

WorkCentre 3335/3345



Phaser 3330



# Phaser 3330 WorkCentre 3335/3345 Service Manual

**WARNING:** The following servicing instructions are for use by qualified service personnel only. To avoid personal injury, do not perform any servicing other than that contained in the operating instructions, unless you are qualified to do so.

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Xerox Internal Use Only

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# General Information

This chapter includes...

- [About this Service Manual](#)
- [Manual Organization](#)
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# About this Service Manual

The Phaser 3330 and WorkCentre 3335/3345 Service Manual is the primary document used for repairing, maintaining, and troubleshooting the printer. Use this manual as your primary resource for understanding the operational characteristics of the printer and all available options. This manual describes specifications, diagnosis and repair of problems occurring in the printer and attached options. Also included are detailed replacement procedures, parts lists, and wiring diagrams.

## Manual Terms

Various terms are used throughout this manual to either provide additional information on a specific topic or to warn of possible danger present during a procedure or action. Be aware of all symbols and terms when they are used, and always read Note, Caution, and Warning statements.



**WARNING:** A warning indicates an operating or maintenance procedure, practice or condition that, if not strictly observed, results in injury or loss of life.



**CAUTION:** A caution indicates an operating or maintenance procedure, practice or condition that, if not strictly observed, results in damage to, or destruction of, equipment.

**Replacement Note:** A replacement note provides important information related to parts replacement. When needed, replacement notes appear at the end of the disassembly procedure.

**Note:** A note indicates an operating or maintenance procedure, practice or condition that is necessary to efficiently accomplish a task. A note can provide additional information related to a specific subject or add a comment on the results achieved through a previous action.

# Manual Organization

The Phaser 3330 and WorkCentre 3335/3345 Service Manual contains these sections:

## Introductory, Safety, and Regulatory Information

This chapter contains important safety information and regulatory requirements.

## Chapter 1 - General Information

This chapter describes the printer's operation, configuration, specifications, and consumables.

## Chapter 2 - Troubleshooting

This chapter provides detailed troubleshooting procedures for error messages and codes displayed on the Control Panel. Troubleshooting covers the operation of Service Diagnostics. In addition, this section includes troubleshooting methods for situations where an error indicator is not available.

## Chapter 3 - Image Quality

This chapter focuses on techniques to correct image quality problems in printer output.

## Chapter 4 - Service Parts Disassembly

This chapter contains removal procedures for spare parts listed in the Parts List. A replacement procedure is included when necessary.

## Chapter 5 - Parts List

This chapter contains exploded views of the print engine and optional Field Replaceable Units (FRUs), as well as part numbers for orderable parts.

## Chapter 6 - Maintenance

This chapter provides periodic cleaning procedures for the printer. This section also provides procedures for the adjustment of print engine components.

## Chapter 7 - Wiring

This chapter contains printer plug/jack locations and wiring diagrams.

# Safety

## Power Safety Precautions

### Power Source

For 115 VAC printers, do not apply more than 127 volts RMS between the supply conductors or between either supply conductor and ground. For 230 VAC printers, do not apply more than 254 volts RMS between the supply conductors or between either supply conductor and ground. Use only the specified power cord and connector. This manual assumes that the reader is a qualified service technician.

Plug the three-wire power cord (with grounding prong) into a grounded AC outlet only. If necessary, contact a licensed electrician to install a properly grounded outlet. If the product loses its ground connection, contact with conductive parts may cause an electrical shock. A protective ground connection by way of the grounding conductor in the power cord is essential for safe operation.

### Disconnecting Power



**WARNING:** Turning the power Off using the power switch does not completely de-energize the printer. You must also disconnect the Power Cord from the printer's Alternating Current (AC) inlet. Disconnect the Power Cord by pulling the plug, not the cord.

Disconnect the Power Cord in the following cases:

- if the power cord or plug is frayed or otherwise damaged,
- if any liquid or foreign material is spilled into the product,
- if the printer is exposed to any excess moisture,
- if the printer is dropped or damaged,
- if you suspect that the product needs cleaning, servicing or repair,

## Electrostatic Discharge (ESD) Precautions

Some semiconductor components, and the respective sub-assemblies that contain them, are vulnerable to damage by Electrostatic Discharge (ESD). These components include Integrated Circuits (ICs), Large-Scale Integrated circuits (LSIs), field-effect transistors, and other semiconductor chip components. The following techniques will reduce the occurrence of component damage caused by static electricity.

Be sure the power is Off and observe these other safety precautions.

- Immediately before handling any semiconductor component assemblies, drain the electrostatic charge from your body. This can be accomplished by touching an earth ground source or by wearing a wrist strap device connected to an earth ground source. Wearing a wrist strap will also prevent accumulation of additional bodily static charges. Be sure to remove the wrist strap before applying power to the unit under test to avoid potential shock.

- After removing a static sensitive assembly from its anti-static bag, place it on a grounded conductive surface. If the anti-static bag is conductive, you may ground the bag and use it as a conductive surface.
- Do not use freon-propelled chemicals. These can generate electrical charges sufficient to damage some devices.
- Do not remove a replacement component or electrical sub-assembly from its protective package until you are ready to install it.
- Immediately before removing the protective material from the leads of a replacement device, touch the protective material to the chassis or circuit assembly into which the device will be installed.
- Minimize body motions when handling and unpacked replacement devices. Motion such as your clothes brushing together, or lifting a foot from a carpeted floor can generate enough static electricity to damage an electro-statically sensitive device.
- Handle ICs and Erasable Programmable Read-Only Memories (EPROM's) carefully to avoid bending pins.
- Pay attention to the direction of parts when mounting or inserting them on circuit boards.

## Service Safety Summary

### General Guidelines

For qualified service personnel only:

Refer also to the preceding [Power Safety Precautions](#) on page 1-4.

Avoid servicing alone:

Do not perform internal service or adjustment of this product unless another person capable of rendering first aid or resuscitation is present.

Use care when servicing with power:

Dangerous voltages may exist at several points in this product. To avoid personal injury, do not touch exposed connections and components while power is On. Disconnect power before removing the power supply shield or replacing components.

Do not wear jewelry:

Remove jewelry prior to servicing. Rings, necklaces and other metallic objects could come into contact with dangerous voltages and currents.

### Warning Labels


Read and obey all posted warning labels. Throughout the printer, warning labels are displayed on potentially dangerous components. As you service the printer, check to make certain that all warning labels remain in place.

## Safety Interlocks

Make sure all covers are in place and all Interlock Switches are functioning correctly after you have completed a service call for the printer. If you bypass an Interlock Switch during a service call, use extreme caution when working on or around the printer.

## Servicing Electrical Components


Before starting any service procedure, switch the printer power Off and unplug the power cord from the wall outlet. If you must service the printer with power applied, be aware of the potential for electrical shock.

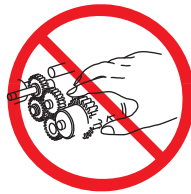
 **WARNING:** Do not touch any electrical component unless you are instructed to do so by a service procedure




## Servicing Mechanical Components

When servicing mechanical components within the printer, manually rotate the Drive Assemblies, Rollers, and Gears.

 **WARNING:** Do not try to manually rotate or manually stop the drive assemblies while any motor is running.



## Servicing Fuser Components

 **WARNING:** This printer uses heat to fuse the image to the media. During operating, the Fuser is very hot. Allow the Fuser to cool up to 40 minutes before you attempt to service the Fuser or adjacent components.



## Health and Safety Incident Reporting

This section defines requirements for notification of health and safety incidents involving Xerox products (equipment and materials) at customer locations worldwide. These requirements apply to Xerox Corporation and its subsidiaries worldwide.

### Objective

To enable prompt resolution of health and safety incidents involving Xerox products and to ensure Xerox regulatory compliance.

### Definitions

Incident:

An event or condition occurring in a customer account that has resulted in injury, illness or property damage. Examples of incidents include machine fires, smoke generation, physical injury to an operator or service representative. Alleged events and product conditions are included in this definition.

### Requirements

Initial Report:

1. Xerox organizations have established a process for individuals to report product incidents to Xerox Environment Health & Safety within 24 hours of becoming aware of the event.
2. The information to be provided at the time of reporting is outlined in the Health and Safety Incident Report form.

The Health and Safety Incident Report form used to report incidents involving Xerox products is available on Xerox Global Service Net at <https://www.xrxgsn.com/secure/main.pl?CatId=1789>. If you are unable to download the form, request a form when reporting the incident by phone, electronic mail or Fax.







3. The initial notification may be made by any of the methods that follow:
  - For incidents in North America and Developing Markets West (Brazil, Mexico, Latin American North and Latin American South):
    - Phone\* Xerox EH&S at: +1-800-828-6571.
    - Electronic mail Xerox EH&S at: [usa.xerox.ehs@xerox.com](mailto:usa.xerox.ehs@xerox.com).
    - Fax Xerox EH&S at: +1-585-216-8817 [intelnet 8-219-8817].
  - For incidents in Europe and Developing Markets East (Middle East, Africa, India, China and Hong Kong):
    - Phone\* Xerox EH&S at: +44 (0) 1707 353434.
    - Electronic mail Xerox EH&S at: [ehs-europe@xerox.com](mailto:ehs-europe@xerox.com).
    - Fax Xerox EH&S at: +44 (0) 1707 353914 [intelnet 8 668 3914].

**Note:** Initial notification made by phone must be followed within 24 hours by a completed Health and Safety Incident Report form sent to the indicated electronic mail address or fax number. If sending a fax, please also send the original form by internal mail.

Responsibilities for resolution:

1. Business Groups / Product Design Teams responsible for the product involved in the incident shall:
  - a. Manage field bulletins, customer correspondence, product recalls, safety retrofits.
  - b. Fund all field retrofits.
2. Field Service Operations shall:
  - a. Preserve the Xerox product involved and the scene of the incident inclusive of any associated equipment located in the vicinity of the incident.
  - b. Return any affected equipment/part(s) to the location designated by Xerox EH&S and/or the Business Division.
  - c. Implement all safety retrofits.
3. Xerox EH&S shall:
  - a. Manage and report all incident investigation activities.
  - b. Review and approve proposed product corrective actions and retrofits, if necessary.
  - c. Manage all communications and correspondence with government agencies.
  - d. Define actions to correct confirmed incidents.

## Printer Symbols

Symbol	Description
	Warning or Caution: Ignoring this warning could cause serious injury or even death. Ignoring this caution could cause injury or damage to the property.
	Hot surface on or in the printer. Use caution to avoid personal injury.
	Caution: Electrostatic sensitive devices Verify that you are properly grounded before making contact with the printer. Ignoring this caution could cause damage to the property.
	Do not touch components with this symbol as personal injury could result.
	Do not burn the item.
	It may take 40 minutes for the fuser to cool down.

## Regulatory

Xerox has tested this product to electromagnetic emission and immunity standards. These standards are designed to mitigate interference caused or received by this product in a typical office environment.

## European Union

The CE mark applied to this product symbolizes Xerox's declaration of conformity with the following applicable Directives of the European Union as of the dates indicated:



December 12, 2006: Low Voltage Directive 2006/95/EC

December 15, 2004: Electromagnetic Compatibility Directive 2004/108/EC

March 9, 1999: Electromagnetic Compatibility Directive 99/5/EC

This product, if used properly in accordance with the user's instructions, is neither dangerous for the consumer nor for the environment.

To ensure compliance with European Union regulations, use shielded interface cables.

A signed copy of the Declaration of Conformity for this product can be obtained from Xerox.

# Introduction and Overview

The Phaser 3330 and WorkCentre 3335/3345 use a single-pass laser design, offering mono print speeds of 35 to 42 ppm, and resolutions up to 1200 x 1200 dots-per-inch (dpi).

The Tray 1 is a 250-sheet multi purpose tray. The Bypass Tray is a 50 sheet tray that supports specialty media, card stock, and envelopes. The Output Tray holds 150 sheets facedown.

The WorkCentre 3335/3345 combines a 1200 dpi scanner with the laser printer to provide copy, scan, and print functions. Both models have a G3 Fax modem, Ethernet interface, and wireless capability to provide networked copy, scan, and Fax functions. The WorkCentre 3335 model has an Automatic Document Feeder (ADF), and the WorkCentre 3345 has a Duplex Automatic Document Feeder (DADF).

## Technical Support Information

The Xerox Service Manual is the primary document used for repairing, maintaining, and troubleshooting the printer. To ensure complete understanding of this product, participation in Xerox Service Training is strongly recommended. To service this product, certification for this product is required.

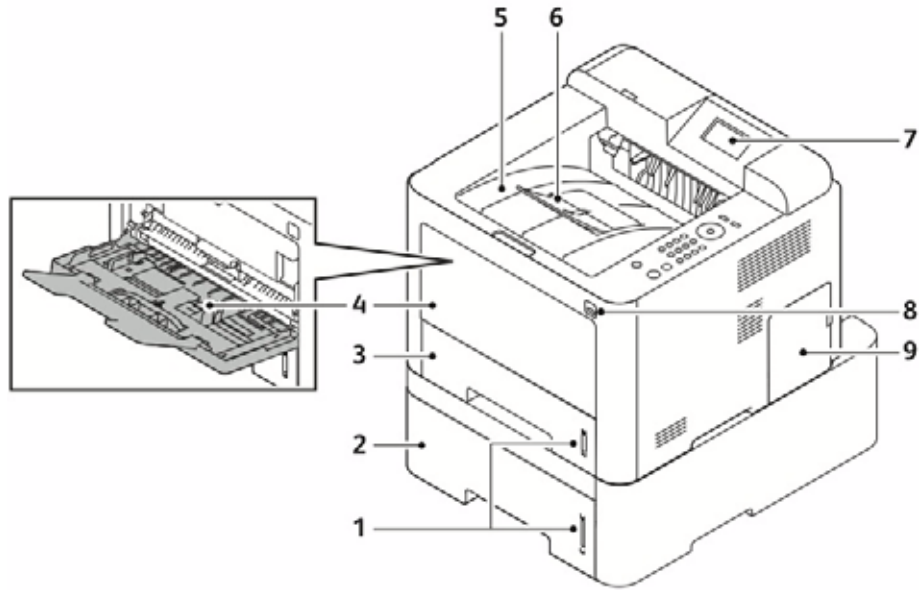
For updates to the Service Manual, Service Bulletins, knowledge base, etc., go to:

- Xerox Global Service Net - <https://www.xrsgsn.com/secure/main.p>

For further technical support, contact your assigned Xerox Technical Support for this product.

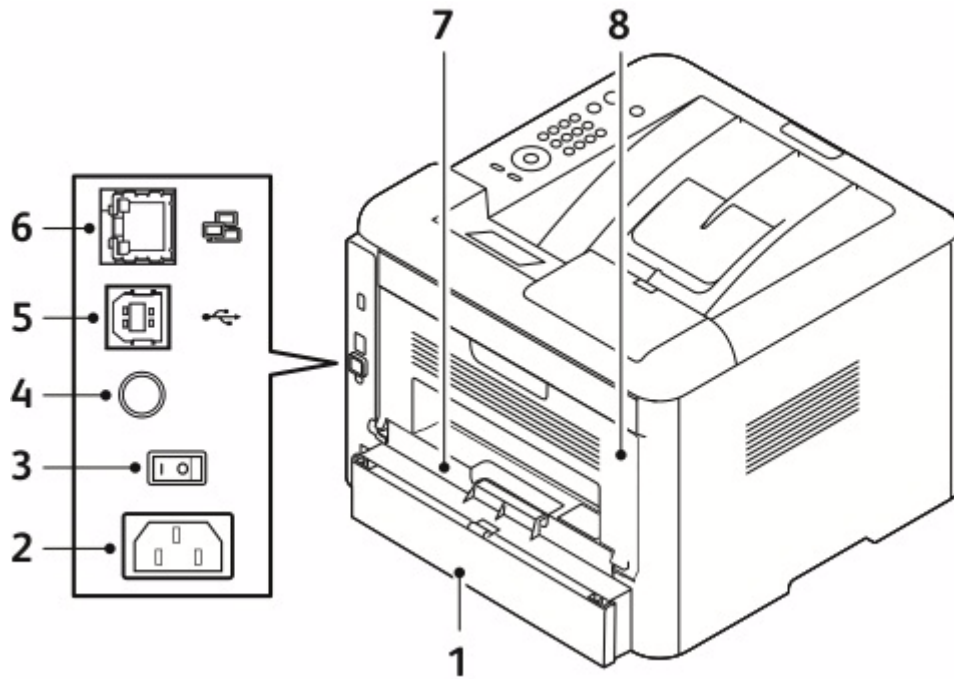
# Parts of the Printer

## Phaser 3330 Front View



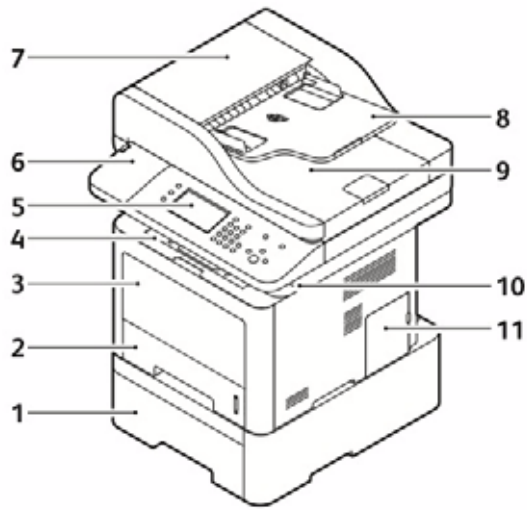
No.	Description	No.	Description
1.	Paper Level Indicators	6.	Output Tray Support
2.	Optional Tray 2 (520 Sheets)	7.	LCD Display
3.	Tray 1 (250 Sheets)	8.	USB Port
4.	Bypass Tray and extension	9.	Control Board Cover
5.	Output Tray		

## Phaser 3330 Rear and Side Views



No.	Description	No.	Description
1.	Tray 1 Rear Access Cover	5.	USB Port
2.	Power Receptacle	6.	Network Port
3.	Power Switch	7.	Custom Paper Unit
4.	5V Output (Not Used)	8.	Rear Door

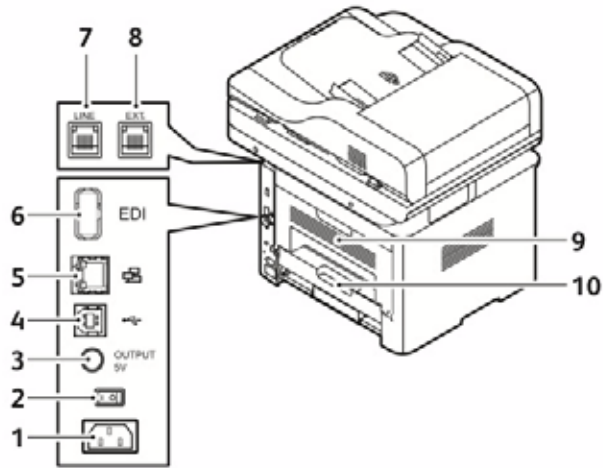
## WorkCentre 3335/3345 Front Views



No.	Description	No.	Description
1.	Optional Feeder Tray 2 (520-Sheet Capacity)	7.	Document Feeder Top Cover
2.	Tray 1 (250-Sheet Capacity)	8.	Document Feeder Input Tray
3.	Bypass Tray	9.	Document Feeder Output Tray
4.	Output Tray	10.	USB Port
5.	Control Panel	11.	Control Board Cover
6.	Optional NFC Enablement Kit		



## WorkCentre 3335/3345 Rear View

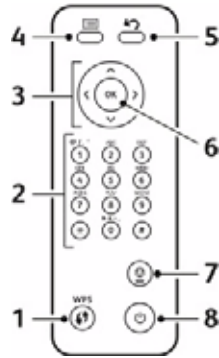


No.	Description	No.	Description
1.	Power Receptacle	6.	Card Reader Slot
2.	Power Switch	7.	Telephone Line Socket
3.	5V Output (Not Used)	8.	Telephone Extension Socket (EXT)
4.	USB Port	9.	Rear Door
5.	Network Port	10.	Duplex Assembly

# Control Panel

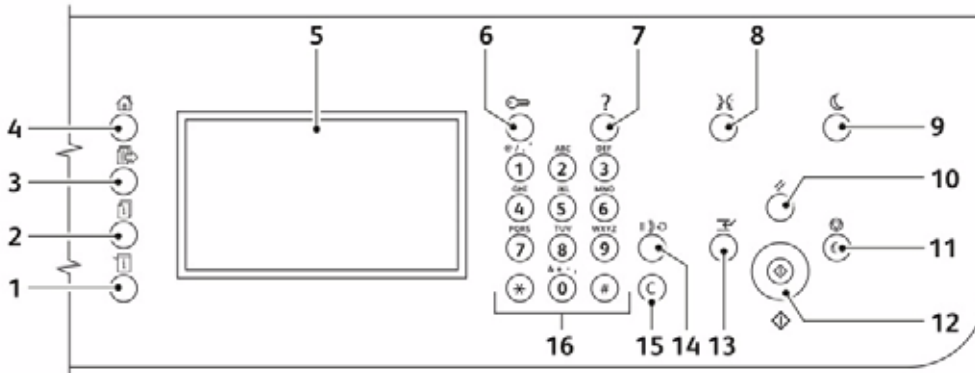
The Control Panel consists of multiple LEDs, a display, and several function buttons. These buttons are used to navigate the menu system, perform functions, and select modes of operation.

## Phaser 3330 DN/I Control Panel Button Descriptions



Item	Description
1 Wi-Fi Protected Services	Used for wireless network connectivity
2 Key Pad	Enters information into the printer
3 Arrows	Navigates available values by moving to the next or previous options.
4 Menu	Enters the menu mode and scrolls through the available menus
5 Back	Sends you back to the upper menu level.
6 Ok	Confirms the selection on the display.
7 Cancel	Stops the current job.
8 Power	Turn the power on and off with this button.

## WorkCentre 3335, 3345 Control Panel Button Descriptions



Item	Name	Description
1.	Machine Status	Displays the status of the printer on the Touch Screen.
2.	Job Status	Displays a list of all active, secure and completed jobs.
3.	Services	Returns the machine to active service from the Job Status or Machine Status screen.
4.	Services Home	Provides access to the printer features (copy, scan, fax).
5.	Touch Screen Display	Displays information and provides access to printer functions.
6.	Log in/Out	Provides access to password protected printer features.
7.	Help	Displays information about the current selection on the Touch Screen.
8.	Language	Changes the Touch Screen language and keyboard settings.
9.	Power Saver	Enters and exits the low-power mode.
10.	Clear All	Clears previous and changed settings for the current selection. To reset all features to their default settings, press this button twice.
11.	Stop	Stops the current job temporarily. To cancel or resume follow the on-screen instructions.
12.	Start	Starts the selected copy, scan, fax or print form job.
13.	Interrupt	Pauses the current job to run a more important copy, scan.
14.	Dial Pause	Inserts a pause in a telephone number when it transmits a fax.
15.	C (Clear)	Deletes numeric value or the last digit entered using the alphanumeric Keys.
16.	Alphanumeric Keypad	The keypad for entering

## Understanding the Status LED

The color of the Status LED indicates the machine's current status.

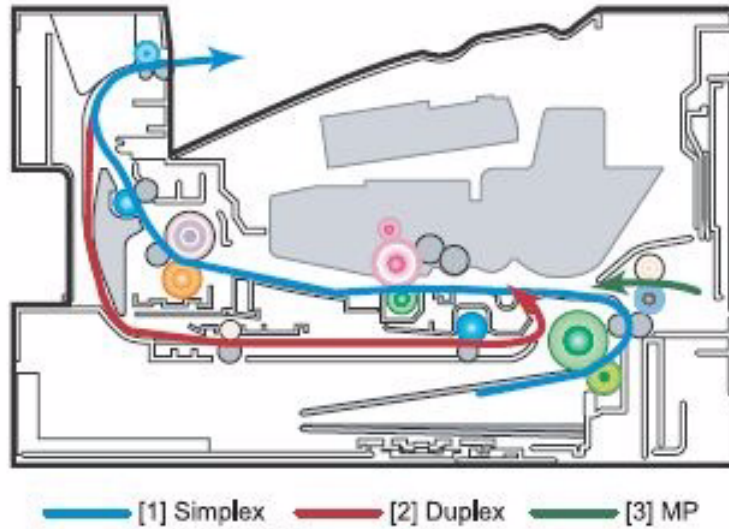
Status		Description	
Status LED	Off		The machine is off-line.
	Green	Blinking	<ul style="list-style-type: none"> <li>When the backlight slowly blinks, the machine is receiving or printing data.</li> </ul>
		On	<ul style="list-style-type: none"> <li>The machine is on-line and can be used.</li> </ul>
	Red	Blinking	<ul style="list-style-type: none"> <li>A minor error has occurred and the machine is waiting for the error to be cleared. Check the display message. When the problem is cleared, the machine resumes.</li> <li>Small amount of toner is left in the cartridge. The estimated cartridge life of toner is close. Prepare a new cartridge for replacement. You may temporarily increase the printing quality by redistributing the toner.</li> </ul>
On		<ul style="list-style-type: none"> <li>Small amount of toner is left in the cartridge. The estimated cartridge life of toner is close.<sup>b</sup> Prepare a new cartridge for replacement. You may temporarily increase the printing quality by redistributing the toner.</li> <li>The cover is opened. Close the cover.</li> <li>There is no paper in the tray. Load paper in the tray.</li> <li>The machine has stopped due to a major error. Check message and repair.</li> <li>Paper Jam has occurred.</li> <li>An Imaging Unit has almost reached its estimated life. Replace the Imaging Unit.</li> </ul>	
Wireless LED <sup>a</sup>	Blue	Blinking/ On	When the printer is connected to a wireless network, the Wireless LED is illuminated.
		Off	The printer is disconnected from a wireless network
Power / Wake up	Blue	On	The printer is in power saver mode.
		Off	The printer is in ready mode or the power is off.
ECO	Green	On	Eco mode is on
		Off	Eco mode is off

a. Wireless model only.

b. Estimated cartridge life means the expected or estimated Toner Cartridge life, which indicates the average capacity of print-outs and is designed pursuant to ISO/IEC 19752. The number of pages may be affected by operating environment, printing interval, graphics, media type and media size. Some amount of toner may remain in the cartridge even when red LED is on and the printer stops printing.

# Media Path

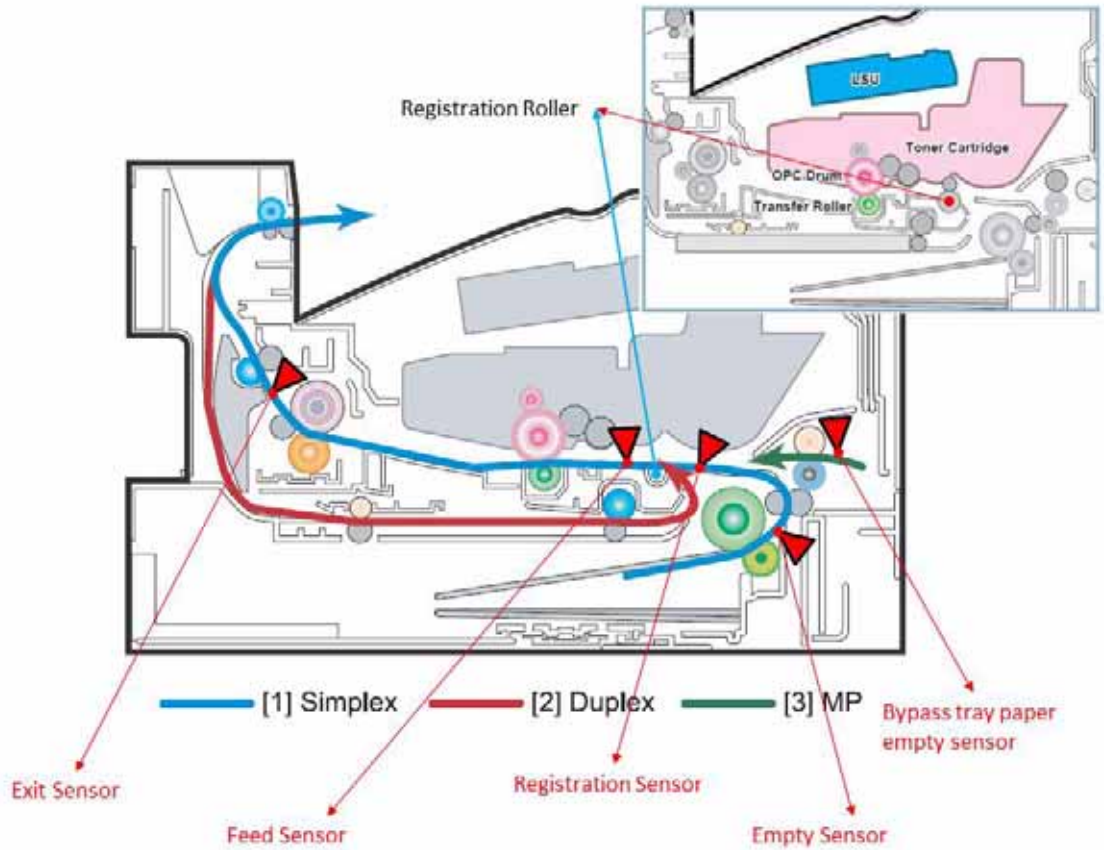
The media path through the print engine is the same for all models



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# Media Path Sensor Locations

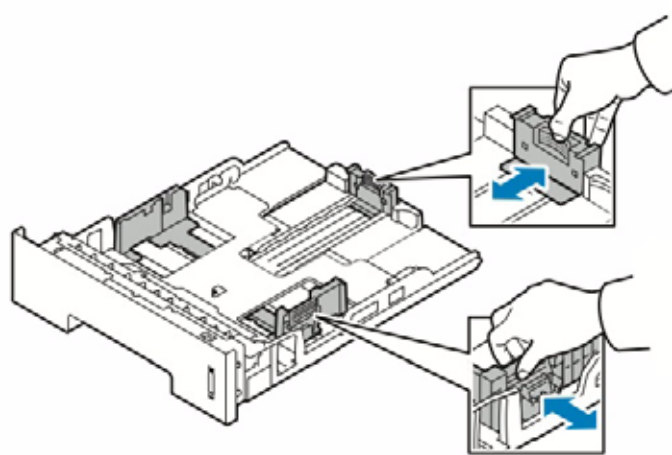
The sensor locations through the print engine is the same for all models



# Feeder

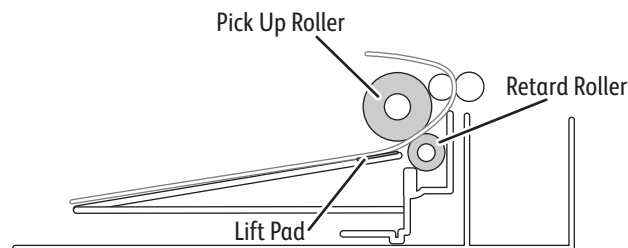
## Tray 1

The basic tray is located on front side of the machine and allows feeding of common paper. Paper size is set using the Size Guides in each tray. Adjust the Paper length/width guides to match the paper size.



## Pick Up / Retard Roller

When pickup takes place, the Pick Up Roller rotates to separate and transport the paper. The Pick Up Roller rotates when the Pick Up Clutch is activated. The Retard Roller ensures that a single sheet of paper is moved to the paper path, and the paper is moved as far as the Registration Roller by the Feed Roller.



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## Registration Roller

When a sheet is fed from the tray to the toner transfer section, the registration of the sheet may not be correctly maintained due to misalignment of lead edges in the tray. To avoid this problem, the lead edge position needs to be aligned at the Registration Rollers before the sheet is fed in front of the Transfer Belt, or in front of the Backup Transfer Rolls (BTR).

## General Information

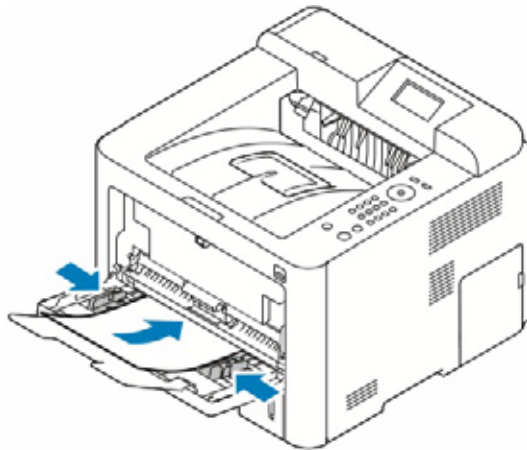
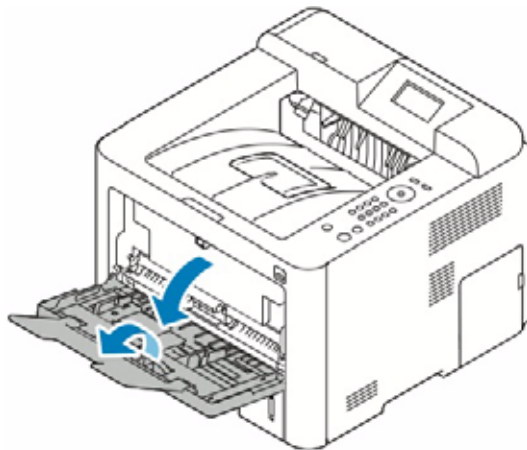
By pressing the edge of the sheet fed out of the Tray 1 or Bypass Tray against the Registration Roller that is locked, the lead edge position of the sheet is corrected.

Before the Registration Rollers are energized, the paper is advanced from the tray to the rollers. This process aligns the leading edge of the page. By pushing the edge of the sheet against the Registration Roller that is not turning, the lead edge of the sheet is registered.

## Bypass Tray

The Bypass Tray can hold special sizes and types of print material, such as postcards, note cards, and envelopes. It is useful for single page printing on letterhead or colored paper. It uses a 3 roller feeding method to feed 50 sheets of general papers.

The media path from Tray 1 and Bypass Tray are the same. The sheets loaded in the Bypass Tray are positioned nearer the Feed Roller, and have higher priority in feeding if both Tray 1 and the Bypass Tray contain media.



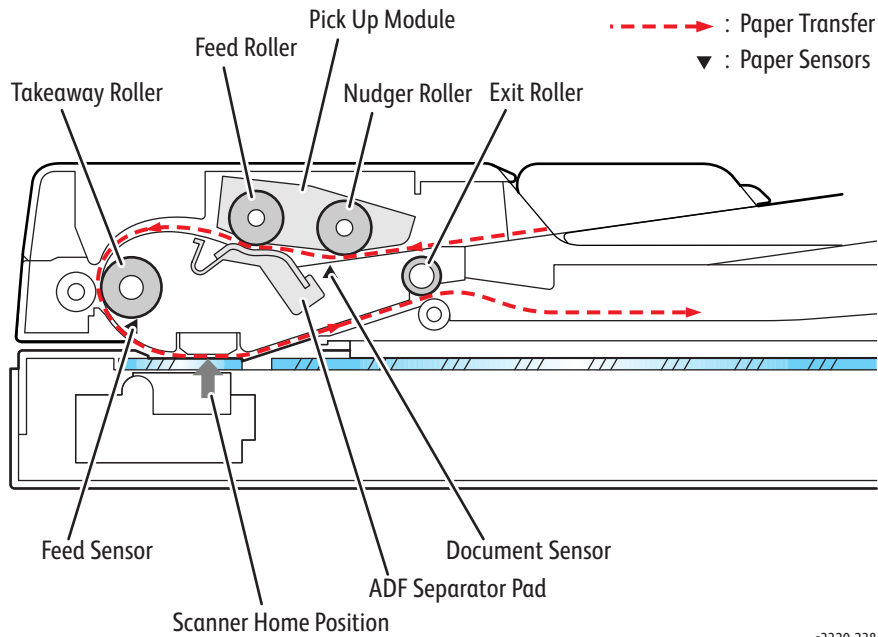
## Tray 2

When the optional tray is installed, it becomes Tray 2. Tray 2 has a 520 page capacity, a separate driving mechanism, and uses the same design as Tray 1.



## ADF

Media is conveyed by the pick up module, and driven through the paper path by torque from the driving module. When the sheet reaches scanner home position, it is scanned. When the scan completes, the sheet is ejected to the output tray by the exit roller. The exit roller is driven by torque from the ADF Motor.



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## DADF

The ADF and DADF Feeders are very similar in operation. The DADF has extra components in it to allow the re-circulate the original document for Side 2 Scanning.

For the DADF, the Joint PWB that connects the Feeder to the Scanner has a third connector on it.



ADF JOINT PWB



DADF JOINT PWB

The DADF PWB, connects the additional sensors and clutches that are located inside of the Feeder.



Information for the document scanning requirements is collected and controlled by the Main Control Board. If the scanning is one-sided, all the clutches and solenoids remain in their default position. If

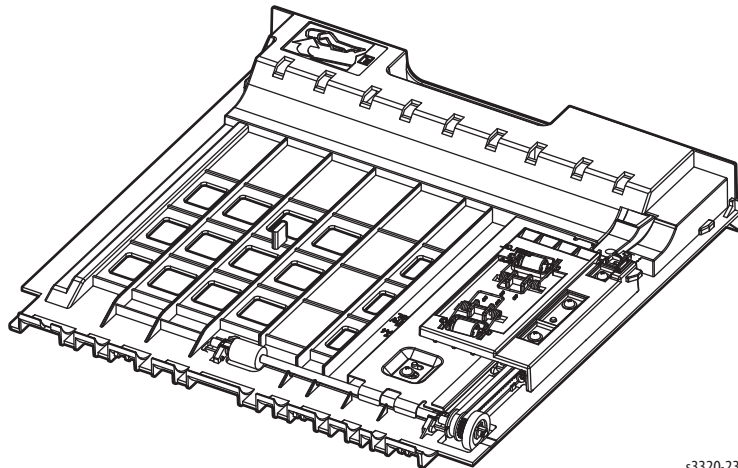
the document is to be scanned two-sided, the additional clutches and solenoids are energized as needed to re-circulate the document back through the Feeder for side two scanning.

The additional parts in the DADF are as follows:

- Paper Detect Sensor
- Paper Position Sensor
- Paper Registration Sensor
- Paper Pick-Up Clutch
- Paper Exit Clutch

## Duplex Unit

The Duplex Unit is standard with all models of these printers. Usable papers are A4, letter, and legal size paper. The Duplex Unit is easily removed for clearing paper jams at both the front and rear of the printer. To clear paper jams at the front or rear of the printer, pull the Duplex Unit out of the printer.



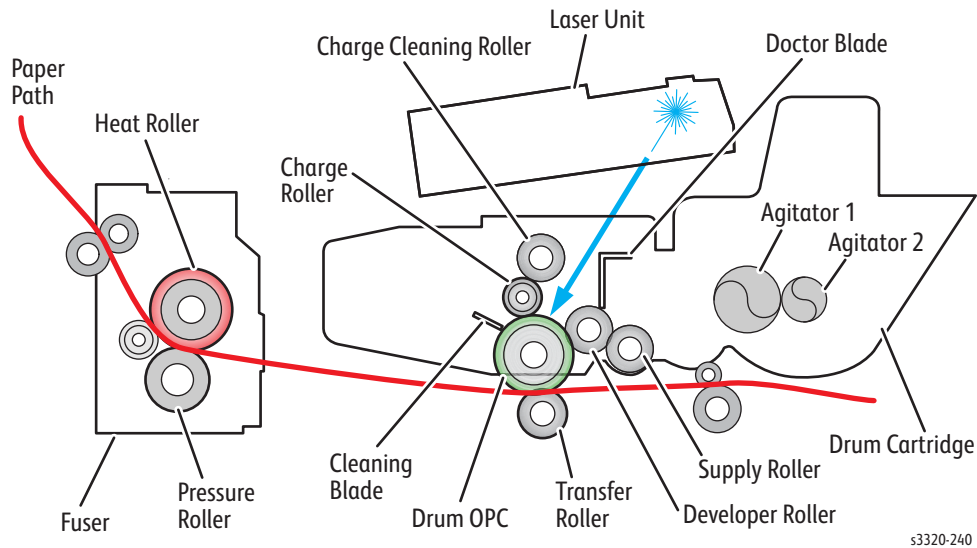
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# Print Process

## Toner Cartridge

This printer uses a Laser Unit (LSU), Toner Cartridge and OPC Drum Cartridge, Transfer Roller, and Fuser for mono printing. The Toner Cartridge consists of the toner supply and is transferred to the OPC Drum Cartridge for development.

- **Operating condition:** Temp 10~30° C (50~86° F), Humidity 20~85 % RH
- **Developing Method:** Non magnetic single element contact method
- **Toner:** Non magnetic, single element toner
- The life span of toner (ISO 19752 pattern / A4 standard)
  - Initial toner: 2.6K (Sold)
  - Initial toner 11.0K (Metered)
  - For Replacement Cartridge information refer to [Xerox Supplies and Accessories](#).
- **Toner Residual Sensor:** Dot count with CRUM(CRU Monitor)
- **OPC Cleaning:** Collect the toner with cleaning blade
- **Handling of wasted toner:** Collect wasted toner in the cleaning frame
- **Toner Cartridge:** CRUM identifier.



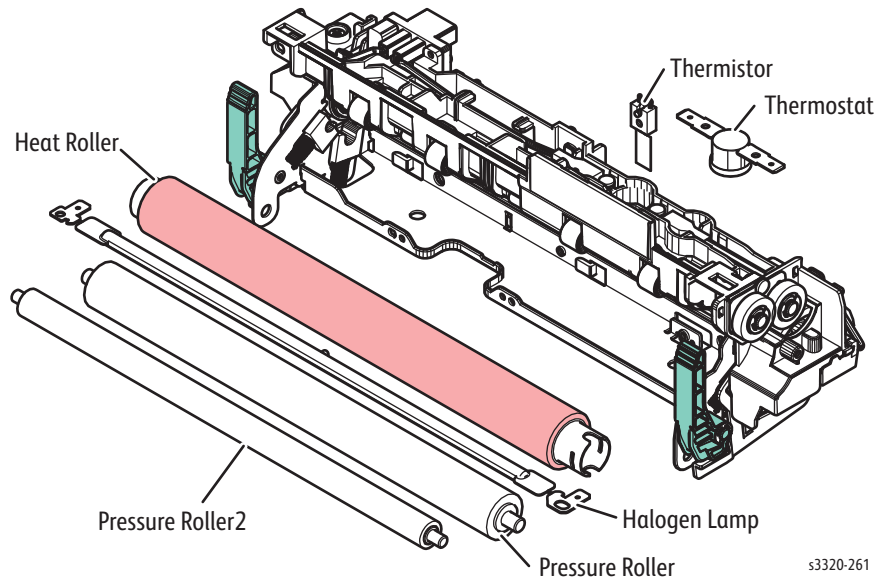
s3320-240

### Toner Cartridge Components

Item	Item
Charge Roller	Supply Roller
Cleaning Blade	Charge Cleaning Roller
Doctor Blade	Agitator 1
Developer Roller	Agitator 2

## Fuser

The Fuser consists of a halogen lamp, heat roller, pressure roller, thermistor and thermostat. It sticks the toner on a paper by heat and pressure to complete the printing job.

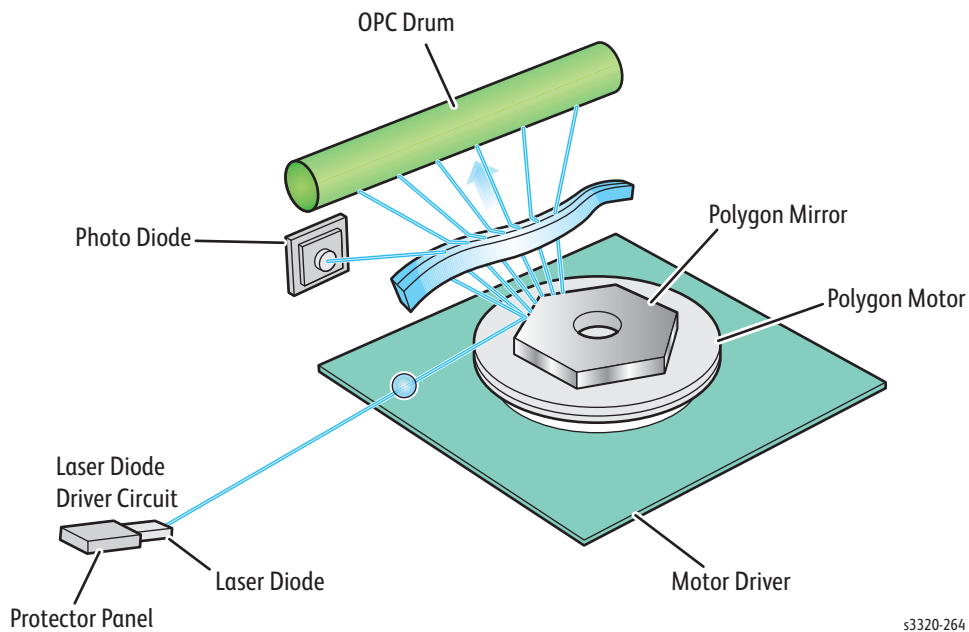


- Thermostat
  - When the heat lamp overheats, the Thermostat cuts off the AC power to the Halogen Lamp to prevent over- heating.
  - Thermostat Type: Non- Contact type THERMOSTAT
  - Control Temperature:  $190^{\circ}\text{C} \pm 5^{\circ}\text{C}$  ( $374^{\circ}\text{F} \pm 10^{\circ}\text{F}$ )
- Thermistor
  - The Thermistor is a temperature detecting sensor.
  - Temperature Resistance:  $7\text{k ohms } 180^{\circ}\text{C}$  ( $356^{\circ}\text{F}$ )
- Heat roller
  - The heat roller transfers the heat from the lamp to apply heat on the paper.
  - The surface of the heat roller is coated with Teflon, so toner does not stick to the surface.
- Pressure roller
  - A pressure roller mounted under a heat roller that is made of a silicon resin, and the surface also is coated with Teflon. When a paper passes between a heat roller and a pressure roller, toner adheres to the surface of a paper permanently.
- Halogen Lamp
  - Voltage 120 V:  $115 \pm 5\%$  Voltage 220 V:  $230 \pm 5\%$
  - Capacity:  $850\text{ Watt} \pm 42.5\text{ - W}$

## Laser Scanning Unit (LSU)

The LSU is the core part of the IOT that converts video data received from the controller into the electrostatic latent image on the OPC drum, using a modulated laser beam reflected from the rotating polygon mirror, exposing the main charge on the OPC drum. The OPC drum is rotated at the same rate as the media feeding speed.

The HSYNC signal is created when the laser beam from the LSU reaches the end of the polygon mirror face as it rotates, and the signal is sent to the controller, which uses this to synchronize each scan line the laser makes in the horizontal axis by adjusting the image data sent to the LSU. Each face of the polygon mirror is used for one scan line on the OPC drum.

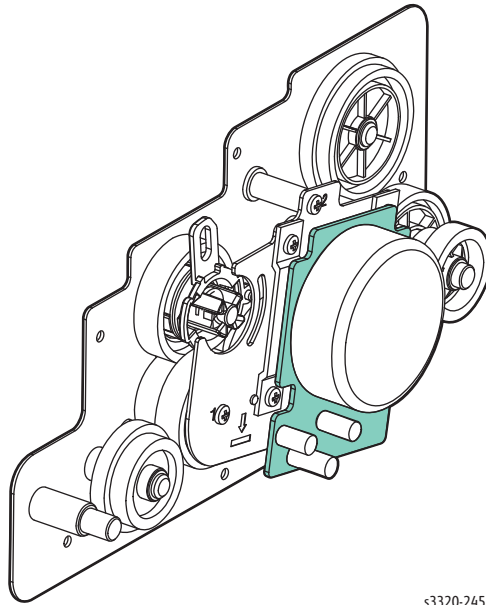


s3320-264

# Drive

- Main Drive Assembly

A gear set used to transfer drive from the Main Drive Motor to feed media through the media path. It also provides drive for the Toner Cartridge and the Drum Cartridge.



s3320-245

# Electrical

The electrical system consists of the Main Board, Control Panel Board, HVPS, LVPS, Power Switch Assembly, ADF/DADF Board, FAX, and Wireless Interface Board.

- **Main Board**  
The Main Board controls all modules required to print, that is, LSU, HVPS, SMPS, FAN, Fuser, FAX, and Scanner. The controller receives print data from the host through network, USB Port, fax or Scanner. It takes this information and generates printable video bitmap data. Engine and video control are combined.
- **Control Panel Board** - displays the status of the system using LCD Touch Screen Display in response to user actions or the Main controller.
- **HVPS** - supplies high voltage for the developing Process. The High Voltage is controlled by the PWM signal from the CPU.
- **LVPS** - makes +5V and +24V DC from 220V or 110 AC.
- **Power Switch Assembly** - controls power to the printer.
- **ADF/DADF Board** - provides the interface between the ADF/DADF and the Main Board.
- **FAX Board** - provides the FAX interface to the printer.
- **WLAN Board** - the WLAN board provides a wireless Ethernet interface.

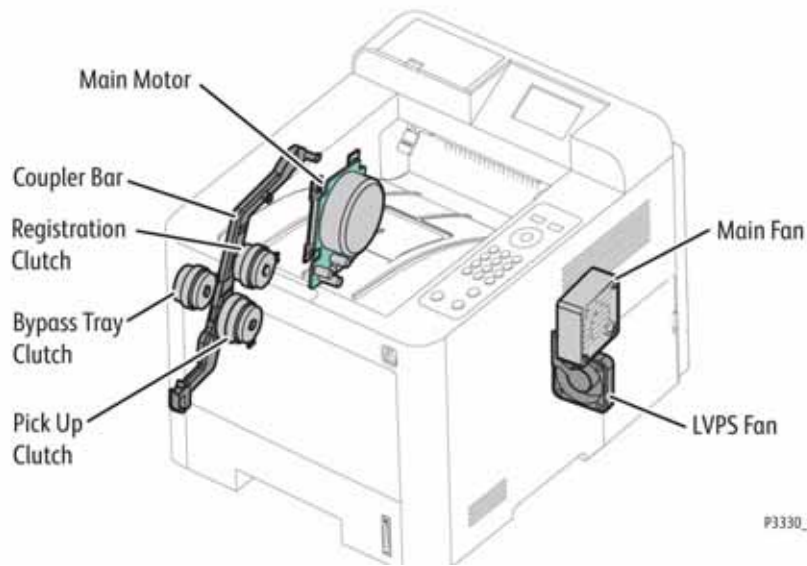
## Optional Memory

- **Optional Memory DIMM for WorkCentre 3345 only**  
A 256 MB, SO-DIMM Board is available to increase system memory on the Main Board. Additional memory is used for operating system, system application programs, and print data storage.

## Locations of Phaser 3330 Electrical Components

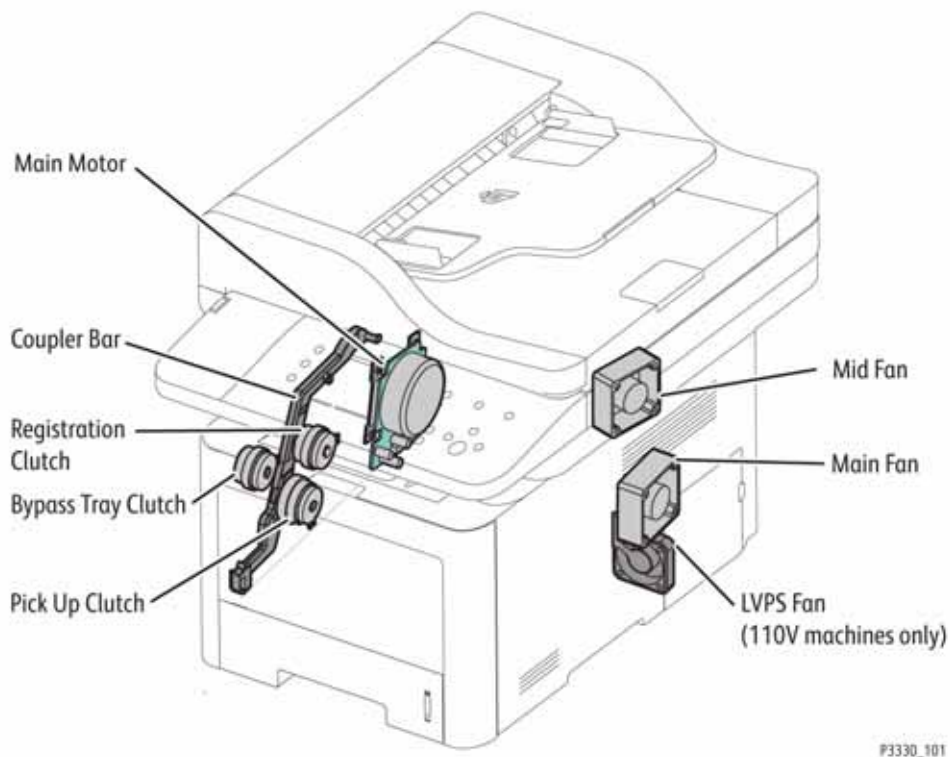
The following illustration shows the location of electrical components in the Phaser 3330.





### Locations of WorkCentre 3335/3345 Electrical Components

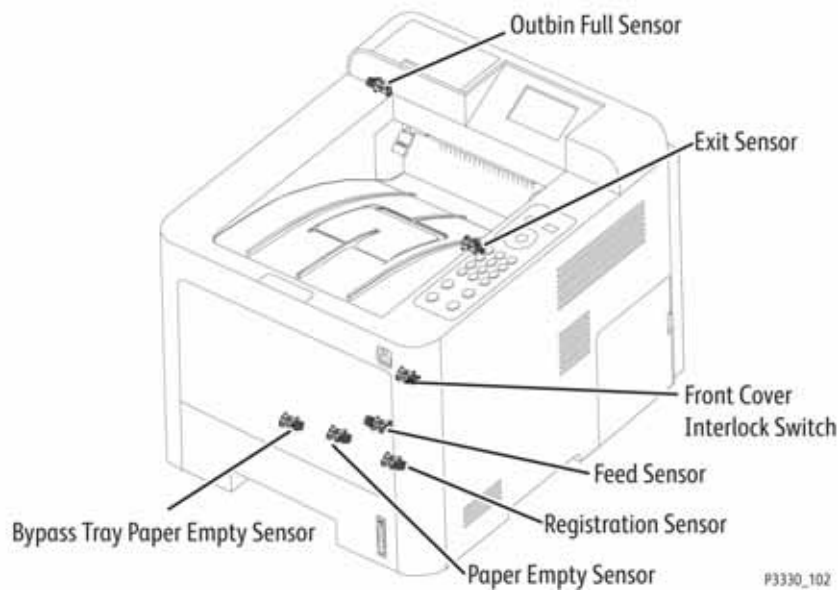
The following illustration shows the location of electrical components in the WorkCentre 3335/3345.



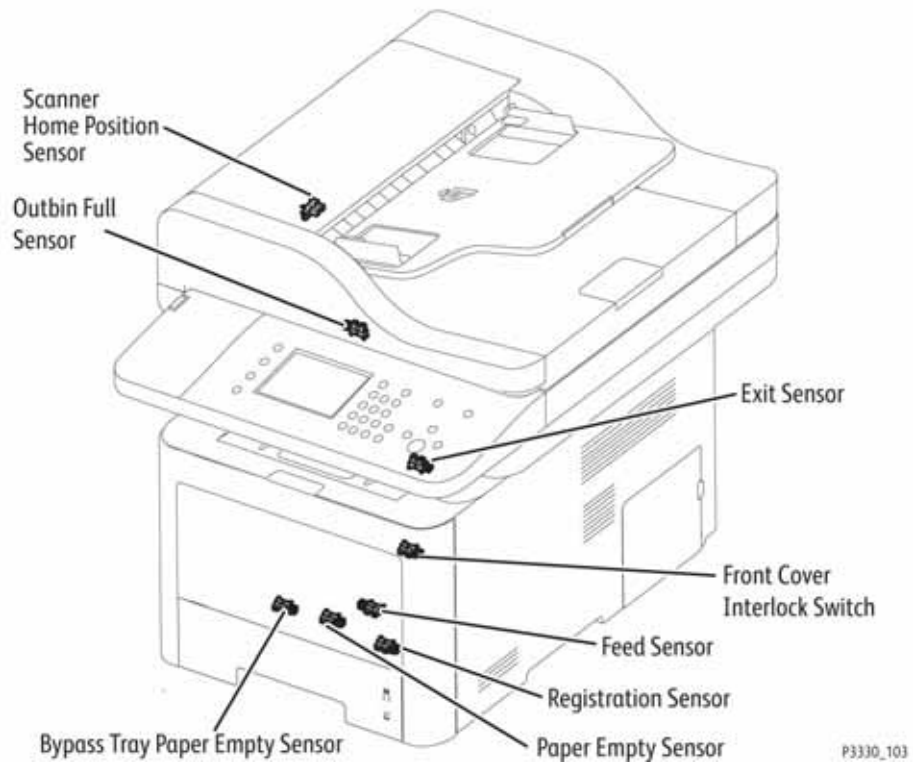
## Sensors

The printer contains sensors of various types that perform a variety of functions. Some sensors track media along the media path to detect jams. Other sensors detect the Toner Cartridge, monitor toner density, stop printer activity if the Rear Door is open (interlock) and monitor fusing temperature.

### Locations of Phaser 3330 Sensors



## Locations of WorkCentre 3335/3345 Electrical Components



## Maintenance Items

Routine maintenance items are parts or assemblies that require periodic replacement. These items are typically customer replaceable (CRU).

The listed items have limited life and require periodic replacement.

Item	Print Life
Pick Up Roller (Tray 1)	Up to 60,000 pages
Pick Up Roller (Optional Tray 2)	Up to 100,000 pages
Retard Roller (Tray 1)	Up to 60,000 pages
Retard Roller (Optional Tray 2)	Up to 100,000 pages
Transfer Roller	Up to 100,000 pages
ADF Separator Pad Assembly	Approximately 20,000 sheets
DADF Feed Roller Assembly	Approximately 20,000 sheets

Print life is based on “typical” office printing and 5 % coverage per color on 24 lb. paper. Print life figures are not guaranteed and varies depending on usage habits. Imaging Unit print life is based on 3-page jobs using letter-size paper. Less than 3 page average run length has an adverse effect on yield.

## Consumables

Consumables consist of both a Toner Cartridge and a Drum Cartridge. The system has a CRUM (Customer Replaceable Unit Monitor) to record regional and toner usage information. The CRUM maintains a count of the amount of toner consumed. When the count reaches set values, warning and error messages appear to notify the user when near and end of life status is reached.

Life ratings are based on A-size sheets at 5 % coverage.

Toner Cartridge	Phaser 3330	WorkCentre 3335MFP	WorkCentre 3345MFP
Starter Capacity	5,000 pages	2,300 pages	5,000 pages
Standard Capacity	5,000 pages	2,300 pages	5,000 pages
High Capacity	11,000 pages	5,000 pages	11,000 pages

Starter capacity cartridges are packaged with the printer when shipped from the factory. These starter cartridges are not available for order.

# Specifications

## Configurations

The following table details the Phaser 3330 DN/DNI configurations.

Features	Phaser 3330 DN/DNI
Processor Speed	600 MHz
Memory Configuration	128 MB
Maximum Memory	512 MB
Flash Memory	No
Print Speed (A4-size) from Tray 1 Simplex Phaser 3330 DNI Duplex	38 ppm 40ipm
First Print Output Time	As fast as 6.5 seconds
Print Resolutions (dpi) Standard High <sup>a</sup>	600 x 600 1200 x 1200
High Speed USB 2.0 Support	Standard
Wireless	all models
Tray 1	250 sheets
Bypass Tray	50 sheets
Output Tray	150 sheets
Tray 2 (Optional tray)	520 Sheets
Duplex	Standard

a. When printing in high resolution mode, printing speed may be reduced due to image quality adjustment. Printing speed may also be reduced depending on documents

The following table details the WorkCentre 3335/3345DN/DNI configurations

Features	WorkCentre 3335DN	WorkCentre 3345DN/DNI
Processor Speed	360 MHz	600 MHz
Memory Configuration		
Standard	128 MB	256 MB
Maximum Memory	384 MB	768 MB
Flash Memory	16 MB	32 MB
Print Speed (A4-size)		
Simplex	33 ppm	37 ppm
Duplex	15 ipm	17 ipm
Duplex	Standard	Standard
Bypass Tray <sup>a</sup>	50-sheets	50-sheets
Tray 1	250 Sheets	250 Sheets
Output Tray	150 Sheets	150 Sheets
Tray 2 (Optional tray)	520 Sheets	520 Sheets
<b>ADF/DADF</b>		
Capacity	50 sheets	50 sheets
2-sided document scanning	No	Yes (reversing)
<b>Print Resolutions (dpi)</b>		
Standard	600 x 600	600 x 600
High <sup>b</sup>	1200 x 1200	1200 x 1200
<b>Interfaces</b>		
High Speed USB 2.0 Type A Support	Standard (1 port)	Standard (2 ports)
High Speed USB 2.0 Type B Support	Standard (1 port)	Standard (1 port)
Ethernet Interface	10/100 Base-TX	10/100 Base-TX
Wireless Interface IEEE802.11b/g	None	WorkCentre 3345DNI model only

- a. Bypass Tray has priority for feeding paper. Paper is fed from Bypass Tray if there is paper in both Tray 1 and Bypass tray. The printer cannot detect which tray has paper.
- b. When printing in high resolution mode, printing speed may be reduced due to image quality adjustment. Printing speed may also be reduced depending on documents

## Paper Handling

Item		Phaser 3330	WorkCentre 3335/3345
Standard Capacity		250-sheet Cassette Tray, 50-sheet Multi Purpose Tray @80g/m <sup>2</sup>	250-sheet Cassette Tray, 50-sheet Multi Purpose Tray @80g/m <sup>2</sup>
Max. Capacity		850 sheets @80g/m <sup>2</sup>	850 sheets @80g/m <sup>2</sup>
Printing	Max. Size	216 x 356 mm (8.5" x 14")	216 x 356 mm (8.5" x 14")
	Min. Size	76 x 127 mm (3.0" x 5.0")	76 x 127 mm (3.0" x 5.0")
<b>Bypass Tray</b>			
Capacity	Plain Paper	50 sheets @80 g/m <sup>2</sup>	50 sheets @80 g/m <sup>2</sup>
	Envelope	5 sheets	5 sheets
Media sizes		A4, A5, A6, Letter, Legal, Folio, Office, Executive, ISO B5, JIS B5, 3"x5", Envelope (Monarch, No.10, DL, C5, C6), Custom	A4, A5, A6, Letter, Legal, Folio, Oficio, Executive, ISO B5, JIS B5, 3"x5", Envelope (Monarch, No.10, DL, C5, C6), Custom
Media Type		Plain, Thin, Thick, Thicker, Cotton, Colored, Envelope, Transparency, Pre-Printed, Recycled, Labels, Bond, Card stock, Archive	Plain, Thin, Thick, Thicker, Cotton, Colored, Envelope, Transparency, Pre-Printed, Recycled, Labels, Bond, Card stock, Archive
Media Weight		16~58 lb. (60 to 220 g/m <sup>2</sup> )	16~58 lb. (60 to 220 g/m <sup>2</sup> )
Sensing		Paper Empty	Paper Empty
<b>Tray 1</b>			
Capacity		250 sheets @80 g/m <sup>2</sup>	250 sheets @80 g/m <sup>2</sup>
Media sizes		A4, A5, A6, Letter, Legal, Folio, Oficio, Executive, ISO B5, JIS B5, Custom	A4, A5, A6, Letter, Legal, Folio, Oficio, Executive, ISO B5, JIS B5, Custom
Media Type		Plain Paper, Thin, Thick, Recycled, Bond, Cardstock, Archive	Plain Paper, Thin, Thick, Recycled, Bond, Cardstock, Archive
Media Weight		16~43 lb. (60 to 163 g/m <sup>2</sup> )	16~43 lb. (60 to 163 g/m <sup>2</sup> )
Sensing		Paper Empty	Paper Empty
<b>Optional Tray 2</b>			
Capacity		520 sheets @80 g/m <sup>2</sup> 550 sheets @75 g/m <sup>2</sup>	520 sheets @80 g/m <sup>2</sup> 550 sheets @75 g/m <sup>2</sup>
Media sizes		A4, A5, A6, Letter, Legal, Folio, Oficio, Executive, ISO B5, JIS B5	A4, A5, A6, Letter, Legal, Folio, Oficio, Executive, ISO B5, JIS B5
Media Type		Plain Paper, Thin, Thick, Recycled, Bond, Cardstock, Archive	Plain Paper, Thin, Thick, Recycled, Bond, Cardstock, Archive
Media Weight		16~43 lb. (60 to 163 g/m <sup>2</sup> )	16~43 lb. (60 to 163 g/m <sup>2</sup> )
Sensing		Paper Empty	Paper Empty
<b>Output Stacking</b>			



Item	Phaser 3330	WorkCentre 3335/3345	
Capacity	Face-Down	150 sheets @80 g/m <sup>2</sup>	150 sheets @80 g/m <sup>2</sup>
	Face-Up	1 sheet	1 sheet
Output Full Sensing	Yes	Yes	
<b>Automatic Duplex</b>			
Supporting	Built-in	Built-in	
Media Sizes	A4, Letter, Oficio, Folio, Legal	A4, Letter, Oficio, Folio, Legal	
Media Types	Plain Paper, Thin, Thick, Recycled, Bond, Cardstock, Archive	Plain Paper, Thin, Thick, Recycled, Bond, Cardstock, Archive	
Media Weight	16~32 lb. (60 to 120 g/m <sup>2</sup> )	16~32 lb. (60 to 120 g/m <sup>2</sup> )	
<b>ADF/DADF</b>			
Capacity	No	50 sheets @80 g/m <sup>2</sup>	
2-sided Document Scanning	N/A	WorkCentre 3325 only	
Paper Size	No	Width: 142~216mm (5.6"~8.5") Length: 148~356mm (5.8"~14.0")	
Paper Weight	No	WorkCentre 3315: 16~28 lbs. WorkCentre 3325: 12.5~28 lb.	
Feeding Order	No	Top to bottom feed	

## Printing Specifications

Characteristic	Specification	
Printing Technology	<b>Recording System:</b> Laser electro-photographic system using OPC Drum and direct transfer to the media.	
	<b>Exposure System:</b> Laser printhead	
	<b>Transfer System:</b> Finished image is transferred onto the media	
	<b>Fusing System:</b> Thermal fusing system by belt	
Color Medium	Black Toner Cartridge	
Print-Quality Mode	Standard	600 x 600
	Enhanced	1200 x 1200
Non-printable Area	Envelope	10 mm (0.4") from edge (top, bottom, left, and right)
	Other Media	4 mm (.16") from edge (top, bottom, left, and right)
Printer Life	Phaser 3330DN	170,000 pages or 5 years (whichever comes first)
	Phaser 3330DNI	220,000 pages or 5 years (whichever comes first)
	WorkCentre 3335	170,000 pages or 5 years (whichever comes first)
	WorkCentre 3345	220,000 pages or 5 years (whichever comes first)
Warm-Up Time From Sleep Mode	Phaser 3320DN	35 seconds
	Phaser 3320DNI	35 seconds
	WorkCentre 3335	As fast as 35 seconds
	WorkCentre 3345	As fast as 35 seconds

Characteristic	Specification	
Operating System	Windows	2000, XP(32/64bits), Vista(32/64bits), 2003 Server (32/64bits), 2008 Server(32/64bits), 7(32/64bits), 2008 Server R2(64bits)
	Macintosh	OS 10.4 to 10.7
	Linux	RedHat Enterprise Linux WS 4,5(32/64 bit) Fedora Core 2 ~10 (32/64 bit) SuSE Linux 9.1 (32 bit) OpenSuSE 9.2, 9.3, 10.0, 10.1, 10.2, 10.3, 11.0, 11.1 (32/64 bit) Mandrake 10.0, 10.1 (32/64 bit) Mandriva 2005, 2006, 2007, 2008 (32/64 bit) Ubuntu 6.06, 6.10, 7.04, 7.10, 8.04, 8.10 (32/64 bit) SuSE Linux Enterprise Desktop 9, 10 (32/64 bit) Debian 3.1, 4.0, 5.0 (32/64 bit)
* Assumes a 30 day month of printing.		

## Scanning Specifications

Characteristic	Specifications
Scan Driver	WIA, TWAIN
Scanning Mode	Platen Mode: Scan document using the document glass Constant Velocity Transport (CVT) Mode: Scan document via the Automatic Document Feeder (ADF/DADF)
Scan Method	Color CIS
Compatibility	Twain, WIA
Color Mode	Mono, Gray, or Color
Halftone	256 Levels
Scan Speed	
Line art, Halftone (mono), Gray (mono)	WorkCentre 3335: 24 ipm @ 300 dpi WorkCentre 3345: 24 ipm @ 300 dpi
Color	WorkCentre 3335: 6 ipm @ 300 dpi WorkCentre 3345: 8 ipm @ 300 dpi
Resolution	Optical: 600 x 600 dpi Enhanced: 4800 * 4800 dpi
<b>Scan Size</b>	
Maximum Document Width	Max. 216 mm (8.5 in.)
Effective Scan Width	Max. 208 mm (8.2 in.)

Characteristic	Specifications
Effective Scan Length	Platen: A4 ADF: 356 mm
<b>Scan Depth</b>	
Color	24 bits
Mono	1 bit for Line art & Halftone 8 bits for Grayscale
<b>Scan To</b>	
Client (TWAIN/WIA)	Yes
Email	Yes
Email Protocol	SMTP
Folder	Yes (WorkCentre 3345 only)
Home	No
Network Scanning Protocol	FTP/SMB (WorkCentre 3345 only)
Mailbox	No
USB	Yes

## Copy Specifications

Characteristic	Specifications
Copy Speed (A4)	WorkCentre 3335: 31 ppm WorkCentre 3345: 38 ppm
First Copy Output Time	WorkCentre 3335: < 10 seconds WorkCentre 3345: < 10 seconds
Resolution	600 x 600 dpi
Copy Mode	Black & White
Output Type	Standard, Enhanced (Best)
Original Type	Text, Text/Photo, Photo
Reduce/Enlarge	25 % - 400 % for Platen 25 % - 100 % for ADF
Output	Collated, Not Collated
Reduce/Enlarge from Glass	25 % to 400 %
Reduce/Enlarge from ADF/DADF	25 % to 400 %
Reduction/Enlargement (Presets)	9 + custom
Manual Duplex	WorkCentre 3335 only
Max Copy Size (Platen)	A4
Max Copy Size (ADF/DADF)	Legal

Characteristic	Specifications
Copy to Mailbox	No
Automatic Background Suppression	Yes
Darkness Control	Yes
ID Card Copy	Yes
Margin Shift	Yes
Book Copy	WorkCentre 3345 only (Platen only)
Book Copy with Center Erase	WrokCentre 3345 only (Platen only)
Edge Erase	WrokCentre 3345 only
Transparencies	No
Booklet	WrokCentre 3345 only
Multiple Up (N to 1)	2-up, 4-up
Clone	Yes
Job Interrupt	WrokCentre 3345 only
Job Build	Yes
Photo Mode	Yes

## Fax Specifications

Characteristic	Specifications
Communication Mode	ITU-T G3 ECM
Communication System	PSTN/PABX
Delayed Send	Yes
Modem Speed	33.6kbps
TX Speed	Approximately 3 seconds (Mono/Standard/ECM-MMR, @ ITU-T G3 No. 1)
Broadcast/Group Dialing	Up to 209
Compression	MH/MR/MMR/JBIG/JPEG
Color Fax	Yes (TX only)
ECM	Yes
External Phone Interface	Yes
Key Volume Adjust	Yes
Last Number Redial	Yes
Memory Receive	Yes

Characteristic	Specifications
Mono Resolution Std. Fine S. Fine	203 x 98 dpi 203 x 196 dpi 300 x 300n dpi
Off-hook Dial	Yes
Phone Book	Yes
Speed Dial	200 locations
Mail Box	No
Receive Mode	Fax, TEL, Ans/Fax, DRPD
Ring Volume Adjust	Yes
RTI	Yes
Secure Fax	Yes
Send Confirmation	Yes
Send Receive Reporting Journal/Printout	Yes
Speaker Volume Adjust	Yes
System Data List Print Out	Yes
Tone/Pulse	Yes
Fax Memory	4 MB
TTI	Yes
Fax Forward to FAX	Yes (On/Off), both Sent and Received
Fax Forward to Email	Yes
Fax Address Book	Up to 200 Speed Dial and up to 6 Group Dial numbers are stored. Group Dial Numbers may have up to 200 Fax numbers associated with each group; however, the total number of allowable Fax numbers for all groups is 200.

## Electrical Specifications

Characteristic	Phaser 3330	3335/3345
<b>Power Supply Voltage/Frequency</b>		
Line Voltages	110-127 VAC $\pm$ 10 % 220-240 VAC $\pm$ 10 %	110-127 VAC $\pm$ 10 % 220-240 VAC $\pm$ 10 %
Frequency Range	50/60 Hz $\pm$ 3 Hz	50/60 Hz $\pm$ 3 Hz
Current Capacity	110 V Engine: < 8 A 220 V Engine: < 4 A	110 V Engine: < 8 A 220 V Engine: < 4 A
<b>Power Consumption (with all options, 110 or 220 V)</b>		
Deep Sleep	2.5 W or less	2.5 W or less
Power Saver Mode	8 W or less	10 W or less

Characteristic	Phaser 3330	3335/3345
Standby Mode (Fuser On)	37 W or less	37 W or less
Continuous Printing	310W or less	310W or less

## Environmental Specifications

Image quality is guaranteed in the optimum ranges for temperature and humidity.

Characteristic	Specification	
Operating Temperature	10 to 30° C (50 to 86° F)	
Operating Humidity (% RH)	20 to 80 % RH	
Operating Altitude	0 to 2,500 meters (8,200 feet)	
Acoustic Noise LWA(B)	Sound Power Level (B)	Sound Pressure (dBA)
Printing		
Phaser 3330DN	5.1 B	51dBA
Phaser 3330DNI	5.2 B	52 dBA
WorkCentre 3335	5.2 B	52 dBA
WorkCentre 3345	5.3 B	53 dBA
Copying		
WorkCentre 3335	5.4 B	54 dBA
WorkCentre 3345	5.4 B	54 dBA
Standby		
Phaser 3330	• <2.6 B	• <26dBA
WorkCentre 3335	• 2.6 B for first 30 pages printing) / 3.0 B (after 30 pages printing)	• 26 dBA (for first 30 pages printing) / 30dBA (after 30 pages printing)
WorkCentre 3345	• 2.6 B (for first 30 pages printing) / 3.0 B (after 30 pages printing)	• 26 dBA (for first 30 pages printing) / 30dBA (after 30 pages printing)
Sleep	Back Ground Level	Back Ground Level
Average Power Consumption	Phaser 3330	WorkCentre 3335/3345
Operating	< 420 W	WorkCentre 3335: < 600 W WorkCentre 3345: < 600 W
Standby	37 W or less	37 W or less
Sleep	< 8 W	< 10 W
Power Off	< 0.7 W	< 0.7 W

## Physical Dimensions and Clearances

### Phaser 3330DN/I Dimensions

Characteristic	Measurement
Height	257 mm (10.1 in.)
Width	366 mm (14.4 in.)
Depth	368 mm (14.5 in.)
Weight (base printer with consumables) Phaser 3330	12.9 kg (28.4 lbs.)

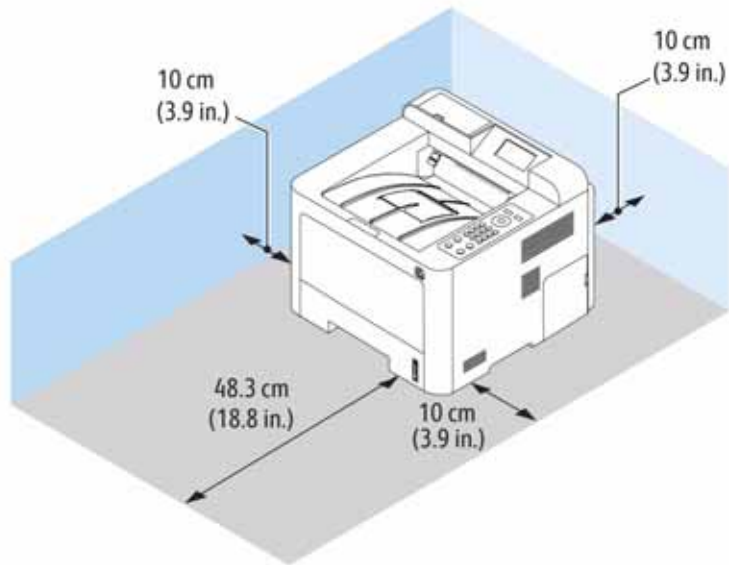
### WorkCentre 3335 Dimensions

Characteristic	Measurement
Height	449.1 mm (17.2 in.)
Height with 250-Sheet Feeder	595 mm (24.8 in.)
Width	414.6 mm (16.3 in.)
Depth	420.6 mm (16.7 in.)
Weight (base printer with consumables)	17.3 kg (38.2 lbs.)

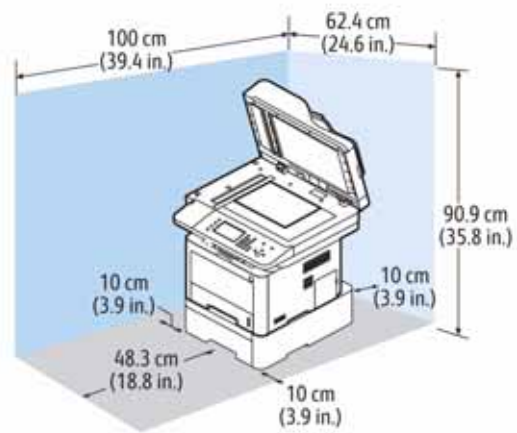
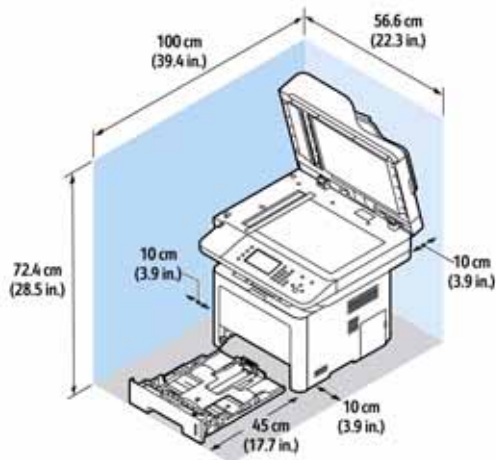
### WorkCentre 3345 Dimensions

Characteristic	Measurement
Height	482.6 mm (19.0 in.)
Height with 250-Sheet Feeder	628.7 mm (23.4 in.)
Width	467 mm (18.3 in.)
Depth	444.3 mm (17.5 in.)
Weight (base MFP with consumables)	17.3 kg (38.2 lbs.)

### Phaser 3330 Minimum Clearances



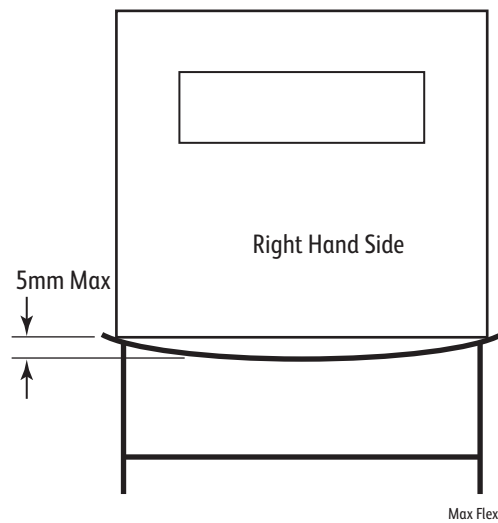
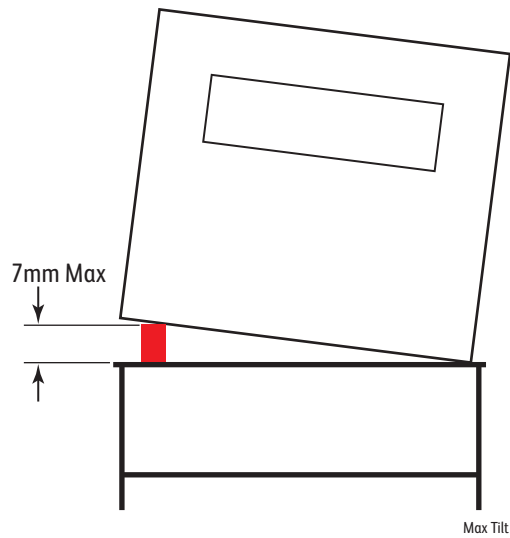
### WorkCentre 3335/3345 Minimum Clearances





## Mounting Surface Specifications

Mounting surface flatness must be within the specified range. The printer must not be tipped or tilted more than 7 mm. Failure to adhere to the mounting specifications void all guarantees of print-quality and/or performance.





# Troubleshooting

# 2

In this chapter...

- [Introduction](#)
- [Servicing Instructions](#)
- [Service Mode Introduction](#)
- [Phaser 3330 Service Mode](#)
- [WorkCentre 3335/3345 Service Mode](#)
- [Error Messages and Troubleshooting](#)
- [Other Errors](#)

# Introduction

This chapter describes error messages displayed on the Control Panel or listed on the Error History page. Also discussed are Service Diagnostics used to test system operation and troubleshooting procedures to correct problems. Troubleshooting print quality problems is covered in Chapter 3, Image Quality.

Errors are tracked and reported in a number of ways. The two types of error reporting discussed in this section include:

- Error messages and codes displayed on the Control Panel
- Engine (fatal) and Jam Error logs displayed on the Control Panel or listed on the Error History Report

## Monitoring Supplies Life

If you experience frequent paper jams or printing problems, check the number of pages the machine has printed or scanned. Replace the corresponding parts, if necessary.

### Accessing Supplies Information on the Phaser 3330

1. Select the option that you want and press the **OK** button.
  - **Test page:** May be printed to check whether your machine is printing properly or not. To print test pages. Do the following; press **Menu > Information > Sample Page > Office Demonstration (1 or 2-sided demonstration) > Single (or continuous) print** options.
  - **Configuration:** You can print a report on the machine's overall configuration to show various SW version and current machine settings status. Do the following: press **Menu > Information > Information Page > Configuration Page** options.
  - **Supplies Information:** You can print the supplies' information page to show consumable unit life status and toner status. Do the following: press **Menu > Information > Supplies Info > Select the option to be checked.**

**Note:** If asked for a password, use the keypad to enter the first password character and then press the **Right Arrow** button. Repeat this button sequence to enter the password, and then press **OK**. The **default password is 1111**.

### Accessing Supplies Information on the WorkCentre 3335/3345

1. On the Control Panel, press the **Machine Status** button, then on the Touch Screen Display select; **Supplies > Select the supply to be checked** for details.

**Note:** If asked for a password, use the Touch Screen, and then press **OK**. The **default password is 1111**.

2. To print a Supplies Info report on WC 3335/3345:
  - Press Help hard button.
  - Scroll on touchscreen to Supplies Usage Report.

**Note:** Everything in Help menu is print only.

3. Press the **Stop/Clear** button to return to ready mode.

## Initial Actions

Some problems are easy to resolve. Use the steps below in an attempt to quickly isolate the problem.

1. Turn Off the printer, wait 10 seconds, then turn On the printer. This often solves problems related to power transients, ESD, and software errors.
2. If a message appears on the Control Panel, see [“Phaser 3330 Service Mode” on page 2-6](#) or [“WorkCentre 3335/3345 Service Mode” on page 2-12](#) or specific procedures related to error messages.
3. Check the power cord. Is the power cord plugged into the printer and a properly grounded electrical outlet? Is the power cord damaged?
4. Check the electrical outlet is capable of supplying the full power required by the printer. Refer to [Electrical Specifications](#) on page 1-43 for additional information. Is the outlet turned off by a switch or breaker?
5. Does other electrical equipment plugged into the outlet operate?

# Servicing Instructions

The service checklist below is an overview of the path a service technician should take when servicing the printer.

<b>Step 1: Identify the Problem</b>	
	<ol style="list-style-type: none"> <li>1. Verify the reported problem does exist.</li> <li>2. Check for any error codes and write them down.</li> <li>3. Print normal customer prints and service test prints.</li> <li>4. Make note of any print-quality problems in the test prints.</li> <li>5. Make note of any mechanical or electrical abnormalities present.</li> <li>6. Make note of any unusual noise or smell coming from the printer.</li> <li>7. Verify the AC input power supply is within proper specifications by measuring the voltage at the electric outlet while the printer is running.</li> </ol>
<b>Step 2: Inspect and Clean the Printer</b>	
	<ol style="list-style-type: none"> <li>1. Turn the printer power Off.</li> <li>2. Disconnect the AC power cord from the wall outlet.</li> <li>3. Verify the power cord is free from damage or short circuit and is connected properly.</li> <li>4. Remove the Toner Cartridge and Drum Cartridge.</li> <li>5. Inspect the printer interior and remove any foreign matter such as paper clips, staples, pieces of paper, dust, or loose toner.</li> <li>6. Do not use solvents or chemical cleaners to clean the printer interior.</li> <li>7. Do not use any type of oil or lubricant on printer parts.</li> <li>8. Use only an approved toner vacuum.</li> <li>9. Clean all rubber rollers with a lint-free cloth, dampened slightly with cold water and mild detergent.</li> <li>10. Inspect the interior of the printer for damaged wires, loose connections, toner leakage, and damaged or obviously worn parts.</li> <li>11. If the Toner Cartridge and Drum Cartridge is damaged, replace with new one.</li> </ol>
<b>Step 3: Find the Cause of the Problem</b>	
	<ol style="list-style-type: none"> <li>1. Use the Error Messages and Codes and troubleshooting procedures to find the cause of the problem.</li> <li>2. Use Service Diagnostics to check the printer and optional components.</li> <li>3. Use the Wiring Diagrams and Plug/Jack Locator to locate test points.</li> <li>4. Take voltage readings as instructed in the appropriate troubleshooting procedure.</li> </ol>
<b>Step 4: Correct the Problem</b>	
	<ol style="list-style-type: none"> <li>1. Use the Parts List to locate a part number.</li> <li>2. Use the FRU Disassembly procedures to replace the part.</li> </ol>
<b>Step 5: Final Checkout</b>	
	<ol style="list-style-type: none"> <li>1. Test the printer to be sure you have corrected the initial problem and there are no additional problems present.</li> </ol>

## Service Mode Introduction

The Phaser 3330 and WorkCentre 3335/3345 printers have built-in diagnostics to test electromechanical components, display status, and provide some NVRAM access. Use these tests to diagnose problems and isolate which component or sub assembly part needs replacement.

If you are confronted with an error that requires more than a cursory investigation to clear, or when you are directed by a troubleshooting procedure, use the diagnostic tests to exercise selected sub-assemblies or parts in the vicinity of the reported error. Diagnostic tests are controlled from the Control Panel and are described in detail here.

In Service Mode, menu selections are used to perform various tests to isolate the cause of a malfunction. While in Service Mode, the machine still performs all normal operations. Diagnostic tests are arranged in a menu structure. On the **Phaser 3330**, use the **arrow buttons** to scroll through the menus and highlight the desired test. On the **WorkCentre 3335/3345**, use the **TouchScreen** to scroll through the menus and highlight the desired test. The Table below shows the function of the arrow buttons on the P3330. (The WC3335/45 does not have arrow keys or an OK button). The **OK** button runs the test.

Button	Function
<b>Up</b>	Moves or selects an item or parameter.
<b>Down</b>	Moves or selects an item or parameter.
<b>Left</b>	Moves the cursor to the left.
<b>Right</b>	Moves the cursor to the right.
<b>OK</b>	Confirms settings or runs the selected test.
<b>Cancel</b>	Resets a diagnostic item, cancel, or exit the menu.

For parameters, pressing **OK** after selecting an item from the menu displays the current value of the item.

# Phaser 3330 Service Mode

## Entering the Service Mode

To enter Service Mode, press **Menu**, and then press the **# Key**, enter **1934** then press **OK**.

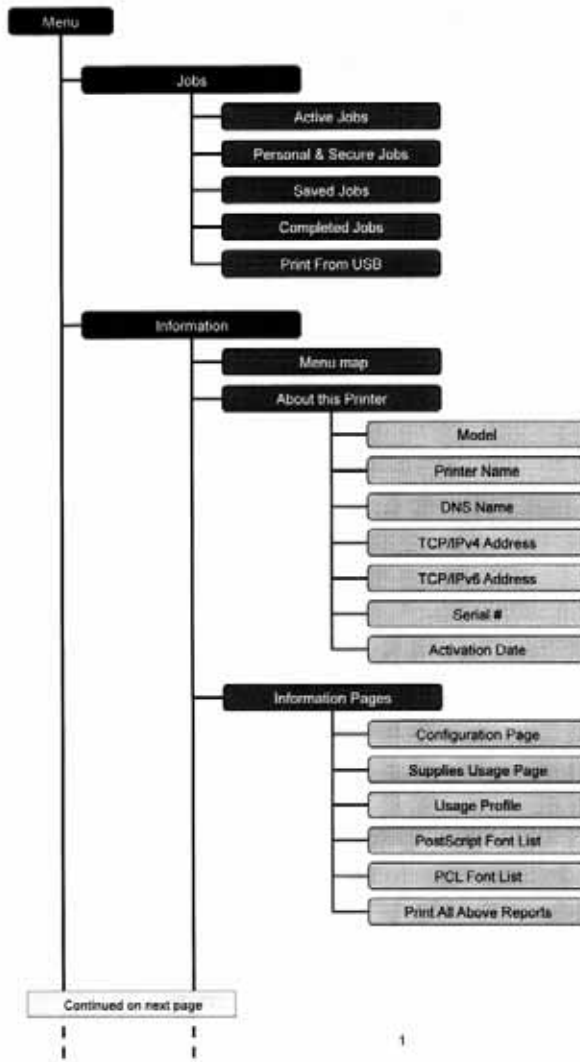
## Service Mode Menu

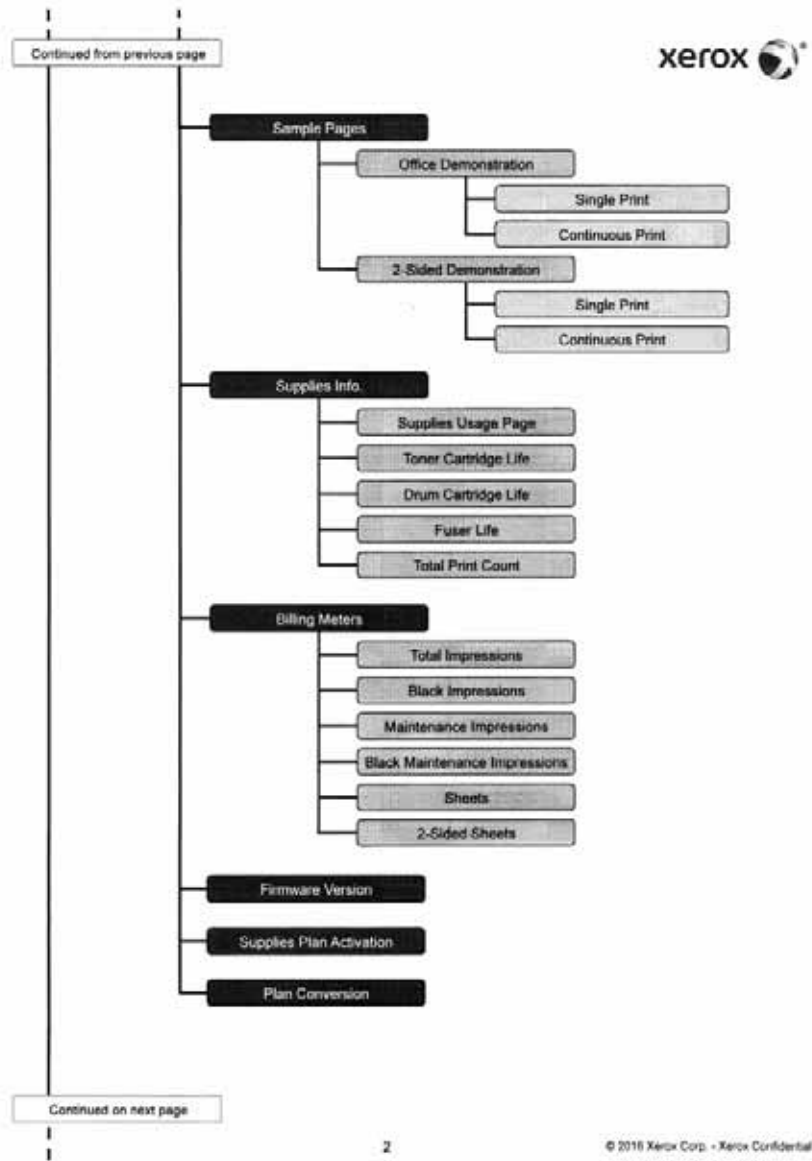
The Service Mode menu consists of 6 high level menu items: Jobs, Information, Tray Management, Tray Paper Settings, Tools, and Troubleshooting. The following Menu Map show the menu selections under each high level menu item.

