Error ID: 1111: IDS - Low ink level in (color) main tank.

Error Severity: Warning

Click a row to open the appropriate error message troubleshooting document

- Error ID: 66006 Low ink level in cyan main tank.
- Error ID: 66011 Low ink level in magenta main tank.
- Error ID: 66016 Low ink level in yellow main tank.
- Error ID: 66021 Low ink level in **black** main tank.
- Error ID: 66026 Low ink level in light magenta main tank.
- Error ID: 66031 Low ink level in light cyan main tank.

Error ID: 60006 – IDS – Low ink level in Cyan main tank.

Error Message:



Note: Before starting to troubleshoot this error, please open the machine log and check if other messages were sent to the log. Try looking for hints that may lead you to the source of the current error, for instance, which components are mentioned within the error string.

Possible Causes

- Cyan Supply Tank is empty or faulty
- <u>Cyan ink Tubing in the IDS cabinet obstructed or leaking</u>
- Cyan Main Ink Pump or wiring is faulty
- <u>Cyan Moby plug is faulty</u>



Recommended Actions

Cyan Supply Tank is empty or faulty

- 1. Open Ink Level indications window and check the state of the Cyan ink container. Ensure your check by visually inspecting the Cyan ink container in the IDS cabinet.
- 2. If the Cyan ink container is empty, replace it the error should disappear.
- 3. If the Cyan Supply container is not empty, remove the Moby plug and reconnect it.
- 4. If the issue persists, replace the Supply Tank by a new one.

Cyan Tubing in the IDS cabinet obstructed or leaking

- 1. Inspect the entire route of the Cyan ink tubing to rule out the possibility of a leaking tubes or fittings.
- 2. Inspect the Cyan ink tubing to find out if any of the tubes is bent, kinked or obstructed.

Warning ! The following step should be done exclusively by an HP Service Engineer.

Cyan main ink pump

3. Go to Control tools and activate the Cyan main ink pump.





4. In the IDS cabinet, check if the pump works by slightly touching it with your hand (you can feel the axis spin).





- 5. If the lnk pump works and the error persists, go to the next step.
- 6. If the pump does not work, check wiring starting from the pump and valves down to the B&R module:
 - Check cable CX161-02750 between the IDS Panel J5 Cyan connection and the Cyan Pump & valves.
 - Check cable CX161-03050 between the IDS panel J5 Cyan connection and the B&R MM module.

When the pump is ON, LED 4 in the ST9 B&R (MM) module should lit red (see table below).

		Output Modu	le 1M	/M2 (X	20M	M4331) – ST9					
	Gr	ange = LED ON ay = LED OFF		LED Orange = LED ON Status Gray = LED OFF							
during	Input LEDs ma	ay change status (Yllow/Gra rmal job with respect to	iy)	F 1 2 3 4 MW 02X	during	: Input LEDs may change sta the printer normal job with ation demand.		ay)			
1	CX161-03080	MAIN PUMP_LC (1)	11	11 21	21	GND_MAIN PUMP_LC (1)	CX161-03080	1			
2	CX161-03070	MAIN PUMP_LM (2)	12 22	22	GND_MAIN PUMP_LM (2)	CX161-03070	2				
3	CX161-03060	MAIN PUMP_Y (3)	13	13 23	23	23 GND_MAIN PUMP_Y (3) CX161-03060					
4	CX161-03050	MAIN PUMP_C (4)	14	14 24	24	GND_MAIN PUMP_C (4)	CX161-03050	4			
	LEC Internal Wire	+24VDC7	15	15 25	25						
	LEC Internal Wire	-24V_7 (GND)	16	16 26	26						
LED	Cable	Description	тв	Terminal Block	тв	Description	Cable	LED			



Тор

T FEED PUMP	BLACK	FEED PUMP
GENDER FEED PUMP	RED	GENDER FEED PUMP
SPARE	WHITE	SPARE 2
SPARE	GREEN	SPARE
MAIN PUMP	ORANGE	MAIN PUMP 4
GND MAIN PUMP	BLUE	GND MAIN PUMP 5
CIRCULATION VLV	BROWN	CIRCULATION VLV
GND	YELLOW	GND 7
+PRESSURE SNS	VIOLET	+PRESSURE SNS
SPARE	GRAY	spare 9 10 modu
SPARE	PINK	SPARE
SPARE	TAN	SPARE 11
SPARE	RED/GREEN	SPARE 12
SPARE	RED/YELLOW	SPARE 14



- 7. If one of these cables is disconnected or faulty, reconnect it or replace it.
- 8. If the wiring is ok, run PrC diagnostics for the following:
- 9. Ports
- 10. Interfaces
- 11. B&R Modules
- 12. If the problem persists, check the Cyan Moby plug

Cyan Main ink tank Float

- 1. Open Control Tools -> Sub Systems -> Ink
- 2. A correct indication will show "Fill" in Green and "Low" in Green

Control Tools : Sub Systems	15
Vacuum	Main Tank Secondary Tank
ink •	
uv	Fill I I I I I I I I I I I I I I I I I I
Maintenance	Low Overflow Overflow Overflow
Cooling	Maintenance -

- 3. If the "Fill" indication is in Grey, remove the main ink tank float and manually slide the floats to verify that the indications change colors.
- 4. If one of the indications does not respond properly, replace the float.

