

## Hp Designjet 500 / 800

Typische Fehlercodes für Designjet von Hewlett Packard

**Wenden Sie sich an einen unserer Servicetechniker, wenn einer dieser Fehler auftaucht!**

### **System Error: 01:10**

**Problem Description:** Electronics Module failure. The possible cause could be:

- 1. The Electronics Module is of the wrong type (a 16 MB Electronics Module will not work in a 24" Model).*
- 2. Reading, writing or initializing the EEROM failed.*
- 3. One of the ASIC's was not found within the Serial Bus that connects the Electronics Module to the Carriage Assembly.*
- 4. One of the ASIC's did not respond to the Serial Bus that connects the Electronics Module to the Carriage Assembly.*
- 5. The Electronics Module is requesting a move to the Service Station while the previous move is still being completed.*
- 6. The Electronics Module Cooling Fan has reached its current limit.*

**Corrective Action:** Replace the Electronics Module ⇒ 8-24.

### **System Error: 01:11**

**Problem Description:** The Electronics Module Cooling Fan badly connected.

**Corrective Action:** Reconnect the Cooling Fan (located on top of the Electronics Module). If the Cooling Fan continues to fail, check that the connector pins in the Electronics Module are NOT bent.

### **System Error: 01:12**

**Problem Description:** The EEROM is not configured correctly (the product number may be missing).

**Corrective Action:** Configure the EEROM correctly using the EEROM setup utility ⇒ 4-16.

### **System Error: 01:13**

**Problem Description:** Electronics Module failure. The possible cause could be:

- 1. One of the ASIC's in the Electronics Module is reporting that it is too hot.*
- 2. The interruptions from the Scan-Axis servo or from the Paper-Axis servo are not coming as regularly as they are expected or are coming too late.*

**Corrective Action:** Try the following:

**Laserworks**, Elsternweg 6, D 63322 Rödermark, Inhaber Wolfgang Steinhauer

Tel.: +49 (0) 6074-86 10 00 Fax.: +49 (0) 6074-86 10 02 Email: [info@laserworks.de](mailto:info@laserworks.de) Web: [www.laserworks.de](http://www.laserworks.de)

Switch the Printer Off and wait a few minutes. Switch the Printer on again and check if the Error Code has disappeared. If the Error Code continues, replace the Electronics Module ⇒ 8-24.

**System Error: 02:10**

**Problem Description:** Carriage failure. The possible cause could be:

1. *The Carriage PCA is not compatible with the rest of the Printer.*
2. *The Carriage ASIC has problems initializing.*
3. *The +2.5V reference voltage generated in the Carriage PCA is out of range.*
4. *One of the Carriage ASIC's cannot be found within the Serial Bus that connects the Electronics Module to the Carriage.*
5. *One of the Carriage ASIC's did not respond to the Serial Bus that connects the Electronics Module to the Carriage Assembly.*

**Corrective Action:** Replace the Carriage Assembly ⇒ 8-78.

**System Error: 02:13**

**Problem Description:** Carriage failure. The possible cause could be:

1. *One of the ASIC's in the Carriage is reporting that it is too hot.*

**Corrective Action:** Try the following:

Switch the Printer Off and wait a few minutes. Switch the Printer On again and check if the Error Code has disappeared. If the Error Code continues, replace the Carriage Assembly ⇒ 8-78.

**System Error: 03:10**

**Problem Description:** Power Supply failure.

**Corrective Action:** Replace the Power Supply Unit ⇒ 8-27.

**System Error: 04:11**

**Problem Description:** LAN Card not detected.

**Corrective Action:** Power OFF the Printer and reconnect the LAN Card.

**System Error: 05:09 Error (Only applicable to HP DesignJet 500 Series)**

**Problem Description:** Formatter installed instead of HP-GL/2 Accessory Card.

**Corrective Action:** Power OFF the Printer and remove the Formatter and install the HPGL/2 Accessory Card ⇒ 8-20.

NOTE: If this Error Code appears on a DesignJet 800 Series Printer, then the model number configured in the Printer is incorrect (the Printer thinks it's a DesignJet 500 Series Printer). In this case reconfigure the model number ⇒ 4-16.