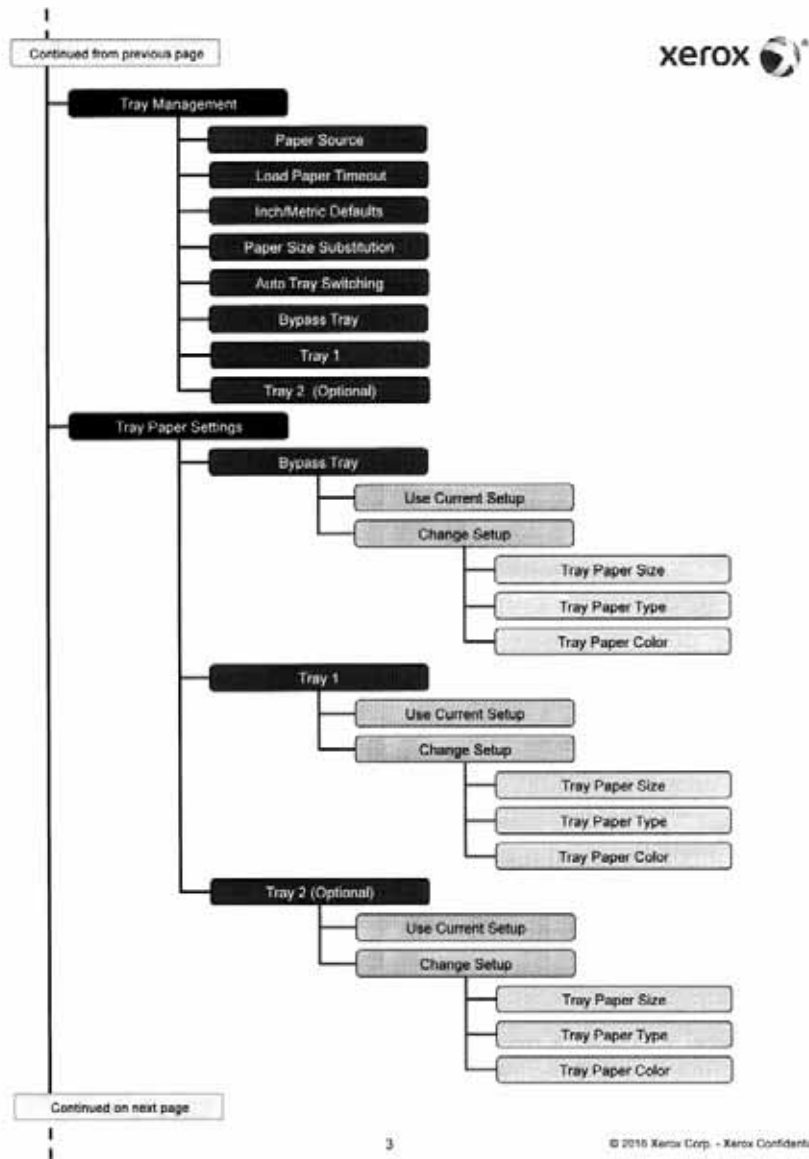


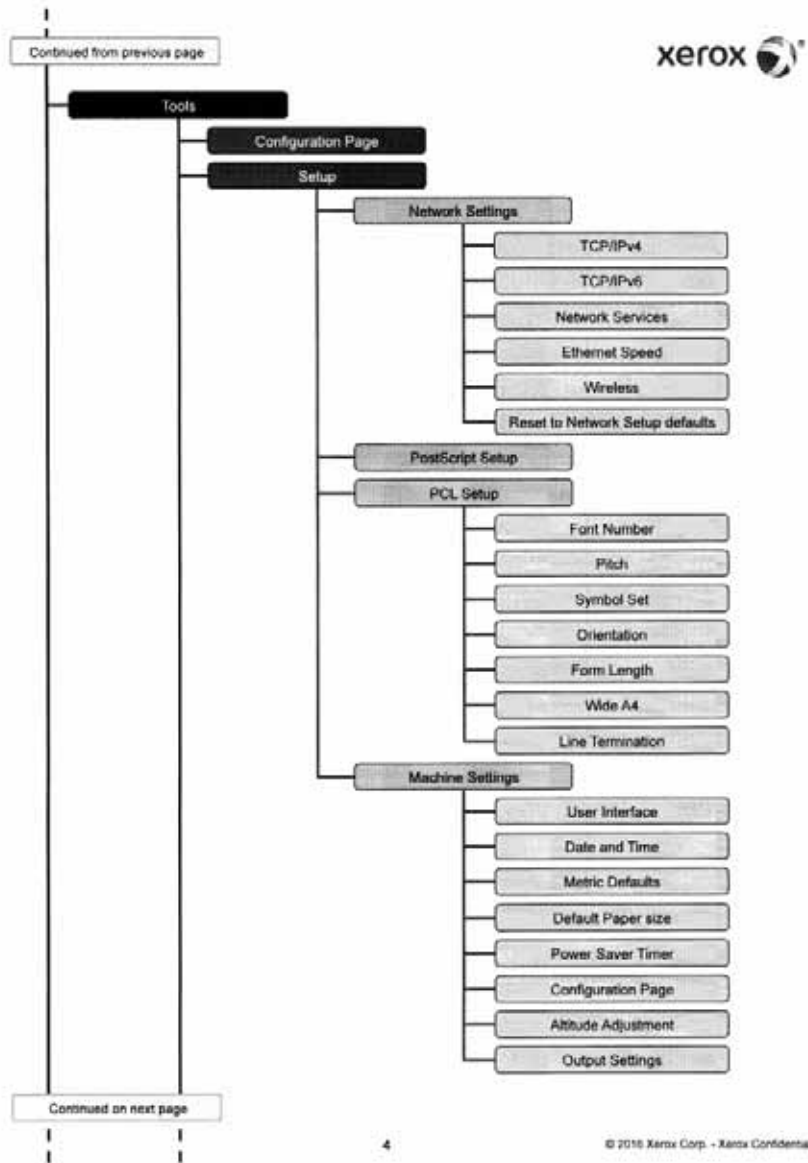
# Phaser 3330 Menu Map

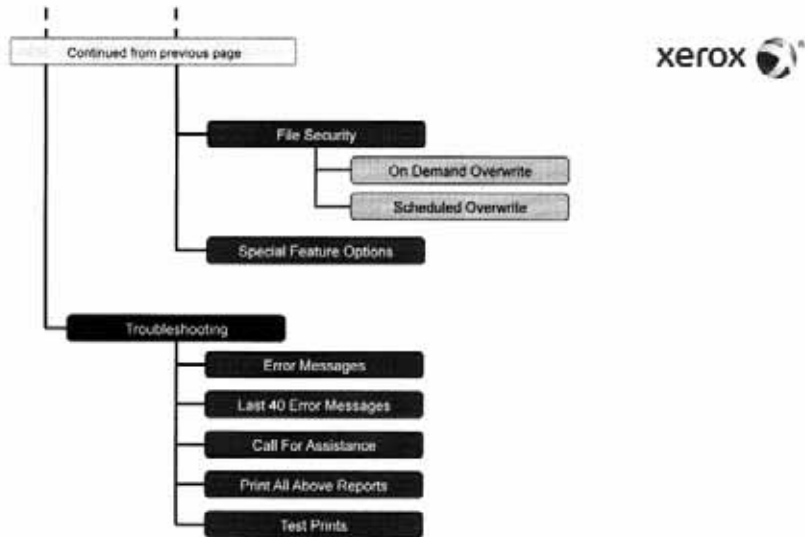
## Phaser 3330 SFP Menu Map











# WorkCentre 3335/3345 Service Mode

## Entering Service Mode

To enter Service Mode, press and hold **Log In**, and then press the **# Key**, enter **1934** then press **OK**.

## WorkCentre 3335/3345 Service Mode Menu

The Service Mode menu consists of 5 high level menu items: General, Service Information, Copier Diagnostics, FAX & NetWorking (NW), and Log Backup. The following Menu Map show the menu selections under each high level menu item.

# WorkCentre 3335/3345 Menu Map

<b>General</b>	Serial Number Images since Last Call System Software Level IP Address																										
<b>Service Information</b>	<ul style="list-style-type: none"> <li>dC104 Usage Counter (26 counters)</li> <li>dC108 Software Version                             <table border="1"> <tr> <td>System Firmware Version</td> <td>PCLXL Version</td> </tr> <tr> <td>Main Control Version</td> <td>PS Version</td> </tr> <tr> <td>IoT Version</td> <td>Web Binary Version</td> </tr> <tr> <td>UI Version</td> <td>Network Controller</td> </tr> <tr> <td>PCLXL Version</td> <td>Tray 1</td> </tr> </table> </li> <li>dC109 FAX Protocol Report</li> <li>dC120 Fault Counter Total Counts (By Fault) of Fault History [see]</li> <li>dC122 Fault History List of last 40 Faults</li> <li>dC165 HPSI                             <table border="1"> <tr> <td>DADF Roller Life Page</td> <td>Bypass Retard Roll Life</td> </tr> <tr> <td>DADF Rubber Pad Life Page</td> <td>Transfer Roll Life Page</td> </tr> <tr> <td>T1 P-up Roll Life Page</td> <td>Fuser Unit Roll Life Page</td> </tr> <tr> <td>T1 Retard Roll Life Page</td> <td></td> </tr> </table> </li> <li>Configuration Sheet (Print/Close)</li> <li>Supplies Report                             <table border="1"> <tr> <td>Assembly ADF Roll</td> <td>Tray 1 Bypass Roll</td> </tr> <tr> <td>MBA ADF Rubber</td> <td>Transfer Roll</td> </tr> <tr> <td>Tray 1 Pickup Roll</td> <td>Fuser</td> </tr> <tr> <td>Tray 1 Retard Roll</td> <td></td> </tr> </table> </li> </ul>	System Firmware Version	PCLXL Version	Main Control Version	PS Version	IoT Version	Web Binary Version	UI Version	Network Controller	PCLXL Version	Tray 1	DADF Roller Life Page	Bypass Retard Roll Life	DADF Rubber Pad Life Page	Transfer Roll Life Page	T1 P-up Roll Life Page	Fuser Unit Roll Life Page	T1 Retard Roll Life Page		Assembly ADF Roll	Tray 1 Bypass Roll	MBA ADF Rubber	Transfer Roll	Tray 1 Pickup Roll	Fuser	Tray 1 Retard Roll	
System Firmware Version	PCLXL Version																										
Main Control Version	PS Version																										
IoT Version	Web Binary Version																										
UI Version	Network Controller																										
PCLXL Version	Tray 1																										
DADF Roller Life Page	Bypass Retard Roll Life																										
DADF Rubber Pad Life Page	Transfer Roll Life Page																										
T1 P-up Roll Life Page	Fuser Unit Roll Life Page																										
T1 Retard Roll Life Page																											
Assembly ADF Roll	Tray 1 Bypass Roll																										
MBA ADF Rubber	Transfer Roll																										
Tray 1 Pickup Roll	Fuser																										
Tray 1 Retard Roll																											
<b>Copier Diagnostics</b>	<ul style="list-style-type: none"> <li>dC131 NVM Read/Write</li> <li>dC132 NVM Initialization</li> <li>dC305 UI Test</li> <li>dC330 Containment Control</li> <li>dC332 Print Test Pattern</li> <li>Format Hard Drive (HD)</li> <li>Memory Clear</li> <li>Shading Test</li> <li>Serial Number Reset</li> </ul>																										
<b>FAX &amp; NW</b>	<ul style="list-style-type: none"> <li>dC131 NVM Read/Write</li> <li>dC132 NVM Initialization</li> <li>dC330 Component Control</li> <li>dC132 NVM Initialization</li> </ul>																										
<b>Log Backup</b>																											

# Error Messages and Troubleshooting

## Error Messages

The following table lists possible errors and page references for the corrective procedure.

- The Error column provides the error code associated with the error message.
- The Error Message column provides the message relating to the error.
- The Cause column lists the probable cause of the error.
- The Initial Action column provides the first step to correct the error.
- The Go To column references the page number for the procedure.

Use this table to identify the proper procedure to correct the reported error.

Error	Error Message	Cause	Initial Action	Go To
<b>Jam Errors</b>				
05-100	Paper jam inside of Doc Feeder. (jam1)	The lead edge of The document failed to actuate The scan sensor within The correct time after actuating The registration sensor. The scan sensor does not be off within The correct time from The registration sensor is off.	Open Document Feeder Top Cover. Remove all originals from Document Feeder. Remove jammed sheet. Close cover, reorder and load originals in Document Feeder.	<a href="#">page 2-27</a>
05-700	Output Tray full	Occurs when the Output Tray reaches the 90 % and actuate the Sensor	Empty the Output Tray	None
05-900	Paper jam inside of Doc Feeder.	Paper Jam in the Document Feeder.	Open Document Feeder Top Cover. Remove all originals from Document Feeder. Removed jammed sheet. Close cover, reorder and load originals in Document Feeder.	<a href="#">page 2-29</a>
07-130	Paper Jam0 in Tray 1	Paper has jammed in the Tray 1 paper feeding area. Paper is jammed in pick-up unit.	Open Tray 1 and remove the jammed paper.	<a href="#">page 2-30</a>
07-230	Paper Jam0 in Tray 2	Paper has jammed in the Tray 2 paper feeding path. The leading edge of media does not arrive at Registration Sensor from Tray 2 on time.	Open Tray 2 and remove the jammed paper.	<a href="#">page 2-36</a>



Error	Error Message	Cause	Initial Action	Go To
07-530	Paper Jam in Bypass (Jam0)	Occurs when the machine detects non-feeding from the Bypass Tray.	Remove the jam from Bypass Tray. Cycle printer power.	<a href="#">page 2-32</a>
08-100	Paper jammed in the Registration Area. (Jam1)	Paper jam in the Registration area.	Open the Front Cover and remove the Toner Cartridge and Drum Cartridge to remove the jam. Cycle printer power.	<a href="#">page 2-33</a>
08-200	Paper Jam in Tray 2	Paper jam detected in the Tray2 feed roller area	Remove Tray 2 from the machine. Remove jammed sheet and insert Tray into machine.	<a href="#">page 2-36</a>
08-500	Jam in the Fuser area (Jam0)	Paper jam detected in the Fuser area.	Open the Rear Cover and remove the jam. Open the Fuser Exit door and remove jam.	<a href="#">page 2-34</a>
08-600	Jam bottom of duplex	Paper jam near the bottom of the Duplex Assembly.	Open the Rear Door . Remove the Duplex Tray and clear the jam.	<a href="#">page 2-29</a>
<b>Tray and Media Errors</b>				
01-100	Front Door is open.	Close the Front Door	Close and latch the door.	<a href="#">page 2-36</a>
07-110	Tray 1 Empty	No paper in Tray 1	Load paper in Tray 1.	<a href="#">page 2-37</a>
07-210	Tray 2 Empty	No paper in Tray 2	Load paper in Tray 2.	<a href="#">page 2-38</a>
07-220	Tray 2 not detected	Tray 2 is open.	Close Tray 2 until it locks into place.	<a href="#">page 2-36</a>
07-500	Bypass Empty	Bypass Tray empty while trying to feed paper.	Load the Bypass Tray.	<a href="#">page 2-39</a>
07-530	Bypass Jam 0	Paper Jam while feeding from Bypass Tray	Open the Front Door and clear the jam.	<a href="#">page 2-36</a>
08-700	Output Bin full.	The Output Bin Full sensor detected tray is 90 % full.	Remove prints from the Output Tray.	<a href="#">page 2-40</a>
<b>Toner Cartridge and Drum Cartridge Errors</b>				
09-100	Toner Low	Toner is almost empty. Toner may be low or Toner may be unevenly distributed.	Ensure a replacement cartridge is in stock. Use little more change if "Toner Low" is marked in LCD window. * Low level is not defined yet **For Durand, ensure a replacement Print Cartridge is in stock.**	<a href="#">page 2-41</a>

Error	Error Message	Cause	Initial Action	Go To
09-200	Toner Cartridge empty	Empty Toner Cartridge detected.	Replace the Toner Cartridge	<a href="#">page 4-5</a>
09-230	Toner Cartridge Writing Error	Toner Cartridge information did not get written to CRUM	POPO the machine. If fault persists, replace the Toner Carriage	<a href="#">page 4-5</a>
09-240	Toner Cartridge communication error	No communication with the CRUM in the Toner Cartridge	POPO the machine. If fault persists, replace the Toner Carriage	<a href="#">page 4-5</a>
09-250	Toner Cartridge read error	Toner Cartridge information could not be read	POPO the machine. If fault persists, replace the Toner Carriage	<a href="#">page 4-5</a>
09-300	Drum Cartridge at end of life	Drum Cartridge is nearing the end of life based on the number of prints made.	Ensure a replacement cartridge is in stock. Use little more change if "REPLACE DRUM" is marked in LCD window. *Timing not clear yet	<a href="#">page 4-5</a>
09-330	Drum Cartridge communication error	No communications with the CRUM in the Drum Cartridge	POPO the machine. If fault persists, replace the Drum Carriage	<a href="#">page 4-5</a>
09-340	Drum Cartridge read error	No communications with the Drum Cartridge	POPO the machine. If fault persists, replace the Drum Carriage	<a href="#">page 4-5</a>
09-360	Less than 45 Days Left on Supplies Plan	A message shall be displayed on the Local UI and the Web UI when there are less than 45 days left on the customer's PagePack (Supplies Plan) Contract	The message shall appear until the customer enters a new enhanced PagePack PIN or the contract period ends. The message shall inform the customer that their device will lose the capability to utilize metered supplies if they do not renew their PagePack Contract. The message shall display the number of days left on the contract. The message shall include the device's serial number and Supplies Plan Number to use in generating new PIN	<a href="#">page 4-65</a>

Error	Error Message	Cause	Initial Action	Go To
09-370	More than 45 Days Left on Supplies Plan	A message shall be displayed on the Local UI and the Web UI when there are 45 days or more left on the customer's PagePack (Supplies Plan) Contract	When a Customer attempts to enter a PIN, a message to inform customer that it is not time to enter a new PIN because more than need not enter a new PIN (Supplies Plan Activation Code) shall be displayed on the Local UI	<a href="#">page 4-65</a>
09-380	Supplies Plan has is expiring.	A message shall be displayed on the Local UI and the Web UI when the PagePack (Supplies Plan) Contract has expired. It shall inform the customer that they have a 15 days remaining to enter a new PagePack PIN (Supplies Plan Activation Code).	The message shall remain until the customer enters a new enhanced PagePack PIN or the contract timer expires.  The message shall inform the customer that their device will lose the capability to utilize metered supplies if they do not renew their PagePack Contract.  The message should display the number of days left on the contract.  The message shall include the device's serial number and Supplies Plan Number to use in generating new PIN.	<a href="#">page 4-65</a>
09-400	SMart Kit Drum Cartridge reached end of life	SMart Kit has reached 60K end of life	Open Front Door. Replace the Drum Cartridge	<a href="#">page 4-5</a>
09-500	Toner Cartridge not installed	Toner Cartridge is not installed or the CRUM is not making contact with the terminals	Open the Front Door. Install a new Toner Cartridge and check that the CRUM terminals are making contact. Un-install and reinstall the Toner Cartridge.	<a href="#">page 4-5</a>
09-600	SMart Kit Drum Cartridge not recognized	SMart Kit Drum Cartridge not installed or Drum Cartridge terminals are not making contact.	Install a new Drum Cartridge and check that the CRUM terminals are making contact. Un-install and reinstall the Drum Cartridge.	<a href="#">page 4-5</a>

Error	Error Message	Cause	Initial Action	Go To
09-450	Replace Toner Cart.	The Toner Cartridge is at end of life.	Replace the Toner Cartridge.	<a href="#">page 2-42</a>
09-800 09-900 09-910	Invalid Toner Cartridge <i>or</i> Invalid Drum Cartridge. Install Xerox Print Cart.	The Toner Cartridge or Drum Cartridge is not for this printer.Or Toner CRUM unmatched Geometrical code or CRU plan code with MSOK.	Ensure the Toner Cartridge or Drum Cartridge is the correct part. Replace with a Genuine Xerox Toner Cartridge or Drum Cartridge.	<a href="#">page 2-44</a>
22-330	PagePack PIN (Supplies Plan Activation Code) Entry Locked	PagePack PIN (Supplies Plan Activation Code) Entry locked due to repeated incorrect PIN entry attempts	None	None
<b>Fuser Errors</b>				
04-600	Fuser Fan error	Fuser Fan is not running	Check for contamination or blockage in the Fuser Fan. POPO the machine. If the problem persists call fro Service.	None
04-910	SMPS Fan error	SMPS Fan is not running	Check for contamination or blackly in the Fuser Fan. POPO the machine. If the problem persists call fro Service.	None
10-100	Open Fuser error	Detected Fuser under Temperature. Thermistor does not connected to main board or contact point is not coupled tightly in power on.	Check thermistor contact point and cable connection. Check the fuser in engine test mode. If the problem still persists, replace fuser unit. If fault persists Power Off/Power On If the fault persists, call for service.	<a href="#">page 2-46</a>
10-200	Low Heat error	The Fuser did not reach a Ready temperature during operation.	Power Off/Power On. Check thermistor contact point and heat roller. If the problem persists, replace fuser unit. If the fault persists, call for service	<a href="#">page 2-46</a>

Error	Error Message	Cause	Initial Action	Go To
10-300	Over Heat error	Detected Fuser over temperature. If the temperature of heat roller abnormally increases above the toner-fusing-temperature, parts of fuser may be thermally degraded. Or the thermistor has been disconnected.	The machine will automatically return to standby mode when it cools down to the normal operating temperature. Check DC control signal from Main PBA to the inverter and power supply form inverter to fuser. Check the thermistor on the fuser whether or not contaminated by toner dregs or dust and cleaning the thermistor surface. Test the fuser in engine test mode. If the problem still persists, replace fuser unit. *System to shut down fuser till it cools then restart automatically. Recovery requires work still not done, there are few recovery possibility.	<a href="#">page 2-47</a>
<b>Motor Errors</b>				
04-600	Fuser Fan Error	Fuser Fan not running	Ckeck for Debris If fault persists, Power Off/Power On	None
04-910	SMPS Fan error	SMPS Fan not running	Check the fan for debris.If fault persists, Power Off/Power On	None
<b>Laser Unit Errors</b>				
06-100	LSU Error	The LSU could not reach the READY state within the defined time.	Test the LSU with in diagnostic mode If fault persists, Power Off/Power On	<a href="#">page 2-49</a>
06-200	LSU Hsync Error	The laser beam was not detected within the set time.	Turn the printer on and then off and then check to see if the error persists.	<a href="#">page 2-49</a>
<b>Fax Communication and Configuration Errors</b>				

Error	Error Message	Cause	Initial Action	Go To
20-100	Fax Comm Error	A problem with the facsimile communications has occurred.	Try resending the fax.	<a href="#">page 2-52</a>
20-200	No Groups are configured	A selection for a group location was made where only a single location number can be used, such as when adding locations for a multi-dial operation.	Try again, check location for a group.	<a href="#">page 2-50</a>
20-400	Line Busy	The remote FAX did not answer.	Try again.	<a href="#">page 2-50</a>
20-410	Line Error	There is an error with Fax data reception. The machine cannot connect with the remote machine, or has lost contact because of a problem with the phone line.	Try again. If failure persists, wait an hour or so for the line to clear then try again.	<a href="#">page 2-50</a>
20-500	Memory Full	The memory has become full.	Either delete unnecessary documents, or retransmit after more memory becomes available, or split the transmission into more than one operation.	<a href="#">page 2-50</a>
20-550	Memory Full	Available Fax Memory is getting low.	Fax Memory is almost full. Print or remove received fax Job.	<a href="#">page 2-50</a>
20-600	No answer.	When the machine could not connect to the remote machine after Completion of re-dial up to re-dial counter in system data. The remote machine did not answer after all the re-dial attempts.	Try again. Make sure the remote machine is OK.	<a href="#">page 2-50</a>
20-700	No assigned	The speed dial location you tried to use has no number assigned to it.	Dial the number manually with the keypad, or assign the number.	<a href="#">page 2-50</a>
20-900	Retry Re-dial	The machine is waiting for the programmed interval to automatically re-dial.	Press <b>Start</b> to immediately re-dial, or <b>Stop</b> to cancel the re-dial operation.	<a href="#">page 2-50</a>

Error	Error Message	Cause	Initial Action	Go To
<b>Network Configuration Errors</b>				
02-100	Unknown USB Device	The memory type appears to be incorrect	Use a valid USB Device	None
02-200	USB Memory Error	Out of room or device not responding	Check memory and try again	None
17-100	IP Conflict <i>or</i> Network Problem: IP Conflict	Two devices are trying to use the same IP address.	Obtain new IP address.	<a href="#">page 2-53</a>
17-110	Server connection error	Failed to connect to designated server	Retry connecting to server. If problem persists contact the network administrator.	None
17-120	Server not found	Machine cannot connect to the designated server	Check that the network cable is connected Contact the network administrator	None
17-130	Login error	The system does not recognize the user name or password	Check the login information Try to login again Contact the network administrator	None
17-140	Access Denied	The system does not recognize the user name or password	Check the login information Try to login again Contact the network administrator	None
17-200	Network Problem	Network cable is not connected.	Connect network cable.	<a href="#">page 2-53</a>
17-300	Network Problem	Network Card is not installed	Install the Network Card	None
17-310	Wireless Network communication error	Communication problem with the Wireless Network	Power off the machine and check the Wireless module connection Power on the machine. If the problem persists call for Service.	None
17-400	Job Cancelled	User has cancelled the current job	Start the job again if needed	None
17-500	Jam occurred	There is a jam in the system	Check Touchscreen and clear the job.	None
17-510	Transmission error	An error occurred during the file transmission	POPO the machine and try to send the file again. If the problem persists call for Service.	None

Error	Error Message	Cause	Initial Action	Go To
17-150	Lock Directory Error	*lck Directory already exists	Contact system Administrator	None
17-562	Auto-registration process fails to communicate	Machine is unable to contact the remote Xerox SMart eSolutions Communication Server. User intervention is required to review SMart eSolutions settings. Machine services are unaffected. (Pre-registration)	Review SMart eSolutions settings.	<a href="#">page 2-54</a>
17-563	Machine fails to communicate with Xerox Edge Server	Machine is unable to contact the remote Xerox SMart eSolutions Communication Server. User intervention is required to review SMart eSolutions settings. Machine services are unaffected. (Post-registration)	Review SMart eSolutions settings.	<a href="#">page 2-54</a>
17-600	File name problem	File name exceeds the limit	Shorten the File name and try again	None
17-610	Duplicate File name	This file name already exists on the server.	Re-name the file and try again	None
17-700	BOOTP problem	BOOPT error and Auto IP is working.	Input new static IP address or correct the BOOTP server address.	<a href="#">page 2-56</a>
17-710	BOOTP problem	BOOPT error and Auto IP is not working.	Input new static IP address or correct the BOOTP server address.	<a href="#">page 2-56</a>
17-800	DHCP problem	DHCP error and Auto IP is working.	Input new static IP address or correct the DHCP server address.	<a href="#">page 2-56</a>
17-810	DHCP problem	DHCP error and Auto IP is not working.	Input new static IP address or correct the DHCP server address.	<a href="#">page 2-56</a>
17-900	802.1x Network Error	802.1X Authentication failed.	Ensure the 802.1X EAP Type, User name and Password for the Machine, Authentication Switch and Authentication Server match.	<a href="#">page 2-56</a>
17-910	Firmware Upgrade fault	Upgrade aborted invalid file	Load the correct Firmware file.	None
<b>Scan to Email Errors</b>				
Errors that occur when scanning to email.				<a href="#">page 2-57</a>
<b>System Errors</b>				



Error	Error Message	Cause	Initial Action	Go To
03-200	MSOK Error	Invalid or missing serial number	Call for Service	None
03-210	MSOK Error	System Failure Invalid serial number	Call for Service	None
03-220	MSOK Error	MSOK has Manufacturing SOK Serial Number But not have MMSOK Bit.	Replace with valid MMSOK (Manufacturing MSOK)	None
03-230	MSOK Page count exceeded	IOT printed to many pages	Call for Service. Remove MMSOK and replace with MSOK	None
03-240	Invalid serial number	The machine serial number is invalid or the MSOK serial number is empty.	Call for Service	None
03-250	MSOK Missing	MSOK is not in place	Check that the MSOK is connected to the Main Board	Contact Field Engineering
03-410	Paper mismatch in Tray 1	Paper Color mismatch. Paper Type mismatch. Paper Size mismatch.	If printing from PC, ensure print driver and tray guide settings match. Load requested paper in Tray 1. Verify tray guide settings.	<a href="#">page 2-60</a>
03-420	Paper mismatch Tray 2	Paper Color mismatch. Paper Type mismatch. Paper Size mismatch.	If printing from PC, ensure print driver and tray guide settings match. Load requested paper in Tray 2. Verify tray guide settings.	<a href="#">page 2-60</a>
03-450	Paper mismatch in bypass Tray	Paper Color mismatch. Paper Type mismatch. Paper Size mismatch.	If printing from PC, ensure print driver and tray guide settings match. Load requested paper in the Bypass Tray. Verify tray guide settings.	<a href="#">page 2-60</a>
03-600	Memory Failure	Memory access failure.	Cycle printer power. Re-seat Memory DIMM(s). If necessary, replace the Main Board (page 4-65) PL 1.0 ( <a href="#">page 5-4</a> ) PL 6.1( <a href="#">page 5-32</a> ).	<a href="#">page 2-61</a>
03-601	Memory is full	Transmit, receive or print failure. Scan to file or Email failure Fax Server failure	Try sending again  Reduce complexity. Selecting different criteria for the job	Contact Field Engineering

Error	Error Message	Cause	Initial Action	Go To
03-602	EPC Memory Full Fax memory is full.	Hard Drive/ Internal Drive Failure, not running properly.	Either delete unnecessary documents, retransmit after more memory becomes available, or split the transmission into more than one operation. If the error persists, replace the Main Board.	<a href="#">page 2-61</a>  Section 4 ( <a href="#">page 4-65</a> ) PL 1.0 ( <a href="#">page 5-4</a> ) PL 6.1 ( <a href="#">page 5-32</a> ) .
03-603	EPC Memory full	Job is too large for the EPC Memory. Collate Copy Job failure.	Wait while memory resources are made available to continue scanning your job. Once all sheets have been scanned, touch Close, reload your originals and re-scan as many times as is required to complete your job. Or touch Cancel Job to Cancel your job.”	None
03-800	Check SD Card	An internal drive failure occurred. Not running properly.	Power Off/Power On If fault persists, replace HDD. If fault persists, call for service.	
03-900	GUI failure	Communications error between the GUI and Main Board	Power off and power on the machine. Replace Main Board PL 1.0 ( <a href="#">page 5-4</a> ) or (PL 6.1 ( <a href="#">page 5-32</a> )). If problem persists replace UI PL 1.1(3330 - <a href="#">page 5-6</a> ), PL 10.1 (3335/3345 - <a href="#">page 5-52</a> )	<a href="#">page 4-65</a>  <a href="#">page 4-70</a> (3330) <a href="#">page 4-73</a> (3335/3345)
03-901	UI Failure	Communications error between the UI and Main Board	Power off and power on the machine. Replace Main Board PL 1.0 ( <a href="#">page 5-4</a> ) or (PL 6.1 ( <a href="#">page 5-32</a> )). If problem persists replace UI PL 1.1(3330 - <a href="#">page 5-6</a> ), PL 10.1 (3335/3345 - <a href="#">page 5-52</a> )	<a href="#">page 4-65</a>  <a href="#">page 4-70</a> (3330) <a href="#">page 4-73</a> (3335/3345)

Error	Error Message	Cause	Initial Action	Go To
03-970	Main Board error	Main Board Watchdog has detected a software failure	Power off and power on the machine. Replace Main Board PL 1.0 (page 5-4) or (PL 6.1 (page 5-32). If problem persists replace UI PL 1.1(3330 - page 5-6), PL 10.1 (3335/3345 - page 5-52)	<a href="#">page 4-65</a>  <a href="#">page 4-70 (3330)</a> <a href="#">page 4-73 (3335/3345)</a>
09-390	Supplies Plan is expiring	A message shall be displayed on the Local UI and the Web UI when the PagePack (Supplies Plan) Contract end of contract grace period has expired.	The message shall inform the customer that their machine can no longer accept metered supplies. The message shall include metered supplies still in the machine be considered incompatible. The device shall be set to "Sold" contract state and only accept "Sold" supplies. The region shall be set to the 'region setting at end of contract' The message shall include the device's serial number and Supplies Plan Number to use in generating new PIN	<a href="#">page 4-65</a>
09-730	Imaging Unit Error	Problem with the Erase Lamp Cable	Check for a poor ground Check for a damaged Cable Call for Service	<a href="#">page 7-20</a> <a href="#">page 7-6</a> <a href="#">page 7-31</a>
09-810	Non-Xerox Toner Cartridge.	The Toner Cartridge cartridge is not for the Xerox machine.	Install the correct Toner Cartridge	none
16-300 or 16-400	On-Demand Overwrite failure	On-Demand Overwrite failed	Preform an On-Demand overwrite. Preform a full On-Demand Overwrite.	None
<b>Scanner Errors</b>				

Error	Error Message	Cause	Initial Action	Go To
05-100	Original Paper Jam  Paper jam inside of Doc Feeder.	The lead edge of The document failed to actuate the Scan Sensor within the correct time after actuating the Registration Sensor.  The Scan Sensor does not turn off within the correct time after the Registration Sensor is off.	Open ADF/DADF Cover and remove jammed media.	<a href="#">page 2-27</a>
05-300	DADF Jam 3	The lead edge of the document failed to reach the Duplex Sensor within the specified time in the reverse direction.	Open the Document Feeder and clear the jam	<a href="#">page 2-27</a>
05-400	DADF Jam 4	The lead edge of the document failed to actuate the Scan Sensor within the correct time after actuating the Duplex Sensor	Open the Document Feeder and clear the jam	<a href="#">page 2-27</a>
05-920	DADF Top Cover Open.	DADF Top Cover open.	Close the DADF Top Cover.	<a href="#">page 2-62</a>

## Troubleshooting Jams

Some initial steps to take when evaluating repeated jams:

1. Ask the customer about the paper types being used. If not on the recommended list, determine if this is contributing to the problem. Recycled, multi-purpose or copier paper tends to contaminate the paper path. Constant use of special papers such labels or business cards can also contribute to jamming.
2. Ensure the correct tray loading and setup procedures are followed (securing the guides, selecting the correct paper type, fanning the paper, etc.)
3. Make sure the printer is plugged directly into an electrical outlet. Using extension cords or a power strip is not recommended.
4. Make every attempt to establish a jam rate prior to starting any work. If possible print an Error Information Report and note the page count between jams.
5. Determine if jamming is occurring in one tray but not another. This helps to identify any dirty or defective parts.
6. Clear the paper path of any jams and paper debris.
7. Clean the paper rollers in the paper tray and tray slot using a slightly damp (water only) lint free cloth.

## DADF Jam

Paper jam occurred in the DADF.

### Applicable Errors

- 05-100: Original Paper Jam
- 05-300: DADF Jam 3 ([page 2-26](#))
- 05-400: DADF Jam 4 ([page 2-26](#))
- 05-700: DADF Jam 7 ([page 2-26](#))
- 05-600: Original Paper Jam

### Initial Actions

- Open the ADF/DADF Cover and remove the jammed paper.
- Turn the machine on and then off, if the error persists use the following procedure.

### Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map Reference
<ul style="list-style-type: none"> <li>• DADF Pick Up Unit</li> <li>• ADF Pick Up Assembly</li> <li>• ADF Paper Path Assembly,</li> <li>• DADF Feed Roller</li> <li>• DADF Rubber Unit</li> <li>• DADF Lifting Solenoid</li> <li>• DADF Feed Sensor</li> <li>• DADF Registration Sensor</li> <li>• DADF Drive</li> <li>• ADF Drive</li> <li>• DADF Assembly</li> <li>• ADF Assembly</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Phaser 3330 Plug/Jack Designators on page 7-2</a></li> <li>• <a href="#">WorkCentre 3335 Circuit Diagram on page 7-5</a></li> <li>• <a href="#">WorkCentre 3335/3345 Plug/Jack Designators on page 7-4</a></li> <li>• <a href="#">WorkCentre 3345 Circuit Diagram on page 7-6</a></li> </ul>

### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Is the ADF/DADF Cover completely closed? Does the error persist?	Go to step 3.	Close the ADF/DADF Cover and go to step 2.
2.	Does the error persist?	Go to step 3.	Complete.
3.	Re-seat P/J3 on the Main Board. Does the error persist?	Go to step 4.	Complete.
4.	Does the ADF/DADF pick the original from the input tray?	Go to step 5.	Go to step 7.
5.	Check the media path. Is there debris in the media path? (clean only with a dry, lint-free cloth)	Remove the debris and go to Step 6.	Go to step 7.

Step	Actions and Questions	Yes	No
6.	Does the error persist?	Go to step 7.	Complete.
7.	Clean the DADF Feed Roller, or clean the ADF Pick Up Assembly rollers. (clean only with a dry, lint-free cloth). Rotate the rollers by hand. Do the rollers rotate smoothly?	Go to step 8.	Replace the DADF Feed Roller DADF Feed Roll ( <a href="#">page 4-129</a> ) or ADF Pick Up Assembly Section 4 ( <a href="#">page 4-141</a> ).
8.	Does the error persist?	Go to step 9.	Complete.
9.	For 3345, replace the DADF Pick Up Unit PL 12.3 ( <a href="#">page 4-115</a> ). For 3335, replace the ADF Paper Path Assembly ( <a href="#">page 4-142</a> ). Does the error persist?	If troubleshooting a WorkCentre 3345, go to step 10. If troubleshooting a WorkCentre 3335, go to step 12.	Complete.
10.	Replace the DADF Lifting Solenoid PL 8.18 ( <a href="#">page 4-135</a> ). Does the error persist?	Replace the DADF Rubber Unit PL 8.3 ( <a href="#">page 4-138</a> ) and go to step 11.	Complete.
11.	Check DADF Feed/Registration Sensor in CC Diagnostics 05-130. <ul style="list-style-type: none"> <li>• If the Sensor changes state (is good), replace the DADF PWB Section 4 (<a href="#">page 4-79</a>).</li> <li>• If the Sensor does not change state (is bad), replace the DADF Feed/Registration Sensor accordingly.</li> <li>• If the error continues, replace the DADF PWB and then the Main Board Section 4 (<a href="#">page 4-65</a>).</li> </ul>	<ul style="list-style-type: none"> <li>• If the Sensor changes state (is good), replace the DADF PWB Section 4 (<a href="#">page 4-79</a>).</li> <li>• If the error continues, replace the Main Board Section (<a href="#">page 4-65</a>).</li> </ul>	<ul style="list-style-type: none"> <li>• If the Sensor does not change state (is bad), replace the DADF Feed/Registration Sensor PL 8.2 (<a href="#">page 5-44</a>).</li> <li>• If the error continues, replace the DADF PWB PL 8.1 (<a href="#">page 5-40</a>) and then the Main Board PL 6.1 (<a href="#">page 5-32</a>).</li> </ul>
12.	Does the error persist?	Replace the DADF Drive Unit Section 4 ( <a href="#">page 4-119</a> ) or the ADF Drive Section 4 ( <a href="#">page 4-144</a> ).	Complete.
13.	Does the error persist?	Replace the DADF Assembly Section 4 ( <a href="#">page 4-113</a> ) or the ADF Assembly Section 4 ( <a href="#">page 4-139</a> ).	Complete.

## Duplex Jam

Paper jam occurred in the top of the Duplex section.

### Applicable Errors

- 05-900: Original Paper Jam
- 08-600: Jam bottom of duplex

### Initial Actions

- Open the Rear Door and remove the jammed paper.
- Remove the Duplex Unit and check for jammed paper.
- Check for paper curl when duplexing.
- Adjust the paper guides correctly.
- Verify printer will print Simplex pages.
- Turn the machine on and then off, if the error persists use the following procedure.

### Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map Reference
<ul style="list-style-type: none"> <li>• Duplex Assembly, PL 4.1(<a href="#">page 5-28</a>)</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Phaser 3330 Circuit Diagram on page 7-3</a></li> <li>• <a href="#">Phaser 3330 Plug/Jack Designators on page 7-2</a></li> <li>• <a href="#">WorkCentre 3335 Circuit Diagram on page 7-5</a></li> <li>• <a href="#">WorkCentre 3345 Circuit Diagram on page 7-6</a></li> <li>• <a href="#">WorkCentre 3335/3345 Plug/Jack Designators on page 7-4</a></li> </ul>

### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Check that the Duplex Assembly paper guides are adjusted correctly. Does the error persist?	Go to step 2.	Complete.
2.	Replace the Duplex Assembly ( <a href="#">page 4-7</a> ).	Complete.	

## Tray 1 Paper Jam

A paper jam was detected in the Tray 1 feeding section.

### Applicable Error

- 07-130: Paper Jam in tray 1

### Initial Actions

- Clean the Feed Roller.
- Clear the jammed paper.
- Clear the paper path of debris.
- Ensure the loaded paper is supported. Tray printing with different paper.
- Ensure the paper guides are set correctly.
- If problem persists use the following procedure.

### Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map Reference
<ul style="list-style-type: none"> <li>• Pick Up Solenoid PL 3.1A (<a href="#">page 5-15</a>)</li> <li>• Pick Up Clutch, PL3.1A (<a href="#">page 5-15</a>)</li> <li>• Pick Up Roller, PL3.1A (<a href="#">page 5-15</a>)</li> <li>• Feed Drive Assembly, PL3.1A (<a href="#">page 5-15</a>)</li> <li>• Feed Roller, PL3.1A (<a href="#">page 5-15</a>)</li> <li>• Retard Roller, PL5.1(<a href="#">page 5-30</a>)</li> <li>• Base Plate Pad, PL5.1 (<a href="#">page 5-30</a>)</li> <li>• Tray 1, PL5.1(<a href="#">page 5-30</a>)</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Phaser 3330 Circuit Diagram on page 7-3</a></li> <li>• <a href="#">Phaser 3330 Plug/Jack Designators on page 7-2</a></li> <li>• <a href="#">WorkCentre 3335 Circuit Diagram on page 7-5</a></li> <li>• <a href="#">WorkCentre 3345 Circuit Diagram on page 7-6</a></li> <li>• <a href="#">WorkCentre 3335/3345 Plug/Jack Designators on page 7-4</a></li> </ul>

### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Send a print job to the printer while actuating the Paper Empty Sensor. Does the Pick Up Roller rotate normally?	Go to step 4.	Go to step 2.
2.	Use dC330 08-810/820 to check/test the pick-up solenoid. The solenoid actuates.	Go to Step 3	Replace the Solenoid
3.	Replace the Pick Up Clutch ( <a href="#">page 4-42</a> ). Does the error persist?	Replace the Main Board Section 4 ( <a href="#">page 4-65</a> ) PL 6.1 ( <a href="#">page 5-32</a> ). Go to step 4.	Complete.
4.	Does the error persist?	Go to step 5.	Complete.



Step	Actions and Questions	Yes	No
5.	Clean and inspect the Pick Up Roller, replace if damaged. Section 4 ( <a href="#">page 4-46</a> ). Does the error persist?	Go to step 6.	Complete.
6.	Clean and inspect the Feed Roller, replace if damaged ( <a href="#">page 4-39</a> ). Does the error persist?	Go to step 7.	Complete.
7.	Replace the Tray 1 Retard Roller ( <a href="#">page 4-30</a> ). Does the error persist?	Go to step 8.	Complete.
8.	Check the Base Plate Pad. Is the Base Plate Pad installed correctly?	Go to step 9.	Trim or replace the Base Plate Pad.
9.	Replace Tray 1.	Complete.	Replace the Feed Drive Assembly Section 4 ( <a href="#">page 4-41</a> ).

## Tray 2 Paper Jam

A jam was detected in the Tray 2 feeding section.

### Applicable Error

- 07-230: Paper Jam in tray 2

### Initial Actions

- Open Tray 2 and remove the jammed paper.
- Verify the paper is supported
- Clean/Inspect the pick/feed rollers
- Verify tray guides are properly set.
- Cycle printer power.
- If the problem persists continue troubleshooting.

## Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map Reference
<ul style="list-style-type: none"> <li>• Optional Tray Registration Clutch, PL3.1 (<a href="#">page 5-13</a>)</li> <li>• Optional Tray Feed Clutch, PL3.1 (<a href="#">page 5-13</a>)</li> <li>• Optional Tray Drive Assembly, PL3.1 (<a href="#">page 5-13</a>)</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Phaser 3330 Circuit Diagram on page 7-3</a></li> <li>• <a href="#">Phaser 3330 Plug/Jack Designators on page 7-2</a></li> <li>• <a href="#">WorkCentre 3335 Circuit Diagram on page 7-5</a></li> <li>• <a href="#">WorkCentre 3345 Circuit Diagram on page 7-6</a></li> <li>• <a href="#">WorkCentre 3335/3345 Plug/Jack Designators on page 7-4</a></li> </ul>

**Troubleshooting Procedure Table**

Step	Actions and Questions	Yes	No
1.	Remove the Optional Tray Registration Clutch Section 4 ( <a href="#">page 4-153</a> ). Does the error persist?	Go to step 2.	Complete.
2.	Replace the Optional Tray Feed Clutch Section 4 ( <a href="#">page 4-153</a> ). Does the error persist?	Replace the Optional Tray Drive Assembly Section 4 ( <a href="#">page 4-156</a> ).	Complete.
3.	Does the error persist?	Go to step 4.	Complete.
4.	Replace the Main Board Section 4 ( <a href="#">page 4-65</a> ). Does the error persist?	Replace Optional Tray 2. PL 12.1 ( <a href="#">page 5-54</a> ).	Complete.

**Bypass Tray Paper Jam**

A paper jam was detected in the Bypass Tray feed section.

**Applicable Error**

- 07-530: Paper Jam in Bypass

**Initial Actions**

- Clear the jammed paper.
- Check that the Bypass Tray paper guides are set correctly.
- If problem persists use the following procedure.

**Troubleshooting Reference Table**

Applicable Parts	Wiring and Plug/Jack Map Reference
<ul style="list-style-type: none"> <li>• Pick Up Clutch, PL3.2 (<a href="#">page 5-18</a>)</li> <li>• Feed Drive Assembly, PL3.2 (<a href="#">page 5-18</a>)</li> <li>• Pick Up Roller. PL3.1 (<a href="#">page 5-13</a>)</li> </ul>	<ul style="list-style-type: none"> <li>• Phaser 3330 Circuit Diagram on <a href="#">page 7-3</a></li> <li>• Phaser 3330 Plug/Jack Designators on <a href="#">page 7-2</a></li> <li>• WorkCentre 3335 Circuit Diagram on <a href="#">page 7-5</a></li> <li>• WorkCentre 3345 Circuit Diagram on <a href="#">page 7-6</a></li> <li>• WorkCentre 3335/3345 Plug/Jack Designators on <a href="#">page 7-4</a></li> </ul>

**Troubleshooting Procedure Table**

Step	Actions and Questions	Yes	No
1.	Clean and inspect the Pick Up Roller and replace if damaged ( <a href="#">page 4-42</a> ). Does the error persist?	Go to step 2.	Complete.

Step	Actions and Questions	Yes	No
2.	<p>Print the Supply Information report and check the life remaining of the Bypass Tray Pick Up Assembly and the Bypass Tray Retard Roller:</p> <p>Phaser 3330: <b>Menu &gt; Information Supplies Info.</b></p> <p>WorkCentre 3335/3345: <b>Machine Status &gt; System Setup &gt; Maintenance &gt; Supplies Life.</b></p> <p>Are either at or near end of life?</p>	<p>Replace the appropriate part:</p> <ul style="list-style-type: none"> <li>• Bypass Tray Retard Roller (<a href="#">page 4-35</a>) PL 3.2 (<a href="#">page 5-18</a>).</li> <li>• Pick Up Assembly Section 4 (<a href="#">page 4-42</a>).</li> </ul>	Go to step 3.
3.	<p>Send a print job to the printer while actuating the Paper Empty Sensor.</p> <p>Does the Pick Up Roller rotate normally?</p>	Complete.	Go to step 4.
4.	<p>Replace the Pick Up Clutch (<a href="#">page 4-42</a>).</p> <p>Does the error persist?</p>	Replace the Feed Drive Assembly ( <a href="#">page 4-41</a> ).	Complete.

## Jam Inside Machine

Paper has jammed in the Registration area.

### Applicable Error

- 08-100: Jam inside machine

### Initial Actions

- Remove the jammed paper.
- Turn the printer off and then on again.
- If problem persists use the following procedure.

### Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map Reference
<ul style="list-style-type: none"> <li>• Feed Sensor, PL8.2 (<a href="#">page 5-44</a>)</li> <li>• Registration Sensor, PL8.3 (<a href="#">page 5-46</a>)</li> <li>• Main Drive Assembly, PL3.5 (<a href="#">page 5-24</a>)</li> <li>• Main Board. PL1.0 (<a href="#">page 5-4</a>)</li> </ul>	<ul style="list-style-type: none"> <li>• Phaser 3330 Circuit Diagram on <a href="#">page 7-3</a></li> <li>• Phaser 3330 Plug/Jack Designators on <a href="#">page 7-2</a></li> <li>• WorkCentre 3335 Circuit Diagram on <a href="#">page 7-5</a></li> <li>• WorkCentre 3345 Circuit Diagram on <a href="#">page 7-6</a></li> <li>• WorkCentre 3335/3345 Plug/Jack Designators on <a href="#">page 7-4</a></li> </ul>

**Troubleshooting Procedure Table**

Step	Actions and Questions	Yes	No
1.	Check the paper path for debris or obstructions. Does the error persist?	Go to step 2.	Complete.
2.	Use Diagnostics dC 330 to check if the Feed Sensor (08-100), and the Registration Sensor (05-130), are connected and operating properly. Replace if damaged ( <a href="#">page 4-90</a> ) PL 8.3 ( <a href="#">page 5-46</a> ) Does the error persist?	Go to step 3.	Complete.
3.	Clean the Registration Roller. Does the error persist?	Replace the Main Drive Assembly ( <a href="#">page 4-58</a> ).	Complete.
4.	Does the error persist?	Replace the Main Board	Section 4 ( <a href="#">page 4-65</a> ) PL 1.0 ( <a href="#">page 5-4</a> ) or PL 6.1 ( <a href="#">page 5-32</a> ).

**Jam In Exit**

Paper has jammed in the Exit area.

**Applicable Error**

- 08-500: Jam in exit area

**Initial Actions**

- Open Rear Cover and remove jammed paper.
- Open the Fuser Exit Door and remove jammed paper.
- Turn the printer off and then on again.
- Try printing with different paper.
- If problem persists use the following procedure.

**Troubleshooting Procedure Table**

Step	Actions and Questions	Yes	No
1.	Check exit guides for damage or debris. Is the exit clean?	Go to Step 2.	Clean the exit area of all debris.
2.	Test operation of Exit Sensor/flag, using Diagnostics dC 330 (12-805). Does the Exit Sensor operate correctly?	Go to step 3.	Replace the Exit Sensor ( <a href="#">page 4-96</a> ) PL ( <a href="#">page 5-15</a> ).

Step	Actions and Questions	Yes	No
3.	Inspect Fuser for damage. The Fuser is undamaged.	Inspect the Exit Roller and Rear Frame. Replace if necessary.	Replace the Fuser Section 4 ( <a href="#">page 4-48</a> ) PL 3.3 ( <a href="#">page 5-20</a> ).

## Tray and Media Errors

### Door is Open

The Front Door is open.

#### Applicable Errors

- 01-100: Door is open

#### Initial Actions

- Close the door until it locks in to place.
- If problem persists use the following procedure.

#### Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map Reference
<ul style="list-style-type: none"> <li>• LVPS, PL1.0 (<a href="#">page 5-4</a>)</li> </ul>	<ul style="list-style-type: none"> <li>• Phaser 3330 Circuit Diagram on <a href="#">page 7-3</a></li> <li>• Phaser 3330 Plug/Jack Designators on <a href="#">page 7-2</a></li> <li>• WorkCentre 3335 Circuit Diagram on <a href="#">page 7-5</a></li> <li>• WorkCentre 3345 Circuit Diagram on <a href="#">page 7-6</a></li> <li>• WorkCentre 3335/3345 Plug/Jack Designators on <a href="#">page 7-4</a></li> </ul>

#### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Re-seat P/J18 on the Main Board and P/J4 on the LVPS. Does the error persist?	Go to step 2.	Complete.
2.	Check the Front Cover Interlock Switch using dC330. Does the error persist?	Go to step 3.	Complete.
3.	Replace the LVPS Section 4 ( <a href="#">page 4-74</a> ) PL 1.0 ( <a href="#">page 5-4</a> ) or PL 6.1 ( <a href="#">page 5-32</a> ).	Complete.	

## Tray 1 Empty

The paper has run out in Tray 1.

### Applicable Error

- 07-110: Tray 1 Empty

### Initial Actions

- Load paper in Tray 1.
- If problem persists use the following procedure.

### Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map Reference
<ul style="list-style-type: none"> <li>• Paper Empty Sensor, PL 8.3 (<a href="#">page 5-46</a>)</li> <li>• Main Board, PL1.0 (<a href="#">page 5-4</a>) or PL 6.1 (<a href="#">page 5-32</a>)</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Phaser 3330 Circuit Diagram on page 7-3</a></li> <li>• <a href="#">Phaser 3330 Plug/Jack Designators on page 7-2</a></li> <li>• <a href="#">WorkCentre 3335 Circuit Diagram on page 7-5</a></li> <li>• <a href="#">WorkCentre 3345 Circuit Diagram on page 7-6</a></li> <li>• <a href="#">WorkCentre 3335/3345 Plug/Jack Designators on page 7-4</a></li> </ul>

### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Use Component Control to check that the Paper Empty Sensor and Paper Empty Actuator using dC330. Does the error persist?	Go to step 2.	Complete.
2.	<ul style="list-style-type: none"> <li>• Replace the Paper Empty Sensor Section 4 (<a href="#">page 4-94</a>).</li> </ul> Does the error persist?	Go to step 3.	Complete.
3.	Replace the Main Board Section 4 ( <a href="#">page 4-65</a> ) PL 1.0 ( <a href="#">page 5-4</a> ) or PL 6.1 ( <a href="#">page 5-32</a> ).	Complete.	

## Tray 2 Empty

The paper has run out in Tray 2.

### Applicable Error

- 07-210: Tray 2 Empty

### Initial Actions

- Load paper in Tray 2.
- If problem persists use the following procedure.

### Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map Reference
<ul style="list-style-type: none"> <li>• Paper Empty Sensor, PL8.3 (<a href="#">page 5-46</a>)</li> <li>• Main Board, PL1.0 (<a href="#">page 5-4</a>) or PL 6.1 (<a href="#">page 5-32</a>)</li> </ul>	<ul style="list-style-type: none"> <li>• Phaser 3330 Circuit Diagram on <a href="#">page 7-3</a></li> <li>• Phaser 3330 Plug/Jack Designators on <a href="#">page 7-2</a></li> <li>• WorkCentre 3335 Circuit Diagram on <a href="#">page 7-5</a></li> <li>• WorkCentre 3345 Circuit Diagram on <a href="#">page 7-6</a></li> <li>• WorkCentre 3335/3345 Plug/Jack Designators on <a href="#">page 7-4</a></li> </ul>

### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Use Component Control to check that the Paper Empty Sensor and Paper Empty Actuator using dC330. Does the error persist?	Go to step 2.	Complete.
2.	<ul style="list-style-type: none"> <li>• Replace the Paper Empty Sensor Section 4 (<a href="#">page 4-94</a>).</li> </ul> Does the error persist?	Replace the Main Board Section 4 ( <a href="#">page 4-65</a> ) PL 1.0 ( <a href="#">page 5-4</a> ) or PL 6.1 ( <a href="#">page 5-32</a> ).	Complete.



## Bypass Empty

The Bypass Tray is empty.

### Applicable Error

- 07-500: Bypass Empty

### Initial Actions

- Load originals in the Bypass Tray.
- If problem persists use the following procedure.

### Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map Reference
<ul style="list-style-type: none"> <li>• Paper Empty Sensor, PL8.3 (<a href="#">page 5-46</a>)</li> <li>• Main Board, PL1.0 (<a href="#">page 5-4</a>) or PL 6.1 (<a href="#">page 5-32</a>)</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Phaser 3330 Circuit Diagram on page 7-3</a></li> <li>• <a href="#">Phaser 3330 Plug/Jack Designators on page 7-2</a></li> <li>• <a href="#">WorkCentre 3335 Circuit Diagram on page 7-5</a></li> <li>• <a href="#">WorkCentre 3345 Circuit Diagram on page 7-6</a></li> <li>• <a href="#">WorkCentre 3335/3345 Plug/Jack Designators on page 7-4</a></li> </ul>

### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Use Component Control to check that the Paper Empty Sensor and Paper Empty Actuator Using dC330. Does the error persist?	<ul style="list-style-type: none"> <li>• Replace the Paper Empty Sensor Section 4 (<a href="#">page 4-94</a>).</li> </ul>	Complete.
2.	Does the error persist?	Replace the Main Board Section 4 ( <a href="#">page 4-65</a> ) PL 1.0 ( <a href="#">page 5-4</a> ) or PL 6.1 ( <a href="#">page 5-32</a> ).	Complete.

## Output Bin Full

The Output Bin Full Sensor detected that the tray is 90 % full.

### Applicable Error

- 08-700: Output Bin full

### Initial Actions

- Clear the output bin of paper.
- If problem persists use the following procedure.

### Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map Reference
<ul style="list-style-type: none"> <li>• Out-bin Full Sensor, PL1.1 (<a href="#">page 5-6</a>)</li> <li>• Main Board, PL1.0 (<a href="#">page 5-4</a>) or PL 6.1 (<a href="#">page 5-32</a>)</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Phaser 3330 System Wiring on page 7-20</a></li> <li>• <a href="#">Phaser 3330 Plug/Jack Designators on page 7-2</a></li> <li>• <a href="#">WorkCentre 3335 System Wiring on page 7-25</a></li> <li>• <a href="#">WorkCentre 3345 System Wiring on page 7-31</a></li> <li>• <a href="#">WorkCentre 3335/3345 Plug/Jack Designators on page 7-4</a></li> </ul>

### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Use Component Control to check that the Out-bin Full Sensor using dC330. Does the error persist?	<ul style="list-style-type: none"> <li>• Replace the Out-bin Full Sensor 3330 PL1.1(<a href="#">page 5-6</a>) 3335/3345 PL (<a href="#">page 5-32</a>). Continue with step 2.</li> </ul>	Complete.
2.	Re-seat P/J6 on the Main Board. Does the error persist?	Go to step 3.	Complete.
3.	Replace the Main Board Section 4 ( <a href="#">page 4-65</a> ) PL 1.0 ( <a href="#">page 5-4</a> ) or PL 6.1 ( <a href="#">page 5-32</a> ).	Complete.	

## Toner Cartridge and Drum Cartridge Errors

**! CAUTION:** Over exposure to light reduces OPC drum sensitivity. After removal, cover the Toner Cartridge and Drum Cartridge to block light reaching the OPC Drum.

### Toner Low

The Toner Cartridge is almost empty. Toner may be low or be unevenly distributed.

#### Applicable Error

- 380-100: *Toner Low*

#### Initial Actions

- Turn the printer off and then on again.
- If the problem persists continue troubleshooting.

#### Troubleshooting Reference Table.

Applicable Parts	Wiring and Plug/Jack Map Reference
<ul style="list-style-type: none"> <li>• Toner Cartridge and Drum Cartridge, See <a href="#">Xerox Supplies and Accessories</a></li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Phaser 3330 Circuit Diagram on page 7-3</a></li> <li>• <a href="#">Phaser 3330 Plug/Jack Designators on page 7-2</a></li> <li>• <a href="#">WorkCentre 3335 Circuit Diagram on page 7-5</a></li> <li>• <a href="#">WorkCentre 3345 Circuit Diagram on page 7-6</a></li> <li>• <a href="#">WorkCentre 3335/3345 Plug/Jack Designators on page 7-4</a></li> </ul>

#### Troubleshooting Procedure Table.

Step	Actions and Questions	Yes	No
1.	Remove the Toner Cartridge and roll the cartridge six times in a clockwise direction, to distribute the toner evenly inside the cartridge. (see figure below) Reinstall the Toner Cartridge. Does the error persist?	Go to step 2.	Complete.
2.	Order a replacement and use the current Toner Cartridge until empty. ( <a href="#">page 5-62</a> )	Complete.	



## Replace Toner Cartridge

The Toner Cartridge is near the end of life. The error is displayed when the machine encounters the Toner Cartridge life based on a set number of pages.

### Applicable Errors

- 09-100: Replace Toner Cartridge.
- 09-450: Replace Toner Cartridge.

### Initial Actions

- Turn the printer off and then on again.
- If the problem persists continue troubleshooting.

### Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map Reference
<ul style="list-style-type: none"> <li>• Toner Cartridge. See <a href="#">Xerox Supplies and Accessories</a></li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Phaser 3330 Circuit Diagram on page 7-3</a></li> <li>• <a href="#">Phaser 3330 Plug/Jack Designators on page 7-2</a></li> <li>• <a href="#">WorkCentre 3335 Circuit Diagram on page 7-5</a></li> <li>• <a href="#">WorkCentre 3345 Circuit Diagram on page 7-6</a></li> <li>• <a href="#">WorkCentre 3335/3345 Plug/Jack Designators on page 7-4</a></li> </ul>

### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Replace the Toner Cartridge. <a href="#">Xerox Supplies and Accessories</a> .	Go to Step 2.	Complete.
2.	If the problem persists, check the wiring	Complete.	

## Toner Cartridge and Drum Cartridge Not Installed

The Toner Cartridge and Drum Cartridge is not installed.

### Applicable Error

- 09-550: Toner Cartridge and Drum Cartridge not installed

### Initial Actions

- Turn the printer off and then on again.
- If the problem persists continue troubleshooting.

### Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map Reference
<ul style="list-style-type: none"> <li>• Toner Cartridge and Drum Cartridge, See <a href="#">Xerox Supplies and Accessories</a></li> <li>• HVPS, PL3.1A (<a href="#">page 5-15</a>)</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Phaser 3330 Circuit Diagram on page 7-3</a></li> <li>• <a href="#">Phaser 3330 Plug/Jack Designators on page 7-2</a></li> <li>• <a href="#">WorkCentre 3335 Circuit Diagram on page 7-5</a></li> <li>• <a href="#">WorkCentre 3345 Circuit Diagram on page 7-6</a></li> <li>• <a href="#">WorkCentre 3335/3345 Plug/Jack Designators on page 7-4</a></li> </ul>

### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Re-seat the Toner Cartridge and Drum Cartridge. Does the error persist?	Go to step 2.	Complete.
2.	Clean the high voltage contacts on the Toner Cartridge and Drum Cartridge and frame. Does the error persist?	Go to step 3.	Complete.
3.	Replace the Toner Cartridge and Drum Cartridge Section 4 ( <a href="#">page 4-5</a> ). Does the error persist?	Go to step 4.	Complete.
4.	Check the high voltage contacts located in the frame behind the HVPS. Are the contacts installed correctly and is spring tension adequate?	Replace the HVPS Section 4 ( <a href="#">page 4-75</a> ).	Repair the contacts.

## Invalid Toner Cartridge

The Toner Cartridge and Drum Cartridge is not a genuine Xerox cartridge. Non-Xerox or Third Party Toner Cartridge and Drum Cartridges can cause malfunctions, print-quality problems, and jam errors.

### Applicable Errors

- 09-800: Invalid Toner Cartridge installed
- 09-900: Invalid Toner Cartridge installed.
- 09-910: Invalid Toner Cartridge installed.

### Initial Actions

- Ensure the Toner Cartridge is valid for this printer.
- Re-seat the Toner Cartridge.
- Turn the printer off and then on again.
- If the problem persists continue troubleshooting.

### Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map Reference
<ul style="list-style-type: none"> <li>• Toner Cartridge. See <a href="#">Xerox Supplies and Accessories</a></li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Phaser 3330 Circuit Diagram on page 7-3</a></li> <li>• <a href="#">Phaser 3330 Plug/Jack Designators on page 7-2</a></li> <li>• <a href="#">WorkCentre 3335 Circuit Diagram on page 7-5</a></li> <li>• <a href="#">WorkCentre 3345 Circuit Diagram on page 7-6</a></li> <li>• <a href="#">WorkCentre 3335/3345 Plug/Jack Designators on page 7-4</a></li> </ul>

### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Re-seat the Toner Cartridge and cycle the power. Does the error persist?	Go to step 2.	Complete.
2.	Clean the HV contacts on the Toner Cartridge and frame. Does the error persist?	Go to step 3.	Complete.
3.	Replace the Toner Cartridge ( <a href="#">page 4-5</a> ). Does the error persist?	Go to step 4.	Complete.
4.	Check the HV contacts located in the frame behind the HVPS. Are the contacts installed correctly and is spring tension adequate?	Replace the HVPS Section 4 ( <a href="#">page 4-75</a> ).	Repair the contacts.

## Fuser Errors

### Fuser Door Open

The Rear Door is not securely latched.

#### Applicable Error

- None

#### Initial Actions

- Close the Rear Door until it locks.
- Turn the printer off and then on again.
- If the problem persists continue troubleshooting.

#### Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map Reference
<ul style="list-style-type: none"> <li>• LVPS, PL1.0 (<a href="#">page 5-4</a>)</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Phaser 3330 Circuit Diagram on page 7-3</a></li> <li>• <a href="#">Phaser 3330 Plug/Jack Designators on page 7-2</a></li> <li>• <a href="#">WorkCentre 3335 Circuit Diagram on page 7-5</a></li> <li>• <a href="#">WorkCentre 3345 Circuit Diagram on page 7-6</a></li> <li>• <a href="#">WorkCentre 3335/3345 Plug/Jack Designators on page 7-4</a></li> </ul>

#### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Re-seat P/J18 on the Main Board and P/J4 on the LVPS. Does the error persist?	Go to step 2.	Complete.
2.	Check the Rear Cover open switch for proper operation use dC 330 Component Control. Repair or replace as required. Does the error persist?	Go to step 3.	Complete.
3.	Replace the LVPS Section 4 ( <a href="#">page 4-74</a> ).	Complete.	

## Open Fuser/Low Heat Error

The temperature control of fuser unit is abnormal.

### Applicable Errors

- 10-100: Open Fuser error
- 10-200: Low Heat error

### Initial Actions

- Plug the print directly into the wall outlet.
- Turn the printer off and then on again.
- If the problem persists continue troubleshooting.

### Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map Reference
<ul style="list-style-type: none"> <li>• Thermistor, PL3.3 (<a href="#">page 5-20</a>)</li> <li>• Fuser, PL3.3 (<a href="#">page 5-20</a>)</li> </ul>	<ul style="list-style-type: none"> <li>• Phaser 3330 Circuit Diagram on <a href="#">page 7-3</a></li> <li>• Phaser 3330 Plug/Jack Designators on <a href="#">page 7-2</a></li> <li>• WorkCentre 3335 Circuit Diagram on <a href="#">page 7-5</a></li> <li>• WorkCentre 3345 Circuit Diagram on <a href="#">page 7-6</a></li> <li>• WorkCentre 3335/3345 Plug/Jack Designators on <a href="#">page 7-4</a></li> </ul>

### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Reinstall Fuser. Does the error persist?	Go to step 2.	Complete.
2.	If the problem persists, turn the machine off and remove the Fuser Section 4 ( <a href="#">page 4-48</a> ). Check if the Fuser connector is connected properly (CN 3). Check if the input voltage is normal. Check if the Thermistor is twisted or contaminated. Clean or replace the Thermistor Section 4 ( <a href="#">page 4-52</a> ). Does the error persist?	Replace the Fuser Section 4 ( <a href="#">page 4-48</a> ). If problem persists, replace the Main Board Section 4 ( <a href="#">page 4-65</a> ).	Complete.



## Over Heat Error

The Fuser exceeded temperature set point.

### Applicable Error

- 10-300: Low Heat error

### Initial Actions

- Check the Fuser and Fan vents for debris.
- Turn the printer off and then on again.
- If the problem persists continue troubleshooting.

### Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map Reference
<ul style="list-style-type: none"> <li>• Thermistor, PL3.3 (<a href="#">page 5-20</a>)</li> <li>• Fuser, PL3.3 (<a href="#">page 5-20</a>)</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Phaser 3330 Circuit Diagram on page 7-3</a></li> <li>• <a href="#">Phaser 3330 Plug/Jack Designators on page 7-2</a></li> <li>• <a href="#">WorkCentre 3335 Circuit Diagram on page 7-5</a></li> <li>• <a href="#">WorkCentre 3345 Circuit Diagram on page 7-6</a></li> <li>• <a href="#">WorkCentre 3335/3345 Plug/Jack Designators on page 7-4</a></li> </ul>

### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Reinstall Fuser. Does the error persist?	Go to step 2.	Complete.
2.	If the problem persists, turn the machine off and remove the Fuser. Check if the Fuser connector is connected properly (CN 3). Check if the input voltage is normal. Check if the Thermistor is twisted or contaminated. Clean or replace the Thermistor Section 4 ( <a href="#">page 4-52</a> ). Does the error persist?	Replace the Fuser Section 4 ( <a href="#">page 4-48</a> ). If problem persists, replace the Main Board Section 4 ( <a href="#">page 4-65</a> ).	Complete.

## Motor Errors

### Motor Error

The Main Motor is not under control.

#### Applicable Error

- 04-500: Motor Error

#### Initial Actions

- Turn the printer off and then on again.
- If the problem persists continue troubleshooting.

#### Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map Reference
<ul style="list-style-type: none"> <li>• Main Drive Motor, PL3.5 (<a href="#">page 5-24</a>)</li> <li>• Main Board, PL1.0 (<a href="#">page 5-4</a>) or PL 6.1 (<a href="#">page 5-32</a>)</li> </ul>	<ul style="list-style-type: none"> <li>• Phaser 3330 Circuit Diagram on <a href="#">page 7-3</a></li> <li>• Phaser 3330 Plug/Jack Designators on <a href="#">page 7-2</a></li> <li>• WorkCentre 3335 Circuit Diagram on <a href="#">page 7-5</a></li> <li>• WorkCentre 3345 Circuit Diagram on <a href="#">page 7-6</a></li> <li>• WorkCentre 3335/3345 Plug/Jack Designators on <a href="#">page 7-4</a></li> </ul>

#### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Test the Main Motor using the CC codes. Does the motor run?	Go to step 2.	Replace the Main Drive Motor Section 4 ( <a href="#">page 4-61</a> ).
2.	Replace the Main Board Section 4 ( <a href="#">page 4-65</a> ) PL 1.0 ( <a href="#">page 5-4</a> ) or PL 6.1 ( <a href="#">page 5-32</a> ).		

## Laser Errors

An error was detected in the Laser Unit.

### Applicable Errors

- 06-100: LSU Motor Error
- 06-200: LSU Hsync Error

### Initial Actions

- Turn the printer off and then on again.
- If the problem persists continue troubleshooting.

### Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map Reference
<ul style="list-style-type: none"> <li>• Laser Unit, PL1.0 (<a href="#">page 5-4</a>)</li> <li>• Main Board PL1.0 (<a href="#">page 5-4</a>).</li> </ul>	<ul style="list-style-type: none"> <li>• Phaser 3330 Circuit Diagram on <a href="#">page 7-3</a></li> <li>• Phaser 3330 Plug/Jack Designators on <a href="#">page 7-2</a></li> <li>• WorkCentre 3335 Circuit Diagram on <a href="#">page 7-5</a></li> <li>• WorkCentre 3345 Circuit Diagram on <a href="#">page 7-6</a></li> <li>• WorkCentre 3335/3345 Plug/Jack Designators on <a href="#">page 7-4</a></li> </ul>

### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Enter Service Mode and then select <b>Copier Diagnostics &gt; dC 330 Component Control &gt; 110 LSU &gt; LSU Motor 1R &gt; On</b> . Does the Laser Motor sound normal?	Go to step 3.	Remove the Right Cover (Phaser 3330: <a href="#">page 4-17</a> ; WorkCentre 3335/3345: <a href="#">page 4-23</a> ) Then go to step 2.
2.	Remove the Top Cover, and check that the LSU harness is correctly connected to the LSU; Main Board P/J21 (WorkCentre 3335) or P/J17 (WorkCentre 3345), and P/J1 and 2 on the LSU. Re-seat P/J21 or P/J17 on the Main Board. Inspect the LSU harness and repair if damaged. Does the error persist?	Go to step 3.	Complete.
3.	Replace the LSU Section 4 ( <a href="#">page 4-48</a> ). Does the error persist?	Replace the Main Board Section 4 ( <a href="#">page 4-65</a> ) PL 1.0 ( <a href="#">page 5-4</a> ) or PL 6.1 ( <a href="#">page 5-32</a> ).	Complete.

## Fax Communication and Configuration Warnings

Code	Warning	Description	Solution
20-100	Fax Communication Error	During a Fax operation a communication error occurred.	See <a href="#">page 2-52</a> .
20-110	Mailbox Error	The machine is not available for Mailbox communication. (mailbox id, password)	Check Mailbox Id, Password is correct. And Try again.
20-120	Scanning Error	In the middle of sending fax with manual dial, scanning error has occurred. (document jam, scanner fault)	Check scanner and try resending fax.
20-200	No Groups are configured	Customer has tried to select a group location where only a single location number can be used, such as when adding locations for a multi-dial operation.	Try again while ensuring that a group location is not selected when adding locations.
20-300	Incompatibility Error	Remote party did not have requested feature such as spooling	Try again. If problem still persists, change the requested feature.
20-400	Line Busy	The remote FAX did not answer.	Try again.
20-410	Line Error	There is an error with Fax data reception. The machine cannot connect with the remote machine, or has lost contact because of a problem with the phone line.	Try again. If failure persists, wait an hour or so for the line to clear then try again.
20-500 20-550	Memory Full Low Memory	The memory is full.	Either delete unnecessary documents, retransmit after more memory becomes available, or split the transmission into more than one operation.
20-600	No Answer	The printer could not connect to remote fax after completion of re-dial up to re-dial counter in system data. The remote machine did not answer after all the re-dial attempts.	Try again. Make sure the remote machine is OK.
20-700	Number Not Assigned	The speed dial location used has no number assigned to it.	Dial the number manually with the keypad, or assign the number.

20-800	Power failure when sending or receiving a Fax	When the machine's fax memory has not been backed up and there was power off/on.	Try sending/receiving the fax again.
20-900	Retry Re-dial	The printer is waiting for the programmed interval to automatically re-dial.	Press <b>Start</b> to immediately re-dial, or <b>Stop</b> to cancel the re-dial operation.

## Fax Comm Error

During a Fax operation a communication error occurred.

### Applicable Error

- 20: 100: Fax Comm Error

### Initial Actions

- Call the target Fax number from a telephone to confirm a Fax tone response.
- Check Fax line condition and connection.
- Turn the printer off and then on again.
- Verify the Fax line is an ANALOG phone line
- If the problem persists continue troubleshooting.

### Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map Reference
<ul style="list-style-type: none"> <li>• Fax Board, PL 6.2 (<a href="#">page 5-34</a>)</li> <li>• Main Board 3330 PL1.0 (<a href="#">page 5-4</a>) or 3335/3345 PL 6.1 (<a href="#">page 5-32</a>)</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">WorkCentre 3335 Circuit Diagram on page 7-5</a></li> <li>• <a href="#">WorkCentre 3345 Circuit Diagram on page 7-6</a></li> <li>• <a href="#">WorkCentre 3335/3345 Plug/Jack Designators on page 7-4</a></li> </ul>

### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Cycle system power. Does the error persist?	Go to step 2.	Complete.
2.	Check the Country setting in the Main Menu Configuration Menu. Is the Country setting correct?	Go to step 3.	Correct the Country setting.
3.	Check Fax communications to a different machine. Does the error persist?	Go to step 4.	Complete.
4.	Enter Service Diagnostics and print the Event Log. Is the target Fax causing the error?	Check target Fax configuration.	Go to step 5.
5.	Check the Fax Send settings. Are the settings at their defaults?	Go to step 6.	Correct the Fax settings.
6.	Re-seat the Fax Board. Does the error persist?	Replace the Fax Board Section 4 ( <a href="#">page 4-76</a> ).	Complete.

Step	Actions and Questions	Yes	No
7.	Check the connection between P/J1 on the Fax and P/26 Main Controller Board. Are connections secure?	Replace the Main Board Section 4 ( <a href="#">page 4-65</a> ).	Re-seat the connectors.

## Network Configuration Errors

### IP Conflict

The IP address conflicts with that of other another system on the network.

#### Applicable Error

- 17-100: IP Conflict

#### Initial Actions

- Turn the printer off and then on again.
- If the problem persists continue troubleshooting.

#### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Check the TCP/IP Address stored in the printer's NVM. Is the address correct for the printer?	Advise the customer of the address conflict.	Enter the correct IP address.

### Network Error

The IP address conflicts with that of other another system on the network.

#### Applicable Error

- 17-200: Network Error

#### Initial Actions

- Check network and data configuration settings.
- Turn the printer off and then on again.
- If the problem persists continue troubleshooting.

**Troubleshooting Reference Table**

Applicable Parts	Wiring and Plug/Jack Map Reference
<ul style="list-style-type: none"> <li>Main Board, 3330 PL1.0 (<a href="#">page 5-4</a>) or 3335/3345 PL 6.1 (<a href="#">page 5-34</a>)</li> </ul>	<ul style="list-style-type: none"> <li><a href="#">Phaser 3330 Circuit Diagram on page 7-3</a></li> <li><a href="#">Phaser 3330 Plug/Jack Designators on page 7-2</a></li> <li><a href="#">WorkCentre 3335 Circuit Diagram on page 7-5</a></li> <li><a href="#">WorkCentre 3345 Circuit Diagram on page 7-6</a></li> <li><a href="#">WorkCentre 3335/3345 Plug/Jack Designators on page 7-4</a></li> </ul>

**Troubleshooting Procedure Table**

Step	Actions and Questions	Yes	No
1.	Disconnect your printer from the network, connect your laptop to the network, and ping the printer's IP address. Is the ping successful?	Another device is using the IP address, assign a different one.	Go to step 2.
2.	Reconnect the printer to the network, and check the LAN connections. Is the connection secure?	Go to step 3.	Re-seat the LAN connector.
3.	Check the Network Configuration settings. Are the TCP/IP settings correct?	Go to step 4.	Correct printer settings.
4.	Check server configuration. Is the server configured to accept incoming data?	Go to step 5.	Correct server settings.
5.	Cycle printer power. Does the error persist?	Replace the Main Board Section 4 ( <a href="#">page 4-65</a> )	Complete.

**Network Error**

Machine is unable to contact the remote Xerox Smart eSolutions Communication Server.

**Applicable Errors**

- 17-562: No LUI message required
- 17-563: No LUI message required

**Initial Actions**

- Check network and data configuration settings.
- Turn the printer off and then on again.
- If the problem persists continue troubleshooting.



**Troubleshooting Procedure Table**

Step	Actions and Questions	Yes	No
1.	Verify the SMart eSolutions settings are correct.	Complete.	

## BOOTP Problem Error

Machine is unable to contact the remote Xerox SMart eSolutions Communication Server.

### Applicable Errors

- 17-700: BOOTP Problem  
Auto IP Run
- 17-710: BOOTP Problem  
Reconfigure DHCP
- 17-800: DHCP problem
- 17-810: DHCP problem

### Initial Actions

- Turn the printer off and then on again.
- If the problem persists continue troubleshooting.

### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Input a new static IP address.	Complete.	

## 802.1x Error

Machine is unable to contact the remote Xerox SMart eSolutions Communication Server.

### Applicable Error

- 17-900: 802.1x Authentication failed

### Initial Actions

- Turn the printer off and then on again.
- If the problem persists continue troubleshooting.

### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Ensure the 802.1X EAP Type, User name, and Password for the Machine, Authentication Switch, and Authentication Server match.	Complete.	

## Scan to Email Warnings

Scan to Email			
15-100	No Email Address	No Email address assigned to group name.	Remove Group Name from 'To:' field and enter valid mail addresses  Try again. If failure persists, contact Email administrator.
15-110	Email Send Failed	Email SMTP server returned an error during transmission. Could be related to SMTP server authentication being supported but not enabled on the device. Or when any 500 code is returned from mail server.	Try again. If failure persists, contact Email administrator.
15-130	Mail Too Large	This error is raised when the MFP is unable to split the mail and send it. For e.g. MFP configured to mail size 1.0MB., and the scanned page is larger than the specified mail size.	Increase mail size on this device via CentreWare Internet Services. If problem still persists then increase mail size allotment on mail server.
15-140	Invalid Email Address	This message is displayed when an invalid email id is entered such as: -- with space in between, email addresses -- Starting with special characters like . + - _ @ -- Email Id with more than one @	Enter a valid email address. If failure persists, contact Email administrator.
15-150	Group not available	This message is displayed when an invalid Group number is entered.	Confirm that Group is available and has mail addresses associated to it.
15-160	Memory Full	HDD memory full during scan to e-mail	POPO the machine and try again. If the problem still persists Try a smaller job. If the problem persists, Reseat/replace DIMMs.
15-170	Memory Full	Not enough memory to scan this job.	Divide the job into smaller section.

## Troubleshooting

15-200	Network Controller Error	NIC Error (SMTP) can be due to any of the following : -- Error returned by NIC during SMTP encoding activity SMTP_ENCODER_FAILURE -- Error returned by NIC for some memory failure during SMTP operation. SMTP_MEMORY_FAILURE -- Miscellaneous error return by NIC while SMTP activities. SMTP_MISC_ERROR	Try again. Power Off / Power On. If failure persists, contact System Administrator.
15-300	Network Connection Failure	Any kind of communication or network failure during SMTP or LDAP operations.	Check physical connections to network. Power Off/Power On. If failure persists contact Network Administrator.
15-310	Authentication Failure	Occurs when NIC returns authentication failure for Invalid Account or Password entered by the user.	Re-enter User name and Password, if failure persists contact Network Administrator.
15-320	Mail Server Connection Failure	Cannot contact SMTP server.	Check SMTP IP address or Host name. Check that SMTP port is correct and open.
15-330	DNS Connection Failure	Cannot contact DNS server to resolve SMTP host name.	Confirm that DNS server is online. Contact Network Admin.
15-340	Mail exceed server support	Maximum mail size configured exceeds the server limit.	Reduce the Max mail size option. If failure persists, contact Email administrator.
15-400	LDAP Communication Failure	Cannot contact LDAP server.	Check LDAP IP address or Host name. Check that LDAP port is correct and open. If failure persists, contact Network Administrator.
15-410	LDAP Search Failed	LDAP server returned an error during transmission. Could be related to LDAP server authentication being supported but not enabled on the device, or maximum search results exceed limits.	Try again. If failure persists, contact Network Administrator.
15-420	LDAP Search Time-out Exceeded	Displayed when LDAP search time-out has exceeded parameter.	Resubmit job. If failure persists, contact Email administrator.
15-500	Session Time-out	User has not touched the keypad in a specified time	Login and try again

15-510	Scan Error	Error at the Scanner.	Check the scanner connections. If problem persists, replace the scanner.
15-520	Stop presses	User has cancelled the Email	None. Cancelled by user
15-600	Authentication Required	Authentication is disabled in the printer and the mail server requires it.	Mail server requires Authentication process. Retry after checking Authentication option is enabled.
15-700	DNS Error	DNS resolution failure or DNS server not reachable.	Check your DNS server setup or enter a valid email address. If failure persists, contact Email administrator.
15-800	Pop3 Error	POP3 protocol error or any other error during POP3 session.	Enter a valid email address. If failure persists, contact Email administrator.
15-810	Pop3 Connection Failure	Could not connect to configured POP3 server.	Check the POP3 server setup. If failure persists contact Network Administrator.
15-820	POP3 Authentication Failure	POP3 server login failure.	Re-enter User name and password. If failure persists contact Network Administrator.
15-830	POP3 Authentication Required	Pop3 server requires authentication and not configured on the device.	Mail server requires Authentication process. Retry after checking Authentication option is enabled. If failure persists contact Network Administrator.

## System Errors

### Paper Mismatch

The media mismatch in Tray 1, 2 or Bypass.

#### Applicable Error

- 03-410: Load A4 In Tray 1 *or* Paper mismatch Tray 1
- 03-420: Load A4 In Tray 2 *or* Paper mismatch Tray 2
- 03-450: Load A4 In Bypass *or* Paper mismatch Bypass

#### Initial Actions

- Load the correct media in the source tray.
- Check paper settings for the affected tray and print driver.
- Check tray guide settings.
- If problem persists use the following procedure.

#### Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map Reference
<ul style="list-style-type: none"> <li>• Main Board, 3330 PL1.0 (<a href="#">page 5-4</a>) or 3335/3345 PL 6.1 (<a href="#">page 5-34</a>)</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Phaser 3330 Circuit Diagram on page 7-3</a></li> <li>• <a href="#">Phaser 3330 Plug/Jack Designators on page 7-2</a></li> <li>• <a href="#">WorkCentre 3335 Circuit Diagram on page 7-5</a></li> <li>• <a href="#">WorkCentre 3345 Circuit Diagram on page 7-6</a></li> <li>• <a href="#">WorkCentre 3335/3345 Plug/Jack Designators on page 7-4</a></li> </ul>

#### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Check the Feed Sensor section 4 ( <a href="#">page 4-90</a> ) PL 8.2, ( <a href="#">page 5-44</a> ) and Paper Empty Sensor Section 4 ( <a href="#">page 4-94</a> ) PL 8.3 ( <a href="#">page 5-46</a> ), in Component Control Diagnostics. Feed Sensor 08-100 / Paper Empty Sensor 07-110, 210, and 510. Do the sensors work properly?	Go to step 2.	Replace the appropriate sensor (or next higher assembly).
2.	Replace the Main Board Section 4 ( <a href="#">page 4-65</a> ) PL 6.1 ( <a href="#">page 5-32</a> ).	Complete.	

## Memory Failure

System memory is full or a failure detected.

### Applicable Error

- 03-600: Memory Failure
- 03-602: Memory Full
- 03-800: Check Internal Drive

### Initial Actions

- Remove and re-seat memory DIMMs.
- Increase system memory.
- Delete unnecessary files or split the Fax job into smaller transmissions.
- If problem persists use the following procedure.

### Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map Reference
<ul style="list-style-type: none"> <li>• Memory</li> <li>• Main Board, 3330 PL1.0 (<a href="#">page 5-4</a>) or 3335/3345 PL 6.1 (<a href="#">page 5-32</a>)</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">WorkCentre 3335 Circuit Diagram on page 7-5</a></li> <li>• <a href="#">WorkCentre 3345 Circuit Diagram on page 7-6</a></li> <li>• <a href="#">WorkCentre 3335/3345 Plug/Jack Designators on page 7-4</a></li> </ul>

### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Cycle system power. Does the error persist?	Go to step 2.	Complete.
2.	Re-seat memory DIMM on the Main Board. Does the error persist?	Replace the Main Board Section 4 ( <a href="#">page 4-65</a> ).	Complete.

## Scanner Errors

### Scanner Door Open

A DADF door is open error occurred.

#### Applicable Error

- 05-920: Scanner door open

#### Initial Actions

- Turn the printer off and then on again.
- If the problem persists continue troubleshooting.

#### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Close the DADF Top Cover.	Complete.	

### Scanner Lock Error

A Scanner Lock error has occurred.

#### Applicable Error

- None

#### Initial Actions

- Turn the printer off and then on again.
- If the problem persists continue troubleshooting.

#### Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map Reference
<ul style="list-style-type: none"> <li>• Contact Image Sensor, PL9.2 (<a href="#">page 5-50</a>)</li> <li>• Main Board, 3330 PL1.0 (<a href="#">page 5-4</a>) or 3335/3345 PL6.1 (<a href="#">page 5-32</a>)</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">WorkCentre 3335 System Wiring on page 7-25</a></li> <li>• <a href="#">WorkCentre 3345 System Wiring on page 7-31</a></li> <li>• <a href="#">WorkCentre 3335/3345 Plug/Jack Designators on page 7-4</a></li> </ul>

#### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Turn off and on the power. Does the Scanner Contact Image Sensor move during start up?	Go to step 2.	Complete.



Step	Actions and Questions	Yes	No
2.	Replace the Contact Image Sensor Section 4 ( <a href="#">page 4-107</a> ). Does the problem persist?	Check for other defective components in the Scanner and replace if necessary. Go to step 3.	Complete.
3.	Check for other defective components in the Scanner and replace if necessary. Does the error persist?	Replace the Main Board Section 4 ( <a href="#">page 4-65</a> ).	Complete.

# NVM Lists

## dC120 Fault Counters

### dC120 Fault Counters

Code	Component Name	Occurrence
03-510	FDI connector not connected	1
05-920	ADF Cover Open	1
07-110	Paper Empty Tray 1	1
07-500	Paper Empty By Pass Tray	7
08-600	Jam in Duplex Tray	1

## dC131 NVM Read/Write

dC 131 NVM Read/Write		
NVM Location	Default/Current	
07-100	30	30
07-110	30	30
07-120	30	30
07-130	30	30
07-140	30	30
07-150	30	30
07-200	30	30
07-210	30	30
07-220	30	30
07-230	30	30
07-240	30	30
07-250	30	30
07-300	30	30
07-310	30	30
07-320	30	30
07-330	30	30
07-340	30	30
07-350	30	30
07-400	30	30
07-410	30	30
07-420	30	30
07-430	30	30
07-440	30	30
07-450	30	30
07-500	30	30
07-510	30	30
07-520	30	30
07-530	30	30
07-540	30	30
07-550	30	30
08-100	0	1
08-110	0	1
08-120	0	1
08-130	0	1
08-140	0	1
08-150	0	1
08-160	0	1
09-100	10	15
09-110	10	20
09-120	10	10
09-130	10	15
09-140	10	1
09-150	0	1
09-200	0	1
09-210	0	1
09-220	0	1
09-230	0	1
09-300	0	1
09-400	0	1
10-105	5	5
10-110	20	1
10-115	5	1
10-120	5	1
10-125	5	5
10-130	5	5
10-135	5	5
10-140	5	5
10-140	5	5
10-150	5	5
10-155	5	5
10-200	0	1
10-210	0	1
10-220	0	1
10-300	0	1
10-310	0	1
11-100	30	349
11-105	30	30
11-110	1000	0
11-200	30	210
11-205	30	30
11-210	1000	0
11-300	30	30
11-305	30	30
11-310	1000	1

## dC132 NVM Initialization

**Note:** Prior to performing dC132 NVM Initialization Procedure, it is recommended that A Clone file be created. To create a Clone file, see the Cloning Procedure in the System Administrator Guide (Page 126).

## dC305 UI Test

### dC 305 UI Test

- UI Touch Screen Test
- Display Pixel Test
- LED Indicator Test
- UI Panel Button Test
- Audio Tones Test
- Vidio Memory Test
- Application Check Sum Test

# dC330 Component Control

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dC330 Component Control		
Chain-Link	Component Name	State (Default)
01-100	Slide Cover Intlk	Open
01-200	Exit Cover Present Sensor	Not Present
04-100	Main BLDC Rdy	Off
04-110		Low
04-120	Main Fan	Off
04-200	Exit Mtr Fwd Fast	Off
04-210	Exit Mtr Fwd Slow	Off
04-220	Exit Mtr Rev	Off
04-230	Dup Mtr Fwd	Off
04-310	Dup Mtr Rev	Off
04-400	Dup Fan Run	Off
04-410	Dup Fan1 Run Rdy	Low
04-420	Dup Fan2 Run Rdy	Low
04-510	T1 Elev Mtr	Off
04-520	T2 Elev Mtr	Off
04-530	T3 Elev Mtr	Off
04-540	T4 Elev Mtr	Off
05-100	DADF Document Defect Sensor	Off
05-120	DADF Paper Length Sensor	Off
05-130	DADF Registration Sensor	Off
05-140	Scan Sensor	Off
05-160	DADF Door Open Sensor	Off
05-200	DADF Scan Motor Forward	Off
05-201	DADF Scan Motor Reverse	Off
06-100	LSU Motor Run	Off
06-110	LSU Motor Rdy	Off
06-200	LSU LD Power	Off
06-300	LSU Fan Run	Off
06-310	LSU Fan Run Rdy	Off
07-100	Tray 1 Home Position	Open
07-110	T1 Paper Empty Sensor	Low
07-120	T1 Size1 sensor	Low (Off)
07-130	T1 Size2 sensor	Low (Off)
07-140	T1 Size3 sensor	Low (Off)
07-150	T1 Stack Height Sensor	Low (Off)
07-160	T1 Paper Low Sensor	Low (Off)
07-200	Tray2 Home Position	Open (Off)
07-210	T2 Paper Empty sensor	Low (Off)

07-220	T2 Size 1 sensor	Low (Off)
07-230	T2 Size 2 sensor	Low (Off)
07-240	T2 Size 3 sensor	Low (Off)
07-250	T2 Stack Height Sensor	Low (Off)
07-260	T2 Paper Low Sensor	Low (Off)
07-300	Tray3 Home Position	Open (Off)
07-310	T3 Paper Empty sensor	Low (Off)
07-320	T3 Size1 sensor	Low (Off)
07-330	T3 Size2 sensor	Low (Off)
07-340	T3 Size3 sensor	Low (Off)
07-350	T3 Stack Height Sensor	Low (Off)
07-360	T3 Paper Low Sensor	Low (Off)
07-400	Tray4 Home Position	Open (Off)
07-410	T4 Paper Empty sensor	Low (Off)
07-420	T4 size1 sensor	Low (Off)
07-430	T4 size2 sensor	Low (Off)
07-440	T4 size3 sensor	Low (Off)
07-450	T4 Stack Height Sensor	Low (Off)
07-460	T4 Paper Low Sensor	Low (Off)
07-510	Bypass Paper Empty Sensor	High (Off)
08-100	Feed Sensor	Low (Off)
08-200	T2 Feed Sensor (or Door Open)	Low (Off)
08-300	T3 Feed Sensor (or Door Open)	Low (Off)
08-400	T4 Feed Sensor (or Door Open)	Low (Off)
08-500	Reg1 Sensor	Low (Off)
08-600	Fuser Exit Sensor	Low (Off)
08-700	Duplex Jam1 Sensor	Low (Off)
08-710	Duplex Jam2 Sensor	Low (Off)
08-720	Out-Bin Sensor Full	Low
08-800	ByPass Feed Solenoid (Clutch)	Off
08-810	T1 Pick-Up Sol (Clutch)	Off
08-820	T2 Pick-Up Sol (Clutch)	Off
08-830	T3 Pick-Up Clutch	Off
08-840	T4 Pick-Up Clutch	Off
08-850	Reg Clutch	Off
08-860	Duplex Feed Clutch	Off
08-870	Duplex Gate Clutch	Off
08-920	T2 Feed Mtr Run	Off
08-930	T3 Feed Mtr Run	Off
08-940	T4 Feed Mtr Run	Off
09-100	MHV Bias	Off
09-110	MHV Bias Read	Off
09-200	Dev Bias	Off
09-300	THV (+) Bias	Off
09-310	THV (-) Bias	Off

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09-400	THV Bias Read	Off
09-500	SMPS Fan Run	Off
09-510	SMPS Fan Run Rdy	Off
09-600	Toner Dispense Motor	Off
09-700	Toner Sensor	Off
09-800	Detect Bias	Off
10-100	Fuser Power ON Main	Off
10-200	Fuser Temp A	Off
10-210	Fuser Temp B	Off
10-300	Fuser Unit Fault	Off
10-400	Fuser Motor Forward	Off
10-500	Fuser Rear Fan Run	Off
10-510	Fuser Fan Run Rdy	Low (Off)
10-600	Fuser Bias	Off
10-100	Fuser Power On (Main)	Off
10-300	Fuser Unit Fault	Low (Off)
12-100	Entrance Motor	Off
12-110	Exit Motor	Off
12-200	Paddle Motor	Off
12-300	Front Jog Home	Off
12-310	Front Jog Stand	Off
12-320	Rear Jog Home	Off
12-330	Rear Jog Stand	Off
12-400	Support Finger Home	Off
12-410	Support Finger Stand	Off
12-500	Ejector Motor	Off
12-600	Stacker Down	Off
12-610	Stacker Up	Off
12-700	Stapler	Off
12-800	Entrance Sensor	Low
12-805	Exit Sensor	Low
12-810	Paddle Home Sensor	Low
12-815	Front Home Jog Sensor	Low
12-820	Rear Jog Home Sensor	Low
12-825	Support Finger Home Sensor	Low
12-830	Ejector Home Sensor	Low
12-835	Ejector Encoder Sensor	Off
12-840	Stacker Top Sensor	Off
12-845	Stacker Bottom Switch	Off
12-850	Staple Home Sensor	Off
12-855	Staple Ready Sensor	Off
12-860	Low Staple Sensor	Off
12-865	Paper Detector Sensor	Off

12-870	Finisher Door Sensor	Off
12-875	IOT Set Sensor	Off
12-880	Duplex Paper Sensor	Off



## dC612 Print Test Pattern

dC 612 Print Test Pattern (Service Information)	
Test Pattern	
	S600 Test Pattern (A4)
	S600 Test Pattern (8.5 x 11)
	Grey Dusting Test Pattern w/ 4 Lines
	Grey Dusting Test Pattern
	Ghosting Test Pattern
	Dark Dusting Test Pattern
	Skew Test Pattern
	Character Test Pattern (2 ...)
Tray	
	Tray 1
	By Pass Tray
Plex Mode	
	Simplex
	Duplex
Number of Copies	(Desired Qty)

## Service Information

Service Information	
Format Hard Drive	
Memory Clear	
Shading Test	
Serial Number Reset	

# Other Errors

## Multi Sheet Picks

Multiple sheets of paper are picked from the tray at the same time.

### Initial Actions

- Turn the printer off and then on again.
- If the problem persists continue troubleshooting.

### Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map Reference
<ul style="list-style-type: none"> <li>• Pick Up Roller, PL3.2 (<a href="#">page 5-18</a>)</li> <li>• Retard Roller, PL3.2 (<a href="#">page 5-18</a>)</li> <li>• Feed Roller, PL3.1 (<a href="#">page 5-13</a>)</li> <li>• Pick Up Clutch, PL3.1 (<a href="#">page 5-13</a>)</li> <li>• Main Board, 3330 PL1.0 (<a href="#">page 5-4</a>) or 3335/3345 PL 6.1 (<a href="#">page 5-32</a>).</li> </ul>	<ul style="list-style-type: none"> <li>• Phaser 3330 Circuit Diagram on <a href="#">page 7-3</a></li> <li>• Phaser 3330 Plug/Jack Designators on <a href="#">page 7-2</a></li> <li>• WorkCentre 3335 Circuit Diagram on <a href="#">page 7-5</a></li> <li>• WorkCentre 3345 Circuit Diagram on <a href="#">page 7-6</a></li> <li>• WorkCentre 3335/3345 Plug/Jack Designators on <a href="#">page 7-4</a></li> </ul>

### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Remove debris in the paper path. Clean the Pick Up, Retard, and Feed Rollers. Replace any worn or damaged rollers. Does the problem persist?	Replace the Pick Up Clutch section 4 ( <a href="#">page 4-42</a> ).	Complete.

