2 System error codes

What to do if the front panel is blank

No system error message can be displayed when the front panel is blank. In these cases the front panel has not necessarily failed—any other electronic component can be the root cause. The Power Switch and Formatter LEDs can help you to troubleshoot a problem in this situation; see How to read the power switch LEDs on page 18 and How to read the Formatter LEDs on page 19.
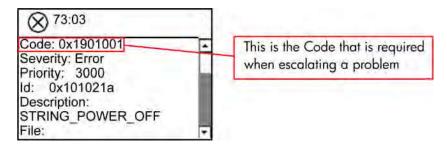
System error codes

System error codes are hexadecimal 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. Try one recommended action at a time and check whether 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 *Setup Menu / Information Menu / Show Printer Information*.

- The complete error number (See Note below).

- The complete error number (See Note below).

- The Service Configuration Print.

- The Current configuration sheet.

- Which software application the customer is using (name, version, etc).

📝 NOTE: When reporting the System Error Code, make sure that you supply the full Internal Error Code and the firmware version. Without this information, HP Support Personnel cannot help you. To view the Internal Error Code, hold the DOWN key and press the CANCEL key at the same when the System Error Code is displayed on the Front Panel.

Explanation of system error codes and warnings

System Error Codes explain which component/system is failing and what action should be taken to resolve the problem.

System Error Codes are displayed directly on the front panel (but can also be seen on the Information Page) and have been defined in the format **XX.YZ**. or **XX.n:YZ.m**.

- **XX**: Service Part (2 digits).
- **n**: Service Part Index (if more than one used in the product) - Optional.
  - e.g. Identify the Ink Supply (color and number).
- **Y**: Who should perform the action (1 digit) - (User or Service Engineer).
- **Z**: Action to perform (1 digit).
- **m**: additional actions/information to consider (1 digit) - Optional.
  - e.g. Non-authorized ink was detected, PM was triggered or Printhead in/out of Warranty.

The following table explains the **XX** part of the System Error Code or Warning:

Code	Component/System
01.0	Main PCA
01.1	Printmech PCA
01.2	ISS Top PCA
01.3	ISS Bottom PCA
02.1	Carriage PCA
03	Power Supply Unit
05	Formatter
05.1	Formatter Fan
06	Hard Disk Drive
08	Front Panel
11	Trailing Cable
17	Other cables
21	Service Station
23	Pressure System (APS)
24	Ink Supply Tubes
26.n	Ink Cartridge (color n)
27.n, 28.n	Printhead (color n)
29	Maintenance Cartridge
32	Take-up Reel
36	Duplexer
41	Media-Axis Motor
42	Scan-Axis Motor
43	Vacuum Fan
44	Aerosol Fan
45	Rewinder

Code	Component/System
46	Primer
50	OMAS
51	Window Position Sensor
51.1	Maintenance Cartridge Door Sensor
52	Drop Detector
53	Media Sensor
54	Media Lever Sensor
55	Line Sensor
56	Paper Encoder Sensor
58	Embedded PhotoSpectrometer (ESP)
59	Incompatible parts
60	Initialization
61	Language Interpreting
61.1	PS Fonts Missing
64	Input/Output through USB Port
71	Memory Management
74	Firmware Update
75	Ink consumption
76	Disk Full
77	Embedded Web Server
78	Media Settings
79	Assertion (Uncontrollable Firmware Error)
81	Paper Advance
85	Media-Axis Encoder Reading
86	Carriage Movement
87	Scan-axis encoder reading
94	Color Calibration

The following table explains the **YZ** part of the System Error Code or Warning:

Code	Recovery action	Response
00	Replace	Possible for customer to perform action
01	Reseat/Reconnect/Clean/Adjust (manually)	
02	Calibrate/Adjust (using Automatic Process)	

Code	Recovery action	Response
03	Power OFF and Restart the printer	
04	Update System Firmware	
05	Upgrade Driver or Computer Software	
06	Add Accessory	
07	Escalate	
08	Send Plot Again	
09	Wrong Part Installed	
10	Replace	
11	Reseat/Reconnect/Clean/Adjust (manually)	
12	Calibrate/Adjust (using Automatic Process)	
13	Power OFF	
14	Update System Firmware	HP qualified personnel assistance required
15	Upgrade Driver or Computer Software	
16	Add Accessory	
17	Escalate	
18	Send Plot Again	
19	Wrong Part Installed	

Continuable and non-continuable error codes

Some of the Error Codes are continuable, which means you can press OK 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.

NOTE: If the solution calls for a replacement part, replace one component at a time and check if the error has been cleared before replacing another component. Using this procedure you will be able to determine exactly which component has failed.

SE 01.0:10

Cause: Main PCA hardware failure

Solution: Try the following:

- Turn the power off at the rear of the printer and disconnect the power cord. Reconnect the power cord and turn on the printer.

- Replace the Main PCA ⇒ Main PCA on page 358.

SE 01.1:10

Cause: PrintMech PCA hardware failure
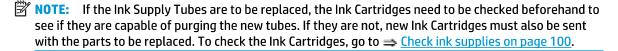
Solution: Try the following:

- Turn the power off at the rear of the printer and disconnect the power cord. Reconnect the power cord and turn on the printer.

- Replace the PrintMech PCA ⇒ PrintMech PCA on page 372.

SE 01.2:10

Cause: ISS Top PCA communication failure

Solution: Try the following:

- Turn the power off at the rear of the printer and disconnect the power cord. Reconnect the power cord and turn on the printer.

- Replace the Ink Supply Tubes and Trailing Cable.

  📝 **NOTE:** If the Ink Supply Tubes are to be replaced, the Ink Cartridges need to be checked beforehand to see if they are capable of purging the new tubes. If they are not, new Ink Cartridges must also be sent with the parts to be replaced. To check the Ink Cartridges, go to ⇒ Check ink supplies on page 100.

SE 01.3:10

Cause: ISS Bottom PCA communication failure

Solution: Try the following:

- Turn the power off at the rear of the printer and disconnect the power cord. Reconnect the power cord and turn on the printer.

- Replace the Ink Supply Tubes and Trailing Cable.

