

Common HP printer error codes and how to fix HP printer errors

You use an HP printer but frequently display multiple error codes on the LCD screen of the printer or computer. The article introduces you to common HP printer error codes, click to see now!

The printer is one of the most used inventions in daily life because of its convenience and serving a lot of user needs. During use, your HP printer encounters an error and an error code is displayed on the printer's LCD screen or on the computer screen. The article gives you common error codes of HP printers and how to fix them, stay tuned!

HP printer error code lookup table

When the printer encounters an error, an error code is displayed on the printer's LCD screen or on your computer screen. Each error code is equivalent to a certain error, and each code will have a different fix. Below is a summary of HP printer error codes so you can learn and figure out how to fix them.

Summary table of HP printer error codes and how to fix them

Error code	Reason	How to fix
02 – Warming Up	Cable or Driver error	Turn off the machine and unplug the USB or I/O cable and then turn it back on. Update the Driver when the machine says Ready, if it does not improve, the error may be caused by the print cable. If it still doesn't change, it's hardware problem
10 – Supplies Memory Error	Faulty ink chip makes the machine unreadable	Restart the printer. If that fails, reinstall the cartridge or replace the cartridge as well. Hardware error if not improved
11 – Paper Out	If the printer does not run out of paper, there may be a problem with the paper tray or the paper sensor.	Place the printer on a flat surface. Check for damage to the paper tray and clean the waste ink. Alternatively, perform a paper sensor test or clean the optical sensor

Error code	Reason	How to fix
12 – Open or No EP	Occurs when the toner cartridge is not installed properly, i.e. the lid is open or the cooling fan or PS5 sensor is faulty	Check that the toner cartridge is installed correctly and close the covers. Hardware error if not fixable
13 – Paper Jam	The machine can jam in 4 positions: paper taking, printing, drying and output. Later HP printers will show the location of the jam	If you are using thick paper, re-read the printer paper instructions. Also, besides following the on-screen instructions, check for possible jam locations. After removing the jammed paper and still can't fix it, the fault is in the hardware
14 – No EP Cartridge	The printer does not have an ink cartridge or does not recognize it	Remove the toner cartridge and re-insert it
16 – Toner Low	The toner cartridge is running low or has run out. However, it may also be because the remaining ink is not fresh.	Take out the ink cartridge and shake it well to loosen the ink. Replace the toner cartridge with a new one when the ink runs out
20 – Memory Overflow	Your print operation takes up all of the machine's memory	Reduce the size of your print files or split them up and print in batches.
21 – Print Overrun	Your print operation takes up all of the machine's memory	Reduce your print file size or split it up and print in batches
22 – I/O Configuration	Connection error between printer and computer	Connect to another port on the printer. Alternatively, you can replace the cable, making sure the computer is turned on and the cable is securely attached to both ends. If the condition does not improve then the hardware is faulty
24 – Job Memory Full	Too many print files are sent to the machine at the same time or the print files are too complicated, the machine can't handle it	Reduce your print file size or split it up and print in batches

Error code	Reason	How to fix
25 – XXX Memory Full	Too many print files are sent to the machine at the same time or the print files are too complicated, the machine can't handle it	Reduce your print file size or split it up and print in batches
30 – PS Error 16	This is usually a PostScript Firmware related error. In addition, it may be because the PCL File is being sent when the print operation is in PS mode or the PostScript File fails.	Reattach PostScript SIMM or replace it. Print another PostScript file to replace the error file
30.1.1 – Drive failure	The printer's hard drive is damaged	You can edit it by pressing the SELECT button. If it doesn't fix it, it's a hardware fault
40 – Data Transfer Error	The connection between the printer and the computer is broken	Check or replace the cable. Make sure the EIOs are in the correct position. If connecting to a network, make sure the IP address on the printer and the driver have not been changed and must match. Sometimes, you can press the SELECT button to continue printing but the data is easy to lose
41 – Temporary printer motor error	This is a temporary error in the printer, you will easily fix this error	Turn off the printer at the first part, then turn off at the power part and let it sit for 30 seconds. Turn it back on and send the print job again.
49 – Printer Error or Communication Error	Usually related to hardware failure, cable failure or firmware failure	First try turning the printer off and on again. If the problem persists, try updating the firmware and replacing the printer cable or re-inserting the memory. If it still doesn't fix it, it's a hardware problem.
50.x – Fuser Error	This is the fault of the fuser or the power supply. You can see more information about this error cluster below the table.	When encountering these errors, you need to contact the manufacturer or distributor for warranty and repair

Error code	Reason	How to fix
51 – Touch ray error	On older models, it usually indicates the lower part of the box assembly where the laser shutter is missing/broken. In the new model, this error may affect the scanning unit	On older models, find the missing tab and replace the cartridge if necessary. In the new model, replace the scanning part.
52 – Incorrect Scanner Speed ?? Error	The printer uses a polygonal mirror to reflect the laser through the image. This error includes errors 52.1 and 52.2 indicating a problem at this stage.	In this error, you need to bring the device to the repair team
54 – Printer Error Cycle Power	On some models, this error is caused by the ink cartridge seal that has not been fully removed	Check if the machine cover is fully pulled out, if not, pull it all out. And if you still can't fix it, you need to contact the staff for support
55 – Internal Communication Problem/ Controller Error	Usually due to weak connection between DC controller and Formatter. Or it can also be due to a failure of the fuser, laser unit, DIMMS hardware or Driver error	When you encounter this error, you need to bring the device to a reputable repair facility
56 – Printer Division Error	The cause will vary depending on the model	<p>Try the following:</p> <ul style="list-style-type: none"> - Make sure the paper trays are installed correctly. - Reinstall stacker. - Check the machine configuration. <p>Turn off the device for 30 seconds and then turn it back on.</p>
57.xx – Fan Failure/ Gears Seized/ Memory Card Error	On later HP models, the error occurs when there is a fan error, gear error, and memory card error	In this error, you need to bring the device to reputable facilities for advice and support

