58](#)).
4. Remove the Feed Drive Assembly ([page 4-41](#)).
5. Remove the Feed Gear ([Parts List 3.6 Feed Drive](#), PL 3.6.2) or the Bypass Idle Gear ([Parts List 3.6 Feed Drive](#), PL 3.6.3).

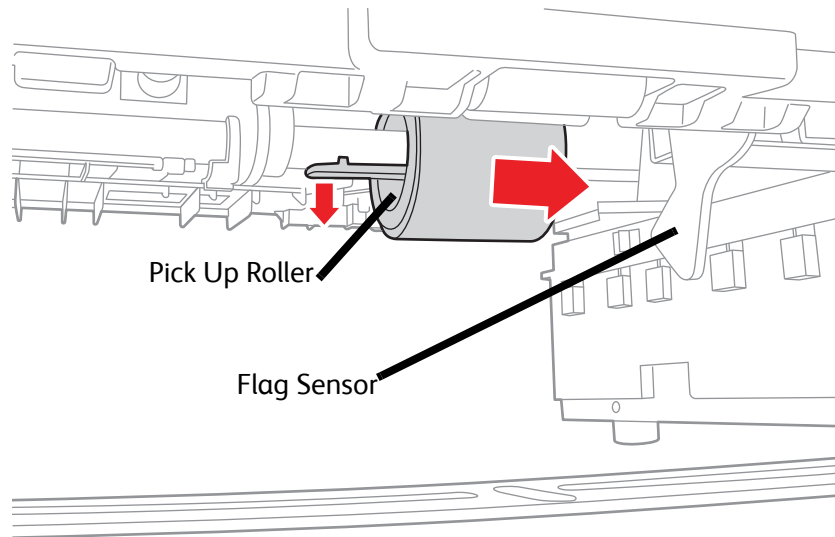


Pick Up Roller

Parts List 3.1A Frame (2 of 2)

WARNING: Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Undock the printer from the optional Tray 2 Base. ([page 4-8](#)).
3. Remove Tray 1 ([page 4-6](#)) and the Duplex Unit ([page 4-7](#)).
CAUTION: In the next step, be careful not to break the Flag Sensor when removing the Pick Up Roller
4. Pull the tab down and slide the Pick Up Roller ([Parts List 3.1A Frame \(2 of 2\)](#), PL 3.1A.45) to the right to remove it.



s3320-064

Note: On the right side of the Pick Up Roller, there is a Pick Up roller bushing. When removing the Pick Up Roller, be careful to not drop the bushing.

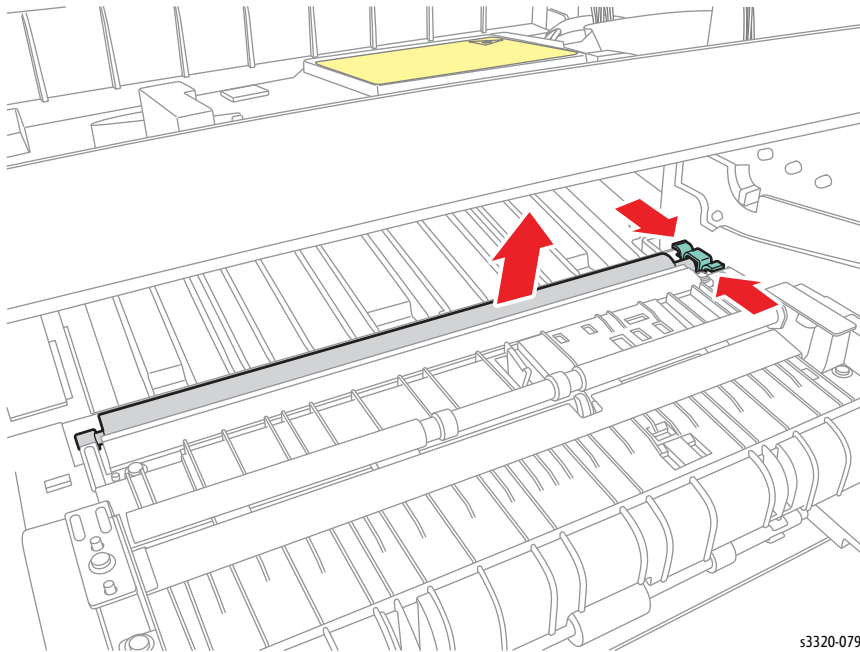
Xerographics

Transfer Roller

Parts List 3.1A Frame (2 of 2)

WARNING: Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Undock the printer from the optional Tray 2 Base. ([page 4-8](#)).
3. Remove Tray 1 ([page 4-6](#)).
4. Open the Front Door ([page 4-13](#)).
5. Pinch the tabs and lift the TR holder up and out of the printer.
6. Lift the Transfer Roller ([Parts List 3.1A Frame \(2 of 2\)](#), PL 3.1A.40) to remove it from the printer.



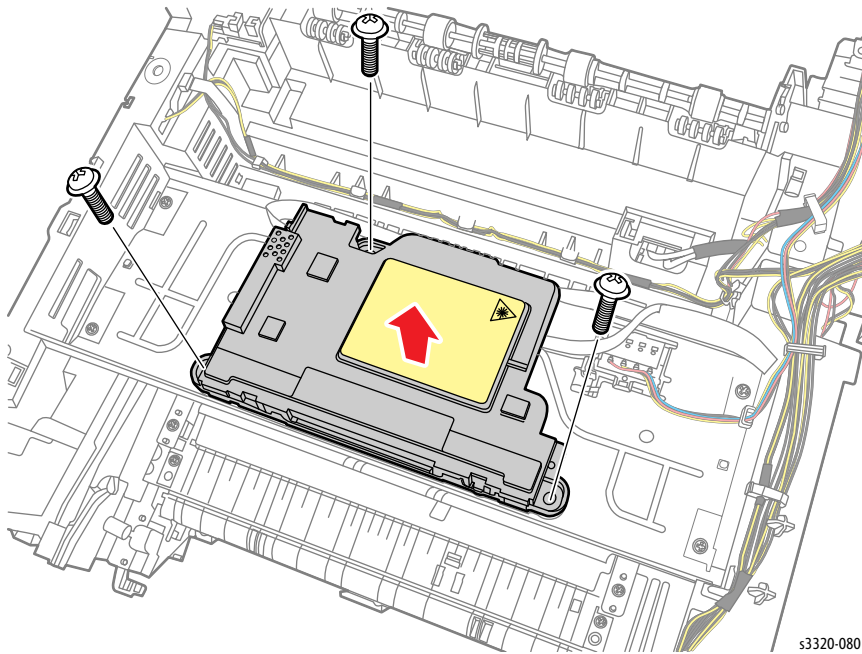
s3320-079

Laser Unit

Parts List 1.0 Phaser 3330 Main and Parts List 6.1 WorkCentre 3335/3345 Main

WARNING: Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Undock the printer from the optional Tray 2 Base. ([page 4-8](#)).
3. Remove the Front Door ([page 4-13](#)).
4. Remove the Top Cover (Phaser 3330 only, [page 4-18](#)).
5. Remove the Lower Middle Cover (WorkCentre 3335/3345 only, [page 4-25](#)).
6. Unplug the 2 flat cables from the Laser Unit ([Parts List 1.0 Phaser 3330 Main](#), PL 1.0.12) or ([Parts List 6.1 WorkCentre 3335/3345 Main](#), PL 6.1.12).
7. Remove 3 screws (silver, metal, 6 mm) and remove the Laser Unit.



s3320-080

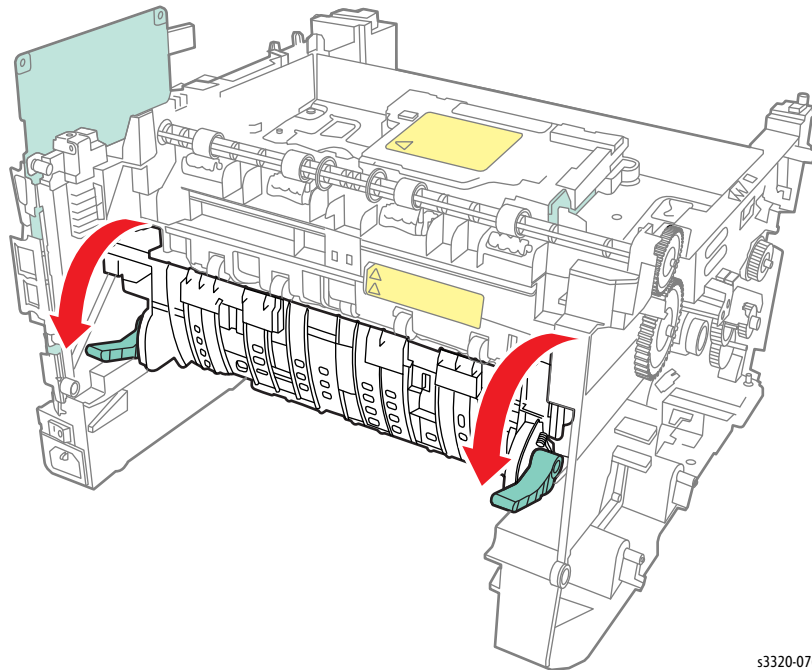
Fuser

Parts List 1.0 Phaser 3330 Main or Parts List 6.1 WorkCentre 3335/3345 Main

WARNING: Do not handle the fuser components until they have cooled. Some fuser components operate at hot temperatures and can produce serious personal injury if touched.

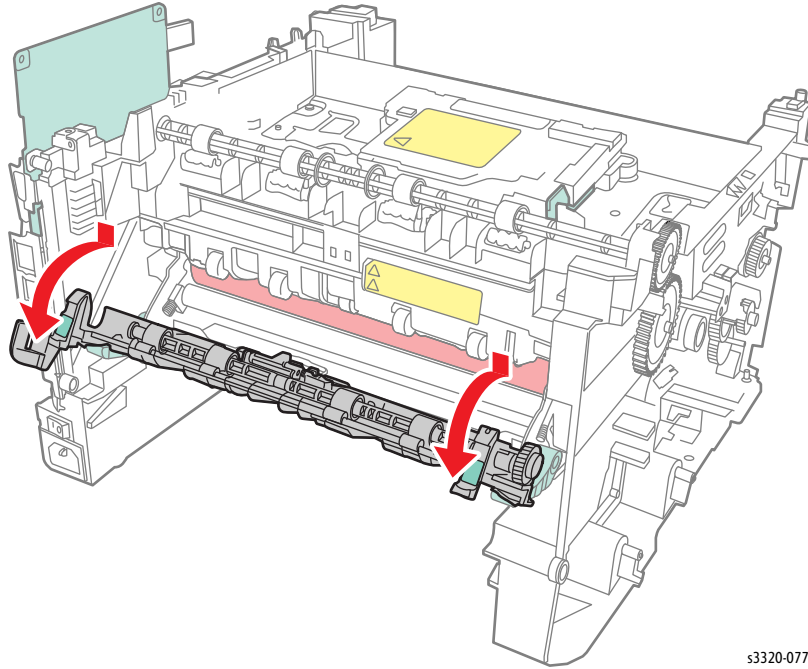
WARNING: Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Remove the Duplex Assembly (page 4-7).
2. Remove the Rear Door (page 4-13).
3. Open the Fuser levers and push the Rear Frame levers down.

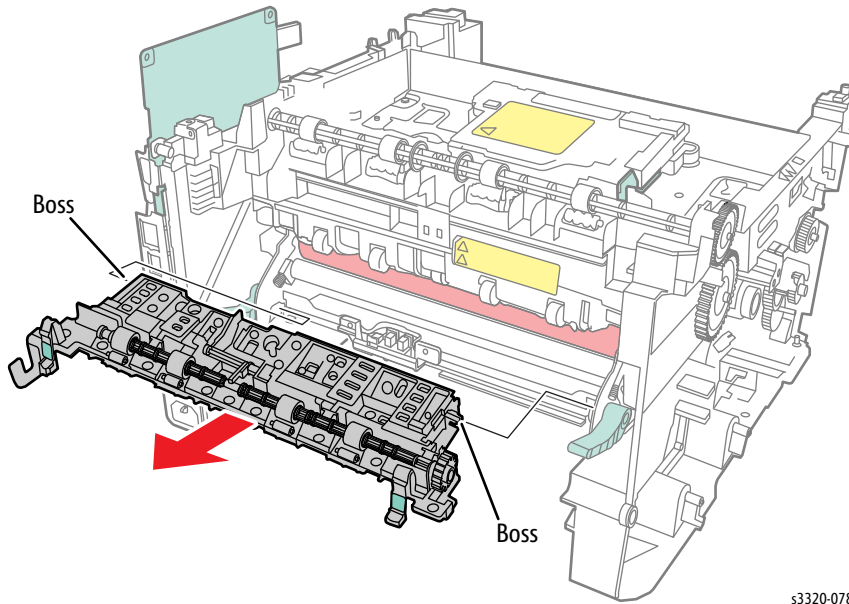


s3320-076

4. Push down on the Rear Frame levers, and release the Rear Frame bosses and remove the Rear Frame.

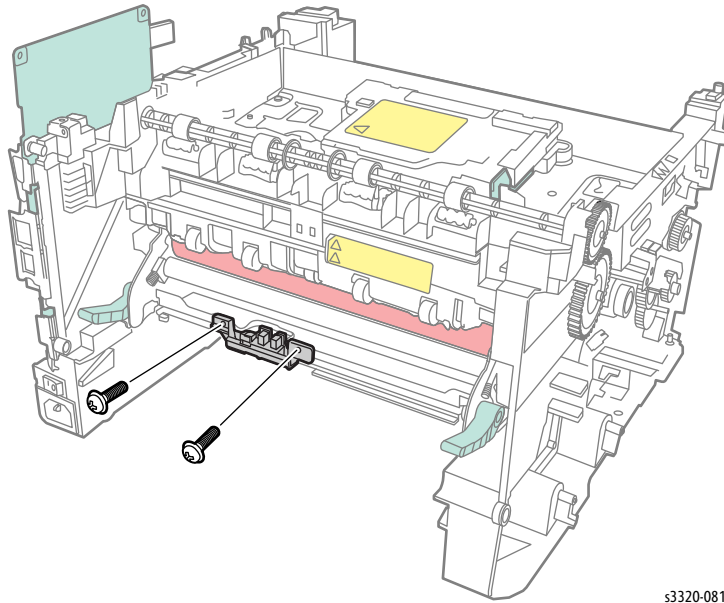


s3320-077



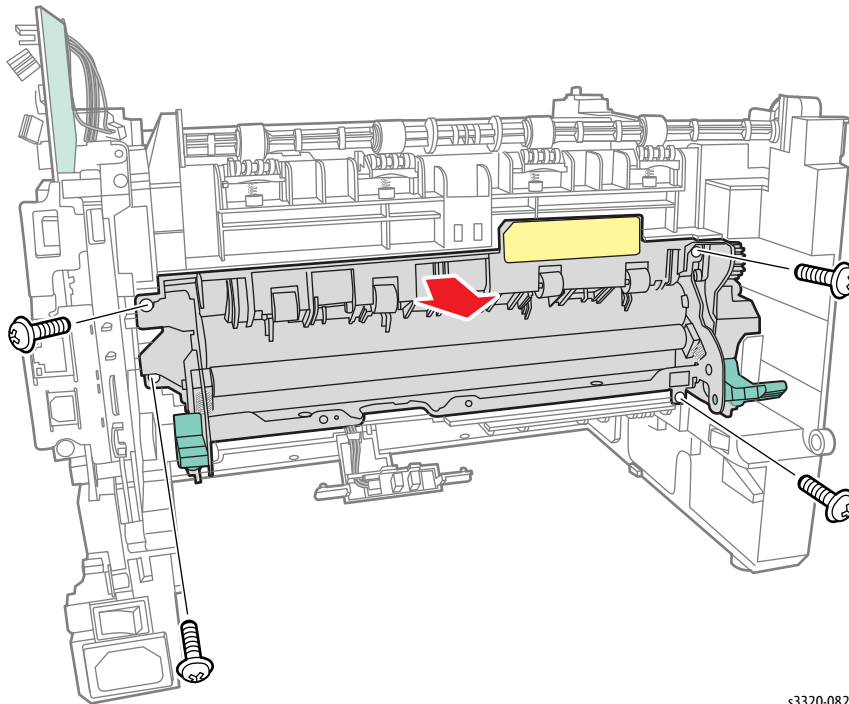
s3320-078

5. Remove 2 screws (silver, metal, 6 mm) and let the Exit Sensor holder hang down.



s3320-081

6. Remove 4 screws (silver, flanged, tap, 10 mm) and remove the Fuser.



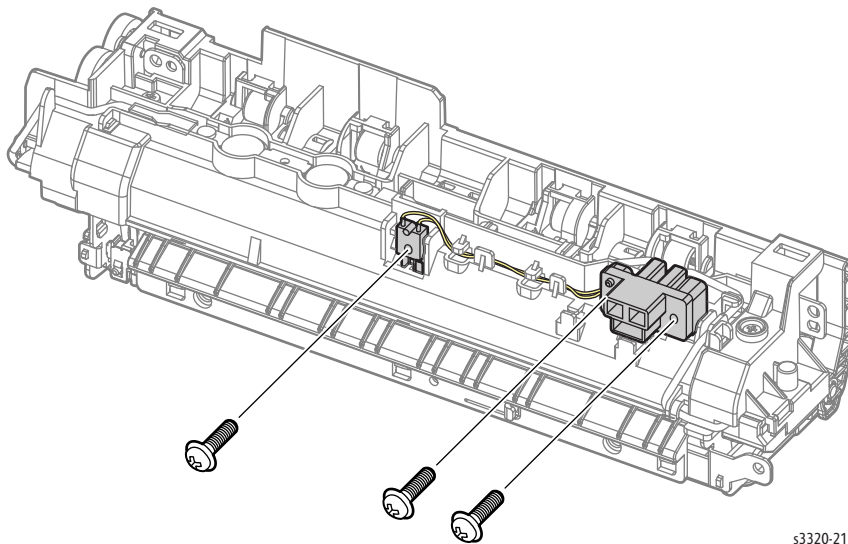
s3320-082

Thermistor Assembly

Parts List 3.3 Fuser

WARNING: Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Undock the printer from the optional Tray 2 Base. ([page 4-8](#)).
3. Remove the Fuser ([page 4-52](#)).
4. Remove 3 screws (silver, flanged, tap, 10 mm) and release the Thermistor harness from the harness guides to remove the Thermistor Assembly ([Parts List 3.3 Fuser](#), PL 3.3.2).



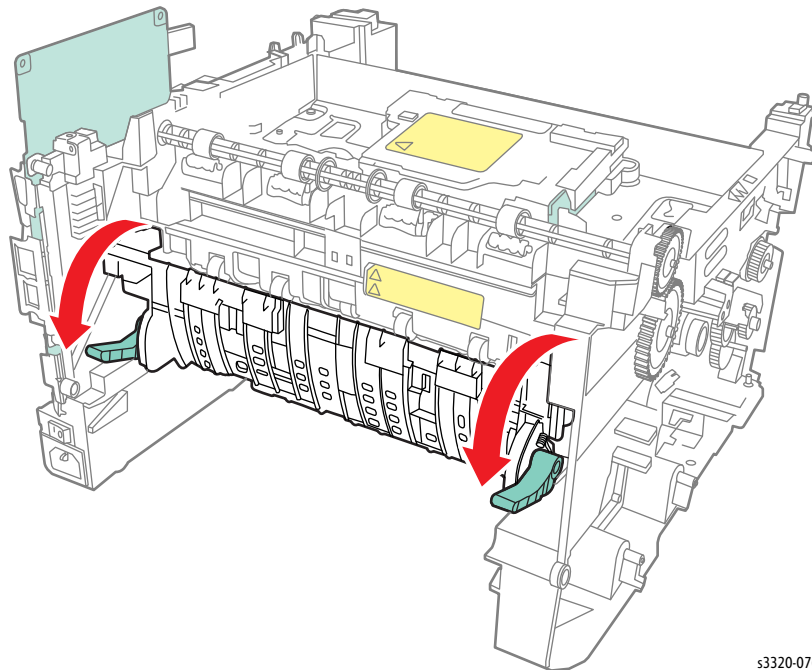
s3320-214

Rear Frame

Parts List 3.4 Rear Frame

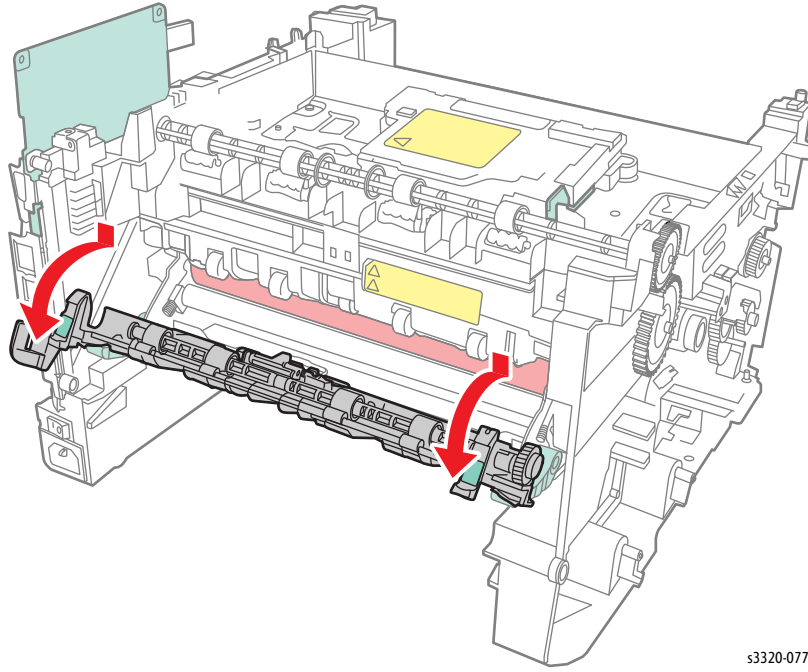
WARNING: Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Undock the printer from the optional Tray 2 Base. ([page 4-8](#)).
3. Open and remove the Rear Door. ([page 4-13](#))
4. Push down on the Rear Frame levers.

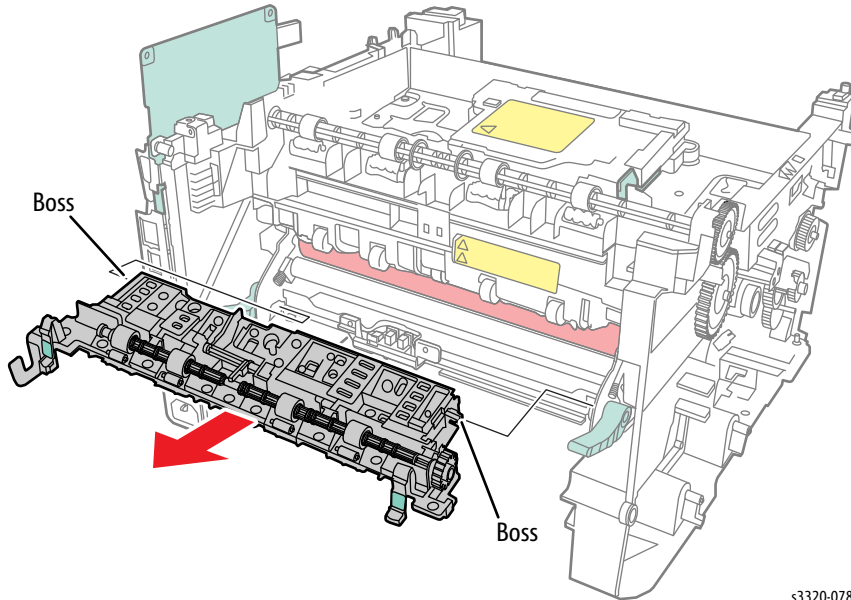


s3320-076

5. Release the Rear Frame bosses and remove the Rear Frame (Parts List 3.4 Rear Frame, PL 3.4.11).



s3320-077



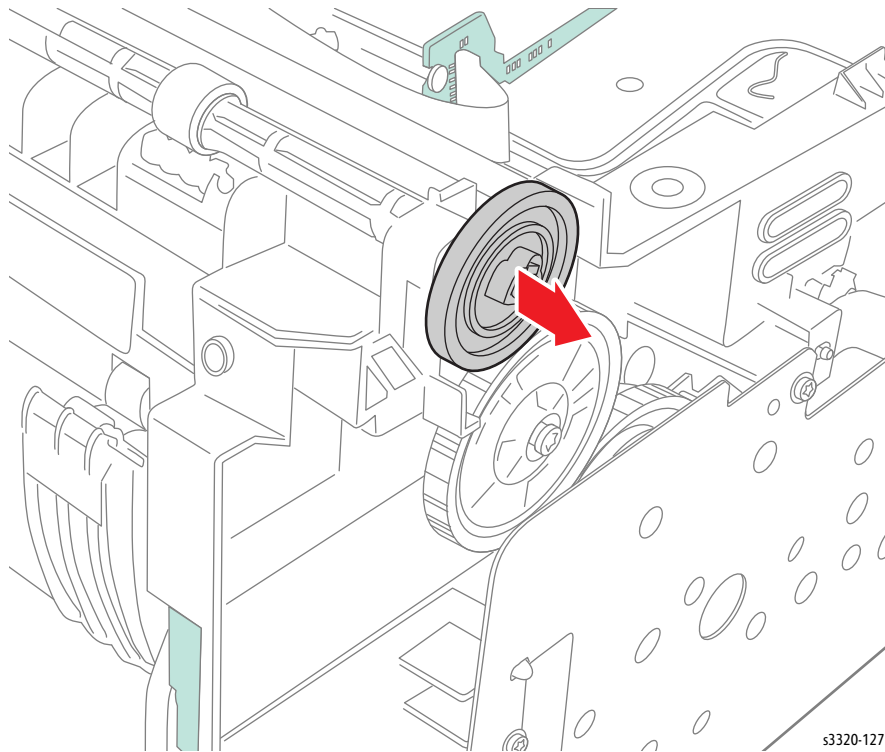
s3320-078

Exit Roller Frame

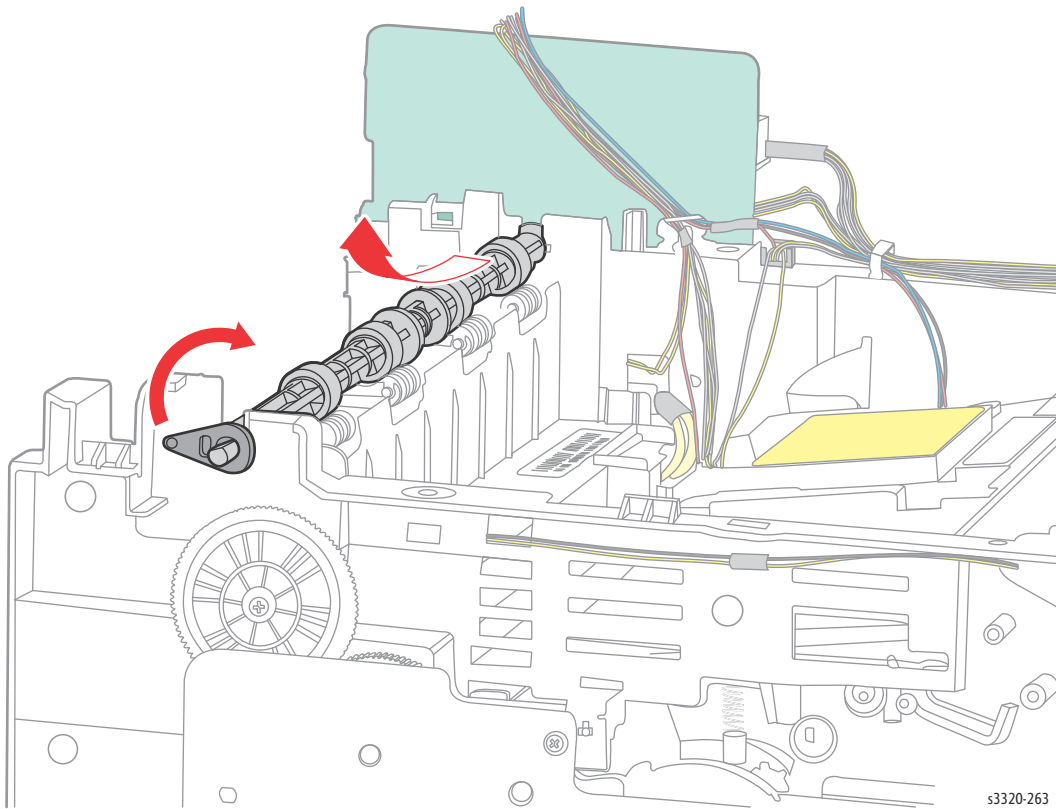
Parts List 3.1A Frame (2 of 2)

WARNING: Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Undock the printer from the optional Tray 2 Base. ([page 4-8](#)).
3. Remove the Fuser ([page 4-49](#)).
4. Remove the Top Cover (Phaser 3330 only, [page 4-18](#)).
5. Remove the Lower Middle Cover (WorkCentre 3335/3345 only, [page 4-25](#)).
6. Press up on the tab of the 65 Exit Gear ([Parts List 3.1A Frame \(2 of 2\)](#), PL 3.1A.12) and remove the gear.



7. Release the Exit Roller Shaft Bearing boss, rotate the bearing, and lift the Exit Roller ([Parts List 3.1A Frame \(2 of 2\)](#), PL 3.1A.34) up and out of the printer.

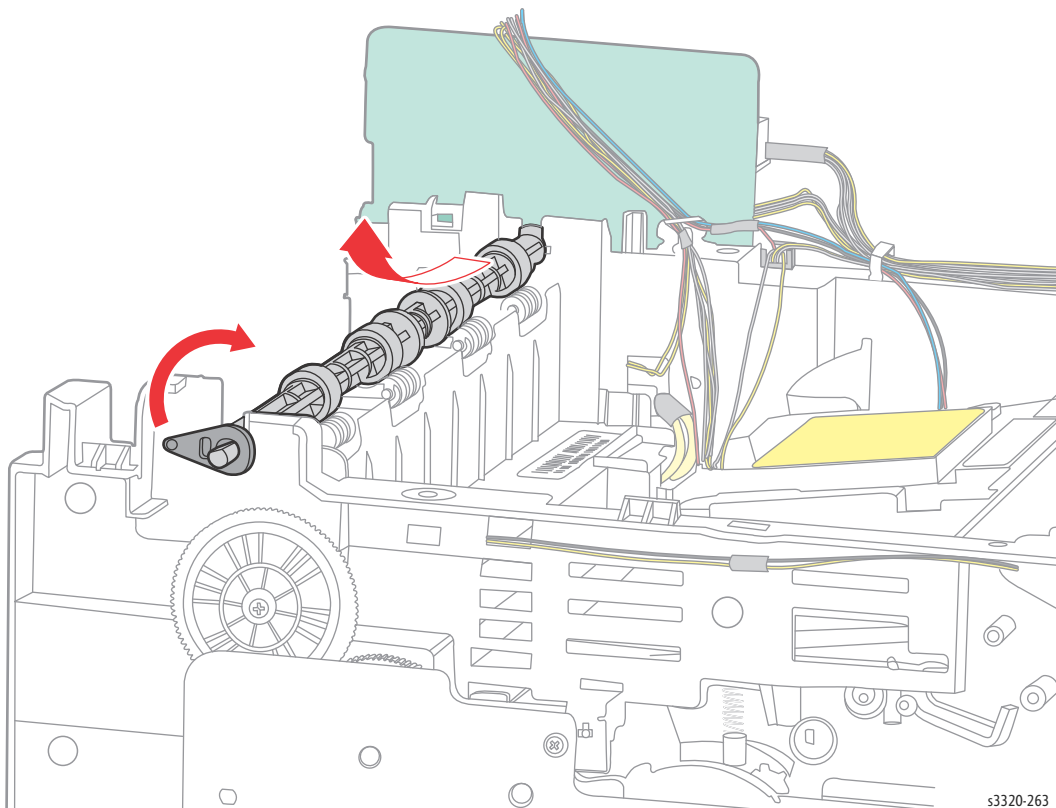


Exit Rollers

Parts List 3.4 Rear Frame

WARNING: Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Undock the printer from the optional Tray 2 Base. ([page 4-8](#)).
3. Remove the Exit Roller Frame ([page 4-55](#)).
4. Slide the Exit Roller(s) ([Parts List 3.4 Rear Frame](#), PL 3.4.7) off of the Exit Roller Frame ([Parts List 3.1A Frame \(2 of 2\)](#), PL 3.1A.34).



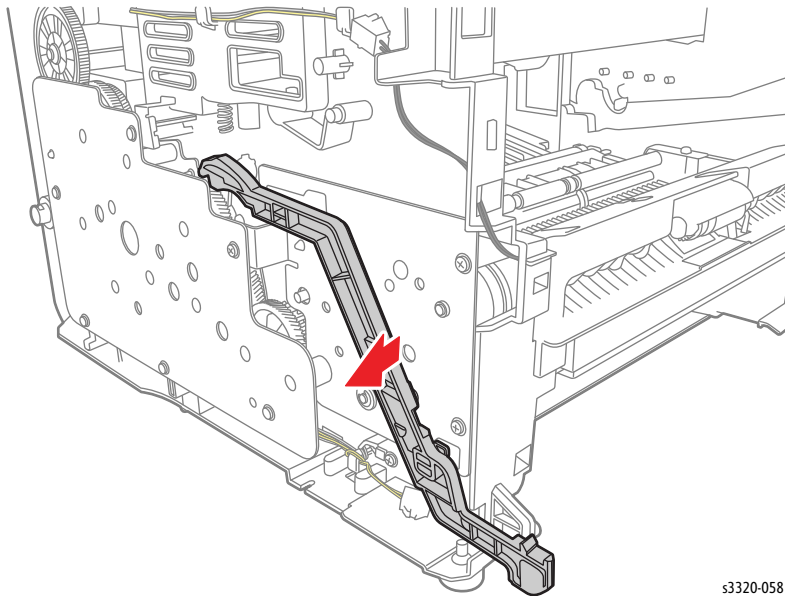
Main Drive

Main Drive Assembly

Parts List 3.5 Drive

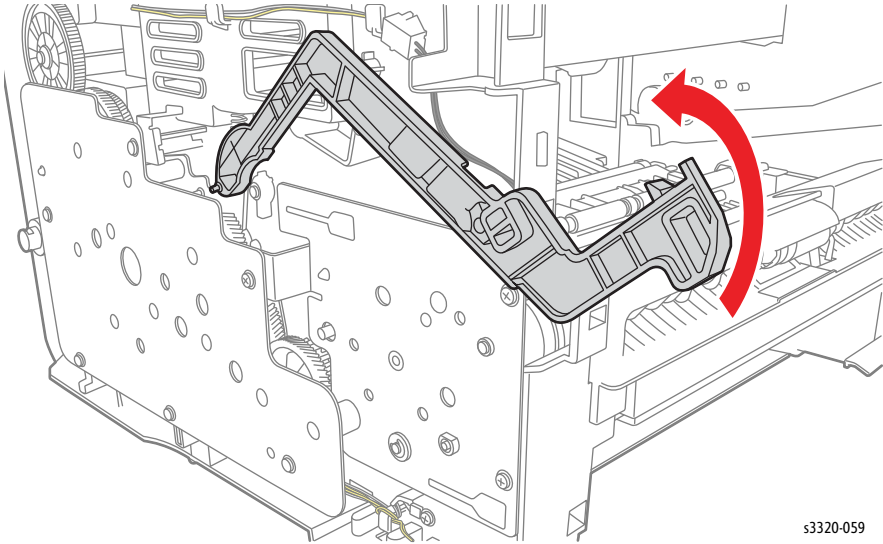
WARNING: Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Undock the printer from the optional Tray 2 Base. ([page 4-8](#)).
3. Remove the Exit Roller Frame ([page 4-55](#)).
4. Remove the Front Door ([page 4-13](#)).
5. Remove the Left Side Cover ([page 4-15](#)).
6. Remove the Rear Door ([page 4-13](#)).
7. Slide the Coupler Bar towards the front of the printer until it releases from the guides in the Feed Drive Assembly.



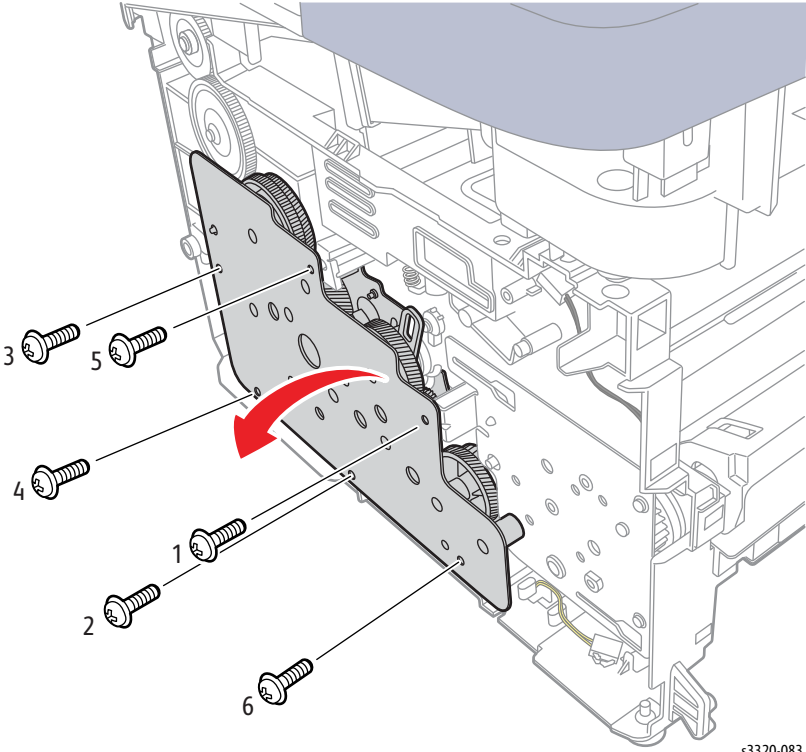
s3320-058

8. Rotate the Coupler Bar and release it from the Cam Coupler.



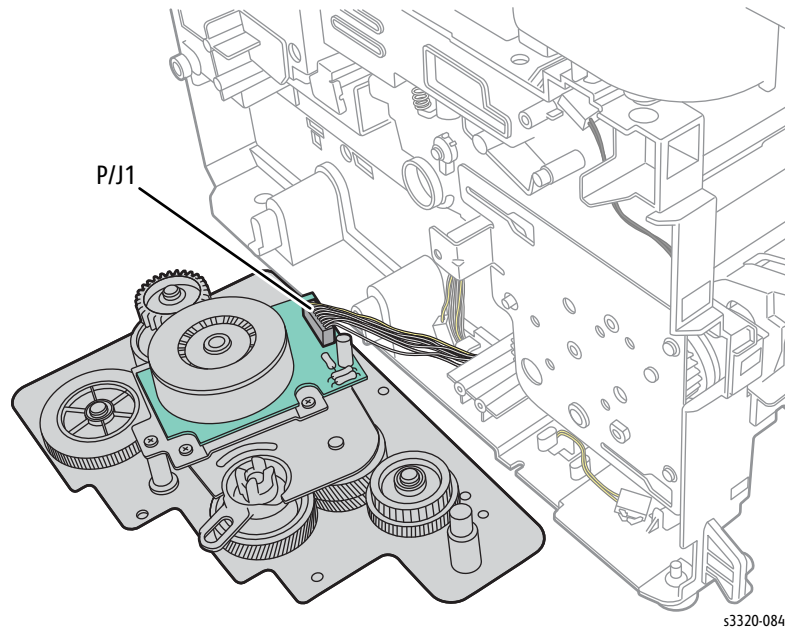
s3320-059

9. Remove 6 screws (silver, flanged, tap, 10 mm), and remove the Main Drive Assembly. ([Parts List 3.5 Drive](#), PL 3.5.18)



s3320-083

10. Disconnect P/J1 from the Main Motor and remove the Main Drive Unit. ([Parts List 3.5 Drive](#), PL 3.5.18).



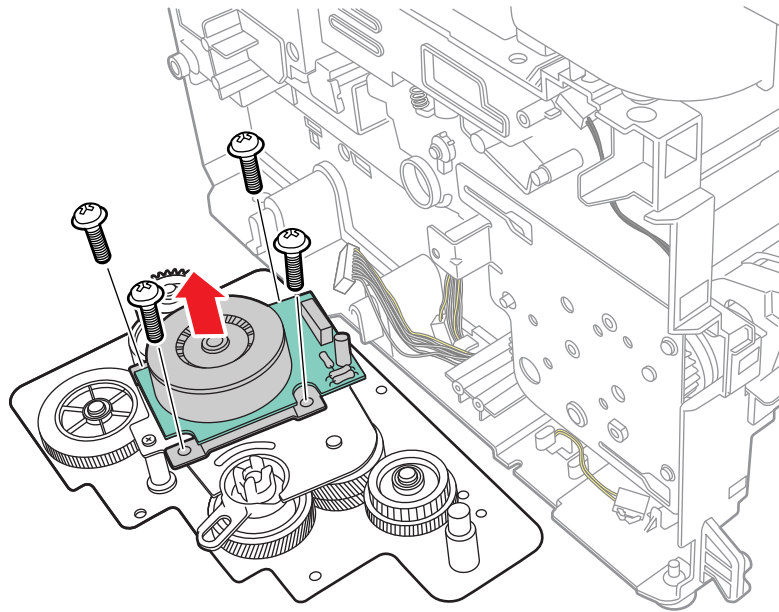
Replacement Note: Tighten the Main Drive screws in the order shown above.

Main Drive Motor

Parts List 3.5 Drive

WARNING: Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Undock the printer from the optional Tray 2 Base. ([page 4-8](#)).
3. Remove the Exit Roller Frame ([page 4-55](#)).
4. Remove the Left Side Cover ([page 4-15](#)).
5. Remove the Main Drive Assembly ([page 4-58](#)).
6. Remove the 4 screws (silver, metal, 6 mm) that secure the Main Drive Motor ([Parts List 3.5 Drive, PL 3.5.1](#)).



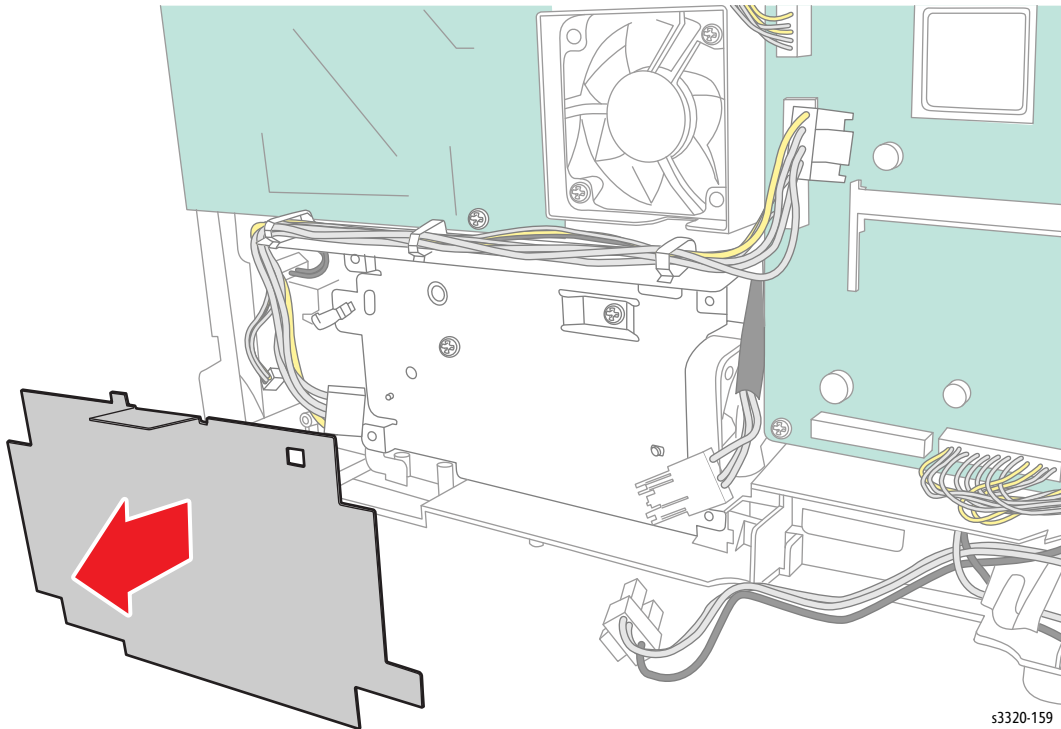
s3320-197

RDCN 23/23 Gear and DR 19 Swing Gear

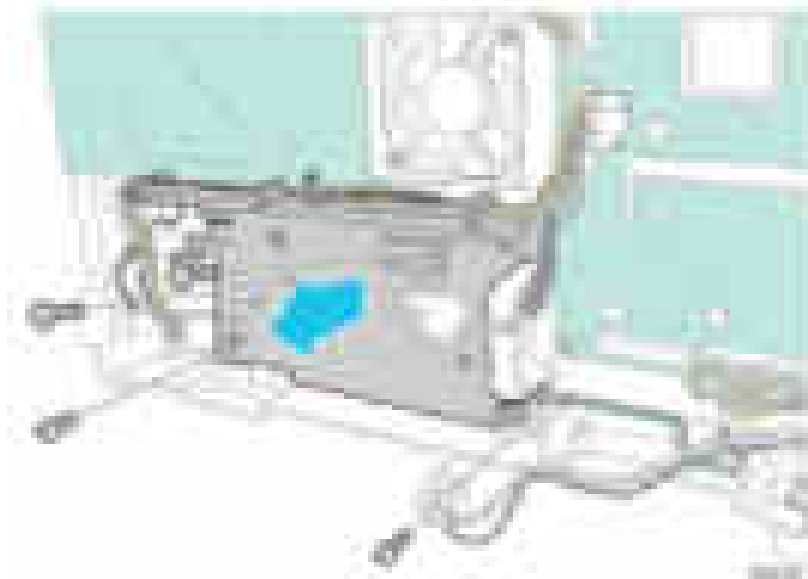
Parts List 3.1A Frame (2 of 2)

WARNING: Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

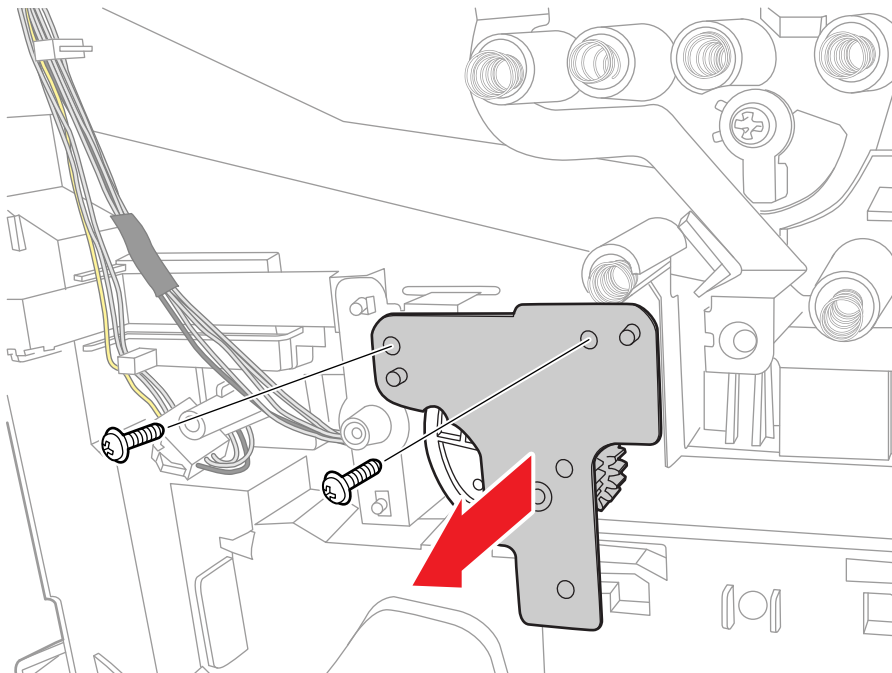
1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Undock the printer from the optional Tray 2 Base. ([page 4-8](#)).
3. Remove the Front Door ([page 4-13](#)).
4. Remove the Rear Door ([page 4-13](#)).
5. Remove the Right Side Cover ([page 4-17](#)).
6. Remove the HVPS ([page 4-75](#)).
7. Remove the SMPS ([page 4-74](#)).
8. Remove the SMPS insulation.



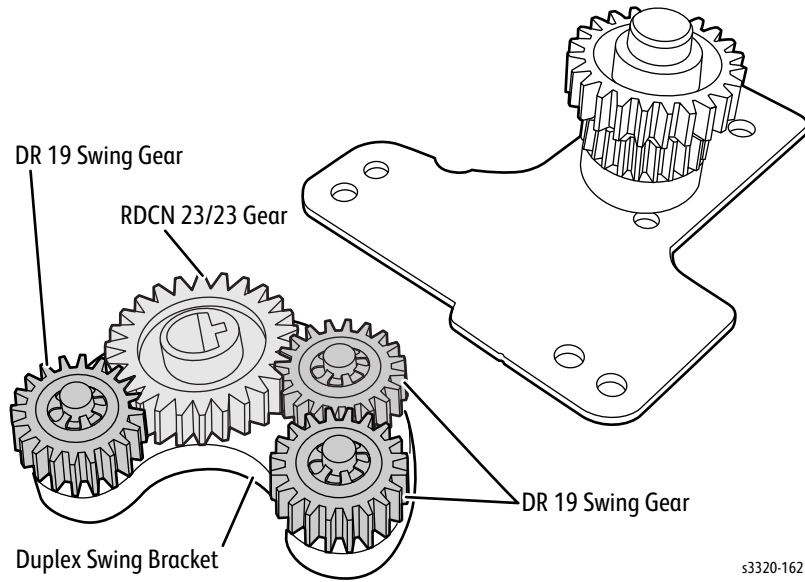
9. Phaser 3330: Remove 2 screw (silver, pan head, sheet metal, 6mm), and 2 screws (silver, flanged, tap, 10 mm) and remove the SMPS L shield.
WorkCentre 3335/3345: Remove 2 screws (silver, sheet metal, 6mm) and 2 screw (silver, flanged, tap, 10 mm) and remove the SMPS L shield.



10. Remove 2 screws (silver, flanged, tap, 10 mm) and remove the swing bracket.



11. Remove the duplex swing bracket.
12. Remove the RDCN 23/23 Gear.
13. Remove the lock washer and the DR 19 Swing Gear.



s3320-162

Electrical

Main PWB

Parts List 1.0 Phaser 3330 Main, Parts List 6.1 WorkCentre 3335/3345 Main

WARNING: Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

CAUTION: All customer data on the SD card (customer's files, network settings, user IDs and account IDs for accounting, Personal & Secure Print Jobs, Saved Jobs, Address Book, Local Users Database (for authentication)) **will be deleted**. Due to MAC address change, device will acquire a new IP address if customer is using DHCP.

1. Before removing the old Main PWB, print out a Configuration Report (if possible).
2. Determine customer's billing plan by:
 - a. Refer to the Configuration Report and look at the last line under the 'Device Profile' heading.
 - b. Refer to the part number on the Toner Cartridge in the device. ([Consumables and Maintenance Items](#))

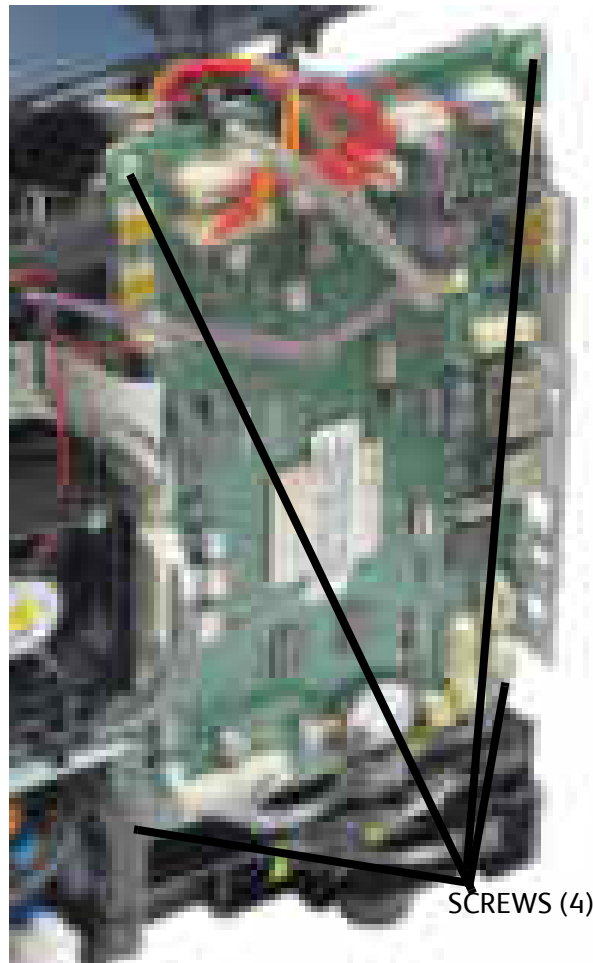
If customer's billing plan is **SOLD**, go to Step 3.

If customer's billing plan is **Metered**, follow step a.) below, then go to Step 3.

