# XEROX®

# PHASER 3124
# PHASER 3125

Service Documentation

708P88624

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# Introduction

# 1. Service Call Procedures

# 2. Repair Analysis Procedures

# 3. Image Quality

# 4. Repairs/Adjustments

# 5. Parts List

# 6. General Procedures/Information

# 7. Wiring Data

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# Service Manual Formats

### Table 1: Service Manual Formats

| Part number | Format |
|---|---|
| 708P88624 | Hardcopy |
| 708P88623 | PDF on CD |

# Introduction

## Precautions

In order to prevent accidents and to prevent damage to the equipment, please read the precautions listed below carefully and follow them closely before servicing the machine.

### Warnings, Cautions and Notes

<div align="center">

**WARNING**

</div>

A warning is used whenever an operating or maintenance procedure, practice, condition or statement, if not strictly observed, could result in personal injury.

<div align="center">

**CAUTION**

</div>

*A caution is used whenever an operation or maintenance procedure, practice, condition or statement, if not strictly observed, could result in damage to the equipment.*

*Note: A note is used where it is essential to highlight a procedure, practice, condition or statement.*

### Safety Warning

1.  Only to be serviced by appropriately qualified service engineers.

High voltages and lasers inside this product are dangerous. This machine should only be serviced by a suitably trained and qualified service engineer.

2.  Use only Xerox replacement parts

There are no user serviceable parts inside the machine. Do not make any unauthorized changes or additions to the machine, these could cause the machine to malfunction and create electric shock or fire hazards.

3.  Laser Safety Statement

The machine is certified in the U.S. to conform to the requirements of DHHS 21 CFR, chapter 1 Subchapter J for Class 1(1) laser products, and elsewhere, it is certified as a Class I laser product conforming to the requirements of IEC 825. Class I laser products are not considered to be hazardous. The laser system and machine are designed so there is never any human access to laser radiation above a Class I level during normal operation, user maintenance, or prescribed service condition.

**WARNING**

Avoid exposure to laser beam. Invisible laser radiation.

CAUTION  - INVISIBLE LASER RADIATION
WHEN THIS COVER OPEN.
DO NOT OPEN THIS COVER.

VORSICHT -  UNSICHTBARE LASERSTRAHLUNG,
WENN ABDECKUNG GE FFNET.
NICHT DEM STRAHL AUSSETZEN.

ATTENTION -  RAYONNEMENT LASER INVISIBLE EN CAS
D OUVERTURE. EXPOSITION DANGEREUSE
AU FAISCEAU.

ATTENZIONE -  RADIAZIONE LASER INVISIBILE IN CASO DI
APERTURA. EVITARE L ESPOSIZIONE AL
FASCIO.

PRECAUCION -  RADIACION LASER IVISIBLE CUANDO SE ABRE.
EVITAR EXPONERSE AL RAYO.

ADVARSEL. -  USYNLIG LASERSTR LNING VED  BNING, N R
SIKKERHEDSBRYDERE ER UDE AF FUNKTION.
UNDG  UDSAETTELSE FOR STR LNING.

ADVARSEL. -  USYNLIG LASERSTR LNING N R DEKSEL
 PNES. STIRR IKKE INN I STR LEN.
UNNG  EKSPONERING FOR STR LEN.

VARNING -  OSYNLIG LASERSTR LNING N R DENNA DEL
 R  PPNAD OCH SP RREN  R URKOPPLAD.
BETRAKTA EJ STR LEN. STR LEN  R FARLIG.

VARO! -  AVATTAESSA JA SUOJALUKITUS OHITETTAESSA
OLET ALTTIINA N KYM TT M LLE LASER-
S TEILYLLE  L KATSO S TEESEEN.

注　意 -  严禁渴开此盖, 以免激光泄露灼伤

주　의 -  이 덮개를 열면 레이저광에 노출될 수 있으므로
주의하십시오.

## Caution for safety

### Toxic material

This product contains toxic materials that could cause illness if ingested.

1. Please keep toner cartridges away from children. Toner contained in the print cartridge may be harmful. If swallowed, contact a doctor immediately.

### Electric Shock and Fire Safety Precautions

Failure to follow the following instructions could cause electric shock or potentially cause a fire.

1. Use only the correct voltage, failure to do so could damage the machine and potentially cause a fire or electric shock.
2. Use only the power cable supplied with the machine. Use of an incorrectly specified cable could cause the cable to overheat and potentially cause a fire.
3. Do not overload the power socket, this could lead to overheating of the cables inside the wall and could lead to a fire.
4. Do not allow water or other liquids to spill into the machine, this can cause electric shock. Do not allow paper clips, pins or other foreign objects to fall into the machine these, could cause a short circuit leading to an electric shock or fire hazard.

