System Error Codes

2

System Error Codes for the Multi-Roll Feeder Only
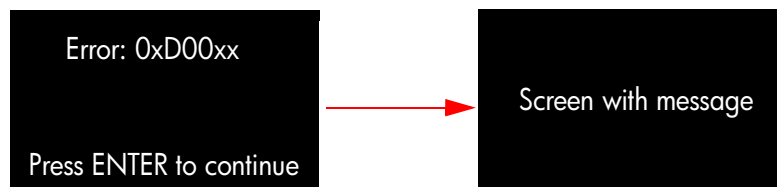
Introduction

System error codes are hexa-decimal based numbers generally caused by internal system errors. The following pages contain a list of system error codes and their respective descriptions and recommended corrective actions. Only try one recommended action at a time and check if the error code has disappeared.

If you have an error code which is not documented in this Service Manual or you have an error which you cannot resolve, then report the error to the HP Response Center or the nearest HP Support Office. When reporting the error, have the following information ready:

■ Model and Serial Number of the printer and the Multi-Roll Feeder.
■ Which firmware revision the printer is using. Check firmware in *Utilities / Statistics / Code rev.*
■ The complete error number.
■ The Service Configuration Print.
■ The Current configuration sheet.
■ Which software application the customer is using (name, version, etc.).

Continuable Error Codes

Some of the Error Codes are continuable, which means the user can press **Enter** on the front-panel and he will be shown a second message explaining what to do in order to solve the problem.

Error: 0xD00xx		Screen with message
Press ENTER to continue	→	

Even though the customer can continue working with a Continuable Error Code, an on-site visit should still be planned to troubleshoot the problem if it occurs frequently.

Non-Continuable Error Codes

Non-Continuable Error Codes do not allow you to continue working with the Printer and the Multi-Roll Feeder, in this case switch the Printer and the Multi-Roll Feeder OFF and ON again and see if the System Error disappears. If the Error Code reappears, then the Printer or the Multi-Roll Feeder may require an on-site visit in order to resolve the problem.

System Error:	0D0000 (**Non-Continuable)**
Problem Description:	Error in Channel Sensor **1**.
Front Panel Message	Switch power off/printer and multi-roll
Corrective Action:	Try the following: ■ Check that Channel Sensor **1** is correctly connected and positioned. ■ Replace Channel Sensor **1** ⇒ Page *4-35*. ■ Replace the Main PCA ⇒ Page *4-15*.

System Error:	0D0001 (**Non-Continuable)**
Problem Description:	Error in Channel Sensor **2**.
Front Panel Message	Switch power off/printer and multi-roll
Corrective Action:	Try the following: ■ Check that Channel Sensor **2** is correctly connected and positioned. ■ Replace Channel Sensor **2** ⇒ Page *4-35*. ■ Replace the Main PCA ⇒ Page *4-15*.

System Error:	0D0002 (**Non-Continuable)**
Problem Description:	Error in Channel Sensor **3**.
Front Panel Message	Switch power off/printer and multi-roll
Corrective Action:	Try the following: ■ Check that Channel Sensor **3** is correctly connected and positioned. ■ Replace Channel Sensor **3** ⇒ Page *4-35*. ■ Replace the Main PCA ⇒ Page *4-15*.

System Error:	0D0003 (**Non-Continuable)**
Problem Description:	Error in the Reference Sensor (the channel sensor directly below the motion control unit).
Front Panel Message	Switch power off/printer and multi-roll
Corrective Action:	Try the following: ■ Check that the Reference Sensor (Channel Sensor) is correctly connected and positioned. ■ Replace the Reference Sensor (Channel Sensor) ⇒ Page *4-35*. ■ Replace the Main PCA ⇒ Page *4-15*.