  📝 **NOTE:** If the Ink Supply Tubes are to be replaced, the Ink Cartridges need to be checked beforehand to see if they are capable of purging the new tubes. If they are not, new Ink Cartridges must also be sent with the parts to be replaced. To check the Ink Cartridges, go to ⇒ Check ink supplies on page 100.

SE 02.1:10

Cause: Carriage PCA communication failure

Solution: Try the following:

- Turn the power off at the rear of the printer and disconnect the power cord. Reconnect the power cord and turn on the printer.

- Check that the Trailing Cable is not damaged.

- Check that the Trailing Cable is correctly connected to the Carriage PCA, Interconnect PCA and Main PCA.

- Replace the Carriage PCA ⇒ Carriage PCA on page 318.

SE 03:10

Cause: Power distribution failure

Solution: Try the following:

- Turn the power off at the rear of the printer and disconnect the power cord. Reconnect the power cord and turn on the printer.

- If the Power Supply Unit's blue LED is on, replace the PrintMech PCA. If not, replace the Power Supply Unit.

SE 05:10

Cause: Formatter communication failure with ISS

Solution: Try the following:

- Turn the power off at the rear of the printer and disconnect the power cord. Reconnect the power cord and turn on the printer.

- Check that the Formatter to PrintMech PCA cable is correctly connected.

- If the system error persists, replace the Formatter ⇒ Formatter on page 361.

- If the system error persists and your printer is a Rev. B, replace the Formatter ⇒ Formatter on page 361 and the Hard Disk Drive (HDD) on page 364.

SE 05.1:10

Cause: Formatter CPU fan stopped or burnt

Solution: Try the following:

- Turn the power off at the rear of the printer and disconnect the power cord. Reconnect the power cord and turn on the printer.

- If the system error persists, replace the Formatter ⇒ Formatter on page 361.

- If the system error persists and your printer is a Rev. B, replace the Formatter ⇒ Formatter on page 361 and the Hard Disk Drive (HDD) on page 364.

SE 06:03

Cause: Main NVM communication failure

Solution: Try the following:

- Turn the power off at the rear of the printer and disconnect the power cord. Reconnect the power cord and turn on the printer.

- If the System Error continues, replace the Hard Disk Drive ⇒ Hard Disk Drive (HDD) on page 364.

- If the system error persists and your printer is a Rev. B, replace the Formatter ⇒ Formatter on page 361 and the Hard Disk Drive (HDD) on page 364.

SE 06:10

Cause: Main NVM communication failure

Solution: Try the following:

- Turn the power off at the rear of the printer and disconnect the power cord. Reconnect the power cord and turn on the printer.

- If the System Error continues, replace the Hard Disk Drive ⇨ Hard Disk Drive (HDD) on page 364.

- If the system error persists and your printer is a Rev. B, replace the Formatter ⇨ Formatter on page 361 and the Hard Disk Drive (HDD) on page 364.

SE 08:11

Cause: Front Panel communication failure

Solution: Try the following:

- Turn the power off at the rear of the printer and disconnect the power cord. Reconnect the power cord and turn on the printer.

- See What to do if the front panel is blank on page 44.

SE 11:10

Cause: Trailing Cable does not seem to be connected

Solution: Try the following:

- Check that the Trailing Cable is not damaged.

- Check that the Trailing Cable is correctly connected to the Carriage PCA, Interconnect PCA and Main PCA.

- Replace the Ink Supply Tubes and Trailing Cable.

  📝 **NOTE:** If the Ink Supply Tubes are to be replaced, the Ink Cartridges need to be checked beforehand to see if they are capable of purging the new tubes. If they are not, new Ink Cartridges must also be sent with the parts to be replaced. To check the Ink Cartridges, go to ⇨ Check ink supplies on page 100.

SE 17.0:11

Cause: PrintMech to Interconnect Power cable does not seem to be connected

Solution: Try the following:

- Check that the PrintMech to Interconnect Power cable is not damaged.

- Check that the PrintMech to Interconnect Power cable is correctly connected to the PrintMech PCA and the Interconnect PCA.

- Replace the PrintMech to Interconnect Power cable (which is included in the Electronics Module Cable Kit).

SE 17.1:11

Cause: PrintMech to Interconnect Data 1 cable does not seem to be connected

Solution: Try the following:

- Check that the PrintMech to Interconnect Data 1 cable is not damaged.

- Check that the PrintMech to Interconnect Data 1 cable is correctly connected to the PrintMech PCA and the Interconnect PCA.

- Replace the PrintMech to Interconnect Data 1 cable (which is included in the Electronics Module Cable Kit).

SE 17.2:11

Cause: PrintMech to Interconnect Data 2 cable does not seem to be connected

Solution: Try the following:

- Check that the PrintMech to Interconnect Data 2 cable is not damaged.

- Check that the PrintMech to Interconnect Data 2 cable is correctly connected to the PrintMech PCA and the Interconnect PCA.

- Replace the PrintMech to Interconnect Data 2 cable (which is included in the Electronics Module Cable Kit).

SE 17.3:11

Cause: Main PCA to PrintMech Black 1 cable does not seem to be connected

Solution: Try the following:

- Check that the Main PCA to PrintMech Black 1 cable is not damaged.

- Check that the Main PCA to PrintMech Black 1 cable is correctly connected to the Main PCA and the PrintMech PCA.

- Replace the Main PCA to PrintMech Black 1 cable (which is included in the Electronics Module Cable Kit).

SE 17.4:11

Cause: Main PCA to PrintMech Blue 2 cable does not seem to be connected

Solution: Try the following:

- Check that the Main PCA to PrintMech Blue 2 cable is not damaged.

- Check that the Main PCA to PrintMech Blue 2 cable is correctly connected to the Main PCA and the PrintMech PCA.

- Replace the Main PCA to PrintMech Blue 2 cable (which is included in the Electronics Module Cable Kit).

SE 21:03

Cause: Service Station electrical current limit

Solution: Try the following:

- Turn the power off at the rear of the printer and disconnect the power cord. Reconnect the power cord and turn on the printer.

- Make sure that the Service Station path is clear. Remove any visible obstacles (such as foam from the printer's packaging, screws and plastic parts) restricting the movement of the Service Station.

- If the System Error continues, replace the Service Station ⇒ Service Station on page 273.