- a. Follow your local process to obtain a Plan Conversion Code to enable Metered support after installation of the Main PWB.
3. Ask the customer to Clone their device configuration settings (done via CWIS only).
 - a. In **CWIS**, select the **Properties Tab**, then under **General Setup**, see **Cloning**.
4. Ask the customer to export their Address Book & Local Users Database (for authentication) as these are not part of clone file.
 - a. In **CWIS**, go to **Address Book**, to export the address book.
 - b. In **CWIS**, select **Properties Tab - Login/Permissions/Accounting - Device User Database - Export to File** (Local Users Database).
5. Inform customer that their Fax Log will be lost.
6. Do steps 1-4 in the Preparation section ([page 4-3](#)).
7. Undock the printer from the optional Tray 2 Base. ([page 4-8](#)).
8. Remove the Front Door ([page 4-13](#))
9. Remove the Rear Door ([page 4-13](#)).
10. Remove the Right Cover ([page 4-17](#)).
11. Disconnect all the connectors on the Main PWB.

Note: The top 2 screws are threaded for sheet metal and the bottom 2 screws are self-tapping for plastic.

12. Remove 4 screws (silver, flanged, tapping 10mm)



13. Remove SD card ([Parts List 6.1 WorkCentre 3335/3345 Main](#), PL 6.1) from slot on the back of the defective Main PWB and install into the slot on the back of the new Main PWB.
14. Install new Main PWB into the device.
15. Power on the device - a power on Memory Clear will be triggered. The message 'No configuration is present in device, self-recovering' will show on the UI for a few seconds. After self-recovery, the UI will show the Home screen.
16. At the Home screen, reboot the device and the Installation Wizard appears.
17. Walk through the Installation Wizard.
18. Re-input machine serial number (original serial number is lost with Main PWB replacement).
 - For **WC3335/WC3345**: Enter **Diagnostics - Copier Diagnostics - Serial Number Reset**
 - For **P3330**: Enter **Diagnostics - Other Routines - Set Machine Serial Number**
19. Update the Firmware (FW) to the latest general release or SMP, or to the specific FW that may be authorized for the use by the customer. Refer to ([page 6-7](#)) for Firmware upgrade instructions.
20. If the device billing plan is SOLD, then proceed to Step 21.
If device billing plan should be Metered, then follow the steps below for converting the machine back to Metered (all spare Main PWB's are configured as SOLD):
 - a. WC3335/WC3345:

- Press Machine Status
 - Touch Machine Information
 - Scroll down to Plan Conversion
 - Enter the Plan Conversion Code obtained in step 2a and select OK.
 - Proceed to step 21.
- b. P3330:
- Press Menu
 - Select Information
 - Scroll down to Plan Conversion
 - Enter the Plan Conversion Code obtained in step 2a and select OK.
 - Proceed to step 21.

21. Ask the customer to restore Cloned settings.

22. Ask the customer to import their Address Book & Local Users Database (for authentication).

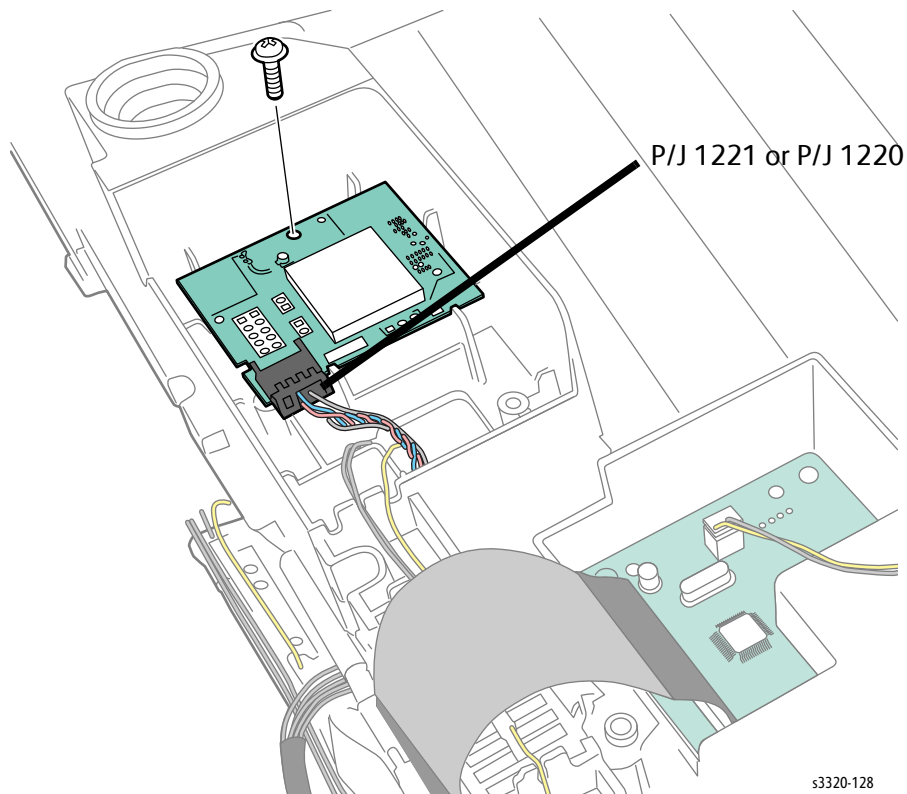
This concludes the Main PWB Replacement Procedure.

Wireless (Wi-Fi) Board

Parts List 1.0 Phaser 3330 Main or Parts List 6.1 WorkCentre 3335/3345 Main

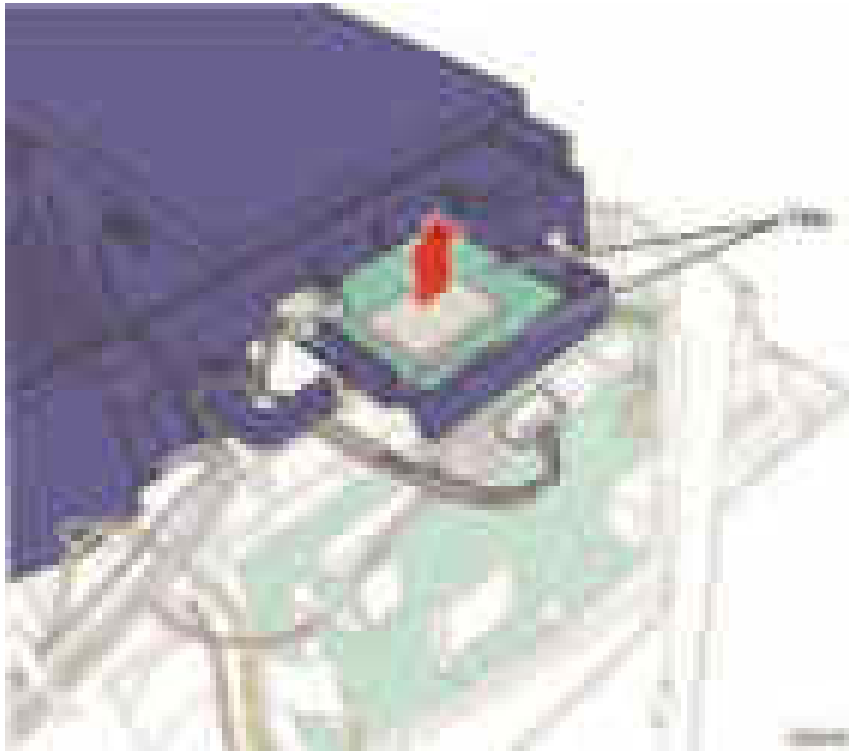
WARNING: Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Undock the printer from the optional Tray 2 Base. ([page 4-8](#)).
3. Remove the Front Door ([page 4-13](#))
4. Remove the Rear Door ([page 4-13](#)).
5. Remove the Right Cover ([page 4-17](#)).
6. Remove the Scanner ([page 4-103](#)).
7. Remove the Top Cover (Phaser 3330 [page 4-18](#)) or (WorkCentre 3335/3345 [page 4-21](#))
8. Disconnect P/J1220 (WorkCentre 3335/3345) or P/J1221(Phaser 3330).
 - a) For WorkCentre 3335/3345: Remove 1 screw (silver, flanged, tapping, 10 mm) and remove the Wireless Board ([Parts List 6.1 WorkCentre 3335/3345 Main](#), PL 6.1.17).



s3320-128

b) For Phaser 3330: Disconnect tabs and lift the Wireless Board out of the printer

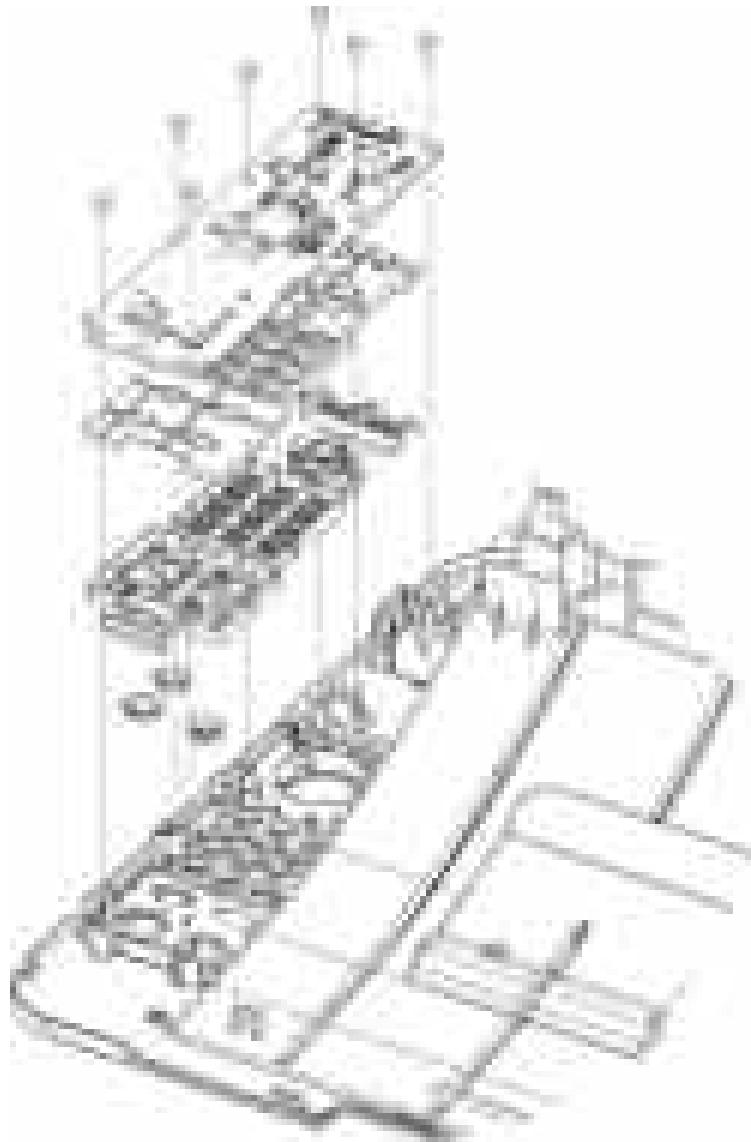


Control Panel Board (Phaser 3330)

Parts List 1.1 Phaser 3330 Top Cover

WARNING: Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Undock the printer from the optional Tray 2 Base. ([page 4-8](#)).
3. Remove the Top Cover [page 4-18](#) and turn it over.,
4. Disconnect any cables as required and then remove the screws and release the Control Panel Board.



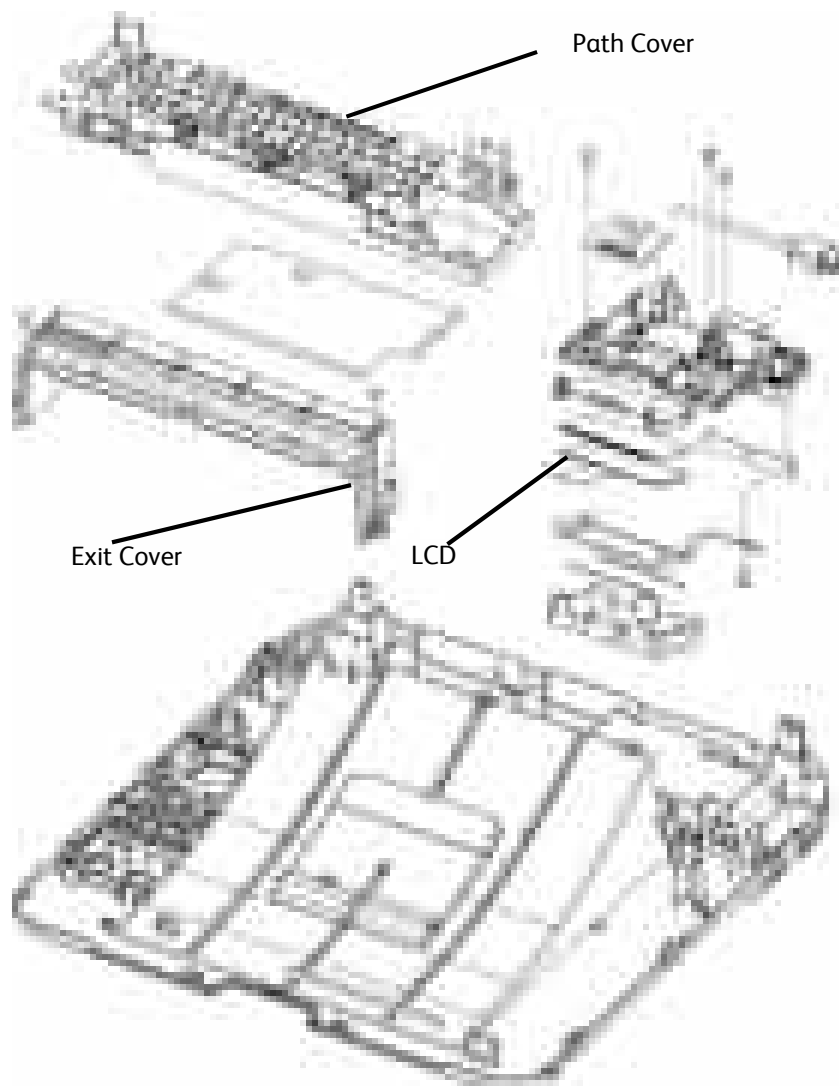
LCD (Phaser 3330)

Parts List 1.1 Phaser 3330 Top Cover

1. Remove the Top Cover ([Parts List 1.0 Phaser 3330 Main](#), PL 1.0.13) and turn it over.
2. Remove the Exit Cover (2 screws) [Parts List 1.1 Phaser 3330 Top Cover](#), PL 1.1)

Note: Be careful not to damage the Bin Full Stacker Flag ([Parts List 1.1 Phaser 3330 Top Cover](#), PL 1.1.9)

3. Remove the Path Cover (4 screws). ([Parts List 1.1 Phaser 3330 Top Cover](#), PL 1.1).
4. Remove the LCD ([Parts List 1.1 Phaser 3330 Top Cover](#), PL 1.1.3)



Note: When installing the LCD, there is a copper colored Ribbon Cable that connects the PBA SUB to the OPE Joint. Be sure that this cable is fully installed. A small pair of needle nose pliers may be needed. No information will be displayed on the LCD if this cable is not completely seated. See following picture.



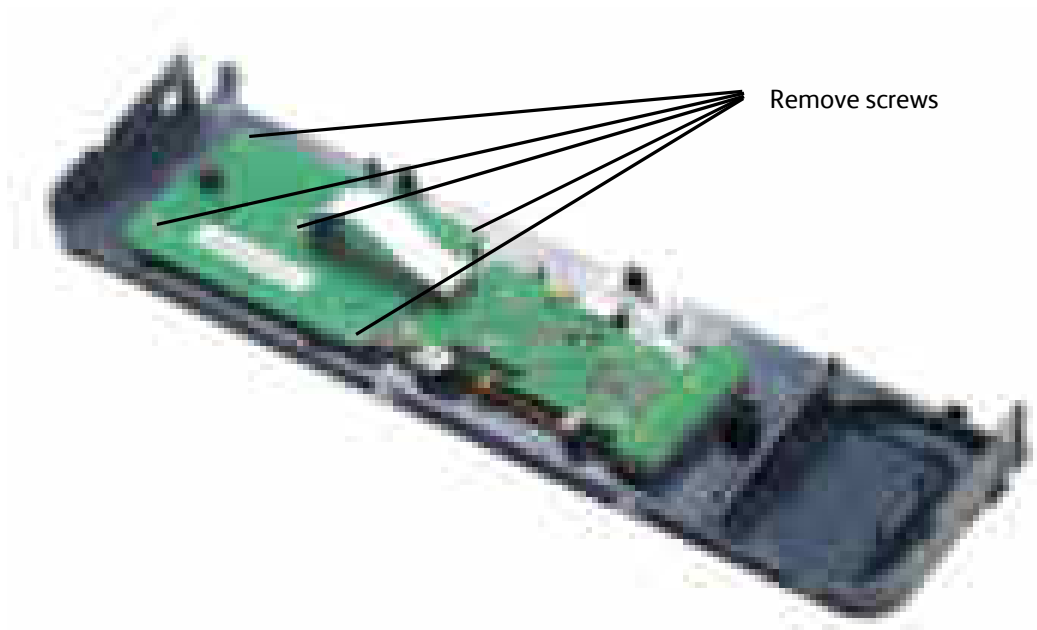
Control Panel Assembly and Key PWB (WorkCentre 3335/3345)

Parts List 10.1 WorkCentre 3335/3345 Control Panel

1. Remove the DECO Control Panel Cover (Parts List 10.1 WorkCentre 3335/3345 Control Panel, PL 10.1.11)
2. Remove the Control Panel Cover (Parts List 10.1 WorkCentre 3335/3345 Control Panel, PL 10.1.10)



3. Carefully turn over the Control Panel Cover, and disconnect the ribbon cable.
4. Remove 5 screws and remove the Key PWB (Parts List 10.1 WorkCentre 3335/3345 Control Panel, PL 10.1.21)



SMPS

Parts List 1.0 Phaser 3330 Main or Parts List 6.1 WorkCentre 3335/3345 Main

WARNING: Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

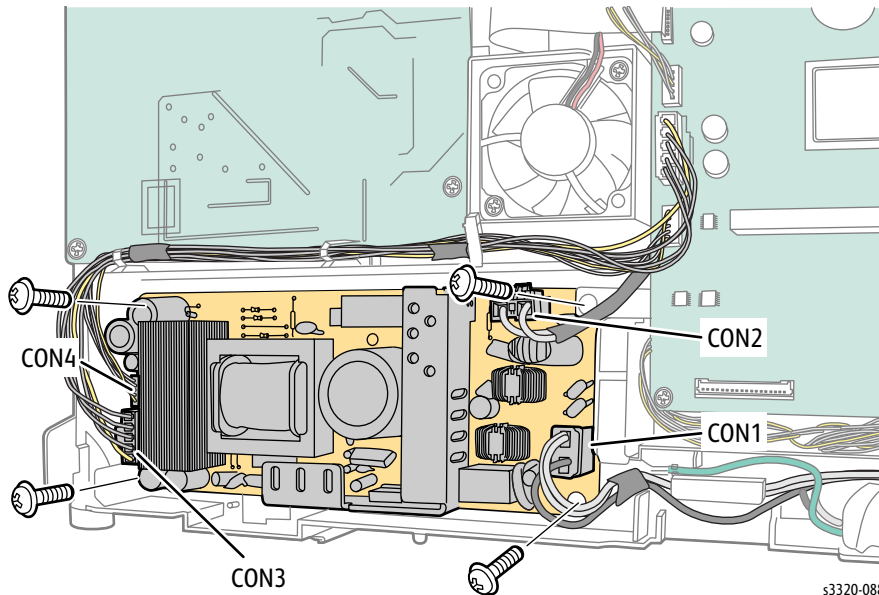
1. Do steps 1-4 in the Preparation section (page 4-3).
2. Undock the printer from the optional Tray 2 Base. (page 4-8).
3. Remove the Front Door (page 4-13)
4. Remove the Rear Door (page 4-13).
5. Remove the Right Cover (page 4-17).

Note: The CON2 connector is very difficult to disconnect when the SMPS is in the printer. It may be easier to remove all the connectors except CON2 and remove it after the SMPS is out of the printer.

6. Unplug all connectors on the SPMS Board (Parts List 1.0 Phaser 3330 Main, PL 1.0.6) or (Parts List 6.1 WorkCentre 3335/3345 Main, PL 6.1.6).

Replacement Note: Problems may occur if P/J3 is not plugged into the PWB all the way.

7. Remove 4 screws (silver, flanged, tapping, 10 mm) and the ground wire from top-right corner, and then remove the SMPS Board.

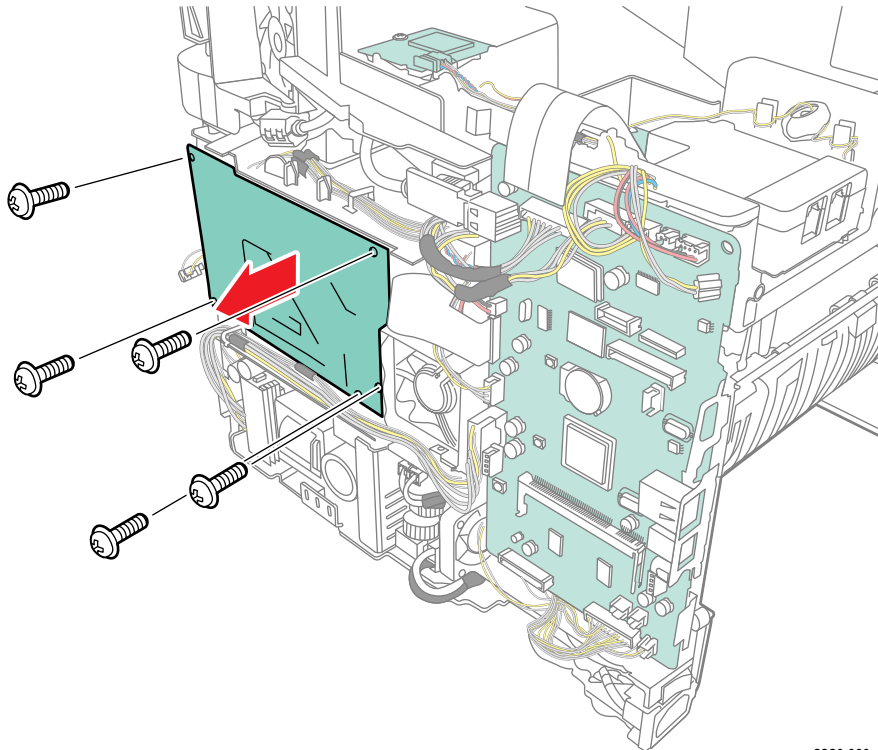


HVPS

Parts List 3.1A Frame (2 of 2)

WARNING: Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
 2. Undock the printer from the optional Tray 2 Base. ([page 4-8](#)).
 3. Remove the Front Door ([page 4-13](#)).
 4. Remove the Rear Door ([page 4-13](#)).
 5. Remove the Right Cover ([page 4-17](#)).
- CAUTION:** In the next step, after you remove the screws, use care when removing the HVPS PWB as the connector is still connected on the backside of the PWB and can be damaged.
6. Remove 5 screws (silver, flanged, tap, 10 mm) and ground wire from top-right corner, then remove the HVPS Board ([Parts List 3.1A Frame \(2 of 2\)](#), PL 3.1A.33) .
 7. Remove the Upper Middle Cover ([page 4-23](#)).
 8. Unplug the connector on the HVPS Board ([Parts List 3.1A Frame \(2 of 2\)](#), PL 3.1A.33) .



s3320-089

Speaker and Fax Board

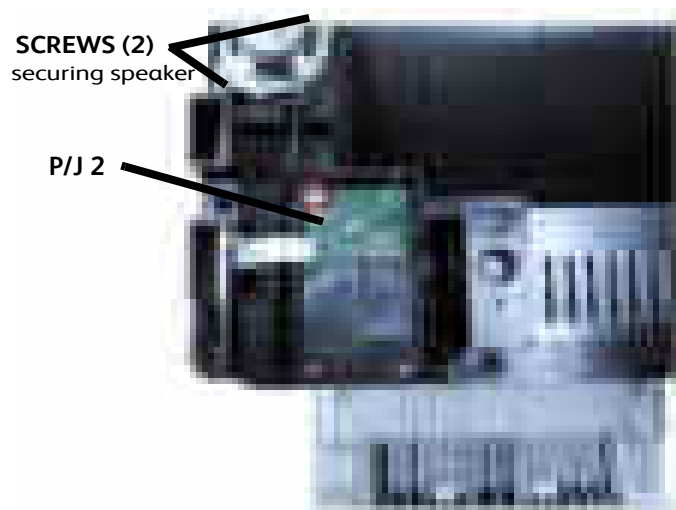
Parts List 6.2 WorkCentre 3335/3345 Middle Cover

WARNING: Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section (page 4-3).
2. Remove the Front Door (page 4-13).
3. Remove the Rear Door (page 4-13).
4. Remove the Left Cover (page 4-15).
5. Remove the Right Cover (page 4-17).
6. Remove the Scanner (page 4-103).
7. Remove the Upper Middle Cover (page 4-23).

Removing Speaker (Parts List 6.2 WorkCentre 3335/3345 Middle Cover, PL 6.2.5)

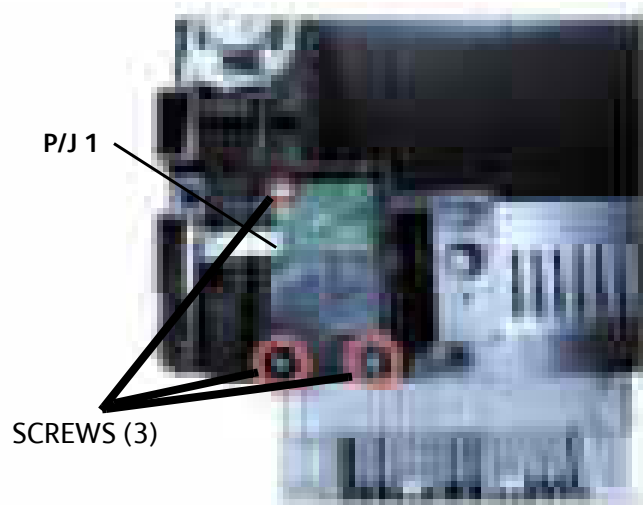
1. Disconnect P/J 2 and remove 2 SCREWS.



Removing the FAX Board (Parts List 6.2 WorkCentre 3335/3345 Middle Cover, PL 6.2.1)

1. Do steps 1-4 in the Preparation section (page 4-3).
2. Remove the Front Door (page 4-13).
3. Remove the Rear Door (page 4-13).
4. Remove the Left Cover (page 4-15).
5. Remove the Right Cover (page 4-17).
6. Remove the Scanner (page 4-103).
7. Remove screws (2) and lift the Fax board cover off of the Fax Board (page 4-76).

8. Disconnect the Modem Interface Cable at P/J1 on the Fax Board.
9. Remove the Upper Middle Cover ([page 4-23](#)).
10. Disconnect the Modem Interface Cable at P/J1 and the speaker cable at P/J2.
11. Remove 3 screws (silver, flanged, tapping, 10 mm) and remove the Fax Board.

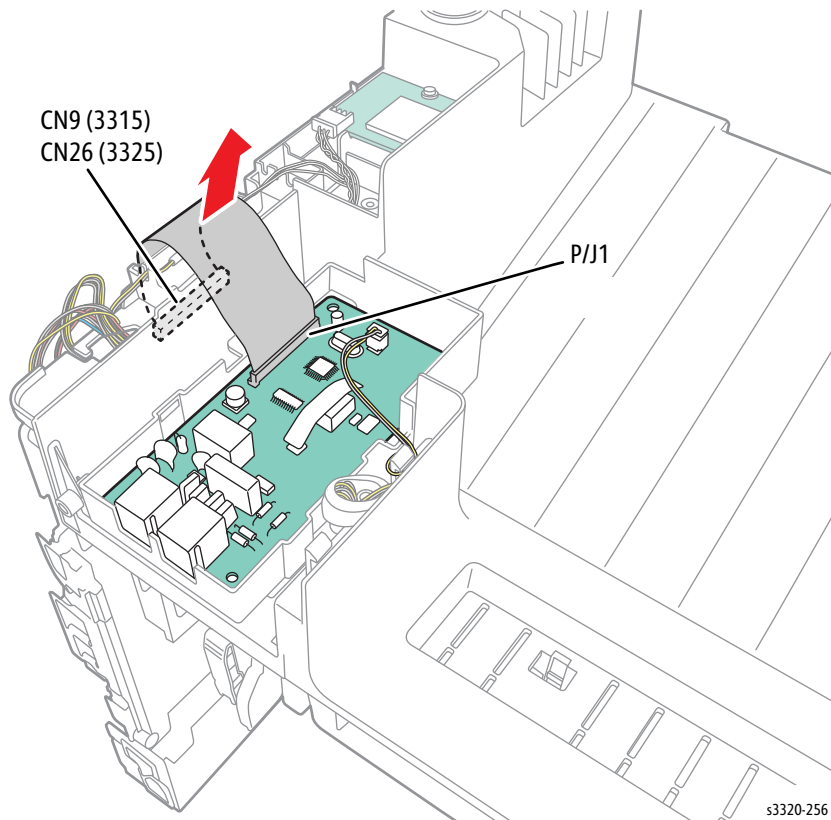


Modem (Fax) Interface Cable

Parts List 6.2 WorkCentre 3335/3345 Middle Cover

WARNING: Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

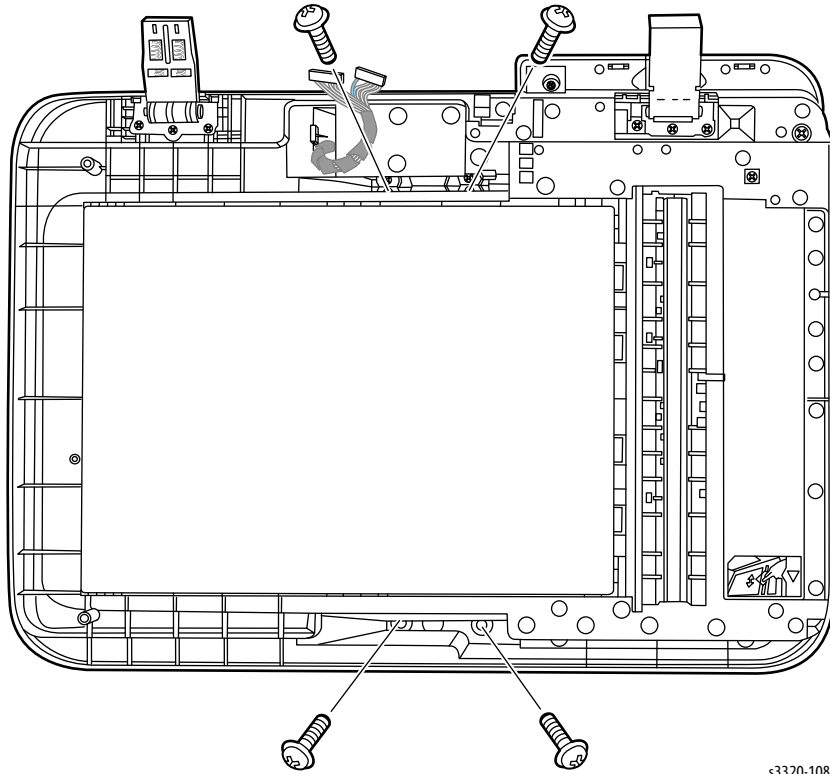
1. Do steps 1-4 in the Preparation section (page 4-3).
2. Remove the Front Door (page 4-13).
3. Remove the Rear Door (page 4-13).
4. Remove the Left Cover (page 4-15).
5. Remove the Right Cover (page 4-17).
6. Remove the Scanner (page 4-103).
7. Remove screws (2) and lift the Fax board cover off of the Fax Board (page 4-76).
8. Disconnect the Modem Interface Cable at P/J1 on the Fax Board.
9. Remove the Upper Middle Cover (page 4-23).
10. Disconnect CN9 or CN26 to remove the Modem Interface cable.



DADF Board (3345 Only)

Parts List 8.1 WorkCentre 3345 SCANNER and DADF

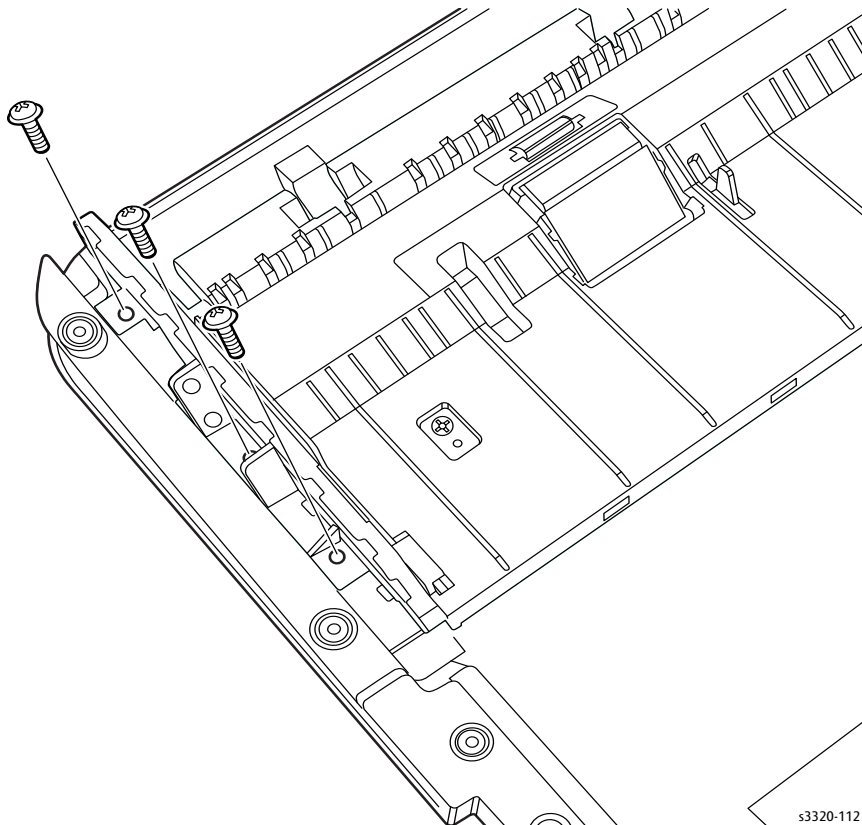
1. Remove the DADF Assembly ([page 4-116](#)).
2. Remove 4 screws (silver, flanged, tapping, 10 mm) from the bottom of the DADF.



3. Remove the Feed Tray.



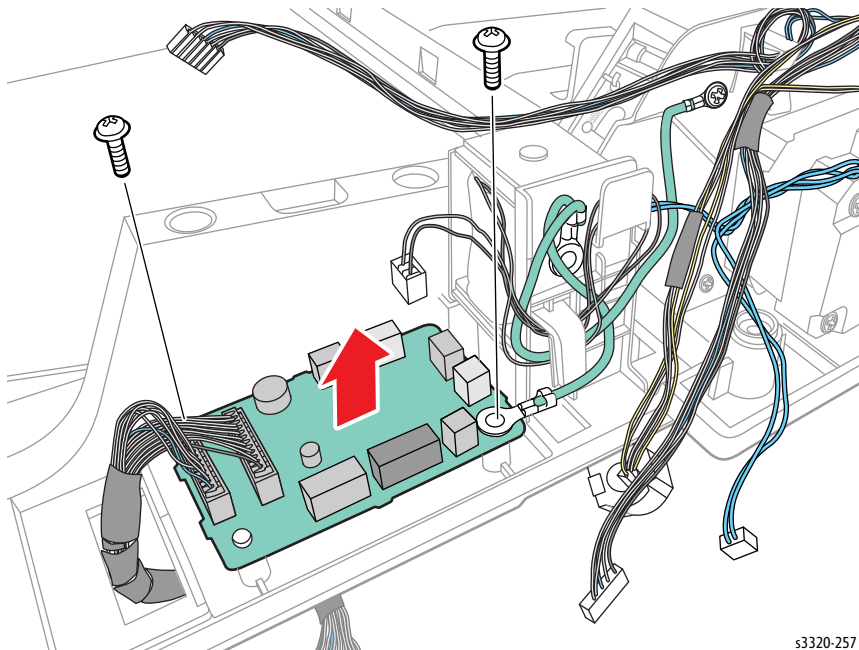
4. Remove 3 screws (silver, flanged, tap, 10 mm) from the bottom of the assembly.



5. Remove the DADF Rear Cover.



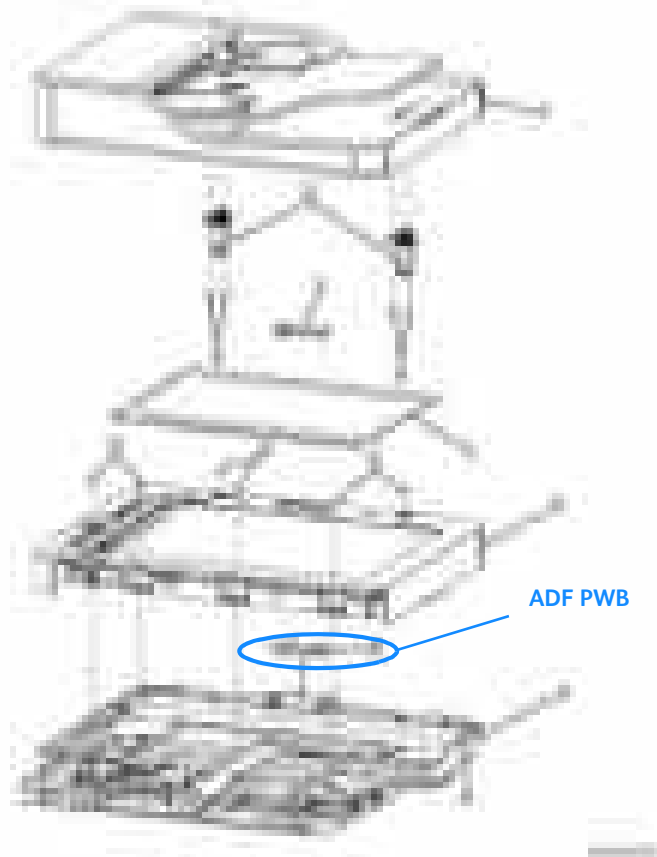
6. Disconnect all harnesses, remove 2 screws (silver, flanged, tap, 10 mm), and remove the DADF Board (Parts List 8.1 WorkCentre 3345 SCANNER and DADF, PL 8.1.8).



ADF Board

Parts List 7.1 WorkCentre 3335 SCANNER and ADF

1. Remove the Scanner ([page 4-103](#)).
2. Remove the Upper Platen ([page 4-105](#)).
3. Remove the A4 Middle Platen ([page 4-107](#)).
4. Disconnect P/J1 on the ADF Board ([Parts List 7.1A WorkCentre 3335 ADF](#), PL 7.1.8).



5. Remove 2 screws (silver, flanged, tap, 10 mm) and remove the ADF Board ([Parts List 7.1A WorkCentre 3335 ADF](#), PL 7.1.8).

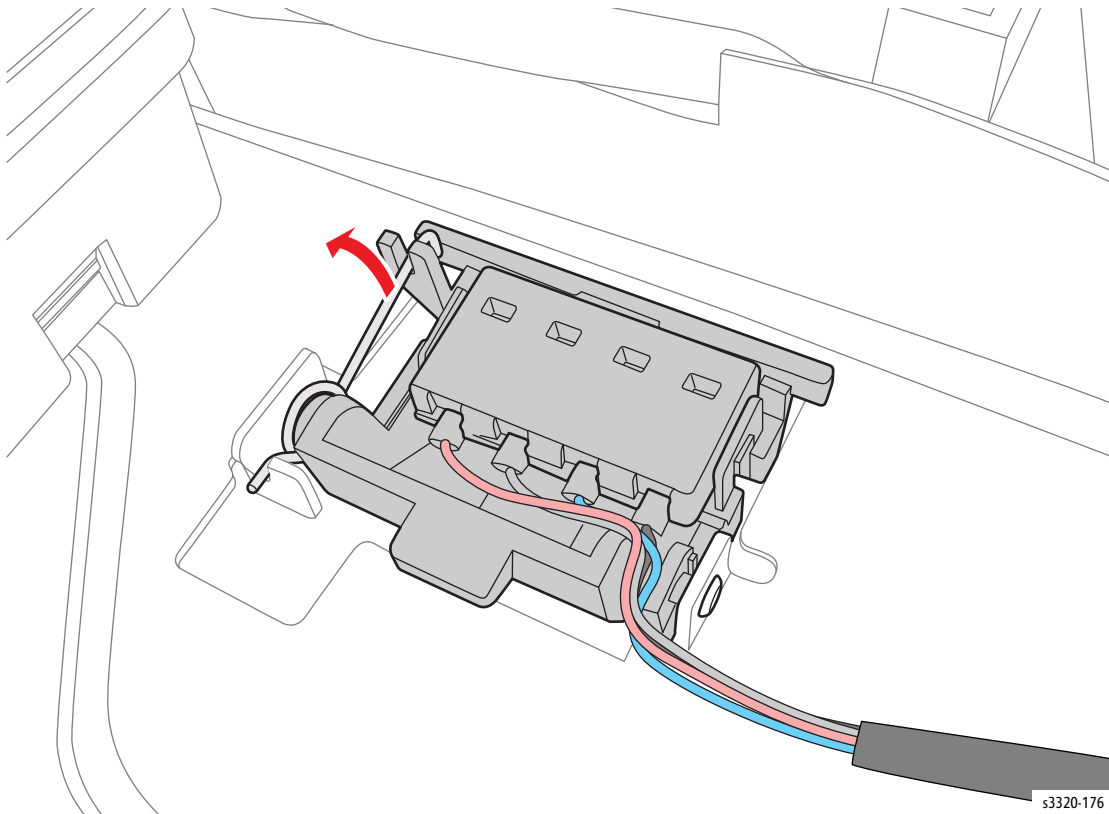
Upper and Lower CRUM Holders and CRUM Terminal

Parts List 3.1 Frame (1 of 2)

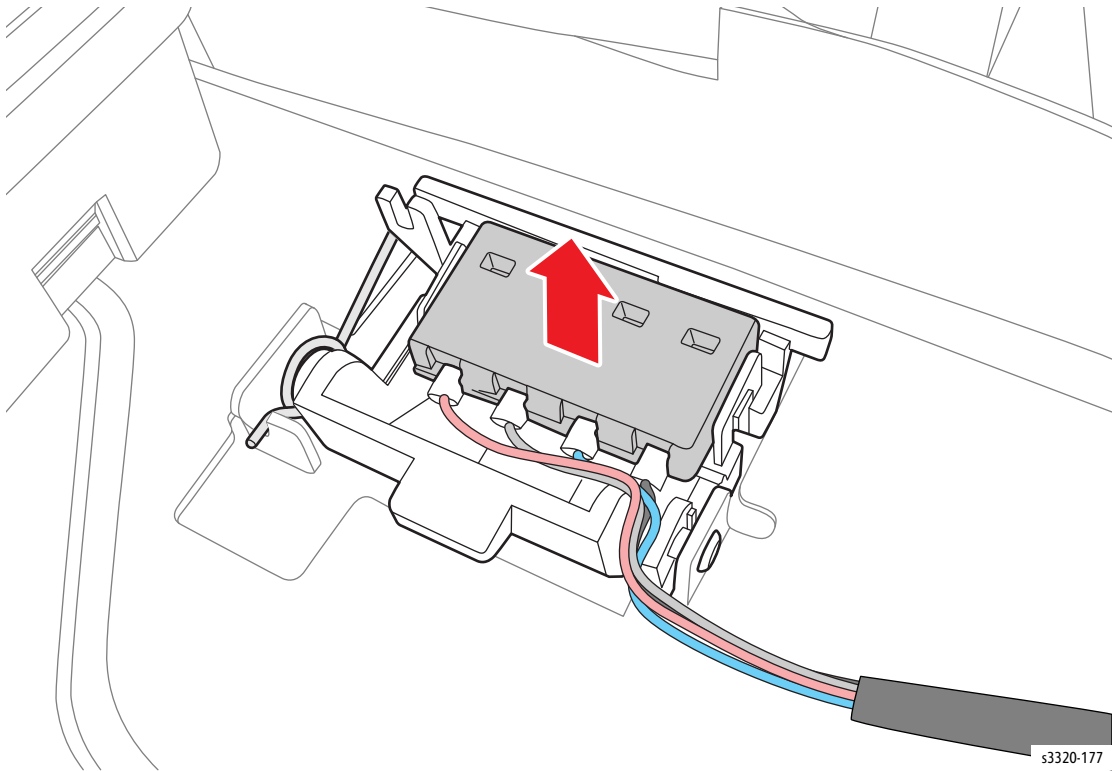
WARNING: Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Undock the printer from the optional Tray 2 Base. ([page 4-8](#)).
3. Remove the Front Door ([page 4-13](#)).

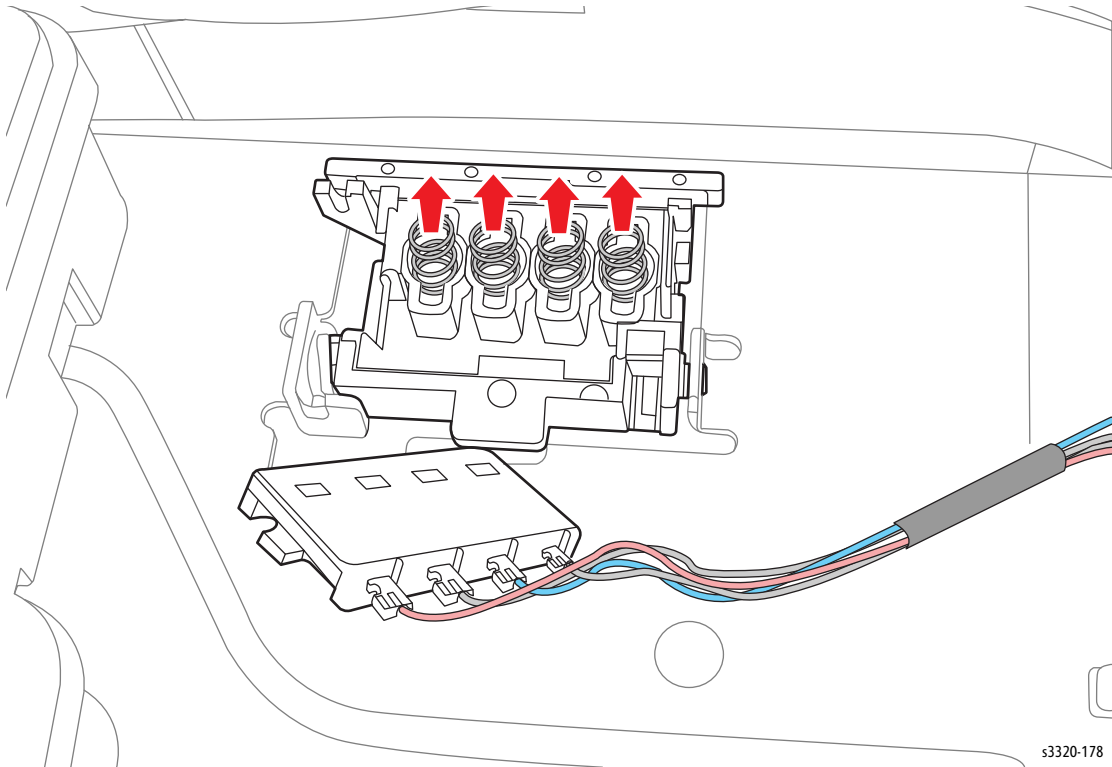
4. Remove the Rear Door ([page 4-13](#)).
5. Remove the Left Cover ([page 4-15](#)).
6. Remove the Right Cover ([page 4-17](#)).
7. Remove the Top Cover, Phaser 3330 only, ([page 4-18](#)).
8. Remove the Scanner, WorkCentre 3335/3345 only, ([page 4-103](#)).
9. Remove the A4 Middle Platen, WorkCentre 3335/3345 only, ([page 4-107](#)).
10. Disconnect the ribbon cable from the LSU, lift up the retaining bar and disconnect it from the Lower CRUM Holder ([Parts List 3.1 Frame \(1 of 2\)](#), PL 3.1.12).



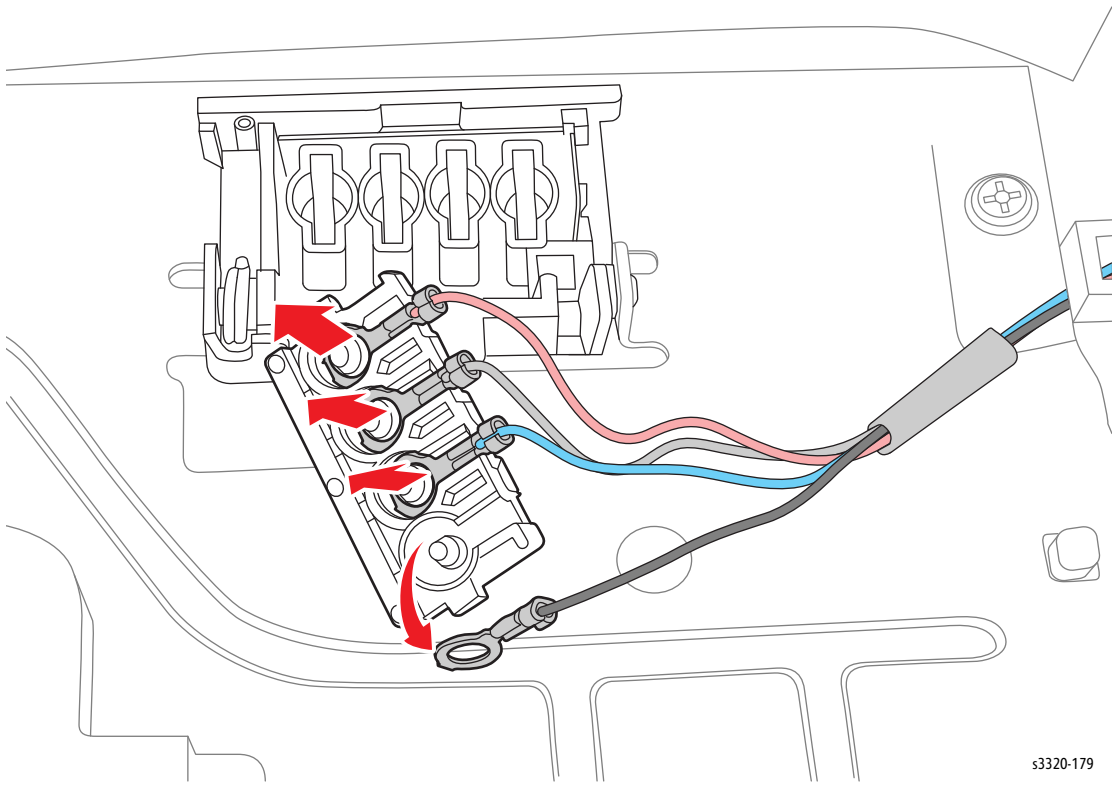
11. Disengage the tab and remove the Upper CRUM Holder (Parts List 3.1 Frame (1 of 2), PL 3.1.10) from the Lower CRUM Holder (Parts List 3.1 Frame (1 of 2), PL 3.1.12).



12. Remove the CRUM Terminal(s) (Parts List 3.1 Frame (1 of 2), PL 3.1.11).

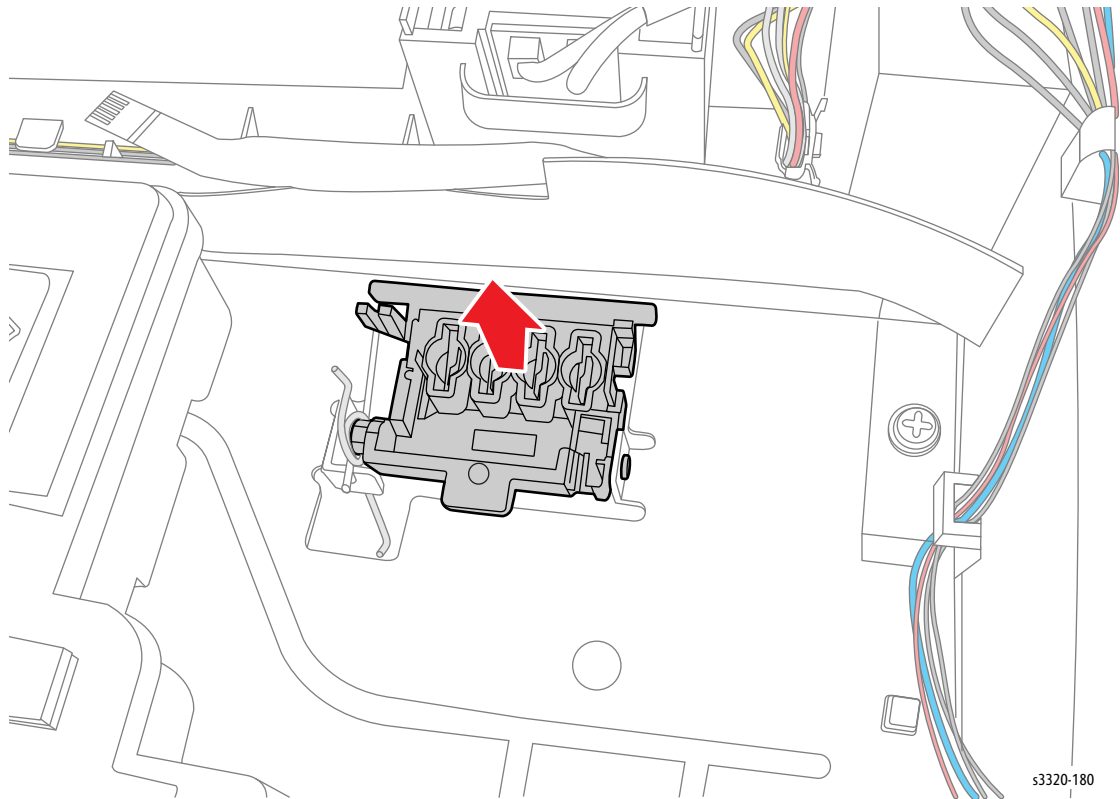


13. Disengage the wires from the Upper CRUM Holder ([Parts List 3.1 Frame \(1 of 2\)](#), PL 3.1.10) to remove it.



s3320-179

14. Disengage the boss and remove the Lower CRUM Holder ([Parts List 3.1 Frame \(1 of 2\)](#), PL 3.1.12).



SMPS Fan

Note: SMPS Fan is present in 110V models only.

