

SHARP TROUBLE & ERROR CODES

AR-650

1. ADJUSTMENT

1.1 Error Codes

When either the CLEAR PAPER (⌘) or CALL FOR SERVICE (⌚) symbol appears, press the CLEAR/STOP and [8] keys simultaneously and the corresponding error code will be displayed.

⌘/⌚ → [C] + [8] (error code)

Group	Error code	Machine status	Reference
Transporting jam inside the copier 1	E01	Fuser exit switch non-arrival jam	
	E02	Fuser exit switch accumulation jam	
	E03	Paper remaining inside the copier at power ON	
	E09	Jam caused by HDD error	
	E0A	Image transport ready timeout (Image data transport error between SYS board and PLG board)	
Paper feeding jam	E12	Bypass feeding jam	
	E15	PFP 1st cassette feeding jam	
	E16	PFP 2nd cassette feeding jam	
	E17	PFP 3rd cassette feeding jam	
	E19	LCF feeding jam	
Transport jam from feed for RGT	E31	PFP transport jam (non-arrival at RGT) E31:During upper cassette feed	
	E32	E32:During middle cassette feed	
	E33	E33:During lower cassette feed	
	E34	PFP transport jam (inside the PFP) E34:During upper cassette feed	
	E35	E35:During middle cassette feed	
	E36	E36:During lower cassette feed	
Paper jam if some cover is opened during copying	E41	Copier front cover is opened during copying	
	E47	Exit jam processing cover is opened during copying	
ADU reversal section transport line jam	E50	ADU RGT non-arrival	
	E51	ADU transport TR1 non-arrival	
	E52	ADU transport TR2 non-arrival	
	E53	PFP upper cassette RGT non-arrival (from ADU feed)	
	E54	ADU feed non-arrival	
	E55	Paper on transport path at copy end	
	E56	Paper on PFP transport path after door open/close	
	E57	Reversal switch non-arrival jam	
	E58	Reversal switch accumulation jam	
	E59	Exit switch accumulation jam	
	E5A	Exit switch non-arrival jam	
	E5B	ADU transport start timeout jam	
Original transporting jam at the ADF	E71	Original feeding jam at the feed section of the ADF	
	E72	Original transporting jam at the transport section of the ADF	
	E73	Original exiting jam at the exit section of the ADF	
Paper jam at the finisher	E9F	PUNCH jam	
	EA1	Transporting delay jam	
	EA2	Transporting stationary jam	
	EA3	Jam at power ON	
	EA4	Door open jam	
	EA5	Staple jam	
	EA6	Early arrival jam	

Group	Error code	Machine status	Reference
Paper jam at the finisher	EA8	Finisher saddle staple jam	
	EA9	Finisher saddle door open jam	
	EAA	Finisher saddle power ON jam	
	EAB	Finisher saddle transport accumulation jam	
	EAC	Finisher saddle transport delay jam	
	EAD	Print end command time-out jam	
	EAE	Finisher receive time-out jam Paper cannot be detected from the copier in a fixed-time.	
	EB3	Finisher ready time-out error (Finisher cannot prepare for receiving the paper after the leading edge of the paper reaches to RGT in a fixed-time.)	
Copier transport jam 2	EB5	Double jam	
	EB6	(Residence jam occurs because of the double paper is separated in paper feeding.)	
Paper feeding error (Refer to page 1-4)	C11	Duplexer side guide is abnormal	
	C12	Duplexer stopper guide is abnormal	
	C15	PFP upper tray is abnormal	
	C16	PFP middle tray is abnormal	
	C17	PFP lower tray is abnormal	
	C18	LCF tray is abnormal	
Service call from the optical system	C26	Peak detection error	4.1
	C27	Home switch does not turn OFF	4.1
	C28	Home switch does not turn ON	4.1
	C29	Scanner disconnection detection	4.1
Process system related service call 1	C36	Charger cleaning operation error	4.2
	C37	Transfer belt operation error	4.2
	C42	Drum thermistor disconnection	4.2
Process system related service call 2	CD1	Brush motor lock error	4.7
	CD2	Auger motor lock error	4.7
Fuser related	C41	Abnormal thermistor or heater disconnection at power ON	4.3
	C43	Warming up mode after disconnection judgment, or abnormal thermistor after ready	4.3
	C44	Warm-up time after detected disconnection or heater disconnection after ready	4.3
	C45	Thermistor disconnection at HTR edge portion	4.3
	C46	Lower thermistor (press roller) error after ready (Low temperature is detected because of disconnection or connector omission.)	4.3
	Service call from communication	C56	Communication error between PFC and MCPU
C57		Communication error between MCPU and IPC	4.4
C58		Communication error between IPC and the finisher	4.4
C59		Communications error between MCPU and LCPU	4.4
F07		Communications error between SYS and LGC boards	4.4
F11		Communications error between SYS and SLG boards	4.4
Service call ADF	C72	Defective adjustment by the aligning sensor detected	4.5
	C73	EEPROM defective initialization	4.5
	C74	Defective adjustment by the exit/reversal sensor detected	4.5
	C76	Transmission time-out error	
	C77	Transmission buffer full	
	C78	ADF power ON I/F error	
	C79	Reception time-out error	
	C80	Defective adjustment of ADF timing sensor	4.5
	C93	ADF original stop signal not received	

