

7.2 Error code and Troubleshooting

7.2.1 Error code and error message

Error Code	Error Message	Troubleshooting Page
A1-1113	Actuator Motor Failure #A1-1113: Turn off then on.	7-12
A1-1211	Actuator Motor Failure: #A1-1211. Please open/close door.	7-13
A1-1213	Actuator Motor Failure: #A1-1213. Please open/close door.	7-13
A1-2111	Actuator Motor Failure #A1-2111: Call for service if the problem persists.	7-14
A1-2113	Actuator Motor Failure #A1-2113: Call for service if the problem persists.	7-14
A1-5113	Actuator Motor Failure : #A1-5113. Call for service if the problem persists.	7-15
A1-5610	Actuator Motor Failure : #A1-5610. Call for service if the problem persists.	7-16
A1-7113	Actuator Motor Failure #A1-7113: Turn off then on.	7-17
A2-1310	Actuator Fan Failure : #A2-1310. Please open/close door.	7-18
A2-1311	Actuator Fan Signal Failure : #A2-1311. Please open/close door.	7-18
A2-1410	Actuator Fan Failure : #A2-1410. Please open/close door.	7-18
A2-1411	Actuator Fan Signal Failure : #A2-1411. Please open/close door.	7-18
A2-1510	Actuator Fan Failure : #A2-1510. Please open/close door.	7-18
A2-1511	Actuator Fan Signal Failure : #A2-1511. Please open/close door.	7-18
A2-2310	Actuator Fan Failure : #A2-2310. Please open/close door.	7-18
A2-2311	Actuator Fan Signal Failure : #A2-2311. Please open/close door.	7-18
A2-2810	Actuator Fan Failure : #A2-2810. Please open/close door.	7-18
A2-2811	Actuator Fan Signal Failure : #A2-2811. Please open/close door.	7-18
A2-2910	Actuator Fan Failure : #A2-2910. Please open/close door.	7-18
A2-2911	Actuator Fan Signal Failure : #A2-2911. Please open/close door.	7-18
A3-2210	Actuator Sensor Failure : #A3-2210. Please open/close door.	7-19
A3-3111	Actuator Sensor Failure : #A3-3111. Please open/close door.	7-20

Error Code	Error Message	Troubleshooting Page
A3-3112	Actuator Sensor Failure : #A3-3112. Please open/close door.	7-20
A3-3113	Actuator Sensor Failure : #A3-3113. Please open/close door.	7-20
A3-3114	Actuator Sensor Failure : #A3-3114. Please open/close door.	7-20
A3-3211	Actuator Sensor Failure : #A3-3211. Please open/close door.	7-21
A3-3212	Actuator Sensor Failure : #A3-3212. Please open/close door.	7-21
A3-3311	Actuator Sensor Failure : #A3-3311. Please open/close door.	7-22
A3-3312	Actuator Sensor Failure : #A3-3312. Please open/close door.	7-22
A3-3411	Actuator Sensor Failure : #A3-3411. Please open/close door.	7-23
A3-3412	Actuator Sensor Failure : #A3-3412. Please open/close door.	7-23
A4-1111	Actuator Sensor Failure : #A4-1111. Please turn off then on	7-24
C1-1110	Prepare new toner cartridge	7-25
C1-1130	End of life, Replace with new toner cartridge	7-25
C1-1140	Replace with new toner cartridge.	7-25
C1-1311	Toner Cartridge Failure: #C1-1311. Install toner cartridge again.	7-26
C1-1411	Toner cartridge is not installed. Install the cartridge.	7-27
C1-1512	Toner cartridge is not compatible. Check user's guide	7-28
C3-1110	Prepare new imaging unit.	7-29
C3-1130	Replace with new imaging unit.	7-29
C3-1140	End of life, Replace with new imaging unit.	7-29
C3-1211	Imaging Unit Failure:#C3-1211. Please turn off then on.	7-30
C3-1312	Imaging Unit Failure: #C3-1312. Install imaging unit again.	7-30
C3-1411	Imaging unit is not installed. Install the unit.	7-31
C3-1422	Imaging unit requires charger's cleaning. Clean the unit.	7-32
C3-1512	Imaging unit is not compatible. Check user's guide.	7-33
C6-1110	Prepare new fuser unit.	7-34
C6-1120	Replace with new fuser unit.	7-34
C6-1311	Fuser unit is not installed correctly. Install it.	7-35
C6-1412	Fuser unit is not compatible. Check user's guide.	7-36
C7-1110	Waste toner container is almost full. Order new one.	7-37

