

Ricoh SG 3110DN - Error 28212

If your printer displays error code 28212 please contact us. We will need the printer serial number and date of purchase of your machine. After advice from us we will refer you to the following: **You must have a brand new set of cartridges ready before you perform this reset.**

How to reset the Printer (Print Head) to remove error code 28212.

1. Turn the printer off.

- The right front door must be open before you switch the machine on.
- With the right front door open, the printer will not perform auto maintenance (this can waste ink).

2. Switch the machine on.

3. Enter the SP mode.

Press the up key and hold and then immediately the down key and hold them both down simultaneously for 7 seconds), then press the # Key. Make a note of the **System Version**.

4. Select "Engine Maint."> [#Enter].

SP No.
3009002

5. Enter "3009002"> [#Enter].

CARRIAGE CHANGE
3009002

6. Press [#Enter].

CARRIAGE CHANGE
EXE

7. Press [#Enter].

OK?

8. Press [#Enter].

9. Exit the SP mode.

10. Switch the machine off.

11. Now replace the four ink cartridges with new ones. IF YOU DO NOT YOU COULD DAMAGE THE PRINT HEAD.

12. Make a note of the batch numbers on the old cartridges and put these to one side. The batch numbers can be found just under the first barcode.

Please ensure that you keep the old used cartridges as they may need to be collected.

13. After you have installed the new ink cartridges, close the right front cover.

14. Switch the machine on.

15. Wait for the machine to fill the print head ink tanks. This may take about 7 minutes

The following video may help you as it explains some of the above. However it does not advise you need to install a new set of cartridges (point 11 above). You **must** install a new set of cartridges as per the above instructions, failure to do so could damage your print head.

Video: https://www.youtube.com/watch?feature=player_embedded&v=I21ewmTxDJE