**System Error: 05:10** Warning (Only applicable to HP DesignJet 800 Series)

**Problem Description:** Formatter not detected.

**Corrective Action:** Power OFF the Printer and reseal the Formatter.

**System Error: 05:10** Error (Only applicable to HP DesignJet 800 Series)

**Problem Description:** Formatter failure.

**Corrective Action:** Power OFF the Printer and replace the Formatter ⇒ 8-20.

**System Error: 05:10** Error (Only applicable to HP DesignJet 500 Series)

**Problem Description:** HP-GL/2 Accessory Card failure.

**Corrective Action:** Power OFF the Printer and replace the HP-GL/2 Accessory Card ⇒ 8-20.

**System Error: 05:11**

**Problem Description:** Formatter not detected.

**Corrective Action:** Power OFF the Printer and reconnect the Formatter.

**System Error: 08:11**

**Problem Description:** Front Panel cannot be detected.

**Corrective Action:** Reconnect the Front Panel.

**System Error: 11:11**

**Problem Description:** Trailing Cable badly connected.

**Corrective Action:** Reconnect the Trailing Cable correctly.

**System Error: 11:13**

**Problem Description:** Problem with setting the voltage of the Printheads.

**Corrective Action:** Try the following:

\_ Check that the Trailing Cable is connected correctly at both ends.

\_ Replace the Trailing Cable ⇒ 8-40.

\_ Replace the Carriage Assembly ⇒ 8-78.

**System Error: 12:11**

**Problem Description:** A short detected in the Carriage Assembly.

**Corrective Action:** Try the following:

- \_ Remove ALL the Printheads and clean the flex contacts on the Printheads and in the Carriage Assembly.
- \_ Replace ALL the Printheads.
- \_ Replace the Carriage Assembly ⇒ 8-78.

**System Error: 21:10**

**Problem Description:** Service Station failure. The possible cause could be:

1. *The steps counted by the Service Station motor are not consistent with the expected length of the current movement.*
2. *The Aerosol Fan has reached its maximum current limit.*
3. *The Service Station motor has shutdown because of blockage.*

**Corrective Action:** Replace the Service Station/Aerosol Fan Assembly ⇒ 8-52.

**System Error: 21:11**

**Problem Description:** Service Station/Aerosol Fan cannot be detected or the Service Station is badly adjusted.

**Corrective Action:** Try the following:

- \_ Reconnect the Service Station/Aerosol Fan Assembly.
- \_ Reposition the Service Station trip lever.

**System Error: 22:10**

**Problem Description:** Ink Supply Station failure. The possible cause could be:

1. *Reading, writing or initializing the backup EEROM failed.*
2. *One of the out-of-ink sensors (located in the Ink Supply Station) is not reporting what it should during the initializing process while depressurizing.*

**Corrective Action:** Replace the Ink Supply Station ⇒ 8-48.

**System Error: 41:10**

**Problem Description:** Paper-Axis Motor failure.

**Corrective Action:** Replace the Paper-Axis Motor ⇒ 8-84.

**System Error: 41:13**

**Problem Description:** Error in the Paper-Axis Motor Encoder quadrature.

**Corrective Action:** Try the following:

- \_ Switch the Printer Off and wait a few minutes. Switch the Printer On again and check if the Error Code has disappeared.
- \_ If the Error Code continues, replace the Paper-Axis Motor ⇒ 8-84.

**System Error: 42:10**

**Problem Description:** Scan-Axis Motor failure.

**Corrective Action:** Replace the Scan-Axis Motor ⇒ 8-29.

**System Error: 43:10**

**Problem Description:** Vacuum Fan failure.

**Corrective Action:** Replace the Vacuum Fan ⇒ 8-64.

**System Error: 43:11**

**Problem Description:** Vacuum Fan not detected.

**Corrective Action:** Reconnect the Vacuum Fan.

**System Error: 56:10**

**Problem Description:** Drive Roller Encoder Sensor error.

**Corrective Action:** Replace the Drive Roller Encoder Sensor ⇒ 8-38. System Error Codes

**System Error: 56:13**

**Problem Description:** Error in the Drive Roller Encoder Sensor quadrature.

**Corrective Action:** Try the following:

\_ Switch the Printer Off and wait a few minutes. Switch the Printer On again and check if the Error Code has disappeared. If the Error Code continues, replace the Drive Roller Encoder Sensor ⇒ 8-38.

**System Error: 61:04**

**Problem Description:** Firmware Error.

**Corrective Action:** Try the following:

\_ Switch the Printer Off and wait a few minutes. Switch the Printer On again and check if the Error Code has disappeared.

\_ If the Error Code reappears, check for a new Firmware release.

