

System Error Codes

2

System Error Codes 2-2

0000D8 XXXXXXXXX (Non-Continuable) 2-3
01002D (Non-Continuable) 2-3
010020 (Non-Continuable) 2-3
010021 (Non-Continuable) 2-4
010023 (Non-Continuable) 2-4
010028 (Non-Continuable) 2-5
010029 (Non-Continuable) 2-5
010040 2-6
010041 2-6
010042 2-7
010050 XXXXXXXXX (Non-Continuable) 2-7
01009X (Continuable) 2-8
02xxxx (Non-Continuable) 2-8
04Cxxx 2-9
048xxx 2-9
048500 2-9
060300 2-10
060300 2-10
060305 0000000X 2-11
060306 2-11
060307 2-12
060308 2-12
060309 2-13
06030A (Continuable) 2-13
06030B 2-14
070100 XXXXXXXXX (Non-Continuable) 2-14
080001 (Non-Continuable) 2-15
09xxxx (Non-Continuable) 2-15
0A0000 2-17
0A0010 2-17
0A0020 2-18
0A0030 2-18
0A0040 2-18
0A0050 (Non-Continuable) (only designjets 1050c and 1050cm) 2-19
0A0060 (Non-Continuable) 2-19
0A0070 (Continuable) 2-19
0C0030 2-20
0C0032 (Continuable) 2-20
0C1000 2-21
0C1001 2-21
0D00XX 2-21
System Error Codes During Initialization 2-22

System Error Codes

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.
- Which firmware revision the printer is using (See Note below). Check firmware in *Utilities / Statistics / Code rev.*
- The complete error number (See Note below).
- The Service Configuration Print ⇒ Page 1-17.
- The Current configuration sheet.
- Which software application the customer is using (name, version, etc.).

When reporting the System Error Code, make sure that you supply the full Error Code (including the last 8 numbers where applicable) and the firmware version. Without this information, HP Support Personnel cannot help you.

Continuable and Non-Continuable Error Codes

Some of the Error Codes are continuable, which means you can press **Enter** on the front-panel and continue working with the Printer. Non-Continuable Error Codes do not allow you to continue working with the Printer, in this case power the Printer OFF and ON again and see if the System Error disappears. If the Error Code reappears, then the Printer requires an on-site visit in order to resolve the problem.

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

System Error: 0000D8 XXXXXXXX (**Non-Continuable**)

Problem Description: External Library Error.

Corrective Action: Refer to System Error Code 070100.

System Error: 01002D (**Non-Continuable**)

Problem Description: The Main PCA cannot communicate with the Carriage.

Corrective Action: Perform the Electronic Systems Test ⇒ Page 4-5.

System Error: 010020 (**Non-Continuable**)

Problem Description: Firmware DIMM Test failure.

Corrective Action: Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reseat the Firmware DIMM, reconnect the power cord and power On the Printer.
- If the Error Code appears again, switch the Power OFF from the back of the Printer, disconnect the power cord and Replace the Firmware DIMM. Reconnect the power cord and power On the Printer and check if the Error Code has been resolved.
- If the System Error continues, replace the Main PCA (**designjet 1050c plus/1055cm plus only**) ⇒ Page 8-31.
- If the System Error continues, replace the Electronics Module (**designjet 1050c/1055cm only**) ⇒ Page 8-25.

Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error: 010021 (**Non-Continuable**)

Problem Description: Memory Module Test failure.

Corrective Action: Try the following:

- Switch the Power OFF from the back of the Printer and disconnect the Power cord. Reseat the DRAM DIMMs (Memory Modules), reconnect the power cord and power On the Printer.
- If the Error Code appears again, switch the Power OFF, disconnect the power cord and Replace the Flash DIMMs (Memory Modules). Reconnect the power cord and power On the Printer and check if the Error Code has been resolved.
- If the System Error continues, replace the Main PCA (**designjet 1050c plus/1055cm plus only**) ⇒ Page 8-31.
- If the System Error continues, replace the Electronics Module (**designjet 1050c/1055cm only**) ⇒ Page 8-25.

Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error: 010023 (**Non-Continuable**)

Problem Description: EEROM Test failure.

Corrective Action: Try the following:

- Clear the EEROM (⇒ Page 4-37) and turn the Printer OFF and ON again from the back of the Printer. If after clearing the EEROM, the Error Code disappears, make sure you perform the Calibrations Backup ⇒ Page 5-19.

Make sure that you select "Electronics Module Replaced" when performing the Calibrations Backup.

- If the System Error continues, replace the Main PCA (**designjet 1050c plus/1055cm plus only**) ⇒ Page 8-31.
- If the System Error continues, replace the Electronics Module (**designjet 1050c/1055cm only**) ⇒ Page 8-25.

System Error: 010028 (**Non-Continuable**)

Problem Description: EEROM Checksum failure.

Corrective Action: Try the following:

- Clear the EEROM (⇒ Page 4-37) and turn the Printer OFF and ON again from the back of the Printer. If after clearing the EEROM, the Error Code disappears, make sure you perform the Calibrations Backup ⇒ Page 5-19.

