

RICOH Error Code List:

Ricoh error codes are generally categorized into 9 categories. Each category starts with a unique number starting from 1 to 9. A brief description is given below:

(a). 1xx Series (Scanning Related Problems)	
CODE	POSSIBLE CAUSE
SC 101	Exporsure Lamp error
SC107	Scanner Lamp Regulator Malfunction
SC120	Scanner Home position Error
SC121	Scanner home position error 2
SC 122	Scanner home position error 3
SC 123	Scanner home position error 4
SC 124	Scanner Motor encoder signal error
SC 125	Scanner motor speed error1
SC 126	Scanner motor speed error2
SC 127	Scanner motor encoder rotating direction error
Sc 128	Scanner motor start error
SC 129	Scanner motor speed control error
SC 130	SBU defective error/ Scanner start abnormal
SC 131	F-Gate Asserted during shading
SC 142	White level detection error
SC 143	SBU Auto adjust error
SC 144	SBU Connection error
SC 150	Scanner ROM Mismatch
SC 170	Scanner DA1 Abnormal/Video processing
SC 171	Scanner DA2 abnormal
SC 173	Scanner Lamp regulator adjustment error
SC 174	Scanner DA2 abnormal
SC 181	CIS Lamp abnormal
SC 183	CIS auto adjustment error
SC 184	CIS Transmission error
SC 191	Bar Code Scanning error
SC 192	Automated SBU adjustment error/Bar code number is different
SC 193	Image Transfer Error
SC 194	SBU White level detection
SC 195	DF Gate Assert error
SC 196	DF Gate Negate error
SC 197	DF Gate Error
SC 198	Memory card error
SC 199	DF Scanning finish error



Troubleshooting Tips:

SC101:Exposure Lamp error:

- Exposure Lamp defective
- Check exposure lamp connections and the stabilizer board.
- Dirty scanner mirror or scanner mirror out of positions.
- SBU board defective

SC143:SBU white/black level correction error:

- Exposure lamp defected.
- Dirty white plate.
- BICU Board defective

SC198:Memory address error:

- The firmware program of the engine and the controller do no match.
- Controller Board defective

(b) 2XX Series For Laser Unit Problems	
CODE	POSSIBLE CAUSE
SC201	Polygon Motor
SC220	Laser Sync Detect
SC221	Scan length detection
SC240	LD Power Supply Excessive
SC260	HP Sensor
SC261	HP Sensor not turning off
SC285	Line position Error

In some models (AF 2015 etc) 2xx error series does not exist.



(c) 3xx and 4xx Series Image Development Problems.	
CODE	POSSIBLE CAUSE
SC320	Polygonal mirror motor
SC322	Laser synchronization
SC324	LD Drive current over
SC325	Magnification Correction
SC328	LD Unit Home Position Error2
SC330	LD Unit no initial setting
SC343	Yellow Sleeve Motor Lock
SC344	Magenta Sleeve Motor Lock
SC364	Hard Disk Drive
SC365	Image Storage Address Error
SC366	Hard Disk Bad Sector Maximum
SC371	Yellow TD Sensor Detection Error
SC372	Cyan sensor Detection Error
SC373	Magenta TD Sensor Detection Error
SC401	Transfer Output Abnormal
SC402	Transfer Roller Leak
SC403	Transfer Belt Position Sensor
SC405	Transfer Belt Position Abnormal
SC420	Cleaning Motor Lock
SC430	Quenching Lamp
SC440	Main Motor Lock
SC441	Development Motor Lock
SC457	Image Transfer Belt Cleaning Unit Position Error
SC460	Thermistor1 Temperature
SC461	Thermistor2
SC490	Toner Supply Motor Lock
	Exhaust Fan Motor Lock
	Main Fan abnormal
	Transfer Bias Paper Attraction Roller Bias Leak

Troubleshooting Tips:

SC302:Charge Roller Current leakage

- Clean the machine well.
- Charge roller damaged.
- Poor connection of the PCU

SC392:Toner density sensor initial setting is not performed correctly.

