

# Phaser® 3320 and WorkCentre® 3315/3325 Service Manual

Updated 11/21/16 RLR



# Phaser 3320 WorkCentre 3315/3325 Service Manual Nov-2016

**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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Contents

# General Information

# 1

This chapter includes...

- [About this Service Manual](#)
- [Manual Organization](#)
- [Safety](#)
- [Introduction and Overview](#)
- [Configurations](#)
- [Parts of the Printer](#)
- [Control Panel](#)
- [Media Path](#)
- [Feeder](#)
- [Print Process](#)
- [Drive](#)
- [Electrical](#)
- [Maintenance Items](#)
- [Consumables](#)
- [Specifications](#)

# About this Service Manual

The Phaser 3320 and WorkCentre 3315/3325 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 and the 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 3320 and WorkCentre 3315/3325 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 - Error 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 printer service call. 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.

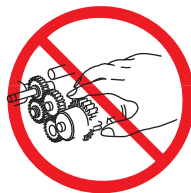
 **WARNING:** Do not touch any electrical component unless you are instructed to do so by a service procedure




## 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 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.

## General Information

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

## 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 3320 and WorkCentre 3315/3325 use a single-pass laser design, offering mono print speeds of 33 to 37 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 3315/3325 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 3315 model has an Automatic Document Feeder (ADF), and the WorkCentre 3325 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.

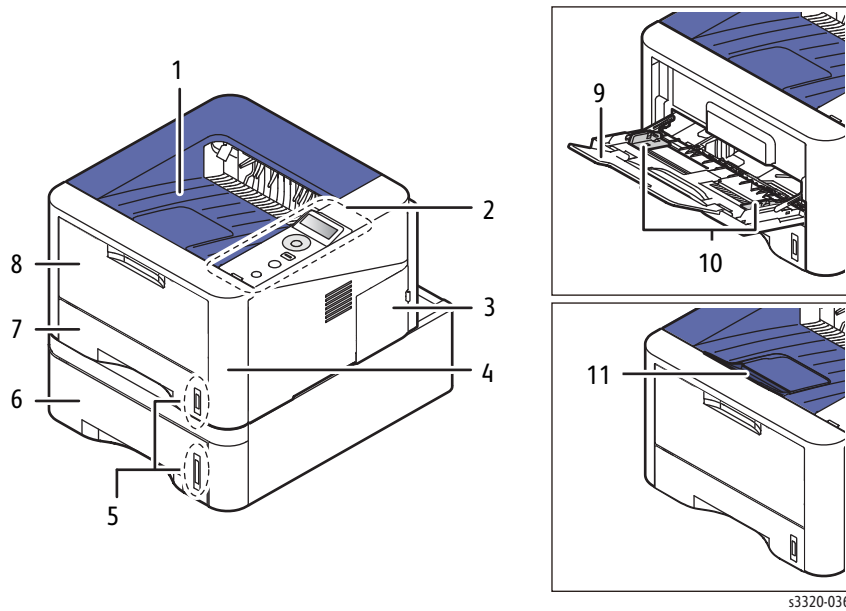
For updates to the Service Manual, Service Bulletins, knowledge base, etc., go to:

- 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

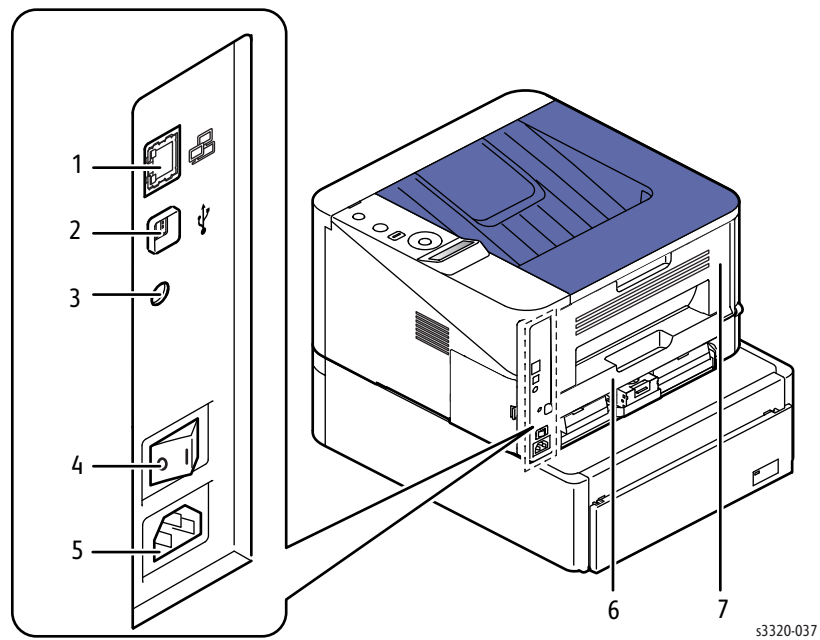
## Phaser 3320 Front View



No.	Description	No.	Description
1.	Output Tray	7.	Tray 1
2.	Control Panel	8.	Bypass Tray
3.	Control Board Cover	9.	Bypass Tray Paper Extension
4.	Front Cover	10.	Bypass Tray Paper Width Guides
5.	Paper Level Indicator	11.	Output Support
6.	Optional Tray 2		



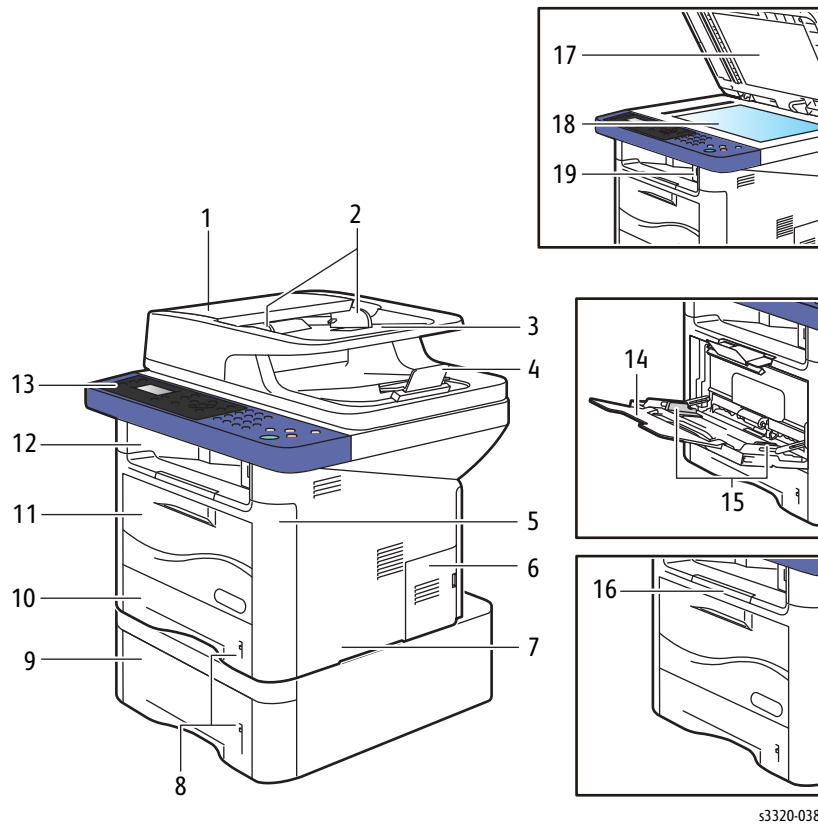
## Phaser 3320 Rear and Side Views



s3320-037

No.	Description	No.	Description
1.	Network Port	5.	Power Receptacle
2.	USB Port	6.	Duplex Unit
3.	5V Output	7.	Rear Door
4.	Power Switch		

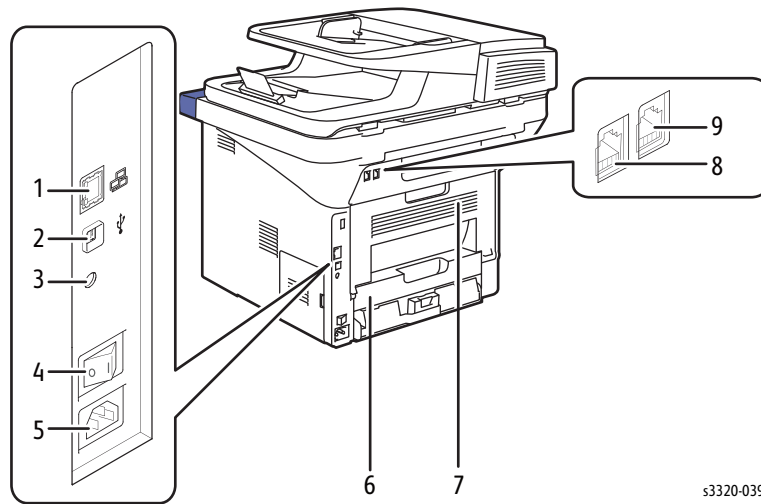
## WorkCentre 3315/3320 Front Views



s3320-038

No.	Description	No.	Description
1.	Document Feeder Cover	11.	Bypass Tray
2.	Document Feeder Width Guide	12.	Output Tray
3.	Document Feeder Input Tray	13.	Control Panel
4.	Document Feeder Output Tray	14.	Bypass Tray Extension
5.	Front Cover	15.	Bypass Tray Paper Width Guides
6.	Control Board Cover	16.	Output Tray Extension
7.	Right Side Cover	17.	Scanner Cover
8.	Paper Level Indicators	18.	Platen
9.	Tray 2 (optional)	19.	USB Thumbdrive Connector
10.	Tray 1		

## WorkCentre 3315/3320 Rear View



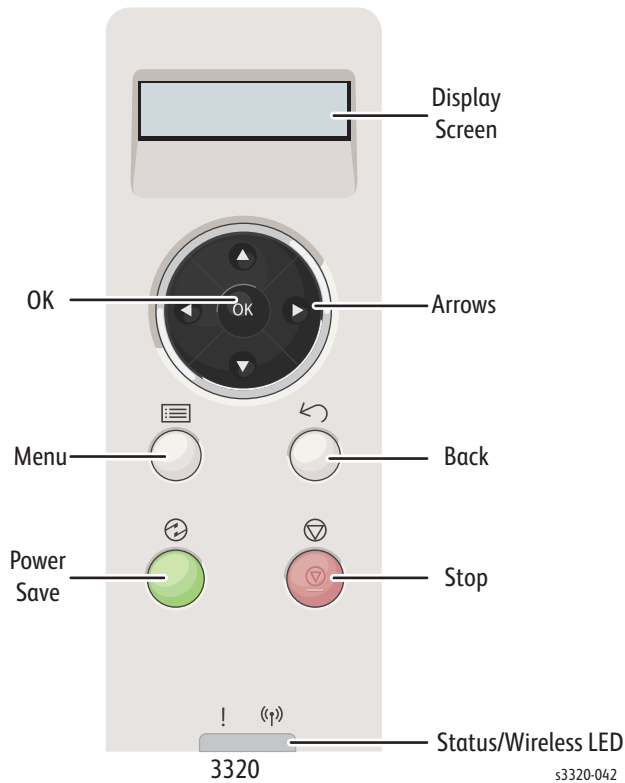
s3320-039

No.	Description	No.	Description
1.	Network Port	6.	Duplex Assembly
2.	USB Port	7.	Rear Door
3.	5V Output	8.	Telephone Line Socket
4.	Power Switch	9.	Telephone Extension Socket (EXT)
5.	Power Receptacle		

# Control Panel

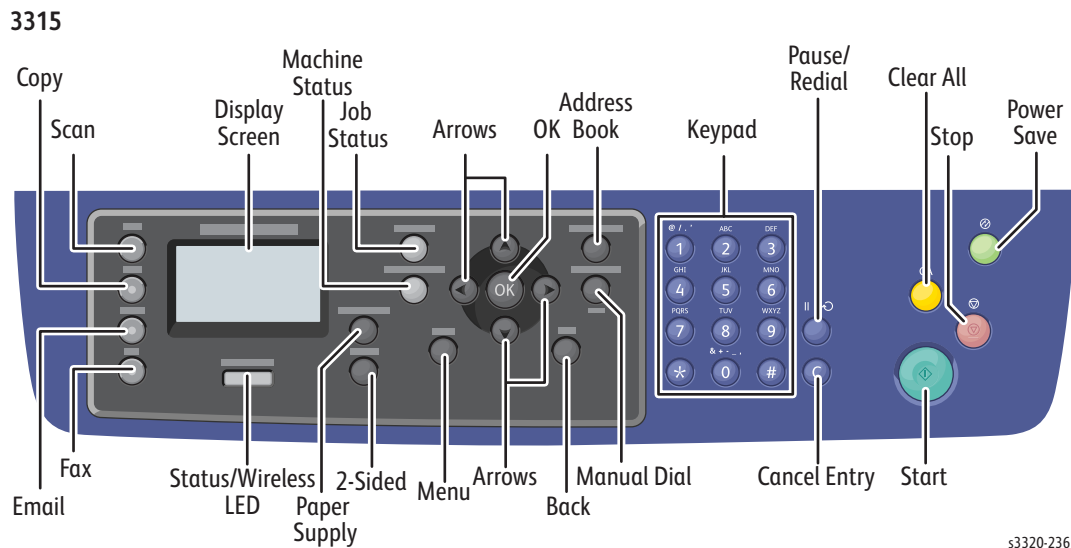
The Control Panel consists of multiple LEDs, a display, and several function buttons. These buttons are used to navigate the menu system, perform functions, and select modes of operation.

## Phaser 3320DN/I Control Panel Button Descriptions



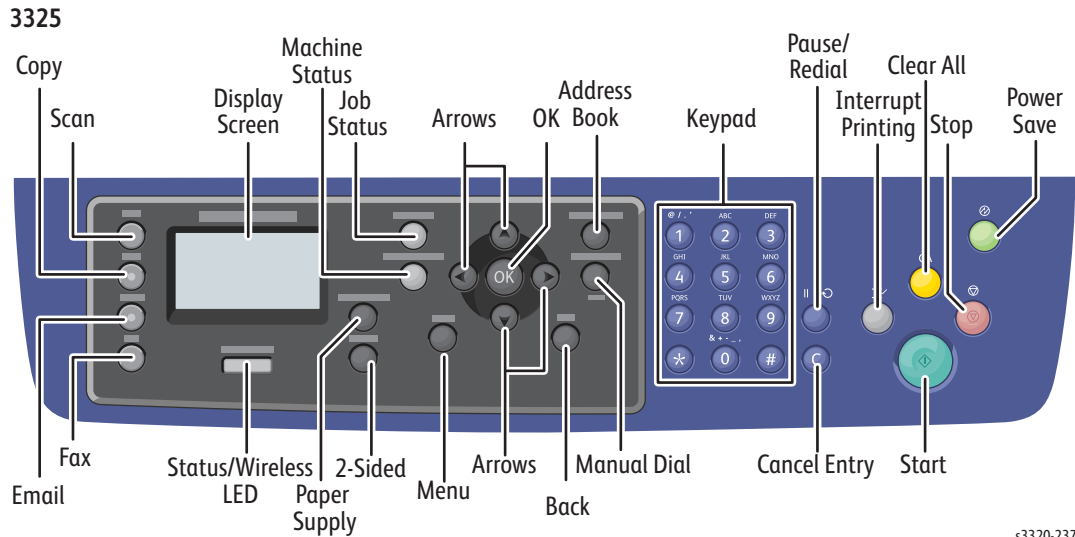
Item	Description
Display	Shows the current status and prompts during an operation.
Menu	Enters menu mode and scrolls through the available menus.
OK	Confirms the selection on the display.
Arrows	Navigates available values by moving to the next or previous options.
Back	Sends you back to the upper menu level.
Cancel	Stops the current job.
Power	Turn the power on and off with this button.
Status/Wireless LED	Shows printer status and wireless network connection.

## WorkCentre 3315DN Control Panel Button Descriptions



Item	Description
Copy, Scan, E-mail, and Fax	Use these buttons to move to the top of each menu.
Display Screen	Shows current status and prompts during operations.
Paper Supply	Use to select the paper tray for a copy job.
Job Status	Indicates the status of the printer – power and ready-to-print.
Machine Status	Accesses machine information, status information, the machine serial number and various reports to print.
Arrow / OK (5)	Navigate menus and use <b>OK</b> to set or confirm the current selection.
Address Book	Store or search frequently used fax numbers and email addresses.
Manual Dial	In Fax mode, opens the fax line. In E-mail mode, accesses commonly used e-mail addresses. The text available can be customized using CentreWare Internet Services.
Keypad (14)	Input and delete alphanumeric characters.
Power Saver	When illuminated, indicates Low Power Mode. Press to return to Ready mode.
CA (Clear All)	Clears all text, numbers or instructions. When the user is making changes to a function (Copy, Scan, Print, or Fax), pressing the Clear All button restores the previous settings and returns the menu to the top level of that function.
Stop	Stops the current job.
Start	Starts the current job.
Back	Move back to previous screen.
Menu	Enters Menu mode and scrolls through the available menus.
System	Switches the display to the System menus.
2 Sided	Puts the printer in Manual Duplex mode.
Status/Wireless LED	Shows printer status and wireless network connection.

## WorkCentre 3325DN/DNI Control Panel Button Descriptions



s3320-237

Item	Description
Copy, Scan, E-mail, and Fax	Use these buttons to move to the top of each menu.
Display Screen	Shows current status and prompts during operations.
Paper Supply	Use to select the paper tray for a copy job.
Job Status	Indicates the status of the printer – power and ready-to-print.
Machine Status	Accesses machine information, status information, the machine serial number and various reports to print.
Arrow / OK (5)	Navigate menus and use <b>OK</b> to set or confirm the current selection.
Address Book	Store or search frequently used fax numbers and email addresses.
Manual Dial	In Fax mode, opens the fax line. In E-mail mode, accesses commonly used e-mail addresses. The text available can be customized using CentreWare Internet Services.
Keypad (14)	Input and delete letters and numbers.
Interrupt Printing	Interrupts the current job to run a more urgent job.
CA (Clear All)	Clears all text, numbers or instructions.
Power Saver	When illuminated, indicates Low Power Mode. Press to move to Ready from Energy Saver mode.
Stop	Stops the current job.
Start	Starts the current job.
Back	Move back to previous screen.
Menu	Enters Menu mode and scrolls through the available menus.
2 Sided	Puts the printer in Manual Duplex mode.

Status/Wireless LED	Indicates the wireless status of the printer.
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## Understanding the Status LED

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

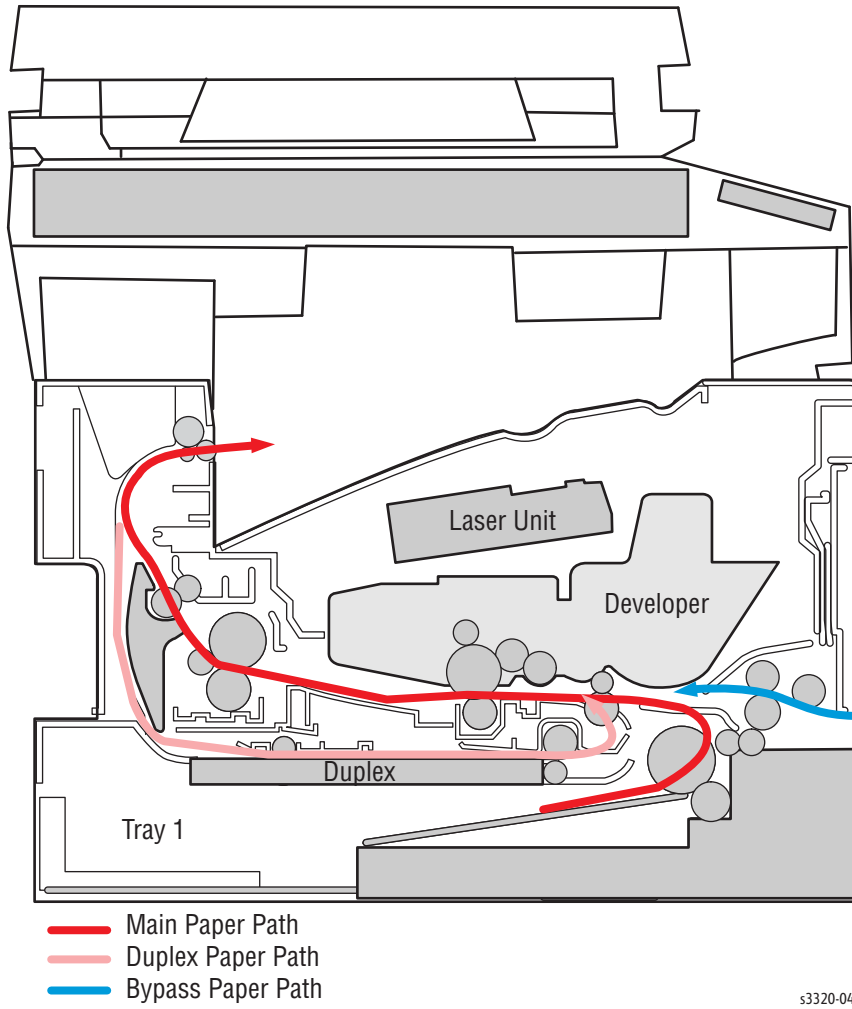
Status	Description		
Status LED	Off		The machine is off-line.
	Green	Blinking	<ul style="list-style-type: none"> <li>When the backlight slowly blinks, the machine is receiving data from the computer.</li> <li>When the backlight blinks rapidly, the machine is printing data.</li> </ul>
		On	<ul style="list-style-type: none"> <li>The machine is on-line and can be used.</li> <li>The machine is in power saver mode.</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. For some models that do not support the display screen on the control panel, this feature is not applicable.</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.</li> </ul>
	Wireless LED <sup>a</sup>	Blue	On

a. Wireless model only.

b. Estimated cartridge life means the expected or estimated Print 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

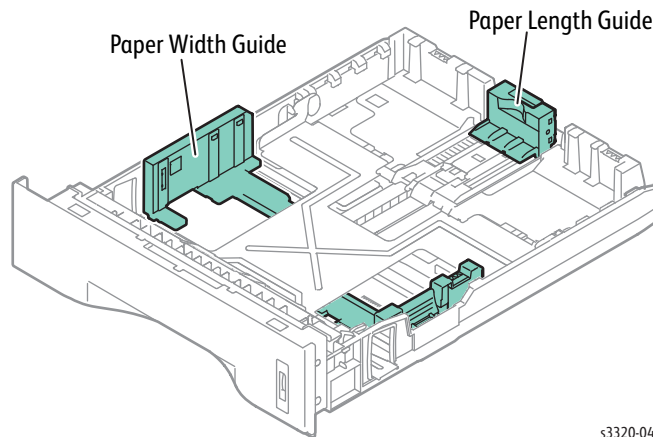




# Feeder

## Tray 1

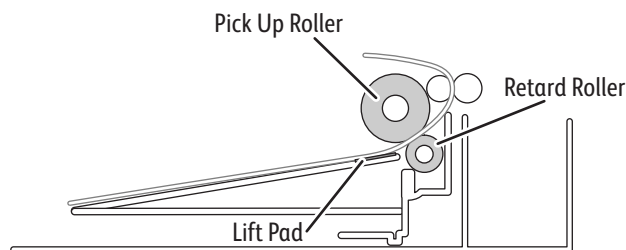
The basic tray is located on front side of the machine and allows feeding of common paper. Paper size is set using the Size Guides in each tray. Adjust the Paper length/width guides to match the paper size.



s3320-045

## 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.



s3320-235

## 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 BTRs.

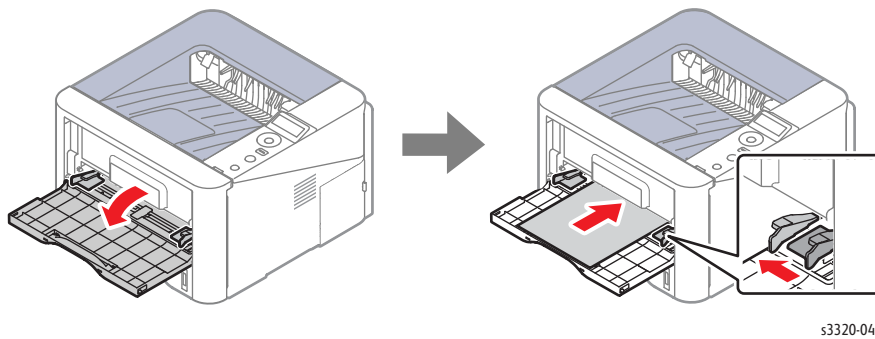
By pressing the edge of the sheet fed out of the Tray 1 or Bypass Tray against the Registration Roller that is locked, the lead edge position of the sheet is corrected.

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.

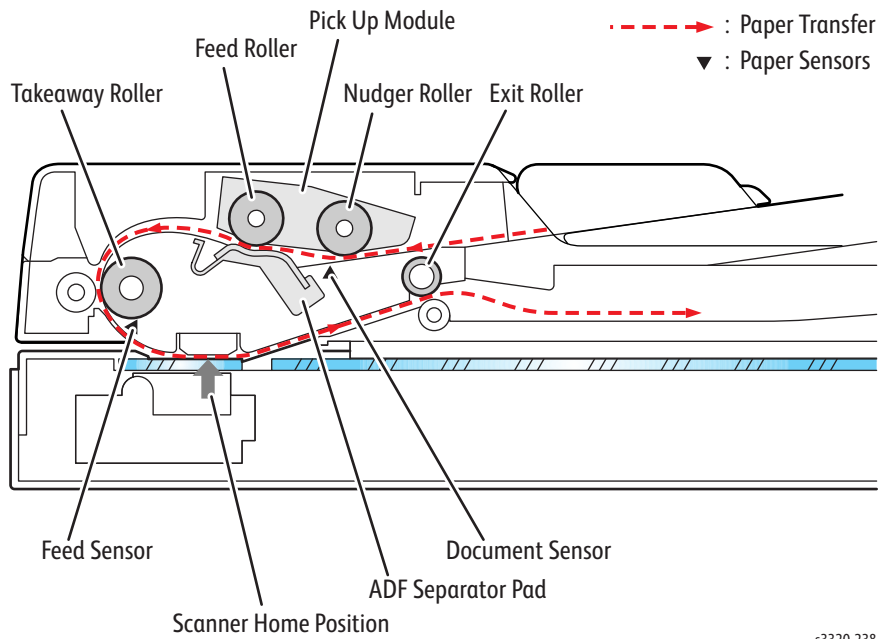


## Tray 2

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.

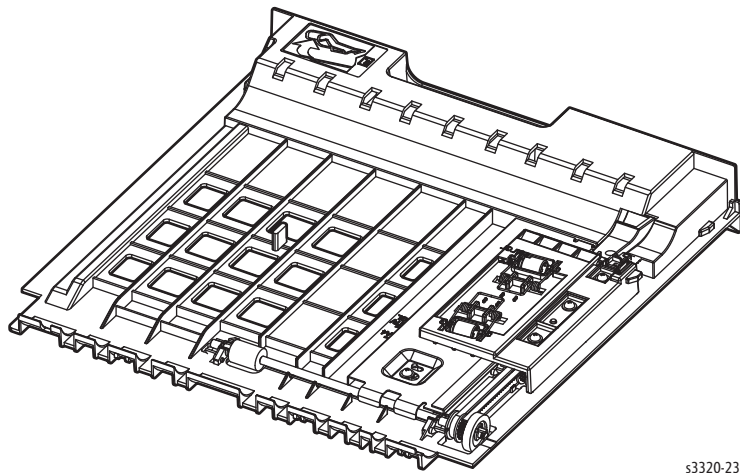
## ADF

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.



## 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.

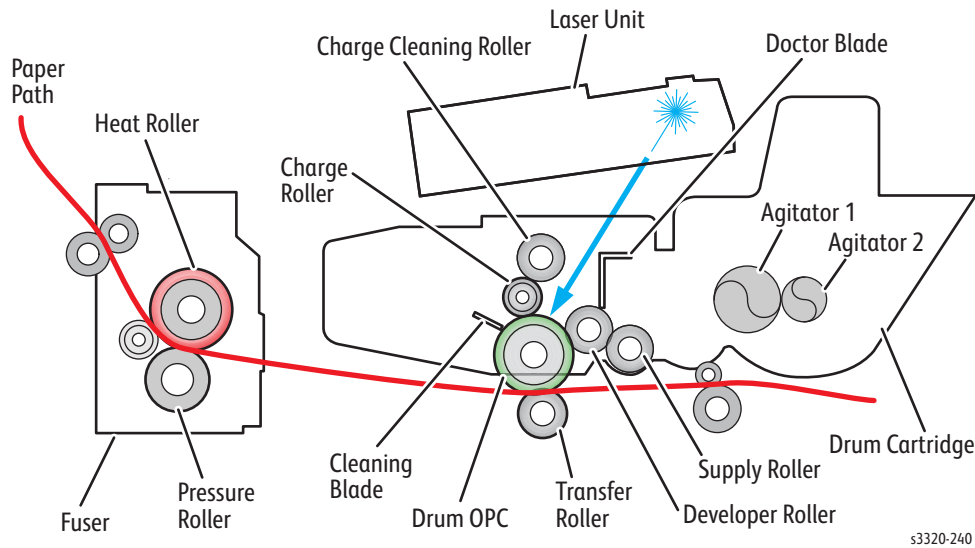


# Print Process

## Print Cartridge

This printer uses a Laser Unit (LSU), single Print Cartridge, Transfer Roller, and Fuser for mono printing. The Print Cartridge consists of drum unit, development unit and toner supply.

- **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: 2.3K WorkCentre 3315
  - Initial toner 5.0K WorkCentre 3325 / Phaser 3320
  - Sales toner: 2.3K and 5.0K WorkCentre 3315
  - Sales toner 5.0K and 11.0K WorkCentre 3325 / Phaser 3320
- **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
- **Print Cartridge:** CRUM identifier.

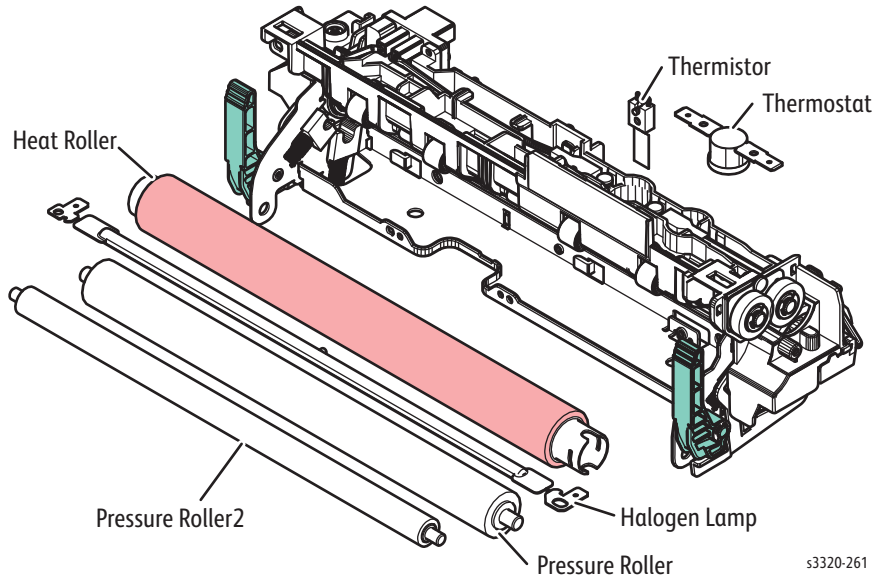


### Print Cartridge Components

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

## 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.

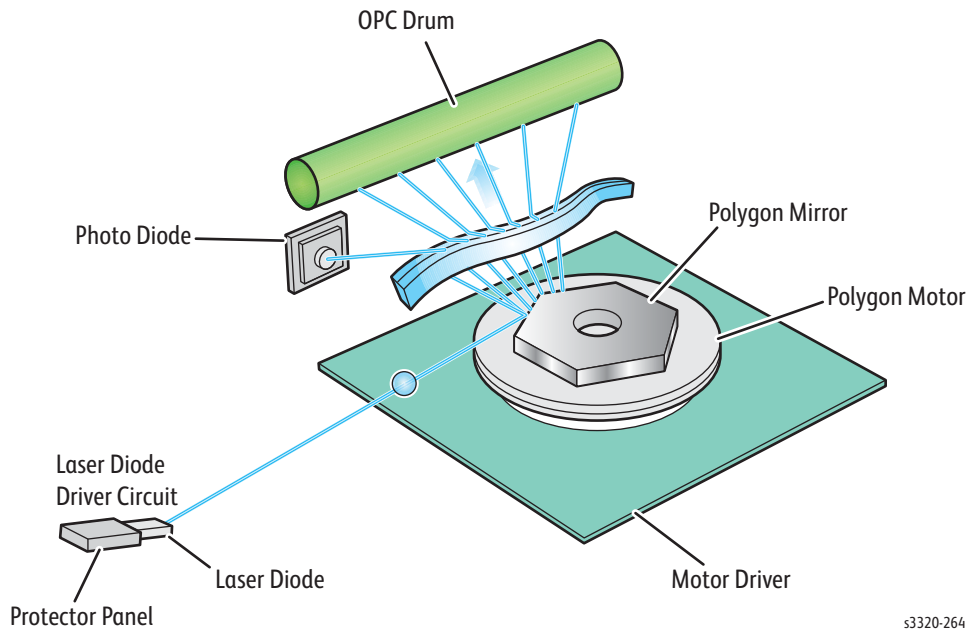


- Thermostat
  - When the heat lamp overheats, the Thermostat cuts off the main power to prevent over- heating.
  - Thermostat Type: Non- Contact type THERMOSTAT
  - Control Temperature:  $170^{\circ}\text{C} \pm 5^{\circ}\text{C}$
- Thermistor
  - The Thermistor is a temperature detecting sensor.
  - Temperature Resistance: 78k ohms ( $180^{\circ}\text{C}$ )
- 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 Watt  $\pm 25\text{ W}$

## Laser Scanning Unit (LSU)

It is the core part of the LBP which switches from the video data received to the controller to the electrostatic latent image on the OPC drum by controlling laser beam, exposing the OPC drum, and turning principle of the polygon mirror. The OPC drum is turned with the paper feeding speed. The /HSYNC signal is created when the laser beam from LSU reaches the end of the polygon mirror, and the signal is sent to the controller.

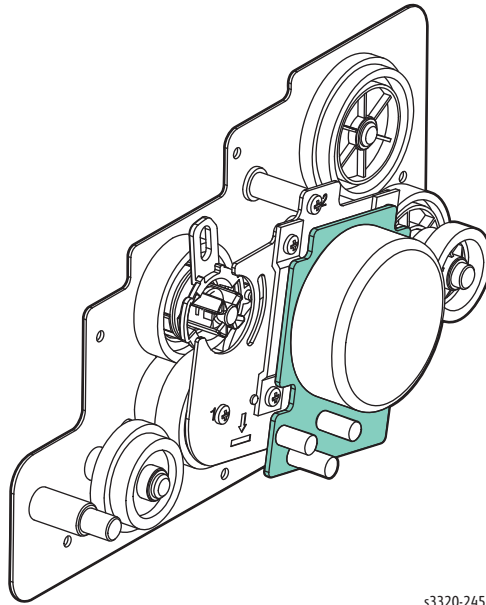
The controller detects the /HSYNC signal to adjust the vertical line of the image on paper. In other words, after the /HSYNC signal is detected, the image data is sent to the LSU to adjust the left margin on paper. The one side of the polygon mirror is one line for scanning.



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.



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.

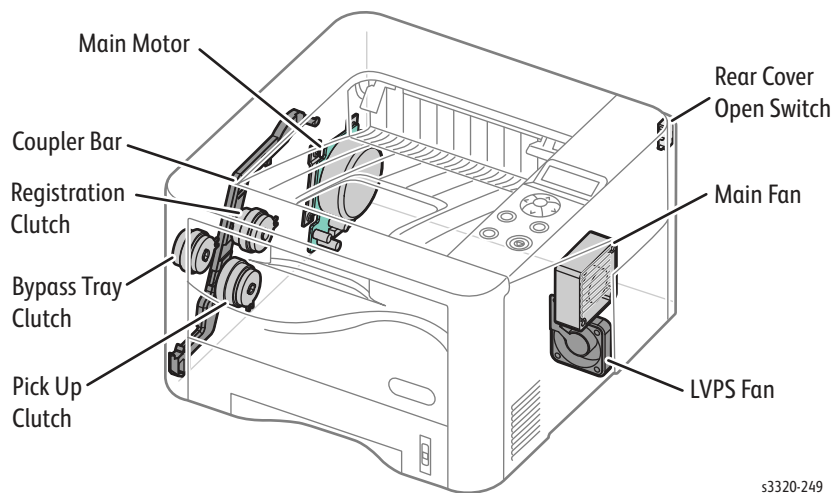
- Main Board  
The Main Board controls all modules required to print, that is, LSU, HVPS, SMPS, FAN, Fuser, FAX, and Scanner. The controller receives print data from the host through network or USB Port or fax, Scanner. It takes this information and generates printable video bitmap data. Engine and video control are combined.
- Control Panel Board - displays the status of the system using 16 x 2line LCD 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 3325 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 3320 Electrical Components

The following illustration shows the location of electrical components in the Phaser 3320.

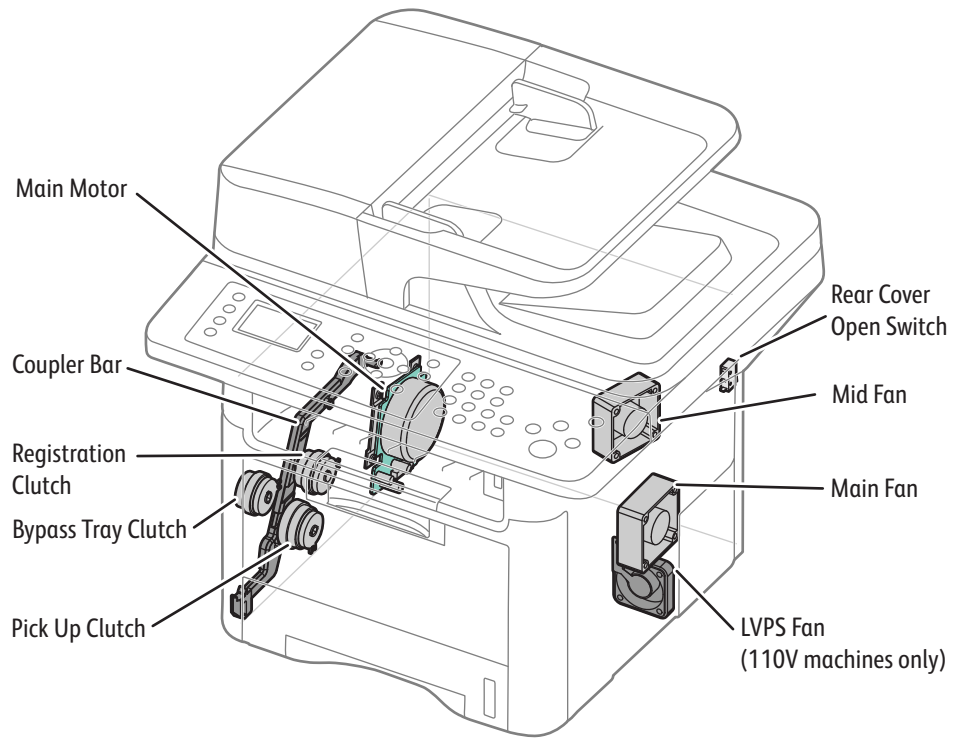


s3320-249



## Locations of WorkCentre 3315/3325 Electrical Components

The following illustration shows the location of electrical components in the WorkCentre 3315/3325.

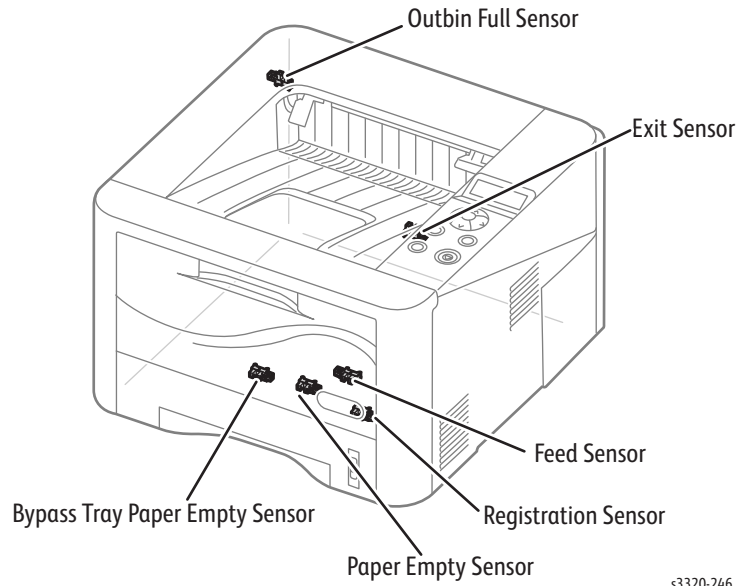


s3320-248

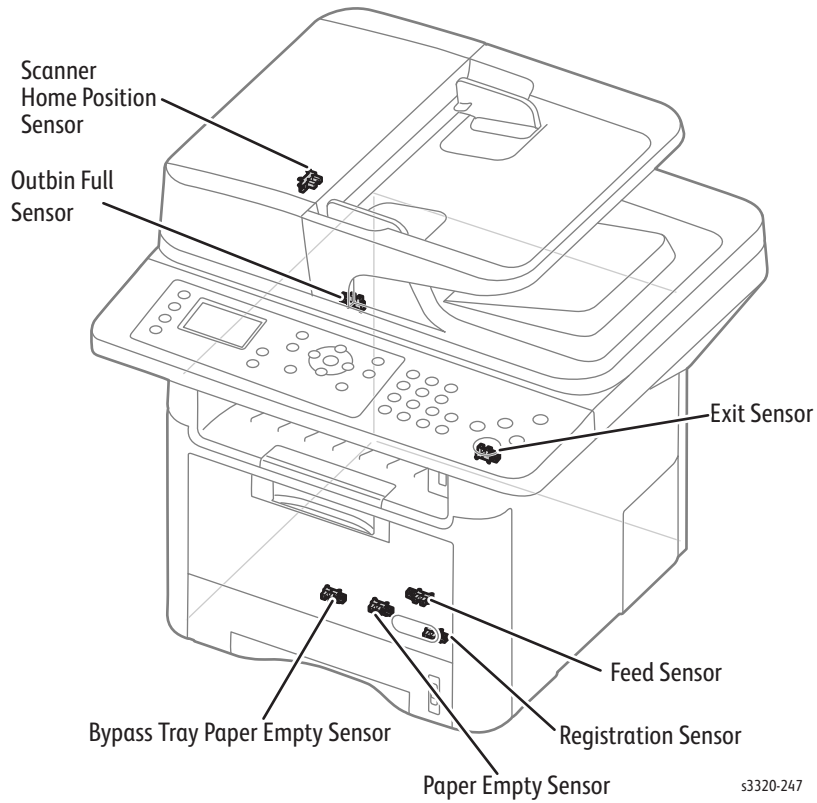
## Sensors

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 Print Cartridge, monitor toner density, stop printer activity if the Rear Door is open (interlock) and monitor fusing temperature.

## Locations of Phaser 3320 Sensors



## Locations of WorkCentre 3315/3325 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	Up to 90,000 pages
Retard Roller	Up to 60,000 pages
Transfer Roller	Up to 100,000 pages
Fuser (not customer replaceable)	Up to 90,000 pages
ADF Feed Roller Assembly	Approximately 20,000 sheets
ADF Separator Pad Assembly	Approximately 20,000 sheets
DADF Feed Roller Assembly	Approximately 80,000 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.

## Consumables

Consumables consist of a single Print Cartridge. The Print Cartridge (except starter cartridges) 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.

Print Cartridge	Phaser 3320	WorkCentre 3315MFP	WorkCentre 3325MFP
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 3320DN/DNI configurations.

Features	Phaser 3320DN/DNI
Processor Speed	600 MHz
Memory Configuration	128 MB
Maximum Memory	384 MB
Flash Memory	No
Print Speed (A4-size) from Tray 1 Simplex Phaser 3320DNI Duplex	37 ppm 17 ipm
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	3320DNI model only
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 3315/3325DN/DNI configurations

Features	WorkCentre 3315DN	WorkCentre 3325DN/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 3325DNI 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 3320	WorkCentre 3315/3325
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, Oficio, 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 3320	WorkCentre 3315/3325
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 Print 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 3320DN	170,000 pages or 5 years (whichever comes first)
	Phaser 3320DNI	220,000 pages or 5 years (whichever comes first)
	WorkCentre 3315	170,000 pages or 5 years (whichever comes first)
	WorkCentre 3325	220,000 pages or 5 years (whichever comes first)
Warm-Up Time From Sleep Mode	Phaser 3320DN	35 seconds
	Phaser 3320DNI	35 seconds
	WorkCentre 3315	As fast as 35 seconds
	WorkCentre 3325	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 3315: 20 ipm @ 300 dpi WorkCentre 3325: 24 ipm @ 300 dpi
Color	WorkCentre 3315: 6 ipm @ 300 dpi WorkCentre 3325: 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 3325 only)
Home	No
Network Scanning Protocol	FTP/SMB (WorkCentre 3325 only)
Mailbox	No
USB	Yes

## Copy Specifications

Characteristic	Specifications
Copy Speed (A4)	WorkCentre 3315: 31 ppm WorkCentre 3325: 35 ppm
First Copy Output Time	WorkCentre 3315: < 12 seconds WorkCentre 3325: < 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 3315 only

## General Information

Characteristic	Specifications
Max Copy Size (Platen)	A4
Max Copy Size (ADF/DADF)	Legal
Copy to Mailbox	No
Automatic Background Suppression	Yes
Darkness Control	Yes
ID Card Copy	Yes
Margin Shift	Yes
Book Copy	WorkCentre 3325 only (Platen only)
Book Copy with Center Erase	WorkCentre 3325 only (Platen only)
Edge Erase	WorkCentre 3325 only
Transparencies	No
Booklet	WorkCentre 3325 only
Multiple Up (N to 1)	2-up, 4-up
Clone	Yes
Job Interrupt	WorkCentre 3325 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 3320	WorkCentre 3315/3325
<b>Power Supply Voltage/Frequency</b>		
Line Voltages	110-127 VAC ± 10 % 220-240 VAC ± 10 %	110-127 VAC ± 10 % 220-240 VAC ± 10 %
Frequency Range	50/60 Hz ± 3 Hz	50/60 Hz ± 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 3320	WorkCentre 3315/3325
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 32° C (50 to 90° F)	
Operating Humidity (% RH)	20 to 80 % RH	
Operating Altitude	0 to 2,500 meters (8,200 feet)	
<b>Acoustic Noise LWA(B)</b>	<b>Sound Power Level (B)</b>	<b>Sound Pressure (dBA)</b>
Printing		
Phaser 3320DN	5.1 B	51dBA
Phaser 3320DNI	5.2 B	52 dBA
WorkCentre 3315	5.2 B	52 dBA
WorkCentre 3325	5.3 B	53 dBA
Copying		
WorkCentre 3315	5.4 B	54 dBA
WorkCentre 3325	5.4 B	54 dBA
Standby		
Phaser 3320	• <2.6 B	• <26dBA
WorkCentre 3315	• 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 3325	• 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
<b>Average Power Consumption</b>	<b>Phaser 3320</b>	<b>WorkCentre 3315/3325</b>
Operating	< 420 W	WorkCentre 3315: < 600 W WorkCentre 3325: < 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 3320DN/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)	<ul style="list-style-type: none"> <li>• Phaser 3320DN</li> <li>• Phaser 3320DNI</li> </ul>
	<ul style="list-style-type: none"> <li>• 11.2 kg (25.79 lbs.)</li> <li>• 11.2 kg (25.79 lbs.)</li> </ul>

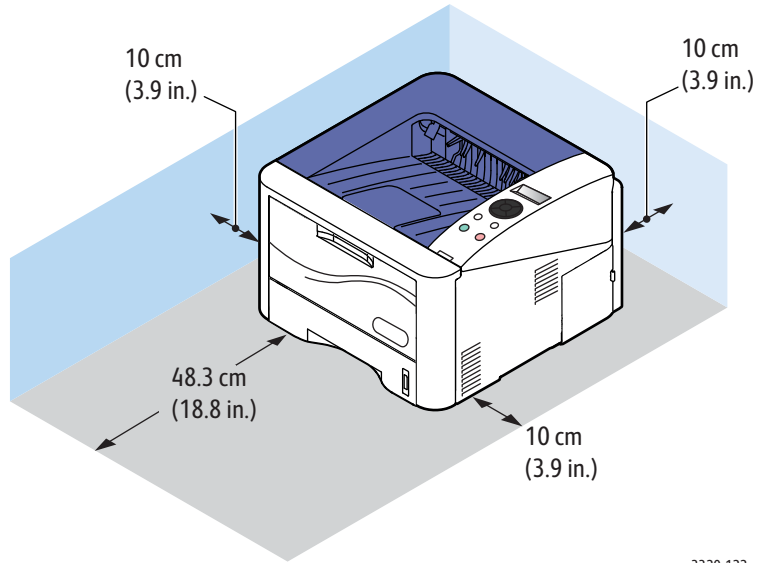
### WorkCentre 3315 Dimensions

Characteristic	Measurement
Height	417 mm (16.4 in.)
Height with 250-Sheet Feeder	563 mm (22.1 in.)
Width	424 mm (16.7 in.)
Depth	422 mm (16.6 in.)
Weight (base printer with consumables)	18.2 kg (40.12 lbs.)

### WorkCentre 3325 Dimensions

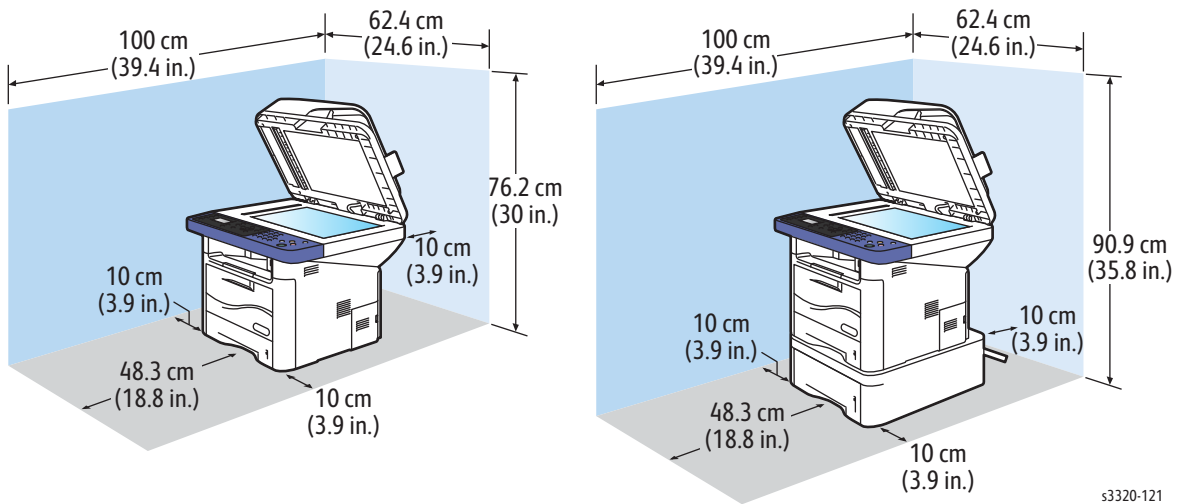
Characteristic	Measurement
Height	447 mm (17.6 in.)
Height with 250-Sheet Feeder	593.4 mm (23.4 in.)
Width	469 mm (18.5 in.)
Depth	458 mm (18.0 in.)
Weight (base MFP with consumables)	20.09 kg (44.29 lb.)

### Phaser 3320 Minimum Clearances



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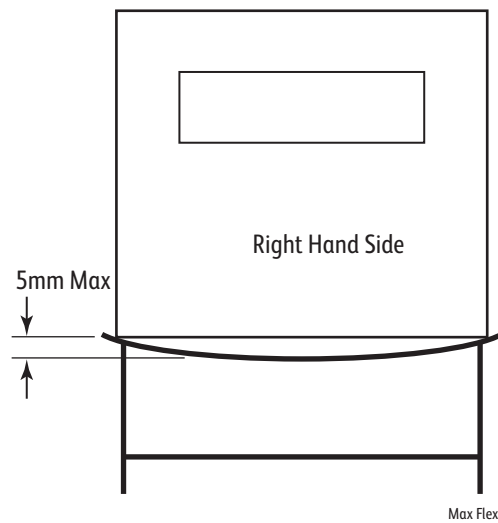
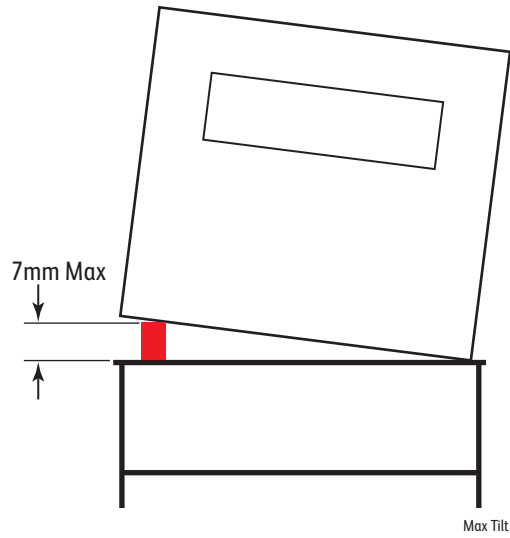
### WorkCentre 3315/3325 Minimum Clearances



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## 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.







# Error Troubleshooting

# 2

In this chapter...

- [Introduction](#)
- [Servicing Instructions](#)
- [Service Mode](#)
- [Phaser 3320 Service Mode](#)
- [WorkCentre 3315/3325 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 3320

1. On the Control Panel, press **Menu > Information**.
2. Select the option that you want and press the **OK** button.
  - **Demo page:** You can print the demo page to check whether your machine is printing properly or not.
  - **Configuration:** You can print a report on the machine's overall configuration to show various SW version and current machine settings status.
  - **Supplies Information:** You can print the supplies' information page to show consumable unit life status and toner status.

### Accessing Supplies Information on the WorkCentre 3315/3325

1. On the Control Panel, press the **Machine Status** button, then using the arrow buttons select **System Setup > Maintenance > Supplies Life**.

**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**.
2. Select the option you want and press the **OK** button.

**Supplies Info:** Prints the supply information page.  
**Total:** Displays the total number of pages printed.  
**ADF Scan:** Displays the number of pages printed by using the document feeder.  
**Platen Scan:** Displays the number of pages scanned by using scanner glass.
3. Press the **Stop/Clear button** to return to ready mode.

## Initial Actions

Some problems are easy to resolve. Use these steps 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 “Messages, Codes, and Procedures” on page 3-5 for 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 1-39 for additional information. Is the outlet turned off by a switch or breaker?
5. Does other electrical equipment plugged into the outlet operate?

## Display Problems

If the Control Panel is blank:

1. Turn Off the printer, wait 10 seconds, then turn On the printer.
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

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

1. Ensure that you place the document to be scanned face down from 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.

## ADF Problems

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.

## Fax Problems

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. The other fax machine may be turned off, out of paper, or cannot answer incoming calls. Speak with the other machine operator and ask her/him to sort out the problem.
4. The FAX mode should be selected.
5. Ensure that there is paper in the paper tray.
6. Ensure that the document is loaded in the ADF or on the document glass.
7. A noisy phone line can cause line errors.
8. Check your printer by making a copy.
9. The Print Cartridge may be empty. Replace the Print Cartridge.
10. The fax machine sending you the fax may be faulty.

## 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.

## 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.

## 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. Clean the Feed and Retard Rollers with a clean, dry, lint-free wipe.

## 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.



**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. 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.

# 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 Print 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 Print 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

The Phaser 3320 and WorkCentre 3315/3325 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. Use the arrow buttons to scroll through the menus and highlight the desired test. 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.



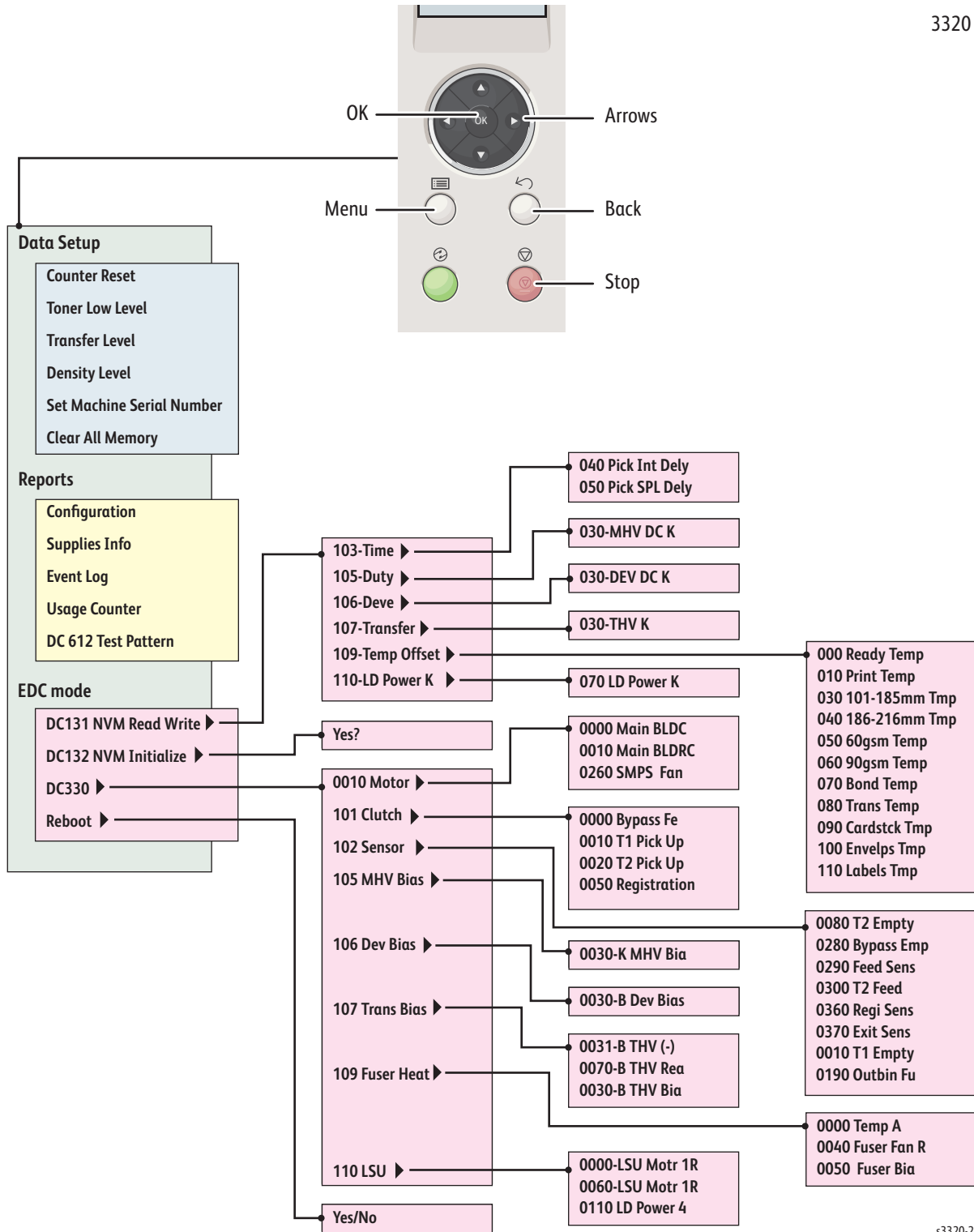
# Phaser 3320 Service Mode

## Entering Service Mode

To enter Service Mode, press **Menu**, **Back**, **Left Arrow**, **Right Arrow**, **OK**, **Cancel**, and then **Menu** in sequence.

# Phaser 3320 Service Mode Menu Map

3320



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## Service Mode Menu

The Service Mode menu consists of 3 high level menu items: Data Setup, Reports, and EDC Mode. The following tables describe the menu selections under each high level menu item.

### Data Setup

Level 2	Description
Counter Reset	Resets the counter of the selected component; Fuser, Pick Up Roller, Retard Roller, or Transfer Roller.
Toner Low Level	Sets the amount of toner that activates the Toner Low alarm. Can be set from 1 to 30%. Default is 10%.
Transfer Level	Adjusts the transfer voltage to improve ghosting or blurred images.
Density Level	Changes the density of the printed image by adjusting the bias voltage.
Set Machine Serial Number	Sets the serial number for the machine.
Clear All Memory	When selected all user defined presets and error messages are erased.

### Reports

Level 2	Description
Configuration	The Configuration Report shows software versions and current machine settings.
Supplies Info	The Supplies Information Report shows print cartridge information such as toner remaining, and toner capacity.
Event Log	The Event Log contains a listing of reported errors.
Usage Counter	The Usage Counter Report shows usage page counts since the last service date. It shows total counts of simplex print and duplex print.
DC 612 Test Pattern	This test prints one or all of the test patterns stored in ROM. These are used to evaluate printer performance and operation.

### EDC Mode

Level 2	Level 3	Level 4	Value	Description
DC131 NVM Read Write	103-Time	040 Pick Int Dely	0 to 100 msec	Change the time interval for paper pick-up.
		050 Pick SPL Dely	0 to 100 msec	Change the time interval for paper pick-up.
	105-Duty	030 - MHV DC K	50 to 900	Charger HV Black DC Duty.
	106-Deve	030 - DEV DC K	50 to 900	Deve DC Black.
	107-Transfer	030-THV K	50 to 900	Transfer1 HV Black Duty.

Level 2	Level 3	Level 4	Value	Description
	109-Temp Offset	000 Ready Temp	0 to 15	Target Temperature during standby mode.
		010 Print Temp	0 to 10	Target Temperature during run mode.
		030 101 - 185mm Tmp	0 to 15	Offset temperature required on thermistor B for paper width.
		040 186-216mm Tmp	0 to 15	Offset temperature required on thermistor B for paper width.
		050 60gsm Temp	0 to 15	Media type offset for fuser roll temperature.
		060 90gsm Temp	0 to 10	Media type offset for fuser roll temperature.
		070 Bond Temp	0 to 10	Media type offset for fuser roll temperature.
		080 Trans Temp	0 to 10	Media type offset for fuser roll temperature.
		090 Cardstck Tmp	0 to 10	Media type offset for fuser roll temperature.
		100 Envelps Tmp	0 to 10	Media type offset for fuser roll temperature.
	110 Labels Tmp	0 to 10	Media type offset for fuser roll temperature.	
	110-LD Power	070 LD Power K	50 to 900	Black LD Power at Normal Speed.
DC132 NVM Initialize	Yes?			Initializes the NVM back to Factory Default.
DC 330 Component Control	0010 Motor	0000 Main BLDC	On[Off]	Main BLDC Motor is On/Off.
		0010 Main BLDC	High[Low]	Detect if Main BLDC Motor runs at normal speed.
		0260 SMPS Fan	High[Low]	Start/Stop Developer Fan running.
	101 Clutch	0000 Bypass Fe	On[Off]	Engages drive to pick up a paper from Bypass Tray (MP Tray).
		0010 T1 Pick Up	On[Off]	Engages drive to pick up a paper from Tray 1.
		0020 T2 Pick Up	On[Off]	Engages drive to pick up a paper from Tray 2. (Optional)
		0050 Registration	On[Off]	Engages drive to registration rollers.
	102 Sensor	0080 T2 Empty	High[Low]	Detect when paper is in Tray 2.
		0280 Bypass Emp	High[Low]	Detects when paper is in Bypass Tray (MP Tray).

Level 2	Level 3	Level 4	Value	Description
		0290 Feed Sens	High[Low]	Detects when a paper is at Feed Sensor.
		0300 T2 Feed	High[Low]	Detect when a paper is at T2 Feed sensor. (Optional Tray 2)
		0360 Regi Sens	High[Low]	Detect when a paper is at Registration Sensor. <b>(High with paper)</b>
		0370 Exit Sens	High[Low]	Detect when a paper is at the Exit Sensor.
		0010 T1 Empty	High[Low]	Detect when paper is in Tray 1.
		0190 Outbin Fu	High[Low]	Detects if paper in the Outbin is elevated to the sensor.
	105 MHV Bias	0030-K MHV Bia	On[Off]	Black MHV bias voltage on at normal drive level.
	106 Dev Bias	0030 - B Dev Bias	On[Off]	Black Dev bias voltage on at normal drive level.
	107 Trans Bias	0031 -B THV (-)	On[Off]	Black THV bias voltage on at normal drive level.
		0070-B THV Rea	Numeric 3 digits	Detect what the THV value is on the THV Roller.
		0030-B THV Bia	On[Off]	Black THV bias voltage on at normal drive level.
	109 Fuser Heat	0000 Temp A	Numeric 3 digits	Detects what the temperature A is on fuser.
		0040 Fuser Fan R	On[Off]	Fuser Fan Motor On/Off.
		0050 Fuser Bia	On[Off]	Fuser bias voltage on at normal drive level.
	110 LSU	0000- LSU Motr 1R	High[Low]	Detects if LSU motor 1 runs at normal speed.
		0060- LSU Motr 1R	On[Off]	Turns LSU motor 1 On/Off.
		0110 LD Power 4	On[Off]	LSU LD4 Power On/Off (black).
Reboot	[Yes/No]			Reboots the printer.

# WorkCentre 3315/3325 Service Mode

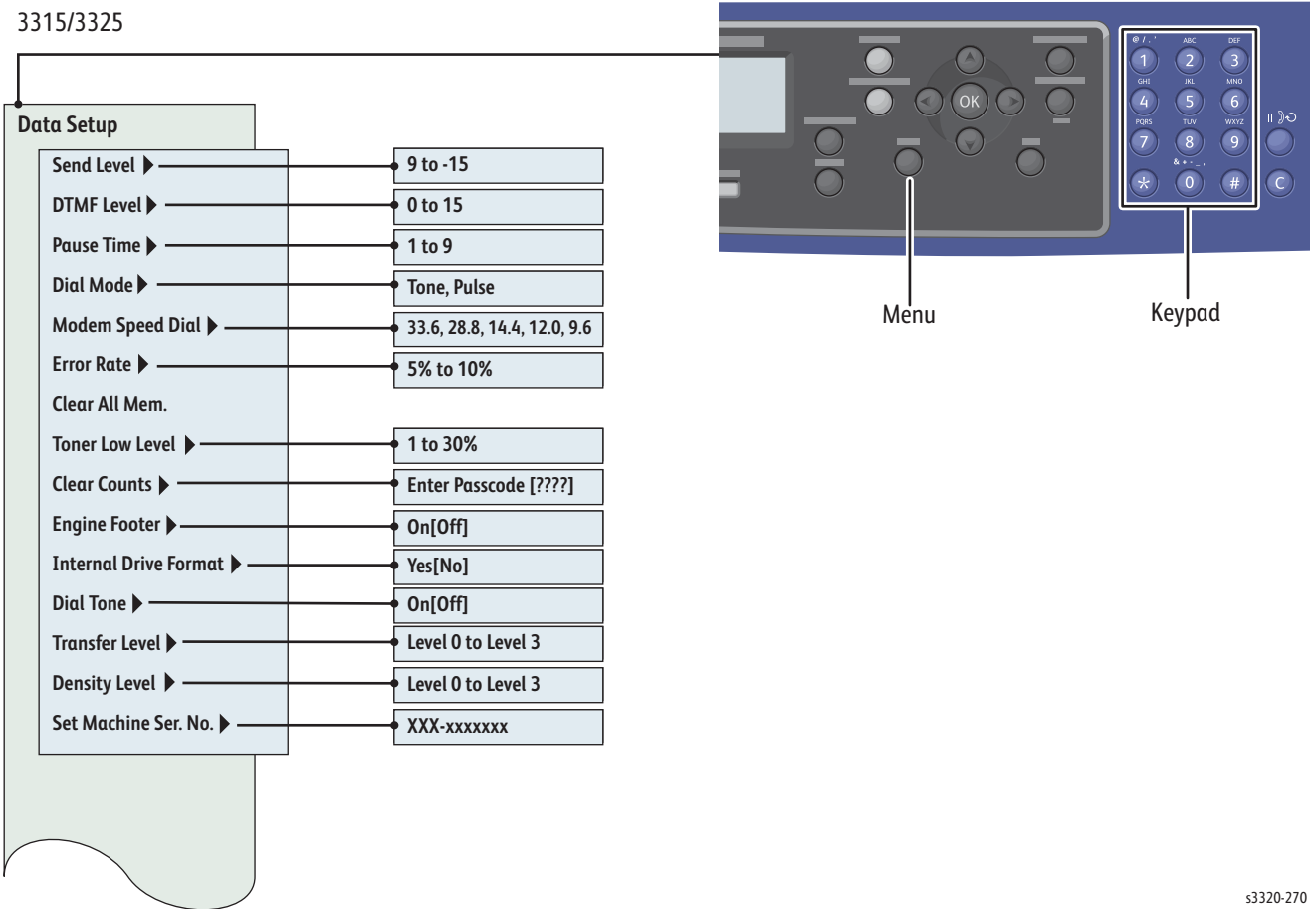
## Entering Service Mode

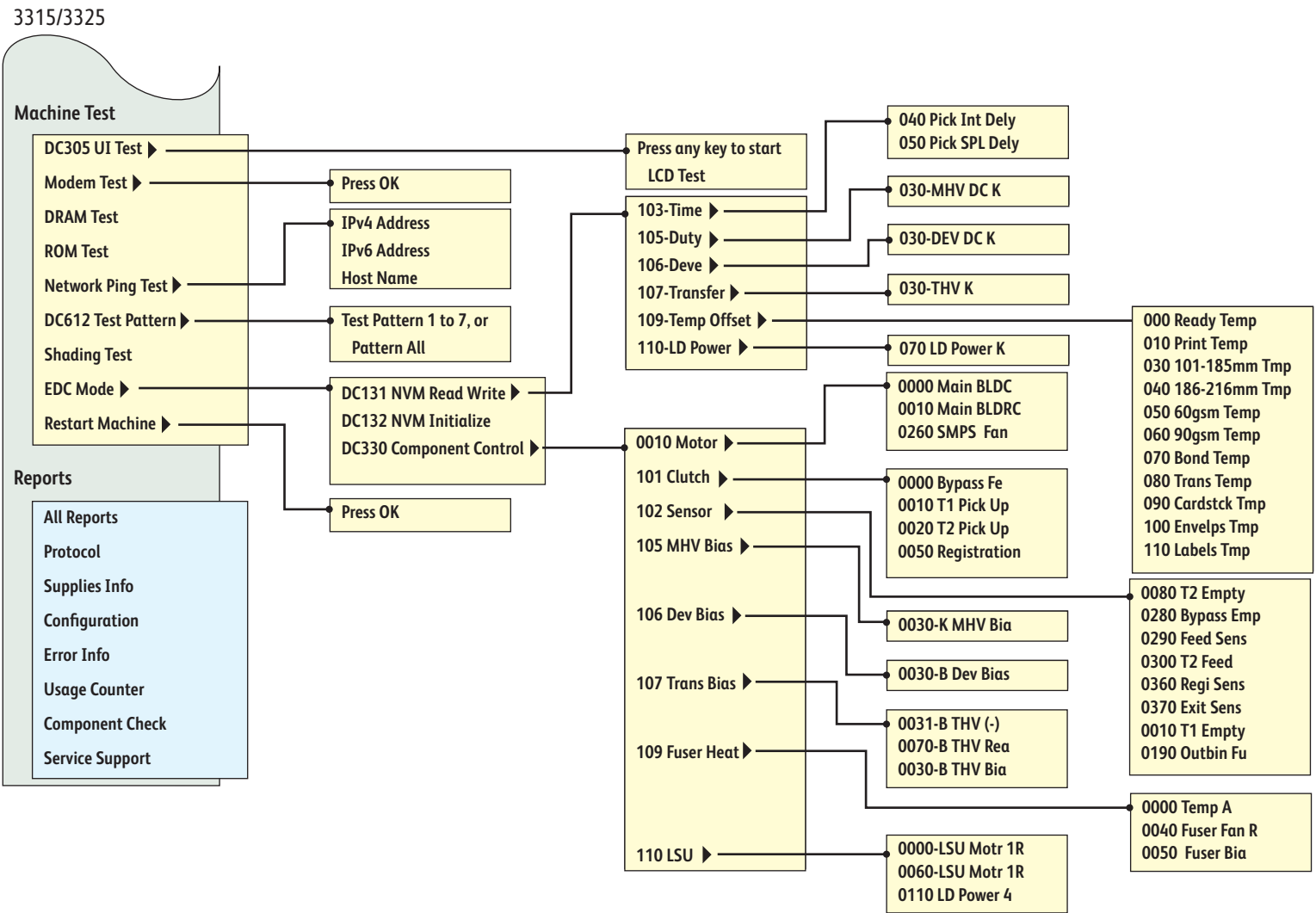
To enter Service Mode, press **Menu, #, 1, 9, 3, 4** and then OK in sequence.

## WorkCentre 3315/3325 Service Mode Menu Map

The Service Mode menu consists of 3 high level menu items: **Data Setup, Machine Test, and Reports.** The following tables describe the menu selections under each high level menu item.

s3320-270





s3320-271



## Data Setup

Level 2	Level 3	Description
Send Level	9 to -15	Sets the level of the transmission signal. Typically, the Tx level should be under -12 dBm. <b>CAUTION:</b> The Send Level is set at the best condition for the factory environment. Never change settings arbitrarily.
DTMF Level	0 to 15	This sets the value of the High level tone and low level tone at DTMF mode. (Not dial mode)
Pause Time	1 to 9	Sets the delay time when a pause is input at auto dial.
Dial Mode	Tone, Pulse	Sets the dial method: Tone, or Pulse.
Modem Speed Dial	33.6, 28.8, 14.4, 12.0, 9.6	Sets the maximum modem speed. When communicating with a slower modem, the modem speed is automatically set to the lower speed. It is best set 33.6Kbps as default setting.
Error Rate	5 % to 10 %	When the error rate is about to exceed the set value, the Baud rate automatically adjusts to 2400 bps. This ensures that the error rate remains below the set value.
Clear All Mem.		This function resets the system to factory default settings. All the information set by the user is erased. <b>Note:</b> Always perform a memory clear after replacing the Main Board, otherwise, the system may not operate properly.
Toner Low Level	1 to 30 %	Sets the amount of toner that activates the Toner Low alarm. Can be set from 1 to 30 % . Default is 10 % .
Clear Counts	Enter Passcode [????]	Resets the counter of the selected component: Fuser, Pick Up Roller, Retard Roller, or Transfer Roller.
Engine Footer	On[Off]	This function is for monitoring the engine status. When On, the engine footer is printed on the bottom of each printed page.
Internal Drive Format	Yes[No]	When Yes is selected, the internal drive is formatted.
Dial Tone	On[Off]	Turns audio monitor On/Off.
Transfer Level	Level 0, Level 1, Level 2, Level 3	Adjusts the transfer voltage to improve ghosting or blurred images.
Density Level	Level 0, Level 1, Level 2, Level 3	Changes the density of the printed image by adjusting the bias voltage.
Set Machine Serial Number	XXX-xxxxxx	Sets the serial number of the machine.

## Machine Test

Level 2	Level 3	Description
DC305 UI Test	Press any key to start LCD test	Performs a test on the LCD.

Level 2	Level 3	Description
Modem Test	Press OK	Use this feature to hear various transmission signals to the telephone line from the modem. If no transmission signal sound is heard, it means the modem part of the mainboard malfunctioned.
Dram Test		Performs a check on the DRAM and reports its status.
ROM Test		Displays the ROM value.
Network Ping Test	IPv4 Address IPv6 Address Host Name	Use this test to check network connectivity.
DC612 Test Pattern	Test Pattern 1 to 7, or Pattern All	Prints the selected test pattern.
Shading Test		This test is used to optimize scan quality. If the copy image quality is poor, perform this test to check the condition of the Scanner Contact Image Sensor. When the scan unit becomes dirty, it can alter the shading value. If copies have black lines or are blurred, adjust the shading setting.
EDC Mode	DC131 NVM Read Write DC132 NVM Initialize DC 330 Component Control	Use these 3 sub menu selections to check the status of the components in the machine. See <a href="#">EDC Mode</a> on page 2-19.
Restart Machine	[Yes/No]	Reboots the printer.

## EDC Mode

Level 3	Level 4	Level 5	Value	Description
DC131 NVM Read Write	103-Time	040 Pick Int Dely	0 to 100 msec	Change the time interval for paper pick-up.
		050 Pick SPL Dely	0 to 100 msec	Change the time interval for paper pick-up.
	105-Duty	030 - MHV DC K	50 to 900	Charger HV Black DC Duty
	106-Deve	030 - DEV DC K	50 to 900	Deve DC Black
	107-Transfer	030-THV K	50 to 900	Transfer1 HV Black Duty
	109-Temp Offset	000 Ready Temp	0 to 15	Target Temperature during standby mode.
		010 Print Temp	0 to 10	Target Temperature during run mode.
		030 101 - 185mm Tmp	0 to 15	Offset temperature required on thermistor B for paper width.
		040 186-216mm Tmp	0 to 15	Offset temperature required on thermistor B for paper width.
		050 60gsm Temp	0 to 15	Media type offset for fuser roll temperature.
		060 90gsm Temp	0 to 10	Media type offset for fuser roll temperature.
		070 Bond Temp	0 to 10	Media type offset for fuser roll temperature.
		080 Trans Temp	0 to 10	Media type offset for fuser roll temperature.
		090 Cardstck Tmp	0 to 10	Media type offset for fuser roll temperature.
100 Envelps Tmp		0 to 10	Media type offset for fuser roll temperature.	
		110 Labels Tmp	0 to 10	Media type offset for fuser roll temperature.
	110-LD Power	070 LD Power K	50 to 900	Black LD Power at Normal Speed.
DC132 NVM Initialize				Initializes the NVM.
DC 330 Component Control	0010 Motor	0000 Main BLDC	On[Off]	Main BLDC Motor is On/Off.
		0010 Main BLDC	High[Low]	Detect if Main BLDC Motor runs at normal speed.
		0260 SMPS Fan	High[Low]	Start/Stop Developer Fan running.
	101 Clutch	0000 Bypass Fe	On[Off]	Engages drive to pick up a paper from Bypass Tray (MP Tray).

Level 3	Level 4	Level 5	Value	Description
		0010 T1 Pick Up	On[Off]	Engages drive to pick up a paper from Tray 1.
		0020 T2 Pick Up	On[Off]	Engages drive to pick up a paper from Tray 2. (Optional)
		0050 Registration	On[Off]	Engages drive to registration rollers.
	102 Sensor	0080 T2 Empty	High[Low]	Detect when paper is in Tray 2.
		0280 Bypass Emp	High[Low]	Detects when paper is in Bypass Tray (MP Tray).
		0290 Feed Sens	High[Low]	Detects when a paper is at Feed Sensor.
		0300 T2 Feed	High[Low]	Detect when a paper is at T2 Feed Sensor. (Optional Tray 2)
		0360 Regi Sens	High[Low]	Detect when a paper is at Registration Sensor.
		0370 Exit Sens	High[Low]	Detect when a paper is at the Exit Sensor.
		0010 T1 Empty	High[Low]	Detect when paper is in Tray 1.
		0190 Outbin Fu	High[Low]	Detects if paper in the Outbin is elevated to the sensor.
	105 MHV Bias	0030-K MHV Bia	On[Off]	Black MHV bias voltage on at normal drive level.
	106 Dev Bias	0030 - B Dev Bias	On[Off]	Black Dev bias voltage on at normal drive level.
	107 Transfer Bias	0031 -B THV (-)	On[Off]	Black THV bias voltage on at normal drive level.
		0070-B THV Rea	Numeric 3 digits	Detect what the THV value is on the THV Roller.
		0030-B THV Bia	On[Off]	Black THV bias voltage on at normal drive level.
	109 Fuser Heat	0000 Temp A	Numeric 3 digits	Detects what the temperature A is on fuser.
		0040 Fuser Fan R	On[Off]	Fuser Fan Motor On/Off.
		0050 Fuser Bia	On[Off]	Fuser bias voltage on at normal drive level.
	110 LSU	0000- LSU Motr 1R	High[Low]	Detects if LSU motor 1 runs at normal speed.
		0060- LSU Motr 1R	On[Off]	Turns LSU motor 1 On/Off.
		0110 LD Power 4	On[Off]	LSU LD4 Power On/Off (black)

## Reports

Level 2	Description
All Reports	Prints all reports.
Protocol	The Protocol Report shows the sequence of the CCITT group 3 T.30 protocol during the most recent sending or receiving operation. Use this list to check for send and receive errors.
Supplies Info	The Supplies Information Report shows print cartridge information such as toner remaining, and toner capacity.
Configuration	The Configuration Report shows the status of the user-selectable options. You may print this list to confirm your changes after changing settings. This page provides useful information for service.
<b>Error Info</b>	<b>The Error Info Report contains a listing of reported errors.</b>
Usage Counter	The Usage Counter Report shows usage page counts since the last service date. It shows total counts of simplex print and duplex print.
Component Check	The Component Check Report shows the results of tests performed while in Service Mode.
Service Support	The Customer Assistance Report shows the country setting procedure, F/W upgrade procedure, and the procedure for printing a Test Pattern page.

# 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	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.	page 2-28
05-600	Original Paper Jam  Paper jam inside of Doc Feeder.	Occurs when one or more sensors are on when power is on. Paper in the DADF paper path when at power up.	Open ADF/DADF Cover and remove jammed media.	page 2-28
05-900	Original Paper Jam  Paper jam inside of Doc Feeder.	A jam occurred near the top of the Duplex Assembly.	Open the Rear Door and remove the jammed paper. Remove the Duplex Unit and check for jammed paper.	page 2-30
07-130	Paper Jam 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.	page 2-31
07-230	Paper Jam 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. Power the printer Off and then On.	page 2-32

<b>Error</b>	<b>Error Message</b>	<b>Cause</b>	<b>Initial Action</b>	<b>Go To</b>
07-530	Paper Jam in Bypass	Occurs when the machine detects non-feeding from the Bypass Tray.	Remove the jam from Bypass Tray. Cycle printer power.	page 2-33
08-100	Jam inside machine	Paper jam in the Registration area.	Open the Front Cover and remove the Print Cartridge to remove the jam. Cycle printer power.	page 2-34
08-500	Jam in exit area	Paper jam in the Fuser area.	Open the Rear Cover and remove the jam. Open the Fuser Exit door and remove jam.	page 2-35
08-600	Jam bottom of duplex	Paper jam near the bottom of the Duplex Assembly.	Open the Rear Door and remove the jam. Remove the Duplex Unit and check for a jam.	page 2-30
08-610	Jam top of duplex	Paper jam near the top of the Duplex Assembly.	Open the Rear Door and remove the jam. Remove the Duplex Unit and check for a jam.	page 2-30
<b>Tray and Media Errors</b>				
01-100	Door is open Close it	The Front Cover or Rear Door is open.	Close an latch the door.	page 2-31
07-110	Tray 1 Empty	No paper in Tray 1	Load paper in Tray 1.	page 2-37
07-210	Tray 2 Empty	No paper in Tray 2	Load paper in Tray 2.	page 2-38
07-220	Tray 2 is open.	Tray 2 is open.	Close Tray 2 until it locks into place.	page 2-36
07-500	Bypass Empty	The Bypass Tray is empty.	Load the Bypass Tray.	page 2-39
08-700	Output Bin full. Remove Paper	The Output Bin Full sensor detected tray is 90 % full.	Remove prints from the Output Tray.	page 2-40
<b>Print Cartridge Errors</b>				
09-100	Toner Low	Toner is almost empty. Toner may be low or Toner may be unevenly distributed.	Remove the Print Cartridge and roll the cartridge six times to redistribute the toner.	page 2-41
09-350	Replace Print Cart.	The Print Cartridge is near the end of life. Error displayed when the machine encounters the Print Cartridge life based on a set number of printed pages.	Change the Print Cartridge only when "REPLACE Print Cartridge" is displayed in the LCD.	page 2-42
09-450	Replace Print Cart.	The Print Cartridge is at end of life.	Replace the Print Cartridge.	page 2-42

Error	Error Message	Cause	Initial Action	Go To
09-550	Print Cartridge not installed <i>or</i> Install Print Cart.	Print Cartridge is not installed.	Remove and reseal the Print Cartridge.	page 2-43
09-800  09-820	Invalid Print Cartridge <i>or</i> Invalid Print Cartridge. Install Xerox Print Cart.	The Print Cartridge is not for this printer.	Ensure the Print Cartridge is the correct part. Replace with a Genuine Xerox Print Cartridge.	page 2-44
<b>Fuser Errors</b>				
01-110	Rear Door Open	The Rear Door is not securely latched.	Latch the Rear Door.	page 2-45
10-100 10-200	Open Fuser error Low Heat error	The Fuser did not reach a Ready temperature during operation.	Plug the printer directly into the wall outlet.	page 2-46
10-300	Over Heat error	The Fuser exceeded temperature set points.	Check the Fuser and Fan vents for debris.	page 2-47
<b>Motor Errors</b>				
04-500	Motor Error Turn off then on	Main motor not running.	Replace the Main Drive Motor (page 4-51). If fault persists, replace the Main Board (page 4-55).	page 2-48
<b>Laser Unit Errors</b>				
06-100	LSU Motor Error	The LSU could not reach the READY state within the defined time.	Turn the printer on and then off and then check to see if the error persists.	page 2-49
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.	page 2-49
<b>Fax Communication and Configuration Errors</b>				
20-100	Fax Comm Error	A problem with the facsimile communications has occurred.	Try resending the fax.	page 2-51
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.	page 2-50
20-400	Line Busy	The remote FAX did not answer.	Try again.	page 2-50



Error	Error Message	Cause	Initial Action	Go To
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.	page 2-50
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.	page 2-50
20-550	Memory Full	Available Fax Memory is getting low.	Fax Memory is almost full. Print or remove received fax Job.	page 2-50
20-600	No answer.	When the machine could not connect to the remote machine after Completion of redial up to redial counter in system data. The remote machine did not answer after all the redial attempts.	Try again. Make sure the remote machine is OK.	page 2-50
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.	page 2-50
20-900	Retry Redial	The machine is waiting for the programmed interval to automatically redial.	Press <b>Start</b> to immediately redial, or <b>Stop</b> to cancel the redial operation.	page 2-50

Error	Error Message	Cause	Initial Action	Go To
<b>Network Configuration Errors</b>				
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.	page 2-52
17-200	Network Problem	Network cable is not connected.	Connect network cable.	page 2-52
17-562 17-563	No LUI message required	Machine is unable to contact the remote Xerox Smart eSolutions Communication Server.	Review Smart eSolutions settings.	page 2-53
17-700	BOOTP problem	BOOPT error and Auto IP is working.	Input new static IP address or correct the BOOTP server address.	page 2-54
17-710	BOOTP problem	BOOPT error and Auto IP is not working.	Input new static IP address or correct the BOOTP server address.	page 2-54
17-800	DHCP problem	DHCP error and Auto IP is working.	Input new static IP address or correct the DHCP server address.	page 2-54
17-810	DHCP problem	DHCP error and Auto IP is not working.	Input new static IP address or correct the DHCP server address.	page 2-54
17-900	802.1x Network Error	802.1X Authentication failed.	Ensure the 802.1X EAP Type, Username and Password for the Machine, Authentication Switch and Authentication Server match.	page 2-54
<b>Scan to Email Errors</b>				
Errors that occur when scanning to email.				page 2-55
<b>System Errors</b>				
03-410	Load A4 in Tray 1 <i>or</i> 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. Verify tray guide settings.	page 2-57
03-420	Load A4 In Tray2 <i>or</i> 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. Verify tray guide settings.	page 2-57

Error	Error Message	Cause	Initial Action	Go To
03-450	Load A4 In Bypass <i>or</i> Paper mismatch Tray 1 Load [A4] [Plain]	Paper Color mismatch. Paper Type mismatch. Paper Size mismatch.	If printing from PC, ensure print driver and tray guide settings match. Verify tray guide settings.	page 2-57
03-600	Memory Failure	Memory access failure.	Cycle printer power. Reseat Memory DIMM(s). If necessary, replace the Main Board (page 4-55).	page 2-58
03-602	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 (page 4-55).	page 2-58
03-800	Check Internal Drive	An internal drive failure occurred.	Replace the Main Board (page 4-55).	page 2-58
<b>Scanner Errors</b>				
05-920	Scanner door Open	DADF Top Cover open.	Close the DADF Top Cover.	page 2-59
14-100	Scanner Lock	Scanner lock error occurred.	Replace the Scanner Contact Image Sensor (page 4-91).	page 2-59

## 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
- 05-600: 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, PL8.12.2</li> <li>• ADF Pick Up Assembly, PL7.1.2</li> <li>• ADF Paper Path Assembly, PL7.1.3</li> <li>• DADF Feed Roller, PL8.2.14</li> <li>• DADF Rubber Unit, PL8.3.2</li> <li>• DADF Lifting Solenoid, PL8.4.8</li> <li>• DADF Feed Sensor, PL8.3.24</li> <li>• DADF Registration Sensor, PL8.2.13</li> <li>• DADF Drive, PL8.1.5</li> <li>• ADF Drive, PL7.1.4</li> <li>• DADF Assembly, PL8.1.0</li> <li>• ADF Assembly, PL7.1.0</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">WorkCentre 3315 System Wiring</a> on page 7-25</li> <li>• <a href="#">WorkCentre 3315 Scanner</a> on page 7-30</li> <li>• <a href="#">WorkCentre 3325 System Wiring</a> on page 7-31</li> <li>• <a href="#">WorkCentre 3325 Scanner and DADF</a> on page 7-36</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 2.	Close the ADF/DADF Cover and go to step 2.
2.	Does the error persist?	Go to step 3.	Complete.
3.	Reseat P/J3 on the Main Board. Does the error persist?	Go to step 4.	Complete.
4.	Does the ADF/DADF feed the document?	Go to step 5.	Go to step 7.
5.	Check the media path. Is there debris in the media path?	Remove the debris and go to Step 6.	Go to step 7.
6.	Does the error persist?	Go to step 7.	Complete.

Step	Actions and Questions	Yes	No
7.	Clean the DADF Feed Roller, or clean the ADF Pick Up Assembly rollers. Do the rollers rotate smoothly?	Go to step 8.	Replace the DADF Feed Roller (page 4-114) or ADF Pick Up Assembly (page 4-126), and go to step 8.
8.	Does the error persist?	Go to step 9.	Complete.
9.	Replace the DADF Pick Up Unit (page 4-99) or the ADF Paper Path Assembly (page 4-127). Does the error persist?	If troubleshooting a WorkCentre 3325, go to step 10. If troubleshooting a WorkCentre 3315, go to step 12.	Complete.
10.	Replace the DADF Lifting Solenoid (page 4-120). Does the error persist?	Replace the DADF Rubber Unit (page 4-123) and go to step 11.	Complete.
11.	Replace the DADF Feed Sensor (page 4-109). Does the error persist?	Replace the DADF Registration Sensor (page 4-109) and go to step 12.	Complete.
12.	Does the error persist?	Replace the DADF Drive Unit (page 4-103) or the ADF Drive and go to step 13.	Complete.
13.	Does the error persist?	Replace the DADF Assembly (page 4-97) or the ADF Assembly (page 4-124).	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
- 08-610: Jam top 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 4.1.0</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Phaser 3320 System Wiring</a> on page 7-20</li> <li>• <a href="#">WorkCentre 3315 System Wiring</a> on page 7-25</li> <li>• <a href="#">WorkCentre 3325 System Wiring</a> on page 7-31</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 (page 4-6).	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 Clutch, PL3.1.46</li> <li>• Pick Up Roller, PL3.1.117</li> <li>• Feed Drive Assembly, PL3.6.0</li> <li>• Feed Roller, PL3.1.103</li> <li>• Retard Roller, PL5.1.23</li> <li>• Base Plate Pad, PL5.1.21</li> <li>• Tray 1, PL5.1.0</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Phaser 3320 System Wiring</a> on page 7-20</li> <li>• <a href="#">Phaser 3320 Drive</a> on page 7-21</li> <li>• <a href="#">WorkCentre 3315 System Wiring</a> on page 7-25</li> <li>• <a href="#">WorkCentre 3325 System Wiring</a> on page 7-31</li> <li>• <a href="#">WorkCentre 3325 Drive</a> on page 7-32</li> </ul>

### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Send a print job to the printer while pushing the Paper Empty Sensor. Does the Pick Up Roller rotate normally?	Go to step 4.	Go to step 2.
2.	Replace the Pick Up Clutch (page 4-32). Does the error persist?	Replace the Feed Drive Assembly (page 4-31) and go to step 3.	Complete.
3.	Does the error persist?	Go to step 4.	Complete.
4.	Clean and inspect the Pick Up Roller, replace if damaged (page 4-36). Does the error persist?	Go to step 5.	Complete.
5.	Clean and inspect the Feed Roller, replace if damaged (page 4-29). Does the error persist?	Go to step 6.	Complete.

Step	Actions and Questions	Yes	No
6.	Replace the Tray 1 Retard Roller (page 4-23). Does the error persist?	Go to step 7.	Complete.
7.	Check the Base Plate Pad. Is the Base Plate Pad installed correctly?	Go to step 8.	Trim or replace the Base Plate Pad.
8.	Replace Tray 1.	Complete.	

## 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, PL12.1.18</li> <li>• Optional Tray Feed Clutch, PL12.1.21</li> <li>• Optional Tray Drive Assembly, PL12.1.16</li> </ul>	<a href="#">Phaser 3320 System Wiring</a> on page 7-20 <a href="#">WorkCentre 3315 System Wiring</a> on page 7-25 <a href="#">WorkCentre 3325 System Wiring</a> on page 7-31

### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Remove the Optional Tray Registration Clutch (page 4-139). Does the error persist?	Go to step 2.	Complete.
2.	Replace the Optional Tray Feed Clutch (page 4-139). Does the error persist?	Replace the Optional Tray Drive Assembly (page 4-137) and go to step 3.	Complete.



Step	Actions and Questions	Yes	No
3.	Does the error persist?	Go to step 4.	Complete.
4.	Replace the Optional Tray Feeder Board (page 4-142). Does the error persist?	Replace Optional Tray 2.	

## 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, PL3.1.46</li> <li>• Feed Drive Assembly, PL3.6.0</li> <li>• Pick Up Roller. PL3.1.117</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Phaser 3320 System Wiring</a> on page 7-20</li> <li>• <a href="#">Phaser 3320 Drive</a> on page 7-21</li> <li>• <a href="#">WorkCentre 3315 System Wiring</a> on page 7-25</li> <li>• <a href="#">WorkCentre 3315 Drive</a> on page 7-26</li> <li>• <a href="#">WorkCentre 3325 System Wiring</a> on page 7-31</li> <li>• <a href="#">WorkCentre 3325 Drive</a> on page 7-32</li> </ul>

### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Clean and inspect the Pick Up Roller and replace if damaged (page 4-36). Does the error persist?	Go to step 2.	Complete.

Step	Actions and Questions	Yes	No
2.	Print the Supply Information report and check the life remaining of the Bypass Tray Pick Up Assembly and the Bypass Tray Retard Roller: Phaser 3320: <b>Menu &gt; Information Supplies Info.</b> WorkCentre 3315/3325: <b>Machine Status &gt; System Setup &gt; Maintenance &gt; Supplies Life.</b> Are either at or near end of life?	Replace the appropriate part: <ul style="list-style-type: none"> <li>• Bypass Tray Retard Roller (page 4-26)</li> <li>• Pick Up Assembly (page 4-27).</li> </ul>	Go to step 3.
3.	Send a print job to the printer while pushing the Paper Empty Sensor. Does the Pick Up Roller rotate normally?	Complete.	Go to step 4.
4.	Replace the Pick Up Clutch (page 4-32). Does the error persist?	Replace the Feed Drive Assembly (page 4-31) and go to step 3.	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, PL3.1.18</li> <li>• Registration Sensor, PL3.1.18</li> <li>• Main Drive Assembly, PL3.5.0</li> <li>• Main Board. PL1.0.11 (Phaser 3320), PL6.1.6 (WorkCentre 3315/3325)</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Phaser 3320 System Wiring</a> on page 7-20</li> <li>• <a href="#">Phaser 3320 Drive</a> on page 7-21</li> <li>• <a href="#">WorkCentre 3315 System Wiring</a> on page 7-25</li> <li>• <a href="#">WorkCentre 3315 Drive</a> on page 7-26</li> <li>• <a href="#">WorkCentre 3325 System Wiring</a> on page 7-31</li> <li>• <a href="#">WorkCentre 3325 Drive</a> on page 7-32</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.	Check if the Feed Sensor and the Registration Sensor are connected properly or damaged. Replace if damaged (page 4-78). Does the error persist?	Go to step 3.	Complete.
3.	Clean the Registration Roller. Does the error persist?	Replace the Main Drive Assembly (page 4-49) and go to step 4.	Complete.
4.	Does the error persist?	Replace the Main Board (page 4-55).	

### 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. Does the Exit Sensor operate correctly?	Go to step 3.	Replace the Exit Sensor (page 4-82).
3.	Inspect Fuser for damage. The Fuser is undamaged.	Inspect the Exit Roller and Rear Frame. Replace if necessary.	Replace the Fuser (page 4-39).

## Tray and Media Errors

### Door is Open

The Front Door or Rear Door is open.

#### Applicable Errors

- 01-100: Door is open
- 07-220: Tray 2 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, PL3.1.5</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Phaser 3320 HVPS, LVPS, Laser, and Fuser</a> on page 7-22</li> <li>• <a href="#">WorkCentre 3315 HVPS, LVPS, Laser Unit, and Fuser</a> on page 7-27</li> <li>• <a href="#">WorkCentre 3325 HVPS, LVPS, Laser Unit, and Fuser</a> on page 7-33</li> </ul>

#### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Reseat P/J18 on the Main Board and P/J4 on the LVPS. Does the error persist?	Go to step 2.	Complete.
2.	Check the cover open switch for damage. Repair if damaged. Does the error persist?	Go to step 3.	Complete.
3.	Replace the LVPS (page 4-62).	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, PL3.1.18</li> <li>• Main Board, PL1.0.11 (Phaser 3320), PL6.1.6 (WorkCentre 3315/3325)</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Phaser 3320 System Wiring</a> on page 7-20</li> <li>• <a href="#">WorkCentre 3315 System Wiring</a> on page 7-25</li> <li>• <a href="#">WorkCentre 3325 System Wiring</a> on page 7-31</li> </ul>

### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Check that the Paper Empty Sensor (page 4-81) and Paper Empty Actuator are installed correctly. Does the error persist?	Go to step 2.	Complete.
2.	Replace the Paper Empty Sensor (page 4-81). Does the error persist?	Go to step 3.	Complete.
3.	Replace the Main Board (page 4-55).	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, PL3.1.18</li> <li>• Main Board, PL1.0.11 (Phaser 3320), PL6.1.6 (WorkCentre 3315/3325)</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Phaser 3320 System Wiring</a> on page 7-20</li> <li>• <a href="#">WorkCentre 3315 System Wiring</a> on page 7-25</li> <li>• <a href="#">WorkCentre 3325 System Wiring</a> on page 7-31</li> </ul>

### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Check that the Paper Empty Sensor (page 4-81) and Paper Empty Actuator are installed correctly. Does the error persist?	Go to step 2.	Complete.
2.	Replace the Paper Empty Sensor (page 4-81). Does the error persist?	Replace the Main Board (page 4-55).	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, PL3.1.18</li> <li>• Main Board, PL1.0.11 (Phaser 3320), PL6.1.6 (WorkCentre 3315/3325)</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Phaser 3320 System Wiring</a> on page 7-20</li> <li>• <a href="#">WorkCentre 3315 System Wiring</a> on page 7-25</li> <li>• <a href="#">WorkCentre 3325 System Wiring</a> on page 7-31</li> </ul>

### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Check that the Paper Empty Sensor (page 4-81) and Paper Empty Actuator are installed correctly. Does the error persist?	Replace the Paper Empty Sensor (page 4-81). and go to step 2.	Complete.
2.	Does the error persist?	Replace the Main Board (page 4-55).	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, PL3.1.18</li> <li>• Main Board, PL1.0.11 (Phaser 3320,) PL6.1.6 (WorkCentre 3315/3325)</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Phaser 3320 System Wiring</a> on page 7-20</li> <li>• <a href="#">WorkCentre 3315 System Wiring</a> on page 7-25</li> <li>• <a href="#">WorkCentre 3325 System Wiring</a> on page 7-31</li> </ul>

### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Check that the Out-bin Full Sensor is installed correctly. Does the error persist?	Replace the Out-bin Full Sensor (page 4-77) and go to step 2.	Complete.
2.	Reseat P/J6 on the Main Board. Does the error persist?	Go to step 3.	Complete.
3.	Replace the Main Board (page 4-55).	Complete.	



## Print Cartridge Errors

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

### Toner Low

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

#### Applicable Error

- 09-100: 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>• Print Cartridge, PL1.0.12</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Phaser 3320 System Wiring</a> on page 7-20</li> <li>• <a href="#">WorkCentre 3315 System Wiring</a> on page 7-25</li> <li>• <a href="#">WorkCentre 3325 System Wiring</a> on page 7-31</li> </ul>

#### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Remove the Print Cartridge and roll the cartridge six times to distribute the toner evenly inside the cartridge. Reinstall the Print Cartridge. Does the error persist?	Go to step 2.	Complete.
2.	Order a replacement and use the current Print Cartridge until empty.	Complete.	

## Replace Print Cart.

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

### Applicable Errors

- 09-100: Replace Print Cart.
- 09-350: Replace Print Cart.
- 09-450: Replace Print Cart.

### 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>• Print Cartridge, PL1.0.12</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Phaser 3320 System Wiring</a> on page 7-20</li> <li>• <a href="#">WorkCentre 3315 System Wiring</a> on page 7-25</li> <li>• <a href="#">WorkCentre 3325 System Wiring</a> on page 7-31</li> </ul>

### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Print the Supply Information report and check the life remaining of the Print Cartridge. If it is at or near end of life, replace the Print Cartridge (page 4-4).	Go to step 2.	Complete.
2.	Replace the Print Cartridge.	Complete.	

## Print Cartridge Not Installed

The Print Cartridge is not installed.