System Error:	0D0004 (**Non-Continuable)**
Problem Description:	Unexpected stop in Spindle Drive Motor **1** - can be due to motor overloaded, motor short-circuited, motor not connected, over-temperature, excessive driving length due to sensor errors, media jam or media related problem.
Front Panel Message	Switch power off/printer and multi-roll
Corrective Action:	Try the following:

- Check that the orange levers are released.
- Check that there is no media jam inside the Multi-Roll Feeder - Some media rolls are manufactured with the trailing edge bent, so that when the roll ends it causes higher friction than expected and then an overload is reported.
- Clean the rollers to prevent paper dust from accumulating.
- Make sure that the media currently being used is supported since high friction media could generate overloads.
- Unload media from roll **1**. Press down the orange levers to open the slot between the rollers. Check that the riding roller has a horizontal play of 0.5 - 1.00 mm, otherwise the pressure is too low in order to move the media, causing it to slip.
- With no media loaded in roll **1** and the orange levers down, check that the transport roller has a horizontal play of 0.5 - 1.00 mm.
- Check that the transport roller is clutched correctly to the spindle drive motor. Try to turn the transport roller to get a back-force from the motor (the clutch must be fixed on the motor side and the transport roller side).
- Check that ALL cables are connected correctly to the Spindle Drive Motor and that the cables are connected correctly to the Main PCA.
- Replace the Spindle Drive Motor **1** ⇒ Page *4-18*.

System Error:	0D0005 (**Non-Continuable)**
Problem Description:	Unexpected stop in Spindle Drive Motor **2** - can be due to motor overloaded, motor short-circuited, motor not connected, over-temperature, excessive driving length due to sensor errors, media jam or media related problem.
Front Panel Message	Switch power off/printer and multi-roll
Corrective Action:	Try the following:

- Check that the orange levers are released.
- Check that there is no media jam inside the Multi-Roll Feeder - Some media rolls are manufactured with the trailing edge bent, so that when the roll ends it causes higher friction than expected and then an overload is reported.
- Clean the rollers to prevent paper dust from accumulating.
- Make sure that the media currently being used is supported since high friction media could generate overloads.
- Check that the riding roller has a horizontal play of 0.5 - 1.00 mm, otherwise the pressure is too low in order to move the media, causing it to slip.
- Try using roll 1 and see if the problem also occurs there. If the problem

does not appear in roll 1, then use roll 1 for the type of media being used, and move media with less friction to roll 2.

- Unload media from roll **2**. Press down the orange levers to open the slot between the rollers. Check that the riding roller has a horizontal play of 0.5 - 1.00 mm, otherwise the pressure is too low in order to move the media, causing it to slip.
- With no media loaded in roll **2** and the orange levers down, check that the transport roller has a horizontal play of 0.5 - 1.00 mm.
- Check that the transport roller is clutched correctly to the spindle drive motor. Try to turn the transport roller to get a back-force from the motor (the clutch must be fixed on the motor side and the transport roller side).
- Check that ALL cables are connected correctly to the Spindle Drive Motor and that the cables are connected correctly to the Main PCA.
- Replace the Spindle Drive Motor **2** ⇒ Page *4-18*.

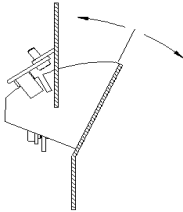|	
System Error:	0D0006 (**Non-Continuable**)
Problem Description:	Unexpected stop in Spindle Drive Motor **3** - can be due to motor overloaded, motor short-circuited, motor not connected, over-temperature, excessive driving length due to sensor errors, media jam or media related problem.
Front Panel Message	Switch power off/printer and multi-roll
Corrective Action:	Try the following:

- Check that the orange levers are released.
- Check that there is no media jam inside the Multi-Roll Feeder - Some media rolls are manufactured with the trailing edge bent, so that when the roll ends it causes higher friction than expected and then an overload is reported.
- Clean the rollers to prevent paper dust from accumulating.
- Make sure that the media currently being used is supported since high friction media could generate overloads.
- Check that the riding roller has a horizontal play of 0.5 - 1.00 mm, otherwise the pressure is too low in order to move the media, causing it to slip.
- Try using roll 1 and see if the problem also occurs there. If the problem does not appear in roll 1, then use roll 1 for the type of media being used, and move media with less friction to roll 3.
- Unload media from roll **3**. Press down the orange levers to open the slot between the rollers. Check that the riding roller has a horizontal play of 0.5 - 1.00 mm, otherwise the pressure is too low in order to move the media, causing it to slip.
- With no media loaded in roll **3** and the orange levers down, check that the transport roller has a horizontal play of 0.5 - 1.00 mm.
- Check that the transport roller is clutched correctly to the spindle drive motor. Try to turn the transport roller to get a back-force from the motor (the clutch must be fixed on the motor side and the transport roller side).
- Check that ALL cables are connected correctly to the Spindle Drive Motor and that the cables are connected correctly to the Main PCA.
- Replace the Spindle Drive Motor **3** ⇒ Page *4-18*.

System Error:	0D0007 (**Non-Continuable**)
Problem Description:	The digital sensor (which is part of the Motion Control Sensor) is active on start of load but there must be NO media loaded. This System Error could also appear if the Multi-Roll Feeder received a shock during transportation that could have deformed the metal sheet holding the Motion Control Sensor and moved the digital sensor.
Front Panel Message	Switch power off/printer and multi-roll
Corrective Action:	Try the following:

- If the Motion Control Sensor, Motion Control Unit or the Main PCA has been replaced, the Multi-Roll Feeder must be calibrated first ⇒ Page *1-15*.
- This System Error Code could also appear if the Multi-Roll Feeder received a shock during transportation that could have deformed the metal sheet holding the Motion Control Sensor - Check if the Rear Top-Cover is damaged.
- Check that the Motion Control Sensor is correctly connected and positioned - when the motion control unit is in the idle position (no paper loaded in the printer), the digital sensor must be clear out of the slot of the screen-photocell. The distance between the digital-sensor component and the slot of the screen-photocell must be between 1.0-1.5 mm (see illustration on the left).
- If the digital sensor is misplaced due to damage during transportation, replace the Motion Control Unit ⇒ Page *4-30* (and then recalibrate).
- If the digital sensor is still correctly positioned but doesn't work, replace the Motion Control Sensor ⇒ Page *4-33* (and then recalibrate).
- Recalibrate the Multi-Roll Feeder ⇒ Page *1-15*.

System Error:	0D0008 (**Non-Continuable**)
Problem Description:	Error in the analog sensor of the Motion Control Unit.
Front Panel Message	Switch power off/printer and multi-roll
Corrective Action:	Try the following:

- Check that the Motion Control Sensor is correctly connected and positioned centrally to the hole of the sensor bracket.
- Replace the Motion Control Sensor ⇒ Page *4-33* (and then recalibrate).
- Recalibrate the Multi-Roll Feeder ⇒ Page *1-15*.

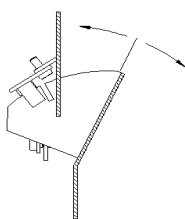|	
System Error:	0D0009 (**Continuable**)
Problem Description:	Material jam detected on Roll **1** - During initialization it is possible that the system is not able to determine what roll generated the media jam.
Front Panel Message	Possibly a paper jam ⇒ 1. Power off printer and multi roll/2. Clear paper path/3. Switch power on/4. Align printheads
Corrective Action:	Try the following:

- Check that there is no media remaining in the media channel.
- Check that there is no media blocking the Motion Control Sensor.
- Clean rollers to remove any paper dust.
- Check that the Motion Control Sensor (Analog and Digital) is correctly connected and positioned.
  - the analog sensor positioned centrally to the hole of the sensor bracket.
  - when the motion control unit is in the idle position (no paper loaded in the printer), the digital sensor must be clear out of the slot of the screen-photocell. The distance between the digital-sensor component and the slot of the screen-photocell must be between 1.0-1.5 mm (see illustration on the left).
- Check that the top channel sensor (reference sensor) is positioned centrally to the hole of the sensor bracket.
- Replace the Motion Control Sensor ⇒ Page *4-33* (and then recalibrate).
- Recalibrate the Multi-Roll Feeder ⇒ Page *1-15*.

