

(2) Self diagnostic codes

Code	Contents	Remarks	
		Causes	Check procedures/corrective measures
C0100	Backup memory (EEPROM) device problem (main) Reading from or writing to EEPROM cannot be performed.	Defective main/engine PWB.	Replace the main/engine PWB and check for correct operation.
C0110	Backup memory data problem (main) Data in the specified area of the backup memory does not match the specified values.	Data damage of EEPROM.	Contact the Service Administrative Division.
C0150	Backup memory device problem (engine EEPROM) Reading from or writing to EEPROM cannot be performed.	Defective main/engine PWB.	Replace the main/engine PWB and check for correct operation.
		Device damage of EEPROM.	Contact the Service Administrative Division.
C0160	Backup memory data problem (engine EEPROM) Reading data from EEPROM is abnormal.	Data damage of EEPROM.	Contact the Service Administrative Division.
C0170	Copy counts problem When the power is turned on, the total count and the scan count are abnormal both on the main and engine.	Data damage of EEPROM.	Contact the Service Administrative Division.
		Defective main/engine PWB.	Replace the main/engine PWB and check for correct operation.
C0180	Machine number mismatch Machine number of main and engine does not match.	Data damage of EEPROM.	Contact the Service Administrative Division.
C0210	Communication problem between the main and engine When the power is turned on, the machine does not detect the low level of SBSY and the high level of SDIR for 10 s.	Poor contact in the connector terminals.	Reinsert the connector. Also check for continuity within the connector cable. If none, remedy or replace the cable.
		Defective main/engine PWB.	Replace the main/engine PWB and check for correct operation.
C0240	Printer PWB communication problem The printer PWB does not respond 120 s after the power is turned on.	Poor contact in the connector terminals.	Reinsert the connector. Also check for continuity within the connector cable. If none, remedy or replace the cable.
		Defective main/engine PWB.	Replace the main/engine PWB and check for correct operation.
A0410	Document processor communication problem Communication fails five times successively.	Document processor installed incorrectly.	Check the installation state of the document processor and adjust it if it is not properly installed.
		Defective PWB.	Replace the main/engine PWB or DP driver PWB and check for correct operation.
A0420	First paper feeder communication problem Communication fails five times successively.	First paper feeder installed incorrectly.	Check the installation state of the first paper feeder and adjust it if it is not properly installed.
		Defective PWB.	Replace the main/engine PWB or cassette main PWB and check for correct operation.

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A0500	Second paper feeder communication problem Communication fails five times successively.	Second paper feeder installed incorrectly.	Check the installation state of the second paper feeder and adjust it if it is not properly installed.
		Defective PWB.	Replace the main/engine PWB or cassette main PWB and check for correct operation.
A0510	Third paper feeder communication problem Communication fails five times successively.	Third paper feeder installed incorrectly.	Check the installation state of the third paper feeder and adjust it if it is not properly installed.
		Defective PWB.	Replace the main/engine PWB or cassette main PWB and check for correct operation.
C0610	Bitmap (DIMM) problem There is a problem with the data or address bus of the bitmap DRAM.	Defective main/engine PWB.	Replace the main/engine PWB and check for correct operation.
		DIMM installed incorrectly.	Check if the DIMM is inserted into the socket on the main/engine PWB correctly.
		Defective DIMM.	Replace the DIMM and check for correct operation.
C0620	Memory input interface problem Reading-in of an image does not complete within 10 s of the start of image transmission.	Defective main/engine PWB.	Replace the main/engine PWB and check for correct operation.
C0630	DMA problem DMA transmission of compressed, decompressed, rotated, relocated or blanked-out image data does not complete within the specified period of time.	Defective main/engine PWB.	Replace the main/engine PWB and check for correct operation.
C0800	Image processing problem JAM05 is detected twice.	Defective main/engine PWB.	Replace the main/engine PWB and check for correct operation.
C2000	Drive motor problem A stable state does not continue for 1 s from 1 s after the drive motor is activated.	Poor contact in the connector terminals.	Check the connection of connector YC6 on the main/engine PWB and the connector on the drive motor, and the continuity across the connector terminals. Repair or replace if necessary.
		Defective drive transmission system.	Check if the rollers and gears rotate smoothly. If not, grease the bushings and gears. Check for broken gears and replace if any.
		Defective main/engine PWB.	Replace the main/engine PWB and check for correct operation.
		Defective drive motor.	Replace the drive motor.

