A3 40ppmLBP(@A4LEF)
Operation Manual

Ver. 3.0

October. 12, 2000

Warning:

- Do not operate the equipment in ways not described in this manual, to prevent the possibility of damage. The manufacturer will not be responsible for any problems or damage that arises from improper use.
- Electrical specifications and safety regulations differ in various countries. You should purchase only a product and consumables designed to be used in your country. Do not take the product or consumables to other countries.
- Contents of this manual are subject to change without prior notice.
- Reproduction of this manual in whole or in part on any kind of media is strictly prohibited.
- Comments about this manual are welcome. If you notice any problems, the manufacturer would appreciate hearing from you.

Introduction

Thank you for selecting this laser printer. In this manual you will find important information regarding operation and care of your printer. Please read this manual in its entirety and keep it at hand for later reference.

Sections marked [!] denote important instructions for assuring safe use of the printer. Pay special attention to these sections and read them fully before operating the printer.

This printer is certified as a Class 1 laser product under the U.S. Department of Health and Human Services (DHHS) Radiation Performance Standard according to the Radiation Control for Health and Safety Act of 1968. This means that the printer does not emit hazardous laser radiation.

Since radiation emitted inside the printer is completely confined within the protective housings and external covers, the laser beam cannot escape from the machine during any phase of user operation.

The Center for Devices and Radiological Health (CDRH) of the U.S. Food and Drug Administration implemented regulations for laser products on August 1976. These regulations apply to laser products marketed in the United States. The label on the printer indicates compliance with the CDRH regulations and must be attached to laser products marketed in the United States.

⚠ Warning:

Use of controls, adjustments or performance of procedures other than those specified in this manual may result in hazardous laser radiation exposure.

Radio Interference

* Class B Equipment

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult with the dealer or an experienced radio/television technician for help.

What This Manual Contains

This manual consists of four chapters and the appendixes section.

Chapter 1 Before Installation

Describes contents of the package and names of parts, as well as information on how paper travels during the printing process.

Chapter 2 Installation

Walks you through installing the printer. Be sure to read this chapter before installing the printer.

Chapter 3 Daily Operations

Explains how to replenish paper, replace the EP cartridge, and perform other tasks necessary for day-to-day operations of the printer.

Chapter 4 Troubleshooting

Covers procedures to isolate and solve problems that may occur during use of the printer.

Appendixes

The appendixes section contains details on paper, consumables, Optional Paper Cassettes and Feeder, High Capacity Stacker, Duplex Printing Unit, High Capacity Feeder, and specifications.

Manual Conventions

The following conventions are used in this manual.

Important: Provides information required to successfully complete an operation or procedure. Be sure to read this before performing the relevant operation.

Note: Provides useful additional information.

Reference: Provides further information for reference.

Throughout the manual, the personal computer or workstation to which the printer is to be connected is called the “host computer”.

Features

This printer offers the following outstanding features.

High-quality printing

The laser printer engine assures razor-sharp output of graphics and text, even at very small point sizes, at resolution up to 1200 dpi x 1200 dpi (Option).

Ergonomic operation

The easy-to-read display clearly shows the operation status of the printer. Ergonomically shaped front-panel buttons are used to control all functions.

User-friendly EP cartridge

The integrated EP cartridge contains both the toner and the photosensitive drum in a single housing, which makes it easy to replace the cartridge.

Flexible paper handling

The front-side paper tray can be set for a wide variety of paper sizes, both standard and non-standard max. 305 x 508 mm, including extended A3 for camera-ready copy. It can also accommodate envelopes and labels. The paper cassette is a universal type which can hold up to 500 sheets and can be set to any size from A3 to A5. A dedicated cassette that can hold 500 sheets of extended A3 for camera-ready copy (330 x 470 mm) is available as an option. Various other optional cassettes such as the 2000-sheet High Capacity Feeder are also available.

Continuous printing of up to 3150 sheets

Two optional 500-sheet paper cassettes can be added to the printer, resulting in a combined capacity of 1500 sheets. Together with the front paper tray (150 sheets) and the optional High Capacity Feeder (2000 sheets), the maximum total capacity for continuous printing therefore is 3150 sheets.

High-volume output

The printer offers high-volume output of up to 40 pages per minutes (ppm) for A4 size paper.

Duplex printing (Option)

The optional duplex printing unit allows the printer to print on both sides of a sheet.

High Capacity Stacker (Option)

Installing the optional HCS unit enables the printer to output up to 1000 sheets.

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Safety Notes

Read this section carefully to ensure that you operate your machine safely.

This section describes the graphic symbols used throughout the guide.

WARNING is used to alert operators to an operating procedure, practice, or condition that, if not strictly observed may result in severe injury or loss of life.

CAUTION is used to alert operators to an operating procedure, practice, or condition that if not strictly observed, might result in safety hazards to personnel or damage to equipment.

This symbol is used to alert operators to a specific operating procedure that requires close attention. Read and follow instructions carefully.

This symbol is used to alert operators to a specific operating procedure that must not be performed. Read and follow instructions carefully.

This symbol is used to alert operators to a specific operating procedure that should be emphasized for operating safety. Read instructions carefully before performing the required procedure.

Installations and relocation

CAUTION

Prohibited

Do not place the machine in a hot, humid, dusty, or poorly ventilated environment. Prolonged exposure to these adverse conditions can cause a fire or shock hazard.

Prohibited

Do not place the machine near heaters or volatile, flammable, or combustible materials such as curtains that may catch fire.

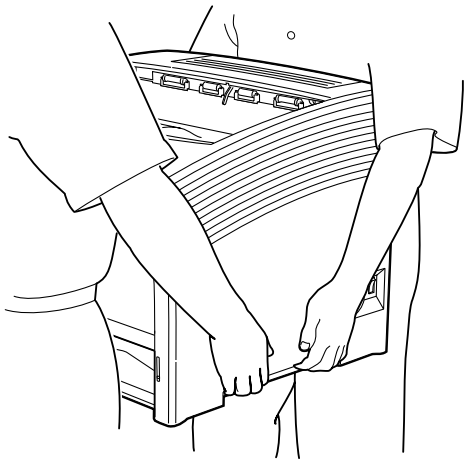
Instructions

Place the machine on a level and sturdy surface that can withstand the machine weight. If tilted, the machine may fall over and cause injuries.

Instructions

The machine weighs 26kg. When carrying the equipment, play it safe. Get help.

When lifting the machine face the front panel and firmly grip the recessed areas provided on both sides and the bottom left of the machine. Never try to lift the machine by gripping any other areas. Lifting the machine by gripping any other areas can cause the machine to fall, resulting in injuries.

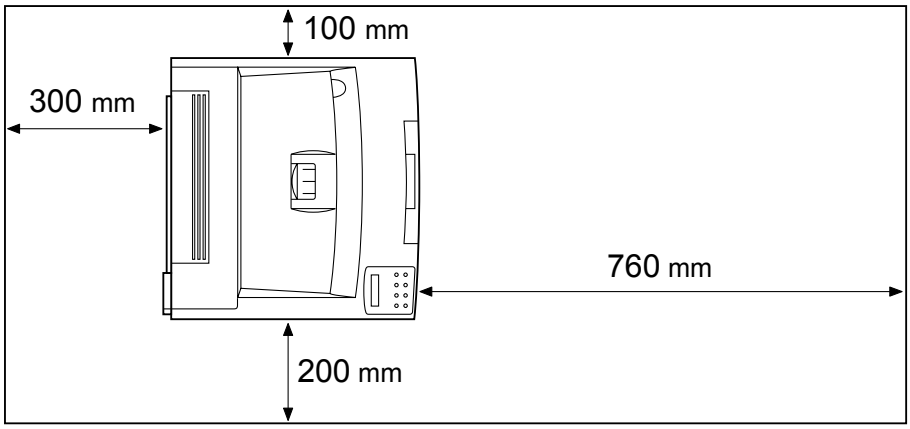


Instructions

When lifting the machine, get a firm footing and bend your knees to avoid possible injuries to your back.

Instructions

The machine has ventilation holes on the rear panel and side panel. Ensure that the machine is installed with a minimum clearance of 100mm from its right side to the wall and 200mm from its left side to the wall and 300mm from the rear vent to the wall. A poorly ventilated machine can cause excessive internal heat and a fire. The accompanying diagram shows the minimum clearances required for normal operation, consumables replacement, and maintenance to ensure your machine operates at peak performance.

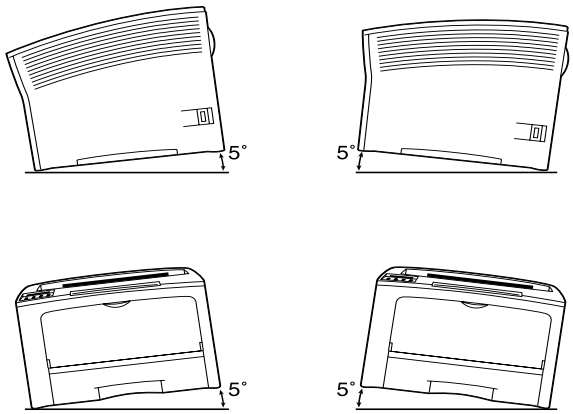


Unplug

When moving the machine, be sure to unplug the power cord from the outlet. If the machine is moved with the power cord connected, it can cause damage to the cord which could result in a fire or shock hazard.

Prohibited

When moving the machine, do not tilt it more than indicated below. If tilted excessively, the machine may fall over and cause injuries.



Other Precautions

- The machine is capable of operating normally within the following recommended environmental limits.

  Temperature range 10 - 32°C
  Humidity range 15 - 85% (no condensation)

- Humidity should be 70% or below at 32°C, and temperature should be 28°C or below at 85% humidity.

  Note: Sudden temperature fluctuations can affect copy quality. Rapid heating of a cold room can cause condensation inside the machine, directly interfering with image transfer.

- Do not expose the machine to direct sunlight. Exposure to direct sunlight can adversely affect the machine's performance.

- Do not allow the machine to tilt more than x mm front to back and more than xx mm left to right. If tilted excessively, consumables may spill and cause machine damage.

Power requirements and earthing connection

WARNING

Instructions

Three power specifications are listed below. The specifications that apply to your machine depend on your machine configuration. Connect the power plug only to a properly rated power outlet. Otherwise, it can cause a fire or shock hazard. If in doubt, contact the Xerox Customer Support Centre.

- Rated voltage: 100V
  Rated frequency: 50/60Hz
- Rated voltage: 120V
  Rated frequency: 50/60Hz
- Rated voltage: 220-240V
  Rated frequency: 50/60Hz

Never use multi-plug adaptors to plug multiple power plugs in the same outlet. Be sure to operate the machine on a sole-use receptacle. Multiple connectors can cause the outlet to overheat and cause a fire.

Instructions

Ensure that the plug connection is free of dust. In a damp environment, a contaminated connector can draw a non-negligible amount of current that can generate heat and eventually cause a fire over an extended period of time.

Instructions

Always use the power cord provided with your machine. When an extension power cord is required, always use a properly rated cord.

- In Japan: 125V/15A
- In other countries: Contact the Xerox Customer Support Centre.
  If you use a cord with an unspecified current rating, the machine or plug may emit smoke or become hot to the touch externally.

Prohibited

Do not attempt to rework, pull, bend, chafe, or otherwise damage the power cord. Do not place a heavy object on the cord. A damaged cord can cause a fire or shock hazard.

Prohibited

Never touch a power cord with wet hands. Danger of electric shock exists.

Unplug

Stop operation immediately if your machine produces smoke, excessive heat, unusual noise, or smell, or if water is spilt into the machine. These conditions can result in a fire. Immediately switch off and unplug the machine, and contact the Xerox Customer Support Centre.

Ground
Earth

To prevent a fire or shock hazard, follow the instruction below based on your machine configuration. If in doubt, contact the Xerox Customer Support Centre.

- If your machine is a 220-240V model, there is no need to attach a separate earth line since the earth connection is incorporated in the power line. Plug it into a properly rated outlet.
- If your machine is a 100 or 110V model, use the green earth wire bundled with the power cord, located at the rear of the machine.
  The earth wire must be connected to one of the following conductors.
  Earth terminal of the specified power outlet
  A piece of copper buried in the earth 650mm or deeper
  Earth terminal with Class 3* earthing.
  * Class 3 is the regulation for Japan only.

Prohibited

Never connect the earth wire to any of the following.

- Gas pipe, which can cause ignition or an explosion
- Telephone line earth wire or lightning rod, which can draw an excessive electric current if hit by lightning
- Water faucet or pipe whose electrical conductivity is broken by a non-metal part

If the power cord is broken or insulated wires are exposed, ask the Xerox Customer Support Centre for a replacement. Using a damaged cord can cause a fire or shock hazard.

CAUTION

Prohibited

Do not unplug or replug the machine when it is on. Unplugging a live connector can deform the plug and cause a fire.

Instructions

When unplugging the machine, grasp the plug instead of the cord. Forcibly pulling on the cord can damage it and cause a fire or shock hazard.

Unplug

Be sure to switch off and unplug the machine before accessing the interior of the machine for cleaning, maintenance, or fault clearance. Access to a live machine's interior can cause a shock hazard.

Unplug

When the machine is not used over an extended period of time, switch it off and unplug it. If an unused machine is left connected to a power source for a long period, degraded insulation can cause a shock, leak current or fire hazard.

Instructions

Once a month, unplug the machine and check the power cord for the following.

- The power cord is plugged in firmly into a receptacle.
- The plug is not excessively heated, rusted, or bent.
- The plug and receptacle are free of dust.
- The cord is not cracked or frayed.

If you notice any unusual conditions, contact our Xerox Customer Support Centre.

Instructions

Switch off the machine before connecting the interface cable. Connecting the cable with a live machine can cause a shock hazard.

Other Precautions

- When installed at a certain location, the machine may cause interference with radio and television reception. If you notice flickering or distorted images or noises on your audio-visual units, your machine may be causing radio interference.
  Switch it off, and if the interference disappears, the machine is the cause of radio interference. Perform the following procedure until the interference is corrected.
  Move the machine and the TV and/or radio away from each other.

- Reposition or reorient the machine and TV and/or radio.
- Unplug the machine, TV and/or radio, and replug them into outlets that operate on different circuits.
- Reorientate the TV and/or radio antennas and cables until the interference stops. For an outdoor antenna, ask your local electrician for support.
- Use coaxial cable antennas.

Operating precautions

WARNING

Prohibited

Do not place any liquid container such as a vase or coffee cup on the machine. Spilt water can cause a fire or shock hazard.

Prohibited

Do not place any metal part such as staples or clips on the machine. If metal and flammable parts migrate into the machine, they can short internal components, and cause a fire or shock hazard.

Unplug

If debris (metal or liquid) migrates into the machine, switch off and unplug the machine. Contact the Xerox Customer Support Centre. Operating a debris-contaminated machine can cause a fire or shock hazard.

Do not disassemble

Never open or remove machine covers that are secured with screws unless specifically instructed in the Operation Manual.
A high voltage component can cause a shock hazard.

Do not disassemble

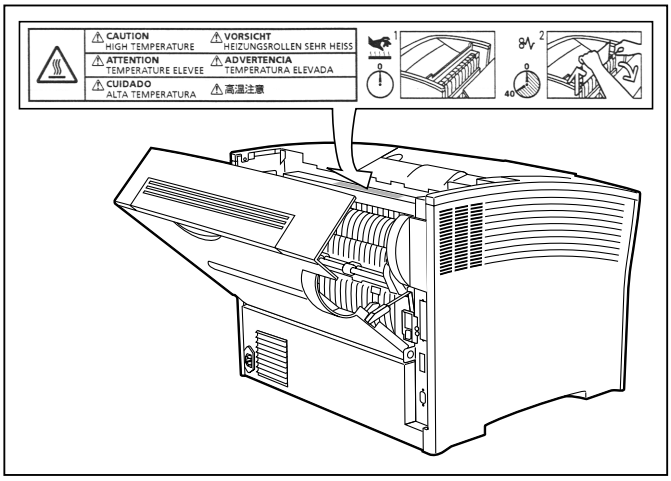
Do not try to alter the machine configuration, or modify any parts. An unauthorized modification can cause smoke or fire.

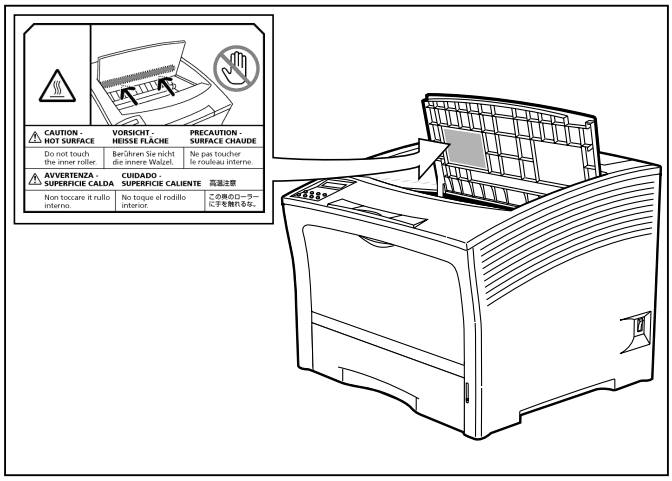
CAUTION

Do not touch

Never touch a labelled area found on or near the fuser. You can get burnt.

If a sheet of paper is wrapped around the fuser, do not try to remove it by yourself to avoid injuries or burns. Switch off the machine immediately, and contact the Xerox Customer Support Centre.





Prohibited

Do not place any heavy object on the machine. An off-balance machine can fall over or the heavy object can fall, causing injuries.

Prohibited

Do not use a highly flammable spray or solvent near the machine. It can cause a fire.

Instructions

When removing jammed paper, make sure that no pieces of torn paper are left in the machine. A piece of paper remaining in the machine can cause a fire.

If a sheet of paper is wrapped around the heat roller, or when clearing a jammed paper that is difficult or impossible to see, do not try to remove it by yourself. Doing so can cause injuries or burns. Switch off the machine immediately, and contact the Xerox Customer Support Centre.

Other Precautions

- Refer to this manual for the procedures to clear paper jams and to resolve other troubles that might occur.

Handling consumables

WARNING

Prohibited

Never throw a EP cartridge into an open flame. It can cause an explosion and you can get burnt.

Other Precautions

- Do not unpack consumables before use. Store consumables in a cool, dry, and clean environment, away from an open flame, and out of direct exposure to sunlight.
- When using consumables, read and observe operating instructions and safeguards given on the package and container.
- Administer emergency first aid as follows:
  - If toner gets into your eyes, rinse them well with plenty of clear water. Consult a doctor, if necessary.
  - If toner adheres to your skin, wash it with soap and water then rinse it well.
  - If you inhale toner, exit the area immediately and gargle with plenty of water.
  - If you swallow toner, induce vomiting and consult a doctor immediately.

Chapter 1

Before Installation

This chapter describes contents of the package and names of parts, as well as information on how paper travels during the printing process.

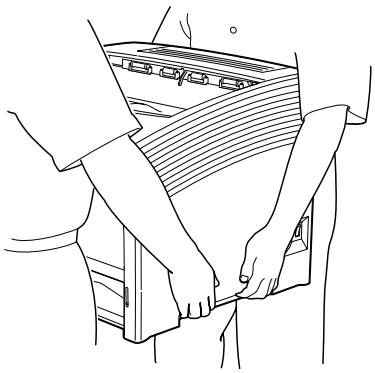
1.1 Unpacking the Printer 1-2
1.2 Parts of the Printer 1-3
1.3 Paper Path 1-6

1.1 Unpacking the Printer

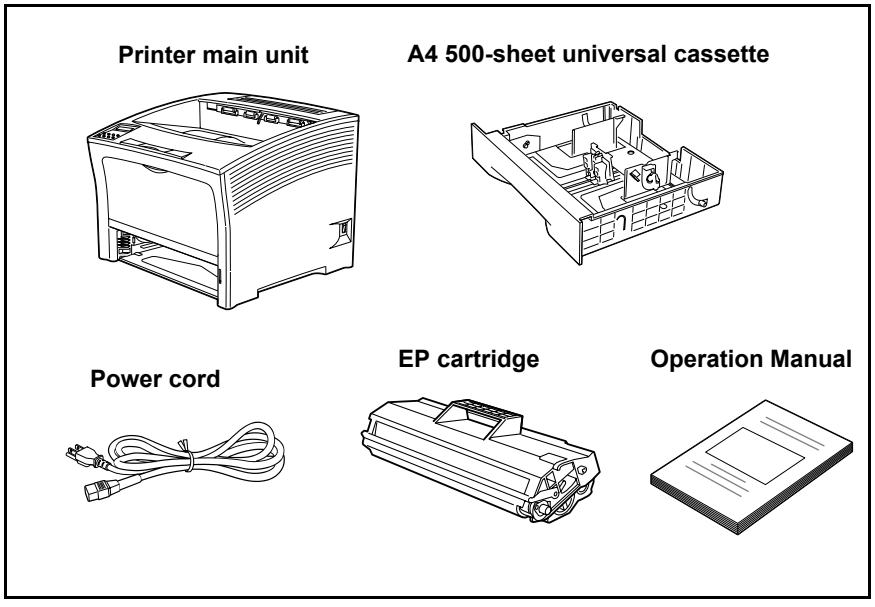
When you unpack the printer, make sure that all the items shown below are included. If any items are missing or damaged, contact your dealer.

