3-5-1 Self-diagnosis

(1) Self-diagnostic function

This unit is equipped with a self-diagnostic function. When a problem is detected, copying is disabled and the problem displayed as a code consisting of "C" followed by a number between 001 and 924, indicating the nature of the problem.
A message is also displayed requesting the user to call for service.
After removing the problem, the self-diagnostic function can be reset by turning safety switches 1, 2 or 3 off and back on.

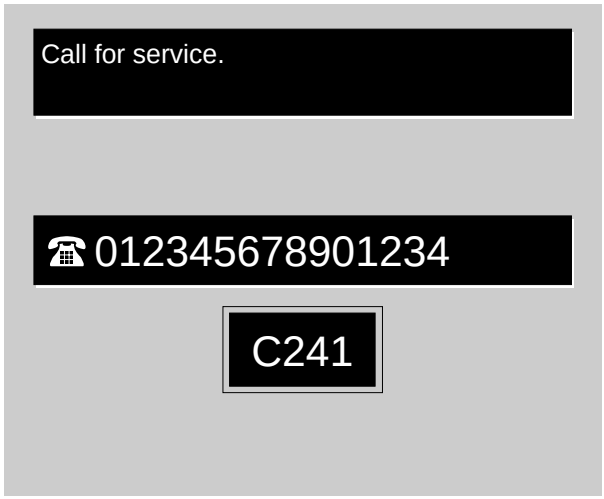

Figure 3-5-1 Service call code display

Self diagnostic codes

Code	Contents	Remarks	
		Causes	Check procedures/ corrective measures
C001	**Memory copy PCB 1 communication problem** • Problems with data from memory copy PCB 1.	Defective memory copy PCB 1.	Replace memory copy PCB 1 and check for correct operation.
C003	**Memory copy PCB 2 problem*1** • Problems with data from memory copy PCB 2.	Defective memory copy PCB 2.	Replace memory copy PCB 2 and check for correct operation.
C010	**RAM/ROM problem** • Read and write data does not match.	Defective main PCB.	Replace the main PCB and check for correct operation.
C011	**Backup memory data problem** • Data in the specified area of the backup memory does not match the specified values.	Problem with the backup memory data.	Turn safety switch 1 off and back on and run maintenance item U020 to set the contents of the backup memory data again.
		Defective backup RAM.	If the C011 is displayed after re-setting the backup memory contents, replace the backup RAM.
C021	**Operation unit main PCB communication problem** • There is no reply after 20 retries at communication.	Poor contact of the connector terminals.	Check the connection of connectors CN6 on the main PCB and CN6 on the operation unit main PCB, and the continuity across the connector terminals. Repair or replace if necessary.
		Defective main PCB or operation unit main PCB.	Replace the main PCB or operation unit main PCB and check for correct operation.

*1: 42 ppm: optional/52 ppm: standard.

Code	Contents	Remarks	
		Causes	Check procedures/ corrective measures
C022	**Communication problem between the engine PCB and main PCB** • There is no reply after 20 retries at communication.	Defective engine ROM IC.	Replace the engine ROM IC on the main PCB and check for correct operation.
		Defective main PCB.	Replace the main PCB and check for correct operation.
C023	**Scanner communication problem** • There is no reply after 5 retries at communication.	Defective main PCB.	Replace the main PCB and check for correct operation.
C024	**Printer board communication problem*2** •There is no reply after 20 retries at communication.	Poor contact of the connector terminals.	Check the connection of connector CN4 on the main PCB and the connector on the printer board. Repair or replace if necessary.
		Defective main PCB or printer board.	Replace the main PCB or printer board and check for correct operation.

*2: Optional.