## No Power

When system power is turned on, all lamps on the operator panel do not come on.

### Initial Actions

- Turn the printer off and then on again.
- If the problem persists continue troubleshooting.

### Troubleshooting Reference Table

Applicable Parts	Wiring and Plug/Jack Map Reference
<ul style="list-style-type: none"> <li>• LVPS, 3330 PL1.0 (<a href="#">page 5-4</a>) or 3335/3345 PL 6.1 (<a href="#">page 5-32</a>).</li> <li>• Main Board, PL1.0 (<a href="#">page 5-4</a>) or 3335/3345 PL 6.1 (<a href="#">page 5-32</a>).</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Phaser 3330 Circuit Diagram on page 7-3</a></li> <li>• <a href="#">Phaser 3330 Plug/Jack Designators on page 7-2</a></li> <li>• <a href="#">WorkCentre 3335 Circuit Diagram on page 7-5</a></li> <li>• <a href="#">WorkCentre 3345 Circuit Diagram on page 7-6</a></li> <li>• <a href="#">WorkCentre 3335/3345 Plug/Jack Designators on page 7-4</a></li> </ul>

### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Check the connection to the wall outlet. Is the printer connected to the outlet?	Go to step 2.	Connect to the wall outlet.
2.	Check the condition of the Power Cord. Is the Power Cord damaged?	Replace the Power Cord.	Go to step 3.
3.	Check the wall outlet. Is the proper supply voltage present?	Go to step 4.	Use a different outlet.
4.	Replace the LVPS Section 4 ( <a href="#">page 4-74</a> ).	Complete.	

## Display Problems

If the Control Panel is blank:

1. Turn Off the printer, wait 10 seconds, then turn On the printer (POPO).
2. When tests complete, "Ready to Print" should appear on the display. If not, verify power is available to the Control Panel using the diagrams in Chapter 7 and repair procedures in Chapter 4. If necessary, replace the Control Panel.

## Printing Problems

If menu settings entered from the Control Panel have no effect, change or disable print settings from the print driver, the print utilities, or the application.

**Note:** Settings made in the application, print driver, or print utilities override settings made from the Control Panel.

If a job did not print correctly or incorrect characters were printed, check the following:

1. Check that the printer is in a “Ready” state before sending a print job.
2. Check the loaded media.
3. Check the print driver.
4. Check the printer connections to Ethernet or USB.
5. Verify that the correct print media size is selected.
6. If using a print spooler, verify that the spooler has not stalled.
7. Check the printer’s interface configuration. Determine the host interface you are using. Print a Configuration page to verify that the current settings are correct.

## Copy/Scan Problems WC 3335 and 3345

If the scanner does not work or operates slowly, check the following:

1. Ensure that you place the document to be scanned face down on the document feeder glass, or face up in the ADF.
2. There may not be enough available memory to hold the document you want to scan. Try lowering the scan resolution rate, or if its a multiple page document, try scanning fewer pages.
3. Check that the USB cable is connected properly.
4. Ensure that the USB cable is not defective. Switch the cable with a known good cable. If necessary, replace the cable.
5. Check that the scanner is configured correctly. Check the application you want to use to make certain that the scanner job is being sent to the correct port.
6. Graphics are scanned more slowly than text when using the Scan to E-mail or Scan to Network feature.
7. Communication speed becomes slow in scan mode because of the large amount of memory required to analyze and reproduce the scanned image.
8. Scanning images at a high resolution takes more time than scanning at a low resolution.
9. If scanned image quality is bad, but internal prints are good, replace the Scanner.

## ADF/DADF Problems WC 3335 and 3345

If the scanned Image Quality is bad, but the internal parts are good, replace the Scanner. Refer to [WorkCentre 3335/3345 Scanner](#) on page 4-102

If document misfeeds or multiple feeds occur in the Automatic Document Feeder (ADF), check and try the following actions.

1. Check whether the ADF roller assembly is installed properly.
2. Ensure the document's paper type meets the specifications for the printer.
3. Check whether the document is properly loaded in the ADF.
4. Ensure that the document guides are adjusted properly.
5. Ensure that the number of document sheets do not exceed the maximum capacity of the ADF.
6. Ensure that the document is not curled.
7. Replace the ADF or DADF Feed Rolls and Separator Pad.
8. Replace the ADF Assy (3335) [page 4-139](#) or DADF Assy (3345) [page 4-113](#).

## Fax Problems WC 3335 and 3345

If printer does not properly send or receive faxes, check the following:

1. Check your scan glass for marks and clean it.
2. Try connecting an analog phone set and listen for dial tone. Can you break the dial tone?
3. Use your cell phone to call the machine. Does the machine answer and squeal?
4. Use the machine to fax to your cell phone. Does it call you, and does it squeal when you answer?
5. The FAX mode should be selected.
6. Ensure that there is paper in the paper tray.
7. Ensure that the document is loaded in the ADF or on the document glass.
8. Replace the Feed Rolls and Separator Pads on the ADF or DADF.
9. A noisy phone line can cause line errors.
10. Check your printer by making a copy.
11. The Toner Cartridge and Drum Cartridge may be empty. Replace the Toner Cartridge and Drum Cartridge.
12. The fax machine sending you the fax may be faulty.
13. Replace the ADF (3335), [page 4-139](#) or the DADF (3345), [page 4-113](#)

## Media-Based Problems

Check that the correct type of media is being used; for the correct media types and weights. The customer should be using a quality laser printer paper. The printer may have trouble picking glossy or overly smooth paper.

1. Inspect the paper for bent, torn, or folded corners.
2. Check the media path for obstructions or debris.
3. Ensure that the correct media type is set at the Control Panel.
4. Ensure that the media guides are set correctly.
5. Ensure that the media is a supported type for the tray.
6. Load a fresh ream of paper in the tray.

## Multiple-Sheet Pick

1. Check the media. Is the media in good condition and listed as supported media? Quality office laser printer paper works best.
2. Check that the printer is printing within its environmental specifications by printing and review the environmental information on the Information page.
3. Remove the paper, fan, and reload the media. Ensure that the guides are securely against the paper and the tray has not been over filled.
4. Try loading paper from a fresh ream, fan the paper, and then insert into the tray or flip existing paper over.
5. Check the tray's Retard Roller for damage.
6. Clean the Feed Rollers with a clean, dry, lint-free wipe.
7. Replace the Feed Roller.
8. Replace the Retard Roller Cassette.
9. Replace the Cassette Pad.

## Mis-Pick

1. Check that the correct type of media is being used and the media guides are set correctly.
2. Remove, fan, and reload the media. Check that the tray is not over filled.
3. Try loading media from a fresh ream, fan, and then insert the media into the tray or flip existing media over.
4. Clean the Feed and Separator Rollers with a clean, dry, lint-free wipe. Replace if necessary.

## Skewed Image

1. The image area is not parallel, skewed, with the sides of the page but the printer neither jams nor displays an error code.
2. Remove the tray and ensure the paper guides are set correctly.
3. Check that the correct type of media for the tray is being used.
4. Ensure that the tray has not been over filled. (Skewed images are a common defect when the tray is overfilled.)
5. Verify the Feed Roller is installed correctly.
6. Remove the duplex assy, and watch Tray 1 feed paper. Does the paper skew at the pint of feed? If so, clean the Feed and Retard Rollers with a clean, dry, lint-free wipe.
7. Does the skew occur from MPT Tray as well? If so, check registration area for pieces of paper or debris.

## Damaged Prints

The print exits the printer wrinkled, creased, or torn. The printer neither jams nor displays an error code.

1. Stop the sheet at various points in the media path to determine where the media is damaged.
2. Try using the next heaviest type of paper.

3. Feed paper through the printer from each of the available trays. Is the paper damaged when fed out of one tray but not when fed out of the others? If so, inspect the tray for damage, ensure that the media guides are set correctly and verify that the proper media is being used.
4. If media shows damage from all trays, check the registration rollers.
5. Inspect the tray and media path for debris or broken components.

## Wrinkled Envelopes

Envelope wrinkling of varying severity can sometimes occur. In general, envelope wrinkling is considered a technology limitation due to the fusing process which relies on heat and pressure to bond toner to the media. The #10 Commercial envelopes are particularly susceptible to wrinkling.

1. Check the media path for obstructions or debris.
2. Check that the media guides are set correctly.
3. Test envelopes from other manufacturers to find the best result.

## Fuser Jams



**WARNING:** Allow the Fuser to cool before performing this procedure.

1. Check that the Fuser is properly seated, locked, and operates normally.
2. Ensure that the paper is in good condition and is listed as supported media. Try loading new media from a fresh ream.
3. Ensure that only supported transparency film is being used.
4. Ensure that the loaded media matches the Control Panel settings.
5. Visually inspect the Fuser for burrs, roller damage, or scraps of paper.
6. Replace the Fuser Assembly.



**CAUTION:** Do not use metal objects to remove debris from the Fuser.

## Exit Jams

1. Check that the correct type of media is being used.
2. Ensure the printer is within its operating environmental specifications.
3. If media is showing excessive curl when exiting, try turning the media over, loading new media, or a different type of media.
4. Ensure that the loaded media matches the Control Panel settings.
5. Is heavy, stiff paper being used for two-sided printing? In so, use lighter paper.
6. Enter Diagnostics, and use dC330 to check the Exit Sensor operation.(12-805).
7. If debris is visible, clean the printer with a clean, dry, lint-free wipe.



**CAUTION:** Do not use metal objects to remove debris from the printer.





# Image Quality

# 3

In this chapter...

- [Image Quality Overview](#)
- [Print-Quality Defect Definitions](#)
- [Test Prints](#)
- [Image Specifications](#)

# Image Quality Overview

Image-quality defects can be attributed to printer components, consumables, media, internal software, external software applications, and environmental conditions. To successfully troubleshoot print-quality problems, eliminate as many variables as possible. The first step is to generate prints using information pages embedded in the printer on paper that meets supported weight and size specifications. Use paper from a fresh ream that is acclimated to room temperature and humidity.

If the print-quality defect remains after printing on approved media from an unopened ream of paper, then investigate applications and environmental conditions.

Determine the temperature and humidity under which the printer is operating. Compare this to the [Environmental Specifications](#) on page 1-44. Temperature and humidity can adversely affect print quality.

When analyzing a print-quality defect, first determine if the defect is repeating or a random occurrence. Continuous defects in the process direction, such as voids and lines, are the most difficult to diagnose. Inspect the visible surfaces of all rollers for obvious defects.

## Defects Associated with Specific Printer Components

Some print-quality problems are associated with specific assemblies. Refer to the specific print-quality troubleshooting procedure for detail information.

### Fuser

- Vertical Blank Lines
- Horizontal Band, Voids, or Streaks
- Unfused Image
- Random Spots
- Streaks

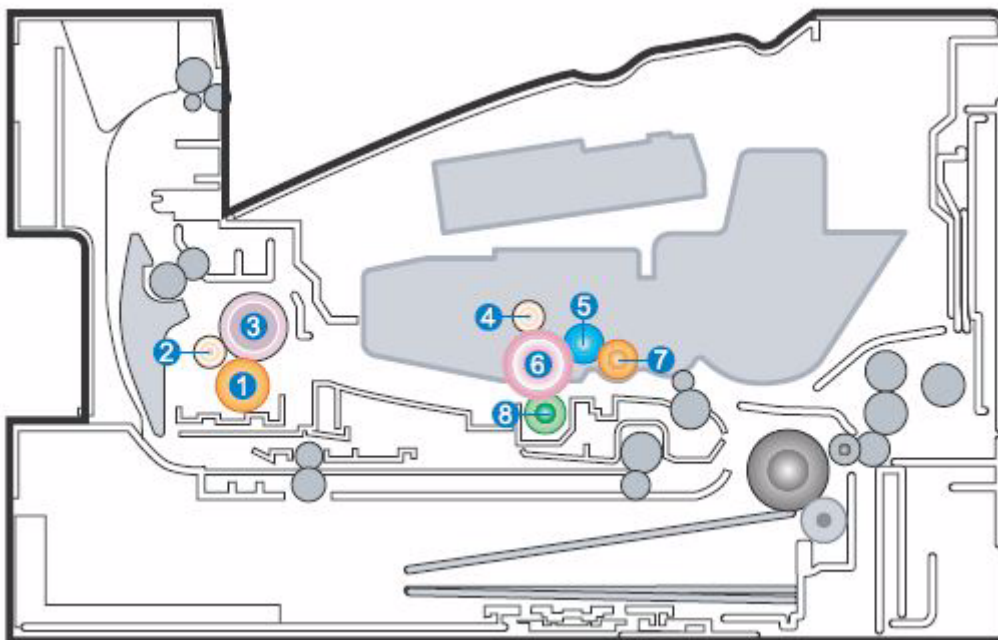
### Roller

- Light or Undertone Print
- Horizontal Band, Voids, or Streaks
- Vertical Blank Lines
- Horizontal Band, Voids, or Streaks
- Random Spots
- Streaks
- Skew

## Repeating Defects

If an image defect appears at regular intervals on the printed media, it is likely due to a faulty or damaged roller in the Fuser, Toner Cartridge or Roller. Measure the interval between defects and use the following table to identify the affected roller.

No.	Component	Band Period (mm)	Problem	Developer Assemblies
1.	1st Pressure Roller	62.8 mm	Background	Fuser
2.	2nd Pressure Roller	37.7 mm	Background	
3.	Heat Roller	77.8 mm	Black Spots, or Ghosting	
4.	Charge Roller	26.7 mm	Black Spots	Toner Cartridge
5.	Developer Roller	36.78 mm	Horizontal Bands	
6.	PR Drum	75.49 mm	White and Black Spots	
7.	Supply Roller	69.57 mm	Horizontal Bands	
8.	Roller	47.1 mm	Ghosting, Damaged Image	Roller



# Print-Quality Defect Definitions

The following table lists the print-quality defect corrective procedure, their definition, and the page where each procedure is provided.

Defect	Description	Go to
Vertical Black Line or Band	Straight thin black vertical line occurs in the printed image.	<a href="#">page 3-5</a>
Vertical White Lines	White vertical voids appear in the printed image.	<a href="#">page 3-6</a>
Horizontal Black Band	Dark or blurry horizontal stripes occur in printed images periodically or not.	<a href="#">page 3-7</a>
Black or White Spots	Dark or blurry spots occur periodically in the printed image. White spots occur periodically in the printed image.	<a href="#">page 3-8</a>
Light or Undertone Print	The image density is too light, with no ghosting.	<a href="#">page 3-10</a>
Black Print or Dark Image	The entire image area is dark.	<a href="#">page 3-11</a>
Uneven Density	Print Density is uneven between left and right sides of printed image.	<a href="#">page 3-12</a>
Background Contamination	There is toner contamination on all or most of the page.	<a href="#">page 3-13</a>
Ghosting	Ghosting occurs at 94.4 mm intervals of the OPC drum on the entire page.	<a href="#">page 3-14</a>
Smears on Printed Page	The background on the face of the printed page is stained.	<a href="#">page 3-15</a>
Smears on Back of Page	The back of the page is stained at 47 mm intervals.	<a href="#">page 3-16</a>
Blank Print	The entire image area is blank.	<a href="#">page 3-17</a>
Toner Smears	Toner smears appear on the page.	<a href="#">page 3-19</a>
Unfused Image	The toner is not completely fused.	<a href="#">page 3-20</a>

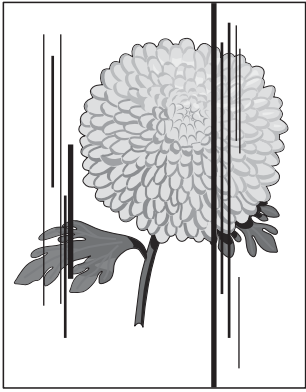
## Vertical Black Line or Band

Black vertical lines or bands appear in the printed image.

### Initial Actions

- Clean the Laser Unit window with a clean cotton swab.
- On the ADF or DADF, check the Platen for scratches or debris

### Troubleshooting Reference Table

Applicable Parts	Example Print
<ul style="list-style-type: none"> <li>• Toner Cartridge, Refer to <a href="#">Xerox Supplies and Accessories</a>.</li> <li>• Roller, Refer to PL 12.2 (<a href="#">page 5-56</a>)</li> <li>• Fuser, PL1.0</li> <li>• ADF Scanner Assembly, PL7.1 (<a href="#">page 5-36</a>) (3335)</li> <li>• DADF Platen Assembly, PL8.1 (<a href="#">page 5-40</a>) (3345)</li> </ul>	 <p style="text-align: center;">Vertical Stripes</p>

### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Is this a WC3335 or WC3345?	Go to step 2.	Go to step 5
2.	Do lines appear <u>only</u> when using the ADF/DAFDF?	Go to step 3	Go to step 4
3.	Is the defect on the original document?	Replace the original	Clean the CVT Glass
4.	Does the defect appear on both copies and prints?	Go to step 5	Clean the Platen.
5.	Replace the Toner Cartridge. Does the error persists?	Go to step 6	Complete
6.	Replace the Roller PL 3.1A ( <a href="#">page 5-15</a> )	Complete	


## Vertical White Lines or Bands

White vertical voids appear in the printed image.

### Initial Actions

- Remove the Toner Cartridge and check for and remove any foreign substances on the exposure window and Photoconductor drum.
- Clean the Laser Unit window with a clean cotton swab.

### Troubleshooting Reference Table

Applicable Parts	Example Print
<ul style="list-style-type: none"> <li>• Toner Cartridge, Refer to <a href="#">Xerox Supplies and Accessories</a>.</li> <li>• Transfer Roller, (<a href="#">page 5-15</a>)</li> <li>• Fuser, (<a href="#">page 5-20</a>)</li> </ul>	 <p data-bbox="1114 1125 1241 1146">Vertical Blank Lines</p>

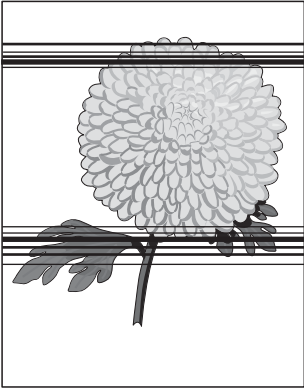
### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Replace the Toner Cartridge. <a href="#">Xerox Supplies and Accessories</a> Does the error persist?	Go to step 2.	Complete.
2.	Replace the Transfer Roller. Refer to PL 3.1A ( <a href="#">page 5-15</a> ) Does the error persist?	Go to step 3.	Complete.
3.	Open the Front Cover and check the Fuser ribs for debris. Remove if found. Does the error persist?	Replace the Fuser. PL3.3 ( <a href="#">page 5-20</a> )	Complete.

## Horizontal Black Band

Black or blurry horizontal stripes appear in the printed image.

### Troubleshooting Reference Table

Applicable Parts	Example Print
<ul style="list-style-type: none"> <li>Toner Cartridge, Refer to <a href="#">Xerox Supplies and Accessories</a>.</li> </ul>	 <p data-bbox="1126 911 1241 930">Horizontal Stripes</p>

### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Clean each voltage terminal of the charge, supply, develop, and Roller (remove any toner and paper particles). Clean the entire Toner Cartridge. Does the error persist?	Go to step 2.	Complete.
2.	Replace the Toner Cartridge. Refer to <a href="#">Parts List 12.2 Optional Tray Cassette A/S Assy</a>	Complete.	

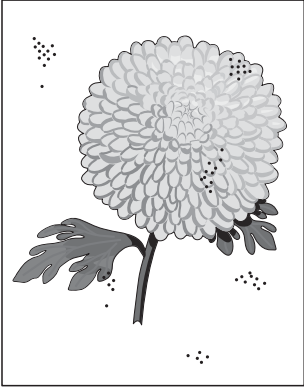
## Black or White Spots

There are Black or White spots randomly scattered across the page.

### Initial Actions

- If the Roller is at end of life (100,000 sheets). Replace it (page 4-47).
- Print several blank pages to clean the media path.

### Troubleshooting Reference Table

Applicable Parts	Example Print
<ul style="list-style-type: none"> <li>• Toner Cartridge, Refer to <a href="#">Xerox Supplies and Accessories</a>.</li> <li>• Fuser, PL 1.0</li> <li>• ADF Scanner Assembly PL 7.1 (<a href="#">page 5-38</a>)</li> <li>• DADF Scanner Assembly PL 8.1 (<a href="#">page 5-40</a>)</li> </ul>	 <p style="text-align: right; margin-right: 50px;">Random Spots</p>

### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Is this a WC3335 or WC3345?	Go to step 2.	Go to step 5
2.	Do lines appear <u>only</u> when using the ADF/DAFDF?	Go to step 3	Go to step 4
3.	Is the defect on the original document?	Replace the original	Clean the CVT Glass
4.	Check for debris on the Platen.	Remove the debris and clean the Platen with a link-free cloth.	Go to step 5
5.	Does the defect appear on both copies and prints?	Go to step 6.	Clean the Platen.
6.	Check humidity. Is the humidity is within specification?	Go to Step 7.	Advise customer.



Step	Actions and Questions	Yes	No
7.	Print several blank pages to clean the components. Does the problem persist?	Go to step 8.	Complete
8.	If dark or blurry spots occur at 26.7 mm intervals, replace the Charger Roll in the Drum Cartridge. If the spots occurs ar 75.49 mm intervals, clean the OPC Drum. Does the spot problem repeat?	Go to step 9.	Complete.
9.	If faded areas or voids occur in a black image at intervals of 7.49 mm, or black spots occur elsewhere, the OPC drum may be damaged.Clean any substances on the OPC drum. Does the problem persists?	Go to step 10.	Complete.
10.	Replace the Print Cartridge ( <a href="#">page 5-62</a> ). Do the spots continue to appear?	Go to step 11.	Complete.
11.	Replace the Fuser PL 3.3 ( <a href="#">page 5-20</a> )	Complete.	

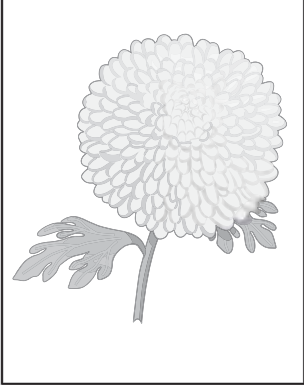
## Light or Undertone Print

The overall image density is too light.

### Initial Actions

- Reseat the Toner Cartridge.

### Troubleshooting Reference Table

Applicable Parts	Example Print
<ul style="list-style-type: none"> <li>• Toner Cartridge, <a href="#">Xerox Supplies and Accessories</a></li> <li>• HVPS, PL3.1A (<a href="#">page 4-75</a>)</li> </ul>	 <p data-bbox="1082 989 1241 1010">Light or Undertone Print</p>

### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Check if Toner Save mode is On. Turn Off if On, and retry printing. Does the error persist?	Go to step 2.	The Toner Cartridge is near end of life. Replace the Toner Cartridge ( <a href="#">page 4-5</a> ).
2.	This defect can be caused if the ambient temperature is below 10° C (50° F) or low humidity. Inform the customer of this specification, if possible relocate printer to warmer location. Does the error persist?	Go to Step 3.	Complete.
3.	Clean each voltage terminal of the charge, supply, develop, and Roller and all locations stained by toner from the Toner Cartridge. Does the error persist?	Go to step 4.	Complete.
4.	Replace the Toner Cartridge first. Refer to <a href="#">Xerox Supplies and Accessories</a> . If the problem persists, HVPS ( <a href="#">page 4-75</a> ).	Complete.	


## Black Print

Part of the image is black or the entire image is black.

### Initial Actions

- Check the media path for obstructions.

### Troubleshooting Reference Table

Applicable Parts	Example Print
<ul style="list-style-type: none"> <li>• Toner Cartridge, Refer to <a href="#">Xerox Supplies and Accessories</a>.</li> <li>• Main Board, 3330 PL 1.0 (<a href="#">page 5-4</a>) or 3335/3345 PL 6.1 (<a href="#">page 5-32</a>)</li> </ul>	 <p>Black Print</p>

### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Press the <b>Menu</b> button and then select <b>Lighten/Darken</b> . If <b>Dark +</b> is selected, change it to <b>Normal</b> . Does the error persist?	Go to step 2.	Complete.
2.	Check the high voltage contacts on the Toner Cartridge for damage. The contacts are undamaged.	Go to step 3.	Replace the Toner Cartridge
3.	Does the error persist?	Replace the Main Board	Complete.

## Uneven Density

Print Density is uneven between left and right.

### Initial Actions

- Check that the Roller is properly installed.
- Check that the media is dry and in good condition.

### Troubleshooting Reference Table

Applicable Parts	Example Print
<ul style="list-style-type: none"> <li>• Toner Cartridge, Refer to <a href="#">Xerox Supplies and Accessories</a>.</li> <li>• Transfer Roller, PL3.1A (<a href="#">page 5-15</a>)</li> <li>• HVPS, PL3.1A Refer to (<a href="#">page 5-15</a>)</li> </ul>	<div data-bbox="938 705 1241 1087" style="text-align: center;"> </div> <p data-bbox="970 1096 1241 1117" style="text-align: center;">Density Uneven or Wrong (Scan Direction)</p>

### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Check the high voltage contacts on the Toner Cartridge for damage. The contacts are undamaged.	Go to step 2.	Replace the Toner Cartridge ( <a href="#">page 4-5</a> )
2.	Replace the Transfer Roller. ( <a href="#">page 5-15</a> ) Does the error persist?	Replace the HVPS (Refer to ( <a href="#">page 5-15</a> )).	Complete.


## Background Contamination

There is toner contamination on all or most of the page.

### Initial Actions

- Check that the media is of a supported type. Recycled media is not supported.
- Check that the media is dry and in good condition.
- Check humidity in area of printer. Low humidity can cause some back grounding.

### Troubleshooting Reference Table

Applicable Parts	Example Print
<ul style="list-style-type: none"> <li>• Toner Cartridge, Refer to <a href="#">Xerox Supplies and Accessories</a></li> <li>• HVPS, PL3.1A (<a href="#">page 5-15</a>)</li> </ul>	 <p data-bbox="1066 1129 1241 1150">Background Contamination</p>

### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Print Supplies page to determine if Toner Cartridge is at or Near End Of Life. If at end of life, replace the Toner Cartridge ( <a href="#">page 5-62</a> ). Does the error persist?	Go to step 2.	Complete.
2.	Check that the up and down movement of the Roller is smooth. Is the movement smooth?	Go to step 3.	Clean the bushing part of the Roller. Go to step 3.
3.	Does the error persist?	Replace the HVPS ( <a href="#">page 5-15</a> ).	

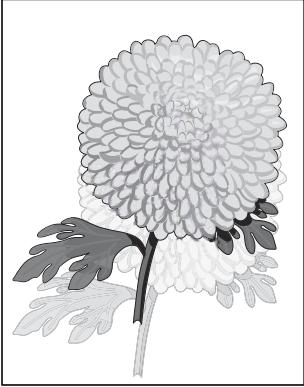
## Ghosting or Residual Image

There are faint, ghostly images appearing on the page. The images may be either from a previous page or from the page currently being printed.

### Initial Actions

- Ensure there is no debris on the path.

### Troubleshooting Reference Table

Applicable Parts	Example Print
<ul style="list-style-type: none"> <li>• Toner Cartridge, Refer to <a href="#">Xerox Supplies and Accessories</a></li> <li>• Main Board, 3330 PL 1.0 (<a href="#">page 5-4</a>) or 3335/3345 PL 6.1 (<a href="#">page 5-32</a>)</li> <li>• Roller, PL3.1A (<a href="#">page 5-15</a>)</li> </ul>	 <p style="text-align: center;">Residual Image/Ghosting</p>

### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Remove the Toner Cartridge and clean the high voltage supply terminals. Remove and reseal connections on the HVPS board.  Does the error persist?	Go to step 2.	Complete.
2.	Replace the Toner Cartridge ( <a href="#">page 5-62</a> ). Does the error persist?	Go to step 3.	Complete.
3.	Use supplies page to determine installed date/Life remaining of Roller. Is the Roller at end of life?	Replace the Roller ( <a href="#">page 5-15</a> ).	Go to step 4.
4.	<ul style="list-style-type: none"> <li>• Replace the Main Board (3330 PL 1.0 (<a href="#">page 5-4</a>) or 3335/3345 PL 6.1 (<a href="#">page 5-32</a>)).</li> </ul>		


## Smears on Printed Page

The background on the face of the printed page is stained.

### Initial Actions

- Ensure there is no debris on the path.

### Troubleshooting Reference Table

Applicable Parts	Example Print
<ul style="list-style-type: none"> <li>• Toner Cartridge, Refer to <a href="#">Xerox Supplies and Accessories</a></li> <li>• Roller, PL3.1A (<a href="#">page 5-15</a>)</li> </ul>	 <p data-bbox="1086 1052 1241 1073">Smudges or Smears</p>

### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Check the Roller for contamination. If contaminated, print 3 to 5 blank pages. Does the error persist?	Go to step 2.	Complete.
2.	Replace the Roller ( <a href="#">page 5-15</a> ). Does the error persist?	Go to step 3.	Complete.
3.	Replace the Toner Cartridge ( <a href="#">page 5-62</a> ).	Complete.	


## Smears on Back of Page

The background on the face of the printed page is stained.

### Initial Actions

- Ensure there is no debris on the path.

### Troubleshooting Reference Table

Applicable Parts	Example Print
<ul style="list-style-type: none"> <li>• Transfer Roller, PL 3.1A (<a href="#">page 5-15</a>)</li> <li>• Fuser, PL 3.3 (<a href="#">page 5-20</a>)</li> </ul>	 <p style="text-align: right; font-size: small;">Smudges 2</p>

### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Check the Transfer Roller for contamination. If contaminated, print 3 to 5 blank pages. Does the error persist?	Go to step 2.	Complete.
2.	Replace the Fuser ( <a href="#">page 5-20</a> ).	Complete.	



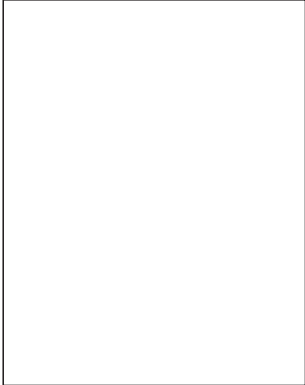
## Blank Print

The entire image area is blank.

### Initial Actions

- Inspect the paper path for items, such as staples, paper clips, and paper scraps.
- Check the life counters of the Toner Cartridge and Roller. Replace components at end of life.
- Clear any obstructions in the Laser path.
- Check for multi-sheet feeds.
- Check the Toner Cartridge installation and condition.

### Troubleshooting Reference Table

Applicable Parts	Example Print
<ul style="list-style-type: none"> <li>• Toner Cartridge, Refer to <a href="#">Xerox Supplies and Accessories</a></li> <li>• Roller, PL 3.1A (<a href="#">page 5-15</a>)</li> <li>• Main Board, 3330 PL 1.0 (<a href="#">page 5-4</a>) or 3335/3345 PL 6.1(<a href="#">page 5-32</a>)</li> <li>• HVPS, PL 3.1A (<a href="#">page 5-15</a>)</li> <li>• Scanner Assembly, PL 7.1A (<a href="#">page 5-38</a>) (3335)</li> <li>• Scanner Assembly PL 8.1 (<a href="#">page 5-40</a>) (3345)</li> </ul>	 <p style="text-align: center;">Blank Print</p>

### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Print a Test Print (see <a href="#">page 3-21</a> ). Does the page print?	Go to step 2.	Go to step 3.
2.	Reseat the connection between the printer and computer. Does the error persist?	Go to step 3.	Complete.
3.	Remove the Toner Cartridge ( <a href="#">page 4-5</a> ) and clean the high voltage contacts. Replace the Toner Cartridge and reprint the test print. Does the error persist?	Go to step 4.	Complete.

Step	Actions and Questions	Yes	No
4.	Disconnect P/J1 on the HVPS Board and P/J13 on the Main Board. Check the continuity of the cable and repair if damaged. Does the error persist?	Go to step 5.	Complete.
5.	Replace the HVPS Board (page 4-75). Does the error persist?	Go to step 6.	Complete.
6.	Replace the Laser Unit (page 4-48). Does the error persist?	<ul style="list-style-type: none"> <li>Replace the Main Board. 3330 PL 1.0 (page 5-4) or 3335/3345 PL 6.1 (page 5-32).</li> </ul>	Complete.

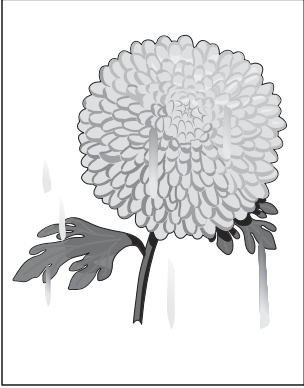
## Toner Smears

There are faded or completely non-printed lines along the page in the direction of the paper travel from the leading edge to the trailing edge.

### Initial Actions

- Check that the media settings match the media in use.
- Check that the media is dry and in good condition.

### Troubleshooting Reference Table

Applicable Parts	Example Print
<ul style="list-style-type: none"> <li>• Fuser, PL3.3 (<a href="#">page 5-20</a>)</li> <li>• Roller, PL3.1A (<a href="#">page 5-15</a>)</li> </ul>	 <p data-bbox="1086 1129 1241 1150">Smudges or Smears</p>

### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Reseat P/J15 on the Main Board, and P/J3 on the LVPS. Does the image print correctly?	Complete.	Go to step 2.
2.	Replace the Fuser ( <a href="#">page 5-20</a> ). Does the image print correctly?	Complete.	Replace the Roller. PL 3.1A ( <a href="#">page 5-15</a> )
3.	Replace the Toner Cartridge. <a href="#">Xerox Supplies and Accessories</a>		


## Unfused Image

The image is not completely fused to the paper. The image easily rubs off.

### Initial Actions

- Check the media path.
- Check the media. Is it supported and in good condition.
- Check the paper type settings for the source tray and print driver.
- Check the Fuser connection (P/J171).

### Troubleshooting Reference Table

Applicable Parts	Example Print
<ul style="list-style-type: none"> <li>• Fuser, PL 3.3 (5-20)</li> <li>• Main Board, 3330 PL 1.0 (page 5-4), 3335/3345 PL6.1 (5-32)</li> </ul>	 <p>The image shows a hand pointing to a faded, unfused image of a daisy flower on a printed page. The text 'Unfused Image' is visible at the bottom right of the image.</p>

### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Check the media being used and its condition. Is the media dry and recommended?	Go to step 3.	Replace with dry, approved media, then go to step 2.
2.	Does the image print correctly?	Complete.	Go to step 3.
3.	Check the Toner type. Is non-Xerox Toner in use?	Replace with Xerox toner, then go to step 4.	Go to step 5.
4.	Does the error persist?	Go to step 5.	Complete.
5.	Replace the Fuser (page 5-20). Does the error persist?	Go to step 6.	Complete.
6.	<ul style="list-style-type: none"> <li>• Replace the MCU Board 3330 PL 1.0 (page 5-4), 3335/3345 PL6.1 (5-32).</li> </ul> Does the error persist?	Complete.	

# Test Prints

The Test Pattern pages are available for troubleshooting print quality defects and to confirm proper printer operation. Printing the Test Pattern is useful for stimulating asynchronous (dynamic) events related to the print process, or as a test for media path and media related problems. Some other key features of test prints:

- Is the only diagnostic utility to exercise the entire print cycle.
- They are isolated from the operating system, and are run from firmware.
- Captures static (artifacts that do not change) or dynamic (artifacts that do change position) events.
- Helps to isolate events that cause print artifacts or prevent printing.



Some Test Patterns are essentially the same but for different media sizes (Letter/A4). The test print provides a variety of different line styles in both process and cross-process directions. The pattern is used to check registration, dot size, and image density.

Pattern Number	Description	Purpose
1	Letter page size test pattern.	Light density uniformity, deletions, lines, bands, streaks, smears, solid area reproducibility, motion quality (LSU).
2	A4 page size test pattern.	Light density uniformity, deletions, lines, bands, streaks, smears, solid area reproducibility, motion quality (LSU).

## Printing the Test Pattern

To print a Test Pattern, the printer must be in Service Mode. For additional information on Service Mode, see [Service Mode Introduction](#) on page 2-9.

### Entering the Phaser 3330 Service Mode

To enter Service Mode, press **Menu and then #** in sequence.

### Entering the WorkCentre 3335/3345 Service Mode

To enter Service Mode, press and hold **“Log In/Out” and then press “#”** all together.

Go to:

- Copier Diagnostics
- dC612 Test Patterns
- From the pull-down, select S600 Pattern (A4 or 8/12 by 11)
- Select quantity
- Select Simplex or Duplex
- Press “Start”

# Image Specifications

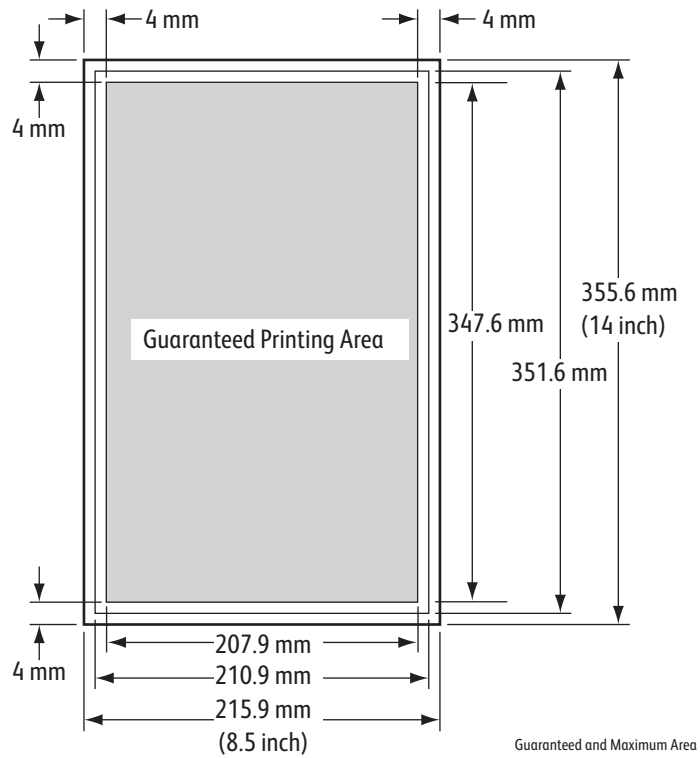
The following table lists specifications for the printer.

**Note:** The printed image has 4.0 mm margins on all sides.

Characteristic	Specification
Maximum Print Area	210.9 mm x 351.6 mm
Guaranteed Print Area	207.9 mm x 347.6 mm
Skew	
Tray 1 (A4)	180 mm $\pm$ 1.4 mm
Tray 1 (LTR)	200 mm $\pm$ 1.5 mm
Bypass Tray (A4)	180 mm $\pm$ 2.0 mm
Bypass Tray (LTR)	200 mm $\pm$ 2.2 mm
Perpendicularity	140 mm $\pm$ 1.0 mm
<b>Magnification Error</b>	
Horizontal	
A4	180 mm $\pm$ 0.5 mm
LTR	200 mm $\pm$ 0.5 mm
Vertical	
A4	280 mm $\pm$ 0.5 mm
LTR	260 mm $\pm$ 0.5 mm
<b>Registration</b>	
Leading Edge	$\leq \pm 2.0$ mm
Side Edge	$\leq \pm 2.5$ mm

## Guaranteed Print Areas

- Maximum Print Area: 215.9 mm x 355.6 mm





# Service Parts Disassembly

In this chapter...

- Overview
- Consumables
- Tray 1
- Duplex Assembly
- Undocking the Printer
- Covers and Doors
- Platen Unit
- Feeder
- Xerographics
- Main Drive
- Electrical
- Sensors and Switches
- WorkCentre 3335/3345 Scanner
- A4 Middle Platen
- WorkCentre 3345 DADF
- WorkCentre 3335 ADF
- Optional Cassette

## Overview

This section contains the removal procedures for field-replaceable parts listed in the Parts List. In most cases, the replacement procedure is simply the reverse of the removal procedure. In some instances, additional steps are necessary and are provided for replacement of the parts. For specific assemblies and parts, refer to Chapter 5.

### Standard Orientation of the Printer

When needed, printer orientation is called out in the procedure as an aid for locating the printer parts. The following figure identifies the Front, Rear, Left, and Right sides of the printer.



P3330\_104

## Preparation

Before you begin any procedure:

**WARNING:** Allow the Fuser to cool before using the procedure.

**CAUTION:** Many parts are secured by plastic tabs. Do not over flex or force these parts. Do not over torque screws threaded into plastic.

**Note:** Names of parts that appear in the removal procedures may not match the names that appear in the Parts List. For example, a part called Paper Tray in a removal procedure may appear on the Parts List as Cassette, Assy. While using removal procedure, ignore any prerequisite procedures for parts already removed.

1. Wear an Electrostatic Discharge wrist strap.
2. Turn Off power and disconnect the power cord from the wall outlet.
3. Disconnect all cables from the printer.
4. Remove the Toner Cartridge ([page 4-5](#)).

## Notations in the Disassembly Text

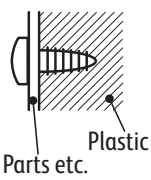
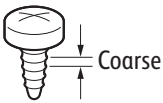
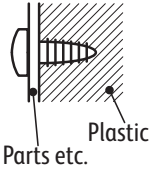
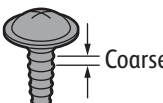
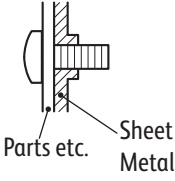
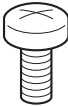
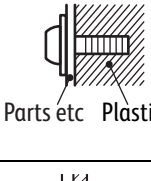

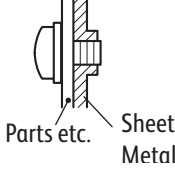

- The notation “PLX.X.X” indicates the component is listed in the Parts List.
- Arrows in an illustration show direction of movement when removing or replacing a component.
- The notation “(tap, plastic, 10 mm)” or “(metal, 6 mm)” refer to the type of screw being removed.

**Note:** Provides information specific to the replacement of parts or assemblies.

## Fastener Types

The table lists the types of screws used to assemble the printer. The procedures provide dimensions for screws being removed.

**Screw Types Used in this Product**

Type	Application	Shape	Characteristics
Self-tapping, plastic			<ol style="list-style-type: none"> <li>1. Silver colored.</li> <li>2. Screw thread is coarse compared to metal screw.</li> <li>3. Screw tip is thin.</li> </ol>
Self-tapping, plastic, with flange			<ol style="list-style-type: none"> <li>1. Silver or black colored.</li> <li>2. Screw thread is coarse compared to metal screw.</li> <li>3. Screw tip is thin.</li> </ol>
Sheet Metal, silver			<ol style="list-style-type: none"> <li>1. Silver colored.</li> <li>2. Diameter is uniform.</li> </ol>
Self-tapping, hex-head, plastic, with flange			<ol style="list-style-type: none"> <li>1. Silver colored.</li> <li>2. Screw thread is coarse compared to metal screw.</li> <li>3. Screw tip is thin.</li> </ol>
Sheet Metal, silver with lock washer			<ol style="list-style-type: none"> <li>1. Silver colored.</li> <li>2. Includes a toothed washer.</li> <li>3. Diameter is uniform.</li> <li>4. Used for grounding terminals.</li> </ol>

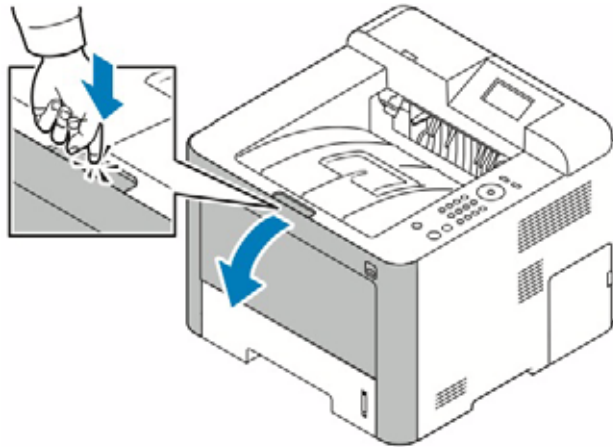
**CAUTION:** Use care when installing self-tapping screws in plastic. To properly start the screw in plastic, turn the screw counter-clockwise in the hole until you feel the screw engage the threads, then tighten as usual. Improperly aligning or over tightening the screw can result in damage to previously tapped threads. Always use the correct type and size screw. Using the wrong screw can damage tapped holes. Do not use excessive force to remove or install either a screw or a printer part.

# Consumables

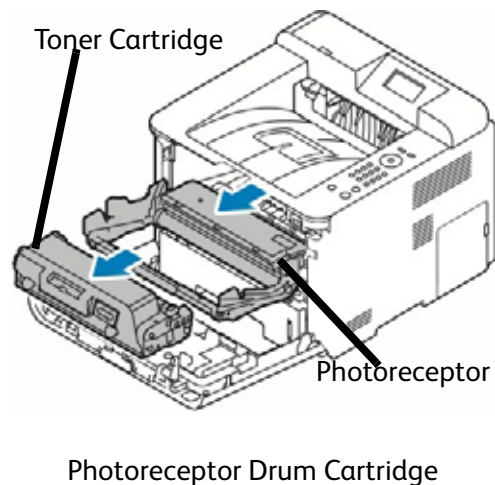
The Toner Cartridge is the only consumable.

## Toner Cartridge and Photoreceptor Drum Cartridge

1. Press the Front Door button to open the door.



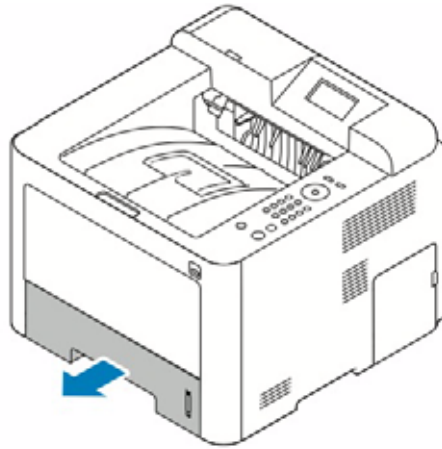
2. Hold the Toner Cartridge handle lift and pull the Toner Cartridge out of the printer.
3. Hold the Handle on the photoreceptor Drum Cartridge, lift up and Pull pull the photoreceptor Drum Cartridge out of the printer.



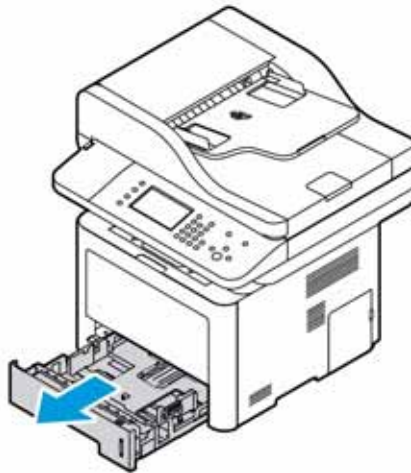
# Tray 1

## PL5.1

1. Remove Tray 1.



Phaser 3330

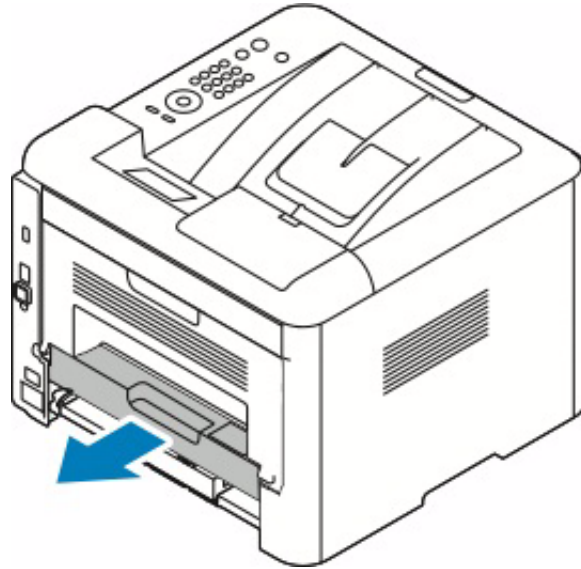


WorkCenter 3335/3345

# Duplex Assembly

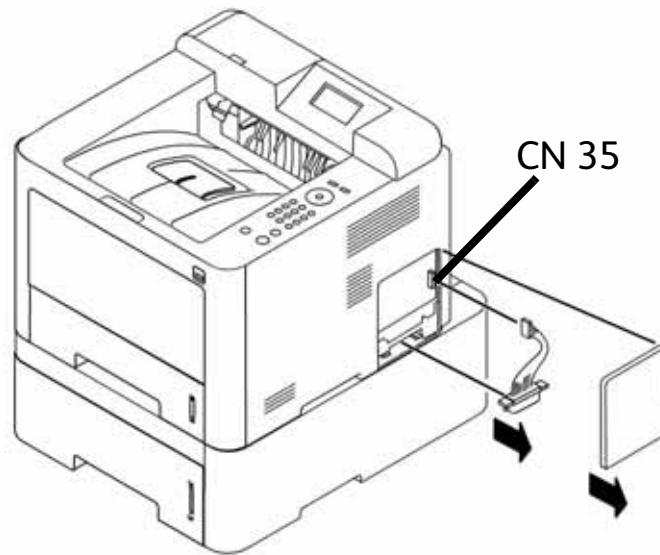
## PL4.1

1. Pull the Duplex Assembly to remove it from the back of the printer.



## Undocking the Printer

1. Check that all connections on the rear of the printer are disconnected.
2. Open the Access cover and disconnect the connector (CN 35) from the Main Board.
3. Lift the printer off the Optional Tray 2 Base.





# Platen Unit

## PL 9.2

1. Remove the Right Cover ([page 4-17](#)).
2. Remove the ADF/DADF (WorkCentre 3335, [page 4-139](#); WorkCentre 3345, [page 4-113](#)).
3. Remove the Control Panel Unit ([page 4-70](#)) P3330 / ([page 4-73](#)) WC3335/45.
4. Unplug 5 scanner connectors from the Main Board





5. Remove the screw cap.



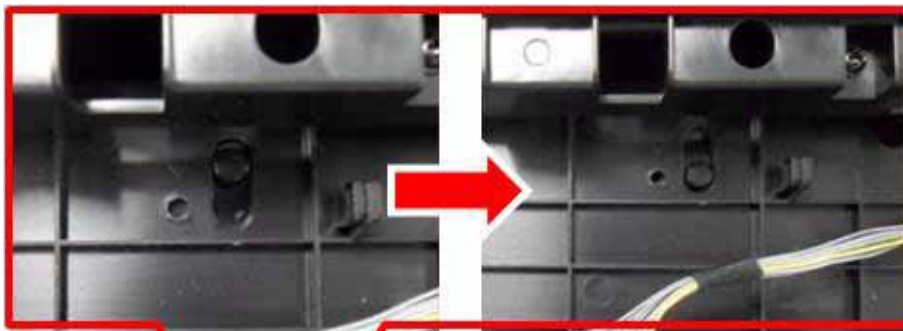
6. Remove the 3 screws.



7. Remove 2 screws from the rear.



8. Lift up and remove the Platen Cover.



Caution: Be careful not to damage wiring.



# Covers and Doors

## Front Door

**WARNING:** Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

### PL1.0

1. Do the preparations ([page 4-3](#))
2. If this printer is on the Optional Tray 2 Base, remove it from the base and disconnect the Connector CN35 ([page 4-8](#))
3. Remove Tray 1 ([page 4-6](#)).
4. Remove the Toner Cartridge and Photoreceptor Drum Cartridge ([page 4-5](#)).
5. Disconnect the arm on the left hand side of the printer, release left hook and then the right hook to remove the Front Door.  
**CAUTION:** Do not damage the wires when removing the cover.
6. Loosen or remove the Right Cover ([page 4-17](#)) as necessary, to gain access to and then disconnect the Connector located behind the Right Cover.

**Note:** Press inward on one side of the cover to release it, then repeat that action to release the other side

## Rear Door

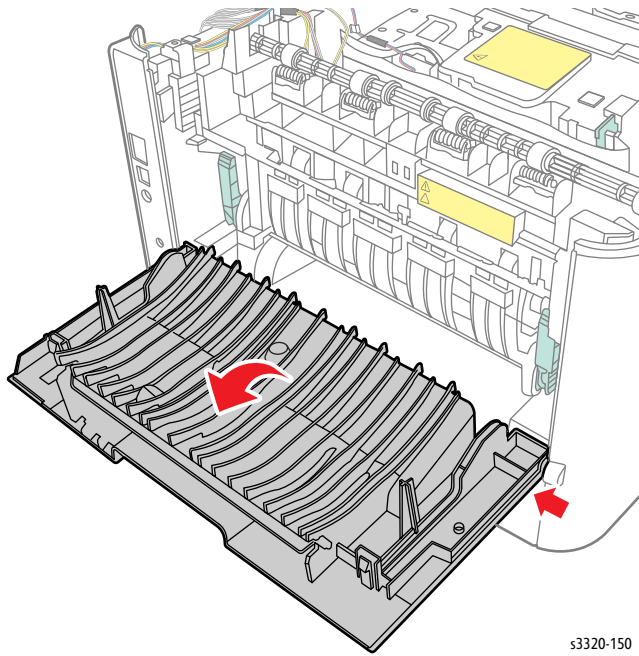
### PL1.0 ([page 5-4](#))

**WARNING:** Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in Preparations ([page 4-3](#))
2. Remove the Duplex Assembly ([page 4-7](#)).
3. Open the Rear Door.

## Service Parts Disassembly

4. Release the hooks to remove the Rear Door.



## Left Cover

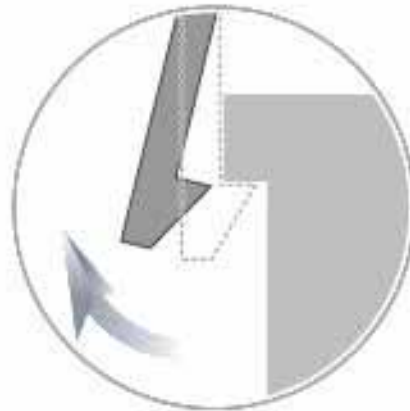
### PL 1.0

**WARNING:** Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

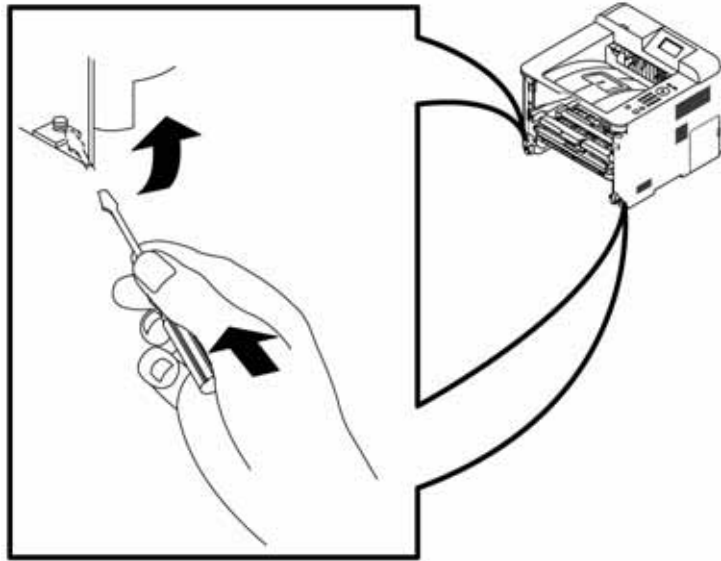
1. Do steps 1-4 in the Preparation section ([page 4-3](#))
2. If necessary, remove the Printer from the optional Tray 2 Base and set the printer on a flat work surface ([page 4-8](#))
3. Remove Tray 1 ([page 4-6](#))
4. Remove the Toner Cartridge ([page 4-5](#))
5. Remove the Photoreceptor Drum Cartridge.
6. Remove the Duplex Unit ([page 4-7](#)).
7. Remove the Rear Door ([page 4-13](#)).

**Note:** It may be easiest to lay the printer on the side so the Left Cover is exposed.

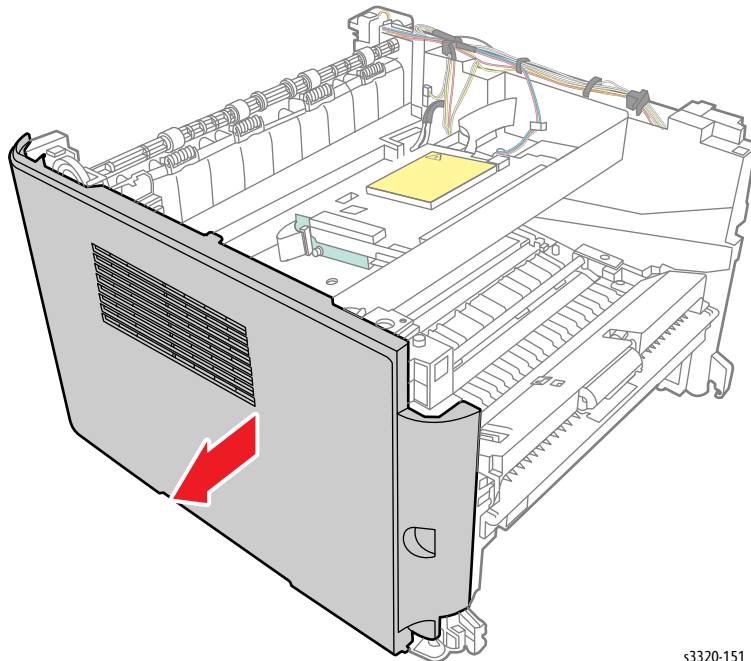
8. Release the Latch from the upper front Left Side Cover



- Using a small flat blade screwdriver, release the cover from the 3 Bosses on the bottom.



- Tip the Left Cover away from the printer at about a 30° angle.
- Work the Left Cover down to remove the clips from the Top Cover



s3320-151

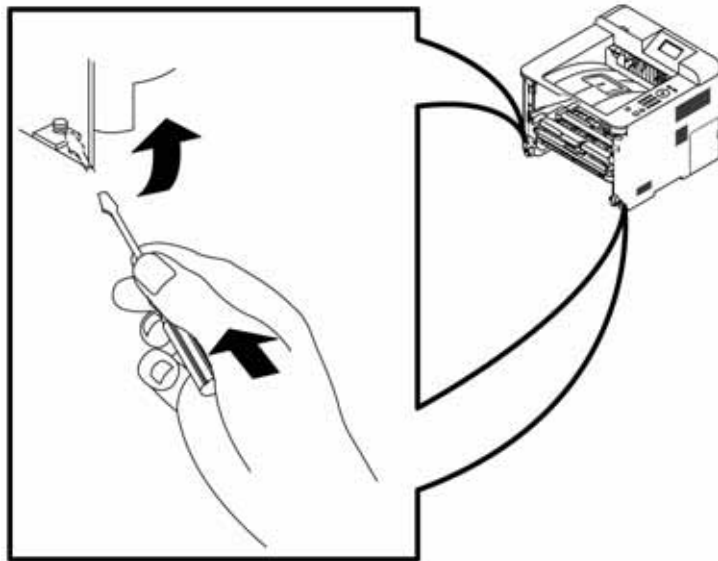


## Right Cover

### PL 1.0

**WARNING:** Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#))
2. If necessary, undock the Printer from the optional Tray 2 Base and set the printer on a flat work surface ([page 4-8](#))
3. Remove Tray 1 ([page 4-6](#))
4. Remove the Toner Cartridge and Photoreceptor Drum Cartridge ([page 4-5](#))
5. Remove the Duplex Unit ([page 4-7](#)).
6. Remove the Rear Door ([page 4-13](#)).
7. Using a small flat blade screwdriver, release the cover from the 3 Bosses on the bottom.



8. Tip the Right Door away from the printer at about a 30° angle.
9. Work the Right Door down to remove the clips from the Top Cover

## Top Cover (3330)

### PL1.1

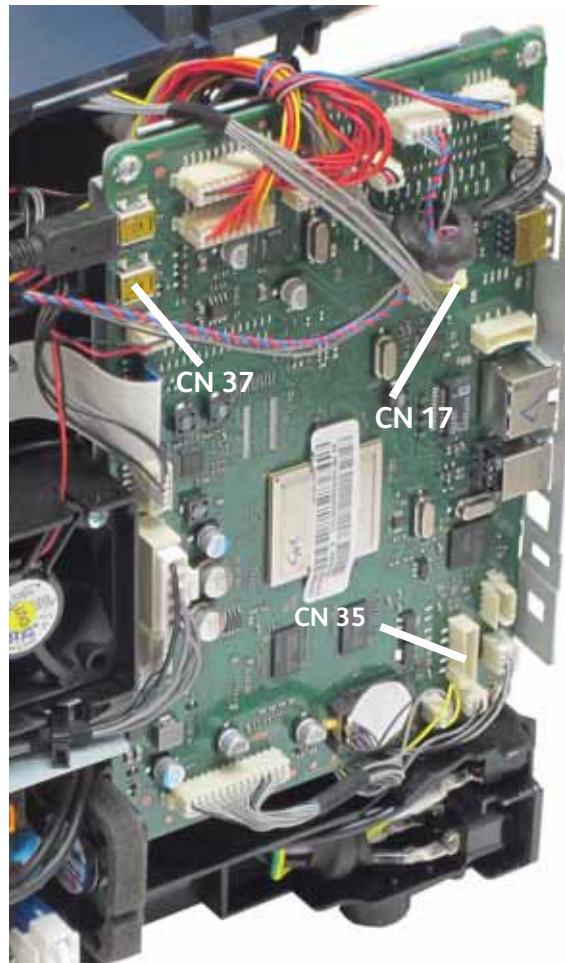
**WARNING:** Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Undock the printer from the Optional Tray 2 Base ([page 4-8](#))
2. Remove Tray 1([page 4-6](#)).
3. Remove the Front Door ([page 4-13](#)).
4. Remove the Duplex tray ([page 4-7](#))
5. Remove the Rear Door ([page 4-13](#))
6. Remove the rear top Bezel. First pry out each end, and then pry out the top. This Bezel fits very tightly.



7. Remove the Left Side Cover ([page 4-15](#)).

8. Disconnect cables (2) CN 17 for the Operator Control Panel and CN 37 for the Card Reader.



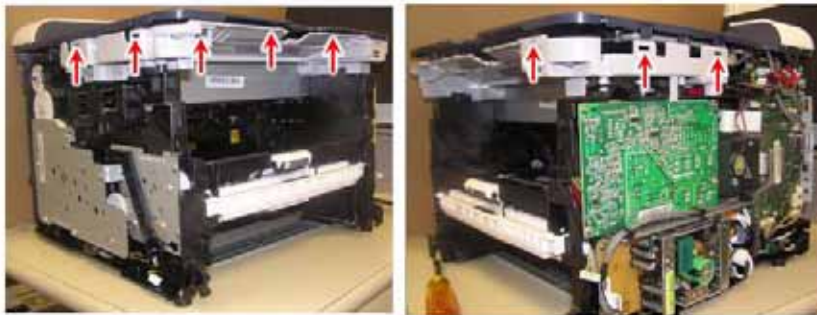
9. Remove screws (2) from the front.



10. Remove screws (2) from the rear



11. Release the 8 Bosses.



12. Remove the Top Cover.



## Top-Inner Cover (3335/3345)

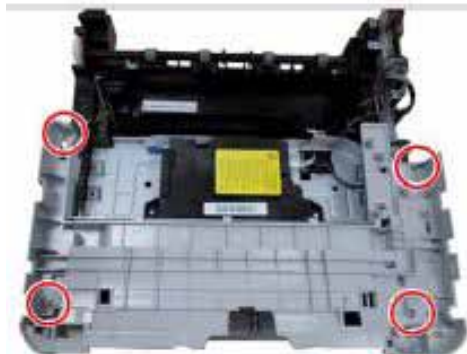
### PL 3.1

1. Remove the Scanner Assembly ([page 4-102](#)).
2. Remove the Upper Middle Cover ([page 4-21](#)).
3. Remove the Lower Middle Cover ([page 4-25](#)).

4. Disconnect the Wireless Card connector (CN 33) and the USB connector (CN1).



5. Remove screws (4) and the Top-Inner Cover.



## Upper Middle Cover

### PL6.1

**WARNING:** Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#))
2. If necessary, remove the Printer from the optional Tray 2 Base and set the printer on a flat work surface ([page 4-8](#)).
3. Remove the ADF or DADF
4. Remove the Front Door([page 4-13](#)).
5. Remove the Rear Door ([page 4-13](#)).
6. Remove the Left Cover ([page 4-15](#)).
7. Remove the Right Cover ([page 4-17](#)).
8. Remove the Scanner Assembly ([page 4-102](#))
9. Remove screws (7).



Service Parts Disassembly

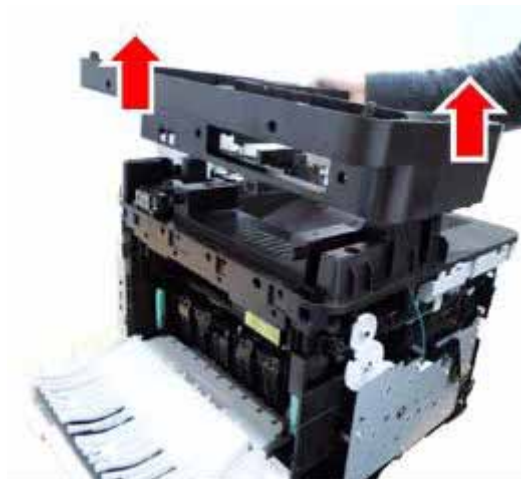
10. Remove screws (2).



11. If attached, remove the rear top Bezel. First pry out each end, and then pry out the top. This Bezel fits very tightly



12. Lift up and release the Upper Middle Cover.





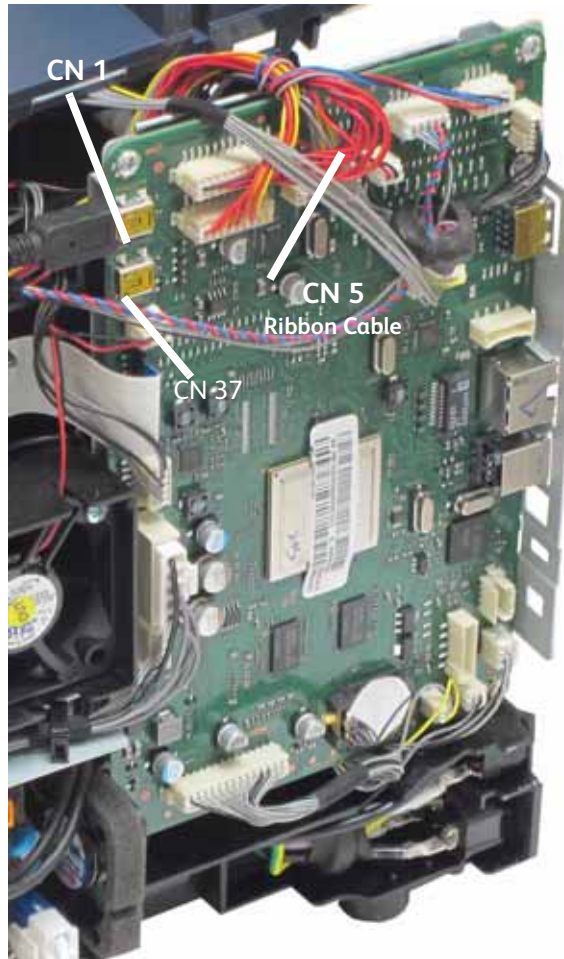
## Lower Middle Cover (3335/3345)

### PL6.1

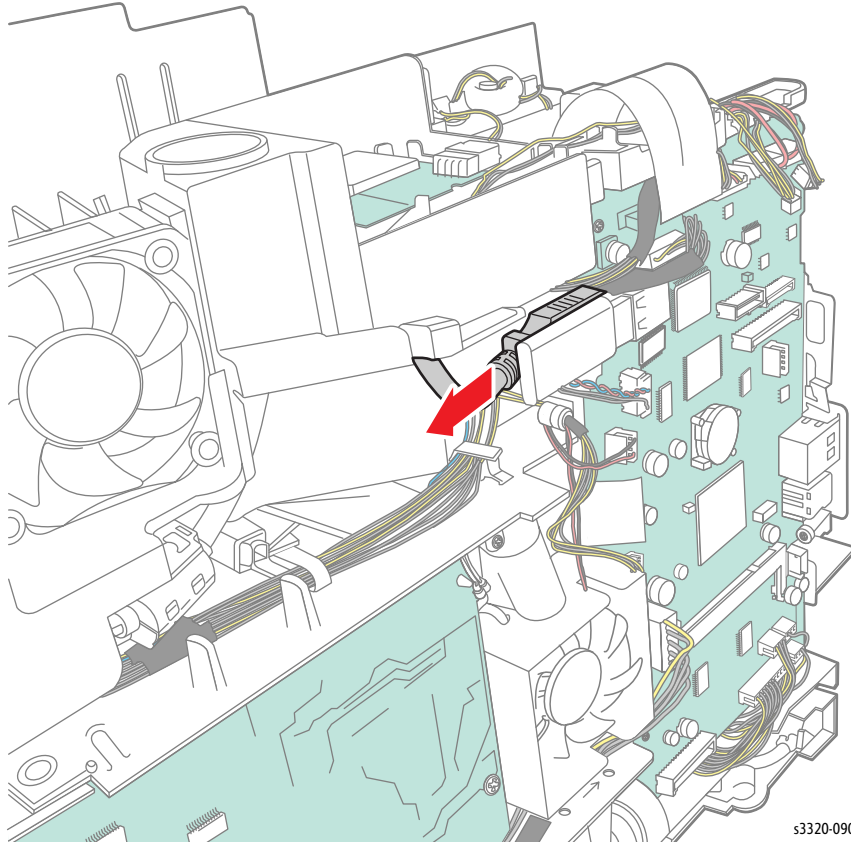
**WARNING:** Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#))
2. If necessary, remove the Printer from the optional Tray 2 Base and set the printer on a flat work surface ([page 4-8](#)).
3. Remove the ADF/DADF (WorkCentre 3335, [page 4-139](#); WorkCentre 3345, [page 4-113](#)).
4. Remove the Front Door ([page 4-13](#)).
5. Remove the Rear Door ([page 4-13](#)).
6. Remove the Left Cover ([page 4-15](#)).
7. Remove the Right Cover ([page 4-17](#)).
8. Remove the Scanner Assembly ([page 4-102](#))
9. Remove the Upper Middle Cover ([page 4-21](#))

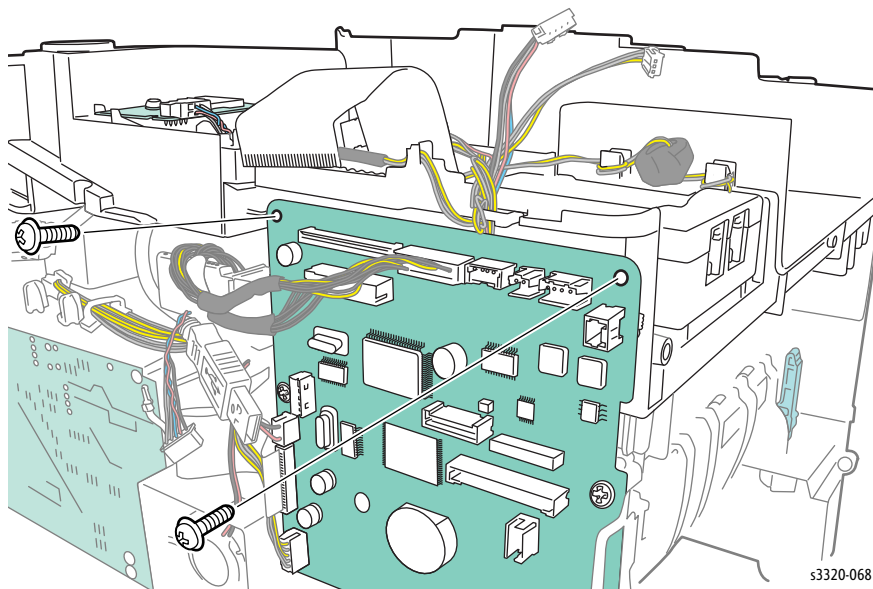
10. Disconnect CN1, CN5, and CN37 from the Main Board.



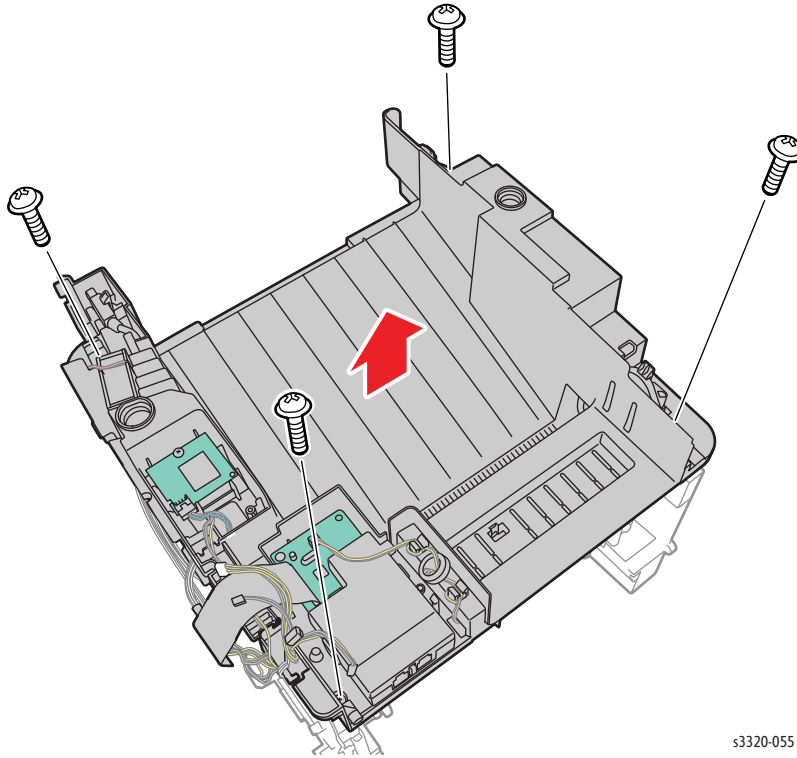
11. Disconnect the USB cable.



12. Remove 2 screws (silver, flanged, tap, 10 mm) from the Main Board.

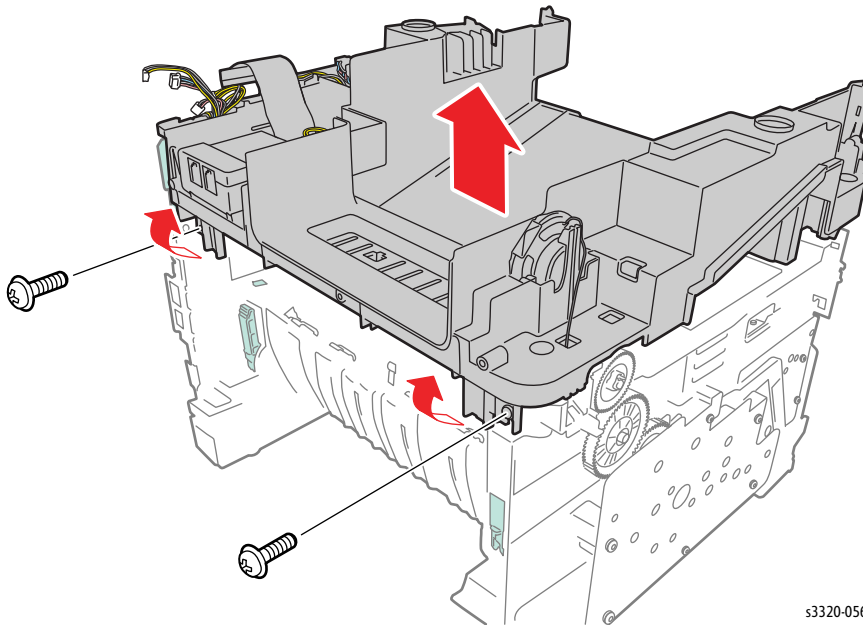


13. Remove 4 screws (silver, flanged, tap, 10 mm).



s3320-055

14. Remove 2 screws (silver, flanged, tap, 10 mm) on rear of printer, release the 2 hooks on the rear of the printer and lift the Upper Middle Cover off of the printer.



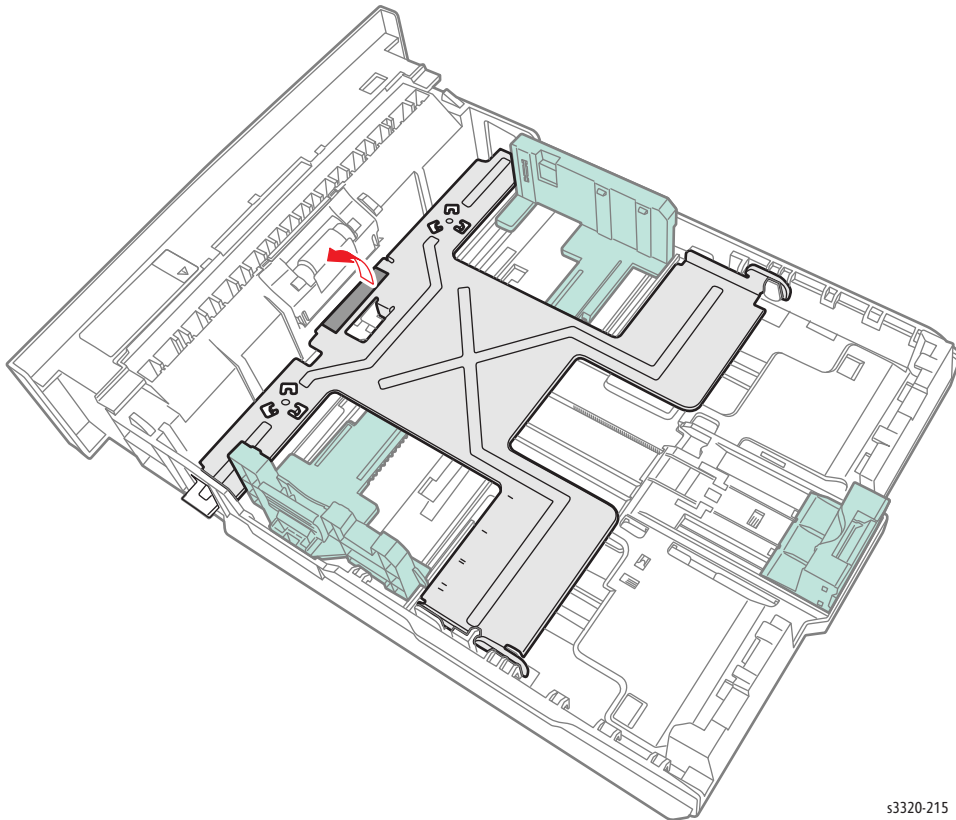
s3320-056

# Feeder

## Base Plate Pad

### PL12.1

1. Remove Tray 1 ([page 4-6](#)).
2. Peel off the Base Plate Pad.

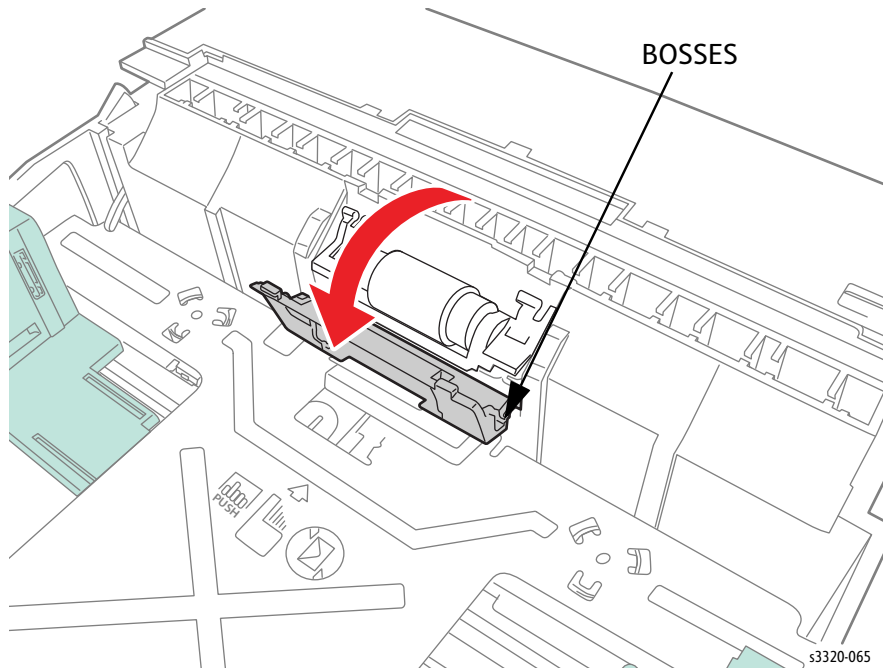


s3320-215

## Tray 1 Retard Roller

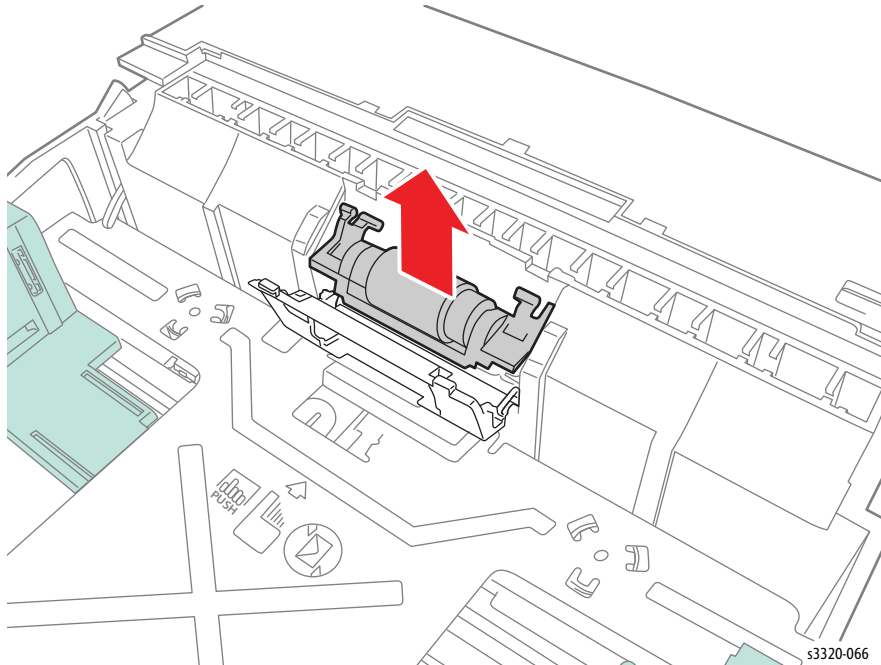
### PL5.1

1. Pull Tray 1 out of the printer.
2. Peel off the Cassette Retard Pad.  
**CAUTION:** Do not damage the Bosses on the sides of the Roller Cover



3. Release the Retard Roller.

**Note:** There are two springs under the retard roller. Make sure they remain seated on the bosses underneath the roller assy.



## Bypass Pick Up Assembly

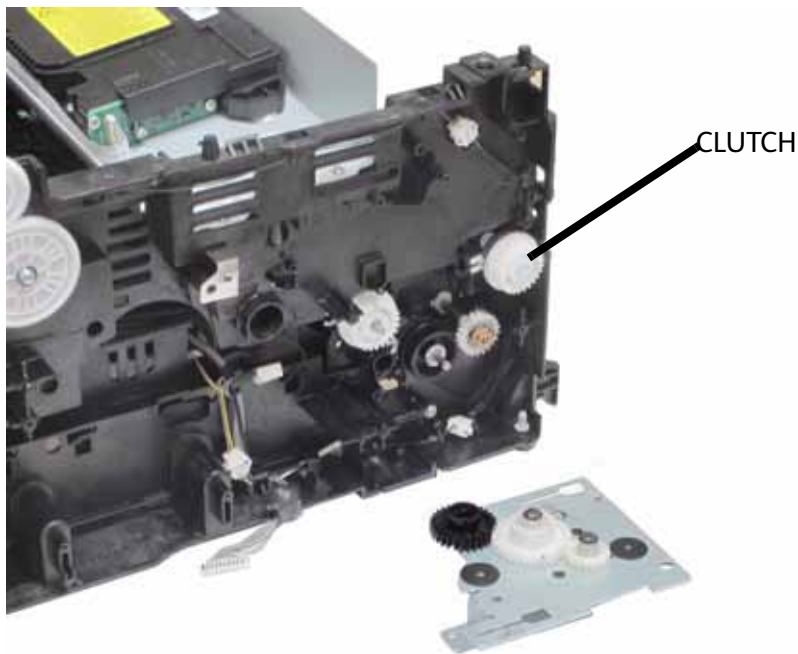
### PL3.1A

**WARNING:** Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#))
2. Undock the printer from the optional Tray 2. ([page 4-8](#))
3. Remove the Right Side Cover ([page 4-17](#))
4. Remove the Main Drive Assembly ([page 4-58](#))
5. Remove the Feeder Drive Assembly ([page 4-41](#))

**Note:** In the next step, the Clutch will remain connected. There is no need to disconnect it. Note the position of the engagement tooth on the Clutch.

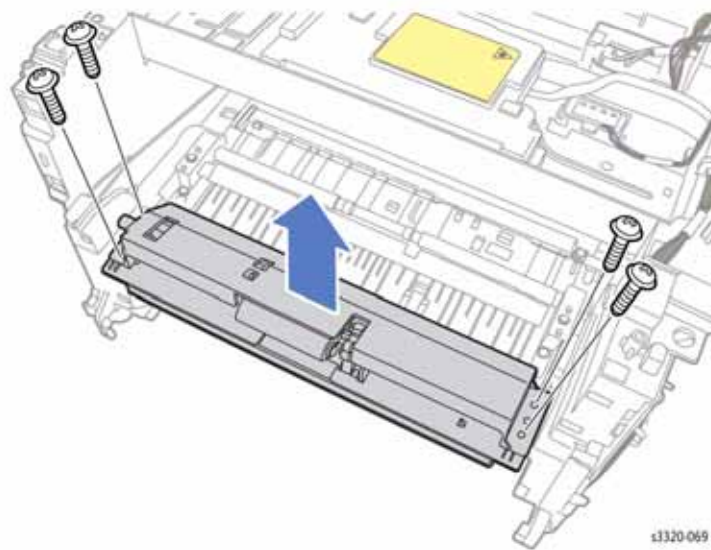
6. Carefully remove the Clutch and let it hang down.



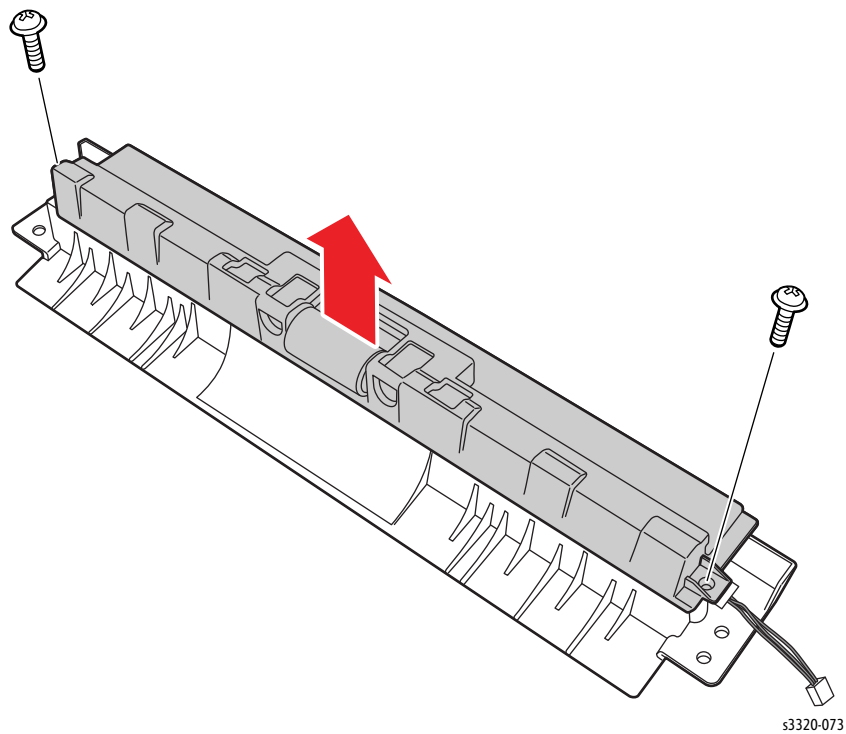


- Remove 4 screws (10 mm, silver, plastic), remove the Bypass Tray and turn it over and let it hang down.

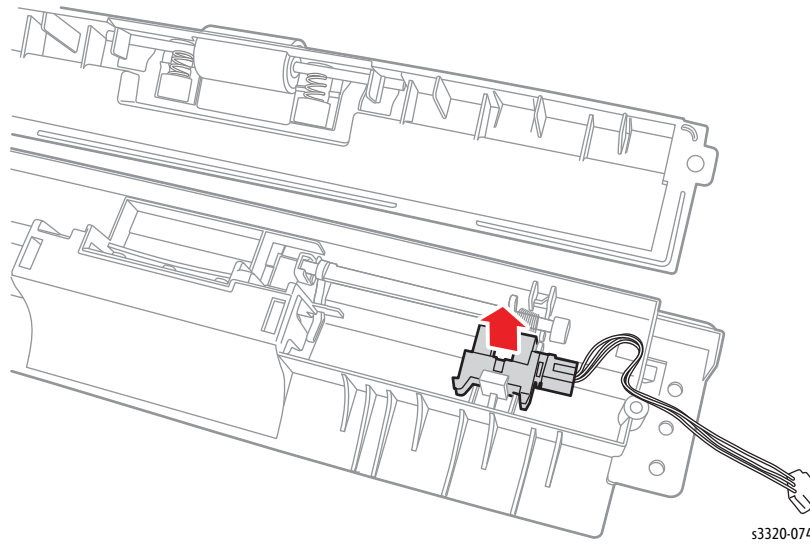
**Note:** The Bypass Tray is still connected by a cable that runs into the frame on the right side.



- Remove 2 screws (10 mm, silver, plastic).



9. Remove the Roller Cover and disconnect P/J34 to remove the Bypass Tray.



**Note:** When installing the Bypass Assembly, install the left side on the peg in the frame first. Then work the right side in before installing the Clutch.

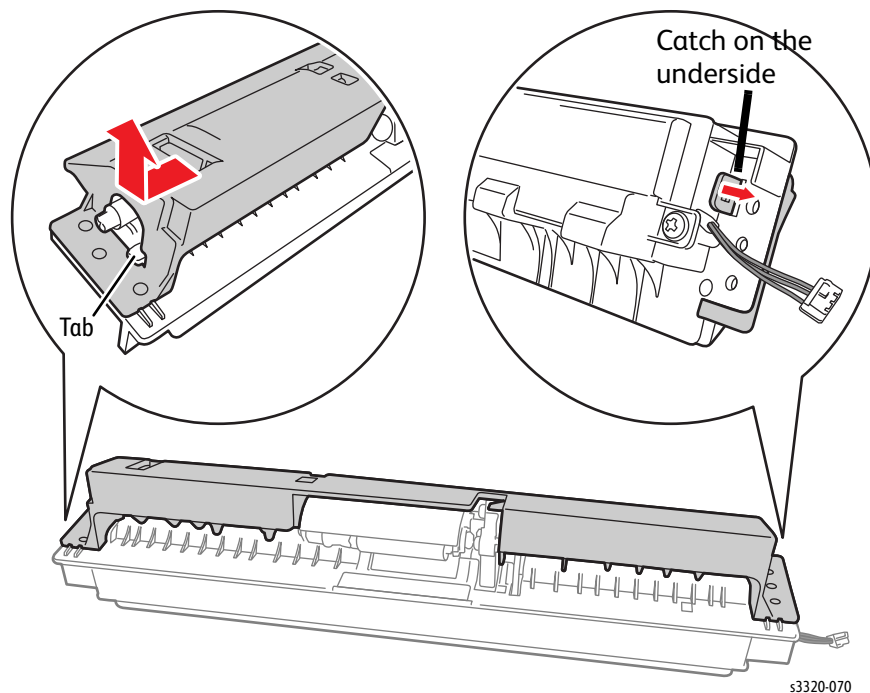
## Bypass Tray Retard Roller

### PL3.1A

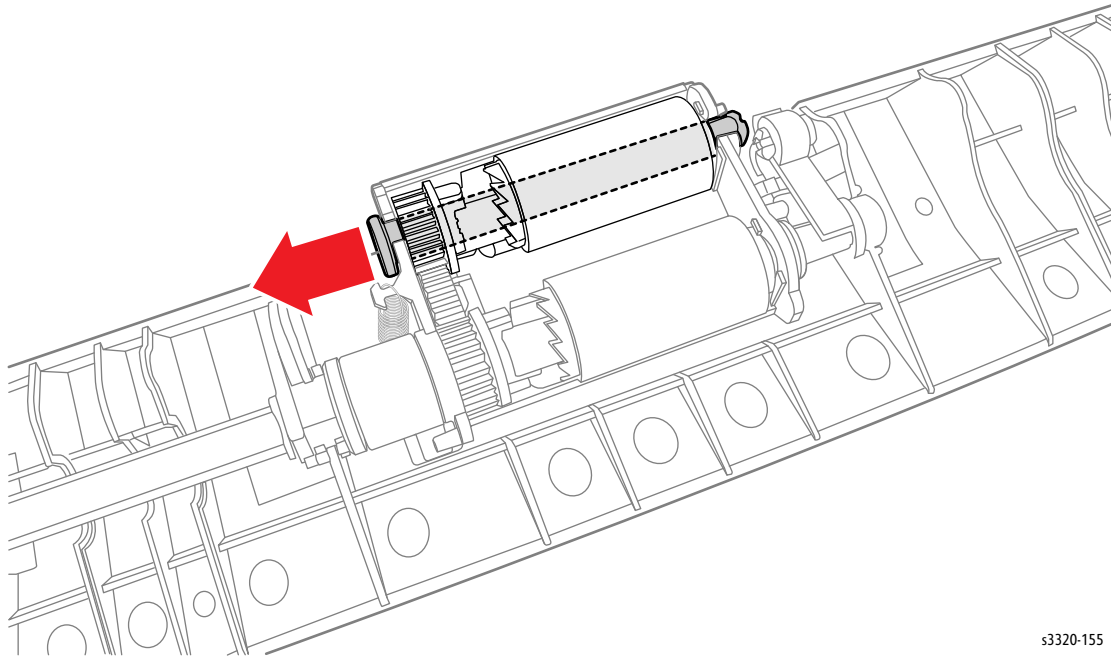
**WARNING:** Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section (page 4-3)
2. Undock the printer from the optional Tray 2 Base. (page 4-8)
3. Remove the Bypass Tray (page 4-32).
4. Disengage the tab to separate the Bypass Tray lower Assembly from the Bypass Tray upper Assembly.