System Error:	0D000A (**Continuable**)
Problem Description:	Material jam on Roll **2**.
Front Panel Message	Possibly a paper jam ⇒ 1. Power off printer and multi roll/2. Clear paper path/3. Switch power on/4. Align printheads
Corrective Action:	Try the following:

- Check that there is no media remaining in the media channel.
- Check that there is no media blocking the Motion Control Sensor.
- Clean rollers to remove any paper dust.
- Check that the Motion Control Sensor (Analog and Digital) is correctly connected and positioned.
  - the analog sensor positioned centrally to the hole of the sensor bracket.
  - when the motion control unit is in the idle position (no paper loaded in the printer), the digital sensor must be clear out of the slot of the screen-photocell. The distance between the digital-sensor component and the slot of the screen-photocell must be between 1.0-1.5 mm (see illustration on the left).
- Check that the top channel sensor (reference sensor) is positioned centrally to the hole of the sensor bracket.
- Replace the Motion Control Sensor ⇒ Page *4-33* (and then recalibrate).
- Recalibrate the Multi-Roll Feeder ⇒ Page *1-15*.

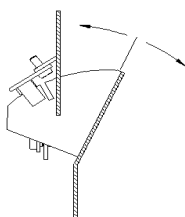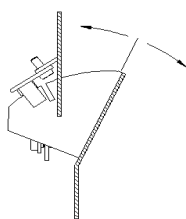|	
System Error:	0D000B (**Continuable**)
Problem Description:	Material jam on Roll **3**.
Front Panel Message	Possibly a paper jam ⇒ 1. Power off printer and multi roll/2. Clear paper path/3. Switch power on/4. Align printheads
Corrective Action:	Try the following:

- Check that there is no media remaining in the media channel.
- Check that there is no media blocking the Motion Control Sensor.
- Clean rollers to remove any paper dust.
- Check that the Motion Control Sensor (Analog and Digital) is correctly connected and positioned.
  - the analog sensor positioned centrally to the hole of the sensor bracket.
  - when the motion control unit is in the idle position (no paper loaded in the printer), the digital sensor must be clear out of the slot of the screen-photocell. The distance between the digital-sensor component and the slot of the screen-photocell must be between 1.0-1.5 mm (see illustration on the left).
- Check that the top channel sensor (reference sensor) is positioned centrally to the hole of the sensor bracket.
- Replace the Motion Control Sensor ⇒ Page *4-33* (and then recalibrate).
- Recalibrate the Multi-Roll Feeder ⇒ Page *1-15*.

System Error:	0D000C (**Non-Continuable**)
Problem Description:	Undervoltage +12v.
Front Panel Message	Switch power off/printer and multi-roll
Corrective Action:	Try the following:

- Check the cable connection between the Main PCA and the Power Supply Unit.
- Replace the Power Supply Unit ⇒ Page *4-13*
- Replace the Main PCA ⇒ Page *4-15*.

System Error:	0D000D (**Non-Continuable**)
Problem Description:	Excess voltage +12v.
Front Panel Message	Switch power off/printer and multi-roll
Corrective Action:	Try the following:

- Check the cable connection between the Main PCA and the Power Supply Unit.
- Replace the Power Supply Unit ⇒ Page *4-13*
- Replace the Main PCA ⇒ Page *4-15*.

System Error:	0D000E (**Non-Continuable)**
Problem Description:	Undervoltage -12v.
Front Panel Message	Switch power off/printer and multi-roll
Corrective Action:	Try the following:

- Check the cable connection between the Main PCA and the Power Supply Unit.
- Replace the Power Supply Unit ⇒ Page *4-13*
- Replace the Main PCA ⇒ Page *4-15*.

