

# SHARP TROUBLE & ERROR CODES

## AR-800

### 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<br>(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)<br>E31:During upper cassette feed                      |   |
|  | E32                                  | E32:During middle cassette feed   |   |
|  | E33                                  | E33:During lower cassette feed  |   |
|  | E34                                  | PFP transport jam (inside the PFP)<br>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<br>Paper cannot be detected from the copier in a fixed-time.   |  |
|  | EB3                                | Finisher ready time-out error<br>(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<br>(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<br>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<br>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<br>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<br>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               | 4.9 |
|                                     |                                | 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.