**Note:** There is a Catch on the underside that must be cleared to separate the Bypass Upper and Lower Assemblies.



5. Remove the Pin and lift the Retard Roller out of the Bypass Tray upper Guide.



s3320-155

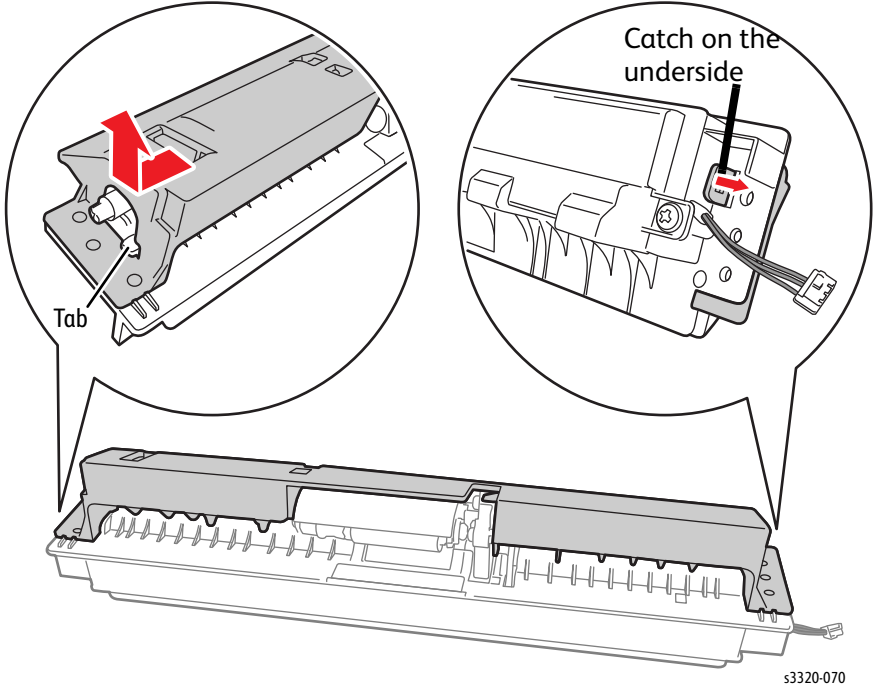
## Bypass Tray Pick Up Roller Assembly

### PL3.1A

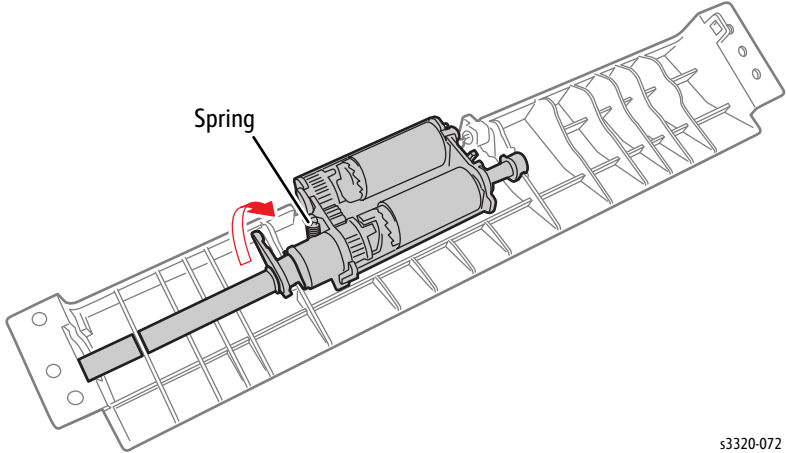
**WARNING:** Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#))
2. Undock the printer from the optional Tray 2 Base. ([page 4-8](#))
3. Remove the Bypass Tray ([page 4-32](#)).
4. Disengage the tab to separate the lower Bypass Tray Assembly from the upper Bypass Tray Assembly.

**Note:** There is a Catch on the underside that must be cleared to separate the Bypass Upper and Lower Assemblies.

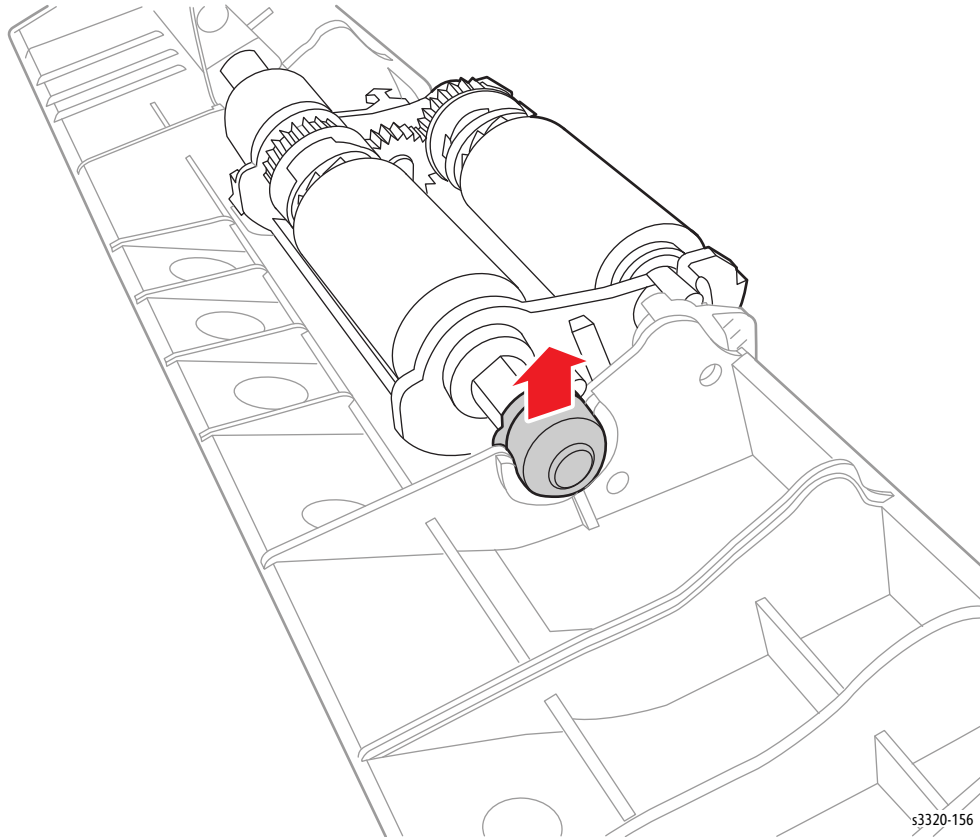


5. Disconnect the boss on the shaft holder and rotate it upward.



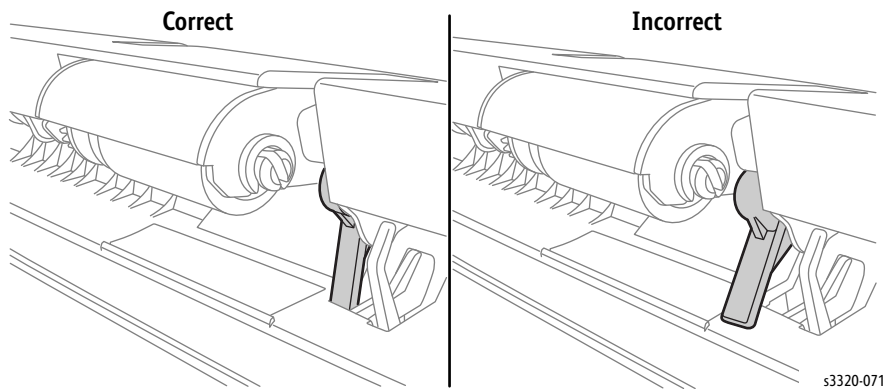
6. Disconnect the spring.

7. Push up on the PMO brush to remove it.



8. Lift out the Bypass Tray Pick Up Assembly.

**Replacement Note:** Ensure the Bypass Tray stopper falls properly into position when reassembling.

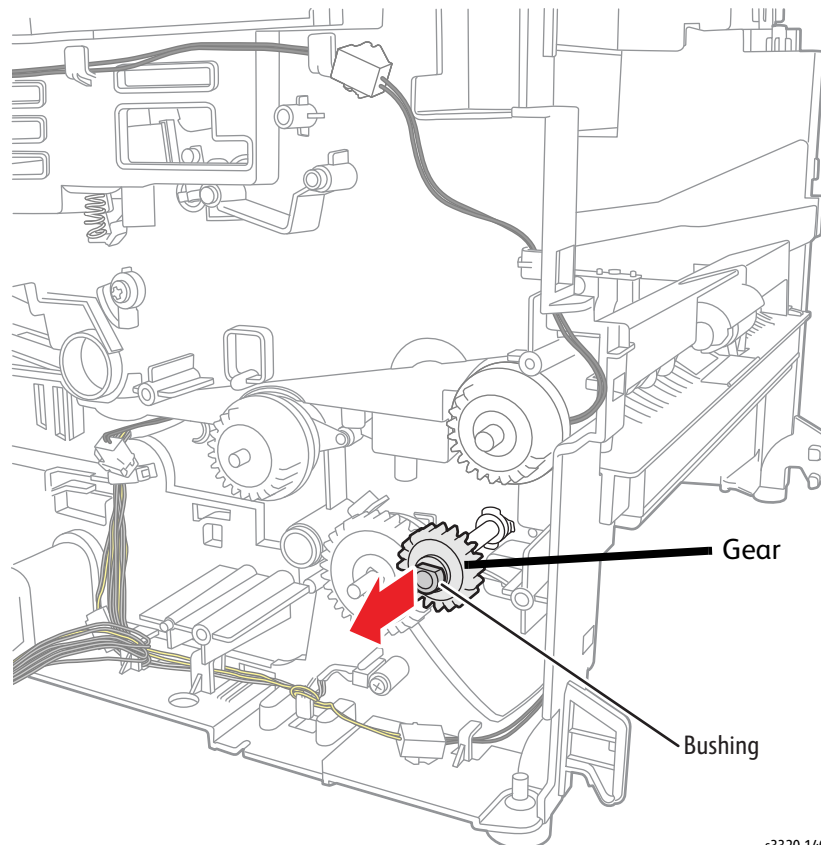


## Feed Roller

### PL3.1A

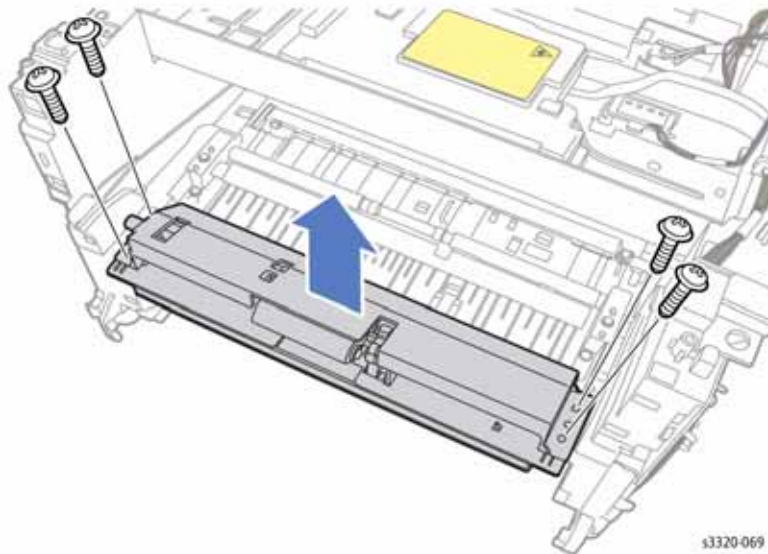
**WARNING:** Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section (page 4-3).
2. Undock the printer from the optional Tray 2 Base. (page 4-8).
3. Remove the Front Door (page 4-13).
4. Remove the Top Cover (Phaser 3330 page 4-18 only.).
5. Remove the Left Cover (page 4-15)
6. Remove the Scanner (WorkCentre 3335/3345 only, page 4-102).
7. Remove the Upper Middle Cover (WorkCentre 3335/3345 only, page 4-23).
8. Remove the Main Drive Assembly (page 4-58).
9. Remove the Feed Drive Assembly (page 4-41).
10. Remove the Bushing and Gear.

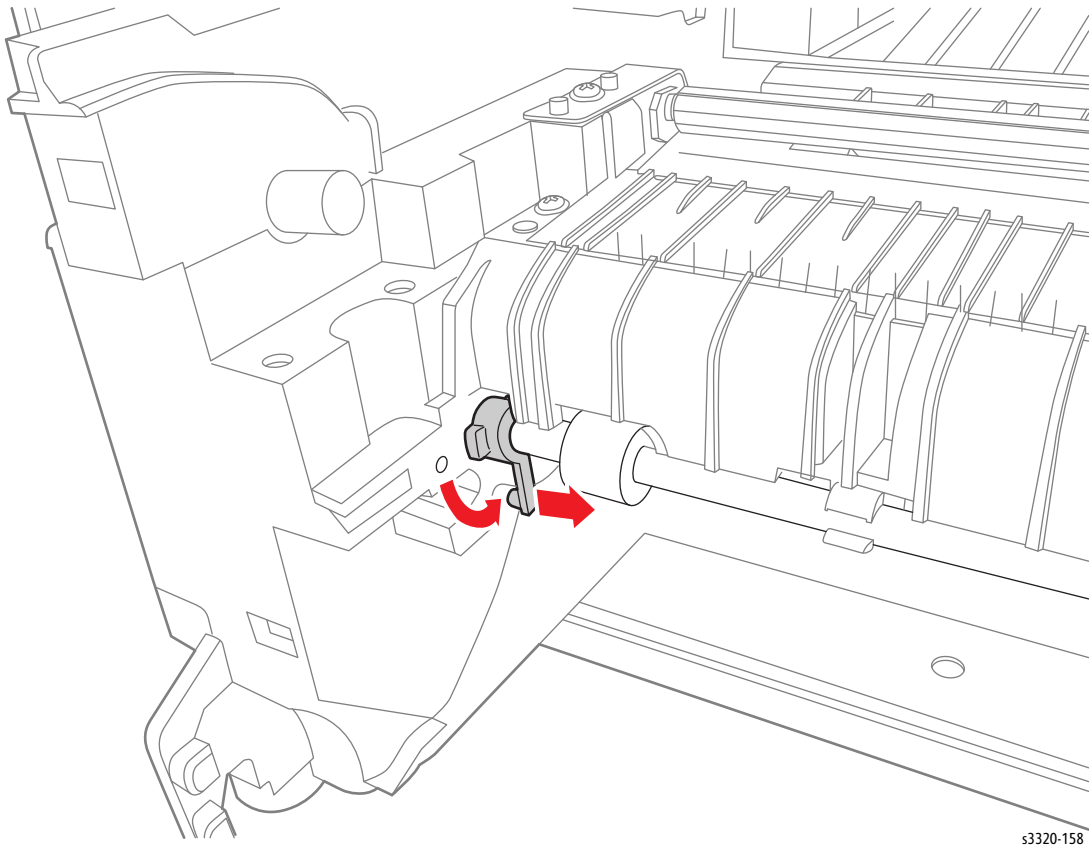


s3320-140

11. Remove 4 Bypass Tray screws (silver, flanged, tap, 10 mm) and let the Bypass Tray hang down.



12. Disconnect the boss on the feed roller bushing, rotate the bushing until it comes through the frame, and disconnect the Feed Roller from the feed bushing PMOs to remove it.



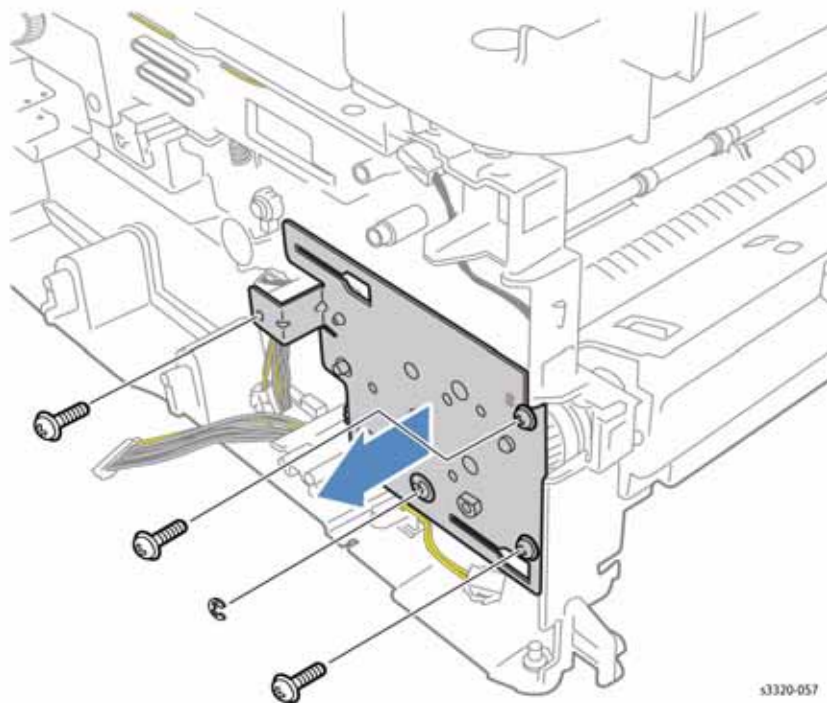


## Feed Drive Assembly

### PL3.6

**WARNING:** Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Undock the printer from the optional Tray 2 Base. ([page 4-8](#)).
3. Remove the Left Cover ([page 4-15](#)).
4. Remove the Main Drive Assembly ([page 4-58](#)).
5. Remove the E-ring, 3 screws (silver, flanged, tap, 10 mm), and remove the Feed Drive Assembly.



**Note:** During reassembly, push the feed roll shaft to the left, so the e-clip can be reinstalled.

**Note:** For graphics that show the gears/bearings/washers and their relationships, refer to PL 3.5 ([page 5-24](#)) and PL 3.6 ([page 5-26](#)).

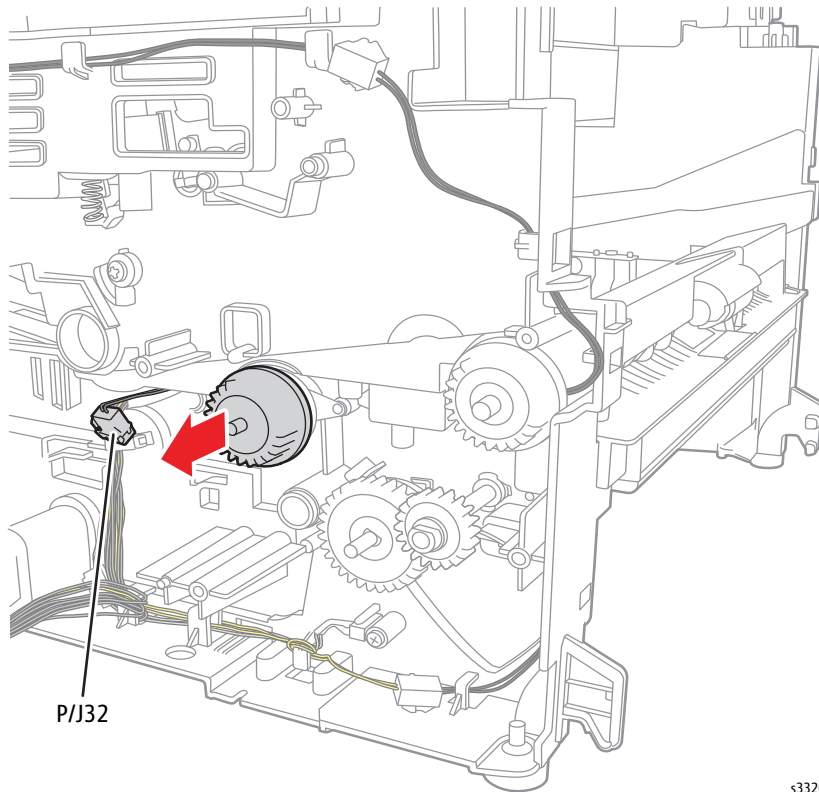
## Pick Up, Registration, and Bypass Tray Clutches

### PL3.1

**WARNING:** Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

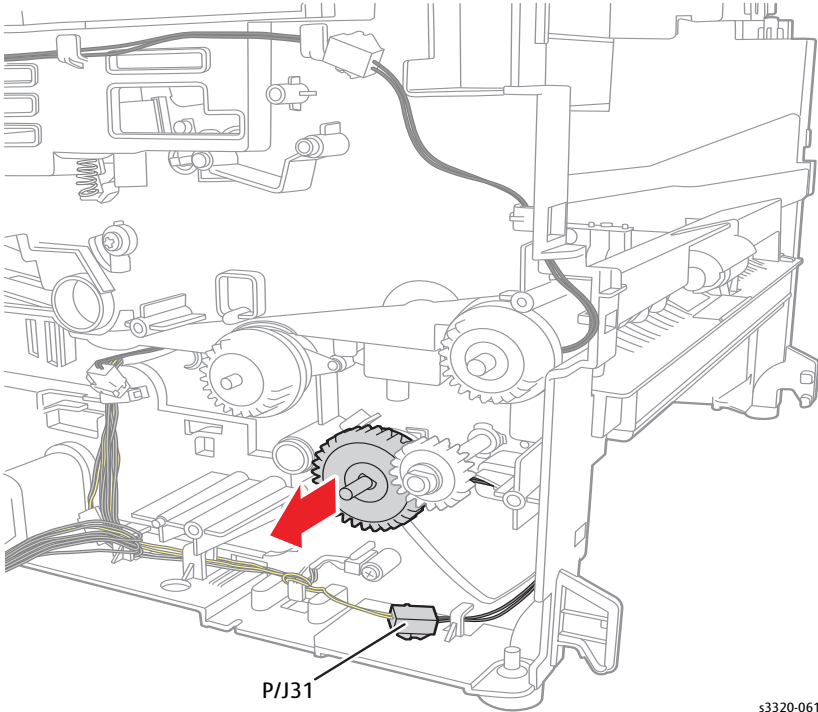
1. Do steps 1-4 in the Preparation section (page 4-3).
2. Undock the printer from the optional Tray 2 Base. (page 4-8).
3. Remove the Feed Drive Assembly (page 4-41).
4. Using the following illustrations, unplug the connector and remove the:

Registration Clutch (P/J32):



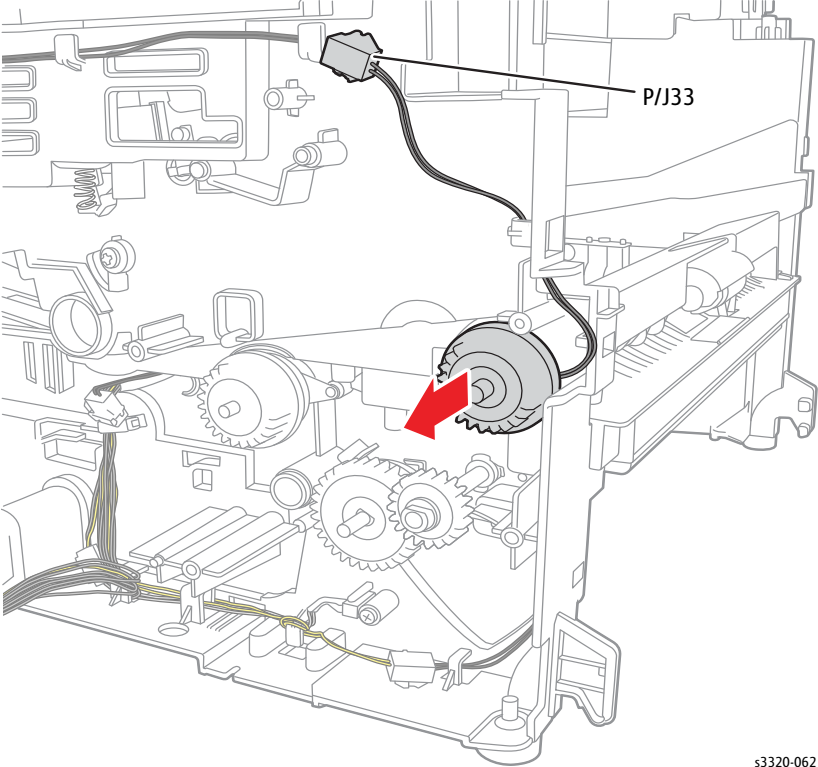
s3320-060

Pick Up Clutch (P/J31):



s3320-061

Bypass Tray Clutch (P/J33):



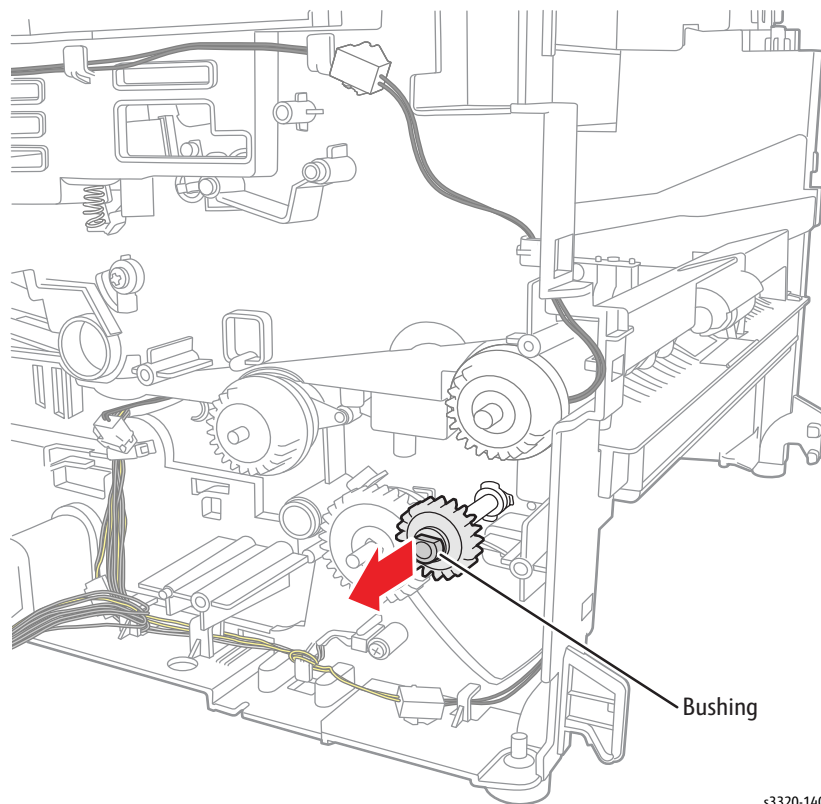
s3320-062

## 20 Feed Gear

### PL3.1A

**WARNING:** Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section (page 4-3).
2. Undock the printer from the optional Tray 2 Base. (page 4-8).
3. Remove the Main Drive Assembly (page 4-58).
4. Remove the Feed Drive Assembly (page 4-41).
5. Remove the bushing and the 20 Feed Gear.



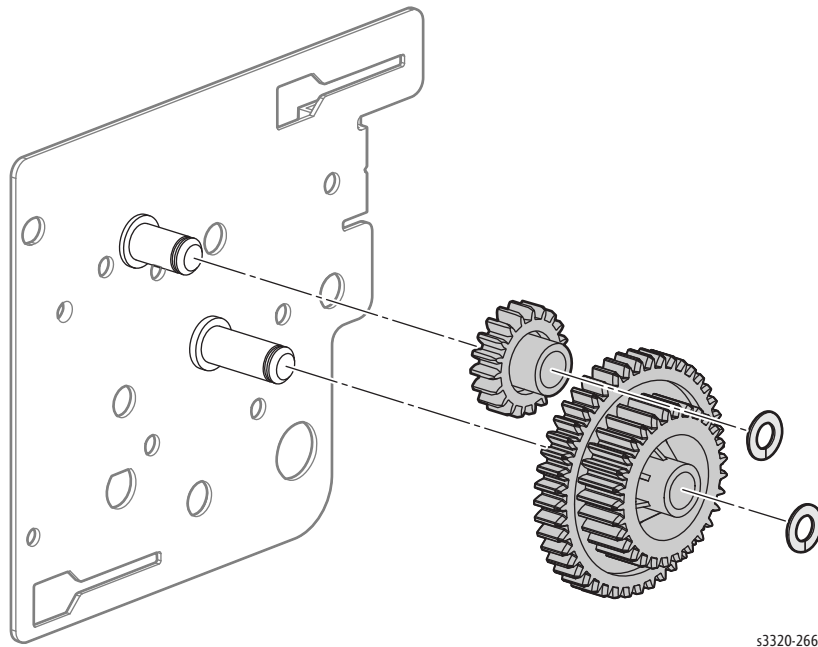
s3320-140

## 44-29 Feed Gear/19 Idle Gear

### PL3.6

**WARNING:** Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Undock the printer from the optional Tray 2 Base. ([page 4-8](#)).
3. Remove the Main Drive Assembly ([page 4-58](#)).
4. Remove the Feed Drive Assembly ([page 4-41](#)).
5. Remove the Feed Gear or the Bypass Idle Gear.

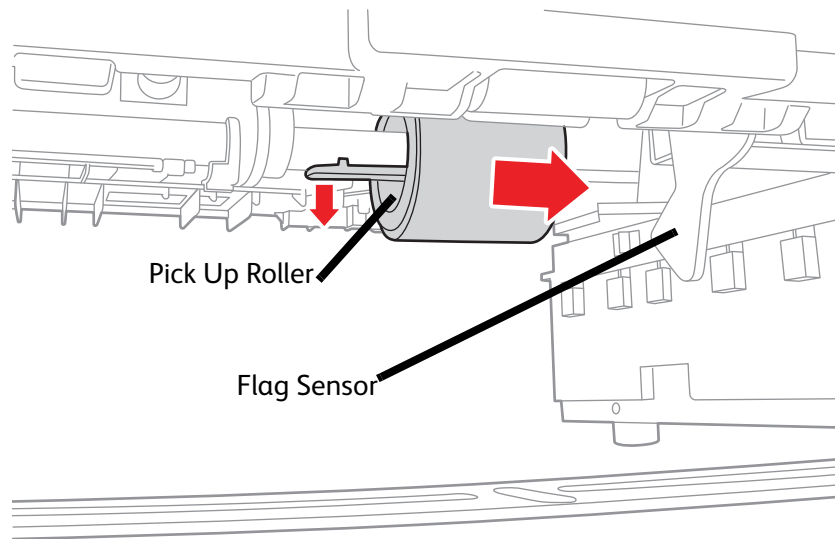


## Pick Up Roller

### PL3.1A

**WARNING:** Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section (page 4-3).
2. Undock the printer from the optional Tray 2 Base. (page 4-8).
3. Remove Tray 1 (page 4-6) and the Duplex Unit (page 4-7).  
**CAUTION:** In the next step, be careful not to break the Flag Sensor when removing the Pick Up Roller
4. Pull the tab down and slide the Pick Up Roller to the right to remove it.



s3320-064

**Note:** On the right side of the Pick Up Roller, there is a Pick Up roller bushing. When removing the Pick Up Roller, be careful to not drop the bushing.

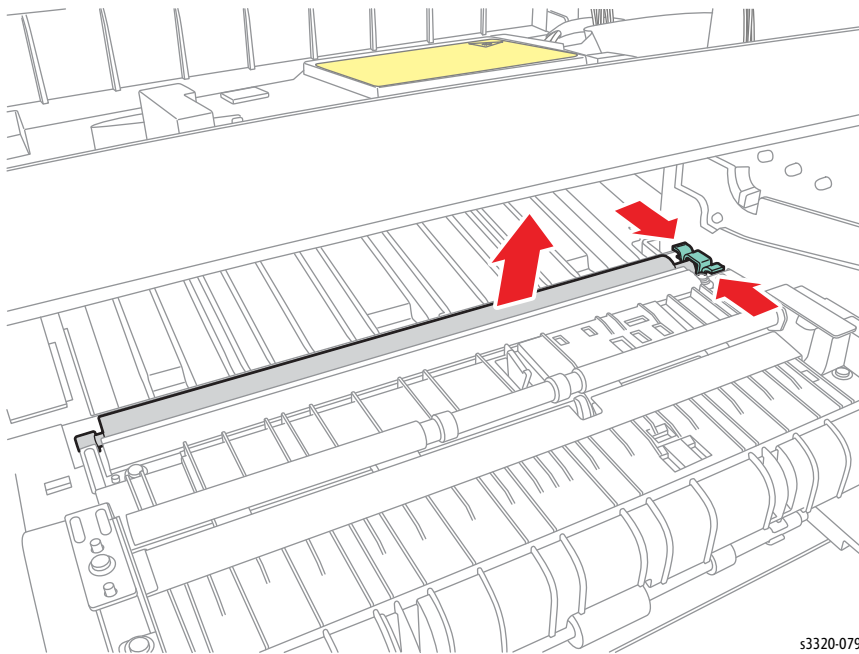
# Xerographics

## Transfer Roller

### PL3.1A

**WARNING:** Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section (page 4-3).
2. Undock the printer from the optional Tray 2 Base. (page 4-8).
3. Remove Tray 1 (page 4-6).
4. Open the Front Door (page 4-13).
5. Pinch the tabs and lift the TR holder up and out of the printer.
6. Lift the Transfer Roller to remove it from the printer.



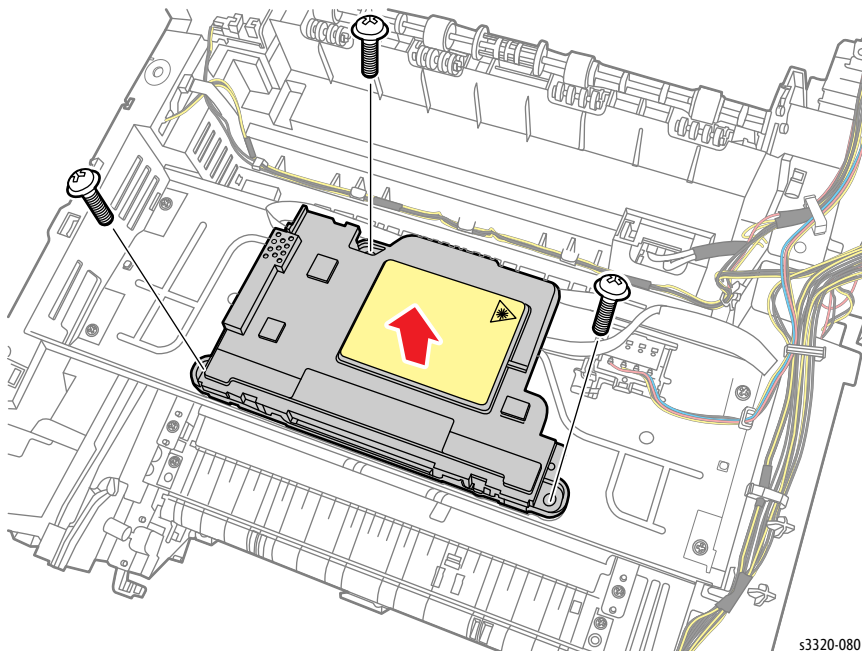
s3320-079

## Laser Unit

PL1.0 (3330) and PL 6.1 (3335/3345)

**WARNING:** Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Undock the printer from the optional Tray 2 Base. ([page 4-8](#)).
3. Remove the Front Door ([page 4-13](#)).
4. Remove the Top Cover and Inner Cover (Phaser 3330 only, [page 4-13](#)).
5. Remove the Lower Middle Cover (WorkCentre 3335/3345 only, [page 4-25](#)).
6. Unplug the 2 flat cables from the Laser Unit.
7. Remove 3 screws (silver, metal, 6 mm) and remove the Laser Unit.



## Fuser

PL1.0 ([page 5-4](#)) 3330 or PL 6.1 ([page 5-32](#)) 3335/3345

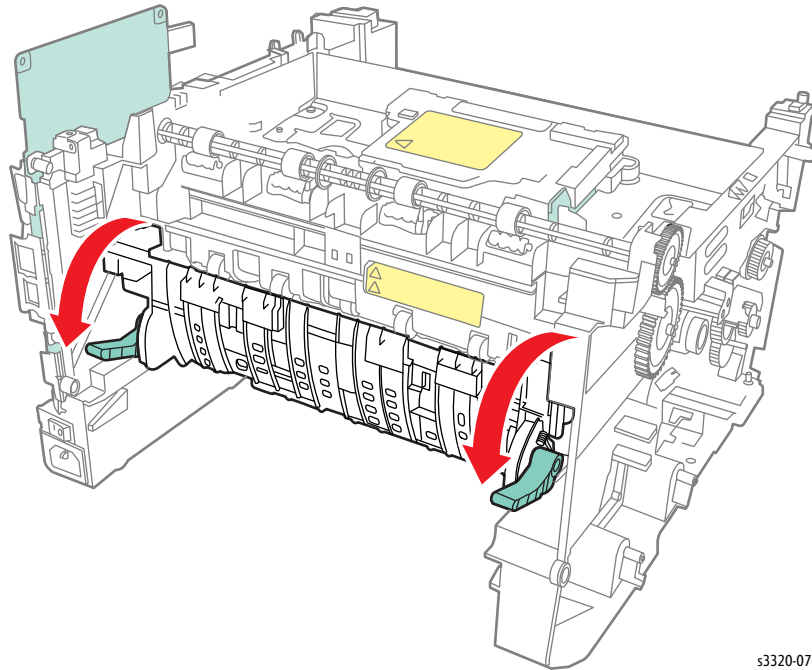
**WARNING:** Do not handle the fuser components until they have cooled. Some fuser components operate at hot temperatures and can produce serious personal injury if touched.

**WARNING:** Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Remove the Duplex Assembly ([page 4-7](#)).

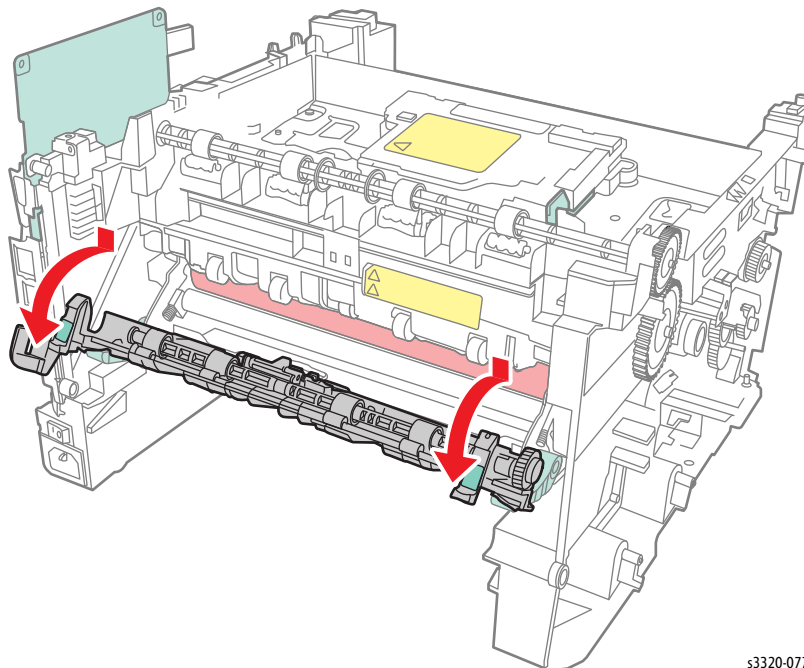


2. Remove the Rear Door ([page 4-13](#)).
3. Open the Fuser levers and push the Rear Frame levers down.

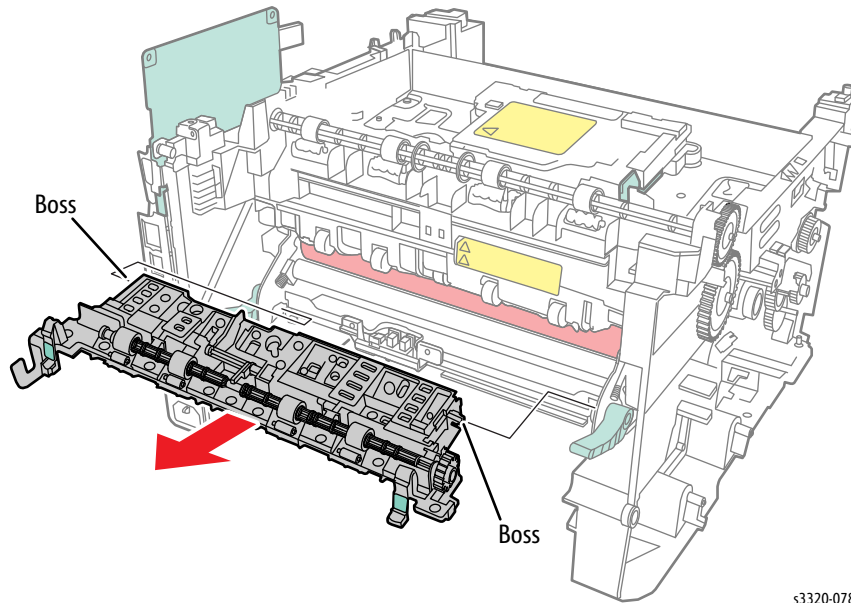


s3320-076

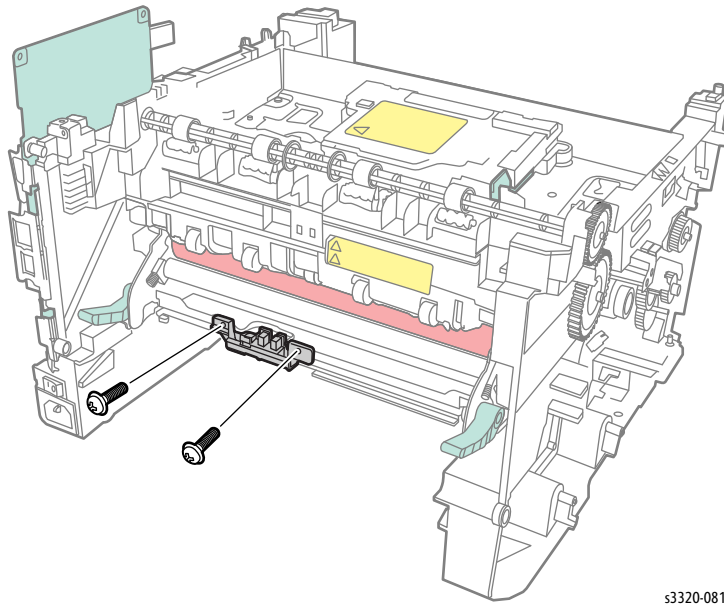
4. Push down on the Rear Frame levers, and release the Rear Frame bosses and remove the Rear Frame.



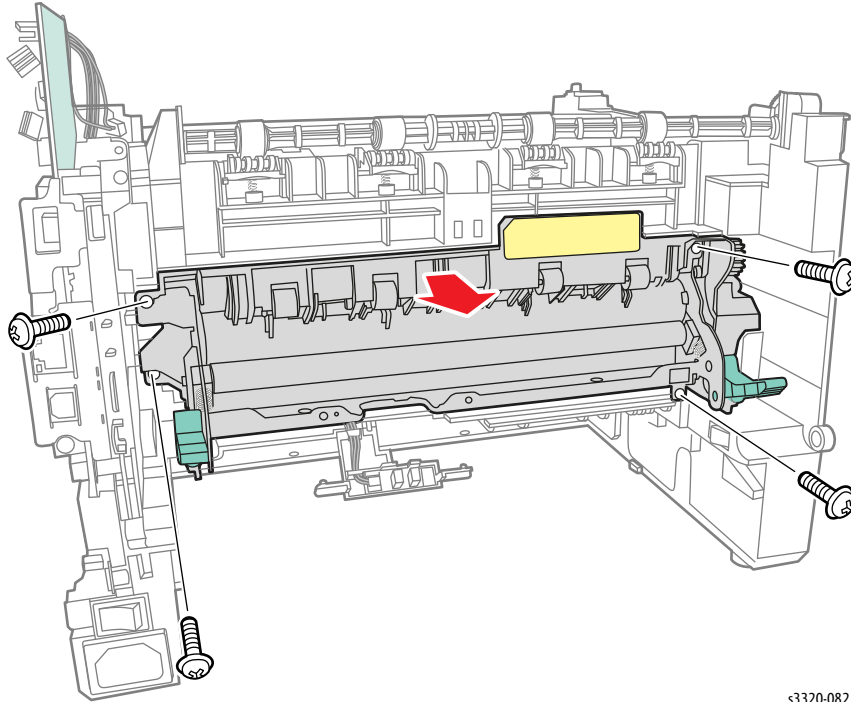
s3320-077



5. Remove 2 screws (silver, metal, 6 mm) and let the Exit Sensor holder hang down.



- Remove 4 screws (silver, flanged, tap, 10 mm) and remove the Fuser.



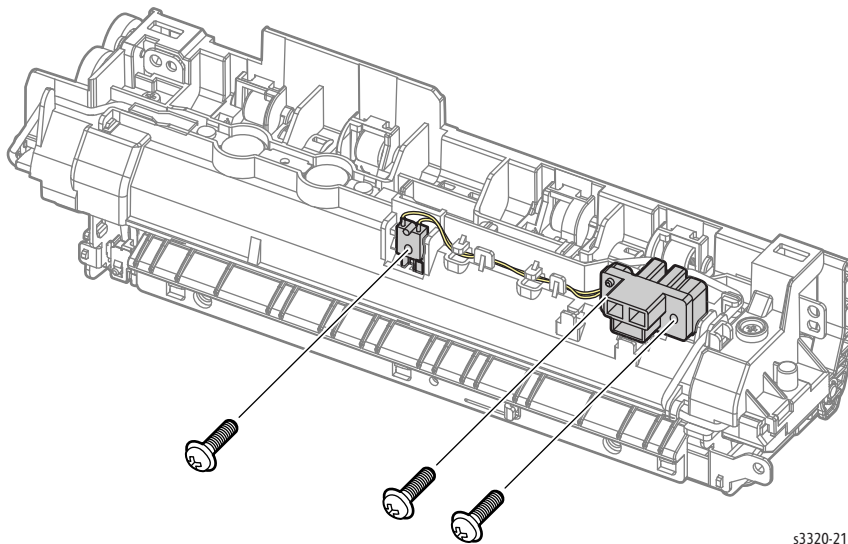
s3320-082

## Thermistor Assembly

### PL3.3

**WARNING:** Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Undock the printer from the optional Tray 2 Base. ([page 4-8](#)).
3. Remove the Fuser ([page 4-52](#)).
4. Remove 3 screws (silver, flanged, tap, 10 mm) and release the Thermistor harness from the harness guides to remove the Thermistor Assembly.



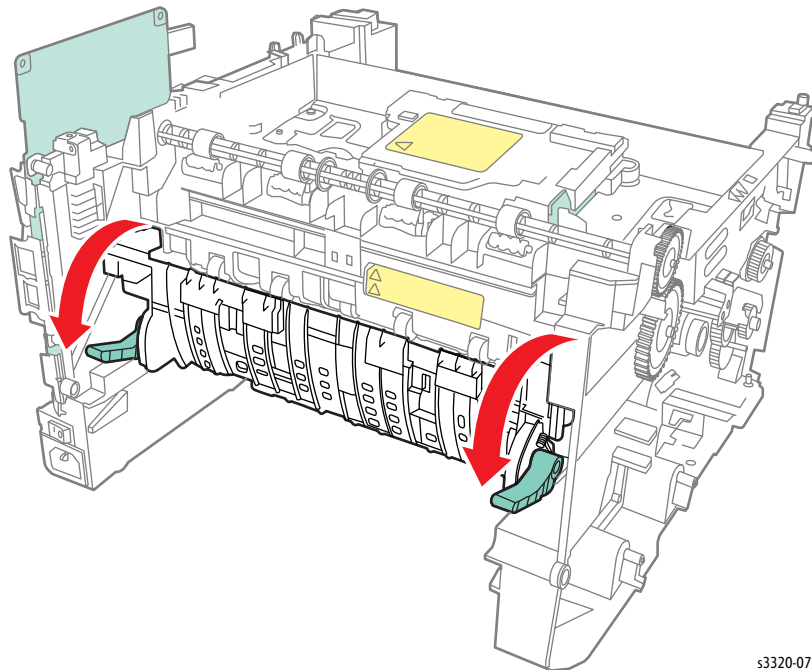
s3320-214

## Rear Frame

### PL3.4

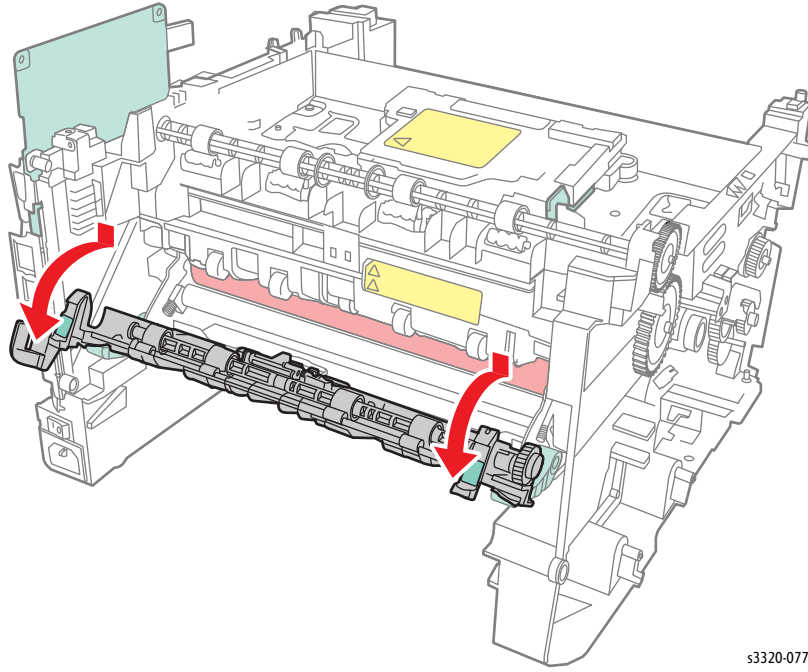
**WARNING:** Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Undock the printer from the optional Tray 2 Base. ([page 4-8](#)).
3. Open and remove the Rear Door. ([page 4-13](#))
4. Push down on the Rear Frame levers.

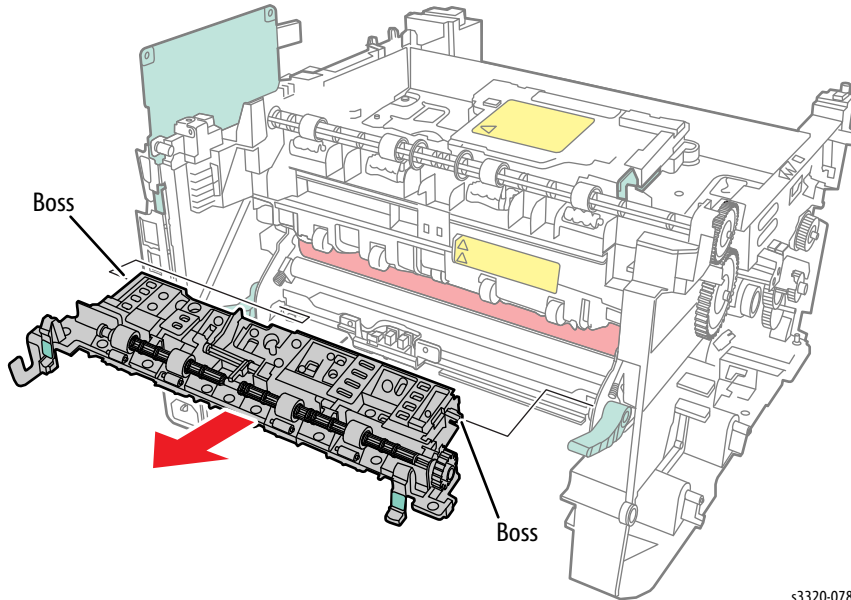


s3320-076

5. Release the Rear Frame bosses and remove the Rear Frame.



s3320-077



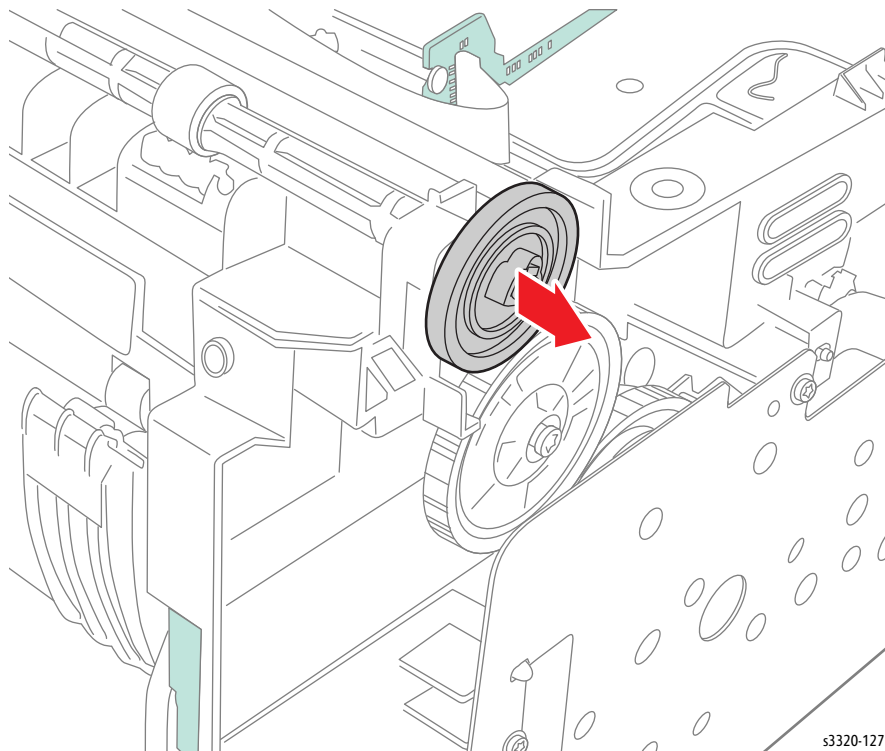
s3320-078

## Exit Roller Frame

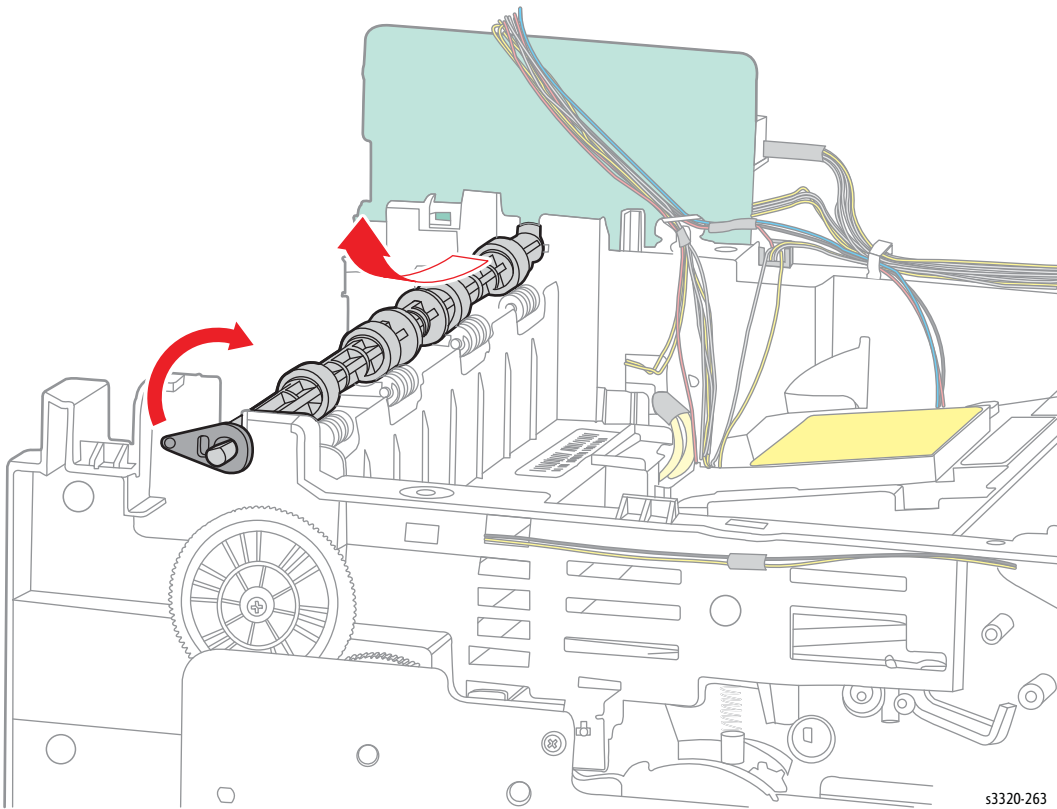
### PL3.1A

**WARNING:** Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Undock the printer from the optional Tray 2 Base. ([page 4-8](#)).
3. Remove the Fuser ([page 4-48](#)).
4. Remove the Top Cover (Phaser 3330 only, [page 4-13](#)).
5. Remove the Lower Middle Cover (WorkCentre 3335/3345 only, ([page 4-25](#)).
6. Press up on the tab of the 65 Exit Gear and remove the gear.



7. Release the Exit Roller Shaft Bearing boss, rotate the bearing, and lift the Exit Roller up and out of the printer.



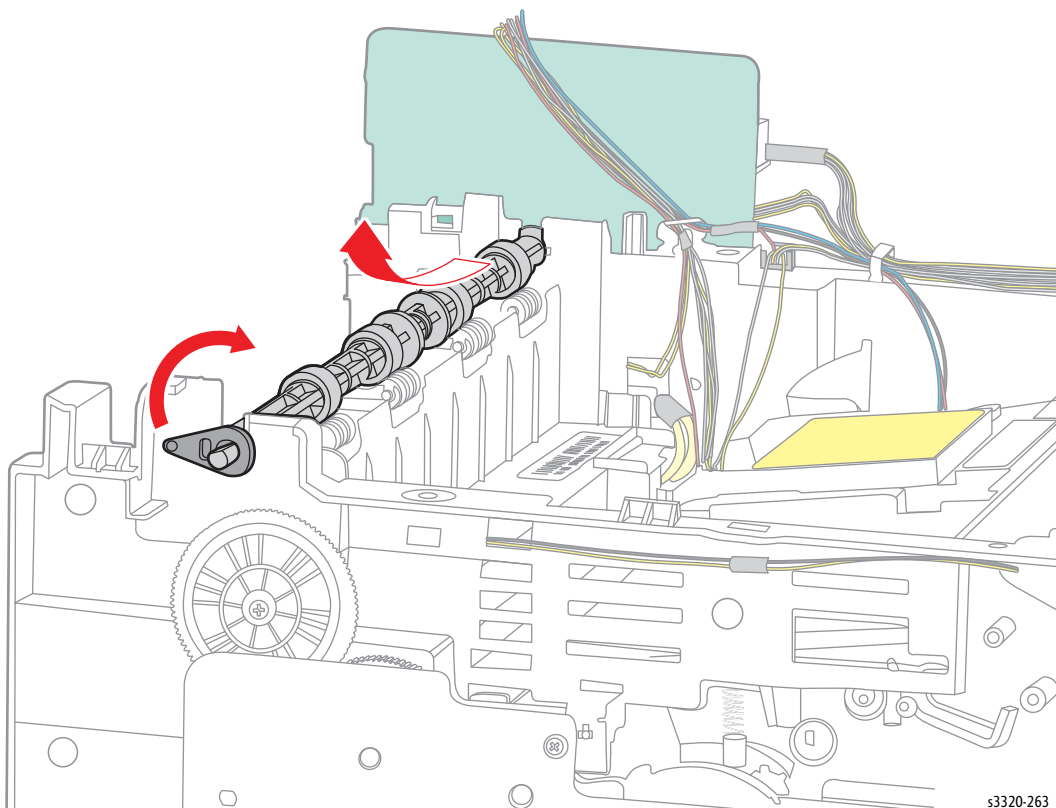


## Exit Rollers

### PL3.4

**WARNING:** Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Undock the printer from the optional Tray 2 Base. ([page 4-8](#)).
3. Remove the Exit Roller Frame ([page 4-55](#)).
4. Slide the Exit Roller(s) off of the Exit Roller Frame.



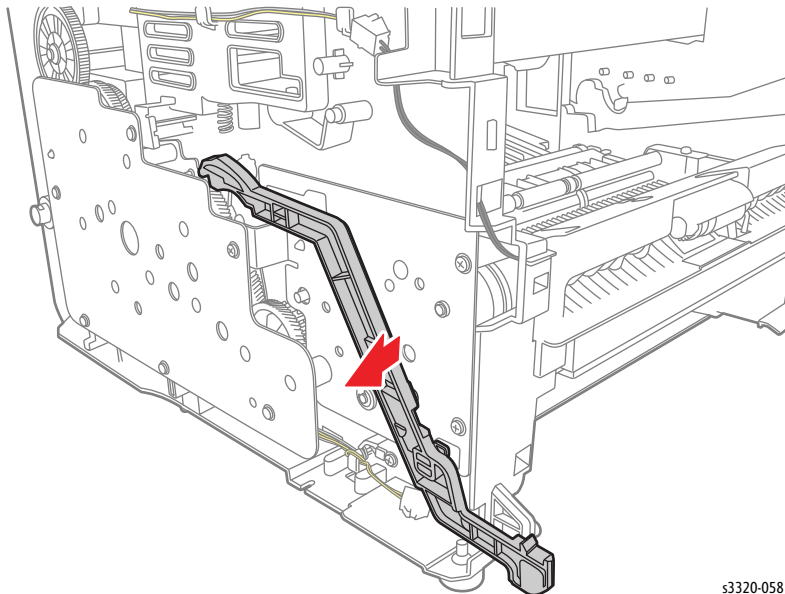
# Main Drive

## Main Drive Assembly

### PL3.5

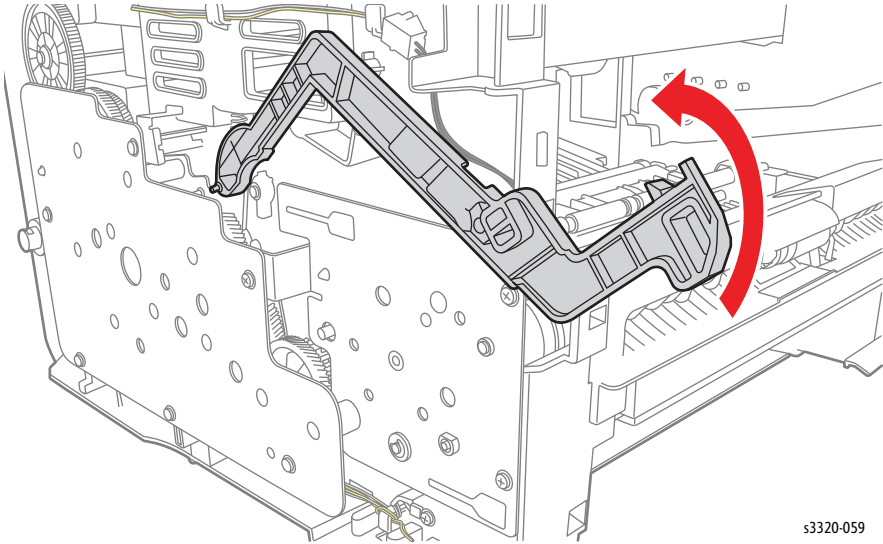
**WARNING:** Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Undock the printer from the optional Tray 2 Base. ([page 4-8](#)).
3. Remove the Exit Roller Frame ([page 4-55](#)).
4. Remove the Front Door ([page 4-13](#)).
5. Remove the Left Side Cover ([page 4-15](#)).
6. Remove the Rear Door ([page 4-13](#)).
7. Slide the Coupler Bar towards the front of the printer until it releases from the guides in the Feed Drive Assembly.

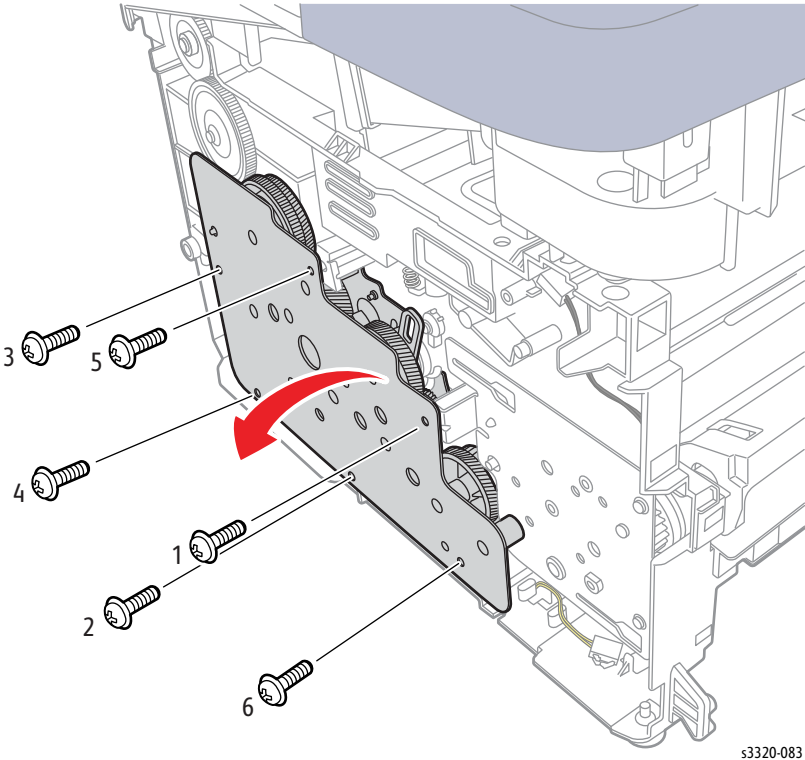


s3320-058

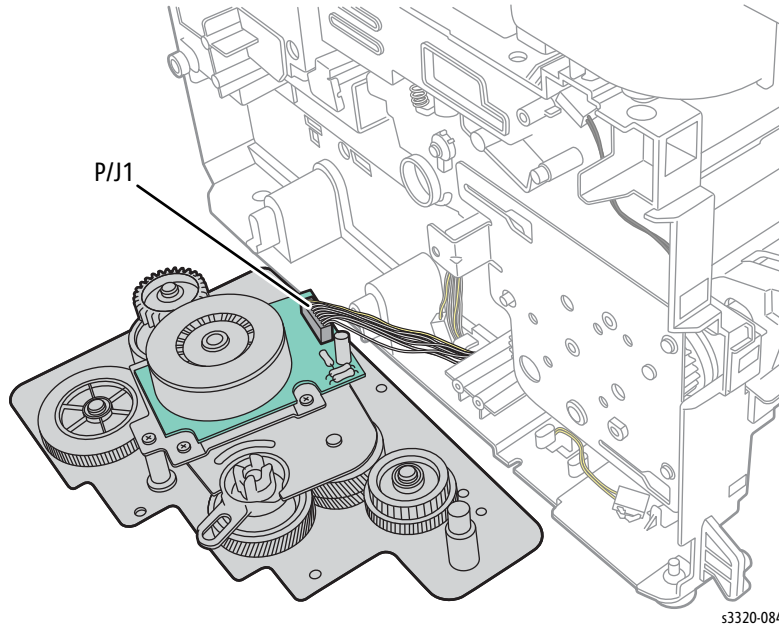
8. Rotate the Coupler Bar and release it from the Cam Coupler.



9. Remove 6 screws (silver, flanged, tap, 10 mm), and remove the Main Drive Assembly.



10. Disconnect P/J1 from the Main Motor and remove the Main Drive Unit.



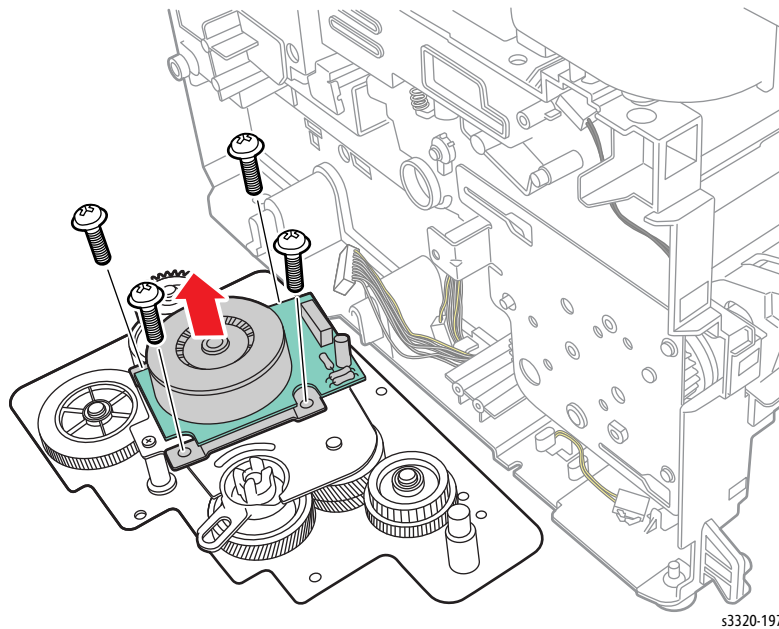
**Replacement Note:** Tighten the Main Drive screws in the order shown above.

## Main Drive Motor

### PL3.5

**WARNING:** Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Undock the printer from the optional Tray 2 Base. ([page 4-8](#)).
3. Remove the Exit Roller Frame ([page 4-55](#)).
4. Remove the Left Side Cover ([page 4-15](#)).
5. Remove the Main Drive Assembly ([page 4-58](#)).
6. Remove the 4 screws (silver, metal, 6 mm) that secure the Main Drive Motor.

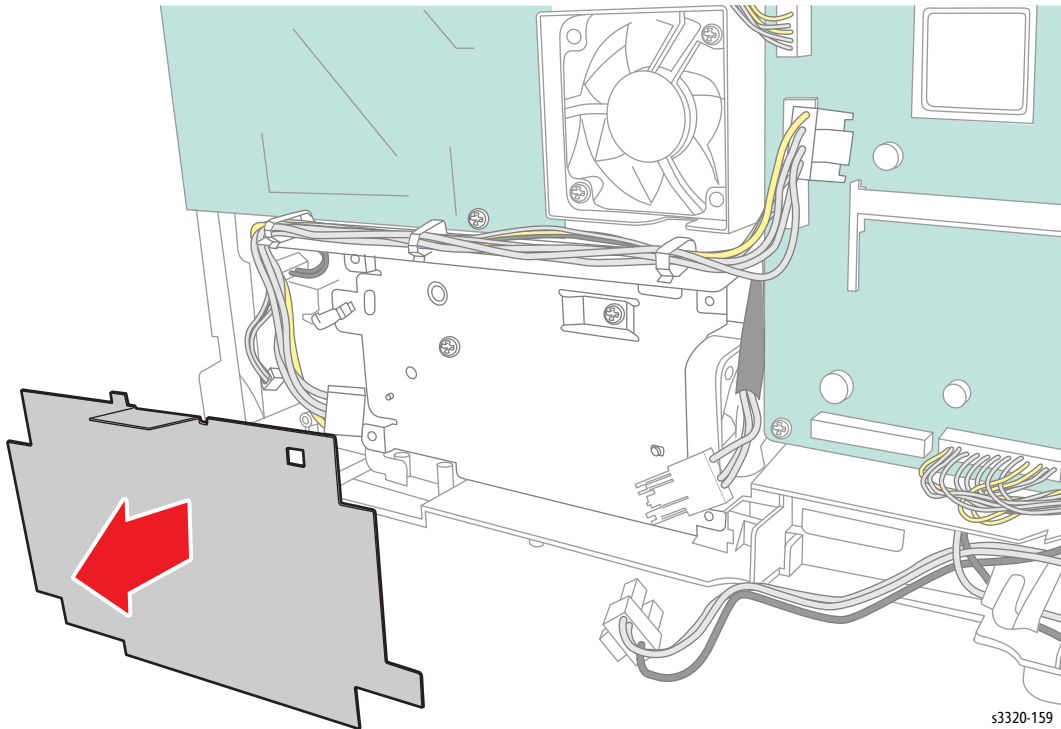


## RDCN 23/23 Gear and DR 19 Swing Gear

### PL3.1A

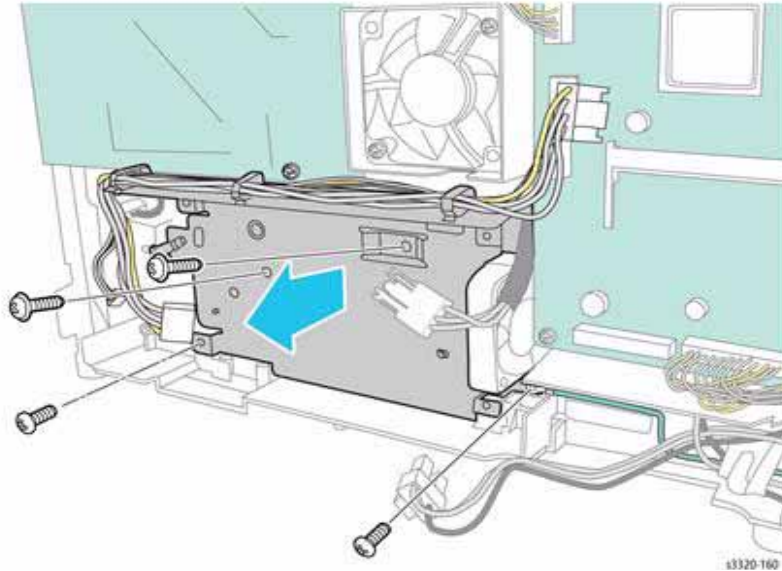
**WARNING:** Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Undock the printer from the optional Tray 2 Base. ([page 4-8](#)).
3. Remove the Front Door ([page 4-13](#))
4. Remove the Rear Door ([page 4-13](#)).
5. Remove the Right Side Cover ([page 4-17](#)).
6. Remove the HVPS ([page 4-75](#)).
7. Remove the LVPS ([page 4-74](#)).
8. Remove the LVPS insulation.

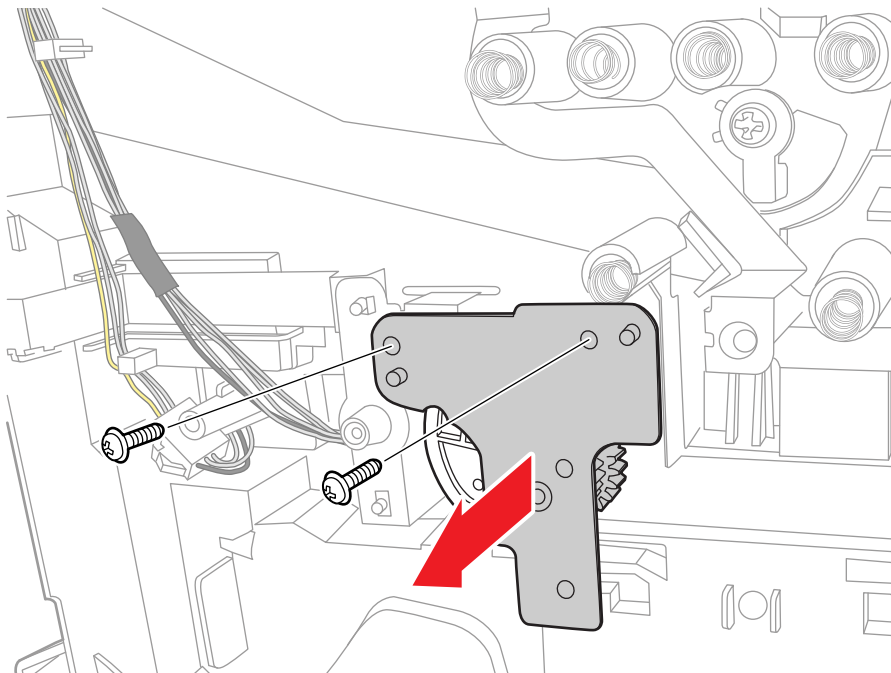


s3320-159

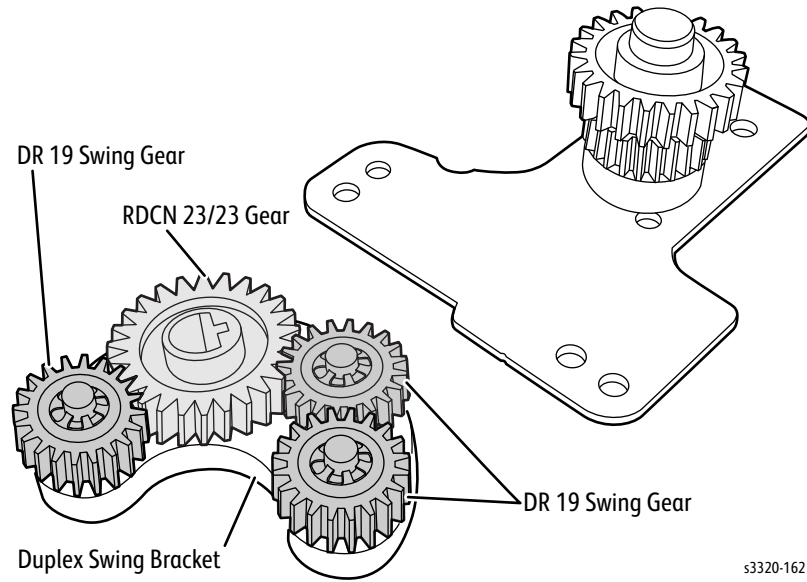
9. Phaser 3330: Remove 2 screw (silver, pan head, sheet metal, 6mm), and 2 screws (silver, flanged, tap, 10 mm) and remove the LVPS L shield.  
 WorkCentre 3335/3345: Remove 2 screws (silver, sheet metal, 6mm) and 2 screw (silver, flanged, tap, 10 mm) and remove the LVPS L shield.



10. Remove 2 screws (silver, flanged, tap, 10 mm) and remove the swing bracket.



11. Remove the duplex swing bracket.
12. Remove the RDCN 23/23 Gear.
13. Remove the lock washer and the DR 19 Swing Gear.



s3320-162



# Electrical

## Main Board

PL1.0 (Phaser 3330), PL6.1 (WorkCentre 3335/3345)

**WARNING:** Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

*CAUTION: All customer data on the SD card (customer's files, network settings, user IDs and account IDs for accounting, Personal & Secure Print Jobs, Saved Jobs, Address Book, Local Users Database (for authentication)) will be deleted. Due to MAC address change, device will acquire a new IP address if customer is using DHCP.*

1. Before removing the old Main Board, print out a Configuration Report (if possible).
2. Determine customer's billing plan by:
  - a. Refer to the Configuration Report and look at the last line under the 'Device Profile' heading.
  - b. Refer to the part number on the Toner Cartridge in the device. ([page 5-62](#))

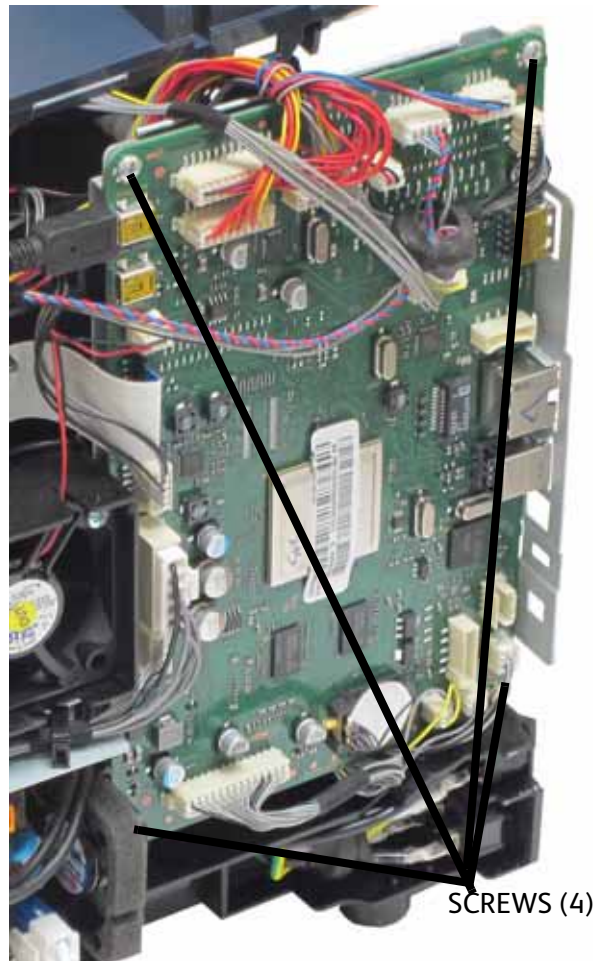
If customer's billing plan is **SOLD**, go to Step 3.

If customer's billing plan is **Metered**, follow step a.) below, then go to Step 3.

- a. Follow your local process to obtain a Plan Conversion Code to enable Metered support after installation of the Main Board.
3. Ask the customer to Clone their device configuration settings (done via CWIS only).
  - a. In **CWIS**, select the **Properties Tab**, then under **General Setup**, see **Cloning**.
4. Ask the customer to export their Address Book & Local Users Database (for authentication) as these are not part of clone file.
  - a. In **CWIS**, go to **Address Book**, to export the address book.
  - b. In **CWIS**, select **Properties Tab - Login/Permissions/Accounting - Device User Database - Export to File** (Local Users Database).
5. Inform customer that their Fax Log will be lost.
6. Do steps 1-4 in the Preparation section ([page 4-3](#)).
7. Undock the printer from the optional Tray 2 Base. ([page 4-8](#)).
8. Remove the Front Door ([page 4-13](#))
9. Remove the Rear Door ([page 4-13](#)).
10. Remove the Right Cover ([page 4-17](#)).
11. Disconnect all the connectors on the Main Board.

**Note:** The top 2 screws are threaded for sheet metal and the bottom 2 screws are self-tapping for plastic.

12. Remove 4 screws (silver, flanged, tapping 10mm)



13. Remove SD card (PL 6.1) from defective Main PWB and install onto new Main PWB.
14. Install new Main PWB into the device.
15. Power on the device - a power on Memory Clear will be triggered. The message 'No configuration is present in device, self-recovering' will show on the UI for a few seconds. After self-recovery, the UI will show the Home screen.
16. At the Home screen, reboot the device and the Installation Wizard appears.
17. Walk through the Installation Wizard.
18. Re-input machine serial number (original serial number is lost with Main PWB replacement).
  - For **WC3335/WC3345**: Enter **Diagnostics - Copier Diagnostics - Serial Number Reset**
  - For **P3330**: Enter **Diagnostics - Other Routines - Set Machine Serial Number**
19. Update the Firmware (FW) to the latest general release or SMP, or to the specific FW that may be authorized for the use by the customer. Refer to (page 6-7) for Firmware upgrade instructions.
20. If the device billing plan is SOLD, then proceed to Step 21.  
If device billing plan should be Metered, then follow the steps below for converting the machine back to Metered (all spare Main PWB's are configured as SOLD):
  - a. WC3335/WC3345:
    - Press Machine Status

- Touch Machine Information
  - Scroll down to Supplies Plan Plan Conversion
  - Enter the Plan Conversion code obtained in step 2a and select OK.
  - Proceed to step 21.
- b. P3330:
- Press Menu
  - Select Information
  - Scroll down to Plan Conversion
  - Enter the Plan Conversion Code obtained in step 2a and select OK.
  - Proceed to step 21.

21. Ask the customer to restore Cloned settings.

22. Ask the customer to import their Address Book & Local Users Database (for authentication).

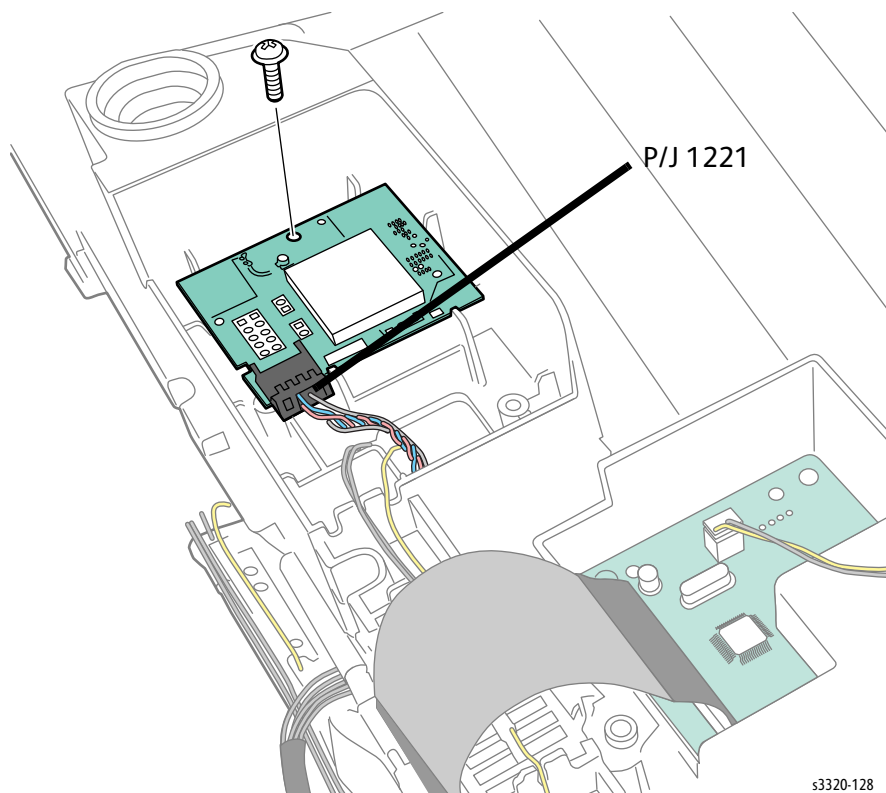
This concludes the Main Board Replacement Procedure.

## Wireless (Wi-Fi) Board

PL1.0 (3330) or PL 6.1 (3335/3345)

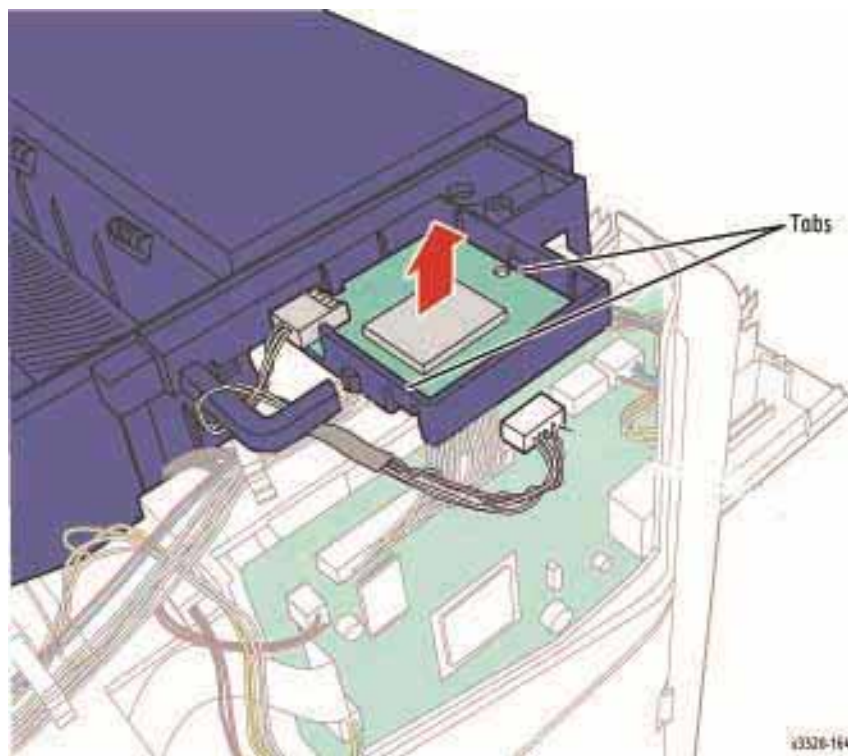
**WARNING:** Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Undock the printer from the optional Tray 2 Base. ([page 4-8](#)).
3. Remove the Front Door ([page 4-13](#))
4. Remove the Rear Door ([page 4-13](#)).
5. Remove the Right Cover ([page 4-17](#)).
6. Remove the Scanner ([page 4-102](#)).
7. Remove the Top Cover and Inner Top Cover ([page 4-13](#)).
8. Disconnect P/J220 (WorkCentre 3335/3345) or P/J221(Phaser 3330).
  - a) For WorkCentre 3335/3345: Remove 1 screw (silver, flanged, tapping, 10 mm) and remove the Wireless Board PL 1.0.14).



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b) For Phaser 3330: Disconnect tabs and lift the Wireless Board out of the printer

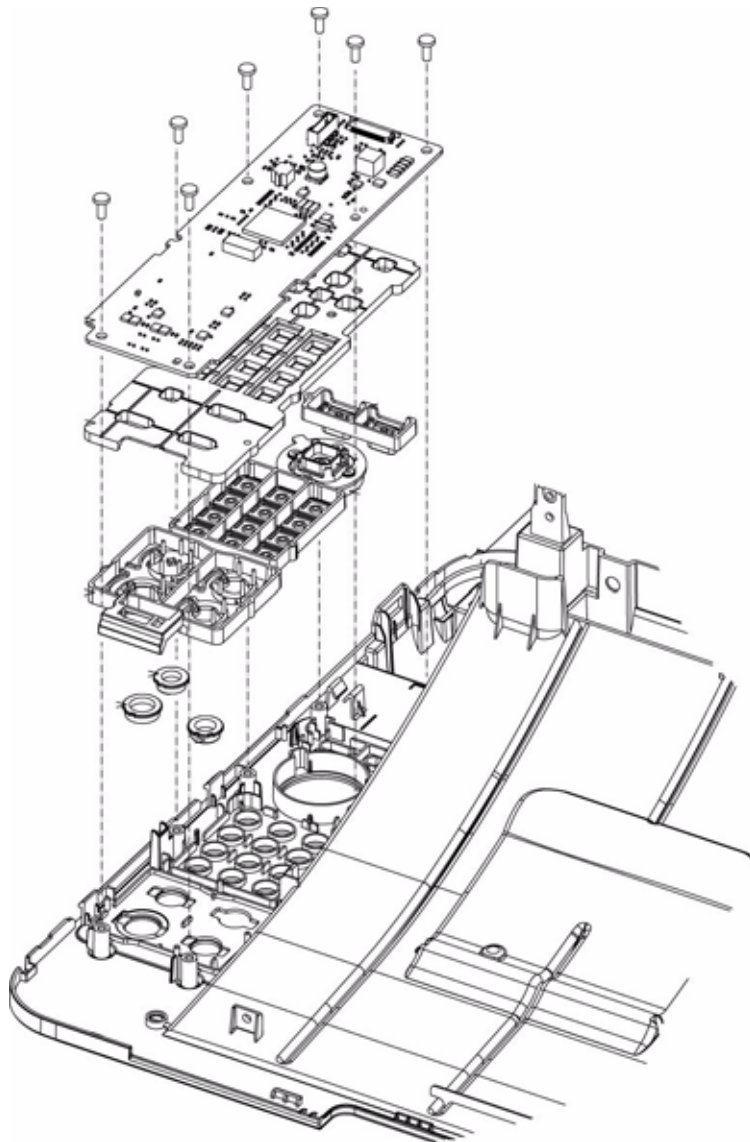


## Control Panel Board (Phaser 3330)

### PL1.1

**WARNING:** Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Undock the printer from the optional Tray 2 Base. ([page 4-8](#)).
3. Remove the Top Cover [page 4-18](#) and turn it over.,
4. Disconnect any cables as required and then remove the screws and release the Control Panel Board PL 1.1 ([page 5-6](#)).



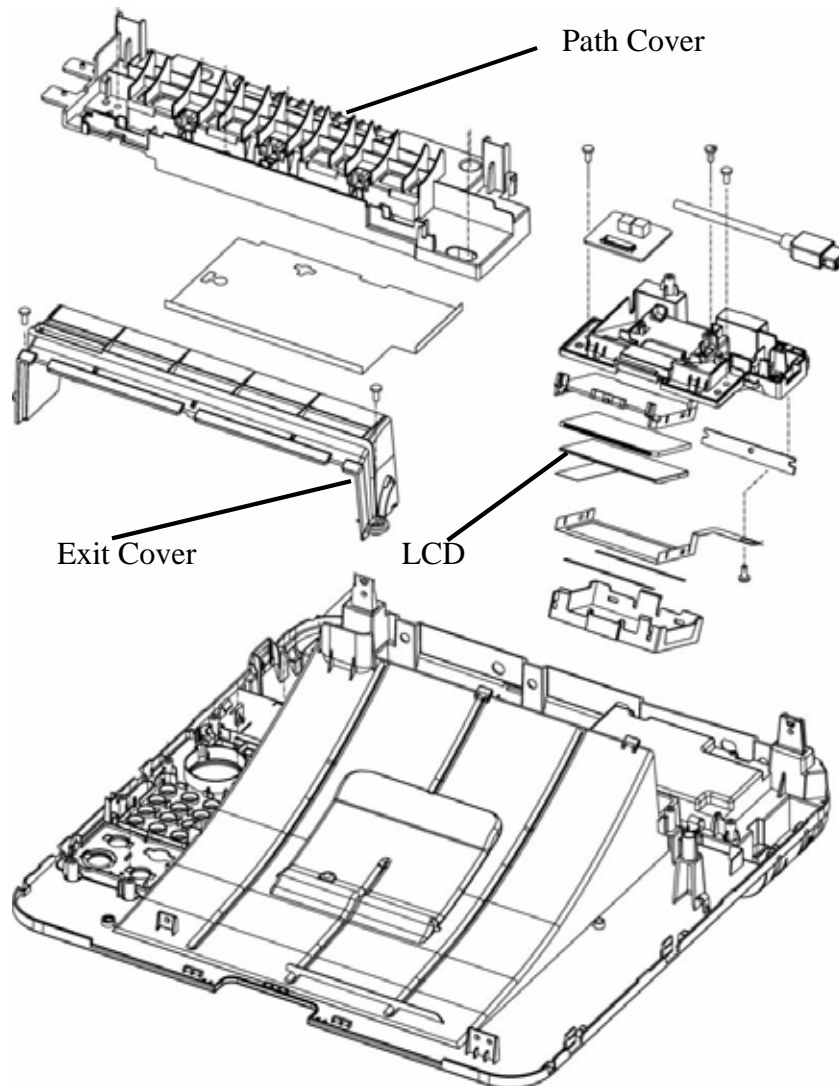
## LCD (Phaser 3330)

### PL1.1

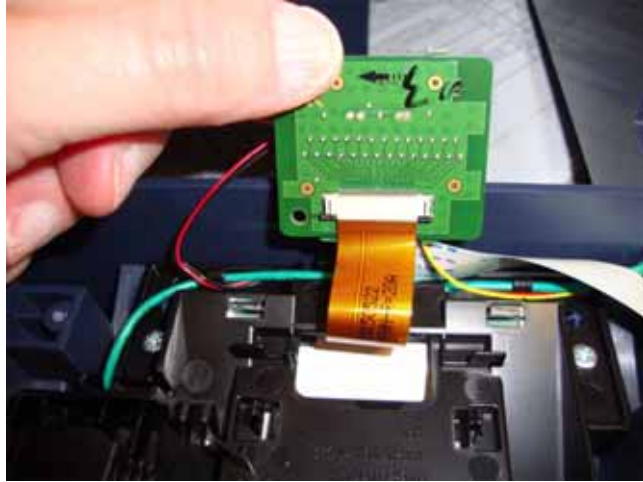
1. Remove the Top Cover PL 1.0 and turn it over.
2. Remove the Exit Cover (2 screws) PL 1.1.

**Note:** Be careful not to damage the Bin Full Stacker Flag PL 1.1.

3. Remove the Path Cover (4 screws). PL 1.1.
4. Remove the LCD PL 1.1.



**Note:** When installing the LCD, there is a copper colored Ribbon Cable that connects the PBA SUB to the OPE Joint. Be sure that this cable is fully installed. A small pair of needle nose pliers may be needed. No information will be displayed on the LCD if this cable is not completely seated. See following picture.

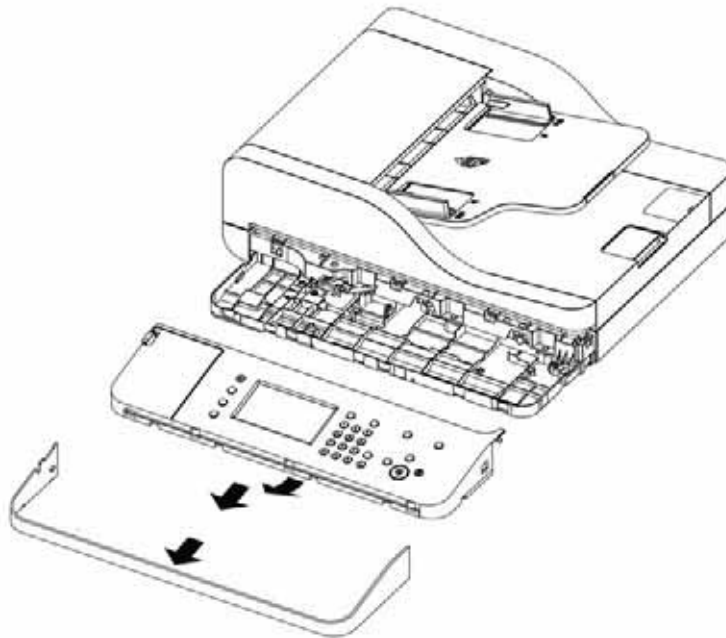




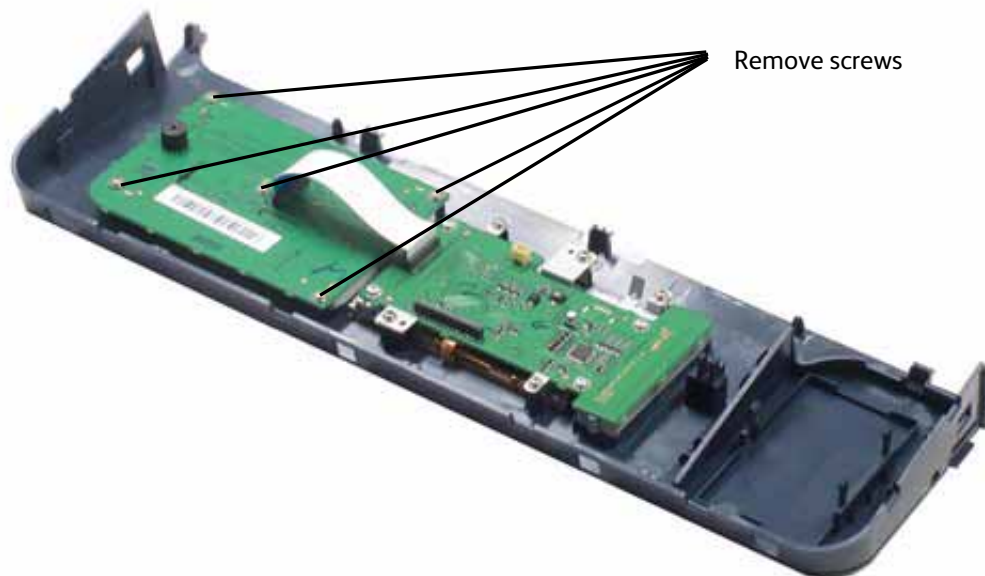
## Control Panel Assembly and Key PWB (WorkCentre 3335/3345)

### PL10.1

1. Remove the DECO Control Panel Cover PL 10.1.
2. Remove the Control Panel Cover PL 10.1.



3. Carefully turn over the Control Panel Cover, and disconnect the ribbon cable.
4. Remove 5 screws and remove the Key PWB PL 10.1 ([page 5-52](#)).