Parts List 3.1A Frame (2 of 2)

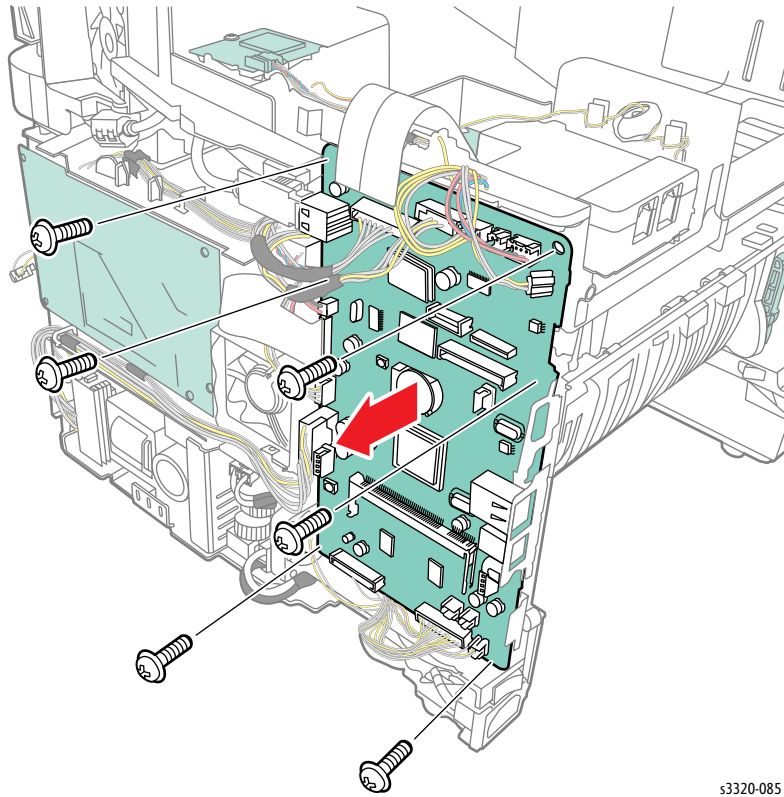
WARNING: Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Undock the printer from the optional Tray 2 Base. ([page 4-8](#)).
3. Remove the Scanner Assembly, WorkCentre 3335/3345, ([page 4-103](#)).
4. Remove Right Cover ([page 4-17](#)).
5. Remove the Control Panel, Phaser 3330 only, ([page 4-70](#)).

6. Disconnect all connectors on the Main PWB, Phaser 3330 ([Parts List 1.0 Phaser 3330 Main](#), PL 1.0.7), WorkCentre 3335/3345 ([Parts List 6.1 WorkCentre 3335/3345 Main](#), PL 6.1.7).

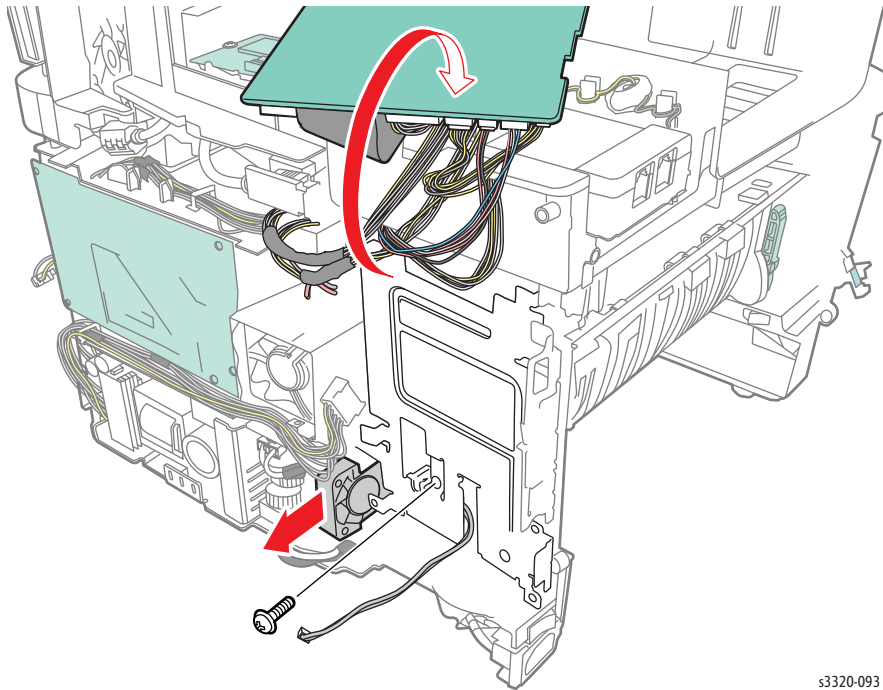


7. Remove 6 screws (silver, flanged, tap, 10 mm).



s3320-085

8. Remove 1 screw (silver, flanged, tap, 10 mm) and pull the Main PWB plate out enough to remove the fan (Parts List 3.1A Frame (2 of 2), PL 3.1A.57) and fan wire.



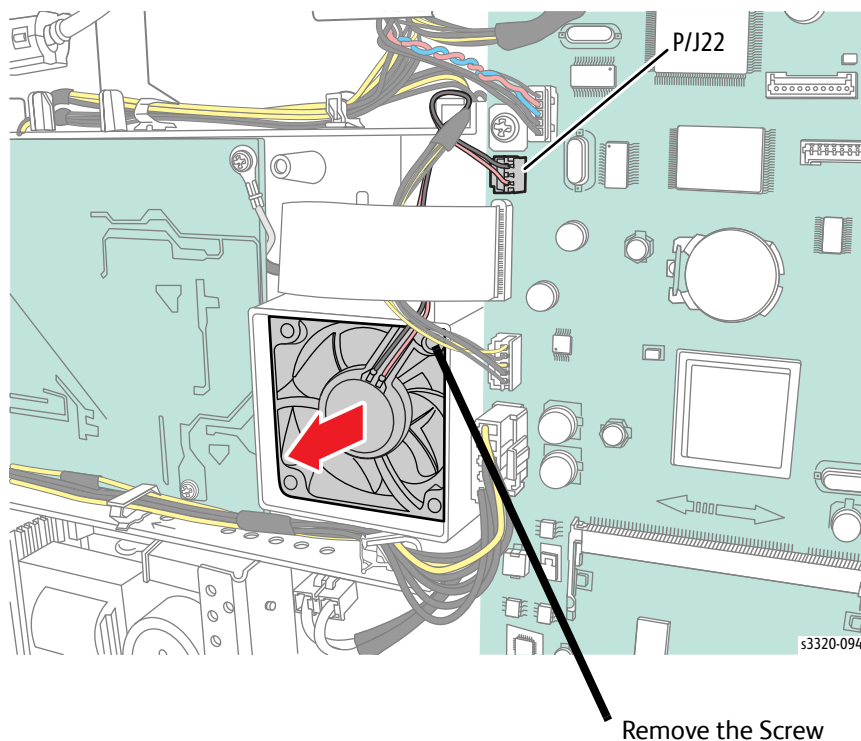
s3320-093

Exhaust Fan

Parts List 3.1A Frame (2 of 2)

WARNING: Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Undock the printer from the optional Tray 2 Base. ([page 4-8](#)).
3. Remove the Right Cover ([page 4-17](#)).
4. Unplug P/J22 on the Main PWB and unthread the cable.
5. Remove the screw and pull the Exhaust Fan ([Parts List 3.1A Frame \(2 of 2\)](#), PL 3.1A.27) out of the printer.



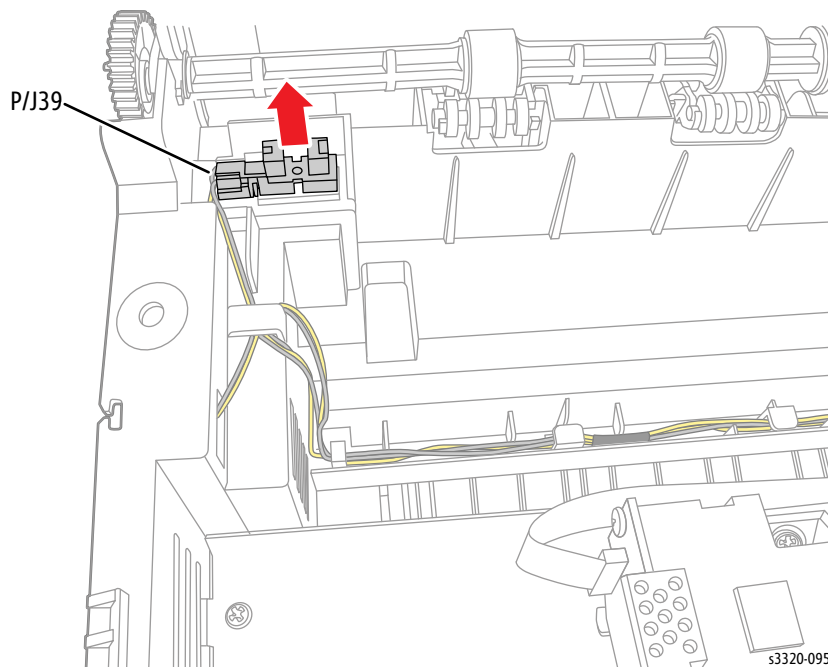
Sensors and Switches

Out-bin Full Sensor

Parts List 1.1 Phaser 3330 Top Cover or Parts List 6.2 WorkCentre 3335/3345 Middle Cover

WARNING: Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section (page 4-3).
2. Undock the printer from the optional Tray 2 Base. (page 4-8).
3. Remove the Front Door (page 4-13).
4. Remove the Scanner Assembly, WorkCentre 3335/3345 only, (page 4-103).
5. Remove the Left Cover, (page 4-15).
6. Remove the Top Cover, Phaser 3330 only, (page 4-18).
7. Remove the Lower Middle Cover, WorkCentre 3335/3345 only, (page 4-25).
8. Unplug the Out-bin Full Sensor P/J39 connector and remove the sensor (Parts List 1.1 Phaser 3330 Top Cover, PL 1.1.9) or (Parts List 6.2 WorkCentre 3335/3345 Middle Cover, PL 6.2.6).

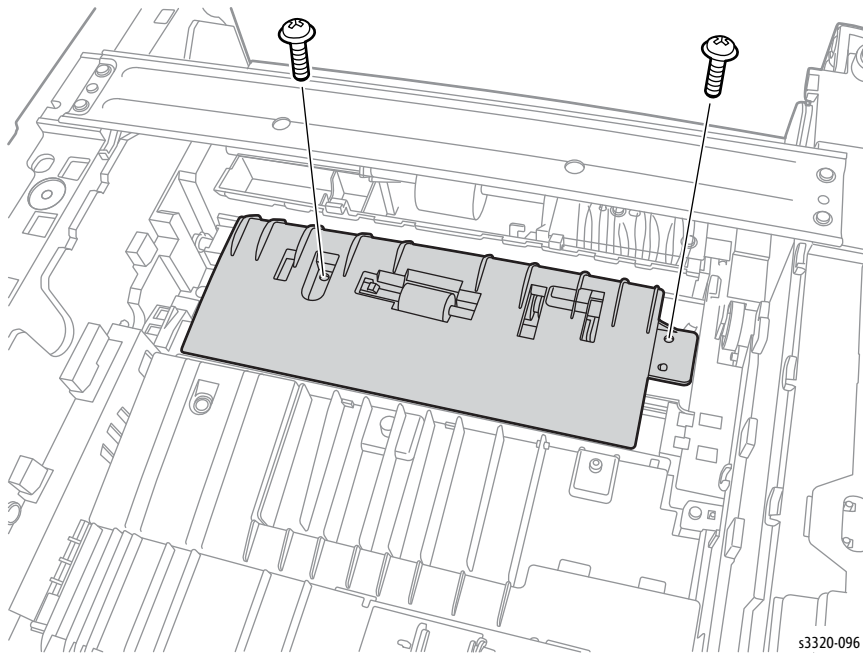


Registration Sensor and Feed Sensor

Parts List 3.1A Frame (2 of 2)

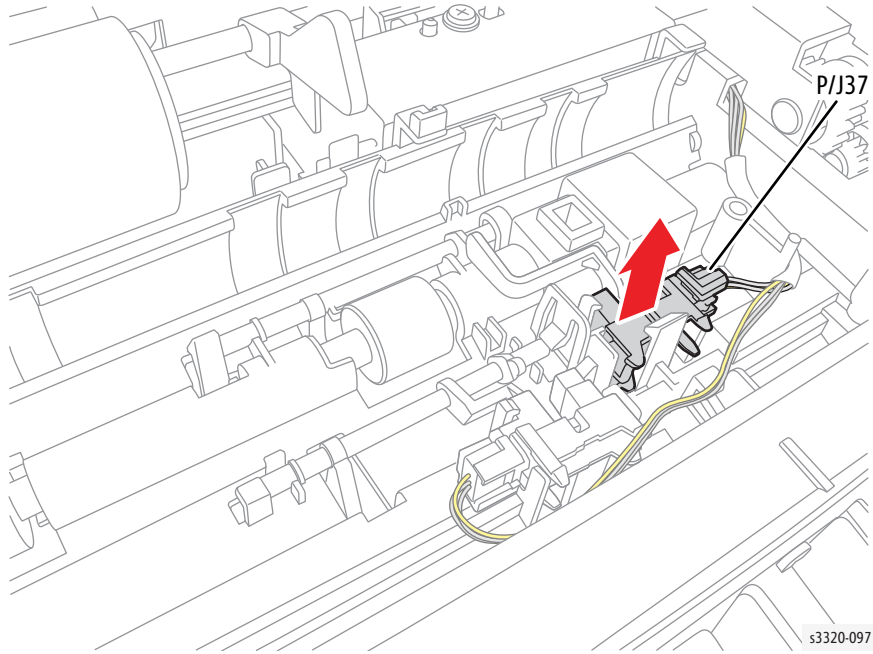
WARNING: Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Undock the printer from the optional Tray 2 Base. ([page 4-8](#)).
3. Remove the Toner Cartridge ([page 4-5](#)).
4. Remove the Drum Cartridge ([page 4-5](#)).
5. Remove Tray 1 ([page 4-6](#)).
6. Remove the Duplex Unit ([page 4-7](#)).
7. Remove 2 screws (silver, flanged, tap, 10 mm) and remove the sensor cover.

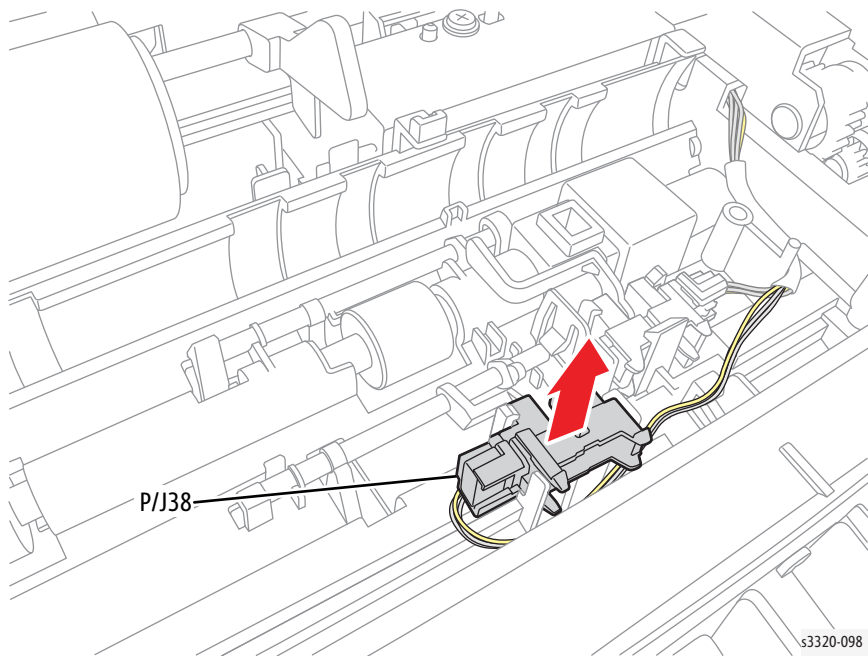


8. Disconnect the sensor connection to remove the sensor.

Registration Sensor (P/J37):



Feed Sensor (P/J38):



Feed Actuator Spring

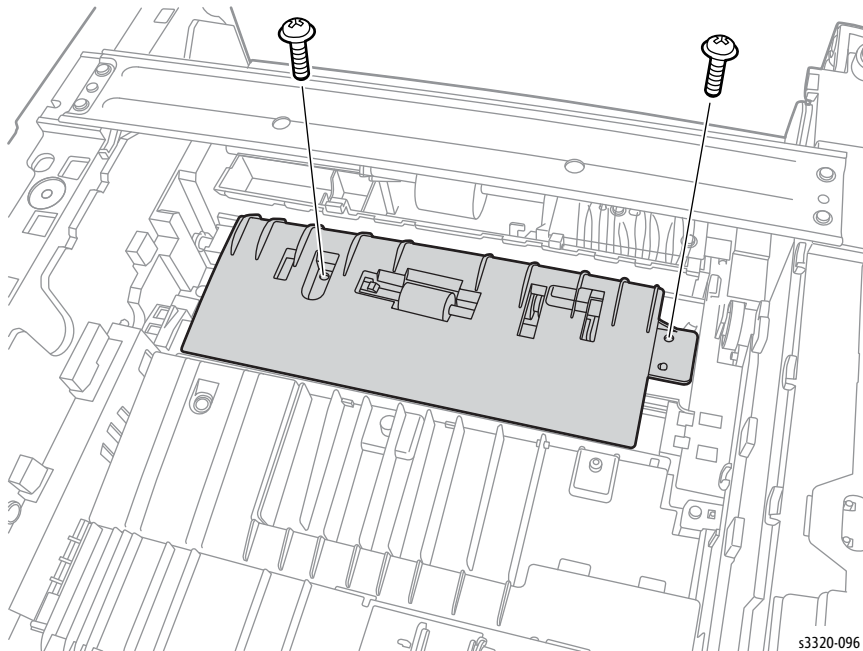
Parts List 3.1A Frame (2 of 2)

WARNING: Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

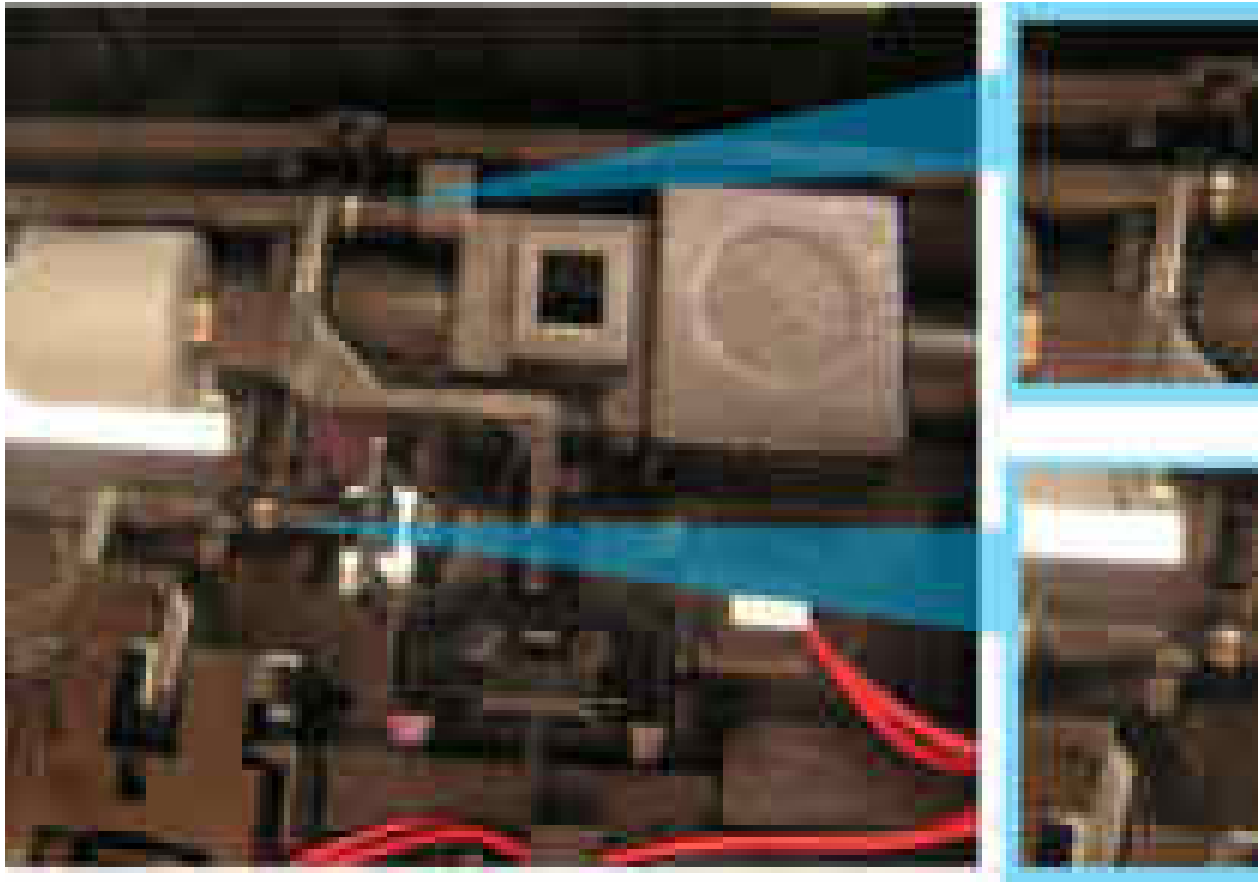
1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Undock the printer from the optional Tray 2 Base. ([page 4-8](#)).
3. Remove Tray 1 ([page 4-6](#)).
4. Remove the Duplex Unit ([page 4-7](#)).

Note: Before performing this step, note where the Feed Actuator Spring hooks into the frame.

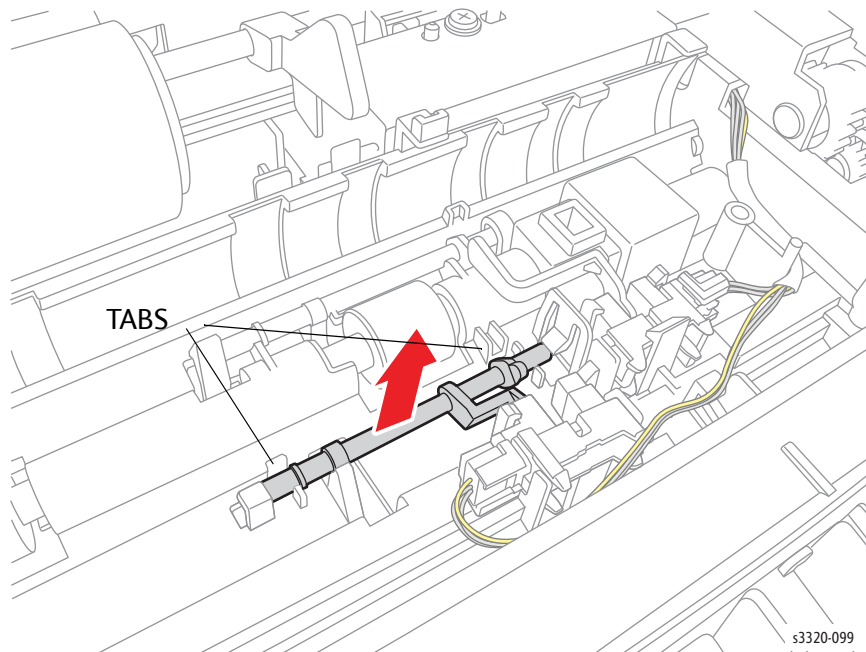
5. Remove 2 screws (silver, flanged, tap, 10 mm) and remove the sensor cover.



6. Remove the Feed Actuator Spring from the Feed Actuator ([Parts List 3.1A Frame \(2 of 2\)](#), PL 3.1A.19).



7. Press the tab and remove the Feed Actuator ([Parts List 3.1A Frame \(2 of 2\)](#), PL 3.1A.19).

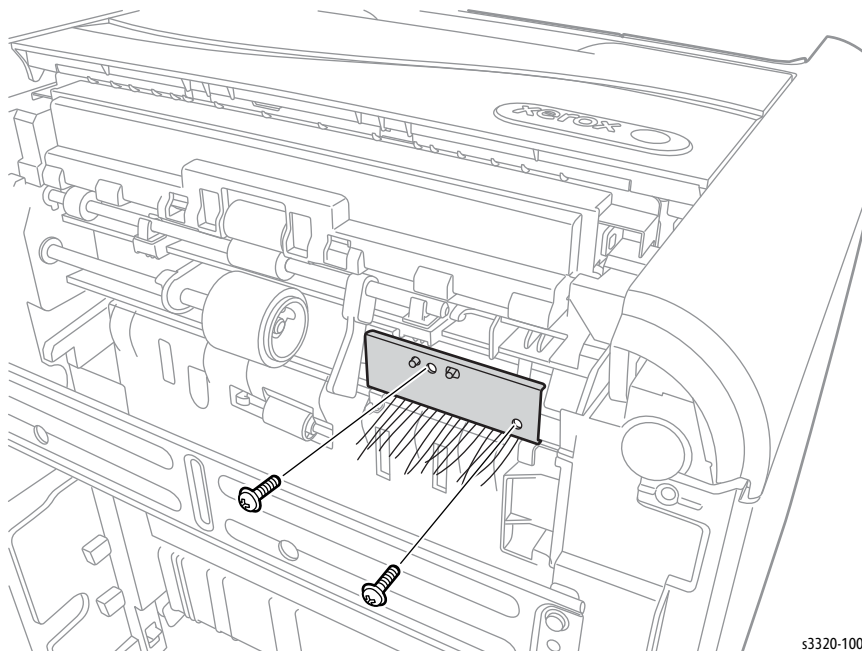


Paper Empty Sensor

Parts List 3.2 Bypass Tray

WARNING: Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

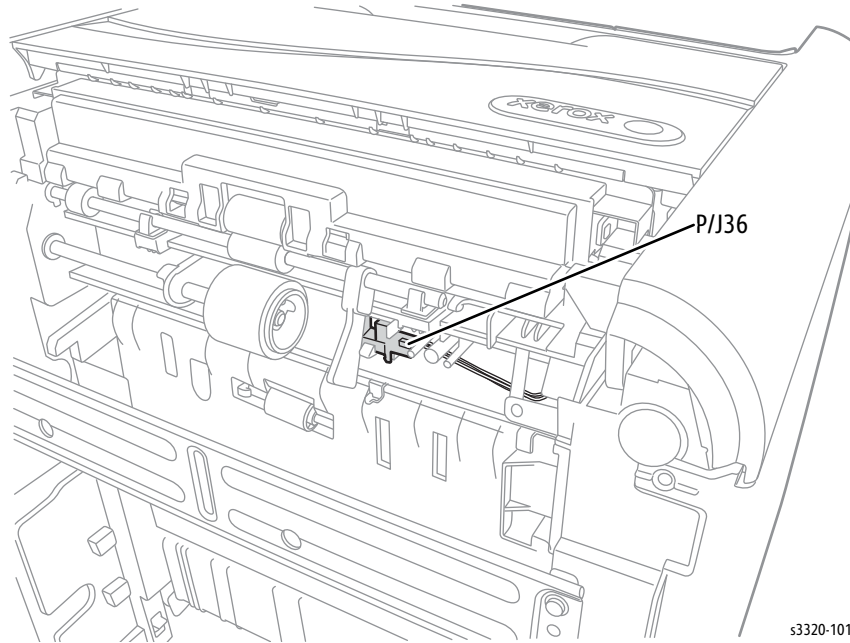
1. Do steps 1-4 in the Preparation section (page 4-3).
2. Undock the printer from the optional Tray 2 Base. (page 4-8).
3. Remove Tray 1 (page 4-6).
4. Remove the Duplex Unit (page 4-7).
5. Place the machine in its back.
6. Remove 2 screws (silver, flanged, tap, 10 mm) and remove the Paper Empty Sensor cover.



s3320-100

Service Parts Disassembly

7. Unplug P/J36 and remove the Paper Empty Sensor ([Parts List 8.3 WorkCentre 3345 Upper DADF](#), PL 8.3.3).

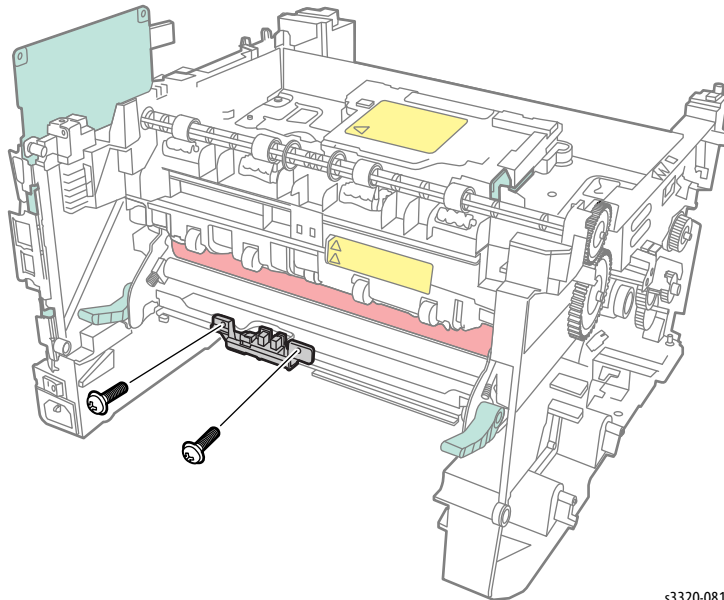


Exit Sensor and Exit Sensor Holder

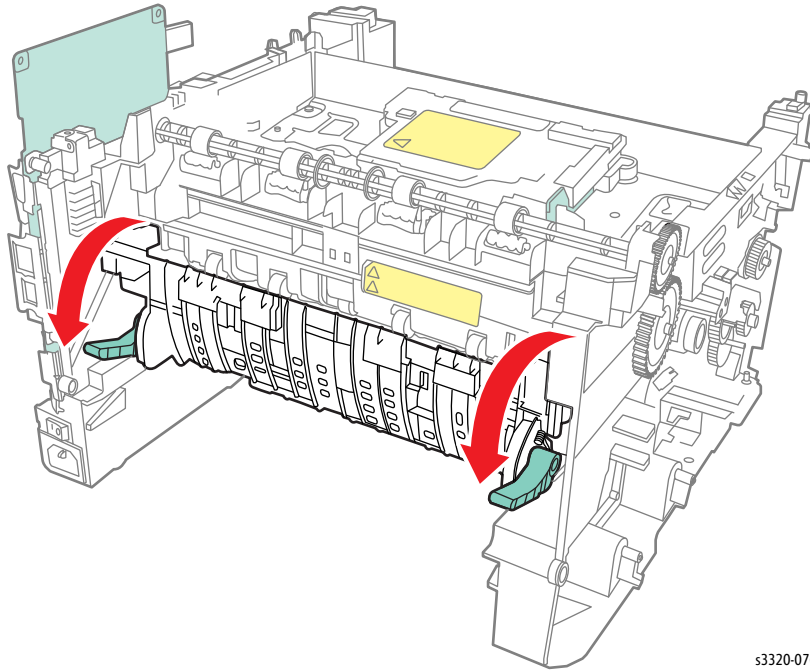
Parts List 3.1A Frame (2 of 2)

WARNING: Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section (page 4-3).
2. Undock the printer from the optional Tray 2 Base. (page 4-8).
3. Remove Tray 1 (page 4-6).
4. Remove the Duplex Unit (page 4-7).
5. Remove the Rear Door (page 4-13).
6. Remove 2 screws (silver, metal, 6mm).

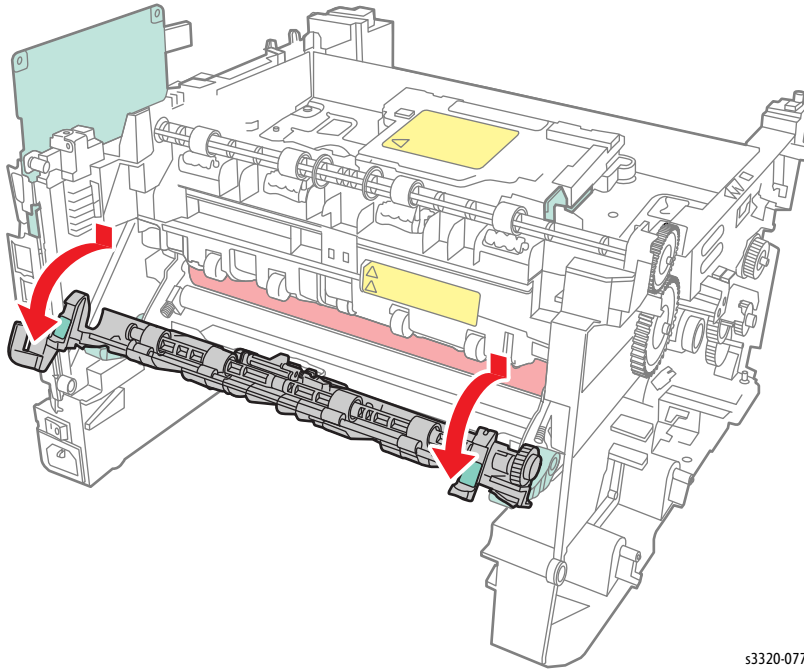


7. Open the Fuser levers.



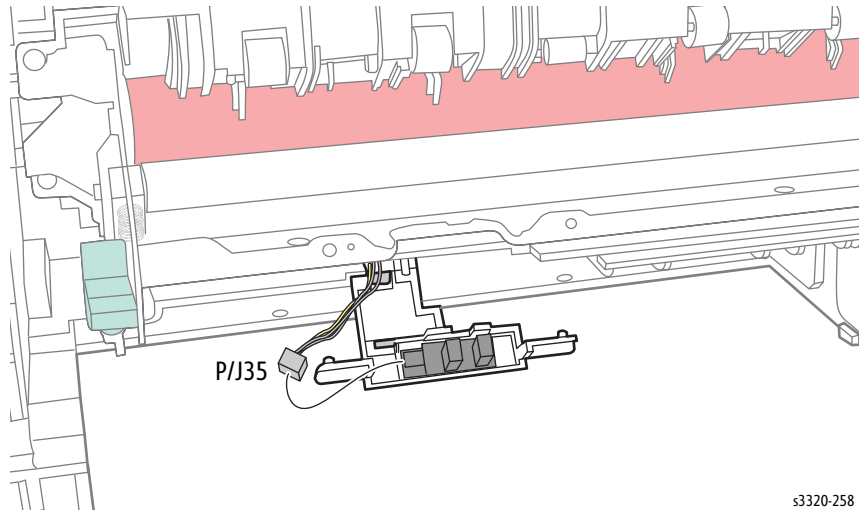
s3320-076

8. Push the Rear Frame levers down.

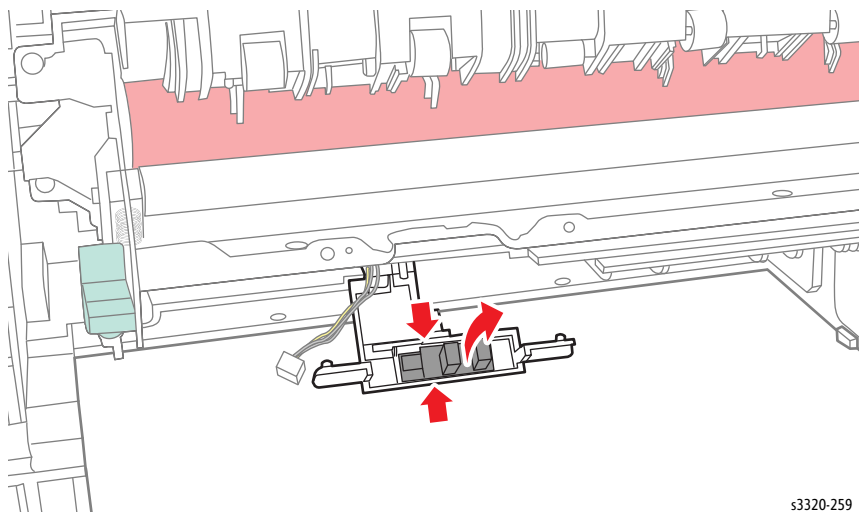


s3320-077

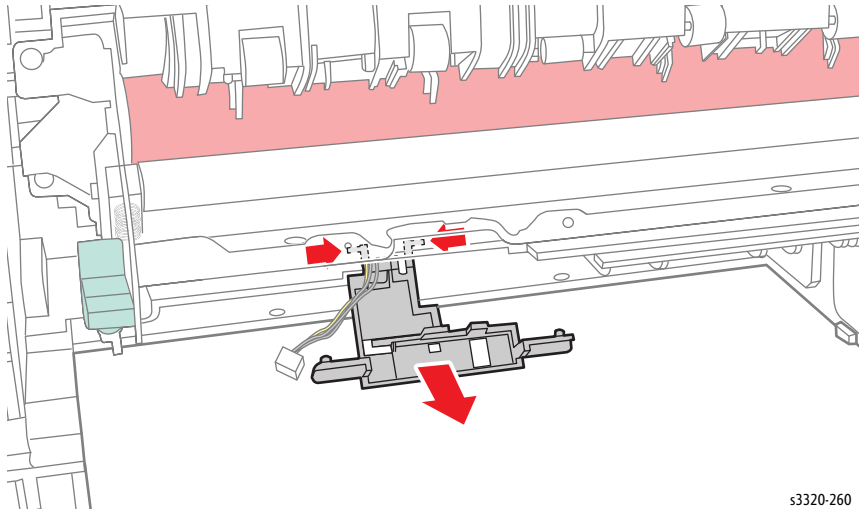
9. Unthread the Exit Sensor harness from the first guide and unplug P/J35 from the sensor.



10. Disconnect the hooks and remove the Exit Sensor.



11. Squeeze the tabs and remove the Exit Sensor Holder ([Parts List 3.1A Frame \(2 of 2\)](#), PL 3.1A.36)



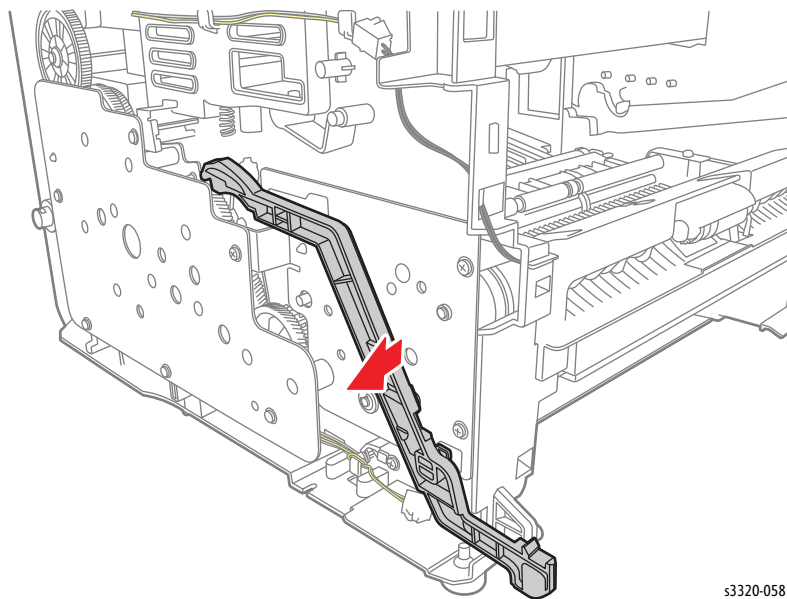
s3320-260

Coupler Bar

Parts List 3.1A Frame (2 of 2)

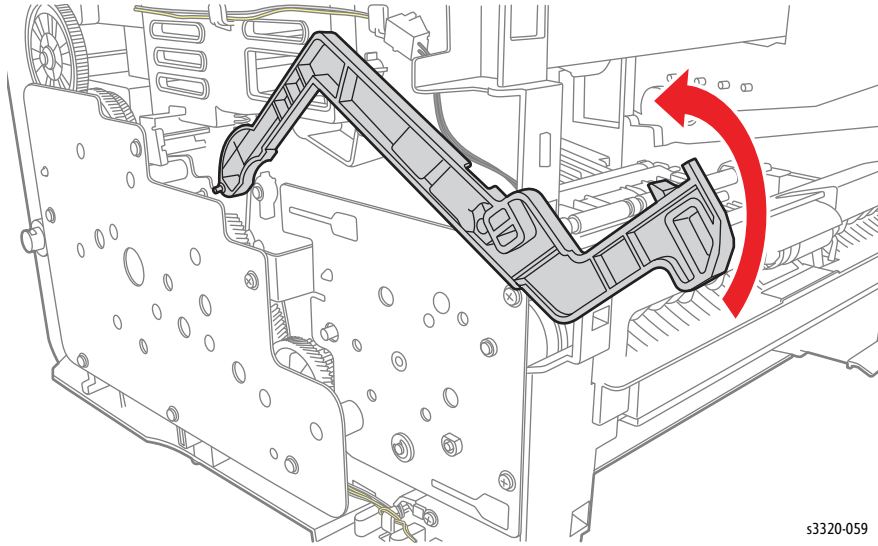
WARNING: Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Undock the printer from the optional Tray 2 Base. ([page 4-8](#)).
3. Remove the Left Side Cover, ([page 4-15](#)).
4. Slide the Coupler Bar towards the front of the printer until it releases from the guides in the Feed Drive Assembly.



s3320-058

5. Rotate the Coupler Bar to release it.



s3320-059

WorkCentre 3335/3345 Scanner

Scanner Assembly (WorkCentre 3335/3345)

Parts List 7.1 WorkCentre 3335 SCANNER and ADF or Parts List 8.1 WorkCentre 3345 SCANNER and DADF

WARNING: Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section (page 4-3).
2. Undock the printer from the optional Tray 2 Base. (page 4-8).
3. Remove the Front Door (page 4-13).
4. Remove the Rear Door (page 4-13).
5. Remove the Left Cover (page 4-15).
6. Remove the Right Cover (page 4-17).
7. Remove the ADF/DADF Assembly. WorkCentre 3335 (page 4-138); or WorkCentre 3345 (page 4-116)
8. Remove 4 screws (silver, flanged, tap, 10 mm) at the rear.

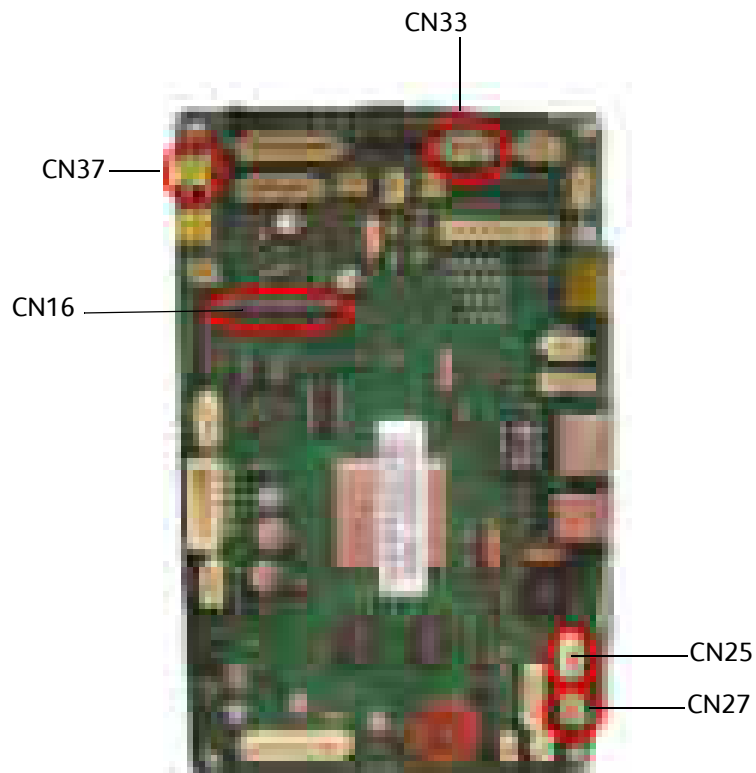


Service Parts Disassembly

9. Remove the Control Panel ([page 4-73](#)).
10. Remove 2 screws.



11. Disconnect CN16, 25, 27, 33 and 37 on the Main PWB.



12. Lift the Scanner Assembly off of the printer.

Upper Platen

Parts List 9.2 WorkCentre 3335/3345 Platen

WARNING: Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Remove the ADF/DADF Assembly, WorkCentre 3335, ([page 4-138](#)); WorkCentre 3345, ([page 4-116](#)).
3. Remove the Control Panel ([page 4-73](#)).
4. Remove the Scanner ([page 4-103](#)).
5. Remove 9 screws (flanged, tap, 10 mm).



6. Release all of the catches from the back of the assembly and remove the Upper Platen Assembly ([Parts List 9.2 WorkCentre 3335/3345 Platen](#), PL 9.2.1).

Lower Platen

Parts List 9.2 WorkCentre 3335/3345 Platen

WARNING: Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Remove the Scanner ([page 4-103](#)).
3. Remove the Upper Platen ([page 4-105](#)).
4. Remove the A4 Middle Platen ([page 4-107](#)) from the Lower Platen.

A4 Middle Platen

A4 Middle Platen Assembly

Parts List 9.2 WorkCentre 3335/3345 Platen

WARNING: Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Remove the ADF/DADF, WorkCentre 3335, ([page 4-138](#)); WorkCentre 3345, ([page 4-116](#)).
3. Remove the Scanner ([page 4-103](#)).
4. Remove the Control Panel ([page 4-73](#)).
5. Remove 9 screws (flanged, tap, 10 mm).



6. Release all of the catches from the back of the assembly and remove the Upper Platen Assembly ([Parts List 9.2 WorkCentre 3335/3345 Platen, PL 9.2.1](#)).

Service Parts Disassembly

7. Release all of the catches from the back of the assembly.
8. Remove 3 screws (black, flanged, tap, 10 mm).



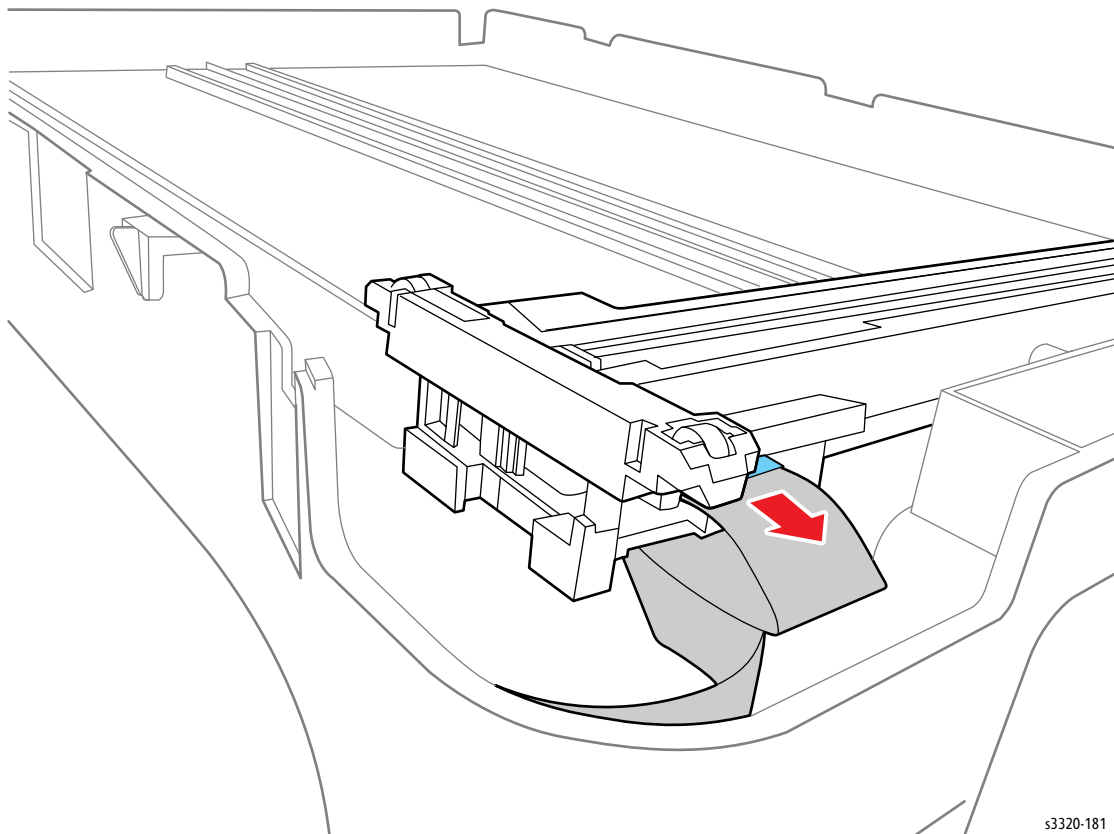
9. Release the catch under the assembly at the back.
CAUTION: Keep the platen assembly platen-side up to prevent the scanning mechanism from falling out.
10. Unthread the wire harness and the ribbon cable that pass through the lower scan frame and remove the A4 Middle Platen ([Parts List 9.2 WorkCentre 3335/3345 Platen](#), PL 9.2.7).
11. Remove the platen glass ([Parts List 9.2 WorkCentre 3335/3345 Platen](#), PL 9.2.5).

Scanner Contact Image Sensor (WorkCentre 3335/3345)

Parts List 9.2 WorkCentre 3335/3345 Platen

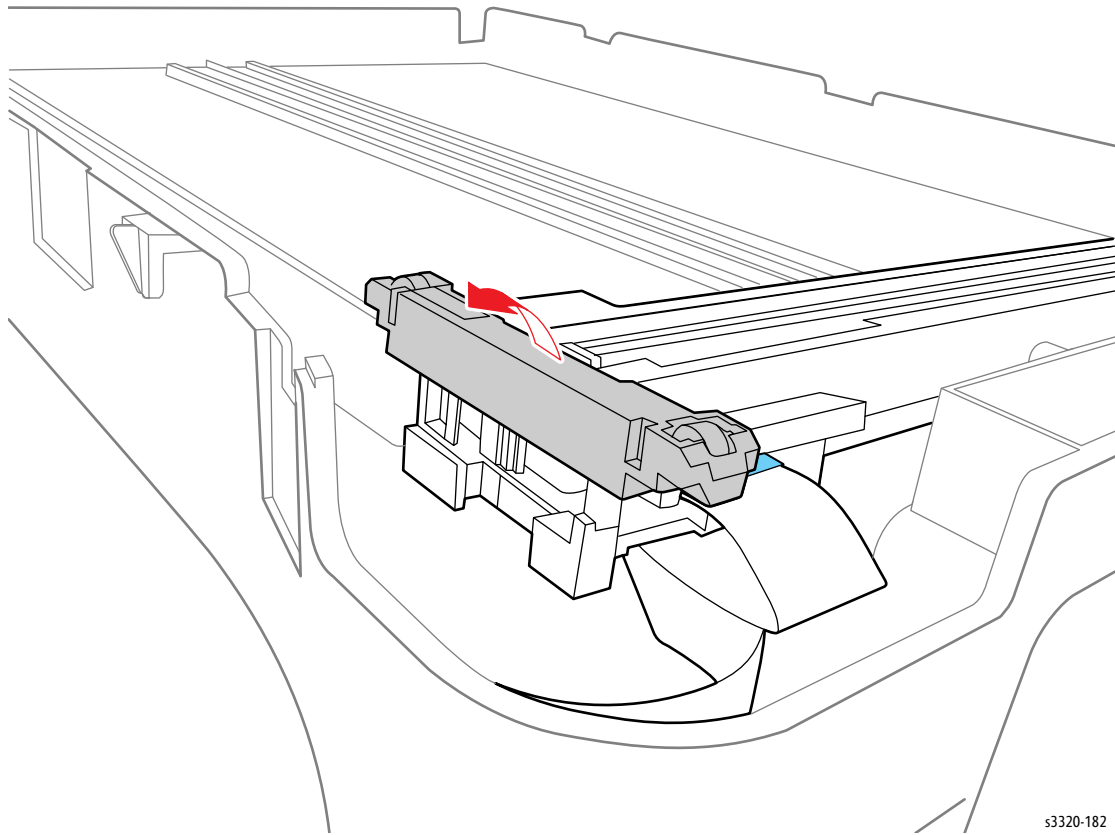
WARNING: Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Remove the ADF/DADF, WorkCentre 3335, ([page 4-138](#)); WorkCentre 3345, ([page 4-116](#)).
3. Remove the Control Panel ([page 4-73](#)).
4. Remove the A4 Middle Platen ([page 4-107](#)).
5. Unplug the ribbon cable from the Contact Image Sensor ([Parts List 9.2 WorkCentre 3335/3345 Platen, PL 9.2.10](#)).



