



# 1. TROUBLESHOOTING

## 1-1. Troubleshooting by Symptom

	Symptom	Solution
Faulty operation	The power does not turn on. The power turns off immediately after power-on.	(1) Confirm cable connection: - DC harness ass'y => No incomplete connection, cable breakage, or cable caught in units (2) Replace the following item(s): - Logic board ass'y - AC adapter - DC harness ass'y - Ink tank door R unit
	A strange noise occurs.	(1) Examine and remove any foreign material from the drive portions. (2) Replace the following item(s): - The part generating the strange noise
	Paper feed problems (multi-feeding, skewed feeding, no feeding).	(1) Examine and remove any foreign material from the following parts: - ASF unit - PE sensor - Pressure roller unit - Spur unit (2) Confirm that the paper guides are set properly. (3) Confirm cable connection: - PE sensor harness => No incomplete connection, cable breakage, or cable caught in units (4) Replace the following item(s): - ASF unit (for paper feeding error from the rear tray) - PE sensor board ass'y - PR holder unit
	Printer not recognized by a USB-connected PC.	(1) Confirm the USB cable connection. (2) Connect the printer to another PC via the USB cable, and check if the printer is recognized. (3) Replace the following item(s): - USB cable - Logic board ass'y
Unsatisfactory print quality	No printing, or no color ejected. Faint printing, or white lines on printouts. Uneven printing. Improper color hue.	See <a href="#">3-5. Special Notes on Servicing, (1) For smeared printing, uneven printing, or non-ejection of ink</a> , for details. (1) Confirm the ink tank conditions: - Whether the ink tank is Canon-genuine

		<p>one or not</p> <ul style="list-style-type: none"> <li>- Whether the ink tank is refilled one or not</li> <li>- Re-setting of an ink tank</li> </ul> <p>(2) Remove and clean foreign material from the purge unit caps, if any.</p> <p>(3) Confirm the conditions of the carriage head contact pins.</p> <p>(4) Perform cleaning, deep cleaning, or system cleaning<sup>*1</sup></p> <p>(5) Perform print head alignment.</p> <p>(6) Replace the following item(s):</p> <ul style="list-style-type: none"> <li>- Print head<sup>*2</sup>, and ink tanks</li> <li>- Logic board ass'y</li> <li>- Purge drive system unit</li> <li>- Carriage unit</li> <li>- Ink supply unit</li> </ul>
	Paper gets smeared.	<p>(1) Clean the inside of the printer.</p> <p>(2) Perform bottom plate cleaning.</p> <p>(3) Perform paper feed roller cleaning.</p> <p>(4) Replace the following item(s):</p> <ul style="list-style-type: none"> <li>- Pressure roller ass'y (if smearing is heavy)</li> <li>- Print head<sup>*2</sup> (when smearing is caused by the print head)</li> </ul>
	The back side of paper gets smeared.	<p>(1) Clean the inside of the printer.</p> <p>(2) Perform bottom plate cleaning.</p> <p>(3) Examine the platen ink absorber.</p> <p>(4) Examine the paper eject roller.</p> <p>(5) Replace the following item(s):</p> <ul style="list-style-type: none"> <li>- The part in the paper path causing the smearing</li> </ul>
	Graphic or text is enlarged on printouts in the carriage movement direction.	<p>(1) Confirm that the carriage slit film is free from smearing or scratches:</p> <ul style="list-style-type: none"> <li>- Cleaning of the timing slit strip film.</li> </ul> <p>(2) Replace the following item(s):</p> <ul style="list-style-type: none"> <li>- Timing slit strip film</li> <li>- Carriage unit</li> <li>- Logic board ass'y</li> </ul>
	Graphic or text is enlarged on printouts in the paper feed direction.	<p>(1) Confirm that the LF / EJ slit film is free from smearing or scratches:</p> <ul style="list-style-type: none"> <li>- Cleaning of the LF / EJ slit film.</li> </ul> <p>(2) Replace the following item(s):</p> <ul style="list-style-type: none"> <li>- Timing slit disk film</li> <li>- Timing slit disk eject film</li> <li>- LF eject encoder ass'y</li> <li>- Platen unit</li> <li>- Logic board ass'y</li> </ul>
Network connection problem	No printing.	<p>(1) Examine if printing is performed properly via USB connection.</p>

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|  |  | (2) Confirm the network connection.<br>(3) Replace the following item(s):<br>- Logic board ass'y |
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- \*1: Perform system cleaning only after the print head deep cleaning is performed 2 times, and when ink is still not ejected.
- \*2: Replace the print head only after the print head deep cleaning is performed 2 times, and when the problem persists.

