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System Error Codes

System Error Codes

System error codes are hexa-decimal based numbers generally caused by internal system errors. The following pages contain a list of system error codes and their respective descriptions and recommended corrective actions.

The following table gives a quick explanation of the error codes:

Error code	Type of Problem
0100xx	Electrical Failure
010xxx	EEROM Failure
02xxxx	Mechanical Failure
04xxxx	MIO Card Error
05xxxx	X-mark Error
06xxxx	Line Sensor Error
07xxxx	Firmware Failure
08xxxx	PostScript Error
09xxxx	Hard Disk Failure

If you have an error code which is not documented in this Service Manual or you have an error which you cannot resolve, then report the error to the HP Response Center or the nearest HP Support Office. When reporting the error, have the following information ready:

- Model and Serial Number of the printer.
- Which firmware revision the printer is using.
- The complete error number.
- The Service Print (*Utilities* / *Service Tests*).
- The Current configuration sheet.
- Which software application the customer is using (name, version, etc.).
- Is the problem reproducible by you?
- Additional comments about the usage, the setting, etc..

Important Information on Troubleshooting Error Codes

Before spending time troubleshooting the problem by doing the various tests or replacing parts (which may not need replacing), check which firmware revision the printer is using or check if a service note deals with this particular problem. Some problems which occurred in earlier firmware releases may have been solved in later revisions. So if there is a new firmware revision then update the Flash SIMM before replacing any parts. Refer to page 1-3 for information on how to upgrade the firmware revision. Refer to Chapter 7 for the part number of the Flash SIMM.

System Error: 0000D8 XXXXXXXX

Problem Description: Library Error.

Corrective Action: Refer to System Error Code 07xxxx.

System Error: 010020

Problem Description: The Checksum read on the Flash SIMM is incorrect.

Corrective Action: Try the following:

- Reseat the Flash SIMM.
- Replace the Flash SIMM.
- Replace the Electronics Module ➧ page 8-6.

Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error: 010021 AXXXXXXX

Problem Description: The base DRAM or the RAM SIMM tests failed.

Corrective Action: Try the following:

NOTE: The Printer will not function without any RAM SIMMs installed. Make sure that you have a minimum of 4MB memory module installed.

- If the Error Data is **higher** than A4000000 then the failure is in the RAM SIMM. Try the following to solve the problem.
  - Check that the RAM SIMMs (memory modules) are the original HP supported parts. If the RAM SIMMs are from a 3rd Party then they should be replaced by HP supported parts before troubleshooting the problem any further. Product functionality cannot be guaranteed with 3rd party RAM SIMMs.
  - If more than one RAM SIMM (memory module) is installed, remove one of them and power on the printer again. If this system error is displayed again, reinstall the removed RAM SIMM and remove the other RAM SIMM and then power on the printer again. If this system error appears again then try to replace both RAM SIMMs with new ones.
- If the Error Data is **lower** than A4000000 then the failure is in the Base DRAM. Replace the Electronics Module ➧ page 8-6.

System Error: 010022

Problem Description: The SWATH RAM test failed.

Corrective Action: Replace the Electronics Module ➧ page 8-6.

System Error: 010023

Problem Description: A fuse on the Main PCA has blown.

Corrective Action: Try the following:

- Check the X-encoder and optical sensors cable path for damage. If the cables are damaged, they could cause the fuses in the new electronics module to also blow.
- Replace the Electronics Module ➧ page 8-6.

System Error: 010024

Problem Description: Problem initializing the encoder pulse generator.

Corrective Action: Replace the Electronics Module ➧ page 8-6.

System Error: 010030

Problem Description: One of the two interconnect boards not detected.

Corrective Action: Try the following:

- Make sure that the Interconnect Cables (the two black cables that connect the Refill Assembly and the Service Station Assembly to the Electronics Module) are correctly connected to the Electronics Module.
- Replace the interconnect cables:
  - Service Station Interconnect Cable ➧ Page 8-87.
  - Refill Interconnect Cable ➧ Page 8-87.
- Replace the Refill Interconnect PCA ➧ page 8-64.
- Replace the Service Station Assembly ➧ page 8-26.
- Replace the Electronics Module ➧ page 8-6.

  Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error: 010031

Problem Description: The Printhead Primitive Driver ASIC Test Failed.

Corrective Action: Try the following:

- Make sure that the Trailing Cable is connected correctly.
- Perform the Carriage Calibration ➧ page 5-6.
- Replace the Trailing Cable ➧ page 8-36.
- Replace the Carriage Assembly ➧ page 8-42.
- Replace the Electronics Module ➧ page 8-6.

  Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error: 010032 000000**XX**

Problem Description: Fan Test Failed - Current not detected in one or both fans.

Error data (**XX**):
1 → Electronics Module fan not running.
2 → Service station fan not running.
3 → Both fans not running.
10 → Electronics Module fan is short-circuited.
20 → Service Station fan is short-circuited.
30 → Both fans are short-circuited.
12 → Service Station fan is not running and the Electronics Module fan is short-circuited.
21 → Electronics Module fan is not running and the Service Station fan is short-circuited.

Corrective Action: Try the following:

- Make sure that the Service Station fan is connected correctly to the interconnect PCA.
- If both fans fail, replace the Electronics Module ➧ page 8-6.
- If the error code is related to the Service Station:
  - Make sure that the Service Station Interconnect Cable is correctly connected to the Electronics Module.
  - Replace the Service Station interconnect cable ➧ Page 8-87.
  - Replace the Service Station Assembly ➧ page 8-26.
- Replace the Electronics Module ➧ page 8-6.

  Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error: 010033
Problem Description: The DC Motor Driver ASIC Test Failed.
Corrective Action: Replace the Electronics Module ➧ page 8-6.

System Error: 010034 **000X0000**
Problem Description: One of the DC Motors has failed.

Error data:
00010000 → Y-axis Motor Failed.
00020000 → X-axis Motor Failed.
00030000 → Both DC Motors Failed.

Corrective Action: Try the following:

- Make sure that both DC Motors are connected correctly.
- If the error code is related to the Y-axis motor:
  - Make sure that the Refill Interconnect Cable (the black cable that connects the Refill Assembly to the Electronics Module) is correctly connected to the Electronics Module.
  - Replace the Refill Interconnect PCA ➧ page 8-64.
  - Replace the Y-axis Motor Assembly ➧ Page 8-45.
- If the error code is related to the X-axis Motor, replace the X-axis Motor Assembly ➧ Page 8-66.
- If both DC Motors fail, replace the Electronics Module ➧ page 8-6.

  Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error: 010035 **0XABCDEF**

Problem Description: One of the Stepper Motors has failed.

Error data (**0XABCDEF)**:
If the value of each letter is **0**, then the component is OK. If the value of each letter is **different from 0** then the component has failed.

X → Electronics signal failed (ignore other values).
A → Elevator Stepper Motor Failed.
B → Refill Stepper Motor Failed.
C → Primer Stepper Motor Failed.
D → Service station (Z-axis) Stepper Motor Failed.
E → Service station (X-axis) Stepper Motor Failed.
F → Bail Stepper Motor Failed.

Corrective Action: Try the following:

- If the Error is related to the Electronic Signal **(X is not 0)** then replace the Electronics Module ➧ Page 8-6.
- Make sure that the Refill Interconnect Cable and the Service Station Interconnect Cable are correctly connected to the Electronics Module.
- Make sure that the failed Stepper Motor is connected correctly.
- If the Error is related to the Bail Stepper Motor, Elevator Stepper Motor or the Refill Stepper Motor then:
  - Replace the Refill interconnect cable ➧ Page 8-87.
  - Replace the Refill interconnect PCA ➧ Page 8-64.
- If the Error is related to the Primer or the Service Station Stepper Motors then replace the Service Station Interconnect cable ➧ Page 8-87.
- If the Error is related to the Elevator Stepper Motor then replace the Elevator Assembly ➧ Page 8-52.

- If the Error is related to the Refill Stepper Motor then replace the Refill Assembly ➧ Page 8-55.
- If the Error is related to the Primer Stepper Motor then replace the Primer Assembly ➧ Page 8-29.
- If the Error is related to the Service Station Stepper Motors then replace the Service Station Assembly ➧ Page 8-26.
- If the Error is related to the Bail Stepper Motor then replace the Bail Stepper Motor Assembly ➧ Page 8-62.
- Replace the Electronics Module ➧ page 8-6.

Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error: 010036 (see next page for 010036 **0000XX00**)

Problem Description: ADC Test Failure in the Main PCA.

Corrective Action: Try the following:

- Switch the Printer OFF from the back and then disconnect the Trailing Cable from the Electronics Module. Switch the Printer ON and see if the Error Code now changes to “010037”. If the error code remains as “010036”, replace the Electronics Module ➧ page 8-6.
- If the Error Code changes to “010037” then try the following:
  - Make sure that the Trailing Cable is connected correctly.
  - Replace the Trailing Cable ➧ page 8-36.
  - Replace the Carriage Assembly ➧ page 8-42.
  - Replace the Electronics Module ➧ page 8-6.

  Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error: 010036 **0000XX00**

Problem Description: A short circuit in the Y/X-axis or ANY stepper motor. This short circuit is causing some of the fuses in the Electronics Module to burn.

Error data:
00000800 → Problem with the Y-axis.
00001000 → Problem with the X-axis.

Corrective Action: Try the following:

- Check which stepper motor has failed by measuring the resistance values of the connectors. Make sure that you check the resistance between pins 1-3 and 4-6. If any of the stepper motors are burnt, you will get a value of ~0-5 ohms. **ONCE YOU HAVE IDENTIFIED THE FAILING MOTOR YOU MUST REPLACE THE FAILING MOTOR ASSEMBLY AND THE ELECTRONICS MODULE TOGETHER AT THE SAME TIME TO SOLVE THE PROBLEM. IF YOU INSTALL A NEW ELECTRONICS MODULE WITHOUT REPLACING THE FAILING MOTOR, THE ELECTRONICS MODULE WILL BE BURNED AGAIN.**

Stepper Motor	Resistance (ohms)
Bail	120 ± 20%
Refill	200 ± 20%
Service Station (X-axis)	54.4 ± 20%
Service Station (Z-axis)	50 ± 20%
Primer	46 ± 20%
Elevator	52 ± 20%

System Error: 010037

Problem Description: ADC Test Failure in the Carriage PCA.

Corrective Action: Try the following:

- Make sure that the Trailing Cable is connected correctly.
- Replace the Trailing Cable ➧ page 8-36.
- Replace the Carriage Assembly ➧ page 8-42.
- Replace the Electronics Module ➧ page 8-6.

Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error: 010038

Problem Description: A Printhead voltage could not be set - Main PCA Failure.

Corrective Action: Try the following:

- Make sure that the Trailing Cable is connected correctly.
- Replace the Trailing Cable ➧ page 8-36.
- Replace the Electronics Module ➧ page 8-6.
- Replace the Carriage Assembly ➧ page 8-42.

Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error: 010039

Problem Description: A Printhead voltage could not be set - Carriage PCA Failure

Corrective Action: Try the following:

- Make sure that the Trailing Cable is connected correctly.
- Replace the Trailing Cable ➧ page 8-36.
- Replace the Carriage Assembly ➧ page 8-42.

Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error: 010040

Problem Description: The Ambient Temperature measured is out of the normal range.

Corrective Action: Try the following:

- Make sure that the Trailing Cable is connected correctly.
- Replace the Trailing Cable ➧ page 8-36.
- Replace the Carriage Assembly ➧ page 8-42.
- Replace the Electronics Module ➧ page 8-6.

Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error: 010041

Problem Description: Problem in setting the Printhead Voltage.

Corrective Action: Switch the Printer OFF and ON again. During initialization another error code will appear. Refer to the relevant error code for further information.

System Error: 010042 0000000**X**

Problem Description: The status of one of the optical sensors is not stable when it should be.

Error data (**X**):

0 → Problem with the Media Sensor.
1 → Problem with the Pinch-arm Sensor.
2 → Problem with the Refill Assembly Sensor.
3 → Problem with the Elevator Sensor.
4 → Problem with the Service Station Sensor.
5 → Problem with the Primer Sensor.