5. Never touch the plugs on either end of the power cable with wet hands. This can cause an electric shock. When servicing the machine, remove the power plug from the wall socket.

6. Use caution when inserting or removing the power connector. The power connector must be inserted completely otherwise a poor contact could cause overheating and possibly lead to a fire. When removing the power connector grip it firmly and pull.

7. Take care of the power cable. Do not allow it to become twisted, bent sharply round corners or otherwise damaged. Do not place objects on top of the power cable. If the power cable is damaged, it could overheat and cause a fire or exposed cables could cause an electric shock. Replace a damaged power cable immediately, do not reuse or repair the damaged cable. Some chemicals can corrode the coating on the power cable, weaken the cover or exposing cables causing fire and shock risks.

8. Ensure that the power sockets and plugs are not cracked or broken in any way. Any such defects should be repaired immediately. Take care not to cut or damage the power cable or plugs when moving the machine.

9. Use caution during thunder or lightning storms. Xerox recommend that this machine be disconnected from the power source when such weather conditions are expected. Do not touch the machine or the power cord if it is still connected to the wall socket in these weather conditions.

10. Avoid damp or dusty areas, install the machine in a clean well ventilated location. Do not position the machine near a humidifier. Damp and dust build up inside the machine can lead to overheating and cause a fire.

11. Do not position the machine in direct sunlight. This will cause the temperature inside the machine to rise possibly leading to the machine failing to work properly and in extreme conditions could lead to a fire.

12. Disconnect the machine from the power supply immediately if it emits any strange odour, smoke or strange noises. If this precaution is ignored, the machine could overheat and a fire may occur.

13. Do not insert any metal objects into the machine through the ventilator fan or other part of the casing, it could make contact with a high voltage conductor inside the machine and cause an electric shock.

## Handling Precautions

The following instructions are for your own personal safety, to avoid injury and so as not to damage the machine

1. Ensure the machine is installed on a level surface, capable of supporting its weight. Failure to do so could cause the machine to tip or fall.
2. The machine contains many rollers, gears and fans. Take great care to ensure that you do not catch your fingers, hair or clothing in any of these rotating devices.
3. Do not place any small metal objects, containers of water, chemicals or other liquids close to the machine which if spilled could get into the machine and cause damage or a shock or fire hazard.
4. Do not install the machine in areas with high dust or moisture levels, beside on open window or close to a humidifier or heater. Damage could be caused to the machine in such areas.
5. Do not place candles, burning cigarettes, etc. on the machine, these could cause a fire.

## Assembly / Disassembly Precautions

Replace parts carefully, always use Xerox parts. Take care to note the exact location of parts and also cable routing before dismantling any part of the machine. Ensure all parts and cables are replaced correctly.

Please carry out the following procedures before dismantling the machine or replacing any parts.

1. Check the contents of the machine memory and make a note of any user settings. These will be erased if the mainboard is replaced.
2. Ensure that power is disconnected before servicing or replacing any electrical parts.
3. Disconnect printer interface cables and power cables.
4. Be sure to remove the print cartridge before you disassemble any parts.
5. Only use approved spare parts. Ensure that part number, product name, any voltage, current or temperature rating are correct.
6. When removing or re-fitting any parts do not use excessive force, especially when fitting screws into plastic.
7. Take care not to drop any small parts into the machine.
8. Handling of the OPC Drum

   - The OPC Drum can be irreparably damaged if exposed to light.

   Take care not to expose the OPC Drum either to direct sunlight or to fluorescent or incandescent room lighting. Exposure for as little as 5 minutes can damage the surface's photoconductive properties and will result in print quality degradation. Take extra care when servicing the machine. Remove the OPC Drum and store it in a black bag or a lightproof container. Take care when refitting covers as light is can be admitted through the OPC area and can damage the OPC Drum.

   - Take care not to scratch the green surface of the OPC Drum Unit.

   If the green surface of the Drum Cartridge is scratched or touched, the print quality will be compromised.
9. Remove dust and foreign matter.

**Releasing Plastic Latches**

Many of the parts are held in place with plastic latches. The latches break easily; release them carefully.

To remove such parts, pull the hook of the latch away from the part to which it is latched.



**Figure 1**

**Disregarding this warning may cause bodily injury**

1. The fuser unit works at a high temperature. Use caution when working on the machine. Wait for the fuser to cool down before disassembly.

2. Do not put fingers or hair into the rotating parts (paper feeding entrance, motor, fan, etc.). Doing so may cause injury.

3. When you move the machine.

   This machine weighs 8.7kg (19.2lbs). Use safe lifting and handling techniques. Back injury could be caused if you do not lift carefully.

