### 4.2.2 Error Message and Troubleshooting

Messages appear on the Smart Panel program window or on the control panel to indicate machine status or errors. Refer to the tables below to correct the problem.

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<th>Error message</th>
</tr>
</thead>
<tbody>
<tr>
<td>A1-1110</td>
<td>Actuator Motor Failure #A1-1110: Turn off then on.</td>
</tr>
</tbody>
</table>

#### Symptom / Cause

After working the main BLDC motor, the Ready signal has not occurred within 1 sec.
1. Harness is defective. Connector is not connected properly.
2. OPC coupler in the imaging unit has overloaded.
3. Main BLDC motor is defective.
4. Engine board is defective.

#### Troubleshooting method :

※ First, turn the machine off then on. If the error persists, refer to the following.
1. Check if the connector is connected properly. Reconnect it.

![Main BLDC connector](image1)

2. OPC coupler has overloaded.
   After removing the imaging unit, rotate the OPC coupler.
   If there is any damage, the OPC coupler can’t rotate well.
   Replace the imaging unit.

![OPC coupler Spec: 4kgf.cm](image2)
3. The main BLDC motor is defective.
   - Unplug the connector from the motor.
   - Replace the main BLDC motor with new one.

4. If the problem persists, replace the engine board.
4. Alignment and Troubleshooting

<table>
<thead>
<tr>
<th>Code</th>
<th>Error message</th>
</tr>
</thead>
<tbody>
<tr>
<td>A1-1210</td>
<td>Actuator Motor Failure #A1-1210: Turn off then on.</td>
</tr>
</tbody>
</table>

**Symptom / Cause**
After working the Fuser BLDC motor, the Ready signal has not occurred within 1 sec.
1. Harness is defective. Connector is not connected properly.
2. Heat roller in the fuser unit has overloaded.
3. Main BLDC motor is defective.
4. Engine board is defective.

**Troubleshooting method**
※First, turn the machine off then on. If the error persists, refer to the following.
1. Check if the connector is connected properly. Reconnect it.

2. Heat roller in the fuser unit has overloaded.
   - Remove the fuser unit after removing rear cover and duplex unit.
   - Rotate the heat roller gear. If there is any damage, the heat roller gear can’t rotate well.
   (Spec : 5kgf.cm)
   Replace the fuser unit.
3. Engine Board is defective.
   - Unplug all connectors on the Engine Board.
   - Remove 4 screws.
   - Replace the Engine Board with new one.

4. Fuser BLDC Motor is defective.
   - Remove the Main Drive unit. (Screw 5 EA, Lever Coupler)
   - Remove the Engine Board & Engine Board bracket.
   - Remove the Main Board & Main Board bracket.
   - Remove the Rear Cover and duplex unit.
   - Remove the fuser unit.
   - Replace the fuser drive unit with new one.
4. Alignment and Troubleshooting

<table>
<thead>
<tr>
<th>Code</th>
<th>Error message</th>
</tr>
</thead>
<tbody>
<tr>
<td>A1-1310</td>
<td>Actuator Motor Failure #A1-1310: Turn off then on.</td>
</tr>
</tbody>
</table>

**Symptom / Cause**

After working the Pick-up BLDC motor, the Ready signal has not occurred within 1 sec.
1. Harness is defective. Connector is not connected properly.
2. Pick up/Regi. clutch is defective.
3. Main BLDC motor is defective.
4. Engine board is defective.

**Troubleshooting method**

※ First, turn the machine off then on. If the error persists, refer to the following.
1. Check if the connector is connected properly. Reconnect it.

![Check the connector](image)

2. Pick up/Regi clutch is defective.
   - Remove the Regi. clutch then warm up the machine.
     If the corresponding error has disappeared, Regi. clutch is defective. Replace the Regi. clutch.

   - Remove the pick up clutch then warm up the machine.
     If the corresponding error has disappeared, pick up clutch is defective. Replace the pick up clutch.
3. Pick up BLDC motor is defective.
   - Unplug all connectors on the Engine Board.
   - Remove the Engine board with the bracket.
   - Replace the BLDC motor with new one.

4. Engine Board is defective.
   - Unplug all connectors.
   - Replace the Engine board with new one after removing 4 screws.
4. Alignment and Troubleshooting

<table>
<thead>
<tr>
<th>Code</th>
<th>Error message</th>
</tr>
</thead>
<tbody>
<tr>
<td>A1-3110</td>
<td>Actuator Motor Failure #A1-3110</td>
</tr>
</tbody>
</table>

**Symptom / Cause**

After working the Deva BLDC motor, the Ready signal has not occurred within 1 sec.
1. Harness is defective. Connector is not connected properly.
2. Mag. Roller is overloaded.
3. Deva BLDC motor is defective.
4. Engine board is defective.

**Troubleshooting method**

※ First, turn the machine off then on. If the error persists, refer to the following.
1. Check if the connector is connected properly. Reconnect it.

2. Mag roller in the imaging unit is overloaded.
   - Rotate the Mag roller. If there is any damage, the Mag roller can’t be rotated well.
     (Spec : 4kgf.cm)
     Replace the imaging unit.
3. Deve BLDC motor is defective.
   - Replace the BLDC motor with new one.

4. Engine Board is defective.
   - Unplug all connectors.
   - Replace the Engine board with new one after removing 4 screws.
### Code
A2-1910

### Error message
Actuator Fan Failure: #A2-1910. Turn off then on.

### Symptom / Cause
The Main(SMPS) Fan does not work normally.

1. Fan Harness connection is bad.
2. Harness is defective or GND is short.
3. Fan is defective.

### Troubleshooting method

1. Check if the Fan Relay connector is connected properly.

2. Connect the Harness Housing correctly.

3. Check if the Fan harness is normal. If it is defective, replace it.

4. Enter the Tech mode and execute the Main Fan test (EDC code : 100-0260 (SMPS FAN). To enter the Tech mode, press the button in this order.
   (Menu - # - 1 - 9 -3 -4 - OK )
### Code
A2-1920

### Error message
Actuator Fan Failure: #A2-1920. Turn off then on

<table>
<thead>
<tr>
<th>Symptom / Cause</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Rear Fan does not work normally.</td>
</tr>
</tbody>
</table>

1. Fan Harness connection is bad.  
2. Harness is defective or GND is short.  
3. Fan is defective.

<table>
<thead>
<tr>
<th>Troubleshooting method</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Check if the Fan Relay connector is connected properly.</td>
</tr>
<tr>
<td>2. Connect the Harness Housing correctly.</td>
</tr>
<tr>
<td>3. Check if the Fan harness is normal. If it is defective, replace it.</td>
</tr>
</tbody>
</table>
| 4. Enter the Tech mode and execute the Main Fan test (EDC code: 109-0042 (Rear FAN).  
To enter the Tech mode, press the button in this order.  
(Menu - # - 1 - 9 - 3 - 4 - OK ) |
4. Alignment and Troubleshooting

<table>
<thead>
<tr>
<th>Code</th>
<th>Error message</th>
</tr>
</thead>
<tbody>
<tr>
<td>A2-2410</td>
<td>Actuator Fan Failure: #A2-2410.</td>
</tr>
</tbody>
</table>

**Symptom / Cause**
The LSU Fan does not work.

**Troubleshooting method**

1. Check if there is any obstacle in LSU Fan.
2. Check if the harness is connected properly.
3. Check if the joint connector is connected properly.
4. Check if the harness is defective.
5. Enter the tech mode and execute the LSU fan test.
6. If the fan is defective, replace it.
### Actuator Sensor Failure: #A3-2110

**Symptom / Cause**
ID control algorithm to control the density finds the ID Sensor value input in an abnormal state.

1. The image density of the imaging unit is abnormal.
2. ID sensor (CTD sensor) is defective.

**Troubleshooting method**
1. In case of density defect.
   - Print the sample page. If the density is too low or dark, replace the imaging unit.

2. In case of ID sensor defect.
   - Print the sample page. If the density is normal, replace the ID sensor or the sensor cleaning part.

---

### Actuator Sensor Failure: #A3-5110

**Error message**
Actuator Sensor Failure: #A3-5110.

**Symptom / Cause**
The signal level of the Toner Empty sensor is 0V.

**Troubleshooting method**
1. Remove the Left cover. Check if the sensor connector of the WTB Pipe unit is connected properly.

2. If the harness is defective, replace it.
### Code  C1-1110  Error message  C1-1110  Prepare new toner cartridge.

**Symptom / Cause**
The remaining toner in cartridge is less than 10% of its life.
(10% is default, this value can be adjusted.)

**Troubleshooting method**
Check the life remaining of the toner cartridge.
If its life is at the end, turn the machine off and replace the toner cartridge with new one.

### Code  C1-1120  Error message  C1-1120  Replace with new toner cartridge

**Symptom / Cause**
The remaining toner in cartridge is less than 0% of its life.

**Troubleshooting method**
Check the life remaining of the toner cartridge.
If its life is at the end, turn the machine off and replace the toner cartridge with new one.

### Code  C1-1140  Error message  C1-1140  Replace with new toner cartridge

**Symptom / Cause**
The toner cartridge is at the end of its life.

**Troubleshooting method**
Replace the toner cartridge with new one.
## 4. Alignment and Troubleshooting

### Code
- C1-1311
- C1-1412
- C1-1413
- C3-1312
- C3-1315

### Error message
- Toner Failure: #C1-1311: Install toner again
- Did not supply enough toner. Reinstall it
- Shake toner cartridge and then install.
- Imaging Unit Failure #C3-1312: Install IMG. unit.
- Imaging Unit Failure #C3-1315: Install IMG. unit.

### Symptom / Cause
The imaging unit does not get enough toner from the toner cartridge.

1. The toner cartridge shutter does not work normally.
2. The imaging unit shutter does not work normally.
3. The toner cartridge seal is not removed.
4. The toner cartridge is not installed properly.
5. The toner is consumed quickly due to a defective image (Background etc.)