### Applicable Error

- 09-550: Print 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>• Print Cartridge, PL1.0.12</li> <li>• HVPS, PL3.1.44</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Phaser 3320 HVPS, LVPS, Laser, and Fuser</a> on page 7-22</li> <li>• <a href="#">WorkCentre 3315 HVPS, LVPS, Laser Unit, and Fuser</a> on page 7-27</li> <li>• <a href="#">WorkCentre 3325 HVPS, LVPS, Laser Unit, and Fuser</a> on page 7-33</li> </ul>

### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Reseat the Print Cartridge. Does the error persist?	Go to step 2.	Complete.
2.	Clean the high voltage contacts on the Print Cartridge and frame. Does the error persist?	Go to step 3.	Complete.
3.	Replace the Print Cartridge (page 4-4). 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 (page 4-62).	Repair the contacts.

## Invalid Print Cartridge

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

### Applicable Errors

- 09-800: Invalid Print Cartridge
- 09-820: Invalid Print Cartridge. Install Xerox Print Cart.

### Initial Actions

- Ensure the Print Cartridge is valid for this printer.
- Reseat the Print 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>• Print Cartridge, PL1.0.12</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Phaser 3320 System Wiring</a> on page 7-20</li> <li>• <a href="#">WorkCentre 3315 System Wiring</a> on page 7-25</li> <li>• <a href="#">WorkCentre 3325 System Wiring</a> on page 7-31</li> </ul>

### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Reseat the Print Cartridge and cycle the power. Does the error persist?	Replace the Print Cartridge (page 4-4).	Complete.
2.	Clean the HV contacts on the Print Cartridge and frame. Does the error persist?	Go to step 3.	Complete.
3.	Replace the Print Cartridge (page 4-4). 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 (page 4-62).	Repair the contacts.

## Fuser Errors

### Fuser Door Open

The Rear Door is not securely latched.

#### Applicable Error

- 01-110: Fuser Door Open

#### 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, PL3.1.5</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Phaser 3320 HVPS, LVPS, Laser, and Fuser</a> on page 7-22</li> <li>• <a href="#">WorkCentre 3315 HVPS, LVPS, Laser Unit, and Fuser</a> on page 7-27</li> <li>• <a href="#">WorkCentre 3325 HVPS, LVPS, Laser Unit, and Fuser</a> on page 7-33</li> </ul>

#### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Reseat P/J18 on the Main Board and P/J4 on the LVPS. Does the error persist?	Go to step 2.	Complete.
2.	Check the cover open switch and actuator for damage. Repair if damaged. Does the error persist?	Go to step 3.	Complete.
3.	Replace the LVPS (page 4-62).	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, PL3.3.2</li> <li>• Fuser, PL3.3.0</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Phaser 3320 HVPS, LVPS, Laser, and Fuser</a> on page 7-22</li> <li>• <a href="#">WorkCentre 3315 HVPS, LVPS, Laser Unit, and Fuser</a> on page 7-27</li> <li>• <a href="#">WorkCentre 3325 HVPS, LVPS, Laser Unit, and Fuser</a> on page 7-33</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. Check if the input voltage is normal. Check if the Thermistor is twisted or contaminated. Clean or replace the Thermistor (page 4-43). Does the error persist?	Replace the Fuser (page 4-39).	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, PL3.3.2</li> <li>• Fuser, PL3.3.0</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Phaser 3320 System Wiring</a> on page 7-20</li> <li>• <a href="#">Phaser 3320 HVPS, LVPS, Laser, and Fuser</a> on page 7-22</li> <li>• <a href="#">WorkCentre 3315 System Wiring</a> on page 7-25</li> <li>• <a href="#">WorkCentre 3315 HVPS, LVPS, Laser Unit, and Fuser</a> on page 7-27</li> <li>• <a href="#">WorkCentre 3325 System Wiring</a> on page 7-31</li> <li>• <a href="#">WorkCentre 3325 HVPS, LVPS, Laser Unit, and Fuser</a> on page 7-33</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. Check if the input voltage is normal. Check if the Thermistor is twisted or contaminated. Clean or replace the Thermistor (page 4-43). Does the error persist?	Replace the Fuser (page 4-39).	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, PL3.5.2</li> <li>• Main Board, PL1.0.11 Phaser 3320, PL6.1.6 WorkCentre 3315/3325</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Phaser 3320 Drive</a> on page 7-21</li> <li>• <a href="#">WorkCentre 3315 Drive</a> on page 7-26</li> <li>• <a href="#">WorkCentre 3325 Drive</a> on page 7-32</li> </ul>

#### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Test the Main Motor using diagnostics. Does the motor run?	Go to step 2.	Replace the Main Drive Motor (page 4-51).
2.	Replace the Main Board (page 4-55).		



## 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, PL3.1.147</li> <li>• Main Board PL1.0.11 (Phaser 3320), PL6.1.6 (WorkCentre 3315/3325)</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Phaser 3320 HVPS, LVPS, Laser, and Fuser</a> on page 7-22</li> <li>• <a href="#">WorkCentre 3315 HVPS, LVPS, Laser Unit, and Fuser</a> on page 7-27</li> <li>• <a href="#">WorkCentre 3325 HVPS, LVPS, Laser Unit, and Fuser</a> on page 7-33</li> </ul>

### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Enter Service Mode and then select <b>EDC Mode &gt; DC Component Control &gt; 110 LSU &gt; LSU Motr 1R &gt; On</b> . Does the Laser Motor sound normal?	Go to step 3.	Remove the Right Cover (Phaser 3320: page 4-12; WorkCentre 3315/3325: page 4-17) and 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 3315) or P/J17 (WorkCentre 3325), and P/J1 and 2 on the LSU. Reseat 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 (page 4-39). Does the error persist?	Replace the Main Board (page 4-55).	Complete.

## Fax Communication and Configuration Warnings

Code	Warning	Description	Solution
20-100	Fax Comm Error	During a Fax operation a communication error occurred.	See page 2-51.
20-200	No Groups are configured	A group was selected when 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.
20-400	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 redial up to redial counter in system data. The remote machine did not answer after all the redial attempts.	Try again. Make sure the remote machine is OK.
20-700	Not Assigned	The speed dial location used has no number assigned to it.	Dial the number manually with the keypad, or assign the number.
20-900	Retry Redial	The printer is waiting for the programmed interval to automatically redial.	Press <b>Start</b> to immediately redial, or <b>Stop</b> to cancel the redial 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, PL6.1.7</li> <li>• Main Board PL1.0.11 (Phaser 3320), PL6.1.6 (WorkCentre 3315/3325)</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">WorkCentre 3315 System Wiring</a> on page 7-25</li> <li>• <a href="#">WorkCentre 3325 System Wiring</a> on page 7-31</li> </ul>

### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Cycle system power. Does the error persist?	Go to step 3.	Complete.
2.	Step deleted		
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.	Reseat the Fax Board. Does the error persist?	Replace the Fax Board (page 4-63).	Complete.
7.	Check the connection between P/J1 on the Fax and P/26 Main Controller Board. Are connections secure?	Replace the Main Board (page 4-55).	Reseat 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, PL6.1.6</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Phaser 3320 System Wiring</a> on page 7-20</li> <li>• <a href="#">WorkCentre 3315 System Wiring</a> on page 7-25</li> <li>• <a href="#">WorkCentre 3325 System Wiring</a> on page 7-31</li> </ul>

### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Disconnect the printer 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.	Check the LAN connections. Is the connection secure?	Go to step 3.	Reseat 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 (page 4-55).	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 or reset server settings.	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, Username, and Password for the Machine, Authentication Switch, and Authentication Server match.	Complete.	

## Scan to Email Warnings

Scan to Email			
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.
15-120	Invalid Recipient Email Address	Email address has either been restricted or is in an improper format.	Re-enter email address. 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.	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.
15-200	Network Controller Error	NIC Error (SMTP) can be due to any of the following.	Try again. Power Off / Power On.
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.	Reenter 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.

## Error Troubleshooting

15-400	LDAP Communication Failure	Cannot contact LDAP server.	Check LDAP IP address or Host name. Check that LDAP port is correct and open.
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 Email administrator.
15-420	LDAP Search Timeout Exceeded	Displayed when LDAP search timeout has exceeded parameter.	Resubmit job. If failure persists, contact Email administrator.
15-430	No Matching Entries in LDAP Directory	LDAP server cannot match entry by user.	Check spelling of LDAP entry and try again. If failure persists, contact Email administrator.
15-510	Scan Error	Error at the Scanner.	Check the scanner.
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.
15-820	POP3 Authentication Failure	POP3 server login failure.	Reenter 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 require Authentication process. Retry after checking Authentication option is enabled.



## 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, PL1.0.11 (Phaser 3320), PL6.1.6 (WorkCentre 3315/3325)</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Phaser 3320 System Wiring</a> on page 7-20</li> <li>• <a href="#">WorkCentre 3315 System Wiring</a> on page 7-25</li> <li>• <a href="#">WorkCentre 3325 System Wiring</a> on page 7-31</li> </ul>

#### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Check the Feed Sensor and Paper Empty Actuator are installed correctly. Does the error persist?	Go to step 2.	Complete.
2.	Replace the Main Board (page 4-55).	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 reseat 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, PL6.1.10</li> <li>• Main Board, PL1.0.11 (Phaser 3320), PL6.1.6 (WorkCentre 3315/3325)</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">WorkCentre 3315 System Wiring</a> on page 7-25</li> <li>• <a href="#">WorkCentre 3325 System Wiring</a> on page 7-31</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.	Reseat memory DIMM on the Main Board. Does the error persist?	Replace the Main Board (page 4-55).	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

- 14-100: Scanner Lock

#### 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, PL3.5.2</li> <li>• Main Board, PL1.0.11 Phaser 3320, PL6.1.6 WorkCentre 3315/3325</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">WorkCentre 3315 System Wiring</a> on page 7-25</li> <li>• <a href="#">WorkCentre 3325 Modem Board and CIS</a> on page 7-35</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 (page 4-91). 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 (page 4-55).	

## 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, PL3.1.117</li> <li>• Retard Roller, PL3.2.14+</li> <li>• Feed Roller, PL3.1.103</li> <li>• Pick Up Clutch, PL3.1.46</li> <li>• Main Board, PL1.0.11 Phaser 3320, PL6.1.6 WorkCentre 3315/3325</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Phaser 3320 Drive</a> on page 7-21</li> <li>• <a href="#">WorkCentre 3315 Drive</a> on page 7-26</li> <li>• <a href="#">WorkCentre 3325 Drive</a> on page 7-32</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 damaged rollers. Does the problem persist?	Replace the Pick Up Clutch (page 4-32).	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, PL3.1.5, LVPS</li> <li>• Main Board, PL1.0.11 Phaser 3320, PL6.1.6 WorkCentre 3315/3325</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Phaser 3320 HVPS, LVPS, Laser, and Fuser</a> on page 7-22</li> <li>• <a href="#">WorkCentre 3315 HVPS, LVPS, Laser Unit, and Fuser</a> on page 7-27</li> <li>• <a href="#">WorkCentre 3325 HVPS, LVPS, Laser Unit, and Fuser</a> on page 7-33</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 (page 4-62).	Complete.	



# 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 from the approved media list. 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 1-40. 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

### Transfer 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, Print Cartridge or Transfer 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	Print Cartridge
5.	Developer Roller	36.78 mm	Horizontal Bands	
6.	OPC Drum	75.49 mm	White and Black Spots	
7.	Supply Roller	69.57 mm	Horizontal Bands	
8.	Transfer Roller	47.1 mm	Ghosting, Damaged Image	Transfer Roller

<insert art>

## 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.	page 3-5
Vertical White Lines	White vertical voids appear in the printed image.	page 3-6
Horizontal Black Band	Dark or blurry horizontal stripes occur in printed images periodically or not.	page 3-7
Black or White Spots	Dark or blurry spots occur periodically in the printed image. White spots occur periodically in the printed image.	page 3-8
Light or Undertone Print	The image density is too light, with no ghosting.	page 3-10
Black Print or Dark Image	The entire image area is dark.	page 3-11
Uneven Density	Print Density is uneven between left and right sides of printed image.	page 3-12
Background Contamination	There is toner contamination on all or most of the page.	page 3-13
Ghosting	Ghosting occurs at 94.4 mm intervals of the OPC drum on the entire page.	page 3-14
Stains on Printed Page	The background on the face of the printed page is stained.	page 3-15
Stains on Back of Page	The back of the page is stained at 47 mm intervals.	page 3-16
Blank Print	The entire image area is blank.	page 3-17
Toner Smears	Toner smears appear on the page.	page 3-19
Unfused Image	The toner is not completely fused.	page 3-20
ADF Lines or Streaks	Vertical lines or streaks appear on copies.	page 3-21
Spots from ADF	Spots appear on copies.	page 3-22


## Vertical Blank 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.

### Troubleshooting Reference Table

Applicable Parts	Example Print
<ul style="list-style-type: none"> <li>• Print Cartridge, PL1.0.12</li> <li>• Transfer Roller, PL3.1.106</li> <li>• Fuser, PL3.3.0</li> </ul>	 <p data-bbox="1102 1052 1230 1066">Vertical Blank Lines</p>

### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Replace the Print Cartridge. Does the error persist?	Go to step 2.	Complete.
2.	Replace the Transfer Roller.	Complete.	


## Vertical White Lines or Bands

White vertical voids appear in the printed image.

### Initial Actions

- Remove the Print Cartridge and check for and remove any foreign substances on the exposure window and OPC 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>• Print Cartridge, PL1.0.12</li> <li>• Transfer Roller, PL3.1.106</li> <li>• Fuser, PL3.3.0</li> </ul>	 <p data-bbox="1114 1125 1241 1146">Vertical Blank Lines</p>

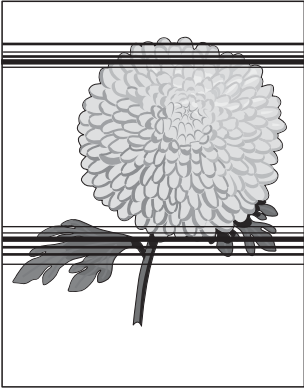
### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Replace the Print Cartridge. Does the error persist?	Go to step 2.	Complete.
2.	Replace the Transfer Roller. 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.	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>Print Cartridge, PL1.0.12</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 Transfer Roller (remove any toner and paper particles). Clean the entire Print Cartridge. Does the error persist?	Go to step 2.	Complete.
2.	Replace the Print Cartridge.	Complete.	

## Black or White Spots

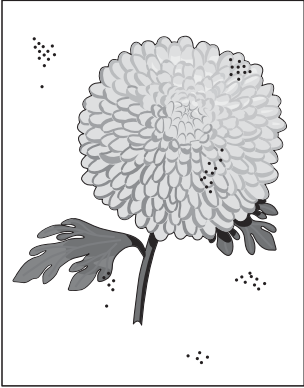
There are black or white spots randomly scattered across the page.

 **WARNING:** Allow the Fuser to cool before servicing the printer.

### Initial Actions

- If the Transfer Roller is at end of life (50,000 sheets). Replace it (page 4-38).
- Print several blank pages to clean the media path.

### Troubleshooting Reference Table

Applicable Parts	Example Print
<ul style="list-style-type: none"><li>• Print Cartridge, PL1.0.12</li><li>• Fuser, PL3.3.0</li></ul>	 <p data-bbox="1145 1171 1241 1192">Random Spots</p>

### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Check humidity. Is the humidity is within specification?	Go to Step 2.	Advise customer.
2.	Print several blank pages to clean components. Does the problem persist?	Go to Step 3.	Complete.
3.	If dark or blurry spots occur at 26.7 mm intervals, clean the charge roller in the Print Cartridge. If the spots occurs at 75.49 mm intervals, clean the OPC drum. Does the spot pattern repeat?	Go to step 4.	Complete.
4.	If faded areas or voids occur in a black image at intervals of 75.49 mm, or black spots occur elsewhere, the OPC drum may be damaged. Clean any substances on the OPC drum. Do the spots continue to appear?	Go to step 5.	Complete.
5.	Replace the Print Cartridge (page 4-4). Do the spots continue to appear?	Go to step 6.	Complete
6.	Replace the Fuser (page 4-39)	Complete.	

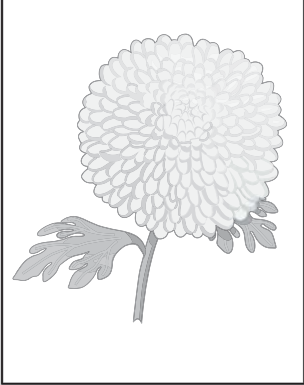
## Light or Undertone Print

The overall image density is too light.

### Initial Actions

- Reseat the Print Cartridge.

### Troubleshooting Reference Table

Applicable Parts	Example Print
<ul style="list-style-type: none"> <li>• Print Cartridge, PL1.0.12</li> <li>• HVPS, PL3.1.44</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 Print Cartridge is near end of life. Replace the Print Cartridge (page 4-4).
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 Transfer Roller and all locations stained by toner on the Print Cartridge. Does the error persist?	Go to step 4.	Complete.
4.	Replace the HVPS (page 4-62).	Complete.	



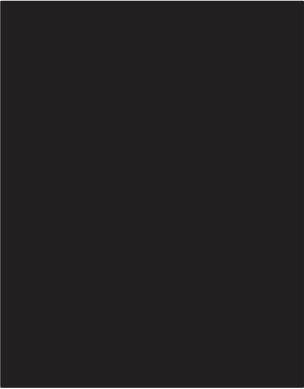
## Black Print

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>• Print Cartridge, PL1.0.12</li> <li>• Main Board, PL1.0.11</li> </ul>	 <p data-bbox="1171 1052 1244 1073">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 Print Cartridge for damage. The contacts are undamaged.	Go to step 3.	Replace the Print Cartridge (page 4-4)
3.	Does the error persist?	Replace the Main Board (page 4-55).	Complete.

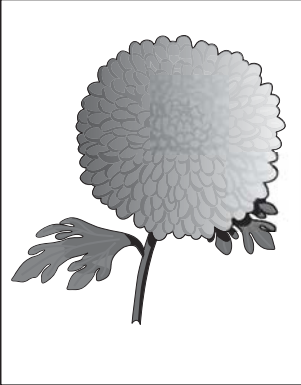
## Uneven Density

Print Density is uneven between left and right.

### Initial Actions

- Check that the Transfer Roller is properly installed.
- Check that the media is dry and in good condition.
- Clean the laser window.

### Troubleshooting Reference Table

Applicable Parts	Example Print
<ul style="list-style-type: none"> <li>• Print Cartridge, PL1.0.12</li> <li>• Transfer Roller, PL3.1.106</li> <li>• HVPS, PL3.1.44</li> </ul>	 <p data-bbox="970 1136 1241 1157">Density Uneven or Wrong (Scan Direction)</p>

### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Check the high voltage contacts on the Print Cartridge for damage. The contacts are undamaged.	Go to step 2.	Replace the Print Cartridge (page 4-4)
2.	Replace the Transfer Roller (page 4-38). Does the error persist?	Replace the HVPS (page 4-62).	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 backgrounding.

### Troubleshooting Reference Table

Applicable Parts	Example Print
<ul style="list-style-type: none"> <li>• Print Cartridge, PL1.0.12</li> <li>• HVPS, PL3.1.44</li> </ul>	 <p data-bbox="1066 1136 1241 1157">Background Contamination</p>

### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Print Supplies page to determine if Print Cartridge is at or Near End Of Life. If at end of life, replace the Print Cartridge (page 4-4). Does the error persist?	Go to step 2.	Complete.
2.	Check that the up and down movement of the Transfer Roller is smooth. Is the movement smooth?	Go to step 3.	Clean the bushing part of the Transfer Roller. Go to step 3.
3.	Does the error persist?	Replace the HVPS (page 4-62).	

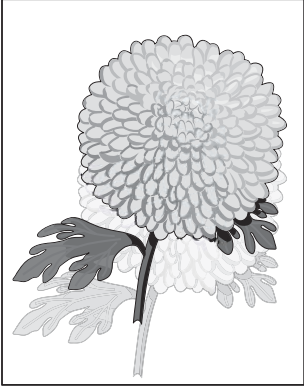
## Ghosting or Residual Image

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 transfer path.

### Troubleshooting Reference Table

Applicable Parts	Example Print
<ul style="list-style-type: none"> <li>• Print Cartridge, PL1.0.12</li> <li>• Main Board, PL1.0.11</li> <li>• Transfer Roller, PL3.1.106</li> </ul>	 <p style="text-align: center;">Residual Image/Ghosting</p>

### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Remove the Print Cartridge and clean the high voltage supply terminals. Remove and reseat connections on the HVPS board.  Does the error persist?	Go to step 2.	Complete.
2.	Replace the Print Cartridge (page 4-4). Does the error persist?	Go to step 3.	Complete.
3.	Use supplies page to determine installed date/Life remaining of Transfer Roller. Is the Transfer Roller at end of life?	Replace the Transfer Roller (page 4-38).	Go to step 4.
4.	Replace the Main Board (page 4-55).		


## Stains on Printed Page

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

### Initial Actions

- Ensure there is no debris on the transfer path.

### Troubleshooting Reference Table

Applicable Parts	Example Print
<ul style="list-style-type: none"> <li>• Print Cartridge, PL1.0.12</li> <li>• Transfer Roller, PL3.1.106</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 Transfer Roller for contamination. If contaminated, print 3 to 5 blank pages. Does the error persist?	Go to step 2.	Complete.
2.	Replace the Transfer Roller (page 4-38). Does the error persist?	Go to step 3.	Complete.
3.	Replace the Print Cartridge (page 4-4).	Complete.	


## Stains on Back of Page

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

### Initial Actions

- Ensure there is no debris on the transfer path.

### Troubleshooting Reference Table

Applicable Parts	Example Print
<ul style="list-style-type: none"> <li>• Transfer Roller, PL3.1.106</li> <li>• Fuser, PL3.3.0</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 (page 4-39).	Complete.	

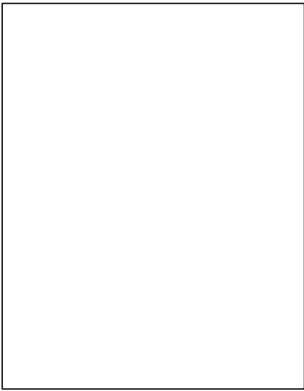
## Blank Print

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 Print Cartridge and Transfer Roller. Replace components at end of life.
- Clear any obstructions in the Laser path.
- Check for multi-sheet feeds.
- Check the Print Cartridge installation and condition.

### Troubleshooting Reference Table

Applicable Parts	Example Print
<ul style="list-style-type: none"> <li>• Print Cartridge, PL 1.0.12</li> <li>• Transfer Roller, PL3.1.106</li> <li>• Main Board, PL6.1.6</li> <li>• HVPS, PL7.1.2</li> <li>• Scanner Assembly, PL8.1.1</li> </ul>	 <p data-bbox="1169 1255 1241 1276">Blank Print</p>

### Troubleshooting Procedure Table

Step	Actions and Questions	Yes	No
1.	Print a Test Print (see page 3-23). 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.

Step	Actions and Questions	Yes	No
3.	Remove the Print Cartridge (page 4-4) and clean the high voltage contacts. Replace the Print Cartridge and reprint the test print. Does the error persist?	Go to step 4.	Complete.
4.	Replace the Print Cartridge (page 4-4). Does the error persist?	Go to step 5.	Complete.
5.	Check continuity between the OPC ground terminal and the OPC Terminal Port on the HVPS. Repair the connection if necessary. Does the error persist?	Go to step 6.	Complete.
6.	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 7.	Complete.
7.	Replace the HVPS Board (page 4-62). Does the error persist?	Go to step 8.	Complete.
8.	Replace the Laser Unit (page 4-39). Does the error persist?	Replace the Main Board. (page 4-55).	Complete.



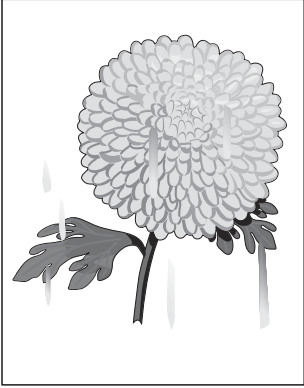
## Toner Smears

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, PL3.3.0</li> <li>• Transfer Roller, PL3.1.106</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 (page 4-26). Does the image print correctly?	Complete.	Replace the Transfer Roller.
3.	Replace the Print Cartridge (page 4-4).		

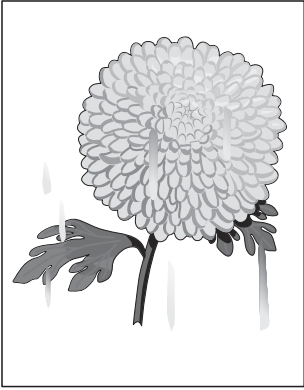
## Unfused Image

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, PL3.1.10</li> <li>• Main Board, PL1.0.11</li> </ul>	 <p data-bbox="1086 1178 1241 1199">Smudges or Smears</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 4-26). Does the error persist?	Go to step 6.	Complete.
6.	Replace the MCU Board (page 4-31). Does the error persist?	Complete.	


## ADF/DADF Lines or Streaks

There are lines or streaks on copies from the ADF.

### Initial Actions

- Check the document glass.
- Ensure there is no debris on the document glass.

### Troubleshooting Reference Table

Applicable Parts	Example Print
ADF Scanner Assembly, PL9.1.1 DADF Scanner Assembly, PL10.1.3	 <p data-bbox="1155 1094 1267 1115">Scratch on Glass</p>

### Troubleshooting Procedure

Step	Actions and Questions	Yes	No
1.	Check the output document. Are there lines or streaks on the document?	Replace the original document.	Go to step 2.
2.	Is there debris on the document glass?	Clean the document glass using a lint-free cloth.	Go to step 3.
3.	Does the image quality improve?	Complete.	Go to step 4.
4.	Are there scratches on the document glass?	Replace the Scanner (page 4-86).	Complete.

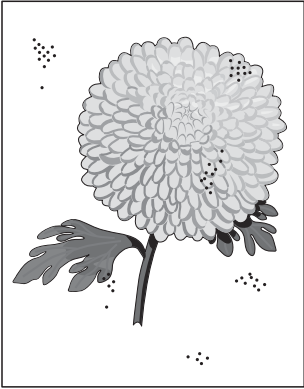
## Spots from ADF

There are spots on copies from the ADF.

### Initial Actions

- Check the document glass.
- Ensure there are no debris on the document glass.

### Troubleshooting Reference Table

Applicable Parts	Example Print
ADF Scanner Assembly, PL9.1.1 DADF Scanner Assembly, PL10.1.3	 <p style="text-align: center;">Random Spots</p>

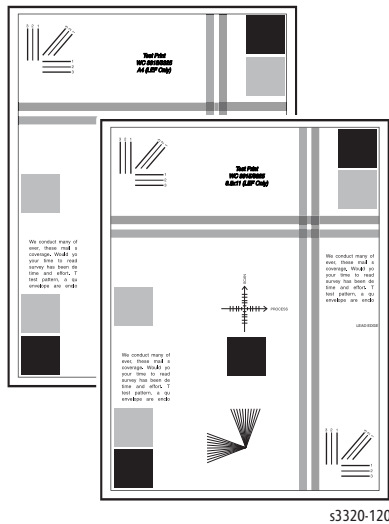
### Troubleshooting Procedure

Step	Actions and Questions	Yes	No
1.	Check the original document. Are there spots on the original document?	Replace the original document.	Go to step 2.
2.	Check for debris on the document glass. Is there any debris?	Remove the debris and clean the document glass using a lint-free cloth.	Go to step 3.
3.	Does the image quality improve?	Complete.	Replace the Scanner (page 4-86).

# 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 or dynamic events.
- Helps to isolate events that cause print artifacts or prevent printing.



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Test Pattern 1 and Test Pattern 2 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](#) on page 2-8.

### Entering Service Mode on the Phaser 3320

To enter Service Mode, press **Menu**, **Back**, **Left**, **Right**, **OK**, **Cancel**, and **Menu** in sequence.

### Entering Service Mode on the WorkCentre 3315/3325

To enter Service Mode, press **Menu**, **#**, **1**, **9**, **3**, **4** and **OK** in sequence.

# Image Specifications

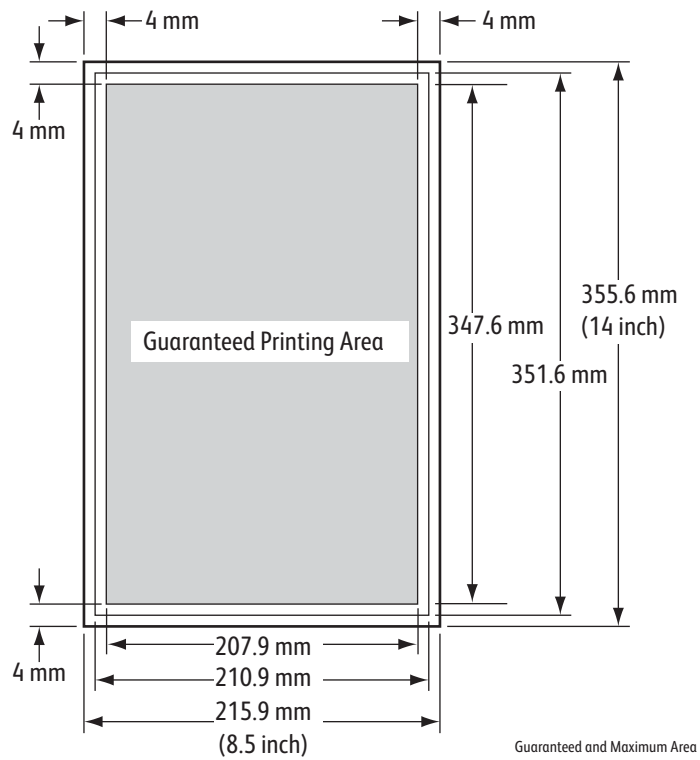
The following table lists specifications for the printer.

**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...

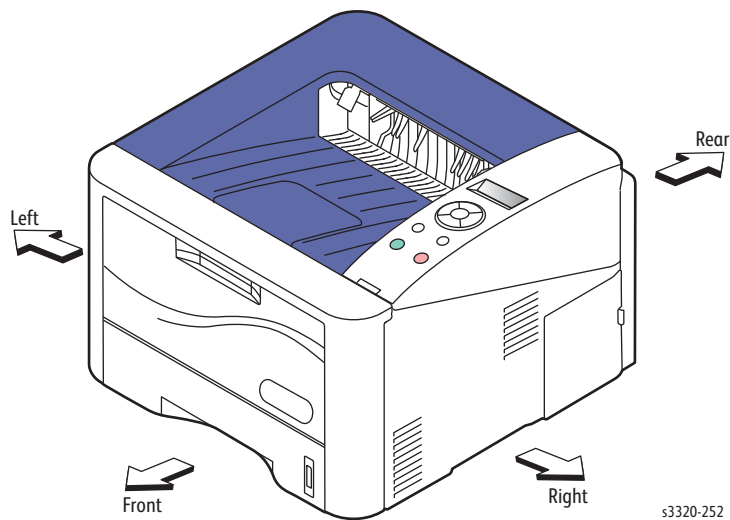
- [Overview](#)
- [Consumables](#)
- [Tray 1](#)
- [Duplex Assembly](#)
- [Phaser 3320 Covers](#)
- [WorkCentre 3315/3325 Covers](#)
- [Feeder](#)
- [Xerographics](#)
- [Main Drive](#)
- [Electrical](#)
- [Sensors and Switches](#)
- [WorkCentre 3315/3325 Scanner](#)
- [A4 Middle Platen](#)
- [WorkCentre 3325 DADF](#)
- [WorkCentre 3315 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 9.

### 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.



### 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 Print Cartridge (page 4-5).

## Notations in the Disassembly Text

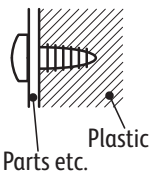
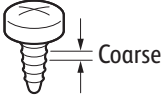
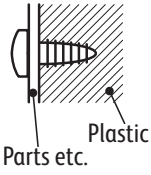
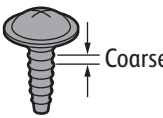
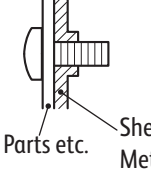
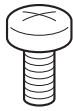
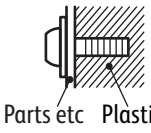

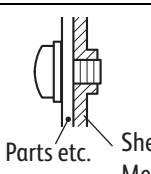
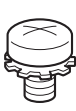
- The notation “PLX.X.X” indicates the component is listed in the Parts List.
- Arrows in an illustration show direction of movement when removing or replacing a component.
- The notation “(tap, plastic, 10 mm)” or “(metal, 6 mm)” refer to the type of screw being removed.

**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>

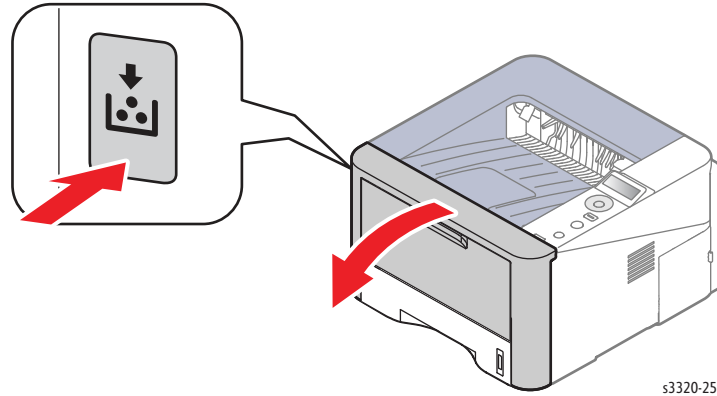
**! CAUTION:** Use care when installing self-tapping screws in plastic. To properly start the screw in plastic, turn the screw counter-clockwise in the hole until you feel the screw engage the threads, then tighten as usual. Improperly aligning or over tightening the screw can result in damage to previously 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

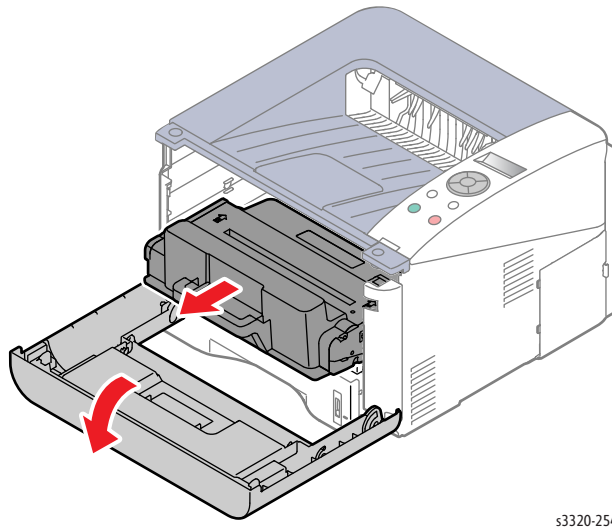
The Print Cartridge is the only consumable.

## Print Cartridge

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



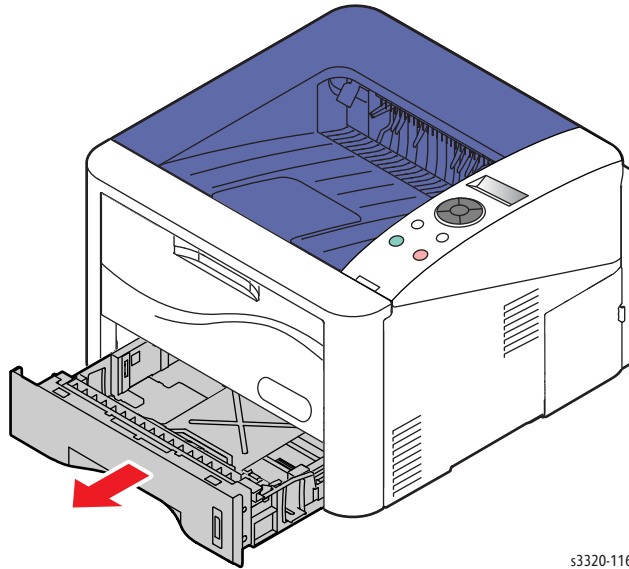
2. Hold the Print Cartridge handle and pull the Print Cartridge out of the printer.



# Tray 1

PL5.1.0

1. Remove Tray 1.

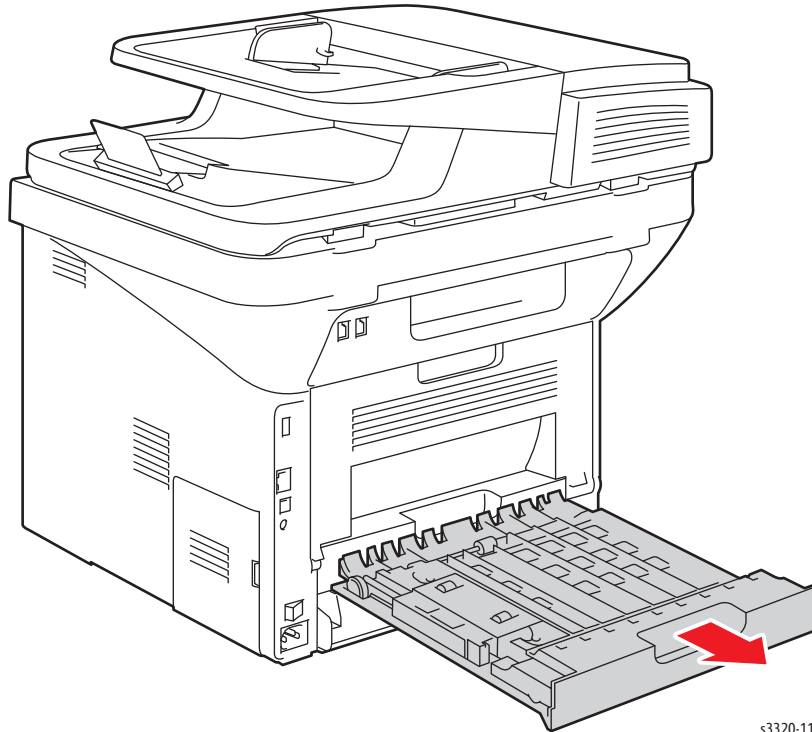


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## Duplex Assembly

### PL4.1.0

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



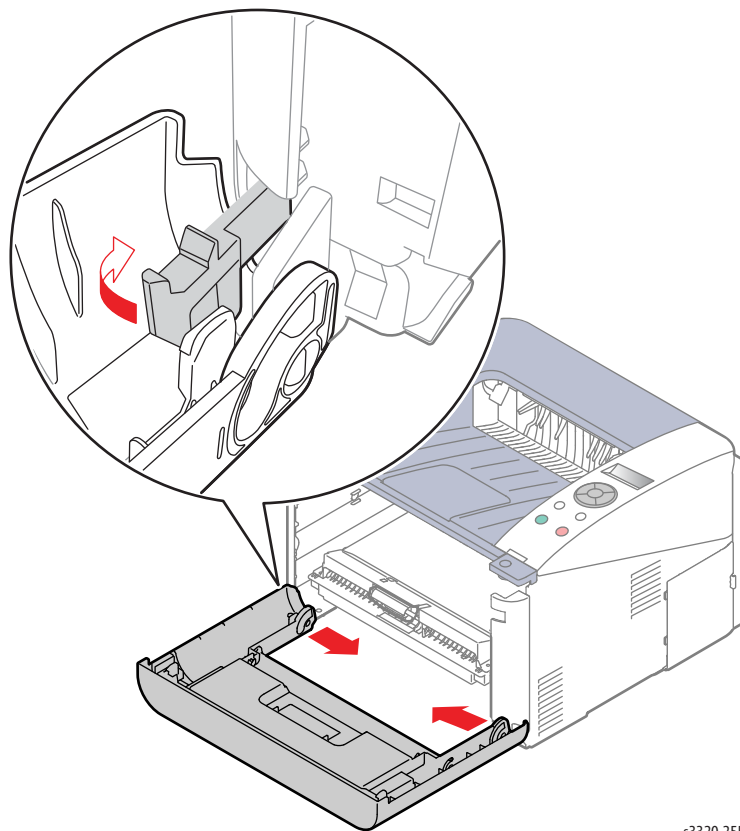
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# Phaser 3320 Covers

## Front Cover

### PL1.3.0

1. Remove Tray 1 (page 4-5).
2. Remove the Print Cartridge (page 4-4).
3. Disconnect the arm on the left hand side of the printer, and then release left hook and then the right hook to remove the Front Cover.

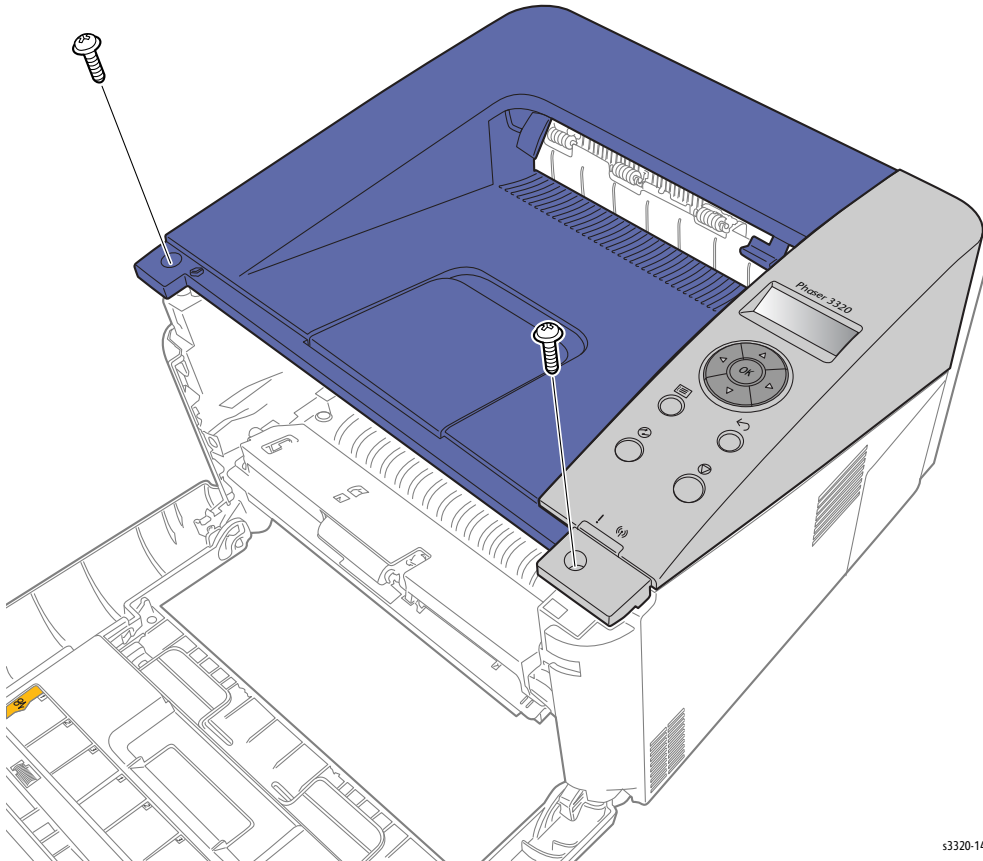


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## Top Cover

### PL1.1.2

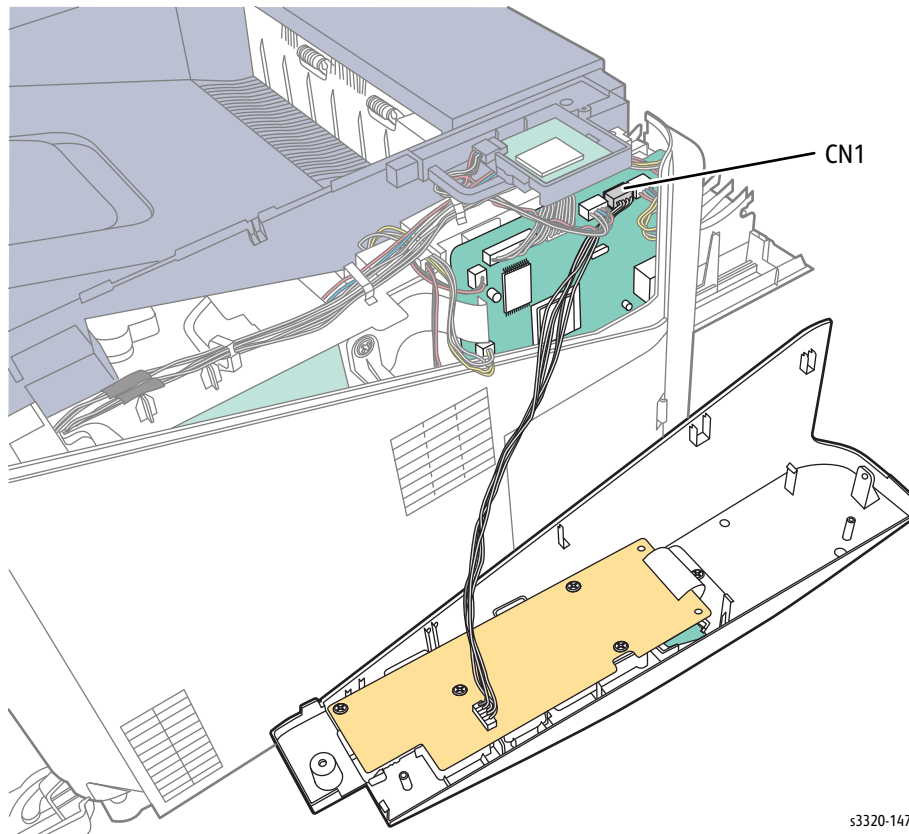
1. Remove Tray 1 (page 4-5).
2. Remove the Print Cartridge (page 4-4).
3. Remove the Front Cover (page 4-7).
4. Remove 2 screws (silver, tap, with flange, 10 mm).



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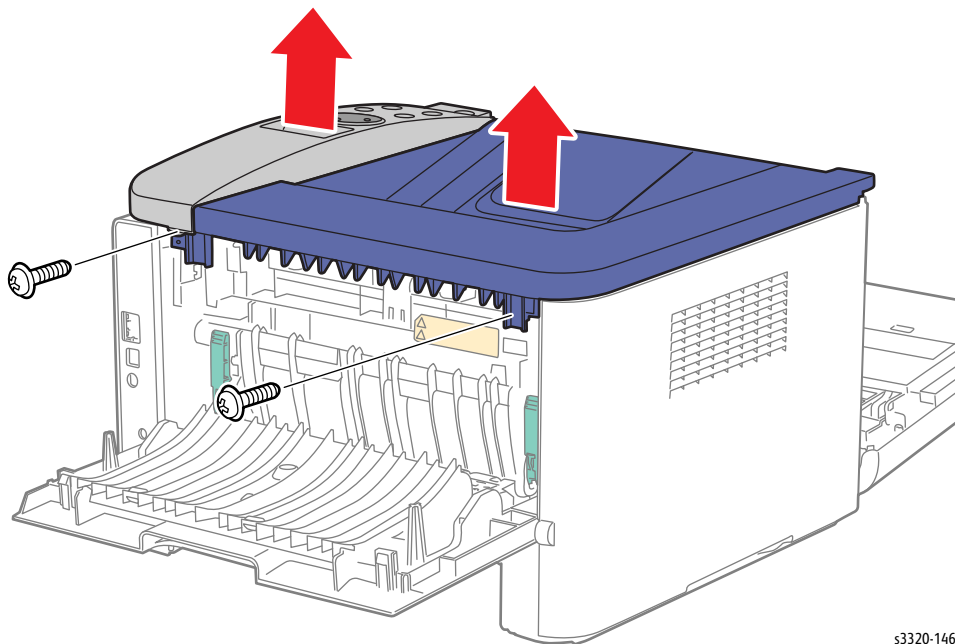


- Lift up the Control Panel, unlace the wire harness, and unplug P/J1 on the Main Board.



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- Unplug P/J2 on the Main Board.
- Open the Rear Door and remove 2 screws (black, tap, 12 mm), then lift off the Top Cover.

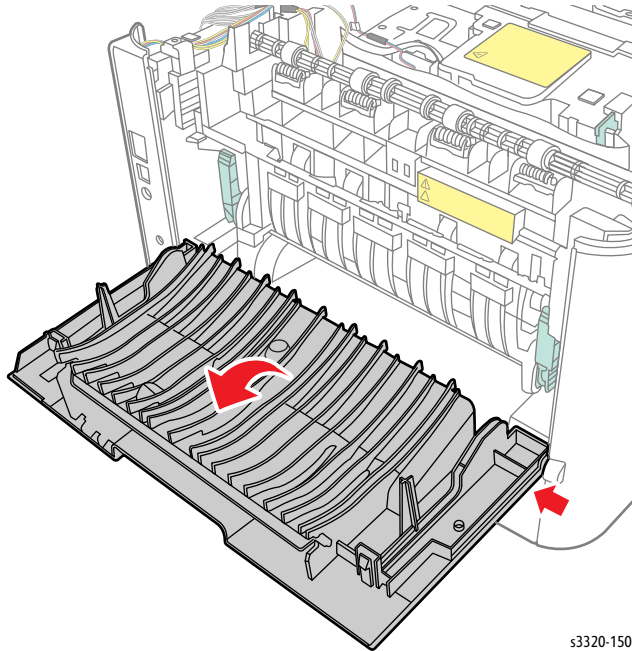


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## Rear Door

### PL1.1.3

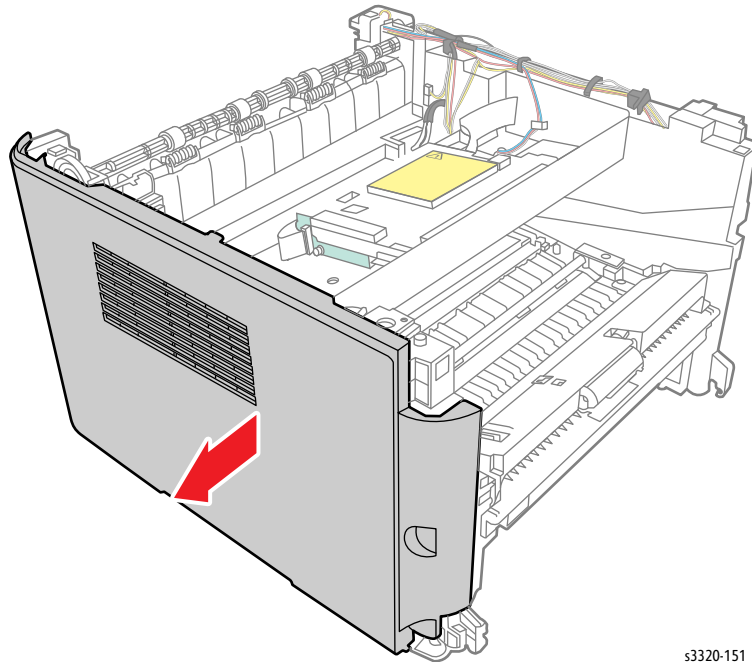
1. Remove the Top Cover (page 4-8).
2. Remove the Duplex Assembly (page 4-6).
3. Open the Rear Door.
4. Release the hooks to remove the Rear Door.



## Left Cover

### PL 1.1.1

1. Remove the Top Cover (page 4-8).
2. Close the Rear Door, and remove the Duplex Unit (page 4-6).
3. Remove the Rear Door (page 4-10).
4. Release the tabs to remove the Left Cover.

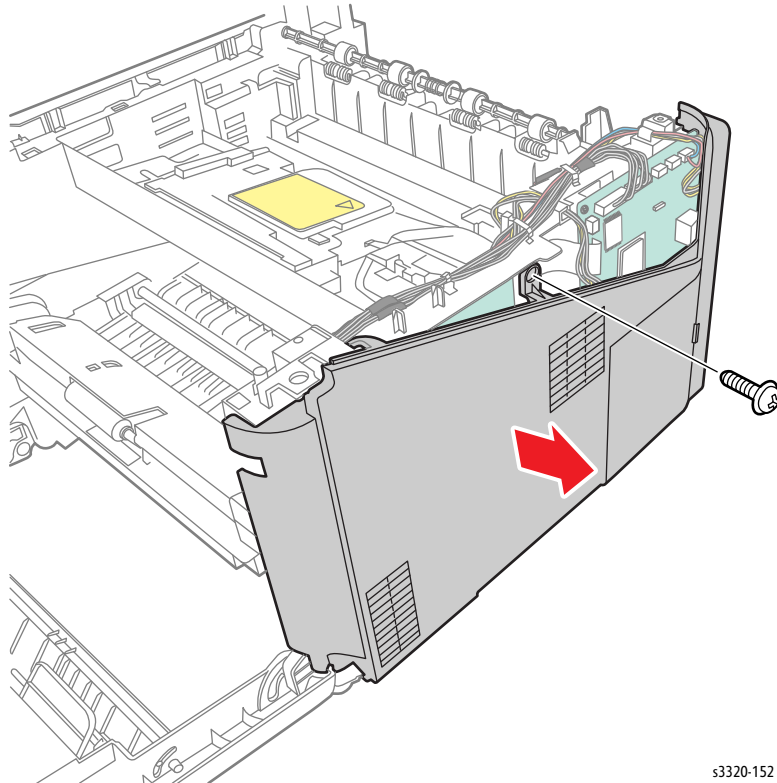


s3320-151

## Right Cover

### PL 1.2.0

1. Remove the Top Cover (page 4-8).
2. Remove the Duplex Unit (page 4-6).
3. Remove the Rear Door (page 4-10).
4. Remove 1 screw (silver, flanged, tap, 10 mm) and remove the Right Cover by releasing the hooks.



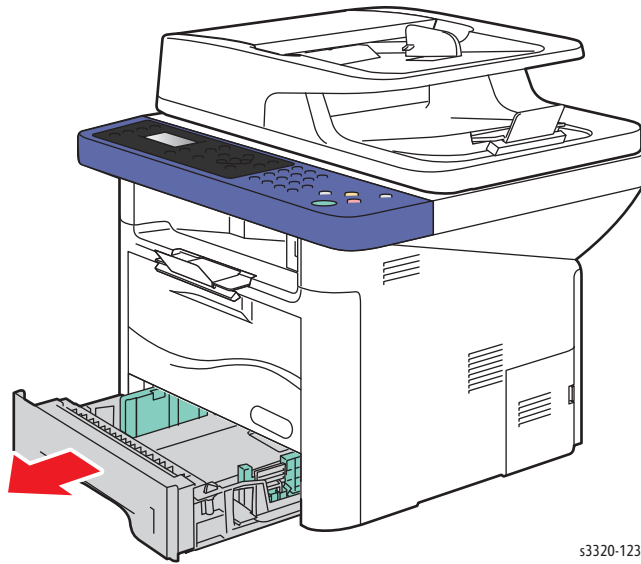
s3320-152

# WorkCentre 3315/3325 Covers

## Front Cover

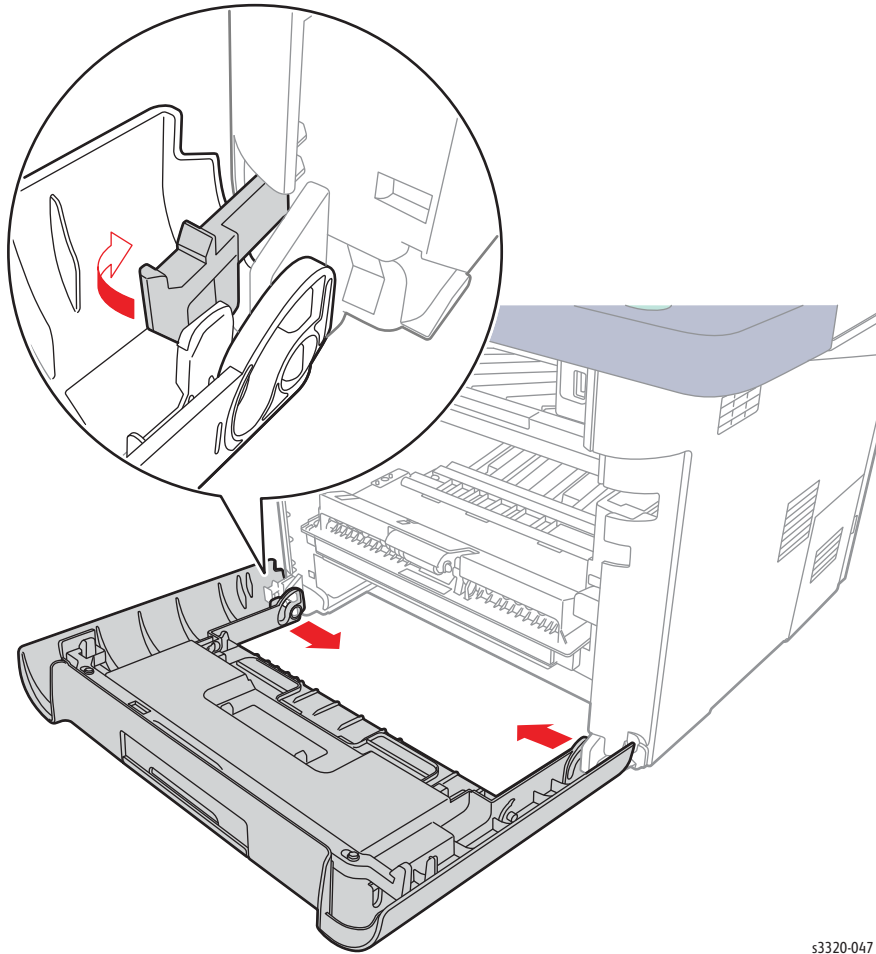
PL1.4.5

1. Remove Tray 1.



s3320-123

2. Disconnect the arm on the left hand side of the printer, and then release left hook and then the right hook to remove the Front Cover.

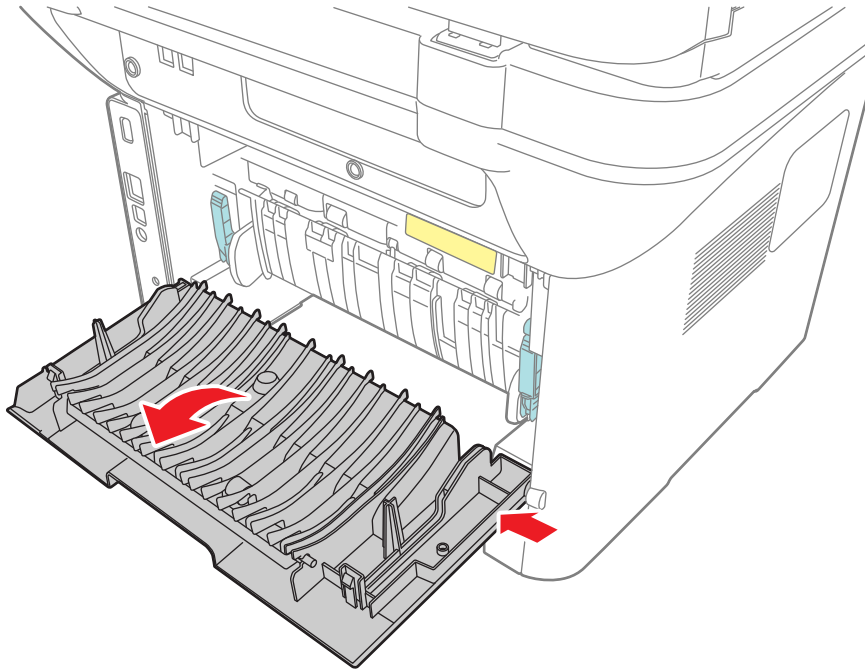


s3320-047

## Rear Door

### PL1.4.1

1. Remove the Duplex Unit (page 4-6).
2. Open the Rear Door and release 2 bosses to remove the Rear Door.



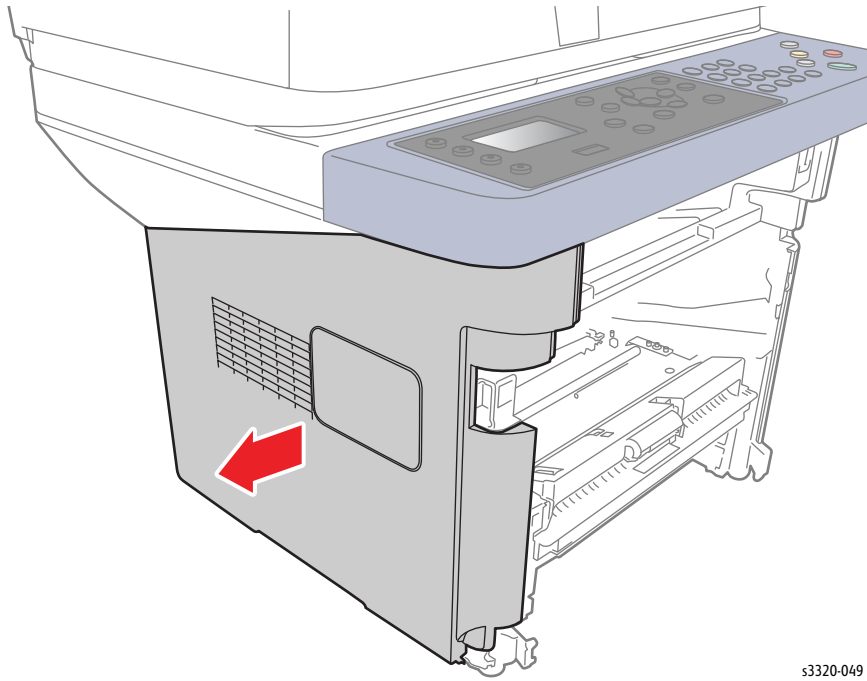
s3320-048

## Left Cover

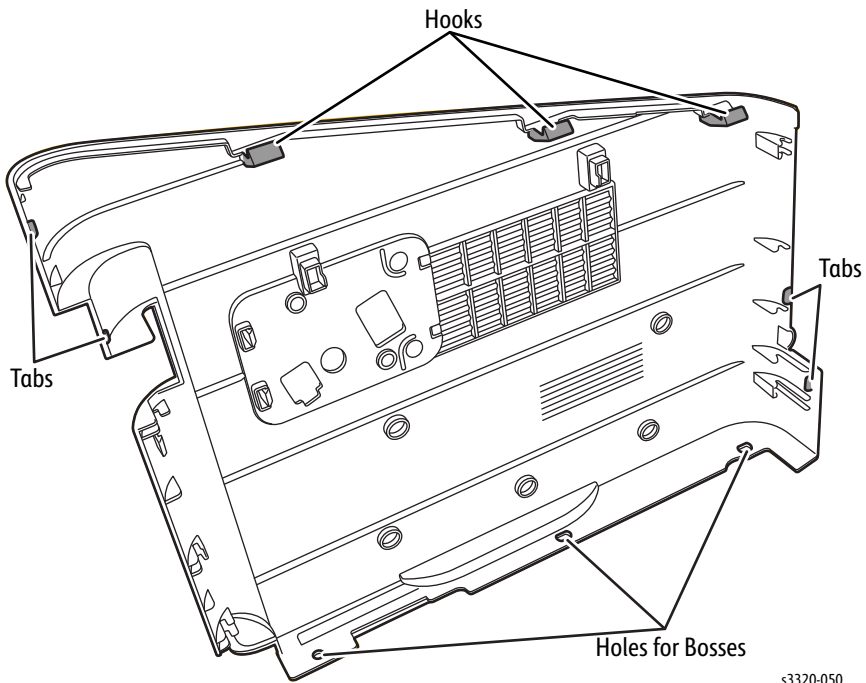
### PL1.4.4

1. Remove the Front Door (page 4-13).
2. Remove the Rear Door (page 4-15).

- Starting on the rear side of the printer, release the Left Cover tabs and remove the Left Cover.



s3320-049



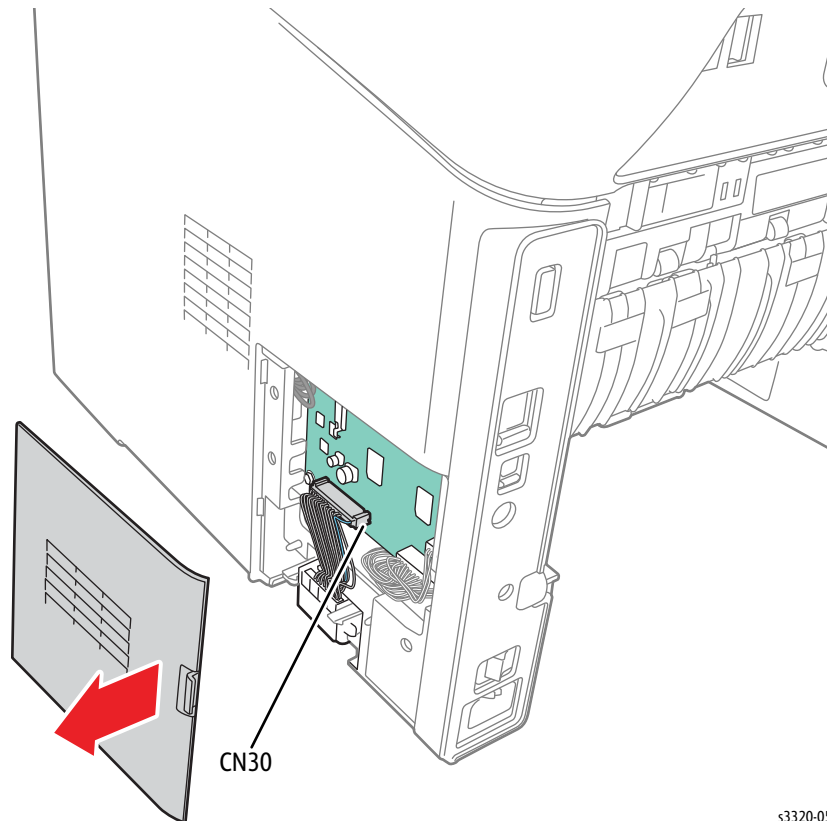
s3320-050



## Right Cover

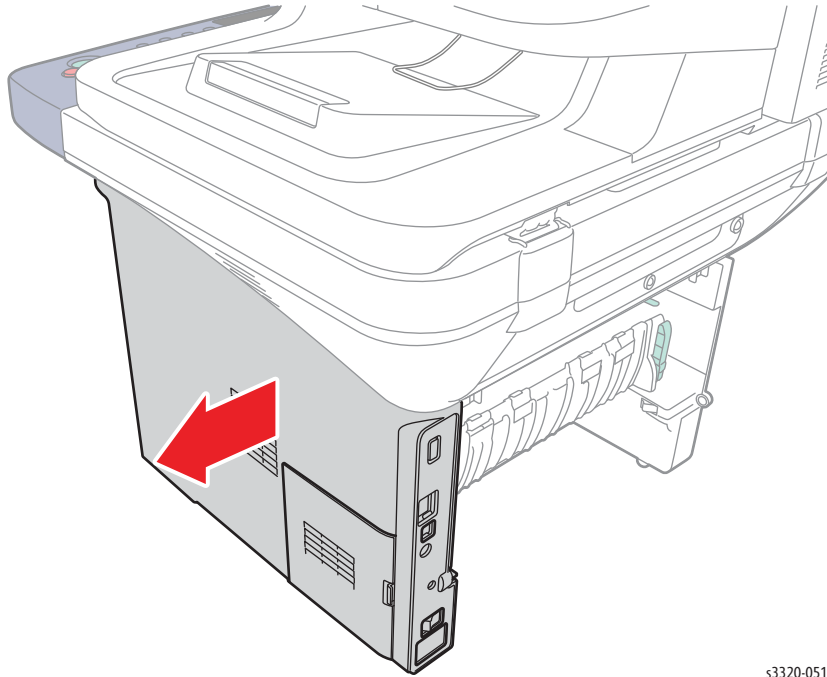
### PL1.4.3.1

1. Remove the Front Cover (page 4-13).
2. Remove the Rear Door (page 4-15).
3. If the printer has an Optional Tray, remove the Main Board cover and disconnect CN30.

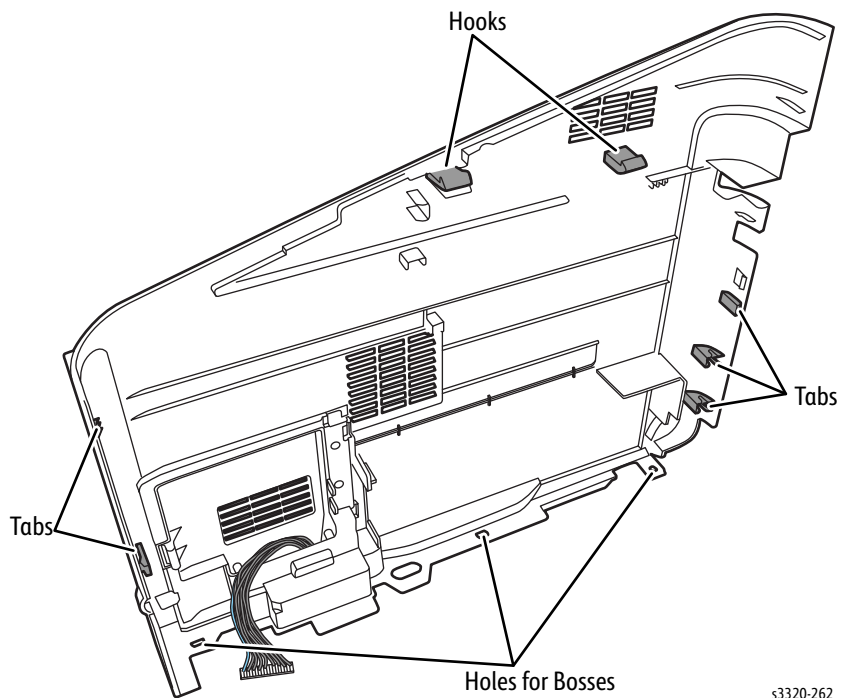


s3320-053

- Starting at the front of the printer remove the Right Cover.



s3320-051

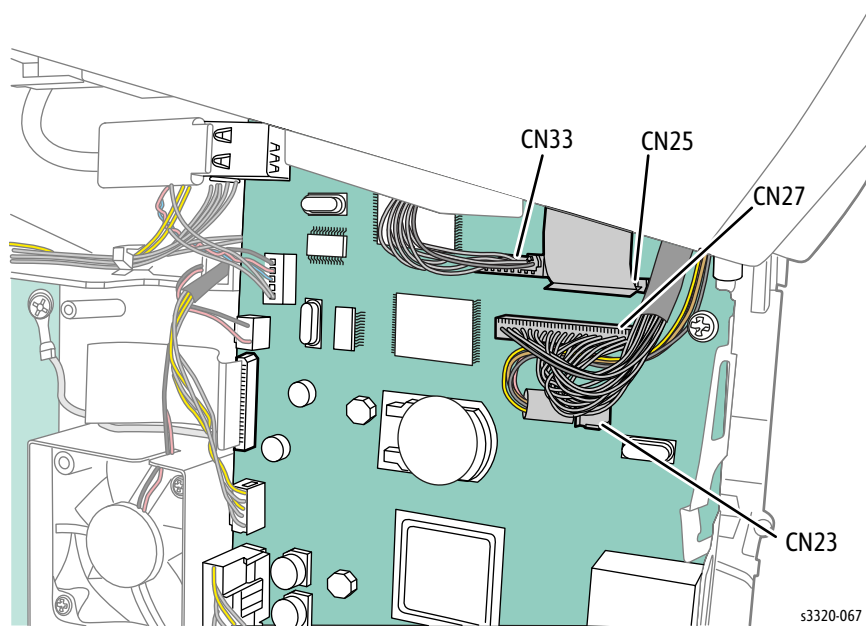


s3320-262

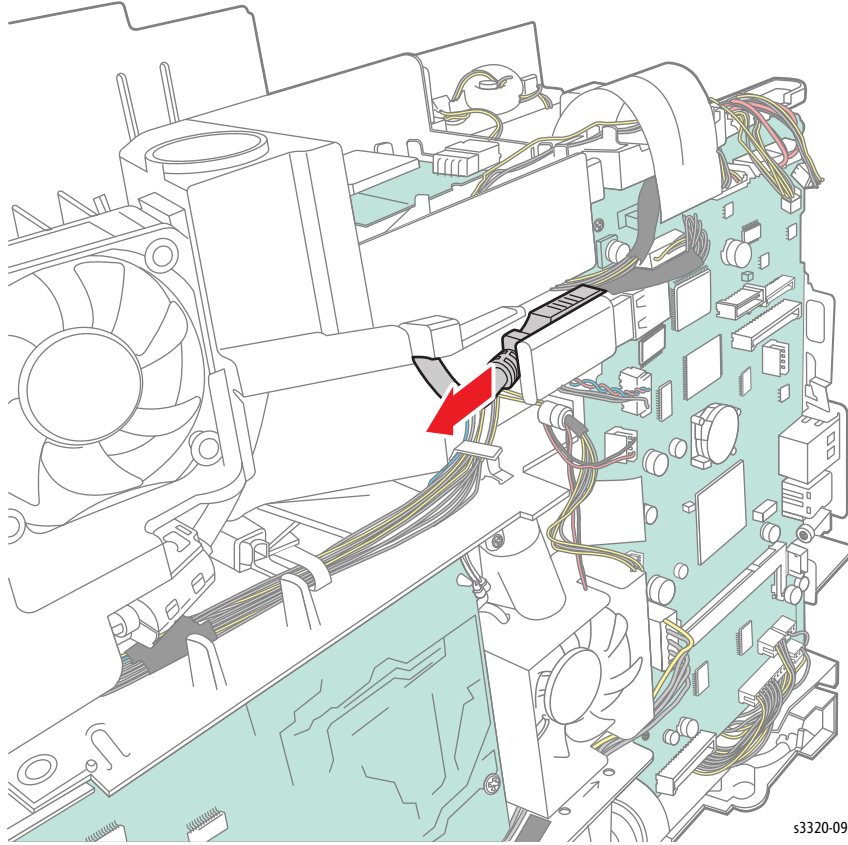
## Middle Cover

### PL1.5.1

1. Remove the Front Cover (page 4-13).
2. Remove the Rear Door (page 4-15).
3. Remove the Left Cover (page 4-15).
4. Remove the Right Cover (page 4-17).
5. Remove the Scanner Assembly (page 4-86).
6. Disconnect CN23, 25, 27, and 33 from the Main Board.

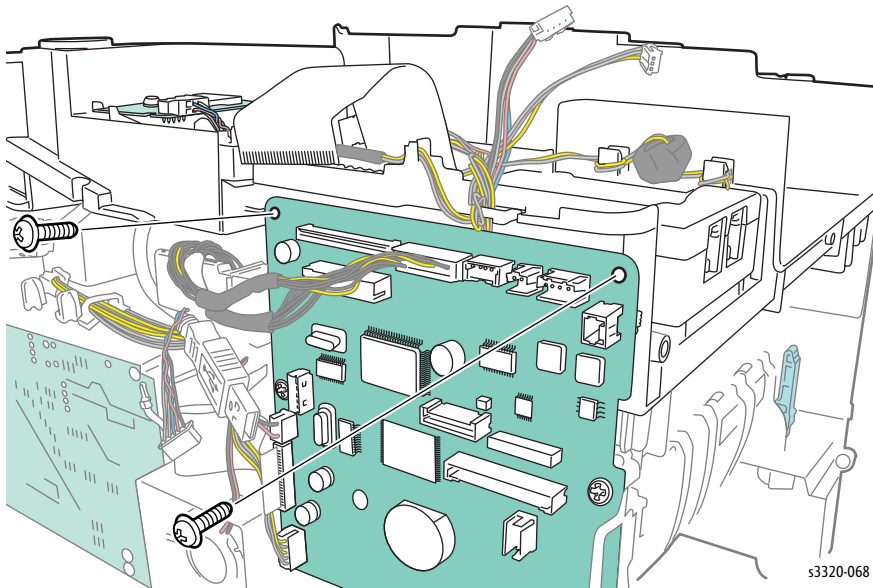


7. Disconnect the USB cable.



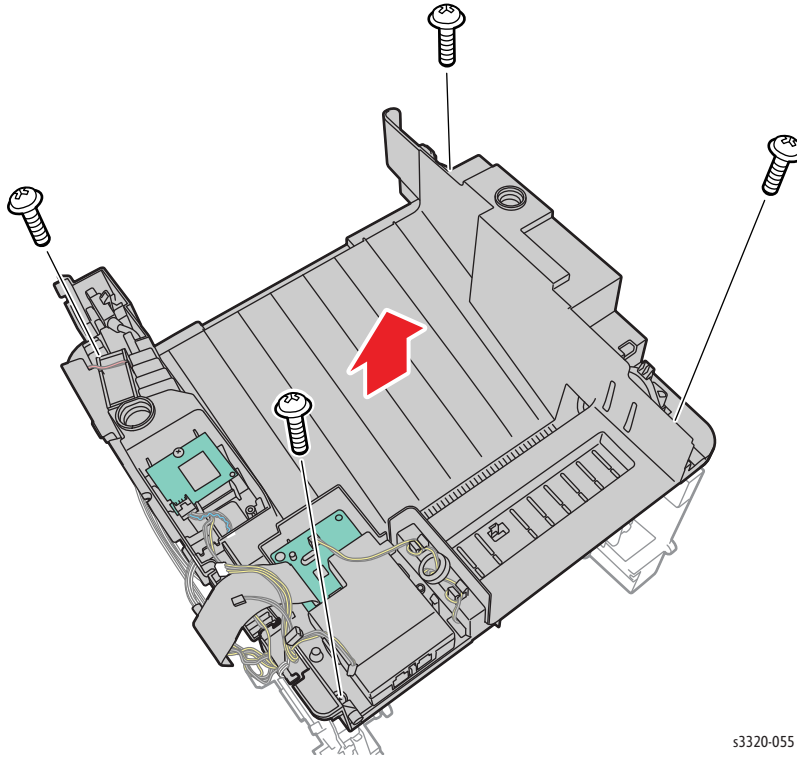
s3320-090

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



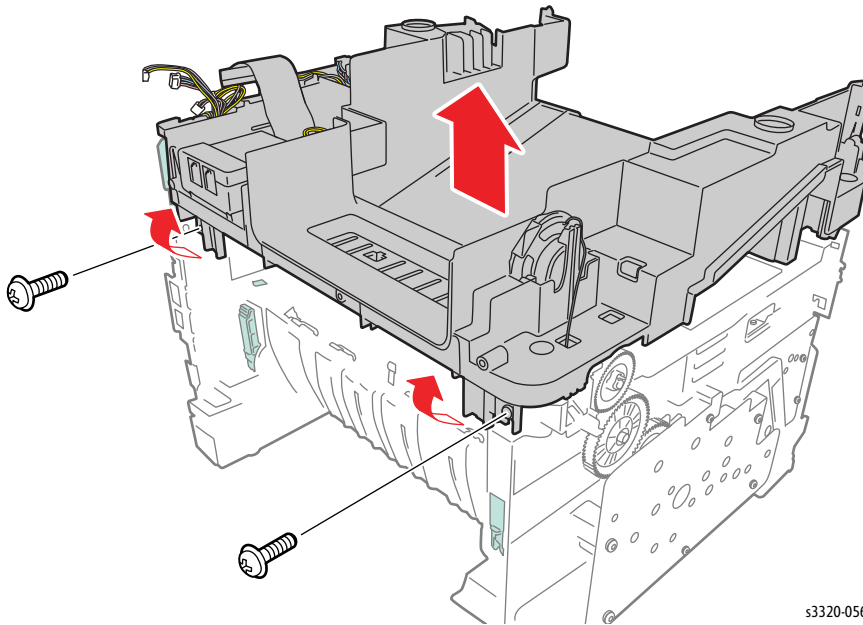
s3320-068

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



s3320-055

10. 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 Middle Cover off of the printer.



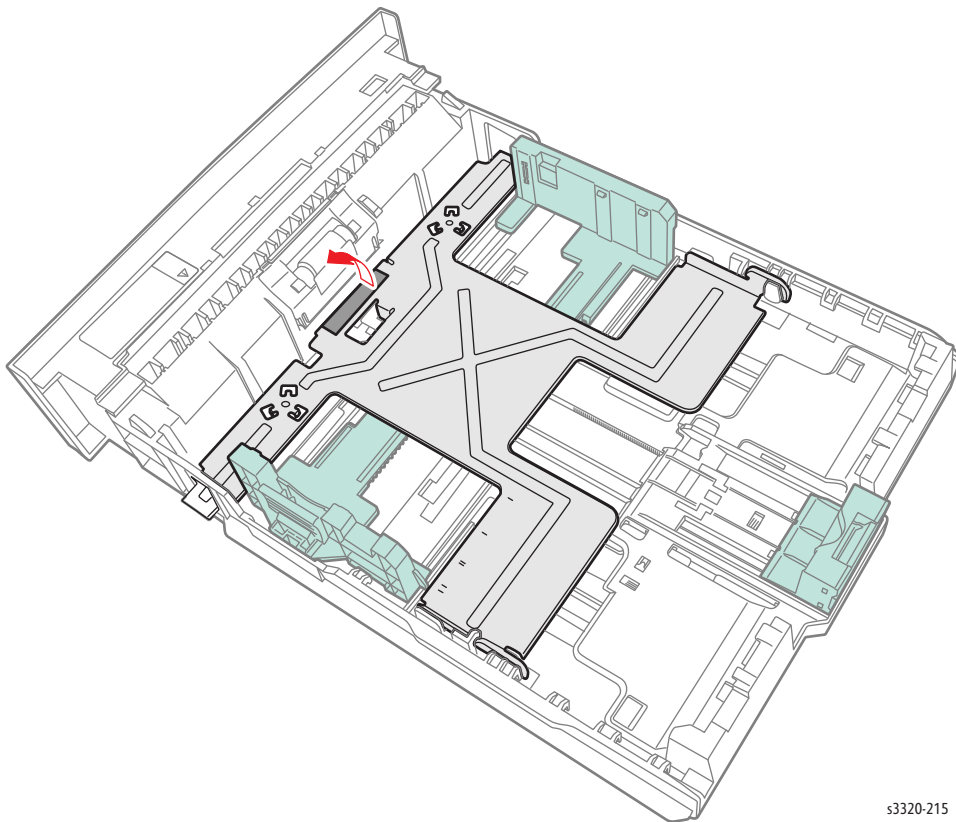
s3320-056

# Feeder

## Base Plate Pad

### PL5.1.21

1. Remove Tray 1 (page 4-5).
2. Peel off the Base Plate Pad.

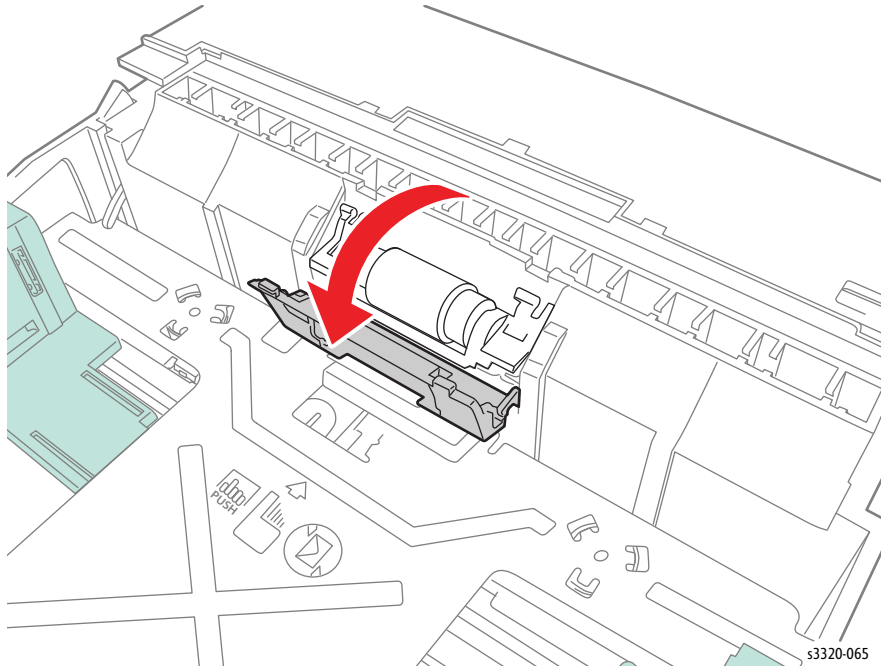


s3320-215

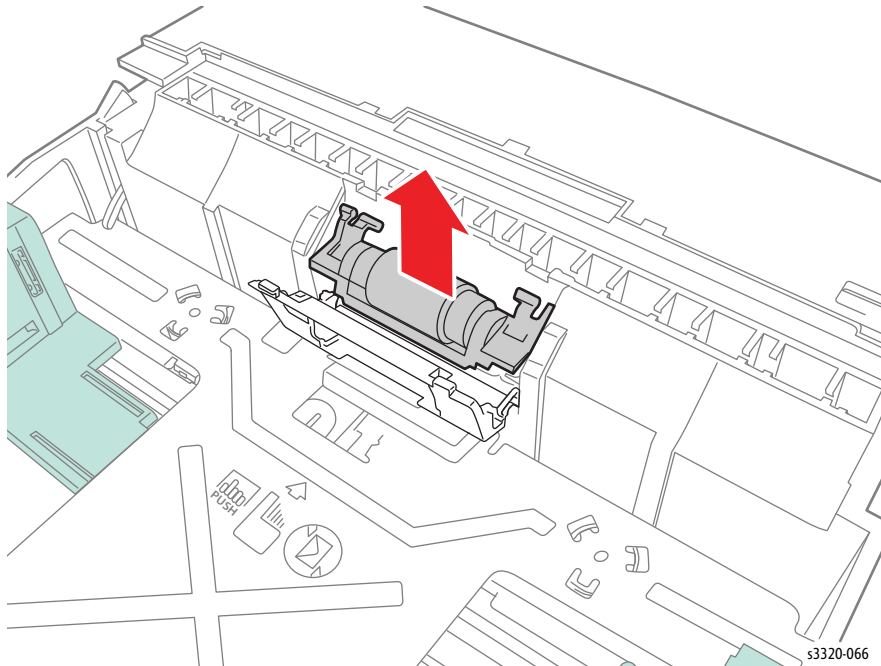
## Tray 1 Retard Roller

### PL5.1.23

1. Pull Tray 1 out of the printer.
2. Open the retard roller cover.



3. Release the Retard Roller.

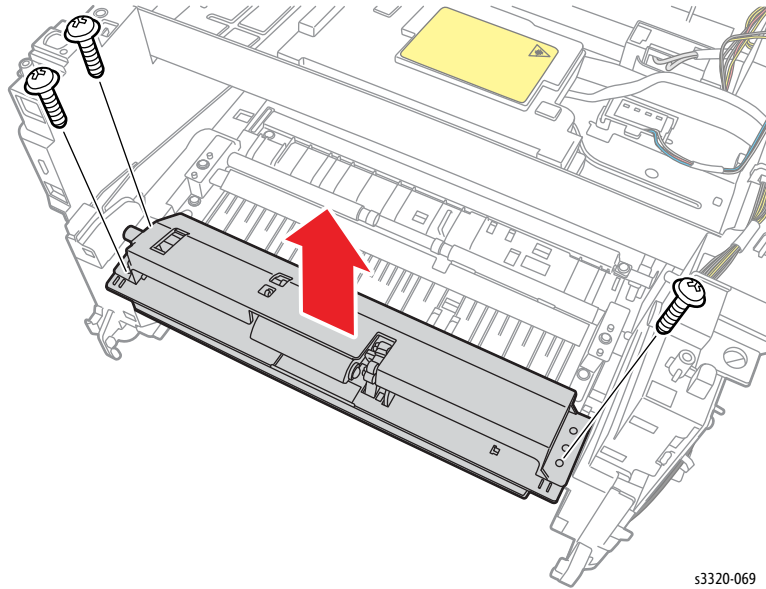


## Bypass Tray

### PL3.2.0

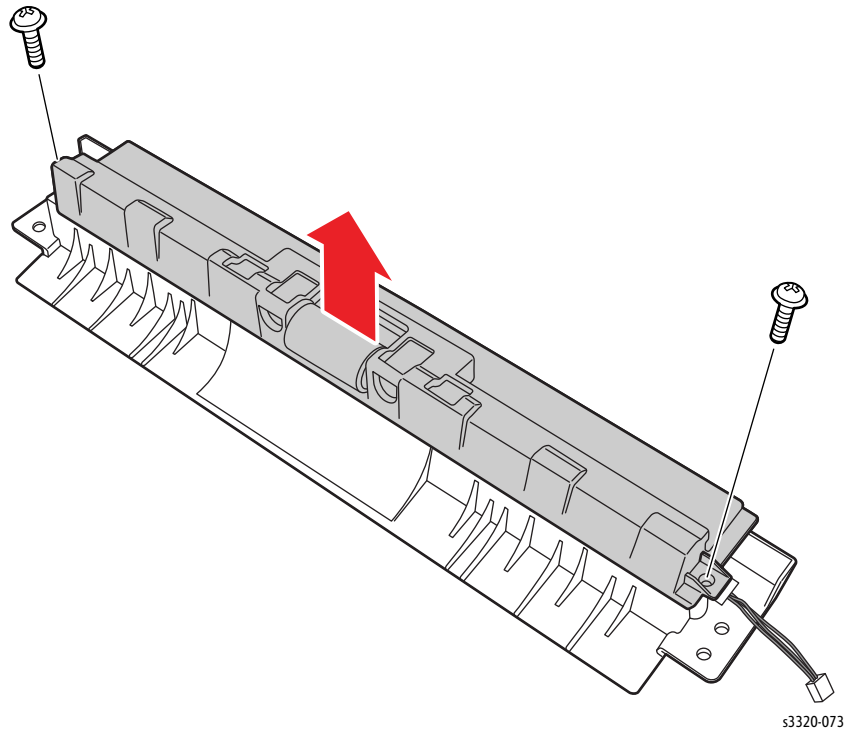
1. Open the Front Cover.
2. Remove 3 screws (10 mm, silver, plastic), remove the Bypass Tray and turn it over and let it hang down.

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

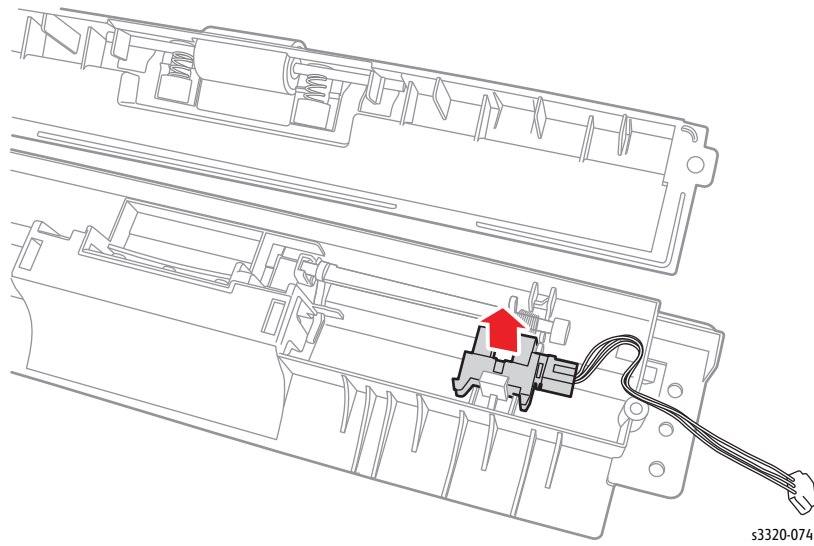




3. Remove 2 screws (10 mm, silver, plastic).



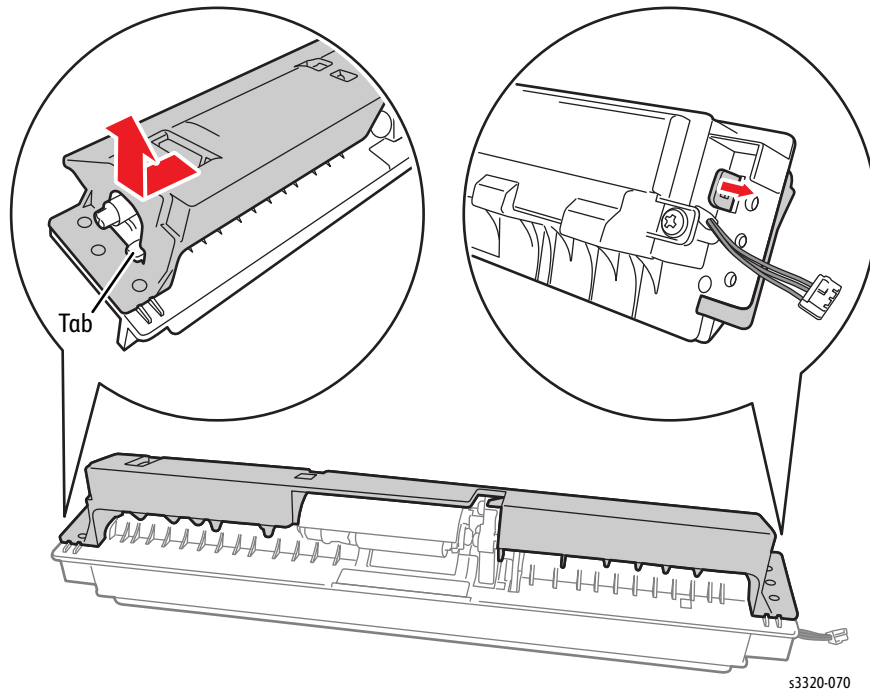
4. Remove the Roller Cover and disconnect P/J34 to remove the Bypass Tray.



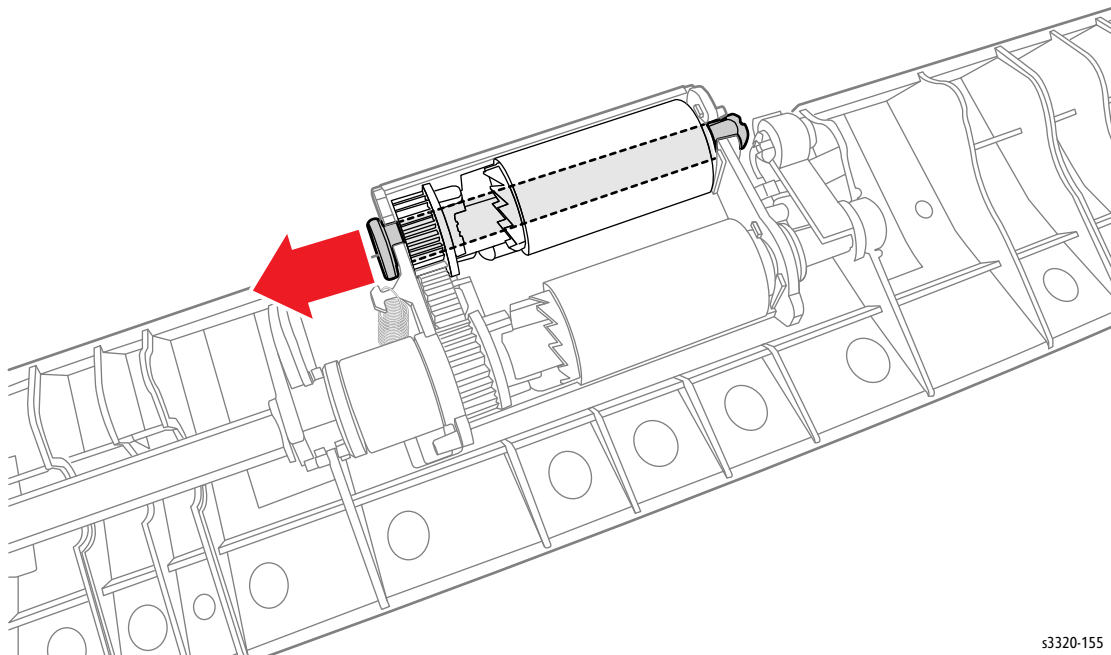
## Bypass Tray Retard Roller

### PL3.2.14

1. Remove the Bypass Tray (page 4-25).
2. Disengage the tab to separate the Bypass Tray lower from the Bypass Tray upper.



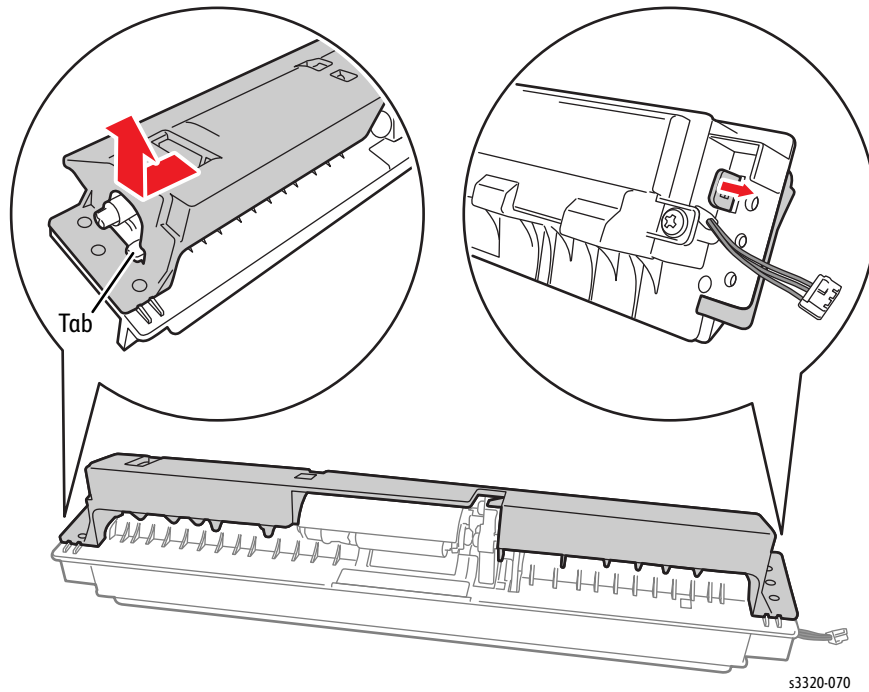
3. Disengage the tabs and lift the Retard Roller out of lower MP guide.



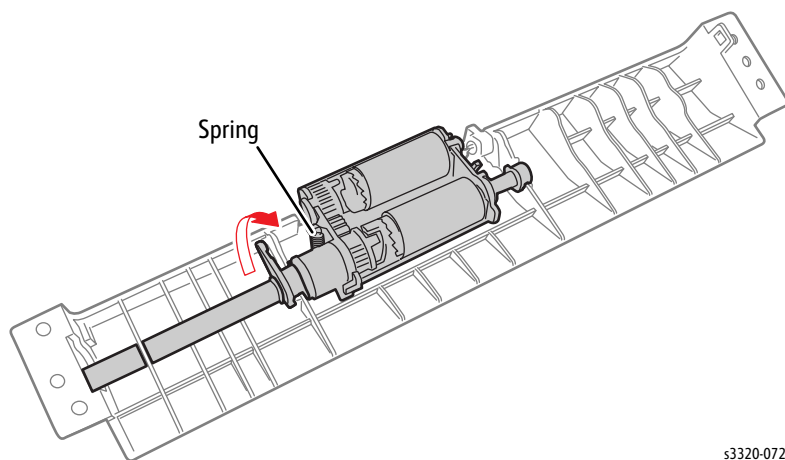
## Bypass Tray Pick Up Assembly

### PL3.2.24

1. Remove the Bypass Tray (page 4-24).
2. Disengage the tab to separate the Bypass Tray lower from the Bypass Tray upper.

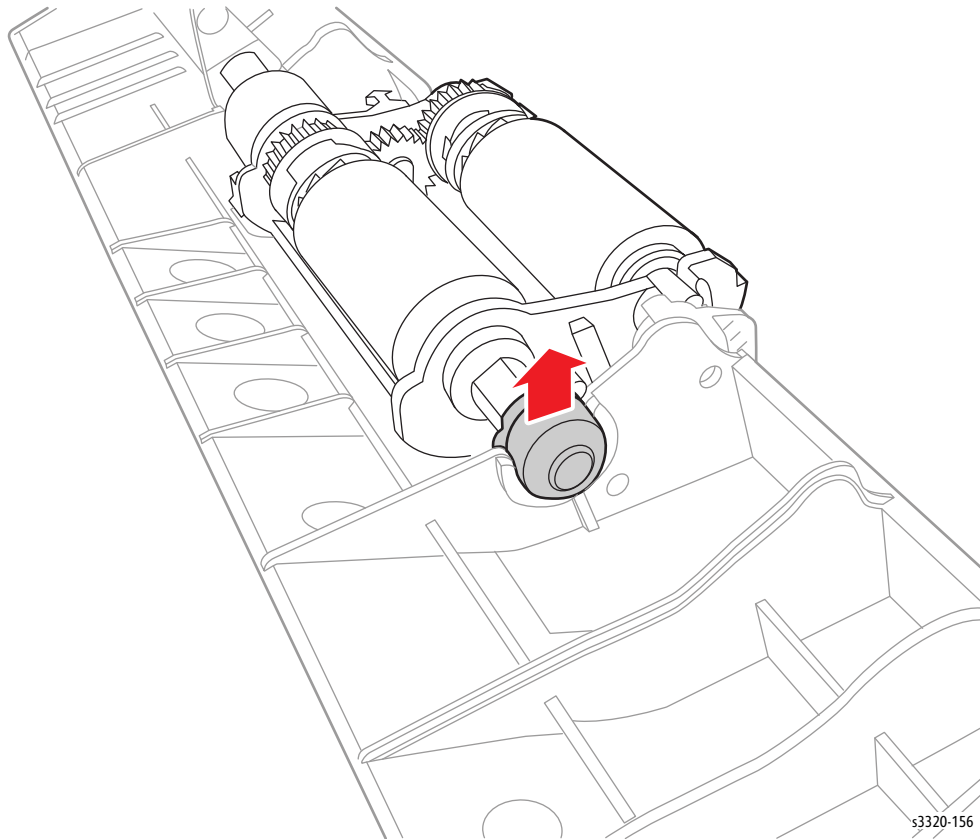


3. Disconnect the boss on the shaft holder and rotate it upward.



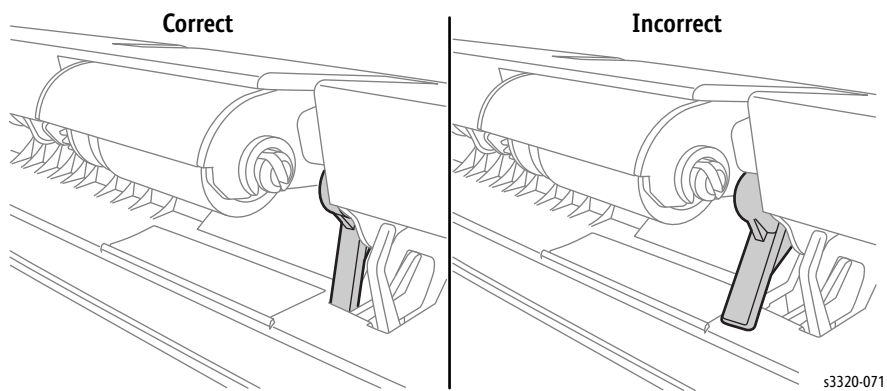
4. Disconnect the spring.

