



# PARTS ON DEMAND LIMITED

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## 'Install Cartridge' ... 'Install Cartridge' ... IT IS INSTALLED!

Has your printer ever given you a message saying 'Install Black Cartridge', even though there is already a cartridge installed? This frustrating problem has been known to happen on the HP LaserJet P3005 and M3035/M3027 MFP.

Here are a few simple steps on how to fix the problem.

1. Check to see that the cartridge is properly installed.
  - a. If yes, move onto #2.
  - b. If no, install correctly. If problem persists move onto #2.
2. Install a new cartridge
  - a. If you have an additional cartridge available, install in place of the existing cartridge.
3. Did installing a new cartridge fix the problem?
  - a. YES – Try re-installing the first cartridge. If the problem returns with the first cartridge, that cartridge will need to be replaced.
  - b. NO – Check to see that the drum ground connector between the cartridge and the high voltage power supply (HVPS) is correctly seated on the mechanical connector and the matching connection on the toner cartridge is clean. If needed, clean the contacts.
4. Everything is connected and clean, and still not working?
  - a. If the problem persists, you will need to replace the HVPS.
  - b. Also, check that the protective plate is working properly. This plate covers the HVPS connector contacts when the toner cartridge is out, and moves out to expose the connectors when the cartridge is installed. If it is not moving freely or is bent, it needs to be replaced.

Have a tech related question? We want to hear from you. Submit your questions to:  
[support@partsondemand.co.nz](mailto:support@partsondemand.co.nz), or Ph: 0800 22 5505

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