Make sure that you select "Electronics Module Replaced" when performing the Calibrations Backup.

- If the System Error continues, replace the Main PCA (**designjet 1050c plus/1055cm plus only**) ⇒ Page 8-31.
- If the System Error continues, replace the Electronics Module (**designjet 1050c/1055cm only**) ⇒ Page 8-25.

System Error: 010029 (**Non-Continuable**)

Problem Description: EEROM Write failure.

Corrective Action: Try the following:

- Clear the EEROM (⇒ Page 4-37) and turn the Printer OFF and ON again from the back of the Printer. If after clearing the EEROM, the Error Code disappears, make sure you perform the Calibrations Backup ⇒ Page 5-19.

Make sure that you select "Electronics Module Replaced" when performing the Calibrations Backup.

- If the System Error continues, replace the Main PCA (**designjet 1050c plus/1055cm plus only**) ⇒ Page 8-31.
- If the System Error continues, replace the Electronics Module (**designjet 1050c/1055cm only**) ⇒ Page 8-25.

System Error: 010040

Problem Description: Error in Paper-axis Encoder quadrature.

Corrective Action: Try the following:

- Check that the Paper-Axis Motor cable is NOT broken or damaged.
- Check that the Paper-Axis Motor cable is correctly connected.
- Replace the Paper-Axis Motor ⇒ Page 8-12.
- If the System Error continues, replace the Main PCA (**designjet 1050c plus/1055cm plus only**) ⇒ Page 8-31.
- If the System Error continues, replace the Electronics Module (**designjet 1050c/1055cm only**) ⇒ Page 8-25.

Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error: 010041

Problem Description: Error in Scan-axis Encoder quadrature.

Corrective Action: Try the following:

- Check that the Encoder Strip is NOT broken or damaged.
- Replace the Encoder Strip ⇒ Page 8-42.
- Replace the Carriage Assembly ⇒ Page 8-52.
- If the System Error continues, replace the Main PCA (**designjet 1050c plus/1055cm plus only**) ⇒ Page 8-31.
- If the System Error continues, replace the Electronics Module (**designjet 1050c/1055cm only**) ⇒ Page 8-25.

Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error: 010042

Problem Description: Error in Service Station-axis Encoder quadrature.

Corrective Action: Try the following:

- Check that the Service Station Encoder-Cable is NOT broken or damaged.
- Check that the Service Station Encoder-Cable is correctly connected.
- Replace the Service Station ⇒ Page 8-8.
- If the System Error continues, replace the Main PCA (**designjet 1050c plus/1055cm plus only**) ⇒ Page 8-31.
- If the System Error continues, replace the Electronics Module (**designjet 1050c/1055cm only**) ⇒ Page 8-25.

Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error: 010050 XXXXXXXX (**Non-Continuable**)

Problem Description: PostScript Processing Error.

Corrective Action: Power the Printer OFF and ON again to see if the System Error disappears. Try sending the print again.

- If the Error Code reappears after sending the print again, then upgrade the Firmware code of the Printer.

If the Error Code continues to appear after upgrading the Firmware code, then report the error to the HP response Center or the nearest HP Support Office, stating the following information.

- Model and Serial Number of the printer.
- Which firmware revision the printer is using (See Note below). Check firmware in *Utilities / Statistics / Code rev.*
- The complete error number (See Note below).
- The Service Configuration Print ⇒ Page 1-17.
- The Current configuration sheet.
- Which software application the customer is using (name, version, etc.).

When reporting the System Error Code, make sure that you supply the full Error Code (including the last 8 numbers where applicable) and the firmware version. Without this information, HP Support Personnel cannot help you.

System Error: 01009X (**Continuable**)**Problem Description:** Error in Paper-axis Motor Encoder**Corrective Action:** Try the following:

- Power the Printer OFF and ON again to see if the System Error disappears. If the System Error disappears, DO NOT continue with the rest of the troubleshooting process.
- Check that the Paper-Axis Motor cable is NOT broken or damaged.
- Check that the Paper-Axis Motor cable is correctly connected.
- Replace the Paper-Axis Motor ⇒ Page 8-12.
- If the System Error continues, replace the Main PCA (**designjet 1050c plus/1055cm plus only**) ⇒ Page 8-31.
- If the System Error continues, replace the Electronics Module (**designjet 1050c/1055cm only**) ⇒ Page 8-25.

Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error: 02xxxx (**Non-Continuable**)**Problem Description:** PostScript/Firmware Error.**Corrective Action:** Power the Printer OFF and ON again to see if the System Error disappears.

If the Error Code reappears, then report the error to the HP response Center or the nearest HP Support Office, stating the following information.

- Model and Serial Number of the printer.
- Which firmware revision the printer is using (See Note below). Check firmware in *Utilities / Statistics / Code rev.*
- The complete error number (See Note below).
- The Service Configuration Print ⇒ Page 1-17.
- The Current configuration sheet.
- Which software application the customer is using (name, version, etc.).