5. Push up on the PMO bush to remove it.



6. Lift out the Bypass Tray Pick Up Assembly.

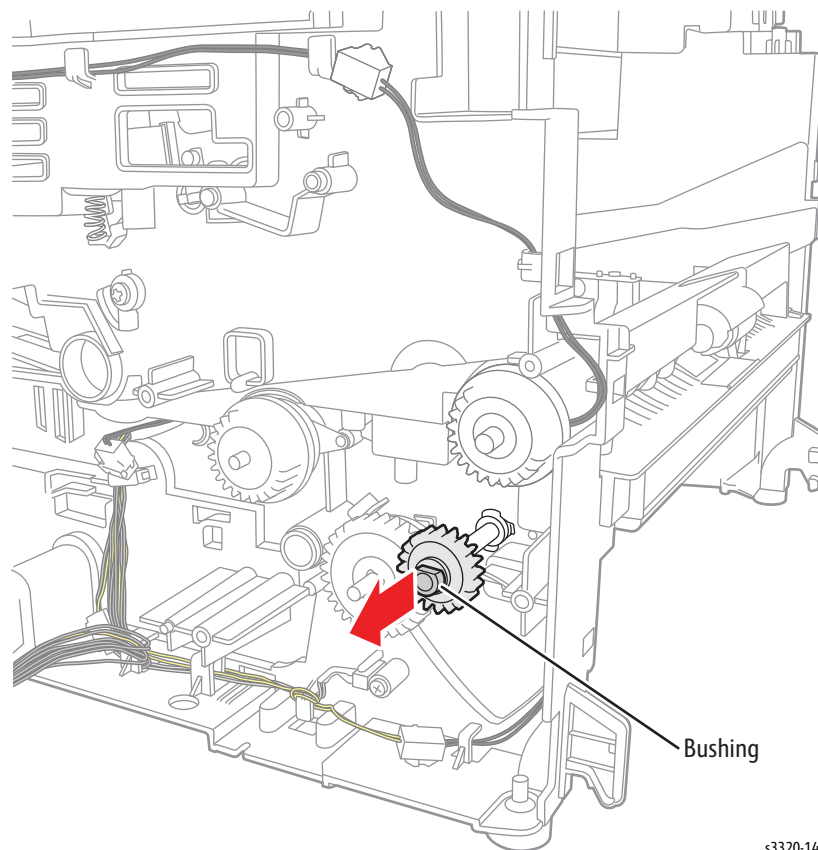
**Replacement Note:** Ensure the Bypass Tray stopper falls properly into position when reassembling.



## Feed Roller

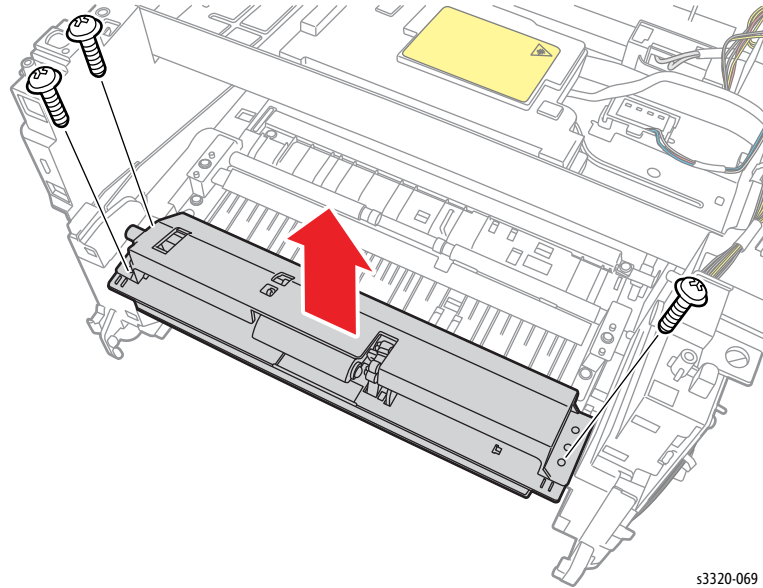
### PL3.1.103

1. Remove the Front Cover (Phaser 3320, page 4-7; WorkCentre 3315/3325, page 4-13).
2. Remove the Top Cover (Phaser 3320 only, page 4-8).
3. Remove the Right Cover (Phaser 3320, page 4-12; WorkCentre 3315/3325, page 4-17).
4. Remove the Left Cover (Phaser 3320, page 4-11; WorkCentre 3315/3325, page 4-15).
5. Remove the Scanner (WorkCentre 3315/3325 only, page 4-86).
6. Remove the Middle Cover (WorkCentre 3315/3325 only, page 4-19).
7. Remove the Main Drive Assembly (page 4-49).
8. Remove the Feed Drive Assembly (page 4-31).
9. Remove the bushing and gear.

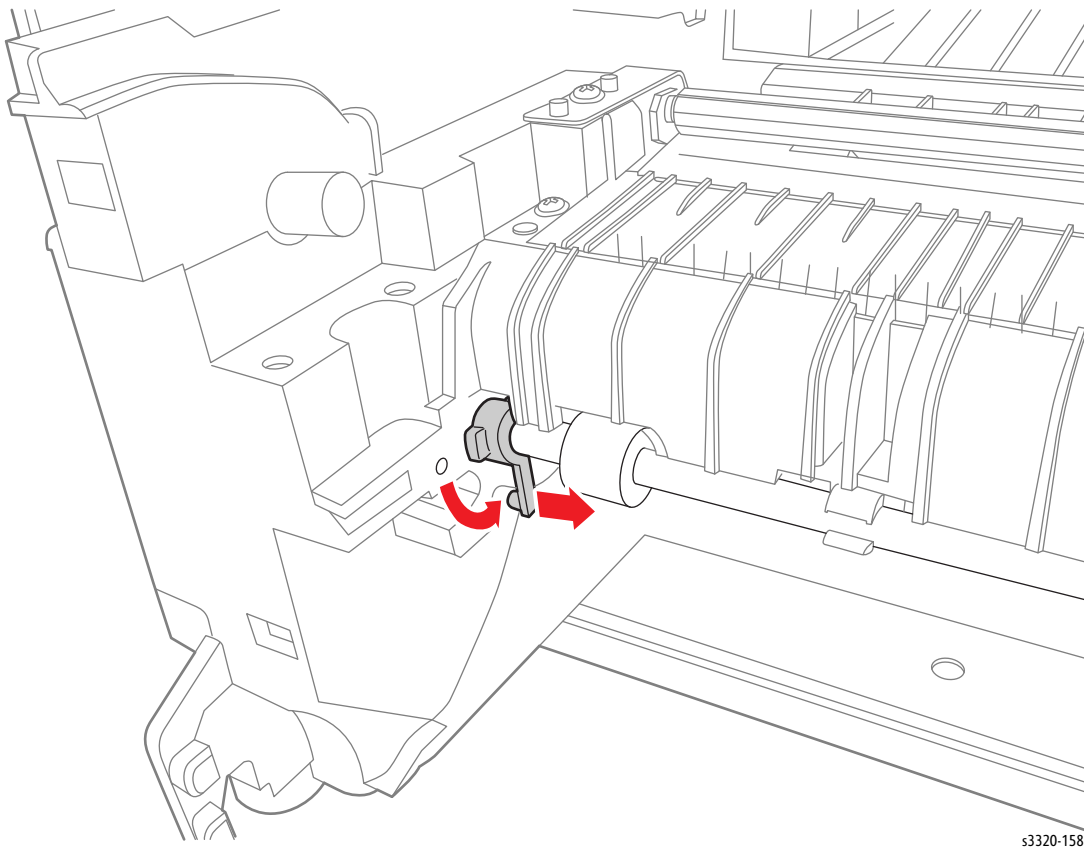


s3320-140

10. Remove 3 Bypass Tray screws (silver, flanged, tap, 10 mm) and let the Bypass Tray hang down.



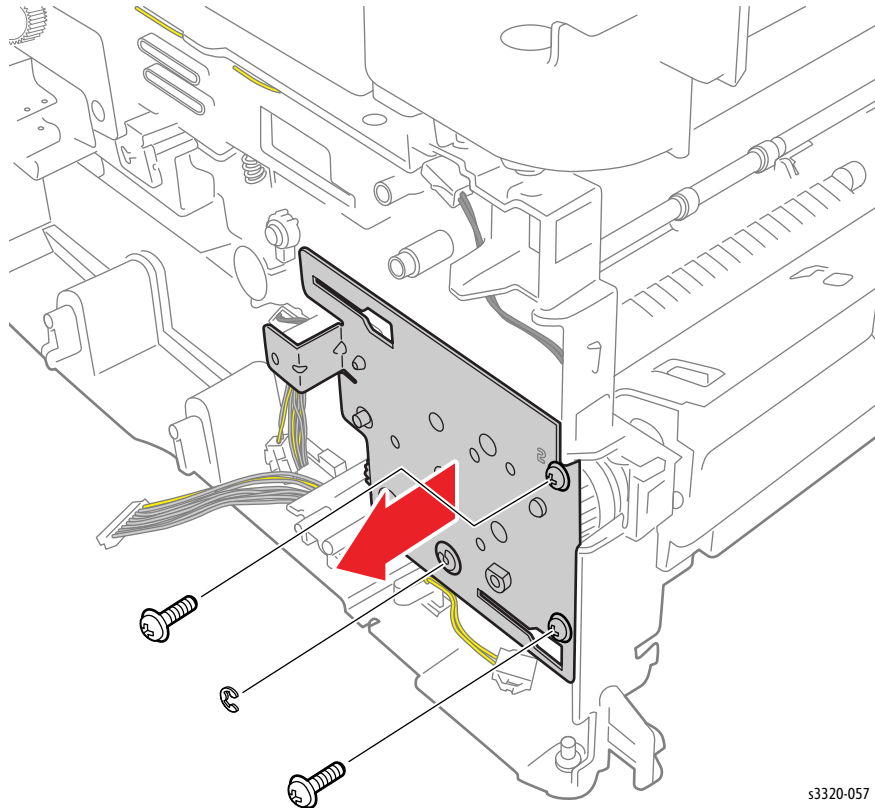
11. Disconnect the boss on the feed roller bushing, rotate the bushing until it comes through the frame, and disconnect the Feed Roller from the feed bushing PMOs to remove it.



## Feed Drive Assembly

### PL3.6.0

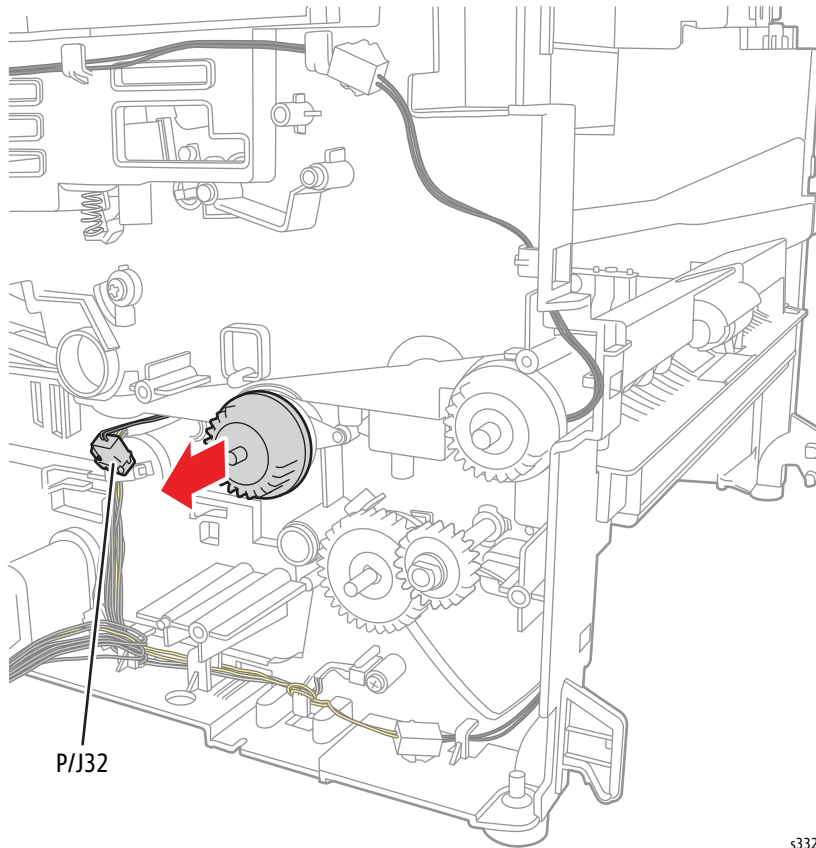
1. Remove the Left Cover (Phaser 3320, page 4-11; WorkCentre 3315/3325, page 4-15).
2. Remove the Main Drive Assembly (page 4-49).
3. Remove the E-ring, 2 screws (silver, flanged, tap, 10 mm), and remove the Feed Drive Assembly.



## Pick Up, Registration, and Bypass Tray Clutches

PL3.1.46, PL3.1.45, PL3.1.6

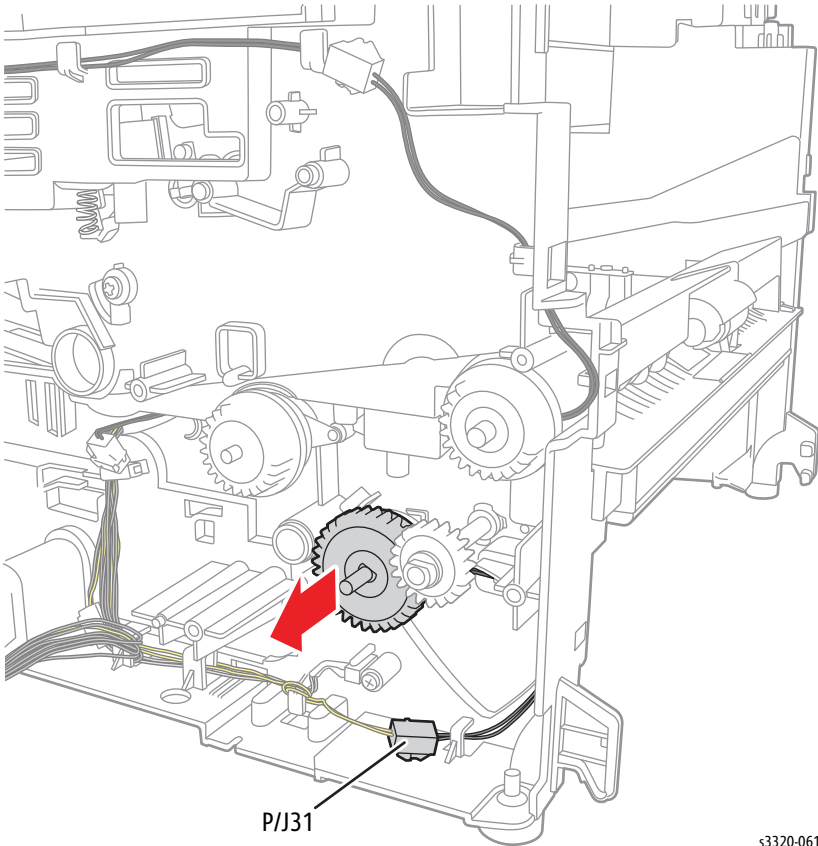
1. Remove the Feed Drive Assembly (page 4-31).
2. Using the following illustrations, unplug the connector and remove the clutch.  
Registration Clutch (P/J32):



s3320-060

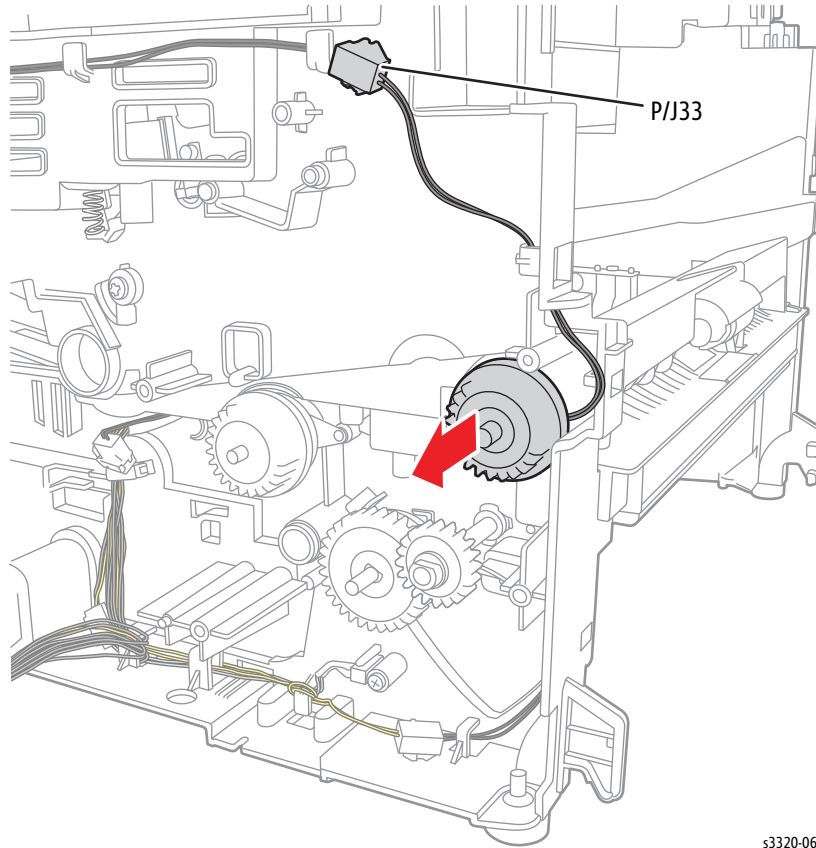


Pick Up Clutch (P/J31):



s3320-061

Bypass Tray Clutch (P/J33):

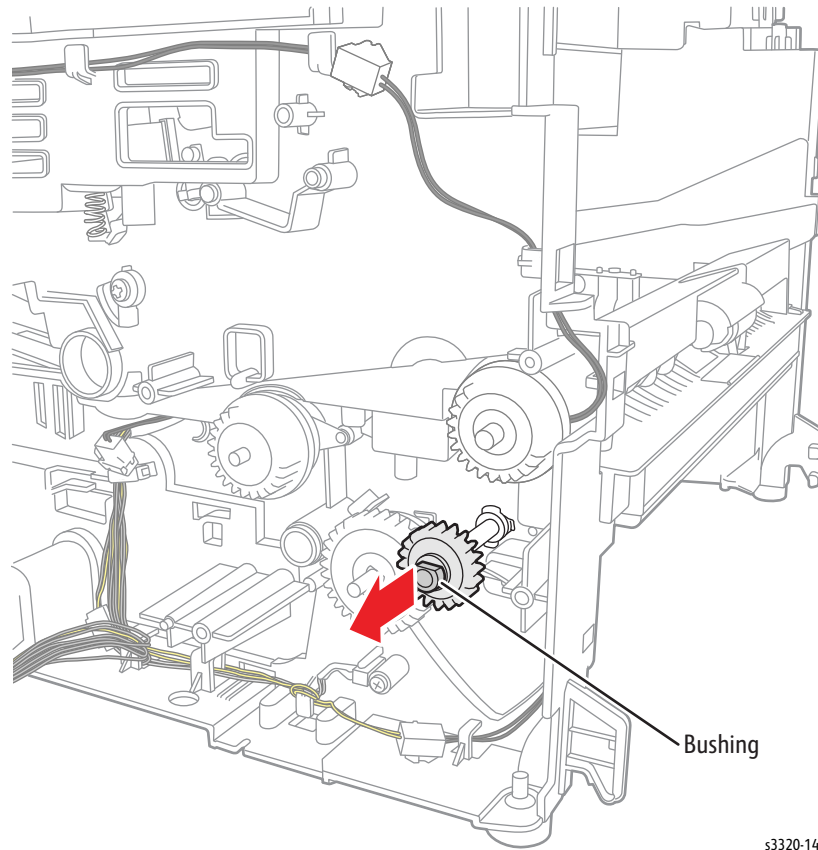


s3320-062

## 20 Feed Gear

### PL3.1.102

1. Remove the Main Drive Assembly (page 4-49).
2. Remove the Feed Drive Assembly (page 4-31).
3. Remove the bushing and the 20 Feed Gear.

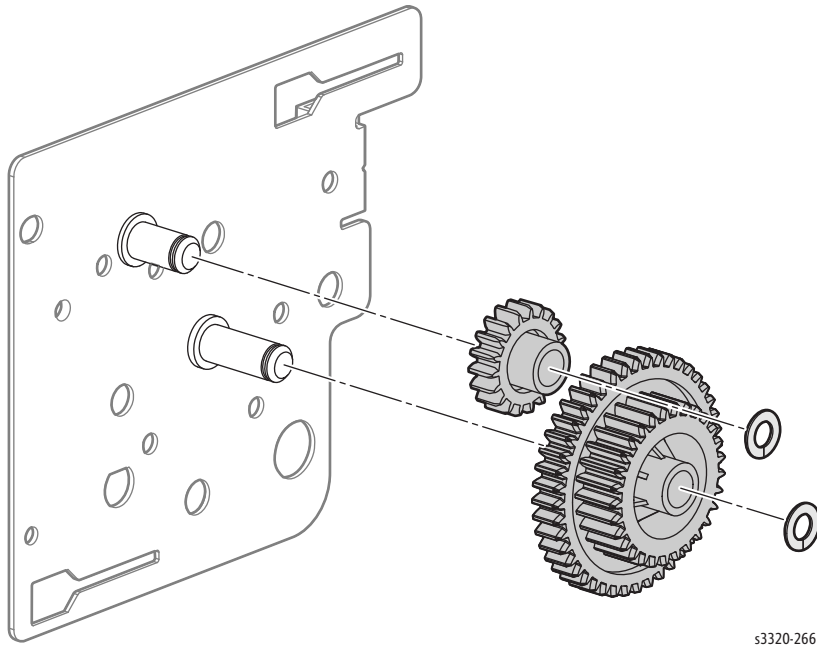


s3320-140

## 44-29 Feed Gear/19 Idle Gear

PL3.6.2, PL3.6.3

1. Remove the Main Drive Assembly (page 4-49).
2. Remove the Feed Drive Assembly (page 4-31).
3. Remove the Feed Gear or the Bypass Idle Gear.

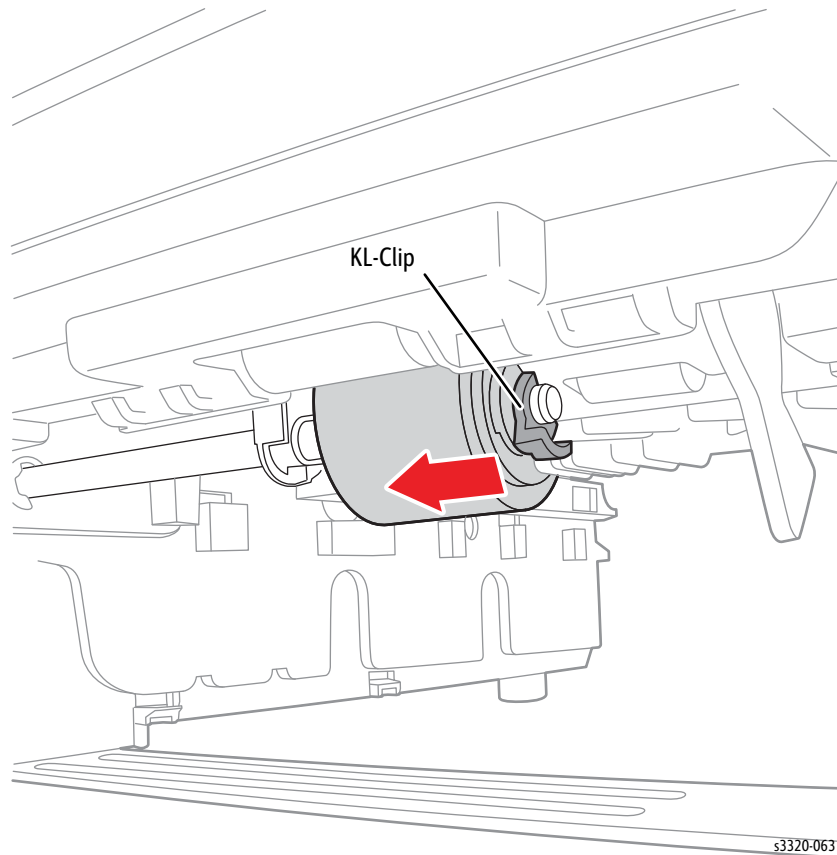


## Pick Up Roller

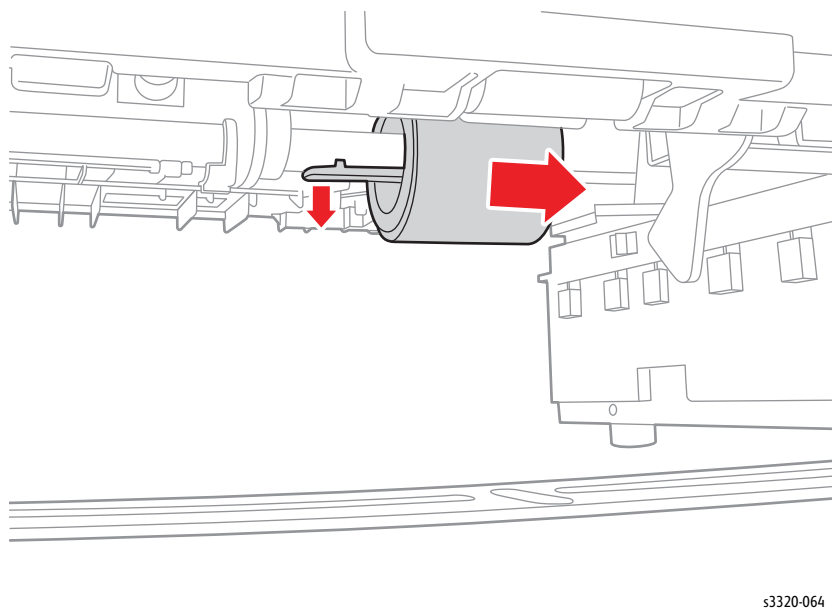
PL3.1.117 (with PL3.1.118 and PL3.1.119)

1. Remove Tray 1 (page 4-5) and the Duplex Unit (page 4-6).

2. Pull down on the plastic tab, slide the Pick Up Roller to the left, and remove the K-clip.



3. Pull the tab down and slide the Pick Up Roller to the right to remove it.



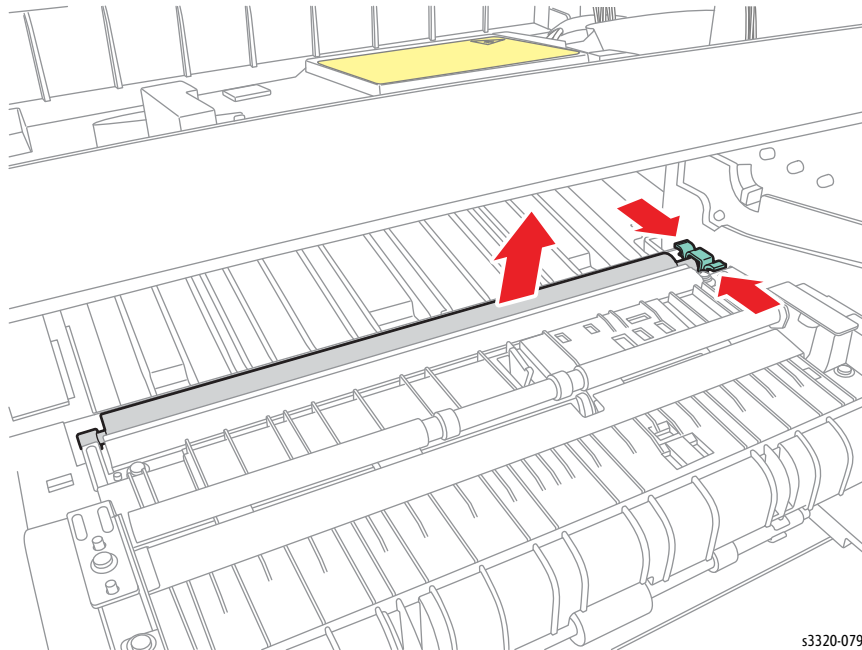
**Note:** On the right side of the Pick Up Roller, there is a pick up roller bushing. When removing the Pick Up Roller, be careful to not drop the bushing.

# Xerographics

## Transfer Roller

### PL3.1.106

1. Remove Tray 1 (page 4-5).
2. Open the Front Cover.
3. Pinch the tabs and lift the TR holder up and out of the printer.
4. Lift the Transfer Roller to remove it from the printer.

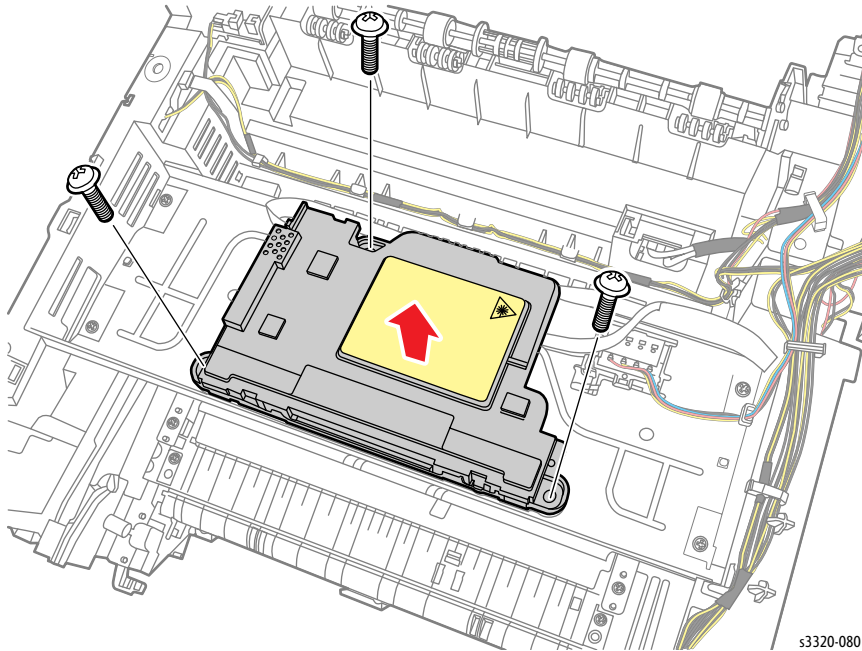


s3320-079

## Laser Unit

### PL3.1.147

1. Remove the Front Cover (Phaser 3320, page 4-7; WorkCentre 3315/3325, page 4-13).
2. Remove the Top Cover (Phaser 3320 only, page 4-8).
3. Remove the Middle Cover (WorkCentre 3315/3325 only, page 4-19).
4. Unplug the 2 flat cables from the Laser Unit.
5. Remove 3 screws (silver, metal, 6 mm) and remove the Laser Unit.



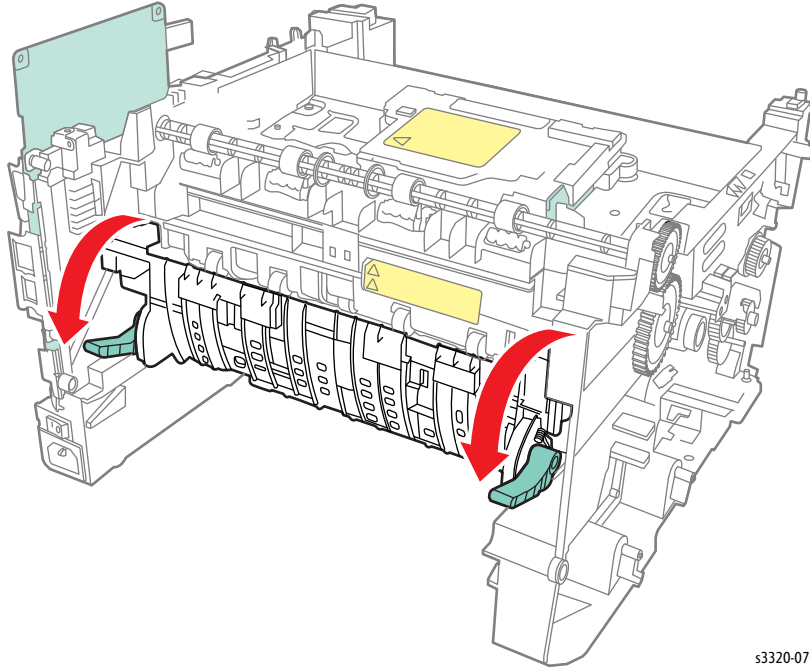
## Fuser

### PL3.3.0

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

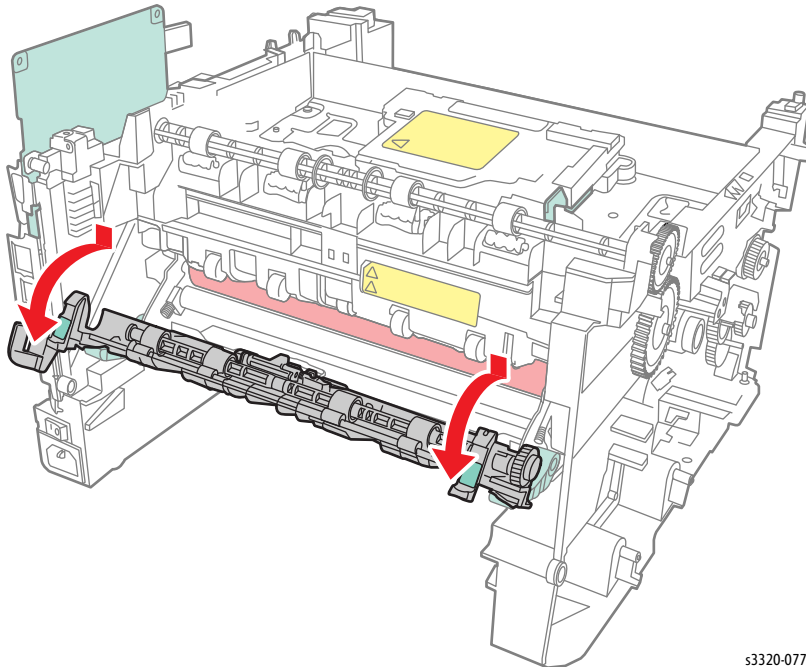
1. Remove the Duplex Assembly (page 4-6).
2. Remove the Rear Door (Phaser 3320, page 4-10; WorkCentre 3315/3325, page 4-15).

3. Open the Fuser levers and push the Rear Frame levers down.



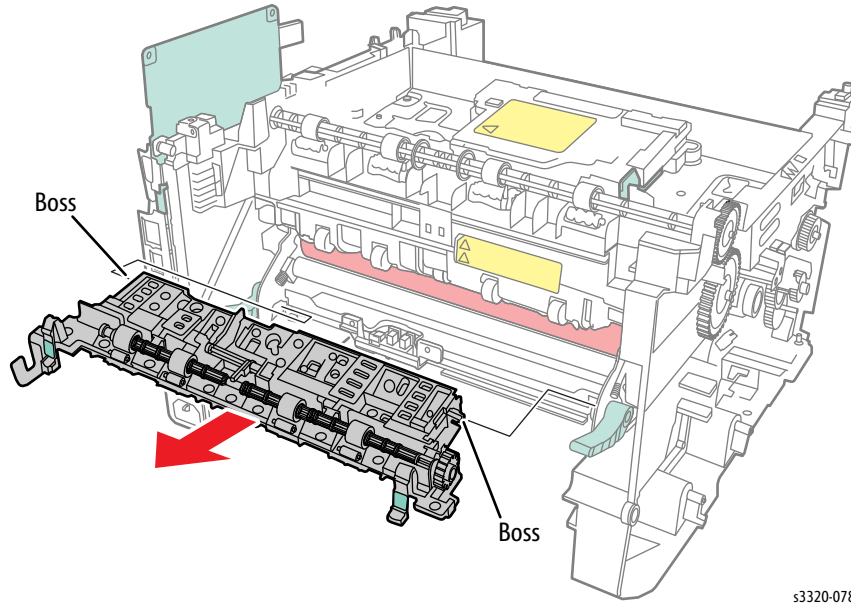
s3320-076

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



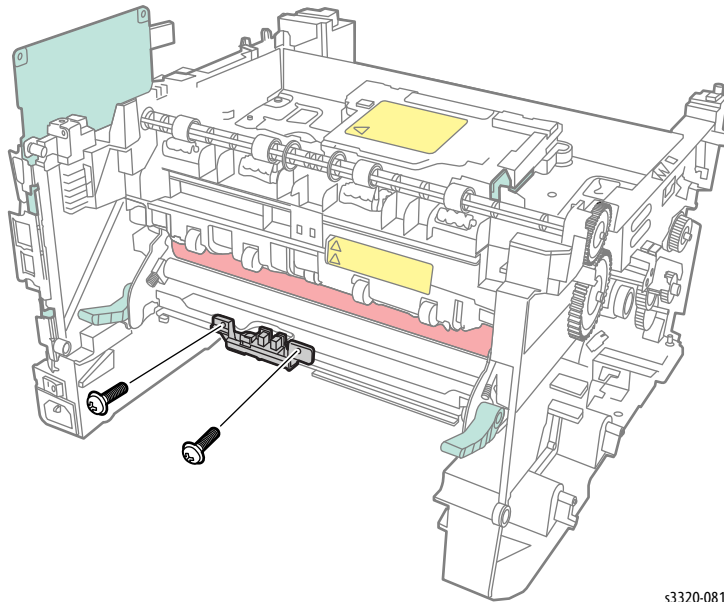
s3320-077





s3320-078

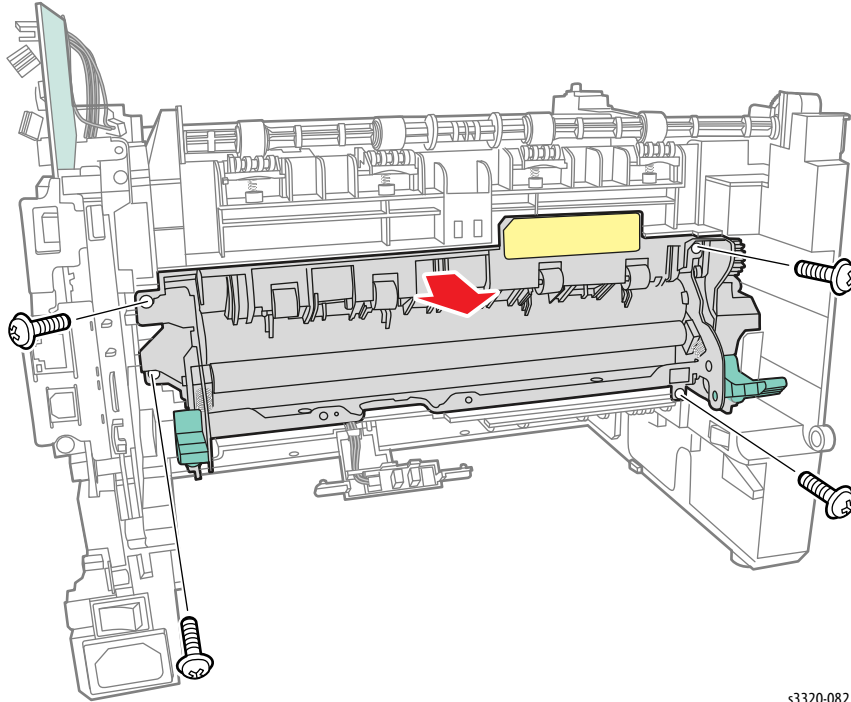
5. Remove 2 screws (silver, metal, 6 mm) and let the Exit Sensor holder hang down.



s3320-081

Service Parts Disassembly

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

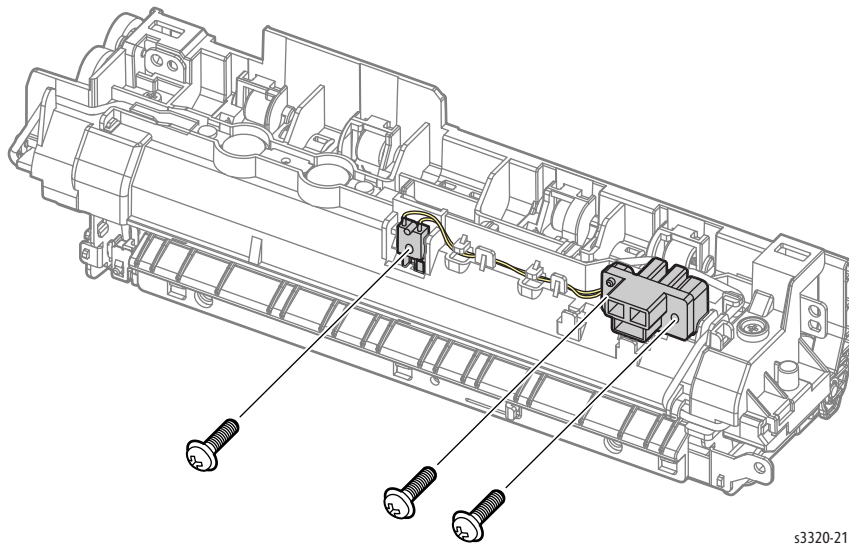


s3320-082

## Thermistor Assembly

### PL3.3.2

1. Remove the Fuser (page 4-43).
2. Remove 3 screws (silver, flanged, tap, 10 mm) and release the Thermistor harness from the harness guides to remove the Thermistor Assembly.

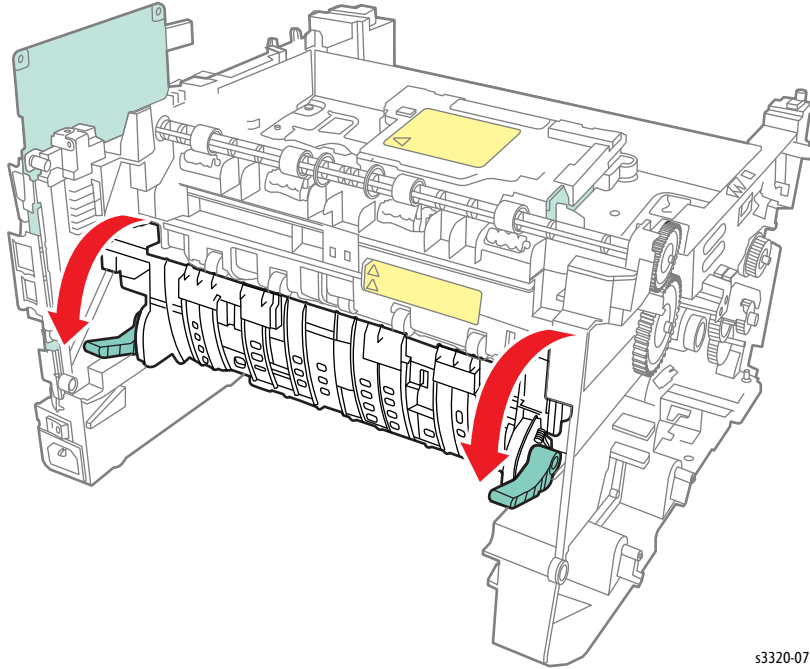


s3320-214

## Rear Frame

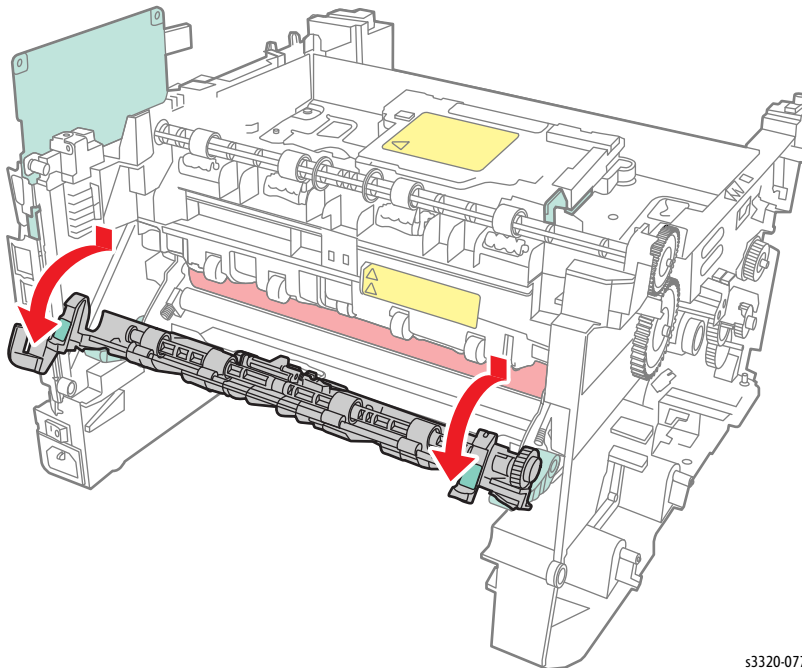
### PL3.4.0

1. Open the Rear Door.
2. Push down on the Rear Frame levers.

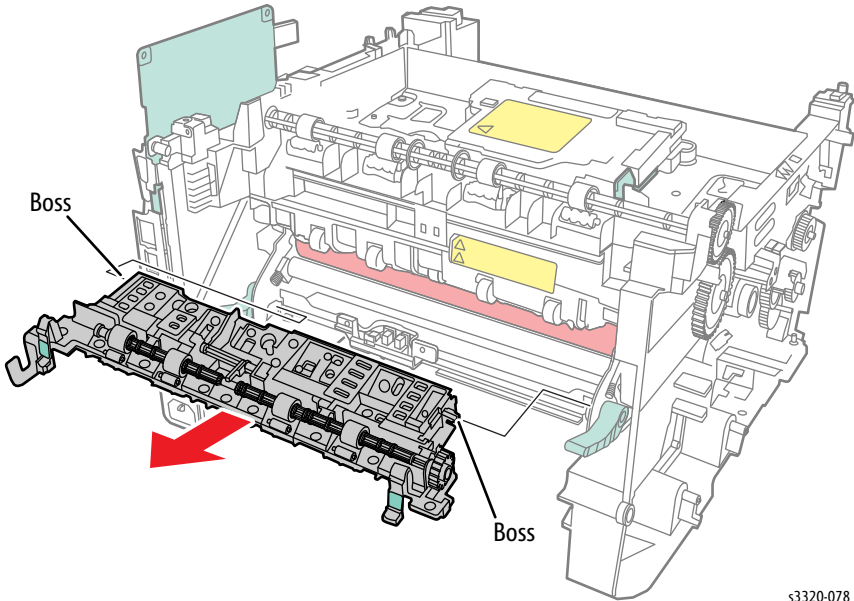


s3320-076

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



s3320-077

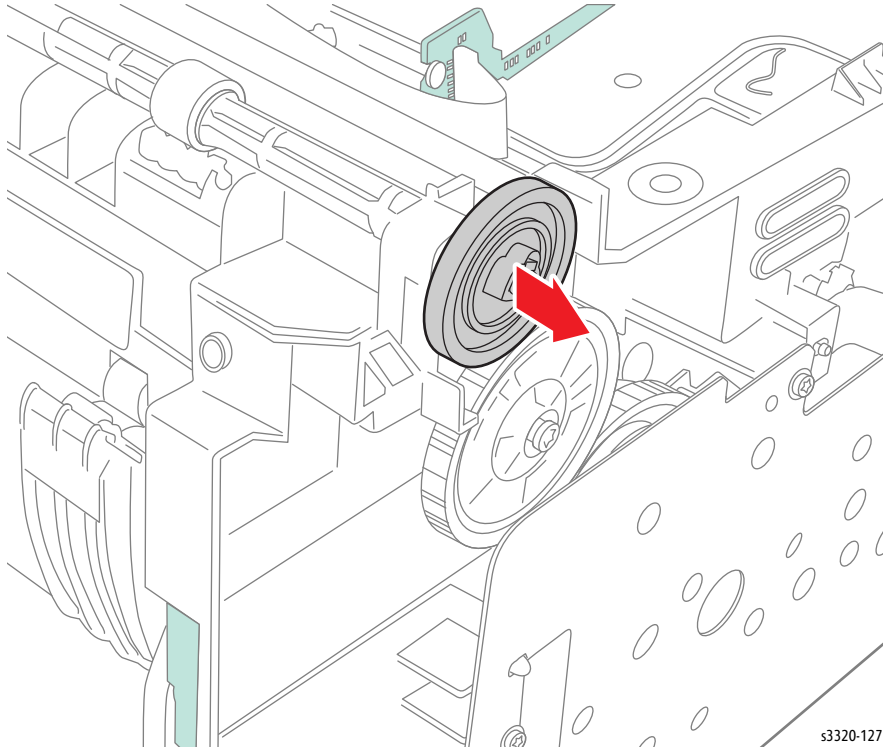


s3320-078

## Exit Roller Frame

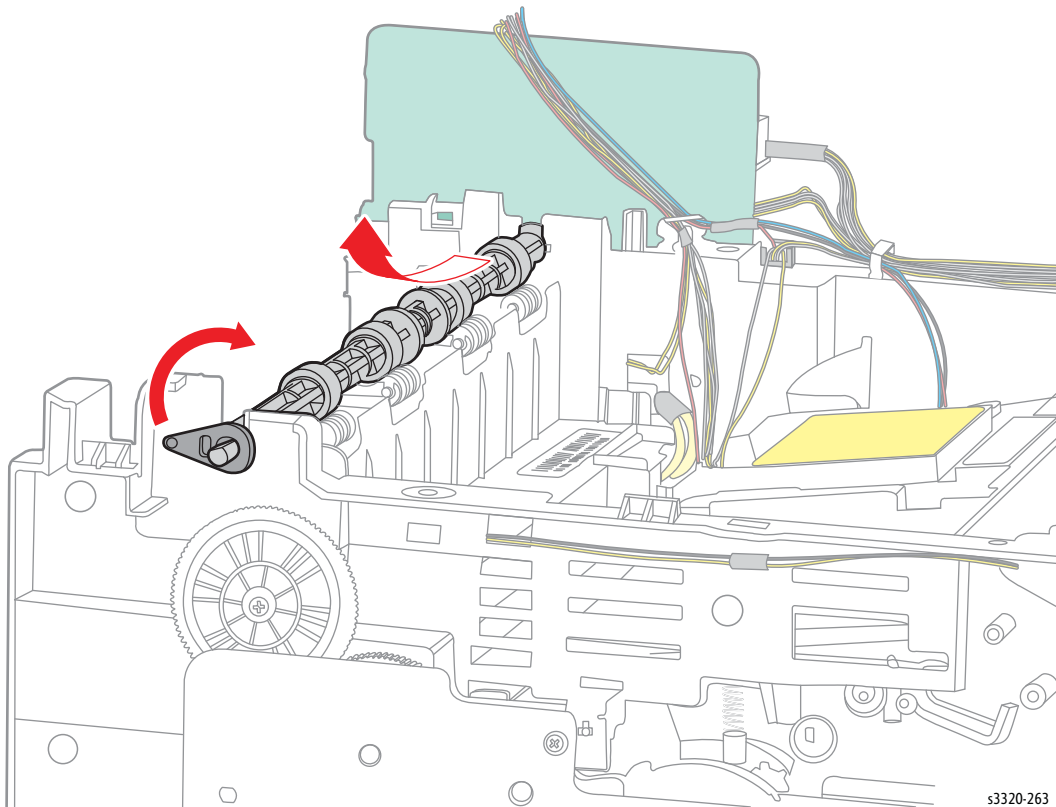
### PL3.1.120

1. Remove the Top Cover (Phaser 3320 only, page 4-8).
2. Remove the Middle Cover (WorkCentre 3315/3325 only, page 4-19).
3. Press up on the tab of the 65 Exit Gear and remove the gear.



s3320-127

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





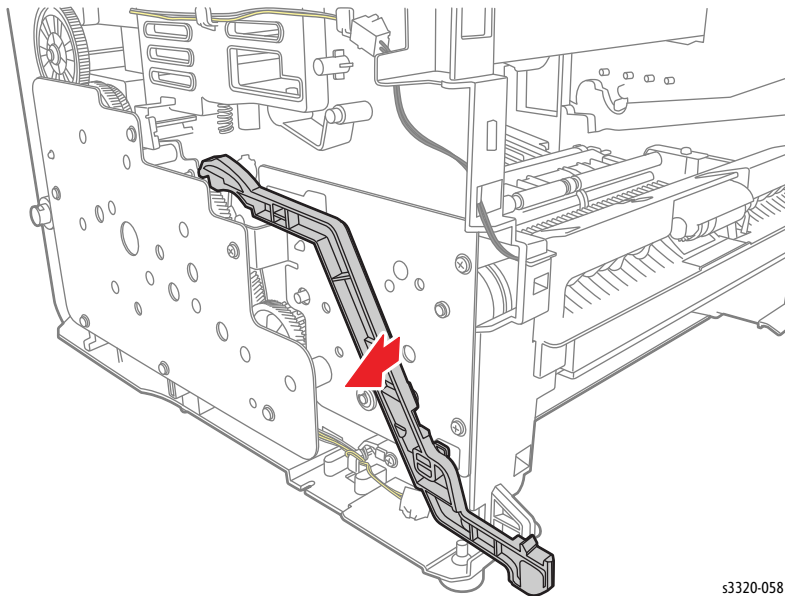


# Main Drive

## Main Drive Assembly

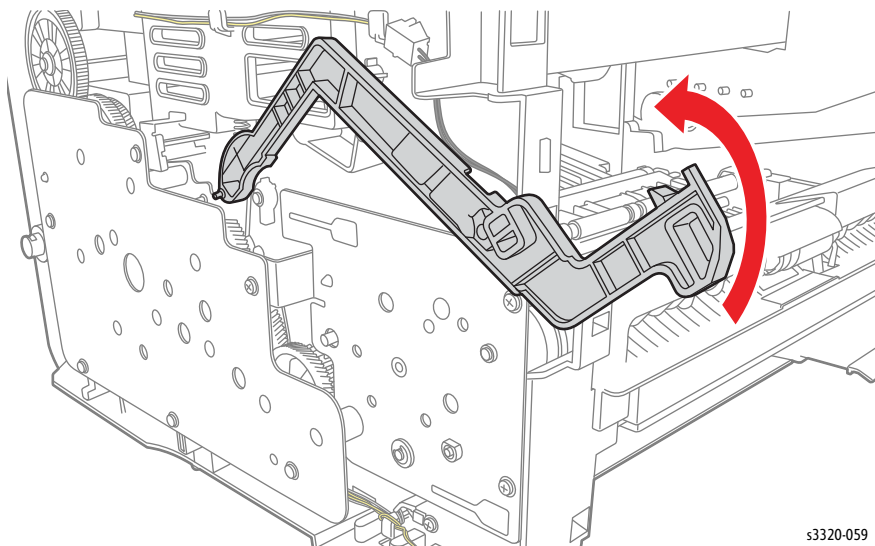
### PL3.5.0

1. Remove the Left Side Cover (Phaser 3320, page 4-11; WorkCentre 3315/3325, page 4-15).
2. Slide the Coupler Bar towards the front of the printer until it releases from the guides in the Feed Drive Assembly.



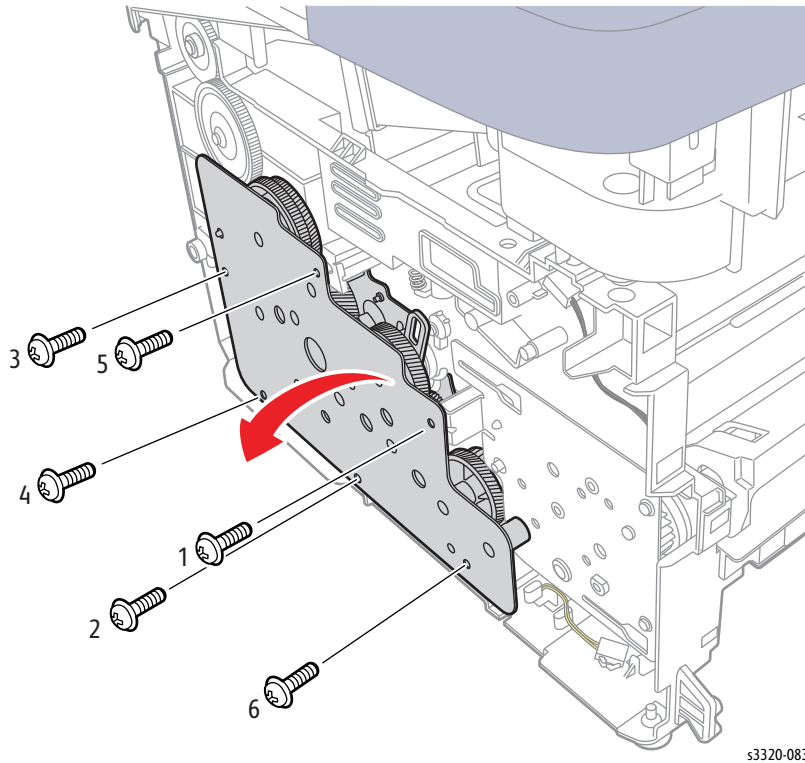
s3320-058

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



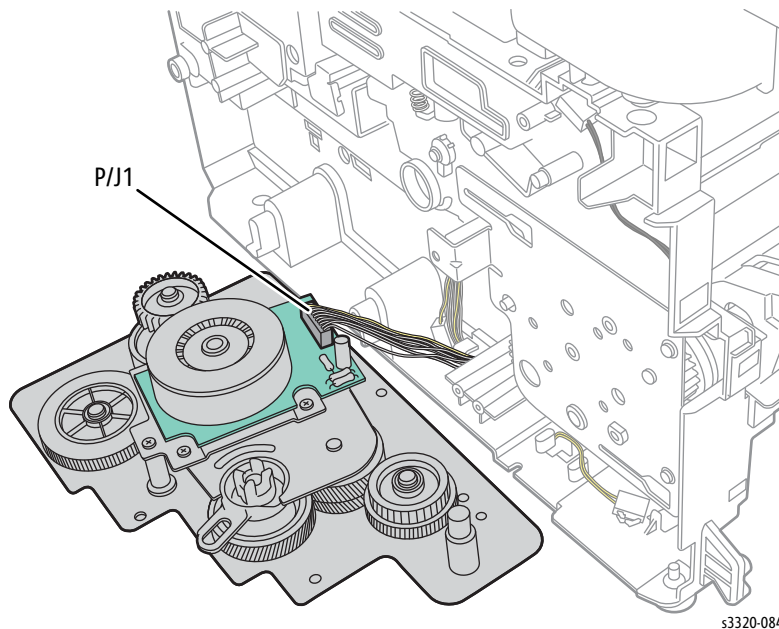
s3320-059

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



s3320-083

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



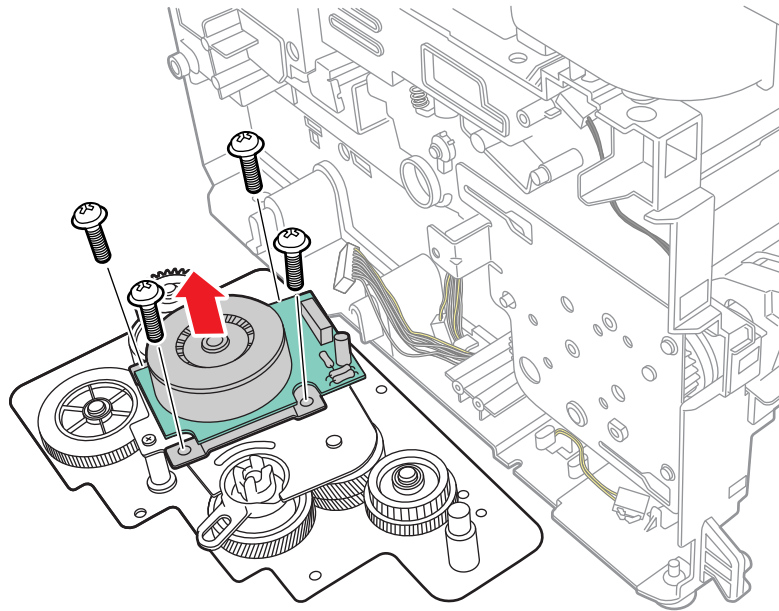
s3320-084

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

## Main Drive Motor

### PL3.5.2

1. Remove the Main Drive Assembly (page 4-49).
2. Remove the 4 screws (silver, metal, 6 mm) that secure the Main Drive Motor.

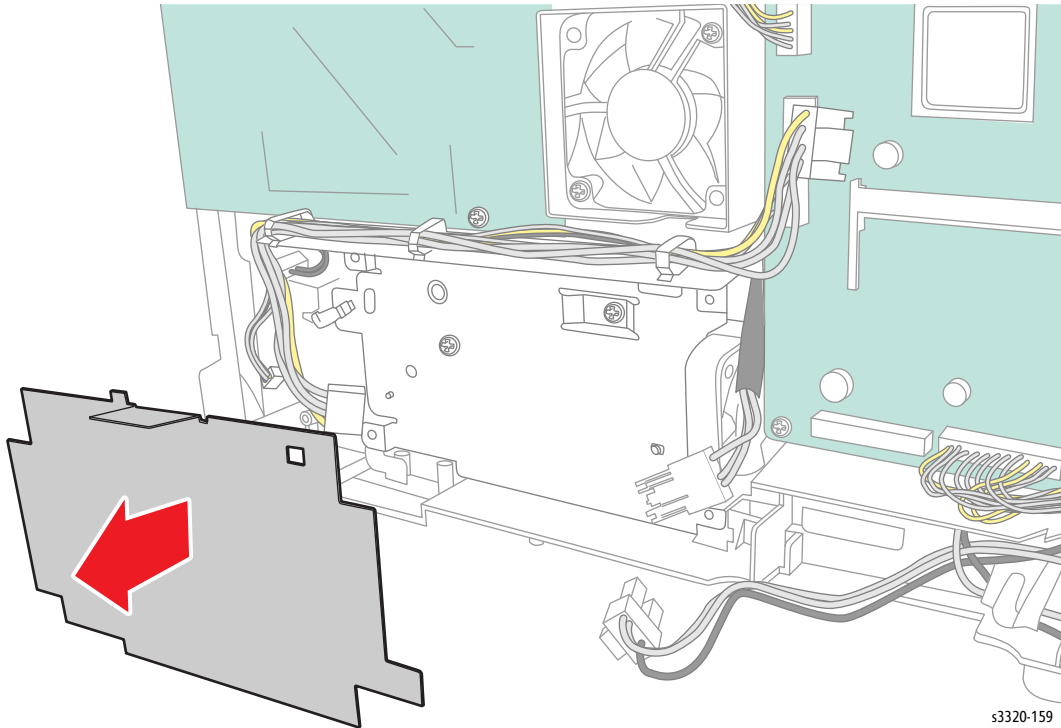


s3320-197

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

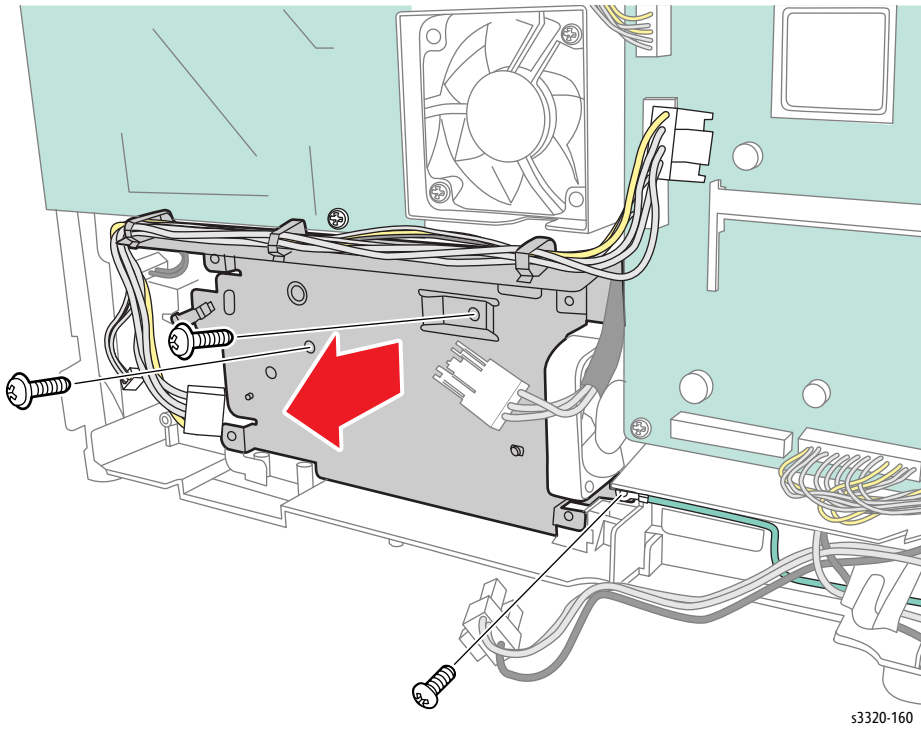
PL3.1.91, PL3.1.146

1. Remove the HVPS (page 4-62).
2. Remove the LVPS (page 4-62).
3. Remove the LVPS insulation.

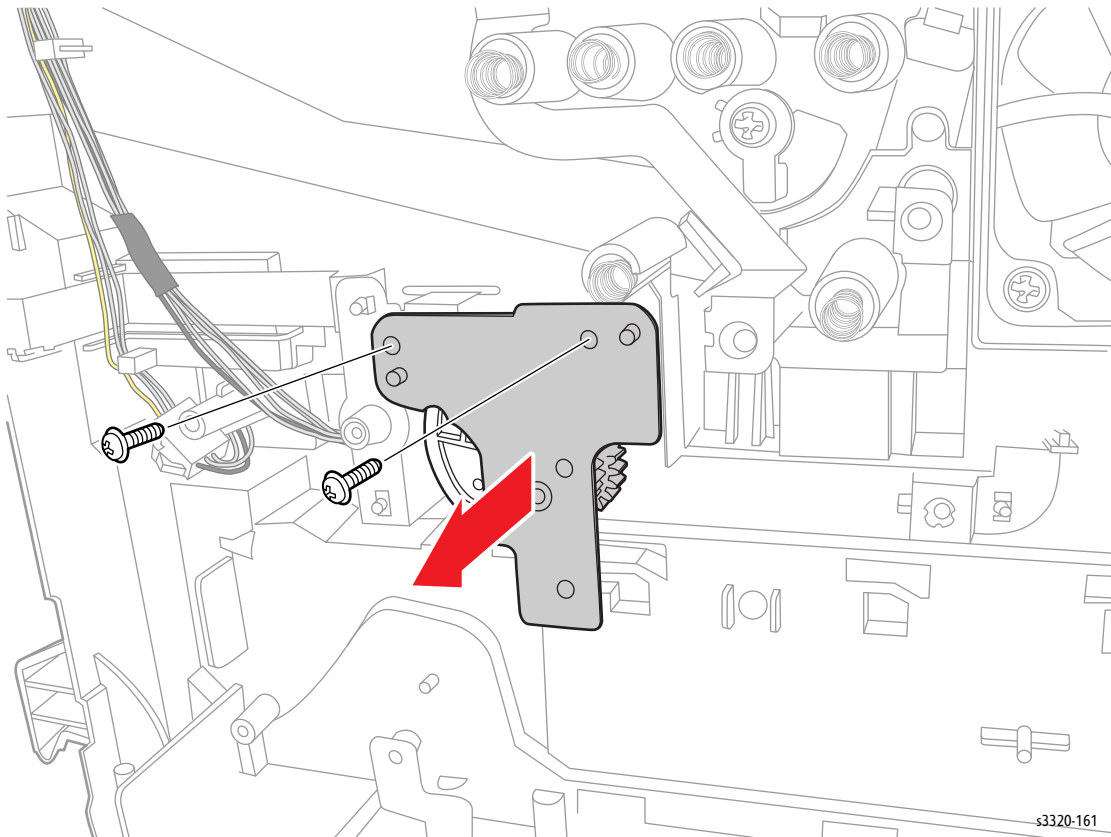


s3320-159

4. Phaser 3320: Remove 1 screw (silver, pan head, sheet metal, 6mm), and 2 screws (silver, flanged, tap, 10 mm) and remove the LVPS L shield.  
WorkCentre 3315/3325: Remove 2 screws (silver, sheet metal, 6mm) and 1 screw (silver, flanged, tap, 10 mm) and remove the LVPS L shield.

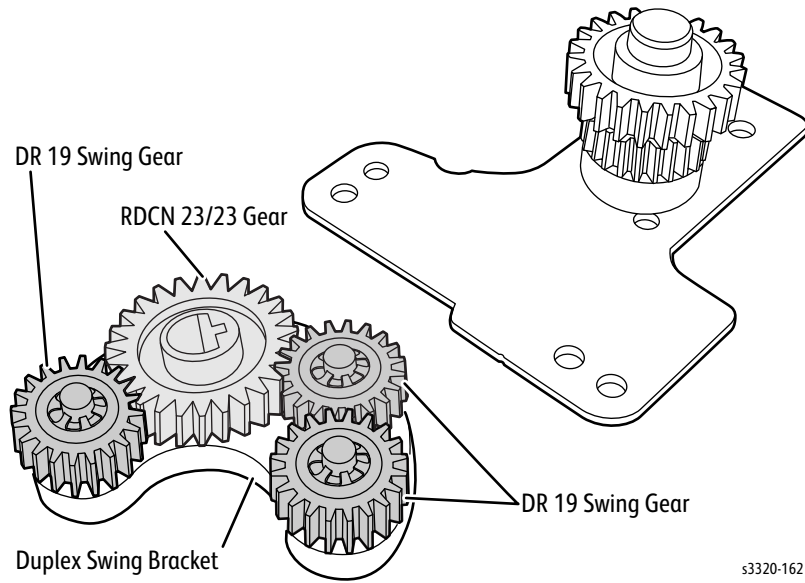


5. Remove 2 screws (silver, flanged, tap, 10 mm) and remove the swing bracket.



Service Parts Disassembly

6. Remove the duplex swing bracket.
7. Remove the RDCN 23/23 Gear.
8. Remove the lock washer and the DR 19 Swing Gear.

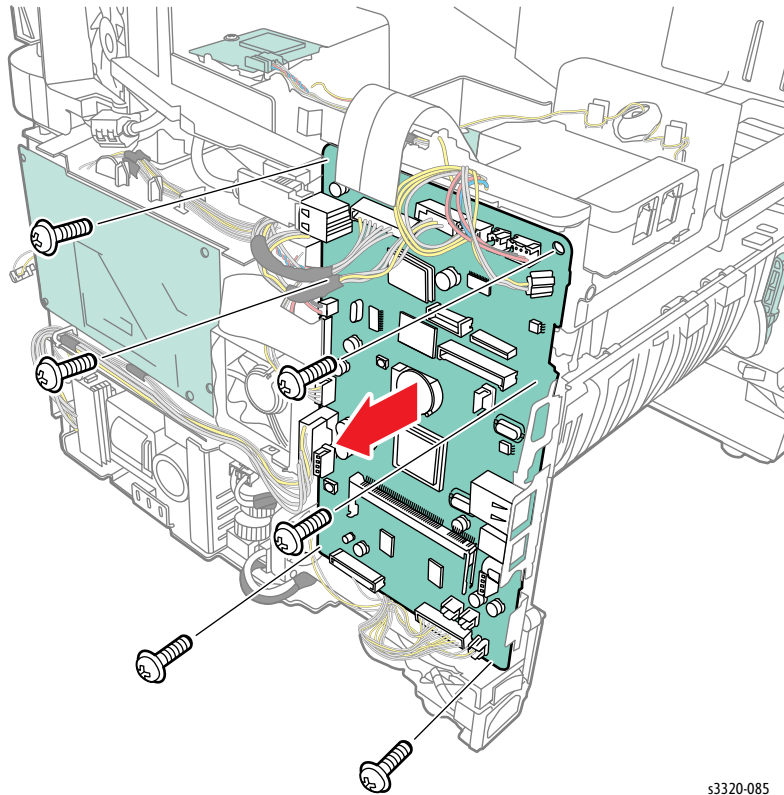


# Electrical

## Main Board

### PL1.0.11 Phaser 3320, PL6.1.6 WorkCentre 3315/3325

1. Remove the Right Cover (Phaser 3320 page 4-12; WorkCentre 3315/3325, page 4-17).
2. Unplug all connectors on the Main Board and remove 6 screws (silver, flanged, tapping, 10 mm).



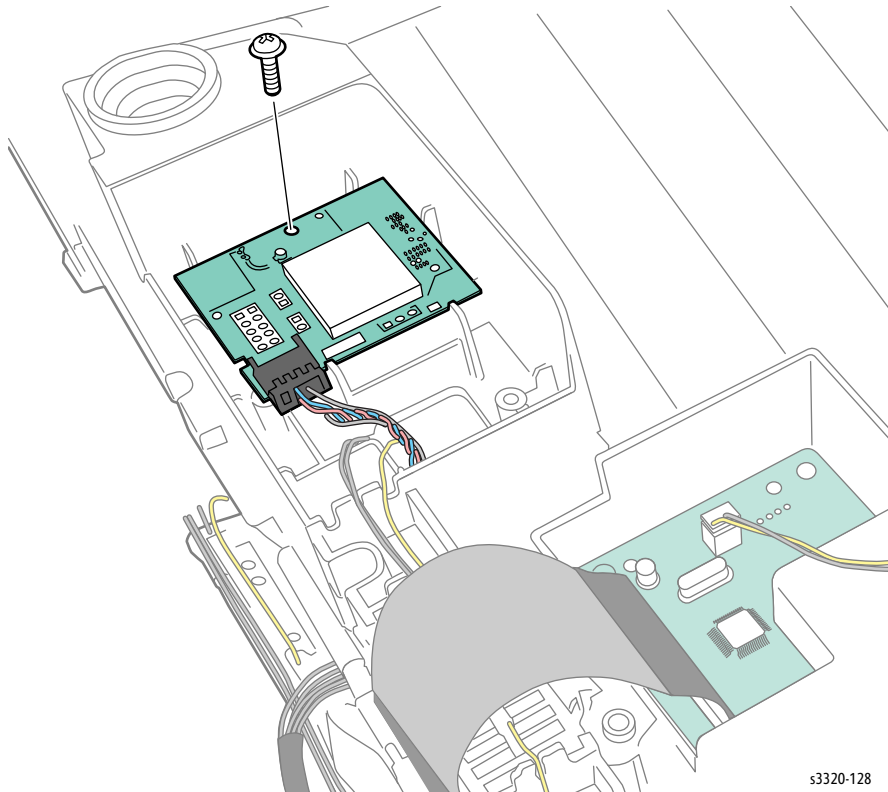
s3320-085

**Replacement Note:** When replacing a WorkCentre 3315/3325 Main Board, always perform a **Clear All Memory**, then **Set Machine Serial Number** in Service Mode / Data Setup. Failure to do so may cause the system to not operate properly. SanDisk Flash Drive may need to be replaced for boot issues or corrupted NVM information on **3325 ONLY**. See [WorkCentre 3315/3325 Service Mode](#) on page 2-1.

## Wireless Board

### PL1.5.11

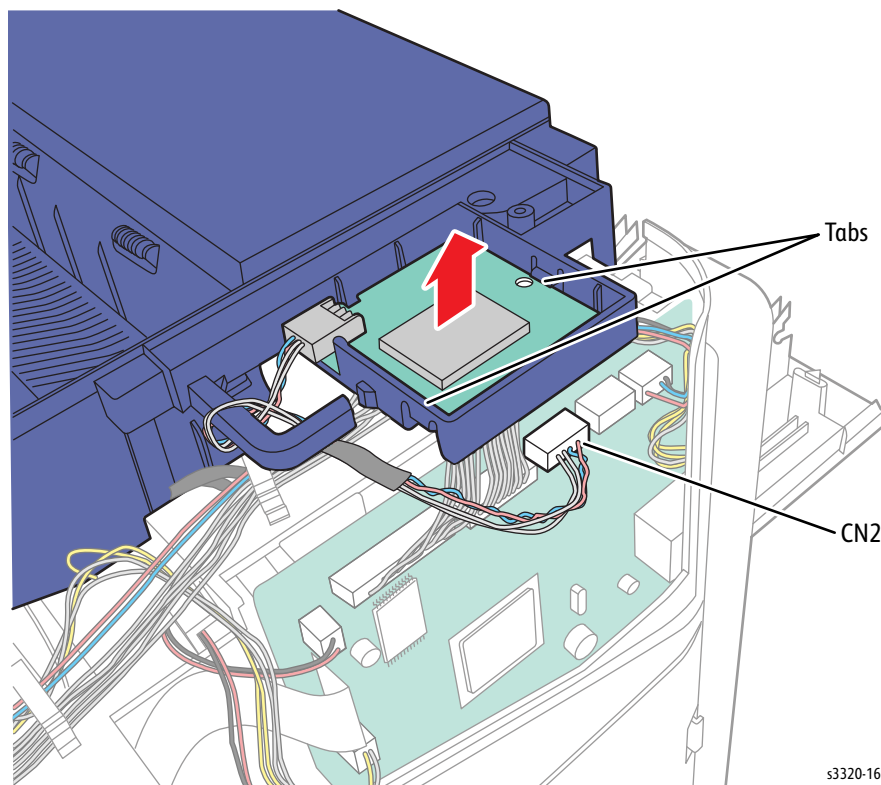
1. Remove the Scanner (page 4-86).
2. Disconnect P/J220 (WorkCentre 3315/3325) or P/J221(Phaser 3320).
3. For WorkCentre 3315/3325:  
Remove 1 screw (silver, flanged, tapping, 10 mm) and remove the Wireless Board.



s3320-128



For Phaser 3320:  
Disconnect tabs and lift the Wireless Board out of the printer.



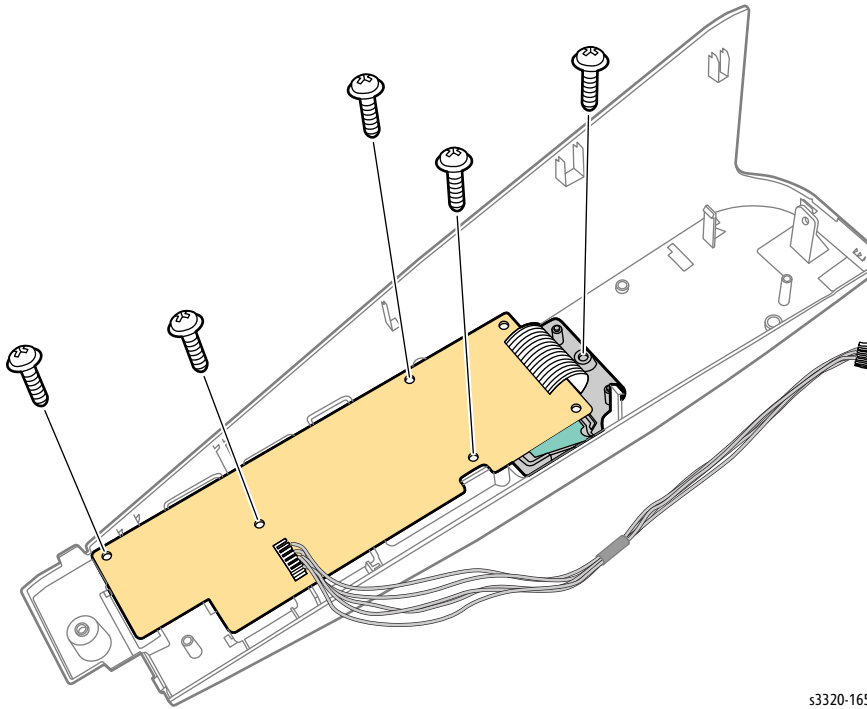
## Control Panel Board (Phaser 3320)

### PL2.1.12

1. Remove the Top Cover (page 4-8).

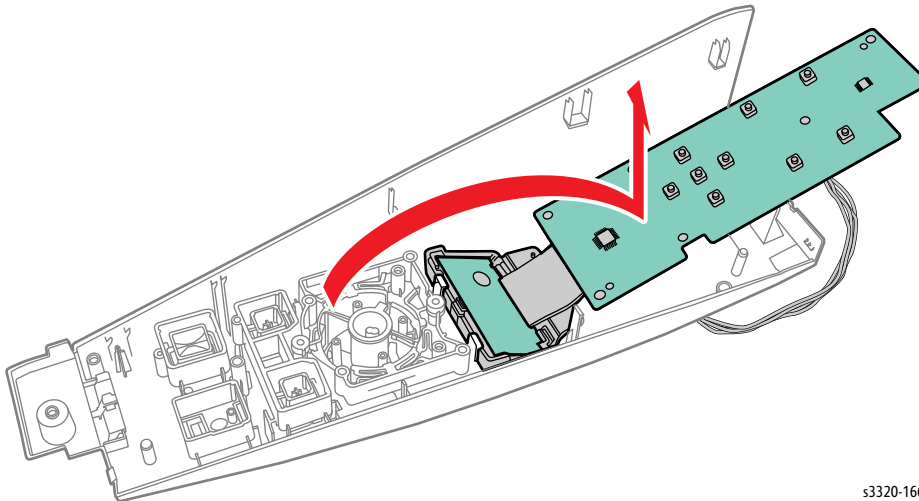
## Service Parts Disassembly

2. Remove 5 screws (silver, flanged, tapping, 10 mm) and release the Control Panel Board.



s3320-165

3. Tilt the Control Panel Board and release the tabs on the LCD board.

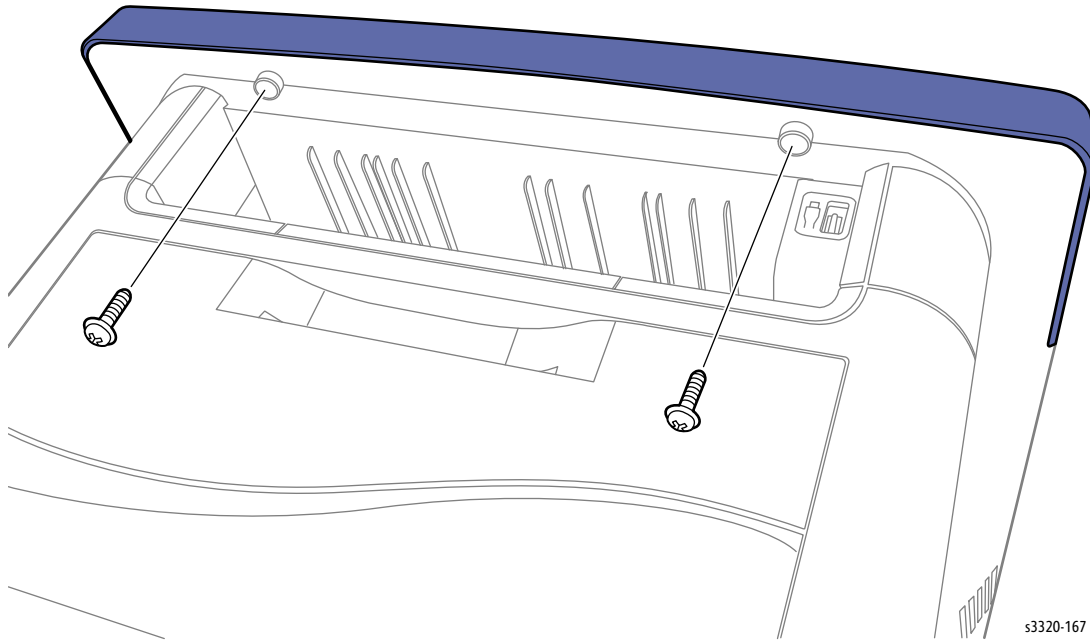


s3320-166

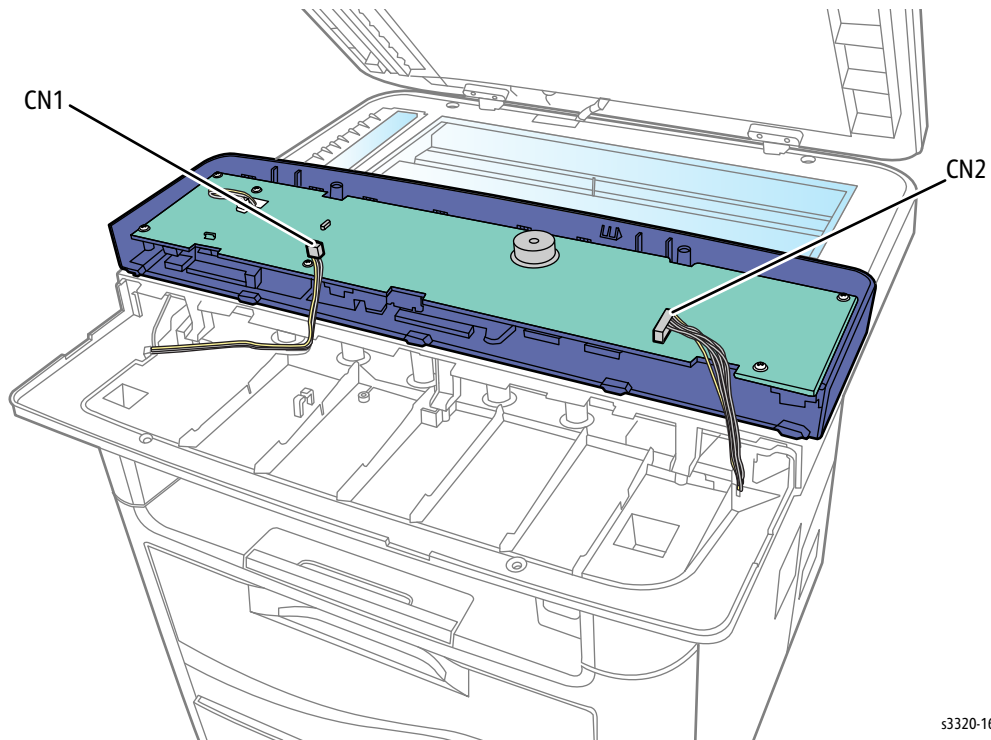
## Control Panel Assembly and Board (WorkCentre 3315/3325)

PL9.1.2, PL9.1.2.13, and PL10.1.2, PL10.1.2.7

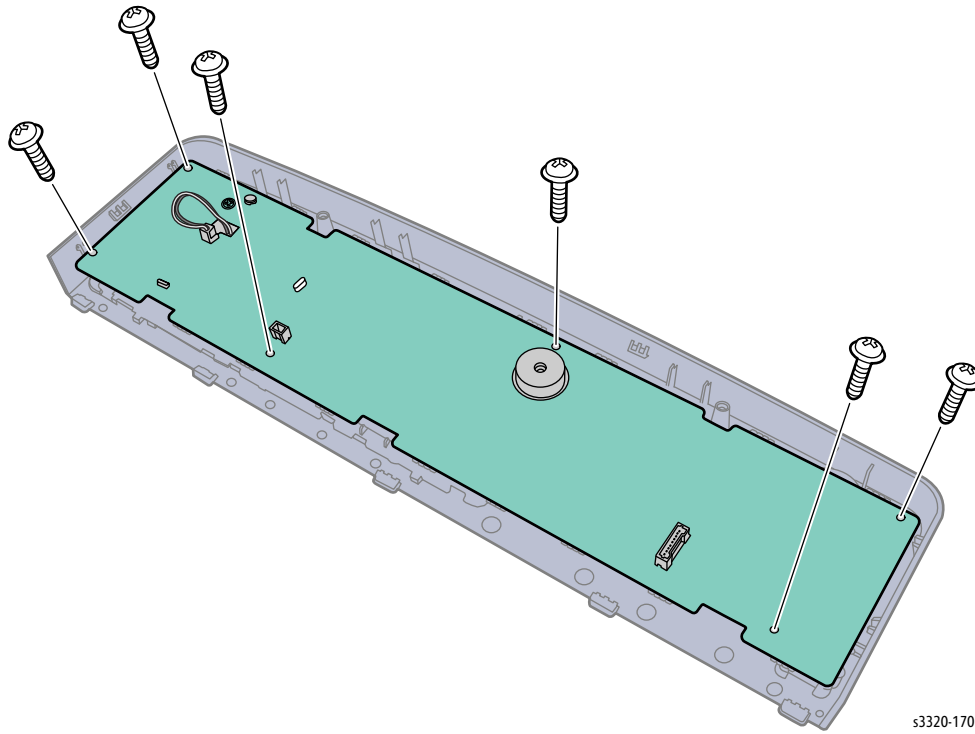
1. Remove 2 screws located under the front lip of the Control Panel (silver, flanged, tapping, 10 mm).



2. Turn up the Control Panel.
3. Disconnect CN1 and CN2 and remove the Control Panel Assembly.



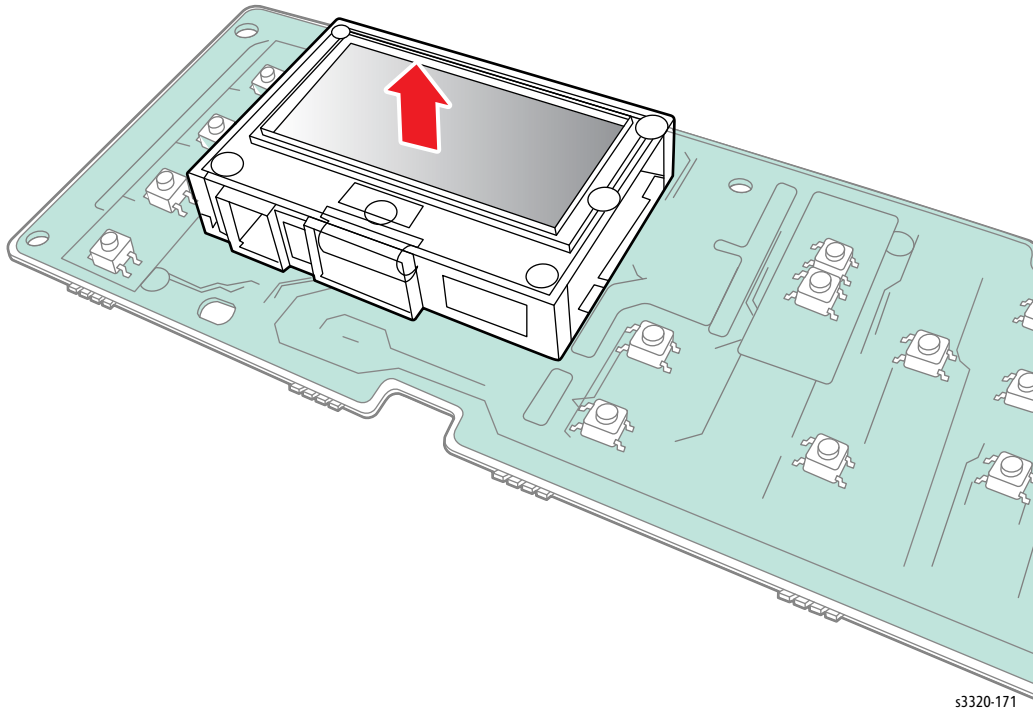
4. Remove 6 screws (silver, flanged, tapping, 10 mm) and remove the Control Panel Board.



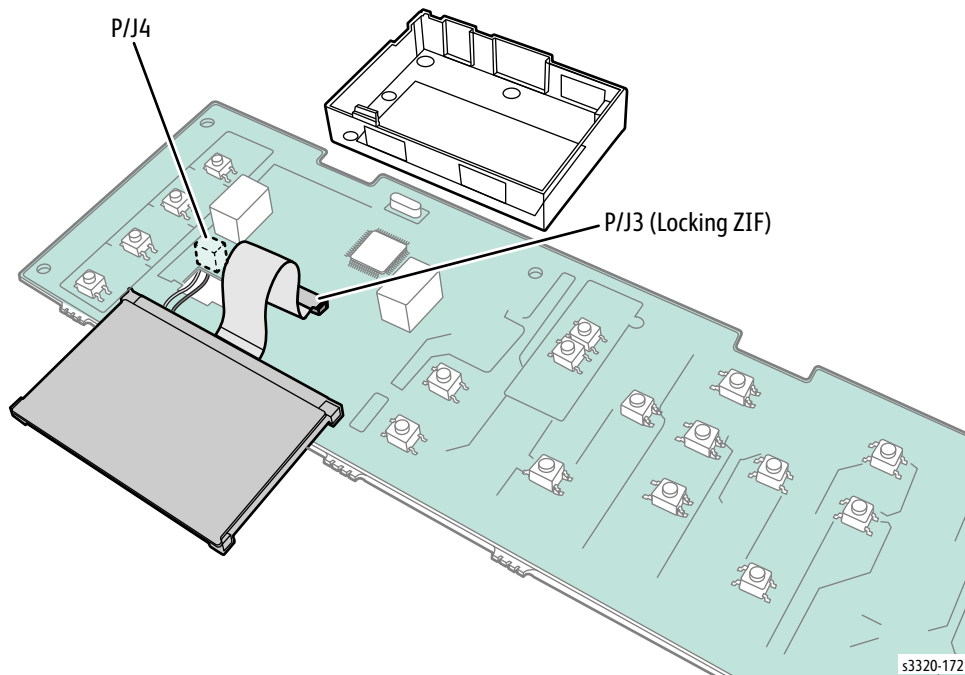
## LCD (WorkCentre 3325)

### PL10.1.2.6

1. Remove the Control Panel Board (page 4-59).
2. Remove the LCD Holder.



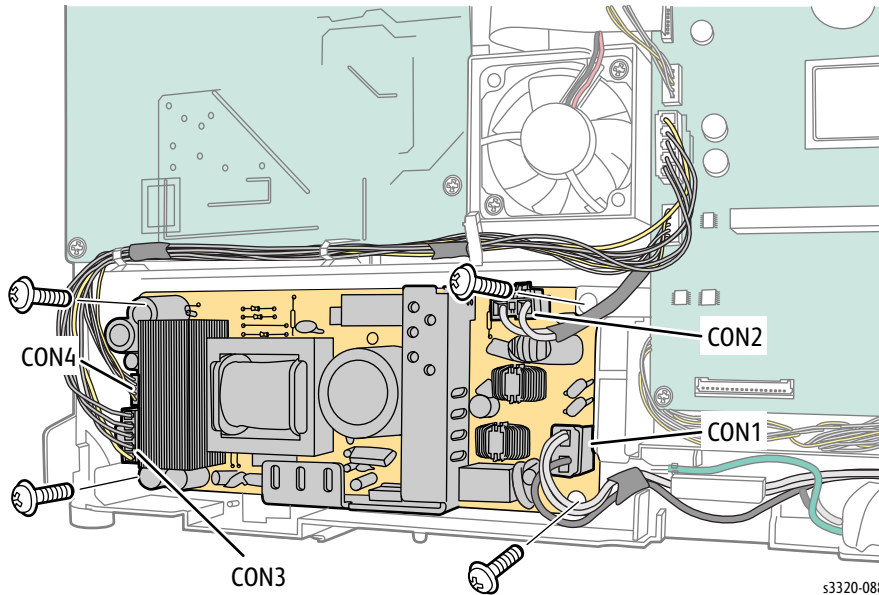
3. Disconnect P/J3, and then turn the board over and disconnect P/J4 and remove the LCD.



## LVPS

### PL3.1.5

1. Remove the Right Cover (page 4-36).
2. Unplug all connectors on the LVPS Board.
3. Remove 4 screws (silver, flanged, tapping, 10 mm) and remove the LVPS Board.

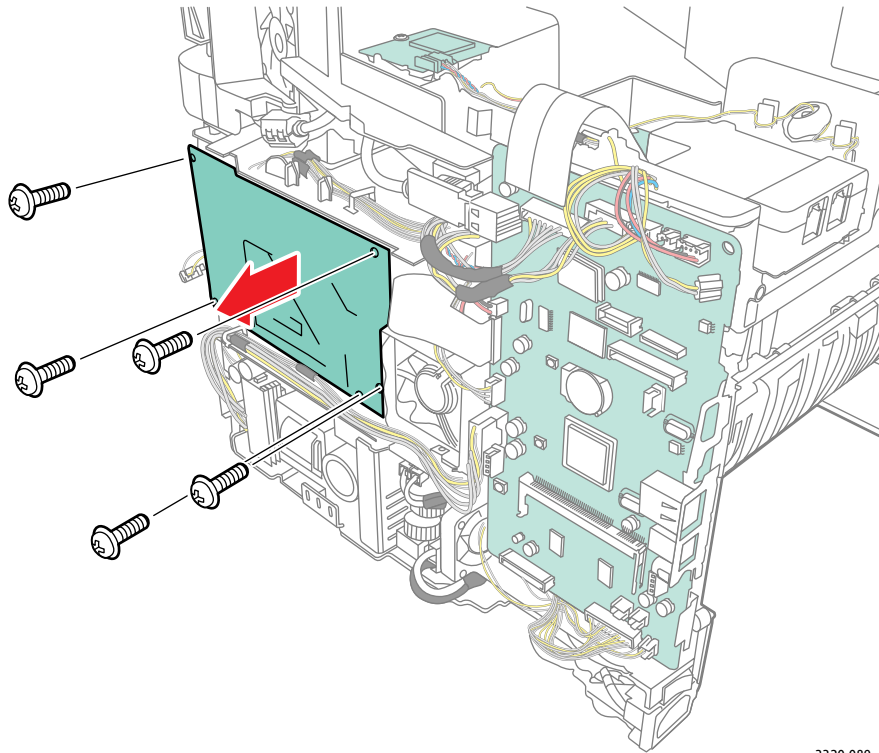


## HVPS

### PL3.1.44

1. Remove the Right Cover (Phaser 3320, page 4-12; WorkCentre 3315/3325, page 4-17).
2. Unplug all connectors on the HVPS Board.

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



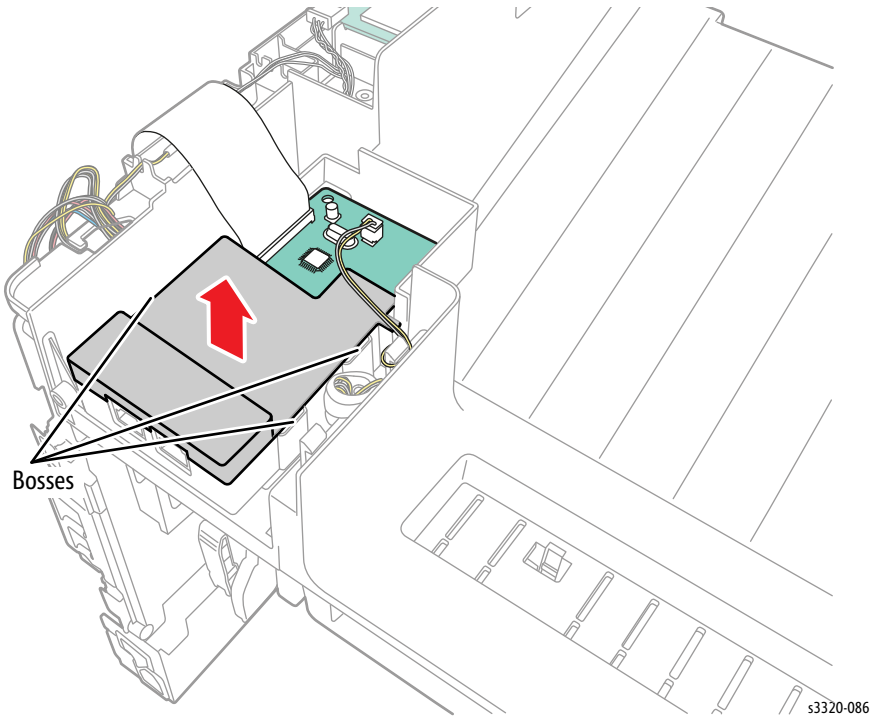
s3320-089

## Fax Board

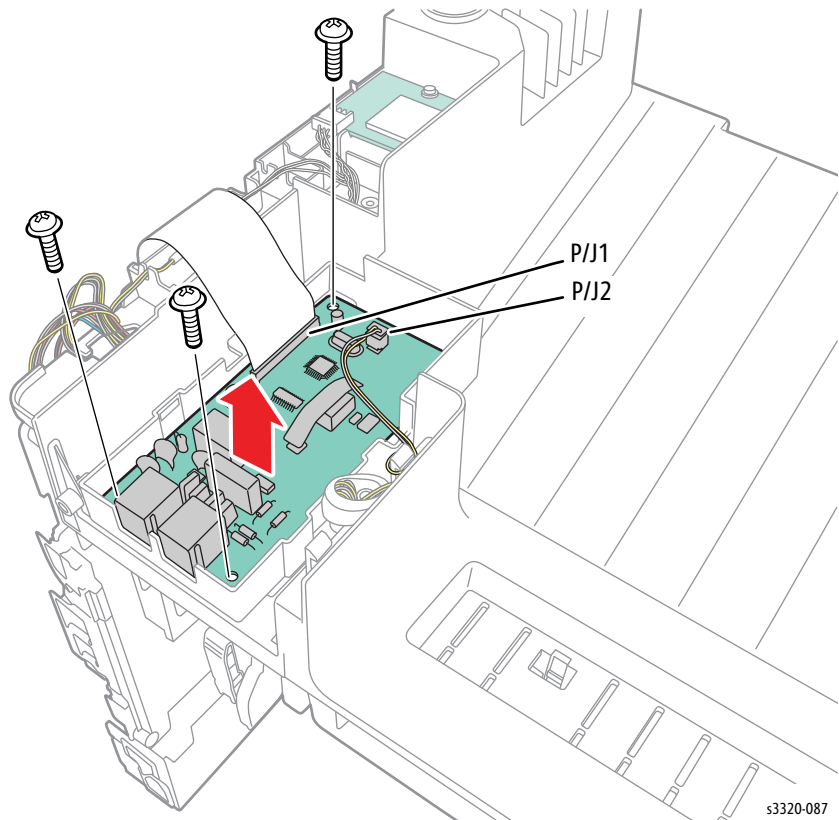
### PL6.1.7

1. Remove the Front Cover (page 4-13).
2. Remove the Rear Door (page 4-15).
3. Remove the Left Cover (page 4-15).
4. Remove the Right Cover (page 4-17).
5. Remove the Scanner (page 4-86).

- Disengage 3 bosses and lift the Fax board cover off of the Fax Board.



- Disconnect the Modem Interface Cable at P/J1 and the speaker cable at P/J2.
- Remove 3 screws (silver, flanged, tapping, 10 mm) and remove the Fax Board.

