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HP Designjet 100 and 110 Series Printers - Error Codes and Warning Codes, Explanations and Actions

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Introduction

Whenever the printer is switched on, it automatically performs a series of internal self-test and mechanical initialization sequences. If any of the printer parts fail, a system error or a system warning will occur.

🔔 **NOTE:**

Unlike system errors, system warnings are not displayed on the front panel display of the printer. System warnings only appear in the Printer Status Section of the Printer Information pages, and unlike system errors, they do not interfere with the operation of the printer.

This document contains instructions for printing the Printer Information pages, and lists the system warning codes along with their descriptions and the corrective actions that are recommended for resolving them.

Retrieving system warning codes

System warning messages can be found by printing the Printer Information pages. The warnings are listed on page one.

1. On the printer's front panel, press and hold the Power switch.

2. While still pressing the Power switch, press the OK button four times.

Figure : Front panel of printer

    a. Power switch
    b. OK button

3. Release the Power switch and the Printer Information pages will print.

Figure : Printer Information page one

Understanding the front panel error code display

System error codes are displayed on the printer's front panel, using the lit or flashing Ink Cartridge icon bars (see the figure below). When performing a system error test, count the lit or flashing bars, which indicate a four-digit code.

Since the front panel can display only graphics, determine the error code by counting the lit bars on the front panel.

Figure : Determining the error code
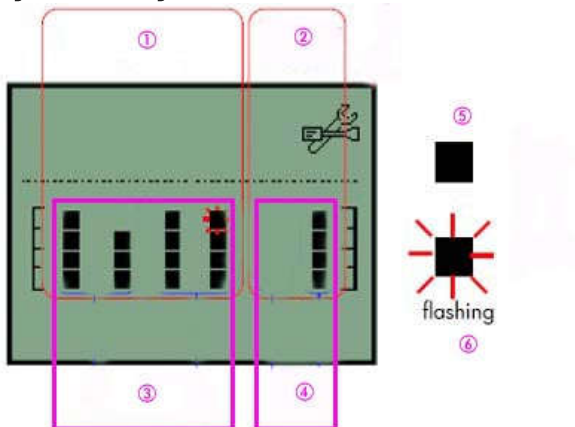
1. Failing subsystem indicators
2. Recovery action indicators
3. First two digits of error code
4. Second two digits of error code
5. Solid light indicates one digit
6. Blinking light indicates two digits

System error codes consist of four digits. The first two digits explain which component/system is failing. The second two digits indicate what action should be taken to resolve the problem.

A blinking light indicates two digits in the error code.

In the figure above, the error code displayed is 7904, using the following interpretation:

- The first indicator area displays two columns totaling seven lights.

- The two columns in the second indicator area show eight lights and one blinking light, indicating a total of nine in this area.

- The next area is blank, indicating zero.

- The last area displays four lights.

System Error codes

01:10 error code

Explanation

An error has occurred with the electronics module.

Recommended action

Please call HP for technical support to troubleshoot the problem.

01:12 error code

Explanation

Electronics Module Error.

> 🔔 **NOTE:**
>
> This error code may also be reported as a warning code, which will not prevent continued use of the printer.

Recommended action

Please call HP for technical support to troubleshoot the problem.

02:10 error code

Explanation

A problem has occurred with the printer's carriage assembly.

Recommended action

- Unplug the power cable from the printer and wait a few seconds. Plug in the power cable again and check to see if the error code has disappeared.

- If the error code reappears, please call HP for technical support to troubleshoot the problem.

04:13 error code

Explanation

A generic firmware error (network card) has occurred.

Recommended action

Unplug the power cable from the printer and wait a few seconds. Plug in the power cable again and check to see if the error code has disappeared. If the error code continues, please call HP for technical support to troubleshoot the problem.

08:11 error code

Explanation

The printer's front panel cannot be detected.

Recommended action

Please call HP for technical support to troubleshoot the problem.

11:10 error code

Explanation

A trailing cable failure has occurred.

Recommended action

Please call HP for technical support to troubleshoot the problem.

11:11 error code

Explanation

Problems with trailing cable connection.

Recommended action

Please call HP for technical support to troubleshoot the problem.

21:10 error code

Explanation

A service station failure has occurred.

Recommended action

Please call HP for technical support to troubleshoot the problem.

22:10 error code

Explanation

An ink supply station failure has occurred.