- No developer
- Developing roller does not turn.
- Development roller coupling gear is not correctly attached.
- Poor connection of PCU



- ID sensor defective

SC402: Transfer roller lead error 2

- High voltage supply board defective
- Transfer/Separation unit set incorrectly
- Transfer roller damaged

(d) 5xx Series For Paper Feed and Fusing Problems	
CODE	POSSIBLE CAUSE
SC500	Main motor/transport motor lock/Fusing motor error
SC501	Drawer 1 lift motor malfunction
SC502	2 nd or 1 st tray lift motor malfunction
SC503	Drawer3(or 2 nd) lift motor error
SC504	Drawer 4 or 3 rd lift motor malfunction
SC505	LCC Tray malfunction
SC506	Paper tray motor lock
SC507	LCT main/feed motor lock
SC508	Rear fence drive motor
SC509	Drawer 3 LCT right fence error
SC510	LCT lower limit error
SC511	LCC motor lock
SC515	Drawer left guide drive motor error, Tandem rear fence motor error
SC516	Drawer 1 side guide motor error
SC520	Paper tray error/Duplexer jogger drive motor error
SC521	Duplexer jogger driver motor error 2
SC522	Duplex-Side fence jogger HP error
SC524	Duplex-End fence jogger HP error
SC530	Bypass feed motor lock/fusing fan motor error
SC531	Fuser/Duplexer reversing motor error
SC541	Fuser thermistor open/ Hot Roller thermistor open
SC542	Fuser Temperature warm-up error
SC543	Fuser overheat error1
SC544	Hot roller fusing lamp lower limit temperature detected
SC545	Fuser lamp overheat error 2
SC546	Fuser ready temperature malfunction
SC547	Zero cross signal malfunction/ Fusing temperature does not increase
SC548	Fusing installation error
SC550	Fusing web end
SC551	Pressure roller thermistor open
SC552	Pressure roller warm up error
SC553	Pressure roller overheat
SC554	Pressure roller low temperature abnormal

SC555	Pressure roller ready temperature abnormal
SC557	Pressure roller temperature does not increase
SC558	Zero cross signal abnormal
SC590	Exhaust/Fusing fan motor error/used toner collection motor error
SC591	Toner supply motor error
SC592	Toner bank motor error
SC599	Copy exit tray motor lock

Troubleshooting Tips:

SC500:Too much load on the drive mechanism

- Some gears or other rotating parting has been jammed.
- Developing unit is over toned.
- Main motor or its driving board is defective.

*Before replacing motors or sensors, first check the mechanical load.

SC 541:Fusing thermistor open:

- Machine is plugged into low line voltage.
- Fixing thermistor is defective or out of position.
- Some loose connection
- Power Supply board defective

SC590:Left exhaust fan motor error

- Loose connection of the exhaust fan motor.
- Too much dust in the fan causing too much load on the motor driver.

(e) 6XX: Communication errors	
CODE	POSSIBLE CAUSE
SC600	Communication Error Between Main Control and Operation Panel Boards
SC634	Key/ Card Counter Device Error
SC636	Communication Error Between BICU & Paper Feed Control PWA
SC696	Communication Error Between Engine Board and Finisher

Troubleshooting Tips:

SC621:ADF connection error

- An incorrect ADF is installed on the machines.

*The connector of the ADF is removed while the machine is in the energy save mode.

(f) 7XX: Peripherals Problems	
CODE	POSSIBLE CAUSE
SC700	RADF Original Pickup Malfunction
SC702	RADF Feed Motor Lock
SC703	RADF Transport Motor Lock
SC704	RADF Original Exit Motor Lock
SC705	RADF Bottom Plate Motor



SC721	Sorter Bin Motor
SC722	Finisher/Sorter Jogger Motor
SC727	Finisher Stapler Rotation error
SC728	Finisher paper stack height error
SC733	Finisher Lower Tray lift Motor
SC760	ADF Gate Abnormal
SC770	Display Editor Abnormal

Troubleshooting Tips:

SC700:ADF pickup problem

- Home sensor is defective
- ADF board or pickup roller mechanism is defective.

