

FB10000 Error Messages Troubleshooting

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

Error Severity: **Warning**

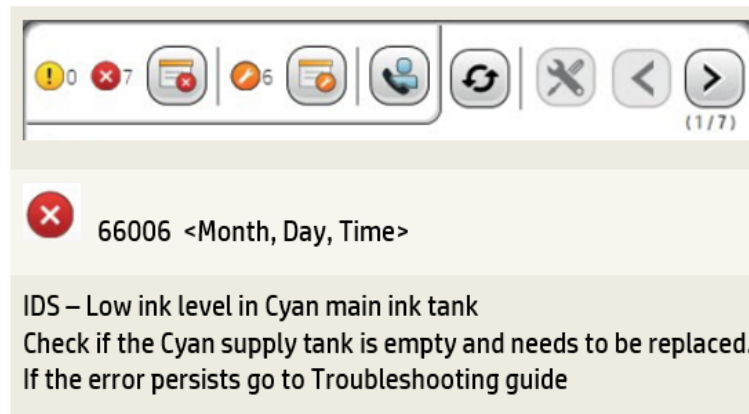
[Click a row](#) to open the appropriate error message troubleshooting document

- 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.

FB10000 Error Messages Troubleshooting

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

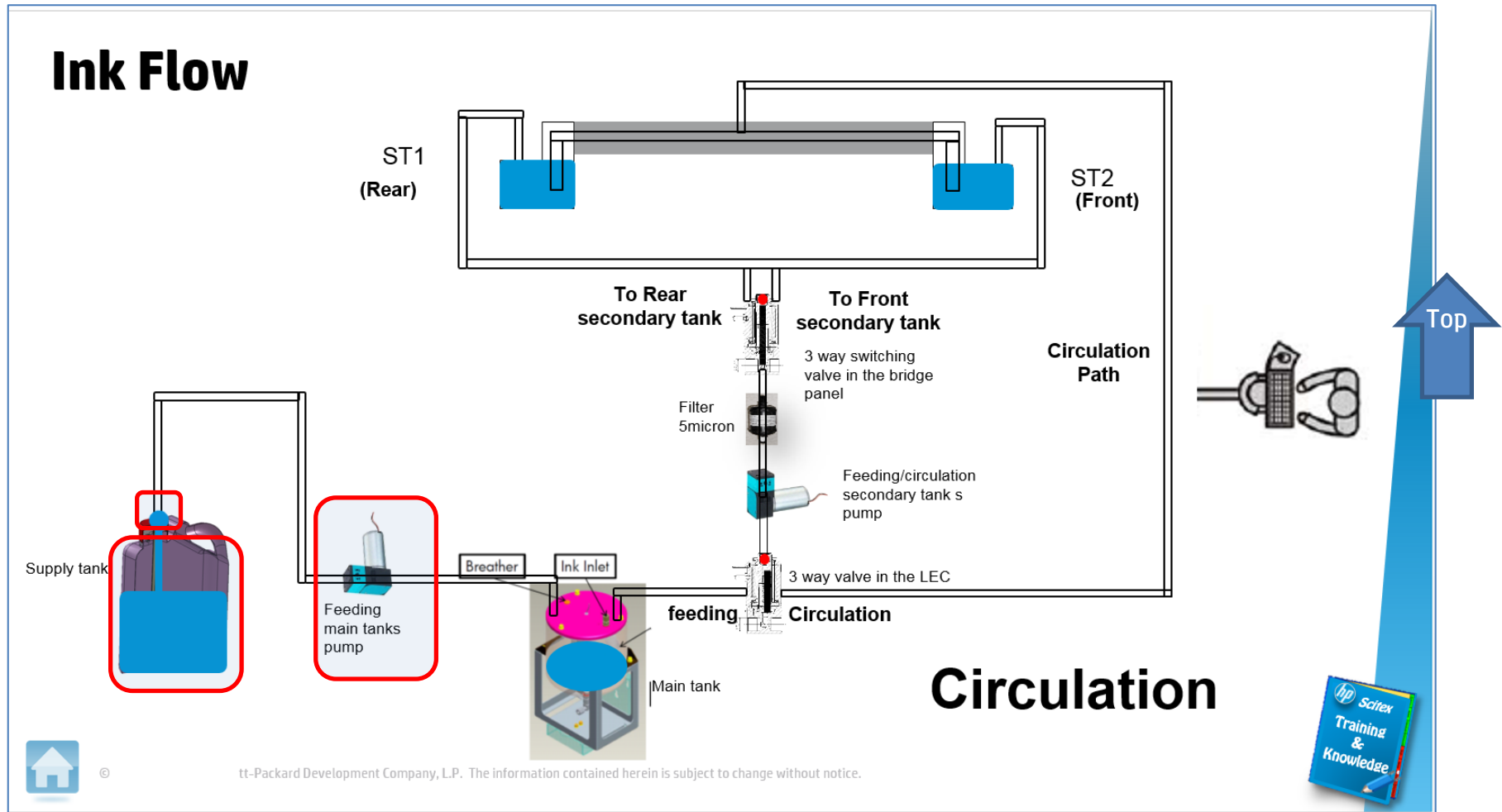
Error Message:



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](#)
- [Cyan ink Tubing in the IDS cabinet obstructed or leaking](#)
- [Cyan Main Ink Pump or wiring is faulty](#)
- [Cyan Moby plug is faulty](#)



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.



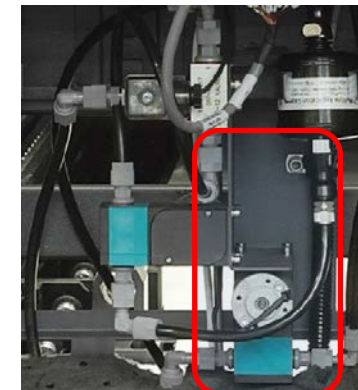
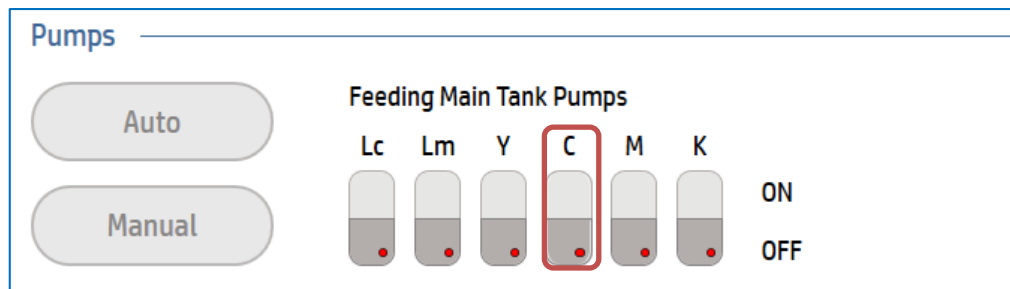
Cyan Tubing in the IDS cabinet obstructed or leaking

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

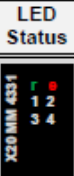
3. Go to Control tools and activate the Cyan main ink pump.



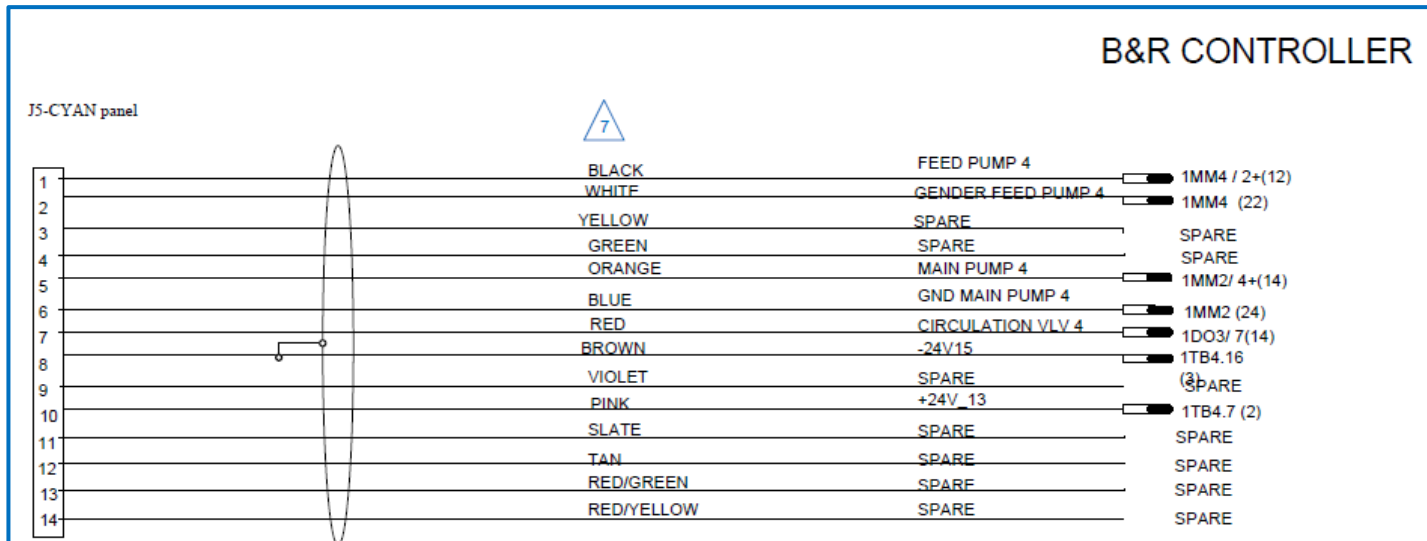
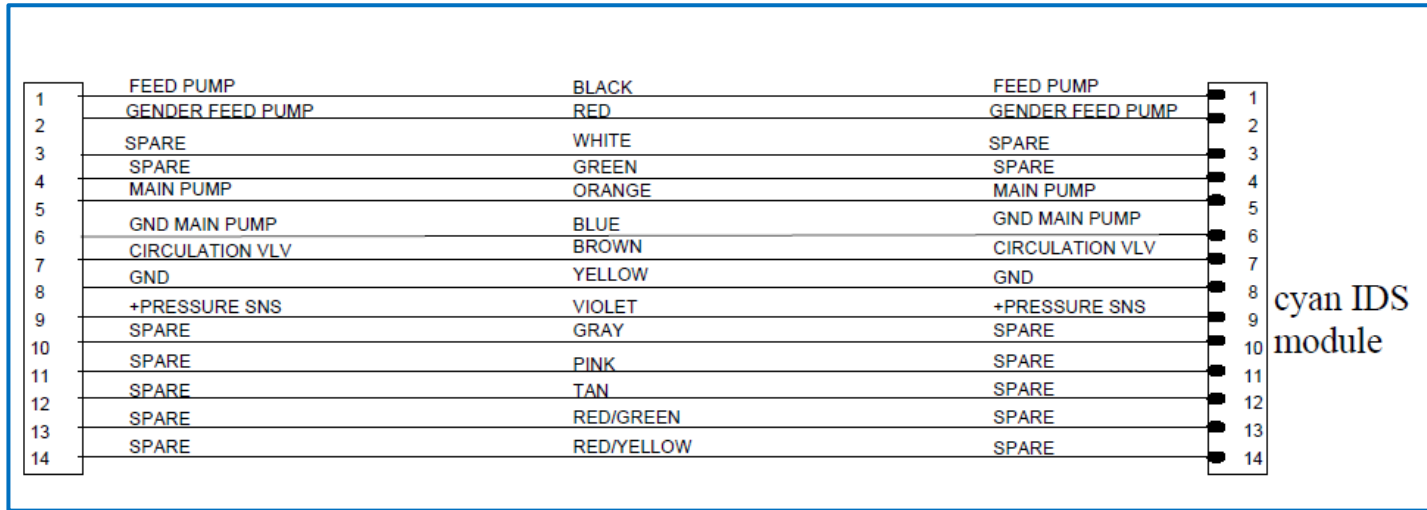
4. In the IDS cabinet, check if the pump works by slightly touching it with your hand (you can feel the axis spin).