Recommended action

Please call HP for technical support to troubleshoot the problem.

35:01 error code

Explanation

Cleanout Assembly not detected while loading media.

Recommended action

Remove and reinstall the cleanout assembly.

1. Remove and re-install the Cleanout assembly as follows:

   a. To release the Cleanout assembly, push in the 2 buttons on either side.

   Figure : Release buttons

   b. Remove the Cleanout assembly from the Printer.

   Figure : Removing cleanout assembly
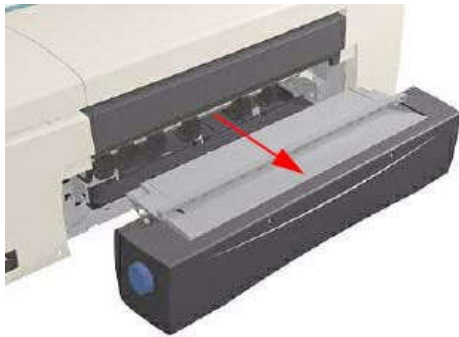
2. Reinstall the cleanout assembly, and attempt to verify functionality.

3. If problems persist, contact HP support.

42:10 error code

Explanation

A carriage motor failure (short-circuit) has occurred.

Recommended action

Please call HP for technical support to troubleshoot the problem.

56:10 error code

Explanation

An error has occurred during the calibration of the motor encoder system, or there was a problem finding the zero position on the encoder disc.

Recommended action

Please call HP for technical support to troubleshoot the problem.

56:13 error code

Explanation

Error during the calibration of the Line-feed motor/Encoder system or a problem finding the zero position on the Encoder disk.

Recommended action

Unplug the power cable from the printer and wait a few seconds. Plug in the power cable again and check to see if the error code has disappeared. If the error code continues, please call HP for technical support to troubleshoot the problem.

58:10 error code

Explanation

Problem detected in the Color Sensor system.

> **🔔 NOTE:**
>
> This error code may also be reported as a warning code, which will not prevent continued use of the printer.

Recommended action

Please call HP for technical support to troubleshoot the problem.

61:05 error code

Explanation

Language interpreting error. This is usually an error produced while parsing a file. There is most likely an incompatibility between the driver and the firmware.

> **🔔 NOTE:**
>
> This error code may also be reported as a warning code, which will not prevent continued use of the printer.

Recommended action

It might be necessary to upgrade either the RIP software or the Designjet System Maintenance Tool. Please call HP for technical support to troubleshoot the problem.

62:04, 63:04, 64:04 and 65:04 error code

Description

I/O module error (62 = parallel; 63 = Network; 64 = USB).

Recommended action

- Unplug the power cable from the printer and wait a few seconds. Plug in the power cable again and check to see if the error code has disappeared.

- If the error code reappears, upgrade the firmware. Click here for information on how to upgrade the printer's firmware.

65:01 error code

Explanation

A communication failure has occurred.

> **🔔 NOTE:**
>
> This error code may also be reported as a warning code, which will not prevent continued use of the printer.

Recommended action

- Unplug the power cable from the printer and check the cable connections (parallel, USB, network). Plug in the power cable again and check to see if the error code has disappeared.

- If the error code reappears, please call HP for technical support to troubleshoot the problem.

71:03 error code

Description

Memory Management Error (Out of memory).

Recommended action

- Unplug the power cable from the printer and wait a few seconds. Plug in the power cable again and check to see if the error code has disappeared.

- If the error code reappears, upgrade the firmware. Click here for information on how to upgrade the printer's firmware.

71:14 error code

Explanation

Memory Management Error (Out of memory during firmware upgrade).

Recommended action

Unplug the power cable from the printer and wait a few seconds. Plug in the power cable again and check if the Error Code has disappeared.

If the problem persists, call HP for technical support to troubleshoot the problem.

72:04 error code

Explanation

A generic firmware error has occurred (**expected**).

Recommended action

- Unplug the power cable from the printer and wait a few seconds. Plug in the power cable again and check to see if the error code has disappeared.

- If the error code reappears, upgrade the printer's firmware. Click here for information on how to upgrade the printer's firmware.

74:12 error code

Explanation

Firmware Upgrade Error (Memory size check failed during firmware upgrade).

Recommended action

Please call HP for technical support to troubleshoot the problem.

79:04 error code

Explanation

An unexpected generic firmware error has occurred (**unexpected**).