4. Ensure the machine is installed safely.

   The machine weighs 8.7kg (19.2lbs), ensure the machine is installed on a level surface, capable of supporting its weight. Failure to do so could cause the machine to tip or fall possibly causing personal injury or damaging the machine.

5. Do not install the machine on a sloping or unstable surface. After installation, double check that the machine is stable.

## ESD Precautions

Certain semiconductor devices can be easily damaged by static electricity. Such components are commonly called "Electrostatically Sensitive (ES) Devices", or ESDs. Examples of typical ESDs are: integrated circuits, some field effect transistors, and semiconductor "chip" components.

The techniques outlined below should be followed to help reduce the incidence of component damage caused by static electricity.

### CAUTION

*Be sure no power is applied to the chassis or circuit, and observe all other safety precautions.*

1. Immediately before handling a semiconductor component or semiconductor-equipped assembly, drain off any electrostatic charge on your body by touching a known earth ground. Alternatively, employ a commercially available wrist strap device, which should be removed for your personal safety reasons prior to applying power to the unit under test.

2. After removing an electrical assembly equipped with ESDs, place the assembly on a conductive surface, such as aluminium or copper foil, or conductive foam, to prevent electrostatic charge buildup in the vicinity of the assembly.

3. Use only a grounded tip soldering iron to solder or desolder ESDs.

4. Use only an "anti-static" solder removal device. Some solder removal devices not classified as "anti-static" can generate electrical charges sufficient to damage ESDs.

5. Do not use Freon-propelled chemicals. When sprayed, these can generate electrical charges sufficient to damage ESDs.

6. Do not remove a replacement ESD from its protective packaging until immediately before installing it. Most replacement ESDs are packaged with all leads shorted together by conductive foam, aluminium foil, or a comparable conductive material.

7. Immediately before removing the protective shorting material from the leads of a replacement ESD, touch the protective material to the chassis or circuit assembly into which the device will be installed.

8. Maintain continuous electrical contact between the ESD and the assembly into which it will be installed, until completely plugged or soldered into the circuit.

9. Minimize bodily motions when handling unpackaged replacement ESDs. Normal motions, such as the brushing together of clothing fabric and lifting one's foot from a carpeted floor, can generate static electricity sufficient to damage an ESD.

# Toner Cartridge Service

Only toner cartridges supplied by Xerox should be used. Printing defects or set damage caused by the use of non-approved print cartridges or un-licensed toner refills are not covered by the guarantee.

## Precautions on Safe-keeping of Toner Cartridge

Excessive exposure to direct light for more than a few minutes may cause damage to the cartridge.

## Service Life of Toner Cartridge

If the printed image is light due to the toner supply becoming low you can temporarily improve the print quality by redistributing the toner (shake the print cartridge). However, you should replace the print cartridge to solve the problem permanently.

## Redistributing Toner

When the print cartridge is near the end of its life, white streaks or light print occurs. The Error LED will come on. You can temporarily re-establish the print quality by redistributing the remaining toner in the cartridge.

*Note: Help the environment by recycling your used toner cartridge. Refer to the recycling brochure packed with the toner cartridge for details.*

1. Open the Front Cover.
2. Lightly push the used cartridge down, then pull it out.
3. Unpack the new toner cartridge and gently shake it horizontally four or five times to distribute the toner evenly inside the cartridge.
4. Save the box and the cover for shipping. Slide the new toner cartridge in until it locks into place.

## Standard of guarantee for consumable parts.

Please refer to User Manual or Instructions on Fax/Printer Consumables SVC manual for the criteria for judging the quality of consumable parts the standard of guarantee on those parts.

## How to identify a refilled toner cartridge.

One way security screws are used in the manufacture of the cartridge – check if these are damaged.

# Health and Safety Incident Reporting

## I. Summary

This section defines requirements for notification of health and safety incidents involving Xerox products (equipment and materials) at customer locations.

## II. Scope

Xerox Corporation and subsidiaries worldwide.

## III. Objective

To enable prompt resolution of health and safety incidents involving Xerox products and to ensure Xerox regulatory compliance.

## IV. Definitions

### Incident:

An event or condition occurring in a customer account that has resulted in injury, illness or property damage. Examples of incidents include machine fires, smoke generation, physical injury to an operator or service representative. Alleged events and product conditions are included in this definition.