For instructions, follow CSR A document "Replacing the Main Ink Tank Float" (CW154-01001).

Warning ! The following step should be done exclusively by an HP Service Engineer.

Cyan Moby plug is clogged

- 1. Check if the Moby is clogged by disconnecting the ink tube connected to the Cyan main tank
- 2. Insert the tube into an empty bottle and through Control Tools, activate the Cyan pump.
- 3. If the problem is due to a clogged Moby needle or a faulty Moby, the ink will not flow to the bottle.
- 4. If this is the case replace the Moby according to CSR A document "Replacing a Moby Connector" (CW154-01161).
- 5. If after performing all the above recommended actions the error persists, contact your HP support specialist for assistance



Error ID: 60011 – IDS – Low ink level in Magenta main ink tank.

Error Message:



Note: Before starting to troubleshoot this error, please open the machine log and check if other messages were sent to the log. Try looking for hints that may lead you to the source of the current error, for instance, which components are mentioned within the error string.

Possible Causes

- <u>Magenta Supply Tank is empty or faulty</u>
- <u>Magenta ink Tubing in the IDS cabinet obstructed or leaking</u>
- <u>Magenta Main Ink Pump or wiring is faulty</u>
- Magenta Moby plug is faulty



Recommended Actions

Magenta Supply Tank is empty or faulty

- 1. Open Ink Level indications window and check the state of the Magenta ink container. Ensure your check by visually inspecting the Magenta ink container in the IDS cabinet.
- 2. If the Magenta ink container is empty, replace it the error should disappear.
- 3. If the Magenta Supply container is not empty, remove the Moby plug and reconnect it.
- 4. If the issue persists, replace the Supply Tank by a new one.

Magenta Tubing in the IDS cabinet obstructed or leaking

- 1. Inspect the entire route of the Magenta ink tubing to rule out the possibility of a leaking tubes or fittings.
- 2. Inspect the Magenta ink tubing to find out if any of the tubes is bent, kinked or obstructed.

Warning ! The following step should be done exclusively by an HP Service Engineer.

Magenta main ink pump

3. Go to Control tools and activate the Magenta main ink pump.





4. In the IDS cabinet, check if the pump works by slightly touching it with your hand (you can feel the axis spin).





- 5. If the lnk pump works and the error persists, go to the next step.
- 6. If the pump does not work, check wiring starting from the pump and valves down to the B&R module:
 - Check cable CX161-02740 between the IDS Panel J5 Magenta connection and the Magenta Pump & valves.
 - Check cable CX161-03040 between the IDS panel J5 Magenta connection and the B&R MM module.

When the pump is ON, LED 5 in the ST10 B&R (MM) module should lit red (see table below).

		Output Module	e 1N	IM3 (X	20D0	08332) – ST10						
	Gr	ange = LED ON ay = LED OFF		LED Status	Status Gray = LED OFF							
during	Input LEDs m	ay change status (Yllow/Gra rmal job with respect to	у)	- 1 2 4 1 2 4 1 5 7		Input LEDs may change st the printer normal job with ation demand.		ay)				
1	CX161-03040	MAIN PUMP_M (5)	11	11 21	21	GND_MAIN PUMP_M (5)	CX161-03040	1				
3	CX161-03030	MAIN PUMP_B (6)	12	12 22	22	GND_MAIN PUMP_B (6)	CX161-03030	2				
5	CX161-03080	SECONDARY CIRCULATION (FEED) PUMP_LC (1)	13	13 23	23	GND_SECONDARY CIRCULATION (FEED) PUMP_LC (1)	CX161-03080	3				
7	CX161-03070	SECONDARY CIRCULATION (FEED) PUMP_LM (2)	14	14 24	24	GND_SECONDARY CIRCULATION (FEED) PUMP_LM (2)	CX161-03070	4				
	LEC Internal Wire	+24VDC8	15 25	25								
	LEC Internal Wire	-24V_8 (GND)	16	16 26	26							
LED	Cable	Description	тв	Terminal Block	тв	Description	Cable	LED				