⚠ Caution:

- *This printer is very heavy. The weight of the main unit without paper cassette, consumables, and paper is about 26 kg. Never attempt to lift the printer by yourself. The printer should always be carried by two persons.*
- *To carry the printer, have two persons facing each other from the front (with operation panel) and the rear of the printer. Grasp the four bottom corners. Never try to lift the printer while holding any part other than the bottom corners. Otherwise there is a severe risk of injury if the printer is dropped.*
- *When lifting the printer, correct posture is important to prevent back injuries.*



Note: Save the carton and packing materials for later use in case you need to ship the printer.

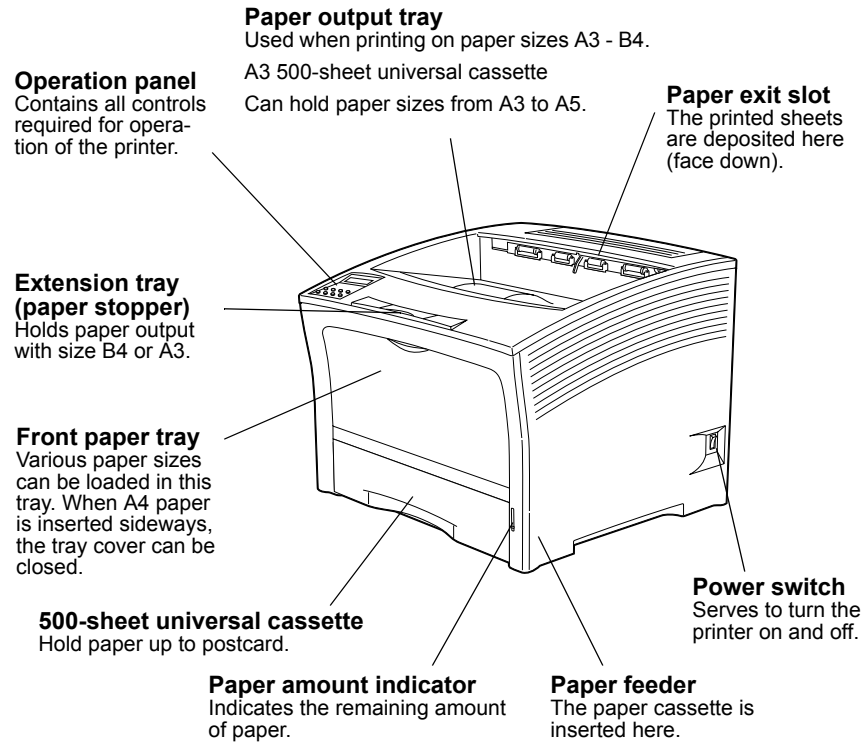


1.2 Parts of the Printer

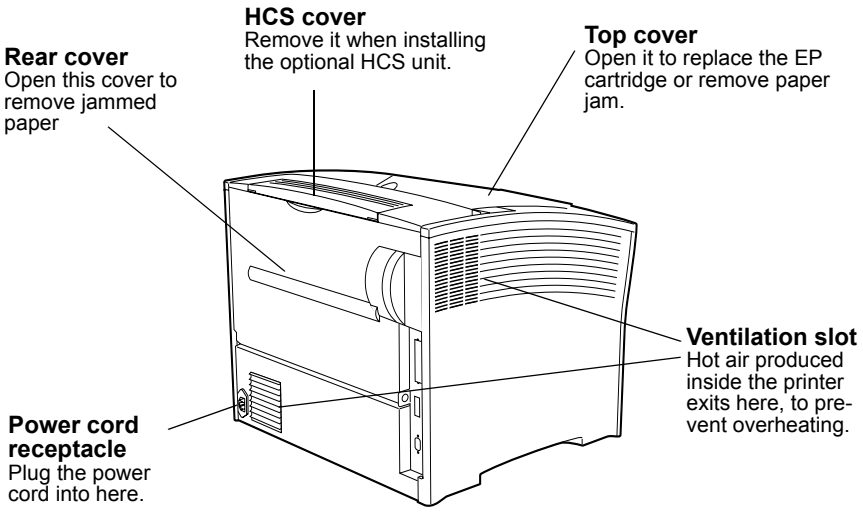
The various parts of the printer are explained below.

Main unit

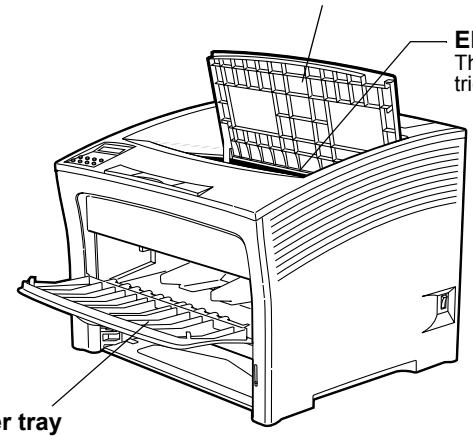
Front



Rear



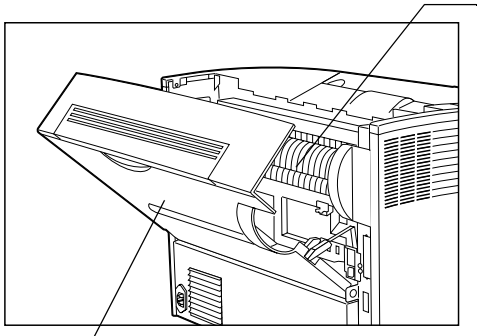
Internal parts



Top cover
Open the cover when replacing the EP cartridge or removing jammed paper.

EP cartridge
The integrated cartridge contains the toner and the photosensitive drum.

Front paper tray
Leave it open when loading paper of size from B4 to A3. For smaller size paper such as postcards, take out the tray and set the paper.

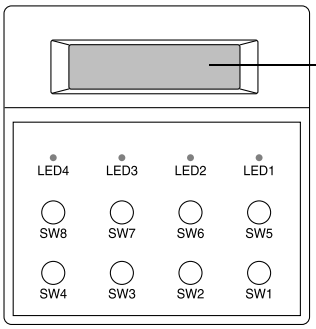


Fuser
Fixes toner onto the paper.

Caution:
The fuser becomes very hot in operation. If a paper jam has occurred, turn the power off and wait at least 40 minutes before removing the drum cartridge and touching the fuser section.

Rear cover
Open the cover for removing jammed paper.

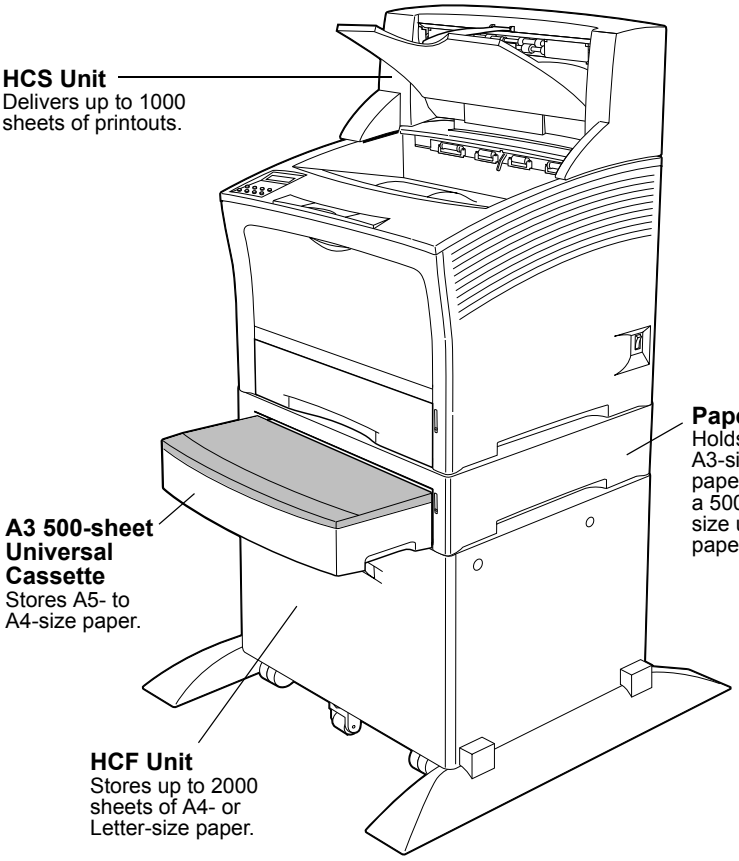
Operation panel



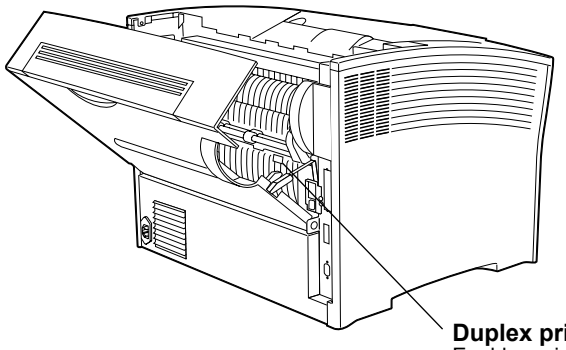
Display
Shows error messages and other status

Option

Front



Rear



1.3 Paper Path

The paper path inside the printer is shown in the illustration below.

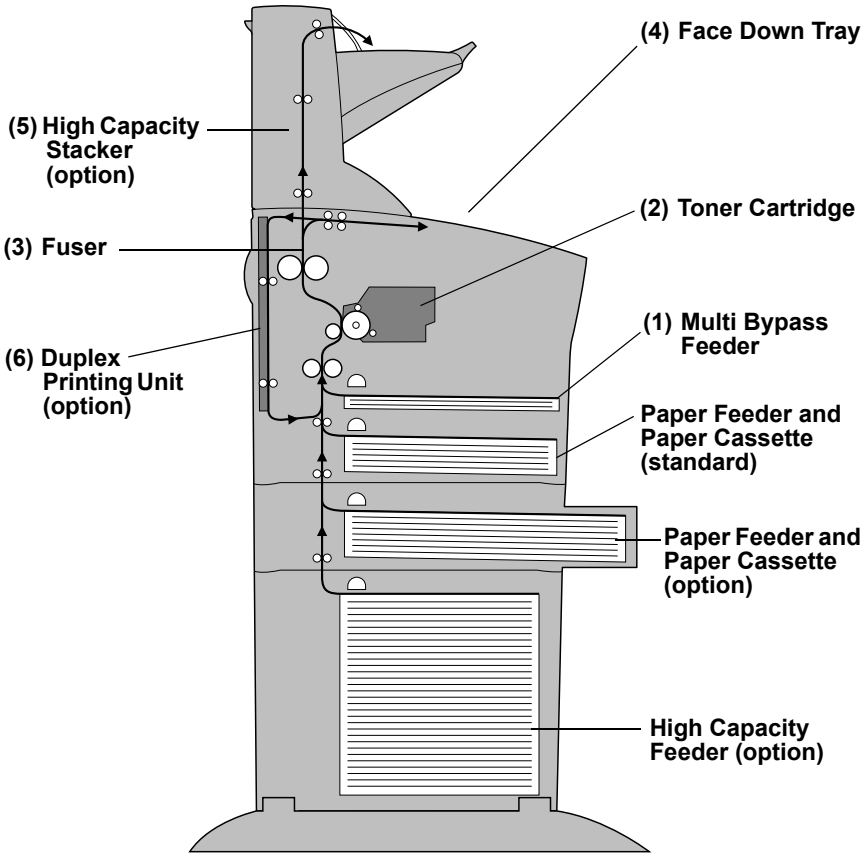
(1) The paper is pulled out of the front paper tray or the cassette.

(2) The image is transferred by the photosensitive drum.

(3) The toner on the paper is fixed by the fuser.

(4) After passing the duplex printing unit, the paper is fed once more through steps (2) and (3).

(5) The paper emerges onto the output tray, or the HCS tray if the optional HCS tray is installed.



Chapter 2

Installation

This chapter describes how to install the printer. Be sure to read this chapter before installing the printer.

2.1 Installation Precautions 2-2
2.2 Installing the EP Cartridge 2-4
2.3 Using the Paper Cassette 2-8
2.4 Connecting the Power Cord 2-12
2.5 Turning the Printer On and Off 2-14
2.6 Using the Front Paper Tray 2-16

2.1 Installation Precautions

To make optimum use of the printer, observe the following precautions.

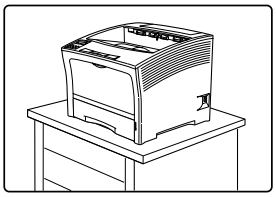
Environment

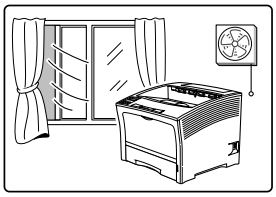
Install the printer at a location described below.

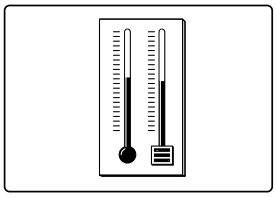
⚠ *Caution:*

The installation surface must be stable and very sturdy to support the considerable weight of the printer. If the printer falls over, this will cause a severe risk of injuries.

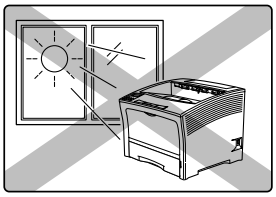
Note: Place the printer on a table that is less than 700mm in height. Placing the printer at a high location makes paper jam clearing and the EP cartridge replacement difficult to perform.

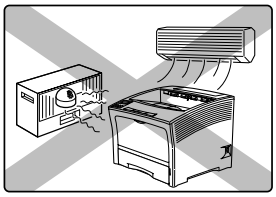

Horizontal, sturdy and stable surface

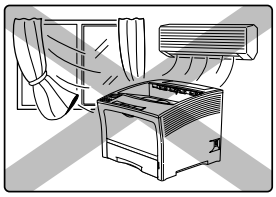

Location with good ventilation

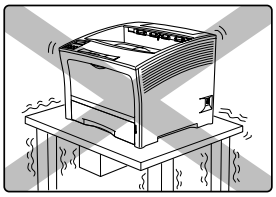

Location with stable temperature and humidity

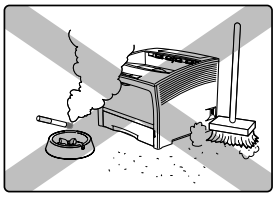
Do not install the printer at locations such as those described below.

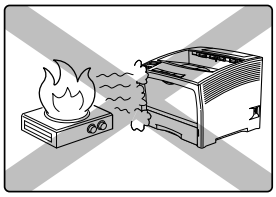

Subject to direct sunlight

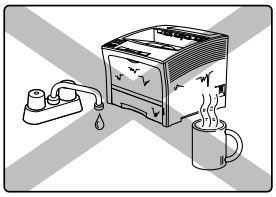

Close to heating appliances

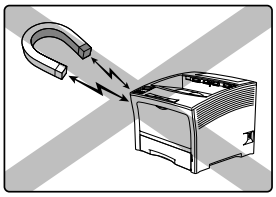

Exposed to direct air currents

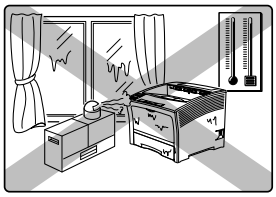

Exposed to vibrations


Exposed to high levels of dust and contamination


Close to an open flame


Subject to water and high humidity


Subject to magnetic


Subject to extreme variations in temperature and humidity

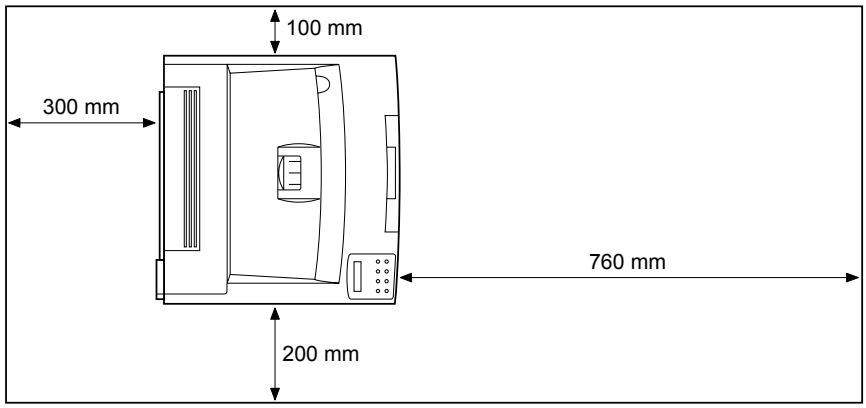
Note: If there are drastic fluctuations in temperature or humidity, condensation may occur inside the printer which will degrade print quality. If this has happened, wait for at least one hour before using the printer, to allow the moisture to evaporate.

Space requirements

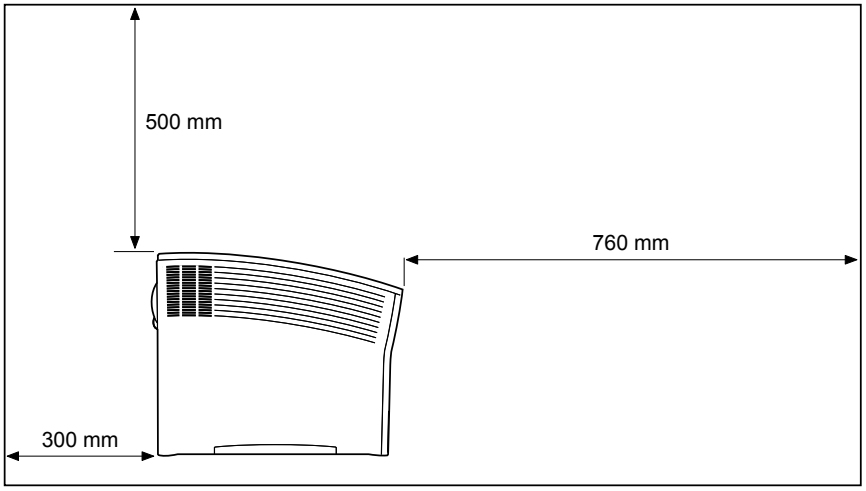
Caution:

The machine has ventilation holes on the rear panel and side panel. Ensure that the machine is installed with a minimum clearance of 100mm from its right side to the wall and 200mm from its left side to the wall and 300mm from the rear vent to the wall. A poorly ventilated machine can cause excessive internal heat and a fire. The accompanying diagram shows the minimum clearances required for normal operation, consumables replacement, and maintenance to ensure your machine operates at peak performance.

Top view



Side view



2.2 Installing the EP Cartridge

Install the EP cartridge in the printer using the procedure described below.

Reference: For information on removing the EP cartridge, please refer to “3.2 Replacing the EP Cartridge”.

Handling Precautions

- Do not expose the cartridge to direct sunlight or other strong light sources.
- Do not carry out the procedure at a brightly lit location, and complete the installation procedure as quickly as possible (within about 5 minutes).
- The drum shutter protects the photosensitive drum from external light. Do not open the drum shutter by hand.
- Never touch the surface of the photosensitive drum. Do not turn the cartridge over and do not stand it on edge.
- Toner is not harmful to humans, but if some toner has come into contact with your hands or clothes, wash it off with cold water.

