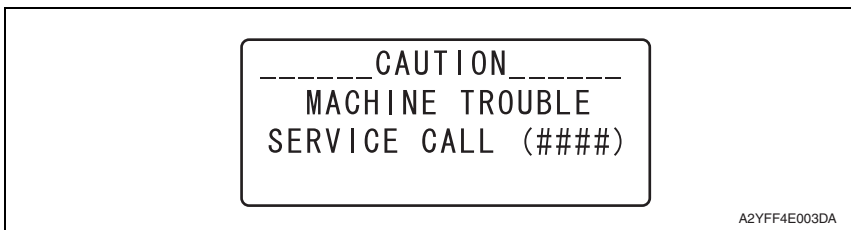bizhub C25

# 18. MALFUNCTION CODE

## 18.1 Trouble code (Service Call)

• The machine's CPU performs a self-diagnostics function that, on detecting a malfunction, gives the corresponding malfunction code on the control panel.

```
_____CAUTION_____
  MACHINE TROUBLE
SERVICE CALL (####)
```

A2YFF4E003DA

## 18.2 List

| Code | Description | Detection timing |
|------|-------------|------------------|
| 0010 | Color PC drum motor malfunction | • The color PC drum motor does not rotate evenly even after the lapse of a given period of time while it is being started.<br>• The motor lock signal remains HIGH for a given period of consecutive time while the color PC drum motor is being rotated. |
| 0017 | Main motor malfunction | • The main motor does not rotate evenly even after the lapse of a given period of time while it is being started.<br>• The motor lock signal remains HIGH for a given period of consecutive time while the main motor is being rotated. |
| 0018 | Developing motor malfunction | • The developing motor does not rotate evenly even after the lapse of a given period of time while it is being started.<br>• The motor lock signal remains HIGH for a given period of consecutive time while the developing motor is being rotated. |
| 004A | Cooling fan motor malfunction | • The cooling fan motor does not rotate evenly even after the lapse of a given period of time while it is being started.<br>• The motor lock signal remains HIGH for a given period of consecutive time while the cooling fan motor is being rotated. |
| 004E | DC power supply fan motor malfunction | • The DC power supply fan motor does not rotate evenly even after the lapse of a given period of time while it is being started.<br>• The motor lock signal remains HIGH for a given period of consecutive time while the DC power supply fan motor is being rotated. |
| 0062 | Tray 3 media feed motor malfunction | • The motor lock signal remains HIGH for a given period of consecutive time while the media feed motor is being rotated. |

TROUBLESHOOTING

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| Code | Description | Detection timing |
|------|-------------|------------------|
| 0094 | 2nd image transfer pressure / retraction failure | • The IDC sensor does not come into the condition where the level detection is available (retracted position = IDC sensor shutter is open) within a given period of time after the 2nd transfer release solenoid has turned ON.<br>• The IDC sensor does not come into the condition where the level detection is not available (pressed position = IDC sensor shutter is closed) within a given period of time after the 2nd transfer release solenoid has turned ON. |
| 0096 | 1st image transfer pressure / retraction failure | • The 1st transfer release sensor is not activated (retracted position) within a given period of time after the 1st transfer release solenoid has turned ON.<br>• The 1st transfer release sensor is not deactivated (pressed position) within a given period of time after the 1st transfer release solenoid has turned ON. |
| 0300 | Polygon motor malfunction | • The polygon motor does not rotate evenly even after the lapse of a given period of time after it has been started.<br>• The motor lock signal remains HIGH for a given period of consecutive time while the polygon motor is being rotated. |
| 0310 | Laser malfunction | • The SOS signal is not detected within a given period of time after the output of the laser has been started. |
| 0500 | Heating roller warm-up failure | • The thermistor /1 does not detect the specified temperature and the warm-up cycle is not completed even after the lapse of a given period of time after the cycle has been started. |
| 0502 | Thermistor open-circuit failure | • The temperature detected by the thermistor/1 does not reach a predetermined level even after the lapse of a given period time after the warm-up cycle has been started. |
| 0503 | Thermistor resistance failure | • The difference between the temperature detected by thermistor/1 and that detected by thermistor/2 exceeds a predetermined value. |
| 0510 | Abnormally low heating roller temperature | • The temperature detected by the thermistor /1 remains lower than the specified value for a given period of time or longer. |
| 0520 | Abnormally high heating roller temperature | • The temperature detected by the thermistor /1 remains higher than the specified value for a given period of time or longer.<br>• The heater lamp remains ON for a given period of time or longer. |
| 0650 | Scanner home sensor abnormalities | • A low motor lock signal is not detected even after the lapse of a predetermined period of time after the polygon motor has been started.<br>• The motor lock signal remains HIGH for a predetermined consecutive period of time while the polygon motor remains energized. |
| 0F52 | Toner level sensor/Y malfunction | • An error occurs on the toner level sensor for each color. |
| 0F53 | Toner level sensor/M malfunction | |
| 0F54 | Toner level sensor/C malfunction | |
| 0F55 | Toner level sensor/K malfunction | |