Error Code	Error Message	Troubleshooting Page
C7-1130	Waste toner container is full. Replace it	7-37
C7-1311	Waste toner container is not installed. Install it.	7-37
C9-2220	Transfer Roller Failure: #C9-2220. Install transfer roller again.	7-38
H1-1311	Paper jam in Tray 3	7-39
H1-1312	Paper jam in Tray 3.	7-39
H1-1317	Paper jam in Tray 3.	7-39
H1-1318	Paper jam in Tray 3	7-39
H1-1322	Tray 3 cassette is pulled out. Insert it properly.	7-40
H1-1351	Paper is low in Tray 3. Load paper.	7-41
H1-1352	Paper is empty in Tray 3. Load paper.	7-42
H1-1353	Input System Failure : #H1-1353. Pull Tray 3 out and insert it.	7-43
H1-1411	Paper jam in Tray 4	7-39
H1-1412	Paper jam in Tray 4	7-39
H1-1417	Paper jam in Tray 4.	7-39
H1-1418	Paper jam in Tray 4	7-39
H1-1422	Tray 4 cassette is pulled out. Insert it properly.	7-40
H1-1451	Paper is low in Tray 4. Load paper.	7-41
H1-1452	Paper is empty in Tray 4. Load paper.	7-42
H1-1453	Input System Failure : #H1-1453. Pull Tray 4 out and insert it.	7-43
H1-3330	HCF Failure : #H1-3330. Check the HCF connection.	7-44
H1-5330	DCF Failure : #H1-5330. Check internal DCF connection.	7-44
H2-2001	Paper jam at exit of finisher bridge.	Refer to Finisher SM
H2-2002	Paper jam inside of finisher.	Refer to Finisher SM
H2-2003	Paper jam inside of finisher.	Refer to Finisher SM
H2-2005	Paper jam at entrance of finisher bridge.	Refer to Finisher SM
H2-2008	Paper jam at entrance of finisher.	Refer to Finisher SM
H2-2009	Paper jam at exit of finisher.	Refer to Finisher SM
H2-2010	Paper jam at exit of finisher.	Refer to Finisher SM
H2-2012	Paper jam inside of finisher bridge.	Refer to Finisher SM
H2-2014	Paper jam around puncher of finisher.	Refer to Finisher SM
H2-2129	Finisher Error #H2-2129. Please open/close door.	Refer to Finisher SM