5. If the Ink 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 Module 1MM2 (X20MM4331) – ST9								
Orange = LED ON Gray = LED OFF Note: Input LEDs may change status (Yellow/Gray) during the printer normal job with respect to application demand.				LED Status 	Orange = LED ON Gray = LED OFF Note: Input LEDs may change status (Yellow/Gray) during the printer normal job with respect to application demand.			
LED	Cable	Description	TB	Terminal Block	TB	Description	Cable	LED
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			

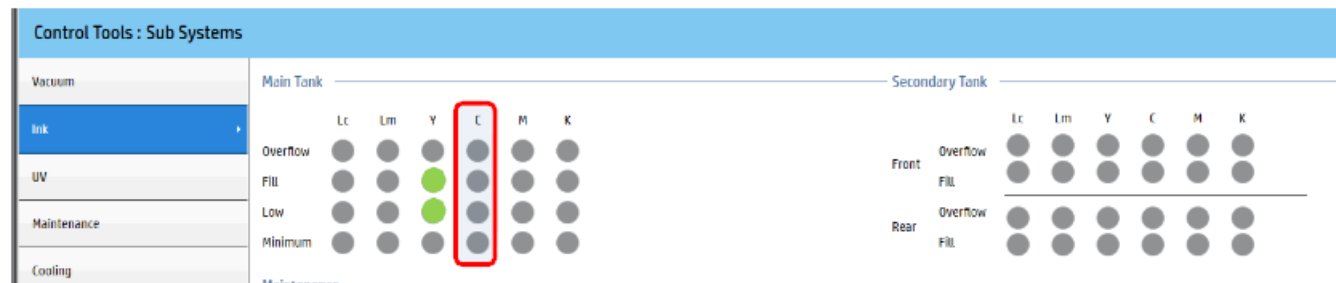




7. If one of these cables is disconnected or faulty, reconnect it or replace it.
8. If the wiring is ok, run PrC diagnostics for the following:
9. Ports
10. Interfaces
11. B&R Modules
12. If the problem persists, check the Cyan Moby plug

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



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

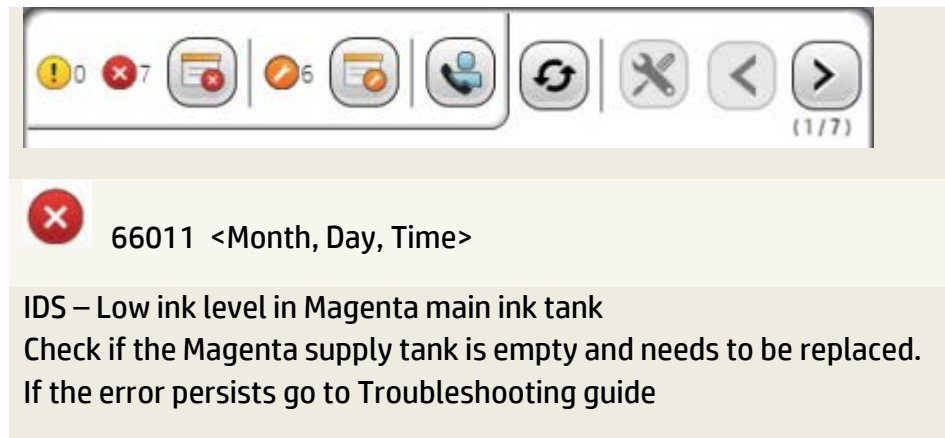
1. Check if the Moby is clogged by disconnecting the ink tube connected to the Cyan main tank
2. Insert the tube into an empty bottle and through Control Tools, activate the Cyan pump.
3. If the problem is due to a clogged Moby needle or a faulty Moby, the ink will not flow to the bottle.
4. If this 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



FB10000 Error Messages Troubleshooting

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

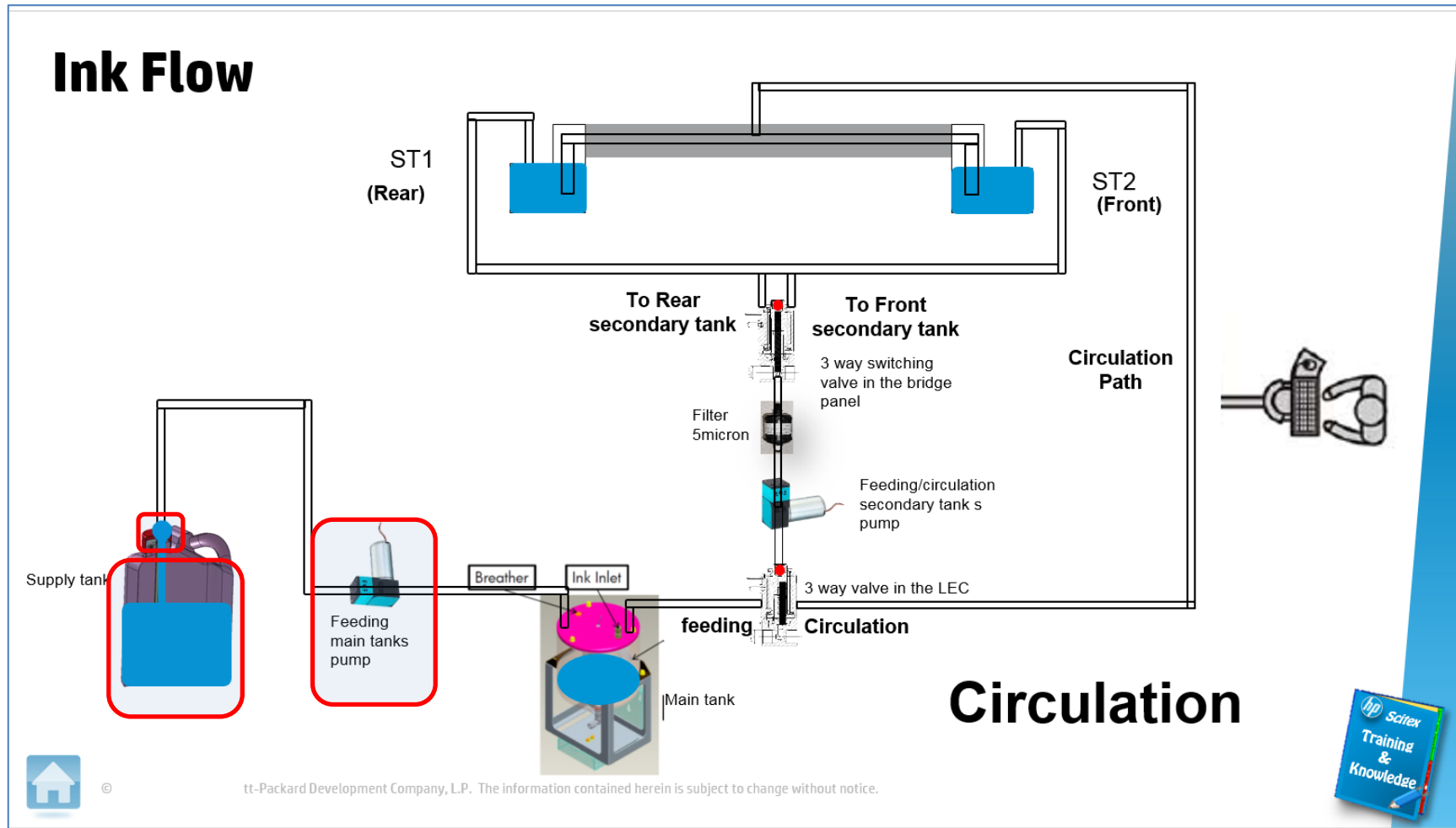
Error Message:



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

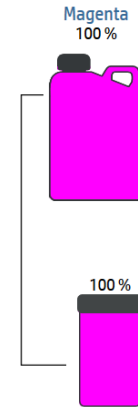
- [Magenta Supply Tank is empty or faulty](#)
- [Magenta ink Tubing in the IDS cabinet obstructed or leaking](#)
- [Magenta Main Ink Pump or wiring is faulty](#)
- [Magenta Moby plug is faulty](#)



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.



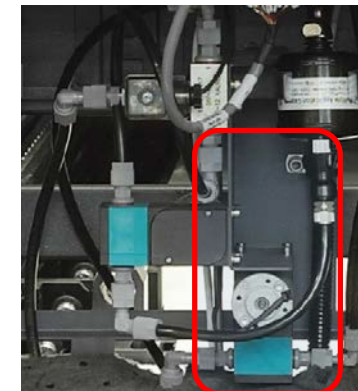
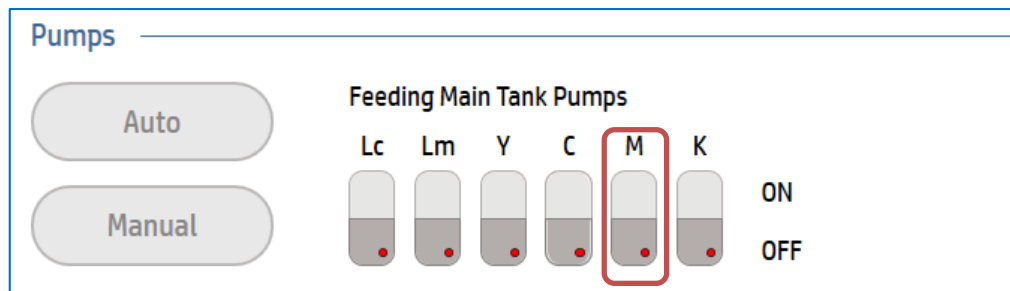
Magenta Tubing in the IDS cabinet obstructed or leaking

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.



