

Table 2-2. Troubleshooting for Service Call Error

Code	Error Name	Cause	Check Item	Remedy
1954	After heater power supply abnormal error 1	<input type="checkbox"/> Cable disconnection, breaking, blowout of a fuse, or heater failure. <input type="checkbox"/> AC cable (for the after heater) disconnection	1. Is the cable connected properly? 2. Is the sub-E board out of order? 3. Is the platen heater out of order?	1. Reconnect the cable. 2. Replace the cable. 3. Replace the sub-E board. (Page 109) 4. Replace the after heater. (Page 192)
1A23	RTC data invalid error	The various absolute time settings stored on the NVRAM are abnormal.	Reset the date and time settings of the RTC using the Service Program.	If the error still occurs after resetting the date and time, perform the followings. 1. Replace the RTC backup battery. 2. Replace the main board. (Page 99)
1A26	RTC Access T/O error	The RTC circuit on the main board malfunctions.	---	1. Turn the power off and remove the RTC backup battery. 2. After several seconds, re-attach the battery and turn the power back on. 3. Reset the date and time settings of the RTC using the Service Program.
1A37	Thermistor error	<input type="checkbox"/> The head FFC is not connected correctly. <input type="checkbox"/> A temperature out of a predetermined range was detected by the Head thermistor. <input type="checkbox"/> Head thermistor failure	Is the head FFC connected properly without being connected at an angle and any abnormalities such as ripped terminal cover?	1. Replace the head FFC. (Page 127) 2. Replace the print head. (Page 123)
1A38	Transistor environmental temperature error	<input type="checkbox"/> Transistor failure <input type="checkbox"/> A temperature out of a predetermined range was detected by the Head thermistor.	---	Replace the print head. (Page 123)
1A39	Head error	<input type="checkbox"/> Connection failure of the head FFC. <input type="checkbox"/> Electric parts or components are damaged due to improper head FFC connection such as connecting it at an angle. <input checked="" type="checkbox"/> The drive circuit in the print head is damaged. <input checked="" type="checkbox"/> The fuse of the main board has blown.	Is the head FFC connected properly without being connected at an angle and any abnormalities such as ripped terminal cover?	1. Replace the head FFC. (Page 127) 2. Replace the print head. (Page 123) (Since identification of the error cause between the print head (Full) and print head (Home) cannot be made, replace the print head one by one.) 3. Replace the main board. (Page 99)
1A3A	CR motor cooling fan lock error	The CR motor cooling fan does not work.	Check if some foreign object prevents the fan from turning.	1. Remove the foreign object. 2. Replace the CR motor cooling fan. (See P.124)
1A3B	Mist collection fan lock error	The mist collection fan does not work.	Check if some foreign object prevents the fan from turning.	1. Remove the foreign object. 2. Replace the mist collection fan. (See P.124)
1A3E	PS cooling fan lock error	The PS board cooling fan does not work.	Check if some foreign object prevents the fan from turning.	1. Remove the foreign object. 2. Replace the PS board cooling fan. (See P.124)
1A41	Head rank ID input error	An invalid head rank ID was written to the NVRAM.	Check the head rank ID using the Service Program.	Rewrite the head rank ID with a correct one. (Page 271)