When reporting the System Error Code, make sure that you supply the full Error Code (including the last 8 numbers where applicable) and the firmware version. Without this information, HP Support Personnel cannot help you.

System Error:	04Cxxx
Problem Description:	EIO Accessories (EIO Card/Hard Disk Drive) Error.
Corrective Action:	<p>Try the following:</p> <ul style="list-style-type: none"> ■ Press ENTER and switch the printer OFF. Remove the Hard Disk Drive (if installed) and make sure that the EIO card is installed correctly by pushing it firmly inwards and checking that the two installation screws are completely tightened. Switch the printer ON again. If this error code continues to appear then replace the EIO card. ■ If this Error Code disappeared after removing the Hard Disk Drive, then switch the Printer OFF and reinstall the Hard Disk Drive, making sure that the two installation screws are completely tightened. Switch the Printer ON again. If this Error Code reappears, then the Hard Disk Drive could be faulty. Replace the Hard Disk Drive. ■ If this system error continues to appear after replacing the EIO card or the Hard Disk Drive, then replace the Main PCA (designjet 1050c plus/1055cm plus only) ⇒ Page 8-31 or replace the Electronics Module (designjet 1050c/1055cm only) ⇒ Page 8-25.
System Error:	048xxx
Problem Description:	The EIO card is from a third party vendor and may not be fully compliant with the IIO Protocol specification 2.0 OR the EIO Card firmware is not updated.
Corrective Action:	<p>Try the following:</p> <ul style="list-style-type: none"> ■ Check with the third party vendor. If the EIO card is not compliant with the IIO Protocol specification 2.0 then you must install a new EIO card which is compliant. ■ Update the EIO Card firmware.
System Error:	048500
Problem Description:	There are too many EIO cards connected to the Printer.
Corrective Action:	<p>Try the following:</p> <ul style="list-style-type: none"> ■ Check that there is only one EIO card connected to the Printer. If there are 2 EIO cards connected, remove one of them from the Printer. ■ If the System Error continues, replace the Main PCA (designjet 1050c plus/1055cm plus only) ⇒ Page 8-31. ■ If the System Error continues, replace the Electronics Module (designjet 1050c/1055cm only) ⇒ Page 8-25

System Error: 060300

Problem Description: One of the Printheads has an Internal Electrical Problem.

Corrective Action: Try the following:

- Remove all the Printheads and clean the flex contacts on the Printheads and in the Carriage Assembly (Refer to Chapter 2).
- Perform the Electronic Systems Test ⇒ Page 4-5.
- Make sure that the Trailing Cable is connected correctly.
- Replace the Trailing Cable ⇒ Page 8-47.
- Replace the Carriage Assembly ⇒ Page 8-52.
- If the System Error continues, replace the Main PCA (**designjet 1050c plus/1055cm plus only**) ⇒ Page 8-31.
- If the System Error continues, replace the Electronics Module (**designjet 1050c/1055cm only**) ⇒ Page 8-25.

Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error: 060301

Problem Description: One of the Printheads has an Internal Electrical Problem.

Corrective Action: Try the following:

- Remove all the Printheads and clean the flex contacts on the Printheads and in the Carriage Assembly (Refer to Chapter 2).
- Perform the Electronic Systems Test ⇒ Page 4-5.
- Make sure that the Trailing Cable is connected correctly.
- Replace the Trailing Cable ⇒ Page 8-47.
- Replace the Carriage Assembly ⇒ Page 8-52.
- If the System Error continues, replace the Main PCA (**designjet 1050c plus/1055cm plus only**) ⇒ Page 8-31.
- If the System Error continues, replace the Electronics Module (**designjet 1050c/1055cm only**) ⇒ Page 8-25

Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error: 060305 0000000X
Problem Description: Thermal Shutdown error (one of the Printheads has gone above the maximum Temperature).

Error Data:

00000000 → Cyan Printhead Failed.

00000001 → Magenta Printhead Failed.

00000002 → Yellow Printhead Failed.

00000003 → Black Printhead Failed.

Corrective Action: Try the following:

- Replace the failing Printhead.
- If the problem remains after replacing the failing Printhead then check if the customer is using a 3rd Party RIP. If a 3rd Party RIP is being used, check the Print Settings in the RIP or try printing one of the Internal Demo Prints to see if the problem is solved without the RIP.

System Error: 060306
Problem Description: Problem with Printhead selection.

Corrective Action: Try the following:

- Remove ALL the Printheads and clean the flex contacts on the Printheads and in the Carriage Assembly (Refer to Chapter 3).
- Replace ALL the Printheads.
- Replace the Carriage Assembly ⇒ Page 8-52.
- Replace the Trailing Cable ⇒ Page 8-47.
- Replace the Main PCA (**designjet 1050c plus/1055cm plus only**) ⇒ Page 8-31.
- Replace the Power Supply Unit (**designjet 1050c plus/1055cm plus only**) ⇒ Page 8-33.
- Replace the Electronics Module (**designjet 1050c/1055cm only**) ⇒ Page 8-25.

Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error: 060307

Problem Description: APA regulation failure.

Corrective Action: Try the following:

- Remove ALL the Printheads and clean the flex contacts on the Printheads and in the Carriage Assembly (Refer to Chapter 3).
- Perform the Electronic Systems Test ⇒ Page 4-5.
- Replace ALL the Printheads.
- Replace the Trailing Cable ⇒ Page 8-47.
- Replace the Carriage Assembly ⇒ Page 8-52.
- If the System Error continues, replace the Main PCA (**designjet 1050c plus/1055cm plus only**) ⇒ Page 8-31.
- If the System Error continues, replace the Electronics Module (**designjet 1050c/1055cm only**) ⇒ Page 8-25.

Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error: 060308

Problem Description: APA regulation failure.

Corrective Action: Try the following:

- Remove ALL the Printheads and clean the flex contacts on the Printheads and in the Carriage Assembly (Refer to Chapter 3).
- Perform the Electronic Systems Test ⇒ Page 4-5.
- Replace ALL the Printheads.
- Replace the Trailing Cable ⇒ Page 8-47.
- Replace the Carriage Assembly ⇒ Page 8-52.
- If the System Error continues, replace the Main PCA (**designjet 1050c plus/1055cm plus only**) ⇒ Page 8-31.
- If the System Error continues, replace the Electronics Module (**designjet 1050c/1055cm only**) ⇒ Page 8-25.

Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error:	060309
Problem Description:	Problem with setting the Voltage of the Printheads.
Corrective Action:	<p>Try the following:</p> <ul style="list-style-type: none"> ■ Remove ALL the Printheads and clean the flex contacts on the Printheads and in the Carriage Assembly (Refer to Chapter 3). ■ Perform the Electronic Systems Test ⇒ Page 4-5. ■ Replace ALL the Printheads. ■ Replace the Trailing Cable ⇒ Page 8-47. ■ Replace the Carriage Assembly ⇒ Page 8-52. ■ If the System Error continues, replace the Main PCA (designjet 1050c plus/1055cm plus only) ⇒ Page 8-31. ■ If the System Error continues, replace the Electronics Module (designjet 1050c/1055cm only) ⇒ Page 8-25.

Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error:	06030A (Continuable)
Problem Description:	Error in finding the Mark Encoder.
Corrective Action:	<p>Try the following:</p> <ul style="list-style-type: none"> ■ Clean the Mark Encoder if necessary (use the Overdrive Cleaning Utility to position the Mark Encoder ⇒ Page 4-36). ■ Clean the Line Sensor (located on the Carriage Assembly). ■ Make sure that the Line Sensor is installed and clipped correctly. ■ Perform the Line Sensor Calibration ⇒ Page 5-9. ■ Perform the Mark Encoder Calibration ⇒ Page 5-13. ■ Replace the Trailing Cable ⇒ Page 8-47. ■ Replace the Carriage Assembly ⇒ Page 8-52. ■ If the System Error continues, replace the Main PCA (designjet 1050c plus/1055cm plus only) ⇒ Page 8-31. ■ If the System Error continues, replace the Electronics Module (designjet 1050c/1055cm only) ⇒ Page 8-25.

Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error: 06030B

Problem Description: The Ambient Temperature measured is out of the normal range.

Corrective Action: Try the following:

- Make sure that the Ambient temperature is within the allowed range (between 0 and 55 Degrees Centigrade).
- Replace the ISS PCA (**designjet 1050c plus/1055cm plus only**) ⇒ Page 8-34.
- Replace the Main PCA (**designjet 1050c plus/1055cm plus only**) ⇒ Page 8-31.
- Replace the Electronics Module (**designjet 1050c/1055cm only**) ⇒ Page 8-25.

Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error: 070100 XXXXXXXX (**Non-Continuable**)

Problem Description: Firmware Error.

The last 8 numbers are normally the following:

005CXXXX

005DXXXX

005EXXXX

007AXXXX

0090XXXX

0092XXXX

Corrective Action: Try the following:

- Switch the printer OFF and remove the Hard Disk Drive (if installed) and the EIO card. Switch the printer ON again and check if the error code has disappeared. If this error code continues to appear then replace the Main PCA ⇒ Page 8-31.
- If this Error Code disappeared after removing the Hard Disk Drive and the EIO Card, then switch the Printer OFF and reinstall the EIO Card, making sure that the two installation screws are completely tightened. Switch the Printer ON again. If this Error Code reappears, then the EIO Card could be faulty. Replace the EIO Card.
- If this Error Code did not reappear after installing the EIO Card, then switch the Printer OFF and reinstall the Hard Disk Drive, making sure that the two installation screws are completely tightened. Switch the Printer ON again. If this Error Code reappears, then the Hard Disk Drive could be faulty. Replace the Hard Disk Drive.
- If the multi-roll feeder is installed, this error could also appear if during the load process the user removes an Ink Cartridge **or** if the printer is set on nesting, and is waiting for a print, the user unloads a roll, removes it from the multi-roll feeder and installs a new roll.

