



# PARTS ON DEMAND LIMITED

November 2013

## Tech Talk: Dealing with 60.2 Errors

Having a 60.2 error on HP LaserJet 4250 or 4350 printers? This error can be quite persistent, even after power cycling the printer. It means that tray 2 and its lift motor are not working. Do you hear thumping or banging sounds? This is also common for a 60.2 error.

To diagnose and solve the problem, follow these steps.

1. First, if you have not already done so, turn the printer off and then back on. If the 60.2 error still displays, turn the printer off again and leave off.
2. Remove the paper cassette.
3. Check the gear on the right side of the cassette. Try to move the large quarter gear and check that the tray lifts to the top. If this mechanism works fine, go to step 4.
4. Turn the printer back on and activate the tray's size sensors and check to see if the lifter gear rotates. If it does not rotate and/or makes unusual noises, you will need to replace the lifter-driver assembly.
5. If it does rotate while pressing the size sensors, press the paper presence flag to see if it stops. If it does not stop, you will need to inspect the sensors.
6. If the error still persists, you will need to replace the DC controller PCA.

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 225505

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### Parts on Demand Limited.

14A Clemway Place  
Henderson, Waitakere 0610  
AUCKLAND  
New Zealand

Phone: 64 9 8366602  
0800 225505  
Fax: 64 9 8366604

PO Box 104229  
Lincoln North 0654  
Auckland  
Email: [support@partsondemand.co.nz](mailto:support@partsondemand.co.nz)