## V. Requirements

### Initial Report:

1. Xerox organisations shall establish a process for individuals to report product incidents to Xerox Environment Health & Safety within 24 hours of becoming aware of the event.
2. The information to be provided at the time of reporting is contained in Appendix A (Health and Safety Incident Report involving a Xerox product).
3. The initial notification may be made by any of the following methods:
   - For incidents in North America and Developing Markets West (Brazil, Mexico, Latin American North and Latin American South):
     - Phone* Xerox EH&S at: 1-800-828-6571.
     - Electronic mail Xerox EH&S at: Doris.Bush@xerox.com.
     - Fax Xerox EH&S at: 1-585-422-6449 [intelnet 8*222 6449].
   - For incidents in Europe and Developing Markets East (Middle East, Africa, India, China and Hong Kong):
     - Phone* Xerox EH&S at: +44 (0) 1707 353434.
     - Electronic mail Xerox EH&S at: Elaine.Grange@xerox.com.
     - Fax Xerox EH&S at: +44 (0) 1707 353914 [intelnet 8*668 3914].

   *Initial notification made by phone must be followed within 24 hours by a completed incident report and sent to the indicated electronic mail address or fax number.

*Note: If sending a fax, please also send the original via internal mail.*

**Responsibilities for Resolution:**

1. Business Groups/Product Design Teams responsible for the product involved in the incident shall:
   a. Manage field bulletins, customer correspondence, product recalls, safety retrofits.
   b. Fund all field retrofits.
1. Field Service Operations shall:
   a. Preserve the Xerox product involved and the scene of the incident inclusive of any associated equipment located in the vicinity of the incident.
   b. Return any affected equipment/part(s) to the location designated by Xerox EH&S and/or the Business Division.
   c. Implement all safety retrofits.
2. Xerox EH&S shall:
   a. Manage and report all incident investigation activities.
   b. Review and approve proposed product corrective actions and retrofits, if necessary.
   c. Manage all communications and correspondence with government agencies.
   d. Define actions to correct confirmed incidents.

## VI. Appendices

The Health and Safety Incident Report involving a Xerox Product (Form # EH&S-700) is available at the end of the manual.

# 1. Service Call Procedures

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# SCP 1 Service Call Actions

## Procedure

Throughout this manual, observe the following Warnings:

### WARNING

Switch off the electricity to the machine. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

### WARNING

Do not touch the fuser while it is hot.

### WARNING

Take care during this procedure. Sharp edges may be present that can cause injury.

1. Take note of symptoms or error messages.
2. Ask the operator to describe or demonstrate the problem.
3. Make sure that:
   - The power cord is connected to the wall outlet and to the machine.
   - All cables are connected correctly.
4. If available, check the machine service log book for any previous actions that may be relevant to the call.
5. Review any defective print or copy samples.
6. Perform '1 Initial Checks RAP'.

# SCP 2 Final Actions

Final Actions are used to evaluate the total operation of the system and to identify the actions required to complete the service call.

## Procedure

- Exercise the machine in all modes.
- Make a proof copy or print of a customer document.
- If any of the customers selections were changed, return them to the customers preferred settings.
- Mark off any hardware/software options and modifications installed and/or enabled in the Service Log book.
- At the first service and at any subsequent service where changes are made or options are added, print the configuration report and store it with the machine log book. Discard any previous versions of the configuration report.
- Remove and destroy any copies of test patterns.
- Complete the machine service log book, refer to GP 12 Service Log.
- Ensure the machine and service area are clean before leaving the customer premises.
- Provide customer training if required.

# 2. Status Indicator RAPs

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# 1 Initial checks RAP

**WARNING**

Switch off the electricity to the machine. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

## Basic Check List

### 1. Check the power.

- Do the motors or other components initialize (listen for the main motor, fan and LSU, PL 1 sounds)?
  --> If not or there are none of the normal startup sounds, check the cable, switch, SMPS and/ or HVPS, PL 1.
  --> Does the wall socket work?

### 2. Check the online LED

- Refer to Table 1.

**Table 1: LED Status Description**

| LED | Status | | Description |
|---|---|---|---|
| Error | Red | On | • A paper jam has occurred. Refer to clearing paper jams, GP 6.<br>• The front cover or exit cover is open, PL 1. Close the relevant cover/covers.<br>• The paper tray, PL 1 is empty. Load paper in the tray.<br>• The printer has stopped printing due to a major system error.<br>• The toner cartridge, PL 1 is not installed. Install the toner cartridge. |
| | | Blinking | • An error has occurred and the printer is waiting for the error to be cleared. When the problem is cleared, the printer resumes<br>• printing.<br>• The toner cartridge, PL 1 is depleting. Order a new toner cartridge. The print quality can be temporarily improved by redistributing the toner.<br>• The toner cartridge, PL 1 is exhausted. Install a new toner cartridge.<br>• The toner cartridge, PL 1 has expired. Install a new toner cartridge.<br>• Refer to RAP 8. |
| Online | Green | On | • The printer is in power save mode.<br>• The printer is online and ready to receive data from the computer. |
| | | Blinking | • If the LED is blinking slowly, the printer is currently receiving data from the computer.<br>• If the LED is blinking quickly, the machine is currently printing. |

- Does the LED come on?
  --> If not, check the power cable, switch, SMPS and/or HVPS, PL 1.
  --> Does the wall socket work?
  --> Check the main PBA and cable harness, PL 1.
  --> Check for paper jams, refer to GP 6.