GENDER FEED PUMP SPARE	RED	GENDER FEED PUMP	1
SDADE			2
OFARL	WHITE	SPARE	3
SPARE	GREEN	SPARE	
MAIN PUMP	ORANGE	MAIN PUMP	4
GND MAIN PUMP	BLUE	GND MAIN PUMP	5
CIRCULATION VLV	BROWN	CIRCULATION VLV	6
GND	YELLOW	GND	/
SPARE	VIOLET	SPARE	⁸ ₉ magenta IDS
SPARE	GRAY	SPARE	
SPARE	PINK	SPARE	10 module
SPARE	TAN	SPARE	11
SPARE	RED/GREEN	SPARE	12 13
SPARE	RED/YELLOW	SPARE	13
-	MAIN PUMP GND MAIN PUMP CIRCULATION VLV GND SPARE SPARE SPARE SPARE SPARE SPARE SPARE	MAIN PUMP ORANGE GND MAIN PUMP BLUE CIRCULATION VLV BROWN GND YELLOW SPARE VIOLET SPARE GRAY SPARE PINK SPARE TAN SPARE RED/GREEN	MAIN PUMPORANGEMAIN PUMPGND MAIN PUMPBLUEGND MAIN PUMPCIRCULATION VLVBROWNCIRCULATION VLVGNDYELLOWGNDSPAREVIOLETSPARESPAREGRAYSPARESPAREPINKSPARESPARETANSPARESPARERED/GREENSPARE

J5-MAGENTA panel		B&R CONTROLLER
FEED PUMP 5	BLACK WHITE YELLOW	
3 SPARE 4 MAIN PUMP 5 5 GND MAIN PUMP 5	GREEN ORANGE BLUE	SPARE
6 7 <u>CIRCULATION VLV 5</u> -24V16	RED BROWN	
9 +24V 14 10 SPARE	VIOLET PINK SLATE	(3)PARE 1TB4.7 (3)
11 12 SPARE 13 SPARE	TAN RED/GREEN	SPARE SPARE SPARE SPARE
14 SPARE	RED/YELLOW	SPARE

5

- 7. If one of these cables is disconnected or faulty, reconnect it or replace it.
- 8. If the wiring is ok, run PrC diagnostics for the following:
- 9. Ports
- 10. Interfaces
- 11. B&R Modules
- 12. If the problem persists, check the Magenta Moby plug

Magenta Main ink tank Float

- 1. Open Control Tools -> Sub Systems -> Ink
- 2. A correct indication will show "Fill" in Green and "Low" in Green

Control Tools : Sub Systems		
Vacuum	Main Tank Secondary Ta	ank
Ink >	LC LM Y C M K	
uv	Fill Fill	tow
Maintenance	Low Overfic Minimum O O O O O O O O O O O O O O O O O O	
Cooling	Maintenance	

- 3. If the "Fill" indication is in Grey, remove the main ink tank float and manually slide the floats to verify that the indications change colors.
- 4. If one of the indications does not respond properly, replace the float.

For instructions, follow CSR A document "Replacing the Main Ink Tank Float" (CW154-01001).

Warning ! The following step should be done exclusively by an HP Service Engineer.

Magenta Moby plug is clogged

- 1. Check if the Moby is clogged by disconnecting the ink tube connected to the Magenta main tank
- 2. Insert the tube into an empty bottle and through Control Tools, activate the Magenta pump.
- 3. If the problem is due to a clogged Moby needle or a faulty Moby, the ink will not flow to the bottle.
- 4. If this is the case replace the Moby according to CSR A document "Replacing a Moby Connector" (CW154-01161).
- 5. If after performing all the above recommended actions the error persists, contact your HP support specialist for assistance



Error ID: 60016 – IDS – Low ink level in Yellow main ink tank.

Error Message:



Note: Before starting to troubleshoot this error, please open the machine log and check if other messages were sent to the log. Try looking for hints that may lead you to the source of the current error, for instance, which components are mentioned within the error string.

Possible Causes

- Yellow Supply Tank is empty or faulty
- Yellow ink Tubing in the IDS cabinet obstructed or leaking
- <u>Yellow Main Ink Pump or wiring is faulty</u>
- Yellow Moby plug is faulty



Recommended Actions

Yellow Supply Tank is empty or faulty

- 1. Open Ink Level indications window and check the state of the Yellow ink container. your check by visually inspecting the Yellow ink container in the IDS cabinet.
- 2. If the Yellow ink container is empty, replace it the error should disappear.
- 3. If the Yellow Supply container is not empty, remove the Moby plug and reconnect it.
- 4. If the issue persists, replace the Supply Tank by a new one.

Yellow Tubing in the IDS cabinet obstructed or leaking

- 1. Inspect the entire route of the Yellow ink tubing to rule out the possibility of a leaking tubes or fittings.
- 2. Inspect the Yellow ink tubing to find out if any of the tubes is bent, kinked or obstructed.

Warning ! The following step should be done exclusively by an HP Service Engineer.

Yellow main ink pump

3. Go to Control tools and activate the Yellow main ink pump.







Тор

FB10000 Error Messages Troubleshooting

- 5. If the lnk pump works and the error persists, go to the next step.
- 6. If the pump does not work, check wiring starting from the pump and valves down to the B&R module:
 - Check cable CX161-02730 between the IDS Panel J5 Yellow connection and the Yellow Pump & valves.
 - Check cable CX161-03060 between the IDS panel J5 Yellow connection and the B&R MM module.

