

Continuous cleaning after print head replacement is not available	[1371]	20 times	Press the Resume/Cancel button.	---
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### 1-3. Service Call Error (by Cyclic Blinking of Alarm and Power LEDs) Troubleshooting

Service call errors are indicated by the number of cycles the Alarm and Power LEDs blink, and the corresponding error code with the message, "Printer error has occurred. Turn off power then back on again. If problem persists, see the manual." is displayed in the printer driver Status Monitor.

- 1) Check each point in "Check points & Solution," and perform the solution if it applies.
- 2) When no solution in "Check points & Solution" is effective, then replace the part listed under "Parts to that are likely to be faulty" one by one from the one most likely to be faulty. The parts are listed in the order of likeliness to be faulty.

Cycles of blinking of Alarm and Power LEDs	Error	Error code	Check points & Solution	Parts that are likely to be faulty (listed in the order of likeliness to be faulty)
2 times	Carriage error	[5100]	(1) Smearing (grease, etc.) on the carriage timing slit film: Clean the film using lint-free paper. (2) Foreign material that obstructs the carriage movement: Remove foreign material. (3) Cable connection (wrong or incomplete connection, etc.): - Carriage flexible flat cables J501, J502, J503, J504 (logic board ass'y) - Motor multi harness ass'y (between the carriage motor and the logic board ass'y) Re-connect the cables. (4) Scratches on the carriage timing slit film: Replace the timing slit strip film. (5) Black mold debris (wear) around the carriage: Replace the carriage unit.	- Timing slit strip film - Carriage unit - Logic board ass'y - Carriage motor
3 times	Line feed error	[6000]	(1) Smearing (grease, etc.) on the LF / EJ slit film: Clean the LF / EJ slit film using lint-free paper. (2) Foreign material in the LF drive: Remove foreign material. (3) Cable connection (wrong or incomplete connection):	- Timing slit disk eject film - LF eject encoder ass'y - Paper feed roller unit - Logic board ass'y - Paper feed motor

			<ul style="list-style-type: none"> <li>- Motor multi harness ass'y (between the paper feed motor and the logic board ass'y)</li> <li>- LF / EJ encoder harness ass'y (between the LF / EJ encoder ass'y and the relay1 board ass'y)</li> <li>- Sensor multi harness ass'y (between the LF position sensor ass'y and the relay1 board ass'y)</li> <li>- Relay1 flexible flat cable (between the relay1 board ass'y and the logic board ass'y)</li> </ul> <p>Re-connect the cables.</p> <p>(4) LF lock arm spring: Attach the spring properly.</p> <p>If any damage or breakage of the cable is found, replace the applicable unit or cable.</p>	
4 times	Purge cam sensor error	[5C00]	<p>(1) Foreign material around the purge unit: Remove foreign material.</p> <p>(2) Cable connection (wrong or incomplete connectino):</p> <ul style="list-style-type: none"> <li>- Purge unit cable (between the purge unit and the relay2 board ass'y)</li> <li>- Relay2 flexible flat cable (between the relay2 board ass'y and the logic board ass'y)</li> </ul> <p>Re-connect the cable.</p> <p>(3) Strange sound at power-on: Replace the purge unit.</p>	<ul style="list-style-type: none"> <li>- Purge unit</li> <li>- Logic board ass'y</li> <li>- Relay2 board ass'y</li> </ul>
5 times	ASF (cam) sensor error	[5700]	<p>(1) Foreign material inside the auto sheet feeder unit: Remove foreign material.</p> <p>(2) Cable connection (wrong or incomplete connection):</p> <ul style="list-style-type: none"> <li>- Auto sheet feeder unit cable (between the auto sheet feeder unit and the logic board ass'y)</li> </ul> <p>Re-connect the cable.</p>	<ul style="list-style-type: none"> <li>- Auto sheet feeder unit</li> <li>- Logic board ass'y</li> </ul>
6 times	Internal temperature error	[5400]	<p>(1) Cable connection (wrong or incomplete connection):</p> <ul style="list-style-type: none"> <li>- Humidity sensor harness (between the humidity sensor unit and the relay1 board ass'y)</li> <li>- Relay1 flexible flat cable (between the relay1 board ass'y and the logic board ass'y)</li> </ul> <p>Re-connect the cable.</p>	<ul style="list-style-type: none"> <li>- Humidity sensor unit</li> <li>- Humidity sensor harness</li> <li>- Relay1 flexible flat cable</li> <li>- Logic board ass'y</li> <li>- Relay1 board ass'y</li> </ul>