SE 21:13

Cause: Service Station jam

Solution: Try the following:

- Turn the power off at the rear of the printer and disconnect the power cord. Reconnect the power cord and turn on the printer.

- Make sure that the Service Station path is clear. Remove any visible obstacles (such as foam from the printer's packaging, screws and plastic parts) restricting the movement of the Service Station.

- If the System Error continues, replace the Service Station ⇒ Service Station on page 273.

SE 23:10

Cause: Air Pressurization System failure; unable to pressurize or depressurize tubes

Solution: Try the following:

- Turn the power off at the rear of the printer and disconnect the power cord. Reconnect the power cord and turn on the printer.

- Check that the APS cable is not damaged and is correctly connected to the PrintMech PCA.

- Check that the air tubes are properly connected and are not kinked or pinched.

- Replace the APS Assembly ⇒ APS Assembly on page 305.

SE 24:03

Cause: Ink Supply Tubes purge failure

Solution: Try the following:

- Turn the power off at the rear of the printer and disconnect the power cord. Reconnect the power cord and turn on the printer.

- Ensure that the dummy printheads are correctly installed and purge the Ink Supply Tubes again.

- If the problem persists, replace the Setup Printhead Kit.

SE 24:10

Cause: A broken bag has been detected in one of the Ink Cartridges

Solution: Try the following:

- Press Down + Cancel to see which cartridges have a broken bag. Remove the affected cartridges, shake each one three times within 2 seconds through a distance of about 40 cm, and check whether the

cartridge air tower is contaminated with ink. If at least one cartridge is contaminated, replace the Ink Supply Tubes and Trailing Cable ⇒ Ink Supply Tubes and Trailing Cable on page 287.

> **NOTE:** If the Ink Supply Tubes are to be replaced, the Ink Cartridges need to be checked beforehand to see if they are capable of purging the new tubes. If they are not, new Ink Cartridges must also be sent with the parts to be replaced. To check the Ink Cartridges, see Check ink supplies on page 100.

- If no cartridge seems contaminated, follow the broken bag recovery procedure for more information ⇒ Recover broken bag on page 102.

SE 24:11

Cause: PrintMech to ISS Top cable does not seem to be connected

Solution: Try the following:

- Check that the PrintMech to ISS Top cable cable is not damaged.

- Check that the PrintMech to ISS Top cable is correctly connected to the PrintMech PCA and ISS Top PCA.

- Replace the PrintMech to ISS Top cable (which is included in the Electronics Module Cable Kit).

SE 24.1:11

Cause: ISS Top to ISS Bottom cable does not seem to be connected

Solution: Try the following:

- Check that the ISS Top to ISS Bottom cable cable is not damaged.

- Check that the ISS Top to ISS Bottom cable is correctly connected to the ISS Top PCA and ISS Bottom PCA.

- Replace the ISS Top to ISS Bottom cable (which is included in the Electronics Module Cable Kit).

SE 26.0:01

Cause: Bad contact detected in ISS slot 0 floater

Solution: Try the following:

- Remove the Magenta Ink Cartridge (all printers) and reinstall it into the printer.

- Replace the Magenta Ink Cartridge.

- Check that the ISS to Cartridge cable (Magenta Ink Cartridge) is not damaged and is correctly connected to the Ink Supply Tubes PCA.

- Replace the ISS to Cartridge cable (Magenta Ink Cartridge) ⇒ ISS to Cartridge Cables on page 295.

SE 26.1:01

Cause: Bad contact detected in ISS slot 1 floater

Solution: Try the following:

- Remove the Light Magenta (Z6200/Z6800) or Yellow (Z6600) Ink Cartridge and reinstall it into the printer.

- Replace the Light Magenta (Z6200/Z6800) or Yellow (Z6600) Ink Cartridge.

- Check that the ISS to Cartridge cable (Light Magenta or Yellow Ink Cartridge) is not damaged and is correctly connected to the Ink Supply Tubes PCA.

- Replace the ISS to Cartridge cable (Light Magenta or Yellow Ink Cartridge) ⇒ ISS to Cartridge Cables on page 295.

SE 26.2:01

Cause: Bad contact detected in ISS slot 2 floater

Solution: Try the following:

- Remove the Photo Black Ink Cartridge (all printers) and reinstall it into the printer.

- Replace the Photo Black Ink Cartridge.

- Check that the ISS to Cartridge cable (Photo Black Ink Cartridge) is not damaged and is correctly connected to the Ink Supply Tubes PCA.

- Replace the ISS to Cartridge cable (Photo Black Ink Cartridge) ⇒ ISS to Cartridge Cables on page 295.

SE 26.3:01

Cause: Bad contact detected in ISS slot 3 floater

Solution: Try the following:

- Remove the Matte Black Ink Cartridge(all printers) and reinstall it into the printer.

- Replace the Matte Black Ink Cartridge.

- Check that the ISS to Cartridge cable (Matte Black Ink Cartridge) is not damaged and is correctly connected to the Ink Supply Tubes PCA.

- Replace the ISS to Cartridge cable (Matte Black Ink Cartridge) ⇒ ISS to Cartridge Cables on page 295.

SE 26.4:01

Cause: Bad contact detected in ISS slot 4 floater

Solution: Try the following:

- Remove the Yellow (Z6200/Z6800) or Cyan (Z6600) Ink Cartridge and reinstall it into the printer.

- Replace the Yellow (Z6200/Z6800) or Cyan (Z6600) Ink Cartridge.

- Check that the ISS to Cartridge cable (Yellow or Cyan Ink Cartridge) is not damaged and is correctly connected to the Ink Supply Tubes PCA.

- Replace the ISS to Cartridge cable (Yellow or Cyan Ink Cartridge) ⇒ ISS to Cartridge Cables on page 295.

SE 26.5:01

Cause: Bad contact detected in ISS slot 5 floater

Solution: Try the following:

- Remove the Light Cyan/Cyan (Z6200/Z6800) or Light Gray (Z6600) Ink Cartridge and reinstall it into the printer.

- Replace the Light Cyan/Cyan (Z6200/Z6800) or Light Gray (Z6600) Ink Cartridge.