| Code | Description | Detection timing |
|------|-------------|------------------|
| 1038 | Engine connect error | • Printer control board (PRCB) to MFP board/1 (MFPB/1) connection failure.<br>• The copier determines that there is an error if the print control board (PRCB) fails to send an acknowledgement signal to the MFP board/1 (MFPB/1) for a given period of time or more.<br>• An error command signal is transmitted from the MFP board/1 (MFPB/1) to printer control board (PRCB).<br>• An error status signal is transmitted from the printer control board (PRCB) to MFP board/1 (MFPB/1). |
| 133C | Modem abnormalities | • Modem on fax board (FAXB) does not work correctly. |
| 13DD | Backup data error | • The engine counter data and the controller counter data are inconsistent. |
| 13E2 | Engine flash ROM write error | • Flash ROM writing is found faulty during a check. |
| 13E3 | Engine flash ROM device fault | • An erase error occurs during erasing of data in flash ROM. |
| 13F0 | Engine control failure | • An undefined malfunction occurs in the engine section (PRCB, etc.).<br>While the machine is operating, if it detects defective conditions, e.g. the next print is not started after the lapse of a given period of time, it stops operating and the trouble code is displayed. |
| 14A3 | IR lamp malfunction | • The intensity of the light emitted from the exposure lamp of the scanner falls short of the specified value. |
| 3C00<br>3C10 | Trouble related to security | • Contact the responsible people of KONICA MINOLTA when not returning in power switch OFF/ON. |
| 3FFF | Flash ROM write error | • The copier determines that there is an error if writing to the flash ROM fails during upgrading of the firmware.<br>• When the power switch is turned ON, the error indicator lights up steadily and a corresponding message appears on the display.<br>• If this error message appears, no operations can then be performed. It is not possible to upgrade the firmware from a PC connected through USB connection, either. |
| 4FFF | Controller connect error | • MFP board/1 (MFPB/1) to MFP board/2 (MFPB/2) connection failure |
| C002 | RAM error at startup (standard memory) | • RAM error at standard memory is detected during printer start-up. |
| C003 | RAM error at startup (expanded memory) | • RAM error at expanded memory is detected during printer start-up. |
| C013 | MAC address error at startup | • Invalid MAC address is detected during printer start-up. |
| C015 | Boot ROM error at startup | • Boot ROM error is detected during printer start-up. |
| C025 | Controller ROM error (Configuration information error) | • Lead error of destination setting file is detected during the printer starting. |
| C026 | Controller ROM error (Access error) | • Flash ROM access error is detected during the printer starting. |

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| Code | Description | Detection timing |
|------|-------------|------------------|
| C027 | Controller ROM error (Data error) | • Final check sum error is detected during the printer starting. |
| C050 | HDD access error | • When correct access to the hard disk kit is failed during access. |
| C051 | HDD full error | • Range for user space is full during access to the hard disk kit. |
| C052 | Compact flash access error | • When correct access to the compact flash card is failed during access. |
| C053 | Compact flash full error | • Range for user space is full during access to the compact flash card. |
| C060 | Firmware update error | • Firmware update fails to complete correctly during update. |
| CF01 | BB error | • Contact the responsible people of KONICA MINOLTA before taking some countermeasures. |
| F001 | Controller JAM | • Controller JAM is occurred.<br>See P.276 |
| FFFF | Interface communication error | • Correct communication is failed when receiving/sending the command between PRCB and MFPB/2. |

## 18.3 Trouble resetting procedure

• To reset a malfunction, turn the power switch OFF and then ON again.