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C2200	Drum motor problem A stable state does not continue for 1 s from 1 s after the drum motor is activated.	Poor contact in the connector terminals.	Check the connection of connector YC6 on the main/engine PWB and the connector on the drum motor, and the continuity across the connector terminals. Repair or replace if necessary.
		Defective drive transmission system.	Check if the rollers and gears rotate smoothly. If not, grease the bushings and gears. Check for broken gears and replace if any.
		Defective main/engine PWB.	Replace the main/engine PWB and check for correct operation.
		Defective drum motor.	Replace the drum motor.
C3100	Scanner carriage problem The home position is not correct when the power is turned on or at the start of copying using the table.	Poor contact in the connector terminals.	Check the connection of connector YC5 on the main/engine PWB and the connector on the home position switch, and the continuity across the connector terminals. Repair or replace if necessary.
		Defective home position switch.	Replace the home position switch.
		Defective scanner motor.	Replace the scanner motor.
		The mirror frame, exposure lamp, or scanner wire is defective.	Check if the mirror frames and exposure lamp are on the rail. And check the scanner wire winds correctly.
		Defective main/engine PWB.	Replace the main/engine PWB and check for correct operation.
C3200	Exposure lamp problem Non-lighting of the exposure lamp is detected at the beginning of copying.	Poor contact in the connector terminals.	Check the connection of connector YC16 on the main/engine PWB and the connector on the inverter PWB, and the continuity across the connector terminals. Repair or replace if necessary.
		Defective exposure lamp.	Replace the exposure lamp.
		Incorrect shading position.	Adjust the position of the contact glass (shading plate). If the problem still occurs, replace the home position switch.
		Defective PWB.	Replace the main/engine PWB or inverter PWB and check for correct operation.
C3300	AGC problem After AGC, correct input is not obtained at CCD.	Poor contact in the connector terminals.	Check the connection of connector YC27 on the main/engine PWB and the connector on the CCD PWB, and the continuity across the connector terminals. Repair or replace if necessary.
		Defective exposure lamp.	Replace the exposure lamp.
		Defective PWB.	Replace the main/engine PWB or CCD PWB and check for correct operation.

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C4000	Polygon motor synchronization problem The polygon motor does not reach the stable speed within 20 s of the START signal turning on.	Poor contact in the connector terminals.	Check the connection of connector YC3 on the main/engine PWB and laser scanner unit, and the continuity across the connector terminals. Repair or replace if necessary.
		Defective polygon motor.	Replace the laser scanner unit.
		Defective main/engine PWB.	Replace the main/engine PWB and check for correct operation.
C4010	Polygon motor steady-state problem Stable OFF is detected for 5 s continuously after polygon motor stability.	Poor contact in the connector terminals.	Check the connection of connector YC3 on the main/engine PWB and laser scanner unit, and the continuity across the connector terminals. Repair or replace if necessary.
		Defective polygon motor.	Replace the laser scanner unit.
		Defective main/engine PWB.	Replace the main/engine PWB and check for correct operation.
C4200	BD steady-state problem ASIC detects a BD error for 600 ms after the polygon motor rotation has been stabilized.	Poor contact in the connector terminals.	Check the connection of connector YC3 on the main/engine PWB and laser scanner unit, and the continuity across the connector terminals. Repair or replace if necessary.
		Defective laser scanner unit.	Replace the laser scanner unit.
		Defective main/engine PWB.	Replace the main/engine PWB and check for correct operation.
C6000	Fuser heater break The temperature does not reach 70 °C/ 158°F in 15 s before secondary stabilization. Temperature rise of 1°C/1.8°F does not occur in 5 s before secondary stabilization (except during printing).	Poor contact in the fuser thermistor connector terminals.	Reinsert the connector. Also check for continuity within the connector cable. If none, remedy or replace the cable.
		Fuser thermistor installed incorrectly.	Check and reinstall if necessary.
		Fuser thermostat triggered.	Check for continuity. If none, replace the fuser thermostat.
		Fuser heater installed incorrectly.	Check and reinstall if necessary.
		Broken fuser heater wire.	Check for continuity. If none, replace the fuser heater.
C6020	Abnormally high fuser thermistor temperature Fuser thermistor is detected 230°C/ 446°F or more for 40 ms.	Shorted thermistor.	Measure the resistance. If it is 0 Ω, replace the thermistor.
		Broken heater control circuit on the power source PWB.	Replace the power source PWB and check for correct operation.

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C6050	Abnormally low fuser thermistor temperature Fuser thermistor remains below 90°C/ 194°F for 1 s.	Poor contact in the fuser thermistor connector terminals.	Reinsert the connector. Also check for continuity within the connector cable. If none, remedy or replace the cable.
		Broken fuser thermistor wire.	Measure the resistance. If it is $\infty \Omega$, replace the fixing thermistor.
		Fuser thermistor installed incorrectly.	Check and reinstall if necessary.
		Fuser thermostat triggered.	Check for continuity. If none, replace the fuser thermostat.
		Fuser heater installed incorrectly.	Check and reinstall if necessary.
		Broken fuser heater wire.	Check for continuity. If none, replace the fuser heater.
C6400	Zero-cross signal error Interrupt of the zero-cross signal does not occur more than 1 s.	Poor contact in the connector terminals.	Reinsert the connector. Also check for continuity within the connector cable. If none, remedy or replace the cable.
		Defective power source PWB.	Check if the zero-crossing signal is output from YC2-2 on the power source PWB. If not, replace the power source PWB.
		Defective main/engine PWB.	Replace the main/engine PWB if C6400 is detected while YC2-2 on the power source PWB outputs the zero-crossing signal.
C7800	Broken external thermistor wire The thermistor output value is 0.5 V or less.	Poor contact in the connector terminals.	Reinsert the connector. Also check for continuity within the connector cable. If none, remedy or replace the cable.
		Defective humidity sensor.	Replace the cassette PWB and check for correct operation.
C7810	Short-circuited external thermistor wire The thermistor output value is 4.5 V or more.	Poor contact in the connector terminals.	Reinsert the connector. Also check for continuity within the connector cable. If none, remedy or replace the cable.
		Defective humidity sensor.	Replace the cassette PWB and check for correct operation.