\_ If the new Firmware release does not solve the problem, or if new Firmware release was **not** available, then contact the HP Response Center (or directly to the Division) supplying the following information: Model and Serial Number of the Printer.

– Firmware release of the Printer (use the Printer Information utility ⇒ 4-26).

– The complete Error Code information, including the linefeed where the error occurred (use the Error Log utility to obtain this information ⇒ 2-5).

### **System Error: 61:05**

**Problem Description:** Error Processing Job. This Error Code only appears in HP DesignJets 800 Series, or in the HP DesignJet 500 Series **with** an HP-GL/2 card installed, when processing either a PostScript or HP-GL/2 file.

**Corrective Action:** Try the following:

- \_ Switch the Printer Off and wait a few minutes. Switch the Printer On again and resend the file that you were trying to print.
- \_ If the Error Code reappears after resending the file, then try generating the file again and try to print again.
- \_ If the file that is causing this error is PostScript, check if it is Binary. If the file is Binary, use AppleTalk to send the file to the Printer. If AppleTalk is **not** being used to send the Binary file to the Printer, then change the PostScript settings to Binary through the Front Panel (**Set-up menu / PS settings / Encoding / Binary**).
- \_ If the Error Code continues to reappear, check for a new release of the Driver.

### **System Error: 64:04**

**Problem Description:** Firmware Error (USB Port).

**Corrective Action:** Try the following:

- \_ Switch the Printer Off and wait a few minutes. Switch the Printer On again and check if the Error Code has disappeared.
- \_ If the Error Code reappears, check for a new Firmware release.
- \_ If the new Firmware release does not solve the problem, or if new Firmware release was **not** available, then contact the HP Response Center (or directly to the Division) supplying the following information:
  - Model and Serial Number of the Printer.
  - Firmware release of the Printer (use the Printer Information utility ⇒ 4-26).
  - The complete Error Code information, including the linefeed where the error occurred (use the Error Log utility to obtain this information ⇒ 2-5).

### **System Error: 71:04**

**Problem Description:** Problem allocating Memory. This Error Code only appears in HP DesignJets 800 Series, or in the HP DesignJet 500 Series **with** an HPGL/2 card installed.

**Corrective Action:** Try the following:

- \_ Switch the Printer Off and wait a few minutes. Switch the Printer On again and check if the Error Code has disappeared.

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Tel.: +49 (0) 6074-86 10 00 Fax.: +49 (0) 6074-86 10 02 Email: [info@laserworks.de](mailto:info@laserworks.de) Web: [www.laserworks.de](http://www.laserworks.de)

- \_ If the Error Code reappears, check for a new Firmware release.
- \_ If the new Firmware release does not solve the problem, or if new Firmware release was **not** available, then contact the HP Response Center (or directly to the Division) supplying the following information:
  - Model and Serial Number of the Printer.
  - Firmware release of the Printer (use the Printer Information utility ⇒ 4-26).
  - The complete Error Code information, including the linefeed where the error occurred (use the Error Log utility to obtain this information ⇒ 2-5).

### **System Error: 71:06**

**Problem Description:** Out of Memory problem. This Error Code only appears in HP DesignJets 800 Series, or in the HP DesignJet 500 Series **with** an HP-GL/2 card installed, when processing either a PostScript or HPGL/ 2 file.

**Corrective Action:** Try the following:

- \_ Check the amount of RAM in the Printer using the Front Panel (use the Printer Information utility ⇒ 4-26). If necessary, install more memory into the Formatter.
- \_ If the problem continues, try processing the file in the PC instead of the Printer (select **Avoid out of memory** in **Advanced** options in the Driver).

### **System Error: 72:04**

**Problem Description:** Problem in the Scan-Axis (Firmware Error).

**Corrective Action:** Try the following:

- \_ Switch the Printer Off and wait a few minutes. Switch the Printer On again and check if the Error Code has disappeared.
- \_ If the Error Code reappears, check for a new Firmware release.
- \_ If the new Firmware release does not solve the problem, or if new Firmware release was **not** available, then contact the HP Response Center (or directly to the Division) supplying the following information:
  - Model and Serial Number of the Printer.
  - Firmware release of the Printer (use the Printer Information utility ⇒ 4-26).
  - The complete Error Code information, including the linefeed where the error occurred (use the Error Log utility to obtain this information ⇒ 2-5).

### **System Error: 73:04**

**Problem Description:** Servo Error.

**Corrective Action:** Try the following:

- \_ Switch the Printer Off and wait a few minutes. Switch the Printer On again and check if the Error Code has disappeared.
- \_ If the Error Code reappears, check for a new Firmware release.