### 3. Check the paper path

- Is there a paper jam?
  --> Remove any paper fragments caught in the paper path, refer to GP 6.
- Paper jam occurs repeatedly at a specific point in the paper path
  --> Dismantle the machine and carefully inspect the region where the jam occurs.
  Check if paper fragments are caught in the fuser, PL 3

### 4. Print a test page.

- Try printing a test page from a computer.
  --> If there is an error, check cables and driver installation.

### 5. Check the print quality.

- Is there a print quality problem?
  --> Go to Section 3, Image Quality.

### 6. Check consumables (toner etc.).

- Using the online key, print a demo page, GP 3.
  --> Expected life of various consumable parts, compare this with the figures printed and install new parts as required, GP 4. If necessary, install a new toner cartridge, PL 1.

## Initial inspection

### 1. Check the power.

- The machine does not work no matter how long you wait.
  Is the power switch (machine and wall socket) turned on?
  Is the power cord connected to the machine correctly?
  Is the power cord connected to the wall socket correctly?
  Is the wall socket working?
  Is the unit rated at the same voltage as the supply?
- Does the fan work when power is turned on?
  Check the connectors on the SMPS and/or HVPS, PL 1.
  Check the fuses on the SMPS and/or HVPS, PL 1.

**2. Check the installation environment.**

- Ensure the installation surface is flat, level and free from vibration.
     If necessary, move the machine.
- Ensure that the temperature and humidity of the surroundings are within specification
     If necessary, move the machine.
- Ensure that the machine is positioned away from any air conditioning or other heating or cooling equipment. Also ensure that it is not positioned in a direct draft from any air conditioning, fan or open window.
     If necessary, move the machine.
- Ensure the machine is not positioned in direct sunlight.
     If unavoidable, use a curtain to shade the machine.
- Ensure the machine is installed in a clean dust free environment.
     Move the machine to a clean area if necessary.
- Some industrial or cleaning processes give of fumes which can affect the machine.
      Move the machine away from this type of air pollution

**3. Check the paper type.**

- Only use paper which is of suitable quality, weight and size.
     See the user guide.

**4. Check the overall condition of the machine**

- Clean the paper transport areas.
     Any rollers with dirt surfaces should be cleaned. If necessary, install new rollers.

# 2 JAM 0 RAP

## WARNING

Switch off the electricity to the machine. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

## Description

Paper is not fed from the cassette tray.
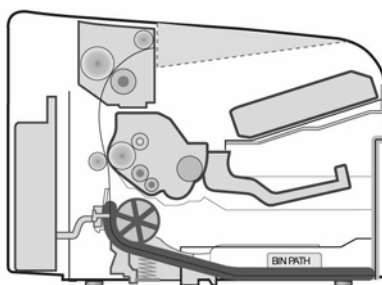Jam 0 occurs when paper feeds into the machine.



**Figure 1**

| Check and Cause | Solution |
|---|---|
| 1. Clear any paper jams in the machine. | 1. Refer to clearing paper jams, GP 6. |
| 2. Check the surface of the pick-up assembly, PL 4 for contamination or damage. | 2. Clean the pick-up assembly, PL 4 using a soft cloth dampened with IPA (Isopropyl Alcohol) or water. |
| 3. The main motor, PL 5 may be defective. | 3. If the main motor is not working, refer to RAP 14. |
| 4. The solenoid, PL 4 is faulty. | 4.Check and install a new solenoid if necessary, PL 4. |
| 5. If paper feeds into the printer and Jam 0 occurs, check the feed sensor. *Note: The feed sensor is mounted on the SMPS, PL 1.* | 5. Check and install new parts as necessary:<br>• SMPS, PL 1<br>• Main PBA, PL 1 |

# 3 JAM 1 RAP

**WARNING**

Switch off the electricity to the machine. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

## Description

Paper is jammed in front of or inside the fuser.
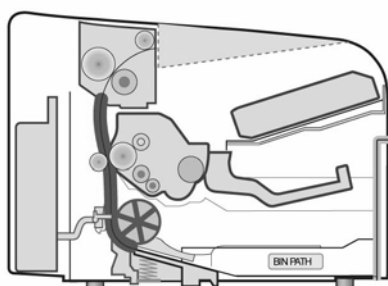Paper is jammed in the exit roller and fuser after passing through the feed sensor actuator.