System Error:	0D000F (**Non-Continuable)**
Problem Description:	Excess voltage -12v.
Front Panel Message	Switch power off/printer and multi-roll
Corrective Action:	Try the following:

- Check the cable connection between the Main PCA and the Power Supply Unit.
- Replace the Power Supply Unit ⇒ Page *4-13*
- Replace the Main PCA ⇒ Page *4-15*.

System Error:	0D0010 (**Non-Continuable)**
Problem Description:	Undervoltage +24v.
Front Panel Message	Switch power off/printer and multi-roll
Corrective Action:	Try the following:

- Check the cable connection between the Main PCA and the Power Supply Unit.
- Replace the Power Supply Unit ⇒ Page *4-13*
- Replace the Main PCA ⇒ Page *4-15*.

System Error:	0D0011 (**Non-Continuable)**
Problem Description:	Excess voltage +24v.
Front Panel Message	Switch power off/printer and multi-roll
Corrective Action:	Try the following:

- Check the cable connection between the Main PCA and the Power Supply Unit.
- Replace the Power Supply Unit ⇒ Page *4-13*
- Replace the Main PCA ⇒ Page *4-15*.

System Error:	0D0012 (**Continuable**)
Problem Description:	An overload is detected in Spindle Drive Motor **1**.
Front Panel Message	High Roller friction ⇒ 1. Power off printer and multi roll/2. Clear paper path/ 3. Power on, perform cleaning on roll 1
Corrective Action:	Try the following:

- This error could occur while cleaning the Transport Roller as a protection for the user. If this is the case, try cleaning the Transport Roller using lighter force.
- Check that there is no media jam.
- Check that there is no media or object blocking the movement of the Transport Roller.
- Clean the Transport Roller.
- Unload media from roll **1**. Press down the orange levers to open the slot between the rollers. Check that the transport roller has a horizontal play of 0.5 - 1.00 mm.
- Check that the transport roller is clutched correctly to the spindle drive motor. Try to turn the transport roller to get a back-force from the motor (the clutch must be fixed on the motor side and the transport roller side).

System Error:	0D0013 (**Continuable**)
Problem Description:	An overload is detected in Spindle Drive Motor **2**.
Front Panel Message	High Roller friction ⇒ 1. Power off printer and multi roll/2. Clear paper path/ 3. Power on, perform cleaning on roll 1
Corrective Action:	Try the following:

- This error could occur while cleaning the Transport Roller as a protection for the user. If this is the case, try cleaning the Transport Roller using lighter force.
- Check that there is no media jam.
- Check that there is no media or object blocking the movement of the Transport Roller.
- Clean the Transport Roller.
- Unload media from roll **2**. Press down the orange levers to open the slot between the rollers. Check that the transport roller has a horizontal play of 0.5 - 1.00 mm.
- Check that the transport roller is clutched correctly to the spindle drive motor. Try to turn the transport roller to get a back-force from the motor (the clutch must be fixed on the motor side and the transport roller side).

System Error:	0D0014 (**Continuable**)
Problem Description:	An overload is detected in Spindle Drive Motor **3**.
Front Panel Message	High Roller friction ⇒ 1. Power off printer and multi roll/2. Clear paper path/ 3. Power on, perform cleaning on roll 1
Corrective Action:	Try the following:

- This error could occur while cleaning the Transport Roller as a protection for the user. If this is the case, try cleaning the Transport Roller using lighter force.
- Check that there is no media jam.
- Check that there is no media or object blocking the movement of the Transport Roller.
- Clean the Transport Roller.
- Unload media from roll **3**. Press down the orange levers to open the slot between the rollers. Check that the transport roller has a horizontal play of 0.5 - 1.00 mm.
- Check that the transport roller is clutched correctly to the spindle drive motor. Try to turn the transport roller to get a back-force from the motor (the clutch must be fixed on the motor side and the transport roller side).