Corrective Action: Try the following:

- Make sure that all sensors are connected correctly.
- If the error code is related to the Service Station or the Primer then:
  - Make sure that the Service Station Interconnect Cable (the black cable that connects the Service Station to the Electronics Module) is correctly connected to the Electronics Module.
  - Replace the Service Station Interconnect cable ➧ Page 8-87.
- If the error code is related to the Refill Assembly or the Elevator then:
  - Make sure that the Refill Interconnect Cable (the black cable that connects the Refill Assembly and Elevator to the Electronics Module) is correctly connected to the Electronics Module.
  - Replace the Refill Interconnect cable ➧ Page 8-87.
- If the Error is related to the Pinch-arm sensor then replace the Pinch-arm Sensor ➧ Page 8-84.
- If the Error is related to the Refill Assembly Sensor then replace the Refill Assembly ➧ Page 8-55.

- If the Error is related to the Elevator Sensor then replace the Elevator Assembly ➧ Page 8-52.
- If the Error is related to the Service Station Sensor then replace the Service Station Assembly ➧ Page 8-26.
- If the Error is related to the Media Sensor/Media Button then:

  The Media Button is only applicable to HP DesignJets 3500CP and 3000CP.

  - Make sure that the Media Sensor/Media Button is installed correctly.
  - Make sure that the cable for the Media Sensor/Media Button is connected correctly.
  - Replace the Media Sensor ➧ Page 8-78.
  - Replace the Media Button ➧ Page NO TAG.
- If the Error is related to the Primer Sensor then replace the Primer Assembly ➧ Page 8-29.
- Replace the Electronics Module ➧ page 8-6.

  Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error: 010043

Problem Description: Problem with the Carriage Board.

Corrective Action: Try the following:

- Make sure that the Trailing Cable is connected correctly.
- Replace the Carriage Assembly ➧ page 8-42.
- Replace the Electronics Module ➧ page 8-6.

  Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error: 010100
Problem Description: Error reading the EEROM.
Corrective Action: Replace the Electronics Module ➧ page 8-6.

System Error: 010101
Problem Description: An action outside the EEROM limits has been performed.
Corrective Action: Make sure you have the latest version of the Flash SIMM (firmware) installed or upgrade the firmware revision of the Flash SIMM ➧ page 1-3. If the error code remains after installing the latest Flash SIMM then report the error to the HP Response Center or the nearest HP Support Office, stating the following information:

- Model and Serial Number of the printer.
- the complete error number.
- service print (*Utilities* / *Service Tests*).
- plot file where the error has occurred.
- additional comments about the usage, the setting, etc..

System Error: 010102
Problem Description: Physical EEROM write and/or write operations failed. The EEROM data that is written does not match the data that is read.
Corrective Action: Replace the Electronics Module ➧ page 8-6.

System Error: 010110

Problem Description: The content of the permanent configuration area of the EEROM is not valid when the printer is initialized in Service Mode.

Corrective Action: Try the following:

- Test the Electronics Module ➧ page 4-6.
- Perform the following Calibrations:
  - Carriage ➧ page 5-6.
  - Refill ➧ page 5-8.
  - Line Sensor ➧ page 5-9.
  - Printhead Alignment ➧ page 5-12.
  - Color Calib. ➧ page 5-15.
  - Service Accuracy ➧ page 5-16.
- Make sure you have the latest version of the Flash SIMM (firmware) installed.
- Replace the Electronics Module ➧ page 8-6.

System Error: 010111

Problem Description: The content of the User configuration area of the EEROM is not valid when the printer is initialized.

Corrective Action: Press ENTER and re-configure the front panel settings. If the error code continues to appear then replace the Electronics Module ➧ page 8-6.

System Error: 010120

Problem Description: The content of the permanent configuration area of the EEROM is not valid when the printer is initialized in Normal Mode.

Corrective Action: Try the following:

- If this Error Code appeared during normal operation and not during the initialization, then the problem can be solved by switching the printer OFF and ON again.
- Enter in Service Mode ➧ page 4-5. During the initialization sequence the Error Code "010110" appears. Refer to that error code for further information.

System Error: 010121

Problem Description: One of the banks of the user area was corrupted while writing or reading in that area.

Corrective Action: Try the following:

- Switch the printer OFF and ON again.
- If the Error Code appears again then replace the Electronics Module ➧ page 8-6.

System Error: 020000

Problem Description: Error in finding the Primer home position.

