

Printronic Technical Bulletin	Number L-0100	Revision A
	Product Type L5000	Date 10/99
Subject L5035 Error Code Troubleshooting Clarification	Originator Gary Gentry	Page 1 of 2

Subject

L5035 Troubleshooting Addendum, corrections and clarification to procedures in the manual.

Information

Several items describing the errors presented by various conditions that can occur in the L5035 are incorrect or not clear in the manual, part number 705648-001 Revision A. Differences from the manual are highlighted in this Tech Bulletin. These changes will be rolled into revision 'B'.

Error Code 1F — Fuser Failure**CHECKLIST:**

**FLASH INPUT POWER
FLASH POWER SUPPLY OR HARNESS
MC BOARD**

1. Check the flash input power.
 - a. Put the positive lead of the digital multimeter on the AC IN L terminal of the flash power unit, and the negative lead on the AC IN N terminal.
 - b. Measure the voltage, which should be 200 to 240V. If the voltage is not normal, go to Step 2.
2. Turn off power to the printer and check that the fuser unit is properly installed, and that there are no abnormalities in the high voltage connection terminals.
3. Check the flash lamp and its harness.
 - a. Test the flash lamp using the engine checker. If the lamp works, go to Step 4.
 - b. Turn off power to the printer and check the continuity of the harness from connector CN6 of the MC board to FP-J11 of the flash power supply. If the continuity is OK, replace the MC board.
4. Check the flash power supply and its harness. With power to the printer off, check the continuity of the flash power supply harness. If the continuity is OK, replace the flash power supply.

Error Code 20 — Fuser Lamp Overheat**CHECKLIST:**

**FUSER UNIT
FUSER UNIT AIR FILTER
LAMP THERMISTOR (LTS) OR HARNESS
FUSER REFLECTOR COOLING FAN (FCF) OR HARNESS
MC BOARD**

1. Check that the fuser unit is installed properly.

Printronic Technical Bulletin	Number L-0100	Revision A
Subject L5035 Error Code Troubleshooting Clarification		Page 2 of 2

2. Check the fuser unit air filter. If the filter is dirty, clean or replace it.
3. Check the fuser reflector cooling fan (FCF). If the fan is working properly, go to Step 4. If the fan does not turn:
 - a. Put the positive lead of a digital multimeter on pin 11 of connector CN15 on the MC board, and the negative lead on pin 12 of CN15.
 - b. Measure the voltage with the power ON, which should be about 24V.
 - c. If the voltage is 24V and the fan does not turn, turn off power to the printer and check the continuity of the harness between connector CN15 on the MC board and JM15105. If the continuity is ok, replace the FCF.
4. Check the lamp thermistor (LTS).
 - a. Turn off power to the printer and allow the fuser to cool completely (to about 25° C or below).
 - b. Disconnect harness connector CN14 from the MC board.
 - c. Measure the resistance between pin 1 of connector CN14 on the MC board, and pin 2 of connector CN14. The resistance should be about 20 KW.
 - d. If the resistance is ok, go to Step 5. If the resistance is not ok, check the continuity of the harness between connector CN14 on the MC board and JM14101. If the continuity is ok, replace the LTS.
5. Replace the MC board.

Error Code 32 — LED Head Overheat

CHECKLIST:

HEAD THERMAL SENSOR (HTS) OR HARNESS HEAD COOLING FAN (HCF) OR HARNESS MC BOARD

1. Check the head cooling fan (HCF).
 - a. Put the positive lead of the digital multimeter on pin 5 of CN15 on the MC board, and the negative lead on pin 6 of CN15.
 - b. Measure the voltage with the power ON, which should be about 24V.
 - c. If the voltage is 24V and the fan does not turn, turn off power to the printer and check the continuity of the harness between connector CN15 on the MC board and JM15102. If the continuity is ok, replace the HCF.
2. Check the head thermal sensor (HTS).
 - a. Turn off power to the printer and allow the LED to cool completely (to about 25° C or below).
 - b. Disconnect harness connector CN12 from the MC board.
 - c. Measure the resistance between pin 1 of connector CN12 on the MC board, and pin 2 of connector CN12. The resistance should be about 20 KW.
 - d. If the resistance is ok, go to Step 3. If the resistance is not ok, check the continuity of the harness between connector CN12 on the MC board and JM12101. If the continuity is ok, replace the HTS.
3. Replace the MC board.