

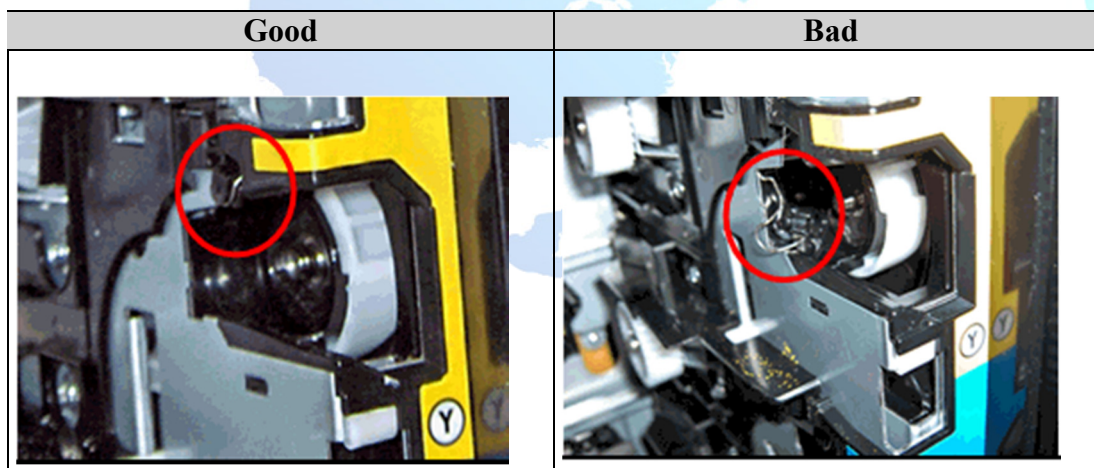


***10.92.XX Error
HP CLJ 3000/3600/3800/CP3505 Printers***

Printer control panel displays a 10.92.YY error on power up. This error refers to the cartridge not engaging correctly. The error may include any of the following:

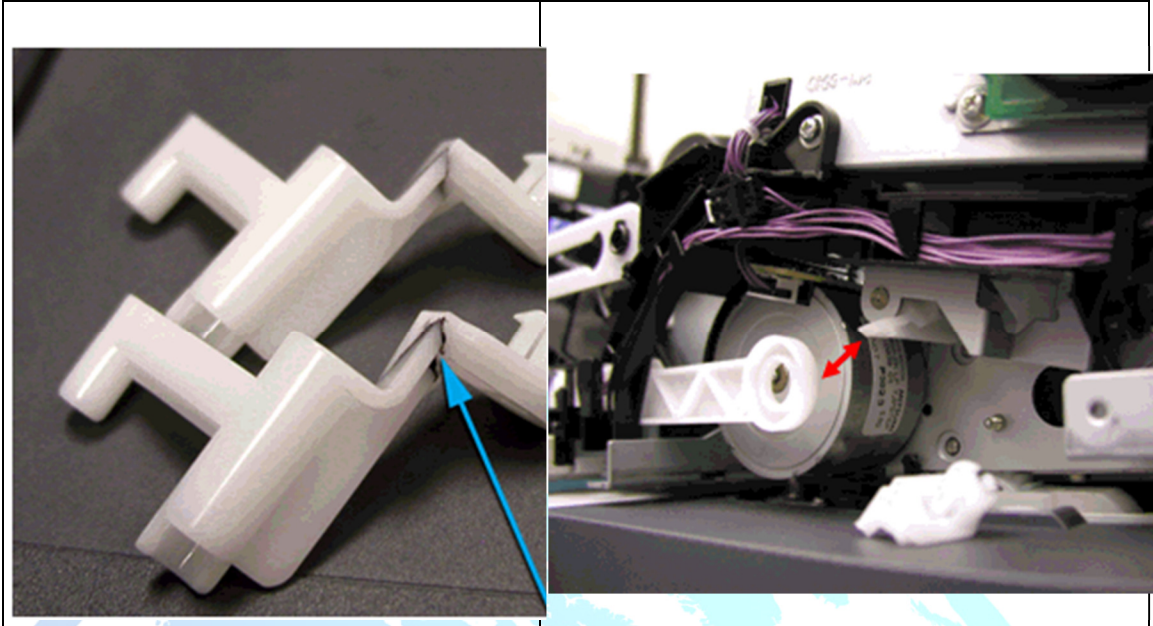
- 10.92.00 (Black)
- 10.92.01 (Cyan)
- 10.92.02 (Magenta)
- 10.92.03 (Yellow)

1. Open and close the front door.
2. Reseat all the cartridges.
3. Power cycle the printer.
4. Look to see if the cartridge locking part is broken or in place. (See pictures below). If broken, you can now repair this part.