Corrective Action: Try the following:

- Make sure that the Service Station Interconnect Cable (the black cable that connects the Service Station to the Electronics Module) is correctly connected to the Electronics Module.
- Make sure that the cables for the Primer Stepper Motor and Sensor are correctly connected to the Service Station Interconnect PCA.
- Make sure that the air tubes that are connected between the primer assembly and the service station are in the correct position and are not squeezed together.
- Make sure that the Primer Stepper Motor is NOT shorted.
- Replace the Service Station interconnect cable ➧ Page 8-87.
- Replace the Primer Assembly ➧ Page 8-29.
- Replace the Service Station Assembly ➧ page 8-26.
- Replace the Electronics Module ➧ page 8-6.

  Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error: 020001

Problem Description: Error in finding the Elevator home position.

Corrective Action: Try the following:

- Make sure that there are no obstacles in the Elevator path. Check if the ink cartridges are installed correctly on the Elevator.
- Make sure that the Refill Interconnect Cable (the black cable that connects the Refill Assembly and Elevator to the Electronics Module) is correctly connected to the Electronics Module.
- Make sure that the cables for the Elevator Stepper Motor and Sensor are correctly connected to the Refill Interconnect PCA.
- Make sure that the Elevator Stepper Motor is NOT shorted.
- Replace the Refill interconnect cable ➧ Page 8-87.
- Replace the Refill Interconnect PCA ➧ Page 8-64.
- Replace the Elevator Assembly ➧ Page 8-52.
- Replace the Electronics Module ➧ page 8-6.

Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error: 020002

Problem Description: Error in finding the Refill Arm home position.

Corrective Action: Try the following:

- Make sure that the Refill Interconnect Cable (the black cable that connects the Refill Assembly and Elevator to the Electronics Module) is correctly connected to the Electronics Module.
- Make sure that the cables for the Refill Stepper Motor and Sensor are correctly connected to the Refill Interconnect PCA.
- Make sure that the Refill stepper motor is NOT shorted.
- Replace the Refill interconnect cable ➧ Page 8-87.
- Replace the Refill Interconnect PCA ➧ Page 8-64.
- Replace the Refill Assembly ➧ Page 8-55.
- Replace the Electronics Module ➧ page 8-6.

Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error: 020003

Problem Description: Error in finding the Refill Stepper Motor home position.

Corrective Action: Try the following:

- Perform the Refill Calibration ➧ page 5-8.
- Make sure that there are no obstacles in the Refill path.
- Make sure that the Refill Interconnect Cable (the black cable that connects the Refill Assembly and Elevator to the Electronics Module) is correctly connected to the Electronics Module.
- Make sure that the cables for the Refill Stepper Motor and Sensor are correctly connected to the Refill Interconnect PCA.
- Make sure that the Refill stepper motor is NOT shorted.
- Replace the Refill Interconnect cable ➧ Page 8-87.
- Replace the Refill Interconnect PCA ➧ Page 8-64.
- Replace the Refill Assembly ➧ Page 8-55.
- Replace the Electronics Module ➧ page 8-6.

  Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error: 020004

Problem Description: Error in finding the Service Station home position.

Corrective Action: Try the following:

- Make sure that the Service Station flag is installed correctly ➧ page 8-26.
- Make sure that the Service Station nut is installed correctly. The nut is located on the front side of the Service Station, just below the Printhead Cleaner holder.
- Make sure that the Service Station Interconnect Cable (the black cable that connects the Service Station to the Electronics Module) is correctly connected to the Electronics Module.
- Make sure that the cables for the Service Station components are correctly connected to the Service Station Interconnect PCA.
- Make sure that the Service Station stepper motors are NOT shorted.
- Replace the Service Station interconnect cable ➧ Page 8-26.
- Replace the Service Station Assembly ➧ page 8-26.
- Replace the Electronics Module ➧ page 8-6.

  Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error: 020005

Problem Description: Elevator has problem reaching a desired position.