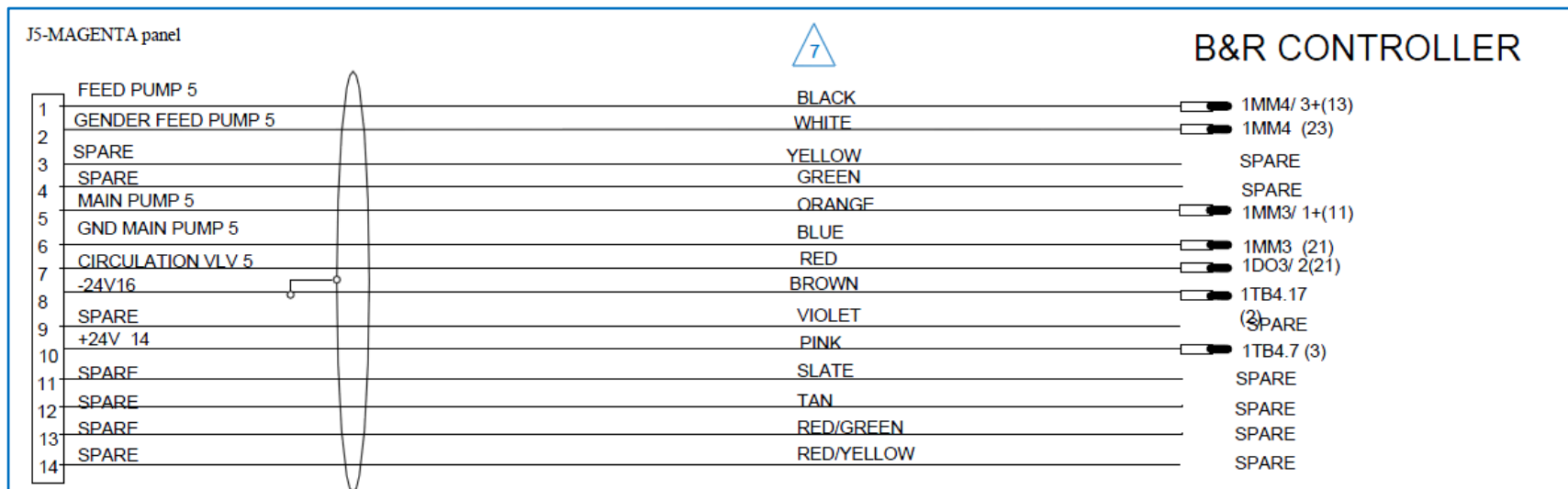
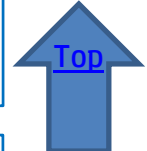
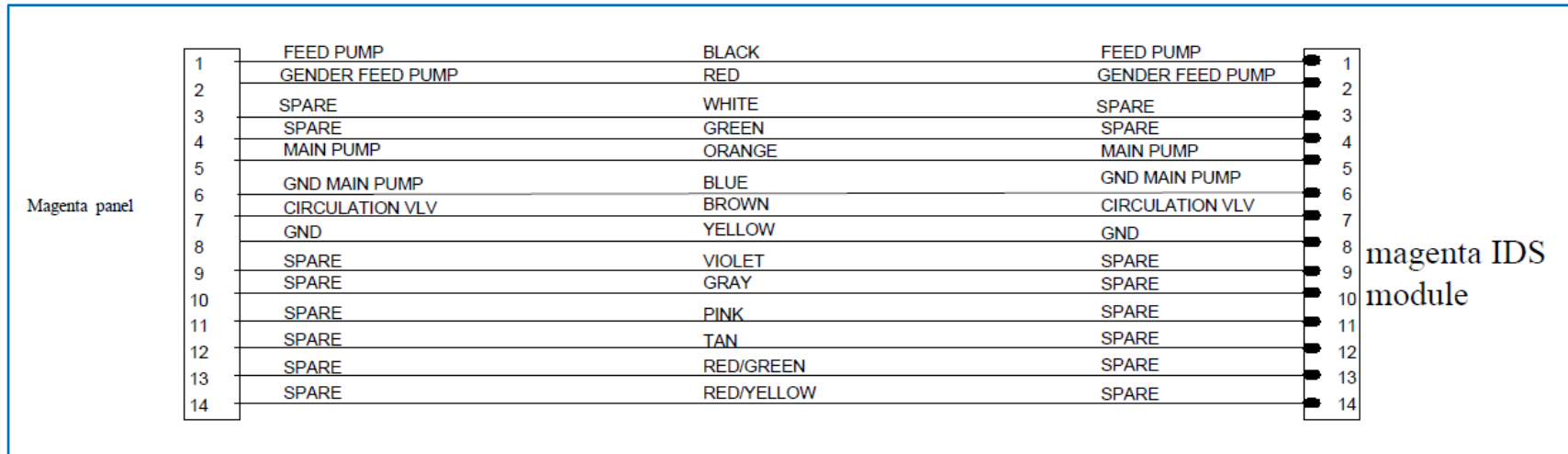
4. In the IDS cabinet, check if the pump works by slightly touching it with your hand (you can feel the axis spin).

5. If the Ink 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 1MM3 (X20DO8332) – ST10								
Orange = LED ON Gray = LED OFF			LED Status 	Orange = LED ON Gray = LED OFF				
Note: Input LEDs may change status (Yellow/Gray) during the printer normal job with respect to application demand.			Note: Input LEDs may change status (Yellow/Gray) during the printer normal job with respect to application demand.					
LED	Cable	Description	TB	Terminal Block	TB	Description	Cable	LED
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			

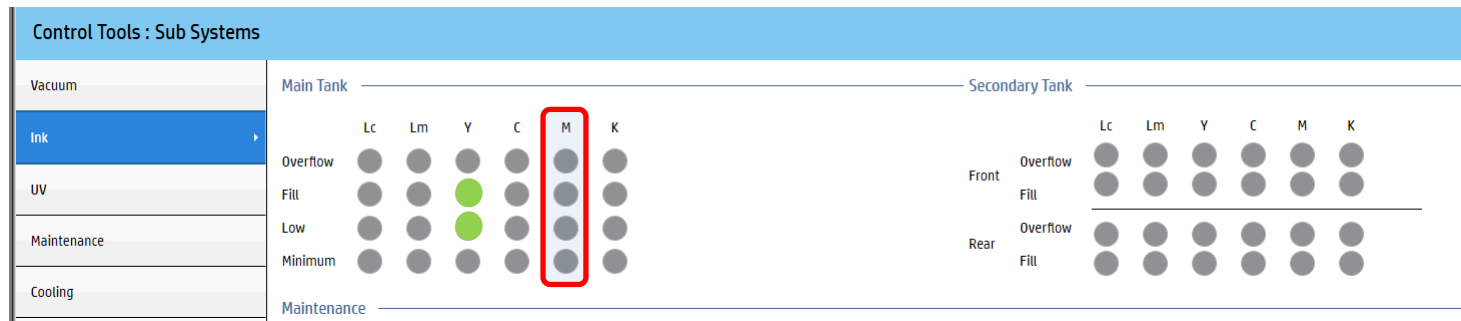




7. If one of these cables is disconnected or faulty, reconnect it or replace it.
8. If the wiring is ok, run PrC diagnostics for the following:
9. Ports
10. Interfaces
11. B&R Modules
12. If the problem persists, check the Magenta Moby plug

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



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

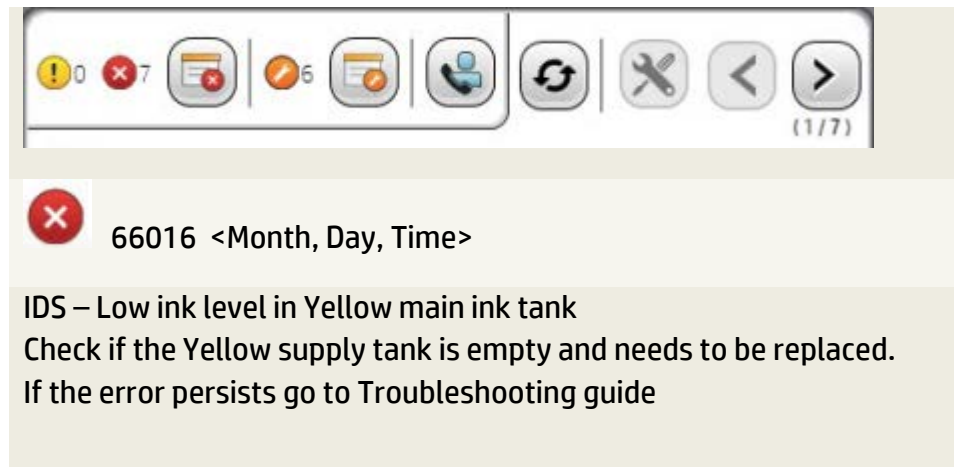
1. Check if the Moby is clogged by disconnecting the ink tube connected to the Magenta main tank
2. Insert the tube into an empty bottle and through Control Tools, activate the Magenta pump.
3. If the problem is due to a clogged Moby needle or a faulty Moby, the ink will not flow to the bottle.
4. If 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



