



Basic Simple Repair Lowend Model (IJ MFP's/IJ SFP's)

Ver.04

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Canon



Concept

1.Reduce Warranty Cost

2.Reduce 50% of Scrap machines

Target Lowend Model

BJC-1000	iP1200	iP3000	MG214050	MP110	MP260	MX300
i250	iP1300	iP3300	MG2240/50/55	MP130	MP270	MX340
i350	iP1500	iP3500	MG2440/50/55	MP140	MP272	MX360
i450	iP1600	iP3600	MG2540/45/50/55	MP150	MP280	MX374/5
i455	iP1700	iP4300	MG3140/50	MP160	MP460	MX394/5
S200X	iP1800	iP4500	MG3240/50/55	MP170	MP470	MX410
S300	iP1900	iP4500X	MG3540/50	MP180	MP480	MX434/5
S330	iP2000	iP4600	MG4140/50	MP190	MP490	MX454/5
	iP2200	iP4600X	MG4240/50	MP210	MP492	MX514/5
	iP2500	iP4700	MG5540/50	MP220	MP494/50	MX474/5
	iP2600	iP4840/50		MP230	MP499	MX534/5
	iP2700	iP4940/50		MP235	MP550	
	iP2702	iP6210D		MP240		
	iP2840/50	iP7240/50		MP250		
				MP252		

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Check contents

1.Operation Error & actions

2.Service-call Error & actions

<Operation Error & actions>

Alarm LED blinking	Error	Code	U No.	How to test/check	Result	Actions
2 times	There is no paper in the rear tray.	[1000]	---	Reload the paper on the rear tray and press the machine's Black or Color button	The error is cleared.	Repair completed.
	No paper in the front tray	[1003]	---	Set the paper in the front tray, and press the Color button. Confirm that there is no foreign material in the paper path (front tray, inside of the rear cover, etc.) Confirm that the paper guides are set properly.	The error is cleared.	Repair completed.
						The error still exists.
	Paper wider than the selected size	[2100]	---	Confirm that the paper size settings match the one actually set in the front tray.	The error is cleared.	Repair completed.
	Paper narrower than the selected size	[2101]	---		The error still exists.	Exchange the machine with new one.
3 times	The cover is opened while printing is in progress	[1203]	---	f paper is left inside the machine, remove the paper slowly with both hands and close the cover. Press the machine's Black or Color button to dismiss the error.	The error is cleared.	Repair completed.
	Paper output tray closed.	[1250]	---	Open the paper output tray.	The error is cleared.	Repair completed.
						The tray does not move.
	Paper jam	[1300]	---	Remove the jammed paper. When the jammed paper is seen in the paper output slot, pull it out from the slot. In other cases, open the rear cover (transport unit) or the paper output cover to remove the jammed paper.	The error is cleared.	Repair completed.
	Paper jam in the front tray	[1303]	---			
Paper jam in automatic double-	[1304]	---	DO NOT pull out any paper from the front tray. After removal of the jammed paper, press the Color button. -Prior to printing, confirm that the paper guides are set properly. (If they are not aligned to the paper edge properly, the error can occur.)		The error still exists.	Exchange the machine with new one.
4 times	Ink cartridge not completely installed	[1687]	U053	Re-set the ink cartridge(s) Replace the ink cartridge(s).	The error is cleared.	Repair completed.
						The error still exists.
5 times	Ink cartridge not installed	[1401]	U051	Re-set the ink cartridge properly. Confirm that the carriage contact pins are free from any foreign material, damages, or bending. Replace the ink cartridge.	The error is cleared.	Repair completed.
	Ink cartridge temperature sensor error	[1403]	U052			
		Non-supported ink cartridge is installed	[1485]		U059	
6 times	Paper output cover is open	[1202]	---	Close the paper output cover.	The error is cleared.	Repair completed.
						The tray does not move.
7 times	Ink cartridge in a wrong position	[1486]	U076	Re-set the ink cartridge properly. Confirm that the carriage contact pins are free from any foreign material, damages, or bending. Replace the ink cartridge.	The error is cleared.	Repair completed.
	Multiple ink cartridges of the same color installed	[1487]	U075			The error still exists.

