

■ TROUBLESHOOTING

12. JAM CODE

12.1 Jam code list

Classification	Jam code	Cause	Resulting operation	Correction			
Bypass	J-1001	During operation The registration sensor (PS44) does not turn ON within a specified period of time after the pick-up solenoid/bypass (SD11) turns ON.	If there is a sheet of paper being printed when a jam occurs, the main body completes the paper exit before stopping operations.	Pull out the paper from the bypass tray and remove jammed paper if any.			
	J-1002				While in the standby for the bypass feed, the registration sensor (PS44) does not turn OFF within a specified period of time.		
Tray 1	J-1101	The pre-registration sensor /1 (PS48) does not turn ON within a specified period of time after the paper feed clutch /1 (CL3) turns ON.		Pull out the tray and remove jammed paper if any.			
	J-1102	The paper feed sensor /1 (PS47) does not turn ON within a specified period of time after the pre-registration clutch /1 (CL4) turns ON.					
		The vertical conveyance sensor /1 (PS18) does not turn ON within a specified period of time after the pre-registration clutch /1 (CL4) turns ON.					
		The pre-registration sensor /1 (PS48) does not turn OFF within a specified period of time after the pre-registration clutch /1 (CL4) turns ON.					
		The vertical conveyance sensor /1 (PS18) does not turn ON within a specified period of time after the paper feed sensor /1 (PS47) turns ON.					
	J-1151	When idling The vertical conveyance sensor /1 (PS18) turns ON while in idling.				Open the main body vertical conveyance door and remove jammed paper if any.	
	J-1152						The paper feed sensor /1 (PS47) turns ON while in idling.
	J-1153						The pre-registration sensor /1 (PS48) turns ON while in idling.

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Classification	Jam code	Cause	Resulting operation	Correction		
Tray 2	J-1201	During operation	If there is a sheet of paper being printed when a jam occurs, the main body completes the paper exit before stopping operations.	Open the main body vertical conveyance door and remove jammed paper if any. Pull out the tray and remove jammed paper if any.		
					The pre-registration sensor /2 (PS50) does not turn ON within a specified period of time after the paper feed clutch /2 (CL5) turns ON.	
					The paper feed sensor /2 (PS49) does not turn ON within a specified period of time after the pre-registration clutch /2 (CL6) turns ON.	
					The vertical conveyance sensor /2 (PS53) does not turn ON within a specified period of time after the pre-registration clutch /2 (CL6) turns ON.	
					The pre-registration sensor /2 (PS50) does not turn OFF within a specified period of time after the pre-registration clutch /2 (CL6) turns ON.	
	J-1251	When idling	The vertical conveyance sensor /2 (PS53) turns ON while in idling.	Open the main body vertical conveyance door and remove jammed paper if any.		
					J-1252	The paper feed sensor /2 (PS49) turns ON while in idling.
J-1253					The pre-registration sensor /2 (PS50) turns ON while in idling.	
Tray 3	J-1301	During operation	Open the main body vertical conveyance door and remove jammed paper if any. Pull out the tray and remove jammed paper if any.			
				The pre-registration sensor /3 (PS52) does not turn ON within a specified period of time after the paper feed clutch /3 (CL7) turns ON.		
				J-1302	The paper feed sensor /3 (PS51) does not turn ON within a specified period of time after the pre-registration clutch /3 (CL8) turns ON. The vertical conveyance sensor /3 (PS19) does not turn ON within a specified period of time after the pre-registration clutch /3 (CL8) turns ON.	

Classification	Jam code	Cause	Resulting operation	Correction
Tray 3	J-1302	During operation The pre-registration sensor /3 (PS52) does not turn OFF within a specified period of time after the pre-registration clutch /3 (CL8) turns ON.	If there is a sheet of paper being printed when a jam occurs, the main body completes the paper exit before stopping operations.	Open the main body vertical conveyance door and remove jammed paper if any. Pull out the tray and remove jammed paper if any.
		The vertical conveyance sensor /3 (PS19) does not turn ON within a specified period of time after the paper feed sensor /3 (PS51) turns ON.		
	J-1351	When idling The vertical conveyance sensor /3 (PS19) turns ON while in idling.		
	J-1352	The paper feed sensor /3 (PS51) turns ON while in idling.		
LU	J-1353	The pre-registration sensor /3 (PS52) turns ON while in idling.	Open the main body vertical conveyance door and remove jammed paper if any. Pull out the tray and remove jammed paper if any.	
	J-1401	During operation The pre-registration sensor /1 (PS107) does not turn ON within a specified period of time after the Paper feed clutch (CL101) turns ON.		Open the LU upper cover and remove jammed paper if any. Open the LU jam door and remove jammed paper if any.
	J-1402	LU exit sensor (PS106) does not turn ON within a specified period of time after the pre-registration clutch (CL102) turns ON.		
	J-1451	When idling The LU exit sensor (PS106) turns ON while in idling.		
J-1452	The pre-registration sensor (PS107) turns ON while in idling.			
Paper feed conveyance (common to each tray)	J-1701	During operation Within a specified period of time after the loop sensor (PS54) or the ADU exit sensor (PS46) turns ON, the registration sensor (PS44) does not turn ON.	Open the front door to pull out the ADU stand, and then open the registration loop jam handling section and the open/close guide B to remove a jammed paper, if any.	
Paper feed conveyance (tray 1)	J-1702	The loop sensor (PS54) does not turn ON within a specified period of time after the paper feed sensor /1 (PS47) turns ON.		Open the main body vertical conveyance door and remove jammed paper if any.

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Classification	Jam code		Cause	Resulting operation	Correction
Paper feed conveyance (trays 2/3)	J-1703	During operation	The loop sensor (PS54) does not turn ON within a specified period of time after the vertical conveyance sensor /2 (PS53) turns ON.	If there is a sheet of paper being printed when a jam occurs, the main body completes the paper exit before stopping operations.	Open the main body vertical conveyance door and remove jammed paper if any.
Paper feed conveyance (tray 2)	J-1704		The vertical conveyance sensor /2 (PS53) does not turn ON within a specified period of time after the paper feed sensor /2 (PS49) turns ON.		
Paper feed conveyance (tray 3)	J-1705		The vertical conveyance sensor /2 (PS53) does not turn ON within a specified period of time after the paper feed sensor /3 (PS51) turns ON.		
LU	J-1706	The loop sensor (PS54) does not turn ON within a specified period of time after the LU exit sensor (PS106) turns ON.	Open the LU jam door and remove jammed paper if any.		
Paper feed conveyance	J-1751	When idling	The paper leading edge sensor (PS45) turns ON while in idling.		Open the front door to pull out the ADU stand and remove a jammed paper, if any.
	J-1752		The registration sensor (PS44) turns ON while in idling.		
	J-1753		The ADU exit sensor (PS46) turns ON while in idling.		
	J-1754		The loop sensor (PS54) turns ON while in idling.		
Vertical conveyance door	J-1901	During operation	While in the print, the vertical conveyance door is opened.		Open the main body vertical conveyance door and remove jammed paper if any.
LU	J-1902		While in the print, the LU jam door is opened. Or while in the LU operation, the upper cover is opened.		
Drum	J-2101	When idling	While in the print sequence, the JAM sensor board (JAMB) detects paper at a prescribed timing.		Open the front door to pull out the ADU stand and remove a jammed paper, if any.
	J-2151		The JAM sensor board (JAMB) detects paper while in idling.		

Classification	Jam code		Cause	Resulting operation	Correction
2nd paper feed conveyance	J-3101	During operation	The paper leading edge sensor (PS45) does not turn ON within a specified period of time after the registration sensor (PS44) turns ON.	If there is a sheet of paper being printed when a jam occurs, the main body completes the paper exit before stopping operations.	Open the front door to pull out the ADU stand and remove a jammed paper, if any.
	J-3102		The fusing exit sensor (PS2) does not turn ON within a specified period of time after the paper leading edge sensor (PS45) turns ON.		
Fusing/paper exit	J-3201		The paper exit sensor (PS61) does not turn ON within a specified period of time after the fusing exit sensor (PS2) turns ON.		
	J-3202		The reverse/exit sensor (PS57) does not turn ON within a specified period of time after the fusing exit sensor (PS2) turns ON.		
	J-3203		The PS57 does not turn ON again within a specified period of time after the reverse/exit sensor (PS57) turns ON.		
	J-3204		The exit sensor (PS61) does not turn ON within a specified period of time after the reverse/exit sensor (PS57) turns ON again.		
	J-3205		The paper exit sensor (PS61) does not turn OFF within a specified period of time after the PS61 turns ON.		
	J-3251	When idling	The paper exit sensor (PS61) turns ON while in idling.		
	J-3252		The reverse/exit sensor (PS57) turns ON while in idling.		
	J-3253		The fusing exit sensor (PS2) turns ON while in idling.		
	J-3254		The reverse conveyance sensor (PS8) turns ON while in idling.		
	J-3255		The fusing jam sensor (PS3) turns ON while in idling.		
Front door	J-5101	During operation	While in the print, the right front door or the left front door is opened.	The main body stop immediately.	

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Classification	Jam code		Cause	Resulting operation	Correction
ADU	J-9201	During operation	The ADU reverse sensor /1 (PS58) does not turn ON within a specified period of time after the reverse/exit sensor (PS57) turns ON.	If there is a sheet of paper being printed when a jam occurs, the main body completes the paper exit before stopping operations.	Open the front door to pull out the ADU stand and remove a jammed paper, if any.
	J-9202		The PS58 does not turn ON again within a specified period of time after the ADU reverse sensor /1 (PS58) turns ON.		
	J-9251	When idling	The ADU reverse sensor /1 (PS58) turns ON while in idling.		
	J-9301	During operation	The ADU deceleration sensor (PS59) does not turn ON within a specified period of time after the ADU reverse sensor /1 (PS58) turns ON again.		
	J-9351	When idling	The ADU deceleration sensor (PS59) turns ON while in idling.		
	J-9352		The ADU conveyance sensor (PS9) turns ON while in idling.		
	J-9353		The ADU reverse sensor /2 (PS13) turns ON while in idling.		
	J-9401	During operation	The ADU pre-registration sensor (PS60) does not turn ON within a specified period of time after the ADU deceleration sensor (PS59) turns ON.		Open the right front door to pull out the ADU stand, and remove a jammed paper, if any.
	J-9402	During operation	The ADU exit sensor (PS46) does not turn ON within a specified period of time after the ADU pre-registration sensor (PS60) turns ON again.		
J-9451	When idling	The ADU pre-registration sensor (PS60) turns ON while in idling.			

Classification	Jam code	Cause	Resulting operation	Correction
DF	J-6101	During operation	The DF stops immediately. If there is paper being transferred or having been transferred, the main body completes the paper exit before stopping operations.	Open the open/close cover and remove jammed paper if any.
	J-6102			
	J-6201			Open the open/close cover and remove jammed paper if any.
	J-6202			
	J-6203			
	J-6204			
	J-6205			
	J-6206			
J-6207				

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Classification	Jam code	Cause	Resulting operation	Correction
DF	J-6208	During operation When exiting a large size double sided original, the original exit sensor /Lt (PS307) does not turn ON within a specified period of time after the original reverse sensor (PS309) turns ON.	The DF stops immediately. If there is paper being transferred or having been transferred, the main body completes the paper exit before stopping operations.	Open the open/close cover and remove jammed paper if any.
	J-6209	When exiting a large size single sided original, the original exit sensor /Lt (PS307) does not turn OFF within a specified period of time after it turns ON.		
	J-6210	When exiting a large size double sided original, the original exit sensor /Lt (PS307) does not turn OFF within a specified period of time after it turns ON.		
	J-6301	When outputting a large size double sided original from the reverse section, the original reverse sensor (PS309) does not turn ON.		
	J-6302	When entering a large size double sided original into the reverse section, the original reverse sensor (PS309) does not turn OFF within a specified period of time after it turns ON.		
	J-6303	When outputting a large size double sided original from the reverse section, the original reverse sensor (PS309) does not turn OFF within a specified period of time after it turns ON.		
	J-6304	When exiting a small size single sided original, the original exit sensor /Rt (PS314) does not turn ON within a specified period of time after the original reverse sensor (PS309) turns ON.		
	J-6305	When exiting a small size double sided original, the original exit sensor /Rt (PS314) does not turn ON within a specified period of time after the original reverse/exit sensor (PS313) turns ON.		
	J-6306	When exiting a small size single sided original, the original exit sensor /Rt (PS314) does not turn OFF within a specified period of time after it turns ON.		

Classification	Jam code	Cause	Resulting operation	Correction	
DF	J-6307	During operation	The DF stops immediately. If there is paper being transferred or having been transferred, the main body completes the paper exit before stopping operations.	Open the open/close cover and remove jammed paper if any.	
	J-6308				When entering a small size double sided original into the reverse section, the original reverse sensor (PS309) does not turn ON within a specified period of time after original conveyance sensor (PS308) turns ON.
	J-6309				When outputting a small size double sided original from the reverse section, the original reverse sensor (PS309) does not turn ON.
	J-6310				When entering a small size double sided original into the reverse section, the original reverse sensor (PS309) does not turn OFF within a specified period of time after it turns ON.
	J-6311				When outputting a small size double sided original from the reverse section, the original reverse sensor (PS309) does not turn OFF within a specified period of time after it turns ON.
	J-6501	When idling			The original registration sensor (PS306) turns ON while in idling.
	J-6502				The original conveyance sensor (PS308) turns ON while in idling.
	J-6504				The original reverse sensor (PS309) turns ON while in idling.
	J-6508				The original exit sensor /Lt (PS307) turns ON while in idling.
	J-6510				The original reverse/exit sensor (PS313) turns ON while in idling.
	J-6520				The original exit sensor /Rt (PS314) turns ON while in idling.
	J-6540				The reverse jam sensor (PS304) turns ON while in idling.
	FS	J-7101			During operation
TU	J-7102	While in the print, the front door is opened. Or while in the trimmer operation, the stacker door is opened.			

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Classification	Jam code	Cause	Resulting operation	Correction
ZU	J-7103	The front door is opened while in printing.	The FS/main body stop immediately.	Remove jammed paper if any from the FS/main body.
GP	J-7109	The GP front door open jam. The door switch turns OFF while in the print.	The GP and the main body stop immediately.	Remove jammed paper if any from the GP/main body.
FS	J-7216	The FS entrance sensor (PS4) does not turn ON within a specified period of time after the paper exit sensor (PS61) turns ON.	The FS/main body stop immediately.	Remove jammed paper if any from the FS/main body.
	J-7217	The main tray paper exit sensor (PS6) does not turn ON within a specified period of time after the FS entrance sensor (PS4) turns ON.		
	J-7218	The stacker entrance sensor (PS5) does not turn ON within a specified period of time after the FS entrance sensor (PS4) turns ON. (while in stapling)		
	J-7219	The stacker entrance sensor (PS5) does not turn OFF within a specified period of time after the PS5 turns ON.		
	J-7220	The main tray paper exit sensor (PS6) does not turn ON within a specified period of time after the start of exiting paper (while in stapling).		
	J-7221	After start of the paper exit operation, the main tray paper exit sensor (PS6) does not turn OFF within a specified period of time. (While in the staple)		
	J-7222	The sub tray paper exit sensor (PS1) does not turn ON within a specified period of time after the FS entrance sensor (PS4) turns ON (while in exiting paper in the sub tray).		
	J-7223	The sub tray paper exit sensor (PS1) does not turn OFF within a specified period of time after it turns ON (while in exiting paper in the sub tray).		
	J-7224	The folding passage sensor (PS26) does not turn ON after stapling is completed. (FS-611 only)		
	J-7225	The folding paper exit sensor (PS25) does not turn ON within a specified period of time after completion of the folding operation. (FS-611 only)		

Classification	Jam code	Cause	Resulting operation	Correction	
FS	J-7226	During operation The folding paper exit sensor (PS25) does not turn OFF within a specified period of time after it turns ON. (FS-611 only)	The FS/main body stop immediately.	Remove jammed paper if any from the FS/main body.	
	J-7228				The stacker entrance sensor (PS5) does not turn OFF within a specified period of time after it turns ON. (FS-611 only)
	J-7229				The main tray paper exit sensor (PS6) does not turn OFF within a specified period of time after it turns ON. (shift mode)
	J-7230				The main tray paper exit sensor (PS6) does not turn OFF within a specified period of time after it turns ON. (Staple mode)
TU	J-7232	The entrance sensor (PS101) does not turn ON within a specified period of time after the folding paper exit sensor (PS25) turns ON.			
	J-7233	The conveyance sensor (PS102) does not turn ON within a specified period of time after the entrance sensor (PS101) turns ON.			
	J-7234	Paper does not pass through the paper exit sensor (PS108) within a specified period of time after the conveyance motor (M101) turns ON.			
PI	J-7235	The paper entrance sensor /Lw (PS206) does not turn ON within a specified period of time after the conveyance clutch /Lw (CL202) turns ON.			
ZU	J-7238	The leading, trailing, and side edge sensors on the paper edge sensor board (PESB) do not turn ON within a specified period of time after the paper exit sensor (PS61) turns ON.	The ZU/main body stop immediately.	Remove jammed paper if any from the ZU/main body.	
	J-7239	The leading, trailing, and side edge sensors on the paper edge sensor board (PESB) do not turn OFF within a specified period of time after they turn ON.			
	J-7240	The passage sensor (PS1) does not turn ON within a specified period of time after the leading, trailing, and side edge sensors on the paper edge sensor board (PESB) turn ON.			

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Classification	Jam code	Cause	Resulting operation	Correction
ZU	J-7241	During operation The passage sensor (PS1) does not turn OFF within a specified period of time after it turns ON. While in the Z-folding mode of the ZU, the PS1 does not turn OFF within a specified period of time after it turns ON while in the second folding operation.	The ZU/main body stop immediately.	Remove jammed paper if any from the ZU/main body.
	J-7242			
PK	J-7243	The punch home sensor (PS801) does not turn ON within a specified period of time after the punch motor (M801) turns ON. Or, the paper size sensor (PS805) does not turn ON within a specified period of time after the punch shift motor (M802) turns ON.	The FS/main body stop immediately.	Remove jammed paper if any from the FS/main body.
ZU	J-7244	The exit sensor (PS9) does not turn ON within a specified period of time after the leading, trailing, and side edge sensors on the paper edge sensor board (PESB) turn ON.	The ZU/main body stop immediately.	Remove jammed paper if any from the ZU/main body.
	J-7245	The exit sensor (PS9) does not turn ON within a specified period of time after the paper exit sensor (PS61) turns ON.		
	J-7246	The exit sensor (PS9) does not turn OFF within a specified period of time after it turns ON.		
	J-7247	Paper remains in ZU within a specified period of time after the main body sent ZU a stop signal.		
FS	J-7248	The folding passage sensor (PS26) does not turn OFF within a specified period of time after it turns ON. (while in folding mode) (FS-611 only)	The FS/main body stop immediately.	Remove jammed paper if any from the FS/main body.
PI	J-7249	The paper entrance sensor /Up (PS201) does not turn ON within a specified period of time after the conveyance clutch /Up (CL201) turns ON.	The PI/main body stop immediately.	Remove jammed paper if any from the PI/main body.
	J-7250	The FS entrance sensor (PS4) does not turn ON within a specified period of time after the paper entrance sensor /Up (PS201) turns ON.		

Classification	Jam code	Cause	Resulting operation	Correction	
PI	J-7251	During operation	The FS entrance sensor (PS4) does not turn ON within a specified period of time after the paper entrance sensor / Lw (PS206) turns ON.	The PI/main body stop immediately.	Remove jammed paper if any from the PI/main body.
ZU	J-7261	During operation	The punch home sensor (PS6) does not turn ON within a specified period of time after the punch clutch (CL1) turns ON.	The ZU/main body stop immediately.	Remove jammed paper if any from the ZU/main body.
			The passage sensor (PS1) does not turn ON within a specified period of time after the leading, trailing, and side edge sensors on the paper edge sensor board (PESB) turn ON.		
			The exit sensor (PS9) does not turn ON within a specified period of time after the passage sensor (PS1) turns ON.		
			The conveyance motor (M6) lost synchronism.		
FS	J-7281	During operation	The stapler home sensor /Fr (PS31) does not turn ON within a specified period of time after the stapler motor /Fr (M14) turns ON. (FS-528)	The FS/main body stop immediately.	Remove jammed paper if any from the FS/main body.
			The clincher home sensor /Fr (PS33) and stapler home sensor /Fr (PS31) do not turn ON within a specified period of time after the clincher motor /Fr (M15) and stapler motor /Fr (M14) turn ON. (FS-611)		
			The stapler home sensor /Rr (PS30) does not turn ON within a specified period of time after the stapler motor /Rr (M9) turns ON. (FS-528)		
FS	J-7282	During operation	The clincher home sensor /Rr (PS32) and stapler home sensor /Rr (PS30) do not turn ON within a specified period of time after the clincher motor /Rr (M10) and stapler motor /Rr (M9) turn ON. (FS-611)	The FS/main body stop immediately.	Remove jammed paper if any from the FS/main body.

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Classification	Jam code	Cause	Resulting operation	Correction	
FS	J-7283	During operation The stapler home sensors /Rr (PS30) and /Fr (PS31) do not turn ON within a specified period of time after the stapler motors /Rr (M9) and /Fr (M14) turn ON. (FS-528)	The FS/main body stop immediately.	Remove jammed paper if any from the FS/main body.	
		The clincher home sensor /Rr (PS32), /Fr (PS33), stapler home sensor /Rr (PS30) and /Fr (PS31) do not turn ON within a specified period of time after the clincher motor /Rr (M10), /Fr (M15), stapler motor /Rr (M9) and /Fr (M14) turn ON. (FS-611)			
	J-7299	The FS does not stop within a specified period of time after the main body sends it a stop signal.			
	J-7301	When idling	The main tray exit sensor (PS6) turns ON while in idling.	—	Remove jammed paper if any from the FS/main body.
	J-7302		The stacker entrance sensor (PS5) turns ON while in idling.		
	J-7305		The FS entrance sensor (PS4) turns ON while in idling.		
	J-7307		The sub tray paper exit sensor (PS1) turns ON while in idling.		
	J-7308		The stacker empty sensor (PS20) turns ON while in an exit jam.		
	J-7309		The folding passage sensor (PS26) turns ON while in idling. (FS-611 only)		
	J-7310		The folding paper exit sensor (PS25) turns ON while in idling. (FS-611 only)		
TU	J-7311	The entrance sensor (PS101) turns ON while in idling.			
	J-7312	The conveyance sensor (PS102) turns ON while in idling.			
	J-7313	The exit sensor (PS108) turns ON while in idling.			
PI	J-7314	The paper entrance sensor /Lw (PS206) turns ON while in idling.			
ZU	J-7315	One of the following sensors turns ON while in idling. <ul style="list-style-type: none"> Leading or trailing edge PS on the paper edge sensor board (PESB) Passage sensor (PS1) Exit sensor (PS9) 		Remove jammed paper if any from the ZU/main body.	
PI	J-7317	The paper entrance sensor /Up (PS201) turns ON while in idling.		Remove jammed paper if any from the PI/main body.	



Classification	Jam code	Cause	Resulting operation	Correction
GP	J-7390	When idling	-	Open the GP front door, the bypass panel cover, and remove the jammed paper, if any.
	J-7391			Open the GP front door, the entrance aligner panel, and remove the jammed paper, if any.
	J-7392			Open the GP front door, the bypass panel cover, and remove the jammed paper, if any.
	J-7393			Open the GP front door, the entrance aligner panel, the bottom U-channel, and remove the jammed paper, if any.
	J-7394			Open the GP front door, the entrance aligner panel, the bottom U-channel, and remove the jammed paper, if any.
	J-7395			Open the GP front door, the bottom U-channel, and remove the jammed paper, if any.
	J-7396			Open the GP front door, the bottom U-channel, and remove the jammed paper, if any.
	J-7397			Open the GP front door, the exit aligner panel, and remove the jammed paper, if any.
	J-7590	During operation	The GP/main body stop immediately.	Remove jammed paper if any from the GP/main body.
	J-7591			
	J-7592			
	J-7593			
	J-7594			
	J-7595			

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Classification	Jam code	Cause	Resulting operation	Correction
GP	J-7596	The backstop sensor (S5) does not turn OFF within a specified period of time after it turns ON.	The GP/main body stop immediately.	Remove jammed paper if any from the GP/main body.
	J-7597	The stepper 2 speed sensor (S6) does not turn OFF within a specified period of time after it turns ON.		

13. MALFUNCTION CODE

13.1 Malfunction code list

A. Trouble reset method

Turn OFF/ON the sub power switch (SW2) of the main body when releasing an abnormal condition.

B. Code list

NOTE

- For codes with "*" given in the error code column, a message "Turn off the power and turn it on again" is displayed on the operation board.
- For codes with "#" given in the error code column, no error code is displayed. However, these code are left as a record for data collection, list output and CSRC.
- For codes with no "*" or "#" given in the error code column, a message "Contact the service" is displayed.
- "Confirmation of the wiring harness and the connector" on the estimated abnormal parts list means checking the floating connector and the broken wiring harness on the board and between the parts on the same list.