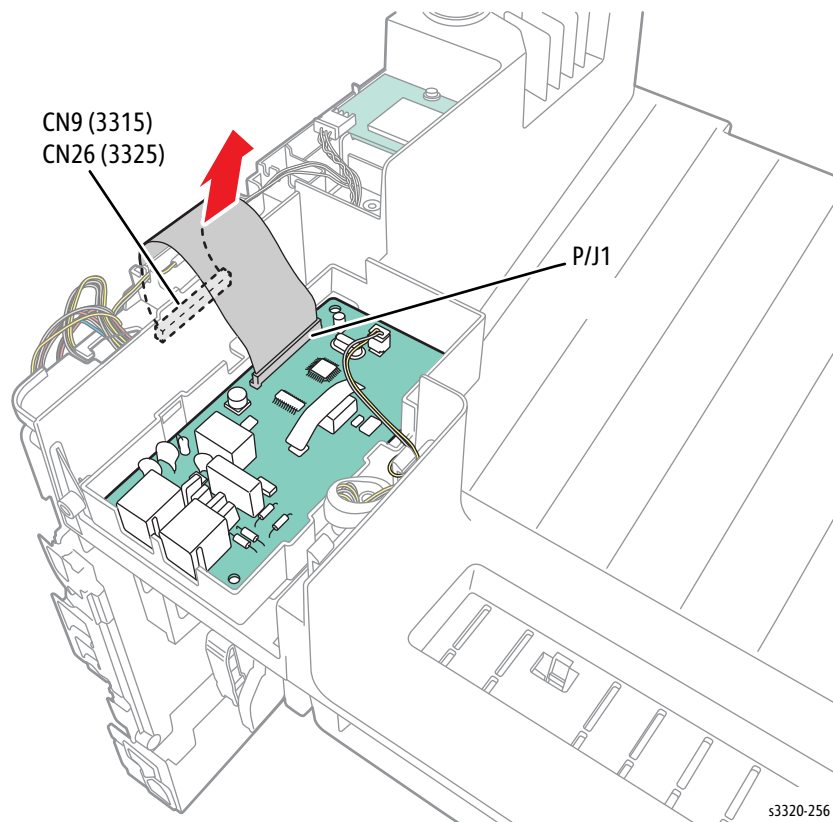




## Modem Interface Cable

### PL6.1.8

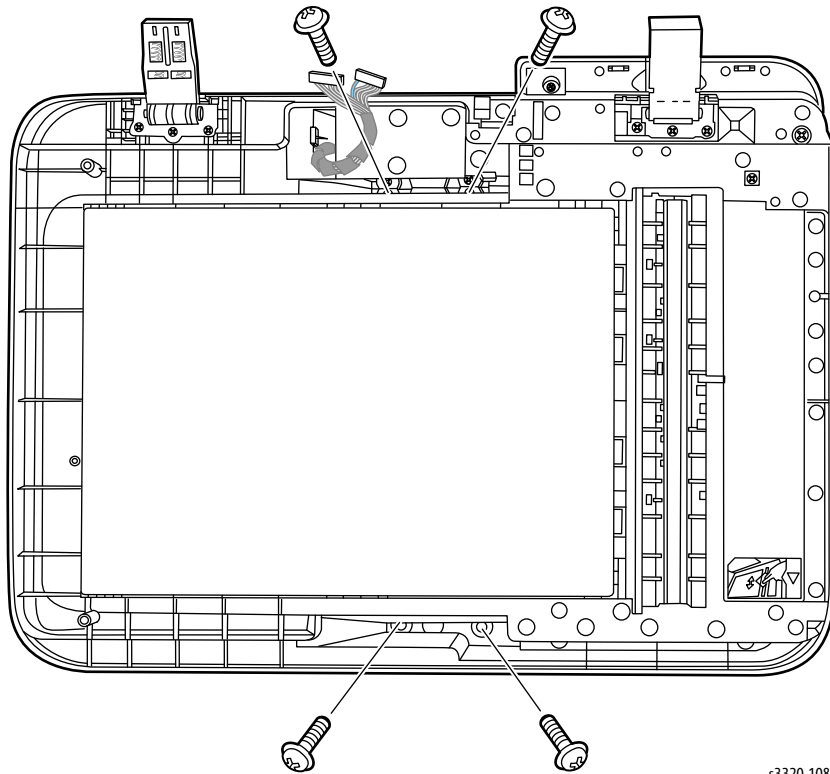
1. Remove the Front Cover (page 4-13).
2. Remove the Rear Door (page 4-15).
3. Remove the Left Cover (page 4-15).
4. Remove the Right Cover (page 4-17).
5. Remove the Scanner (page 4-86).
6. Disengage 3 bosses and lift the Fax board cover off of the Fax Board.
7. Disconnect the Modem Interface Cable at P/J1 on the Fax Board.
8. Disconnect CN9 or CN26 to remove the Modem Interface cable.



## DADF Board

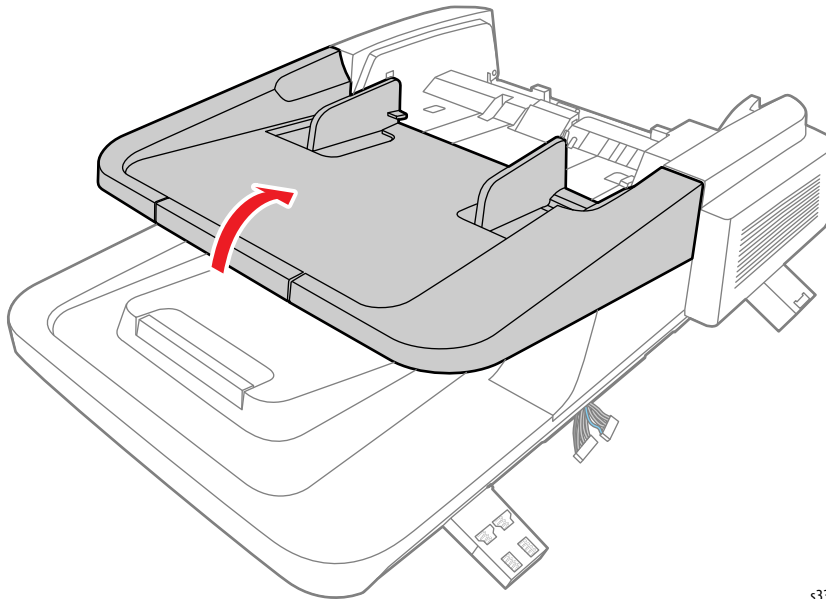
### PL8.1.8

1. Remove the DADF Assembly (page 4-97).
2. Remove 4 screws (silver, flanged, tapping, 10 mm) from the bottom of the DADF.



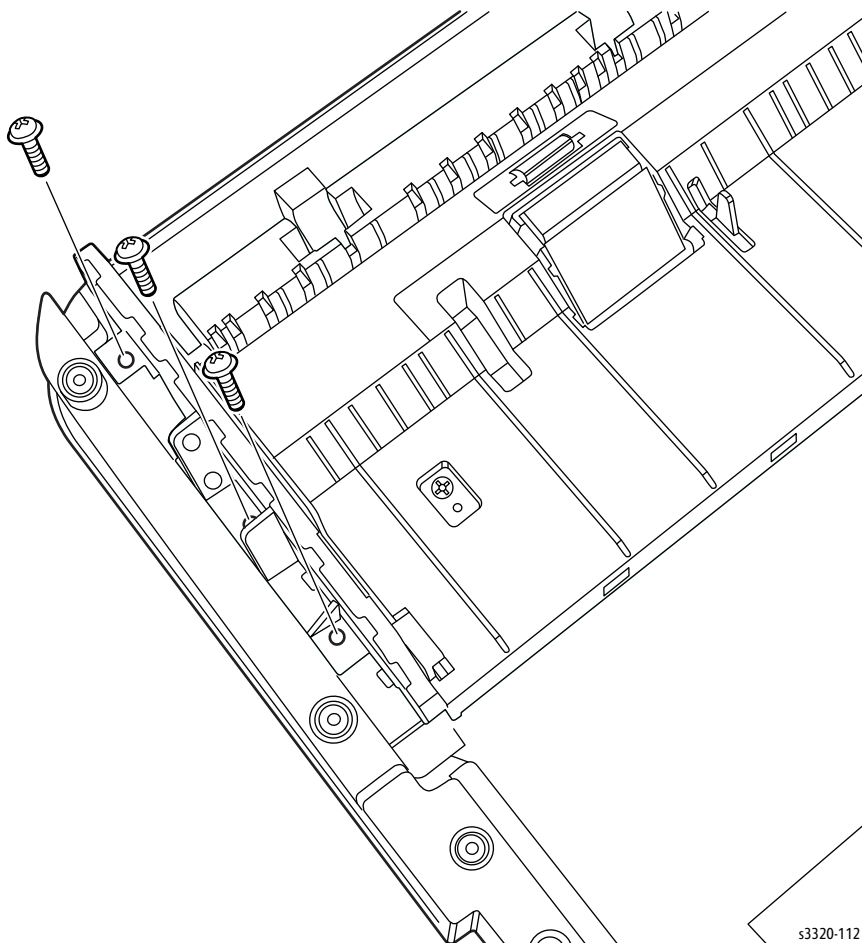
s3320-108

3. Remove the Feed Tray.



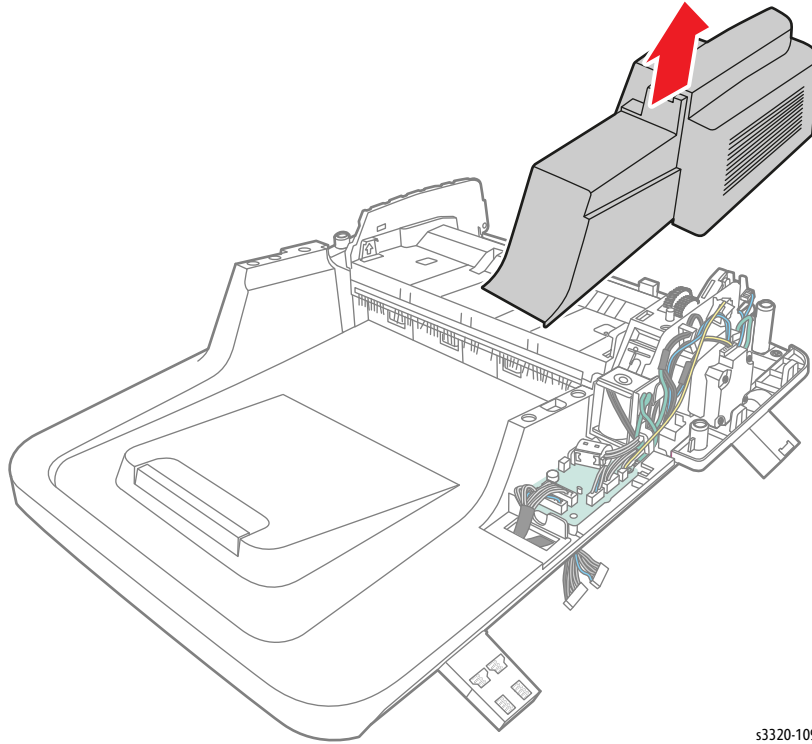
s3320-107

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



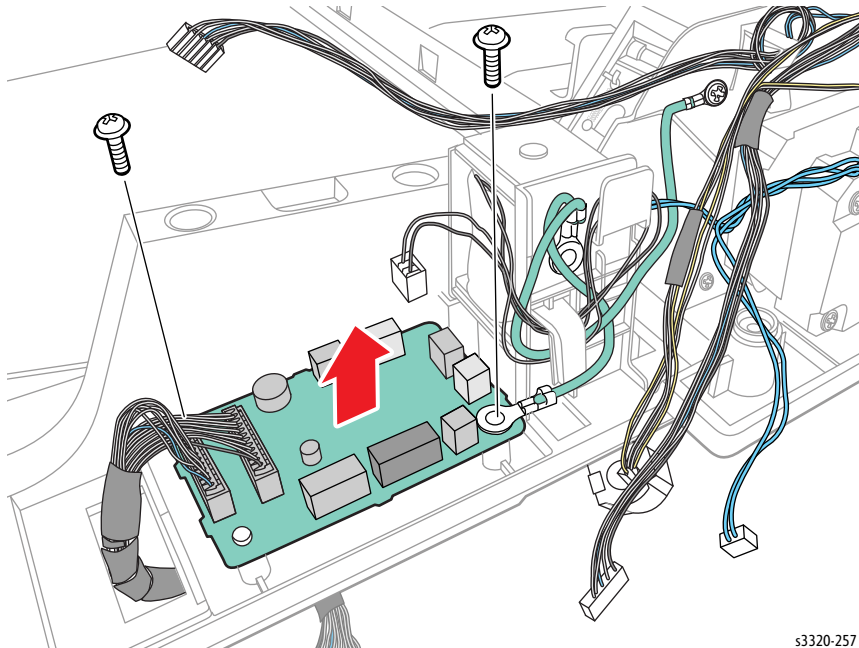
s3320-112

5. Remove the DADF Rear Cover.



s3320-109

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



s3320-257

## ADF Board

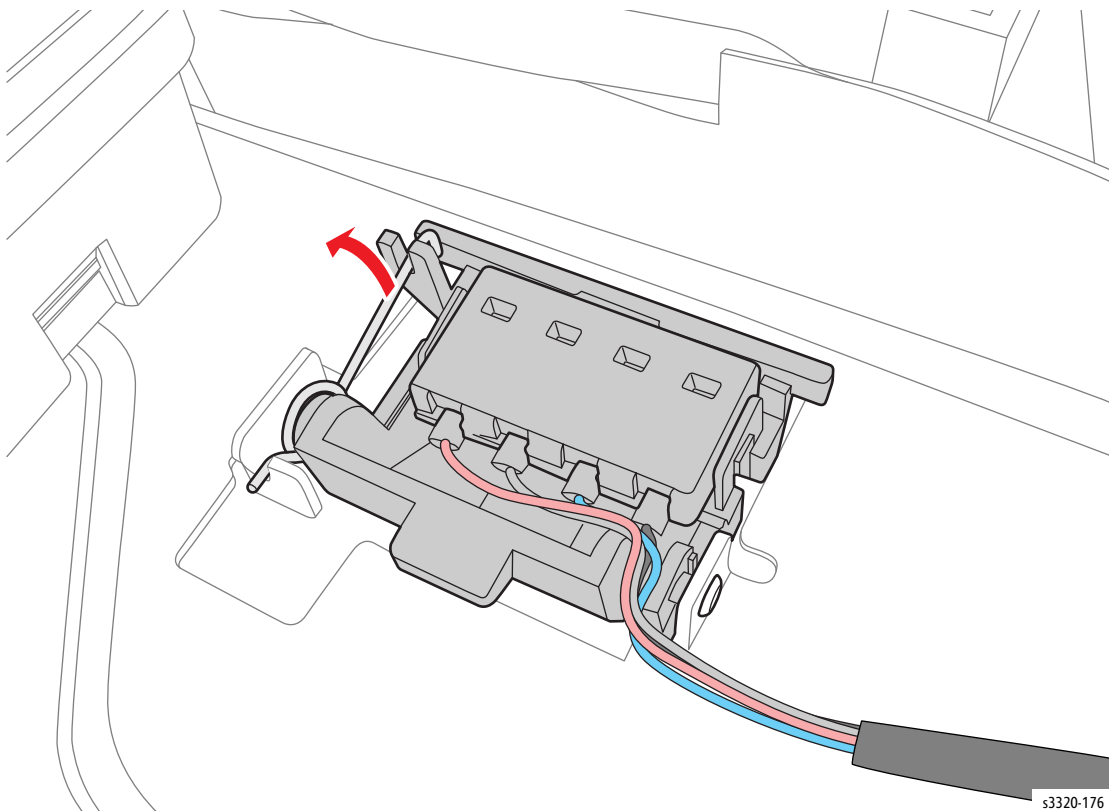
### PL9.2.2.3

1. Remove the Scanner (page 4-86).
2. Remove the Upper Platen (page 4-88).
3. Remove the A4 Middle Platen (page 4-89).
4. Disconnect P/J1 on the ADF Board.
5. Remove 2 screws (silver, flanged, tap, 10 mm) and remove the ADF Board.

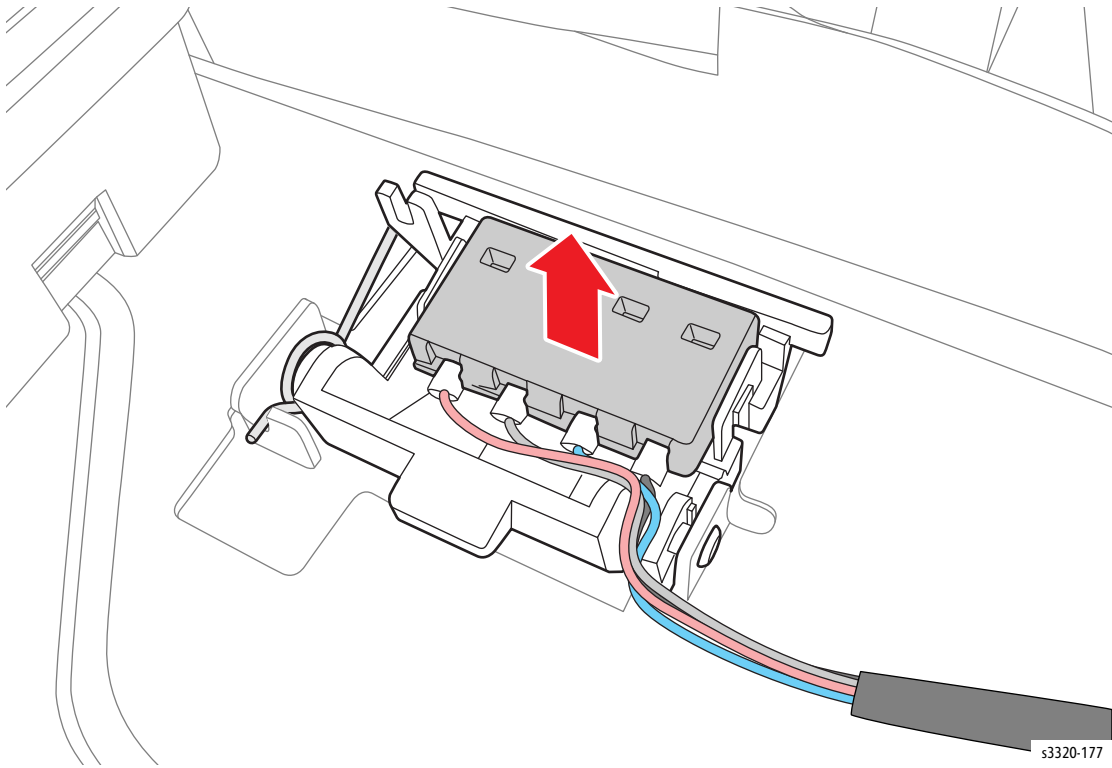
## Upper and Lower CRUM Holders and CRUM Terminal

### PL3.1.135, PL3.1.136, PL3.1.137

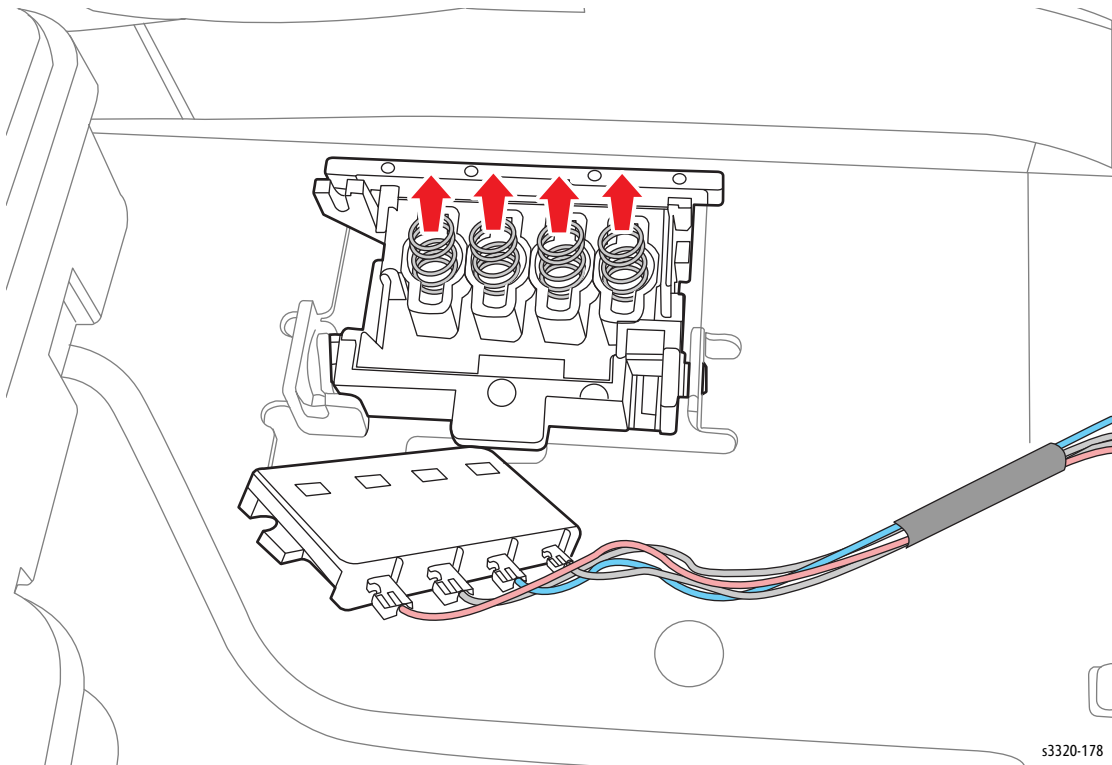
1. Remove the Front Cover (Phaser 3320, page 4-7; WorkCentre 3315/3325, page 4-13).
2. Remove the Rear Door (Phaser 3320, page 4-10; WorkCentre 3315/3325, page 4-15).
3. Remove the Left Cover (Phaser 3320, page 4-11; WorkCentre 3315/3325, page 4-15).
4. Remove the Right Cover (Phaser 3320, page 4-12; WorkCentre 3315/3325, page 4-17).
5. Remove the Top Cover (Phaser 3320 only, page 4-8).
6. Remove the Scanner (WorkCentre 3315/3325 only, page 4-86).
7. Remove the A4 Middle Platen (WorkCentre 3315/3325 only, page 4-89).
8. Disconnect the ribbon cable from the LSU, lift up the retaining bar and disconnect it from the Lower CRUM Holder.



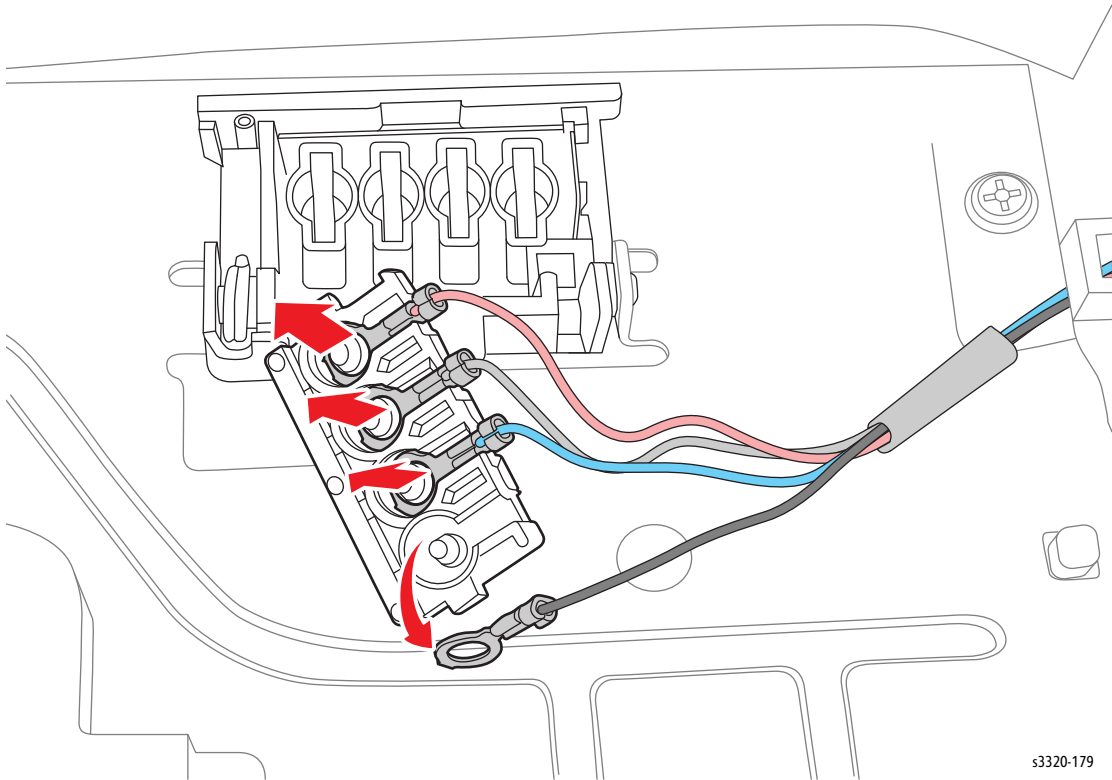
9. Disengage the tab and remove the Upper CRUM Holder from the Lower CRUM Holder.



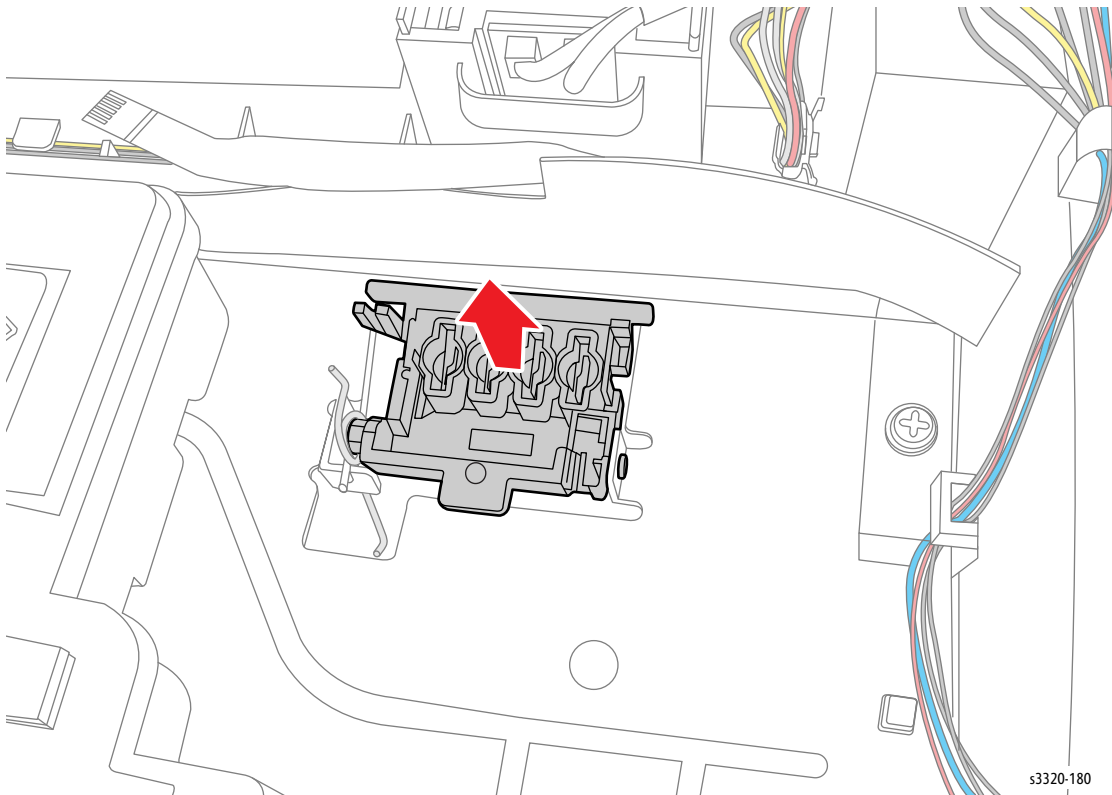
10. Remove the CRUM Terminal(s).



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



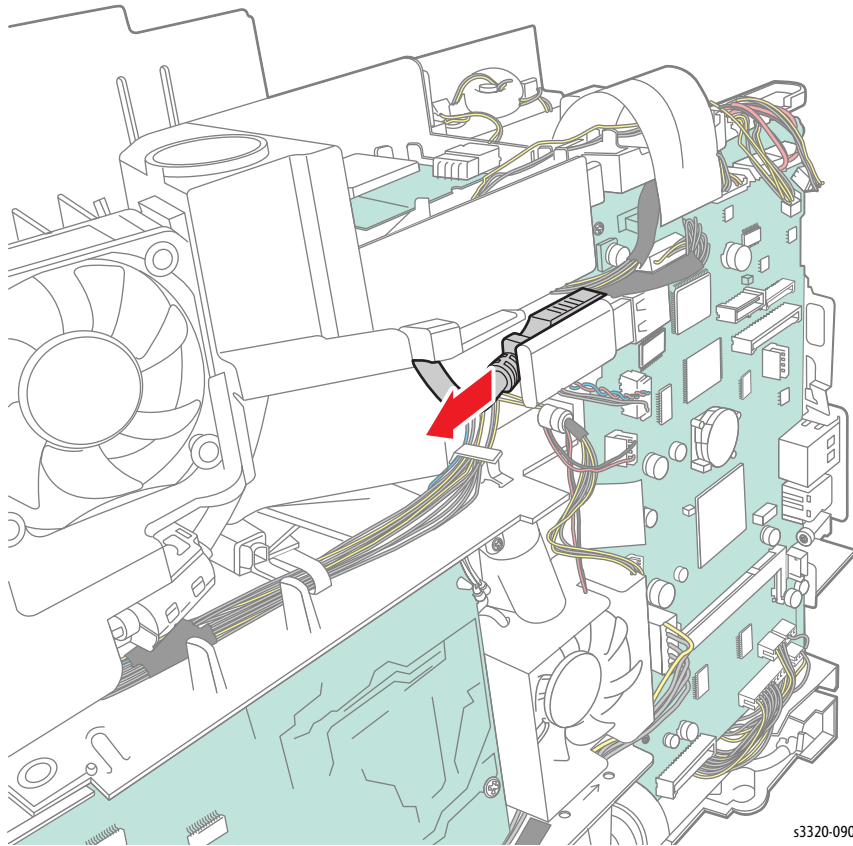
12. Disengage the boss and remove the Lower CRUM Holder.



## Middle Cover Fan

### PL1.5.10

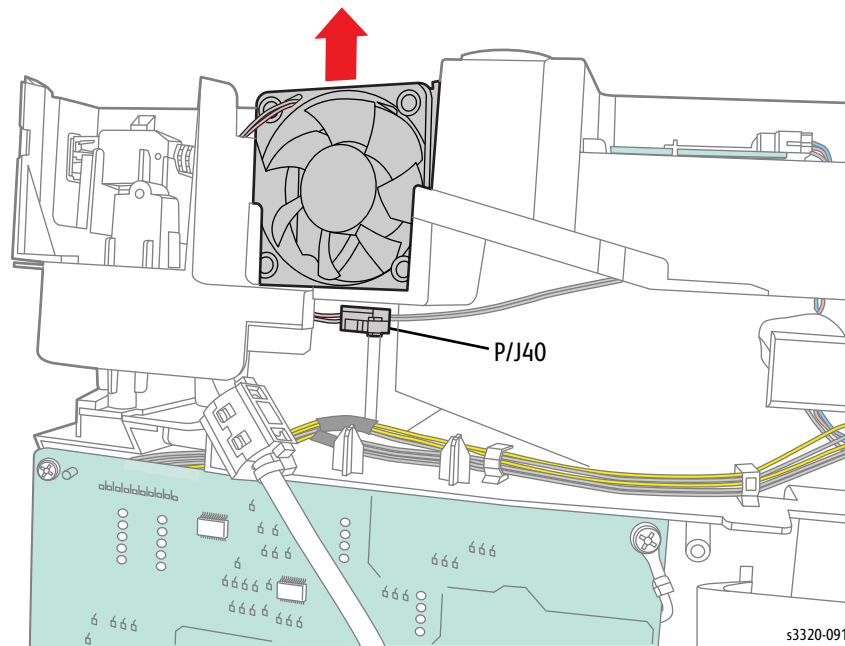
1. Remove the Front Cover (Phaser 3320, page 4-7; WorkCentre 3315/3325, page 4-13).
2. Remove the Rear Door (Phaser 3320, page 4-10; WorkCentre 3315/3325, page 4-15).
3. Remove the Left Cover (Phaser 3320, page 4-11; WorkCentre 3315/3325, page 4-15).
4. Remove the Right Cover (Phaser 3320, page 4-12; WorkCentre 3315/3325, page 4-17).
5. Remove the Top Cover (Phaser 3320 only, page 4-8).
6. Remove the Scanner (WorkCentre 3315/3325 only, page 4-86).
7. Disconnect the USB cable at P/J7 on the Main Board.



s3320-090



8. Pull the USB cable down to gain access to the Fan wires, disconnect P/J40.



9. Pull the Fan up and away from the printer.

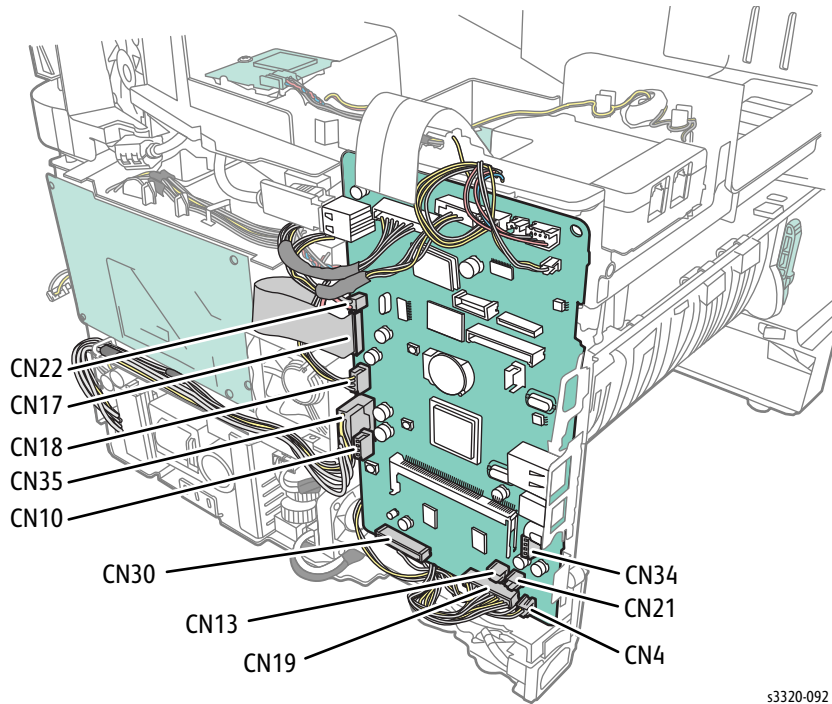
## LVPS Fan

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

### PL3.1.30

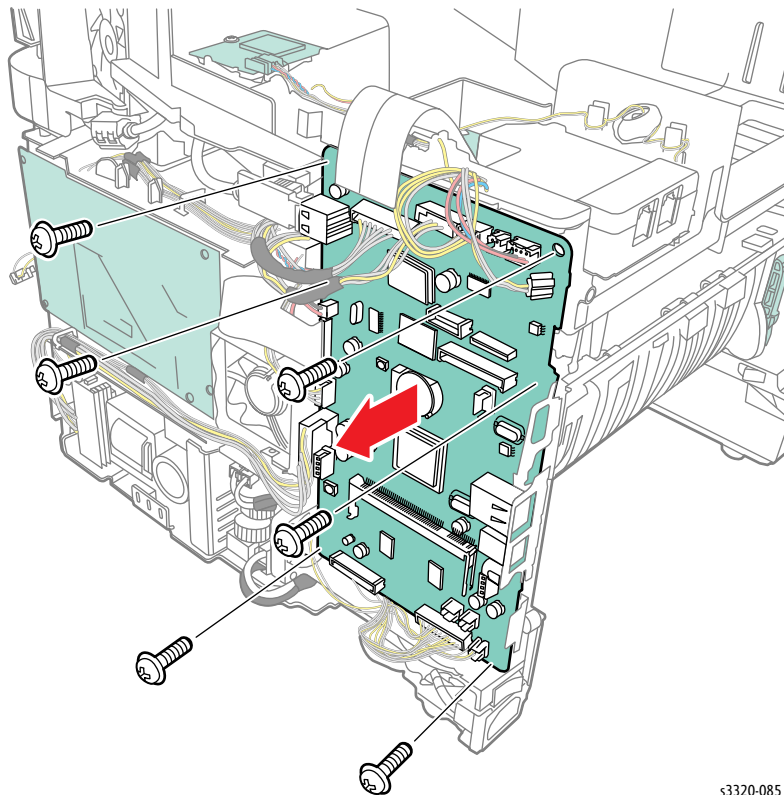
1. Remove the Scanner Assembly (WorkCentre 3315/3325, page 4-86).
2. Remove Right Cover (Phaser 3320, page 4-12; WorkCentre 3315/3325, page 4-17).
3. Remove the Control Panel (Phaser 3320 only, page 4-57).

4. Disconnect all connectors on the Main Board.



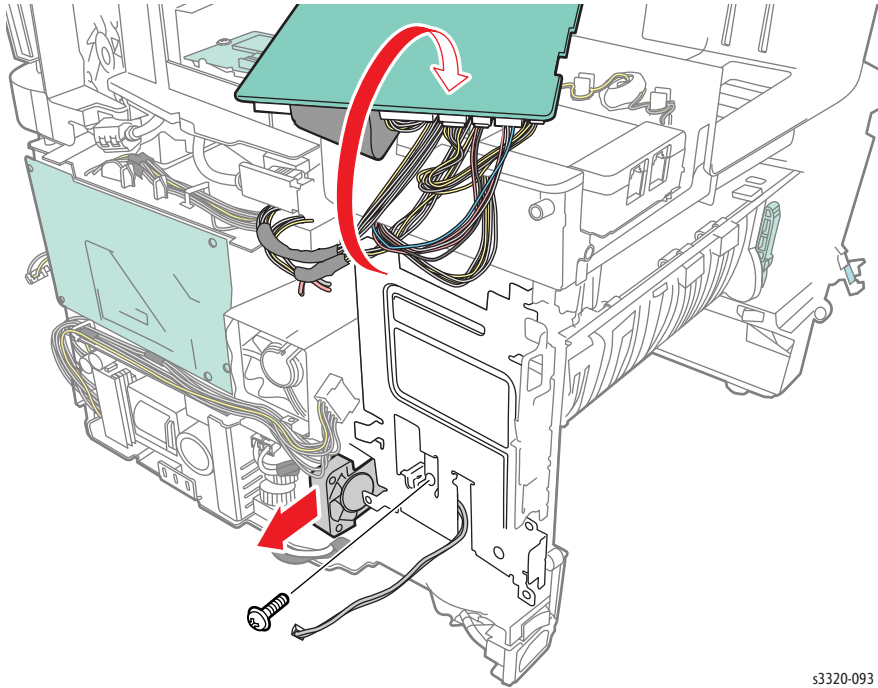
s3320-092

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



s3320-085

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

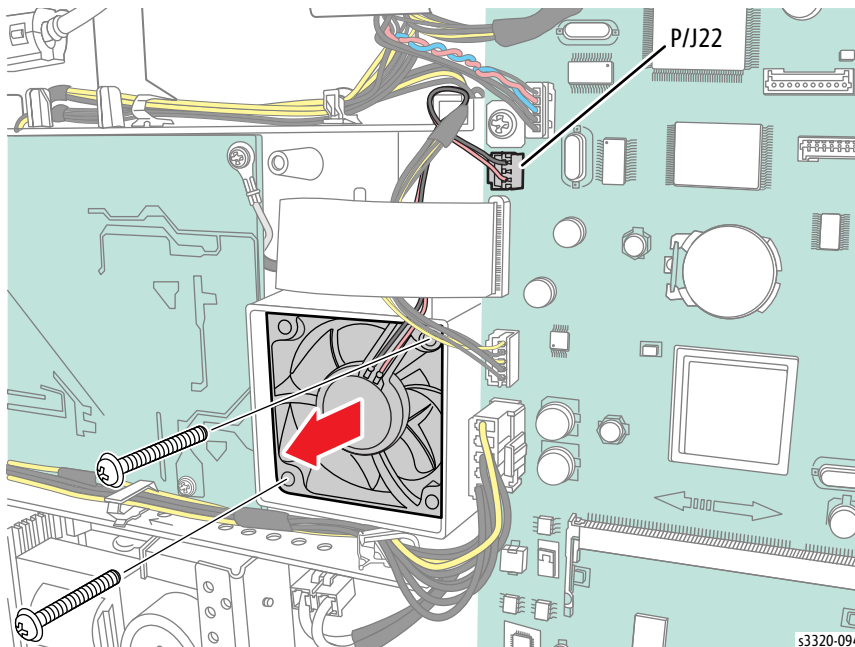


s3320-093

## Exhaust Fan

### PL3.1.31

- Remove the Right Cover (Phaser 3320, page 4-12; WorkCentre 3315/3325, page 4-17).
- Unplug P/J22 on the Main Board and unthread the cable.
- Remove 2 screws (silver, tap, 30 mm) and pull the Exhaust Fan out of the printer.

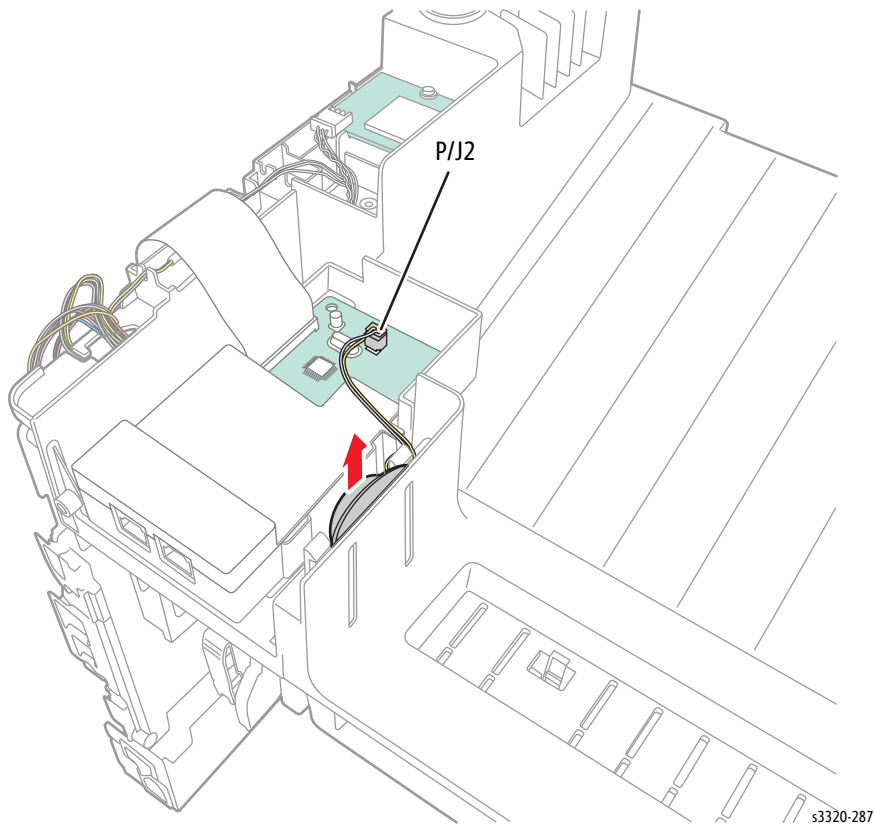


s3320-094

## Speaker

### PL1.5.9

1. Remove the Front Door (page 4-13).
2. Remove the Rear Door (page 4-15).
3. Remove the Left Cover (page 4-15).
4. Remove the Right Cover (page 4-17).
5. Remove the Scanner Assembly (page 4-86).
6. Disengage the tab holding the Speaker in place, disconnect P/J2 and lift the speaker out of the Middle Cover.

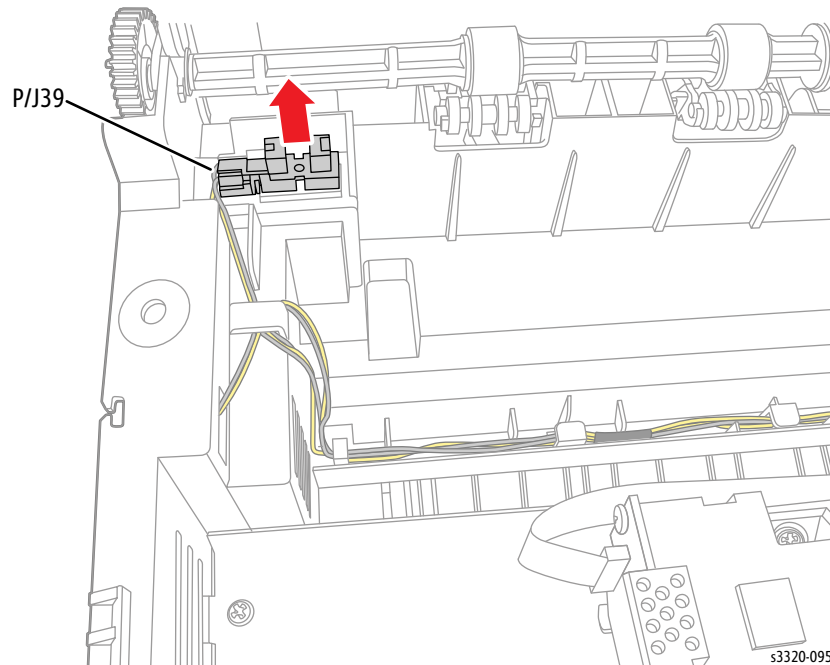


# Sensors and Switches

## Out-bin Full Sensor

### PL3.1.18

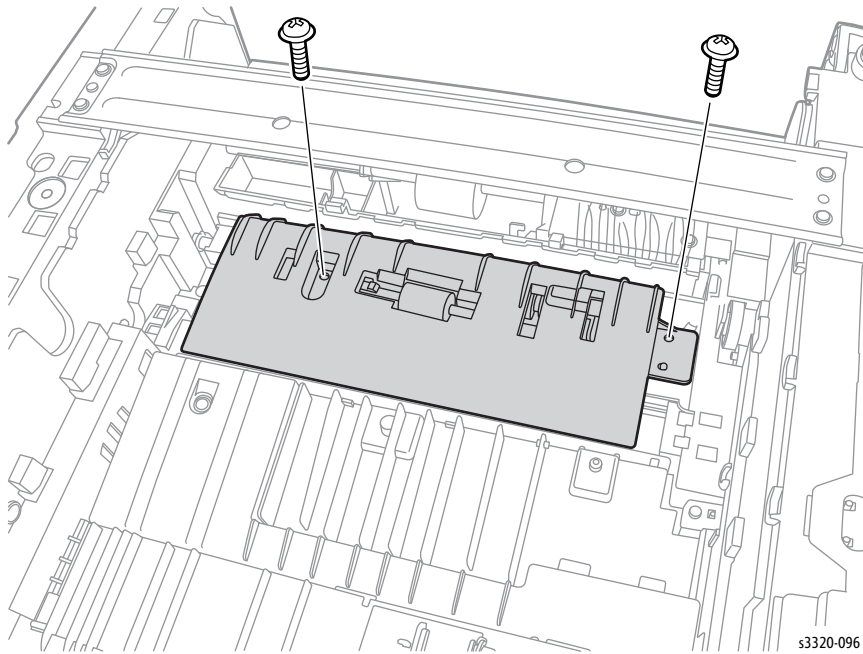
1. Remove the Front Cover (Phaser 3320, page 4-7; WorkCentre 3315/3325, page 4-13).
2. Remove the Scanner Assembly (WorkCentre 3315/3325 only, page 4-86).
3. Remove the Left Cover (Phaser 3320, page 4-11; WorkCentre 3315/3325, page 4-15).
4. Remove the Top Cover (Phaser 3320 only, page 4-8).
5. Remove the Middle Cover (WorkCentre 3315/3325 only, page 4-19).
6. Unplug the Out-bin Full Sensor P/J39 connector and remove the sensor.



## Registration Sensor and Feed Sensor

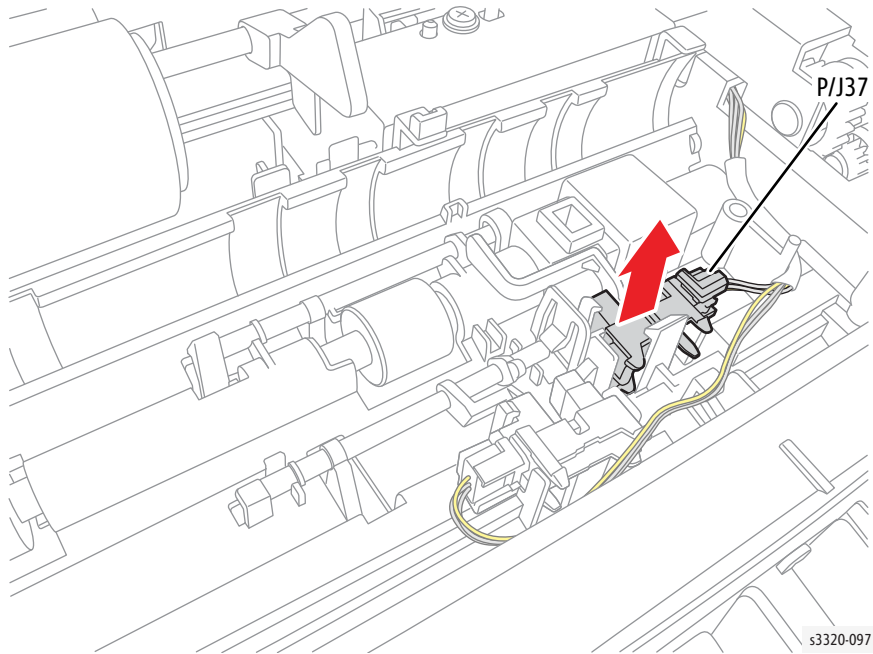
### PL3.1.18

1. Remove Tray 1 (page 4-5).
2. Remove the Duplex Unit (page 4-6).
3. Remove 2 screws (silver, flanged, tap, 10 mm) and remove the sensor cover.

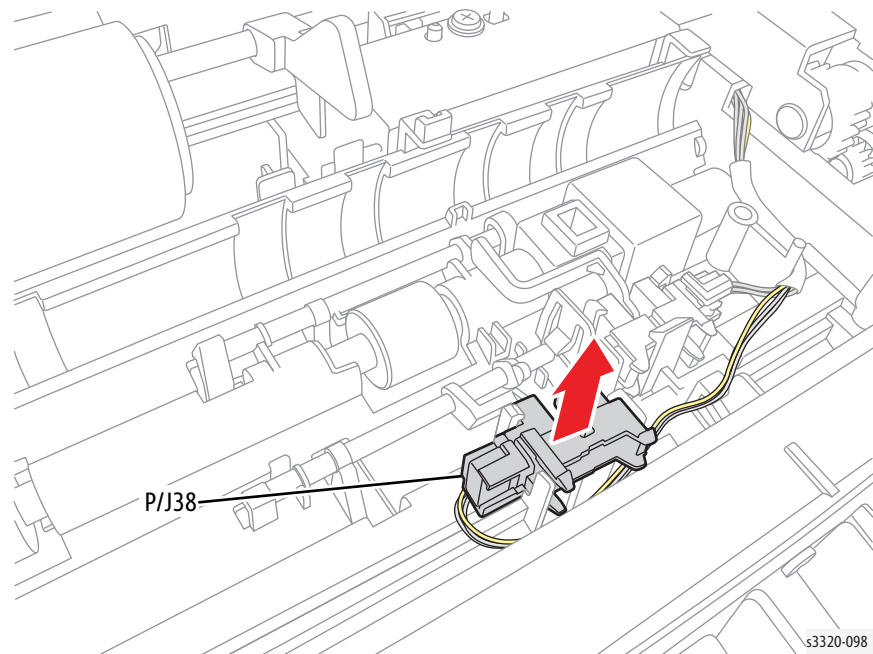


4. Disconnect the sensor connection to remove the sensor.

Registration Sensor (P/J37):



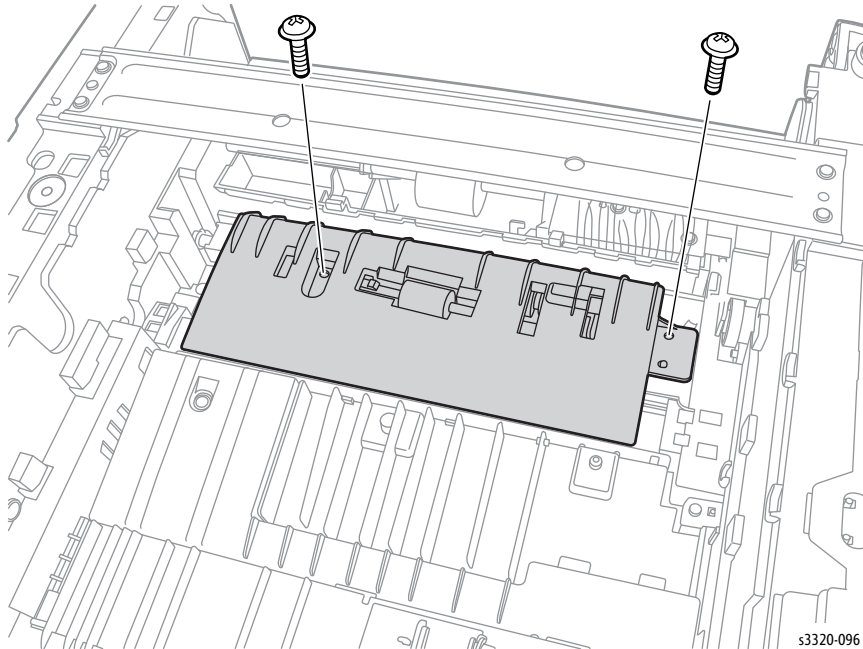
Feed Sensor (P/J38):



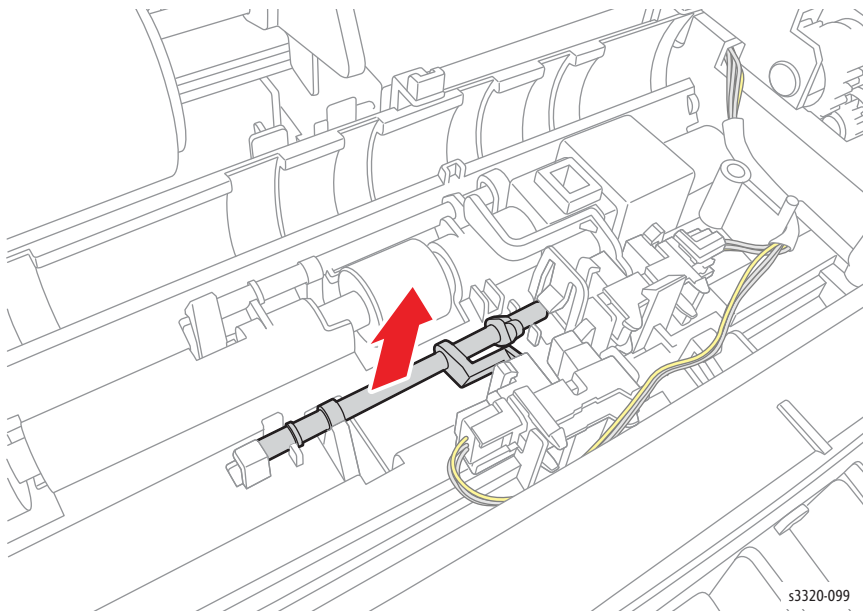
## Feed Actuator Spring

### PL3.1.25

1. Remove Tray 1 (page 4-5).
2. Remove the Duplex Unit (page 4-6).  
**Note:** Before performing this step, note where the Feed Actuator Spring hooks into the frame.
3. Remove 2 screws (silver, flanged, tap, 10 mm) and remove the sensor cover.



4. Press the tab and remove the Feed Actuator.



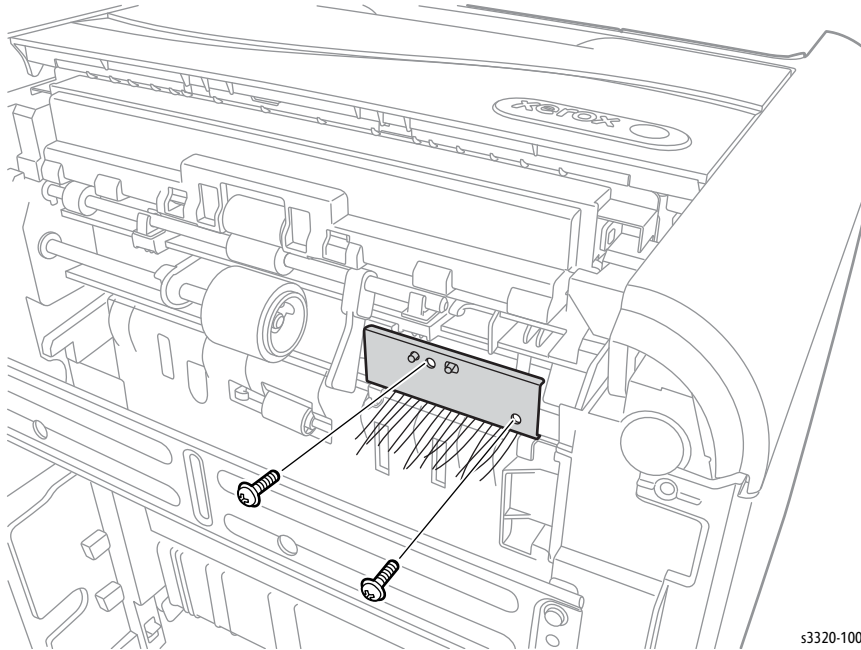
5. Remove the Feed Actuator Spring from the Feed Actuator.



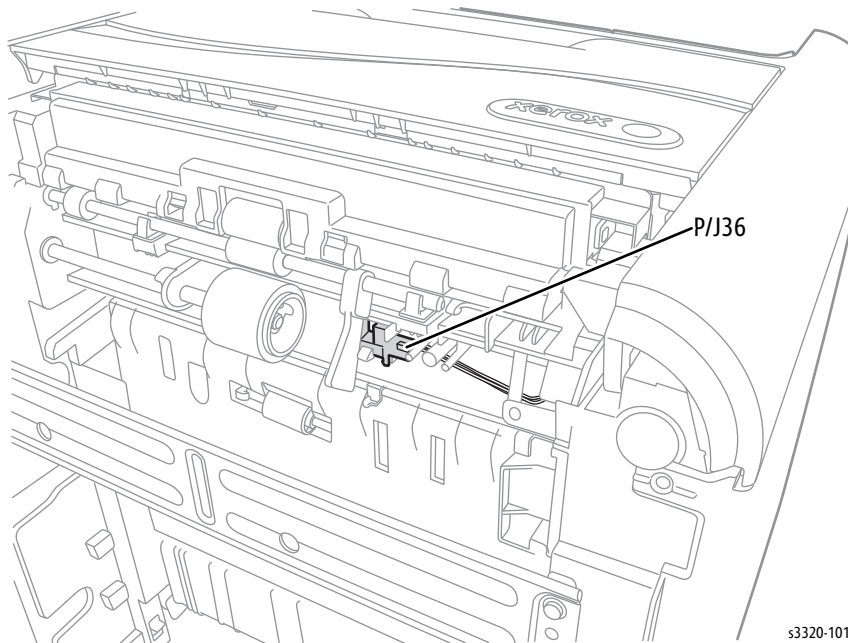
## Paper Empty Sensor

### PL3.1.18

1. Remove Tray 1 (page 4-5).
2. Remove the Duplex Unit (page 4-6).
3. Remove 2 screws (silver, flanged, tap, 10 mm) and remove the Paper Empty Sensor cover.



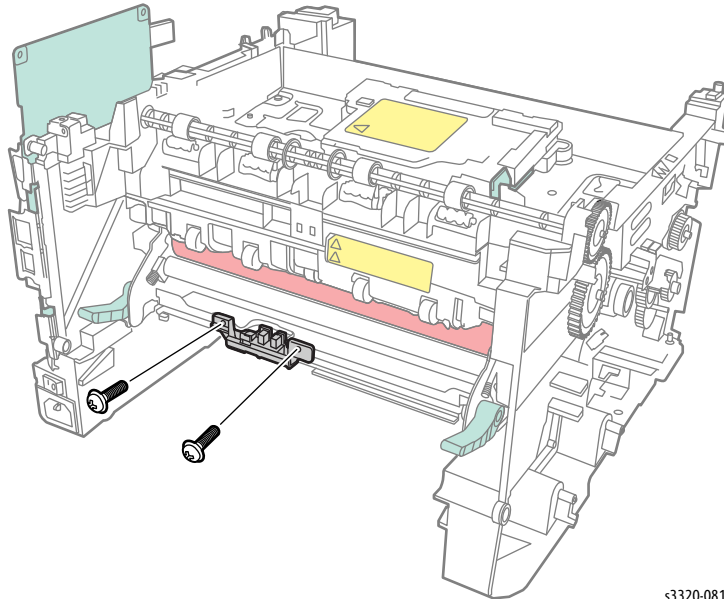
4. Unplug P/J36 and remove the Paper Empty Sensor.



## Exit Sensor and Exit Sensor Holder

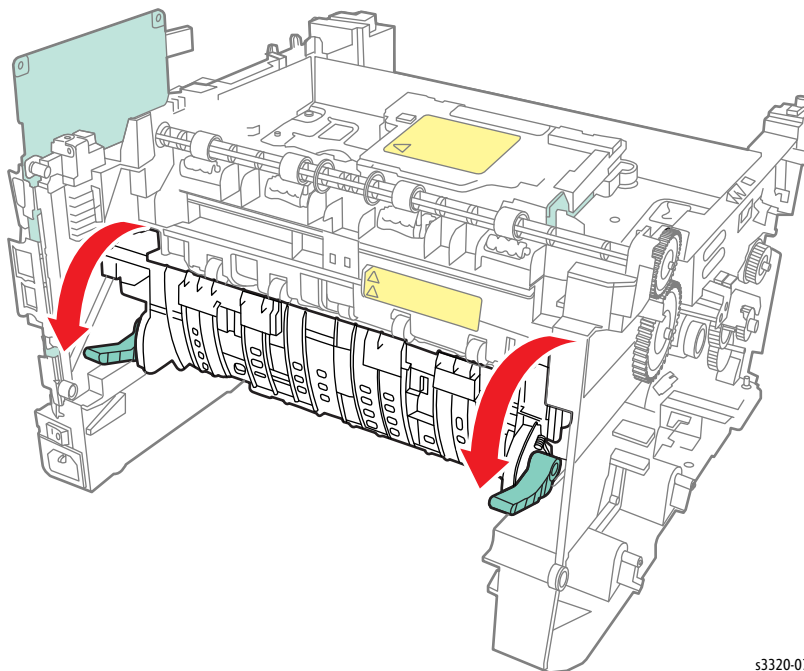
PL3.1.18, PL3.1.65

1. Remove Tray 1 (page 4-5).
2. Remove the Duplex Unit (page 4-6).
3. Remove the Rear Door (Phaser 3320, page 4-10; WorkCentre 3315/3325, page 4-15).
4. Remove 2 screws (silver, metal, 6mm).



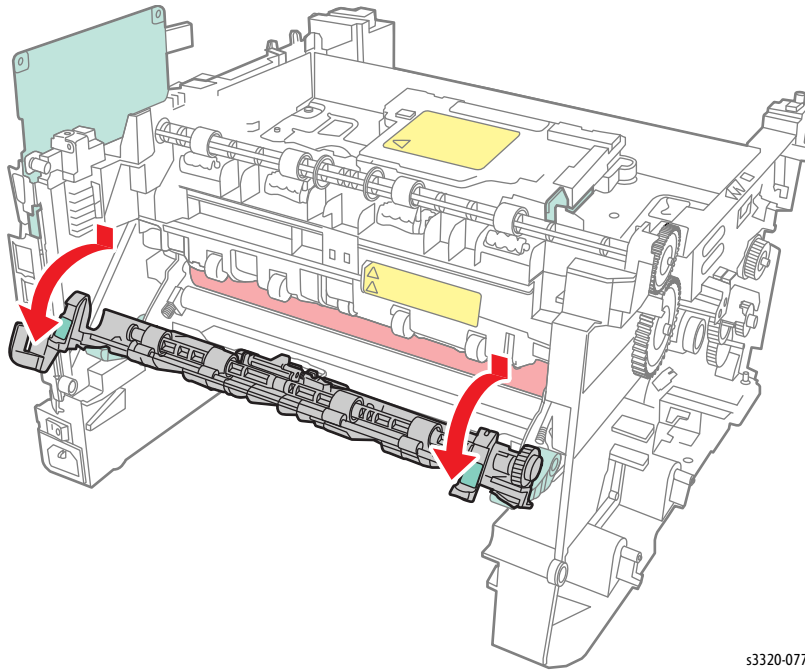
s3320-081

5. Open the Fuser levers.



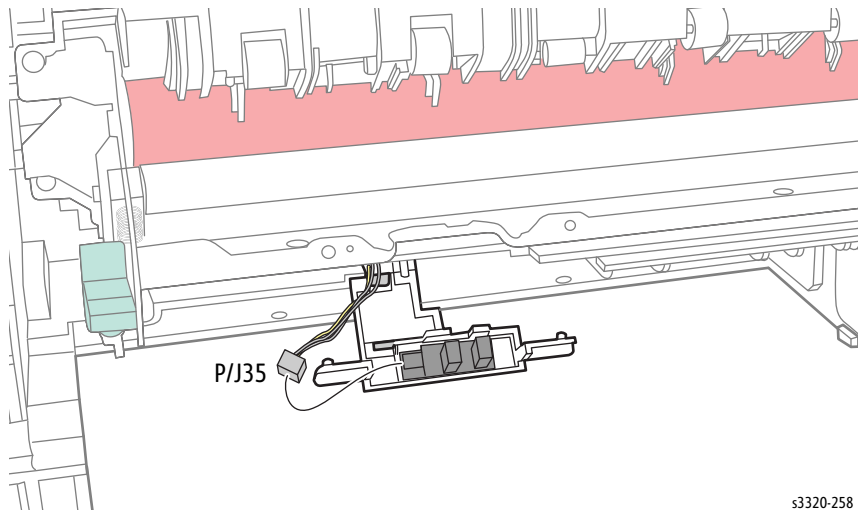
s3320-076

6. Push the Rear Frame levers down.



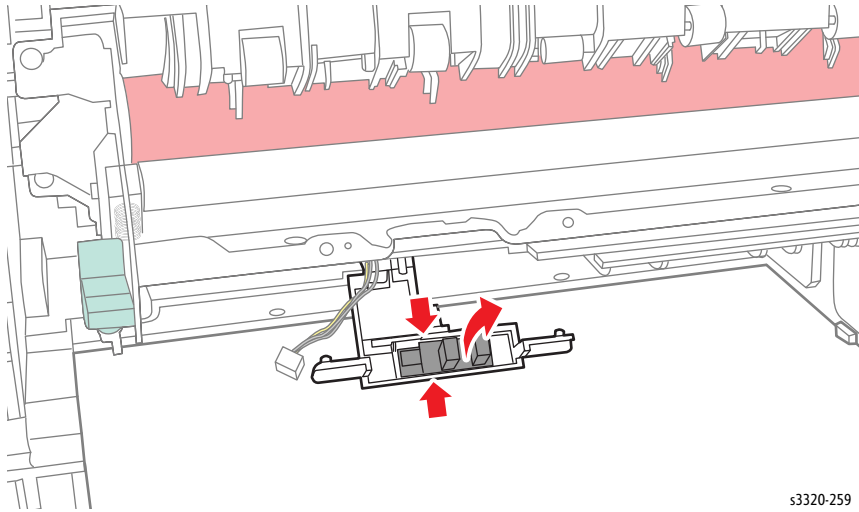
s3320-077

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



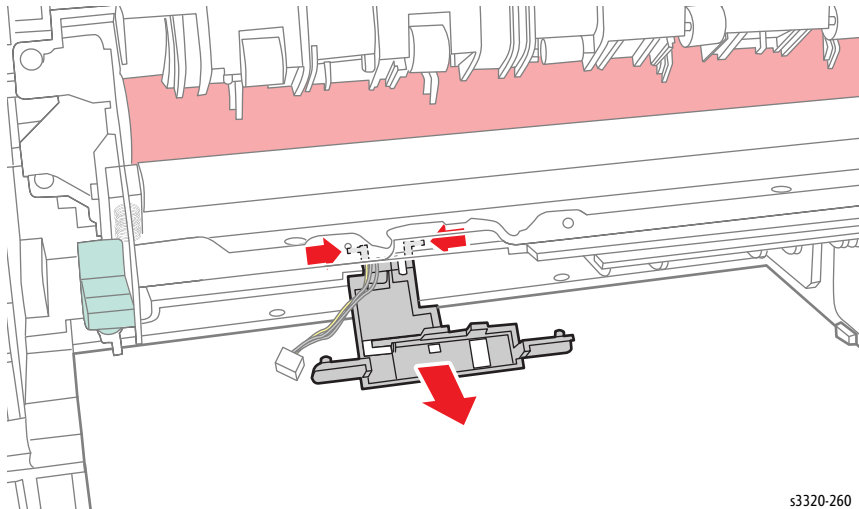
s3320-258

8. Disconnect the hooks and remove the Exit Sensor.



s3320-259

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

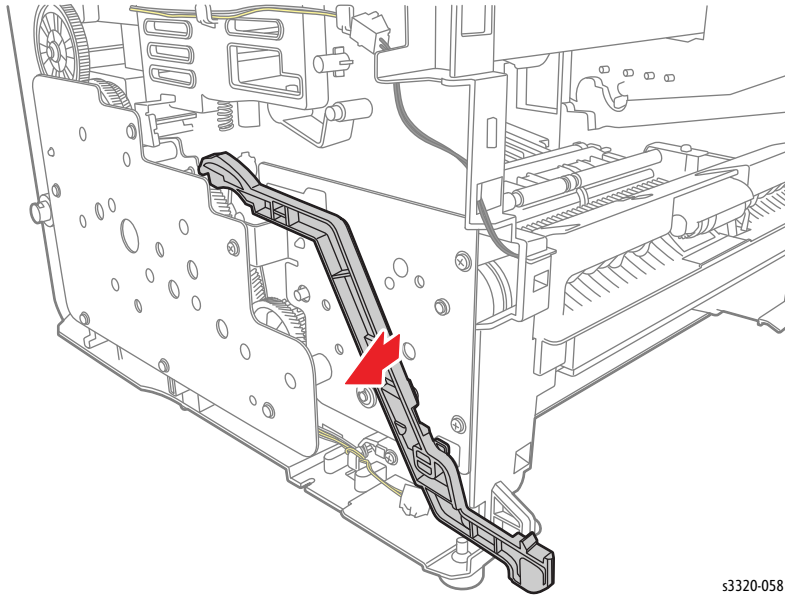


s3320-260

## Coupler Bar

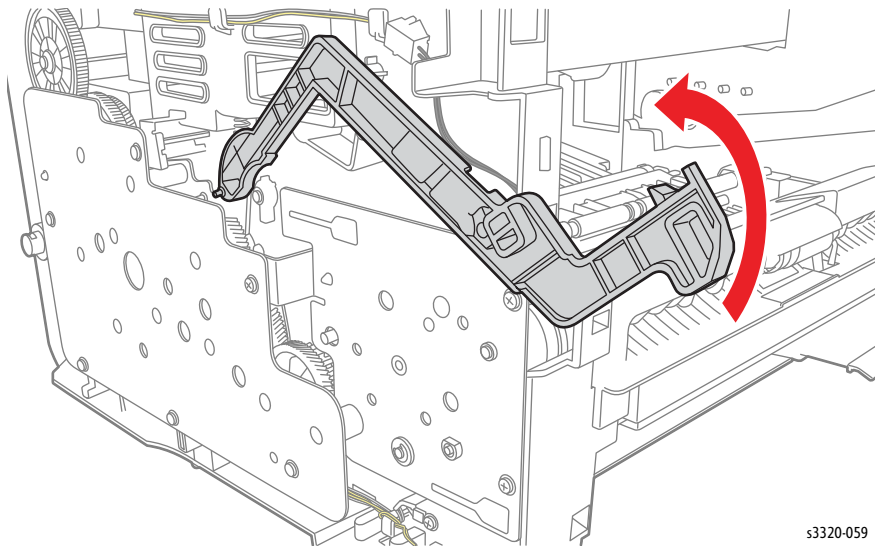
### PL3.1.98

1. Remove the Left Side Cover (Phaser 3320, page 4-11; WorkCentre 3315/3325, page 4-15).
2. Slide the Coupler Bar towards the front of the printer until it releases from the guides in the Feed Drive Assembly.



s3320-058

3. Rotate the Coupler Bar to release it.



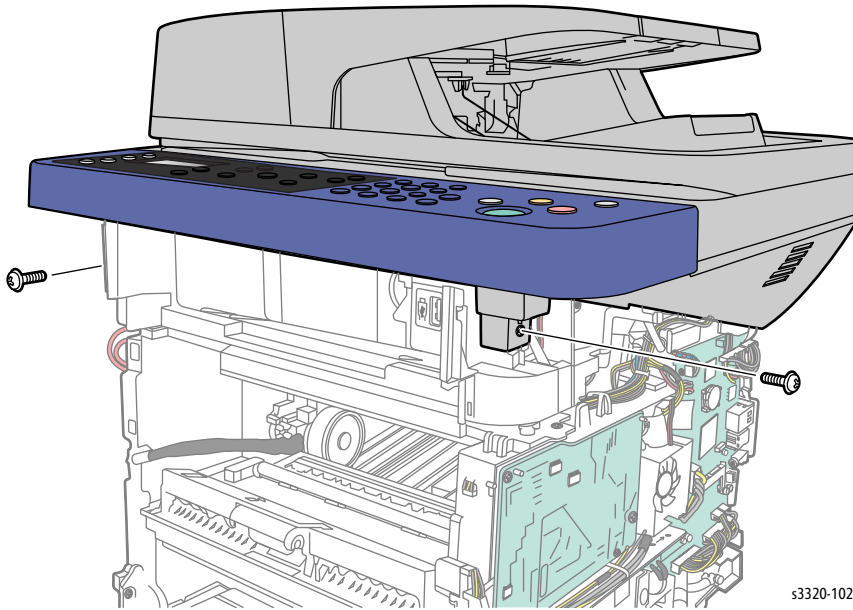
s3320-059

# WorkCentre 3315/3325 Scanner

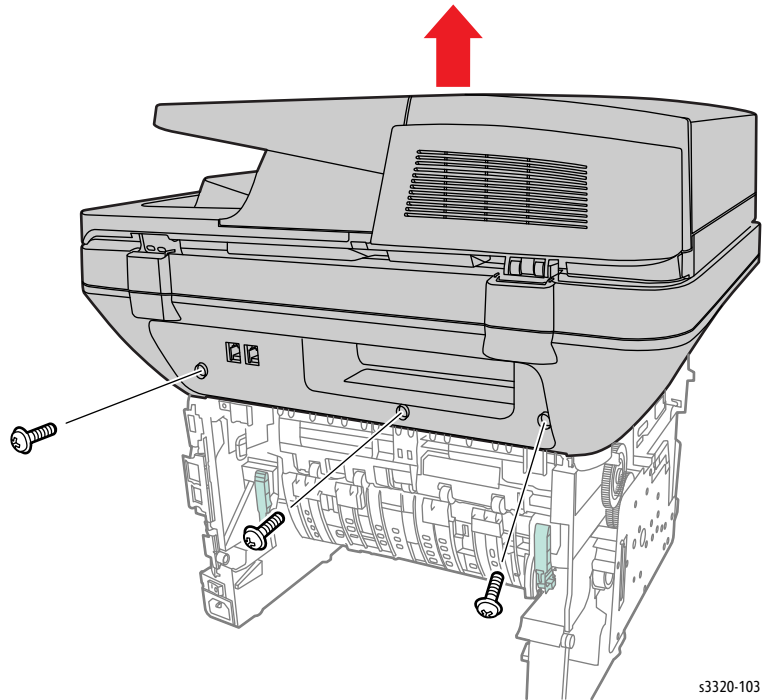
## Scanner Assembly (WorkCentre 3315/3325)

PL9.1.0, PL10.1.0

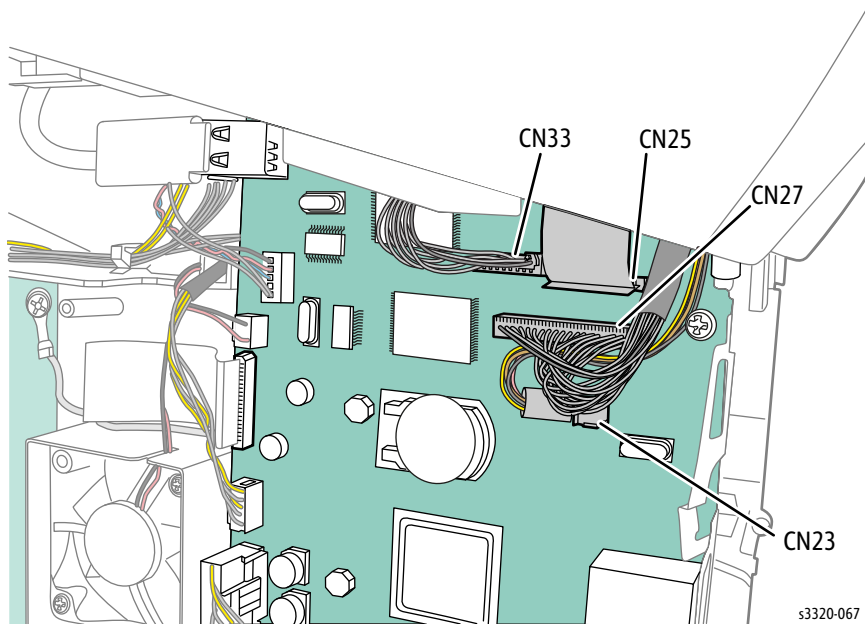
1. Remove the Front Door (page 4-13).
2. Remove the Rear Door (page 4-15).
3. Remove the Left Cover (page 4-15).
4. Remove the Right Cover (page 4-17).
5. Remove 2 screws (silver, flanged, tap, 10 mm) at the front.



- Remove 3 screws (silver, flanged, tap, 10 mm) at the rear.



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

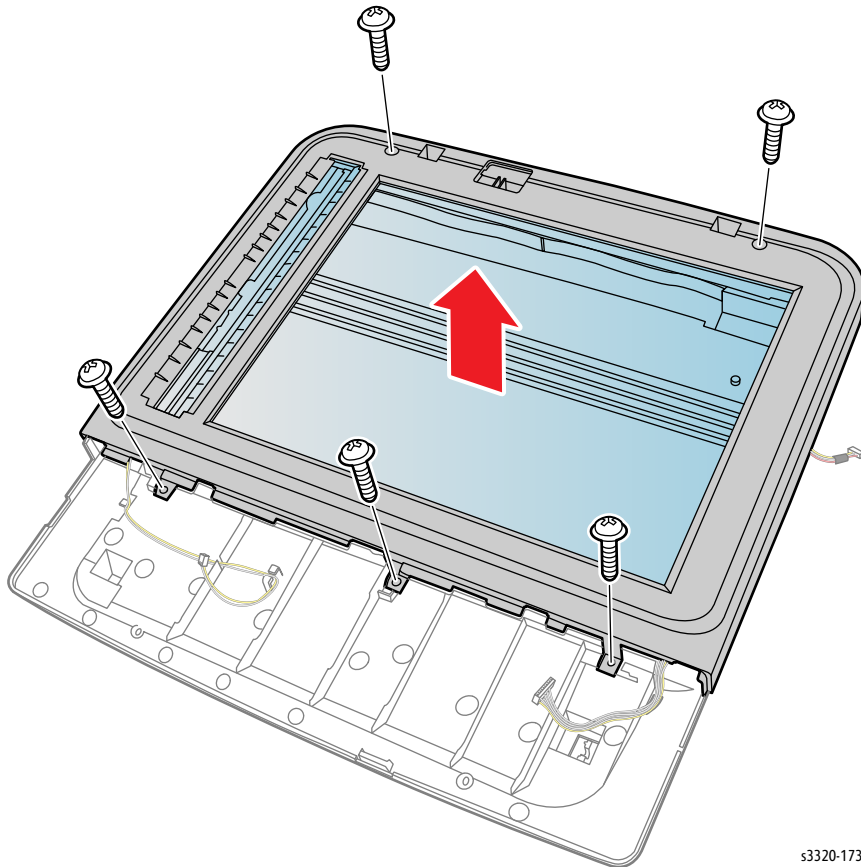


- Lift the Scanner Assembly off of the printer.

## Upper Platen

### PL9.2.1

1. Remove the ADF/DADF Assembly (WorkCentre 3315, page 4-124; WorkCentre 3325, page 4-97).
2. Remove the Scanner (page 4-86).
3. Remove the Control Panel (page 4-59).
4. Remove 5 screws (silver, flanged, tap, 10 mm) and remove the Upper Platen Assembly.



s3320-173

## Lower Platen

### PL9.2.2

1. Remove the Scanner (page 4-86).
2. Remove the Upper Platen (page 4-88).
3. Remove the A4 Middle Platen (page 4-89) from the Lower Platen.

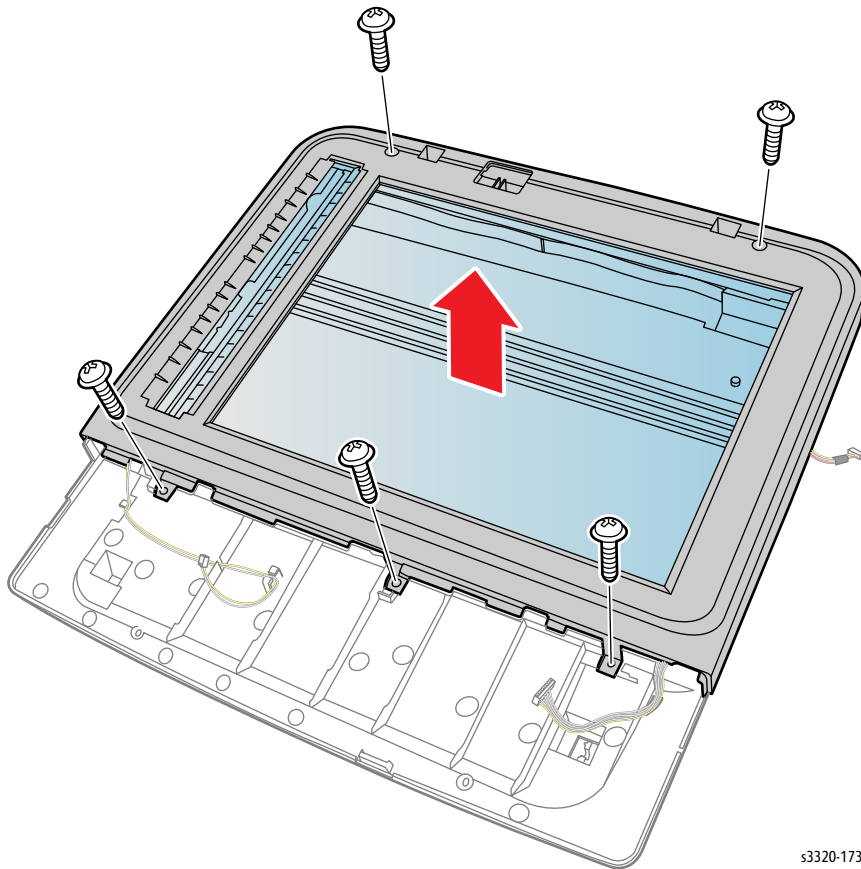


# A4 Middle Platen

## A4 Middle Platen Assembly

### PL11.1.0

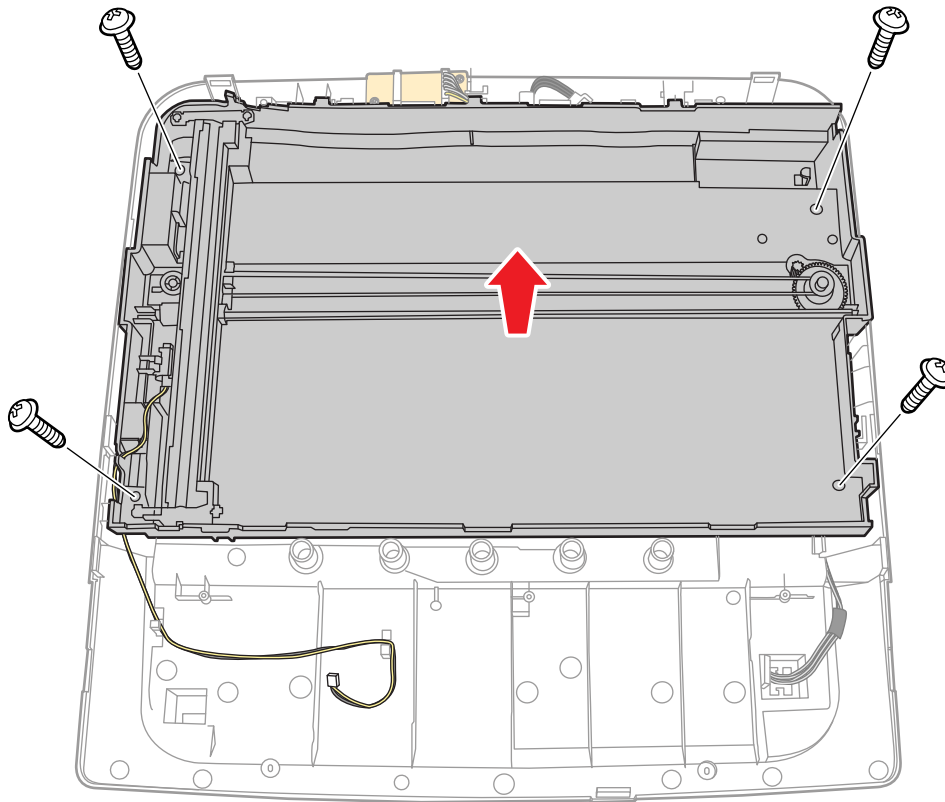
1. Remove the ADF/DADF (WorkCentre 3315, page 4-124; WorkCentre 3325, page 4-97).
2. Remove the Scanner (page 4-86).
3. Remove the Control Panel (page 4-59).
4. Remove 5 screws (silver, flanged, tap, 10 mm) and remove the Upper Platen Assembly.



s3320-173

## Service Parts Disassembly

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



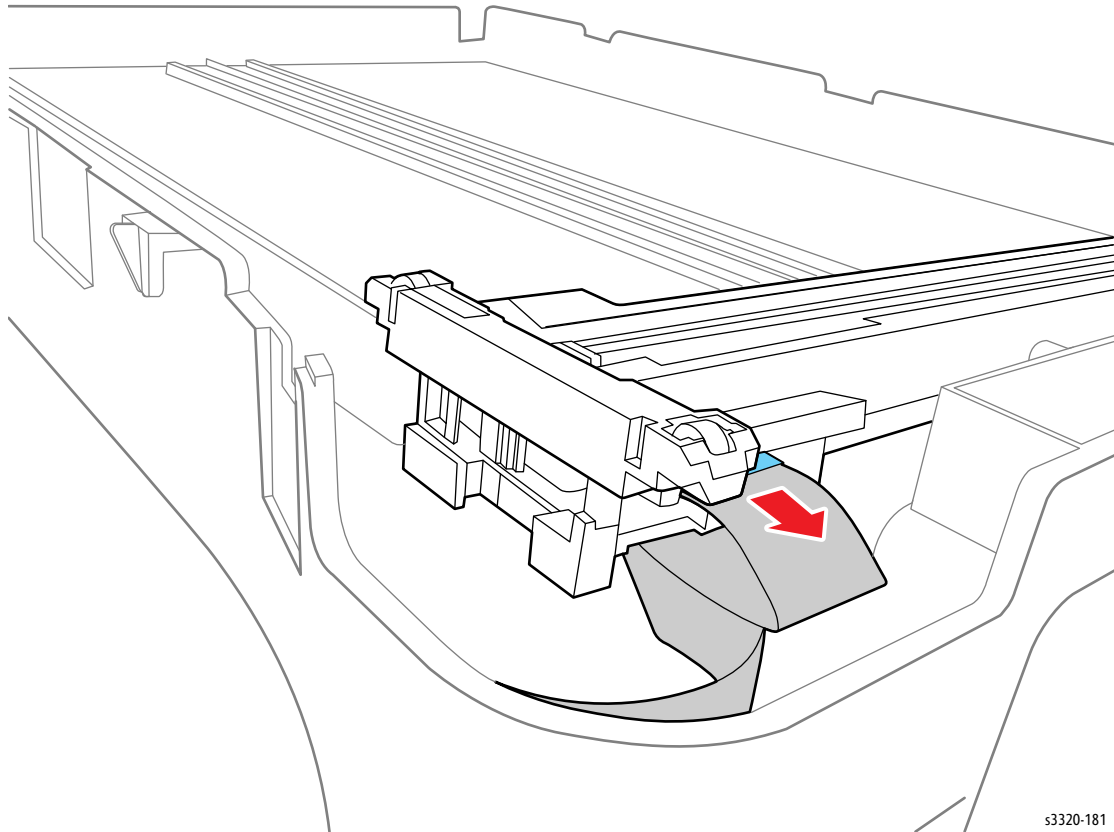
s3320-174

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

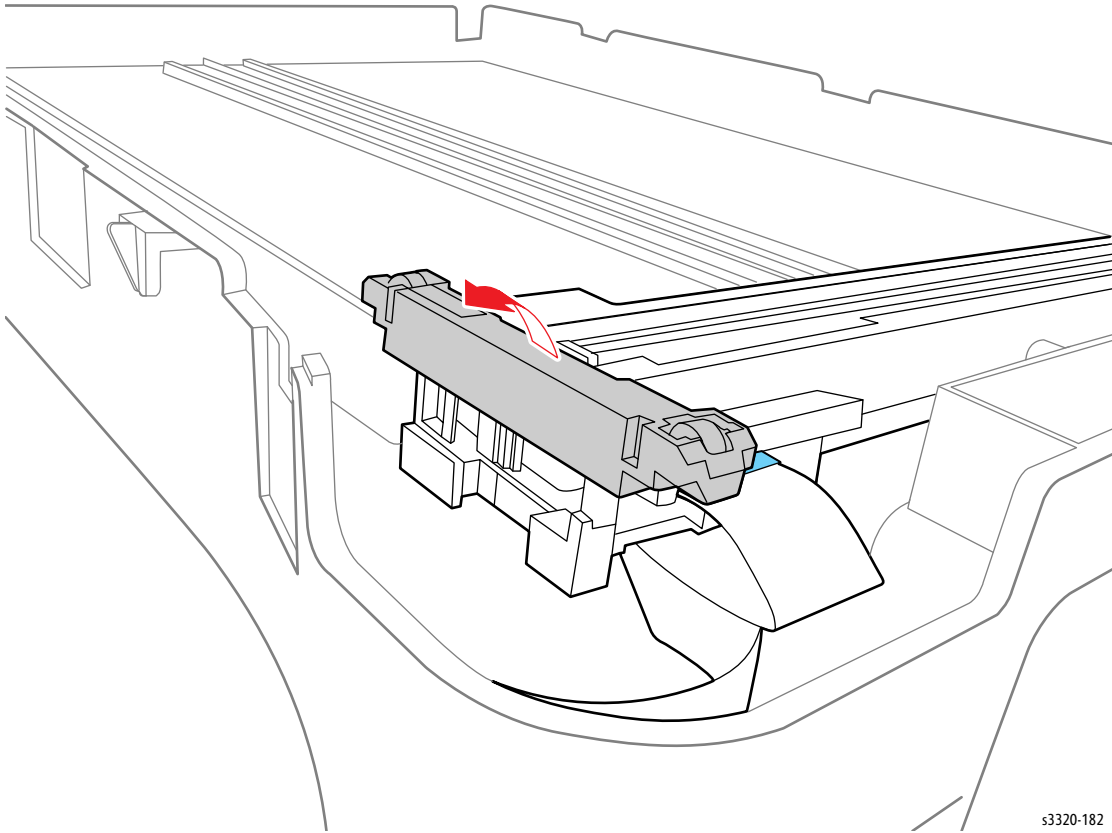
## Scanner Contact Image Sensor (WorkCentre 3315/3325)

### PL11.1.10

1. Remove the ADF (page 4-86).
2. Remove the Control Panel (page 4-59).
3. Remove the A4 Middle Platen (page 4-89).
4. Unplug the ribbon cable from the Contact Image Sensor.

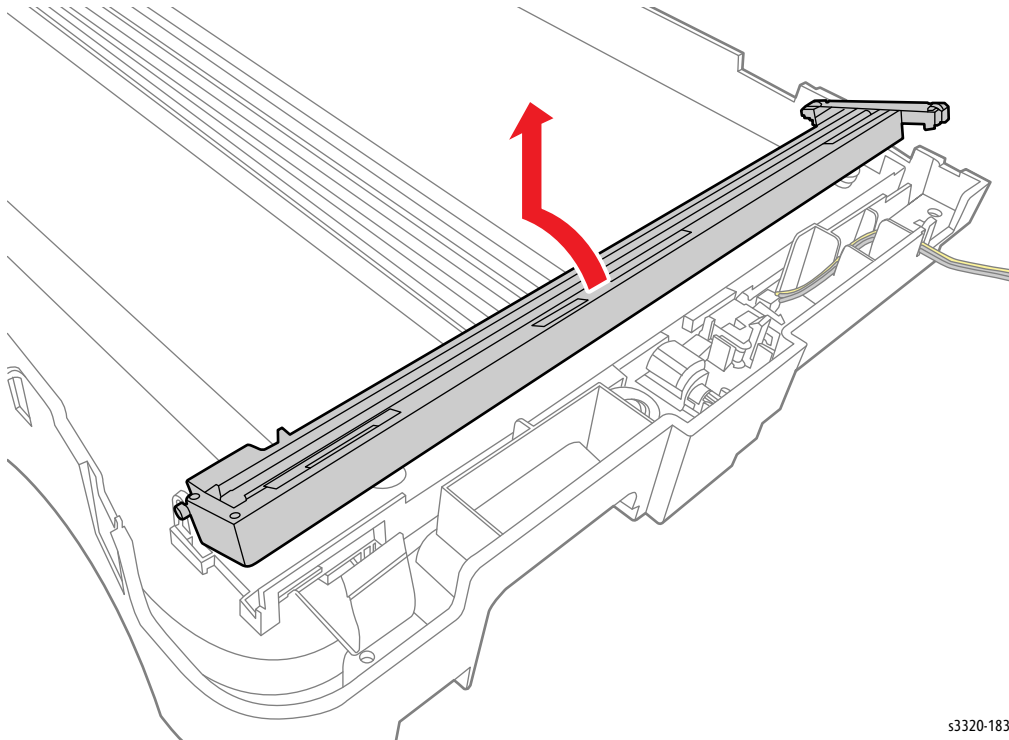


5. Release the tab and remove the CIS Guide.



s3320-182

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

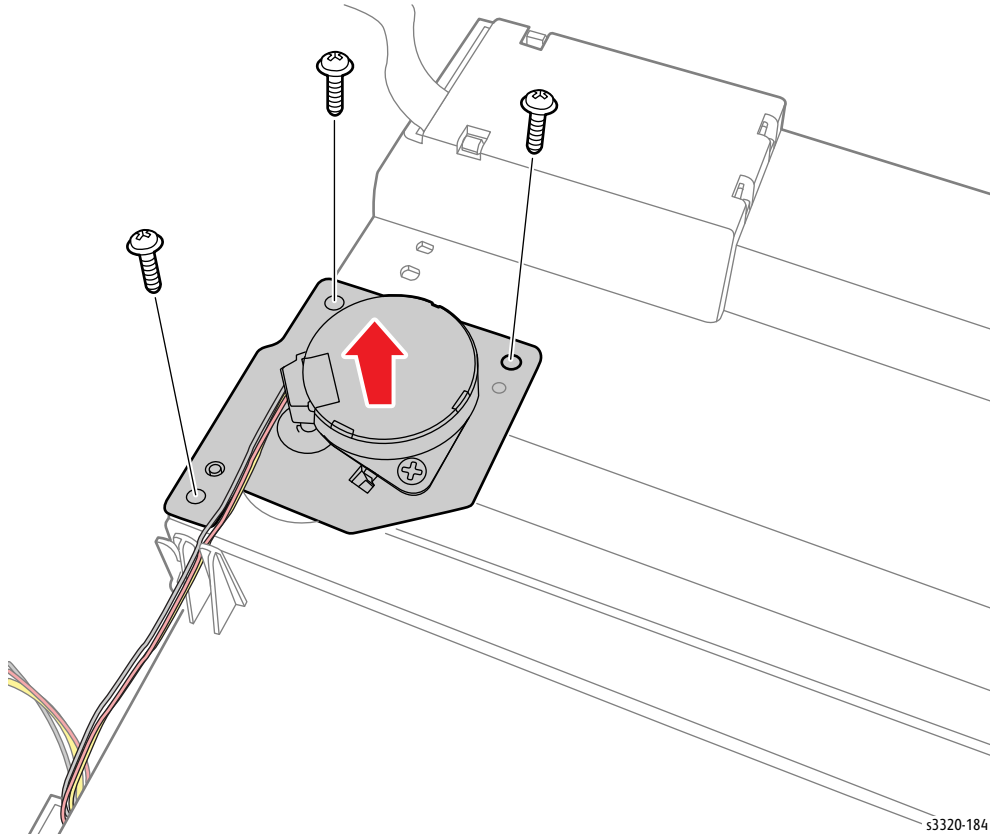


s3320-183

## Scanner Scan Motor (WorkCentre 3315/3325)

### PL 11.1.1

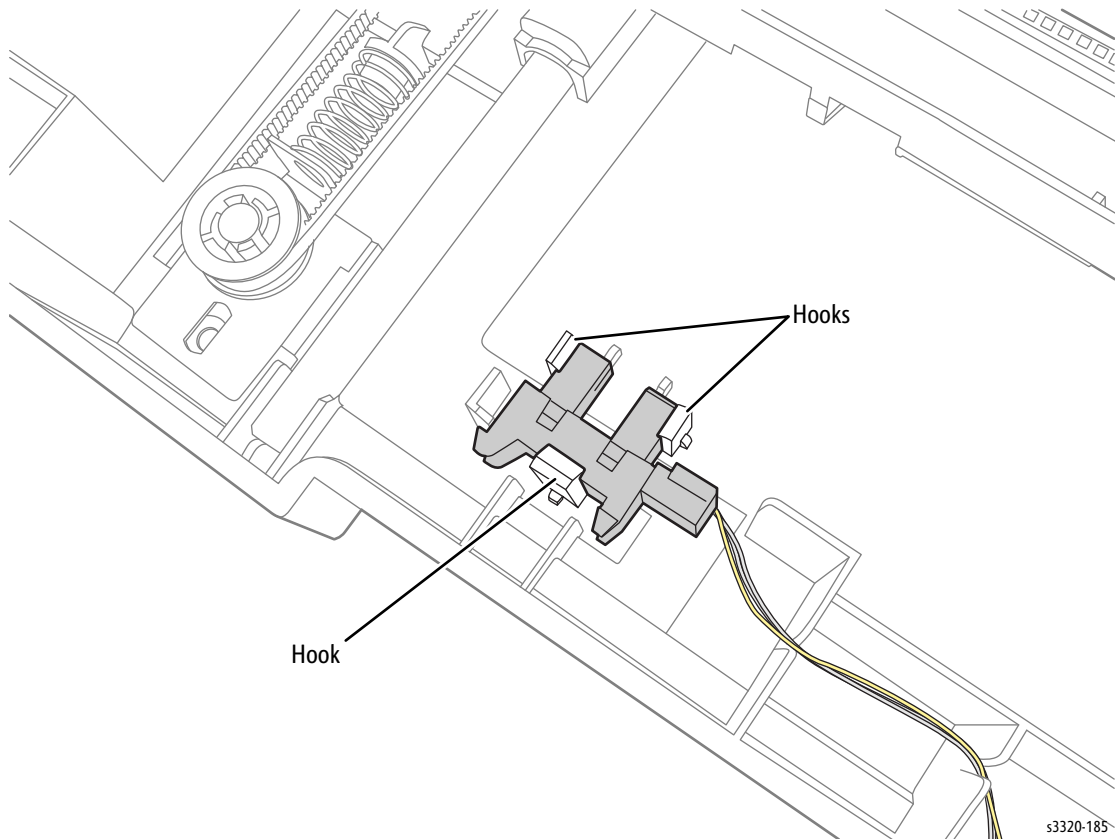
1. Remove the DADF/ADF (WorkCentre 3325 page 4-97; WorkCentre 3315 page 4-124).
2. Remove the Control Panel (page 4-59).
3. Remove the A4 Middle Platen (page 4-89).
4. Disconnect P/J1 on the Scan Motor.
5. Remove 3 screws (silver, flanged, tap, 10 mm) and remove the Scan Motor.