When the pump is ON, LED 3 in the ST9 B&R (MM) module should lit red (see table below).

		Output Modu	le 1N	/M2 (X	20M	M4331) – ST9					
	Gr	ange = LED ON ay = LED OFF		LED Orange = LED ON Status Gray = LED OFF							
during	Input LEDs ma	ay change status (Yllow/Gra rmal job with respect to	iy)	F 1 2 4	during	: Input LEDs may change st the printer normal job with ation demand.		ay)			
1	CX161-03080	MAIN PUMP_LC (1)	11	11 21	21	GND_MAIN PUMP_LC (1)	CX161-03080	1			
2	CX161-03070	MAIN PUMP_LM (2)	12	12 22	22	GND_MAIN PUMP_LM (2)	CX161-03070	2			
3	CX161-03060	MAIN PUMP_Y (3)	MAIN PUMP_Y (3) 13		23	23 GND_MAIN PUMP_Y (3) CX16		3			
4	CX161-03050	MAIN PUMP_C (4)	14	14 24	24	GND_MAIN PUMP_C (4)	CX161-03050	4			
	LEC Internal Wire	+24VDC7 15		15 25	25						
	LEC Internal Wire	-24V_7 (GND)	16	16 26	26						
LED	Cable	Description	тв	Terminal Block	тв	Description	Cable	LED			



Тор

	FEED PUMP	BLACK	FEED PUMP	
1	GND FEED PUMP	RED	GND EEED PUMP	
2	SPARE	WHITE	SPARE	2
3	SPARE	GREEN	SPARE	3
4 <	MAIN PUMP	ORANGE	MAIN PUMP	4
5	GND MAIN PUMP	BLUE	GND MAIN PUMP	5
Yellow panel $\begin{bmatrix} 6 \\ - \end{bmatrix}$	CIRCULATION VLV	BROWN	CIRCULATION VLV	6
1	GND	YELLOW	GND	7 Yellow IDS module
8 /	SPARE	VIOLET	SPARE	8
9	SPARE	GRAY	SPARE	9
10 /	SPARE	PINK	SPARE	10
	SPARE	TAN	SPARE	- 12
12	SPARE	RED/GREEN	SPARE	- 13
13 /	SPARE	RED/YELLOW	SPARE	■ 14

J5-YELLOW panel	<u>_7</u>	B&R CONTROLLE	R
	BLACK WHITE YELLOW	FEED PUMP 3 GENDER FEED PUMP 3 SPARE 1MM4/1+(11) 1MM4 (21)	
3 4 5	GREEN ORANGE	SPARE SPARE MAIN PUMP 3 IMM2/ 3+(13)	
6	BLUE RED BROWN	GND MAIN PUMP 3 CIRCULATION VLV 3 -24V14 GND MAIN PUMP 3 1003/ 5(13) 1003/ 5(13)	
8 9 10	VIOLET PINK	SPARE SPARE +24V 12 TTB 4.6 (3)	
11 12	SLATE TAN RED/GREEN	SPARE SPARE SPARE SPARE	
13	RED/YELLOW	SPARE SPARE SPARE	

- 7. If one of these cables is disconnected or faulty, reconnect it or replace it.
- 8. If the wiring is ok, run PrC diagnostics for the following:
- 9. Ports
- 10. Interfaces
- 11. B&R Modules
- 12. If the problem persists, check the Yellow Moby plug

Yellow Main ink tank Float

- 1. Open Control Tools -> Sub Systems -> Ink
- 2. A correct indication will show "Fill" in Green and "Low" in Green

Control Tools : Sub Systems																
Vacuum	Main Tanl	k —						Second	ary Tan	. —						
lnk +	Overflow	LC	Lm	Y	C	м	ĸ		Overflov							
UV	Fill	ĕ	ĕ	ŏ	ē		ĕ	Front	Fill	Ŏ	Ŏ	•	Ŏ	ĕ	ĕ	
Maintenance	Low Minimum	•					•	Rear	Overflov Fill			•		•		
Cooling	Maintena		_		_		_				_		-	-	-	

- 3. If the "Fill" indication is in Grey, remove the main ink tank float and manually slide the floats to verify that the indications change colors.
- 4. If one of the indications does not respond properly, replace the float.

For instructions, follow CSR A document "Replacing the Main Ink Tank Float" (CW154-01001).

Warning ! The following step should be done exclusively by an HP Service Engineer.