## SMPS

### PL1.0 (3330) or PL 6.1 (3335/3345)

**WARNING:** Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

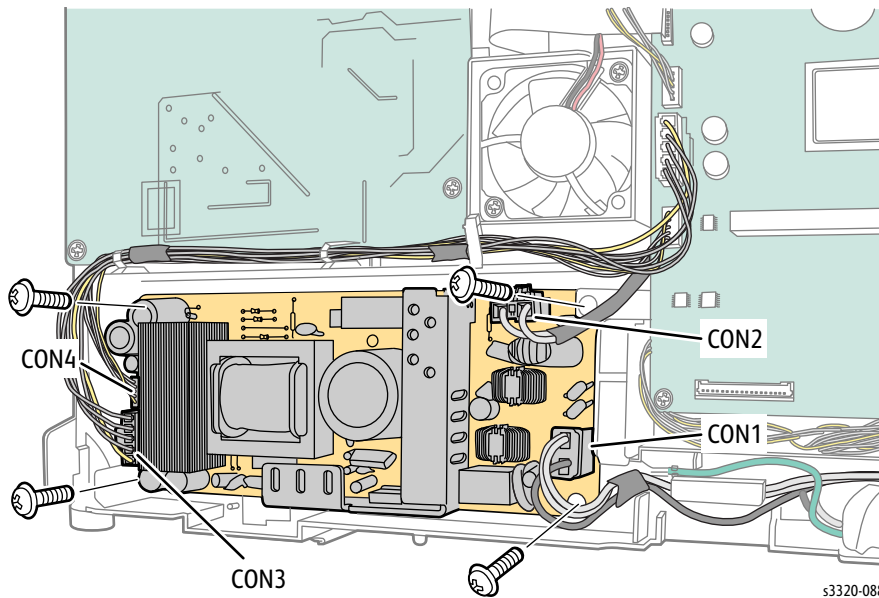
1. Do steps 1-4 in the Preparation section (page 4-3).
2. Undock the printer from the optional Tray 2 Base. (page 4-8).
3. Remove the Front Door (page 4-13)
4. Remove the Rear Door (page 4-13).
5. Remove the Right Cover (page 4-17).

**Note:** The CON2 connector is very difficult to disconnect when the SMPS is in the printer. It may be easier to remove all the connectors except CON2 and remove it after the SMPS is out of the printer.

6. Unplug all connectors on the SPMS Board.

**Replacement Note:** Problems may occur if P/J3 is not plugged into the PWB all the way.

7. Remove 4 screws (silver, flanged, tapping, 10 mm) and the ground wire from top-right corner, and then remove the SMPS Board.

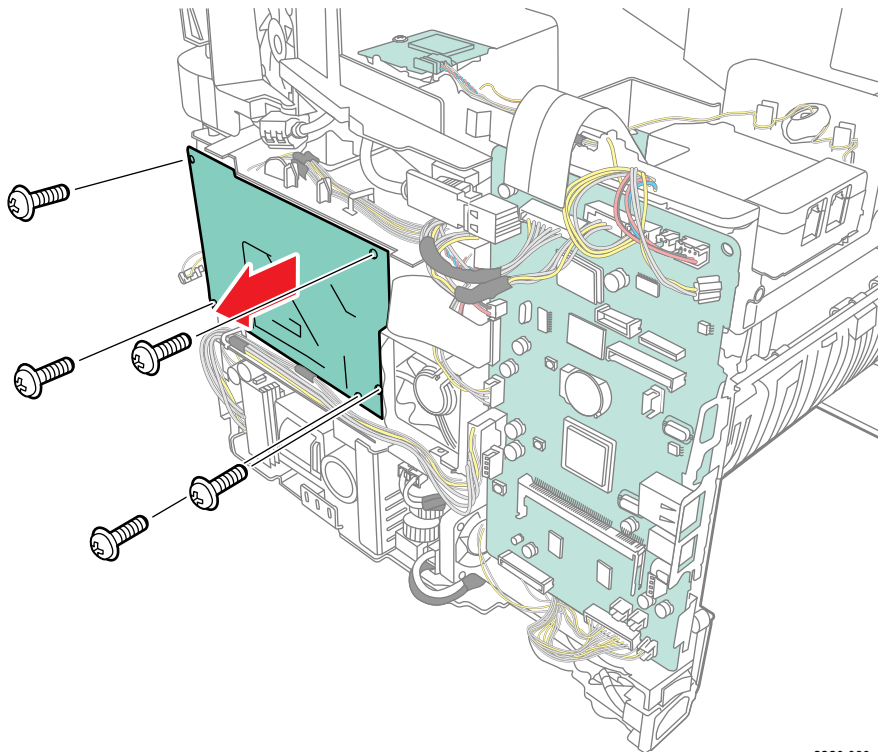


## HVPS

### PL3.1A

**WARNING:** Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
  2. Undock the printer from the optional Tray 2 Base. ([page 4-8](#)).
  3. Remove the Front Door ([page 4-13](#)).
  4. Remove the Rear Door ([page 4-13](#)).
  5. Remove the Right Cover ([page 4-17](#)).
- CAUTION:** In the next step, after you remove the screws, use care when removing the HVPS PWB as the connector is still connected on the backside of the PWB and can be damaged.
6. Remove 5 screws (silver, flanged, tap, 10 mm) and ground wire from top-right corner, then remove the HVPS Board.
  7. Remove the Upper Middle Cover ([page 4-21](#)).
  8. Unplug the connector on the HVPS Board.



s3320-089

## Speaker and Fax Board

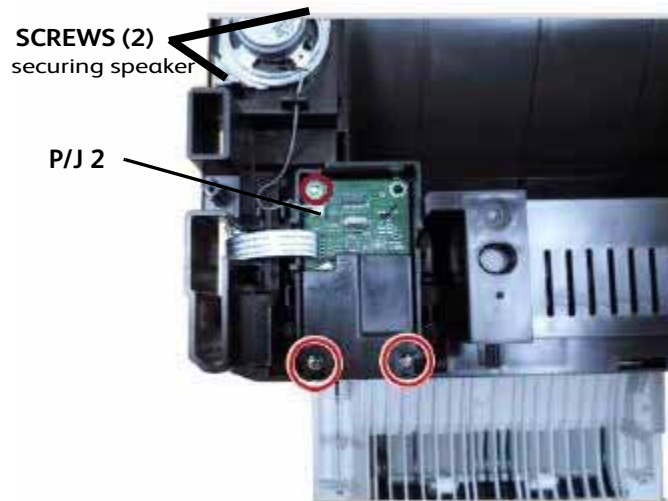
### PL 6.2

**WARNING:** Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Remove the Front Door ([page 4-13](#)).
3. Remove the Rear Door ([page 4-13](#)).
4. Remove the Left Cover ([page 4-15](#)).
5. Remove the Right Cover ([page 4-17](#)).
6. Remove the Scanner ([page 4-102](#)).
7. Remove the Upper Middle Cover ([page 4-21](#)).

### Removing Speaker

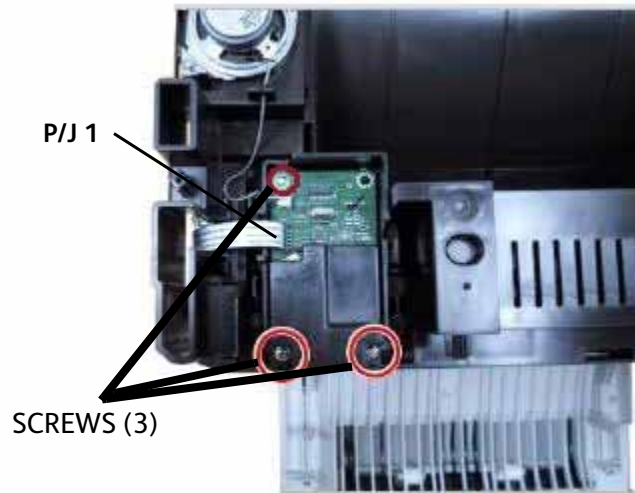
1. Disconnect P/J 2 and remove 2 SCREWS.



### Removing the FAX Board

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Remove the Front Cover ([page 4-13](#)).
3. Remove the Rear Door ([page 4-13](#)).
4. Remove the Left Cover ([page 4-22](#)).
5. Remove the Right Cover ([page 4-17](#)).
6. Remove the Scanner ([page 4-102](#)).
7. Remove screws (2) and lift the Fax board cover off of the Fax Board ([page 4-76](#)).

8. Disconnect the Modem Interface Cable at P/J1 on the Fax Board.
9. Remove the Upper Middle Cover ([page 4-23](#)).
10. Disconnect the Modem Interface Cable at P/J1 and the speaker cable at P/J2.
11. Remove 3 screws (silver, flanged, tapping, 10 mm) and remove the Fax Board.

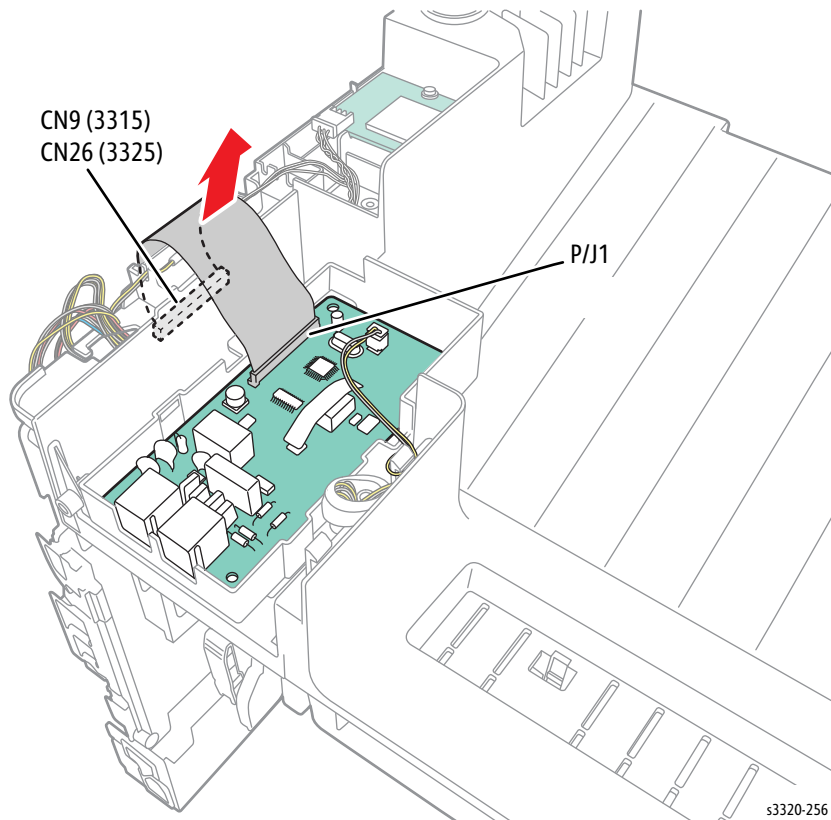


## Modem (Fax) Interface Cable

### PL6.2

**WARNING:** Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

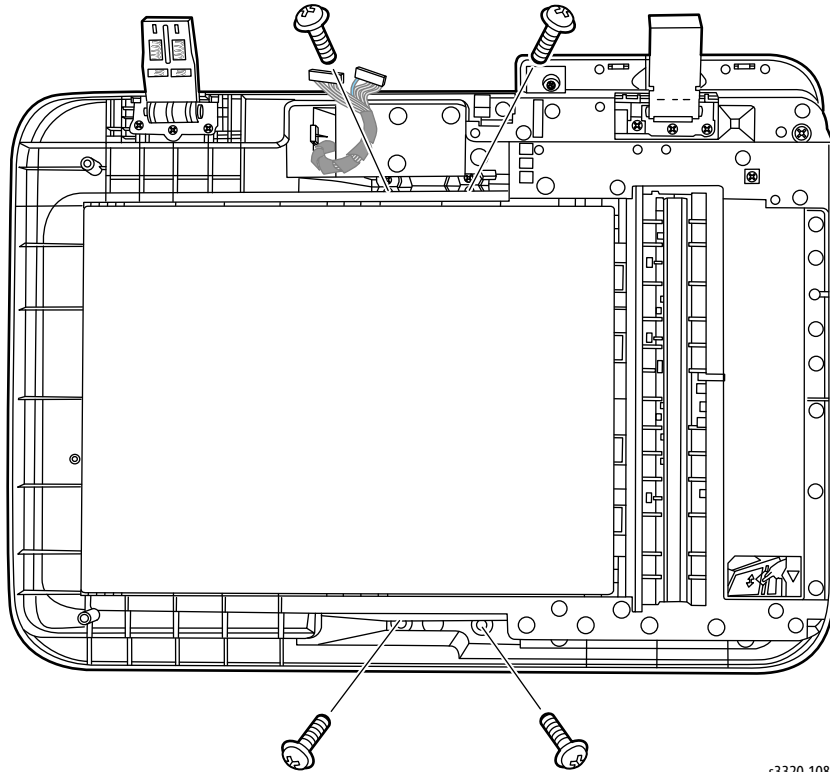
1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Remove the Front Door ([page 4-13](#)).
3. Remove the Rear Door ([page 4-13](#)).
4. Remove the Left Cover ([page 4-15](#)).
5. Remove the Right Cover ([page 4-17](#)).
6. Remove the Scanner ([page 4-102](#)).
7. Remove screws (2) and lift the Fax board cover off of the Fax Board ([page 4-76](#)).
8. Disconnect the Modem Interface Cable at P/J1 on the Fax Board.
9. Remove the Upper Middle Cover ([page 4-23](#)).
10. Disconnect CN9 or CN26 to remove the Modem Interface cable.



## DADF Board (3345 Only)

### PL8.1

1. Remove the DADF Assembly ([page 4-113](#)).
2. Remove 4 screws (silver, flanged, tapping, 10 mm) from the bottom of the DADF.

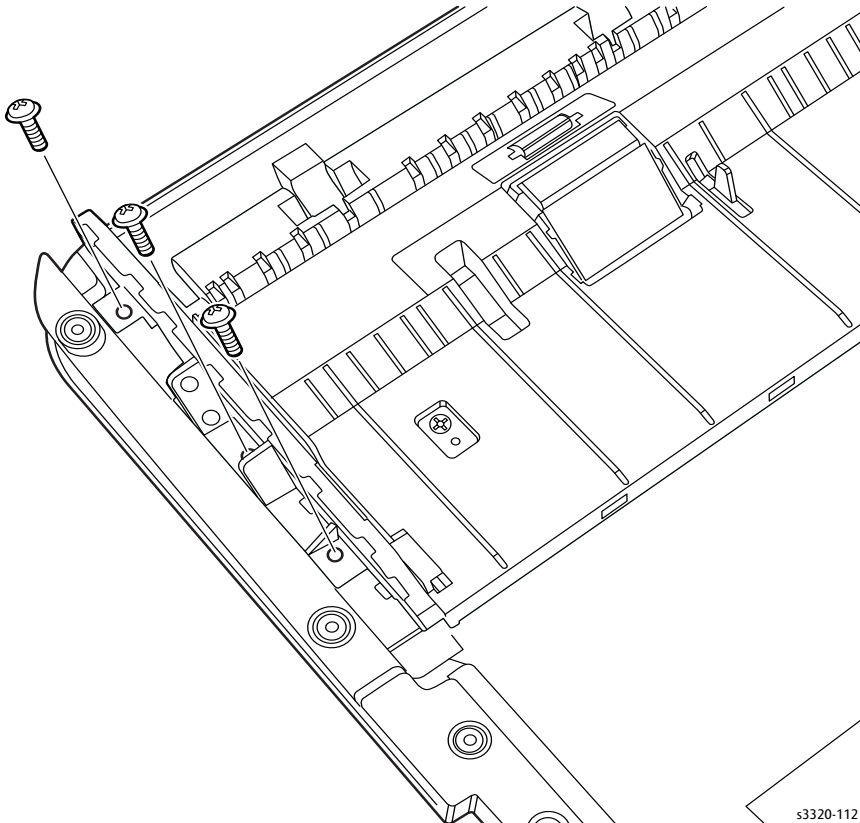


s3320-108

3. Remove the Feed Tray.



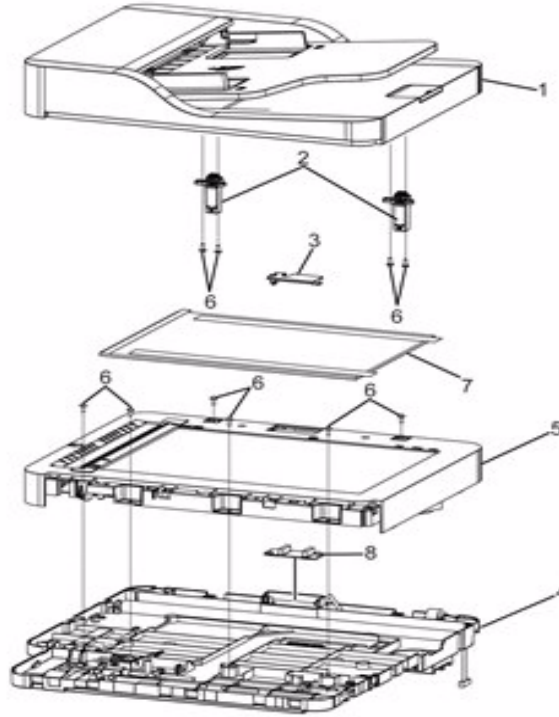
4. Remove 3 screws (silver, flanged, tap, 10 mm) from the bottom of the assembly.



s3320-112

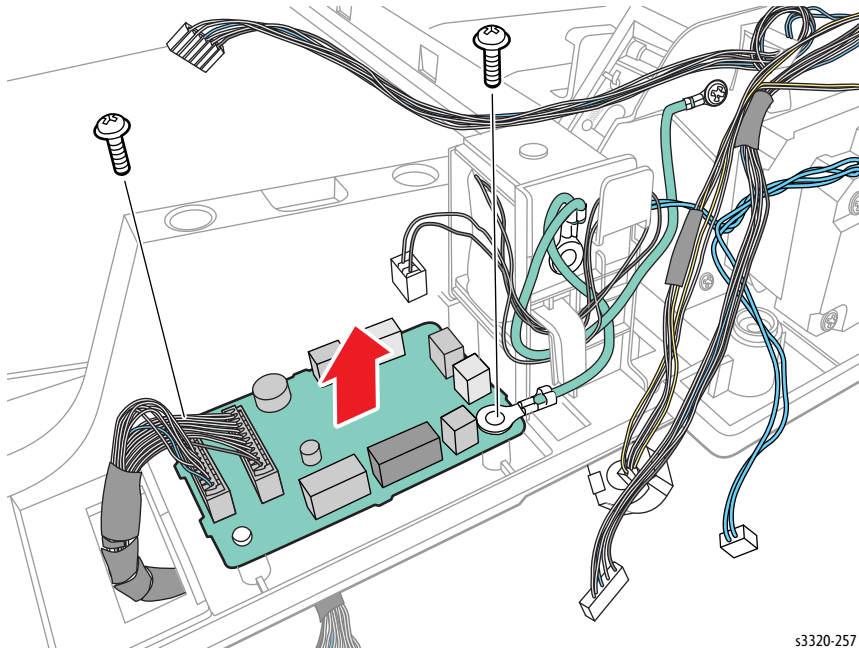


- Remove the DADF Rear Cover.



3335-0091B

- Disconnect all harnesses, remove 2 screws (silver, flanged, tap, 10 mm), and remove the DADF Board.

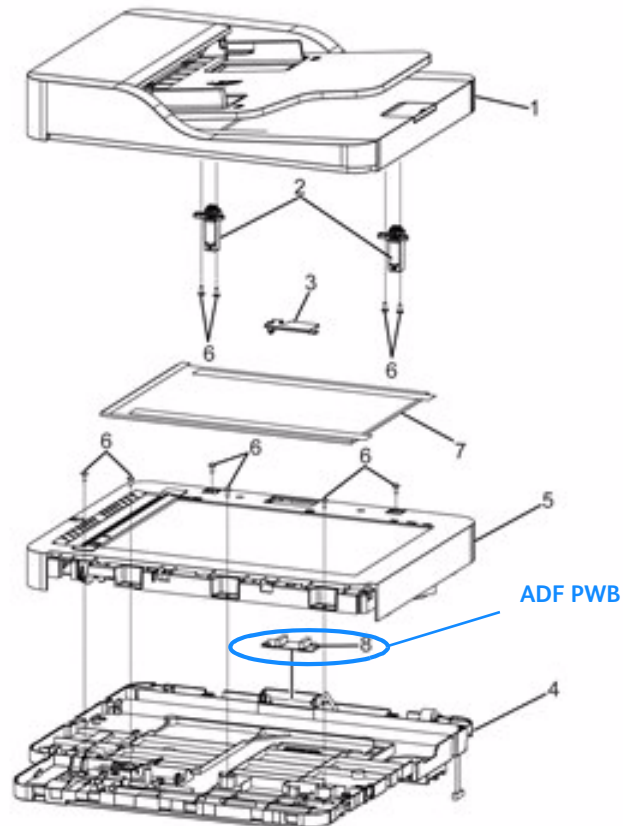


s3320-257

## ADF Board

### PL7.1

1. Remove the Scanner ([page 4-102](#)).
2. Remove the Platen ([page 4-103](#)).
3. Remove the A4 Middle Platen ([page 4-105](#)).
4. Disconnect P/J1 on the ADF Board.



5. Remove 2 screws (silver, flanged, tap, 10 mm) and remove the ADF Board.

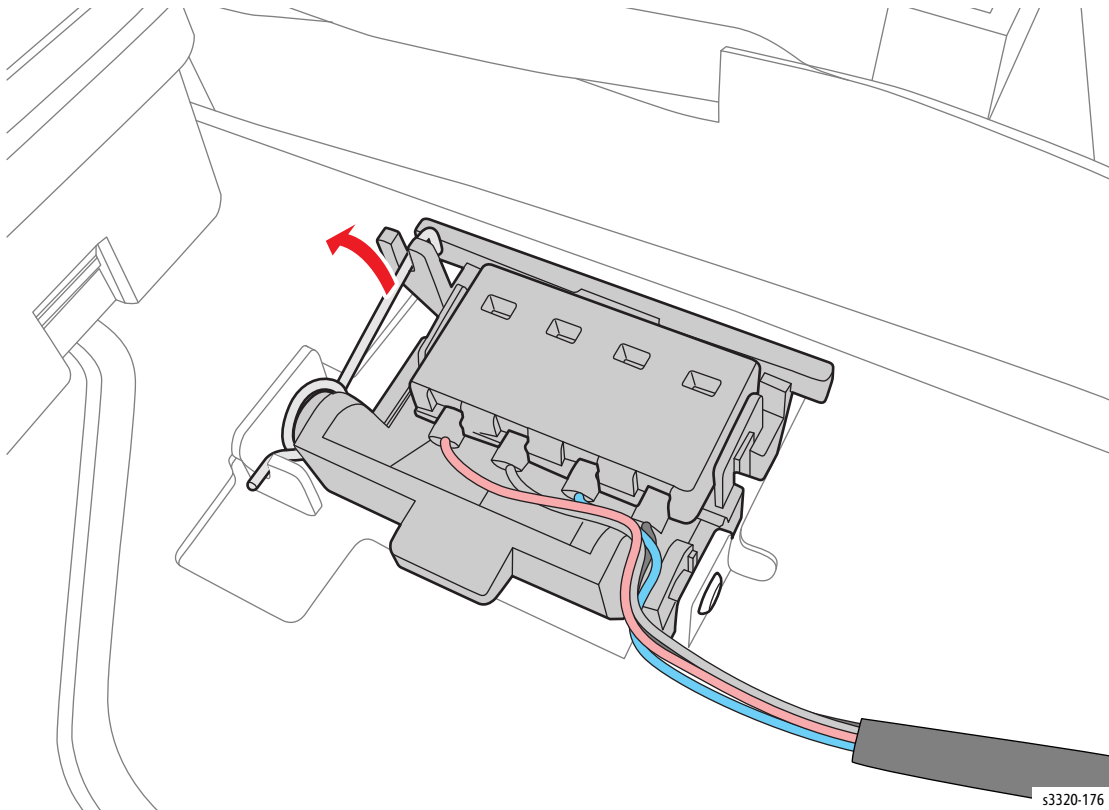
## Upper and Lower CRUM Holders and CRUM Terminal

### PL3.1.10, PL3.1.12, PL3.1.11

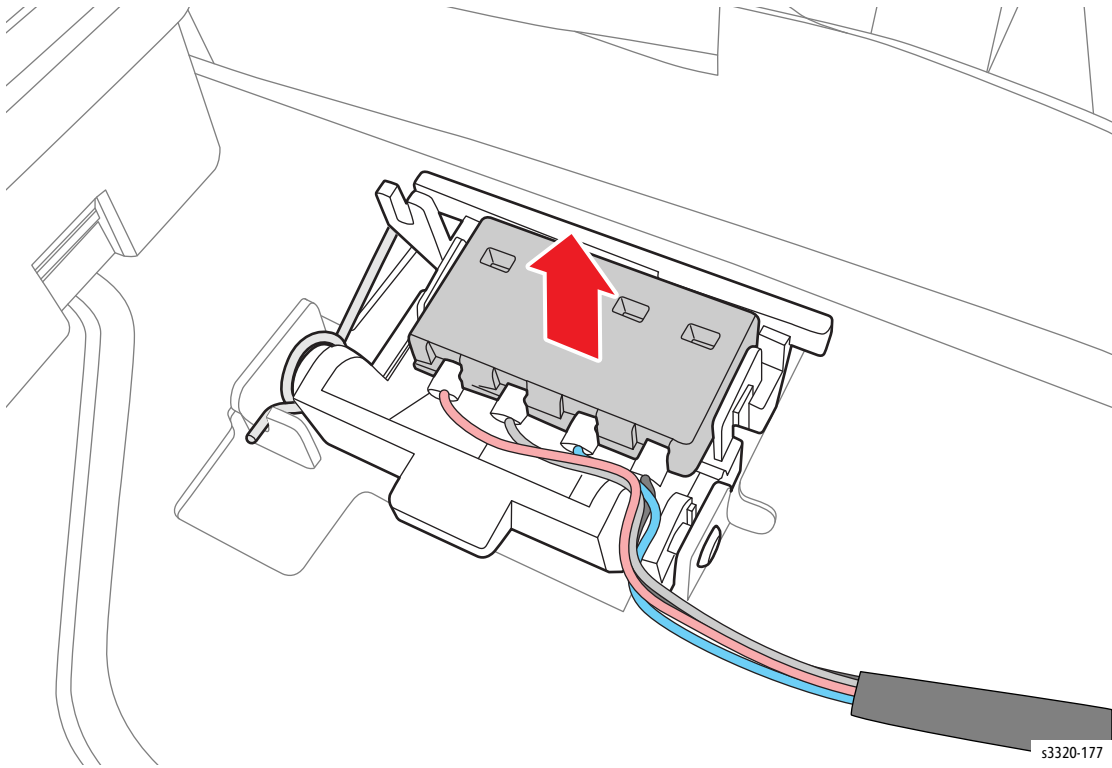
**WARNING:** Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Undock the printer from the optional Tray 2 Base. ([page 4-8](#)).
3. Remove the Front Door ([page 4-13](#)).
4. Remove the Rear Door ([page 4-13](#)).

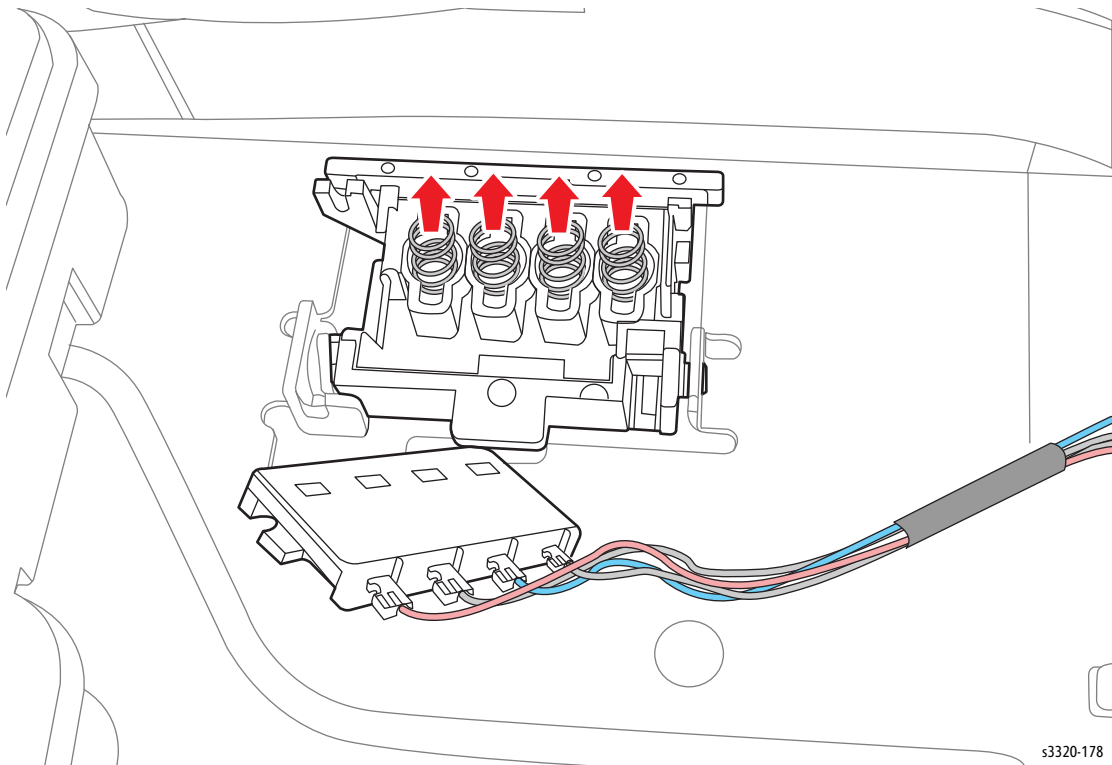
5. Remove the Left Cover ([page 4-15](#)).
6. Remove the Right Cover ([page 4-17](#)).
7. Remove the Top Cover Phaser 3330 only, ([page 4-13](#)).
8. Remove the Scanner, WorkCentre 3335/3345 only, ([page 4-102](#)).
9. Remove the A4 Middle Platen, WorkCentre 3335/3345 only, ([page 4-105](#)).
10. Disconnect the ribbon cable from the LSU, lift up the retaining bar and disconnect it from the Lower CRUM Holder.



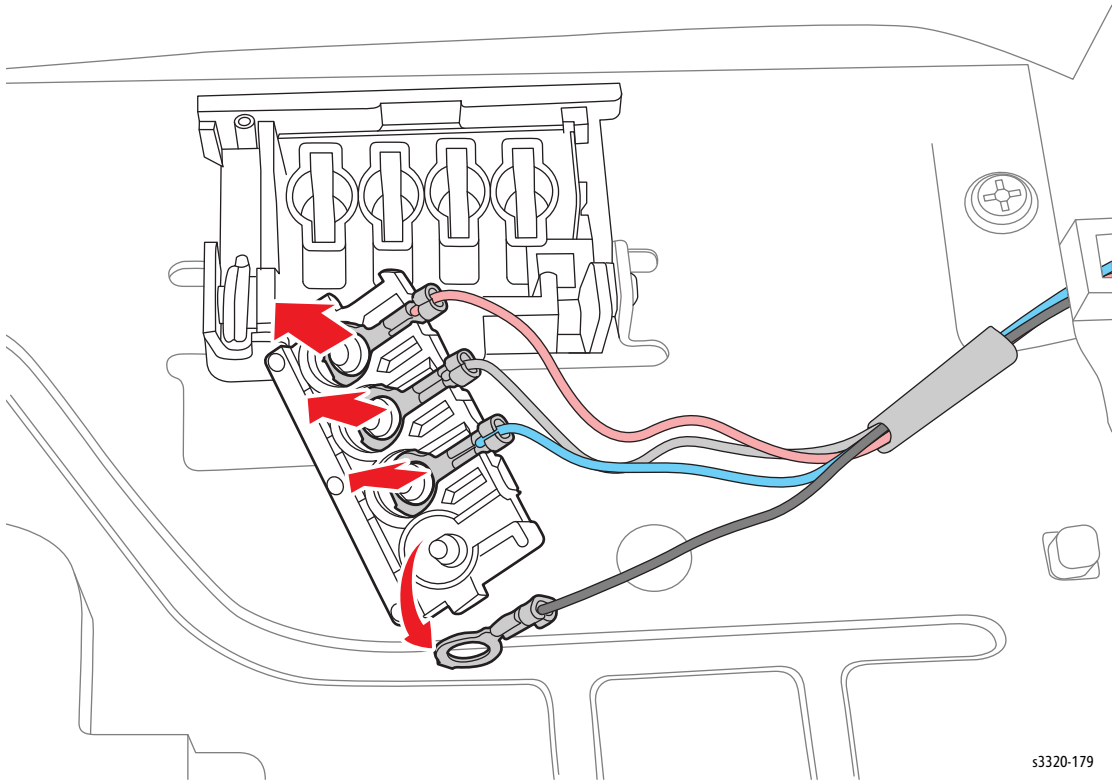
11. Disengage the tab and remove the Upper CRUM Holder from the Lower CRUM Holder.



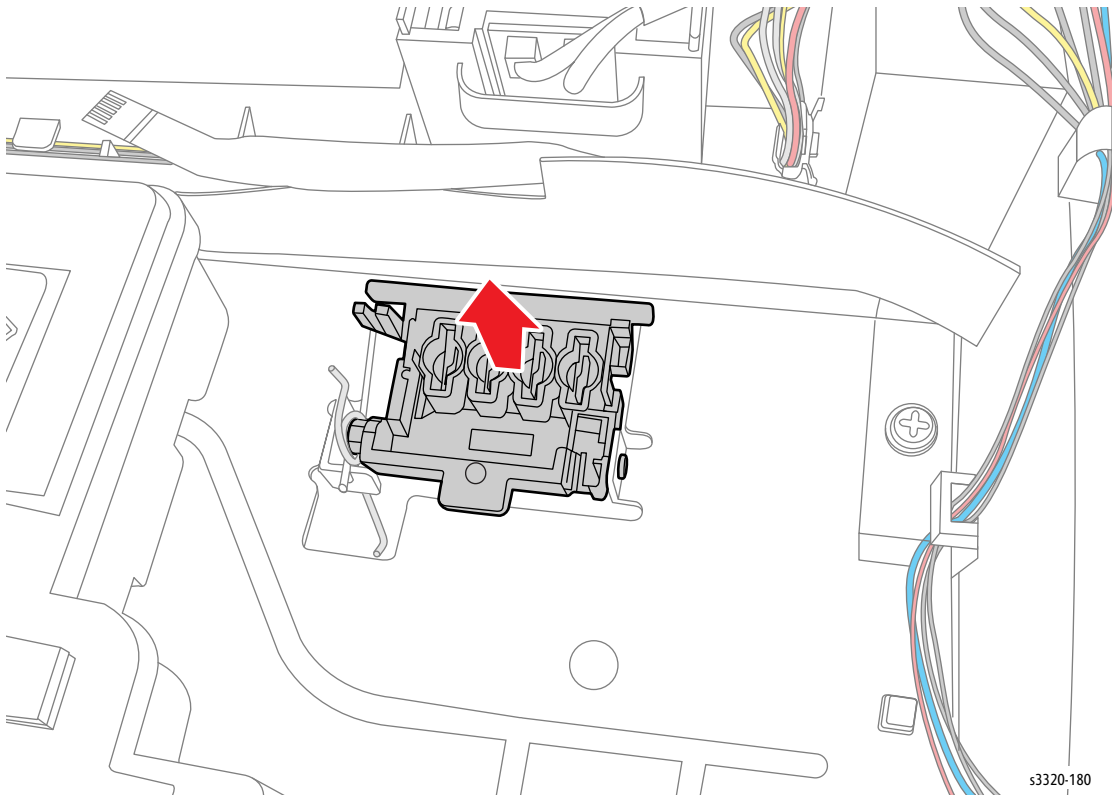
12. Remove the CRUM Terminal(s).



13. Disengage the wires from the Upper CRUM Holder to remove it.



14. Disengage the boss and remove the Lower CRUM Holder.



## SMPS Fan

**Note:** SMPS Fan is present in 110V models only.

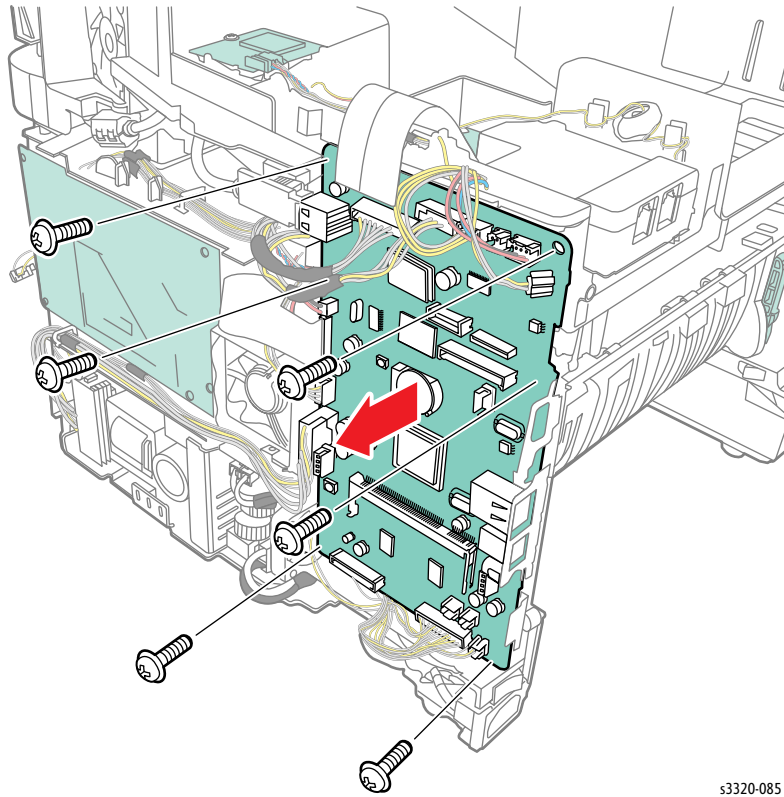
### PL3.1A

**WARNING:** Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Undock the printer from the optional Tray 2 Base. ([page 4-8](#)).
3. Remove the Scanner Assembly, WorkCentre 3335/3345, ([page 4-102](#)).
4. Remove Right Cover ([page 4-17](#)).
5. Remove the Control Panel, Phaser 3330 only, ([page 4-70](#)).
6. Disconnect all connectors on the Main Board.

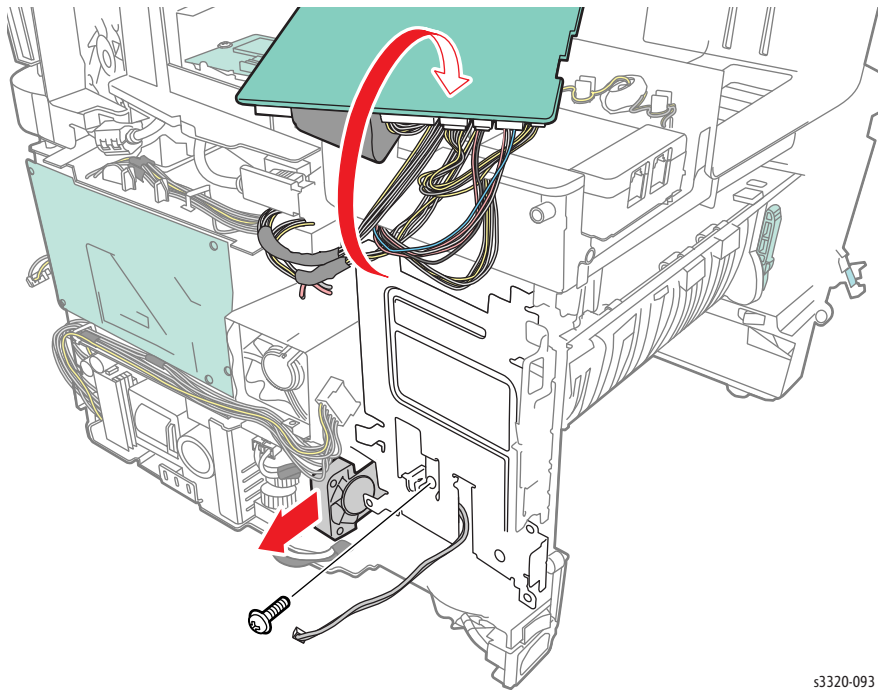


7. Remove 6 screws (silver, flanged, tap, 10 mm).



s3320-085

8. Remove 1 screw (silver, flanged, tap, 10 mm) and pull the main board plate out enough to remove the fan and fan wire.



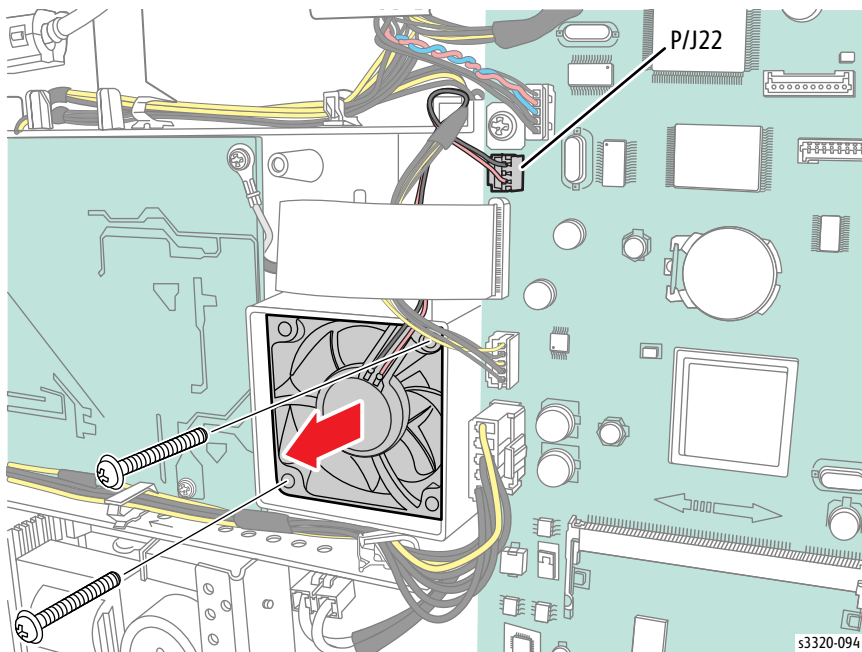
s3320-093

## Exhaust Fan

### PL3.1A

**WARNING:** Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section (page 4-3).
2. Undock the printer from the optional Tray 2 Base. (page 4-8).
3. Remove the Right Cover (page 4-17).
4. Unplug P/J22 on the Main Board and unthread the cable.
5. Remove 2 screws (silver, tap, 30 mm) and pull the Exhaust Fan out of the printer.





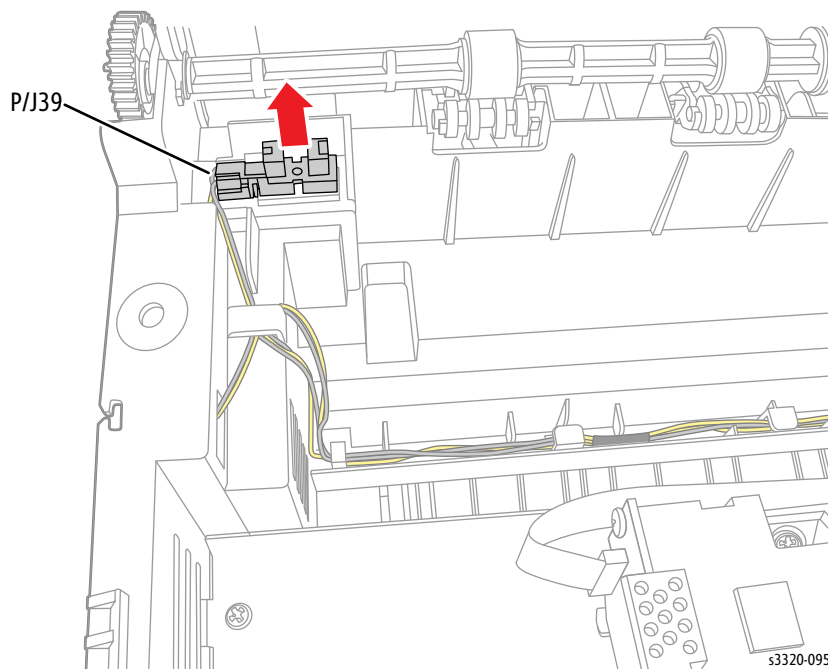
# Sensors and Switches

## Out-bin Full Sensor

PL1.1 (3330) or PL 6.2 (3335/3345)

**WARNING:** Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Undock the printer from the optional Tray 2 Base. ([page 4-8](#)).
3. Remove the Front Cover ([page 4-13](#)).
4. Remove the Scanner Assembly, WorkCentre 3335/3345 only, ([page 4-102](#)).
5. Remove the Left Cover, ([page 4-15](#)).
6. Remove the Top Cover, Phaser 3330 only, ([page 4-13](#)).
7. Remove the Lower Middle Cover, WorkCentre 3335/3345 only, ([page 4-25](#)).
8. Unplug the Out-bin Full Sensor P/J39 connector and remove the sensor.

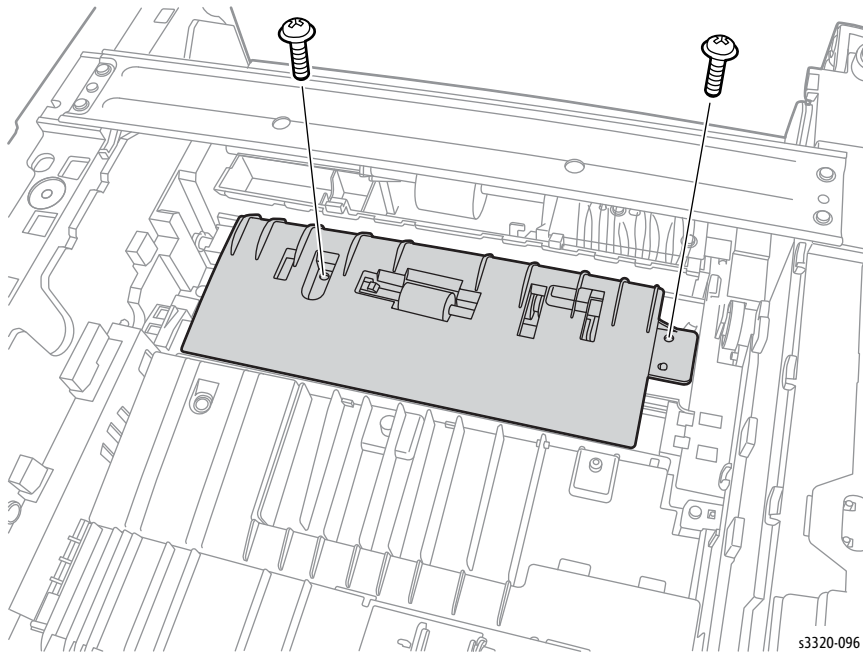


## Registration Sensor and Feed Sensor

### PL3.1A and PL 3.2

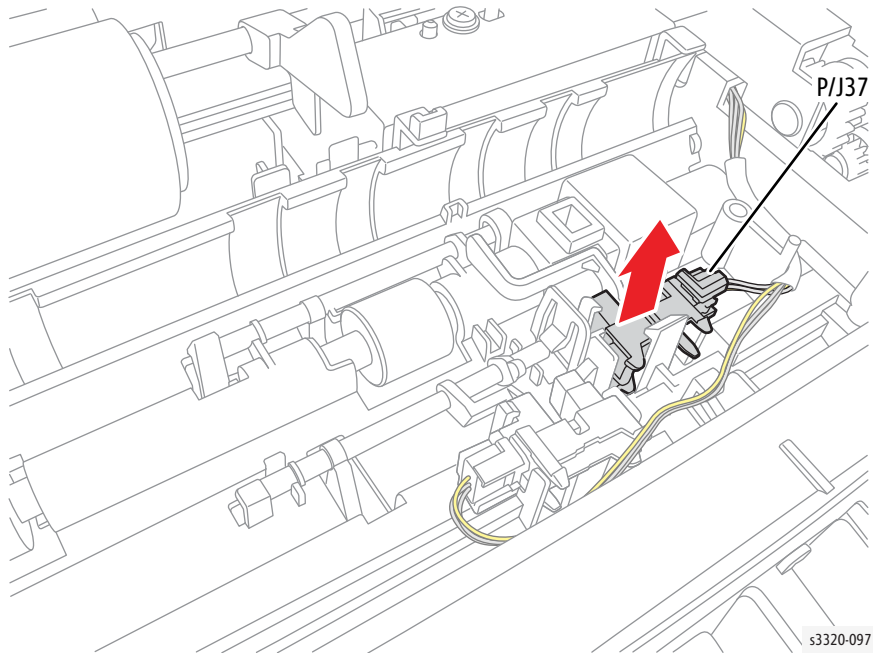
**WARNING:** Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section (page 4-3).
2. Undock the printer from the optional Tray 2 Base. (page 4-8).
3. Remove the Toner Cartridge and Drum Cartridge.(page 4-5)
4. Remove Tray 1 (page 4-6).
5. Remove the Duplex Unit (page 4-7).
6. Remove 2 screws (silver, flanged, tap, 10 mm) and remove the sensor cover.

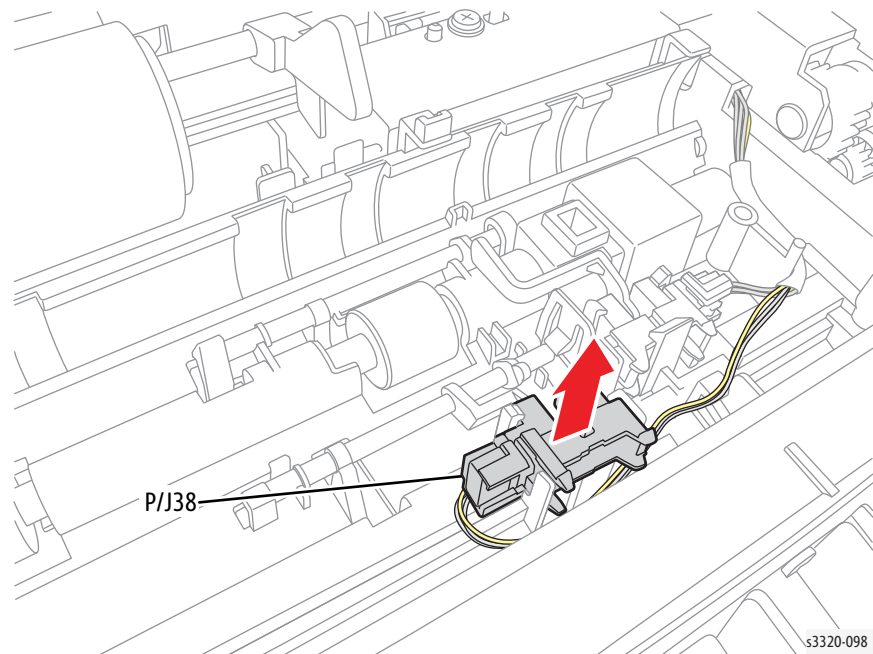


7. Disconnect the sensor connection to remove the sensor.

Registration Sensor (P/J37):



Feed Sensor (P/J38):



## Feed Actuator Spring

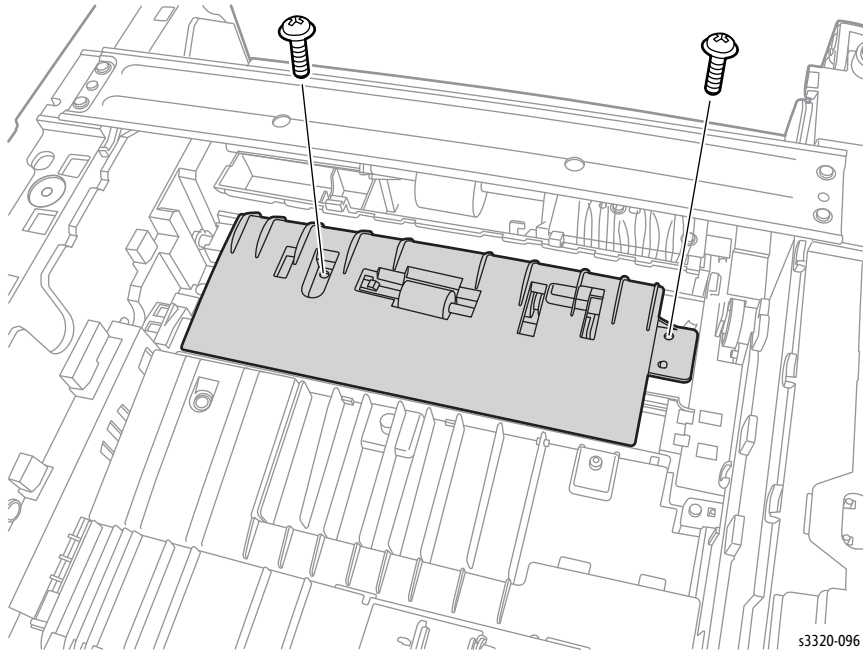
### PL3.1A

**WARNING:** Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

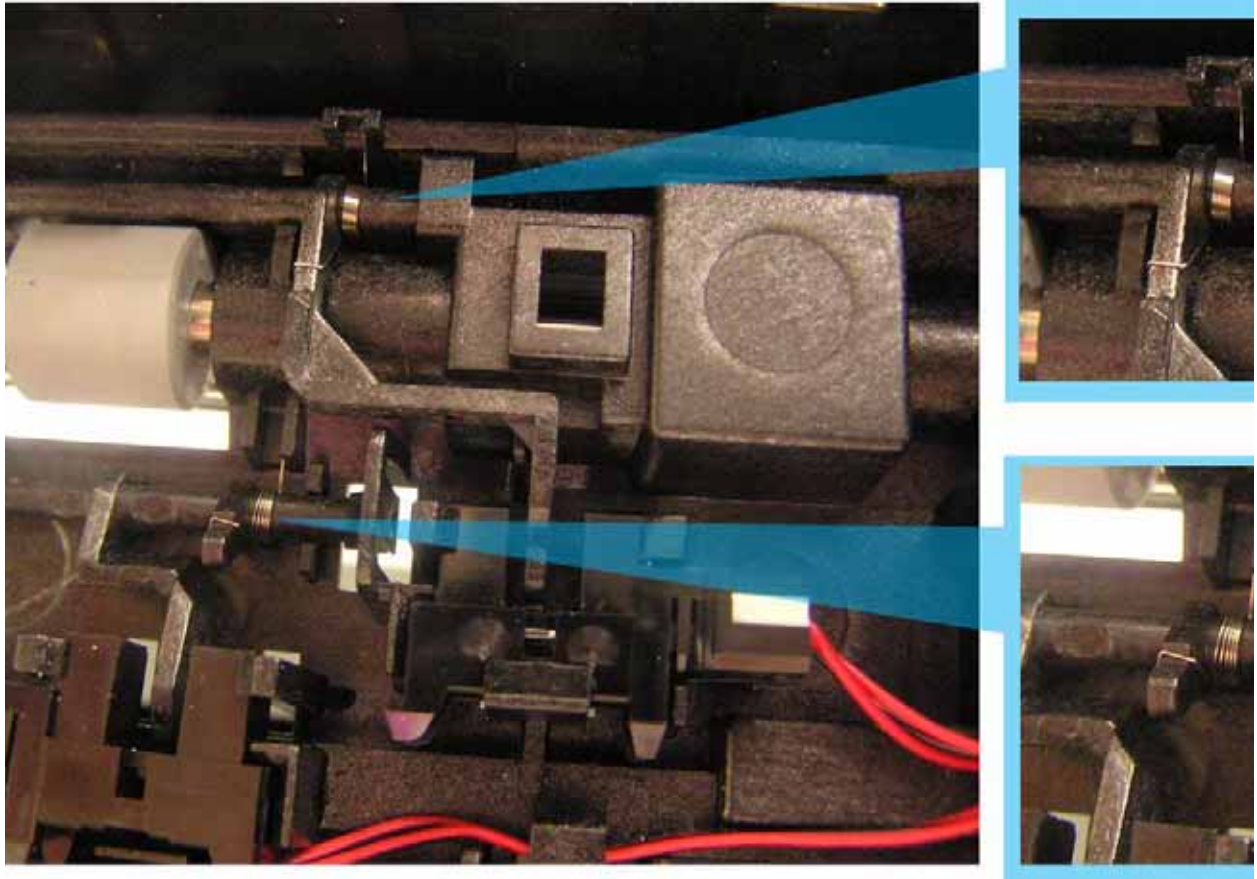
1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Undock the printer from the optional Tray 2 Base. ([page 4-8](#)).
3. Remove Tray 1 ([page 4-6](#)).
4. Remove the Duplex Unit ([page 4-7](#)).

**Note:** Before performing this step, note where the Feed Actuator Spring hooks into the frame.

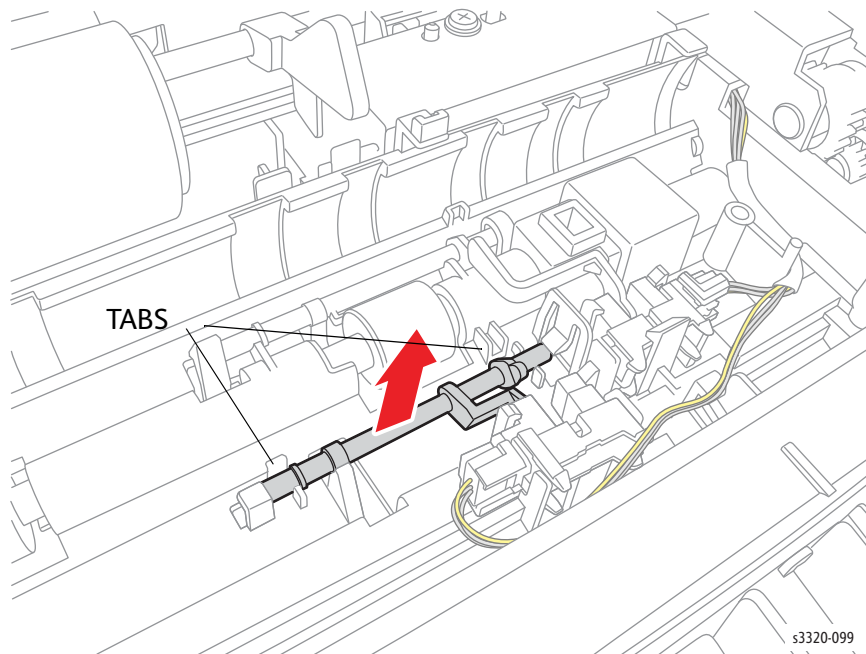
5. Remove 2 screws (silver, flanged, tap, 10 mm) and remove the sensor cover.



6. Remove the Feed Actuator Spring from the Feed Actuator.



7. Press the tab and remove the Feed Actuator.

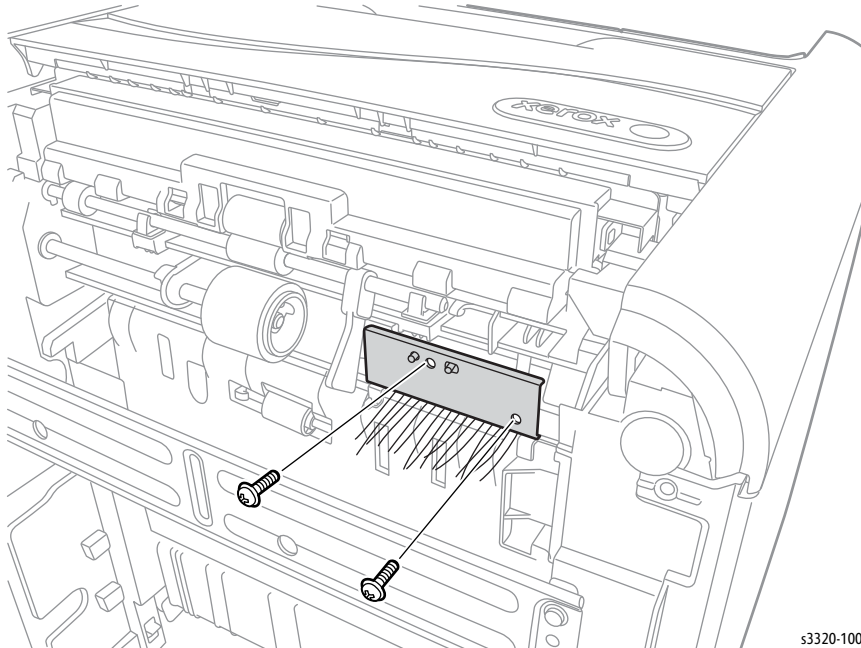


## Paper Empty Sensor

### PL3.2

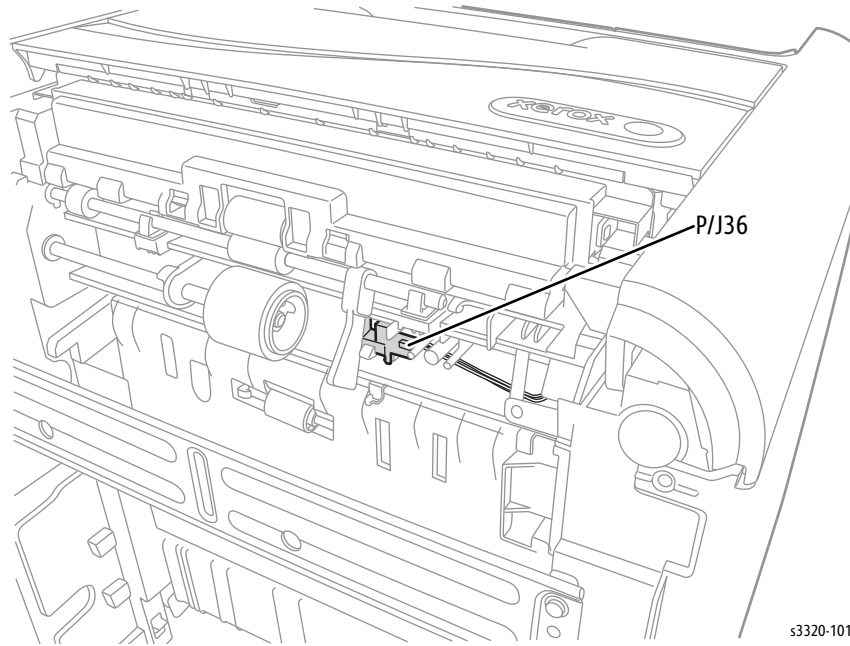
**WARNING:** Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Undock the printer from the optional Tray 2 Base. ([page 4-8](#)).
3. Remove Tray 1 ([page 4-6](#)).
4. Remove the Duplex Unit ([page 4-7](#)).
5. Place the machine in its back.
6. Remove 2 screws (silver, flanged, tap, 10 mm) and remove the Paper Empty Sensor cover.



s3320-100

7. Unplug P/J36 and remove the Paper Empty Sensor.



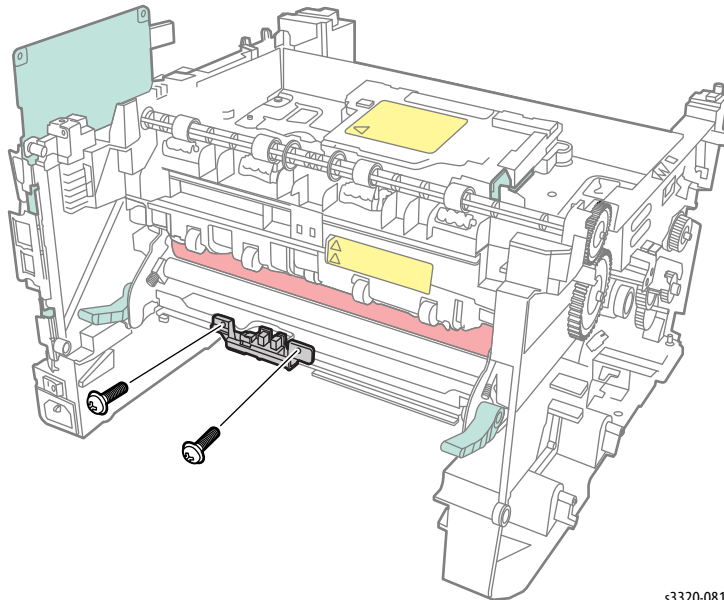
s3320-101

## Exit Sensor and Exit Sensor Holder

### PL3.1A

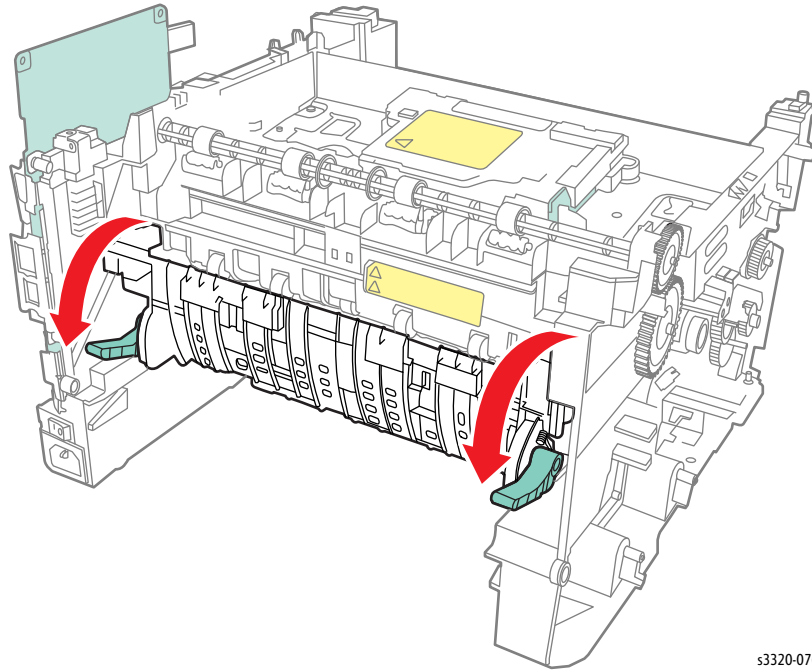
**WARNING:** Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Undock the printer from the optional Tray 2 Base. ([page 4-8](#)).
3. Remove Tray 1 ([page 4-6](#)).
4. Remove the Duplex Unit ([page 4-7](#)).
5. Remove the Rear Door, Phaser 3330, ([page 4-13](#)); WorkCentre 3335/3345, ([page 4-13](#)).
6. Remove 2 screws (silver, metal, 6mm).



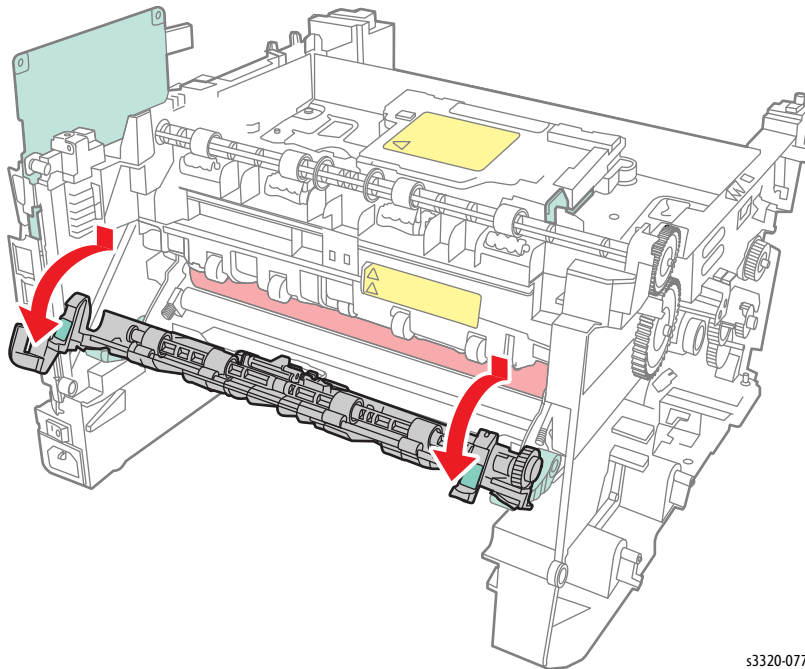


7. Open the Fuser levers.



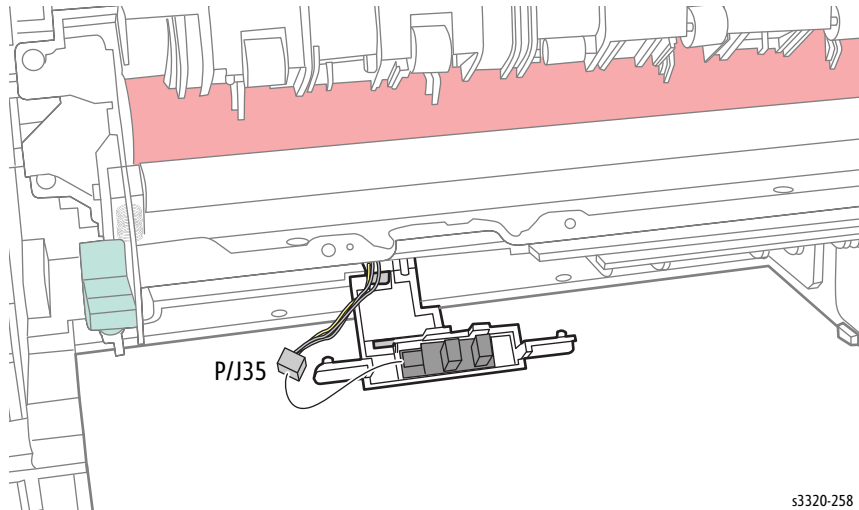
s3320-076

8. Push the Rear Frame levers down.

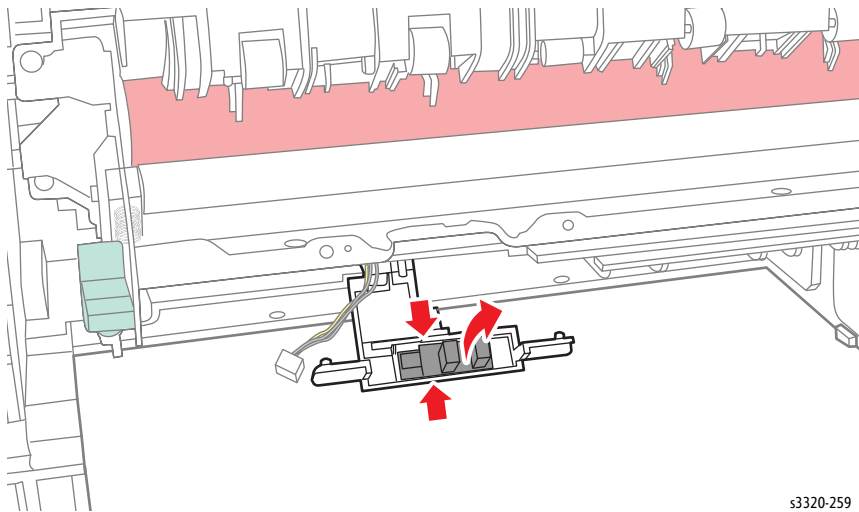


s3320-077

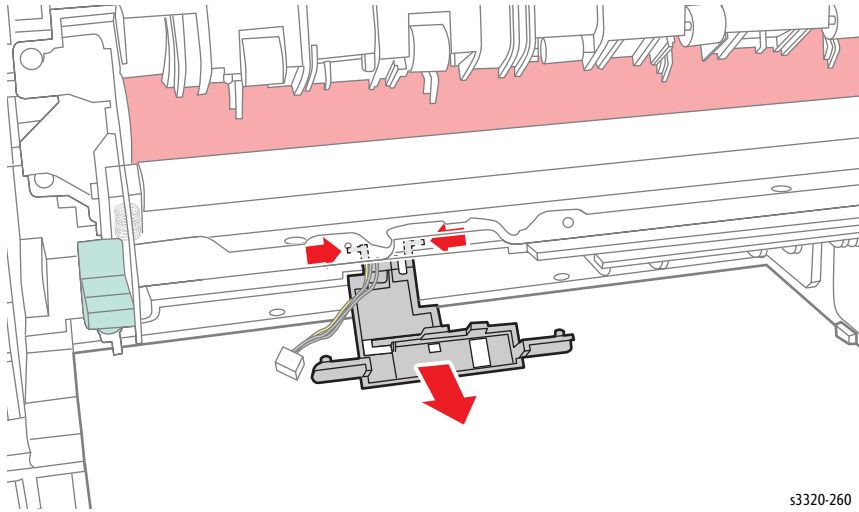
9. Unthread the Exit Sensor harness from the first guide and unplug P/J35 from the sensor.



10. Disconnect the hooks and remove the Exit Sensor.



11. Squeeze the tabs and remove the Exit Sensor Holder.



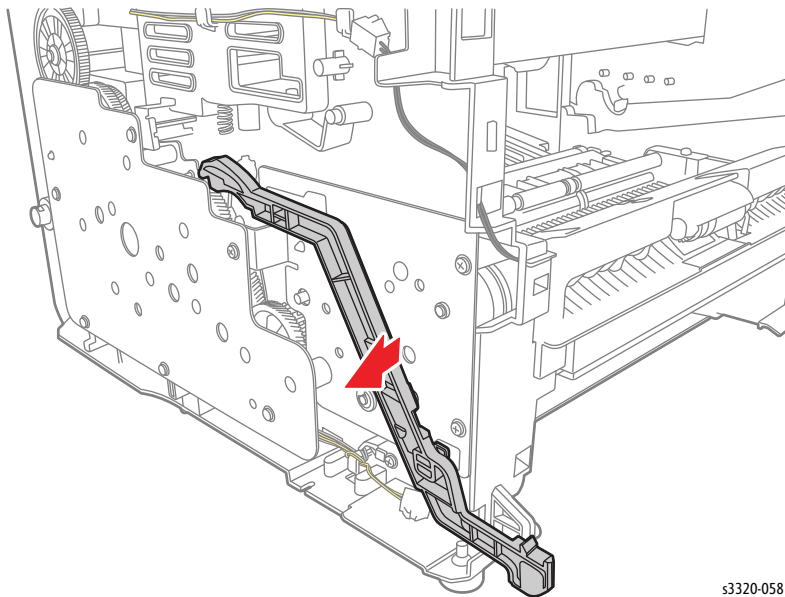
s3320-260

## Coupler Bar

### PL3.1A

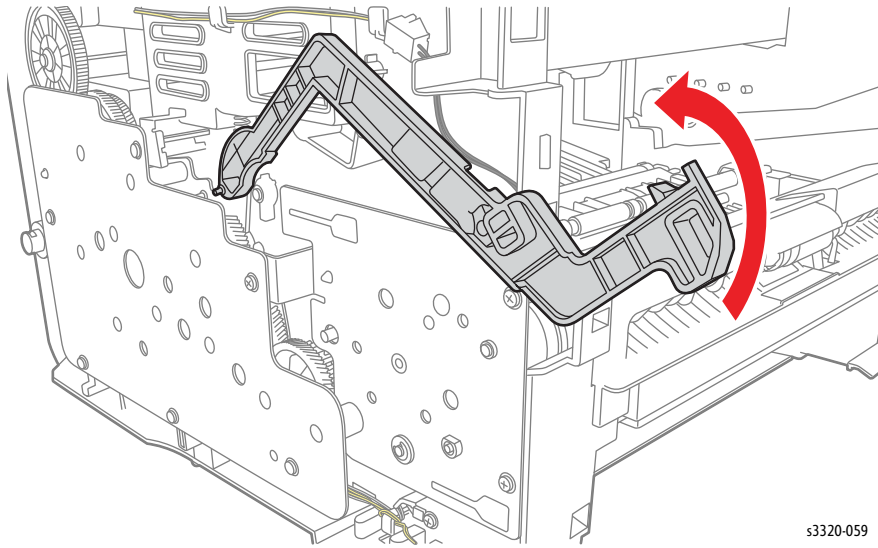
**WARNING:** Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Undock the printer from the optional Tray 2 Base. ([page 4-8](#)).
3. Remove the Left Side Cover, ([page 4-15](#)).
4. Slide the Coupler Bar towards the front of the printer until it releases from the guides in the Feed Drive Assembly.



s3320-058

5. Rotate the Coupler Bar to release it.



s3320-059

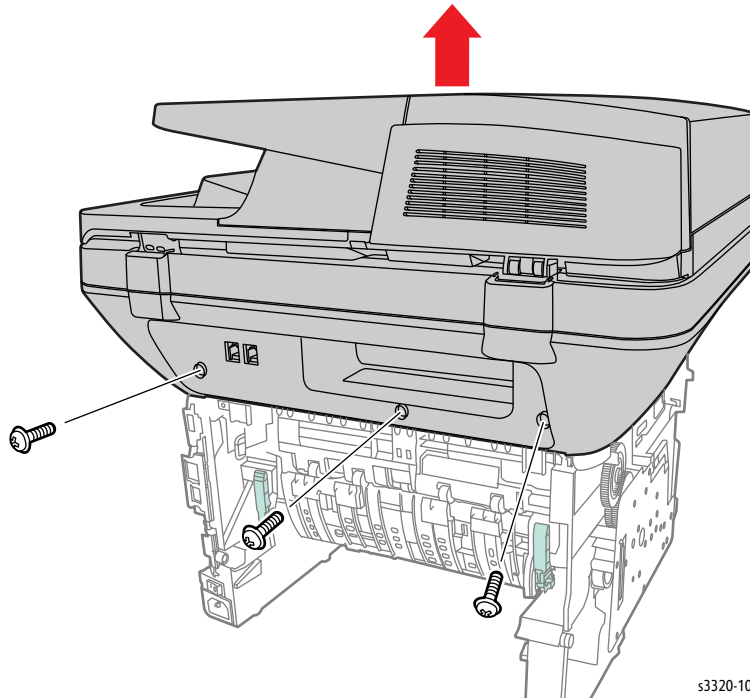
# WorkCentre 3335/3345 Scanner

## Scanner Assembly (WorkCentre 3335/3345)

PL7.1 (3335) or PL 8.1 (3345)

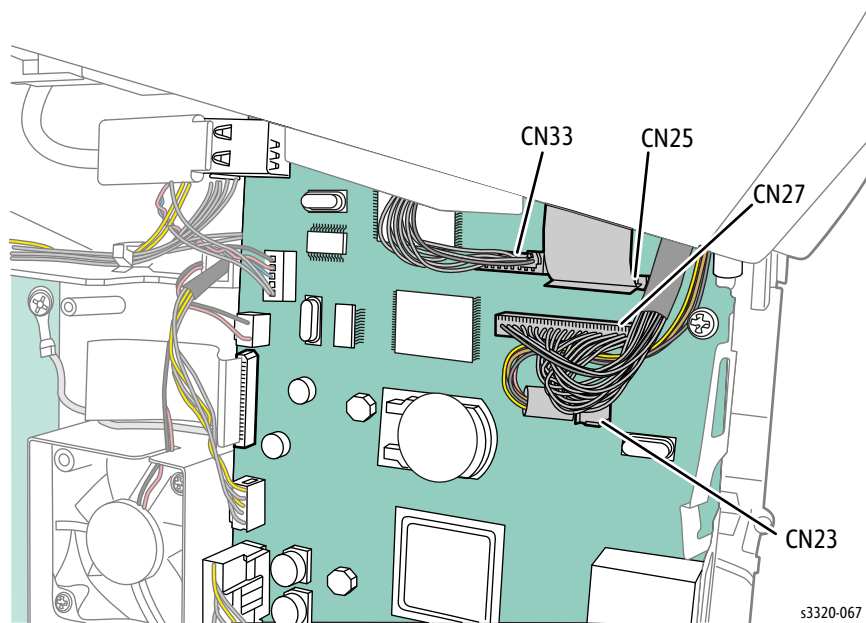
**WARNING:** Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Undock the printer from the optional Tray 2 Base. ([page 4-8](#)).
3. Remove the Front Cover ([page 4-13](#)).
4. Remove the Rear Door ([page 4-13](#)).
5. Remove the Left Cover ([page 4-15](#)).
6. Remove the Right Cover ([page 4-17](#)).
7. Remove the Document Feeder. Workcenter 3335 ([page 4-139](#)); or WorkCentre 3345 ([page 4-113](#))
8. Remove 4 screws (silver, flanged, tap, 10 mm) at the rear.



s3320-103

9. Disconnect CN23, 25, 27, and 33 on the Main Board.



10. Lift the Scanner Assembly off of the printer.

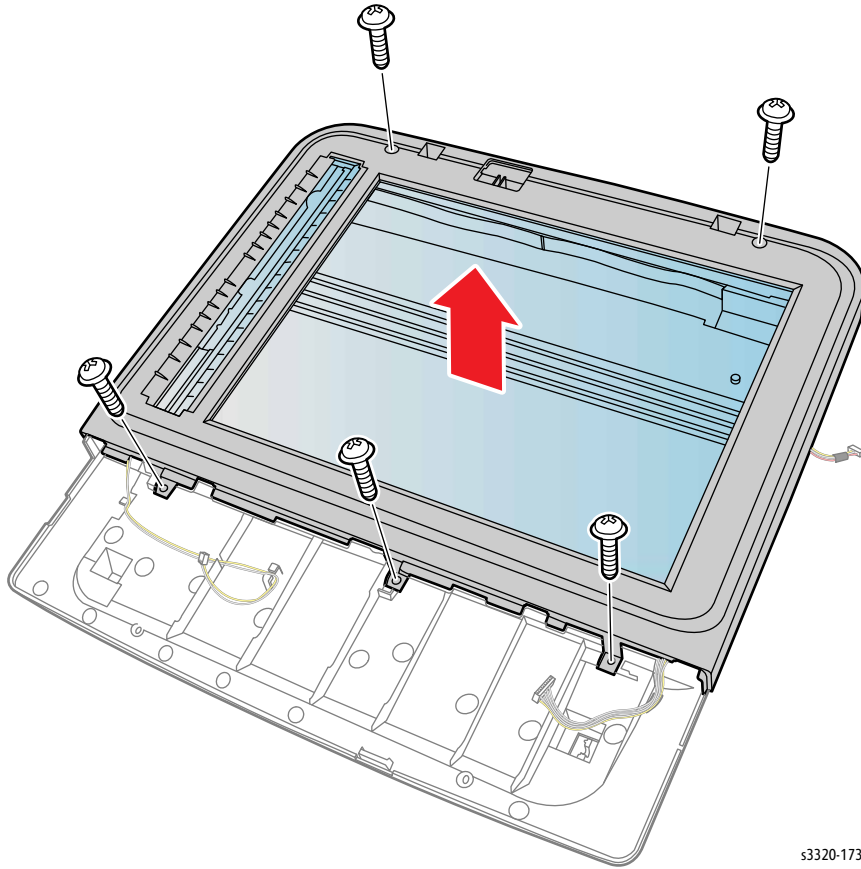
## Upper Platen

### PL9.2

**WARNING:** Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Remove the ADF/DADF Assembly, WorkCentre 3335, ([page 4-139](#)); WorkCentre 3345, ([page 4-113](#)).
3. Remove the Scanner ([page 4-102](#)).
4. Remove the Control Panel ([page 4-73](#)).

5. Remove 5 screws (silver, flanged, tap, 10 mm) and remove the Upper Platen Assembly.



## Lower Platen

### PL9.2.2

**WARNING:** Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Remove the Scanner ([page 4-102](#)).
3. Remove the Upper Platen ([page 4-103](#)).
4. Remove the A4 Middle Platen ([page 4-105](#)) from the Lower Platen.



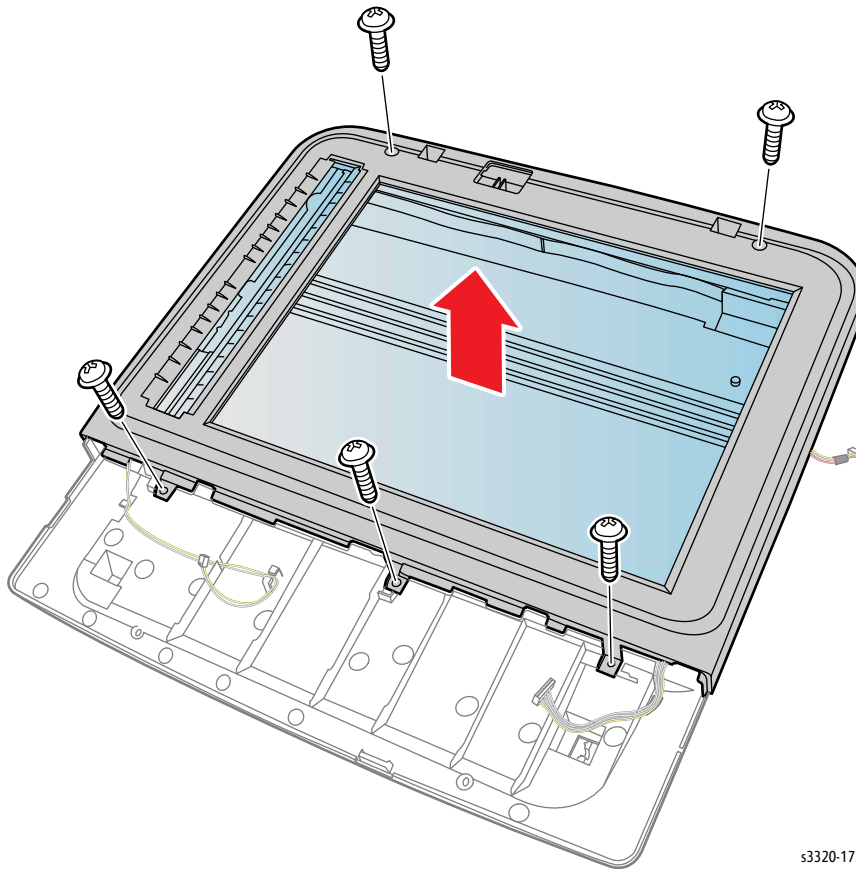
# A4 Middle Platen

## A4 Middle Platen Assembly

### PL9.2

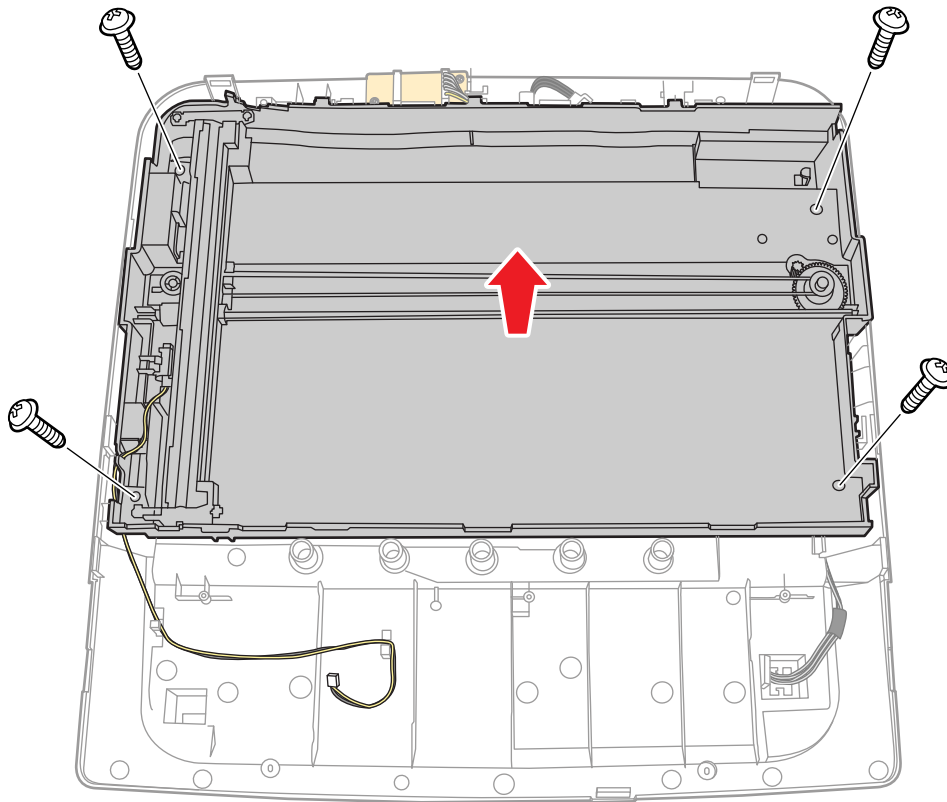
**WARNING:** Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Remove the ADF/DADF, WorkCentre 3335, ([page 4-139](#)); WorkCentre 3345, ([page 4-113](#)).
3. Remove the Scanner ([page 4-102](#)).
4. Remove the Control Panel ([page 4-73](#)).
5. Remove 5 screws (silver, flanged, tap, 10 mm) and remove the Upper Platen Assembly.



Service Parts Disassembly

6. Remove the platen glass.
7. Remove 4 screws (silver, flanged, tap, 10 mm).



s3320-174

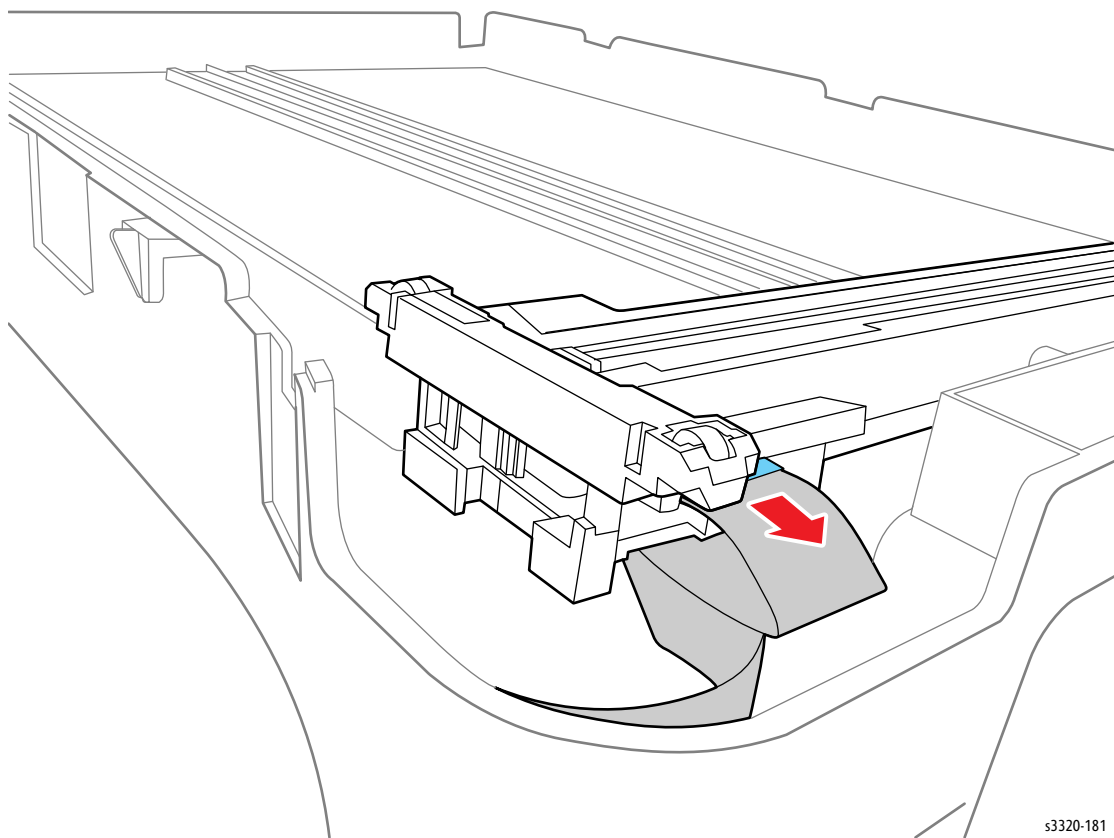
8. Unthread the wire harness and the ribbon cable that pass through the lower scan frame and remove the A4 Middle Platen.

## Scanner Contact Image Sensor (WorkCentre 3335/3345)

### PL9.2

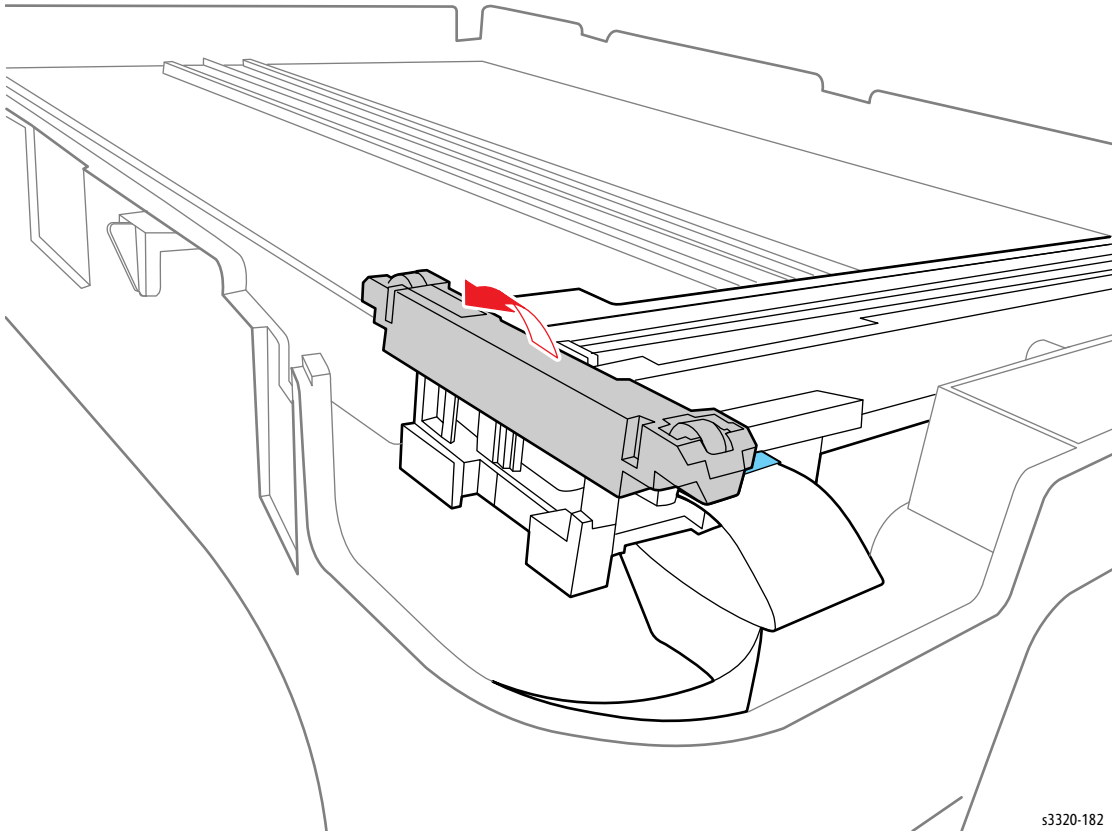
**WARNING:** Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Remove the ADF/DADF, WorkCentre 3335, ([page 4-139](#)); WorkCentre 3345, ([page 4-113](#)).
3. Remove the Control Panel ([page 4-73](#)).
4. Remove the A4 Middle Platen ([page 4-105](#)).
5. Unplug the ribbon cable from the Contact Image Sensor.