7 times	Ink absorber full	[5B00] [5B01]	(1) Ink absorber condition: Replace the ink absorber, and reset the ink absorber counter value in the EEPROM.	- Ink absorber unit
	No wetting liquid	[5250]	(1) Wetting liquid in the purge unit: Replace the purge unit, and set the wetting liquid counter value in the EEPROM.	- Purge unit
8 times	Print head temperature rise error	[5200]	(1) Print head condition (face surface and mold): If a burn mark or heat deformation is seen on the face surface or the mold, replace the print head. (2) Head contact pin condition of the carriage unit: If the pin is bent or deformed, replace the carriage unit. (3) Cable connection (wrong or incomplete connection): - Carriage flexible flat cables, J501, J502, J503, J504 (logic board ass'y) Re-connect the cables. If any damage or breakage of the cable is found, replace the carriage unit.	- Print head - Carriage unit - Logic board ass'y
	Print head ID fatal error	[5203]		
	Print head EEPROM fatal error	[5204]		
	Print head not installed (fatal error)	[5205]		
	Diode sensor fatal error	[5206]		
	Ink supply pressure error	[B500]	(1) Ink leakage from and around the ink supply unit: Check where ink leaks from, and wipe off the ink. Perform the following according to the point of ink leakage: - Re-install or replace the ink tank(s) or the print head. - Replace the ink supply unit. (2) Ink tank and print head conditions and ink tube connection: Re-install or replace the ink tank (s) or the print head. (3) Cable connection (wrong or incomplete connection): - Relay3 flexible flat cable (between the relay3 board ass'y and the logic board ass'y) - Motor multi harness ass'y (between the ink supply pump unit and the logic board ass'y) Re-connect the cables.	- Ink tank - Print head - Ink supply unit - Relay3 flexible flat cable - Motor multi harness ass'y - Logic board ass'y

	Pressure release error	[B501]	<p>(1) Cable connection (wrong or incomplete connection):</p> <ul style="list-style-type: none"> <li>- Motor multi harness ass'y (between the ink supply pump unit and the logic board ass'y)</li> </ul> <p>Re-connect the cables.</p>	<ul style="list-style-type: none"> <li>- Ink supply unit</li> <li>- Relay3 flexible flat cable</li> <li>- Motor multi harness ass'y</li> <li>- Logic board ass'y</li> </ul>
	Ink agitation error	[B800]	<p>(1) Cable connection (wrong or incomplete connection):</p> <ul style="list-style-type: none"> <li>- Relay3 flexible flat cable (between the relay3 board ass'y and the logic board ass'y)</li> <li>- Motor multi harness ass'y (between the ink supply pump unit and the logic board ass'y)</li> </ul> <p>Re-connect the cables.</p>	<ul style="list-style-type: none"> <li>- Ink supply unit</li> <li>- Relay3 flexible flat cable</li> <li>- Motor multi harness ass'y</li> <li>- Logic board ass'y</li> </ul>
9 times	EEPROM error	[6800] [6801]	<p>(1) Part replacement:</p> <p>Replace the logic board ass'y.</p>	<ul style="list-style-type: none"> <li>- Logic board ass'y</li> </ul>
10 times	VH monitor error	[B200]	<p>(1) Print head condition (face surface and mold):</p> <p>If a burn mark or heat deformation is seen on the face surface or the mold, replace the print head.</p> <p>(2) Head contact pin condition of the carriage unit:</p> <p>If the pin is bent or deformed, replace the carriage unit.</p> <p>(3) Cable connection:</p> <ul style="list-style-type: none"> <li>- Carriage flexible flat cables, J501, J502, J503, J504 (logic board ass'y)</li> </ul> <p>Re-connect the cables.</p> <p>If any damage or breakage of the cable is found, replace the carriage unit.</p>	<ul style="list-style-type: none"> <li>- Print head</li> <li>- Logic board ass'y</li> <li>- Carriage unit</li> <li>- AC adapter</li> </ul>
11 times	Carriage lift mechanism error	[5110]	<p>(1) Foreign material that obstructs the carriage movement:</p> <p>Remove foreign material.</p> <p>(2) Cable connection (wrong or incomplete connection):</p> <ul style="list-style-type: none"> <li>- Carriage lift sensor harness (between the carriage lift sensor ass'y and the relay2 board ass'y)</li> <li>- Relay2 flexible flat cable (between the relay2 board ass'y and the logic board ass'y)</li> </ul> <p>Re-connect the cables.</p>	<ul style="list-style-type: none"> <li>- Carriage lift sensor ass'y</li> <li>- Logic board ass'y</li> <li>- Relay2 board ass'y</li> </ul>
12 times	APP position error	[6A00]	<p>(1) Cable connection:</p> <ul style="list-style-type: none"> <li>- CR/APCL motor multi harness ass'y,</li> </ul>	<ul style="list-style-type: none"> <li>- Auto sheet feeder unit</li> <li>- Purge unit</li> </ul>

