

SHARP TROUBLE & ERROR CODES

AR-168D, AR-168S

5. Trouble codes

A. Trouble codes list

Main code	Sub code	Details of trouble
E1	00	IMC communication trouble
	10	IMC trouble
	13	IMC flash ROM error
	16	IMC DIMM memory read/write check error
	81	IMC communication interface error (parity)
	82	IMC communication interface error (Overrun)
	84	IMC communication interface error (Framing)
E7	02	LSU trouble
	10	Shading trouble (Black correction)
	11	Shading trouble (White correction)
	16	Abnormal laser output
F2	04	Improper cartridge (Destination error, life cycle error)
F5	02	Copy lamp lighting abnormality
F6	10	FAX board trouble
H2	00	Thermistor open
H3	00	Heat roller high temperature detection
H4	00	Heat roller low temperature detection
L1	00	Feeding is not completed within the specified time after starting feeding. (The scan head locking switch is locked)
L3	00	Scanner return trouble
L4	01	Main motor lock detection
L6	10	Polygon motor lock detection
U1	03	FAX board battery error
U2	04	EEPROM read/write error (Serial communication error)
	11	Counter check sum error (EEPROM)
	40	CRUM chip communication error
U9	99	Operation panel language error

B. Details of trouble codes

Main code	Sub code	Content	Details of trouble
E1	00	Content	IMC communication trouble
		Detail	An abnormality occurs in communication between the CPU and the IMC.
		Cause	IMC – CPU signal line abnormality IMC Memory defect/data abnormality
		Check and remedy	Replace the MCU PWB with new one.
	10	Content	IMC trouble
		Detail	An abnormality occurs in the IMC.
		Cause	USB chip error/CODEC error on the IMC.
		Check and remedy	Replace the MCU PWB with a new one.
	13	Content	IMC flash ROM error
		Detail	An abnormality occurs in the IMC flash ROM.
		Cause	IMC abnormality
		Check and remedy	Replace the MCU PWB with a new one. If downloading of the program is abnormally terminated, it may cause an error. Download the program again to avoid this.

Main code	Sub code	Content	Details of trouble	
E1	16	Content	IMC DIMM memory read/write check error	
		Detail	An installation error occurs in the IMC memory module. An error occurs during access to the IMC memory.	
		Cause	Improper installation of the IMC memory module. IMC memory module abnormality IMC memory contact abnormality IMC abnormality.	
		Check and remedy	Check installation of the memory module. Replace the memory module. Replace the MCU PWB with a new one.	
		81	Content	IMC communication interface error (parity)
			Detail	A parity error occurs in communication between the CPU and the IMC.
	82	Cause	IMC memory defect/data abnormality	
		Check and remedy	Check the memory of the IMC. Replace the MCU PWB with new one.	
		Content	IMC communication interface error (Overrun)	
		Detail	An overrun error occurs in communication between the CPU and the IMC.	
		Cause	IMC memory defect/data abnormality.	
		Check and remedy	Check the memory of the IMC. Replace the MCU PWB with new one.	
84	Content	IMC communication interface error (Framing)		
	Detail	A framing error occurs in communication between the CPU and the IMC.		
	Cause	IMC memory defect/data abnormality.		
	Check and remedy	Check the memory of the IMC.		
E7	02	Content	LSU trouble	
		Detail	The BD signal from the LSU cannot be detected in a certain cycle. (Always OFF or always ON)	
		Cause	LSU connector or LSU harness defect or disconnection Polygon motor rotation abnormality Laser beams are not generated. MCU PWB abnormality.	
		Check and remedy	Check connection of the LSU connector. Execute TC 61-03 to check the LSU operations. Check that the polygon motor rotates normally. Check that the laser emitting diode generates laser beams. Replace the LSU unit. Replace the MCU PWB.	
	10	Content	Shading trouble (Black correction)	
		Detail	The CCD black scan level is abnormal when the shading.	
		Cause	Improper connection of the CCD unit flat cable CCD unit abnormality MCU PWB abnormality	
		Check and remedy	Check connection of the CCD unit flat cable. Check the CCD unit.	