\_ If the new Firmware release does not solve the problem then replace the Electronics Module ⇒ 8-24.

\_ If the problem continues, contact the HP Response Center (or directly to the Division) supplying the following information:

- Model and Serial Number of the Printer.
- Firmware release of the Printer (use the Printer Information utility ⇒ 4-26).
- The complete Error Code information, including the linefeed where the error occurred (use the Error Log utility to obtain this information ⇒ 2-5).

### **System Error: 79:04**

**Problem Description:** Firmware Error.

**Corrective Action:** Try the following:

\_ Switch the Printer Off and wait a few minutes. Switch the Printer On again and check if the Error Code has disappeared.

\_ If the Error Code reappears, check for a new Firmware release.

\_ If the new Firmware release does not solve the problem, or if new Firmware release was **not** available, then contact the HP

Response Center (or directly to the Division) supplying the following information:

- Model and Serial Number of the Printer.
- Firmware release of the Printer (use the Printer Information utility ⇒ 4-26).
- The complete Error Code information, including the linefeed where the error occurred (use the Error Log utility to obtain this information ⇒ 2-5).

### **System Error: 81:01**

**Problem Description:** Paper-Axis shutdown.

**Corrective Action:** If this error code appeared but was NOT caused by a paper jam, then try the following:

\_ Perform the Paper Advance Test ⇒ 4-10.

### **System Error: 81:11**

**Problem Description:** Paper-Axis shutdown (during the Paper Advance test).

**Corrective Action:** Refer to Error Code 81:01.

### **System Error: 85:10**

**Problem Description:**

Paper-Axis Encoder error. The Drive Roller Encoder Sensor cannot find the zero position of the Encoder Disk.

**Corrective Action:** Try the following:



- \_ Replace the Drive Roller Encoder Sensor ⇒ 8-38.
- \_ If the Error Code continues, replace the Drive Roller ⇒ 8-86.

**System Error: 86:01****Problem Description:**

Carriage-Axis shutdown.

**Corrective Action:** If this error code appeared but was NOT caused by a paper jam, then try the following:

- \_ Too much friction in the Slider Rod. Enter the Printer Information utility (⇒ 4-26) and check the Scan-Axis usage. If the percentage is close to 100%, then lubricate the Slider Rod.
- \_ The Carriage is bumping into the Service Station. If the carriage is stuck at the right hand side of the Printer and cannot be moved out to the center of the Print Platen it is because the Service Station cannot uncap the Printheads. In this case replace the Service Station/Aerosol Fan Assembly ⇒ 8-52.
- \_ Perform the Carriage Movement test ⇒ 4-8.

**System Error: 86:11**

**Problem Description:** Carriage-Axis shutdown (during the Carriage Movement test).

**Corrective Action:** Refer to Error Code 86:01.

**System Error: 86:13**

**Problem Description:** Carriage-Axis shutdown (Firmware Error).

**Corrective Action:** Try the following:

- \_ Switch the Printer Off and wait a few minutes. Switch the Printer On again and check if the Error Code has disappeared.
- \_ If the Error Code reappears, check for a new Firmware release.
- \_ If the new Firmware release does not solve the problem, or if new Firmware release was **not** available, contact the HP Response Center (or directly to the Division) supplying the following information:
  - Model and Serial Number of the Printer.
  - Firmware release of the Printer (use the Printer Information utility ⇒ 4-26).
  - The complete Error Code information, including the linefeed where the error occurred (use the Error Log utility to obtain this information)

**System Error: 87:13**

**Problem Description:** Unable to read the Carriage Encoder Sensor.

**Corrective Action:** Try the following:

\_ Switch the Printer Off and wait a few minutes. Switch the Printer On again and check if the Error Code has disappeared. If the Error Code continues, replace the Carriage Assembly ⇒

**System Error: 93:10**

**Problem Description:** Ink System startup failed (also see *1-7* for more information).

**Corrective Action:** Try the following:

Check for a leak in the Printer. If a leak is evident (there is ink on Printer components), replace the Ink Supply Tubes ⇒ *8-60*.

Perform the Prime Tubes utility (Refer to *4-23*) and check how long it takes to complete the procedure. If it takes too long to complete the procedure and there is no leak in the Printer, then replace the Ink Cartridges. If it takes a short time to complete the procedure, then replace the Ink Supply Tubes ⇒ *8-60*.