			(between the AP CL motor and the logic board ass'y) - Auto sheet feeder sensor multi harness, J1205 (logic board ass'y) Re-connect the cables.	
	Purge position error	[5C10]	(1) Foreign material (paper debris, etc.) around the spur base: Remove foreign material. (2) Cable connection (wrong or incomplete connection): - IS/PGSB motor multi harness ass'y (between the PG SB sub motor (purge drive base unit) and the logic board ass'y) - Sensor multi harness ass'y (between the purge drive base unit and the logic board ass'y) Re-connect the cables.	- Purge drive base unit - Spur base unit - Purge unit
	Mist fan error	[6F00]	(1) Foreign material in the ventilation slot and inside the fan: Remove foreign material. (2) Cable connection (wrong or incomplete connection): - Motor multi harness ass'y (between the mist fan unit and the logic board ass'y) Re-connect the cables.	- Mist fan unit
13 times	Paper feed position error	[6B00]	(1) Foreign material inside the manual feed slot: Remove foreign material. (2) Foreign material (paper debris, etc.) around the pinch rollers: Remove foreign material. (3) Cable connection (wrong or incomplete connection): - PR MF encoder harness ass'y (between the auto sheet feeder unit and the relay1 board ass'y) - PR lift sensor harness ass'y (between the PE sensor board unit and the relay1 board ass'y) - Relay1 flexible flat cable (between the relay1 board ass'y and the logic board ass'y) - PRMF/LF/fan motor multi harness ass'y (between the PR MF motor in the auto sheet feeder unit and the logic board ass'y) Re-connect the cables.	- Auto sheet feeder unit - Pinch roller holder unit - PR lift shaft ass'y - PE sensor board unit - Logic board ass'y - Relay1 board ass'y