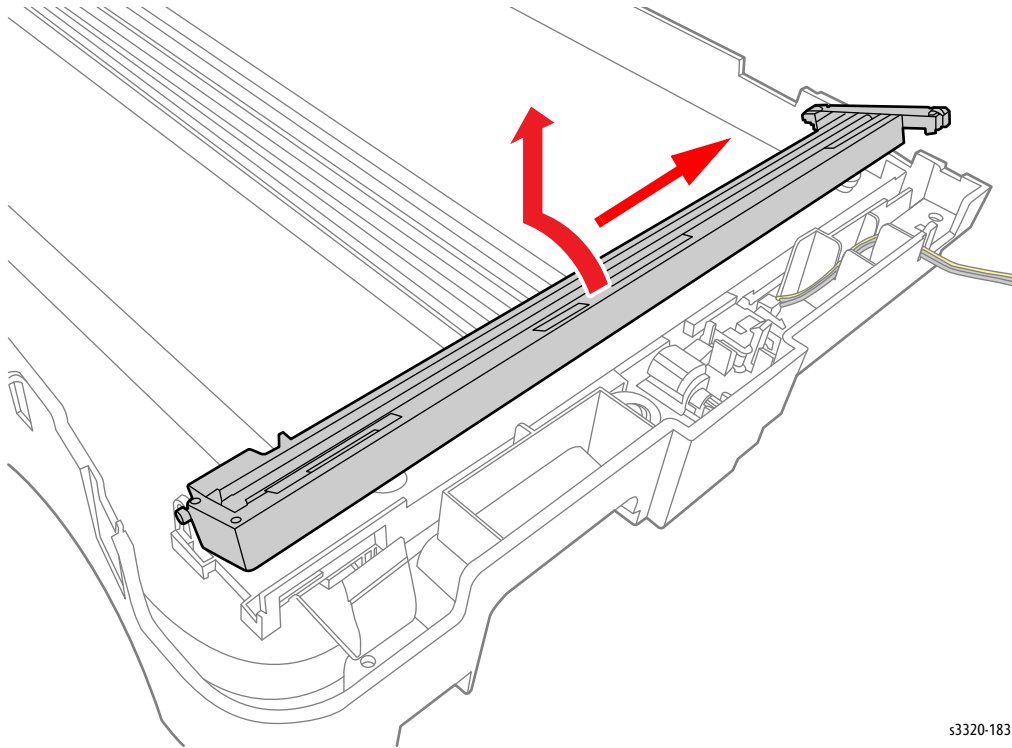
s3320-181

6. Release the tab and remove the CIS Guide.



s3320-182

7. Rotate the Contact Image Sensor (Parts List 9.2 WorkCentre 3335/3345 Platen, PL 9.2.10) up and slide to the right to remove it out of the CIS bracket as indicated in the illustration.



s3320-183

Scanner Scan Motor (WorkCentre 3335/3345)

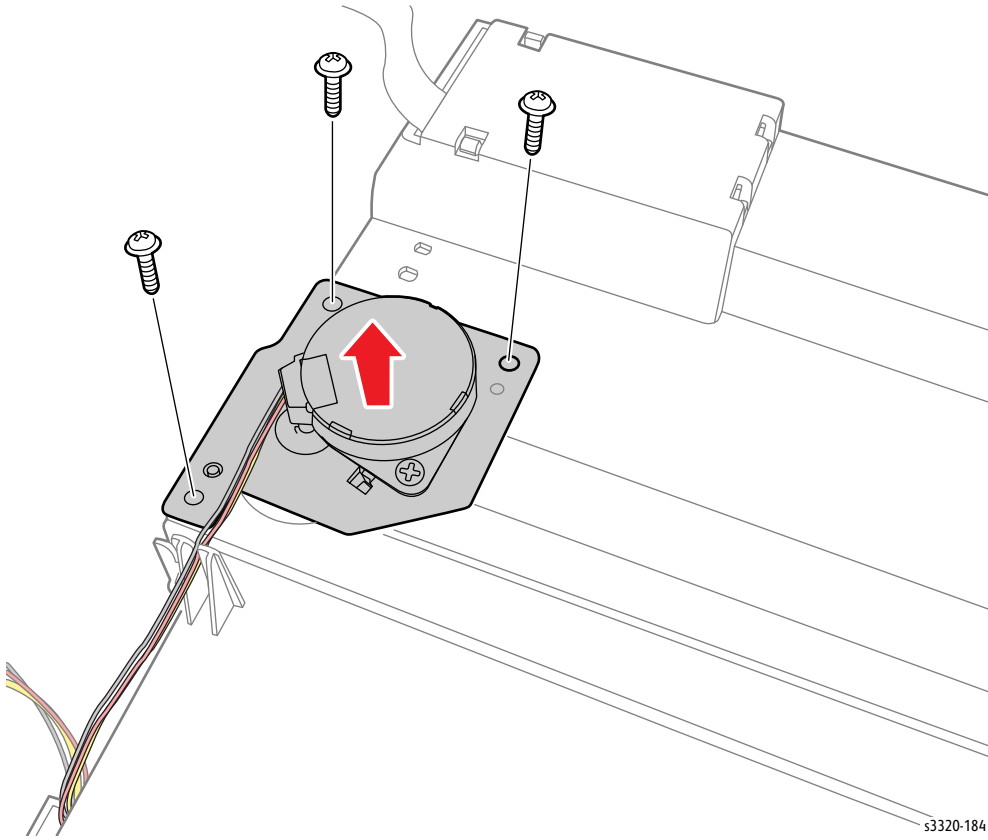
Parts List 9.2 WorkCentre 3335/3345 Platen

WARNING: Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section (page 4-3).
2. Remove the DADF/ADF, WorkCentre 3345 (page 4-116); WorkCentre 3335 (page 4-138).
3. Remove the Control Panel (page 4-73).
4. Remove the A4 Middle Platen (page 4-107).

Service Parts Disassembly

5. Disconnect P/J1 on the Scan Motor ([Parts List 9.2 WorkCentre 3335/3345 Platen, PL 9.2.14](#)).
6. Remove 3 screws (silver, flanged, tap, 10 mm) and remove the Scan Motor ([Parts List 9.2 WorkCentre 3335/3345 Platen, PL 9.2.14](#)).



Home Position Sensor (WorkCentre 3335/3345)

Parts List 9.2 WorkCentre 3335/3345 Platen

WARNING: Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Remove the DADF/ADF, WorkCentre 3345 ([page 4-116](#)); WorkCentre 3335 ([page 4-138](#)).
3. Remove the Control Panel ([page 4-73](#)).
4. Remove the A4 Middle Platen ([page 4-107](#)).
5. Unplug P/J42 and remove the Home Position Sensor.

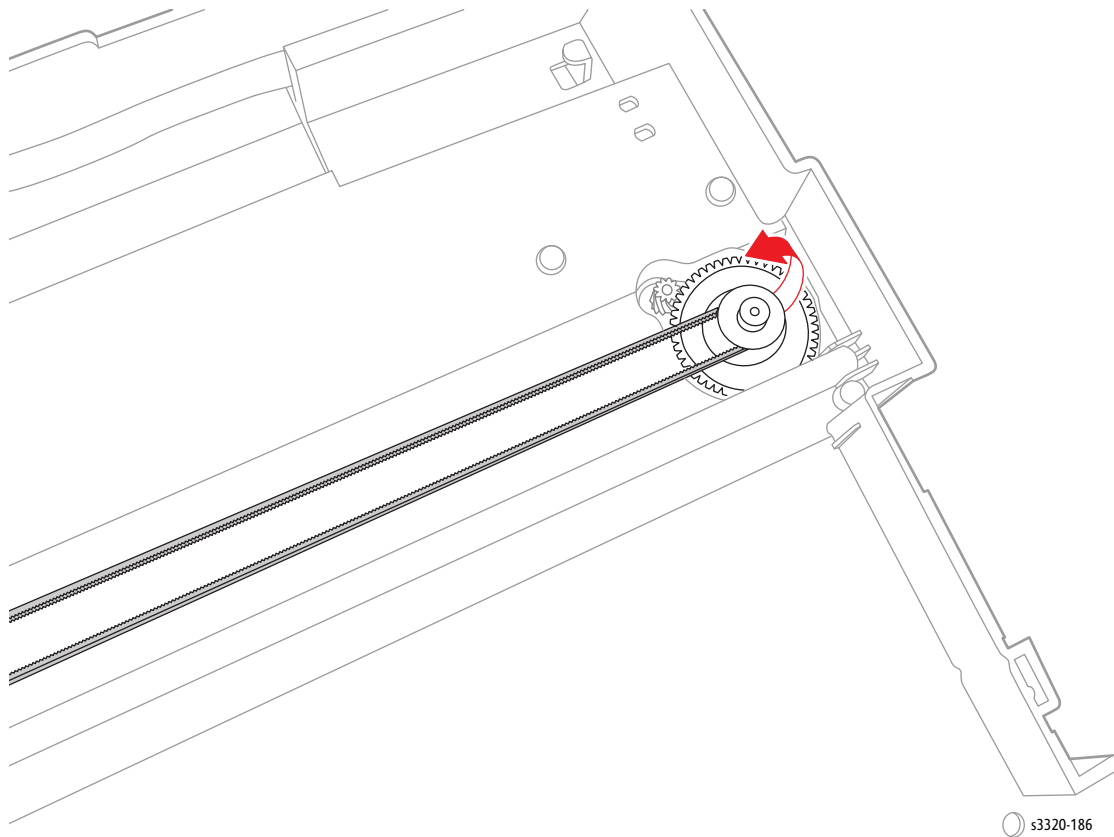


Timing Gear Belt (WorkCentre 3335/3345)

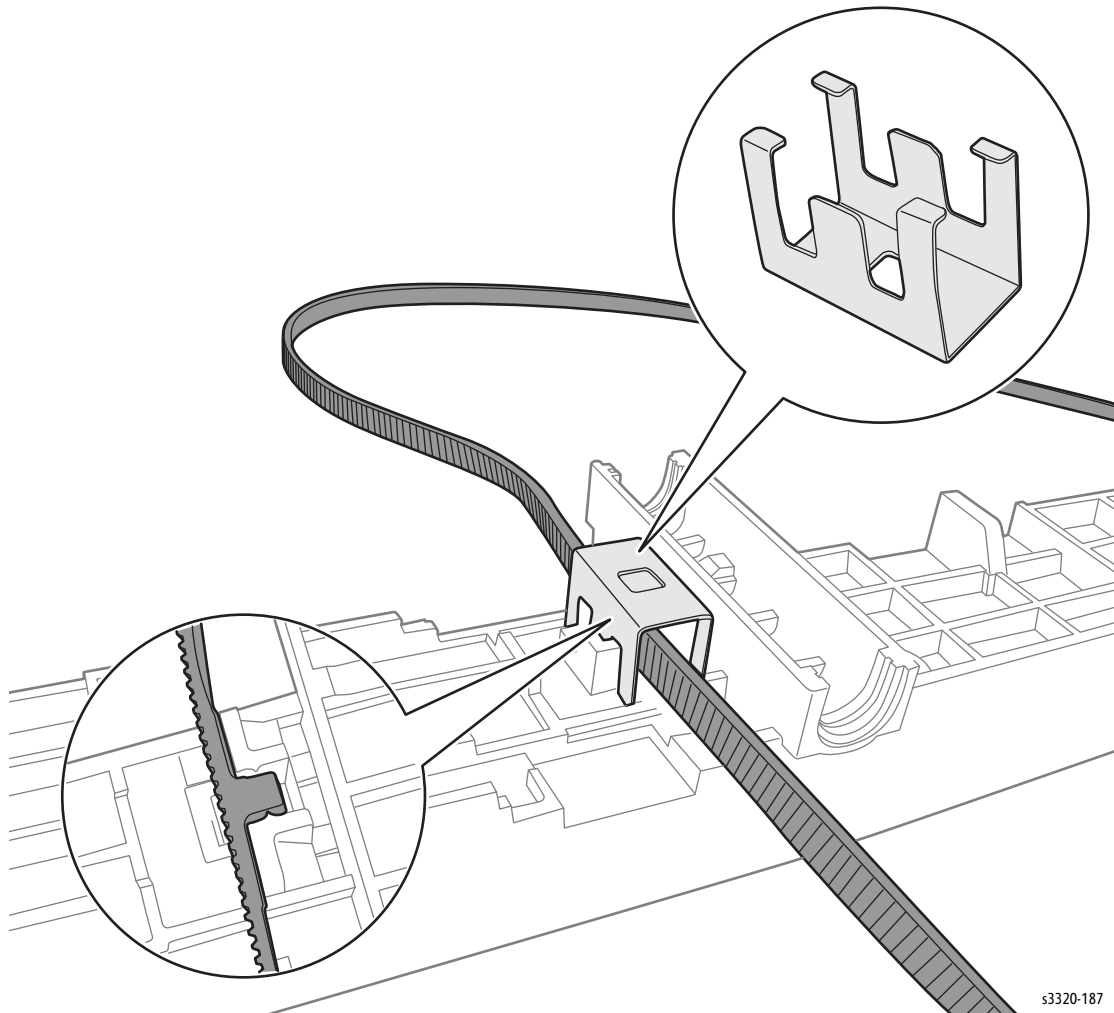
Parts List 9.2 WorkCentre 3335/3345 Platen

WARNING: Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section (page 4-3).
2. Remove the DADF/ADF, WorkCentre 3345 (page 4-116); WorkCentre 3335 (page 4-138).
3. Remove the Control Panel (page 4-73).
4. Remove the A4 Middle Platen (page 4-107).
5. Disengage the Timing Gear Belt (Parts List 9.2 WorkCentre 3335/3345 Platen, PL 9.2.13) from the scan drive gear.



6. Disengage the tabs and remove the belt clip, and then remove the Timing Gear Belt ([Parts List 9.2 WorkCentre 3335/3345 Platen](#), PL 9.2.13).



s3320-187

WorkCentre 3345 DADF

DADF Assembly

Parts List 8.1 WorkCentre 3345 SCANNER and DADF

WARNING: Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Open the DADF unit.
3. Remove the connector cover ([Parts List 8.1 WorkCentre 3345 SCANNER and DADF, PL 8.1.4](#)) and unplug the 2 connectors.



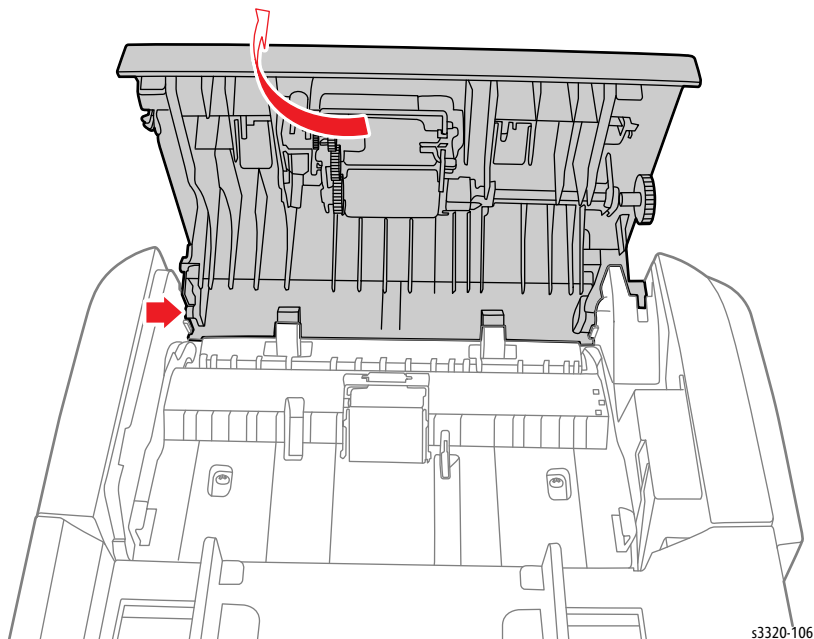
4. Lift up and release the DADF unit (Parts List 8.1A WorkCentre 3345 DADF, PL 8.1A.20).



DADF Cover

Parts List 8.1 WorkCentre 3345 SCANNER and DADF

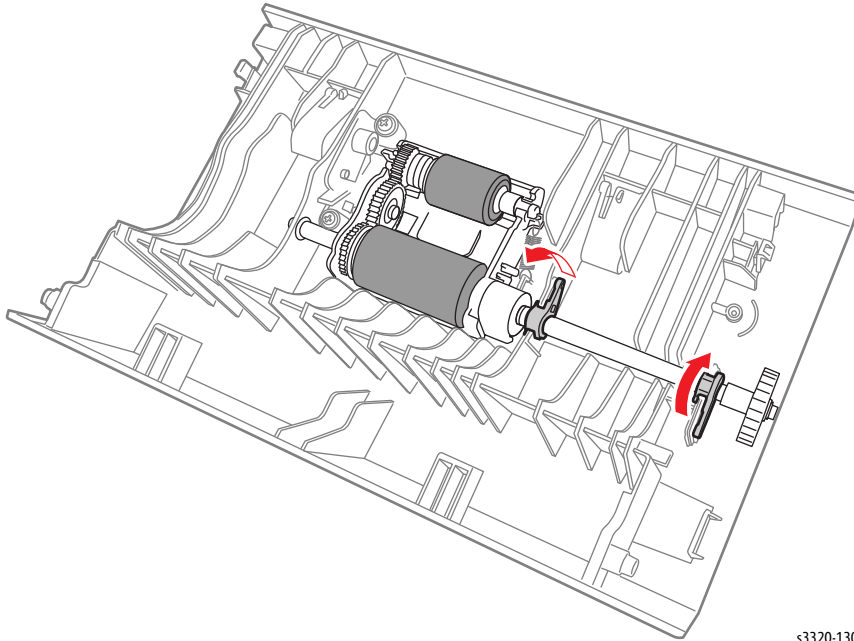
1. Release the Boss on each side and remove the DADF Cover.



DADF Pick Up Unit

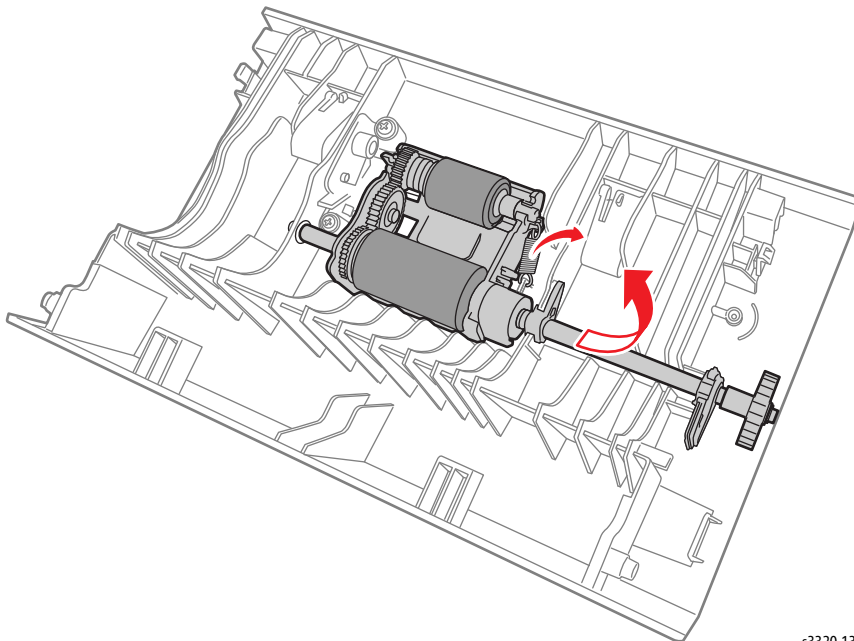
Parts List 8.1 WorkCentre 3345 SCANNER and DADF

1. Remove the DADF Cover ([page 4-117](#)).
2. Release the shaft holders (2).



s3320-130

3. Remove the spring and then remove the DADF Pick Up Unit ([Parts List 8.1A WorkCentre 3345 DADF](#), PL 8.1A.16).



s3320-131

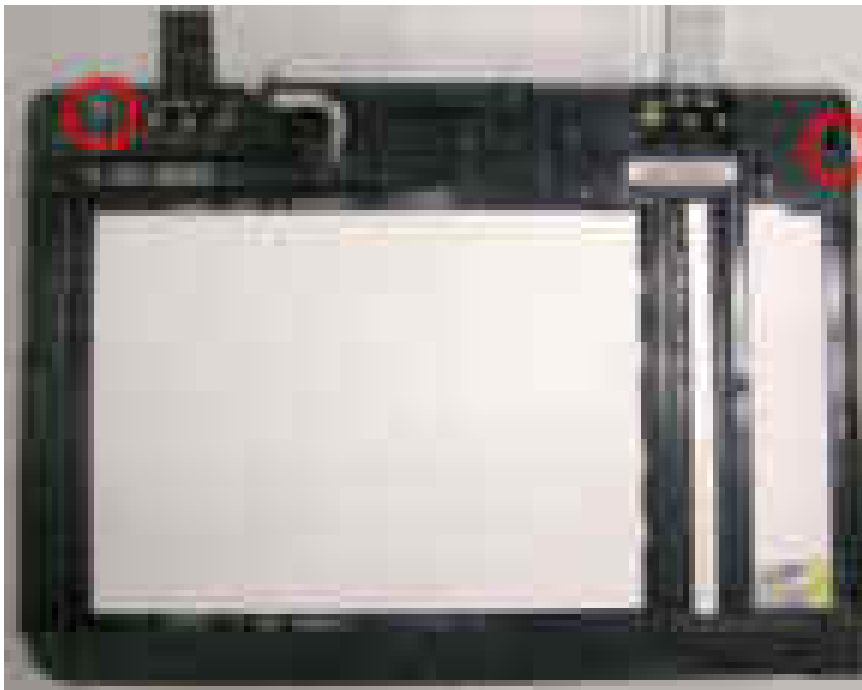
DADF Board

Parts List 8.1 WorkCentre 3345 SCANNER and DADF

1. Remove the DADF ([page 4-116](#))
2. Remove the DADF Input Tray.



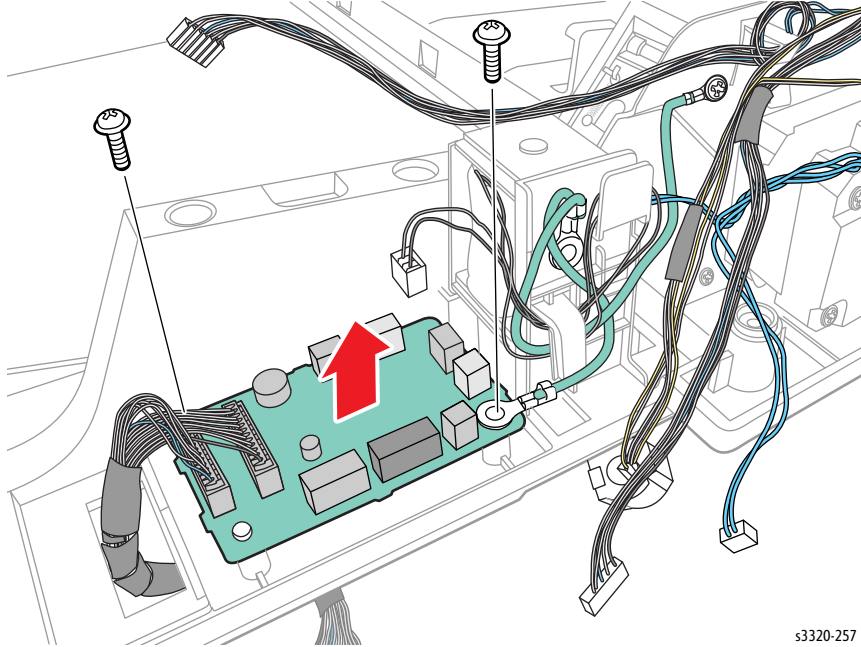
3. Remove 2 screws.



4. Remove the DADF Rear Cover ([Parts List 8.1A WorkCentre 3345 DADF, PL 8.1A.10](#)).

Service Parts Disassembly

5. Disconnect all connections on the DADF Board (Parts List 8.1A WorkCentre 3345 DADF, PL 8.1A.13) and unlace the wiring.
6. Remove 2 screws that secure the DADF Board (Parts List 8.1A WorkCentre 3345 DADF, PL 8.1A.13) and remove the board.



s3320-257

DADF Drive

Parts List 8.5 WorkCentre 3345 Drive DADF

1. Remove the DADF ([page 4-116](#))
2. Remove the DADF Cover ([page 4-117](#)).
3. Remove 6 screws (silver, flanged, tap, 10 mm) from the bottom of the DADF.



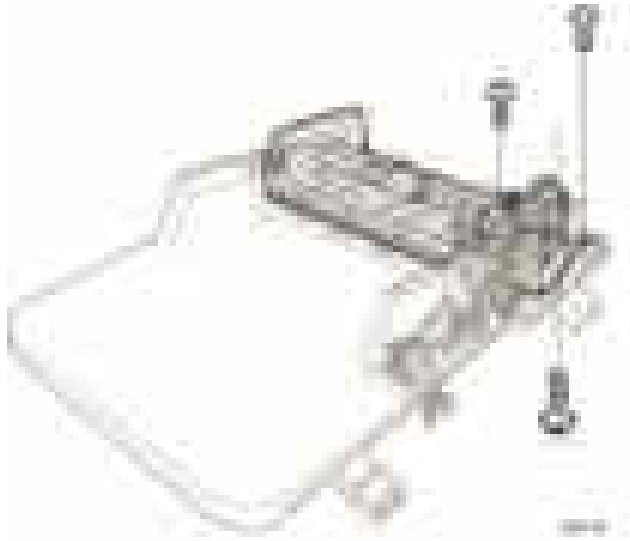
4. Remove the DADF Input Tray.



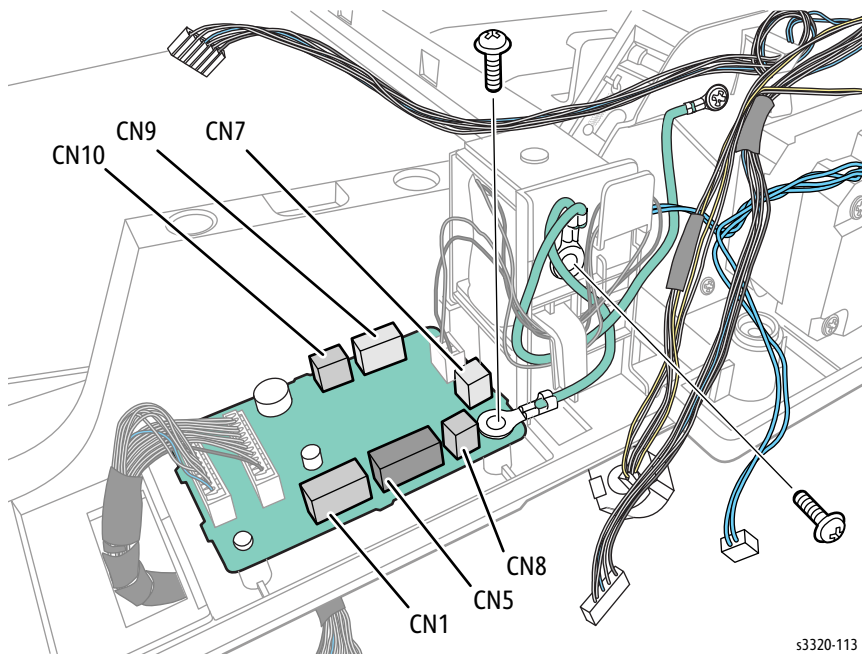
5. Remove the DADF Front Cover ([Parts List 8.1A WorkCentre 3345 DADF](#), PL 8.1A.6) (4 screws removed earlier in this procedure).



- Remove 3 screws (silver, flanged, tap, 10 mm), 2 from the top of the DADF and 1 from the bottom.

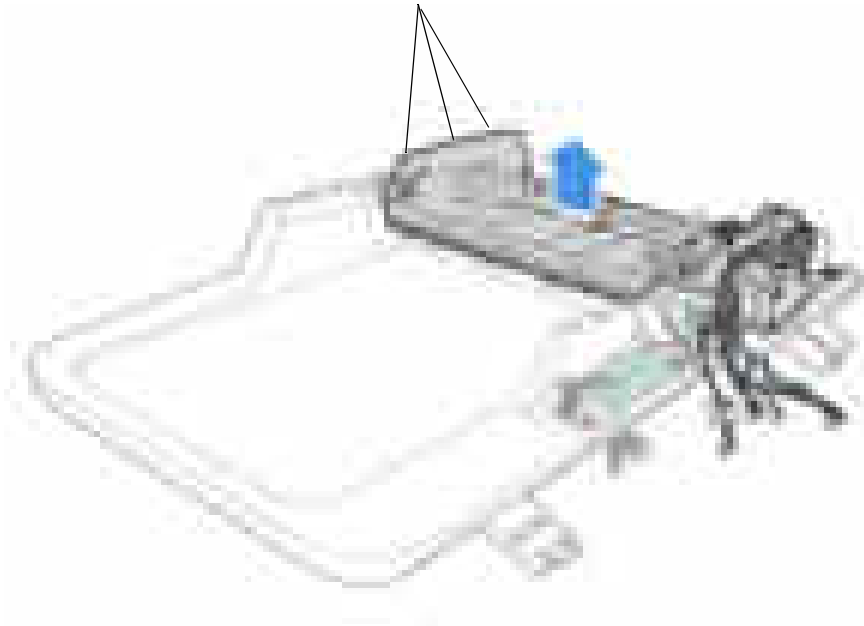


- Disconnect all connections on the DADF Board (Parts List 8.1A WorkCentre 3345 DADF, PL 8.1A.13) and unlace the wiring.

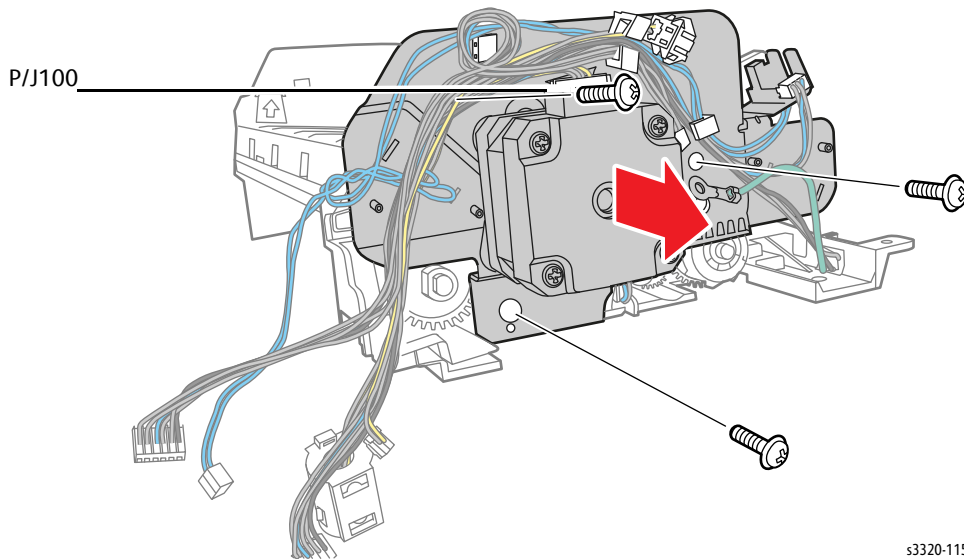


8. Remove the 3 screws and lift the DADF Upper and Drive out of the printer.

Remove the 3 screws



9. Disconnect P/J100. Remove 3 screws (silver, flanged, tap, 10 mm) and release the DADF Drive (Parts List 8.5 WorkCentre 3345 Drive DADF, PL 8.5.8).



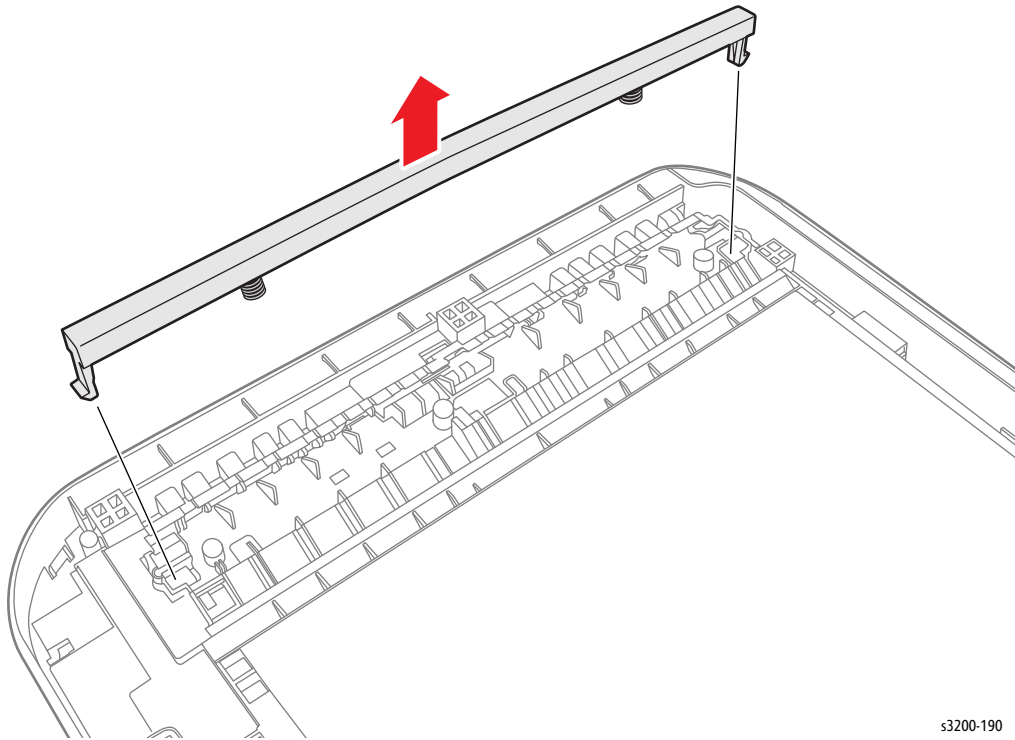
s3320-115

DADF White Bar Plate

Parts List 8.2 WorkCentre 3345 Lower DADF

Note: The White Bar Plate has two springs beneath it. When removing the White Bar Plate (Parts List 8.2 WorkCentre 3345 Lower DADF, PL 8.2.2), be careful not to lose these springs.

1. Lift up the DADF and disconnect the White Bar Plate bosses and remove the White Bar Plate (Parts List 8.2 WorkCentre 3345 Lower DADF, PL 8.2.2).



s3200-190

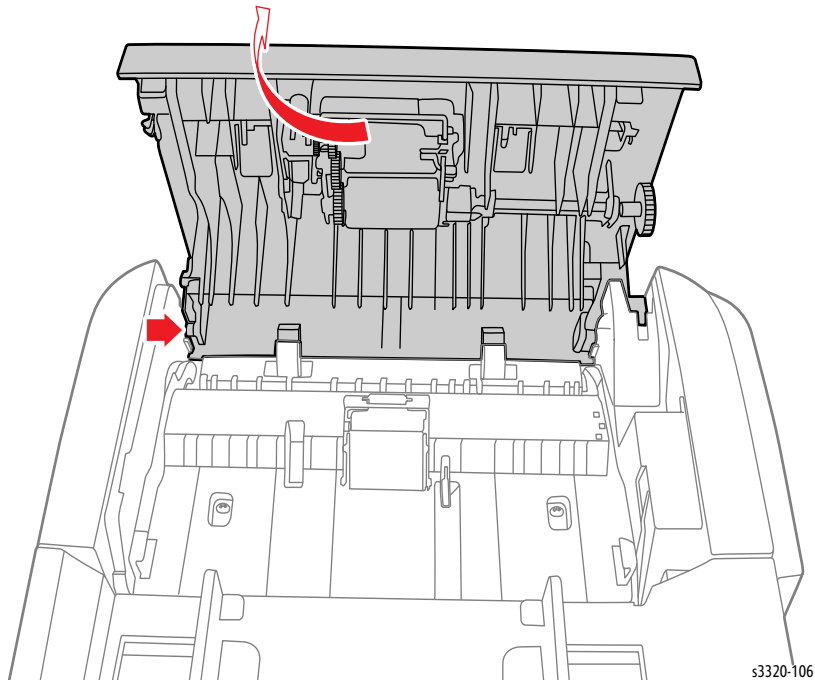
DADF Registration Sensor, DADF Feed Sensor

Parts List 8.2 WorkCentre 3345 Lower DADF

1. Remove the DADF ([page 4-116](#))
2. Remove 6 screws (silver, flanged, tap, 10 mm) from the bottom of the DADF.



3. Remove the DADF Cover (page 4-117).



4. Remove the DADF Input Tray.



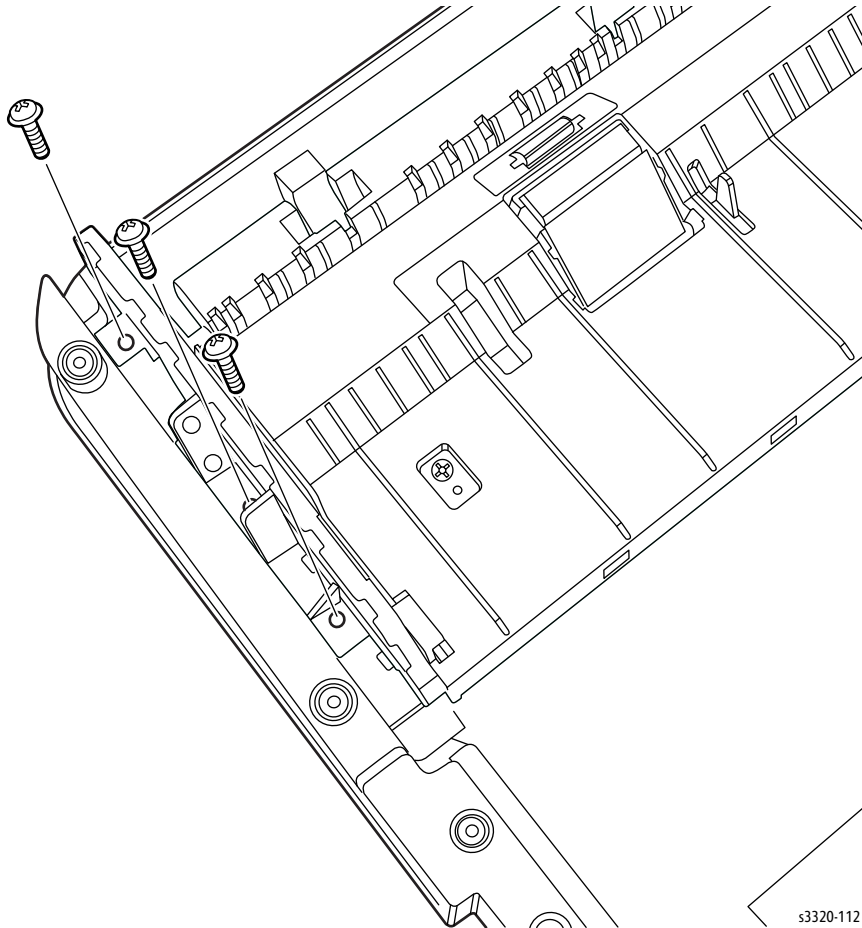
5. Remove the DADF Rear Cover.



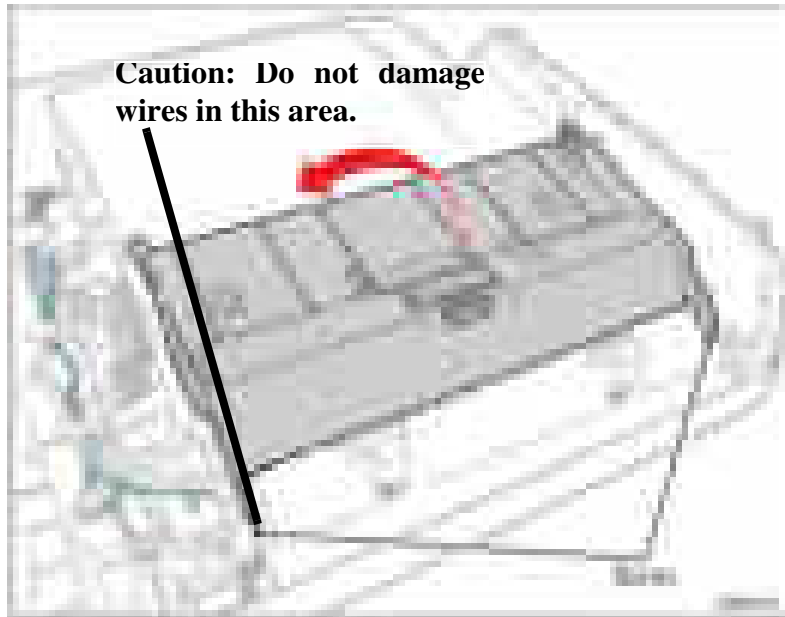
6. Remove the DADF Front Cover (4 screws removed earlier in this procedure).



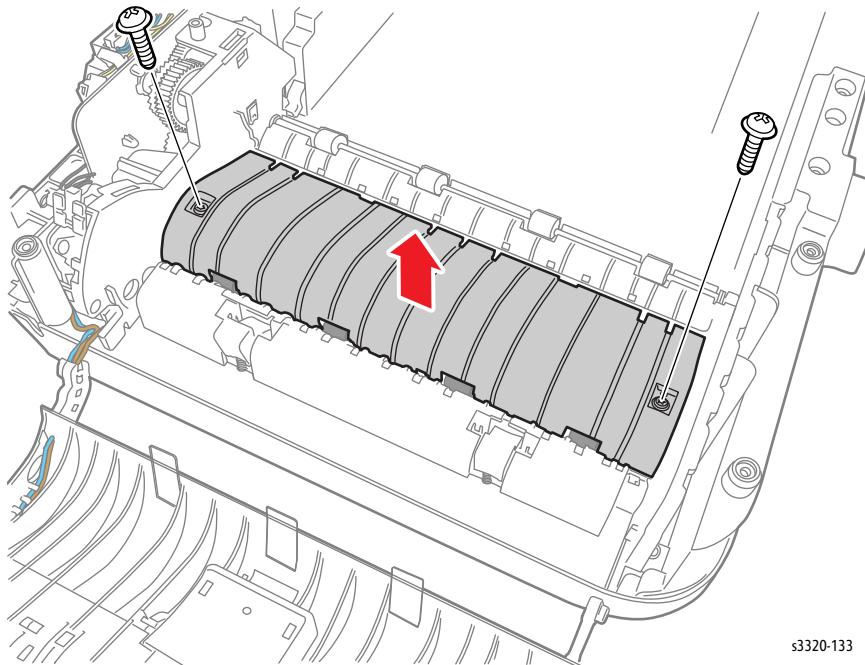
7. Remove 3 screws (silver, flanged, tap, 10 mm) from the bottom of the DADF.



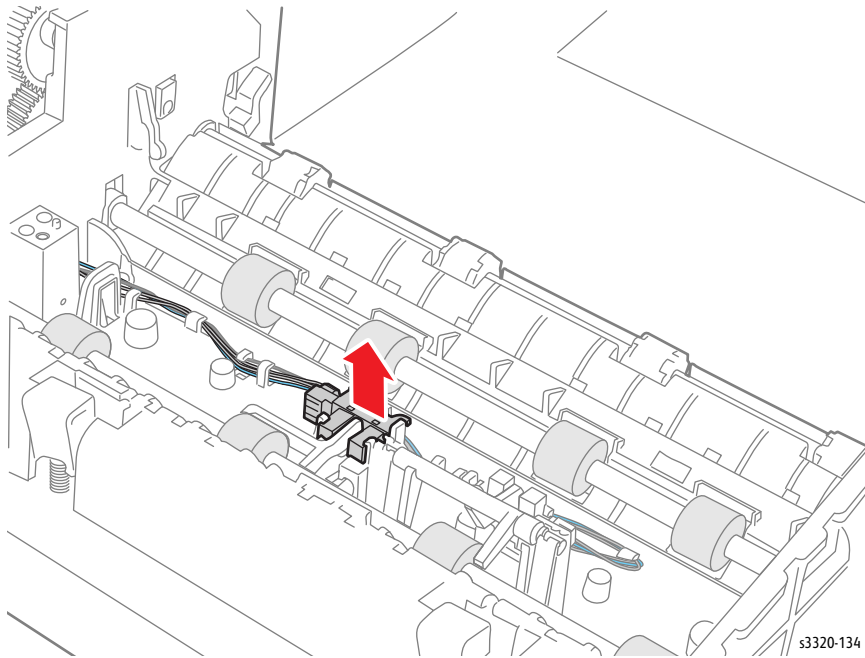
8. Disconnect the Upper DADF boss at the rear of the printer, and then tilt the Upper ADF up.



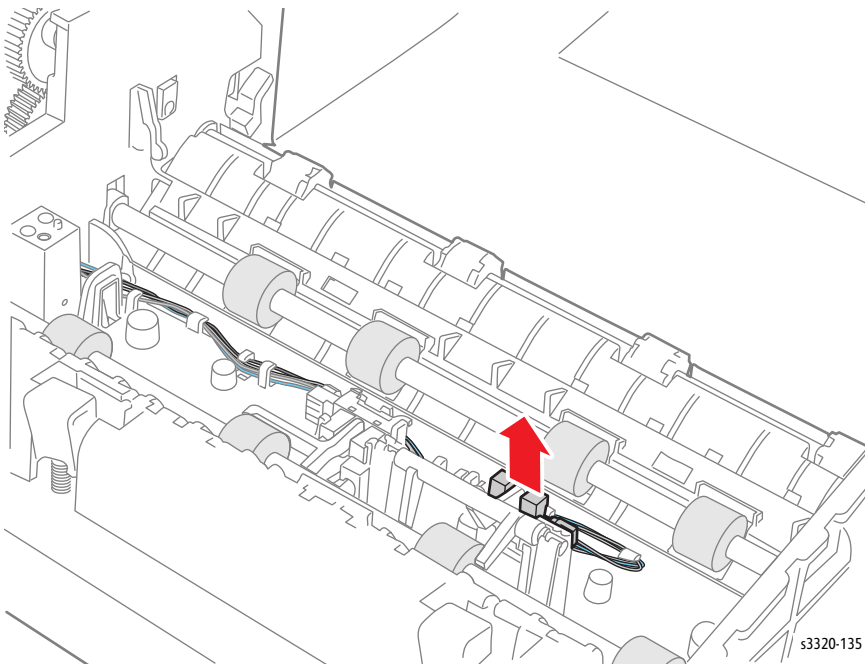
9. Remove 2 screws (silver, flanged, tap, 10 mm) and then remove the DADF Middle Cover.



10. Unplug the wire connector of the sensor that is being replaced and remove the sensor. Feed Sensor (P/J51):



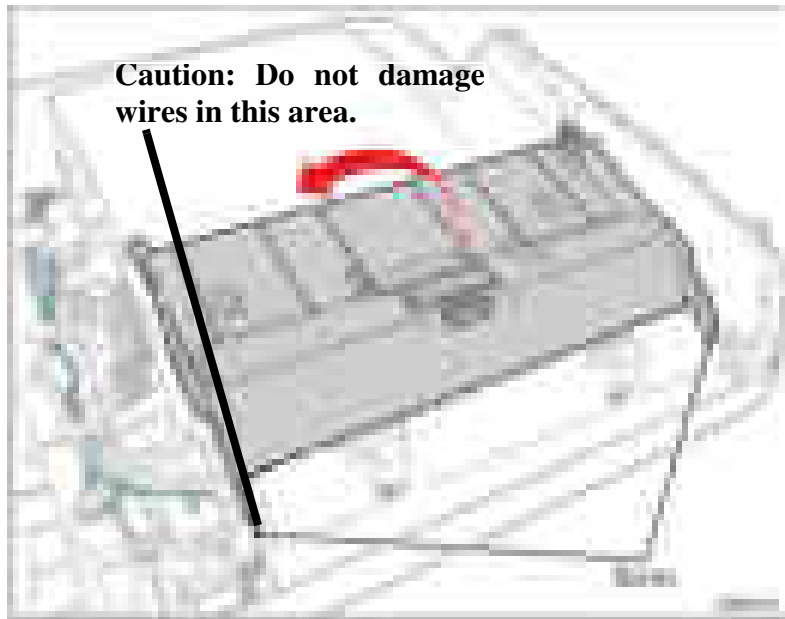
- Registration Sensor (P/J52):



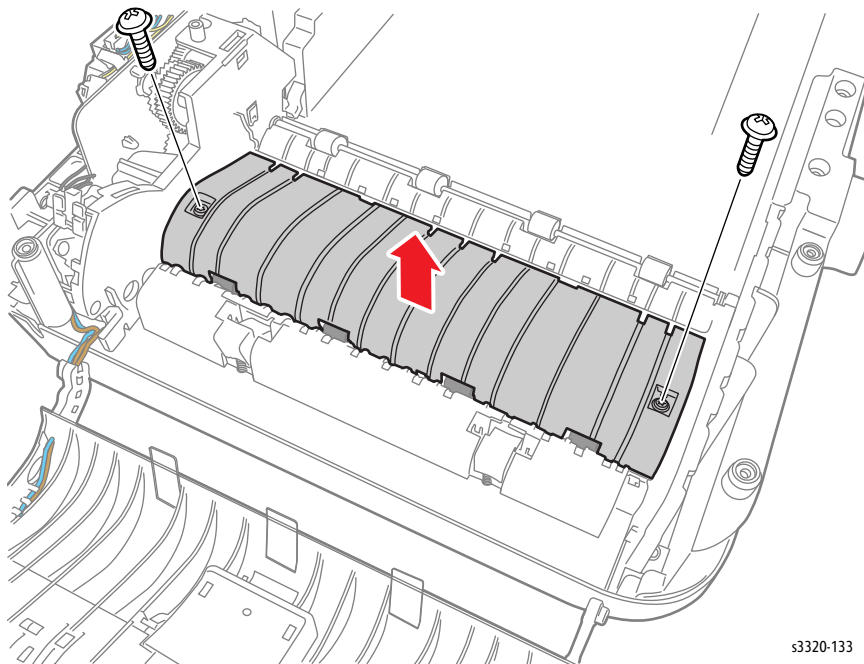
DADF Feed Roller

Parts List 8.2 WorkCentre 3345 Lower DADF

1. Remove the DADF Drive (page 4-121)
2. Disconnect the Upper ADF boss at the back side of the printer, and then tilt the Upper ADF up.



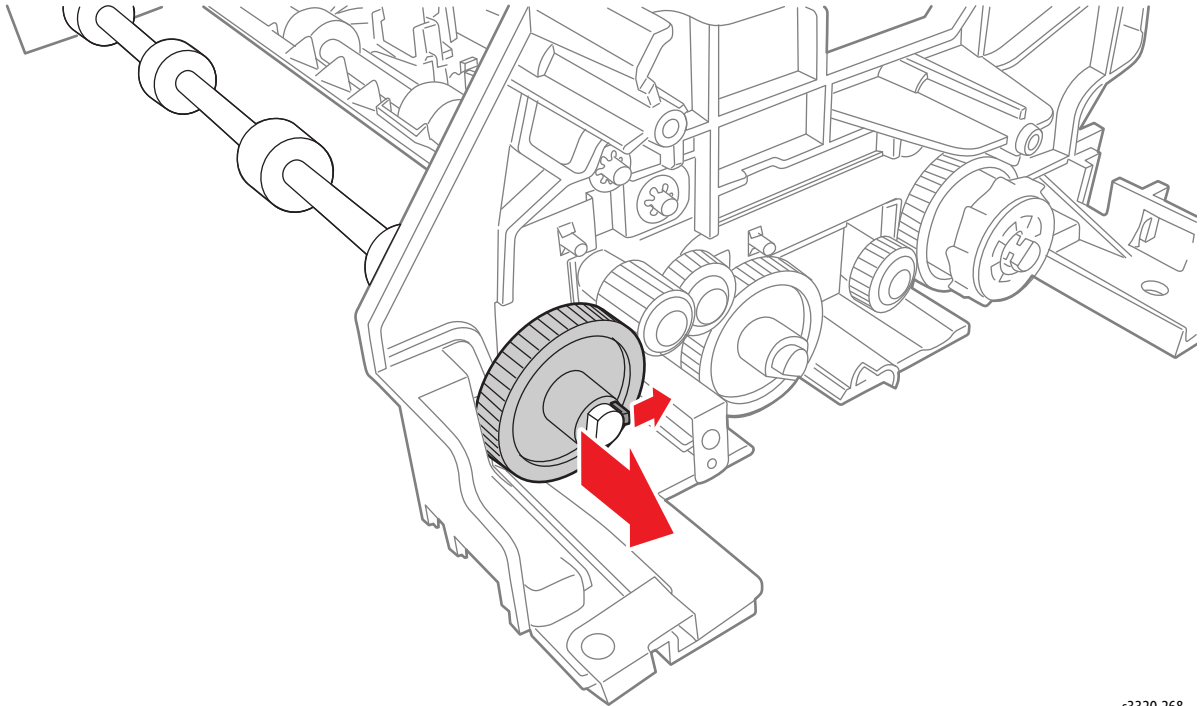
3. Remove 2 screws (silver, flanged, tap, 10 mm) and then remove the DADF Middle Cover.