## 1-2. Operator Call Error (by Alarm LED Lit in Orange) Troubleshooting

Errors and warnings are displayed by the following ways:

- Operator call errors are indicated by the Alarm LED lit in orange, and the error messages are displayed by the printer driver Status Monitor.
- Error codes (the latest 10 error codes at the maximum) are printed in the "operator call/service call error record" area in EEPROM information print

Buttons valid when an operator call error occurs:

- ON button: To turn the printer off and on again.
- Resume/Cancel button: To cancel the job at error occurrence, and to clear the error.

Error	Error code	Alarm LED blinking in orange	Solution	Parts that are likely to be faulty
No paper in the rear tray	[1000]	2 times	Confirm that the rear tray is selected as the paper source. Set the paper in the rear tray, and press the Resume/Cancel button. If the error persists, check and remove foreign material, if any, from the paper feed slot.	- PE sensor board ass'y - PE lever - Auto sheet feeder unit
No printable disc tray	[1001]		Set the printable disc tray and press the Resume/Cancel button. Cancel the print job(s).	- CDR tray ass'y - Carriage unit
No printable disc	[1002]		Set a printable disc in the disc tray and insert the tray in the proper position. Then, press the Resume/Cancel button. Cancel the print job(s).	- CDR tray ass'y - Carriage unit
No paper in the manual feed tray	[1006]		Set the paper in the manual feed tray and press the Resume/Cancel button. Cancel the print job(s).	- Auto sheet feeder unit
Paper jam	[1300]	3 times	Remove the jammed paper and press the Resume/Cancel button.	- Pick-up arm unit - Auto sheet feeder unit - Pressure roller ass'y
Paper output tray closed	[1250]		Open the paper output tray. If the error was indicated just before the start of paper feeding, cancel the print job(s).	- Front door guide unit - Eject tray unit

				- Ink supply unit
Feed slot cover error	[1270]		Close the feed slot cover and press the Resume/Cancel button. Cancel the print job(s).	- Main case unit (feed slot cover sensor, feed slot cover)
Feed slot cover error before the start of paper feeding				
Rear tray error	[1261]		Return the rear tray to the regular position from the paper jam clearing position, and press the Resume/Cancel button. Cancel the print job(s).	- Auto sheet feeder unit - Rear tray unit
Rear tray error before the start of paper feeding			Close the rear tray and press the Resume/Cancel button. Cancel the print job(s).	- Auto sheet feeder unit - Rear tray unit
Paper in the manual feed tray	[1308]		Remove the paper from the manual feed tray and press the Resume/Cancel button. Cancel the print job(s).	- Auto sheet feeder unit
Ink may have run out	[1600]	4 times	Replace the applicable ink tank(s), or press the Resume/Cancel button to clear the error without ink tank replacement. When the error is cleared by pressing the Resume/Cancel button, ink may run out during printing.	- Ink tank - Ink supply unit
Ink tank not installed	[1660]		Install the applicable ink tank(s) properly, and confirm that the LED's of all the ink tanks light red.	- Ink tank - Ink supply unit
Print head not installed, or not properly installed	[1401]	5 times	Install the print head properly. If the error persists, confirm that the carriage head contact pins are not bent or damaged.	- Print head - Carriage unit
Faulty print head ID			Re-set the print head. If the error is not cleared, the print head may be defective. Replace the print head.	- Print head
Print head temperature sensor error.	[1403]		If the error still persists, confirm that the carriage head contact pins are not bent or damaged.	- Carriage unit
Faulty EEPROM data of the print head	[1405]			
Joint lever opened	[1880]		Open the top cover, close the joint lever, then close the top cover.	- Carriage unit - Ink supply unit
Joint lever opened during printer initialization	[1881]			
Inner cover closed during disc label printing	[1855]	6 times	Open the inner cover and press the Resume/Cancel button. Cancel the print job(s).	- Inner cover unit - Ink supply unit
Inner cover open during printing on paper	[1856]		Close the inner cover and press the Resume/Cancel button. Cancel the print job(s).	
Inner cover closed	[1850]		Open the inner cover and press the	