### Troubleshooting method

1. Turn the machine off then on.
2. Remove the toner cartridge.
   - Thoroughly roll the cartridge five or six times to distribute the toner evenly inside the cartridge.
   - And reinstall the toner cartridge.
3. Try to print out the sample page more than 20 pages.
4. Check the toner cartridge.
   - Check if the toner supply shutter between the toner cartridge and the imaging unit works normally.
   - Remove the seal. Check if the auger rotates normally.
   - Reinstall the toner cartridge.
5. Replace the toner cartridge. Print out the sample page.
6. Check if the toner supply motor works normally.
### 4. Alignment and Troubleshooting

<table>
<thead>
<tr>
<th>Code</th>
<th>Error message</th>
</tr>
</thead>
<tbody>
<tr>
<td>C1-1330</td>
<td>Toner Failure: #C1-1330: Install toner again</td>
</tr>
<tr>
<td></td>
<td>Toner cartridge is not installed. Install it</td>
</tr>
<tr>
<td>C1-1411</td>
<td></td>
</tr>
</tbody>
</table>

#### Symptom / Cause

1. The toner cartridge is not installed.
2. The toner cartridge is not installed properly.

#### Troubleshooting method

1. Install the genuine samsung toner cartridge.
2. If the toner cartridge is already installed, check the following.
   a. Reinstall the toner cartridge and imaging unit.
   b. Check if the CRUM contact is normal.
   c. After reinstallation, turn the machine off then on.

<table>
<thead>
<tr>
<th>Code</th>
<th>Error message</th>
</tr>
</thead>
<tbody>
<tr>
<td>C1-1512</td>
<td>Toner cartridge is not compatible. Check guide</td>
</tr>
</tbody>
</table>

#### Symptom / Cause

Toner cartridge is not compatible.

#### Troubleshooting method

1. Check information of the toner cartridge.
2. If the toner cartridge is not a genuine samsung toner cartridge, replace with new one.
### Code and Troubleshooting

<table>
<thead>
<tr>
<th>Code</th>
<th>Error message</th>
</tr>
</thead>
<tbody>
<tr>
<td>C3-1110</td>
<td>Prepare new imaging unit</td>
</tr>
<tr>
<td>C3-1120</td>
<td>Replace with new imaging unit</td>
</tr>
<tr>
<td>C3-1140</td>
<td>Replace with new imaging unit</td>
</tr>
</tbody>
</table>

#### Symptom / Cause
- The remaining life of the imaging unit is less than 10% of its life.
- The remaining life of the imaging unit is less than 0% of its life.

#### Troubleshooting method
Prepare the new imaging unit.

<table>
<thead>
<tr>
<th>Code</th>
<th>Error message</th>
</tr>
</thead>
<tbody>
<tr>
<td>C3-1320</td>
<td>Imaging Unit Failure #C3-1320: Install IMG. unit.</td>
</tr>
<tr>
<td>C3-1330</td>
<td>Imaging Unit Failure #C3-1330: Install IMG. unit.</td>
</tr>
<tr>
<td>C3-1411</td>
<td>Imaging unit is not installed. Install the unit.</td>
</tr>
<tr>
<td>C3-1412</td>
<td>Did not supply enough toner. Reinstall Toner</td>
</tr>
</tbody>
</table>

#### Symptom / Cause
1. The imaging unit is not installed.
2. The imaging unit is not installed properly.

#### Troubleshooting method
1. Install the samsung genuine imaging unit.
2. If the imaging unit is already installed, check the following.
   a. Reinstall the toner cartridge and imaging unit.
   b. Check if the CRUM contact is normal.
   c. After reinstallation, turn the machine off then on.
### 4. Alignment and Troubleshooting

#### Code
<table>
<thead>
<tr>
<th>Code</th>
<th>Error message</th>
</tr>
</thead>
<tbody>
<tr>
<td>C3-1512</td>
<td>Imaging unit is not compatible. Check guide</td>
</tr>
<tr>
<td>C3-1514</td>
<td>Imaging unit is not compatible. Check guide</td>
</tr>
</tbody>
</table>

#### Symptom / Cause
The imaging unit is not compatible.

#### Troubleshooting method
1. Check information of the imaging unit.
2. If the imaging unit is not a Samsung genuine imaging unit, replace with new one.

---

#### Code
<table>
<thead>
<tr>
<th>Code</th>
<th>Error message</th>
</tr>
</thead>
<tbody>
<tr>
<td>C5-1510</td>
<td></td>
</tr>
</tbody>
</table>

#### Symptom / Cause
The imaging unit does not get the normal high voltage.

1. The imaging unit is not installed properly.
2. The contact between the machine and the imaging unit is bad.
3. The imaging unit is defective.

#### Troubleshooting method
1. Remove the imaging unit. Check if the contact terminal is contaminated.
   Reinstall the imaging unit. And turn the machine off then on.
   Print 10 sample pages for test.
2. If the problem persists, replace the imaging unit.
3. If the problem persists after removing the imaging unit, replace the HVPS board or the engine board.
### Chart: Troubleshooting for Samsung ML-551x / 651x Series

<table>
<thead>
<tr>
<th>Code</th>
<th>Error message</th>
</tr>
</thead>
<tbody>
<tr>
<td>C6-1110</td>
<td>Replace with new fuser unit</td>
</tr>
<tr>
<td>C6-1120</td>
<td>Replace with new fuser unit</td>
</tr>
<tr>
<td>C7-1110</td>
<td>Waste toner container is almost full. Replace with new one</td>
</tr>
<tr>
<td>C7-1120</td>
<td>Waste toner container is almost full. Replace with new one</td>
</tr>
<tr>
<td>C7-1310</td>
<td>Install waste toner container.</td>
</tr>
</tbody>
</table>

#### Symptom / Cause
- **C6-1110 / C6-1120**: The fuser unit is at the end of its life.
- **C7-1110 / C7-1120**: The waste toner container is full.
- **C7-1310**: The waste toner container is full.

#### Troubleshooting method

1. **C6-1110 / C6-1120**
   - Remove the Rear cover and Duplex unit.
   - Replace the fuser unit after removing 4 screws.
   - Tighten 4 screws. Assemble the Rear Cover and Duplex Unit.

2. **C7-1110 / C7-1120**
   - Replace the waste toner container with new one.

3. **C7-1310**
   - Install the waste toner container.
   - If the waste toner container is already installed, remove and reinstall it.
4. Alignment and Troubleshooting

**Code**
- H1-1210
- H1-1310
- H1-1410
- H1-1510

**Error message**
- Paper Jam in Tray2
- Paper Jam in Tray3
- Paper Jam in Tray4
- Paper Jam in Tray5

**Symptom / Cause**
A jammed paper has occurred in the option cassette. (SCF unit)

**Troubleshooting method**

1. Remove the jammed paper.
   If the problem persists, check the followings.

2. Check if the paper is loaded in the SCF tray properly.

3. Check if the roller is defective or worn out.

4. Check if the Empty/ Pick up/ Regi-Act sensor is working properly.

5. Check if the main board/ motor/ clutch connector are connected properly.

6. Check if the AS-SPRING_ES is deformed or assembled properly.

7. Check if the Press D-cut of the Gear-Lifting is broken.

8. If the problem persists after checking No. 1~7, replace the SCF main board.

9. If the problem persists, replace the Drop connector harness.
4. Alignment and Troubleshooting

- **Code**
  - H1-1222
  - H1-1322
  - H1-1422
  - H1-1522

- **Error message**
  - Tray2 cassette is pulled out. Insert it properly.
  - Tray3 cassette is pulled out. Insert it properly.
  - Tray4 cassette is pulled out. Insert it properly.
  - Tray5 cassette is pulled out. Insert it properly.

- **Symptom / Cause**
  A optional cassette (SCF) is pulled out.

- **Troubleshooting method**

  1. Check if the optional cassette is inserted properly. Remove the cassette then re-install it.

  2. Check if the Signal-Switch is deformed or broken.
     - If it is defective, replace it.
4. Alignment and Troubleshooting

<table>
<thead>
<tr>
<th>Code</th>
<th>Error message</th>
</tr>
</thead>
<tbody>
<tr>
<td>H1-1230 (Tray2)</td>
<td>Input System Failure #H1-1230: Check Tray 2 connection.</td>
</tr>
<tr>
<td>H1-1233 (Tray2)</td>
<td>Input System Failure #H1-1233: Check Tray 2 connection.</td>
</tr>
<tr>
<td>H1-1330 (Tray3)</td>
<td>Input System Failure #H1-1330: Check Tray 3 connection.</td>
</tr>
<tr>
<td>H1-1333 (Tray3)</td>
<td>Input System Failure #H1-1333: Check Tray 3 connection.</td>
</tr>
<tr>
<td>H1-1430 (Tray4)</td>
<td>Input System Failure #H1-1430: Check Tray 4 connection.</td>
</tr>
<tr>
<td>H1-1433 (Tray4)</td>
<td>Input System Failure #H1-1433: Check Tray 4 connection.</td>
</tr>
<tr>
<td>H1-1530 (Tray5)</td>
<td>Input System Failure #H1-1530: Check Tray 5 connection.</td>
</tr>
<tr>
<td>H1-1533 (Tray5)</td>
<td>Input System Failure #H1-1533: Check Tray 5 connection.</td>
</tr>
<tr>
<td>H1-2230 (Tray2-HCF)</td>
<td>Input System Failure #H1-2230: Check HCF 2 connection.</td>
</tr>
<tr>
<td>H1-2233 (Tray2-HCF)</td>
<td>Input System Failure #H1-2233: Check HCF 2 connection.</td>
</tr>
<tr>
<td>H1-2330 (Tray3-HCF)</td>
<td>Input System Failure #H1-2330: Check HCF 3 connection.</td>
</tr>
<tr>
<td>H1-2333 (Tray3-HCF)</td>
<td>Input System Failure #H1-2333: Check HCF 3 connection.</td>
</tr>
<tr>
<td>H1-2430 (Tray4-HCF)</td>
<td>Input System Failure #H1-2430: Check HCF 4 connection.</td>
</tr>
<tr>
<td>H1-2433 (Tray4-HCF)</td>
<td>Input System Failure #H1-2433: Check HCF 4 connection.</td>
</tr>
</tbody>
</table>

**Symptom / Cause**

The communication error between the machine and option cassette has occurred.

