

# Canon

ATI-AZ-007

**MODEL:** iR2200/ 2800 / 3300

**SUBJECT:** Preventing wrong E003 Error Detection  
Fault in Ver 9.02 of the DC Controller Software

**LOCATION:** DC Controller DIMM

## Detail:

< Symptom >

Error Code E003 can occur when a copying job is started immediately after the machine returns from its Sleep Mode 2. All affected machines have Version 9.02 DC Controller Software.

< Power Consumption in Sleep Mode >

|      |   |              |   |          |
|------|---|--------------|---|----------|
| LOW  | = | Sleep Mode 2 | = | 8 watts  |
| HIGH | = | Sleep Mode 1 | = | 35 watts |

## Cause:

Version 9.02 of the DC Controller made changes to the initial rotation temperature. This change from 200°C to 160°C, was made with the aim of improving the durability of the fixing film.

Consequently other changes were made that affected the temperature detection when recovering from Sleep Mode 2 (low setting), possibly permitting the fixing assembly temperature to drop below 120°C in about 37 seconds after the end of the initial rotation setting. If the start key is pressed between 3.7 seconds to 5 seconds after the end of initial rotation, E003 is detected.

## Correction

### Temporary Measure

Setting the machine from Sleep Mode 2 to Sleep Mode 1 will keep the fixing unit temperature slightly higher and therefore the temperature does not drop down to below 120°C, within the critical 3.7 - 5 seconds after initial rotation.

Please perform the following on all machines within DC Controller Version 9.02, or are within the following serial number range:-

|        |                      |
|--------|----------------------|
| iR2200 | QEF03667 to QEF03896 |
| iR2800 | QEH02332 to QEH02652 |
| iR3300 | QEG01796 to QEG02065 |

\* Additional Functions > Common Settings > Energy Consumption in sleep Mode >.

Change this setting for LOW (default) to HIGH.

These settings will force the machine to select Mode 1, so that the initial rotation temperature control will be with reference to 160°C. Therefore, the thermistor reading will not drop as low as 120°C within 5 seconds after the end of initial rotation, not causing E003

None of the following will cause E003, as the machine will be forced to select Sleep Mode 1.

- Function Key Wake-up: ON
- AppleTalk: ON
- NetWare: ON
- Token Ring Board: Present
- Fax delayed transmission: Selected
- Fax Auto Start: Selected
- SMB Settings, server name: Indicated (however, only with System V8.13 and later).

### **Permanent Measure**

DC Controller Version 9.02 will be replaced by Version 10.01. This will be released to the field when available.

#### **NOTE:**

Please ensure that all machines within these serial numbers are modified with the temporary solution, to prevent incorrect E003 Error Codes