Yellow Moby plug is clogged

- 1. Check if the Moby is clogged by disconnecting the ink tube connected to the Yellow main tank
- 2. Insert the tube into an empty bottle and through Control Tools, activate the Yellow pump.
- 3. If the problem is due to a clogged Moby needle or a faulty Moby, the ink will not flow to the bottle.
- 4. If this is the case replace the Moby according to CSR A document "Replacing a Moby Connector" (CW154-01161).
- 5. If after performing all the above recommended actions the error persists, contact your HP support specialist for assistance



Error ID: 60021 – IDS – Low ink level in Black main ink tank.

Error Message:



Note: Before starting to troubleshoot this error, please open the machine log and check if other messages were sent to the log. Try looking for hints that may lead you to the source of the current error, for instance, which components are mentioned within the error string.

Possible Causes

- Black Supply Tank is empty or faulty
- Black ink Tubing in the IDS cabinet obstructed or leaking
- <u>Black Main Ink Pump or wiring is faulty</u>
- Black Moby plug is faulty



Recommended Actions

Black Supply Tank is empty or faulty

- 1. Open Ink Level indications window and check the state of the Black ink container. Ensure your check by visually inspecting the Black ink container in the IDS cabinet.
- 2. If the Black ink container is empty, replace it the error should disappear.
- 3. If the Black Supply container is not empty, remove the Moby plug and reconnect it.
- 4. If the issue persists, replace the Supply Tank by a new one.

Black Tubing in the IDS cabinet obstructed or leaking

- 1. Inspect the entire route of the Black ink tubing to rule out the possibility of a leaking tubes or fittings.
- 2. Inspect the Black ink tubing to find out if any of the tubes is bent, kinked or obstructed.

Warning ! The following step should be done exclusively by an HP Service Engineer.

Black main ink pump

3. Go to Control tools and activate the Black main ink pump.





4. In the IDS cabinet, check if the pump works by slightly touching it with your hand (you can feel the axis spin).





- 5. If the lnk pump works and the error persists, go to the next step.
- 6. If the pump does not work, check wiring starting from the pump and valves down to the B&R module:
 - Check cable CX161-02720 between the IDS Panel J5 Black connection and the Black Pump & valves.
 - Check cable CX161-03030 between the IDS panel J5 Black connection and the B&R MM module.

When the pump is ON, LED 6 in the ST10 B&R (MM) module should lit red (see table below).

		Output Module	e 1M	IM3 (X	20D0	08332) – ST10						
	Gr	range = LED ON ray = LED OFF		LED Status	Status Gray = LED OFF							
during	Input LEDs m	ay change status (Yllow/Gra rmal job with respect to	у)	• 2 4 • 1 3 • 627 WW 02X		: Input LEDs may change st I the printer normal job with ation demand.		ay)				
1	CX161-03040	MAIN PUMP_M (5)	11	11 21	21	GND_MAIN PUMP_M (5)	CX161-03040	1				
3	CX161-03030	MAIN PUMP_B (6)	12	12 22	22	GND_MAIN PUMP_B (6)	CX161-03030	2				
5	CX161-03080	SECONDARY CIRCULATION (FEED) PUMP_LC (1)	13	13 23	23	GND_SECONDARY CIRCULATION (FEED) PUMP_LC (1)	CX161-03080	3				
7	CX161-03070	SECONDARY CIRCULATION (FEED) PUMP_LM (2)	14	14 24	24	GND_SECONDARY CIRCULATION (FEED) PUMP_LM (2)	CX161-03070	4				
	LEC Internal Wire	+24VDC8	15	15 25	25							
	LEC Internal Wire	-24V_8 (GND)	16	16 26	26							
LED	Cable	Description	тв	Terminal Block	тв	Description	Cable	LED				



	FEED PUMP	BLACK	FEED PUMP	
	GND FEED PUMP	RED	GND FEED PUMP	
2	SPARE	WHITE	SPARE	- 3
3 >	SPARE	GREEN	SPARE	
4 <	MAIN PUMP	ORANGE	MAIN PUMP	4
5 /	GND MAIN PUMP	BLUE	GND MAIN PUMP	5
lack panel	CIRCULATION VLV	BROWN	CIRCULATION VLV	- 6 7 Black IDS modu
	GND	YELLOW	GND	'
8 >	SPARE	VIOLET	SPARE	
	SPARE	GRAY	SPARE	
10 ×	SPARE	PINK	SPARE	■ 10 ■ 11
12 >	SPARE	TAN	SPARE	12
13	SPARE	RED/GREEN	SPARE	■ 13
14 >	SPARE	RED/YELLOW	SPARE	■ 14

5-Black panel	$\overline{\Lambda}$	B&R CONTROLLER
FEED PUMP 6	BLACK WHITE	1MM4 / 4+(14) 1MM4 (24)
3 SPARE	YELLOW GREEN	SPARE SPARE
4 MAIN PUMP 6 5 GND MAIN PUMP 6	ORANGE BLUE	1MM3/ 2+(12)
6 7 -24V17	RED BROWN	1003/4(22)
8 9 +24V_15	VIOLET PINK	1TB4.17 (3) SPARE
10 SPARE	SLATE	1TB4.8 (2) SPARE
12 SPARE	TAN RED/GREEN	SPARE SPARE
13 SPARE	RED/YELLOW	SPARE