**Troubleshooting method**

1. Turn the machine off then on.
2. Remove and reinstall the corresponding optional tray.
3. Check if the option tray harness is connected properly. Reconnect or replace the harness.
4. Replace the option tray board.
5. Replace the option tray Assy.
### 4. Alignment and Troubleshooting

#### Code
- H1-1252
- H1-1352
- H1-1452
- H1-1552

#### Error message
- Paper Empty in Tray2
- Paper Empty in Tray3
- Paper Empty in Tray4
- Paper Empty in Tray5

#### Symptom / Cause
Paper in the optional cassette is empty.

#### Troubleshooting method

1. Check if the paper in optional cassette is loaded. Load the paper.

2. Check if the empty actuator and empty sensor are assembled properly.

3. If the empty actuator is defective, replace it.

4. If the problem persists after replacing the empty actuator, replace the empty sensor.
4. Alignment and Troubleshooting

## Code
- H1-1253
- H1-1353
- H1-1453
- H1-1553

## Error message
- Error : #H1-1253
- Error : #H1-1353
- Error : #H1-1453
- Error : #H1-1553

## Symptom / Cause
The paper in the optional cassette is not picked up.

## Troubleshooting method
1. Check if the Gear-Idle Lift is broken.

2. Check if the Signal-Switch is operated properly. If it is defective, replace it.

3. Check if the Lift-Motor connector is connected properly.

4. Check if the Press D-Cut of the Gear-Lifting is deformed or broken.

5. If the problem persists, replace the Lift-Motor.
4. Alignment and Troubleshooting

- **Code**
  - H1-2210
  - H1-2310
  - H1-2410

- **Error message**
  - Paper Jam in HCF2
  - Paper Jam in HCF3
  - Paper Jam in HCF4

- **Symptom / Cause**
  A jammed paper has occurred in the option cassette. (HCF unit)

- **Troubleshooting method**

  1. Remove the jammed paper.
     If the problem persists, check the followings.

  2. Check if the paper is loaded in the HCF tray properly.

  3. Check if the roller is defective or worn out.

  4. Check if the Empty/ Pick up/ Regi-Act sensor is working properly.

  5. Check if the main board/ motor/ clutch connector are connected properly.

  6. PICK-UP-SPRING is deformed or assembled properly.

  7. If the problem persists after checking No. 1~6, replace the HCF main board.

  8. If the problem persists, replace the Drop connector harness.
## Error Code and Troubleshooting

<table>
<thead>
<tr>
<th>Code</th>
<th>Error message</th>
</tr>
</thead>
<tbody>
<tr>
<td>H1-2222</td>
<td>HCF 2 cassette Out</td>
</tr>
<tr>
<td>H1-2322</td>
<td>HCF 3 cassette Out</td>
</tr>
<tr>
<td>H1-2422</td>
<td>HCF 4 cassette Out</td>
</tr>
</tbody>
</table>

### Symptom / Cause

A optional cassette (HCF) is pulled out.

### Troubleshooting method

1. Check if the Cover-Front Door is closed properly. Open and Close it.

2. Check if the connector of the PBA-SUB Cover Open is connected properly. If it is defective, replace it.

3. If the connection is OK, replace the PBA-SUB Cover Open.
4. Alignment and Troubleshooting

- **Code**
  - H1-2252
  - H1-2352
  - H1-2452

- **Error message**
  - Paper Empty in HCF 2
  - Paper Empty in HCF 3
  - Paper Empty in HCF 4

- **Symptom / Cause**
  Paper in the optional cassette (HCF) is empty.

- **Troubleshooting method**

  1. Check if the paper in HCF Unit is loaded. Load the paper.

  2. Check if the empty actuator and empty sensor are assembled properly.

  3. If the empty actuator is defective, replace it.

  4. If the problem persists after replacing the empty actuator, replace the empty sensor.
4. Alignment and Troubleshooting

<table>
<thead>
<tr>
<th>Code</th>
<th>Error message</th>
</tr>
</thead>
<tbody>
<tr>
<td>H1-2253</td>
<td>Error : #H1-2253</td>
</tr>
<tr>
<td>H1-2353</td>
<td>Error : #H1-2353</td>
</tr>
<tr>
<td>H1-2453</td>
<td>Error : #H1-2453</td>
</tr>
</tbody>
</table>

**Symptom / Cause**
The paper in the optional cassette is not picked up.

**Troubleshooting method**

1. Check if the Gear-Coupling and Gear-Lift are broken.

2. Check if the SPRING-ES and SPRING-CS are assembled properly.

3. Check if the Lift-Motor connector is connected properly.

4. Check if the Press D-Cut of the Gear-Lifting is deformed or broken.

5. If the problem persists, replace the Lift-Motor.
### Code
H2-1100

### Error message
Paper jam inside of finisher. Remove paper

#### Symptom / Cause
Finisher Entrance sensor actuator does not return after a paper covers it

IOT Exit Roller grabs the paper. Or Finisher Feeding Motors Stopped. Or Finisher Entrance Sensor damaged or harness damaged. Or Finisher Main Board damaged

#### Troubleshooting method

1. Check Jam Occurrence in IOT.
   - If the IOT roller is grabbing the paper, it’s IOT fault

2. Check the Main Board Harness Connection.

3. Check Finisher Entrance operation & harness connection.

4. Check Finisher Feeding Entrance Motor Harness Connection and operation.

5. Check Finisher Feeding Exit Motor Harness Connection and operation.

6. If the same problem happens after checking 1~5, Replace the Finisher main board.

7. If the same problem happens after checking 5, replace the Finisher harnesses.
### Troubleshooting method

1. Check Jam Occurrence in IOT.
2. Check IOT Deflector part’s operation.
3. Check the Main Board Harness Connection.
4. Check Finisher’s Entrance operation & harness connection
5. Referring to H2-1800, Check the Finisher Diverter operation.
6. If the same problem happens after checking 1~5, Replace the Finisher main board.
7. If the same problem happens after checking 6, replace the Finisher harnesses.
4. Alignment and Troubleshooting

- **Code**
  H2-1102

- **Error message**
  Paper jam inside of finisher. Remove paper

- **Symptom / Cause**
  Initialization started with Jammed paper covering Finisher Entrance Sensor.

  Paper exists covering Finisher Entrance Sensor. Or Finisher Entrance Sensor Damaged or harness connection not well. Or Finisher Main Board damaged

- **Troubleshooting method**

  1. Check if there is a jammed paper inside Finisher.
  2. Check the Main Board Harness Connection.
  3. Check Finisher Entrance operation & harness connection.
  4. If the same problem happens after checking 1~3, Replace the Finisher main board.
  5. If the same problem happens after checking 4, replace the Finisher harnesses.
## 4. Alignment and Troubleshooting

### Code

<table>
<thead>
<tr>
<th>Code</th>
<th>Error message</th>
</tr>
</thead>
<tbody>
<tr>
<td>H2-1200</td>
<td>Paper jam inside of finisher. Remove paper</td>
</tr>
</tbody>
</table>

### Symptom / Cause
Finisher Exit Sensor doesn’t turn on after a paper entered Finisher.

IOT Exit Roller grabs the paper. Or Finisher Feeding Motors Stopped. Or Finisher Exit Sensor damaged or harness damaged. Or Finisher Main Board damaged

### Troubleshooting method

1. Check Jam Occurrence in IOT.
   - If the IOT roller is grabbing the paper, it’s IOT fault.

2. Check the Main Board Harness Connection.

3. Check Finisher Exit Sensor operation & harness connection.

4. Check Finisher Feeding Entrance Motor Harness Connection and operation.

5. Check Finisher Feeding Exit Motor Harness Connection and operation.

6. If the same problem happens after checking 1~5, Replace the Finisher main board.

7. If the same problem happens after checking 6, replace the Finisher harnesses.
4. Alignment and Troubleshooting

**Symptom / Cause**
Finisher Exit Sensor doesn’t turn off after the sensor turned on

IOT Exit Roller grabs the paper. Or Finisher Feeding Motors Stopped. Or Finisher Exit Sensor damaged or harness damaged. Or Finisher Main Board damaged

**Troubleshooting method**

1. Check Jam Occurrence in IOT.
   - If the IOT roller is grabbing the paper, it’s IOT fault.

2. Check the Main Board Harness Connection.

3. Check Finisher Exit Sensor operation & harness connection.

4. Check Finisher Feeding Entrance Motor Harness Connection and operation.

5. Check Finisher Feeding Exit Motor Harness Connection and operation.

6. If the same problem happens after checking 1~5, Replace the Finisher main board.

7. If the same problem happens after checking 6, replace the Finisher harnesses.
### Error Code: H2-1302

<table>
<thead>
<tr>
<th>Code</th>
<th>Error message</th>
</tr>
</thead>
<tbody>
<tr>
<td>H2-1302</td>
<td>Paper jam inside of finisher. Remove paper</td>
</tr>
</tbody>
</table>

### Symptom / Cause

Initialization started with Jammed paper covering Finisher Exit Sensor.

Paper exists covering Finisher Exit Sensor. Or Finisher Exit Sensor Damaged or harness connection not well. Or Finisher Main Board damaged

### Troubleshooting method

1. Check if there is a jammed paper on the feeding path of Finisher.
2. Check the Main Board Harness Connection.
3. Check Finisher Exit sensors' operation & harness connection.
4. If the same problem happens after checking 1~3, Replace the Finisher main board.
5. If the same problem happens after checking 4, replace the Finisher harnesses.
### Code
- H2-1710
- H2-1711

### Error message
- Finisher Failure: #H2-1710. Check finisher
- Finisher Failure: #H2-1711. Check finisher

### Symptom / Cause
Front Jogger is not working well.

Front Jogger Home Sensor, Front Jogger Motor Harness Connection not well or damaged, Main Board damaged.