Code	Contents	Remarks	
		Causes	Check procedures/ corrective measures
C026	**Memory copy PCB 1 communication problem** • There is no reply after five retries at transmitting. • There is no reply after five retries at receiving.	Poor contact of the connector terminals.	Check the connection of connector CN2 on the main PCB and the connector on memory copy PCB 1. Repair or replace if necessary.
		Defective main PCB or memory copy PCB 1.	Replace the main PCB or memory copy PCB 1 and check for correct operation.
C032	**Large paper deck communication problem*1** • Communication errors from the communication microcomputer (IC56) on the main PCB: No communication: there is no replay after 3 retries. Abnormal communication: a communication error (parity or checksum error) is detected five times in succession.	Poor contact of the connector terminals.	Check the connection of connector CN17 on the engine PCB and the connector CN9 on the deck main PCB, and the continuity across the connector terminals. Repair or replace if necessary.
		Defective engine PCB.	Replace the engine PCB and check for correct operation.
		Defective main PCB.	Replace the main PCB and check for correct operation.
		Defective deck main PCB.	Replace the deck main PCB and check for correct operation.
C032	**Paper feed desk communication problem*3** • An error code from the paper feed desk is detected eight times in succession. No communication: there is no reply after 3 retries. Abnormal communication: a communication error (parity or checksum error) is detected five times in succession.	Poor contact of the connector terminals.	Check the connection of connectors CN17 on the engine PCB and CN2 on the desk main PCB, and the continuity across the connector terminals. Repair or replace if necessary.
		Defective engine PCB.	Replace the engine PCB and check for correct operation.
		Defective main PCB.	Replace the main PCB and check for correct operation.
		Defective desk main PCB.	Replace the desk main PCB and check for correct operation.

*1: 42 ppm: optional/52 ppm: standard. *3: Optional for 42 ppm only.

Code	Contents	Remarks	
		Causes	Check procedures/ corrective measures
C034	**Finisher communication problem*2** • Communication errors from the communication microcomputer (IC56) on the main PCB: No communication: there is no reply after 3 retries. Abnormal communication: a communication error (parity or checksum error) is detected five times in succession.	Poor contact of the connector terminals.	Check the connection of connectors CN21 on the engine PCB and CN2 on the finisher main PCB, and the continuity across the connector terminals. Repair or replace if necessary.
		Defective engine PCB.	Replace the engine PCB and check for correct operation.
		Defective main PCB.	Replace the main PCB and check for correct operation.
		Defective finisher main PCB.	Replace the finisher main PCB and check for correct operation.
C036	**Memory copy PCB 2 communication problem*1** • There is no reply after five retries at transmitting. • There is no reply after five retries at receiving.	Poor contact of the connector terminals.	Check the connection of connector CN3 on the main PCB and the connector on memory copy PCB 2. Repair or replace if necessary.
C037	**Communication microcomputer problem** • A problem is detected with the communication microcomputer (IC56) on the main PCB.	Defective main PCB or memory copy PCB 2.	Replace the main PCB or memory copy PCB 2 and check for correct operation.
		Defective main PCB.	Replace the main PCB and check for correct operation.
C104	**Optical system problem** • After AGC, correct input is not obtained at CCD.	Insufficient exposure lamp luminosity.	Replace the exposure lamp or inverter PCB.
		Defective mainPCB.	Replace the mainPCB.
		Incorrect shading position.	Adjust the position of the contact glass (shading plate). If the problem still occurs, replace the scanner home position switch.
		CCD PCB output problem.	Replace the ISU.

*1: 42 ppm: optional/52 ppm: standard. *2: Optional.

Code	Contents	Remarks	
		Causes	Check procedures/ corrective measures
C200	**Drive motor problem** • DM LOCK signal remains high for 1 s, 1 s after the drive motor has turned on.	Poor contact of the drive motor connector terminals.	Reinsert the connector. Also check for continuity within the connector cable. If none, remedy or replace the cable.
		Defective drive motor rotation control circuit.	Replace the drive motor.
		Defective drive transmission system.	Check if the rollers and gears rotate smoothly. If not, grease the bushings and gears. Check for broken gears and replace if any.
C210	**Paper conveying motor problem** • PCM LOCK signal remains high for 1 s, 1 s after the conveying motor has turned on.	Poor contact of the paper conveying motor connector terminals.	Reinsert the connector. Also check for continuity within the connector cable. If none, remedy or replace the cable.
		Defective paper conveying motor rotation control circuit.	Replace the paper conveying motor.
		Defective drive transmission system.	Check if the rollers and gears rotate smoothly. If not, grease the bushings and gears. Check for broken gears and replace if any.

