



PARTS ON DEMAND LIMITED

Tech Tips

Sept 2014

Left Toner Cartridge Lock Broken on the HP LaserJet 3000/3600/3800/CP3505 Printer Series ?

Are you having trouble installing the toner cartridge in your color HP LaserJet printer? Does the printer panel display a "10.92 XX"? If you answered "yes" to either of those questions, then the left lock of the cartridge could be broken.

If you suspect a broken lock, here is how to verify its condition:

Check the left lock mechanism by moving the left ETB (electrostatic transfer belt) holder. The four cartridge locks should, in turn, move up and down — but they should not be so loose that they appear ready to fall off. Check their tightness by manually testing with the ETB holder in the closed position.

If one of the locks is broken, replace it (for black, use RC1-7618; for cyan/magenta/yellow, use RC1-6633).

Here is how to replace the left cartridge locks, which will require removal of the following components:

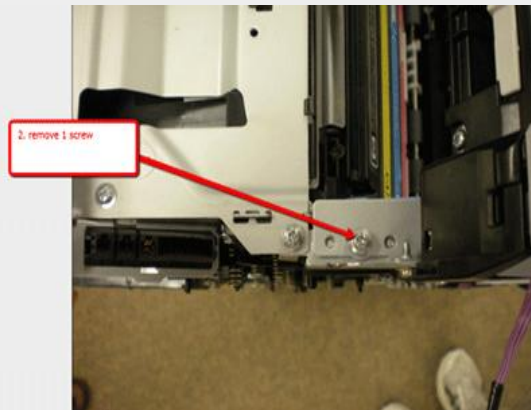
Fuser, toner, cartridge and ETB, Upper Cover, Lower rear cover, Left cover, Upper rear cover and back cover.

1. Remove the fuser, toner, cartridge and ETB.
2. Remove the contact holder assembly. This can be a challenge, so we've created a step-by-step guide:

- a. Open the upper cover (or fuser door) and detach the fusing assembly by removing the four screws.
- b. Tilt the right side of the cover to expose the wire and disconnect it.
- c. Remove upper cover from the printer.



- d. To remove the lower rear cover, slide it to the right and pull away from the printer. Remove the screw and detach the hinge bracket.



- e. To remove the left cover, open the front door and remove the two screws (one at the side bottom, and one at the rear) and then push on the tabs to release the two rear tabs.

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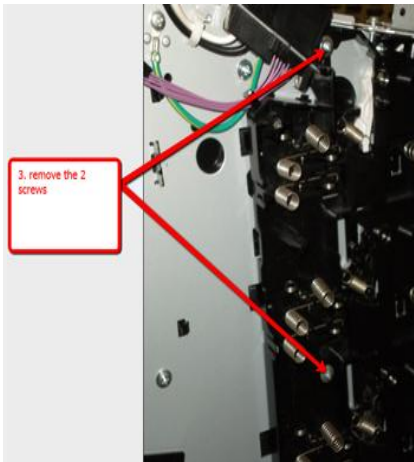
14A Clemway Place
Henderson, Waitakere 0610
PO Box 104229, Lincoln North 0654
AUCKLAND, NEW ZEALAND

Phone: 64 9 8366602
Fax: 64 9 8366604
Free Phone: 0800 225505
Email: support@partsondemand.co.nz



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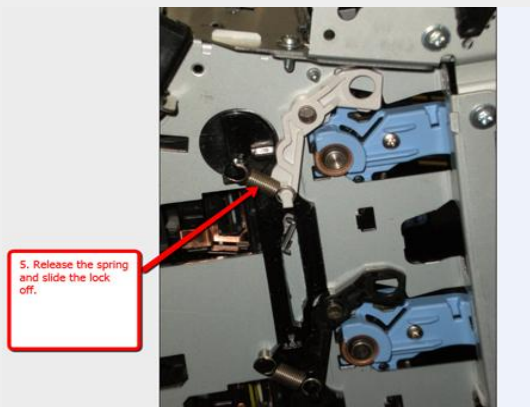


f. To remove the upper rear cover, remove the 10 screws, slide the cover to the left and release it.

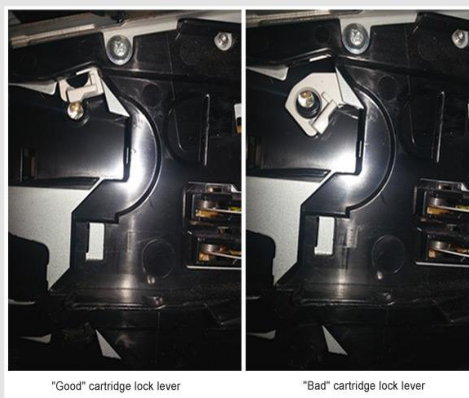
g. Disconnect the two Flat Flexible Cables from the DC controller and remove the two metal and two plastic screws to release the seven locking tabs. (Caution: Do not bend or fold the FFCs during removal or reinstallation.)

h. Remove the contact holder assembly by removing the screw from the front and the screw from the top, and then releasing the tabs.

Now, the cartridge locks should be exposed, one for each colour. The off-white lock is for the black cartridge, and the black locks are for the other three colours. Remove the spring(s) of the broken lock(s), slide the lock(s) off the post and replace. Repeat as necessary.



3. Reinstall the HV contact holder assembly by reversing the disassembly steps. 5. Reinstall the other components in reverse order.



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