



Welcome to

“Solutions for Current Laser Printer Failures - Interactive”

Presented by:

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Objective

- This course has been designed to assist technicians to properly identify and fix the most current common failures seen in the field.
- Laser Pros International Technical Support provides practical solutions as an extension of service for technicians.



Overview

- Technical Support Requests
- Printers Covered
- General Repair Procedures & Using Technical Support
- Troubleshooting Hints
- Support Guides from our Resource Center



Tech Calls

Common Issues

LPI receives approximately 900 support calls on a weekly basis and we have identified reoccurring, frequent, and specific issues.

Note: Only the most common reoccurring failures and issues are discussed.

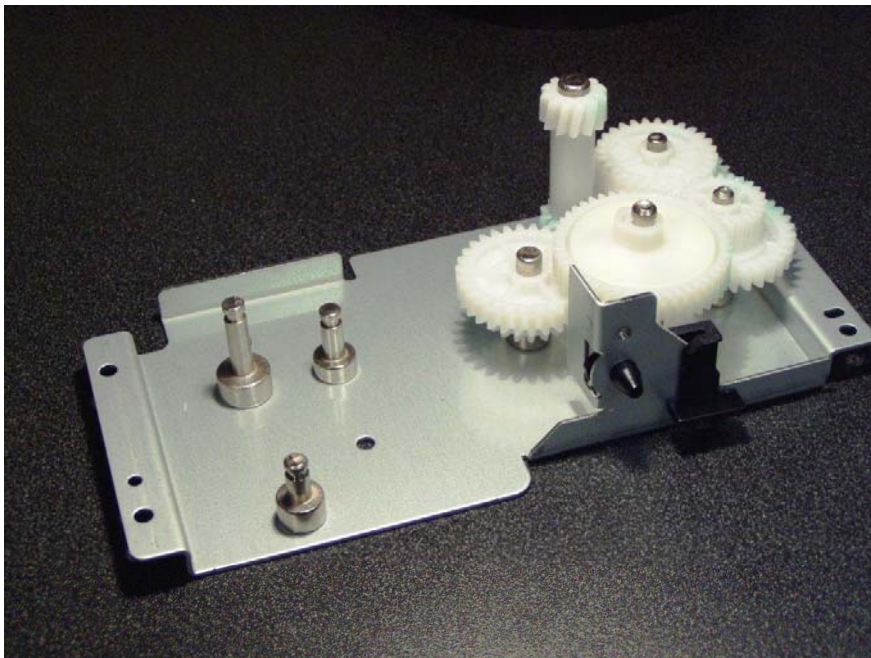


Printers Covered

- HP LJ P2015
- HP LJ 2400 Series
- HP LJ P3005
- HP LJ P4014/P4015/P4515 Series
- HP LJ 4100/4101 MFP
- HP LJ 4200/4300/4250/4350 Series
- HP LJ 4345 MFP
- HP LJ 9000/9050 Series
- HP LJ M1522
- HP LJ M2727 MFP
- HP CLJ 4600/4650/5500/5550 Series
- HP CLJ CP6015



- **HP LJ P2015**
 - Formatter Failures
 - Paper jam error where printer engine cycles and engine test works properly
- **HP LJ 2400 Series**
 - Grinding
 - Replace fuser drive assembly and three separate gears not included





- **HP LJ 2400 Series** *(Cont.)*
 - Formatters
 - Blank display
 - Embedded network not functional
 - Tray 3 separation pad not available from HP
 - Must purchase tray 2 pad assembly and swap rubber pads
- **HP LJ P3005**
 - Formatter failures
 - DIMM 0 error
 - Blank display
 - 49 error
 - Lock up on memory count or “initializing”
 - Fuser motor failure
 - Will not spin at high speed and jams paper in the fuser



- **HP LJ P3005** *(Cont.)*
 - Grinding
 - Replace fuser and drive gears



- **HP LJ P4014/P4015/P4515**
Entire Series
 - Lacking error codes
 - Fuser can fail with engines cycling on and off without 50 service error when trying to print
 - Motors can fail without 59 error (motor error) but printer will paper jam



- **HP LJ P4014/P4015/P4515** (*Cont.*)
 - Cartridge fan FN102 failure 57.3
 - Missing maintenance reset
 - Must perform firmware upgrade to add maintenance reset to appropriate menu
 - Original service manual version has the FN102 and FN103 reversed for error codes 57.1 and 57.3.
 - Correct: FN102 = 57.1 / FN103 = 57.3