Code	Contents	Remarks	
		Causes	Check procedures/ corrective measures
C220	**Side registration motor problem** • A problem where the side registration home position switch does not turn off after the side registration motor has turned 30 steps or the switch does not turn on after the motor has turned 265 steps is detected twice in succession. (The first time, the copier indicates that the duplex unit is not inserted correctly, requesting the user to open and reinsert the duplex unit. After the second detection, the copier enters partial operation control.)	Defective side registration motor.	Check for continuity across the coil. If none, replace the side registration motor.
		Defective side registration home position switch.	Check if CN9-12 on the engine PCB goes high when the side registration home position switch is on and goes low when the switch is off. If not, replace the switch.
		Poor contact of the connector terminals.	Reinsert the connector. Also check for continuity within the connector cable. If none, remedy or replace the cable.
		Malfunction of the side registration guides.	Check if the side registration guides operate smoothly. If not, repair.
C230	**Paper feed motor problem** • PFM LOCK signal remains high for 1 s, 1 s after the paper feed motor has turned on.	Poor contact of the connector terminals.	Reinsert the connector. Also check for continuity within the connector cable. If none, remedy or replace the cable.
		Defective paper feed motor rotation control circuit.	Replace the paper feed motor.
		Defective drive transmission system.	Check if the rollers and gears rotate smoothly. If not, grease the bushings and gears. Check for broken gears and replace if any.
C231	**Desk drive motor problem*3** • DDM LOCK signal remains high for 1 s, 2 s after the desk drive motor has turned on.	Poor contact of the desk drive motor connector terminals.	Reinsert the connector. Also check for continuity within the connector cable. If none, remedy or replace the cable.
		Defective desk drive motor rotation control circuit.	Replace the desk drive motor.

*3: Optional for 42 ppm only.

Code	Contents	Remarks	
		Causes	Check procedures/ corrective measures
C231	**Desk drive motor problem*3** • DDM LOCK signal remains high for 1 s, 2 s after the desk drive motor has turned on.	Defective drive transmission system.	Check if rollers and gears rotate smoothly. If not grease the bushings and gears. Check for broken gears and replace if any.
C241	**Upper lift motor problem** • When the drawer is inserted, the upper lift limit switch does not turn on within 4 to 5 s of the upper lift motor turning on. • During copying, the upper lift limit switch does not turn on within 200 ms of the upper lift motor turning on.	Broken gears or couplings of the upper lift motor.	Replace the upper lift motor.
		Defective upper lift motor.	Check for continuity across the coil. If none, replace the upper lift motor.
		Poor contact of the upper lift motor connector terminals.	Reinsert the connector. Also check for continuity within the connector cable. If none, remedy or replace the cable.
		Defective upper lift limit switch.	Check if CN15-3 on the engine PCB goes low when the upper lift limit switch is turned on. If not, replace the upper lift limit switch.
		Poor contact of the upper lift limit switch connector terminals.	Reinsert the connector. Also check for continuity within the connector cable. If none, remedy or replace the cable.
C242	**Lower lift motor problem** • When the drawer is inserted, the lower lift limit switch does not turn on within 4 to 5 s of the lower lift motor turning on. • During copying, the lower lift limit switch does not turn on within 200 ms of the lower lift motor turning on.	Broken gears or couplings of the lower lift motor	Replace the lower lift motor.
		Defective lower lift motor.	Check for continuity across the coil. If none, replace the lower lift motor.
		Poor contact of the lower lift motor connector terminals.	Reinsert the connector. Also check for continuity within the connector cable. If none, remedy or replace the cable.

*3: Optional for 42 ppm only.

Code	Contents	Remarks	
		Causes	Check procedures/ corrective measures
C242	**Lower lift motor problem** • When the drawer is inserted, the lower lift limit switch does not turn on within 4 to 5 s of the lower lift motor turning on. • During copying, the lower lift limit switch does not turn on within 200 ms of the lower lift motor turning on.	Defective lower lift limit switch.	Check if CN15-4 on the engine PCB goes low when the lower lift limit switch is turned on. If not, replace the upper lift limit switch.
		Poor contact of the lower lift limit switch connector terminals.	Reinsert the connector. Also check for continuity within the connector cable. If none, remedy or replace the cable.
C243	**Upper desk lift motor problem*3** • When the drawer is inserted, the upper desk lift limit switch does not turn on within 4 to 5 s of the upper desk lift motor turning on. • During copying, the upper desk lift limit switch does not turn on within 200 ms of the upper desk lift motor turning on.	Broken gears or couplings of the upper desk lift motor.	Replace the upper desk lift motor.
		Defective upper desk lift motor.	Check for continuity across the coil. If none, replace the upper desk lift motor.
		Poor contact of the upper desk lift motor connector terminals.	Reinsert the connector. Also check for continuity within the connector cable. If none, remedy or replace the cable.
		Defective upper desk lift limit switch.	Check if CN3-11 on the desk main PCB goes low when the upper desk lift limit switch is turned on. If not, replace the upper desk lift limit switch.
		Poor contact of the upper desk lift limit switch connector terminals.	Reinsert the connector. Also check for continuity within the connector cable. If none, remedy or replace the cable.