System Error: 080001 (**Non-Continuable**)

Problem Description: PostScript Error.

Corrective Action: Refer to System Error Code 070100.

System Error: 09xxxx (**Non-Continuable**)

Problem Description: EIO Accessories (EIO Card/Hard Disk Drive) Error.

Corrective Action: Try the following:

- Switch the Printer OFF and ON again and wait for the initialization.
- If the Error code continues to appear, switch the Printer OFF. Remove the EIO Card (if installed) and make sure that the Hard Disk Drive is installed correctly by pushing it firmly inwards and checking that the two installation screws are completely tightened. Switch the Printer ON again. If the error codes 09Axxx or 09Bxxx appear then replace the Hard Disk Drive.
- If the Error Code disappeared after removing the EIO Card, then switch the Printer OFF and reinstall the EIO Card, making sure that the two installation screws are completely tightened. Switch the Printer ON again. If the Error Code reappears, then the EIO Card could be faulty. Replace the EIO Card.
- If Error Code 09Cxxx appears after initialization, then replace the Main PCA (**designjet 1050c plus/1055cm plus only**) ⇒ Page 8-31 **or** replace the Electronics Module (**designjet 1050c/1055cm only**) ⇒ Page 8-25.
- Once the Error Code has been solved, print an Internal Demo Print to make sure that the Hard Disk Drive is functioning correctly. If the Error Code reappears, then use the above information to troubleshoot the problem.

System Error: 09Axxx (**Non-Continuable**)

Problem Description: Internal Error.

Corrective Action: Try the following:

- Replace the Hard Disk Drive (**designjet 1050c plus/1055cm plus only**) ⇒ Page 8-35.
- Replace the Main PCA (**designjet 1050c plus/1055cm plus only**) ⇒ Page 8-31.

Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error: 09A001 (**only applicable to designjet 1050c plus/1055cm plus**)

Problem Description: There are too many Hard Disk Drives connected to the Printer.

Corrective Action: Try the following:

- Switch the printer OFF and remove the **external** Hard Disk Drive. Switch the Printer back ON and check if the error code has disappeared.
- If the System Error continues, replace the Main PCA (**designjet 1050c plus/1055cm plus only**) ⇒ Page 8-31.

System Error: 09Bxxx (**Non-Continuable**)

Problem Description: Internal Error.

Corrective Action: Try the following:

- Replace the Hard Disk Drive (**designjet 1050c plus/1055cm plus only**) ⇒ Page 8-35.
- Replace the Main PCA (**designjet 1050c plus/1055cm plus only**) ⇒ Page 8-31.

Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error: 09Cxxx (**Non-Continuable**)

Problem Description: Internal Error.

Corrective Action: Try the following:

- Replace the Main PCA (**designjet 1050c plus/1055cm plus only**) ⇒ Page 8-31.
- Replace the Hard Disk Drive (**designjet 1050c plus/1055cm plus only**) ⇒ Page 8-35.

Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error: 0A0000

Problem Description: The Air Pressure is below the minimum requirement.

Corrective Action: Try the following:

- Power the Printer OFF/ON again to see if the System Error disappears.
- Check all the cables of the APS and make sure they are correctly connected and are NOT damaged.
- Check all the tubes of the APS and Tubes System and make sure they are correctly connected and are NOT pinched or damaged.
- Check that the Air Tube from the APS is correctly connected to the Tubes System.
- Faulty APS Sensor, APS Valve or APS Pump. Replace the complete APS ⇒ Page 8-20.
- Replace ONE Ink Cartridge at a time, checking if the error code disappears.

Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error: 0A0010

Problem Description: Problem in Pressurizing the Air System.

Corrective Action: Try the following:

- Power the Printer OFF/ON again to see if the System Error disappears.
- Replace ONE Ink Cartridge at a time, checking if the error code disappears.
- Check all the cables of the APS and make sure they are correctly connected and are NOT damaged.
- Check all the tubes of the APS and Tubes System and make sure they are correctly connected and are NOT pinched or damaged.
- Faulty APS Sensor, APS Valve or APS Pump. Replace the complete APS ⇒ Page 8-20.

Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error: 0A0020

Problem Description: Error in Calibrating the APS Sensor.

Corrective Action: Try the following:

- Check all the cables of the APS and make sure they are correctly connected and are NOT damaged.
- Check all the tubes of the APS and Tubes System and make sure they are correctly connected and are NOT pinched or damaged.
- Faulty APS Sensor or APS Valve. Replace the complete APS ⇒ Page 8-20.

System Error: 0A0030

Problem Description: Problem in Depressurizing Air System.

Corrective Action: Try the following:

- Check the APS for any signs of Ink. Also inspect ALL Ink Cartridges for any signs of leaking (the bottom valve of the Ink Cartridge will contain ink).
- If there is Ink Leakage, replace ALL Ink Cartridges, the APS (⇒ Page 8-20) and the Tubes System (⇒ Page 8-67).