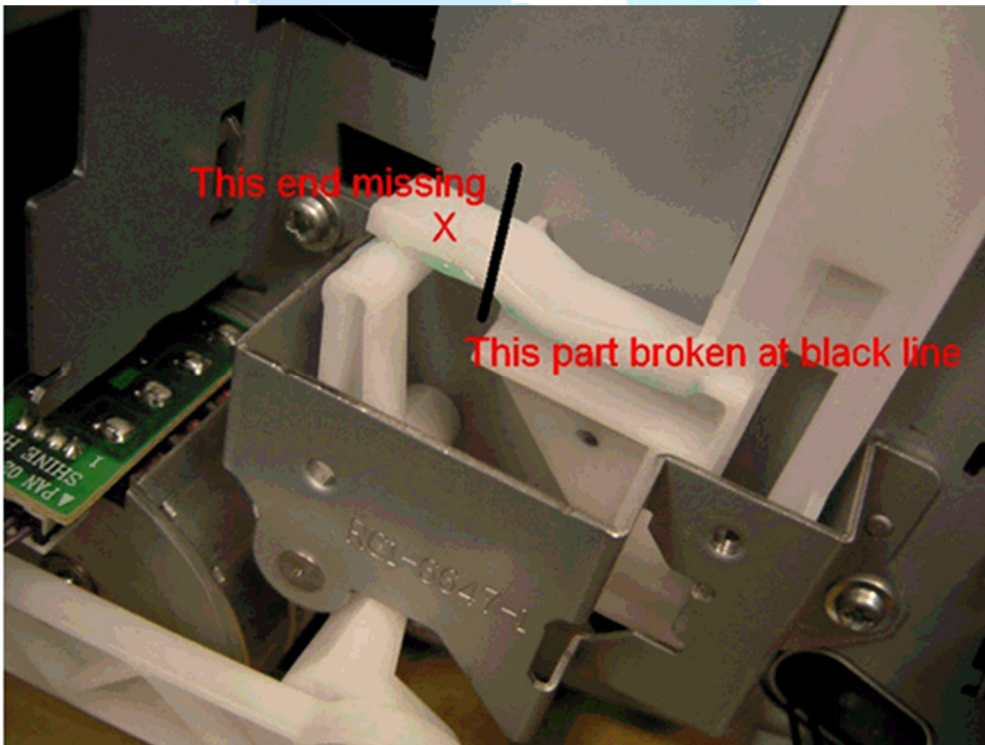


5. Check for a broken part that controls the movement of the cartridge engagement arm, the cartridge shutters, and the OPC drive. (See picture below - it outlines where the break occurs in the picture to the left, and where this part is located for the picture on the right. The red arrows show where the part should be.) You can easily check this without taking off the covers by reaching over to the white rod arm on the right hand side of the ETB,

and "wiggle" it. If it moves easily, then this part is broken. Replace this part if broken (RC1-6645-010CN).