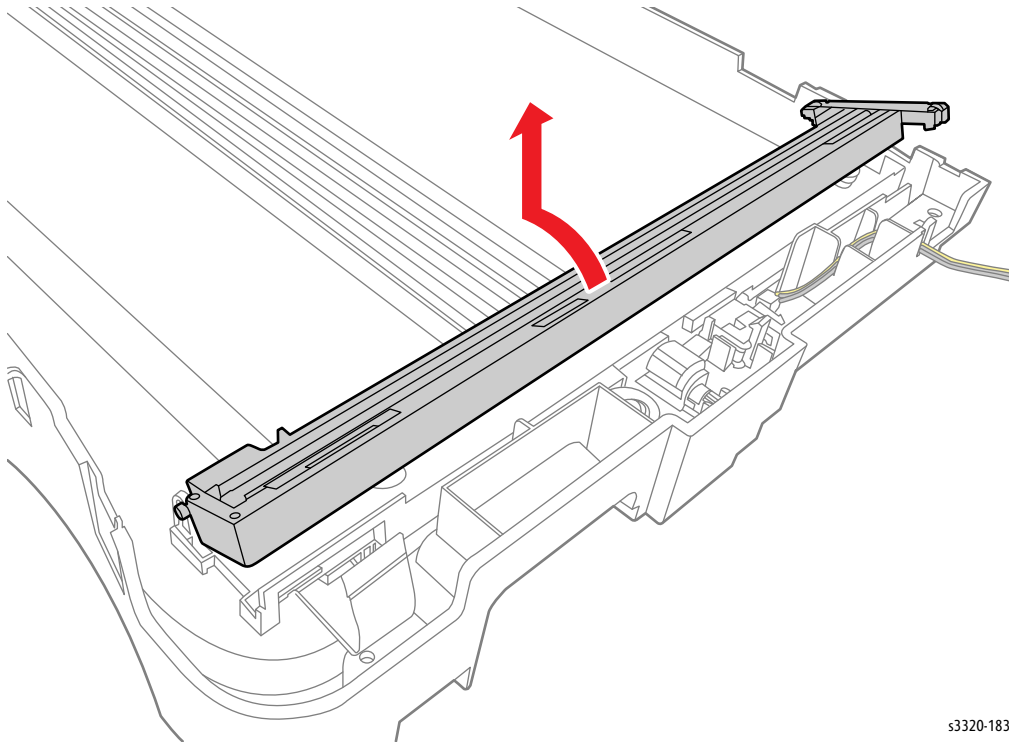
s3320-181

6. Release the tab and remove the CIS Guide.



s3320-182

7. Slide the Contact Image Sensor out of the CIS bracket as indicated in the illustration.



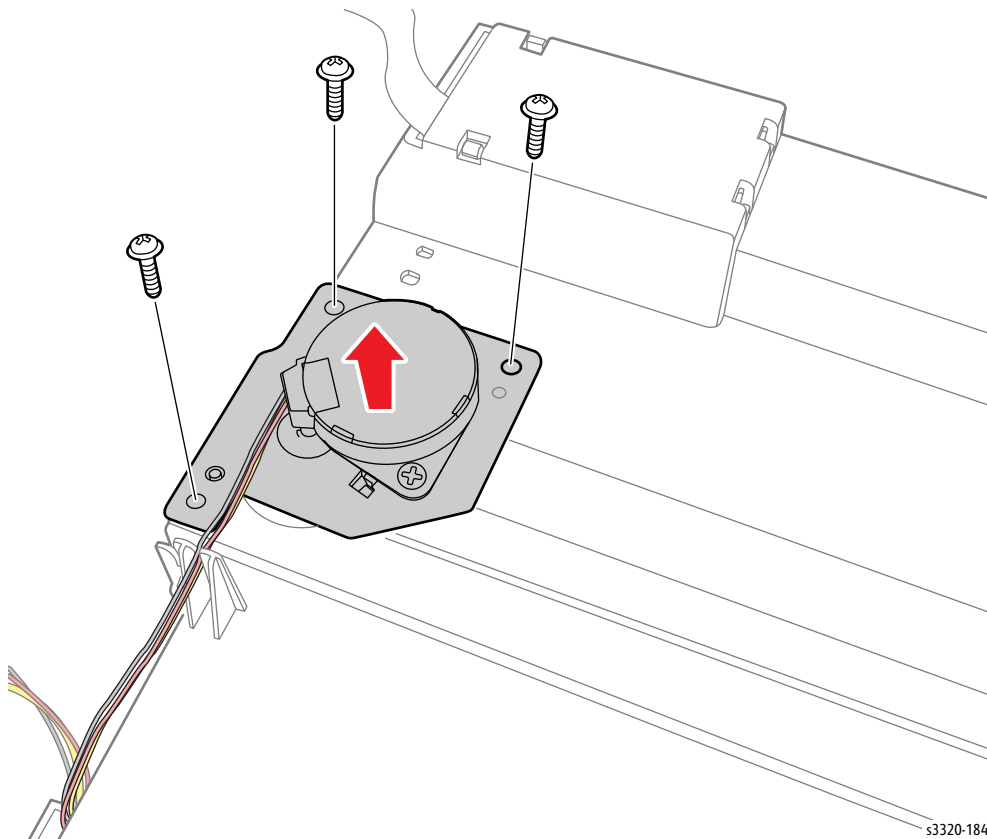
s3320-183

## Scanner Scan Motor (WorkCentre 3335/3345)

### PL 9.2

**WARNING:** Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Remove the DADF/ADF, WorkCentre 3345 ([page 4-97](#)); WorkCentre 3335 ([page 4-139](#)).
3. Remove the Control Panel ([page 4-73](#)).
4. Remove the A4 Middle Platen ([page 4-105](#)).
5. Disconnect P/J1 on the Scan Motor.
6. Remove 3 screws (silver, flanged, tap, 10 mm) and remove the Scan Motor.

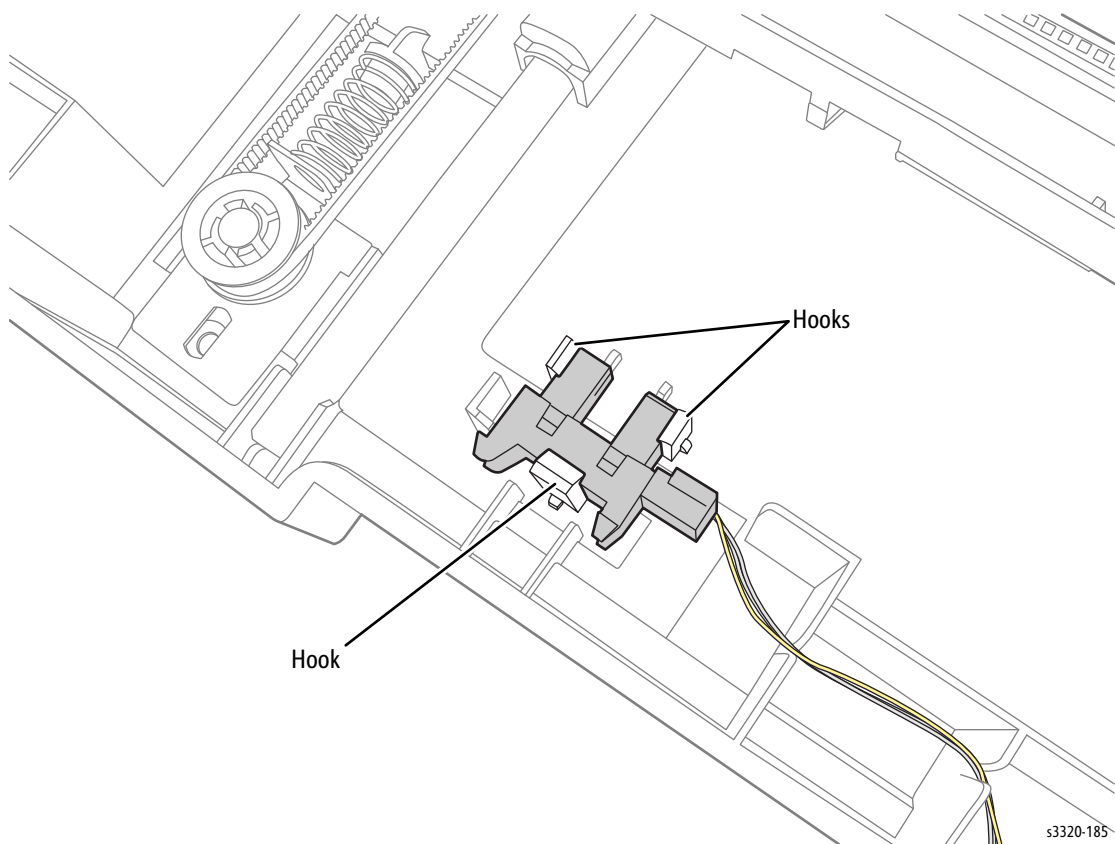


## Home Position Sensor (WorkCentre 3335/3345)

### PL 9.2

**WARNING:** Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section (page 4-3).
2. Remove the DADF/ADF, WorkCentre 3345 (page 4-97); WorkCentre 3335 (page 4-139).
3. Remove the Control Panel (page 4-73).
4. Remove the A4 Middle Platen (page 4-105).
5. Unplug P/J42 and remove the Home Position Sensor.

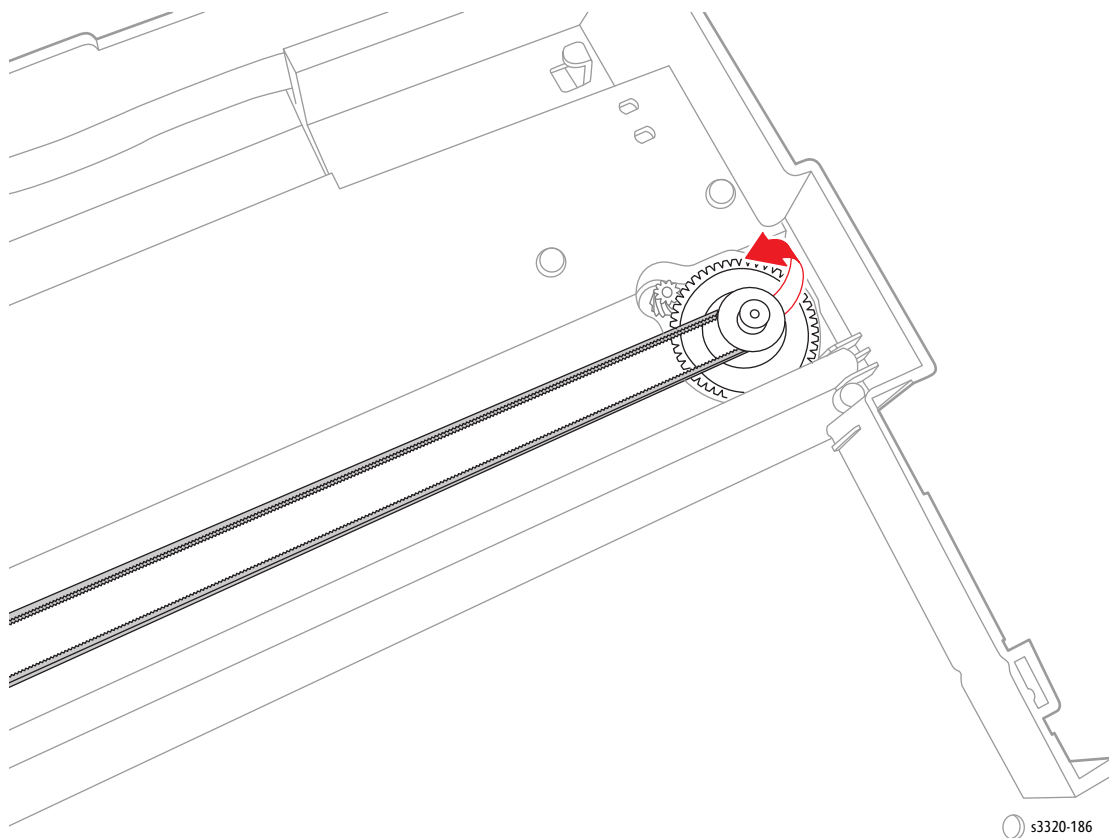


## Timing Gear Belt (WorkCentre 3335/3345)

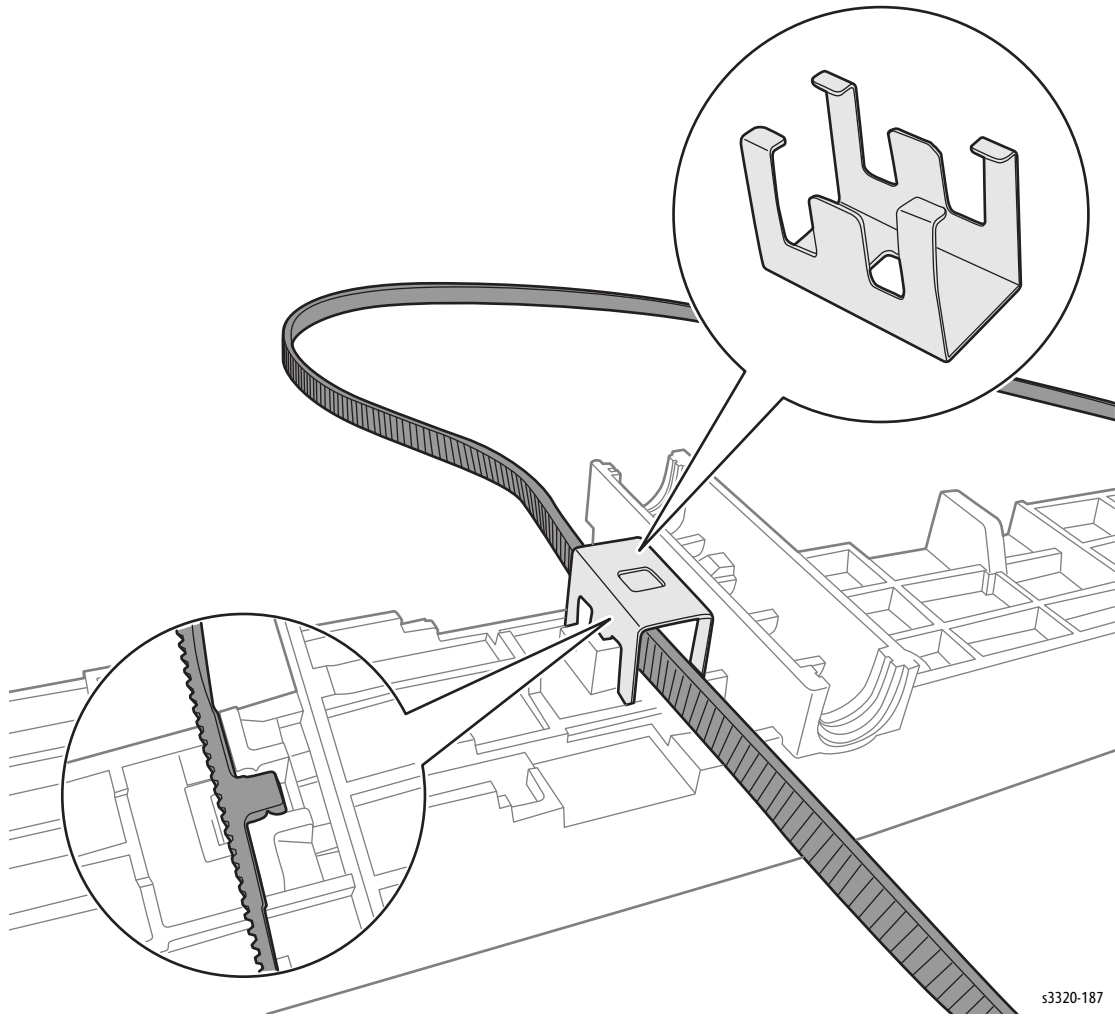
### PL 9.2

**WARNING:** Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Remove the DADF/ADF, WorkCentre 3345 ([page 4-97](#)); WorkCentre 3335 ([page 4-139](#)).
3. Remove the Control Panel ([page 4-73](#)).
4. Remove the A4 Middle Platen ([page 4-105](#)).
5. Disengage the Timing Gear Belt from the scan drive gear.



6. Disengage the tabs and remove the belt clip, and then remove the Timing Gear Belt.



s3320-187



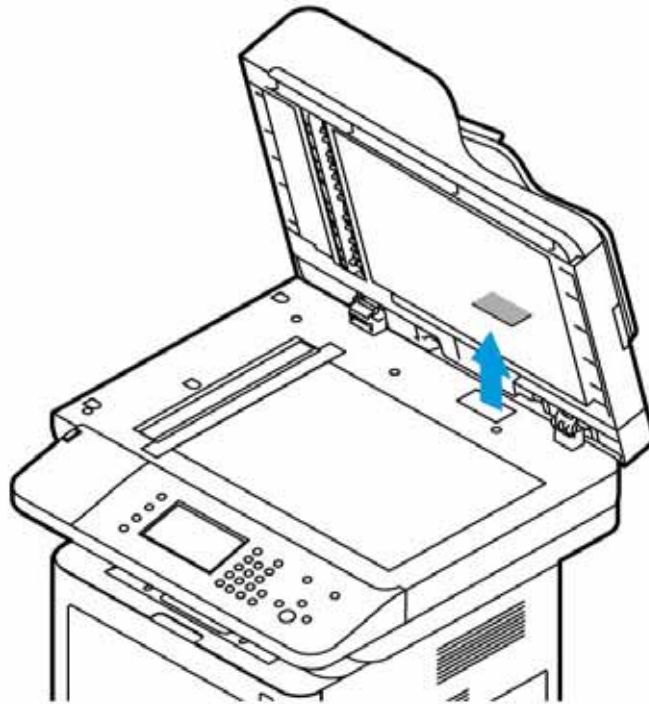
# WorkCentre 3345 DADF

## DADF Assembly

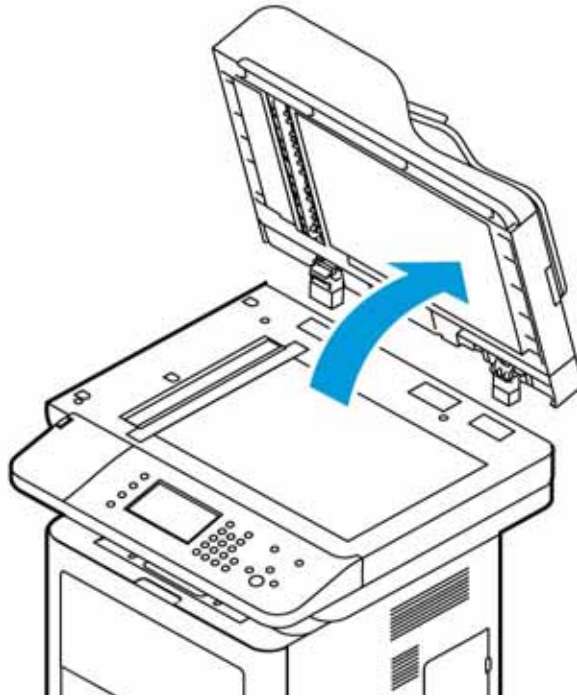
### PL8.1

**WARNING:** Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Open the DADF unit.
3. Remove the connector cover and unplug the 2 connectors.



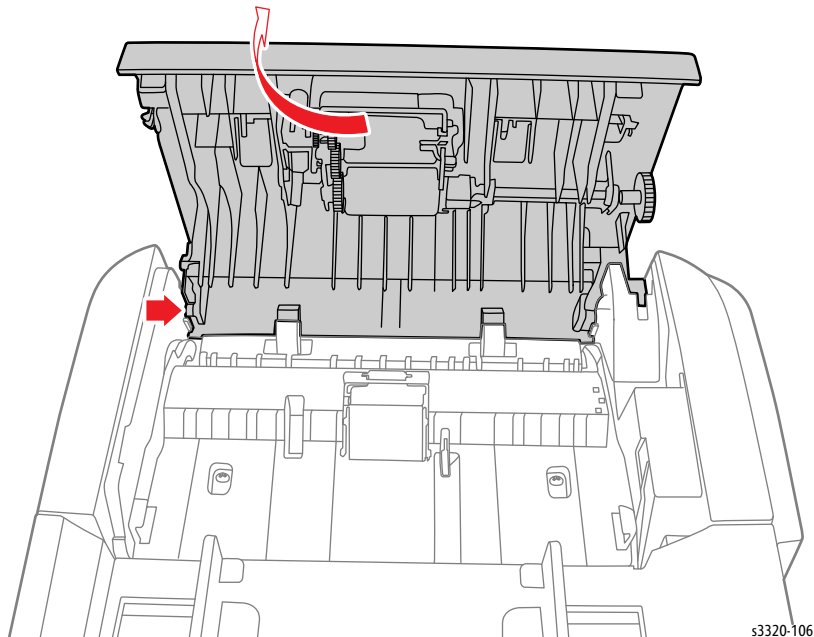
4. Lift up and release the DADF unit.



## DADF Cover

### PL8.1

1. Release the Boss on each side and remove the DADF Cover.

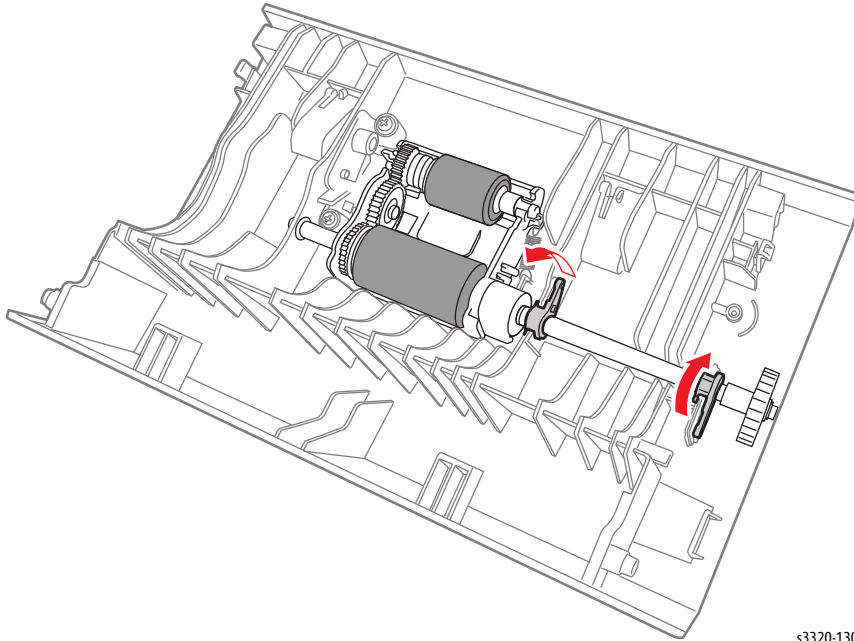


s3320-106

## DADF Pick Up Unit

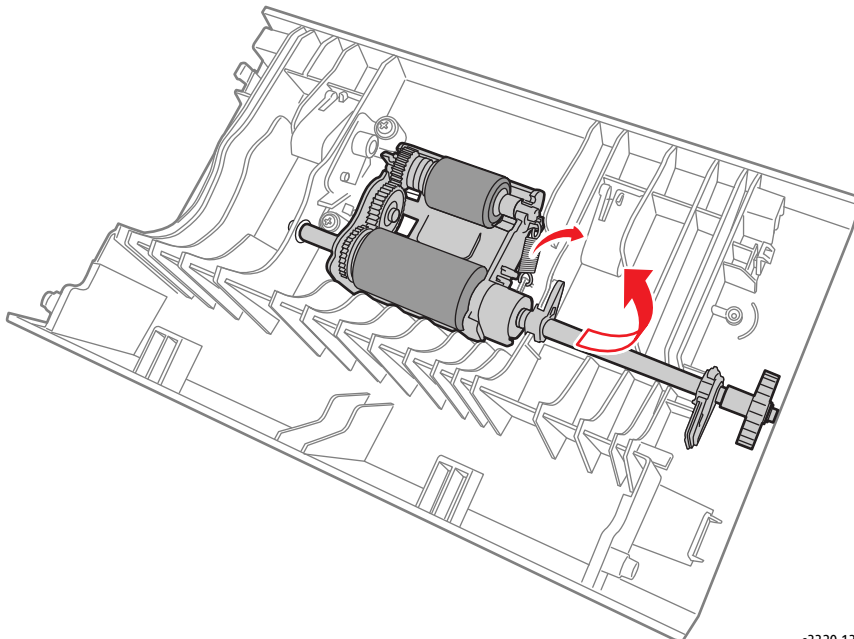
### PL8.1

1. Remove the DADF Cover ([page 4-114](#)).
2. Release the shaft holders (2).



s3320-130

3. Remove the spring and then remove the DADF Pick Up Unit.

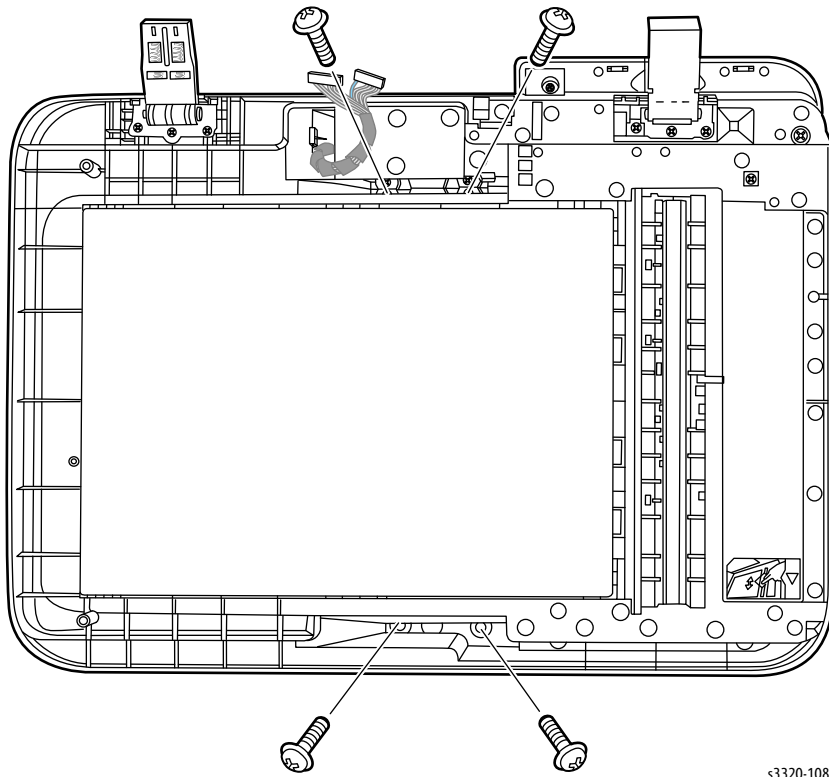


s3320-131

## DADF Board

### PL 8.1

1. Remove the DADF ([page 4-113](#))
2. Remove 4 screws (silver, flanged, tap, 10 mm) from the bottom of the DADF that secure the Stacker to the DADF.



s3320-108

3. Remove the DADF Input Tray.

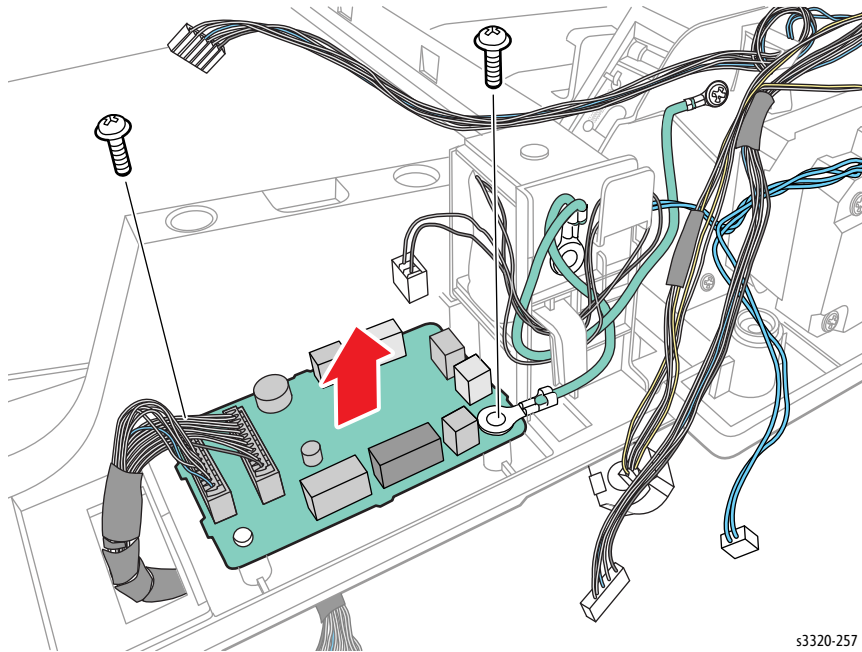


4. Remove the DADF Rear Cover.



## Service Parts Disassembly

5. Disconnect all connections on the DADF Board and unlace the wiring.
6. Remove 2 screws that secure the DADF Board and remove the board.



s3320-257

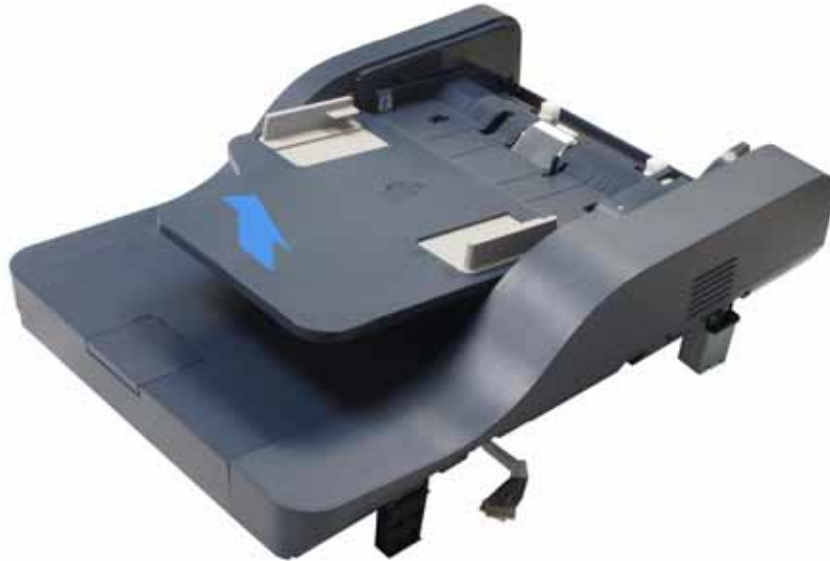
## DADF Drive

### PL8.5

1. Remove the DADF ([page 4-113](#))
2. Remove the DADF Cover ([page 4-114](#)).
3. Remove 6 screws (silver, flanged, tap, 10 mm) from the bottom of the DADF.



4. Remove the DADF Input Tray.

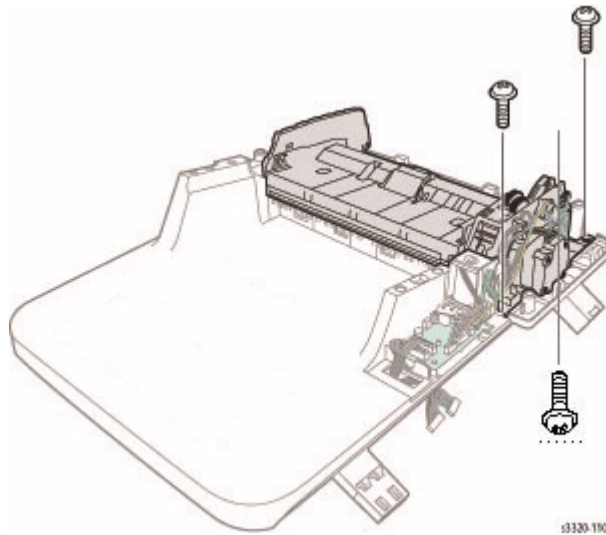


5. Remove the DADF Front Cover (4 screws removed earlier in this procedure).

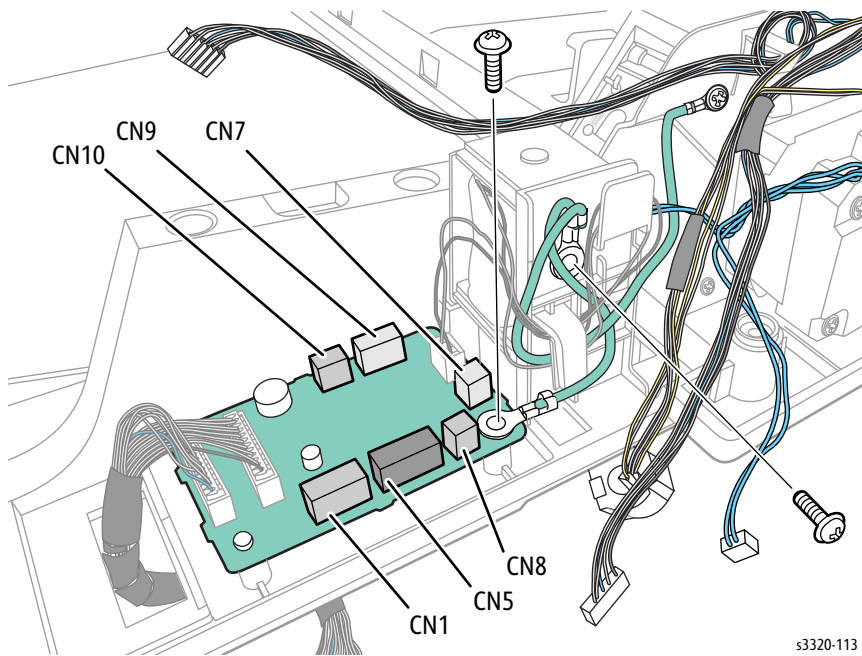




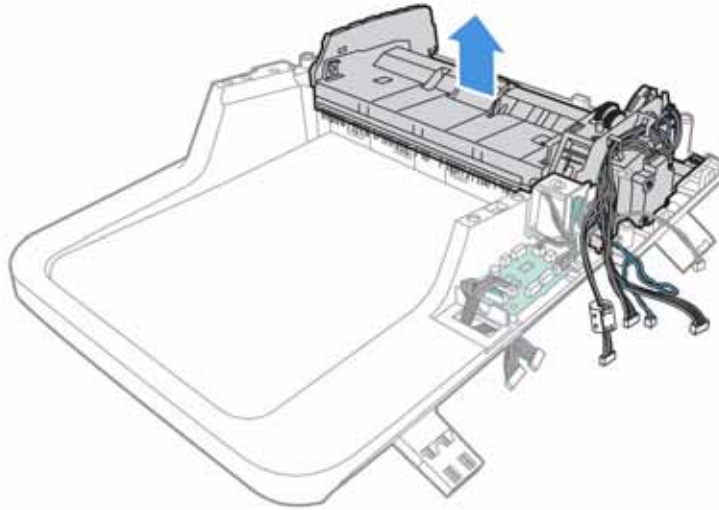
- Remove 3 screws (silver, flanged, tap, 10 mm), 2 from the top of the DADF and 1 from the bottom.



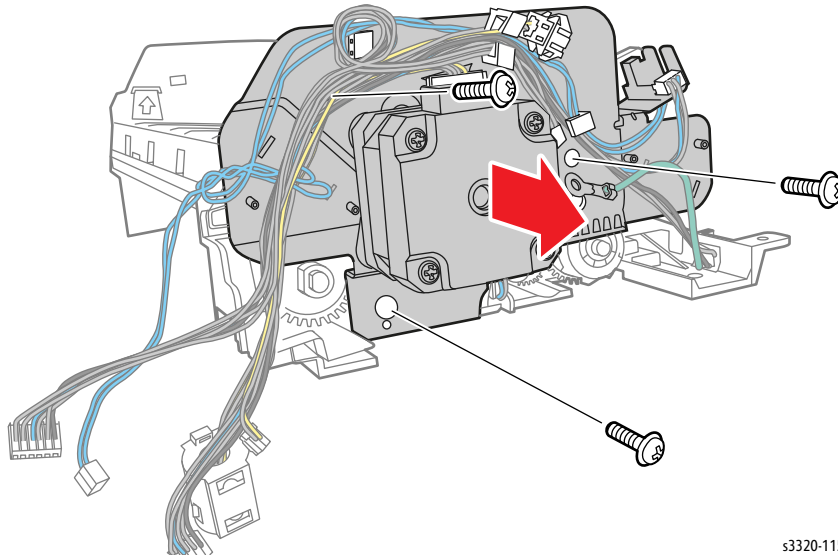
- Disconnect all connections on the DADF Board and unlace the wiring.



8. Lift the DADF Upper and Drive out of the printer.



9. Disconnect P/J100. Remove 3 screws (silver, flanged, tap, 10 mm) and release the DADF Drive.



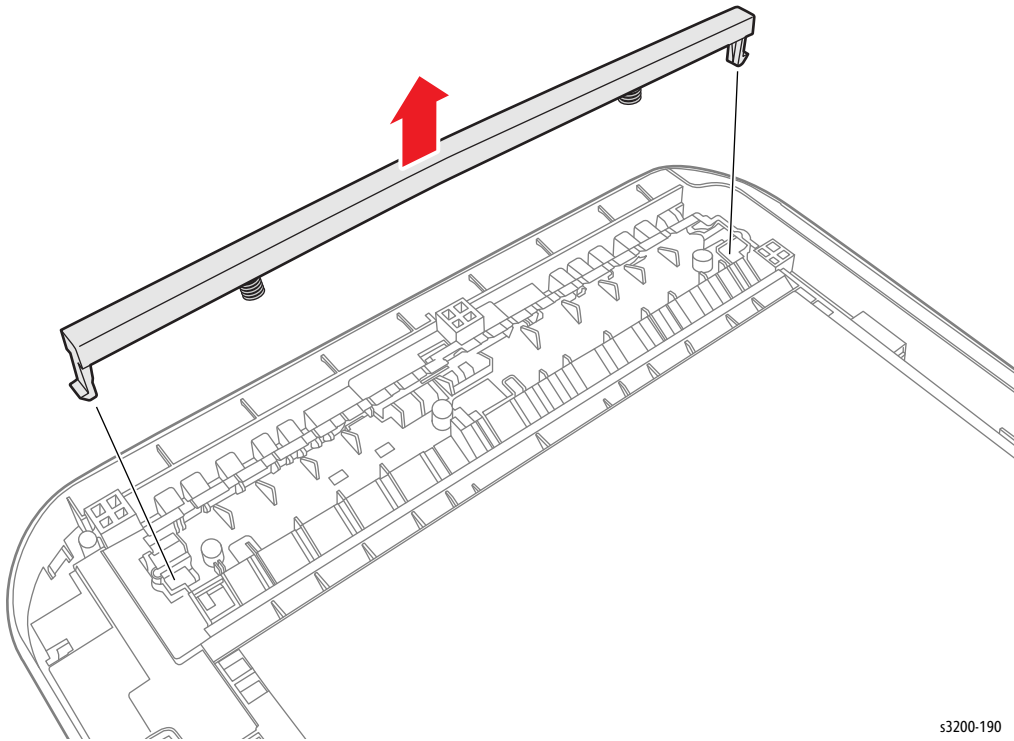
s3320-115

## DADF White Bar Plate

### PL8.2

**Note:** The White Bar Plate has two springs beneath it. When removing the White Bar Plate, be careful not to lose these springs.

1. Lift up the DADF and disconnect the White Bar Plate bosses and remove the White Bar Plate.



s3200-190

## DADF Registration Sensor, DADF Feed Sensor

### PL8.2

1. Remove the DADF ([page 4-113](#))
2. Remove 6 screws (silver, flanged, tap, 10 mm) from the bottom of the DADF.



3. Remove the DADF Cover ([page 4-114](#)).

4. Remove the DADF Input Tray.



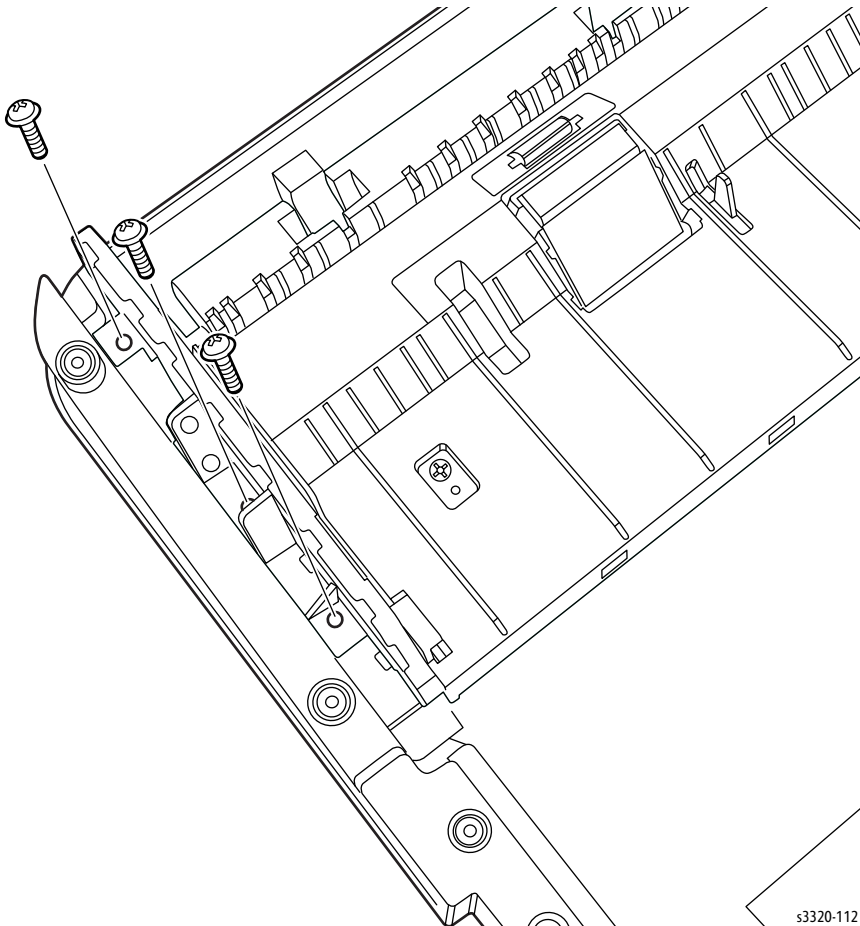
5. Remove the DADF Rear Cover.



6. Remove the DADF Front Cover (4 screws removed earlier in this procedure).

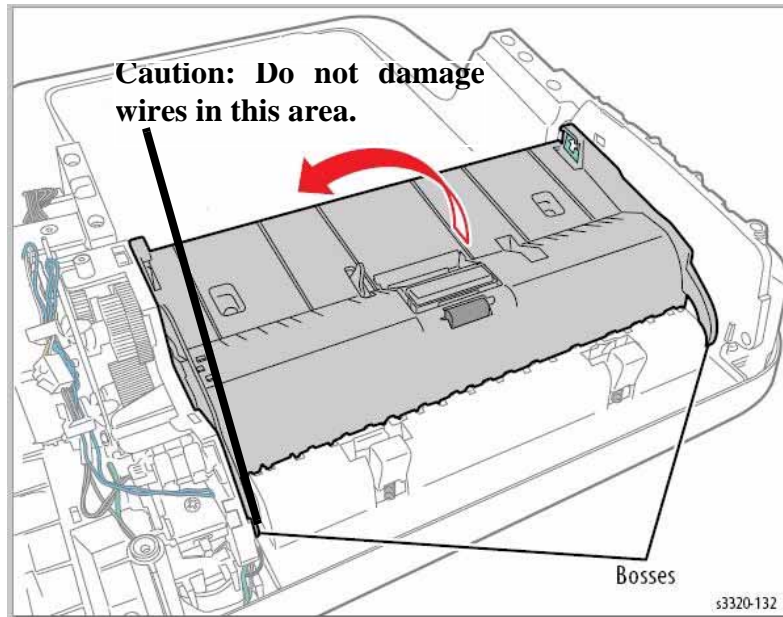


7. Remove 3 screws (silver, flanged, tap, 10 mm) from the bottom of the DADF.

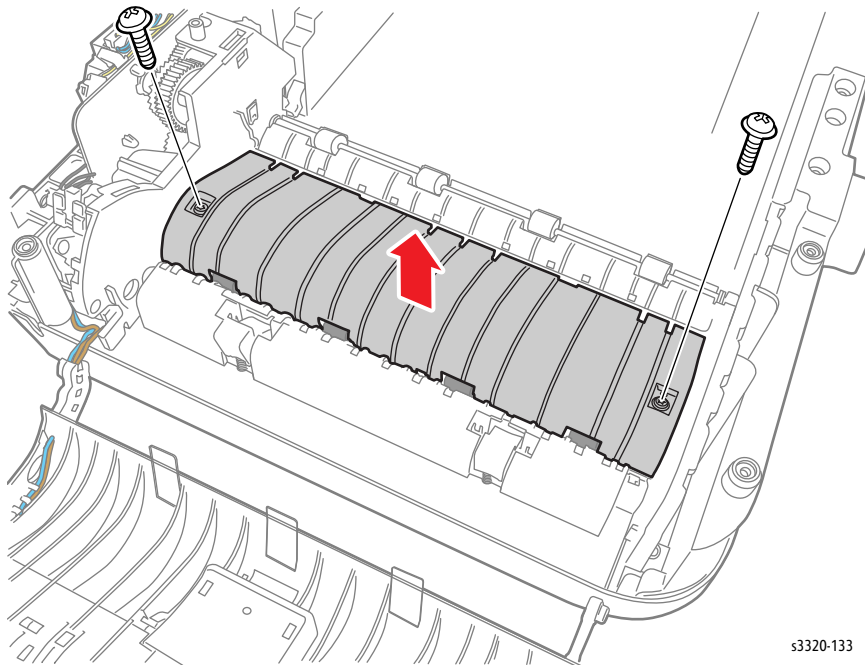


s3320-112

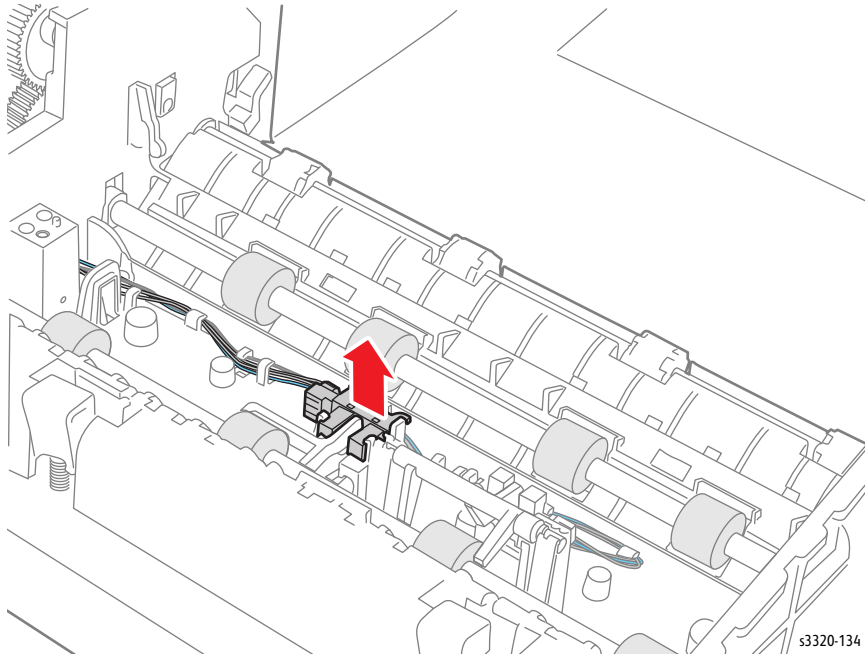
8. Disconnect the Upper DADF boss at the rear of the printer, and then tilt the Upper ADF up.



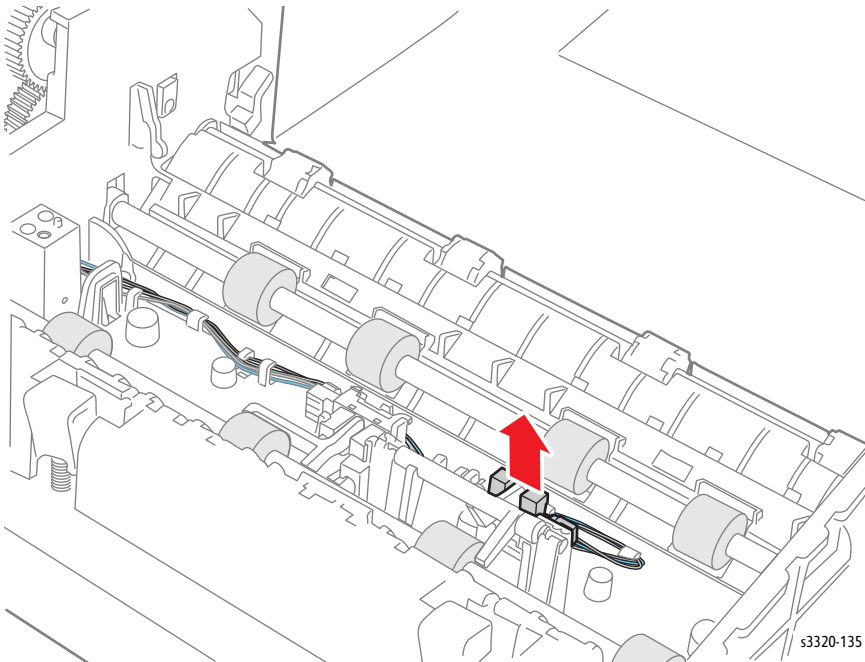
9. Remove 2 screws (silver, flanged, tap, 10 mm) and then remove the DADF Middle Cover.



10. Unplug the wire connector of the sensor that is being replaced and remove the sensor. Feed Sensor (P/J51):



- Registration Sensor (P/J52):





## DADF Feed Roller

### PL8.2 (page 5-44)

1. Remove the DADF (page 4-113)
2. Remove 6 screws (silver, flanged, tap, 10 mm) from the bottom of the DADF.



3. Remove the DADF Cover (page 4-114).

4. Remove the DADF Input Tray.



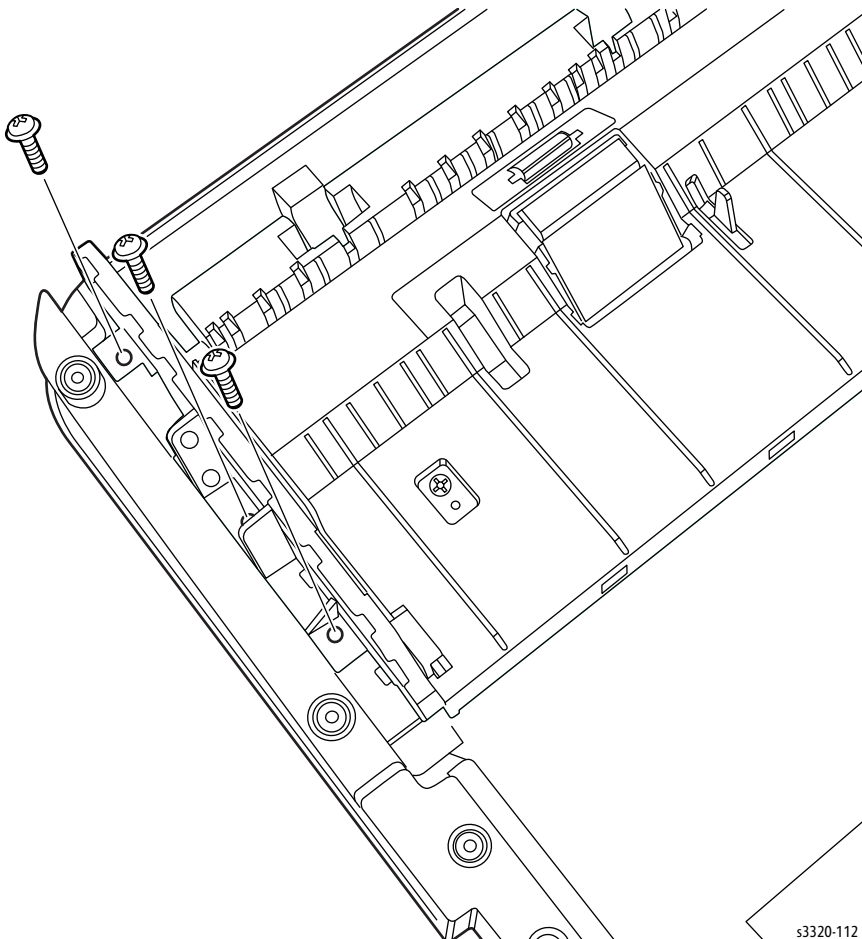
5. Remove the DADF Rear Cover.



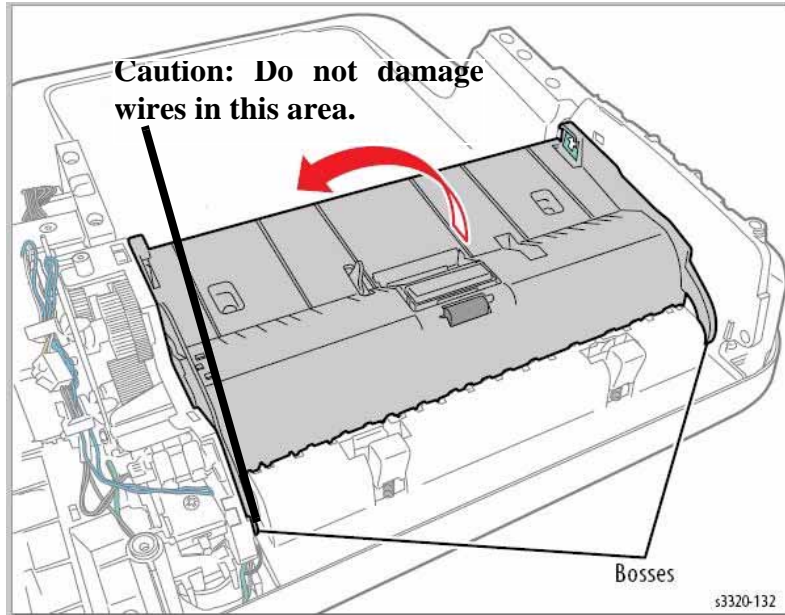
6. Remove the DADF Front Cover (4 screws removed earlier in this procedure).



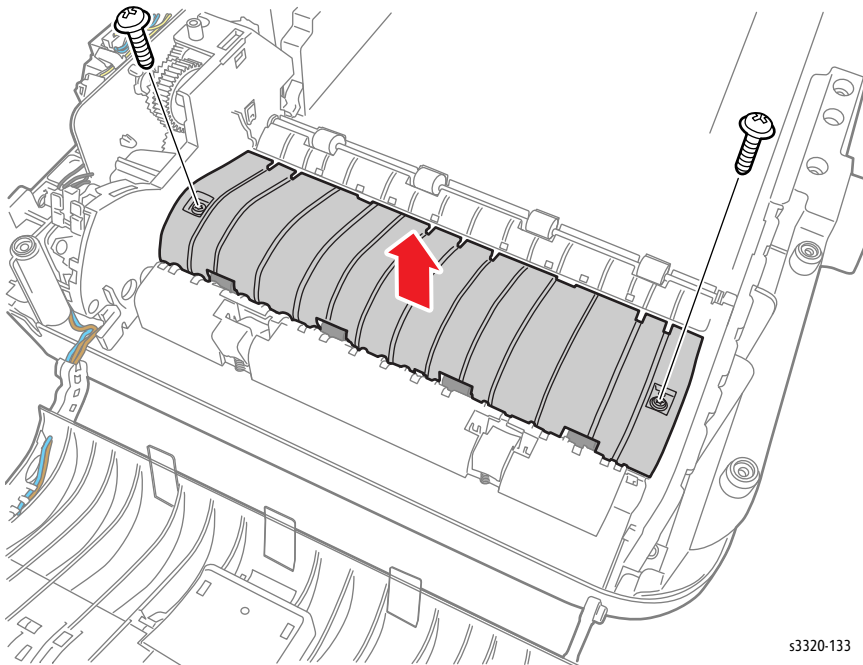
7. Remove 3 screws (silver, flanged, tap, 10 mm) from the bottom of the DADF.



8. Disconnect the Upper ADF boss at the back side of the printer, and then tilt the Upper ADF up.

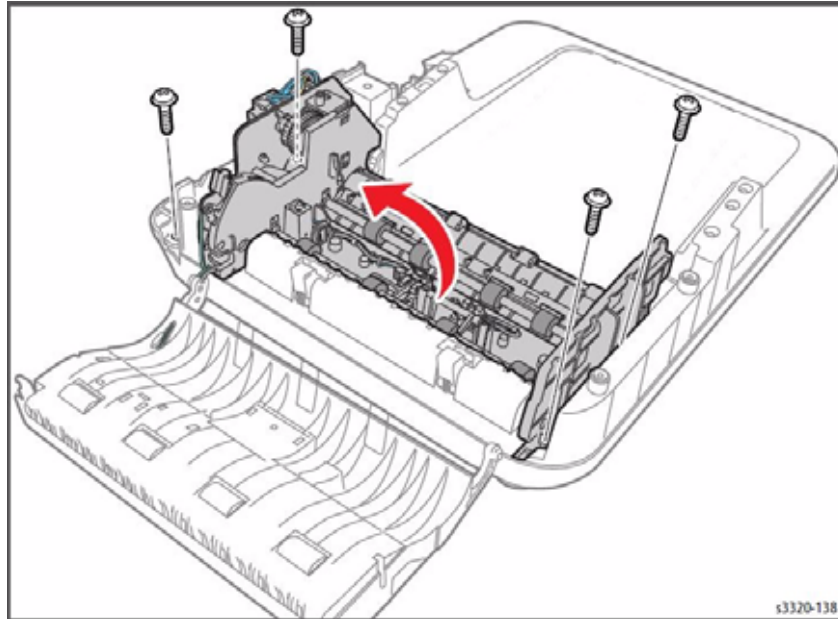


9. Remove 2 screws (silver, flanged, tap, 10 mm) and then remove the DADF Middle Cover.

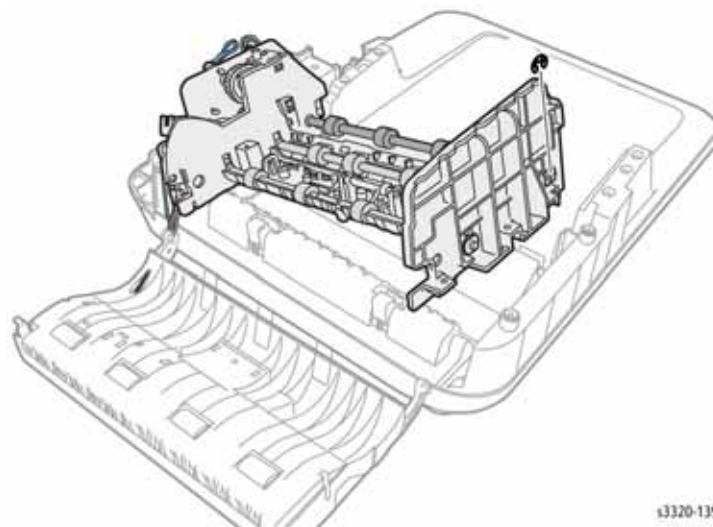


10. Remove 5 screws (silver, flanged, tap, 10 mm) and remove the DADF Lower Cover.

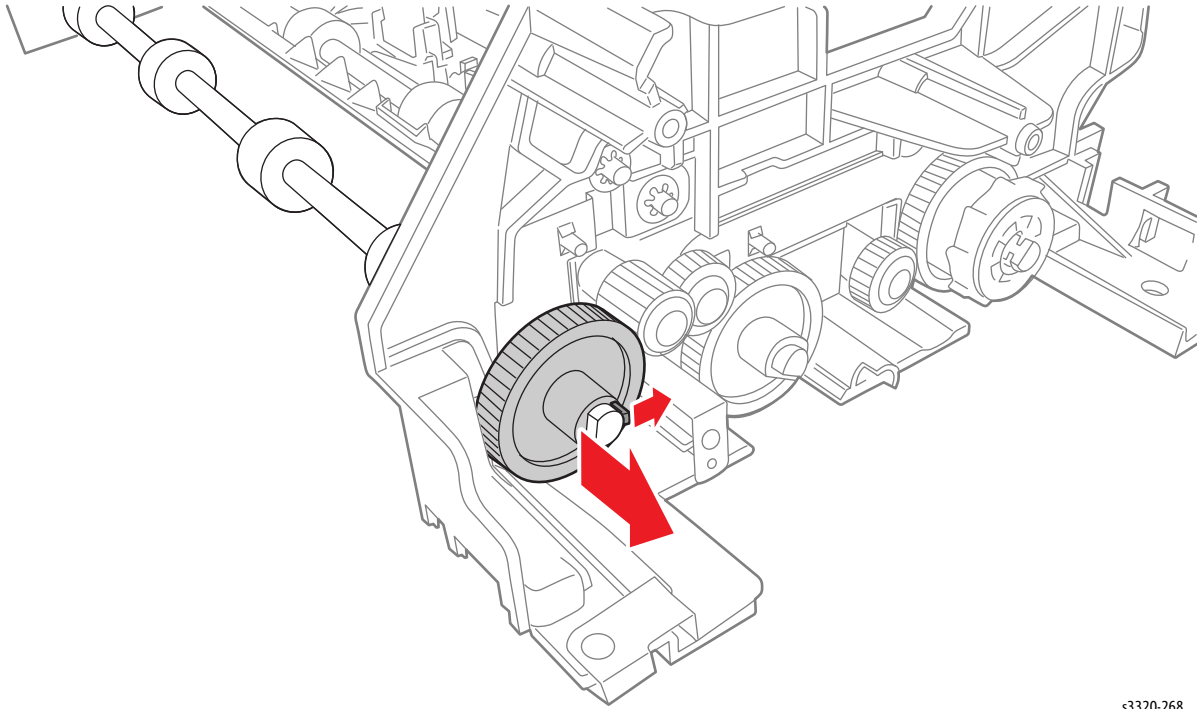
**Note:** The fifth screw is accessed from the bottom (underneath side) of the unit. It is found at one end of the wide white strip, and is located in a square recess.



11. Lift up the DADF Lower Cover and remove 1 e-ring.

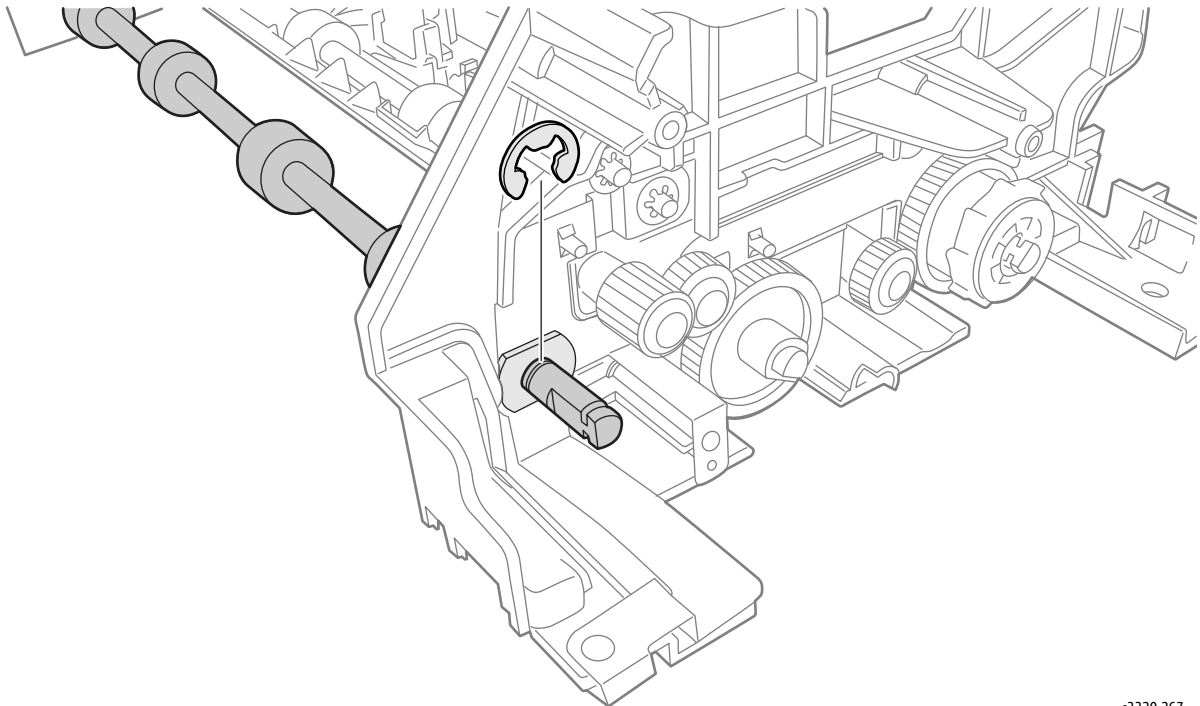


12. Release the Feed Gear tab and remove the gear.



s3320-268

13. Remove 1 e-ring and remove the DADF Feed Roller.

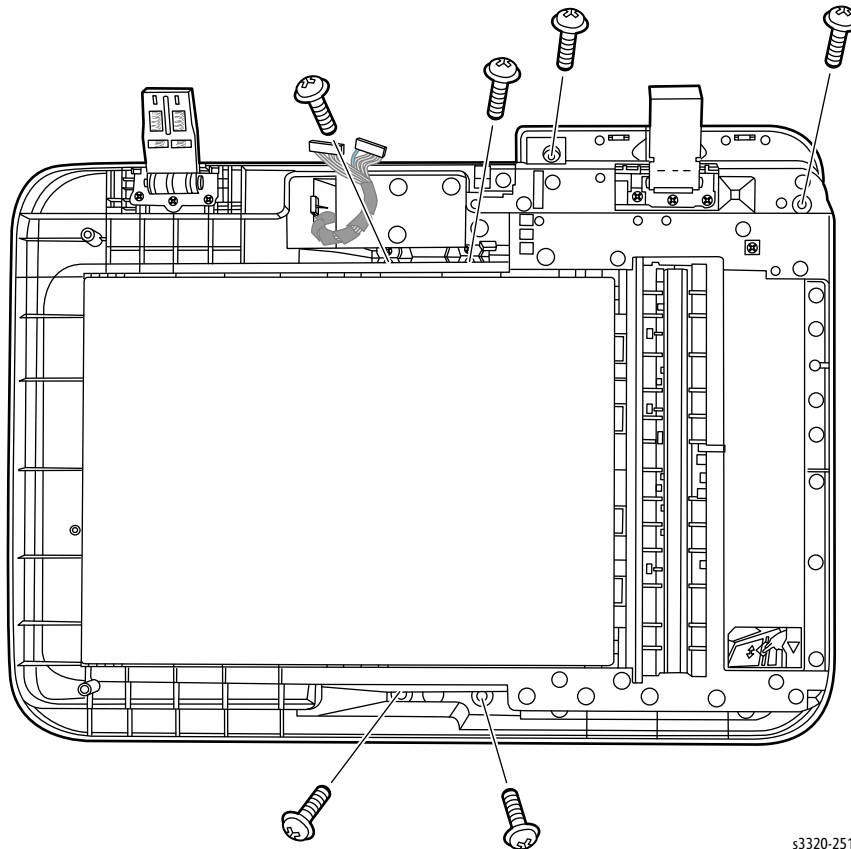


s3320-267

## DADF Lifting Solenoid

### PL8.1A

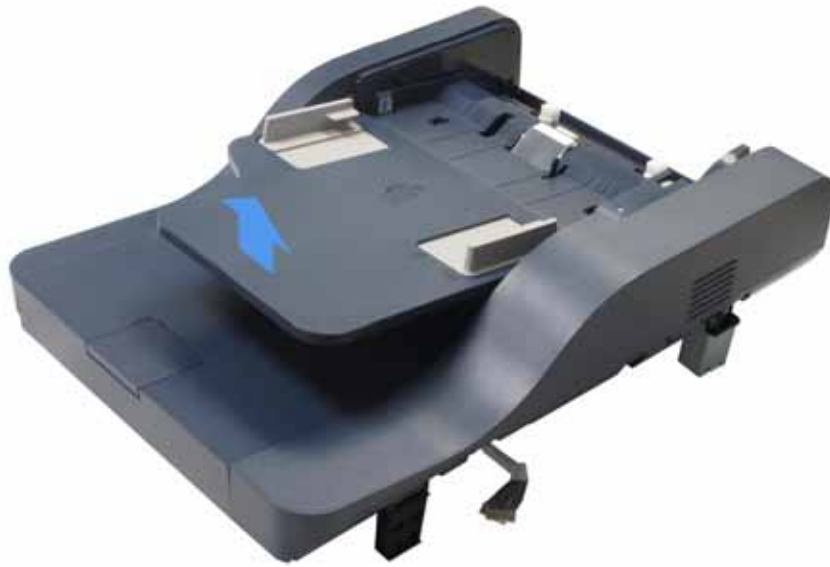
1. Remove the DADF ([page 4-113](#))
2. Remove 6 screws (silver, flanged, tap, 10 mm) from the bottom of the DADF.



s3320-251

3. Open the DADF Cover.

4. Remove the DADF Input Tray.

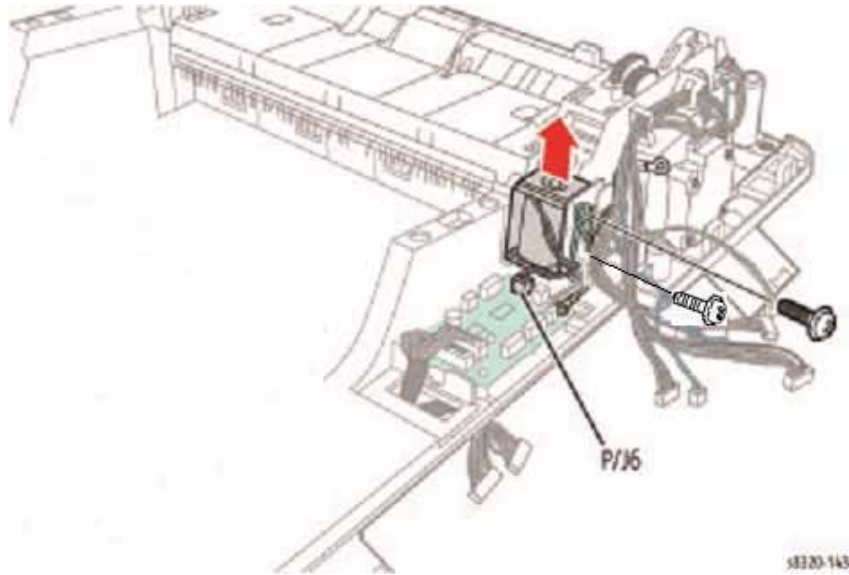


5. Remove the DADF Rear Cover.





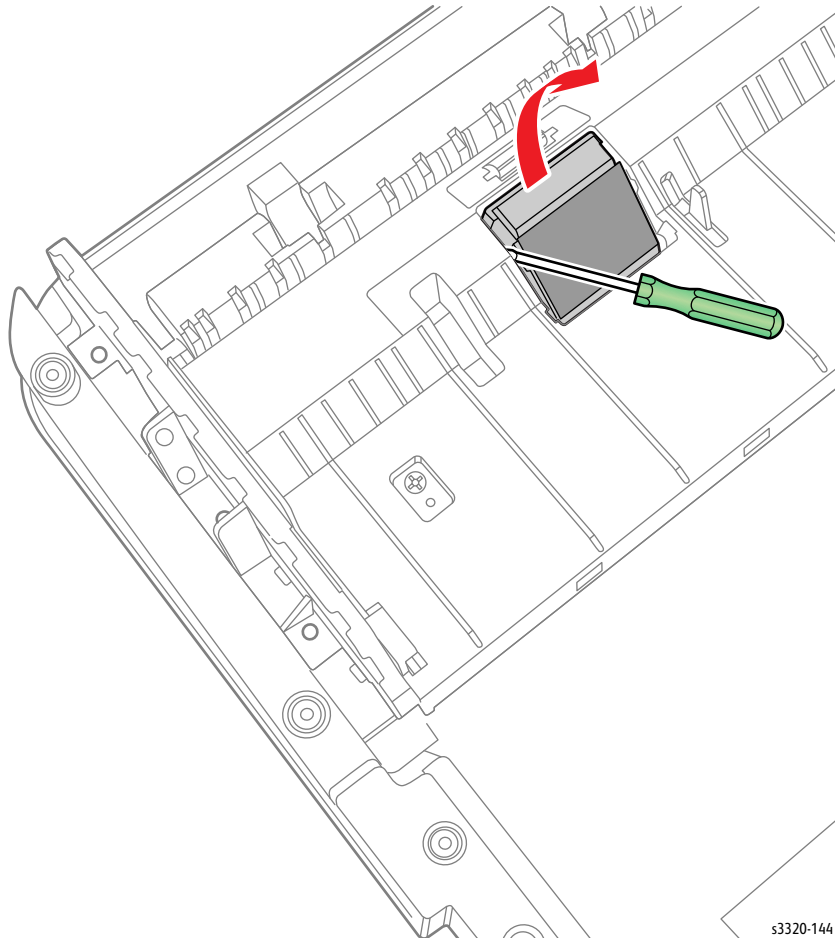
6. Disconnect P/J6, remove 2 screws (silver, sheet metal, 6 mm) and remove the Lifting Solenoid.



## DADF Separator Pad

### PL8.1A

1. Open the DADF Cover.
2. Use a screwdriver to lift up the DADF Separator Pad, and then disengage the DADF Separator Pad to remove it.



s3320-144

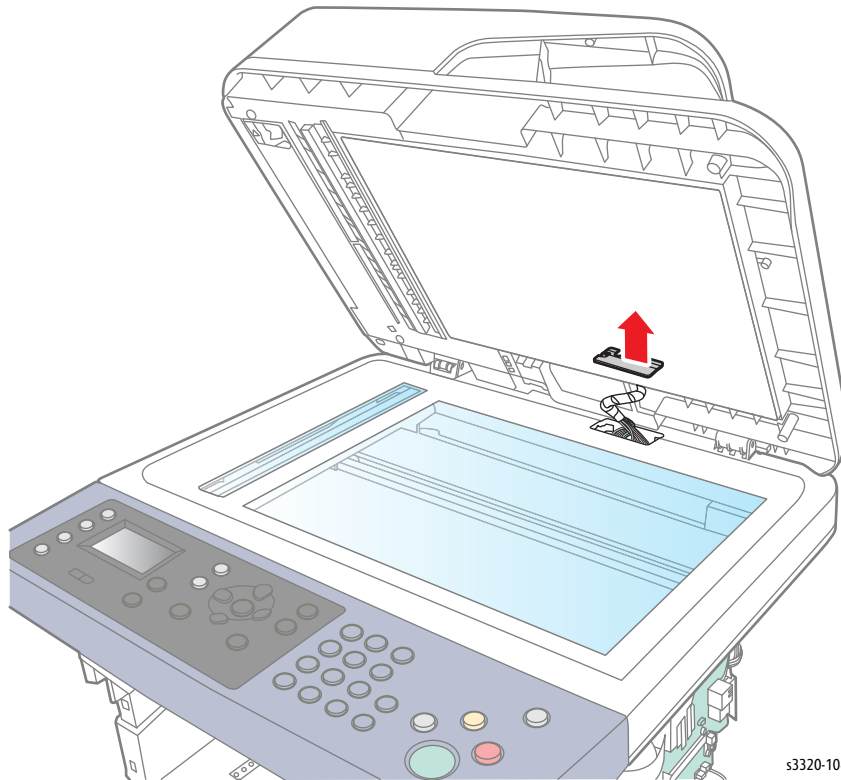
# WorkCentre 3335 ADF

## ADF Assembly (WorkCentre 3335)

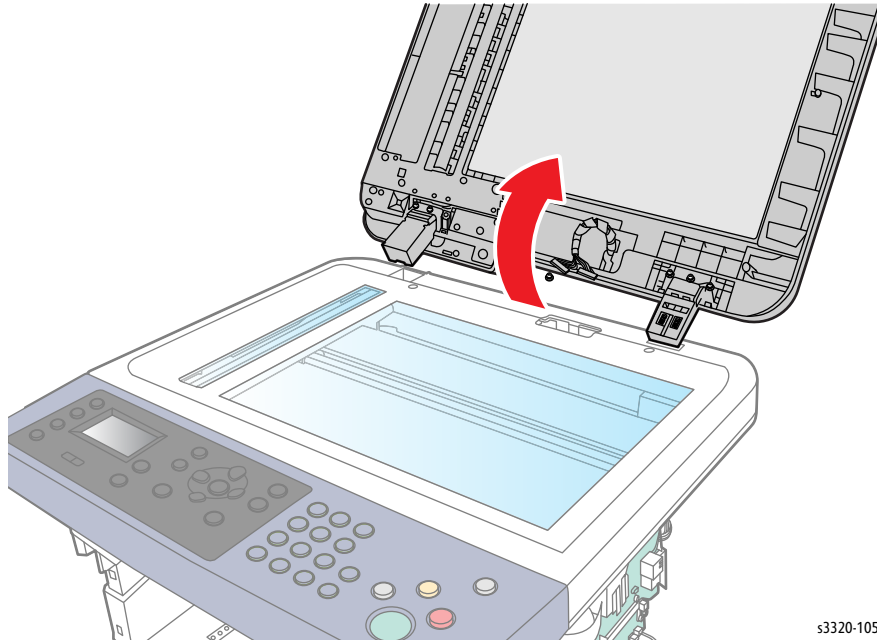
### PL7.1

**WARNING:** Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section (page 4-3).
2. Open the ADF unit.
3. Remove the connector cover and unplug the connector.



1. The ADF will detach from the base by pulling straight up. It will come out of the platen. Firmly Lift straight up and release the ADF.



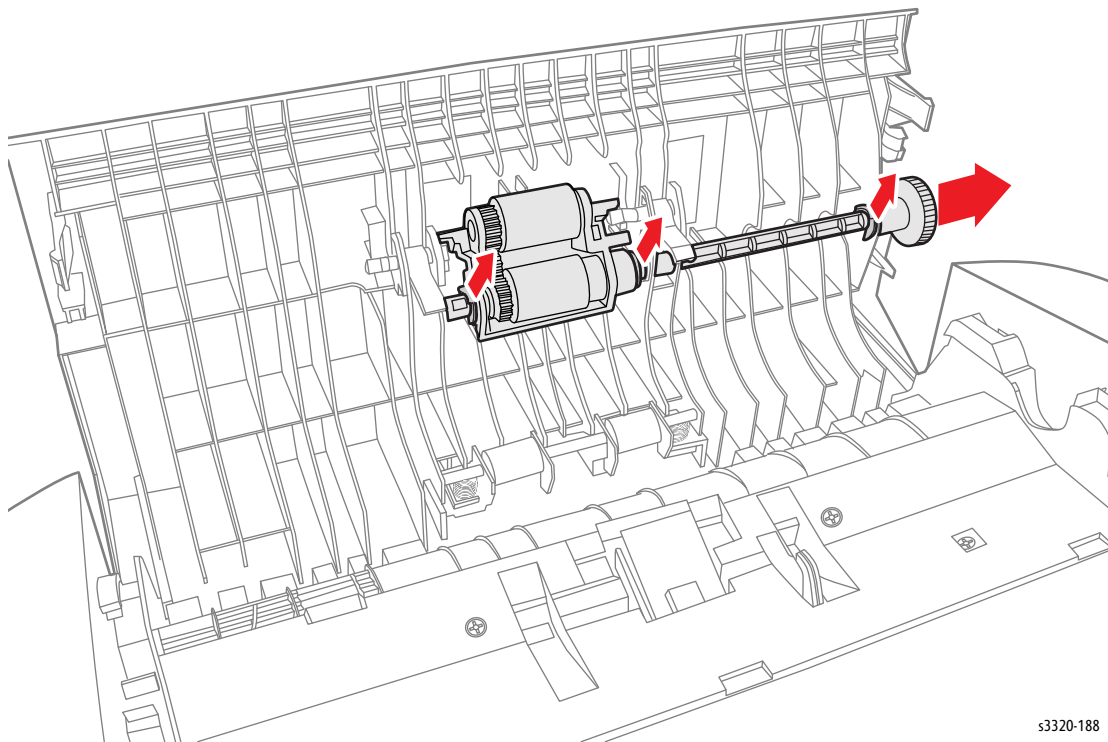
s3320-105

## ADF Pick Up Assembly (WorkCentre 3335)

### PL7.1A

**WARNING:** Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section (page 4-3).
2. Lift the ADF Open Cover.
3. Remove 3 e-rings (colored black).
4. Pull the shaft in the direction of the arrow and remove the ADF Pick Up Assembly.



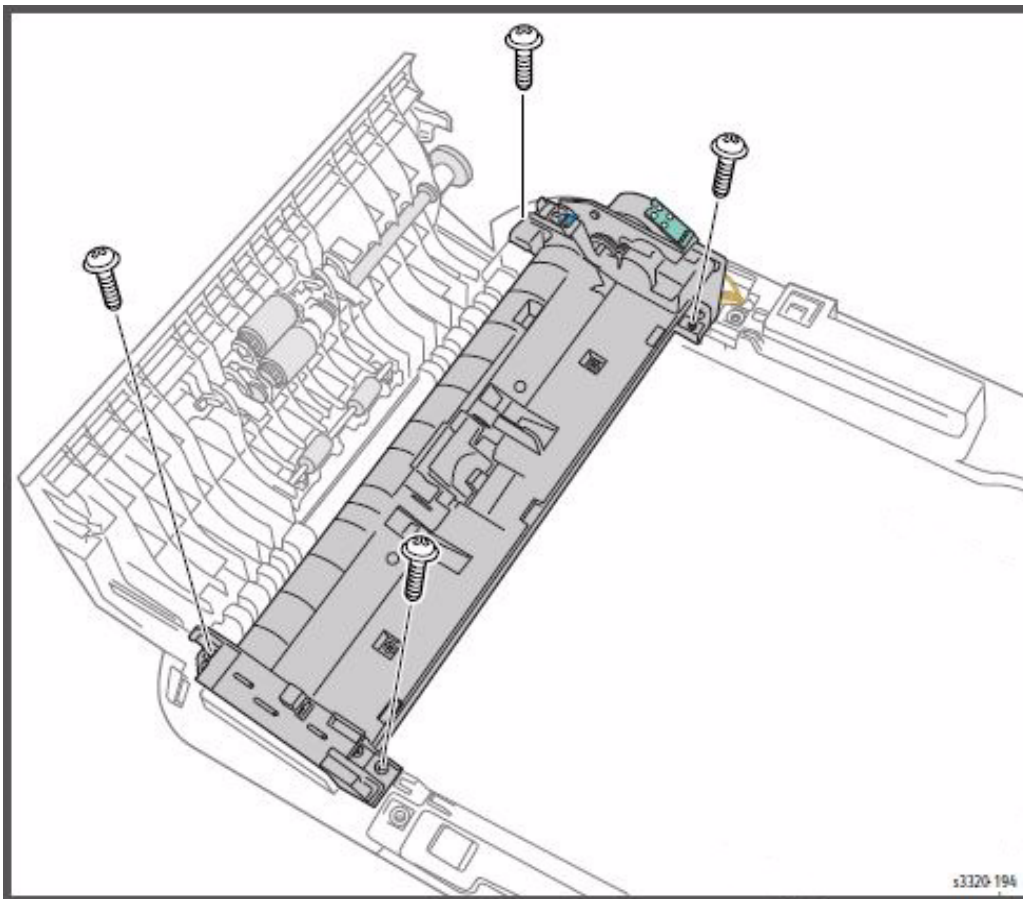
s3320-188

## ADF Paper Path Assembly (WorkCentre 3335)

### PL7.1A

**WARNING:** Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Disconnect the bosses and remove the Input Tray Module.
3. Remove the ADF Assembly ([page 4-139](#)).
4. Remove the Front and Rear ADF Covers ([page 4-146](#)).
5. Remove 4 screws (silver, plastic tap, 8 mm).



6. Unthread the wire harness and remove the Paper Path Assembly.

**Replacement Note:** Reattach the ADF Top Cover before reinstalling the Paper Path Assembly.

## White Bar

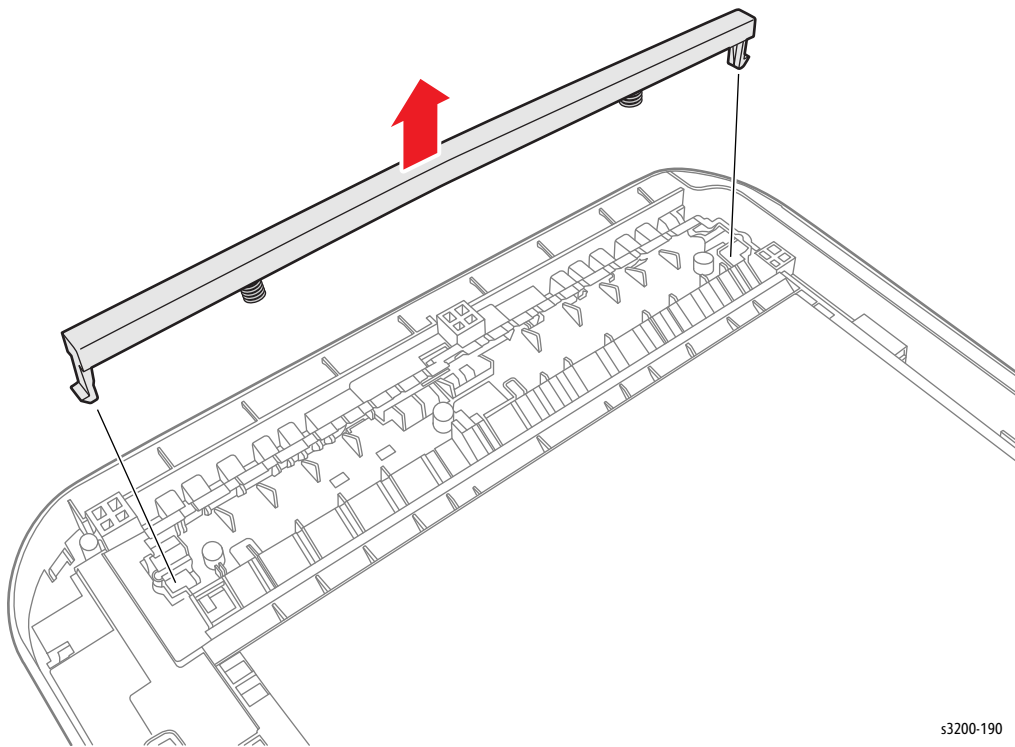
### PL7.1A

**WARNING:** Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section (page 4-3).

**Note:** The White Bar Plate has two springs beneath it. When removing the White Bar Plate, be careful to not lose these springs.

2. Lift up the ADF, disconnect the White Bar Plate bosses and remove the White Bar Plate.



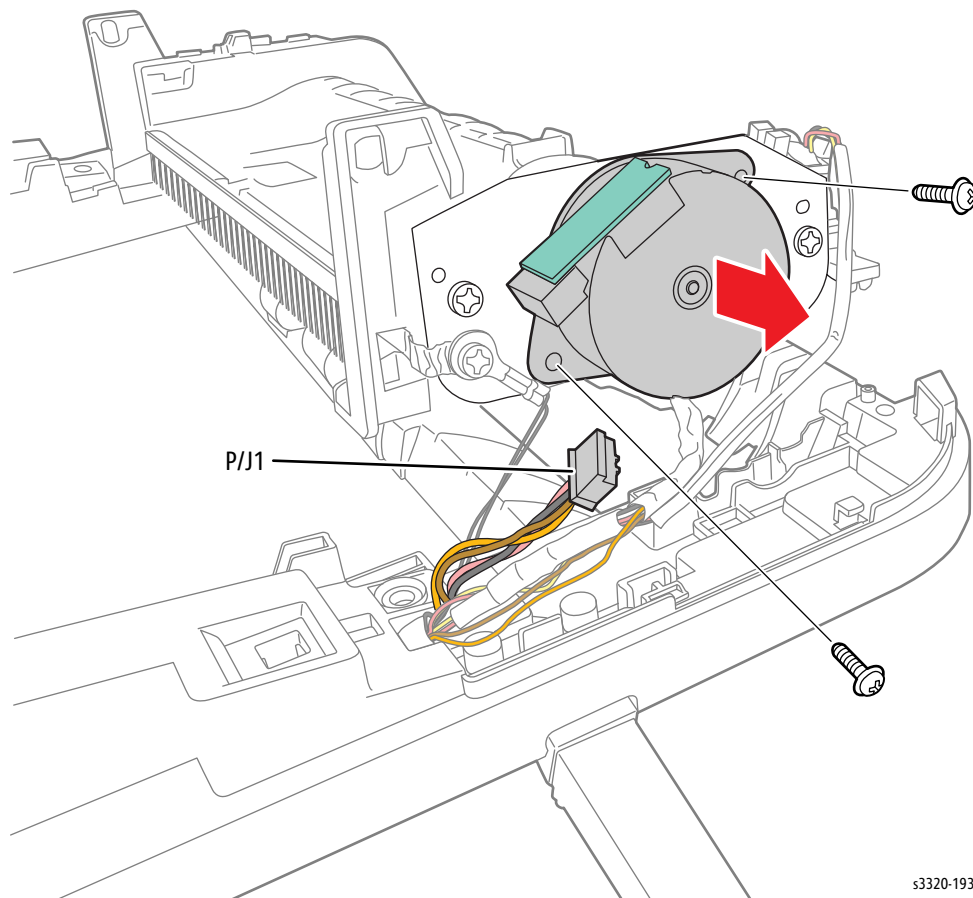
s3200-190

## ADF Drive (WorkCentre 3335)

### PL7.1A

**WARNING:** Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Remove the Paper Path Assembly ([page 4-142](#)).
3. Disconnect P/J1 on the ADF Drive.
4. Remove 2 screws (sheet metal, silver, 3 mm) and remove the ADF Drive.



s3320-193

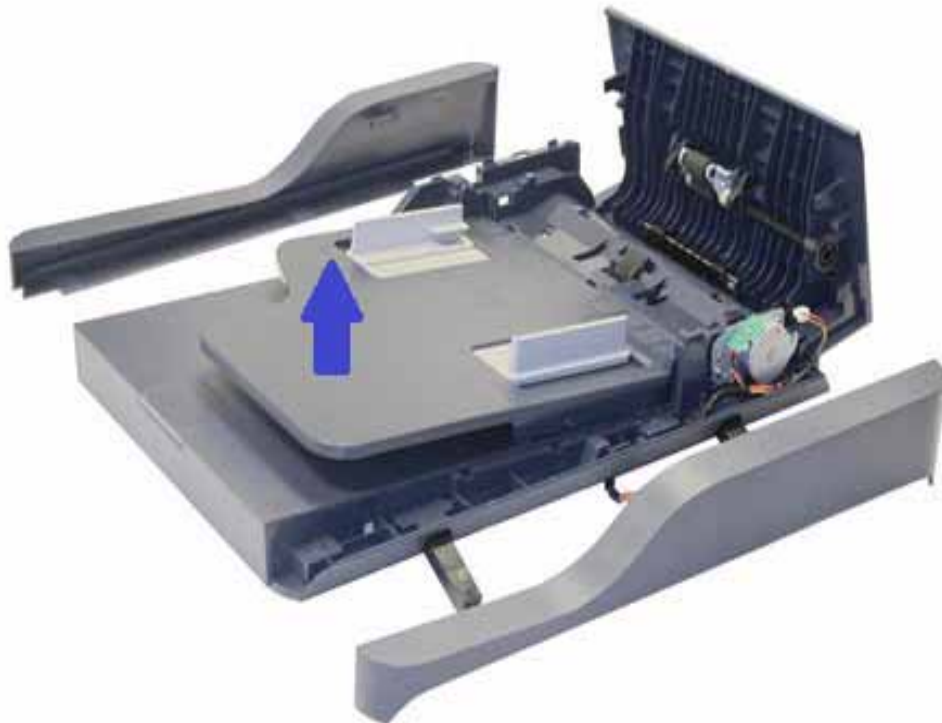


## ADF Input Tray (WorkCentre 3335)

### PL7.1A

**WARNING:** Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Open the ADF top cover.
3. Pull and release the rear hinges of the Input Tray.

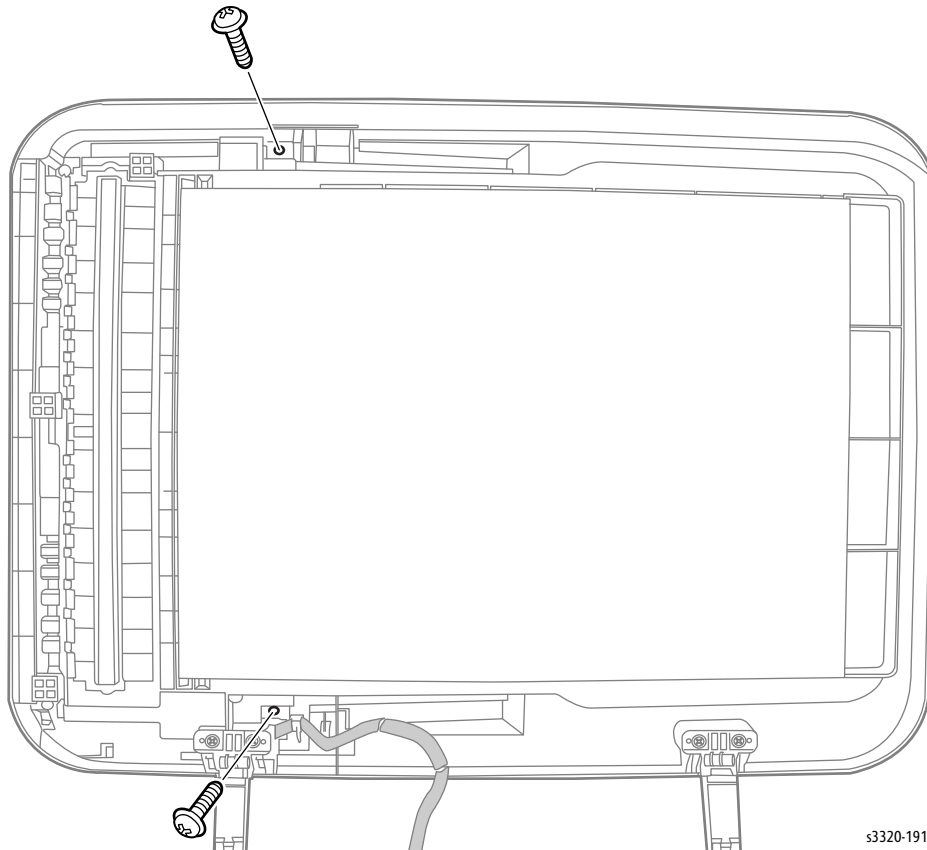


## ADF Front/Rear Cover (WorkCentre 3335)

### PL7.1A

**WARNING:** Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

1. Do steps 1-4 in the Preparation section ([page 4-3](#)).
2. Remove the ADF Assembly ([page 4-139](#)).
3. Remove 2 screws (silver, tap, 8 mm) from the bottom of the ADF.



