



PARTS ON DEMAND LIMITED

## TECH TIPS July 2003



600 DPI  
Resolution Enhancement



**PRINTER PARTS**



**PRINTER REPAIRS**



**PRINTER TRAINING**

**PRINTER MANUALS**

**PRINTER TECH SUPPORT**

**This Issue Contains:**

- Tech Tips Index
- Paper Jam Errors
- HP8000 Printer Specifications
- HP8100 Printer Specifications



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## **PAPER JAM ERRORS**

One complaint we often hear is that a printer will not feed paper from the desired tray on printers with more than one tray. If the printer attempts to pick up and then displays a “paper jam” error, there is probably a physical problem with the pickup mechanism - worn roller, roller not turning, paper not lifting, etc. But more commonly, the printer does not pick from the desired tray, instead trying another tray or prompting you to load paper in the manual feed tray.

To understand this behavior, let’s briefly look at how the printer decides which tray to pick from. Jobs sent from a computer will almost always specify a paper size, and often a paper type (e.g., “plain” or “letterhead”) as well. If size and type are not specified, the printer will use the default, which is usually set in one of the printer’s menus (look for the menu item “PAPER=”).

In either case, if the printer cannot find the specific size and/or type of paper in one of the cassettes, it will prompt you to load paper in the manual feed tray. If this happens and you know that the specified paper is in one of the cassettes, there are three possibilities why the printer is not finding it:

(1) The printer doesn’t think there is paper in the cassette. This can be caused by the flag that hangs down into the cassette being out of position, or by a failure of the lifting mechanism (especially in large printers like the HP LaserJet 5Si/8000/8100), which causes the printer to conclude that the cassette is empty.

(2) The printer is not sensing the paper size correctly. Size-sensing works by detecting the presence of levers, ridges, and bumps on the side or rear of the cassette. The configuration of these will be different depending on what size the cassette is set up for. The printer has a set of switches that are activated by the levers, etc. on the cassette. Usually there will be a set of leaf springs between the cassette and the switches. Possible problems here are (a) a damaged cassette (usually levers broken off); (b) bent or missing leaf springs; (c) bad switches or a bad circuit on the board containing the switches.

(3) The printer does not sense paper type. Some printers can distinguish between different paper types, but do it through menu settings, one for each tray. If the printer has this feature, the type specified in the menu must match what the job is asking for. Even if the printer finds a tray with the correct size, it won’t pick from that tray if the type doesn’t match. It’s also worth checking other menu settings. In particular, some printers allow you to “lock out” selected trays, which will prevent the printer from using those trays. This feature can be useful if you want to force the printer to feed from a specific tray - just lock out all the other trays. Also check Tray 1 settings (on HP printers, Tray 1 is always the manual feed tray). Usually, Tray 1 can be set up to act like a cassette, with a specified size and type, or as a manual feed tray. In the latter case, there is usually a second menu setting to turn manual feed on or off. If manual feed is on, the printer will only feed from Tray 1; if manual feed is off, the printer will never feed from Tray 1.

If you can’t get the printer to feed from certain trays, but there is no error being generated, check the menu settings very carefully before concluding that there is a physical problem.

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## HP8000

<b>Model</b>	HP8000	C4085A	600 DPI	24 PPM
<b>Power</b>	Printing	500W 5.9A		
	Standby	135W	Power Save	21W
<b>Duty Cycle</b>		100,000 pages per month		
<b>Toner Cartridge Life</b>		at 5% 15,000 pages.		
<b>Maintenance Kit Interval</b>		350,000 pages		

### SPECIFICATIONS

<b>Height</b>	<b>Width</b>	<b>Depth</b>	<b>Weight</b>
541mm	1187mm	520mm	48Kg

### ACCESSORY / OPTIONS

<b>Toner cartridge</b>	C3909A	<b>Maintenance Kit</b>	C3972B
<b>Memory 4Mb</b>	C4140A	8Mb	C4141A
	16Mb	32Mb	C4143A
	64Mb	C3913A	
<b>Duplex</b>	C4782A	<b>Mail Box</b>	C4785A
<b>Tray 4 2000 sheet</b>	C4781A	<b>Tray 4/5 2X500 sheet</b>	C4780A
<b>Network</b>	J2550A 10Base-T	J2552A 10Base-T, BNC, LocalTalk	