Main code	Sub code	Details of trouble		
E7	11	Content	Shading trouble (White correction)	
		Detail	The CCD white scan level is abnormal when the shading.	
		Cause	Improper connection of the CCD unit flat cable Dirt on the mirror, the lens, and the reference white plate Copy lamp lighting abnormality CCD unit abnormality MCU PWB abnormality (When occurred in the SPF scan position.) Improper installation of the mirror unit	
		Check and remedy	Clean the mirror, lens, and the reference white plate. Check the light quantity and lighting status of the copy lamp (TC 05-03). Check the MCU PWB.	
		16	Content	Abnormal laser output
			Detail	When the laser output is stopped, HSYNC is detected.
	Cause		Laser abnormality MCU PWB abnormality.	
	Check and remedy		Check the laser emitting diode operation. Replace the MCU PWB.	
	F2	04	Content	Improper cartridge (Destination error, life cycle error)
			Detail	The destination of the main unit differs from that of the CRUM. The life cycle information is other than "FFh" (Not used).
Cause			CRUM chip trouble Improper developing unit	
Check and remedy			Replace the CRUM chip. Replace the developing unit.	
F5	02	Content	Copy lamp lighting abnormality	
		Detail	The copy lamp does not turn on.	
		Cause	Copy lamp abnormality Copy lamp harness abnormality CCD PWB harness abnormality.	
		Check and remedy	Use TC 5-3 to check the copy lamp operations. When the copy lamp lights up. Check the harness and the connector between the CCD unit and the MCU PWB. When the copy lamp does not light up. Check the harness and the connector between the copy lamp unit and the MCU PWB. Replace the copy lamp unit. Replace the MCU PWB.	
F6	10	Content	FAX board trouble	
		Detail	Communication trouble between MCU and FAX control PWB	
		Cause	FAX control PWB connector disconnection Defective harness between FAX control PWB and MCU PWB Motherboard connector pin breakage FAX control PWB ROM error/Data error IC on FAX PWB causes abnormality	
		Check and remedy	Check connector/harness of FAX control PWB and MCU PWB. Check the grounding of the copier. Check FAX control PWB ROM. Replace the FAX PWB.	

Main code	Sub code	Details of trouble			
H2	00	Content	Thermistor open		
		Detail	The thermistor is open. The fusing unit is not installed.		
		Cause	Thermistor abnormality Control PWB abnormality Fusing section connector disconnection The fusing unit is not installed.		
		Check and remedy	Check the harness and the connector between the thermistor and the PWB. Use TC 14 to clear the self diagnostic display.		
		H3	00	Content	Heat roller high temperature detection
				Detail	The fusing temperature exceeds 240°C.
Cause	Thermistor abnormality Control PWB abnormality Fusing section connector disconnection.				
Check and remedy	Use TC 5-02 to check the heater lamp blinking operation. When the lamp blinks normally. Check the thermistor and its harness. Check the thermistor input circuit on the control PWB. When the lamp keeps ON. Check the power PWB and the lamp control circuit on the MCU PWB. Use TC 14 to clear the self diagnostic display.				
H4	00	Content	Heat roller low temperature detection		
		Detail	The fusing temperature does not reach 185°C within 27 sec of turning on the power, or the fusing temperature keeps at 140°C.		
		Cause	Thermistor abnormality Heater lamp abnormality Thermostat abnormality Control PWB abnormality		
		Check and remedy	Use TC 5-02 to check the heater lamp blinking operation. When the lamp blinks normally. Check the thermistor and its harness. Check the thermistor input circuit on the control PWB. When the lamp does not light up. Check for disconnection of the heater lamp and the thermostat. Check the interlock switch. Check the power PWB and the lamp control circuit on the MCU PWB. Use TC 14 to clear the self diagnostic display.		

