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HP Error Codes

Consult the [service manual](#) for your printer for a more complete listing of error codes and troubleshooting information.

02 WARMING UP (>3 MIN)

1. Remove I/O cables. (Cable is hooked up rectly or bad interface in computer.)
2. Formatter PCA malfunction.
3. DC Power Supply malfunction.

2686 Only:

1. DC Power Supply/Main motor driver malfunction.

IIISi/4Si Only:

1. Defective display cable, display, or Formatter PCA.

11 PAPER OUT

1. Paper tray empty or not seated correctly.
2. Paper Control PCA malfunction.
3. Sensor arm stuck or broken.

12 PRINTER OPEN

1. The printer door/lid is open.
2. Check DC Power Supply voltages or replace DC Power Supply.
3. DC Controller malfunction.
4. Tab missing on top cover.
5. 220V unit plugged into 110V outlet.

IIISi/4Si Only:

1. Check that PS1 is blocked by the latch flag. Replace PS1 if defective.
2. Check to see if fuser bulb turns on. If the fuser does not turn on check SW101.
3. DC Controller PCA malfunction.

4/4M/4+/4M+ Only:

1. Plunger missing on top cover.
2. Paper Control PCA malfunction.

4V/4MV Only:

1. Front Door-open Sensor (PS402) broken or stuck.
2. Toner cartridge microswitch (SW501 on High Voltage PCA) malfunction.
3. DC Controller PCA malfunction.

12 OPEN or NO TONER or NO EP

IIP/IIP+/IIIP Only:

1. Paper path door open.
2. No toner cartridge or cartridge not seated.
3. Defective fan, PS4 or PS5
4. External fuser access door not closed.

4P/5P Only:

1. Top cover open.
2. No toner cartridge.
3. Defective Interlock Switch Assembly.

4/4M/4+/4M+ Only:

1. Top cover open.
2. Defective Paper Control PCA on the Paper Feed Assembly.

4L Only:

1. The part of the top door that pushes the Plunger down is broken.

13 PAPER JAM

2686 Only:

1. Broken separation belt.
2. Paper path rollers worn?
 - a. Check paper pickup rollers.
 - b. Check paper feed roller.
 - c. Check transfer guide assembly.
3. Paper pickup clutch turning more than once?
 - a. Disassemble clutch and re-grease.Note 2686D: If one clutch needs re-greasing it is likely that they all do.
4. Bad registration sensor or bad fuser exit sensor.

II, III Only:

If no jam visible:

1. Replace cable, fuser to DC Controller (P/N RG1-0907-000)

II, IID, III, IIID Only:

1. Obstruction in paper path.
2. Out of spec media.
3. Replace or clean Pickup roller.
4. Replace Registration Assembly.
5. Replace fuser.

IID, IIID Only:

1. Check duplex paper path for obstructions.
2. Misadjusted or bent Switchback Assembly.

IIP, IIP+, IIIP Only:

1. Bad Paper Input sensor (PS1).
2. Bad fuser Exit Sensor (PS3).

13.X PAPER JAM

IIISi/4Si Only:

1. 13.1 Internal - Check registration area, fuser exit sensor flag and sensor.
2. 13.2 Input - Check paper input section and paper refeed from duplex unit.

3. 13.3 Duplex - Check PS4 or PS5 in duplex or switchback, respectively.
4. 13.4 Output - Check PS7 in output area.

14 NO TONER CARTRIDGE

1. No toner cartridge installed.
2. Check tabs on side of toner cartridge. At least one of two tabs must be present.
3. Replace Paper Control PCA (Solenoid/Sensor PCB Assembly).
4. Replace DC Controller PCA.

2686 Only:

1. Bad cassette microswitch.
2. Check tabs on side of toner cartridge. At least one of two tabs must be present.

IIISi/4Si Only:

1. Install new toner cartridge.
2. Check tabs on side of toner cartridge. At least one of two tabs must be present.
3. Check Drum Sensitivity microswitches. Replace if either is bad.
4. Replace DC Controller PCA.

16 TONER LOW

1. Replace toner cartridge.
2. Replace high-voltage Power Supply.

II,III Only:

1. Replace Cable, DC Controller to H.V. Power Supply (P/N RG1-0906-000).

IIISi/4Si Only:

1. Check Door Open sensor flag. Replace PS1 if defective.
2. Inspect toner level sensor connector for damage.
4. Replace DC Controller PCA.
5. Replace High-Voltage Power Supply.

