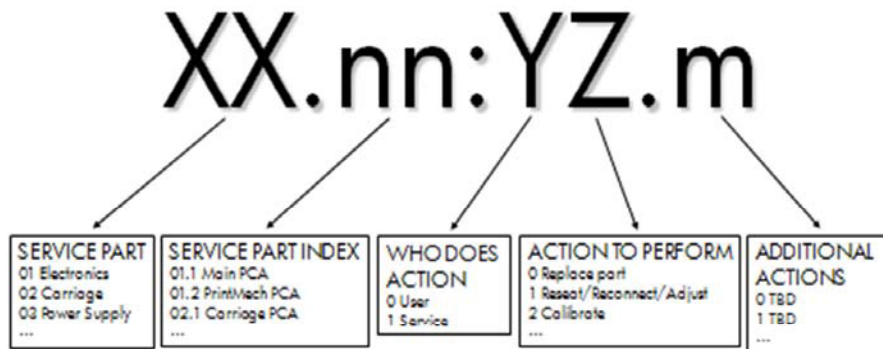# Severe error codes

Severe error messages inform you of a device failure. Some of these messages can be cleared by pressing the Power button to turn off the printer, and then pressing it again to turn the printer back on. If a severe error persists, service is required.

System error	Component/System
01.1:10	Main PCA (MPCA) failure
01.1:19	Incorrect Main PCA installed
01.3:10	Bundle Board failure
02:10	Carriage Board Failure
03.1:10	Battery of Real-Time Clock ran down
08:10	Front Panel does not respond
21:10	Service Station (SS) failure
21.1:10	Pump motor failure
26:10	Ink system failure
27:10	Generic printhead error
41:10	Paper servo error
41.1:10	Right Rear Gear Train (picking motor) failure
41.2:10	Paper/Feed motor failure
42:10	Carriage servo error
42.1:10	Carriage motor failure
45:10	Rewinder motor failure
51:10	Top Cover sensor failure
51.1:10	Ink Cartridge Cover Sensor failure
53.1:10	OOP sensor failure
53.2:10	Output Tray sensor failure
55:10	Line Sensor failure
59.1:19	S/N Mismatch
59.2:19	An unsupported or reused NVM has been installed
79:03	Generic printer error (NVM reseated)
79:04	Generic printer error (FW assert)
85.1:10	Feed Index Sensor failure
85.2:10	Feed Encoder Sensor failure
87:10	Encoder Strip failure

How to interpret severe error codes

The severe error codes can be composed of five fields:

The two first fields before the (:) are the service part and the service index (if there is more than one, as in PCAs or motors). For call agents and service engineers the most important parts to know are the fields **WHO DOES THE ACTION** and **ACTION TO PERFORM**. These two fields can give guidance as to the most appropriate course of action if this error code is displayed.

Who should perform action	Action to perform
0 User	**0** Replace
1 Service engineer	**1** Reseat/Reconnect/Clean/Adjust (manually)
	2 Calibrate/Adjust (using Automatic Process)
	3 Power Off and Restart the Printer
	4 Upgrade System Firmware
	5 Upgrade Driver or Computer Software
	6 Add Accessory
	7 Escalate
	8 Send Print Again
	9

System error code troubleshooting

This section describes each of the severe errors that may be encountered while using the printer, and provides the diagnostic method and the actions required to solve the problem detected.

1.

2.

NOTE: When more than one component could be affected by the system error, replace one component at a time and check whether the error has gone before replacing another component. **Do not replace two electronic parts at same time!** Using this procedure you will be able to determine exactly which component failed.