

59.F0 Error

HP CP3525/CM3530/M551/M575

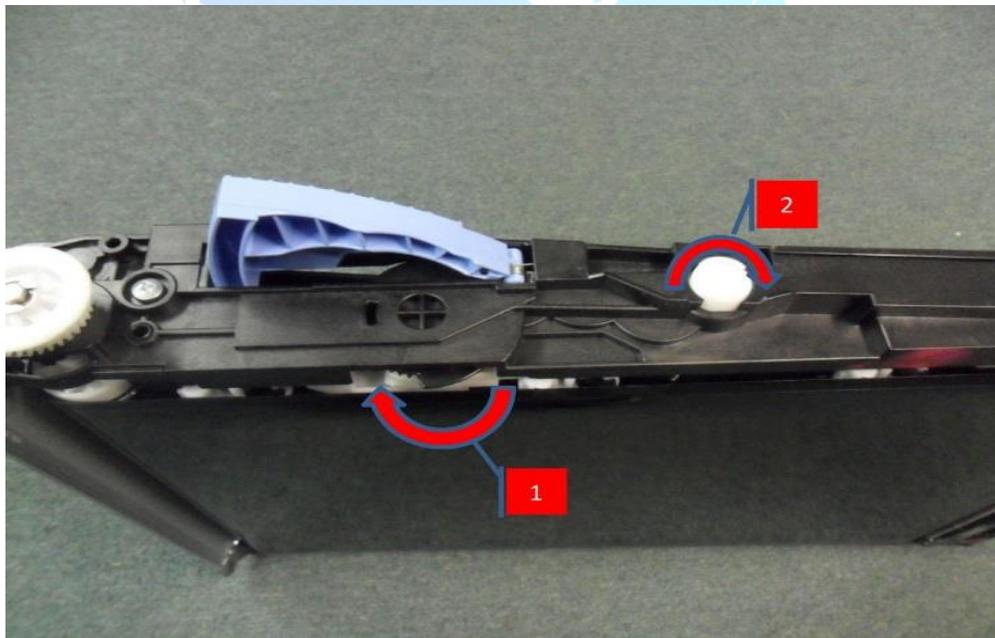
Description:

Printer boots up to 59.F0 Error and is unable to print. This behavior may be caused by one of the following conditions:

- Transfer belt is broken and cannot properly engage the internal transfer rollers.
- Sensor SR17 (primary transfer roller disengagement) is dirty or bad.
- The fuser drive assembly is damaged or broken. Typically, a grinding or clicking noise will be heard during boot up.

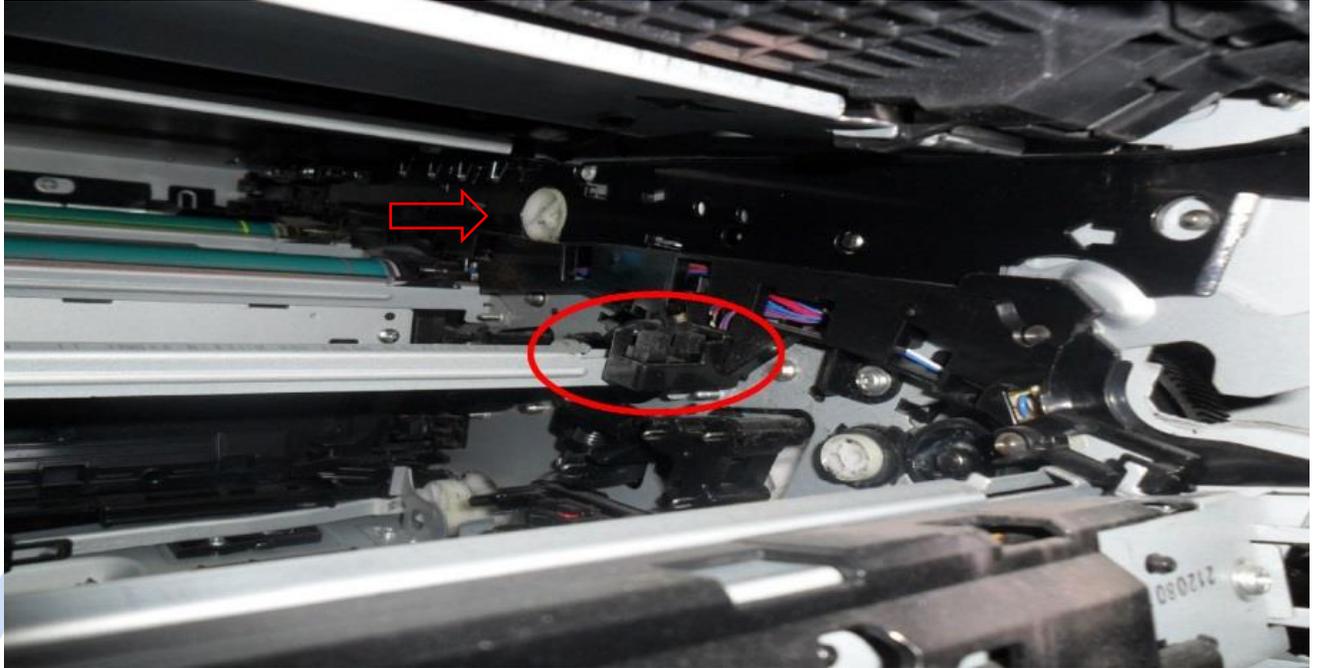
Action:

1. Reseat the ITB and power cycle the printer.
2. If issue persists, remove the ITB completely from the printer and inspect the ITB.
 - a. Check to see if the ITB flag rotates (callout 1) when the white knob is turned (callout 2).



- b. If the ITB flag is broken, damaged or does not rotate, replace the ITB (CC468-67907).
 - c. If the ITB flag is not broken or damaged, continue to step 3
3. Test the primary transfer roller disengagement sensor SR17 in the MANUAL SENSOR TEST.
 - a. NOTE: Before initiating this test, remove the Fuser, ITB, cyan cartridge and black cartridge from the unit.

- b. Access Trouble Shooting /Diagnostics Menu from the printer control panel
- c. Press the down arrow to highlight “MANUAL SENSOR TEST” and then press the OK button
- d. Observe the state of sensor “I” on the control panel (The normal state is 0).
- e. Locate SR17 through the right side of the printer.
 - It is attached to the frame of the printer just about the end of the black cartridge (where it makes contact with the frame). Location of SR17 (circled) in image below.



- f. Insert a piece of paper into the SR17 sensor bracket. The state of sensor “I” on the control panel should change to 1.
 - i. Observe the control panel for proper operation of the sensor.
 - ii. If the value for sensor letter “I” does not change, the sensor will need to be cleaned or replaced (Photo interrupter SR17 WG8-5696).
4. If Sensor SR17 is working properly, open the right door and defeat the interlock switch. With the ITB removed, perform the ITB contact/Alienation test.
 - a. From the printer control panel access Trouble Shooting /Diagnostics Menu
 - b. Locate and select Component Test
 - c. Press the down arrow to highlight ITB Contact/Alienation, then press OK.
 - d. During the test (about 20 seconds), observe the white alienation drive hub located above the Cyan cartridge (shown with the arrow in the figure above).
5. If the alienation drive hub does not rotate, the fuser drive is most likely the problem. Replace the fuser drive assembly.
 - a. CP3525/CM3530:
 - i. For duplex models: RM1-4974
 - ii. For simplex models: RM1-5001
 - b. M551/M575:
 - i. For duplex models: RM1-8134
 - ii. For simplex models: RM1-8169

NOTE – If the simplex drive is not available, the duplex drive unit can be used in its place, but not the other way around.