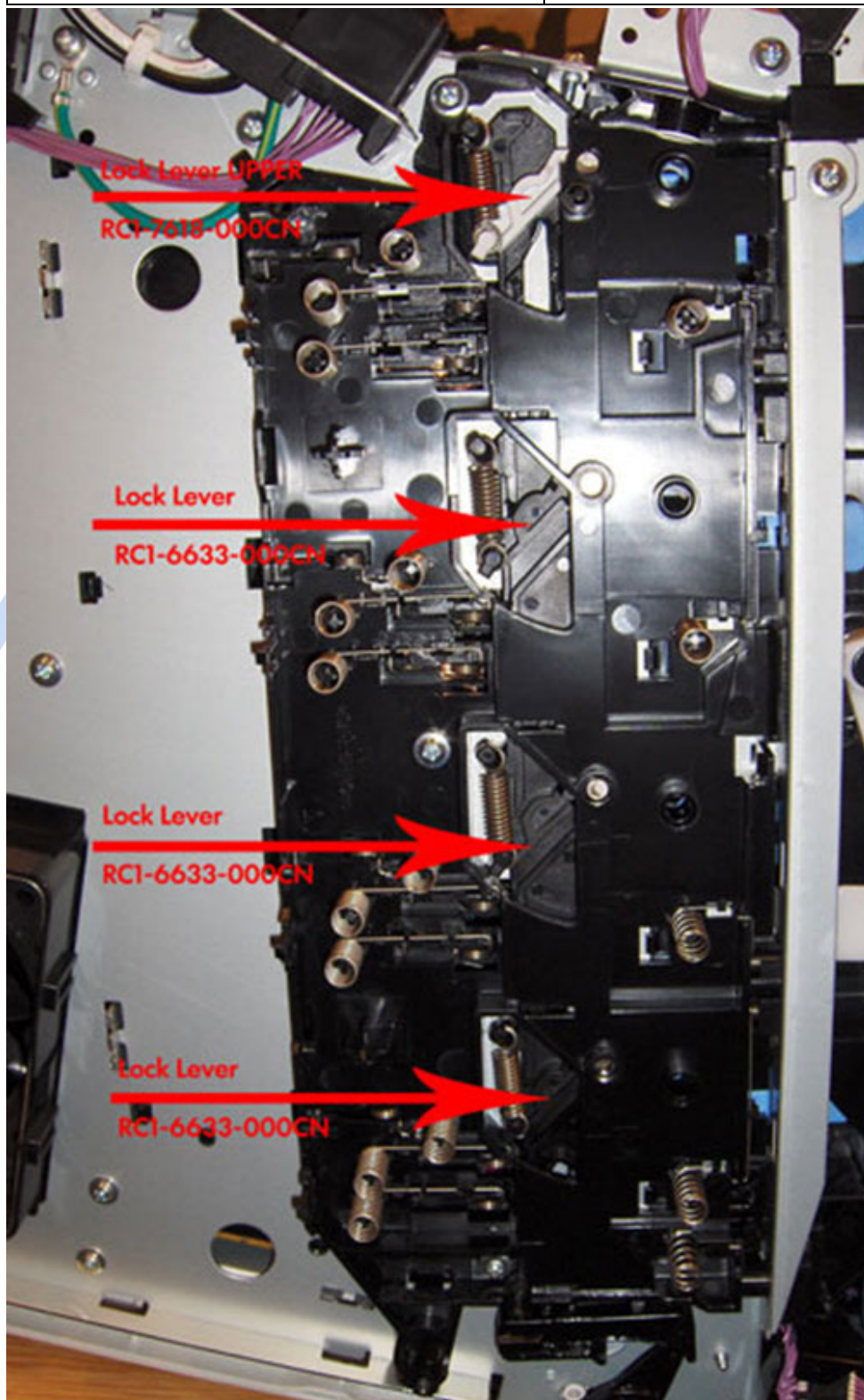
6. Check for folded Ribbon Cables (J201). The fold can cause a short, thus a 10.92.XX error.
7. Check for broken Guide Rails.



If parts are broken, please order the following parts:

Part Description	Part Number
Lever, lock slide, right	RC1-6643-000CN

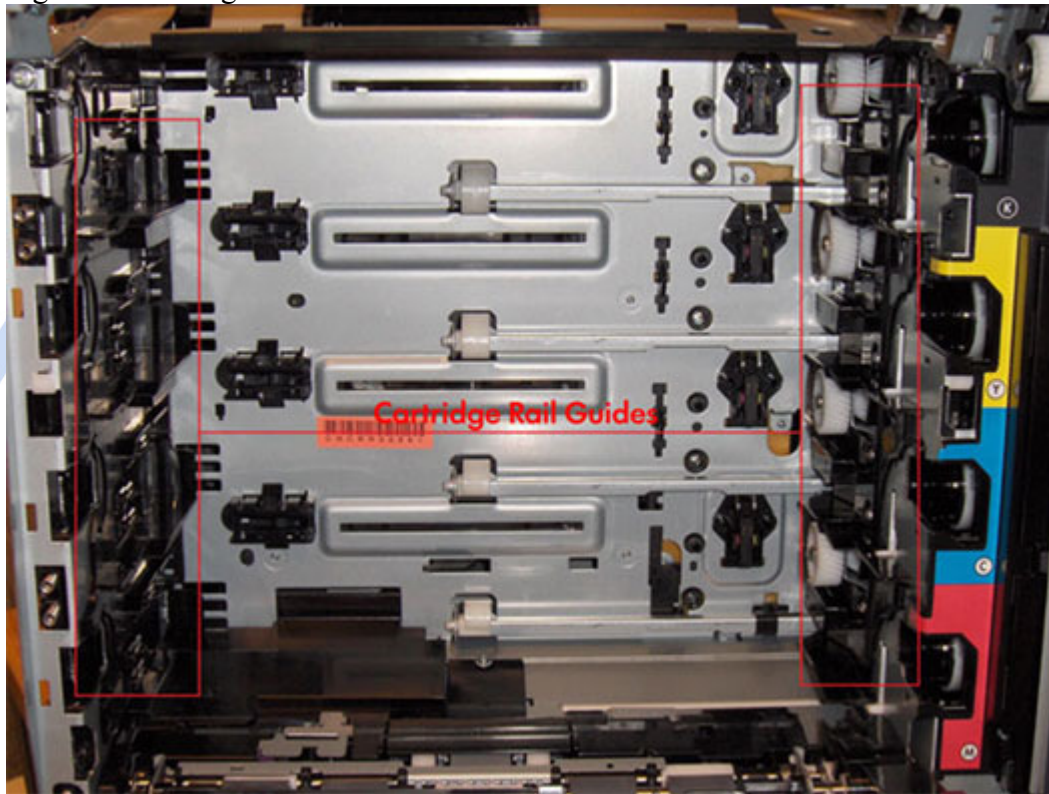
Part Description	Part Number
Cam, slide, right	RC1-6645-010CN



Part Description	Part Number
Lock Lever – left side upper	RC1-7618-000CN
Lock Lever – left side	RC1-6633-000CN
Lever, lock slide, left	RC1-6636-000CN
Cam, slide, left	RC1-6638-000CN
Tension Spring	RC1-6634-000CN

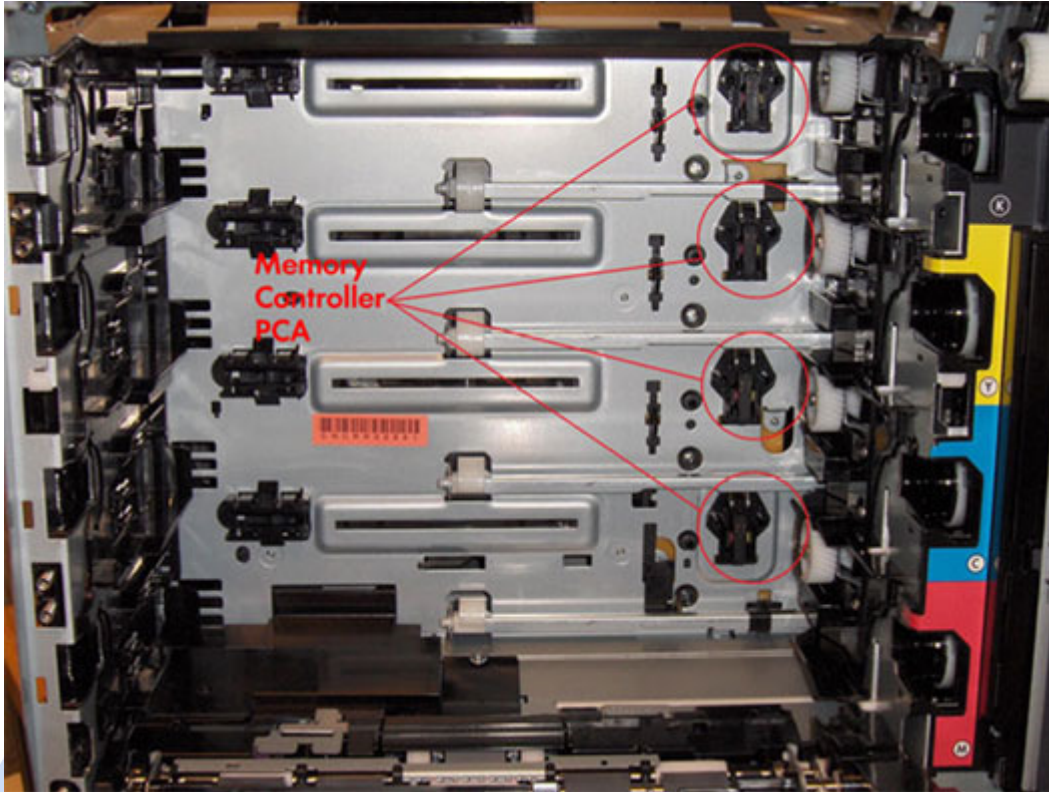
8. Inspect the cartridge guide rails (see Figure below) to see if any are damaged. Replace the Cartridge, guide, right assembly or Guide, cartridge, left depending on the side.