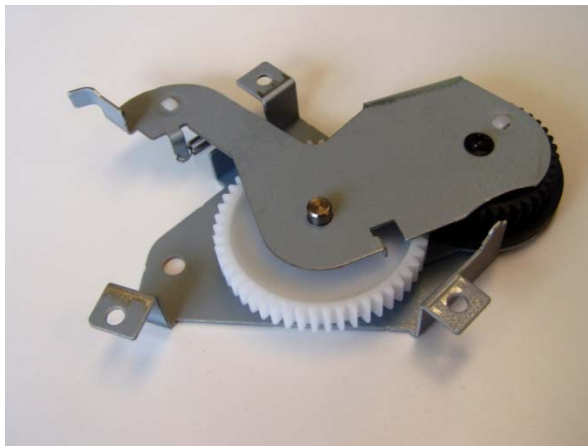
- **HP LJ 4100/4101 MFP**
 - Hard drive failure
 - 49.xx error or trouble with scanning or faxing
 - Try firmware upgrade first
 - Replace hard drive
 - Defects when using ADF versus flatbed
 - Mylar strip becomes worn and must be replaced



- **HP LJ 4200/4250/4300/4350 Series**

Entire Series

- Printing ½ speed
 - Paper tray set to “custom” - check blue tab on right side of tray and set to “standard”
- 50.5
 - Incorrect fuser
 - Confirm the part numbers on the fuser frame
- Swing plate wear out
 - Replace whole assembly and fuser gear versus gear replacement only





- **HP LJ 4250/4350**

- Network formatters
 - Embedded network not functional
- Stuck/bad paper width sensor (PS 109)
 - Waiting for tray 2 to lift
 - Hangs in “Processing Job” when being printed to

- **HP LJ 4250/4300/4350**

- 59.4
 - Cartridge drive motor failure – can also be toner cartridge
 - Tray lift failure 60.2 – 60.3
 - Lift assembly failure
 - » Popping sound when lifting **with** error – tray position sensor failure
 - » Popping sound when lifting **without** error – bent lift assembly mount or defective paper tray
- A and B versions for accessories
 - A’s will not work with 4250/4350
 - B’s will work with entire series



- **HP LJ 4345/M4345 MFP**
 - Identify the printer
 - Engine power supply failure
 - No power
 - Light display or no backlight
 - Control panel failure
 - Touch screen will not work correctly
 - Lines through display
 - Completely dead
 - Swing plate failure
 - Same as 4200 series
 - Defects when using ADF versus flatbed
 - Mylar strip becomes worn and must be replaced
 - Obstruction on strip of glass on left side of main scanner glass.



- **HP LJ 4345/M4345 MFP** *(Cont.)*
 - Hard drive failure
 - 49.xx error
 - Disk not found, fax and scan disabled message

- **HP LJ 9000/9050 Series**
Entire Series
 - Registration failure
 - Seizes up or wears out - can also ruin main drive
 - Power supply failure (LV)
 - 50.1 and 50.3 errors
 - Power supply fan #1 failure
 - 57.3 error



- **HP LJ M1522**
 - Formatter failures
 - Locking up, errors with faxing
- **HP LJ M2727 MFP**
 - Formatter failures
 - Locking up, errors with faxing
 - Flatbed scanner errors
 - Scanner (# 1-5) errors
- **HP CLJ 4600/4650/5500/5550 Series**
Entire Series
 - Blank pages
 - Disengaging arm strip out

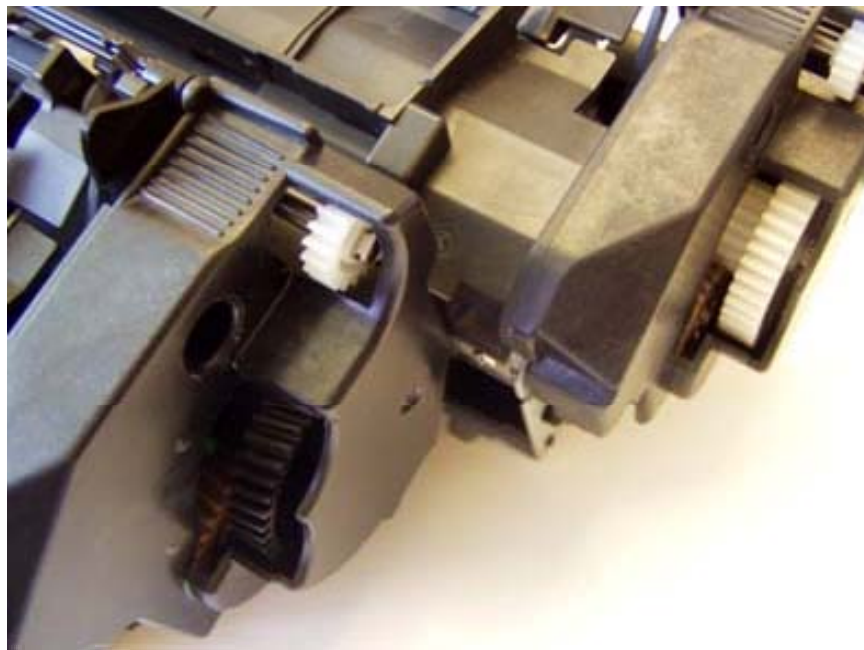




- **HP CLJ 4600/4650/5500/5550 Series** *(Cont.)*

CLJ 4600/4650

- 50.4
 - Incorrect fuser
 - 4600 drive gear has straight teeth while 4650 has helix (angled) teeth





