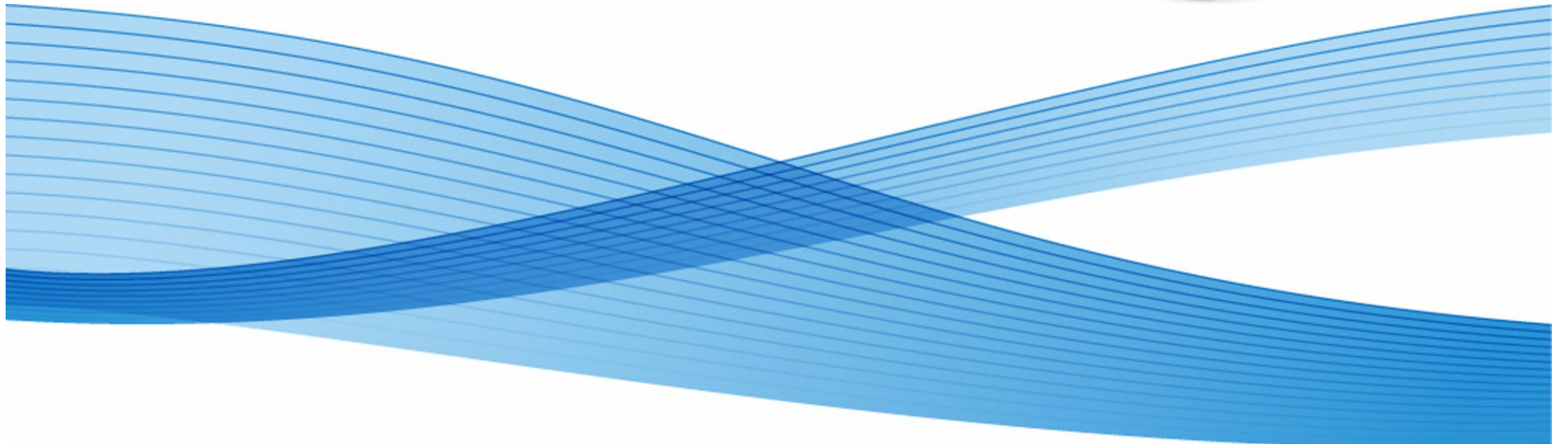


Xerox® WorkCentre® 3025BI/NI Service Manual



ISO9001 and ISO27001 Certified

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WARNING

This equipment generates, uses and can radiate radio frequency energy, and if not installed and used in accordance with the instructions documentation, may cause interference to radio communications. It has been tested and found to comply with the limits for a Class A computing device pursuant to subpart J of part 15 of FCC rules, which are designed to provide reasonable protection against such interference when operated in a commercial environment. Operation of this equipment in a residential area is likely to cause interference in which case the user, at his own expense, will be required to correct the interference.

DANGER: Cet équipement génère, utilise et peut émettre des fréquences radio, et, s'il n'est pas installé et utilisé selon les recommandations du manuel d'instructions, peut causer des interférences aux communications radio. Il a été testé et jugé conforme aux limites des systèmes de catégorie A, conformément à la partie 15 de l'alinéa J des règlements FCC, établis pour protéger contre de telles interférences pendant le fonctionnement en milieu commercial. Dans une zone résidentielle, il peut causer des interférences; dans ce cas, l'utilisateur devra corriger le problème à ses propres frais.

About This Manual	iii
How to Use this Manual	iv
Service Safety Summary.....	v
Reference Symbology	vi
Voltage Specifications.....	vii
Health and Safety Incident Reporting	viii
Regulatory Specifications.....	ix
Translation of Warnings	x
Tag Usage.....	xi
WorkCentre 3025 Overview	xii

About This Manual

Introduction

The Xerox® WorkCentre® 3025 Printer Service Manual is part of the multinational documentation for the Xerox® WorkCentre® 3025 Multifunction Printer. It is structured in standard Xerox service documentation format. This manual is the primary document used for diagnosing, repairing, maintaining, and troubleshooting these systems. The Service Manual is the controlling publication for a service call. Information about using this document is found in the Introduction section. To ensure understanding of this product, complete the Xerox Service Training Program for this particular device.

Organization

The WorkCentre® 3025 Service Manual is organized and defined within the following sections:

Section 1 Service Call Procedures

This section contains procedures that determine what actions are to be taken during a service call on the machine and in what sequence they are to be completed. This is the entry level for all service calls.

Section 2 Status Indicator RAPs

This section contains the diagnostic aids for troubleshooting the Fault Code and non-Fault Code related faults (with the exception of image quality problems).

Section 3 Image Quality Repair Analysis Procedures

This section contains the diagnostic aids for troubleshooting any image quality problems, as well as image quality specifications and image defect samples.

Section 4 Repairs and Adjustments

This section contains the Adjustment and Repair procedures.

Repairs include procedures for removal and replacement of parts which have the following special conditions:

- When there is a personnel or machine safety issue.
- When removal or replacement cannot be determined from the exploded view of the Parts List.
- When there is a cleaning or a lubricating activity associated with the procedure.
- When the part requires an adjustment after replacement.
- When a special tool is required for removal or replacement.

Use the repair procedures for the correct order of removal and replacement, for warnings, cautions, and notes.

Adjustments include procedures for adjusting the parts that must be within specification for the correct operation of the system.

Use the Adjustment Procedures for the correct sequence of operation for specifications, warnings, cautions and notes.

Section 5 Parts List

This section consists of a series of illustrations and an associated parts listing. Any part that is spared or any part that must be removed to access a spared part is illustrated. Common hardware is shown as a letter callout.

Section 6 General Procedures and Information

This section contains general information, change tag information, and general procedures.

Section 7 Wiring Data

This section contains Block Schematic Diagrams (BSDs), Plug/Jack locations, Voltage Specifications, and I/O Module locations and information.

Component Names

Names of parts that appear in the procedures may not be exactly the same as the names that appear on the part or listed in the Parts List. For example: a part called the Registration Assembly may appear on the Parts List as Assembly, REGI.

How to Use this Manual

Always start with the Service Call Procedures, Section 1. Perform Initial Actions and verify the problem, then follow the directions given.

How to Differentiate Between Machine Variants

The machine configuration will be identified in this manual by the configuration identifiers 3025BI and 3025NI.

The WorkCentre® 3025 is Blue Angel certified with software configuration for up to 21 ppm capability. Refer to the User Guide, Parts List and Procedures for information specific to printer configuration.

When a procedure, parts list description or other reference is unique amongst different configurations of the machine, the appropriate configuration designator is indicated. Any artwork is also specific.

NOTE: *This manual services all configurations of the machine. Ignore references to options not installed on the machine.*

Warnings, Cautions and Notes

WARNING

A warning is used whenever an operating or maintenance procedure, practice, condition or statement, if not strictly observed, could result in personal injury.

A translated version of all warnings is in [Translation of Warnings](#).

CAUTION

A caution is used whenever an operation or maintenance procedure, practice, condition or statement, if not strictly observed, could result in damage to the equipment.

NOTE: *A note is used where it is essential to highlight a procedure, practice, condition or statement.*

Service Safety Summary

General Guidelines

For qualified service personnel only: Refer also to the preceding Electrical Safety.

Avoid servicing alone: Do not perform internal service or adjustment of this product unless another person capable of rendering first aid or resuscitation is present.

Use care when servicing with power applied: Dangerous voltages may exist at several points in this product. To avoid personal injury, do not touch exposed connections and components while power is on. Disconnect power before removing the power supply shield or replacing components.

Do not wear jewelry: Remove jewelry prior to servicing. Rings, necklaces and other metallic objects could come into contact with dangerous voltages and currents.

Electrical Safety

- Use the Power Cord supplied with the printer.
- Plug the Power Cord directly into a properly grounded electrical outlet.
- Do not use a ground adapter plug to connect the printer to an electrical outlet that does not have a ground connection terminal.
- Do not use an extension cord or power strip.
- Do not place the system in an area where people might step on the power cord.
- Do not place objects on the power cord.
- Do not block the ventilation openings. These openings are provided to prevent overheating of the printer.
- Do not drop paper clips or staples into the printer.

Operational Safety

The printer and supplies were designed and tested to meet strict safety requirements. These include safety agency examination, approval, and compliance with established environmental standards.

Pay attention to these safety guidelines to ensure the continued, safe operation of the printer.

- Use the supplies specifically designed for your system. The use of unsuitable materials may cause poor performance and a possible safety hazard.
- Follow all warnings and instructions marked on, or supplied with, the system, options and supplies.

NOTE: *The Total Satisfaction Guarantee is available in the United States and Canada. Coverage may vary outside these areas; please contact your local representative for details.*

Maintenance Safety

- Do not attempt any maintenance procedure that is not specifically described in the documentation supplied with the printer.
- Do not use aerosol cleaners. The use of supplies that are not approved may cause poor performance and could create a hazardous condition.
- Do not burn any consumables or routine maintenance items. For information on Xerox supplies recycling programs, go to www.xerox.com.

Warning Labels

Read and obey all posted warning labels. Throughout the printer, warning labels are displayed on potentially dangerous components. As you service the printer, check to make certain that all warning labels remain in place.

Safety Interlocks

Make sure all covers are in place and all interlock switches are functioning correctly after you have completed a printer service call. If you bypass an interlock switch during a service call, use extreme caution when working on or around the printer.

Electrostatic Discharge (ESD) Field Service Kit

The purpose of the ESD Protection Program is to preserve the inherent reliability and quality of electronic components that are handled by the Field Service Personnel. This program has been implemented as a direct result of advances in microcircuitry technology, as well as a new acknowledgment of the magnitude of the ESD problem in the electronics industry today.

This program will reduce Field Service costs that are charged to PWB failures. Ninety percent of all PWB failures that are ESD related do not occur immediately. Using the ESD Field Service Kit will eliminate these delayed failures and intermittent problems caused by ESD. This will improve product reliability and reduce callbacks.

The ESD Field Service Kit should be used whenever Printed Wiring Boards or ESD sensitive components are being handled. This includes activities like replacing or re-seating of circuit boards or connectors. The kit should also be used in order to prevent additional damage when circuit boards are returned for repair.

The instructions for using the ESD Field Service Kit can be found in [\[GP 8\]](#) in the General Procedures Section of the Service Manual.

Product Safety Certification

This product is certified by various NRTLs/NCBs to the safety standards listed below:

UL60950-1/CSA22.2, No. 60950-1 (USA/Canada)

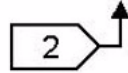
IEC60950-1 (CB Scheme)

Reference Symbolology

The following reference symbols are used throughout the Xerox® WorkCentre® 3025 Printer Service Documentation.

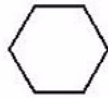
1. Flag

- This symbol indicates a reference point into a circuit diagram from a RAP.



2. Note

- This symbol is used to refer to notes that are found on the same page of a circuit diagram. A note is used whenever it is necessary to highlight an operating or maintenance procedure, a practice, condition, or statement.
- Hints or other information that may assist the user.



3. Parts List

- This symbol, example (PL2.1), refers to the Parts List exploded view page where the part can be found.

4. Adjustment

- This symbol refers to an adjustment procedure in the Repair/Adjustments section.



5. Test Point, Test Hole, Test Stake

- This symbol is used to indicate that a test point, test hole, or test stake is available for accessing the signal line. The prefix indicates whether the access is a test point (TP), test hole (TH), or test stake (TS).



6. Commoning Point

- This symbol is used to refer to a location in the machine wiring where more than two wires are connected together at a single point.



7. Arrow

- This symbol points to the location to install, gain access to, or to release a component.



Safety Symbols and Terminology

The following are examples of the terminology and symbols that are used in this documentation for an Electrostatic Device Caution, Laser Warning, and general Warnings, Cautions, or Notes.

WARNING

Improper operation may result in injury to a person.



CAUTION

Improper operation may result in machine damage.



Laser

Indicates that Laser safety precautions must be used.



Hot Surface

Indicates that a surface can be hot. Use caution when reaching in the machine to avoid touching the hot surface.



Electrical Current

Danger label indicates where electrical currents travel when the machine is closed and operating. Use caution when reaching in the machine.



ESD

Certain components in this product are susceptible to damage from Electrostatic Discharge. Observe all ESD procedures to avoid component damage.



Voltage Specifications

AC and DC Voltages

Measurements of DC voltage must be made with reference to the specified DC Common, unless some other point is referenced in a diagnostic procedure. All measurements of AC voltage should be made with respect to the adjacent return or ACN wire (Table 1).

Table 1 Voltage Measurement and Specifications

VOLTAGE	SPECIFICATION
110 to 120 VAC 60Hz	100 to 132 VAC
Neutral to Ground VAC	0 VAC (+/- 5VAC)
+5 VDC	+5.05 VDC TO +5.25 VDC
+12 VDC	+11.4 VDC TO +12.6 VDC
-12 VDC	-11.4 VDC TO -12.6 VDC
+24 VDC	+22.8VDC TO +25.2 VDC
+36 VDC	+34.2 VDC TO +37.8 VDC

Logic Voltage Levels

Measurements of logic levels must be made with reference to the specified DC Common, unless some other point is referenced in a diagnostic procedure (Table 2).

Table 2 Logic Levels

VOLTAGE	H/L SPECIFICATIONS
+5 VDC	H= +3.00 TO +5.25 VDC, L= 0.0 TO 0.8 VDC
+24 VDC	H= +23.37 TO +27.06 VDC, L= 0.0 TO 0.8 VDC

DC Voltage Measurements in RAPs

The RAPs have been designed so that when it is required to use the DMM to measure a DC voltage, the first test point listed is the location for the red (+) meter lead and the second test point is the location for the black meter lead. For example, the following statement may be found in a RAP:

There is +5 VDC from TP7 to TP68.

In this example, the red meter lead would be placed on TP7 and the black meter lead on TP68.

Another example of a statement found in a RAP might be:

There is -15 VDC from TP21 to TP33.

In this example, the red meter lead would be placed on TP21 and the black meter lead would be placed on TP33.

If a second test point is not given, it is assumed that the black meter lead may be attached to the copier frame.

Health and Safety Incident Reporting

I. Summary

This section defines requirements for notification of health and safety incidents involving Xerox products (equipment and materials) at customer locations.

II. Scope

Xerox Corporation and subsidiaries worldwide.

III. Objective

To enable prompt resolution of health and safety incidents involving Xerox products and to ensure Xerox regulatory compliance.

IV. Definitions

Incident:

An event or condition occurring in a customer account that has resulted in injury, illness or property damage. Examples of incidents include machine fires, smoke generation, physical injury to an operator or service representative. Alleged events and product conditions are included in this definition.

V. Requirements

Initial Report:

1. Xerox organizations shall establish a process for individuals to report product incidents to Xerox Environment Health & Safety within 24 hours of becoming aware of the event.
2. The information to be provided at the time of reporting is contained in Appendix A (Health and Safety Incident Report involving a Xerox product).
3. The initial notification may be made by any of the following methods:
 - For incidents in North America and Developing Markets West (Brazil, Mexico, Latin American North and Latin American South):
 - Phone* Xerox EH&S at: 1-800-828-6571.
 - Electronic mail Xerox EH&S at: USA.XEROX.EHS@xerox.com.
 - Fax Xerox EH&S at: 1-585-216-8817 [internet 8*219-8817].
 - For incidents in Europe and Developing Markets East (Middle East, Africa, India, China and Hong Kong):
 - Phone* Xerox EH&S at: +44 (0) 1707 353434 [internet 8*668 3434]
 - Electronic mail Xerox EH&S at: EH&S-Europe@xerox.com
 - Fax Xerox EH&S at: +44 (0) 1707 353914 [internet 8*668 3914]

*Initial notification made by phone must be followed within 24 hours by a completed incident report and sent to the indicated electronic mail address or fax number.

NOTE: If sending a fax, please also send the original via internal mail.

Responsibilities for resolution:

1. Business Groups/Product Design Teams responsible for the product involved in the incident shall:
 - a. Manage field bulletins, customer correspondence, product recalls, safety retrofits.
 - b. Fund all field retrofits.
2. Field Service Operations shall:
 - a. Preserve the Xerox product involved and the scene of the incident inclusive of any associated equipment located in the vicinity of the incident.
 - b. Return any affected equipment/part(s) to the location designated by Xerox EH&S and/or the Business Division.
 - c. Implement all safety retrofits.
3. Xerox EH&S shall:
 - a. Manage and report all incident investigation activities.
 - b. Review and approve proposed product corrective actions and retrofits, if necessary.
 - c. Manage all communications and correspondence with government agencies.
 - d. Define actions to correct confirmed incidents.

Regulatory Specifications

Xerox has tested this product to electromagnetic emission and immunity standards. These standards are designed to mitigate interference caused or received by this product in a typical office environment.

United States (FCC Regulations)

The Xerox® WorkCentre® 3025 has been tested and found to comply with the limits for a Class A digital device pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a commercial installation. This equipment generates, uses, and can radiate radio frequency energy. If it is not installed and used in accordance with these instructions, it may cause harmful interference to radio communications. Operation of Class A equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his/her own expense. There is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment Off and On, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiver.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/television technician for help.

Any changes or modifications not expressly approved by Xerox could void the user's authority to operate the equipment. To ensure compliance with Part 15 of the FCC rules, use shielded interface cables.

Canada (Regulations)

This Class A digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

European Union

CE Mark



The CE mark applied to this product symbolizes Xerox's declaration of conformity with the following applicable Directives of the European Union as of the dates indicated:

Figure 1 CE Symbol

December 12, 2006: Low Voltage Directive 2006/95/EC

December 15, 2004: Electromagnetic Compatibility Directive 2004/108/EC

This product, if used properly in accordance with the user's instructions, is neither dangerous for the consumer nor for the environment.

To ensure compliance with European Union regulations, use shielded interface cables.

A signed copy of the Declaration of Conformity for this product can be obtained from Xerox.

Translation of Warnings

WARNING

Switch off the electricity to the machine. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

DANGER : Mettez la machine hors tension. Déconnectez le cordon d'alimentation de l'alimentation du client lorsque vous réalisez des tâches qui ne nécessitent pas d'électricité. L'électricité peut être à l'origine de blessures, voire d'un accident mortel. Les pièces amovibles peuvent être à l'origine de blessures.

AVVERTENZA: Spegner la macchina. Scollegare il cavo di alimentazione dall'alimentatore quando si eseguono attività che non richiedono elettricità. L'elettricità può causare morte o lesioni personali. Le parti in movimento possono causare lesioni personali.

VORSICHT: Schalten Sie die Stromversorgung der Maschine ab. Ziehen Sie das Stromkabel ab, wenn Sie Aufgaben ausführen, für die keine Stromversorgung benötigt wird. Stromschläge können Todesfällen oder Verletzungen verursachen. Bewegliche Teile können zu Verletzungen führen.

AVISO: Apague la electricidad de la máquina. Desconecte el cable de alimentación eléctrica de la toma de pared mientras esté realizando tareas que no necesiten corriente. La electricidad puede causar daños o la muerte. Las partes móviles pueden causar daños.

WARNING

Do not work in a confined space. 1 m (39 inches) space is needed for safe working.

DANGER : Ne pas travailler dans un espace restreint. 1 mètre d'espace est nécessaire pour un dépannage en toute sécurité.

AVVERTENZA: Non lavorare in uno spazio limitato; è necessario uno spazio di almeno un metro attorno alla macchina per la sicurezza dell'operatore.

VORSICHT: Nur mit ausreichendem Bewegungsspielraum (1 m) arbeiten.

AVISO: No trabaje en un espacio reducido. Se necesita 1 metro de espacio para trabajar con seguridad.

WARNING

Use safe handling procedures when removing the module. Refer to GP 16. The module is heavy.

DANGER: Conformez-vous aux procédures de manipulation de sécurité pour le retrait du module. Reportez-vous à GP 16. Le module est lourd.

AVVERTENZA: Utilizzare procedure di gestione sicure durante la rimozione del modulo. Vedere GP 16. Il modulo è pesante.

VORSICHT: Verwenden Sie sichere Vorgehensweisen zum Entfernen des Moduls. Siehe auch GP 16. Das Modul ist sehr schwer.

AVISO: Utilice los procedimientos de seguridad cuando elimine el módulo. Consulte el GP 16. El módulo es pesado.

WARNING

Follow the service procedure exactly as written. Use of controls or adjustments other than those specified in this manual, may result in an exposure to invisible laser radiation. During servicing, the invisible laser radiation can cause eye damage if looked at directly.

DANGER : Les procédures de dépannage doivent être suivies à la lettre. Si les réglages ou vérifications ne sont pas effectués suivant les instructions de ce manuel, il peut y avoir un risque d'exposition dangereuse au faisceau laser. Celui-ci peut provoquer des lésions oculaires s'il est observé directement.

AVVERTENZA: Eseguire la procedura di servizio esattamente come descritto. L'utilizzo di dispositivi di controllo o di registrazione diversi da quelli riportati in questo manuale potrebbe comportare un'esposizione a radiazioni laser invisibili. Tali radiazioni possono danneggiare gli occhi se si guarda direttamente il fascio laser durante gli interventi di servizio.

VORSICHT: Die Wartungsarbeiten genau den Anweisungen entsprechend durchführen. Der Umgang mit Steuer- oder Bedienelementen, deren Verwendung nicht ausdrücklich in diesem Handbuch angewiesen wurde, kann dazu führen, dass unsichtbare Laserstrahlung frei gesetzt wird. Direkter Blickkontakt mit dem Laserstrahl kann bleibende Augenschäden verursachen.

AVISO: Siga los procedimientos de mantenimiento tal como están descritos. El uso de controles o ajustes no especificados en este manual puede tener como resultado la exposición a radiación láser invisible. Durante las operaciones de mantenimiento, la radiación de láser invisible puede causar daños en los ojos si se mira directamente a ella.

WARNING

USA and Canada. Do not install this machine in a hallway or exit route that does not have 1.12 m (44 inches) of space additional to the normal space requirements in front of the machine. To conform with fire regulations this additional 1.12 m (44 inches) of space is needed in front of the machine in hallway and exit routes.

DANGER : États-Unis et Canada. Si cette machine est installée dans un couloir ou une voie de sortie, 1,12 m (44 pouces) d'espace supplémentaire à l'espace normal doit être disponible devant la machine conformément aux normes de sécurité d'incendie.

AVVERTENZA: N/A

VORSICHT: N/A

AVISO: Estados Unidos y Canadá. No instale esta máquina en un corredor o ruta de salida que no tenga 1.12 m (44 pulgadas) de ancho delante de la máquina, sin incluir el espacio que ocupe la máquina. Este espacio adicional de 1.12 m (44 pulgadas) delante de la máquina en corredores y rutas de salida es necesario para cumplir los requisitos de las normas sobre incendios.

WARNING

Use only Xerox materials and components. This product is safety certified using Xerox materials and components. The use of non Xerox materials and components may invalidate the safety certificate.

DANGER : N'utilisez que des matières premières et des composants Xerox. La sécurité du produit est assurée dans le cadre de son utilisation avec des matières premières et des composants Xerox. L'utilisation de matières premières et de composants autres que ceux de Xerox risque d'invalider le certificat de sécurité.

AVVERTENZA: Utilizzare solo materiali e componenti Xerox per avvalersi della certificazione di protezione. L'utilizzo di materiali e componenti non Xerox può rendere nulla la certificazione di protezione.

VORSICHT: Verwenden Sie nur Materialien und Komponenten von Xerox. Dieses Produkt besitzt die Sicherheitszertifizierung bei Verwendung von Xerox-Materialien und -Komponenten. Die Verwendung von Materialien und Komponenten anderer Hersteller setzt möglicherweise das Sicherheitszertifikat außer Kraft.

AVISO: Utilice solo los materiales y componentes Xerox. Este producto dispone de un certificado de seguridad si se utilizan los materiales y componentes Xerox. Este certificado de seguridad no será válido si se utilizan materiales y componentes que no sean de Xerox.

WARNING

Do not touch the fuser while it is hot.

DANGER : Ne pas toucher au four pendant qu'il est encore chaud.

AVVERTENZA: Non toccare il fonditore quando è caldo.

VORSICHT: Fixierbereich erst berühren, wenn dieser abgekühlt ist.

AVISO: No toque el fusor mientras está caliente.

Tag Usage

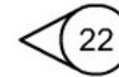
Tags

If different parts or actions exist because of a modification, the Tag number will identify the appropriate part or action.

- Example 1). Tag xx: PWB
- Example 2) PWB (Tag xx)

Tag Symbols

This symbol is used to show a particular part or area of a figure that has been modified by the Tag number within the circle.



This symbol is used to show a particular part or area of a figure that has not been modified by the Tag number within the circle.



This symbol is used to show a Tag change has modified an area of the terminal.



This symbol is used to show a Tag change has not modified an area of the terminal.



WorkCentre 3025 Overview

Refer to the WorkCentre® 3025 User Guide for detailed descriptions and illustrations of Control Panel functions, machine features and options.

Product Configurations

Table 1

Component	WorkCentre 3025BI	WorkCentre 3025NI
Automatic Document Feeder - 40 sheets	Not Applicable	Standard
Paper Tray1 - 150 Sheets	Standard	Standard
Output Tray - 100 Sheets	Standard	Standard
Direct Printing	Standard	Standard
AirPrint	Standard	Standard
Google Cloud Print	Standard	Standard
Copy	Standard	Standard
Scan	Standard	Standard
Fax	Not Applicable	Standard
E-mail	Not Applicable	Not Applicable
USB Device	Standard	Standard
USB Host	Not Applicable	Not Applicable
Network Printing	Not Applicable	Standard
Wi-Fi	Standard	Standard
Wi-Fi Direct™	Standard	Standard

1 Service Call Procedures

Call Flow

Service Call Overview	1-3
Safety Precautions	1-3
SCP 01 Introduction to Service Call Procedures	1-4
SCP 02 Initial Actions.....	1-4
SCP 03 Corrective Actions.....	1-5
SCP 04 Final Actions	1-5

System/Subsystem Maintenance

HFSI's	1-6
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Service Call Overview

This section provides an overview of actions a service technician should take when servicing a machine. Refer to the checklist below as a guide for steps to take when troubleshooting problems with the printer. Follow all precautions listed in the Safety Precautions section.

1. Identify the problem
 - Verify that the problem exists.
 - Record any error codes.
 - Print both customer and test prints.
 - Make note of any image quality problems in the test prints.
 - Observe if any unusual odors or noises coming from the printer.
 - Ensure that the AC input power is within specifications.
 - From the Diagnostics Mode, print an Error Information Report.
2. Inspect and clean the printer
 - Disconnect and inspect the power cord.
 - Inspect the interior of the printer. Remove any debris or contamination.
 - Inspect the printer for damaged wires, loose connections toner leakage or any other worn or damaged parts.
3. Find the cause of the problem.
 - Use troubleshooting procedures to find the root cause of the problem
 - Use diagnostics to check the printer and components
 - Use the BSDs and wiring diagrams to locate test points.
 - Take voltage readings as instructed in the troubleshooting procedure.
4. Correct the problem
 - Use the Parts List to locate part numbers.
 - Use the Repair Procedures to replace parts.
5. Final Actions
 - Test the printer to verify that the problem has been corrected and that there are no additional problems.

Diagnostic Mode

The Xerox® WorkCentre® 3025 has built-in diagnostics to test components, display status and some NVM access. The diagnostic tests are accessed through the Control Panel. Refer to the User Guide for detailed instructions on using the Control Panel buttons and menus. Refer to Section 6 for information regarding diagnostic testing.

Safety Precautions

Ensure that all Cautions and Warnings detailed in the service procedures are followed when servicing the machine.

Failure to follow the following instructions could cause an electrical shock or fire hazard.

- Only use the Power Cord supplied with this product.
Do not allow the Power Cord to become twisted, bent, or damaged.
- Do not allow liquids to spill on or into the machine.
- Do not allow paper clips, pins or other objects to fall into the machine.
- When replacing the LVPS PWB wait 5 minutes after unplugging the Power Cord before removing the PWB. This allows the PWB to discharge, preventing electrical shock.

Laser Safety

- The Laser system is designed so there is never human access to the Laser radiation during normal operation, user maintenance, or service maintenance.
- Do not bypass or disable any laser safety devices or attempt to service the Laser.

SCP 01 Introduction to Service Call Procedures

Purpose

Service Call Procedures (SCP) are the guide to performing a service call on the Xerox® WorkCentre® 3025 Multifunction Printer.

The Operator has been trained in the use of the Xerox® WorkCentre® 3025 User Guide, Troubleshooting in Section 12, to help analyze the fault. The Troubleshooting section directs the Operator in the following:

- Faults indicated by a Status Code or UI message
- Web Registration Module problem solving
- Image quality defect initial actions
- Image quality defect diagnosis
- Image quality fault code problem solving

If the Operator is unable to resolve the problem, they initiate a service call by contacting The Xerox Support Center at: www.xerox.com/support.

SCP 02 Initial Actions

The purpose of Initial Actions is to gather information and organize the service call. The customer is questioned, and the complaint is verified.

All anticipated service actions are classified as primary or secondary. Primary service actions are those actions that directly relate to the reason for the call.

SCP 03 Corrective Actions

Corrective Actions are the diagnostic and repair activities required to correct the problem that initiated the service call (primary actions), as well as any other problems or secondary actions identified in Initial Actions.

When performing maintenance actions, either scheduled or unscheduled, always consider the customer's print schedule and whether they are in a highly time-sensitive print run, or in a less time-sensitive print run. The customer's current mode of operation will determine the service actions on Unscheduled Maintenance (UM) calls. The objective of all service actions is to integrate the Xerox service process with the customer's printing process in a manner that maximizes customer equipment up-time and productivity during periods of time-sensitive print runs.

SCP 02 Initial Actions

Purpose

The purpose of the Initial Actions is to help organize the service call. Customer input, machine observations and print samples are all used to gather information about the condition of the system. Gather a list of symptoms, error codes, or other information concerning the problem that the customer may provide. This information may help identify and correct intermittent or unusual problems.

During each service call, perform all Primary Maintenance Activities, then decide if Secondary Maintenance Activities are needed.

- Primary Maintenance Activities are actions performed which relate to the customer's complaint.
- Secondary Maintenance Activities are any activities identified during the service call which are not related to the primary activity, but may lead to a future service call or otherwise negatively affect the customer's satisfaction.

Before deciding to perform any secondary maintenance, first determine if the customer is in a time-sensitive print run. If so, perform only those actions required to ensure completion of the run, and defer all other actions-- including HFSI's that are not required to complete the print run. The objective of any service call during a time-sensitive print run is to return the system to production as soon as possible.

Before performing any secondary maintenance actions, first inform the customer of what secondary actions are indicated and the system down time required. You may want to return on another, mutually agreeable time to perform the secondary maintenance activity/actions.

Likewise, for any secondary maintenance actions deferred during a time-sensitive print run, inform the customer of what remaining secondary actions are indicated and the down time required. Coordinate with the customer's print schedule to determine a mutually-agreeable time frame to complete these activities.

Procedure

1. Discuss the problem with the customer.
2. If the problem is IQ related, run prints to verify that the problem is present.
3. Determine if there are any bulletins, or Eureka tips relating to the Customer's primary problem. Bulletins are on Eureka and are searchable with SearchLite.
4. When all information has been gathered, and all anticipated service actions have been classified as primary or secondary, proceed to Corrective Actions.

SCP 03 Corrective Actions

Purpose

The Corrective Actions procedure will direct you to the appropriate section of the service manual to diagnose and repair the primary problem, and provides the information required to identify any due HFSI items.

Procedure

1. Using the Supplies Information report, review the HFSI's in to identify any due HFSI's. Clean/replace **only** components that are due and that may be contributing to the problem.

System Fault Analysis

1. If the problem is a machine fault, determine if the type of fault code.
 - a. If the problem is a Printer fault code:
 - Enter Diagnostic Mode and print an Error Information Report. Menu sequence for entering Diagnostics will vary depending on machine model. Refer to Section 6 Diagnostics for detailed information.
 - Check for associated fault codes that have the same or nearly the same times-tamp as the primary fault code.
 - Troubleshoot fault codes with the lowest chain number first.
2. If the problem is IQ related, refer to Section 3, Image Quality.
3. When the primary problem is resolved, proceed to Final Actions.

SCP 04 Final Actions

Purpose

Final Actions verify total operation of the machine, ensures that the HFSI's are completed.

Procedure

1. Print a Sample Job and verify with the operator the total operation of the machine. If any problems are identified, return to SCP 03 Corrective Actions.
2. Complete the service call:
 - Check the customer consumables.
 - Service tools are properly stored and secured.
 - Verify the access to the circuit breakers is clear.
 - Check that covers are in place and closed.
 - Verify that all mandatory retrofits have been installed. If required, set a time with the customer to install any mandatory retrofits.

HFSI's

Customer and Service HFSI's

As with other CSE actions, these actions should be performed according to customer run requirements. Some actions may be deferred to a Xerox Initiated activity, taking into consideration any risks with deferring those actions.

If necessary, and if the customer agrees, clean/replace any secondary HFSI's that are due or may cause a return service call.

Table 1 Customer/Service HFSI's

HFSI Item	Action	Customer	Service	Reference	Interval	Notes
Toner Cartridge	Replace	X		N/A	1,500 standard yield (approximate impressions)	Initial cartridge yield is approximately 700 prints.
Drum Cartridge (OPC)	Replace	X		N/A	10,000	
Fuser	Replace		X	REP 1.18	30,000	
Transfer Roller	Replace		X	REP 1.17	30,000	
Pickup (Feed) Roller	Replace		X	REP 1.14	30,000	
ADF Feed Roller	Replace		X	REP 1.13	20,000	
ADF Rubber Pad	Replace	X	X	REP 1.24	20,000	

2 Status Indicator RAPs

01-100 Top Cover Open Fault	2-3
03-410 Paper Mismatch at Tray 1	2-3
05-100 / 900 Paper Jam in Automatic Document Feeder (ADF) Fault	2-4
05-500 Document Feeder Cover Open Fault	2-4
06-100 / 200 LSU Motor Fault	2-5
07-110 Paper Jam or Tray Empty Fault	2-6
08-100 Paper Feed Fault - Tray 1	2-7
08-500 Paper Jam in Fuser Area Fault	2-7
09-100 Print Cartridge Near End of Life Fault	2-8
09-350 Print Cartridge End of Life Fault	2-8
09-450 Print Cartridge At End of Life Fault	2-9
09-550 Print Cartridge Undetected Fault	2-9
09-800 Incompatible Print Cartridge Fault	2-10
10-100 Fuser Temperature (Open) Fault	2-10
10-200/ 300 Fuser Under/ Over Temperature Fault	2-11
14-100 Document Scanner Assembly Locked Fault	2-12
17-100 IP Conflict Error Fault	2-12
17-310 Communication Error (Main PWB to Wireless PWB) Fault	2-13
20-100 Fax Communication Error Fault	2-13
20-120 Scanning Error Fault	2-14
20-200 Group Not Available Fault	2-14
20-400 / 410 Line Fault	2-15
20-500 Memory Full Fault	2-15
20-600 No Answer Fault	2-16
20-700 Number Not Assigned Fault	2-16
20-900 Retry Redial Fault	2-17

01-100 Top Cover Open Fault

The Front cover is open or the cover open switch is defective.

BSD-Reference: 1.1 AC/Low Voltage and High Voltage Power / Interlocks

Initial Actions

Ensure that the Front cover is completely closed.

Procedure

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine: celle-ci pourrait démarrer et causer de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con la macchina accesa o con l'alimentazione elettrica inserita. La macchina potrebbe avviarsi all'improvviso e causare gravi ferite.

VORSICHT: Es dürfen keine Reparaturarbeiten durchgeführt werden, solange das Gerät eingeschaltet oder mit der Stromquelle verbunden ist. Das Gerät kann u.U in den Aktiv-Zustand übergehen und somit erhebliche körperliche Schäden verursachen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. La máquina podría activarse y ocasionar daños personales graves.

Check the Top Cover Open Switch Actuator for binding or damage. **The Actuator moves freely.**

Y N
| Replace the LVPS/HVPS PWB (REP 1.5), PL 5.1.

Check the connection between the Main PWB and the HVPS. **The connection is secure.**

Y N
|

- Check that there is no contamination present.
- Check for broken or defective wires or cables.
- Replace the Main PWB (REP 1.7), PL 1.1.

Replace the LVPS/HVPS PWB (REP 1.5), PL 5.1.

03-410 Paper Mismatch at Tray 1

The size setting for the Paper Tray does not match the paper size loaded in the tray.

BSD-Reference: 7.1 Paper Feed and Registration

Initial Actions

- Check the media size settings for the tray from the Control Panel.
- Adjust the Paper Tray Guides to match the size of the paper that is loaded into the tray.
- Place the correct size paper into the tray for the tray size setting.

Procedure

1. Switch Off the power then switch On the power.
2. If problem continues, replace the Main PWB (REP 1.7) , PL 1.1.

05-100 / 900 Paper Jam in Automatic Document Feeder (ADF) Fault

The machine has detected a paper jam in the Automatic Document Feeder (3025NI).

BSD-Reference: 5.1B Automatic Document Feeder

Initial Actions

- Remove jammed sheets from the document feeder and paper path. Refer to The WorkCentre® 3025 User Guide, Section 11 for jam clearance instructions.
- If necessary, power the machine Off then On to clear the fault message.
- Open the top cover of the Document Feeder and check the Feed Roll for contamination or wear.

Procedure

Inspect the Paper Feed Sensor for damage or contamination. Remove any debris from the sensor.

Enter Diagnostic (EDC) Mode. Select: **[DC330 Component Control, 102 Sensor, Feed Sens]** to test the Paper Feed Sensor. **The sensor is OK.**

Y N

- Check for any open or short circuit and clear any contamination that is present.
- Replace the paper Feed Sensor PWB ([REP 1.15](#)), [PL 5.3](#).

Check circuit between the ADF Drive Motor and the Main PWB. **The circuit is good.**

Y N

- Check for an open or short circuit and clear any contamination that is present.
- Replace the ADF Drive Motor [PL 3.1](#).

Check the paper path drives and clear any jammed sheets from the paper path. If problem persists, replace the Main PWB ([REP 1.7](#)), [PL 1.1](#).

05-500 Document Feeder Cover Open Fault

The Document Feeder or Document Feeder Top Cover is not securely latched.

BSD-Reference: 5.1A Automatic Document Feeder

Initial Actions

- Close the Document Feeder unit.
- Close the Document Feeder top cover.

Procedure

Check the circuit between the ADF Cover Sensor and the Main PWB. **The circuit is good.**

Y N

- Check for broken or defective wires and that no contamination is present.
- Secure the connection.
- Replace parts as required.

Replace the Main PWB ([REP 1.7](#)), [PL 1.1](#).

06-100 / 200 LSU Motor Fault

The machine has detected that the Laser Module Drive Motor is not working correctly.

BSD-Reference: 6.1 (Laser (ROS))

Procedure

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine: celle-ci pourrait démarrer et causer de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con la macchina accesa o con l'alimentazione elettrica inserita. La macchina potrebbe avviarsi all'improvviso e causare gravi ferite.

VORSICHT: Es dürfen keine Reparaturarbeiten durchgeführt werden, solange das Gerät eingeschaltet oder mit der Stromquelle verbunden ist. Das Gerät kann u.U in den Aktiv-Zustand übergehen und somit erhebliche körperliche Schäden verursachen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. La máquina podría activarse y ocasionar daños personales graves.

WARNING

Use eye protection when performing the following procedure. Failure to wear eye protection could result in serious personal injury.

DANGER: Porter des lunettes de sécurité pendant la procédure suivante. À défaut, de graves blessures peuvent se produire.

AVVERTENZA: Indossare occhiali di protezione durante la seguente procedura. In caso contrario, si possono provocare gravi ferite.

VORSICHT: Folgende Verfahren dürfen nicht ohne Schutzbrille angewandt werden. Die Nichteinhaltung dieser Regel kann zu ernsthaften körperlichen Verletzungen führen.

AVISO: Use gafas de protección para realizar el procedimiento siguiente. No proteger los ojos puede ocasionar daños personales graves.

Enter Diagnostic (EDC) Mode. Select: **[DC330 Component Control, 110 LSU, LSU Mot1 Run]** to test the LSU motor. **The motor runs.**

Y N

Check the Main Wire Harness and connectors between the Laser Module and the Main PWB. **The connections are secure.**

Y N

- Check that the connectors are secure and no contamination is present.
- Disconnect and securely reconnect the harness.

Check the harness for a short circuit or open circuit (BSD 6.1). **The harness is OK.**

Y N

- Check that the connectors are secure and no contamination is present.
- Replace the harness (REP 1.21), PL 5.6.

Replace the Laser Module. (REP 1.12), PL 5.6.

Go to [SCP 04] Final Actions.

07-110 Paper Jam or Tray Empty Fault

The Tray Empty Sensor failed to detect paper in the tray.

BSD-Reference: 7.1 Paper Feed and Registration

Initial Actions

Ensure that paper is loaded in the tray. Clear any jammed sheets. Refer to Section 7: Troubleshooting, in the Xerox® WorkCentre® 3025 User Guide for detailed instructions on clearing paper jams.

Procedure

Check the actuators for the Feed and Width Sensors. **The actuators move freely and are undamaged.**

Y N

Replace the Feed or Width Sensor actuator, (REP 1.15), PL 5.3.

Enter Diagnostic(EDC) Mode. Select: **[DC330 Component Control, 102 Sensor, Feed Sensor]**. Actuate and deactuate the Feed Sensor. **The sensor signal changes.**

Y N

1. Check that there is no contamination present.
2. Check the circuit between the Paper Feed PWB and the Main PWB for an open or short circuit.
3. Replace parts as required.

If the problem is intermittent, check the circuit of the Feed Sensor PWB.

08-100 Paper Feed Fault - Tray 1

The lead edge was not detected by the Paper Feed Sensor.

BSD-Reference: 1.1 AC Low Voltage and High Voltage Power/Interlocks

BSD-Reference: 7.1 Paper Feed and Registration

Initial Actions

NOTE: When clearing any jams, see if the Lead Edge of the Jammed Sheet reached the Retard Roller.

Clear any jammed sheets. (Refer to Section 11 in the WorkCentre® 3025 User Guide for detailed instructions on jam clearance.)

Procedure

Check the Feed Sensor Actuator. **The Actuator moves freely.**

Y N
Replace the Feed Sensor Actuator (REP 1.15) [PL 5.3].

Check the position of the jammed sheet. **The lead edge reached the Retard Roller.**

Y N
Enter Diagnostics (EDC) Mode. Select: **[DC330 Component Control, 101-Clutch, Tray 1 Pick up]** to engage the drive to pick up paper from tray 1 **The clutch engages.**

- Y N**
- Check the Feed Clutch connections on the Main PWB for contamination. Clean as necessary.
 - Check the circuits from the Feed Clutch to the LVPS/HVPS for an open or short circuit.
 - If the circuits are good replace the Feed Clutch (REP 1.18), PL 5.3.

In Diagnostics Mode. Select: **[102-Sensor, Feed Sensor]** to block and clear the Paper Feed Sensor. **The signal changes.**

- Y N**
- Check that the connection is secure and no contamination or damage is present
 - Check that there is no damage or contamination on any connectors from the Feed Sensor to the LVPS/HVPS PWB. Repair as necessary.
 - Replace the Paper Feed Sensor PWB (REP 1.15 , PL 5.3.

Perform SCP Final Actions.

If the problem is intermittent, recheck the cables and look for a cable that is binding.

08-500 Paper Jam in Fuser Area Fault

The machine has detected a jam in the Fuser area.

BSD-Reference: 10.1 Fuser

Initial Actions

Open the Top Cover and remove any jammed sheets from Fuser area. Refer Section 11 in the WorkCentre® 3025 User Guide for detailed Jam Clearance instructions.

BSD-Reference:

Procedure

WARNING

Do not handle the fuser components until they have cooled. Some fuser components operate at hot temperatures and can produce serious personal injury if touched.

DANGER: Ne pas manipuler les éléments du four avant de les laisser refroidir. Certains éléments du four fonctionnent à des températures très élevées et peuvent causer de graves blessures s'ils sont touchés.

AVVERTENZA: Non maneggiare i componenti del fusore finché non sono raffreddati. Alcuni di questi componenti funzionano ad alte temperature e possono provocare gravi ferite se vengono toccati.

VORSICHT: Die Fixieranlage sollte erst gehandhabt werden, wenn diese genügend abgekühlt ist. Einige Teile der Fixieranlage erzeugen übermäßige Hitze und führen bei der Berührung zu schweren Verbrennungen.

AVISO: No manipule los componentes del fusor antes de que se enfrien. Algunos de los componentes del fusor funcionan a altas temperaturas y pueden ocasionar daños personales graves si se los toca.

1. Enter Diagnostics Mode and select **[Data Setup, Wrap Jam Clear]** then press **<OK>**.

The fault clears.

- Y N**
- Switch Off the Power and disconnect the Power Cord.
 - Remove the Left, Right REP 1.1, and Rear Covers REP 1.3.
 - Ensure the connectors are firmly secured to the PWBs.
 - Switch On the power while pressing the **<Cancel>** button to reboot the machine.

The fault clears.

- Y N**
- Switch Off the power.
 - If problem is intermittent, check the Fuser Sensor. Replace if necessary PL 5.2.
 - If problem continues, Remove the Fuser Assembly REP 1.18 and replace if necessary PL 5.2.

Exit Diagnostic Mode and perform SCP Final Actions

Exit Diagnostics Mode and perform SCP Final Actions.

09-100 Print Cartridge Near End of Life Fault

The Print Cartridge life is less than 10%.

BSD-Reference: None

Procedure

1. Check the remaining life of the Print Cartridge by using one of the methods listed below:
 - Print a Supplies Information Report. [GP 2]
 - Open Easy Print Manager, check Toner life under printer information
 - Open the CWIS application. Select: **[Status, Supplies, Print Cartridge]**.
2. Check the remaining life of the Print Cartridge.
3. If the Print Cartridge has reached end of life, switch Off the power and replace the Print Cartridge

09-350 Print Cartridge End of Life Fault

The Print Cartridge has reached end of life.

BSD-Reference: None

Procedure

1. Check the remaining life of the Print Cartridge by using one of the methods listed below:
 - Print a Supplies Information Report. [GP 2]
 - Open Easy Print Manager, check Toner life under printer information
 - Open the CWIS application. Select: **[Status, Supplies, Print Cartridge]**.
2. Check the remaining life of the Print Cartridge.
3. If the Print Cartridge is at end of life, switch Off the power and replace the Print Cartridge.

09-450 Print Cartridge At End of Life Fault

The Print Cartridge is empty.

BSD-Reference: None

Procedure

Switch Off the power and replace the Print Cartridge.

09-550 Print Cartridge Undetected Fault

The Print cartridge has not been installed or machine software is unable to detect the Print Cartridge.