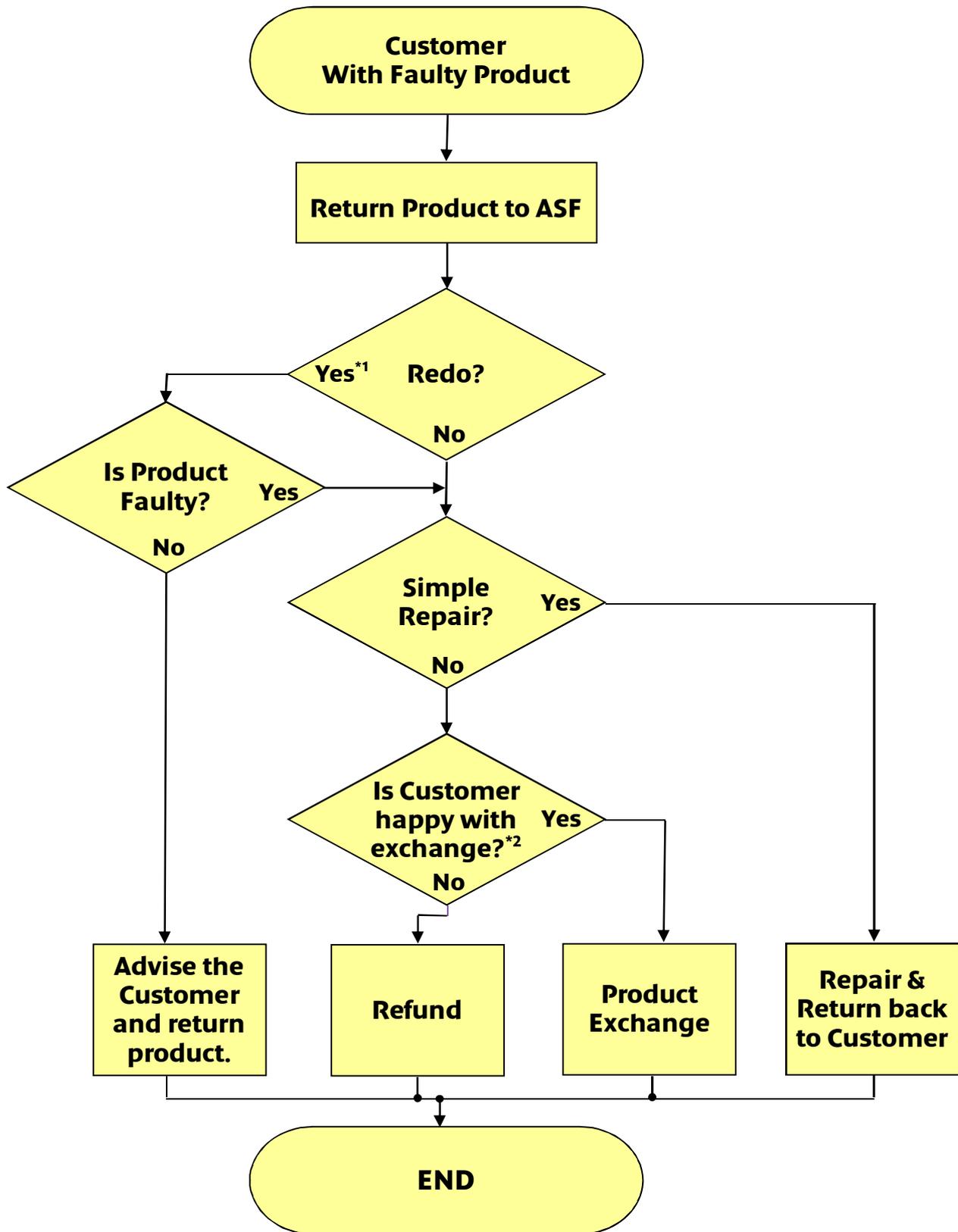
8 times	Warning: The ink absorber becomes almost full.	[1700] [1701]	---	<p>Replace the machine (Product Exchange service). Pressing the Color or Black button will exit the error, and enable printing. However, when the ink absorber becomes full, no further printing can be performed.</p> <p>Pressing the Color button will exit the error, and enable printing without replacing the ink absorber. However, when the ink absorber becomes full, no further printing can be performed.</p>		Replace the machine (Product Exchange service).
	Main (Black)	[1702] [1703]				
	Main (Color)	[1704] [1705]				
	Platen (home position)	[1712] [1713]				
	Platen (away)	[1714] [1715]				
9 times	Packing material not removed	[1890]	---	Open the paper output cover, remove the tapes and packing material from the carriage, then close the paper output cover.	The error is cleared.	Repair completed.
					The error still exists.	Exchange the machine with new one.
10 times	Automatic double-sided printing cannot	[1310]		The paper length is not supported for double-sided printing. Press the Color button to eject the paper being used at error occurrence. Data which was to be printed on the		
11 times	Specialty paper is too wide.	[4102]		Select the supported size of specialty paper and perform printing.		
12 times	Premium Contents print error	[4100]	---	Non-genuine ink cartridges are installed. Install the supported (Canon-genuine) ink cartridges.	The error is cleared.	Repair completed. Please recommend to customer for using genuine ink
					The error still exists. (Need to change the carriage unit)	Exchange the machine with new one.
13 times	The remaining ink amount unknown	[1686]	U162	Replace the applicable ink cartridge, or press the Stop button for 5 sec. or longer to continue printing without replacing the ink cartridge(s).	The error is cleared.	Repair completed.
					The error still exists.	Exchange the machine with new one.
14 times	Ink cartridge region code is wrong	[1684]	U140	Non-supported ink cartridge is installed. Install the supported ink cartridge(s).	The error is cleared.	Repair completed.
					The error still exists.	Exchange the machine with new one.
15 times	Ink cartridge hardware error	[1682]	U150	Re-set the ink cartridge properly. If the error still occurs, the ink cartridge may be faulty. Replace it.	The error is cleared.	Repair completed.
					The error still exists.	Exchange the machine with new one.
16 times	No ink	[1688]	U163	Replace the applicable ink cartridge, or press the Stop button for 5 sec. or longer to continue printing without replacing the ink cartridge(s).	The error is cleared.	Repair completed.
					The error still exists.	Exchange the machine with new one.
21 times	No ink	[2103]	---	Replace the applicable ink cartridge, or press the Stop button for 5 sec. or longer to continue printing without replacing the ink cartridge(s).	The error is cleared.	Repair completed.
					The error still exists.	Exchange the machine with new one.
22 times	No ink	[2102]	---	Replace the applicable ink cartridge, or press the Stop button for 5 sec. or longer to continue printing without replacing the ink cartridge(s).	The error is cleared.	Repair completed.
					The error still exists.	Exchange the machine with new one.