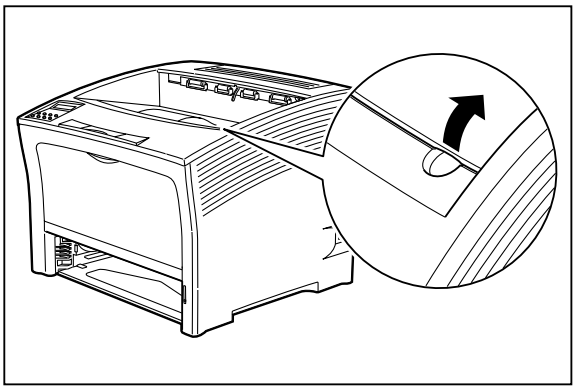
1. Hold the recessed area and lift to open the top cover.

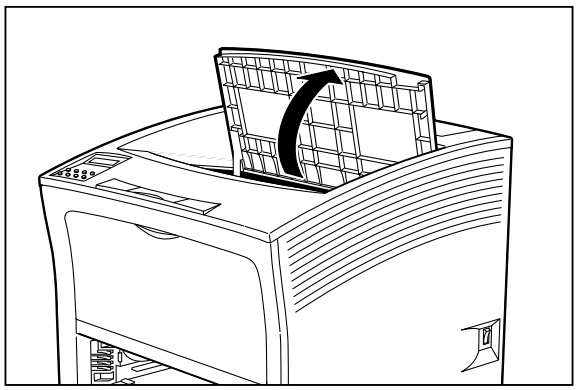
⚠ Warning:

Make sure the top cover is opened all the way to the back until it stops. (Also, when closing, slowly close the top cover.)

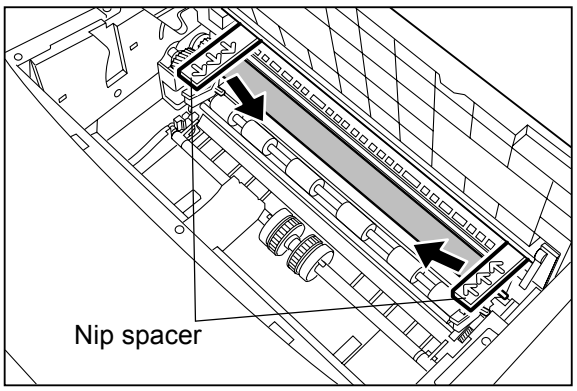
Important: If printouts still remain in the paper exit area, remove them before opening the top cover; otherwise paper jam may result.

Important: Do not touch any parts inside the printer.

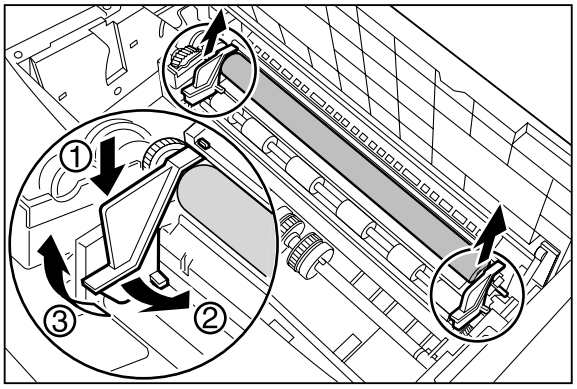




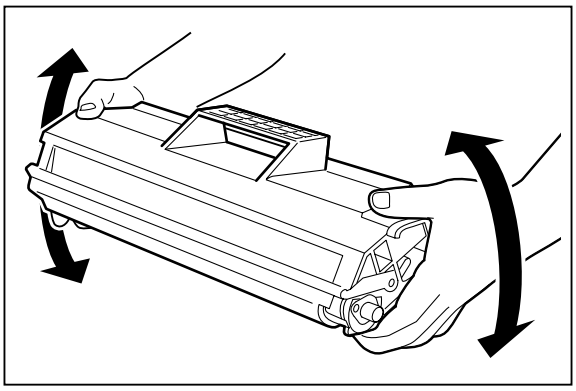
2. Pull the fuser's nip spacer (one on each side) in the direction of the arrows to remove it.



3. Remove the two orange spacers installed to prevent the BTR roller from falling off. Hold a spacer; then while pressing slide it towards the inside of the printer and pull it out. Repeat the same procedure with the other spacer.

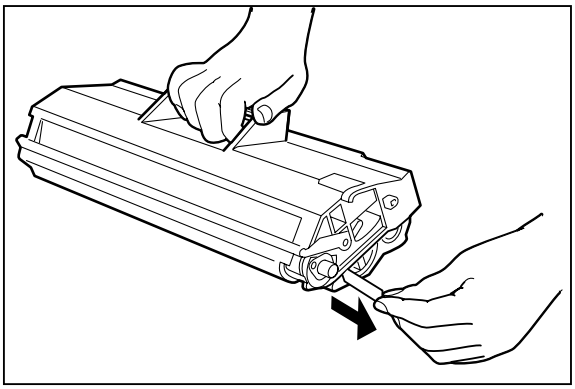


4. Remove the EP cartridge from the packing, and pull out the protective paper sheet from the drum shutter. Then shake the cartridge seven to eight times as shown in the illustration, to free the toner.



Important: Uneven toner distribution may degrade print quality. If the toner has not been properly freed by shaking the cartridge, a noise may be heard when turning on the printer and the EP cartridge may be damaged.

5. Place the EP cartridge on a flat surface and press it down with one hand. Then grasp the end tab of the sealing tape and pull the tape straight out horizontally.

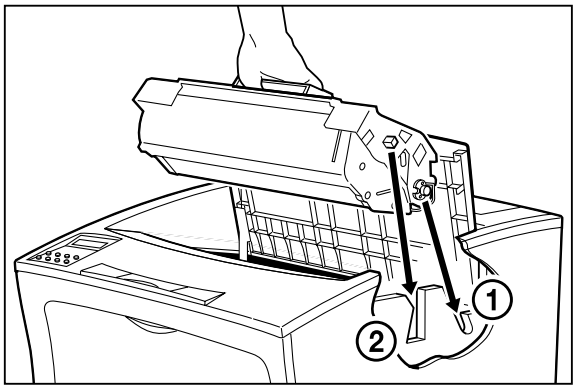


Important: If the tape is pulled out at an angle, it may break.

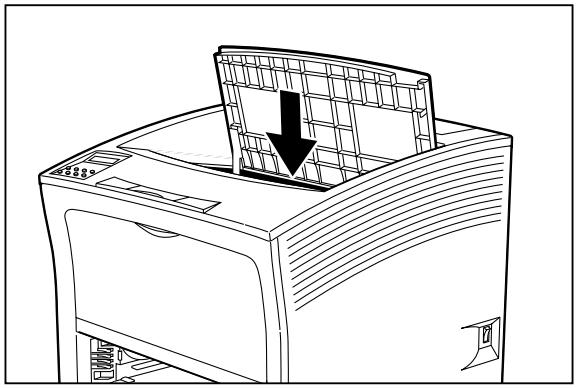
After pulling out the sealing tape, do not shake the cartridge or subject it to shocks.

6. Hold the EP cartridge as shown. Then, ① insert the projecting parts on the cartridge into the guide channels of the printer, and ② lower the cartridge into the printer.

Important: Do not touch any parts inside the printer.

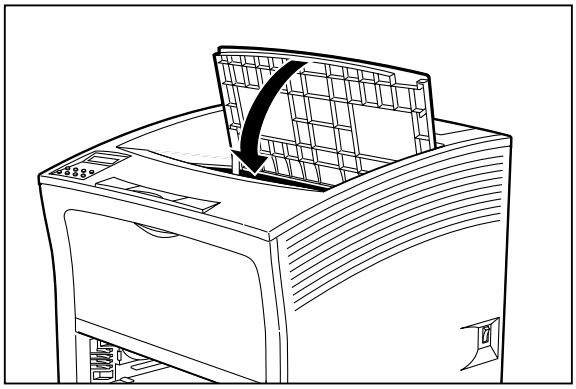


7. Push the EP cartridge all the way in.



Important: Make sure the cartridge is seated properly.

8. Close the top cover.
   Press the center part of the top cover until it locks securely.



Important: Make sure that the top cover is properly locked. Otherwise print quality problems may occur.

If the top cover cannot be closed, remove the EP cartridge completely and reinsert it all the way into the printer. Then try to close the top cover again.

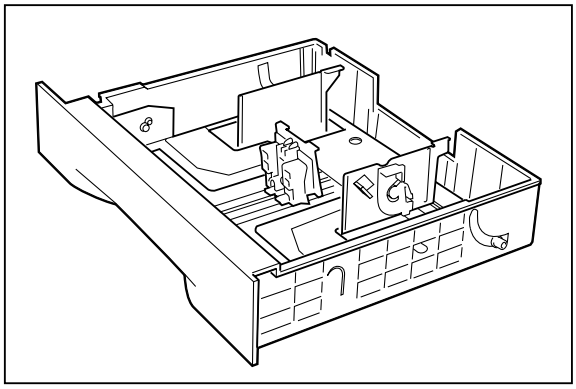
2.3 Using the Paper Cassette

Follow the steps below to load paper into the A4 500-sheet universal cassette.

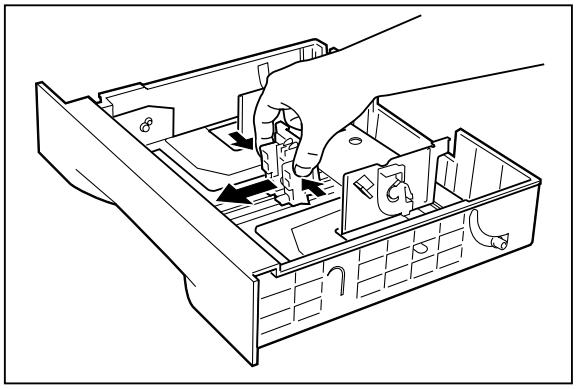
Reference: For details on print media and sheet capacity with this paper cassette, please refer to “Appendix A Print Media”.

1. Place the paper cassette on a flat surface.

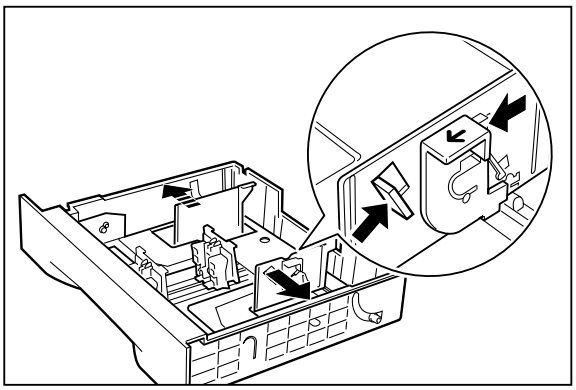
   Note: If the paper cassette is already inserted into the printer, lift the cassette until it stops, pull it out, then gently remove it from the printer while lifting it up.



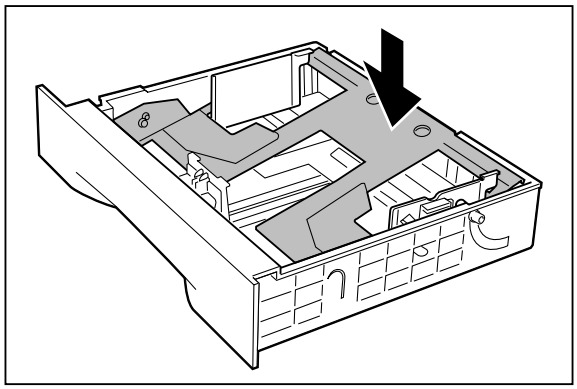
2. Gently squeeze the length guide, lift it up and slide it all the way out.



3. Gently squeeze the side guides and slide them all the way out.

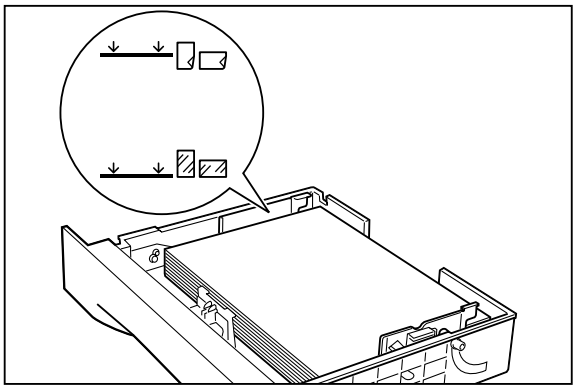


Note: If the cassette's plate remain raised, press it down to lock it.



4. Align the four corners of the paper and place the paper in the cassette with the print side up. Make sure the paper is placed at the center of the cassette.

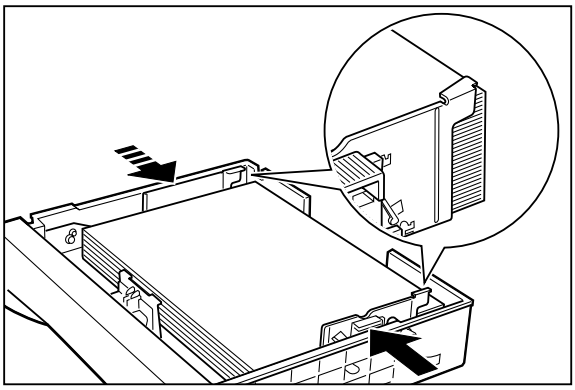
Important: Do not use paper with creases or wrinkles. When using special paper, fan it before insertion. Do not overload the cassette. Make sure the paper stack is under the retaining clips on both sides.



5. While pressing the side guides, adjust them to the paper width.

   Important: Make sure the stack is under the retaining clips on both sides.

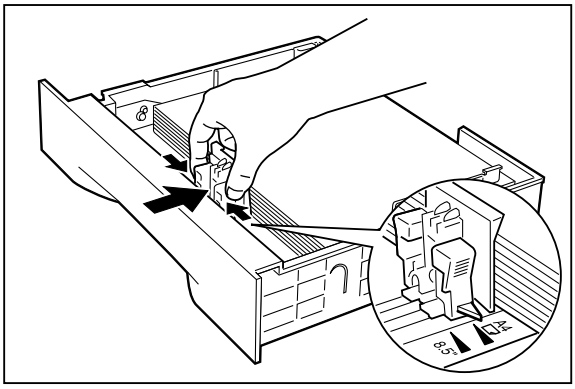
   Adjust the side guides to the paper size correctly; otherwise paper may not be transported correctly and may result in paper jam.



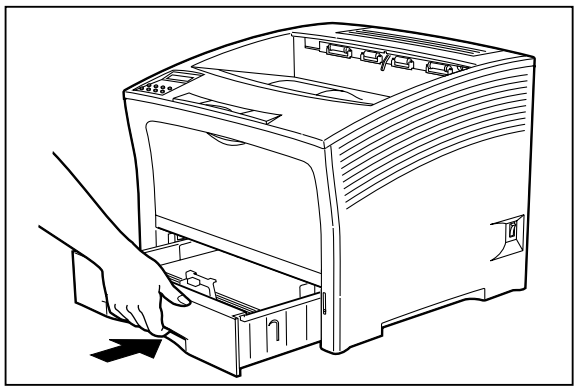
6. When the side guides are aligned, adjust the length guide to the paper width.

   Important: Make sure the stack is under the retaining clip on the guide. Also make sure that the guide stopper is locked firmly in the guide hole on the bottom of the cassette.

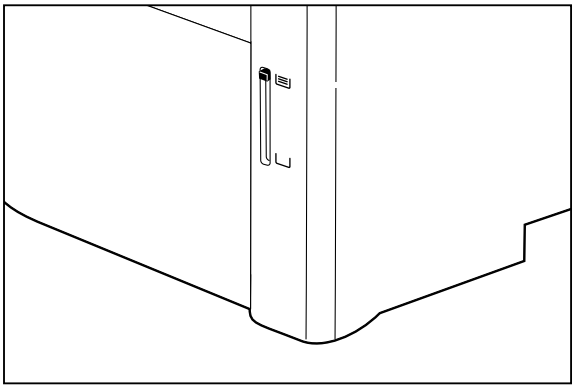
   Adjust the length guide to the paper size correctly; otherwise paper may not be transported correctly and may result in paper jam.



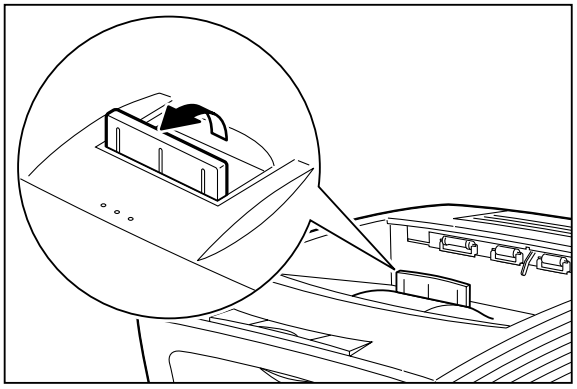
7. Insert the cassette all the way into the printer. Make sure the cassette is properly seated.



Note: An indicator on the right side of the cassette shows the remaining paper amount. Use it as a general hint to decide when to replenish paper.



Note: When printing large amounts using general paper or other media, the stack of output sheets may scatter. in this case stand up the paper stopper in the paper output tray.



2.4 Connecting the Power Cord

Connect the printer to an AC outlet as described below.

Warning:

- **Three power specifications are listed below. The specifications that apply to your machine depend on your machine configuration. Connect the power plug only to a properly rated power outlet. Otherwise, it can cause a fire or shock hazard. If in doubt, contact the Xerox Customer Support Centre.**
  - **Rated voltage: 100V**
    Rated frequency: 50/60Hz
  - **Rated voltage: 120V**
    Rated frequency: 50/60Hz
  - **Rated voltage: 220-240V**
    Rated frequency: 50/60Hz
- **To prevent a fire or shock hazard, follow the instruction below based on your machine configuration. If in doubt, contact the Xerox Customer Support Centre.**
  - **If your machine is a 220-240V model, there is no need to attach a separate earth line since the earth connection is incorporated in the power line. Plug it into a properly rated outlet.**
  - **If your machine is a 100 or 110V model, use the green earth wire bundled with the power cord, located at the rear of the machine.**
    The earth wire must be connected to one of the following conductors.
    Earth terminal of the specified power outlet
    A piece of copper buried in the earth 650mm or deeper
    Earth terminal with Class 3* earthing.
    *** Class 3 is the regulation for Japan only.**

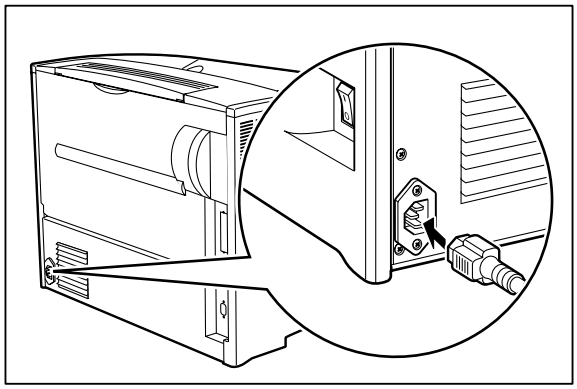
1. Insert the power cord into the AC connector on the rear of the printer.

Warning:

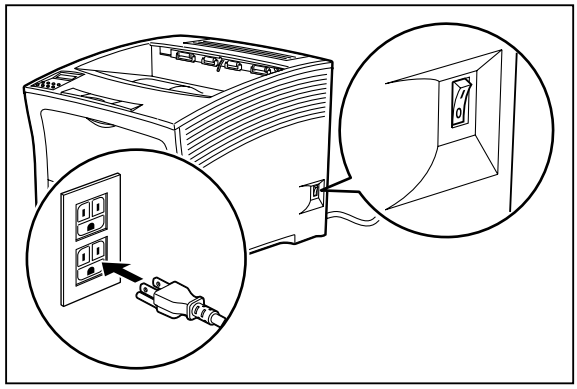
Never touch the power cord or plug with wet hands, to prevent the risk of electric shock.

Caution:

When disconnecting, always grasp the plug and do not pull on the cable. Damage to the cord can lead to fire and electric shock.



2. Verify that the power switch of the printer is set to the [O] (off) position, then insert the plug of the power cord into the AC outlet. Connect the ground cable to the ground terminal.



2.5 Turning the Printer On and Off

When you turn on the power switch of the printer, the printer will take about 40 seconds to warm up before printing will become ready.

Turn off the printer at the end of the day or if the printer will not be used for a long time.

