Pantum Printer Error Code Clearing Guide

When the printer displays an error code and restarting is ineffective, please perform the error code clearing operation first.

Clearing methods vary by series. Details below:

I. BP/BM2300 Series, P2200-P2500 Series, M6200-6500 Series, M6700, M6800-7200-7300 Series

Clearable Error Codes:

Series/Model	Error Code	Cause
P2200, P2500, M6200, M6500 Series	Internal Printer Error 05, 08, 09	Temperature rising too fast when heating stops
	Internal Printer Error 25	LSU self-test failure
	Internal Printer Error 37	Heating roller temperature abnormality
M6700, M6800, M7000, M7100, M7200, M7300 Series	Internal Printer Error 05, 08, 09	Heating roller temperature abnormality

Series/Model	Error Code	Cause
BP/BM2300 Series	Internal Printer Error 25	LSU self-test failure
	Internal Printer Error 05, 08, 09	Heating roller temperature abnormality
	Internal Printer Error 25	LSU self-test failure
	Internal Printer Error 37	Heating roller temperature abnormality

Note: If the error code begins with "Internal Printer/Scanner Error", please use the following method to clear it first.

⭑ **Clearing Method:**

Non-touchscreen models:

While the printer is powered on, press and hold the "Cancel" button for more than 20 seconds;

Within 10 seconds after releasing the button, press the "Cancel" button 3 times briefly;

The printer will clear the code and restart automatically.

Touchscreen models: In the Version Information menu, tap the touchscreen 10 times. The printer will reset and restart automatically.

II. BP/BM4200 Series and BP/BM5100, 5200, BM5300 Series

This series has two types of error codes. Please check your machine's screen prompt and select the corresponding method.

Type 1: Numeric Codes (06/08/09/19/21/24)

When the printer displays Internal Printer Error 06, 08, 09, 19, 21, 24, etc.

Series/Model	Error Code	Cause
BP/BM4200 Series	Internal Printer Error 06	Heating roller thermistor abnormality
	Internal Printer Error 08	Heating roller temperature abnormality
	Internal Printer Error 09	Fuser paper not removed / Thermistor dislodged
BP5100/BM5100 Series	Internal Printer Error 08	Heating roller temperature abnormality
BP/BM5200 Series, BM5300 Series	Internal Printer Error 08	Fuser high temperature abnormality
	Internal Printer Error 19	Full-power heating time too long

Series/Model	Error Code	Cause
	Internal Printer Error 21	Fuser over-temperature abnormality
	Internal Printer Error 24	Full-power heating time too long

Note: If the error code begins with "Internal Printer/Scanner Error", please use the following method to clear it first.

★ **Clearing Method:**

Non-touchscreen models:

While the printer is powered on, press and hold the [Back] button on the panel for 20 seconds until the panel indicator flashes orange;

Press the [Back] button 3 more times until the indicator turns green;

Wait approximately 10 seconds. The printer will restart automatically, indicating the clearing is complete.

Touchscreen models:

Tap [Settings] on the panel → find and enter [Version Information]

Tap anywhere on the screen continuously more than 10 times

Wait approximately 10 seconds. The printer will restart automatically, indicating the clearing is complete.

Type 2: FE Long Codes (FE0143-00 / FE0175-00, etc.)

When the printer displays Internal Printer Fault FE0143-00, FE0175-00, FE0181-00, FE0183-00.

Series/Model	Error Code	Cause
BP/BM5200 Series, BM5300 Series	Internal Printer Fault FE0143-00	Fuser center high temperature abnormality (software)
	Internal Printer Fault FE0175-00	Full-power heating time too long (SOC detection)
	Internal Printer Fault FE0181-00	Full-power heating time too long
	Internal Printer Fault FE0183-00	Fuser over-temperature abnormality

Note: If the error code begins with "Internal Printer/Scanner Error", please use the following method to clear it first.