Figure 1: Cartridge Rail Guides



9. Clean the contacts on the memory controller PCA (see Picture 8), and check if contact is made to the Memory Tag on the toner cartridge itself. Replace the toner cartridge if the Memory Tag PCA is missing, see the Figure below.

Figure 2: Memory Controller PCA



10. Figure 3: Memory Tag



11. Make sure that connectors J302, J303, J304 and J305 on the memory-controller PCA are seated correctly. Also make sure that connector J1020 on the DC Controller is seated correctly.
12. Replace the memory-controller PCA if it is damaged.

Part Description	Part Number
Memory Controller PCA (Cartridge-sensor PCA)	RM1-2585-000CN

13. Check the gears on the print-cartridge drive motors. Replace defective motors.
14. Upgrade the DC Controller firmware.

15. Replace the DC Controller if none of the above steps resolved the issue.

- On the DC controller, make sure that connectors J1022 and J1023 are seated correctly.
- On the driver PCA, make sure that connectors J201 and J401 are seated correctly.
- On the memory-controller PCA, make sure that connectors J302, J303, J304 and J305 are seated correctly.

Parts Summary

Parts to send by CSR

Part Description	Color LaserJet 2700 / 3000	Color LaserJet 3600	Color LaserJet 3800/CP3505
Black print cartridge	Q7560-67901	Q6470-67901	Q6470-67901
Cyan print cartridge	Q7561-67901	Q6471-67901	Q7581-67901
Yellow print cartridge	Q7562-67901	Q6472-67901	Q7582-67901
Magenta print cartridge	Q7563-67901	Q6473-67901	Q7583-67901

Part Description	Color LaserJet 2700 / 3000	Color LaserJet 3600	Color LaserJet 3800/CP3505
Cartridge, guide, right	RM1-2771-000CN		
Guide, cartridge, left	RC1-6629-000CN		
Cartridge Lock Kit	Q5982-67925		
Drive motor assy	RM1-2773-000CN	RM1-2689-000CN	RM1-2689-000CN
DC Controller PCA	RM1-2600-140CN	RM1-2580-120CN	RM1-2580-120CN
Lever lock, left upper	RC1-7618-000CN		
Lock Lever – left side	RC1-6633-000CN		
Lever lock, left	RC1-6636-000CN		
Cam, slide, left	RC1-6638-000CN		
Cam, slide, right	RC1-6645-010CN		
Tension Spring	RC1-6634-000CN		

Part Description	Color LaserJet 2700 / 3000	Color LaserJet 3600	Color LaserJet 3800/CP3505
Lever, lock slide, right	RC1-6643-020CN		
Memory Controller PCA (Cartridge-sensor PCA)	RM1-2585-000CN		
Main Drive Assembly	RM1-2751-000CN		