*3: Optional for 42 ppm only.

Code	Contents	Remarks	
		Causes	Check procedures/ corrective measures
C244	**Lower desk lift motor problem*3** • When the drawer is inserted, the lower desk lift limit switch does not turn on within 4 to 5 s of the lower desk lift motor turning on. • During copying, the lower desk lift limit switch does not turn on within 200 ms of the lower desk lift motor turning on.	Broken gears or couplings of the lower desk lift motor.	Replace the lower desk lift motor.
		Defective lower desk lift motor.	Check for continuity across the coil. If none, replace the lower desk lift motor.
		Poor contact of the lower desk lift motor connector terminals.	Reinsert the connector. Also check for continuity within the connector cable. If none, remedy or replace the cable.
		Defective lower desk lift limit switch.	Check if CN3-12 on the desk main PCB goes low when the lower desk lift limit switch is turned on. If not, replace the upper desk lift limit switch.
		Poor contact of the lower desk lift limit switch connector terminals.	Reinsert the connector. Also check for continuity within the connector cable. If none, remedy or replace the cable.
C310	**Scanner carriage problem** • The home position is not correct when the power is turned on or at the start of copying using the bypass table.	Poor contact of the connector terminals.	Check the connection of connector CN5 on the main PCB and the continuity across the connector terminals. Repair or replace if necessary.
		Defective scanner home position switch.	Replace the scanner home position switch.
		Defective main PCB or scanner motor PCB.	Replace the main PCB or scanner motor PCB and check for correct operation.
		Defective scanner motor.	Replace the scanner motor.

*3: Optional for 42 ppm only.

Code	Contents	Remarks	
		Causes	Check procedures/ corrective measures
C332	**Scanner watchdog problem** • The main routine does not run within 8.192 ms of the main switch being turned on.	Defective main PCB.	Replace the main PCB and check for correct operation.
C340	**Original detection position problem** • The original size detection microcomputer in the main PCB cannot store initial data correctly.	Poor contact of the connectors.	Check the connection of connector CN7 on the scanner motor PCB and the continuity across the connector terminals. Repair or replace if necessary.
		Defective original size sensor.	Replace the original size sensor.
		Defective main PCB or scanner motor PCB.	Replace the main PCB or scanner motor PCB and check for correct operation.
C400	**Polygon motor synchronization problem** • The polygon motor does not reach the stable speed within 9 s of the polygon motor remote signal turning on.	Poor contact of the polygon motor connector terminals.	Reinsert the connector. Also check for continuity within the connector cable. If none, remedy or replace the cable.
		Defective polygon motor.	Replace the LSU.
		Defective power source PCB.	Check if 24 V DC is supplied to CN6-5 on the engine PCB. If not, replace the power source PCB.
		Defective engine PCB.	Check if 24 V DC is output from CN7-1 on the engine PCB. If not, replace the engine PCB.
C401	**Polygon motor steady-state problem** • The polygon motor rotation is not stable for 600 ms after the polygon motor rotation has been stabilized.	Poor contact of the polygon motor connector terminals.	Reinsert the connector. Also check for continuity within the connector cable. If none, remedy or replace the cable.
		Defective polygon motor.	Replace the LSU.