System Error: 0A0040

Problem Description: Ink Tubes Initialization Failure Due to Low Air Pressure.

Corrective Action: Try the following:

- Check all the cables of the APS and make sure they are correctly connected and are NOT damaged.
- Check all the tubes of the APS and Tubes System and make sure they are correctly connected and are NOT pinched or damaged.
- Replace ONE Ink Cartridge at a time, checking if the error code disappears.
- Faulty APS Sensor or APS Pump. Replace the complete APS ⇒ Page 8-20.

System Error: 0A0050 **(Non-Continuable) (only designjets 1050c and 1050cm)**

Problem Description: The Printer has detected a leak in the Tubes System before the life of the System.

Corrective Action: Try the following:

- The leak detector could have been triggered due to condensation in the Printer. Power OFF the Printer and allow the Printer to dry for 15 minutes. Power ON the Printer and check if the error code has disappeared.
- If the Error Code reappears, replace the complete Tubes System (SRK) ⇒ Page 8-61.

Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error: 0A0060 **(Non-Continuable)**

Problem Description: The Printer has detected a leak in the Tubes System after the life of the System.

Corrective Action: Try the following:

- The leak detector could have been triggered due to condensation in the Printer. Power OFF the Printer and allow the Printer to dry for 15 minutes. Power ON the Printer and check if the error code has disappeared.
- If the error code reappears, replace the complete Tubes System (SRK) ⇒ Page 8-61.

Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error: 0A0070 **(Continuable)**

Problem Description: The Backup EEROM contents stored in the Tubes System are not consistent with the ones required by the firmware.

Corrective Action: Try the following:

- Perform the Calibrations Backup ⇒ Page 5-19.

Make sure that you select "Tubes Replaced" when performing the Calibrations Backup.

System Error: 0C0030

Problem Description: Bad Drop Detector.

Corrective Action: Try the following:

- Print the Print Quality Test ⇒ Page 6-4. Check that the Printhead nozzles are firing correctly.
- Remove the Drop Detector and make sure that there are no obstacles inside which are blocking the sensor.
- Perform the Service Station Calibration ⇒ Page 5-11. Check whether the System Error has disappeared.
- Check that the Drop Detector Cable is NOT broken or damaged.
- Check that the Drop Detector cable is correctly connected to the Service Station Cable.
- Replace the Drop Detector Assembly ⇒ Page 8-10.
- If the System Error continues, replace the Main PCA (**designjet 1050c plus/1055cm plus only**) ⇒ Page 8-31.
- If the System Error continues, replace the Electronics Module (**designjet 1050c/1055cm only**) ⇒ Page 8-25.

Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error: 0C0032 (**Continuable**)

Problem Description: Drop Detector not Calibrated for all Printheads.

Corrective Action: Try the following:

- Print the Print Quality Test ⇒ Page 6-4. Check that the Printhead nozzles are firing correctly.
- Perform the Service Station Calibration ⇒ Page 5-11.
- Replace the Drop Detector Assembly ⇒ Page 8-10.
- If the System Error continues, replace the Main PCA (**designjet 1050c plus/1055cm plus only**) ⇒ Page 8-31.
- If the System Error continues, replace the Electronics Module (**designjet 1050c/1055cm only**) ⇒ Page 8-25.

Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error: 0C1000
Problem Description: Primer not Calibrated.
Corrective Action: Try the following:

- Perform the Service Station Calibration ⇒ Page 5-11.
- Make sure that the Primer Arm has the rubber ring at the end. If the rubber ring is missing from the end of the Primer Arm, replace the Service Station ⇒ Page 8-8.
- If the System Error continues, replace the Main PCA (**designjet 1050c plus/1055cm plus only**) ⇒ Page 8-31.
- If the System Error continues, replace the Electronics Module (**designjet 1050c/1055cm only**) ⇒ Page 8-25.

Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error: 0C1001
Problem Description: Primer Shutdown Error.
Corrective Action: Try the following:

- Check that the Primer Stepper-Motor Cable is NOT broken or damaged and that the Primer arm moves freely from side to side.
- Replace the Service Station ⇒ Page 8-8.
- If the System Error continues, replace the Main PCA (**designjet 1050c plus/1055cm plus only**) ⇒ Page 8-31.
- If the System Error continues, replace the Electronics Module (**designjet 1050c/1055cm only**) ⇒ Page 8-25.

Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error: 0D00XX
Problem Description: System error code related to the multi-roll feeder.
Corrective Action: Refer to the **hp** designjet multi-roll feeder (for 1000 series) Service Manual.

System Error Codes During Initialization

The following System Error Codes will only appear during the Initialization process when you power ON the Printer.

System Error: 0B0000

Problem Description: Bad Ambient Temperature measured.

Corrective Action: Try the following:

- Make sure that the Ambient temperature is within the allowed range (between 0 and 55 Degrees Centigrade).
- Replace the ISS PCA (**designjet 1050c plus/1055cm plus only**) ⇒ Page 8-34.
- Replace the Main PCA (**designjet 1050c plus/1055cm plus only**) ⇒ Page 8-31.
- Replace the Electronics Module (**designjet 1050c/1055cm only**) ⇒ Page 8-25.

Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error: 0B0001

Problem Description: Bad Humidity read.

Corrective Action: Try the following:

- Replace the ISS PCA (**designjet 1050c plus/1055cm plus only**) ⇒ Page 8-34.
- Replace the Main PCA (**designjet 1050c plus/1055cm plus only**) ⇒ Page 8-31.
- Replace the Electronics Module (**designjet 1050c/1055cm only**) ⇒ Page 8-25.

Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error: OB0002**Problem Description:** Bad IDS pressure read.**Corrective Action:** Try the following:

- Check that ALL the cables from the APS to the Ink Supply Station (ISS) PCA are correctly connected and are NOT damaged.
- Check all the tubes of the APS and make sure they are NOT pinched or damaged.
- Faulty APS Sensor. Replace the complete APS ⇒ Page 8-20.
- Replace the ISS PCA (**designjet 1050c plus/1055cm plus only**) ⇒ Page 8-34.
- Replace the Main PCA (**designjet 1050c plus/1055cm plus only**) ⇒ Page 8-31.
- Replace the Electronics Module (**designjet 1050c/1055cm only**) ⇒ Page 8-25.

Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error: OB0003**Problem Description:** ADC0 Internal channels check Failure.**Corrective Action:** Try the following:

- Replace the ISS PCA (**designjet 1050c plus/1055cm plus only**) ⇒ Page 8-34.
- Replace the Main PCA (**designjet 1050c plus/1055cm plus only**) ⇒ Page 8-31.
- Replace the Electronics Module (**designjet 1050c/1055cm only**) ⇒ Page 8-25.

Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error: OB0004

Problem Description: Unable to detect Pump.

Corrective Action: Try the following:

- Check that the cable from the Ink Supply Station (ISS) PCA to the Ink Supply Station is correctly connected.
- Faulty APS Pump. Replace the complete APS ⇒ Page 8-20.
- Replace the ISS PCA (**designjet 1050c plus/1055cm plus only**) ⇒ Page 8-34.
- Replace the Main PCA (**designjet 1050c plus/1055cm plus only**) ⇒ Page 8-31.
- Replace the Electronics Module (**designjet 1050c/1055cm only**) ⇒ Page 8-25.

Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error: OB0005

Problem Description: Unable to detect Valve.

Corrective Action: Try the following:

- Check that the cable from the Ink Supply Station (ISS) PCA to the Ink Supply Station is correctly connected.
- Faulty APS Valve. Replace the complete APS ⇒ Page 8-20.
- Replace the ISS PCA (**designjet 1050c plus/1055cm plus only**) ⇒ Page 8-34.
- Replace the Main PCA (**designjet 1050c plus/1055cm plus only**) ⇒ Page 8-31.
- Replace the Electronics Module (**designjet 1050c/1055cm only**) ⇒ Page 8-25.

Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error:

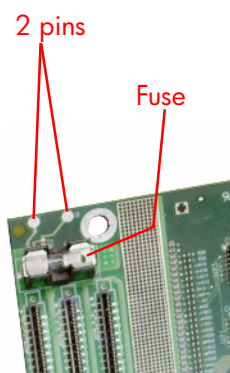
OB0006

Problem
Description:

The Trailing Cable has been incorrectly connected OR the fuse in the Electronics Module has been burned.

Corrective Action:

Try the following:



- Turn the printer OFF and check the resistance between the 2 pins on the Main PCA.

- a If the resistance between the 2 pins is **more** than 100 ohms, then change the fuse and reboot the printer. If **after** changing the fuse the error code continues to appear, then replace the Main PCA (**designjet 1050c plus/1055cm plus only**) ⇒ Page 8-31 **or** replace the Electronics Module (**designjet 1050c/1055cm only**) ⇒ Page 8-25.
- b If the resistance between the 2 pins is **less** than 100 ohms, then disconnect the trailing cable and check that the ends of the Trailing Cable are flat and are not damaged or bent. Reconnect the Trailing Cable correctly, making sure it is pushed in firmly. Power ON the Printer and check if the Error Code disappears. If the Error Code continues to appear, change the fuse on the Main PCA.

For hp designjets 1050c and 1055cm, refer to Page 8-27 for instructions on how to check the continuity.

System Error:

OB0007

Problem
Description:

Unable to detect Vacuum Fan.

Corrective Action:

Try the following:

- Make sure that the Vacuum Fan is connected correctly to the Main PCA.
- Turn the Printer OFF and disconnect the Vacuum Fan from the Main PCA. Connect a **New** Vacuum Fan to the Main PCA and power ON the Printer. If the **New** Vacuum Fan functions correctly without any Error Codes then remove the **Old** Vacuum Fan from the Printer and install the **New** one.
- If the New Vacuum Fan does not function correctly either, then replace the Main PCA (**designjet 1050c plus/1055cm plus only**) ⇒ Page 8-31 **or** replace the Electronics Module (**designjet 1050c/1055cm only**) ⇒ Page 8-25.