FB10000 Error Messages Troubleshooting

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

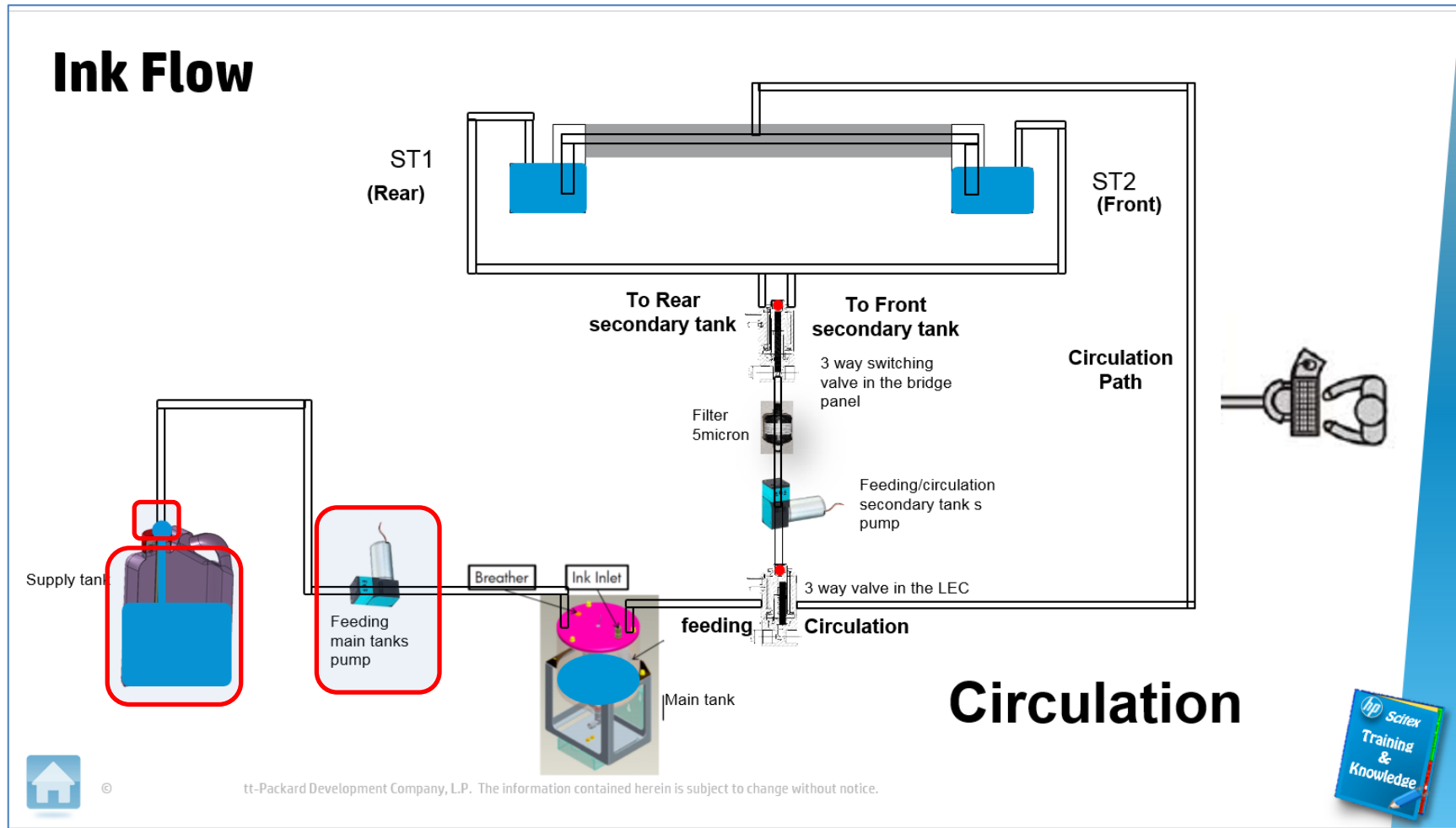
Error Message:



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](#)
- [Yellow Main Ink Pump or wiring is faulty](#)
- [Yellow Moby plug is faulty](#)



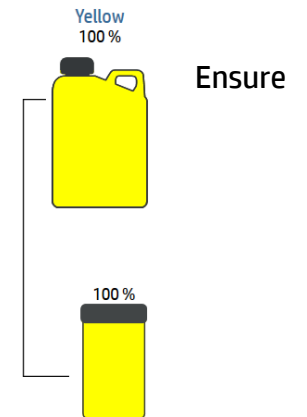
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Recommended Actions

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.



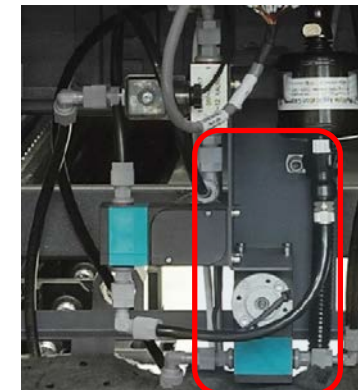
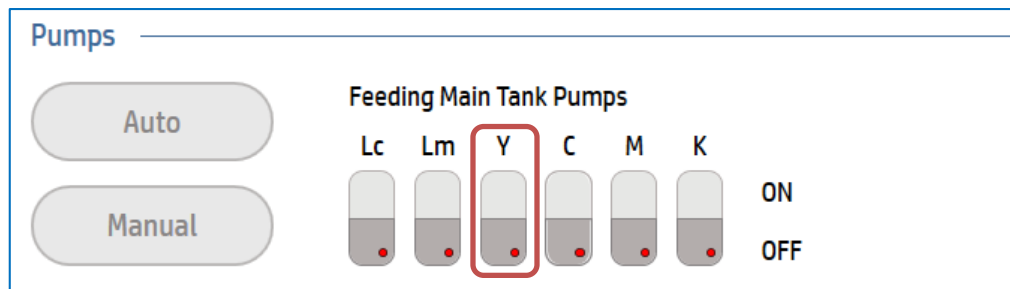
Yellow Tubing in the IDS cabinet obstructed or leaking

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

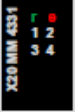
3. Go to Control tools and activate the Yellow main ink pump.



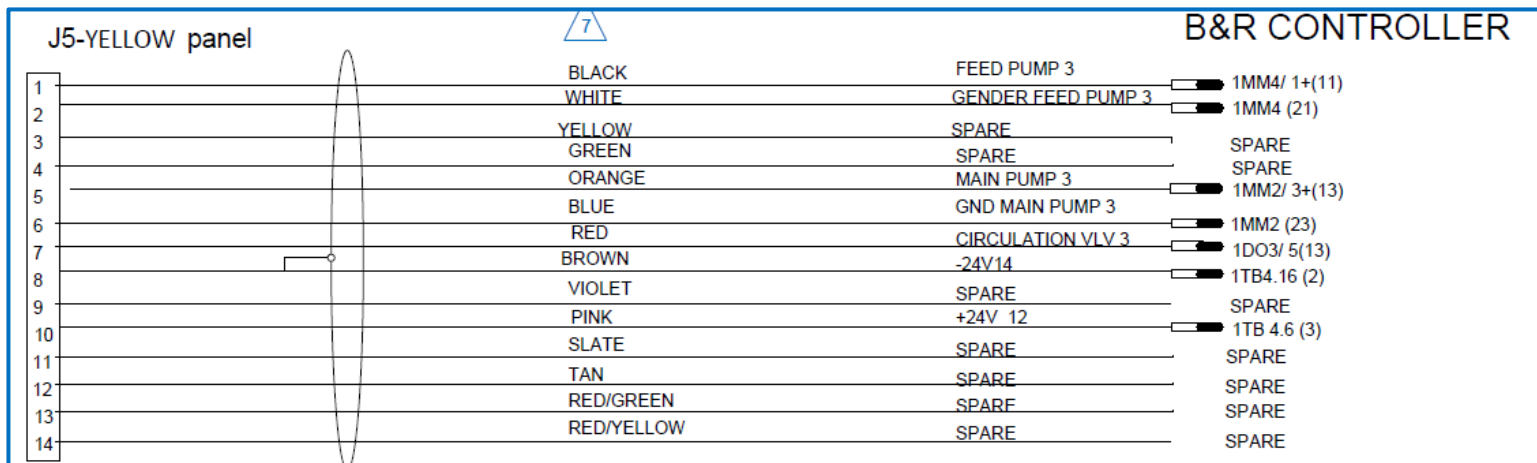
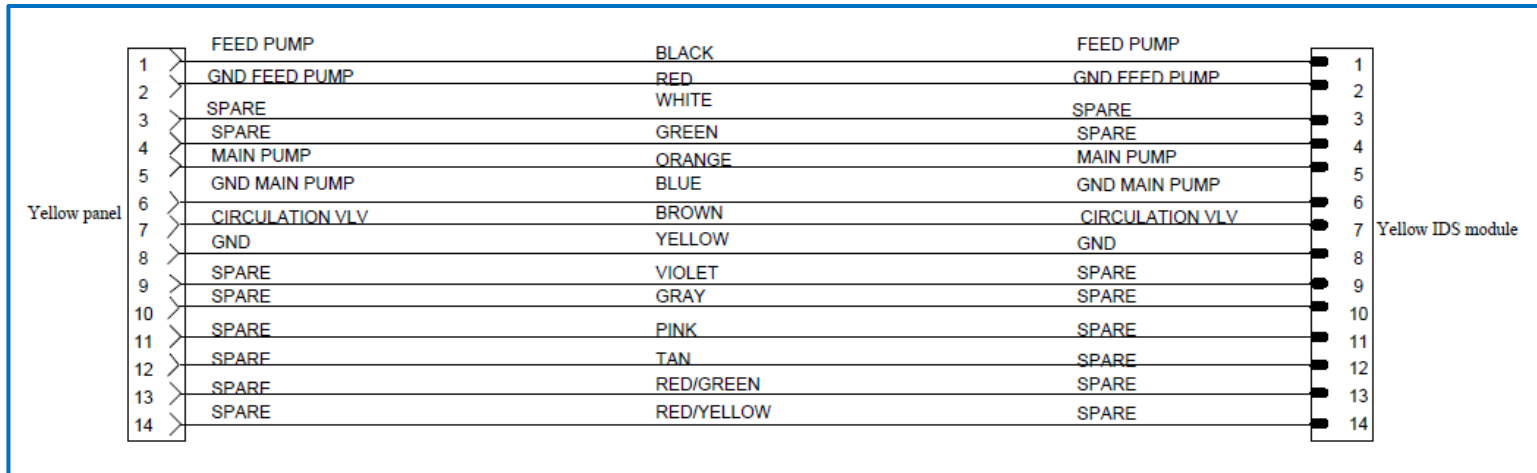
4. In the IDS cabinet, check if the pump works by slightly touching it with your hand (you can feel the axis spin).