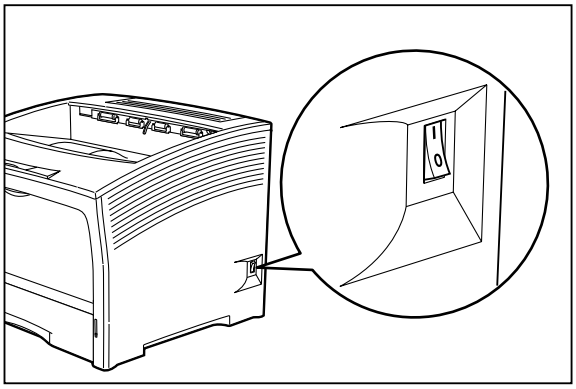
Note: When the printer is turned off, all print data still in the printer memory will be lost.

Important: If there is paper in the front paper tray, remove the paper before turning the printer on. Reinsert the paper after the printer is turned on.

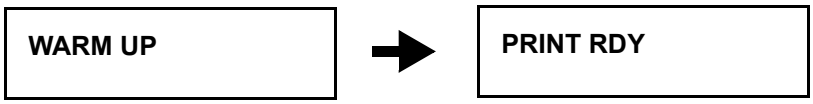
Turning the printer on

Turn the printer on as follows.

1. Set the power switch on the right side of the printer to [I] to turn on the printer.



2. The indication [WARM UP] appears on the display. Wait until the indication changes to [PRINT RDY].



Note: While the indication [WARM UP] is shown, the printer is still warming up. During this period, printing is not possible. After about 40 seconds, the indication changes to [PRINT RDY], indicating that printing is ready now.

Reference: If an error message is shown, please refer to “4.3 Error Messages”.

Turning the printer off

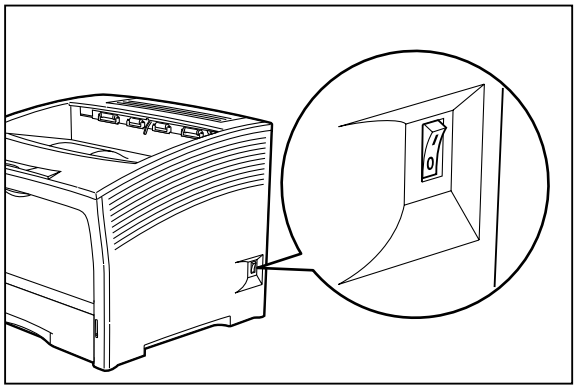
Turn the printer off as follows.

Note: When the printer is turned off, all print data and settings in the printer memory will be lost.

1. Check the indication to make sure the printer is not performing any task.

PRINT RDY

2. Set the power switch on the right side of the printer to [O] to turn off the printer.



2.6 Using the Front Paper Tray

To load print media in the printer, proceed as described below.

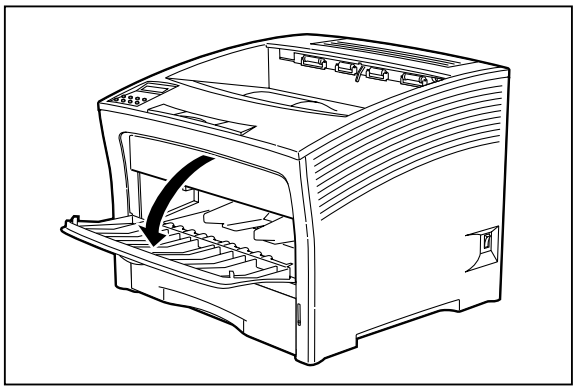
Important: Insert the paper only after the printer is turned on.

Loading paper into the front paper tray

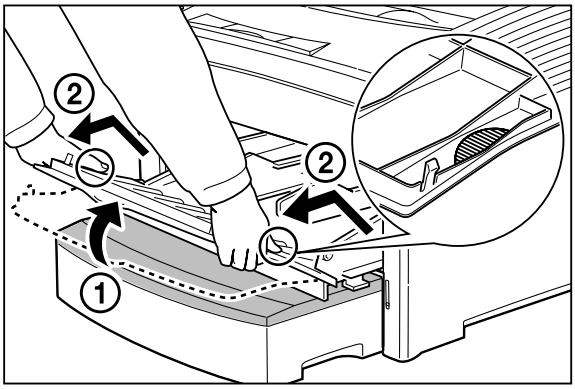
Reference: For information on paper sizes that can be loaded into the front paper tray, please refer to “Appendix A Print Media”.

1. Open the front paper tray by pulling the latch at the top center.

   Important: The front paper tray opens to an angle of about 80 degrees. Do to exert strong pressure on the tray, and do not place any heavy objects besides paper on the tray, to prevent damage.

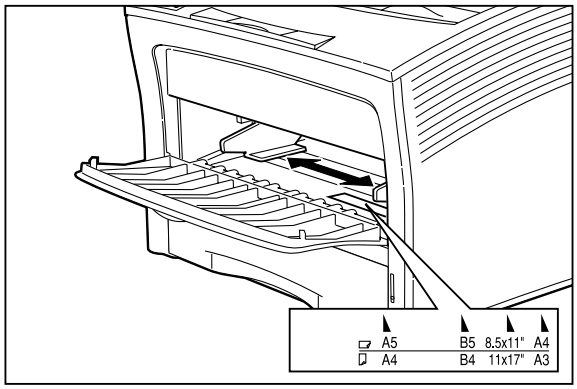


2. For small-size paper (postcard, etc.), pull out the paper tray. Hold both sides of the tray and tilt it slightly. Then, gently lift the tray up and then pull it towards you.



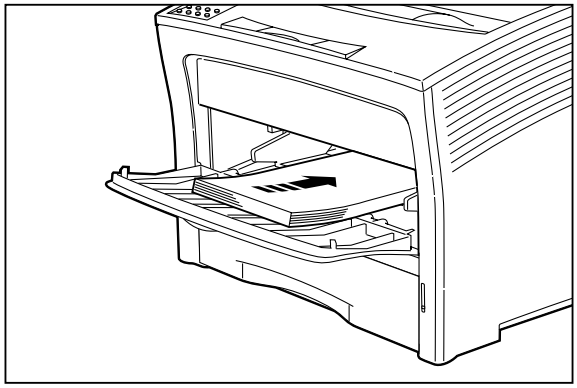
3. Adjust the paper guide to fit the paper you intend to use.

   Important: Adjust the paper guides to the paper size correctly; otherwise paper may not be transported correctly and may result in paper jam.

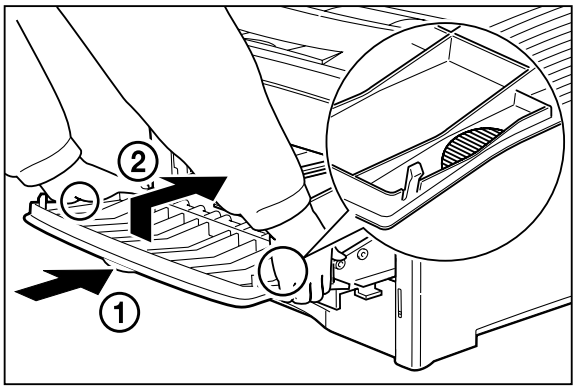


4. Align the four corners of the paper and place the paper on the tray with the print side up. Insert the paper all the way in until it gently touches the stopper of the printer.

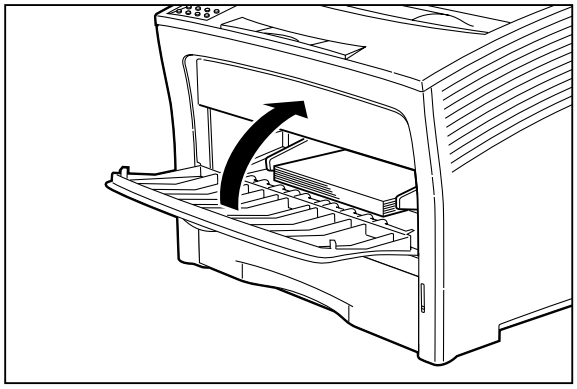
   Important: Do not use paper with creases or wrinkles, and do not overload the front paper tray. The maximum number of sheets is about 150 for regular paper.



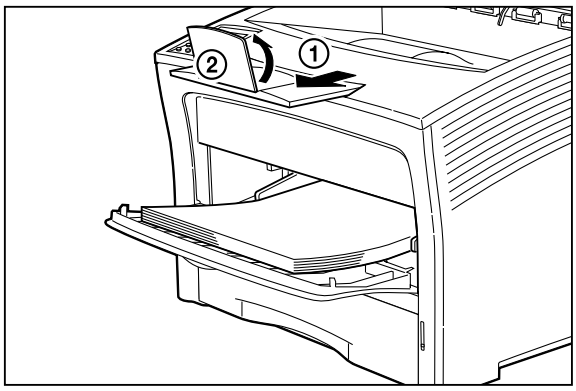
5. If small size paper was loaded, return the paper tray to its normal position. Hold both sides of the paper tray and push it into the printer until it stops. Lift it up gently, and then further push it to return it to its original position.



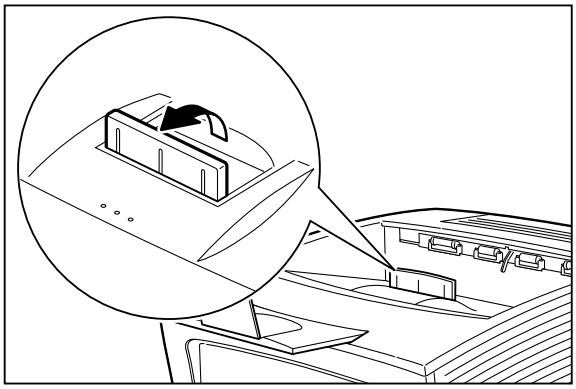
6. When using paper with a length less than A4 width, the front paper tray can be closed during operation.



Note: When delivering printouts larger than B4, pull out the extension tray and open the paper stopper.



Note: When printing large amounts using general paper or other media, the stack of output sheets may scatter. in this case stand up the paper stopper in the paper output tray.



Chapter 3

Daily Operations

This chapter explains how to replenish paper, replace the EP cartridge, and perform other tasks necessary for day-to-day operations of the printer.

3.1 Replenishing Paper 3-2

3.2 Replacing the EP Cartridge 3-9

3.3 Replacing the BTR Roller 3-14

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3.10 Relocating the Printer 3-37

3.1 Replenishing Paper

When the printer runs out of paper, a warning message appears on the display. When this happens, load more paper using the following procedure.

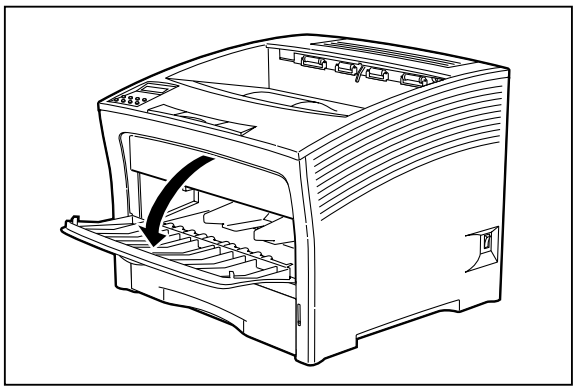
Loading paper into the front paper tray

Reference:

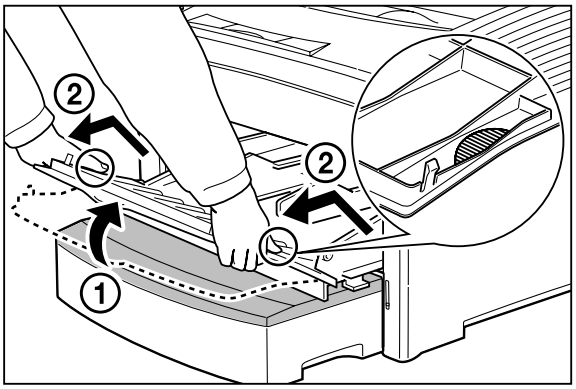
For information on paper sizes that can be loaded into the front paper tray, please refer to “Appendix A Print Media”.

1. Open the front paper tray by pulling the latch at the top center.

   Important: The front paper tray opens to an angle of about 80 degrees. Do to exert strong pressure on the tray, and do not place any heavy objects besides paper on the tray, to prevent damage.



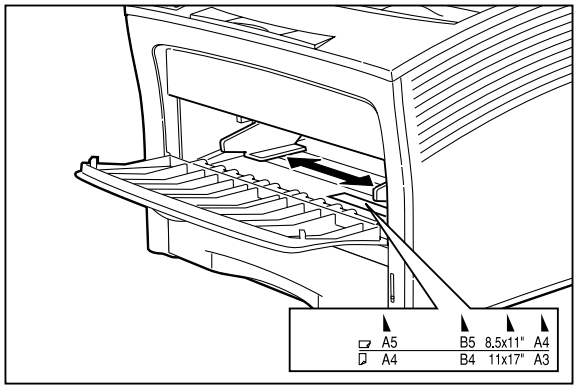
2. For small-size paper (postcard, etc.), pull out the paper tray. Hold both sides of the tray and tilt it slightly. Then, gently lift the tray up and then pull it towards you.



3. Adjust the paper guide to fit the paper you intend to use.

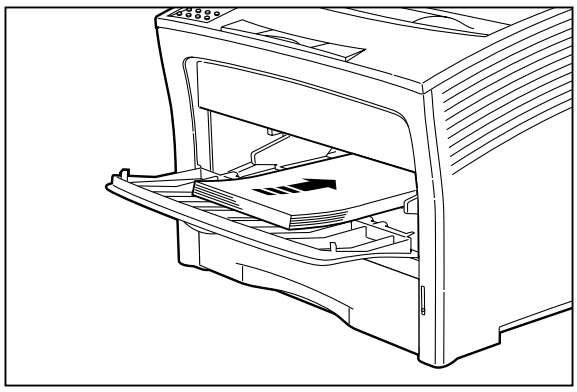
   Important: Adjust the paper guide to the paper size correctly; otherwise paper may not be transported correctly and may result in paper jam.

   Note: When adding paper of the same size, there is no need to adjust the paper guide.

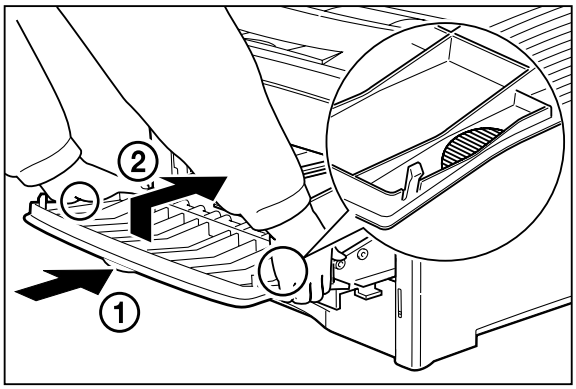


4. Align the four corners of the paper and place the paper into the tray with the print side up. Insert the paper all the way in until it gently touches the stopper of the printer.

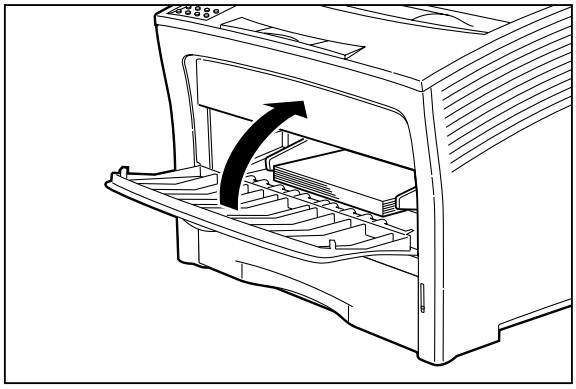
   Important: Do not use paper with creases or wrinkles, and do not overload the front paper tray. The maximum number of sheets is about 150 for regular paper.



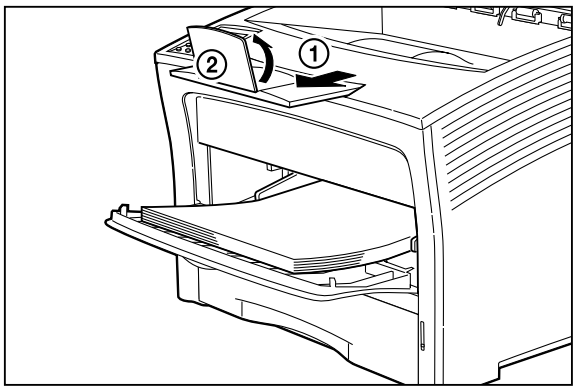
5. If small size paper was loaded, return the paper tray to its normal position. Hold both sides of the paper tray and push it into the printer until it stops. Lift it up gently, and then further push it to return it to its original position.



6. When using paper whose length is less than A4's width, the front paper tray can be closed during operation.



Note: When delivering printouts larger than B4, pull out the extension tray and open the paper stopper.



7. Check the display and make sure the printer is ready for printing.

   Important: If an error message is shown, please refer to “4.3 Error Messages”.

PRINT RDY

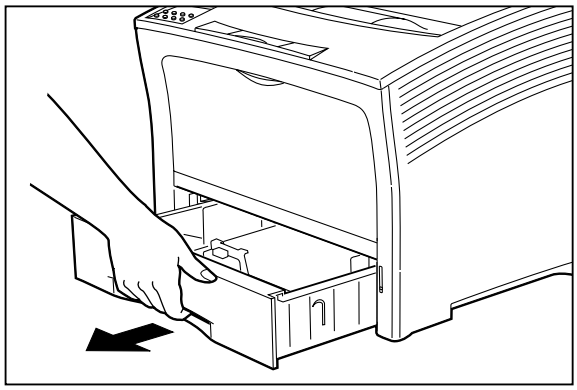
Adding paper to the A4 500-sheet universal cassette

Follow the steps below to load paper into the A4 500-sheet universal cassette.

Reference: For details on print media and sheet capacity with this paper cassette, please refer to “Appendix A Print Media”.

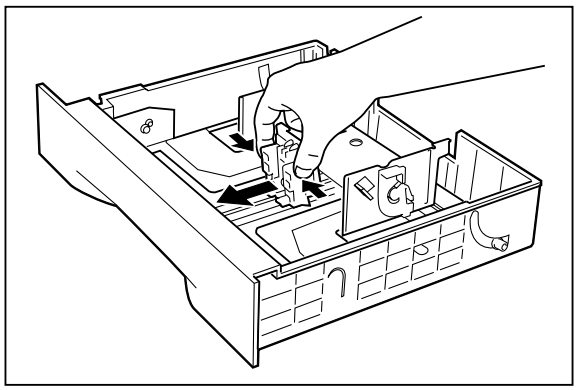
1. Remove the paper cassette from the printer and place it on a flat surface.

   Note: Lift the cassette until it stops, pull it out, then gently remove it from the printer while lifting it up.

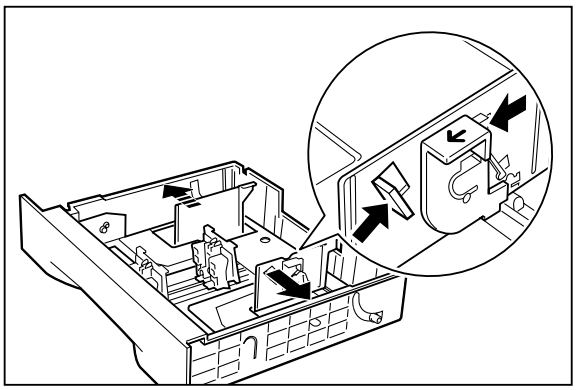


2. Gently squeeze the length guide, lift it up and slide it all the way out.

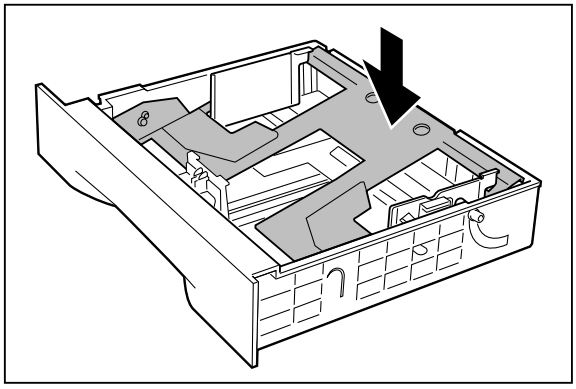
   Note: When adding paper of the same size, there is no need to adjust the paper guide.



3. Gently squeeze the side guides and slide them all the way out.

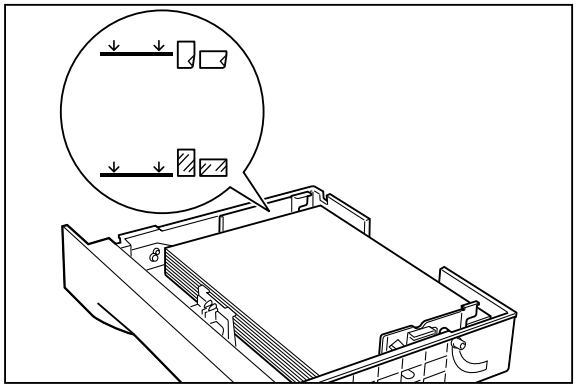


Note: If the cassette's plate remain raised, press it down to lock it.