Classification	Code	Causes	Resulting operation	Estimated abnormal parts
Main body Communication abnormality	C-0001*	I/O initial communication check in the printer control board (PRCB). Main body drive serial input abnormality 1. Within a specified period of time after the power ON ACK, a serial data is not received from the main body drive unit.	The main body stops immediately to turn OFF the main relay (RL1).	Printer control board (PRCB)
	C-0002*	Main body drive serial input abnormality 2. Within a specified period of time after the power ON ACK, a serial data is not received from the main body drive unit.		
	C-0003*	Main body drive serial input abnormality 3. Within a specified period of time after the power ON ACK, a serial data is not received from the main body drive unit.		
	C-0004*	Main body drive serial input abnormality 4. Within a specified period of time after the power ON ACK, a serial data is not received from the main body drive unit.		
	C-0005*	Main body drive serial input abnormality 5. Within a specified period of time after the power ON ACK, a serial data is not received from the main body drive board.		

Classification	Code	Causes	Resulting operation	Estimated abnormal parts
Main body ADU stand abnormality	C-0010*	Communication error check between the printer engine system boards. Drive communication reception error detection abnormality. A reception error interruption occurs while in the drive board serial data reception. Or, due to the occurrence of the data checksum error/ID information error, a retransmission request is made 3 times and an error is detected on the 4th time.	The main body stops immediately to turn OFF the main relay (RL1).	Confirmation of the wiring harness and the connector ADU drive board (ADUDB) LU drive board (LUDB) Printer control board (PRCB)
	C-0020*	Initial communication check between the ADU drive board (ADUDB)/ printer control board (PRCB). ADU drive serial input abnormality 1. Within a specified period of time after the ACK at the time of the main power switch (SW1) being turned ON, a serial data from ID = 0 of the ADUDB is not received.		Confirmation of the wiring harness and the connector ADU drive board (ADUDB) Printer control board (PRCB)
	C-0021*	Communication error check between the ADU drive board (ADUDB)/ printer control board (PRCB). ADU drive serial input abnormality 2. Within a specified period of time after the ACK at the time of the main power switch (SW1) being turned ON, a serial data from ID = 7 of the ADUDB is not received.		
	C-0022*	Initial communication check between the ADU drive board (ADUDB)/ printer control board (PRCB). ADU drive serial input abnormality 3. Within a specified period of time after the ACK at the time of the main power switch (SW1) being turned ON, a serial data from ID = 9 of the ADUDB is not received.		

Classification	Code	Causes	Resulting operation	Estimated abnormal parts
Main body	Drive	C-0101 An abnormal speed signal of the paper feed motor (M4) is checked. An error detection signal is detected twice in succession a specified period of time after M4 was turned ON (the first signal is ignored).	The main body stops immediately to turn OFF the main relay (RL1).	Confirmation of the wiring harness and the connector Paper feed motor (M4) Printer control board (PRCB)
	LU	C-0102 An abnormal speed signal of the paper feed motor (M101) is checked. An error detection signal is detected twice in succession a specified period of time after M101 was turned ON (the first signal is ignored).		Confirmation of the wiring harness and the connector Paper feed motor (M101) Printer control board (PRCB)
Main body	Power abnormality	C-0104 The 24V power source for SD/CL in the printer control board (PRCB) is checked. At the start, an error detection signal (blowout of ICP for the solenoid/clutch) is detected, and an error detection signal (24V cut off) is also detected.		Confirmation of the wiring harness and the connector Wiring harness earth fault Printer control board (PRCB) DC power supply /2 (DCPS2)
		C-0105 The blowout of ICP for the SD/CL in the printer control board (PRCB) is checked. At the start, an error detection signal (blowout of ICP for the solenoid/clutch) is detected. However, an error detection signal (24V cut off) is not detected.		Loose connection (on PRCB) Solenoid (SD5 to SD10, SD4, SD11) Clutch (CL3 to CL8, CL9, CL10) Wiring harness earth fault Printer control board (PRCB)
	Tray 1	C-0210 The locking of the paper lift motor /1 (M19) is detected. An error detection signal of M19 is detected while M19 is ON.		Tray 1 paper improperly loaded Tray 1 rear end restriction plate misaligned Confirmation of the wiring harness and the connector Paper lift motor /1 (M19) Upper limit sensor /1 (PS20) Printer control board (PRCB) DC power supply /2 (DCPS2)

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Classification	Code	Causes	Resulting operation	Estimated abnormal parts
Main body	Tray 1	C-0211#	Error code is not displayed on the operation panel, but displayed only on the data collection, the list output and CSRC. Since the lifting operation of the tray is not completed, "Set paper in the tray 1" is displayed on the operation panel.	Tray 1 paper improperly loaded Tray 1 rear end restriction plate misaligned Confirmation of the wiring harness and the connector Paper lift motor /1 (M19) Upper limit sensor /1 (PS20) Printer control board (PRCB) DC power supply /2 (DCPS2)
		C-0212#		
		C-0213#		
	Tray 2	C-0220	The locking of the paper lift motor /2 (M20) is detected. When M20 is ON, an error detection signal of the M20 is detected.	The main body stops immediately to turn OFF the main relay (RL1).

Classification	Code	Causes	Resulting operation	Estimated abnormal parts
Main body	Tray 2	C-0221#	When the upper limit sensor /2 (PS21) is OFF, PS21 does not turn ON within a specified period of time after the paper lift motor / 2 (M20) turns ON for lifting operation. And at this time, an error detection signal (24V cut off) is detected.	Error code is not displayed on the operation panel, but displayed only on the data collection, the list output and CSRC. Since the lifting operation of the tray is not completed, "Set paper in the tray 2" is displayed on the operation panel. Tray 2 paper improperly loaded Tray 2 rear end restriction plate misaligned Confirmation of the wiring harness and the connector Paper lift motor /2 (M20) Upper limit sensor /1 (PS21) Printer control board (PRCB) DC power supply /2 (DCPS2)
		C-0222#	When the upper limit sensor /2 (PS21) is OFF, PS21 does not turn ON within a specified period of time after the paper lift motor / 2 (M20) turns ON for lifting operation. And at this time, an error detection signal (blowout of ICP) is detected.	
		C-0223#	When the upper limit sensor /2 (PS21) is OFF, PS21 does not turn ON within a specified period of time after the paper lift motor / 2 (M20) turns ON for lifting operation. And at this time, an error detection signal is not detected.	
	Tray 3	C-0230	The locking of the paper lift motor /3 (M21) is detected. When M21 is ON, an error detection signal of the M21 is detected.	The main body stops immediately to turn OFF the main relay (RL1). Tray 3 paper improperly loaded Tray 3 rear end restriction plate misaligned Confirmation of the wiring harness and the connector Paper lift motor /3 (M21) Upper limit sensor /1 (PS22) Printer control board (PRCB) DC power supply /2 (DCPS2)

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Classification	Code	Causes	Resulting operation	Estimated abnormal parts
Main body	Tray 3	C-0231#	When the upper limit sensor /3 (PS22) is OFF, PS22 does not turn ON within a specified period of time after the paper lift motor / 3 (M21) turns ON for lifting operation. And at this time, an error detection signal (24V cut off) is detected.	Error code is not displayed on the operation panel, but displayed only on the data collection, the list output and CSRC. Since the lifting operation of the tray is not completed, "Set paper in the tray 3" is displayed on the operation panel.
		C-0232#	When the upper limit sensor /3 (PS22) is OFF, PS22 does not turn ON within a specified period of time after the paper lift motor / 3 (M21) turns ON for lifting operation. And at this time, an error detection signal (blowout of ICP) is detected.	
		C-0233#	When the upper limit sensor /3 (PS22) is OFF, PS22 does not turn ON within a specified period of time after the paper lift motor / 3 (M21) turns ON for lifting operation. And at this time, an error detection signal is not detected.	
LU	LU	C-0240	The locking of the paper lift motor (M100) is detected. When the paper lift motor (M100) is ON, an error detection signal of M100 is detected in succession for 1 second.	The main body stops immediately to turn OFF the main relay (RL1).
				Confirmation of the wiring harness and the connector Paper lift motor (M100) Lower limit sensor (PS101) Upper limit sensor (PS109) LU drive board (LUDB) DC power supply /2 (DCPS2)

Classification	Code	Causes	Resulting operation	Estimated abnormal parts	
LU	LU	C-0241#	When the upper limit sensor (PS109) or the lower limit sensor (PS101) is OFF, PS109 or PS101 does not turn ON within a specified period of time after the paper lift motor (M100) turns ON for its lifting or lowering operation. And at this time, an error detection signal (24V cut off) is detected.	Error code is not displayed on the operation panel, but displayed only on the data collection, the list output and CSRC. Since the lifting operation of the tray is not completed, "Set paper in the tray 4" is displayed on the operation panel.	Confirmation of the wiring harness and the connector Paper lift motor (M100) Lower limit sensor (PS101) Upper limit sensor (PS109) LU drive board (LUDB) DC power supply /2 (DCPS2)
		C-0242#	When the upper limit sensor (PS109) or the lower limit sensor (PS101) is OFF, PS109 or PS101 does not turn ON within a specified period of time after the paper lift motor (M100) turns ON for its lifting or lowering operation. At this time, an error detection signal is detected.		Confirmation of the wiring harness and the connector Paper lift motor (M100) Lower limit sensor (PS101) Upper limit sensor (PS109) LU drive board (LUDB) DC power supply /2 (DCPS2)
		C-0243#	When the upper limit sensor (PS109) or the lower limit sensor (PS101) is OFF, PS109 or PS101 does not turn ON within a specified period of time after the paper lift motor (M100) turns ON for its lifting or lowering operation. And at this time, an error detection signal is not detected.		
Main body	Bypass	C-0251#	When the upper limit sensor / bypass (PS23) or the lower limit sensor /bypass (PS43) is OFF, PS23 or PS43 does not turn ON within a specified period of time after the bypass tray lift motor (M22) turns ON for its lifting or lowering operation. And at this time, an error detection signal (24V cut off) is detected.	"Press START to restart" is displayed on the operation panel. An error code is displayed (J-1001 jam count) only for data collection, list output and CSRC.	Confirmation of the wiring harness and the connector Bypass tray lift motor (M22) Upper limit sensor /Bypass (PS23) Lower limit sensor /Bypass (PS43) Printer control board (PRCB) DC power supply /2 (DCPS2)

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Classification	Code	Causes	Resulting operation	Estimated abnormal parts
Main body	Bypass	C-0252# When the upper limit sensor / bypass (PS23) or the lower limit sensor /bypass (PS43) is OFF, PS23 or PS43 does not turn ON within a specified period of time after the bypass tray lift motor (M22) turns ON for its lifting or lowering operation. And at this time, an error detection signal (blowout of ICP) is detected.	"Press START to restart" is displayed on the operation panel. An error code is displayed (J-1001 jam count) only for data collection, list output and CSRC.	Confirmation of the wiring harness and the connector Bypass tray lift motor (M22) Upper limit sensor /Bypass (PS23) Lower limit sensor /Bypass (PS43) Printer control board (PRCB) DC power supply /2 (DCPS2)
		C-0253# When the upper limit sensor / bypass (PS23) or the lower limit sensor /bypass (PS43) is OFF, PS23 or PS43 does not turn ON within a specified period of time after the bypass tray lift motor (M22) turns ON for its lifting or lowering operation. And at this time, an error detection signal is not detected.		
Fan abnormality	C-0301	The rotation of the conveyance suction fan (FM2) is checked, and the 24V power source is also checked. An abnormal FM2 EM signal condition occurs a specified period of time after FM2 is turned ON. This abnormal condition recurs even a specified period of time after FM12 is turned OFF and then turned ON, and an error detection signal (24V cut off) is detected.	The main body stops immediately to turn OFF the main relay (RL1).	Confirmation of the wiring harness and the connector Conveyance suction fan (FM2) AC drive board (ACDB) DC power supply /2 (DCPS2)
		C-0302 The blowout of ICP for the conveyance suction fan (FM2) in the AC drive board (ACDB) is checked. An abnormal condition occurs with the FM2 EM signal a specified period of time after FM2 is turned ON. This abnormal condition recurs even a specified period of time after FM2 is turned OFF and then turned ON, and an error detection signal (blowout of ICP) is detected.		

Classification	Code	Causes	Resulting operation	Estimated abnormal parts
Main body Fan abnormality	C-0303	The rotation of the conveyance suction fan (FM2) is checked. An abnormal condition occurs with the FM2 EM signal a specified period of time after FM2 is turned ON. This abnormal condition recurs even a specified period of time after FM2 is turned OFF and then turned ON, and an error detection signal (24V cut off/blowout of ICP) is not detected.	The main body stops immediately to turn OFF the main relay (RL1).	Confirmation of the wiring harness and the connector Conveyance suction fan (FM2) AC drive board (ACDB) DC power supply /2 (DCPS2)
	C-0304	Rotation of paper exit cooling fan /Lw1 (FM13), /Lw2 (FM14) is checked. An abnormal condition occurs with the FM13, FM14 EM signal a specified period of time after FM 13, FM14 is turned ON. This abnormal condition is detected even a specified period of time after FM13, FM14 is turned OFF and then turned ON.	If there is a sheet of paper being printed, the main body completes the paper exit before stopping operations. The main relay is turned OFF.	Confirmation of the wiring harness and the connector Paper exit cooling fan /Lw1 (FM13) Paper exit cooling fan /Lw2 (FM14) Printer control board (PRCB)
	C-0305	Rotation of paper exit cooling fan /Up1 (FM15), /Up2 (FM17) is checked. An abnormal condition occurs with the FM15, FM17 EM signal a specified period of time after FM 15, FM17 is turned ON. This abnormal condition is detected even a specified period of time after FM15, FM17 is turned OFF and then turned ON.		Confirmation of the wiring harness and the connector Paper exit cooling fan /Up1 (FM15) Paper exit cooling fan /Up2 (FM17) Printer control board (PRCB)
	C-0306	The blowout of ICP for the paper exit cooling fans /Lw1 (FM13), /Lw2 (FM14), /Up1 (FM15) and /Up2 (FM17) is detected. An abnormal condition occurs either with the FM13 EM signal and the FM14 EM signal a specified period of time after FM13 and FM14 are turned ON or with the FM15 EM signal and the FM17 EM signal a specified period of time after FM15 and FM17 are turned ON. With this abnormal condition, an error detection signal (blowout of ICP) is detected and the door close is detected 5 times in succession.		Confirmation of the wiring harness and the connector Paper exit cooling fan /Lw1 (FM13) Paper exit cooling fan /Lw2 (FM14) Paper exit cooling fan /Up1 (FM15) Paper exit cooling fan /Up2 (FM17) Printer control board (PRCB)



Classification	Code	Causes	Resulting operation	Estimated abnormal parts
Main body Fan abnormality	C-0307	The rotation of the developing cooling fan (FM19) is checked, and the 24V power source is also checked. An abnormal condition occurs with the FM19 EM signal a specified period of time after FM19 is turned ON. This abnormal condition recurs even a specified period of time after FM is turned OFF and then ON again, and an error detection signal (24V cut off) is detected.	The main body stops immediately to turn OFF the main relay (RL1).	Confirmation of the wiring harness and the connector DC power supply /2 (DCPS2) Printer control board (PRCB)
	C-0308	The blowout of ICP for the developing cooling fan (FM19) is checked. An abnormal condition occurs with the FM19 EM signal a specified period of time after FM19 is turned ON. This abnormal condition recurs even a specified period of time after FM is turned OFF and then ON again, and an error detection signal (blowout of ICP) is detected. However, an error detection signal (24V cut off) is not detected.		
	C-0309	The rotation of the developing cooling fan (FM19) is checked. An abnormal condition occurs with the FM19 EM signal a specified period of time after FM19 is turned ON. This abnormal condition recurs even a specified period of time after FM19 is turned OFF and then ON again, and an error detection signal (24V cut off/blowout of ICP) is not detected.		

Classification	Code	Causes	Resulting operation	Estimated abnormal parts
Main body abnormality	C-0310	Rotation of paper exit cooling fan /Lw1 (FM13), /Lw2 (FM14) is checked. An abnormal condition occurs with the FM13, FM14 EM signal a specified period of time after FM13, FM 14 is turned ON. This abnormal condition is detected even a specified period of time after FM13, FM14 is turned OFF and then ON again.	If there is a sheet of paper being printed, the main body completes the paper exit before stopping operations. The main relay is turned OFF.	Confirmation of the wiring harness and the connector Paper exit cooling fan /Lw1 (FM13) Paper exit cooling fan /Lw2 (FM14) Printer control board (PRCB)
	C-0311	Rotation of paper exit cooling fan /Up1 (FM15), /Up2 (FM17) is checked. An abnormal condition occurs with the FM15, FM17 EM signal a specified period of time after FM15, FM 17 is turned ON. This abnormal condition is detected even a specified period of time after FM15, FM17 is turned OFF and then ON again.		Confirmation of the wiring harness and the connector Paper exit cooling fan /Up1 (FM15) Paper exit cooling fan /Up2 (FM17) Printer control board (PRCB)
Power abnormality	C-0401	The blowout of a 12V ICP for the AC drive board (ACDB) is checked. In the serial initial communication, a signal of the blowout of a 12V ICP (AC drive) is detected.	The main body stops immediately to turn OFF the main relay (RL1).	Confirmation of the wiring harness and the connector AC drive board (ACDB)
	C-0402	The blowout of a 5V ICP for the AC drive board (ACDB) is checked. In the serial initial communication, a signal of the blowout of a 5V ICP (AC drive) is detected.		Confirmation of the wiring harness and the connector (ACDB) AC drive board (ACDB)
	C-0403	The 12V power source in the printer control board (PRCB) is checked. An error detection signal of the 12V in PRCB is detected.		Confirmation of the wiring harness and the connector Printer control board (PRCB) DC power supply /1 (DCPS1)
ADU stand abnormality	C-0410	12V ICP blowout in the ADU drive board (ADUDB). A -5V ICP blowout signal and blowout of a 12V ICP signal are detected for the serial initial communication.	Confirmation of the wiring harness and the connector ADU drive board (ADUDB) DC power supply /2 (DCPS2)	

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Classification	Code	Causes	Resulting operation	Estimated abnormal parts
Main body	ADU stand abnormality	C-0411	The main body stops immediately to turn OFF the main relay (RL1).	Confirmation of the wiring harness and the connector Centering sensor (PS1) Transfer exposure lamp (EL2) ADU lock solenoid (SD1) Reverse/exit solenoid (SD2) Fusing solenoid (SD3) ADU drive board (ADUDB) DC power supply /2 (DCPS2)
		C-0412		
FS	FS abnormality	C-1001*	The main body and the FS stop immediately to turn OFF the main relay (RL1).	Confirmation of the wiring harness and the connector FS control board (FSCB) Printer control board (PRCB: main body)
		C-1002*		
GP	GP abnormality	C-1012	The main body and the GP stop immediately to turn off the main relay (RL1).	Confirmation of the wiring harness and the connector Printer control board (PRCB) Punch Controller PCB
PK	PK abnormality	C-1047	The main body and the FS stop immediately to turn OFF the main relay (RL1).	Confirmation of the wiring harness and the connector PK drive board (PDB) FS control board (FSCB)
FS	FS abnormality	C-1091	The main body and the FS stop immediately to turn OFF the main relay (RL1).	Confirmation of the wiring harness and the connector FS control board (FSCB)
		C-1092		
		C-1101		The shift unit does not get to the shift position or the HP within a specified period of time.

Classification	Code	Causes	Resulting operation	Estimated abnormal parts
FS FS abnormality	C-1102	After start-up of the main tray up/down motor (M3) operation, the main tray upper limit sensor (PS2) or the stapler paper exit upper limit sensor (PS7) does not turn ON within a specified period of time.	The main body and the FS stop immediately to turn OFF the main relay (RL1).	Confirmation of the wiring harness and the connector Confirmation of the main tray drive parts Main tray upper limit sensor (PS2) Stapler paper exit upper limit sensor (PS7) Main tray up/down motor (M3) FS control board (FSCB)
	C-1103	After start-up of the alignment motor /Up (M5) operation, the alignment home sensor /Up (PS8) does not turn OFF within a specified period of time. Or, it does not turn ON after being turned OFF.		Confirmation of the wiring harness and the connector Confirmation of the alignment plate drive parts Alignment plate home sensor /Up (PS8) Alignment motor /Up (M5) Relay board (RB) FS control board (FSCB)
	C-1105	After start-up of the paper exit opening motor (M8) operation, the open/close operation is not completed within a specified period of time. (The paper exit opening home sensor (PS12) does not turn ON or OFF.)		Confirmation of the wiring harness and the connector Confirmation of the exit opening drive parts Paper exit opening home sensor (PS12) Paper exit opening motor (M8) FS control board (FSCB)
	C-1106	After start-up of the stapler movement motor (M11) operation, the stapler movement home sensor (PS11) does not turn OFF. Or, it does not turn ON after being turned OFF.		Confirmation of the wiring harness and the connector Confirmation of the stapler movement parts Stapler movement home sensor (PS11) Stapler movement motor (M11) Relay board (RB) FS control board (FSCB)

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Classification	Code	Causes	Resulting operation	Estimated abnormal parts	
FS	FS abnormality	C-1107	Stapler rotation motor (M6) abnormality. (FS-611 only)	The main body and the FS stop immediately to turn OFF the main relay (RL1).	Confirmation of the wiring harness and the connector Confirmation of the stapler rotation parts Stapler rotation motor (M6) Relay board (RB) FS control board (FSCB)
		C-1108	Stapler /Rr rotation abnormality. (FS-611 only)		Confirmation of the wiring harness and the connector Confirmation of the stapler / Rr rotation parts Stapler rotation home sensor (PS13) Relay board (RB) FS control board (FSCB)
		C-1109	After start-up of the paper exit belt motor (M400) operation, the paper exit belt home sensor (PS9) does not turn ON within a specified period of time.		Confirmation of the wiring harness and the connector Confirmation of the driving parts of the conveyance belt Paper exit belt motor (M400) FS control board (FSCB)
		C-1111	The stapler motor home sensor /Fr (PS31) does not turn ON within a specified period of time after the stapler motor /Fr (M14) starts operations. (FS-528) Within a specified period of time after the start-up of the clincher motor /Fr (M15) or stapler motor /Fr (M14) operation, the clincher home sensor /Fr (PS33) or the stapler home sensor /Fr (PS31) does not turn ON. (FS-611)		Confirmation of the wiring harness and the connector Replacement of the stapler / Fr Relay board (RB) FS control board (FSCB)
		C-1112	The stapler motor home sensor / Rr (PS30) does not turn ON within a specified period of time after the stapler motor /Rr (M9) starts operations. (FS-528) Within a specified period of time after the start-up of the clincher motor /Rr (M10) or stapler motor / Rr (M9) operation, the clincher home sensor /Rr (PS32) or the stapler home sensor /Rr (PS30) does not turn ON. (FS-611)		Confirmation of the wiring harness and the connector Replacement of the stapler / Rr Relay board (RB) FS control board (FSCB)

Classification	Code	Causes	Resulting operation	Estimated abnormal parts
FS FS abnormality	C-1113	The clincher home sensor /Fr (PS33) does not turn ON within a specified period of time after the clincher motor /Fr (M15) starts operation. (FS-611)	The main body and the FS stop immediately to turn OFF the main relay (RL1).	Confirmation of the wiring harness and the connector Replacement of the stapler / Fr Relay board (RB) FS control board (FSCB)
	C-1114	The clincher home sensor /Rr (PS32) does not turn ON within a specified period of time after the clincher motor /Rr (M10) starts operation. (FS-611)		Confirmation of the wiring harness and the connector Replacement of the stapler / Rr Relay board (RB) FS control board (FSCB)
	C-1115	Within a specified period of time after the start-up of the FS conveyance motor (M1) operation, the motor does not get to the predetermined speed.		Confirmation of the wiring harness and the connector Confirmation of the conveyance drive parts FS conveyance motor (M1) FS control board (FSCB)
	C-1121	After the saddle stitching stopper motor (M18) starts the home position detection operation, the saddle stitching stopper home sensor (PS23) does not turn ON within a specified period of time. (FS-611 only)		Confirmation of the wiring harness and the connector Confirmation of the saddle stitcher stopper drive parts Saddle stitching stopper home sensor (PS23) Saddle stitching stopper motor (M18) Relay board (RB) FS control board (FSCB)
	C-1122	After the alignment motor /Lw (M16) starts the home position detection operation, the alignment plate home sensor /Lw (PS24) does not turn ON within a specified period of time. (FS-611 only)		Confirmation of the wiring harness and the connector Confirmation of the alignment plate /Lw drive parts Alignment plate home sensor /Lw (PS24) Alignment motor /Lw (M16) Relay board (RB) FS control board (FSCB)