20 ERROR/MEM OVERFLOW

1. Add memory or simplify print job.

21 ERROR/PRINT OVERRUN

1. Simplify print job.
2. For LJ III, IIID, IIIP, IIISi/4Si with 1 MB extra memory, enable page protect.

22 ERROR/ I/O CONFIG ERROR

1. I/O config for the computer or printer is incorrect.
2. Wrong I/O cable.

3. Computer power is off.

23 I/O NOT READY

1. I/O card is unable to accept data or is not connected to the network.

30 PS ERROR XX

1. PCL file being sent to printer while in PostScript mode.
2. Check PostScript ROMs.

40 ERROR (DATA TRANSFER ERROR)

1. Computer and printer may be set to different baud rates.
2. Computer is powered off.

41 ERROR (Temporary Beam Detect Error)

1. Reset by pressing the continue key.
2. See error 51.

IIP Only:

1. See Service Note 33471A-02B if Serial No. is between 2925J00000 to 3047J999999.
(2-diode to 3-diode upgrade corrects static caused problem.)

IIP, IIP+, IIIP Only:

1. This error can be caused by Paper Feed problems.

42 OPT INTERFACE

1. Check installation of optional I/O card, reseal if necessary.
2. Optional I/O card is not connected to an active LAN.
3. Replace optional I/O card.

43 OPT INTERFACE

1. Same as 42 error.

50 ERROR

(Note: The printer must be powered off for 15 minutes to clear an error 50.)

2686 Only:

1. Bad 47W resistor (1/4W) on the Fuser Safety PCA (connector J107 on the Fuser Safety PCA).
(P/N FF1-3872-000.)
2. Bad fuser bulb.

3. Bad Fuser Safety PCA. (P/N RG1-0208-030.)

Note 2686A/D: Short resistor R250 on the DC Controller to bypass error 50 time delay. Short the pin closest to the front of the printer. (The printer must be turned off.)

II, IID, III, IIID Only:

1. Replace fuser.
2. Replace AC Power Module.
3. Replace DC controller.

Note II: Short C211 on the DC Controller to bypass Error 50 time delay. (The printer must be turned off.)

Note IID: Short C216 on the DC Controller to bypass error 50 time delay. (The printer must be turned off.)

II,III Only:

1. Replace cable, Fuser to DC Controller, connector J206. (P/N RG1-0907-000.)
2. Replace cable, AC Power Module to DC Controller, connector J208. (P/N RG1-0912-000.)

IIP, IIP+, IIIP Only:

1. See Service Note 33471-01B if Serial No. is between 0000J00000 and 2949J2222
2. Replace Fuser Assembly.

Note: IIP, IIP+, IIIP: Short C212 on the DC Controller to bypass error 50 time delay. (The printer must be turned off.)

IIISi/4Si Only:

1. Make sure fuser is correctly seated to AC Power PCA.
2. Reseat connector J201 on Sensor PCA.
3. Check SW101 to make sure it is engaged with top cover closed.

Note: IIISi/4Si: Short cp005 on DC Controller to bypass Error 50 time delay. (The printer must be turned off.)

51 ERROR (Loss of Beam Detect)

2686 Only:

1. Bad laser unit or improper laser power setting.
2. Replace Laser Diode Assembly.
3. Replace Scanner Assembly.

II, III Only:

1. Replace Cable, Laser/Scanner to DC Controller cable. (P/N RG1-0908-000)

II, IID, III, IIID Only:

1. Inspect the Fiber Optics Cable for cuts or kinks.
2. Replace Laser/Scanner Assembly.

3. Replace DC Controller.

IIISi/4Si Only:

1. Visually check or replace toner cartridge.
2. Inspect Fiber-Optic Cable between Laser/Scanning Assembly and DC Controller.
3. Reseat connectors J002 on the DC Controller and J601 on the LaserDrive PCA.
5. Replace Laser/Scanning assembly.