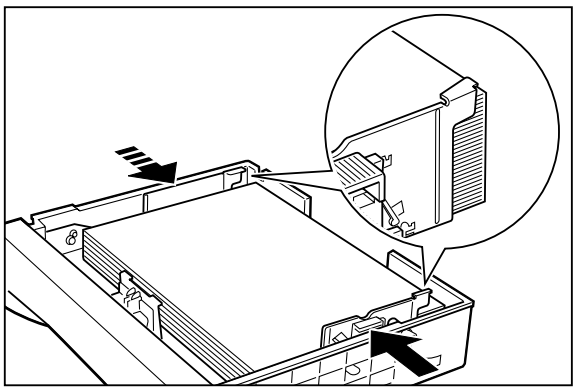
4. Align the four corners of the paper and place insert it into the cassette with the print side up. Make sure the paper is placed at the center of the cassette.

Important: Do not use paper with creases or wrinkles. When using special paper, fan it before insertion. Do not overload the cassette.



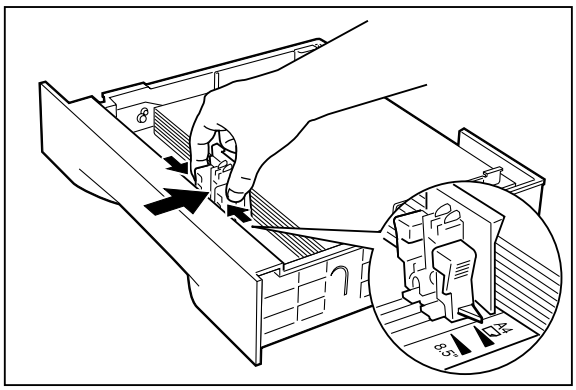
5. While pressing the side guides, adjust them to the paper width.

   Important: Make sure the stack is under the retaining clips on both sides.
   Adjust the side guides to the paper size correctly; otherwise paper may not be transported correctly and may result in paper jam.

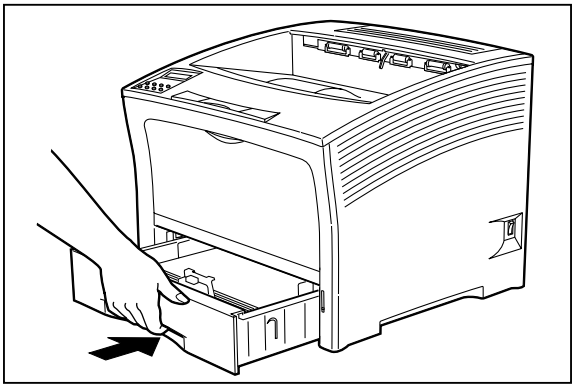


6. When the side guides are aligned, adjust the length guide to the paper width.

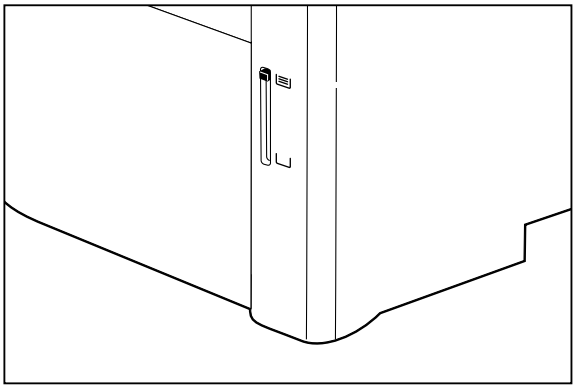
   Important: Make sure the stack is under the retaining clip on the guide. Also Make sure the guide stopper is locked firmly in the guide hole on the bottom of the cassette.
   Adjust the length guide to the paper size correctly; otherwise paper may not be transported correctly and may result in paper jam.



7. Insert the cassette completely the printer. Make sure the cassette is properly seated.



Note: The indicator on the right side of the cassette shows the remaining paper amount. Use it as a general hint to decide when to replenish paper.



8. Check the display and make sure the printer is ready for printing.

Reference: If an error message is shown, please refer to “4.3 Error Messages”.

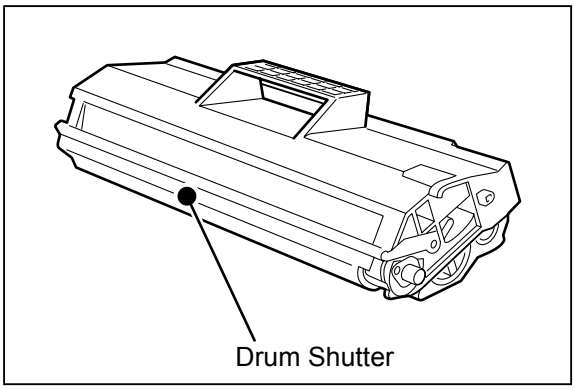
PRINT RDY

3.2 Replacing the EP Cartridge

When it becomes necessary, replace the EP cartridge with a new one, using the procedure described below.

Handling Precautions

- Do not expose the cartridge to direct sunlight or other strong light sources.
- Do not carry out the procedure at a brightly lit location, and complete the installation procedure as quickly as possible (within about 5 minutes).
- The drum shutter protects the photosensitive drum from external light. Do not open the drum shutter by hand.
- Never touch the surface of the photosensitive drum. Do not turn the cartridge over and do not stand it on edge.
- Toner is not harmful to humans, but if some toner has come into contact with your hands or clothes, wash it off with cold water.

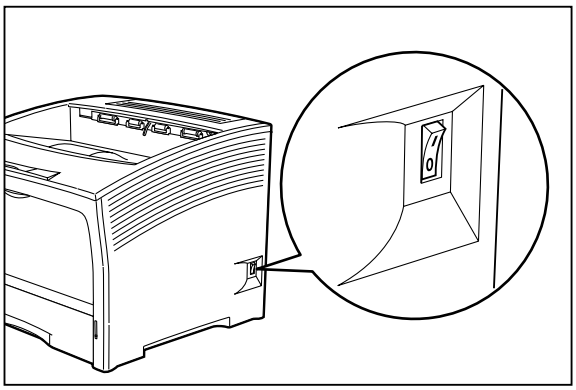


1. Make sure the indication J5:[EP CARTRIDGE NEED TO REPLACE] or [PRINT RDY] is shown on the display.

J5:EP CARTRIDGE NEED TO REPLACE	or	**PRINT RDY**

2. Turn the printer off by pressing the [O] side of the power switch on the right side of the unit.

   Note: You can replace the EP cartridge with the printer still turn on.



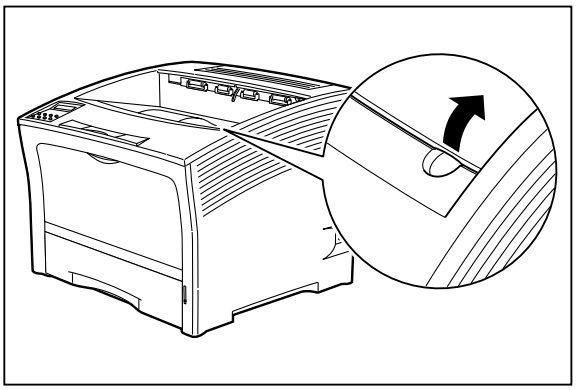
3. Hold the recessed area and lift to open the top cover.

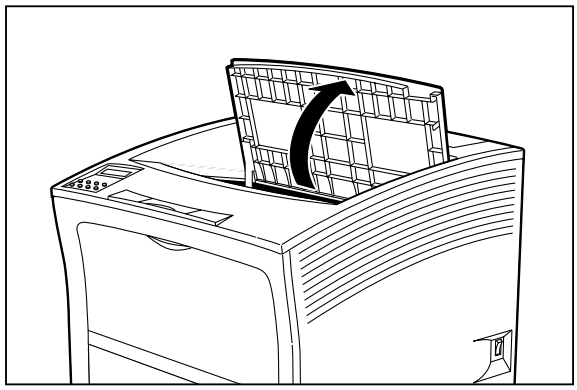
   Warning:

   Make sure the top cover is opened all the way to the back until it stops. (Also, when closing, slowly close the top cover.)

   Important: If printouts still remain in the paper exit area, remove them before opening the top cover; otherwise paper jam may result.

   Important: Do not touch any parts inside the printer.



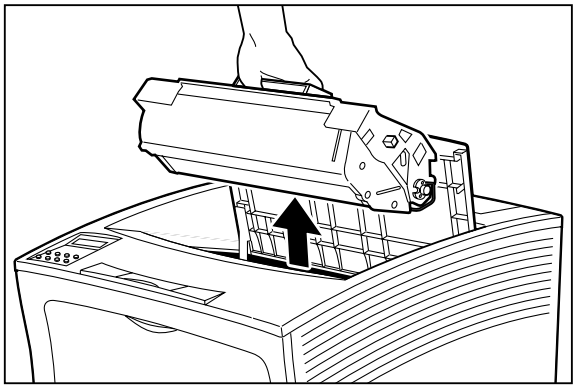


4. Hold the EP cartridge as shown in the illustration and pull it out slowly.

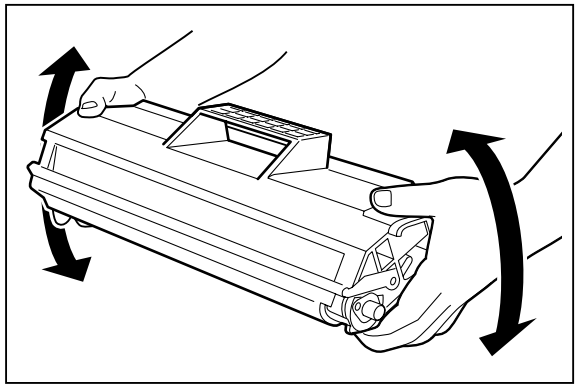
Warning:

Never dispose of the EP cartridge in fire! Remaining toner in the cartridge may explode, posing a severe risk of injury.

Note: To prevent stains, place the cartridge on a surface covered with some old newspaper.

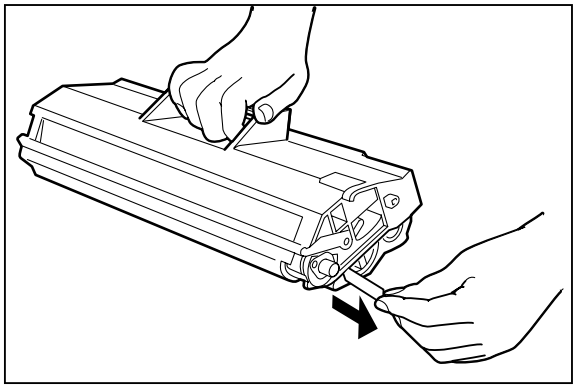


5. Remove a new EP cartridge from the packing, and pull out the protective paper sheet from the drum shutter. Then shake the cartridge seven to eight times as shown in the illustration, to free the toner.



Important: Uneven toner distribution may degrade print quality. If the toner has not been properly freed by shaking the cartridge, a noise may be heard when turning on the printer and the EP cartridge may be damaged.

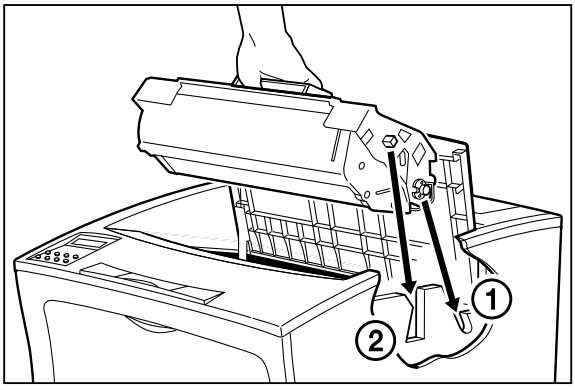
6. Place the EP cartridge on a flat surface and press it down with one hand. Then grasp the end tab of the sealing tape and pull the tape straight out horizontally.



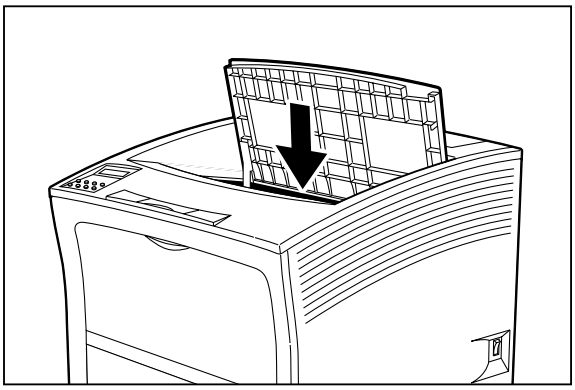
Important: If the tape is pulled out at an angle, it may break.
After pulling out the sealing tape, do not shake the cartridge or subject it to shocks.

7. Hold the EP cartridge as shown. Then, ① insert the projecting parts on the cartridge into the guide channels of the printer, and ② lower the cartridge into the printer.

Important: Do not touch any parts inside the printer.

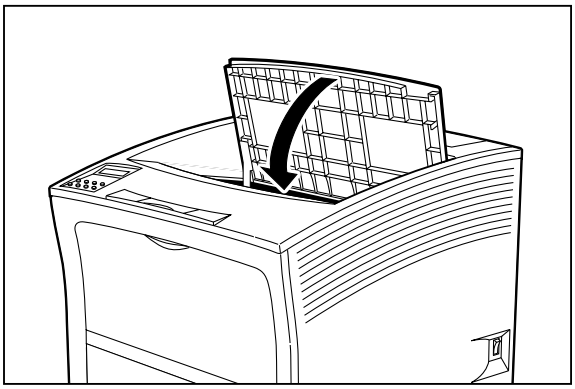


8. Push the EP cartridge all the way in.



Important: Make sure the cartridge is seated properly.

9. Close the top cover.
   Press the center part of the top cover until it locks securely.



Important: Make sure the top cover is properly locked. Otherwise print quality problems may occur.
If the top cover cannot be closed, remove the EP cartridge completely and reinsert it all the way into the printer. Then try to close the top cover again.

10. Check the display and make sure the printer is ready for printing.

Important: If an error message is shown, please refer to “4.3 Error Messages”.

PRINT RDY

3.3 Replacing the BTR Roller

When it becomes necessary, replace the BTR roller with a new one, using the procedure described below.

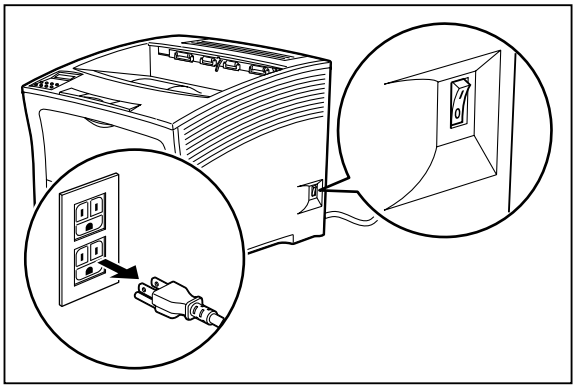
⚠ *Caution:*

Be sure to switch off and unplug the printer before accessing its interior for cleaning, maintenance, or fault clearance. Access to a live printer's interior can cause a shock hazard.

1. Make sure the indication [PRINT RDY] is shown on the display.

PRINT RDY

2. Set the power switch on the right side of the printer to [O] to turn off the printer. Then disconnect the power cord from the AC outlet.

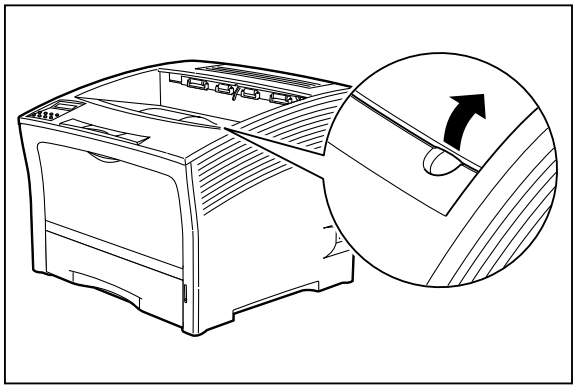


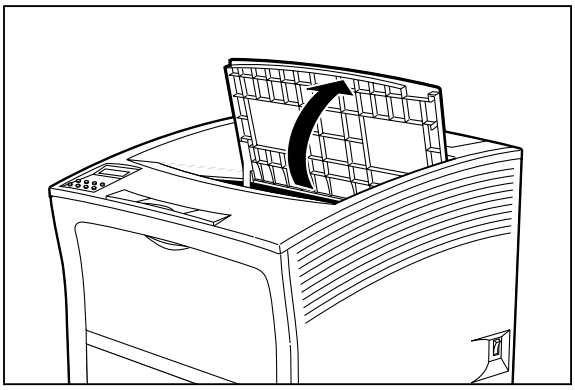
3. Hold the recessed area and lift to open the top cover.

⚠ ***Warning:***

Make sure the top cover is opened all the way to the back until it stops. (Also, when closing, slowly close the top cover.)

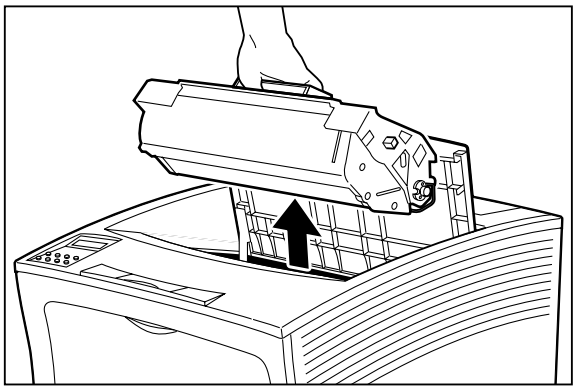
Important: If printouts still remain in the paper exit area, remove them before opening the top cover; otherwise paper jam may result.
Do not touch any parts inside the printer.



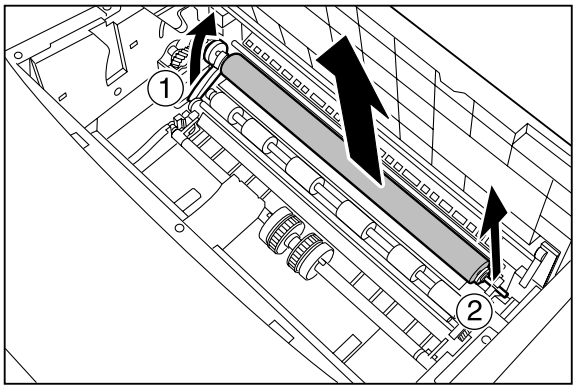


4. Hold the EP cartridge as shown in the illustration and pull it out slowly.

   Note: To prevent stains, place the cartridge on a surface covered with some old newspaper.

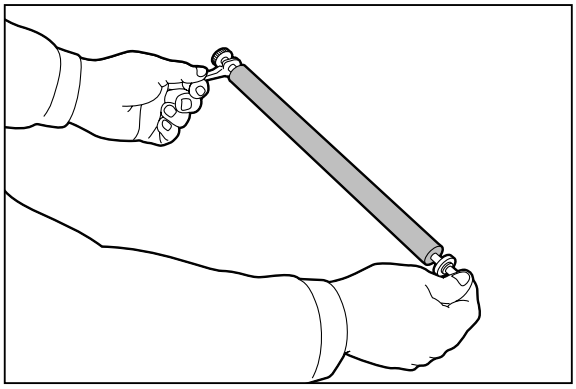


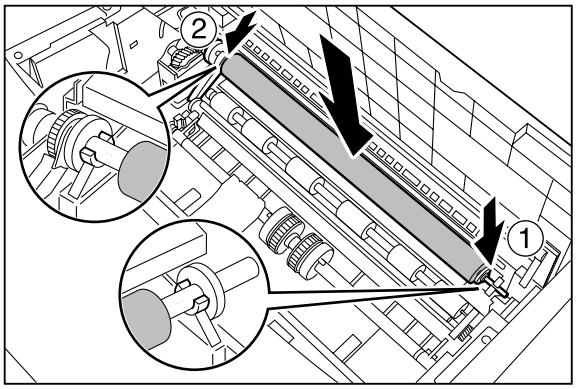
5. While holding the pins on left side of the BTR roller, pull it towards you and lift it out.