### Troubleshooting method

1. Check the Main Board Harness Connection.

2. Check the Finisher Front Jogger Home Sensor’s Harness Connection.

3. Check the Finisher Front Jogger Motor’s Harness Connection and operation.

4. Check if Front Jogger part is contaminated.

5. If the same problem happens after checking 1~4, Replace the Finisher main board.

6. If the same problem happens after checking 5, Replace the Finisher harnesses.
4. Alignment and Troubleshooting

- **Code**
  - H2-1720
  - H2-1721

- **Error message**
  - Finisher Failure: #H2-1720. Check finisher
  - Finisher Failure: #H2-1721. Check finisher

- **Symptom / Cause**
  Rear Jogger is not working well.

  Rear Jogger Home Sensor, Rear Jogger Motor Harness Connection not well or damaged, Main Board damaged.

- **Troubleshooting method**

  1. Check the Main Board Harness Connection.
  
  ![Main Board Harness Connection](image1)

  2. Check the Finisher Rear Jogger Home Sensor’s Harness Connection.
  
  ![Finisher Rear Jogger Home Sensor’s Harness Connection](image2)

  3. Check the Finisher Rear Jogger Motor’s Harness Connection and operation.
  
  ![Finisher Rear Jogger Motor’s Harness Connection and operation](image3)

  4. Check if Rear jogger part is contaminated.
  
  ![Check if Rear jogger part is contaminated](image4)

  5. If the same problem happens after checking 1~4, Replace the Finisher main board.
  
  ![Replace the Finisher main board](image5)

  6. If the same problem happens after checking 5, Replace the Finisher harnesses.
  
  ![Replace the Finisher harnesses](image6)
4. Alignment and Troubleshooting

- **Code**
  - H2-1730
  - H2-1731

- **Error message**
  - Finisher Failure: #H2-1730. Check finisher
  - Finisher Failure: #H2-1731. Check finisher

- **Symptom / Cause**
  Support Finger (Extension Tray) is not working well.

  Support Finger Home Sensor, Support Finger Motor Harness Connection not well or damaged, Main Board damaged

- **Troubleshooting method**

  1. Check the Main Board Harness Connection.

  2. Check the Finisher Support Finger Home Sensor’s Harness Connection.

  3. Check the Finisher Support Finger Motor’s Harness Connection and operation.

  4. If the same problem happens after checking 1~3, Replace the Finisher main board.

  5. If the same problem happens after checking 4, Replace the Finisher harnesses.
### 4. Alignment and Troubleshooting

<table>
<thead>
<tr>
<th>Code</th>
<th>Error message</th>
</tr>
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<tbody>
<tr>
<td>H2-1A70</td>
<td>Finisher Failure: #H2-1A70. Check finisher</td>
</tr>
<tr>
<td>H2-1750</td>
<td>Finisher Failure: #H2-1750. Check finisher</td>
</tr>
<tr>
<td>H2-1751</td>
<td>Finisher Failure: #H2-1751. Check finisher</td>
</tr>
<tr>
<td>H2-1753</td>
<td>Finisher Failure: #H2-1753. Check finisher</td>
</tr>
</tbody>
</table>

#### Symptom / Cause

Stapler is not working well.

Stapler Harness Connection not well. Or Cartridge set sensors damaged, Or Main Board damaged.

#### Troubleshooting method

- **NOTE** - Make sure that the staple strips on top of the stack are complete and flat. Remove any partial strips and any strips that are bent.

1. Check the Main Board Harness Connection.

2. Check the Stapler harness connection.

3. Check if staples are stuck in Stapler Head area and damage of Stapler itself.

4. If the same problem happens after checking 1~3, Replace the Finisher main board.

5. If the same problem happens after checking 4, Replace the Finisher Stapler.

6. If the same problem happens after checking 5, Replace the Finisher harnesses.
4. Alignment and Troubleshooting

- **Code**
  H2-1752

- **Error message**
  Finisher Failure: #H2-1752. Check finisher

- **Symptom / Cause**
  Finisher compiles all the papers and moves them to stapling position and do nothing. the message “Stapler Safety Fault” pops up.
  Safety Switch Harness connection not well. Main Board damaged.

- **Troubleshooting method**

  1. Check the Main Board Harness Connection.

  2. Check the Safety Switch Harness Connection.

  3. Check the Safety Unit’s operation. Check the switch is clicked when the Safety Link moves.

  4. Check the Safety Unit’s operation using Rear Jogger. The same “switch ON/OFF” operation should be followed.

  5. Check the Safety Unit’s operation. When Rear Jogger stands at the position having the Shield and Rear Jogger met, the Safety Switch should be ON.

  6. If the same problem happens after checking 1~5, Replace the Finisher main board.

  7. If the same problem happens after checking 6, Replace the Finisher harnesses.
### 4. Alignment and Troubleshooting

<table>
<thead>
<tr>
<th>Code</th>
<th>Error message</th>
</tr>
</thead>
<tbody>
<tr>
<td>H2-1760</td>
<td>Finisher Failure: #H2-1760. Check finisher</td>
</tr>
<tr>
<td>H2-1A80</td>
<td>Finisher Failure: #H2-1A80. Check finisher</td>
</tr>
</tbody>
</table>

#### Symptom / Cause
Stacker Unit is not working.

Stacker Level sensor, Stack Full sensor, Stacker Motor Harness Connection not well or damaged, Main Board damaged.

####Troubleshooting method

1. Check the Main Board Harness Connection.

2. Check the Stacker Level Sensor’s Harness Connection and Actuator’s operation & its Spring behind the wall.

3. Check the Stacker Motor Harness Connection and operation.

4. Check the Stack Full Sensor Connection and operation.

5. If the same problem happens after checking 1~3, Replace the Finisher main board.

6. If the same problem happens after checking 4, replace the Finisher harnesses.
### Code
H2-1800

### Error message
Finisher Failure: #H2-1800. Check finisher

### Symptom / Cause
Diverter is not working.

Diverter Motor, Sensor Harness Connection not well or damaged. Main Board Damaged. IOT’s Deflector damaged.

### Troubleshooting method

1. Check the Main Board Harness Connection.

2. Check the IOT’s Deflector operation.

3. Check Diverter sensor harness connection.

4. Diverter Motor Harness Connection and operation.

5. Check if Diverter Unit is not contaminated.

6. If the same problem happens after checking 1~5, Replace the Finisher main board.

7. If the same problem happens after checking 6, replace the Finisher harnesses.
4. Alignment and Troubleshooting

**Code**
H2-1A20

**Error message**
Finisher door is open. Close it

**Symptom / Cause**
Finisher Motors doesn't work.

Jam Cover Opened, Jam Cover not assembled well or Jam Cover Flag damaged, Stapler Door Opened, Stapler Door Micro Switch not assembled well or Stapler Door Flag damaged, Harness Damaged. Main Board Damaged, door flag damaged.

**Troubleshooting method**

1. Check the Jam Cover and Stapler Door Closed firmly.
2. Check if Mounting Part not damaged
   - Male part in Finisher
   - Female part in IOT
3. Check the Main Board Harness Connection.
4. Check the Stapler Door Switch Harness Connection.
5. Check the Stapler Door flag damaged.
6. Check the Jam Cover Sensor Harness connection.

7. Check the Jam Cover flag damaged

8. If the same problem happens after checking 1~7, Replace the Finisher main board.

9. If the same problem happens after checking 8, replace the Finisher harnesses.
## 4. Alignment and Troubleshooting

<table>
<thead>
<tr>
<th>Code</th>
<th>Error message</th>
</tr>
</thead>
<tbody>
<tr>
<td>H2-1A32</td>
<td>Too much paper in finisher stacker. Remove printed paper</td>
</tr>
</tbody>
</table>

### Symptom / Cause

Finisher Full message pops when papers on the Stacker Tray are stacked fully or the full sensor detecting mechanism is out of order

Finisher Full detecting sensor damaged, harness connection not well or damaged, Main Board damaged.

### Troubleshooting method

1. Check the Stacker Tray’s Full Sensor Connection and check if Flag is damaged
   - The sensor must not be covered besides the full detecting flag.

2. Check Finisher Main Board Harness Connection.

3. If the same problem happens after checking 1~2, Replace the Finisher main board.

4. If the same problem happens after checking 3, Replace the Finisher harnesses.
### Code
H2-1A50

### Error message
Finisher Failure: #H2-1A50. Check finisher

<table>
<thead>
<tr>
<th><strong>Symptom / Cause</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Finisher doesn’t work because of Communication error between finisher and IOT.</td>
<td></td>
</tr>
<tr>
<td>Interface Cable Connection not well or Interface Cable(Harness) damaged, Main Board damaged.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Troubleshooting method</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Check if Mounting Part not damaged</td>
</tr>
<tr>
<td>- Male part in Finisher</td>
</tr>
<tr>
<td>- Female part in IOT</td>
</tr>
<tr>
<td>2. Check the Main Board Harness Connection.</td>
</tr>
<tr>
<td>3. If the same problem happens after checking 1~2, Replace the Finisher main board.</td>
</tr>
<tr>
<td>4. If the same problem happens after checking 3, Replace the Finisher harnesses</td>
</tr>
</tbody>
</table>
### Code
H2-1A62

### Error message
Staple cartridge is low. Replace it

### Symptom / Cause
No more stapling job will not be performed if the near empty Stapler Cartridge will not be replaced soon.

The staples in Staple Cartridge are going to a shortage. Or Stapler harness connection now well. Or Stapler set sensors damaged, Main Board damaged.

### Troubleshooting method

1. Check if staples in cartridge are in some level.
   - With such level like the below picture during jobs, The sensor detects it as “Low”. Only twenty more stapling jobs can be performed normally.

   **NOTE** - Make sure that the staple strips on top of the stack are complete and flat. Remove any partial strips and any strips that are bent.

2. If the Cartridge is not low after checking with your naked eyes, Check the Stapler Harness connection

3. Check the Cartridge Set sensor’s operation.

4. Check the Main Board Harness connection.

5. If the same problem happens after checking 1~4, replace the Finisher main board.

6. If the same problem happens after checking 5, replace the Finisher Stapler.

7. If the same problem happens after checking 6, replace the Finisher harnesses.
4. Alignment and Troubleshooting

<table>
<thead>
<tr>
<th>Code</th>
<th>Error message</th>
</tr>
</thead>
<tbody>
<tr>
<td>H2-1A63</td>
<td>Staple cartridge is empty. Replace it</td>
</tr>
</tbody>
</table>

- **Symptom / Cause**
  Finisher doesn’t staple.