4. Lift up the DADF Lower Cover and remove 1 e-ring.

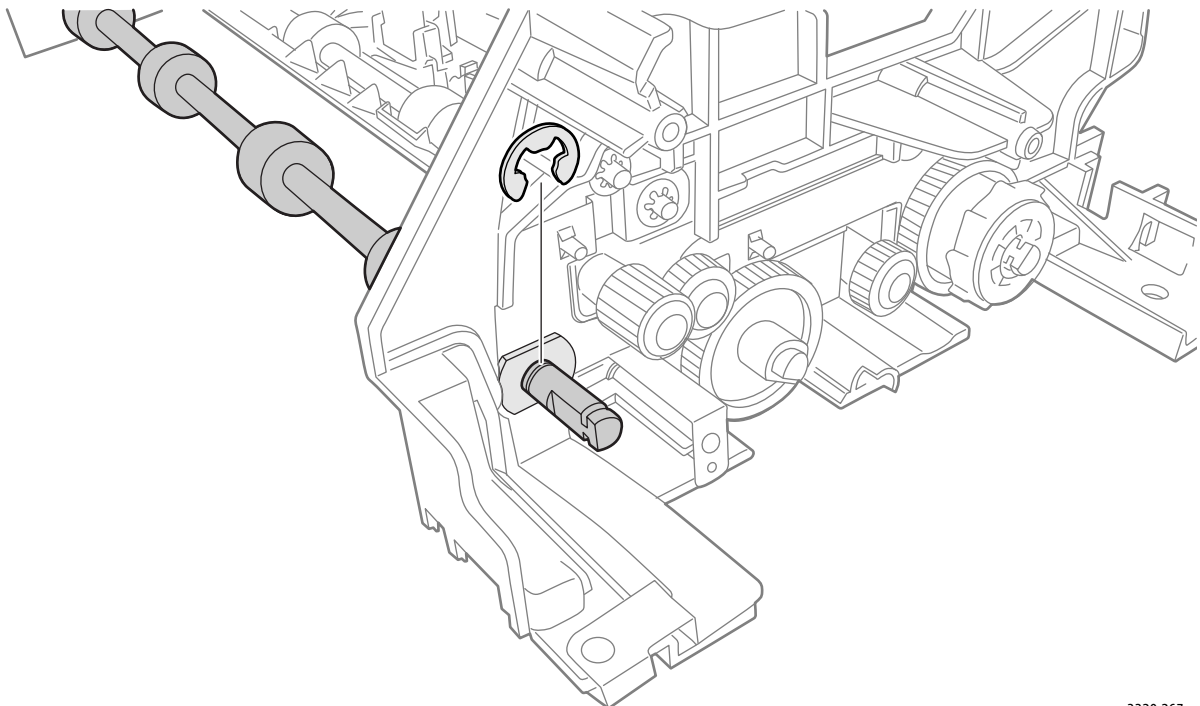


5. Release the Feed Gear tab and remove the gear.



s3320-268

6. Remove 1 e-ring and remove the DADF Feed Roller.



s3320-267

DADF Lifting Solenoid

Parts List 8.1A WorkCentre 3345 DADF

1. Remove the DADF ([page 4-116](#))
2. Remove 6 screws (silver, flanged, tap, 10 mm) from the bottom of the DADF.



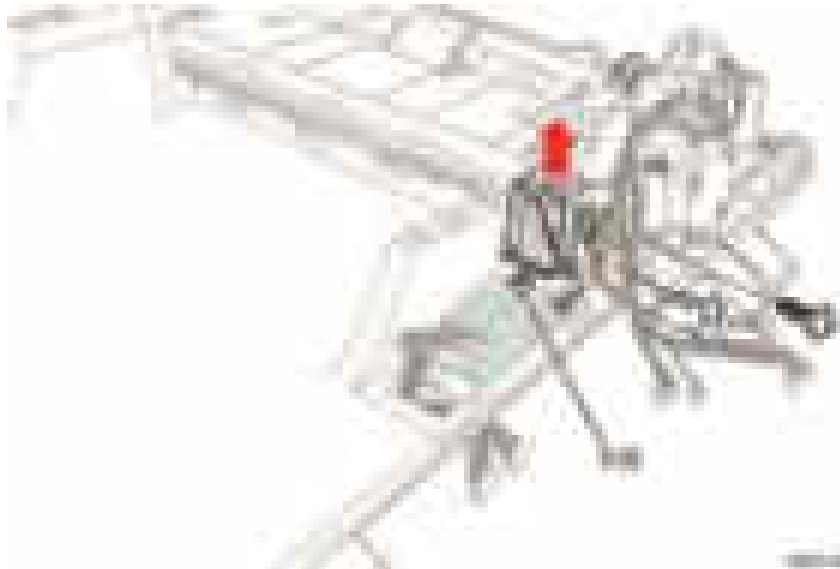
3. Remove the DADF Cover ([page 4-117](#)).
4. Remove the DADF Input Tray.



5. Remove the DADF Rear Cover.



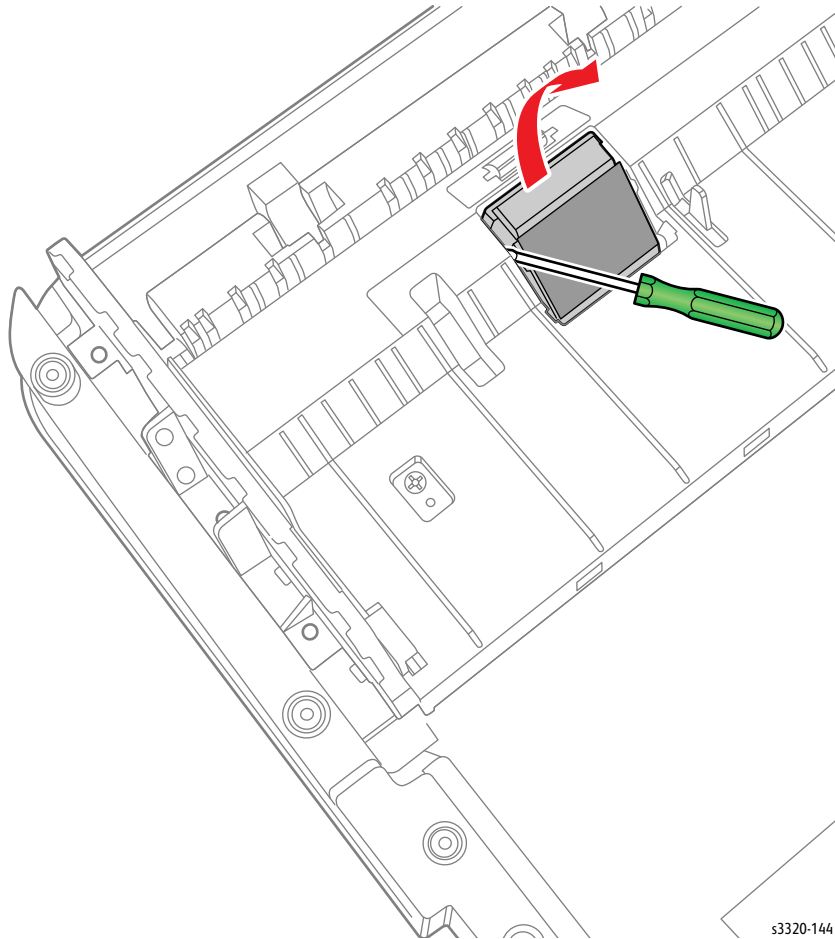
6. Disconnect P/J6, remove 2 screws (silver, sheet metal, 6 mm) and remove the Lifting Solenoid ([Parts List 8.1A WorkCentre 3345 DADF](#), PL 8.1A.19).



DADF Separator Pad

Parts List 8.1A WorkCentre 3345 DADF

1. Open the DADF Cover.
2. Use a screwdriver to lift up the DADF Separator Pad, and then disengage the DADF Separator Pad to remove it.



s3320-144

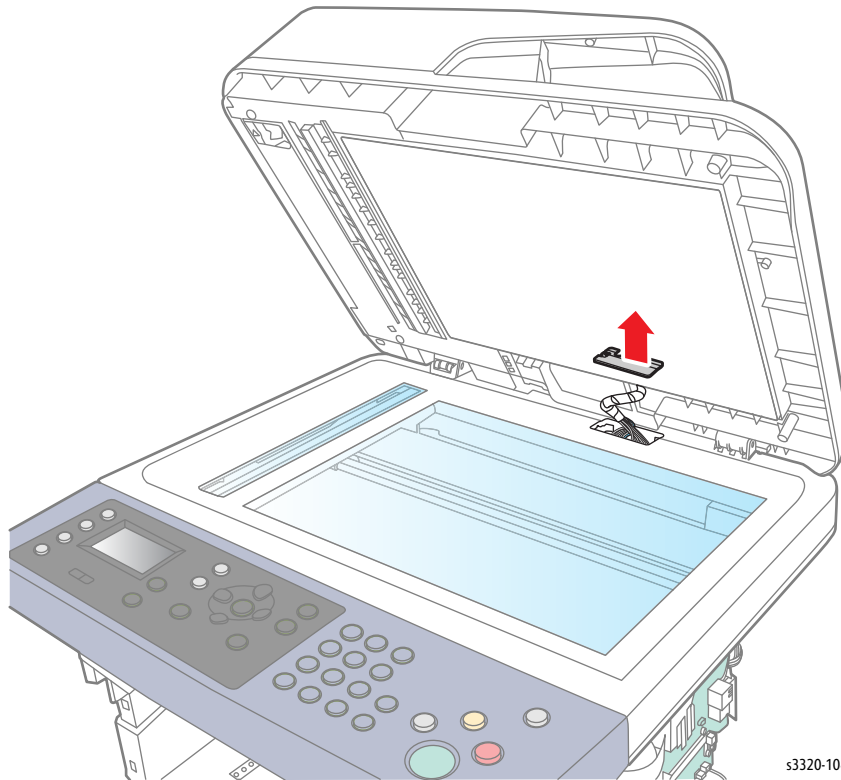
WorkCentre 3335 ADF

ADF Assembly (WorkCentre 3335)

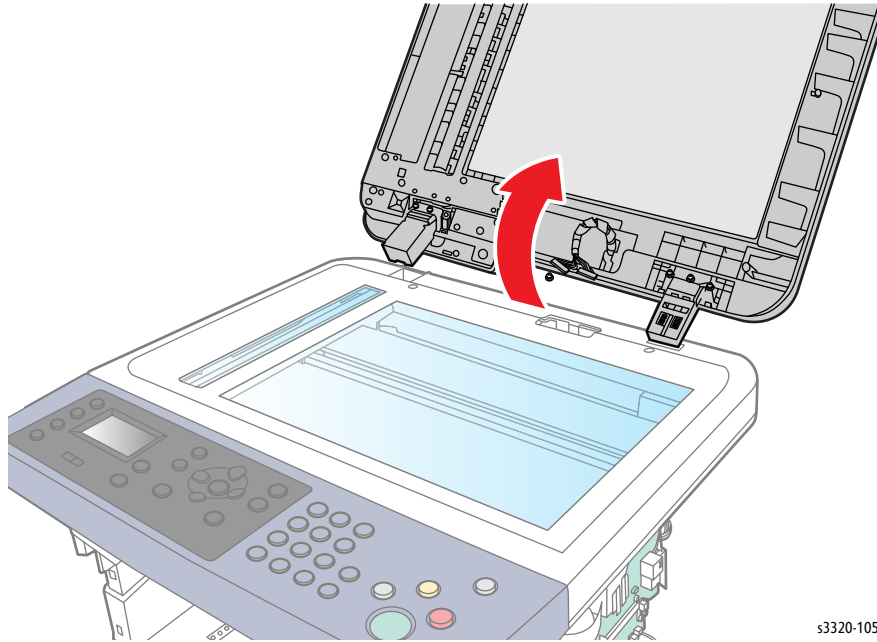
Parts List 7.1 WorkCentre 3335 SCANNER and ADF

WARNING: Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Open the ADF unit.
3. Remove the connector cover and unplug the connector.



1. The ADF will detach from the base by pulling straight up. It will come out of the platen. Firmly Lift straight up and release the ADF.



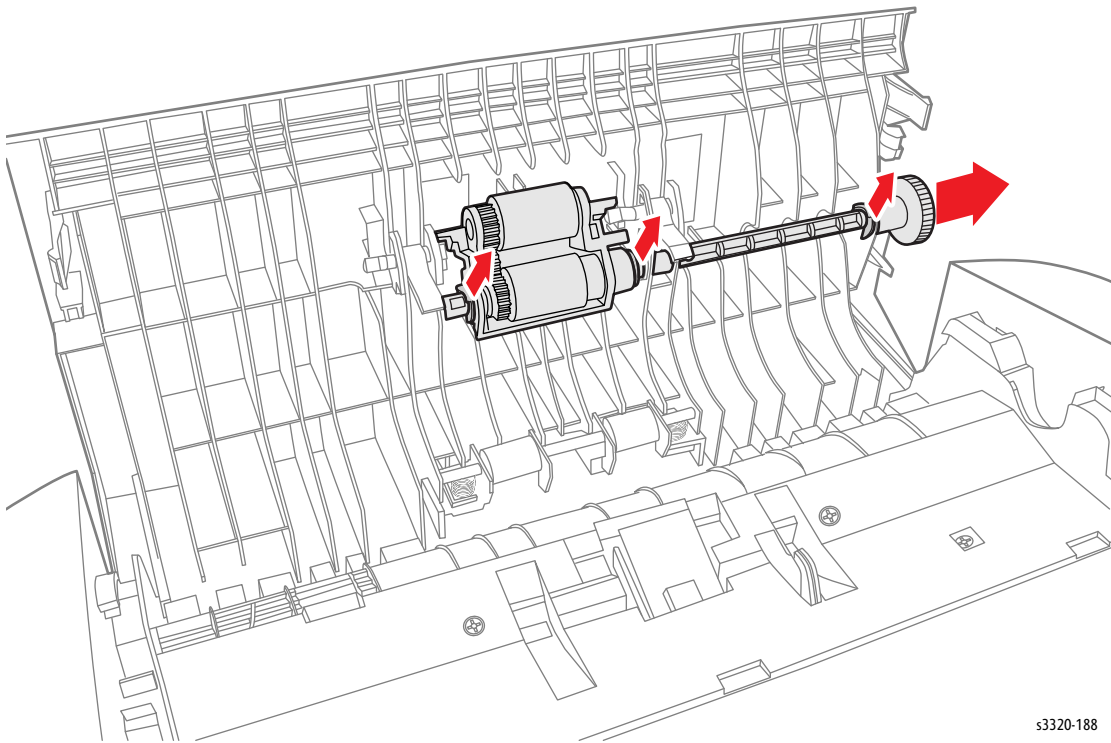
s3320-105

ADF Pick Up Assembly (WorkCentre 3335)

Parts List 7.1A WorkCentre 3335 ADF

WARNING: Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section (page 4-3).
2. Lift the ADF Open Cover.
3. Remove 3 e-rings (colored black).
4. While rotating the drive gear, pull the shaft in the direction of the arrow and remove the ADF Pick Up Assembly.



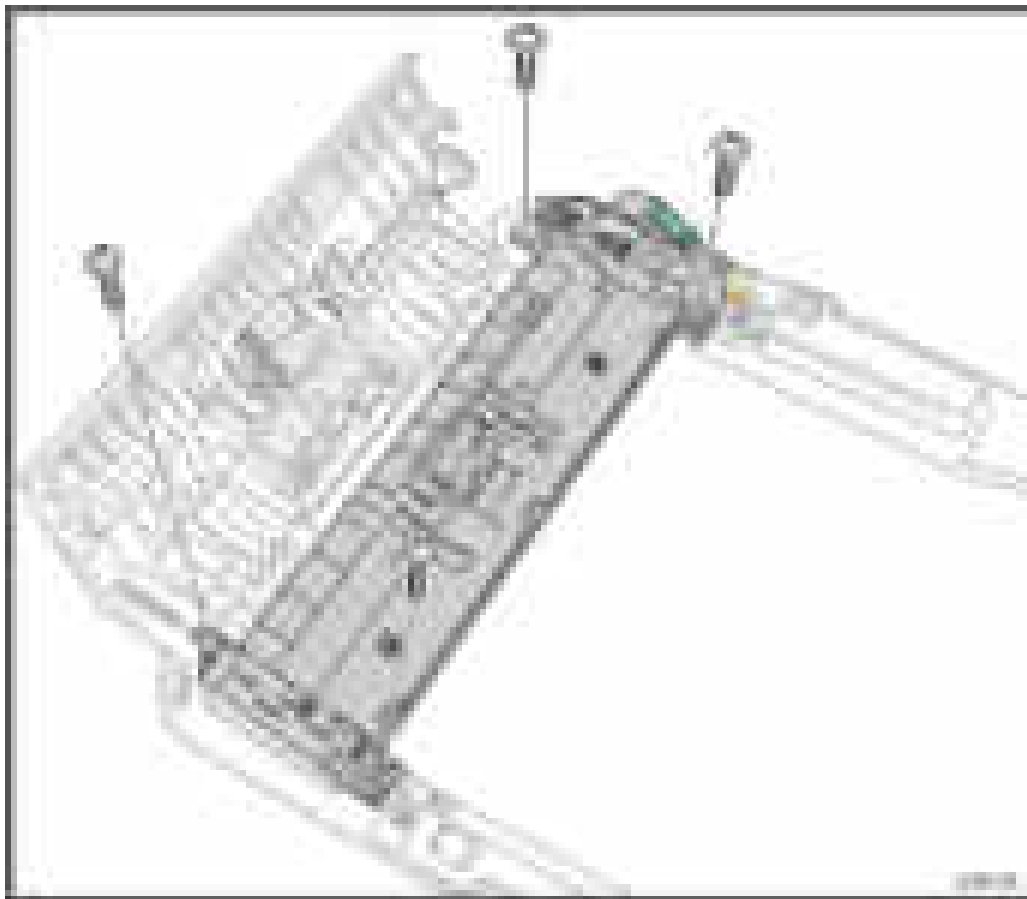
s3320-188

ADF Paper Path Assembly (WorkCentre 3335)

Parts List 7.1A WorkCentre 3335 ADF

WARNING: Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Disconnect the bosses and remove the Input Tray Module.
3. Remove the ADF Assembly ([page 4-138](#)).
4. Remove the Front and Rear ADF Covers ([page 4-145](#)).
5. Remove 4 screws (silver, plastic tap, 8 mm).



6. Unthread the wire harness and remove the Paper Path Assembly.

Replacement Note: Reattach the ADF Top Cover before reinstalling the Paper Path Assembly.

White Bar

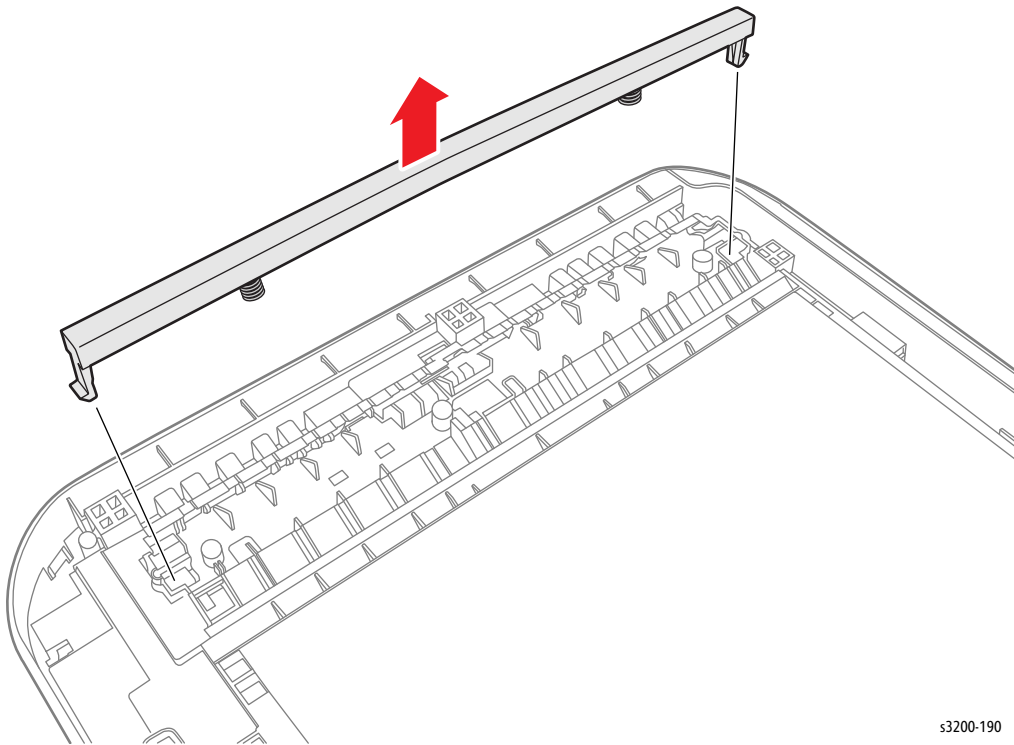
Parts List 7.1A WorkCentre 3335 ADF

WARNING: Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section (page 4-3).

Note: The White Bar Plate has two springs beneath it. When removing the White Bar Plate, be careful to not lose these springs.

2. Lift up the ADF, disconnect the White Bar Plate bosses and remove the White Bar Plate.



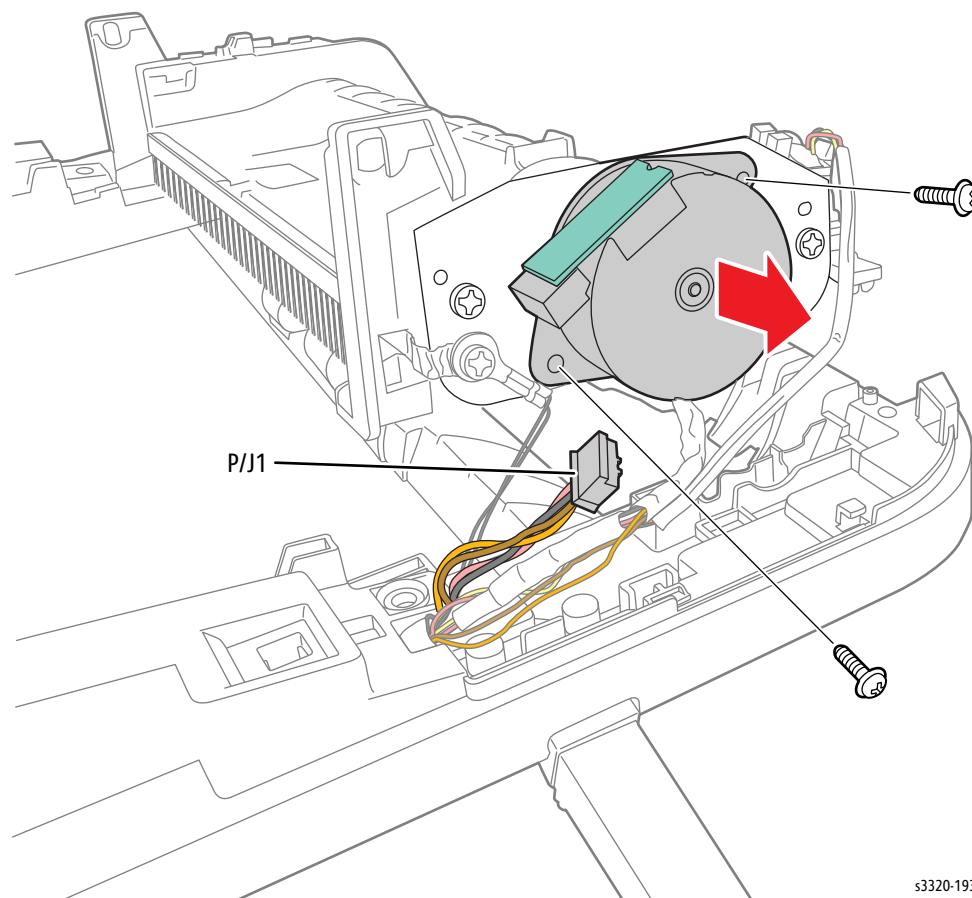
s3200-190

ADF Drive (WorkCentre 3335)

Parts List 7.1A WorkCentre 3335 ADF

WARNING: Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section (page 4-3).
2. Remove the Paper Path Assembly (page 4-141).
3. Disconnect P/J1 on the ADF Drive.
4. Remove 2 screws (sheet metal, silver, 3 mm) and remove the ADF Drive.



s3320-193

ADF Input Tray (WorkCentre 3335)

Parts List 7.1A WorkCentre 3335 ADF

WARNING: Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Open the ADF top cover.
3. Pull and release the rear hinges of the Input Tray.



ADF Front/Rear Cover (WorkCentre 3335)

Parts List 7.1A WorkCentre 3335 ADF

WARNING: Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Remove the ADF Assembly ([page 4-138](#)).
3. Remove 6 screws (tap, 8 mm) from the bottom of the ADF.



Note: In the next step, a small flat blade Screwdriver will make the removal much easier.

4. Remove the Front Cover from the bottom of the ADF and remove the Rear Cover from the top of the ADF.

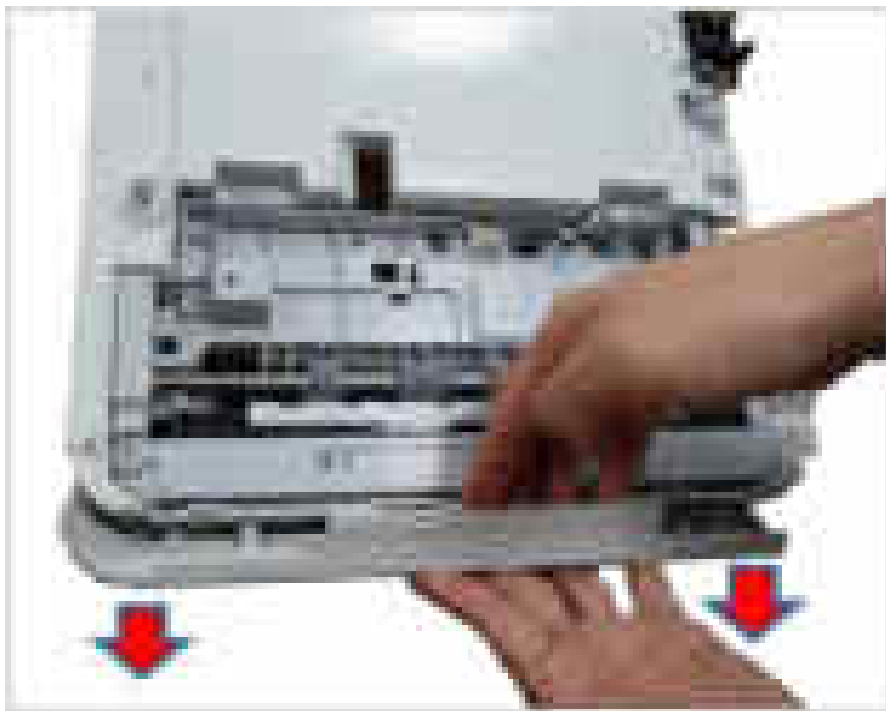


Optional Cassette

Optional Tray 2 Front Cover

Parts List 12.2 Optional Tray Cassette A/S Assy

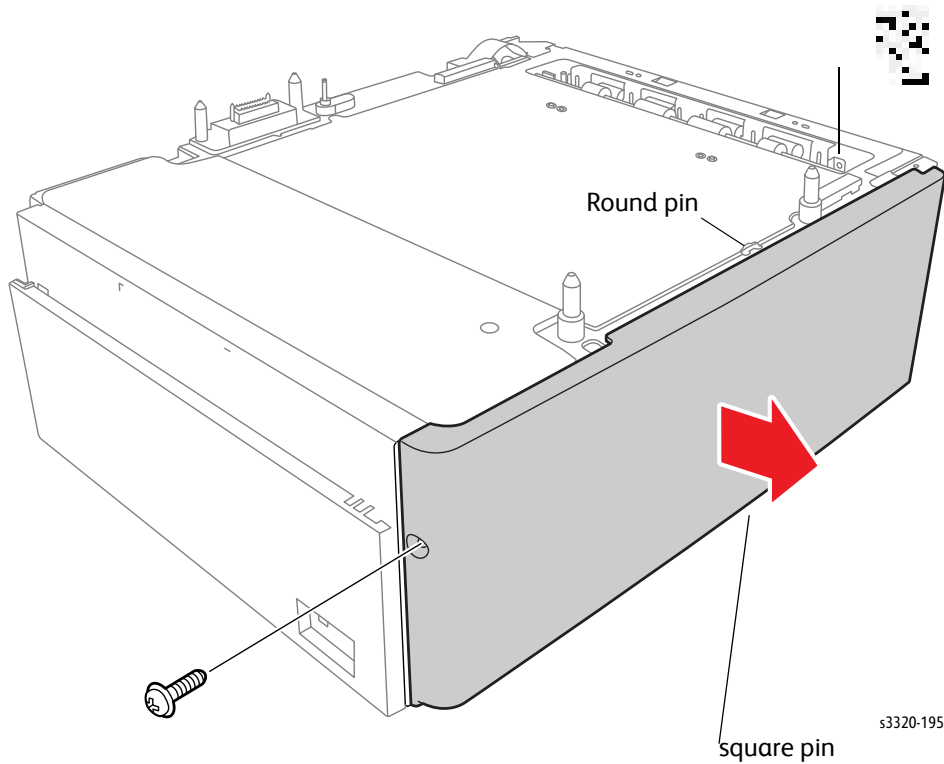
1. Disconnect the Optional Tray harness.
2. Lift printer from the Optional Tray.
3. Remove the Cassette.
4. Remove the Optional Tray 2 Front Cover.



Optional Tray 2 Left Side Cover

Parts List 12.1 Optional Tray 2 Feeder Main

1. Lift printer from the Optional Tray.
2. Remove the Optional Tray 2 Front Cover ([page 4-147](#)).
3. Remove 2 screws (silver, tap, 9 mm).
4. Pry the cover off of the round pin at the top and square pin on the bottom of the Left Cover ([Parts List 12.1 Optional Tray 2 Feeder Main, PL 12.1.3](#)).



Optional Tray 2 Right Side Cover

Parts List 12.1 Optional Tray 2 Feeder Main

1. Disconnect the Optional Tray harness.
2. Lift the printer from the Optional Tray.
3. Remove 2 screws (silver, metal, hex-head, with flange, 7 mm) from the Right Side Cover.



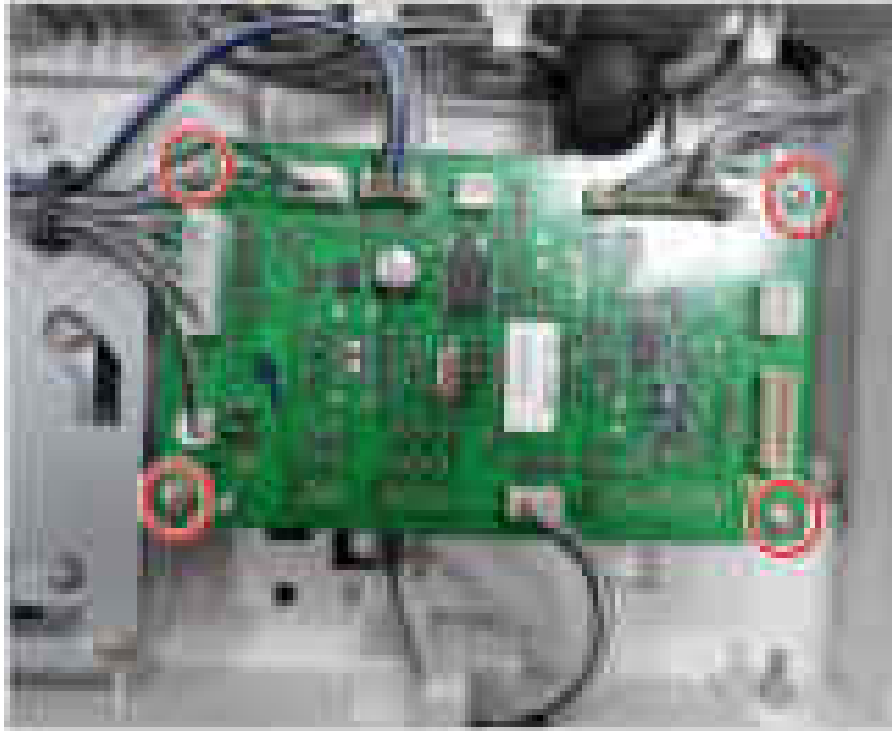
4. Starting at the rear of the Right Side Cover, disconnect the tabs and remove the Right Side Cover.



Optional Tray 2 Main Board

Parts List 12.3 Optional Tray Frame ETS

1. Disconnect the Optional Tray harness.
2. Lift printer from the optional Tray.
3. Remove the Optional Tray 2 Right Side Cover ([page 4-149](#))
4. Unplug all connectors on the Optional Tray 2 main board.
5. Remove 4 screws.

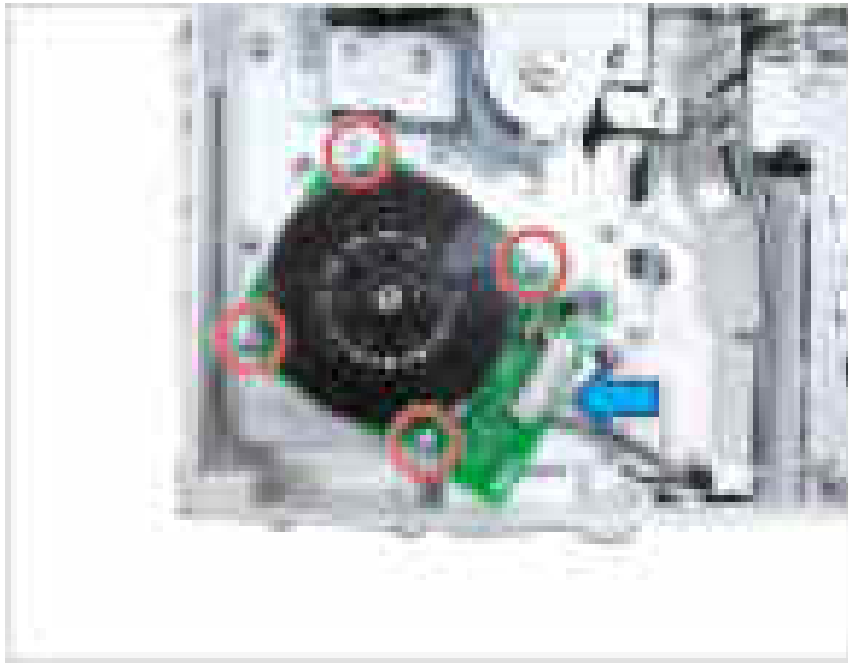


6. Release the Option Tray 2 Main Board.

Optional Tray 2 Main Motor

Parts List 12.3 Optional Tray Frame ETS

1. Disconnect the Optional Tray harness.
2. Lift printer from the optional Tray.
3. Remove the Optional Tray 2 Right Side Cover ([page 4-149](#)).
4. Unplug the motor connector, and remove 4 screws.

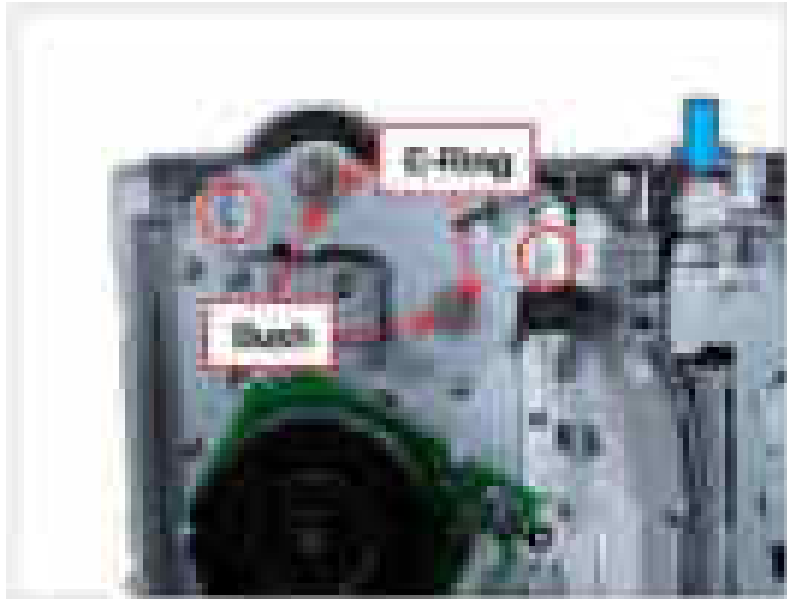


5. Release the Optional Tray 2 Main Motor ([Parts List 12.3 Optional Tray Frame ETS](#), PL 12.3.7).

Optional Tray 2 Clutch

Parts List 12.3 Optional Tray Frame ETS

1. Disconnect the Optional Tray harness.
2. Remove the Optional Tray 2 Right Side Cover ([page 4-149](#)).
3. Unplug the Clutch connector.
4. Remove 2 E-rings and 2 Bushings.
5. Remove 2 screws and release the clutch bracket..



6. Remove the Optional Tray 2 Clutch.



Optional Tray 2 Pick Up_Forward Roller

Parts List 12.2 Optional Tray Cassette A/S Assy

1. Remove the cassette from the Optional Tray 2 feeder, and view from the bottom (or turn the feeder over).



2. Release the pick-up / forward roller while pulling the small tap.

Optional Tray 2 Reverse Roller

Parts List 12.2 Optional Tray Cassette A/S Assy

1. Remove the Optional Tray 2 cassette and open the cassette cover.



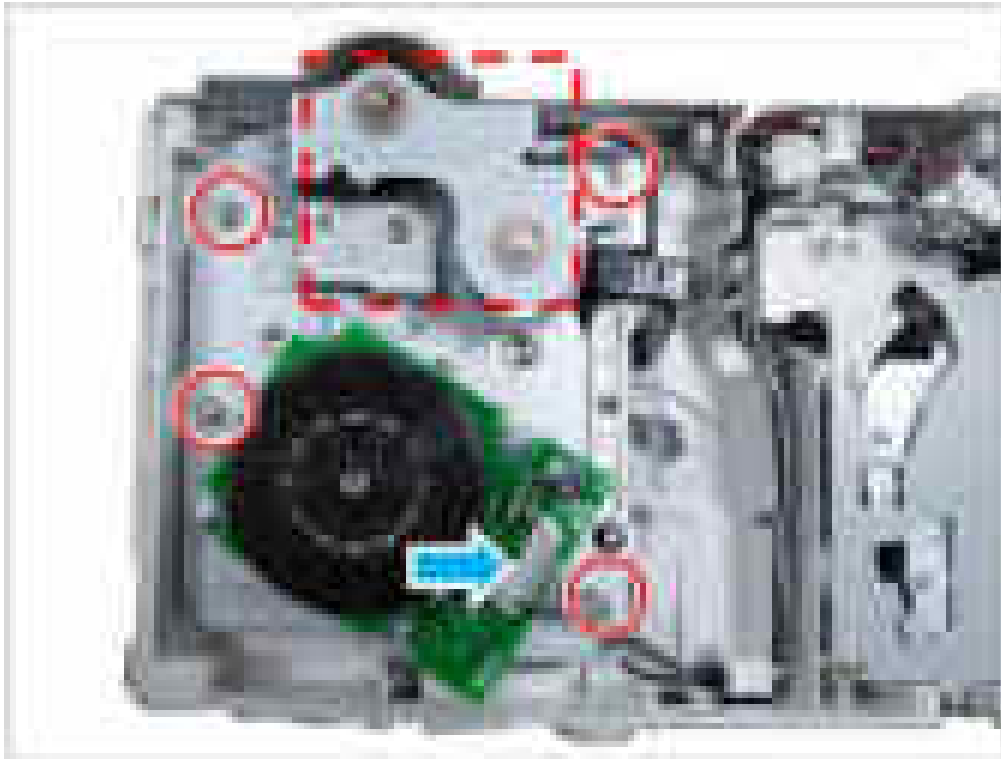
3. Pull on tab and release roller.

2. Release the reverse roller while pulling the small tab.

Optional Tray 2 Main Drive Unit

Parts List 12.3 Optional Tray Frame ETS

1. Disconnect the Optional Tray harness.
2. Lift printer from the Optional Tray.
3. Remove the Optional Tray 2 clutch bracket. ([page 4-152](#)).

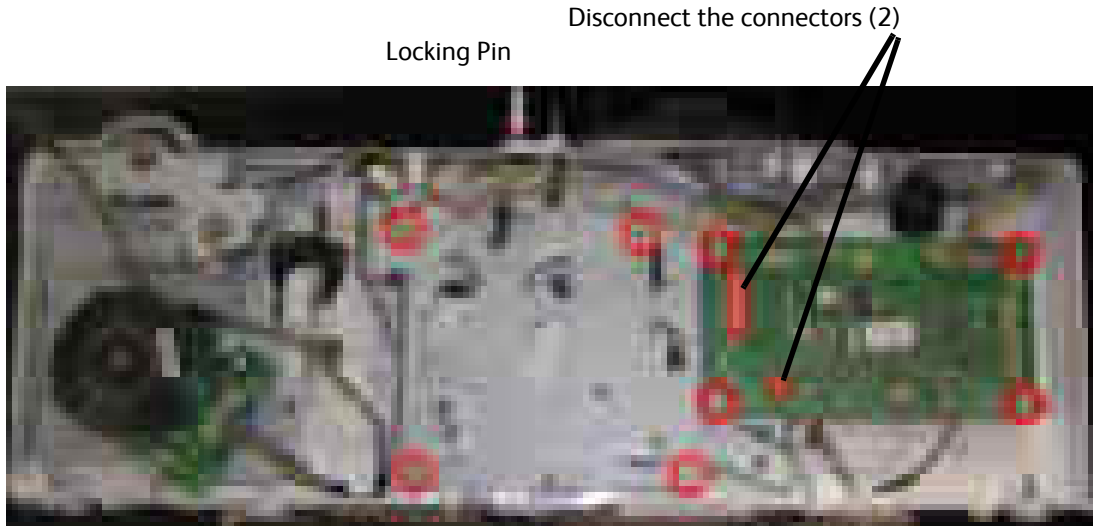


4. Unplug the main motor connector.
5. Remove 4 screws.
6. Remove the Optional Tray 2 Main Drive Unit ([Parts List 12.3 Optional Tray Frame ETS](#), PL 12.3.7).

Optional Tray 2 Lift Assy

Parts List 12.3 Optional Tray Frame ETS

1. Disconnect the Optional Tray harness.
2. Remove the Optional Tray 2 Right Side Cover ([page 4-149](#)).
3. Open the harness clamps.
4. Disconnect the connectors from the Optional Tray 2 PWB.
5. Remove 8 screws and the screw holding the locking pin.



6. Remove the Locking Pin
7. Lift the Optional Tray 2 Lift Assy. from under the Tray Borad.
8. Disconnect the Lift Assembly's plug/jack and remove the Optional Tray 2 Lift Assembly.

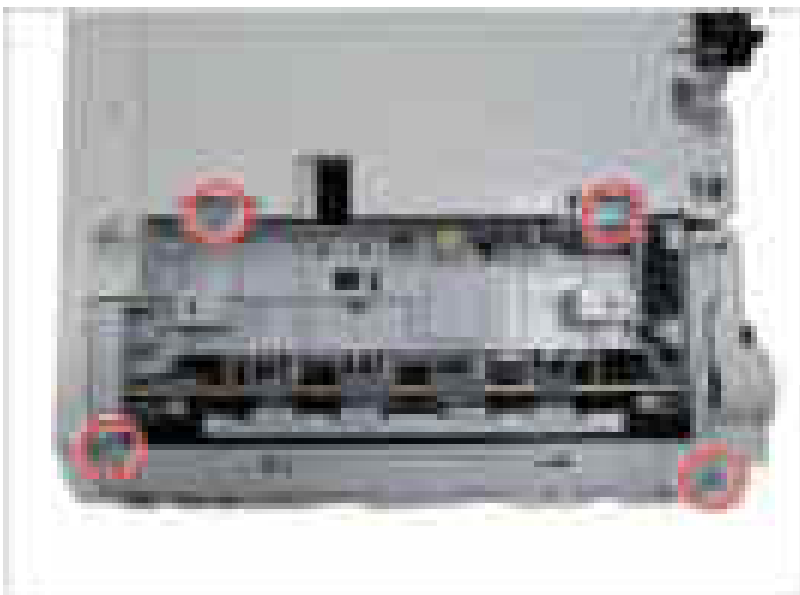
Optional Tray 2 Pick Up Unit

Parts List 12.3 Optional Tray Frame ETS

1. Disconnect the Optional Tray harness.
2. Lift printer from the Optional Tray.
3. Remove the Optional Tray 2 Front Cover ([page 4-147](#)).
4. Remove the Optional Tray 2 Right Side Cover ([page 4-149](#)).
5. Remove the Optional Tray 2 main drive unit ([page 4-155](#)).
6. Unplug the connectors from the right side.



7. Remove 4 screws



Service Parts Disassembly

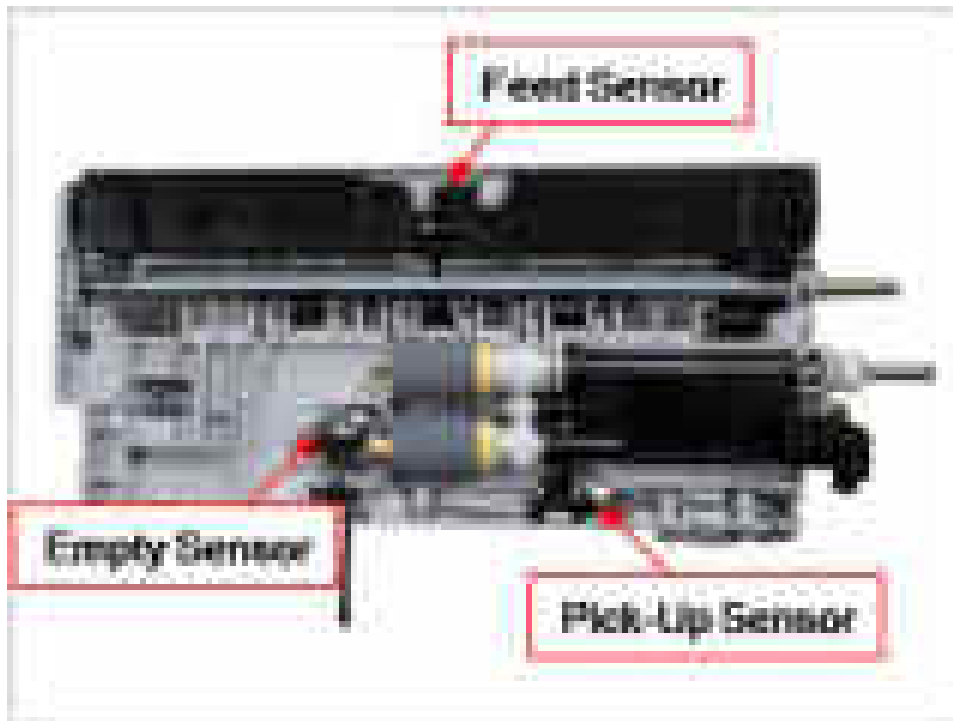
8. Release the Optional Tray 2 Pick-Up Unit ([Parts List 12.3 Optional Tray Frame ETS, PL 12.3.1](#)).



Pick-up Empty Feed Sensor

Parts List 12.3 Optional Tray Frame ETS

1. Remove the Optional Tray 2 Pick-Up Unit (4-157)
2. Unplug the appropriate connector for the Sensor being serviced
3. Remove the desired Sensor.



Parts Lists

5

In this chapter...

- [Serial Number Format](#)
- [Using the Parts List](#)
- [Parts List 1.0 Phaser 3330 Main](#)
- [Parts List 1.1 Phaser 3330 Top Cover](#)
- [Parts List 1.2 Right Cover](#)
- [Parts List 1.3 Front Cover Assembly](#)
- [Parts List 3.1 Frame \(1 of 2\)](#)
- [Parts List 3.1A Frame \(2 of 2\)](#)
- [Parts List 3.2 Bypass Tray](#)
- [Parts List 3.3 Fuser](#)
- [Parts List 3.4 Rear Frame](#)
- [Parts List 3.5 Drive](#)
- [Parts List 3.6 Feed Drive](#)
- [Parts List 4.1 Duplex Assembly](#)
- [Parts List 5.1 Tray 1](#)
- [Parts List 6.1 WorkCentre 3335/3345 Main](#)
- [Parts List 6.2 WorkCentre 3335/3345 Middle Cover](#)
- [Parts List 7.1 WorkCentre 3335 SCANNER and ADF](#)
- [Parts List 7.1A WorkCentre 3335 ADF](#)
- [Parts List 8.1 WorkCentre 3345 SCANNER and DADF](#)
- [Parts List 8.1A WorkCentre 3345 DADF](#)
- [Parts List 8.2 WorkCentre 3345 Lower DADF](#)
- [Parts List 8.3 WorkCentre 3345 Upper DADF](#)
- [Parts List 8.5 WorkCentre 3345 Drive DADF](#)
- [Parts List 9.2 WorkCentre 3335/3345 Platen](#)
- [Parts List 10.1 WorkCentre 3335/3345 Control Panel](#)
- [Parts List 12.1 Optional Tray 2 Feeder Main](#)
- [Parts List 12.2 Optional Tray Cassette A/S Assy](#)
- [Parts List 12.3 Optional Tray Frame ETS](#)
- [Parts List 12.4 Optional Tray Feeder Pick Up Unit Assy](#)
- [Parts List 12.2 Optional Tray Cassette A/S Assy](#)
- [Xerox Supplies and Accessories](#)

Serial Number Format

Changes to Xerox products are made to accommodate improved components. When ordering parts include this information:

- Component's part number
- Product type or model number
- Serial Number of the printer

The serial number is located on the right-side frame near the Fuser.

The nine-digit serial number uses the format **PPPRSSSSS** or **MMMSSSSSc**.

- **PPP** = Three digit alphanumeric product code
- **MMM** = Three digit numeric manufacturing location code

Product Code	Location Code	Product
9BR	338	Phaser 3330_DN, 110V Engine
2BT	338	Phaser 3330_DN, 220V Engine
9BR	338	Phaser 3330_DNM, 110V Engine
2BT	338	Phaser 3330_DNM, 220V Engine
5BT	338	WorkCentre 3335_DN, 110V Engine
5BT	338	WorkCentre 3335_DNM, 110V Engine
6BT	338	WorkCentre 3335_DN, 220V Engine
6BT	338	WorkCentre 3335_DNM, 220V Engine
3BT	338	WorkCentre 3345_DN, 110V Engine
4BT	338	WorkCentre 3345_DN, 220V Engine
3BT	338	WorkCentre 3345_DNM, 110V Engine
4BT	338	WorkCentre 3345_DNM, 220V Engine

- **R** = Single digit numeric revision digit, 0-3. To be rolled when the ending serial number is reached or when a major product change occurs.
- **SSSS(S)** = Five or six digit numeric serial number based on the following table. The serial numbers are reset only when the ending number is reached or when the revision number is rolled.
- **c** = Check digit (correct number from check digit algorithm)

Product	Starting Serial Number	Ending Serial Number
Phaser 3330DN, 110V Engine	9BR 530000	9BR 559999
Phaser 3330DN, 220V Engine	338 560000x	338 699999x
Phaser 3330DNM, 110V Engine	9BR 371501	9BR 396500
Phaser 3330DNM, 220V Engine	338 460000x	338 529999x

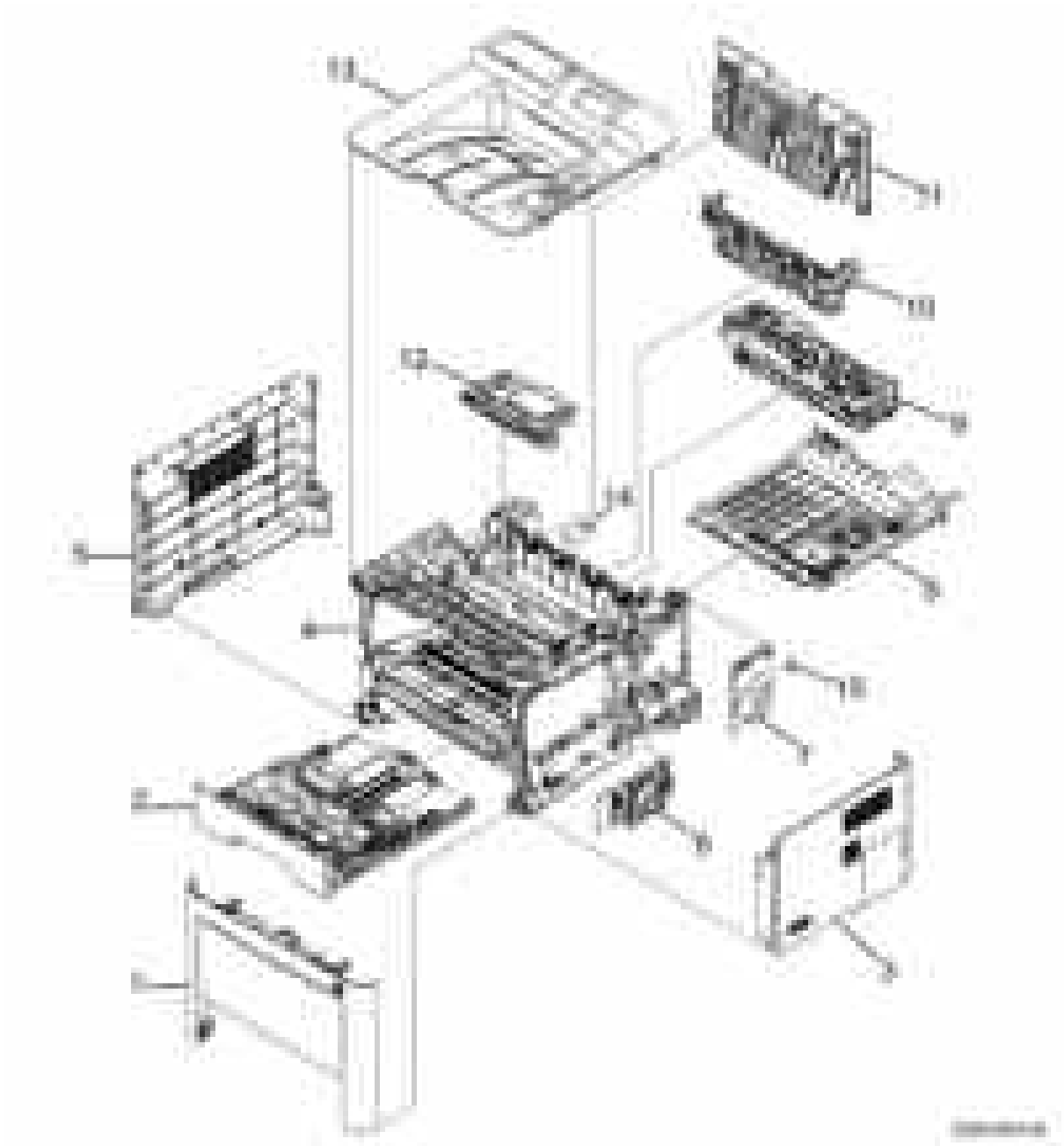
Product	Starting Serial Number	Ending Serial Number
WorkCentre 3335DNM, 110V Engine	5BT 700000	5BT 709999
WorkCentre 3335DNM, 220V Engine	338 710000x	338 721999x
WorkCentre 3335DN, 110V Engine	5BT 722000	5BT 739999
WorkCentre 3335DN, 220V Engine	338 740000x	338 799999x
WorkCentre 3345DNM, 110V Engine	3BT 800000	3BT 814999
WorkCentre 3345DNM, 220V Engine	338 815000x	338 832999x
WorkCentre 3345DN, 110V Engine	3BT 833000	3BT 862999
WorkCentre 3345DN, 220V Engine	338 863000x	338 947999x

Using the Parts List

- **ID No.:** The callout number from the exploded part diagram.
- **Name/Description:** The name of the part to be ordered and the number of parts supplied per order.
- **Part Number:** The material part number used to order that specific part.
- Parts identified throughout this manual are referenced **PL#.#.#**; For example, PL3.1.10 means the part is item 10 of Parts List 3.1.
- A Black triangle preceding a number followed by a parenthetical statement in an illustrated parts list means the item is a parent assembly, made up of the individual parts called out in parentheses.
- The notation “**with X~Y**” following a part name indicates an assembly that is made up of components X through Y. For example, “1 (with 2~4)” means part 1 consists of part 2, part 3, and part 4.