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Classification	Code	Causes	Resulting operation	Estimated abnormal parts
FS FS abnormality	C-1125	After the folding blade motor (M19) starts the home position detection operation, the folding blade home sensor /Lw (PS22) does not turn ON within a specified period of time. (FS-611 only)	The main body and the FS stop immediately to turn OFF the main relay (RL1).	Confirmation of the wiring harness and the connector Confirmation of the folding blade drive parts Folding blade home sensor (PS22) Folding blade motor (M19) Relay board (RB) FS control board (FSCB)
	C-1126	After start-up of the folding conveyance motor (M20) operation, the M20 does not get to the predetermined speed within a specified period of time. (FS-611 only)		Confirmation of the wiring harness and the connector Confirmation of the folding transfer drive parts Folding transfer motor (M20) Relay board (RB) FS control board (FSCB)
TU TU abnormality	C-1131	After start-up of the conveyance motor (M101) operation, the M101 does not get to the predetermined speed within a specified period of time.		Confirmation of the wiring harness and the connector Confirmation of the trimming conveyance drive parts Conveyance motor (M101) TU drive board (TUDB)
	C-1132	After the blade motor (M102) starts the home position detection operation, the blade home switch (MS101) does not turn ON within a specified period of time.		Confirmation of the wiring harness and the connector Confirmation of the blade drive parts Blade home switch (MS101) Blade motor (M102) TU drive board (TUDB)
	C-1133	After the stopper motor (M103) starts the home position detection operation, the stopper home sensor (PS103) does not turn ON within a specified period of time.		Confirmation of the wiring harness and the connector Confirmation of the stopper drive parts Stopper home sensor (PS103) Stopper motor (M103) TU drive board (TUDB)

Classification	Code	Causes	Resulting operation	Estimated abnormal parts
TU	TU abnormality	C-1134	After the stopper release motor (M104) starts the home position detection operation, the stopper release home sensor (PS104) does not turn ON within a specified period of time.	Confirmation of the wiring harness and the connector Confirmation of the stopper release drive parts Stopper release home sensor (PS104) Stopper release motor (M104) TU drive board (TUDB)
		C-1135	After the press motor (M105) starts the home position detection operation, the press home sensor (PS105) does not turn ON within a specified period of time.	Confirmation of the wiring harness and the connector Confirmation of the press drive parts Press home sensor (PS105) Press motor (M105) TU drive board (TUDB)
		C-1136	After the pusher motor (M107) starts the home position detection operation, the pusher home sensor (PS112) does not turn ON within a specified period of time.	Confirmation of the wiring harness and the connector Confirmation of the pusher drive parts Pusher home sensor (PS112) Pusher motor (M107) TU drive board (TUDB)
		C-1137	After the holder motor (M106) starts the home position detection operation, the upper limit sensor (PS110) does not turn ON within a specified period of time.	Confirmation of the wiring harness and the connector Confirmation of the holder drive parts Upper limit sensor (PS110) Holder motor (M106) TU drive board (TUDB)
PI	PI abnormality	C-1141	After start-up of the tray lift motor /Lw (M202) operation, the tray lower limit sensor /Lw (PS210) does not turn ON within a specified period of time.	Confirmation of the wiring harness and the connector Confirmation of the tray /Lw drive parts Tray lower limit sensor /Lw (PS210) Tray lift motor /Lw (M202) PI drive board (PIDB) FS control board (FSCB)

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Classification	Code	Causes	Resulting operation	Estimated abnormal parts
PI PI abnormality	C-1142	After start-up of the tray lift motor /Up (M201) operation, the tray upper limit sensor /Up (PS204) does not turn ON within a specified period of time.	The main body and the FS stop immediately to turn OFF the main relay (RL1).	Confirmation of the wiring harness and the connector Confirmation of the tray /Up drive parts Tray upper limit sensor /Up (PS204) Tray lift motor /Up (M201) PI drive board (PIDB) FS control board (FSCB)
	C-1143	After the conveyance motor (M203) turns ON, the M203 does not get to the predetermined speed within a specified period of time.		Confirmation of the wiring harness and the connector Transfer motor (M203) PI drive board (PIDB) FS control board (FSCB)
PK PK abnormality	C-1144	After the punch shift motor (M802) starts the home position search, the punch shift home sensor (PS803) does not turn ON even when a specified period of time elapses.		Confirmation of the wiring harness and the connector Punch shift home sensor (PS803) Punch shift motor (M802) Punch drive board (PDB) FS control board (FSCB)
ZU ZU abnormality	C-1152	After the 1st stopper motor (M2) starts the home position search, the 1st stopper home sensor (PS3) does not turn ON even when a specified period of time elapses.		Confirmation of the wiring harness and the connector Confirmation of the 1st stopper drive parts 1st stopper home sensor (PS3) 1st stopper motor (M2) ZU control board (ZUCB)
	C-1153	After the 2nd stopper motor (M3) starts the home position search, the 2nd stopper home sensor (PS4) does not turn ON even when a specified period of time elapses.		Confirmation of the wiring harness and the connector Confirmation of the 2nd stopper drive parts 2nd stopper home sensor (PS4) 2nd stopper motor (M3) ZU control board (ZUCB)

Classification		Code	Causes	Resulting operation	Estimated abnormal parts	
PK	PK abnormality	C-1154	The punch home sensor (PS801) does not turn OFF within a specified period of time after the punch motor (M801) starts operation.	The main body and the FS stop immediately to turn OFF the main relay (RL1).	Confirmation of the wiring harness and the connector Confirmation of the punch drive parts Punch home sensor (PS801) Punch motor (M801) Punch drive board (PDB) FS control board (FSCB)	
		ZU	ZU abnormality			C-1155
ZU	ZU abnormality	C-1157	After the punch motor (M4) turns on, the punch operation is not completed even when a specified period of time elapses. (The punch home sensor (PS6) does not turn OFF, or it does not turn ON after being turned OFF.)		Confirmation of the wiring harness and the connector Confirmation of the punch drive parts Punch home sensor (PS6) Punch clutch (CL1) Punch motor (M4) ZU control board (ZUCB)	
		C-1158	After the punch switching motor (M8) starts the home position search, the punch switching switch (MS2) does not turn ON even when a specified period of time elapses.			Confirmation of the wiring harness and the connector Confirmation of the punch switchover drive parts Punch switchover switch (MS2) Punch switchover motor (M8) ZU control board (ZUCB)
		FS	FS abnormality			C-1181
ZU	ZU abnormality	C-1356	A specified period of time after the conveyance motor cooling fan (M10) is turned on, the EM signal of the M10 gets into an abnormal condition.		Confirmation of the wiring harness and the connector Conveyance motor cooling fan (M10) ZU control board (ZUCB)	

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Classification	Code	Causes	Resulting operation	Estimated abnormal parts
Main body Wire cleaning abnormality	C-2101	<p>When the charge cleaning home sensor (PS41) is OFF with the main power switch (SW1) ON, PS41 does not turn ON within a specified period of time after the charge cleaning motor (M23) turns ON for home position research operation (return operation). At this time, an error detection signal (blowout of ICP) is not detected.</p> <p>PS41 does not turn OFF within a specified period of time after the reverse operation (return operation) is started. At this time, an error detection signal (blowout of ICP) is not detected.</p> <p>It is checked that the time for the M23 operations is over. The charge cleaning limit sensor (PS42) does not turn ON within a specified period of time after the reverse operation (return operation) is started for detection of PS41 being OFF. Or, PS41 does not turn ON within a specified period of time after PS42 turns ON.</p>	The main body stops immediately to turn OFF the main relay (RL1).	<p>Confirmation of the wiring harness and the connector</p> <p>Charge cleaning motor (M23)</p> <p>Charge cleaning home sensor (PS41)</p> <p>Charge cleaning limit sensor (PS42)</p> <p>Printer control board (PRCB)</p>

Classification	Code	Causes	Resulting operation	Estimated abnormal parts
Main body Wire cleaning abnormality	C-2102	<p>The blowout of ICP for the charge cleaning motor (M23) in the printer control board (PRCB) is checked.</p> <p>When the charge cleaning home sensor (PS41) is OFF with the main power switch (SW1) ON, PS41 does not turn ON within a specified period of time after the M23 turns ON for home position research operation (return operation). And at this time, an error detection signal (blowout of ICP) is detected.</p> <p>PS41 does not turn OFF within a specified period of time after the reverse operation (return operation) is started. And at this time, an error detection signal (blowout of ICP) is detected.</p> <p>The charge cleaning limit sensor (PS42) does not turn ON within a specified period of time after the reverse operation (return operation) is started for detection of PS41 being OFF. Or, PS41 does not turn ON within a specified period of time after PS42 turns ON. At this time, an error detection signal (blowout of ICP) is detected.</p>	The main body stops immediately to turn OFF the main relay (RL1).	<p>Confirmation of the wiring harness and the connector</p> <p>Charge cleaning motor (M23)</p> <p>Charge cleaning home sensor (PS41)</p> <p>Charge cleaning limit sensor (PS42)</p> <p>Printer control board (PRCB)</p>
	C-2103	The locking of the charge cleaning motor (M23) is detected. A motor lock signal is detected while moving from the charge cleaning limit sensor (PS42) side to the charge cleaning home sensor (PS41) side, and after a retry operation, a fifth motor lock signal is detected.		<p>Confirming the operation of the charging corona cleaning member</p> <p>Confirmation of the wiring harness and the connector</p> <p>Charge cleaning motor (M23)</p> <p>Charge cleaning home sensor (PS41)</p> <p>Charge cleaning limit sensor (PS42)</p> <p>Printer control board (PRCB)</p>

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Classification	Code	Causes	Resulting operation	Estimated abnormal parts
Main body Wire cleaning abnormality	C-2104	<p>It is checked that the operations of the transfer/separation cleaning motor (M18) are over. When the transfer/separation cleaning home sensor (PS11) is OFF with the main power switch (SW1) ON, PS11 does not turn ON within a specified period of time after the M18 turns ON for a home position research operation (return operation). At this time, an error detection signal (blowout of ICP) is not detected.</p> <p>PS11 does not turn OFF within a specified period of time after the reverse operation (return operation) is started. At this time, an error detection signal (blowout of ICP) is not detected.</p> <p>It is checked that the operations of the M18 are over. The transfer/separation cleaning limit sensor (PS12) does not turn ON within a specified period of time after the reverse operation (return operation) is started for detection of PS11 being OFF. Or, PS11 does not turn ON within a specified period of time after PS12 turns ON. At this time, an error detection signal (blowout of ICP) is not detected.</p>	The main body stops immediately to turn OFF the main relay (RL1).	<p>Confirmation of the wiring harness and the connector</p> <p>Transfer/separation cleaning motor (M18)</p> <p>Transfer/separation cleaning home sensor (PS11)</p> <p>Transfer/separation cleaning limit sensor (PS12)</p> <p>ADU drive board (ADUDB)</p>
	C-2106	<p>The locking of the transfer/separation cleaning motor (M18) is detected. Motor lock signals are detected while moving from the transfer/separation limit sensor (PS12) side to the transfer/separation home sensor (PS11) side, and after a retry operation, a fifth motor lock signal is detected.</p>		<p>Confirmation of the transfer/separation cleaning member</p> <p>Confirmation of the wiring harness and the connector</p> <p>Transfer/separation cleaning motor (M18)</p> <p>Transfer/separation cleaning home sensor (PS11)</p> <p>Transfer/separation cleaning limit sensor (PS12)</p> <p>ADU drive board (ADUDB)</p>

Classification	Code	Causes	Resulting operation	Estimated abnormal parts
Main body	C-2110	It is checked that the home position search time of the transfer assist motor (M25) is out. When the transfer assist home sensor (PS64) is turned OFF, PS64 is not turned ON a specified period of time after the home position search starts operation.	The main body stops immediately to turn OFF the main relay (RL1).	Confirmation of the wiring harness and the connector Transfer assist motor (M25) Transfer assist home sensor (PS64) ADU drive board (ADUDB) DC power supply /1 (DCPS1) Power supply cooling fan /1 (FM30) Power supply cooling fan /2 (FM31)
	C-2111	While the transfer assist motor (M25) is in operation, an error is detected. An error is detected of the transfer assist motor (M25) while in the print operation.		
	C-2201	The speed error signal of the toner bottle motor (M15) is checked. An error detection signal is detected twice in succession a specified period of time after M15 turns ON (the first signal is ignored).		Confirmation of the wiring harness and the connector Toner bottle motor (M15) Printer control board (PRCB)
	C-2202	The speed error signal of the developing motor (M3) is checked. Since an error detection signal is detected a second after M3 turns ON, turn OFF M3 for a specified period of time. Then, an error detection signal is detected again a specified period of time after it is turned ON again.		Confirmation of the wiring harness and the connector Developing motor (M3) Printer control board (PRCB)
	C-2203	The locking of the blade motor (M14) is detected. The error detection signal (over current) of M14 is detected.		Confirmation of the wiring harness and the connector Blade motor (M14) Printer control board (PRCB)

Classification	Code	Causes	Resulting operation	Estimated abnormal parts
Main body Motor abnormality	C-2204	It is checked that the movement of the blade motor (M14) is not completed, and the 24V power source is also checked. The drum READY1 signal (READY condition) cannot be detected within a specified period of time after the drum motor (M2) turns ON. Or, the drum READY1 signal (READY release condition) cannot be detected within a specified period of time after M2 turns OFF. At this time, an error detection signal (24V cut out) is detected.	The main body stops immediately to turn OFF the main relay (RL1).	Confirmation of the wiring harness and the connector Blade sensor /1 (PS30) Blade sensor /2 (PS31) Blade motor (M14) Drum motor (M2) Printer control board (PRCB) DC power supply /2 (DCPS2)
	C-2205	The blowout of ICP for the blade motor (M14) in the printer control board (PRCB) is checked. The drum READY1 signal (READY condition) cannot be detected within a specified period of time after the drum motor (M2) turns ON. Or, the drum READY1 signal (READY release condition) cannot be detected within a specified period of time after M2 turns OFF. At this time, the error detection signal (blowout of ICP) of M14 is detected.		
	C-2206	It is checked that the movement of the blade motor (M14) is not completed. The drum READY1 signal (READY condition) cannot be detected within a specified period of time after the drum motor (M2) turns ON. Or, the drum READY1 signal (READY release condition) cannot be detected within a specified period of time after M2 turns OFF. At this time, an error detection signal is not detected.		

Classification	Code	Causes	Resulting operation	Estimated abnormal parts
Main body Motor abnormality	C-2207	It is checked that the movement of the blade motor (M14) is not completed, and 24V power source is also checked. The blade READY signal (READY condition) cannot be detected within a specified period of time after the blade replacement signal turns ON. Or, the blade READY signal (READY release condition) cannot be detected within a specified period of time after the blade replacement signal turns OFF. At this time, an error detection signal (24V cut out) is detected.	The main body stops immediately to turn OFF the main relay (RL1).	Confirmation of the wiring harness and the connector Blade sensor /1 (PS30) Blade sensor /2 (PS31) Blade motor (M14) Drum motor (M2) Printer control board (PRCB) DC power supply /2 (DCPS2)
	C-2208	The blowout of ICP for the blade motor (M14) in the printer control board (PRCB) is checked. The blade READY signal (READY condition) cannot be detected within a specified period of time after the blade replacement signal turns ON. Or, the blade READY signal (READY release condition) cannot be detected within a specified period of time after the blade replacement signal turns OFF. At this time, the error detection signal (blowout of ICP) of M14 is detected.		
	C-2209	It is checked that the movement of the blade motor (M14) is not completed. The blade READY signal (READY condition) cannot be detected within a specified period of time after the blade replacement signal turns ON. Or, the blade READY signal (READY release condition) cannot be detected within a specified period of time after the blade replacement signal turns OFF. At this time, an error detection signal is not detected.		

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Classification	Code	Causes	Resulting operation	Estimated abnormal parts
Main body Motor abnormality	C-2210	It is checked that the drum motor (M2) does not start. The drum READY2 signal (READY signal) is not detected within a specified period of time after M2 turns ON.	The main body stops immediately to turn OFF the main relay (RL1).	Confirmation of the wiring harness and the connector Drum motor (M2) Printer control board (PRCB)
	C-2211	The blowout of ICP for the toner supply motor (M11) in the printer control board (PRCB) is checked. An error detection signal (blowout of ICP) is detected when M11 turns ON.		Confirmation of the wiring harness and the connector Toner supply motor (M11) Printer control board (PRCB)
	C-2221	When the recycle cut motor (M24) is turned ON, an error detection signal is detected twice in a row within a specified period of time. (An error detection signal on the first time is ignored.)		Confirmation of the wiring harness and the connector Recycle cut motor (M24) Recycle cut drive board (RCDB) Printer control board (PRCB)
RC RC abnormality	C-2250	It is detected that the waste toner amount exceeds 80% of the toner collection box. At this time, DIPSW5-0 is 0 and the operations of all the job, including the reservation, are completed.	If there is a sheet of paper being printed, the main body completes the paper exit before stopping operations. The main relay (RL1) is turned OFF.	Waste toner recycle box
Main body Motor abnormality	C-2401	The temperature of the drum temperature sensor (TH5) detected a specified period of time after the main power switch (SW1) is turned ON is -3°C or lower, and also, the drum temperature after a specified period of time is -3°C or lower.	The main body stops immediately to turn OFF the main relay (RL1).	Confirmation of the wiring harness and the connector Drum temperature sensor (TH5) Printer control board (PRCB)
	C-2402	When the main power switch (SW1) turns ON with the fusing temperature below 50°C, the detected temperature of the drum temperature sensor (TH5) is more than 52°C, and when the detected temperature is above 52°C after a specified period of time.		

Classification	Code	Causes	Resulting operation	Estimated abnormal parts	
Main body	Con- nec- tion abnor- mality	C-2403	The erase lamp (EL1) is unconnected.	The main body stops immediately to turn OFF the main relay (RL1).	Confirmation of the wiring harness and the connector Erase lamp (EL1) Printer control board (PRCB)
	High volt- age power source abnor- mality	C-2701	A charge leak is detected. After a charge error detection signal is detected while in the charge ON, up to 5 charge ON/OFF operations occur in succession.	If there is a sheet of paper being printed, the main body completes the paper exit	Confirmation of the charger power feeding contact Confirmation of the wiring harness and the connector High voltage unit /1 (HV1) Printer control board (PRCB)
		C-2702	A transfer leak is detected. After a transfer error detection signal is detected while in the transfer ON, up to 5 transfer ON/OFF operations occur in succession.	before stopping operations. The main relay (RL1) is turned OFF.	Confirmation of the transfer/separation charger power feeding contact Confirmation of the wiring harness and the connector High voltage unit /2 (HV2) Printer control board (PRCB) ADU drive board (ADUDB)
		C-2703	A separation leak is detected. After a separation error detection signal is detected while in the separation ON, up to 5 separation ON/OFF operations occur in succession.	The main body stops immediately to turn OFF the main relay (RL1).	Confirmation of the wiring harness and the connector High voltage unit /2 (HV2) ADU drive board (ADUDB)
		C-2704	The error detection signal (blow-out of a 24V ICP) of the high voltage unit /2 (HV2) is detected.		Confirmation of the wiring harness and the connector High voltage unit /2 (HV2) ADU drive board (ADUDB)
Pro- cess abnor- mality	C-2801	The dirt correction of the sensor is not completed. While in the maximum density correction, the dirt correction of the IDC sensor is not sufficient. When this condition is detected 10 times in succession, the error code is displayed.		Cleaning of the IDC sensor Confirmation of the wiring harness and the connector IDC sensor board (IDCB) Printer control board (PRCB)	

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Classification	Code	Causes	Resulting operation	Estimated abnormal parts
Main body Process abnormality	C-2802#	The maximum density correction is not completed. While in the maximum density correction, the number of rotations of the developing roller gets to the maximum.	Error code is not displayed on the operation panel, but displayed only on the data collection, the list output and the CSRC. The control of the main body is made by using a data previously obtained.	Cleaning of the IDC sensor Confirmation of the wiring harness and the connector IDC sensor board (IDCB) Developing motor (M3) Printer control board (PRCB) Overall control board (OACB) Write unit
	C-2803#	The IDC sensor board (IDCB) output abnormality. While in the maximum density correction, a patch for control is not output. (No output is made from the IDCS.)		
	C-2804#	The dirt correction of the sensor is not completed. While in gamma correction, the dirt correction of the IDC sensor is not sufficient. When C-2804 or C-2807 is detected 10 times in succession, the error code is displayed.	The main body stops immediately to turn OFF the main relay (RL1).	
	C-2805#	The IDC sensor board (IDCB) output abnormality. While in the gamma correction, a patch for control is not output. (No output is made from the IDCB.)	Error code is not displayed on the operation panel, but displayed only on the data collection, the list output and the CSRC. The control of the main body is made by using a data previously obtained.	
	C-2806#	The gamma correction data is defective. The gamma correction output is abnormal. A regression error when carrying out a gamma curve operation while in the gamma correction.		
	C-2807#	The dirt correction of the sensor is not completed. While in the dot diameter correction, the dirt correction of the IDC sensor is not sufficient. When C-2804 or C-2807 is detected 10 times in succession, the error code is displayed.	The main body stops immediately to turn OFF the main relay (RL1).	

Classification	Code	Causes	Resulting operation	Estimated abnormal parts
Main body Process abnormality	C-2808#	Correction abnormality. While in the dot diameter correction, the correction is terminated with an abnormal value.	Error code is not displayed on the operation panel, but displayed only on the data collection, the list output and the CSRC. The control of the main body is made by using a data previously obtained.	Cleaning of the IDC sensor Confirmation of the wiring harness and the connector IDC sensor board (IDCB) Developing motor (M3) Printer control board (PRCB) Overall control board (OACB) Write unit
	C-2809#	Drum potential sensor (DPS) output abnormality. While in the 0V check of the DPS, more than 100V of the drum surface potential is detected more than 5 times. When this condition is detected 5 times in succession, the error code is displayed.	The main body stops immediately to turn OFF the main relay (RL1).	Confirmation of the wiring harness and the connector Drum potential sensor board (DPSB) Drum potential sensor (DPS) Printer control board (PRCB)
	C-2810	Drum potential sensor (DPS) output abnormality. While in the drum potential correction, a patch for control is not output with the V1 getting to more than 350V. When this condition is detected 5 times in succession, the error code is displayed.		
	C-2811	The data is defective. While in the drum potential correction, no convergence is obtained even after correction is made more than 10 times. When this condition is detected 5 times in succession, the error code is displayed.		

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Classification	Code	Causes	Resulting operation	Estimated abnormal parts
Main body Process abnormality	C-2812#	Auto adjustment monitor value abnormality. No convergence is made in the auto adjustment of the transfer current.	Error code is not displayed on the operation panel, but displayed only on the data collection, the list output and the CSRC. The control of the main body is made by using a data previously obtained.	Confirmation of the transfer/separation charger power feeding contact
	C-2813#	Auto adjustment monitor value abnormality. No convergence is made in the auto adjustment of the separation (AC) current.		Confirmation of the wiring harness and the connector High voltage unit /2 (HV2) Printer control board (PRCB) ADU drive board (ADUDB)
	C-2814#	Auto adjustment monitor value abnormality. No convergence is made in the auto adjustment of the separation (DC) current.		
	C-2815#	Auto adjustment monitor value abnormality. No convergence is made in the auto adjustment of the developing bias.		Confirmation of the charger power feeding contact Confirmation of the wiring harness and the connector High voltage unit /1 (HV1) Printer control board (PRCB)
ADU section motor abnormality	C-3101	The blowout of ICP for the web motor (M16) in the printer control board (PRCB) is checked, and the 24V power source is also checked. When M16 turn ON from OFF, error detection signals (blowout of ICP and the 24V cut off) are detected.	If there is a sheet of paper being printed, the main body completes the paper exit before stopping operations. The main relay (RL1) is turned OFF.	Confirmation of the wiring harness and the connector Web motor (M16) Printer control board (PRCB) DC power supply /2 (DCPS2)
	C-3102	The blowout of ICP for the web motor (M16) in the printer control board (PRCB) is checked. When M16 turns ON from OFF, the blowout of ICP abnormality is detected with a 24V down signal normal.		
Fan abnormality	C-3301	The rotation of the fusing fan /1 (FM1) is checked, and the 24V power source is also checked. An abnormal condition occurs with the FM1 EM signal a specified period of time after FM1 is turned ON. This abnormal condition recurs even a specified period of time after FM1 is turned OFF and then turned ON, and an error detection signal (24V cut off) is detected.	The main body stops immediately to turn OFF the main relay (RL1).	Confirmation of the wiring harness and the connector Fusing fan /1 (FM1) ADU drive board (ADUDB) DC power supply /2 (DCPS2)

Classification	Code	Causes	Resulting operation	Estimated abnormal parts
Main body Fan abnormality	C-3302	Rotation of the fusing fan /1 (FM1) is checked. An abnormal condition occurs with the FM1 EM signal a specified period of time after FM1 is turned ON. This abnormal condition recurs even a specified period of time after FM1 is turned OFF and then turned ON, and an error detection signal (24V cut off/blowout of ICP) is not detected.	The main body stops immediately to turn OFF the main relay (RL1).	Confirmation of the wiring harness and the connector Fusing fan /1 (FM1) ADU drive board (ADUDB) DC power supply /2 (DCPS2)
	C-3303#	When the print is completed, the fusing fan /1 (FM1) EM signal gets into an abnormal condition.	Error code is not displayed on the operation panel, but displayed only on the data collection, the list output and CSRC.	
	C-3304	The rotation of the fusing fan /2 (FM4) is checked, and the 24V power source is also checked. An abnormal condition occurs with the FM4 EM signal a specified period of time after FM4 is turned ON. This abnormal condition recurs even a specified period of time after FM4 is turned OFF and then turned ON, and an error detection signal (24V cut off) is detected.	The main body stops immediately to turn OFF the main relay (RL1).	Confirmation of the wiring harness and the connector Fusing fan /2 (FM4) ADU drive board (ADUDB) DC power supply /2 (DCPS2)
	C-3305	Rotation of the fusing fan /2 (FM4) is checked. An abnormal condition occurs with the FM4 EM signal a specified period of time after FM4 is turned ON. This abnormal condition recurs even a specified period of time after FM4 is turned OFF and then ON again, and an error detection signal (24V cut off) is not detected.		