5. If the Ink 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 Module 1MM2 (X20MM4331) – ST9								
Orange = LED ON Gray = LED OFF				LED Status	Orange = LED ON Gray = LED OFF			
Note: Input LEDs may change status (Yellow/Gray) during the printer normal job with respect to application demand.					Note: Input LEDs may change status (Yellow/Gray) during the printer normal job with respect to application demand.			
LED	Cable	Description	TB	Terminal Block	TB	Description	Cable	LED
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			

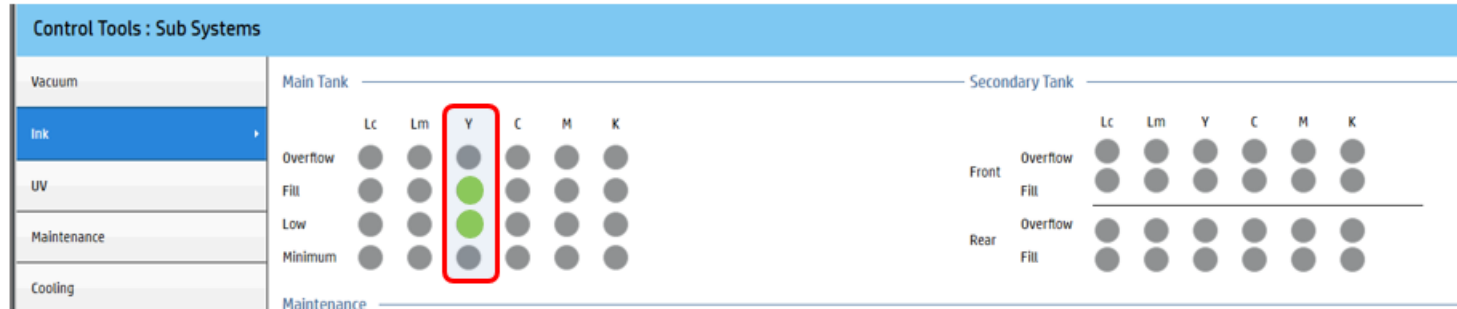




7. If one of these cables is disconnected or faulty, reconnect it or replace it.
8. If the wiring is ok, run PrC diagnostics for the following:
9. Ports
10. Interfaces
11. B&R Modules
12. If the problem persists, check the Yellow Moby plug

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



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

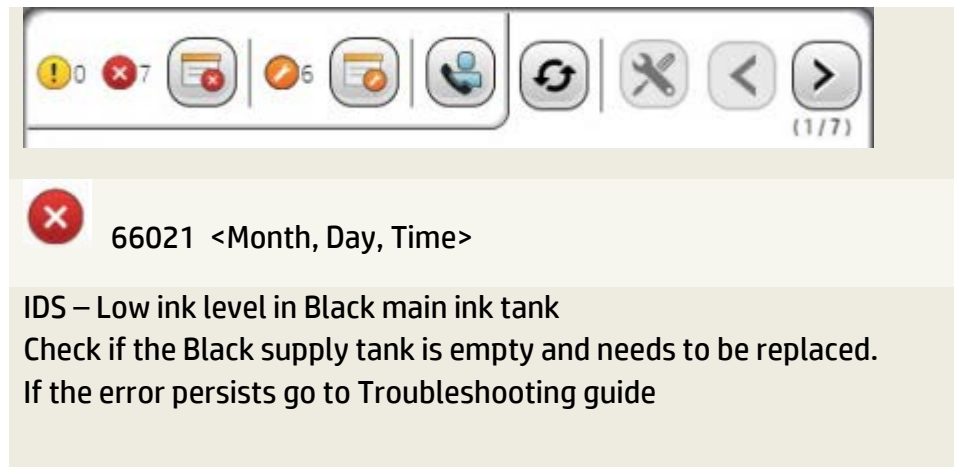
1. Check if the Moby is clogged by disconnecting the ink tube connected to the Yellow main tank
2. Insert the tube into an empty bottle and through Control Tools, activate the Yellow pump.
3. If the problem is due to a clogged Moby needle or a faulty Moby, the ink will not flow to the bottle.
4. If this 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



FB10000 Error Messages Troubleshooting

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

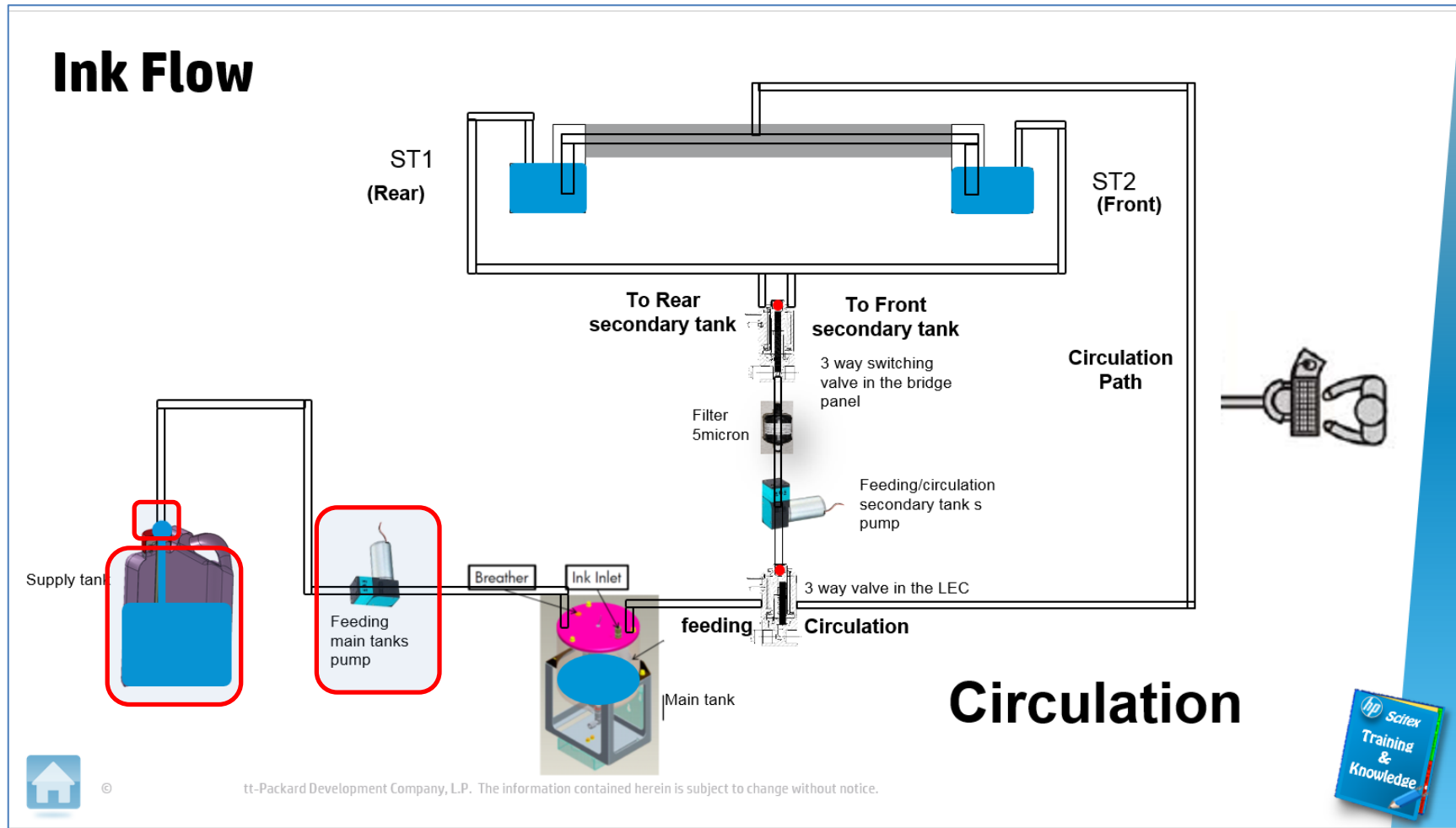
Error Message:



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](#)
- [Black Main Ink Pump or wiring is faulty](#)
- [Black Moby plug is faulty](#)



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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.

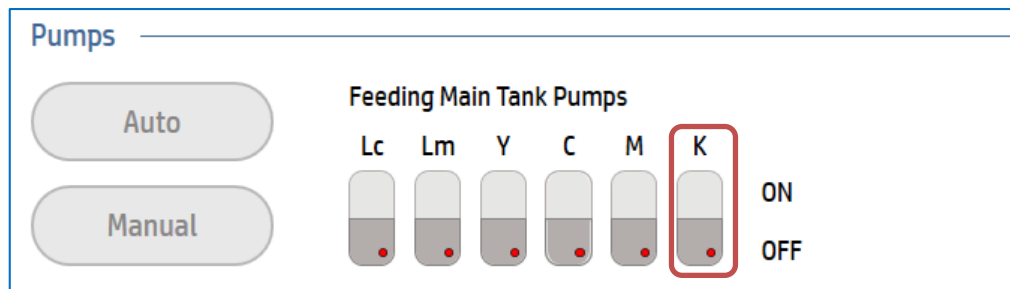
Black Tubing in the IDS cabinet obstructed or leaking

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.

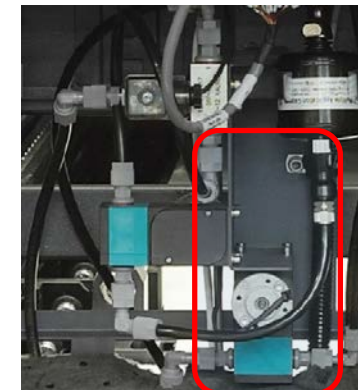
Warning ! The following step should be done exclusively by an HP Service Engineer.

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).