- **HP CLJ 4600/4650/5500/5550 Series** *(Cont.)*

CLJ 4600

- Magenta purge
 - DC controller revision under 6D
 - Defective cartridge

CLJ 4650/5550

- Firmware module
 - Common fail – no display or 49.xx error

CLJ 5500/5550

- Weak cartridge shutter linkage
 - Must remove left cover to identify broken part



- **HP CLJ CP6015**
 - LVPS power supply failures – no power
 - Motor failures M10 and M11
 - M10 – ITB motor – 59.90 error
 - M11 – fuser motor – 59.30 error



General Repair Procedures and Using Technical Support Hotlines



- **Helpful troubleshooting hints**

- Identify the printer
- Always isolate printer from host system before beginning your troubleshooting steps.
- Simplify printer by removing all extras attached such as Network card, optional sheet feeders, or other installed options.
- Use engine test when applicable.
- Cold reset feature can be very effective in resolving printer problems.

- *Note: Never cold reset a printer with the Jet Direct card installed. It will reset/change the IP address.*



- **Using technical support hotlines and online support**
 - Gather as much information about the printer problem as possible.
 - Configuration page, event log, menu map, error codes. Be sure to run all input trays.
 - If machine is unfamiliar, contact your favorite technical support prior to going onsite to fully investigate the issue.
 - Please remember technical supports advice is only as good as the information you provide.



“Solutions for Current Laser Printer Failures”

**Thank You:
Laser Pros International**



HP Service Mode PIN #s

HP LaserJet	PIN #
2300	11230002
2410	10241004
2420	10242004
2430	10243004
P3005	10300506
P4014	5401408
P4015	5401508
P4515	5451508
M3027/M3035	11303506
M5025	11502506
M5035	11503506
4100 MFP	4410002
4101 MFP	4410002
4200	11420002
4240	4424005
4250	9425004
4300	11430002
4345 MFP	11434504
M4345 MFP	11434506
4350	9435004
5200	5520006
9000/9000 MFP	900001
9040/9040 MFP	4904005
9050/9050 MFP	9905004

Hp Color LJ	PIN #
3000	11300005
3500	10350003
CP3505	6350507
3550	10350004
3600	11360005
3700	10370003
3800	11380005
CP4005	10400506
4600	4460002
4650	5465004
4700	9470005
4730	9473005
M4730	5473007
5500	4550002
5550	9555004
9500	4950003
9500 MFP	11950004



HP LJ 2015 (pg. 6)

Formatter:	Network	Q7805-60001
	Base	Q6507-61005

HP LJ 2400 (pg. 6-7)

Formatter:	Network	Q6507-61005
	Base	Q6508-61005
Fuser Drive Assembly & Gears		RM1-1500K
Tray 3 Separation Pad		2400PAD-3

HP LJ 3005 (pg. 8)

Formatter:	Network	Q7848-61003
	Base	Q7847-61003
Fuser Gear Kit		P3005-GK
Fuser		RM1-3740
Fuser Drive		RM1-3746

HP LJ P4014/P4015/P4515 (pg. 9)

Fuser		RM1-4554
P4015 Drum Drive Assembly		P4015-DDA-RO
P4015 Transfer Guide Assembly		P4014-FDR-RO

HP LJ 4100/4101 MFP (pg. 9)

Hard Drive		J6073-61051
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HP LJ 4200 Series (pg. 10)

4200 Fuser		RM1-0013
4300 Fuser		RM1-0101
4250/4350 Fuser		RM1-1082
Swing Plate		RM1-0043
4250/4350 Formatter:	Network	Q6505-69009
4300 Cartridge Motor		RH7-1576
Lift Assy 4200/4300		RM1-0033
Lift Assy 4250/4350		RM1-1074
Paper Tray		RM1-1088

HP LJ 4345 MFP (pg. 12-13)

Power Supply		RM1-1041
Control Panel		Q3942-61040
Mylar Kit		Pf2288k050NI
Hard Drive		J6073-61051
Mylar Strip		RB2-8793

HP LJ 9000/9050 (pg. 13)

Registration		RG5-5663
Power Supply		RG5-7778
Fan 1		RH7-1657
Main Drive		RG5-5656
DC Controller		RG5-5778

HP LJ M1522 (pg. 14)

Formatter		CC368-60001
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HP LJ M2727 MFP (pg. 14)

Formatter		CC370-60001
Flatbed Scanner Assembly		CB532-67905

HP CLJ 4600/5500 (pg. 14-16)

4600 Disengaging Arm		RG5-8239
5500 Disengaging Arm		RG5-6742
4600 Fuser		RG5-6493
4650 Fuser		RG5-7450
5500 Fuser		RG5-6468
5550 Fuser		RG5-7691
4600 Fuser Power Supply		RG5-6399
4600 DC Controller		RG5-6391
4650 CFM		Q7725-67958
5550 CFM		Q7725-67974

HP CLJ CP6015 (pg. 17)

Low Voltage Power Supply		RM1-3594
Fuser Drive Motor		RM1-4519