SC733:Finisher lower tray lift motor

- **stack height sensor or lower tray limit sensor may cause this problem**

(g) 8XX: Controller Errors	
CODE	POSSIBLE CAUSE
SC800	Startup Without Video output End
SC804	Startup Without Video Input End
SC818	Watchdog Error, Software Malfunction
SC819	Kernel Mismatch, Download Firmware again
SC820	Self Diagnostic Error,Download Firmware again
SC855	Wireless LAN card problem detected
SC857	USB Interface Error Detected
SC868	Incorrect Data is detected in the SD card
SC870	Address Book Data stored on the hard disk was abnormal

Troubleshooting Tips:

SC 826:Self diagnostic error:

NVRAM on the controller board is defective and must be replaced.

SC855:Wireless LAN card error

- Poor Connections between LAN card and the printer
- Defective controller board.
- Defective wireless LAN card.

Disclaimer:

Please note that this detail is just for information. Do not try to repair a machine if you are not a qualified technician. Technicians should also not take this information as a substitute of technician manuals.

CODE	POSSIBLE CAUSE
SC410	paper separation leak



SC411	Separation bias leak error
SC420	Cleaning motor lock
SC422	PCC Leak
SC430	Quenching lamp error
SC440	Main motor lock/drum
SC441	Development motor lock
SC450	Paper transfer bias leak
SC451	Paper transfer belt motor lock
SC452	transfer belt mark detection error
SC455	Paper transfer belt discharge corona current leak
SC456	Paper transfer unit position error
SC457	Image transfer belt cleaning unit position error
SC460	Thermistor 1 temperature error
SC461	Thermistor 2 error
SC471	Transfer Belt HP sensor error
SC490	Toner supply motor leak
SC492	Cooling fan motor lock
SC493	Exhaust fan motor lock
SC495	Toner recycling unit error
SC496	Toner collection bottle error
SC497	Toner recycling motor error
SC-101	Exposure lamp, lamp stabilizer board, dirty white plate, dirty optics, SBU board, CCD
SC-103	Power problem
SC-104	Exposure lamp problem, main relay optics board, electrical noises or communication error
SC-105	Zero cross, main relay, optics board, FUSE 804 on DCPS or AC drive board on FT series
SC-120-123	Scan home problem, sensor, scan motor, (EX-IPU board or fuse FU103 Aficio 400, 401, 500)
SC-121	Scan home or fuse FU4Scan home or fuse FU106 Aficio 550/650
SC-124	Scan motor encoder or scan motor
SC-125	Scanning too slow speed
SC-126	Scanning too fast speed
SC-127	Scan motor or optics board
SC-128	Scan start speed wrong; motor, board, drive section
SC-129	Scan speed problem; motor or PSU
SC-130	SBU error
SC-140 / 141	Lens vertical home sensor
SC-142 / 143	Lens horizontal home sensor
SC-144 / 145	3rd scan home sensor problem

