

E21 error code

An E21 error on your processor's display indicates the developer chemical level is too low. This error will only occur on the Xtender film processors and not on the Intra-X film processors.

Remove the larger white lid that covers the tank and modules. With the developer module still in place look at the red drain pipe in the developer tank. The chemical level should be at the bottom of the drain hole in the drain pipe. Refer to the photo below to see the drain pipe and drain hole.

Top the developer chemical level off in the developer tank. Replace the white lid and run the processor. The E21 error should be gone.

The replenisher pump should always keep the developer chemical at the correct level in the developer tank. If the level is low enough to cause an E21 error then something is wrong with the replenishing system. Look at the following ...

1. The developer chemical bottle on the floor may be empty.
2. The developer peristaltic tubing in the replenisher pump may have a crack in the tubing.
3. The drain pipe may be loose.
4. The drain pipe O-ring may be bad or missing.

For further troubleshooting assistance call Technical Support.

If after bringing the developer chemical level back up to the bottom of the drain hole in the drain pipe, the E21 error is still on the processor's display, check the developer sensor's yellow wire in the Molex plug to ensure it is not broken or that it has not pulled away from the Molex connector and that it is making a good connection when in place. If you remove the developer chemical level sensor's Molex connector from the control board you can use your multimeter to check the sensor for continuity.

Remove the blue lid and the side panel on the electronics side to get to the developer chemical level sensor. If you don't know how to remove the side panel watch our short video on how to remove a side panel.

Use your multimeter's continuity / diode checking mode to check for continuity since it gives a nice tone if continuity is present. Place one lead from your multimeter onto the yellow wire in the sensor's Molex connector and place the other lead on the tip of the sensor. You should hear a tone if the sensor is good. If you do not have continuity the E21 error will not go away until you replace the developer chemical level sensor.

Here is how the chemical level sensor works. The chemical heater sleeve is grounded and so is the chemical level sensor through the yellow wire in the Molex connector when connected to the control board. If the chemical level in the tank is too low where the sensor does not see any chemical the ground path is broken between the chemical level sensor and the chemical heater and the E21 error appears on the display, shutting down the processor until the chemical level is restored. When the chemical level is brought back up to normal covering the sensor, the ground path is completed again. The E21 error then goes away and the processor starts working again.

Refer to the photos below to help identify the drain hole in the drain pipe and how to check the chemical level sensor with your multimeter..