BSD-Reference: None

Initial Actions

Ensure that the Print Cartridge has been installed and the cover is fully closed and latched.

Procedure

1. Switch Off the power.
2. Remove the Print cartridge. Rotate the cartridge five to six rotations to distribute the toner evenly.
3. Check the CRUM contact area for contamination and clean if necessary.
4. Reinstall the Print Cartridge.
5. If the problem continues, install a new Print Cartridge.

09-800 Incompatible Print Cartridge Fault

The Print Cartridge is not compatible with the printer.

BSD-Reference: None

Procedure

1. Perform one of the following to obtain a Supplies Info report.
 - From Diagnostics Mode, use the Control Panel buttons to scroll to: **[Report, Supplies Info]** to print a Supplies Information report. (Press the <OK> button to confirm menu selections)
 - From Easy Print Manager Advanced Mode menu, select **[Machine Settings, Print Information, Supplies Information]** and print the Supplies Info Report.
 - From CWIS, select **[Status, Print Information]** and check the Supplies Information box and print the report.
2. Check the Print Cartridge Supplier information.
3. Replace the Print Cartridge if it is not a genuine Xerox® cartridge.
4. If problem continues, go to RAP 09-500, Toner Cartridge Undetected Fault to check for CRUM faults.

10-100 Fuser Temperature (Open) Fault

The temperature of the Fuser is outside of the normal operating range of 383°F ± 5°F (195°C ± 5°C.)

BSD-Reference: 1.1 AC/Low Voltage and High Voltage Power Supplies/Interlocks

BSD-Reference: 10.1 Fuser

Initial Actions

Switch Off the power then switch On the power. If the error code returns, continue with this procedure.

Procedure

WARNING

Do not handle the fuser components until they have cooled. Some fuser components operate at hot temperatures and can produce serious personal injury if touched.

DANGER: Ne pas manipuler les éléments du four avant de les laisser refroidir. Certains éléments du four fonctionnent à des températures très élevées et peuvent causer de graves blessures s'ils sont touchés.

AVVERTENZA: Non maneggiare i componenti del fusore finché non sono raffreddati. Alcuni di questi componenti funzionano ad alte temperature e possono provocare gravi ferite se vengono toccati.

VORSICHT: Die Fixieranlage sollte erst gehandhabt werden, wenn diese genügend abgekühlt ist. Einige Teile der Fixieranlage erzeugen übermäßige Hitze und führen bei der Berührung zu schweren Verbrennungen.

AVISO: No manipule los componentes del fusor antes de que se enfrien. Algunos de los componentes del fusor funcionan a altas temperaturas y pueden ocasionar daños personales graves si se los toca.

Power Off the machine and check that the Fuser connection is fully seated. **The Fuser connections are OK.**

Y N

Firmly reconnect the Fuser assembly. Switch the power ON.

Check for +3.3 VDC to the Thermistor at P/J 16 on the Main PWB. **The voltage is present.**

Y N

- Check the wire harness for open circuit, short circuits or contamination.
- Firmly reconnect the Fuser assembly.
- Replace the Main PWB (REP 1.7), PL 1.1, PL 1.2.

A

A

Check the voltage to the Over Heat Thermostat. **The voltage is present..**

Y N

- Check for AC line voltage to the LVPS/HVPS PWB,
- Check that the connectors are tight and no contamination is present.
- Check the wire harness from the LVPS/HVPS PWB for a open or short circuit.
- Replace the LVPS/HVPS PWB (REP 1.6), PL 5.1.

Check the circuits and connectors for the Fuser Module.

Check the Heat Lamp for an open circuit.

Replace the Fuser Assembly (REP 1.19), PL 5.2.

10-200/ 300 Fuser Under/ Over Temperature Fault

10-200: The temperature of the Fuser is below of the normal operating range of 383°F ± 5°F (195°C ± 5°C.)

10-300: The temperature of the Fuser is above the normal operating range of 383°F ± 5°F (195°C ± 5°C.)

BSD-Reference: 10.1 Fuser

Initial Actions

Switch Off the power. Remove and reinstall the Fuser Assembly. Switch On the power.

Procedure

WARNING

Do not handle the fuser components until they have cooled. Some fuser components operate at hot temperatures and can produce serious personal injury if touched.

DANGER: Ne pas manipuler les éléments du four avant de les laisser refroidir. Certains éléments du four fonctionnent à des températures très élevées et peuvent causer de graves blessures s'ils sont touchés.

AVVERTENZA: Non maneggiare i componenti del fusore finché non sono raffreddati. Alcuni di questi componenti funzionano ad alte temperature e possono provocare gravi ferite se vengono toccati.

VORSICHT: Die Fixieranlage sollte erst gehandhabt werden, wenn diese genügend abgekühlt ist. Einige Teile der Fixieranlage erzeugen übermäßige Hitze und führen bei der Berührung zu schweren Verbrennungen.

AVISO: No manipule los componentes del fusor antes de que se enfrien. Algunos de los componentes del fusor funcionan a altas temperaturas y pueden ocasionar daños personales graves si se los toca.

Enter Diagnostic (EDC) Mode. Select: **[DC330 Component Control, 109 Fuser Heat, Temp A]** to obtain a temperature reading from the Fuser. **The Fuser temperature is within normal operating range.**

Y N

Replace the Fuser Assembly (REP 1.19), PL 5.2.

If problem is intermittent, check the circuit of the Fuser Assembly for one of the following

- All connectors are securely connected and no contamination is present.
- Short circuit or damaged wire. Repair as necessary.

14-100 Document Scanner Assembly Locked Fault

The Document Scanner Assembly does not move.

BSD-Reference: BSD 14.1 Scanning

Initial Actions

Switch Off the power then switch On the power. (The Contact Image Sensor should move during start up.)

Procedure

Check the Scanner Cable to make sure it is securely connected. **The scanner cable is connected.**

Y N

- Check that the connectors are secure and no contamination is present
- disconnect and securely reconnect the Scanner Cable.

Enter Diagnostic (EDC) Mode. Select **[DC330, Component Control, 100 Scanner Drive Motor]** to test the Scanner Drive Motor. **The Motor runs.**

Y N

Check the connectors between the Scan Motor and the Control PWB. **The connections are secure.**

Y N

- Check that no contamination is present.
- Disconnect and securely reconnect the connector

Replace the Scanner Drive Motor ([REP 1.11](#)), [PL 4.1](#) and [PL 4.2](#).

If the problem continues, replace the Main PWB ([REP 1.8](#)), [PL 1.1](#).

17-100 IP Conflict Error Fault

The IP address conflicts with that of another system causing a machine communication error.

BSD-Reference: None

Procedure

Use Xerox Easy Print Manger to obtain a new IP address.

From the menu, select: **[Machine Settings, Network Settings, Assign IP address]**.

17-310 Communication Error (Main PWB to Wireless PWB) Fault

The machine software has detected a communication error between the Main PWB and the Wireless PWB.

BSD-Reference: 3.1A Communications

Initial Actions

- Switch Off the power then switch On the power.
- Check machine network and data configuration settings.

Procedure

1. Ensure that the connectors are fully seated between the Main PWB and the Wireless PWB and no contamination is present.
2. If the problem persists, replace parts in the following order:
 - Flat Cable [PL 4.1](#)
 - Wireless PWB ([REP 1.20](#)), [PL 1.1](#) and [PL 1.2](#)
 - Main PWB ([REP 1.8](#)), [PL 1.1](#) and [PL 1.2](#)

20-100 Fax Communication Error Fault

A communication error occurred during a fax transmission.

BSD-Reference: BSD 3.1B Communications

Initial Actions

1. Call the target fax number to confirm a fax response.
2. Check condition of the fax line and connection.
3. Verify that the fax line is an analog phone line.
4. Switch Off the power then switch On the power.
5. Verify that the country setting is correct.
6. Resend the fax job.
7. Check fax communications to a different machine.

Procedure

Enter Diagnostic Mode. From the Control panel, select: **[Report, Error Info, Print]** to print the Error Information Report. **The target fax is causing the error.**

Y N

In Diagnostics, select: **[Report, Fax Options]** to verify Fax Send settings are at default.

Check that the Target Fax configuration is OK. **The Target Fax is OK.**

Y N

Reconfigure Target Fax.

Check the voltage between the Fax PWB and the Main PWB. **The voltage is present.**

Y N

- Check that no contamination is present.
 - Check the connection between the Fax PWB and the Main PWB for an open or short circuit.
 - Replace the Fax PWB ([REP 1.9](#)), [PL 1.2](#)
-
- Check that no contamination is present.
 - Replace the Main PWB ([REP1.17](#)), [PL 1.1](#) and [PL 1.2](#)

20-120 Scanning Error Fault

A error such as a paper jam or scanner fault has occurred during a manual-dial fax operation.

BSD-Reference: BSD 14.1 Scanning

Procedure

Clear any jammed sheets. Refer to the WorkCentre® 3025 User Guide for detailed jam clearance instructions. Check the scanner. Refer to RAP 14-100 for troubleshooting the scanner. Resubmit the job.

20-200 Group Not Available Fault

User has selected a group location where only a single location number can be used. (I.e.: Adding locations for a multi-dial operation.)

BSD-Reference: None

Procedure

Resubmit fax using a group location.

20-400 / 410 Line Fault

Unable to connect with the remote machine. The fax line is busy or an error has occurred with fax transmission due to a phone line problem.

BSD-Reference: None

Procedure

Resubmit fax job. If problem persists, resubmit after an hour.

20-500 Memory Full Fault

The memory is full.

BSD-Reference: None

Procedure

Delete necessary documents, resend job when memory becomes available, or split the transmission into multiple operations.

20-600 No Answer Fault

The printer unable to connect to remote machine after maximum redial attempts.

BSD-Reference:

Procedure

Ensure that remote machine is powered on and reattempt submission.

20-700 Number Not Assigned Fault

The speed dial location used has no number assigned to it.

BSD-Reference:

Procedure

Dial the number manually or assign the number to the speed dial location.

Refer to Section 8: Address Book, Using Address Book from the Control Panel in the Xerox® Phaser® 3025 User Guide on assigning speed dial numbers.

20-900 Retry Redial Fault

The machine is waiting for the programmed interval to automatically redial.

BSD-Reference:

Procedure

Press <START> to immediately redial or <STOP> to cancel the redial operation.

3 Image Quality

Image Quality Overview	3-3
IQ1 Vertical Black Line and Band RAP	3-4
IQ2 Vertical White Line and Band RAP	3-4
IQ3 Horizontal Black Bands RAP	3-5
IQ4 Spots RAP	3-5
IQ5 Low Image Density RAP	3-6
IQ6 Black or Dark Image RAP	3-6
IQ7 Uneven Density RAP	3-7
IQ8 Background RAP	3-8
IQ9 Residual Image (Ghosting) RAP	3-9
IQ10 Side 2 Staining	3-9
IQ11 Blank Page RAP	3-10
IQ12 Partial Image Deletions RAP	3-11

Image Quality Overview

Image quality defects can be attributed to printer components, consumables, media, internal software, external software applications, and environmental conditions. To successfully troubleshoot print-quality problems, eliminate as many variables as possible.

If the print-quality defect is still present after printing on approved media from an unopened ream of paper, investigate software applications and environmental conditions. Check the temperature and humidity under which the printer is operating. Compare this to the Environmental Specifications listed in Section 6.

When analyzing a imaging defect, determine if the defect is repeating or random. Check the Supplies Information Report for end of life conditions. Inspect the visible surfaces of all rollers for obvious defects. If a cursory inspection does not reveal any obvious defects, continue troubleshooting the defect.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

Defects Associated with Specific Components

To aid with diagnosis, the list below outlines image defects associated with specific components.

Laser Scanner Unit:

- Black Print
- Vertical white lines
- Curved lines

Transfer Roller:

- Uneven Density
- Background contamination
- Ghosting
- Vertical white lines
- Vertical black line or band

- Stains on the page back

Fuser:

- Ghosting
- Stains on the page back or front
- Poor image adhesion

Print Cartridge:

- Uneven density
- Background contamination
- Spots, smudges, or smears
- Ghosting
- Vertical white lines
- Vertical black line or band
- Stains on the page front
- Blank prints
- Black prints
- Horizontal Black lines or bands

After determining the defect type and possible source, match the defect with those listed in Table 1. Go to the RAP listed to correct the defect.

Image Defect Definitions

Table 1 lists image defect definitions and the RAP used to correct the problem.

Table 1 Image Defect Definitions

Defect	Definition	Go To
Vertical Black Line and Band	Vertical black lines or bands occur in the printed image.	IQ1
Vertical White Line and Band	Vertical white lines or bands occur in the printed image.	IQ2
Horizontal Black Band	Periodic dark or blurry horizontal bands in the printed image.	IQ3
Spots	Random or periodic dark areas in the low density areas of a print, or voids in the dark areas of a print.	IQ4
Low Image Density	Printed image is light with no ghosting.	IQ5
Black or Dark Image	Printed image is totally dark or black	IQ6
Uneven Density	Print density is uneven between the left and right portion of the printed image.	IQ7
Background	Uniform toner contamination in most or all non-image areas.	IQ8
Residual Image (Ghosting)	The image from a previous print appears on the current print.	IQ9
Side 2 Staining	Side two of a simplex or duplex print is stained.	IQ10
Blank Page	The entire image area is blank.	IQ11
Partial Image Deletions	Areas of the printed image are light or missing entirely on limited areas of the paper.	IQ12

IQ1 Vertical Black Line and Band RAP

Thin black vertical lines or black vertical bands occur in the printed image (Figure 1).

Procedure

Switch Off the power.

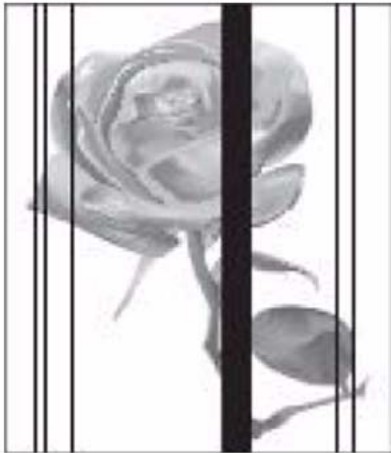
Check the Transfer Roller, PL 5.1 for wear or damage. **The Transfer Roller is OK.**

Y N

Replace the Transfer Roll; (REP 1.16), PL 5.1.

Switch On the power and make a test print.

If problem persists, replace the Print Cartridge, refer to the WorkCentre® 3025 User Guide for detailed instructions on how to replace the Print Cartridge.



0300101bat

Figure 1 Black lines and bands

IQ2 Vertical White Line and Band RAP

Thin white vertical lines or white vertical bands occur in the printed image (Figure 1).

Initial Actions

- Check the life of the Print Cartridge, refer to GP 2 Machine Status and Reports. Replace the Print Cartridge if it is at end of life, refer to the Workcentre® 3025 User Guide, Section 6 Maintenance, General Care, for detailed instructions on how to replace the Print Cartridge.
- Clean the surface of the LSU window with a clean cotton swab and recommended cleaner.

Procedure

Switch off the printer.

Check the space between the LSU and the Drum Cartridge, remove any debris or blockage.

Switch On the power and make a test print. **The defect is gone.**

Y N

Replace the Fuser Module; (REP 1.19), PL 5.2.

Switch on the power. Perform Final Actions.



0300102bat

Figure 1 White lines and bands

IQ3 Horizontal Black Bands RAP

Periodic dark or blurry horizontal stripes in the printed image (Figure 1).

Procedure

- Switch Off the power.
- Check the contacts on the Print Cartridge and the LVPS / HVPLS PWB for contamination or damage.
- Switch On the power and make a test print.

The defect is still present.

Y N
Go to Call Closeout.

Replace the Print Cartridge, refer to WorkCentre® 3025 User Guide for detailed instructions on how to replace the Print Cartridge.

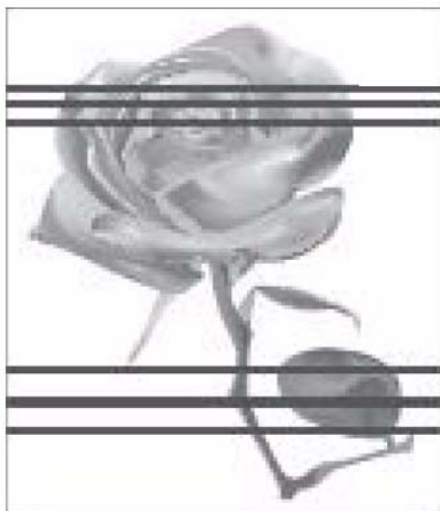


Figure 1 Horizontal black bands

0300103bat

IQ4 Spots RAP

Random or periodic dark areas in the low density areas of a print, or voids in the dark areas of a print (Figure 1).

Initial Actions

Ensure that the Print Cartridge is firmly seated.

Procedure

Switch off the power.

Check the Transfer Roller for wear, damage and remaining life. **The Transfer Roller is OK.**

Y N
Replace the Transfer Roller, (REP 1.17), PL 5.1.

Check the circuit for the Print Cartridge, refer to BSD 9.1.

Switch on the power and make a test print. **The test print looks OK.**

Y N
Replace the Print Cartridge, refer to WorkCentre® 3025 User Guide for detailed instructions on how to replace the Print Cartridge.

If problem persists, replace the Fuser Module; (REP 1.19), PL 5.2.



Figure 1 Black spots

0300104bat

IQ5 Low Image Density RAP

The printed image is light, with no ghosting (Figure 1).

Initial Actions

- Check the life of the Print Cartridge, refer to GP 2 Machine Status and Reports.
Replace the Print Cartridge if it is at end of life, refer to the Workcentre® 3025 User Guide, Section 6 Maintenance, General Care, for detailed instructions on how to replace the Print Cartridge.
- Remove Print Cartridge. Rotate the cartridge 5-6 full rotations to redistribute the toner. Reinstall the cartridge and make a test print.

If the problems continue, follow the procedure.

Procedure

- Switch off the power.
- Clean the contacts on the Print Cartridge and the on the LVPS / HVPS PWB.
- Switch on the power and make a test print.

The problem continues.

Y N
|
Go to Call Closeout.

Replace the LVPS / HVPS PWB; (REP 1.6), PL 5.1.



Figure 1 Light Image

0300105bat

IQ6 Black or Dark Image RAP

The printed image is totally dark or black (Figure 1).

Procedure

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

- Switch off the power.
- Clean the contacts on the Print Cartridge and the LVPS / HVPS PWB.
- Switch on the power and make a test print.

The problem continues.

Y N
|
Go to Call Closeout.

- If the image is Black, replace the LVPS / HVPS PWB; (REP 1.6), PL 5.1.
- The Charge Roller is likely defective, replace the Toner Cartridge.

Refer to the WorkCentre® 3025 User Guide, Section 6 Maintenance, General Care, for detailed instructions on how to replace the Toner Cartridges.



Figure 1 Dark or Black Image

0300106bat

IQ7 Uneven Density RAP

Print density is uneven between the left and right portion of the printed image (Figure 1).

Initial Actions

- Ensure that the printer is level.
- Remove the Print Cartridge. Rotate the Print Cartridge 5-6 full rotations to redistribute the toner.
- Check the life of all components, refer to [GP 2 Machine Status and Reports](#).
Replace the any component if it is at end of life, refer to the Workcentre® 3025 User Guide, Section 6 Maintenance, General Care, for detailed instructions on how to replace components.

Procedure

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

Switch Off the Power. Check the contacts on the LVPS / HVPS PWB and the Print Cartridge for contamination or damage. **The contacts are OK.**

Y N

Replace the Print Cartridge. Refer to the WorkCentre® 3025 User Guide, Section 6 Maintenance, General Care, for detailed instructions on how to replace the Toner Cartridges.

Check the Transfer Roller for wear or damage. **The Transfer Roller is OK.**

Y N

Replace the Transfer Roller; ([REP 1.17](#)), [PL 5.1](#).

If problem persists, replace the LVPS / HVPS PWB; ([REP 1.6](#)), [PL 5.1](#).



Figure 1 Uneven Density

0300107bat

IQ8 Background RAP

Uniform toner contamination appears in most or all non-image areas of the printed sheet (Figure 1).

Initial Actions

- Check that media type settings are correct.
- Check that the paper meets specifications. Refer to Section 6 for product specifications.
- Check the life of the Print Cartridge, refer to GP 2 Machine Status and Reports.
Replace the Print Cartridge if it is at end of life. Refer to the Workcentre® 3025 User Guide, Section 6 Maintenance, General Care, for detailed instructions on how to replace the Print Cartridge.

Procedure

- Switch off the power.
- Clean the contacts on the Print Cartridge and the LVPS / HVPS PWB.
- Switch on the power and make a test print.

The test print looks OK.

Y N

Replace the LVPS / HVPS PWB; (REP 1.6), PL 5.1.

Go to Call Closeout.



0300108bat

Figure 1 Background

IQ9 Residual Image (Ghosting) RAP

The image from a previous print appears on the current print (Figure 1).

Procedure

Switch Off the Power.

Check the Transfer Roller for the following PL 5.1:

- Wear or damage.
- The left and right tension springs for damage.
- Be sure all parts are installed correctly.

The Transfer Roll is OK.

Y N

Replace the Transfer Roll; (REP 1.17), PL 5.1.

If problem persists, Replace components in the following order:

- Print Cartridge, refer to WorkCentre® 3025 User Guide for detailed instructions on how to replace the Print Cartridge.
- Fuser Module; (REP 1.19), PL 5.2.
- LVPS / HVPS PWB; (REP 1.6), PL 5.1.



Figure 1 Ghost Image

0300109bat

IQ10 Side 2 Staining

Side 2 of a simplex print is stained (Figure 1).

Procedure

Switch Off the power. Check the Transfer Roller for wear or contamination. **The Transfer Roller is OK.**

Y N

Replace the Transfer Roll; (REP 1.17), PL 5.1.

If problem persists, replace the Fuser Module; (REP 1.19), PL 5.2.

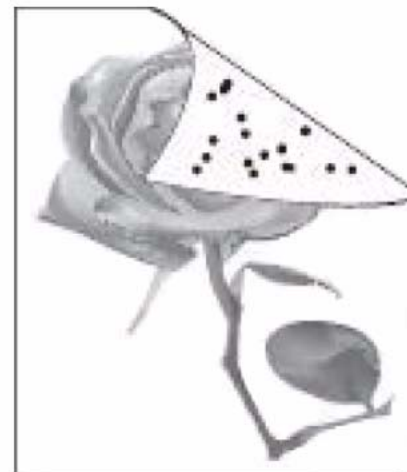


Figure 1 Side 2 Staining

0300110bat

IQ11 Blank Page RAP

The entire image area is blank (Figure 1).

Initial Actions

Check the life of the Print Cartridge, refer to [GP 2](#) Machine Status and Reports.

Replace the Print Cartridge if it is at end of life, refer to the *Workcentre® 3025 User Guide*, Section 6 Maintenance, General Care, for detailed instructions on how to replace the Print Cartridge.

Procedure

- Switch off the power.
- Check the space between the LSU and Print Cartridge, remove any debris or blockage.
- Clean the contacts on the LVPS / HVPS PWB and the Print Cartridge.
- Switch on the power and make a test print.

The problem continues.

Y N
Go to Call Closeout.

Replace the Print Cartridge, refer to *WorkCentre® 3025 User Guide* for detailed instructions on how to replace the Print Cartridge. **The problem continues.**

Y N
Go to Call Closeout.

Check circuit between the Main PWB and the LVPS / HVPS PWB, refer to *BSD 9.1*. **The circuit is OK.**

Y N
Replace any defective component:

- Main PWB to High Voltage Power Supply Wire Harness.
- Main PWB; ([REP 1.7](#)), [PL 1.1](#) and [PL 1.2](#).
- LVPS / HVPS PWB; ([REP 1.6](#)), [PL 5.1](#).

Replace the LSU; ([REP 1.12](#)), [PL 5.6](#).

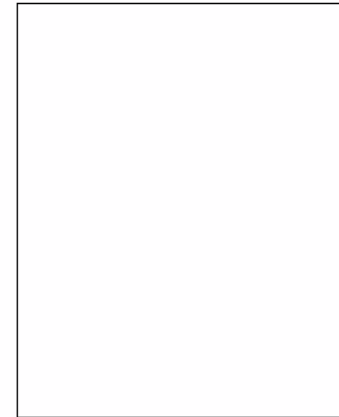


Figure 1 Blank Image

0300111bat

IQ12 Partial Image Deletions RAP

Areas of the printed image are light or missing entirely on limited areas of the paper (Figure 1).

Initial Actions

Be sure the printer is installed on a level surface.

Procedure

Procedure

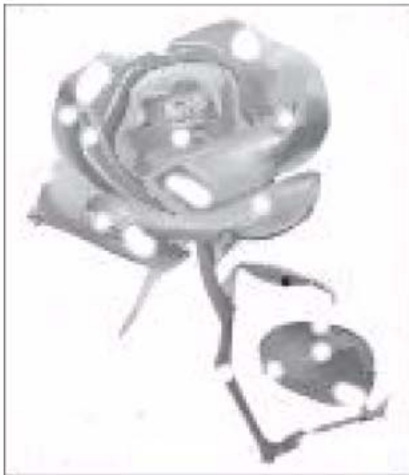
- Switch Off the Power.
- Remove the Print Cartridge.
- Rotate the Print Cartridge side to side for 5 to 6 full rotations to redistribute the toner.
- Reinstall and print 10 test copies.

The problem continues.

Y N
Go to Call Closeout.

Check the Transfer Roller [PL 5.1](#) for the following:

- Wear or damage.
- The left and right tension springs for damage.
- Be sure all parts are installed correctly.



0300112bat

Figure 1 Image Deletions

REP 1.1 Left and Right Side Covers 4-3

REP 1.2 Front Cover 4-4

REP 1.3 Rear Cover 4-5

REP 1.4 Middle Cover 4-6

REP 1.5 Control Panel PWB 4-8

REP 1.6 LVPS / HVPS 4-10

REP 1.7 Main PWB 4-12

REP 1.8 Left Frame and Drive Motor 4-14

REP 1.9 FAX PWB 4-16

REP 1.10 Scanner Module and Support Hinge 4-16

REP 1.11 Scanner Drive Motor 4-19

REP 1.12 LSU 4-21

REP 1.13 Feed Rolls and Retard Pad 4-23

REP 1.14 Paper Drive Roll and Drive Gear 4-26

REP 1.15 Paper Feed Sensors PWB and Actuators 4-28

REP 1.16 Paper Tray 4-29

REP 1.17 Transfer Roll 4-30

REP 1.18 Feed Clutch 4-32

REP 1.19 Fuser Module 4-33

REP 1.20 WNPC (WiFi) PWB 4-36

REP 1.21 LSU Cable 4-36

REP 1.22 Automatic Document Feeder (ADF) 4-37

REP 1.23 Platen Cover 4-38

REP 1.24 ADF Feed Separation Pad 4-39

REP 1.25 ADF Feed Rolls Assembly 4-40

REP 1.1 Left and Right Side Covers

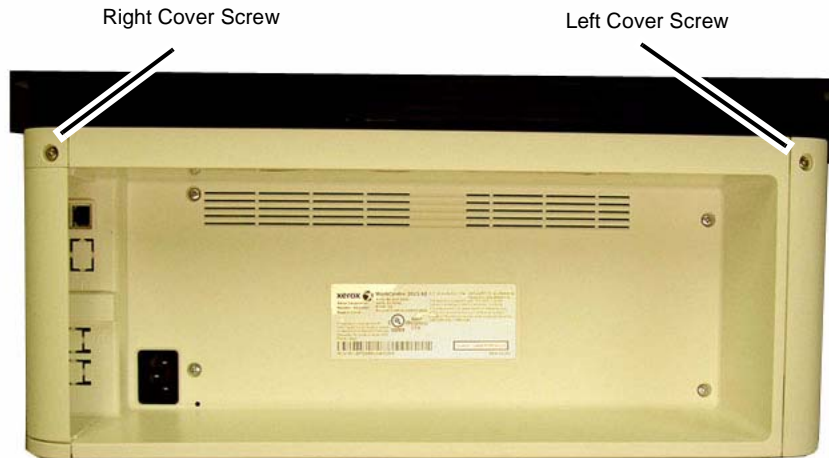
Parts List on PL 1.1 and PL 1.2

Removal

1. Switch Off the Printer and disconnect the Power Cord.
2. Remove the Front Cover (REP 1.2).
3. Remove the screw (1) for the Left or Right Side Cover at the rear of the printer (Figure 1).

Replacement

Install the components in the reverse of removal.



040401REGM

Figure 1 Left and Right Cover Screws (Rear View)

4. Remove the Side Covers being careful not to damage the Fastening Hooks (Figure 2):
 - a. Pull the bottom of the cover away from the printer to remove it.



040401aREGM

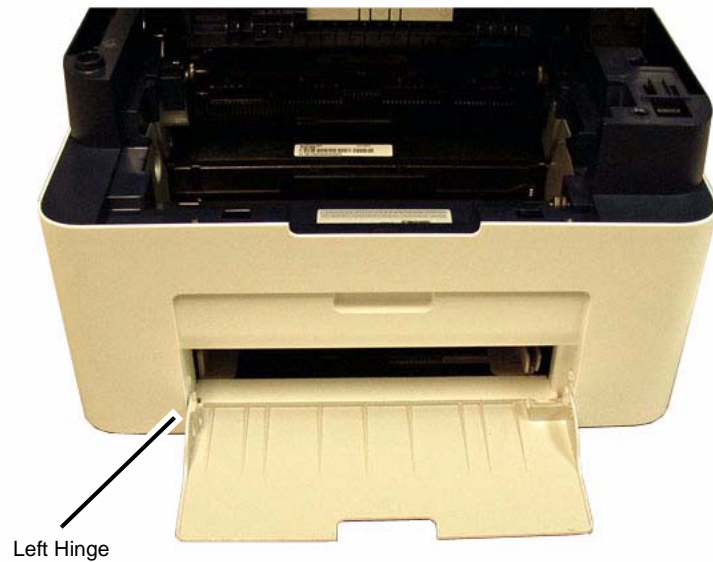
Figure 2 Fastening Hooks

REP 1.2 Front Cover

Parts List on PL 1.1 and PL 1.2

Removal

1. Switch Off the Printer and disconnect the Power Cord.
2. Open the Top Cover and Jam Clearance Cover.
3. Remove the Paper Tray Cover (Figure 1).
Release the Left Hinge, then the Right Hinge.

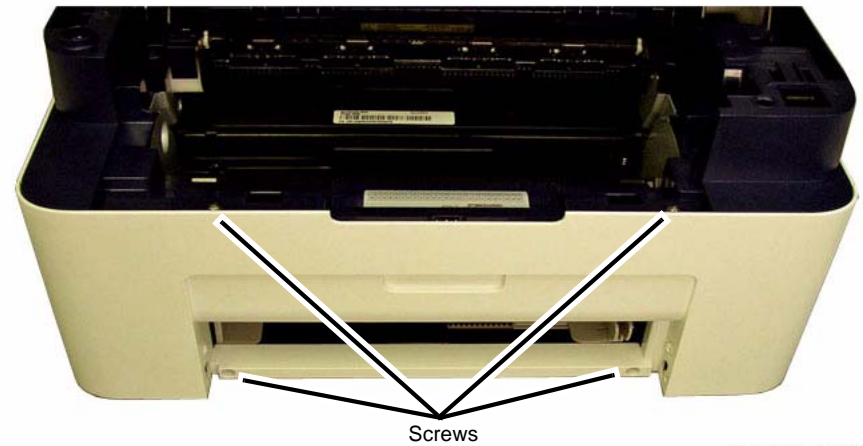


Left Hinge

040402REGM

Figure 1 Paper Tray Cover Removal (Front View)

4. Remove the screws (4) (Figure 2).



040403REGM

Figure 2 Front Cover Screws

5. Remove the Front Cover being careful not to damage the Fastening Hooks (Figure 3):
 - a. Release the Bottom fasteners.
 - b. Release the Side fasteners, then the Top fasteners.



040401aREGM

Figure 3 Fastening Hooks

Replacement

Install the components in the reverse of removal.

REP 1.3 Rear Cover

Parts List on PL 1.1 and PL 1.2

Removal

1. Switch Off the Printer and disconnect the Power Cord.
2. Remove the following covers:
 - a. The Front Cover (REP 1.2).
 - b. The Left and Right Side Covers Cover (REP 1.1).
3. Release the wires from the wire guides on the Rear Cover (Figure 1).

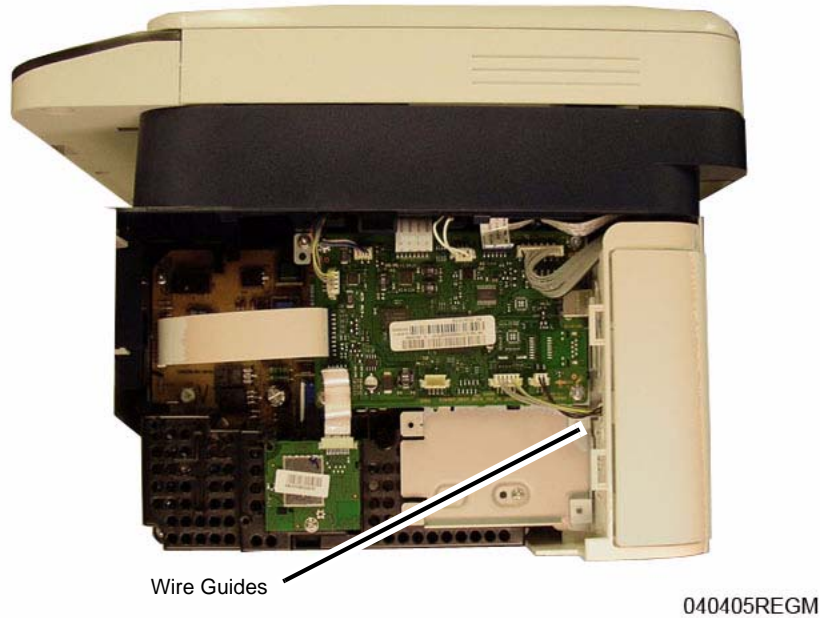


Figure 1 Rear Cover Wires to Release

4. Remove the Scanner Module (REP 1.10).

5. Remove the Rear Cover screws (4) (Figure 2).

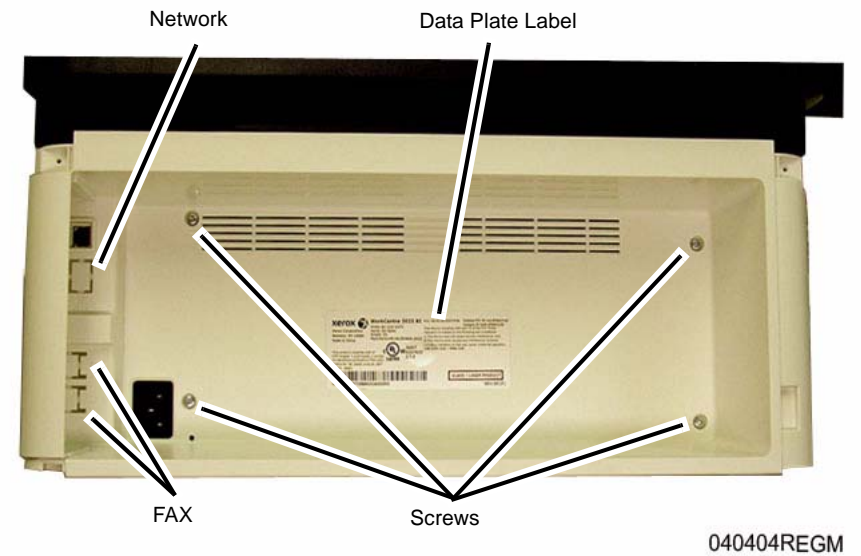
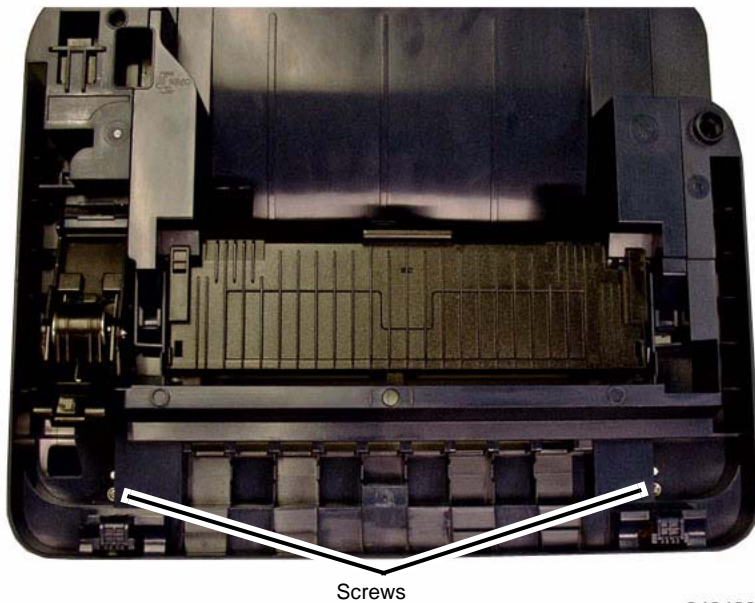


Figure 2 Rear Cover Screws and Connector Locations (Rear View 3025 BI)

- Remove the Rear Cover top screws (Figure 3).



040408REGM

Figure 3 Rear Cover Top Screws (Top View)

- Remove the Rear Cover.

Replacement

Important: If the Rear Cover is replaced, remove the Data Plate Label from the old Rear Cover and install it onto the new Rear Cover (Figure 2).

NOTE: If the Rear Cover is being replaced on a 3025 NI, remove the “knockouts” for the FAX and Network connectors (Figure 2).

NOTE: Tapered Plastic Screws and Round Machine Screws are used to hold the PWB to the frame. Make sure that the Plastic Screws go into plastic components and Machine Screws go into the metal frame.

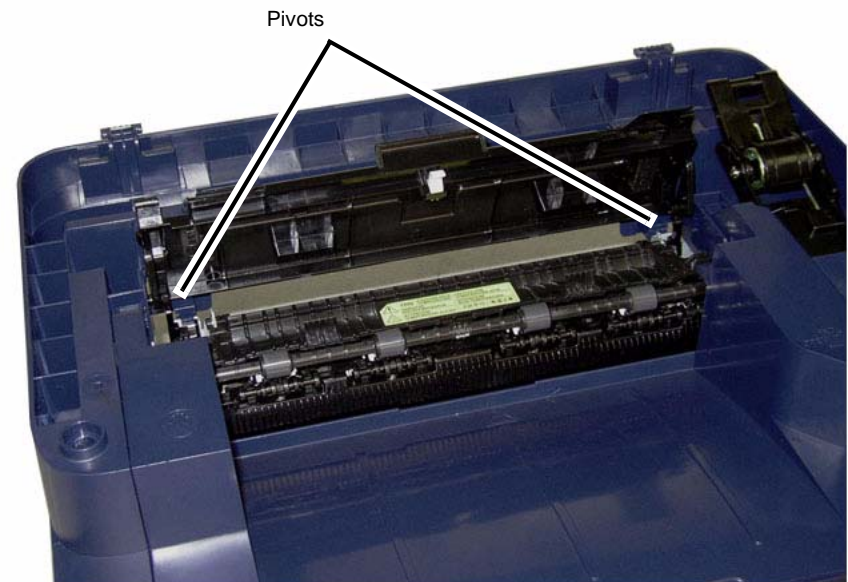
Install the components in the reverse of removal.

REP 1.4 Middle Cover

Parts List on PL 1.1 and PL 1.2

Removal

- Switch Off the Printer and disconnect the Power Cord.
- Remove the Print Cartridge.
- Remove the following covers:
 - The Front Cover (REP 1.2).
 - The Left and Right Side Covers Cover (REP 1.1).
 - The Rear Cover (REP 1.3).
- Remove the Scan Module (REP 1.10).
- Release the Exit Jam Cover pivots (2).
Use a small screwdriver to move the pivots out of the slots on the cover (Figure 1).



040420REGM

Figure 1 Exit Cover Pivots (Top View)

6. Remove the Middle Cover screw (1) on the left side of the printer (Figure 2).

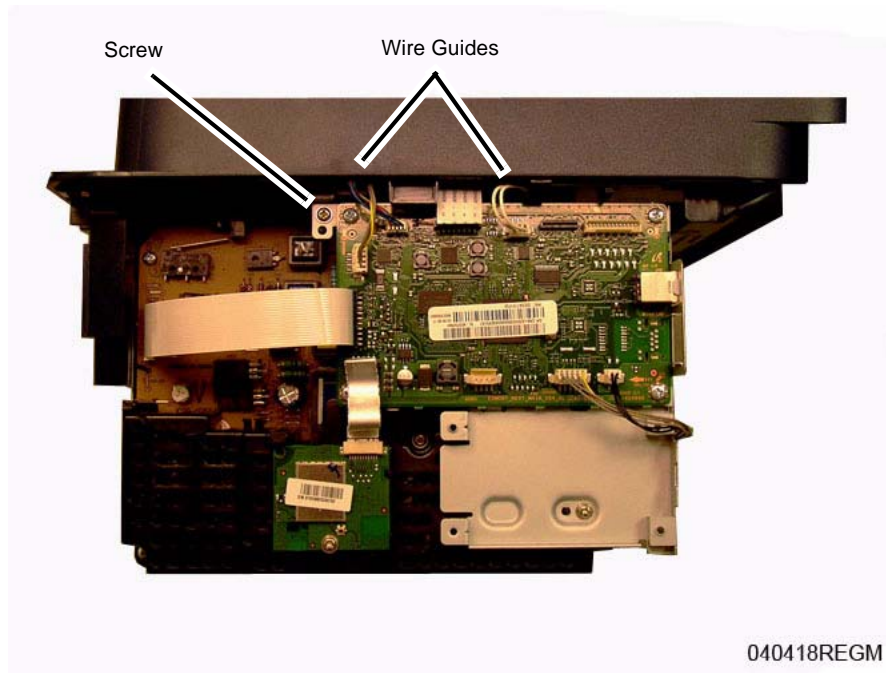


Figure 2 Middle Cover Left Side Screw

7. Remove the Middle Cover front screws (2) (Figure 3).

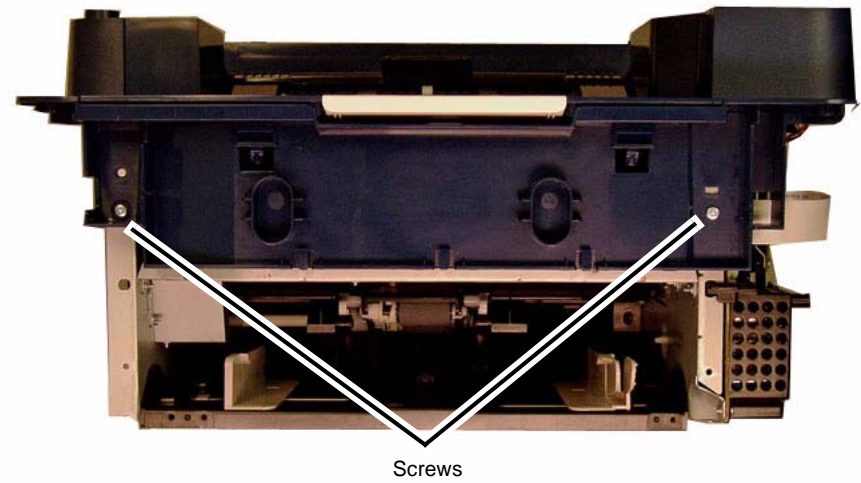


Figure 3 Middle Cover Front Screws

8. Lift up and remove the Middle Cover.
Release the wires from the Main PWB, from the wire guides on the underside of the Middle Cover (Figure 2).

Replacement

1. IMPORTANT

If the Middle Cover is being replaced, remove the Tag Matrix from the old cover and install it on to the new Middle Cover (Figure 4).

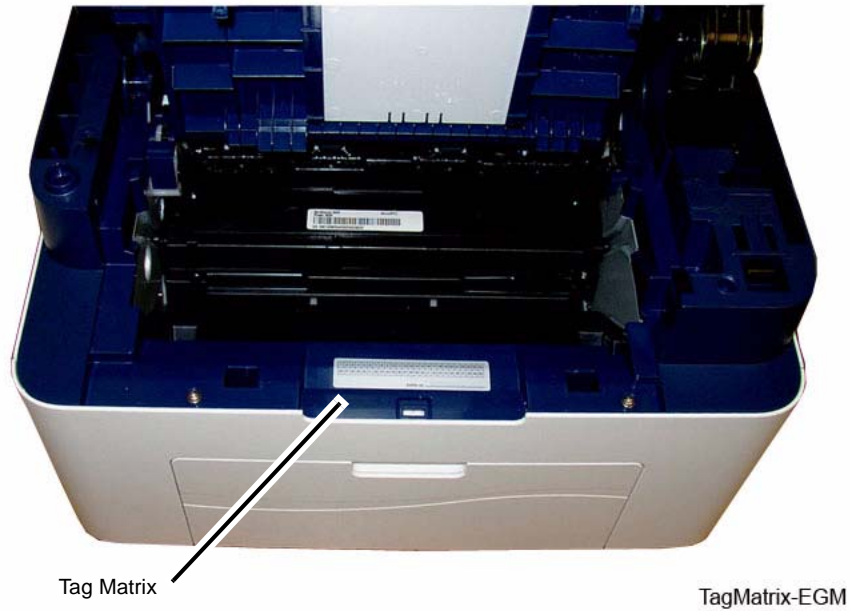


Figure 4 Tag Matrix Location

NOTE: Tapered Plastic Screws and Round Machine Screws are used to hold the PWB to the frame. Make sure that the Plastic Screws go into plastic components and Machine Screws go into the metal frame.

Install the components in the reverse of removal.

REP 1.5 Control Panel PWB

Parts List on PL 3.1 and PL 3.2

Removal

1. Switch Off the Printer and unplug the Power Cord.
2. For the 3025 NI, remove the ADF (REP 1.22).
3. Open the Scanner and release the Control Panel from the Scanner (Figure 1).
 - a. Remove the screws (4).
 - b. Release the latches (2).