SC-190	EX-IPU board Aficio 400, 401, 500Optics thermistor FT 7950, 7960, 7970 series
SC-192	Automatic SBU adjust error, SBU, BICU, exposure lamp regulator, exposure lamp, dirty white plate
SC-193	APS sensor FT 7950, 7960, 7970 series
SC-194	IPU white level detect (too low) same as 192
SC-300-303	Charge corona
SC-302	Laser (polygon) motor problem
SC-302	Charge roller, HVT, or fuse FU5 (AFICIO 340, 350 series, 355, 450 series, and 455)
SC-302-01, 02, 03, 04	Charge corona assembly Aficio 550/650 SC-303Charge corona wire cleaner, disconnected or time out for printer
SC-304	Charge roller problem, ID sensor problem
SC-305	Time out error for memory or EX-IPU board or fuse FU103 on Aficio 400, 401, 500
SC-310-314	Potential sensor
SC-320	Laser motor problem
SC-321	Laser write problem, BCU board, EX-IPU board
SC-322	Laser 1 synch. Problem
SC-323	Laser drive problem
SC-324	Laser drive excess current draw problem
SC-326	Laser 2 synchronization error
SC-327	Laser 1 home position error
SC-328	Laser 2 home position error
SC-329	Laser beam pitch error
SC-330	Laser diode no initial setting
SC-331	Laser diode home error
SC-332	Laser diode present position error
SC-335-338	Laser motor polygon problem
SC-340	TD sensor output error
SC-341	Developer motor lockupTD sensor adjust error Aficio 551, 551P, 700, 700P
SC-342	TD sensor adjust error
SC-345	Toner collect motor lockupDeveloper bias loss Aficio 551, 551P, 700, 700P
SC-346	Toner recycle motor disconnected
SC-350	ID sensor error
SC-351	Vsg problem, bad drum, ID sensor
SC-352	TD (toner density) sensor problem or bad toner mix
SC-353	Vsp problem; image density sensor, drum, HVT, developer bias, needs cleaning
SC-354	Vsp problem; image density sensor, drum, HVT, developer bias, needs cleaning
SC-355	Toner density sensor or under toned
SC-356	Toner density sensor or over toned
SC-358	Image density sensor, drum, toner spray

SC-360	Hard disk drive error 1
SC-361	Hard disk drive error 2Incomplete drum potential calibration, check imaging formation assembly FT 7950, 7960, 7970
SC-362	Image compression errorHard disk drive error Aficio 551, 551P, 700, 700P SC-363Data transmission error
SC-364	Data transmission time out errorVd out of specs, drum, drum potential sensor, charge corona FT 7950, 7960, 7970Hard disk drive error Aficio 551, 551P, 700, 700P
SC-365	Image storage errorVI out of specs, drum, drum potential sensor, charge corona, dirty optics FT 7950, 7960, 7970
SC-366	CRC error Aficio 550/650Vr out of specs, drum, drum ground FT 7950, 7960, 7970Hard disk bad sector maximum Aficio 551, 551P, 700, 700P
SC-367	Hard disk bad sector maximum Aficio 551, 551P, 700, 700P
SC-370-01 thru 07	Drum potential sensor error Aficio 550/650
SC-370-374	IMAC error Aficio 551, 551P, 700, 700P
SC-376, 380, 382, 384, 386, 388	Data transmission problem Aficio 551, 551P, 700, 700P
SC-390	CRC error Aficio 551, 551P, 700, 700P
SC-390-1	Toner density sensor error
SC-390-2	Toner density sensor error
SC-391	Developer bias problem or FU103 on Aficio 550/650 Image storage address error Aficio 551, 551P, 700, 700P
SC-392	Toner density sensor
SC-395	Developer bias problem
SC-400, 401	Transfer roller error Aficio 551, 551P, 700, 700P
SC-401	Transfer roller positive error problem
SC-401-1	Transfer roller/belt short
SC-401-2	Transfer roller/belt open or fuses FU104, FU115, FU116 Aficio 550/650
SC-402	Transfer roller negative error problem or open
SC-403	Transfer belt position error, electromagnetic clutch release or fuse FU5
SC-405	Transfer belt position error, electromagnetic clutch release or fuse FU5
SC-405	Scanner problem; BCU, EX-IPU board or SCU on Aficio 400, 401, 500
SC-411	Separator bias
SC-430	Quenching lamp error
SC-440	Main motor locked or drum motor locked
SC-441	Developer motor locked
SC-490	Exhaust fan problem or ozone fan problem
SC-491	Laser cooling fan locked
SC-492	Cooling fan problem
SC-493	Bridge fan problemExhaust fan locked Aficio 551, 551P, 700, 700P