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Classification	Code	Causes	Resulting operation	Estimated abnormal parts	
Main body	Fan abnormality	C-3306	When the print is completed, the fusing fan /2 (FM4) EM signal gets into an abnormal condition.	Error code is not displayed on the operation panel, but displayed only on the data collection, the list output and CSRC.	Confirmation of the wiring harness and the connector Fusing fan /2 (FM4) ADU drive board (ADUDB) DC power supply /2 (DCPS2)
	Fusing high temperature abnormality	C-3501	Fusing roller /Up high temperature detection (software). TH1 detects a temperature of 235°C or above 5 times in a specified period of time. Or, the fusing temperature sensor /2 (TH2) detects a temperature of 240°C or above.	The main body stops immediately to turn OFF the main relay (RL1). Caution • When C-35**, C-38** or C-39** (fusing temperature related abnormality) occurs, be sure to repair defective parts before setting DIPSW3-1 to 0. Setting DIPSW3-1 to 0 with defective parts not repaired results in a fire.	Confirmation of the wiring harness and the connector Fusing temperature sensor / 1 (TH1) Fusing heater lamp /1 (L1) Fusing heater lamp /2 (L2) Printer control board (PRCB) AC drive board (ACDB)
		C-3502	Fusing heating roller high temperature abnormality (software). TH3 detects a temperature of 230°C or above 5 times in a specified period of time.	Confirmation of the wiring harness and the connector Fusing temperature sensor / 3 (TH3) Fusing heater lamp /3 (L3) Printer control board (PRCB) AC drive board (ACDB)	

Classification	Code	Causes	Resulting operation	Estimated abnormal parts	
Main body	Fusing high temperature abnormality	C-3503	Fusing roller /Up high temperature abnormality (hardware). An abnormal condition is detected with the fusing error detection signal 1.	The main body stops immediately to turn OFF the main relay (RL1).	Confirmation of the wiring harness and the connector Fusing temperature sensor / 1 (TH1) Fusing heater lamp /1 (L1) Fusing heater lamp /2 (L2) Printer control board (PRCB) AC drive board (ACDB)
		C-3504	Fusing heating roller high temperature abnormality (hardware). An abnormal condition is detected with the fusing error detection signal 4.	Caution • When C-35**, C-38** or C-39** (fusing temperature related abnormality) occurs, be sure to repair defective parts before setting DIPSW3-1 to 0. Setting DIPSW3-1 to 0 with defective parts not repaired results in a fire.	Confirmation of the wiring harness and the connector Fusing temperature sensor / 3 (TH3) Fusing heater lamp /3 (L3) Printer control board (PRCB) AC drive board (ACDB)
	Fusing low temperature abnormality	C-3801	Fusing roller /Up low temperature abnormality (software). TH1 does not get to 75°C when a specified period of time has elapsed after the main switch (SW1) is turned ON for the fusing ON control.		Confirmation of the wiring harness and the connector Fusing temperature sensor / 1 (TH1) Fusing heater lamp /1 (L1) Fusing heater lamp /2 (L2) Printer control board (PRCB) AC drive board (ACDB)
		C-3802	Fusing heating roller low temperature abnormality (software). TH3 does not get to 50°C when a specified period of time has elapsed after the main switch (SW1) is turned ON for the fusing ON control.	Confirmation of the wiring harness and the connector Fusing temperature sensor / 3 (TH3) Fusing heater lamp /3 (L3) Printer control board (PRCB) AC drive board (ACDB)	

Classification	Code	Causes	Resulting operation	Estimated abnormal parts
Main body	C-3901	Fusing roller /Up sensor abnormality (software). TH1 detects a temperature of 230°C or above 30 times in a row in a specified period of time.	<p>The main body stops immediately to turn OFF the main relay (RL1).</p> <p>Caution</p> <ul style="list-style-type: none"> • When C-35**, C-38** or C-39** (fusing temperature related abnormality) occurs, be sure to repair defective parts before setting DIPSW3-1 to 0. Setting DIPSW3-1 to 0 with defective parts not repaired results in a fire. 	Confirmation of the wiring harness and the connector Fusing temperature sensor / 1 (TH1) Fusing heater lamp /1 (L1) Fusing heater lamp /2 (L2) Printer control board (PRCB) AC drive board (ACDB)
	C-3902	Fusing heating roller sensor abnormality (software). TH3 detects a temperature of 220°C or above 30 times in a row in a specified period of time.		Confirmation of the wiring harness and the connector Fusing temperature sensor / 3 (TH3) Fusing heater lamp /3 (L3) Printer control board (PRCB) AC drive board (ACDB)
	C-3903	Fusing roller /Up sensor abnormality (hardware). The output voltage of the TH1 is detected as a low temperature abnormality (-6°C or lower) in the comparator circuit.		Confirmation of the wiring harness and the connector Fusing temperature sensor / 1 (TH1) Fusing heater lamp /1 (L1) Fusing heater lamp /2 (L2) Printer control board (PRCB) AC drive board (ACDB)
	C-3904	Fusing heating roller sensor abnormality (hardware). The output voltage of the TH3 is detected as a low temperature abnormality (-6°C or lower) in the comparator circuit.		Confirmation of the wiring harness and the connector Fusing temperature sensor / 3 (TH3) Fusing heater lamp /3 (L3) Printer control board (PRCB) AC drive board (ACDB)

Classification	Code	Causes	Resulting operation	Estimated abnormal parts
Main body	C-3905	Fusing roller /Up abnormality detection (hardware). The output voltage of the TH2 is detected as a low temperature (-6°C or lower) or high temperature (240.5°C or higher) abnormality in the comparator circuit.	The main body stops immediately to turn OFF the main relay (RL1).	Confirmation of the wiring harness and the connector Fusing temperature sensor / 2 (TH2) Fusing heater lamp /1 (L1) Fusing heater lamp /2 (L2) Printer control board (PRCB) AC drive board (ACDB)
	C-3906	Fusing heating roller abnormality detection (hardware). The output voltage of the TH4 is detected as a low temperature (-6°C or lower) or high temperature (240.5°C or higher) abnormality in the comparator circuit.	<p>Caution</p> <ul style="list-style-type: none"> • When C-35**, C-38** or C-39** (fusing temperature related abnormality) occurs, be sure to repair defective parts before setting DIPSW3-1 to 0. Setting DIPSW3-1 to 0 with defective parts not repaired results in a fire. 	Confirmation of the wiring harness and the connector Fusing temperature sensor / 4 (TH4) Fusing heater lamp / 3 (L3) Printer control board (PRCB) AC drive board (ACDB)
Writing section abnormality	C-4101	When the speed of the polygon motor (M17) is being switched, a speed lock signal is not detected within a specified period of time.		The main body stops immediately to turn OFF the main relay (RL1).

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Classification	Code	Causes	Resulting operation	Estimated abnormal parts
Main body Fan abnormality	C-4301	The rotation of the write unit cooling fan /1 (FM5) is checked, and 24V power source is also checked. An abnormal condition occurs with the FM5 EM signal a specified period of time after FM5 turns ON. This abnormal condition recurs even a specified period of time after FM5 is turned OFF and then turned ON, and an error detection signal (24V cut off) is detected.	The main body stops immediately to turn OFF the main relay (RL1).	Confirmation of the wiring harness and the connector Write unit cooling fan /1 (FM5) AC drive board (ACDB) DC power supply /2 (DCPS2)
	C-4302	The blowout of ICP for the write unit cooling fan /1 (FM5) in the AC drive board (ACDB) is checked. An abnormal condition occurs with the FM5 EM signal a specified period of time after FM5 turns ON. This abnormal condition recurs even a specified period of time after FM5 is turned OFF and then turned ON, and an error detection signal (blowout of ICP) is detected.		
	C-4303	The rotation of the write unit cooling fan /1 (FM5) is checked. An abnormal condition occurs with the FM5 EM signal a specified period of time after FM5 turns ON. This abnormal condition recurs even a specified period of time after FM5 is turned OFF and then turned ON, and an error detection signal (24V cut off/ blowout of ICP) is not detected.		
	C-4304	When the print is started, an error detection signal of the writing section cooling fan /1 (FM5) is detected.		

Classification	Code	Causes	Resulting operation	Estimated abnormal parts
Main body Fan abnormality	C-4305	The rotation of the write unit cooling fan /2 (FM8) is checked and the 24V power source is also checked. An abnormal condition occurs with the FM8 EM signal a specified period of time after the write unit cooling fan /2 (FM8) turns ON. This abnormal condition recurs even a specified period of time after FM8 is turned OFF and then turned ON, and an error detection signal (24V cut off) is detected.	The main body stops immediately to turn OFF the main relay (RL1).	Confirmation of the wiring harness and the connector Write unit cooling fan /2 (FM8) AC drive board (ACDB) DC power supply /2 (DCPS2)
	C-4306	The blowout of ICP for the write unit cooling fan /2 (FM8) in the AC drive board (ACDB) is checked. An abnormal condition occurs with the FM8 EM signal a specified period of time after the write unit cooling fan /2 (FM8) turns ON. This abnormal condition recurs even a specified period of time after FM8 is turned OFF and then turned ON, and an error detection signal (blowout of ICP) is detected.		
	C-4307	The rotation of the write unit cooling fan /2 (FM8) is checked. An abnormal condition occurs with the FM8 EM signal a specified period of time after the write unit cooling fan /2 (FM8) turns ON. This abnormal condition recurs even a specified period of time after FM8 is turned OFF and then turned ON, and an error detection signal (24V cut off/ blowout of ICP) is not detected.		
	C-4308	When the print is started, an error detection signal of the writing section cooling fan /2 (FM8) is detected.		

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Classification	Code	Causes	Resulting operation	Estimated abnormal parts
Main body Fan abnormality	C-4309	The rotation of the cooling fan /4 (FM12) is checked and the 24V power source is also checked. An abnormal condition occurs with the FM12 EM signal a specified period of time after FM12 turns ON. This abnormal condition recurs even a specified period of time after FM12 is turned OFF and then turned ON, and an error detection signal (24V cut off) is detected.	The main body stops immediately to turn OFF the main relay (RL1).	Confirmation of the wiring harness and the connector Cooling fan /4 (FM12) AC drive board (ACDB) DC power supply /2 (DCPS2)
	C-4310	The blowout of ICP for the cooling fan /4 (FM12) in the AC drive board (ACDB) is checked. An abnormal condition occurs with the FM12 EM signal a specified period of time after FM12 turns ON. This abnormal condition recurs even a specified period of time after FM12 is turned OFF and then turned ON, and an error detection signal (blowout of ICP) is detected.		
	C-4311	Rotation of the cooling fan /4 (FM12) is checked. An abnormal condition occurs with the FM12 EM signal a specified period of time after FM12 turns ON. This abnormal condition recurs even a specified period of time after FM12 is turned OFF and then turned ON, and an error detection signal (24V cut off/blowout of ICP) is not detected.		
	C-4312	The rotation of the polygon cooling fan (FM9) is checked and the 24V power source is also checked. An abnormal condition occurs with the FM9 EM signal a specified period of time after FM9 is turned ON. This abnormal condition recurs even a specified period of time after FM9 is turned OFF and then turned ON, and an error detection signal (24V cut off) is detected.		

Classification	Code	Causes	Resulting operation	Estimated abnormal parts
Main body Fan abnormality	C-4313	The blowout of ICP for the polygon cooling fan (FM9) in the AC drive board (ACDB) is checked. An abnormal condition occurs with the FM9 EM signal a specified period of time after FM9 turns ON. This abnormal condition recurs even a specified period of time after FM9 is turned OFF and then turned ON, and an error detection signal (blowout of ICP) is detected.	The main body stops immediately to turn OFF the main relay (RL1).	Confirmation of the wiring harness and the connector Polygon cooling fan (FM9) AC drive board (ACDB) Printer control board (PRCB) DC power supply /2 (DCPS2)
	C-4314	The rotation of the polygon cooling fan (FM9) is checked. An abnormal condition occurs with the FM9 EM signal a specified period of time after FM9 turns ON. This abnormal condition recurs even a specified period of time after FM9 is turned OFF and then turned ON, and an error detection signal (24V cut off/ blowout of ICP) is not detected.		
	C-4315#	When the print is started, an error detection signal of the polygon cooling fan (FM9) is detected.		
Image processing abnormality	C-4701*	FIFO address abnormality for the printer. While in the image write, the expansion processing of image data that is read in is not correctly terminated.	If there is a sheet of paper being printed, the main body completes the paper exit before stopping operations. The main relay (RL1) is turned OFF.	Confirmation of the wiring harness and the connector Overall control board (OACB) → Gate array damaged
	C-4702*	An error interrupt occurs with the compression/expansion chip FIFO.		

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Classification	Code	Causes	Resulting operation	Estimated abnormal parts
Main body Image processing abnormality	C-4703*	Elongation abnormality.	If there is a sheet of paper being printed, the main body completes the paper exit before stopping operations. The main relay (RL1) is turned OFF.	Confirmation of the wiring harness and the connector Overall control board (OACB) → Gate array damaged
	C-4704*	While in the execution of APC, no change is found in the output of the index sensor.		Confirmation of the wiring harness and the connector Overall control board (OACB) Write unit DC power supply /1 (DCPS1)
	C-4705*	While in the image write, the expansion processing from the memory to the printer does not terminate within a specified period of time. The output from the page memory to the printer does not terminate within a specified period of time. The PVV is not detected within a specified period of time.		Confirmation of the wiring harness and the connector Overall control board (OACB) Printer control board (PRCB)
	C-4706*	When writing images, in spite of no resource provided, an inappropriate processing such as an access to the elongation device is made.		Confirmation of the wiring harness and the connector Reinstalling firmware Overall control board (OACB) Printer control board (PRCB)
	C-4707*	While in the image write, APC is not applicable for the correction of the sub scan beam. Due to the 12V DC power for the laser drive not supplied, the MPC being wrong and the laser defective, the laser does not light up. Also, due to the rotation of the polygon mirror unavailable, the displacement of the index sensor, and the index sensor being defective, the index sensor cannot detect the laser.		Confirmation of the wiring harness and the connector Overall control board (OACB) Write unit DC power supply /1 (DCPS1)

Classification	Code	Causes	Resulting operation	Estimated abnormal parts
Main body image processing abnormality	C-4708*	When accessing to the memory device, a defective software is detected.	If there is a sheet of paper being printed, the main body completes the paper exit before stopping operations. The main relay (RL1) is turned OFF.	Confirmation of the wiring harness and the connector Reinstalling firmware Overall control board (OACB) Printer control board (PRCB)
	C-4709*	The expansion processing from the memory to the page memory is not terminated within a specified period of time. The compression processing from the page memory to the memory is not terminated within a specified period of time. The development from the memory into the page memory is not terminated within a specified period of time. The transmission of the compressed data from memory to memory is not terminated within a specified period of time.		
	C-4721#	The print operation starts before the paper mis-centering adjustment is terminated. (The mis-centering adjustment is too late.)	Error code is not displayed on the operation panel, but displayed only on the data collection, the list output and CSRC.	Confirmation of the wiring harness and the connector Centering sensor (PS1) ADU drive board (ADUDB)
	C-4722#	A PWM gamma curve is not created properly.		Cleaning of the IDC sensor Confirmation of the wiring harness and the connector IDC sensor board (IDCB) Printer control board (PRCB)
	Communication abnormality	C-5010#	Communication error check between OACB/PRCB. Overall control board (OACB) communication serial reception error detection abnormality.	The main body stops immediately to turn OFF the main relay (RL1).
Motor abnormality	C-5101	A speed error signal of the fusing motor (M1) is checked. An error detection signal is detected twice in succession a specified period of time after M1 turns ON. (The first signal is ignored.)	Confirmation of the wiring harness and the connector Fusing motor (M1) Printer control board (PRCB) DC power supply /2 (DCPS2)	

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Classification	Code	Causes	Resulting operation	Estimated abnormal parts
Main body Counter abnormality	C-5102#	The 24V power source for the total counter (TCT) is checked. When TCT is turned ON from OFF, an error detection signal (blowout of ICP/24V cut off) is detected.	Error code is not displayed on the operation panel, but displayed only on the data collection, the list output and CSRC. However, the counter does not operate.	Confirmation of the wiring harness and the connector Total Counter (TCT) AC drive board (ACDB) DC power supply /2 (DCPS2)
	C-5103#	The blowout of ICP for TC in the AC drive board (ACDB) is checked. When the total counter (TCT) is turned ON from OFF, an error detection signal (blowout of ICP) is detected. However, an error detection signal (24V cut off) is not detected.		
	C-5104#	The 24V power source for the key counter (KCT) is checked. When KCT is turned ON from OFF, an error detection signal (blowout of ICP/24V cut off) is detected.		
Power abnormality	C-5105#	The blowout of ICP for KCT in the AC drive board (ACDB) is checked. When the key counter (KCT) is turned ON from OFF, an error detection signal (blowout of ICP) is detected. However, an error detection signal (24V cut off) is not detected.		Confirmation of the wiring harness and the connector Key counter (KCT) AC drive board (ACDB) DC power supply /2 (DCPS2)
Fan abnormality	C-5301	The rotation of the cooling fan /1 (FM26) and /2 (FM27) is checked, and the 24V power source is also checked. An abnormal condition occurs with the FM26 and FM27 EM signals a specified period of time after FM26 and FM27 are turned ON. This abnormal condition recurs even a specified period of time after FM26 and FM27 are turned OFF and then ON again, and an error detection signal (24V cut off) is detected.	The main body stops immediately to turn OFF the main relay (RL1).	Confirmation of the wiring harness and the connector Cooling fan /1 (FM26) Cooling fan /2 (FM27) AC drive board (ACDB) Printer control board (PRCB) DC power supply /2 (DCPS2)

Classification	Code	Causes	Resulting operation	Estimated abnormal parts
Main body Fan abnormality	C-5302	The rotation of the cooling fan /1 (FM26) and /2 (FM27) is checked. An abnormal condition occurs with the FM26 and FM27 EM signals a specified period of time after FM26 and FM27 are turned ON. This abnormal condition recurs even a specified period of time after FM26 and FM27 are turned OFF and then ON again, and an error detection signal (24V cut off) is not detected.	The main body stops immediately to turn OFF the main relay (RL1).	Confirmation of the wiring harness and the connector Cooling fan /1 (FM26) Cooling fan /2 (FM27) AC drive board (ACDB) Printer control board (PRCB) DC power supply /2 (DCPS2)
	C-5303#	The blowout of ICP for the cooling fan /1 (FM26) is checked. An abnormal condition occurs with the FM26 EM signal a specified period of time after FM26 is turned ON. This abnormal condition recurs even a specified period of time after FM26 is turned OFF and then ON again, and an error detection signal (blowout of ICP) is detected.	The cooling fan /1 (FM26) stops. Operate only cooling fan /2 (FM27). Error code is not displayed on the operation panel, but displayed only on the data collection, the list output and CSRC.	Confirmation of the wiring harness and the connector Cooling fan /1 (FM26) AC drive board (ACDB) Printer control board (PRCB)
	C-5304#	Rotation of the cooling fan /1 (FM26) is checked. An abnormal condition occurs with the FM26 EM signal a specified period of time after FM26 is turned ON. This abnormal condition recurs even a specified period of time after FM26 is turned OFF and then ON again, and an error detection signal (blowout of ICP) is not detected.		
	C-5305#	The blowout of ICP for the cooling fan /2 (FM27) is checked. An abnormal condition occurs with the FM27 EM signal a specified period of time after FM27 is turned ON. This abnormal condition recurs even a specified period of time after FM27 is turned OFF and then ON again, and an error detection signal (blowout of ICP) is detected.	The cooling fan /2 (FM27) stops. Operate only cooling fan /1 (FM26). Error code is not displayed on the operation panel, but displayed only on the data collection, the list output and CSRC.	Confirmation of the wiring harness and the connector Cooling fan /2 (FM27) AC drive board (ACDB) Printer control board (PRCB)

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Classification	Code	Causes	Resulting operation	Estimated abnormal parts
Main body Fan abnormality	C-5306#	Rotation of the cooling fan /2 (FM27) is checked. An abnormal condition occurs with the FM27 EM signal a specified period of time after FM27 is turned ON. This abnormal condition recurs even a specified period of time after FM27 is turned OFF and then ON again, and an error detection signal (blowout of ICP) is not detected.	The cooling fan /2 (FM27) stops. Operate only cooling fan /1 (FM26). Error code is not displayed on the operation panel, but displayed only on the data collection, the list output and CSRC.	Confirmation of the wiring harness and the connector Cooling fan /2 (FM27) AC drive board (ACDB)
	C-5307#	The rotation of the cooling fan /3 (FM6) is checked and +24V power source is also checked. An abnormal condition occurs with the FM6 EM signal a specified period of time after FM6 turns ON. This abnormal condition recurs even a specified period of time after FM6 is turned OFF and then turned ON, and an error detection signal (24V cut off) is detected.	The main body stops immediately to turn OFF the main relay (RL1).	Confirmation of the wiring harness and the connector Cooling fan /3 (FM6) AC drive board (ACDB) Printer control board (PRCB) DC power supply /2 (DCPS2)
	C-5308	The blowout of ICP for the cooling fan /3 (FM6) in the AC drive board (ACDB) is checked. An abnormal condition occurs with the FM6 EM signal a specified period of time after FM6 turns ON. This abnormal condition recurs even a specified period of time after FM6 is turned OFF and then turned ON, and an error detection signal (blowout of ICP) is detected.		
	C-5309	Rotation of the cooling fan /3 (FM6) is checked. An abnormal condition occurs with the FM6 EM signal a specified period of time after FM6 turns ON. This abnormal condition recurs even a specified period of time after FM6 is turned OFF and then turned ON, and an error detection signal (24V cut off/blowout of ICP) is not detected.		