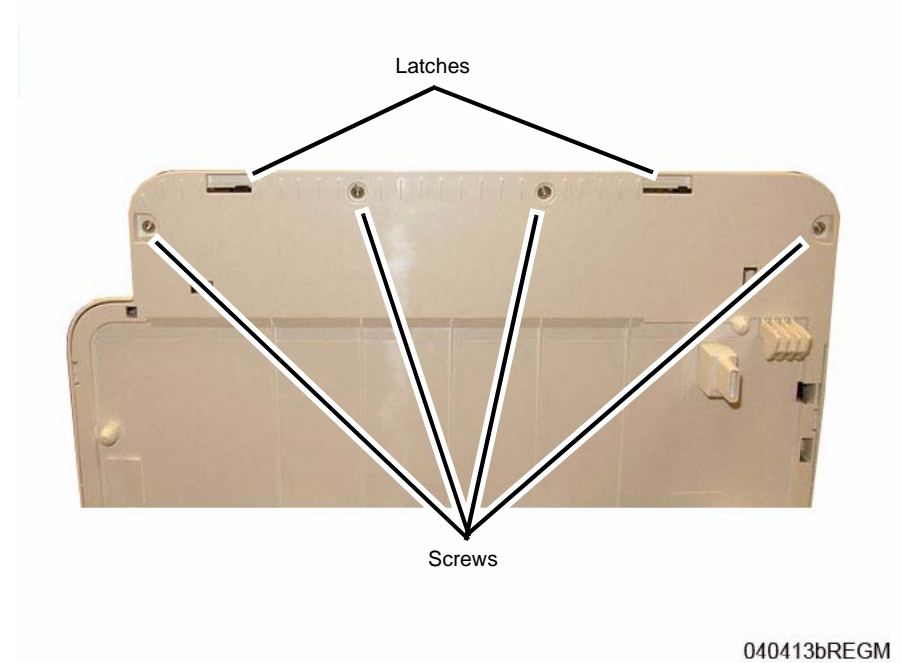
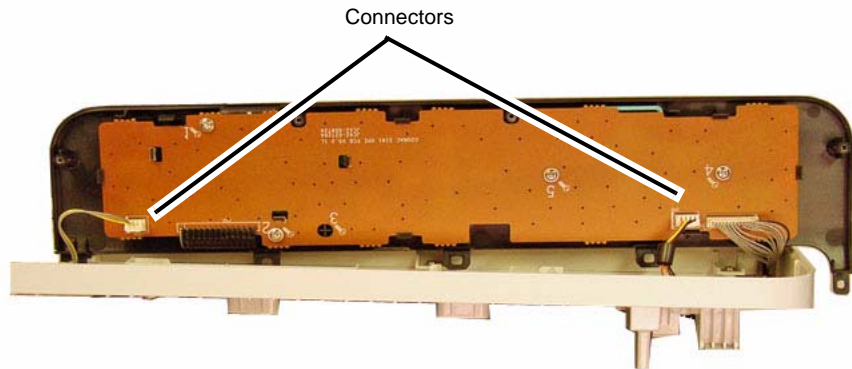


Figure 1 Releasing the Control Panel (Bottom View)

4. Disconnect the connectors (3) and remove the Control Panel:
 - a. For the 3025 BI refer to (Figure 2).
 - b. For the 3025 NI refer to (Figure 3)



040414REGM

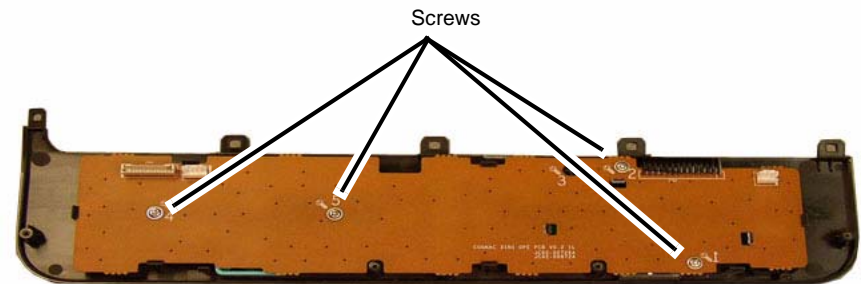
Figure 2 Control Panel Removal 3025 BI (Front View)



040415RBAT

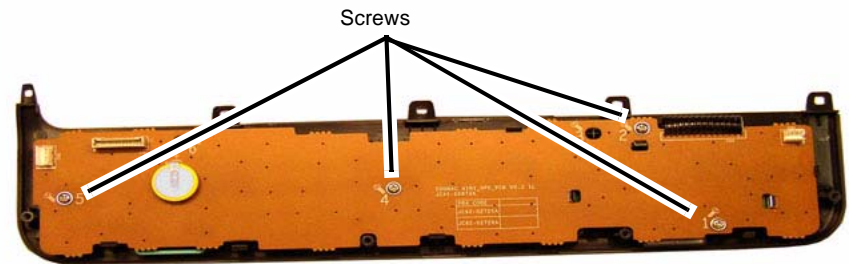
Figure 3 Control Panel Removal 3025 NI (Front View)

5. Remove the Control Panel PWB:
 - a. Remove the screws (4), release the latches and remove the PWB.
For the 3025 BI refer to (Figure 4).
For the 3025 NI refer to (Figure 5).



040415REGM

Figure 4 Control Panel PWB Removal 3025 BI



040416RBAT

Figure 5 Control Panel PWB Removal 3025 NI

Replacement

Install the components in the reverse of removal.

REP 1.6 LVPS / HVPS

Parts List on PL 5.1

Removal

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

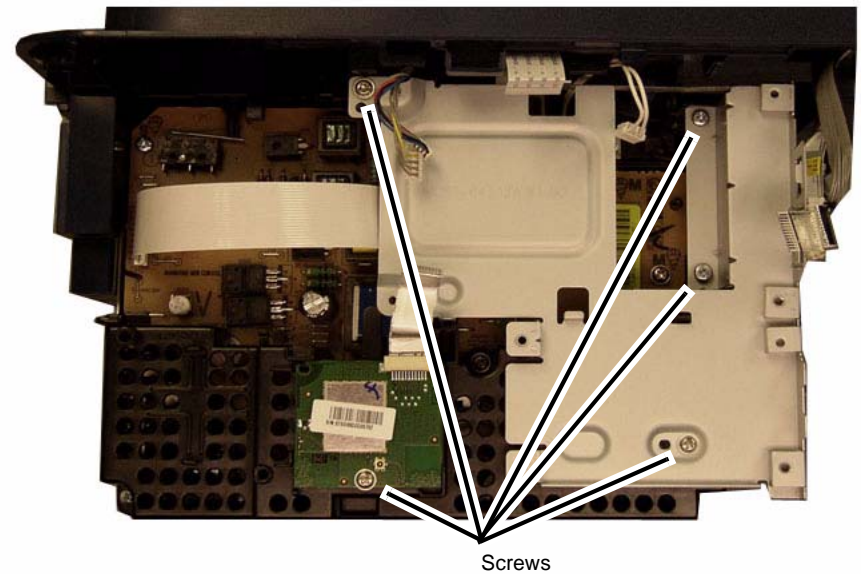
AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

1. Switch Off the Printer and unplug the Power Cord.
2. For a 3025 NI, remove the FAX PWB (REP 1.9) and the Speaker (2 screws).
3. Remove the Main PWB (REP 1.7).

4. Remove the Fax PWB (1 screw) and the Metal Shield (6 screws) (Figure 1).



040426REGM

Figure 1 Fax PWB and Metal Shield Screws

5. Remove the Plastic Shield (2 screws) (Figure 2).

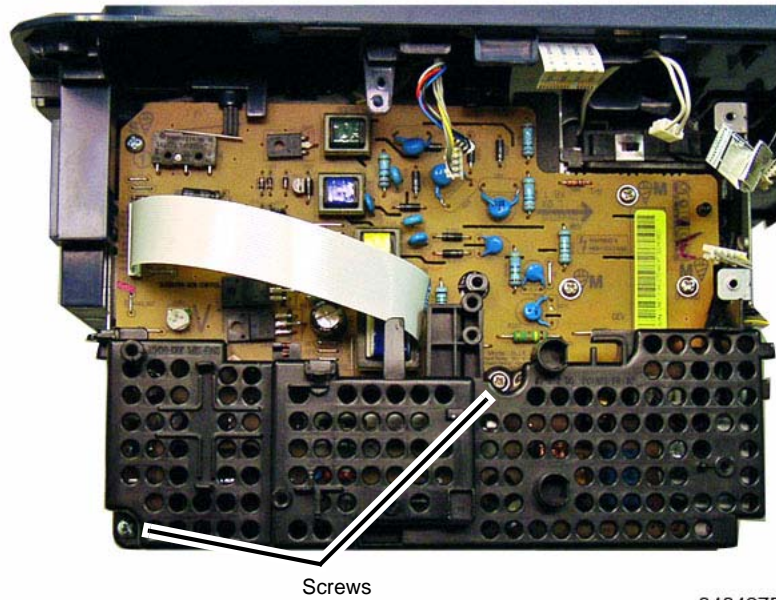


Figure 2 Plastic Shield Screws

040427REGM

NOTE: Be careful not to lose the High Voltage Spring Contacts when removing the SMPS / HVPS PWB from the Frame.

6. Remove the LVPS / HVPS PWB (Figure 3).
- Disconnect the Fuser and Main PWB connectors.
 - Remove the screws (6) and the LVPS / HVPS PWB.

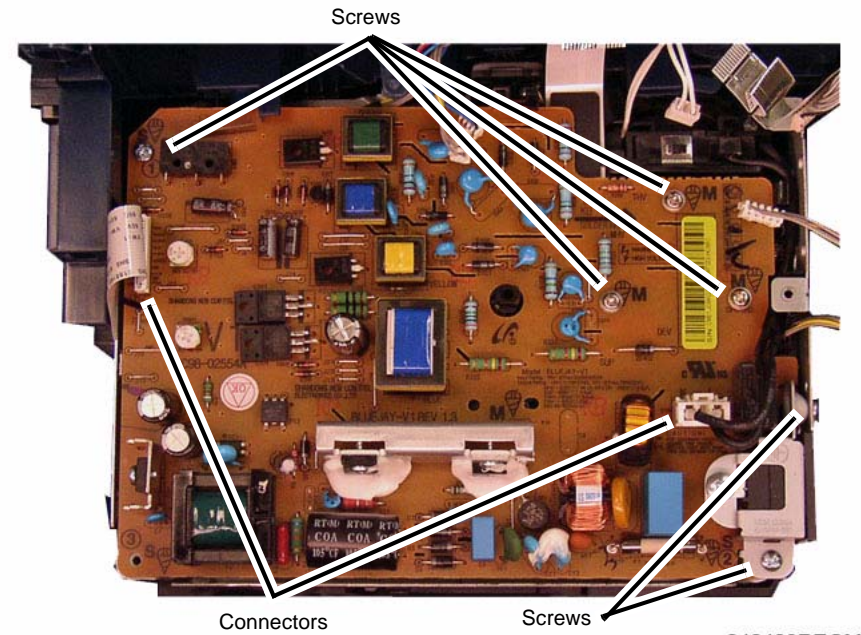


Figure 3 SMPS /HVPS PWB Screws

040428REGM

Replacement

NOTE: Tapered Plastic Screws and Round Machine Screws are used to hold the PWB to the frame. Make sure that the Plastic Screws go into plastic components and Machine Screws go into the metal frame.

Install the components in the reverse of removal.

REP 1.7 Main PWB

Parts List on PL 1.1 and PL 1.2

Removal

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

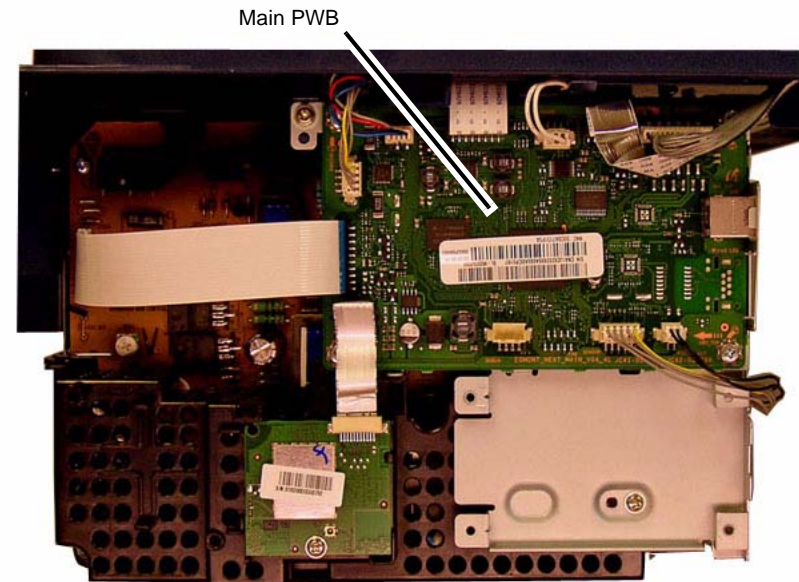
AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

1. Record the machine serial number from the Data Plate (located on the rear cover beneath the bar code) or from a Configuration Report printed prior to installing the new PWB. (For information about how to print Configuration Reports refer to [GP 2.](#))
2. Switch Off the Printer and unplug the Power Cord.
3. Remove the following covers:
 - a. The Front Cover (REP 1.2).
 - b. The Right Side Cover (REP 1.1).
 - c. The Rear Cover (REP 1.3).

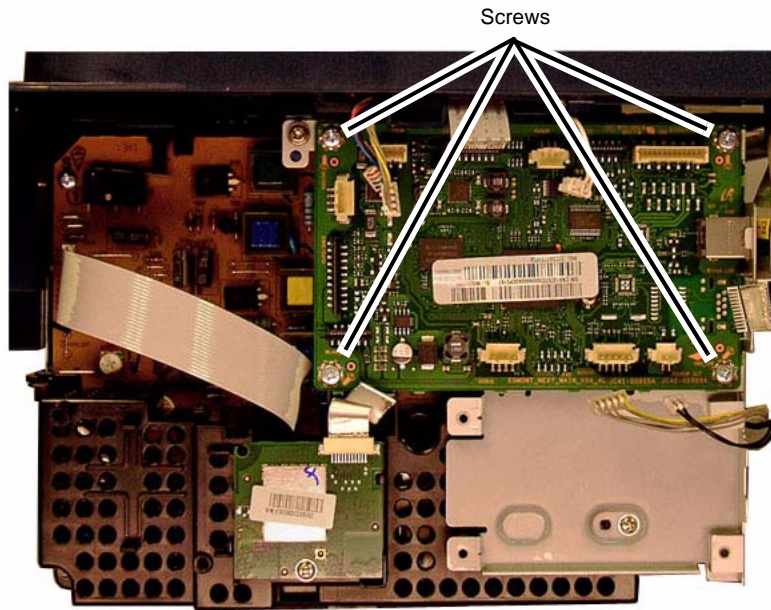
4. Disconnect all the connectors on the Main PWB ([Figure 1](#)).



040424REGM

Figure 1 Main PWB Connectors

- Remove the screws (4) and the Main PWB (Figure 2).



040425REGM

Figure 2 Main PWB Screws

Replacement

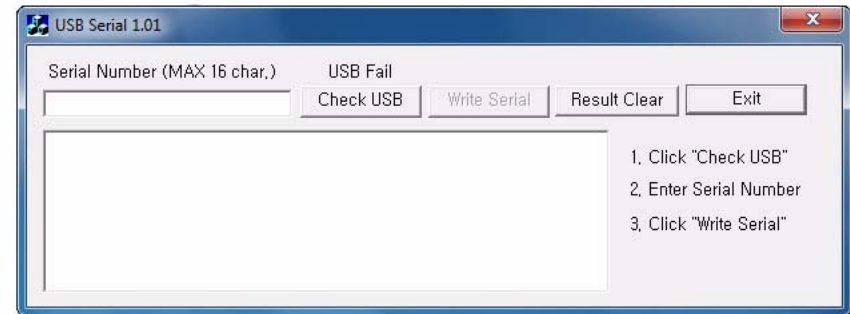
NOTE: Tapered Plastic Screws and Round Machine Screws are used to hold the PWB to the frame. Make sure that the Plastic Screws go into plastic components and Machine Screws go into the metal frame.

Install the components in the reverse of removal.

After installing a new Main PWB, the following steps **MUST** be performed to write the machine serial number to the new Main PWB:

- Reconnect the Power Cord. Power On the machine.
- Connect the PWS to the printer via USB connection.
- Download the USB Serial Number writing application; *USB_Serial.V1.02.exe*, to the PWS from the GSN website (GP 10), and run the application.
 - Double-click the executable file and follow the steps listed in the USB Serial application window to write the machine serial number to the new Main PWB. Figure 3.

NOTE: Select the [Check USB] button to ensure that there is a good USB connection BEFORE entering the serial number. If the connection is good, "USB Success," will display in the area above the button. If there is an problem with the USB connection, "USB Fail" will display.



040440RKB

Figure 3 PWB Serial Number Tool Screen

- After successfully entering the serial number, exit the PWB Serial Number writing application.
- Print a Configuration Report and check that the original machine serial number is displayed under the **Device Profile** heading.

NOTE: There is a function in Diagnostics that allows for entry of the serial number using the keypad (3025NI). From Diagnostic Mode, (Ref. GP 1) select: [Data Set Up>Set Serial Number] then, using the keypad, enter the serial number. Press the <OK> button to confirm selections. **This function allows numeric entries only.** For serial numbers containing alpha characters (letters), use the serial number writing tool; *USB_Serial.V1.02.exe*.

REP 1.8 Left Frame and Drive Motor

Parts List on PL 5.4

Removal

1. Switch Off the Printer and unplug the Power Cord.
2. Remove the Print Cartridge.
3. Remove the Middle Cover (REP 1.4).
4. Disconnect the Drive Motor connector (Figure 1).

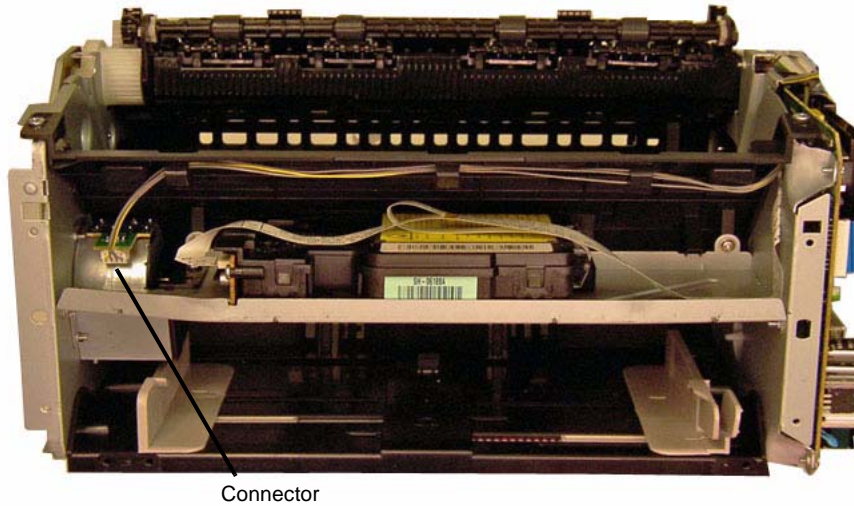


Figure 1 Drive Motor Connector (Front View)

5. Remove the Fuser Module (REP 1.17).

6. Remove the Main Drive Unit (4 screws) (Figure 2).

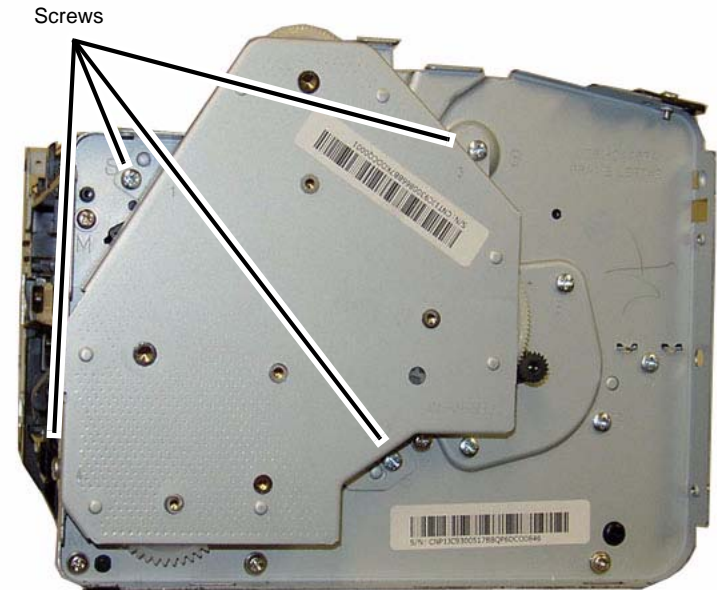


Figure 2 Main Drive Unit Removal (Left View)

7. Remove the Left Frame and Drive Motor (Figure 3):

- a. Remove the LSU Cover screw (1).
- b. Remove the screws (7) and the Left Frame.

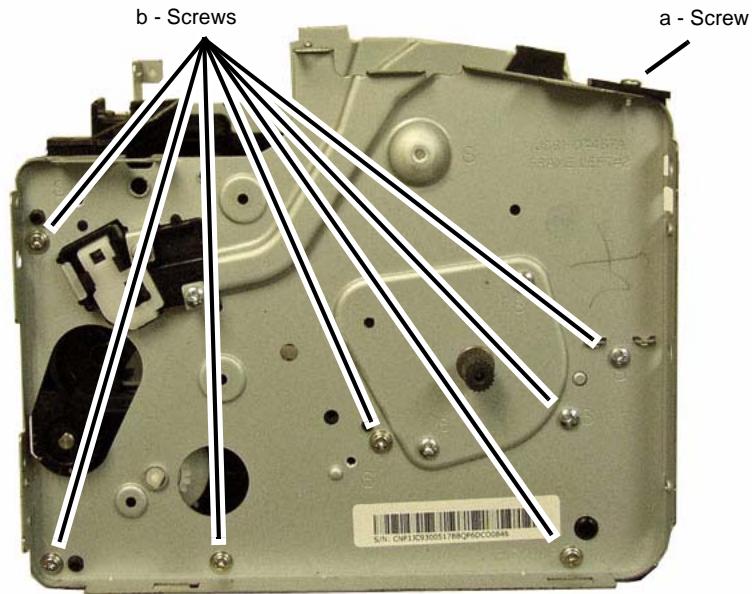
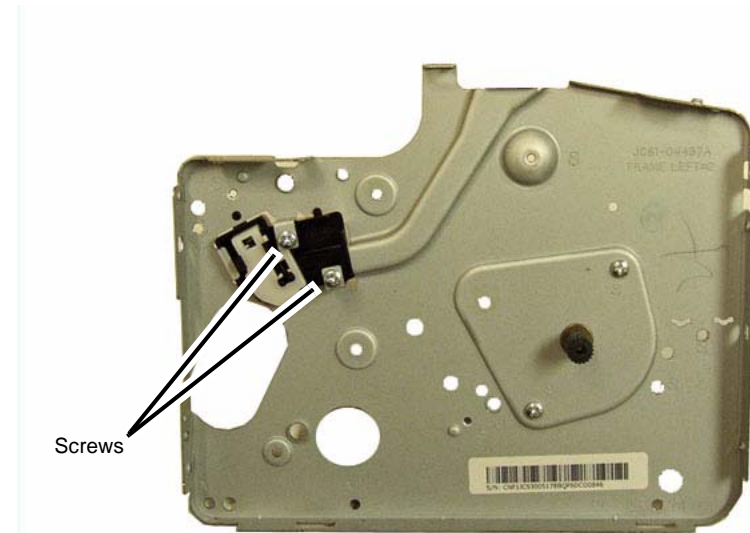


Figure 3 Left Frame Removal

040432RBLJ

8. Remove the Guide from the Left Frame (2 screws) (Figure 4).



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Figure 4 Guide Removal

Replacement

NOTE: Tapered Plastic Screws and Round Machine Screws are used to hold the PWB to the frame. Make sure that the Plastic Screws go into plastic components and Machine Screws go into the metal frame.

Install the components in the reverse of removal.

NOTE: The Frame is flexible and can be bowed out if the screws are not tightened in the correct order.

Reinstall the Frame as follows so it seats flush against the printer internal modules.

1. Align the Left Frame on to the internal modules.
2. Install, but do not tighten, the screws (7) (Figure 3).
3. Tighten the Frame screws from the center of the Frame:
To the Front of the printer, then to the Rear of the Printer.

REP 1.9 FAX PWB

Parts List on PL 1.2

Removal

1. Switch Off the Printer and unplug the Power Cord.
2. Remove the following covers:
 - a. The Front Cover (REP 1.2).
 - b. The Right Side Cover (REP 1.1).
3. Remove the FAX PWB (Figure):
 - a. Disconnect the connectors (2) on the FAX PWB (Figure 1)
 - b. Remove the screws (4) and the PWB.

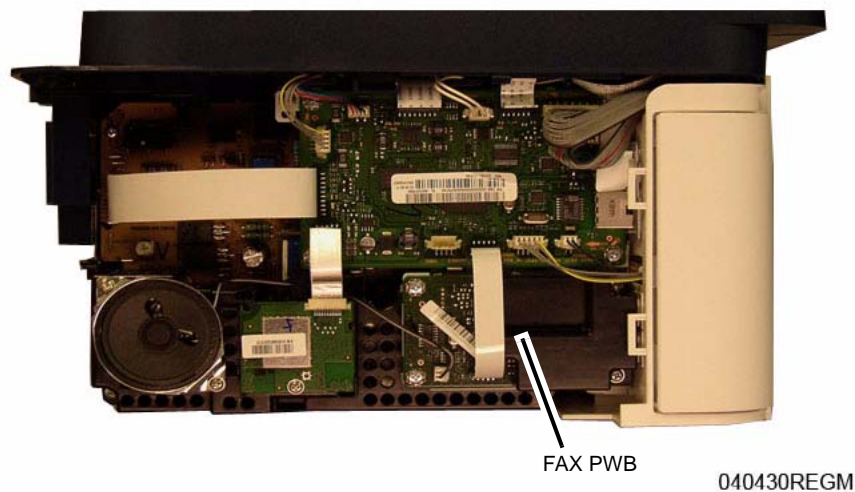


Figure 1 FAX PWB Removal

Replacement

NOTE: Tapered Plastic Screws and Round Machine Screws are used to hold the PWB to the frame. Make sure that the Plastic Screws go into plastic components and Machine Screws go into the metal frame.

Install the components in the reverse of removal.

REP 1.10 Scanner Module and Support Hinge

Parts List on PL 1.1 and PL 1.2

Removal

Scanner Module Support Hinge Removal

1. Open the Scanner Module and release the Latch on the Scanner Support Hinge (Figure 1).

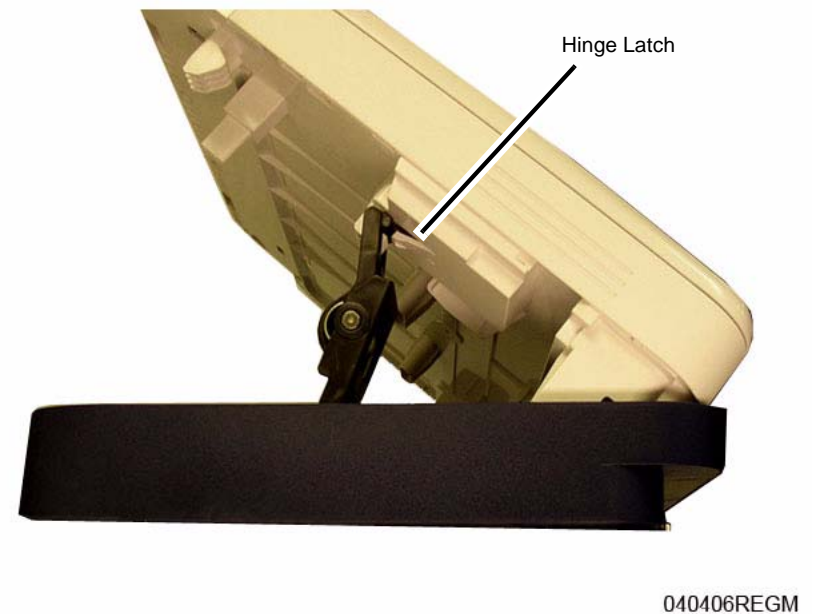


Figure 1 Scanner Support Hinge (Right Side View)

CAUTION

*For the 3025 NI with an Automatic Document Feeder (ADF):
Hold the ADF closed when raising the Scanner module to prevent it from opening.*

2. Hold the Scanner to prevent it from falling closed.
Rotate the hinge up and remove the pivot slot (Figure 2).

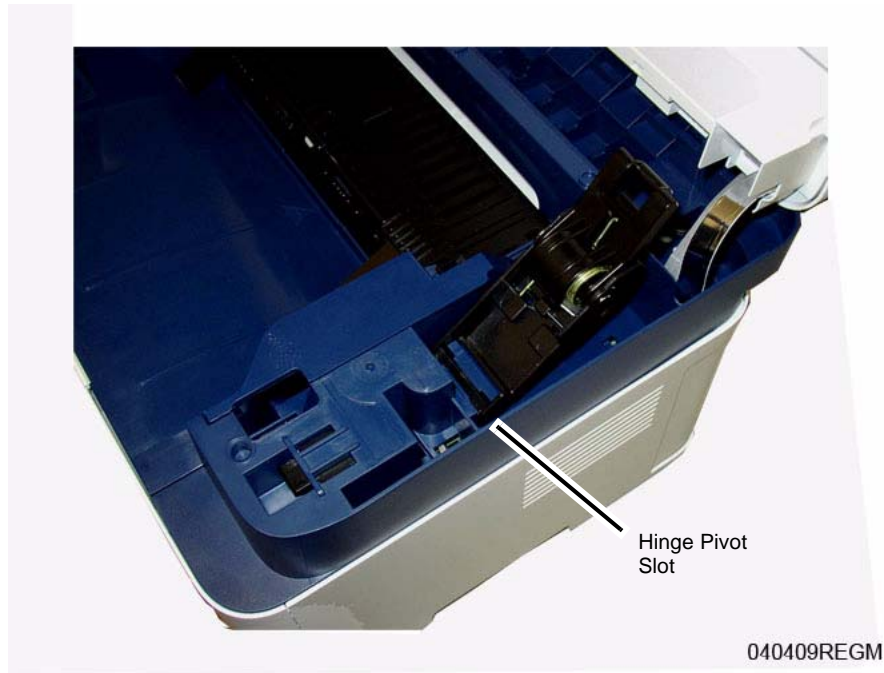


Figure 2 Scanner Support Hinge Removal (Top View)

Removal

Scanner Module Removal

1. Switch Off the Printer and unplug the Power Cord.
2. Remove the following covers:
 - a. The Front Cover (REP 1.2).
 - b. The Right Side Cover (REP 1.1).
3. Disconnect the Scanner Module and Control Panel connectors (2) from the Main PWB (Figure 3).

The Figure shows the 3025 BI, the connectors are in the same location for the 3025 NI.

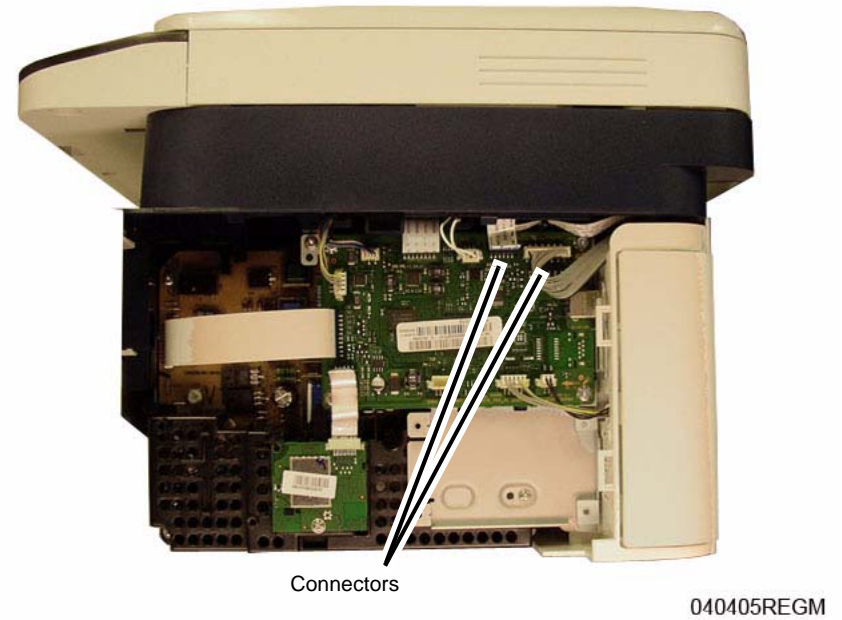


Figure 3 Main PWB Scanner/ Control Panel Connectors

4. Open the Scanner Module and release the Latch on the Scanner Support Hinge (Figure 4).

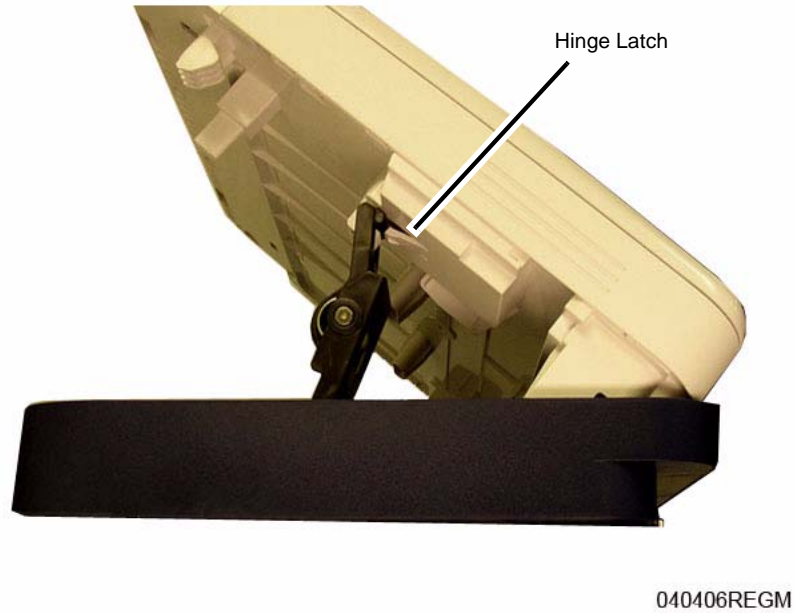


Figure 4 Scanner Support Hinge (Right Side View)

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CAUTION

*For the 3025 NI with an Automatic Document Feeder (ADF):
Hold the ADF closed when raising the Scanner Module to prevent it from opening, or remove the ADF (REP 1.22).*

5. Remove the Scanner Module (Figure 5):
 - a. Lift the Scanner Module and release it from the hinges (2).

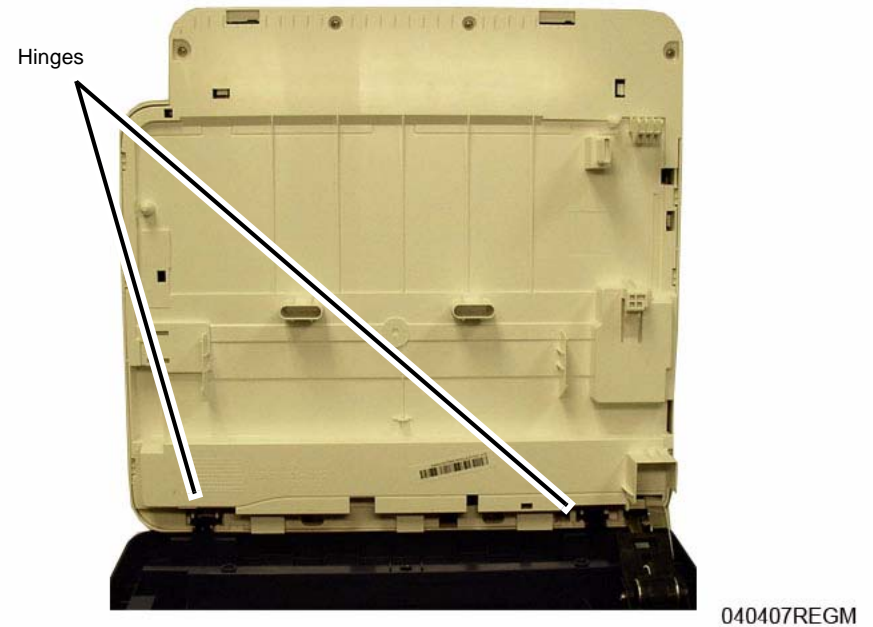


Figure 5 Scanner Removal

040407REGM

Replacement

Install the components in the reverse of removal.

REP 1.11 Scanner Drive Motor

Parts List on PL 4.1 and PL 4.2

Removal

1. Switch Off the Printer and unplug the Power Cord.
2. Remove the Scanner Module (REP 1.10)
3. Open the Scanner and release the Control Panel from the Scanner (Figure 1).
 - a. Remove the screws (4).
 - b. Release the latches (2).

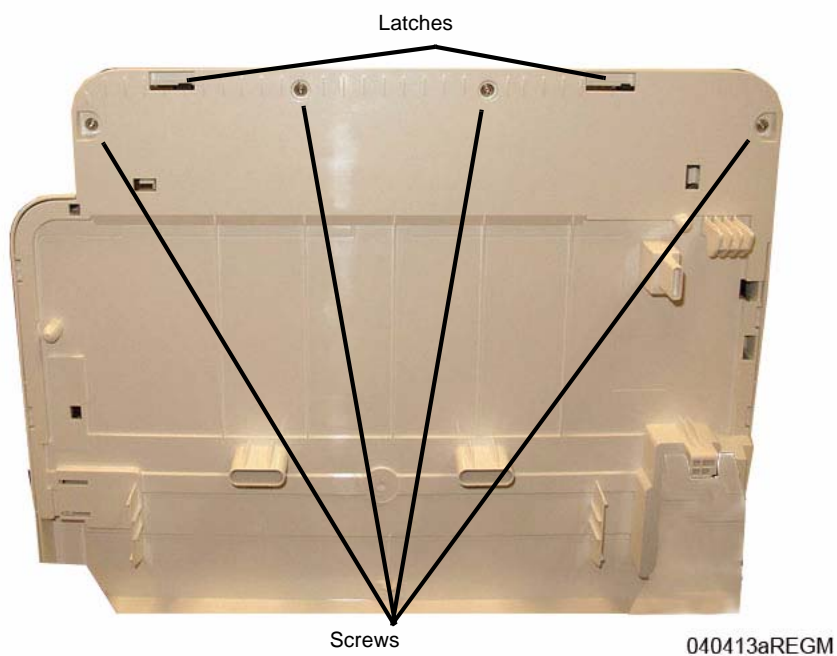


Figure 1 Control Panel Bottom Screws (Bottom View)

4. Disconnect the connectors (3) and remove the Control Console (Figure 2).

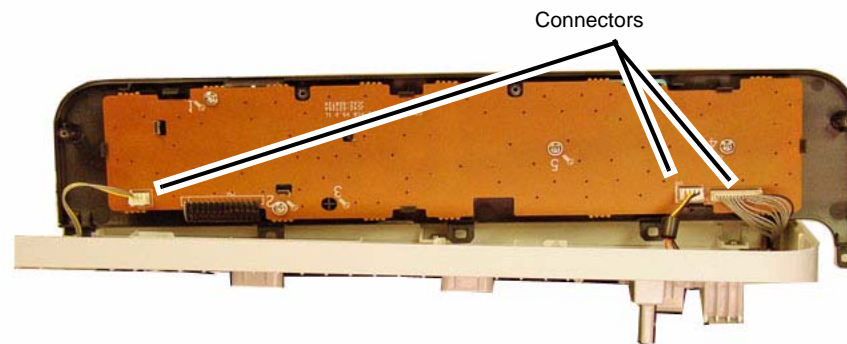


Figure 2 Control Panel Removal (Front View)

5. Remove the Platen top screws (3) (Figure 3).

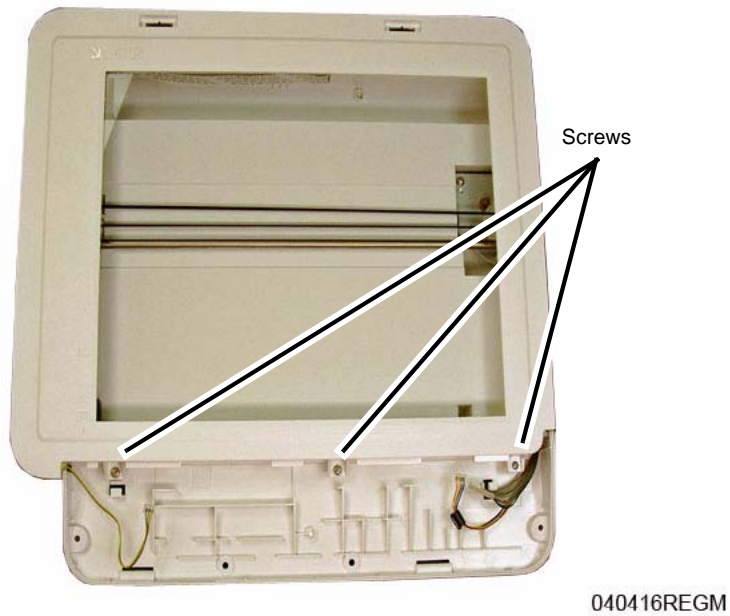


Figure 3 Platen Top Screws

6. Remove the Platen from the Scanner Module (Figure 4):
- Remove the Platen bottom screws (2).
 - Release the latches (8) around the Platen and remove it.

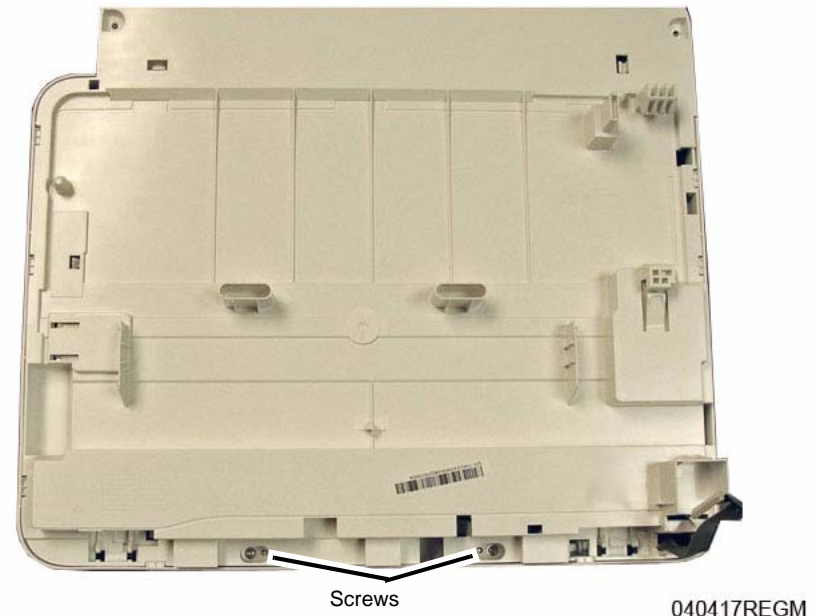


Figure 4 Platen Removal

7. Remove the Scan Motor (Figure 5):

NOTE: There is tension on the motor from the ISM Drive Belt, hold the motor down when removing the screws.

- a. Move the Shaft out of the slot.
- b. Remove the screws (3).
- c. Remove the Drive Belt from the motor.
- d. Release the wires from the cable guides.

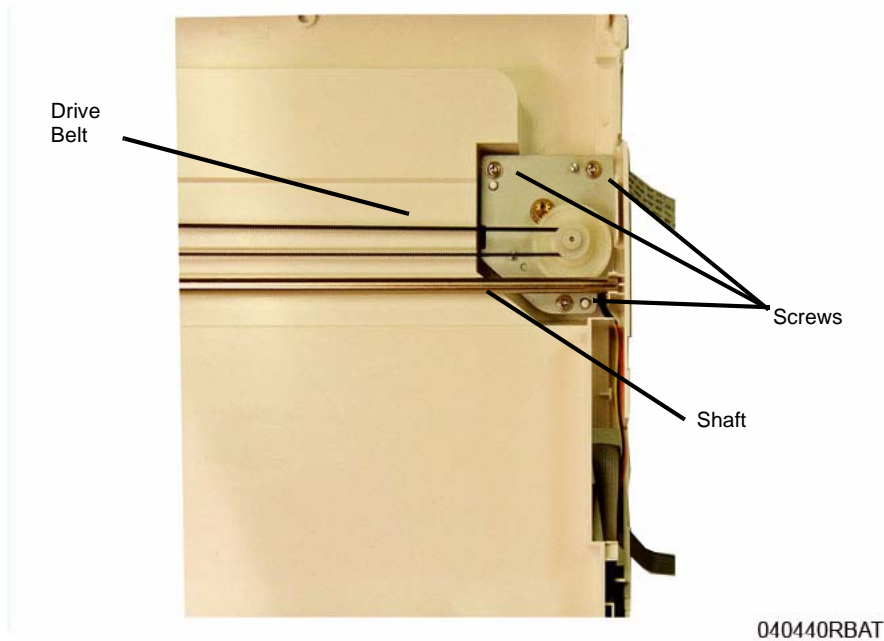


Figure 5 Scanner Drive Motor (Top View)

Replacement

NOTE: Tapered Plastic Screws and Round Machine Screws are used to hold the PWB to the frame. Make sure that the Plastic Screws go into plastic components and Machine Screws go into the metal frame.

Install the components in the reverse of removal.

REP 1.12 LSU

Parts List on PL 5.6

Removal

WARNING

Use extreme care when replacing the Raster Output Scanner / LSU (ROS) or touching the high voltage lead. Discharge the laser assembly by touching the high voltage lead to the machine frame. The ROS utilizes a laser assembly that stores a high voltage charge after the power has been removed and represents a shock hazard that could cause serious personal injury if not discharged.

DANGER: Faire très attention lors du changement du générateur de balayage / LSU (ROS) ou lors de la manipulation du câble de haute tension. Décharger le système laser en touchant le câble HT au bâti machine: le ROS utilise un système laser qui retient une haute tension après la coupure de l'alimentation, représentant un risque de choc et de graves blessures.

AVVERTENZA: Fare estrema attenzione nel sostituire il Raster Output Scanner / LSU (ROS) o nel toccare il cavo di alta tensione. Scaricare il complessivo laser collegando il cavo di alta tensione col telaio della macchina. Il ROS utilizza un complessivo laser che ritiene una carica di alta tensione dopo il taglio dell'alimentazione con conseguente grave pericolo di scossa elettrica e serie ferite.

VORSICHT: Beim Ersetzen der Lasereinheit / LSU (ROS) und beim Umgang mit Hochspannungsleitern ist äußerste Vorsicht geboten. Die Lasereinheit muss durch Berühren des Hochspannungsleiters mit dem Gehäuse des Geräts entladen werden. Nach Betrieb der Lasereinheit (ROS) bleibt immer eine Hochspannungsladung zurück, welche ein hohes Elektroschockrisiko darstellt. Äußerste Vorsicht ist geboten.