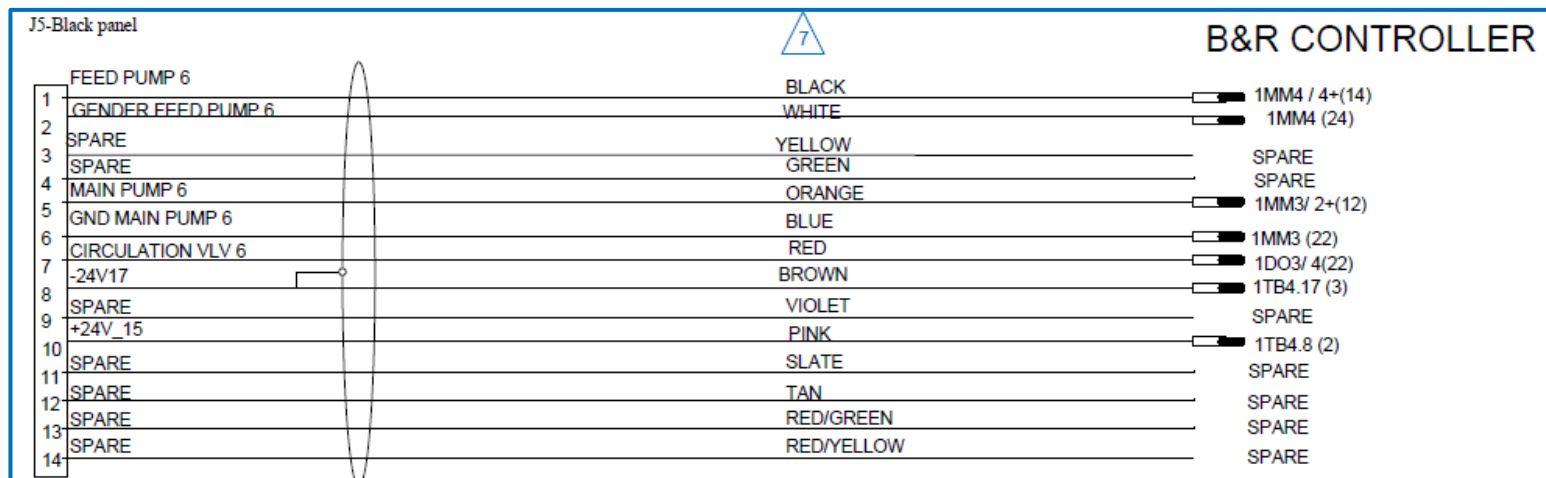
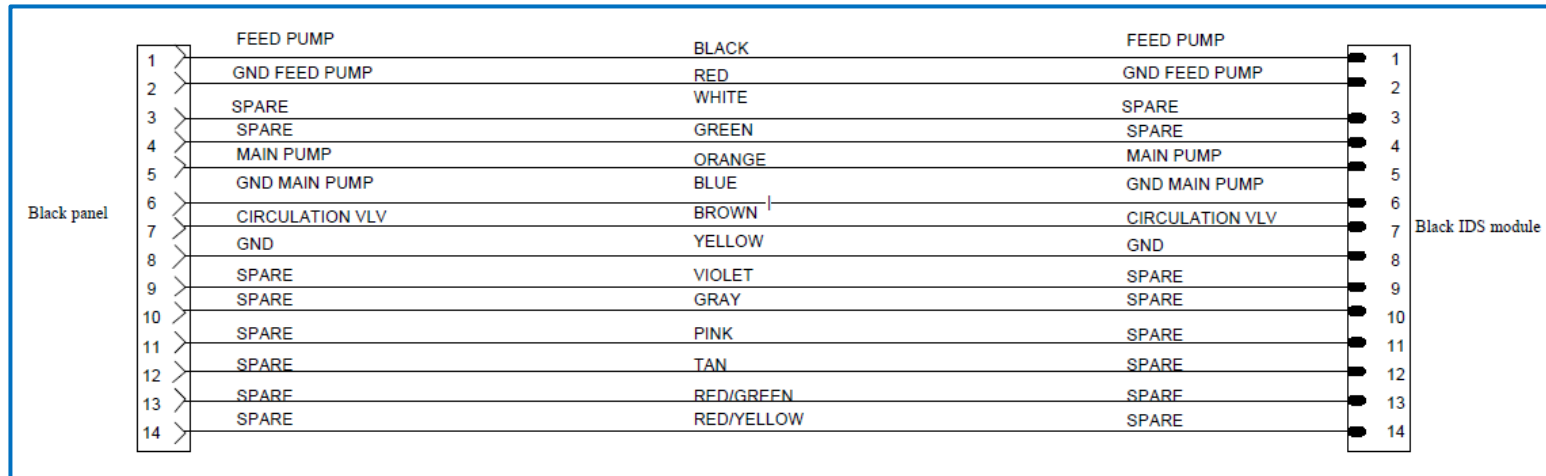


5. If the Ink pump works and the error persists, go to the next step.
6. If the pump does not work, check wiring starting from the pump and valves down to the B&R module:
 - Check cable CX161-02720 between the IDS Panel J5 Black connection and the Black Pump & valves.
 - Check cable CX161-03030 between 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 1MM3 (X20DO8332) – ST10								
Orange = LED ON Gray = LED OFF Note: Input LEDs may change status (Yellow/Gray) during the printer normal job with respect to application demand.				LED Status	Orange = LED ON Gray = LED OFF Note: Input LEDs may change status (Yellow/Gray) during the printer normal job with respect to application demand.			
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_B (GND)	16	16 26	26			
LED	Cable	Description	TB	Terminal Block	TB	Description	Cable	LED

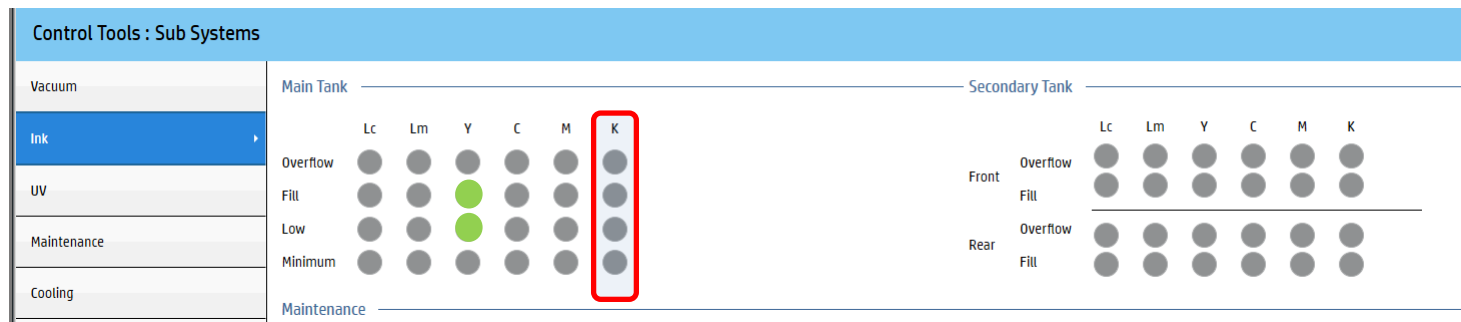




7. If one of these cables is disconnected or faulty, reconnect it or replace it.
8. If the wiring is ok, run PrC diagnostics for the following:
9. Ports
10. Interfaces
11. B&R Modules
12. If the problem persists, check the Black Moby plug

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



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

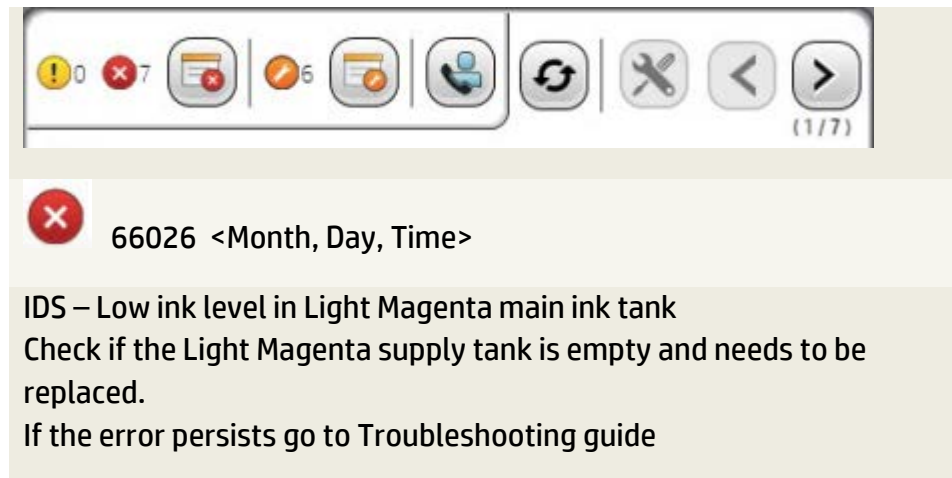
1. Check if the Moby is clogged by disconnecting the ink tube connected to the Black main tank
2. Insert the tube into an empty bottle and through Control Tools, activate the Black pump.
3. If the problem is due to a clogged Moby needle or a faulty Moby, the ink will not flow to the bottle.
4. If this 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



FB10000 Error Messages Troubleshooting

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

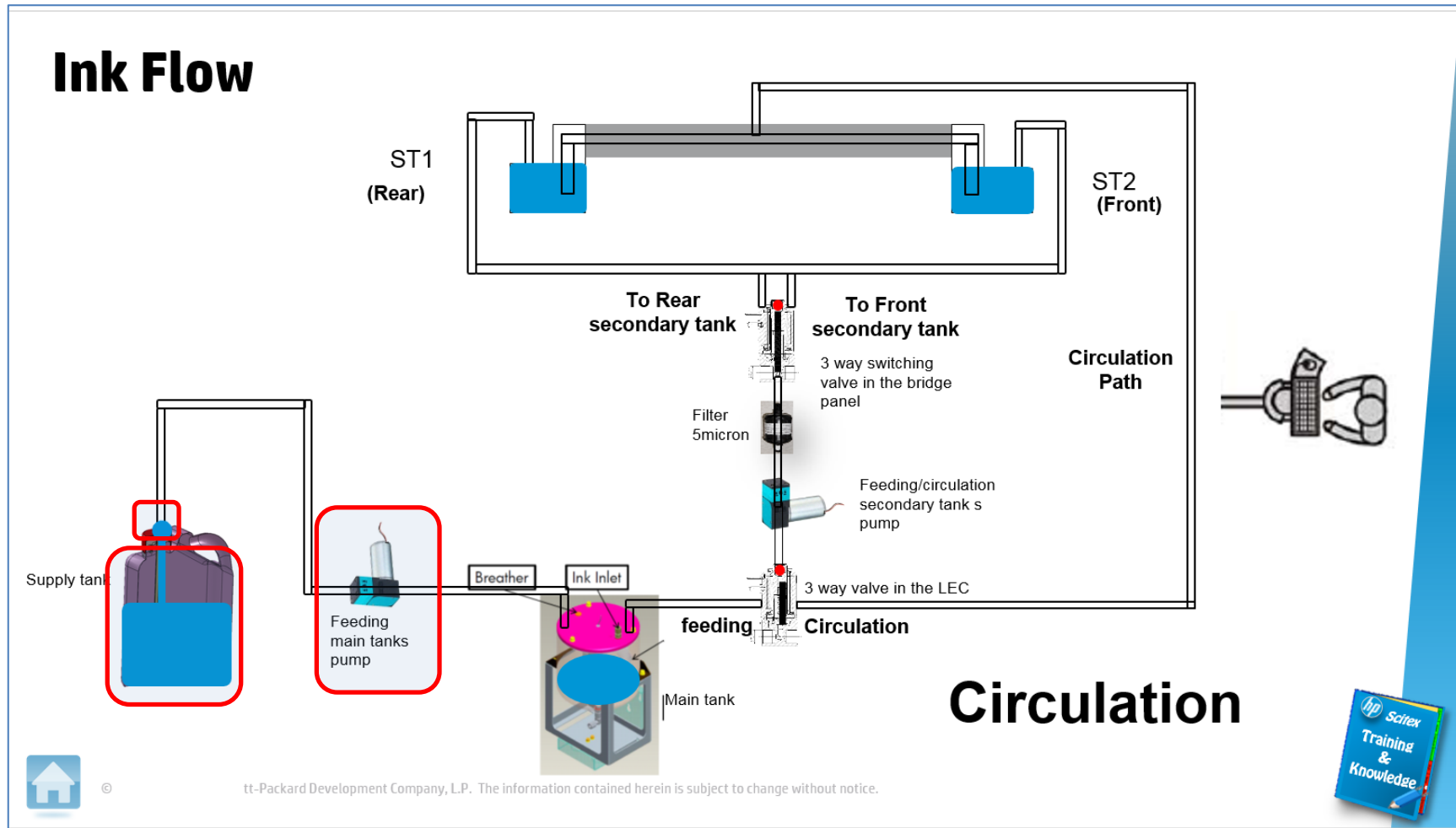
Error Message:



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](#)



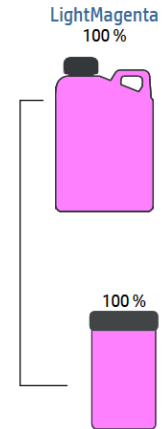
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Recommended Actions

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.



