



# HP Designjet Z6100 News

Technical Newsletters from Customer Assurance



Date: December '07 Impact/Severity: High Support Area: Product

Region: WW Attention: Post Sales

Applicable products: HP Designjet Z6100 Printer series

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## Troubleshooting system error 24:10 Broken Bag Detected

The system error 24:10 is a critical error in which the printer cannot be used until an onsite engineer has corrected the error. This document describes all the troubleshooting steps, for the call agent and onsite engineer. The first section is the call agent's troubleshooting and the second section is the onsite engineer's troubleshooting.

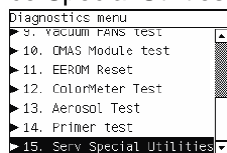
### Call Agent troubleshooting

When a customer calls with a System Error 24:10 use the following procedure:

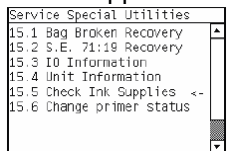
1. Ask to the customer to turn the printer on in Diagnostic Mode.  
Turn On the printer holding down Power + Cancel + DOWN buttons until you hear one beep before releasing ALL three keys.



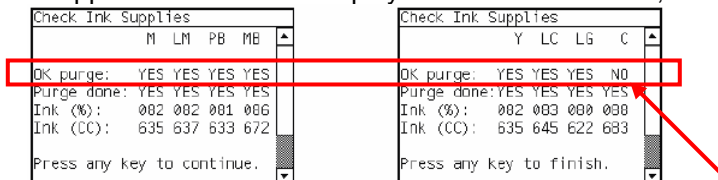
2. Scroll down to "Service Special Utilities" and select OK



3. Scroll down to "Check Ink Supplies" and select OK



4. Once the Ink Supplies information is displayed on the Front Panel, check the **OK purge** field.



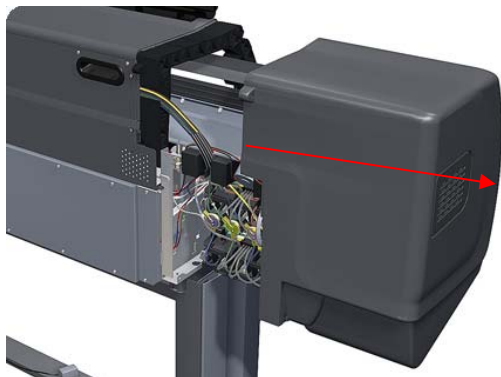
If YES is displayed in the OK purge field the ink cartridge installed can be used to purge the ink tubes, if NO is displayed a new Ink Cartridge is required to perform the purge. In the example shown above only the C Ink Cartridge cannot be used to purge the ink tubes.

### Materials to be shipped

SRK + Tubes and the Ink Cartridge that has NO in the OK purge field

## Customer Engineer Troubleshooting

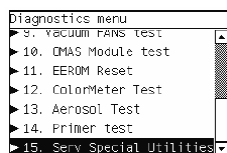
1. Remove the left hand cover. Refer to the Service Manual for details of the procedure.



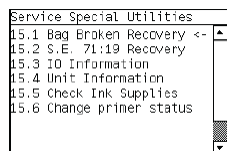
2. Turn On the printer holding down Power + Cancel + DOWN buttons until you hear one beep before releasing ALL three keys.



3. Scroll down to “Service Special Utilities” and press OK



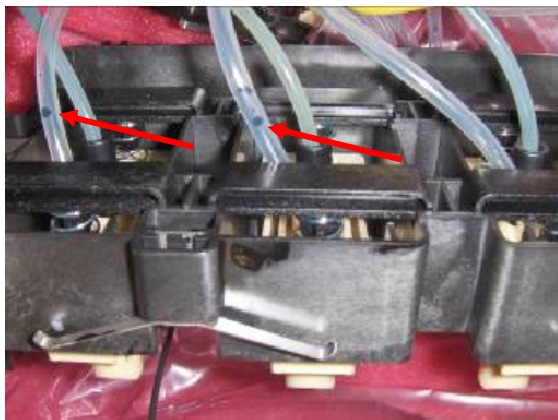
4. Scroll down to “Bag Broken Recovery” and press OK to start the process.



5. The front panel will display a series of questions which you answer Yes or No depending on the status of the printer. Use the Up and Down arrow keys to select Yes/No and the OK key to confirm the selection in each case.

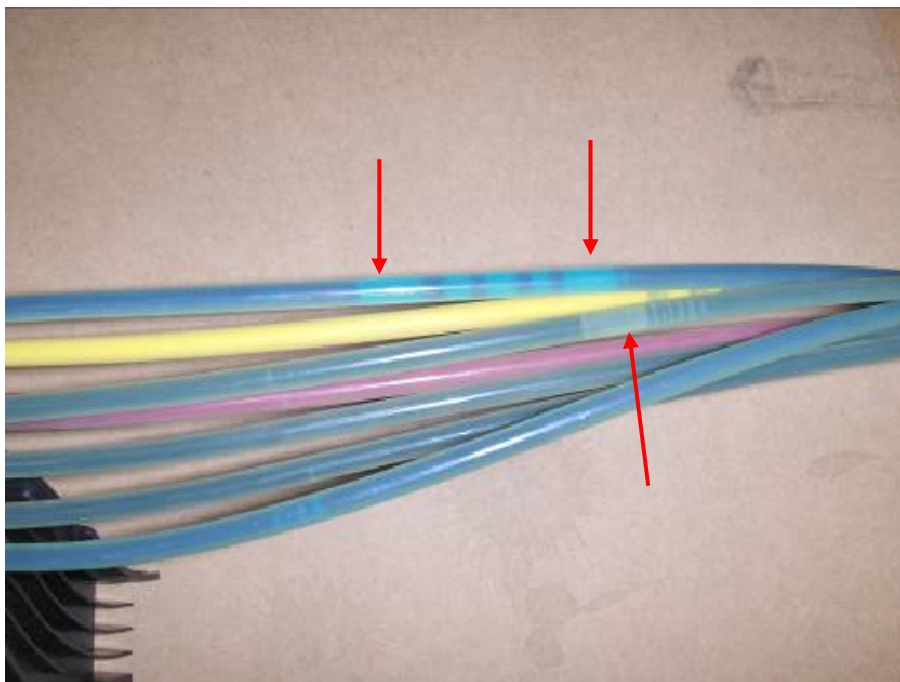
### Question 1: ‘Are the Tubes from the APS to ISS Clean?’

If the tubes are clean of ink select the **Yes** option. However if the tubes have sections of tubing that have ink in them, like the examples shown below, select the **No** option and replace the SRK assembly.



**Question 2: 'Do tubes from the ISS to Carriage contain visible air?'**

If the tubes between the ISS and the Carriage Assembly **do not** have air bubbles, or clear sections of ink tubes where air is present mixed with ink, select the **No** option. However if you can see air in them, like the examples shown below, select the **Yes** option and replace the SRK assembly.



**Question 3: 'Do you want to remove the broken bag condition?'**

At this question select the **Yes** option to clear the broken bag error.

6. To finish the procedure select any key on the Front Panel and the printer will shut down.
7. When the customer receives the new Ink Cartridges insert them into the printer and turn On the printer.

Note: If the SRK assembly needs to be replaced, the Broken Bag Recovery procedure will still need to be performed after they have been replaced.