

Error and Fault Codes

If an abnormal condition arises in the machine or an incorrect operation is performed, a message indicating the nature of the error is displayed on the User Interface screen.

Follow the on-screen prompts to correct the error.

If the fault persists, Power Off / Power On.

If the problem persists, call for service.

| | Errors & Faults | Description | Solution |
|---------------------|----------------------------|--|---|
| Paper Feeder | Door Open | The side cover or front covers are not securely latched. | Close the cover until it locks into place. If fault persists, call service. |
| | Tray Paper Low | Paper supply in tray has run low (fewer than 50 sheets). | Load paper in the tray indicated by the warning message. |
| | Paper Empty at Tray | The copy paper in the paper tray has run out. | Load paper in the tray indicated by the warning message. |
| | Paper Empty at Bypass Tray | The copy paper in the bypass tray has run out. | Load paper in the bypass tray. |
| | Tray Cassette Out | Paper tray is not securely closed. | Close the paper tray until it locks into place. |
| | Tray Door Open | The side cover of tray is not securely latched. | Close the door of the tray until it locks into place. |
| | Tray Elevating Error | Tray elevating top sensor does not function correctly. | Open and close the paper tray. If the problem persists, call for service. |
| | Jam from Tray | Copy paper has jammed in the paper tray. | Open the indicated tray and remove the jammed paper. Open side cover and remove jam. |
| | Duplex Jam | Copy paper has jammed in the side cover. | Open the side cover and remove the jammed paper. Open the side door and remove the jammed paper. |
| | Out Bin Full | Output tray is more than 90% full. | Remove printed material from page output area. |

| | Errors & Faults | Description | Solution |
|-----------------|--------------------------------|--|--|
| CRU | Toner Low | Toner cartridge is almost empty. | Open side cover and right side front door. Remove toner cartridge and gently shake it. By doing this, printing operations can be temporarily resumed. Reinstall toner cartridge. Reorder toner cartridge. |
| | Toner Empty | Toner cartridge is empty. | Open side cover and right side front door. Replace with new toner cartridge. |
| | Drum Warning | The drum cartridge is near the end of life. | Ensure a replacement cartridge is in stock. |
| | Replace Drum | The drum cartridge has reached the end of life. | Replace the SMart Kit™ Drum Cartridge. |
| | Toner Cartridge Not Installed | The toner cartridge is not installed, or is not installed correctly. | Install the toner cartridge. If already installed, check it has been installed correctly. If problem persists, call for service. |
| | Toner Supplying Error | Toner is not being supplied correctly. | Remove the seal tape from the SMart Kit Drum Cartridge. Check the toner cartridge is installed securely. |
| | Invalid Toner Cartridge | The installed toner cartridge is not a valid Xerox cartridge. | Check the toner cartridge and install a valid Xerox cartridge if necessary. If problem persists, call for service. |
| | Invalid Drum Cartridge | The installed drum cartridge is not a valid Xerox cartridge. | Check the drum cartridge and install a valid Xerox cartridge if necessary. If problem persists, call for service. |
| Finisher | Finisher Jam | Copy paper jammed in finisher. | Open finisher front cover and remove jammed paper in the finisher and fuser area. |
| | Full Stack | Output tray full. | Remove printed material from Output tray. |
| | Staple Cartridge Not Installed | Staple cartridge not installed. | Install staple cartridge. |
| | Door Open | Finisher door open. | Close finisher door. |

| | Errors & Faults | Description | Solution |
|-------------|----------------------------|--|---|
| | Finisher Fault | Finisher component not functioning correctly. | Open finisher door and check the finisher. Close finisher door. If the fault persists, Power Off / Power On. If the problem persists, call for service. |
| | Stapler Fault | Stapler unit does not work. | Open finisher door and check the stapler. Close finisher door. If the fault persists, Power Off / Power On. If the problem persists, call for service. |
| | Stacker Fault | Stacker unit does not work. | Open finisher door and check the finisher. Close finisher door. If the fault persists, Power Off / Power On. If the problem persists, call for service. |
| DADF | DADF Jam | The loaded document has jammed in the DADF. | Open DADF cover and remove jammed media. |
| | Load Document | You have attempted to set up a job with document not loaded or incorrectly loaded in the DADF. | Load document in DADF. If already loaded, remove and reload. |