Note: Only parts with part numbers are available for ordering. Parts without part numbers are available on the parent assembly.

Parts List 1.0 Phaser 3330 Main

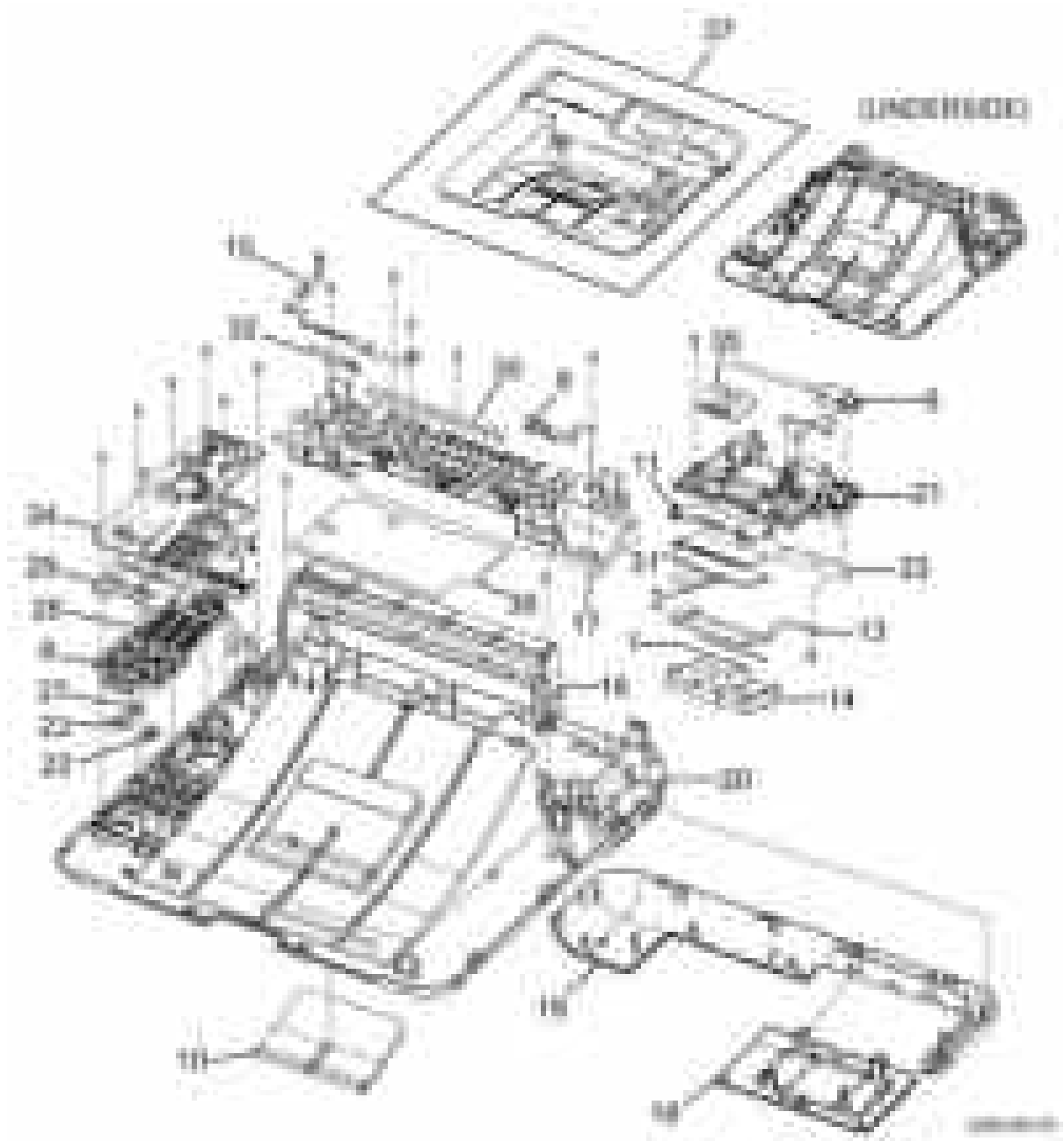


Parts List 1.0 Phaser 3330 Main

Item	Name	Part Number
1	Front Cover Assembly (REF: PL 1.3)	002N03326
2	Tray 1 Cassette Assembly (REF: PL 5.1)	050N00694
3	Right Cover Assembly	002N03325
4	Main Frame (REF: PL 3.1)	-
5	Left Cover	002N03324
6	SMPS (110V)	105N02330
-	SMPS (220V)	105N02331
7	Main PWB (See Note)	140N63796
8	Duplex Assembly (REF: PL 4.1)	022N02856
9	Fuser (110V) (REF: PL 3.3)	126N00410
-	Fuser (220V) (REF: PL 3.3)	26N00411
10	Rear Frame (REF: PL 3.4)	001N00534
11	Rear Door	095N00415
12	LSU (Laser Unit)	130N01853
13	Top Cover	002N03323
14	Wireless Board	140N63805
15	SD Card	091N80340

Note: All Main PWB spare parts are configured with a SOLD service plan. Any device with a METERED billing plan will require a Plan Conversion Code to be entered to re-enable metered support. Failure to do this may result in Invalid Toner Messages. Always follow all steps outlined in the [Main PWB](#) replacement procedure.

Parts List 1.1 Phaser 3330 Top Cover



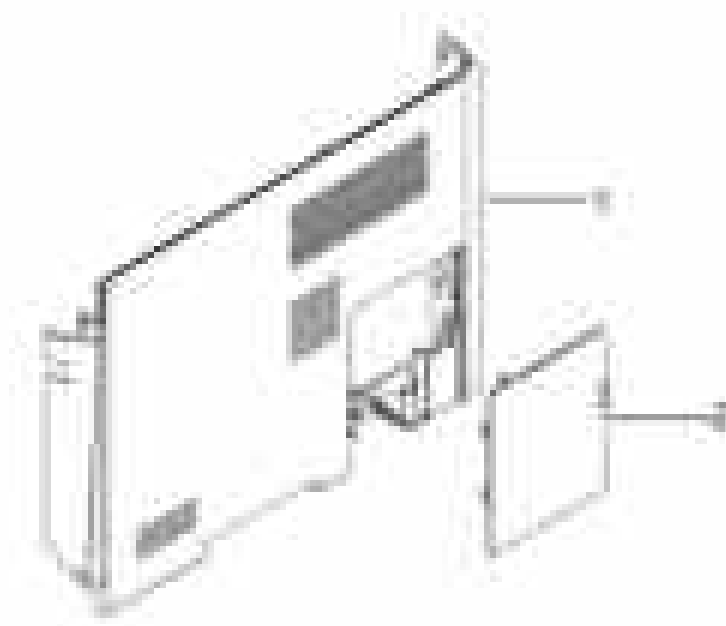
PL 1.1 Phaser 3330 Top Cover

Item	Name	Part Number
1	Tape	-
2	Screw	-
3	LCD	144N00219
4	CBF Harness	-
5	LCD Flat Cable	-
6	Wire Harness-SPF NFC Host	-
7	Wire Harness-SFP OPE	-
8	Wire Harness-BLU	-
9	Bin Full Stacker	-
10	Main Stacker	-
11	LCD Holder	
12	Key Holder	-
13	LCD Ground	-
14	LCD Cover	-
15	Exit Ground	-
16	Exit Cover	-
17	Path Cover	-
18	Card Reader Cover	-
19	Top DECO Cover	-
20	Top Cover	-
21	LCD Cover Lower	-
22	WPS Key	-
23	Power Key	-
24	Navigation Key	-
25	OK Key	-
26	Numerical Key	-
27	Stop Key	-
28	Menu Key	-
29	OPE Pad Key	-
30	Antistatic Brush	-

Parts Lists

Item	Name	Part Number
31	Backlight Lens	-
32	Sub M Stacker PMO	-
33	BLU PBA	140N63803
34	OPE PBA	140N63802
35	OPE Joint PBA Sub	140N63804
36	Protect Sheet	-
37	Top Cover	002N03323

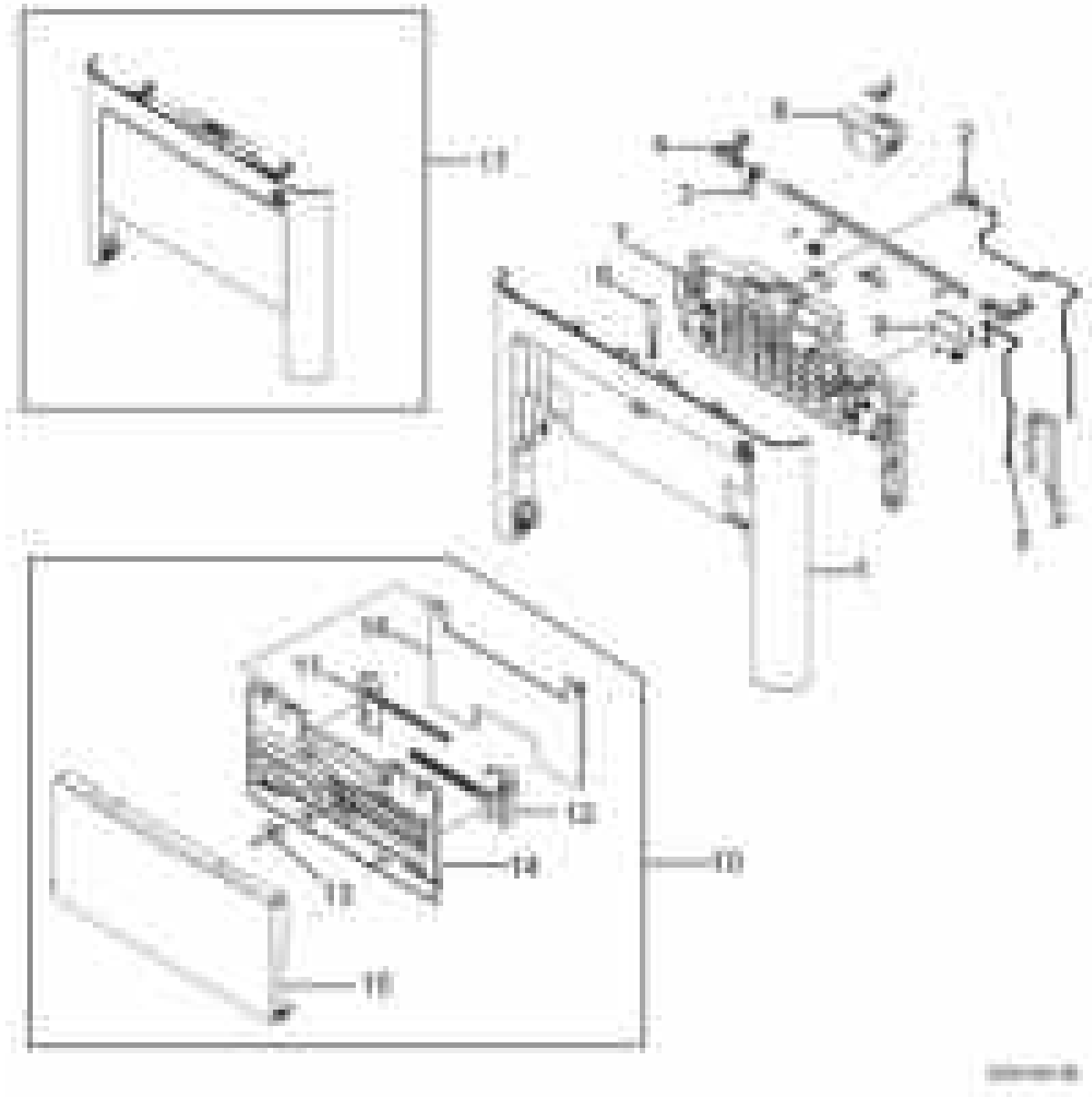
Parts List 1.2 Right Cover



Parts List 1.2 Right Cover

Item	Name	Part Number
1	Right Cover	-
2	SCF Cover	-
-	Right Cover Assembly	Refer to PL 1.0, Item 3 (page 5-4)

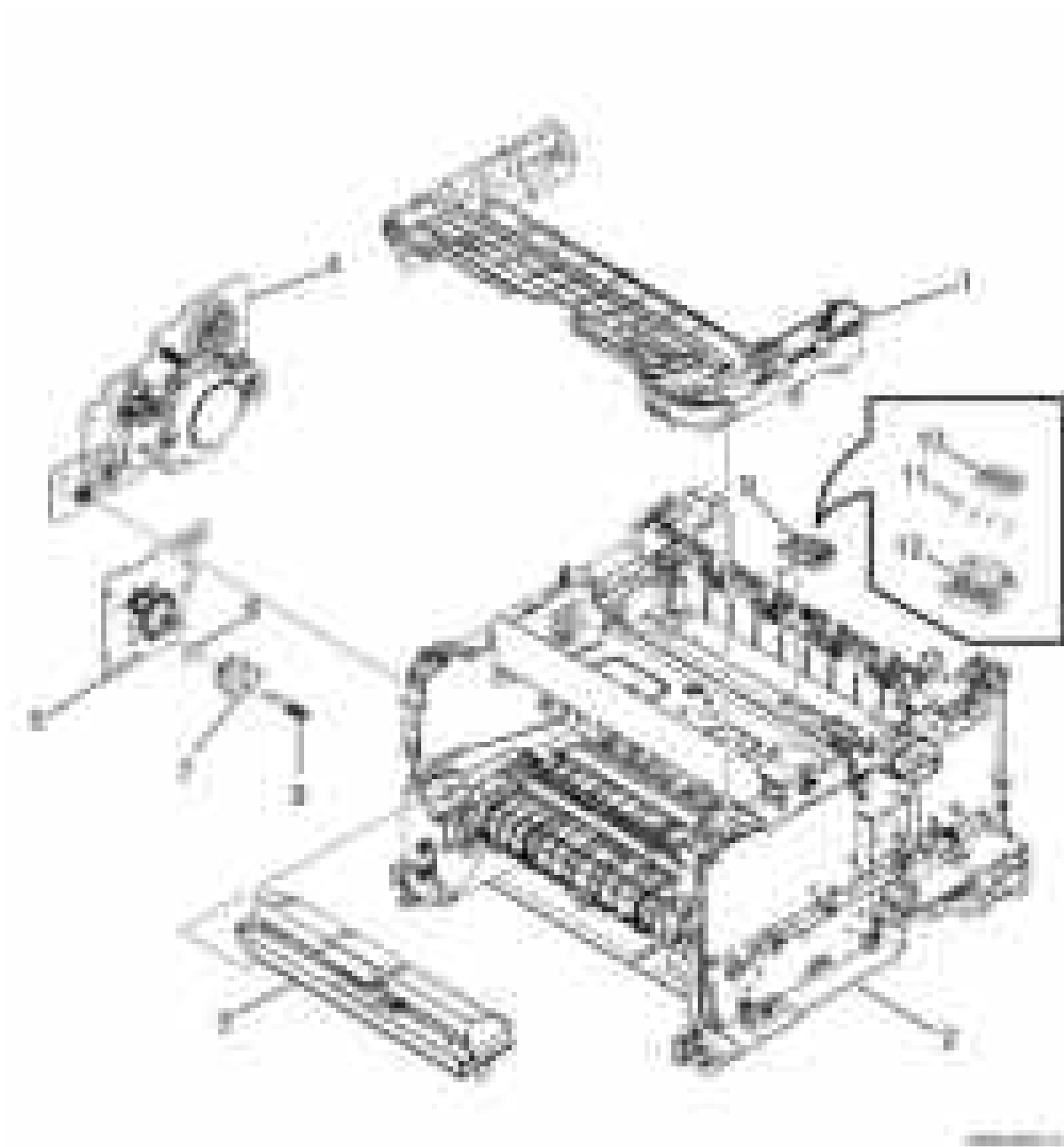
Parts List 1.3 Front Cover Assembly



Parts List 1.3 Front Cover Assembly

Item	Name	Part Number
1	Front Cover	-
2	Front Door Sensor	130N01601
3	TS Spring	-
4	Front Locker	-
5	Zcrum Harness	-
6	Cover Link	-
7	Front Cover Inner	-
8	Front Button	-
9	Crum PWB	140N63808
10	Front Door	-
11	MP Left Adjust	-
12	MP Right Adjust	-
13	Rack Pinion Gear (FX)	-
14	MP Lower Tray	-
15	Upper Tray	-
16	MP Extension Tray	-
17	Front Cover Assembly Note: Move the Tag Matrix Label to the new Front Cover Assembly.	002N03326

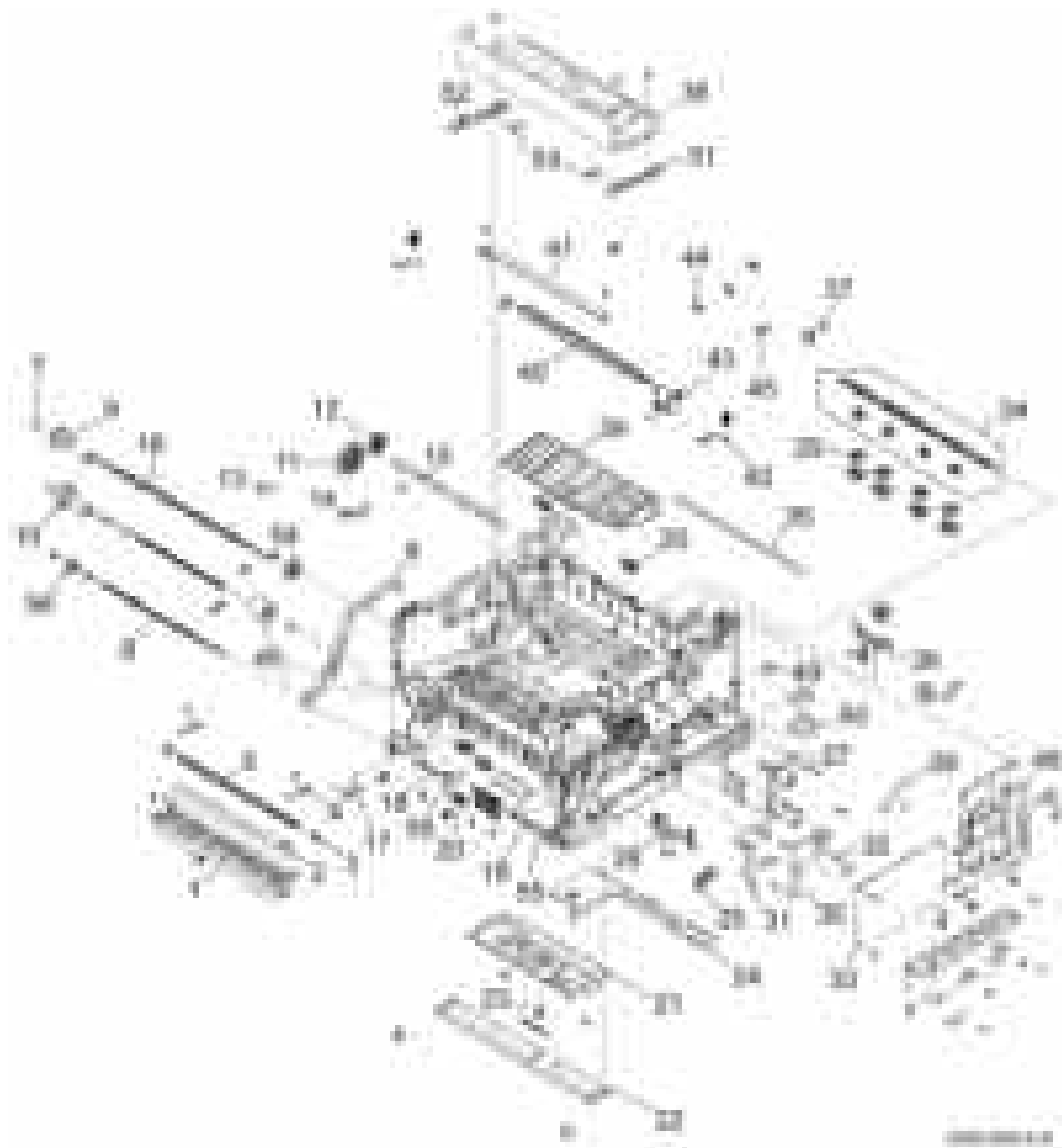
Parts List 3.1 Frame (1 of 2)



Parts List 3.1 Frame (1 of 2)

Item	Name	Part Number
1	Top Cover Inner	-
2	Frame-ETC (REF: PL 3.1A)	-
3	MP (Bypass Tray) (REF: PL 3.2)	130N01676
4	Drive (REF: PL 3.5)	007N01826
5	Feed Drive (REF: PL 3.6)	022N02858
6	Clutch Spacer	-
7	Electric Clutch (Bypass Tray Clutch)	121N01219
8	Regi Feed Shaft	-
9	Crum	-
10	Holder- Crum Upper	019N01077
11	Terminal-Crum	116N00276
12	Holder-Crum Lower	019N01076

Parts List 3.1A Frame (2 of 2)

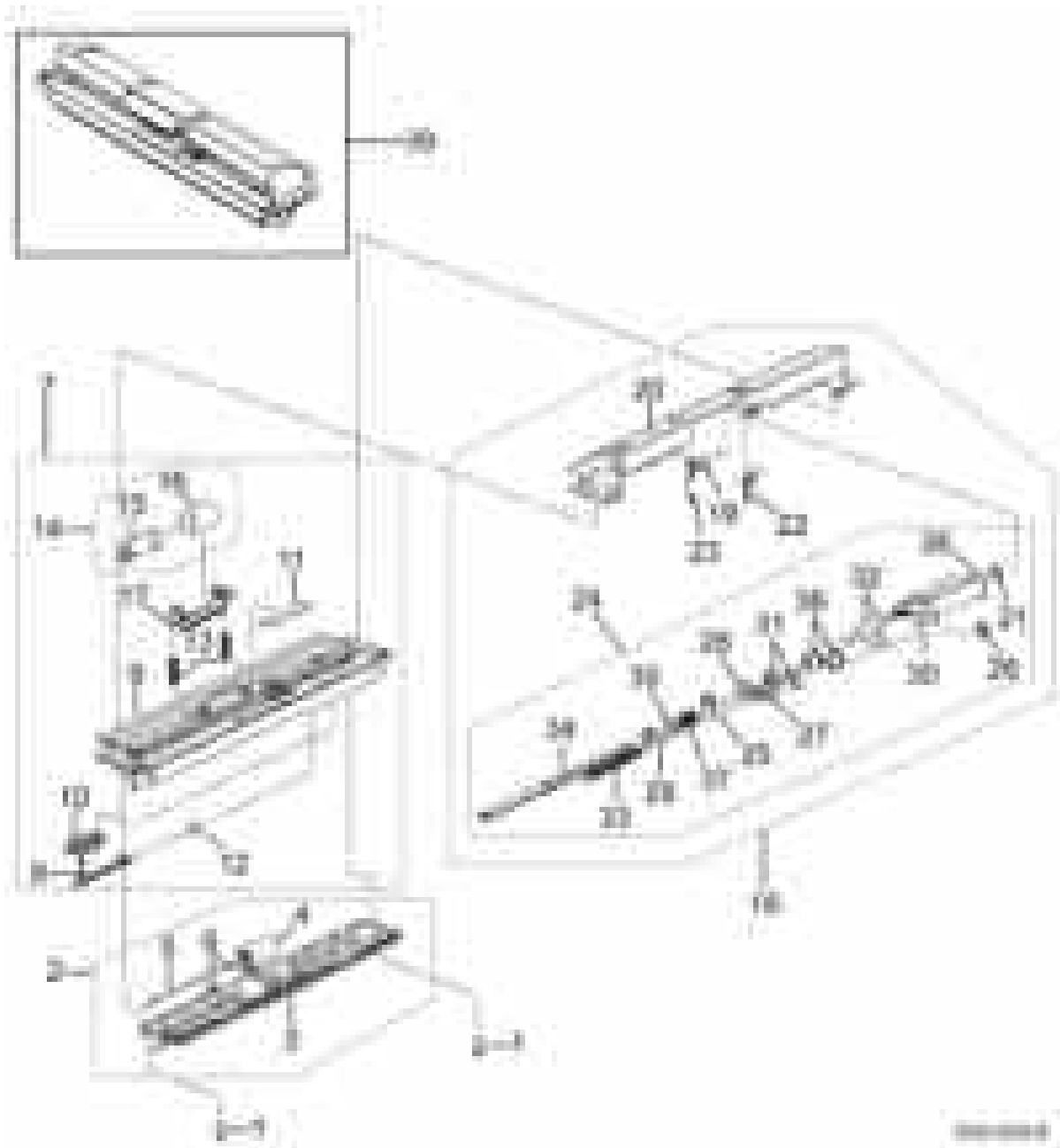


Parts List 3.1A Frame (2 of 2)

Item	Name	Part Number
1	Duplex Frame Guide	-
2	Path Duplex Sheet	-
3	Idle Feed M Bush	-
4	Bushing Push P Plate	-
5	Idle Feed Shaft	-
6	Bar Coupling Lever	005N01146
7	Clutch Spacer	-
8	Feed Roller	022N02673
9	Electric Clutch (Registration Clutch)	121N01219
10	Electric Clutch (Pickup Clutch)	121N01265
11	96 Idle Exit Gear	007N01707
12	65 Exit Gear	-
13	Gear BRKT Ground	-
14	CST Locker PMO	-
15	SAW P Plate	-
16	Regi Feed Shaft	-
17	Empty Actuator	120N00552
18	Regi Actuator	-
19	Feed Actuator	-
20	rupter	130N01574
21	Path EX Duplex Frame	-
22	Bottom Frame Plate	-
23	SCF M Idle Roller	-
24	Harness Cap	-
25	Duplex Swing Bracket	-
26	23/23 RDCN Gear 35 Feed Actuator	007N01706
27	Exhaust Fan	-
28	Shaft	-
29	Decurler Roller Frame	-
30	Paper BRKT Ground	-
31	HVPS Ground	-
32	LSU Bracket Ground	-
33	HVPS	105N02248
34	Exit Roller Frame	-
35	Antistatic Brush	-

Item	Name	Part Number
36	Exit Sensor Holder	130N01669
37	19 DR Swing Gear	007N01705
38	LSU Bracket	-
39	RIB TR Guide	-
40	Transfer Roller	108R01469
41	Transfer Earth Plate	-
42	Rotor Core	-
43	TR Terminal	-
44	Cable Clamp	-
45	Pick Up Roller	108R01470
48	Controller Shield	-
49	Rear Door & Bin Full Sensor Harness	-
50	Inlet-1 AC Harness	-
51	Right LSU Holder BRKT	-
52	Left LSU Holder BRKT	-
53	Extension Ground BRKT	-
54	29 Idle Feed Gear	007N01827
55	Spring-TS	009N01653
56	Gear-Feed 20	022N02672
57	Fan-Type1 (SMPS Fan)	127N07834

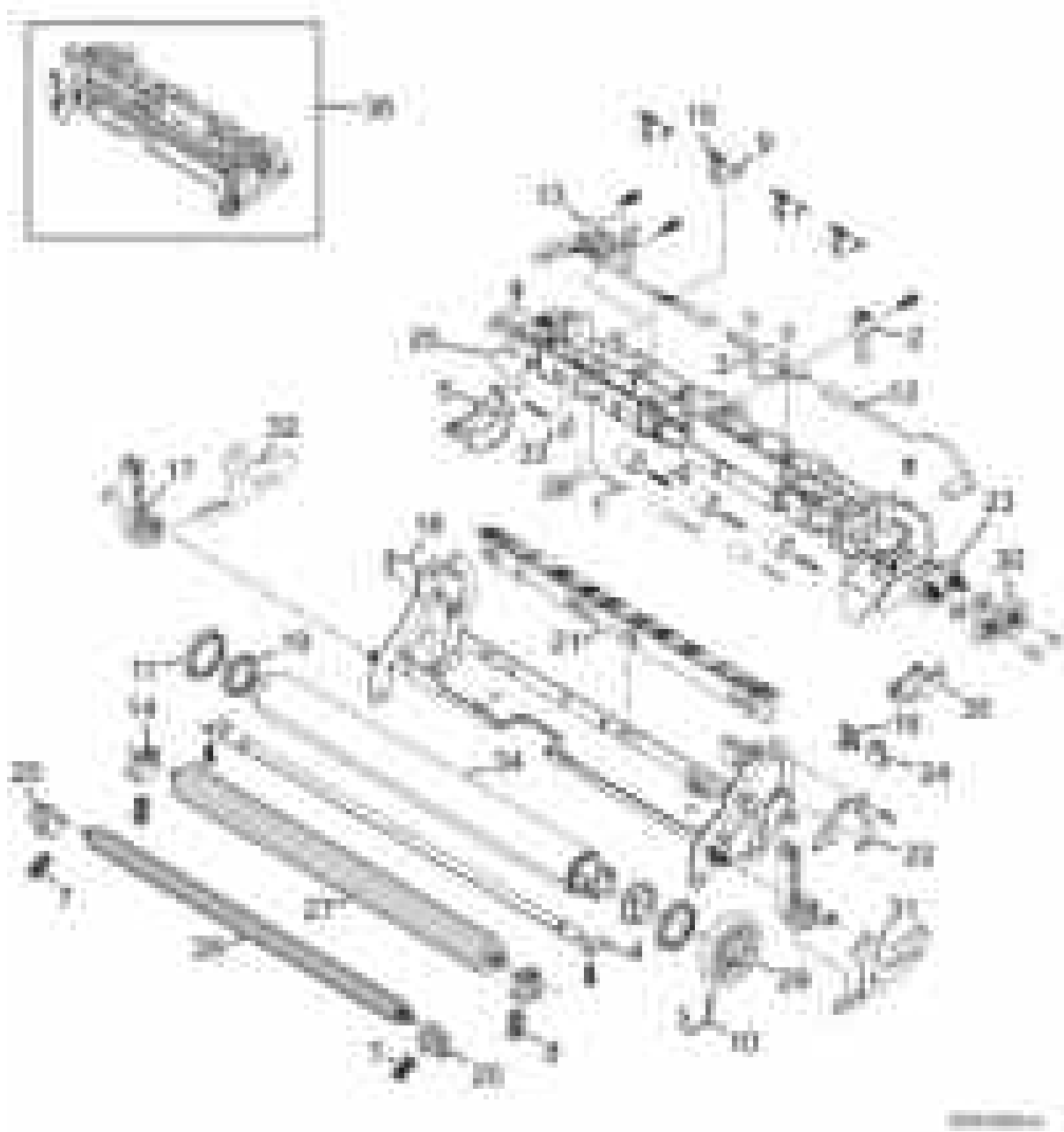
Parts List 3.2 Bypass Tray



Parts List 3.2 Bypass Tray

Item	Name	Part Number
1	MP Tapttype Screw	-
2	Idle Holder MP	-
3	Roller Cover	-
4	Idler Roller	-
5	ETC Pin	-
6	CS Spring	-
7	Lower MP	-
8	Empty MP Actuator	-
9	Lower MP Guide	-
10	Bypass Tray Paper Entry Sensor	130N01574
11	Cassette Pad RPR	-
12	TS Spring	-
13	CS Spring	-
14	Retard Roller Cassette (Retard Roller) (Includes 15, 16)	022N02677
15	Torque Limiter Coupler	-
16	TL Rubber	-
17	Retard Shaft Holder	006N01347
18	Upper MP	-
19	Arm MP Actuator	-
20	Upper MP Guide	-
21	Brush PMO	-
22	MP Stopper	-
23	ES Spring	-
24	Pick Up MP (Bypass Tray Pick Up Assembly)	130N01675
25	MP Collar	-
26	Idle Pick Up Gear	-
27	Joint Gear	-
28	Joint2 MP Gear	-
29	Shaft Holder	-
30	Pick Up MP Housing	-
31	Pick Up Clutch Sub PMO	-
32	Pick Up Rubber	-
33	Pick Up Sub Shaft	-
34	Pick Up MP Shaft	-
35	MP Clutch Sleeve	-
36	MP Sleeve	-
37	TS Spring	-
38	Plain Washer	-
39	MP (Bypass Tray)	130N01676

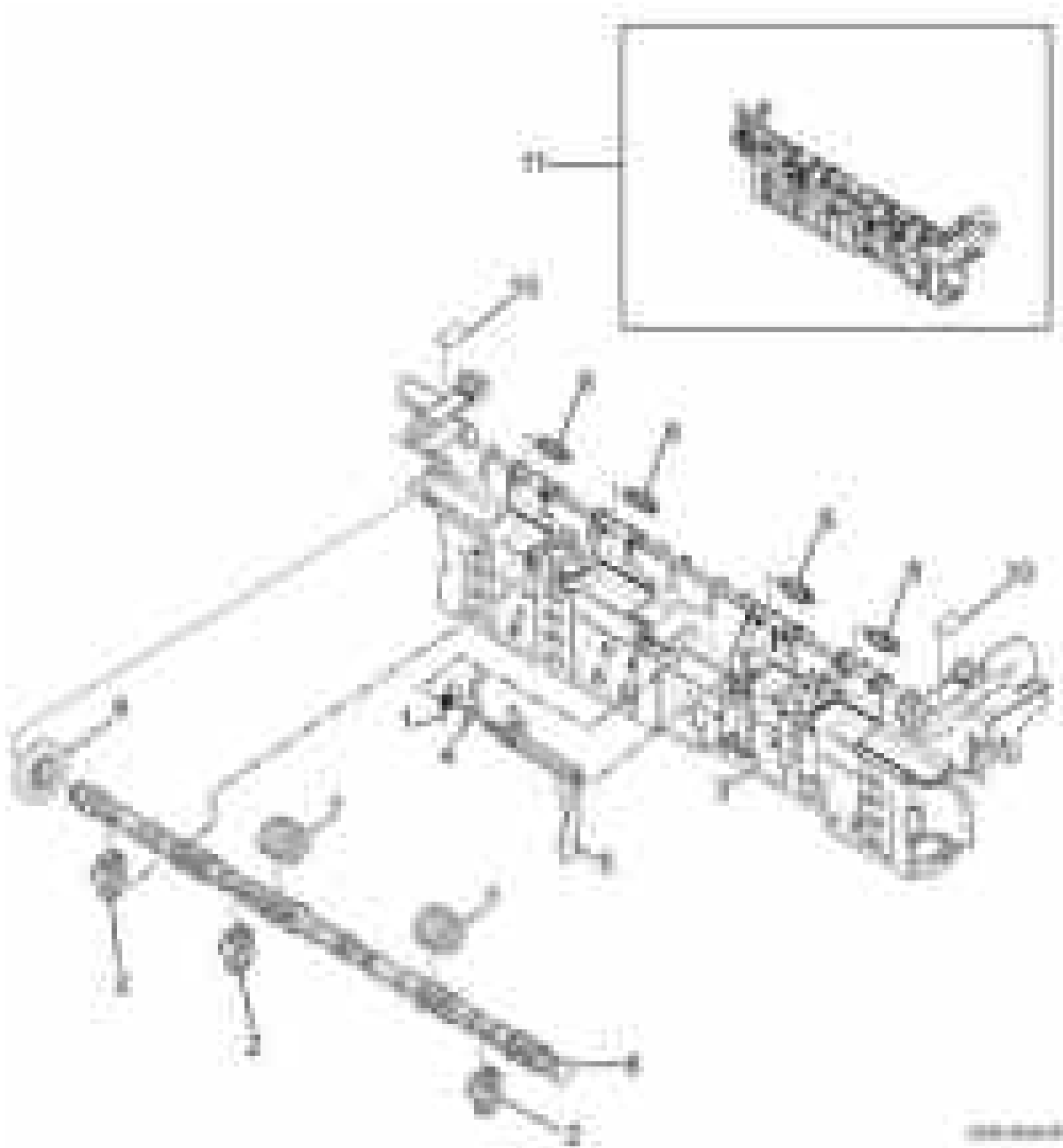
Parts List 3.3 Fuser



Parts List 3.3 Fuser

Item	Name	Part Number
1	F/UP Idle Shaft IEX	-
2	NTC Assy Thermistor	130N01668
3	Thermostat	-
4	Halogen Lamp (110V/220V)	-
5	R Lamp Cap	-
6	ETC Spring	-
7	CS Spring	-
8	CS Spring	-
9	ETC Spring	-
10	ETC Spring	-
11	Ball Bearing	-
12	Joint Fuser Harness	-
13	Con Fuser Harness	-
14	PR 1st Bush	-
15	Claw Guide	-
16	Ground PR Guide	-
17	Jam Holder	-
18	Fuser Frame	-
19	HR Bush	-
20	2nd PR Bush	-
21	Input Guide	-
22	Bearing Bracket	-
23	Gear Bracket	-
24	PR M Ground	-
25	Fuser Cover	-
26	Idle Roller	-
27	Pressure Roller	-
28	2nd Pressure Roller	-
29	Fuser Gear	-
30	Exit Idle Gear	-
31	L Jam Link Lever	-
32	R Jam Link Lever	-
33	Exit Idle Roller	-
34	Heat Roller	-
35	L Lamp Cap	-
36	Fuser (110V)	126N00410
	Fuser (220V)	126N00411

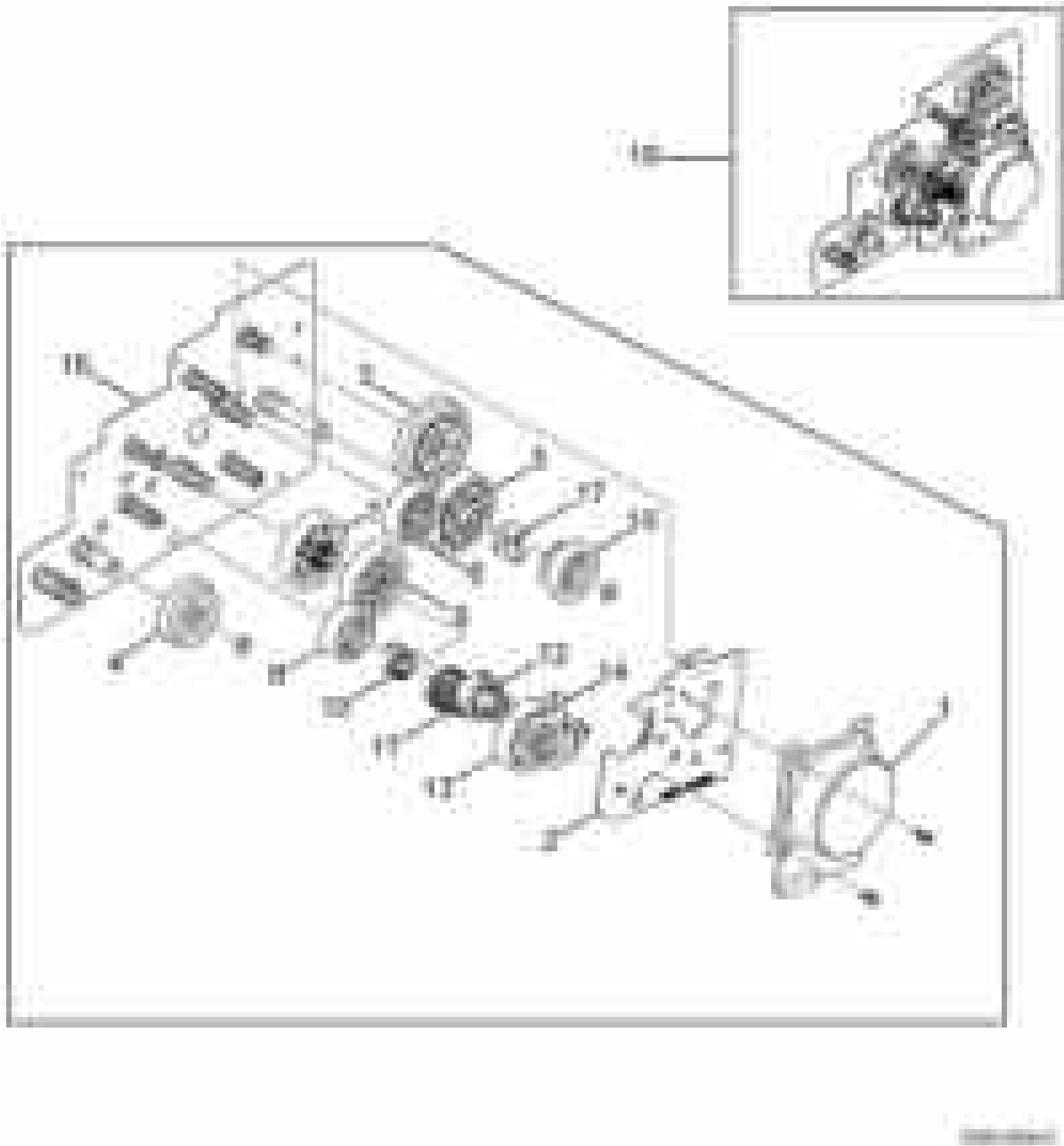
Parts List 3.4 Rear Frame



Part List 3.4 Rear Frame

Item	Name	Part Number
1	ETC Spring	-
2	TX Bush	-
3	Rear Guide	-
4	Actuator Holder	-
5	Exit Actuator	-
6	Idle Exit Roller	-
7	Silicon Exit Roller (1 pc)	022N02675
8	Exit F/UP Shaft (Exit Roller)	-
9	Exit Z19 Gear	-
10	One Touch Label	-
11	Rear Frame	001N00534

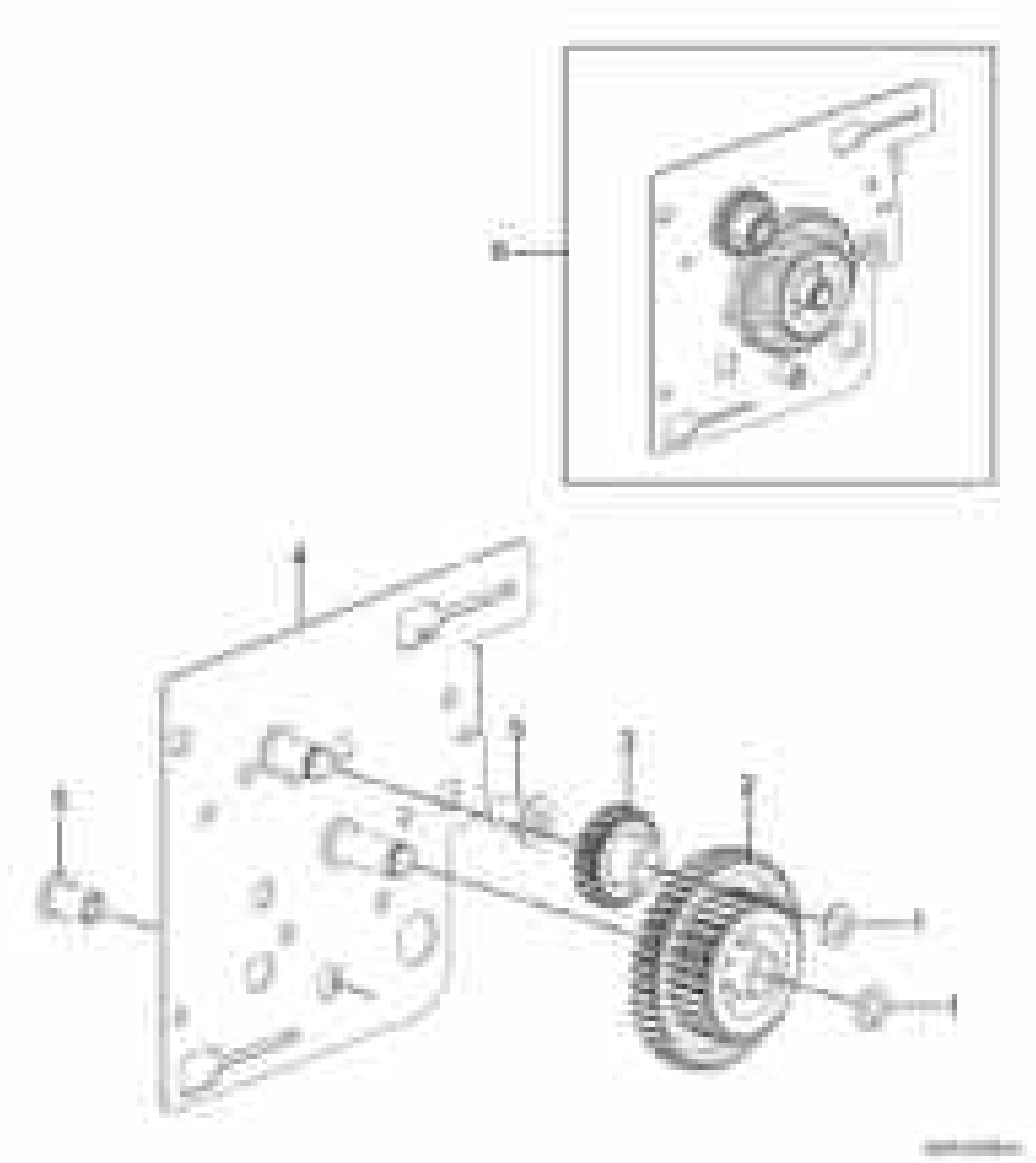
Parts List 3.5 Drive



Parts List 3.5 Drive

Item	Name	Part Number
1	BLDC Motor (Main Drive Motor)	127N07912
2	Motor Bracket	-
3	95-81 Exit Gear	-
4	65-28 Feed Gear	022N02857
5	79 IN DR Fuser Gear	-
6	59 Idle Gear	-
7	73 Coupler Gear	-
8	53 Out DR OPC Gear	-
9	73 Idle Gear	-
10	Clutch Hub	-
11	CS Spring	-
12	Coupler	-
13	69 IN DR OPC Gear	-
14	Cam Coupler	-
15	29 DR Fuser Gear	-
16	Gear Bracket	-
17	Clutch Hub Gear	-
18	Drive	007N01826

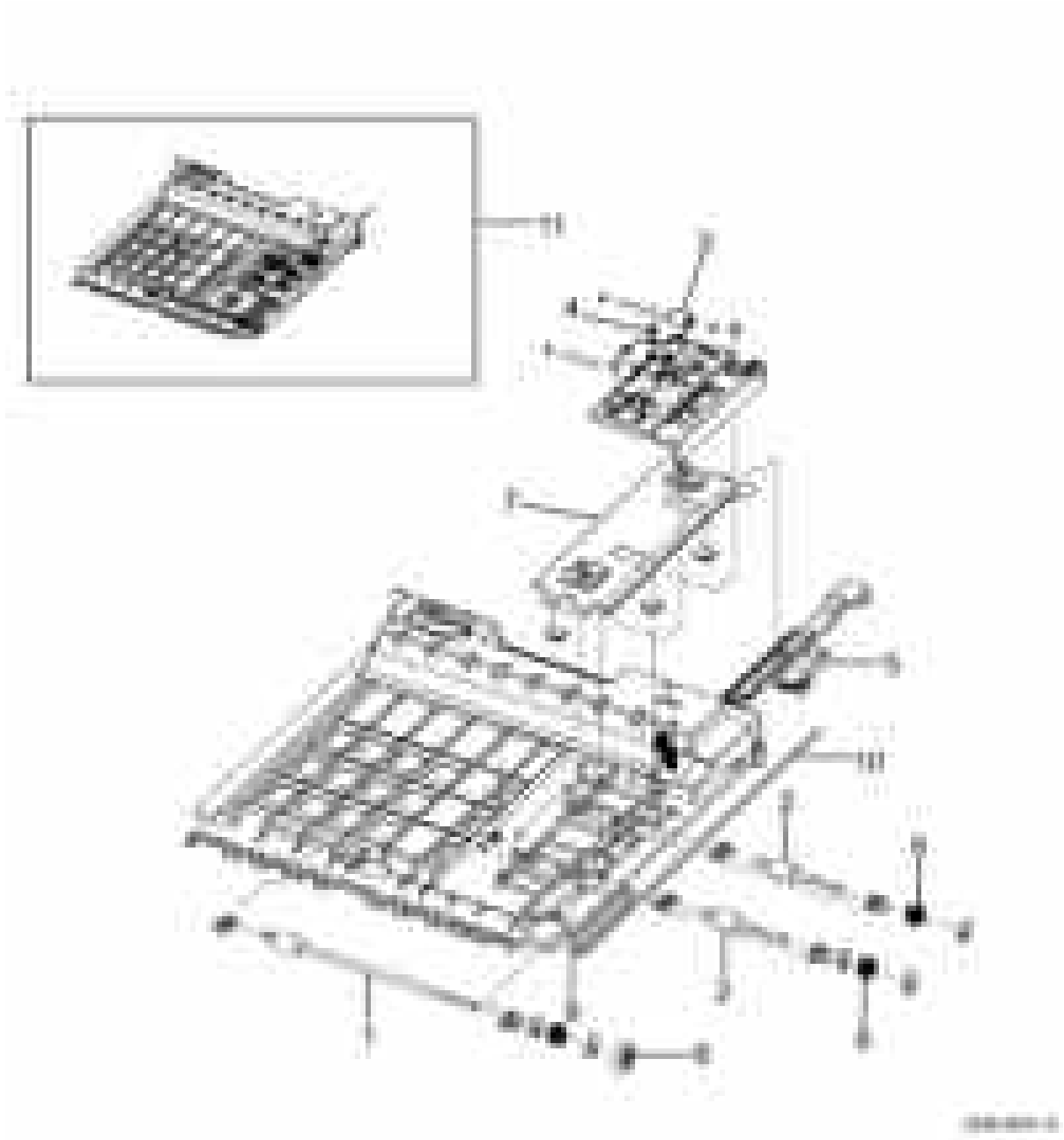
Parts List 3.6 Feed Drive



Parts List 3.6 Feed Drive

Item	Name	Part Number
1	Plain Washer	-
2	44-29 Feed Gear	-
3	19 Idle MP Gear	007N01709
4	Feed Bracket	-
5	Shaft Bush	-
6	Drive Feed	022N02858

