



# PARTS ON DEMAND LIMITED

Sept/1 2013

## Don't Be Alienated by Grinding Noises

We have received some calls from customers about a 50.7 error accompanied by clicking or gear grinding noise on the HP Colour LaserJet CP6015 Printer and CM6030/CM6040 MFPs. This happens when the gear that turns the fuser, also known as the fixing alienation gear, is broken.

This is a known issue that units manufactured before September 2008 are susceptible to as they get older, and it is caused by higher than normal usage of this gear. The gear is used in what are called alienation cycles, which occur when switching between power save mode and printing, or when cycling the printer power.

This issue can be fixed by replacing the fuser alienation gear (part # RM1-3247-020CN). To replace this part:

- Open the right-hand door and remove the fuser
- Remove one screw, and remove the black sensor cover
- Remove one e-clip, and slide the fuser drive gear from the shaft
- Slide the fuser alienation gear from the shaft
- Slide the new gear onto the shaft
- Reassemble all parts in reverse order

Note that the replacement gear will be black, instead of white.

Have a tech-related question? We want to hear from you. Email your questions to [tsupport@partsondemand.co.nz](mailto:tsupport@partsondemand.co.nz)

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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)