Corrective Action: Try the following:

- Make sure that there are no obstacles in the Elevator path. Check if the ink cartridges are installed correctly on the Elevator.
- Make sure that the Refill Interconnect Cable (the black cable that connects the Refill Assembly and Elevator to the Electronics Module) is correctly connected to the Electronics Module.
- Make sure that the cables for the Elevator Stepper Motor and Sensor are correctly connected to the Refill Interconnect PCA.
- Make sure that the Elevator stepper motor is NOT shorted.
- Replace the Refill interconnect cable ➧ Page 8-87.
- Replace the Refill Interconnect PCA ➧ Page 8-64.
- Replace the Elevator Assembly ➧ Page 8-52.
- Replace the Electronics Module ➧ page 8-6.

  Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error: 020006
Problem Description: The refill position in the Y-axis is not calibrated.
Corrective Action: Perform the Refill Calibration ➧ Page 5-8.

System Error: 020010
Problem Description: Problem with fine movement of the Y-axis motor.
Corrective Action: Try the following:

- Switch the printer OFF and ON again and check if the error code disappears. If the error code disappears, **do NOT try to troubleshoot any further**.
- Check that the Encoder Strip is NOT damaged or dirty. If necessary, clean the encoder strip, or if damaged, replace the Encoder Strip ➧ Page 8-32.
- Clean and lubricate the slider rods.
- Replace the Y-axis Motor Assembly ➧ Page 8-45.
- Replace the Tensioner Holder Assembly (with spring) ➧ Page 8-39.
- Replace the Y-axis belt ➧ Page 8-39.
- Replace the Carriage Assembly ➧ page 8-42.

  Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error: 020011

Problem Description: Error during initialization of the Y-axis.

Corrective Action: Try the following:

- Switch the printer OFF and ON again and check if the error code disappears. If the error code disappears, **do NOT try to troubleshoot any further**.
- Check that the Encoder Strip is NOT damaged or dirty. If necessary, clean the encoder strip, or if damaged, replace the Encoder Strip ➧ Page 8-32.
- Clean and lubricate the slider rods.
- Replace the Y-axis Motor Assembly ➧ Page 8-45.
- Replace the Tensioner Holder Assembly (with spring) ➧ Page 8-39.
- Replace the Y-axis belt ➧ Page 8-39.
- Replace the Carriage Assembly ➧ page 8-42.

  Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error: 040xxx

Problem Description: MIO Card Error

Corrective Action: Try the following:

- Press ENTER and switch the printer OFF. Make sure the MIO card is installed correctly and switch the printer ON again. If this error code continues to appear then replace the MIO Card.
- If the system error continues to appear after replacing the MIO card, then replace the Electronics Module ➧ page 8-6.

System Error: 040601

Problem Description: The MIO card does not support the MIO 6 protocol. Cards with version 5 or below can not be used with this plotter. Version 5.1 cards behave as expected but do not support PML instructions. Install the latest version.

Corrective Action: Install the latest version of the MIO Card.

System Error: 050000

Problem Description: The Line Sensor has problems finding the Mark Encoder.

Corrective Action: Try the following:

- Clean the Mark Encoder if necessary.
- Make sure the Line Sensor is installed and connected correctly.
- Perform the Service Accuracy Calibration ➧ Page 5-16.
- Replace the lens cover which is installed on the line sensor.
- Replace the Trailing Cable ➧ Page 8-36.
- Replace the Carriage Assembly ➧ Page 8-42.
- Replace the Electronics Module ➧ page 8-6.

Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error: 060000

Problem Description: The Line Sensor is not functioning properly because there is too much ambient light.

Corrective Action: Try the following:

- Close the Window if it is open.
- Move the printer to a location with less light. The Printer MUST be kept away from direct intense sunlight or a spotlight.
- Replace the Trailing Cable ➧ Page 8-36.
- Replace the Carriage Assembly ➧ Page 8-42.
- Replace the Electronics Module ➧ page 8-6.

Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error: 060100

Problem Description: Incorrect Line Sensor type in the EEROM.

Corrective Action: Try the following:

- Calibrate the Line Sensor ➧ page 5-9.
- Clear the EEROM ➧ page 4-29 and perform all the calibrations again.
- Replace the Electronics Module ➧ page 8-6 and perform all the calibrations again.

System Error: 060200

Problem Description: Incompatible Firmware and Carriage PCA.

Corrective Action: Upgrade the Firmware.

System Error: 060300
Problem Description: Incompatible Firmware and Line Sensor.
Corrective Action: Upgrade the Firmware.