## Home Position Sensor (WorkCentre 3315/3325)

### PL11.1.9

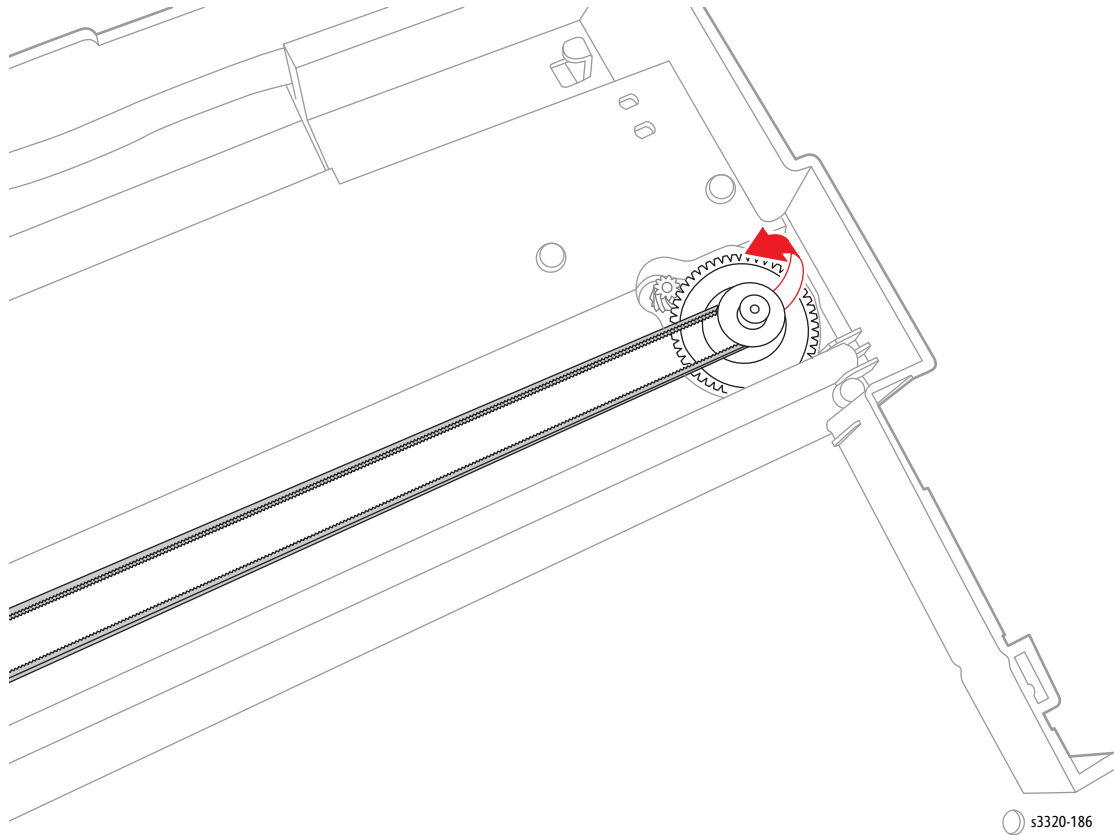
1. Remove the DADF/ADF (WorkCentre 3325 page 4-97; WorkCentre 3315 page 4-124).
2. Remove the Control Panel (page 4-59).
3. Remove the A4 Middle Platen (page 4-89).
4. Unplug P/J42 and remove the Home Position Sensor.



## Timing Gear Belt (WorkCentre 3315/3325)

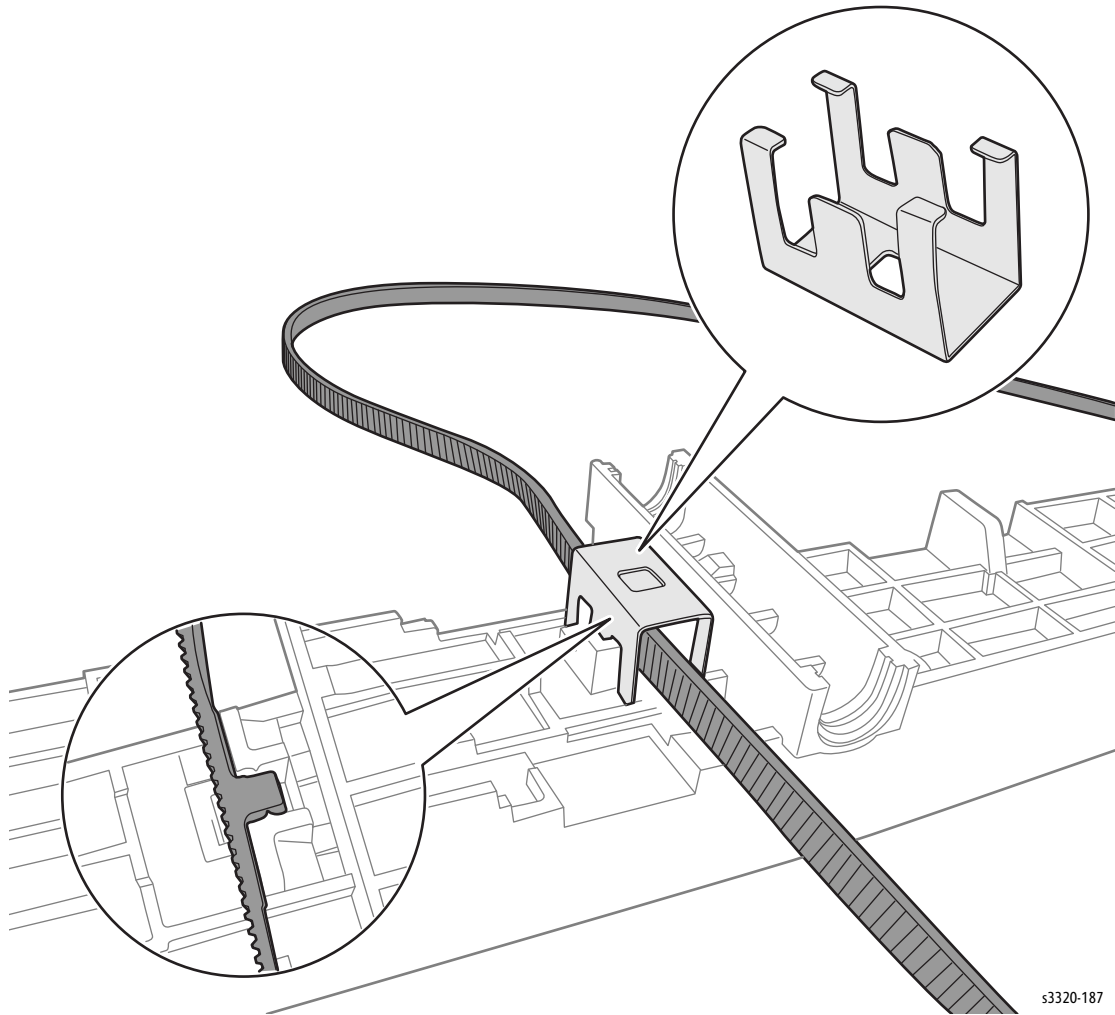
### PL11.1.16

1. Remove the DADF/ADF (WorkCentre 3325 page 4-97; WorkCentre 3315 page 4-124).
2. Remove the Control Panel (page 4-59).
3. Remove the A4 Middle Platen (page 4-89).
4. Disengage the Timing Gear Belt from the scan drive gear.



s3320-186

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



s3320-187

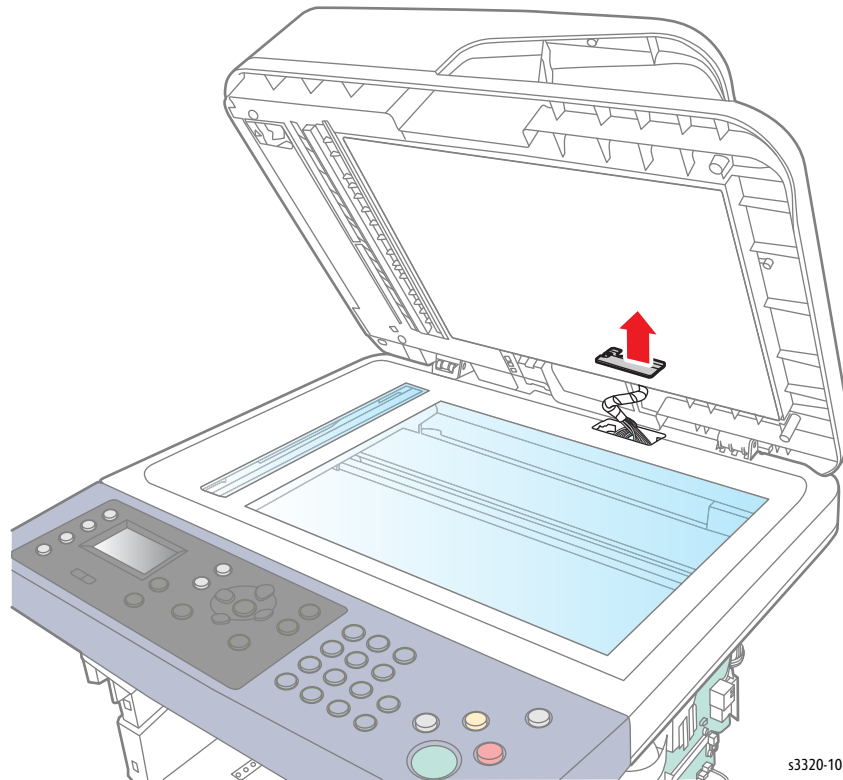


# WorkCentre 3325 DADF

## DADF Assembly

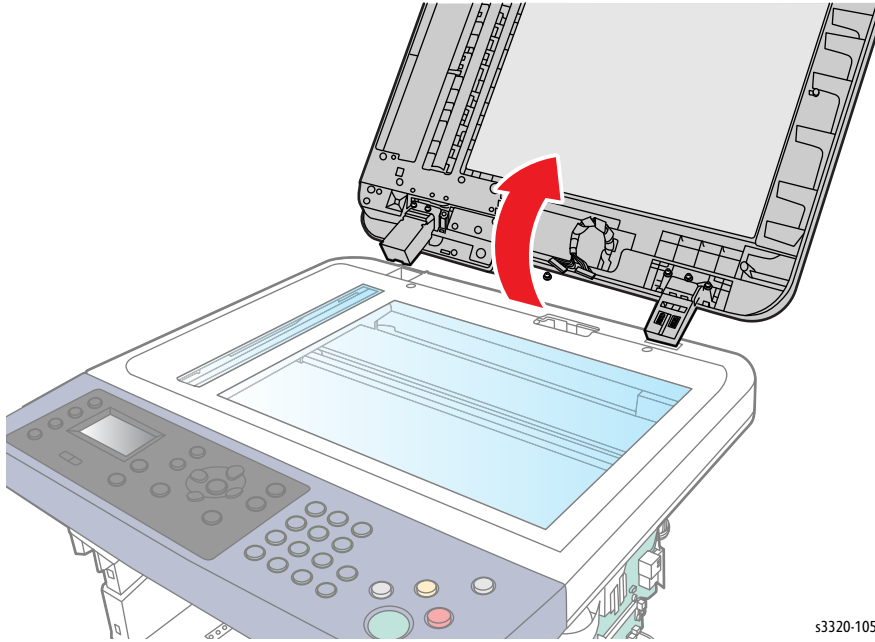
### PL8.1.0

1. Open the DADF unit.
2. Remove the connector cover and unplug the connector.



s3320-104

3. Lift up and release the DADF unit.

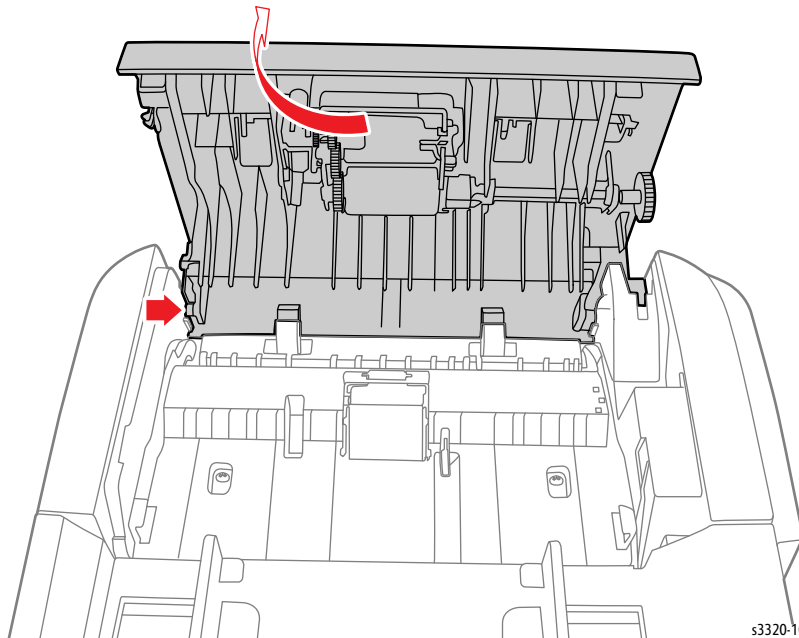


s3320-105

## DADF Cover

### PL8.1.12

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

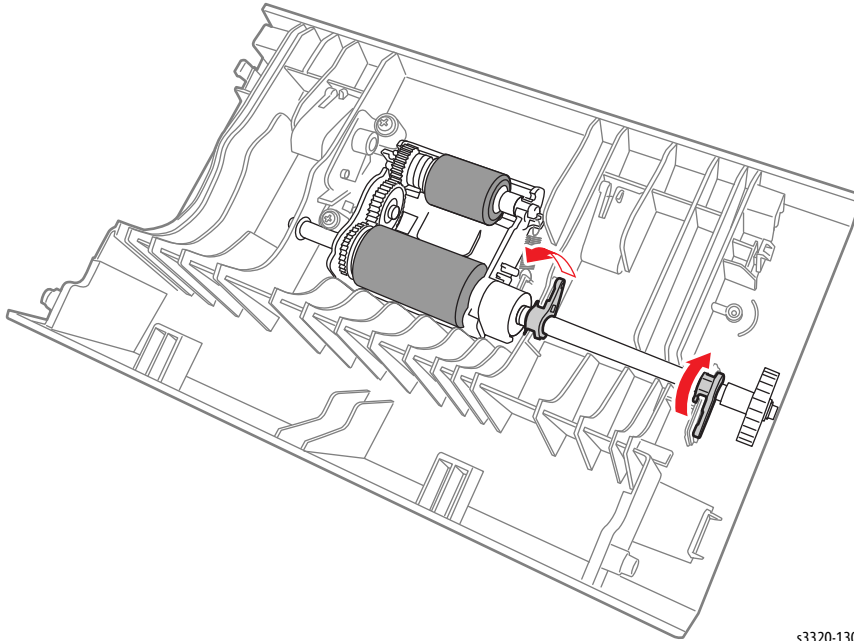


s3320-106

## DADF Pick Up Unit

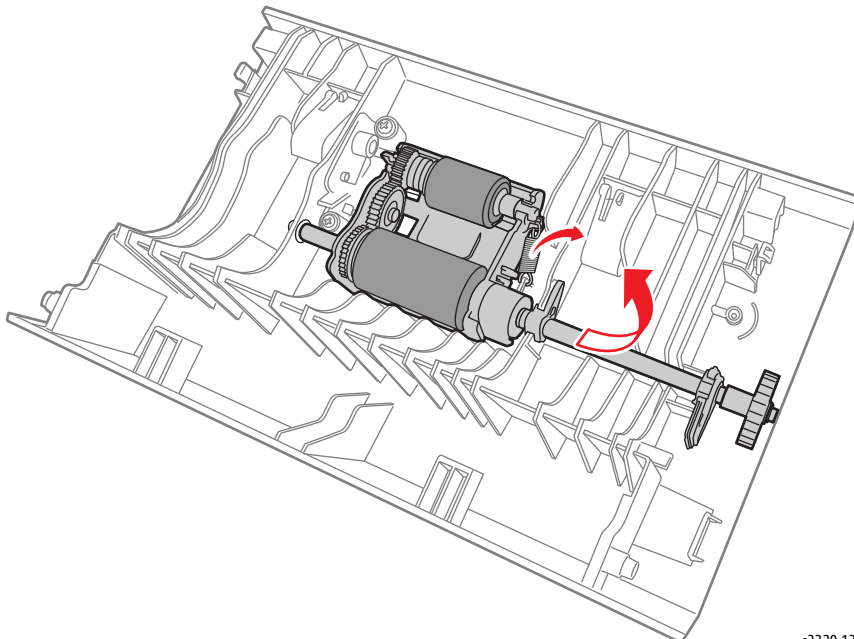
### PL8.1.12.2

1. Remove the DADF Cover (page 4-98).
2. Release the shaft holder.



s3320-130

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

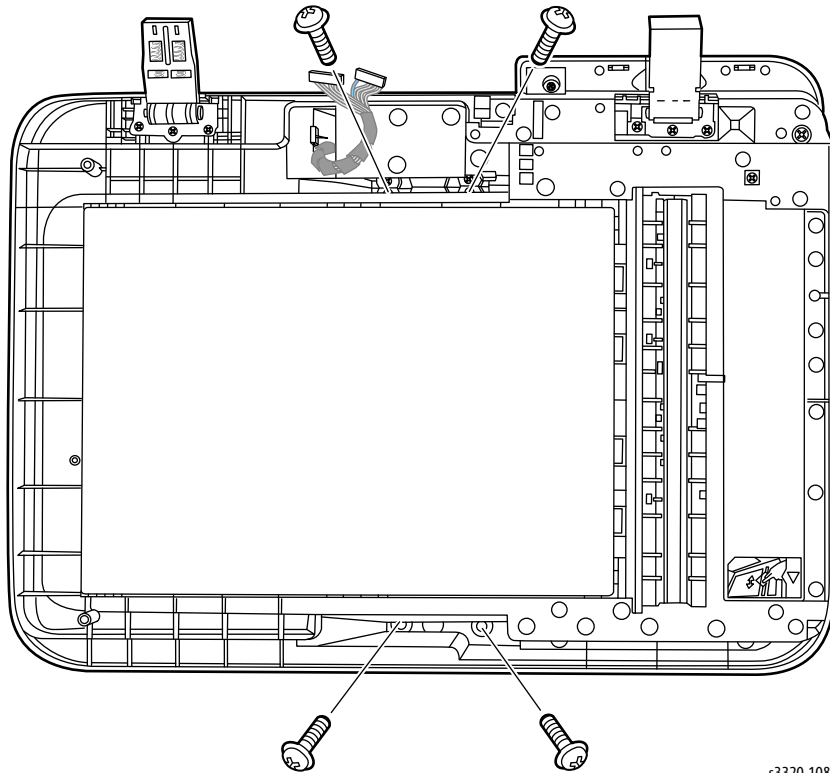


s3320-131

## DADF Board

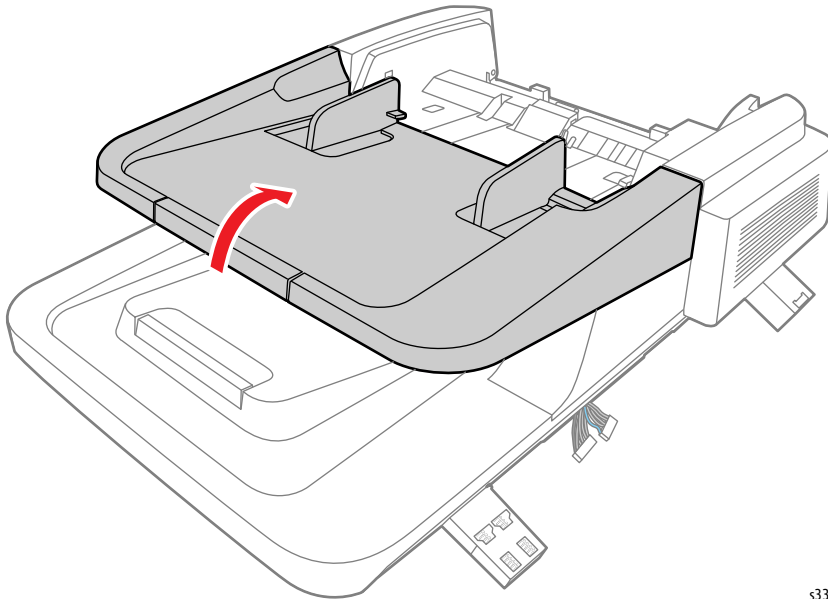
### PL9.2.2.3

1. Remove the DADF (page 4-97)
2. Remove 4 screws (silver, flanged, tap, 10 mm) from the bottom of the DADF that secure the Stacker to the ADF.



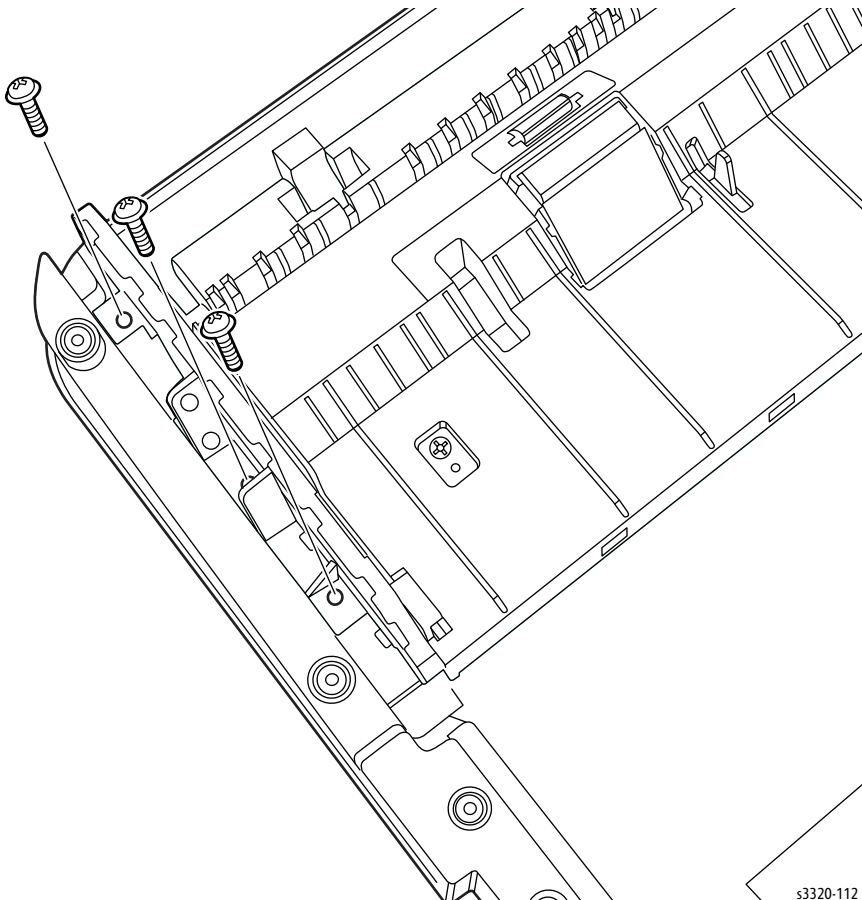
s3320-108

3. Remove the DADF Input Tray.



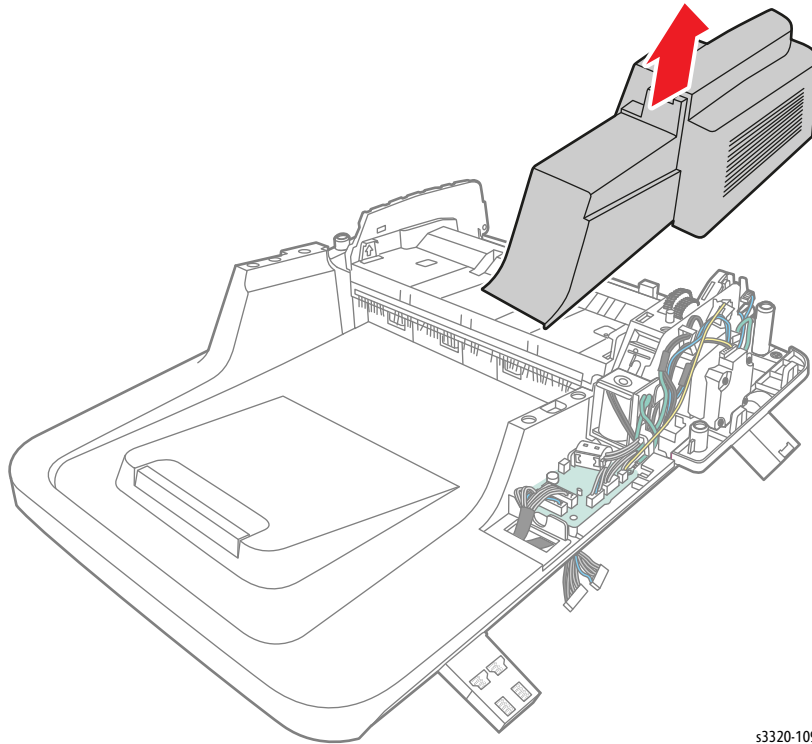
s3320-107

4. Remove 3 screws (silver, flanged, tap, 10 mm) from the bottom of the DADF that secure the ADF Rear Cover.



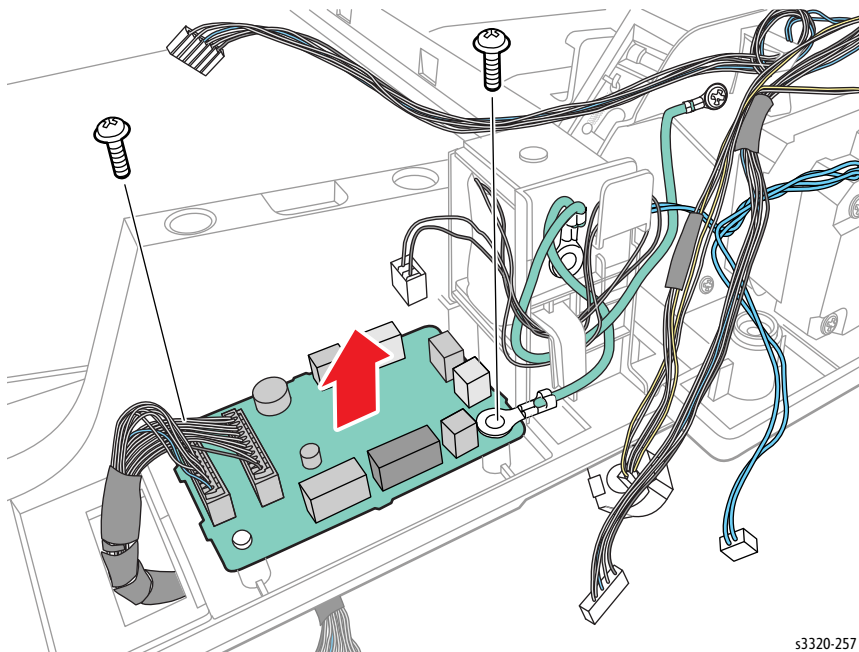
s3320-112

5. Remove the DADF Rear Cover.



s3320-109

6. Disconnect all connections to the ADF Board.
7. Disconnect all connections on the DADF Board and unlace the wiring.
8. Remove 2 screws that secure the ADF Board and remove the board.

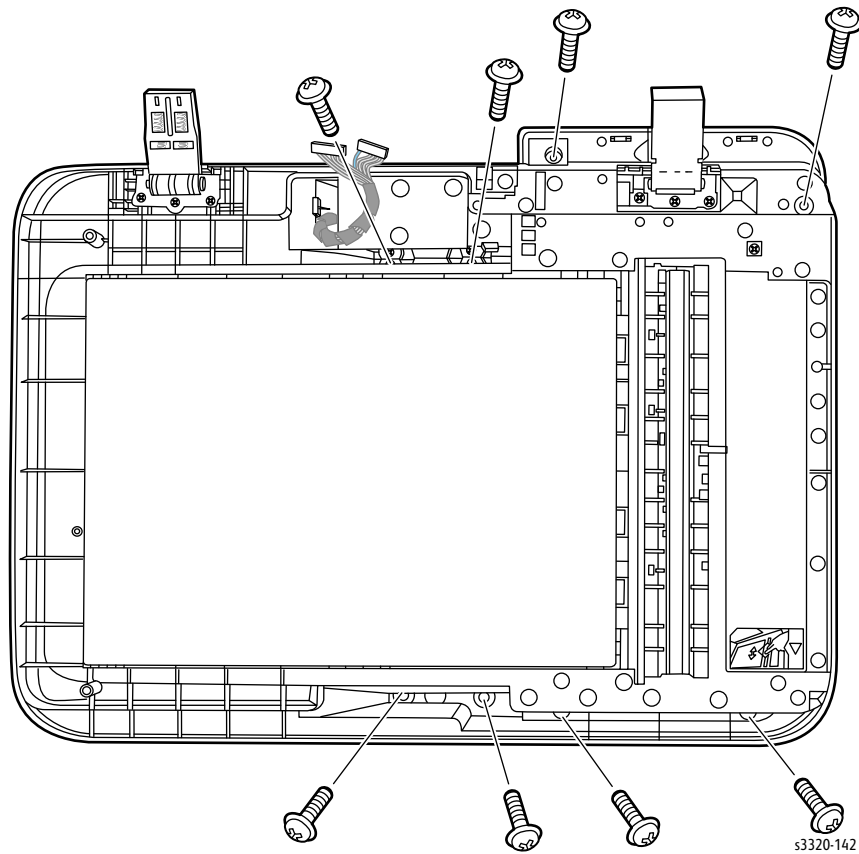


s3320-257

## DADF Drive

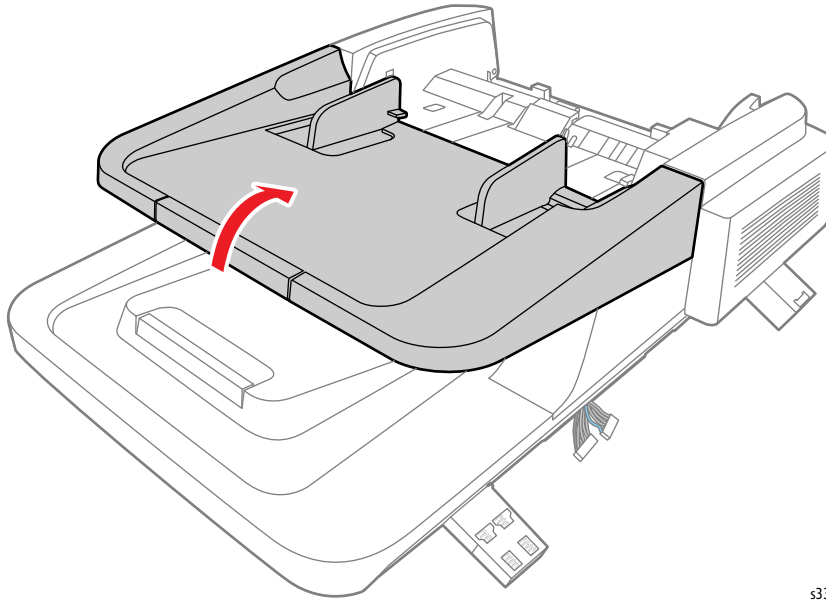
### PL8.1.5

1. Remove the DADF (page 4-97)
2. Remove 8 screws (silver, flanged, tap, 10 mm) from the bottom of the DADF.



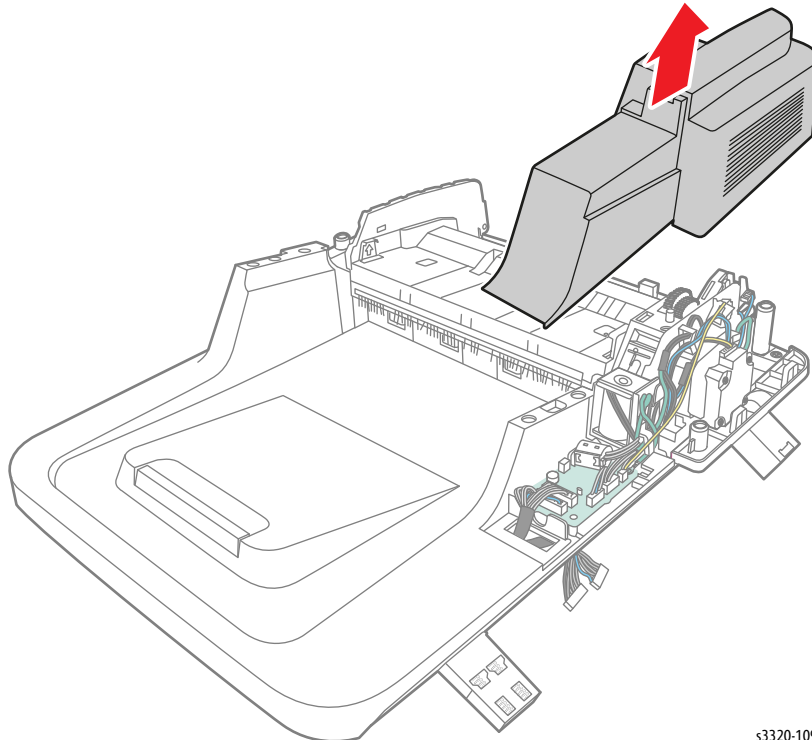
3. Remove the DADF Cover (page 4-98).

4. Remove the DADF Input Tray.



s3320-107

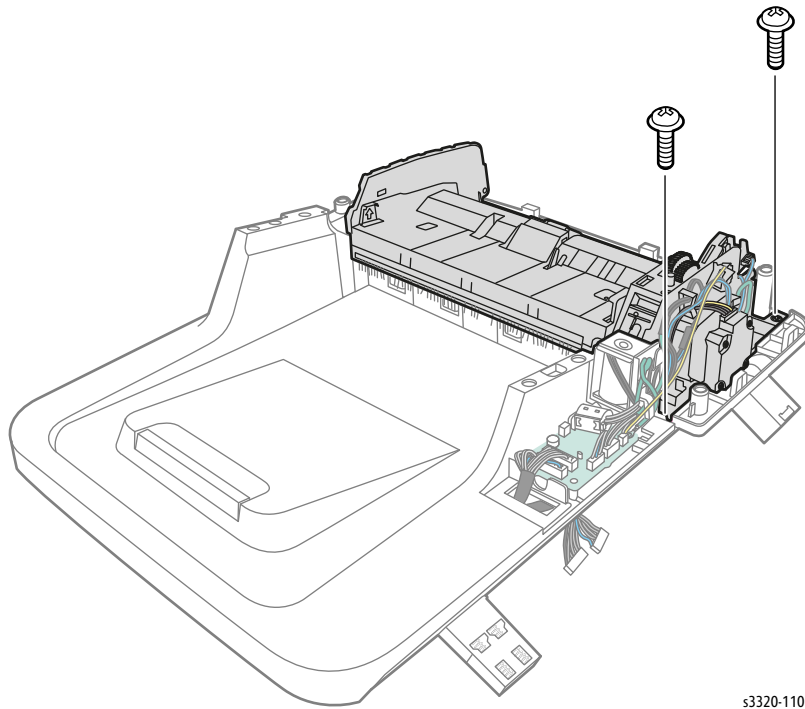
5. Remove the DADF Rear Cover.



s3320-109

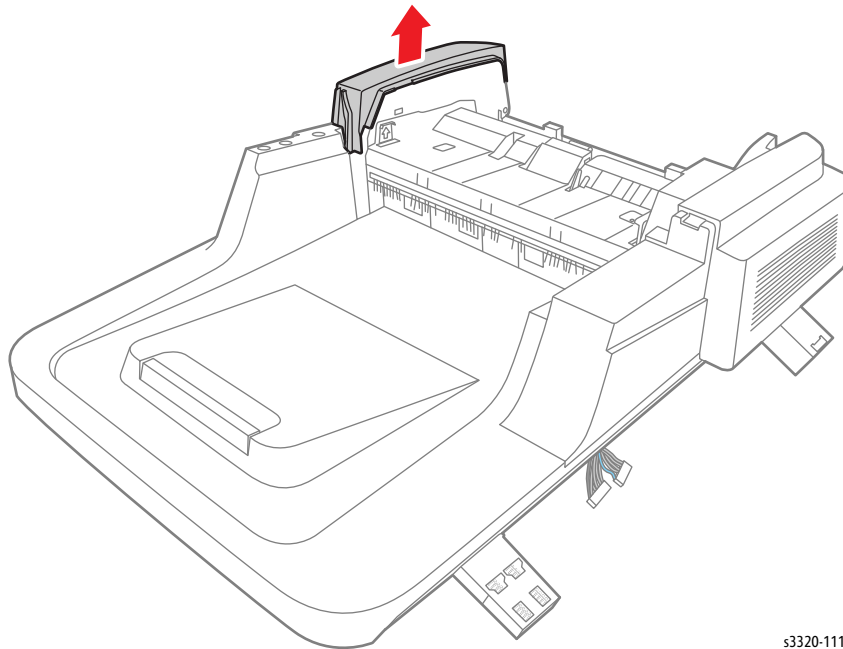


6. Remove 2 screws (silver, flanged, tap, 10 mm).



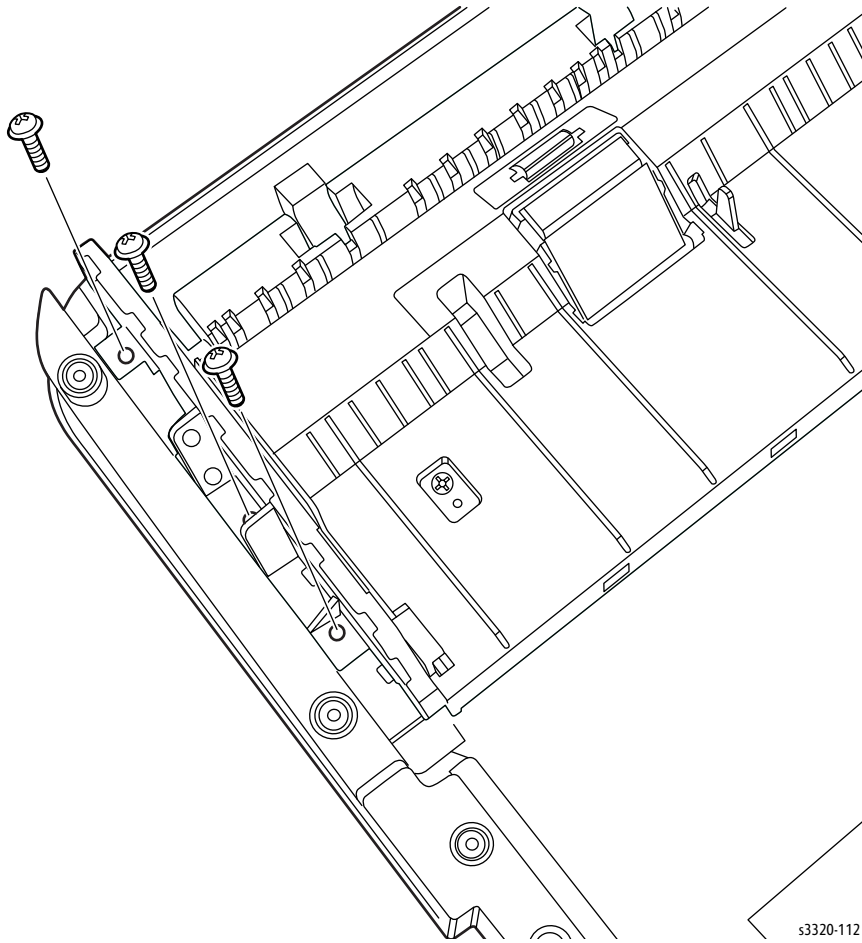
s3320-110

7. Remove the DADF Front Cover.

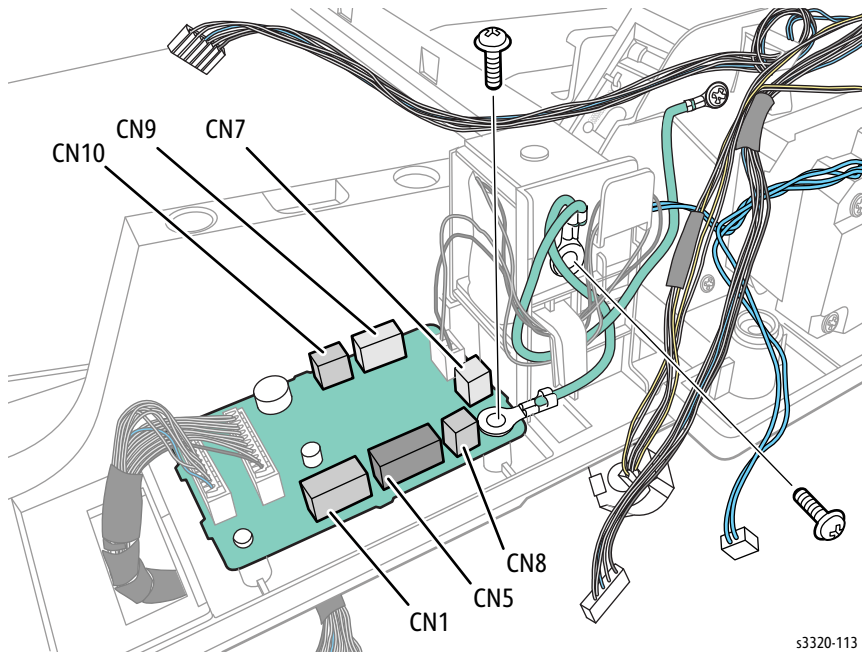


s3320-111

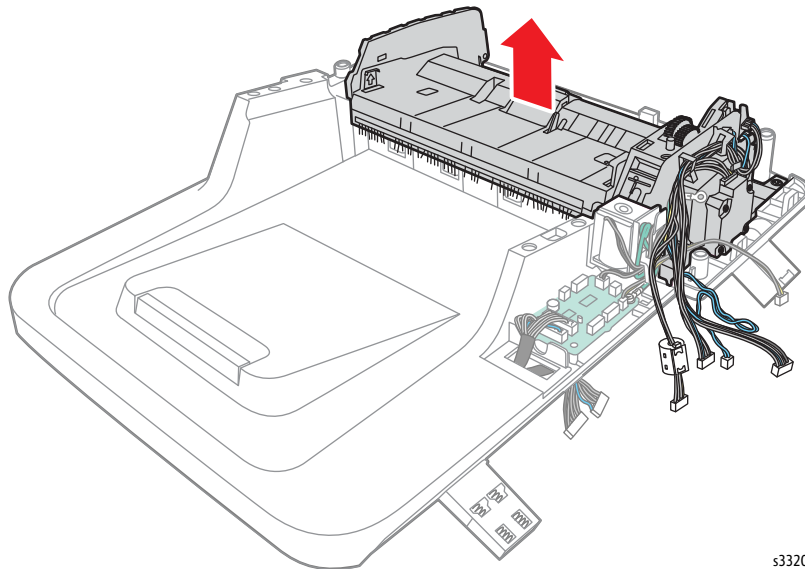
8. Remove 3 screws (silver, flanged, tap, 10 mm) from the bottom of the DADF.



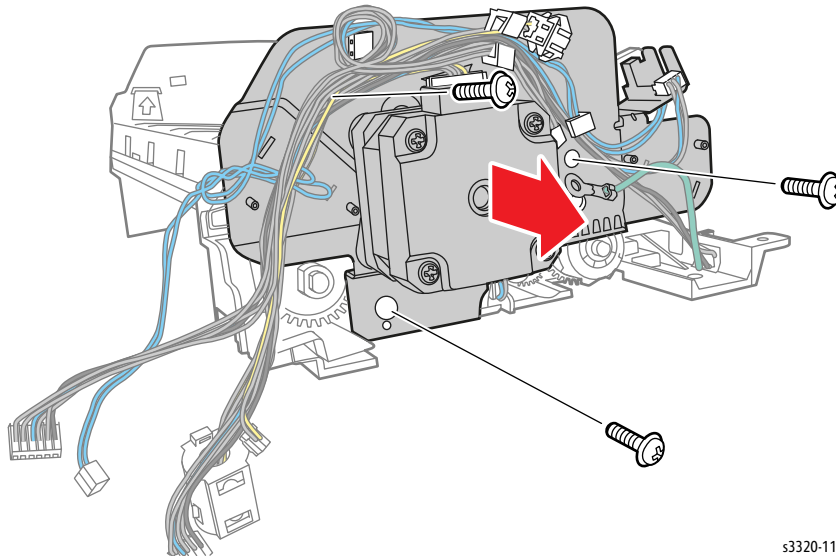
9. Disconnect all connections on the DADF Board and unlace the wiring.



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



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

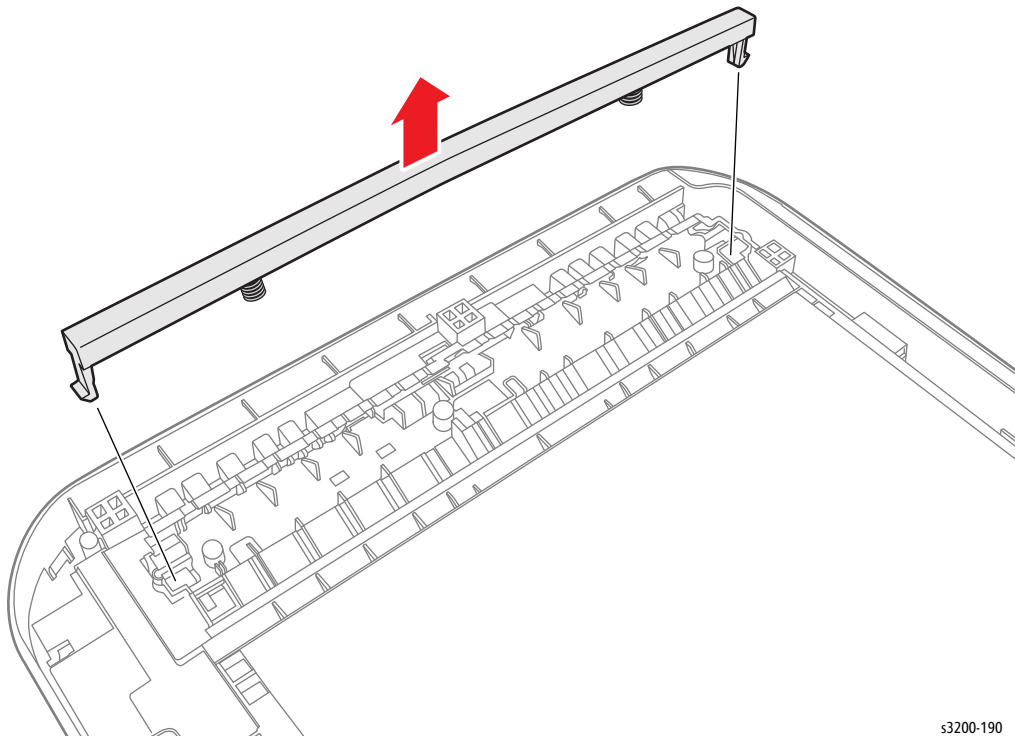


## DADF White Bar Plate

### PL8.2.2

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

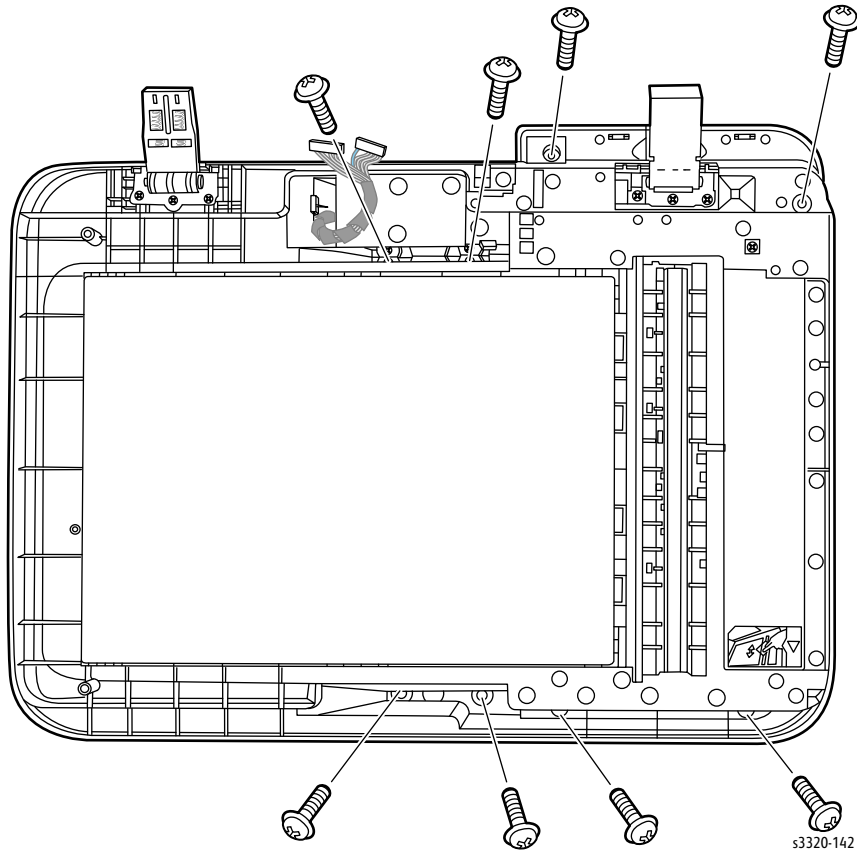
1. Lift up the DADF and disconnect the White Bar Plate bosses and remove the White Bar Plate.



## DADF Registration Sensor, DADF Feed Sensor

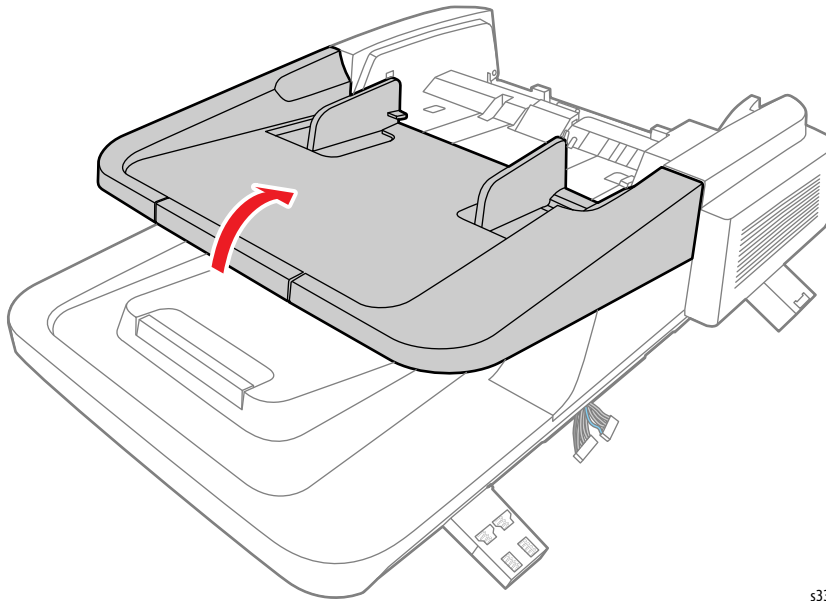
PL8.3.18, PL8.2.13

1. Remove the DADF (page 4-97)
2. Remove 8 screws (silver, flanged, tap, 10 mm) from the bottom of the DADF.



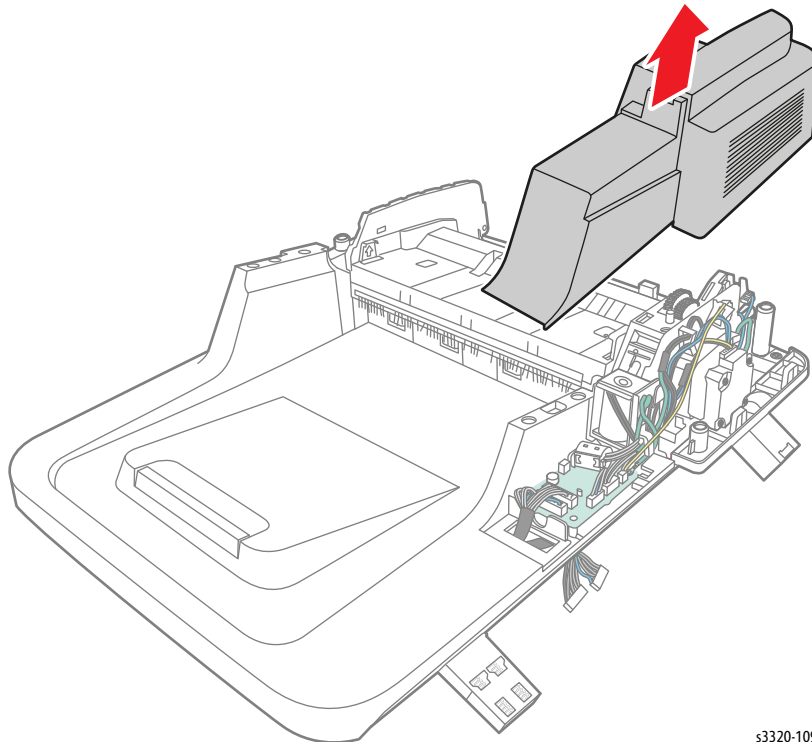
3. Remove the DADF Cover (page 4-98).

4. Remove the DADF Input Tray.



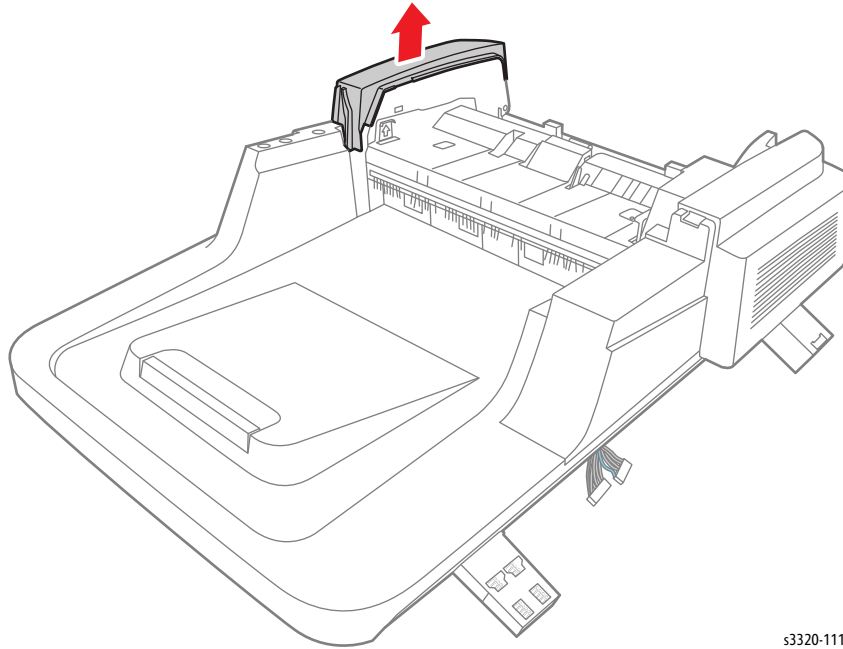
s3320-107

5. Remove the DADF Rear Cover.



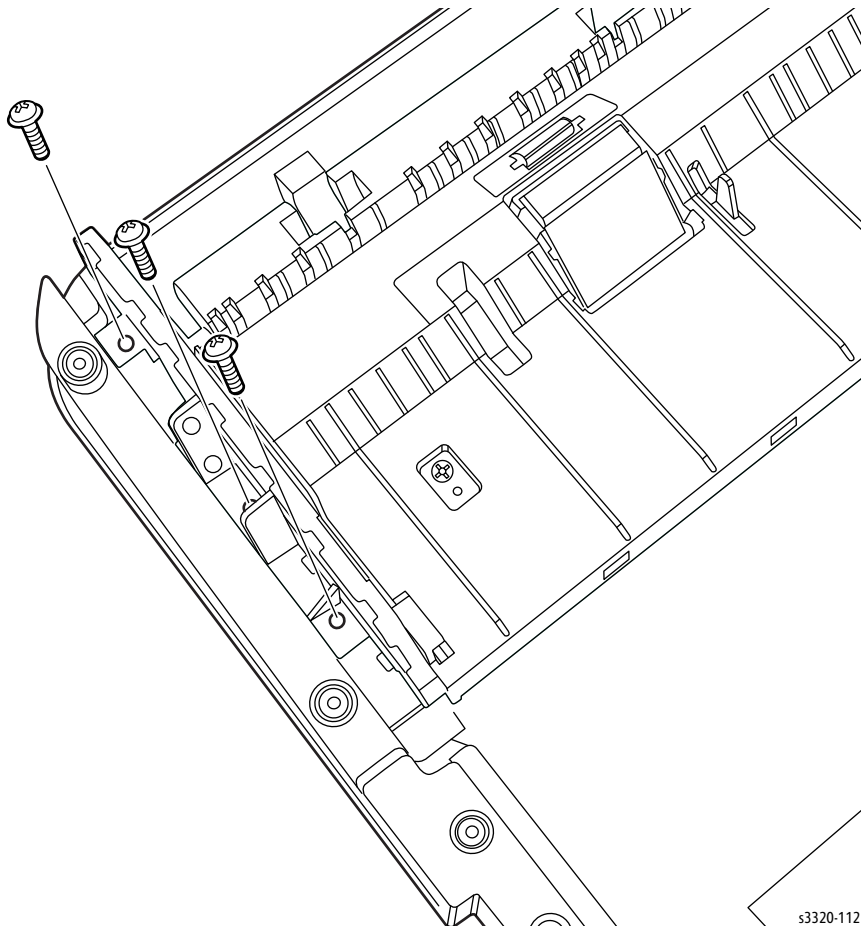
s3320-109

6. Remove the DADF Front Cover.



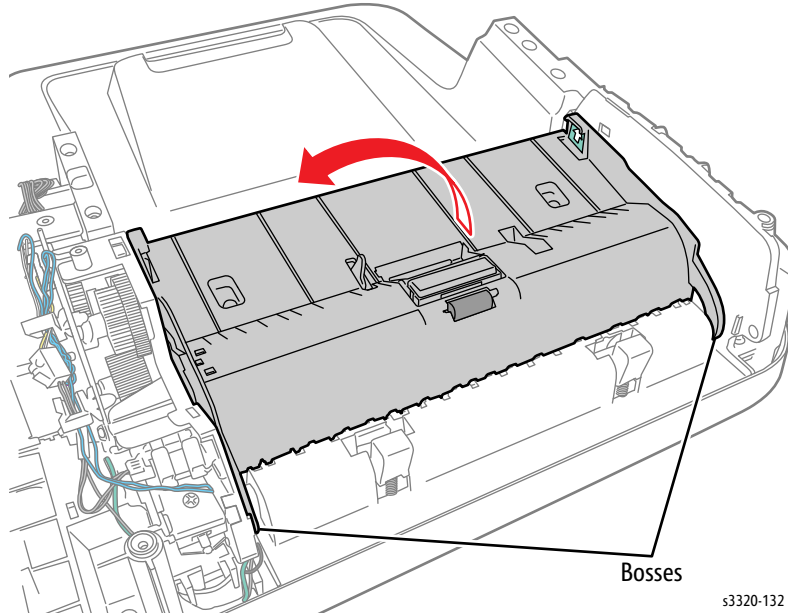
s3320-111

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

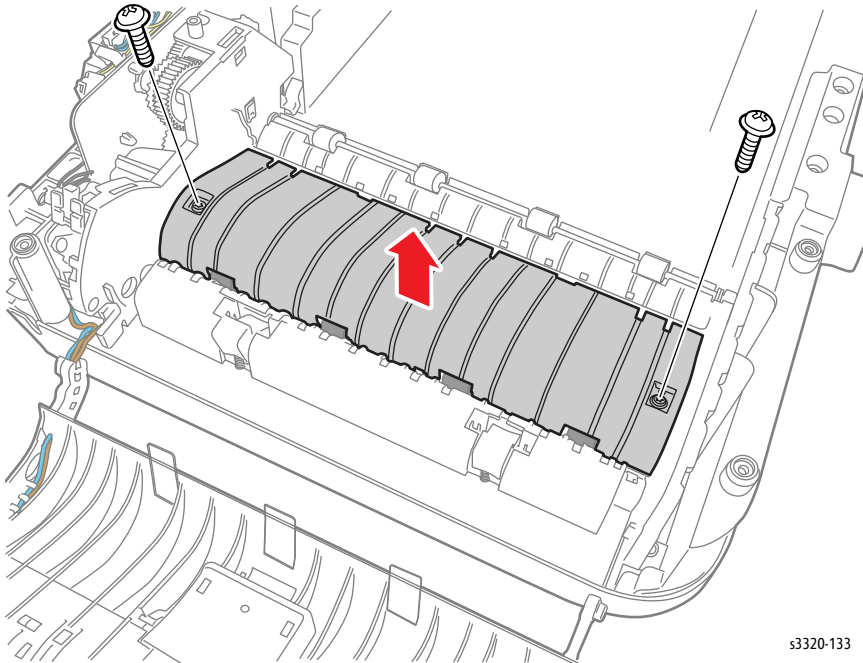


s3320-112

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



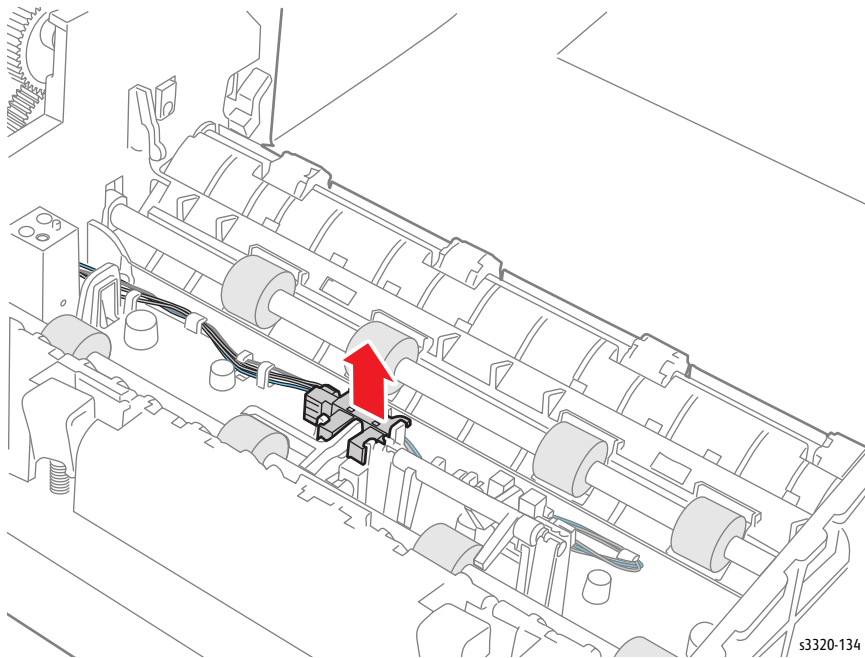
9. Remove 2 screws (silver, flanged, tap, 10 mm) and then remove the DADF Middle Cover.



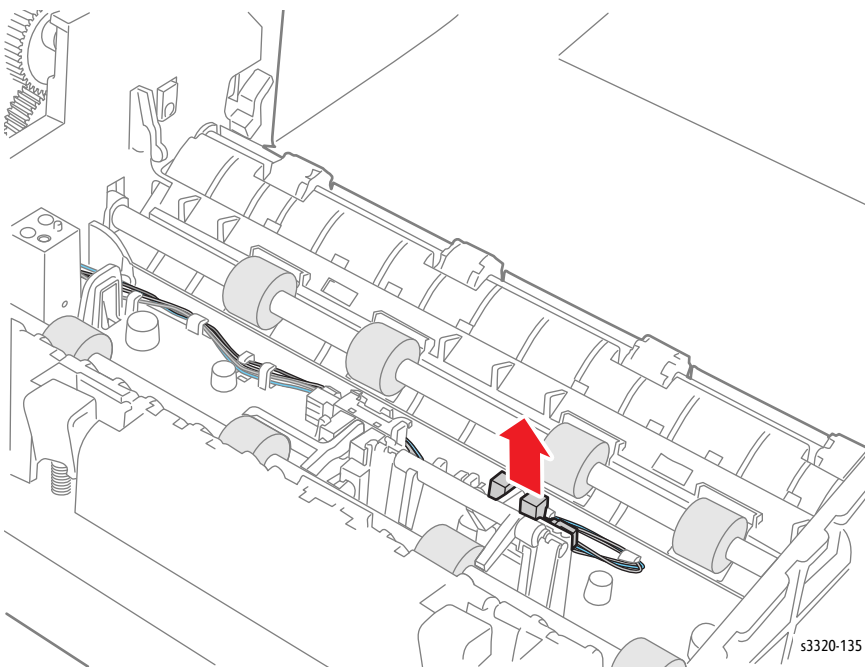


10. Unplug the wire connector of the sensor that is being replaced and remove the sensor.

Feed Sensor (P/J51):



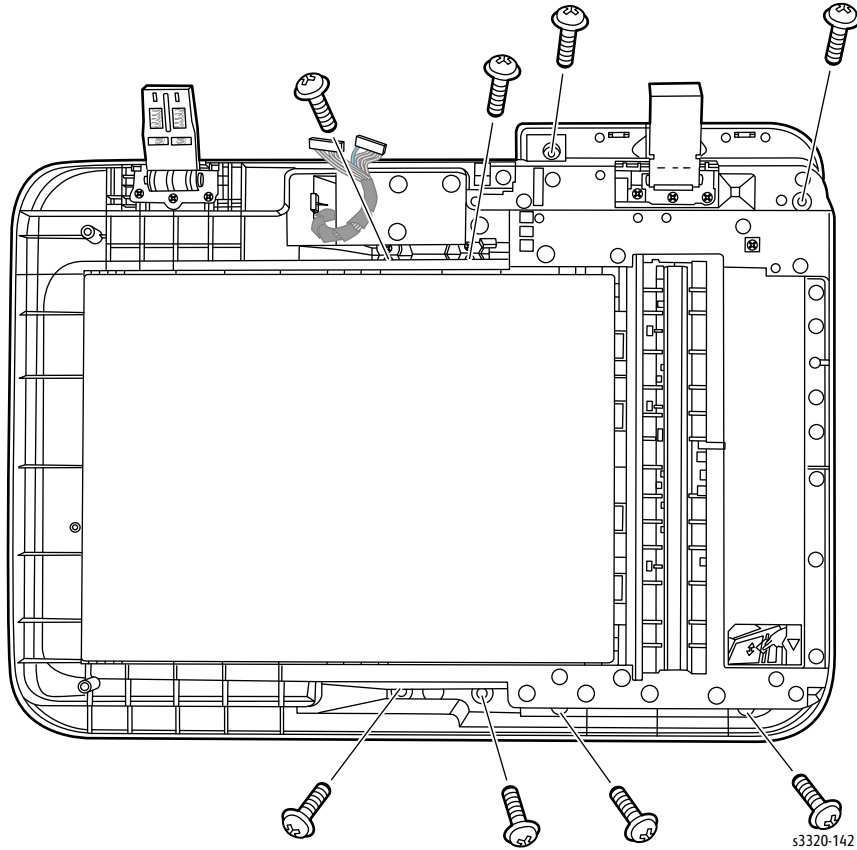
Registration Sensor (P/J52):



## DADF Feed Roller

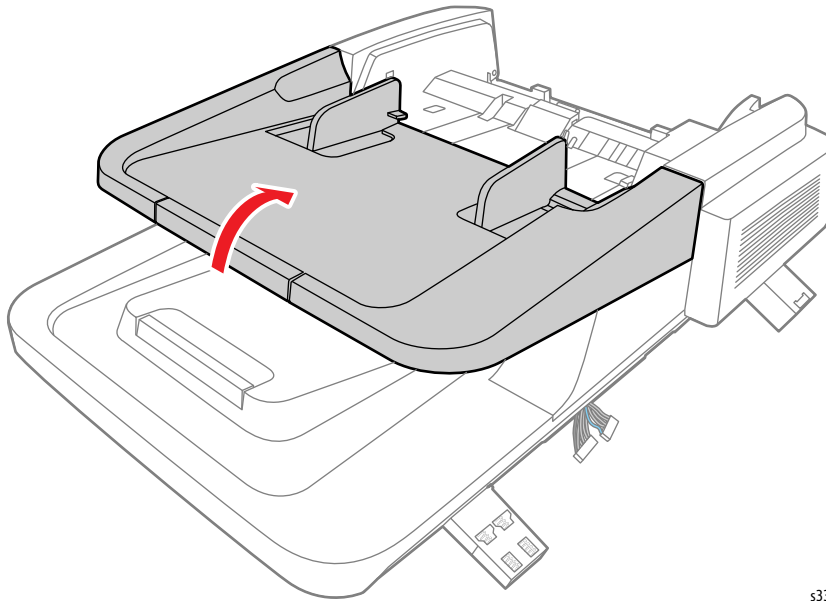
### PL8.2.14

1. Remove the DADF (page 4-97)
2. Remove 8 screws (silver, flanged, tap, 10 mm) from the bottom of the DADF.



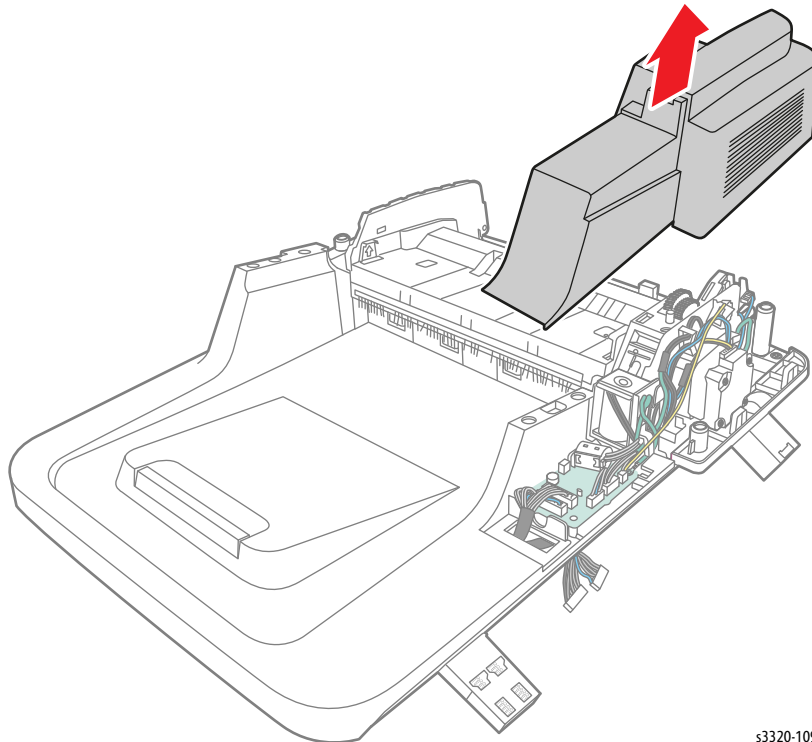
3. Remove the DADF Cover (page 4-98).

4. Remove the DADF Input Tray.



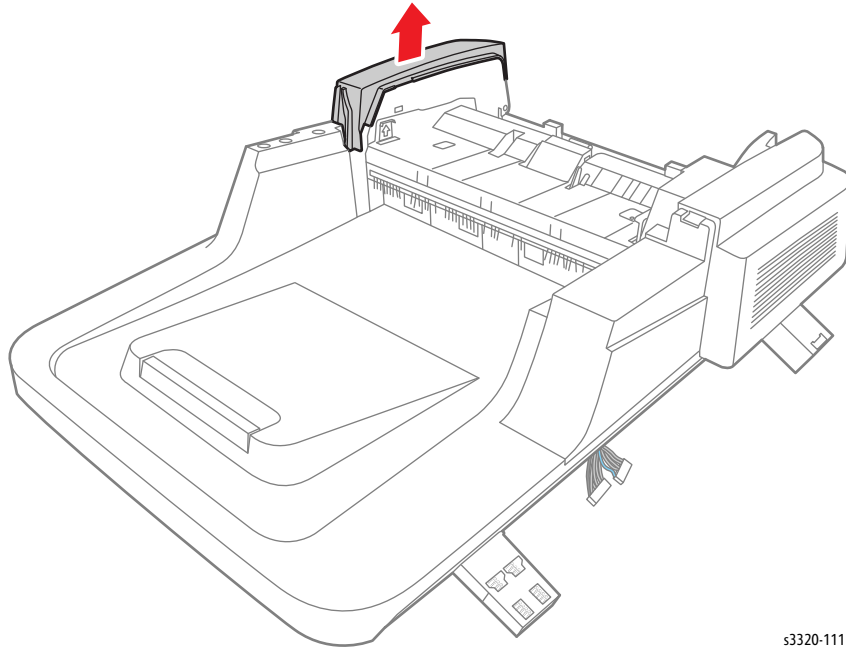
s3320-107

5. Remove the DADF Rear Cover.



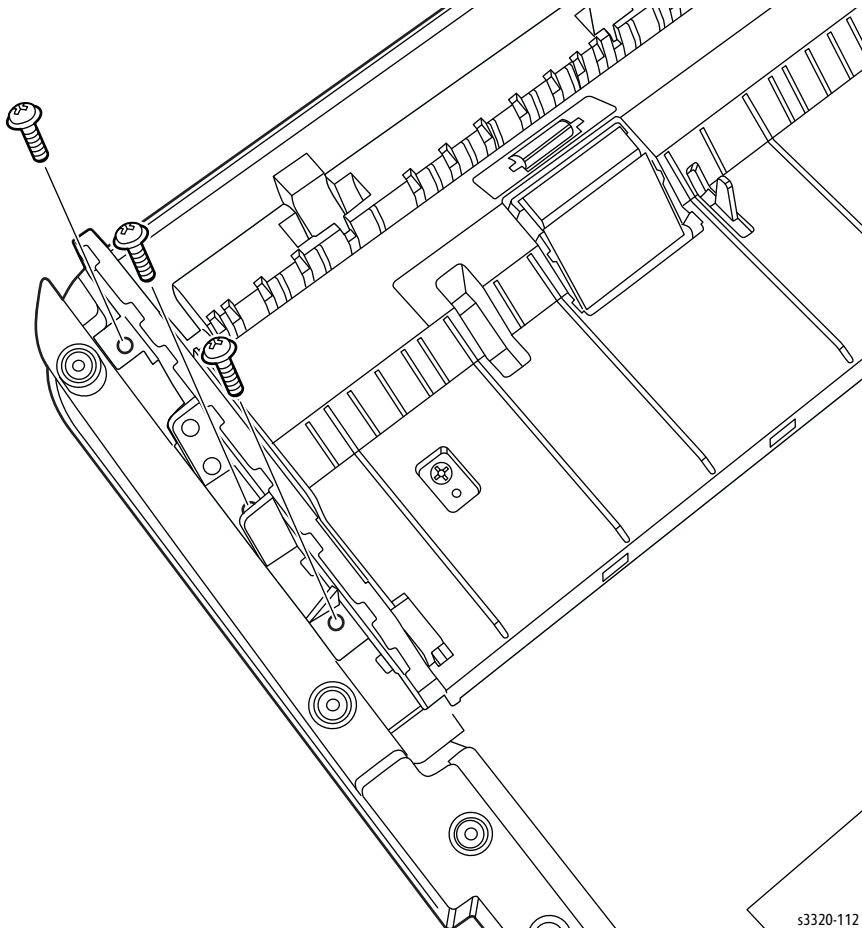
s3320-109

6. Remove the DADF Front Cover.



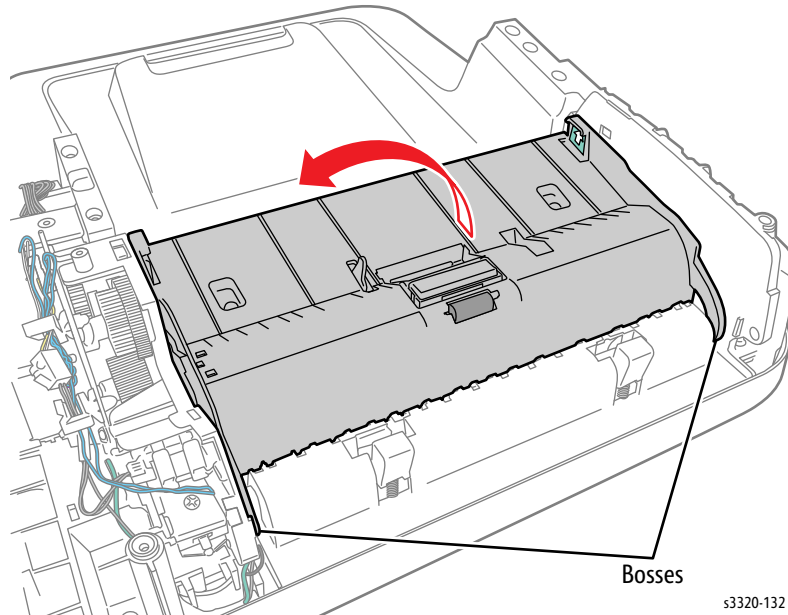
s3320-111

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

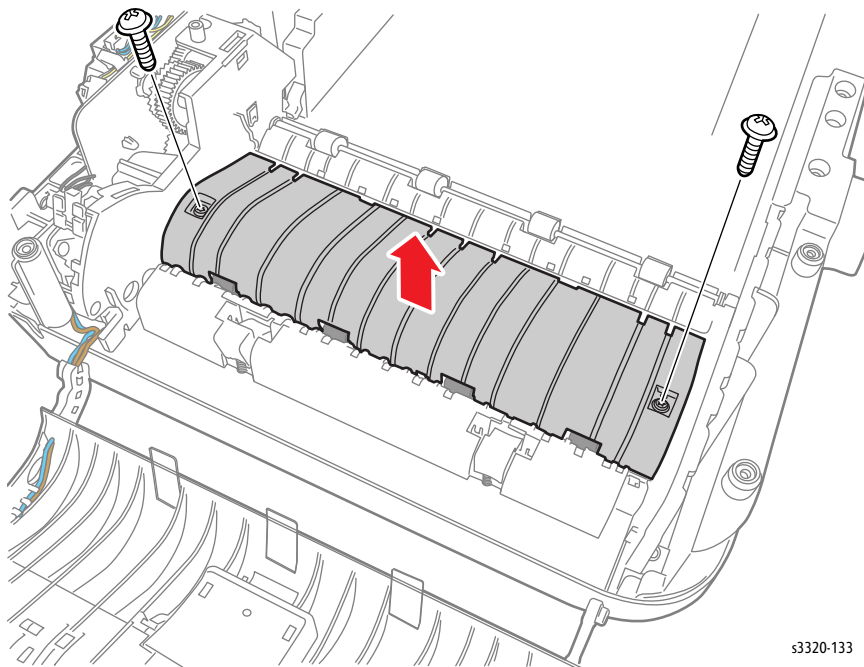


s3320-112

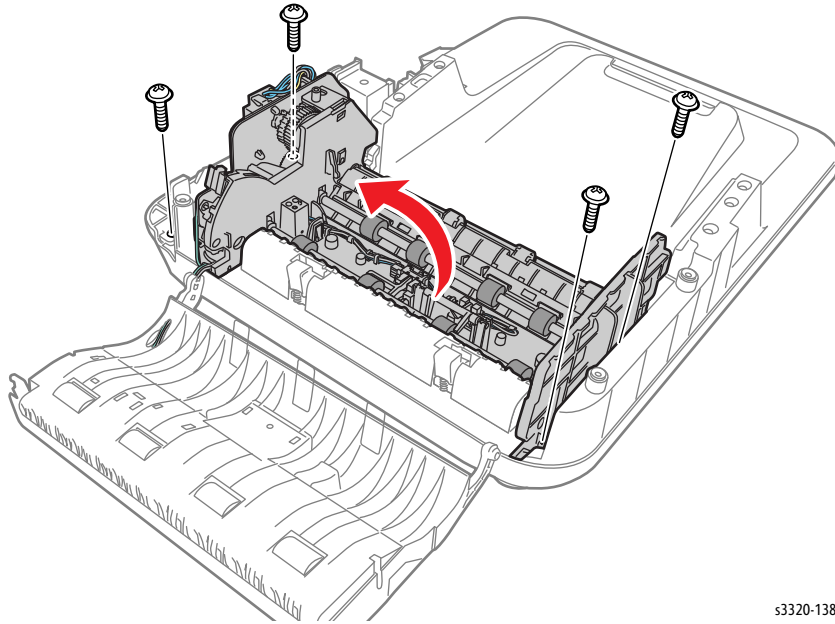
8. Disconnect the Upper ADF boss at the back side of the printer, and then tilt the Upper ADF up.



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

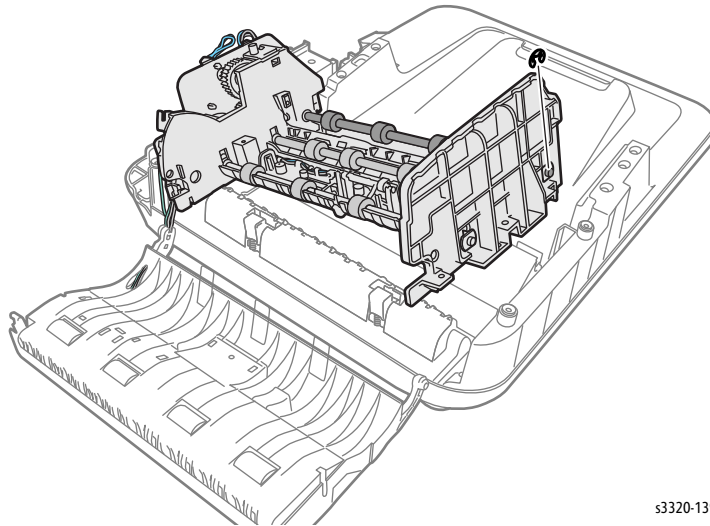


10. Remove 4 screws (silver, flanged, tap, 10 mm) and remove the DADF Lower Cover.



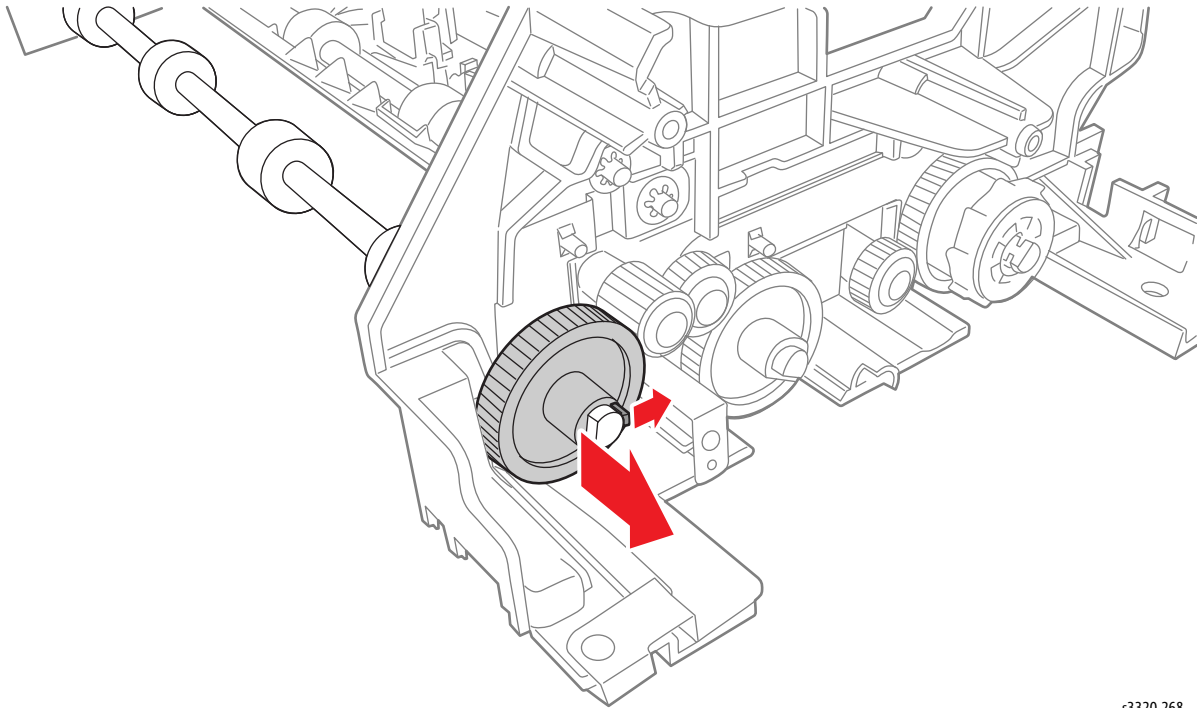
s3320-138

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



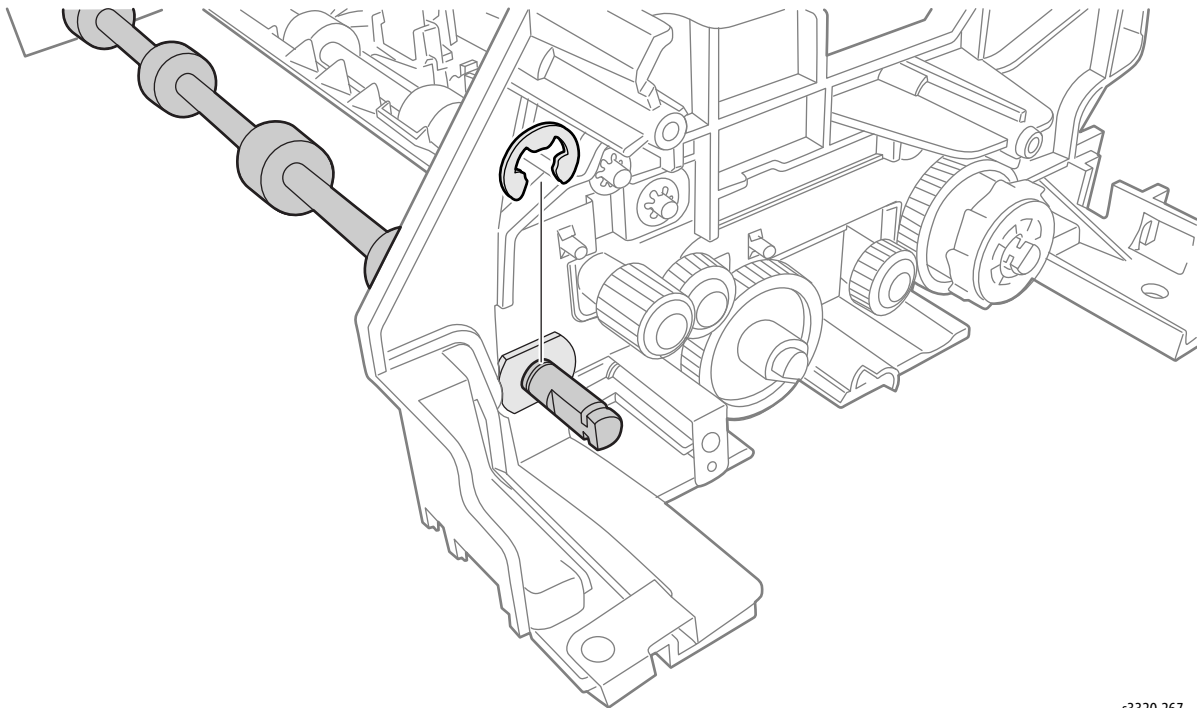
s3320-139

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



s3320-268

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

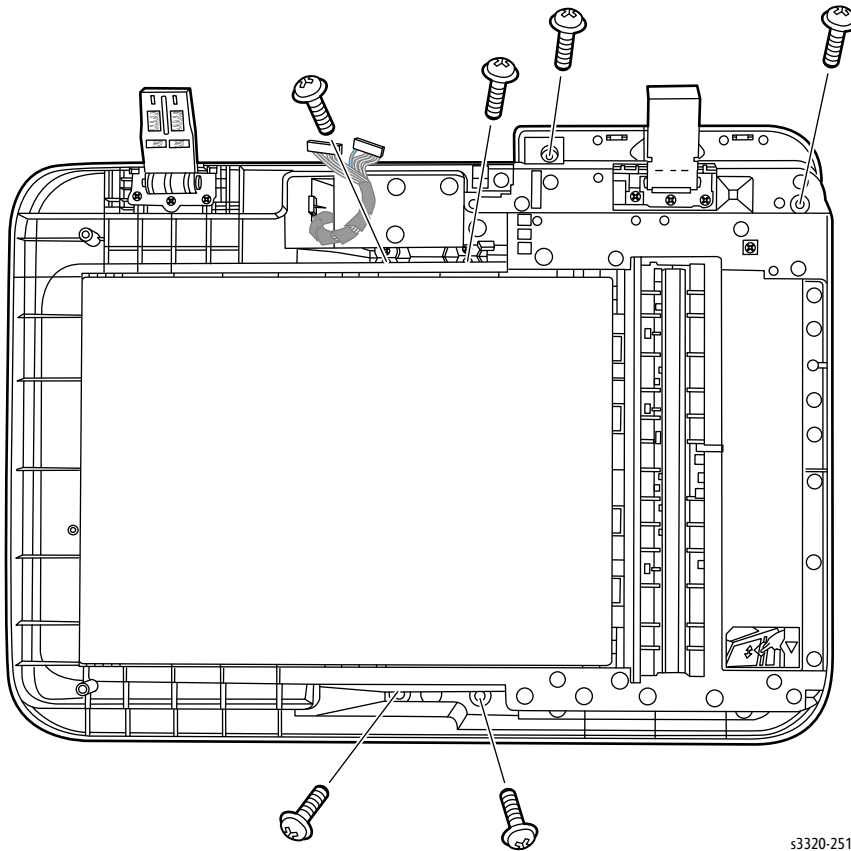


s3320-267

## DADF Lifting Solenoid

### PL8.4.8 Lifting Solenoid

1. Remove the DADF (page 4-97)
2. Remove 6 screws (silver, flanged, tap, 10 mm) from the bottom of the DADF.

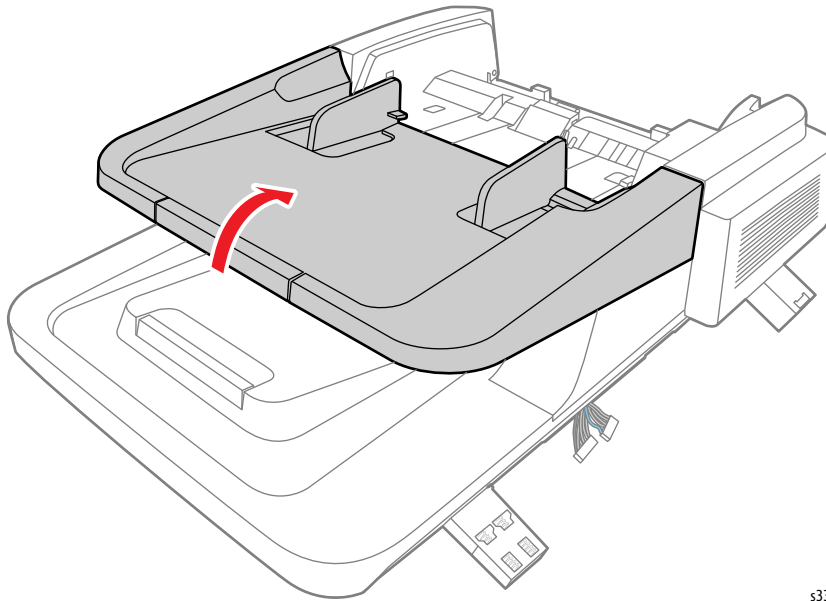


s3320-251

3. Open the DADF Cover.

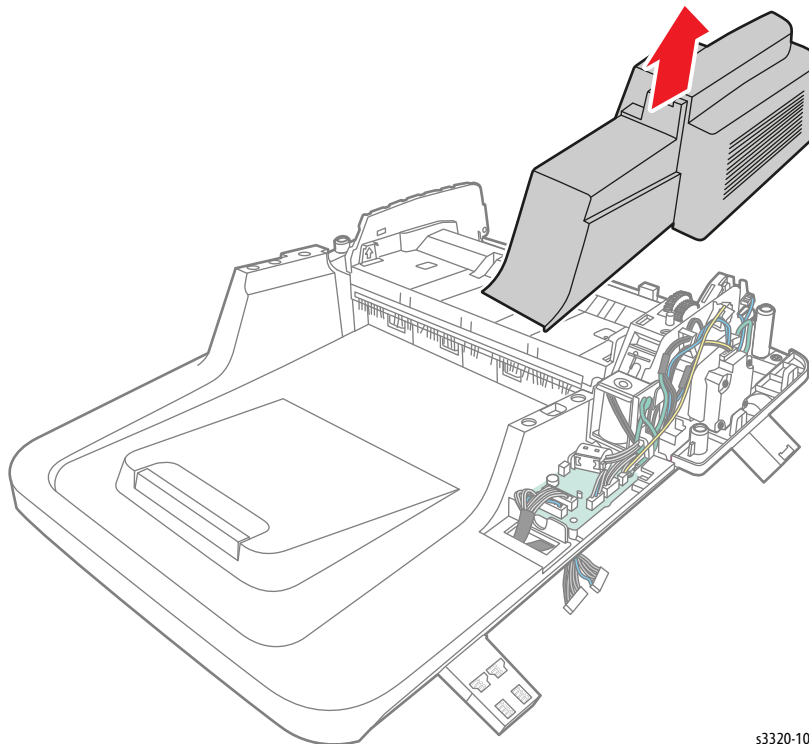


4. Remove the DADF Input Tray.



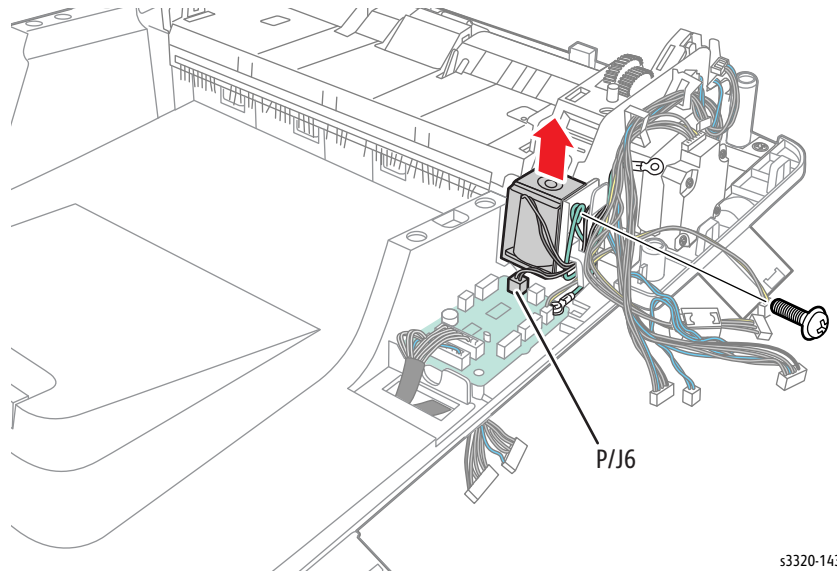
s3320-107

5. Remove the DADF Rear Cover.



s3320-109

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

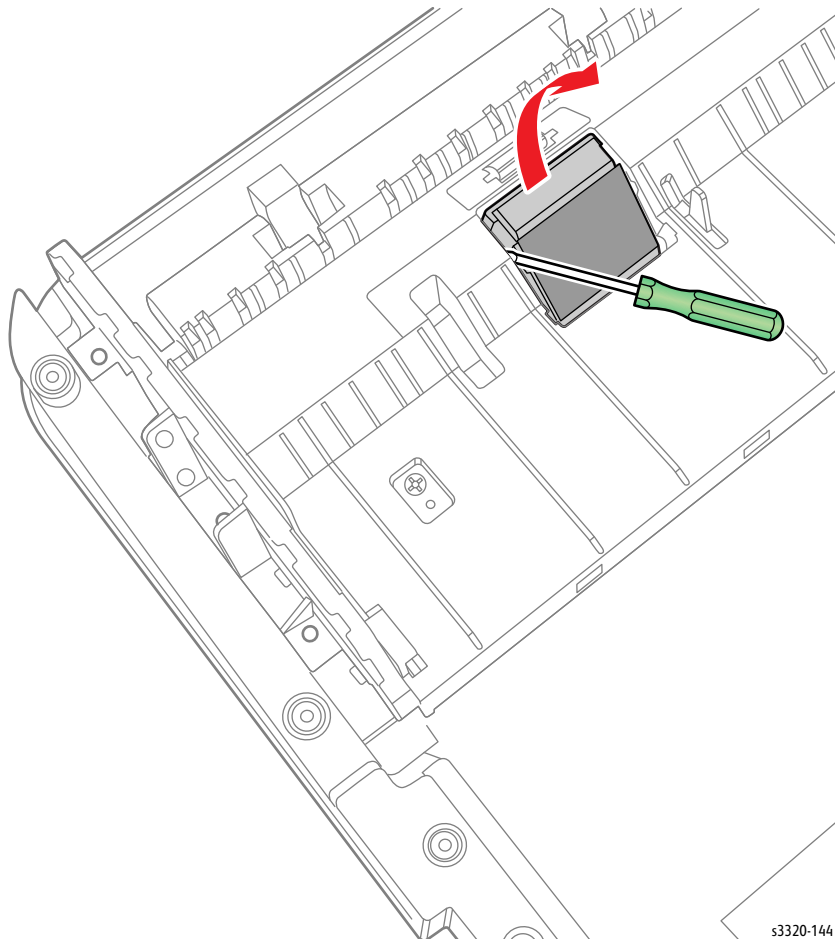


s3320-143

## DADF Separator Pad

### PL8.3.2 DADF Separator Pad

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.



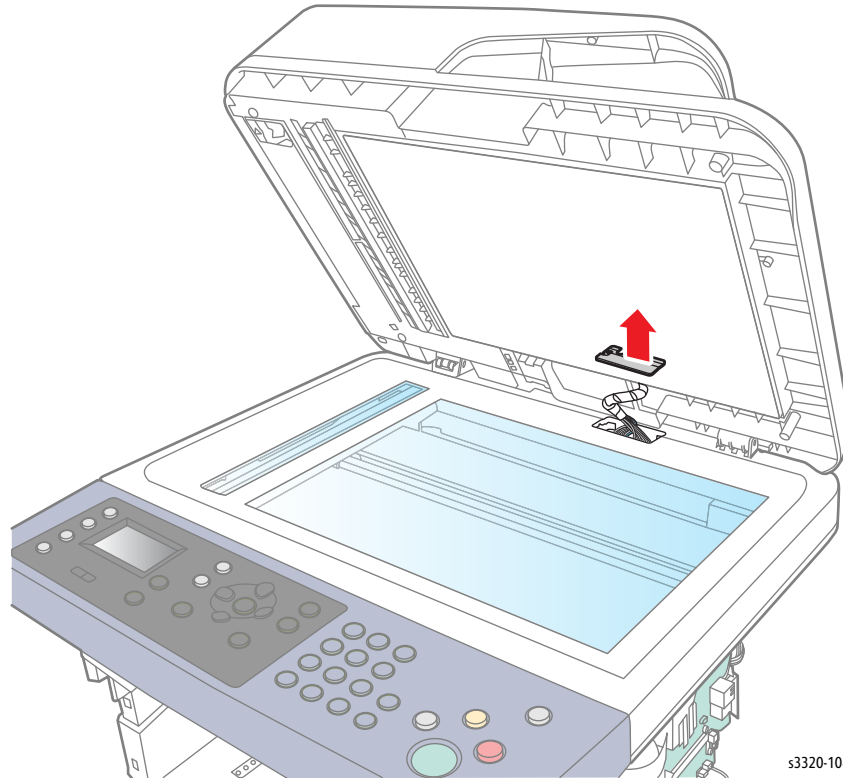
s3320-144

# WorkCentre 3315 ADF

## ADF Assembly (WorkCentre 3315)

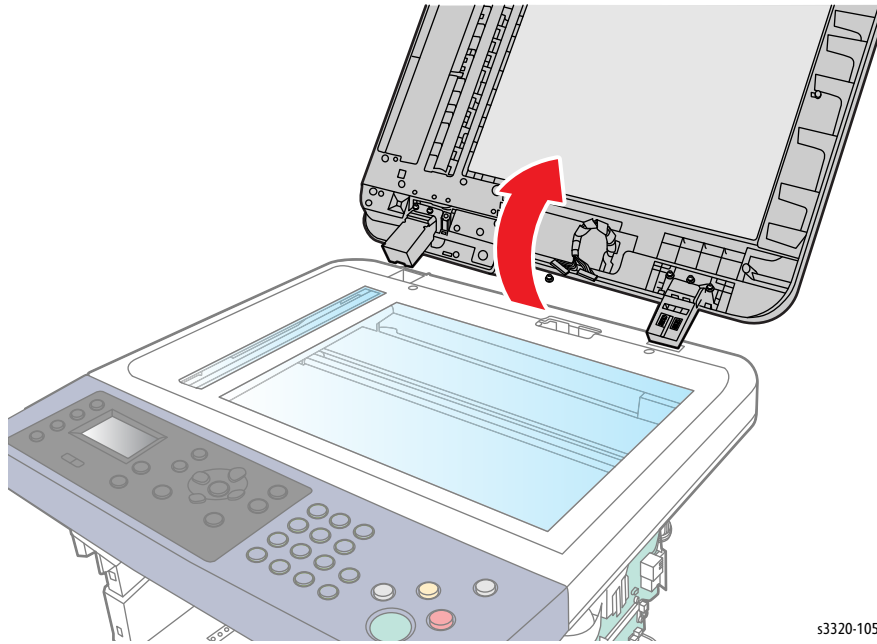
### PL7.1.0

1. Open the ADF unit.
2. Remove the connector cover and unplug the connector.



s3320-104

3. Lift up and release the ADF.

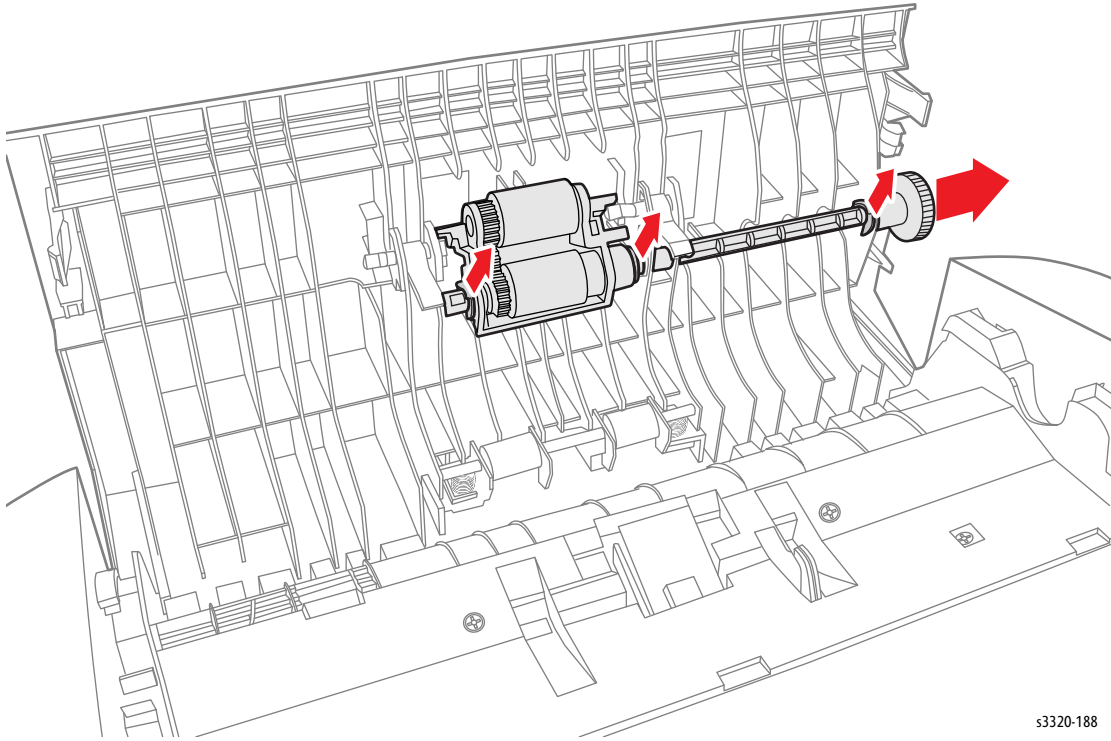


s3320-105

## ADF Pick Up Assembly (WorkCentre 3315)

### PL7.1.1.2

1. Open the ADF Rear Cover.
2. Remove 3 e-rings (colored black).
3. Pull the shaft in the direction of the arrow and remove the ADF Pick Up Assembly.

