



PARTS ON DEMAND LIMITED

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Tech Talk: Hangin' In Calibration Mode

Some users of the HP Color LaserJet 2700, 3000, 3600, 3800, and CP3505 printers have reported that their printer launches into calibration mode, and gets stuck. It is possible that one or more parts will need to be replaced, but there are some steps you can perform first that could fix the problem, and failing that, find out which parts need replacing. We have found that the toner cartridges are often the culprit, especially if different brands are being mixed together in the printer, or if the toners are close to empty. The following steps will guide you in the right direction.

Step One: Cold reset

- Shut off the printer and turn it back on.
- When the printer begins its start-up sequence, press and hold the checkmark button until all the LEDs are lit.
- Press the down key until COLD RESET appears on the display.
- Press the checkmark button again.

Step Two: Replace the toners, transfer kit and formatter

- Remove the toner cartridges and transfer kit, and put them back into place
- Remove the formatter and put it back.

Step Three: Calibration

- Perform a full calibration three times.

To do this, press Menu, select CONFIGURE DEVICE, then PRINT QUALITY, then FULL CALIBRATE NOW.

At this point, the printer may return to normal operation, which means that it was indeed the toners that were the culprit, and no further action is needed.

Still not working?

Check the event log to see if a laser error appears (error 51.xx or 52.xx). If there is no error, you will need to replace the transfer belt assembly.

For duplex printers, the part number is RM1-2752-090CN, and for other printers it is RM1-2759-100CN.

If there is a 51.xx/52.xx error, you will need to replace the laser/scanner assembly.

For the HP CLJ 3600/3800/CP3505 the part number is RM1-6338-000CN, and for the 3000/2700 it is RM1-6339-000CN.

If this issue persists after replacing either the laser/scanner assembly or the transfer belt assembly, you will need to replace the DC controller.

For the CLJ 3600/3800 the part number is RM1-2580-120CN, and for the 3000/2700 it is RM1-2600-120CN.

Preventative measures

If your printer is located in a dirty or dusty environment, the risk of this problem can be reduced by periodically cleaning the laser scanner lenses. In any environment avoiding mixing toner brands can also reduce the risk of this problem.

Have a tech related question? We want to hear from you. Submit your questions to: support@partsondemand.co.nz
Or Ph: 0800 225505

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