Staple Cartridge is not inserted Or Staples are in short supply. Or Stapler Harness connection not well. Or Cartridge set sensor damaged, Or Main Board damaged.

- **Troubleshooting method**

1. Check if Cartridge exists.

2. Check if Cartridge is inserted firmly.

3. Check if staples in cartridge are in some level.
   - With such level like the below picture or lower during POPO(Power off power on), The sensor detects it “empty”.

4. Check the Stapler harness connection.

5. Check the Cartridge Set sensors’ operation.

6. Check the Main Board Harness Connection.

7. If the same problem happens after checking 1~6, replace the Finisher main board.

8. If the same problem happens after checking 7, replace the Finisher Stapler.

9. If the same problem happens after checking 8, replace the Finisher harnesses.

**NOTE** - Make sure that the staple strips on top of the stack are complete and flat. Remove any partial strips and any strips that are bent.
4. Alignment and Troubleshooting

• **Code**
  
  H2-4100

• **Error message**
  
  Paper jam in front of mailbox. Remove paper

• **Symptom / Cause**

  Paper doesn’t reach Mailbox’s Entrance Sensor.

  Paper jam in IOT. Or Mailbox Lower Diverter operation not well. Or IOT Deflector Damaged. Or Mailbox Entrance Sensor not working (Mailbox Entrance Sensor Damaged, Harness connection not well, MainBoard damaged)

• **Troubleshooting method**

  1. Check Jam Occurrence in IOT.
  2. Check IOT Deflector part’s operation.
  3. Check Mailbox Main Board Harness connection.
  4. Check Mailbox Entrance operation & harness connection.
  5. Refer to the Lower Diverter fault.
  6. If the same problem happens after checking 1~5, Replace the mailbox main board.
  7. If the same problem happens after checking 6, Replace the mailbox harnesses.
### 4. Alignment and Troubleshooting

#### Code

H2-4101

#### Error message

Paper jam inside of mailbox. Remove paper

#### Symptom / Cause

Mailbox Entrance sensor actuator does not return after a paper covers it.

IOT Exit Roller grabs the paper. Or Mailbox Feeding Motor Stops. Or Mailbox Entrance Sensor damaged or harness damaged. Or Mailbox Main Board damaged.

#### Troubleshooting method

1. Check Jam Occurrence in IOT.
   - If the IOT roller is grabbing the paper, it's IOT fault.

2. Check Mailbox Main Board Harness connection.

3. Check Mailbox Entrance operation & harness connection.

4. Check Mailbox Feeding Motor Harness connection and operation.

5. If the same problem happens after checking 1~4, replace the mailbox main board.

6. If the same problem happens after checking 5, replace the mailbox harnesses.
4. Alignment and Troubleshooting

**Code**
H2-4102

**Error message**
Paper jam inside of mailbox. Remove paper

**Symptom / Cause**
Initialization started with Jammed paper covering Mailbox Entrance Sensor.

Paper exists covering Mailbox Entrance Sensor. Or Mailbox Entrance Sensor Damaged or harness connection not well. Or Mailbox Main Board damaged.

**Troubleshooting method**

1. Check if there is a jammed paper inside Mailbox.

2. Check Mailbox Main Board Harness connection.

3. Check Mailbox Entrance operation & harness connection.

4. If the same problem happens after checking 1~3, replace the mailbox main board.

5. If the same problem happens after checking 4, replace the mailbox harnesses.
### 4. Alignment and Troubleshooting

#### Code
H2-4200

#### Error message
Paper jam in front of bin 1. Remove paper

#### Symptom / Cause
Mailbox Bin 1 Exit Sensor doesn’t turn on after a paper entered Mailbox.

IOT Exit Roller grabs the paper. Or Mailbox Feeding Motor Stops. Or Mailbox Entrance Exit Sensor damaged or Mailbox Gate doesn’t work or harness damaged. Or Mailbox Main Board damaged.

#### Troubleshooting method

1. Check Jam Occurrence in IOT.  
   - If the IOT roller is grabbing the paper, it’s IOT fault.

2. Check Mailbox Main Board Harness connection.

3. Check Mailbox Exit-related Sensors operation & harness connection.

4. Check Mailbox Feeding Motor Harness Connection and operation.

5. Referring to Upper Diverter Fault, check the Upper Diverter’s operation.

6. Referring to Lower Diverter Fault, check the Lower Diverter’s operation

7. If the same problem happens after checking 1~6, replace the mailbox main board.

8. If the same problem happens after checking 7, replace the mailbox harnesses.
4. Alignment and Troubleshooting

- **Code**
  H2-4201

- **Error message**
  Paper jam at mailbox bin 1. Remove paper

- **Symptom / Cause**
  Mailbox Bin 1 Exit Sensor doesn’t turn off after the sensor turned on.

  IOT Exit Roller grabs the paper. Or Mailbox Feeding Motor Stops. Or Mailbox Entrance Exit Sensor damaged or Mailbox Gate doesn’t work or harness damaged. Or Mailbox Main Board damaged.

- **Troubleshooting method**

  1. Check Jam Occurrence in IOT.
     - If the IOT roller is grabbing the paper, it’s IOT fault.

  2. Check Mailbox Main Board Harness connection.

  3. Check Mailbox Exit-related Sensors operation & harness connection.

  4. Check Mailbox Feeding Motor Harness Connection and operation.

  5. Referring to Upper Diverter Fault, check the Upper Diverter’s operation.

  6. Referring to Lower Diverter Fault, check the Lower Diverter’s operation.

  7. If the same problem happens after checking 1~6, replace the mailbox main board.

  8. If the same problem happens after checking 7, replace the mailbox harnesses.
### Code
H2-4202

### Error message
Paper jam at mailbox bin 1. Remove paper

### Symptom / Cause
Initialization started with Jammed paper covering Mailbox Bin1 Exit Sensor.

Paper exists covering Mailbox Exit Sensor. Or Mailbox Exit Sensor Damaged or harness connection not well. Or Mailbox Main Board damaged.

### Troubleshooting method

1. Check if there is a jammed paper on the feeding path of Mailbox.

2. Check Mailbox Main Board Harness connection.

3. Check Mailbox Bin1 Exit-related sensors’ operation & harness connection.

4. If the same problem happens after checking 1~3, replace the mailbox main board.

5. If the same problem happens after checking 4, replace the mailbox harnesses.
### 4. Alignment and Troubleshooting

#### Code

<table>
<thead>
<tr>
<th>Code</th>
<th>Error message</th>
</tr>
</thead>
<tbody>
<tr>
<td>H2-4300</td>
<td>Paper jam in front of bin 2. Remove paper</td>
</tr>
</tbody>
</table>

#### Symptom / Cause

Mailbox Bin 2 Exit Sensor doesn’t turn on after a paper entered Mailbox.

IOT Exit Roller grabs the paper. Or Mailbox Feeding Motor Stops. Or Mailbox Entrance Exit Sensor damaged or Mailbox Gate doesn’t work or harness damaged. Or Mailbox Main Board damaged.

#### Troubleshooting method

1. Check Jam Occurrence in IOT.
   - If the IOT roller is grabbing the paper, it’s IOT fault.

2. Check Mailbox Main Board Harness connection.

3. Check Mailbox Exit-related Sensors operation & harness connection.

4. Check Mailbox Feeding Motor Harness Connection and operation.

5. Referring to Upper Diverter Fault, check the Upper Diverter’s operation.

6. Referring to Lower Diverter Fault, check the Lower Diverter’s operation

7. If the same problem happens after checking 1~6, replace the mailbox main board.

8. If the same problem happens after checking 7, replace the mailbox harnesses.
### 4. Alignment and Troubleshooting

<table>
<thead>
<tr>
<th>Code</th>
<th>Error message</th>
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</thead>
<tbody>
<tr>
<td>H2-4301</td>
<td>Paper jam in front of bin 2. Remove paper</td>
</tr>
</tbody>
</table>

#### Symptom / Cause
Mailbox Bin 2 Exit Sensor doesn’t turn off after the sensor turned on.

IOT Exit Roller grabs the paper. Or Mailbox Feeding Motor Stops. Or Mailbox Entrance Exit Sensor damaged or Mailbox Gate doesn’t work or harness damaged. Or Mailbox Main Board damaged.

#### Troubleshooting method

1. Check Jam Occurrence in IOT.
   - If the IOT roller is grabbing the paper, it’s IOT fault.
2. Check Mailbox Main Board Harness connection.
3. Check Mailbox Exit-related Sensors operation & harness connection.
4. Check Mailbox Feeding Motor Harness Connection and operation.
5. Referring to Upper Diverter Fault, check the Upper Diverter’s operation.
6. Referring to 12-945, 12-955 Check the Lower Diverter’s operation.
7. If the same problem happens after checking 1~6, replace the mailbox main board.
8. If the same problem happens after checking 7, replace the mailbox harnesses.
4. Alignment and Troubleshooting

<table>
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<tr>
<th>Code</th>
<th>Error message</th>
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<tbody>
<tr>
<td>H2-4302</td>
<td>Paper jam at mailbox bin 2. Remove paper</td>
</tr>
</tbody>
</table>

**Symptom / Cause**
Initialization started with Jammed paper covering Mailbox Bin2 Exit Sensor.
Paper exists covering Mailbox Exit Sensor. Or Mailbox Exit Sensor Damaged or harness connection not well. Or Mailbox Main Board damaged.