Classification	Code	Causes	Resulting operation	Estimated abnormal parts	
Main body	Fan abnormality	C-5310	When the print is started, an error detection signal of the cooling fan /1 (FM26) or the cooling fan /2 (FM27) is detected.	Error code is not displayed on the operation panel, but displayed only on the data collection, the list output and CSRC.	Confirmation of the wiring harness and the connector Cooling fan /1 (FM26) Cooling fan /2 (FM27) AC drive board (ACDB) Printer control board (PRCB)
		C-5311	When the print is started, an error detection signal of the cooling fan /3 (FM6) is detected.	The main body stops immediately to turn OFF the main relay (RL1).	Confirmation of the wiring harness and the connector Cooling fan /3 (FM6) AC drive board (ACDB) Printer control board (PRCB)
	ADU stand abnormality	C-5312	An abnormal condition occurs with the FM10 EM signal a specified period of time after the ADU cooling fan /1 (FM10) is turned ON. This abnormal condition recurs even a specified period of time after FM10 is turned OFF and then ON again, and an error detection signal (24V cut off) is detected.		Confirmation of the wiring harness and the connector ADU cooling fan /1 (FM10) ADU drive board (ADUDB) DC power supply /2 (DCPS2)
		C-5313	Rotation of the ADU cooling fan /1 (FM10) is checked. An abnormal condition occurs with the FM10 EM signal a specified period of time after FM10 is turned ON. This abnormal condition recurs even a specified period of time after FM10 is turned OFF and then ON again, and an error detection signal (24V cut off) is not detected.		
		C-5314	An abnormal condition occurs with the FM11 EM signal a specified period of time after the ADU cooling fan /2 (FM11) is turned ON. This abnormal condition recurs even a specified period of time after FM11 is turned OFF and then ON again, and an error detection signal (24V cut off) is detected.		Confirmation of the wiring harness and the connector ADU cooling fan /2 (FM11) ADU drive board (ADUDB) DC power supply /2 (DCPS2)

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Classification	Code	Causes	Resulting operation	Estimated abnormal parts
Main body ADU stand abnormality	C-5315	Rotation of the ADU cooling fan / 2 (FM11) is checked. An abnormal condition occurs with the FM11 EM signal a specified period of time after FM11 is turned ON. This abnormal condition recurs even a specified period of time after FM11 is turned OFF and then ON again, and an error detection signal (24V cut off) is not detected.	The main body stops immediately to turn OFF the main relay (RL1).	Confirmation of the wiring harness and the connector ADU cooling fan /2 (FM11) ADU drive board (ADUDB) DC power supply /2 (DCPS2)
	C-5316	An abnormal condition occurs with the FM23 EM signal a specified period of time after the ADU cooling fan /4 (FM23) is turned ON. This abnormal condition recurs even a specified period of time after FM23 is turned OFF and then ON again, and an error detection signal (24V cut off) is detected.		Confirmation of the wiring harness and the connector ADU cooling fan /4 (FM23) ADU drive board (ADUDB) DC power supply /2 (DCPS2)
	C-5317	Rotation of the ADU cooling fan / 4 (FM23) is checked. An abnormal condition occurs with the FM23 EM signal a specified period of time after FM23 is turned ON. This abnormal condition recurs even a specified period of time after FM23 is turned OFF and then ON again, and an error detection signal (24V cut off) is not detected.		
	C-5318	An abnormal condition occurs with the FM25 EM signal a specified period of time after the ADU cooling fan /5 (FM25) is turned ON. This abnormal condition recurs even a specified period of time after FM25 is turned OFF and then ON again, and an error detection signal (24V cut off) is detected.		Confirmation of the wiring harness and the connector ADU cooling fan /5 (FM25) ADU drive board (ADUDB) DC power supply /2 (DCPS2)

Classification	Code	Causes	Resulting operation	Estimated abnormal parts
Main body ADU stand abnormality	C-5319	Rotation of the ADU cooling fan /5 (FM25) is checked. An abnormal condition occurs with the FM25 EM signal a specified period of time after FM25 is turned ON. This abnormal condition recurs even a specified period of time after FM25 is turned OFF and then ON again, and an error detection signal (24V cut off) is not detected.	The main body stops immediately to turn OFF the main relay (RL1).	Confirmation of the wiring harness and the connector ADU cooling fan /5 (FM25) ADU drive board (ADUDB) DC power supply /2 (DCPS2)
	C-5320	An abnormal condition occurs with the FM18 EM signal a specified period of time after the cooling fan /5 (FM18) is turned ON. This abnormal condition recurs even a specified period of time after FM18 is turned OFF and then ON again, and an error detection signal (24V cut off) is detected.		Confirmation of the wiring harness and the connector Cooling fan /5 (FM18) Printer control board (PRCB) DC power supply /2 (DCPS2)
	C-5321	The blowout of ICP for the cooling fan /5 (FM18) is checked. An abnormal condition occurs with the FM18 EM signal a specified period of time after FM18 is turned ON. This abnormal condition recurs even a specified period of time after FM18 is turned OFF and then ON again, and an error detection signal (blowout of ICP) is detected.		
	C-5322	Rotation of the cooling fan /5 (FM18) is checked. An abnormal condition occurs with the FM18 EM signal a specified period of time after FM18 is turned ON. This abnormal condition recurs even a specified period of time after FM18 is turned OFF and then ON again, and an error detection signal (24V cut off) is not detected.		

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Classification	Code	Causes	Resulting operation	Estimated abnormal parts
Main body	Fan abnormality	C-5330 The rotation of the power supply cooling fan /3 (FM32) is checked. An abnormal condition occurs with the FM32 EM signal a specified period of time after FM32 is turned ON. This abnormal condition recurs even a specified period of time after FM32 is turned OFF and then ON again, and an error detection signal (24V cut off) is not detected.	The main body stops immediately to turn OFF the main relay (RL1).	Confirmation of the wiring harness and the connector Power supply cooling fan /3 (FM32) DC power supply /2 (DCPS2)
	Scanner abnormality	C-6101 The scanner home sensor (PS5) does not turn ON within a specified period of time after the home position search is started.		Confirmation of the wiring harness and the connector Scanner motor (M13) Scanner home sensor (PS5) Scanner drive board (SDB) Printer control board (PRCB) DC power supply /2 (DCPS2)
	Fan abnormality	C-6301 The rotation of the scanner cooling fan (FM7) is checked, and 24V power source is also checked. An abnormal condition occurs with the FM7 EM signal a specified period of time after FM7 turns ON. This abnormal condition recurs even a specified period of time after FM7 is turned OFF and then turned ON, and an error detection signal (24V cut off) is detected.		Confirmation of the wiring harness and the connector Scanner cooling fan (FM7) Scanner drive board (SDB) Printer control board (PRCB) DC power supply /2 (DCPS2)
	Image processing abnormality	C-6701* When processing images, a filter coefficient cannot be created normally.		If there is a sheet of paper being printed, the main body completes the paper exit before stopping operations. The main relay (RL1) is turned OFF.

Classification	Code	Causes	Resulting operation	Estimated abnormal parts
Main body	C-6702*	FIFO address abnormality for the scanner. While in the image read, the compression of image data that is read in is not correctly terminated.	If there is a sheet of paper being printed, the main body completes the paper exit before stopping operations. The main relay (RL1) is turned OFF.	Confirmation of the wiring harness and the connector Overall control board (OACB) (Gate array damaged)
	C-6703*	After negation of SVV, the compression of images that are read in and their development into the page memory are not terminated within a specified period of time.		
	C-6704*	While in the image read, the compression processing from the scanner into the memory does not terminate within a specified period of time. The development from the scanner into the page memory does not terminate within a specified period of time. The SVV is not detected within a specified period of time.	Confirming the DF operation Confirmation of the wiring harness and the connector Overall control board (OACB) Printer control board (PRCB)	
	C-6705*	When reading images, in spite of no resource provided, an inappropriate processing such as an access to the compression device is made.	Confirmation of the wiring harness and the connector Reinstalling firmware Overall control board (OACB)	
	C-6706*	While in the image read, SVV does not turn OFF within a specified period of time and the preparation for scanning the next page cannot be started.	Confirmation of the wiring harness and the connector Overall control board (OACB)	
	C-6707*	Shading correction abnormality (GA abnormality).	Confirmation of the wiring harness and the connector Reinstalling firmware Overall control board (OACB)	

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Classification	Code	Causes	Resulting operation	Estimated abnormal parts
Main body Image processing abnormality	C-6708*	AOC/AGC adjustment abnormality. The light blocking cover at the read section and the lens cover are removed. <ul style="list-style-type: none"> • The connector of the CCD board is disconnected. • The power cable of the CCD board is unplugged. • The ICP of the CCD board is cut off. The light volume of the exposure lamp is excessive. The exposure lamp does not light up.	If there is a sheet of paper being printed, the main body completes the paper exit before stopping operations. Immediately to turn OFF the main relay (RL1).	1. CCD related parts Confirmation of the wiring harness and the connector CCD board (CCDB) Overall control board (OACB) 2. Exposure lamp related parts Confirmation of the wiring harness and the connector Exposure lamp (L4) L4 inverter (L4INVB) Scanner drive board (SDB)
	C-6709#	The adjustment data evacuated by resolutions is not available.	Error code is not displayed on the operation panel, but displayed only on the data collection, the list output and CSRC.	Confirmation of the wiring harness and the connector Overall control board (OACB)
	C-6710#	A density conversion gamma curve cannot be created normally.		
	C-6711*	Calibration start abnormality.	If there is a sheet of paper being printed, the main body completes the paper exit before stopping operations.	Confirmation of the wiring harness and the connector Reinstalling firmware Overall control board (OACB)
	C-6712*	Calibration completion abnormality.		
	C-6713*	Despite of the MPC not being terminated, the initial sampling of the APC is attempted.		
	C-6714*	While executing the APC, the execution of the MPC is attempted.		
	C-6716*	When a clock for the image write is abnormal, the sub scan beam interval is attempted to be corrected.		
	C-6717*	Sequentially shot page area abnormality. Due to an image area abnormality on the memory, images cannot be developed on the memory.		
C-6718*	The PVV is turned ON before the initial APC start processing is completed.	Confirmation of the wiring harness and the connector Reinstalling firmware Write unit Overall control board (OACB) Printer control board (PRCB)		

Classification	Code	Causes	Resulting operation	Estimated abnormal parts	
Main body	C-6719*	The scan operation starts before the original skew adjustment is terminated. (The skew adjustment is too late.)	Error code is not displayed on the operation panel, but displayed only on the data collection, the list output and CSRC.	Confirming the DF operation Confirmation of the wiring harness and the connector Original skew sensor /Rr (PS311: DF) Original skew sensor /Rr (PS312: DF) Overall control board (OACB)	
	C-6721*	The AGC is retried due to the decreased light volume of the exposure lamp. However, no error occurs.		Confirmation of the wiring harness and the connector Exposure lamp (L4) L4 inverter (L4INVB) Scanner drive board (SDB)	
	C-6723*	Due to the paper skew correction amount being in excess of the permissible limit, the print is made with the leading edge shifted.		Confirming the DF operation Confirmation of the wiring harness and the connector Original skew sensor /Rr (PS311: DF) Original skew sensor /Rr (PS312: DF) Overall control board (OACB)	
	Communication abnormality	C-6801	A communication error between OACB and OB1 is checked.	The main body stops immediately to turn OFF the main relay (RL1).	Confirmation of the wiring harness and the connector Operation board /1 (OB1) Operation board /3 (OB3) Overall control board (OACB)
DF	DF abnormality	C-8001*	Although the main body sends out data according to the data retransmission request made by the DF, a retransmission request signal is received again.	If there is a sheet of paper being printed, the main body and the DF completes the paper exit before stopping operations. Immediately to turn OFF the main relay (RL1).	Confirmation of the wiring harness and the connector DF control board (DFCB: DF) Overall control board (OACB: main body)

Classification	Code	Causes	Resulting operation	Estimated abnormal parts	
DF	DF abnormality	C-8002*	When a checksum error or an SRGA reception error was detected while in the reception in serial communication, a signal was sent to make a request for sending data again. And when data is being received upon this request, a checksum error or an SRGA reception error is detected again.	If there is a sheet of paper being printed, the main body and the DF completes the paper exit before stopping operations. Immediately to turn OFF the main relay (RL1).	Confirmation of the wiring harness and the connector DF control board (DFCB: DF) Overall control board (OACB: main body)
		C-8003*	When the main power switch (SW1) is ON, there is no response to the initial communication request from the main body to the DF even after a specified period of time elapses.		Confirmation of the wiring harness and the connector DF control board (DFCB)
		C-8201	Tray up/down motor (M303) abnormality.		Confirmation of the wiring harness and the connector Confirmation of the original tray up/down drive parts Tray up/down motor (M303) DF control board (DFCB)
		C-8301	Cooling fan (FM301) abnormality.		Confirmation of the wiring harness and the connector Cooling fan (FM301) DF control board (DFCB)
		C-8401	Original registration sensor (PS306) abnormality.		Confirming the sensor operation Confirmation of the wiring harness and the connector Original registration sensor (PS306) DF control board (DFCB)
		C-8402	Original conveyance sensor (PS308) abnormality.		Confirming the sensor operation Confirmation of the wiring harness and the connector Original conveyance sensor (PS308) DF control board (DFCB)

Classification	Code	Causes	Resulting operation	Estimated abnormal parts	
DF	DF abnormality	C-8403	Original reverse sensor (PS309) abnormality.	If there is a sheet of paper being printed, the main body and the DF completes the paper exit before stopping operations. Immediately to turn OFF the main relay (RL1).	Confirming the sensor operation Confirmation of the wiring harness and the connector Original reverse sensor (PS309) DF control board (DFCB)
		C-8404	Non-volatile memory error.		Confirmation of the wiring harness and the connector DF control board (DFCB)
		C-8405	Reverse jam sensor (PS304) abnormality.		Confirming the sensor operation Confirmation of the wiring harness and the connector Reverse jam sensor (PS304) DF control board (DFCB)
		C-8406	Original reverse/exit sensor (PS313) abnormality.		Confirming the sensor operation Confirmation of the wiring harness and the connector Original reverse/exit sensor (PS313) DF control board (DFCB)
Main body	Communication abnormality	C-A001	DMA abnormality.	The main body stops immediately to turn OFF the main relay (RL1).	—
		C-A002	HDD/2 (HDD2) abnormality.		Confirmation of the wiring harness and the connector HDD/2 (HDD2) PCI relay board (PCIRB) IC board (ICB) Overall control board (OACB)
		C-A003	IC cooling fan (FM28) abnormality.		Confirmation of the wiring harness and the connector IC cooling fan (FM28) PCI relay board (PCIRB) IC board (ICB) Overall control board (OACB)
		C-A004	FATAL error.		—

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TROUBLESHOOTING

Classification	Code	Causes	Resulting operation	Estimated abnormal parts
Main body Communication abnormality	C-A005	The CF card in ICB is different from the program version of the HDD/2 (HDD2).	The main body stops immediately to turn OFF the main relay (RL1).	Reinstalling IC firmware IC board (ICB)
	C-A006*1	While in the security ON, the unlock of the HDD/2 (HDD2) results in failure. (Due to the mismatch of the password)		Confirmation of the wiring harness and the connector HDD/2 (HDD2) IC board (ICB)
	C-A007*1	While in the security ON, an unlocked HDD is connected.		Confirmation of the wiring harness and the connector Hard disk format HDD/2 (HDD2)
	C-A008	An unformatted HDD/2 (HDD2) is detected.		
	C-A101	The communication from ICB to the overall control board (OACB) is blocked.		

*1 Since this is a security-related error code, be sure to contact KMBT before taking any measure.

Classification	Code	Causes	Resulting operation	Estimated abnormal parts	
Main body	Communication abnormality	C-C101*	The main body stops immediately to turn OFF the main relay (RL1).	Confirmation of the wiring harness and the connector Overall control board (OACB) Printer control board (PRCB)	
		C-C102*			Communication error between OACB/PRCB.
		C-C103*			Communication error between OACB/OB1.
	ISW abnormality	C-C104*	When the main power switch (SW1) is ON, a region into which no write was made by the ISW is detected in the printer control program.	The main body stops immediately to turn OFF the main relay (RL1).	S and CA program
		C-C106	While in the data transmission by the ISW, a formal header information cannot be received within a specified period of time.		USB cable USB port on PC
		C-C107	While in the data transmission by the ISW, a checksum error or header error is detected with the download data.		USB cable Program file corruption
		C-C108	When ISW transfers data, the data is not written into the flash ROM correctly.		USB cable The board to which the data is transferred.
		C-C109	When the main power switch (SW1) is ON, a region into which no write was made by the ISW is detected in the FS control program.		FS control program
		C-C117	When turning the sub power switch (SW2) ON, ISW unwritten area in the GP program was detected.		GP control firmware
C-C119	When turning the sub power switch (SW2) ON, ISW unwritten area in the MK program was detected.	I/F board (IFB)			



Classification	Code	Causes	Resulting operation	Estimated abnormal parts
DF abnormality	C-C120	When the main power switch (SW1) is ON, a region into which no write was made by the ISW is detected in the DF control program.	If there is a sheet of paper being printed, the main body and the DF completes the paper exit before stopping operations. Immediately to turn OFF the main relay (RL1).	Confirmation of the wiring harness and the connector DF control board (DFCB: DF) Overall control board (OACB: main body)
	ISW abnormality	C-C125	When the main power switch (SW1) is ON, a region into which no write was made by the ISW is detected in the IC program.	IC program
Main body	Image processing abnormality	C-D001	HDD/1 (HDD1) initialization abnormality. The HDD1 is defective, or the connector is poorly connected.	Confirmation of the wiring harness and the connector Reinstalling firmware HDD/1 (HDD1) Overall control board (OACB)
		C-D002	The JOB information cannot be stored on the HDD/1 (HDD1).	
		C-D003	When HDD/1 (HDD1) JOB auto deletion is being executed, a route cannot be opened.	
		C-D004	HDD/1 (HDD1) access defective. The HDD1 is defective, or the connector is poorly connected.	
		C-D010	HDD overwrite erase is conducted.	
	Network abnormality	C-D101	Tandem communication error	Confirmation of the wiring harness and the connector Confirmation of the network connection for tandem Confirmation of the tandem setting of both machine Overall control board (OACB)
C-D102		Tandem image transmission error		

Classification	Code	Causes	Resulting operation	Estimated abnormal parts
Main body Image processing abnormality	C-E001*	The message queue is insufficient or destroyed.	If there is a sheet of paper being printed, the main body completes the paper exit before stopping operations. Immediately to turn OFF the main relay (RL1).	Confirmation of the wiring harness and the connector PCI relay board (PCIRB) IC board (ICB) Overall control board (OACB)
	C-E002*	The parameter value is in excess of the permissible limits.		
	C-E003*	The ID of the task that sends the message queue is undefined.		
	C-E004*	The receiving event of the message is undefined.		
	C-E005*	Memory access abnormality.		
	C-E006*	Header readout address abnormality.		

C. Function to detach defective sections

For those abnormalities listed in the table below, defective units can be detached temporarily to use other control units manually. While detached, an error detection is not carried out on these detached units.

There are 2 methods of setting for limited use.

(1) User operation

When an error code occurs, press the HELP key following the message on the operation panel and then turn the sub power switch (SW2) OFF and ON. This allows you to use it temporarily until the main power switch (SW1) is OFF and ON (including an OFF/ON operation by the weekly timer) next time.

(2) DIPSW setting

Turning the main switch OFF and ON after setting the specified software DIPSW bit allows you to make a limited use of it until the bit setting is released next time (this requires the OFF/ON operation of the main power switch (SW1)).

Classification	Error code	Description	Control while detached	DIPSW
LU	C-0102	Paper feed motor (M101) abnormality	Paper feed in LU is unavailable (LU connection is not recognized)	DIPSW18-3
Main body	C-0210	Paper lift motor /1 (M19) abnormality	Paper feed in tray 1 is unavailable (There remains no paper, and on the operation panel, the tray 1 is displayed in hatching.)	DIPSW18-0
	C-0220	Paper lift motor /2 (M20) abnormality	Paper feed in tray 2 is unavailable (There remains no paper, and on the operation panel, the tray 2 is displayed in hatching.)	DIPSW18-1
	C-0230	Paper lift motor /3 (M21) abnormality	Paper feed in tray 3 is unavailable (There remains no paper, and on the operation panel, the tray 3 is displayed in hatching.)	DIPSW18-2
LU	C-0240	Paper lift motor (M100) abnormality	Paper feed in LU is unavailable (LU connection is not recognized)	DIPSW18-3
PK, ZU	C-1047	Punch motor (M801) abnormality (PK) Punch shift motor (M802) abnormality (PK) Punch motor (M4) abnormality (ZU) Punch shift motor (M5) abnormality (ZU)	Punch mode unavailable (PK and ZU connections are not recognized)	DIPSW19-5
FS	C-1122	Folding drive abnormality	Folding, saddle stitching, and trimming mode unavailable (FS and TU connections are not recognized)*1	DIPSW18-5
	C-1125			
	C-1126			
TU	C-1131 to 1137	TU drive abnormality		
PI	C-1141 to 1143	PI drive abnormality	The use of PI section is unavailable (PI connection is not recognized)	DIPSW18-6

Classification	Error code	Description	Control while detached	DIPSW
PK, ZU	C-1144	Punch motor (M801) abnormality (PK) Punch shift motor (M802) abnormality (PK) Punch motor (M4) abnormality (ZU) Punch shift motor (M5) abnormality (ZU)	Punch mode unavailable (PK and ZU connections are not recognized)	DIPSW19-5
ZU	C-1152	1st stopper motor (M2) abnormality	Z-folding mode unavailable (ZU connection is not recognized)	DIPSW19-4
	C-1153	2nd stopper motor (M3) abnormality Conveyance motor cooling fan (M10) abnormality		
PK, ZU	C-1155	Punch motor (M801) abnormality (PK) Punch shift motor (M802) abnormality (PK) Punch motor (M4) abnormality (ZU) Punch shift motor (M5) abnormality (ZU)	Punch mode unavailable (PK and ZU connections are not recognized)	DIPSW19-5
DF	C-8201	DF drive abnormality	DF mode unavailable (DF connection is not recognized)	DIPSW18-4
	C-8301			
	C-8401			
	to 8406			
Main body	C-D001 to D004	Hard disk /1, /2 (HDD1, HDD2) abnormality	The use of HDD1 and HDD2 is unavailable (HDD1 and HDD2 are not connected)	DIPSW18-7

*1: Each of FS and TU cannot be separated individually.

14. TROUBLES THAT DO NOT DISPLAY THE MALFUNCTION CODE

14.1 The power of main body does not turn ON

14.1.1 Turn ON the main power switch but the power LED of the operation panel does not light up in red.

Target parts for trouble	
Main power switch (SW1) Circuit breaker (CBR) Noise filter /1 (NF1) Noise filter /2 (NF2)	DC power supply /1 (DCPS1) Overall control board (OACB)

Step	Check item	Location (Electrical parts)	Result	Action
1	Disconnect the plug from the outlet. The voltage of the outlet is the power supply voltage. * Be sure not to overuse the power of the outlet including the other connected devices.	Main body 1/3 C-2	NO	Ask the administrator on the user side to check the state of the power of the outlet.
2	Wiring from the plug to CBR is connected properly.	Main body 1/3 C-2	NO	Check the wiring and repair it.
3	The switch of CBR is OFF.	-	YES	Go on to step 4.
			NO	Go on to step 5.
4	Turn ON the switch of CBR.	-	NO	Replace CBR
5	After checking that the plug is not connected to the outlet, scale the resistance value on both edge of the plug and it is 0.	Main body 1/3 C-2	YES	Check the cause of the short on the wiring from the plug to DCPS1.
6	Connect the plug to the outlet and find that any irregular sound from the machine or the error on the board does not occur.	-	NO	Remove the plug from the outlet and check the cause of the error.
7	CN2-1 voltage of DCPS1 is the power supply voltage.	Main body 1/3 C-14	NO	Check the voltage from CBR → NF1 → NF2 → SW1 → CN2 to check the cause of the trouble and repair it.
8	The fuse of DCPS1 has the conduction.	-	NO	Replace DCPS1
9	CN73-1 voltage of DCPS1 is DC12V.	Main body 1/3 C-15	NO	Replace DCPS1
10	CN72-1 to 3 voltage of DCPS1 is DC5V.	Main body 1/3 C-14	NO	Replace DCPS1

Step	Check item	Location (Electrical parts)	Result	Action
11	CN100-8 voltage of OACB is DC12V.	Main body 1/3 F-3	NO	Check the wiring from DCPS1 → OACB and repair it.
12	CN100-4 to 6 voltage of OACB is DC5V.	Main body 2/3 F-3	NO	Check the wiring from DCPS1 → OACB and repair it.
13	CN136-19, 20 voltage of OACB is DC5V.	Main body 2/3 F-7	YES	Check the wiring, Check the trouble inside the operation panel, Replace the board in the repairing operation panel
			NO	Replace OACB

14.1.2 Turn ON the main power switch and the sub power switch, but the touch panel does not display anything.

- The power save LED is lighting/blinking, but the main power LED does not light in green (but lights in red).

Target parts for trouble				
Main power switch (SW1)		Overall control board (OACB)		
Step	Check item	Location (Electrical parts)	Result	Action
1	The power save LED blinks in green.	-	YES	Processing ISW Do not turn OFF the main power.
2	The power save LED blinks in orange.	-	YES	Reinstall the firm- ware because of the firmware error of the OACB board.
			NO	Check that "Turn ON the main power switch but the power LED of the operation panel does not light up in red."

14.1.3 Turn ON the sub power switch but the power LED does not switch from red to green.

Target parts for trouble				
Sub power switch (SW2)		Overall control board (OACB)		
Step	Check item	Location (Electrical parts)	Result	Action
1	The power LED is lighting in red.	-	NO	Refer to the main power switch related trouble
2	CN104-2 voltage of OACB changes from DC5V to DC0V by turning ON SW-2 from OFF.	Main body 2/3 F-3	YES	Replace OACB
			NO	Check the wiring between OACB → SW2 and repair it.