- 7. If one of these cables is disconnected or faulty, reconnect it or replace it.
- 8. If the wiring is ok, run PrC diagnostics for the following:
- 9. Ports
- 10. Interfaces
- 11. B&R Modules
- 12. If the problem persists, check the Black Moby plug

Black Main ink tank Float

- 1. Open Control Tools -> Sub Systems -> Ink
- 2. A correct indication will show "Fill" in Green and "Low" in Green

Control Tools : Sub Systems																
Vacuum	Main Tank							Second	ary Tar	k —						
Ink +	Overflow	Lc	Lm	Y	c	м	K		Overflo	LC				M		
UV			•	ŏ	ĕ	•	•	Front	Fill	ĕ	Ŏ	Ŏ	Ŏ	•	Ŏ	
Maintenance								Rear	Overflo Fill	•				•		
Cooling	Maintenance					_			Thu -							

- 3. If the "Fill" indication is in Grey, remove the main ink tank float and manually slide the floats to verify that the indications change colors.
- 4. If one of the indications does not respond properly, replace the float.

For instructions, follow CSR A document "Replacing the Main Ink Tank Float" (CW154-01001).

Warning ! The following step should be done exclusively by an HP Service Engineer.

Black Moby plug is clogged

- 1. Check if the Moby is clogged by disconnecting the ink tube connected to the Black main tank
- 2. Insert the tube into an empty bottle and through Control Tools, activate the Black pump.
- 3. If the problem is due to a clogged Moby needle or a faulty Moby, the ink will not flow to the bottle.
- 4. If this is the case replace the Moby according to CSR A document "Replacing a Moby Connector" (CW154-01161).
- 5. If after performing all the above recommended actions the error persists, contact your HP support specialist for assistance



Error ID: 60026 – IDS – Low ink level in Light Magenta main ink tank.

Error Message:



Note: Before starting to troubleshoot this error, please open the machine log and check if other messages were sent to the log. Try looking for hints that may lead you to the source of the current error, for instance, which components are mentioned within the error string.

Possible Causes

- Light Magenta Supply Tank is empty or faulty
- Light Magenta ink Tubing in the IDS cabinet obstructed or leaking
- Light Magenta Main Ink Pump or wiring is faulty
- Light Magenta Moby plug is faulty



Recommended Actions

Light Magenta Supply Tank is empty or faulty

- 1. Open Ink Level indications window and check the state of the Light Magenta ink container. Ensure your check by visually inspecting the Light Magenta ink container in the IDS cabinet.
- 2. If the Light Magenta ink container is empty, replace it the error should disappear.
- 3. If the Light Magenta Supply container is not empty, remove the Moby plug and reconnect it.
- 4. If the issue persists, replace the Supply Tank by a new one.

Light Magenta Tubing in the IDS cabinet obstructed or leaking

- 1. Inspect the entire route of the Light Magenta ink tubing to rule out the possibility of a leaking tubes or fittings.
- 2. Inspect the Light Magenta ink tubing to find out if any of the tubes is bent, kinked or obstructed.

Warning ! The following step should be done exclusively by an HP Service Engineer.

Light Magenta main ink pump

3. Go to Control tools and activate the Light Magenta main ink pump.





4. In the IDS cabinet, check if the pump works by slightly touching it with your hand (you can feel the axis spin).





- 5. If the lnk pump works and the error persists, go to the next step.
- 6. If the pump does not work, check wiring starting from the pump and valves down to the B&R module:
 - Check cable CX161-02760 between the IDS Panel J5 Light Magenta connection and the Light Magenta Pump & valves.
 - Check cable CX161-03070 between the IDS panel J5 Light Magenta connection and the B&R MM module.

When the pump is ON, LED 2 in the ST9 B&R (MM) module should lit red (see table below).

		Output Modul	le 11	/M2 (X	20M	M4331) – ST9								
	Orange = LED ON LED Orange = LED ON Gray = LED OFF Status Gray = LED OFF													
during	Input LEDs ma	ay change status (Yllow/Gra rmal job with respect to	iy)	1 2 4 1 2 4 1 2 4	during	L Input LEDs may change st the printer normal job with ation demand.		ay)						
1	CX161-03080	MAIN PUMP_LC (1)	11	11 21	21	GND_MAIN PUMP_LC (1)	CX161-03080	1						
2	CX161-03070	MAIN PUMP_LM (2)	12	12 22	22	GND_MAIN PUMP_LM (2)	CX161-03070	2						
3	CX161-03060	MAIN PUMP_Y (3)	13	13 23	23	GND_MAIN PUMP_Y (3)	CX161-03060	3						
4	CX161-03050	MAIN PUMP_C (4)	14	14 24	24	GND_MAIN PUMP_C (4)	CX161-03050	4						
	LEC Internal Wire	+24VDC7	15	15 25	25									
	LEC Internal Wire	-24V_7 (GND)	16	16 26	26									
LED	Cable	Description	тв	Terminal Block	тв	Description	Cable	LED						