SC-494	Fuser fan locked
SC-495	Toner recycling unit problem
SC-496	Toner collector bottle problem
SC-497	Toner recycling motor problem
SC-500	Main motor locked Bypass motor locked FT 7950, 7960, 7970
SC-501-1 & 21st	Tray lift problem
SC-502-1 & 22nd	tray lift motor problem
SC-503-1 & 23rd	tray lift motor problem
SC-504-1 & 24th	tray lift problem
SC-505	LCT tray
SC-506	Optional tray motor locked
SC-507	LCT motor locked
SC-508	Tandem rear fence motor
SC-509	Tandem side fence motor
SC-510-1 & 2	LCT lift problem Paper feed motor problem Aficio 551, 551P, 700, 700P
SC-511	Tandem side fence motor error LCT motor error Aficio 551, 551P, 700, 700P
SC-515	Tandem rear fence motor Aficio 551, 551P, 700, 700P
SC-516	Tandem side fence motor Aficio 551, 551P, 700, 700P
SC-520	Duplex or fuser drive problem FT 7950, 7960, 7970
SC-521	Duplex side fence drive problem
SC-522 & 523	Duplex jogger home position FT 7950, 7960, 7970
SC-524	Duplex end fence drive problem
SC-530	Bypass motor locked or fuse FU106 on Aficio 551, 551P, 700, 700P
SC-531	Fusing duplex motor locked
SC-541	Fuser thermistor open
SC-542	Fuser temperature too low or fuse FU107 on Aficio 551, 551P, 700, 700P
SC-543	Fuser temperature to high
SC-544	Fuser temperature too low
SC-545	Fuser temperature to high
SC-546	Fuser ready temperature unstable
SC-547	Zero cross problem Fuser lamp stays on, AC drive board, optics board FT 7950, 7960, 7970
SC-548	Fuser unit not installed
SC-590	Toner collector motor problem Cooling fan Aficio 220/270 series
SC-591	1 bin tray motor

SC-600	Communication problem between SCU and operation
SC-601	Communication problem between BICU and scanner Communication problem between BCU and EX-IPU board Aficio 400, 401, 500 Communication problem between SBU and SBICU Aficio 550/650 Communication problem between MCU and BICU Aficio 551, 551P, 700, 700P SC-602 Communication problem between BICU hard disk drive board Communication problem between BCU and fuser control unit on Aficio 400, 401, 500 Communication problem between Hard disk drive board and SBICU Aficio 550/650 Communication problem between BICU and hard disk drive board Aficio 551, 551P, 700, 700P
SC-602-2, 2, -3	Communication problem between BICU and ADF
SC-604	Communication problem between BCU and high voltage board
SC-605	Communication problem between SCU and BCU
SC-610	Communication problem between IOB and duplex unit
SC-610, 611, 612	Communication problem between BICU and ADF
SC-620	Communication problem between BICU and ADF
SC-621	Communication problem between BICU and finisher
SC-623	Communication problem between BICU and paper tray unit
SC-624	Communication problem between BICU and LCT
SC-625/626	GA5 data transfer error; EX-IPU or software Communication problem between BICU and finisher Aficio 551, 551P, 700, 700P Communication problem between BICU and LCT Aficio 1035, 1045
SC-627	Communication problem between BICU and LCT Aficio 1035, 1045
SC-630	Communication problem between line adapter and CSS center (Japan)
SC-635-636	Communication problem between BICU and paper feed board Aficio 551, 551P, 700, 700P
SC-640	BICU data transfer sum check error
SC-641	BICU control data transfer problem
SC-650, 653	Key card (Japan)
SC-670	Engine or BICU error
SC-672	Op panel to controller problem
SC-690	BICU problem (12C)
SC-691	Communication problem between BICU and fax controller BICU problem (12C) Aficio 1035, 1045
SC-692	Communication problem between BICU and print controller board BICU problem (12C) Aficio 1035, 1045
SC-694	Communication problem between BICU and scanner board
SC-696	Communication problem between IOB and finisher
SC-700	ADF P/U problem
SC-701	ADF P/U problem
SC-702	ADF feed in motor
SC-703	ADF transfer motor
SC-704	ADF feed out motor
SC-705	ADF bottom plate motor