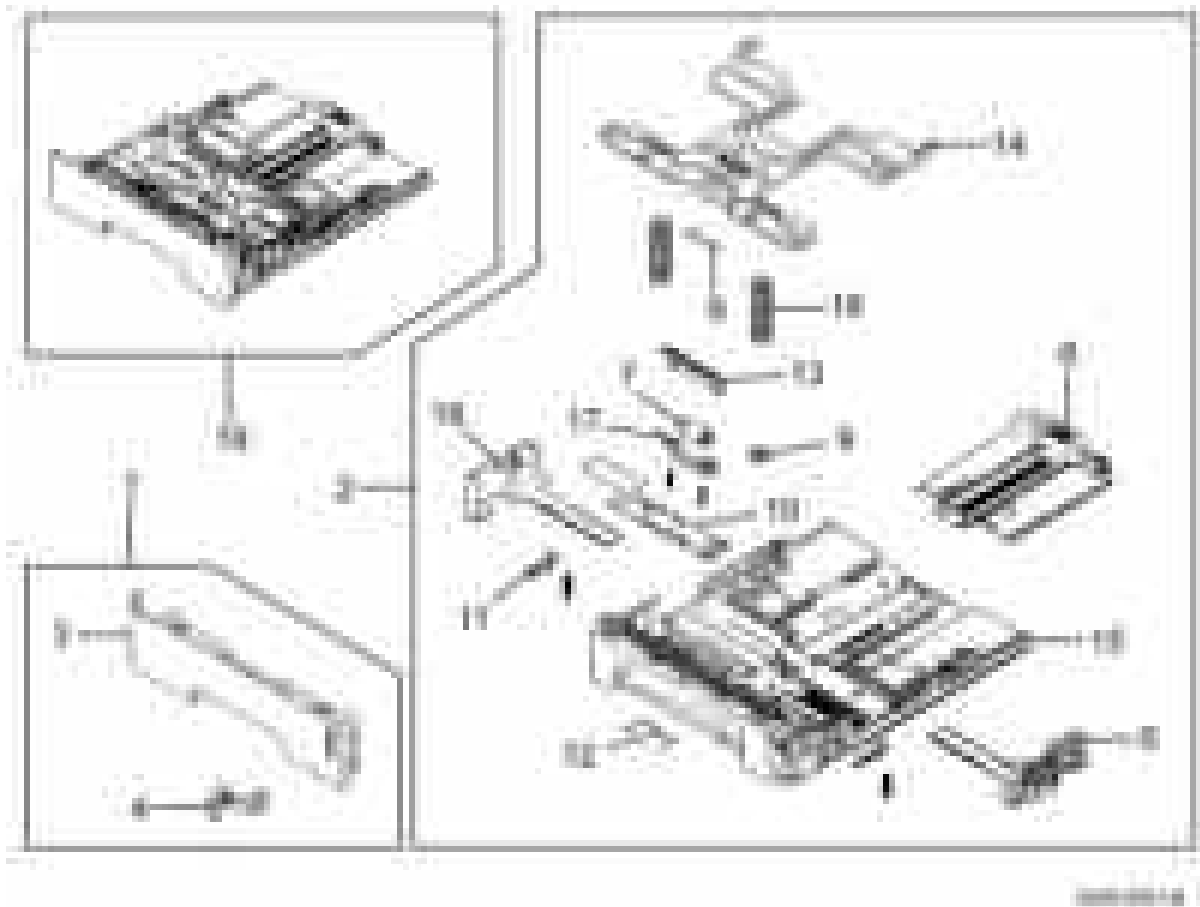
Parts List 4.1 Duplex Assembly



Parts List 4.1 Duplex Assembly

Item	Name	Part Number
1	Feed DUP2 Roller	-
2	Feed Dup Roller	-
3	Idle Dup M Roller	-
4	TS Spring	-
5	Paper Duplex Guide	-
6	18 Dup Pulley	-
7	Duplex Align Bracket	-
8	F/Down Exit Gear	-
9	Gear Timing Belt	-
10	Timing Belt	-
11	Duplex	022N02856

Parts List 5.1 Tray 1



Parts List 5.1 Tray 1

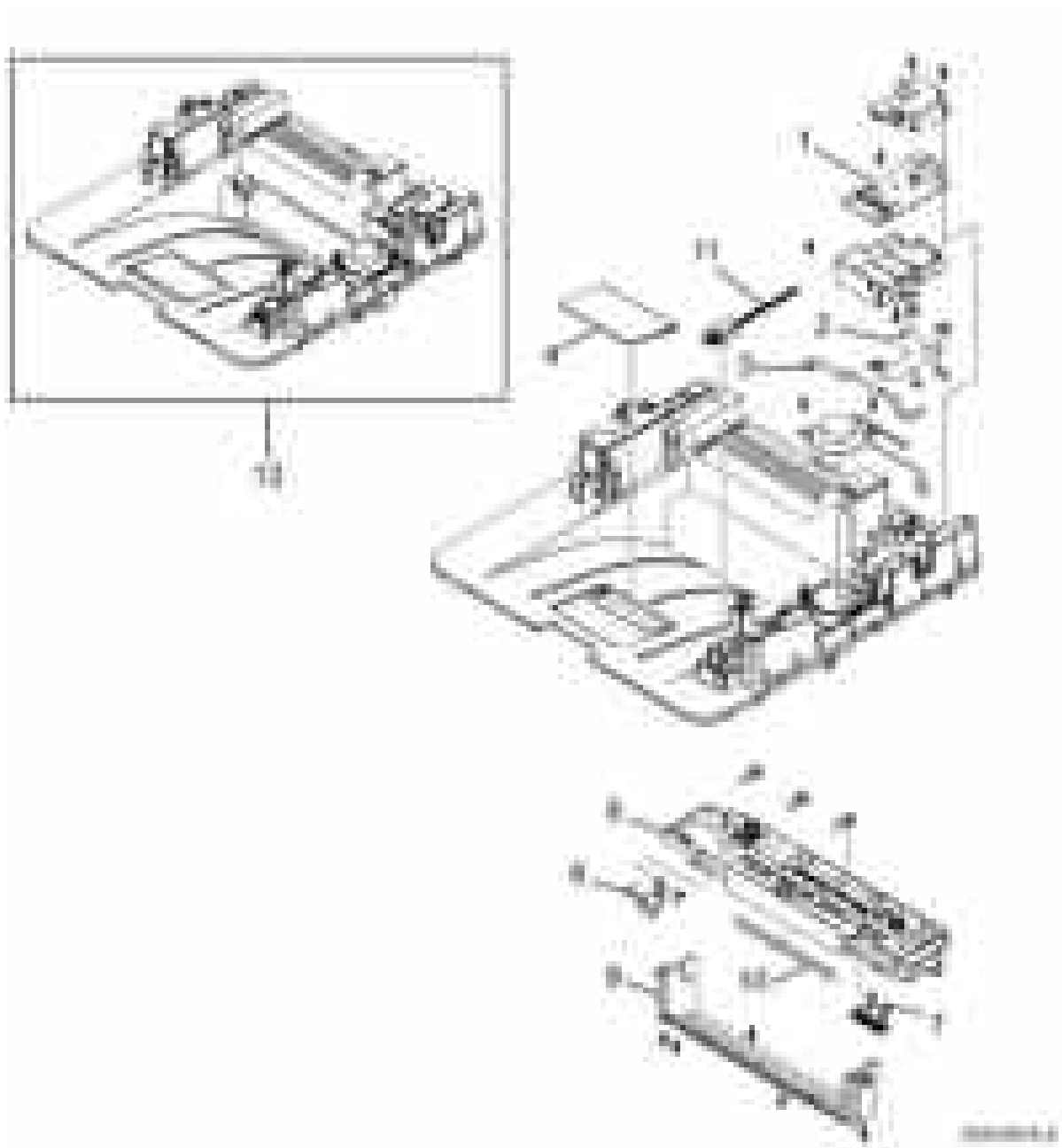
Item	Name	Part Number
1	Cassette Cover Handle	-
2	Cassette Frame Assembly	-
3	Cassette Handle	-
4	Paper Indicator	-
5	Right Cassette Guide	-
6	Rear Guide Cassette	-
7	Retard Roller Cassette	-
8	Cassette Pad RPR (Base Plate Pad)	050N00646
9	Pinion Gear	-
10	Locker Plate	-
11	Cassette Locker	-
12	Cassette Ground	-
13	Cassette Cover	-
14	Knock Up Plate P	-
15	Cassette Frame	-
16	Left Guide Cassette	-
17	Retard Shaft Holder	-
18	CS Spring	-
19	Tray 1 Cassette Assembly	050N00694

PL 6.1 WorkCentre 3335/3345 Main

Item	Name	Part Number
1	Front Cover Assembly (REF: PL 1.3)	002N03326
2	Tray 1 (REF:PL 5.1)	050N00694
3	Right Cover (REF:PL.1.2)	002N03333
4	Main Frame (REF: PL 3.1)	-
5	Left Cover	002N03332
6	SMPS (110V)	105N02330
	SMPS (220V)	105N02331
7	Main PWB (3335) (See Note)	140N63797
	Main PWB (3345) (See Note)	140N63798
8	Duplex Assembly (REF: PL 4.1)	022N02856
9	Fuser (110V) (REF: PL 3.3)	126N00410
	Fuser (220V) (REF: PL 3.3)	126N00411
10	Rear Frame (REF: PL 3.4)	001N00534
11	Rear Door	095N00415
12	LSU (Laser Unit)	130N01853
13	Lower Middle Cover	002N03336
14	Upper Middle Cover	-
15	Control Panel Assy	Refer to Parts List 10.1 WorkCentre 3335/3345 Control Panel (PL 10.1.22)
16	WorkCentre 3335 ADF (REF: PL 7.1)	-
16A	WorkCentre 3345 DADF (REF: PL 8.1)	-
17	Wireless Board	140N63805
18	SD Card	091N80340
19	Surge Protector (South Africa Only)	005N01172
20	Flat Cable (Modem Cable)	117N02065

Note: All Main PWB spare parts are configured with a SOLD service plan. Any device with a METERED billing plan will require a Plan Conversion Code to be entered to re-enable metered support. Failure to do this may result in Invalid Toner Messages. Always follow all steps outlined in the [Main PWB](#) replacement procedure.

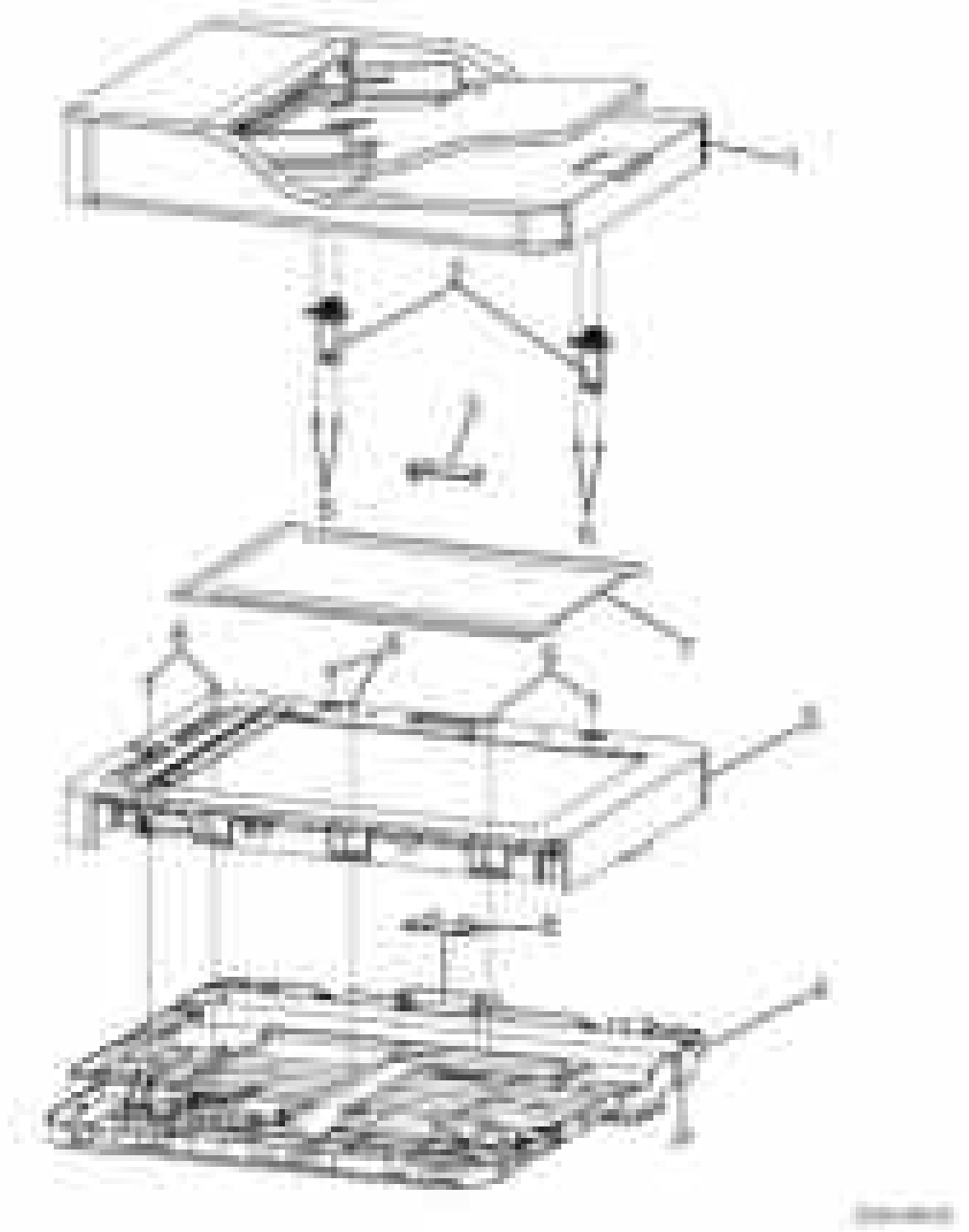
Parts List 6.2 WorkCentre 3335/3345 Middle Cover



PL 6.2 WorkCentre 3335/3345 Middle Cover

Item	Name	Part Number
1	PBA Sub-Modem (Fax PBA)	140N63726
2	FAX Ground	-
3	Exit Ground	-
4	Main Stacker	-
5	Speaker	130N01532
6	Bin Full Stacker	-
7	Sub M Stacker PMO	-
8	Path Cover	-
9	Exit Cover	-
10	Antistatic Brush	-
11	USB Harness	-
12	Lower Middle Cover	095N00460

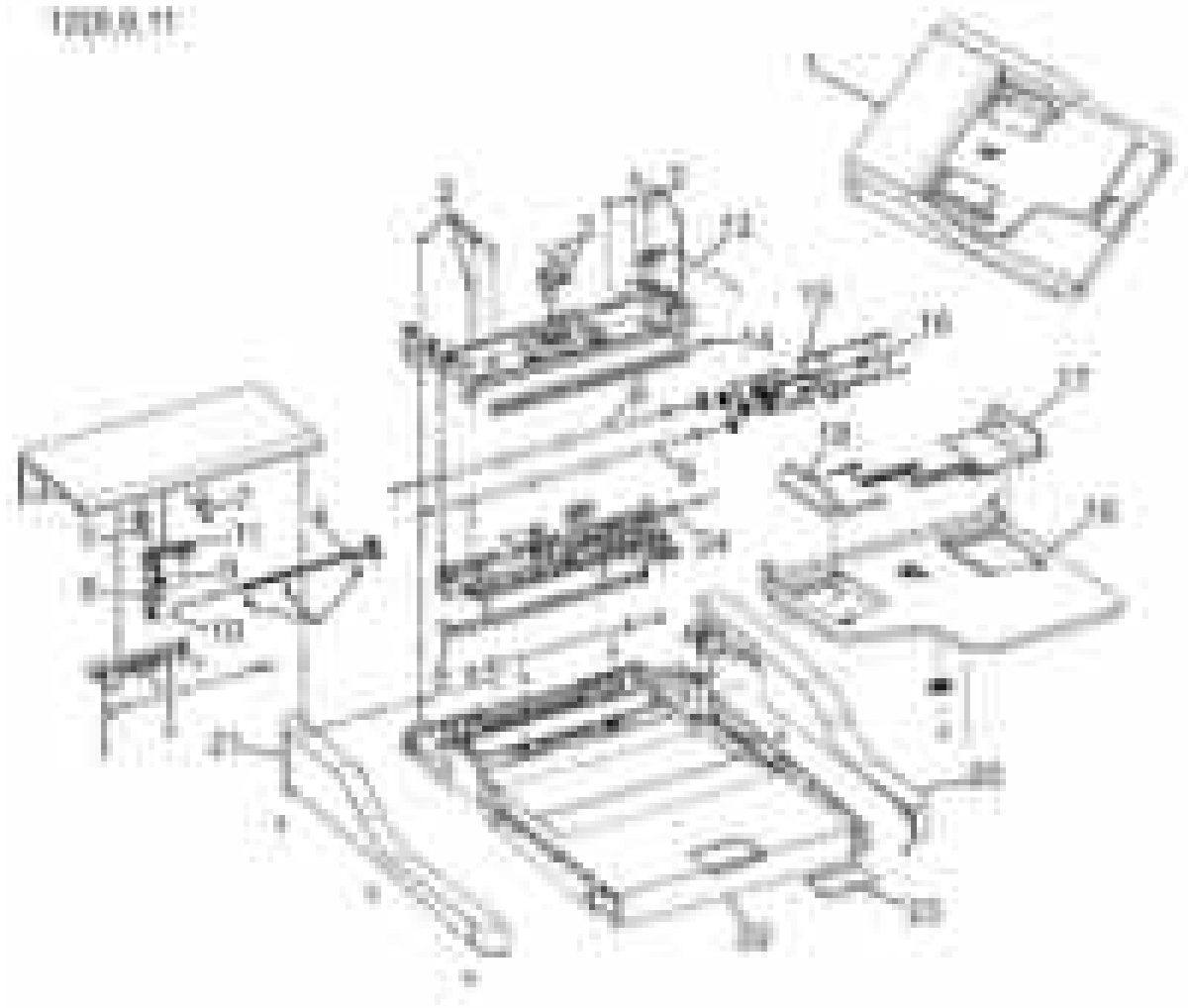
Parts List 7.1 WorkCentre 3335 SCANNER and ADF



Parts List 7.1 WorkCentre 3335 SCANNER and ADF

Item	Name	Part Number
1	ADF (REF:PL 7.3)	022N02859
2	Hinge	003N01117
3	Connector Cover	-
4	Lower ADF Platen	090N00187
5	Platen (REF: PL.9.2)	090N00186
6	Screw	-
7	White Sheet	055N00320
8	ADF PWB	140N63806

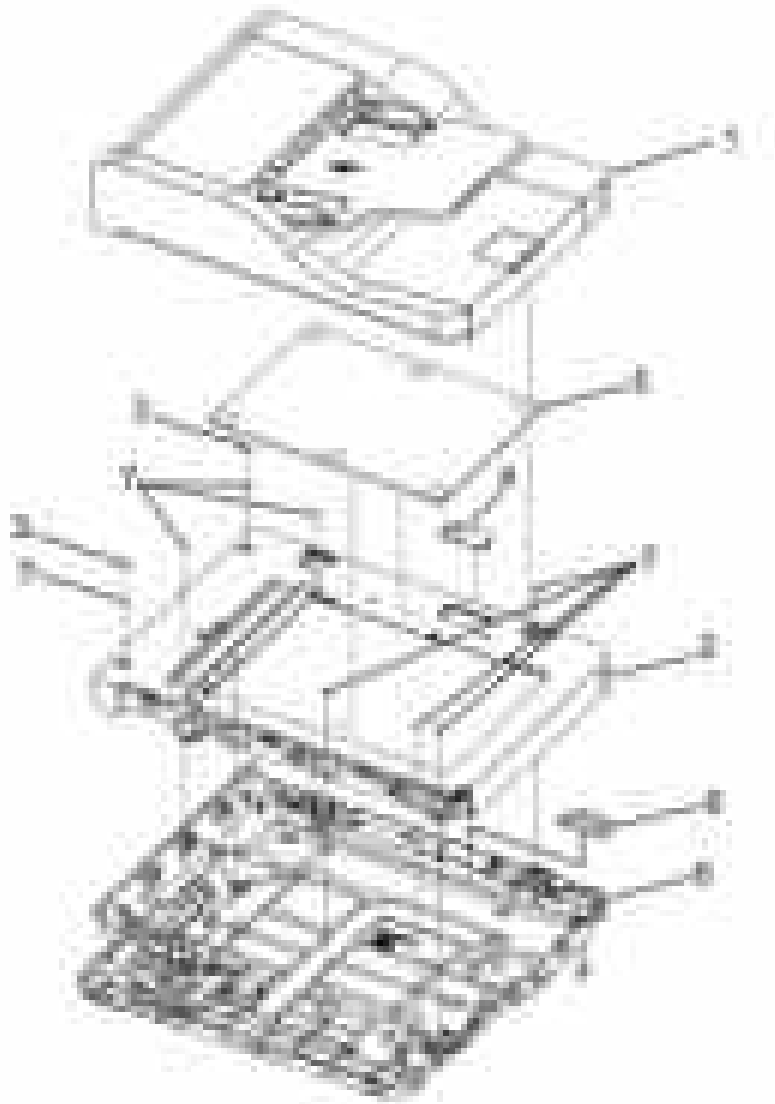
Parts List 7.1A WorkCentre 3335 ADF



Parts List 7.1A WorkCentre 3335 ADF (2/2)

Item	Name	Part Number
1	ADF	022N02859
2	Screw	-
3	Rubber Pad	108R01472
4	Drive Gear	-
5	White Bar	025N00104
6	Roller	-
7	Paper Stopper	-
8	Idle Gear	-
9	Gear Separate Roller	-
10	Roller Pickup	130N01673
11	Pick up Housing	130N01854
12	Housing Pickup Assembly	-
13	Sensor Harness	-
14	Antistatic Brush	-
15	Motor Bracket	-
16	ADF Motor	127N07781
17	Front Edge Guide	-
18	Rear Edge Guide	-
19	Stacker	-
20	Rear ADF Cover	-
21	Front ADF Cover	-
22	Cover Platen	-
23	Slide Stopper	-
24	Position Paper Actuator	-

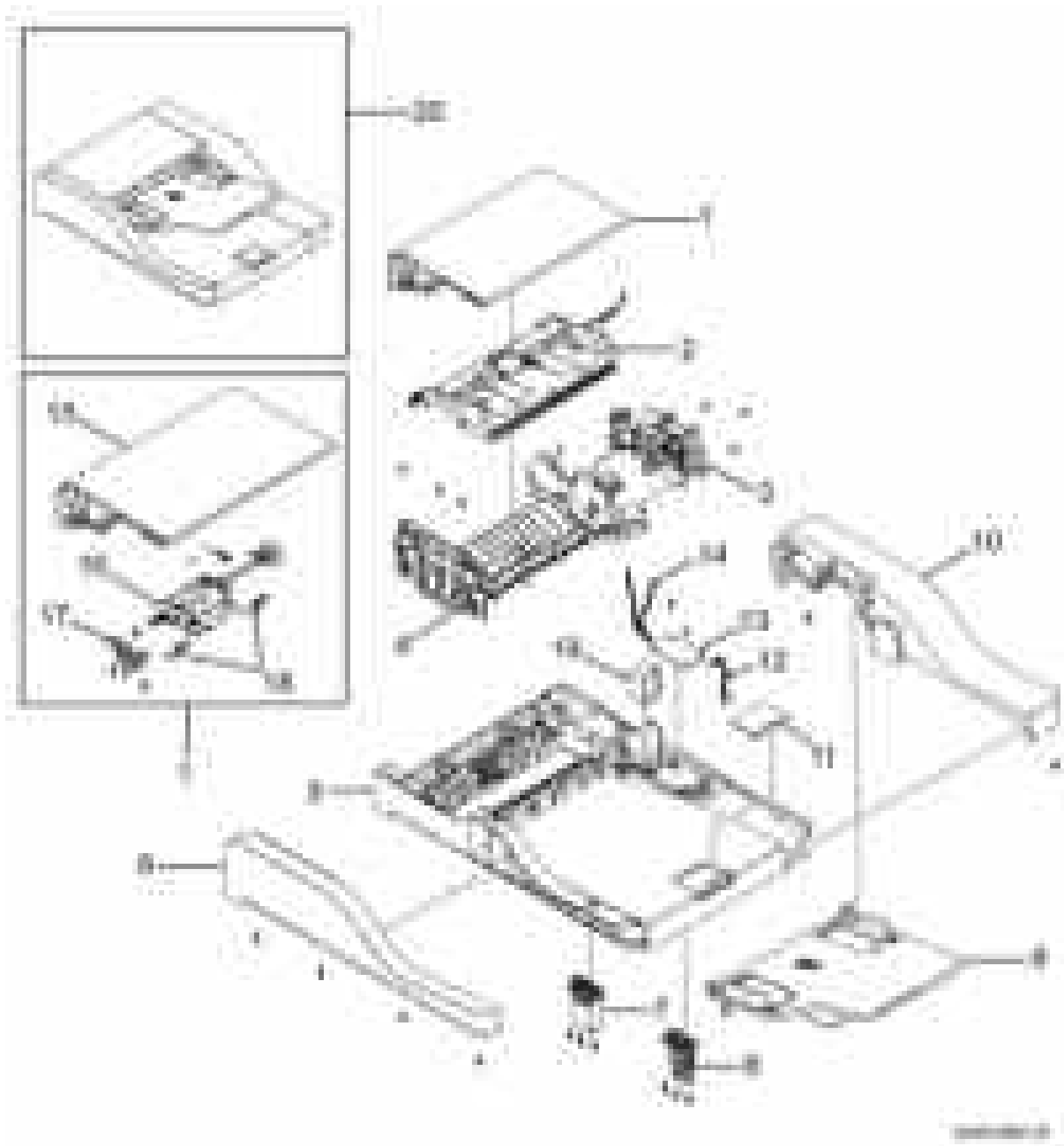
Parts List 8.1 WorkCentre 3345 SCANNER and DADF



Parts List 8.1 WorkCentre 3345 SCANNER and DADF

Item	Name	Part Number
1	DADF (REF:PL 8.1A)	022N02860
2	Platen	090N00189
3	Scan Cover	-
4	Connector Cover	-
5	White Sheet	019N00810
6	Lower DADF Platen	090N00188
7	Screw	-
8	DADF PWB	-

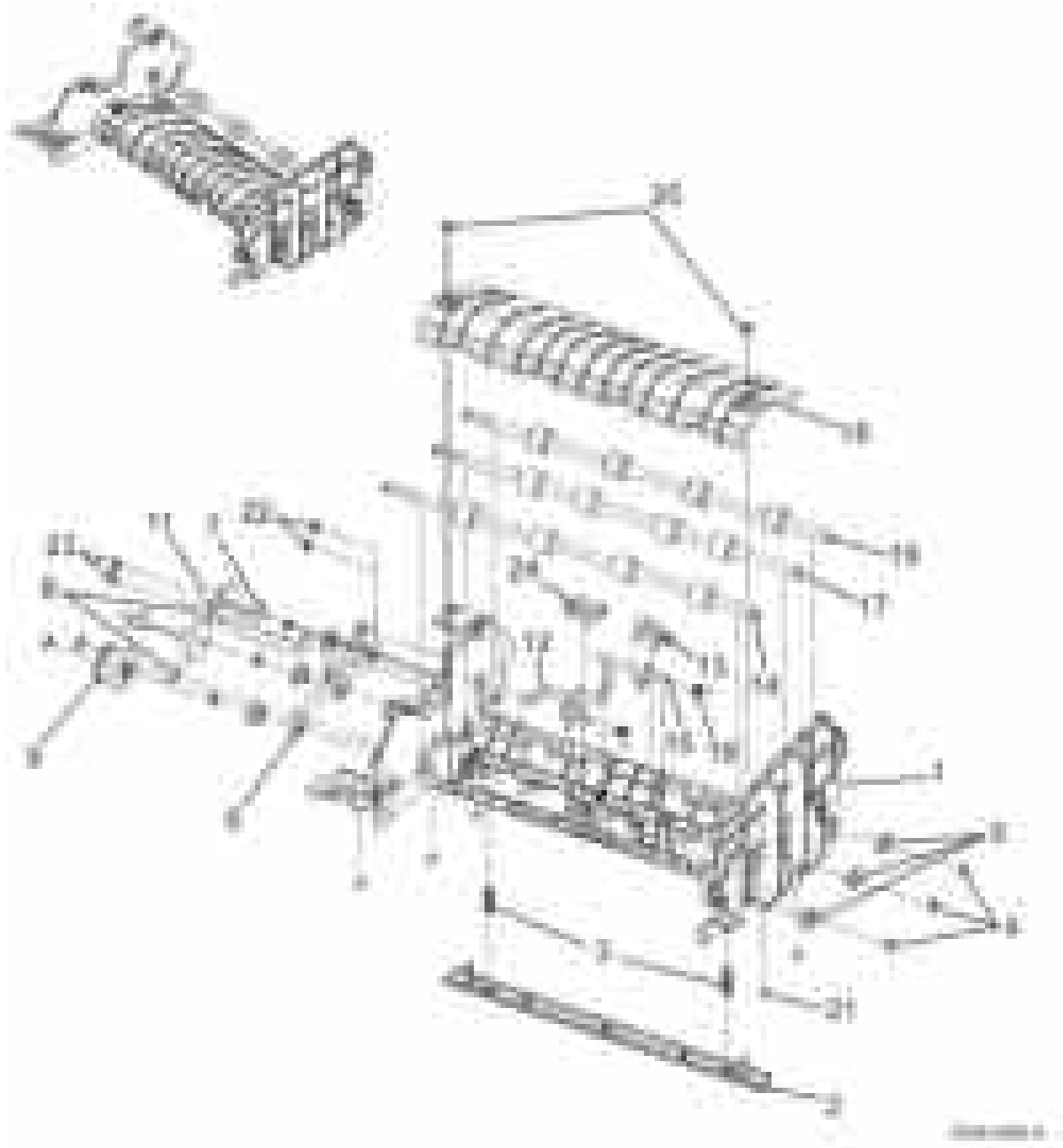
Parts List 8.1A WorkCentre 3345 DADF



Parts List 8.1A WorkCentre 3345 DADF

Item	Name	Part Number
1	DADF Top Cover	002N03327
2	Upper DADF (REF:PL 8.3)	-
3	DADF Drive (REF:PL 8.5)	007N01829
4	Lower DADF (REF:PL 8.2)	-
5	Platen DADF	-
6	DADF Front Cover	-
7	DADF Hinge R	003N01145
8	DADF Hinge L	003N01146
9	DADF Stacker	-
10	DADF Rear Cover	-
11	Slide Stopper	-
12	DADF Harness	-
13	DADF Board	140N63807
14	Zener GND CBF Harness	-
15	Open Cover	-
16	DADF Up Pick MEA Unit	130N01855
17	Stopper MEA Unit	-
18	Sensor M DOC Guide	-
19	Lifting Solenoid	121N01160
20	DADF	022N02860

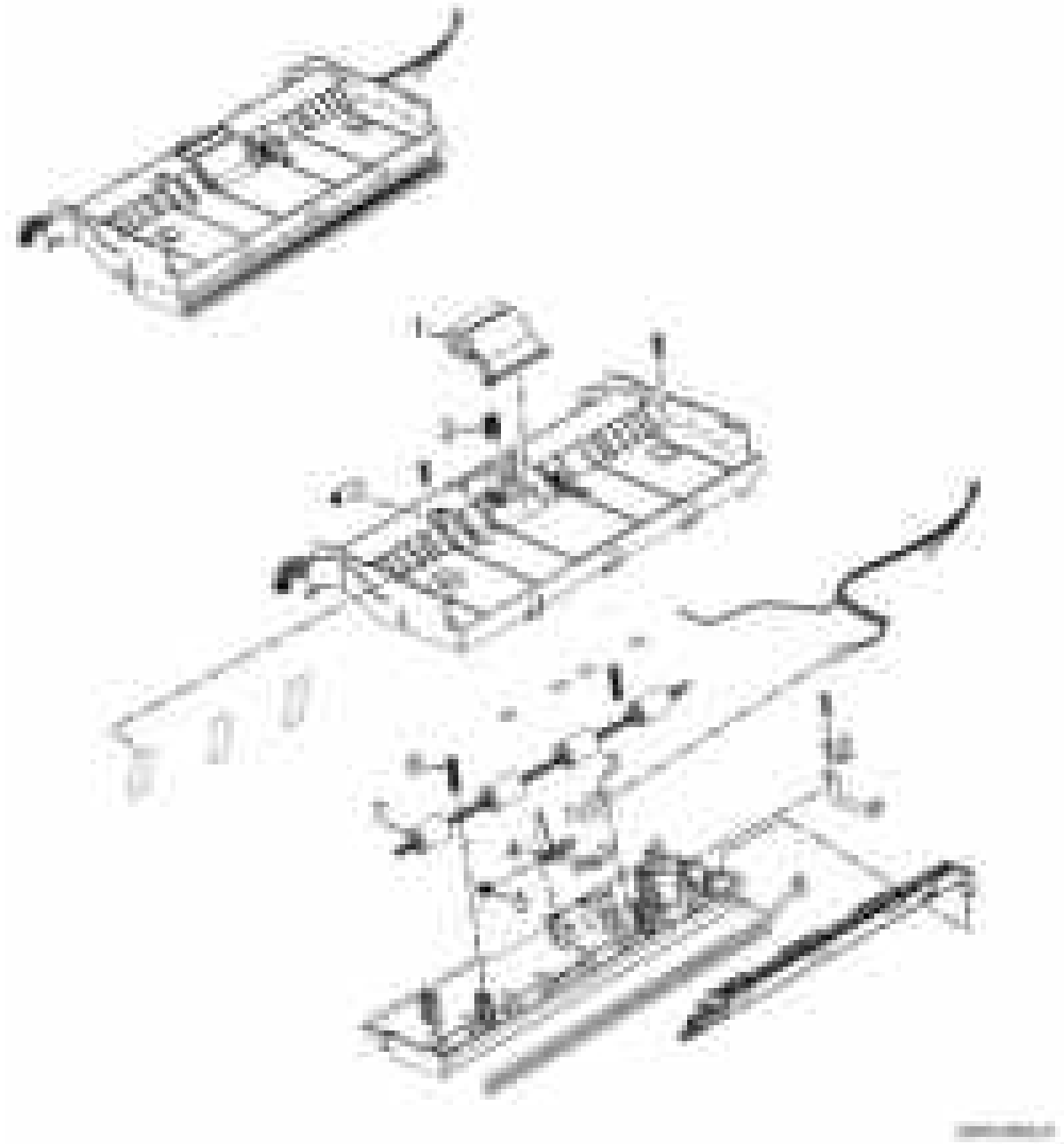
Parts List 8.2 WorkCentre 3345 Lower DADF



Parts List 8.2 WorkCentre 3345 Lower DADF

Item	Name	Part Number
1	DADF Lower Cover	-
2	White Bar Plate	025N00105
3	P/UP Separate ETC Spring	-
4	E Ring	-
5	6 D Bush	-
6	Exit Feed Ground	-
7	DADF Ground	-
8	D Idle Feed Gear	-
9	Feed Gear MEA	-
10	Exit Gear	-
11	C Idle Feed Gear	-
12	Feed Actuator	-
13	DADF Registration Sensor	130N01574
14	Feed Roller	022N02681
15	Regi Actuator	-
16	Doc Torsion Etc. Spring	-
17	Middle Roller	-
18	DADF Middle Roller	-
19	Exit Roller	-
20	Taptype Screw	-
21	Upper DADF Damper	-
22	CS Ring	-
23	Plain Washer	-
24	DADF Feed Sensor	130N01574

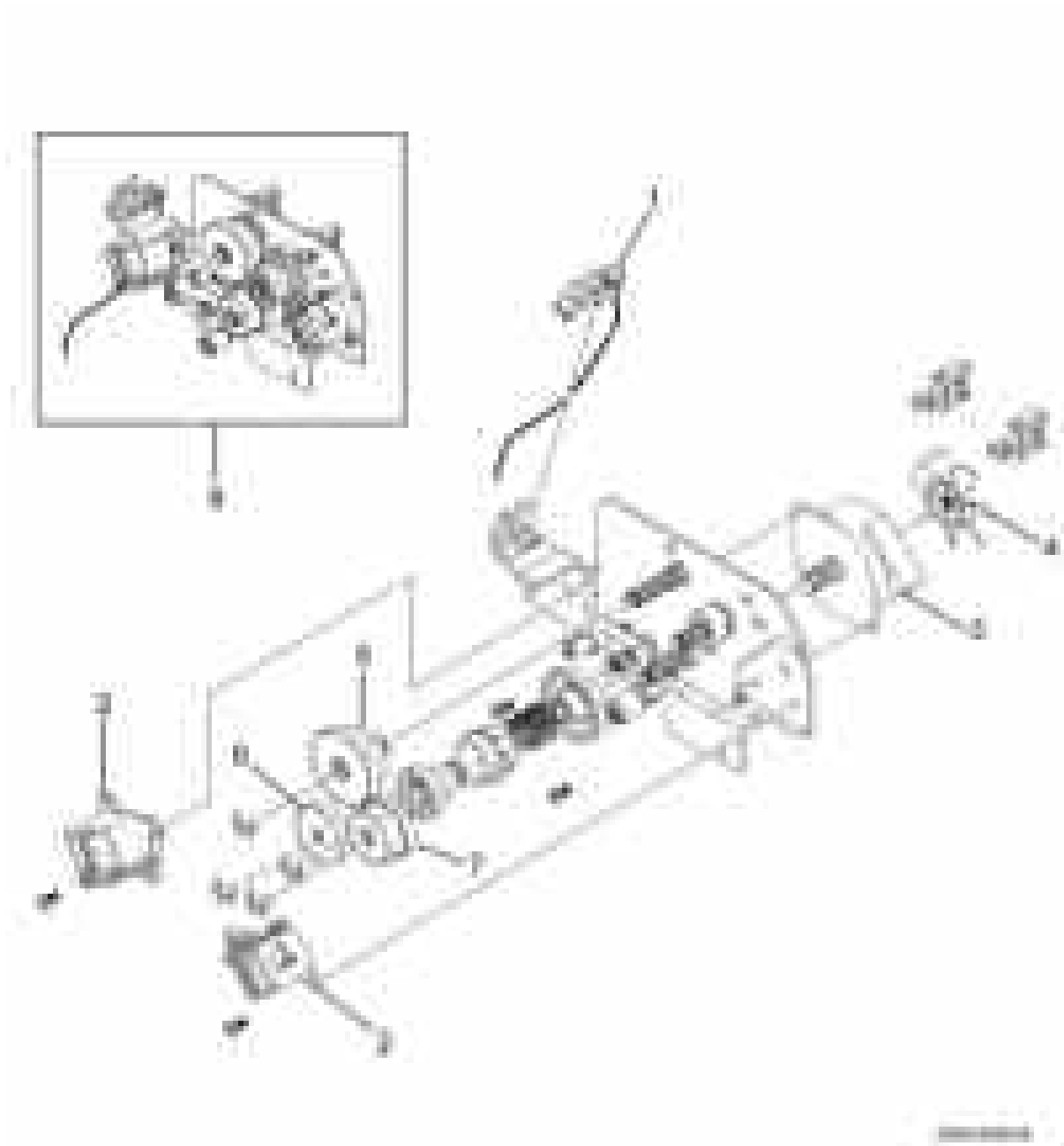
Parts List 8.3 WorkCentre 3345 Upper DADF



Parts List 8.3 WorkCentre 3345 Upper DADF

Item	Name	Part Number
1	Rubber DADF MEA Unit (Separator Pad)	108R01473
2	Pad ETC Spring	-
3	Paper Empty Sensor	130N01601
4	Paper Empty Actuator	-
5	Torsion Doc (CC2-F) Sprint ETC	-
6	Exit ETC Spring	-
7	SCF M Idle Roller	-
8	Antistatic Brush MEC	-

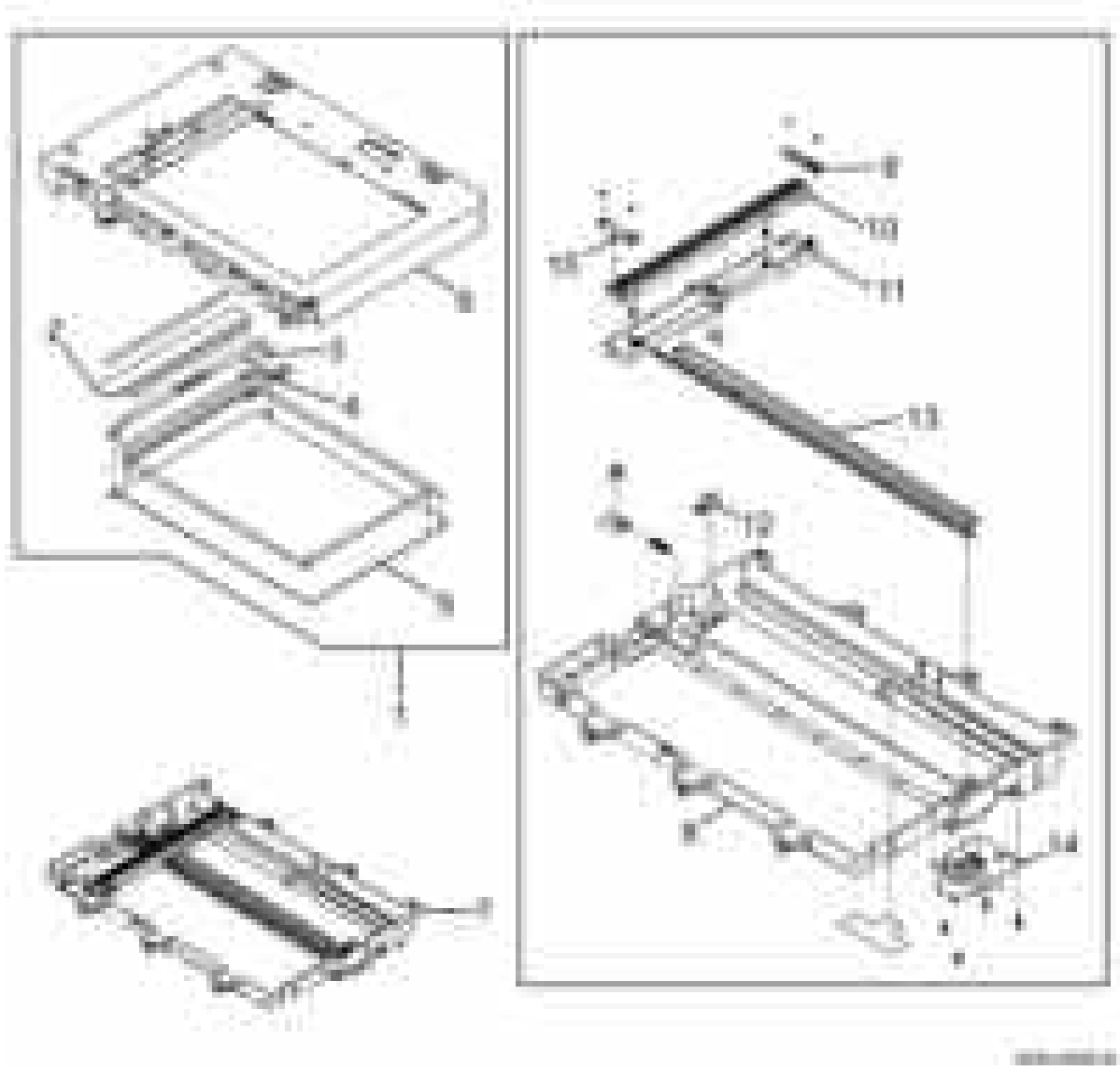
Parts List 8.5 WorkCentre 3345 Drive DADF



Parts List 8.5 WorkCentre 3345 Drive DADF

Item	Name	Part Number
1	DADF Solenoid Sensor	-
2	DADF Solenoid	-
3	Step Motor	-
4	ADF Impeller	-
5	Pickup Idle Gear	-
6	Feed Idle Gear B	-
7	Feed Idle Gear A	-
8	DADF Drive	007N01829

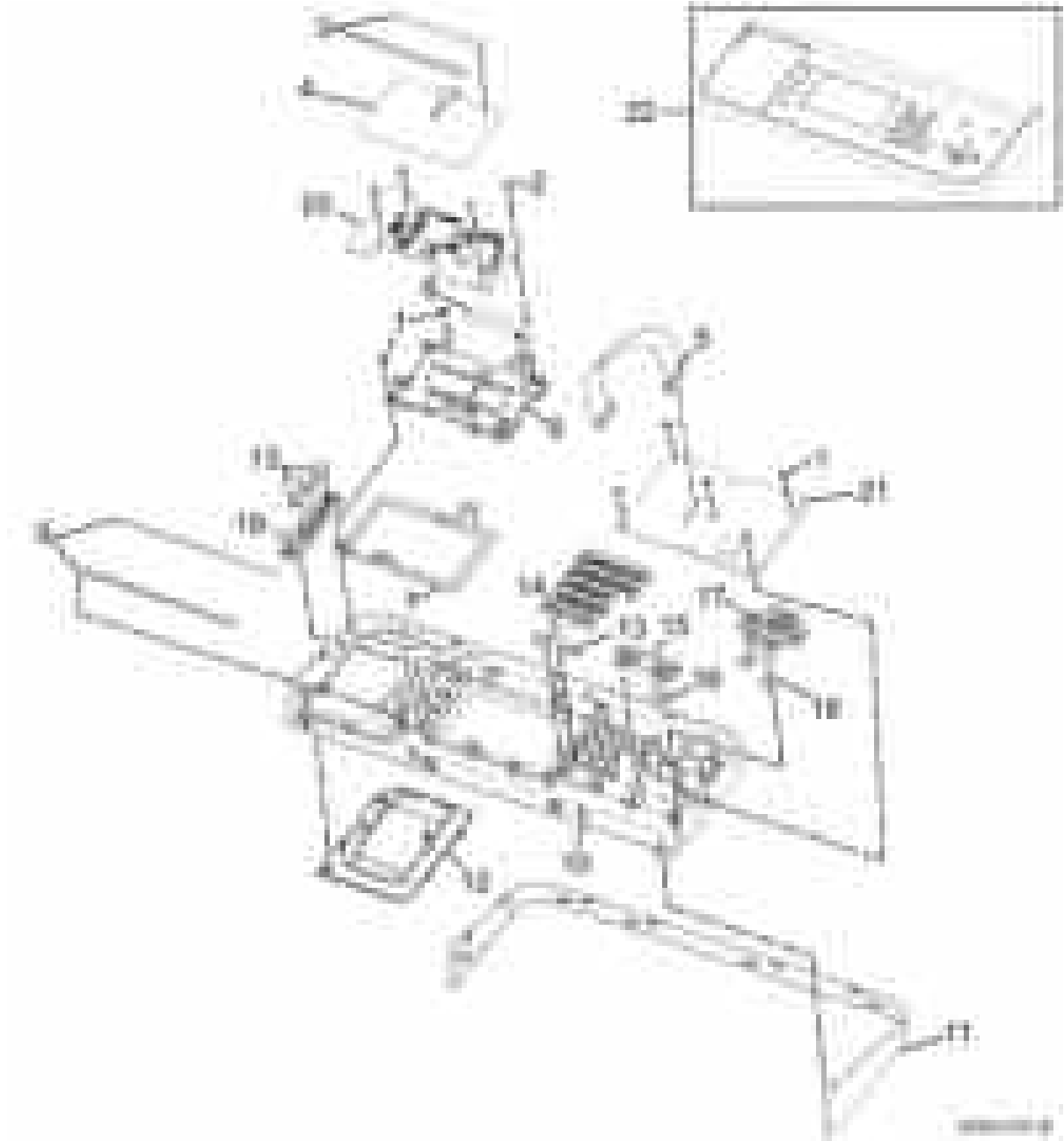
Parts List 9.2 WorkCentre 3335/3345 Platen



Parts List 9.2 WorkCentre 3335/3345 Platen

Item	Name	Part Number
1	Upper Platen	-
2	CVT Glass	-
3	Scan Bracket	-
4	Upper Platen Ground	-
5	Platen Glass	-
6	Upper Scan Cover	-
7	Middle Platen	-
8	Lower Scan Frame	-
9	Rear CIS Guide	-
10	Image Sensor	130N01679
11	CIS Bracket	-
12	Carriage Home Sensor	130N01574
13	Gear Timing Belt	007N01704
14	Scan Motor	007N01828
15	Front CIS Guide	-

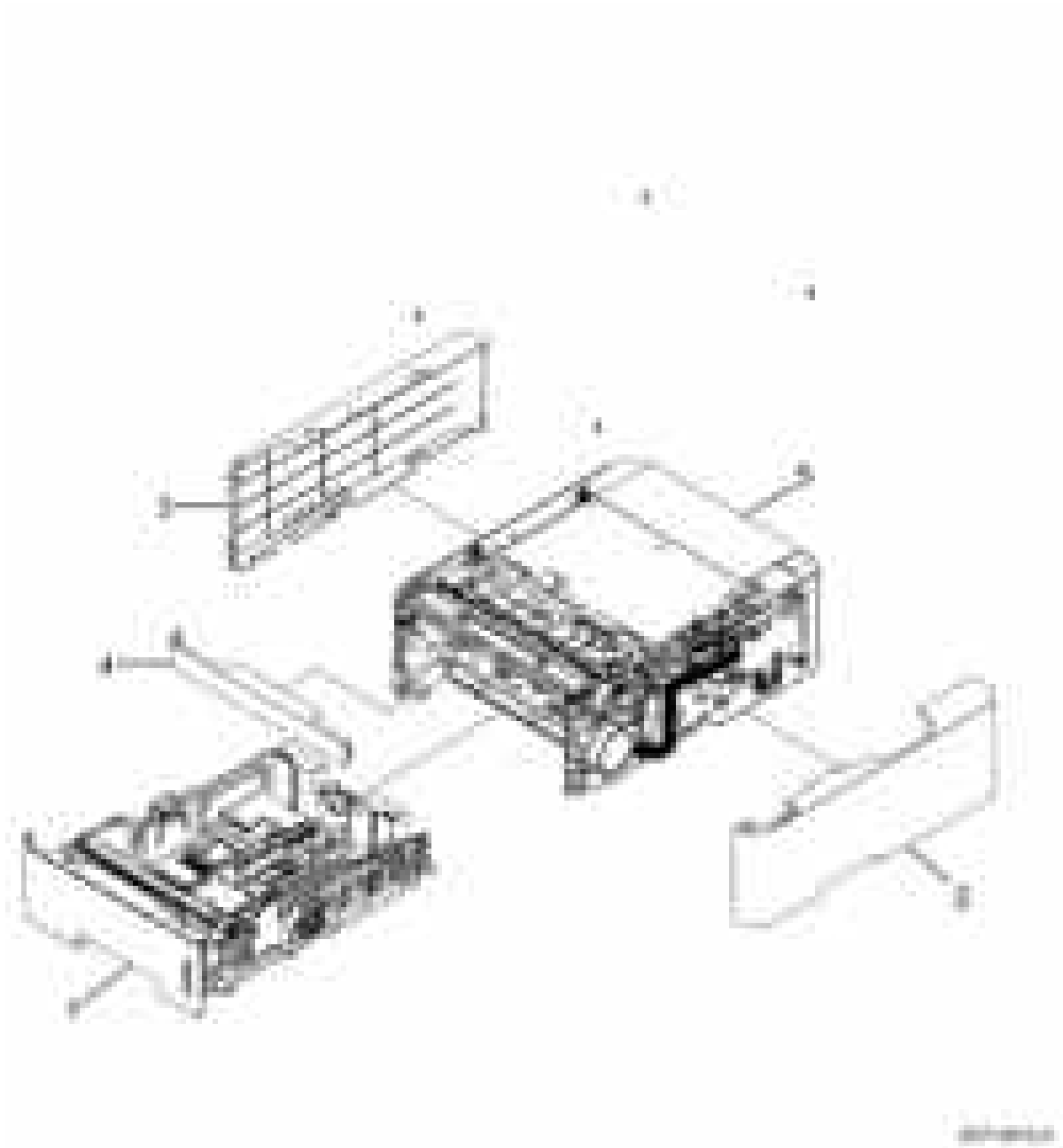
Parts List 10.1 WorkCentre 3335/3345 Control Panel



Parts List 10.1 WorkCentre 3335/3345 Control Panel

Item	Name	Part Number
1	Screw	-
2	Screw	-
3	Double Face Tape	-
4	LCD	-
5	Flat Cable	-
6	Plate	-
7	LSD Plate	-
8	Connector Insulation	-
9	LSD Seal	-
10	Control Panel Cover	-
11	DECO Control Panel Cover	-
12	Card Reader Cover	-
13	Function Key	-
14	Numerical Key	-
15	Extra Key	-
16	Power Save Key	-
17	Start Key	-
18	Clear Key	-
19	Home Key	-
20	Control Panel Board	-
21	Key PWB	140N63799
22	Control Panel Assy (3335)	140N63801
	Control Panel Assy (3345)	140N63800