1	FEED PUMP	BLACK	FEED PUMP
1	GENDER FEED PUMP	RED	GENDER FEED PUMP
2	SPARE	WHITE	SPARE 3
	SPARE	GREEN	SPARE
4	MAIN PUMP	ORANGE	MAIN PUMP
5	GND MAIN PUMP	BLUE	GND MAIN PUMP 5
Light magenta panel	CIRCULATION VLV	BROWN	CIRCULATION VLV
7	GND	YELLOW	GND 7
8	SPARE	VIOLET	SPARE SPARE
9	SPARE	GRAY	SPARE 10 IDS module
10	SPARE	PINK	SPARE
11	SPARE	TAN	SPARE 11
12	SPARE	RED/GREEN	SPARE 12
13	SPARE	RED/YELLOW	SPARE 11
14			

J5-LIGHT MAGENTA panel			B&R CONTROLLER
Δ	BLACK	FEED PUMP 2	
	WHITE	GENDER FEED PUMP 2	1MM3 (24)
3	YELLOW GREEN	SPARE SPARE	SPARE
4	ORANGE	MAIN PUMP 2	- SPARE
5	BLUE	GND MAIN PUMP 2	1MM2/ 2+(12)
	RED BROWN	CIRCULATION VLV 2 -24V13	- 1MM2 (22) - 1DO3/ 3(12)
8	VIOLET PINK	SPARE	- SPARE
10	SLATE	+24V_11 SPARE	
11	TAN	SPARE	- SPARE
12	RED/GREEN	SPARE	– SPARE
13	RED/YELLOW	SPARE	- SPARE

Тор

- 7. If one of these cables is disconnected or faulty, reconnect it or replace it.
- 8. If the wiring is ok, run PrC diagnostics for the following:

- 9. Ports
- 10. Interfaces
- 11. B&R Modules
- 12. If the problem persists, check the Light Magenta Moby plug

Light Magenta Main ink tank Float

- 1. Open Control Tools -> Sub Systems -> Ink
- 2. A correct indication will show "Fill" in Green and "Low" in Green

Control Tools : Sub Systems															
Vacuum	Main Tanl	k —				Seco	nda	ary Tank							
Ink +	Overflow	LC	Lm	Y	M			Overflow					M		
UV	Fill	ĕ		ĕ	ĕ	Front	t	Overflow Fill	ŏ	ĕ	ŏ	ŏ	ĕ	ĕ	
Maintenance	Low Minimum				•	Rear		Overflow Fill					•		
Cooling	Maintena	nce –			 				_	-	_	_	_		

- 3. If the "Fill" indication is in Grey, remove the main ink tank float and manually slide the floats to verify that the indications change colors.
- 4. If one of the indications does not respond properly, replace the float.

For instructions, follow CSR A document "Replacing the Main Ink Tank Float" (CW154-01001).

Warning ! The following step should be done exclusively by an HP Service Engineer.

Light Magenta Moby plug is clogged

- 1. Check if the Moby is clogged by disconnecting the ink tube connected to the Light Magenta main tank
- 2. Insert the tube into an empty bottle and through Control Tools, activate the Light Magenta pump.
- 3. If the problem is due to a clogged Moby needle or a faulty Moby, the ink will not flow to the bottle.
- 4. If this is the case replace the Moby according to CSR A document "Replacing a Moby Connector" (CW154-01161).
- 5. If after performing all the above recommended actions the error persists, contact your HP support specialist for assistance



Error ID: 60031 – IDS – Low ink level in Light Cyan main ink tank.

Error Message:



Note: Before starting to troubleshoot this error, please open the machine log and check if other messages were sent to the log. Try looking for hints that may lead you to the source of the current error, for instance, which components are mentioned within the error string.

Possible Causes

- Light Cyan Supply Tank is empty or faulty
- Light Cyan ink Tubing in the IDS cabinet obstructed or leaking
- Light Cyan Main Ink Pump or wiring is faulty
- Light Cyan Moby plug is faulty



Recommended Actions

Light Cyan Supply Tank is empty or faulty

- 1. Open Ink Level indications window and check the state of the Light Cyan ink container. Ensure your check by visually inspecting the Light Cyan ink container in the IDS cabinet.
- 2. If the Light Cyan ink container is empty, replace it the error should disappear.
- 3. If the Light Cyan Supply container is not empty, remove the Moby plug and reconnect it.
- 4. If the issue persists, replace the Supply Tank by a new one.