**Figure 2**

| Check and Cause | Solution |
|---|---|
| 1. Clear any paper jams in the machine. | 1. Refer to clearing paper jams, GP 6. |
| 2. Paper is jammed in the exit roller and the fuser, PL 3, after passing through the feed sensor actuator, PL 4, the feed sensor actuator may be defective. | 2. Check and install new parts as necessary:<br>• Feed sensor actuator, PL 4<br>• Feed sensor<br>*Note: The feed sensor is mounted on the SMPS, PL 1.* |
| 3.Paper is jammed in front of, or inside the fuser, PL 3. The feed sensor is defective.<br>*Note: The feed sensor is mounted on the SMPS, PL 1.* | 2. Check and install new parts as necessary:<br>• Feed sensor actuator, PL 4<br>• Feed sensor<br>*Note: The feed sensor is mounted on the SMPS, PL 1.* |

# 4 JAM 2 RAP

**WARNING**

Switch off the electricity to the machine. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

## Description

Paper is jammed in front of or inside the fuser.
Paper is jammed in the discharge roller and in the fuser after passing through the feed sensor actuator.
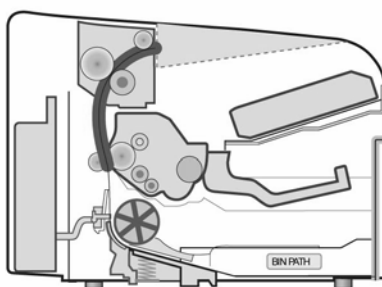


**Figure 3**

| Check and Cause | Solution |
|---|---|
| 1. Clear any paper jams in the machine. | 1. Refer to clearing paper jams, GP 6. |
| 2. A 'Concertina' jam occurs. | 2. Disassemble the fuser, REP 9 and clean the surface of the rollers with IPA (Isopropyl Alcohol) or water. Clean the contamination between the heat roller and thermistor, PL 3. |
| 3. If paper is completely fed out of the machine but Jam 2 occurs, the feed sensor is defective.<br><br>***Note:*** *The feed sensor is mounted on the SMPS, PL 1.* | 3. Check and install new parts as necessary:<br>• Feed sensor actuator, PL 4<br>• SMPS, PL 1 |
| 4. If the paper is rolled up in the fuser, PL 3:<br>• The surface of the stripper fingers, PL 3 are contaminated.<br>• The heat roller and pressure roller, PL 3 are contaminated. | 4. Disassemble the fuser, refer to REP 7. Clean the surface of the pressure roller, heat roller, and stripper fingers, PL 3.<br>Install new parts as necessary:<br>• Heat roller, PL 3<br>• Pressure roller, PL 3<br>• Fuser unit, PL 3 |

# 5 Multi-feeding RAP

**WARNING**

Switch off the electricity to the machine. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

**Description**

Multiple sheets of paper are fed at once

| Check and Cause | Solution |
|---|---|
| 1. Clear any paper jams in the machine. | 1. Refer to clearing paper jams, GP 6. |
| 2. Paper is out of specification. | 2. Use paper within specification, refer to the User Guide. Recommend the use of good quality 'long grain' paper. |
| 3. Friction pad, PL 4 is contaminated with foreign matter (oil, etc.) | 3. Clean using a soft cloth which is dampened with IPA (Isopropyl Alcohol) or water.<br>Install a new paper path unit, PL 4 if necessary. |
| 4. The solenoid, PL 4 may be defective. | 4.Check and install new parts as necessary:<br>• Solenoid, PL 4<br>• Main PBA, PL 1 |

# 6 Fuser Jam RAP

**WARNING**

Switch off the electricity to the machine. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

## Description

Paper is jammed in the fuser.

| Check and Cause | Solution |
|---|---|
| 1. Clear any paper jams in the machine. | 1. Refer to clearing paper jams, GP 6. |
| 2. Contamination of the pressure roller or heat roller, PL 3. | 2. Disassemble the fuser, REP 13. Clean the surface of the rollers with IPA (Isopropyl Alcohol) or water. |
| 3. Damaged stripper fingers, PL 3. | 3. If there is a dark background on the document, refer to IQ 8.<br>Check the stripper fingers, PL 3.<br>Install a new fuser, PL 3 if necessary. |

# 7 Toner Cartridge Jam RAP

**WARNING**

Switch off the electricity to the machine. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

**Description**

Paper is jammed in the toner cartridge.

| Check and Cause | Solution |
|---|---|
| 1. Clear any paper jams in the machine. | 1. Refer to clearing paper jams, GP 6. |
| 2. Paper is out of specification. | 2. Use paper within specification and refer to the User Guide. Recommend the use of good quality 'long grain' paper. |