< Service-call Error & actions>

LED blinking	Error	Error code	How to test/check	Result	Actions
2 times	Carriage error	[5100]	(1) Foreign material that obstructs the carriage movement: -> Remove foreign material. (2) Smearing, scratches, or dislocation of the timing slit strip film: -> Clean and re-attach the film. (3) Carriage flexible cable condition (wrong or imperfect connection, connection at an angle, damage, etc.): -> Re-connect the cable. (4) Carriage motor harness condition (wrong or imperfect connection, connection at an angle, damage, etc.): -> Re-connect the cable. (5) If the error still occurs: -> Replace the part(s) listed on the right (under "Parts to be replaced if the listed solutions are not effective"). <Memo> If there is any damage in the parts(films/Cables), stop checking.	The error is cleared.	Repair completed.
				The error still exists.	Exchange the machine with new one.
3 times	Line feed error	[6000]	(1) Foreign material in the LF drive (gear): -> Remove foreign material. (2) Smearing, scratches, or conditions of the LF slit disk: -> Clean and re-attach the LF slit disk. (3) LF motor harness condition (wrong or imperfect connection, connection at an angle, damage, etc.): -> Re-connect the harness. (4) Deformation or damage to the LF roller and LF drive gears: -> If they are deformed or damaged, stop checking. <Memo> If there is any damage in the parts(disk/harness), stop checking.	The error is cleared.	Repair completed.
				The error still exists.	Exchange the machine with new one.
5 times	ASF cam sensor error	[5700]	Check ASF unit. <Obstructs inside> Remove foreign material that obstructs the carriage movement, and check the status again. <No obstructs inside> If there is any damage in the parts, stop checking.	The error is cleared.	Repair completed.
				The error still exists.	Exchange the machine with new one.
6 times	Internal temperature error	[5400]	Stop checking.		
7 times	Ink absorber full Main	[5B00] / [5B01]			
	Main (Black)	[5B02] / [5B03]			
	Main (Colour)	[5B04] / [5B05]			
	Platen (Home position)	[5B12] / [5B13]			
	Platen (Away)	[5B14] / [5B15]			

8 times	Print head temperature rise error	[5200]	Replace the empty ink cartridge with the one containing ink.	The error still exists.	Exchange the machine with new one.			
9 times	EEPROM error	[6800]/ [6801]	Stop checking.					
10 times	VH monitor error	[B200] / [B201]						
15 times	USB Vbus overcurrent (MX530 series only)	[9000]						
16 times	Modem patch load error	[9500]						
20 times	Other hardware errors	[6500]						
22 times	Scanner error	[5011] / [5012]						
	ADF Motor Error	[5040]						
26 times	Network related error	[690#] [691#]				WLAN flexible cable condition (wrong or imperfect connection, connection at an angle, damage, etc.): -> Re-connect the cable.	The error is cleared.	Repair completed.
							The error still exists.	Exchange the machine with new one.
27 times	Network related error	[693#]			Power off the machine, and power it on again.	The error is cleared.	Repair completed.	
28 times	USB sub-system firmware error	[694#] except 6942						
29 times	USB sub-system timeout error	[6942]	The error still exists.	Exchange the machine with new one.				

Simple Repair Flow Chart



*1: If redo, please communicate with customer regarding the fault.

*2: Does the Product Exchange meet the customer requirements?
(i.e. Successor model specifications, consumables compatibility etc..)