Error code	Reason	How to fix
58.xx – Error	There are many causes depending on the model: environmental sensor error, memory controller error, fan failure, power supply failure or DC controller failure.	In this error, you need to bring the device to reputable facilities for advice and support
59 – Motor Error	The printer has a faulty motor, usually the main motor, fusing motor, drum motor or ETC motor. In older HP models, error code 59 is a memory error	In the old model, you just need to reinstall or replace the new memory. As for the new model, you need to bring the machine to a reputable facility for advice and support
60.xx	Tray lift error with new models and memory errors on old models	On older models, you need to reinstall or replace the new memory. In the new line, you need to check whether there are foreign objects in the machine or not
61 – Formatter, Memory Error	Card formatter error or memory error	Try re-inserting the memory chip first or check the memory again
62 – Memory Error, Defective Formatter Board	Memory error or Card formatter defect	Check the memory or re-insert the memory chip. Check or reinstall the Formatter
63 – Defective Formatter Board	Defects Board Formatter	Check the memory or re-insert the memory chip. Check or reinstall the Formatter
64 – Scan Buffer Error	Causes vary by model: faulty DC controller, inappropriate or poor quality DIMMS firmware, or faulty Formatter board	Turn off the printer and disconnect the power for 30 seconds. Check and reinstall Card formatter
65 – Scan Buffer Error	Causes vary by model: faulty DC controller, inappropriate or poor quality DIMMS firmware, or faulty Formatter board	Turn off the printer and disconnect the power for 30 seconds. Check and reinstall Card formatter

Error code	Reason	How to fix
66 – External Paper Handling Device Error	There is a problem with one or more paper trays, or envelope trays or attachments (such as staples)	Turn off the machine, check the connection between the parts. Check the print paper size
67 – Service Printer error or Memory Error	Service error or memory error	Turn off the machine and check that the paper tray is installed correctly and for any damage. Check that the I/O cable is properly attached and damaged
68 – Error in NVRAM. Service Error NVRAM Full	NVRAM memory is full, leading to impossible operations	Try resetting the NVRAM by holding down the 'Reset' or 'Cancel Job' button for 20 seconds while the machine is on.
69 – Duplexer Error has Occurred.	The printer has a problem with the 2-sided printing unit.	Check the 2-sided printing compartment for any foreign objects in it and clean it
70 – MIO or SIMMS card error or wrong toner cartridge	SIMMS or installed toner cartridge is not compatible or MIO card is faulty	Check if SIMMS with toner cartridge is compatible with your machine
71 – MIO or SIMMS card error or wrong toner cartridge	SIMMS or installed toner cartridge is not compatible or MIO card is faulty	Check if SIMMS with toner cartridge is compatible with your machine
72 – Faulty ink cartridge font and Formatter board error	SIMMS or installed toner cartridge is not compatible or MIO card is faulty	Check if SIMMS with toner cartridge is compatible with your machine
79 – Fatal hardware failure	Your printer will often suffer from a number of accessory errors, most of which are related to memory errors, I/O cards or hardware problems.	Update the latest Firmware. If it doesn't fix it, remove the cards/accessories or replace them one by one to determine the root cause

Error code	Reason	How to fix
80 – Network card or formatter board error	Your printer will often suffer from a number of accessory errors, most of which are related to memory errors, I/O cards or hardware problems.	Update the latest Firmware. If it doesn't fix it, remove the cards/accessories or replace them one by one to determine the root cause
81 - Network card or formatter board error	Your printer will often suffer from a number of accessory errors, most of which are related to memory errors, I/O cards or hardware problems.	Update the latest Firmware. If it doesn't fix it, remove the cards/accessories or replace them one by one to determine the root cause
89 – PostScript ROM error	Your PS ROM is in the wrong place or has damaged or faulty pins	First, turn off the printer and check the cause. If not then check PS ROM for any damage. If the problem is still there, replace the PS ROM
99 – Firmware Update	There is an error in the Firmware part	Either update the Firmware or replace the hardware DIMM.

Error 50.x – Fuser Error is the fault of the fuser or the power supply. Fuser error includes the following errors:

- 50.1: The fuser unit does not heat up.
- 50.2: The heating time is too long. May be due to power supply or hardware failure.
- 50.3: High temperature. Thermistor is too hot. Could be a problem with the current.
- 50.4: Fusing core error (or unstable AC power supply). Usually caused by unstable power sources (UPS, generators, connectors .)
- 50.5: The fusing core is unstable or the fuser is not of the correct type.
- 50.6: The drying core is open. The fuser heater has stopped working. The drying core is overheated.
- 50.7: The pressure from the drying core causes the machine to fail.

The article has provided you with common error codes on HP printers. Hope you can fix the problem and see you in the next article.

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