System Error:	0D0015 (**Non-Continuable**)
Problem Description:	High temperature measured on the Main PCA for the Multi-Roll Feeder near the bridge transistors for the motor drives.
Front Panel Message	Switch power off/printer and multi-roll
Corrective Action:	Try the following:

- Power OFF both the printer and the Multi-Roll Feeder and wait a few minutes. Power ON both the printer and the Multi-Roll Feeder and check if the problem reappears.
- Check that the room temperature is within the environmental specifications.
- Clean the Transport Rollers.
- If the problem continues, replace the Main PCA ⇒ Page *4-15*.

System Error:	0D0016 (**Non-Continuable**)
Problem Description:	Loading Error (Reference Sensor not reached) - When loading media, the leading edge of the media takes too long to reach the reference sensor (the channel sensor directly below the motion control unit) from the corresponding channel sensor.
Front Panel Message	Switch power off/printer and multi-roll
Corrective Action:	Try the following: ■ Check that there is no media jam inside the Multi-Roll Feeder and that there is media loaded. ■ Check that the Reference Sensor (Channel Sensor) is correctly connected and positioned. ■ Clean rollers to remove any paper dust. ■ Replace the Reference Sensor (Channel Sensor) ⇒ Page *4-35*.

System Error:	0D0017 (**Continuable**)
Problem Description:	Loading error (printer transport system) - The printer is not picking up the leading edge of the roll provided by the Multi-Roll Feeder.
Front Panel Message	Unable to load paper ⇒ 1. Power off printer and multi roll/2. Clear paper path/3. Check rear cover is completely closed
Corrective Action:	Try the following: ■ Check that the printer handles (used to load sheet paper) are fully closed. ■ Check that the Rear Top-Cover is fully closed. ■ Check that there is no media jam in the Printer. ■ Clean rollers to remove any paper dust. ■ Check the media sensor in the Printer.

System Error:	0D0018 (**Continuable**)
Problem Description:	Loading error (overcount of motor-steps) - A roll is being loaded and, when moving the media from the channel sensor to the reference sensor, the reference sensor is not reached because of the excessive driving length.
Front Panel Message	Possibly out of paper or paper slips ⇒ 1. Power off printer and multi roll/2. If paper slips, perform cleaning
Corrective Action:	Try the following: ■ Check that there is no media jam inside the Multi-Roll Feeder and that there is media loaded. ■ Check that the orange levers are released. ■ Check that the transport roller is clutched correctly to the spindle drive motor. Try to turn the transport roller to get a back-force from the motor (the clutch must be fixed on the motor side and the transport roller side). ■ Check that the Reference Sensor (Channel Sensor) is correctly connected and positioned. ■ Replace the Reference Sensor (Channel Sensor) ⇒ Page *4-35*.

System Error:	0D001A (**Continuable)**
Problem Description:	Unable to unload rest of paper web - After several attempts, the Multi-Roll Feeder failed to unload the media because the media is still detected by the reference sensor.
Front Panel Message	Unable to unload paper ⇒ 1. Power off printer and multi roll/2. Clean paper path
Corrective Action:	Try the following:

- Check that the Cutter is installed in the Printer. If the Cutter is removed, it could cause an excessive amount of media to be in front of the Printer.
- Check that there is no media blocking the Reference Sensor (the channel sensor directly below the motion control unit).
- Check that the Reference Sensor (Channel Sensor) is correctly connected and positioned.
- Replace the Reference Sensor (Channel Sensor) ⇒ Page *4-35*.

System Error:	0D001B (**Continuable)**
Problem Description:	Communication error (during load or unload).
Front Panel Message	Communication fail ⇒ 1. Power off printer and multi roll/2. Check multi-roll/ 3. Check connections
Corrective Action:	Try the following:

- Make sure that the Printer is ON and working.
- Check the connections between the Printer and the Multi-Roll Feeder (Parallel port connected and serial port for printers models C6074A and C6075A).