★ **Clearing Method:**

On the error screen, tap in sequence: Top-left corner → Top-right corner → Bottom-right corner → Bottom-left corner → Exclamation mark icon;



After the login password box appears, enter password: **00360036**;

Enter and execute Fault Clear. After completion, the machine will restart automatically.

III. BP/BM2400 Series

Clearable Error Codes:

Series/Model	Error Code	Cause
BP/BM2400 Series	FE0143-00	Abnormally high fuser temperature not detected (software): Center thermistor
	FE0144-00	Abnormally high fuser temperature not detected (hardware): Center thermistor
	FE0175-00	SOC chip detected fuser full-power heating time too long
	FE0181-00	MCU chip detected fuser full-power heating time too long
	FE0183-00	MCU chip detected fuser temperature abnormality

Note: If the error code is similar to the above, please use the following method to clear it first.

★ **Clearing Method:** While the printer is powered on, press the Cancel button 10 times within 30 seconds.

IV. CP/CM2100 Color Series

Clearable Error Codes:

Series/Model	Error Code	Cause
CP/CM2100 Series	Internal Printer Fault FE0141-00	Fuser thermistor wire break
	Internal Printer Fault FE0142-01	Preheat temperature rise too slow
	Internal Printer Fault FE0142-03	Preheat target temperature not reached
	Internal Printer Fault FE0143-00	Fuser high temperature detection abnormality
	Internal Printer Fault FE0144-00	Fuser high temperature detection abnormality

Note: If the error code begins with "Internal Printer/Scanner Error", please use the following method to clear it first.

⋆ **Clearing Method (requires computer):**

Note: The operation requires the "Pantum Printer After-Sales Service Tool", which can be obtained from your local service station.

Connect the printer to the computer with a USB cable. Keep the printer powered on;

Install the corresponding printer driver on the computer in advance;

Open the "Pantum Printer After-Sales Service Tool", click in sequence: Operation → Maintenance Mode → Start → Clear Fault Lock;

Wait for the operation to complete. The printer will restart automatically, indicating successful clearing.

V. CP/CM2800 Series

Clearable Error Codes:

Series/Model	Error Code	Cause
CP/CM2800 Series	Internal Printer Fault FE0143-00	Fuser high temperature detection abnormality (software)
	Internal Printer Fault FE0144-00	Fuser high temperature detection abnormality (hardware)
	Internal Printer Fault FE0153-00	Fuser high temperature detection (software) (center thermistor)
	Internal Printer Fault FE0175-00	Full-power heating time too long (SOC detection)

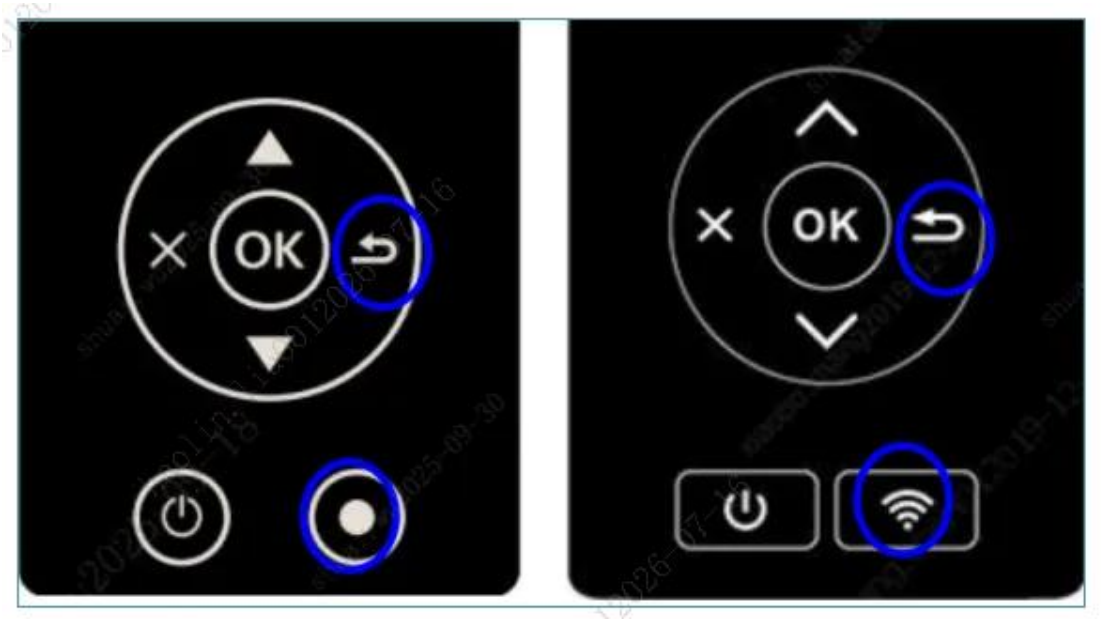
Series/Model	Error Code	Cause
	Internal Printer Fault FE0181-00	Full-power heating time too long (product safety MCU detection)
	Internal Printer Fault FE0183-00	Fuser over-temperature abnormality (product safety MCU detection)