14 times	Manual feed cam error	[B400]	<p>(1) Foreign material inside the manual feed slot: Remove foreign material.</p> <p>(2) Cable connection (wrong or incomplete connection):</p> <ul style="list-style-type: none"> <li>- Relay1 flexible flat cable (between the relay1 board ass'y and the logic board ass'y)</li> </ul> <p>Re-connect the cables.</p>	<ul style="list-style-type: none"> <li>- Auto sheet feeder unit</li> <li>- Relay1 board ass'y</li> <li>- Relay1 flexible flat cable</li> <li>- Logic board ass'y</li> </ul>
15 times	USB host Vbus overcurrent	[9000]	<p>(1) Conductive foreign material (ink, liquid, etc.) around the connectors: Replace the logic board ass'y.</p>	<ul style="list-style-type: none"> <li>- Logic board ass'y</li> </ul>
16 times	Pump roller sensor error	[5C20]	<p>(1) Cable connection (wrong or incomplete connection):</p> <ul style="list-style-type: none"> <li>- Purge unit cable (between the purge unit and the relay2 board ass'y)</li> <li>- Relay2 flexible flat cable (between the relay2 board ass'y and the logic board ass'y)</li> </ul> <p>Re-connect the cables.</p>	<ul style="list-style-type: none"> <li>- Purge unit</li> <li>- Logic board ass'y</li> <li>- Relay2 board ass'y</li> </ul>
17 times	Paper eject encoder error	[6010]	<p>(1) Smearing on the LF / EJ slit film: Clean the LF / EJ slit film using lint-free paper.</p> <p>(2) Foreign material in the paper path: Remove foreign material.</p> <p>(3) Cable connection (wrong or incomplete connection):</p> <ul style="list-style-type: none"> <li>- Motor multi harness ass'y (between the paper feed motor and the logic board ass'y)</li> <li>- LF / EJ encoder harness ass'y (between the LF / EJ encoder ass'y and the relay1 board ass'y)</li> <li>- Sensor multi harness ass'y (between the LF position sensor ass'y and the relay1 board ass'y)</li> <li>- Relay1 flexible flat cable (between the relay1 board ass'y and the logic board ass'y)</li> </ul> <p>Re-connect the cables.</p> <p>(4) Deformation or scratches on the LF / EJ slit film: Replace the timing slit disk feed film or the timing slit disk eject film.</p>	<ul style="list-style-type: none"> <li>- Timing slit disk feed film</li> <li>- Timing slit disk eject film</li> <li>- LF / EJ encoder ass'y</li> <li>- Platen unit</li> <li>- Paper feed roller ass'y</li> <li>- Eject roller ass'y</li> <li>- Logic board ass'y</li> <li>- Paper feed motor</li> </ul>
	Joint lever sensor error	[8100]	<p>(1) Joint lever condition (locked or unlocked): If the joint lever is unlocked but</p>	<ul style="list-style-type: none"> <li>- Carriage unit</li> <li>- Ink supply unit</li> </ul>

			<p>the carriage is not in the print head replacement position, lock the lever and turn on the printer.</p> <p>(2) Joint lever sensor condition: Replace the carriage unit.</p> <p>(3) Cable connection (wrong or incomplete connection):</p> <ul style="list-style-type: none"> <li>- Carriage flexible flat cables, J501, J502, J503, J504 (logic board ass'y)</li> </ul> <p>Re-connect the cables.</p>	
18 times	Spur base lift mechanism error	[5120]	<p>(1) Foreign material around the spur base (especially under the base): Remove foreign material.</p> <p>(2) Cable connection (wrong or incomplete connection):</p> <ul style="list-style-type: none"> <li>- Sensor multi harness ass'y (between the PE sensor board unit (spur base lift sensor) and the relay1 board ass'y)</li> <li>- Relay1 flexible flat cable (between the relay1 board ass'y and the logic board ass'y)</li> </ul> <p>Re-connect the cables.</p>	<ul style="list-style-type: none"> <li>- Spur base unit</li> <li>- PE sensor board (spur base lift sensor)</li> <li>- Spur base lift shaft ass'y</li> </ul>
20 times	VH modulation voltage error	[9400]	<p>(1) Temperature and humidity (environment) of the place where the printer is used: Leave the printer in the recommended environment for a certain period of time, then check if the error is cleared.</p>	<ul style="list-style-type: none"> <li>- Print head</li> <li>- Carriage unit</li> <li>- Logic board ass'y</li> <li>- AC adapter</li> </ul>
	Other hardware errors	[6500]	<p>(1) Part replacement: Replace the logic board ass'y.</p>	<ul style="list-style-type: none"> <li>- Logic board ass'y</li> </ul>
22 times	Tank cover solenoid error	[9300]	<p>(1) Cable connection (wrong or incomplete connection):</p> <ul style="list-style-type: none"> <li>- Ink tank R unit harness cable (relay3 board (ink supply unit))</li> <li>- Relay3 flexible flat cable (between the relay3 board (ink supply unit) and the logic board ass'y)</li> <li>- Ink tank L unit harness cable (relay4 board (ink supply unit))</li> <li>- Relay4 flexible flat cable (between the relay4 board (ink supply unit) and the logic board ass'y)</li> </ul> <p>Re-connect the cables.</p>	<ul style="list-style-type: none"> <li>- Ink tank R unit</li> <li>- Ink tank L unit</li> </ul>
	Tank cover error	[B700]	<p>(1) Tank Cover Open button condition: If the button is good and operates properly, close the tank cover(s)</p>	<ul style="list-style-type: none"> <li>- Ink tank R unit</li> <li>- Ink tank L unit</li> </ul>