**Note:** In the next step, a small flat blade Screwdriver make the removal much easier.

4. Remove the ADF Front and Rear Covers.

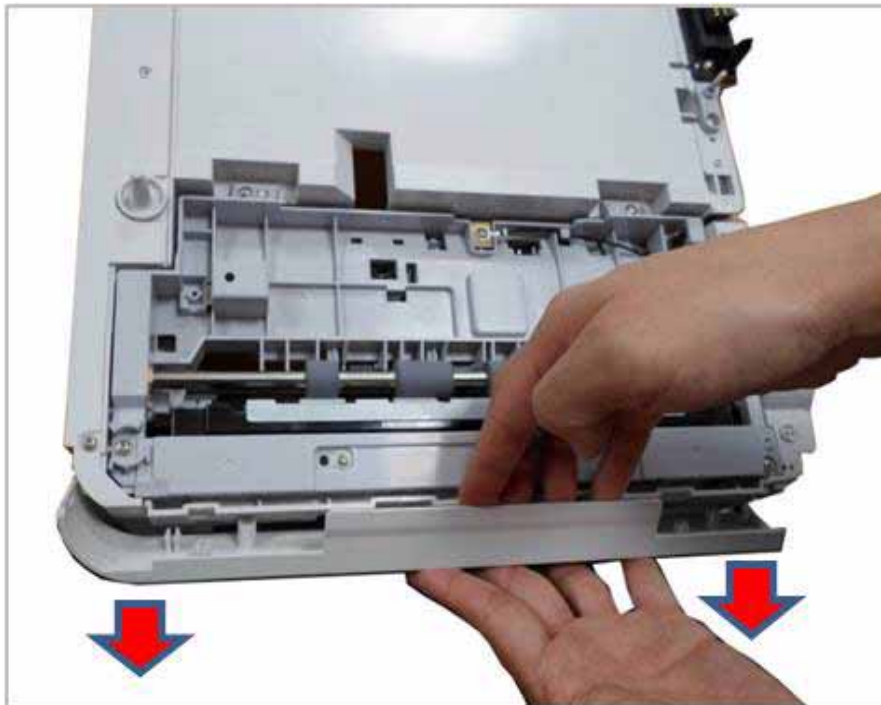


# Optional Cassette

## Optional Tray 2 Front Cover/Bezel

### PL12.2

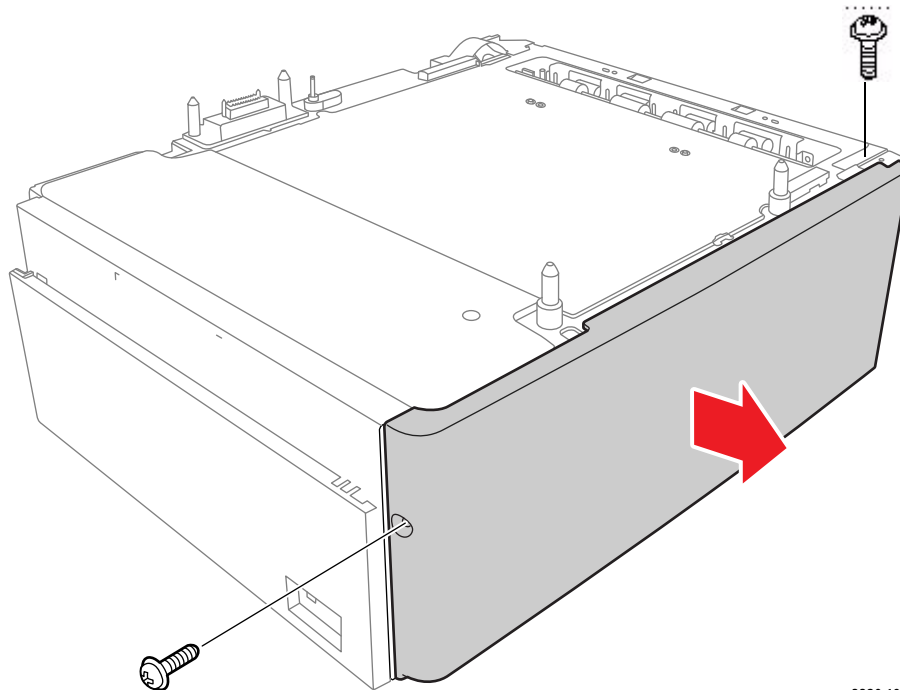
1. Lift printer from the Optional Tray
2. Remove the Optional Tray 2 Front Cover/Bezel.



## Optional Tray 2 Left Side Cover

### PL12.1

1. Lift printer from the Optional Tray.
2. Remove the Optional Tray 2 Front Cover ([page 4-148](#)).
3. Remove 2 screws (silver, tap, 9 mm).
4. Slide the Left Cover towards the front and remove.

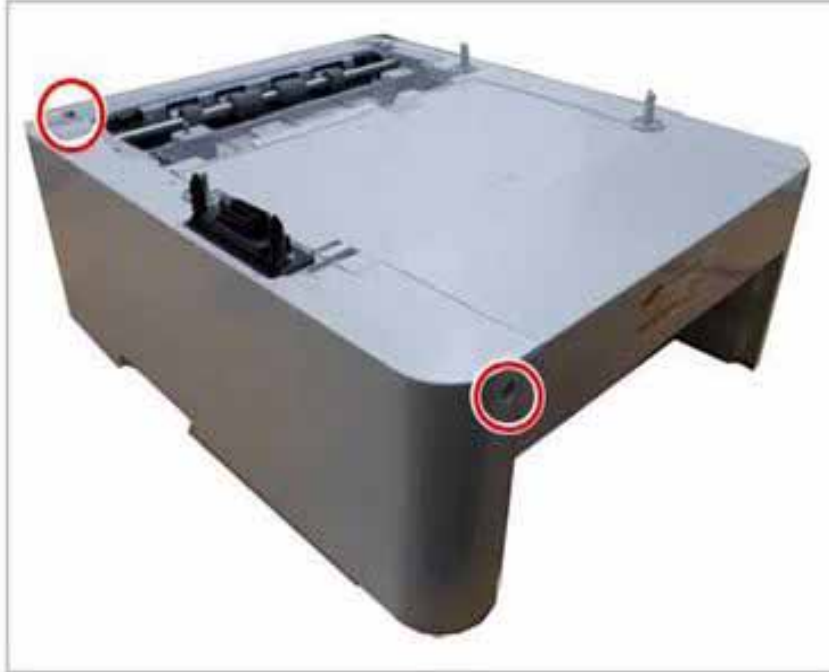


s3320-195

## Optional Tray 2 Right Side Cover

### PL12.1

1. Lift printer from the Optional Tray.
2. Remove the Optional Tray 2 Front Cover ([page 4-148](#)).
3. Remove 2 screws (silver, metal, hex-head, with flange, 7 mm) from the Right Side Cover..



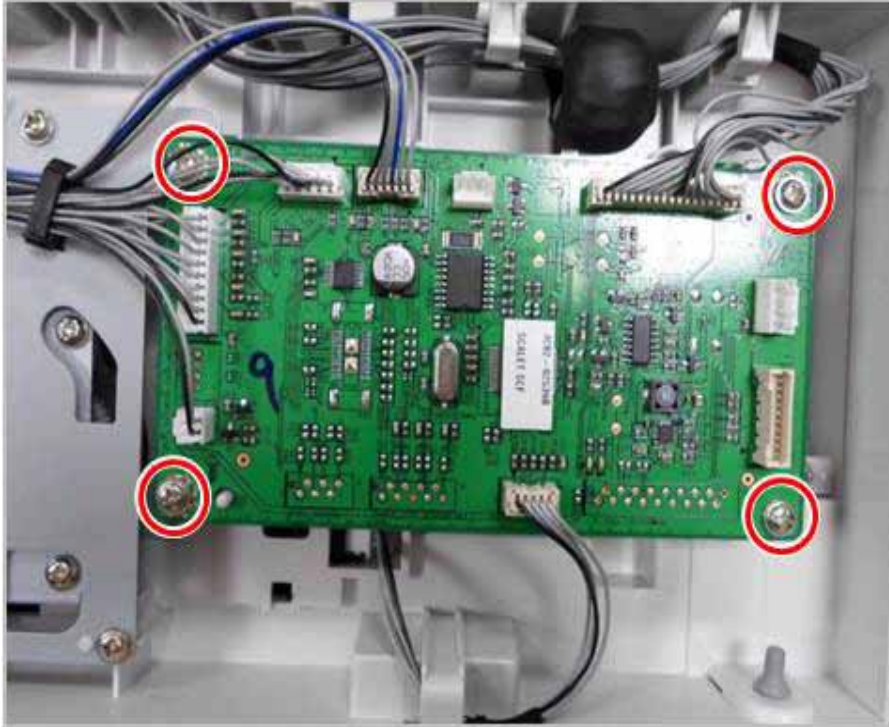
4. Starting at the rear of the Right Side Cover, disconnect the tabs and remove the Right Side Cover.



## Optional Tray 2 Main Board

### PL 12.3

1. Lift printer from the optional Tray.
2. Remove the Optional Tray 2 Front Cover ([page 4-148](#)).
3. Remove the Optional Tray 2 Right Side Cover ([page 4-150](#)).
4. Unplug all connectors on the Optional Tray 2 main board.
5. Remove 4 screws.

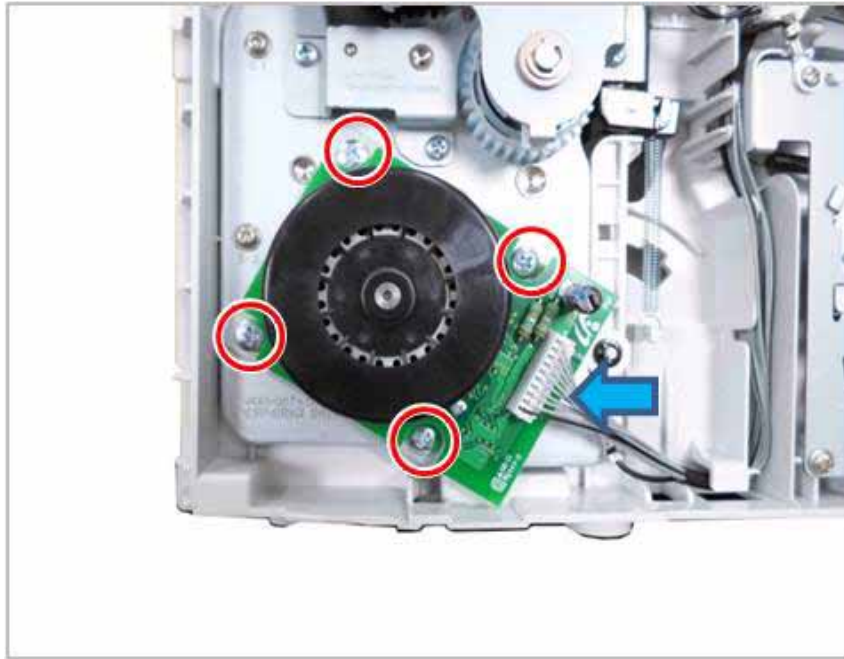


6. Release the SCF main board.

## Optional Tray 2 Main Motor

### PL 12.3

1. Lift printer from the optional Tray.
2. Remove the Optional Tray 2 Front Cover ([page 4-148](#)).
3. Remove the Optional Tray 2 Right Side Cover ([page 4-150](#)).
4. Unplug the motor connector, and remove 4 screws.



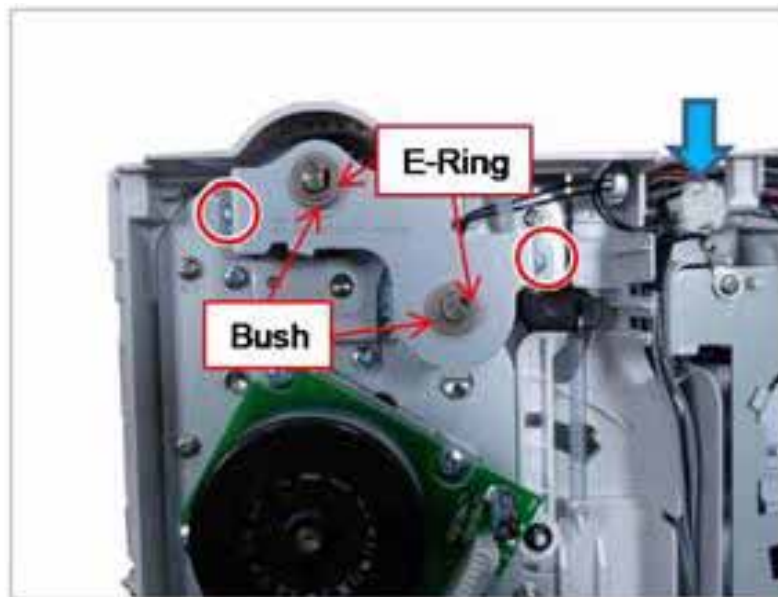
5. Release the Optional Tray 2 Main Motor.



## Optional Tray 2 Clutch

### PL 12.3

1. Lift printer from the optional Tray.
2. Remove the Optional Tray 2 Front Cover ([page 4-148](#)).
3. Remove the Optional Tray 2 Right Side Cover ([page 4-150](#)).
4. Unplug the Clutch connector.
5. Remove 2 E-rings and 2 Bushings.
6. Remove 2 screws and release the clutch bracket..



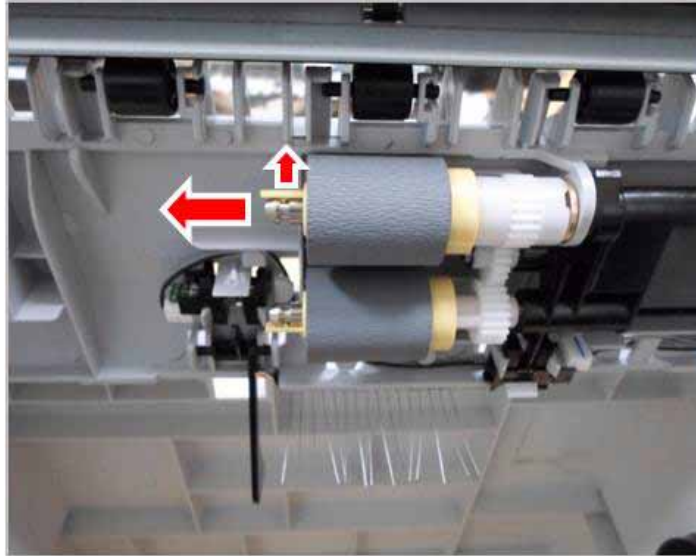
7. Remove the Optional Tray 2 Clutch.



## Optional Tray 2 Pick Up\_Forward Roller

### PL 12.2

1. Lift printer from the optional Tray.
2. Remove the cassette from the Optional Tray 2 feeder, and view from the bottom (or turn the feeder over).



3. Release the pick-up / forward roller while pulling the small tap.

## Optional Tray 2 Reverse Roller

### PL 12.2

1. Lift printer from the optional Tray.
2. Remove the Optional Tray 2 cassette and open the cassette cover.
2. Open the cassette cover.



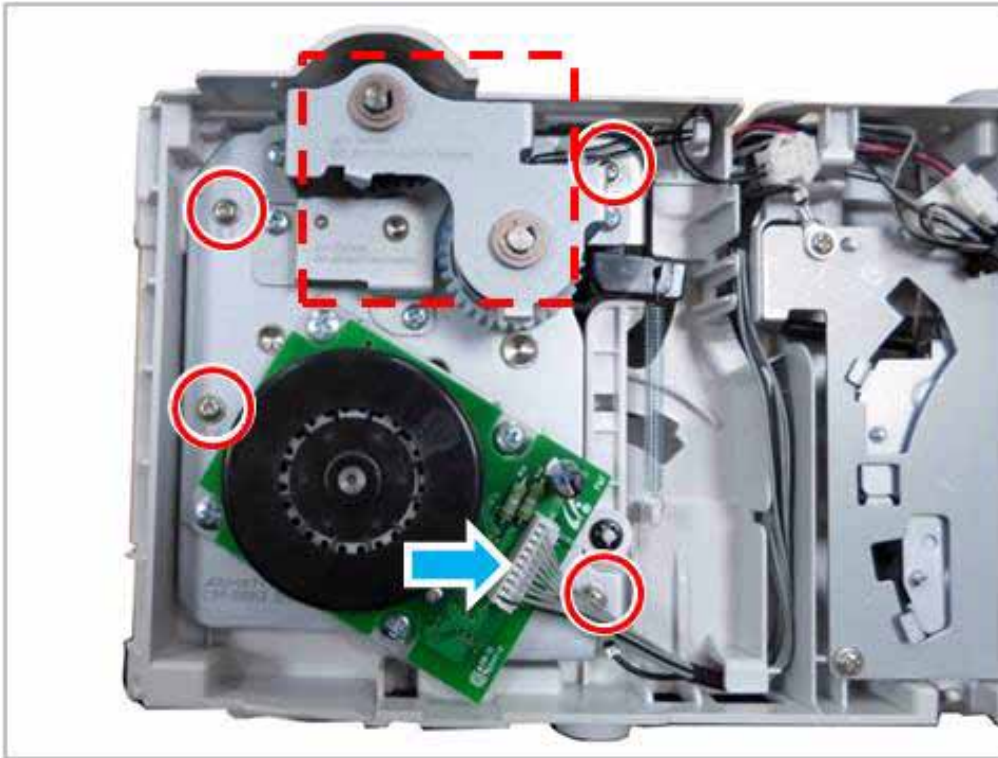
3. Pull on tap and release roller.

3. Release the reverse roller while pulling the small tap.

## Optional Tray 2 Main Drive Unit

### PL 12.3

1. Lift printer from the Optional Tray.
2. Remove the Optional Tray 2 Front Cover ([page 4-148](#)).
3. Remove the Optional Tray 2 Right Side Cover ([page 4-150](#)).
4. Remove the Optional Tray 2 clutch bracket. ([page 4-153](#)).

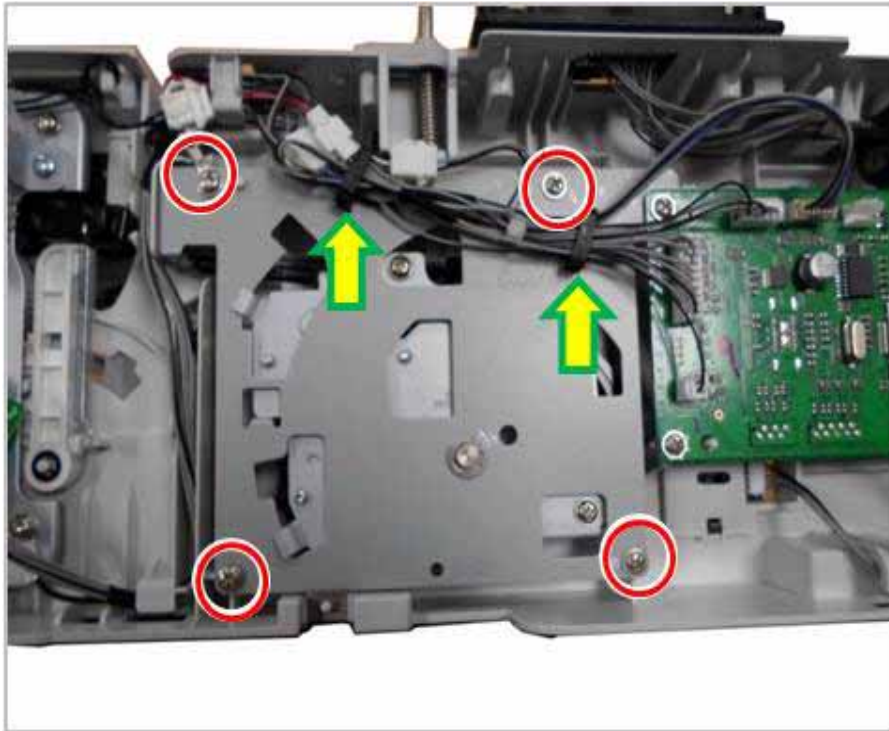


5. Unplug the main motor connector.
6. Remove 4 screws.
7. Remove the Optional Tray 2 Main Drive Unit.

## Optional Tray 2 Lift Assy

### PL 12.3

1. Lift printer from the Optional Tray.
2. Remove the Optional Tray 2 Front Cover ([page 4-148](#)).
3. Remove the Optional Tray 2 Right Side Cover ([page 4-150](#)).
4. Remove the Optional Tray 2 main board ([page 4-151](#)).

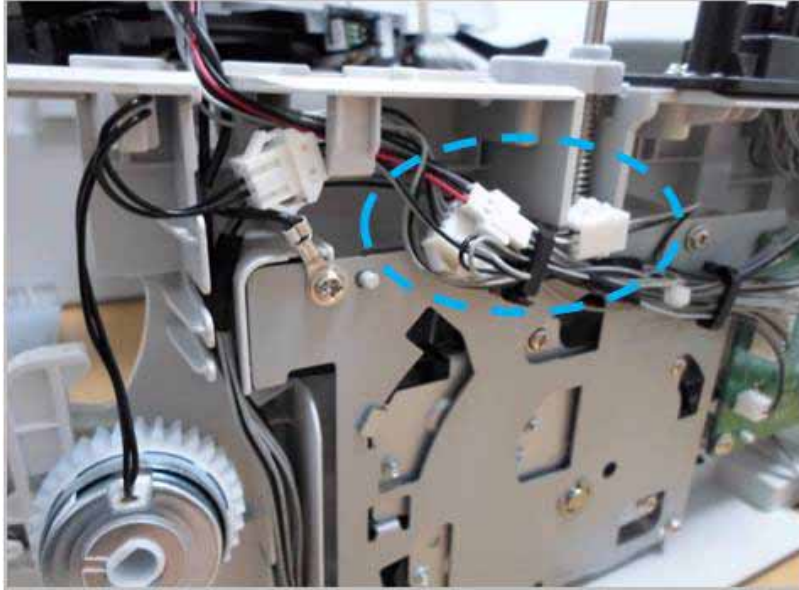


5. Open the harness clamps.
6. Remove 4 screws.
7. Release the Optional Tray 2 Lift Assy.

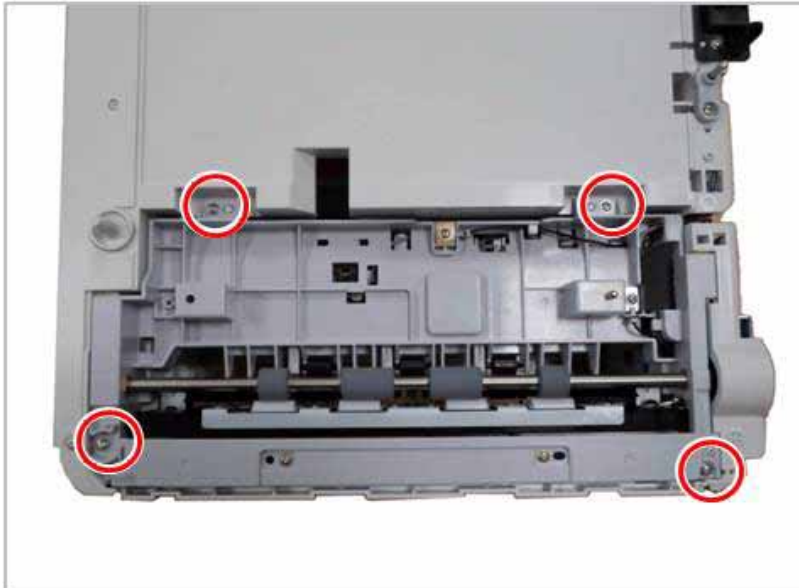
## Optional Tray 2 Pick Up Unit

### PL 12.3

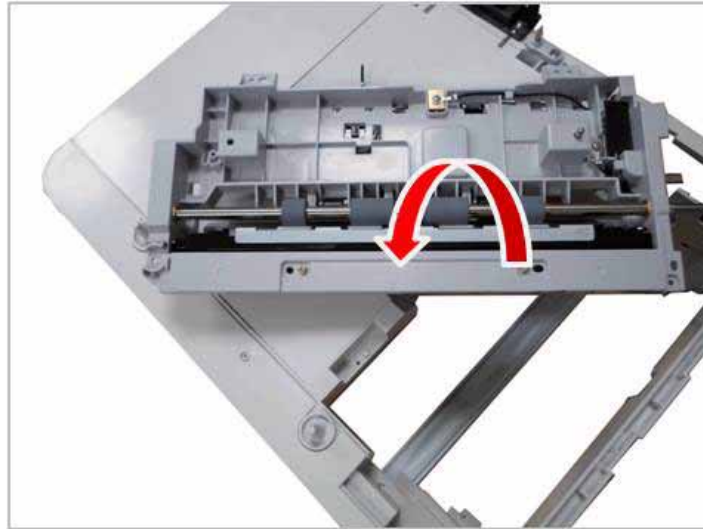
1. Lift printer from the Optional Tray.
2. Remove the Optional Tray 2 Front Cover ([page 4-148](#)).
3. Remove the Optional Tray 2 Right Side Cover ([page 4-150](#)).
4. Remove the Optional Tray 2 main drive unit ([page 4-156](#))
5. Unplug the connectors from the right side.



6. Remove 4 screws



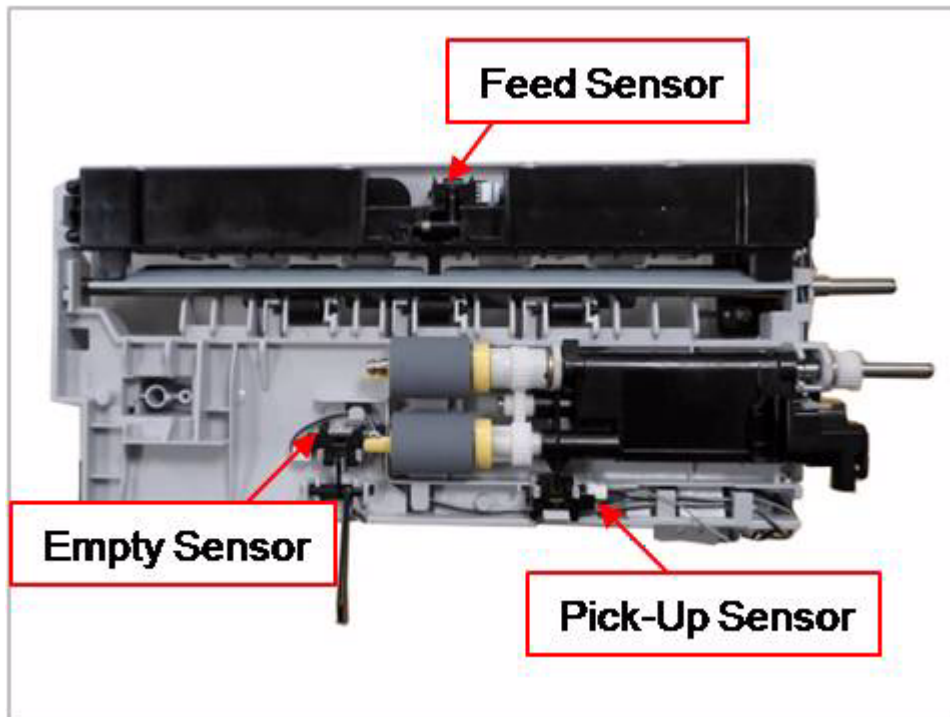
7. Release the Optional Tray 2 Pick-Up Unit..



## Pick-Up\_Empty\_Feed Sensor

### PL 12.3

1. Remove the Optional Tray 2 Pick-Up Unit (4-158)
2. Unplug the appropriate connector for the Sensor being serviced
3. Remove the desired Sensor.





# Parts Lists

# 5

In this chapter...

- [Serial Number Format](#)
- [Using the Parts List](#)
- [Parts List 1.0 Phaser 3330 Main](#)
- [Parts List 1.1 Phaser 3330 Top Cover](#)
- [Parts List 1.2 Right Cover](#)
- [Parts List 1.3 Front Cover Assembly](#)
- [Parts List 3.1 Frame \(1 of 2\)](#)
- [Parts List 3.1A Frame \(2 of 2\)](#)
- [Parts List 3.2 Bypass Tray](#)
- [Parts List 3.3 Fuser](#)
- [Parts List 3.4 Rear Frame](#)
- [Parts List 3.5 Drive](#)
- [Parts List 3.6 Feed Drive](#)
- [Parts List 4.1 Duplex Assembly](#)
- [Parts List 5.1 Tray 1](#)
- [Parts List 6.1 WorkCentre 3335/3345 Main](#)
- [Parts List 6.2 WorkCentre 3335/3345 Middle Cover](#)
- [Parts List 7.1 WorkCentre 3335 SCANNER and ADF](#)
- [Parts List 7.1A WorkCentre 3335 ADF](#)
- [Parts List 8.1 WorkCentre 3345 SCANNER and DADF](#)
- [Parts List 8.1A WorkCentre 3345 DADF](#)
- [Parts List 8.2 WorkCentre 3345 Lower DADF](#)
- [Parts List 8.3 WorkCentre 3345 Upper DADF](#)
- [Parts List 8.5 WorkCentre 3345 Drive DADF](#)
- [Parts List 9.2 WorkCentre 3335/3345 Platen](#)
- [Parts List 10.1 WorkCentre 3335/3345 Control Panel](#)
- [Parts List 12.1 Optional Tray 2 Feeder Main](#)
- [Parts List 12.2 Optional Tray Cassette A/S Assy](#)
- [Parts List 12.3 Optional Tray Frame ETS](#)
- [Parts List 12.4 Optional Tray Feeder Pick Up Unit Assy](#)
- [Parts List 12.2 Optional Tray Cassette A/S Assy](#)
- [Xerox Supplies and Accessories](#)

# Serial Number Format

Changes to Xerox products are made to accommodate improved components. When ordering parts include this information:

- Component's part number
- Product type or model number
- Serial Number of the printer

The serial number is located on the right-side frame near the Fuser.

The nine-digit serial number uses the format **PPRSSSSS** or **MMMSSSSSc**.

- **PPP** = Three digit alphanumeric product code
- **MMM** = Three digit numeric manufacturing location code

Product Code	Location Code	Product
9BR	338	Phaser 3330_DN, 110V Engine
2BT	338	Phaser 3330_DN, 220V Engine
9BR	338	Phaser 3330_DNM, 110V Engine
2BT	338	Phaser 3330_DNM, 220V Engine
5BT	338	WorkCentre 3335_DN, 110V Engine
5BT	338	Workcentre 3335_DNM, 110V Engine
6BT	338	WorkCentre 3335_DN, 220V Engine
6BT	338	WorkCentre 3335_DNM, 220V Engine
3BT	338	WorkCentre 3345_DN, 110V Engine
4BT	338	WorkCentre 3345_DN, 220V Engine
3BT	338	WorkCentre 3345_DNM, 110V Engine
4BT	338	WorkCentre 3345_DNM, 220V Engine

- **R** = Single digit numeric revision digit, 0-3. To be rolled when the ending serial number is reached or when a major product change occurs.
- **SSSS(S)** = Five or six digit numeric serial number based on the following table. The serial numbers are reset only when the ending number is reached or when the revision number is rolled.
- **c** = Check digit (correct number from check digit algorithm)

Product	Starting Serial Number	Ending Serial Number
Phaser 3330DN, 110V Engine	9BR 530000	9BR 559999
Phaser 3330DN, 220V Engine	338 560000x	338 699999x
Phaser 3330DNM, 110V Engine	9BR 371501	9BR 396500
Phaser 3330DNM, 220V Engine	338 460000x	338 529999x

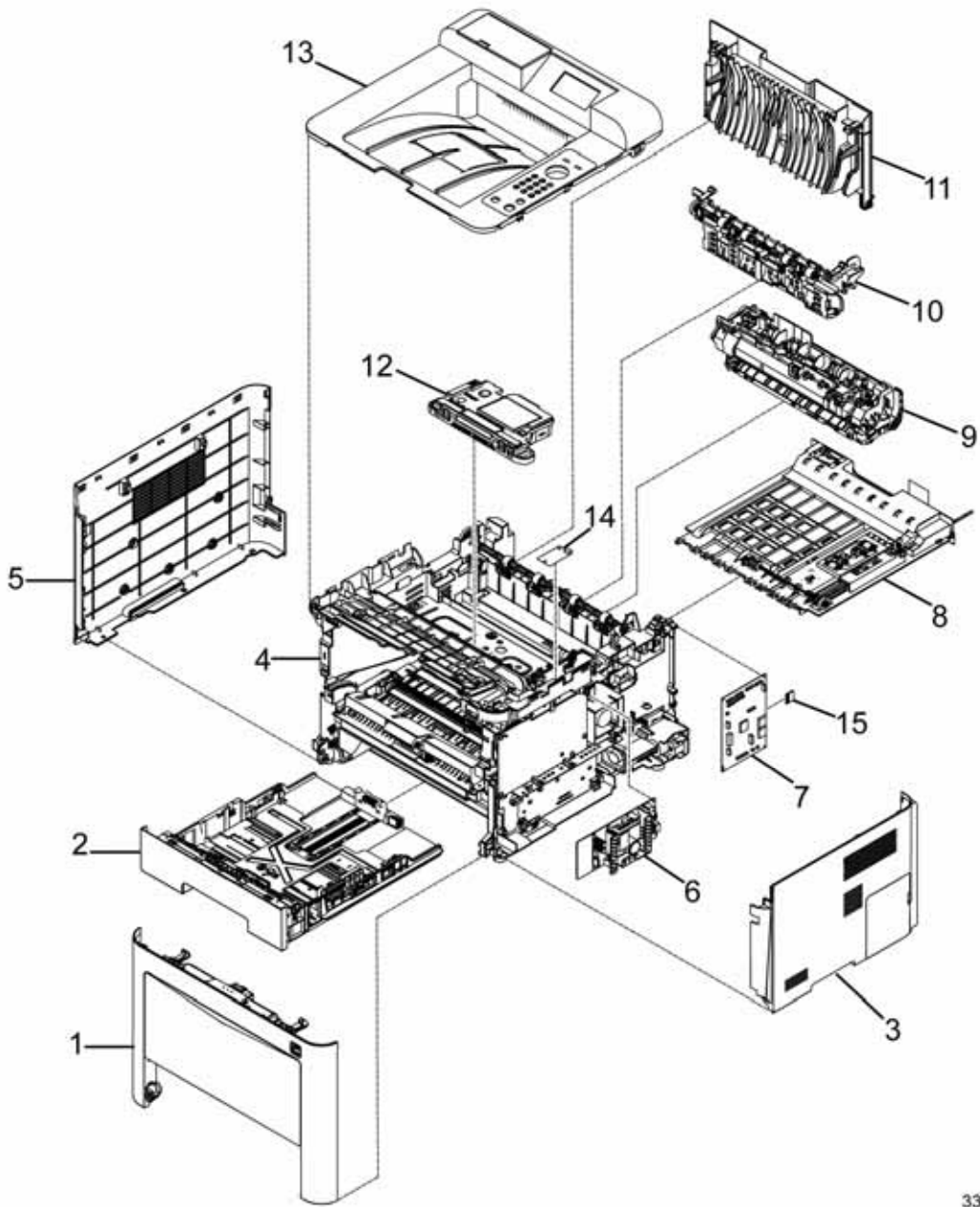
Product	Starting Serial Number	Ending Serial Number
WorkCentre 3335DNM, 110V Engine	5BT 700000	5BT 709999
WorkCentre 3335DNM, 220V Engine	338 710000x	338 721999x
WorkCentre 3335DN, 110V Engine	5BT 722000	5BT 739999
WorkCentre 3335DN, 220V Engine	338 740000x	338 799999x
WorkCentre 3345DNM, 110V Engine	3BT 800000	3BT 814999
WorkCentre 3345DNM, 220V Engine	338 815000x	338 832999x
WorkCentre 3345DN, 110V Engine	3BT 833000	3BT 862999
WorkCentre 3345DN, 220V Engine	338 863000x	338 947999x

## Using the Parts List

- **ID No.:** The callout number from the exploded part diagram.
- **Name/Description:** The name of the part to be ordered and the number of parts supplied per order.
- **Part Number:** The material part number used to order that specific part.
- Parts identified throughout this manual are referenced **PL#.#.#**; For example, PL3.1.10 means the part is item 10 of Parts List 3.1.
- A Black triangle preceding a number followed by a parenthetical statement in an illustrated parts list means the item is a parent assembly, made up of the individual parts called out in parentheses.
- The notation “**with X~Y**” following a part name indicates an assembly that is made up of components X through Y. For example, “1 (with 2~4)” means part 1 consists of part 2, part 3, and part 4.

**Note:** Only parts with part numbers are available for ordering. Parts without part numbers are available on the parent assembly.

# Parts List 1.0 Phaser 3330 Main



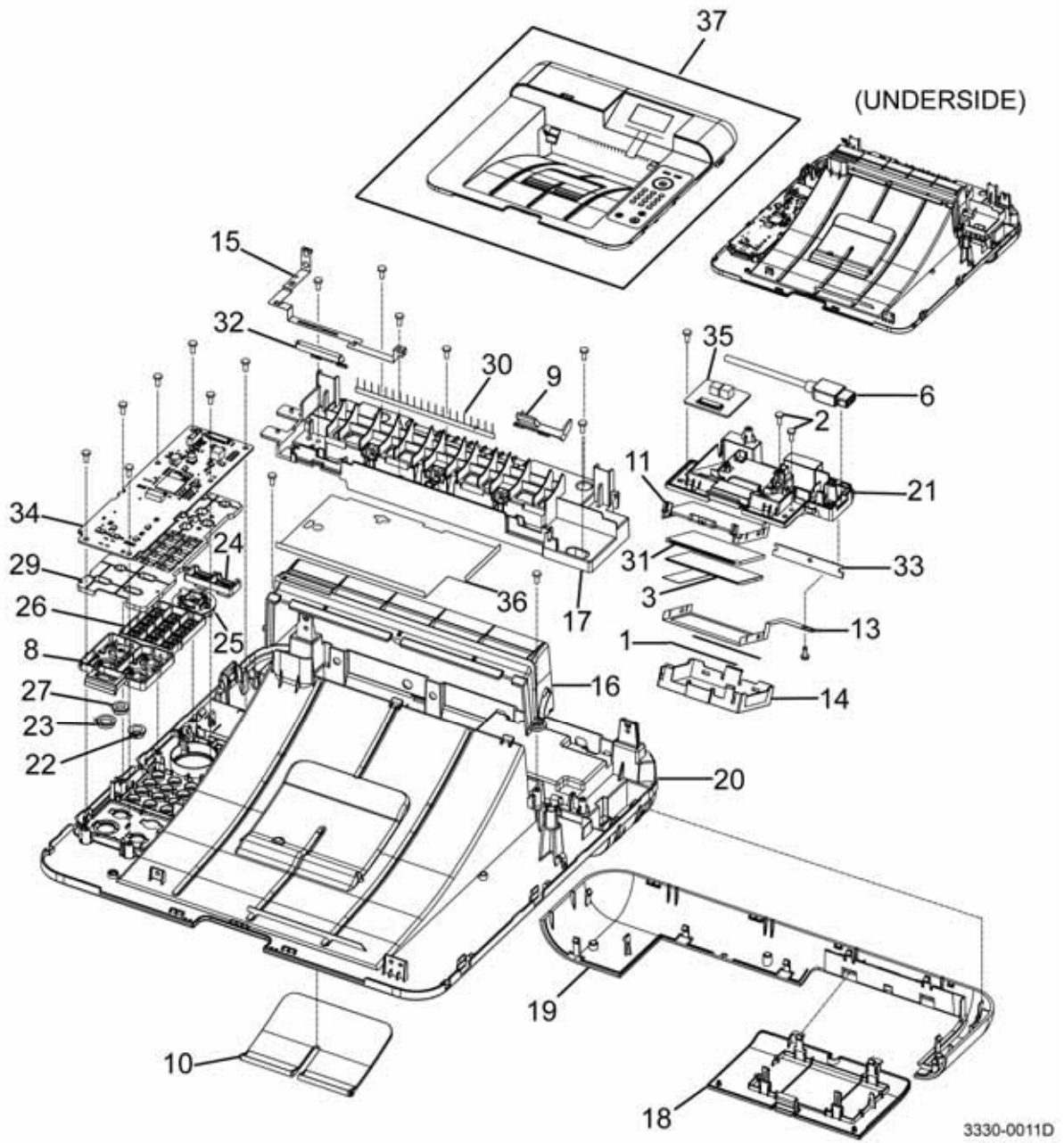
3330-0010-E

## Parts List 1.0 Phaser 3330 Main

Item	Name	Part Number
1	Front Cover Assembly (REF: PL1.3)	002N03326
2	Tray 1(REF:PL 5.1)	050N00694
3	Right Cover Assembly	002N03325
4	Main Frame (REF: PL 3.1)	-
5	Left Cover	002N03324
6	SMPS (110V)	105N02330
-	SMPS (220V)	105N02331
7	Main PWB (See Note)	140N63796
8	Duplex Assembly (REF: PL 4.1)	022N02856
9	Fuser (110V) (REF: PL 3.3)	126N00410
-	Fuser (220V) (REF PL 3.3)	26N00411
10	Rear Frame (REF: PL 3.4)	001N00534
11	Rear Door	095N00415
12	LSU (Laser Unit)	130N01853
13	Top Cover	002N03323
14	Wireless Board	140N63805
15	SD Card	091N80340

**Note:** All Main Board spare parts are configured with a SOLD service plan. Any device with a METERED billing plan will require a Supplies Plan Activation Code to be entered to re-enable metered support. Failure to do this may result in Invalid Toner Messages. Always follow all steps outlined in the Main Board replacement procedure page 4-65.

# Parts List 1.1 Phaser 3330 Top Cover



## PL 1.1 Phaser 3330 Top Cover

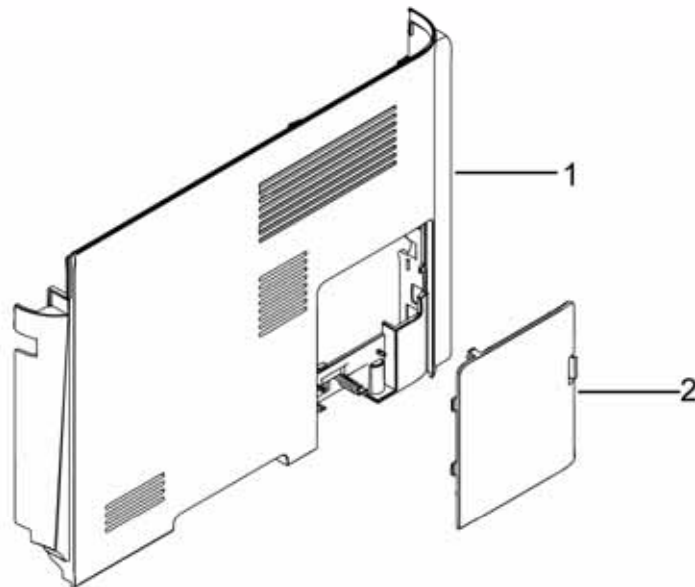
Item	Name	Part Number
1	Tape	-
2	Screw	-
3	LCD	144N00219
4	CBF Harness	-
5	LCD Flat Cable	-
6	Wire Harness-SPF NFC Host	-
7	Wire Harness-SFP OPE	-
8	Wire Harness-BLU	-
9	Bin Full Stacker	-
10	Main Stacker	-
11	LCD Holder	
12	Key Holder	-
13	LCD Ground	-
14	LCD Cover	-
15	Exit Ground	-
16	Exit Cover	-
17	Path Cover	-
18	Card Reader Cover	-
19	Top DECO Cover	-
20	Top Cover	-
21	LCD Cover Lower	-
22	WPS Key	-
23	Power Key	-
24	Navigation Key	-
25	OK Key	-
26	Numerical Key	-
27	Stop Key	-
28	Menu Key	-
29	OPE Pad Key	-
30	Antistatic Brush	-

Parts Lists

Item	Name	Part Number
31	Backlight Lens	-
32	Sub M Stacker PMO	-
33	BLU PBA	140N63803
34	OPE PBA	140N63802
35	OPE Joint PBA Sub	140N63804
36	Protect Sheet	-
37	Top Cover	002N03323



## Parts List 1.2 Right Cover

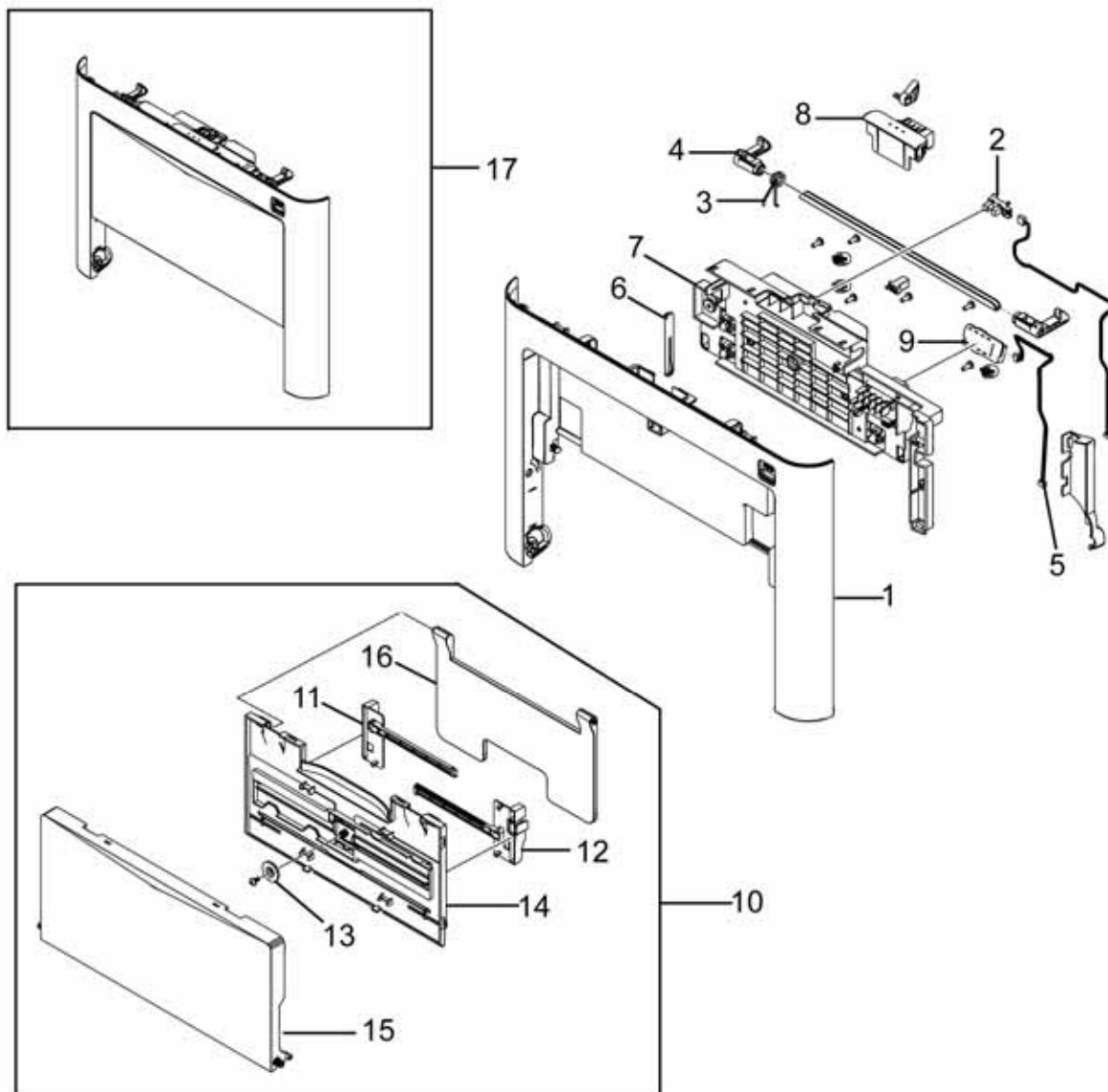


3330-0012-A

**Parts List 1.2 Right Cover**

Item	Name	Part Number
1	Right Cover	-
2	SCF Cover	-
-	Right Cover Assembly	Refer to PL 1.0, Item 3 ( <a href="#">page 5-4</a> )

### Parts List 1.3 Front Cover Assembly

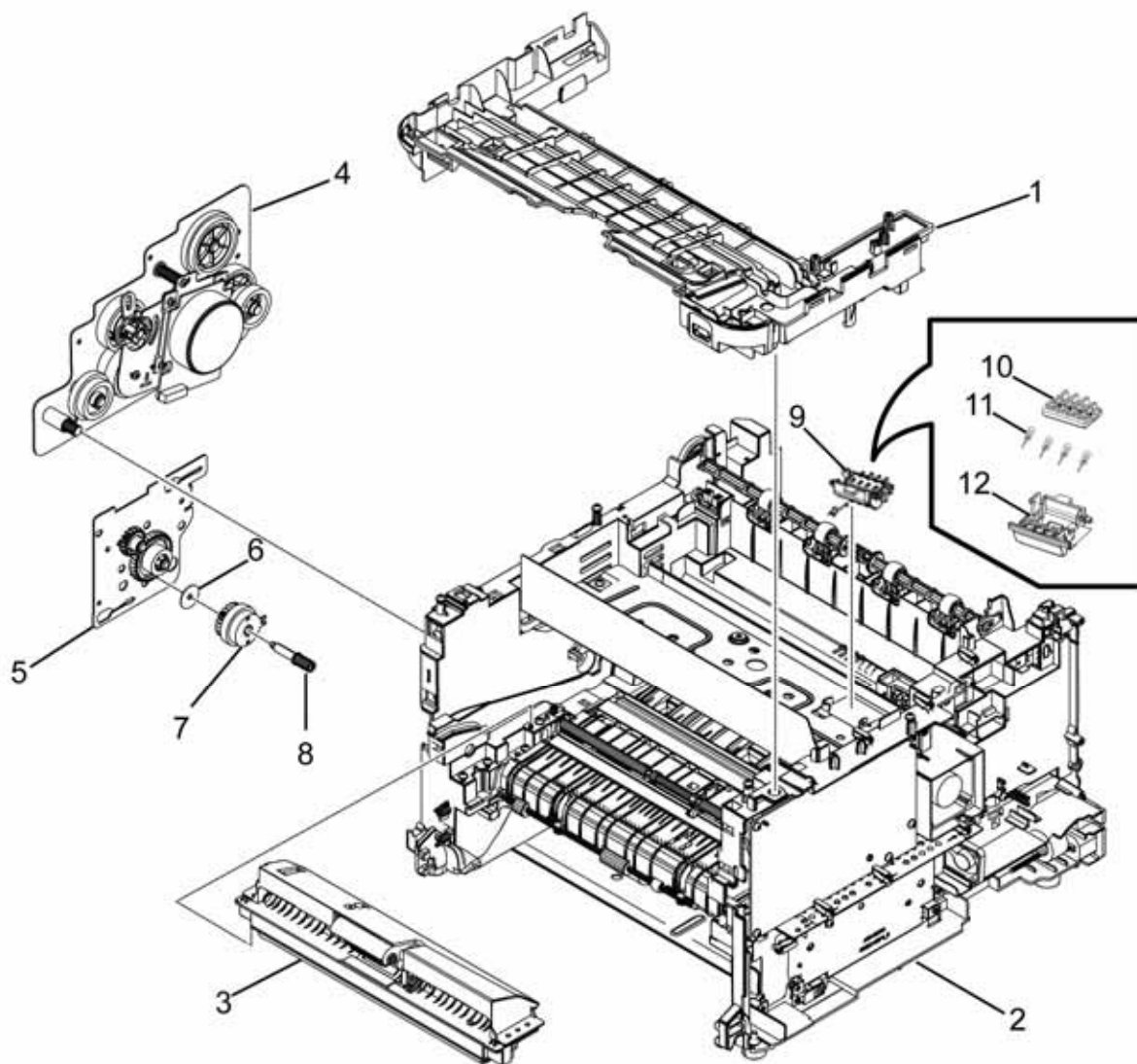


3330-0013B

**Parts List 1.3 Front Cover Assembly**

Item	Name	Part Number
1	Front Cover	-
2	Photo-Interrupter	130N01601
3	TS Spring	-
4	Front Locker	-
5	Zcrum Harness	-
6	Cover Link	-
7	Front Cover Inner	-
8	Front Button	-
9	Crum PWB	140N63808
10	Front Door	-
11	MP Left Adjust	-
12	MP Right Adjust	-
13	Rack Pinion Gear (FX)	-
14	MP Lower Tray	-
15	Upper Tray	-
16	MP Extension Tray	-
17	Front Cover Assembly Note: Move the Tag Matrix Label to the new Front Cover Assembly.	002N03326

### Parts List 3.1 Frame (1 of 2)

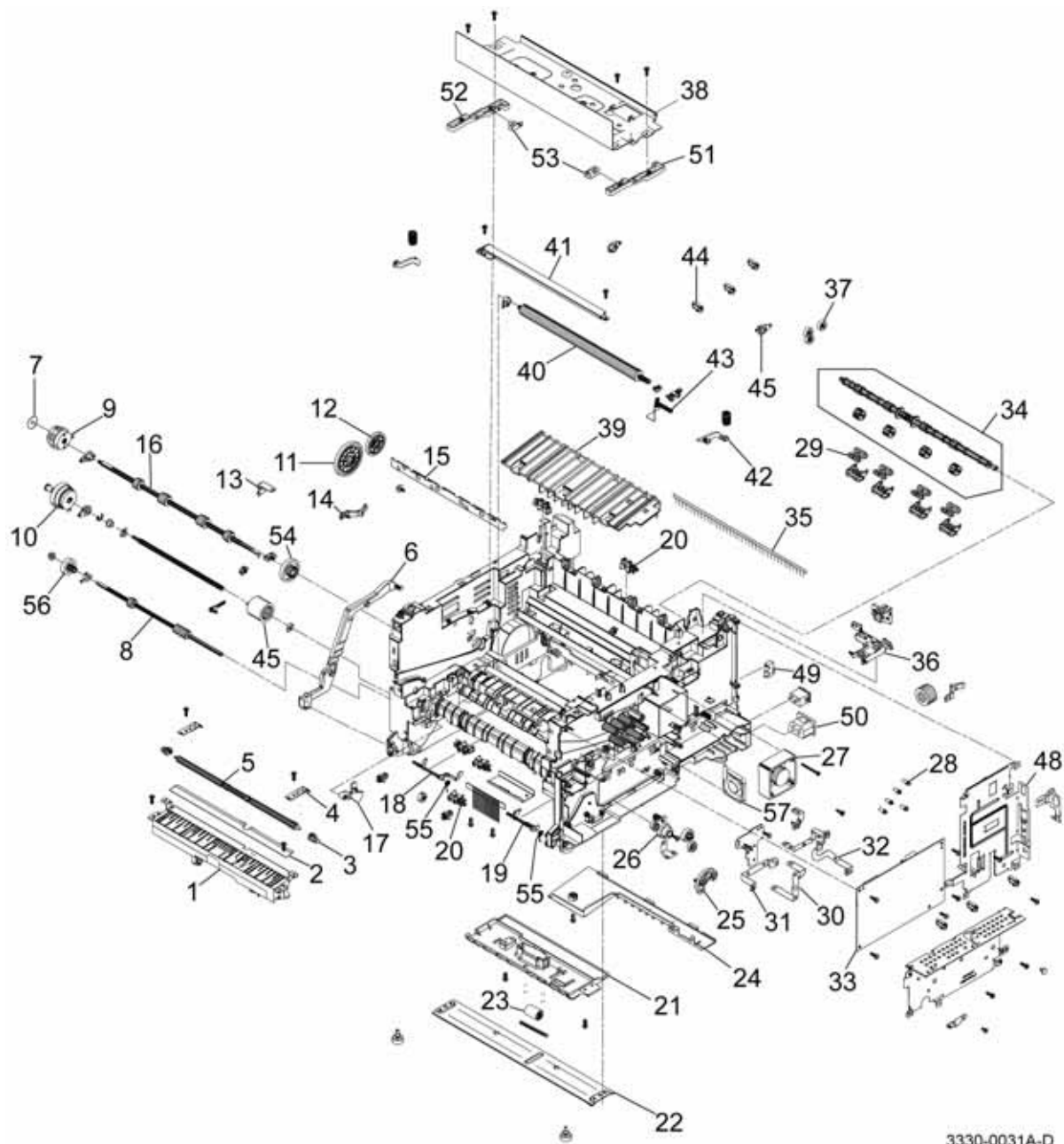


3330-0031-C

**Parts List 3.1 Frame (1 of 2)**

Item	Name	Part Number
1	Top Cover Inner	-
2	Frame-ETC (REF: PL 3.1A)	-
3	MP (Bypass Tray) (REF: PL 3.2)	130N01676
4	Drive (REF: PL 3.5)	007N01826
5	Feed Drive (REF: PL 3.6)	022N02858
6	Clutch Spacer	-
7	Electric Clutch (Bypass Tray Clutch)	121N01219
8	Regi Feed Shaft	-
9	Crum	-
10	Holder- Crum Upper	019N01077
11	Terminal-Crum	116N00276
12	Holder-Crum Lower	019N01076

### Parts List 3.1A Frame (2 of 2)



3330-0031A-D

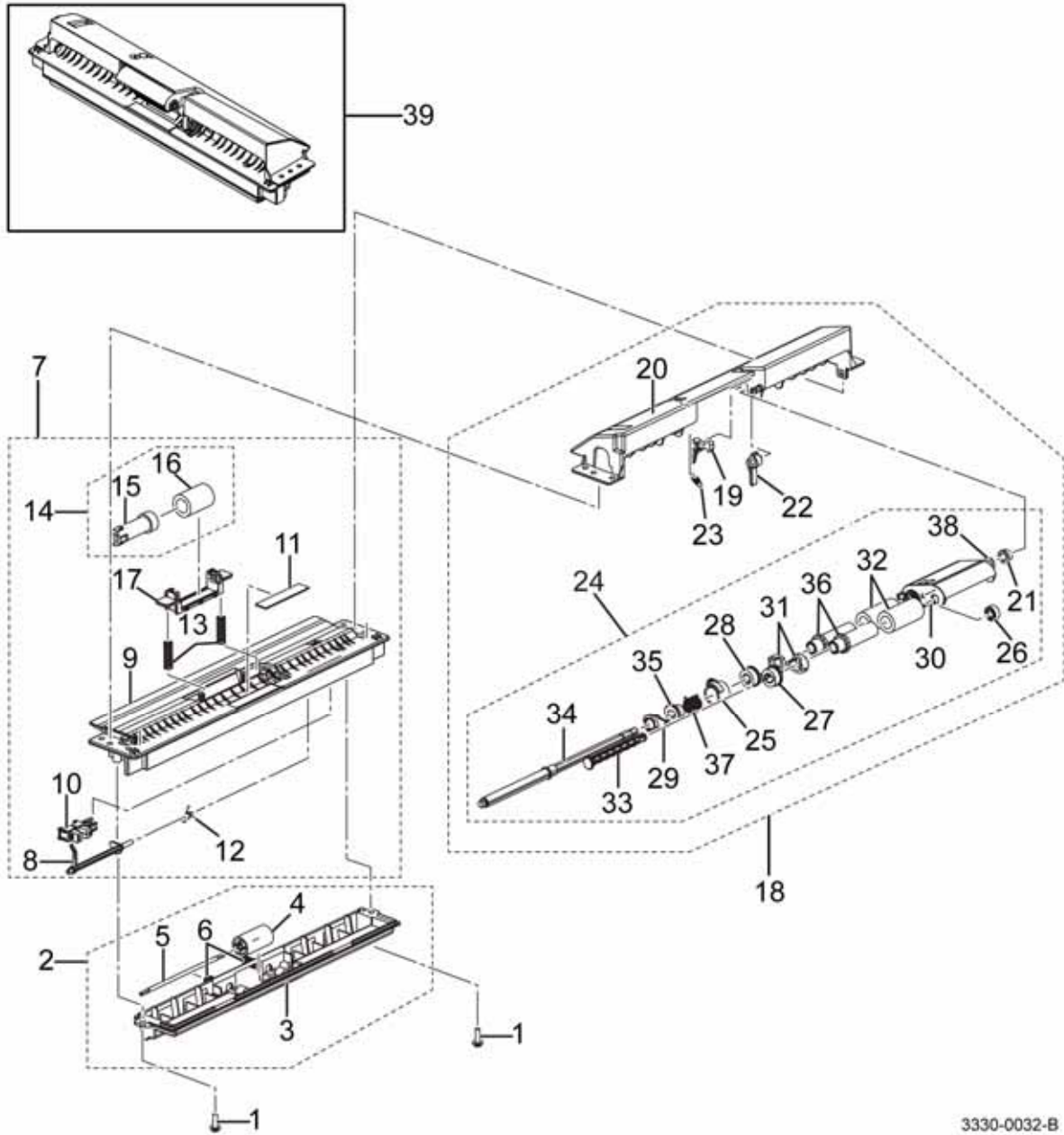
## Parts List 3.1A Frame (2 of 2)

Item	Name	Part Number
1	Duplex Frame Guide	-
2	Path Duplex Sheet	-
3	Idle Feed M Bush	-
4	Bushing Push P Plate	-
5	Idle Feed Shaft	-
6	Bar Coupling Lever	005N01146
7	Clutch Spacer	-
8	Feed Roller	022N02673
9	Electric Clutch (Registration Clutch)	121N01219
10	Electric Clutch (Bypass Tray Clutch)	121N01265
11	96 Idle Exit Gear	007N01707
12	65 Exit Gear	-
13	Gear BRKT Ground	-
14	CST Locker PMO	-
15	SAW P Plate	-
16	Regi Feed Shaft	-
17	Empty Actuator	120N00552
18	Regi Actuator	-
19	Feed Actuator	-
20	Photo Interrupter	130N01574
21	Path EX Duplex Frame	-
22	Bottom Frame Plate	-
23	SCF M Idle Roller	-
24	Harness Cap	-
25	Duplex Swing Bracket	-
26	23/23 RDCN Gear 35 Feed Actuator	007N01706
27	Exhaust Fan	-
28	Shaft	-
29	Decurler Roller Frame	-
30	Paper BRKT Ground	-
31	HVPS Ground	-
32	LSU Bracket Ground	-
33	HVPS	105N02248
34	Exit Roller Frame	-
35	Antistatic Brush	-



Item	Name	Part Number
36	Exit Sensor Holder	130N01669
37	19 DR Swing Gear	007N01705
38	LSU Bracket	-
39	RIB TR Guide	-
40	Transfer Roller	108R01469
41	Transfer Earth Plate	-
42	Rotor Core	-
43	TR Terminal	-
44	Cable Clamp	-
45	Pick Up Roller	108R01470
48	Controller Shield	-
49	Rear Cover & Bin Full Sensor Harness	-
50	Inlet-1 AC Harness	-
51	Right LSU Holder BRKT	-
52	Left LSU Holder BRKT	-
53	Extension Ground BRKT	-
54	29 Idle Feed Gear	007N01827
55	Spring-TS	009N01653
56	Gear-Feed 20	022N02672
57	Fan-Type1 (SMPS Fan)	127N07834

### Parts List 3.2 Bypass Tray

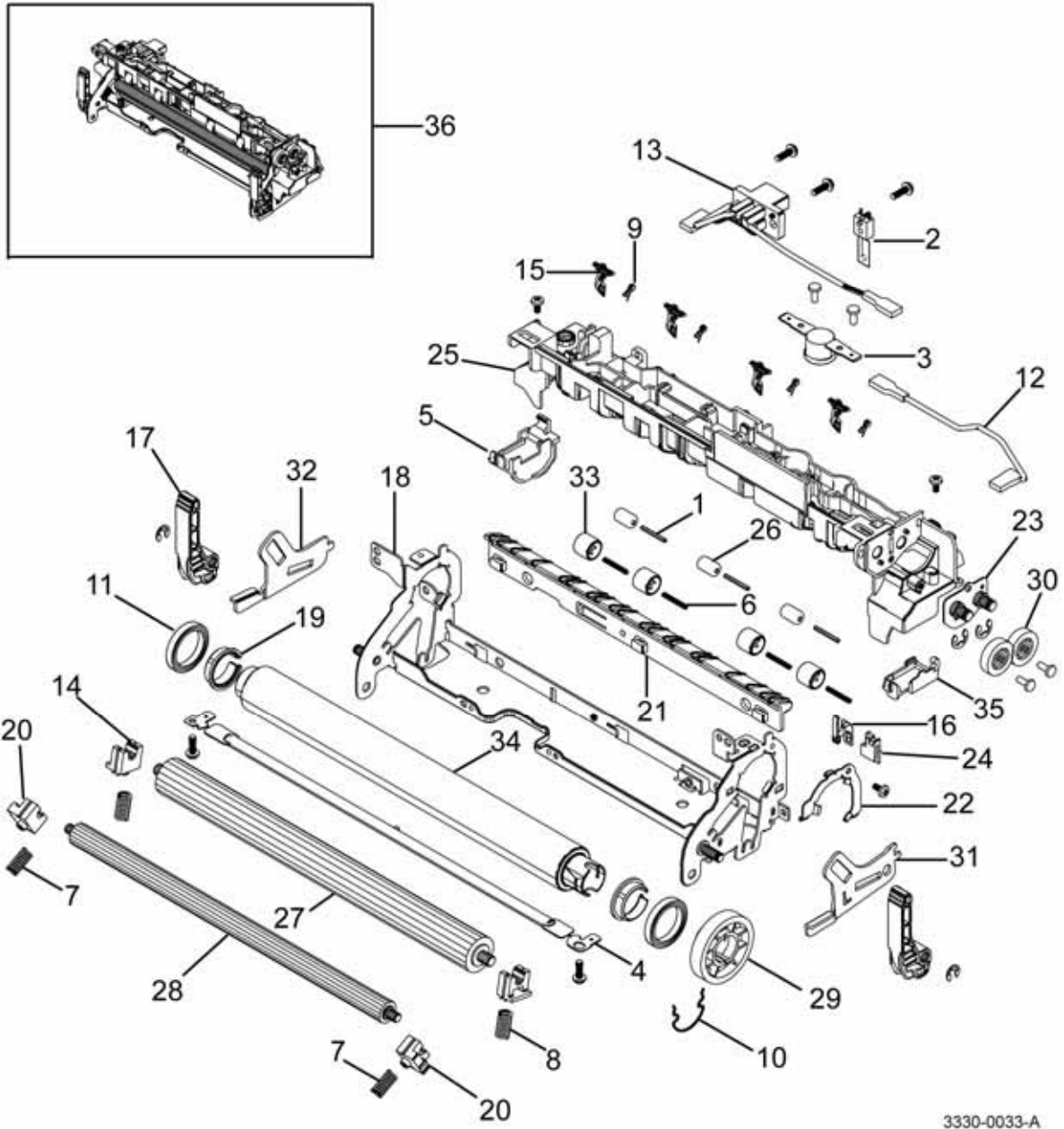


3330-0032-B

## Parts List 3.2 Bypass Tray

Item	Name	Part Number
1	MP Tapttype Screw	-
2	Idle Holder MP	-
3	Roller Cover	-
4	Idler Roller	-
5	ETC Pin	-
6	CS Spring	-
7	Lower MP	-
8	Empty MP Actuator	-
9	Lower MP Guide	-
10	Bypass Tray Paper Entry Sensor	130N01574
11	Cassette Pad RPR	-
12	TS Spring	-
13	CS Spring	-
14	Retard Roller Cassette (Retard Roller) (Includes 15, 16)	022N02677
15	Torque Limiter Coupler	-
16	TL Rubber	-
17	Retard Shaft Holder	006N01347
18	Upper MP	-
19	Arm MP Actuator	-
20	Upper MP Guide	-
21	Brush PMO	-
22	MP Stopper	-
23	ES Spring	-
24	Pick Up MP (Bypass Tray Pick Up Assembly)	130N01675
25	MP Collar	-
26	Idle Pick Up Gear	-
27	Joint Gear	-
28	Joint2 MP Gear	-
29	Shaft Holder	-
30	Pick Up MP Housing	-
31	Pick Up Clutch Sub PMO	-
32	Pick Up Rubber	-
33	Pick Up Sub Shaft	-
34	Pick Up MP Shaft	-
35	MP Clutch Sleeve	-
36	MP Sleeve	-
37	TS Spring	-
38	Plain Washer	-
39	MP (Bypass Tray)	130N01676

### Parts List 3.3 Fuser

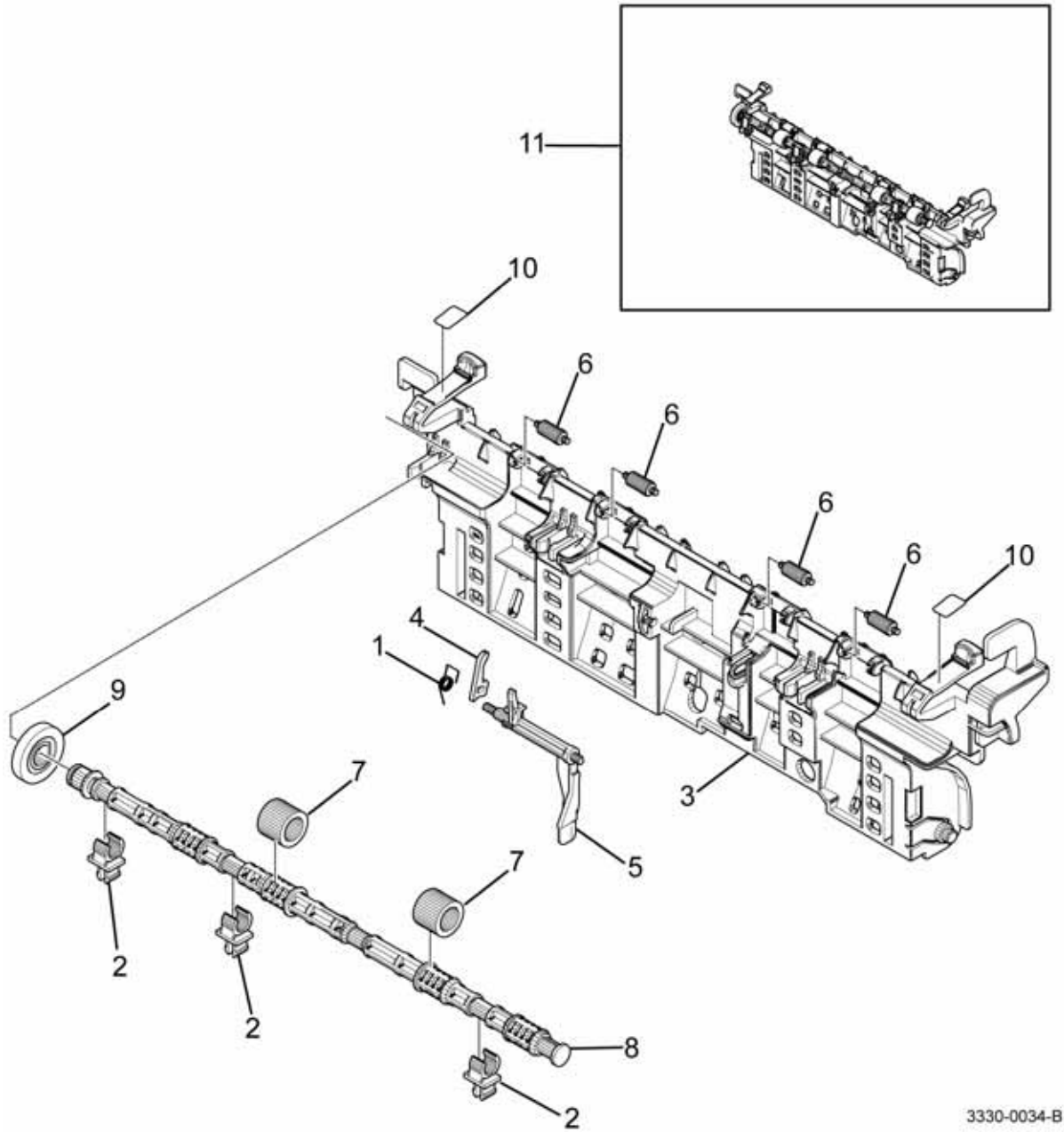


3330-0033-A

## Parts List 3.3 Fuser

Item	Name	Part Number
1	F/UP Idle Shaft IEX	-
2	NTC Assy Thermistor	130N01668
3	Thermostat	-
4	Halogen Lamp (110V/220V)	-
5	R Lamp Cap	-
6	ETC Spring	-
7	CS Spring	-
8	CS Spring	-
9	ETC Spring	-
10	ETC Spring	-
11	Ball Bearing	-
12	Joint Fuser Harness	-
13	Con Fuser Harness	-
14	PR 1st Bush	-
15	Claw Guide	-
16	Ground PR Guide	-
17	Jam Holder	-
18	Fuser Frame	-
19	HR Bush	-
20	2nd PR Bush	-
21	Input Guide	-
22	Bearing Bracket	-
23	Gear Bracket	-
24	PR M Ground	-
25	Fuser Cover	-
26	Idle Roller	-
27	Pressure Roller	-
28	2nd Pressure Roller	-
29	Fuser Gear	-
30	Exit Idle Gear	-
31	L Jam Link Lever	-
32	R Jam Link Lever	-
33	Exit Idle Roller	-
34	Heat Roller	-
35	L Lamp Cap	-
36	Fuser (110V)	126N00410
	Fuser (220V)	126N00411

### Parts List 3.4 Rear Frame

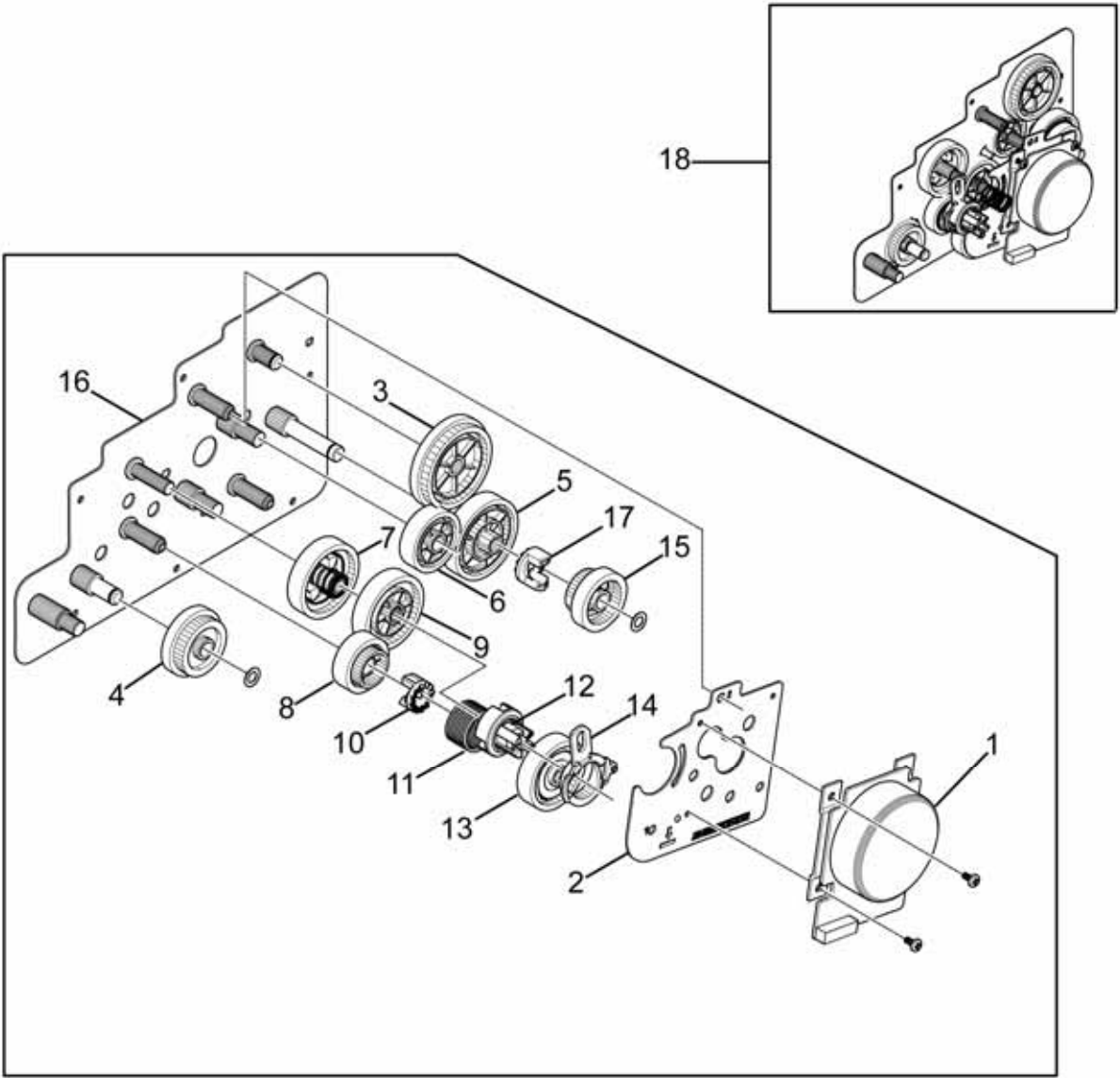


3330-0034-B

**Part List 3.4 Rear Frame**

Item	Name	Part Number
1	ETC Spring	-
2	TX Bush	-
3	Rear Guide	-
4	Actuator Holder	-
5	Exit Actuator	-
6	Idle Exit Roller	-
7	Silicon Exit Roller (1 pc)	022N02675
8	Exit F/UP Shaft (Exit Roller)	-
9	Exit Z19 Gear	-
10	One Touch Label	-
11	Rear Frame	001N00534

### Parts List 3.5 Drive



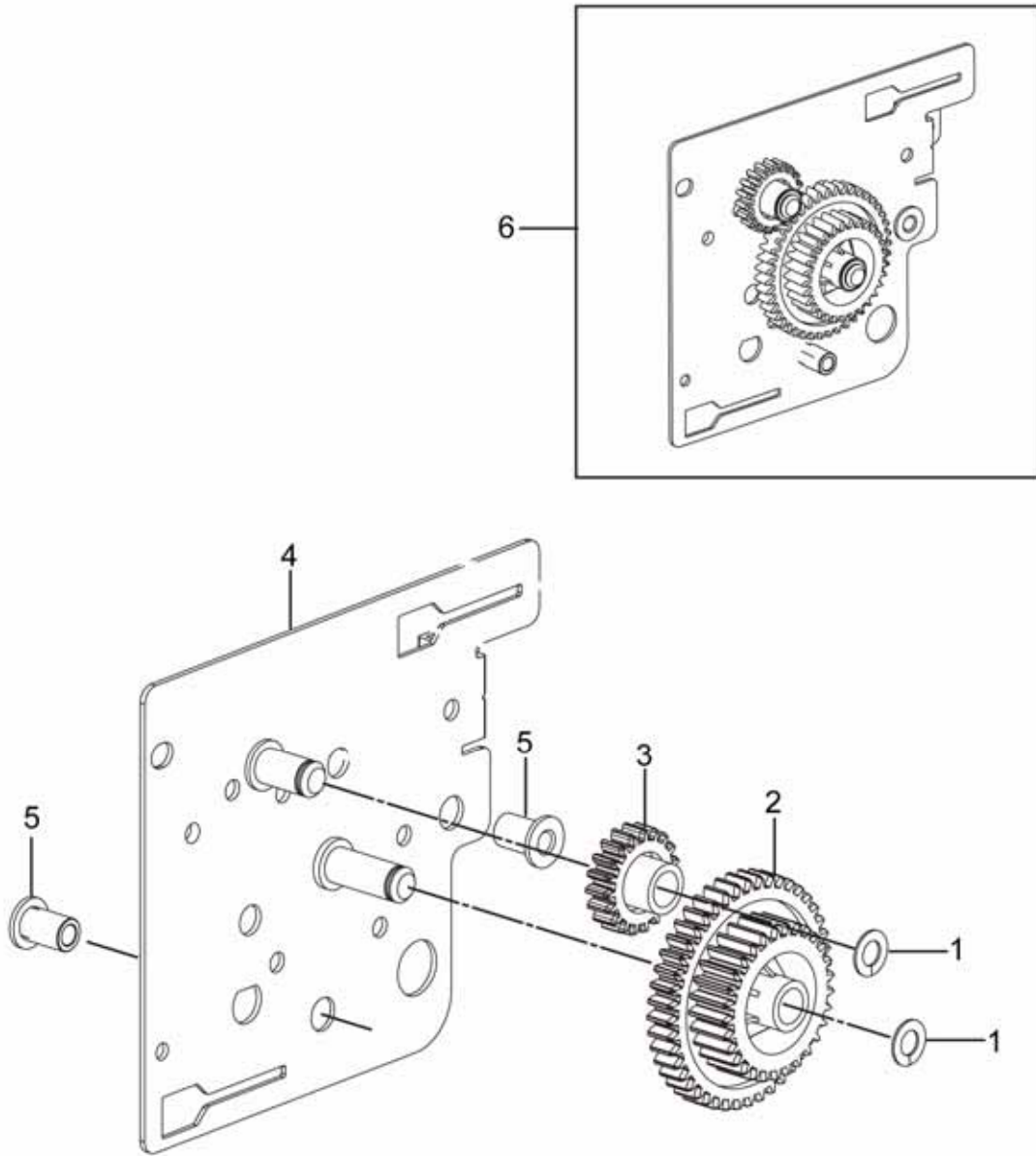
3330-0035-C



## Parts List 3.5 Drive

Item	Name	Part Number
1	BLDC Motor (Main Drive Motor)	127N07912
2	Motor Bracket	-
3	95-81 Exit Gear	-
4	65-28 Feed Gear	022N02857
5	79 IN DR Fuser Gear	-
6	59 Idle Gear	-
7	73 Coupler Gear	-
8	53 Out DR OPC Gear	-
9	73 Idle Gear	-
10	Clutch Hub	-
11	CS Spring	-
12	Coupler	-
13	69 IN DR OPC Gear	-
14	Cam Coupler	-
15	29 DR Fuser Gear	-
16	Gear Bracket	-
17	Clutch Hub Gear	-
18	Drive	007N01826

### Parts List 3.6 Feed Drive

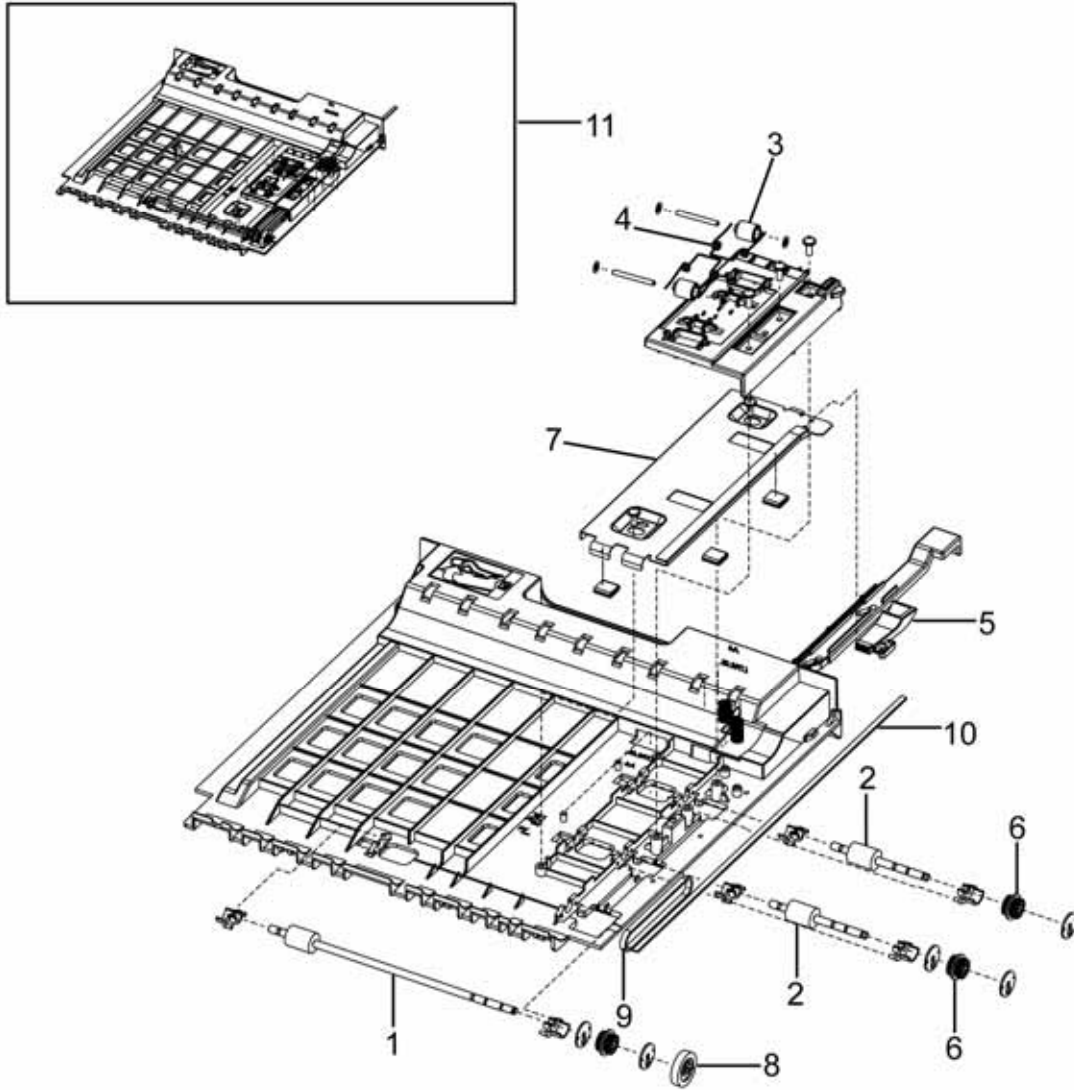


3330-0036-A

**Parts List 3.6 Feed Drive**

<b>Item</b>	<b>Name</b>	<b>Part Number</b>
1	Plain Washer	-
2	44-29 Feed Gear	-
3	19 Idle MP Gear	007N01709
4	Feed Bracket	-
5	Shaft Bush	-
6	Drive Feed	022N02858

## Parts List 4.1 Duplex Assembly

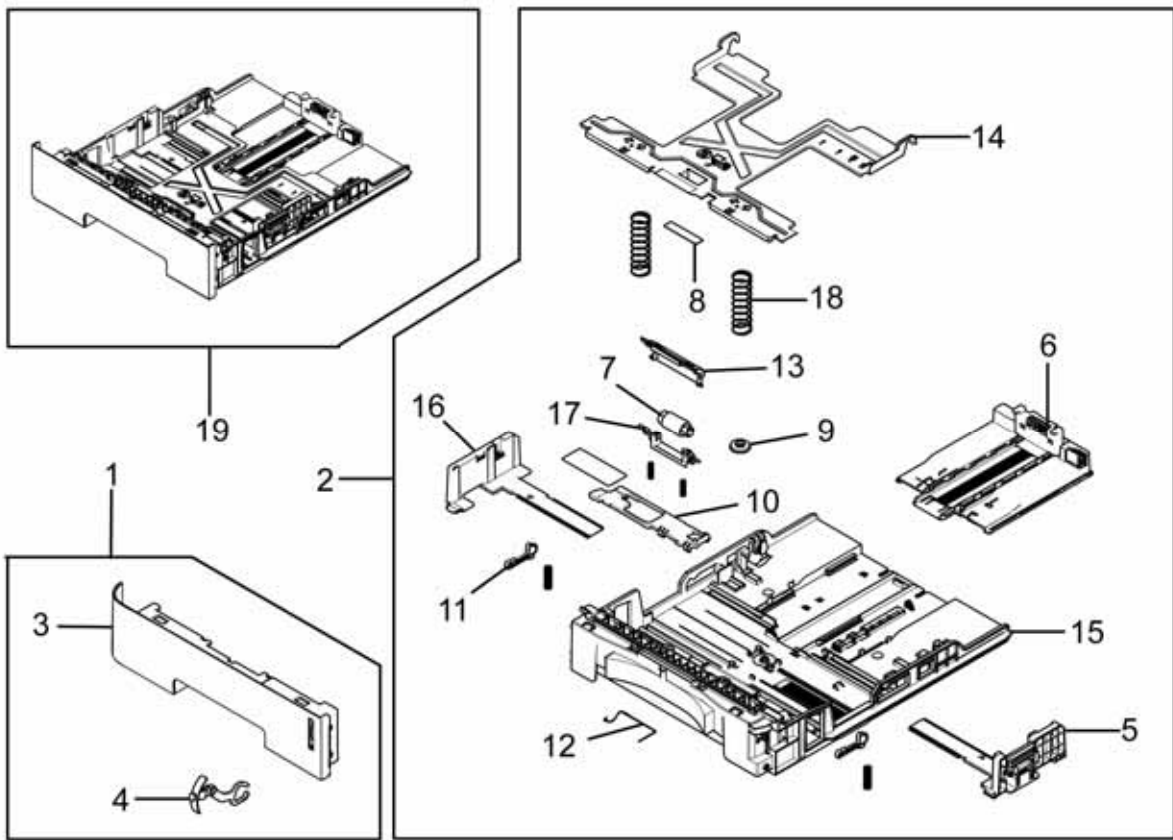


3330-0041-A

**Parts List 4.1 Duplex Assembly**

<b>Item</b>	<b>Name</b>	<b>Part Number</b>
1	Feed DUP2 Roller	-
2	Feed Dup Roller	-
3	Idle Dup M Roller	-
4	TS Spring	-
5	Paper Duplex Guide	-
6	18 Dup Pulley	-
7	Duplex Align Bracket	-
8	F/Down Exit Gear	-
9	Gear Timing Belt	-
10	Timing Belt	-
11	Duplex	022N02856

# Parts List 5.1 Tray 1

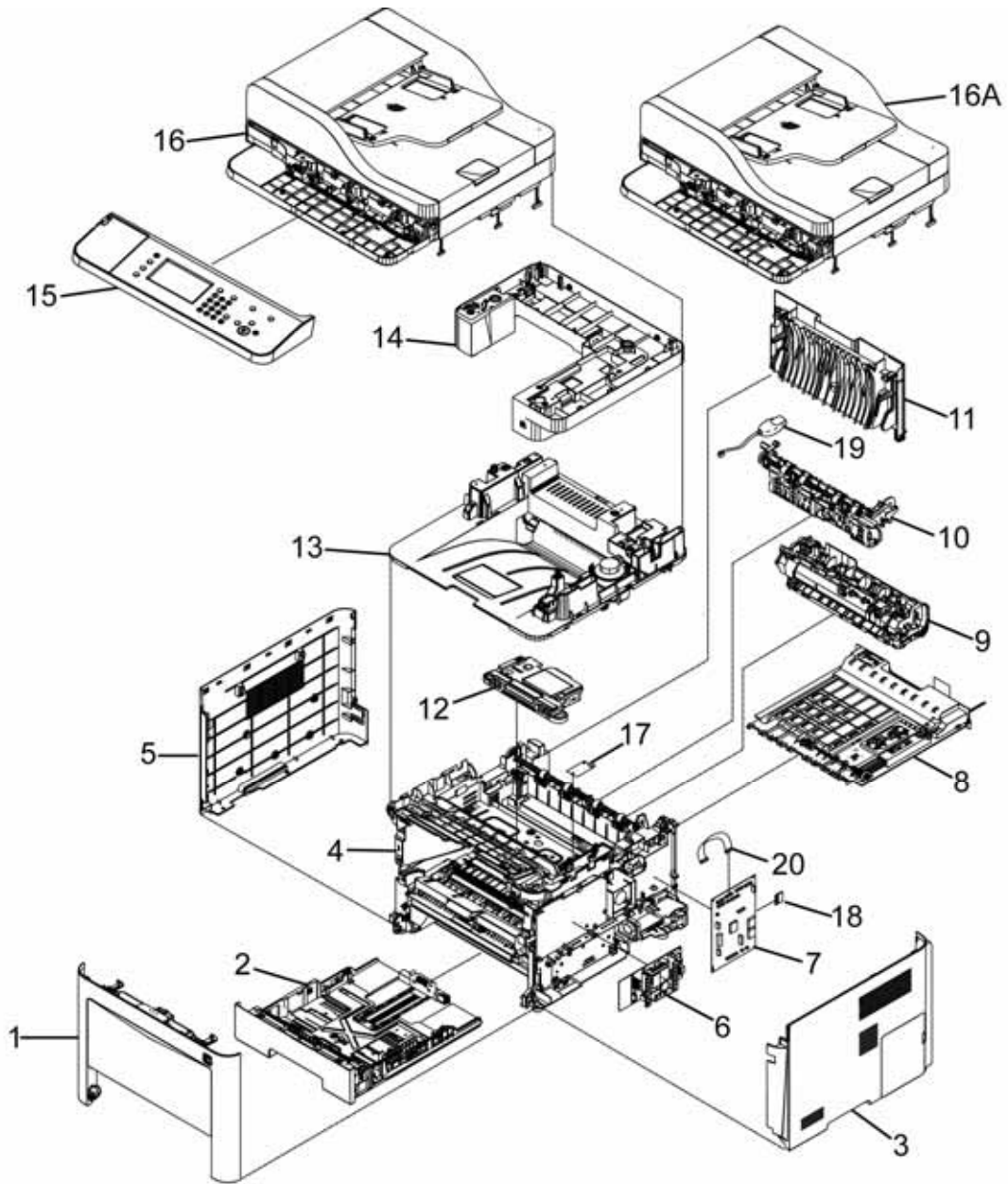


3330-0051-B

**Parts List 5.1 Tray 1**

<b>Item</b>	<b>Name</b>	<b>Part Number</b>
1	Cassette Cover Handle	-
2	Cassette Frame Assembly	-
3	Cassette Handle	-
4	Paper Indicator	-
5	Right Cassette Guide	-
6	Rear Guide Cassette	-
7	Retard Roller Cassette	-
8	Cassette Pad RPR (Base Plate Pad)	050N00646
9	Pinion Gear	-
10	Locker Plate	-
11	Cassette Locker	-
12	Cassette Ground	-
13	Cassette Cover	-
14	Knock Up Plate P	-
15	Cassette Frame	-
16	Left Guide Cassette	-
17	Retard Shaft Holder	-
18	CS Spring	-
19	Cassette	050N00694

### Parts List 6.1 WorkCentre 3335/3345 Main



3335-0010-F

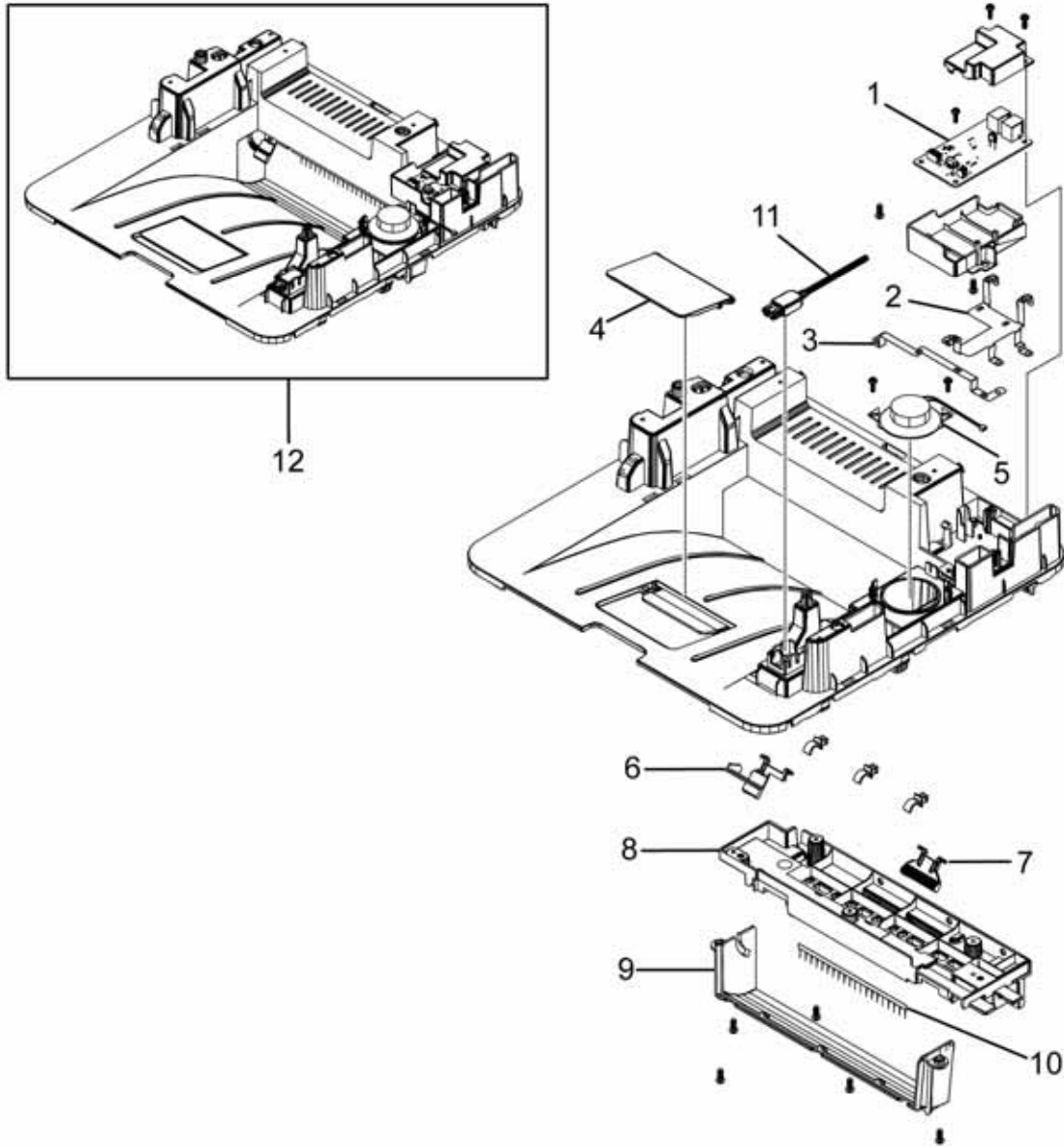


## PL 6.1 WorkCentre 3335/3345 Main

Item	Name	Part Number
1	Front Cover Assembly (REF: PL 1.3)	002N03326
2	Tray 1 (REF:PL 5.1)	050N00694
3	Right Cover	002N03333
4	Main Frame (REF: PL 3.1)	-
5	Left Cover	002N03332
6	SMPS (110V)	105N02330
	SMPS (220V)	105N02331
7	Main Board (3335) (See Note)	140N63797
	Main Board (3345) (See Note)	140N63798
8	Duplex Assembly (REF: PL 4.1)	022N02856
9	Fuser (110V) (REF: PL 3.3)	126N00410
	Fuser (220V) (REF: PL 3.3)	126N00411
10	Rear Frame (REF: PL 3.4)	001N00534
11	Rear Cover	095N00415
12	LSU (Laser Unit)	130N01853
13	Lower Middle Cover	002N03336
14	Upper Middle Cover	-
15	Control Panel Assy	Refer to PL 10.1 (page 5-52) Item 22
16	WorkCentre 3335 ADF (REF: PL 7.1)	-
16A	WorkCentre 3345 DADF (REF: PL 8.1)	-
17	Wireless Board	140N63805
18	SD Card	091N80340
19	Surge Protector (South Africa Only)	005N01172
20	Flat Cable (Modem Cable)	117N02065

**Note:** All Main Board spare parts are configured with a SOLD service plan. Any device with a METERED billing plan will require a Supplies Plan Activation Code to be entered to re-enable metered support. Failure to do this may result in Invalid Toner Messages. Always follow all steps outlined in the Main Board replacement procedure page 4-65.