14.2 The power is not supplied to DF-616.

Target parts for trouble				
DC power supply /1 (DCPS1: main body)		DF control board (DFCB: DF)		
Step	Check item	Location (Electrical parts)	Result	Action
1	CN1-3 voltage of DFCB is DC24V.	DF A-5	YES	Trouble in DF Confirmation of DFCB connector Replace DFCB
2	CN74-2 voltage of DCPS1 is DC24V.	Main body 1/3 C-17	YES	Check the wiring from DCPS1 → DF and repair it.
			NO	Replace DCPS1

14.3 The power is not supplied to the paper feed option.

14.3.1 LU-407/408

Target parts for trouble				
DC power supply /2 (DCPS2: main body)		LU drive board (LUDB: LU)		
Step	Check item	Location (Electrical parts)	Result	Action
1	CN700-1 voltage of LUDB is DC24V.	LU E-3	NO	Trouble in LU Check the connec- tor of LUDB Replace LUDB
2	CN12-2 voltage of DCPS2 is DC24V.	LU B-3	YES	Check the wiring from DCPS2 → LU and repair it.
			NO	Replace DCPS2

14.4 The power is not supplied to the finisher option.

14.4.1 FS-528/611

Target parts for trouble	
DC power supply /1 (DCPS1: Main body)	FS control board (FSCB: FS) Front door interlock switch (MS1: FS)

Step	Check item	Location (Electrical parts)	Result	Action
1	The front door of FS is open.	-	YES	Close the front door.
2	CN6-1 voltage of FSCB is DC24V.	FS E-6	YES	Trouble in FS Confirmation of FSCB connector Replace FSCB
3	CN12-1 voltage of DCPS2 is DC24V.	FS F-6	YES	Check the wiring from DCPS2 → ZU → FS and repair it. Replace MS1
			NO	Replace DCPS2

14.4.2 ZU-607

Target parts for trouble	
Circuit breaker /1 (CBR1: ZU) Circuit breaker /2 (CBR2: ZU) Noise filter (NF: ZU) Power relay /1 (RL/1: ZU) Power relay /2 (RL/2: ZU) Coil (L: ZU)	DC power supply (DCPS: ZU) ZU control board (ZUCB: ZU) Door switch (MS1: ZU)

Step	Check item	Location (Electrical parts)	Result	Action
1	The front door of ZU is open.	-	YES	Close the front door.
2	The voltage between CN1-1 and CN1-3 of ZUCB is DC5V.	ZU E-8	NO	Check the wiring between the main body and ZU and repair it.
3	Disconnect the plug of ZU from the outlet. The voltage of the outlet is the power supply voltage. * Be sure not to overuse the power of the outlet including the other connected devices.	-	NO	Ask the administrator on the user side to check the state of the power of the outlet.
4	Wiring from the plug of ZU to CBR1, CBR2 is connected properly.	-	NO	Check the wiring and repair it.
5	The switches of CBR1 and CBR2 are OFF.	ZU G-2	YES	Go on to step 6.
			NO	Go on to step 7.
6	Turn ON the switches of CBR1 and CBR2.	ZU G-2	NO	Replace CBR1 and CBR2
7	After checking that the plug of ZU is not connected to the outlet, scale the resistance value on the both edge of the plug and it is 0.	-	YES	Check the cause of the short on the wiring from the plug to DCPS.
8	Connect the plug of ZU to the outlet and find that any irregular sound or the error on the board does not occur.	-	NO	Remove the plug from the outlet and check the cause of the error.
9	The voltage between RT6 and RT7 of DCPS is the power supply voltage.	ZU G-5	NO	Check the voltage from CBR1, CBR2 → NF → RL1, RL2 → MS1 → L to check the cause of the trouble and repair it.
10	The fuse of DCPS has the conduction.	-	NO	Replace DCPS
11	The voltage of CN2-1, 2 of ZUCB is DC24V.	ZU F-5	YES	Replace ZUCB
			NO	Replace DCPS

14.4.3 TU-502

Target parts for trouble	
Circuit breaker (CBR: TU) Relay /1 (RL/1:TU) Relay /2 (RL/2:TU) Front door interlock switch (MS2: TU) Coil (Coil: TU)	DC power supply (DCPS: TU) TU drive board (TUDB: TU)

Step	Check item	Location (Electrical parts)	Result	Action
1	The front door of TU is open.	-	YES	Close the front door.
2	CN401-B14 volt of TUDB is DC5V.	TU F-8	NO	Check the wiring between the main body and TU and repair it.
3	Disconnect the plug of TU from the outlet. The voltage of the outlet is the power supply voltage. * Be sure not to overuse the power of the outlet including the other connected devices.	-	NO	Ask the administrator on the user side to check the state of the power of the outlet.
4	Wiring from the plug of TU to CBR is connected properly.	-	NO	Check the wiring and repair it.
5	The switch of CBR is OFF.	TU H-2	YES	Go on to step 6.
			NO	Go on to step 7.
6	Turn ON the switch of CBR.	TU H-2	NO	Replace CBR
7	After checking that the plug of TU is not connected to the outlet, scale the resistance value on the both edge of the plug and it is 0.	-	YES	Check the cause of the short on the wiring from the plug to DCPS.
8	Connect the plug of TU to the outlet and find that any irregular sound or the error on the board does not occur.	-	NO	Remove the plug from the outlet and check the cause of the error.
9	The voltage between L and N of DCPS is the power supply voltage.	TU H-5	NO	Check the voltage of CBR → RL1, RL2 → MS2 → Coil and see the cause of the error.
10	The fuse of DCPS has the conduction.	-	NO	Replace DCPS
11	The voltage of CN409-1 of TUDB is DC24V.	-	YES	Replace TUDB
			NO	Replace DCPS

15. IMAGE TROUBLE

15.1 Initial check items

- Judge whether the cause of the image trouble is from the scanner system, the printer system, or the controller system.
- For the troubles of stripe and band, conduct the test print with the half tone image to judge whether it is the scanner system or the printer system.
- For the other image troubles, judge it from the copy from the original glass and the print from PC.

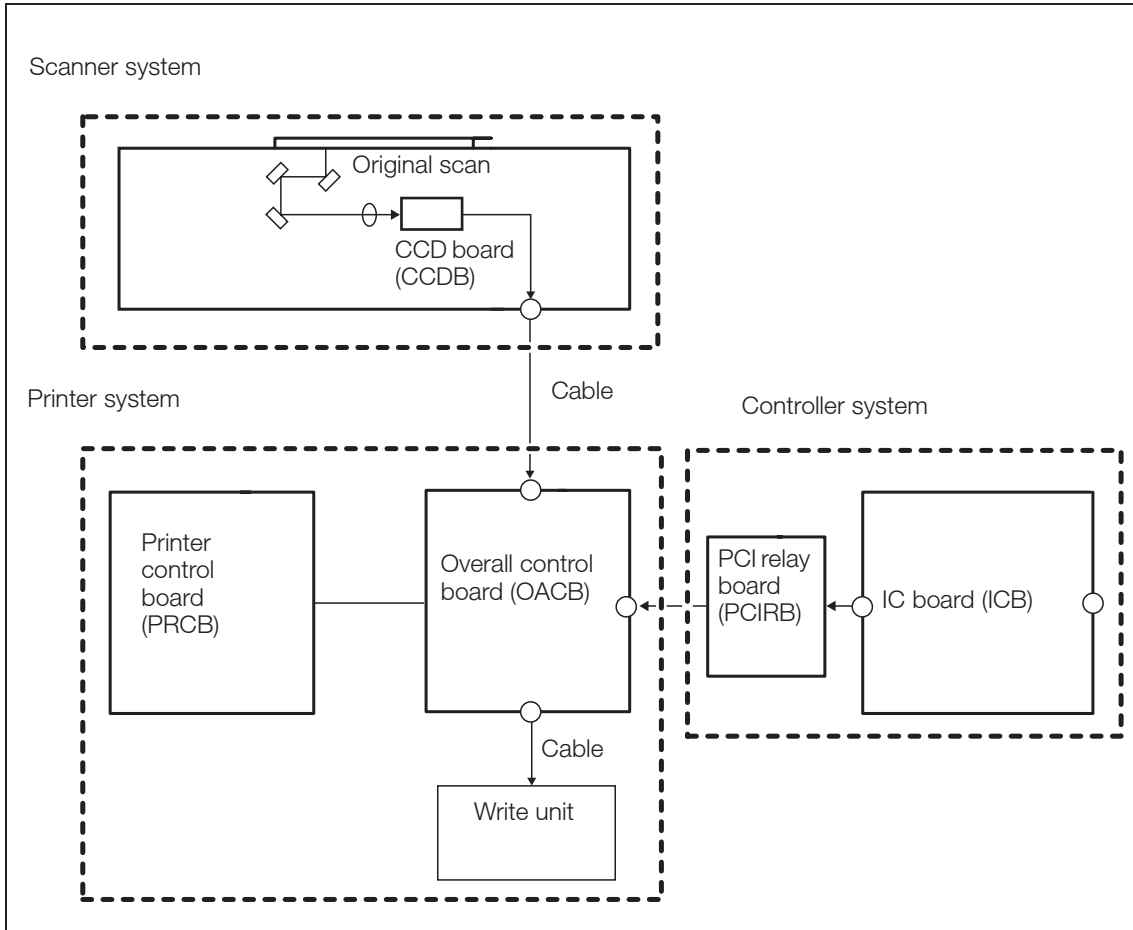


Image Trouble	Action	Judgment	Cause	Next step
Stripe, band	Select [Service Mode] → [Test Mode] → [Test Pattern Output Mode] and enter "1" to print out the half tone with the density setting "60". Then the stripe or the band occurs.	YES	Printer system	Refer to: P.474
		NO	Scanner system	Refer to: P.491
Others	The image trouble occurs only on the copy from the original glass.	YES	Scanner system	Refer to: P.491
	The same image trouble occurs on the copy from the original glass and the print from PC.	YES	Printer system	Refer to: P.474
		NO	Controller system	Refer to: P.503

15.2 Printer system procedure

- When it is judged as the printer system trouble from the initial check items, conduct the image stabilization after checking the printer check items.

Note

- The following sample images on each procedures are when printing in A3.

15.2.1 Check the printer

- Check the damage or the dirt on each section parts.

Step	Section	Check item	Result	Action
1	Paper	The paper setting of the machine and the paper to be printed are the same type.	NO	Set the paper setting of the machine to the same type of paper to be printed.
2	Photo conductor section	Drum has dirt on its outward.	YES	Clean
3		Drum has the damage or the stripe on the upper side.	YES	Check the touching of the drum claw, Clean Replace the drum
4	Developing section	The developing bias contacting terminal is surely touched.	NO	Clean the contacting terminal, Check the terminal position
5	Charging section	Charging wire or charging control plate has dirt.	YES	Clean
6	Transferring section	Transferring wire has dirt.	YES	Clean
7	Cleaning section	Cleaning blade is surely touched to the drum.	NO	Check, clean, or replace the cleaning blade
8	Conveyance section, duplex section	Dirt or the foreign material is on the paper conveyance path.	YES	Clean
9	Fusing section	Fusing roller has dirt.	YES	Clean Check the cleaning web
10	Write section	Dust-proof glass has dirt on the front.	YES	Clean

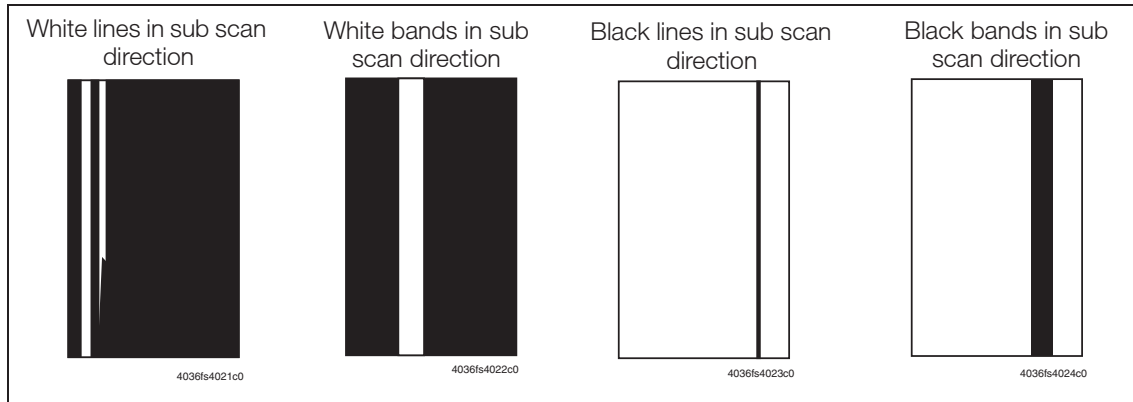
15.2.2 Image Stabilization

- Conduct the image stabilization to check whether the trouble is solved.

Step	Section	Check item	Result	Action
1	Service mode → Process adjustment → Drum Peculiarity Adj. → Automatic Drum Potential	Conduct the drum potential auto adjustment and the problem is solved.	NO	Go on to the next step.
2	Service mode → Process adjustment → Drum Peculiarity Adj. → Auto maximum Density Adj.	Conduct the auto maximum density adjustment and the problem is solved.	NO	Go on to the next step.
3	Service mode → Process adjustment → Drum Peculiarity Adj. → Auto Dot Diameter Adj.	Conduct the auto dot diameter adjustment and the problem is solved.	NO	Go on to the next step.
4	Service mode → Process adjustment → Drum Peculiarity Adj. → Auto Gamma Adj.	Conduct the gamma auto adjustment and the problem is solved.	NO	Go on to the next step on each item.

15.2.3 Printer system: White lines in sub scan direction, White bands in sub scan direction, Black lines in sub scan direction, Black bands in sub scan direction

A. Typical faulty images

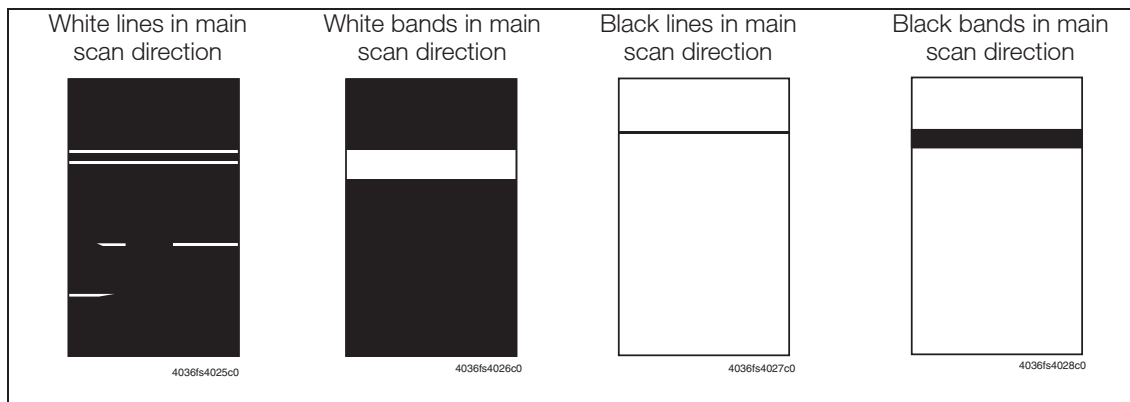


B. Troubleshooting procedure

Step	Section	Check item	Result	Action
1	Paper	It occurs on the particular paper.	YES	Check the setting of the paper type.
2	Check the image	There are sharp white lines or black lines in the main scan direction.	YES	Clean the charging wire, the charging control plate, and the transferring wire.
3	Writing section	Dust-proof glass has dirt.	YES	Clean the dust-proof glass.
4	Check the printer	Check mainly on the charging section, transferring section, photo conductor section, developing section and the conveyance section.	NO	Clean, Replace
5	Cleaning section	Some parts on the cleaning blade are left to wipe.	YES	Clean Replace the cleaning blade
6	Photo conductor section	Drum claw has dirt.	YES	Clean Check the drum claw action
7	Fusing section	Fusing claw has dirt.	YES	Clean Check the fusing claw action
8	Image Stabilization	The image stabilization solves the trouble.	NO	Go on to the next step.
9	Connector, wiring	There is no problem on the overall control board, write section, connector of the printer control board, and the wiring.	NO	Reconnect the connector Replace the wiring
10		The problem has been solved by step 9.	NO	Check or replace the charging section → Replace the drum → Check or replace the transferring section → Check or replace the developing section → Replace the write section → Replace the printer control board

15.2.4 Printer system: White lines in main scan direction, White bands in main scan direction, Black lines in main scan direction, Black bands in main scan direction

A. Typical faulty images

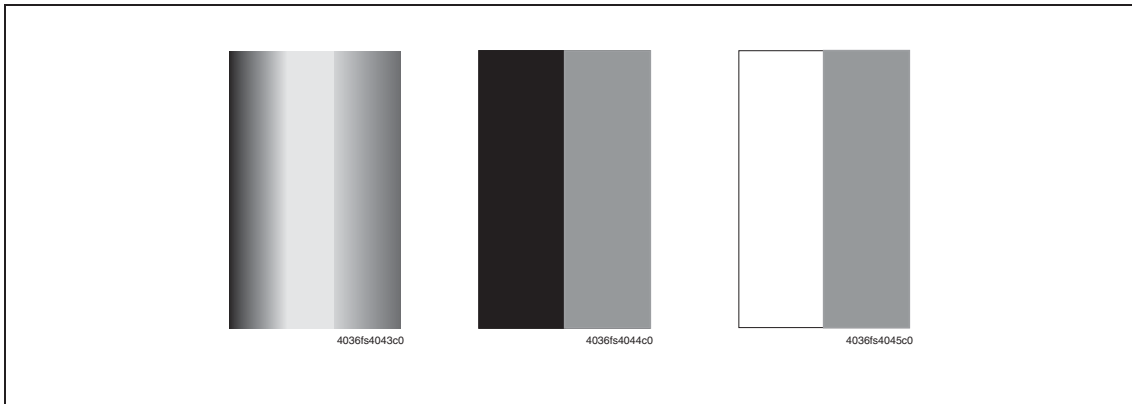


B. Troubleshooting procedure

Step	Section	Check item	Result	Action
1	Paper	It occurs on the particular paper.	YES	Check the setting of the paper type.
2	Check the printer	Check mainly on the charging section, transferring section, photo conductor section, developing section and the fusing section.	NO	Clean, Replace
3	Image Stabilization	The image stabilization solves the trouble.	NO	Go on to the next step.
4	Cleaning section	Some parts on the cleaning blade are left to wipe.	YES	Clean Replace the cleaning blade
5	Connector, wiring	There is no problem on the overall control board, write section, connector of the printer control board, and the wiring.	NO	Reconnect the connector Replace the wiring
6		The problem has been solved by step 5.	NO	Check or replace the charging section → Replace the drum → Check or replace the transferring section → Check or replace the developing section → Replace the write section → Replace the printer control board

15.2.5 Printer system: Uneven density in sub scan direction

A. Typical faulty images

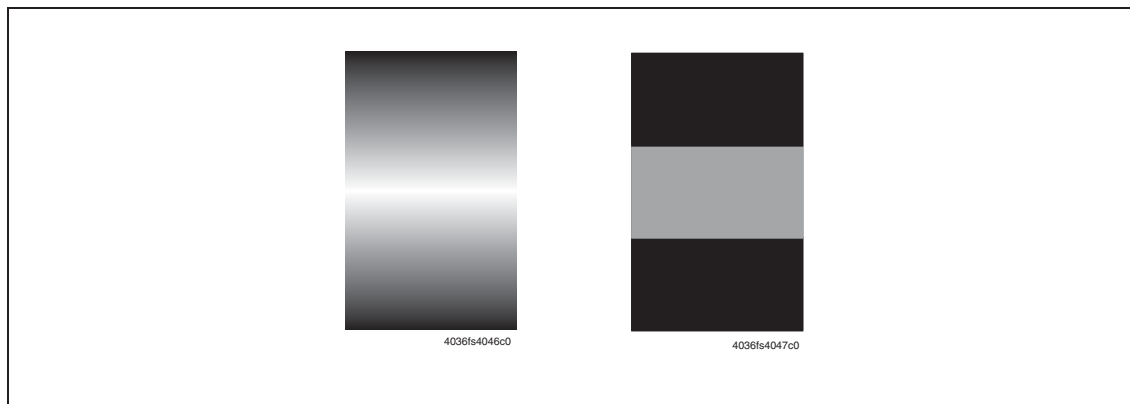


B. Troubleshooting procedure

Step	Section	Check item	Result	Action
1	Paper	It occurs on the particular paper.	YES	Check the setting of the paper type.
2	Check the printer	Check mainly on the charging section, transferring section, photo conductor section, and the developing section.	NO	Clean, Replace
3	Service mode → Process adjustment → Drum peculiarity Adj. → LD Offset Adjustment	LD offset adjustment has been conducted and the trouble is solved.	NO	Go on to the next step.
4	Image Stabilization	The image stabilization solves the trouble.	NO	Go on to the next step.
5	Setting menu → Function Setting → Density Setting → Image Density Selection	Check the setting value of the image density.	YES	Change the setting value to the plus.
6	Connector, wiring	There is no problem on the overall control board, write section, connector of the printer control board, and the wiring.	NO	Reconnect the connector Replace the wiring
7		The problem has been solved by step 6.	NO	Check or replace the charging section → Replace the drum → Check or replace the transferring section → Check or replace the developing section → Replace the write section → Replace the printer control board → Replace the high voltage unit /2

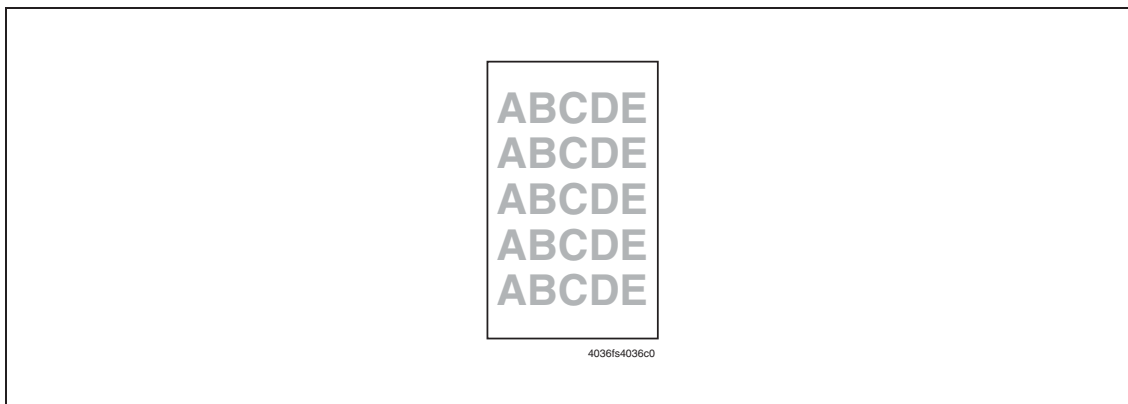
15.2.6 Printer system: Uneven density in main scan direction

A. Typical faulty images



B. Troubleshooting procedure

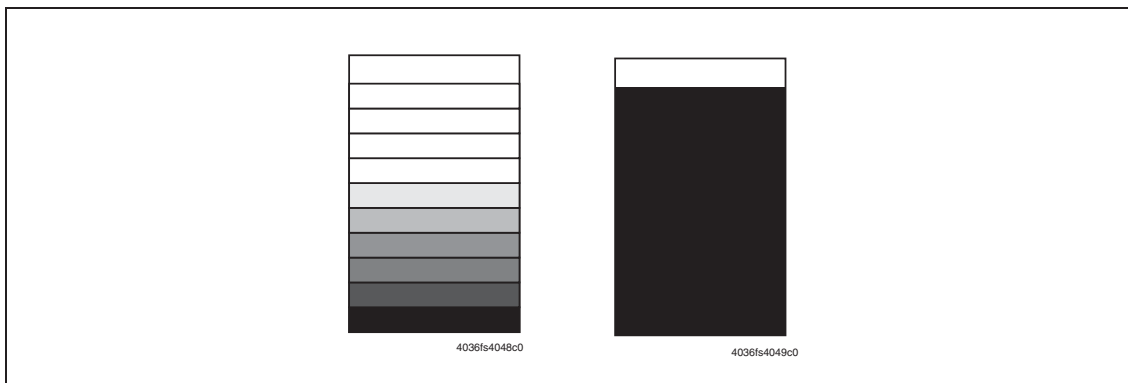
Step	Section	Check item	Result	Action
1	Paper	It occurs on the particular paper.	YES	Check the setting of the paper type.
2	Check the printer	Check mainly on the charging section, transferring section, photo conductor section, and the developing section.	NO	Clean, Replace
3	Service mode → Process adjustment → Drum peculiarity adjustment → LD offset adjustment	LD offset adjustment has been conducted and the trouble is solved.	NO	Go on to the next step.
4	Image Stabilization	The image stabilization solves the trouble.	NO	Go on to the next step.
5	Setting menu → Function Setting → Density Setting → Image Density Selection	Check the setting value of the image density.	YES	Change the setting value to the plus.
6	Connector, wiring	There is no problem on the overall control board, write section, connector of the printer control board, and the wiring.	NO	Reconnect the connector Replace the wiring
7		The problem has been solved by step 6.	NO	Check or replace the charging section → Replace the drum → Check or replace the transferring section → Check or replace the developing section → Replace the write section → Replace the printer control board → Replace the high voltage unit /1 → Replace the high voltage unit /2

15.2.7 Printer system: Light density (ID lowering)**A. Typical faulty image****B. Troubleshooting procedure**

Step	Section	Check item	Result	Action
1	Paper	It occurs on the particular paper.	YES	Check the setting of the paper type.
2	Check the printer	Check mainly on the charging section, transferring section, photo conductor section, and the developing section.	NO	Clean, Replace
3	Toner supply section	The setting of toner bottle is not enough.	YES	Reset
4	Counter clear	Counter clear has been conducted when the drum and the developer are replaced.	NO	Conduct the counter clear of the photo conductor and the developer.
5	IDC sensor	IDC sensor has dirt.	YES	Clean IDC sensor
6	Image Stabilization	The image stabilization solves the trouble.	NO	Go on to the next step.
7	Setting menu → Function Setting → Density Setting → Image Density Selection	Check the setting value of the image density.	YES	Change the setting value to the plus.
8	Individual support action adjustment → Image density adjustment	[Darker] on the image density adjustment solves the trouble.	NO	Go on to the next step.
9	Connector, wiring	There is no problem on the overall control board, write section, connector of the printer control board, and the wiring.	NO	Reconnect the connector Replace the wiring
10		The problem has been solved by step 9.	NO	Check or replace the charging section → Replace the drum → Check or replace the transferring section → Check or replace the developing section → Replace the write section → Replace the printer control board → Replace the high voltage unit /1 → Replace the high voltage unit /2

