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3-5-1 Self-diagnosis

(1) Self-diagnostic function

This unit is equipped with a self-diagnostic function. When it detects a problem with itself, it disables copying and displays the problem as a code consisting of “C” followed by a two-digit number, indicating the nature of the problem. A message, “Call for service,” is also displayed.

After removing the problem, the self-diagnostic function can be reset by opening and closing the front cover to turn safety switch 1 off and on.

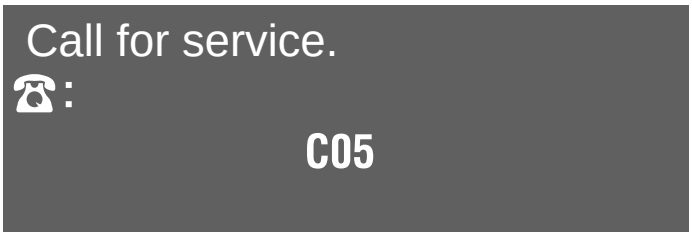

Figure 3-5-1 Service call code display

Self diagnostic codes

Code	Contents	Remarks	
		Causes	**Check procedures/ corrective measures**
C05	**Operation unit PCB communication problem** There is a communication problem between the main PCB and operation unit PCB.	The connectors of the wires between the main PCB and operation unit PCB make poor contact.	Check the connection of connectors of the wires between the main PCB and operation PCB.
		Defective main PCB or operation unit PCB.	Replace the main PCB or operation unit PCB and check for correct operation.
C06	**Engine PCB communication problem** There is a communication problem between the main PCB and engine PCB.	The connectors of the wires between the main PCB and engine PCB make poor contact.	Check the connection of connectors on the main PCB and engine PCB.
		Defective main PCB or engine PCB.	Replace the main PCB or engine PCB and check for correct operation.
C07	**Checksum problem in the SRAM programming area** There is a difference between the checksum in the SRAM programming area stored when the power is turned off and the value checked when the power is turned on.	Defective engine PCB.	Replace the engine PCB and check for correct operation.
C08	**Checksum problem in the SRAM software area** There is a difference between the checksum in the SRAM software area stored when the power is turned off and the value checked when the power is turned on.	Defective engine PCB.	Replace the engine PCB and check for correct operation.

Code	Contents	Remarks	
		Causes	Check procedures/ corrective measures
C10	**Exposure lamp problem** The value of the ASIC address AGCHMAX is 30 or less when scanning the white reference data.	The connectors of the exposure lamp make poor contact.	Check the connection of the connectors of the exposure lamp.
		Defective inverter PCB or engine PCB.	Replace the inverter PCB or engine PCB and check for correct operation.
C31	**The scanner home position switch problem** The scanner home position switch does not turn on when expected. The scanner home position switch does not turn off when expected.	The connectors of the scanner home position switch make poor contact.	Check the connection of the connectors of the scanner home position switch.
		Defective scanner home position switch.	Check if CN13-7 on the engine PCB goes high when the scanner home position switch is on and goes low when the switch is off. If it does not, replace the scanner home position switch.
C42	**Laser scanner unit problem** The laser scanner unit is not stabilized (the MSYNC signal remains high) within 6 s after the scanner motor turns on. The MSYNC signal goes high after the laser scanner unit is stabilized.	Defective laser scanner unit.	Replace the laser scanner unit and check for correct operation.

Code	Contents	Remarks	
		Causes	Check procedures/ corrective measures
C51	**Main charger output problem** The MC ALM signal is output from the high-voltage transformer PCB while the main charger output is on.	Main charger output leaking.	Check the charger housing visually and clean it if it is dirty.
		Broken charger wire.	Check the charger wire visually and replace it if it is broken.
		Defective high-voltage transformer PCB.	Replace the high-voltage transformer PCB and check for correct operation.
C52	**Transfer high-voltage output problem** The TC ALM signal is output from the high-voltage transformer PCB while the transfer high-voltage output is on.	Transfer high-voltage output leaking.	Check the transfer wire and repair it if necessary.
		Defective high-voltage transformer PCB.	Replace the high-voltage transformer PCB and check for correct operation.
C60	**Fixing problems** The fixing temperature does not rise within 5 s after the fixing heater is turned on. The fixing temperature does not exceed 120°C/ 248°F within 100 s after the fixing heater is turned on. The fixing temperature does not exceed 165°C/ 329°F within 100 s after the fixing heater is turned on. The fixing temperature rises to 210°C/410°F or higher during secondary stabilization or preheat. The fixing temperature drops to 120°C/248°F or lower during secondary stabilization or preheat. The fixing heater remains on for 25 s or longer during secondary stabilization or preheat. An error signal is output from the engine PCB.	Broken fixing heater wire.	Check for continuity across the fixing heater. If none, replace the heater.
		Fixing unit thermostat 1/ 2 actuated.	After clarifying the cause of the actuation, replace the fixing thermostat 1/2.
		Fixing unit thermistor installed incorrectly.	Check fixing unit thermistor and reinstall it if necessary.
		Broken fixing unit thermistor wire.	Measure the resistance. If it is $\infty\ \Omega$, replace the fixing unit thermistor.
		Shorted fixing unit thermistor.	Measure the resistance. If it is 0 Ω, replace the fixing unit thermistor.
		Defective power source PCB.	Replace the power source PCB and check for correct operation.