- Check that the ISS to Cartridge cable (Light Cyan/Cyan (Z6200/Z6800) or Light Gray (Z6600) Ink Cartridge) is not damaged and is correctly connected to the Ink Supply Tubes PCA.

- Replace the ISS to Cartridge cable (Light Cyan/Cyan (Z6200/Z6800) or Light Gray (Z6600) Ink Cartridge)– ⇨ ISS to Cartridge Cables on page 295.

SE 26.6:01

Cause: Bad contact detected in ISS slot 6 floater

Solution: Try the following:

- Remove the Light Gray Ink Cartridge (Z6200/Z6800) and reinstall it into the printer.

- Replace the Light Gray Ink Cartridge(Z6200/Z6800).

- Check that the ISS to Cartridge cable (Light Gray Ink Cartridge) is not damaged and is correctly connected to the Ink Supply Tubes PCA.

- Replace the ISS to Cartridge cable (Light Gray Ink Cartridge) ⇨ ISS to Cartridge Cables on page 295.

SE 26.7:01

Cause: Bad contact detected in ISS slot 7 floater

Solution: Try the following:

- Remove the Red Ink Cartridge(Z6200/Z6800) and reinstall it into the printer.

- Replace the Red Ink Cartridge(Z6200/Z6800).

- Check that the ISS to Cartridge cable (Red Ink Cartridge) is not damaged and is correctly connected to the Ink Supply Tubes PCA.

- Replace the ISS to Cartridge cable (Red Ink Cartridge) ⇨ ISS to Cartridge Cables on page 295.

SE 27.1:01

Cause: Calibration failed to due to poor performance of the Magenta/Yellow Printhead (all printers) in slot 1

Solution: This may impact your print quality. If it becomes unacceptable in the future, clean all printheads and check their status.

SE 27.2:01

Cause: Calibration failed to due to poor performance of the Magenta/Yellow Printhead (all printers) in slot 2

Solution: This may impact your print quality. If it becomes unacceptable in the future, clean all printheads and check their status.

SE 27.3:01

Cause: Calibration failed to due to poor performance of the Light Cyan/Light Magenta (Z6200/Z6800) and Photo Black/Light Gray (Z6600) Printhead slot 3

Solution: This may impact your print quality. If it becomes unacceptable in the future, clean all printheads and check their status.

SE 27.4:01

Cause: Calibration failed to due to poor performance of the Light Cyan/Light Magenta (Z6200/Z6800) Printhead or Photo Black/Light Gray (Z6600) in slot 4

Solution: This may impact your print quality. If it becomes unacceptable in the future, clean all printheads and check their status.

SE 27.5:01

Cause: Calibration failed to due to poor performance of the Photo Black/Light Gray (Z6200/Z6800) or Matte Black/Cyan (Z6600) Printhead in slot 5

Solution: This may impact your print quality. If it becomes unacceptable in the future, clean all printheads and check their status.

SE 27.6:01

Cause: Calibration failed to due to poor performance of the Photo Black/Light Gray (Z6200/Z6800) or Matte Black/Cyan (Z6600) Printhead in slot 6

Solution: This may impact your print quality. If it becomes unacceptable in the future, clean all printheads and check their status.

SE 27.7:01

Cause: Calibration failed to due to poor performance of the Matte Black/Red Printhead (Z6200/Z6800) in slot 7

Solution: This may impact your print quality. If it becomes unacceptable in the future, clean all printheads and check their status.

SE 27.8:01

Cause: Calibration failed to due to poor performance of the Matte Black/Red Printhead (Z6200/Z6800) in slot 8

Solution: This may impact your print quality. If it becomes unacceptable in the future, clean all printheads and check their status.

SE 28.1:01

Cause: Magenta/Yellow Printhead (all printers) in slot 1 is deteriorating

Solution: This may impact your print quality. If it becomes unacceptable in the future, replace that printhead with a new one.

NOTE: This system error appears only after the printhead is out of warranty.

SE 28.2:01

Cause: Magenta/Yellow Printhead (all printers) in slot 2 is deteriorating

Solution: This may impact your print quality. If it becomes unacceptable in the future, replace that printhead with a new one.

NOTE: This system error appears only after the printhead is out of warranty.

SE 28.3:01

Cause: Light Cyan/Light Magenta (Z6200/Z6800) and Photo/Light Gray (Z6600) Printhead in slot 3 is deteriorating

Solution: This may impact your print quality. If it becomes unacceptable in the future, replace that printhead with a new one.

NOTE: This system error appears only after the printhead is out of warranty.

SE 28.4:01

Cause: Light Cyan/Light Magenta (Z6200/Z6800) and Photo/Light Gray (Z6600) in slot 4 is deteriorating

Solution: This may impact your print quality. If it becomes unacceptable in the future, replace that printhead with a new one.

NOTE: This system error appears only after the printhead is out of warranty.

SE 28.5:01

Cause: Photo Black/Light Gray (Z6200/Z6800) or Matte Black/Cyan (Z6600) Printhead in slot 5 is deteriorating

Solution: This may impact your print quality. If it becomes unacceptable in the future, replace that printhead with a new one.

NOTE: This system error appears only after the printhead is out of warranty.

SE 28.6:01

Cause: Photo Black/Light Gray (Z6200/Z6800) or Matte Black/Cyan (Z6600) Printhead in slot 6 is deteriorating

Solution: This may impact your print quality. If it becomes unacceptable in the future, replace that printhead with a new one.

NOTE: This system error appears only after the printhead is out of warranty.

SE 28.7:01

Cause: Matte Black/Red Printhead (Z6200/Z6800) in slot 7 is deteriorating

Solution: This may impact your print quality. If it becomes unacceptable in the future, replace that printhead with a new one.

📝 **NOTE:** This system error appears only after the printhead is out of warranty.

SE 28.8:01

Cause: Matte Black/Red Printhead (Z6200/Z6800) in slot 8 is deteriorating

Solution: This may impact your print quality. If it becomes unacceptable in the future, replace that printhead with a new one.

📝 **NOTE:** This system error appears only after the printhead is out of warranty.

SE 28.1:02

Cause: Magenta/Yellow Printhead (all printers) in slot 1 nearing the end of its useful life

Solution: This printhead may have reached a degradation level that prevents the printer from producing acceptable prints consistently. If it becomes unacceptable in the future, run the Clean (Recover) Printhead procedure.