Code	Contents	Remarks	
		Causes	Check procedures/ corrective measures
C401	**Polygon motor steady-state problem** • The polygon motor rotation is not stable for 600 ms after the polygon motor rotation has been stabilized.	Defective power source PCB.	Check if 24 V DC is supplied to CN6-5 on the engine PCB. If not, replace the power source PCB.
		Defective engine PCB.	Check if 24 V DC is output from CN7-1 on the engine PCB. If not, replace the engine PCB.
C420	**BD steady-state problem** • The VTC detects a BD error for 600 ms after the polygon motor rotation has been stabilized.	Defective laser diode.	Replace the LSU.
		Defective polygon motor.	Replace the LSU.
		Defective main PCB.	Replace the main PCB.
C510	**Main charger problem** • MC ALM signal is detected continuously for 400 ms when MC REM signal is turned on.	Defective high-voltage transformer PCB.	Replace the high-voltage transformer PCB.
		Leakage during main charging.	Check and clean the main charger assembly.
C511	**Transfer/separation high-voltage problem** • STALM signal is detected continuously for 400 ms when TC/SC REM signal is turned on.	Defective high-voltage transformer PCB.	Replace the high-voltage transformer PCB.
		Leakage during transfer/separation charging.	Check and clean the transfer charger assembly.
C610	**Broken fixing unit thermistor wire** • The fixing temperature does not increase for 40 s after the fixing heaters have been turned on for warming up. • The fixing temperature remains below 50˚C/122˚F for 10 s continuously after the fixing heaters have been turned on during stabilization.	Poor contact of the fixing unit thermistor connector terminals.	Check the connection of connector CN3-B8 on the engine PCB and the continuity across the connector terminals. Repair or replace if necessary.
		Broken fixing unit thermistor wire.	Measure the resistance. If it is infinite, replace the fixing unit thermistor.
		Fixing unit thermistor installed incorrectly.	Check and reinstall if necessary.
		Fixing unit thermostat triggered.	Check for continuity. If none, replace the fixing unit thermostat.

Code	Contents	Remarks	
		Causes	Check procedures/ corrective measures
C610	**Broken fixing unit thermistor wire** • The fixing temperature does not increase for 40 s after the fixing heaters have been turned on for warming up. • The fixing temperature remains below 50˚C/122˚F for 10 s continuously after the fixing heaters have been turned on during stabilization.	Fixing unit heater M or S installed incorrectly.	Check and reinstall if necessary.
		Broken fixing unit heater M or S wire.	Check for continuity. If none, replace the fixing unit heater M or S.
C620	**Abnormally low fixing temperature** • The fixing temperature remains below 120˚C/248˚F for 10 s.	Poor contact of the fixing unit thermistor connector terminals.	Check the connection of connector CN3-B8 on the engine PCB and the continuity across the connector terminals. Repair or replace if necessary.
		Broken fixing unit thermistor wire.	Measure the resistance. If it is infinite, replace the fixing unit thermistor.
		Fixing unit thermistor installed incorrectly.	Check and reinstall if necessary.
		Fixing unit thermostat triggered.	Check for continuity. If none, replace the fixing unit thermostat.
		Fixing unit heater M or S installed incorrectly.	Check and reinstall if necessary.
		Broken fixing unit heater M or S wire.	Check for continuity. If none, replace the fixing unit heater M or S.

Code	Contents	Remarks	
		Causes	Check procedures/ corrective measures
C630	**Abnormally high fixing temperature** • The fixing temperature exceeds 220˚C/428˚F for 10 s. • The fixing unit high temperature detection circuit on the engine PCB detects an abnormally high temperature.	Shorted fixing unit thermistor.	Measure the resistance. If it is infinite, replace the fixing unit thermistor.
		Broken fixing unit heater control circuit on the power source PCB.	Replace the power source PCB.
C640	**Zero-crossing signal problem** • The main PCB does not detect the zero-crossing signal (Z CROSS SIG) for the time specified below. At power-on: 3 s Others: 5 s	Poor contact of the connector terminals.	Check the connection of connectors CN10-5 on the main PCB and CN4-3 on the power source PCB, and the continuity across the connector terminals. Repair or replace if necessary.
		Defective power source PCB.	Check if the zero-crossing signal is output from CN4-3 on the power source PCB. If not, replace the power source PCB.
		Defective main PCB.	Replace the main PCB if C640 is detected while CN4-3 on the power source PCB outputs the zero-crossing signal.
C710	**Toner sensor problem** • The sensor output voltage is outside the range of 0.5 to 4.5 V during copying or in maintenance item U130. • The toner sensor control voltage cannot be set within the range in maintenance item U130.	Defective toner sensor.	Replace the toner sensor.
		Poor contact of the toner sensor connector terminals.	Reinsert the connector. Also check for continuity within the connector cable. If none, remedy or replace the cable.
		Developer problem.	Replace the developer.