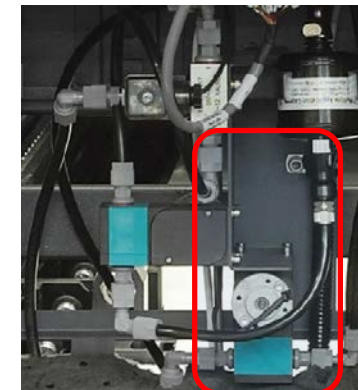
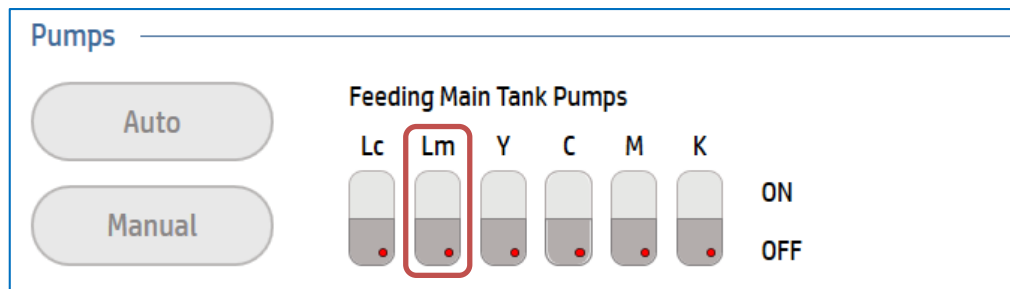
Light Magenta Tubing in the IDS cabinet obstructed or leaking

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

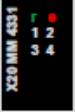
3. Go to Control tools and activate the Light Magenta main ink pump.



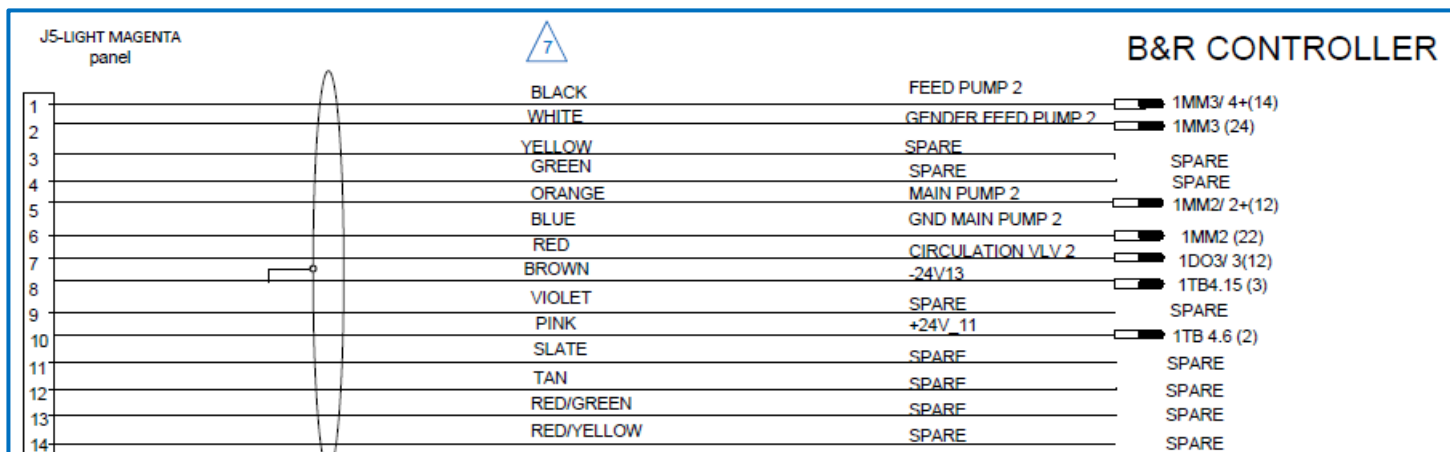
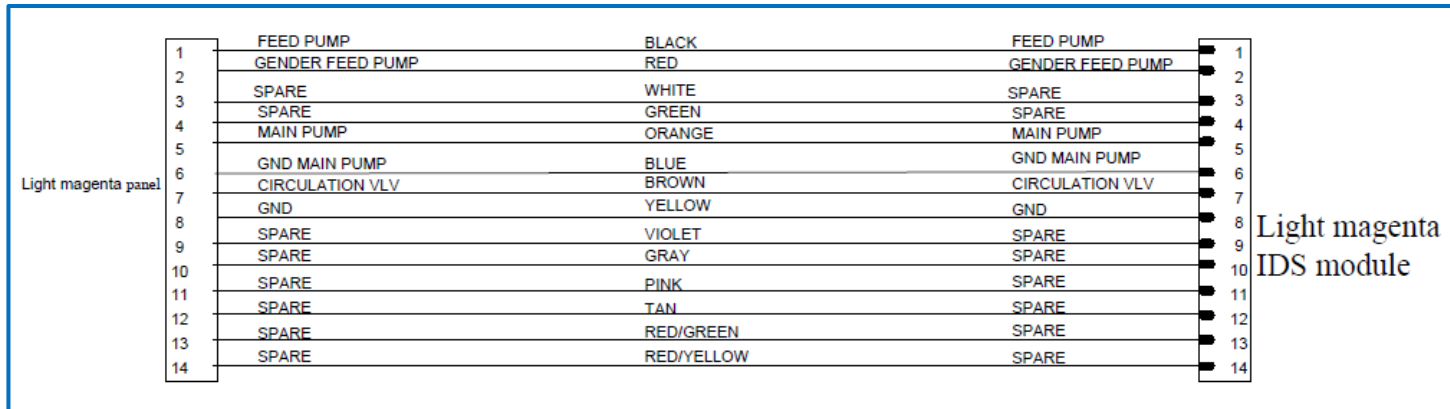
4. In the IDS cabinet, check if the pump works by slightly touching it with your hand (you can feel the axis spin).

5. If the Ink 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 Module 1MM2 (X20MM4331) – ST9								
Note: Input LEDs may change status (Yellow/Gray) during the printer normal job with respect to application demand.				LED Status 	Note: Input LEDs may change status (Yellow/Gray) during the printer normal job with respect to application demand.			
LED	Cable	Description	TB	Terminal Block	TB	Description	Cable	LED
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	CX161-03080	MAIN PUMP_Y (3)	13	13 23	23	GND_MAIN PUMP_Y (3)	CX161-03080	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			



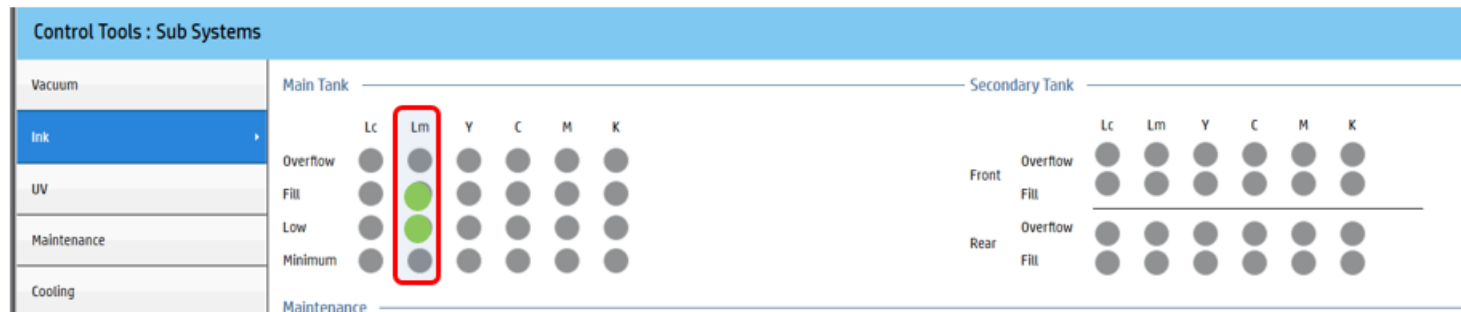


7. If one of these cables is disconnected or faulty, reconnect it or replace it.
8. If the wiring is ok, run PrC diagnostics for the following:

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



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

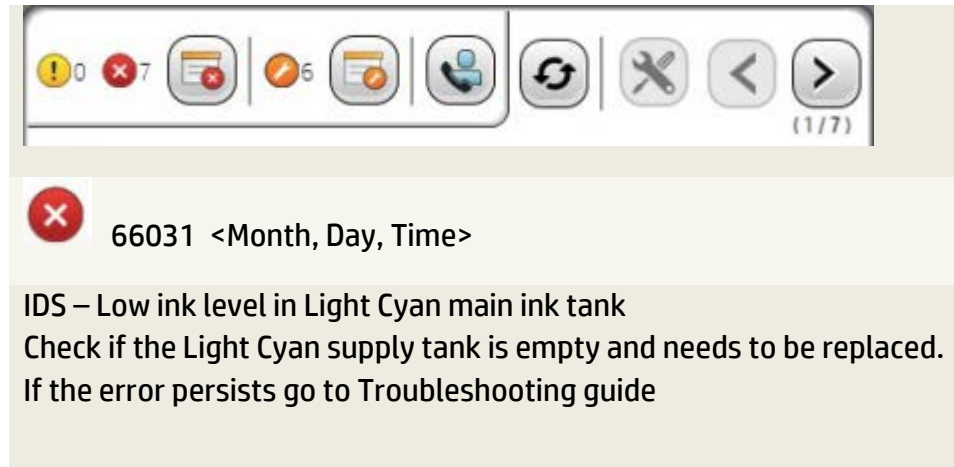
1. Check if the Moby is clogged by disconnecting the ink tube connected to the Light Magenta main tank
2. Insert the tube into an empty bottle and through Control Tools, activate the Light Magenta pump.
3. If the problem is due to a clogged Moby needle or a faulty Moby, the ink will not flow to the bottle.
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