Error Code	Error Message	Troubleshooting Page
H2-2193	Finisher Error #H2-2193. Please open/close door.	Refer to Finisher SM
H2-2257	Finisher Error #H2-2257. Please open/close door.	Refer to Finisher SM
H2-2193	Finisher Error #H2-2193. Please open/close door.	Refer to Finisher SM
H2-2257	Finisher Error #H2-2257. Please open/close door.	Refer to Finisher SM
H2-2322	Finisher Error #H2-2322. Please open/close door.	Refer to Finisher SM
H2-2386	Finisher Error #H2-2386. Please open/close door.	Refer to Finisher SM
H2-2449	Finisher Error #H2-2449. Please open/close door.	Refer to Finisher SM
H2-2453	Finisher Error #H2-2453. Please open/close door.	Refer to Finisher SM
H2-2463	Finisher Error #H2-2463. Please open/close door.	Refer to Finisher SM
H2-2513	Finisher Error #H2-2513. Please open/close door.	Refer to Finisher SM
H2-2522	Finisher Error #H2-2522. Please open/close door.	Refer to Finisher SM
H2-2577	Finisher Error #H2-2577. Please open/close door.	Refer to Finisher SM
H2-2581	Finisher Error #H2-2581. Please open/close door.	Refer to Finisher SM
H2-2589	Finisher Error #H2-2589. Please open/close door.	Refer to Finisher SM
H2-2705	Finisher Error #H2-2705. Please open/close door.	Refer to Finisher SM
H2-2713	Finisher Error #H2-2713. Please open/close door.	Refer to Finisher SM
H2-2775	Booklet maker Error #H2-2775. Please open/close door.	Refer to Finisher SM
H2-2778	Booklet maker Error #H2-2778. Please open/close door.	Refer to Finisher SM
H2-2779	Finisher Error #H2-2779. Please open/close door.	Refer to Finisher SM
H2-3002	Paper jam at entrance of booklet maker.	Refer to Finisher SM
H2-3005	Paper jam inside of booklet maker.	Refer to Finisher SM
H2-3007	Paper jam before booklet folding.	Refer to Finisher SM
H2-3257	Booklet maker Error #H2-3257. Please open/close door.	Refer to Finisher SM
H2-3321	Booklet maker Error #H2-3321. Please open/close door.	Refer to Finisher SM
H2-3385	Booklet maker Error #H2-3385. Please open/close door.	Refer to Finisher SM
H2-3449	Booklet maker Error #H2-3449. Please open/close door.	Refer to Finisher SM
H2-3578	Booklet maker Error #H2-3578. Please open/close door.	Refer to Finisher SM
H2-3641	Booklet maker Error #H2-3641. Please open/close door.	Refer to Finisher SM
H2-3705	Booklet maker Error #H2-3705. Please open/close door.	Refer to Finisher SM
H2-3769	Booklet maker Error #H2-3769. Please open/close door.	Refer to Finisher SM

Error Code	Error Message	Troubleshooting Page
M1-1113	Paper jam in tray 1.	7-45
M1-1213	Paper jam in tray 2.	7-45
M1-1610	Paper jam in MP Tray.	7-46
M1-3121	Tray 1 is not installed. Install the tray.	7-47
M1-3122	Tray 1 cassette is pulled out. Insert it properly.	7-40
M1-3221	Tray 2 is not installed. Install the tray.	7-40
M1-3222	Tray 2 cassette is pulled out. Insert it properly.	7-47
M1-4111	Input System Failure : #M1-4111. Pull tray 1 out and insert it.	7-43
M1-4211	Input System Failure : #M1-4211. Pull tray 2 out and insert it.	7-43
M1-5111	Paper is low in tray 1. Load paper.	7-41
M1-5112	Paper is empty in tray 1. Load paper.	7-42
M1-5211	Paper is low in tray 2. Load paper.	7-41
M1-5212	Paper is empty in tray 2. Load paper.	7-42
M2-1121	Paper jam inside of machine.	7-48
M2-1124	Paper jam inside of machine.	7-48
M2-1125	Paper jam inside of machine.	7-48
M2-1131	Paper jam inside of machine.	7-48
M2-1134	Paper jam inside of machine.	7-48
M2-1135	Paper jam inside of machine.	7-48
M2-1211	Paper jam inside of machine.	7-49
M2-1213	Paper jam inside of machine.	7-49
M2-1214	Paper jam inside of machine.	7-49
M2-1221	Paper jam inside of machine.	7-49
M2-1321	Paper jam inside of machine.	7-50
M2-1324	Paper jam inside of machine.	7-50
M2-1325	Paper jam inside of machine.	7-50
M2-1331	Paper jam inside of machine.	7-50
M2-1333	Paper jam inside of machine.	7-50
M2-1334	Paper jam inside of machine.	7-50
M2-2111	Paper jam at the top of duplex path.	7-51
M2-2113	Paper jam at the top of duplex path.	7-51