Parts List 6.2 WorkCentre 3335/3345 Middle Cover

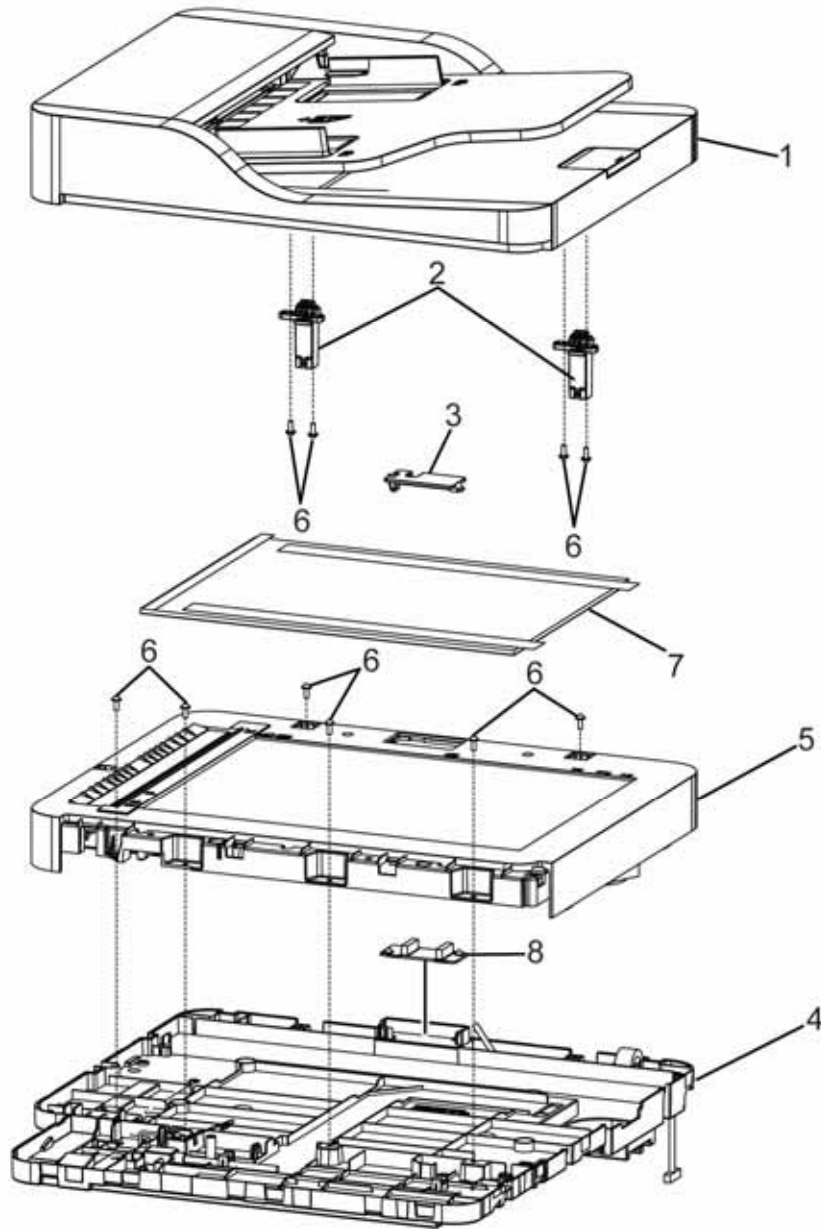


3335-0015-A

## PL 6.2 WorkCentre 3335/3345 Middle Cover

Item	Name	Part Number
1	PBA Sub-Modem (Fax PBA)	140N63726
2	FAX Ground	-
3	Exit Ground	-
4	Main Stacker	-
5	Speaker	130N01532
6	Bin Full Stacker	-
7	Sub M Stacker PMO	-
8	Path Cover	-
9	Exit Cover	-
10	Antistatic Brush	-
11	USB Harness	-
12	Middle Cover Lower	095N00460

Parts List 7.1 WorkCentre 3335 SCANNER and ADF



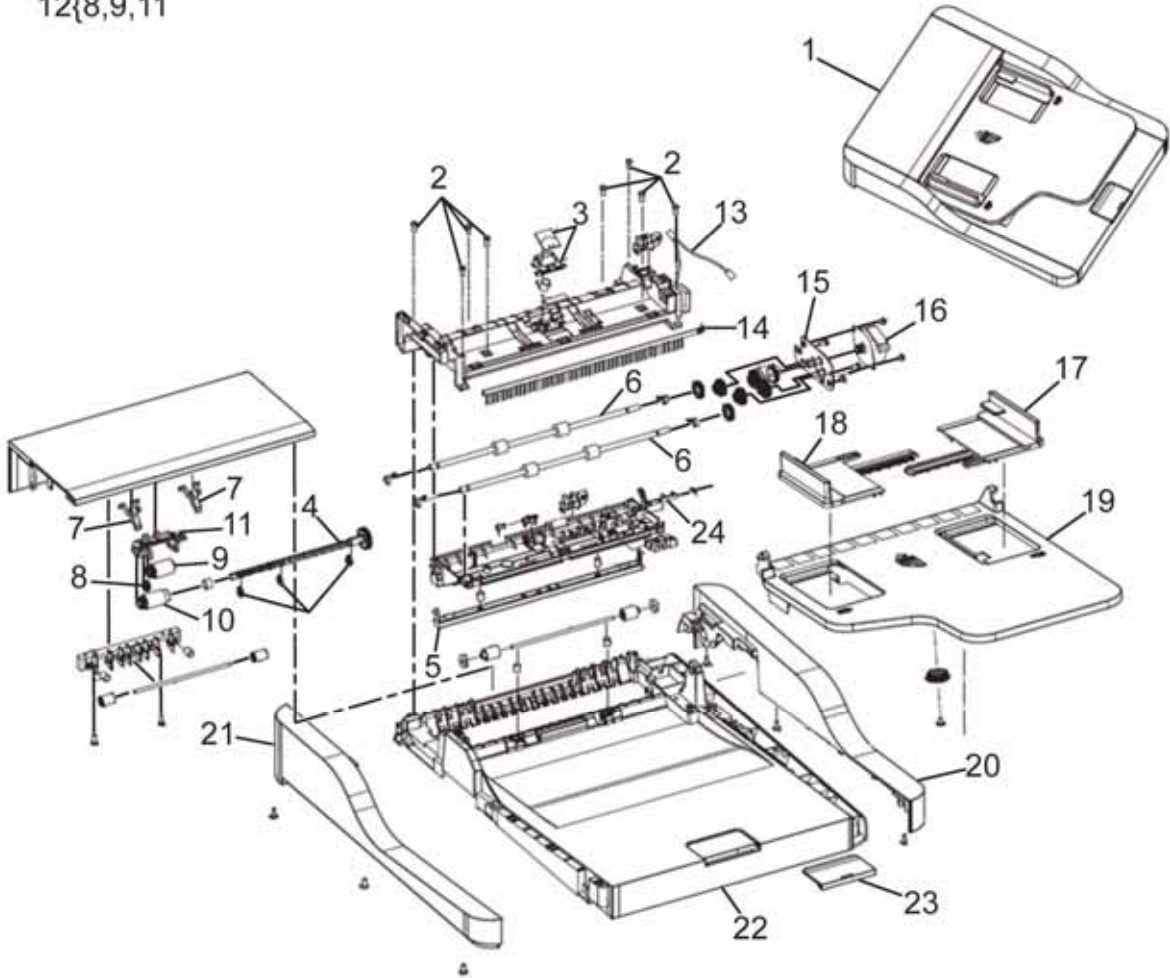
3335-0091B

**Parts List 7.1 WorkCentre 3335 SCANNER and ADF**

<b>Item</b>	<b>Name</b>	<b>Part Number</b>
1	ADF (REF:PL 7.3)	022N02859
2	Hinge	003N01117
3	Connector Cover	-
4	Lower ADF Platen	090N00187
5	Platen (REF: PL.9.2)	090N00186
6	Screw	-
7	White Sheet	055N00320
8	ADF PWB	140N63806

# Parts List 7.1A WorkCentre 3335 ADF

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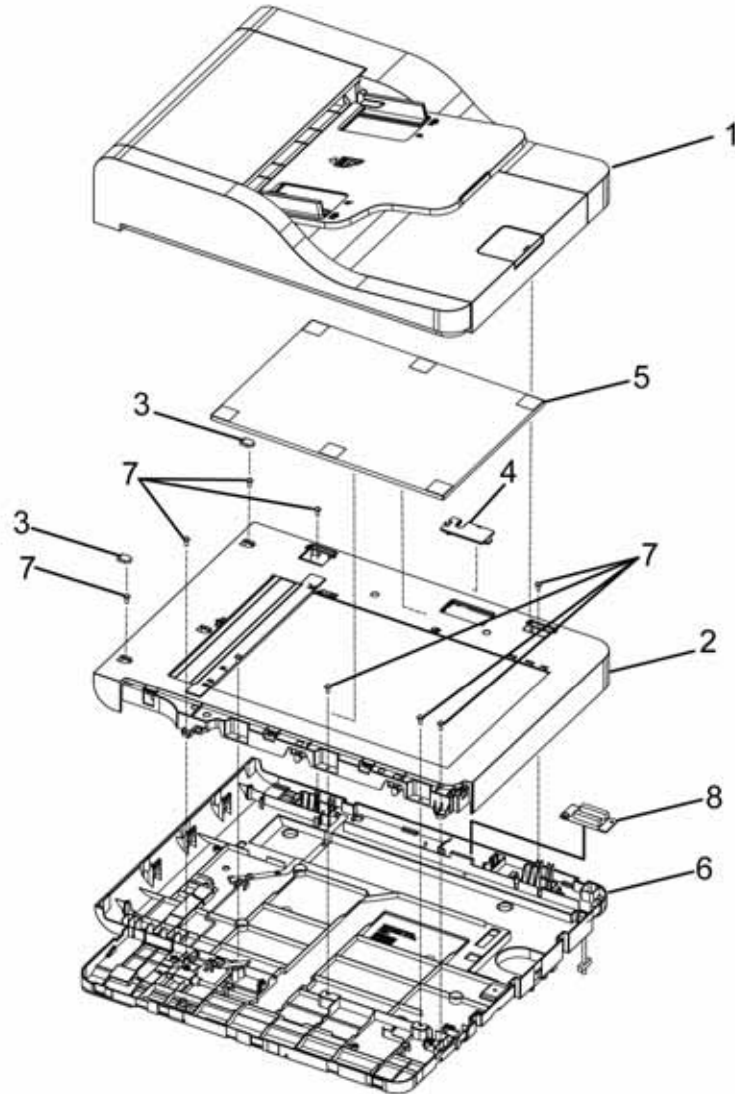


3335-0073-A

## Parts List 7.1A WorkCentre 3335 ADF (2/2)

Item	Name	Part Number
1	ADF	022N02859
2	Screw	-
3	Rubber Pad	108R01472
4	Drive Gear	-
5	White Bar	025N00104
6	Roller	-
7	Paper Stopper	-
8	Idle Gear	-
9	Gear Separate Roller	-
10	Roller Pickup	130N01673
11	Pick up Housing	130N01854
12	Housing Pickup Assembly	-
13	Sensor Harness	-
14	Antistatic Brush	-
15	Motor Bracket	-
16	ADF Motor	127N07781
17	Front Edge Guide	-
18	Rear Edge Guide	-
19	Stacker	-
20	Rear ADF Cover	-
21	Front ADF Cover	-
22	Cover Platen	-
23	Slide Stopper	-
24	Position Paper Actuator	-

## Parts List 8.1 WorkCentre 3345 SCANNER and DADF



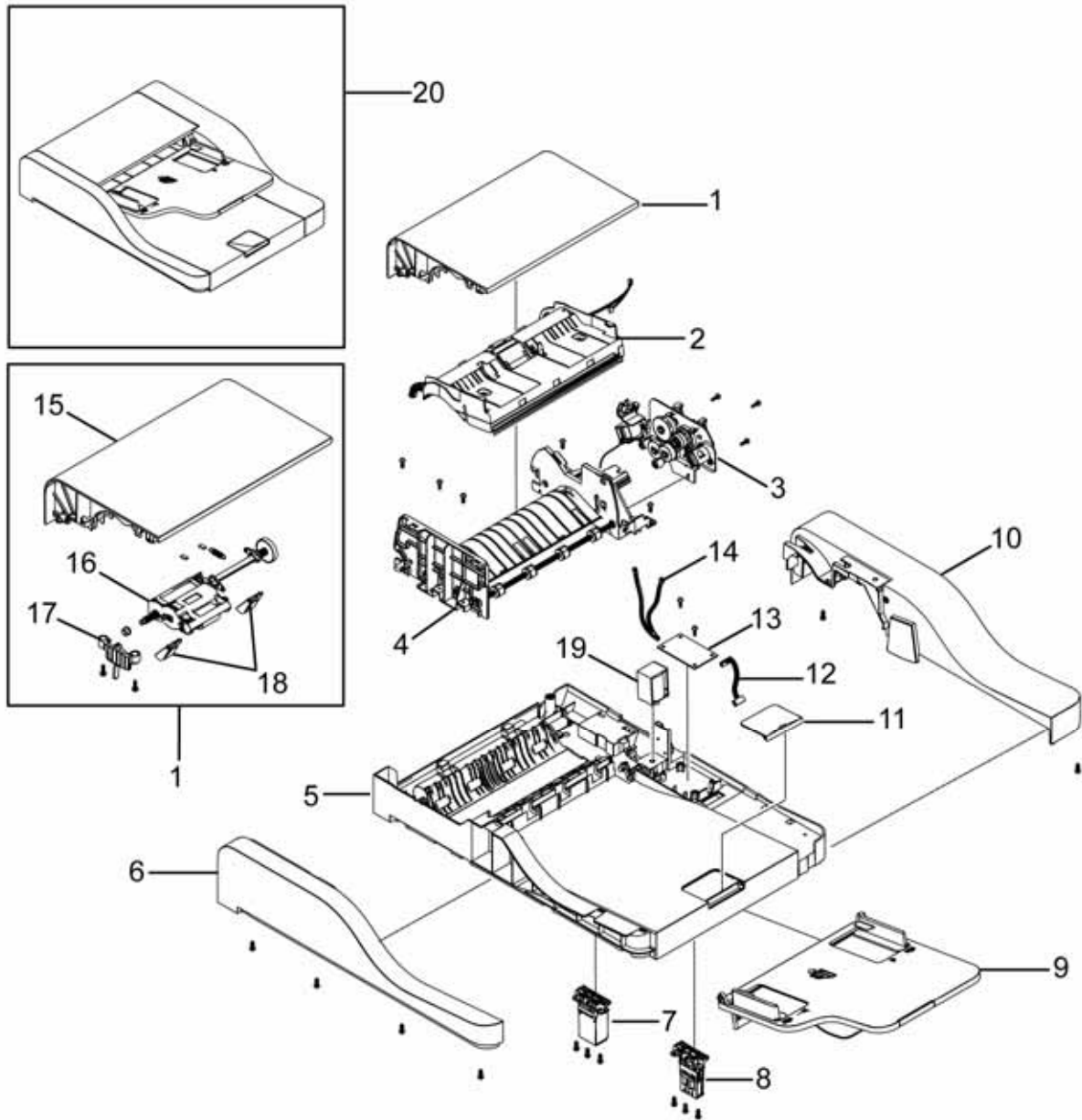
3345-0101-C



**Parts List 8.1 WorkCentre 3345 SCANNER and DADF**

<b>Item</b>	<b>Name</b>	<b>Part Number</b>
1	DADF (REF:PL 8.1A)	022N02860
2	Platen	090N00189
3	Scan Cover	-
4	Connector Cover	-
5	White Sheet	019N00810
6	Lower DADF Platen	090N00188
7	Screw	-
8	DADF PWB	-

Parts List 8.1A WorkCentre 3345 DADF

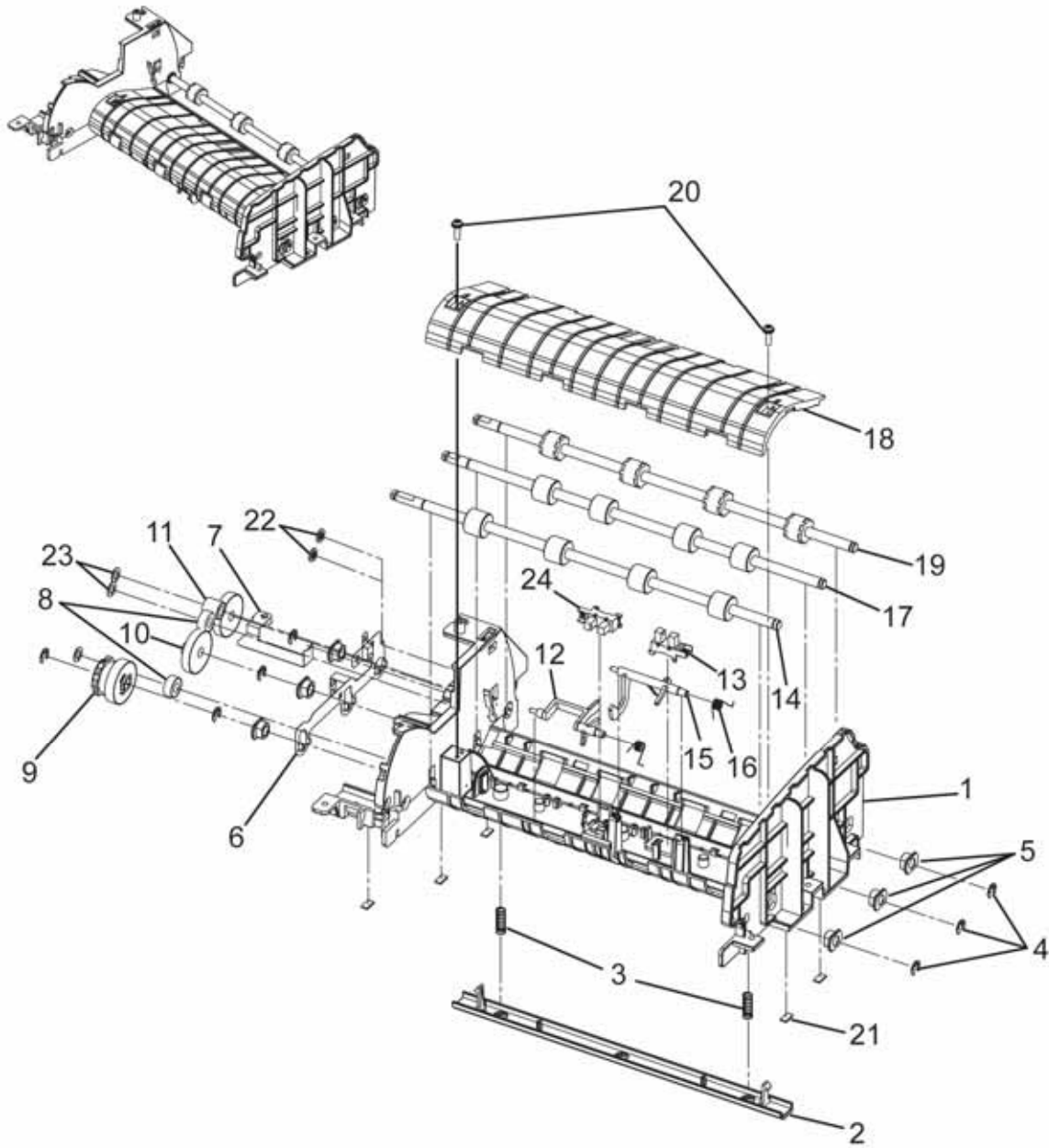


3345-0081-B

## Parts List 8.1A WorkCentre 3345 DADF

Item	Name	Part Number
1	DADF Top Cover	002N03327
2	Upper DADF (REF:PL 8.3)	-
3	DADF Drive (REF:PL 8.5)	007N01829
4	Lower DADF (REF:PL 8.2)	-
5	Platen DADF	-
6	DADF Front Cover	-
7	DADF Hinge R	003N01145
8	DADF Hinge L	003N01146
9	DADF Stacker	-
10	DADF Rear Cover	-
11	Slide Stopper	-
12	DADF Harness	-
13	DADF Board	140N63807
14	Zener GND CBF Harness	-
15	Open Cover	-
16	DADF Up Pick MEA Unit	130N01855
17	Stopper MEA Unit	-
18	Sensor M DOC Guide	-
19	Lifting Solenoid	121N01160
20	DADF	022N02860

## Parts List 8.2 WorkCentre 3345 Lower DADF

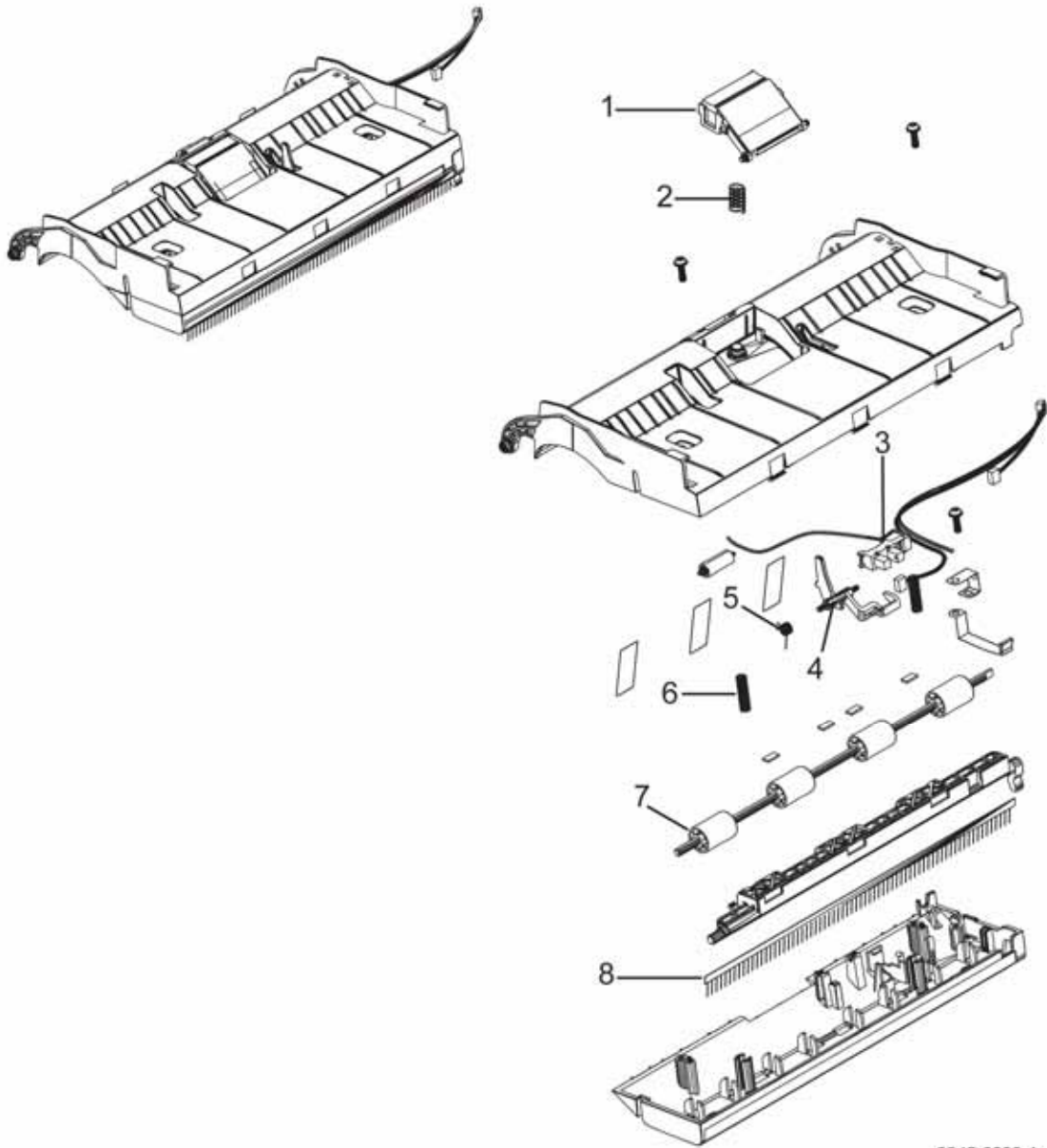


3345-0082-A

## Parts List 8.2 WorkCentre 3345 Lower DADF

Item	Name	Part Number
1	DADF Lower Cover	-
2	White Bar Plate	025N00105
3	P/UP Separate ETC Spring	-
4	E Ring	-
5	6 D Bush	-
6	Exit Feed Ground	-
7	DADF Ground	-
8	D Idle Feed Gear	-
9	Feed Gear MEA	-
10	Exit Gear	-
11	C Idle Feed Gear	-
12	Feed Actuator	-
13	DADF Registration Sensor	130N01574
14	Feed Roller	022N02681
15	Regi Actuator	-
16	Doc Torsion Etc. Spring	-
17	Middle Roller	-
18	DADF Middle Roller	-
19	Exit Roller	-
20	Taptype Screw	-
21	Upper DADF Damper	-
22	CS Ring	-
23	Plain Washer	-
24	DADF Feed Sensor	130N01574

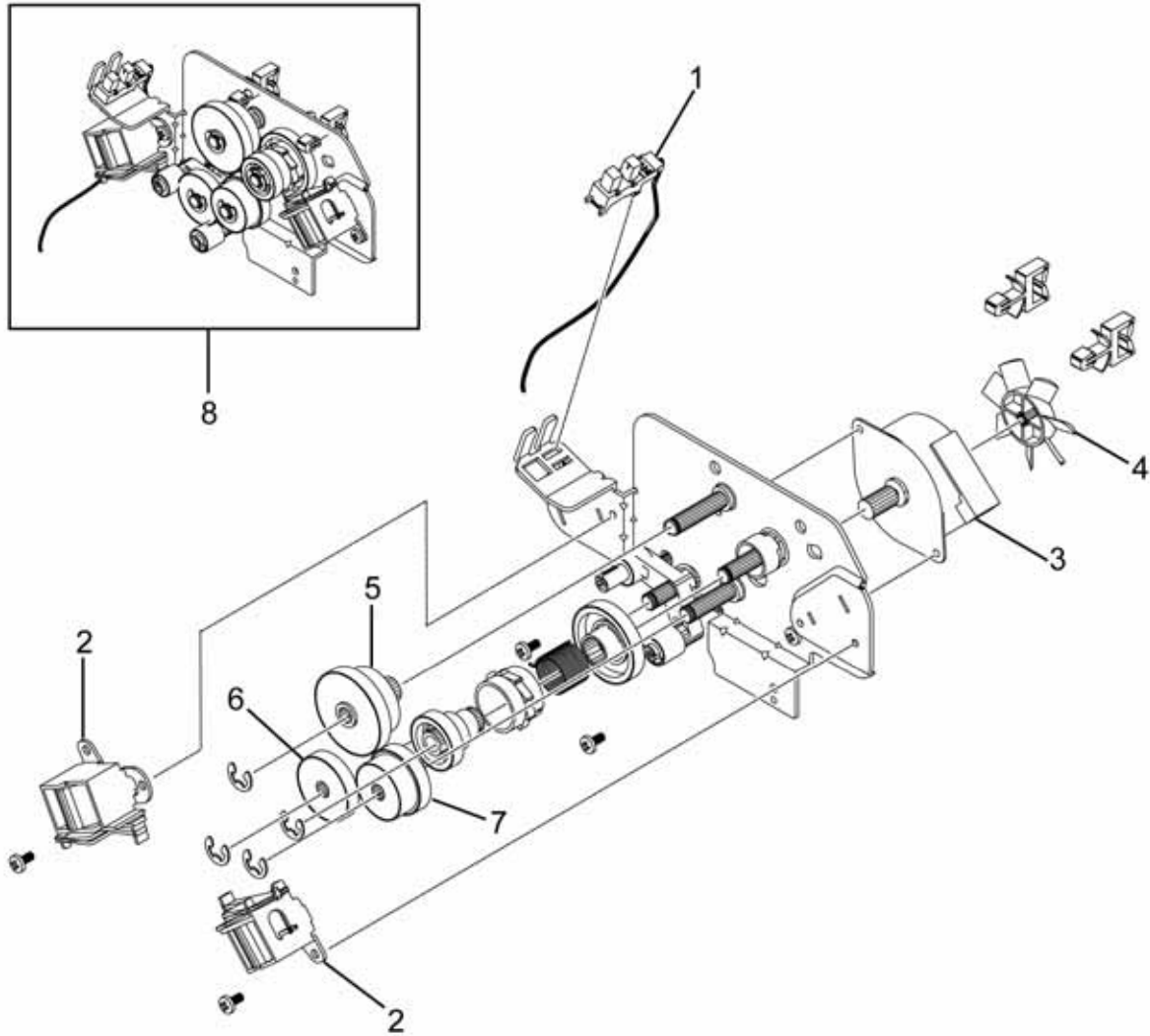
### Parts List 8.3 WorkCentre 3345 Upper DADF



**Parts List 8.3 WorkCentre 3345 Upper DADF**

<b>Item</b>	<b>Name</b>	<b>Part Number</b>
1	Rubber DADF MEA Unit (Separator Pad)	108R01473
2	Pad ETC Spring	-
3	Paper Empty Sensor	130N01601
4	Paper Empty Actuator	-
5	Torsion Doc (CC2-F) Sprint ETC	-
6	Exit ETC Spring	-
7	SCF M Idle Roller	-
8	Antistatic Brush MEC	-

### Parts List 8.5 WorkCentre 3345 Drive DADF



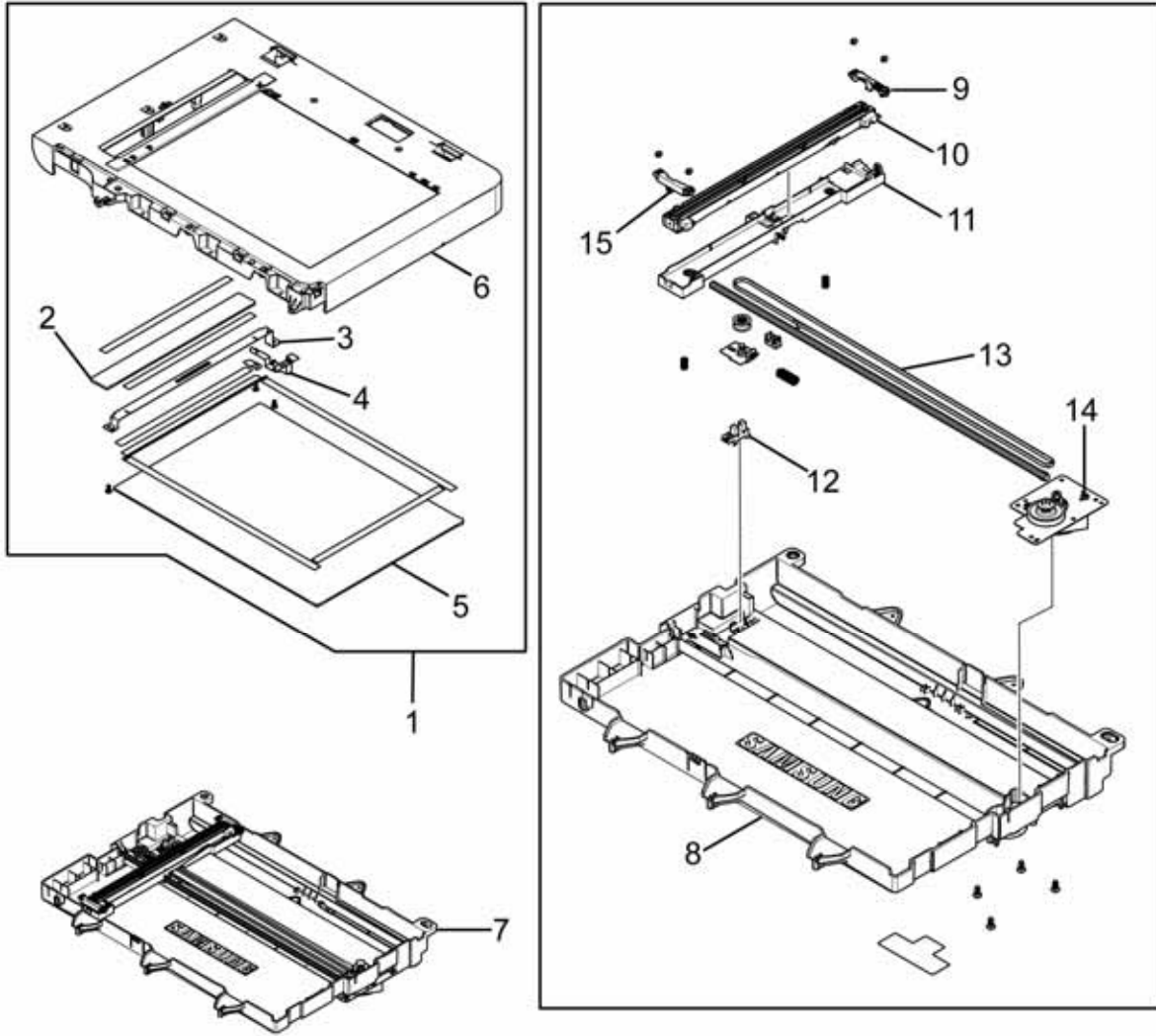
3345-0085-B



**Parts List 8.5 WorkCentre 3345 Drive DADF**

<b>Item</b>	<b>Name</b>	<b>Part Number</b>
1	Photo-Interrupter	-
2	DADF Solenoid	-
3	Step Motor	-
4	ADF Impeller	-
5	Pickup Idle Gear	-
6	Feed Idle Gear B	-
7	Feed Idle Gear A	-
8	DADF Drive	007N01829

### Parts List 9.2 WorkCentre 3335/3345 Platen

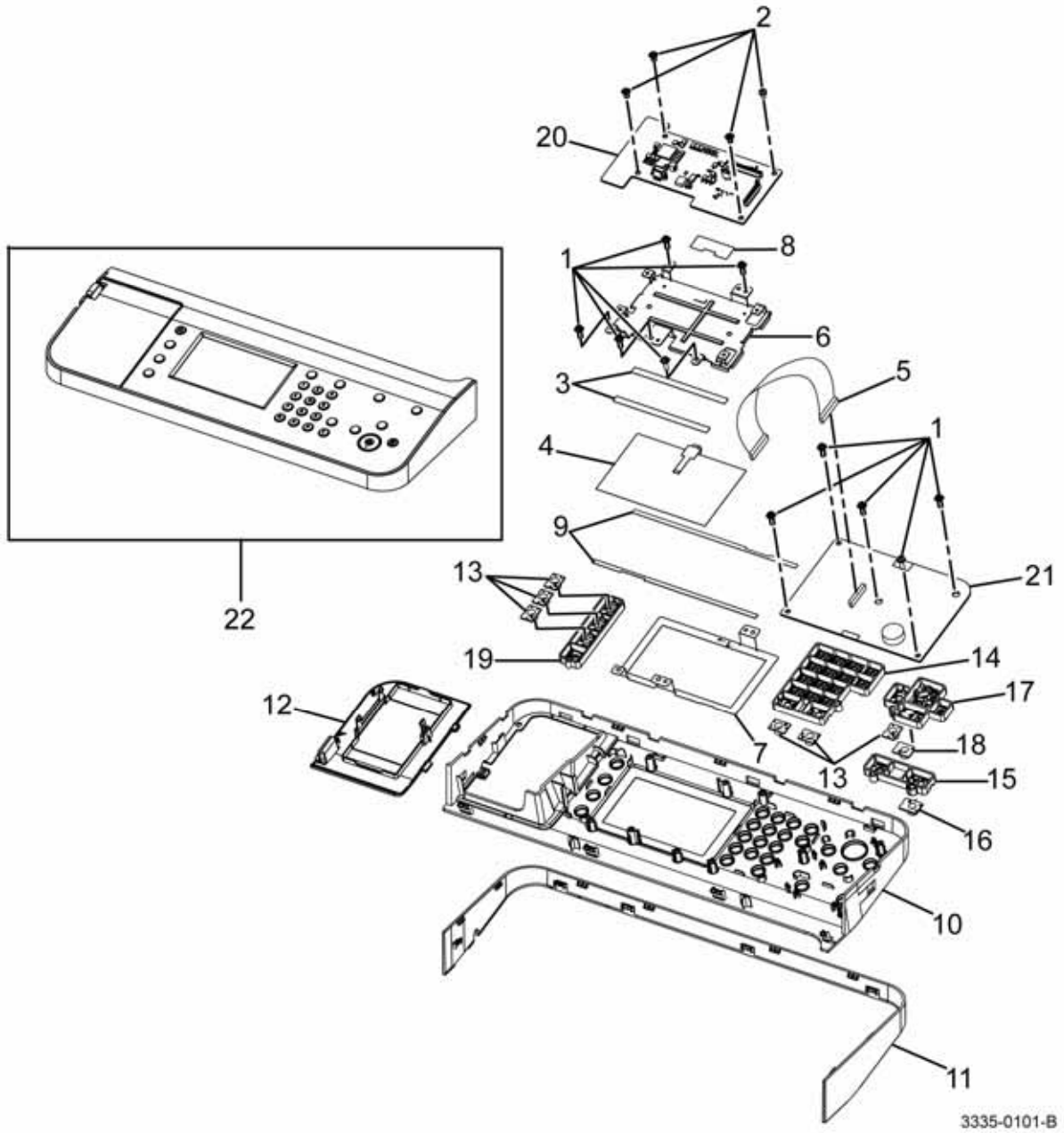


3335-0092-B

## Parts List 9.2 WorkCentre 3335/3345 Platen

Item	Name	Part Number
1	Upper Platen	-
2	CVT Glass	-
3	Scan Bracket	-
4	Upper Platen Ground	-
5	Platen Glass	-
6	Upper Scan Cover	-
7	Middle Platen	-
8	Lower Scan Frame	-
9	Rear CIS Guide	-
10	Contact Image Sensor	130N01679
11	CIS Bracket	-
12	Photo Interrupter	130N01574
13	Gear Timing Belt	007N01704
14	Scan Motor	007N01828
15	Front CIS Guide	-

## Parts List 10.1 WorkCentre 3335/3345 Control Panel

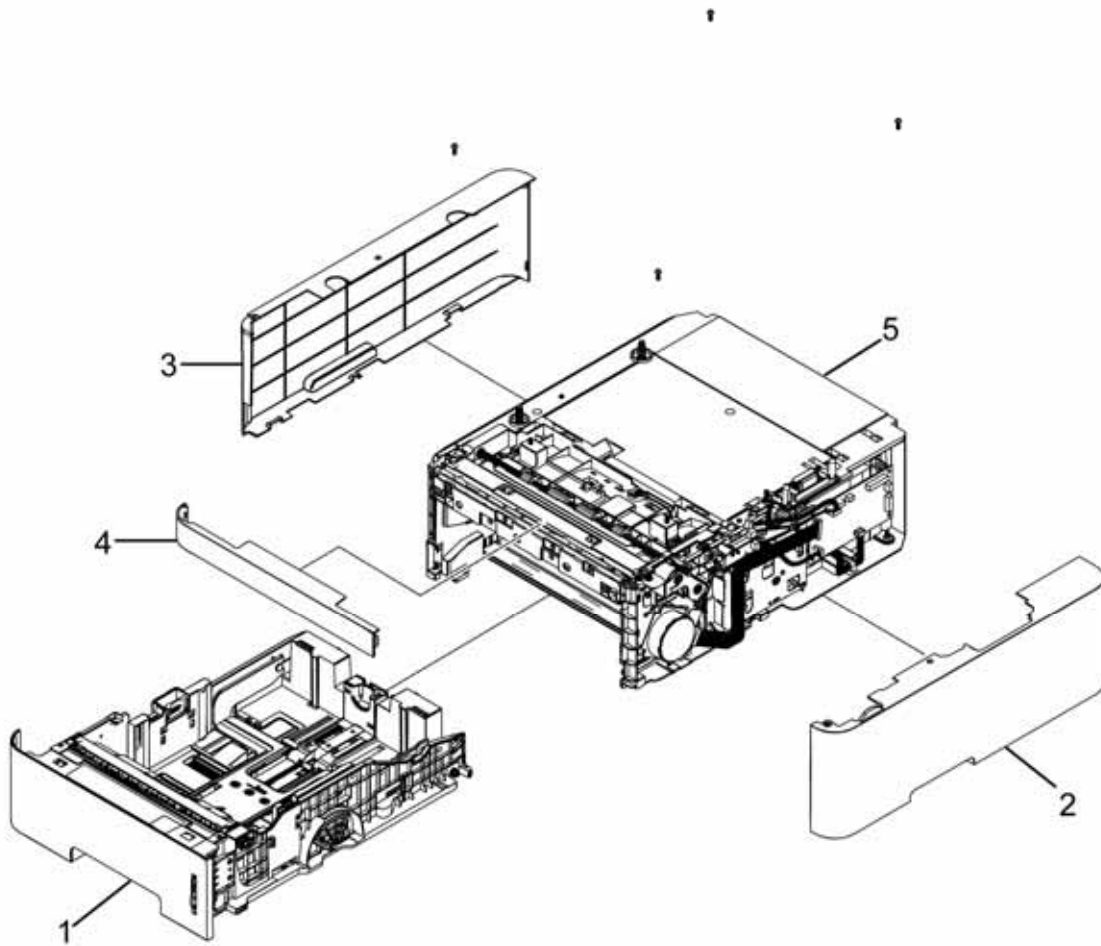


3335-0101-B

## Parts List 10.1 WorkCentre 3335/3345 Control Panel

Item	Name	Part Number
1	Screw	-
2	Screw	-
3	Double Face Tape	-
4	LCD	-
5	Flat Cable	-
6	Plate	-
7	LSD Plate	-
8	Connector Insulation	-
9	LSD Seal	-
10	Control Panel Cover	-
11	DECO Control Panel Cover	-
12	Card Reader Cover	-
13	Function Key	-
14	Numerical Key	-
15	Extra Key	-
16	Power Save Key	-
17	Start Key	-
18	Clear Key	-
19	Home Key	-
20	Control Panel Board	-
21	Key PWB	140N63799
22	Control Panel Assy (3335)	140N63801
	Control Panel Assy (3345)	140N63800

## Parts List 12.1 Optional Tray 2 Feeder Main

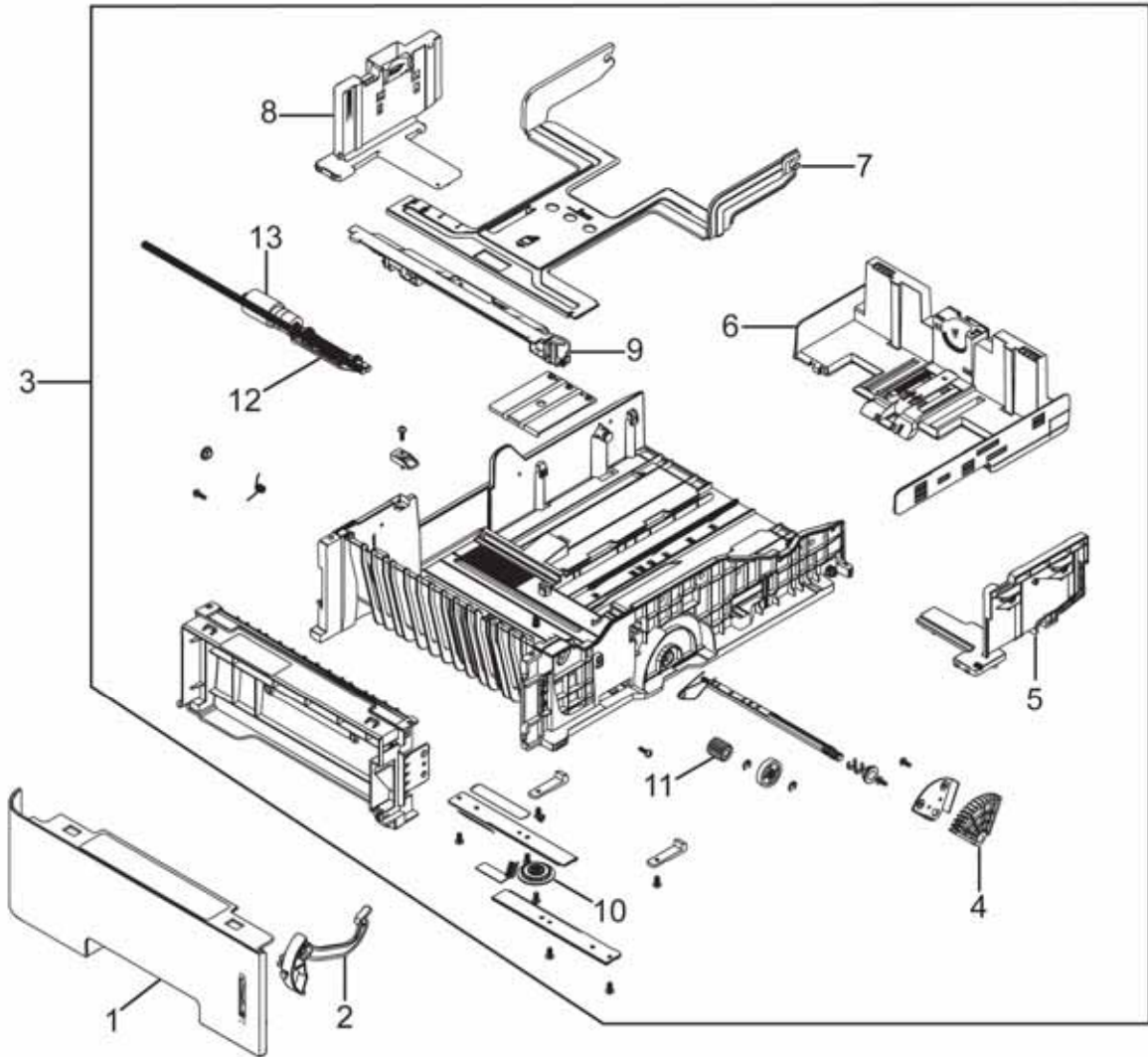


SCF-0010-A

**Parts List 12.1 Optional Tray 2 Feeder Main**

<b>Item</b>	<b>Name</b>	<b>Part Number</b>
1	Cassette A/S Assy	050N00695
2	Right Cover Optional Tray 2 Feeder	002N03328
3	Left Cover Optional Tray 2 Feeder	002N03329
4	Front Dummy Cover Optional Tray 2 Feeder	-
5	Frame-ETC	-

## Parts List 12.2 Optional Tray Cassette A/S Assy



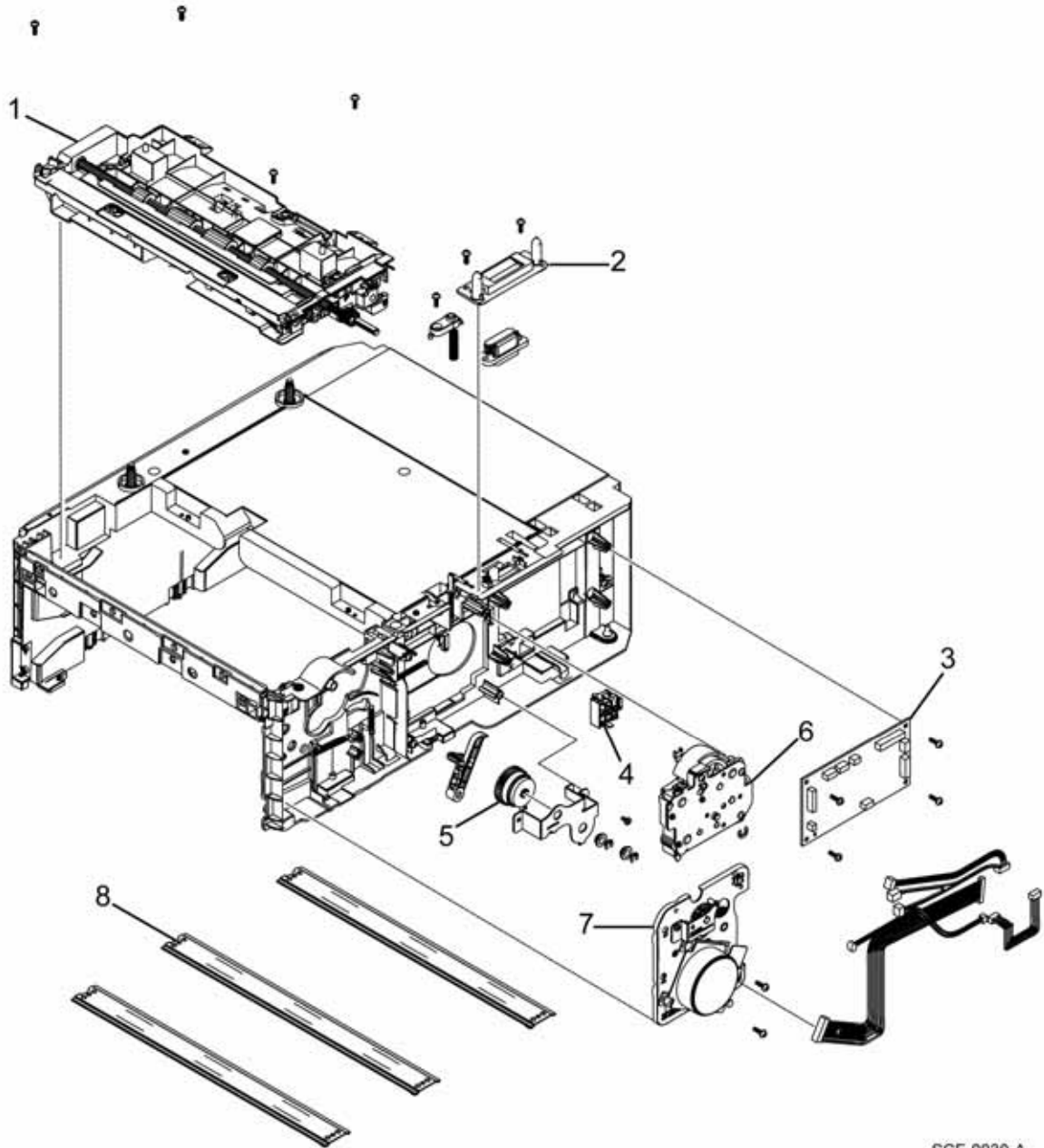
SCF-0020-A



**Parts List 12.2 Optional Cassette A/S Assy**

Item	Name	Part Number
1	Cassette Handle	-
2	Paper Indicator CSP	-
3	Cassette Frame	-
4	Lifting Gear CSP	-
5	Right Cassette Side	-
6	Rear Cassette Paper Guide	-
7	Knock up Plate CSP	-
8	Left Cassette Side	-
9	Retard Cap CSP	-
10	M Pinion Gear	-
11	Idle Retard Gear CSP	-
12	Cassette Retard	-
13	MEA Unit-Roller PU	-

## Parts List 12.3 Optional Tray Frame ETS

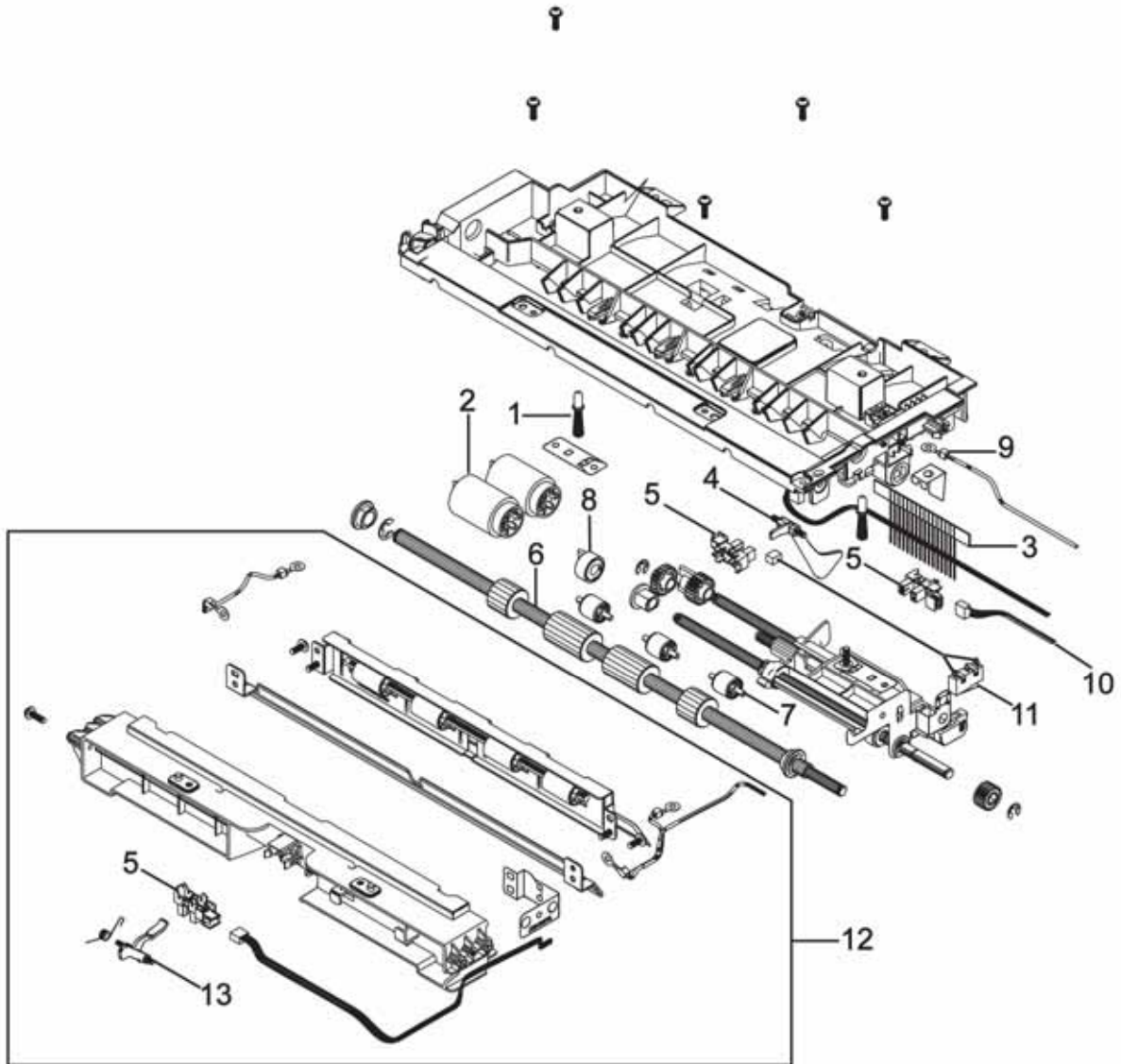


SCF-0030-A

**Parts List 12.3 Optional Tray Frame ETS**

<b>Item</b>	<b>Name</b>	<b>Part Number</b>
1	Pick Up Unit Assembly	130N01856
2	Connector Holder Optional Tray 2 Feeder	-
3	Main PWB A/S (Optional Tray Feeder Board)	140N63809
4	Signal Switch	110N01524
5	Electric Clutch	121N01220
6	Feed Drive	120N00559
7	Drive Unit A/S Assy	007N01710
8	Bottom Frame Plate	-

## Parts List 12.4 Optional Tray Feeder Pick Up Unit Assy



SCF-0031-A

## Parts List 12.4 Optional Tray Feeder Pick Up Unit Assy

Item	Name	Part Number
1	Terminal MEA Unit	-
2	Roller MEA Unit	108R01471
3	Pick Brush	-
4	Paper Empty Actuator	-
5	Photo Interrupter	-
6	REGI Roller	-
7	Idle Roller-M	-
8	Idle One Way Holder-M	-
9	Harness-GND	-
10	Feed Sensor Harness	-
11	Motor SW Harness	-
12	A/S Com-Frame Feed	-
13	CSP-SCF Actuator Feed	-

# Xerox Supplies and Accessories

## Consumables and Maintenance Items

### Starter Cartridges (For Parts Identification Only - Not field orderable)

Description	Part Number
2.6K Sold Neutral Toner (Not orderable)	650N05434
11K Metered Toner (Not orderable)	650N05436
30K Drum Cartridge (Not orderable)	650N05435

### Replacement Cartridges

Description	Part Number
<b>NA/XE Toner Cartridges</b>	
Standard-Capacity (2.6K) (Sold)	106R03620
High-Capacity (8.5K) (Sold)	106R03622
Extra High-Capacity (15K) (Sold)	106R03624
<b>DMO Toner Cartridges</b>	
High-Capacity (8.5K) (Sold)	106R03621
Extra High-Capacity (15K) (Sold)	106R03623
<b>WW Toner Cartridges</b>	
WW Metered (11K) (Metered)	106R03625

Description	Part Number
<b>Drum Cartridges</b>	
Drum Cartridge (OPC Drum) Universal Word Wide	101R00555

## Power CordsPower Cords

Description	Part Number
Power Cord, 110V	105N02072
Power cord, 220V	117N01769

## Maintenance Kits

Description	Part Number
Bias Transfer Maintenance Kit	108R01469
Tray 1 Feed Roll Maintenance Kit	108R01470
Tray 2 Feed Roll Maintenance Kit	108R01471
ADF Pad Maintenance Kit(3335)	108R01472
DADF Pad Maintenance Kit(3345)	108R01473





# Maintenance

# 6

In this chapter...

- [Service Maintenance Procedure](#)
- [Cleaning](#)
- [Moving the Printer](#)
- [Adjusting Altitude](#)
- [Firmware Upgrade Procedure](#)
- [Tag Matrix](#)

# Service Maintenance Procedure

Perform the following procedures whenever you check, service, or repair a printer. Cleaning the printer, as outlined in the following steps, assures proper operation of the printer and reduces the probability of having to service the printer in the future.

The frequency of use, the type of media printed on, and operating environment are factors in determining how critical cleaning the machine is and how often it is necessary.

## Recommended Tools

- Toner vacuum cleaner
- Clean water
- Clean, dry, lint-free cloth

## Cleaning

Perform the following general cleaning steps as indicated by the printer's operating environment.



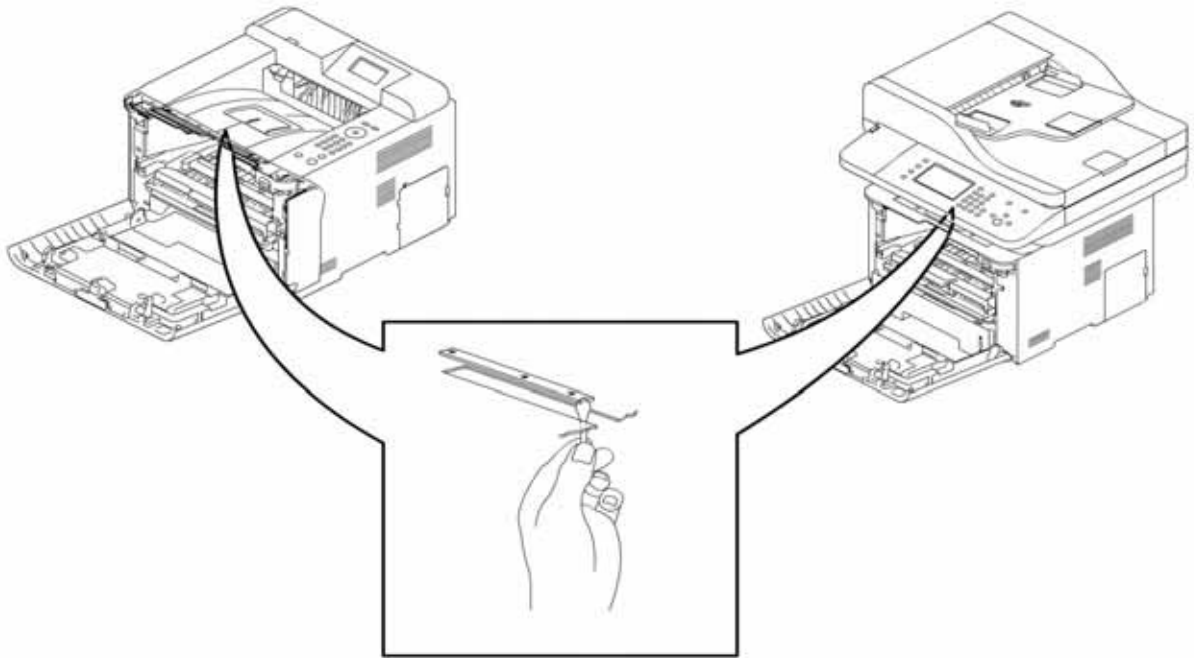
**CAUTION:** Never apply alcohol or other chemicals to any parts of the printer. Never use a damp cloth to clean up toner. If you remove the Imaging Unit, place it in a light-protective bag or otherwise protect it as exposure to light can quickly degrade performance and result in early failure.

1. Record number of sheets printed.
2. Print several sheets of paper to check for problems or defects.
3. Turn the printer power Off and disconnect the power cord.
4. Remove the Toner Cartridge, Left and Right Covers, and Rear Cover before cleaning.
5. Ensure that all cover vents are clean and free of obstructions.
6. Remove any debris or foreign objects from inside of the printer.
7. Clean the trays, media guides and extensions.
8. Clean all rubber rollers with a lint-free cloth slightly dampened with cold water.

## Cleaning the Laser Unit Window

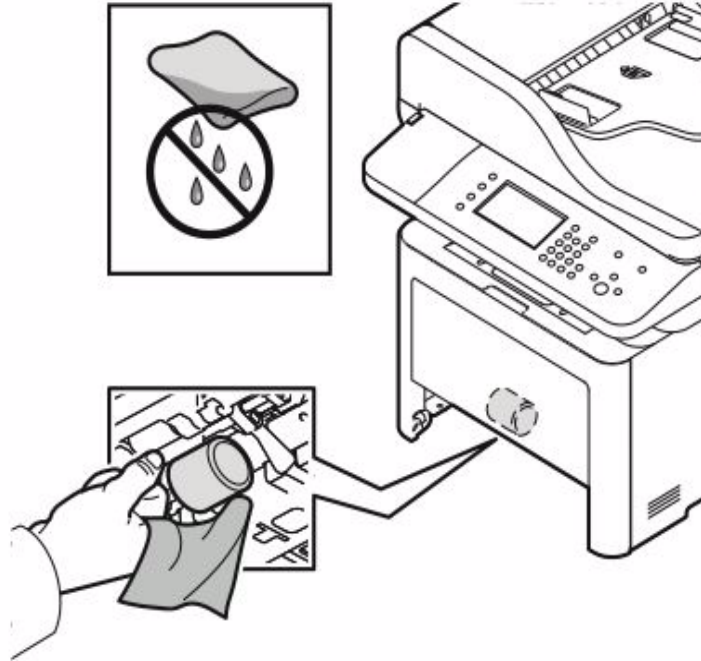
**⚠ CAUTION:** Do not touch the OPC drum or expose the OPC drum to light for more than 5 minutes.

Use a dry, lint-free swab to clean the LSU (Laser Unit).



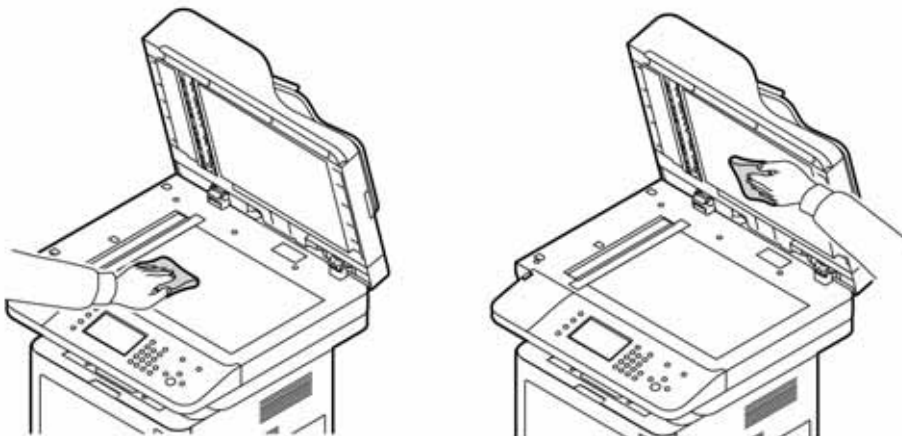
## Cleaning the Feed Roll

Use a dry, lint-free cloth to clean the Feed Roll.



## Cleaning the Platen, CVT Glass and Document Cover

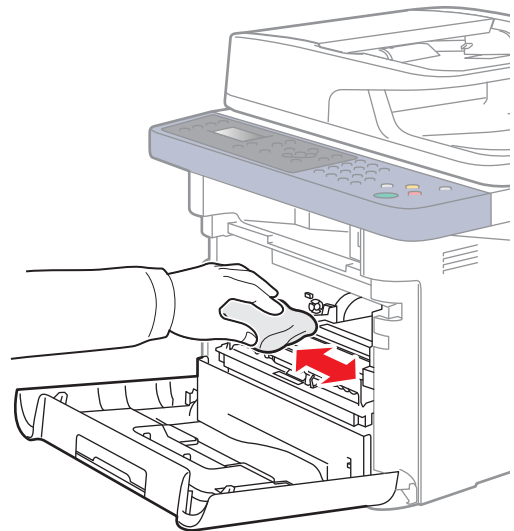
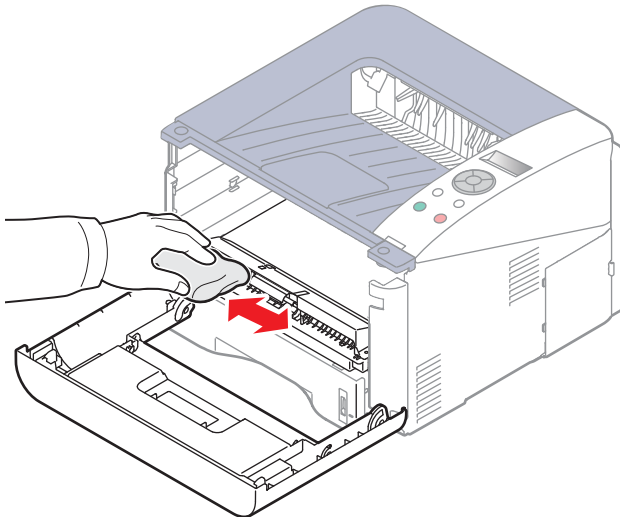
Use a dry, lint-free cloth to clean the platen glass, CVT glass and document cover.



## Cleaning the Interior

**!** **CAUTION:** Do not touch the Photoreceptor Drum or expose the Photoreceptor Drum to light for more than 5 minutes.

Open the Front Cover and use a dry lint-free cloth to wipe any dust and/or spilled toner from the Toner Cartridge area. Remove any paper debris from the area.



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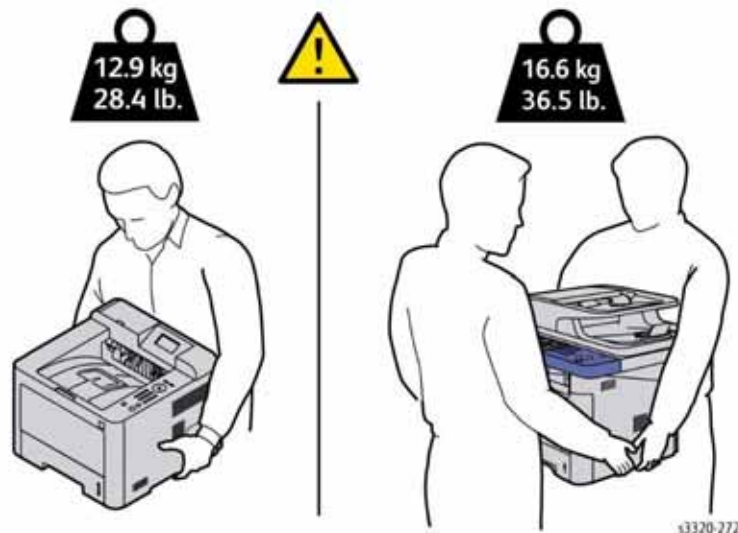
## Moving the Printer

The printer, with toner installed is heavy. The weights shown below.

**!** **CAUTION:** When moving the printer over long distances, remove the Toner Cartridge to prevent toner spills.

Before moving the printer, do the following:

1. Turn the printer Off and disconnect all cables.
2. Allow the printer to cool about 40 minutes.
3. Remove media from the output tray and return the Tray Extension to its non-extended position.
4. Remove the Bypass Tray.
5. Push in the side paper guides until they stop to hold the Tray Extension in the closed position while moving the printer.
6. Place the Bypass Tray inside the printer, into Tray 1 as a storage place while moving the printer.
7. Fold up the Tray 1 Extension to cover the paper feed.
8. Lift and carry the printer as shown in the illustration.

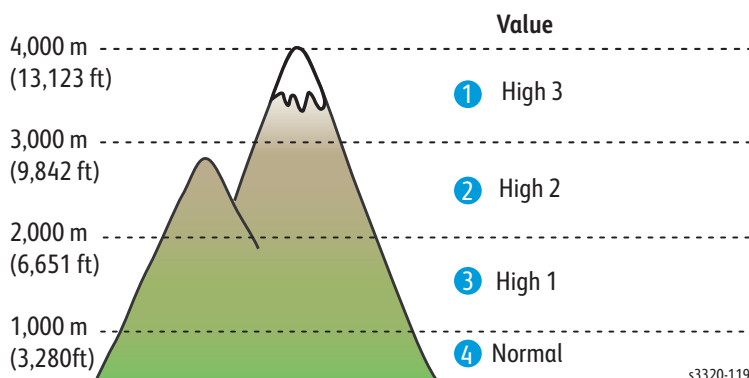


**!** **CAUTION:** Do not tilt the printer more than 10 degrees to the front or back, or left or right. Tilting the printer more than 10 degrees may cause toner spillage.

**!** **CAUTION:** Failure to properly repackage the printer for shipment can result in damage not covered by the warranty, Service Agreement, or Total Satisfaction Guarantee.

## Adjusting Altitude

Print quality varies with barometric pressure. Since the barometric pressure decreases as the altitude increases, altitude can affect the print quality. To optimize print quality for your location, select an altitude setting to match the your location.



To adjust altitude:

For Phaser 3330

1. Enter the Service Mode. Refer to [Phaser 3330 Service Mode](#).
2. Select **Menu**.
3. Use the arrow buttons to select the following **the Tools > Setup > Machine Settings > Altitude Adjustment**.
4. Select the value closest to the altitude of your location and press **OK**.

For 3335/3345

1. Enter the Service Mode. Refer to [WorkCentre 3335/3345 Service Mode](#).
2. Select the following: **Menu > System Setup > Machine Setup > Altitude Adjustment**.
3. Select the value closest to the altitude of your location and press **Save**.

## Firmware Upgrade Procedure

Upgrade printer firmware using one of two methods:

- Remote using CWIS
- Local using a USB Flash drive

### Remote Upgrade (CWIS method)

To upgrade a networked printer (Phaser 3330 MFP, and WorkCentre 3335/3345 MFP).

1. Open a web browser.

2. Obtain the **IP address** for the machine to be upgraded. This can be found by printing the **Configuration Report**. Enter the printer's IP address into the browser's address box and press return.
3. After the **CentreWare Services Window** opens, click on the **Properties Tab**.
4. To enable upgrades, click **Upgrade Management**, then select **Enabled**.
5. While still on the Properties Tab, select **Maintenance**, then click **Firmware Upgrade**.
6. Browse to the location of the firmware upgrade file, then select the file.
7. Open the file.
8. Select install Software. The printer automatically initializes after the upgrade is complete.
9. Check the firmware version level to confirm the upgrade was successful (re-print the Configuration Sheet).

**Note:** Disable Firmware Upgrades to secure the printer following the upgrade procedure.

## Local Upgrade

The firmware upgrade is initiated at the Control Panel from a USB Flash drive installed in the Flash drive port. Use this procedure to upgrade system firmware through the USB port.

1. Load the firmware onto the USB Flash drive.
2. Install the USB Flash drive in the Flash drive port on the printer.
3. Select Print from USB on the Control Panel.
4. Select the firmware file from the list displayed on the Control Panel.
5. Select YES to Firmware Upgrade, then press OK to start the download. A Printing progress screen is displayed followed by an Upgrade progress display on the Control Panel. The printer reboots after the firmware upgrade is complete.
6. Check the firmware version level to confirm the upgrade was successful.

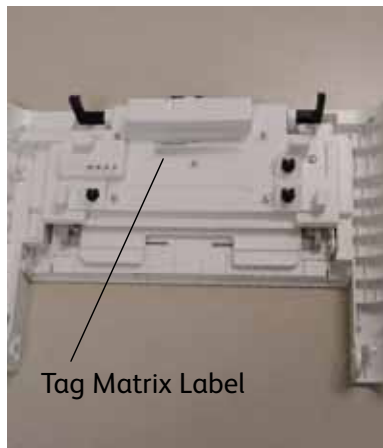


# Tag Matrix

## Change Tag Introduction

This section describes all of the tags associated with the machine., as well as multinational applicability, classification codes, and permanent modification information.

Important modifications to the machine are identified by a Tag Number which is recorded on a Tag Matrix. The Tag Matrix label is on the inside of the Front Door assembly. If the Front Door is replaced, the Tag Matrix Label must be peeled off and placed on the new Front Door.



The Tag information may include:

- Tag Number
- Class
- Use
- Manufacturing Serial Number range
- Purpose
- Name
- Description
- Kit Number
- Parts List reference

## Classification codes

A Tag Number may be required to identify differences between parts that cannot be interchanged or differences in diagnostics, repair, installation or adjustment procedures.

A Tag Number may also be required to identify the presents of optional hardware, special Non-volatile memory programming or whether mandatory modifications have been installed. Each Tag Number is given a classification code to identify the type of change that the Tag has made. The classification codes and their descriptions are listed in Table 1.

Classification Code		Description
USCO Code	XE Code	
	1	Safety
M	2	Mandatory
R	3	Repair
O	4	Optional
S	4	Situational
N	5	Tag Not Installed in the field
	6	Refurbishing

There are currently no Tags issued for this machine.

# Wiring

# 7

In this chapter...

- [Printer Plug/Jack Designations](#)
- [Phaser 3330 Circuit Diagram](#)
- [WorkCentre 3335 Circuit Diagram](#)
- [WorkCentre 3345 Circuit Diagram](#)

# Printer Plug/Jack Designations

This chapter contains the plug/jack designators, and Connection Diagrams. The Plug/Jack Locator diagrams show the P/J locations within the printer. Use these illustrations to locate connections called out in the troubleshooting procedures.

**Note:** The Connection Diagrams reside in two (2) places. They are imbedded right after the Plug and Jack Designators but may be hard to read. There is a PDF file of all the Connection Diagrams at the end of this section. **In most cases you will want to use the PDF files at the end because they can be enlarged and printed out on larger paper.**

1. Locate the P/J connector designator in the first column of the table.
2. The Remarks column provides a brief description of each connection.
3. With this information, go to the circuit diagram for the product.

## Phaser 3330 Plug/Jack Designators

### Phaser 3330 Plug and Jack Designators

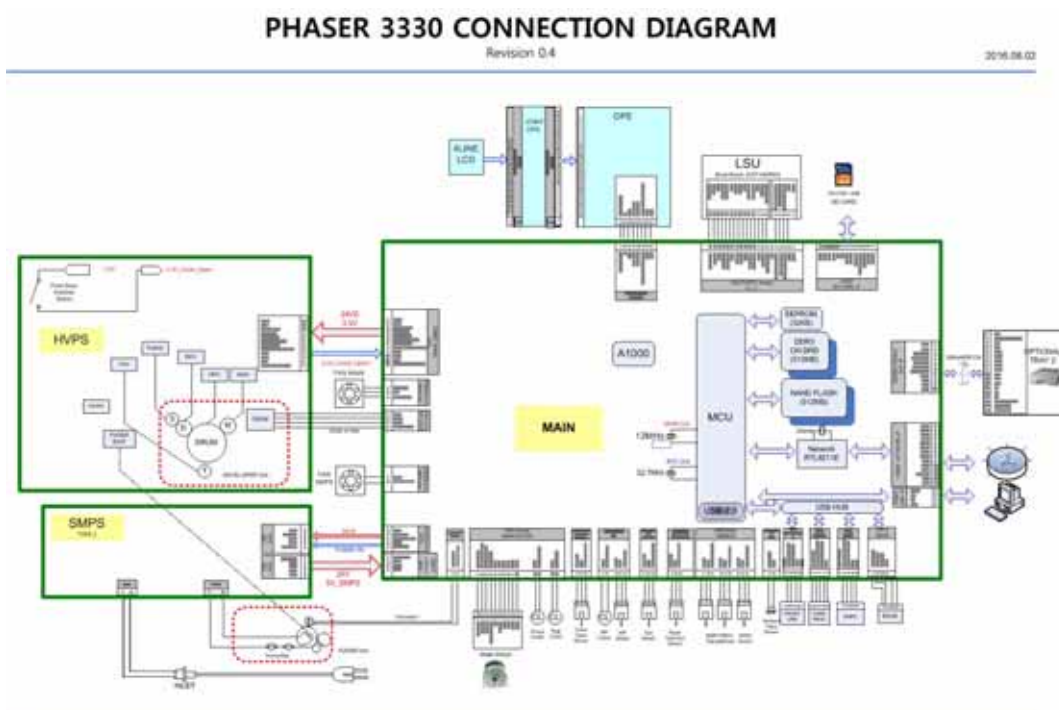
P/J	Remarks
CN1	Front USB Connector to Main Board
CN2	Paper Outbin Sensor to Main Board
CN3	Fuser Thermistor to Main Board
CN4	Developer Unit CRUM to Main Board
CN6	Empty Sensor to Main Board
CN6	Registration Sensor to Main Board
CN6	Fed Sensor to Main Board
CN8	HVPS to Main Board (24VDC and 3.3VDC)
CN11	SMPS input from SMPS PS (5VDC and 24V1)
CN14	Main Board to Main Fan
CN15	Main Board to Rear
CN17	Main Board to Laser Scanning Unit (LSU)
CN18	Cover Open Sensor to Main Board
CN19	MP Clutch and MP Sensor to Main Board
CN20	Network Interface Connection to Main Board
CN21	Main Board USB Bus to Monitor
CN26	Main Board to SMPS (Fuser)
CN27	Exit Full Sensor to Main Board
CN28	Ambient Temperature Sensor to Main Board
CN30	Main Board to SMPS Fan
CN31	Main Board to Main Motor, Pickup Clutch and Regi Clutch
CN32	Main Board to SD Card
CN33	Main Board to WNPC

Phaser 3330 Plug and Jack Designators (Continued)

P/J	Remarks
CN34	Main Board to Operator Control Panel
CN35	Main Board to Optional Tray 2 Unit

Phaser 3330 Circuit Diagram

The following Connection Diagram is a place holder only. A better PDF set follows this section.



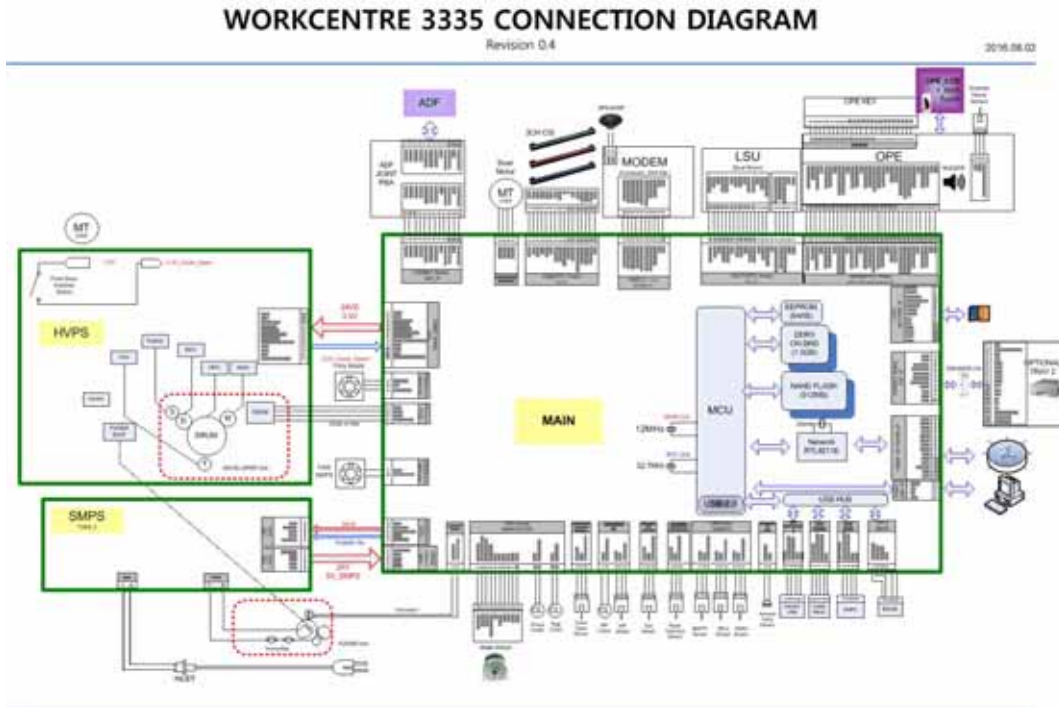
## WorkCentre 3335/3345 Plug/Jack Designators

### WorkCentre 3335/3345 Plug/Jack Designators

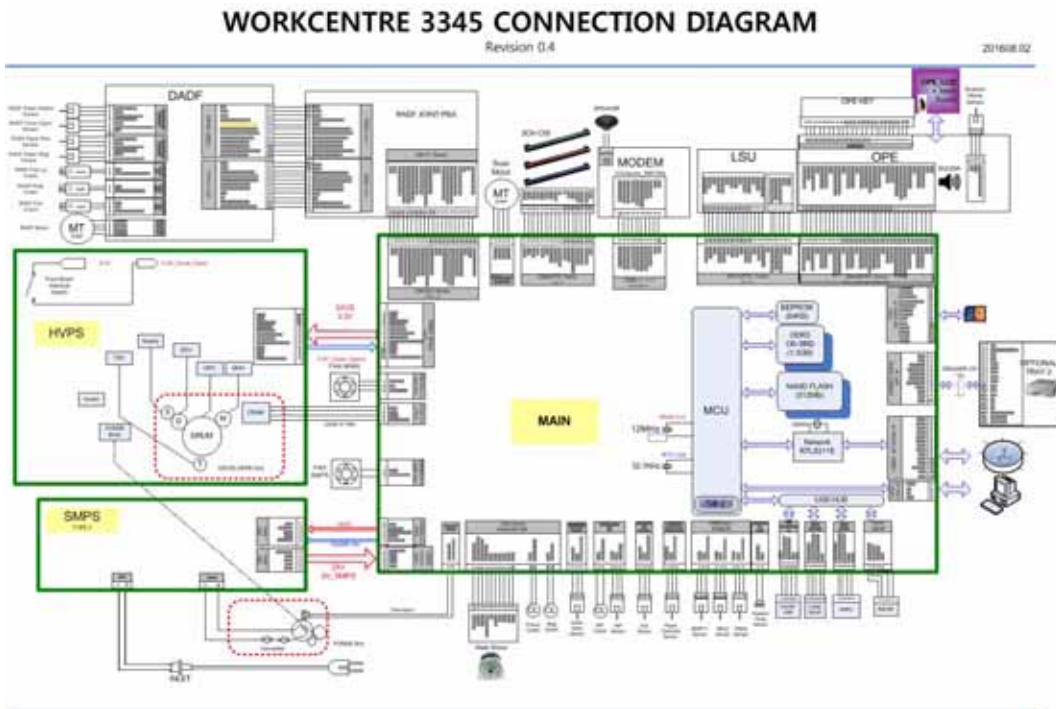
P/J	Description
CN1	Front USB to Main Board
CN2	Output Bin Full to Main Board
CN3	Fuser Thermistor to Main Board
CN4	Developer CRUM Unit to Main Board
CN5	Fax MODOM to Main Board
CN6	Paper Empty Sensor to Main Board
CN6	Regi Sensor to Main Board
CN6	Feed Sensor To Main board
CN8	HVPS to Main Board (24VDC and 3.3 VDC)
CN9	3CH Color Information System (CIS) to Main Board
CN12	3345 Main Board to ADF PWB (24VDC, 5VDC, Solenoids and signals)
CN13	Main Board to Scanner Motor
CN14	Main Board to Main Fan
CN15	Main Board to Rear USB
CN16	Main Board to Operator Control Panel
CN17	Main Board to Laser Scanning Unit (LSU)
CN18	Main Board to Cover Open Sensor
CN19	Main Board to Bypass Tray Clutch
CN19	Main Board to Bypass Paper Present Sensor
CN20	Main Board to Network Interface Connector
CN21	Main Board to Monitor
CN22	Low Voltage Power Supply to Main Board (24VDC and 5VDC)
CN26	Main Board to Low Voltage Power Supply (24VDC Fuser Relay and Fuser ON Signal)
CN27	Exit Sensor to Main Board signal
CN28	Ambient Sensor to Main Board signal
CN30	Main Board to SMPS Fan
CN31	Main Board to Main Motor
CN31	Main Board to Pick Up Clutch (24VDC and signal)
CN31	Main Board to Regi Clutch (24VDC and signal)
CN32	Main Board to and from SD Card
CN35	Main Board to Optional Tray 2 (24VDC, 5VDC and signals)
CN36	3335 Main Board to ADF PWB (24VDC, 5VDC, Solenoids and signals)

## WorkCentre 3335 Circuit Diagram

The following Connection Diagrams are place holders only. A better PDF set follows this section.



# WorkCentre 3345 Circuit Diagram

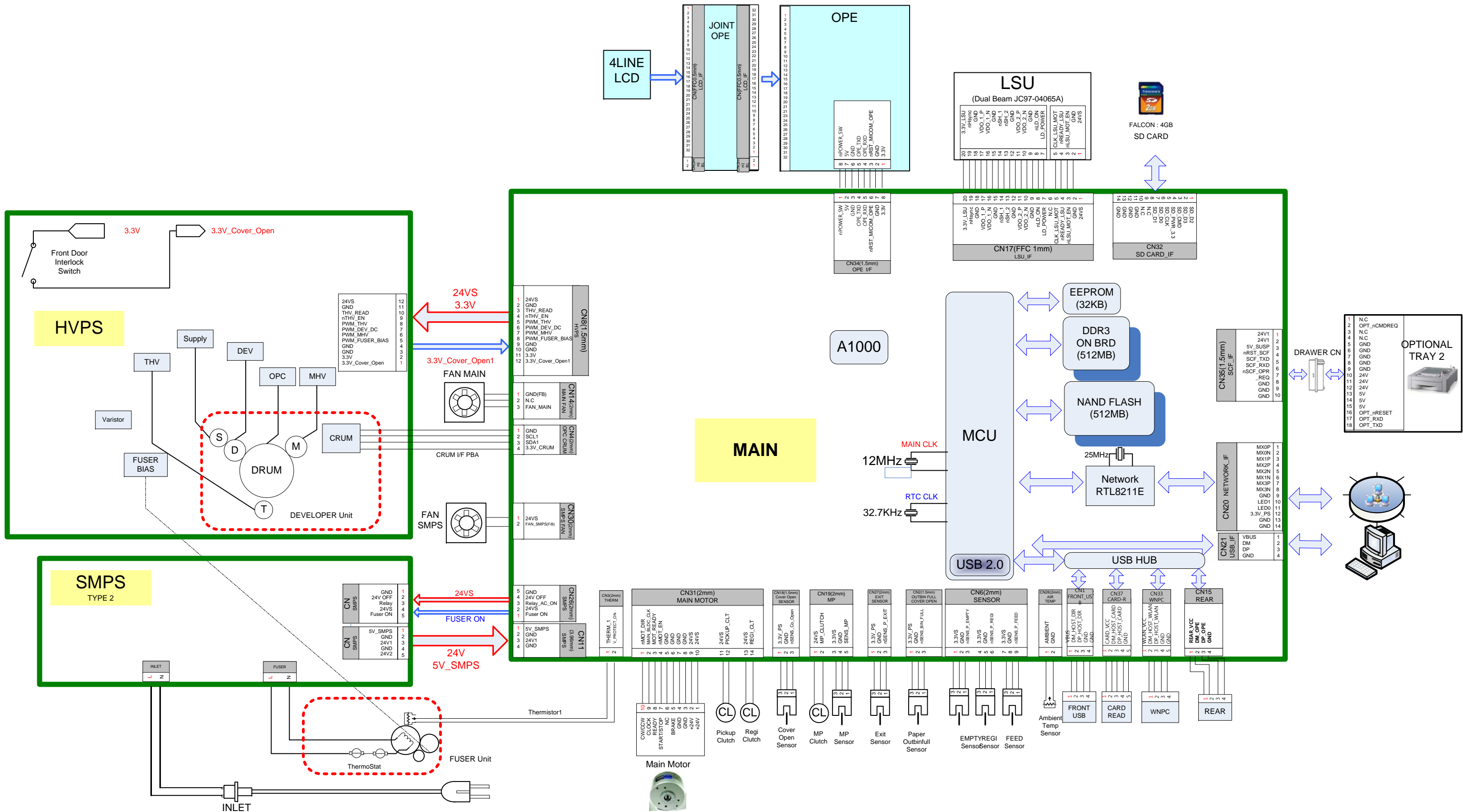




# PHASER 3330 CONNECTION DIAGRAM

Revision 0.4

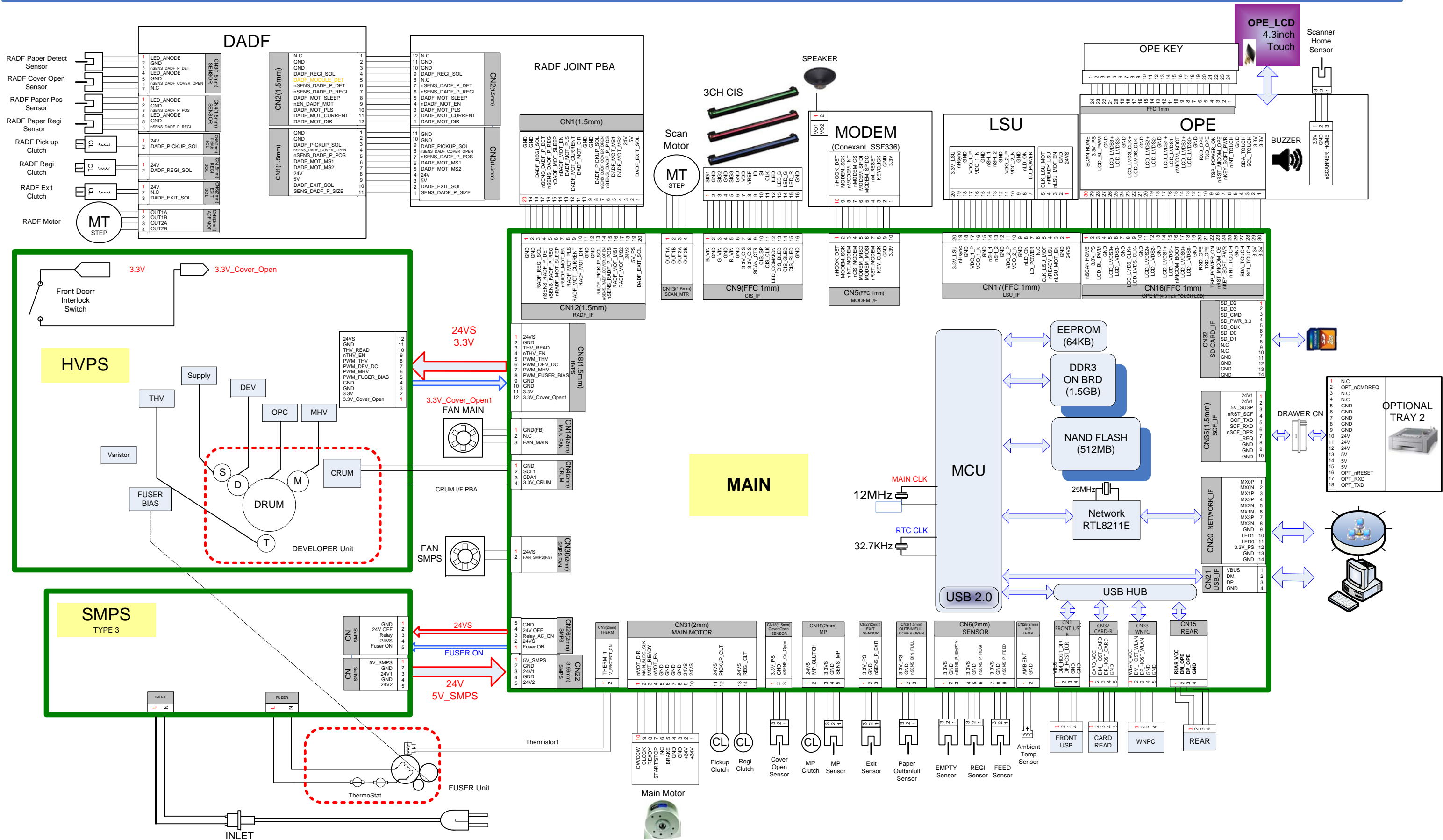
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# WORKCENTRE 3345 CONNECTION DIAGRAM

Revision 0.4

201608.02



# WORKCENTRE 3335 CONNECTION DIAGRAM

Revision 0.4

2016.08.02