6. Hold the new BTR roller with the pin on the left side. First, insert the shaft into the right bearing. Then, insert the left shaft.

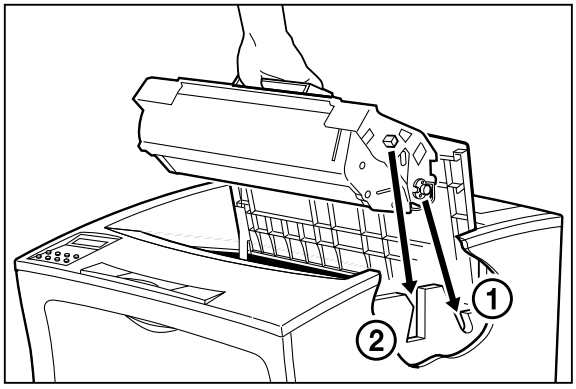
   Important: Make sure the shaft is seated firmly in the bearing



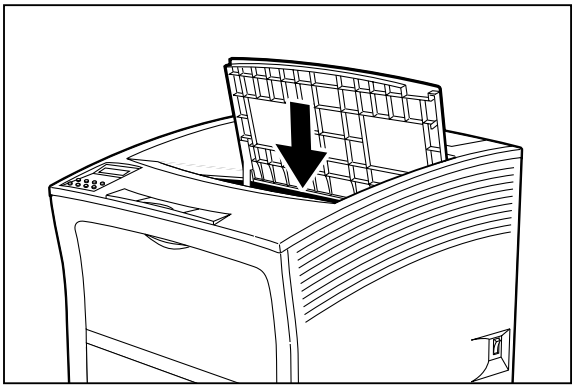


7. Hold the EP cartridge as shown. Then, ① insert the projecting parts on the cartridge into the guide channels of the printer, and ② lower the cartridge into the printer.

   Important: Do not touch any parts inside the printer.

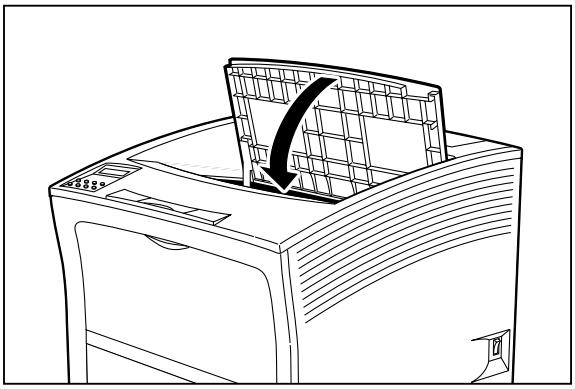


8. Push the EP cartridge all the way in.



   Important: Make sure the cartridge is seated properly.

9. Close the top cover.
   Press the center part of the top cover until it locks securely.



Important: Make sure the top cover is properly locked. Otherwise print quality problems may occur.

10. Turn on the printer again, then check the display and make sure the printer is ready for printing.

    Reference: If an error message is shown, please refer to “4.3 Error Messages”.

PRINT RDY

3.4 Replacing the Fuser

When it becomes necessary, replace the fuser using the procedure described below.

⚠ *Caution:*

Never touch the heater area (where a label indicating high temperature is located), or else burns may result. If paper is jammed at the heater or roller area, do not remove the paper by force; otherwise personal injury may result. Instead, immediately turn off the power and contact your local dealer for assistance.

⚠ ***Warning:***

Do not replace the fuser right after the printer has been used. The high temperature may cause injury. Instead, wait for the printer to cool down.

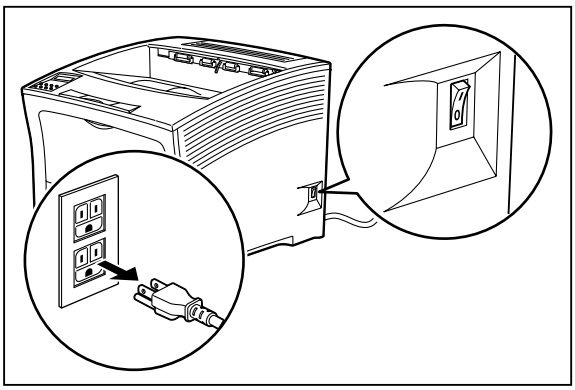
⚠ *Caution:*

Be sure to switch off and unplug the machine before accessing the interior of the machine for cleaning, machine maintenance, or fault clearance. Access to a live machine's interior can cause a shock hazard.

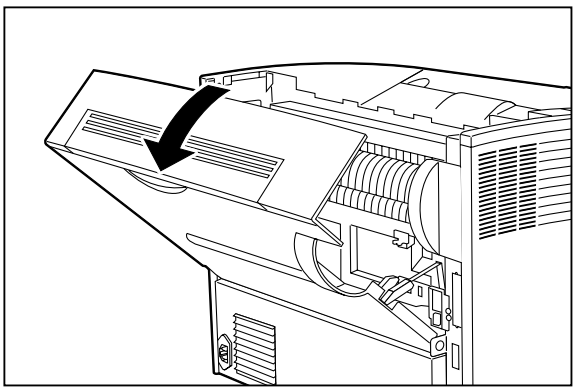
1. Make sure the indication [PRINT RDY] is shown on the display.

PRINT RDY

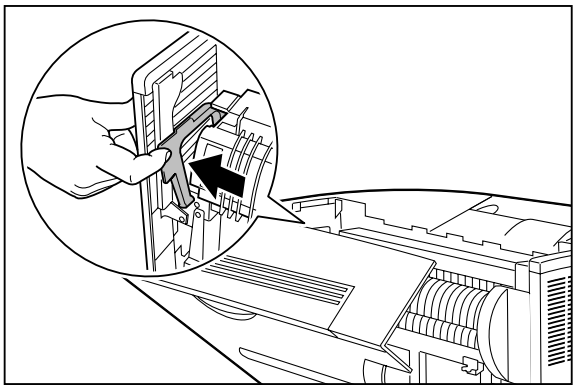
2. Set the power switch on the right side of the printer to [O] to turn off the printer. Then disconnect the power cord from the AC outlet.



3. Pull on the recessed area to open the top rear cover, as shown.



4. Open the lever on the left side of the fuser.

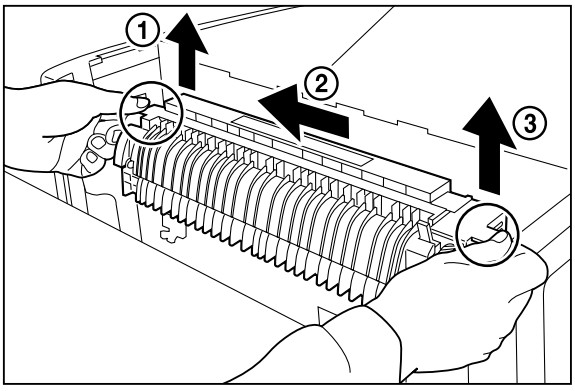


5. While holding the pins on both sides of the fuser, lift up its left end. Then, slide it and remove the tab on the right, and lift it up to remove the fuser.

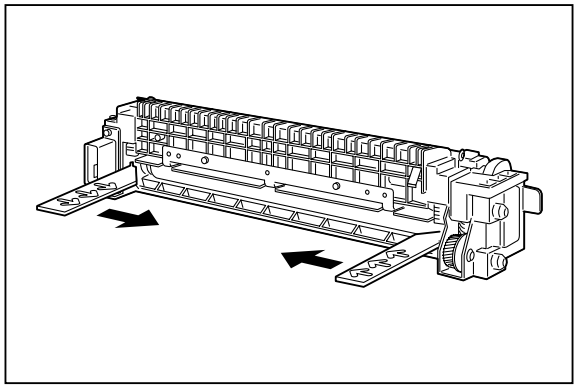
   Important: Do not touch any parts inside the printer.

⚠ *Caution:*

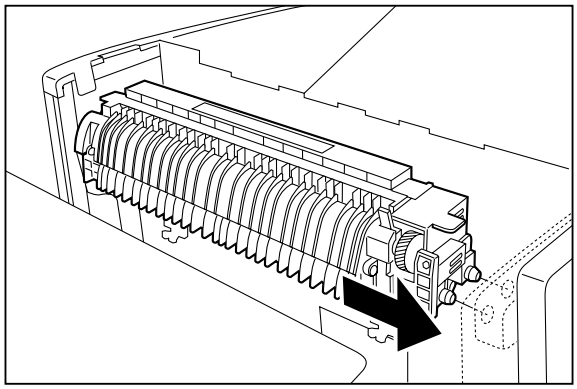
Before replacing the fuser, be sure to turn off the power and wait for 40 minutes to allow the printer to cool down.



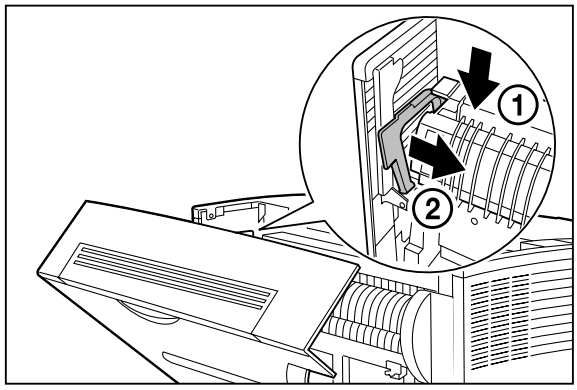
6. Pull the new fuser's nip spacer (one on each side) in the direction of the arrows to remove it.



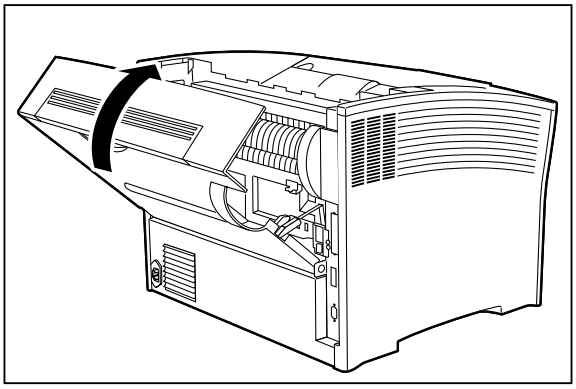
7. Install a new fuser. Insert the projecting part on the right side of the fuser into the groove of the printer.



8. Press the left side to return the lever to its original position and secure the fuser.



9. Close the rear cover.



10. Turn on the printer again, then check the display and make sure the printer is ready for printing.

    Reference: If an error message is shown, please refer to “4.3 Error Messages”.

PRINT RDY

3.5 Replacing the Feed Rollers(HCF)

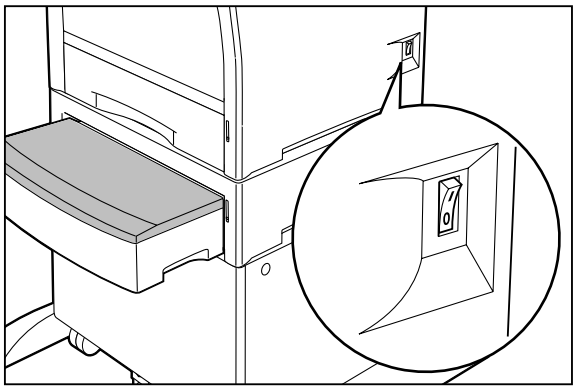
When it becomes necessary to replace the feed rollers in the optional High Capacity Feeder(HCF), follow the procedure below.

There are all together three feed rollers. When replacing the rollers, be sure to replace all of them at the same time.

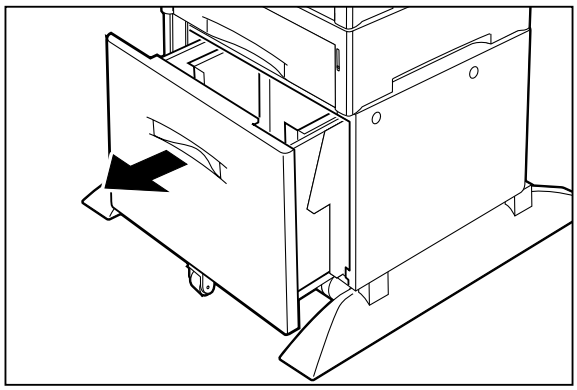
1. Make sure the PRINT RDY message is displayed on the control panel.

2. Set the switch on the right side of the printer to the [O] position to turn the power off.

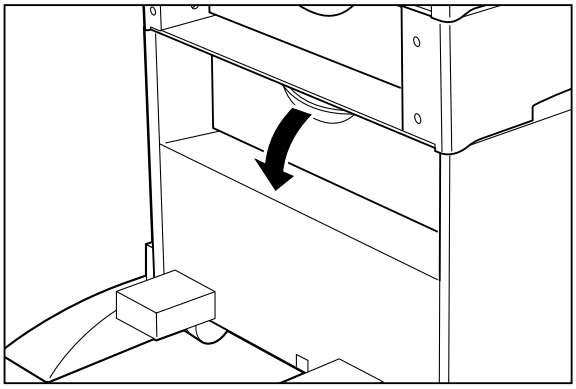
   Important: Do not use cleaning alcohol or other volatile substances, to prevent the possibility of discoloration, cracking, and deformation of the printer housing.



3. Pull the front paper tray out a little.

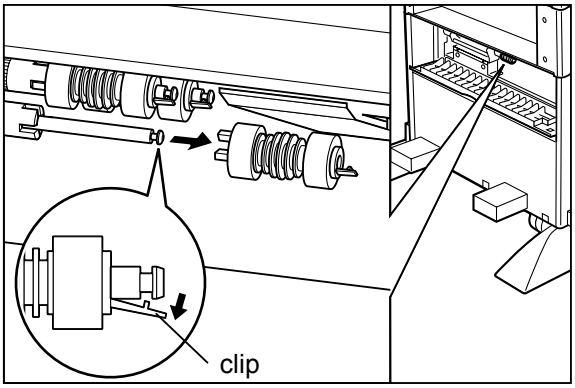


4. Grasp the recessed at the top of the rear cover on the high capacity feeder, and pull it towards you to open the cover. Remove the paper cassette.



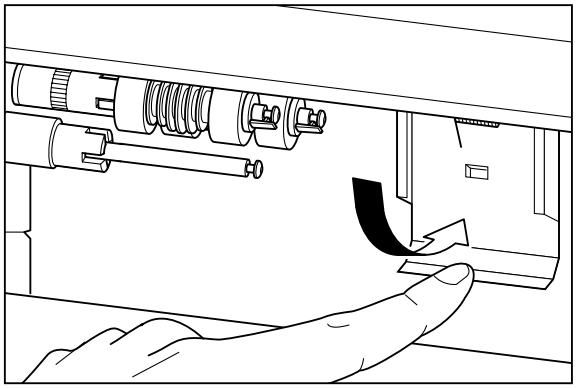
5. First, expand the clip on the feed roller closest to you and remove it.

   Important: If the clip is located at the rear of the feeder roller, use your hand to turn the roller so that the tab comes to the front, and then preform the replacement.



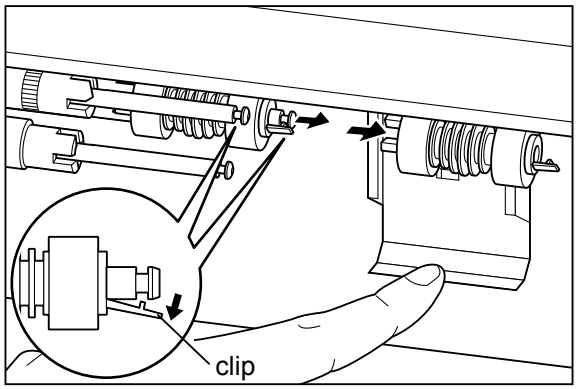
6. Next, Fold the metal stopper inside the rear at the top down and towards you.

   Important: The stopper springs back into position when you let it go. Be careful not to get your fingers caught.

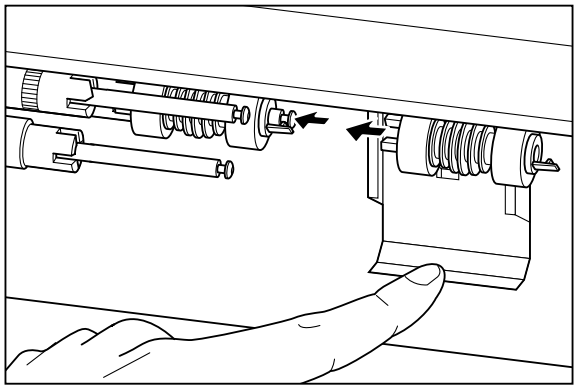


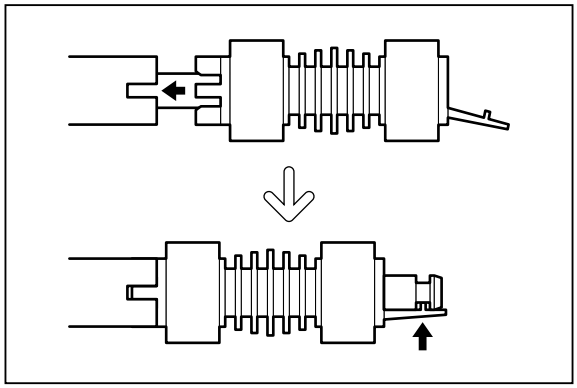
7. While holding the stopper down with your finger, expand the clip on the feed roller closest to you and remove it, then do the same for the feed roller that is furthest away from you.

   Important: If the clip is located at the rear of the feeder roller, use your hand to turn the roller so that the tab comes to the front, and then preform the replacement.



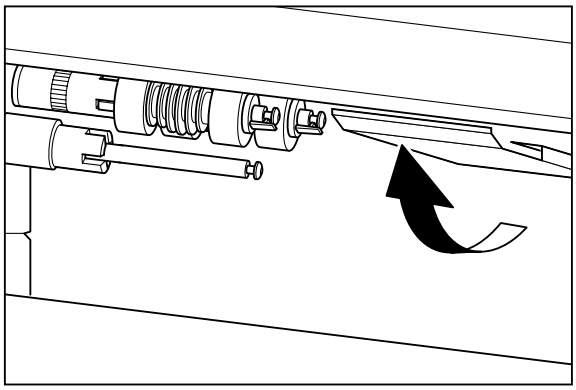
8. Fit a new feed roller onto the shaft furthest away. The tabs on the left fit into the slots on the spacer and the clip on the right fits into the groove on the shaft. When you hear a clicking sound, the feed roller is firmly in place. Fit the front feed roller in the same manner.



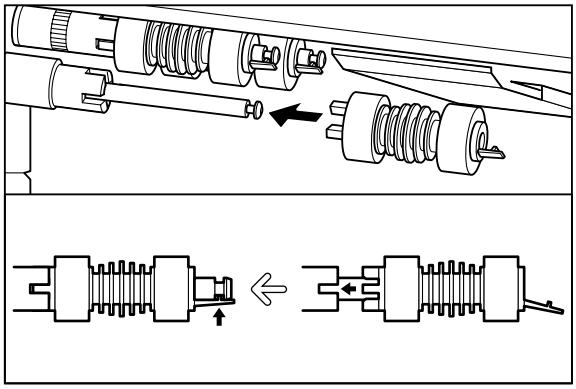


9. Let go of the metal stopper so it springs back into position.

   Important: The stopper springs back into position when you let it go. Be careful not to get your fingers caught.

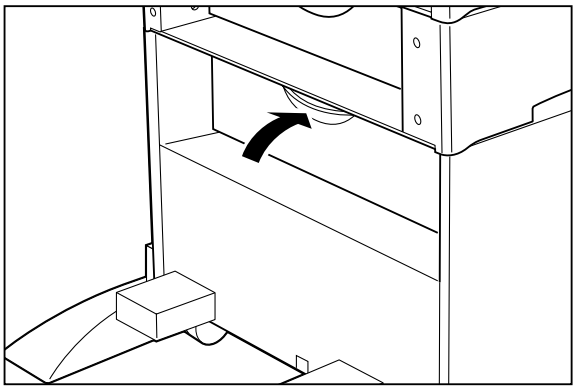


10. Fit a new feed roller onto the shaft closest to you. The tabs on the left fit into the slots on the spacer and the clip on the right fits into the groove on the shaft. When you hear a clicking sound, the feed roller is firmly in place.

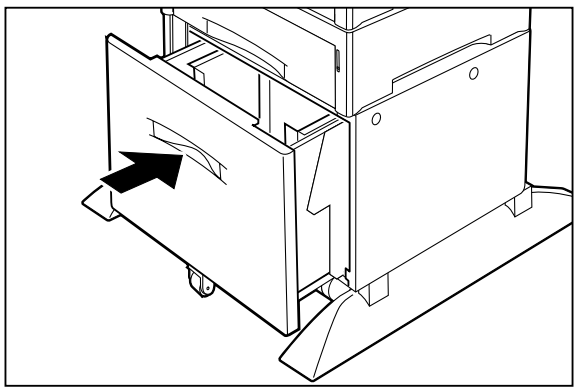


11. Close the rear cover

    Important: Make sure that the rear cover is firmly shut.



12. Return the paper cassette into the front.



13. Turn the power on and make sure the PRINT RDY message is displayed on the control panel.

    Reference: If an error message appears on the display, see 4.3”Error Messages”

3.6 Cleaning

In order to keep the printer in optimum working condition, clean it about once per month as described below.

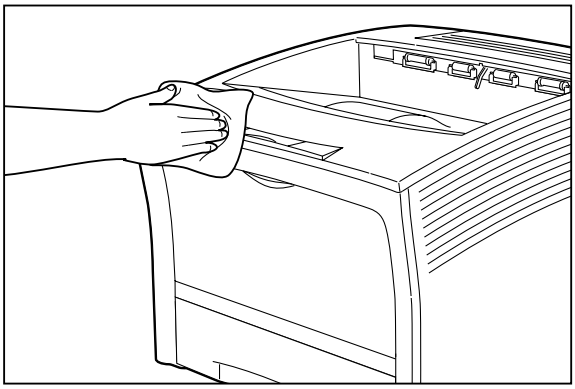
Also, after replacing the EP cartridge or removing paper jams, check and if necessary clean the printer as required.

⚠ *Caution:*

Before cleaning the printer or performing any other maintenance steps, be sure to turn the printer off and disconnect the power cord from the AC outlet, to prevent the risk of electric shock.

Important: Do not use cleaning alcohol or other volatile substances, to prevent the possibility of discoloration, cracking, and deformation of the printer housing.

Cleaning the exterior of the printer



1. Carefully wipe the outside of the printer with a soft cloth, lightly moistened with water.

   ⚠ *Caution:*

   Use only water or mailed detergent for the cleaning.

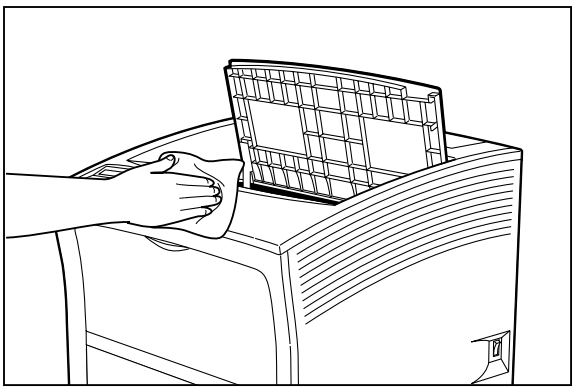
   Note: To remove stubborn stains, soak the cloth in a mild detergent solution and wring it thoroughly before use.

2. Wipe the printer dry with a soft, dry cloth.

   Important: Never use any other cleaning materials except water and neutral detergent.

Cleaning the interior of the printer

After removing a paper jam or replacing the EP cartridge, check the inside of the printer. Remove any paper scraps and wipe off paper dust using a dry, clean cloth.

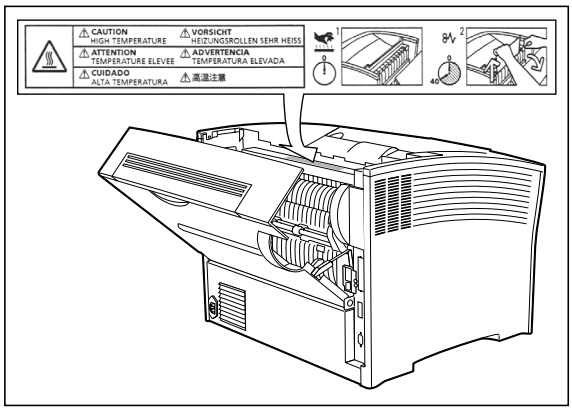


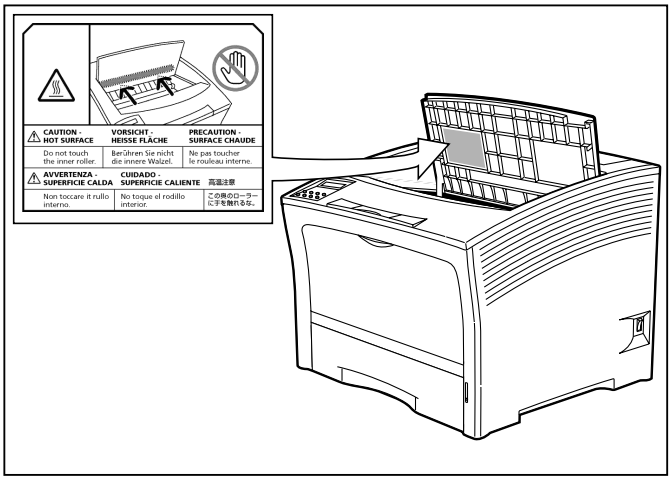
⚠ Warning:

Make sure the top cover is opened all the way to the back until it stops. (Also, when closing, slowly close the top cover.) If the top cover is not in a steady position, it may close rapidly and cause injuries to your hands.

⚠ Caution:

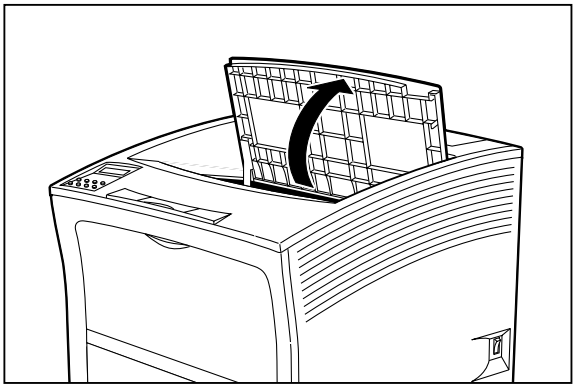
The fuser becomes very hot in operation. If a paper jam has occurred, turn the power off and wait at least 40 minutes before removing the drum cartridge and touching the fuser section.
Never touch the heater area (where a label indicating high temperature is located), or else burns may result. If paper is jammed at the heater or roller area, do not remove the paper by force; otherwise personal injury may result. Instead, immediately turn off the power and contact your local dealer for assistance.





Cleaning the ROS sealed glass

1. Open the top cover all the way to the back until it stops.

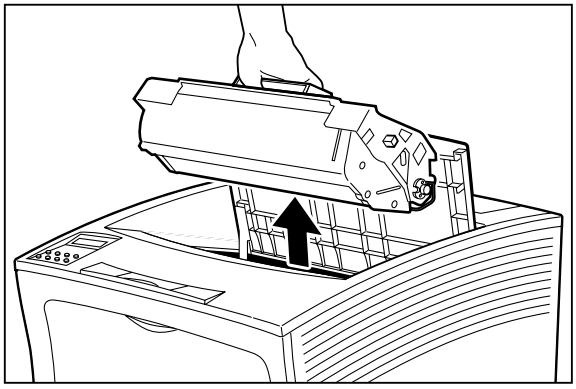


Warning:

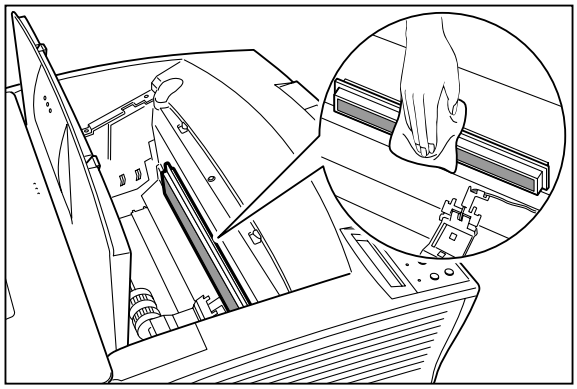
Make sure the top cover is opened all the way to the back until it stops. (Also, when closing, slowly close the top cover.)

Important: If printouts still remain in the paper exit area, remove them before opening the top cover; otherwise paper jam may result.

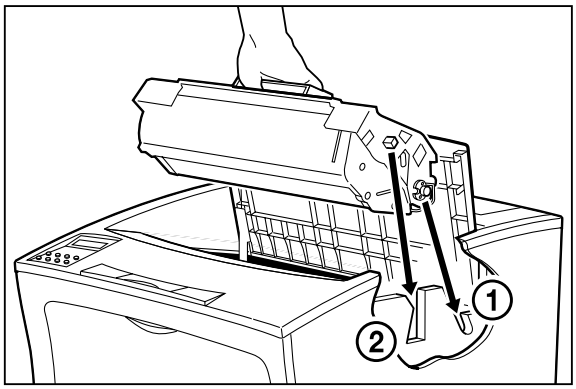
2. Hold the EP cartridge as shown in the illustration and pull it out slowly.



3. Use a dry cloth to clean the glass.

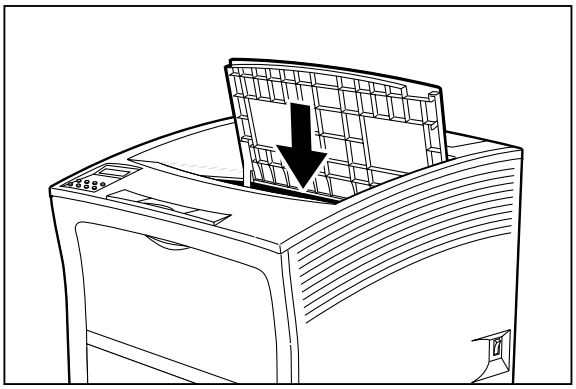


4. Hold the EP cartridge as shown. Then (1) insert the projecting parts on the cartridge into the guide channels of the printer, and (2) lower the cartridge into the printer.



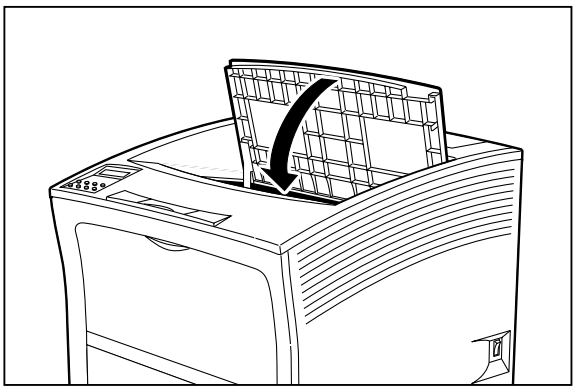
5. Push the EP cartridge all the way in.

   Important: Make sure the cartridge is seated properly.



6. Close the top cover. Press the center part of the top cover until it locks securely.

   Important: Make sure the top cover is properly locked. Otherwise print quality problems may occur.
   If the top cover cannot be closed, remove the EP cartridge completely and reinsert it all the way into the printer. Then try to close the top cover again.

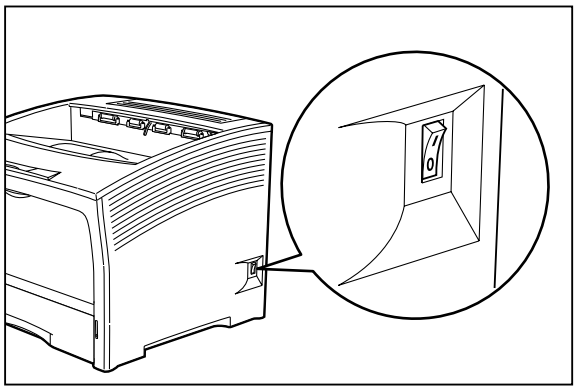


3.7 Daily Maintenance

At the end of the day, turn off the power as follows.

1. Check the indication to make sure the printer is not performing any task.

2. Set the power switch on the right side of the printer to [O] to turn off the printer.



Important: If an error message is shown, please refer to “4.3 Error Messages”.

3.8 If the Printer is Not Used Over an Extended Period of Time

Remove any paper from the front paper tray and cassette and store it in a location with low levels of dust and humidity.

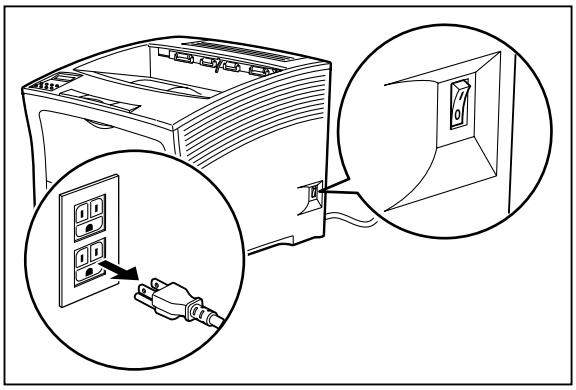
⚠ *Caution:*

Before cleaning the printer or performing any other maintenance steps, be sure to turn the printer off and disconnect the power cord from the AC outlet, to prevent the risk of electric shock.

1. Check the indication to make sure the printer is not performing any task.

   PRINT RDY

2. Set the power switch on the right side of the printer to [O] to turn off the printer. Then disconnect the power cord from the AC outlet.



Important: If an error message is shown, please refer to “4.3 Error Messages”.

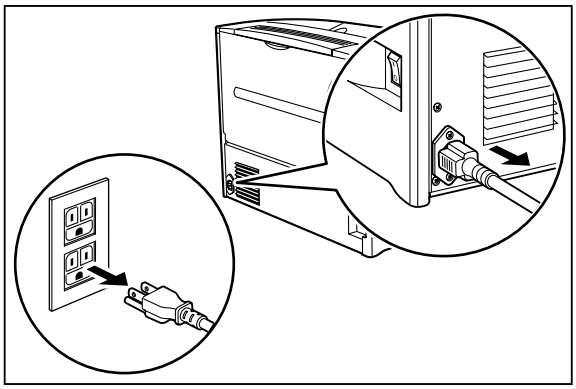
3. Disconnect the power cord from the AC connector on the AC outlet and the printer.

⚠ ***Warning:***

Never touch the power cord or plug with wet hands, to prevent the risk of electric shock.

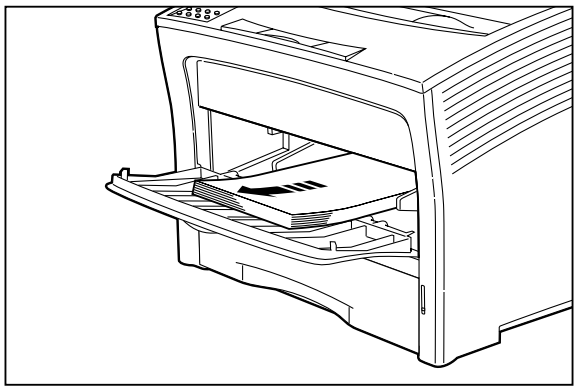
⚠ *Caution:*

When disconnecting, always grasp the plug and do not pull at the cable. Damage to the cord can lead to fire and electric shock.



4. Remove the paper from the front paper tray as well as the paper cassette, and store it in a location with low levels of dust and humidity.

   Reference: For detailed information on storage, please refer to “Appendix A Print Media”.



3.9 Checking the Power Cord

⚠ *Caution:*

Perform the following checks about once per month. Turn the printer off before making the checks. If any problems are detected, please contact your dealer or an authorized service station.

Verify that the plug of the power cord is firmly plugged into the AC outlet.

Check the plug of the power cord for heat damage, rust, bent prongs or other damage.

Verify that the plug and AC outlet are free of accumulated dust.

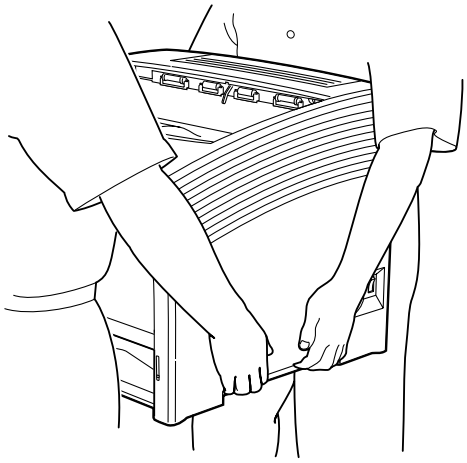
Check the power cord for cracks, tear, abrasion or other damage.

3.10 Relocating the Printer

To move the printer, follow the procedures outlined here.

⚠ *Caution:*

- *Caution:This printer is very heavy. The weight of the main unit without paper cassette, consumables, and paper is about 26kg. Never attempt to lift the printer by yourself. The printer should always be carried by two persons.*
- *To carry the printer, grasp the four bottom corners from the right and left side, not the front (operation panel) and back side. Never try to lift the printer while holding any part other than the bottom corners. Otherwise there is a severe risk of injury if the printer is dropped.*
- *When lifting the printer, correct posture is important to prevent back injuries.*



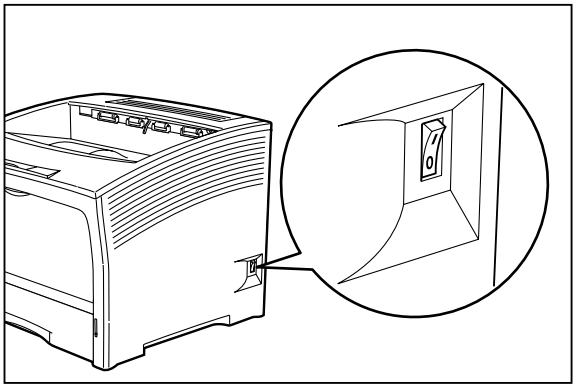
Note: Remove any options such as paper feeder and duplex printing unit before moving the printer. For instructions on how to remove the options, please refer to the respective section in the appendix. To move the printer over long distances, reuse the shipping carton and other packing material.

1. Check the indication to make sure the printer is not performing any task.

PRINT RDY

2. Set the power switch on the right side of the printer to [O] to turn off the printer.

   Important: If an error message is shown, please refer to “4.3 Error Messages”.



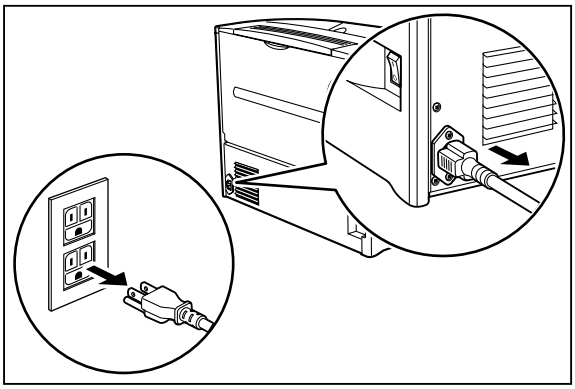
3. Disconnect the power cord from the AC connector on the AC outlet and the printer.

⚠ Warning:

Never touch the power cord or plug with wet hands, to prevent the risk of electric shock.

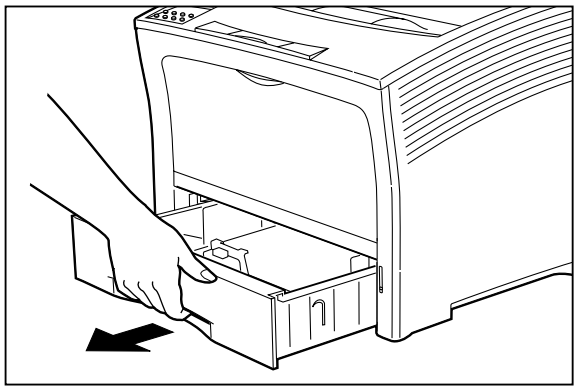
⚠ Caution:

When disconnecting, always grasp the plug and do not pull at the cable. Damage to the cord can lead to fire and electric shock.



4. Take out the paper cassette from the printer, and remove any paper still in the front paper tray.

   Note: If paper is loaded in the paper cassette, then remove the paper and wrap it up.