Error Code	Error Message	Troubleshooting Page
M2-2114	Paper jam at the top of duplex path	7-51
M2-2213	Paper jam at the inside of duplex path.	7-52
M2-2215	Paper jam at the inside of duplex path.	7-52
M2-2216	Paper jam at the inside of duplex path	7-52
M2-2411	Paper jam at the return of duplex path.	7-53
M2-2413	Paper jam at the return of duplex path.	7-53
M2-2414	Paper jam at the return of duplex path.	7-53
M3-1211	Paper Jam in exit area	7-54
M3-1213	Paper Jam in exit area	7-54
M3-1214	Paper Jam in exit area	7-54
M3-1411	Paper Jam in exit area	7-54
M3-1413	Paper Jam in exit area	7-54
M3-1414	Paper Jam in exit area	7-54
M3-1510	Paper jam in exit area or finisher bridge..	7-54
M3-2230	Output tray(face down) is full. Remove printed media.	7-55
M3-2430	Output tray(inner) is full. Remove printed media.	7-55
S1-1113	Video System Failure #S1-1113:Turn off then on.	7-56
S1-1114	Video System Failure #S1-1114: Turn off then on.	7-56
S1-1213	Video System Failure #S1-1213:Turn off then on.	7-57
S1-1214	Video System Failure #S1-1214: Turn off then on.	7-57
S1-1313	The clock became initial time. Set a time again.	7-58
S1-1411	Video System Failure #S1-1411: Turn off then on.	7-59
S1-1413	Video System Failure #S1-1413: Turn off then on.	7-60
S1-2111	Video System Failure #S1-2111: Turn off then on.	7-61
S1-2411	HDD System Failure #S1-2411: Turn off then on.	7-62
S1-2421	HDD System Failure #S1-2421: Turn off then on.	7-62
S1-2422	HDD System Failure #S1-2422:Turn off then on.	7-62
S1-2433	HDD System Failure # S1-2433 : Call for service.	7-64
S1-2434	HDD is almost full_1. Check user's guide.	7-63
S1-2435	HDD is almost full_2. Check user's guide.	7-63
S1-2436	HDD is almost full_3. Check user's guide.	7-63

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S1-2437	HDD is almost full_4. Check user's guide.	7-63
S1-2438	HDD is almost full_5. Check user's guide.	7-63
S1-2439	HDD is almost full_6. Check user's guide.	7-63
S1-2443	HDD System Failure #S1-2443 : Call for service.	7-64
S1-2444	HDD System Failure #S1-2444 : Call for service.	7-64
S1-2445	HDD System Failure #S1-2445 : Call for service.	7-64
S1-2446	HDD System Failure #S1-2446 : Call for service.	7-64
S1-2447	HDD System Failure #S1-2447 : Call for service.	7-64
S1-2448	HDD System Failure #S1-2448 : Call for service.	7-64
S1-2449	HDD System Failure #S1-2449 : Call for service.	7-64
S1-2510	MSOK System Failure #S1-2510:Turn off then on.	7-65
S1-2511	MSOK System Failure #S1-2511:Turn off then on.	7-66
S1-3110	Video System Failure #S1-3110: Turn device off then on.	7-67
S1-4111	Video System Failure #S1-4111:Turn off then on.	7-68
S1-4311	Video System Failure #S1-4311:Turn off then on.	7-69
S1-5321	Fax modem card is not installed. Install the card.	7-70
S1-5421	Second fax modem card is not installed. Install the card.	7-71
S1-5521	FDI device is not installed. Install the device.	7-72
S1-5621	ICON device is not installed. Install the device.	7-73
S2-1211	Engine System Failure #S2-1211:Turn off then on.	7-74
S2-1511	Engine System Failure #S2-1511:Turn off then on.	7-75
S2-2211	#S2-2211 Call for service	7-76
S2-2311	Engine System Failure: #S2-2311. Please open/close door.	7-77
S2-3110	Engine System Failure #S2-3110:Turn off then on.	7-78
S2-4210	Front door is open. Close it.	7-79
S2-4410	Right door is open. Close it.	7-79
S2-4A10	Feed door is opened. Close it.	7-79
S2-4B10	Option Feed door is opened. Close it.	7-80
S3-3111	Scan System Failure #S3-3111:Turn off then on.	7-81
S3-3121	Scanner locking screw is locked or another problem occurred.	7-82
S3-3211	Scan System Failure #S3-3211:Turn off then on.	7-83