**Troubleshooting method**

1. Check if there is a jammed paper on the feeding path of Mailbox.
2. Check Mailbox Main Board Harness connection.
3. Check Mailbox Bin2 Exit-related sensors’ operation & harness connection.
4. If the same problem happens after checking 1~3, replace the mailbox main board.
5. If the same problem happens after checking 4, replace the mailbox harnesses.
### 4. Alignment and Troubleshooting

<table>
<thead>
<tr>
<th>Code</th>
<th>Error message</th>
</tr>
</thead>
<tbody>
<tr>
<td>H2-4400</td>
<td>Paper jam in front of bin 3. Remove paper</td>
</tr>
</tbody>
</table>

#### Symptom / Cause
Mailbox Bin 3 Exit Sensor doesn't turn on after a paper entered Mailbox.

IOT Exit Roller grabs the paper. Or Mailbox Feeding Motor Stops. Or Mailbox Entrance Exit Sensor damaged or Mailbox Gate doesn’t work or harness damaged. Or Mailbox Main Board damaged.

#### Troubleshooting method

1. Check Jam Occurrence in IOT.
   - If the IOT roller is grabbing the paper, it's IOT fault.

2. Check Mailbox Main Board Harness connection.

3. Check Mailbox Exit-related Sensors operation & harness connection.

4. Check Mailbox Feeding Motor Harness Connection and operation.

5. Referring to Upper Diverter Fault, check the Upper Diverter's operation.

6. Referring to Lower Diverter Fault, check the Lower Diverter’s operation

7. If the same problem happens after checking 1~6, replace the mailbox main board.

8. If the same problem happens after checking 7, replace the mailbox harnesses.
4. Alignment and Troubleshooting

<table>
<thead>
<tr>
<th>Code</th>
<th>Error message</th>
</tr>
</thead>
<tbody>
<tr>
<td>H2-4401</td>
<td>Paper jam at mailbox bin 3. Remove paper</td>
</tr>
</tbody>
</table>

**Symptom / Cause**
Mailbox Bin 3 Exit Sensor doesn’t turn off after the sensor turned on.

IOT Exit Roller grabs the paper. Or Mailbox Feeding Motor Stops. Or Mailbox Entrance Exit Sensor damaged or Mailbox Gate doesn’t work or harness damaged. Or Mailbox Main Board damaged.

**Troubleshooting method**

1. Check Jam Occurrence in IOT.
   - If the IOT roller is grabbing the paper, it’s IOT fault.

2. Check Mailbox Main Board Harness connection.

3. Check Mailbox Exit-related Sensors operation & harness connection.

4. Check Mailbox Feeding Motor Harness Connection and operation.

5. Referring to Upper Diverter Fault, check the Upper Diverter’s operation.

6. Referring to Lower Diverter Fault, check the Lower Diverter’s operation

7. If the same problem happens after checking 1~6, replace the mailbox main board.

8. If the same problem happens after checking 7, replace the mailbox harnesses.
4. Alignment and Troubleshooting

- **Error message**
Paper jam at mailbox bin 3. Remove paper

- **Symptom / Cause**
Initialization started with Jammed paper covering Mailbox Bin3 Exit Sensor.

Paper exists covering Mailbox Exit Sensor. Or Mailbox Exit Sensor Damaged or harness connection not well. Or Mailbox Main Board damaged.

- **Troubleshooting method**

1. Check if there is a jammed paper on the feeding path of Mailbox.

2. Check Mailbox Main Board Harness connection.

3. Check Mailbox Bin3 Exit-related sensors’ operation & harness connection.

4. If the same problem happens after checking 1~3, replace the mailbox main board.

5. If the same problem happens after checking 4, replace the mailbox harnesses.
4. Alignment and Troubleshooting

<table>
<thead>
<tr>
<th>Code</th>
<th>Error message</th>
</tr>
</thead>
<tbody>
<tr>
<td>H2-4500</td>
<td>Paper jam in front of bin 4. Remove paper</td>
</tr>
</tbody>
</table>

**Symptom / Cause**

Mailbox Bin 4 Exit Sensor doesn’t turn on after a paper entered Mailbox.

IOT Exit Roller grabs the paper. Or Mailbox Feeding Motor Stops. Or Mailbox Entrance Exit Sensor damaged or Mailbox Gate doesn’t work or harness damaged. Or Mailbox Main Board damaged.

**Troubleshooting method**

1. Check Jam Occurrence in IOT.
   - If the IOT roller is grabbing the paper, it is IOT fault.

2. Check Mailbox Main Board Harness connection.

3. Check Mailbox Exit-related Sensors operation & harness connection.

4. Check Mailbox Feeding Motor Harness Connection and operation.

5. Referring to Upper Diverter Fault, check the Upper Diverter’s operation.

6. Referring to Lower Diverter Fault, check the Lower Diverter’s operation.

7. If the same problem happens after checking 1~6, replace the mailbox main board.

8. If the same problem happens after checking 7, replace the mailbox harnesses.
### 4. Alignment and Troubleshooting

**Code**
- H2-4501

**Error message**
- Paper jam at mailbox bin 4. Remove paper

<table>
<thead>
<tr>
<th><strong>Symptom / Cause</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Mailbox Bin 4 Exit Sensor doesn’t turn off after the sensor turned on.</td>
</tr>
<tr>
<td>IOT Exit Roller grabs the paper. Or Mailbox Feeding Motor Stops. Or Mailbox Entrance Exit Sensor damaged or Mailbox Gate doesn’t work or harness damaged. Or Mailbox Main Board damaged.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Troubleshooting method</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Check Jam Occurrence in IOT.</td>
</tr>
<tr>
<td>- If the IOT roller is grabbing the paper, it’s IOT fault.</td>
</tr>
<tr>
<td>2. Check Mailbox Main Board Harness connection.</td>
</tr>
<tr>
<td>3. Check Mailbox Exit-related Sensors operation &amp; harness connection.</td>
</tr>
<tr>
<td>4. Check Mailbox Feeding Motor Harness Connection and operation.</td>
</tr>
<tr>
<td>5. Referring to Upper Diverter Fault, check the Upper Diverter’s operation.</td>
</tr>
<tr>
<td>6. Referring to Lower Diverter Fault, check the Lower Diverter’s operation</td>
</tr>
<tr>
<td>7. If the same problem happens after checking 1~6, replace the mailbox main board.</td>
</tr>
<tr>
<td>8. If the same problem happens after checking 7, replace the mailbox harnesses.</td>
</tr>
</tbody>
</table>
## 4. Alignment and Troubleshooting

<table>
<thead>
<tr>
<th>Code</th>
<th>Error message</th>
</tr>
</thead>
<tbody>
<tr>
<td>H2-4502</td>
<td>Paper jam at mailbox bin 4. Remove paper</td>
</tr>
</tbody>
</table>

### Symptom / Cause
Initialization started with Jammed paper covering Mailbox Bin4 Exit Sensor.

Paper exists covering Mailbox Exit Sensor. Or Mailbox Exit Sensor Damaged or harness connection not well. Or Mailbox Main Board damaged.

### Troubleshooting method

1. Check if there is a jammed paper on the feeding path of Mailbox.
2. Check Mailbox Main Board Harness connection.
4. If the same problem happens after checking 1~3, replace the mailbox main board.
5. If the same problem happens after checking 4, replace the mailbox harnesses.
4. Alignment and Troubleshooting

**Code**
- H2-4700
- H2-4701

**Error message**
- Mailbox Failure: #H2-4700. Check mailbox.
- Mailbox Failure: #H2-4701. Check mailbox.

**Symptom / Cause**
Two Upper Gates seen when opening Rear Door is not operating well.

Upper Diverter Motor or Upper Diverter Sensor not assembled well or damaged. Harness Damaged. Main Board damaged.

**Troubleshooting method**

1. Check Upper Diverter Motor Harness connection.
2. Check Upper Diverter Sensor Harness connection.
3. Check Mailbox Main Board Harness connection.
4. Check Upper Diverter operation.
5. Check Mailbox Gate operation.

6. If the same problem happens after checking 1~5, replace the mailbox main board.
7. If the same problem happens after checking 6, replace the mailbox harnesses.
4. Alignment and Troubleshooting

**Code**
H2-4710  
H2-4711

**Error message**
Mailbox Failure: #H2-4710. Check mailbox.  
Mailbox Failure: #H2-4711. Check mailbox.

**Symptom / Cause**
The Lowest Gate seen when opening Rear Door is not operating well.

Lower Diverter Motor or Lower Diverter Sensor not assembled well or damaged. Harness Damaged. Main Board damaged.

**Troubleshooting method**

1. Check Lower Diverter Motor Harness connection.

2. Check Lower Diverter Sensor Harness connection.

3. Check Mailbox Main Board Harness connection.

4. Check Lower Diverter operation.

5. Check Mailbox Gate operation.

6. If the same problem happens after checking 1~5, replace the mailbox main board.

7. If the same problem happens after checking 6, replace the mailbox harnesses.
4. Alignment and Troubleshooting

<table>
<thead>
<tr>
<th>Code</th>
<th>Error message</th>
</tr>
</thead>
<tbody>
<tr>
<td>H2-4A20</td>
<td>Mailbox door is open. Close it</td>
</tr>
</tbody>
</table>

**Symptom / Cause**

Mailbox Motors doesn’t work.

Rear Door Opened, Micro Switch not assembled well or damaged, Harness Damaged. Main Board Damaged, door flag damaged.

**Troubleshooting method**

1. Check the Rear Door Closed firmly.
2. Check Mailbox Main Board Harness connection.
3. Check the Rear Door Switch Harness connection.
4. Check the Mailbox cover flag damaged.
5. If the same problem happens after checking 1~4, replace the mailbox main board.
6. If the same problem happens after checking 5, replace the mailbox harnesses.
### Code
H2-4A32

### Error message
Too much paper in mailbox bin 1. Remove printed paper

### Symptom / Cause
Mailbox bin 1 Full message pops when papers on that bin are stacked fully or the full sensor detecting mechanism is out of order.

Mailbox Full detecting sensor damaged, harness connection not well or damaged, Main Board damaged.

### Troubleshooting method:

1. Check the Bin’s Full Sensor Connection and Actuator’s operation.

2. Check Main Board Harness connection.

3. If the same problem happens after checking 1~2, replace the mailbox main board.

4. If the same problem happens after checking 3, replace the mailbox harnesses.
4. Alignment and Troubleshooting

<table>
<thead>
<tr>
<th>Code</th>
<th>Error message</th>
</tr>
</thead>
<tbody>
<tr>
<td>H2-4A35</td>
<td>Too much paper in mailbox bin 2. Remove printed paper</td>
</tr>
</tbody>
</table>

**Symptom / Cause**

Mailbox bin 2 Full message pops when papers on that bin are stacked fully or the full sensor detecting mechanism is out of order.