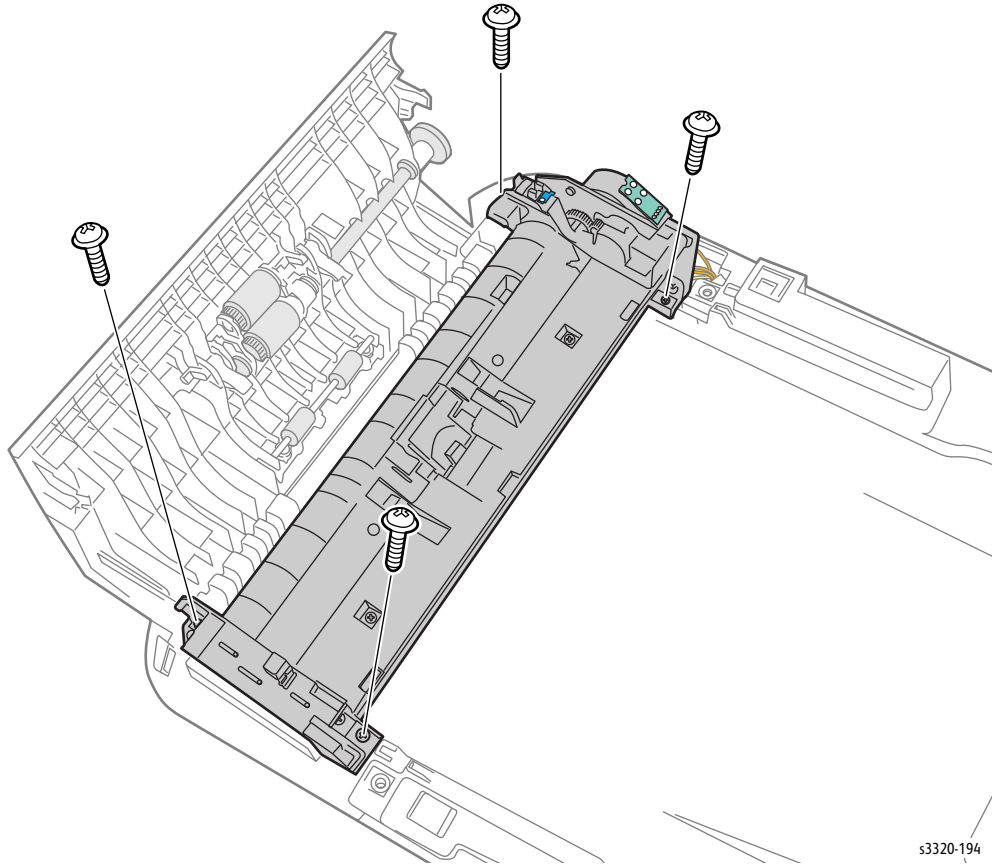


s3320-188

## ADF Paper Path Assembly (WorkCentre 3315)

### PL7.1.3

1. Disconnect the bosses and remove the Input Tray Module.
2. Remove the ADF Assembly (page 4-124).
3. Remove the Front and Rear ADF Covers (page 4-131).
4. Remove 4 screws (silver, plastic tap, 8 mm).



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

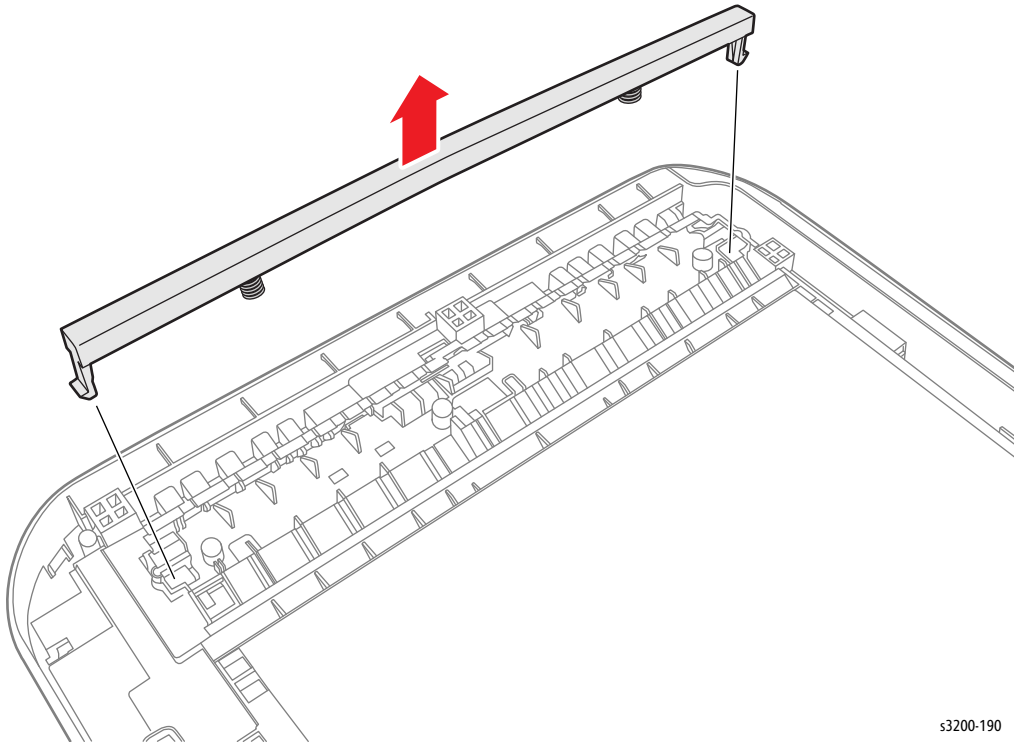
**Replacement Note:** Reattach the ADF Top Cover before reinstalling the Paper Path Assembly.

## White Bar

### PL7.1.3.5

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

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



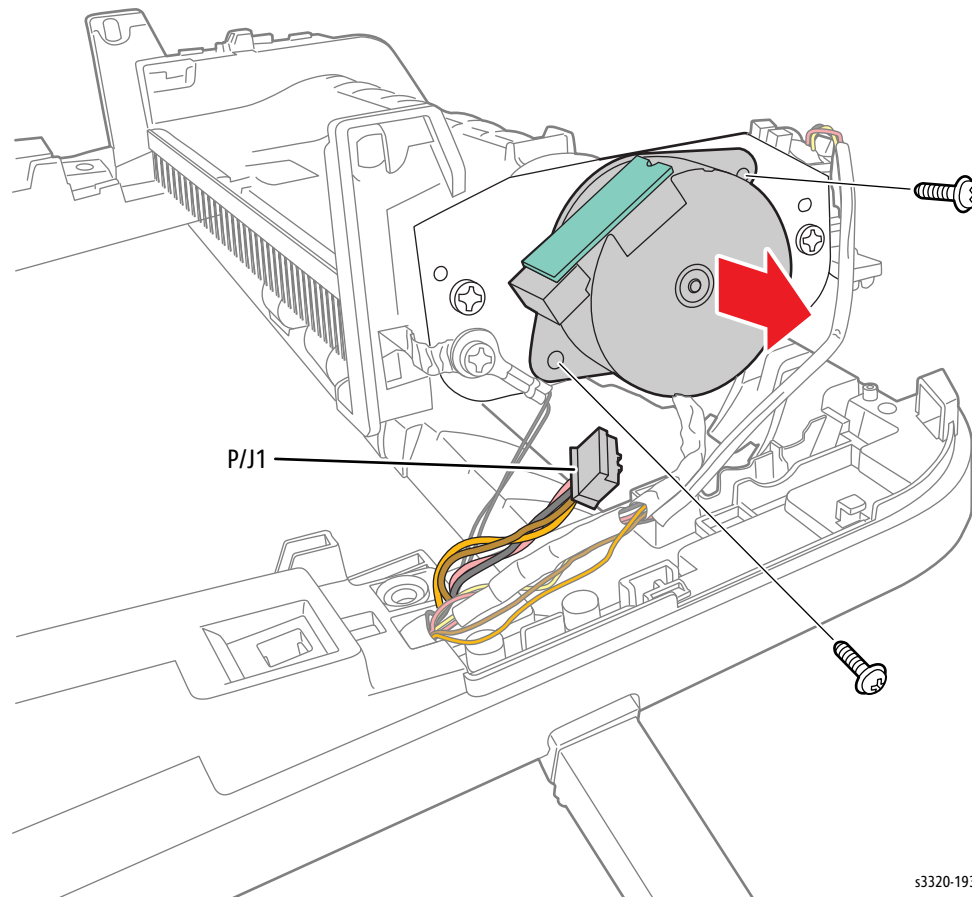
s3200-190



## ADF Drive (WorkCentre 3315)

### PL7.1.4

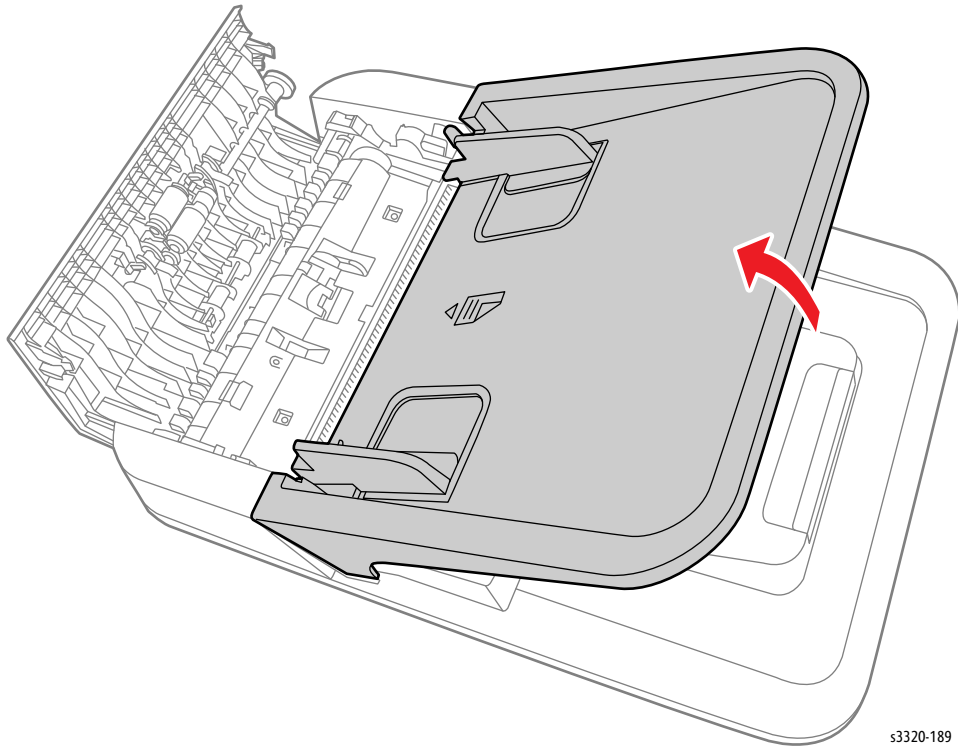
1. Remove the Paper Path Assembly (page 4-127).
2. Disconnect P/J1 on the ADF Drive.
3. Remove 2 screws (sheet metal, silver, 3 mm) and remove the ADF Drive.



## ADF Input Tray (WorkCentre 3315)

### PL7.1.5

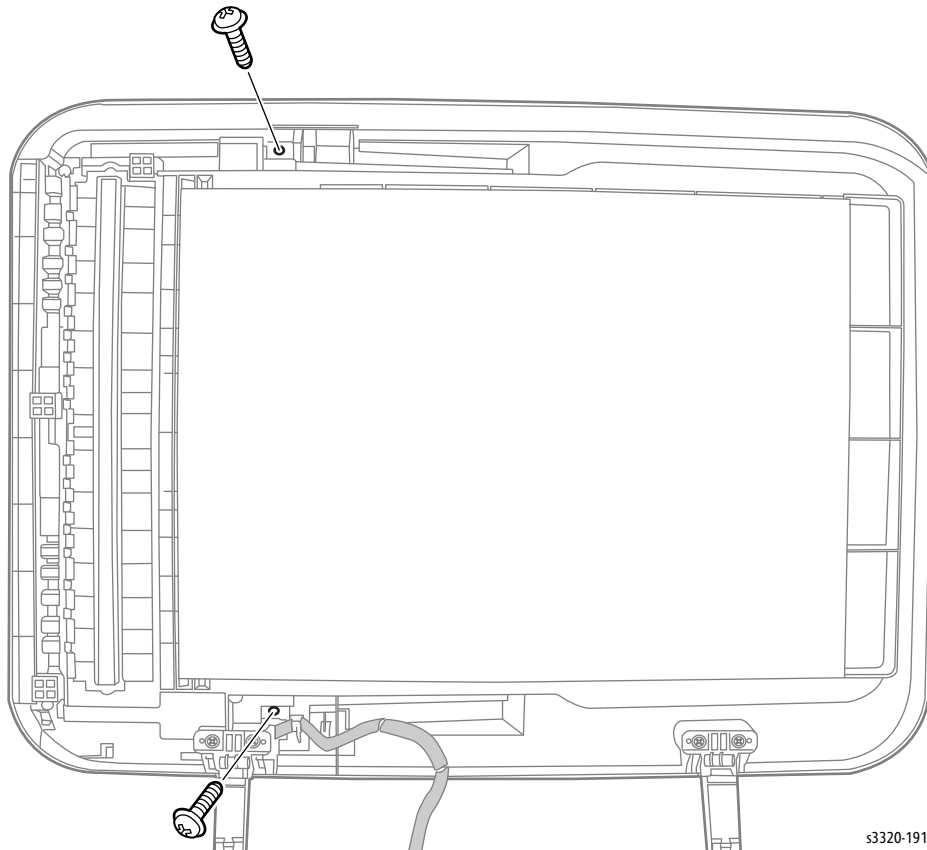
1. Open the ADF top cover.
2. Pull and release the rear hinges of the Input Tray.



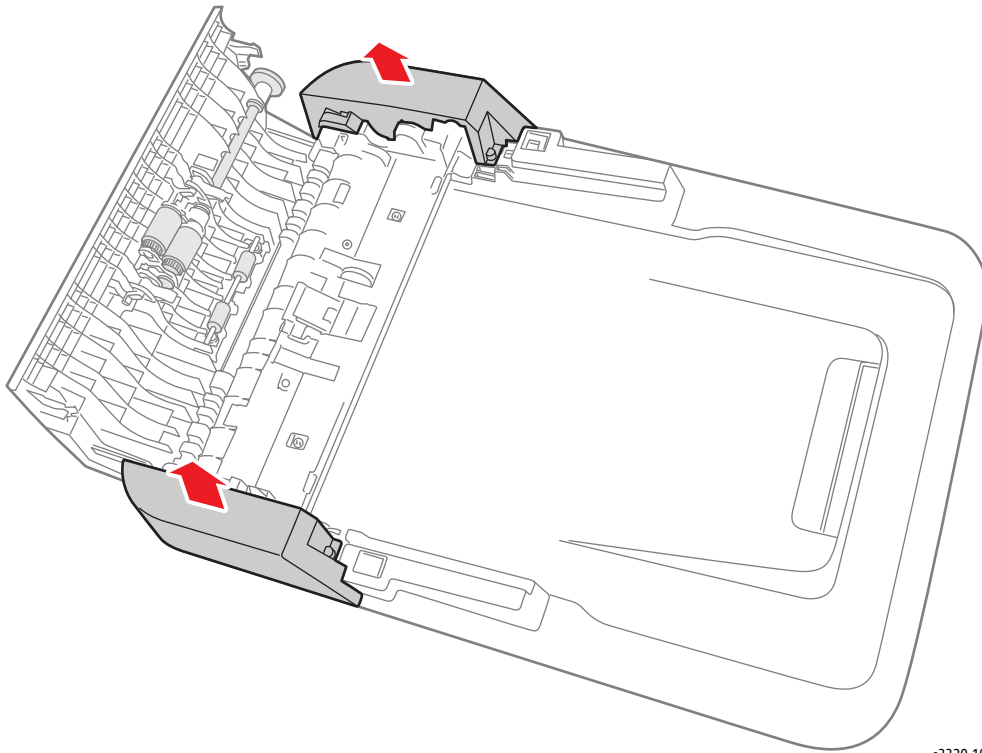
## ADF Front/Rear Cover (WorkCentre 3315)

PL7.1.6, PL7.1.7

1. Remove the ADF Assembly (page 4-124).
2. Remove 2 screws (silver, tap, 8 mm) from the bottom of the ADF.



3. Remove the ADF Front and Rear Covers.



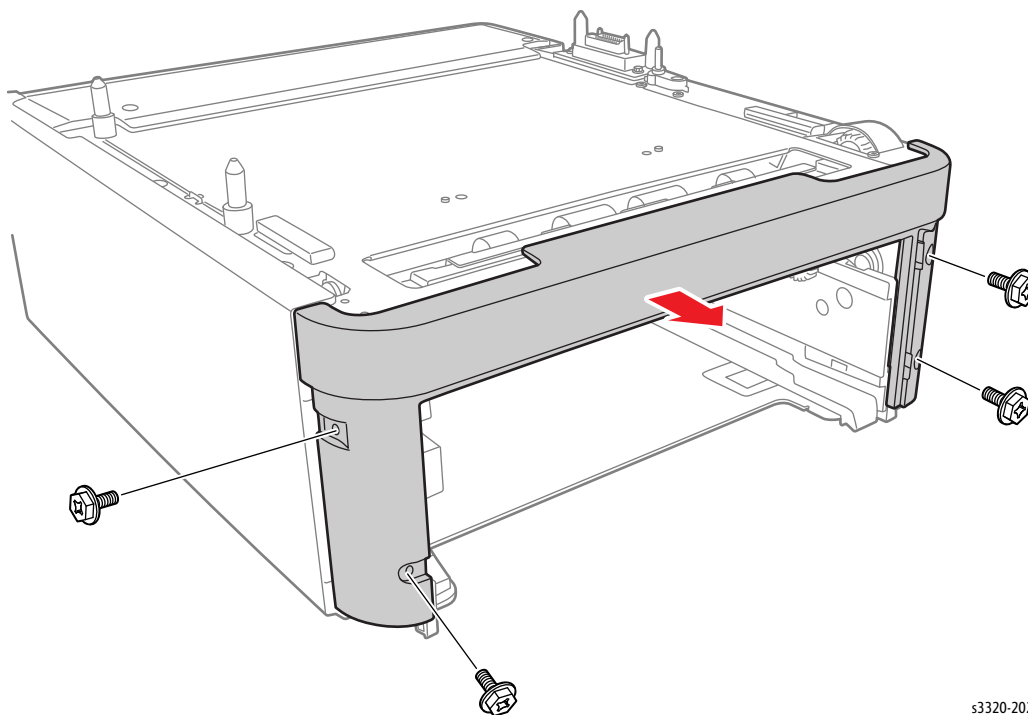
s3320-192

# Optional Cassette

## Optional Tray Front Cover

### PL12.1.34

1. Lift printer from the optional Tray.
2. Remove the Optional Tray Right Side Cover (page 4-135)
3. Remove 3 screws (silver, metal, hex-head, with flange, 7mm) and 1 screw (silver, metal, 9 mm).
4. Remove the Front Cover.

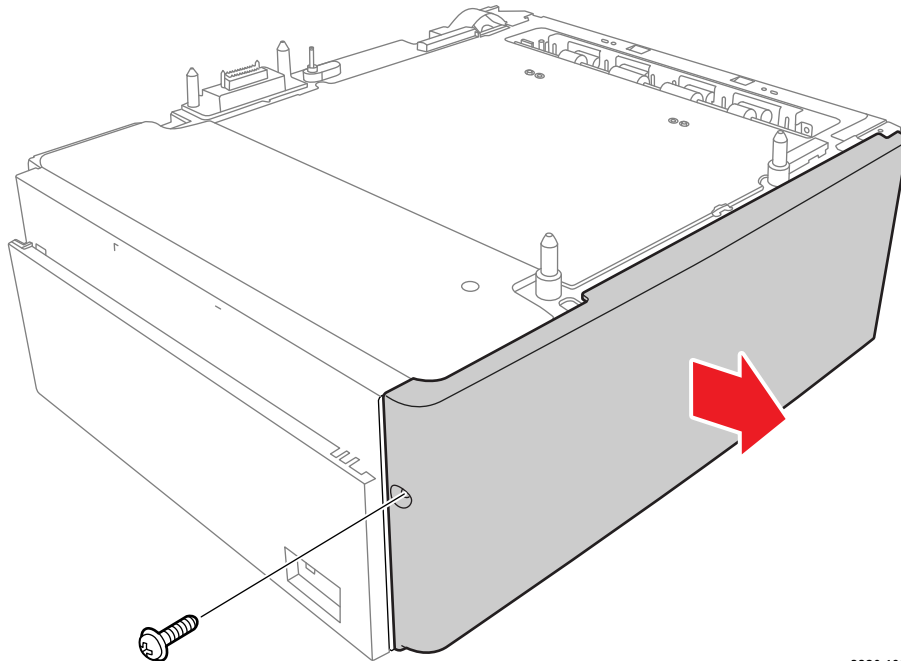


s3320-202

## Optional Tray Left Side Cover

### PL12.1.31

1. Lift printer from the optional Tray.
2. Remove the Optional Tray Front Cover (page 4-7).
3. Remove 1 screw (silver, tap, 9 mm) on the rear of the Left Cover.
4. Slide the Left Cover towards the front and remove.

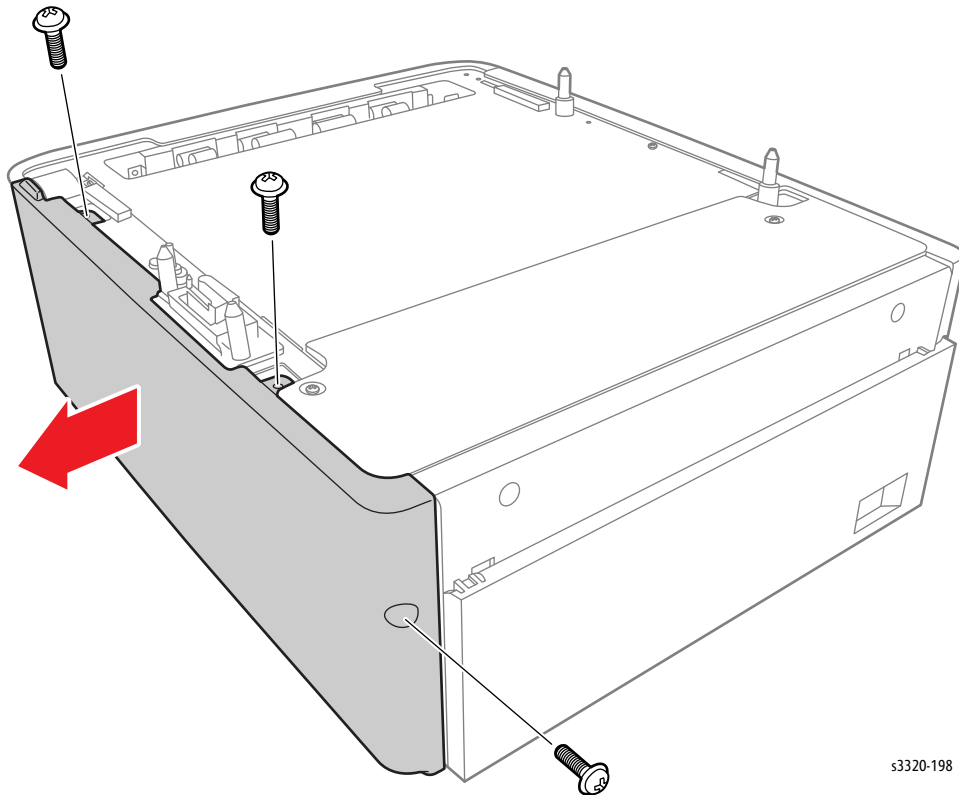


s3320-195

## Optional Tray Right Side Cover

### PL12.1.32

1. Lift printer from the optional Tray.
2. Remove 3 screws (silver, metal, hex-head, with flange, 7 mm) from the Right Side Cover (1 at rear, 2 on top).
3. Starting at the rear of the Right Side Cover, disconnect the tabs and remove the Right Side Cover.

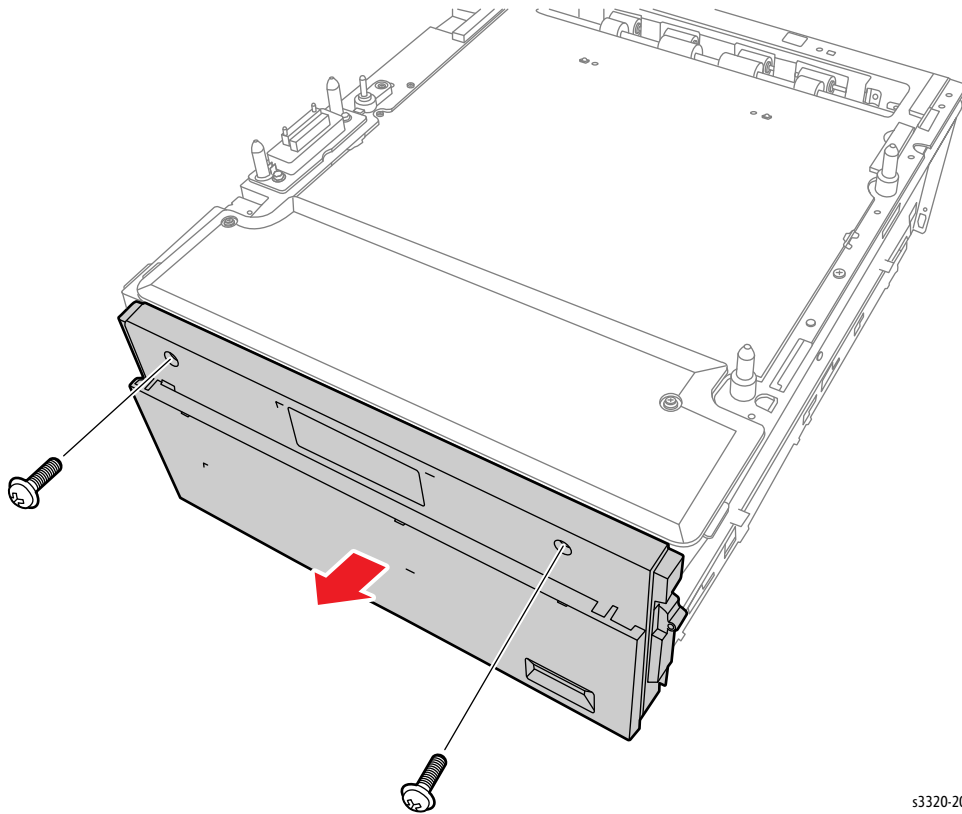


s3320-198

## Optional Tray Rear Cover

### PL12.1.34

1. Lift printer from the optional Tray.
2. Remove the Optional Tray Right Side Cover (page 4-135)
3. Remove the Left Side Cover (page 4-134).
4. Remove 2 screws (silver, metal, hex-head, with flange, 7mm) and 1 screw (silver, metal, 9 mm).
5. Remove the Rear Cover.



s3320-200

## Optional Tray Dummy Top Cover

### PL12.1.33

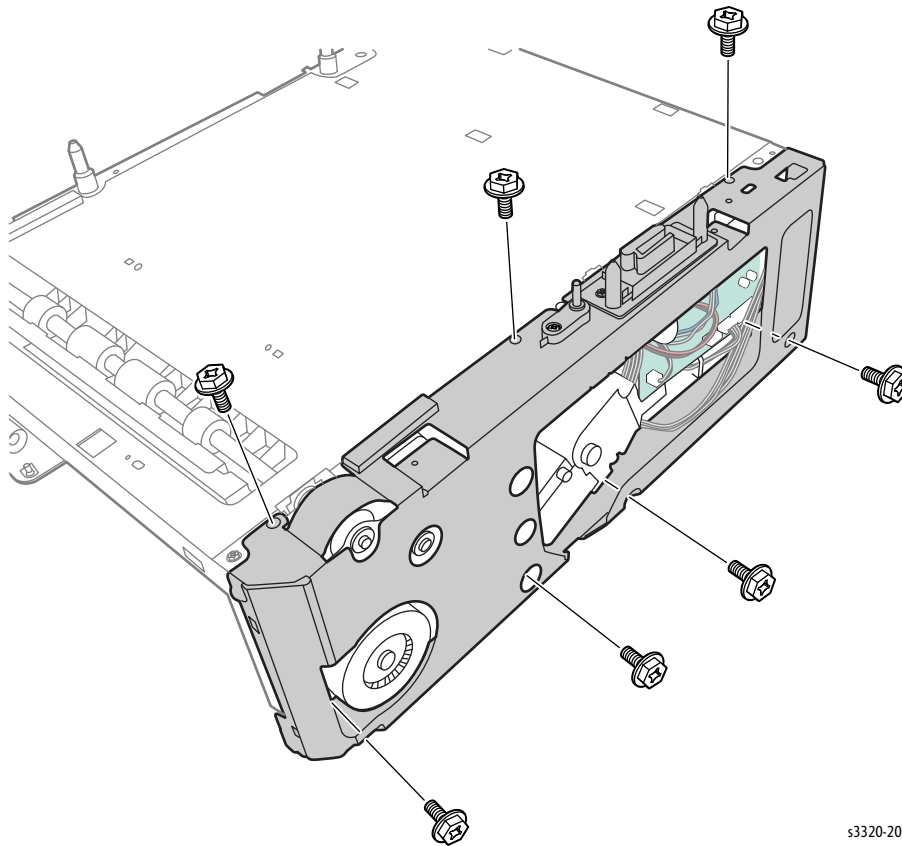
1. Lift printer from the optional Tray.
2. Remove the Rear Cover (page 4-136).
3. Remove 2 screws (silver, metal, hex-head, with flange, 7 mm) and remove the Top Cover.



## Optional Tray Drive Assembly

### PL12.1.16

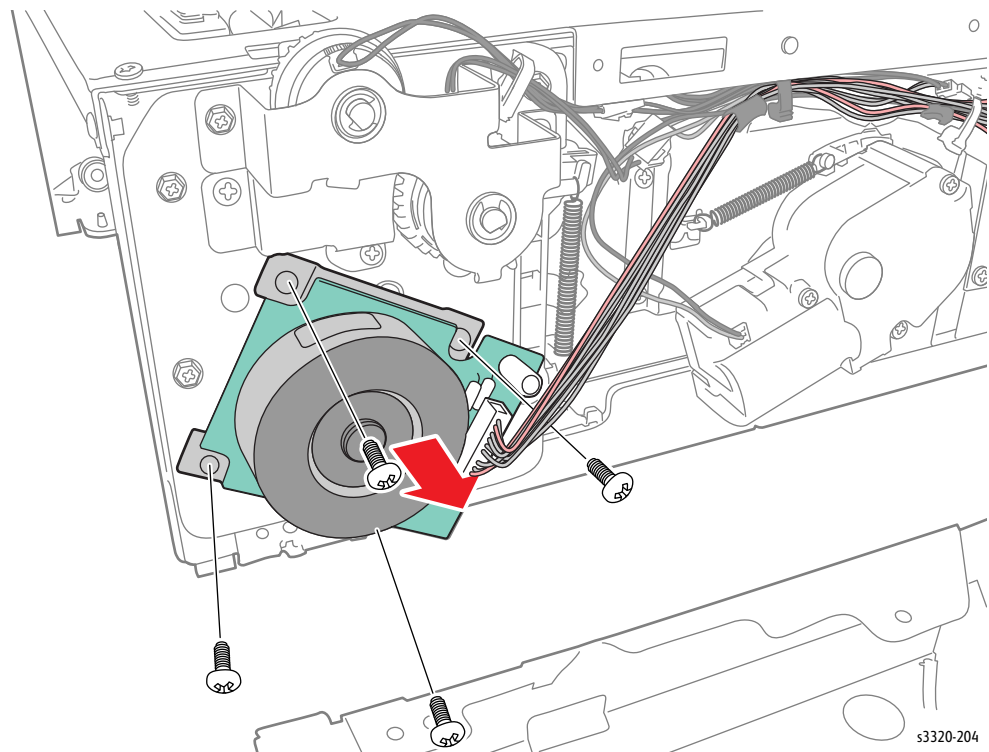
1. Lift printer from the optional Tray.
2. Remove the Front Cover (page 4-133).
3. Remove the Right Side Cover (page 4-135).
4. Remove the Rear Cover (page 4-136).
5. Remove the Dummy Top Cover (page 4-133).
6. Remove 7 screws (silver, metal, 6 mm) and remove the right outside frame.



s3320-203

## Service Parts Disassembly

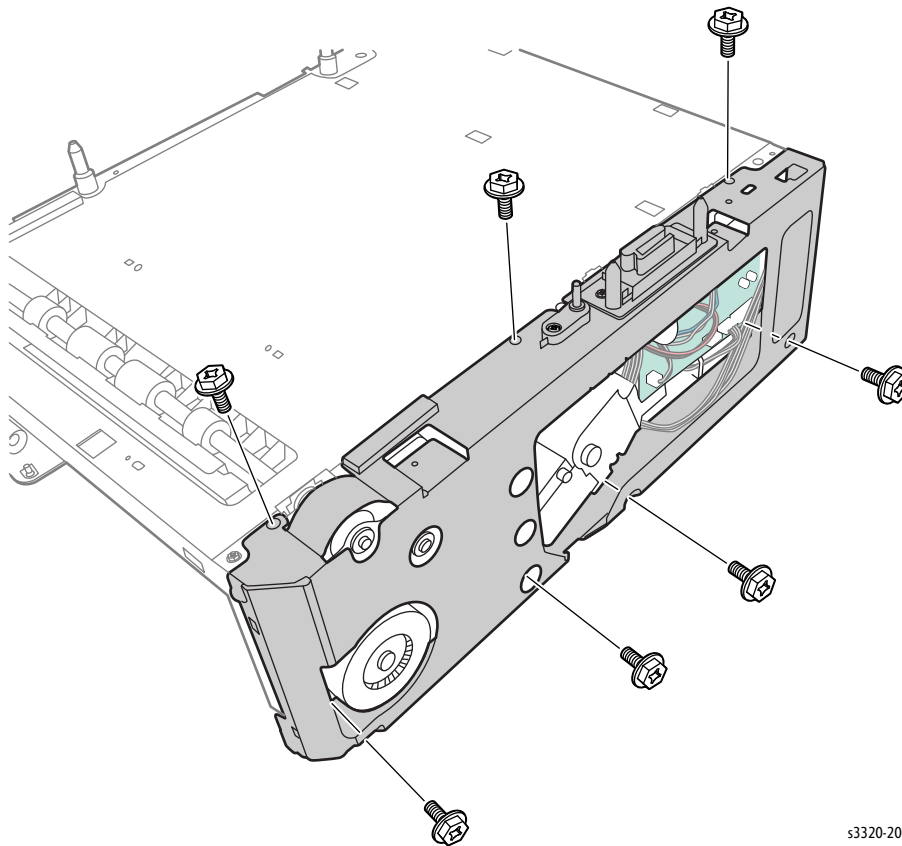
7. Disconnect the cable harness from the Drive Assembly.
8. Remove 4 screws (silver, metal, M3, 6 mm) and remove the Drive Assembly.



## Optional Tray Registration/Feed Clutch

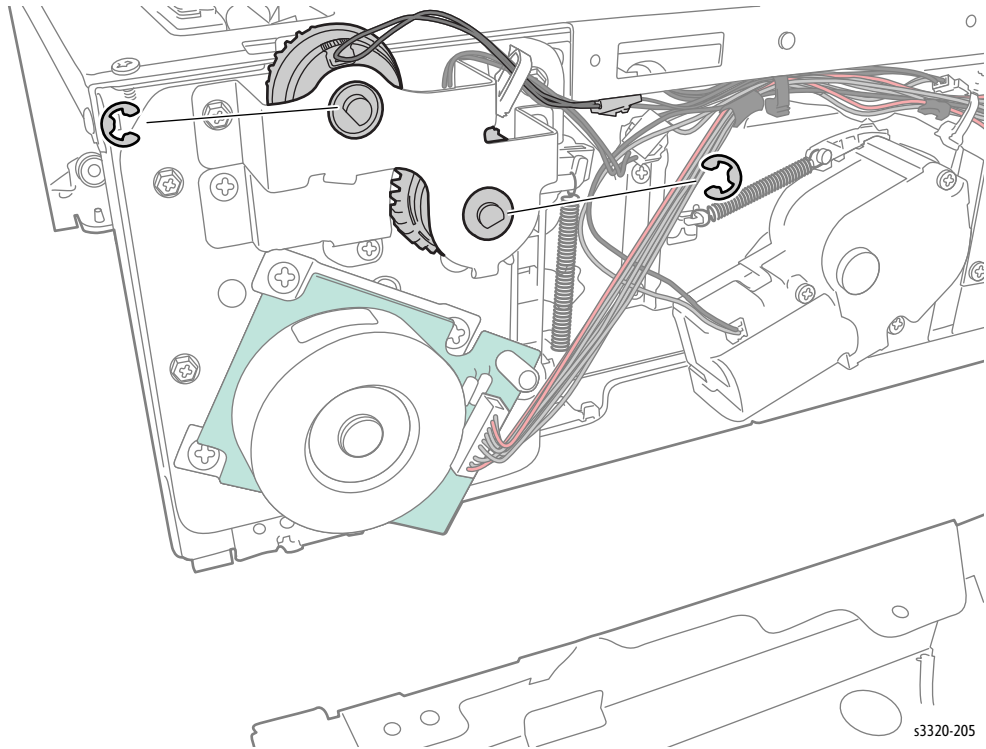
PL12.1.18, PL12.1.21

1. Lift printer from the optional Tray.
2. Remove the Dummy Front Cover (page 4-133).
3. Remove the Right Side Cover (page 4-135).
4. Remove 2 screws (silver, metal, hex-head, with flange, 7mm) and disengage tabs to remove the Rear Cover.
5. Remove the Dummy Top Cover (page 4-133).
6. Remove 7 screws (silver, metal, 6 mm) and remove the right outside frame.

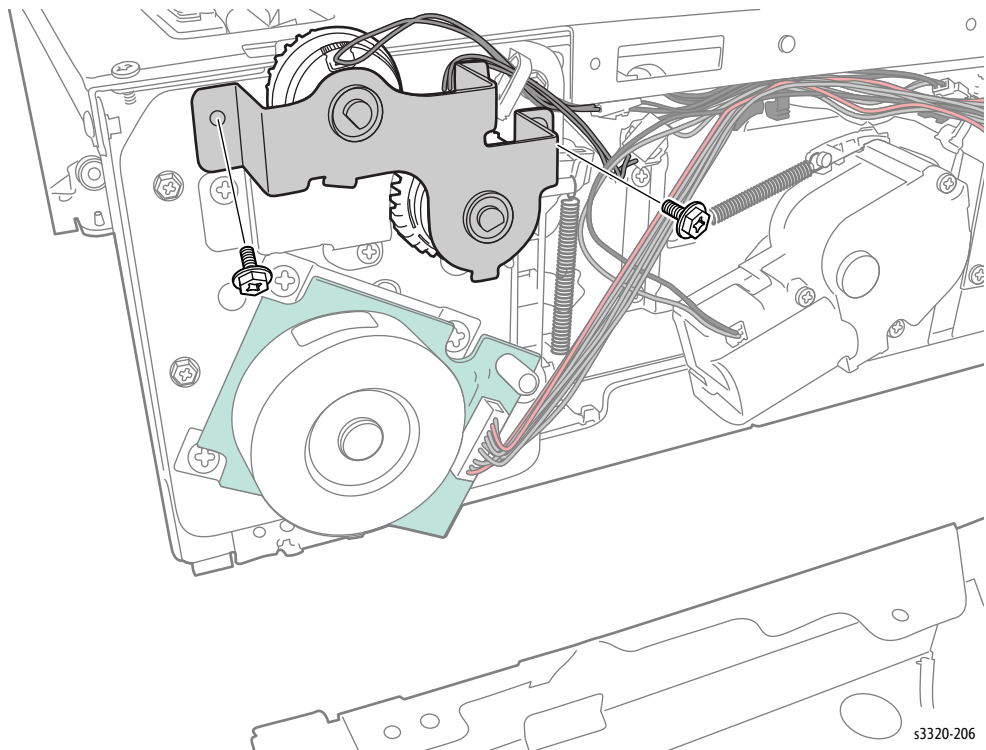


s3320-203

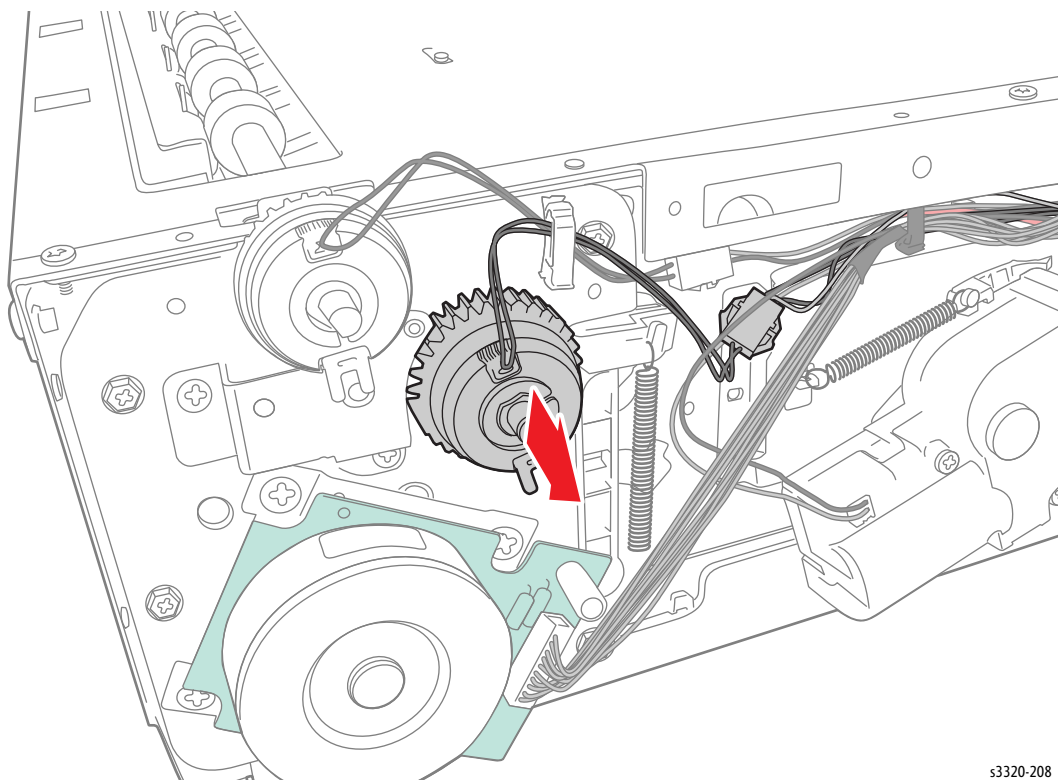
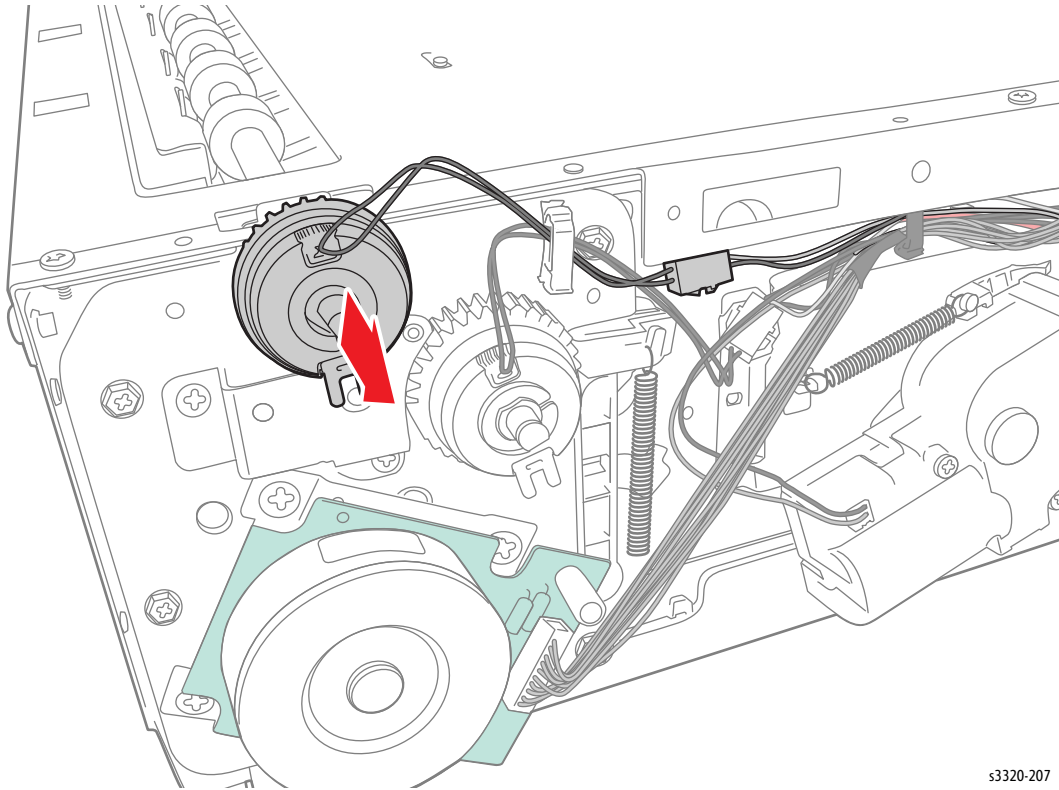
7. Remove 2 e-rings and remove bushings.



8. Remove 2 screws (gold, metal, hex-head, with flange, 7mm) and remove the bracket.



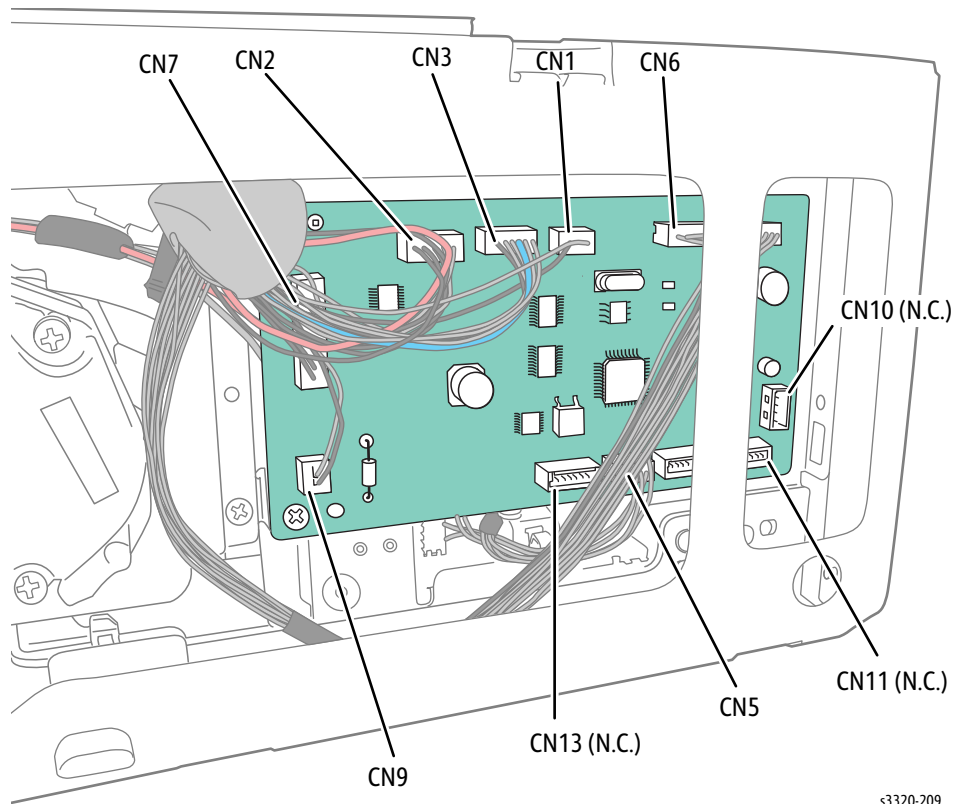
9. Disconnect P/J50 if removing the Registration Clutch, or P/J51 if removing the Feed Clutch, and remove the clutch.



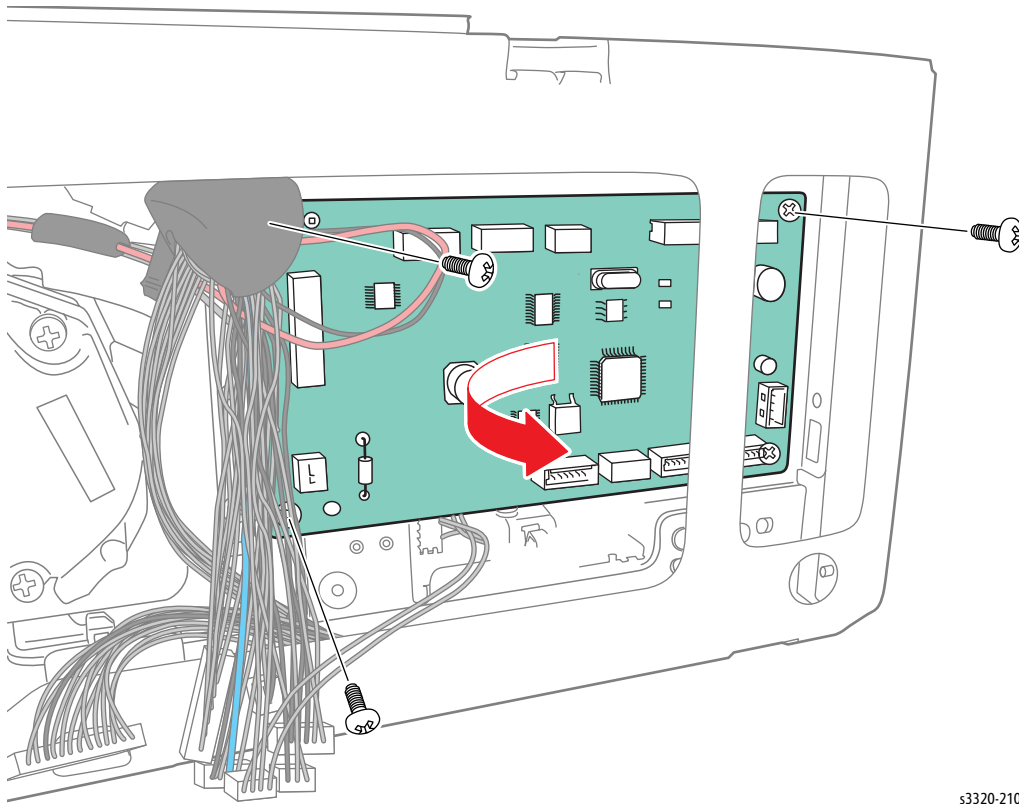
## Optional Tray Feeder Board

### PL12.1.23

1. Lift printer from the optional Tray.
2. Remove the Right Side Cover (page 4-135).
3. Disconnect all connections on the Optional Tray Feeder Board.



4. Remove 3 screws (silver, metal, 6 mm) and remove the Optional Tray Feeder Board.



s3320-210





# Parts Lists

# 5

In this chapter...

- [Serial Number Format](#)
- [Using the Parts List](#)
- [Parts Lists](#)
- [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
LA0	397	Phaser 3320_DN, 110V Engine
LA1	397	Phaser 3320_DN, 220V Engine
LA2	397	Phaser 3320_DNI, 100V Engine
LA3	397	Phaser 3320_DNI, 220V Engine
LA4	397	WorkCentre 3315_DN, 110V Engine
LA5	397	WorkCentre 3315_DN, 220V Engine
LA6	397	WorkCentre 3325_DN, 110V Engine
LA7	397	WorkCentre 3325_DN, 220V Engine
LA8	397	WorkCentre 3325_DNI, 110V Engine
LA9	397	WorkCentre 3325_DNI, 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 3320DN	080501	107500
Phaser 3320DN	107501	197500
Phaser 3320DNI	197501	202500
Phaser 3320DNI	202501	217500
WorkCentre 3315DN, 110V Engine	217501	234500
WorkCentre 3315DN, 220V Engine	234501	279500

Product	Starting Serial Number	Ending Serial Number
WorkCentre 3325DN, 110V Engine	279501	326500
WorkCentre 3325DN, 220V Engine	326501	399500
WorkCentre 3325DNI, 110V Engine	411501	419500
WorkCentre 3325DNI, 220V Engine	399501	411500

### Example

**LA13970107601:** Xerox Serial Number

LA1: Manufacturing Code for Phaser 3320DN, 220V Engine

0: Revision Level

107601: Serial Number for Phaser 3320DN

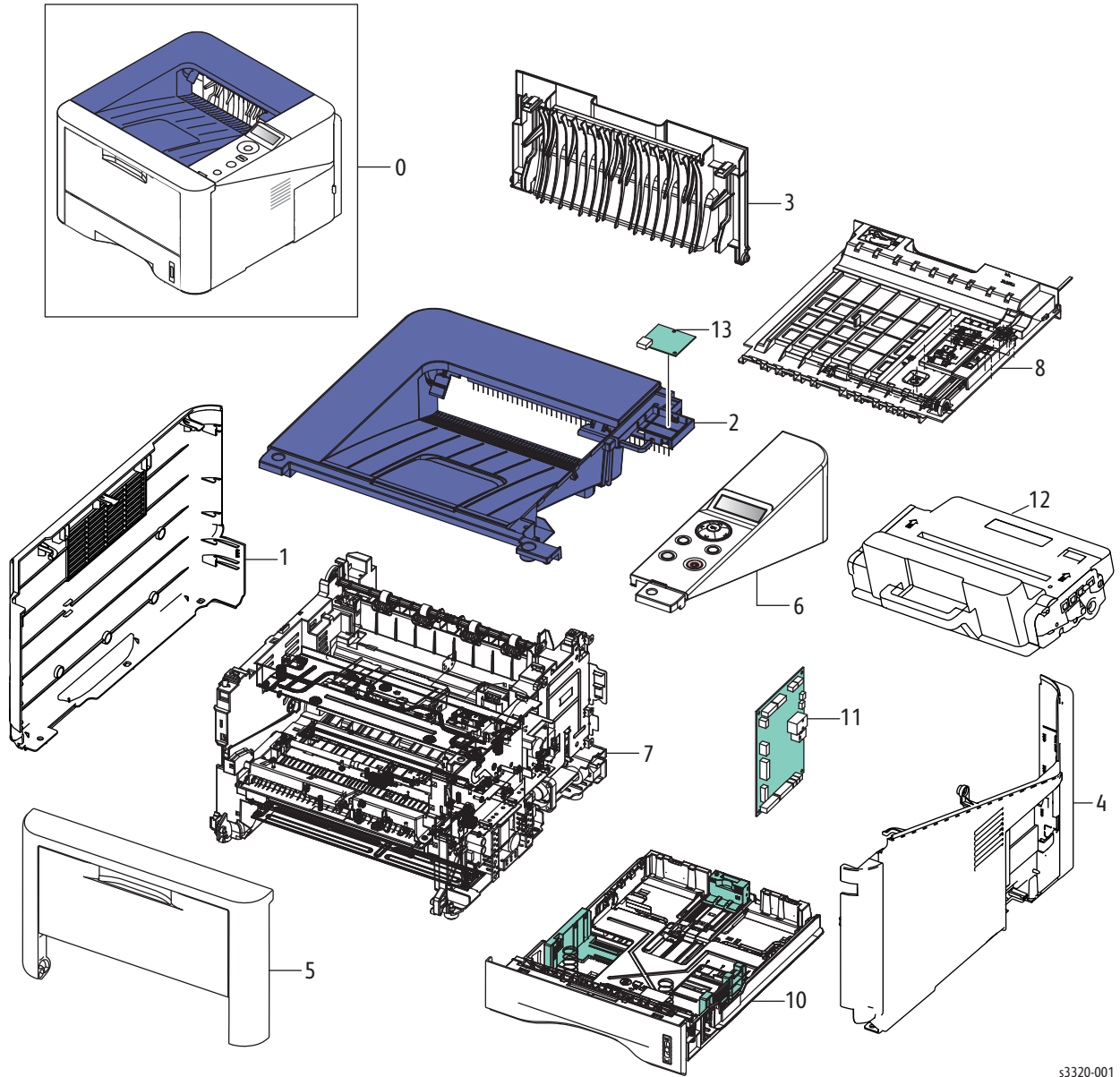
## Using the Parts List

- **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 Lists

## Parts List 1.0 Phaser 3320 Main

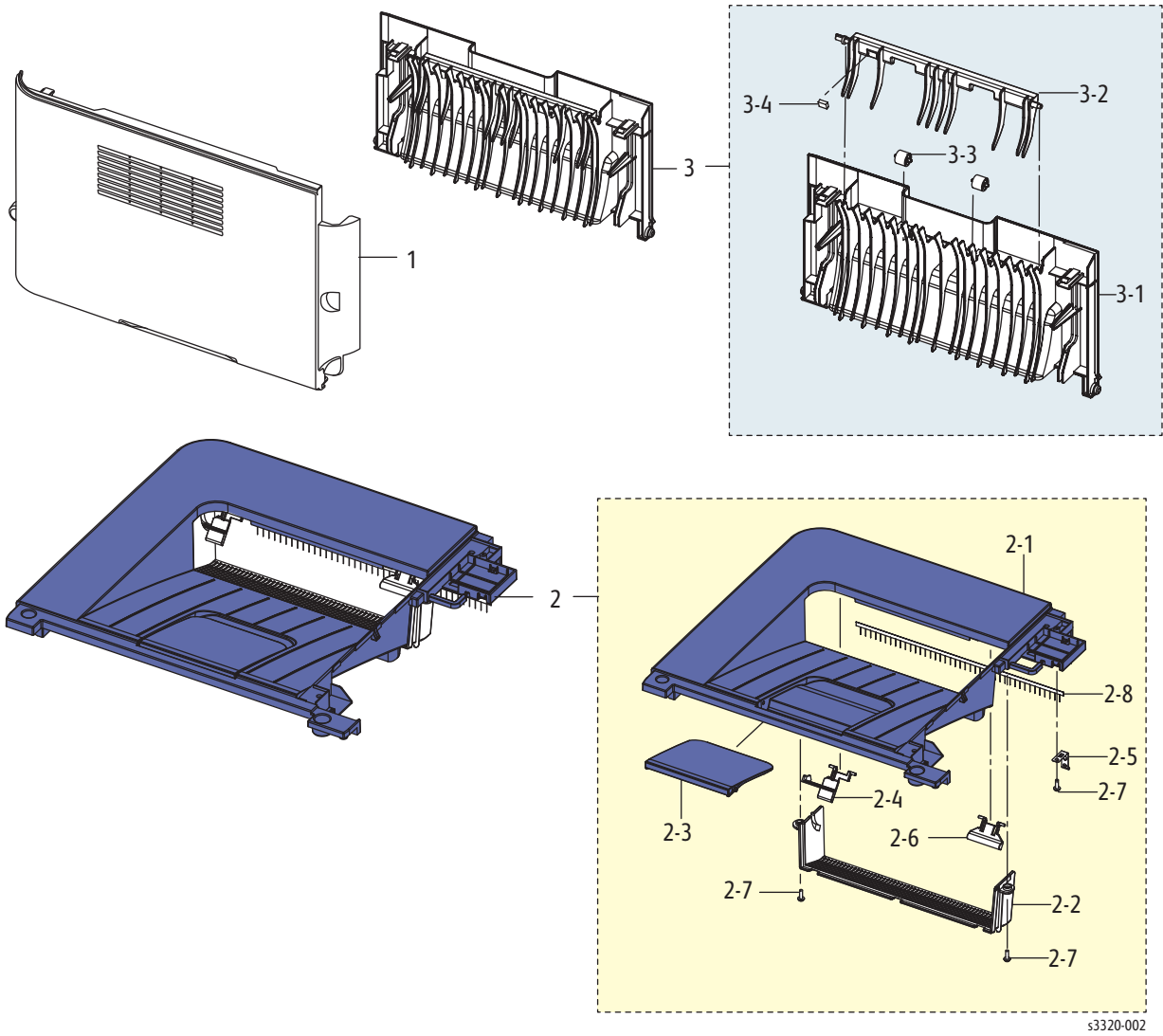


s3320-001

## Parts List 1.0 Phaser 3320 Main

Item	Name	Part Number
0	Phaser 3320	
1	Left Cover	002N03055
2	Top Cover	002N03056
3	Rear Cover	095N00415
4	Right Cover	002N03057
5	Front Cover	002N03058
6	Control Panel	See <a href="#">Parts List 2.1 Phaser 3320 Control Panel</a>
7	Main Frame	<a href="#">Parts List 3.1 Frame</a>
8	Duplex Assembly	022N02676
9	Duplex Rear Cover	
10	Tray 1	050N00650
11	<b>Main Board (sold supplies)</b> <b>Main Board (metered supplies)</b>	140N63xxx <b>(see note)</b> 140N63xxx <b>(see note)</b>
12	Print Cartridge	See <a href="#">Consumables and Maintenance Items</a>
13	Wireless Board	140N63633

### Parts List 1.1 Phaser 3320 Covers

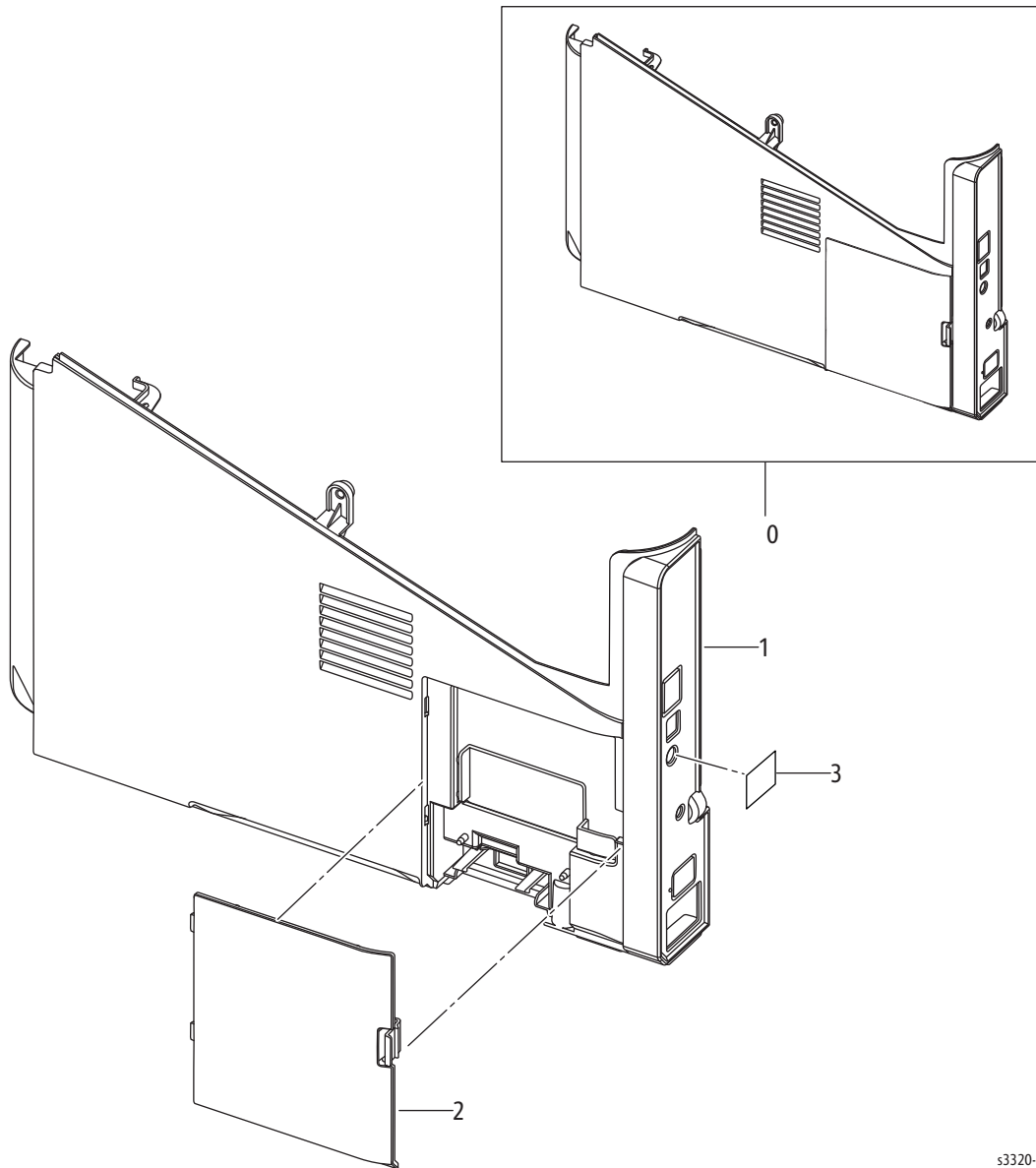


s3320-002

## Parts List 1.1 Phaser 3320 Covers

Item	Name	Part Number
1	Left Cover	002N03055
2	Top Cover Assembly	002N03056
2.1	Top Cover	
2.2	Exit Cover	
2.3	RX Stacker	
2.4	Bin Full Stacker	
2.5	Exit Ground	
2.6	Sub M Stacker PMO	
2.7	Taptype Screw	
2.8	531P Antistatic Brush	
3	Rear Door Assembly	
3.1	Rear Door	095N00415
3.2	Guide Change Dup	
3.3	Idle Roller	
3.4	Sponge-Guide Change Dup	

## Parts List 1.2 Phaser 3320 Right Cover



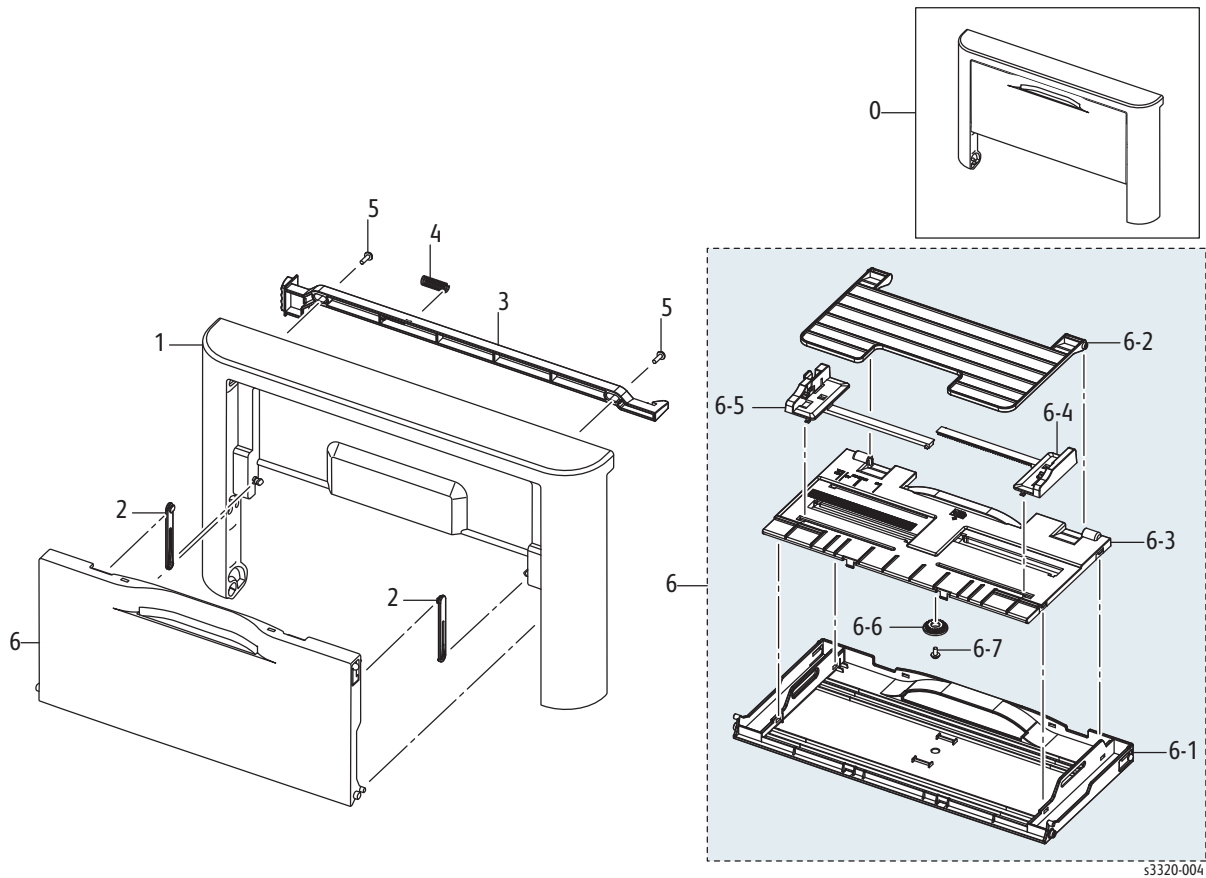
s3320-003



**Parts List 1.2 Phaser 3320 Right Cover**

Item	Name	Part Number
1	Right Cover	002N03057
2	SCF Cover	
3	Sheet-Output_5V <a href="#">Note:</a> Order this adhesive-backed sheet to cover the 5V input when replacing the Right Cover.	019N01079

### Parts List 1.3 Phaser 3320 Front Cover

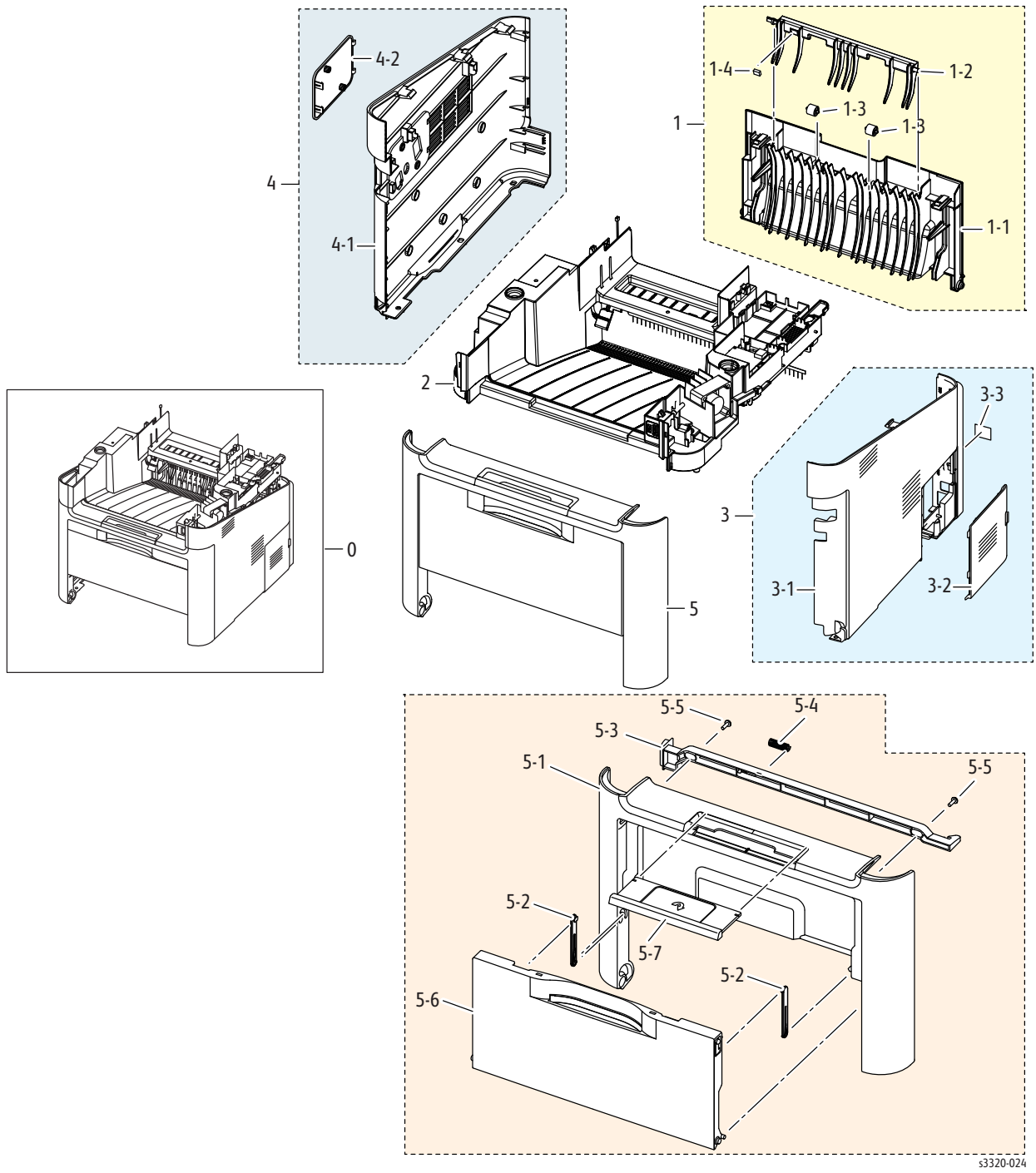


s3320-004

## Parts List 1.3 Phaser 3320 Front Door

Item	Name	Part Number
0	Front Cover	002N03058
1	Front Cover	
2	Cover MPLink	
3	Front Locker	
4	CS Spring	
5	Taptype Screw	
6	Front Door	
6.1	Upper Tray	
6.2	MP Extension Tray	
6.3	MP Lower Tray	
6.4	MP Left Adjust	
6.5	MP Right Adjust	
6.6	Rack Pinion Gear	
6.7	Taptype Screw	

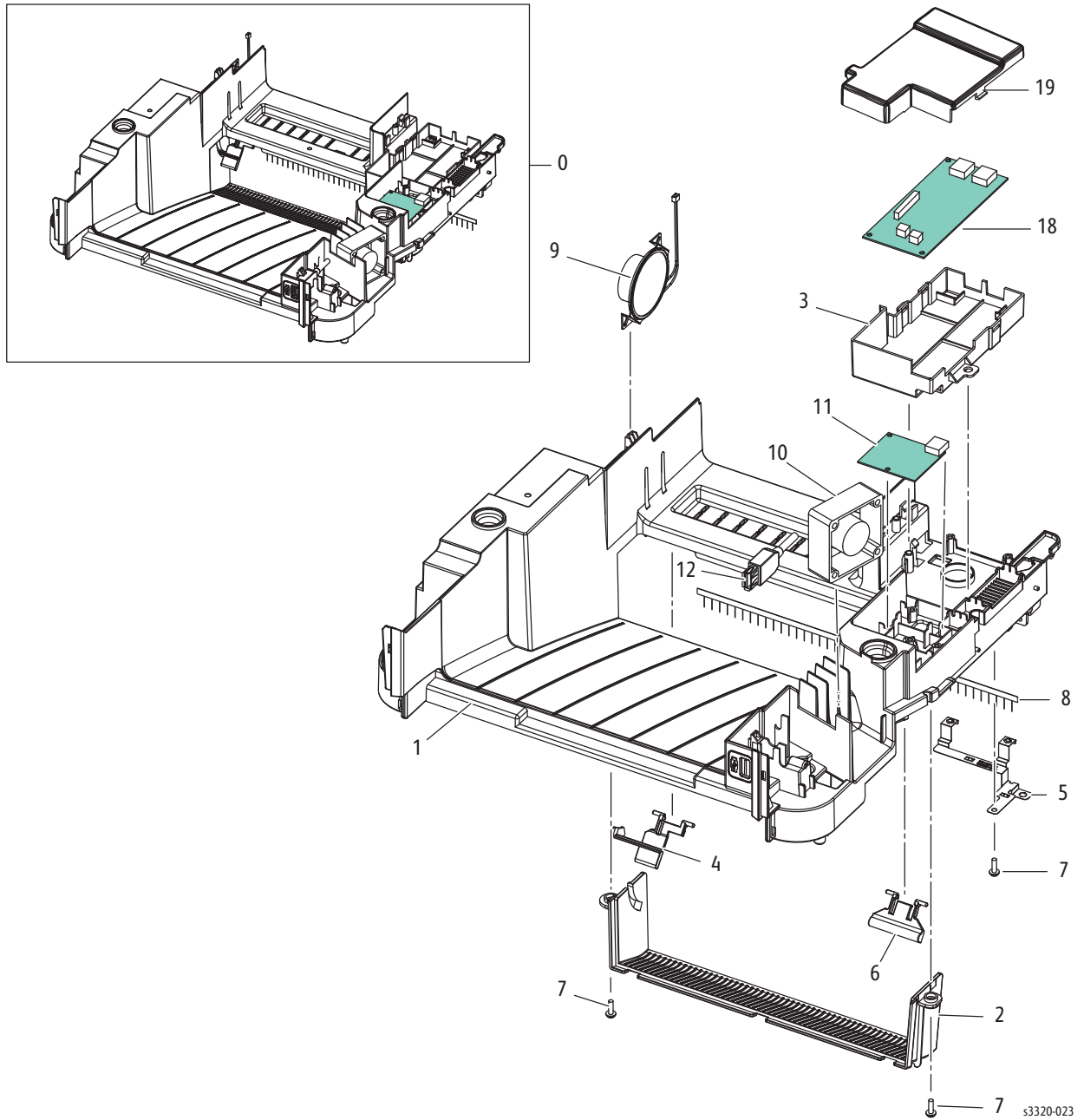
## Parts List 1.4 WorkCentre 3315/3325 Covers



## PL 1.4 WorkCentre 3315/3325 Covers

Item	Name	Part Number
1	Rear Door Assembly (Rear Door)	
1-1	Rear Cover	095N00415
1-2	Change Dup Guide	
1-3	Idle Roller	
1-4	Dup Change Guide Sponge	
2	Middle Cover	095N00413
3	Right Cover Assembly (Right Cover)	
3-1	Right Cover	095N00417
3-2	DIMM Cover	
3-3	Sheet-Output_5V <b>Note:</b> Order this adhesive-backed sheet to cover the 5V input when replacing the Right Cover.	019N01079
4	Left Cover Assembly (Left Cover)	
4-1	Left Cover	095N00418
4-2	Left Dummy Cover	
4-3	Handset Dummy Cover	
5	Front Cover	
5-1	Front Cover	095N00419
5-2	Cover MP Link	
5-3	Front Locker	
5-4	CS Spring	
5-5	Taptype Screw	
5-6	Tray MP Guide	
5-7	Exit Guide	

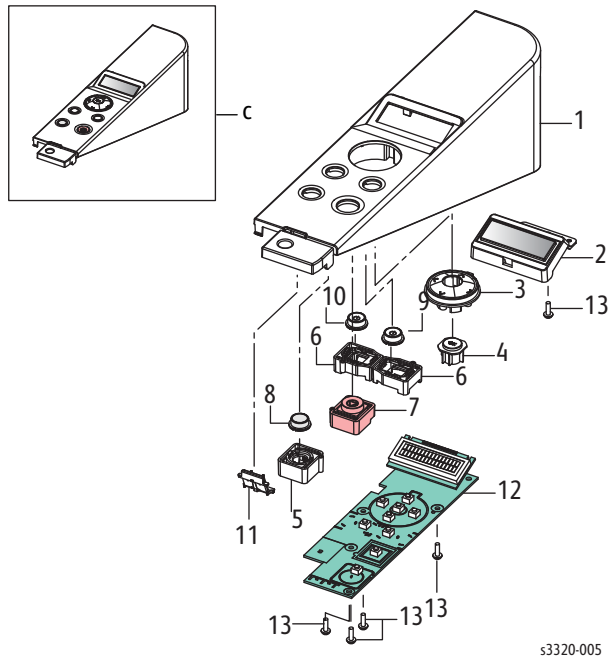
## Parts List 1.5 WorkCentre 3315/3325 Middle Cover



## PL 1.5 WorkCentre 3315/3325 Middle Cover

Item	Name	Part Number
0	Middle Cover Assembly (Middle Cover)	
1	Middle Cover	095N00416
2	Exit Cover	
3	L Fax Board Cover	
4	Bin Full Stacker	
5	Fax Ground	
6	Sub M Stacker PMO	
7	Taptype Screw	
8	531P Antistatic Brush	
9	Speaker	130N01532
10	Middle Cover Fan	
11	Wireless Board	140N63633
12	USB Host Harness	
13	Extension Spk Harness	
14	Middle Fan Harness	
15	H Extension Spk Harness	
16	WLAN Harness	
17	Exit Ground	
18	PBA Sub-Modem	140N63646

## Parts List 2.1 Phaser 3320 Control Panel

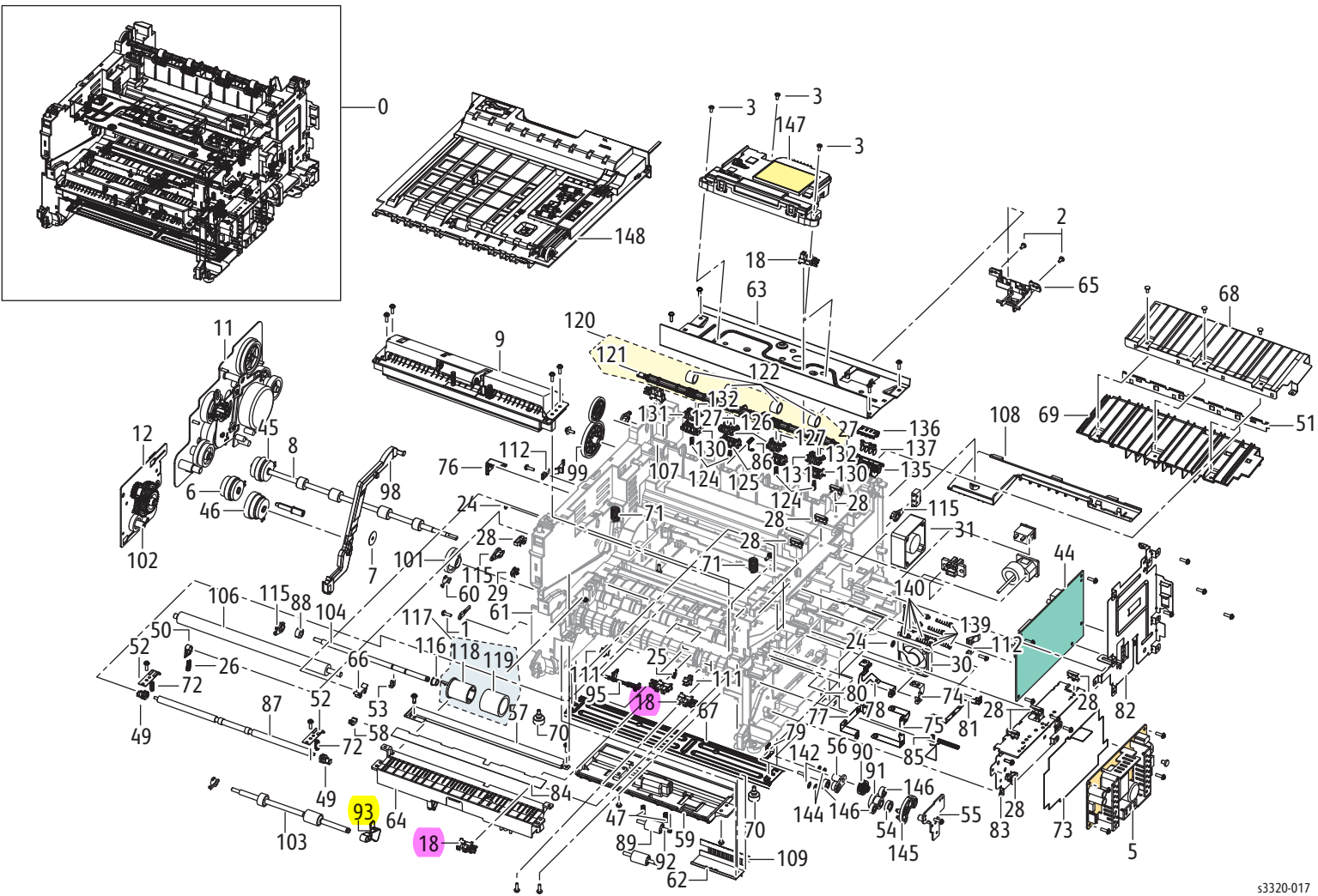




## Parts List 2.1 Phaser 3320 Control Panel

Item	Name	Part Number
0	Control Panel	
1	Phaser 3320DN Control Panel Cover	101N01465
	Phaser 3320DNI Control Panel Cover	101N01466
2	LCD Window Cap	
3	Menu Key	
4	OK Key	
5	Power Key Holder	
6	Body Key	
7	Stop Key	
8	Power Key	
9	Economy Key	
10	WPS Key	
11	Status Lens	
12	Phaser 3320DN Control Panel Board	140N63638
	Phaser 3320DNI Control Panel Board	140N63639
13	Tatype Screw	

### Parts List 3.1 Frame



s3320-017

## Parts List 3.1 Frame

Item	Name	Part Number
0	Main Frame	
1	Taptype Screw	
2	Taptype Screw	
3	Taptype Screw	
4	Clutch and Sensor MP Harness	
5	Phaser 3320/WorkCentre 3315 LVPS (110V)	105N02245
	LVPS (220V)	105N02246
	WorkCentre 3325 LVPS (110V)	105N02247
	LVPS (220V)	105N02249
6	Electric Clutch (Bypass Tray Clutch)	121N01219
7	Clutch Spacer	
8	Regi Feed Shaft	
9	MP (Bypass Tray)	130N01676
10	Fuser (110V), shown in <a href="#">Parts List 3.3 Fuser</a>	126N00410
	Fuser (220V), shown in <a href="#">Parts List 3.3 Fuser</a>	126N00411
11	Drive	007N01711
12	Feed Drive	022N02679
13	Rear Frame	
14	ETC Frame	
15	Graphite Grease	
16	Bearing Grease	
17	Bearing Grease	
18	Registration Sensor and Feed Sensor	130N01574
19	Thermistor NTC Assy, shown in <a href="#">Parts List 3.3 Fuser</a>	130N01668
20	Taptype Screw	
21	Taptype Screw	
22	Taptype Screw	
23	Taptype Screw	
24	CS Ring	
25	TS Spring	009N01653
26	CS Spring	
27	TS Spring	
28	Cable Clamp	
29	Cable Clamp	

Parts Lists

Item	Name	Part Number
30	LVPS Fan (110V printers only)	127N07782
31	Exhaust Fan	
32	Sensor Harness	
33	Clutch Motor Harness	
34	Air Temp Harness	
35	Exit Harness	
36	Rear Cover & Bin Full Sensor Harness	
37	HVPS Harness	
38	LVPS (Signal) Harness	
39	Flat Cable	
40	Therm Fuser Harness	
41	Power LVPS Harness	
42	Inlet-2 AC Harness	
43	Bias Fuser Harness	
44	HVPS	105N02248
45	Electric Clutch (Registration Clutch)	121N01219
46	Electric Clutch (Pick Up Clutch)	121N01220
47	TR(KOR) ETC Spring	
48	4 Bush	
49	Idle Feed M Bush	
50	L TR M Bush	
51	SAW P Plate	
52	Bushing Push P Plate	
53	4PI Ring M E Fixer	
54	Swing Collar	
55	Swing Bracket	
56	Regi	
57	Transfer Earth Plate	
58	TR L Bush	
59	Path EX Duplex Frame	
60	Exit Shaft Bush	
61	Base Frame	
62	Ground Paper Bracket	
63	LSU Bracket	
64	Duplex Frame Guide	
65	Exit Sensor and Holder (not part of Fuser)	130N01669

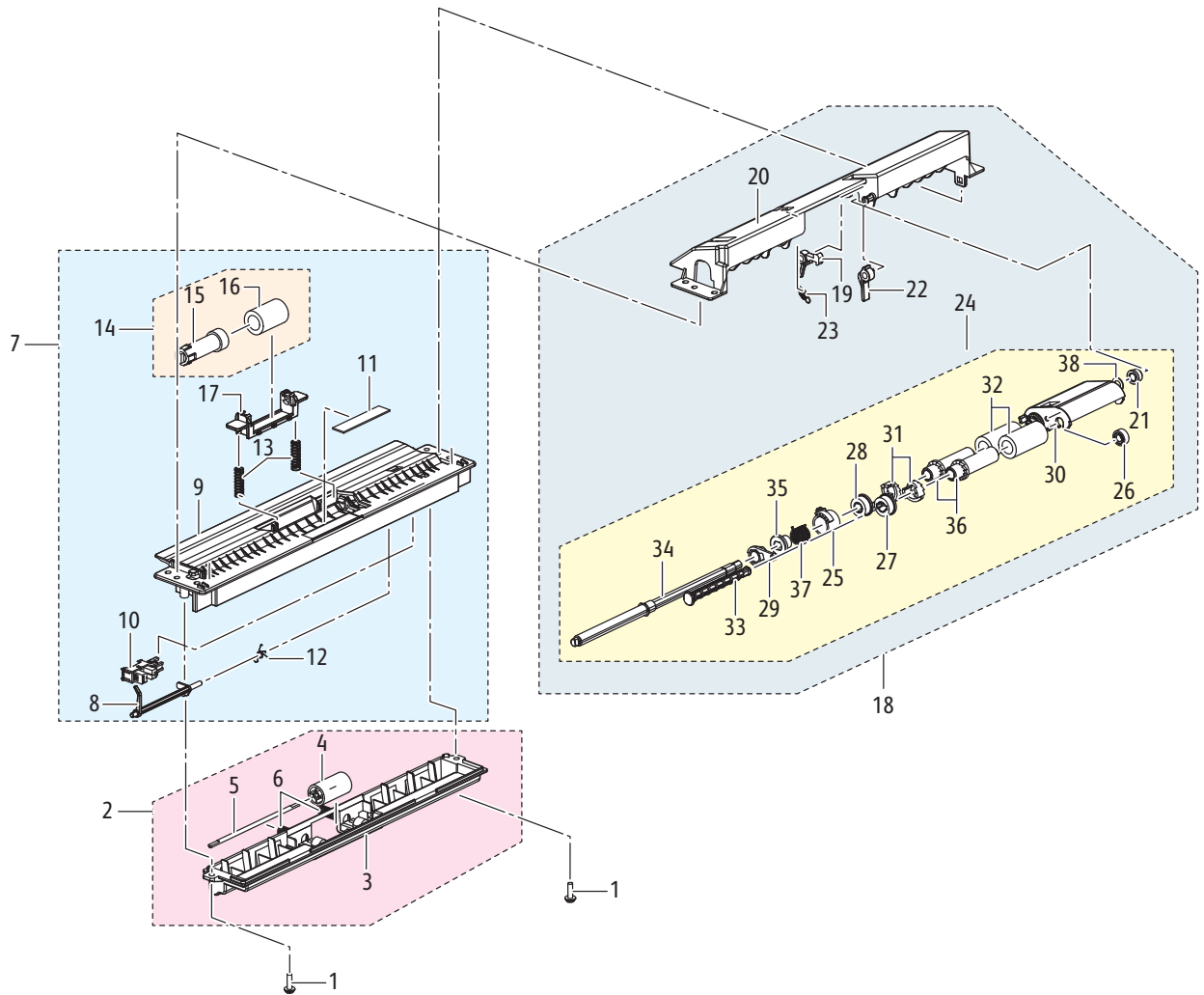
Item	Name	Part Number
66	TR Holder	
67	Bottom Frame Plate	
68	TR Guide	
69	RIB TR Guide	
70	ML80 Foot	
71	Deve Guide ETC Spring	
72	TR ETC Spring	
73	LVPS Insulation	
74	Guide TR Ground	
75	Paper BRKT Ground	
76	Gear BRKT Ground	
77	HVPS Ground	
78	LSU Bracket Ground	
79	Bottom L Plate Ground	
80	SCF Ground	
81	Varistor Ground	
82	Controller Shield	
83	LVPS L Shield	
84	Path Duplex Sheet	
85	TR Terminal	
86	PR Fuser Terminal	
87	Idle Feed Shaft	
88	P One Way Clutch	
89	SCF M Idle Roller	
90	28 DR Duplex Gear	
91	23/23 RDCN Gear	007N01706
92	DUP Roller Shaft	
93	Empty Actuator	120N00552
94	Regi Actuator	
95	Feed Actuator	
96	Holder L OPC Lever	
97	Holder R OPC Lever	
98	Bar Coupling Lever	005N01146
99	96 Idle Exit Gear	007N01707
100	65 Exit Gear	
101	29 Idle Feed Gear	007N01708

Parts Lists

Item	Name	Part Number
102	20 Feed Gear	022N02672
103	Feed Roller	022N02673
104	Pick Up Shaft	
105	REGI Feed Roller	
106	Transfer Roller	022N02674
107	Sensor BINFULL Damper	
108	Harness Cap	
109	Pick Brush	
110	Hot Caution Label	
111	Feed Bushing PMO	
112	CST Locker PMO	
113	DEVE L Guide Plate PMO	
114	DEVE R Guide Plate PMO	
115	Shaft Bearing PMO	
116	Pick Up Roller Bushing	005N01094
117	Pick Up Roller (with 118 and 119)	130N01677
118	Pick Up Housing	130N01670
119	Pick Up Rubber	130N01671
120	Exit Roller Frame (with 121 and 122)	022N02678
121	F Down Exit Shaft	
122	F Down Exit Rubber	
123	Decurl Roller Frame	
124	CS Spring	
125	Exit Roller Holder	
126	Main Exit M Roller	
127	FR Exit M Roller	
128	Decurl Roller Frame	
129	CS Spring	
130	F/Down Exit M Holder	
131	Main Exit M Roller	
132	FR Exit M Roller	
135	CRUM Lower Holder	019N01076
136	CRUM Upper Holder	019N01077
137	CRUM Terminal	116N00276

Item	Name	Part Number
138	L TR Terminal ELA Unit	
139	Large HV ETC Spring	
140	Large HV Shaft ICT	
141	Swing ELA Unit	
142	Bearing Grease	
143	Plain Washer	
144	CS Ring	
145	Duplex Swing Bracket	
146	19 DR Swing Gear	007N01705
147	LSU (Laser Unit)	130N01678
148	Duplex Assembly	022N02676
149	USB M Shield	

## Parts List 3.2 Bypass Tray



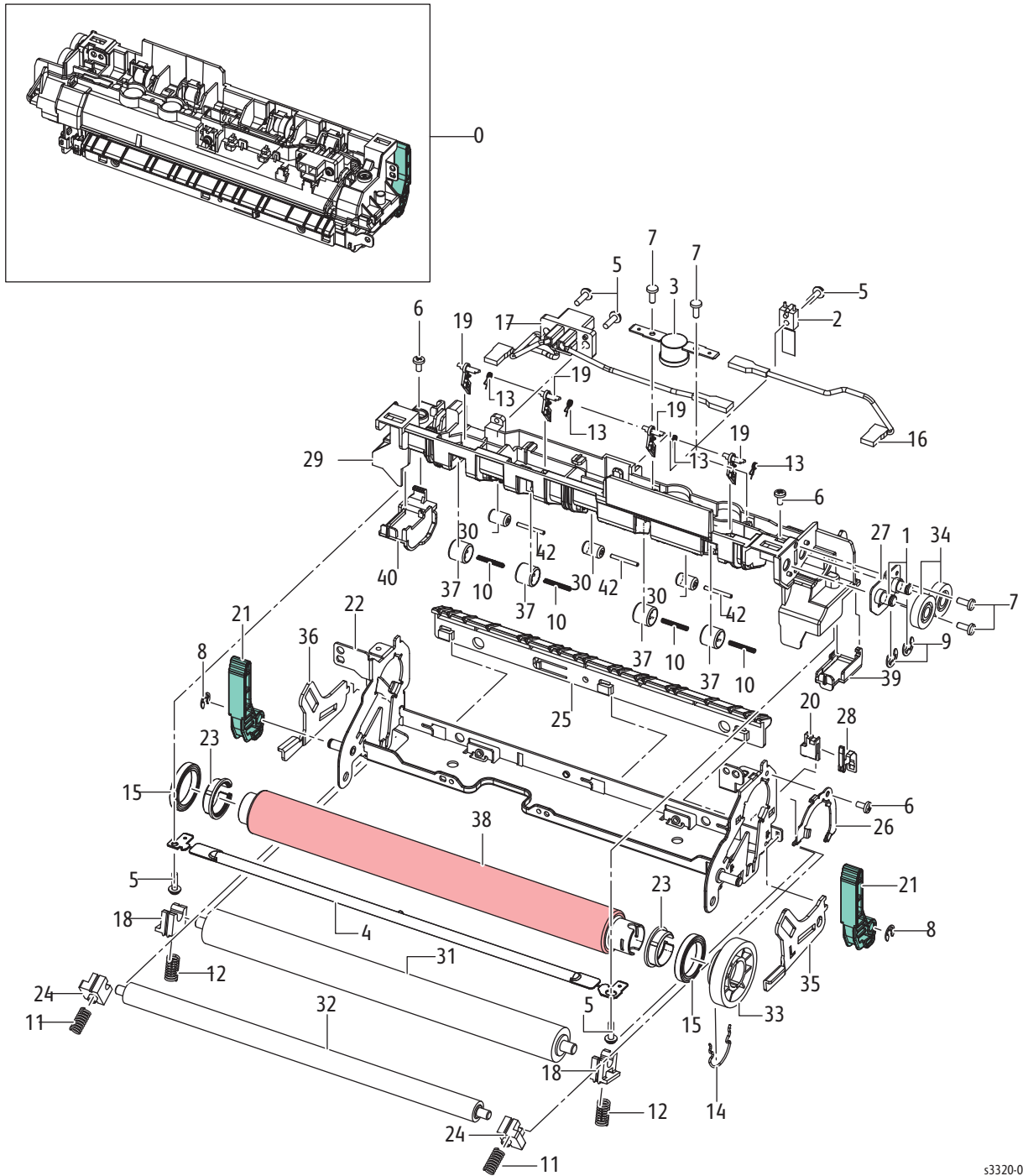
s3320-008



## Parts List 3.2 Bypass Tray

Item	Name	Part Number
0	Bypass Tray	130N01676
1	Taptype Screw	
2	Idle Holder MP	
3	Roller Cover	
4	Idle Roller	
5	ETC Pin	
6	CS Spring	
7	Lower MP	
8	Empty MP Actuator	
9	Lower MP Guide	
10	Bypass Tray Paper Empty 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	Bush 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	

### Parts List 3.3 Fuser

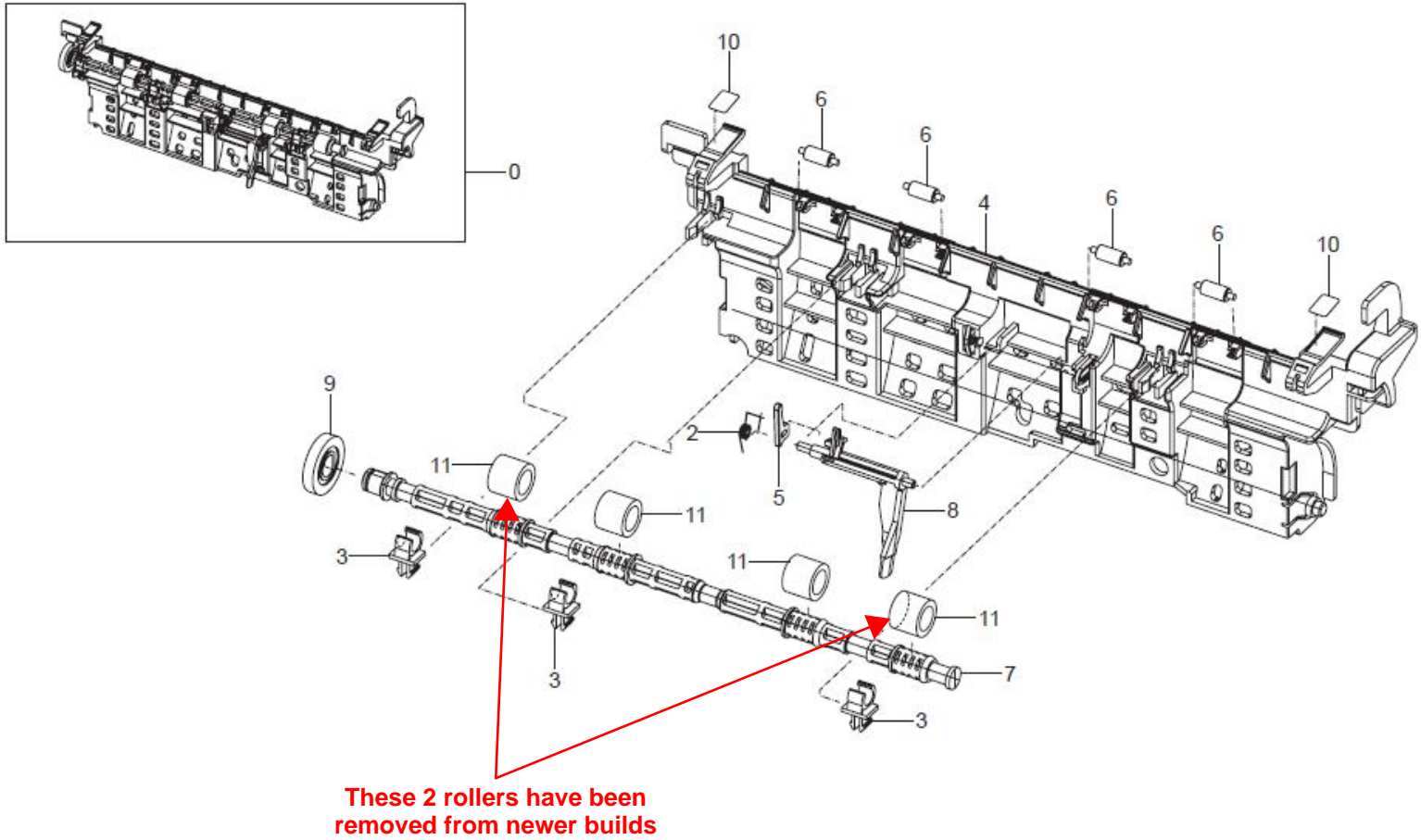


s3320-009

## Parts List 3.3 Fuser

Item	Name	Part Number
0	110V Fuser 220V Fuser	126N00410 126N00411
2	NTC Assy Thermistor	130N01668
3	Thermostat	
4	Halogen Lamp (110V/220V)	
5	Taptype Screw	
6	Taptype Screw	
7	Taptype Screw	
8	E Ring	
9	E Ring	
10	ETC Spring	
11	CS Spring	
12	CS Spring	
13	ETC Spring	
14	ETC Spring	
15	Ball Bearing	
16	Joint Fuser Harness	
17	Con Fuser Harness	
18	PR 1st Bush	
19	Claw Guide	
20	Ground PR Guide	
21	Jam Holder	
22	Fuser Frame	
23	HR Bush	
24	2nd PR Bush	
25	Input Guide	
26	Bearing Bracket	
27	Gear Bracket	
28	PR M Ground	
29	Fuser Cover	
30	Idle Roller	
31	Pressure Roller	
32	2nd Pressure Roller	
33	Fuser Gear	
34	Exit Idle Gear	
35	L Jam Link Lever	
36	R Jam Link Lever	
37	Exit Idle Roller	
38	Heat Roller	
39	L Lamp Cap	
40	R Lamp Cap	
41	Caution Label	
42	F/UP Idle Shaft IEX	