📝 **NOTE:** This system error appears only after the printhead is out of warranty.

SE 28.2:02

Cause: Magenta/Yellow Printhead (all printers) in slot 2 nearing the end of its useful life

Solution: This printhead may have reached a degradation level that prevents the printer from producing acceptable prints consistently. If it becomes unacceptable in the future, run the Clean (Recover) Printhead procedure.

📝 **NOTE:** This system error appears only after the printhead is out of warranty.

SE 28.3:02

Cause: Light Cyan/Light Magenta (Z6200/Z6800) and Photo/Light Gray (Z6600) Printhead in slot 3 nearing the end of its useful life

Solution: This printhead may have reached a degradation level that prevents the printer from producing acceptable prints consistently. If it becomes unacceptable in the future, run the Clean (Recover) Printhead procedure.

📝 **NOTE:** This system error appears only after the printhead is out of warranty.

SE 28.4:02

Cause: Light Cyan/Light Magenta (Z6200/Z6800) and Photo/Light Gray (Z6600) Printhead in slot 4 nearing the end of its useful life

Solution: This printhead may have reached a degradation level that prevents the printer from producing acceptable prints consistently. If it becomes unacceptable in the future, run the Clean (Recover) Printhead procedure.

📝 **NOTE:** This system error appears only after the printhead is out of warranty.

SE 28.5:02

Cause: Photo Black/Light Gray (Z6200/Z6800) or Matte Black/Cyan (Z6600) in slot 5 nearing the end of its useful life

Solution: This printhead may have reached a degradation level that prevents the printer from producing acceptable prints consistently. If it becomes unacceptable in the future, run the Clean (Recover) Printhead procedure.

📝 **NOTE:** This system error appears only after the printhead is out of warranty.

SE 28.6:02

Cause: Photo Black/Light Gray (Z6200/Z6800) or Matte Black/Cyan (Z6600) in slot 6 nearing the end of its useful life

Solution: This printhead may have reached a degradation level that prevents the printer from producing acceptable prints consistently. If it becomes unacceptable in the future, run the Clean (Recover) Printhead procedure.

📝 **NOTE:** This system error appears only after the printhead is out of warranty.

SE 28.7:02

Cause: Matte Black/Red Printhead (Z6200/Z6800) in slot 7 nearing the end of its useful life

Solution: This printhead may have reached a degradation level that prevents the printer from producing acceptable prints consistently. If it becomes unacceptable in the future, run the Clean (Recover) Printhead procedure.

📝 **NOTE:** This system error appears only after the printhead is out of warranty.

SE 28.8:02

Cause: Matte Black/Red Printhead (Z6200/Z6800) in slot 8 nearing the end of its useful life

Solution: This printhead may have reached a degradation level that prevents the printer from producing acceptable prints consistently. If it becomes unacceptable in the future, run the Clean (Recover) Printhead procedure.

📝 **NOTE:** This system error appears only after the printhead is out of warranty.

SE 29:00

Cause: Maintenance Cartridge almost full

Solution: Replace the Maintenance Cartridge.

SE 29:01

Cause: Maintenance Cartridge not inserted correctly

Solution: Try the following:

- Open the Maintenance Cartridge door on the right-hand side of the printer, make sure that the maintenance cartridge is correctly seated, then close the door.

- If the problem persists, replace the Maintenance Cartridge.

SE 29:02

Cause: Ink Absorber almost full

Solution: Replace the Ink Absorber.

SE 32:01

Cause: Take-up Reel (TUR) communication failure

Solution: Try the following:

- If you want to continue using the TUR, turn off the printer and check that all TUR cables are connected (sensor cables, printer cable).

- If not, you may need to unload the paper from the TUR manually. Remember to cut the paper first (either manually or by pressing the Form Feed and Cut key).

SE 32:01.1

Cause: Take-up Reel (TUR) early paper jam

Solution: Try the following:

- Check there is no obstacle between the Take-up reel optical sensors.

- Check the paper is attached to the TUR spindle.

- Check the TUR switch is in the correct position.

- If needed, use the TUR arrow keys to wind paper before resume printing.

- To resume printing, press OK.

SE 32:01.2

Cause: Take-up Reel (TUR) paper jam

Solution: Try the following:

- Check that there is no interference around the TUR optical sensors.

- Check the paper is attached to the TUR spindle.

- Check the TUR switch is in the correct position.

- Check there is no obstacle between the TUR optical sensors.

- If required, use the TUR arrow keys to wind paper before resuming the print.

- When the jam is cleared, printing is resumed. Press the OK key to clear the warning message.

SE 32:01.9

Cause: Take-up Reel (TUR) disabled because paper was removed unexpectedly

Solution: Remove all paper from the printer and reinstall the TUR.

SE 32:02

Cause: Take-up Reel (TUR) not detected or disconnected while printer was off

Solution: Connect the TUR to the printer and press OK to continue.

SE 36.0:01

Cause: Duplexer communication error

Solution: Try the following:

- Reseat the cables between the Duplexer and the printer.

- Uninstall and reinstall the Duplexer.

- If the problem persists, contact the manufacturer of the Duplexer.

SE 36.01:01

Cause: Duplexer paper skew error

Solution: Try the following:

- Unload the paper and try again.

- If the problem persists, uninstall and reinstall the Duplexer. Make sure that the printer and the Duplexer paper path are well aligned and that there are no obstacles in between.

SE 36.02:01

Cause: Duplexer paper incorrect lateral edge position

Solution: Try the following:

- Unload the paper and try again.

- If the problem persists, uninstall and reinstall the Duplexer. Make sure that the printer and the Duplexer paper path are well aligned and that there are no obstacles in between.

SE 36.03:01

Cause: Duplexer unable to detect paper

Solution: Try the following:

- Unload the paper and try again.

- If the problem persists, uninstall and reinstall the Duplexer. Make sure that the printer and the Duplexer paper path are well aligned and that there are no obstacles in between.

SE 36.1:01

Cause: Duplexer not ready for printing

Solution: The Duplexer was in the down position when the job was submitted. It must be in the up position before printing starts.