Mailbox Full detecting sensor damaged, harness connection not well or damaged, Main Board damaged.

**Troubleshooting method :**

1. Check the Bin's Full Sensor Connection and Actuator's operation.

2. Check Main Board Harness connection.

3. If the same problem happens after checking 1~2, replace the mailbox main board.

4. If the same problem happens after checking 3, replace the mailbox harnesses.
## 4. Alignment and Troubleshooting

<table>
<thead>
<tr>
<th>Code</th>
<th>Error message</th>
</tr>
</thead>
<tbody>
<tr>
<td>H2-4A38</td>
<td>Too much paper in mailbox bin 3. Remove printed paper</td>
</tr>
</tbody>
</table>

### Symptom / Cause
Mailbox bin 3 Full message pops when papers on that bin are stacked fully or the full sensor detecting mechanism is out of order.

Mailbox Full detecting sensor damaged, harness connection not well or damaged, Main Board damaged.

### Troubleshooting method:

1. Check the Bin's Full Sensor Connection and Actuator's operation.

2. Check Main Board Harness connection.

3. If the same problem happens after checking 1~2, replace the mailbox main board.

4. If the same problem happens after checking 3, replace the mailbox harnesses.
<table>
<thead>
<tr>
<th>Code</th>
<th>Error message</th>
</tr>
</thead>
<tbody>
<tr>
<td>H2-4A3C</td>
<td>Too much paper in mailbox bin 4. Remove printed paper</td>
</tr>
</tbody>
</table>

**Symptom / Cause**

Mailbox bin 4 Full message pops when papers on that bin are stacked fully or the full sensor detecting mechanism is out of order.

Mailbox Full detecting sensor damaged, harness connection not well or damaged, Main Board damaged.

**Troubleshooting method :**

1. Check the Bin’s Full Sensor Connection and Actuator’s operation..

2. Check Main Board Harness connection.

3. If the same problem happens after checking 1~2, replace the mailbox main board.

4. If the same problem happens after checking 3, replace the mailbox harnesses.
<table>
<thead>
<tr>
<th>Code</th>
<th>Error message</th>
</tr>
</thead>
<tbody>
<tr>
<td>M1-1110</td>
<td>Paper Jam in Tray 1</td>
</tr>
</tbody>
</table>

**Symptom / Cause**
The jammed paper has occurred in the tray 1.

1. Pick up/ Forward/ Retard roller is contaminated or worn out.
2. There is some obstacles in the paper path.

**Troubleshooting method**
1. Clear the jammed paper. If the problem persists, check the following.
2. Check if the pick up/ forward/ retard roller is contaminated or worn out.
   Clean or replace it if necessary.
3. Check if there is any obstacles or contamination in the paper path.

<table>
<thead>
<tr>
<th>Code</th>
<th>Error message</th>
</tr>
</thead>
<tbody>
<tr>
<td>M1-1610</td>
<td>Paper Jam in MP tray</td>
</tr>
</tbody>
</table>

**Symptom / Cause**
The jammed paper has occurred in the MP tray.

1. MP Pick up/ Forward/ Retard roller is contaminated or worn out.
2. There is some obstacles in the paper path.

**Troubleshooting method**
1. Clear the jammed paper. If the problem persists, check the following.
2. Check if the MP pick up/ forward/ retard roller is contaminated or worn out.
   Clean or replace it if necessary.
3. Check if there is any obstacles or contamination in the paper path.
### Code M1-3122
#### Error message
Tray1 cassette is pulled out. Insert it properly

#### Symptom / Cause
Tray1 is not installed properly.

1. Tray1 is not installed.  
2. Paper Size Sensor is defective.  
3. Harness connection error.

#### Troubleshooting method
1. Install the tray1.  
2. Check if the paper size sensor is working properly.  
3. Check if the harness is connected to the connector properly.

### Code M1-4111
#### Error message
Input System Failure: #M1-4111. Call for service

#### Symptom / Cause
The paper has jammed in the path or can't be fed.

1. Pick up error  
2. Multi-feed error  
3. Skewed or Wrinkled page

#### Troubleshooting method
1. Check if the pick up/ forward/ retard roller is contaminated or worn out. Replace the defective roller.  
2. Check if each sensor is working properly.  
3. Check if there is any jammed paper in the path. Remove it.  
4. When loading the paper, adjust the paper guide.
### Code M1-5112

#### Error message
Paper Empty in tray1

#### Symptom / Cause
Paper is empty in Tray1. The status LED is red.

1. There is no paper in the tray1.
2. Actuator-Paper Empty is defective.
3. Photo Sensor is defective or connection is bad.
4. Engine Board is defective.

#### Troubleshooting method

1. Load the paper in the tray1.
2. If the Actuator-Paper Empty is defective, replace it.
3. If the Photo Sensor is defective, replace it. Check if the connector is connected properly.
4. If the problem persists, replace the engine board.

### Code M1-5612

#### Error message
Paper Empty in MP

#### Symptom / Cause
Paper is empty in Tray1. The status LED is red.

1. There is no paper in the MP tray.
2. Actuator-Paper Empty is defective.
3. Photo Sensor is defective or connection is bad.
4. Engine Board is defective.

#### Troubleshooting method

1. Load the paper in the MP tray.
2. If the Actuator-Paper Empty is defective, replace it.
3. If the Photo Sensor is defective, replace it. Check if the connector is connected properly.
4. If the problem persists, replace the engine board.
### 4. Alignment and Troubleshooting

<table>
<thead>
<tr>
<th>Code</th>
<th>Error message</th>
</tr>
</thead>
<tbody>
<tr>
<td>M2-1110</td>
<td>Paper Jam in tray1</td>
</tr>
<tr>
<td>M2-2110</td>
<td>Jam top of duplex</td>
</tr>
</tbody>
</table>

#### Symptom / Cause
- **M2-1110** Paper Jam in tray1
  - The paper has jammed at the feed sensor.
  1. Feed sensor detection error.
  2. The Regi. Roller is contaminated or worn out.
  3. There is any obstacles in the path.

#### Troubleshooting method
1. Check the level value of the feed sensor. Check the harness connection.
2. Check if the Regi. Roller is contaminated or worn out.
3. If there is any obstacles or contamination in the path, clean or remove it.

---

#### M2-2110 Jam top of duplex
- The paper did not enter the duplex path and has jammed.
  1. The duplex unit is not installed.
  2. There is any obstacles in the paper path.
  3. The duplex motor is defective.
  4. Paper size lever position error.

#### Troubleshooting method
1. Check if the duplex unit is installed properly.
2. If there is any obstacles or contamination in the path, clean or remove it.
3. Check if the duplex motor is operated properly. If the duplex motor is defective, replace it.
4. If the paper size lever is placed on wrong position, adjust it.
### Code M2-2310
- **Error message**: Jam bottom of duplex

#### Symptom / Cause
The paper has jammed in the duplex path.

1. There is any obstacles in the paper path.  
2. The duplex motor is defective.  
3. The duplex sensor is defective.

#### Troubleshooting method
1. If there is any obstacles or contamination in the path, clean or remove it.  
2. Check if the duplex motor is operated properly. If the duplex motor is defective, replace it.  
3. Check if the duplex sensor is operated properly. If the duplex sensor is defective, replace it.

### Code M2-3120
- **Error message**: Install duplex unit.

#### Symptom / Cause
The duplex unit is not installed properly.

1. The photo sensor for duplex unit is defective.  
2. Harness connection error.  
3. Duplex unit installation error.

#### Troubleshooting method
1. Check if the photo sensor for duplex unit is operated properly.  
2. Check if the harness is connected to the connector properly. Reconnect it.  
3. Reinstall the duplex unit.
### Symptom / Cause
The paper has jammed in the exit path.

1. There is any obstacles in the paper path.
2. The exit motor is defective.

### Troubleshooting method
1. If there is any obstacles or contamination in the path, clean or remove it.
2. Check if the exit motor is operated properly. If the exit motor is defective, replace it.

### Code
M3-1110

### Error message
Jam in exit area

---

### Symptom / Cause
The paper is full on the output bin.

- The outbin full sensor is defective.

### Troubleshooting method
1. Remove the paper on the output bin.
2. Check if the sensor connector is connected properly.
### Code
S2-4110

### Error message
Door is open. Close it

### Symptom / Cause
The top cover is closed but error message is not disappeared.

1. Harness connection error.
2. Micro Switch defect.

### Troubleshooting method

1. Check if the harness (Picture(1)-①) is normal.

2. Check if the harness is the connected to the Relay connector (Picture(1)-②) properly.

3. Check if the connector CN9 (Picture(1)-③) on the engine board is connected properly.

4. Open the cover of the OPE panel. Check if the UI message is changed when pushing the micro switch (Picture(2)-④).

5. If the micro switch is defective, replace it.

---

**Picture(1)**

**Picture(2)**
4. Alignment and Troubleshooting

<table>
<thead>
<tr>
<th>Code</th>
<th>Error message</th>
</tr>
</thead>
<tbody>
<tr>
<td>S2-4610</td>
<td>Rear Door is open. Close it</td>
</tr>
</tbody>
</table>

**Symptom / Cause**

The rear cover is closed but error message is not disappeared.

1. The rear cover is closed perfectly.
2. Relay connector pin is defective.
3. Harness connection error.

**Troubleshooting method**

1. Check if the rear cover is closed perfectly.
2. Check the Relay connector pin. If it is defective, replace it.
3. Check the Relay connector. If it is defective, replace it.
4. Remove the left cover. Check the harness between the Joint board and Relay connector.
5. Check if the harness is connected to the connector properly.
### 4. Alignment and Troubleshooting

<table>
<thead>
<tr>
<th>Code</th>
<th>Error message</th>
</tr>
</thead>
<tbody>
<tr>
<td>S6-3123</td>
<td>This IP address conflicts with that of other system</td>
</tr>
</tbody>
</table>

**Symptom / Cause**

IP address conflicts with that of other system.