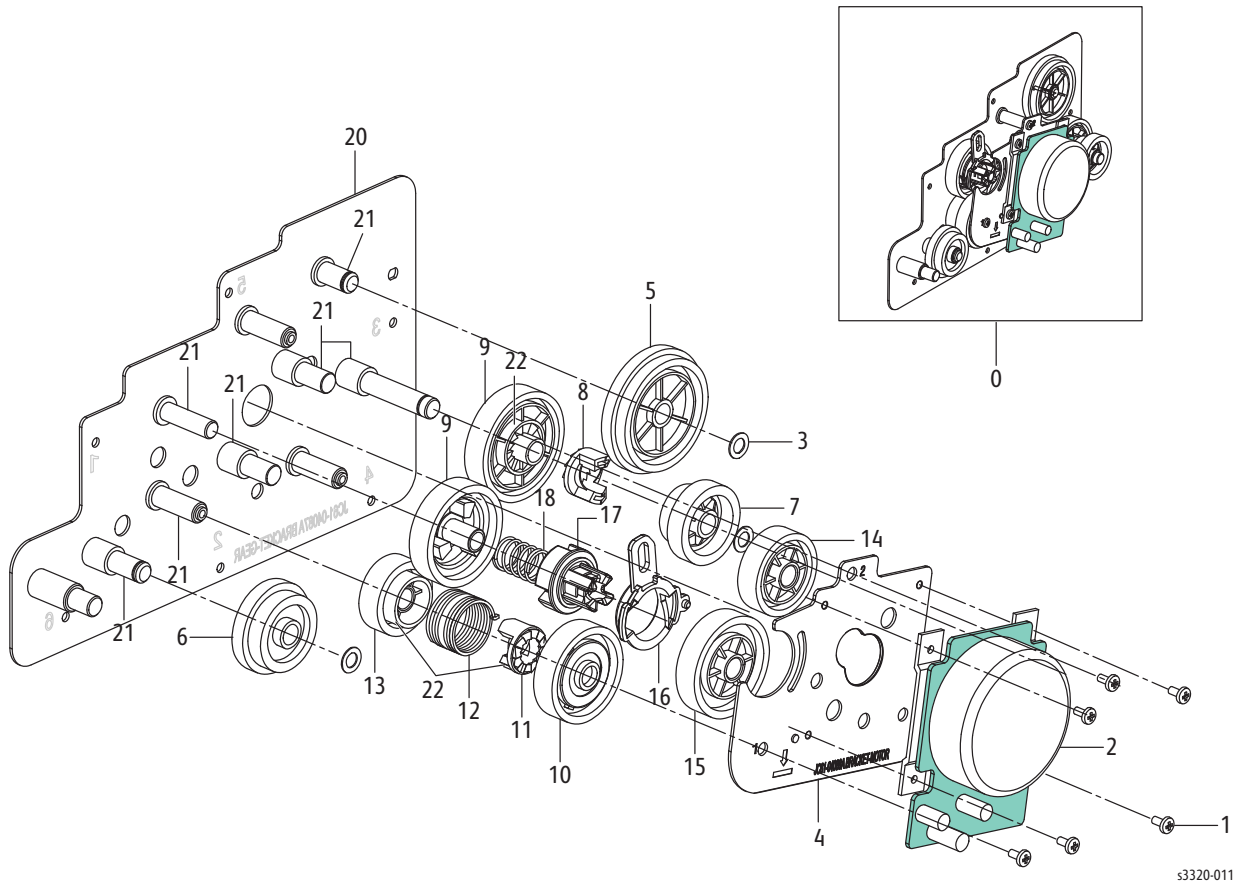
### Parts List 3.4 Rear Frame



**Part List 3.4 Rear Frame**

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

# Parts List 3.5 Drive

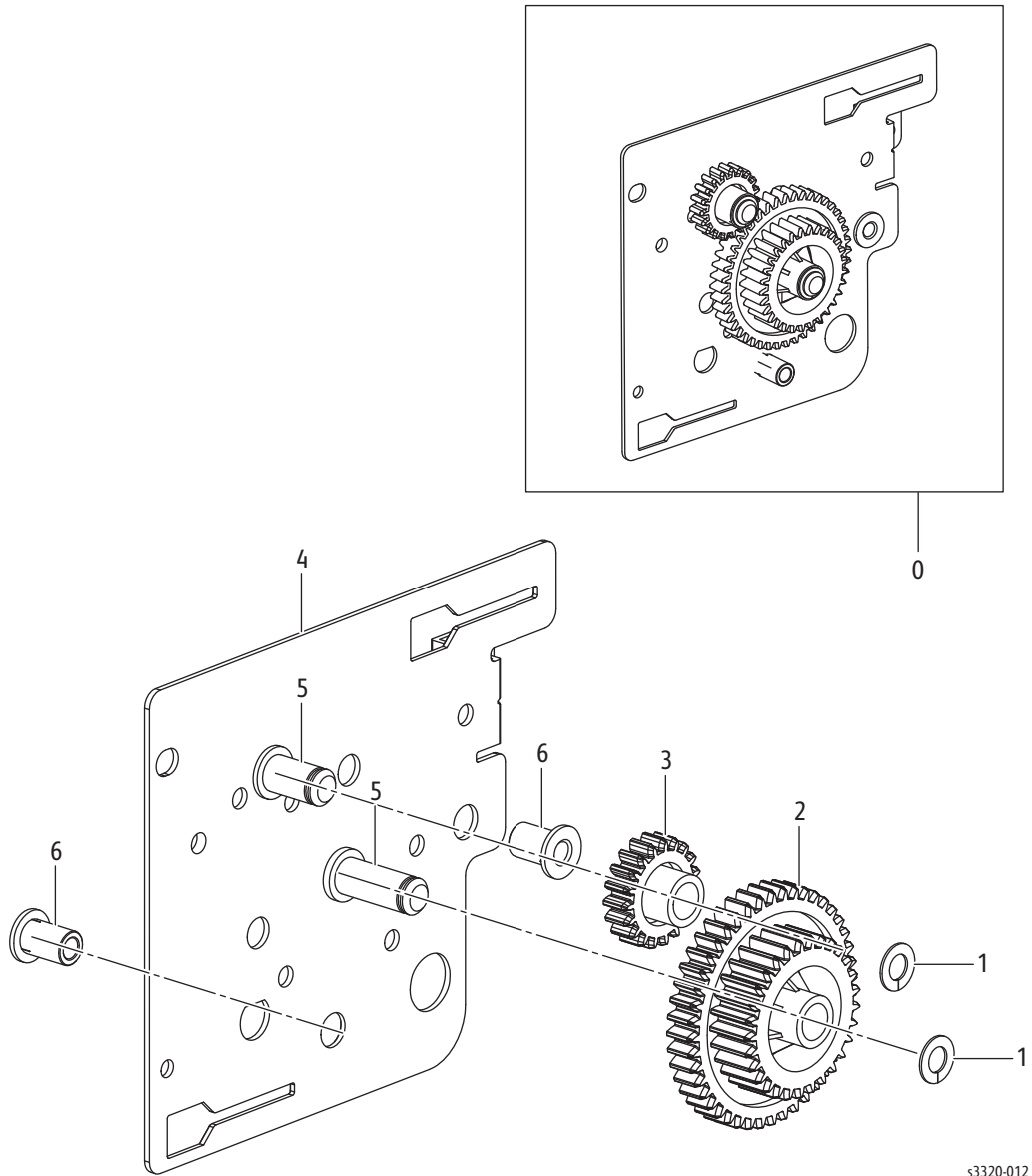


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## Parts List 3.5 Drive

Item	Name	Part Number
0	Drive	
1	Taptype Screw	
2	BLDC Motor (Main Drive Motor)	127N07780
3	Plain Washer	
4	Motor Bracket	
5	95-81 Exit Gear	
6	65-28 Feed Gear	
7	29 DR Fuser Gear	
8	Clutch Hub Gear	
9	79 IN DR Fuser Gear	
10	69 IN DR OPC Gear	
11	Clutch Hub	
12	TS Spring	
13	53 Out DR OPC Gear	
14	59 Idle Gear	
15	73 Idle Gear	
16	Cam Coupler	
17	Coupler	
18	CS Spring	
19	73 Coupler Gear	
20	Gear Bracket	
21	Bearing Grease	
22	Bearing Grease	

## Parts List 3.6 Feed Drive



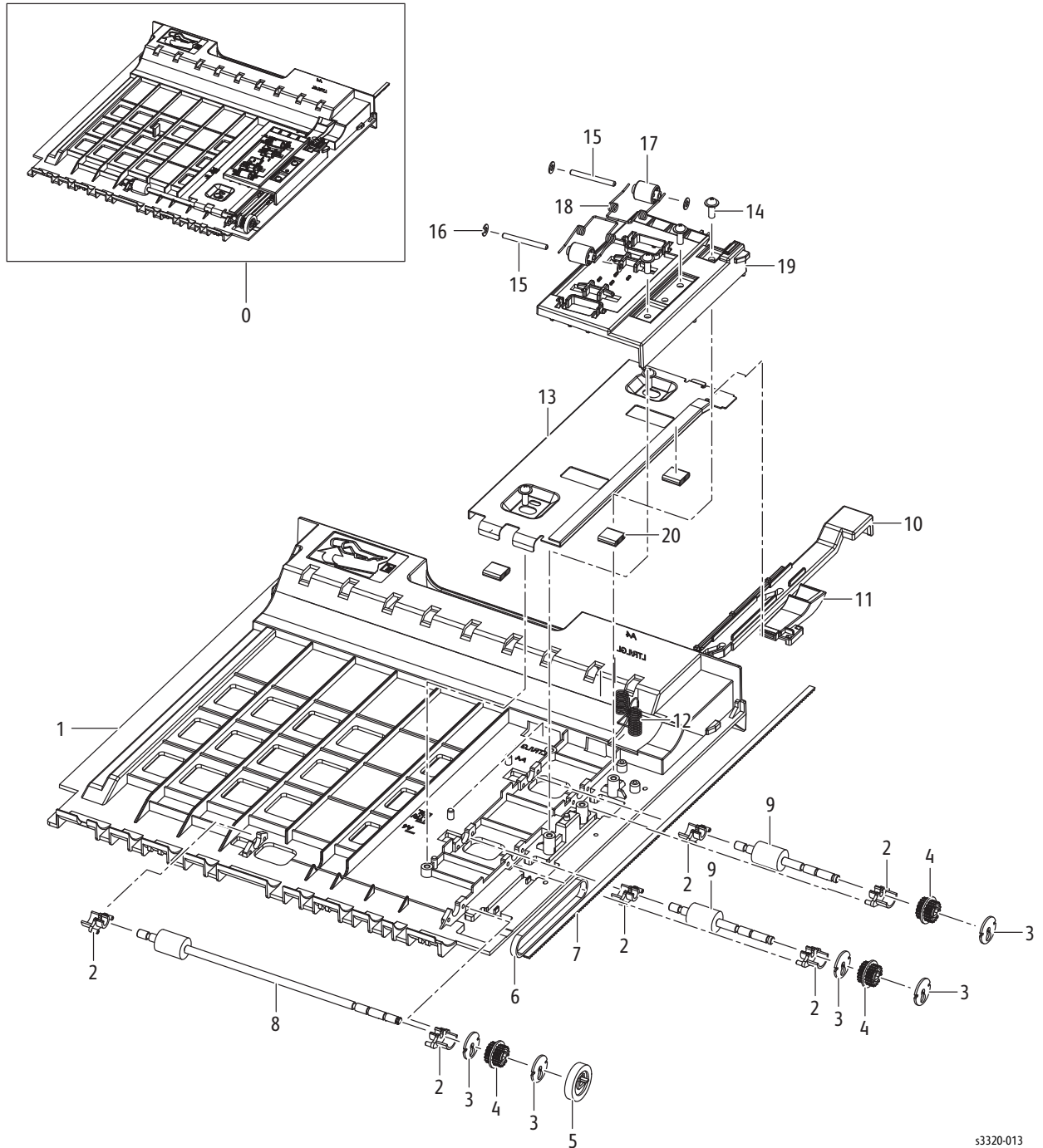
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**Parts List 3.6 Feed Drive**

<b>Item</b>	<b>Name</b>	<b>Part Number</b>
0	Feed Drive	
1	Plain Washer	
2	44-29 Feed Gear	022N02671
3	19 Idle MP Gear	007N01709
4	Feed Bracket	
5	Bearing Grease	
6	Shaft Bush	

# Parts List 4.1 Duplex Assembly

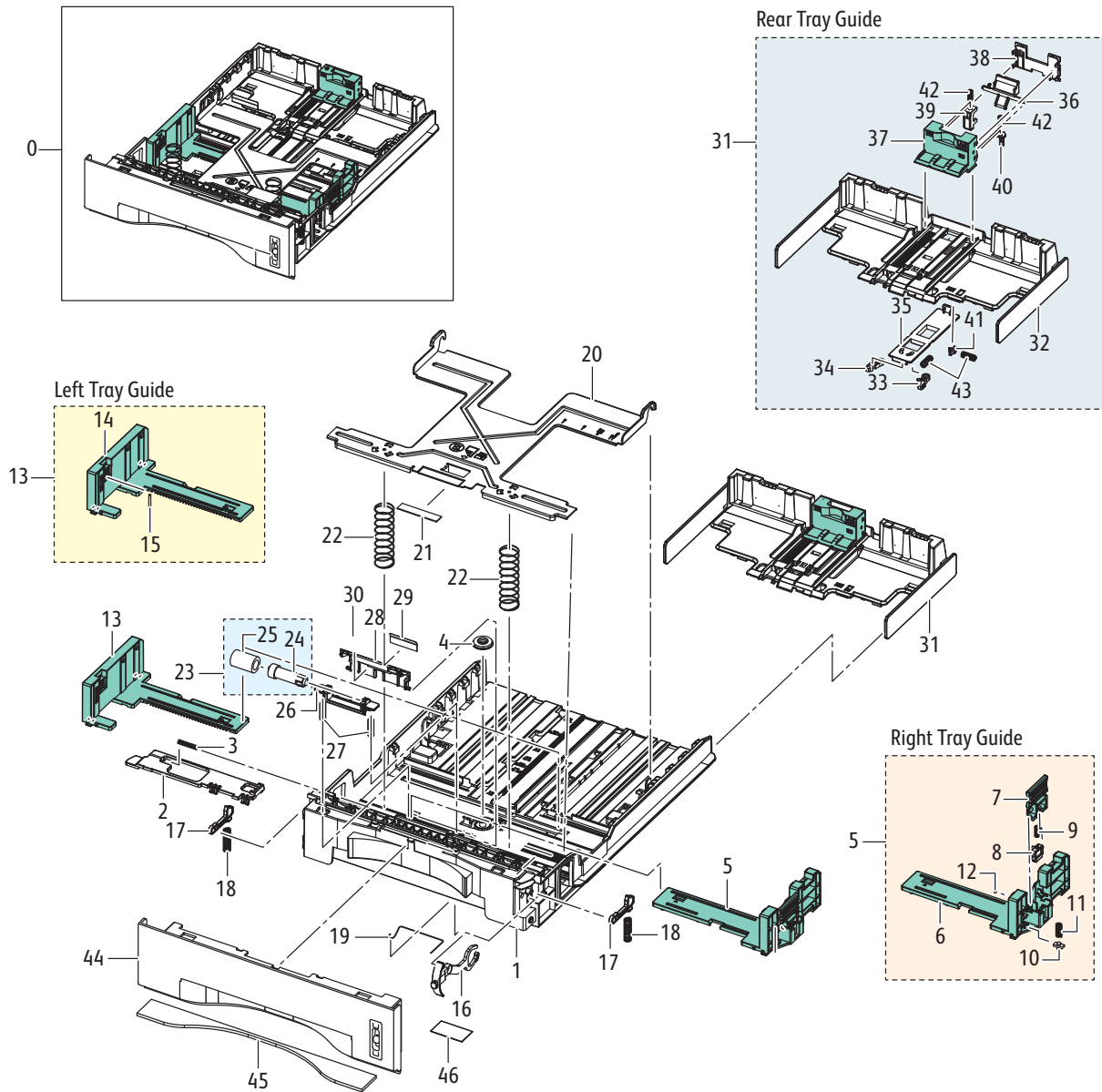


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## Parts List 4.1 Duplex Assembly

Item	Name	Part Number
0	Duplex Assembly	022N02676
1	Duplex Base Frame	
2	Dup Feed M Bush	
3	Dummy Dup 18 M Pulley	
4	18 Dup Pulley	
5	F/Down Exit Gear	
6	Gear Timing Belt	
7	Timing Belt	
8	Feed DUP2 Roller	
9	Feed Dup Roller	
10	Align Duplex Lever	
11	Paper Duplex Guide	
12	Duplex GND Terminal	
13	Duplex Align Bracket	
14	Tapping Screw	
15	Dup Roll Idle Shaft	
16	Washer Silp PCT	
17	Idle Dup M Roller	
18	TS Spring	
19	Duplex Upper Guide	
20	Duplex Gasket	

# Parts List 5.1 Tray 1

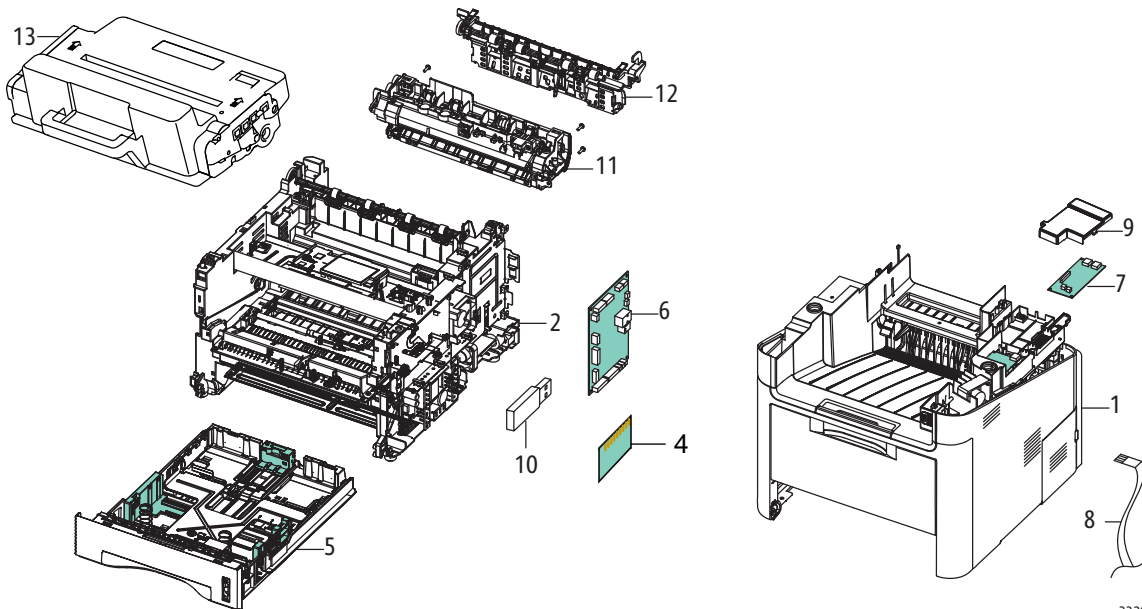
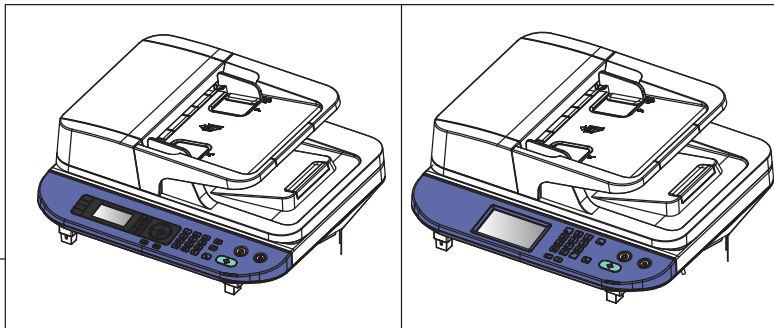
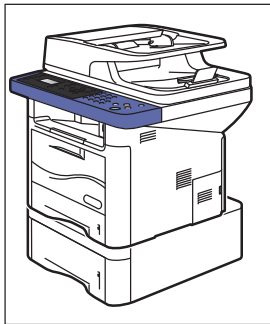


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**Parts List 5.1 Tray 1**

<b>Item</b>	<b>Name</b>	<b>Part Number</b>
0	Cassette (Tray 1)	050N00650
2	Cassette Frame	
3	Locker Plate Spring ETC	
4	Pinion Gear	
5	Right Cassette Guide	
6	Right Side Guide	
7	Right Side Lever	
8	Right Side Stopper	
9	CS Spring	
10	Rear Guide Knob	
11	Pad Spring ETC	
12	F/UP Idle Shaft IEX	
13	Left Guide Cassette	
14	Left Side Guide	
15	F/UP Idle Shaft IEX	
16	Paper Indicator	
17	Cassette Locker	
18	CS Spring	
19	Cassette Ground	
20	Knock Up Plate P	
21	Cassette Pad RPR (Base Plate Pad)	050N00646
22	CS Spring	
23	Retard Roller Cassette	050N00649
24	Torque Limiter Coupler	
25	TL Rubber	
26	Retard Shaft Holder	
27	CS Spring	
28	Cassette Cover	
29	Retard Sheet	
30	Cassette Sheet	
31	Rear Guide Cassette	
32	Rear Paper Guide	
33	Right Guide Locker	
34	Left Guide Locker	
35	Slide Guide Locker	
36	Rear Guide Lever	
37	Upper Rear Adjust	
38	Lower Rear Adjust	
39	Rear Adjust Locker	
40	Lock Guide Support	
41	Guide Rear Knob	
42	CS Spring	
43	Pad Spring ETC	
44	Cassette Handle	
45	Bottom CST Absorber	
46	Printing Caution Label	

### Parts List 6.1 WorkCentre 3315/3325 Main

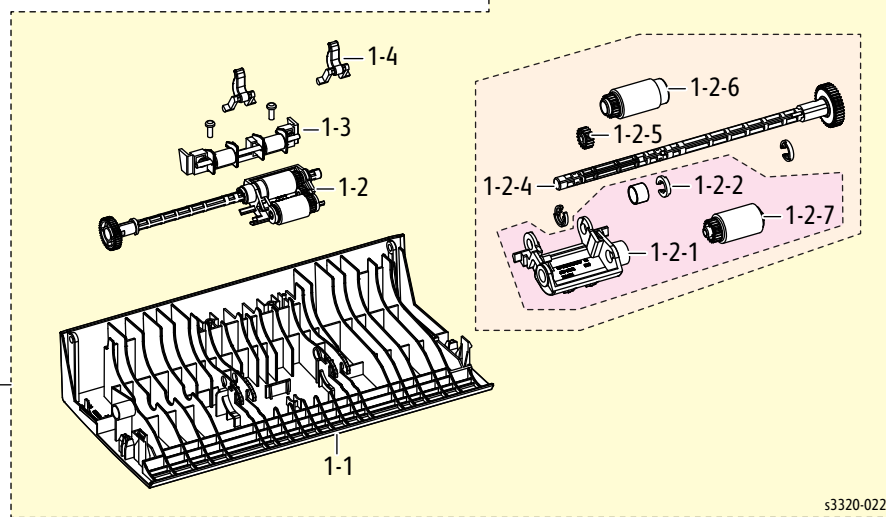
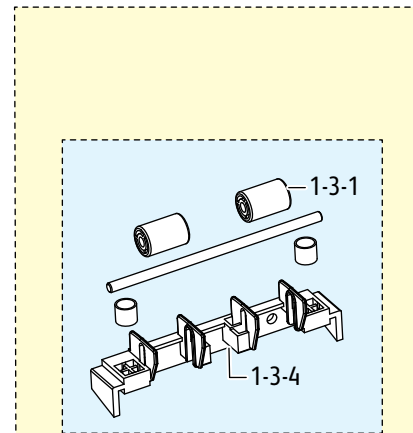
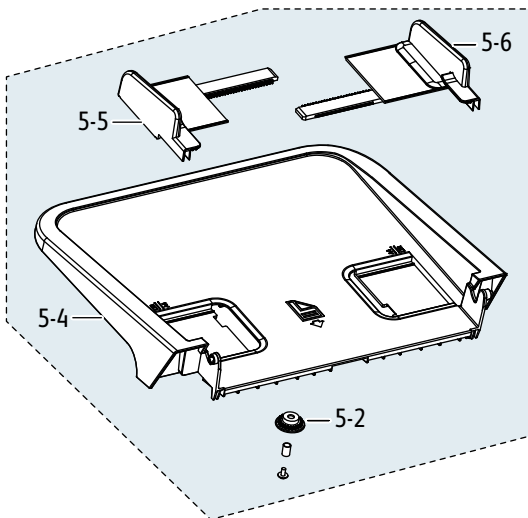
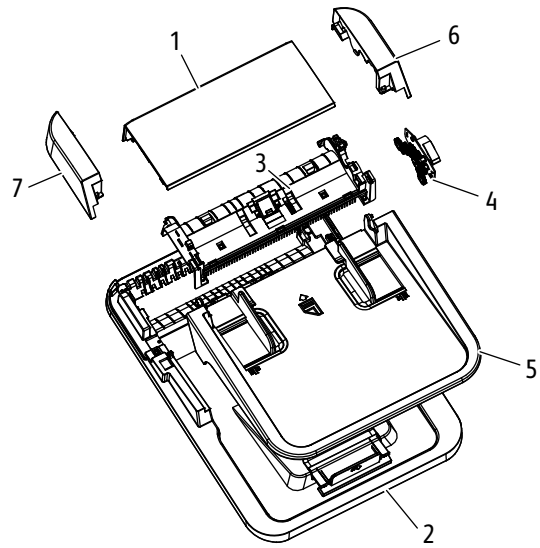
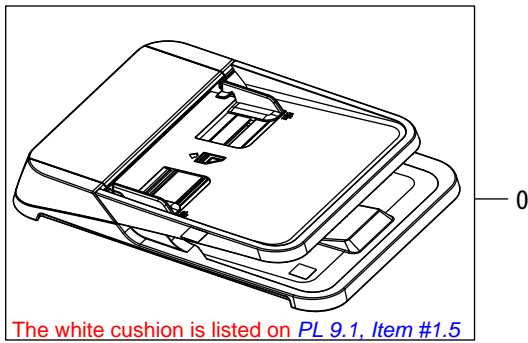


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## PL 6.1 WorkCentre 3315/3325 Main

Item	Name	Part Number
0	WorkCentre 3315, 4 in 1 ADF	See <a href="#">Parts List 7.1 WorkCentre 3315 ADF (1/2)</a>
0	WorkCentre 3325DN 4 in 1 DADF	See <a href="#">Parts List 8.1 WorkCentre 3325 DADF Platen</a>
0	WorkCentre 3325DNI 4 in 1 DADF	See <a href="#">Parts List 8.1 WorkCentre 3325 DADF Platen</a>
1	Cover	
2	Frame Main	
3	ADF/DADF	
4	DIMM (3325-only Option)	Sales order only
5	Cassette	050N00650
6	Phaser 3320, Main Board	See <a href="#">PL 1.0</a>
	WorkCentre 3315, Main Board	140N636xx (see note)
	WorkCentre 3325DNI, Main Board	140N636xx (see note)
7	PBA SUB-Modem (Fax Board)	140N63646
8	Modem Cable (Modem Interface Cable)	117N01937
9	Cover-H Fax Board	
10	Optional Hard Drive	007N01809
11	Fuser (110V)	126N00410
	Fuser (220V)	126N00411
12	Frame-Rear	
13	Print Cartridge	See <a href="#">Consumables and Maintenance Items</a>

Parts List 7.1 WorkCentre 3315 ADF (1/2)



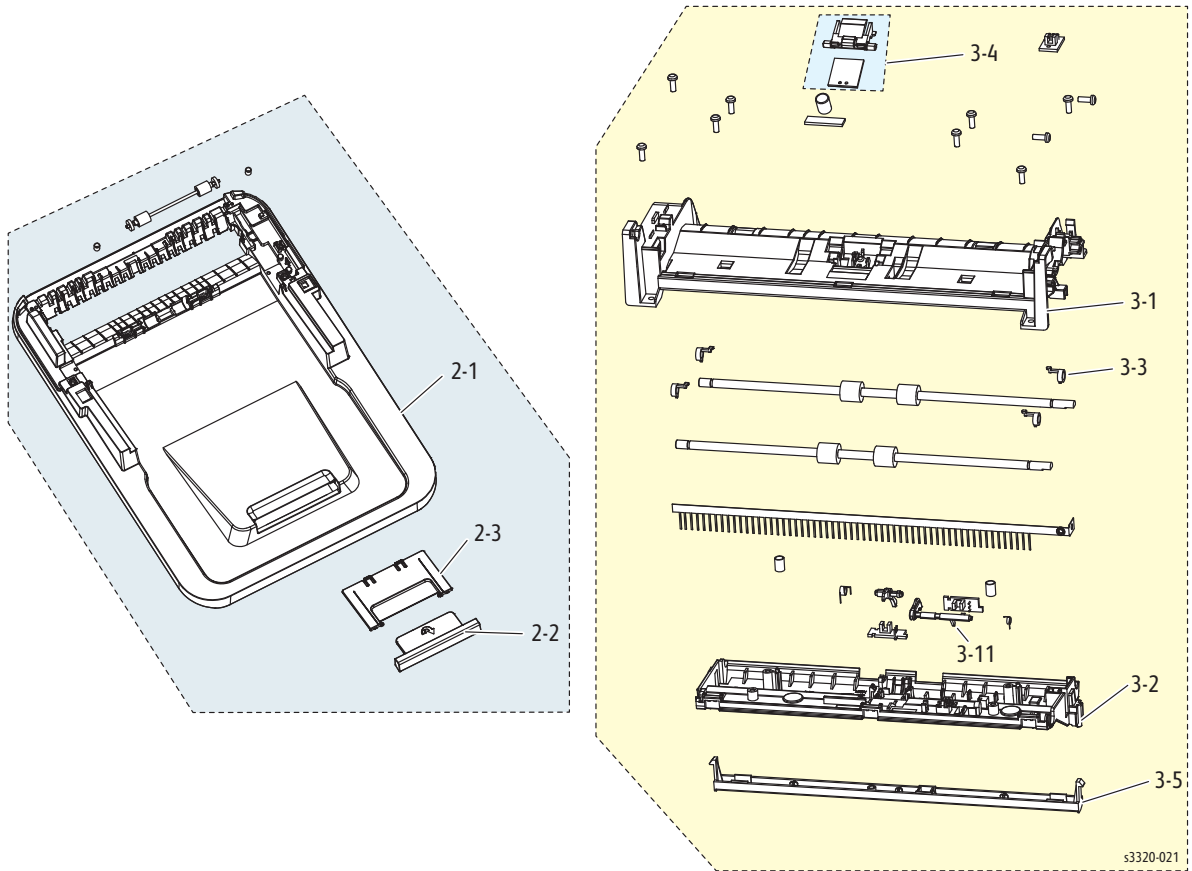
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## Parts List 7.1 ADF (1/2)

Item	Name	Part Number
0	ADF (Cushion not included. See <a href="#">PL 9.1</a> , item 1.5)	022N02680
1	ADF Top Cover	
1.1	Cover ADF CSP	
1.2	Pick Up Module	
1.2.1	Pick Up Housing CSP (with 1,2,7)	130N01672
1.2.2	Chess Ring CSP	
1.2.4	Gear Drive Pick CSP	
1.2.5	Idle Gear Pick CSP	
1.2.6	Gear Separate Roller CSP	130N01673
1.3	Idle Roller Module	
1.3.1	Roller Idle CSP	
1.3.4	Frame Idle Unit CSP	
1.4	Stopper Paper CSP	
2	ADF Base Frame	See <a href="#">page 5-43</a>
2.1	Cover Platen CSP	See <a href="#">page 5-43</a>
2.2	Stopper Output CSP	See <a href="#">page 5-43</a>
2.3	Slide Stopper CSP	See <a href="#">page 5-43</a>
3	Paper Path Assembly	See <a href="#">page 5-43</a>
4	ADF Motor	127N07781
5	Input Tray	
5.2	Pinion Gear CSP	
5.4	Stacker CSP	
5.5	Rear Edge Guide CSP	
5.6	Front Edge Guide CSP	
6	Rear ADF Cover CSP	
7	Front ADF Cover CSP	

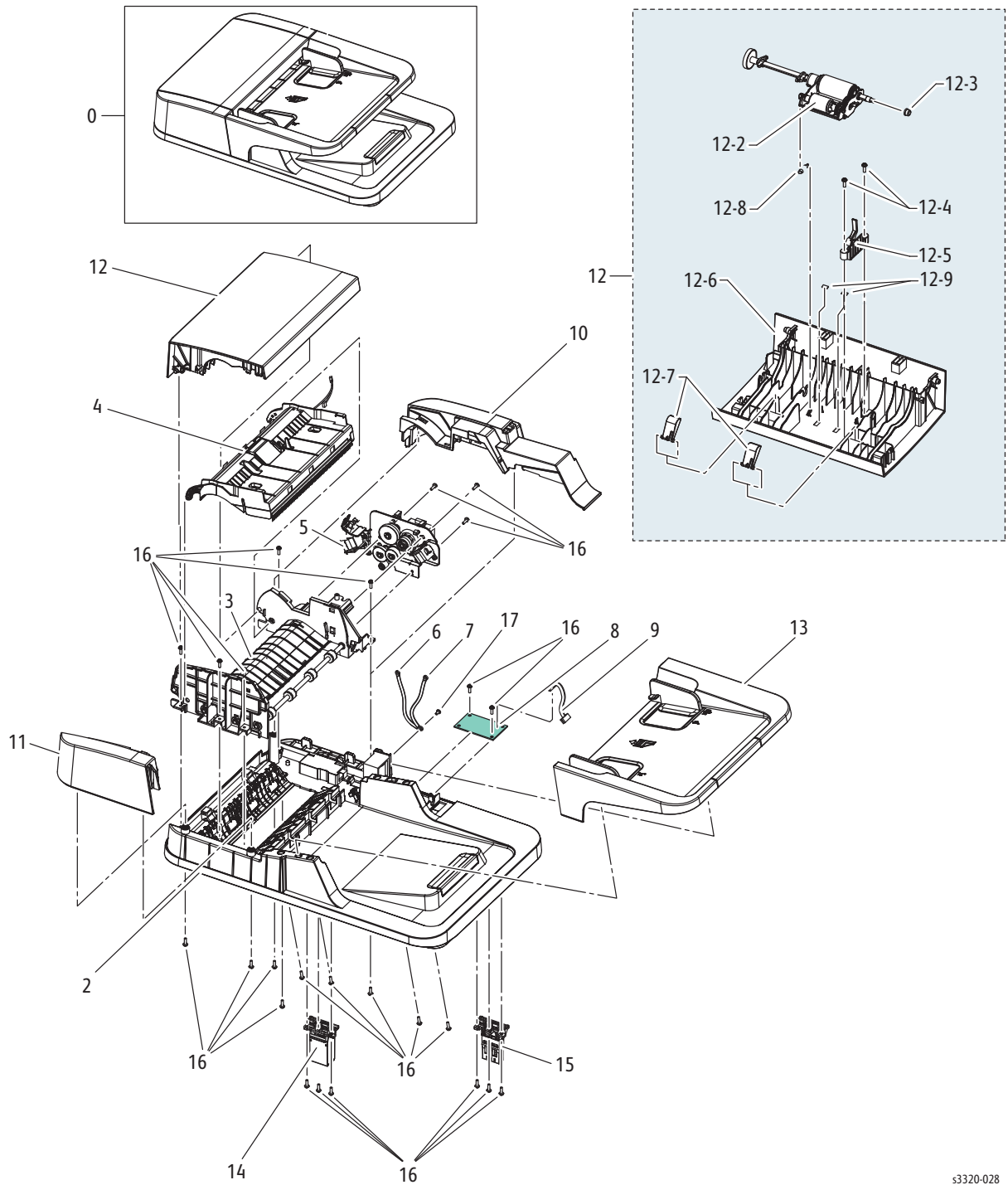
## Parts List 7.1 WorkCentre 3315 ADF (2/2)



**Parts List 7.1 ADF (2/2)**

<b>Item</b>	<b>Name</b>	<b>Part Number</b>
2	ADF Base Frame	
2.1	Cover Platen CSP	
2.2	Stopper Output CSP	
2.3	Slide Stopper CSP	
3	Paper Path Assembly	
3.1	Up Guide Document Frame	
3.2	Down Guide Document Frame	
3.3	Reynard Bearing CSP	
3.4	Rubber Pad Assembly	019N01078
3.5	White Bar CSP	025N00104
3.11	Position Paper Actuator CSP	

# Parts List 8.1 WorkCentre 3325 DADF



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## Parts List 8.1 WorkCentre 3325 DADF

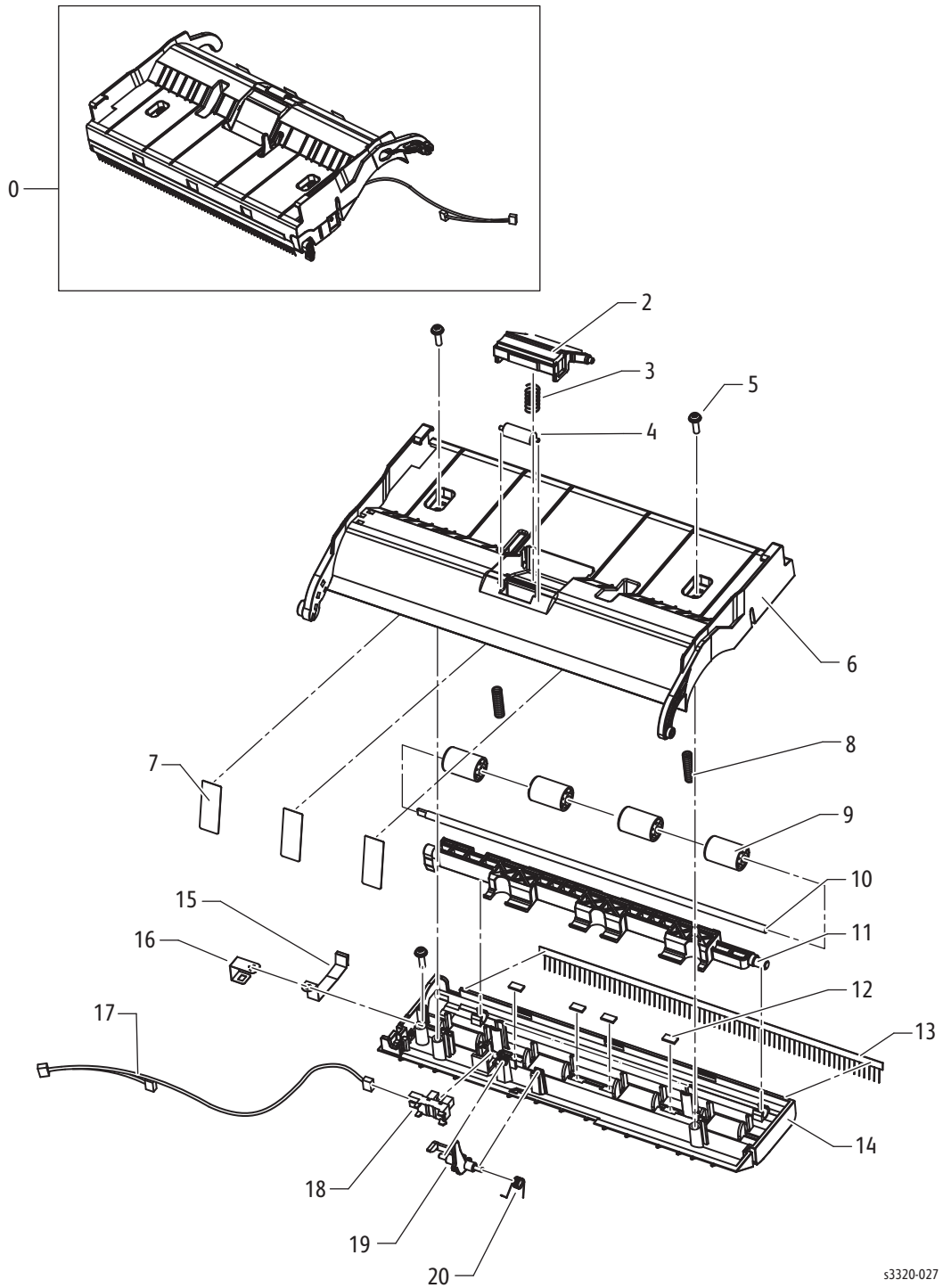
Item	Name	Part Number
0	DADF	022N02682
2	Platen DADF	
3	Lower DADF	
4	Upper DADF	
5	DADF Drive	007N01712
6	GND1 CBF Harness	
7	Zener GND CBF Harness	
8	DADF PBA (DADF Board)	140N63301
9	DADF Harness	
10	DADF Rear Cover	
11	DADF Front Cover	
12	DADF Open Cover	002N03064
12.2	DADF Up Pick MEA Unit (Sep Pad see PL#8.3)	130N01533
12.3	Bush PMO	
12.4	Tapttype Screw	
12.5	Stopper MEA Unit	
12.6	Open Cover	
12.7	Sensor M DOC Guide	
12.8	Pick Up Spring ETC	
12.9	Upper DADF Damper	
13	DADF Stacker	
14	DADF Hinge MEA Unit	003N01083
15	Hinge Unit MEA	003N01051
16	Tapttype Screw	
17	Machine Screw	



## Parts List 8.2 WorkCentre 3325 Lower DADF

Item	Name	Part Number
0	Lower DADF	
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	
14	Feed Roller	022N02681
15	Regi Actuator	
16	Doc Torsion Etc Spring	
17	Middle Roller	
18	DADF Middle Roller	
19	Exit Roller	
20	Tatype Screw	
21	Upper DADF Damper	
22	CS Ring	
23	Plain Washer	
24	DADF Feed Sensor	

### Parts List 8.3 WorkCentre 3325 Upper DADF



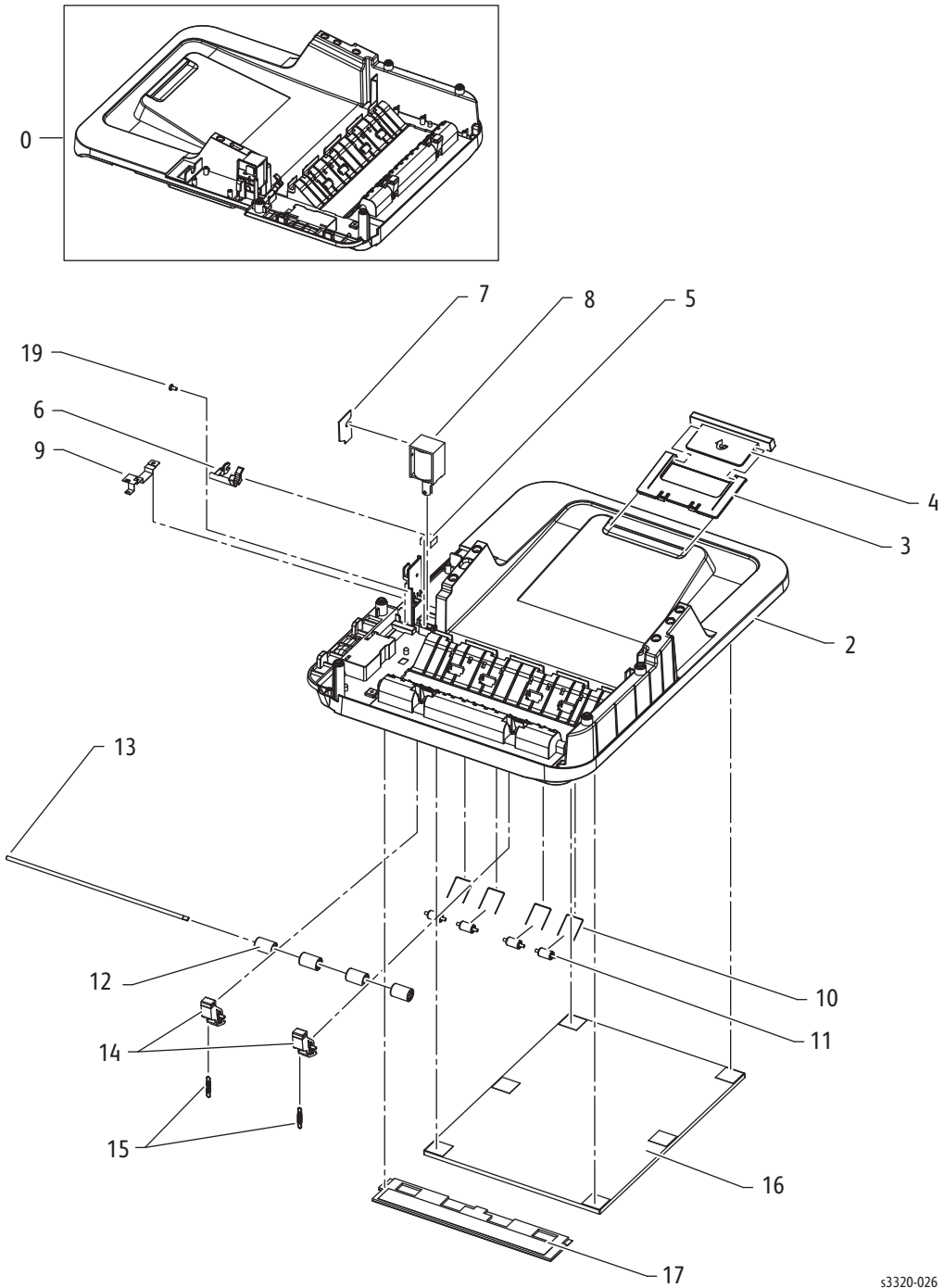
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## Parts List 8.3 WorkCentre 3325 Upper DADF

Item	Name	Part Number
0	Upper DADF	
2	Rubber DADF MEA Unit (Separator Pad)	003N01042
3	Pad ETC Spring	
4	Idle ADF M Roller	
5	Taptype Screw	
6	Top DADF Upper Cover	
7	Path Sheet	
8	Exit ETC Spring	
9	SCF M Idle Roller	
10	Idle Feed Shaft	
11	Lifting Idle Holder	
12	Upper DADF Damper	
13	Antistatic Brush MEC	
14	BT DADF Upper Cover	
15	Ground Brush	
16	Upper DADF Ground	
17	DADF Sensor 2 Harness	
18	Paper Empty Sensor	
19	Paper Empty Actuator	
20	Torsion Doc (CC2-F) Sprint ETC	
21	Scan GND CBF Harness	

### Parts List 8.4 WorkCentre 3325 Platen DADF

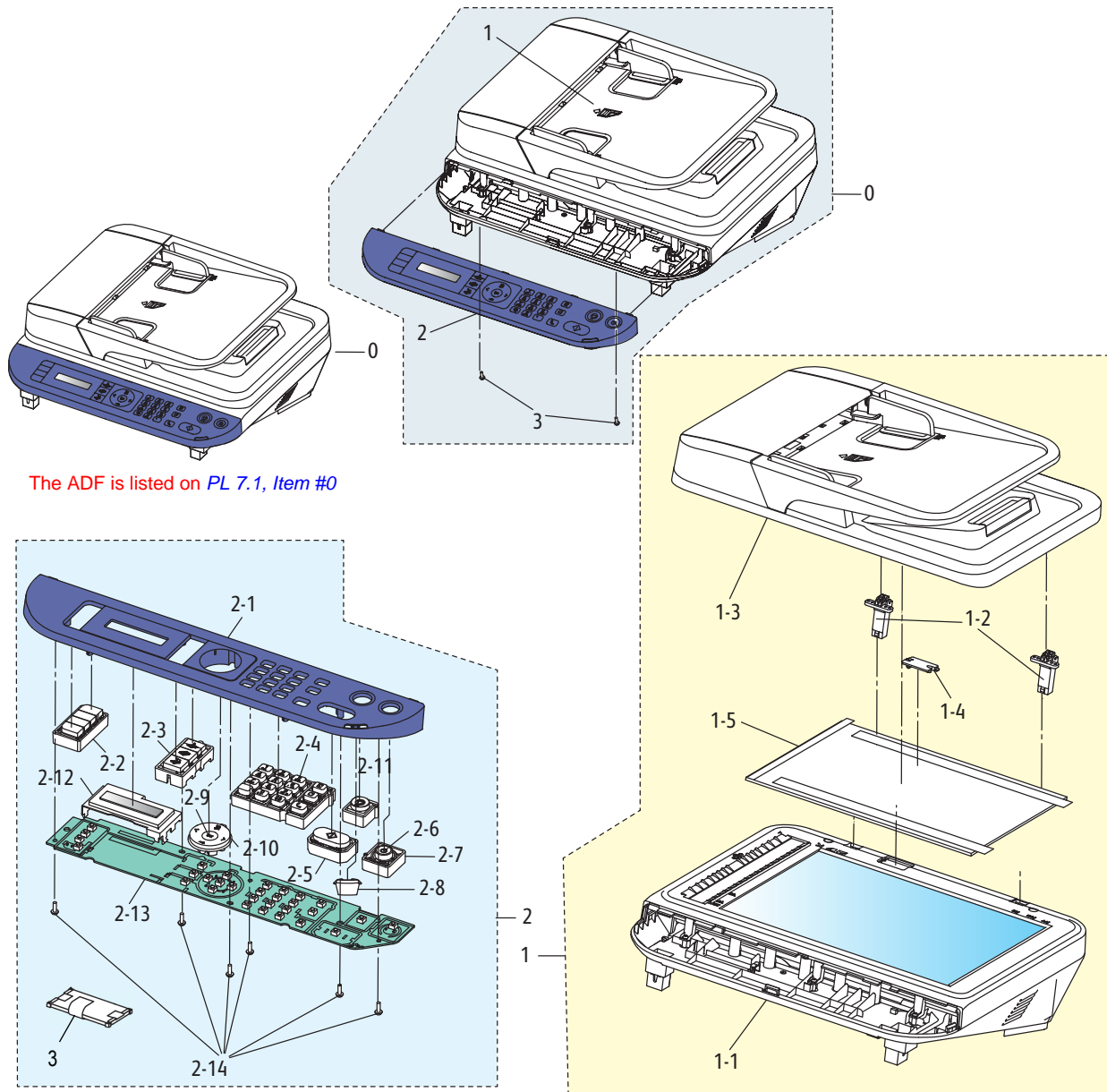


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## Parts List 8.4 WorkCentre 3325 Platen DADF

Item	Name	Part Number
0	Platen DADF	
2	Platen Cover	
3	Extension L Guide	
4	Extension S Guide	
5	Lifting DADF Sponge	
6	Lifting Exit Lever	
7	Solenoid Pad	
8	Lifting Solenoid	121N01160
9	Platen Ground	
10	Idle Mid ETC Spring	
11	Idle Roller	
12	SCF M Idle Roller	
13	Idle Feed Shaft	
14	Jam Feed Lever	
15	ES Spring	
16	Sponge White Sheet (3315 & 3325)	055N00320
17	Platen DADF Sponge	
18	Platen Damper	
19	Machine Screw	

## Parts List 9.1 WorkCentre 3315 Scanner and ADF



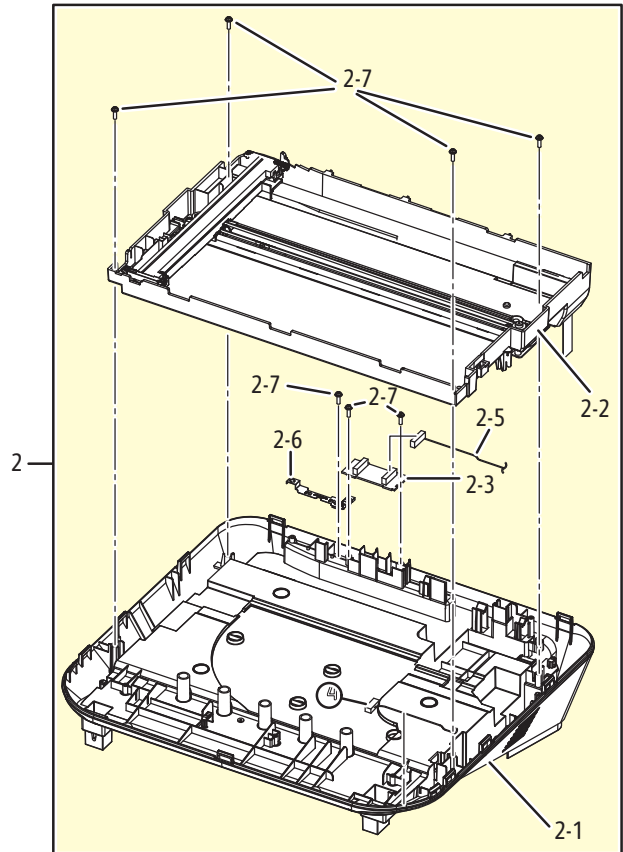
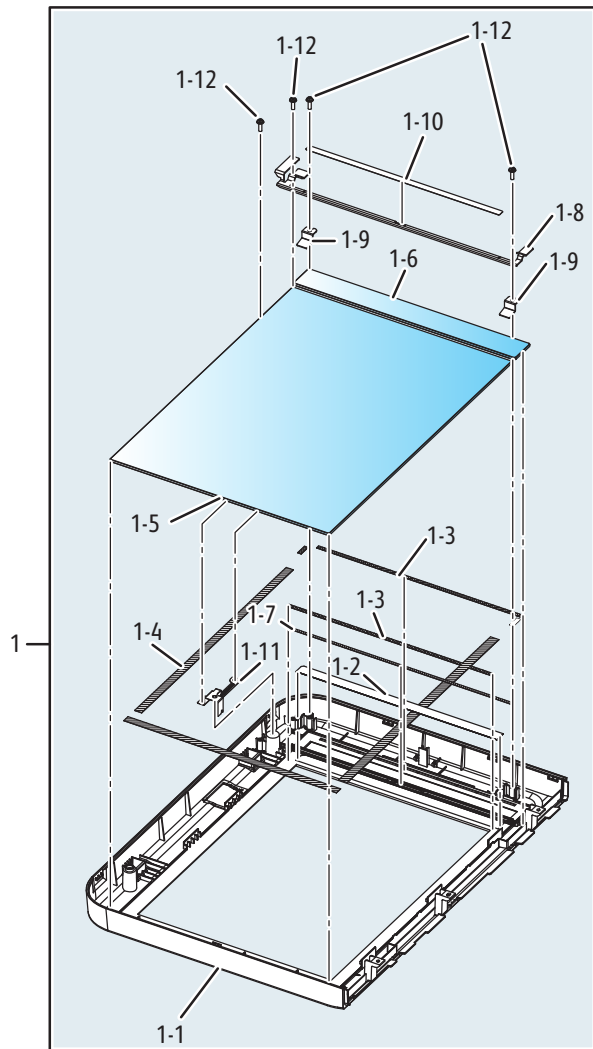
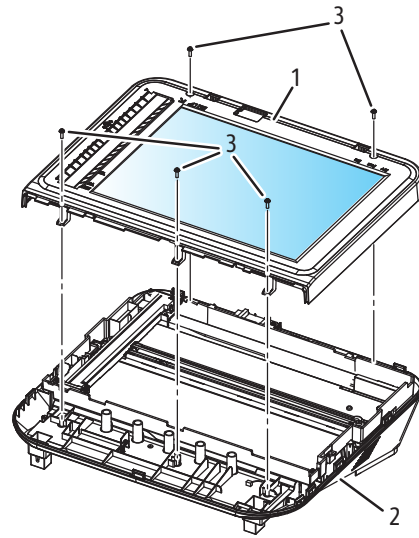
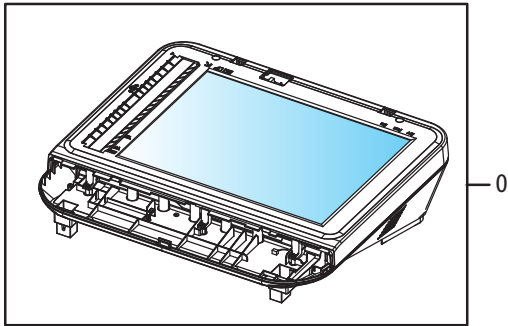
The ADF is listed on PL 7.1, Item #0

53320-029

## Parts List 9.1 WorkCentre 3315 Scanner and ADF

Item	Name	Part Number
0	MFA	
1	Scanner (See PL 9.2.2)	
1.1	Platen	
1.2	Hinge (This is 1 hinge. Left and right hinges are the same)	003N01102
1.3	ADF	
1.4	Connector Cover	
1.5	White Cushion	055N00320
2	Control Panel Assembly	
2.1	Control Panel Cover Outside Inside (110V) Inside (220V)	101N01467 101N01461 101N01462
2.2	Function Key	
2.3	FAX Key	
2.4	Numerical Key	
2.5	Start Key	
2.6	Power Key	
2.7	Power B Key	
2.8	Status Lens	
2.9	OK Key	
2.10	Menu Key	
2.11	Stop Key	
2.12	LCD Cover	
2.13	Control Panel Board	140N63642
2.14	Taptype Screw	
3	LCD Display (3315 & 3325)	123N00264

Parts List 9.2 WorkCentre 3315 Platen

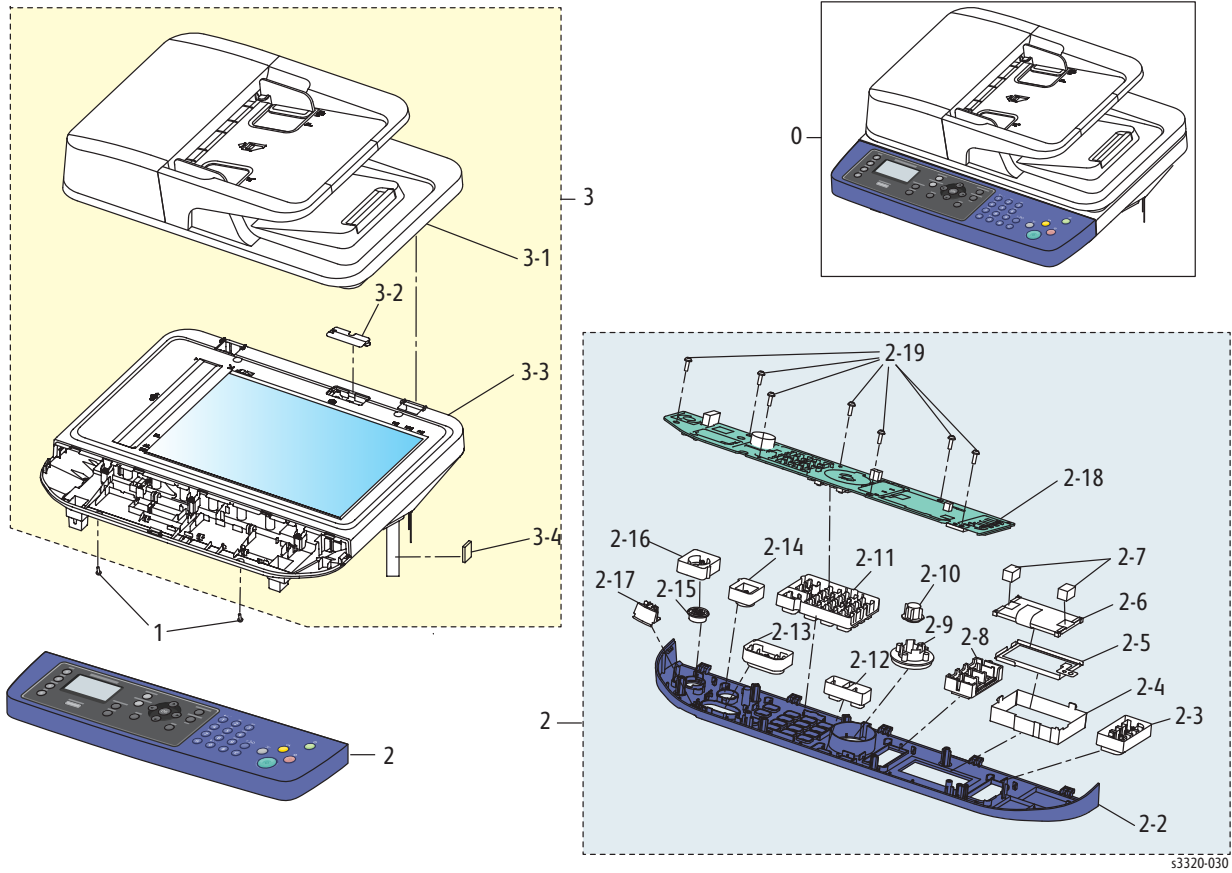


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## Parts List 9.2 WorkCentre 3315 Platen

Item	Name	Part Number
0	Platen	090N00173
1	Upper Platen	090N00171
1.1	Upper Scan Cover	
1.2	Shading Sheet	
1.3	Double Face Tape	
1.4	Double Face Tape	
1.5	Platen Glass	
1.6	ADF Glass	
1.7	Double Face Tape	
1.8	Scan Bracket	
1.9	Glass Holder IPR	
1.10	Glass ADF Sheet	
1.11	Upper Scan Ground	
1.12	Taptype Screw	
2	Lower Platen {Scanner Works}	090N00174
2.1	Lower Scan Cover	
2.2	A4 Middle Platen	090N00172
2.3	ADF PBA (ADF Board)	140N63641
2.4	OPE Harness	
2.5	Joint ADF Harness	
2.6	B Lower Scan Ground	
2.7	Taptype Screw	
3	Taptype Screw	

# Parts List 10.1 WorkCentre 3325 Control Panel

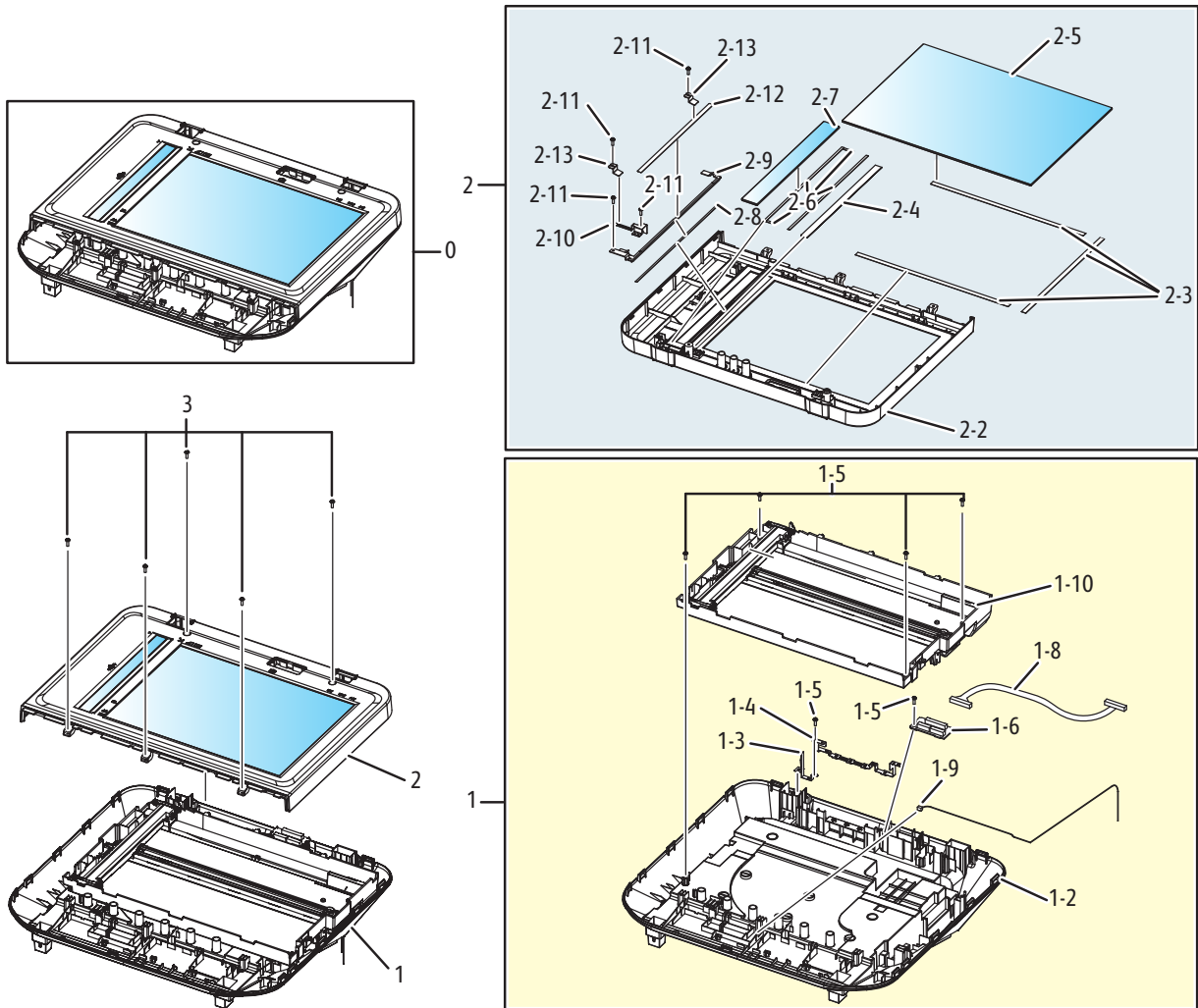




## Parts List 10.1 WorkCentre 3325 Scanner

Item	Name	Part Number
0	MFA	
1	Taptype Screw	
2	Control Panel	
2.2	Control Panel Cover (Outside)	101N01469
	WorkCentre 3325DN Control Panel Cover	
	110V (Inside)	101N01468
	220V (Inside)	002N03065
	WorkCentre 3325DNI Control Panel Cover	
	110V (Inside)	101N01463
	220V (Inside)	101N01464
2.3	Function Key	
2.4	LCD Holder	
2.5	LCD Bracket	
2.6	LCD (3315 & 3325)	123N00264
2.7	LCD Sponge	
2.8	Fax Key	
2.9	Circle Key	
2.10	OK Key	
2.11	Numerical Key	
2.12	Back Key	
2.13	Start Key	
2.14	Stop Key	
2.15	Power Key	
2.16	Power B Key	
2.17	4 Line Status Lens	
2.18	Control Panel Board	140N63634
2.19	Taptype Screw	
3	Scanner	
3.1	DADF	
3.2	Connector Cover	
3.3	Platen	

## Parts List 10.2 WorkCentre 3325 Platen

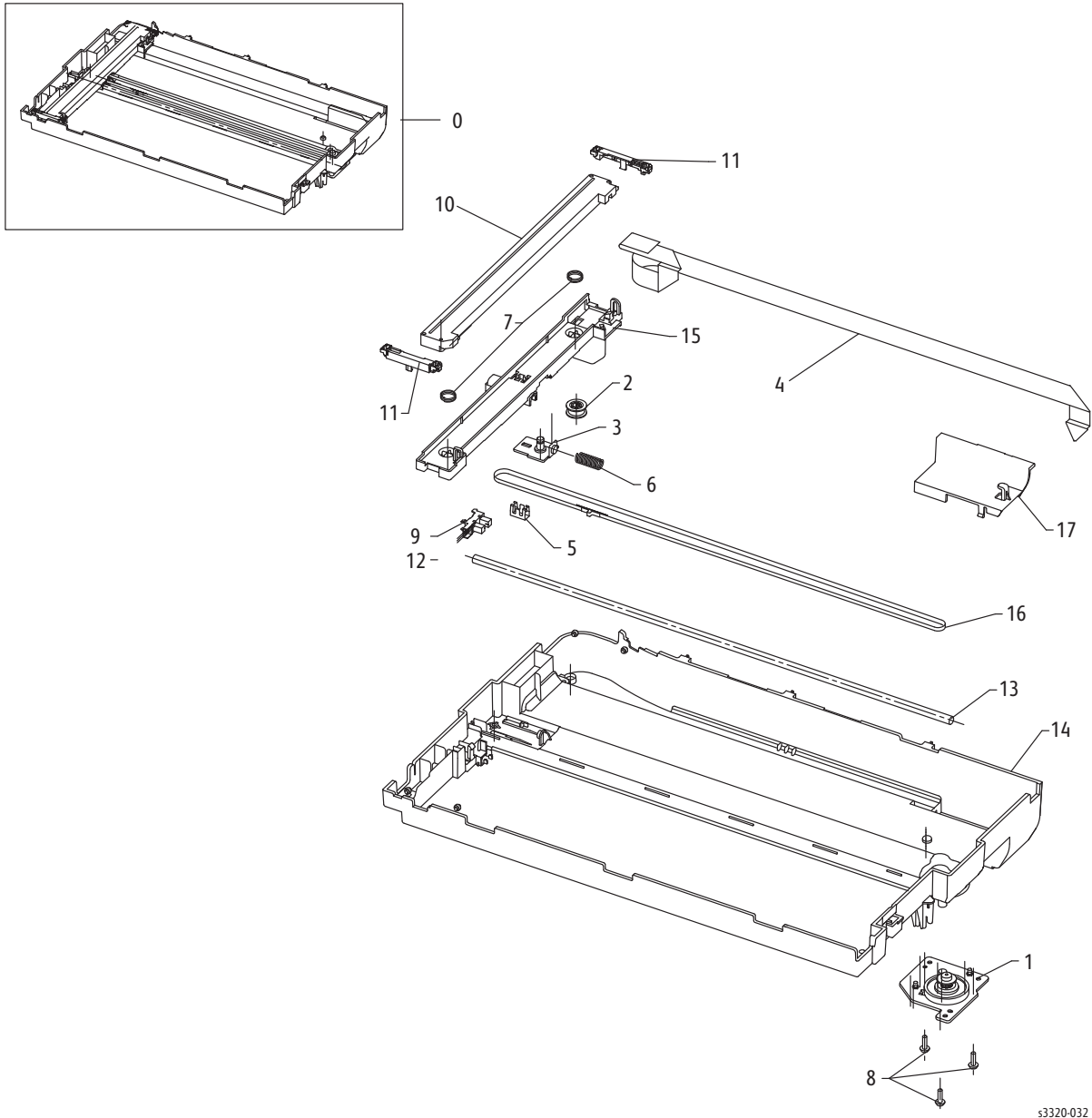


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## Parts List 10.2 WorkCentre 3325 Platen

Item	Name	Part Number
0	Platen	090N00178
1	Lower Platen (Complete 3325 Scanner)	090N00176
1.2	Lower Scan Cover	
1.3	Ground Connection	
1.4	Lower Scan Ground	
1.5	Tap-type Screw	
1.6	Joint PBA (LCD)	
1.8	Joint DADF Harness	
1.9	Control Panel Harness	
1.10	A4 Middle Platen	090N00177
2	Upper Platen	090N00175
2.2	Upper Scan Cover	
2.3	Double Face Tape	
2.4	Shading Sheet	
2.5	Platen Glass	
2.6	Double Face Tape	
2.7	ADF Glass	
2.8	Double Face Tape	
2.9	Scan Bracket	
2.10	Upper Scan Ground	
2.11	Taptype Screw	
2.12	ADF Glass Sheet	
2.13	Glass Holder IPR	
3	Taptype Screw	

# Parts List 11.1 WorkCentre 3315/3325 Middle Platen

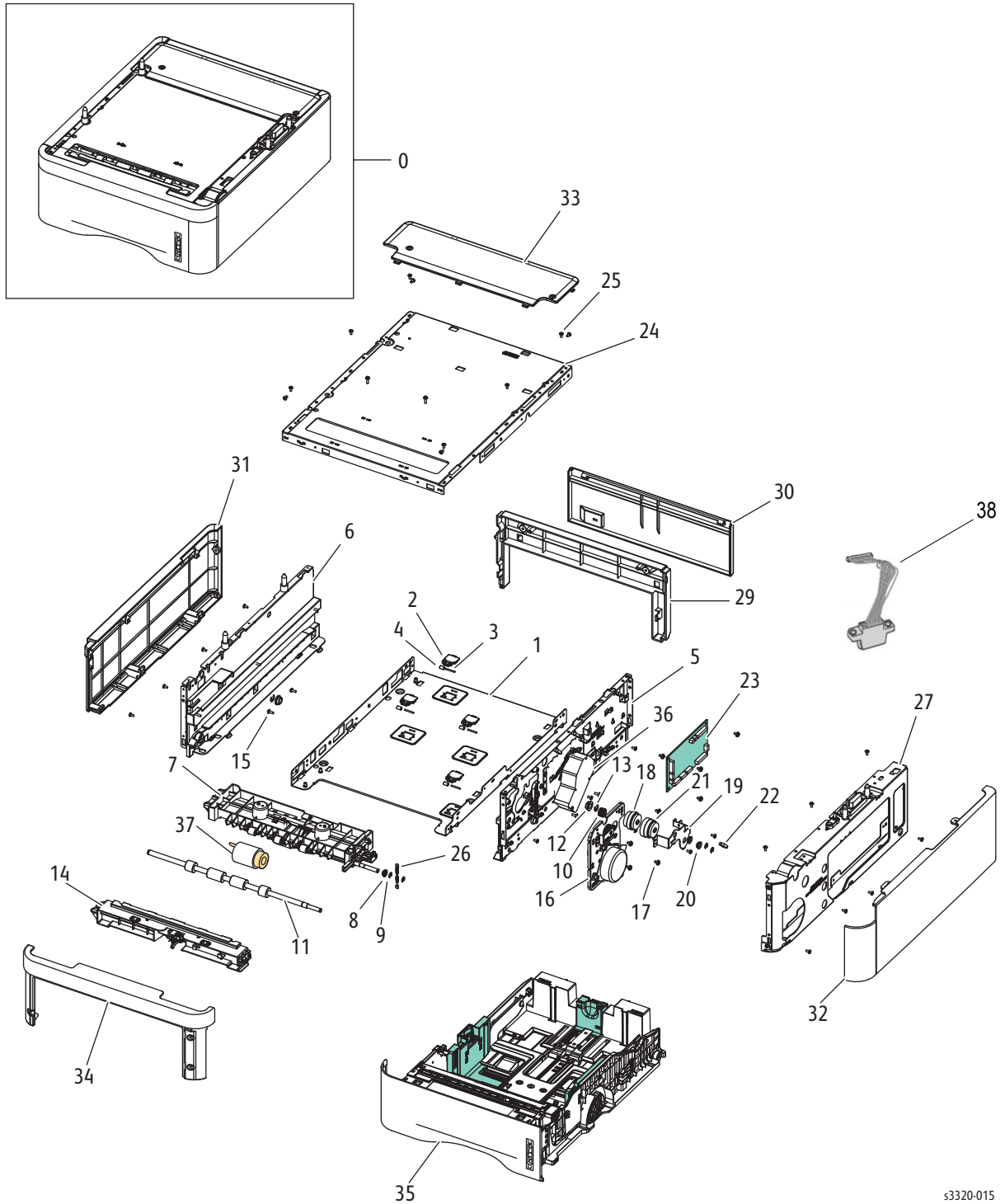


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## Parts List 11.1 WorkCentre 3315/3325 Middle Platen

Item	Name	Part Number
0	Middle Platen 3315 Middle Platen 3325	090N00172 090N00177
1	Scan Drive ELA Unit (Scan Motor)	007N01629
2	M Idle Pulley	
3	Pulley Scan Bracket	
4	Flat Cable	
5	Belt P Clip	
6	CS Spring	
7	CS Spring	
8	Taptype Screw	
9	Home Position Sensor	130N01601
10	Contact Image Sensor (WorkCentre 3315) Contact Image Sensor (WorkCentre 3325)	130N01667 130N01679
11	CIS Guide	
12	Home Scan Harness	
13	Scan Shaft	
14	Lower Scan Frame	
15	CIS Bracket	
16	Gear Timing Belt	007N01704
17	FFC Cover	

## Parts List 12.1 Optional Cassette Tray 2



s3320-015

## Parts List 12.1 Optional Cassette Tray 2

Item	Name	Part Number
0	Optional Tray (Drop Ship to Customer Not Service Part)	497N01412
1	Bottom Frame	
2	Roller CST Holder	
3	F/UP Idle Shaft IEX	
4	Bottom CST Roller	
5	Right Frame ELA Unit	
6	Left Frame ELA Unit	
7	Pick Up Unit A/S Assy	130N01674
8	D6/L4 Bush	
9	E Ring	
10	Up Pick Drv Gear	
11	Regi Roller SCF CSP	
12	8/5 Bush	
13	E (ID5) Ring	
14	Feed Unit Con A/S	
15	Tapping Screw (M3XL8)	
16	Drive Unit A/S Assy	007N01710
17	Hex Screw (M3XL6)	
18	Electric Clutch	121N01219
19	Regi (M) Clutch Brkt SCF CSP	
20	D6/L4 Bush	
21	Electric Clutch	121N01220
22	Cable Clamp	
23	Main SCF PBA A/S Assy (Optional Tray Feeder Board)	140N63640
24	Top Frame	
25	Tapttype Screw (M3XL6)	
26	ES Spring	
27	Dummy Right MEA Unit	
28	Tapping Screw (M3XL8)	
29	Dummy Rear Cover	
30	Cassette Cover	
31	Left Cover CSP	002N03061
32	Right Cover CSP	002N03062
33	Top Dummy Cover CSP	002N03060
34	Front Dummy Cover CSP	002N03063
35	Cassette A/S Assy	050N00647
36	AS Unit Lift	120N00537
37	Unit Pick up Roller	022N02232
38	Option Tray Harness	152N11847

# Xerox Supplies and Accessories

## Consumables and Maintenance Items

Description	Part Number
Fuser 110V	126N00410
Fuser 220V	126N00411
Feed Roller	022N02673
<b>Xerox/North America Print Cartridges</b>	
Phaser 3320 Standard-Capacity	106R02305
Phaser 3320 High-Capacity	106R02307
WorkCentre 3315 Standard-Capacity	106R02309
WorkCentre 3315 High-Capacity	106R02311
WorkCentre 3325 Standard-Capacity	106R02311
WorkCentre 3325 High-Capacity	106R02313
<b>Xerox DMO Print Cartridges</b>	
Phaser 3320 Standard-Capacity	106R02304
Phaser 3320 High-Capacity	106R02306
WorkCentre 3315 Standard-Capacity	106R02308
WorkCentre 3315 High-Capacity	106R02310
WorkCentre 3325 Standard-Capacity	106R02310
WorkCentre 3325 High-Capacity	106R02312

## Options

Description	Part Number
Optional 520-Sheet Paper Tray	497N01412
Memory Upgrade (Sales only)	
WorkCentre 3325	097N01878

## Power Cords

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



# Maintenance

# 6

In this chapter...

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

# 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.



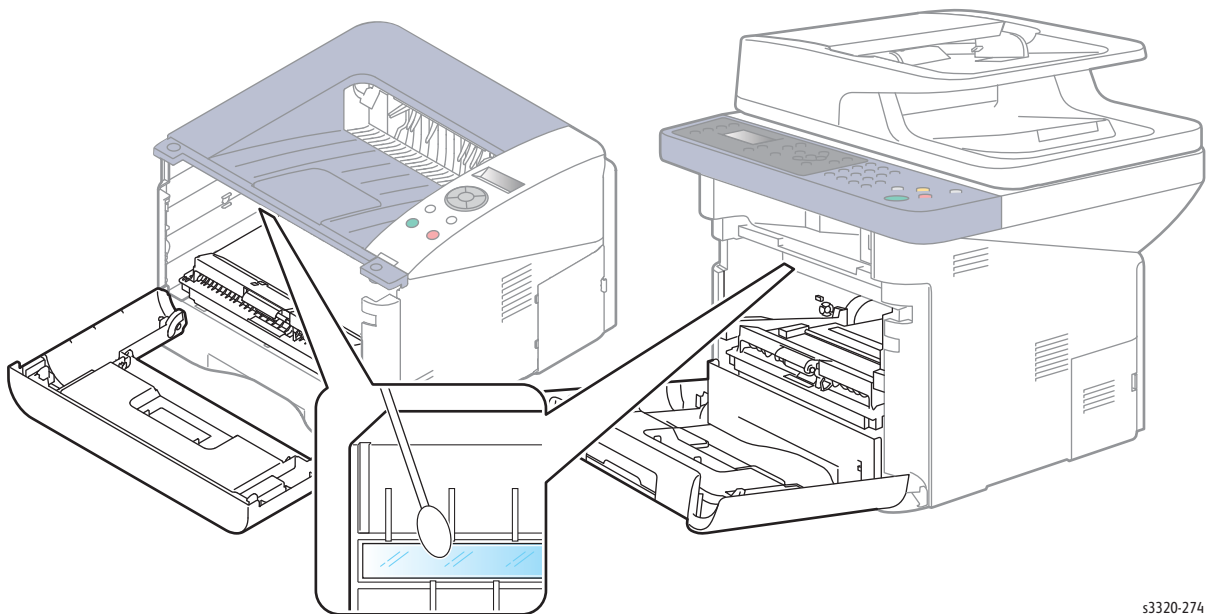
**CAUTION:** Never apply alcohol or other chemicals to any parts of the printer. Never use a damp cloth to clean up toner. If you remove the Imaging Unit, place it in a light-protective bag or otherwise protect it as exposure to light can quickly degrade performance and result in early failure.

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 Print 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 Print Cartridge to light for more than 5 minutes.

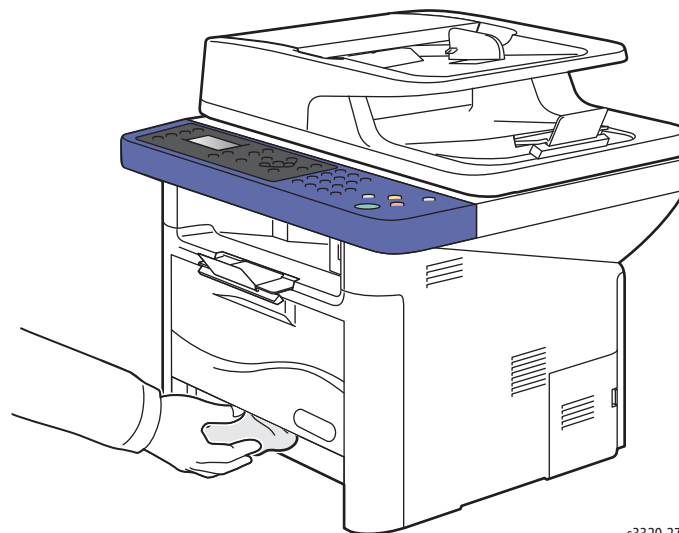
Use a dry, lint-free swab to lean the platen glass and document cover.



s3320-274

## Cleaning the Feed Roll

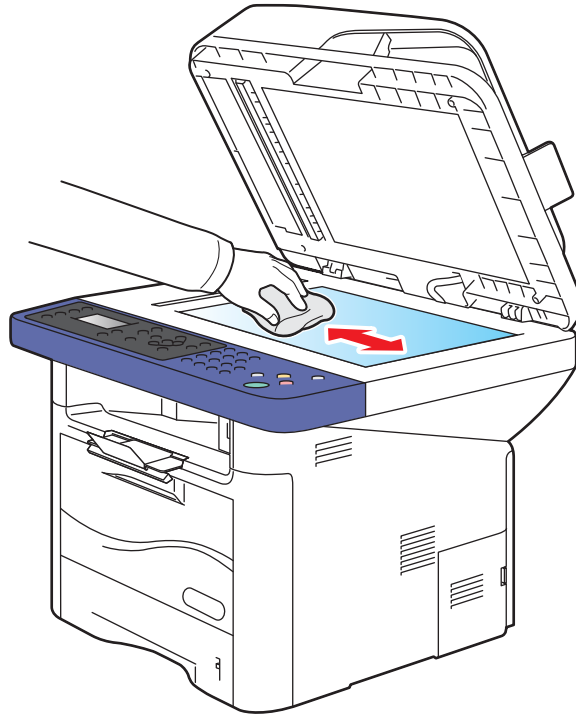
Use a dry, lint-free cloth to lean the Feed Roll.



s3320-275

## Cleaning the Platen and Document Cover

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

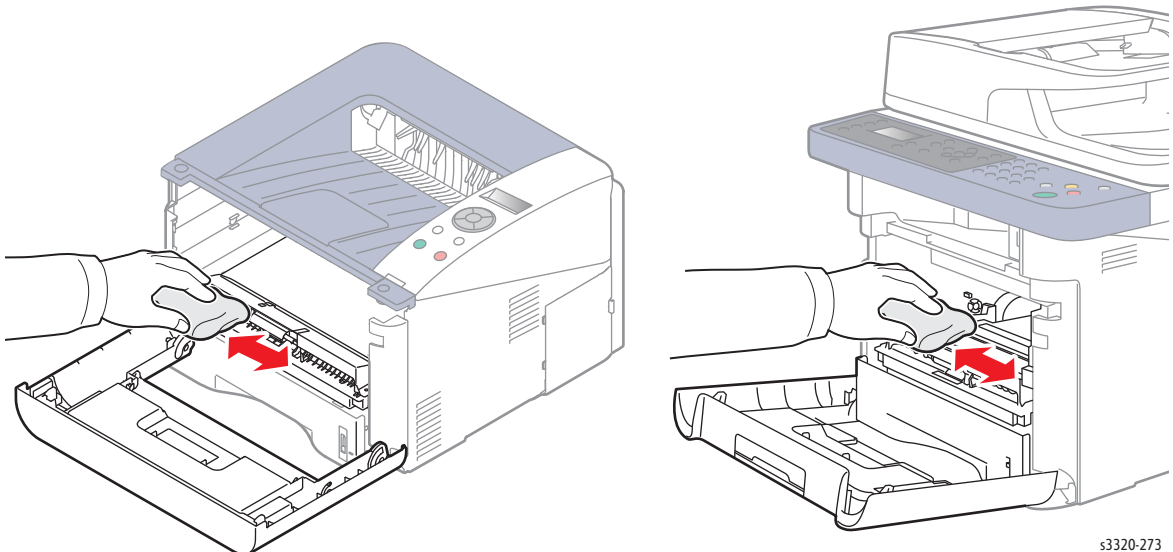


s3320-276

## Cleaning the Interior

**! CAUTION:** Do not touch the OPC drum or expose the Print Cartridge 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 Print Cartridge area. Remove any paper debris from the area.



s3320-273

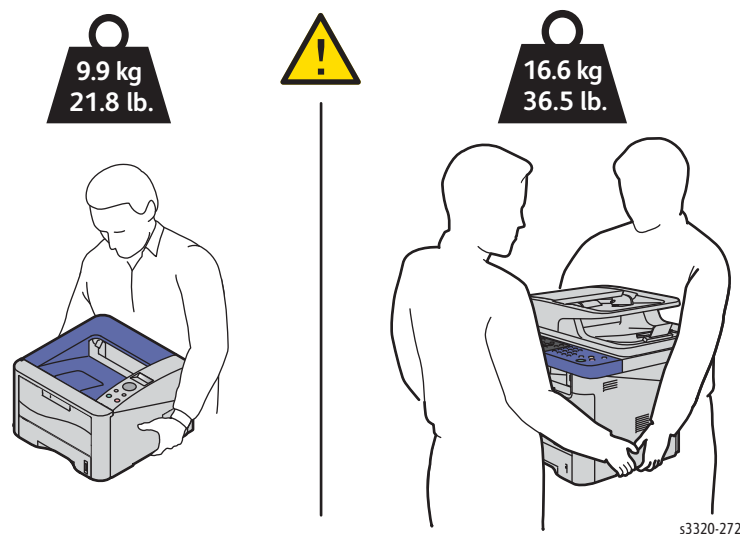
# Moving the Printer

The printer, with toner installed, weighs 11.3 kg (24.9 lb.).

**!** **CAUTION:** When moving the printer over long distances, remove the Print 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, then push in the center paper guide until it stops.
5. Push in the side paper guides until they stop.
6. Place the Bypass Tray inside the printer, on Tray 1.
7. Fold up the Tray 1 Extension to cover the paper feed.
8. Lift and carry the printer as shown in the illustration.

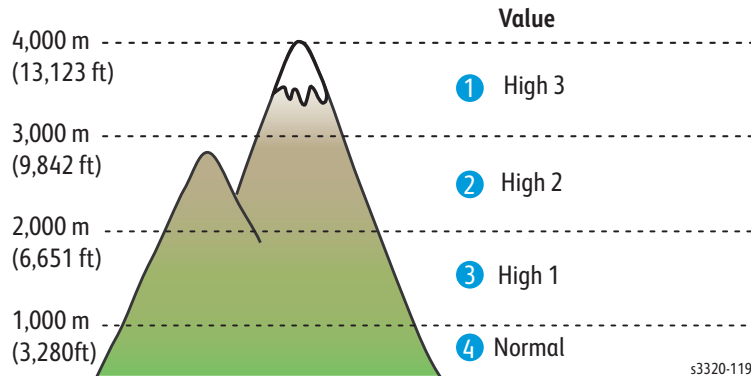


**!** **CAUTION:** Do not tilt the printer more than 10 degrees to the front or back, or left or right. Tilting the printer more than 10 degrees may cause toner spillage.

**!** **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:

1. Press the **Machine Status** button.
2. Use the arrow buttons to select **System Setup**, and then press **OK**.  
*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**.
3. Select **Machine Setup > Altitude Adjustment**.
4. Select the value closest to the altitude of your location and press **OK**.

## Firmware Upgrade Procedure

Upgrade printer firmware using one of two methods:

- Remote using CWIS
- Local using a USB Flash drive

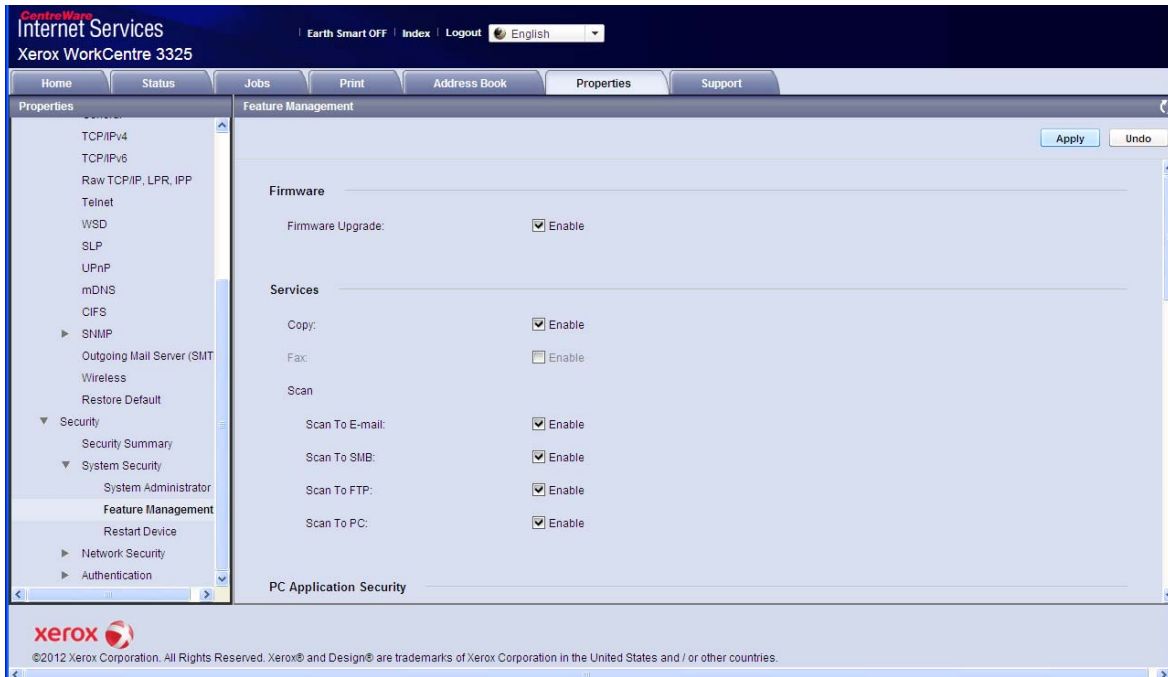
### Remote Upgrade

Use CentreWare Internet Service (CWIS) or CentreWare Web to upgrade a networked printer.

*Note:* CentreWare Web can only be used by the System Administrator.

1. Open Microsoft Internet Explorer.
2. Enter the printer's IP address into the address box and press return.
3. After the CentreWare Services window opens, click on the Properties Tab.
4. Enter the customer's username and password.

- Click on Property > Security > System Security > Feature Management, then check the Firmware Upgrade Enable box.



- Click on the Apply button, then click OK in the Success box.
- Click on the Support Tab, then click the Upgrade Wizard button.



- In the Firmware Upgrade window, select Browse.
- Browse to the location of the firmware file, then select the file.

10. Select install Software. The firmware file is transmitted to the printer. The printer automatically initializes after the upgrade is complete.
11. Check the firmware version level to confirm the upgrade was successful.
12. After the upgrade is complete, uncheck the Firmware Upgrade Enable box to maintain printer security.

**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 Add. The firmware file is added to the print list.
6. Select done. The print list is displayed.
7. Select the firmware file to be downloaded to the printer, then press OK to start the download. Upgrade progress is displayed on the Control Panel. The printer reboots after the firmware is downloaded.
8. Check the firmware version level to confirm the upgrade was successful.



# Wiring

# 7

In this chapter...

- [Printer Plug/Jack Designations](#)
- [Phaser 3320 Plug/Jack Locations](#)
- [WorkCentre 3315/3325 Plug/Jack Locations](#)
- [Wiring Diagrams](#)
- [Phaser 3320 Wiring Diagrams](#)
- [WorkCentre 3315 Wiring Diagrams](#)
- [WorkCentre 3325 Wiring Diagrams](#)

# Printer Plug/Jack Designations

This chapter contains the plug/jack designators, locator diagrams, and wiring 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.

1. Locate the P/J connector designator in the first column of the table.
2. With this information, go to the map listed in the Map column.
3. Use the coordinates to locate the connection indicated on the map by its P/J designation number.
4. The Remarks column provides a brief description of each connection.