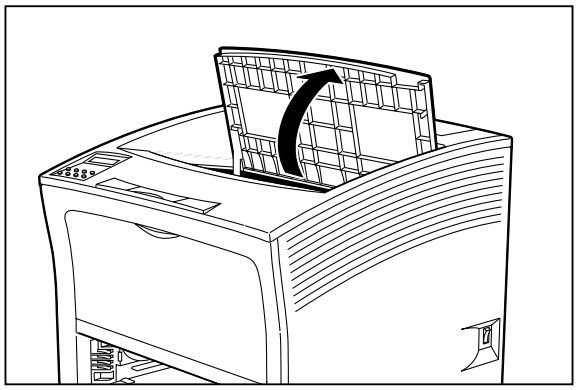


5. Open the top cover all the way to the back until it stops.

   ⚠ Warning:

   Make sure the top cover is opened all the way to the back until it stops. (Also, when closing, slowly close the top cover.)

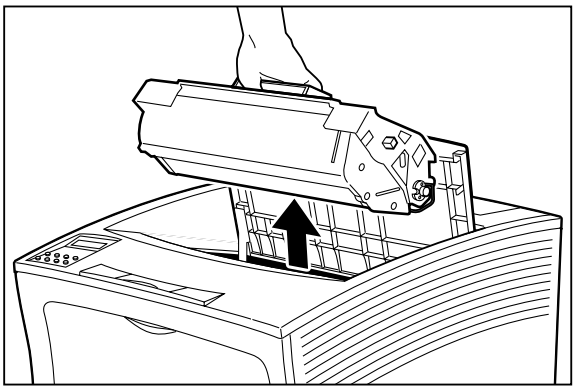
   Important: If printouts still remain in the paper exit area, remove them before opening the top cover; otherwise paper jam may result.
   Do not touch any parts inside the printer.



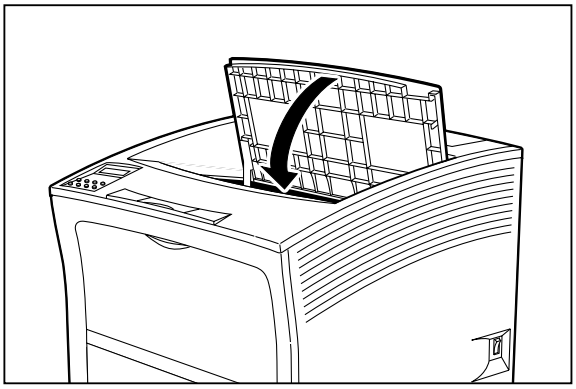
6. Hold the EP cartridge as shown in the illustration and pull it out slowly.

   Note: To prevent stains, place the cartridge on a surface covered with some old newspaper.

   Important: If the printer is transported with the cartridge in place, toner may spill inside printer.
   Do not shake the removed EP cartridge, to prevent toner spills.
   Replace the removed toner cartridge in its aluminum bag or wrap it in thick cloth, to protect it from light.

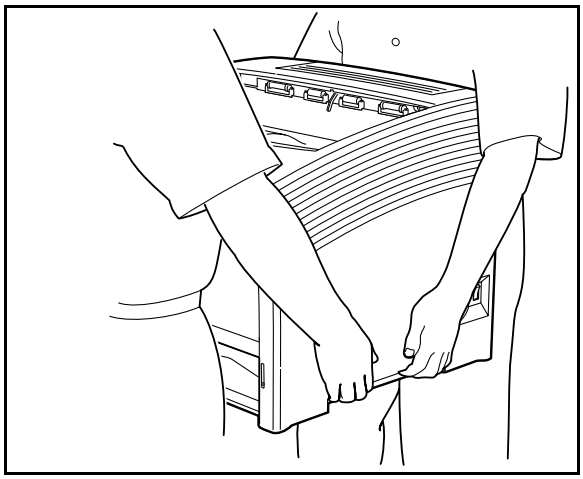


7. Close the top cover.
   Press the center part of the top cover until it locks securely.



   Note: Close the paper stopper if it is open.

8. Together with a second person, lift and carry the printer to its new location. To move the printer over long distances, reuse the shipping carton and other packing material.



9. Reinstall the printer at the new location.

   Reference: Follow the same procedures as described in “Chapter2 Installation” .

Chapter 4

Troubleshooting

This chapter covers procedures to isolate and solve problems that may occur during use of the printer.

4.1 Power-On Problems 4-2

4.2 Print Quality Problems 4-3

4.3 Error Messages 4-7

4.4 Paper Jams 4-9

4.5 Other Problems 4-37

4.1 Power-On Problems

This section describes problems that can occur when starting up the printer. If the trouble still persists even after performing the checks listed below, turn the printer off, disconnect the power cord from the AC outlet, and contact your dealer or an authorized service station.

Warning:

Do not attempt to modify the printer in any way, to prevent the risk of fire or smoke generation.

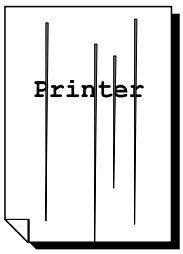
Caution:

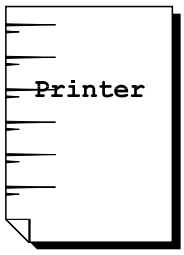
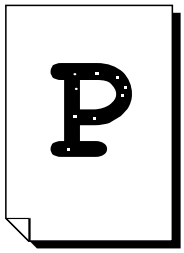
Before cleaning the printer or performing any other maintenance steps, be sure to turn the printer off and disconnect the power cord from the
AC outlet, to prevent the risk of electric shock.

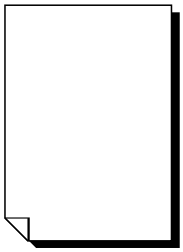
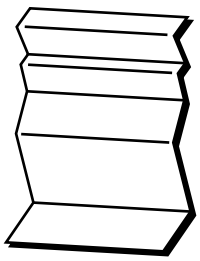
Description	Possible Cause	Action
There is no power.	The power switch is not turned on. (The switch is not set to [I].)	Check the power switch. See “2.5 Turning the Printer On and Off”.
	The power cord is not properly plugged into an AC outlet or into the AC connector on the rear side of the printer.	Set the power switch to [O] (off) and then connect the power cord firmly. See “2.4 Connecting the Power Cord”.
	Voltage of the AC power is not correct.	Verify that the AC outlet is rated for 100 V AC, 15 A.
Power is frequently interrupted.	The printer is malfunctioning.	Turn the printer off and disconnect the power cord from the AC outlet. Then contact your dealer or an authorized service station.

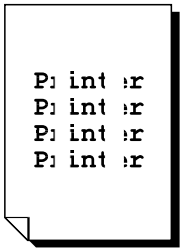
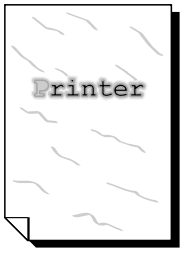
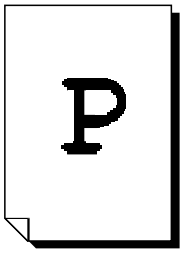
4.2 Print Quality Problems

This section describes possible quality problems during printing. Go through the list below to find the condition that most resembles the problem, and follow the recommended action. If the trouble persists, turn the printer off and disconnect the power cord from the AC outlet. Then contact your dealer or an authorized service station.

Description	Possible Cause	Action
Faded print	The print media is moist.	Remove the moist media and load new, dry media. See “3.1 Replenishing Paper”.
	The EP cartridge is old or damaged.	Replace the EP cartridge. See “3.2 Replacing the EP Cartridge”.
	Toner in the EP cartridge is low.	Replace the EP cartridge. See “3.2 Replacing the EP Cartridge”.
	The ROS sealed grass is dirty.	Clean the ROS sealed grass. See “3.6 Cleaning”.
Black dots	The print media is outside the recommended specifications.	Use the recommended print media. See “3.1 Replenishing Paper”.
	The EP cartridge is old or damaged.	Replace the EP cartridge. See “3.2 Replacing the EP Cartridge”.
Vertical black streaks 	The EP cartridge is old or damaged.	Replace the EP cartridge. See “3.2 Replacing the EP Cartridge”.

Description	Possible Cause	Action
Repetitive defects 	The paper path is dirty.	Print out several blank sheets.
	The EP cartridge is old or damaged.	Replace the EP cartridge. See “3.2 Replacing the EP Cartridge”.
Character voids 	The print media is outside the recommended specifications.	Use the recommended print media. See “3.1 Replenishing Paper” and “Appendix A Print Media”.
	The EP cartridge is old or damaged.	Replace the EP cartridge. See “3.2 Replacing the EP Cartridge”.
Toner smears when rubbed	The print media is moist.	Remove the moist media and load new, dry media. See “3.1 Replenishing Paper”.
	The print media is outside the recommended specifications.	Use the recommended print media. See “3.1 Replenishing Paper” and “Appendix A Print Media”.
	The top cover not fully closed.	Close the top cover properly.
Black page	The EP cartridge is old or damaged.	Replace the EP cartridge. See “3.2 Replacing the EP Cartridge”.
	The high-voltage power supply may be defective.	Contact your dealer or an authorized service station.

Description	Possible Cause	Action
Blank page 	The sealing tape of the EP cartridge is not pulled out.	Pull out the sealing tape. See “3.2 Replacing the EP Cartridge”.
	The printer feeds two or more sheets at a time.	Avoid adding paper to a nearly full stack. See “3.1 Replenishing Paper”.
	The EP cartridge is old or damaged.	Replace the EP cartridge. See “3.2 Replacing the EP Cartridge”.
	The toner in the EP cartridge is low.	Replace the EP cartridge. See “3.2 Replacing the EP Cartridge”.
	The high-voltage power supply may be defective.	Contact your dealer or an authorized service station.
Partial blanks	The print media is moist.	Remove the moist media and load new, dry media. See “3.1 Replenishing Paper”.
	The print media is outside the recommended specifications.	Use the recommended print media. See “3.1 Replenishing Paper” and “Appendix A Print Media”.
	The sealing tape of the EP cartridge is not fully pulled out.	Replace the EP cartridge. See “3.2 Replacing the EP Cartridge”.
Creased paper 	The print media is outside the recommended specifications.	Use the recommended print media. See “3.1 Replenishing Paper” and “Appendix A Print Media”.
	The print media is moist.	Remove the moist media and load new, dry media. See “3.1 Replenishing Paper”.

Description	Possible Cause	Action
Plotted print	The print media is outside the recommended specifications.	Use the recommended print media. See “3.1 Replenishing Paper” and “Appendix A Print Media”.
	The print media is moist.	Remove the moist media and load new, dry media. See “3.1 Replenishing Paper”.
	The EP cartridge is old or damaged.	Replace the EP cartridge. See “3.2 Replacing the EP Cartridge”.
Vertical blanks 	The EP cartridge is not installed correctly.	Remove the EP cartridge and reinstall it. See “2.2 Installing the EP Cartridge” and “3.2 Replacing the EP Cartridge”.
	The EP cartridge is old or damaged.	Replace the EP cartridge. See “3.2 Replacing the EP Cartridge”.
	The ROS sealed grass is dirty.	Clean the ROS sealed grass. See “3.6 Cleaning”.
Blurred print 	The EP cartridge is old or damaged.	Replace the EP cartridge. See “3.2 Replacing the EP Cartridge”.
Bold print appears shaded 	The EP cartridge is old or damaged.	Replace the EP cartridge. See “3.2 Replacing the EP Cartridge”.

4.3 Error Messages

The table below lists status codes, error messages, and any action you need to take.

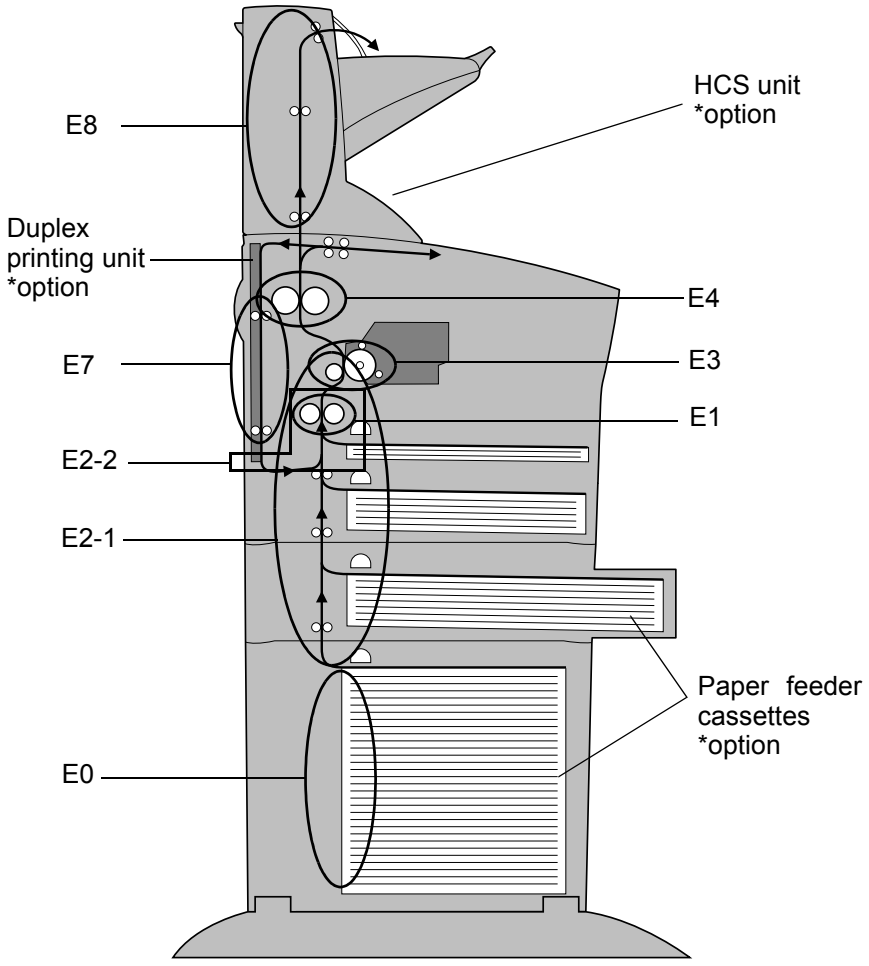
Status Code	Error Message	Possible Cause and Action
E0 E1, E2-1 E2-2, E3, E4 E7, E8	E0: PAPER JAM INSIDE HCF E1: PAPER JAM TRAY TO REGI. E2-1: PAPER JAM MISFEED E2-2: PAPER JAM MISFEED DUPLEX E3: PAPER JAM REGI. TO FUSER. E4: PAPER JAM EXIT E7: JAM DUPLEX PLEASE CLEAR JAM E8: PAPER JAM HCS	A paper jam has occurred inside the printer. Remove the jammed paper. See “4.4 Paper Jams”
E5	TOP CVR OPEN PLEASE CLOSE CVR HCS CVR OPEN PLEASE CLOSE CVR HCF CVR OPEN PLEASE CLOSE CVR P HAND UNIT NOT IN POSITION	The top/rear/HCS/HCF cover is open. Close the cover. Front paper tray is not in position.
J3	EP CARTRIDGE NOT IN POSITION INSTALL/RESEAT PRINT CARTRIDGE	The EP cartridge is not installed, or a wrong cartridge is installed. Install the correct EP cartridge according to the specifications. See “2.2 Installing the EP Cartridge”.
C3	TRAY OUT INSTALL TRAY TRAY OUT INSTALL TRAY1 TRAY OUT INSTALL TRAY2 TRAY OUT INSTALL TRAY3 HCF CARRIAGE NOT IN POSITION	The selected cassette is not installed. Install the cassette.
C5	ADD PAPER TO FRONT TRAY ADD PAPER TO CASSETTE ADD PAPER TO TRAY1 ADD PAPER TO TRAY2 ADD PAPER TO TRAY3	There is no paper in the front paper tray or in the selected cassette. Replenish paper. See “3.1 Replenishing Paper”.
	WRONG SIZE FOR DUPLEX WRONG SIZE FOR UPPER TRAY	Paper of a non-supported size was inserted while the optional duplex printing unit or HCF unit is installed. Choose a supported paper size. See “3.1 Replenishing Paper” and “Appendix A Print Media”.

Status Code	Error Message	Possible Cause and Action
U2	ROS FALL PWR OFF THEN ON	ROS have occurred. Turn the printer off and then back on again. See “2.5 Turning the Printer On and Off”.
U4	FUSER FAIL PWR OFF THEN ON	There is a problem with the fuser. Turn the printer off and then back on again. See “2.5 Turning the Printer On and Off”.
P1	PUSER PAUSE	The host computer has sent a standby command. Cancel the standby command.
	FAN ABNORMAL	There is a problem with the cooling fan. Turn the printer off and then back on again. See “2.5 Turning the Printer On and Off”.
	TBD	The print media is outside the recommended specifications. Make sure to load the correct size of paper.

4.4 Paper Jams

When paper gets jammed inside the printer, printing stops and a status code indicating the position of the jam appears on the display.

Status Code	Paper Jam Location
E0	At the HCF unit
E1	Near the EP cartridge
E2	Between the paper feed section (front paper tray or cassette) and the EP cartridge
E3	Between the EP cartridge and the fuser unit
E4	At the paper exit slot
E7	At the Duplex Printing Unit
E8	At the HCS unit



Typical causes of paper jams

The most common causes of paper jams are:

- The printer is not placed on a level surface.
- The print media does not conform to the specifications.
- The paper is not loaded correctly in the front paper tray or the cassette.
- The paper is wrinkled or curled.
- The paper guide is not set correctly.

⚠ *Caution:*

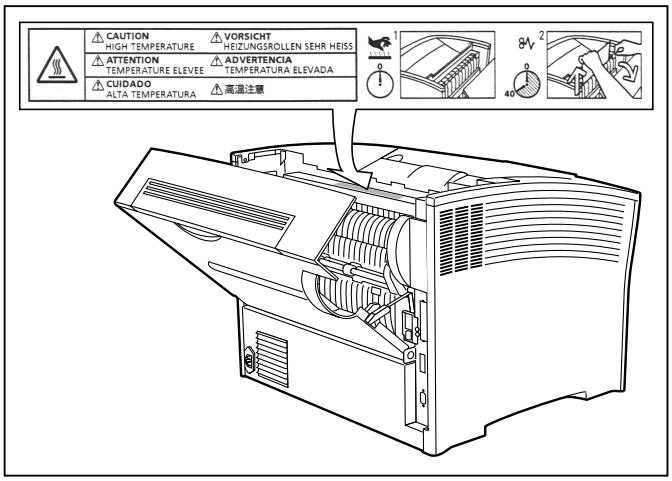
- *If paper is jammed in a hard to reach or hard to see location in the printer, do not try to remove it by force. Contact your dealer or an authorized service station.*
- *When removing jammed paper, make sure that no paper scraps or paper dust remain in the printer. Paper remnants in the printer can become a fire hazard. If paper cannot be removed or is tightly wound around the heater or a roller, do not try to remove it by force. Contact your dealer or an authorized service station.*

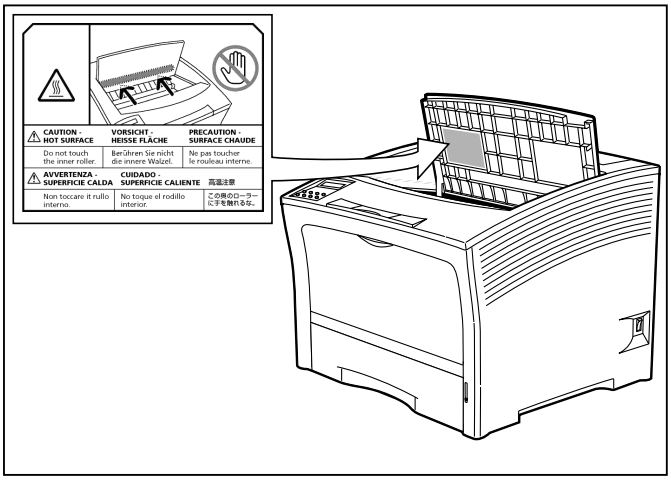
Important: Remove jammed paper slowly and carefully, to prevent tearing the paper.

Handling Precautions

⚠ *Caution:*

Never touch the heater area (where a label indicating high temperature is located), or else burns may result. If paper is jammed at the heater or roller area, do not remove the paper by force; otherwise personal injury may result. Instead, immediately turn off the power and contact your local dealer for assistance.




CAUTION -
HOT SURFACE
Do not touch the inner roller.
VORSICHT -
HEISSE FLÄCHE
Berühren Sie nicht die innere Walzel.
PRECAUTION -
SURFACE CHAUDE
Ne pas toucher le rouleau interne.
AVVERTENZA -
SUPERFICIE CALDA
Non toccare it rullo interno.
CUIDADO -
SUPERFICIE CALIENTE
No toque el rodillo interior.
高温注意
この筒のローラーに手を触れるな。