**Troubleshooting method**

Change the machine’s IP address.

---

<table>
<thead>
<tr>
<th>Code</th>
<th>Error message</th>
</tr>
</thead>
<tbody>
<tr>
<td>S6-3128</td>
<td>802.1x Network Error Contact the Admin.</td>
</tr>
</tbody>
</table>

**Symptom / Cause**

Can not get the authentication from server after setting up to 802.1x on SWS. Can not access to network.

**Troubleshooting method**

Check if the Authentication method is selected properly.  
Check if the User Name/Password is entered properly.
4. Alignment and Troubleshooting

<table>
<thead>
<tr>
<th>Code</th>
<th>Error message</th>
</tr>
</thead>
<tbody>
<tr>
<td>U1-2115</td>
<td>Fuser Unit Failure: #U1-2115. Turn off then on</td>
</tr>
</tbody>
</table>

**Symptom / Cause**
The photo sensor is defective or some part is not assembled properly.

**Troubleshooting method**

1. Remove the Rear Cover and Duplex Unit. Remove the fuser unit after removing 4 screws.

2. Remove the GUIDE-EXIT LOWER.
   To remove it, first, push and release the green lever to the direction of arrow.
   Then, lift and pull it.
3. To remove the COVER-DUPELX,
   a. Remove 1 screw. Lift up the COVER-DUPLEX PATH to the direction of arrow slightly.
   b. Release the both hooks with the tweezers or (-) driver.

4. Remove the COVER-LEFT after removing 2 screws.
   Remove the COVER-RIGHT after removing 2 screws.
5. Check if the photo sensor connector from the COVER-RIGHT is connected properly.

6. Check if the left/right CAM and the ENCORDER are assembled properly.

7. If there is no problem for above steps, reassemble the fuser unit and turn the machine on.

8. If the error persists, download the firmware again.

9. If the problem persists, replace the fuser unit with new one.

10. If the problem persists, replace the engine board.
4. Alignment and Troubleshooting

<table>
<thead>
<tr>
<th>Code</th>
<th>Error message</th>
</tr>
</thead>
<tbody>
<tr>
<td>U1-2117</td>
<td>Fuser Unit Failure: #U1-2117. Turn off then on</td>
</tr>
</tbody>
</table>

- **Symptom / Cause**
  The photo sensor is defective or some part is not assembled properly.

- **Troubleshooting method**

1. Remove the Rear Cover and Duplex Unit. Remove the fuser unit after removing 4 screws.

2. Remove the GUIDE-EXIT LOWER.
   To remove it, first, push and release the green lever to the direction of arrow.
   Then, lift and pull it.
3. To remove the COVER-DUPELX,
   a. Remove 1 screw. Lift up the COVER-DUPEX PATH to the direction of arrow slightly.
   b. Release the both hooks with the tweezers or (-) driver.

4. Check if the fuser is assembled and fuser connector is connected properly.

5. If there is no problem for above steps, reassemble the fuser unit and turn the machine on.

6. If the error persists, execute the Memory Clear. (Note: Perform a backup first if necessary.)

7. If the problem persists, replace the fuser unit with new one.

8. If the problem persists, replace the engine board.
4. Alignment and Troubleshooting

- **Code**
  U1-2320

- **Error message**
  Fuser Unit Failure: #U1-2320. Turn off then on

- **Symptom / Cause**
  The fuser unit is not installed or AC is not supplied to the Heat Lamp. Thermistor is defective.

- **Troubleshooting method**

  1. Check if the fuser unit is installed properly. Turn the machine off then on.

  2. Remove the fuser unit. Remove the COVER-UPPER. And measure the thermostat continuity. Check if the thermostat is opened.

  3. Measure the LAMP-HALOGEN resistance value from the center and both sides. Check if it has the continuity.

  ![Image of fuser unit and lamps](image_url)
4. Check if 2 thermistor connectors are connected properly.

5. Remove the thermistor. Check if the thermistor has curled as shown below. If there is any contamination on the film, clean it.

Caution - Be careful not to be scratched or curled the film.

6. Check if the thermistor connector on the engine board is connected properly.
7. Check if the FDB connector is connected properly.

8. Check if the voltage in user environment is in this range (80V ~ 140V, 160V ~ 260V).

9. Replace the FDB. If the problem persists, replace the engine board.
### Code
U1-2330

### Error message
Fuser Unit Failure: #U1-2330. Turn off then on

### Symptom / Cause
Low Heat error has occurred. The fuser unit can not reach the target temperature within normal time.

### Troubleshooting method

1. Check if the fuser unit is installed properly. Turn the machine off then on.

2. Remove the fuser unit after removing 4 screws.

3. Check if the fuser unit is overheated.
   a. Remove the GUIDE-EXIT LOWER.
      To remove it, first, push and release the green lever to the direction of arrow.
      Then, lift and pull it.
4. Alignment and Troubleshooting

b. Rotate the gear to direction of arrow and check the surface of the Hear roller and Pressure roller. If there is any overheated traces, replace the fuser unit.

![](image1)

- Rotate the gear to direction of arrow.
- Check the surface of the Hear roller and Pressure roller.
- If there is any overheated traces, replace the fuser unit.

Cautions:
- Be careful not to be scratched or curled the film.

4. Remove the COVER-UPPER. Check if the thermistor harness is connected properly and the thermistor is defective.

![](image2)

- Remove the COVER-UPPER.
- Check if the thermistor harness is connected properly.
- Check if the thermistor is defective.

4. Remove the thermistor. Check if the thermistor has curled as shown below. If there is any contamination on the film, clean it.

- Caution - Be careful not to be scratched or curled the film.

![](image3)

- Abnormal
- Normal
5. Check if the center/side lamp is assembled properly.
   a. To remove the COVER-DUPELX,
      Remove 1 screw. Lift up the COVER-DUPEX PATH to the direction of arrow slightly.

   b. Release the both hooks with the tweezers or (-) driver.

   c. Check if the lamp harness and harness are connected properly. (white-white, color-color)
4. Alignment and Troubleshooting

* Reassemble the fuser unit. Turn the machine off then on. If the problem persists, go to the next step.

6. Check if the thermistor connector on the engine board is connected properly.

7. Check if the FDB connector is connected properly.

8. If there is no problem, upgrade the latest firmware.
# 4. Alignment and Troubleshooting

<table>
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<tr>
<th>Code</th>
<th>Error message</th>
</tr>
</thead>
<tbody>
<tr>
<td>U1-2340</td>
<td>Fuser Unit Failure: #U1-2340. Turn off then on</td>
</tr>
</tbody>
</table>

## Symptom / Cause
The overheat error has occurred.

## Troubleshooting method

1. Check if the fuser unit is installed properly. Turn the machine off then on.

2. Remove the fuser unit after removing 4 screws.

3. Check if the fuser unit is overheated.
   a. Remove the GUIDE-EXIT LOWER.
      To remove it, first, push and release the green lever to the direction of arrow.
      Then, lift and pull it.
4. Alignment and Troubleshooting

b. Rotate the gear to direction of arrow and check the surface of the Heat roller and Pressure roller. If there is any overheated traces, replace the fuser unit.

c. Remove the COVER-UPPER. Check if the thermistor harness is connected properly and the thermistor is defective.

4. Remove the thermistor. Check if the thermistor has curled as shown below. If there is any contamination on the film, clean it.
   Caution - Be careful not to be scratched or curled the film.
6. Measure the thermostat resistance. Check if the thermostat is opened. Although the thermostat is opened, check the following steps. And then replace the fuser unit.

7. Remove the FDB cover. Check if the FDB Triac is short. Check the resistance among 3 legs of both transistors. If it is short, replace the FDB.

8. If there is no problem for above steps, replace the FDB, engine board step by step. If the fuser unit is defective, replace it.
### Code
U2-1111

### Error message
LSU Unit Failure: #U2-1111. Turn off then on

#### Symptom / Cause
LSU motor does not work normally.

1. Harness connection error.
2. LSU is defective.
3. Main board is defective.

#### Troubleshooting method

Check the followings.

1. Execute the LSU motor test in EDC mode. Check LSU motor operation sound.

2. If there is no sound, remove the right cover. Check if the C9 or C10 connector is connected properly (Picture-①).

3. It it is OK, remove the top cover. Check if the LSU connector is connected properly. (Picture-②).

4. Check if the LSU harness is defective. (Picture-③)

5. Reconnect the LSU harness and then execute the LSU motor test again.

6. Replace the LSU.

7. If the problem persists, replace the main board.
4. Alignment and Troubleshooting

### Code
U2-1113

### Error message
LSU Unit Failure: #U2-1113. Turn off then on

<table>
<thead>
<tr>
<th><strong>Symptom / Cause</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>LSU LD(Laser Beam Detect) signal is abnormal.</td>
<td></td>
</tr>
<tr>
<td>1. Harness connection error.</td>
<td></td>
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<tr>
<td>2. LSU is defective.</td>
<td></td>
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<tr>
<td>3. Main board is defective.</td>
<td></td>
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<tr>
<td>4. Engine board is defective.</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Troubleshooting method</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Check if the C9 or C10 connector on the main board is connected properly.</td>
<td></td>
</tr>
<tr>
<td>2. Check if the LSU harness is defective.</td>
<td></td>
</tr>
<tr>
<td>3. Check if the LSU connector is connected properly. Reconnect it.</td>
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<tr>
<td>4. Turn the machine off then on.</td>
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<tr>
<td>5. If the problem persists, replace the LSU.</td>
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<tr>
<td>6. If the problem persists after replacing the LSU, remove the main board.</td>
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<tr>
<td>7. If the problem persists after replacing the main board, remove the engine board.</td>
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</tr>
<tr>
<td>8. If you have the DVM, measure the voltage level for LD optical power control before step 5.</td>
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</tr>
<tr>
<td>If it is normal, the value is between 0.6V~2.0V.</td>
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<tr>
<td>If the value is less than 0.5V, check the FFC cable between engine and main board. Replace the FFC cable.</td>
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