			<p>and turn on the printer.</p> <p>(2) Cable connection (wrong or incomplete connection):</p> <ul style="list-style-type: none"> <li>- Ink tank R unit harness cable (relay3 board (ink supply unit))</li> <li>- Relay3 flexible flat cable (between the relay3 board (ink supply unit) and the logic board ass'y)</li> <li>- Ink tank L unit harness cable (relay4 board (ink supply unit))</li> <li>- Relay4 flexible flat cable (between the relay4 board (ink supply unit) and the logic board ass'y)</li> </ul> <p>Re-connect the cables.</p>	
23 times	Valve cam sensor error	[6C10]	<p>(1) Foreign material around the purge unit:</p> <p>Remove foreign material.</p> <p>(2) Cable connection (wrong or incomplete connection):</p> <ul style="list-style-type: none"> <li>- Purge unit cable (between the purge unit and the relay2 board ass'y)</li> <li>- Relay2 flexible flat cable (between the relay2 board ass'y and the logic board ass'y)</li> </ul> <p>Re-connect the cables.</p>	<ul style="list-style-type: none"> <li>- Purge unit</li> <li>- Logic board ass'y</li> <li>- Relay2 board ass'y</li> </ul>
24 times	Temperature & Humidity sensor error	[8200]	<p>(1) Temperature and humidity (environment) of the place where the printer is used:</p> <p>Leave the printer in the recommended environment for a certain period of time, then check if the error is cleared.</p>	<ul style="list-style-type: none"> <li>- Ink supply unit</li> <li>- Logic board ass'y</li> </ul>
25 times	Joint lever lock mechanism error	[B600]	<p>(1) Smearing (grease, etc.) on the carriage timing slit film:</p> <p>Clean the film using lint-free paper.</p> <p>(2) Foreign material that obstructs the carriage movement:</p> <p>Remove foreign material.</p> <p>(3) Cable connection (wrong or incomplete connection):</p> <p>Re-connect the cables.</p> <p>(4) Scratches on the carriage timing slit film:</p> <p>Replace the timing slit strip film.</p>	<ul style="list-style-type: none"> <li>- Timing slit strip film</li> <li>- Carriage unit</li> <li>- Logic board ass'y</li> <li>- Carriage motor</li> </ul>
26 times	RTC fatal error	[6700]	<p>(1) Whether one of the following items has ever been removed or disconnected:</p>	<ul style="list-style-type: none"> <li>- RTC battery</li> </ul>



			<ul style="list-style-type: none"> <li>- RTC battery (ink tank door L unit)</li> <li>- Cable(s) between the RTC battery and the logic board ass'y: <ul style="list-style-type: none"> <li>a) Coin battery holder harness (between the ink tank door L unit and the relay4 board ass'y (ink supply unit))</li> <li>b) Relay4 flexible flat cable (between the relay4 board ass'y (ink supply unit) and the logic board ass'y)</li> </ul> </li> </ul> <p>Set the time in the service mode.</p> <p>(2) Cable connection (wrong or incomplete connection):</p> <ul style="list-style-type: none"> <li>- Coin battery holder harness (between the ink tank door L unit and the relay4 board ass'y (ink supply unit))</li> <li>- Relay4 flexible flat cable (between the relay4 board ass'y (ink supply unit) and the logic board ass'y)</li> </ul> <p>Re-connect the cables, and set the time in the service mode.</p> <p>(3) Output from the RTC battery:</p> <p>If it is not good, replace the RTC battery, and set the time in the service mode.</p>	
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Before replacement of the logic board, check the ink absorber counter value, and register it to the replaced new logic board. (The value can be set in 10% increments.)

In addition, according to the "*Guideline for Preventive Replacement of Ink Absorber*," replace the ink absorber. For details, see [3-3. Adjustment and Settings in Service Mode](#).