Recommended action

- Unplug the power cable from the printer and wait a few seconds. Plug in the power cable again and check to see if the error code has disappeared.

- Remove switchboxes and connect the printer directly to the computer via USB or Parallel cables.

- If the error code reappears, upgrade the printer's firmware. Click here for information on how to upgrade the printer's firmware.

81:01 error code

Explanation

There has been a paper-axis shutdown, which is usually a paper jam caused by a blockage of the paper-axis system.

> **🔔 NOTE:**
>
> This error code may also be reported as a warning code, which will not prevent continued use of the printer.

Recommended action

- If this error code was caused by a paper jam, unplug the power cable from the printer and clear the blockage. Plug in the power cable again and check to see if the error code has disappeared. Click here for information on how to clear a paper jam.

- If the error code appeared but was *not* caused by a paper jam, please call HP for technical support to troubleshoot the problem.

81:12 error code

Explanation

Media Advance error.

Recommended action

This error usually appears during the paper-advance calibration. Retry the paper-advance calibration.

83:10 error code

Explanation

A sheet-feeding failure has occurred.

Recommended action

Please call HP for technical support to troubleshoot the problem.

85:10 error code

Explanation

A paper-axis encoder error has occurred.

Recommended action

Please call HP for technical support to troubleshoot the problem.

86:01 error code

There has been a scan-axis shutdown - usually a paper jam caused by a blockage of the scan-axis system.

Recommended action

     1. Turn the printer off.

     2. Open the main top cover, and check for any possible obstruction that may be preventing the carriage to move freely.

     3. Remove obstruction (if found), and attempt to verify printer functionality.

     4. If the problem persists, call HP for technical support to troubleshoot the problem.

86:11 error code

Explanation

Scan-axis shutdown during initialization. This error typically occurs when the printer detects an incorrect length.

Recommended action

If the Carriage stopped on the right-hand side of the Printer:

- Check that the foam packing that secures the Carriage during shipping has been removed.

- Make sure that the carriage is properly latched.

If the Carriage stopped in the middle of the print zone, please call HP for technical support to troubleshoot the problem.

95:00 error code

Explanation

There has been a printhead alignment failure – the printhead alignment was cancelled.

> 🔔 **NOTE:**
>
> This error code may also be reported as a warning code, which will not prevent continued use of the printer.

Recommended action

- Clean the printhead indicated by the printer. Click here for information on cleaning the printheads.

- If the error code continues, replace the faulty printhead. Click here to see how to install a printhead.

95:02 error code

Explanation

There has been a printhead alignment failure - the printhead alignment was cancelled.

> **🔔 NOTE:**
>
> This error code may also be reported as a warning code, which will not prevent continued use of the printer.

Recommended action

- Unplug the power cable from the printer and wait a few seconds. Plug in the power cable again and try the printhead alignment again.

- If the error code appears again, check the printhead alignment print.

- If the printhead alignment was printed correctly without any print defects, then check that the media is moving freely (backwards and forwards) while the printer is scanning it.

- If the printhead alignment was printed incorrectly with some print defects, replace the faulty printhead in which the color defects were noticeable. Click here to see how to install a printhead.

95:04 error code

Explanation

There has been a firmware error during printhead alignment.

> **🔔 NOTE:**
>
> This error code may also be reported as a warning code, which will not prevent continued use of the printer.

Recommended action

Upgrade the printer's firmware. Click here for information on how to upgrade the printer's firmware.

System Warning codes

Warnings will not be displayed on the front panel. They will appear on the Information page, allowing continued operation of the printer without the need of immediate intervention. To print an Information Page, hold the POWER button down while pressing and releasing the CONTINUE button four times.

270:00 warning code

Explanation

Black Printhead Error.

Recommended action

- Clean the electrical contacts on the black printhead. Click here for information on how to clean the electrical contacts on the printheads.

- If the error code continues, replace the black printhead. Click here to see how to install a printhead.

271:00 warning code

Explanation

Cyan Printhead Error.

Recommended action

- Clean the electrical contacts on the cyan printhead. Click here for information on how to clean the electrical contacts on the printheads.

- If the error code continues, replace the cyan printhead. Click here to see how to install a printhead.

272:00 warning code

Explanation

Magenta Printhead Error.

Recommended action

- Clean the electrical contacts on the magenta printhead. Click here for information on how to clean the electrical contacts on the printheads.