# 8 LED blinking fault RAP

## 8A Fuser error

**WARNING**

Switch off the electricity to the machine. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

**Description**

All the LEDs on the operator panel are blinking.

| Check and Cause | Solution |
|---|---|
| 1. The fuser gear, PL 3 has melted | 1. Refer to RAP 9. |
| 2.The thermistor, PL 3 is damaged | 2. Check and install a new thermistor, PL 3 if necessary. |
| 3. The halogen lamp, PL 3 may be defective. | 3.Check and install a new halogen lamp, PL 3 if necessary. |
| 4.The thermostat, PL 3 is damaged. | 4. Check and install new parts as necessary:<br>• Thermostat, PL 3<br>• Fuser assembly, PL 1 |

## 8B Scan error

**WARNING**

Switch off the electricity to the machine. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

**Description**

1. All LED's on the OPE panel are blinking.

| Check and Cause | Solution |
|---|---|
| 1. The LSU may be defective, PL 1. | 1. Check and install a new LSU, PL 1 if necessary. |

# 9 Melting Fuser Gear RAP

**WARNING**

Switch off the electricity to the machine. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

## Description

The fuser gear has melted. .

| Check and Cause | Solution |
|---|---|
| 1. Problem caused due to an overheated machine. | 1. Check and install new parts as necessary:<br>• Halogen lamp, PL 3<br>• Fuser assembly, PL 3<br>• Main PBA, PL 1 |

# 10 Paper Empty RAP

## 10A False indication error

### WARNING

Switch off the electricity to the machine. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

### Description

The paper lamp on the operator panel is ON even when paper is loaded in the cassette.

| Check and Cause | Solution |
|---|---|
| 1. The paper empty sensor actuator is damaged or bent, PL 2. | 1. Check and install a new paper empty sensor actuator, PL 2 if necessary. |
| 2. The main PBA, PL 1 may be defective. | 2. Check and install a new main PBA, PL 1 if necessary. |

## 10B No indication error

### WARNING

Switch off the electricity to the machine. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

### Description

The paper lamp on the operator panel does not come ON when the paper cassette is empty.

| Check and Cause | Solution |
|---|---|
| 1. The paper sensor actuator is damaged or bent, PL 2. | 1. Check and install a new paper sensor actuator, PL 2 if necessary. |
| 2. The main PBA, PL 1 may be defective. | 2. Check and install a new main PBA, PL 1 if necessary. |

# 11 Cover open RAP

## 11A False indication error

**WARNING**

Switch off the electricity to the machine. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

**Description**

The ERROR lamp is ON, even when the front cover or exit cover is closed.

| Check and Cause | Solution |
|---|---|
| 1. The exit cover, PL 1 and/or front cover assembly, PL 1 may be damaged. | 1. Check the following parts as necessary:<br>• Exit cover, PL 1<br>• Front cover, PL 1<br>• Exit cover open switch.<br>• Front cover open switch.<br><br>*Note: The exit cover open switch is mounted on the SMPS, PL 1 while the front cover open switch is mounted on the HVPS, PL 1.*<br>Check and install new parts as necessary:<br>• SMPS, PL 1<br>• HVPS, PL 1 |

## 11B No indication error

**WARNING**

Switch off the electricity to the machine. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

**Description**

The ERROR lamp does not come ON even when the front cover or exit cover is open

| Check and Cause | Solution |
|---|---|
| 1.Check the front cover open switch and exit cover open switch.<br><br>*Note: The front cover open switch is mounted on the HVPS, PL 1 while the exit cover open switch is mounted on the SMPS, PL 1.* | 1. Check and install new parts as necessary:<br>• SMPS, PL 1<br>• HVPS, PL 1 |

# 12 Faulty motor RAP

**WARNING**

Switch off the electricity to the machine. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

**Description**

The main motor is not working during printing. Therefore, paper does not feed into the printer, resulting 'Jam 0'.

| Check and Cause | Solution |
|---|---|
| 1. The main motor, PL 5 may be defective. | 1.Check and install new parts as necessary:<br>• Main drive assembly, PL 5.<br>• Main PBA, PL 1. |

# 13 No Power RAP

**WARNING**

Switch off the electricity to the machine. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

**Description**

LED's on the operator panel fail to come ON when the printer is turned ON.

| Check and Cause | Solution |
|---|---|
| 1.Check the following parts:<br>• Power supply cord, PL 1.<br>• SMPS, PL 1 | 1.Install a new SMPS, PL 1 if necessary. |
| 2. Check the LED.<br><br>*Note: The LED is mounted on the HVPS, PL 1.* | 2. Check and install new parts as necessary:<br>• HVPS, PL 1<br>• Main PBA, PL 1 |