System Error:	0D001D (**Non-Continuable)**
Problem Description:	Error while reading from the EEPROM in the Main PCA of the Multi-Roll Feeder.
Front Panel Message	Switch power off/printer and multi-roll
Corrective Action:	Try the following:

- Check that the Multi-Roll Feeder is On and working.
- If the problem continues, replace the Main PCA ⇒ Page *4-15*.

System Error:	0D001F (**Non-Continuable)**
Problem Description:	Multi-Roll Feeder busy - Multi-Roll Feeder takes too long to process a command so a Printer timeout has occurred.
Front Panel Message	Switch power off/printer and multi-roll
Corrective Action:	Try the following:

- Reboot the Printer and the Multi-Roll Feeder.
- If the problem continues, check for a new Printer firmware version.

System Error:	0D0020
Problem Description:	Multi-Roll Feeder unknown - Communication has been lost.
Front Panel Message	Switch power off/printer and multi-roll
Corrective Action:	Try the following:

- Reboot the Printer and the Multi-Roll Feeder.
- Check the connections between the Printer and the Multi-Roll Feeder (Parallel port connected and serial port for printers models C6074A and C6075A).
- Replace the cable connection between the Printer and the Multi-Roll Feeder (parallel cable for printers models C6074B and C6075B and serial cable for printers models C6074A and C6075A).
- If the problem continues, check for a new Printer firmware version.

System Error:	0D0021
Problem Description:	Multi-Roll Feeder error - Communication has been lost when processing a command.
Front Panel Message	Switch power off/printer and multi-roll
Corrective Action:	Try the following:

- Reboot the Printer and the Multi-Roll Feeder.
- If the problem continues, check for a new Printer firmware version.

System Error:	0D0022 (**Continuable**)
Problem Description:	No ACK received from the Multi-Roll Feeder - Communication has been lost when processing a command.
Front Panel Message	Communication fail ⇒ 1. Power off printer and multi roll/2. Check multi-roll/ 3. Check connections
Corrective Action:	Try the following:

- Reboot the Printer and the Multi-Roll Feeder.
- If the problem continues, check for a new Printer firmware version.

System Error:	0D0023 (**Continuable**)
Problem Description:	No RET received from the Multi-Roll Feeder - Communication has been lost when processing a command.
Front Panel Message	Communication fail ⇒ 1. Power off printer and multi roll/2. Check multi-roll/ 3. Check connections
Corrective Action:	Try the following:

- Reboot the Printer and the Multi-Roll Feeder.
- If the problem continues, check for a new Printer firmware version.

System Error:	0D0024 (**Non-Continuable**)
Problem Description:	Multi-Roll Feeder WAIT command received - Communication has been lost when processing a command.
Front Panel Message	Switch power off/printer and multi-roll
Corrective Action:	Try the following:

- Reboot the Printer and the Multi-Roll Feeder.
- If the problem continues, check for a new Printer firmware version.

System Error:	0D0025 (**Non-Continuable**)
Problem Description:	Multi-Roll Feeder initialization not finished - Multi-Roll Feeder takes too long to initialize so a Printer timeout has occurred.
Front Panel Message	Switch power off/printer and multi-roll
Corrective Action:	Try the following:

- Make sure that the Multi-Roll Feeder is ON and working.
- Check for a new Printer firmware version.

System Error:	0D0026 (**Non-Continuable**)
Problem Description:	Multi-Roll Feeder error - While printing, the communication is lost and the Multi-Roll Feeder does not reply.
Front Panel Message	Switch power off/printer and multi-roll
Corrective Action:	Try the following:

- Make sure that the Multi-Roll Feeder is ON and working.
- Power OFF both the printer and the Multi-Roll Feeder.
- Check the connections between the Printer and the Multi-Roll Feeder.

System Error:	0D0027 (**Non-Continuable**)
Problem Description:	Error while writing to the EEPROM in the Main PCA of the Multi-Roll Feeder.
Front Panel Message	Switch power off/printer and multi-roll
Corrective Action:	Try the following:

- Replace the Main PCA ⇒ Page *4-15*.

hp designjet multi-roll feeder (for 1000 series) service manual