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S3-3213	Scan System Failure. #S3-3213:Turn off then on.	7-84
S3-3214	Scan System Failure. #S3-3214:Turn off then on.	7-85
S3-3215	Scan System Failure. #S3-3215:Turn off then on.	7-86
S3-3216	Scan System Failure. #S3-3216:Turn off then on.	7-87
S3-3217	Scan System Failure. #S3-3217:Turn off then on.	7-88
S4-3111	Fax System Failure #S4-3111:Turn off then on.	7-89
S5-3111	UI System Failure #S5-3111:Turn off then on.	7-90
S6-3122	Network cable is disconnected. Check it	7-91
U1-2113	Fuser Unit Failure : #U1-2113. Turn off then on.	7-92
U1-2115	Fuser Unit Failure : #U1-2115. Turn off then on.	7-93
U1-2119	Fuser Unit Failure : #U1-2119. Turn off then on.	7-92
U1-2131	Fuser Unit Failure : #U1-2131. Turn off then on.	7-94
U1-2132	Fuser Unit Failure : #U1-2132. Turn off then on.	7-95
U1-2134	Fuser Unit Failure : #U1-2134. Turn off then on.	7-94
U1-2135	Fuser Unit Failure : #U1-2135. Turn off then on.	7-95
U1-2141	Fuser Unit Failure : #U1-2141. Turn off then on.	7-96
U1-2142	Fuser Unit Failure : #U1-2142. Turn off then on.	7-96
U2-1111	LSU Unit Failure: #U2-1111. Turn off then on.	7-97
U2-1113	LSU Unit Failure: #U2-1113. Turn off then on.	7-98
U2-1114	LSU Failure: #U2-1114. Turn off then on.	7-97
U2-6111	LSU Unit Failure : #U2-6111. Please open/close door.	7-99
U3-1310	Actuator Fan Failure #U3-1310: Turn off then on.	7-18
U3-1311	Actuator Fan Failure #U3-1311. Turn off then on.	7-18
U3-3111	Original paper jam in front of scanner.	7-100
U3-3113	Original paper jam in front of scanner.	7-100
U3-3114	Original paper jam in front of scanner.	7-100
U3-3211	Original paper jam in front of scanner.	7-101
U3-3213	Original paper jam inside of scanner.	7-101
U3-3214	Original paper jam in front of scanner.	7-101
U3-3311	Original paper jam inside of scanner.	7-102
U3-3313	Original paper jam inside of scanner.	7-102
U3-3314	Original paper jam inside of scanner.	7-102

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U3-3411	Original paper jam inside of scanner.	7-103
U3-3413	Original paper jam inside of scanner.	7-103
U3-3414	Original paper jam inside of scanner.	7-103
U3-3511	Original paper jam inside of scanner.	7-104
U3-3513	Original paper jam inside of scanner.	7-104
U3-3514	Original paper jam inside of scanner.	7-104
U3-3611	Original paper jam in exit area of scanner.	7-105
U3-3613	Original paper jam in exit area of scanner.	7-105
U3-3614	Original paper jam in exit area of scanner.	7-105
U3-3711	Original paper jam in exit area of scanner.	7-106
U3-3713	Original paper jam in exit area of scanner.	7-106
U3-3714	Original paper jam in exit area of scanner.	7-106
U3-4210	Top door of scanner is open.	7-107
U3-4411	Pick Up Cam Error. ADF Cover open and close. Call for service if the problem persists.	7-108