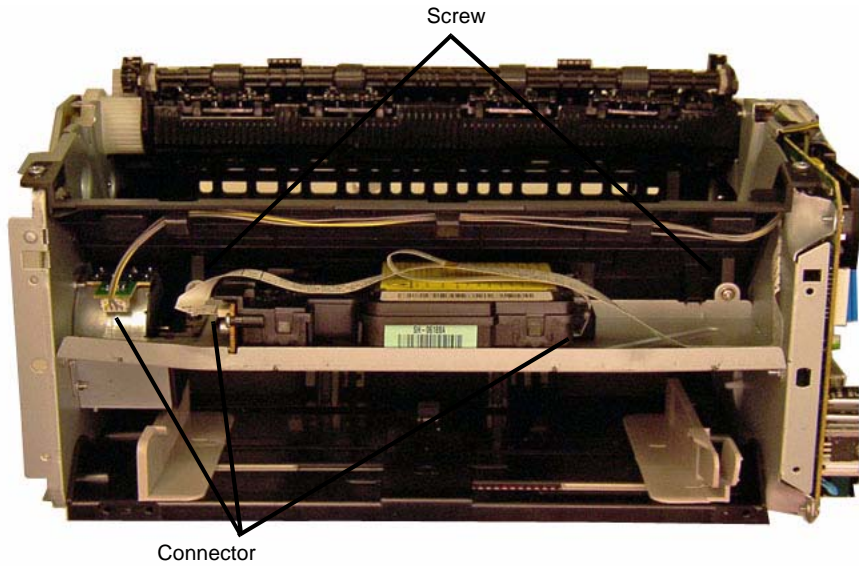
AVISO: Use extrema precaución para sustituir el Escáner de salida ráster / LSU (ROS) o tocar el cable de alto voltaje. Descargue el sistema láser tocando el cable de alto voltaje del bastidor de la máquina. El ROS utiliza un sistema láser que retiene carga de alto voltaje después de interrumpir la alimentación de energía y representa un grave peligro que puede ocasionar daños personales graves si no se descarga.

1. Switch Off the Printer and unplug the Power Cord.
2. Remove the Print Cartridge.
3. Remove the Middle Cover (REP 1.4).

4. Perform the following (Figure 1):
 - a. Disconnect the Drive Motor connector (1).
 - b. Disconnect the LSU flat cables (2).

NOTE: The Flat Cable may be adhered to the LSU, detach it from the LSU and re-install it on the new LSU in the same location.

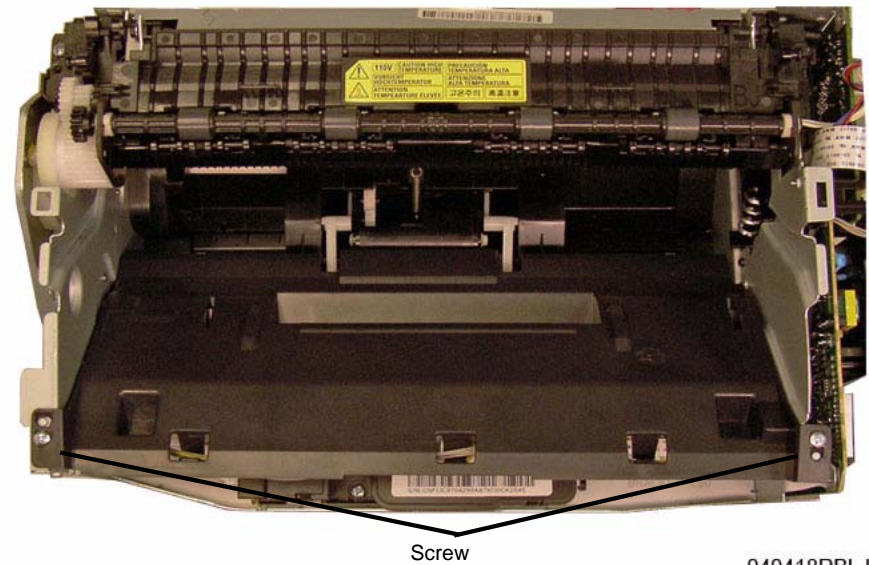
- c. Remove the inside LSU cover screws (2).



040417RBLJ

Figure 1 LSU Connectors and Screws (Front View)

5. Remove the top LSU cover screws (2) and the cover (Figure 2).



040418RBLJ

Figure 2 LSU Cover Top Screws (Top View)

- Remove the screws (3) and the LSU (Figure 3).

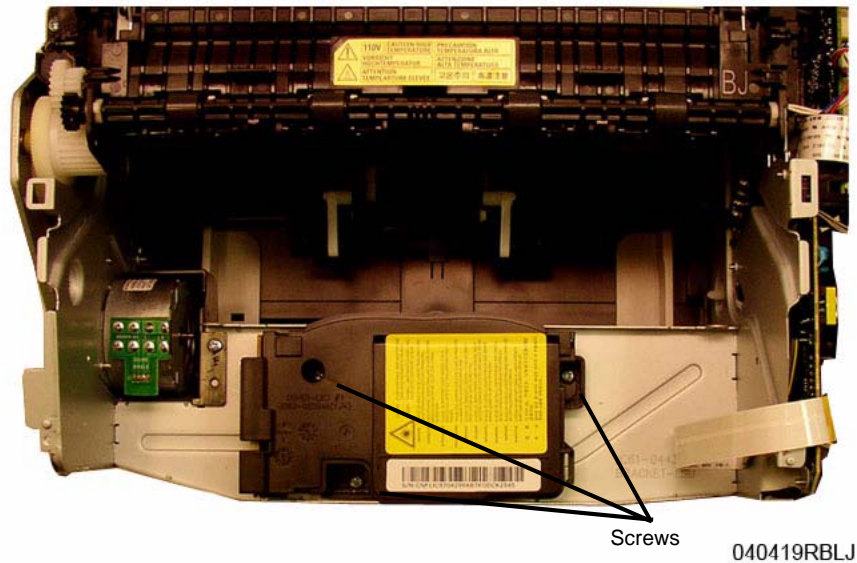


Figure 3 LSU Removal (Top View)

Replacement

NOTE: Tapered Plastic Screws and Round Machine Screws are used to hold the PWB to the frame. Make sure that the Plastic Screws go into plastic components and Machine Screws go into the metal frame.

Install the components in the reverse of removal.

REP 1.13 Feed Rolls and Retard Pad

Parts List on PL 5.3 and PL 5.7

Removal

- Switch Off the Printer and unplug the Power Cord.
- Remove the Print Cartridge.
- Remove the Middle Cover (REP 1.4).
- Perform the following (Figure 1):
 - Disconnect the Drive Motor connector (1).
 - Remove the inside LSU cover screws (2).

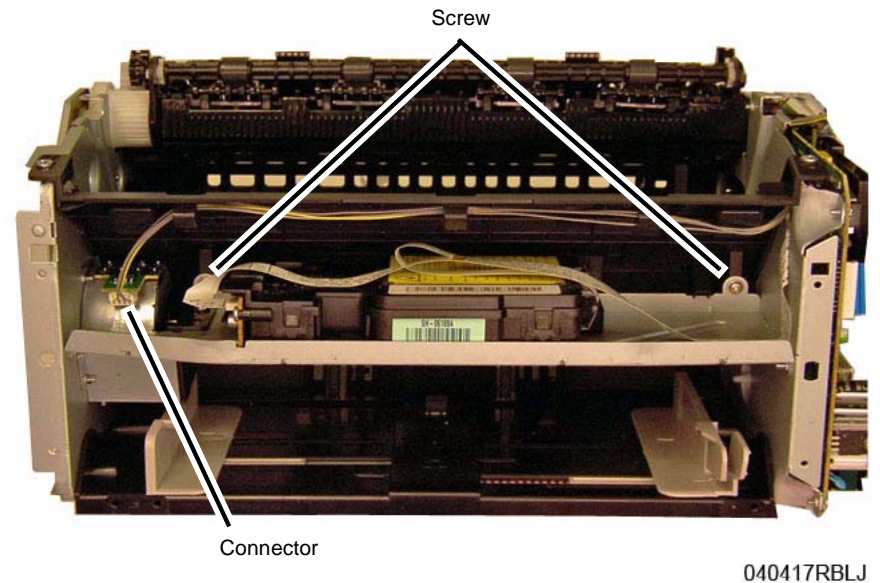


Figure 1 Motor Connector and LSU Cover Screws (Front View)

5. Remove the top LSU Cover screws (2) and the cover (Figure 2).

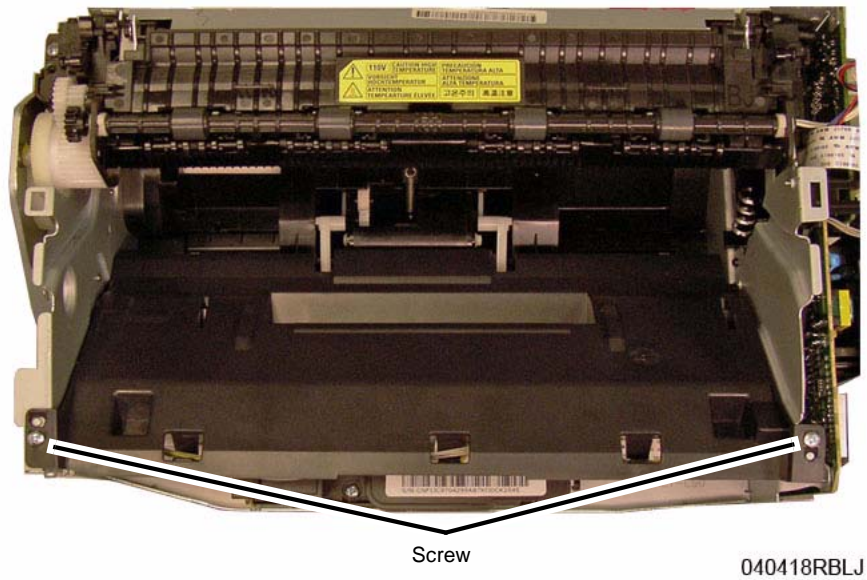


Figure 2 LSU Cover Top Screws (Top View)

6. Remove the Feed Rolls Assembly screws (2) through the bottom of the Printer (Figure 3).

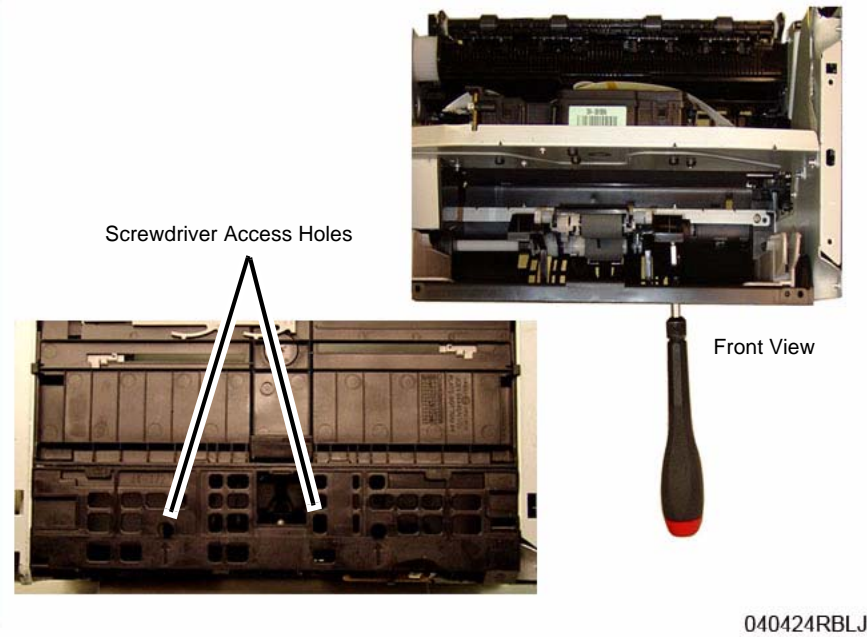
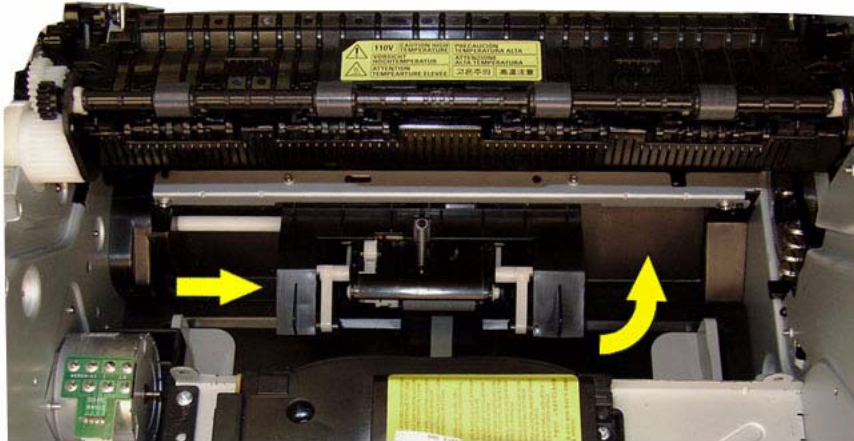


Figure 3 Feed Rolls Assembly Screws Removal

7. Remove the Feed Rolls Assembly (Figure 4):
 - a. Rotate the Feed Roll assembly up to release the locating pins from the frame.
 - b. Move the Feed Roll assembly up to the right and remove it.



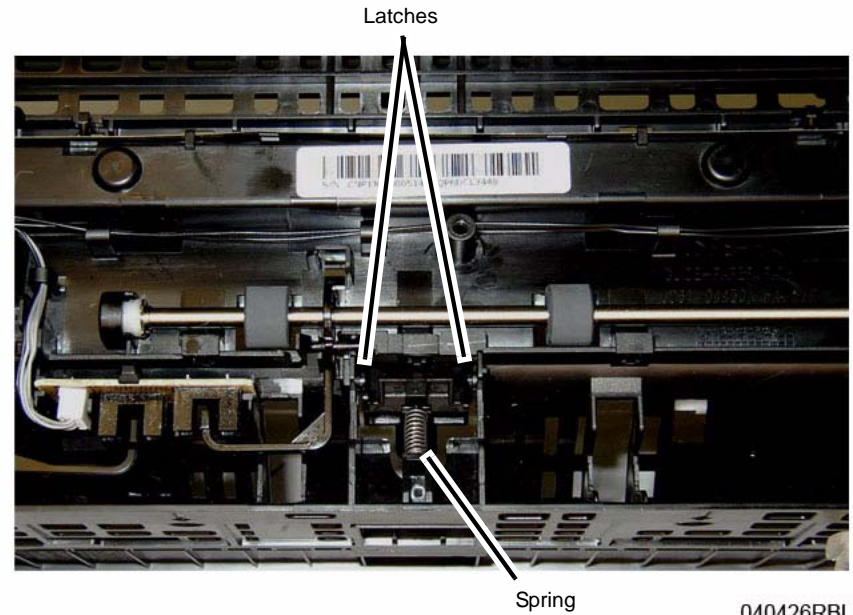
040425RBLJ

Figure 4 Feed Rolls Assembly Removal (Top View)

8. Remove the Retard Pad (Figure 5):

Be careful not to lose the Retard Pad Spring.

 - a. From the rear of the printer, release the Pivot Latches (2).
 - b. Move the Retard Pad into the printer to remove it.



040426RBLJ

Figure 5 Retard Pad Removal (Rear View)

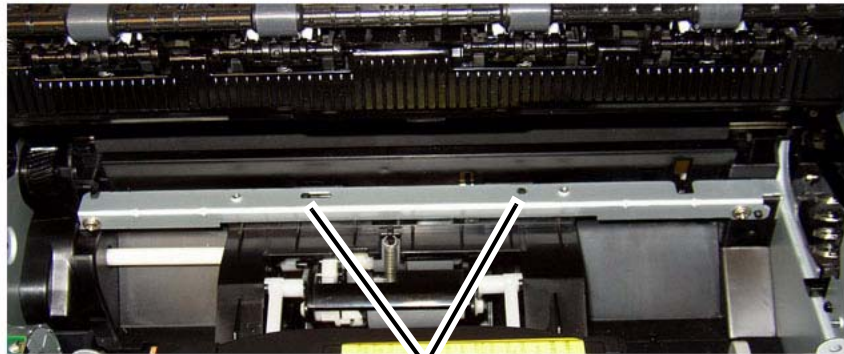
Replacement

NOTE: Tapered Plastic Screws and Round Machine Screws are used to hold the PWB to the frame. Make sure that the Plastic Screws go into plastic components and Machine Screws go into the metal frame.

Install the components in the reverse of removal.

When replacing the Retard Pad make sure the Spring is positioned on the locating post on the frame (Figure 5).

When replacing the Feed Rolls Assembly make sure the Locating Pins are positioned in the frame holes before installing the screws (2) (Figure 6).



Locating Pins

040427RBLJ

Figure 6 Feed Rolls Assembly Locating Pins (Top View)

REP 1.14 Paper Drive Roll and Drive Gear

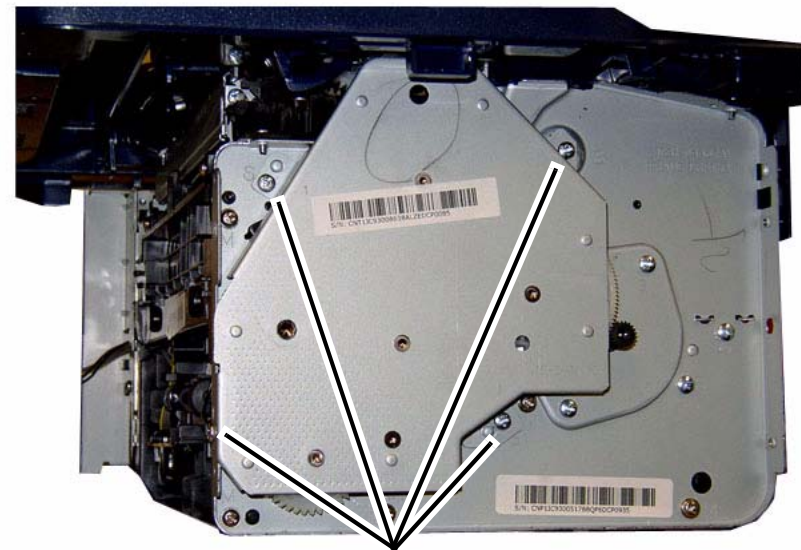
Parts List on PL 5.3

Removal

1. Switch Off the Printer and unplug the Power Cord.
2. Remove the following covers:
 - a. The Front Cover (REP 1.2).
 - b. The Left and Right Side Covers Cover (REP 1.1).
 - c. The Rear Cover (REP 1.3).

NOTE: When removing the Main Drive Unit make sure the gears do not slide off their shafts.

3. Remove the Main Drive Unit (4 screws) (Figure 1).



Screws

040421REGM

Figure 1 Main Drive Unit (Left View)

4. Release the latch on the Paper Drive Roll Gear and remove it (Figure 2).

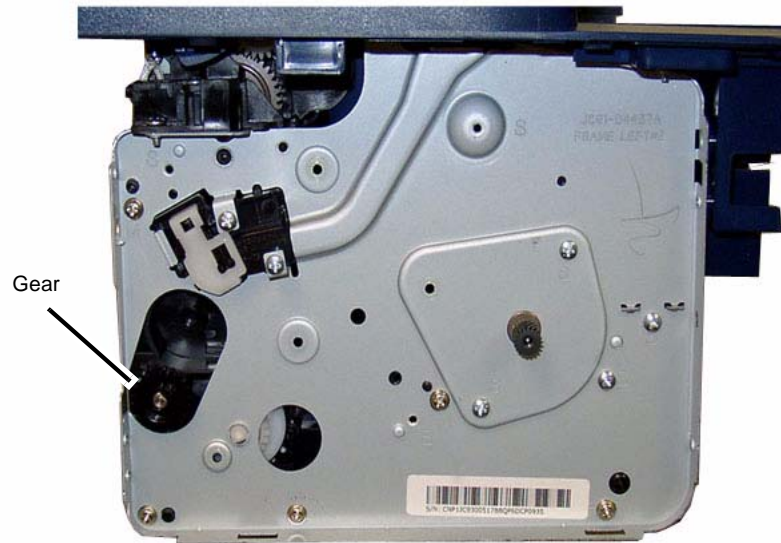


Figure 2 Paper Drive Roll Gear (Left View)

040422REGM

5. Remove the Feed Sensor Actuator (Figure 3).
Note the location of the Spring in the frame cutout for reinstallation.
a. Unlatch and remove the actuator.

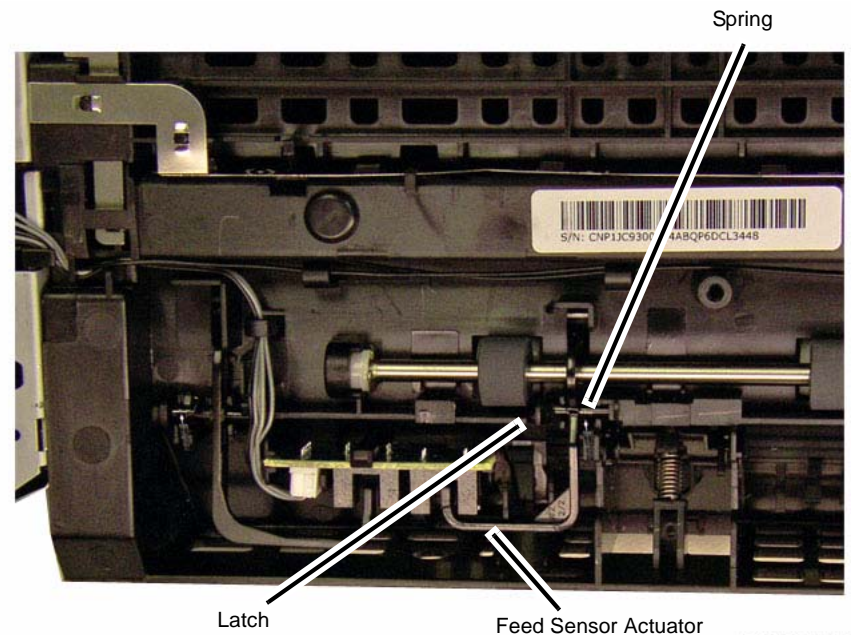


Figure 3 Feed Sensor Actuator (Rear View)

040423RBLJ

6. Remove the Paper Drive Roll (Figure 4):

NOTE: Be careful not to lose the Paper Drive Roll Bushing on the Left Frame.

- a. Remove the E-rings (2).
- b. Move the roll to the right and remove it.

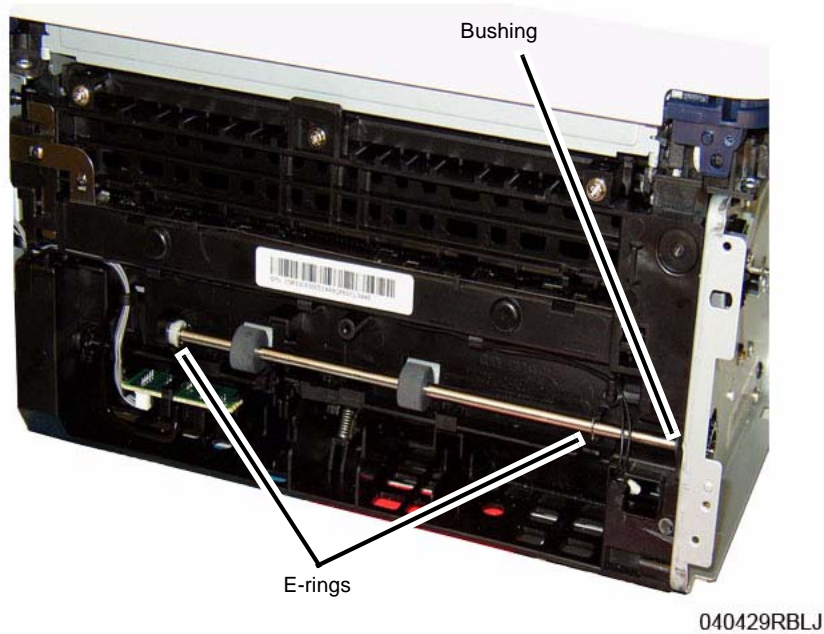


Figure 4 Paper Drive Roll Removal (Rear View)

Replacement

NOTE: Tapered Plastic Screws and Round Machine Screws are used to hold the PWB to the frame. Make sure that the Plastic Screws go into plastic components and Machine Screws go into the metal frame.

NOTE: Make sure that the Actuator Spring is location in frame cutout (Figure 3).

NOTE: When replacing the Main Drive Unit, the drive gears may need to be rotated to align them with the other drives.

Install the components in the reverse of removal.

REP 1.15 Paper Feed Sensors PWB and Actuators

Parts List on PL 5.3

Removal

1. Switch Off the Printer and unplug the Power Cord.
2. Remove the Rear Cover (REP 1.3).
3. Removing the Feed Sensor PWB (Figure 1):
 - a. Unlatch and remove the Sensor PWB.
 - b. Disconnect the connector (1).

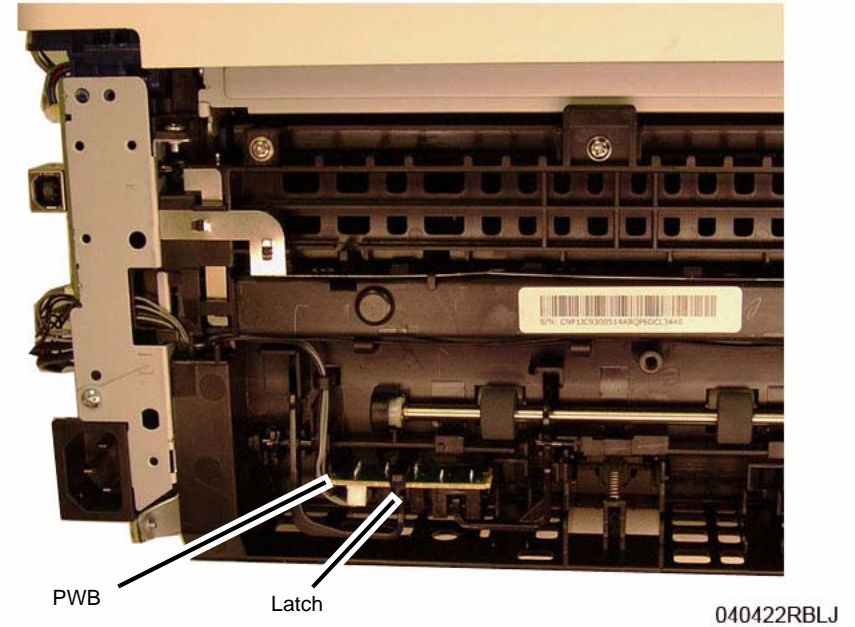


Figure 1 Feed Sensors PWB (Rear View)

4. Removing the Feed Sensor Actuator (Figure 2):
Note the location of the Spring in the frame cutout for reinstallation.
 - a. Unlatch and remove the actuator.
5. Removing the Width Actuator (Figure 2):
Note the location of the Spring in the frame cutout for reinstallation.
 - a. Unlatch and remove the actuator.

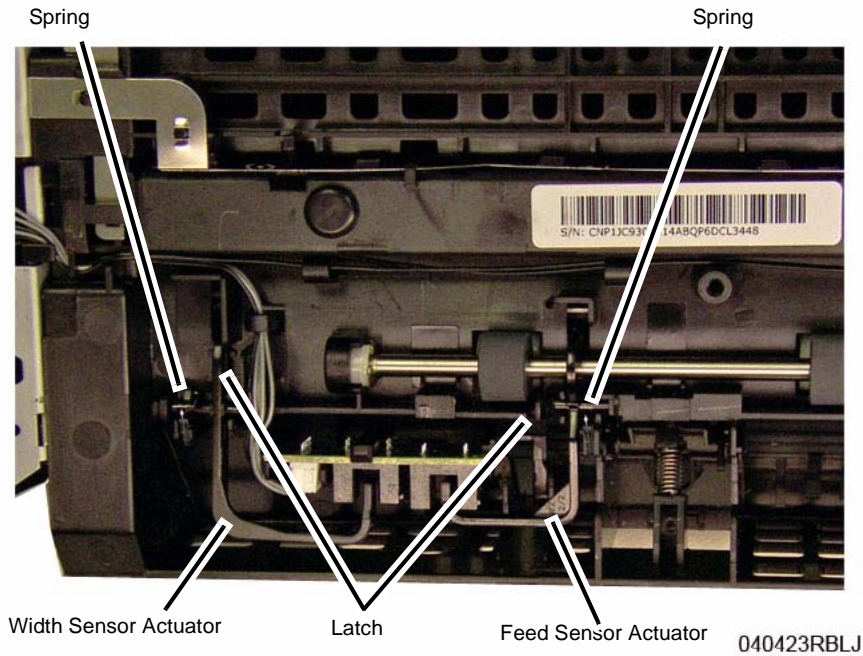


Figure 2 Sensor Actuators and Springs (Rear View)

Replacement

Install the components in the reverse of removal.

NOTE: Tapered Plastic Screws and Round Machine Screws are used to hold the PWB to the frame. Make sure that the Plastic Screws go into plastic components and Machine Screws go into the metal frame.

NOTE: Make sure that the Actuator Spring is location in frame cutout (Figure 2).

REP 1.16 Paper Tray

Parts List on PL 5.1

Removal

1. Remove the following covers:
 - a. The Front Cover (REP).
 - b. The Left and Right Side Covers Cover (REP).
2. Remove the Paper Tray Screw (1) from the Left Frame (Figure 1).

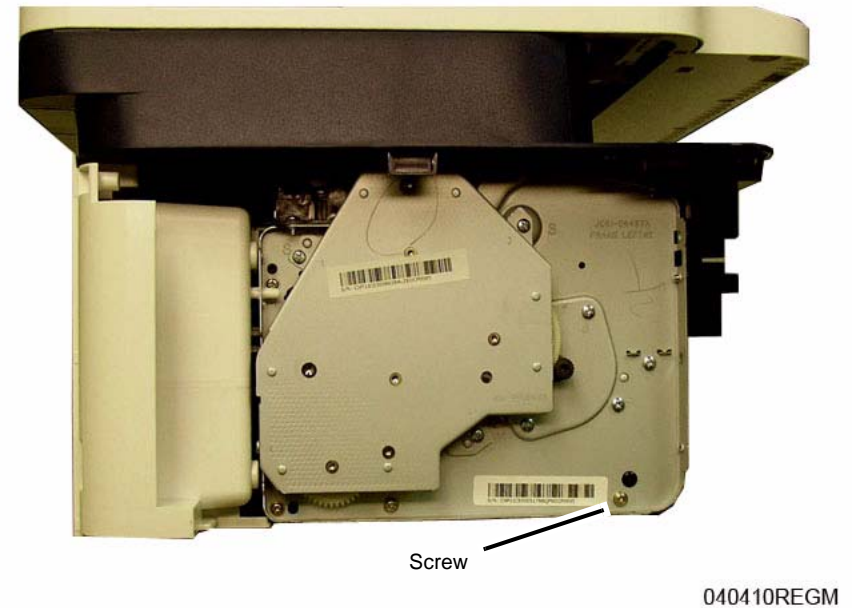
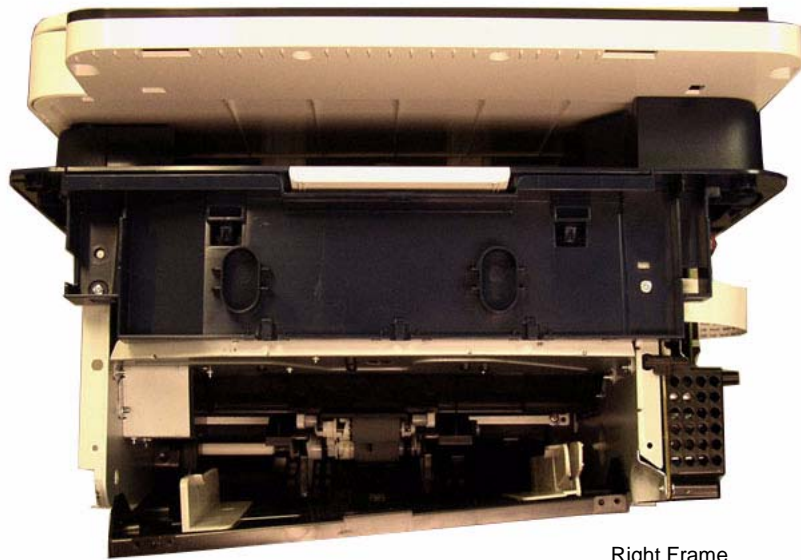


Figure 1 Paper Tray Screw (Left View)

NOTE: Use a small screwdriver to help release the Paper Tray from the frame.

3. Remove the Paper Tray (Figure 2).
 - a. Release the Paper Tray from the Left Frame.
 - b. Release the Paper Tray from the Right Frame.



Left Frame

Right Frame

040411REGM

Figure 2 Paper Tray Removal (Front View)

Replacement

NOTE: Tapered Plastic Screws and Round Machine Screws are used to hold the PWB to the frame. Make sure that the Plastic Screws go into plastic components and Machine Screws go into the metal frame.

Install the components in the reverse of removal.

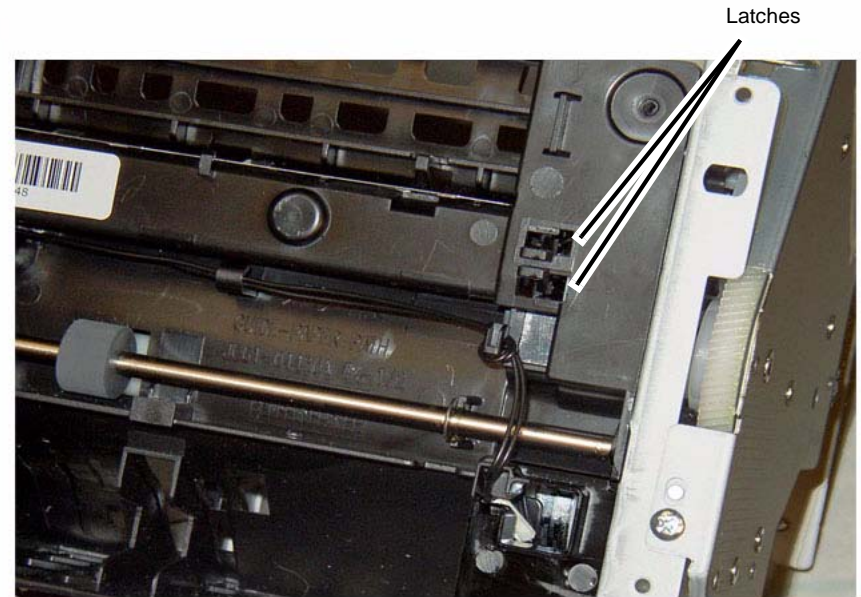
NOTE: Make sure the Locating Pins and Tabs on the Paper Tray align with the cutouts in the frame.

REP 1.17 Transfer Roll

Parts List on PL 5.1

Removal

1. Switch Off the Printer and unplug the Power Cord.
2. Remove the Toner Cartridge.
3. Remove the Middle Cover (REP 1.4).
4. Remove the Fuser Module (REP 1.17).
5. From the rear of the printer, using a small screwdriver release the latches (2) and push the Transfer Roll Bushing into the printer (Figure 1).

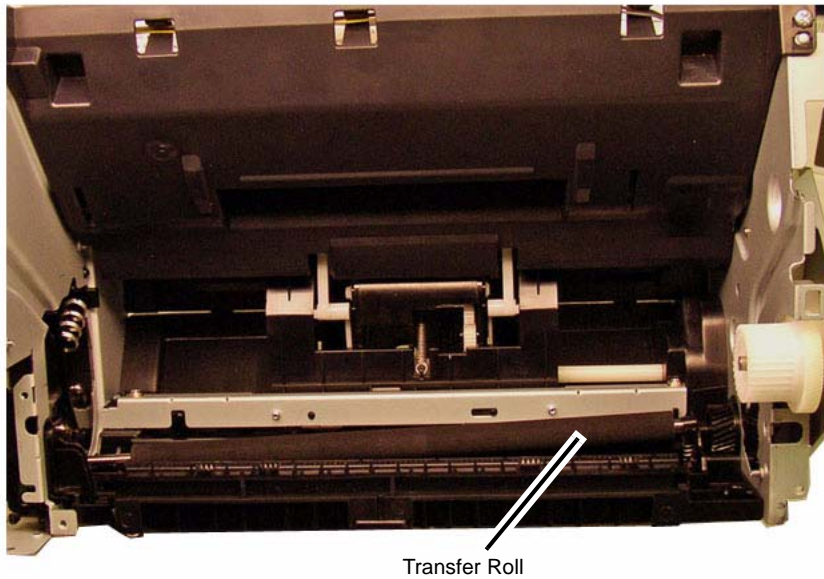


Latches

040414RBLJ

Figure 1 Transfer Roll Bushing Latches (Rear View)

- Lift the Transfer Roll out of the printer (Figure 2).



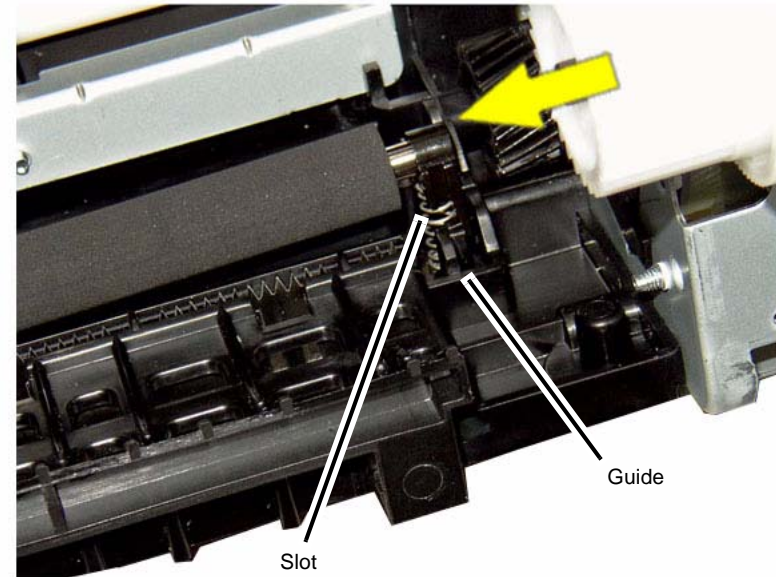
040415RBLJ

Figure 2 Transfer Roll Removal (Top View)

Replacement

NOTE: Tapered Plastic Screws and Round Machine Screws are used to hold the PWB to the frame. Make sure that the Plastic Screws go into plastic components and Machine Screws go into the metal frame.

- Align the slots in the Transfer Roll Bushing with the Guides on the Printer Frame (Figure 3).
Tilt the top of the Bushing inward to align the Latches while pushing it into place.



040416RBLJ

Figure 3 Transfer Roll Bushing Alignment (Top View)

Install the components in the reverse of removal.

REP 1.18 Feed Clutch

Parts List on PL 5.3

Removal

1. Switch Off the Printer and unplug the Power Cord.
2. Remove the Middle Cover (REP 1.4).
3. Unplug the Feed Clutch Connector from the Main PWB (Figure 1).
Route the wires through the frame to the left side of the printer.

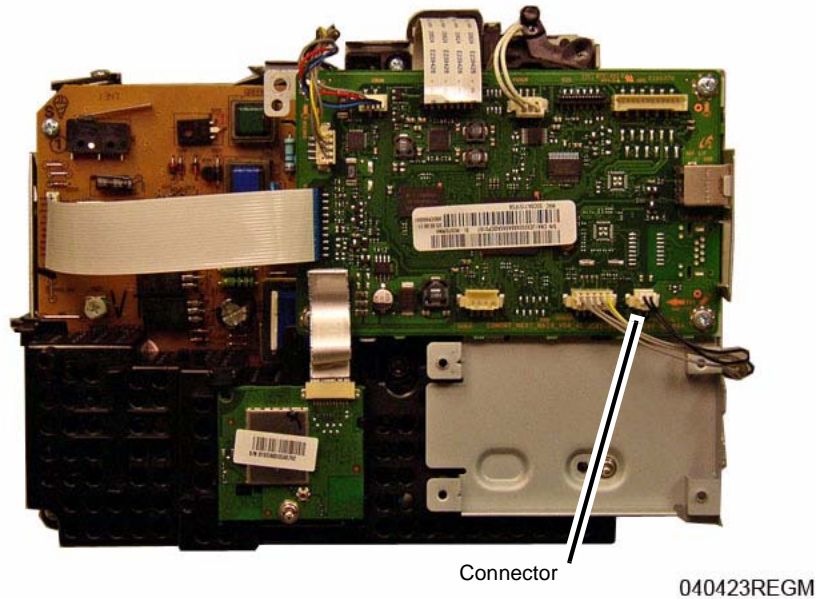


Figure 1 Feed Clutch Connector

4. Remove the Left Frame (REP 1.8).

5. Release the latch and remove the Feed Clutch (Figure 2).

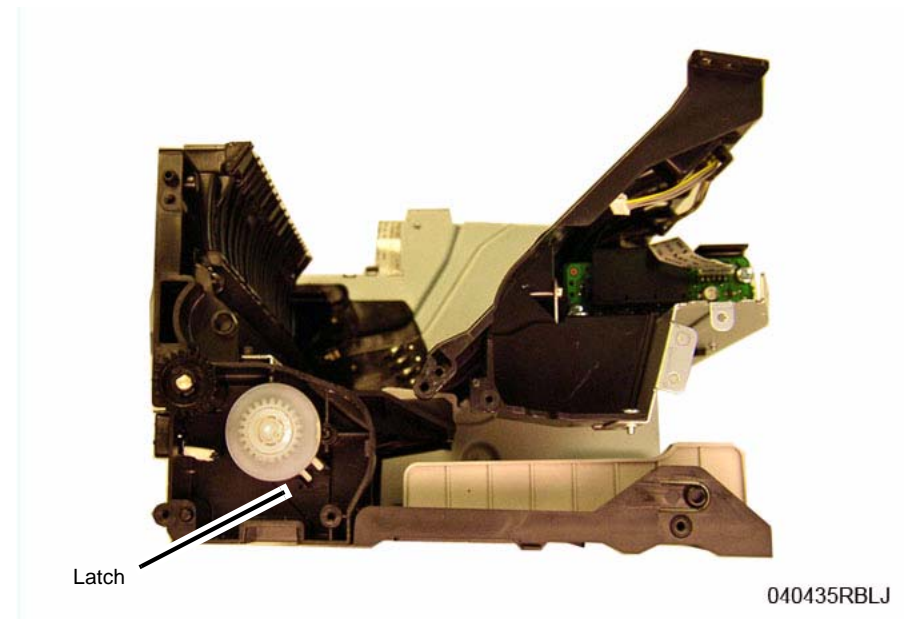


Figure 2 Feed Clutch Removal (Left View)

Replacement

NOTE: Tapered Plastic Screws and Round Machine Screws are used to hold the PWB to the frame. Make sure that the Plastic Screws go into plastic components and Machine Screws go into the metal frame.

Install the components in the reverse of removal.

REP 1.19 Fuser Module

Parts List on PL 5.2

Removal

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

WARNING

Do not handle the fuser components until they have cooled. Some fuser components operate at hot temperatures and can produce serious personal injury if touched.

DANGER: Ne pas manipuler les éléments du four avant de les laisser refroidir. Certains éléments du four fonctionnent à des températures très élevées et peuvent causer de graves blessures s'ils sont touchés.

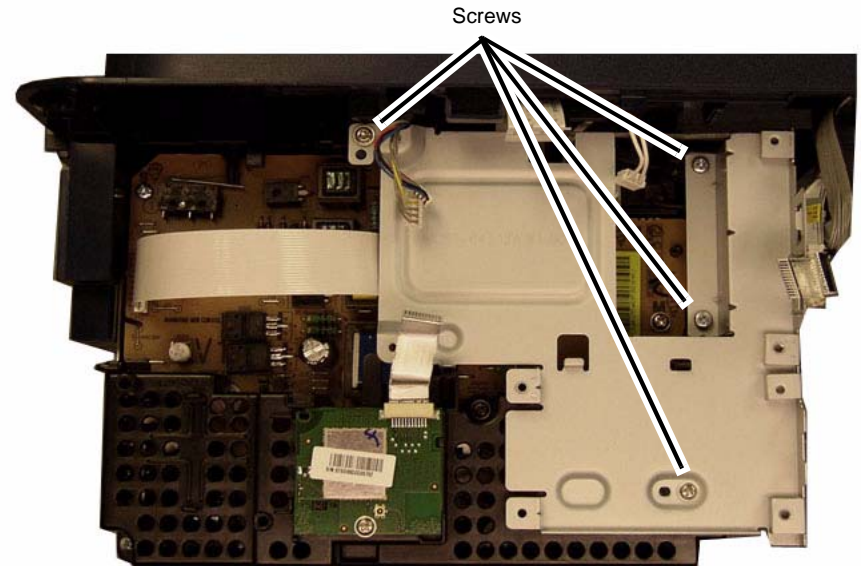
AVVERTENZA: Non maneggiare i componenti del fusore finché non sono raffreddati. Alcuni di questi componenti funzionano ad alte temperature e possono provocare gravi ferite se vengono toccati.

VORSICHT: Die Fixieranlage sollte erst gehandhabt werden, wenn diese genügend abgekühlt ist. Einige Teile der Fixieranlage erzeugen übermäßige Hitze und führen bei der Berührung zu schweren Verbrennungen.

AVISO: No manipule los componentes del fusor antes de que se enfrien. Algunos de los componentes del fusor funcionan a altas temperaturas y pueden ocasionar daños personales graves si se los toca.

1. Switch Off the Printer and unplug the Power Cord.
2. Remove the Middle Cover (REP 1.4).
3. Remove the Main PWB (REP 1.7).

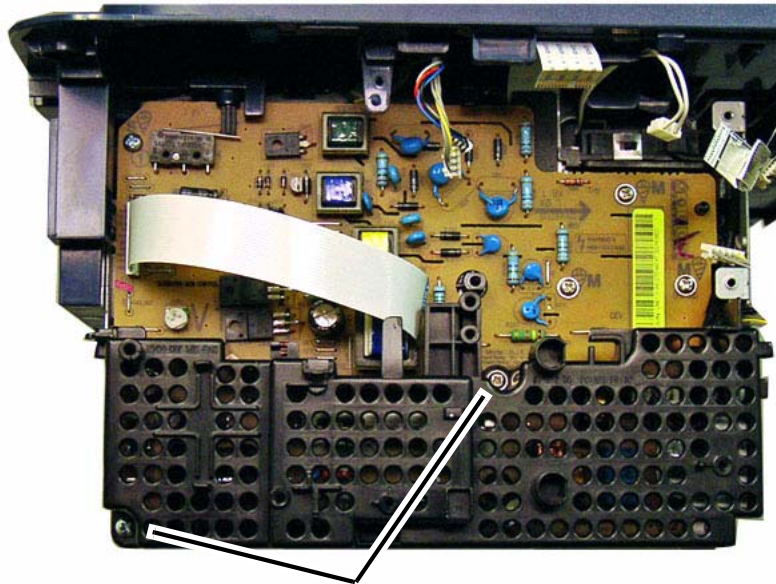
4. Remove the Metal Shield (4 screws) (Figure 1).