SE 36.2:01

Cause: Duplexer internal error

Solution: Try the following:

- Reseat the cables between the Duplexer and the printer.

- Uninstall and reinstall the Duplexer.

- If the problem persists, contact the manufacturer of the Duplexer.

SE 41:03

Cause: Paper motor electrical current limit

Solution: Try the following:

- Turn the power off at the rear of the printer and disconnect the power cord. Reconnect the power cord and turn on the printer.

- Open the Window and check for any visible obstacles restricting the movement of the Drive Roller. If there is a wrinkled mass of paper inside the paper path, lift the Pinchwheels (using the Media Lever) and clear the obstruction.

- Replace the Media-Axis Motor ⇒ Media-Axis Motor on page 336.

SE 42:03

Cause: Scan-Axis motor electrical current limit

Solution: Try the following:

- Turn the power off at the rear of the printer and disconnect the power cord. Reconnect the power cord and turn on the printer.

- Open the Window and check for any visible obstacles restricting the movement of the Carriage Assembly. If there is a wrinkled mass of paper blocking the Carriage Assembly, then clear the obstruction.

- Clean the Encoder Strip ⇒ Clean the Encoder Strip on page 450.

- Replace the Scan-Axis Motor ⇒ Scan-Axis Motor on page 331.

SE 43:01

Cause: Vacuum Fan spinning at wrong speed

Solution: Try the following:

- Turn the power off at the rear of the printer and disconnect the power cord. Reconnect the power cord and turn on the printer.

- If the system error persists, replace the Vacuum Fan ⇒ Vacuum Fan on page 278.

SE 43:10

Cause: Vacuum Fan failure

Solution: Try the following:

- Turn the power off at the rear of the printer and disconnect the power cord. Reconnect the power cord and turn on the printer.

- Check that the Vacuum Fan cable is not damaged and is correctly connected to the Vacuum Driver PCA and to both Vacuum Motors.

- Check that the Interconnect to Vacuum Driver cable is not damaged and correctly connected to Vacuum Driver PCA and to the Interconnect PCA.

- Replace the Vacuum Fan ⇒ Vacuum Fan on page 278.

SE 43.1:10

Cause: Vacuum Driver PCA communication or hardware failure

Solution: Try the following:

- Turn the power off at the rear of the printer and disconnect the power cord. Reconnect the power cord and turn on the printer.

- If the system error persists, replace the Vacuum Fan ⇒ Vacuum Fan on page 278.

SE 43:11

Cause: Vacuum Fan PCA cable does not seem to be connected

Solution: Try the following:

- Check that the Interconnect PCA to Vacuum Driver cable is not damaged.

- Check that the Interconnect PCA to Vacuum Driver cable is correctly connected to the Interconnect PCA and the Vacuum Fan PCA.

- If the problem persists, replace the Interconnect PCA to Vacuum Driver cable.

SE 44.1:10

Cause: Left Aerosol Fan stopped

Solution: Try the following:

- Turn the power off at the rear of the printer and disconnect the power cord. Reconnect the power cord and turn on the printer.

- Check that the Left Aerosol Fan cable is not damaged and is correctly connected to the PrintMech PCA.

- Check that there is no obstacle blocking the fan.

- Replace the Left Aerosol Fan.

SE 44.2:10

Cause: Right Aerosol Fan stopped or spinning at lower speed

Solution: Try the following:

- Turn the power off at the rear of the printer and disconnect the power cord. Reconnect the power cord and turn on the printer.

- Check that the Right Aerosol Fan cable is not damaged and is correctly connected to the PrintMech PCA.

- Check that there is no obstacle blocking the fan.

- Replace the Right Aerosol Fan.

SE 44.4:10

Cause: Right Aerosol Fan Filter blocked

Solution: Try the following:

- Turn the power off at the rear of the printer and disconnect the power cord. Reconnect the power cord and turn on the printer.

- Check that the Right Aerosol Fan cable is not damaged and is correctly connected to the PrintMech PCA.

- If the system error persists, replace the Aerosol Filter.

SE 45:03

Cause: Rewinder servo shutdown

Solution: Try the following:

- Turn the power off at the rear of the printer and disconnect the power cord. Reconnect the power cord and turn on the printer.

- Open the Window and check for any visible obstacles restricting the movement of the Drive Roller. If there is a wrinkled mass of paper inside the paper path, lift the Pinch Wheels (using the Media Lever) and clear the obstruction.

- Replace the Rewinder Motor.

SE 46:03

Cause: Primer servo shutdown

Solution: Try the following:

- Check that the Primer Arm is not damaged and there are no obstacles in its way.

- Turn the power off at the rear of the printer and disconnect the power cord. Reconnect the power cord and turn on the printer.

- Replace the Primer Assembly ⇒ Primer Assembly on page 267.

SE 46:13

Cause: Primer test distance failed

Solution: Try the following:

- Check that the Primer Arm is not damaged and there are no obstacles in its way.

- Turn the power off at the rear of the printer and disconnect the power cord. Reconnect the power cord and turn on the printer.

- Replace the Primer Assembly ⇒ Primer Assembly on page 267.

SE 50:03

Cause: OMAS fatal error or disconnected

Solution: Try the following:

- Turn the power off at the rear of the printer and disconnect the power cord. Reconnect the power cord and turn on the printer.

- Check that the Power Supply to OMAS Controller cable is not damaged and is correctly connected to the PSU and the OMAS Controller Card.

- Replace the OMAS Controller Card ⇒ OMAS Controller Card on page 349

SE 50.1:10

Cause: OMAS Module communication failure

Solution: Try the following:

- Turn the power off at the rear of the printer and disconnect the power cord. Reconnect the power cord and turn on the printer.

- Check that the printer has the latest firmware version. If not, update the firmware to the latest version.

- Check that the OMAS Controller to OMAS Sensor cable is not damaged and is correctly connected to the OMAS Controller Card and the OMAS Module.

- Replace the OMAS Module ⇒ Optical Media Advance Sensor (OMAS) on page 339.

SE 50:14

Cause: Firmware version mismatch between the OMAS Controller Card and Hard Disk Drive

Solution: Try the following:

- Turn the power off at the rear of the printer and disconnect the power cord. Reconnect the power cord and turn on the printer.