15.2.8 Printer system: Gradation error

A. Typical faulty images

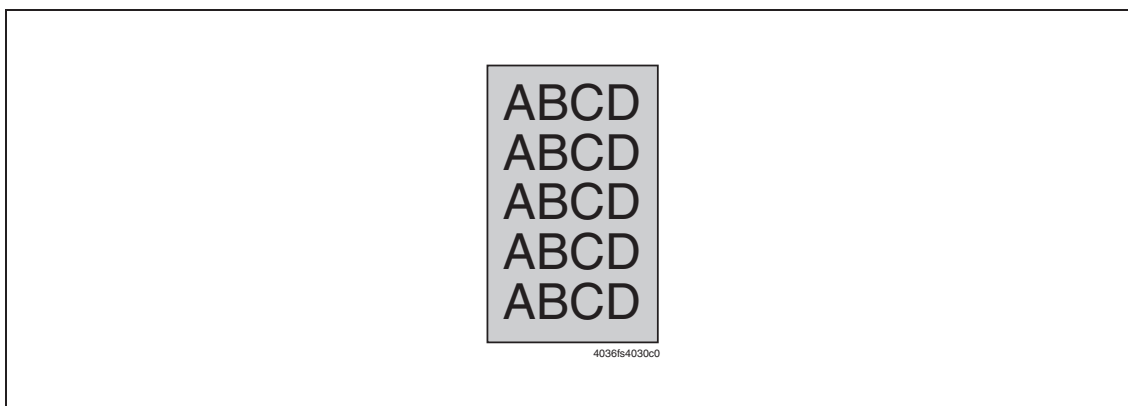


B. Troubleshooting procedure

Step	Section	Check item	Result	Action
1	Gradation pattern	Print out the test pattern No.3 or No.5 and the gradation pattern is without any trouble.	YES	Check the other density errors of the printer system.
2	Paper	It occurs on the particular paper.	YES	Check the setting of the paper type.
3	Density	It occurs on the particular image (such as picture).	NO	Check Copy Setting → Image Setting (letters, light letters, picture).
4	Check the printer	Check mainly on the charging section, transferring section, photo conductor section, and the developing section.	NO	Clean, Replace
5	Image Stabilization	The image stabilization solves the trouble.	NO	Go on to the next step.
6	Setting menu → Function Setting → Density Setting → Image Density Selection	Check the setting value of the image density.	YES	If the density is too light, change the setting value to the plus. If the density is too dark, change the setting value to the minus.
7	Service mode → System setting → Software DIPSW_27-2/3	Image density adjustment solves the trouble.	NO	Go on to the next step.
8	Service mode → System setting → Software DIPSW_23-2/3/4	Toner density adjustment solves the trouble.	NO	Go on to the next step.
9	Connector, wiring	There is no problem on the overall control board, write section, connector of the printer control board, and the wiring.	NO	Reconnect the connector Replace the wiring
10		The problem has been solved by step 9.	NO	Check or replace the transferring section → Replace the drum → Check or replace the charging section → Check or replace the developing section → Replace the write section → Replace the printer control board → Replace the high voltage unit /2

15.2.9 Printer system: Gray background

A. Typical faulty image

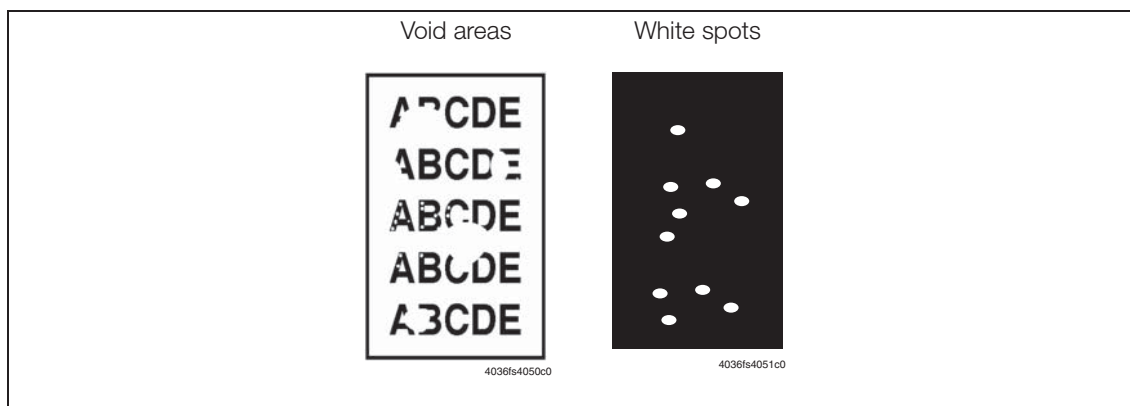


B. Troubleshooting procedure

Step	Section	Check item	Result	Action
1	Paper	It occurs on the particular paper.	YES	Check the setting of the paper type.
2	Setting menu → Function Setting → Density Setting	Check the setting value of [Image Density Selection].	YES	Change the setting value to the minus.
3	Check the printer	Check mainly on the charging section, transferring section, photo conductor section, developing section, write section.	NO	Clean, Replace
4	Image Stabilization	The image stabilization solves the trouble.	NO	Go on to the next step.
5	Service mode → System setting → Software DIPSW_27-2/3	Changing the image density lighter solves the trouble.	NO	Go on to the next step.
6	Service mode → System setting → Software DIPSW_23-2/3/4	Changing the toner density lighter solves the trouble.	NO	Go on to the next step.
7	Connector, wiring	There is no problem on the overall control board, write section, connector of the printer control board, and the wiring.	NO	Reconnect the connector Replace the wiring
8		The problem has been solved by step 7.	NO	Check or replace the charging section → Replace the drum → Check or replace the transferring section → Check or replace the developing section → Replace the write section → Replace the printer control board → Replace the high voltage unit /1 → Replace the high voltage unit /2

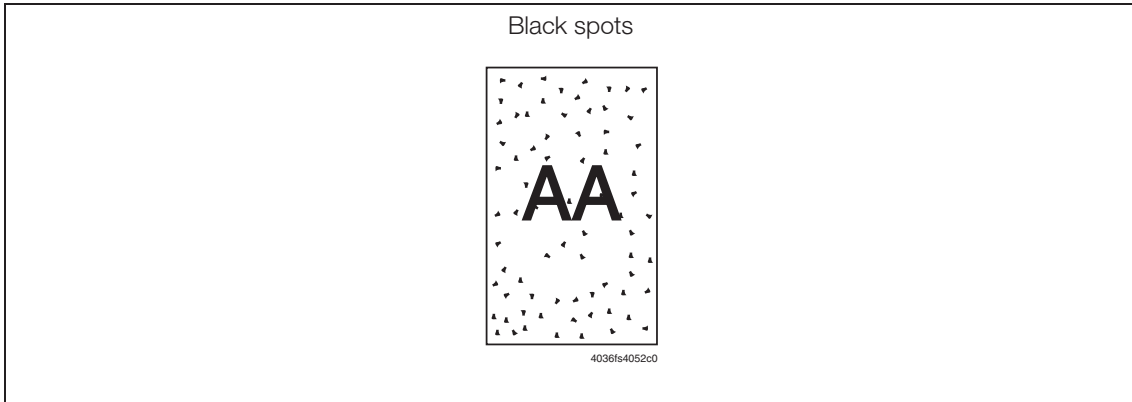
15.2.10 Printer system: Void areas, White spots

A. Typical faulty images



B. Troubleshooting procedure

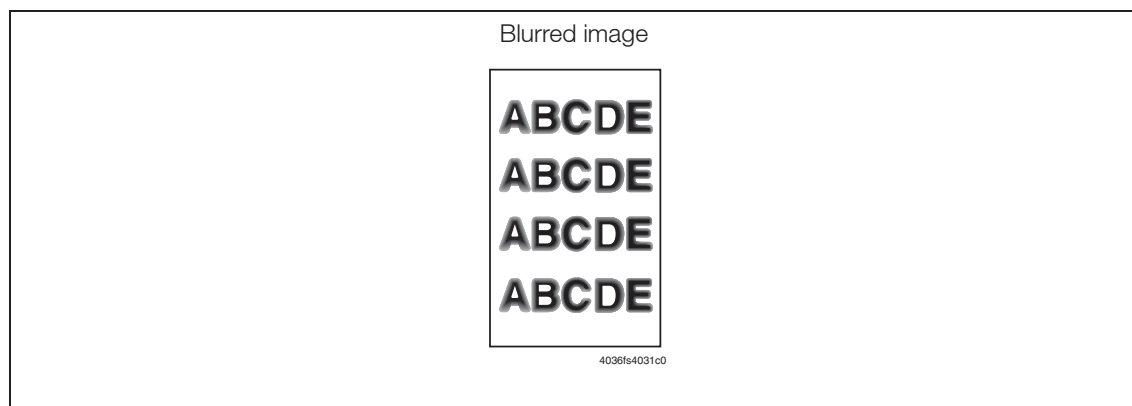
Step	Section	Check item	Result	Action
1	Paper	It occurs on the particular paper.	YES	Check the setting of the paper type.
2	Check the printer	Check mainly on the charging section, transferring section, photo conductor section, developing section and the fusing section.	NO	Clean, Replace
3	Image Stabilization	The image stabilization solves the trouble.	NO	Go on to the next step.
4	Service mode → System setting → Software DIPSW_27-2/3	Changing the image density darker solves the trouble.	NO	Go on to the next step.
5	Service mode → System setting → Software DIPSW_23-2/3/4	Changing the toner density darker solves the trouble.	NO	Go on to the next step.
6	Developing section	Developing section has the foreign object or the solid toner in it.	YES	Remove foreign object Replace developer
7	Connector, wiring	There is no problem on the overall control board, write section, connector of the printer control board, and the wiring.	NO	Reconnect the connector Replace the wiring
8		The problem has been solved by step 7.	NO	Check or replace the charging section → Replace the drum → Check or replace the transferring section → Check or replace the developing section → Replace the write section → Replace the printer control board → Replace the high voltage unit /1 → Replace the high voltage unit /2

15.2.11 Printer system: Black spots**A. Typical faulty image****B. Troubleshooting procedure**

Step	Section	Check item	Result	Action
1	Check the printer	Check mainly on the charging section, transferring section, photo conductor section, developing section, conveyance section, and the fusing section.	NO	Clean, Replace
2	Photo conductor section	Conducting the cartridge set mode solves the trouble.	NO	Go on to the next step.
3	Image Stabilization	The image stabilization solves the trouble.	NO	Go on to the next step.
4	Service mode → System setting → Software DIPSW_27-2/3	Changing the image density lighter solves the trouble.	NO	Go on to the next step.
5	Service mode → System setting → Software DIPSW_23-2/3/4	Changing the toner density lighter solves the trouble.	NO	Go on to the next step.
6	Connector, wiring	There is no problem on the overall control board, write section, connector of the printer control board, and the wiring.	NO	Reconnect the connector Replace the wiring
7		The problem has been solved by step 6.	NO	Check or replace the charging section → Replace the drum → Check or replace the transferring section → Check or replace the developing section → Replace the write section

15.2.12 Printer system: Image blurring

A. Typical faulty image

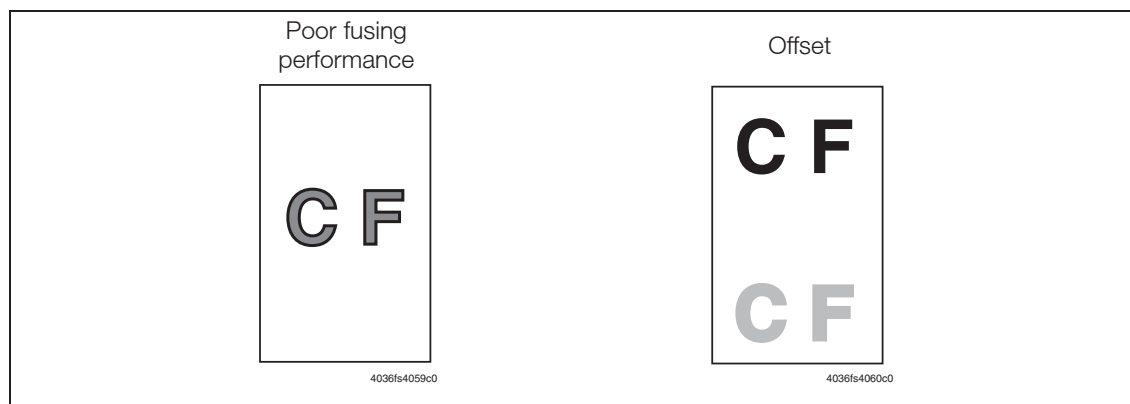


B. Troubleshooting procedure

Step	Section	Check item	Result	Action
1	Paper	It occurs on the particular paper.	YES	Check the setting of the paper type.
2	Check the printer	Check mainly on the charging section, transferring section, photo conductor section, developing section, and write section.	NO	Clean, Replace
3	Image Stabilization	The image stabilization solves the trouble.	NO	Go on to the next step.
4	Connector, wiring	There is no problem on the overall control board, write section, connector of the printer control board, and the wiring.	NO	Reconnect the connector Replace the wiring
5		The problem has been solved by step 4.	NO	Check or replace the charging section → Replace the drum → Check or replace the transferring section → Check or replace the developing section → Replace the write section → Replace the printer control board

15.2.13 Printer system: Poor fusing performance, Offset

A. Typical faulty images

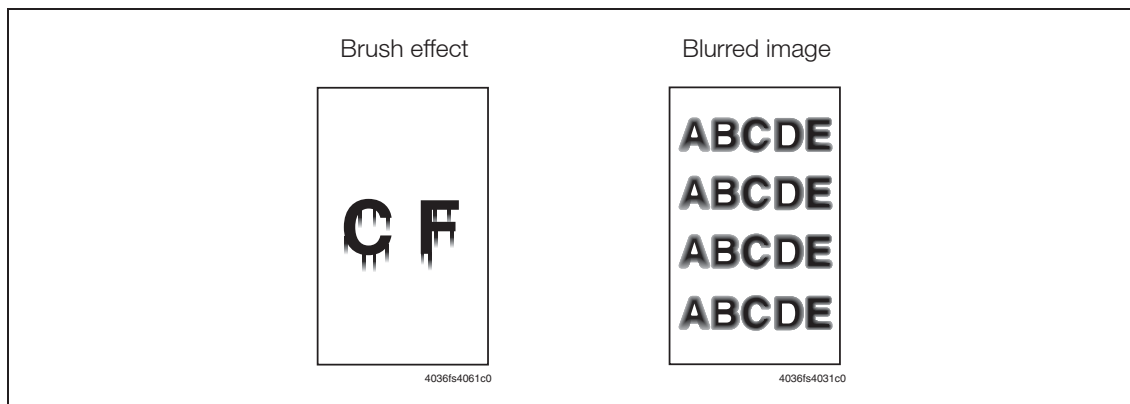


B. Troubleshooting procedure

Step	Section	Check item	Result	Action
1	Paper	It occurs on the particular paper.	YES	Check the setting of the paper type.
2	Check the printer	Check mainly on the cleaning section and the fusing section.	NO	Clean, Replace
3	Image Stabilization	The image stabilization solves the trouble.	NO	Go on to the next step.
4	Cleaning section (Offset)	Some parts on the cleaning blade are left to wipe.	YES	Clean Replace the cleaning blade
5	Fusing section	The fusing temperature sensor is installed properly.	NO	Check the installation position.
6	Service mode → System setting → Software DIPSW_19-0 to 3	Changing the fusing temperature eliminates the poor fusing performance and the offset.	YES	Conduct the fusing temperature adjustment.
7	Connector, wiring	There is no problem on the connector of the printer control board, and the wiring.	NO	Reconnect the connector Replace the wiring
8		The problem has been solved by step 7.	NO	Fusing temperature sensor → Replace the fusing heater lamp → Replace the printer control board

15.2.14 Printer system: Brush effect, Image bleeding

A. Typical faulty images

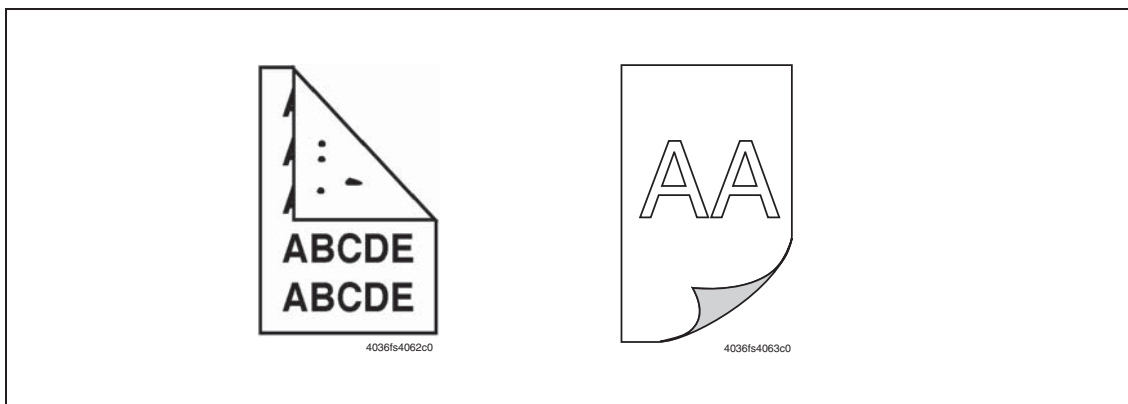


B. Troubleshooting procedure

Step	Section	Check item	Result	Action
1	Paper	Paper is moisturized.	YES	Replace to the paper that has just opened.
2		It occurs on the particular paper.	YES	Check the setting of the paper type.
3	Check the printer	Check mainly on the fusing section and conveyance section.	NO	Clean, Replace
4	Image Stabilization	The image stabilization solves the trouble.	NO	Go on to the next step.
5	Fusing section	The cleaning web cleans properly.	NO	Check the cleaning web Replace the cleaning web
6	Connector, wiring	There is no problem on the connector of the printer control board, and the wiring.	NO	Reconnect the connector Replace the wiring
7		The problem has been solved by step 6.	NO	Fusing temperature sensor → Replace the fusing heater lamp → Replace the printer control board

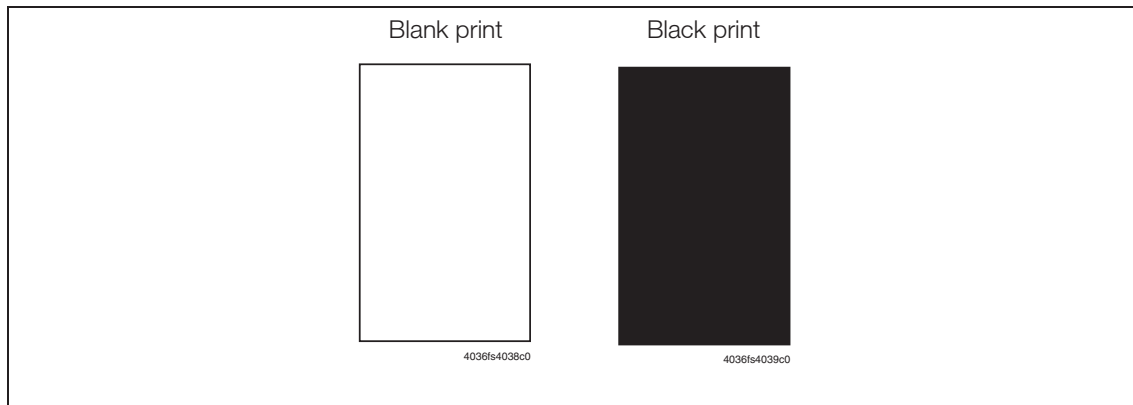
15.2.15 Printer system: Inky backside

A. Typical faulty images



B. Troubleshooting procedure

Step	Section	Check item	Result	Action
1	Paper path	There are foreign objects or dirt on the paper path.	YES	Remove the foreign object or dirt
2	Check the printer	Check mainly on the transferring section, conveyance section, and the fusing section.	NO	Clean, Replace
3	Image Stabilization	The image stabilization solves the trouble.	NO	Go on to the next step.
4	Fusing section	Fusing guide plate has dirt.	YES	Remove dirt
5		Fusing roller /Lw has the damage or dirt.	YES	Replace the fusing roller /Lw
6	Connector, wiring	There is no problem on the connector of the printer control board, and the wiring.	NO	Reconnect the connector Replace the wiring
7		The problem has been solved by step 6.	NO	Check or replace the transferring section → Replace the printer control board → Replace the high voltage unit /2

15.2.16 Printer system: Blank print, Black print**A. Typical faulty images****B. Troubleshooting procedure**

Step	Section	Check item	Result	Action
1	Check the image	Blank print occurs.	YES	Check the connection of the connector on the write unit.
2	Check the printer	Check mainly on the charging section, transferring section, photo conductor section, developing section, and write section.	NO	Clean, Replace
3	Image Stabilization	The image stabilization solves the trouble.	NO	Go on to the next step.
4	Connector, wiring	There is no problem on the overall control board, write section, connector of the printer control board, and the wiring.	NO	Reconnect the connector Replace the wiring
5		The problem has been solved by step 4.	NO	Check or replace the charging section → Check or replace the transferring section → Check or replace the developing section → Replace the write unit → Replace the printer control board → Replace the overall control board → Replace the high voltage unit /1 → Replace the high voltage unit /2

15.2.17 Printer system: Pitch unevenness**A. Typical faulty image****B. Recovery method**

Step	Section	Check item	Result	Action
1	Paper	It occurs on the particular paper.	YES	Check the setting of the paper type.
2	Check the printer	Check mainly on the charging section, transferring section, photo conductor section, developing section, write section, and the fusing section.	NO	Clean, Replace
3	Image Stabilization	The image stabilization solves the trouble.	NO	Go on to the next step.
4	Service mode → Registration Line Speed (Magnification Adjustment) → Printer S1 FD-Mag. Adj.	Magnification adjustment solves the trouble.	NO	Go on to the next step.
5	Connector, wiring	There is no problem on the overall control board, write section, connector of the printer control board, and the wiring.	NO	Reconnect the connector Replace the wiring
6		The problem has been solved by step 5.	NO	Check or replace the charging section → Check or replace the transferring section → Check or replace the developing section → Replace the write unit

15.3 Scanner system procedure

- When it is judged as the trouble of the scanner system from the initial check items, check the scanner check items.

Note

- The following sample images on each procedures are when printing in A3.

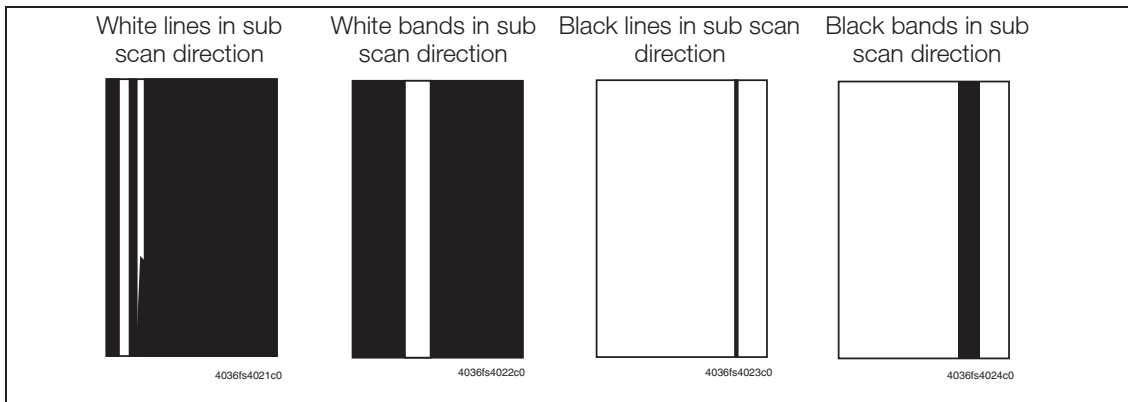
15.3.1 Scanner check items

- Check the damage on the parts of the scanner system.