			Resume/Cancel button. Cancel the print job(s).	
Inner cover open	[1851]		Close the inner cover and press the Resume/Cancel button. Cancel the print job(s).	
Multiple ink tanks of the same color installed.	[1681]	7 times	Replace the wrong ink tank(s) with the correct one(s).	- Ink tank - Ink supply unit
Warning: The ink absorber becomes almost full.	[1701]	8 times	Replace the ink absorber, and reset its counter. [See <a href="#">3-3, Adjustment and Settings in Service Mode</a> , for details.] Pressing the Resume/Cancel button will exit the error, and enable printing without replacing the ink absorber. However, when the ink absorber becomes full, no further printing can be performed unless the applicable ink absorber is replaced.	- Ink absorber unit
The connected digital camera or digital video camera does not support Camera Direct Printing.	[2001]	9 times	Remove the cable between the camera and the printer.	- PictBridge board ass'y - PictBridge harness ass'y - Logic board ass'y
Paper output tray in the paper jam clearing position	[1252]	10 times	Return the paper output tray to the regular position from the paper jam clearing position, and press the Resume/Cancel button. Clear the print job(s).	- Front door guide unit - Eject tray unit - Ink supply unit
Failed in automatic print head alignment	[2500]	11 times	Press the Resume/Cancel button to clear the error, then perform the automatic print head alignment again. (Use Matte Photo Paper MP-101). If the alignment pattern was not printed properly (faint printing, etc.), perform print head cleaning, then perform the print head alignment again.	- Print head - Purge unit - Carriage unit
Paper size smaller than specified	[1062]		Press the Resume/Cancel button. (The paper will be ejected, and the print job will be cancelled automatically.)	- Carriage unit
Failed in opening both of the tank covers	[1292]	12 times	Press the Resume/Cancel button, then the Tank Cover Open button again.	- Ink tank door R unit - Ink tank door L unit
Failed in opening either of the tank covers	[1291]		Close the opened tank cover, and press the Tank Cover Open button again.	- Ink tank door R unit - Ink tank door

				L unit
Tank cover opened during printer initialization	[1293]		Close the tank cover(s).	- Ink tank door R unit - Ink tank door L unit
Remaining ink amount unknown (choke valve not detected)	[1753]	13 times	Replace the applicable ink tank(s). To continue printing without replacing the ink tank(s), press the Resume/Cancel button for 5 sec. or longer and repeat this operation the number of times equal to the number of the applicable ink tanks (to disable the function to detect the remaining ink amount).	- Ink supply unit
Ink tank not recognized	[1684]	14 times	A non-supported ink tank is installed (the ink tank LED is turned off). Install the supported ink tanks.	- Ink tank - Ink supply unit
Ink tank hardware error	[1682]	15 times	Replace the ink tank(s).	- Ink tank - Ink supply unit
No ink (no raw ink) during printing	[1751]	16 times	Replace the empty ink tank(s).	- Ink tank - Ink supply unit
No ink (no raw ink)	[1752]			
Automatic cleaning no longer available	[1360]	17 times	Replace the applicable ink tank(s).	- Ink tank - Ink supply unit
Manual choke purging not available due to the remaining ink amount unknown	[1363]		Press the Resume/Cancel button to cancel the job.	- Ink tank - Ink supply unit
Manual choke purging not available	[1362]	18 times	Replace the applicable ink tank(s). Press the Resume/Cancel button to cancel the job.	- Ink tank - Ink supply unit
Automatic choke purging not available	[1361]		Replace the applicable ink tank(s). Press the Resume/Cancel button for 5 sec. or longer to cancel the job.	- Ink tank - Ink supply unit
Cleaning after print head replacement is not available	[1370]		Open the tank covers and close them. Press the Resume/Cancel button.	- Ink tank - Ink supply unit
Non-supported hub	[2002]	19 times	Remove the applicable USB hub from the PictBridge (USB) connector.	- PictBridge board ass'y - PictBridge harness ass'y - Logic board ass'y

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]	(1) Cable connection (wrong or incomplete connection): - Motor multi harness ass'y (between the ink supply pump unit and the logic board ass'y) Re-connect the cables.	- Ink supply unit - Relay3 flexible flat cable - Motor multi harness ass'y - Logic board ass'y
	Ink agitation error	[B800]	(1) 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 supply unit - Relay3 flexible flat cable - Motor multi harness ass'y - Logic board ass'y
9 times	EEPROM error	[6800] [6801]	(1) Part replacement: Replace the logic board ass'y.	- Logic board ass'y
10 times	VH monitor error	[B200]	(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: - 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 - Logic board ass'y - Carriage unit - AC adapter
11 times	Carriage lift mechanism error	[5110]	(1) Foreign material that obstructs the carriage movement: Remove foreign material. (2) Cable connection (wrong or incomplete connection): - Carriage lift sensor harness (between the carriage lift sensor ass'y and the relay2 board ass'y) - Relay2 flexible flat cable (between the relay2 board ass'y and the logic board ass'y) Re-connect the cables.	- Carriage lift sensor ass'y - Logic board ass'y - Relay2 board ass'y
12 times	APP position error	[6A00]	(1) Cable connection: - CR/APCL motor multi harness ass'y,	- Auto sheet feeder unit - Purge unit

			(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](#).