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C32 style ... Know When to Run...

Know when to hold your ground...

CopyCentre C32, C40, WorkCentre M24, M32, M40,
Pro32, Pro40, Docucolor 1632, 2240, 3535,
WorkCentre C2128, C2636, C3545, 7328, 7335, 7345, 7346



This series of Xerox full color Copier / Multifunction machines is extremely popular and almost as dangerous to an unwary tech as it is beautiful. If you know your limits on these machines you can service them to some extent ... We will identify a few potentially serious problems you'll want to avoid, and we'll also highlight where there's opportunity to make some money.

First thing to know is that it is extremely important to pay attention to the exact model you're going to be working on. Some procedures which work on one model may not be possible, or may be approached a different way on another model.

The major pitfalls are that many of the diagnostic functions can only be performed with the use of a laptop computer with Xerox licensed "PWS" (Portable Work Station) software on it. This means if you are not an authorized dealer or service center... while you can repair a mechanical problem, you'll eventually need to be able to find a dealer who happens to be authorized on the exact model. Make friends with your local authorized dealer if you can... your customer, or you yourself may need to hire them from time to time to clear certain counters or faults.

Note that the newest family in the C32 style (7328 family... 7328, 7335, 7345, 7346) actually do not need the PWS to run the diagnostics... just about everything can be done from the Control Panel... thank goodness. (see 7328_Tech_Info.pdf for details on these models)

Resetting counters For some consumables, it is very important to know which models you can reset the counters on, and which ones will require the PWS laptop. Let's look at each of the consumables and focus on what is required to reset their counters.

Drum Cartridges: Replacing the "Print Cartridge" or the Connector CRUM (Customer Replaceable Unit Monitor) on the underside of the front end of the cartridge will reset the drum counter. There are 3 versions of the cartridges and they are not interchangeable:
13R579 = C32/40, DC1632/2240/3535, M24, M32/40, Pro32/40
13R588 = C2128/2636/3545
13R624 = WC 7328, 7335, 7345, 7346

Fuser Modules: Most are reset from the Control Panel (read below). The WC-7328, 7335, 7345, 7346 are the exception... for those you will need to replace 3 pico-fuses on a little board at the rear of the fuser module to reset the counter.

Now for resetting the Fuser Count and any Fuser error messages ("Replace Fuser Now" or such). The process is slightly different depending on the exact model you're working on...

For DC1632, DC2240, DC3535, M24: On the Control Panel, press the ‘9’ and the ‘AC’ buttons at the same time. Then on the Touchscreen select “Yes” to confirm that you have replaced (or repaired) the Fuser Module.

For C32/40, Pro32/40, M32/40, & WorkCentre C2128/C2636/3545: On the Control Panel, press the “Access” button (the one with the little Key symbol above it). Enter the Administrator Password which should be ‘1111’ by default, and select “Confirm” (or “Login”). Next press ‘More’ and look for “Supply Management”. Select the part who’s counter you want to reset and follow the prompts (it’ll ask if you replaced the fuser, touch ‘Yes’).

Resetting: Transfer Roller (2nd BTR Roll) & IBT Cleaning Assemblies:

(Major Pitfall #1)... The following models can only be reset if you have the PWS laptop: DC1632, DC2240, DC3535 or M24.

The other models can be reset from the Control Console: C32/40, M32/40, Pro32/40, C2128, C2636, C3545, 7328, 7335, 7345, 7346 ...

Here is how to reset the counters on the C2128, C2636, C3545 models:

First you need to get into the “User Tools” mode. Press the ‘Access’ button (it may have an illustration of a key on it). If the machine has the Auditron enabled, you may have to press the “copy” choice button to get to the Login Screen. Then use the default User Password (‘1111’) and press ‘Login’ (or ‘Enter’ on some models). You will find yourself in the “Tools Pathway” (Tools Screen 1 of 3) On some models you may need to choose the Tools Pathway. Press ‘More’, and then look for “Supply Management”... Select the part who’s counter you want to reset and follow the prompts (it’ll ask you if you replaced the part, touch ‘Yes’).