FB10000 Error Messages Troubleshooting

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

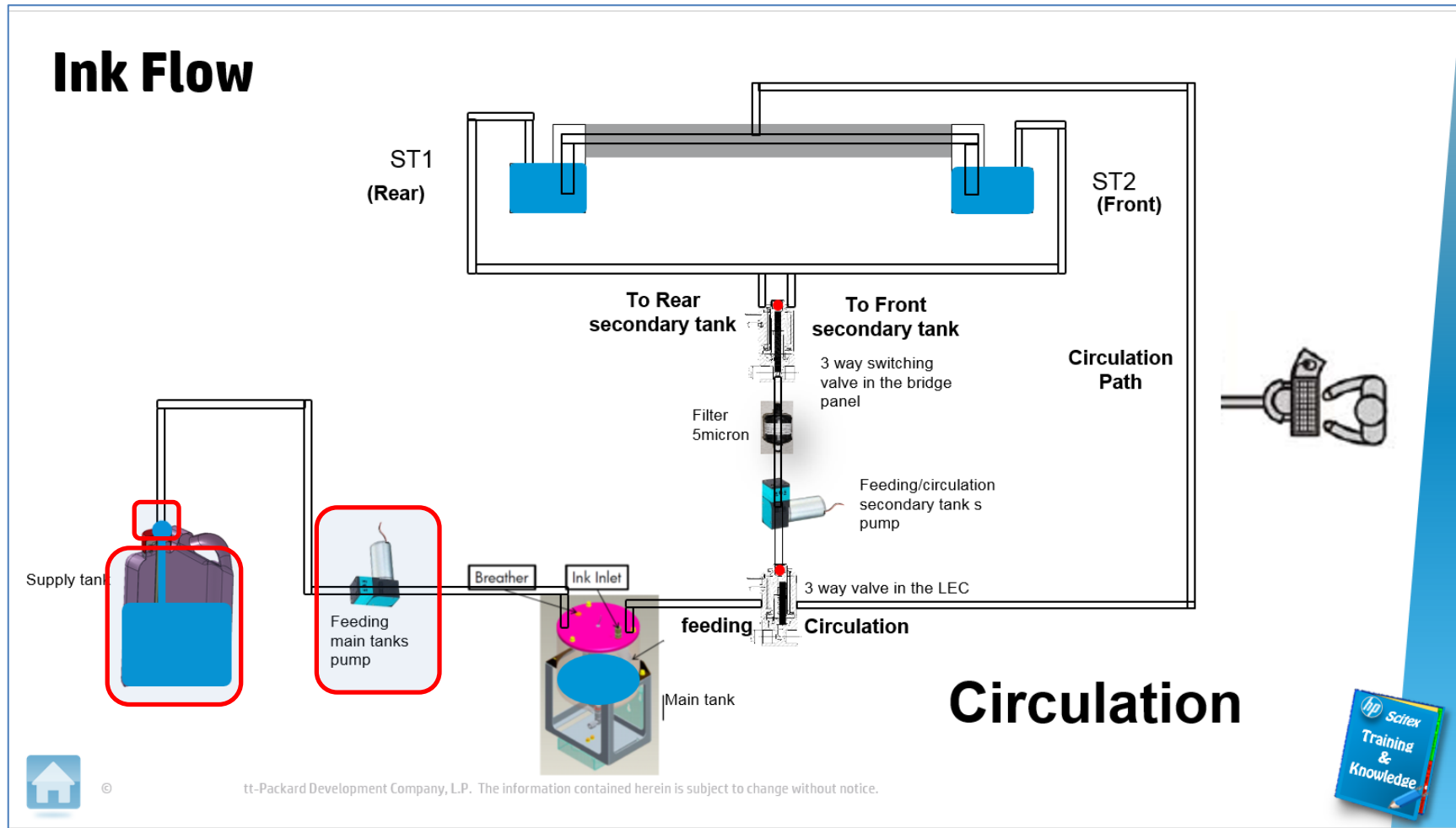
Error Message:



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](#)



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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.

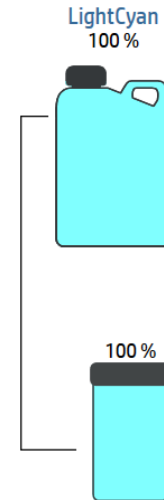
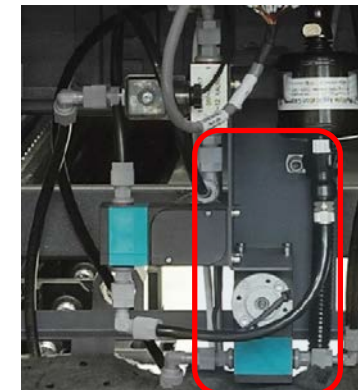
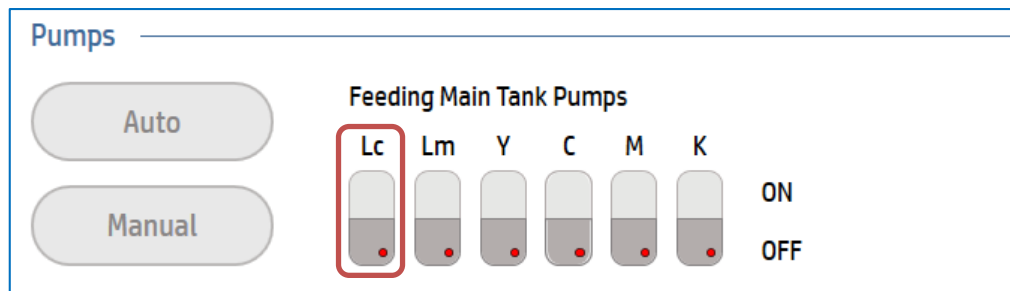
Light Cyan Tubing in the IDS cabinet obstructed or leaking

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.



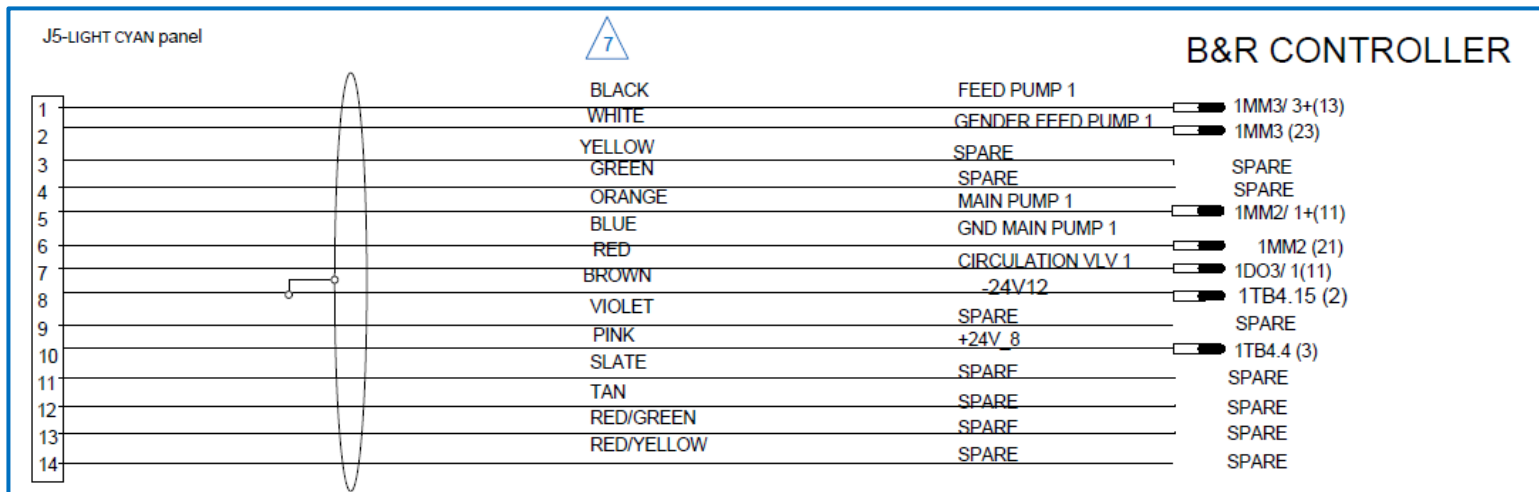
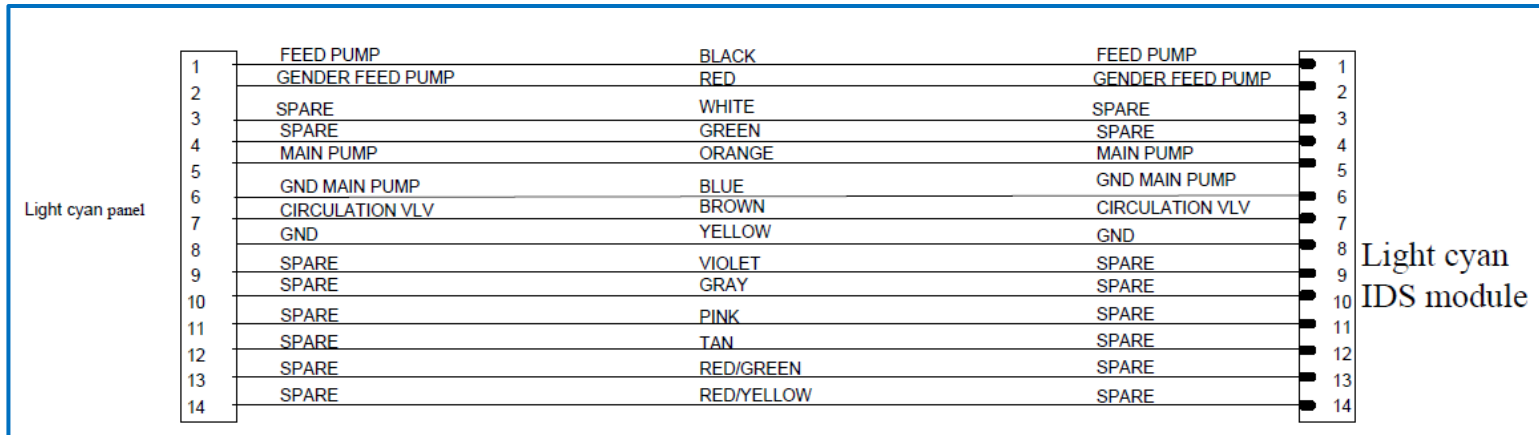
4. In the IDS cabinet, check if the pump works by slightly touching it with your hand (you can feel the axis spin).

5. If the Ink 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 Module 1MM2 (X20MM4331) – ST9								
Orange = LED ON Gray = LED OFF Note: Input LEDs may change status (Yellow/Gray) during the printer normal job with respect to application demand.				LED Status 	Orange = LED ON Gray = LED OFF Note: Input LEDs may change status (Yellow/Gray) during the printer normal job with respect to application demand.			
LED	Cable	Description	TB	Terminal Block	TB	Description	Cable	LED
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			





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		Main Tank						Secondary Tank							
		Lc	Lm	Y	C	M	K			Lc	Lm	Y	C	M	K
Vacuum															
Ink															
UV															
Maintenance															
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.

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