Group	Error code	Machine status	Reference
Other service calls	C94	M-CPU is abnormal	4.8
	C99	PFC microcomputer is abnormal	4.8
Service call from the laser optical	CA1	Polygonal motor is abnormal	4.8
	CA2	HSYNC is abnormal	4.8
	CA3	Secondary scanning rough adjustment error	4.8
	CA4	Primary scanning counter load error	4.8
	CA5	Laser power adjustment error	4.8
	CA6	Laser PWM calibration error	4.8
	CA9	Image data transfer malfunction from SYS board	4.8
	CAA	Secondary scanning fine adjustment error	4.8
	CAB	Secondary scanning inter-page compensation error	4.8
	CAC	Primary scanning dot adjustment error	4.8
	CAD	Primary scanning tap adjustment error	4.8
	CAE	Primary scanning tap amount measurement error	4.8
	CAF	Primary scanning inter-page compensation error	4.8
	CD0	Laser initialize time-out error	4.8
	Service call from the finisher	CB1	Transport motor is abnormal
CB2		Exit motor is abnormal	4.9
CB3		Tray elevation motor is abnormal	4.9
CB4		Alignment motor is abnormal	4.9
CB5		Staple motor is abnormal	4.9
CB6		Staple unit shift motor is abnormal	4.9
CB7		Stacking sensor is abnormal	4.9
CB8		Backup RAM data is abnormal	4.9
CB9		Saddle thrust motor is abnormal	4.9
CBA		Saddle front staple motor is abnormal	4.9
CBB		Saddle inner staple motor is abnormal	4.9
CBC		Saddle alignment motor is abnormal	4.9
CBD		Saddle guide motor is abnormal	4.9
CBE		Saddle fold motor is abnormal	4.9
CBF		Saddle positioning plate motor is abnormal	4.9
CC0		Sensor connector connection error	
CC1		Microswitch error	
CC2		Communications error between finisher saddle	
Finisher related service call	CC4	Swing motor is abnormal	
	CC5	Horizontal registration motor is abnormal	
	CC6	Punch motor is abnormal	
Service call from the others	C92	Power abnormality interrupt error	4.7
	C94	MCPU is abnormal	4.7
	C99	PFC microcomputer is abnormal	4.7
	F10	HDD formatting error	4.7

Addition to the explanation

(1) When a paper feeding error occurs:

- : Error has occurred in the unit →Disabled
- : No error has occurred in the unit →Enabled
- : To operate continuously, error code ([C]+[8]) is not displayed.

(2) During C11 and C12 error codes

- * If the mode which Duplexer is used is selected as “single-sided → duplex” or “two-sided → duplex”, the “install the Duplexer” message is displayed and printing is not possible.
- * If the mode other than the above (the Duplexer is not used) is selected, the operation can be normally accepted.

(3) During C15, 16, 17 error codes

- * If a cassette in which an error has occurred is selected:
The “Add Paper” message is displayed even if the sheet is set, and copying can be performed when another paper cassette is selected.
- * If a cassette other than the above is selected, the operation can be normally accepted.