## Phaser 3320 Plug/Jack Designators

### Phaser 3320 Plug and Jack Designators

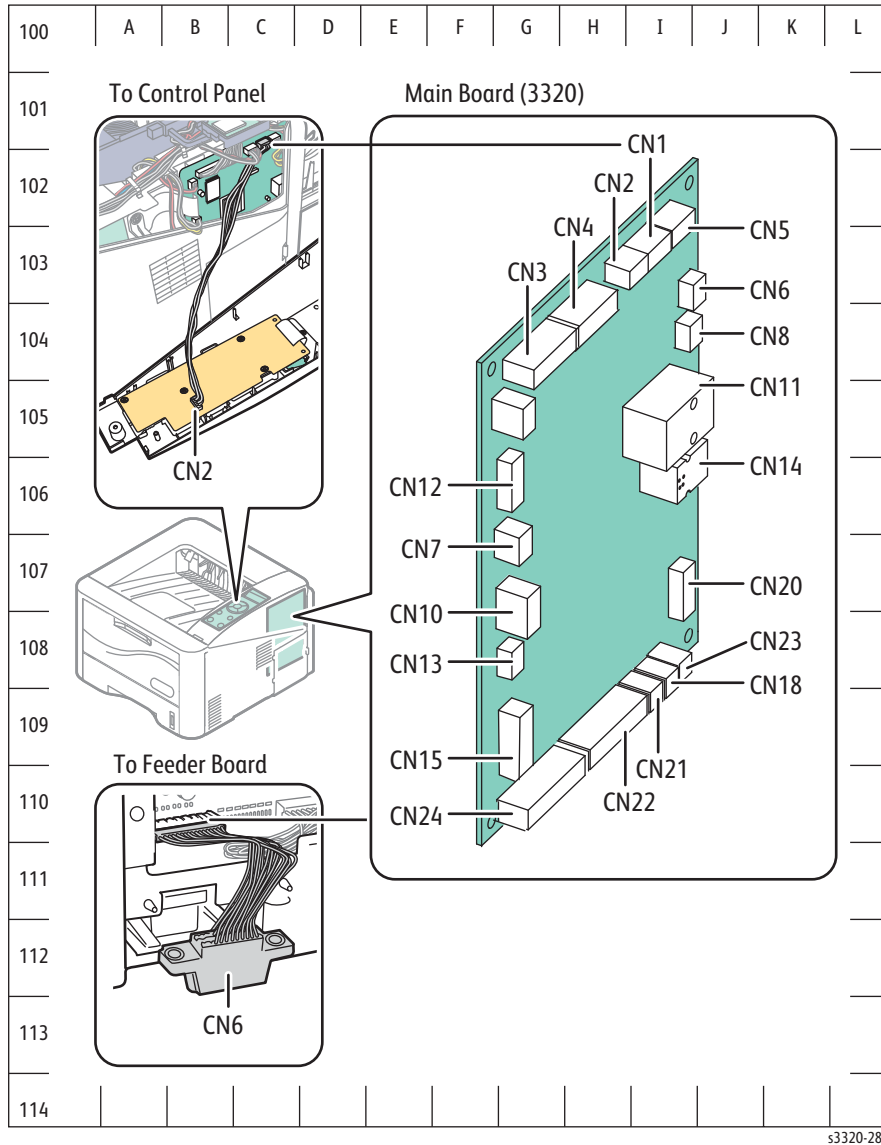
P/J	Map	Coordinates	Remarks
CN1	4	A-106	HVPS to Main Board
CON1	4	H-113	LVPS to AC Inlet
CN1	3	I-102	Laser Unit to Main Board
CN1	3	C-102	Main Motor to Control Panel
CN1	1	I-103	Main Board to Control Panel
CN1	2	G-107	Optional Tray Feeder Board to interim connector P/J6 to Main Board
CN2	1	H-103	Main Board to Wireless Board
CN2	1	B-105	Control Panel Board to Main Board
CN2	3	K-102	Laser Unit to Main Board
CON2	4	H-111	LVPS to Fuser
CON3	4	A-113	LVPS to Main Board
CN3	1	G-104	Main Board to HVPS
CN4	1	H-104	Main Board to Feed, Registration, and Paper Empty Sensors
CON4	4	A-112	LVPS to Main Board
CN5	1	I-102	Main Board to CRUM
CN6	1	J-103	Main Board to P/J30 to Fuser
CN6	1	B-112	Interim Connector Main Board to Feeder Board
CN7	1	G-107	Main Board to Laser
CN8	1	I-104	Main Board to Exit/Bin Full Sensor and Cover Interlock Switch
CN10	1	G-107	Main Board to Bypass Tray Clutch and Bypass Tray Paper Empty Sensor
CN11	1	I-105	Main Board to ENET Port
CN12	1	G-106	Main Board to Main Fan
CN13	1	F-108	Main Board to LVPS
CN14	1	I-106	Main Board to USB Port
CN15	1	F-109	Main Board to LVPS
CN18	1	I-108	Main Board to Thermostat

## Phaser 3320 Plug and Jack Designators (Continued)

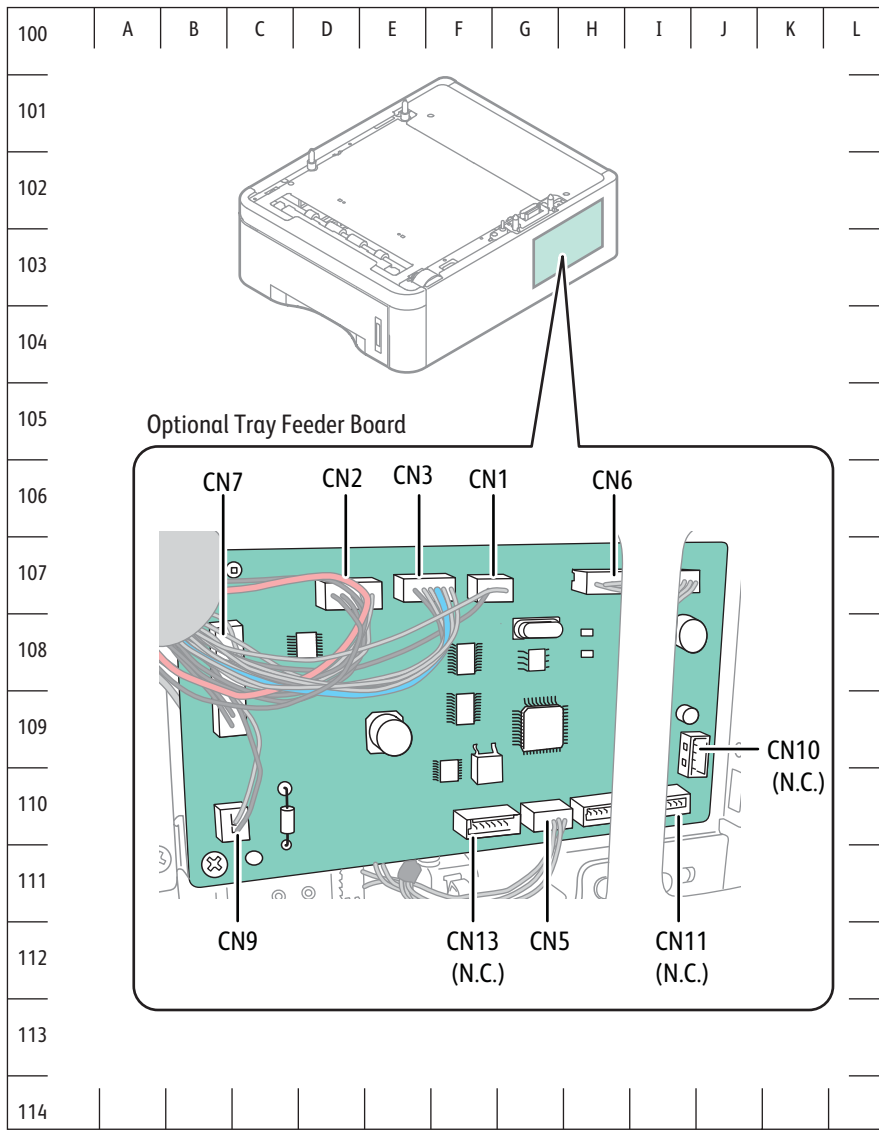
P/J	Map	Coordinates	Remarks
CN20	1	I-107	Not connected
CN21	1	H-108	Main Board to LVPS Fan
CN22	1	H-109	Main Board to Main Motor and Pickup and Registration Clutches
CN23	1	I-108	Main Board to Paper Exit Sensor
CN24	1	G-110	Main Board to Optional Tray Feeder Board
P/J30	4	I-107	Fuser to LVPS
P/J31	3	C-113	Pickup Clutch to Main Board
P/J32	3	A-110	Registration Clutch to Main Board
P/J33	3	C-107	Bypass Tray Clutch to Main Board
P/J34	3	K-107	Bypass Tray Paper Empty Sensor to Main Board
P/J35	4	I-108	Paper Exit Sensor to Main Board
P/J36	3	J-107	Paper Empty Sensor to Main Board
P/J37	3	I-107	Registration Sensor to Main Board
P/J38	3	I-107	Feed Sensor to Main Board
P/J39	3	G-105	Exit/Bin Full Sensor to Main Board
P/J221	4	C-103	Wireless Board to Main Board

## Phaser 3320 Plug/Jack Locations

### Map 1 - Phaser 3320 Main Board

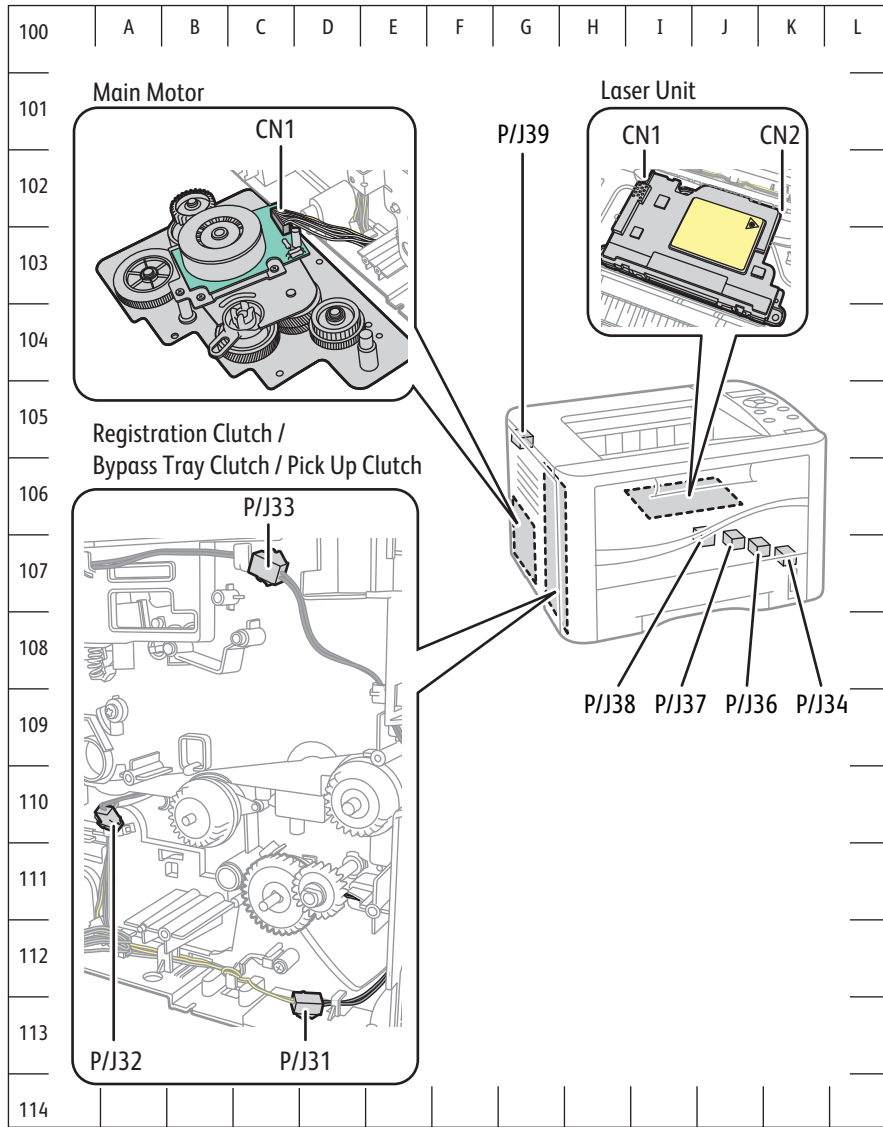


## Map 2 - Phaser 3320 Optional Tray Feeder Board



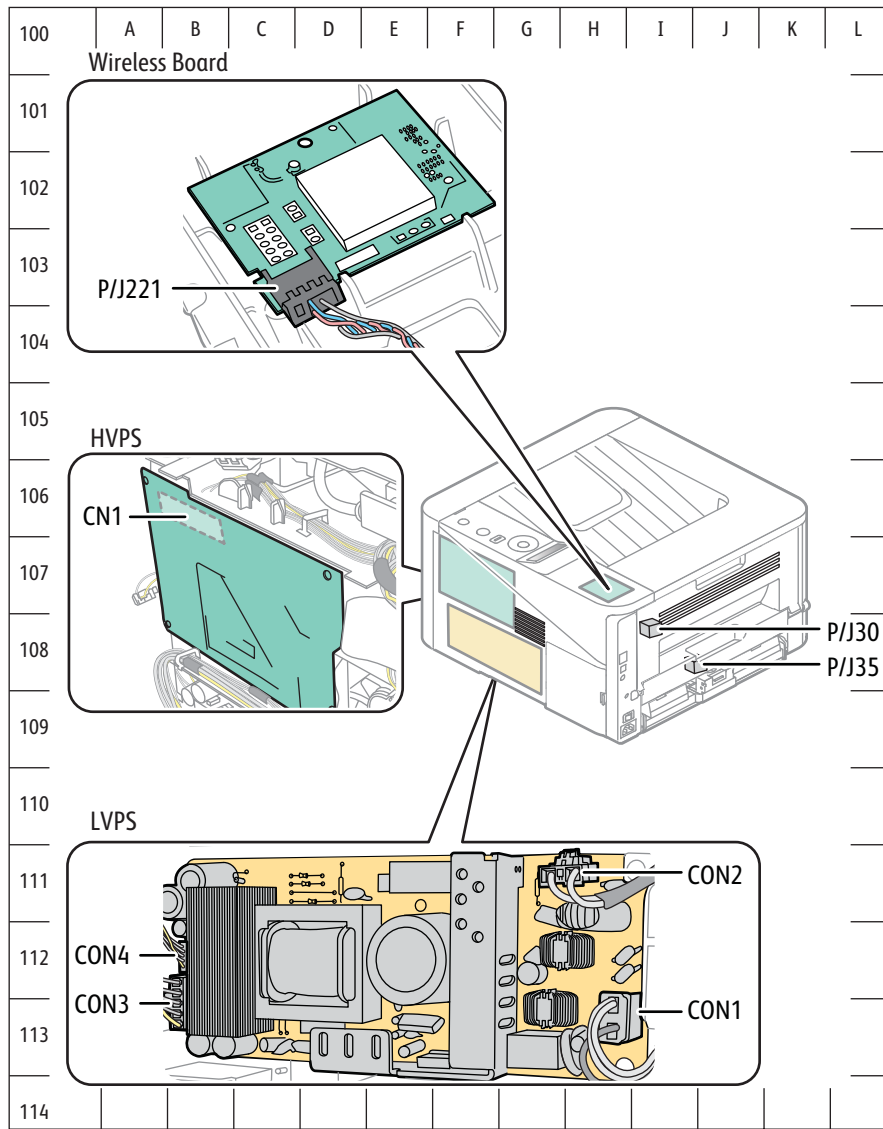
s3320-284

Map 3 - Phaser 3320 Drive



s3320-285

Map 4 - Phaser 3320 Power



s3320-286

## WorkCentre 3315/3325 Plug/Jack Designators

### WorkCentre 3315/3325 Plug/Jack Designators

P/J	Map	Coordinates	Description
P/J1	5	D-102	ADF Motor to Scanner Board
CN1	6	C-111	Control Panel Board to Scanner Home Sensor
CN1	7	G-107	Optional Feeder Board to Main Board, through P/J6
CN1	4	A-106	HVPS to Main Board
CN1	3	I-102	Laser Unit to Main Board
CON1	4	H-113	LVPS to AC Inlet
P/J1	6	I-109	Scan Motor to Main Board
CN1	6	F-102	Scanner Board to Main Board
CN2	6	H-112	Control Panel Board to Main Board
CON2	4	H-111	LVPS to Fuser
CN2	6	F-101	Scanner Board to ADF Motor, ADF Position Sensor, and ADF Open Sensor
CN2	2	I-110	3325 Main Board to USB Port
CN3	6	K-102	ADF Cover Open Sensor to Scanner Board
CN3	2	I-109	3325 Main Board to Ethernet Port
CON3	4	A-113	LVPS to Main Board
CN3	1	I-108	3315 Main Board to Scanner Board
P/J4	6	A-111	Control Panel Board to LCD
CON4	4	B-112	LVPS to Main Board
CN4	1	I-109	3315 Main Board to Scan Motor
CN4	2	I-111	3325 Main Board to Thermostat
CN5	1	H-107	3315 Main Board to Control Panel
CN5	2	F-107	3325 Main Board to Wireless Board
CN6	1	H-106	3315 Main Board to Exit/Bin Full Sensor and Cover Interlock Switch
CN7	1	H-109	3315 Main Board to Ethernet Port
CN7	2	F-106	3325 Main Board to USB Port (front)
CN8	1	G-110	3315 Main Board to Optional Tray Feeder Board, through interim P/J6
CN8	2	G-106	3325 Main Board to HVPS
CN9	1	F-106	3315 Main Board to Modem Board
CN9	2	I-106	3325 Main Board to Fuser
CN10	1	I-106	3315 Main Board to Fuser
CN10	2	F-109	3325 Main Board to LVPS
CN11	1	H-111	3315 Main Board to LVPS Fan, through interim P/J40
CN12	1	F-107	3315 Main Board to Main Fan
CN12	2	I-110	3325 Main Board to DC Jack
CN13	1	F-108	3315 Main Board to Bypass Tray Clutch and Bypass Tray Sensor
CN13	2	H-111	3325 Main Board to Exit Sensor
CN14	1	G-111	3315 Main Board to Main Motor, Pick Up Clutch, Registration Clutch
CN14	2	H-106	3325 Main Board to Feed, Registration, and Paper Empty Sensors
CN15	1	I-111	3315 Main Board to Thermostat
CN15	2	H-106	3325 Main Board to Exit/Bin Full Sensor and Cover Interlock Switch
CN16	1	G-107	3315 Main Board to HVPS

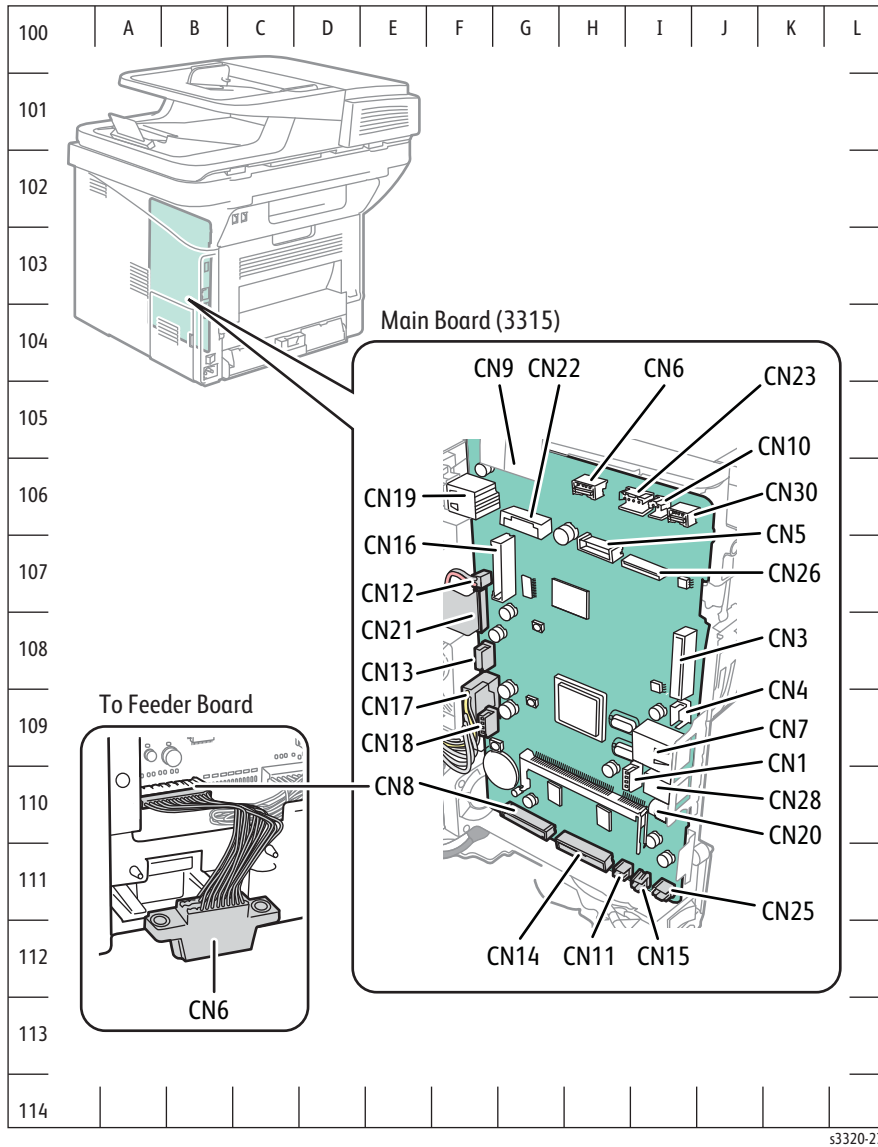


**WorkCentre 3315/3325 Plug/Jack Designators (Continued)**

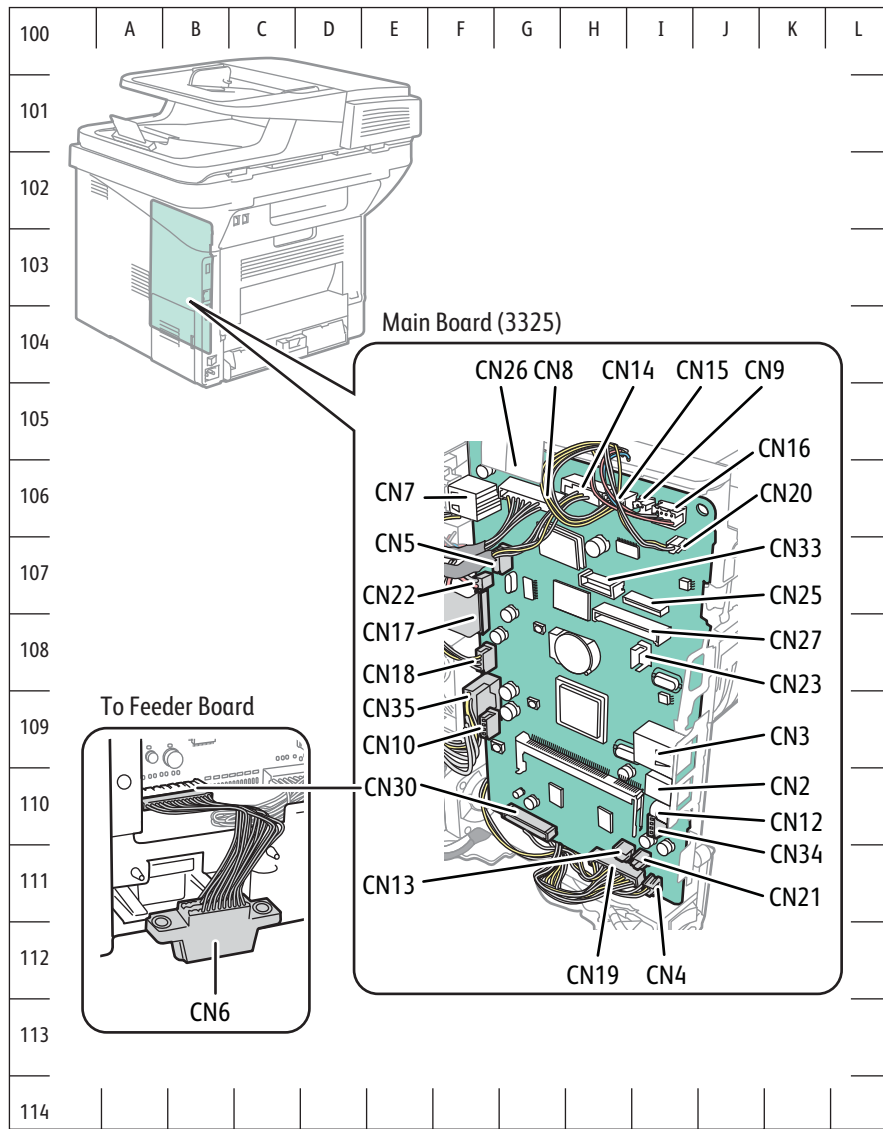
<b>P/J</b>	<b>Map</b>	<b>Coordinates</b>	<b>Description</b>
CN16	2	I-106	3325 Main Board to CRUM
CN17	1	F-109	3315 Main Board to LVPS
CN17	2	F-108	3325 Main Board to Laser Unit
CN18	1	F-109	3315 Main Board to LVPS
CN18	2	F-108	3325 Main Board to Bypass Tray Clutch and Bypass Tray Sensor
CN19	1	F-106	3315 Main Board to USB Port (front)
CN19	2	H-111	3325 Main Board to Main Motor, Pick Up Clutch, Registration Clutch
CN20	1	I-110	3315 Main Board to DC Jack
CN20	2	I-106	3325 Main Board to Mid Fan
CN21	1	F-108	3315 Main Board to Laser Unit
CN21	2	H-111	3325 Main Board to LVPS Fan
CN22	1	G-107	3315 Main Board to Feed, Registration, and Paper Empty Sensors
CN22	2	F-107	3325 Main Board to Main Fan
CN23	1	I-106	3315 Main Board to CRUM
CN23	2	I-108	3325 Main Board to Scan Motor
CN24	2	Not shown	3325 Main Board to Erase Lamp
CN25	1	I-111	3315 Main Board to Paper Exit Sensor
CN25	2	I-107	3325 Main Board to CIS
CN26	2	F-105	3325 Main Board to Modem Board
CN27	2	H-107	3325 Main Board to Scanner Board
CN28	1	I-110	3315 Main Board to USB Port (rear)
CN30	2	G-110	3325 Main Board to Optional Feeder Board
P/J30	4	H-108	Fuser to LVPS
P/J31	3	C-113	Pickup Clutch to Main Board
CN30	1	I-106	3315 Main Board to Mid Fan
P/J32	3	A-110	Registration Clutch to Main Board
CN33	2	H-107	3325 Main Board to Control Panel
P/J33	3	C-107	Bypass Tray Clutch to Main Board
CN34	2	H-111	3325 Main Board to No Connection
P/J34	3	J-108	Bypass Tray Sensor to Main Board
CN35	2	F-109	3325 Main Board to LVPS (CON3)
P/J36	3	J-108	Paper Empty Sensor to Main Board
P/J37	3	I-108	Registration Sensor to Main Board
P/J38	3	H-108	Feed Sensor to Main Board
P/J42	5	C-101	ADF Paper Position Sensor to Scanner Board (CN2)
P/J43	5	E-101	ADF Cover Open Sensor and Paper Position Sensor to Scanner Board
P/J44	6	B-103	Scanner Home Sensor to Control Panel Board (CN1)
P/J45	5	B-107	DADF Paper Detect Sensor to DADF Board (CN5)
P/J46	5	J-108	DADF Cover Open Sensor to DADF Board (CN5)
P/J47	5	C-109	DADF Paper Position Sensor to DADF Board (CN1)
P/J48	5	C-108	DADF Paper Registration Sensor to DADF Board (CN1)
P/J49	5	H-108	DADF Registration Solenoid to DADF Board (CN8)
P/J50	5	G-108	DADF Motor to DADF Board (CN9)

## WorkCentre 3315/3325 Plug/Jack Locations

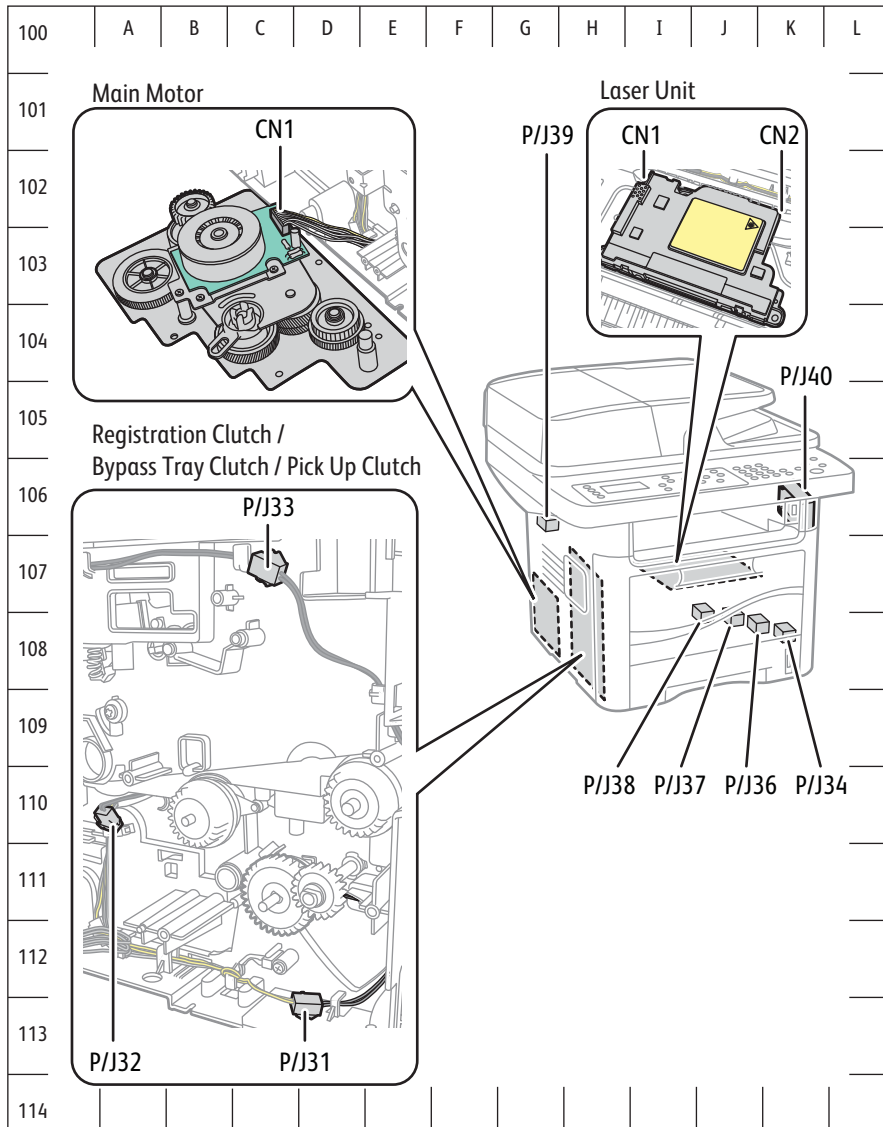
### Map 1 - WorkCentre 3315 Main Board



## Map 2 - WorkCentre 3325 Main Board

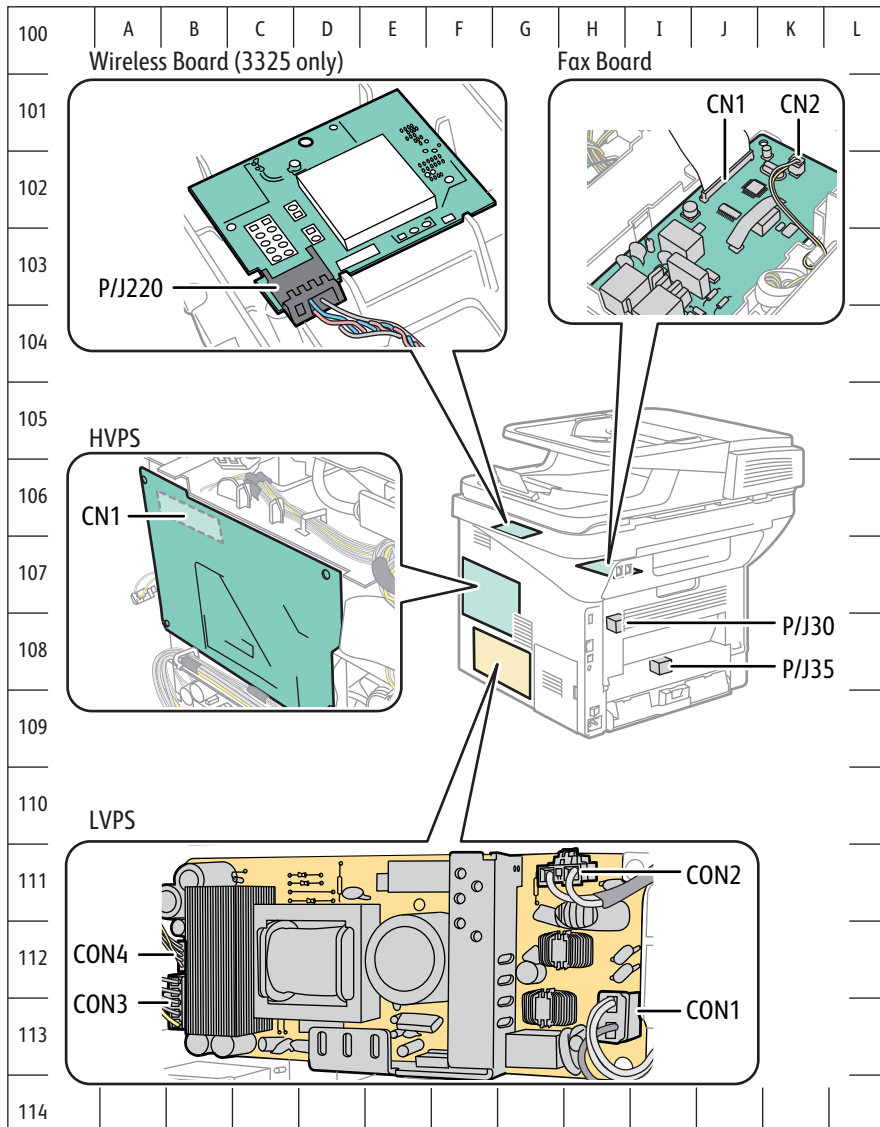


### Map 3 - WorkCentre 3315/3325 Drive



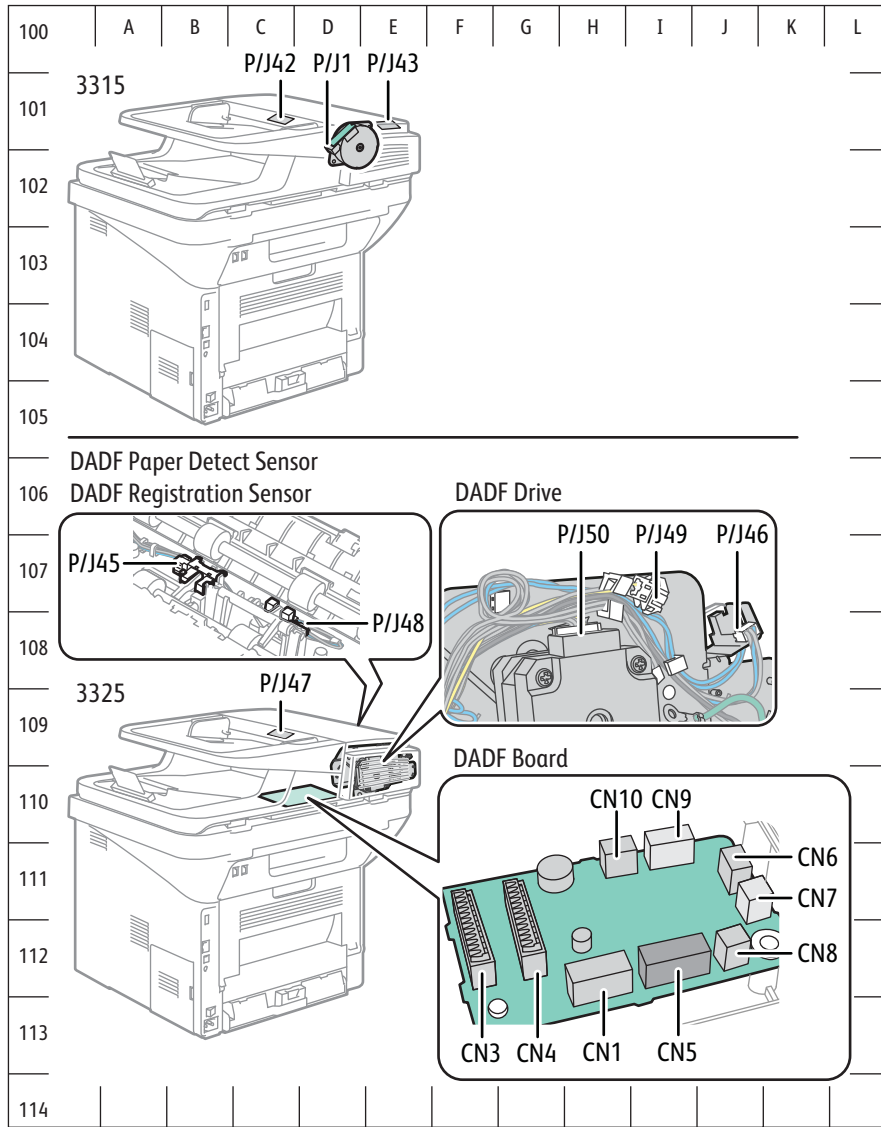
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Map 4 - WorkCentre 3315/3325 Power



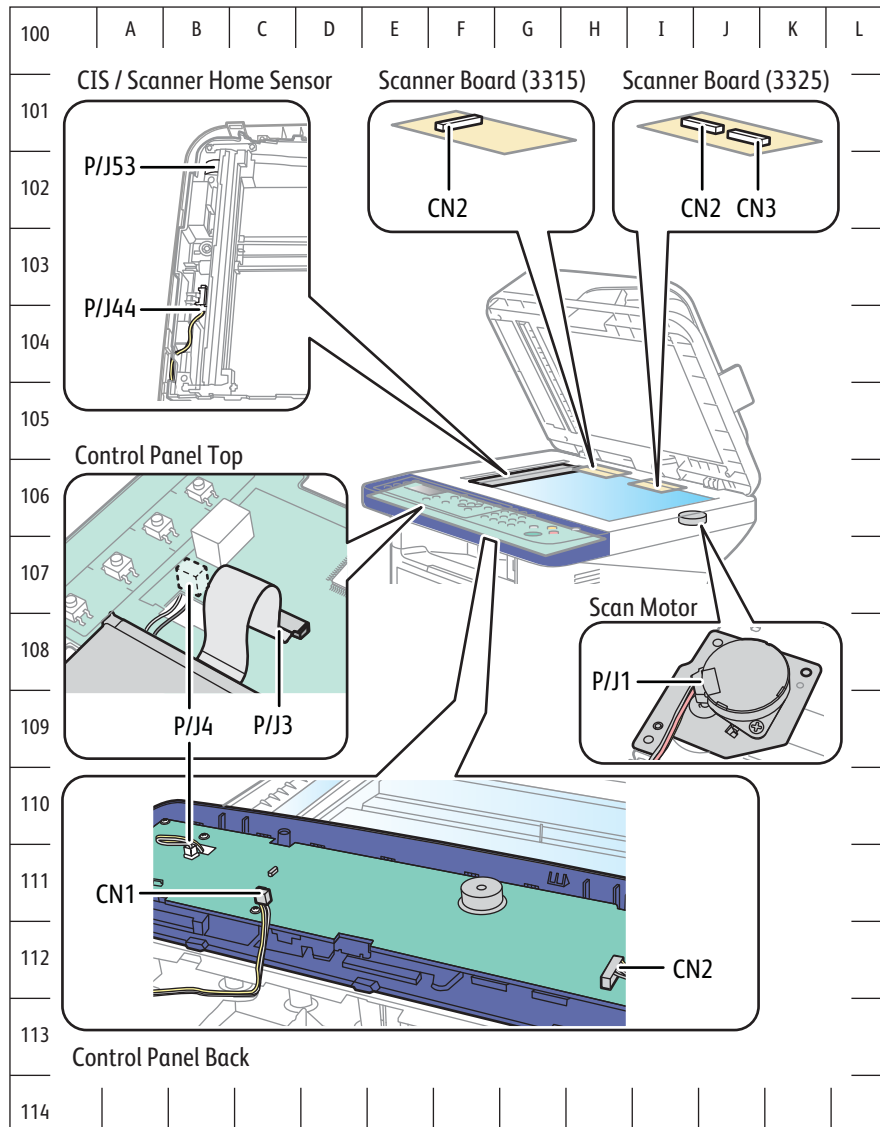
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Map 5 - WorkCentre 3315 ADF / 3325 DADF



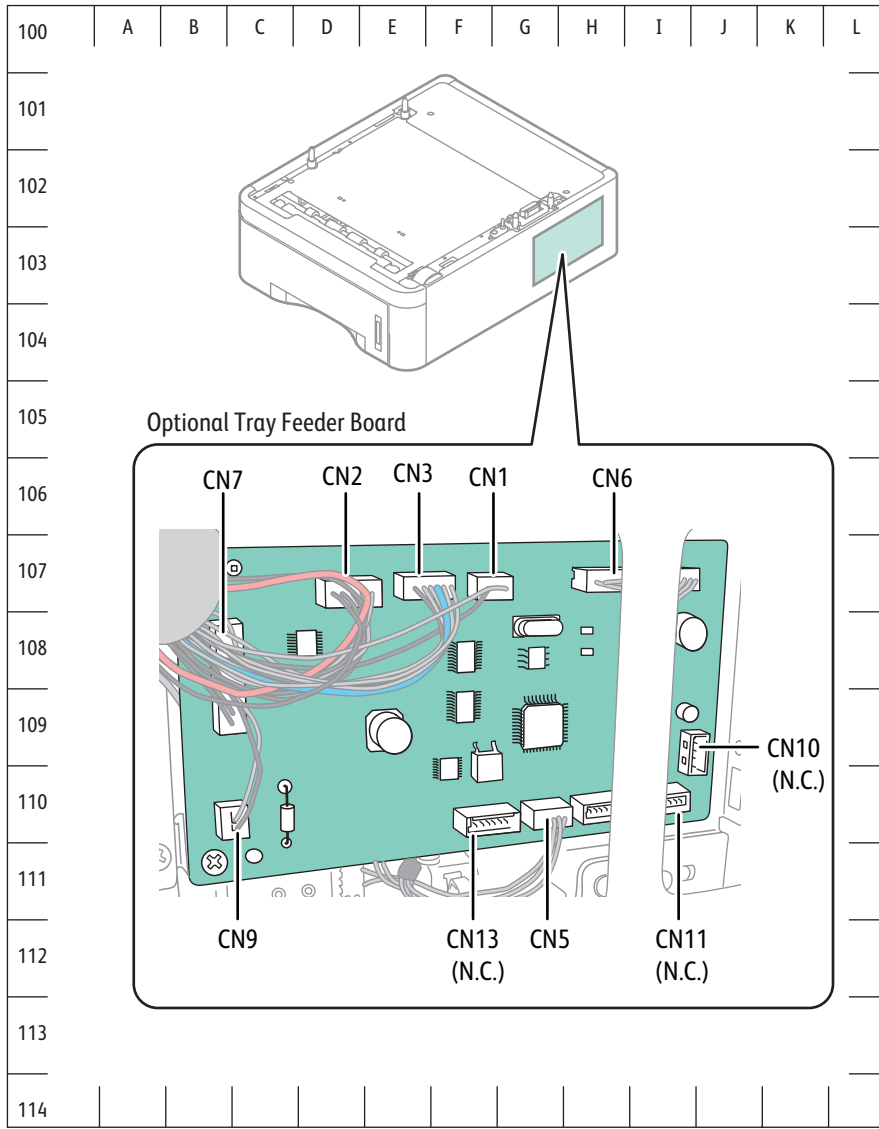
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## Map 6 - WorkCentre 3315/3325 Scanner and Control Panel



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### Map 7 - WorkCentre 3315/3325 Optional Tray Feeder Board




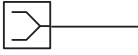


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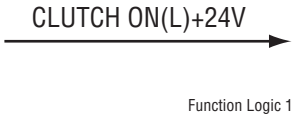
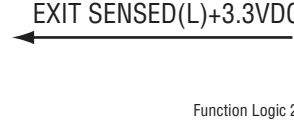

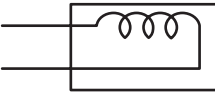
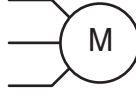
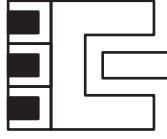







# Wiring Diagrams

## Notations Used in the Wiring Diagrams

The following table lists the symbols used in the wiring diagrams.

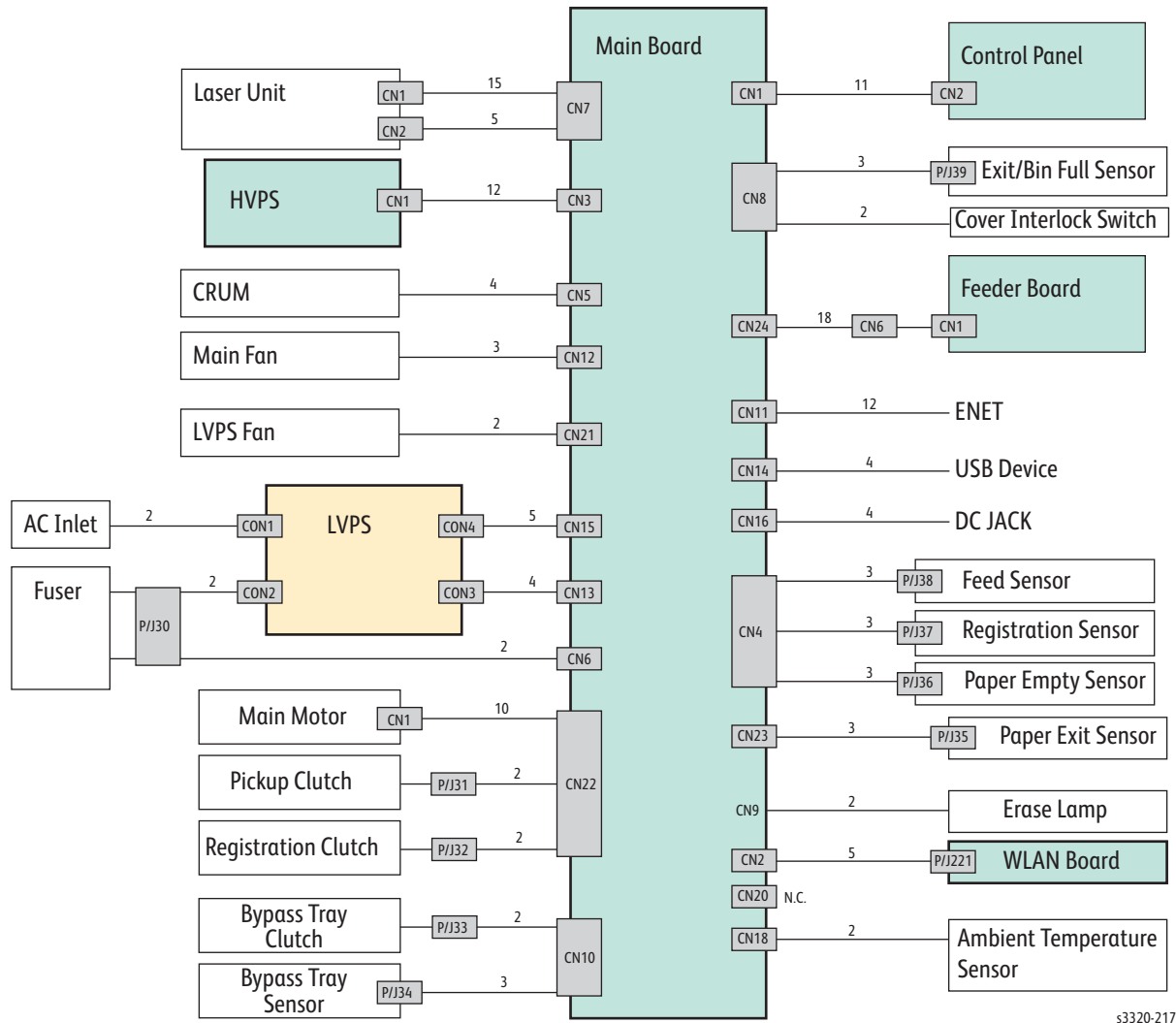
Symbol	Description
 <p style="text-align: center;">Plug</p>	Denotes a Plug.
 <p style="text-align: center;">Jack</p>	Denotes a Jack.
<p style="text-align: center;">P/Jxx</p>  <p style="text-align: center;">Plug and Jack</p>	Denotes Pin yy and Jack yy of the connector Pxx and Jxx.
<p style="text-align: center;">JPxxx</p>  <p style="text-align: center;">Jumper</p>	Denotes a Jumper Point (JPxxx/xxx). Each end of the Jumper connection has a numeric designation.
<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> <p>Fuser PL X.Y.Z</p> </div> <p style="text-align: center;">Subassembly 1</p>	Denotes the parts. PL X.Y.Z implies the item "Z" of plate (PL) "X.Y" in Parts List.
<div style="border: 1px dashed black; padding: 5px; width: fit-content; margin: 0 auto;"> <p>Heater</p> </div> <p style="text-align: center;">Subassembly 2</p>	Denotes functional parts attached with functional parts name.
<div style="border: 1px dashed black; padding: 5px; width: fit-content; margin: 0 auto;"> <p>Control</p> </div> <p style="text-align: center;">Subassembly 3</p>	Denotes the control and its outline in the Board.

Symbol	Description
	<p>Denotes a connection between parts with harness or wires, attached with signal name/contents.</p>
	<p>Denotes function, and logic value of the signal to operate the function (Low: L, High: H). The given voltage is for signal in high status. The arrow indicates the direction of signal.</p>
	<p>Denotes function, and logic value of the signal when the function operated (Low: L, High: H). The given voltage is for signal in high status. The arrow indicates the direction of signal.</p>
	<p>Denotes a connection between wires.</p>
	<p>Denotes a Clutch or Solenoid.</p>
	<p>Denotes a Motor.</p>
	<p>Denotes a Photo Sensor.</p>
	<p>Denotes an LED.</p>
	<p>Denotes a Safety Interlock Switch.</p>

Symbol	Description
 <p>On Off Switch</p>	Denotes an On-Off Switch (single-pole, single-throw switch).
 <p>Temperature Switch</p>	Denotes an On-Off Switch (Temperature - normally close).
	Denotes an NPN Photo-transistor.
I/L +24 VDC	Denotes DC voltage when the Interlock Switch in MCU Board turns On.
+5 VDC	Denotes DC voltage.
+3.3 VDC	
SG	Denotes signal ground.
AG	Denotes analog ground.
RTN	Denotes return.

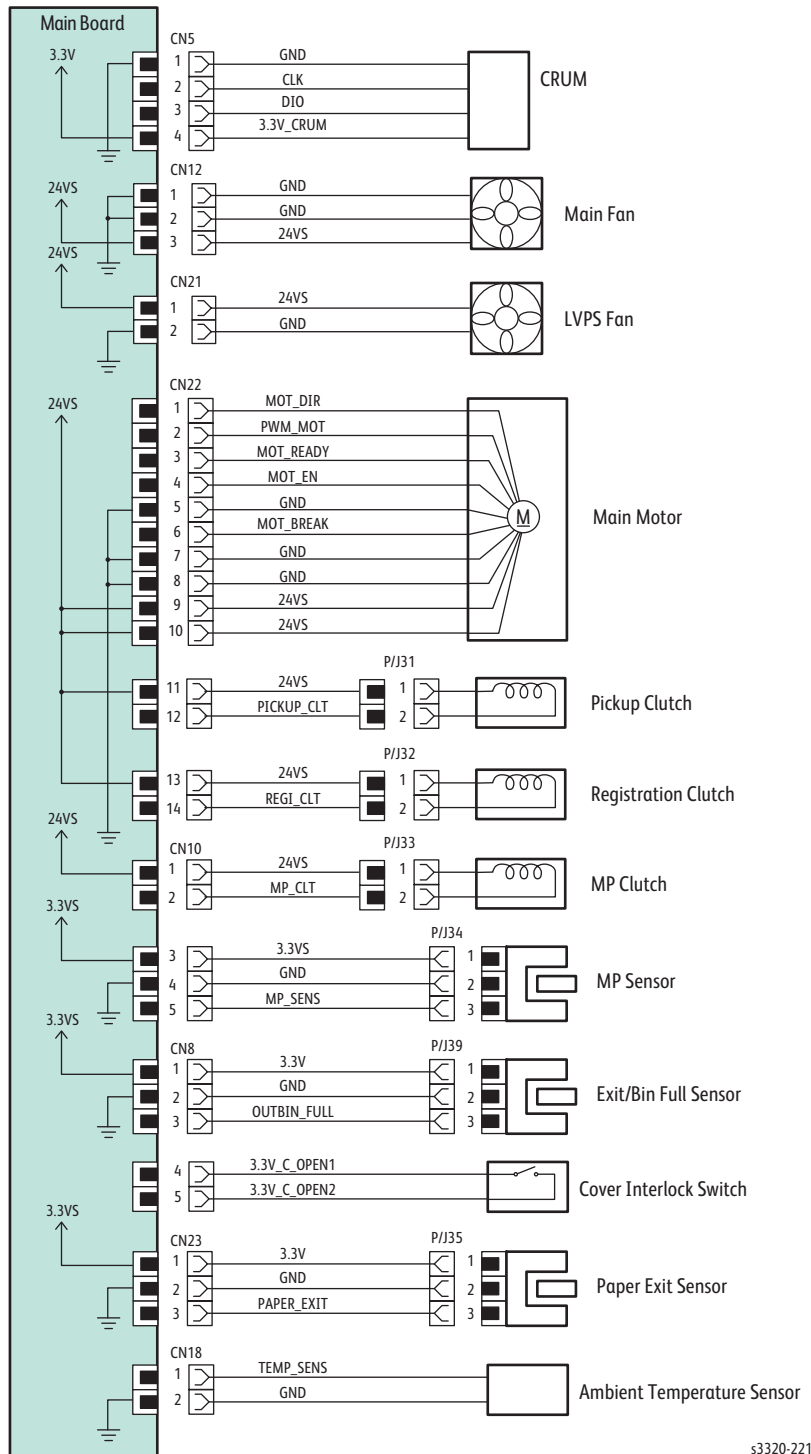
# Phaser 3320 Wiring Diagrams

## Phaser 3320 System Wiring

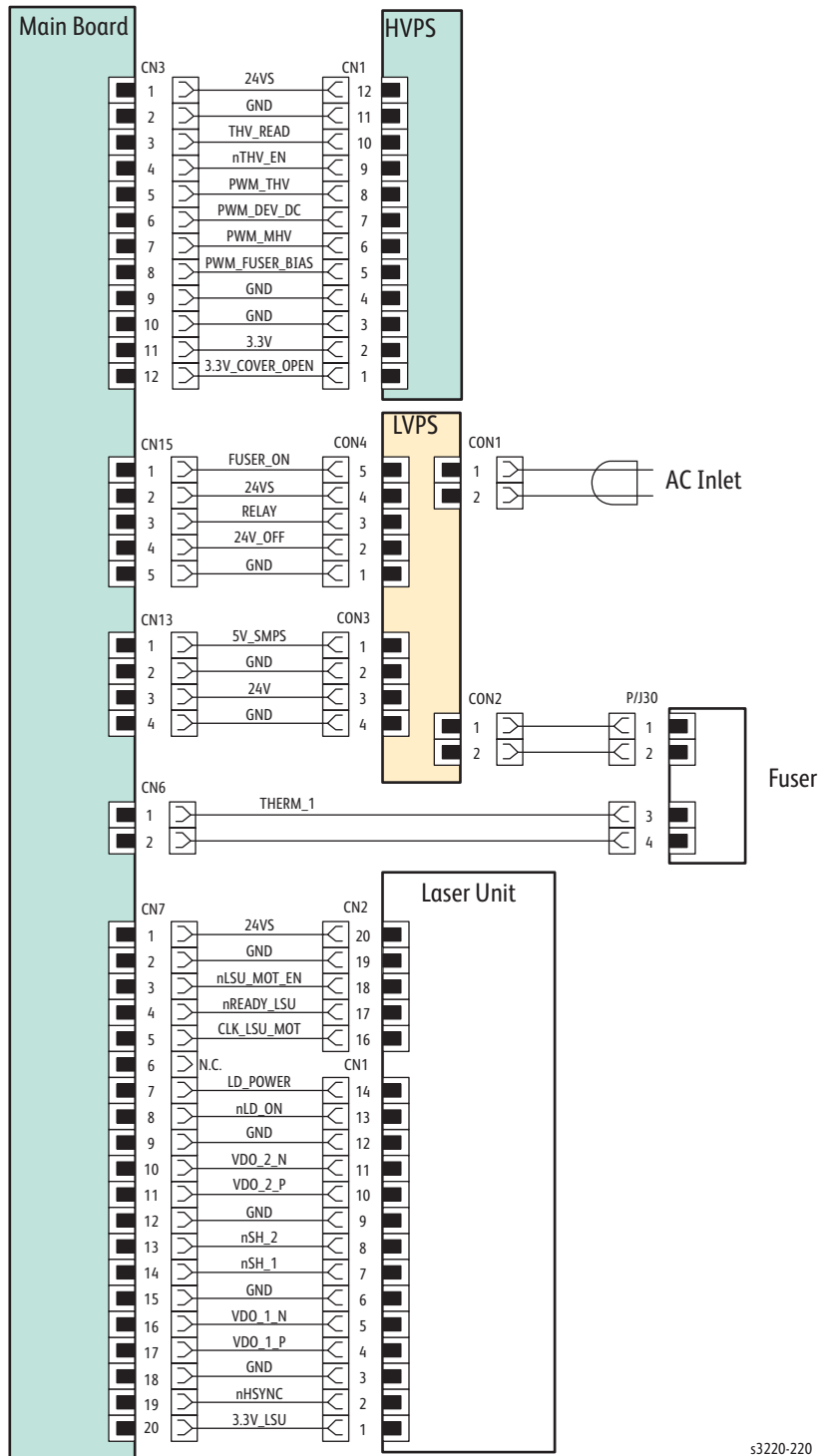


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# Phaser 3320 Drive

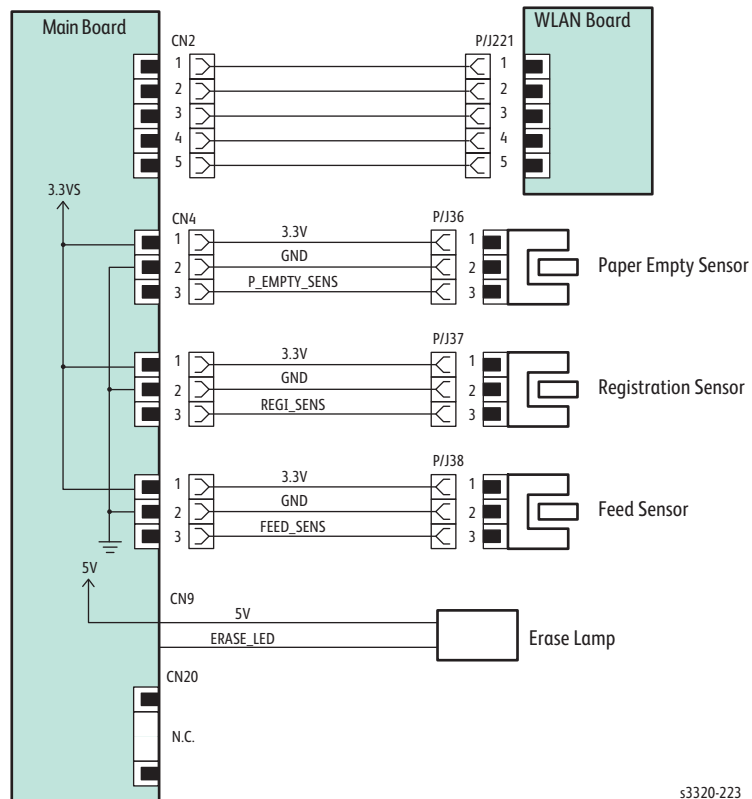


## Phaser 3320 HVPS, LVPS, Laser, and Fuser

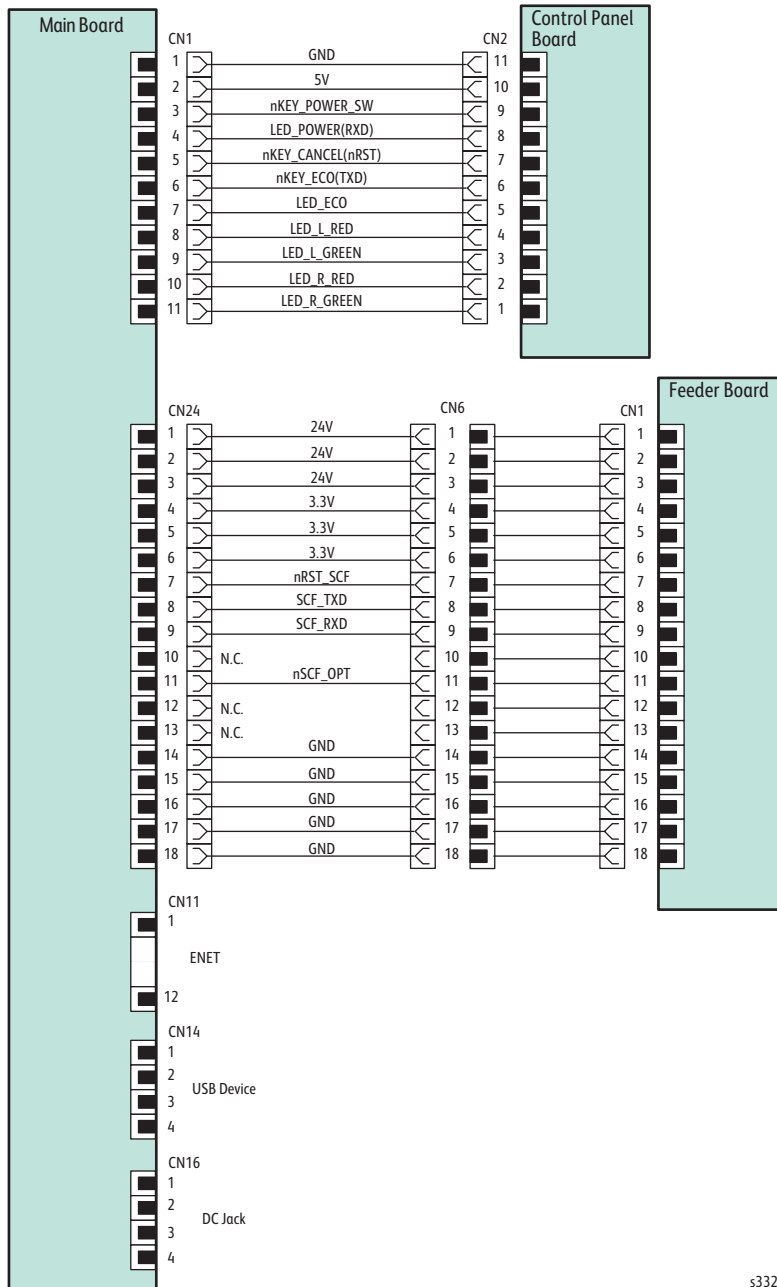


s3220-220

## Phaser 3320 Sensors and Wireless Board



## Phaser 3320 Control Panel and Optional Tray Feeder Board

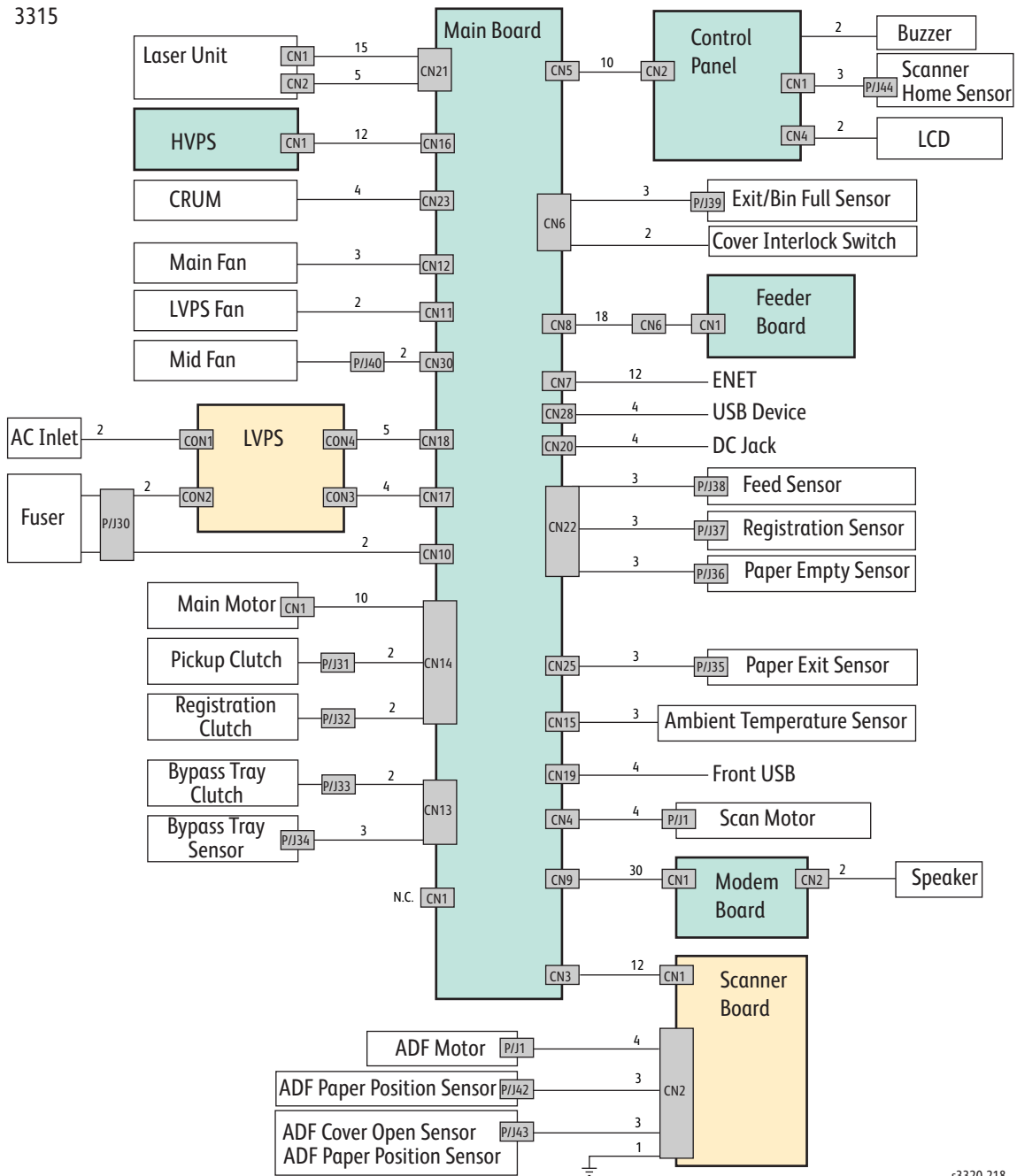


s3320-222



# WorkCentre 3315 Wiring Diagrams

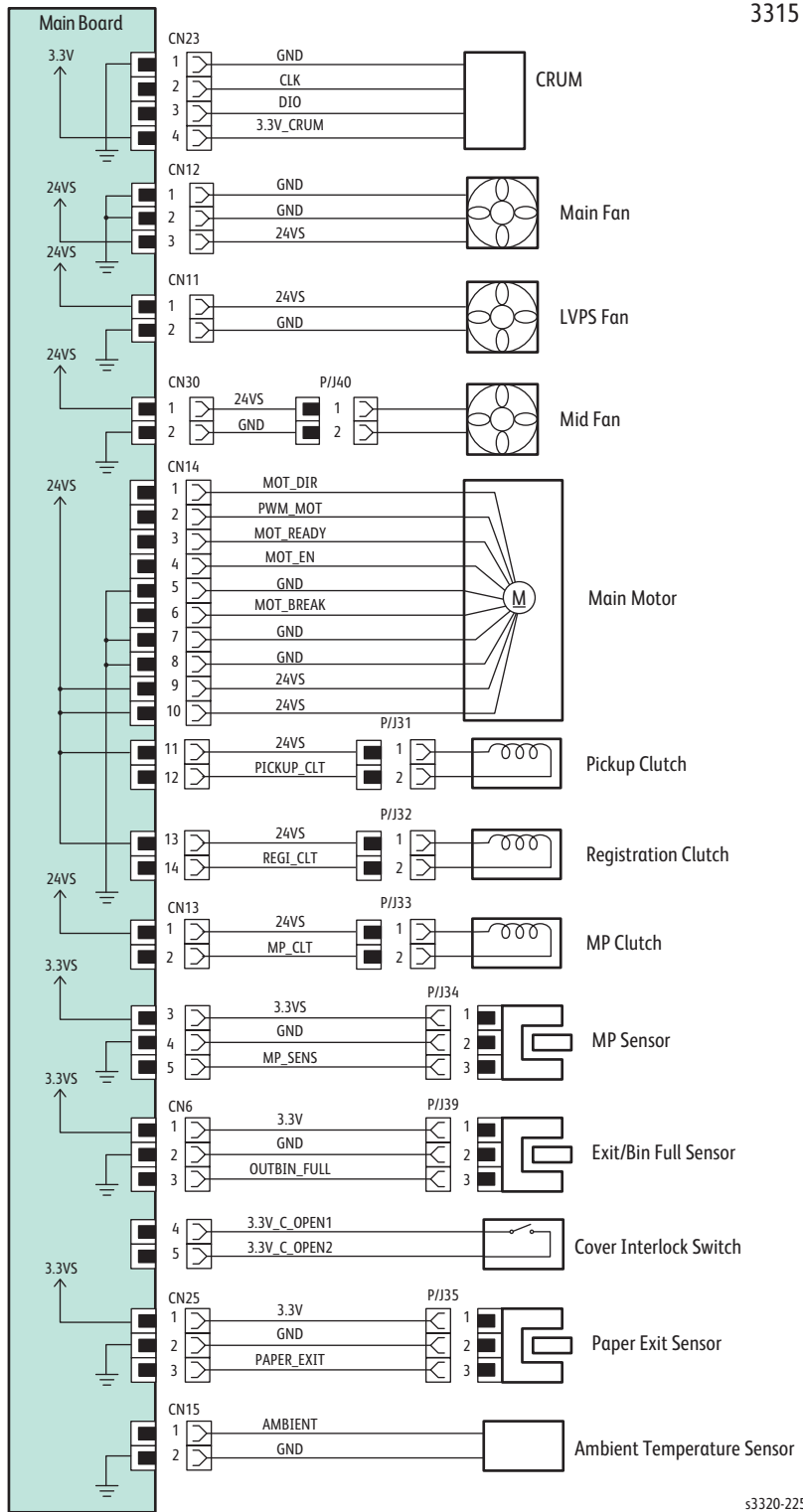
## WorkCentre 3315 System Wiring



s3320-218

# WorkCentre 3315 Drive

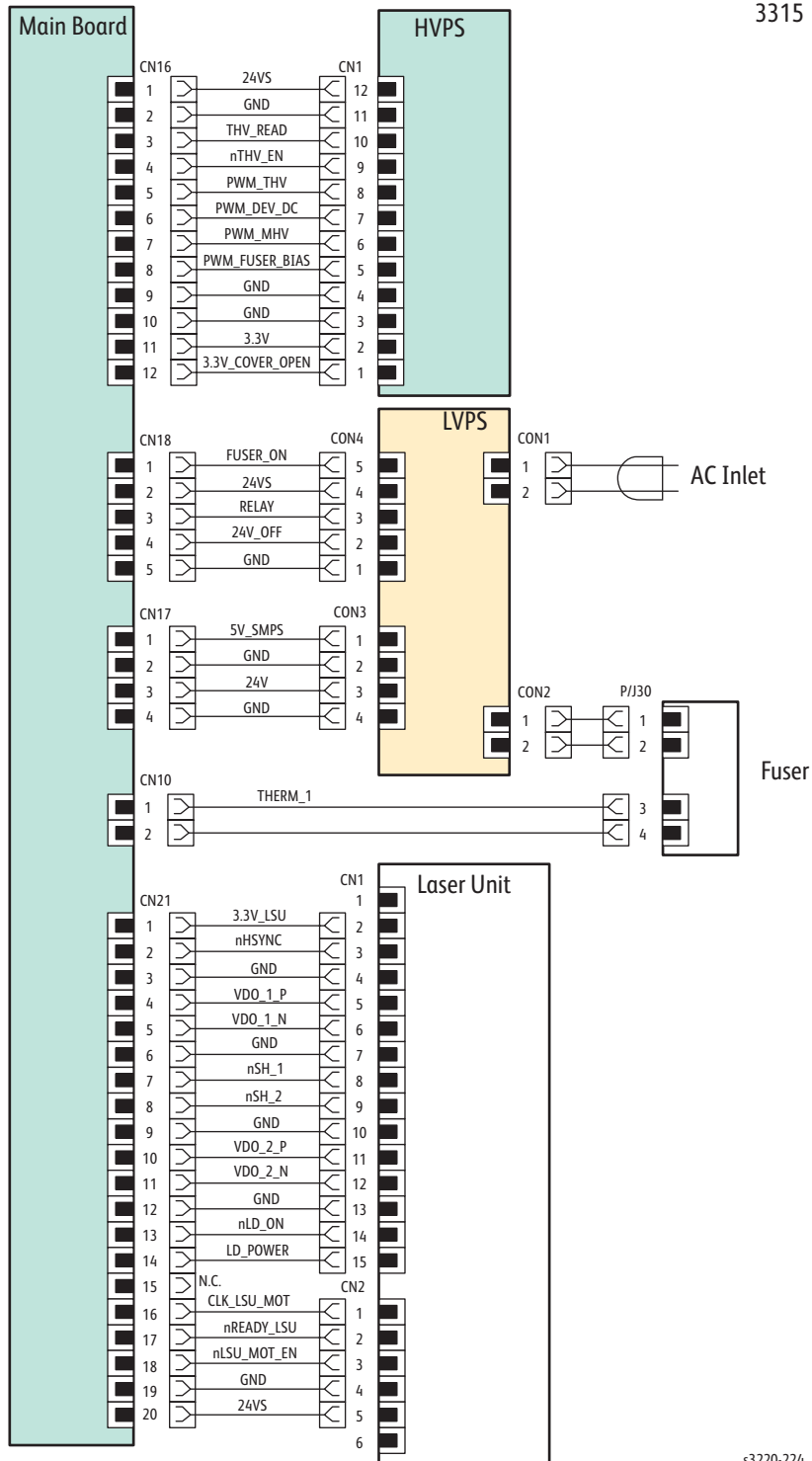
3315



s3320-225

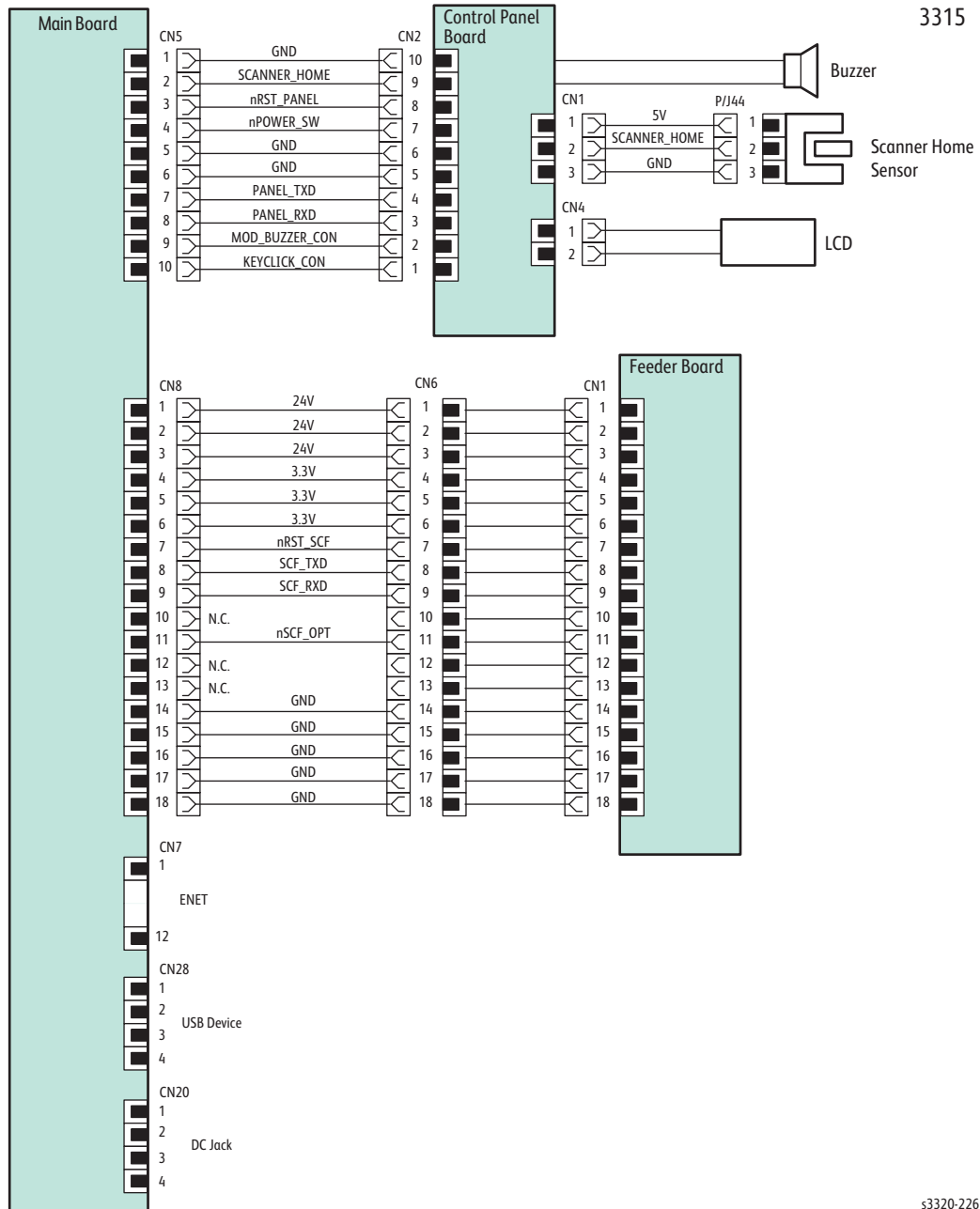
# WorkCentre 3315 HVPS, LVPS, Laser Unit, and Fuser

3315



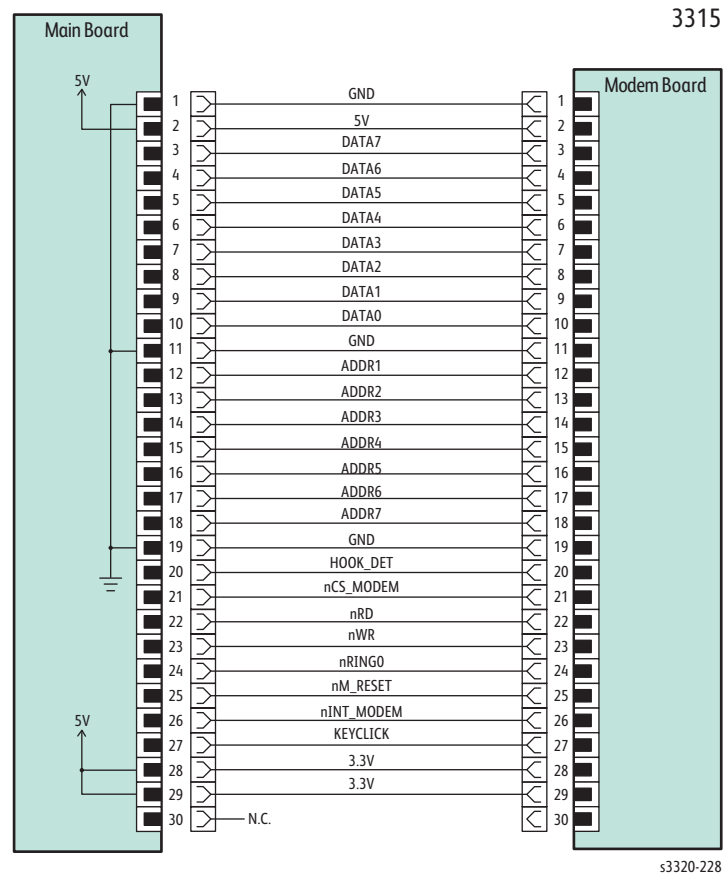
s3220-224

## WorkCentre 3315 Control Panel and Optional Tray Feeder Board



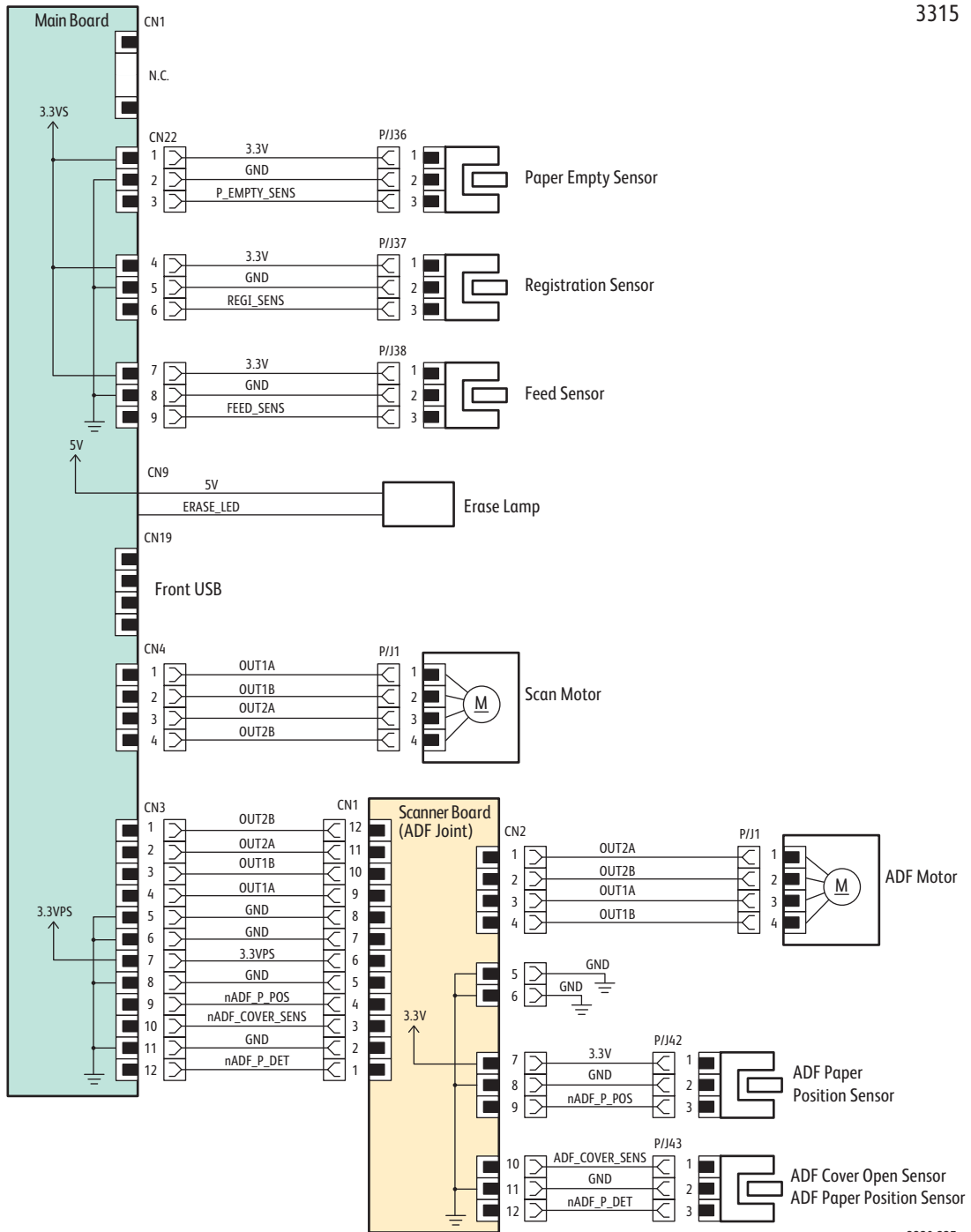
s3320-226

# WorkCentre 3315 Modem



# WorkCentre 3315 Scanner

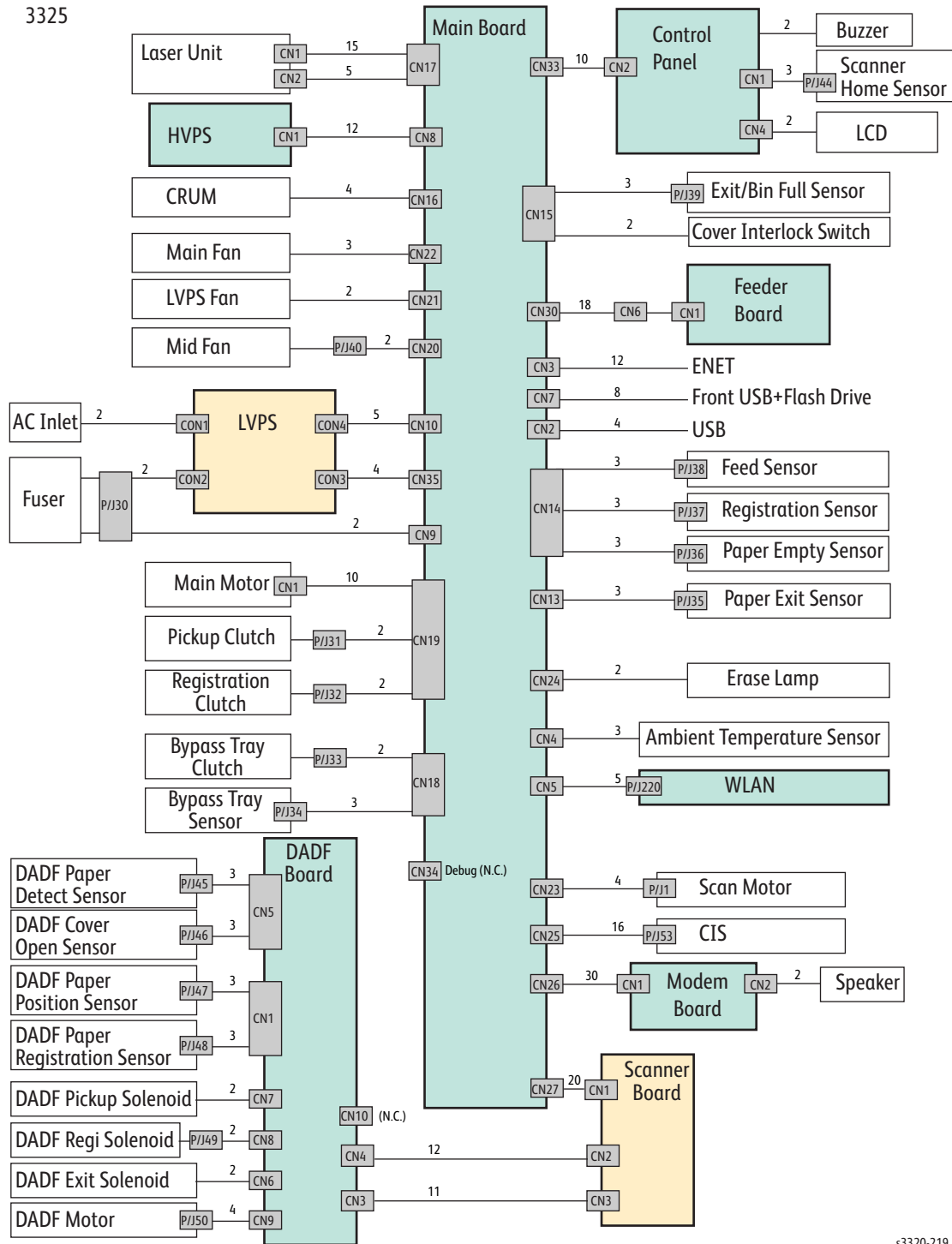
3315



s3320-227

# WorkCentre 3325 Wiring Diagrams

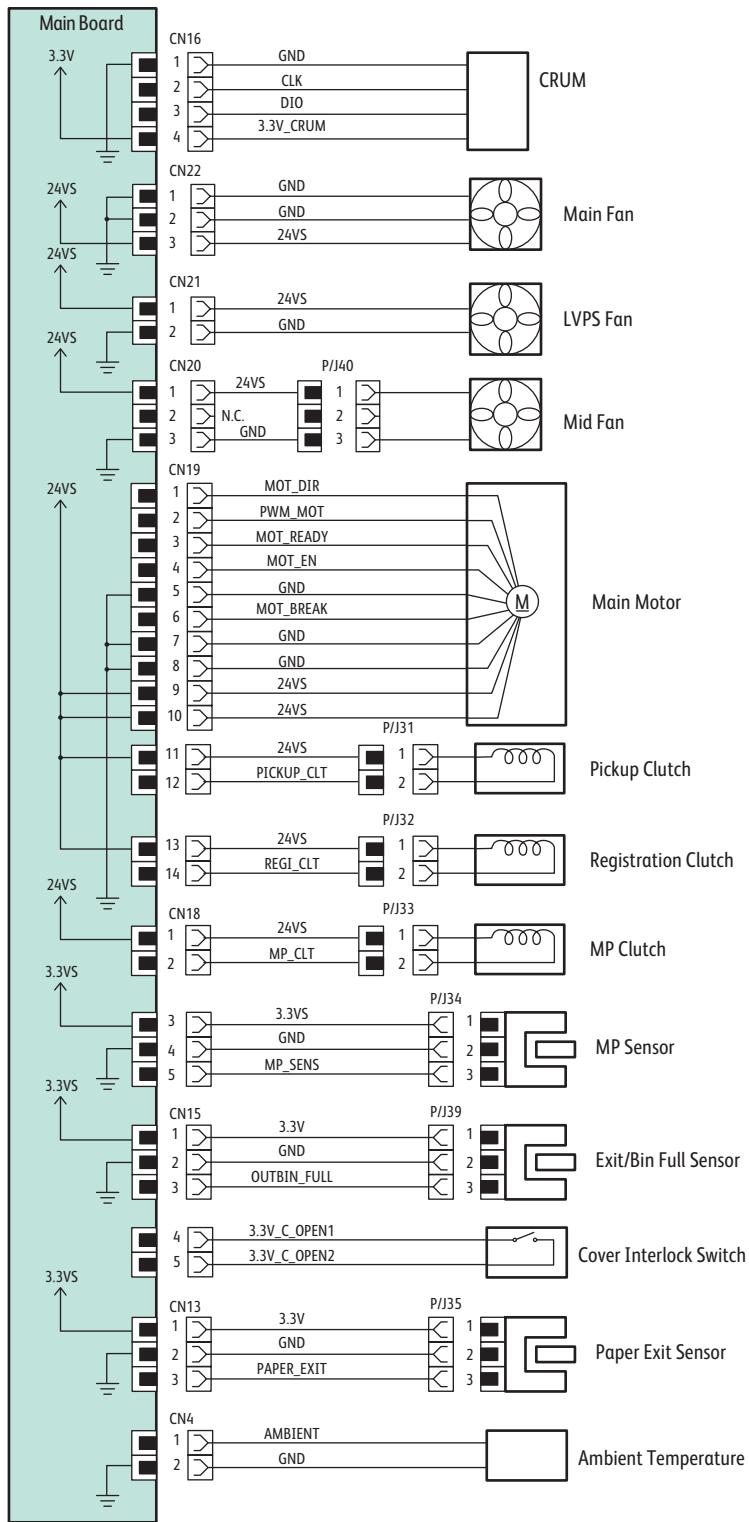
## WorkCentre 3325 System Wiring



s3320-219

# WorkCentre 3325 Drive

3325

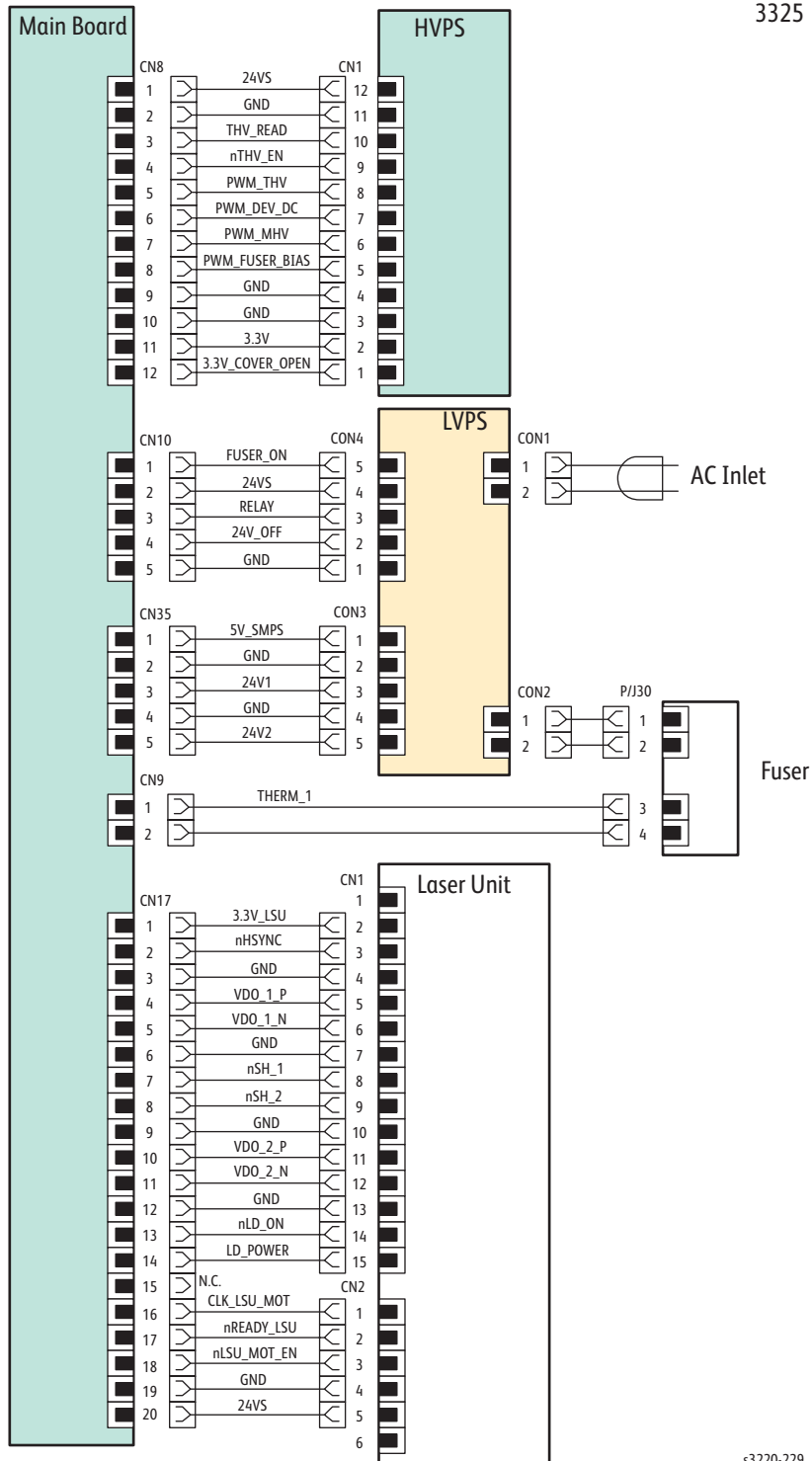


s3320-230



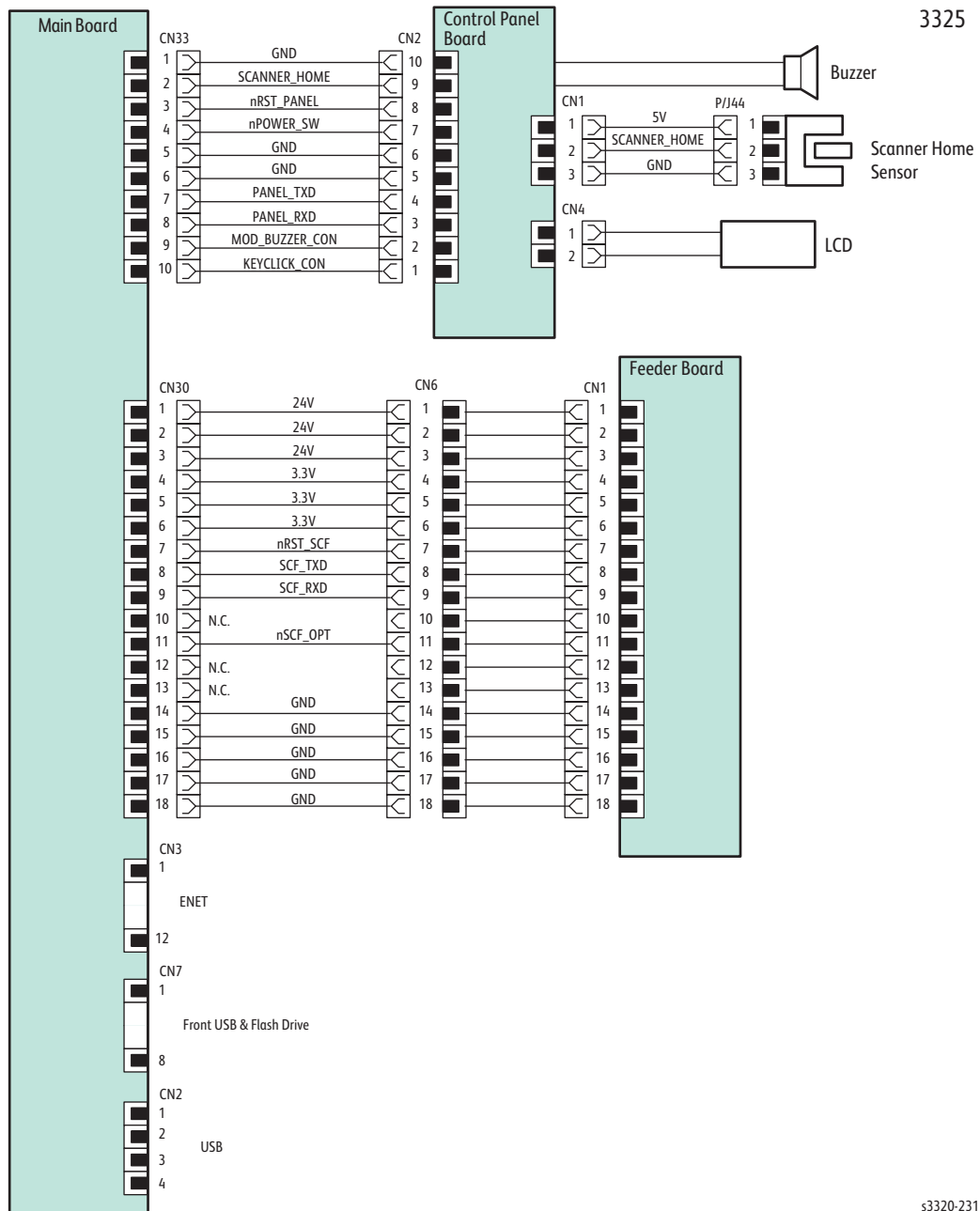
# WorkCentre 3325 HVPS, LVPS, Laser Unit, and Fuser

3325



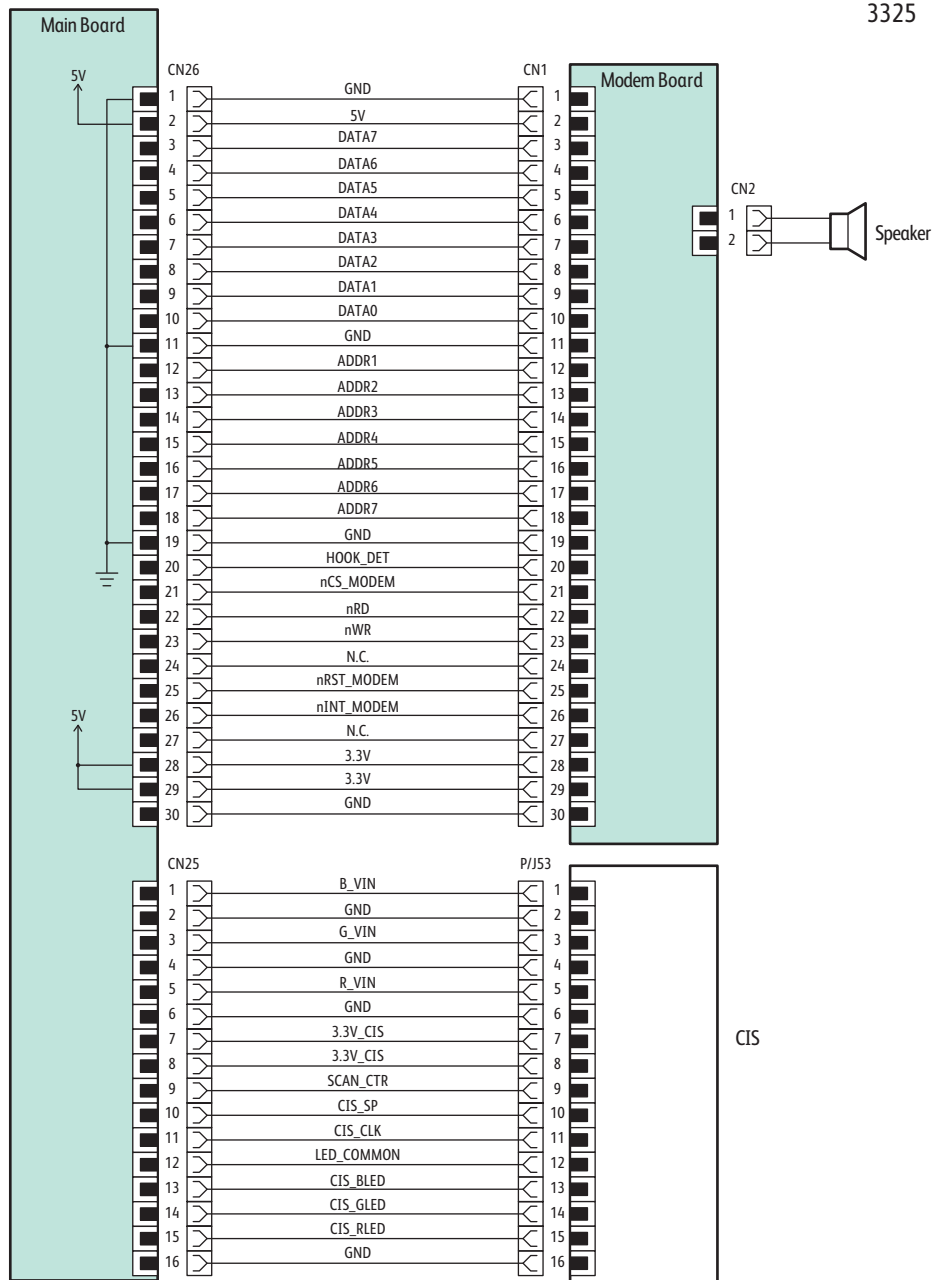
s3220-229

## WorkCentre 3325 Control Panel and Optional Tray Feeder Board



# WorkCentre 3325 Modem Board and CIS

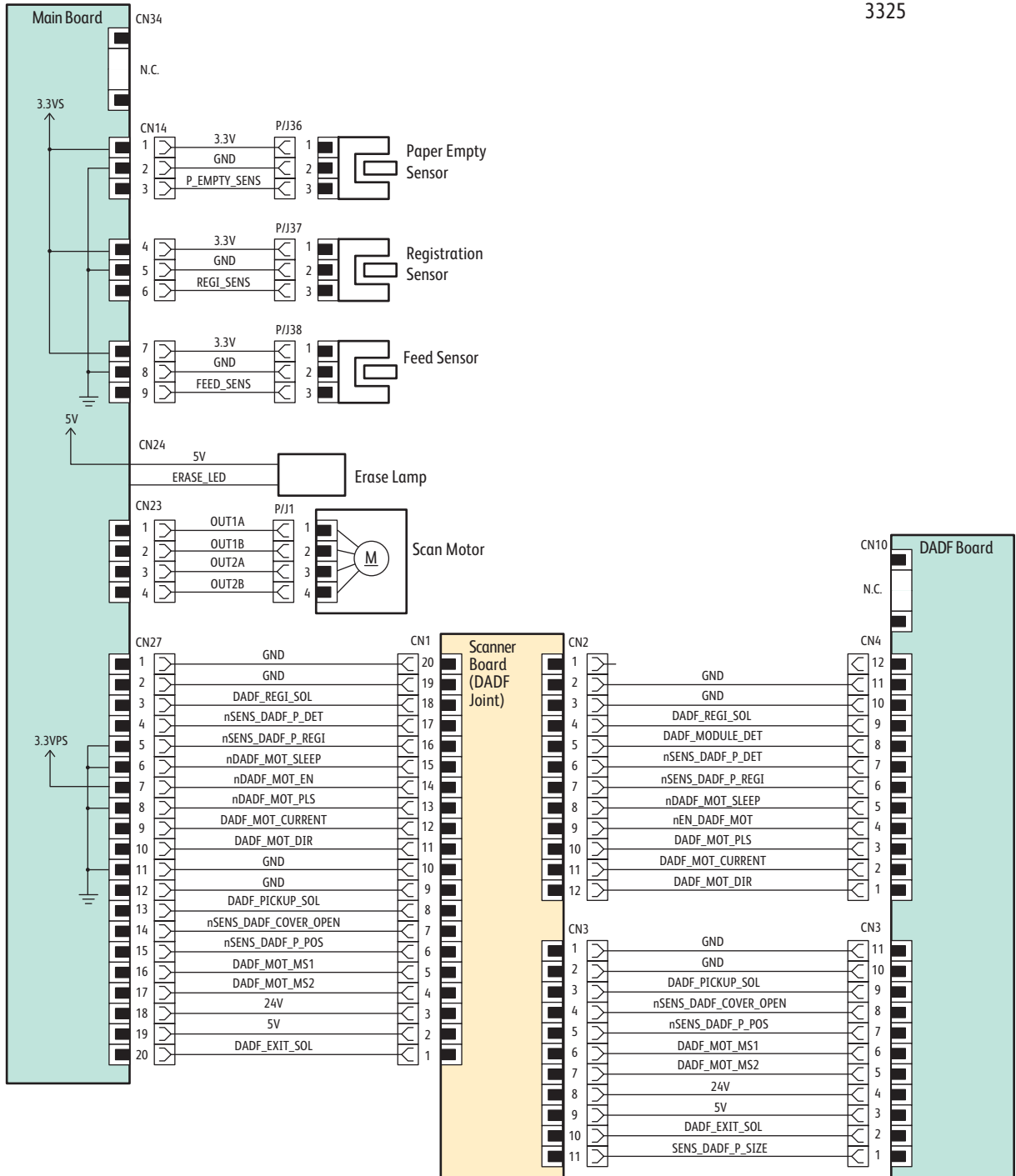
3325



s3320-233

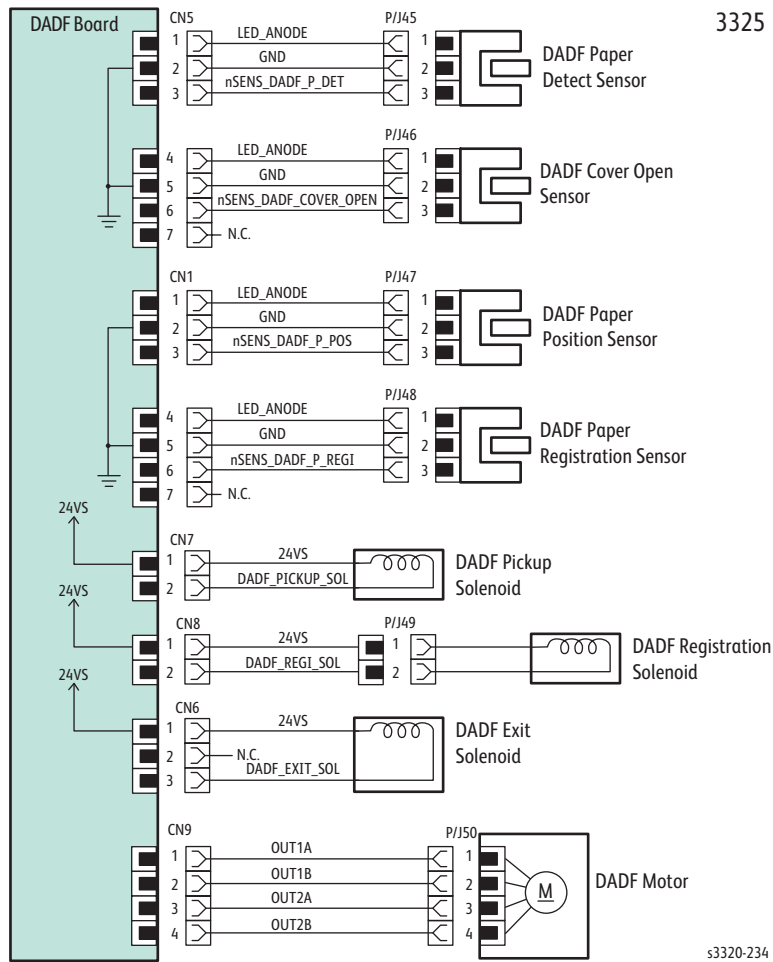
# WorkCentre 3325 Scanner and DADF

3325



s3320-232

# WorkCentre 3325 DADF







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