SC-720	Finisher transport drive motor problem
SC-721	Finisher tray shift or shift motor problem
SC-722	Finisher jogger motor
SC-723	Finisher stack feed motor problem
SC-724	Finisher stapler hammer motor
SC-725	Finisher stack feed out motor
SC-726	Finisher shift/lift motor
SC-727	Finisher stapler rotation motor
SC-729	Finisher punch motor
SC-730	Finisher stapler position motor
SC-731	Finisher exit guide motor Finisher exit open/close motor problem Aficio 1035, 1045
SC-732	Finisher up tray shift motor problem
SC-733	Finisher stack feed out motor Finisher lower tray shift motor problem Aficio 1035, 1045
SC-734	Finisher lift motor Finisher lower tray shift motor problem Aficio 1035, 1045
SC-735	Finisher exit guide motor Finisher pre-stack motor Aficio 551, 551P, 700, 700P
SC-736	Finisher exit guide plate motor
SC-737	Finisher waste stapler full
SC-738	Finisher shift tray lift motor
SC-740	1000 sheet finisher error
	01: Shutter error
	02: Exit error
	03: Upper exit plate error
	04: Jogger motor
	05: Stapler motor
	06: Stapler hammer motor
	07: Tray lift motor
	08: Shift tray height sensor
	09: Back up RAM
0A: Communication error	
SC-741	1000 sheet finisher error in saddle stitch area
	01: Position plate motor
	02: Folder roller motor
	03: Shutter guide motor
	04: Booklet jogger motor
	05: Stapler motor
	06: Folder plate motor
	07: Connector
08: Switch	
SC-750	Interchange connection problem
SC-751	Bridge connection

SC-752	Finisher connection
SC-760	ADF gate problem
SC-770	Shift tray motor
SC-800	Control board bad
SC-804	Control board bad
SC-819	Software application error
SC-820	Control board or software
SC-821	Control board
SC-822	Bad HD
SC-823	Bad control board or NIC
SC-824	NVRAM or battery bad
SC-826	NVRAM bad
SC-827	Memory problem
SC-828	Bad control board or firmware
SC-829	RAM DIMM or control board bad
SC-835	Control board or connector
SC-836, 837	Font ROM bad
SC-838	Clock generator problem
SC-850	NIB or control board bad
SC-851	IEEE 1384 interface board or control board bad
SC-860, 861	Hard drive problem, connection or cable
SC-862, 863	Returned, Bad sector in hard drive
SC-864	Abnormal HD data transfer
SC-865	Hard drive error
SC-900	Electrical copy counter problem reached 10 million or NVRAM problem
SC-900-01	Mechanical counter
SC-901	Mechanical counter or fuse FU4
SC-921	MSU hardware errorCopier feature expander hardware error Aficio 220/270
SC-940	Main switch problem or main board
SC-951	Gate signal error
SC-953	Scanner image setting error (Software)
SC-954	Printer image setting error
SC-955	Memory setting error
SC-956	Scanner parameter error
SC-957, 958	Scan error
SC-959	Printer setting ID error
SC-960	Printer return ID error
SC-961	Printer ready ID error

SC-962	Memory setting ID error
SC-963	Memory finishing error
SC-964	Printer ready error
SC-970	Scan error
SC-980	Program loading error or hard drive access error
SC-981	Hard drive response error
SC-982	Hard drive construction error
SC-984	Hard drive response errorControl board, BICU or connection bad Aficio 1035, 1045
SC-985	Control board, BICU or connection bad Aficio 1035, 1045
SC-986	Software problem
SC-990	Communication problem between BICU and input output board or software performance error
SC-991	Software problem
SC-996	FCU board or firmware problem
SC-997, 998	Software or missing RAM or missing DIMM
SC-999	Program version error or fuser FU6 Program download problem, BICU, IC, NVRAM bad, power loss, board installed wrong Aficio 1035, 1045