### FREQUENTLY USED PARTS

Roller Tray 1	RB1-6730	Sep Pad	RF5-1455
Roller Pickup Tray 2	RF5-1835	Roller Feed Separation Tray 2 (2)	RF5-1834
Roller Pickup Tray 3	RF5-1835	Roller Feed Separation Tray 3 (2)	RF5-1834
Roller Pickup Tray 4	RF5-1835	Roller Feed Separation Tray 4 (2)	RF5-1834
Roller Pickup Tray 4/5 2X500(2)	RF5-2708	Roller Feed Sep. Tray 4/5 2X500(4)	RF5-1834
Diverter Assy	RG9-1150	Registration Assy	RG5-1833
Roller Transfer	RF5-1412	Laser	RG5-1895
Pickup Assy Tray 1	RG5-1880	Delivery Assy	RG5-1874
Pickup Assy Tray 2/3	RG5-1852	PSU	RG5-1878
Fuser	RG5-4448	Maintenance Kit	C3972B
DC Controller	RG5-1844	Transfer Unit 2000 Tray 4	RG5-2175
Transfer Unit 2X500 Tray 4/5	RG5-4403		

### RESET MAINTENANCE COUNT At 350,000 pages

1. Hold down [ITEM] and [+] while turning on the printer, until all lights are displayed, press [SELECT], *SERVICE MODE* is displayed
2. Wait for *WARMING UP* to be displayed and then release both keys.
3. Press [MENUS] once to display *SERVICE MODE*.
4. Press [ITEMS] to display *PAGECOUNT=*, *MAINTCOUNT=*, and *S.N.=*
5. Press [+] to step through values above cursor.
6. Press [SELECT] to activate choice. Cursor will move to the right.
7. The maintenance count should read 350,000
8. Press [MENU] when all digits have been entered to return to main menu.

### SERVICE MODE

1. Hold down [ITEM] and [+] while turning on the printer, until all lights are displayed, press [SELECT], *SERVICE MODE* is displayed  
To Exit Press [ONLINE]

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## HP8100

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Power	Printing	500W 5.9A		
	Standby	135W	Power Save	21W
Duty Cycle		100,000 pages per month		
Toner Cartridge Life		at 5% 15,000 pages.		
Maintenance Kit Interval		350,000 pages		

### SPECIFICATIONS

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DC Controller	RG5-1844	Transfer Unit 2000 Tray 4	RG5-2175
Transfer Unit 2X500 Tray 4/5	RG5-4403		

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2. Hold down [ITEM] and [+] while turning on the printer, until all lights are displayed, press [SELECT], *SERVICE MODE* is displayed
9. Wait for *WARMING UP* to be displayed and then release both keys.
10. Press [MENUS] once to display *SERVICE MODE*.
11. Press [ITEMS] to display *PAGECOUNT=*, *MAINTCOUNT=*, and *S.N.=*
12. Press [+] to step through values above cursor.
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15. Press [MENU] when all digits have been entered to return to main menu.

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## **POD Policy**

### **RMA- RETURN MERCHANDISE AUTHORIZATION**

- An RMA number assigned by POD must be put on the outside and inside of your returned product package for adequate identification. Products returned without a valid RMA number will be refused at POD.
- The customers RMA number is valid only for 30 calendar days from date of issue.

### **EXCHANGE ITEMS**

- Products must be:
  - 1) Returned within the specified date on the Exchange Docket.
  - 2) Repairable, no alterations, or missing parts.
  - 3) Be an exact equivalent of the part shipped out.

### **RETURNED PROCESS**

- On receipt of RMA and Exchange parts POD will inspect it to confirm that it is:
  - 1) The correct part returned.
  - 2) Eligible for product return.
- If not, then POD will have the option of:
  - 1) Returning it with an explanation
  - 2) Providing no refund for a RMA
  - 3) Not accepting the part as an Exchange unit.

### **RESTOCKING FEE**

- POD at its discretion may charge a restocking fee to recover costs in processing and re-testing goods returned. A minimum fee of \$20.00 may be applicable.

### **MISCELLANEOUS**

- Manuals, rollers and special order items are not returnable.
- POD is not responsible for damages incurred in transit.
- The customer is responsible for return shipping.
- All products must be returned within the allocated time issued by POD.

### **WARRANTY PERIOD**

- New products carry the Original Manufacturer Warranty.
- Exchange Units carry a 90 day warranty.

These policies are to be read in conjunction with PODs Terms and Conditions.

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