- If the error code continues, replace the magenta printhead. Click here to see how to install a printhead.

273:00 warning code

Explanation

Yellow Printhead Error.

Recommended action

- Clean the electrical contacts on the yellow printhead. Click here for information on how to clean the electrical contacts on the printheads.

- If the error code continues, replace the yellow printhead. Click here to see how to install a printhead.

83:01:1 warning code (applicable to HP Designjet 100plus only)

Explanation

The paper is rejected from the Bypass due to skew.

Recommended action

When manually loading paper from the front of the printer, make sure that it is loaded straight.

83:01:3 warning code (applicable to HP Designjet 100plus only)

Explanation

The paper is rejected from the roll due to skew.

Recommended action

When loading paper from the roll, make sure that it is loaded straight.

Upgrading the firmware

1. If the System Maintenance tool is not already loaded, load from the CD shipped with the printer, or download the **HP Designjet System Maintenance Tool** from the Web.

   Download the latest firmware from the HP Software and Drivers page.

2. Install the tool.

3. Open the System Maintenance tool and select **Upgrade firmware**.

Clearing a paper jam

1. Try pressing the CONTINUE button on the printer's front panel. If this does not solve the problem, continue with the remaining steps.

2. Turn off the printer.

3. Remove all media from the trays. Pull out any media that is visibly stuck.

4. If the rear path through is installed, remove it by pressing the buttons on each side and pulling it out.

Figure : Rear path through

a. Rear path through buttons

5. Removing the rear path through provides access to the inside of the printer from the rear. Pull out any media that may be stuck inside that is accessible from the rear.

6. Replace the rear path through and make sure it fits securely.

7. Remove the back panel by pressing the two catches inwards.

8. Pull out any media that may be stuck inside.

9. Replace the back panel and make sure it fits securely.

10. Close the rear access door.

11. If the printer still reports jammed media, lift the top cover and pull out any media that may be stuck.

   > ⚠ **CAUTION:**
   >
   > When lifting the cover, be careful not to damage or disturb any of the tubes or other internal parts of the printer.

12. Turn the printer back on.

Cleaning the printheads

1. Select the **Help** button from the driver software.

2. Start the **Maintenance** application.

3. Select the **Recover Printheads** option. (This is the cleaning process.)

Installing printheads

1. Press the POWER button to turn on the printer.

2. Open the ink cartridge door at the front, right side of the printer. Continue lifting the ink cartridge door until the printheads are accessible.

3. When the printhead door is opened, the carriage assembly will briefly move left, then back right.

> **📢 WARNING:**
>
> Do not attempt to access the printheads until the carriage assembly has come to a complete stop, flush against the right side of the printer.

4. Access the printheads by lifting the latch from the rear. Pull the latch forward and down to release the latch hook. Then, lift up and push the latch toward the back of the printer.

5. Remove the printhead from the packaging. Remove the protective tape from the printhead.

6. Insert the printhead into its own color-coded socket. Firmly press the printhead into its slot.

7. Repeat Steps 5 and 6 for each of the six printheads that may need to be installed or replaced.

8. Close the printhead latch. Ensure that the hook on the printhead latch catches the carriage lock.

9. Close the printhead door, and then close the ink cartridge door.

Cleaning the electrical contacts

Tools needed:

- Lint-free cloth.

- Distilled water (if available but not necessary).

> **⚠ CAUTION:**
>
> Avoid dry cotton swabs or dry fiber-like towels. Loose lint or fibers may scratch the delicate materials, thereby causing damage to the printheads.

1. Prepare lint-free cloth dampened with warm distilled water (if available). Be sure to rotate the lint-free cloth between the thumb and forefinger to pack the cotton and remove excess water. Never drip water into the printer.

> **⚠ CAUTION:**
>
> Avoid using alcohol or other cleaning solvents. Chemicals may cause damage to the printheads. Do not wipe or clean the actual nozzle area of the printheads. Wiping or rubbing this area may cause damage to the printhead.

2. Remove all of the printheads from their slots.

3. Gently wipe the electrical contacts inside the cartridge's carriage slots in an up-and-down motion, until all of the ink is removed.

4. Clean the electrical contacts on the back of each of the four printheads as well.

> **⚠ CAUTION:**
>
> Wait until all the cleaned parts are dry.

5. Reinsert the printheads.

Contact HP

Go to the Contact HP page for further assistance.