- Check that the printer has the latest firmware version. If not, update the firmware to the latest version.

- Replace the OMAS Controller Card ⇨ OMAS Controller Card on page 349.

SE 50.2:10

Cause: OMAS Controller Card communication failure

Solution: Try the following:

- Turn the power off at the rear of the printer and disconnect the power cord. Reconnect the power cord and turn on the printer.

- Check that the printer has the latest firmware version. If not, update the firmware to the latest version.

- Replace the OMAS Controller Card ⇨ OMAS Controller Card on page 349.

SE 50.3:11

Cause: Main PCA to OMAS Controller cable does not seem to be connected

Solution: Try the following:

- Check that the Main PCA to OMAS Controller cable is not damaged.

- Check that the Main PCA to OMAS Controller cable is correctly connected to the Main PCA and the OMAS Controller Card.

SE 51:10

Cause: Error detected in the Window Position Sensor

Solution: Try the following:

- Check that the Window Position Sensor cable is not damaged and is correctly connected to the Interconnect PCA.

- Replace the Window Position Sensor ⇨ Window Position Sensor on page 262.

SE 51.1:10

Cause: Error detected in the Maintenance Cartridge Door Sensor (Service Station Door Sensor)

Solution: Try the following:

- Check that the sensor cable is not damaged and is correctly connected to the Interconnect PCA.

- Replace the Maintenance Cartridge Door Sensor ⇨ Maintenance Cartridge Door Sensor on page 403.

SE 52:10

Cause: Drop Detector switch On/Off failure

Solution: Try the following:

- Turn the power off at the rear of the printer and disconnect the power cord. Reconnect the power cord and turn on the printer.

- Check that the Drop Detector cable is not damaged and is correctly connected to the Service Station cable.

- Check that the Service Station cable is not damaged and is correctly connected to the Interconnect PCA.

- Replace the Drop Detector ⇒ [Drop Detector on page 284](#).

SE 53:10

Cause: Media Sensor error

Solution: Try the following:

- Check that the Media Sensor cable is not damaged and is connected correctly to the Interconnect PCA.

- Replace the Media Sensor ⇒ [Media Sensor on page 404](#).

SE 53.1:11

Cause: Media Sensor cable does not seem to be connected

Solution: Try the following:

- Check that the Media Sensor cable is not damaged.

- Check that the Media Sensor cable is correctly connected to the Interconnect PCA.

SE 54:10

Cause: Media Lever Sensor error

Solution: Try the following:

- Check that the Media Lever Sensor cable is not damaged and is connected correctly to the Interconnect PCA.

- Replace the Media Lever Sensor ⇒ [Media Lever Sensor on page 413](#).

SE 55:10

Cause: Line Sensor communication failure

Solution: Try the following:

- Turn the power off at the rear of the printer and disconnect the power cord. Reconnect the power cord and turn on the printer.

- Replace the Line Sensor ⇒ [Line Sensor Assembly on page 379](#).

SE 56:01

Cause: Incorrect readings from paper encoder

Solution: Try the following:

- Turn the power off at the rear of the printer and disconnect the power cord. Reconnect the power cord and turn on the printer.

- Perform Paper Drive diagnostics.

- Replace the Encoder Disc and Sensor ⇒ Encoder Disc and Sensor on page 407.

SE 56:10

Cause: Paper Encoder calibration failed

Solution: Try the following:

- Turn the power off at the rear of the printer and disconnect the power cord. Reconnect the power cord and turn on the printer.

- Perform Paper Drive diagnostics.

- Replace the Encoder Disc and Sensor ⇒ Encoder Disc and Sensor on page 407.

SE 58:01

Cause: Embedded PhotoSpectrometer (ESP) shutter error

Solution: Execute the ESP Shutter Diagnostic Test.

SE 58:10

Cause: Embedded PhotoSpectrometer (ESP) failure

Solution: Try the following:

- Turn the power off at the rear of the printer and disconnect the power cord. Reconnect the power cord and turn on the printer.

- Check that the ESP is installed in the Carriage.

- Check that the ESP is correctly installed and screwed into place.

- Check that the ESP cable is not damaged.

- Check that the ESP cable is correctly connected to the Carriage PCA.

- If the system error persists, replace the ESP ⇒ Embedded SpectroPhotometer (ESP) on page 381.

- Perform an ESP basic test (CLC), to ensure that the replaced part is working correctly.

SE 58.1:10

Cause: Embedded PhotoSpectrometer (ESP) Shutter Actuator failure

Solution: Try the following:

- Replace the ESP Shutter Actuator Assembly.

- Perform the ESP Shutter Diagnostic Test to ensure that there is no other problem preventing shutter operation.

- Perform am ESP basic test (CLC) to ensure that the replaced part is working correctly.

SE 58.2:10

Cause: Embedded PhotoSpectrometer (ESP) Shutter Deactivator failure

Solution: Try the following:

- Check that the Shutter Deactivator is correctly screwed into place.
- Replace the Left Spittoon Assembly (which contains the Shutter Deactivator).
- Perform the ESP Shutter Diagnostic Test to ensure that there is no other problem preventing shutter operation.
- Perform a ESP basic test (CLC) to ensure that the replaced part is working correctly.

SE 59.1:09

Cause: Two electrical parts have been replaced at the same time

Solution: Replace one part at a time, and restart the printer before replacing another.

SE 59.2:00

Cause: An unsupported or reused part has been installed

Solution: Install only new parts recommended by HP for this printer.

SE 60.1:11

Cause: Initialization error

Solution: Try the following:

- Turn the power off at the rear of the printer and disconnect the power cord.
- Check that the printer is properly connected in all other respects. In particular, check that the tag cable is well connected to the ISS Top PCA, and the ISS Top PCA is well connected to the PrintMech PCA.
- Reconnect the power cord and turn on the printer.
- If the error persists, contact HP.

SE 60.2:17

Cause: Initialization error

Solution: Contact HP.

SE 61:01

Cause: The file format is incorrect and the printer cannot process the job

Solution: Try the following:

- Turn off the printer using the switch at the rear, and disconnect the power cord. Reconnect the power cord and turn on the printer.
- Check the graphic language setting of the printer (see the *User's Guide*).