System Error: 060400
Problem Description: Incompatible Carriage PCA and Line Sensor **OR** Line Sensor not calibrated after replacing Carriage Assembly.
Corrective Action: Try the following:

- Calibrate the Line Sensor ➧ page 5-9.
- Replace the Carriage Assembly ➧ page 8-42.

System Error: 060500
Problem Description: Line Sensor not calibrated.
Corrective Action: Calibrate the Line Sensor ➧ page 5-9.

System Error: 07xxxx XXXXXXXX
Problem Description: Firmware Error.
Corrective action: Make sure you have the latest version of the Flash SIMM (firmware) installed or upgrade the firmware revision of the Flash SIMM ➧ page 1-3. If the error code remains after installing the latest Flash SIMM then report the error to the HP Response Center or the nearest HP Support Office, stating the following information:

- Model and Serial Number of the printer.
- the complete error number (07xxxx XXXXXXXX).
- service print (*Utilities* / *Service Tests*).
- plot file where the error has occurred.
- additional comments about the usage, the setting, etc..

HP DesignJet 2500CP/3500CP only

System Error: 08xxxx

Problem Description: PostScript Error.

Corrective Action: Make sure you have the latest version of the Flash SIMM (firmware) installed or upgrade the firmware revision of the Flash SIMM ➧ page 1-3. If the error code remains after installing the latest Flash SIMM then report the error to the HP Response Center or the nearest HP Support Office, stating the following information:

- Model and Serial Number of the printer.
- the complete error number.
- service print (*Utilities* / *Service Tests*).
- plot file where the error has occurred.
- additional comments about the usage, the setting, etc..

HP DesignJet 2500CP/3500CP only

System Error: 080001

Problem Description: Hard Disk Drive installed without PostScript.

Corrective Action: Install the PostScript SIMM in the 2nd slot from the left in the Electronics Module.

HP DesignJet 2500CP/3500CP only

System Error: 09xxxx

Problem Description: Hard Disk Drive Error.

Corrective Action: Try the following:

- Switch the printer OFF and ON again.
- If the Error Code appears again then check that the Hard Disk data cable is correctly connected at both ends. Also check that the Hard Disk Power Cable is correctly connected.
- Replace the Hard Disk data cable ➧ page 8-12.
- If the Error Code continues to appear, then replace the Hard Disk ➧ page 8-12.

HP DesignJet 2500CP/3500CP only

System Error: 090004

Problem Description: PostScript installed without the Hard Disk Drive.

Corrective Action: Install the Hard Disk Drive in to the Electronics Module ➧ page 8-12.

HP DesignJets 2500CP and 2000CP with firmware version A.02.14 or higher and HP DesignJets 3500CP and 3000CP only

Error Message: Ink System Error XX-YYYY

Ink Delivery System errors are identified by code numbers composed of 2 digits plus 4 additional digits, like this: XX-YYYY. These digits mean:

- **XX** is the proper code between 01 and 98
- **YYYY** indicates which ink system is affected. Each **Y** represents one color in the order YCMK (as installed in the Carriage) and can be either:
  - 0 - if the error **DOES NOT** apply to that color.
  - 1 - if the error **DOES** apply to that color.

The error codes (XX) are codified following these rules:

- A bigger number means higher severity of the error.

- Each **X** can be a digit from 0 to 9.
- The 1st digit is the severity and the main cause of the error. Codes (XX) that are below 50 correspond to ignorable errors (currently they are not displayed).

1st Digit	Cause of Error
9	Missing Ink Systems
8	Mixed Ink Systems
7	Removed Components
6	Electrical Problem
5	Logical Problem (Incorrect Ink System)
3	Alignment Error
2	Printhead Check Error
1	Other errors

- The 2nd digit indicates the component causing the error or the secondary source of the error. Ignore (when possible) a “0” or “1” in the 2nd **X** if the optional **YYYY** is present (because it is coded with these digits).

1st Digit	Component Causing Error
0	Media
1	LED or Lens Cover
2	Ink Cartridge
3	Head Cleaner
4	Printhead
5	Thermal Shutdown
6	Bad Printhead Initialization
7	Continuity Error
8	Ink Delivery System (the whole kit potentially affected)