040426REGM

Figure 1 Metal Shield Screws

5. Remove the Plastic Shield (2 screws) (Figure 2).

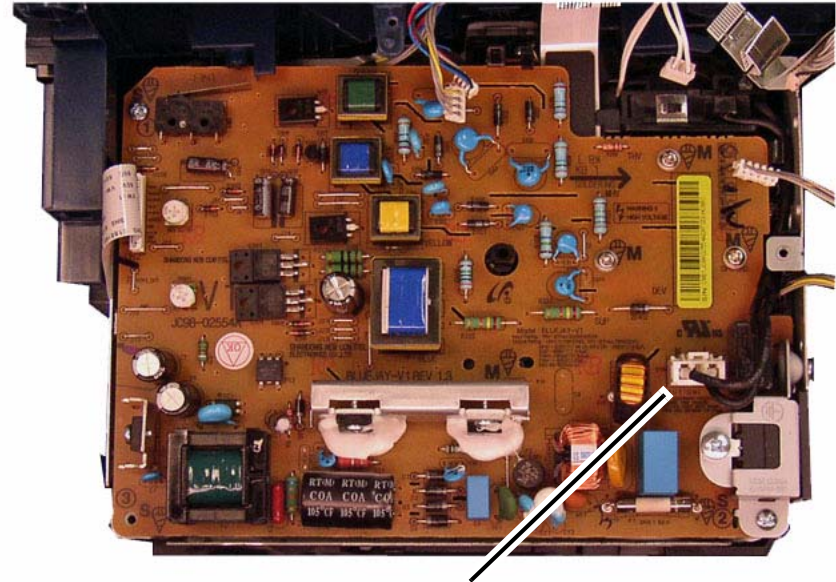


Screws

040427REGM

Figure 2 Plastic Shield Removal

6. Disconnect the Fuser Connector (Figure 3).
Route the Fuser wires through the frame.



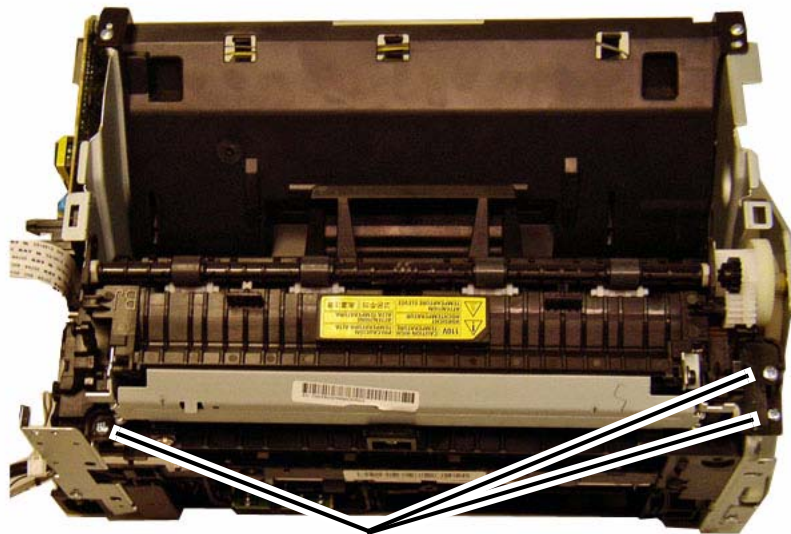
Connector

040428REGM

Figure 3 Fuser Connector

NOTE: The top right (viewed from the rear) Tapered Plastic Screw is different than the other plastic screws in the printer, make sure it is installed in the correct location during replacement.

7. Remove the screws (3) (Figure 4).



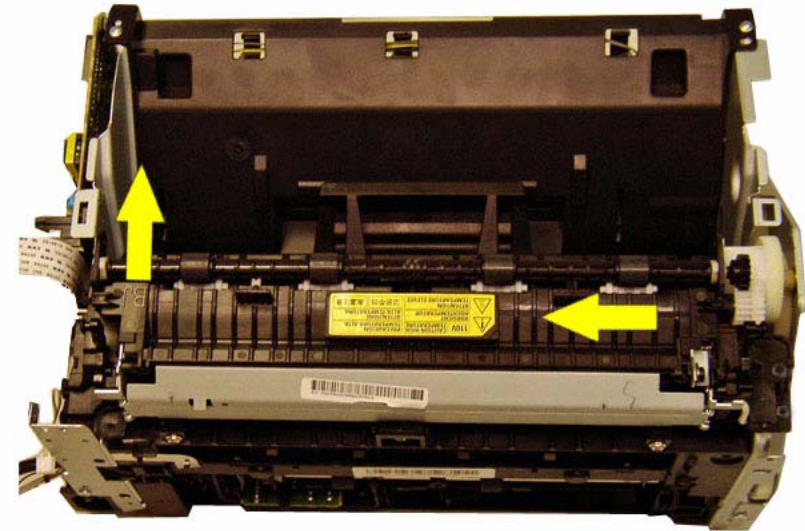
Screws

040413RBLJ

Figure 4 Fuser Screws (Top View)

8. Remove the Fuser Module (Figure 5):

Lift the left side of the Fuser (viewed from the top rear), then slide it to the left and remove it.



040413aRBLJ

Figure 5 Fuser Removal (Top View)

Replacement

NOTE: Tapered Plastic Screws and Round Machine Screws are used to hold the PWB to the frame. Make sure that the Plastic Screws go into plastic components and Machine Screws go into the metal frame.

NOTE: The top right Tapered Plastic Screw (viewed from the rear) is different than the other plastic screws in the printer, make sure it is installed in the correct location during replacement, refer to (Figure 4).

Install the components in the reverse of removal.

REP 1.20 WNPC (WiFi) PWB

Parts List on PL 1.1 and PL 1.2

Removal

1. Switch Off the Printer and unplug the Power Cord.
2. Remove the following covers:
 - a. The Front Cover (REP 1.2).
 - b. The Right Side Cover (REP 1.1).
3. Remove the WNPC PWB (Figure 1).

The Figure shows the 3025 BI, the PWB is in the same location for the 3025 NI.

- a. Disconnect the connector (1).
- b. Remove the screw (1) and the PWB.



040405REGM

Figure 1 WNPC (WiFi) PWB

Replacement

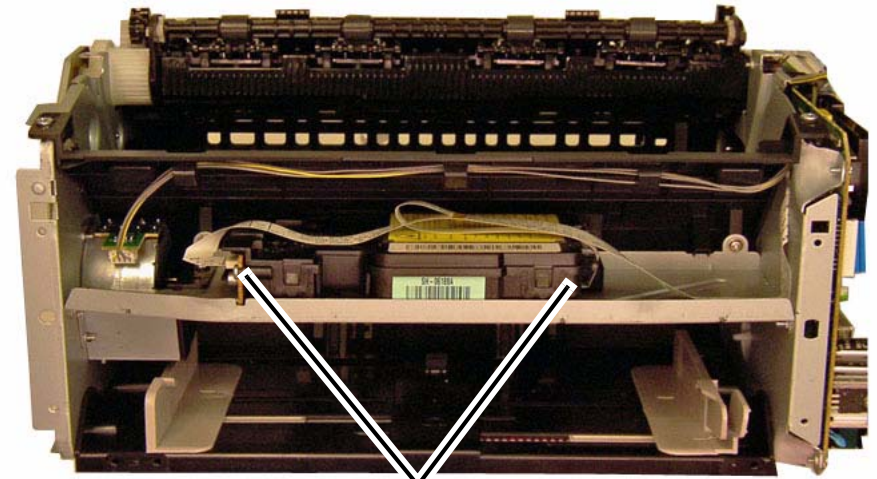
Install the components in the reverse of removal.

REP 1.21 LSU Cable

Parts List on PL 5.6

Removal

1. Switch Off the Printer and unplug the Power Cord.
2. Remove the Middle Cover (REP 1.4).
3. Disconnect the connectors (2) from the LSU (Figure 1).



Connectors

040417RBLJ

Figure 1 LSU Connectors

4. Remove the SMPS / HVPS PWB (REP 1.6).

5. Remove the Black Insulator Sheet and the LSU Cable (Figure 2).

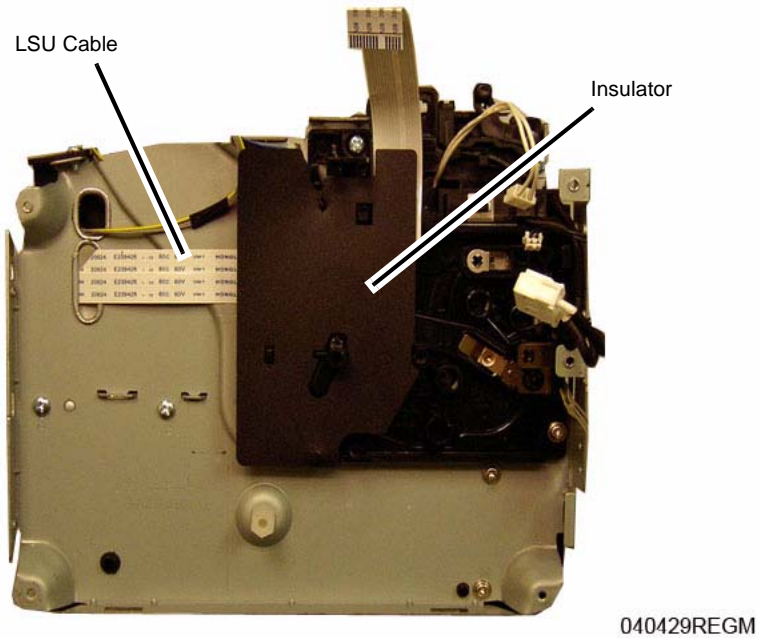


Figure 2 Insulator Sheet and LSU Cable

Replacement

NOTE: Tapered Plastic Screws and Round Machine Screws are used to hold the PWB to the frame. Make sure that the Plastic Screws go into plastic components and Machine Screws go into the metal frame.

Install the components in the reverse of removal.

REP 1.22 Automatic Document Feeder (ADF)

Parts List on PL 1.2

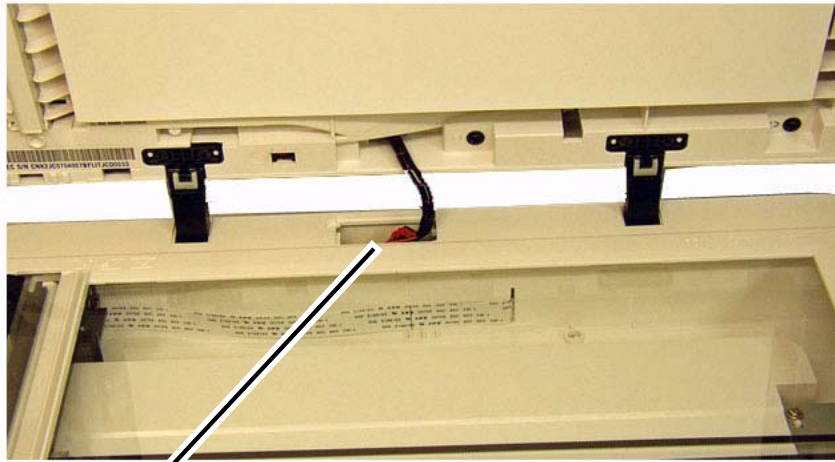
Removal

1. Switch Off the Printer and unplug the Power Cord.
2. Open and lift the ADF up.
Unlatch and remove the Connector Cover (Figure 1).



Figure 1 ADF Connector Cover

3. Disconnect the connector and lift the ADF off of the Printer (Figure 2).



ADF Connector

040405RBAT

Figure 2 ADF Connector

Replacement

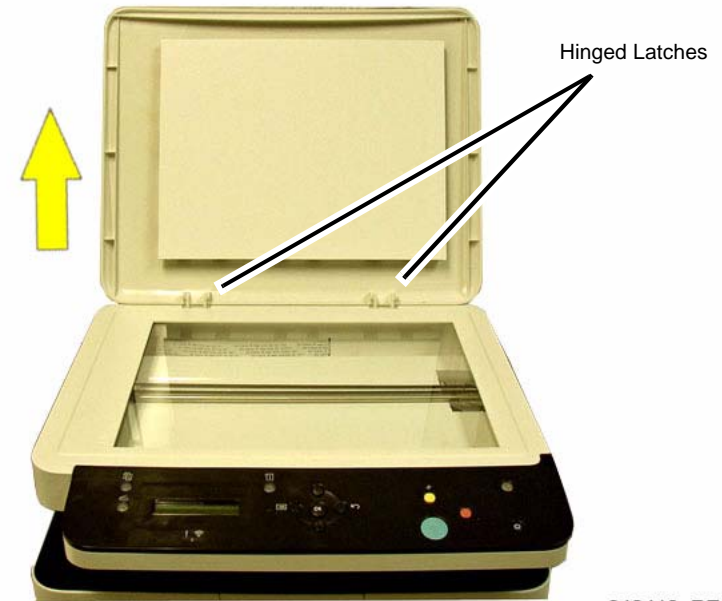
Install the components in the reverse of removal.

REP 1.23 Platen Cover

Parts List on PL 1.1

Removal

1. Remove the Platen Cover (Figure 1):
 - a. Open the Platen Cover.
 - b. Lift up, releasing the hinged latches.



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Figure 1 Platen Cover Removal

Replacement

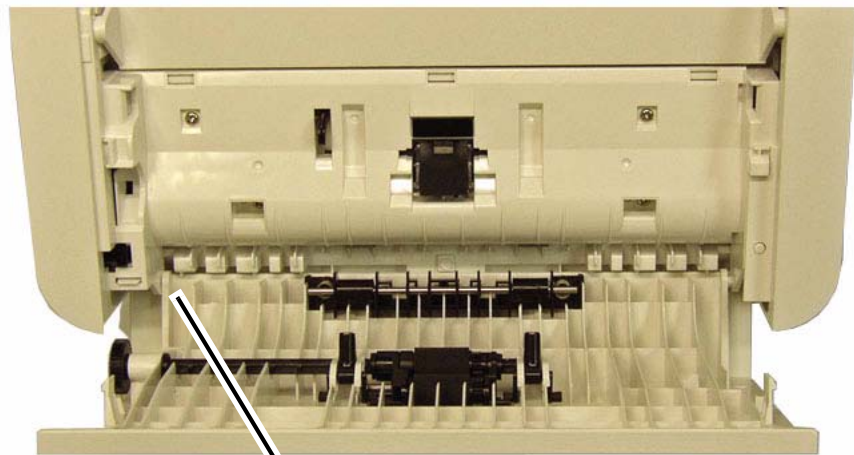
Install the components in the reverse of removal.

REP 1.24 ADF Feed Separation Pad

Parts List on PL 1.3

Removal

1. Remove the ADF Cover, release the Rear Pivots and remove the cover (Figure 1).



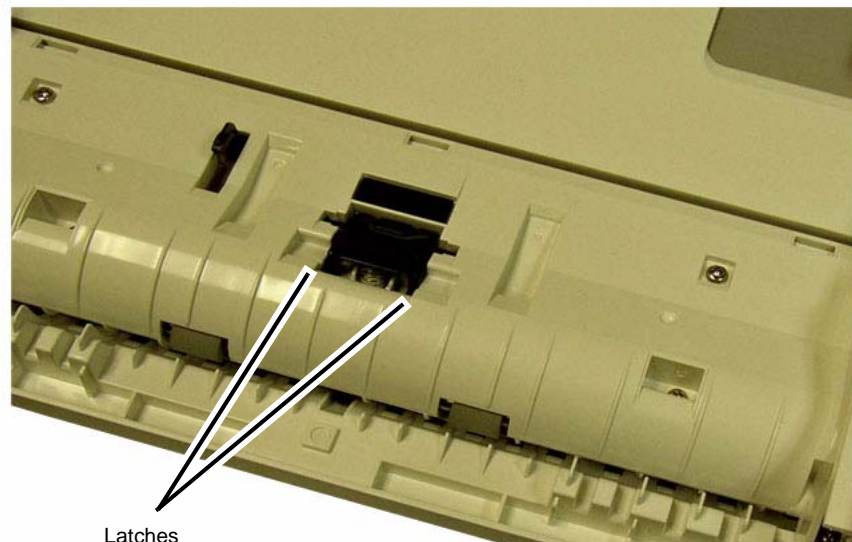
Rear Pivot

040409RBAT

Figure 1 ADF Cover Pivots (Top View)

NOTE: The Separation Pad has spring tension pushing up on it, be careful not to lose the spring.

2. Release the latches (2) and remove the Separation Pad (Figure 2).



Latches

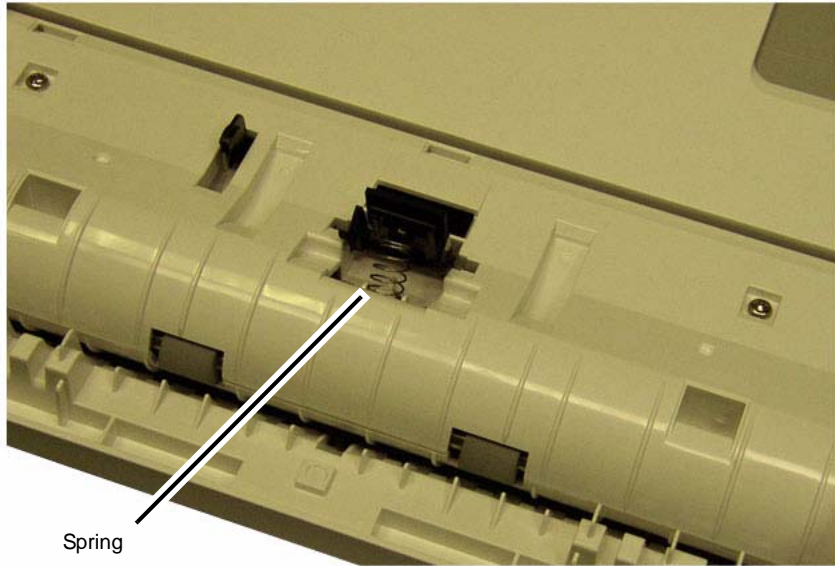
040453RBAT

Figure 2 Separation Pad Latches (Top View)

Replacement

NOTE: Make sure the post on the Separation Pad is positioned inside the Spring (Figure 3).

Install the components in the reverse of removal.



040454RBAT

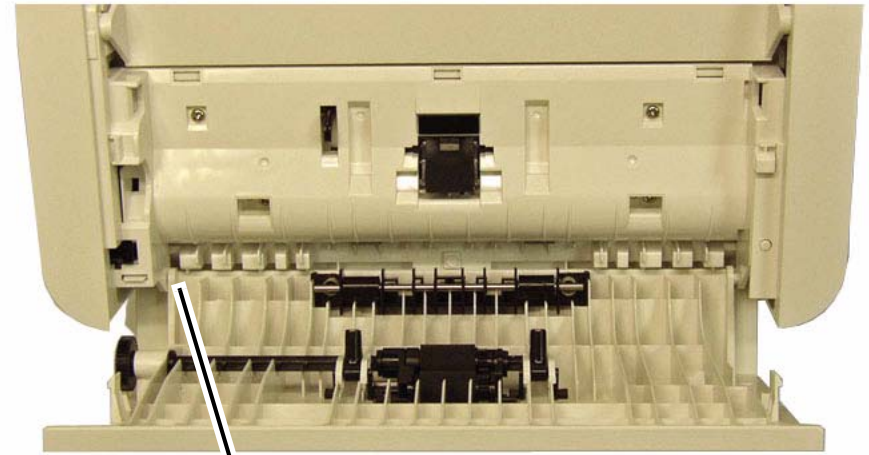
Figure 3 Separation Pad Spring (Top View)

REP 1.25 ADF Feed Rolls Assembly

Parts List on PL 1.3

Removal

1. Remove the ADF Cover, release the Rear Pivots and remove the cover (Figure 1).



Rear Pivot

040409RBAT

Figure 1 ADF Cover Pivots (Top View)

2. Remove the Document Feed Roll Assembly (Figure 2).
 - a. Remove the E-Rings (3).
 - b. Slide the drive shaft out of the Feed Roll Assembly.

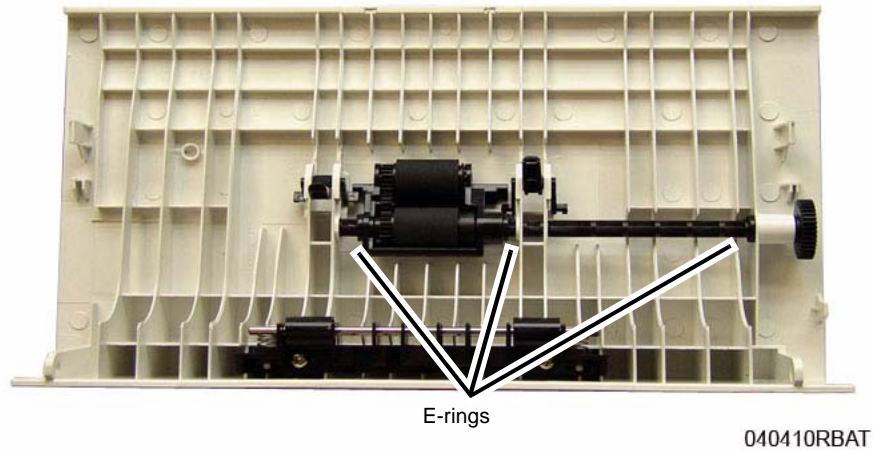


Figure 2 Feed Roll E-rings

Replacement

Install the components in the reverse of removal.

NOTE: Install the E-rings in the following order:

1. The E-ring by the gear.
2. The E-ring (center) by the Spring.
3. The E-ring at the end of the shaft.

Main
PL 1.1 Main 5-3
PL 1.2 Main 5-4

ADF
PL 1.3 ADF (Automatic Document Feeder) 5-5

Middle Cover
PL 2.1 Middle Cover 5-6

Control Panel Assembly
PL 3.1 Control Panel Assembly 5-7
PL 3.2 Control Panel Assembly 5-8

Scanner
PL 4.1 Scanner 5-9
PL 4.2 Scanner 5-10

Frame
PL 5.1 Frame 5-11

Fuser
PL 5.2 Fuser 5-12

Frame Path
PL 5.3 Frame Path 5-13

Left Main Frame
PL 5.4 Left Main Frame 5-14

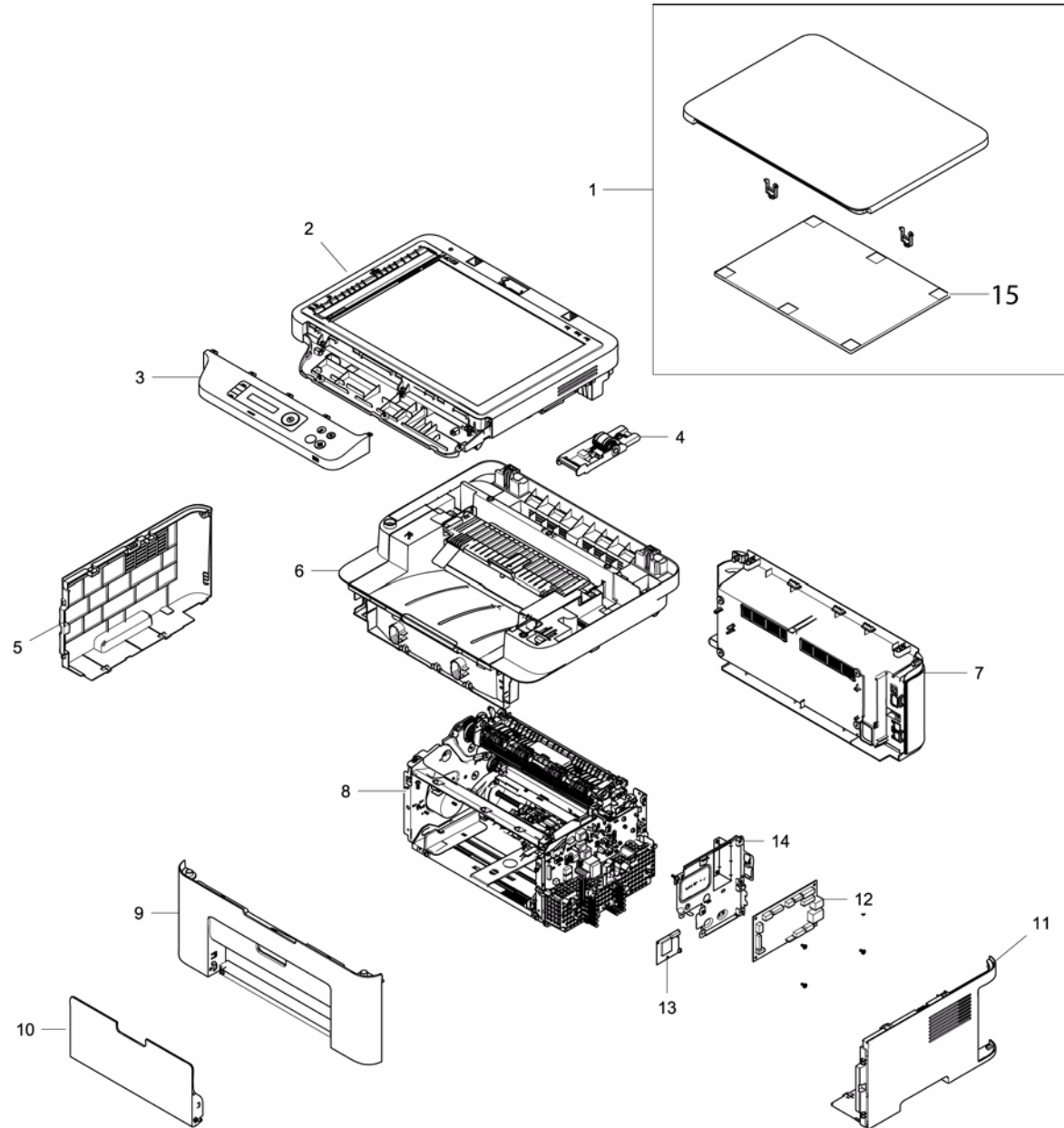
Right Main Frame
PL 5.5 Right Main Frame 5-15

Middle And Bottom Frame
PL 5.6 Paper Tray and LSU Frame 5-16

Idle Feed
PL 5.7 Paper Feed Assembly 5-17
Part Number Index 5-18

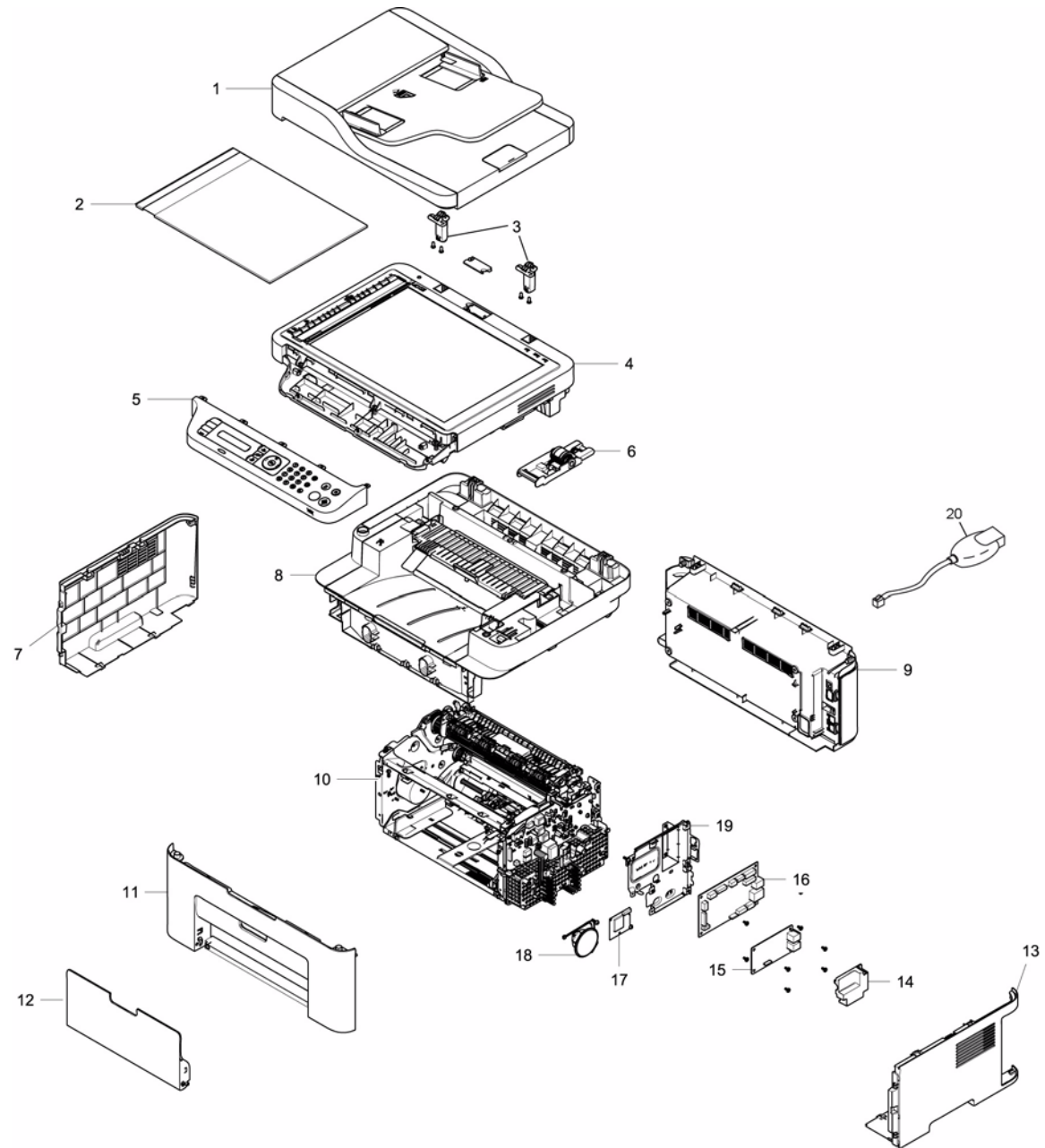
PL 1.1 Main

Item	Part	Description
1	002N03188	Platen Cover Assembly
–	002N03189	Platen Cover Assembly (Black)
2	090N00184	Scanner (PL 4.1)
–	090N00185	Scanner (Black) (PL 4.1)
3	–	Control Panel Assembly (PL 3.1)
4	–	Scanner Support Hinge
5	002N03163	Left Cover
–	002N03164	Left Cover (Black)
6	–	Middle Cover (PL 2.1)
7	002N03168	Rear Cover
–	002N03169	Rear Cover (Black)
8	–	Frame (PL 5.1)
9	002N03174	Front Cover (Black)
–	002N03173	Front Cover
10	002N03176	Paper Support
–	002N03177	Paper Support (Black)
11	002N03180	Right Cover
–	002N03181	Right Cover (Black)
12	140N63718	PWB-MAIN-3025 BI (USB / Wifi)
13	140N63727	WNPC (WiFi) PWB
14	–	Controller Shield
15	–	Document Pad



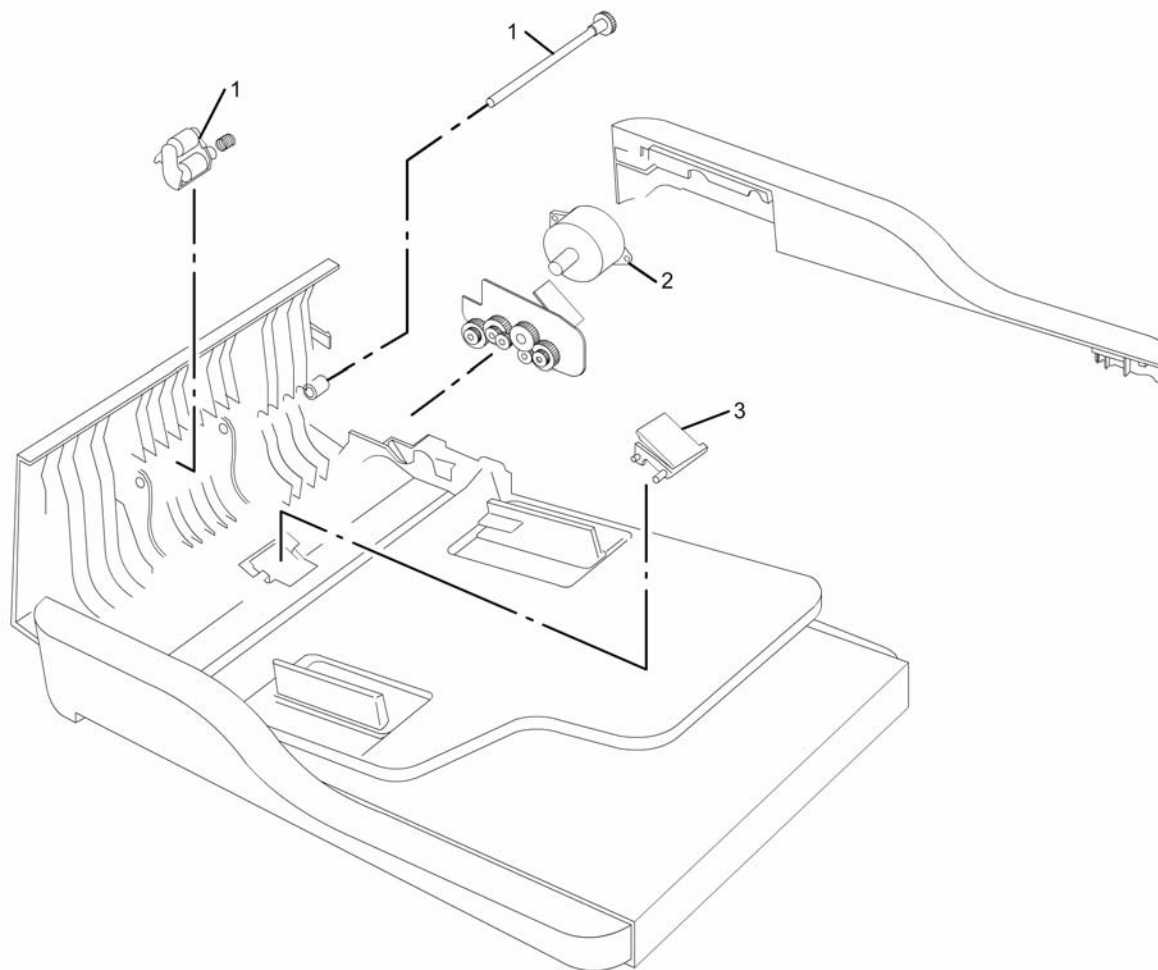
PL 1.2 Main

Item	Part	Description
1	022N02799	ADF (PL 1.3)
2	050N00680	Document Pad
3	003N01117	Hinge
4	090N00183	Scanner (PL4.2)
5	–	Control Panel (PL 3.2)
6	–	Scanner Support Hinge
7	002N03163	Left Cover
8	–	Middle Cover (PL 2.1)
9	002N03168	Rear Cover
10	–	Frame (PL 5.1)
11	002N03173	Front Cover
12	002N03176	Paper Support
13	002N03180	Right Cover
14	–	FAX Board Cover
15	140N63726	Fax PWB
16	140N63717	PWB-MAIN-3025 NI (NW / Wifi)
17	140N63727	WNPC (WiFi) PWB
18	–	Speaker
19	–	Controller Shield
20	005N01172	Surge Protector (South Africa Only)



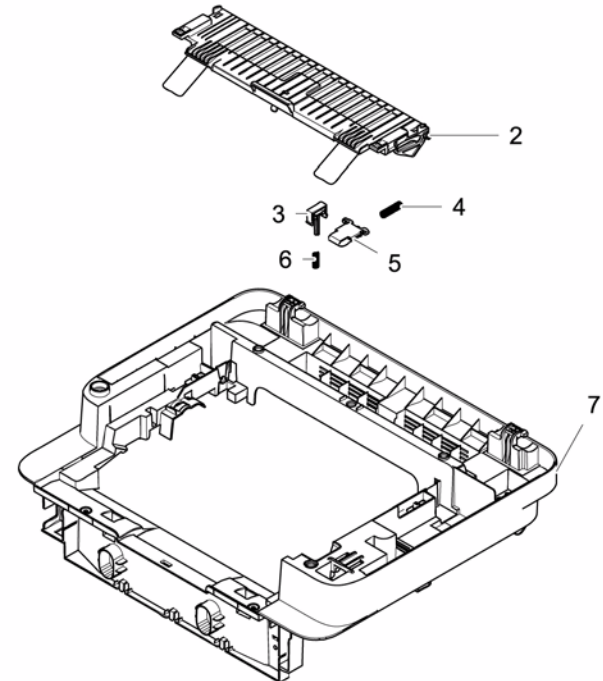
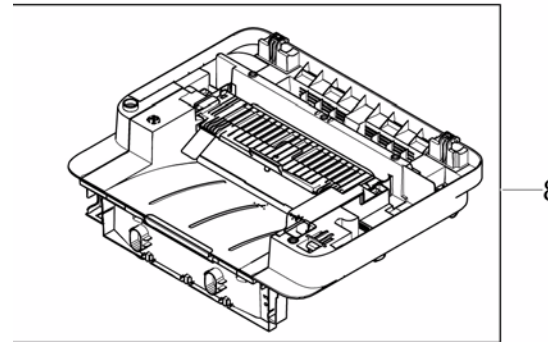
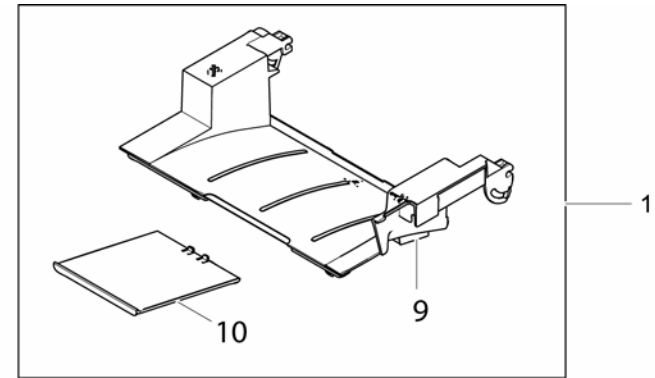
PL 1.3 ADF (Automatic Document Feeder)

Item	Part	Description
1	022N02801	ADF Feed Roll Assembly
2	127N07864	ADF Drive Motor
3	022N02800	ADF Separation Pad



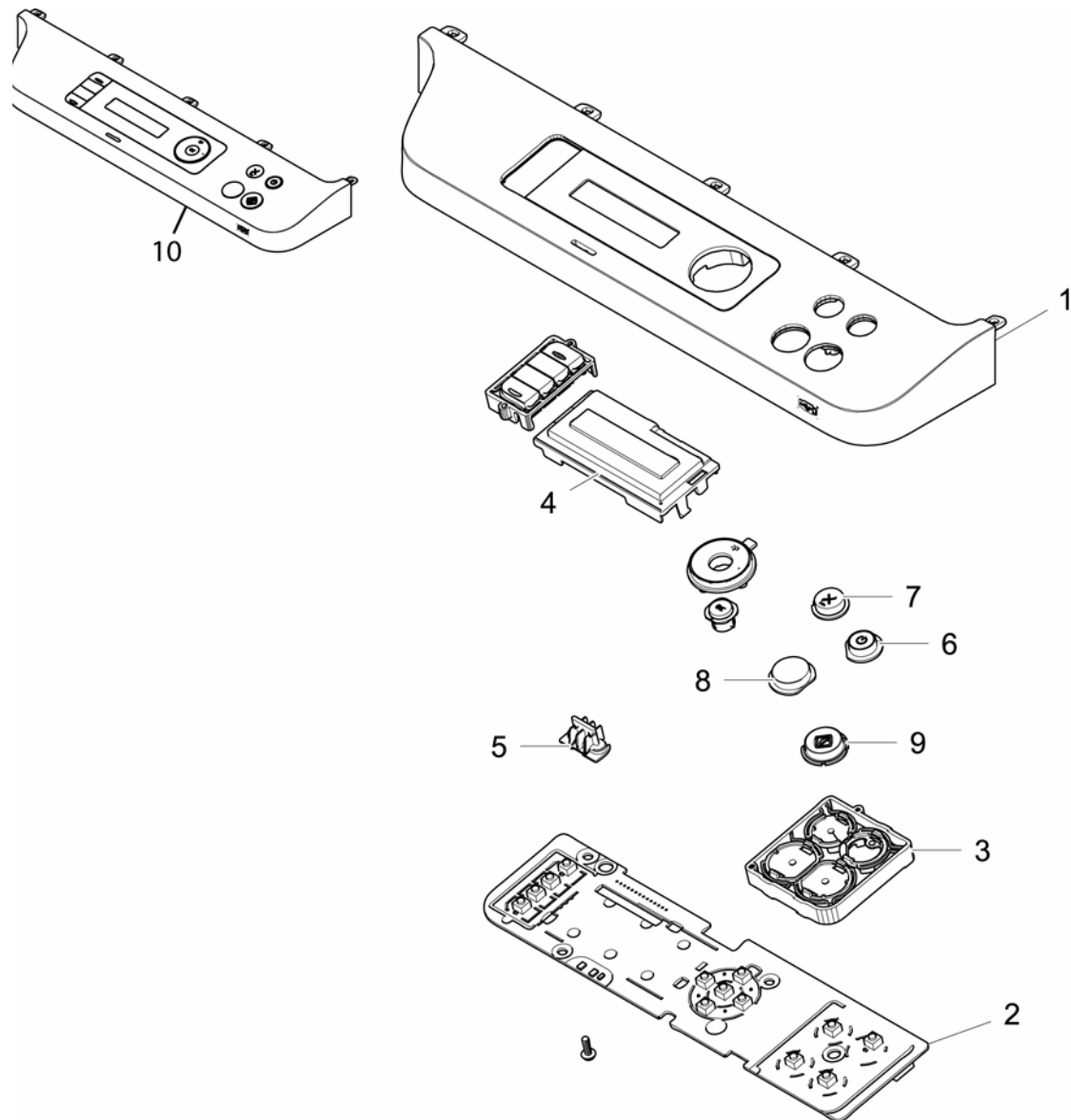
PL 2.1 Middle Cover

Item	Part	Description
1	—	Jam Clearance Cover Assembly
2	—	Exit Jam Clearance Cover
3	—	Top Cover Closed Switch Actuator
4	—	Spring
5	—	Latch
6	—	Spring
7	—	Middle Cover
8	002N03185	Middle Cover Assembly
—	002N03186	Middle Cover Assembly (Black)
9	—	Output Tray
10	—	Output Support



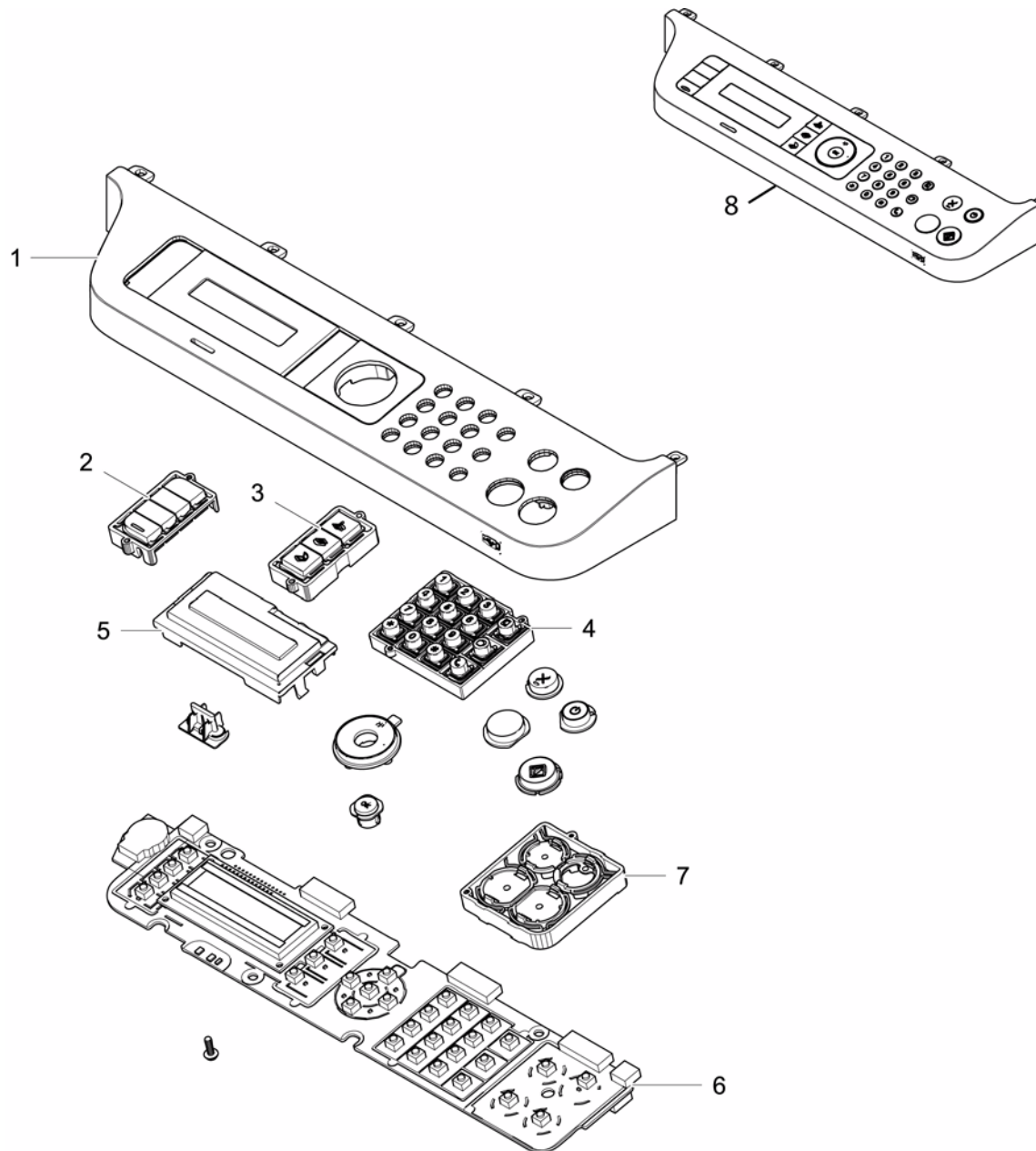
PL 3.1 Control Panel Assembly

Item	Part	Description
1	–	Cover
2	140N63724	Control Panel PWB
3	–	Key Holder Cover
4	–	LCD Cover
5	–	LED Status Indicator
6	–	Power Key
7	–	Stop Key
8	–	Power Saver Key
9	–	Start Key
10	140N63732	Control Panel Assembly



