



Welcome to

“Solutions for Current Laser Printer Failures - Interactive”

Presented by:

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&

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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



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 4200/4300/4250/4350 Series
- HP LJ P2015
- HP LJ 2400 Series
- HP LJ P3005
- HP LJ P4014/P4015/P4515 Series
- HP LJ 9000/9050 Series
- HP LJ M1522 MFP
- HP LJ 4100/4101 MFP
- HP LJ M4345 MFP
- HP LJ M2727 MFP
- HP CLJ 4600/4650/5500/5550 Series



- **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 4200/4250/4300/4350 Series**
(*Cont.*)

HP LJ 4250/4350

- Network formatters
 - Embedded network not functional
- Waiting for tray 2 to lift
 - Stuck/bad paper width sensor (PS 109)
 - 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



HP LJ 4250/4300/4350 (Cont.)

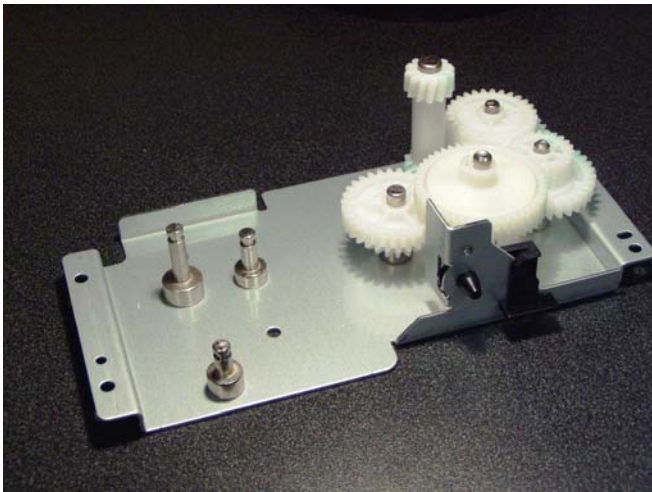
- A and B versions for accessories
 - A's will not work with 4250/4350
 - B's will work with entire series

• 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.xx errors
 - Lock up on memory count or “initializing”
 - Fuser motor failure
 - Will not spin at high speed and jams paper in the fuser
 - Grinding
 - Replace fuser and drive gears



- **HP LJ P4014/P4015/P4515**
 - Lacking error codes
 - Fuser can fail with engines cycling on and off when trying to print
 - Motors can fail without 59 error (motor error) but printer will paper jam
 - Missing maintenance reset
 - Must perform firmware upgrade to add maintenance reset to appropriate menu

- **HP LJ 9000/9050 Series**

LJ 9000/9050

- Registration failure
- Seizes up or wears out - can also ruin main drive

LJ 9000

- Intermittent 13.20 paper jams
- DC Controller needs revision 18 or higher



- **HP LJ M1522 MFP**

- Formatter failures
 - Control panel locks up
 - Errors with faxing

- **HP LJ 4100/4101 MFP**

- Hard drive failure
 - 49.xx errors 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 M4345 MFP**

- Power supply failure
 - No power
 - Light display or no backlight



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



- **HP LJ M2727 MFP**

- Formatter failures
 - Control panel locks up
 - Errors with faxing
- Flatbed scanner errors
 - Scanner (# 1-5) errors

- **HP CLJ 4600/4650/5500/5550 Series**

- **Entire Series**

- Blank pages
 - Disengaging arm strips out

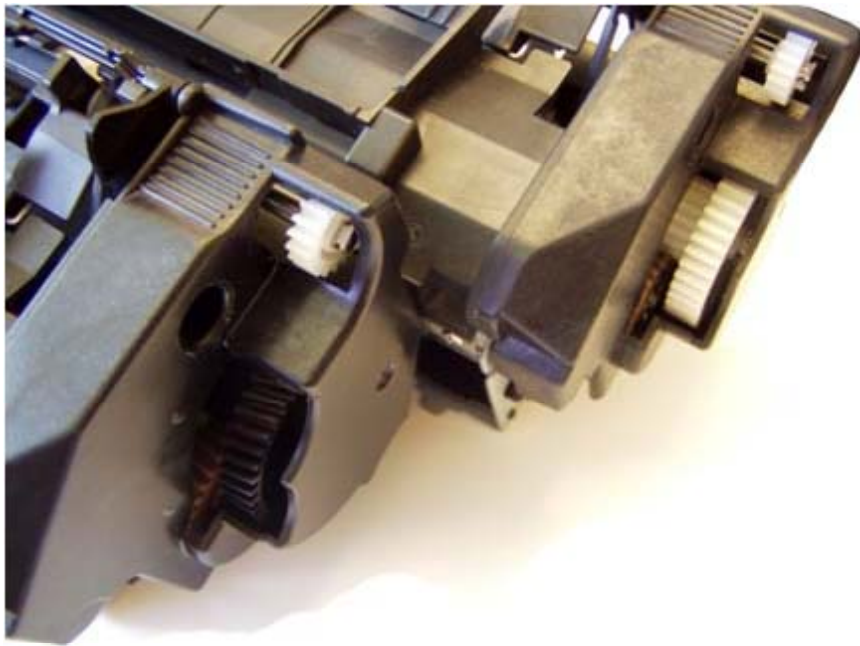




- **HP CLJ 4600/4650/5500/5550 Series** *(Cont.)*

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

- Fuser power Supply
 - No power – can trip circuit breakers
- Magenta purge
 - DC controller revision under 6D
 - Defective cartridge

CLJ 4650/5550

- Firmware module failure
 - No display
 - 49.xx errors

CLJ 5500/5550

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



General Repair Procedures and Using Technical Support Hotlines



- **Helpful troubleshooting hints**

- 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**



Parts List

HP LJ 4200 Series (pg. 6-8)		
4200 Fusing Assembly		RM1-0013
4300 Fusing Assembly		RM1-0101
4250/4350 Fusing Assembly		RM1-1082
Swing Plate Assembly		RM1-0043
4250/4350 Formatter	Network	Q6505-69009
4300 Toner Cartridge Motor		RH7-1576
4200/4300 Lift Assembly		RM1-0033
4250/4350 Lift Assembly		RM1-1074
500 Sheet Paper Tray		RM1-1088
HP LJ P2015 (pg. 8)		
Formatter Board	Network	Q7805-69003
	Base	Q6507-61005
HP LJ 2400 (pg. 8-9)		
Formatter Board	Network	Q6507-61005
	Base	Q6508-61005
Fuser Drive Assembly & Gears		RM1-1500K
HP LJ P3005 (pg. 9)		
Formatter Board	Network	Q7848-61003
	Base	Q7847-61003
Fusing Assembly		RM1-3740
Fuser Gear Kit		P3005-GK
HP LJ P4014/P4015/P4515 (pg. 10)		
Fusing Assembly		RM1-4554
HP LJ 9000 (pg. 10)		
Registration Assembly		RG5-5663
Main Drive		RG5-5656
DC Controller		RG5-5778

HP LJ M1522 (pg. 11)		
Formatter Board	Network	CC370-60001
HP LJ 4100 MFP (pg. 11)		
Hard Drive Assembly		J6073-61051
HP LJ 4345 MFP (pg. 11-12)		
Power Supply		RM1-1041
Control Panel		Q3942-60140
ADF Mylar Kit		PF2288K050NI
Hard Drive		J6073-61051
Mylar Strip		RB2-8793
HP LJ M2727 MFP (pg. 13)		
Formatter Board	Network	CC370-60001
ADF Assembly		CB532-6790
HP CLJ 4600/5500 (pg. 13-15)		
4600 Disengaging Arm		RB2-8239
5500 Disengaging Arm		RG5-6742
4600 Fusing Assembly		RG5-6493
4650 Fusing Assembly		RG5-7450
5500 Fusing Assembly		RG5-6848
5550 Fusing Assembly		RG5-7691
4600 Fuser Power Supply		RG5-6399
4600 DC Controller		RG5-6391
4650 CFM		Q7725-67958
5550 CFM		Q7725-67974