# 14 Bad Software Environment RAP

## 14A The Printer is not working(1)

### WARNING

Switch off the electricity to the machine. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

### Description

Printer does not work when the power is turned ON.

| Check and Cause | Solution |
|---|---|
| 1.Print a demo page, GP 3 | 1. If the print is successful, the printer is not faulty. |
| 2. Check that the printer cable is directly connected to the machine. | 2. If you have other devices that need to share the printer port, try temporarily disconnecting these devices and perhaps even uninstalling their drivers to ensure the machine works by itself. If you are using a USB hub, try connecting directly to the back of the PC instead. |
| 3. Printing fails due to errors in the OS. | 3. Check the connection between the PC and printer port.<br>• If using windows, check if the printer drivers are correctly installed<br>• Check the print setup of the program.<br>If printing fails for a particular program:<br>• Reinstall the drivers.<br>• Check the CMOS settings. Ensure the port is set to ECP.<br>• Check the address of IRQ 7 and 378 |
| 4. Check the following parts are properly installed:<br>• Printer cable, PL 1<br>• Toner cartridge, PL 1 | 4. Check and install the following parts as necessary:<br>• Printer cable, PL 1<br>• Toner cartridge, PL 1 |

## 14B The printer is not working(2)

**WARNING:**

Switch off the electricity to the machine. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

### Description

After receiving the print command there is no response at all or the print speed is low due to wrong setup of the environment rather than malfunction of the machine itself

| Check and Cause | Solution |
|---|---|
| 1. Ensure you have sufficient free hard disk space for temporary work files created during printing. | 1. The message 'insufficient printer memory' means there is a hard disk space problem on the PC, rather than a printer RAM problem. Inform the customer to secure more space on the hard disk. |
| 2. Printing error occurs even if there is enough space in the hard disk. | 2. The connection of the cable and printer port is not correct. Check the cable is properly connected and the parallel port in CMOS is set up correctly. |
| 3. Set up the parallel port settings in CMOS setup. | 3.Select ECP or SPP. |
| 4. Reboot the system to print. | 4. If the regular font is not printing, the cable or the printer driver may be defective. Turn the PC and printer off, and reboot the system to print again. If not solved, double-click the printer in my computer. If the regular fonts are not printed this time install a new cable. |

# 15 Abnormal Printing

**WARNING:**

Switch off the electricity to the machine. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

## Description

Printing does not work even after replacing the cable.
Machine does not work at all or strange fonts are printed.

| Check and Cause | Solution |
|---|---|
| 1. Set up the parallel port settings in CMOS setup. | 1. Select SPP (Normal) or ECP LPT Port. |
| 2. Printer Driver Error. | 2.Ensure that the correct driver is loaded. Use the driver supplied on the CD or down-loaded from Xerox.com. DO NOT use the Microsoft driver supplied with the Windows operating system. If the machine is a GDI printer ensure that ALL OTHER GDI drivers are uninstalled as Windows allows only 1 type of driver to be loaded. |
| 3. Error message "insufficient memory". (The printing job sometimes stops due to insufficient virtual memory, this is caused by insufficient space on the PC hard disk.) | 3. Inform the customer to secure more space on the hard disk. |

# 16 Spool Error RAP

## WARNING

Switch off the electricity to the machine. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

**Description**

Insufficient disk space to spool the document.

| Check and Cause | Solution |
|---|---|
| 1. Insufficient space of the hard disk in the directory assigned for the basic spool. | 1. Ask the customer to delete the unnecessary files to provide more space to start printing job. |
| 2. The previous printing error is not resolved. | 2. There may be files from previous failed print jobs on the hard disk with the name in the form '*.jnl'. Delete these files and Reboot Windows to restart the machine. |
| 3. There may be conflict with other drivers or programs. | 3. Ask the customer to shut down all other programs except the current one, if possible. |
| 4. When an application program or the printer driver is damaged. | 4. Uninstall the print driver. Re-install the latest driver available at Xerox.com. |
| 5. When some files related to OS are damaged or virus infected. | 5. After rebooting the computer ask the customer to check for viruses, restore the damaged files and reinstall the application program which is not working properly. |
| 6. Insufficient memory. | 6. Ask the customer to add memory to the PC. |

**How to delete the data in the spool manager.**

In the spool manager, the installed drivers and the list of the documents waiting to be printed are shown.

- Select the document to be deleted and check delete in the menu.
- If the job you are deleting is the current job, when you delete the job data that has already been transferred to the machine's memory will still be printed. If there is a problem with the machine (out of toner, off-line, out of paper etc.) the job may take a long time to delete as it must wait for a time out.

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