Light Cyan Tubing in the IDS cabinet obstructed or leaking

- 1. Inspect the entire route of the Light Cyan ink tubing to rule out the possibility of a leaking tubes or fittings.
- 2. Inspect the Light Cyan ink tubing to find out if any of the tubes is bent, kinked or obstructed.

Warning ! The following step should be done exclusively by an HP Service Engineer.

Light Cyan main ink pump

3. Go to Control tools and activate the Light Cyan main ink pump.





4. In the IDS cabinet, check if the pump works by slightly touching it with your hand (you can feel the axis spin).





- 5. If the lnk pump works and the error persists, go to the next step.
- 6. If the pump does not work, check wiring starting from the pump and valves down to the B&R module:
 - Check cable CX161-02770 between the IDS Panel J5 Light Cyan connection and the Light Cyan Pump & valves.
 - Check cable CX161-03080 between the IDS panel J5 Light Cyan connection and the B&R MM module.

When the pump is ON, LED 1 in the ST9 B&R (MM) module should lit red (see table below).

		Output Modu	le 1N	/M2 (X	20M	M4331) – ST9		
during	Gr Input LEDs ma	ange = LED ON ay = LED OFF ay change status (Yllow/Gra rmal job with respect to	ву)	LED Status		Orange = LED Gray = LED O Input LEDs may change st the printer normal job with ation demand.	FF atus (Yllow/Gra	ay)
1	CX161-03080	MAIN PUMP_LC (1)	11	11 21	21	GND_MAIN PUMP_LC (1)	CX161-03080	1
2	CX161-03070	MAIN PUMP_LM (2)	12	12 22	22	GND_MAIN PUMP_LM (2)	CX161-03070	2
3	CX161-03060	MAIN PUMP_Y (3)	13	13 23	23	GND_MAIN PUMP_Y (3)	CX161-03060	3
4	CX161-03050	MAIN PUMP_C (4)	14	14 24	24	GND_MAIN PUMP_C (4)	CX161-03050	4
	LEC Internal Wire	+24VDC7	15	15 25	25			
	LEC Internal Wire	-24V_7 (GND)	16	16 26	26			
LED	Cable	Description	тв	Terminal Block	тв	Description	Cable	LED



Image: space	FEED PUMP 1 GENDER FEED PUMP 2 SPARE 3 SPARE 3 MAIN PUMP 4 GND MAIN PUMP 5 CIRCULATION VLV 6 SPARE 9 SPARE 9 SPARE 10 SPARE 11 SPARE 12 SPARE 13 SPARE 14
--	---

LIGHT CYAN panel	7		B&R CONTROLLER
	BLACK WHITE YELLOW GREEN ORANGE BLUE RED BROWN VIOLET PINK SLATE TAN RED/GREEN RED/GREEN RED/YELLOW	FEED PUMP 1 GENDER FEED PUMP 1 SPARE MAIN PUMP 1 GND MAIN PUMP 1 CIRCULATION VLV 1 -24V12 SPARE +24V_8 SPARE SPARE SPARE SPARE SPARE SPARE	

- 7. If one of these cables is disconnected or faulty, reconnect it or replace it.
- 8. If the wiring is ok, run PrC diagnostics for the following:
- 9. Ports
- 10. Interfaces
- 11. B&R Modules
- 12. If the problem persists, check the Light Cyan Moby plug

Light Cyan Main ink tank Float

- 1. Open Control Tools -> Sub Systems -> Ink
- 2. A correct indication will show "Fill" in Green and "Low" in Green

Control Tools : Sub Systems																	
Vacuum	Main Tan	k —						Se	cond	lary Tank							
ink 🔸	Overflow	LC				M				Overflow	LC	Lm	Y		M		
UV	Fill	ŏ	ŏ	ĕ	ĕ	ĕ	ŏ	Fro	nt	Fill	Ŏ	Ŏ	•	Ŏ	Ŏ	ĕ	
Maintenance	Low Minimum						•	Re	ar	Overflow Fill			•		•		
Cooling	Maintena	ince –					_				_	_	_	_	_	_	

- 3. If the "Fill" indication is in Grey, remove the main ink tank float and manually slide the floats to verify that the indications change colors.
- 4. If one of the indications does not respond properly, replace the float.

For instructions, follow CSR A document "Replacing the Main Ink Tank Float" (CW154-01001).

Warning ! The following step should be done exclusively by an HP Service Engineer.

Light Cyan Moby plug is clogged

- 1. Check if the Moby is clogged by disconnecting the ink tube connected to the Light Cyan main tank
- 2. Insert the tube into an empty bottle and through Control Tools, activate the Light Cyan pump.
- 3. If the problem is due to a clogged Moby needle or a faulty Moby, the ink will not flow to the bottle.
- 4. If this is the case replace the Moby according to CSR A document "Replacing a Moby Connector" (CW154-01161).
- 5. If after performing all the above recommended actions the error persists, contact your HP support specialist for assistance