Main code	Sub code	Details of trouble	
L1	00	Content	Feeding is not completed within the specified time after starting feeding. (The scan head locking switch is locked)
		Detail	The white area and the black marking on the shading plate are used to obtain the difference in the CCD level values for judgment of lock. When the difference in the levels of which and black is small, it is judged that the black mark could not be scanned by lock and the trouble code "L1" is displayed.
		Cause	The scan head is locked by the lock switch. Mirror unit abnormality The scanner wire is disconnected. The origin detection sensor abnormality Mirror motor harness abnormality
		Check and remedy	Check to confirm that the scan head lock switch is released. Use TC 1-1 to check the mirror reciprocating operations. When the mirror does not feed. Check for disconnection of the scanner wire. Check the harness and the connector between the mirror motor and the MCU PWB. Replace the mirror unit. Replace the MCU PWB. When the mirror does feed. Use TC 1-2 to check the mirror home position sensor.
L3	00	Content	Scanner return trouble
		Detail	When the mirror base is returned for the specified time (6 sec) in mirror initializing after turning on the power, the mirror home position sensor (MHPS) does not turn ON. Or when the mirror base is returned for the specified time (about 6 sec) after start of copy return, the mirror home position sensor (MHPS) does not turn ON.
		Cause	Mirror unit abnormality Scanner wire disconnection Origin detection sensor abnormality Mirror motor harness abnormality
		Check and remedy	Use TC 1-1 to check the mirror reciprocating operations. When the mirror does not return. Check for disconnection of the scanner wire. Check the harness and the connector between the mirror motor and the MCU PWB. Replace the mirror unit. Replace the MCU PWB. When the mirror does feed. Use TC 1-2 to check the mirror home position sensor.
L4	01	Content	Main motor lock detection
		Detail	When the main motor encoder pulse is not detected for 100 msec.
		Cause	Main motor unit abnormality Improper connection or disconnection the main motor and the harness. MCU PWB abnormality
		Check and remedy	Use TC 25-01 to check the main motor operations. Check connection of the main motor harness/connector. Replace the main motor. Replace the MCU PWB.

Main code	Sub code	Details of trouble	
L6	10	Content	Polygon motor lock detection
		Detail	The lock signal (specified rpm signal) does not return within a certain time (about 20 sec) from starting the polygon motor rotation.
		Cause	Polygon motor unit abnormality Improper connection or disconnection of the polygon motor and the harness. MCU PWB abnormality
		Check and remedy	Use TC 61-1 to check the polygon motor operations. Check connection of the polygon motor harness/connector. Replace the polygon motor. Replace the MCU PWB.
U1	03	Content	FAX board battery error
		Details	The SRAM backup battery voltage on FAX PWB falls.
		Cause	The SRAM backup battery voltage on FAX PWB falls.
		Check and remedy	Check voltage of the SRAM back up battery. Replace the battery.
U2	04	Content	EEPROM read/write error (Serial communication error)
		Detail	EEPROM access process error
		Cause	EEPROM abnormality
		Check and remedy	Check that the EEPROM is properly set. Use TC 16 to cancel the trouble. Replace the MCU PWB.
	11	Content	Counter check sum error (EEPROM)
		Detail	Check sum error of the counter area in the EEPROM
		Cause	EEPROM abnormality
		Check and remedy	Check that the EEPROM is properly set. Use TC 16 to cancel the trouble. Replace the MCU PWB.
40	Content	CRUM chip communication error	
	Detail	An error occurs in MCU-CRUM chip communication.	
	Cause	CRUM chip trouble Defective contact of developing unit MCU PWB trouble	
	Check and remedy	Replace the CRUM chip. Check installation of the developing unit. Cancel the operation with TC16. Replace the MCU PWB.	
U9	99	Content	Operation panel language error
		Detail	There is no language file. The language file is destroyed.
		Cause	Language file abnormality MCU PWB abnormality
		Check and remedy	MCU firmware download Replace the MCU PWB.