Note: If the error code begins with "Internal Printer/Scanner Error", please use the following method to clear it first.

⋆ **Clearing Method (Single-function and multi-function machines have different operations):**

CP2800 Series (Single-function):

Press and hold [Back] + [WiFi button (or Power Save button)] on the printer panel simultaneously, then enter password: **00360036**;



Select Print Engine → Engine Maintenance Setting → Abnormal Clear → OK → When prompted "Fuser abnormality cleared successfully", press OK or Back button. The machine will restart automatically.

CM2800 Series (Multi-function):

On the error screen, tap in sequence: Top-left corner → Top-right corner → Bottom-right corner → Bottom-left corner → Exclamation mark icon;



After the login password box appears, enter password: **36**;

Select Print Engine → Engine Maintenance Setting → Abnormal Clear → OK → When prompted "Fuser abnormality cleared successfully", press OK or Back button. The machine will restart automatically.

VI. BM230/BM320/CM230 Series

Clearable Error Codes:

Series/Model	Error Code	Cause
BM230/BM320 Series, CM230 Series	Internal Printer Fault FE0143-00	Fuser high temperature detection (software)
	Internal Printer Fault FE0144-00	Fuser high temperature detection (hardware)
	Internal Printer Fault FE0153-00	Fuser high temperature detection (software)
	Internal Printer Fault FE0163-00	Fuser high temperature detection 3 (software)
	Internal Printer Fault FE0175-00	Full-power heating time too long (SOC detection)
	Internal Printer Fault FE0181-00	Full-power heating time too long (product safety MCU detection)
	Internal Printer Fault FE0183-00	Fuser over-temperature abnormality (product safety MCU detection)

Note: If the error code begins with "Internal Printer/Scanner Error", please use the following method to clear it first.

⋆ Clearing Method (Black-and-white and color machines have different operations):

BM230, BM320 Series (Black-and-white):

Press and hold [ID Copy button] + [Back button] + [Number 5 button] on the printer panel simultaneously;



Select Print Engine → Engine Maintenance Setting → Abnormal Clear → OK → When prompted "Fuser abnormality cleared successfully", press OK or Back button. The machine will restart automatically.

CM230 Series (Color):

On the error screen, tap in sequence: Top-left corner → Top-right corner → Bottom-right corner → Bottom-left corner → Exclamation mark icon;



After the login password box appears, enter password: **36**;

Select Print Engine → Engine Maintenance Setting → Abnormal Clear → OK → When prompted "Fuser abnormality cleared successfully", press OK or Back button. The machine will restart automatically.

Friendly Reminders:

- If the same error recurs shortly after clearing, it is recommended to contact professional after-sales personnel for hardware inspection.
- Please strictly follow the duration and number of steps during operation. Insufficient button press time may result in ineffective operation.
- If you cannot find your corresponding model, or if the code cannot be cleared after operation, please contact Pantum official customer service or your local service station for assistance.