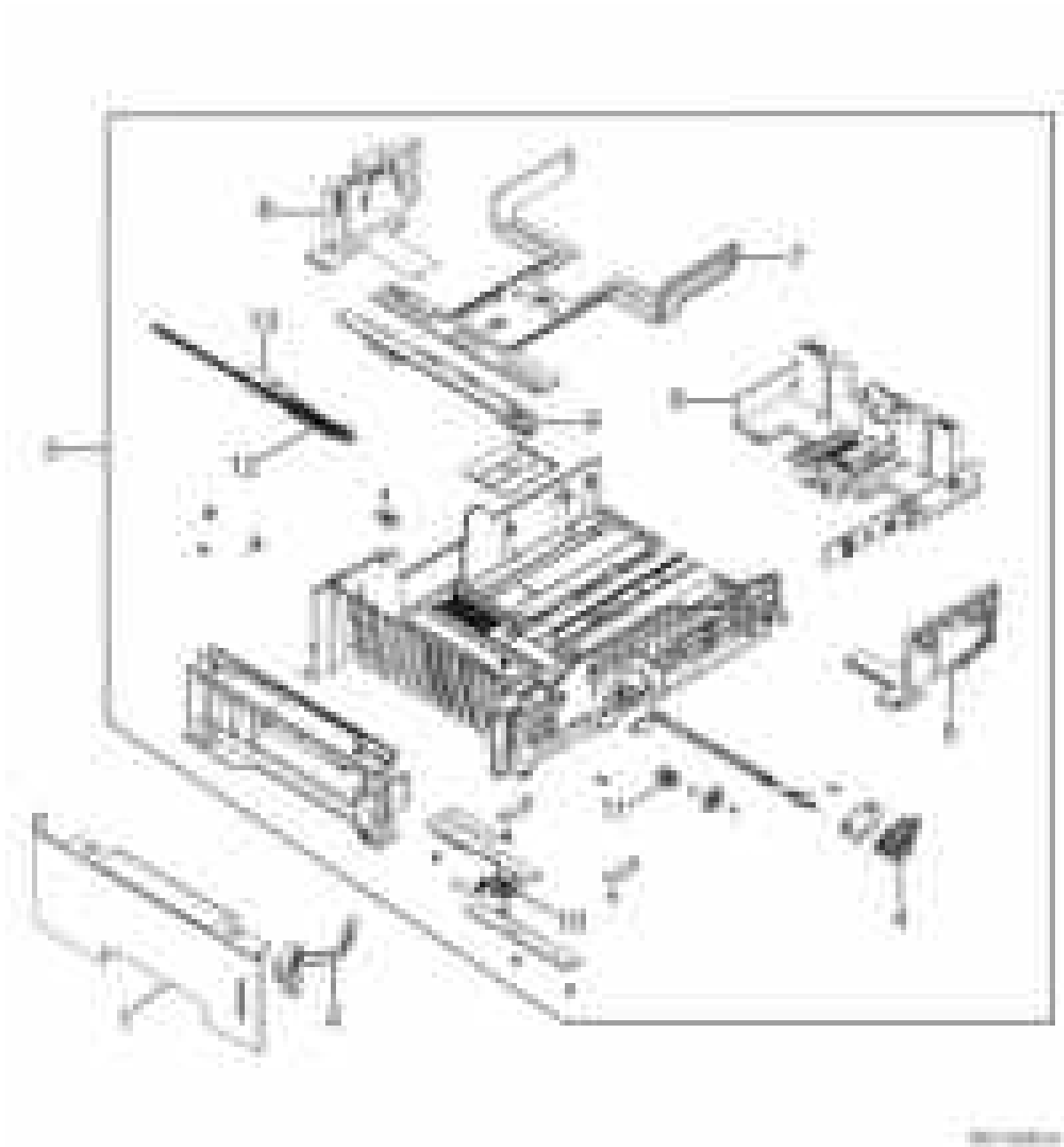
Parts List 12.1 Optional Tray 2 Feeder Main



Parts List 12.1 Optional Tray 2 Feeder Main

Item	Name	Part Number
1	Cassette A/S Assy	050N00695
2	Right Cover Optional Tray 2 Feeder	002N03328
3	Left Cover Optional Tray 2 Feeder	002N03329
4	Front Dummy Cover Optional Tray 2 Feeder	-
5	Frame-ETC	-

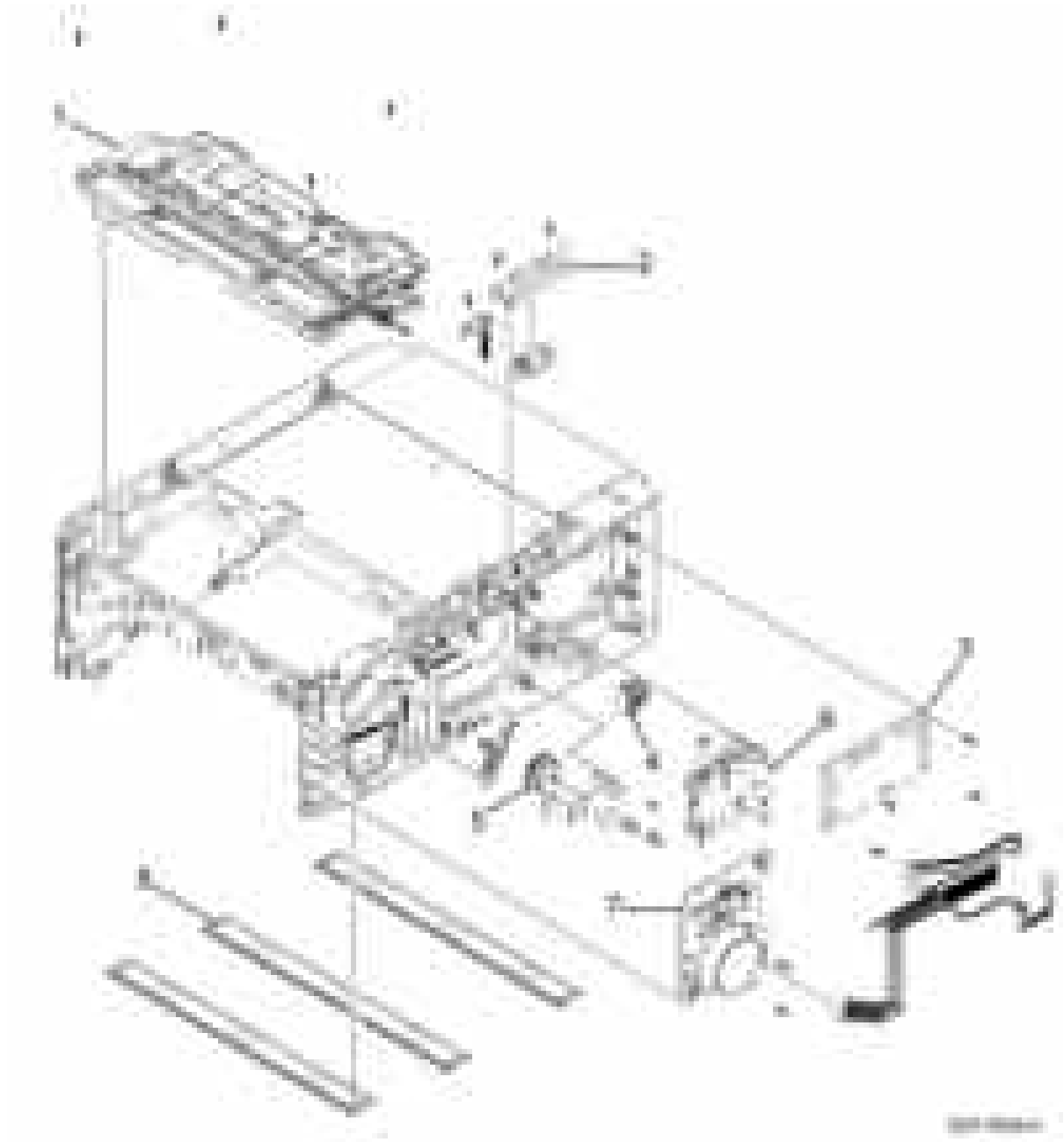
Parts List 12.2 Optional Tray Cassette A/S Assy



Parts List 12.2 Optional Cassette A/S Assy

Item	Name	Part Number
1	Cassette Handle	-
2	Paper Indicator CSP	-
3	Cassette Frame	-
4	Lifting Gear CSP	-
5	Right Cassette Side	-
6	Rear Cassette Paper Guide	-
7	Knock up Plate CSP	-
8	Left Cassette Side	-
9	Retard Cap CSP	-
10	M Pinion Gear	-
11	Idle Retard Gear CSP	-
12	Cassette Retard	-
13	MEA Unit-Roller PU	-

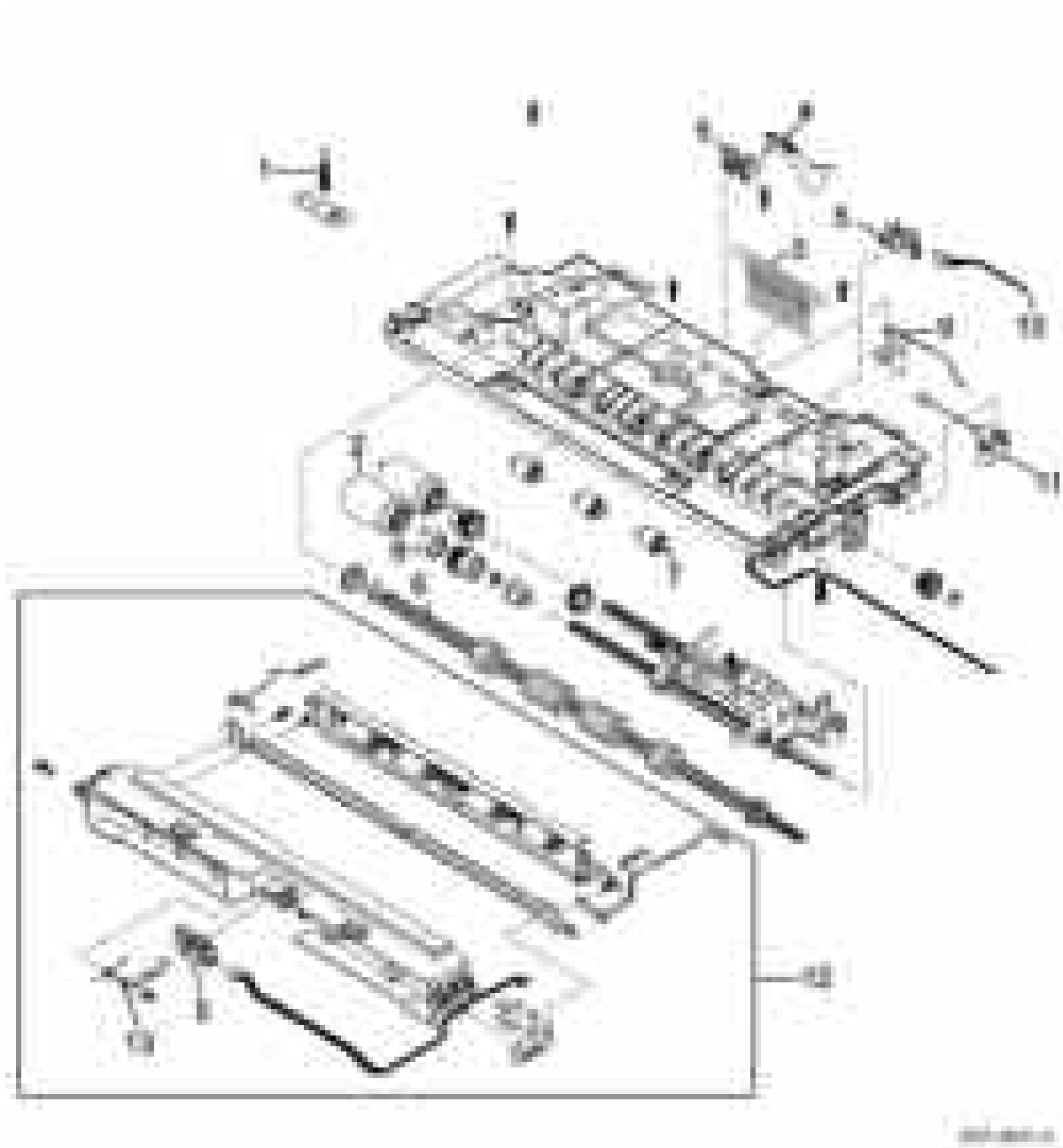
Parts List 12.3 Optional Tray Frame ETS



Parts List 12.3 Optional Tray Frame ETS

Item	Name	Part Number
1	Pick Up Unit Assembly	130N01856
2	Connector Holder Optional Tray 2 Feeder	-
3	Main PWB A/S (Optional Tray Feeder Board)	140N63809
4	Signal Switch	110N01524
5	Electric Clutch	121N01220
6	Feed Drive	120N00559
7	Drive Unit A/S Assy	007N01710
8	Bottom Frame Plate	-

Parts List 12.4 Optional Tray Feeder Pick Up Unit Assy



Parts List 12.4 Optional Tray Feeder Pick Up Unit Assy

Item	Name	Part Number
1	Terminal MEA Unit	-
2	Roller MEA Unit	108R01471
3	Pick Brush	-
4	Paper Empty Actuator	-
5	Paper Empty Sensor	-
6	REGI Roller	-
7	Idle Roller-M	-
8	Idle One Way Holder-M	-
9	Harness-GND	-
10	Feed Sensor Harness	-
11	Motor SW Harness	-
12	A/S Com-Frame Feed	-
13	CSP-SCF Actuator Feed	-

Xerox Supplies and Accessories

Consumables and Maintenance Items

Starter Cartridges (For Parts Identification Only - Not field orderable)

Description	Part Number
2.6K Sold Neutral Toner (Not orderable)	650N05434
11K Metered Toner (Not orderable)	650N05436
30K Drum Cartridge (Not orderable)	650N05435

Replacement Cartridges

Description	Part Number
NA/XE Toner Cartridges	
Standard-Capacity (2.6K) (Sold)	106R03620
High-Capacity (8.5K) (Sold)	106R03622
Extra High-Capacity (15K) (Sold)	106R03624
DMO Toner Cartridges	
High-Capacity (8.5K) (Sold)	106R03621
Extra High-Capacity (15K) (Sold)	106R03623
WW Toner Cartridges	
WW Metered (11K) (Metered)	106R03625

Description	Part Number
Drum Cartridges	
Drum Cartridge (OPC Drum) Universal Word Wide	101R00555

Power CordsPower Cords

Description	Part Number
Power Cord, 110V	105N02072
Power cord, 220V	117N01769

Maintenance Kits

Description	Part Number
Bias Transfer Maintenance Kit	108R01469
Tray 1 Feed Roll Maintenance Kit	108R01470
Tray 2 Feed Roll Maintenance Kit	108R01471
ADF Pad Maintenance Kit(3335)	108R01472
DADF Pad Maintenance Kit(3345)	108R01473

Maintenance

6

In this chapter...

- [Service Maintenance Procedure](#)
- [Cleaning](#)
- [Moving the Printer](#)
- [Adjusting Altitude](#)
- [Firmware Upgrade Procedure](#)
- [Tag Matrix](#)

Service Maintenance Procedure

Perform the following procedures whenever you check, service, or repair a printer. Cleaning the printer, as outlined in the following steps, assures proper operation of the printer and reduces the probability of having to service the printer in the future.

The frequency of use, the type of media printed on, and operating environment are factors in determining how critical cleaning the machine is and how often it is necessary.

Recommended Tools

- Toner vacuum cleaner
- Clean water
- Clean, dry, lint-free cloth

Cleaning

Perform the following general cleaning steps as indicated by the printer's operating environment.



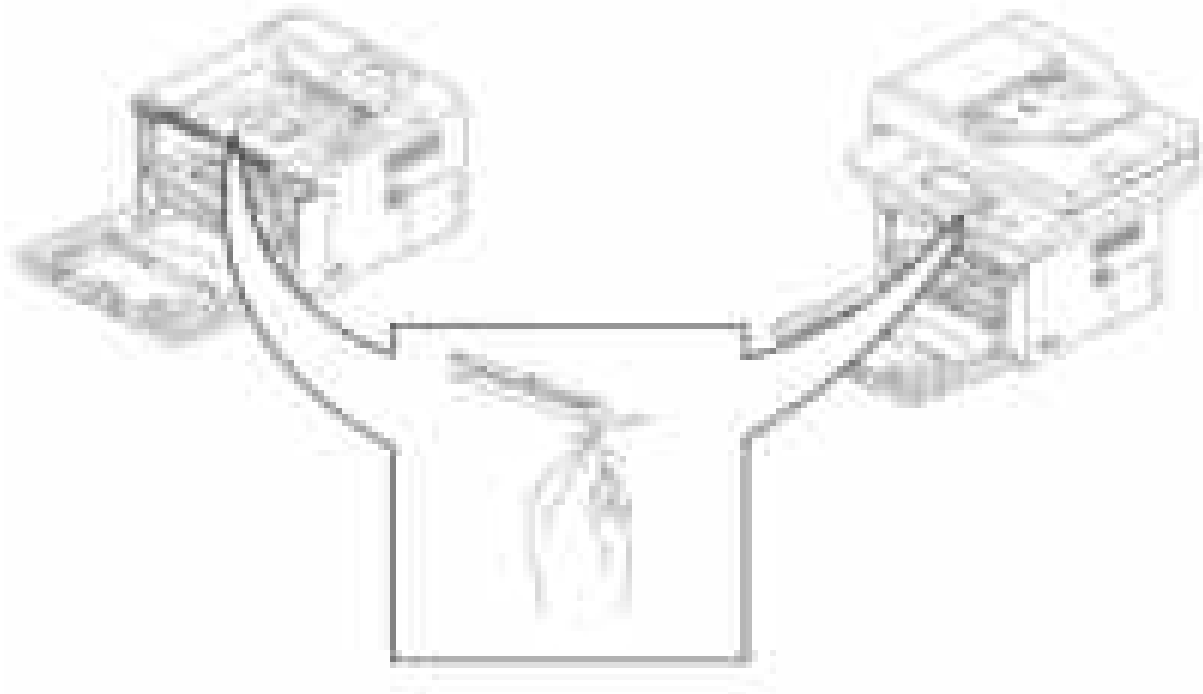
CAUTION: Never apply alcohol or other chemicals to any parts of the printer. Never use a damp cloth to clean up toner. If you remove the Imaging Unit, place it in a light-protective bag or otherwise protect it as exposure to light can quickly degrade performance and result in early failure.

1. Record number of sheets printed.
2. Print several sheets of paper to check for problems or defects.
3. Turn the printer power Off and disconnect the power cord.
4. Remove the Toner Cartridge, Left and Right Covers, and Rear Cover before cleaning.
5. Ensure that all cover vents are clean and free of obstructions.
6. Remove any debris or foreign objects from inside of the printer.
7. Clean the trays, media guides and extensions.
8. Clean all rubber rollers with a lint-free cloth slightly dampened with cold water.

Cleaning the Laser Unit Window

⚠ CAUTION: Do not touch the OPC drum or expose the OPC drum to light for more than 5 minutes.

Use a dry, lint-free swab to clean the LSU (Laser Unit).



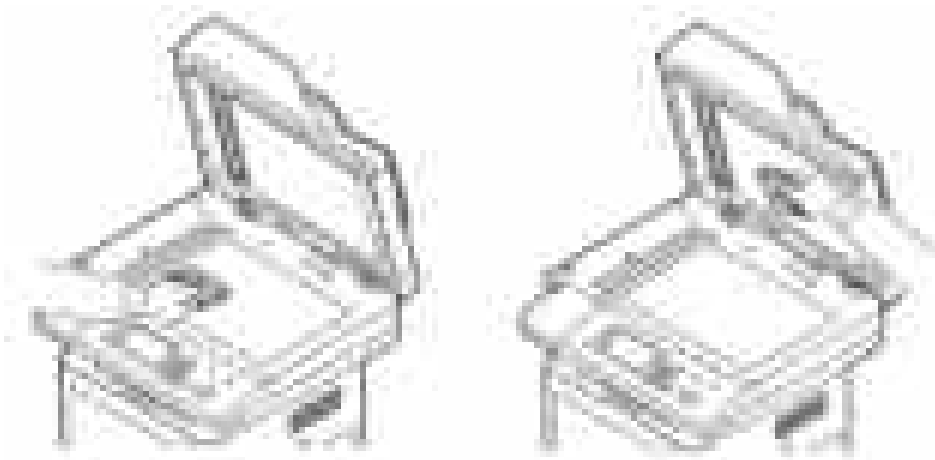
Cleaning the Feed Roll

Use a dry, lint-free cloth to clean the Feed Roll.



Cleaning the Platen, CVT Glass and Document Cover

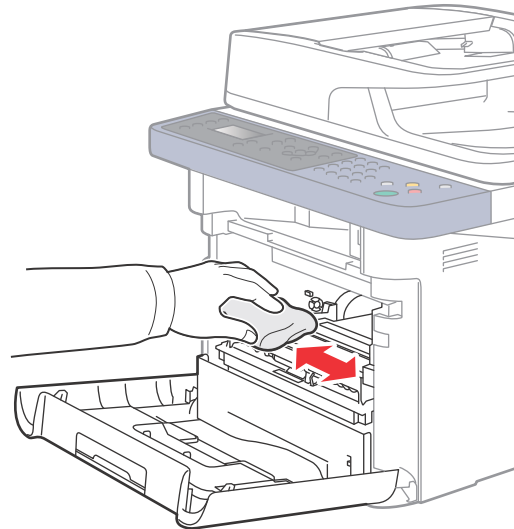
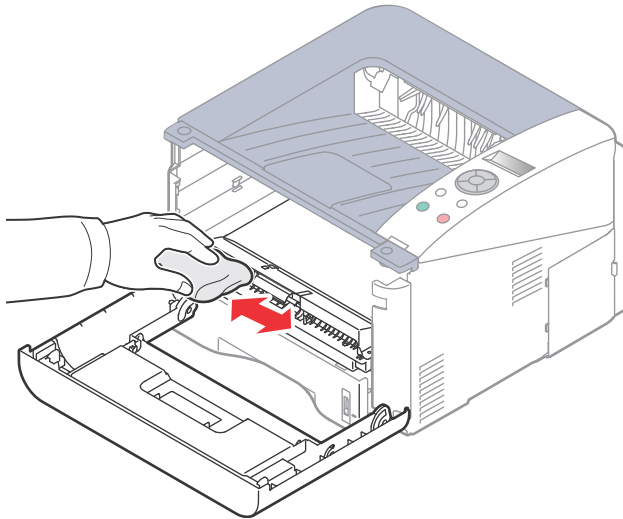
Use a dry, lint-free cloth to clean the platen glass, CVT glass and document cover.



Cleaning the Interior

! **CAUTION:** Do not touch the Photoreceptor Drum or expose the Photoreceptor Drum to light for more than 5 minutes.

Open the Front Cover and use a dry lint-free cloth to wipe any dust and/or spilled toner from the Toner Cartridge area. Remove any paper debris from the area.



s3320-273

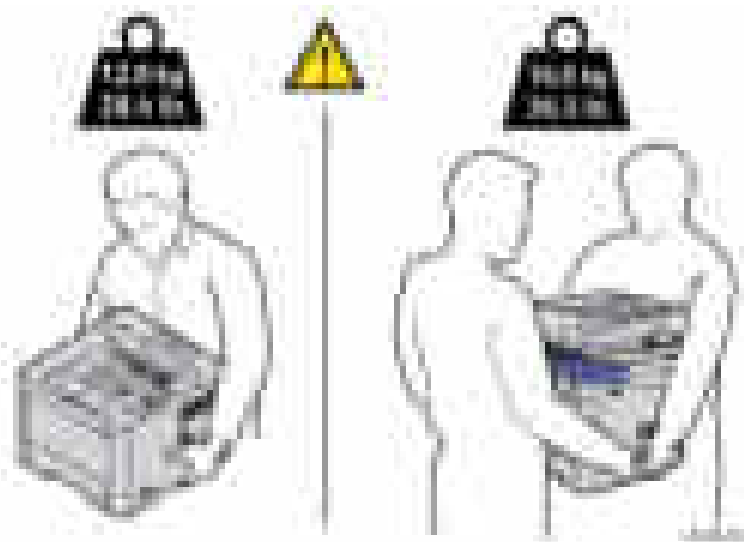
Moving the Printer

The printer, with toner installed is heavy. The weights shown below.

! **CAUTION:** When moving the printer over long distances, remove the Toner Cartridge to prevent toner spills.

Before moving the printer, do the following:

1. Turn the printer Off and disconnect all cables.
2. Allow the printer to cool about 40 minutes.
3. Remove media from the output tray and return the Output Tray Support to its closed position.
4. Remove the media from the Bypass Tray and return the Tray Extension to its non-extended position.
5. Push in the Bypass Tray side paper guides until they stop to hold the Tray Extension in the closed position while moving the printer.
6. Close the Bypass Tray.
7. See [Undocking the Printer](#) to undock the printer from the Optional Tray 2 base.
8. Lift and carry the printer as shown in the illustration.

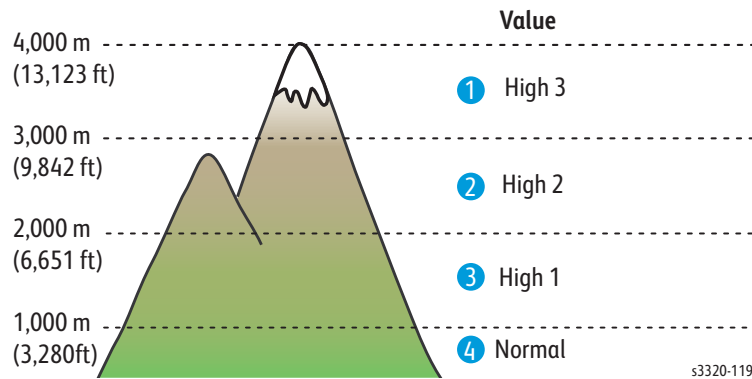


! **CAUTION:** Do not tilt the printer more than 10 degrees to the front or back, or left or right. Tilting the printer more than 10 degrees may cause toner spillage.

! **CAUTION:** Failure to properly repackage the printer for shipment can result in damage not covered by the warranty, Service Agreement, or Total Satisfaction Guarantee.

Adjusting Altitude

Print quality varies with barometric pressure. Since the barometric pressure decreases as the altitude increases, altitude can affect the print quality. To optimize print quality for your location, select an altitude setting to match the your location.



To adjust altitude:

For Phaser 3330

1. Select **Menu**.
2. Use the arrow buttons to select **Tools > Setup > Machine Settings > Altitude Adjustment**.
3. Select **Enable** or **Disable** and press **OK**.

For 3335/3345

1. Enter the Admin Mode.
2. Press the Log In / Out button.
3. Enter the Username and Password (Default Username: admin, Default Password: 1111).
4. Select **Device Settings**.
5. Select **General**.
6. Select **Altitude Adjustment (On/Off)**.

Firmware Upgrade Procedure

Upgrade printer firmware using one of two methods:

- Remote using CWIS
- Local using a USB Flash drive

Remote Upgrade (CWIS method)

To upgrade a networked printer (Phaser 3330 MFP, and WorkCentre 3335/3345 MFP).

1. Open the web browser.
2. Obtain the **IP address** for the machine to be upgraded. This can be found by printing the **Configuration Report**. Enter the printer's IP address into the browser's address box and press return.
3. After the **CentreWare Services Window** opens, click on the **Properties Tab** then click the **Maintenance**.
4. To enable firmware upgrades, click **Upgrade Management**, enter the administrator username (**admin**) and password (**1111**), then click **OK**.
5. Select **Enabled**.
6. While still on the **Properties Tab**, select **Maintenance**, then click **Firmware Upgrade**.
7. Browse to the location of the firmware upgrade file, then select the file.
8. Open the file.
9. Select **Install Software**. The printer automatically initializes after the upgrade is complete.
10. Check the firmware version level to confirm the upgrade was successful (re-print the Configuration Sheet).

Note: Disable Firmware Upgrades to secure the printer following the upgrade procedure.

Local Upgrade

The firmware upgrade is initiated at the Control Panel from a USB Flash drive installed in the Flash drive port. Use this procedure to upgrade system firmware through the USB port.

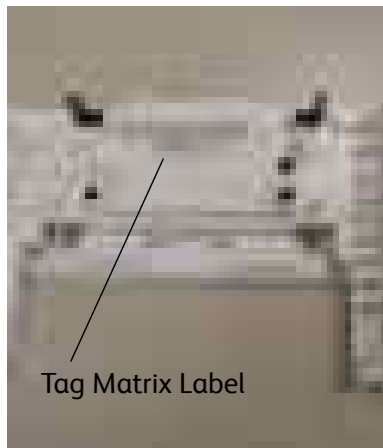
1. Load the firmware onto the USB Flash drive.
2. Install the USB Flash drive in the Flash drive port on the printer.
3. Select Print from USB on the Control Panel.
4. Select the firmware file from the list displayed on the Control Panel.
5. Select YES to Firmware Upgrade, then press OK to start the download. A Printing progress screen is displayed followed by an Upgrade progress display on the Control Panel. The printer reboots after the firmware upgrade is complete.
6. Check the firmware version level to confirm the upgrade was successful.

Tag Matrix

Change Tag Introduction

This section describes all of the tags associated with the machine., as well as multinational applicability, classification codes, and permanent modification information.

Important modifications to the machine are identified by a Tag Number which is recorded on a Tag Matrix. The Tag Matrix label is on the inside of the Front Door assembly. If the Front Door is replaced, the Tag Matrix Label must be peeled off and placed on the new Front Door.



The Tag information may include:

- Tag Number
- Class
- Use
- Manufacturing Serial Number range
- Purpose
- Name
- Description
- Kit Number
- Parts List reference

Classification codes

A Tag Number may be required to identify differences between parts that cannot be interchanged or differences in diagnostics, repair, installation or adjustment procedures.

A Tag Number may also be required to identify the presents of optional hardware, special Non-volatile memory programming or whether mandatory modifications have been installed. Each Tag Number is given a classification code to identify the type of change that the Tag has made. The classification codes and their descriptions are listed in Table 1.

Classification Code		Description
USCO Code	XE Code	
	1	Safety
M	2	Mandatory
R	3	Repair
O	4	Optional
S	4	Situational
N	5	Tag Not Installed in the field
	6	Refurbishing

Wiring Data

7

In this chapter...

- [Printer Plug/Jack and Connector Designations](#)
- [Phaser 3330 Main PWB Connector Designators](#)
- [WorkCentre 3335/3345 Main PWB Connector Designators](#)
- [Phaser 3330 Control Panel PWB](#)
- [DADF PWB](#)
- [SMPS PWB](#)
- [Wiring Diagrams for P3330/WC3335/WC3345](#)

Printer Plug/Jack and Connector Designations

This chapter contains the Plug/Jack designators and Main PWB Connector designators. The Plug/Jack Locator diagrams show the P/J locations within the printer. Use these illustrations to locate connections called out in the troubleshooting procedures.

Note: The Connection Diagrams reside in two (2) places. They are imbedded right after the Plug and Jack Designators but may be hard to read. There is a PDF file of all the Connection Diagrams at the end of this section. **In most cases you will want to use the PDF files at the end because they can be enlarged and printed out on larger paper.**

1. Locate the CN connector designator in the first column of the table.
2. The Description column provides a brief description of each connection.
3. With this information, go to the circuit diagram for the product.

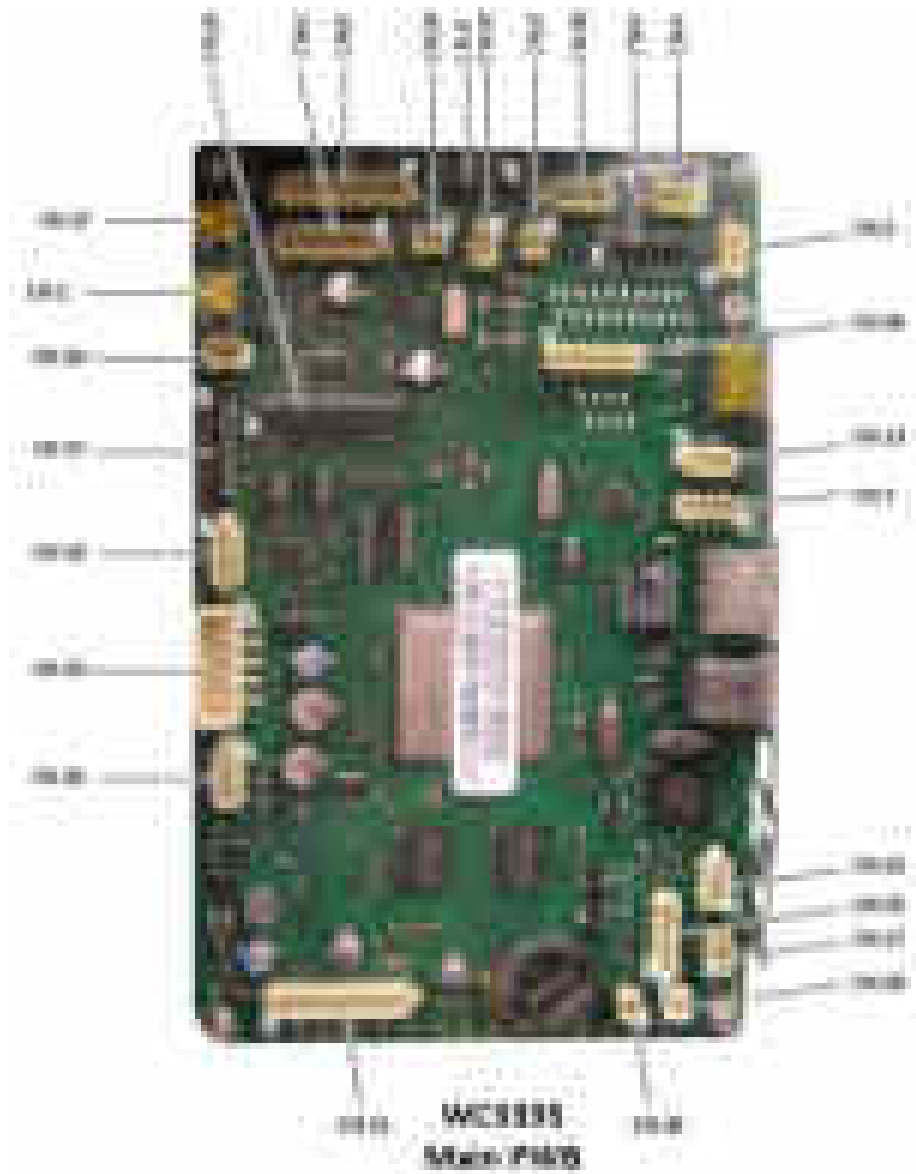
Phaser 3330 and WorkCentre 3335/3345 Plug/Jack Designators

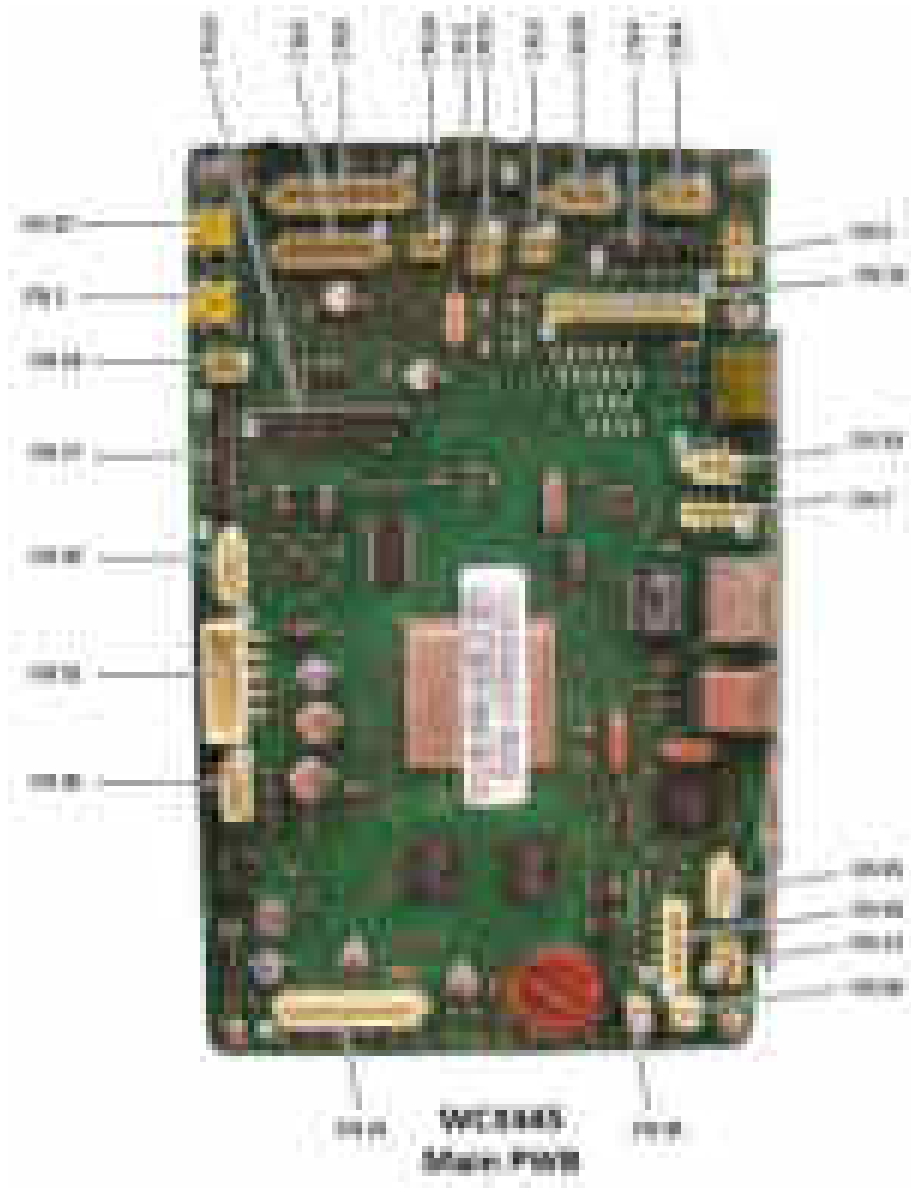
Plug/Jack	Description
P/J 1	Main Motor Connector
P/J 1	Modem Interface Cable Connector
P/J 1	ADF PWB
P/J 1	Scan Motor
P/J 1	ADF Drive Motor
P/J 2	Speaker Connector
P/J 6	Lifting Solenoid
P/J 22	Main Fan
P/J 31	Pickup Clutch
P/J 32	Registration Clutch
P/J 33	Bypass Tray Clutch
P/J 34	Sensor
P/J 35	Exit Sensor
P/J 36	Paper Empty Sensor
P/J 37	Registration Sensor
P/J 38	Feed Sensor
P/J 39	Outbin Full Sensor
P/J 42	Home Position Sensor
P/J 51	Feed Sensor (DADF)
P/J 52	Registration Sensor (DADF)
P/J 100	DADF Drive Motor
P/J 1220	Wireless PWB
P/J 1221	Wireless PWB

Phaser 3330 Main PWB Connector Designators

Connectors	Description
CN1	Front USB Connector to Main PWB
CN2	Paper Outbin Full Sensor to Main PWB
CN3	Fuser Thermistor to Main PWB
CN4	Developer Unit CRUM to Main PWB
CN6	Empty Sensor to Main PWB
CN6	Registration Sensor to Main PWB
CN6	Feed Sensor to Main PWB
CN8	HVPS to Main PWB (24VDC and 3.3VDC)
CN11	SMPS input from SMPS PS (5VDC and 24V1)
CN14	Main PWB to Main Fan
CN15	Main PWB to Rear
CN17	Main PWB to Laser Scanning Unit (LSU)
CN18	Cover Open Sensor to Main PWB
CN19	MP Clutch and MP Sensor to Main PWB
CN20	Network Interface Connection to Main PWB
CN21	Main PWB USB Bus to Monitor
CN26	Main PWB to SMPS (Fuser)
CN27	Exit Sensor to Main PWB
CN28	Ambient Temperature Sensor to Main PWB
CN30	Main PWB to SMPS Fan
CN31	Main PWB to Main Motor, Pickup Clutch and Regi Clutch
CN32	Main PWB to SD Card
CN33	Main PWB to WNPC
CN34	Main PWB to Operator Control Panel
CN35	Main PWB to Optional Tray 2 Unit
CN37	Main PWB to Card Reader (rear)

WorkCentre 3335/3345 Main PWB Connector Designators

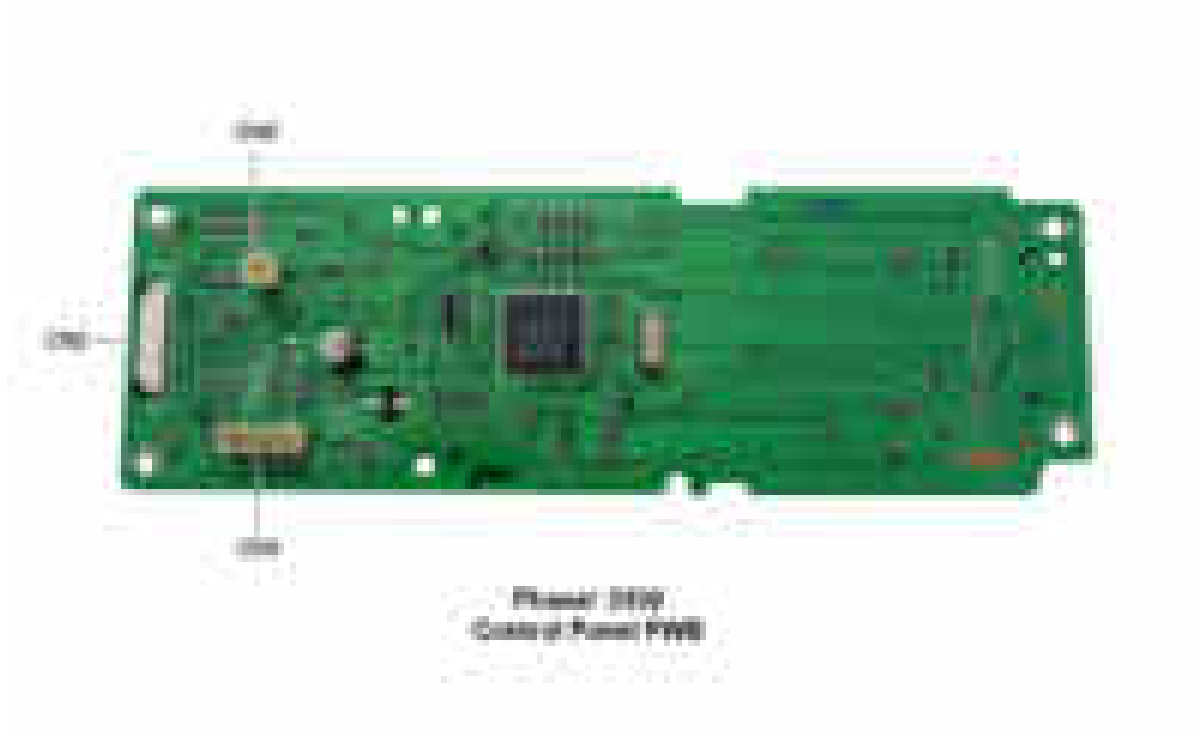




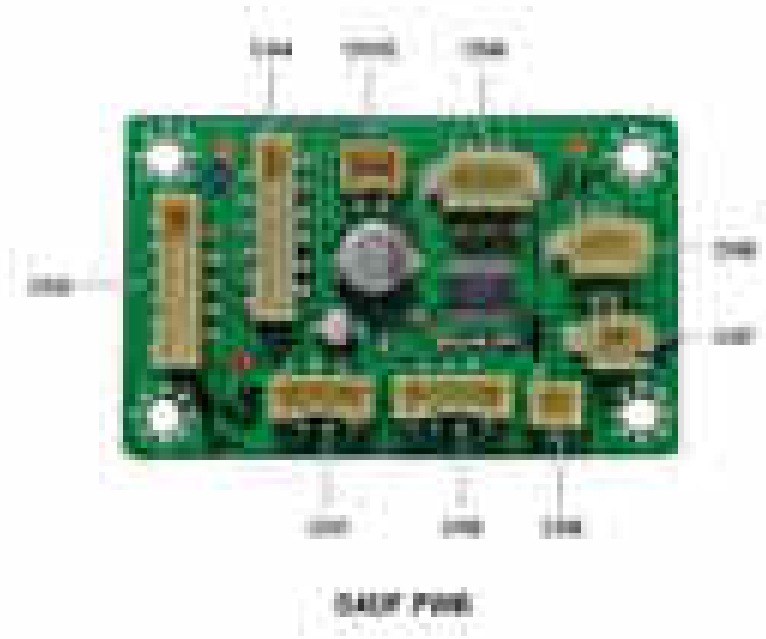
WorkCentre 3335/3345 Main PWB Connector Designators

Connector	Description
CN1	Front USB to Main PWB
CN2	Output Bin Full to Main PWB
CN3	Fuser Thermistor to Main PWB
CN4	Developer CRUM Unit to Main PWB
CN5	Fax Modem to Main PWB
CN6	Paper Empty Sensor to Main PWB
CN6	Registration Sensor to Main PWB
CN6	Feed Sensor To Main PWB
CN8	HVPS to Main PWB (24VDC and 3.3 VDC)
CN9	3CH Color Information System (CIS) to Main PWB
CN12	3345 Main PWB to DADF PWB (24VDC, 5VDC, Solenoids and signals)
CN13	Main PWB to Scanner Motor
CN14	Main PWB to Main Fan
CN15	Main PWB to Rear USB
CN16	Main PWB to Operator Control Panel
CN17	Main PWB to Laser Scanning Unit (LSU)
CN18	Main PWB to Cover Open Sensor
CN19	Main PWB to Bypass Tray Clutch
CN19	Main PWB to Bypass Paper Present Sensor
CN20	Main PWB to Network Interface Connector
CN21	Main PWB to Monitor
CN22	Low Voltage Power Supply to Main PWB (24VDC and 5VDC)
CN26	Main PWB to Low Voltage Power Supply (24VDC Fuser Relay and Fuser ON Signal)
CN27	Exit Sensor to Main PWB signal
CN28	Ambient Sensor to Main PWB signal
CN30	Main PWB to SMPS Fan
CN31	Main PWB to Main Motor
CN31	Main PWB to Pick Up Clutch (24VDC and signal)
CN 31	Main PWB to Registration Clutch (24VDC and signal)
CN32	Main PWB to and from SD Card
CN33	Main PWB to WNPC
CN35	Main PWB to Optional Tray 2 (24VDC, 5VDC and signals)
CN36	3335 Main PWB to ADF PWB (24VDC, 5VDC, Solenoids and signals)
CN37	Main PWB to WNPC

Phaser 3330 Control Panel PWB



DADF PWB



SMPS PWB



SMPS PWB

Wiring Diagrams for P3330/WC3335/WC3345

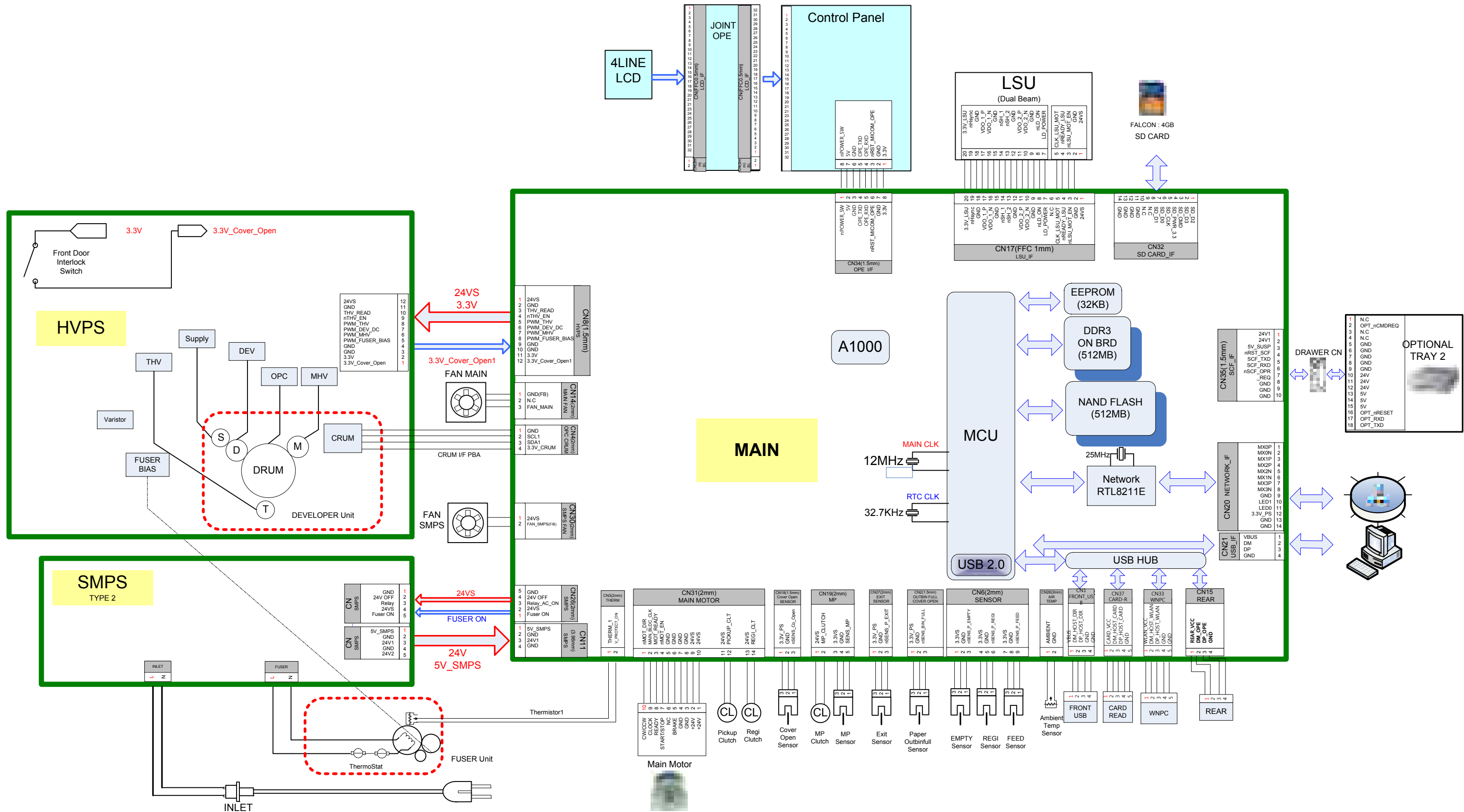
The following pages contain a set of detailed wiring diagrams for the Phaser 3330, WorkCentre 3335, and WorkCentre 3345.

Wiring Data

PHASER 3330 CONNECTION DIAGRAM

Revision 0.5

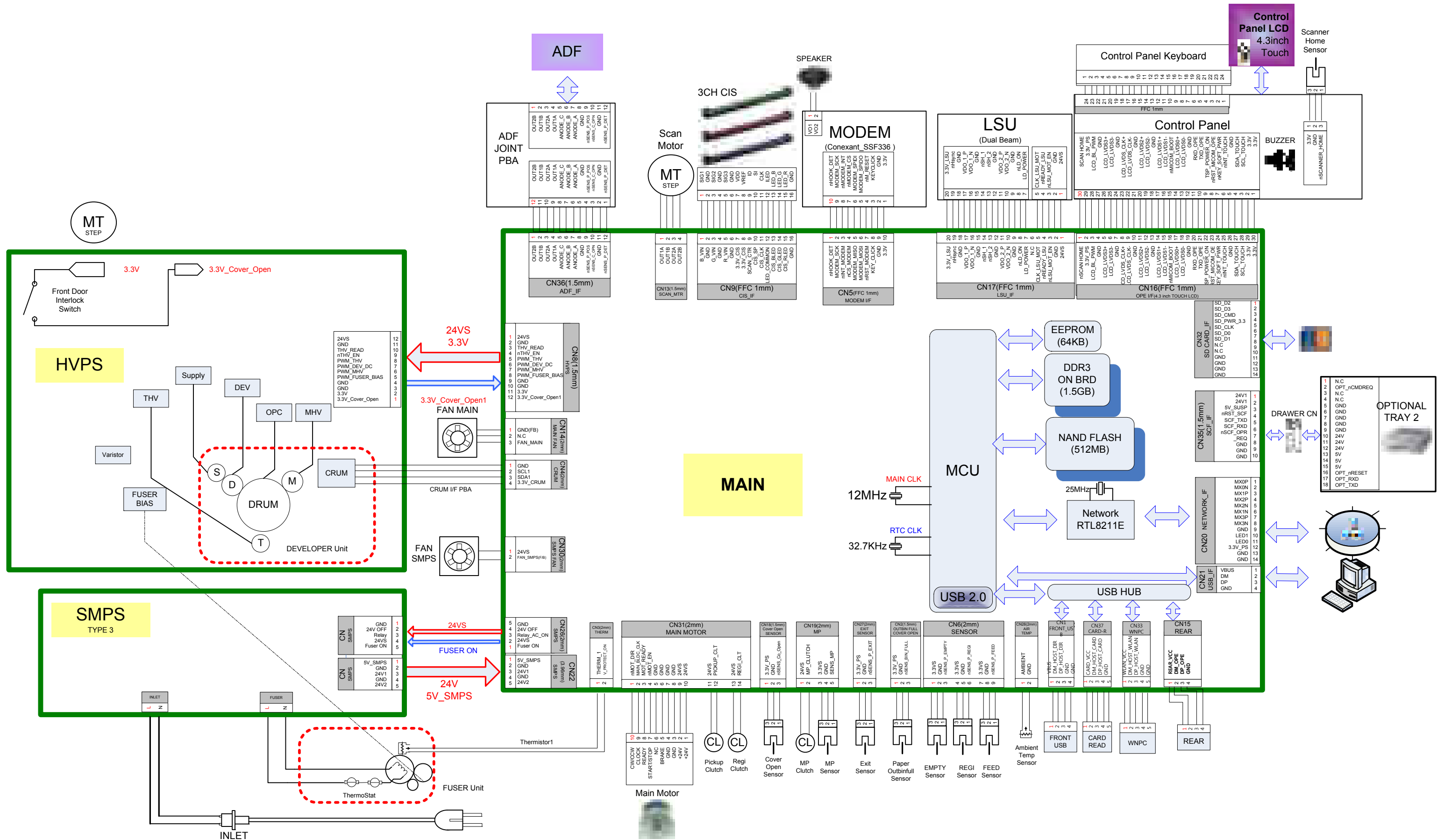
2016.09.02



WORKCENTRE 3335 CONNECTION DIAGRAM

Revision 0.5

2016.09.02



WORKCENTRE 3345 CONNECTION DIAGRAM

Revision 0.5

2016.09.02