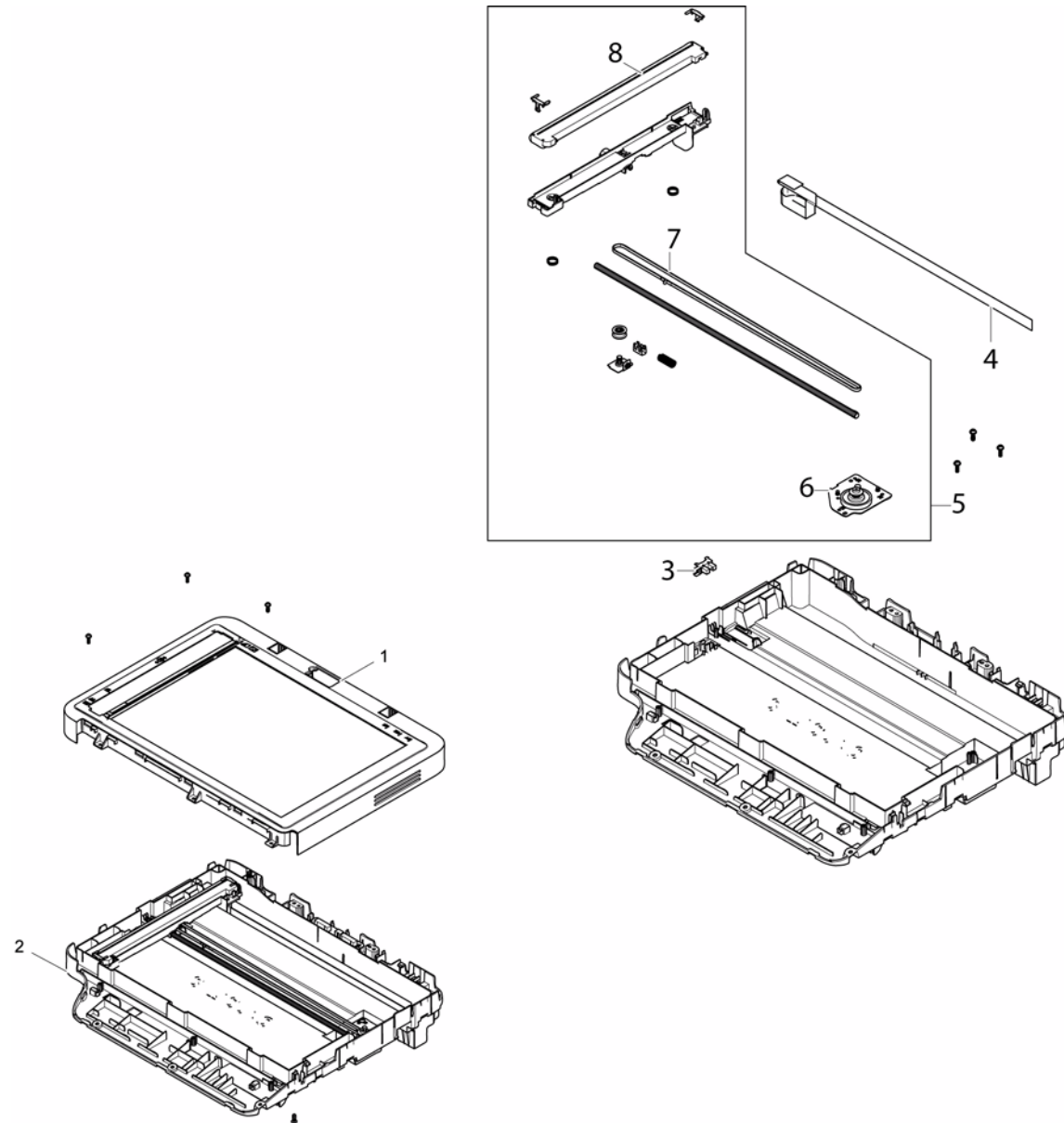
PL 3.2 Control Panel Assembly

Item	Part	Description
1	–	Control Panel Cover
2	–	Function Key
3	–	FAX Key
4	–	Tel Key
5	–	LCD Cover
6	140N63722	Control Panel PWB
7	–	Key Holder Cover
8	140N63731	Control Panel Assembly



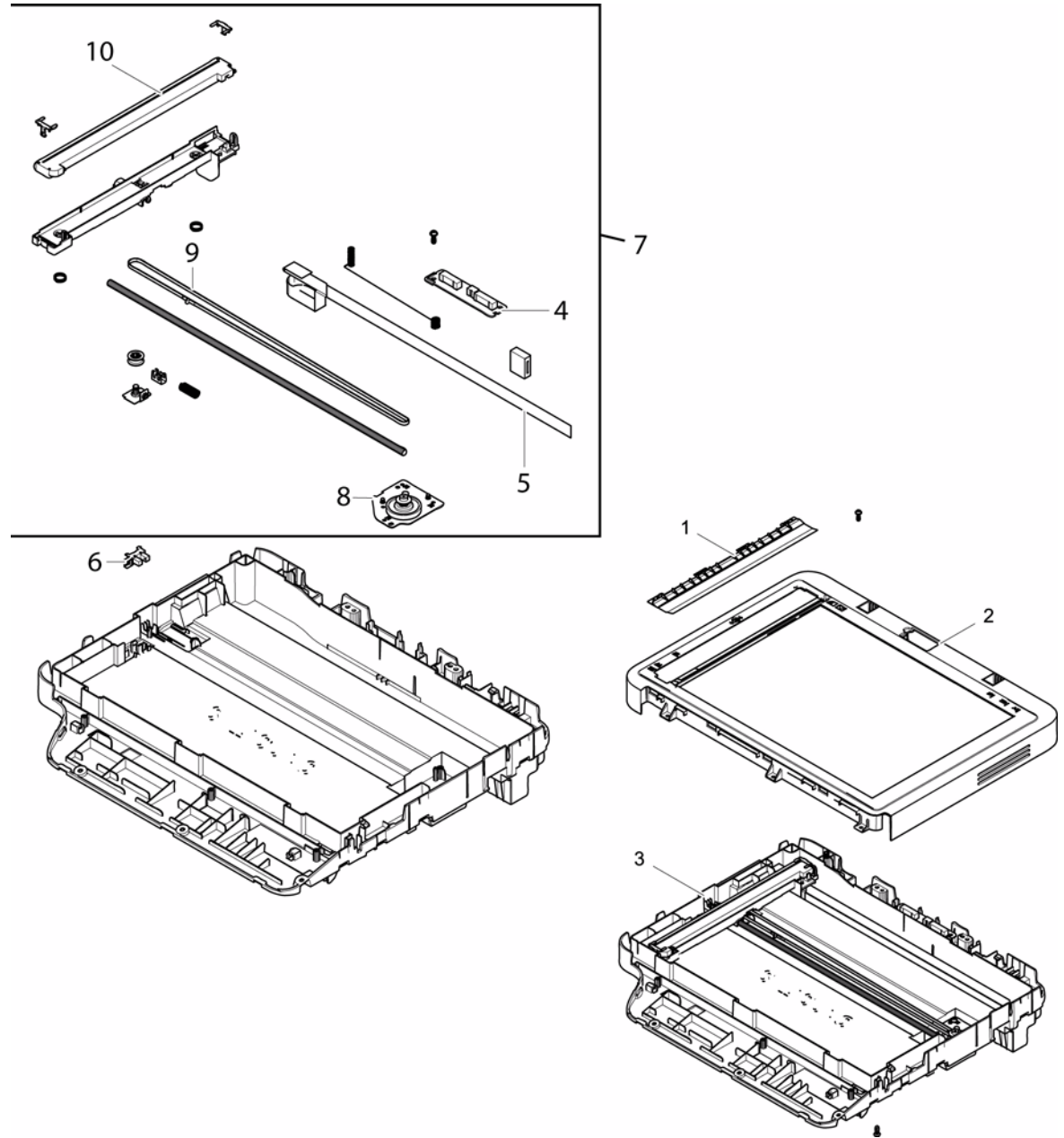
PL 4.1 Scanner

Item	Part	Description
1	–	Upper Scanner Frame
2	–	Lower Scanner Frame
3	–	Sensor
4	–	Flat Cable
5	–	Platen Scanner
6	–	Scanner Drive Motor
7	–	Drive Belt
8	–	Contact Image Sensor (CIS)



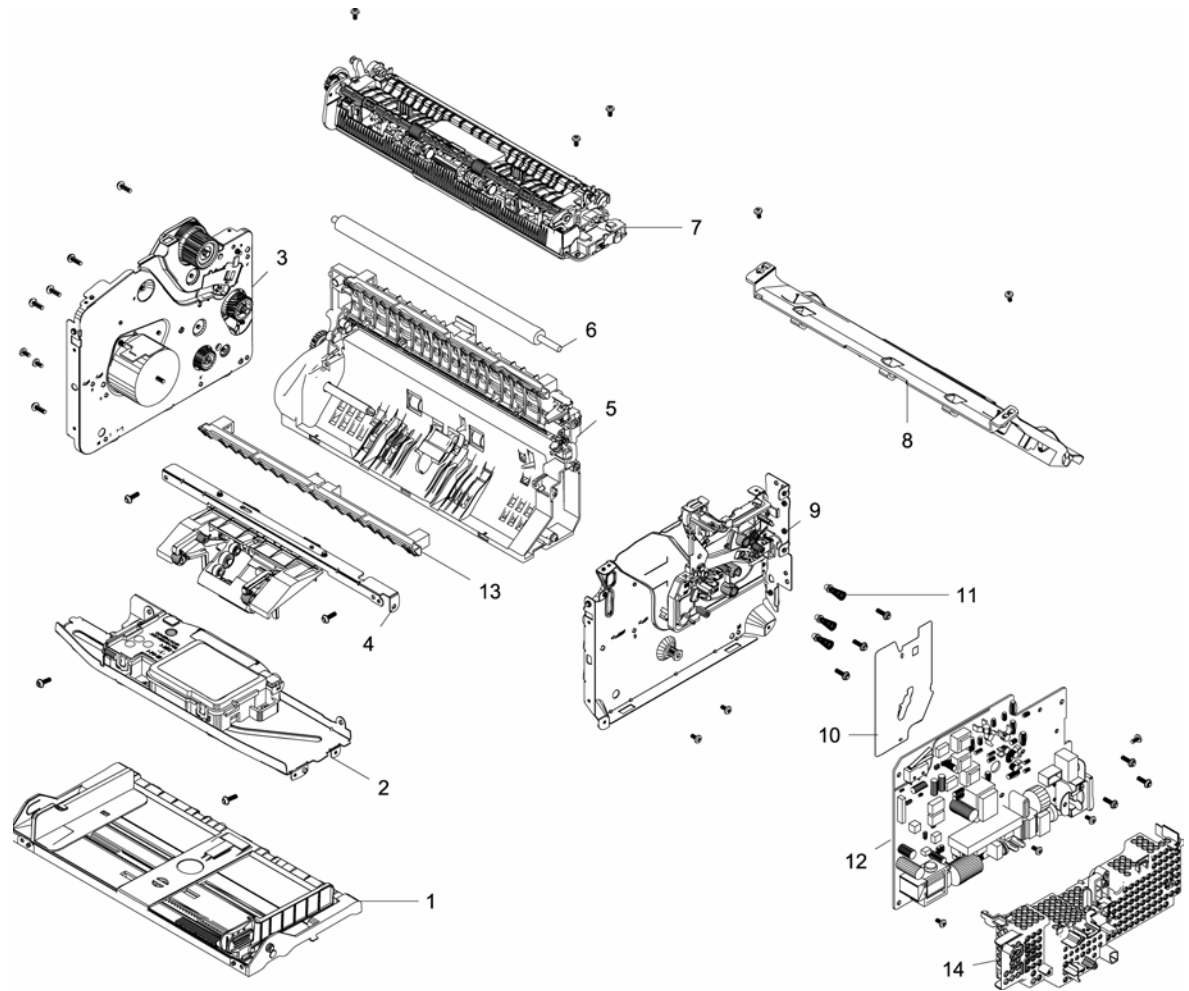
PL 4.2 Scanner

Item	Part	Description
1	-	Paper Guide
2	-	Upper Scanner Frame
3	-	Lower Scanner Frame
4	-	Scanner PWB
5	-	Flat Cable
6	-	Sensor
7	-	Platen Scanner
8	-	Platen Drive
9	-	Drive Belt
10	-	Contact Image Sensor



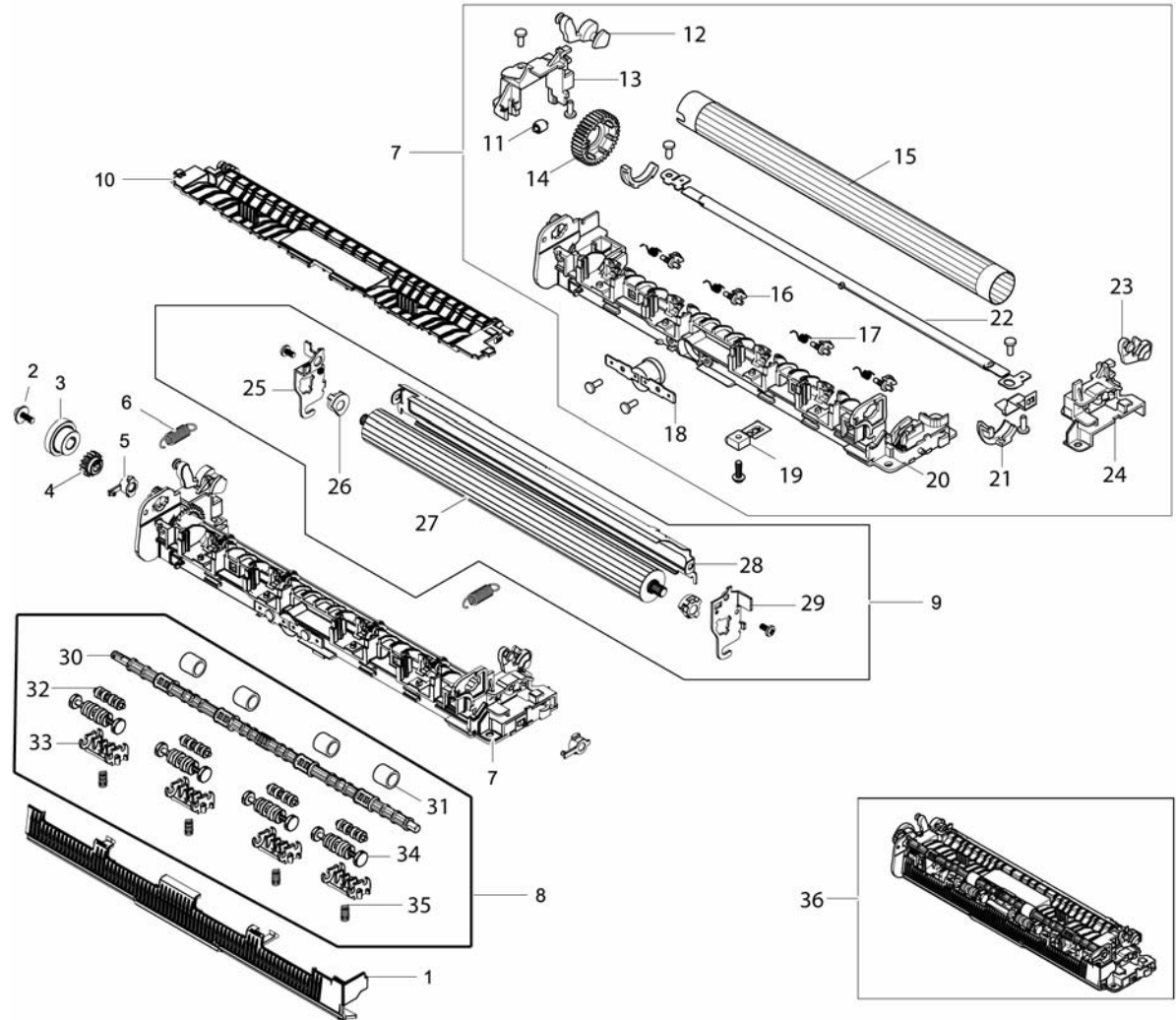
PL 5.1 Frame

Item	Part	Description
1	—	Paper Tray
2	—	Middle Frame
3	—	Left Frame
4	—	Feed Frame
5	—	Paper Path Frame
6	022N02794	Transfer Roller
7	—	Fuser (PL 5.2)
8	—	LSU Cover
9	—	Right Frame
10	—	HVPS Insulator
11	—	HVPS Contacts
12	105N02303	LVPS/HVPS 220V
—	105N02302	LVPS/HVPS 110V
13	—	Input Guide
14	—	HVPS/SMPS Cover



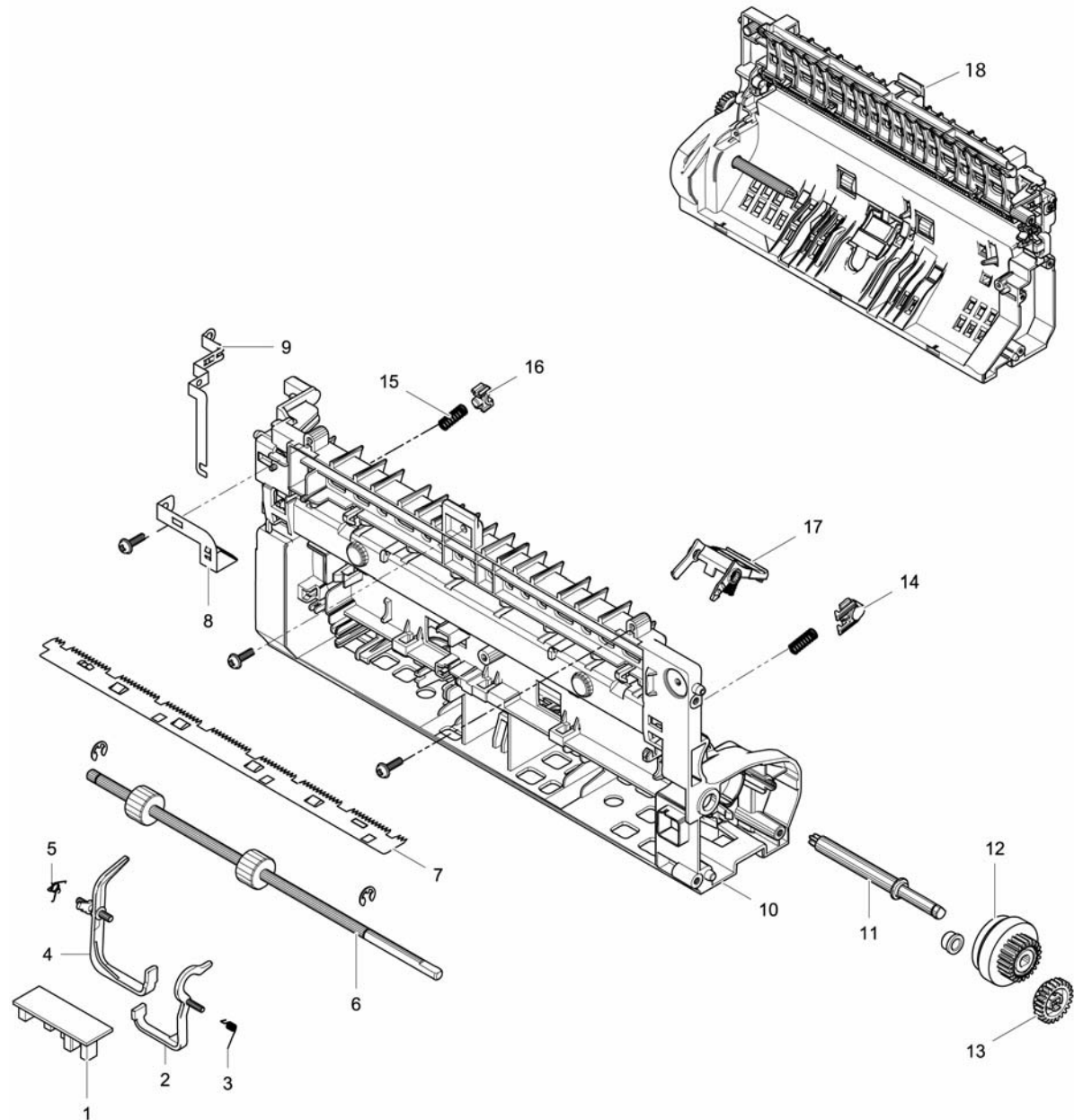
PL 5.2 Fuser

Item	Part	Description
1	—	Exit Cover
2	—	Screw
3	—	Exit Drive Gear
4	—	Exit Gear
5	—	Exit Shaft Bushing
6	—	Spring
7	—	Upper Fuser
8	—	Exit Roller
9	—	Lower Fuser
10	—	Fuser Cover
11	—	Gear
12	—	Jam Lever
13	—	Lamp Cover
14	—	Gear
15	—	Heat Roll
16	—	Claw Guide
17	—	Spring
18	—	Thermostat
19	—	Thermistor
20	—	Fuser Cover
21	—	Bushing
22	—	Fuser Lamp
23	—	Right Jam Lever
24	—	Lamp Cover
25	—	Bracket
26	—	Bushing
27	—	Pressure Roll
28	—	Frame
29	—	Bracket
30	—	Exit Shaft
31	—	Rubber Rolls
32	—	Exit Roll
33	—	Exit Holder
34	—	Exit Roll
35	—	Spring
36	126N00432	FUSER Module 110V
—	126N00433	FUSER Module 220V



PL 5.3 Frame Path

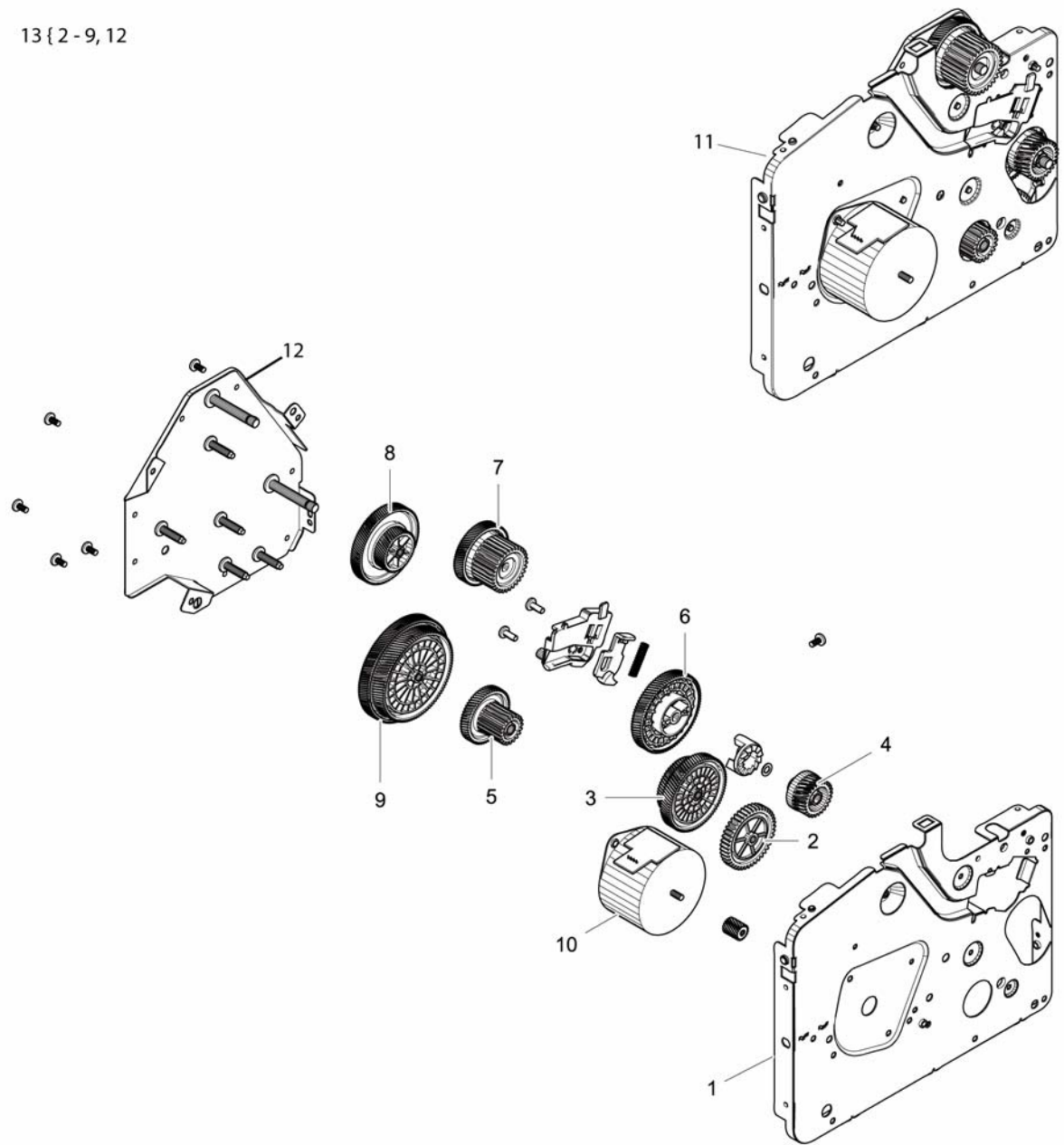
Item	Part	Description
1	130N01759	Paper Feed Sensor PWB
2	120N00546	Feed Sensor Actuator
3	—	Spring
4	120N00547	Width Sensor Actuator
5	—	Spring
6	022N02798	Paper Drive Roll
7	—	Plate
8	—	Ground Clip
9	—	Ground Clip
10	—	Paper Path Guide
11	—	Feed Roll Shaft
12	121N01246	Feed Clutch
13	007N01801	Feed Gear
14	—	Left Bushing
15	—	Spring
16	—	Right Bushing
17	001N00547	Retard Pad
18	—	Path Frame



PL 5.4 Left Main Frame

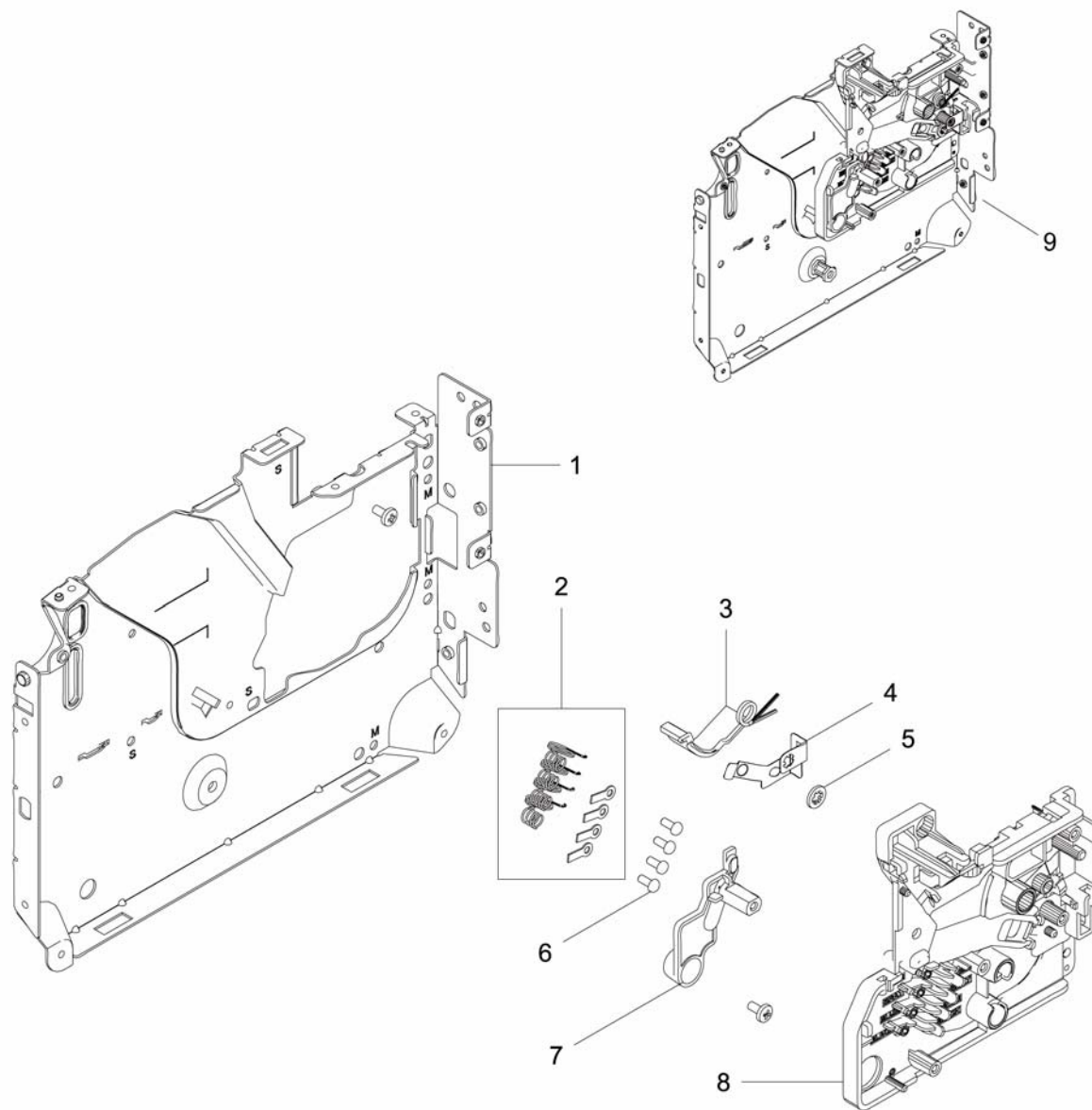
Item	Part	Description
1	–	Left Frame
2	–	Feed Drive Gear
3	–	RDCN OPC Gear
4	–	Drive Out Gear
5	–	Feed Gear
6	–	Drive In Gear
7	–	Fuser Drive Gear
8	–	RDCN Fuser Gear
9	–	RDCN A Gear
10	–	Drive Motor
11	–	Left Main Frame
12	–	Drive Mounting Plate
13	001N00548	Drive Gear Assembly

13 { 2 - 9, 12



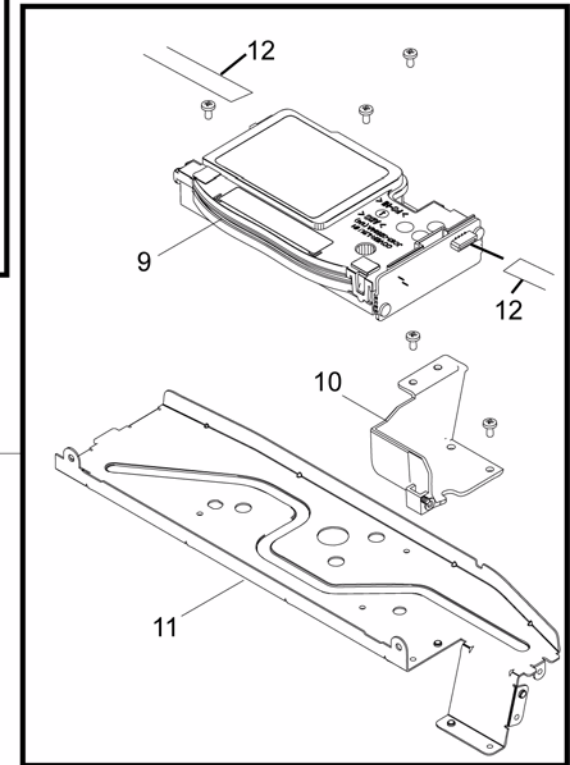
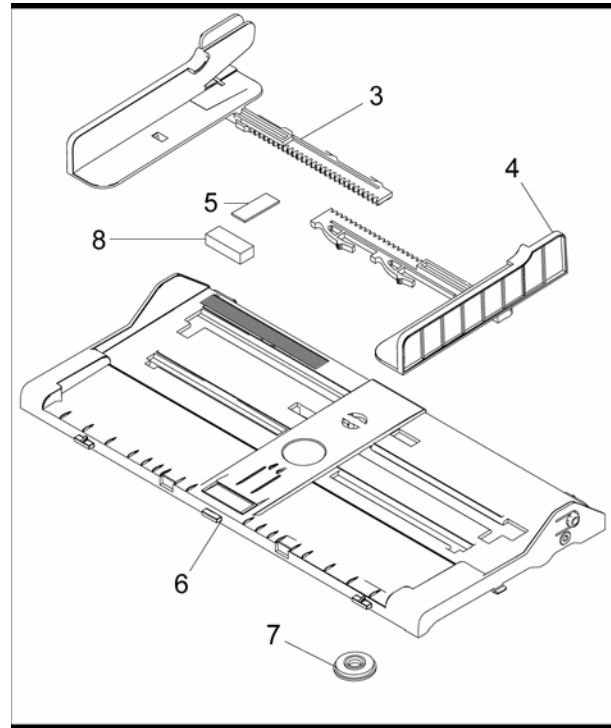
PL 5.5 Right Main Frame

Item	Part	Description
1	–	Right Frame
2	–	CRUM Contacts
3	–	Spring
4	–	Ground Clip
5	–	Washer
6	–	Screw
7	–	CRUM Cover
8	–	Print Cartridge Guide
9	–	Main Right Frame Assembly



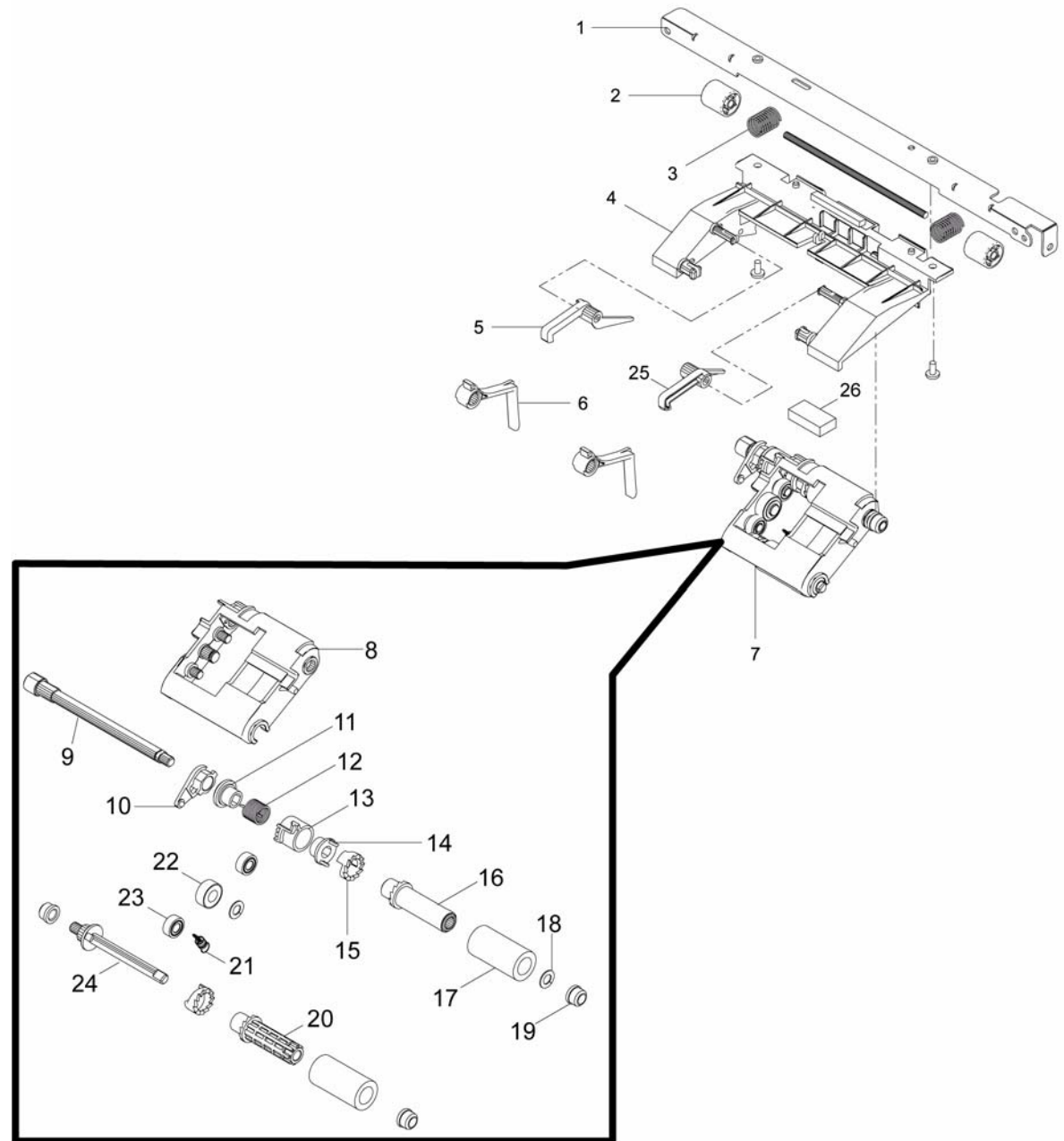
PL 5.6 Paper Tray and LSU Frame

Item	Part	Description
1	001N00549	Paper Tray
2	-	LSU Frame
3	-	Right Guide
4	-	Left Guide
5	-	Rubber Friction Pad
6	-	Bottom Plate
7	-	Pinion Gear
8	-	Sponge Damper
9	062N00293	LSU
10	-	Motor Cover
11	-	LSU Frame
12	117N01971	LSU Flat Cable



PL 5.7 Paper Feed Assembly

Item	Part	Description
1	—	Paper Feed Holder
2	—	Feed Roller
3	—	Spring
4	—	Guide Plate
5	—	Left Latch
6	—	Paper Stop
7	130N01757	Feed Rolls Assembly
8	—	Feed Rolls Housing
9	—	Feed Rolls Shaft
10	—	Shaft Holder
11	—	Bushing
12	—	Spring
13	—	Collar
14	—	Joint Gear
15	—	Pickup Clutch
16	—	Bushing
17	—	Pickup Roller
18	—	Washer
19	—	Bushing
20	—	Sleeve
21	—	Spring
22	—	Pickup Gear
23	—	Feed Gear
24	—	Shaft Drive Roller
25	—	Right Latch
26	—	Sponge Damper



Part Number Index

Table 1 Part Number Index

Part Number	Part List
001N00547	PL 5.3
001N00548	PL 5.4
001N00549	PL 5.6
002N03163	PL 1.1
002N03163	PL 1.2
002N03164	PL 1.1
002N03168	PL 1.1
002N03168	PL 1.2
002N03169	PL 1.1
002N03173	PL 1.1
002N03173	PL 1.2
002N03174	PL 1.1
002N03176	PL 1.1
002N03176	PL 1.2
002N03177	PL 1.1
002N03180	PL 1.2
002N03180	PL 1.1
002N03181	PL 1.1
002N03185	PL 2.1
002N03186	PL 2.1
002N03188	PL 1.1
002N03189	PL 1.1
003N01117	PL 1.2
005N01172	PL 1.2
007N01801	PL 5.3
022N02794	PL 5.1
022N02798	PL 5.3
022N02799	PL 1.2
022N02800	PL 1.3
022N02801	PL 1.3
050N00680	PL 1.2
062N00293	PL 5.6
090N00183	PL 1.2
090N00184	PL 1.1
090N00185	PL 1.1
105N02302	PL 5.1
105N02303	PL 5.1
117N01971	PL 5.6
120N00546	PL 5.3

Table 1 Part Number Index

Part Number	Part List
120N00547	PL 5.3
121N01246	PL 5.3
126N00432	PL 5.2
126N00433	PL 5.2
127N07864	PL 1.3
130N01757	PL 5.7
130N01759	PL 5.3
140N63717	PL 1.2
140N63718	PL 1.1
140N63722	PL 3.2
140N63724	PL 3.1
140N63726	PL 1.2
140N63727	PL 1.2
140N63727	PL 1.1
140N63731	PL 3.2
140N63732	PL 3.1

6 General Procedures and information

General Procedures and Information

General Information	6-3
System Overview	6-3
Product Specifications.....	6-3
Product Overview	6-4
Product Specifications.....	6-7

General Procedures

GP 1 Diagnostics Entry and Exit	6-13
GP 2 Machine Reports	6-13
GP 3 Machine Counters	6-14
GP 4 Machine Firmware Version	6-15
GP 5 Altitude Adjustment	6-15
GP 6 Machine Settings	6-16
GP 7 Firmware Upgrade	6-17
GP 8 Usage of the Electrostatic Discharge (ESD) Field Service Kit	6-18
GP 9 DC 305 UI Button Test Sequence (3025NI).....	6-18
GP 10 Software ServiceTools	6-19

6c Diagnostics

Diagnostic Information	6-21
Entering Diagnostic Mode (Tech Mode).....	6-21
Data Setup	6-24
Machine Test.....	6-25
Report	6-26
EDC (Diagnostic) Mode	6-26

6d Glossary

Glossary of Terms	6-29
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General Information

The Xerox® WorkCentre® 3025BI and Xerox® WorkCentre® 3025NI multifunction printers use a single-pass laser design offering simplex speeds of up to 21 ppm and output resolution of up to 1200 x 1200 dpi.

The WorkCentre® 3025BI features copy, scan, USB device and Wi-Fi functions. In addition to all of the functions of the 3025BI, the WorkCentre 3025NI includes an automatic document feeder along with fax and network printing capability as standard components.

Refer to Xerox® WorkCentre® 3025BI/3025NI User Guide for detailed feature and configuration information.

System Overview

This section provides illustrations of the machine systems. Features and options vary by model.

- Paper Path - Figure 1 and Figure 2
- System Layout - Figure 3
- Print Process - Figure 4
- Sensor Locations - Figure 5
- Laser Scanner Unit (LSU) - Figure 6
- Drives - Figure 7
- Toner System - Figure 8

Product Specifications

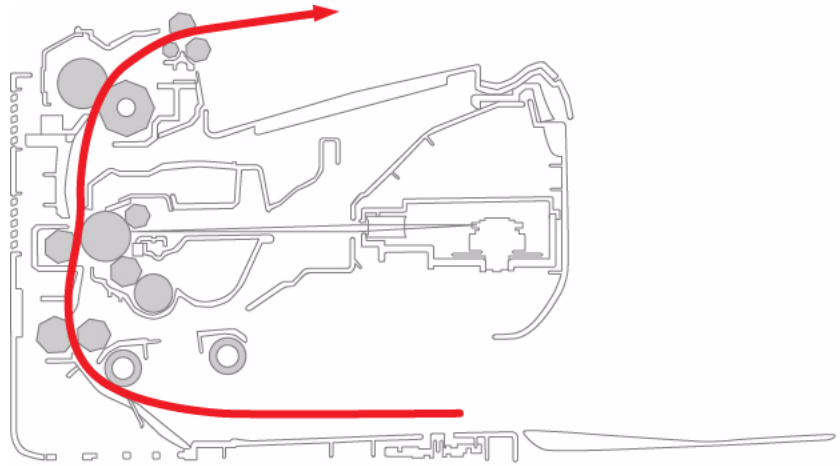
This section details product specifications in the following tables:

1. Product Overview
2. General Print Engine Specifications
3. Copy Function Specifications
4. Scan Function Specifications
5. Fax Function Specifications
6. Controller and Software
7. Paper Handling
8. Consumables
9. HFSI's
10. Reliability and Service
11. Environment

Product Overview

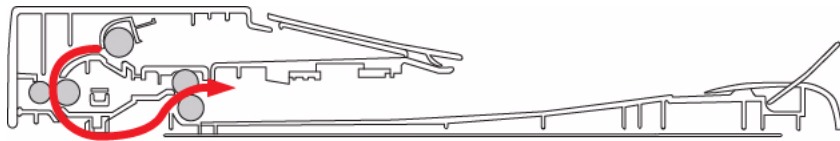
Paper Path

The following diagrams display the path that the paper follows during the printing process.



s3025-002

Figure 1 Paper Path

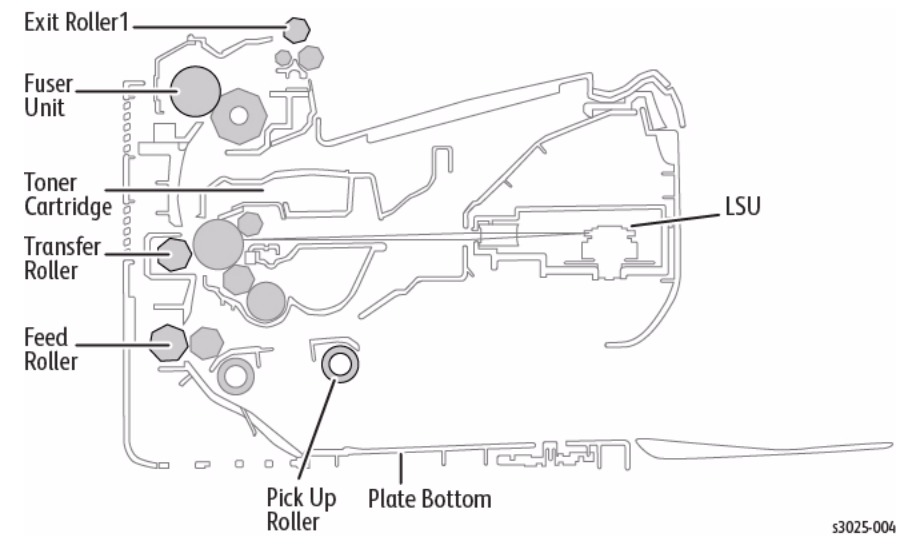


s3025-001

Figure 2 Automatic Document Feeder (ADF) 3025NI Model

System Layout

The figures below illustrates the mechanical parts of the printer.



s3025-004

Figure 3 System Layout

Print Process

Figure 4 presents a general layout of the fusing and printing components used in the print process.

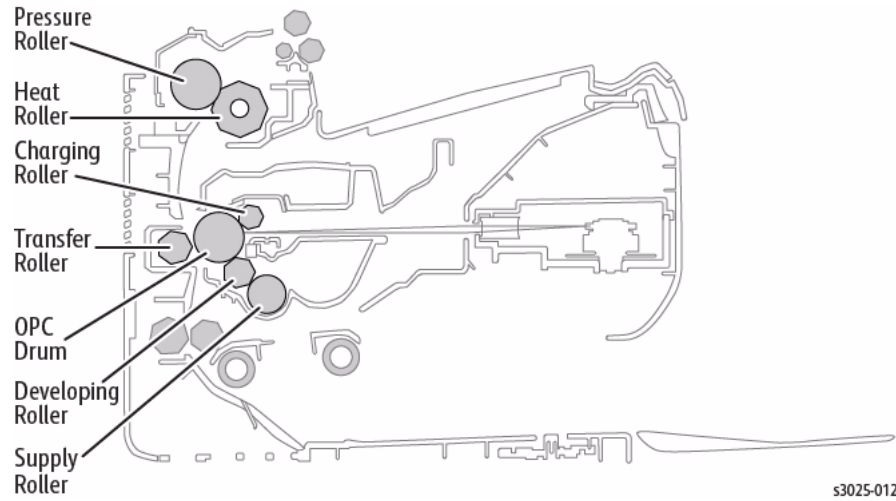


Figure 4 Print Process

Sensors

Figure 5 shows the areas of the printer where the sensors are located on the 3025NI model.