Step	Section	Check item	Result	Action
1	Original	Original has the damage or dirt.	YES	Change original
2	ADF	Original guide cover has dirt.	YES	Clean
3	Original Glass	Original glass has dirt.	YES	Clean with the soft cloth.
4	Slit Scan Glass	Slit scan glass for reading DF has dirt.	YES	Clean with the soft cloth.
5	Shading correction plate	Shading correction plate has dirt.	YES	Clean with the soft cloth.
6	Mirror/Lens/ Exposure lamp/ Reflective mirror	Mirror has dirt.	YES	Clean
		Lens has dirt.	YES	Clean
		Exposure lamp has dirt.	YES	Clean
		Reflective mirror has dirt.	YES	Clean

15.3.2 Scanner system: White lines in sub scan direction, White bands in sub scan direction, Black lines in sub scan direction, Black bands in sub scan direction

A. Typical faulty images



B. Troubleshooting procedure

3) When using original glass

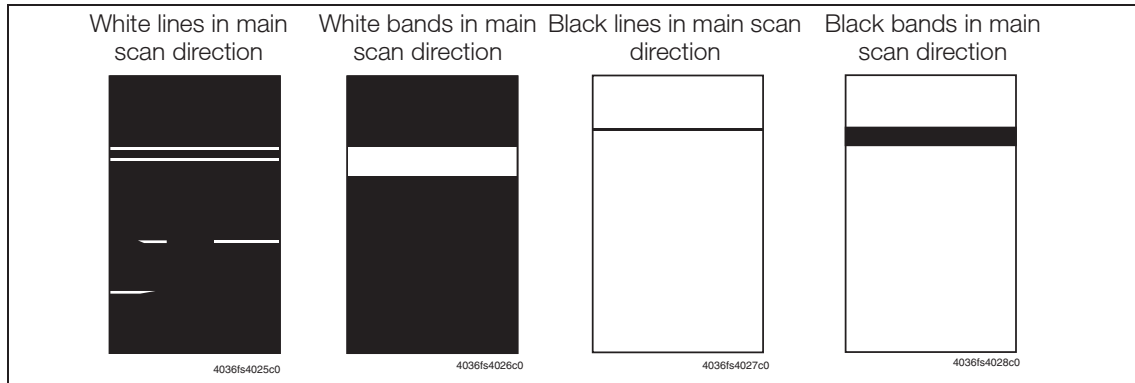
Step	Section	Check item	Result	Action
1	Scanner check	There is no problem on scanner check items.	NO	Clean, Replace
2	Service mode → Machine adjustment → Centering adjustment	The adjustment value of [Scanner Centering Adj.] is within the standard.	NO	Readjustment
3		The problem has been solved by step 2.	NO	Replace exposure unit → Replace CCD unit

4) When using DF

Step	Section	Check item	Result	Action
1	Scanner check	There is no problem on scanner check items.	NO	Clean, Replace
2	Service mode → Machine Adjustment → Centering Adjustment	The adjustment value of [ADF Centering Adj.] is within the standard.	NO	Readjustment
3	Service mode → Machine Adjustment → ADF Adjustment	The adjustment value of [Scanner / ADF Skew Offset Adj.] is within the standard.	NO	Readjustment
4	Mechanical adjustment → DF -616 → Paper skew adjustment	Adjustment position is proper.	NO	Readjustment
5		The problem has been solved by step 4.	NO	Replace exposure unit → Replace CCD unit

15.3.3 Scanner system: White lines in main scan direction, White bands in main scan direction, Black lines in main scan direction, Black bands in main scan direction

A. Typical faulty images



B. Troubleshooting procedure

3) When using original glass

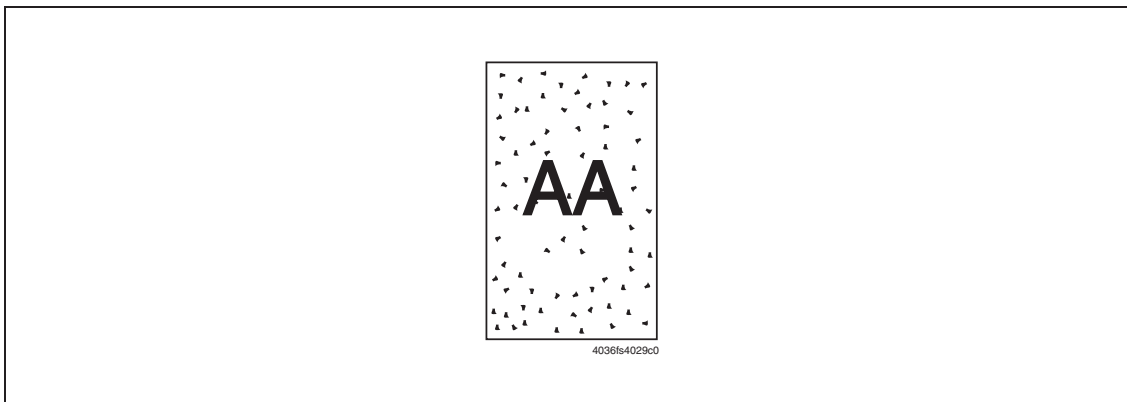
Step	Section	Check item	Result	Action
1	Scanner check	There is no problem on scanner check items.	NO	Clean, Replace
2	Service mode → Machine Adjustment → Timing Adjustment	The adjustment value of [Scanner Restart Timing] is within the standard.	NO	Readjustment
3	Service mode → Machine Adjustment → Centering Adjustment	The adjustment value of [Scanner Centering Adj.] is within the standard.	NO	Readjustment
4		The problem has been solved by step 3.	NO	Replace exposure unit → Replace CCD unit

4) When using ADF

Step	Section	Check item	Result	Action
1	Scanner check	There is no problem on scanner check items.	NO	Clean, Replace
2	Service mode → Machine Adjustment → Timing Adjustment	The adjustment value of [ADF Restart Timing Adj.] is within the standard.	NO	Readjustment
3	Service mode → Machine Adjustment → Centering Adjustment	The adjustment value of [ADF Centering Adj.] is within the standard.	NO	Readjustment
4	Service mode → Machine Adjustment → ADF Adjustment	The adjustment value of [ADF Skew Offset Adj.] is within the standard.	NO	Readjustment
5	Mechanical adjustment → DF -616 → Paper skew adjustment	Adjustment position is proper.	NO	Readjustment
6		The problem has been solved by step 5.	NO	Replace exposure unit → Replace CCD unit

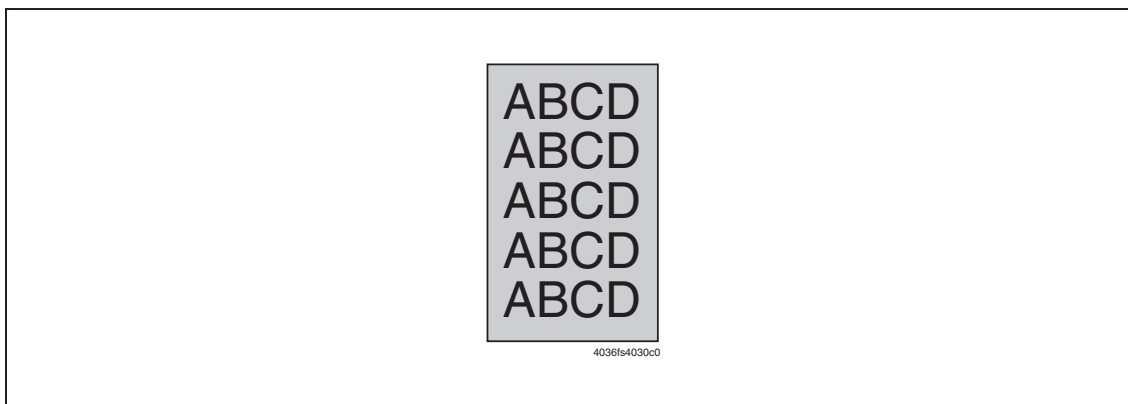
15.3.4 Scanner system: Black spots

A. Typical faulty image

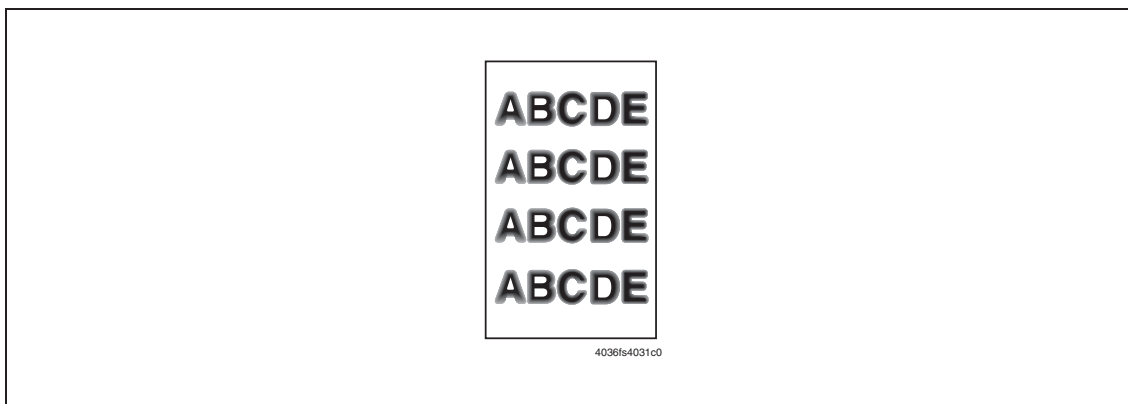


B. Troubleshooting procedure

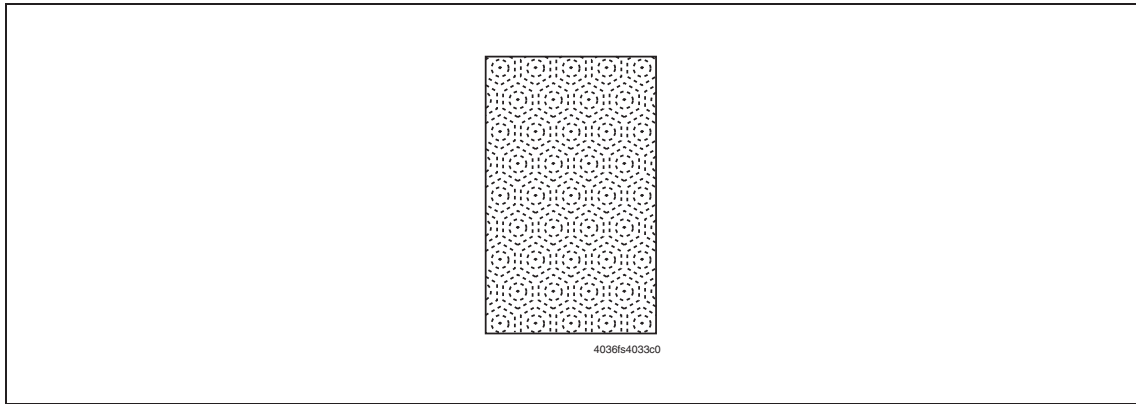
Step	Section	Check item	Result	Action
1	Scanner check	There is no problem on scanner check items.	NO	Clean, Replace
2		The problem is solved with step 1.	NO	Replace exposure unit → Replace CCD unit

15.3.5 Scanner system: Gray background**A. Typical faulty image****B. Troubleshooting procedure**

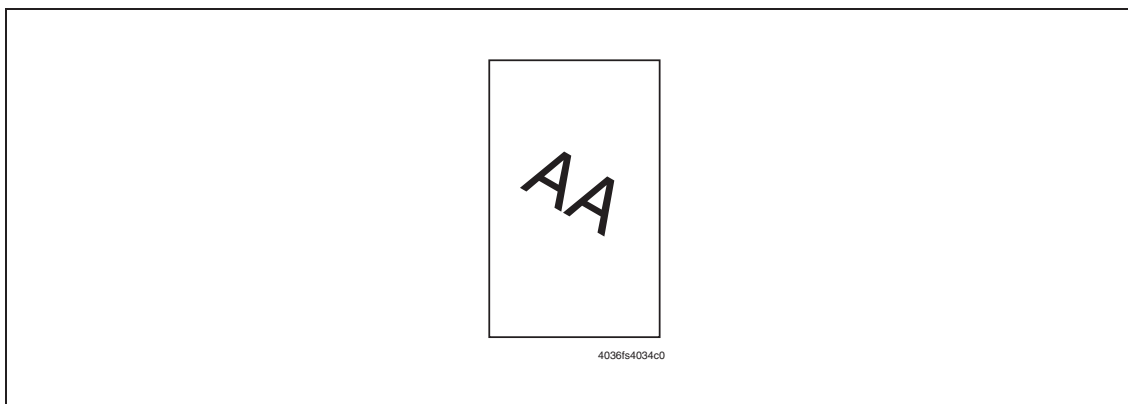
Step	Section	Check item	Result	Action
1	Scanner check	There is no problem on scanner check items.	NO	Clean, Replace
2	DF unit	DF unit changes the shape or the hinge is damaged.	YES	Replace DF unit
3	Mechanical adjustment → DF-616 → Height adjustment	DF unit is not at proper position.	YES	Readjustment
4		The problem has been solved by step 3.	NO	Replace exposure unit → Replace CCD unit

15.3.6 Scanner system: Blurred image, Brush effect**A. Typical faulty image****B. Troubleshooting procedure**

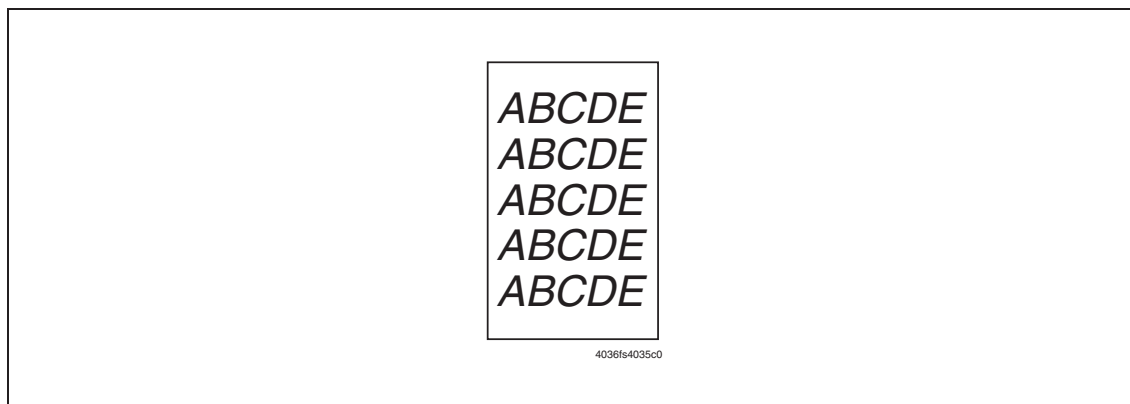
Step	Section	Check item	Result	Action
1	Original	Original has bumps.	YES	Original change
2	DF unit	DF unit changes the shape or the hinge is damaged.	YES	Replace DF unit
3	Mechanical adjustment → DF-616 → Height adjustment	DF unit is not at proper position.	YES	Readjustment
4	Scanner check	There is no problem on scanner check items.	NO	Clean, Replace
5	Scanner section	Original glass leans or is not at proper position.	YES	Install it at proper position.
6		The install positions of V-mirror unit and the exposure unit are proper.	NO	Conduct the readjustment with using the optics unit positioning jig.
7		The problem has been solved by step 6.	NO	Replace exposure unit → Replace CCD unit

15.3.7 Scanner system: Moire**A. Typical faulty image****B. Troubleshooting procedure**

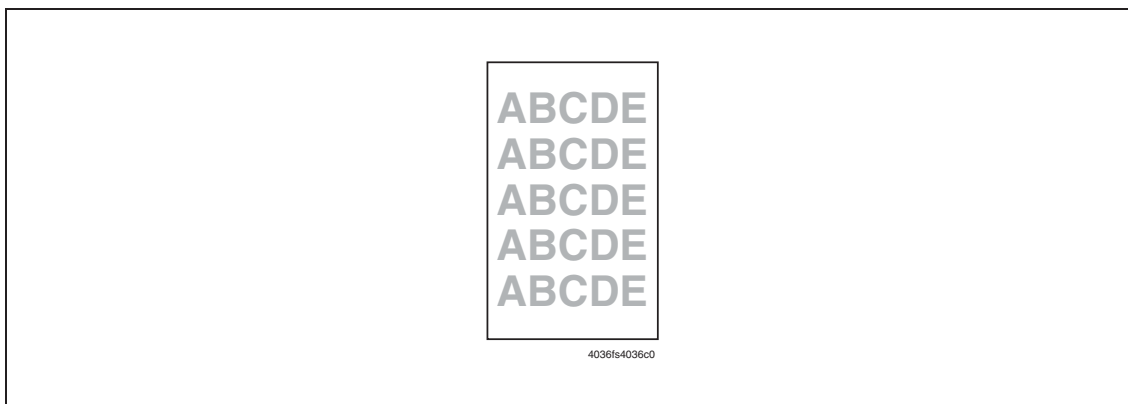
Step	Section	Check item	Result	Action
1	Original	Moire does not occur after changing the direction of original set.	YES	Original set direction change
2	Basic setting → Quality Adj.	Moire does not occur after changing the quality of the original.	YES	Change to the other types of original (Text, Text/Photo, Photo).
3	Basic screen → Zoom	Changing the magnification solves moire.	YES	Change the magnification.
4		The problem has been solved by step 3.	NO	Replace CCD unit

15.3.8 Scanner system: Leaning image**A. Typical faulty image****B. Troubleshooting procedure**

Step	Section	Check item	Result	Action
1	Original	Original is leaning.	YES	Setting original Replace original
2	Scanner check	There is no problem on scanner check items.	NO	Clean, Replace
3	Scanner section	Original glass leans or is not at proper position.	YES	Install it at proper position.
4		The install positions of V-mirror unit and the exposure unit are proper.	NO	Conduct the readjustment with using the optics unit positioning jig.
5		The problem has been solved by step 4.	NO	Replace exposure unit → Replace CCD unit

15.3.9 Scanner system: Image distortion**A. Typical faulty image****B. Troubleshooting procedure**

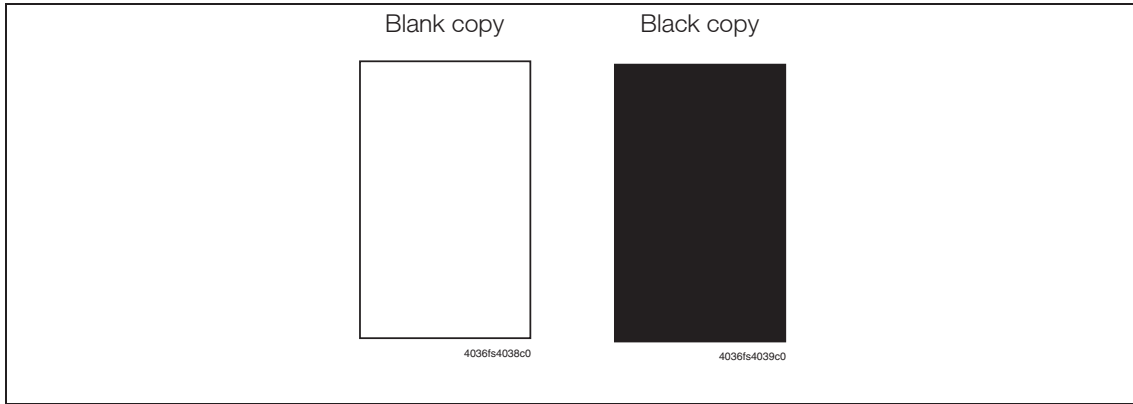
Step	Section	Check item	Result	Action
1	State of the machine installed	The main body is installed on the horizontal place.	NO	Re-install
2	Scanner check	There is no problem on scanner check items.	NO	Clean, Replace
3	Service mode → Machine Adjustment → Distortion Adjustment	Adjusting each items solves the trouble.	NO	Readjustment
4	Scanner section	The install positions of V-mirror unit and the exposure unit are proper.	NO	Conduct the readjustment with using the optics unit positioning jig.
5		The problem has been solved by step 4.	NO	Replace exposure unit → Replace CCD unit

15.3.10 Scanner system: Low image density, Rough image**A. Typical faulty image****B. Troubleshooting procedure**

Step	Section	Check item	Result	Action
1	Scanner check	There is no problem on scanner check items.	NO	Clean, Replace
2	Scanner section	Exposure lamp has dirt.	YES	Clean
3		The problem has been solved by step 2.	NO	Replace exposure unit → Replace CCD unit

15.3.11 Scanner system: Blank copy, Black copy

A. Typical faulty images



B. Troubleshooting procedure

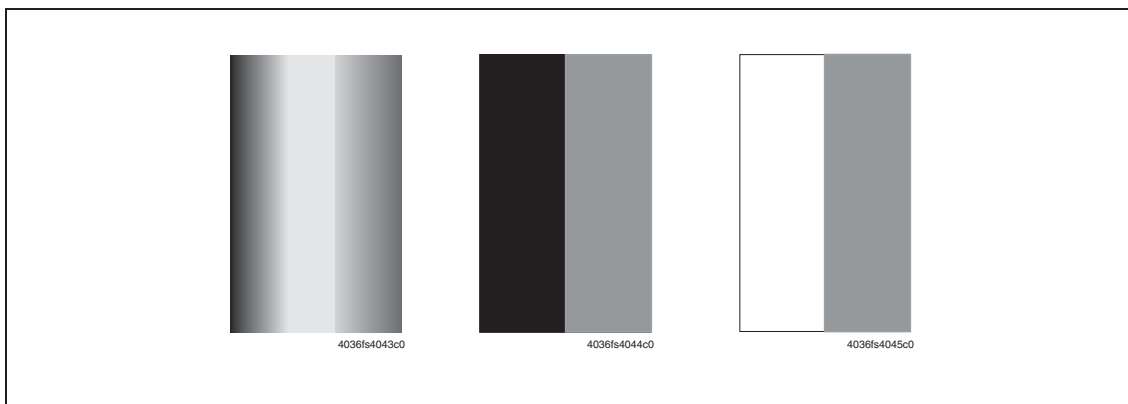
Step	Section	Check item	Result	Action
1	Gradation pattern	Print out the test pattern No.3 or No.5 and the gradation pattern is without any trouble.	NO	Check the image trouble of the printer system.
2	Scanner check	There is no problem on scanner check items.	NO	Clean, Replace
3	Connector, wiring	There is no trouble on CCD unit, connector of the overall control board, and wiring.	NO	Reconnect the connector Replace the wiring
4		The problem has been solved by step 3.	NO	Replace CCD unit → Replace the overall control board

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TROUBLESHOOTING

15.3.12 Scanner system: Uneven density

A. Typical faulty images



B. Troubleshooting procedure

Step	Section	Check item	Result	Action
1	Scanner check	There is no problem on scanner check items.	NO	Clean, Replace
2	Scanner section	V-mirror unit and the exposure unit moves smoothly.	NO	Check the scanner wire
3		The install positions of V-mirror unit and the exposure unit are proper.	NO	Conduct the readjustment with using the optics unit positioning jig.
4		The problem has been solved by step 3.	NO	Replace exposure unit → Replace CCD unit

15.4 Controller system procedure

- When it is judged as the controller system trouble from the initial check items, check the controller check items.

Note

- The following sample images on each procedures are when printing in A3.

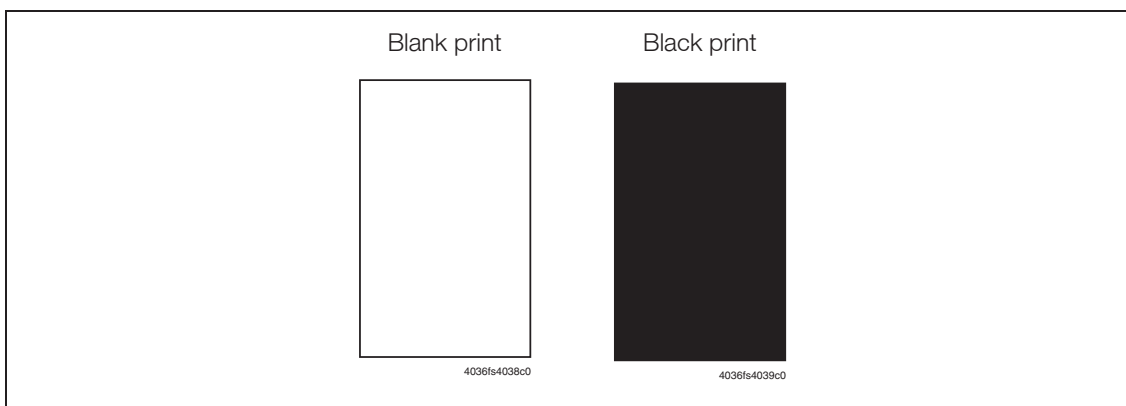
15.4.1 Controller check item

- Check the network connection of the controller system.

Step	Section	Check item	Result	Action
1	Network cable	Network cable is properly connected.	NO	Reconnect
2	Network connection	Green LED next to the LAN connector is ON.	NO	Ask the system administrator on the user side to check if the output of HUB has trouble. → Without any trouble, go on to the next step
3	Network Setting	Network setting of the administrator setting is set properly.	NO	Ask the system administrator on the user side to set.

15.4.2 Controller system: Blank print, Black print

A. Typical faulty images



B. Troubleshooting procedure

Step	Section	Check item	Result	Action
1	Controller Check	There is no problem on the controller check item.	NO	Recover the network connection
2	IC board (ICB)	Connector of IC board is surely set.	NO	Reconnect the connector
3	PCI relay board (PCIRB)	Connector on the PCI relay board is surely set.	NO	Reconnect the connector
4	Overall control board (OACB)	Connector of overall control board is surely set.	NO	Reconnect the connector
5		The problem has been solved by step 4.	NO	Replace IC board → Replace PCI relay board → Replace the overall control board