52 ERROR (Incorrect Scanner Speed)

1. Same as error 51.

2686/D Only:

1. Same as error 51.

IIISi/4Si Only:

1. Inspect cable assembly to DC Controller.
2. Listen for scanner motor starting up and LED 003 on DC Controller to illuminate.
3. Replace Laser/Scanning Assembly.
4. Replace DC Controller.

53 ERROR (Accessory Memory Error)

2686 Only:

1. 53 Error (Laser temperature malfunction)
- Same as Error 51.

II, IID Only:

1. 53 Error - Replace memory card.

III, IIID Only:

1. 53-1 Error in front memory slot.
- Replace memory card.
2. 53-2 Error in rear memory slot.
- Replace memory card.

IIP, IIP+, IIIP Only:

1. 53 Error Unit 1
- Replace memory card (top).
2. 53 Error Unit 2
- Replace memory card (bottom).

IIISi/4Si

1. Cycle power on the printer.
2. Laser Malfunction See Error 51.

54 DUPLEX FEED

1. Check Duplex Shift Plate for correct operation.
2. Replace Duplex unit.

55 ERROR (Internal Communication Problem)

1. Replace DC Controller PCA.
2. Replace Formatter PCA.
3. Replace both at same time.

Note: Inadequate site power can cause this error and is often a result of thunderstorms.

2686 Only:

1. Replace Interface/Formatter PCA.

IIISi/4Si Only:

1. Check and reseal connectors J4, J5, on the Low Voltage Power Supply, J8, J9, J10 and J15 on DC Control PCA.
2. Replace DC Controller PCA.
3. Replace Formatter PCA.
4. Replace Paper Input PCA.
5. Replace Main Motor PCA or Main Motor.
6. Check/reseat cable between DC Controller and Formatter PCA.

56 ERROR

IID, IIID Only:

1. Output selector knob is not in duplex position.

IIISi/4Si Only:

1. Trying to print envelope in duplex mode (envelopes cannot be duplexed).

57 ERROR

II, IIID Only:

1. 57-1 Error - Incompatible memory card in front slot.
2. 57-2 Error - Incompatible memory card in rear slot.

IIP, IIP+, IIIP Only:

1. 57 Error Unit 1 - Incompatible memory card in top slot.
2. 57 Error Unit 2 - Incompatible memory card in bottom slot.

57.x ERROR (IIISi/4Si Only)

57.1 ERROR

1. Check and reseal connector J010 on DC Controller PCA.
3. Replace Main Motor PCA or Main Motor.
4. Replace DC Controller PCA.

57.2 ERROR

1. Check connectors J204 and J6 on DC Controller and connector at Fan 1.
2. Check Fan 1, replace if necessary.

57.3 ERROR

1. Check connector J7 on DC Controller and connector at Fan 2.
2. Check Fan 2, replace if necessary.

57.4 ERROR

1. Check connector J018 on DC Controller and connector at Fan 3.
2. Check Fan 3, replace if necessary.

60-68 SERVICE (II, IID, IIP, IIP+, III, IID, IIIP)

1. Replace formatter PCA.

60, 61, 63 MEMORY ERROR

IIISi/4Si Only:

1. Check/replace SIMMs.

63 SERVICE

1. Check RAM expansion card, reseal if necessary.
2. Remove RAM expansion card. Retest.
If error does not reappear, replace RAM expansion card.
3. Replace Formatter PCA.

68 RECOVERABLE NVRAM ERROR

1. Press CONTINUE.
2. Check front panel settings.
3. Cycle power.

68 COLD RESET

1. Replace Formatter PCA.

69 SERVICE

1. Remove optional I/O PCA, then re-test.

70-71 ERROR

1. Personality cartridge installed in font slot is incompatible with printer.

72 SERVICE

1. Replace font cartridge.
2. Replace Formatter PCA.

79 SERVICE (Document Error)

1. This problem can be caused by software/drivers, memory PCA's, font macro personality cartridges, or optional I/O cards.
2. Replace formatter PCA.

80 MIO FAILURE

1. Inspect pins on formatter MIO connection.
2. Replace MIO card.
3. Replace Formatter PCA.

89 POSTSCRIPT ROM FAILURE

1. Inspect PostScript ROMs for bent or broken pins.
2. Check that ROMs are in correct location and orientation.
3. Cycle power.
4. Replace PostScript ROMs.

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