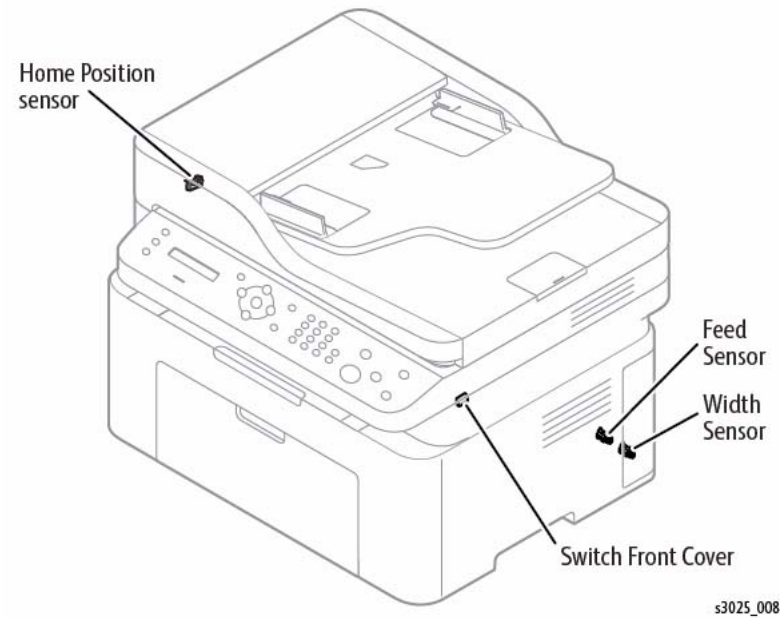


Figure 5 Sensor Locations

Laser Scanner Unit (LSU)

The Scanner Unit receives image data from the HVPS PWB and scans the surface of the photoreceptor drum (OPC) with a laser to create a latent image.

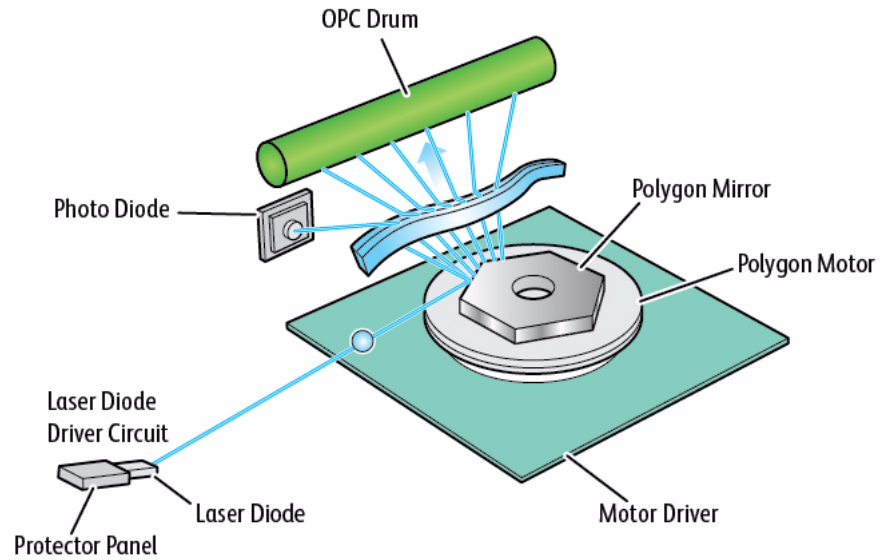


Figure 6 Laser Scanner Unit

s3025_006

Drives

The Drive System consists of the Main (BLDC) Motor, Registration and Pick-up Clutches along with various gears for the Drum Cartridge (OPC), Fuser, Pick-up, Registration, Feed and Exit Rollers.

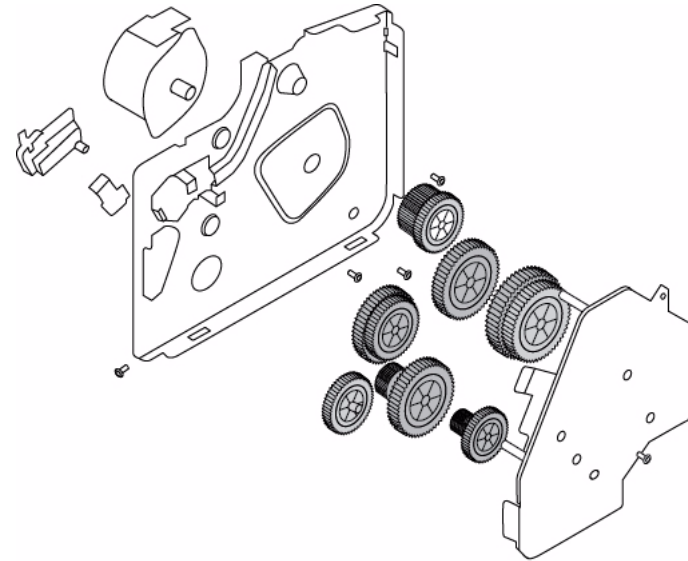


Figure 7 Drives

s3025_005

Toner System

The WorkCentre® 3025 printer uses an integrated toner system. The toner cartridge, photoreceptor and developer units are contained within the Print Cartridge.

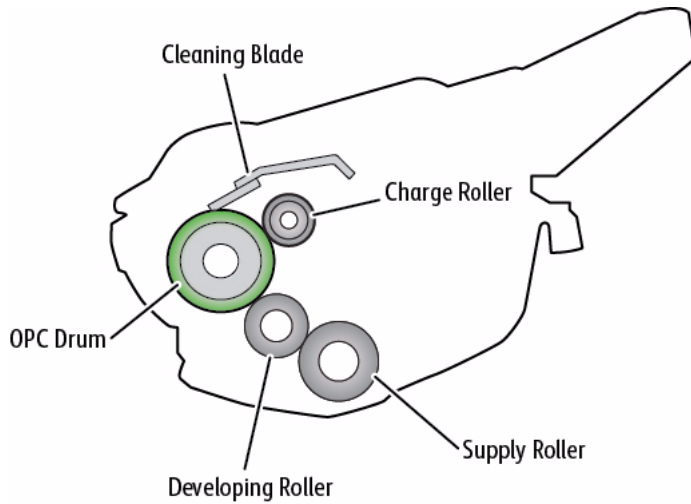


Figure 8 Integrated Toner System

s3025_007

Product Specifications

Table 1 Product Overview WorkCentre® 3025BI/NI

Feature	Specification
Speed	Up to 20 ppm (A4), 21 ppm (8.5 x 11 in.)
Print Resolution	600 x 600 dpi 1200 x 1200 dpi effective output
Processor	600 MHz
Printer Language Emulation	SPL
Memory	128MB
Interface	<ul style="list-style-type: none"> High speed USB 2.0 10/100 BaseTX network connector 802.11b/g/n wireless LAN (2070W/ 2070FW) Wireless models support NFC (Near Field Communication) printing
Print Cartridge - Initial	700 images
Print Cartridge - Standard/ High Yield	1,500 images

Table 2 General Print Engine Specifications

Item	Mode	WorkCentre 3025BI/NI
Engine Speed	Simplex	20 ppm (A4), 21 ppm (8.5 x 11 in.)
Warmup time	From Power Save Mode	Less than 14 seconds
First Copy Out Time (FCOT)	From Platen in Standby Mode	14 seconds
	From Platen in Power Save Mode	42 seconds
	From ADF in Standby Mode	15 seconds
	From ADF in Power Save Mode	42 seconds
Resolution		1200 x 1200 dpi

Table 3 Copy Function Specifications WorkCentre® 3025BI/NI

Item		Specification
Copy Speed	1 to 1 copying	20 ppm (A4) 21 ppm (8.5 x 11 in.)
FCOT (B&W)	From Standby	Less than 14 seconds (from Document Glass)
Copy Resolution	Text	<ul style="list-style-type: none"> From Document Feeder Scan: 300 x 300 dpi, Printing: 600 x 600 dpi From Document Glass Scan: 600 x 300 dpi, Printing: 600 x 600 dpi
	Text/Photo	<ul style="list-style-type: none"> From ADF Scan: 300 x 300 dpi, Printing: 600 x 600 dpi From Document Glass Scan: 600 x 300 dpi, Printing: 600 x 600 dpi
	Photo	<ul style="list-style-type: none"> From Document Feeder Scan: 600 x 300 dpi, Printing: 600 x 600 dpi From Document Glass Scan: 600 x 600 dpi, Printing: 600 x 600 dpi
Original Type	Factory Default	Text/ Photo
Max Original Size	Document Glass	A4
	Document Feeder (ADF)	Legal (8.5 x 14 in.)
Basic Copy	Multi Copy	1 to 99
	Automatic Paper Selection	No
	Manual Paper Selection	No
	Duplex Copy	No
	Darkness Control	11 levels
	Magnification	25% - 400%

Table 4 Scan Function Specifications WorkCentre® 3025BI/NI

Item		Specification
Scan Method		Color CIS cpm
Compatibility		TWAIN, WIA
Scan Speed	Lineart, Halftone (mono)	15 ipm on Document Glass, 15 ipm from ADF @ 300dpi
	Gray (mono)	23 ipm on Document Glass, 26 ipm from ADF @ 300dpi
	Color	<ul style="list-style-type: none"> 256 Color 300dpi: 65 ipm on Document Glass, 70 ipm from ADF True Color 300dpi: 70 ipm on Document Glass, 70 ipm from ADF

Table 4 Scan Function Specifications WorkCentre® 3025BI/NI

Item		Specification
Resolution	Optical	1200 x 1200 dpi
	Enhanced	4800 x 4800 dpi
Halftone		256 levels
Scan Size	Max. Document Width	216 mm (8.5 in.)
	Effective Scan Width	208 mm (8.2 in.)
	Max. Document Length	ADF: 356 mm (14 in.) Document Glass: 297 mm (11.7 in.)
	Effective Scan Length	ADF: 348 mm (13.7 in.) Document Glass: 289 mm (11.4 in.)
Scan Depth	Color	Internal: 16 bit x 3, External: 8 bit x 3
	Mono	1 bit for Lineart and Halftone 8 Bits for Gray scale
ADF (3025NI)	Capacity	40 sheets @ 80gsm
	Document size	Width : 142 to 216 mm (8.5 in.) Length : 148 to 356 mm (14 in.)

Table 5 Fax Function Specifications (WorkCentre® 3025NI only)

Item		Specification
Compatibility		ITU-T G3, ECM
Communication System		Standard public telephone analog switched or equivalent. PSTN/ PABX
Modem Speed		33.6 Kbps
Transmission Speed (Tx speed)		Approx. 3 sec (Mono/ Standard/ ECM-MMR/ ITU-T G3 No.1 chart)
Compression		MH/ MR/ MMR/ JBIG/ JPEG (Tx only)
Color Fax		Yes (Tx only)
ECM		Yes
Resolution (mono)	Standard	203 x 98 dpi
	Fine	203 x 196 dpi
	S. Fine	300 x 300 dpi
Telephone Features	Handset	No
	On Hook Dial	Yes
	Search	Yes (Phone Book)
	Speed Dial	200 locations
	Group Dial	100 Groups
	TAD I/F	Yes
	Tone/Pulse	Yes (Selectable in Tech Mode)
	Pause	Yes
	Auto Redial	Yes
	Last Number Redial	Yes
	Caller ID	No
	External Phone Interface	Yes

Table 6 Controller and Software WorkCentre® 3025BI/NI

Item		Specification
Processor		600 MHz (A1500 CPU)
Memory	Standard	128 MB
	Maximum	N/A
Printer Languages		SPL
Fonts		Windows
Print Driver	Default Driver	SPL
	Install	SPL
	Supporting OS	Windows® XP (32/64bits) Windows® Vista (32/64bits) Windows® 2003 Server (32/64bits) Windows® 2008 Server (32/64bits) Windows® 7 (32/64bits) Windows® 2008 Server R2 (64bits) Windows® 8 (32/64bits)
		Linux Red Hat Enterprise Linux 5, 6 Fedora 11-19 OpenSuSE 11.0, 11.1, 11.2, 11.3, 11.4, 12.1, 12.2, 12.3 Ubuntu 10.04, 10.10, 11.04, 11.10, 12.04, 12.10, 13.04 SuSE Linux Enterprise Desktop 10, 11 Debian 5.0, 6.0, 7.0, 7.1 Mint 13, 14, 15 Mac OS X 10.5 through 10.9
	WHQL	Windows® Vista(32/64bit) Windows® 8 (32/64bit) Windows® 7 (32/64bit)
Compatibility	Windows® 2000/ XP (32/64bit) Windows® Vista(32/64bit) Windows® 2003 Server (32/64bit) Windows® 2008 Server (32/64bit) Windows® 7 (32/64bit) Windows® 2008 Server R2 (64bit) Windows® 8 (32/64bit)	

Table 6 Controller and Software WorkCentre® 3025BI/NI

Item	Specification	
Scan Driver	TWAIN	Yes
	WIA	Yes
	ICDM	Yes
	Supporting OS	Windows® 2000/ XP (32/64bits) Windows® Vista (32/64bits) Windows® 2003 Server (32/64bits) Windows® 2008 Server (32/64bits) Windows® 7 (32/64bits) Windows® 2008 Server R2 (64bits) Windows® 8 (32/64bits) Linux Red Hat Enterprise Linux 5, 6 Fedora 11, 12, 13, 14, 15, 16, 17, 18 OpenSuSE 11.0, 11.1, 11.2, 11.3, 11.4, 12.1, 12.2, 12.3 Ubuntu 10.04, 10.10, 11.04, 11.10, 12.04, 12.10 SuSE Linux Enterprise Desktop 10, 11 Debian 5.0, 6.0 Mint 13, 14 Mac OS X 10.5 through 10.8
Wired Network (3025NI)	Protocol	TCP/IP v4/ IPv6, HTTP, SNMP v1/ v2c/ v3, DNS/WINS, DDNS, DHCP, BOOTP, AutoIP, Standard TCP/IP printing, LPR, IPP, UPnP (SSDP), Bonjour, WSD, SLP, SetIP
	Supporting OS	Windows® 2000/ XP (32/64bits) Windows® Vista (32/64bits) Windows® 2003 Server (32/64bits) Windows® 2008 Server (32/64bits) Windows® 7 (32/64bits) Windows® 2008 Server R2 (64bits) Windows® 8 (32/64bits) Linux Red Hat® Enterprise Linux WS 5,6 (32/64 bit) Fedora 11-19 (32/64 bit) SuSE Linux 10, 11 (32 bit) OpenSuSE 11.0, 11.1, 11.2, 11.3, 11.4, 21.1, 12.2, 12.3 (32/64 bit) Mint 13, 14, 15 Ubuntu 10.04, 10.10, 11.04, 11.10, 12.04, 12.10, 13.04 (32/64 bit) SuSE Linux Enterprise Desktop 10, 11 (32/64 bit) Debian 5.0, 6.0, 7.0, 7.1 (32/64 bit) Mac OS X 10.5 through 10.8

Table 6 Controller and Software WorkCentre® 3025BI/NI

Item	Specification	
Wireless Network	Protocol	802.11 b/g/n Wireless LAN
	Supporting OS	Same as wired network
Application	Easy Printer Manager	Windows and Macintosh
	Smart Panel	Linux
	Network Management	CentreWare Internet Services
Interface	Parallel	N/A
	USB	High speed USB 2.0

Table 7 Paper Handling

Item		Specification
Standard Capacity		Multi-Purpose Tray 150 sheets @ 80gsm
Max. Capacity		150 sheets @ 80gsm
Printing	Minimum size	8.5 x 14.02 in. (216 x 356 mm)
	Maximum size	3.0 x 7.2 in. (76 x 183 mm)
Standard Paper Tray		N/A
Multi-purpose Tray (Bin type)	Capacity	<ul style="list-style-type: none"> • Plain paper: 150 sheets @ 80 gsm • Envelope: 1 sheet @ 80 gsm
	Media sizes	A4, A5, 8.5 x 11 in.(letter), 8.5 x 14 in. (legal), Executive, Folio, Oficio, B5 ISO, B5 JIS, Envelope (No 10, Monarch, DL, C5), Custom
	Media type	Plain, Heavy-weight, Light-weight, Cotton, Recycled, Archive, Colored, Pre-printed, Label, Bond, Cardstock, Envelopes
	Media weight	16 to 43 lb (60 to 163 gsm)
	Sensing	N/A
Optional Cassette Tray		N/A
Output Stacking	Capacity	Face down: 100 sheets @ 80 gsm
	Output Full Sensing	N/A
Duplex	Supporting	N/A
Printable Area	Non-Printable Area	3 mm (0.12 in.) from edge (top, bottom, left, right)

Table 8 Consumables

Item	Specification	Approx yield (See note)
Print Cartridge	MLT-D111S	1500 images (Ships with 700 page Starter Print Cartridge)

NOTE:

Declared yield value in accordance with ISO/IEC 19752.

Depending on the options and job mode used, the Print Cartridge's lifespan may differ.

When replacing the Print Cartridge, check model number and consumables code. Refer to the WorkCentre® 3025 User Guide for information regarding ordering consumables.

Table 9 HSFI's

Item	Specification	Approx. yield
Fuser Unit	JC91-01077A (220V) JC91-01076A (110V)	30,000 pages
Transfer Roll	JC66-02709A	30,000 pages
Pick-Up Roll Assy	JC66-00525A	30,000 pages
Friction Pad	JC66-00522A	30,000 pages

Table 10 Reliability and Service

Item	Specification
Printing Volume (SET AMPV)	75 pages/ month
MPBF	20,000 pages
MTTR	30 minutes
SET Life Cycle	30,000 pages or 5 years (whichever comes first)

Table 11 Environment

Item	Specification	
Dimension (W x D x H)	SET 13.7 x 13.3 x 7.7 in. 348 x 338 x 197 mm	
Weight	Machine (with Print cartridge) • 3025BI: 14.66.lbs. (6.65 Kg) • 3025NI: 17.64 lbs. (8.0 Kg)	
Operating Environment	Temperature	50° - 90°F (10°C to 32°C)
	Humidity	20% - 80% RH

Table 11 Environment

Item	Specification	
Acoustic Noise Level* (Sound Power/Pressure)	Ready mode	Less than 26 dB
	Print mode	Less than 50 dB
	Copy mode	• Document Glass: Less than 52 dB • Document Feeder: Less than 51 dB
	Scan mode	• Document Glass: Less than 52 dB • Document Glass: Less than 53 dB
Power Rating**	110 Volt models	110-127 VAC
	220 Volt models	220-240 VAC
Power Consumption	Avg. Operating Mode	Less than 230 W
	Ready Mode	Less than 35 W
	Power Save Mode	Less than 1.0 W
	Power Off mode	Less than 0.45 W (0.1 w***)

NOTE:

* Sound Pressure Level, ISO 7779. Configuration tested: basic machine installation, A4 paper, simplex printing.

** See the rating label on the machine for the correct voltage, frequency (Hz) and type of current.

*** If equipped with a power switch.

GP 1 Diagnostics Entry and Exit

Purpose

This procedure describes the following items:

- How to enter Diagnostics
- The Diagnostic screen
- How to exit Diagnostics

Procedure

Enter Diagnostics from the 3025NI model:

1. Make sure the machine is in Ready mode.
2. Enter the Diagnostic (Tech) Mode from the Control Panel. Press the following buttons in quick succession: **<Menu>#>1934>OK>**.
3. In the Diagnostic Mode, use the navigation buttons to scroll to the desired sub-menu.
4. Press the **<OK>** button to confirm menu selections.

To enter Diagnostics from the 3025BI model:

1. Make sure the machine is in Ready mode.
2. Enter the Diagnostic (Tech) Mode from the Control Panel. Press the following buttons in quick succession: **<Menu>Back>Up arrow>Down arrow>OK>Stop**.
 - Press the **[Menu]** button to access Diagnostics.
3. In the Diagnostic Mode, use the navigation buttons to scroll to the desired sub-menu.
4. Press the **<OK>** button to confirm selections.

To exit Diagnostics:

1. From the Diagnostics menu, use up and down arrows to scroll to **<Exit Diagnostics>**.
2. Press the **<OK>** button.

Refer to Section 6, Diagnostics for a listing of available functions within Diagnostic Mode.

GP 2 Machine Reports

Purpose

This procedure is used to access and print machine reports. The information within the reports may be useful for troubleshooting problems.

Procedure

To access machine status and reports, follow the steps below:

From the Control Panel:

1. Press the **<Info>** Button, then select: **[Information Pages>Reports]** to print the following reports.

3025BI:

- Configuration
- Demo Page
- Network Configuration
- Supplies Information
- Usage Counter

3025NI:

- Configuration
- Demo Page
- Network Configuration
- Supplies Info
- Usage Counter
- Fax Received
- Fax Sent
- (Fax) Scheduled Jobs
- Fax Confirm
- Junk Fax
- Address Book

From a networked PC:

1. Open Easy Printer Manager.
2. Select the **[Settings]** tab then select the **[CentreWare Internet Services]** button.
3. Login to CWIS: username (admin) password (1111)

NOTE: It may be necessary to obtain the username and password from the customer if they have been changed.

4. Select the **[Status]** tab then, **[Current Settings, Print Information]** to access:
 - Machine Information
 - Security Information
 - Print Information and Reports:
 - Configuration
 - Network Configuration
 - Supplies Info
 - Usage Counters

Refer to the following sections of the WorkCentre® 3025BI/NI User Guide for:

- Information on machine reporting and configuration using the Control Panel and CentreWare Internet Services (CWIS) including:
- Section 6 Maintenance: Checking the Status of Consumables.
- Section 7 Troubleshooting, Machine Status Indicators, for:
 - LED color and status descriptions
 - Printing machine reports

GP 3 Machine Counters

Purpose

Use this procedure to access the Machine Counters.

NOTE: *If frequent paper jams or printing problems are occurring, check the number of pages the machine has printed or scanned. Replace worn parts as needed.*

Procedure

From the Control Panel:

1. Press the **<Information>** button
 2. Use the up/down arrows to scroll to **<Info Pages>**, then press the **<OK>** button.
 3. Scroll to **<Usage Counter>** then press the **<OK>** button to print a Usage Counter report.
- or
1. Enter Diagnostics Mode, select **<Diagnostics>** then press the **<OK>** button
 2. Use the up/down arrows to select **<Report>**, then press **<OK>**.
 3. Use the up/down arrows to select **<Usage Counter>**, then press **<OK>**, then **<OK>** again to print a Usage Counter report.

GP 4 Machine Firmware Version

Purpose

Use this procedure to check the firmware version of the machine.

Procedure

From the Control Panel:

1. Press the <Information> button.
2. Use the up/down arrows to scroll to **Info Pages**, then press the <OK> button.
3. Use the up/down arrows to scroll to **Configuration** then press the <OK> button to print a configuration report.

or:

1. From Diagnostics Mode:
2. Use the up/down arrows to select <Report> then press <OK>.
3. Use the up/down arrows to select <Configuration> then press <OK>, then <OK> again to print a configuration report.

The firmware version is listed under Device Setup/ System.

GP 5 Altitude Adjustment

Purpose

Print quality is affected by atmospheric pressure, which is determined by the height of the machine above sea level.

Requirements

- WiFi or Network connection

Procedure

1. Determine altitude of machine placement:

Table 1 Altitude Values

Altitude	Value
0 - 1000 M 0 - 3,280 ft.	Normal
1000 - 2000 M 3,280 - 6,561 ft.	High 1
2000 - 3000M 6,561 - 9,842 ft.	High 2
3000 - 4000 M 9,842 - 13,123 ft.	High 3
4000 - 5000 M 13,123 - 16,404 ft.	High 4

2. Press the <Information> button on the Control Panel to go to Machine Status.
3. Using the up/down arrows, navigate to: **[System Setup>Machine Setup>Altitude Adjustment]**. Press the <OK> button to confirm selections.
4. Select the correct altitude value for the placement of the machine. Table 1.
5. Press <OK>.

or:

1. Open Easy Printer Manager. Select: **[Machine Settings, System Altitude Adjustment]**.
2. Select the correct altitude value for the placement of the machine. Table 1. Press <OK>.

GP 6 Machine Settings

Purpose

Use this procedure to configure machine settings from the Control Panel, Easy Print Manager, and CWIS.

Procedure

From the Control Panel

1. Press the **<Information>** button.
2. Use the up/down arrows to scroll to the following menu items:
 - Feature Default
 - Fax Setup
 - System Setup
 - Network

To change settings Using Easy Print Manager (EPM):

1. Connect to the WorkCentre® 3025 Printer with a USB cable.
2. Open Easy Print Manager from the PWS.
3. Select **[Advanced Mode]** then select **[Machine Settings]**.
4. Select from the following menu items to change the machine settings.
 - System
 - Earth Smart
 - Input Tray
 - Layout
 - Printer
 - Emulation
 - Copy
 - Fax
 - Scan
 - Network Settings

From CWIS:

1. Connect to the WorkCentre® 3025 Printer with a USB cable or wirelessly.
2. Open Easy Print Manager and select the **[CWIS]** icon.
3. Login in to CWIS. Username: (Admin) Password: (1111)

NOTE: It may be necessary to obtain the username and password from the customer if they have been changed.

4. Select **[Properties]** then select from the following menu items to change the machine settings:
 - Firmware
 - System
 - Printer
 - Copy
 - Fax
 - Scan
 - E-mail Notification
 - Network Settings
 - Security

GP 7 Firmware Upgrade

Purpose

Use this procedure to update the machine firmware using the USB port or via the network.

Requirements

- Wired or wireless connection to upgrade using the network.
- The usblast2.exe tool, located in the GSN website, installed on the PWS device. (Ref. GP X)
- Correct firmware file for update.
- Firmware Upgrade must be enabled in the machine settings on the printer.
- Complete or delete all jobs in the printer queue before initiating a firmware upgrade.

Procedure

Upgrading the Firmware using a USB Port:

1. Connect a USB cable from the PWS to the USB port on the printer.
2. Confirm that the printer is the Ready status.
3. To enable firmware upgrades on the device:
 - Drag the SWUPGRADE_ON.prn file and drop it onto usblast2.exe.
 - or
 - In Diagnostic Mode, select **[Data Setup>FW Upgrade>On]**. Press the <OK> button to confirm menu selections.
4. Drag and drop the firmware file onto usblast2.exe. The firmware update will start automatically.
5. The printer will reboot when upgrade is complete.

Upgrading the Firmware using the Network:

1. Open a web browser and enter the machine's IP address.
2. Select **[Enter]**. The CentreWare Internet Services window will open.
3. Select the **[Login]** link at the top of the screen.
4. Enter the Administrator username (admin) and password (1111). The Firmware Upgrade window will open.

NOTE: It may be necessary to obtain the username and password from the customer if they have been changed.

5. Click on the **[Properties]** tab.
6. In the **[Security link]**, select **[System Security]**.
7. Select the **[Feature Management]** link in the directory tree.
8. Select the **[Firmware Upgrade Enable]** box.
9. Click **[Apply]** to save the changes.
10. Select the **[Support]** tab.
11. In the **[Firmware Upgrade]** link, select the **[Upgrade Wizard]** button.
 - a. In the Firmware File area, select **[Browse]**.

- b. Locate and select the correct firmware upgrade .hd file.
 - c. Select **[Open]**.
12. Select **[Next]**. The firmware will now be verified and display information about the upgrade.
 13. Select **[Next]** to continue. The upgrade should take approximately 10 minutes.
 14. The machine will reboot automatically when the upgrade has completed.
 15. Print a Configuration Report and verify that the firmware has been successfully upgraded.

GP 8 Usage of the Electrostatic Discharge (ESD) Field Service Kit

Purpose

The purpose of the Electrostatic Discharge (ESD) Field Service Kit is to preserve the inherent reliability and quality of sensitive electronic components handled by the service representative. The kit should be used whenever handling the circuit boards or any other ESD sensitive components.

Procedure

1. Switch off the machine power and disconnect the machine power cords.
2. Assemble the kit:
 - a. Place the static dissipative work surface mat on a flat surface in close proximity to the machine or the component
 - b. Connect the snap end of the green grounding cord to the snap on the static dissipative work surface mat. Connect the male end (plug) to the frame.
 - c. Connect the small snap end of the blue cord to the top snap on the green grounding cord.
 - d. Connect the small snap end of the blue cord to the snap on the adjustable cloth wrist strap or the ESD wristwatch.
 - e. Install the adjustable wrist strap or ESD wristwatch securely on the wrist.
3. The circuit boards (PWBs) and ESD sensitive components can now be handled without causing any ESD related damage. Place all of the components removed from the machine onto the static dissipative work surface mat.
4. New replacement components, as well as defective components, should be handled during unpacking and repacking using the ESD Field Service Kit. During transfer from or to the packing material or container, the PWB should be placed on the static dissipative work surface mat.

GP 9 DC 305 UI Button Test Sequence (3025NI)

Purpose

Use this procedure to access and run the DC 305 UI Button Test

Procedure

1. Enter the Diagnostic (Tech) Mode from the Control Panel. Press the following buttons in quick succession: **<Menu>#>1934>OK>**.
2. In the Diagnostic Mode, use the navigation buttons to scroll to the Machine Test sub-menu.
3. Press any button to start the LDC test.
4. Press the OK button 2 times. A series of black boxes will be shown on the Control Panel display. [Figure 1].



First display

UI-Rows-8



Second display

UI-Rows-All

Figure 1 Control Panel Display

5. Press the OK button until **PRESS BELOW Copy Mode 00** is displayed on the Control Panel. Press the Copy Mode button to continue.
6. Test the display buttons by pressing them sequentially, as indicated on the Control Panel display.

NOTE: The <OK> button does not have an indicator light. It is depicted by a series of black boxes displayed when the Menu button is pressed. [Figure 2]. Press the OK button to test the button and return to the test sequence.



OK Button Indication

UI-Rows-All

Figure 2 OK Button Indication

7. Press the <Stop> button to end the test. All control panel lights are illuminated.
8. Continue pressing the <Stop> button until all control panel indicator lights are turned off and the machine is returned to Copy mode.

GP 10 Software ServiceTools

Purpose

Use this procedure access and download the software service tools.

Procedure

1. To access the software tools file go to:
 - GSN Library #7387
 - <https://www.xrsgsn.com/secure/main.pl?catid=13991>
 - Software_tools.zip
2. Download the Software_tools.zip file onto the PWS.
3. Open the zip folder and extract the tool files.
4. The WorkCentre® 3025 uses the following tools:
 - SWUPGRADE_ON.prn - to enable the machine to accept software downloads
 - usblist2.exe - to download software via USB connection.
 - USB_Serial_V1.02.exe - tool used to write the machine serial number to the Main PWB.

NOTE: There is a function in Diagnostics that allows for entry of the serial number using the keypad (3025NI). From Diagnostic Mode, (Ref. [GP 1]) select: **[Data Set Up>Set Serial Number]** then, using the keypad, enter the serial number. Press the <OK> button to confirm selections. **This function allows numeric entries only.** For serial numbers containing alpha characters (letters) use the serial number writing tool; *USB_Serial.V1.02.exe*.

Diagnostic Information

This section of the Service Documentation contains information about Diagnostic Procedures. This section also contains various other product-specific information that may be useful and/or needed for product servicing.

Entering Diagnostic Mode (Tech Mode)

To enter Diagnostic (Tech) Mode, use the steps listed below.

For Model 3025 NI:

1. From the Control Panel, press the **<Menu>** button.
2. Press the **<#>** button
3. On the keypad, enter **1934**
4. Press **<OK>**

For Model 3025 BI:

1. From the Control Panel, press the following buttons in quick succession: **<Menu > Back > Up Arrow > Down Arrow > OK >Stop**
2. Press the **<Menu>** button
3. Select **[Diagnostics]**

In Diagnostic Mode, use the navigation buttons to scroll to the following sub-menus. Press **<OK>** after selecting menu items.

- Data Setup
- Machine Test
- Report
- Exit Diagnostics

NOTE:

* Indicates features included in the 3025NI model only.

Table 1 Diagnostic Mode Menu - Data Setup

Level 1	Level 2	Level 3	Level 4	
Data Setup	*Send Level	9-15	12	
	*DTMF Level	(High) 0-15	(Low) 0-15	
	*Pause Time	1-9		
	*Dial Mode	Tone/Pulse		
	*Modem Speed		33.6	
			28.8	
			14.4	
			12.0	
			9.6	
			4.8	
	*Error Rate		10%	
			5%	
	Clear All Memory	Set options	Clearing Memory	
	Toner Low Level	1-30%		
	Clear Counts	Enter <1934>		ADF Scan
				Platen Scan
				Fuser
				Transfer Roller
				Pickup Roller
				ADF Roller
ADF Rubber Pad				
Engine Footer	Off/On			
*Dial Tone	Off/On			
*Caller ID	Off/On			
*Busy Tone	Off/On			
Wrap Jam Clear	No/Yes			
F/W Upgrade	Off/On			
**Set Serial No.	Enter machine serial number (Numeric characters only)			

NOTE:

** Indicates that there is a function in Diagnostics that allows for entry of the serial number using the keypad (3025NI). From Diagnostic Mode, (Ref. GP 1) select: [Data Set Up>Set Serial Number] then, using the keypad, enter the serial number. Press the <OK> button to confirm selections. **This function allows numeric entries only.** For serial numbers containing alpha characters (letters) use the serial number writing tool; USB_Serial.V1.02.exe.

Table 2 Diagnostic Mode Menu - Machine Test

Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
Machine Test	DC305 UI Test	Press any key to start	NOTE: Refer to GP 9 for test procedure		
	*Modem Test	Fsk ?	Press <Stop> button to cancel		
	DRAM Test	DRAM Test OK			
	ROM Test	Press <OK>			
	*Continuous DTMF	DTMF # Line1			
		DTMF *Line1			
	Shading Test	Shading & Print	Print? Yes/No		
	Scan Aging (Internal Eng. test)	P.1...P.2, etc.	Press <Stop> button to cancel		
	EDC Mode	DC330 Component Control	100 Motor	Feed Motor	Status: Off/On
				Feed Motor Slow	Status: Off/On
			101 Clutch	Tray 1 Pickup	Status: Off/On
				102 Sensor	Feed Sens
			Width Sens		Status: Low
			105 Charger	K MHV Bias	Status: Off/On
106 Development			K Dev Bias	Status: Off/On	
			K Dev AC	Status: Off/On	
107 Transfer			K THV Bias	Status: Off/On	
			K THV - Bias	Status: Off/On	
109 Fuser	Temp A	Status: [0]			
110 LSU	LSU Mot1 Run	Status: Off/On			
	LD Power4	Status: Off/On			
	LSU HSync4	Status: Low			

Table 3 Diagnostic Mode Menu - Report

Level 1	Level 2	Level 3
Report	Protocol Dump (3025NI only)	Yes
	Supplies Info	Yes
	Configuration	Yes
	Error Info	Yes
	Usage Counter	Yes
	Component Check	Yes
	Fax Options (3025NI only)	Yes
	Service Support	Yes

Data Setup

The following items can be modified:

- **Send Level**
The level of the transmission signal (Tx). The Tx signal can be set to a value between 9dBm and 15 dBm. Normally, the Tx level should be less than 12 dBm.
- **DTMF Level**
The value of the High level tone and the Low level tone in DTMF mode. (Not dial mode). Both High and Low can be set to a value between 0 and 15.
- **Pause Time**
The delay time when receiving the pause input at auto dial. The pause time can be set to a value between 1 and 9 seconds.
- **Dial Mode**
The type of dial method, either Tone or Pulse. The default setting is Tone.
- **Modem Speed**
The modem speed is automatically set to a slower speed when communicating with a slower speed modem, as communication is done on the standard of the side where modem speed is low for transmission/reception. Available settings are 33.6 Kbps, 28.8 Kbps, 14.4 Kbps, 12.0 Kbps, 9.6 Kbps, and 4.8 Kbps. It is recommended to maintain the default setting of 33.6 Kbps.
- **Error Rate**
When the error rate is about exceed the set value, the Baud rate automatically adjusts to 2400 bps. This ensures that the error rate remains below the set value. The error rate can be set to 5% or 10%.
- **Clear All Memory**
To reset the system to factory default settings when the product is functioning abnormally. All system settings are returned to the default values, including all customer settings.
***NOTE:** Clear All Memory must be performed after replacing the Main PWB. Failure to do so could negatively effect machine performance.*
- **Toner Low Level**
This is used to set up when the customer is notified to replace the Toner Cartridge. The time can be set from 1 to 30%.
- **Clear Counts**
Use this function to reset the copy counters for the following operations or components:
 - Platen Scan
 - Document Feeder Scan
 - Fuser
 - Transfer Roll
 - Pickup Roll
 - Retard Roller
 - Forward Roller
 - Feed Roller
 - ADF Rubber Pad

***NOTE:** A passcode is required to reset these counters.*

- **Engine Footer**

This function is used to display the print engine status on the bottom of a printed page. It is set to either On or Off.

- **Dial Tone**

On or Off.

- **Caller ID**

On or Off.

- **Busy Tone**

On or Off.

- **Wrap Jam Clear**

This function is used to cancel the Wrap Jam fault.

Yes or No.

- **F/W Upgrade**

This function is used to upgrade the printer firmware via USB port by using the "usblist2.exe" tool, or by using a network connection with a web browser. Refer to General Procedures, GP 7 for detailed instructions on how to update firmware.

- **Set Serial Number**

The Machine Serial Number must be re-entered manually after installing a new Main PWB. Refer to REP 1.7.

Machine Test

The following machine tests are available:

- **Switch Test**

The Switch Test is used to test the Control Panel buttons. When a functioning button is pressed, the LCD will indicate that it is functioning. Refer to GP 9.

- **Modem Test**

The Modem Test transmits signals from the MODEM to a telephone. If no transmission sound is heard, the modem segment of the Main PWB has malfunctioned.

- **DRAM Test**

Use this feature to test the system DRAM. The test result will be shown on the LCD display.

- **ROM Test**

Use this feature to test the system ROM. The test result will be shown on the LCD display.

- **Continuous DTMF Test**

Dual Tone Multi-Frequency Signal (DTMF) tests the line for the volume of the dialing and dial tone for machines equipped with a fax option.

- **Shading Test**

The Shading Test is performed to assess and optimize image quality by checking the Contact Image Sensor.

- **Scan Aging**

An internal Engineering tool that tests the reliability of the Scanner Motor. (Not a field diagnostic function.)

Report

The following printed reports can be generated by the machine:

- **Protocol**
The Protocol report is used to check for send and receive errors. It shows the sequence of the CCITT group 3 T.30 protocol during the most recent sending or receiving operation.
- **Supplies Info**
The Supplies Information report shows Toner Cartridge information such as toner remaining, toner capacity, and toner product date.
- **Configuration**
The Configuration report shows the status of user-selectable options, and should be printed to confirm changes made to machine settings.
- **Error Info**
The Error Info report shows a list of all machine errors since the last service call.
- **Usage Page**
The Usage Page report shows the number of duplex and simplex prints since the last service call.
- **Component Check**
The Component Check report shows the results of component testing while in Diagnostic Mode.

EDC (Diagnostic) Mode

The following diagnostic routines can be accessed in EDC Mode:

- **NVM Initialize**
The NVM Initialize routine provides the capability to initialize (set to default) machine control parameters stored in Non-Volatile Memory (NVM). Refer to Table 1.
- **NVM Read/Write**
The NVM Read/Write routine provides the capability to review and modify machine control parameters stored in Non-Volatile Memory (NVM). Refer to Table 1.
- **DC330 Test Routines**
This routine provides the capability to verify component functionality by monitoring input signals and controlling output states. Refer to Table 2.

Table 1 NVM Codes and values

NVM Code	LCD	Definition	Default	Min	Max
105	MHV Bias	Charger HV Black DC Duty	210	50	250
106	Deve Bias	Deve DC Black	190	50	250
107	ATTR Bias	Transfer2 HV	130	50	250
109	Fuser Heat	Standby target temperature	10	0	15
110	LSU	LSU Power at Normal Speed	450	50	600

Table 2 Input/Output Components

Diagnostic Code	Displayed name	Definition	Input/Output	State Displayed
100-Motor	Feed Motor	Feed Motor is On/Off	Output	On [Off]
	Feed Motor Slow	Detect if Feed Motor runs at normal speed	Input	High [Low]
101-Clutch	Tray1 Pick-Up	Engages drive to pick up a paper from tray1	Output	On [Off]
102 Sensor	Feed Sens	Detects when a paper is at Feed sensor.	Input	High [Low]
	Width Sensor			
105 Charger	K MHV Bias	Black MHV bias voltage on at normal drive level	Output	On [Off]
106 Development	K Dev Bias	Black Dev bias voltage on at normal drive level	Output	On [Off]
107 Transfer	K THV Bias	Black THV bias voltage on at normal drive level	Input	On [Off]
	K THV(-) Bias	Black THV bias voltage on at normal drive level	Input	On [Off]
109 Fuser	Fuser Temp A	Detects what the temperature A is on fuser.	Input	Numeric 3 digits

Table 2 Input/Output Components

Diagnostic Code	Displayed name	Definition	Input/Output	State Displayed
110 LSU	LSU Motor1 Rdy	Detects if LSU motor1 runs at normal speed	Input	High [Low]
	LSU Motor1 Run	LSU Motor1 On/Off	Output	On [Off]
	LSU LD Power4	LSU LD4 Power On/Off (black)	Output	On [Off]
	LSU HSync4	LSU Horizontal Sync	Input	[Low]

Glossary of Terms

NOTE: For a comprehensive list of Xerox acronyms, refer to the Xerox Acronym database at: <https://open.xerox.com/Services/acronym>

Table 1 Glossary

Term/Acronym	Definition
802.11	802.11 is a set of standards for wireless local area network (WLAN) communications, developed by the IEEE LAN/MAN Standards Committee (IEEE 802).
802.11b/g/n	802.11b/g/n refers to specifications within the 802.11 family. 802.11b is also referred to as High-Rate or Wi-Fi, 802.11g is used for transmission over short distances and 802.11n adds multiple-input multiple-output.
Access point	A device that connects wireless communication devices on wireless local area networks (WLAN). Also acts as a central transmitter and receiver of WLAN radio signals.
ADF	Automatic Document Feeder. Scanning device that automatically feeds a document or stack of documents.
BOOTP	Bootstrap Protocol. Used by a network client to obtain an IP address from a configuration server. During computer startup, a BOOTP configuration server assigns an IP address to each client from a pool of addresses.
Control Panel	Area where control or monitoring instruments are displayed, typically located in the front area of the machine.
Default	The value or setting that is in effect when the printer/copier is first installed, reset, or initialized.
DHCP	The Dynamic Host Configuration Protocol. A standardized networking protocol used by servers on an IP computer network to allocate assigned IP addresses to a computer requesting an IP address.
DNS	Domain Name Server. The Domain Name Server translates alphabetic domain names into a corresponding IP address.
DPI	Dots Per Inch. The measure of the resolution of an image displayed on a screen or on a printed page, in dots or pixels.
Duplex	In printing, the capability to automatically turn over a sheet of paper so that the machine can print both sides of the sheet during one print cycle.
Duty Cycle	The proportion of time during which a device is active. (E.g., if the duty cycle for a printing device is 48,000 pages per month for 20 working days, the output that device can reliably produce is 2,400 pages a day.)
ECM	Error Correction Mode. A transmission mode built into fax machines or fax modems to automatically detect and correct errors in the transmission process.
Emulation	Hardware and/or software that emulates the functions of one computer system (the guest) in another computer system (the host).
Fuser	The Fuser subsystem permanently affixes toner onto print media by applying heat and pressure.

Table 1 Glossary

Term/Acronym	Definition
Gateway	A node (a router) on a TCP/IP network that serves as an access point to another network.
Grayscale	Varying shades of gray pixels ranging from black to white that represent different tones of an image.
Halftone	The reprographic technique that simulates continuous tone imagery through the use of dots, varying in either size, shape or spacing.
IP address	Internet Protocol Address. A unique number that devices use to identify and communicate with each other over a network utilizing the IP standard.
IPP	The Internet Printing Protocol. A standard protocol that can be used locally or over the internet to create and manage print jobs, and to support access control, authentication, and encryption.
IPX/SPX	Internet Packet Exchange/Sequenced Packet Exchange. A networking protocol to provide connection services similar to TCP/IP, with the IPX protocol having similarities to IP, and SPX having similarities to TCP.
ISO	International Standardization Organization. An international standard-setting body that develops and promotes world-wide industrial and commercial standards.
ITU-T	International Telecommunication Union (Telecommunications sector). Established to standardize and regulate international radio and telecommunications.
ITU-T standard Chart number 1	Standardized test chart published by ITU-T for document facsimile transmissions.
JBIG	Joint Bi-level Image Experts Group (JBIG), is lossless (no loss of accuracy or quality) bi-level image compression standard. It's widely implemented in fax machines, but can also be used for other images.
JPEG	Joint Photographic Experts Group. A commonly used standard method of lossy (compressing data by losing some of it) compression for photographic images.
LED	A Light-Emitting Diode. A semiconductor device used to display machine status.
MFP	Multi Function Printer. A machine that includes multiple functions in one device such as; printing, copying, faxing, and scanning functions.
MH	Modified Huffman. A compression method for decreasing the amount of data that needs to be transmitted between fax machines to transfer the image.
MMR	Modified Modified READ. A compression method recommended by ITU-T T.6.
Modem	Modulator-Demodulator. A device that modulates an analog carrier signal to encode digital information, and demodulates a carrier signal to decode the transmitted information.
MR	Modified Read. A compression method that encodes the first scanned line (using MH), then compares the next line to the first, determines the differences, then encodes and transmits those differences.