Code	Contents	Remarks	
		Causes	Check procedures/ corrective measures
C730	**Broken external temperature thermistor wire** • The input voltage is above 4.5 V (230 bits).	Poor contact of the humidity sensor PCB connector terminals.	Reinsert the connector. Also check for continuity within the connector cable. If none, remedy or replace the cable.
		Defective external temperature thermistor.	Replace the humidity sensor PCB.
C731	**Short-circuited external temperature thermistor** • The input voltage is below 0.5 V (250 bits).	Poor contact of the humidity sensor PCB connector terminals.	Reinsert the connector. Also check for continuity within the connector cable. If none, remedy or replace the cable.
		Defective external temperature thermistor.	Replace the humidity sensor PCB.
C740	**Toner hopper problem** • The toner hopper lockup sensor does not turn off after the toner recycle motor has rotated for at least 1 minute.	Toner main hopper lockup.	Remove the recycled toner in the toner main hopper if it locks up.
		Defective toner hopper lockup sensor.	Replace the toner hopper lockup sensor.
		Poor contact of the toner hopper lockup sensor connector terminals.	Reinsert the connectors. Also check for continuity within the cable. If none, remedy or replace the cable.
		Defective toner recycle motor.	Check for continuity across the coils. If none, replace the recycle motor.
		Poor contact of the toner recycle motor connector terminals.	Reinsert the connectors. Also check for continuity within the cable. If none, remedy or replace the cable.

Code	Contents	Remarks	
		Causes	Check procedures/ corrective measures
C801	**Finisher paper conveying motor problem*2** • The paper conveying motor lockup signal is detected for 0.5 s or longer.	The paper conveying motor connector makes poor contact.	Reinsert the connector. Also check for continuity within the connector cable. If none, remedy or replace the cable.
		The paper conveying motor malfunctions.	Replace the paper conveying motor and check for correct operation.
		Defective finisher main PCB.	Replace the finisher main PCB and check for correct operation.
C803	**Finisher paper conveying belt problem*2** • An on-to-off or off-to-on state change of the paper conveying belt home position sensor is not detected within 2 s of the paper conveying belt clutch turning on.	The paper conveying belt is out of phase.	Adjust the paper conveying belt so that it is in phase and check for correct operation.
		The paper conveying belt clutch malfunctions.	Replace the paper conveying belt clutch and check for correct operation.
		The paper conveying belt home position sensor malfunctions.	Replace the paper conveying belt home position sensor and check for correct operation.
		The paper conveying belt home position sensor connector makes poor contact.	Reinsert the connector. Also check for continuity within the connector cable. If none, remedy or replace the cable.
		The internal tray is incorrectly inserted.	Check whether the internal tray unit or front cover catches are damaged.

*2: optional.

Code	Contents	Remarks	
		Causes	Check procedures/ corrective measures
C814	**Finisher tray elevation motor problem*2** • The sort tray is not detected in the home position within 30 s of the start of the tray elevation motor rotation.	The tray elevation motor connector makes poor contact.	Reinsert the connector. Also check for continuity within the connector cable. If none, remedy or replace the cable.
		The tray elevation motor malfunctions.	Replace the tray elevation motor and check for correct operation.
		Defective finisher main PCB.	Replace the finisher main PCB and check for correct operation.
C817	**Finisher front jogger motor problem*2** • While the front jogger is not detected in the home position, the front jogger home position sensor does not detect the jogger within 1.5 s of the start of front jogger motor clockwise rotation. • After the front jogger is detected in the home position, the front jogger home position sensor still detects the jogger within 0.5 s of the start of front jogger motor counterclockwise rotation.	The front jogger motor connector makes poor contact.	Reinsert the connector. Also check for continuity within the connector cable. If none, remedy or replace the cable.
		The front jogger motor malfunctions.	Replace the front jogger motor and check for correct operation.
		The front jogger motor home position sensor connector makes poor contact.	Reinsert the connector. Also check for continuity within the connector cable. If none, remedy or replace the cable.
		The front jogger motor home position sensor malfunctions.	Replace the front jogger home position sensor and check for correct operation.
		Defective finisher main PCB.	Replace the finisher main PCB and check for correct operation.

*2: optional.

Code	Contents	Remarks	
		Causes	Check procedures/ corrective measures
C818	**Finisher rear jogger motor problem*2** • While the rear jogger is not detected in the home position, the rear jogger home position sensor does not detect the jogger within 1.5 s of the start of rear jogger motor clockwise rotation. • After the rear jogger is detected in the home position, the rear jogger home position sensor still detects the jogger within 0.5 s of the start of rear jogger motor counterclockwise rotation.	The rear jogger motor connector makes poor contact.	Reinsert the connector. Also check for continuity within the connector cable. If none, remedy or replace the cable.
		The rear jogger motor malfunctions.	Replace the rear jogger motor and check for correct operation.
		The rear jogger motor home position sensor connector makes poor contact.	Reinsert the connector. Also check for continuity within the connector cable. If none, remedy or replace the cable.
		The rear jogger motor home position sensor malfunctions.	Replace the rear jogger home position sensor and check for correct operation.
		Defective finisher main PCB.	Replace the finisher main PCB and check for correct operation.