SE 61:04.1

Cause: The PostScript fonts are missing

Solution: Perform a full firmware update.

SE 61:04.2

Cause: PostScript unknown Paper ID

Solution: Perform a full firmware update.

SE 61:08

Cause: The paper type specified in the file is incorrect and the printer cannot process the job

Solution: Try the following:

- Turn off the printer using the switch at the rear, and disconnect the power cord. Reconnect the power cord and turn on the printer.

- Change the paper type and resend the file to the printer.

SE 61:08.1

Cause: The file cannot be printed because it is password-protected

Solution: Resend the file without password protection.

SE 61:08.2

Cause: The file contains format errors or incorrect settings and the printer cannot process the job

Solution: Try the following:

- Ensure that the file format sent is supported by the printer.

- Turn off the printer using the switch at the rear, and disconnect the power cord. Reconnect the power cord and turn on the printer.

- Resend the file to the printer using the Embedded Web Server.

SE 61:09

Cause: The file can not be printed because data transfer finished unexpectedly.

Solution: Try the following:

- Reprint job to make sure that no unexpected event interrupted the data processing.

- Increase the I/O timeout using the printer's front panel (see 'Configure network settings' in *Using your printer*.

- Send the job from a faster computer.

- Resend the file to the printer using the Embedded Web Server.

SE 61:10

Cause: A slow computer processing complex files can pause for longer than the default printer timeout, which can be interpreted by the printer as an End Of Job, in which case some elements of the job may be lost

Solution: Try the following:

- Increase the I/O timeout using the printer's front panel (see 'Configure network settings' in *Using your printer*).

- Send the job from a faster computer.

- Send the job from the Embedded Web Server.

SE 64.1:01

Cause: The printer does not recognize the USB Hard Disk Drive accessory

Solution: Try the following:

- Turn off the printer using the switch at the rear.

- Connect the Hard Disk Drive accessory, check that the USB cable is properly connected and turn the printer on. If the Hard Disk Drive accessory is not available (has been lost or broken), proceed to the next step.

- If the problem persists, turn off the printer using the switch at the rear. Turn the printer on again while pressing Menu, OK and Cancel simultaneously until the front panel asks **Printer configured to use External Hard Disk. Do you want to revert the printer to Internal Hard Disk?**. Confirm by pressing OK (twice). Remove the Hard Disk Drive accessory (if connected). The printer restarts.

- After the printer reaches the Ready state, try connecting any other USB device (known to work properly) to the printer port where the Hard Disk Drive accessory should be connected. If a message appears on the front panel reacting to the USB device just connected (such as **Please remove USB device** or **Press OK to...**), press Cancel and remove the USB Device. This means the Hard Disk Drive accessory is faulty and should be replaced. See Formatter.

- If nothing appears on the front panel reacting to the USB device just connected, the Formatter is faulty and should be replaced. See Formatter.

SE 71:03

Cause: Out of memory failure

Solution: Try the following:

- Turn off the printer using the switch at the rear, and disconnect the power cord. Reconnect the power cord and turn on the printer.

- If the problem persists, resend the job with one or more of the following options:

    ◦ Decrease resolution to 300 dpi.

    ◦ Select **Economode** print mode.

    ◦ Select **Send Job As Bitmap**, to have the main processing of the print job done by the computer rather than the printer.

SE 71:08

Cause: Insufficient display list

Solution: Resend the job with one or more of the following options: decrease resolution to 300 dpi, select Economode print mode, select **Send Job As Bitmap** to have the main processing of the print job done by the computer rather than the printer.

SE 74:01

Cause: Error uploading firmware update file

Solution: Try the following:

- Turn the power off at the rear of the printer and disconnect the power cord. Reconnect the power cord and turn on the printer.
- Resend the firmware update file to the printer.

SE 75.21:10

Cause: Total printer ink consumption reached upper limit

Solution: This is a continuable system error. The customer may continue to print normally but may encounter print-quality issues or ink buildups in the Service Station. To avoid these problems, it's best to apply Preventive Maintenance Kit #2.

SE 76:03

Cause: Hard Disk Drive out of space

Solution: Try the following:

- Turn the power off at the rear of the printer and disconnect the power cord. Reconnect the power cord and turn on the printer.
- Resend the file to the printer.
- Remove any unnecessary files from the Hard Disk Drive using the Web Server.
- If the problem persists, perform Hard Disk Recovery (see Hard Disk recovery on page 129).

SE 77:04

Cause: Embedded Web Server internal software error

Solution: Try the following:

- Turn the power off at the rear of the printer and disconnect the power cord. Reconnect the power cord and turn on the printer.
- Check that the printer has the latest firmware version. If not, update the firmware to the latest version.

SE 78.1:04

Cause: Media Settings area missing in media settings file

Solution: Resend the file.

SE 79:03

Cause: Generic firmware error

Solution: Try the following:

- Turn the power off at the rear of the printer and disconnect the power cord. Reconnect the power cord and turn on the printer.

- Check that the printer has the latest firmware version. If not, update the firmware to the latest version.

- If the problem persists, perform Hard Disk Recovery (see Hard Disk recovery on page 129).

SE 79:04

Cause: Generic firmware error

Solution: Try the following:

- Turn the power off at the rear of the printer and disconnect the power cord. Reconnect the power cord and turn on the printer.

- Check that the printer has the latest firmware version. If not, update the firmware to the latest version.

- Try to reprint the image using different selections in the driver.

- Disable nesting and the queue.

- If the problem persists, perform Hard Disk Recovery (see Hard Disk recovery on page 129).

- For more detailed information, see How to troubleshoot the 79:04 system error on page 30.

SE 79.2:04

Cause: Operating-system signal error

Solution: Try the following:

- Turn the power off at the rear of the printer and disconnect the power cord. Reconnect the power cord and turn on the printer.

- Check that the printer has the latest firmware version. If not, update the firmware to the latest version.

- Try to reprint the image using different selections in the driver.

- Disable nesting and the queue.

- If the problem persists, perform Hard Disk Recovery (see Hard Disk recovery on page 129).

SE 81:01

Cause: Paper servo shutdown; possible paper jam

Solution: Try the following: