

4. Troubleshooting

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4-1 How to use DCU

4-1-1 DCU Setup

You can examine the malfunction of the printer. To perform DCU, open the front discharge cover and leave the connect the harness wire(10 pin/4 pin) to the CN10(4 pin) of the Main control board.

4-1-2 Code

Connect DCU to the printer and turn the power on. It show 7 LED on the panel and each code tells the function of the printer.

Normal Code

While printing or warming up, it indicate the position of the paper

61	Warm up	The printer is on, the cover is open or close.
00-05	Ready(kind of paper)	The printer is ready, the paper is detected when the first paper is printed. 00: Legal , 01: Letter , 02: A4 , 03: EXEC , 04: B5 , 05: Folio
20	Print Start	The engine controller received the print order from the video controller.
30	Feed Sensor On	The paper is passing out of the Feed Sensor.
40	Feed Sensor off	The paper has passed out of the Feed Sensor.
50	Paper Out	The paper has passed out of Exit Sensor.
69	Sleep Mode	The fuser power turned off to minimize the power consumption.

Error Code

When detecting the malfunction, the printing is stopped to indicate error code.

60, 62, 68	Fuser Error	The error in the fuser occurred. There is a short circuit in the thermistor and the thermostat while printing, Low Temperature Error occurs.
		• 60: Open Fuser Error
		• 62: Low Heat Error
		• 68: Over Heat Error
64	Cover Open	The Printer Cover is open or Toner Cartridge not installed.
70	No Paper	No paper in the paper cassette.
71	Paper Jam 0	The front part of paper is jammed between pickup unit and Feed sensor.
72	Paper Jam 1	The front part of paper is jammed between the Discharge sensor and Feed sensor.
73	Paper Jam 2	The front part of paper is jammed just after passing through the discharge sensor.
95	LSU Not Ready	LSU Scanner Motor not ready or Hsync signal not output.

4-1-3 Self Diagnostic Mode

If Error code occurs due to malfunction of the printer, perform Self Diagnostic Mode to solve the problem.

The printer works only in the self-test mode to solve the malfunction problem.

To enter the self-test mode, turn the power on pressing the buttons of [Down], [Shift] and [Stop] at the same time.

Release the button within 2 or 3 seconds if 78 shows in the DCU. If 00 shows in the DCU, press the button [Up] or [Shift] to select the self+test, and press the button of [Enter] to operate. To stop, press the button of [shift] and [Enter] together.

00	Main Motor Operating System Only the main motor is in operation.
01	Main High Voltage On(THV-) -1550 voltage output by MHV terminal.  Caution : High voltage probe should be used.
02	Transfer High Voltage(-)On(THV-) -1300 voltage output by MHV terminal.  Caution : High voltage probe should be used.
03	Transfer High Voltage (+)Reference on (THV +) 1300 voltage output by MHV terminal.  Caution : High voltage probe should be used.
04	DEV/supply High Voltage : DEV/Supply High Voltage Test. The left one of the three LEDs in the self-test panel is on when DEV high voltage Supply high voltage output by each HV terminal. Press the [Up] button to switch the voltage. The middle and right one of the three LEDs are on and -530 voltage output by DEV HV terminal.  Caution : High voltage probe should be used.
05	LSU Operating System The scanning motor of LSU is in operation, the right LED of the three buttons on. Press the [Up] button to Check LD. LD is functioning and the middle button is on. If the LD is normal, all LEDs are on.
06	Pickup clutch on The Solenoid in the printer is in operation. To stop the operation, Press the button [shift] and [Enter] together.
07	Pempty/PWIDTH/New CRU Sensor Test : Pempty/PWIDTH.HEW CRU sensor test. If activate the Actuator of the PEMPTY/PWIDTH Sensor, the left and right of the three LEDs are on. If you install new toner Cartridge in this mode, the right LED is on.
08	Feed & Exit Sensor Test Test the Feed sensor and Discharge sensor in the same way as '06'.
09	Cover Open Sensor Test The same way as code '06'.
10	Fuser Test If the [Enter] button pressed, the right LED is on and temperature of the fuser is up to READY Mode. If the [Up] button pressed, the middle LED is on and temperature of the fuser is up to Printing Mode. If you press the button once more, the left LED is on and temperature of the fuser is up to overheat Mode.
11	Hot Burn Test If the [enter] button pressed, the printer is continuously printing without detection. Turn the power off to stop operation.
12.	Cleaning Mode Print Mode Print the paper to clean the OPC Drum in the Cartridge.

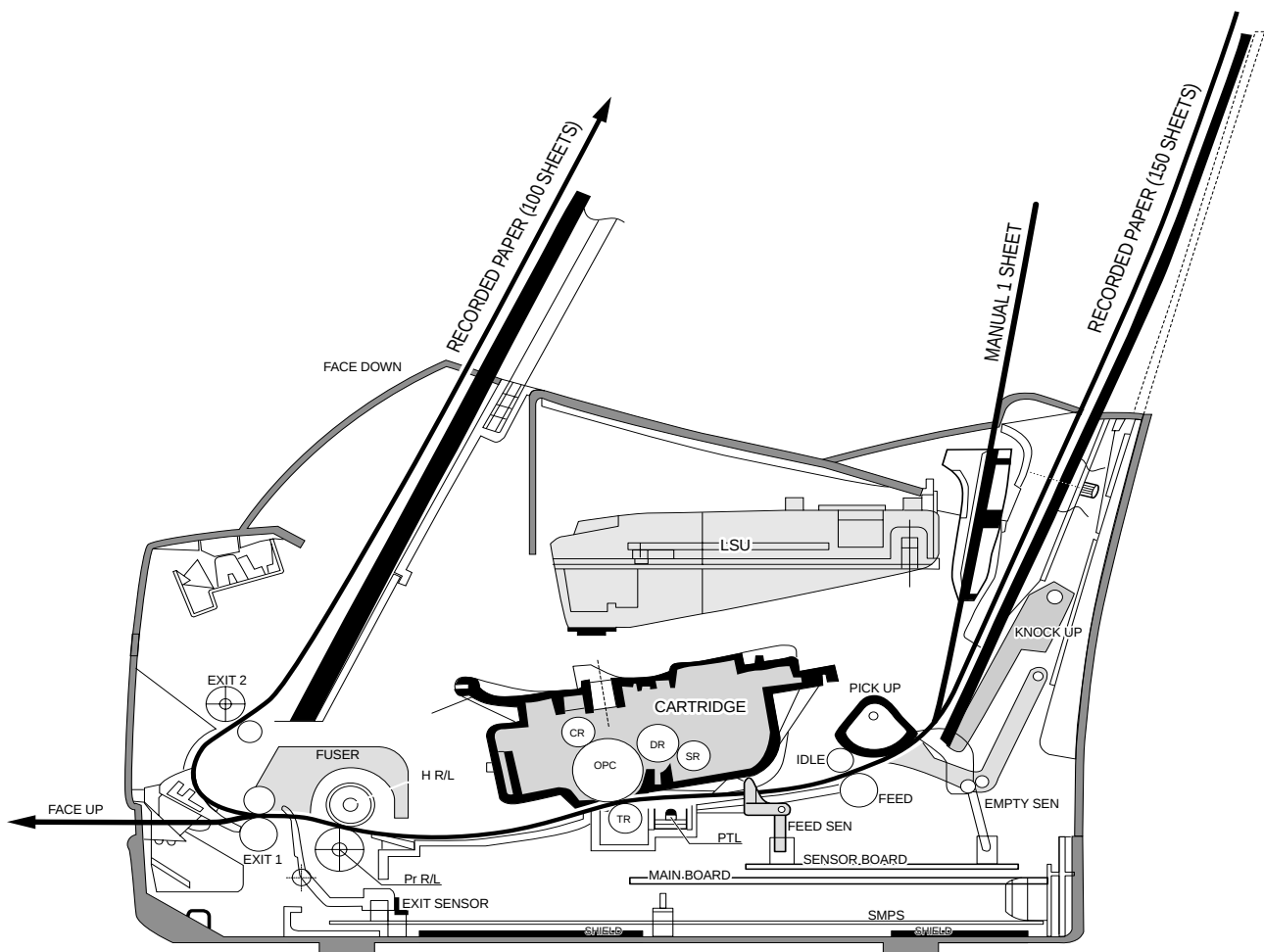
13.	THV(+) TRIGGER. ALL HV All high voltage output by each HV terminal and LSU and the fan is in operation. In this mode, electronic resistance of transfer roller and high voltage is detected. If no toner cartridge in the printer, output of THV is +199V ~ + 2100V.
14.	PTL Test Indicates the PTL LED.
15.	Fan Test Indicates the function of the fan.

4-1-4 Self Test Button

If the Self-Test button pressed, vertical lines are printed.

Turn the power on while pressing this button, '89' shows in the DCU and the printer is warming up. After warming-up the printer is in READY Mode, and '88' shows in the DCU. In this mode, without any detection, the printer begins printing(trial printing and data from the PC). It is convenient to use this mode when the engine malfunction is detected in the control board.

4-1-5 Paper Path Layout

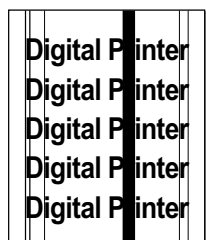


4-2 The cause and solution of Bad image

4-2-1 Vertical Black Line and Band

• **Description**

1. Straight thin black vertical line occurs in the printing.
2. Dark black vertical band occur in the printing.

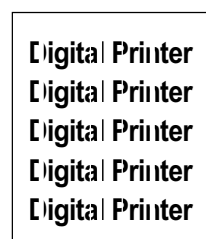


Check and Cause	Solution
1. Damaged develop roller in the Developer or deformed Doctor-blade. 2. Scratched surface of the discharge roller in the developer, or heavily accumulated foreign matters between the discharge roller and fur transfer roller/ charge roller. 3. Partly depression or deformation on the surface of the transfer roller.	1. If causes 1 and 2 occur in the developer cartridge, replace the developer and try to print out. 2. Replace the transfer roller if occurred as No. 3.

4-2-2 Vertical White Line

• **Description**

White vertical voids in the image.

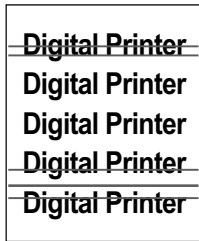


Check and Cause	Solution
1. Foreign matter stuck onto the window of internal lenses of LSU mirror. 2. Foreign matter or toner particles between the developer roller and blade. (In case the life of the developer has been expired, white lines occur in front of the image.) 3. It may occur when Burr and foreign substances are on the window of the developer frame. 4. If the fuser is defective, voids occur periodically at the top of a black image.	1. Foreign matter stuck onto the window : Clean the LSU window with recommended cleaner(IPA) Clean the window with a clean cotton swab. 2. Foreign matter in the LSU : Open the cover of LSU and clean with a cotton swab on the surface of the reflex mirror. 3. No 3. : Remove the foreign matter and burr of the exposure window. 4. No. 4. : Open the front cover and check ribs that corresponds to the position of the voids. Remove if found. 5. If the problems are not solved, check to see if the weight of the developer is below 670g. If so, replace the developer cartridge.

4-2-3 Horizontal Black Band

• **Description**

1. Dark or blurry horizontal stripes occur in the printing periodically.
(They may not occur periodically.)



Check and Cause	Solution
1. Bad contacts of the voltage terminals to developer. 2. The rollers of developer may be stained. Charge roller = 37 mm Supply roller = 27 mm Develop roller = 32 mm Transfer roller = 47 mm	1. Clean each voltage terminal of the Charge, Supply, Develop and Transfer roller. (remove the toner particles and paper particles) 2. Clean the right Gear that has relatively small gap of the teeth in the OPC. 3. If the malfunction persists, replace the developer.

4-2-4 Black/White Spot

• **Description**

1. Dark or blurry black spots occur periodically in the printing.
2. White spots occur periodically in the printing.



Check and Cause	Solution
1. If dark or blurry black spots occur periodically, the rollers in the Developer may be contaminated with foreign matter or paper particles. (Charge roller : 37 mm interval OPC drum : 75mm interval) 2. If faded areas or voids occur in a black image at intervals of 75 mm, or black spots occur elsewhere, the OPC drum surface is damaged. 3. If a black image is partially broken, the transfer voltage is abnormal or the transfer roller's life has expired.	1. Run OPC cleaning Mode Print and run the Self-test 2 or 3 times. 2. In case of 75mm interval unremovable in 1, cleanly remove foreign substances stuck on the OPC location equivalent to black spots and white spots with a dry duster. 3. The transfer roller guarantees 50,000 sheets printing. If the roller's life is expired, replace it. 4. In case of 37mm interval unremovable in 1, take measures as to replace the developer cartridge and try to print out. 5. Clean the inside of the set against the paper particles and foreign matter in order not to cause the trouble.

4-2-5 Light Image

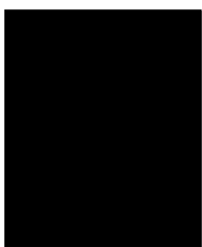
- **Description** The printed image is light, with no ghost.

Digital Printer
Digital Printer
Digital Printer
Digital Printer
Digital Printer

Check and Cause	Solution
1. Develop roller is stained when the toner of developer cartridge is almost consumed. 2. Ambient temperature is below than 10°C. 3. Bad contact caused by the toner stains between the high voltage terminal in the HVPS and the one in the set. 4. Abnormal output from the HVPS. (Run self-test and check 1~4)	1. Check if the Toner Save mode is off. 2. Replace the developer cartridge and try to print out. 3. Wait 30 minutes after printer is powered on before you start printing. 4. Clean up the contaminated area by the toner. 5. Replace the HVPS if the problems are not solved by the above four directions. (Service parts : Figure 11, Chapter 5)

4-2-6 Dark Image or a Black

- **Description** The printed image is dark.



Check and Cause	Solution
1. No charge voltage in the engine board. (Perform DCU diagnostic code 01) 2. Charge voltage is not turned on due to the bad contacts between power supply in the side of the Developer and charge terminal of HVPS.	1. Clean the high voltage charge terminal. 2. Check the state of the connector which connects the engine board and HVPS. 3. Replace the HVPS if not solved by the above direction 1 and 2.

4-2-7 Uneven Density

- **Description** Print density is uneven between left and right.

Digital Printer
Digital Printer
Digital Printer
Digital Printer
Digital Printer

Check and Cause	Solution
1. The pressure force on the left and right springs of the transfer roller is not even, the springs are damaged, the transfer roller is improperly installed, or the transfer roller bushing or holder is damaged. 2. The toner level is not even on the developer roller due to the bad blade.	1. Replace both the left and right Spring Holder. 2. Occur in the developer cartridge, replace the developer and try to print out.

4-2-8 Background

- **Description** Light dark background appears in whole area of the printing.

Digital Printer
Digital Printer
Digital Printer
Digital Printer
Digital Printer

Check and Cause	Solution
1. Recycled recording paper has been used. 2. The life of the Developer has expired. (The weight at the expiration of the developer's life: $800 \pm 20\text{g}$) 3. The up-to-down movement of the transfer roller is swift? 4. The HVPS is normal? (Perform DCU diagnostic code 01~04)	1. B/S is not guaranteed when using recycled paper. 2. Replace the Developer that has expired. 3. Clean the busing part of the transfer roller. 4. Replace the Developer if not solved by the above direction 1~3.

4-2-9 Ghost (1)

- **Description** Ghost occurs at 75 mm intervals of the OPC drum in the whole printing.



Check and Cause	Solution
1. Bad contacts caused by contamination from toner particles between high voltage terminal in the main body and the electrode of the Developer.	1. Clean the terminals when contaminated by toner particles.
2. Bad contacts caused by contamination from toner particles between high voltage terminal in the main body and the one in the HVPS board.	2. Occur in the developer cartridge, replace the developer and try to print out.
3. The life of developer is expired.	3. Replace the engine board if not solved by the above directions 1-2. (Service Parts : Figure 9 , chapter 5)
4. Transfer roller lifetime(50,000 sheets) has expired.	4. If not solved by the direction 3, check the transfer roller lifetime and replace it. (Service Parts : Figure 8-2 , chapter 5)
5. Abnormal low temperature(below 10°C).	5. Wait about 1 hour after power on before using printer.

4-2-10 Ghost (2)

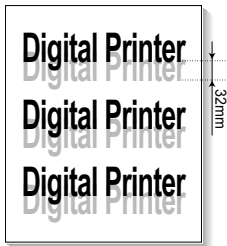
- **Description** Ghost occurs at 75 mm intervals of the OPC drum in the whole printing.
(When printing on card stock or transparencies using manual feeder)



Check and Cause	Solution
When printing on card stock thicker than normal paper or transparencies such as OHP, higher transfer voltage is required.	Select 'Thick Mode' on paper type menu from the software application and after using returning to the original mode is recommended.

4-2-11 Ghost (3)

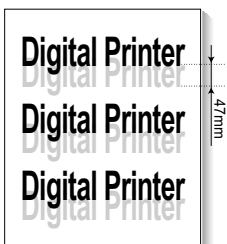
- **Description** White ghost occurs in the black image printing at 32mm intervals.



Check and Cause	Solution
1. The life of the developer may be expired. 2. The abnormal voltage and bad contact of the terminal of the supply roller.	1. Occur in the developer cartridge, replace the developer and try to print out. 2. Check the approved voltage of the supply roller and contact of the terminal and adjust if necessary.

4-2-12 Ghost (4)

- **Description** Ghost occurs at 47mm intervals.



Check and Cause	Solution
The temperature of the fuser is maintained high.	1. Disassemble the fuser and remove the contaminated toner particles on the roller and clean the foreign matter between Thermistor and Heat roller. (▲ Caution: can be deformed)

4-2-13 Satins on the Face of Page

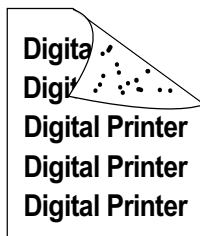
- **Description** The background on the face of the printed page is stained.



Check and Cause	Solution
1. Toner leakage due to improperly sealed developer. 2. If the transfer roller is contaminated, satins on the face of page will occur.	1. Replace the developer cartridge. 2. If the transfer roller is contaminated, run PC Cleaning Mode Print 2 or 3 times. And perform Self-Test 2 or 3 times to remove contamination.

4-2-14 Satins on Back of Page

- **Description** The back of the page is stained at 47mm intervals.



Check and Cause	Solution
1. Transfer roller is contaminated.	1. Perform the OPC Cleaning Mode Print 2 or 3 times. Run Self-Test to remove the contamination of the transfer roller.
2. Pressure roller is contaminated.	2. Replace the transfer roller if contaminated severely.
	3. Disassemble the fuser and clean the H/R(Heat Roller) and P/R(Pressure roller). And check the area between H/R and Thermistor. If contaminated, clean the area not to be deformed.

4-2-15 Blank Page Print out (1)

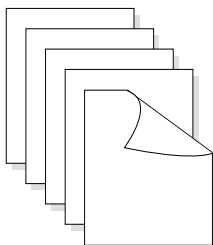
- **Description** Blank page is printed.



Check and Cause	Solution
Bad ground contacts in OPC and/or developer.	Remove contamination of the terminals of the developer and the unit.

4-2-16 Blank Page Print out (2)

- **Description**
1. Blank page is printed.
 2. One or several blank pages are printed.
 3. When the printer turns on, several blank pages print.



Check and Cause	Solution
1. Bad ground contacts in OPC and/or developer.	1. Remove contamination of the terminals of the developer.
2. Abnormal solenoid.	2. Perform the engine self test using DCU to check if the Solenoid is normal.(refer to code 06)
	3. If not solved by the above directions 1-2, Replace the engine board. (Service Parts : Figure 9 , chapter 5)
	4. Turn the power off, delete the data of PC and try printing again.

4-3 The cause and solution of the bad discharge

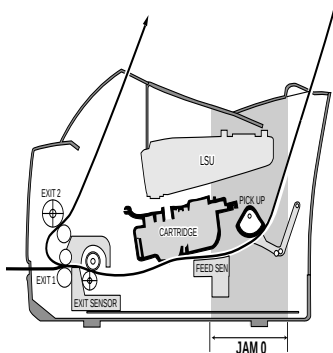
4-3-1 Wrong Print Position

- **Description** Printing begins at wrong position on the paper.

Check and Cause	Solution
Wrong sense time caused by defective feed sensor actuator.	Replace the defective actuator (Service Parts : Figure 8-16 , chapter 5)

4-3-2 JAM 0

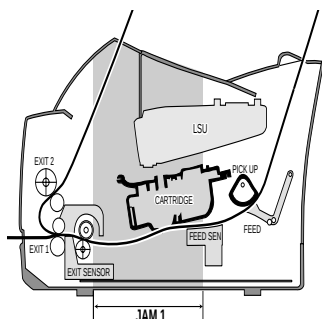
- **Description**
 1. Paper is not exited from the cassette.
 2. Jam-0 occurs if the paper feeds into the printer.



Check and Cause	Solution
1. Check the Solenoid by using DCU diagnostic mode 06. 2. Check if the pad is loose due to bad sealing of the side-pad. 3. Check the surface of the roller-pick-up for foreign matter. 4. If continuous clusters occur, check whether the assembly slot between shaft-pickup and housing-pickup become open or is broken away. 5. If the paper feeds into the printer and Jam 0 occurs, perform DCU to check feed-sensor of the sensor board.	1. Replace the solenoid. (Service Parts : Figure 8-11 , chapter 5) 2. Replace the side-pad Assembly L or R, if necessary. (Service Parts : Figure 8-13 , 8-14, chapter 5) 3. Clean with soft cloth dampened with IPA(Isopropyl Alcohol) or water. 4. Replace the Housing-Pickup and/or Shaft-Pickup. (Service Parts : Figure 8-135, 8-12, chapter 5)

4-3-3 JAM 1

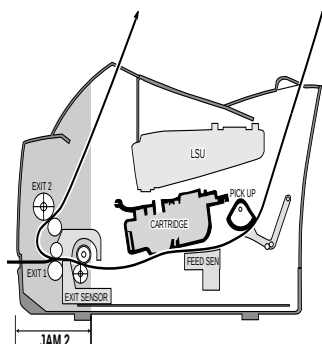
- **Description**
1. Recording paper is jammed in front of or inside the fuser.
 2. Recording paper is stuck in the discharge roller and in the fuser just after passing through the Actuator-Feed.



Check and Cause	Solution
1. If the recording paper is jammed in front of or inside the fuser. (Perform DCU diagnostic code of) 2. If the recording paper is stuck in the discharge roller and the fuser just after passing through the Actuator-Feed, Feed Actuator may be defective.	1. Replace the SMPS. (Service Parts : Figure 10, chapter 5) 2. Reassemble the Actuator-Feed and Spring-Actuator if the returning is bad.

4-3-4 JAM 2

- **Description**
1. Recording paper is jammed in front of or inside the fuser.
 2. Recording paper is stuck in the discharge roller and in the fuser just after passing through the Actuator-Feed.



Check and Cause	Solution
1. If the paper is completely fed out of the printer, but Jam 2 occurs : Exit sensor is defective. • After the paper is completely discharged, actuator Exit should return to the original position to shut the photo-sensor. Sometimes it takes longer hour than it should and does not return. 2. If the paper is rolled in the Fuser Roller: • This occurs when a Guide claw is broken away or transformed. • It occurs when the Spring of a Guide claw is broken away or transformed. • It occurs when the Heat-Roller or Pressure-Roller is seriously contaminated with the toner. 3. Paper is accordion in the fuser.	1. Check if the exit sensor actuator is defective. • Check if the actuator exit is unformed (Check if the lever part is unformed in shape). • Check whether burrs occur in the assembly part of the actuator exit or not and if the actuator is smoothly operated. • Check if foreign matters and wire get caught in the actuator exit's operation. 2. If the paper is stuck in the fuser : disassemble the fuser and remove the jammed paper, and clean the surface of the pressure roller with dry gauze. 3. Remove the jammed paper after disassembling the fuser : Clean the surface of the pressure roller with dry gauze. • Remove the toner particles stained on the rib. • Check the assemblage and performance of the exit.

4-3-5 Multi-Feeding

- **Description** Multiple sheets of paper are fed at once.

Check and Cause	Solution
1. Solenoid malfunction(the solenoid does not work properly): Perform DCU mode : solenoid check 06.	1. Replace the solenoid if necessary. (Service Parts : Figure 13, chapter 5)
2. Pad-Friction is contaminated with foreign matter.(oil...)	2. Clean the pad friction with soft clothe dampened with IPA(Isopropyl Alcohol).
3. The face of paper is blended.	3. Use the smooth paper.

4-3-6 Paper rolled in the fuser

- **Description** If contaminated at intervals of 57mm on the back of a paper.

Check and Cause	Solution
1. Contamination of the pressure roller. (Background, Hot off set)	1. Disassemble the fuser, clean the area between the Heat-roller and Thermistor and remove the foreign matter of the pressure roller. 2. If background appears badly in the printing, fix it by referring to the solutions for background. (See 4-2-8 Background)

4-3-7 OPC

- **Description** Paper is rolled up in the OPC.

Check and Cause	Solution
1. Paper is too much thin. 2. The face of paper is curled.	1. Recommend to use normal paper. 2. How to remove the rolled paper in the OPC. • Remove the paper while turning the OPC against the ongoing direction. • Clean fingerprints on the OPC softly with soft cloth dampened with IPA(Isopropyl Alcohol) or tissue.

4-4 The cause and solution of the malfunction

4-4-1 All LEDs blinking (Fuser Error)

- **Description**
 1. All the lamps on the operator panel blink.
 2. Gear of the fuser does not work and breaks away melt away.
When printing, motor breaks away from its place due to defective fuser gear.

Check and Cause	Solution
1. Check if the thermostat, AC wire and Heat Lamp is open.	1. If the thermostat is open replace the fuser and check following items.
2. Check if the thermistor sensor is in place.	2. If the thermistor sensor device is located deep in the sponge, replace the fuser.
3. Check if the heat lamp works properly.	3. Check if the circuit of overheat mode works properly.
4. Check if the overheat circuit works properly.	4. Run DCU mode : Perform DCU diagnostic code 10.
5. The fuser gear is defective due to melting away.	

4-4-2 All LEDs blinking (Scan Error)

- **Description**
 1. All lamps on the operator panel blink.

Check and Cause	Solution
DCU Mode : Perform DCU diagnostic code 05. If the DCU error code 95 is displayed, replace LSU.	Replace LSU. (Service Parts : Figure 13, chapter 5) If you cannot solve the problem after you replace LSU, replace the main board.

4-4-3 Not function of the gear of the fuser due to melting away

- **Description** The motor breaks away from its place due to gear melting away.

Check and Cause	Solution
DCU Mode : Check if the Error States '60' '62' '68' occur. Check the operation of Fuser Erasing Lamp On/Off with the Error Code Check -10-.	1. Replace the Fuser. (Service Parts : Figure 8-4, Chapter 5) 2. Replace the Main Control board. (Service Parts : Figure 9, Chapter 5)

4-4-4 Paper Empty

- **Description** The paper lamp on the operator panel is on even when paper is loaded in the cassette.

Check and Cause	Solution
1. Bending or deformation of the actuator of the paper sensor. 2. The function of the sensor board is defective Perform DCU mode: Perform DCU diagnostic code 8.	1. Replace the defective actuator. (Service Parts : Figure 8-17, Chapter 5) 2. Replace the sensor board. (Service Parts : Figure 8-10, Chapter 5)

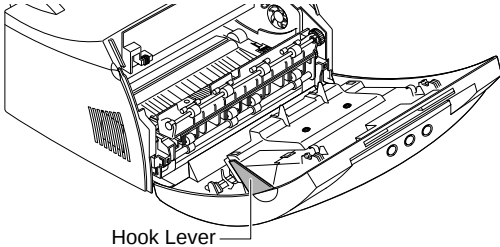
4-4-5 Paper Empty without indication

- **Description** The paper lamp on the operator panel does not come on when the paper cassette is empty.

Check and Cause	Solution
1. Bending or deformation of the actuator of the paper sensor. 2. The function of the sensor board is defective Perform DCU mode : Perform DCU diagnostic code 8.	1. Replace the defective actuator. (Service Parts : Figure 8-17, chapter 5) 2. Replace the sensor board. (Service Parts : Figure 8-10, chapter 5)

4-4-6 Cover Open

- **Description** The ERROR lamp is on even when the print cover is closed.

Check and Cause	Solution
1. The hook lever in the top cover may be defective. 2. Check the connector and circuit of the cover switch department in the Main Control board. Perform DCU mode : If Error state '64' occurs, Check the related codes of the Cover Open Error. 	1. Replace the hook lever, if defective. (Service Parts : Figure 1, chapter 5) 2. Check the insertion of the Cover Open Sensor Connect. 3. Replace the Main Control board or Cover Open Sensor. (Service Parts : Figure 9, chapter 5)

4-4-7 No lamp on when the cover is open

- **Description** The ERROR lamp does not come on even when the printer cover is open

Check and Cause	Solution
1. Check the connector(CN8) and circuit of the cover switch department in the Main Control board. Perform DCU mode : If Error state '64' occurs, Check the related codes of the Cover Open Error	1. Check the insertion of the Cover Open Sensor Connect. 2. Replace the Main Control board or Cover Open Sensor. (Service Parts : Figure 9, chapter 5)

4-4-9 Defective motor operation

- **Description** Main motor is not driving when printing, and paper does not feed into the printer, resulting 'Jam 0'.

Check and Cause	Solution
1. Motor harness or sub PCB may be defective. 2. Perform DCU diagnostic code 00 and Check the motor operation.	1. Check the motor harness, replace it, if defective. (Service Parts : Figure 12, chapter 5) 2. Replace the SMPS, if necessary. (Service Parts : Figure 10, chapter 5)

4-4-10 No Power

- **Description** When system power is turned on, all lamps on the operator panel do not come on.

Check and Cause	Solution
1. Check if the power input and SMPS output are normal. 2. Check the inferiority of LED-Panel on the front-cover if the LED of Panel does not appear after normal warming-up.	1. Replace the power supply cord or SMPS. (Service Parts : Figure 10, chapter 5) 2. Replace the control board. (Service Parts : Figure 9, chapter 5) 3. Replace the LED-panel. (Service Parts : Figure 1-1, chapter 5)

4-4-11 Vertical Line Getting Curved

- **Description** When printing, vertical line gets curved.

Check and Cause	Solution
1. If the supply of +24v is unstable in the Main Control board linking with LSU, check drive by DCU Mode: LSU Check -05- LSU Motor on.	1. Replace LSU. (Service Parts : Figure 13, chapter 5) 2. Replace the Main Control board. (Service Parts : Figure 9, chapter 5)

4-5 Toner Cartridge Service

It is not guaranteed for the default caused by using other toner cartridge other than the cartridge supplied by the Samsung Electronic or caused by non-licensed refill production.

4-5-1 Precautions on Safe-keeping of Toner Cartridge

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

4-5-2 Service for the Life of Toner Cartridge

If the printed image is light due to the life of the toner, you can temporarily improve the print quality by redistributing the toner(Shake the toner cartridge), however, you should replace the toner cartridge to solve the problem thoroughly.

4-5-3 Service for Judgement of Inferior Expendables and the Standard of Guarantee

Please refer to User's Manual or Instructions on Fax/Printer Expendables SVC for the judgement of inferior expendables and the standard of guarantee besides this service manual.

4-5-4 Signs and Measures at Poor toner cartridge

Fault	Signs	Cause & Check	Solution
Light image and partially blank image (The life is ended.) Digital Printer Digital Printer Digital Printer Digital Printer Digital Printer	- The printed image is light or unclean and untidy. - Some part of the image is not printed. - Periodically a noise as "tick tick" occurs.	- If the image is light or unclean and untidy printed image - Shake the developer and then recheck. (1)NG: Check the weight of the developer (2)OK: Lack of toner, so the life is nearly closed. - Some part of image is not printed - Shake the developer and then recheck. (1)NG: Check the weight of the developer and clean the LSU window with a cotton swab, then recheck. (2)OK: Lack of toner, so the life is nearly closed. - Periodically a noise as "tick tick" occurs - Measure the cycle and the weight of the developer. - White vertical stripes on the whole screen or partly : Check the weight of the developer.	- All of 1, 2, 3 above- (1)The weight of the developer ended: $800g \pm 20g$ (2)If it become better by shaking, replace with a new developer after 50-100 sheets in the closing state of the life span. - In case of 2- If it becomes better after cleaning the LSU window, then the developer is normal. (Because of foreign substance on the LSU window, the image has not been printed partly.) - In case of 3- If the cycle of noise is about 2 seconds, the toner inside the developer has been nearly exhausted.(Purchase and replace with a new developer after using about 200 sheets at the point of occurrence) - In case of 3- This is a phenomenon caused by lack of toner, so replace with a new developer.
Toner Contamination	- Toner is fallen on the papers periodically. - Contaminated with toner on prints partly or over the whole surface.	- Toner is fallen on the paper periodically. (1)Check the cycle of the falling of the toner. (2)Check the appearance of both ends of the developer OPC drum. - The center of the printed matter is contaminated with toner. (1)Check whether foreign substances or toner are stuck to the terminal (contact point) of the developer. (2)Check whether the state of the terminal assembly is normal.	- If both ends of the OPC drum are contaminated with toner: Check the life of the developer. (In case of less than 820g, the life may be expired.) - Check whether it could be recycled. - If it cannot be recycled: Replace the developer.

Fault	Signs	Cause & Check	Solution
White Black spot 	• Light or dark black dots on the image occur periodically. • White spots occur in the image periodically.	1. If light or dark periodical black dots occur, this is because the developer rollers are contaminated with foreign substance or paper particles. (1) 35mm interval : Charged roller (2) 75mm interval : OPC cycle 2. If white spots occur in a black image at intervals of 75mm, or black spots occur elsewhere, the OPC drum is damaged or foreign substance is stuck to the surface. 3. If a black and white or graphic image is partially broken at irregular intervals, the transfer roller's life has been expired or the transfer voltage is abnormal.	1. In case of 1 above - Run OPC Cleaning Mode Print 4-5 times repeatedly to remove. Especially check foreign substance on the OPC surface, then remove them with a clean gauze moistened with IPA(Isopropyl Alcohol) not to damage OPC if necessary. ▲ Never use usual alcohol. 2. In case of 2 If they are not disappeared by running OPC Cleaning Mode Print 4-5 times. : at intervals of 37mm - Replace the developer. : at intervals of 75mm - Remove foreign substance. : Broken image - Replace the developer according to carelessness. 3. In case of 3 - Exchange the transfer roller because the life of the transfer roller in use has been expired. (Check the transfer voltage and readjust if different.)
Recycled product	• Poor appearance of the developer. • Unclean and rough printouts. • Bad background in the image.	1. Poor appearance of the developer. (1) Check the damage to label and whether different materials are used. (2) Check the appearance of parts of the developer, such as frame, hopper. 2. Unclean and rough printouts. (1) Check whether foreign substance or toner are stuck to the terminal (contact point) of the developer. (2) Check whether the state of the terminal assembly is normal.	1. In case of 1 - (1) If there is an evidence of disassembling the developer. (2) If materials other than normal parts of the developer are added or substituted. 2. In case of 2 - If there are any abnormalities in connection with the situation of 1. (1) It occurs when the developer is recycled over 2 times. (2) If toner nearly being expired are collected to use, it is judged as the recycled developer.

