



Common Formatter Errors

HP M525MFP/M525CMFP/M775MFP/M725MFP/M575MFP

For the 2015 and 2016 year LPI has noticed an increase in formatter replacement cases for the above MFP printers. The following list of error code/descriptions are typical to see in the field and typically require Formatter replacement.

Note: The network/data cable should be disconnected for the following scenarios.

Error Message: “LOST COMMUNICATION <DEVICE> CONTROL PANEL”

This message will appear in several languages on the control panel and typically requires formatter replacement.

Error Code: “98.XX.XX FORMATTER ERROR”

With this Error Code a “format Disk” and firmware update may be attempted but typically requires Formatter replacement.

Error Code: “99.09.66 NO BOOT DISK”

If this message appears and the boot disk has been replaced, the formatter will need to be replaced.

Error Code 49.XX.XX

Network/data cable disconnected with a non-recoverable 49 error will require formatter replacement.

Panel displaying “INITIALIZING” (counting)

A working printer will display “INITIALIZING” followed by a number count (usually reaching 60 to 80) every time it is powered on until the ready screen appears – however, if this count goes beyond 200 and continues to count, shows the formatter needs replacement.