Here is how to reset the counters on the WC-7328, 7335, 7345, 7346:

For these models, you will need to get into the “CE Diagnostic Mode”: Hold ‘0’ for at least 10 seconds, then press ‘Start’... a password prompt should show up. Enter ‘6789’ followed by ‘Confirm’. Now press the ‘Machine Status’ button and choose the “Tools” tab on the touchscreen. Next choose “System Settings”, then “Common Settings”, then “Maintenance Diagnostics”... Choose “2nd Page”, “Adjustments / Others”, then “HFSI Counters”.

Here you’ll be prompted to enter a number... enter the appropriate number from this list:

1. 954-801 = IBT Belt (Transfer Belt)
2. 954-802 = 2nd BTR (Transfer Roll)
3. 954-803 = IBT Cleaner (Transfer Belt Cleaner Assembly)
4. 954-804 = Fuser Module

Then press ‘Reset Current Value’... and choose to exit “CE Diagnostics”

UI (User Interface) Diagnostics (from the control console)

Recently another serious shortcoming on some of these models reared its ugly head. While some models allow you access to some User Interface Diagnostics including the NVM (Non Volatile Memory) from the control console, other models require the

PWS laptop. This is particularly bad if you get a fault code which locks up the machine making it necessary to go into and reset an NVM setting. For example Belt Home Sensor Failures or Fuser Overheat codes. Although it is not clear in the manual, I suspect that some of the ADC (Automatic Density Control) failure codes may also lock things up if they start showing up.

The most confusing thing about this is that the machines which allow you to get into User Interface Diagnostics are the models which did not allow you to reset the Transfer Roll and IBT Cleaner counters (M24, DC1632, DC2240, DC3535).

So... **(Major Pitfall #2)**... On the following models you can not reset any NVM settings without the PWS laptop computer: C32/40, M32/40, Pro32/40, C2128, C2636, C3545. If anyone out there learns a way to do this from the control panel, please let me know!

Entering User Interface Diagnostics: (M24, DC1632, DC2240, DC3535 only)

From the ready screen, press and hold the '0' key for 8 seconds, then press "Start" while you are still holding the '0'. A screen asking for the "CE Mode – Password" comes up... enter the default code: '6789' followed by "Confirm". The colors on the display will reverse to show you are in diagnostic mode. Now, press the "Access" button (it has a little key shaped icon near it), followed by "System Settings" on the display, then "Common Settings", and then "Diagnostics".

NVM Read / Write (DC131)...to make memory adjustments or reset certain fault codes... from the Diagnostics screen, choose "DC131 NVM Read / Write"

Resetting Some Fault Codes :

From the "Memory Settings / Adjustments (Dc131 NVM Settings)" screen (read above about how to reach this screen), scroll down to the NVM code mentioned for the fault code you need to reset. "Select that line and touch "Read NVM" and the current value will show in the "Value" column... Change the value shown to '0' by entering the '0' in the "New" column and then pressing "Enter". The "Changed" tab will turn green to show that a new value has been entered. You then need to select "Write NVM" to confirm your new value... this will write the new value to memory. .

Resetting - Belt Home Position Failures Codes: 04-346 (or 09-350):

Follow the instructions above to get to the NVM Read / Write and scroll down to '741-056: Belt Home Failure'... reset that value to '0' .

Resetting - Fuser Overheat codes: 10-348 & 10-350 If the code 10-348 or 10-350 come up even once, then the machine will lock up. To reset this one, you must enter diagnostic mode with the Front Door Interlock open. Reset NVM line '744-003' to '0' if it is found to be set to '1' or '2'.

Troubleshooting 10-398 Fan Lock (Fan Failure) codes... The machine monitors 3 fans all at once on the same logic checking circuit. So, any one of the 3 failing can cause this fault to come up. The fans in which could be related include the Fuser Cooling Fan, the "ROS" or rear fan and the LVPS Fan (Low Voltage Power Supply). There is another fan as well called the "Developer Fan" mounted in the rear cover which is not related to this code at all (too bad... it is the easiest one to reach!). The Fuser Cooling Fan is the culprit in most cases... if you are looking at the rear of the machine with the rear panel

off... it will be hiding up on your top right; tucked in a bit. Removing the top cover of the machine near the fuser will expose that fan. The ROS or Rear Fan is mounted at an upward facing angle. If you are looking at the rear of the machine, it will be closer to the upper left rear of the machine. The LVPS fan is a little fan mounted directly adjacent to the LVPS.