

## Tech Talk: The HP M3027/M3035 MFP Be Jammin', Mon

Our tech support team has been receiving an increasing number of calls about paper jams in the automatic document feeder (ADF) assembly of the HP M3027/M3035 MFPs.

We have found that this issue generally affects MFPs that have had at least 27,000 pages run through the ADF. The ADF feed roller assembly may stop making proper contact with its lifting mechanism due to a plastic pin wearing out. The more you use the ADF, the more likely this problem is to occur.

Fortunately, there is a new ADF feed roller assembly available that has a larger area of contact with the internal lifting mechanism. Additional material has been added to the plastic pin that was wearing out on the original ADF roller assembly. The new roller has been proven by HP to prevent the above problem from happening.

When ordering, please use part number CB414-67918 for the new ADF feed roller assembly. It is easily installed and comes with clear instructions, plus you can contact our tech support department at any time with installation questions.

You should note that although HP's service manual only lists one part number for both the ADF assembly and the document scanner, there are in fact two part numbers for each: one for letter size, and one for legal size:

ADF assembly Letter size CB414-67928

Legal size CC476-67913

Document scanner Letter size CB414-67921

Legal size CC476-67911

The ADF roller assembly above will work in either ADF assembly. However, the different ADF assembly types and document scanners are not interchangeable. For example, you cannot switch from a letter-size version to a legal-size version.

For price and availability on these components, please contact your Parts on Demand sales representative.

We hope this helps clear up your jammin' issues. Have a tech related question? We want to hear from you, contact our technical support team [support@partsondemand.co.nz](mailto:support@partsondemand.co.nz)