*2: optional.

Code	Contents	Remarks	
		Causes	Check procedures/ corrective measures
C821	**Finisher front stapler problem*2** • The front stapler home position sensor does not change state from non-detection to detection within 0.2 s of the start of front stapler motor counterclockwise (forward) rotation. • During initialization, the front stapler home position sensor does not change state from non-detection to detection within 0.6 s of the start of front stapler motor clockwise (reverse) rotation.	The front stapler connector makes poor contact.	Reinsert the connector. Also check for continuity within the connector cable. If none, remedy or replace the cable.
		The front stapler malfunctions. a) The front stapler is blocked with a staple. b) The front stapler is broken.	a) Remove the front stapler cartridge, and check the cartridge and the stapling section of the stapler. b) Replace the front stapler and check for correct operation.
		Defective finisher main PCB.	Replace the finisher main PCB and check for correct operation.
C822	**Finisher rear stapler problem*2** • The rear stapler home position sensor does not change state from non-detection to detection within 0.2 s of the start of rear stapler motor counterclockwise (forward) rotation. • During initialization, the rear stapler home position sensor does not change state from non-detection to detection within 0.6 s of the start of rear stapler motor clockwise (reverse) rotation.	The rear stapler connector makes poor contact.	Reinsert the connector. Also check for continuity within the connector cable. If none, remedy or replace the cable.
		The rear stapler malfunctions. a) The rear stapler is blocked with a staple. b) The rear stapler is broken.	a) Remove the rear stapler cartridge, and check the cartridge and the stapling section of the stapler. b) Replace the rear stapler and check for correct operation.
		Defective finisher main PCB.	Replace the finisher main PCB and check for correct operation.

*2: optional.

Code	Contents	Remarks	
		Causes	Check procedures/ corrective measures
C920	**Deck paper conveying motor problem*1** • No pulse is input within 500 ms of the start-up. • No pulse is input within 100 ms of the previous pulse input.	The deck paper conveying motor connector makes poor contact.	Reinsert the connector. Also check for continuity within the connector cable. If none, remedy or replace the cable.
		Defective deck paper conveying motor PCB.	Replace the deck paper conveying motor PCB and check for correct operation.
		The deck paper conveying motor does not rotate correctly (the motor is overloaded).	Check the gears and remedy if necessary.
C921	**Paper deck motor 1 problem*1** • No pulse is input within 20 ms of the start-up. • No pulse is input within 400 ms of the previous pulse input.	Paper deck motor 1 connector makes poor contact.	Reinsert the connector. Also check for continuity within the connector cable. If none, remedy or replace the cable.
		Paper deck motor 1 does not rotate correctly (the motor is overloaded).	Check the gears and remedy if necessary.

*1: 42 ppm: optional/52 ppm: standard.

Code	Contents	Remarks	
		Causes	Check procedures/ corrective measures
C922	**Paper deck motor 2 problem*1** • No pulse is input within 20 ms of the start-up. • No pulse is input within 400 ms of the previous pulse input.	Paper deck motor 2 connector makes poor contact.	Reinsert the connector. Also check for continuity within the connector cable. If none, remedy or replace the cable.
		Paper deck motor 2 does not rotate correctly (the motor is overloaded).	Check the gears and remedy if necessary.
C923	**Right lift position problem*1** • While the paper deck motor is driving, lift upper limit switch 1 detects the right lift reaching the upper limit.	Upper limit switch 1 connector makes poor contact.	Reinsert the connector. Also check for continuity within the connector cable. If none, remedy or replace the cable.
		Deck level switch 1 connector makes poor contact.	Reinsert the connector. Also check for continuity within the connector cable. If none, remedy or replace the cable.
C924	**Left lift position problem*1** • While the paper deck motor is driving, lift upper limit switch 2 detects the left lift reaching the upper limit.	Upper limit switch 2 connector makes poor contact.	Reinsert the connector. Also check for continuity within the connector cable. If none, remedy or replace the cable.
		Deck level switch 2 connector makes poor contact.	Reinsert the connector. Also check for continuity within the connector cable. If none, remedy or replace the cable.

*1: 42 ppm: optional/52 ppm: standard.