Fault	Signs	Cause & Check	Solution
Ghost & Image Contamination	• The printed image is too light or dark, or partially contaminated black. • Totally contaminated black. (Black image printed out) • The density of print-outs is too dark and ghost occurs.	1. The printed image is too light or dark, or partially contaminated black. (1) Check whether foreign substance or toner are stuck to the terminal (point of contact) of the developer. (2) Check whether the terminal assembly is normal. 2. Totally contaminated black. (Black image printed out) (1) Check whether foreign substances are stuck to the terminal (point of contact) of the developer and the state of assembly. (Especially check the charged roller terminal.) 3. The printed image is dark and ghost occurs. (1) Check foreign substance attached to the terminal (point of contact) of the developer and the state of assembly. (Especially check the developing roller terminal.)	1. All of 1, 2, 3 above (1) Remove toner and foreign substances adhered to the contact point of the developer. (2) The contact point of the unit facing that of the developer also must be cleaned. (3) If the terminal assembly is unsafe: • Fully stick the terminal to or reassemble it after disassembling. • Disassemble the side plate and push the terminal to be stuck, then reassemble it. 2. In case of 2 It is a phenomenon when the OPC drum of the developer is not electrically charged. Clean the terminals of the charged roller, then recheck it. 3. In case of 3 It is a phenomenon as the developing bias voltage of the developer. Clean the terminals of the developing roller, then recheck it.

4-6 The cause and solutions of bad environment of the software

4-6-1 The printer is not working (1)

- **Description** While Power turned on, the printer is not working in the printing mode.

Check and Cause	Solution
1. Run Self-Test Mode: Turn the power on while pressing the test printing button for 2 or 3 seconds before printing works.	1. Check the power of the printer and perform the Self-Test. If the test printing works, that means no problems in the printer itself. If the test printing does not work, that means bad functioning of the printer (not because of software). Perform DCU to check the Error Status.
2. Check if the PC and the printer is properly connected and the toner cartridge installed.	2. Replace the printer cable. If the problems not solved even after the cable replaced, check the amount of the remaining tone. (refer to Toner Cartridge Service 4-5)
3. Printing is nor working in the Windows.	3. Check if the connection between PC and printer port is proper. If you use windows, check if the printer driver in the controller is set up. If the printer driver is properly set up, check in which program the printing is not working. The best way to find out is to open the memo pad to check the function of printing. If it is not working in a certain program, adjust the setup the program requires. Sometimes, the printout is normal within the Windows basic programs, but it's not working in a particular program. In such case, install the new driver again. If not working in the Windows basic program, Check the setup of the port of CMOS is on ECP. And check the address of IRQ 7 and 378
4. Check if the printer cable is directly connected to peripheral devices	4. If the scanner needs to be connected to the printer, first the remove the scanner from the PC to see if the printer is properly working alone.

4-6-2 The printer is not working (2)

• **Description**

After receiving the printing order, no response at all or the low speed of printing occurs due to wrong setup of the environment rather than malfunction of the printer itself.

Check and Cause	Solution
1. Secure more space of the hard disk.	1. Not working with the message 'insufficient printer memory' means hard disk space problem rather than the RAM problem. In this case, provide more space for the hard disk. Secure more space using the disk utilities program.
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 proper. Check if the connection is properly done and if the parallel port in CMOS is rightly set up.
3. Check the parallel-port-related items in the CMOS Setup.	3. As a printer port, Select ECP or SPP among SPP(Normal), ECP, and EPP modes(increase printing speed) SPP normal mode support 8-bit data transfer, while ECP Mode transfer the 12-bit data.
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 again, the cable must be defective so replace the cable with new one.

4-6-3 Abnormal Printing

• **Description**

The printing is not working properly even when the cable has no problem.
(even after the cable is replaced)

If the printer won't work at all or the strange fonts are repeated, the printer driver may be defective or wrong setup in the CMOS Setup.

Check and Cause	Solution
1. Set up the parallel port in the CMOS SETUP. 2. Printer Driver Error. 3. Error message from insufficient memory. (The printing job sometimes stops or due to insufficient virtual memory, but it actually comes from the insufficient space of the hard disk.)	1. Select SPP(Normal) or ECP LPT Port the among ECP, EPP or SPP in the CMOS Setup. 2. Check the printer in My Computer.(to see if the printer driver is compatible to the present driver or delete the old driver, if defective and reinstall the new driver) 3. Delete the unnecessary files to secure enough space of the hard disk and start printing job again.

4-6-4 SPOOL Error

• **Description**

To spool which stands for "simultaneous peripheral operations online" a computer document or task list (or "job") is to read it in and store it, usually on a hard disk or larger storage medium so that it can be printed or otherwise processed at a more convenient time (for example, when a printer is finished printing its current document).

Check and Cause	Solution
1. Insufficient space of the hard disk in the directory assigned for the basic spool.	1. Delete the unnecessary files to provide more space to start printing job.
2. If the previous printing error not solved.	2. If there are some files with the extension name of ****.jnl, Delete them and Reboot the Windows to restart printing job.
3. When expected to collide with other program.	3. Shut down all other programs except the current one, if possible.
4. When an application program or the printer driver is damaged.	4. Delete the printer driver completely and reinstall it.
5. When some files related to OS are damaged or virus infected.	5. After rebooting the computer, check for viruses, restore the damaged files and reinstall the program to do the printing job.
6. Memory is less than suggested one.	6. Add up enough 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 the delete menu.

If you intend to delete the current document being printed, the data being transferred to the printer will be put out and then the document is removed. Before choosing the document, the menu is still inactive.

Or put the document out of the list and repeat the routine as in the above or finish the spool manager.