Table 1 Glossary

Term/Acronym	Definition
NFC Printing	Near Field Communication Printing. Allows printing and scanning directly from NFC enabled cell phones. (Does not require print driver installation or connection to an access point.)
OPC	Organic Photo Conductor. A mechanism that creates a virtual image for print using a laser beam emitted from a laser printer. Also referred to as Photoreceptor Drum.
Originals	The original is the first example of a document, photograph, chart, or any combination of these, used to produce others.
PABX	Private Automatic Branch Exchange. An automatic telephone switching system within a private enterprise.
PCL	Printer Command Language. A page description language developed to provide an efficient way to control printer features across various printing devices.
PostScript (PS)	A page description and programming language used primarily in the electronic and desktop publishing areas to generate high-resolution images.
Printer Driver	A program used to send commands and transfer data from the computer to the printer.
Print Media	Material such as paper, envelopes, labels, and transparencies which can be used in printers, scanners, fax machines, or copiers.
PPM	Prints Per Minute. Used to measure printer speed. The number of copies or prints produced in one minute.
Protocol	A convention or standard that controls or enables the connection, communication, and data transfer between two computing endpoints.
PSTN	Public Switched Telephone Network. The aggregate of the world's circuit-switched telephone networks providing infrastructure and services for public telecommunication.
Resolution	The sharpness of an image, measured in Dots Per Inch (DPI).
TCP/IP	Transmission Control Protocol (TCP) / Internet Protocol (IP). The suite of protocols for communication between computers, used as a standard for transmitting data over networks.
TIFF	Tagged Image File Format (TIFF) is a bit mapped image format used for storing raster graphics images, typically from scanners. TIFF images make use of tags, keywords defining the characteristics of the image that is included in the file.
Toner Cartridge	A bottle or container used in a xerographic copier/printer that contains the powder used to form the text and images on the printed paper.
TWAIN	An applications programming interface and communications protocol that regulates communications between software and digital imaging devices.
URL	Uniform Resource Locator. The global address of documents and resources on the Internet. The first part of the address indicates what protocol to use, the second part specifies the IP address or the domain name where the resource is located.

Table 1 Glossary

Term/Acronym	Definition
USB	Universal Serial Bus. A hardware interface that connects computers and peripherals. The USB is designed to concurrently connect a single computer USB port to multiple peripherals.
WEP	Wired Equivalent Privacy. A protocol for wireless local area networks that provides security by encrypting data over radio waves so that it is protected as it is transmitted from one end point to another.
WIA	Windows Imaging Architecture. A still image acquisition platform that allows different imaging/graphics applications to interact with different scanners without requiring customized applications or drivers for each combination.
Wi-Fi	A technology that uses radio waves to provide high-speed internet and network connections.
WPS	The Wi-Fi Protected Setup. A standard for establishing a wireless home network, allowing easy wireless network connection without a computer.

Xerox® WorkCentre® 3025
BLOCK SCHEMATIC DIAGRAMS
June, 2014

This document contains wiring and mechanical power data for the Xerox® WorkCentre® 3025. These block schematic diagrams are supplemental to the diagnostic and troubleshooting information found in the Xerox WorkCentre 3025 Service Manual.

Every effort has been made to achieve accuracy on these schematics. However, if a difference is noted between these schematics and the Xerox service documentation, the service documentation takes precedence.

TABLE OF CONTENTS

CHAIN 1 1.1	POWER AC / LOW VOLTAGE and HIGH VOLTAGE POWER / INTERLOCKS
CHAIN 3 3.1A 3.1B	COMMUNICATIONS PRINTER COMMUNICATION PRINTER COMMUNICATION
CHAIN 4 4.1	MAIN DRIVE MAIN DRIVE
CHAIN 5 5.1A 5.1B	AUTOMATIC DOCUMENT FEEDER ADF ADF
CHAIN 6 6.1	LSU LSU
CHAIN 7 7.1	PAPER FEED AND REGISTRATION PAPER FEED AND REGISTRATION
CHAIN 9 9.1	XEROGRAPHICS PRINT MODULE
CHAIN 10 10.1	FUSING FUSING
CHAIN 14 14.1	DOCUMENT SCANNING SCANNING

Prepared by:

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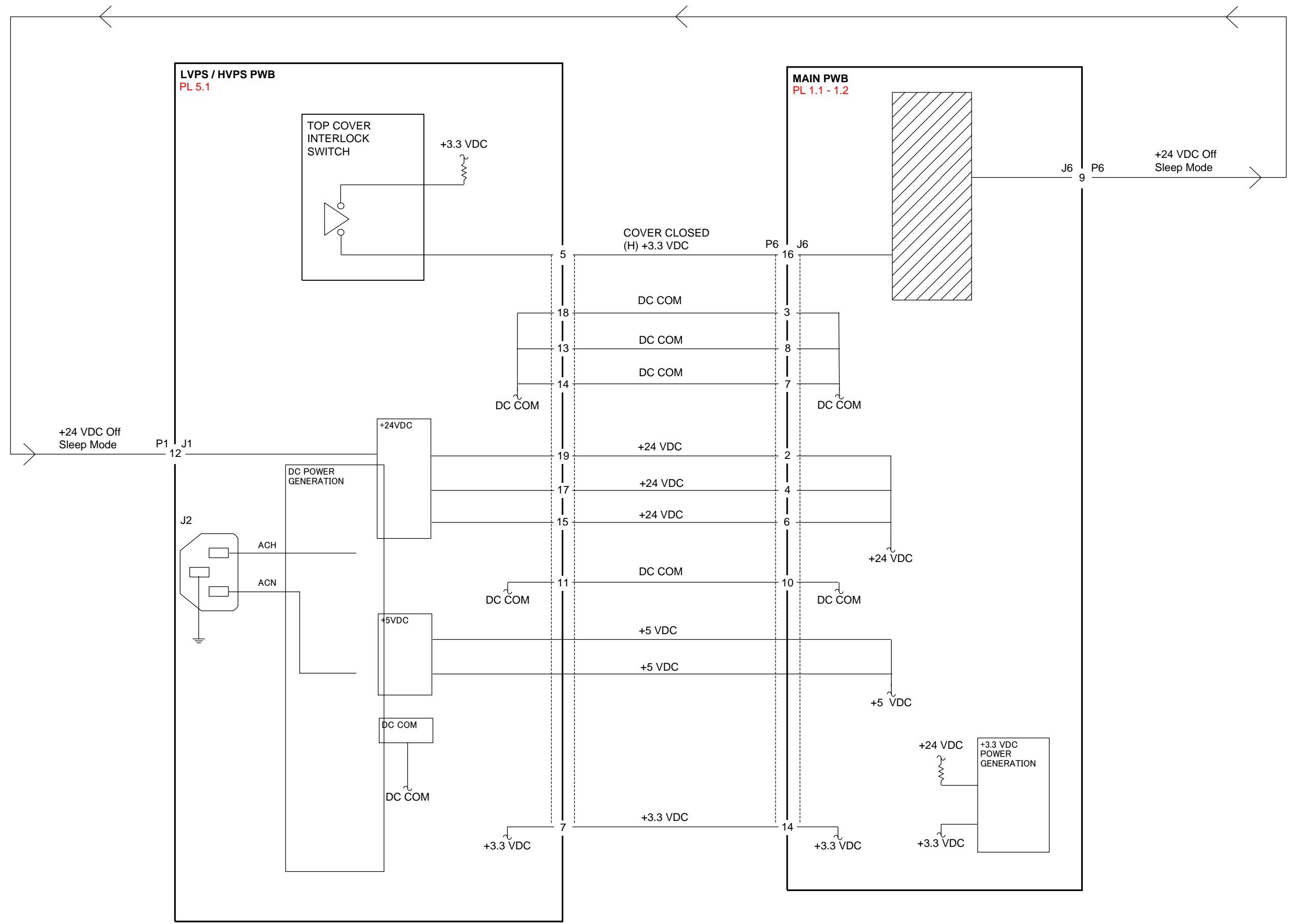
Webster, New York 14580 USA

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1.1 AC / LOW VOLTAGE and HIGH VOLTAGE POWER / INTERLOCKS

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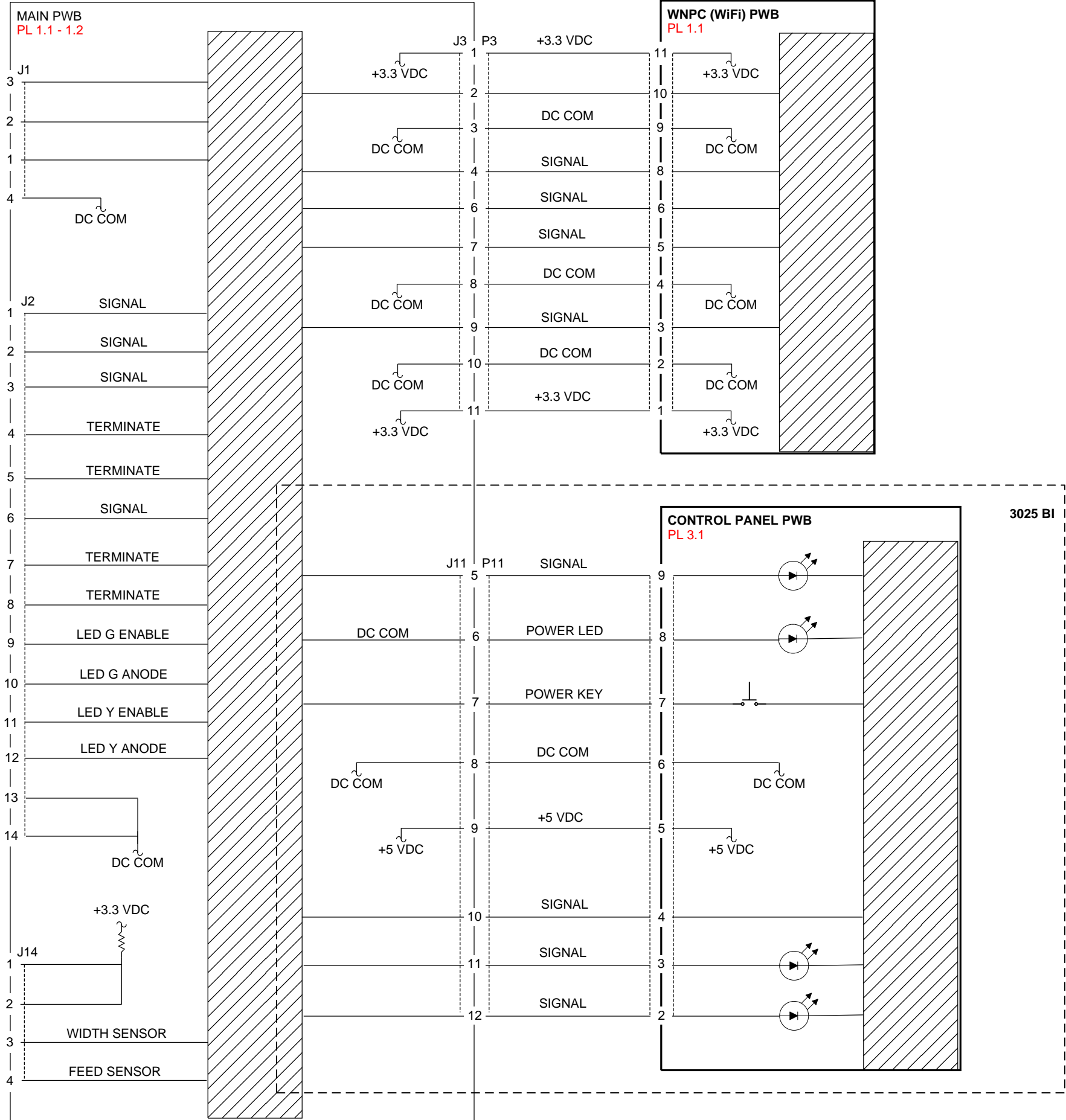
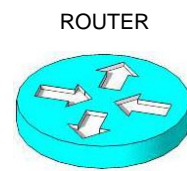
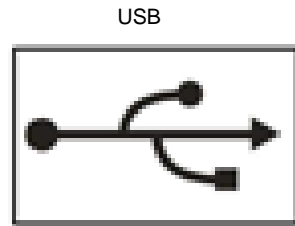
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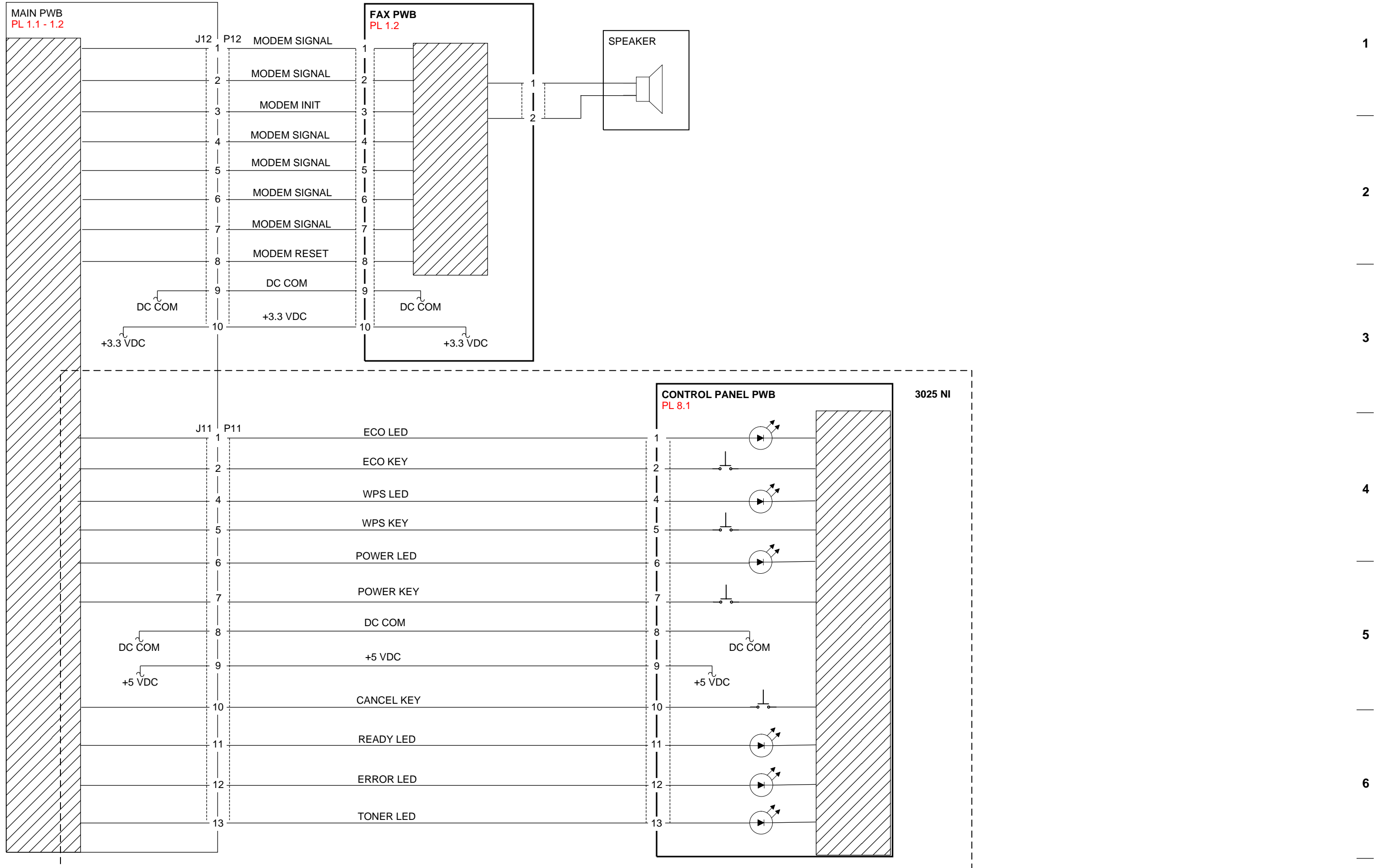
3.1A COMMUNICATIONS (1 of 2)

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A B C D E F G H J



3.1B COMMUNICATIONS (2 of 2)



4.1 MAIN DRIVE

1

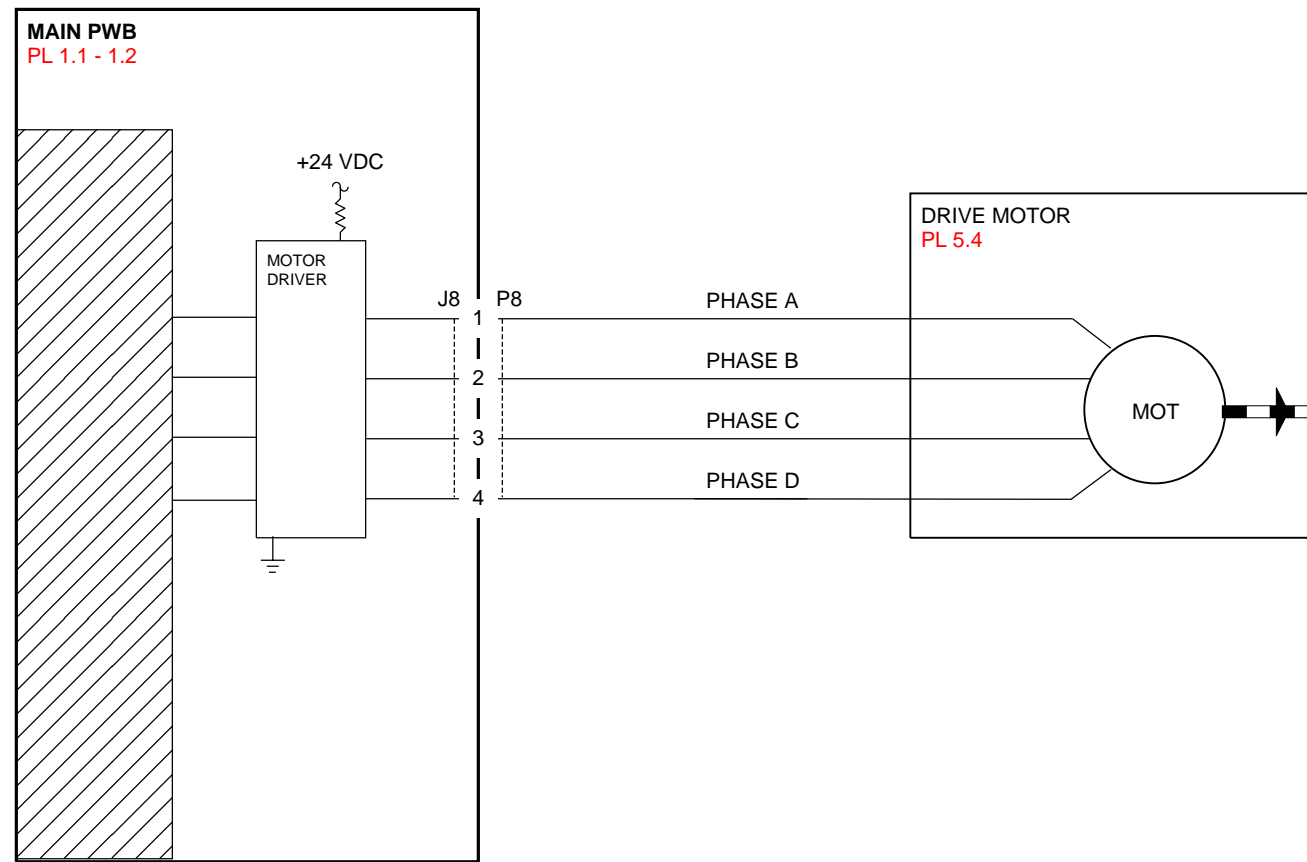
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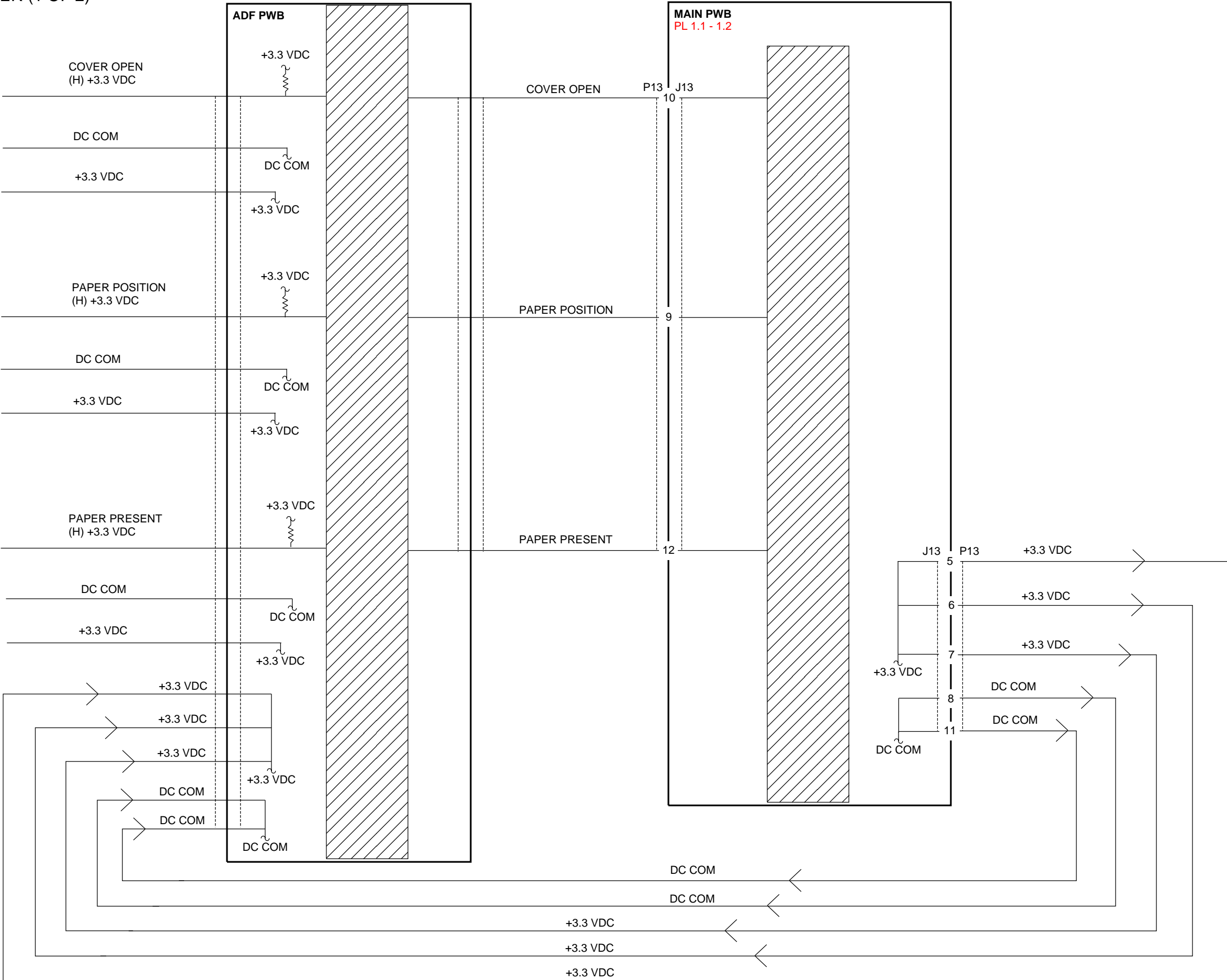
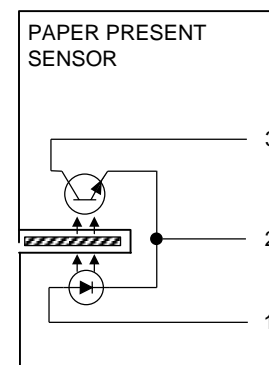
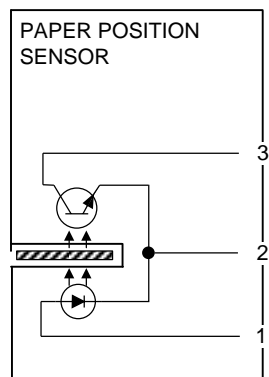
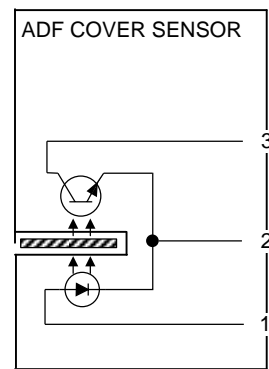
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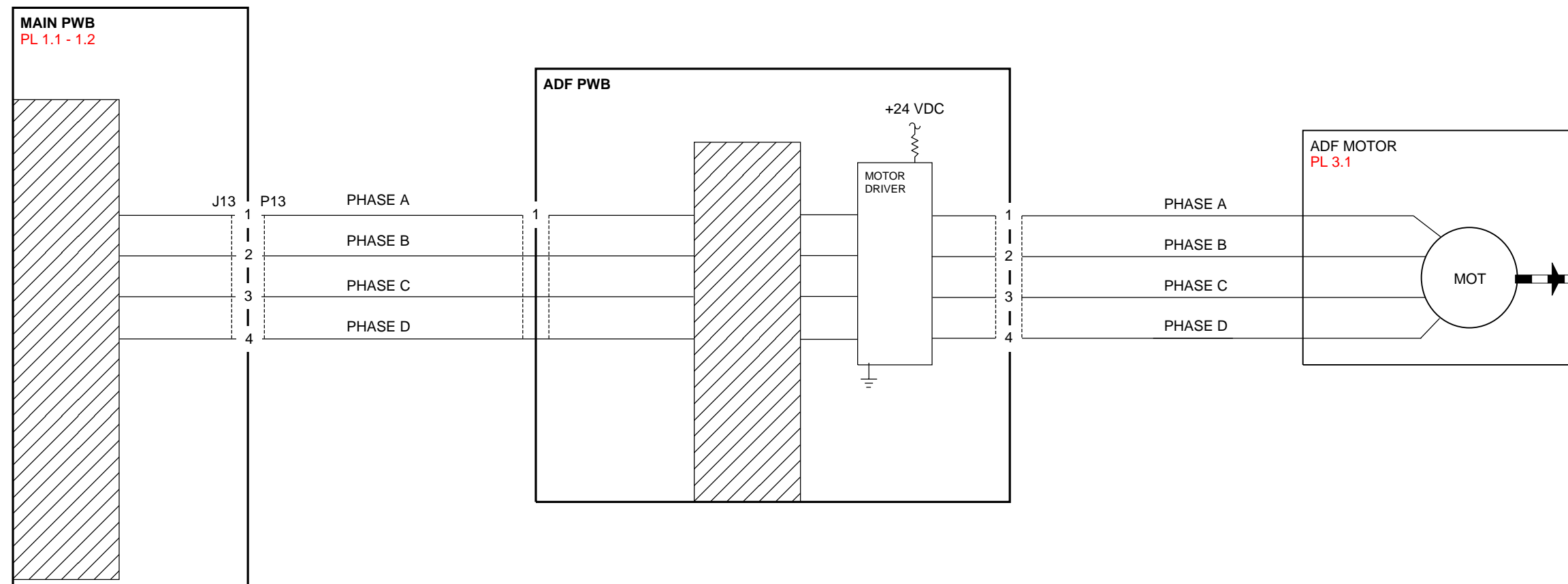
5.1A AUTOMATIC DOCUMENT FEEDER (1 OF 2)

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A B C D E F G H J



5.1B AUTOMATIC DOCUMENT FEEDER (2 OF 2)



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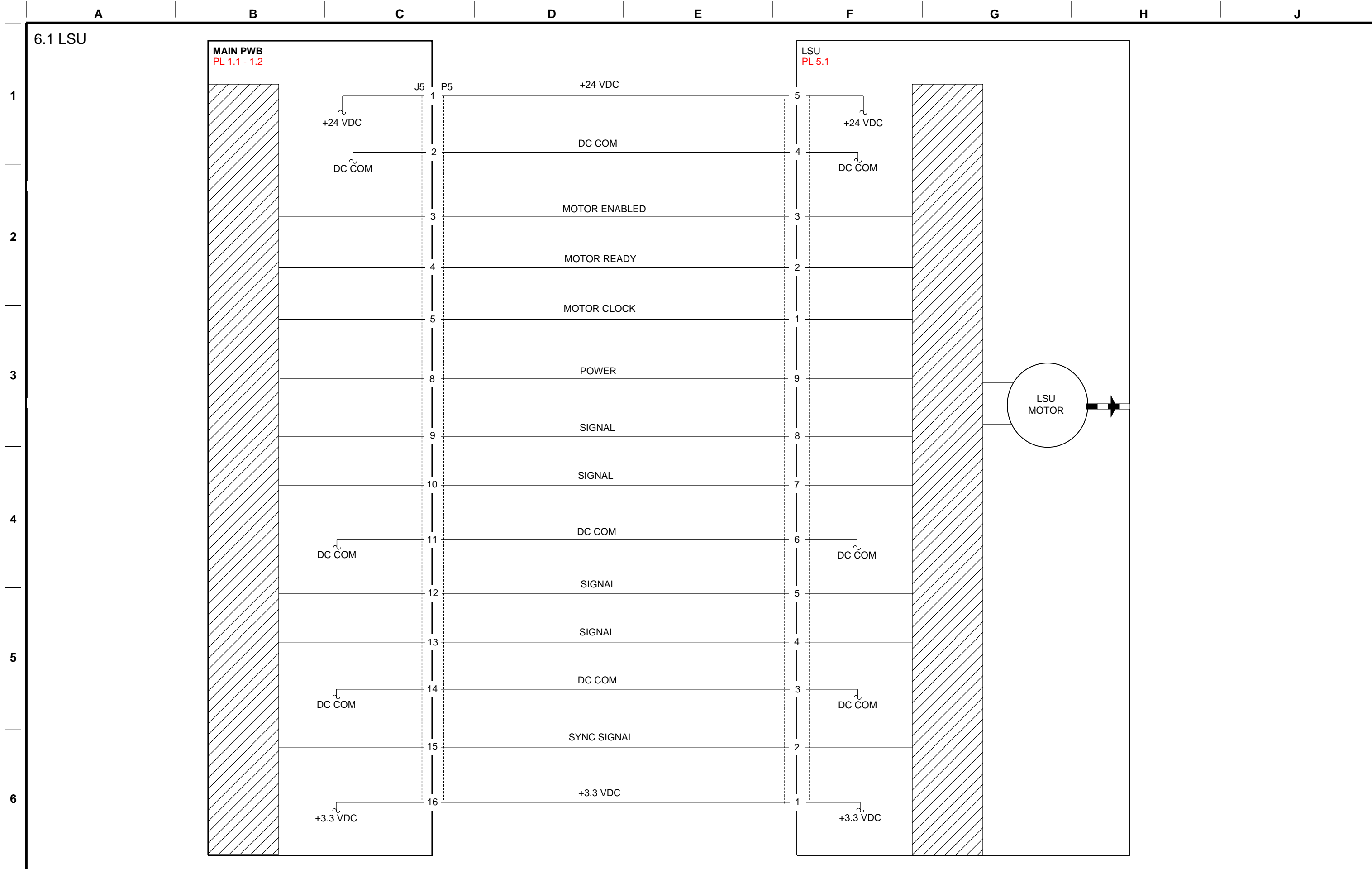
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6.1 LSU



7.1 PAPER FEED AND REGISTRATION

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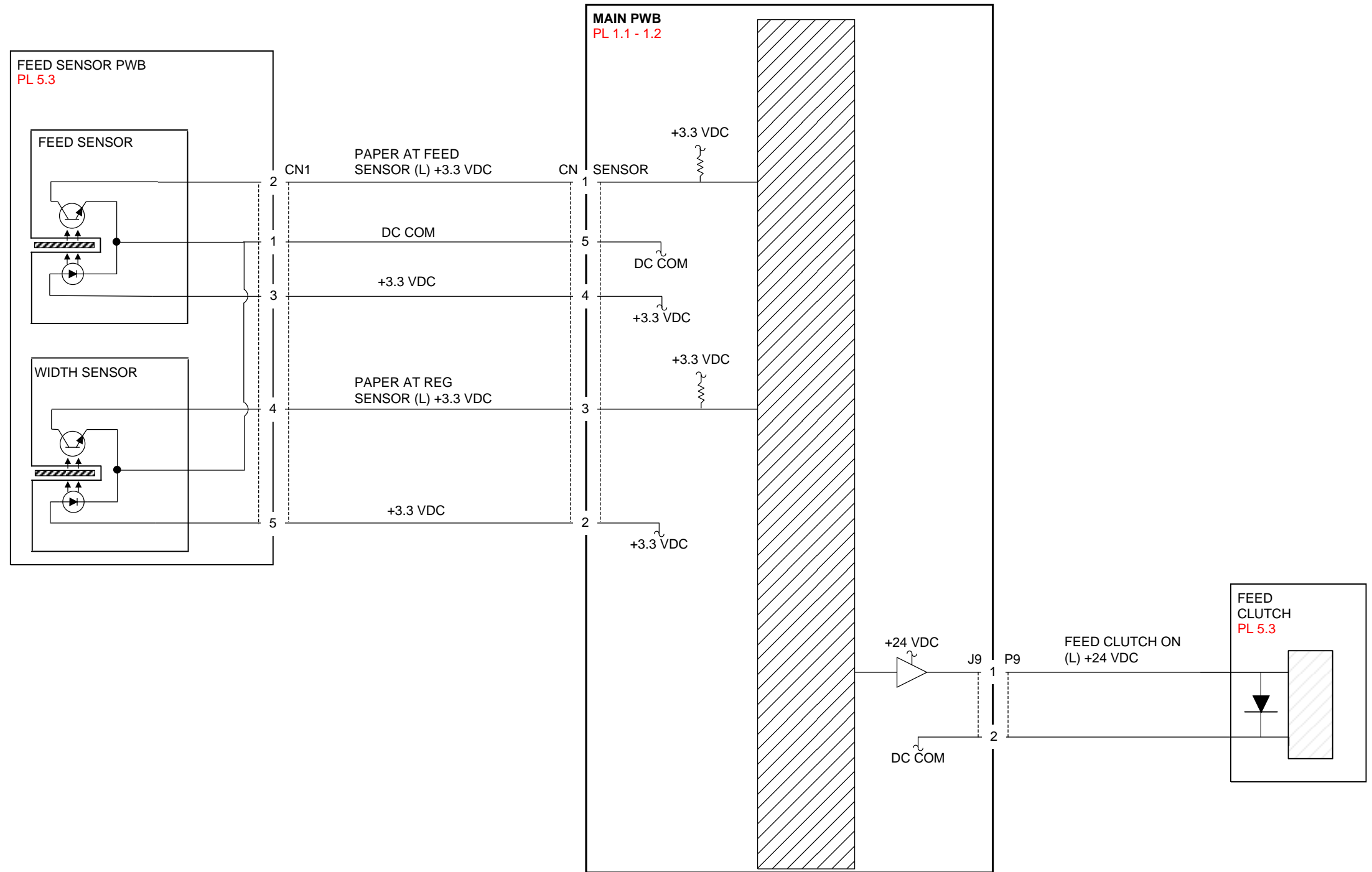
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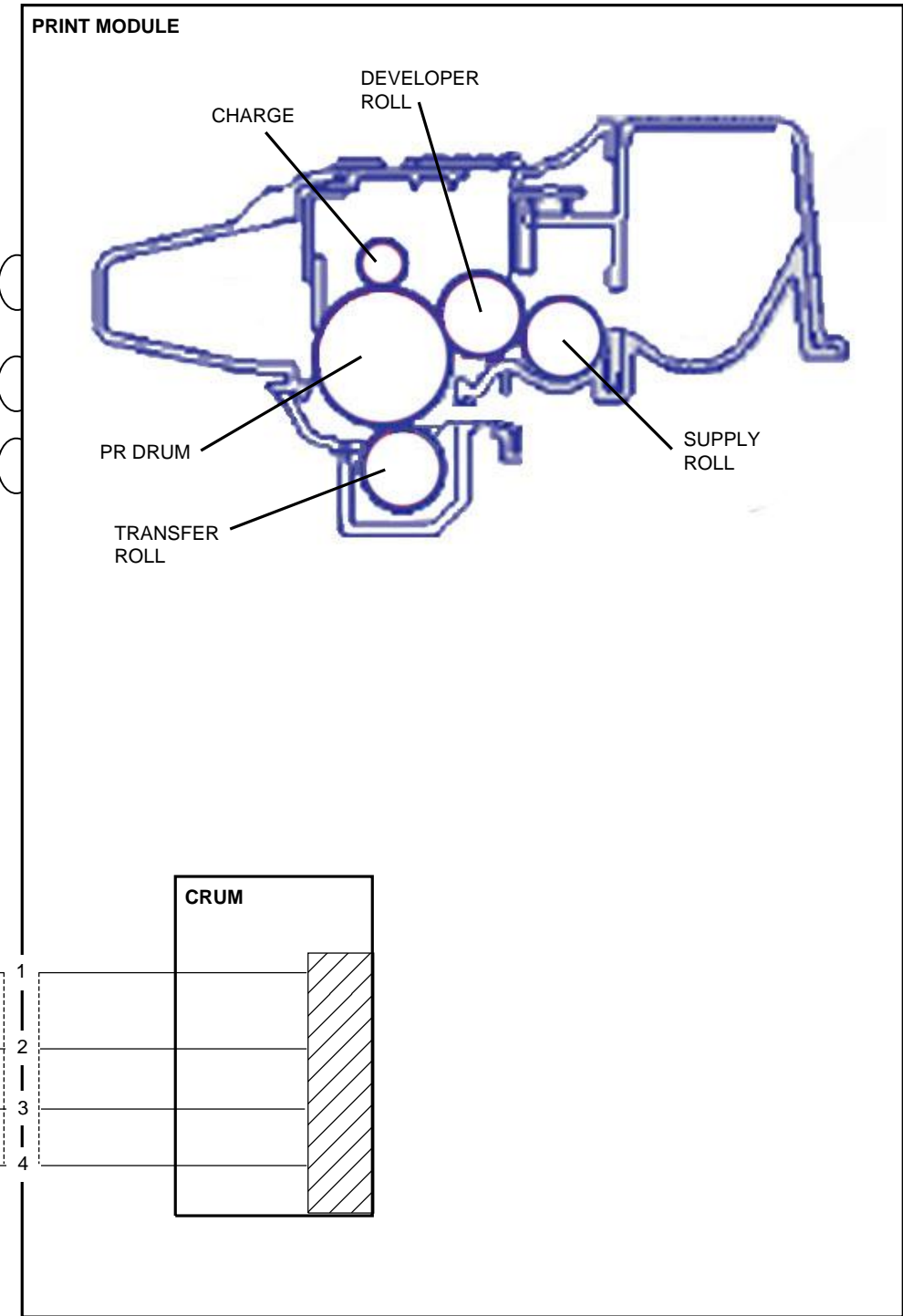
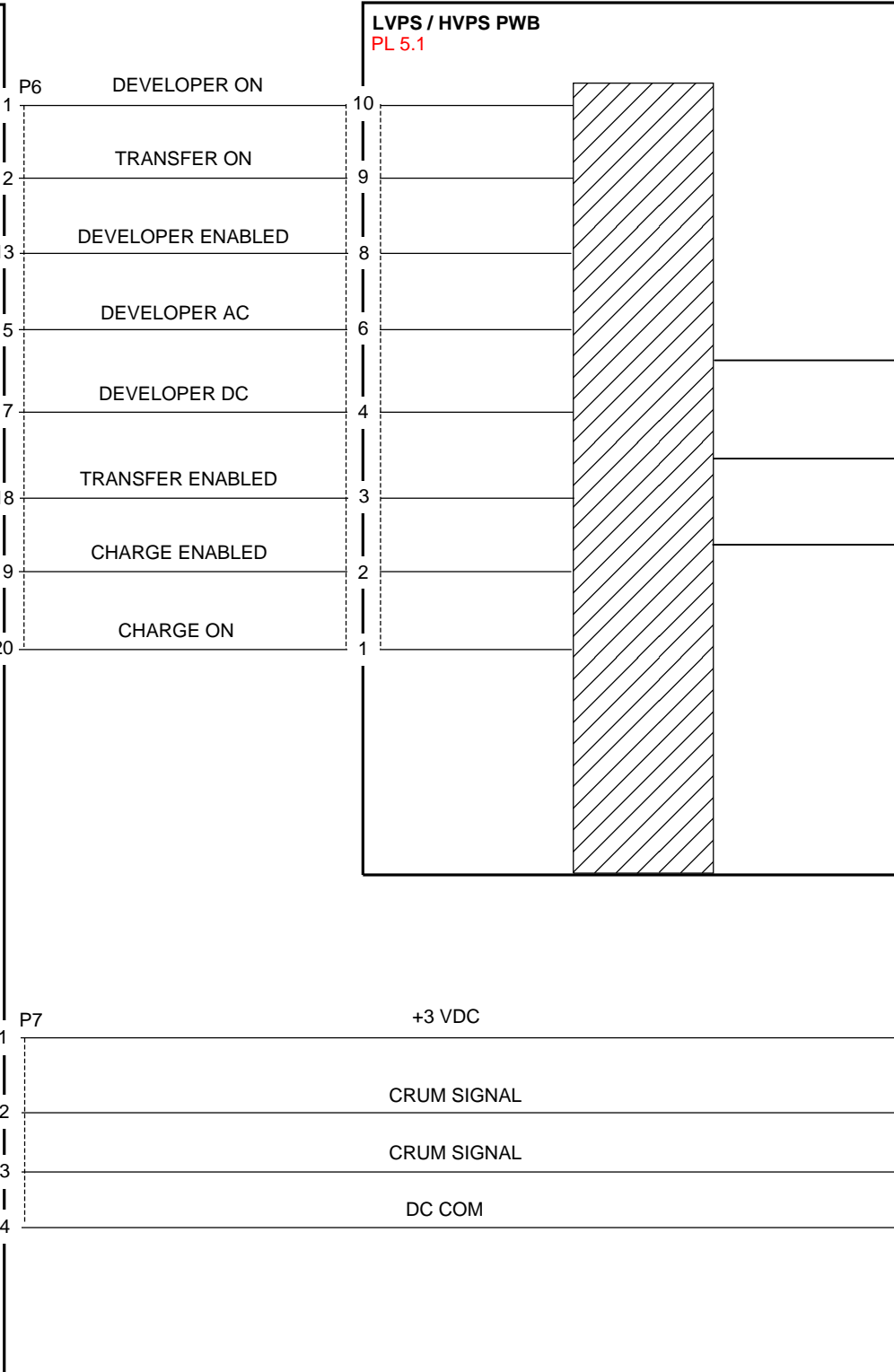
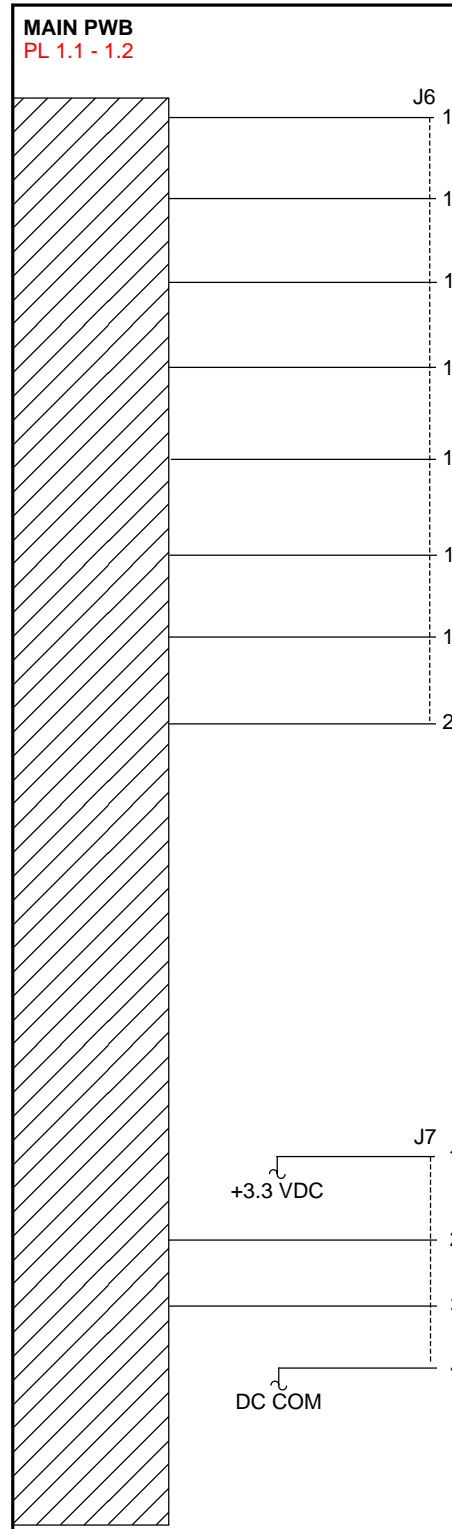
6



9.1 XEROGRAPHICS

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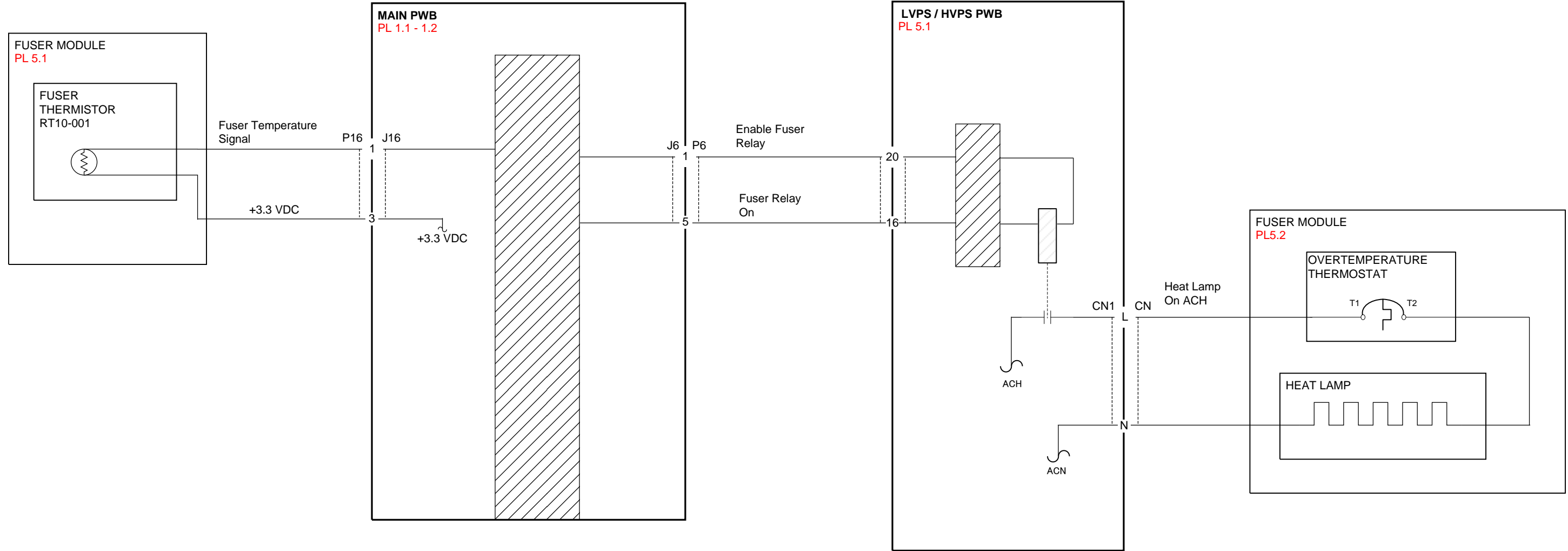
A B C D E F G H J



10.1 FUSER

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A B C D E F G H J



14.1 SCANNING

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