System Error: OB0008

Problem Description: Unable to detect Cooling Fan.

Corrective Action: Try the following:

- Make sure that the Cooling Fan is connected correctly to the Main PCA.
- Turn the Printer OFF and disconnect the Cooling Fan from the Main PCA. Connect a **New** Cooling Fan to the Main PCA and power ON the Printer. If the **New** Cooling Fan functions correctly without any Error Codes then remove the **Old** Cooling Fan from the Printer and install the **New** one.
- If the New Cooling Fan does not function correctly either, then replace the Main PCA (**designjet 1050c plus/1055cm plus only**) ⇒ Page 8-31 **or** replace the Electronics Module (**designjet 1050c/1055cm only**) ⇒ Page 8-25.

System Error: OB0009

Problem Description: Unable to detect Aerosol Fan (Included on the Right Cover).

Corrective Action: Try the following:

- Make sure that the Aerosol Fan is connected correctly to the Electronics Module.
- Turn the Printer OFF and disconnect the Aerosol Fan from the Electronics Module. Connect a **New** Aerosol Fan (comes with the new Right Cover) to the Electronics Module and power ON the Printer. If the **New** Aerosol Fan functions correctly without any Error Codes then remove the **Old** Aerosol Fan from the Printer and install the **New** one.
- If the New Aerosol Fan does not function correctly either, then replace the Main PCA (**designjet 1050c plus/1055cm plus only**) ⇒ Page 8-31 **or** replace the Electronics Module (**designjet 1050c/1055cm only**) ⇒ Page 8-25.

System Error: OB000A

Problem Description: Primer Shutdown Error.

Corrective Action: Try the following:

- Check that the Primer Stepper-Motor Cable is NOT broken or damaged and that the Primer arm moves freely from side to side.
- Replace the Service Station ⇒ Page 8-8.
- If the System Error continues, replace the Main PCA (**designjet 1050c plus/1055cm plus only**) ⇒ Page 8-31.
- If the System Error continues, replace the Electronics Module (**designjet 1050c/1055cm only**) ⇒ Page 8-25.

Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error:	OB000B
Problem Description:	Pump or Pressure Sensor not working.
Corrective Action:	<p>Try the following:</p> <ul style="list-style-type: none"> ■ Check that the cable from the Ink Supply Station (ISS) PCA to the Ink Supply Station is correctly connected. ■ Check that the Air Pressurization System Sensor Cable is correctly connected and is NOT damaged. ■ Check all the tubes of the APS and make sure they are NOT pinched or damaged. ■ Faulty APS Sensor, APS Valve or APS Motor. Replace the complete APS ⇒ Page 8-20. ■ Replace the ISS PCA (designjet 1050c plus/1055cm plus only) ⇒ Page 8-34. ■ Replace the Main PCA (designjet 1050c plus/1055cm plus only) ⇒ Page 8-31. ■ Replace the Electronics Module (designjet 1050c/1055cm only) ⇒ Page 8-25.

Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error:	OB000C
Problem Description:	Serial Device ADC test failure.
Corrective Action:	<p>Try the following:</p> <ul style="list-style-type: none"> ■ Replace the ISS PCA (designjet 1050c plus/1055cm plus only) ⇒ Page 8-34. ■ Replace the Main PCA (designjet 1050c plus/1055cm plus only) ⇒ Page 8-31. ■ Replace the Electronics Module (designjet 1050c/1055cm only) ⇒ Page 8-25.

Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error: OB000D

Problem Description: 24 V source test failure.

Corrective Action: Try the following:

- Replace the Scan-Axis Motor Assembly ⇒ Page 8-41.
- Replace the Paper-Axis Motor Assembly ⇒ Page 8-12.
- Replace the Service Station Assembly ⇒ Page 8-8.
- Replace the Main PCA (**designjet 1050c plus/1055cm plus only**) ⇒ Page 8-31.
- Replace the ISS PCA (**designjet 1050c plus/1055cm plus only**) ⇒ Page 8-34.
- Replace the Power Supply Unit (**designjet 1050c plus/1055cm plus only**) ⇒ Page 8-33.
- Replace the Electronics Module (**designjet 1050c/1055cm only**) ⇒ Page 8-25.

Only replace one component at a time and check if the error has gone before replacing another component. Using this procedure you will be able to determine exactly which component failed.

System Error: OB000E

Problem Description: Short Circuit in the Scan-Axis Motor.

Corrective Action: Try the following:

- Replace the Scan-Axis Motor Assembly ⇒ Page 8-41.
- Replace the Main PCA (**designjet 1050c plus/1055cm plus only**) ⇒ Page 8-31.
- Replace the Electronics Module (**designjet 1050c/1055cm only**) ⇒ Page 8-25.