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HP LaserJet Information

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1. HP LaserJet Simple Problems

1.1) BLANK PRINTOUT

Has the EP cartridge been inserted correctly in the printer? If not, re-insert the cartridge and perform the self-test.

Has the EP cartridge been used for more than 3000 pages? If so, replace the EP cartridge.

Has the sealing tape been removed from the EP cartridge? If not, remove the sealing tape and try the self-test procedure again. (See "Replacing the EP Cartridge".)

If none of these procedures helps, see the "COMPLETE IMAGE IS LIGHT" discussion below.

1.2) COMPLETE IMAGE IS LIGHT

Is the print density dial set with its dot at the top (position number 5)? If not, set the dial to number 5 and repeat the self-test procedure. Does print quality improve when new paper is used? Be sure that the paper you are using meets the paper specifications listed in the Paper Specification Guide (part no. 02686-90905).

Is the transfer corona wire broken (see discussion on cleaning transfer corona wire)? If so, call your HP Dealer.

1.3) COMPLETE IMAGE IS DARK

Is the print density dial set correctly (near the middle setting)? If not, set it correctly and repeat the self-test procedure. If this does not improve the image, try replacing your EP cartridge.

1.4) BLACK IMAGE

Is the primary corona wire broken (the wire is located under the vinyl flap of the EP cartridge)? If so, replace the EP cartridge.

1.5) STAINED STRIP ALONG RIGHT SIDE OF PAPER

Is the separation belt or the area around the belt dirty? If so, clean the dirty area and perform the self-test procedure (see the "Separation Belt Cleaning and Replacement" discussion in this section). If this does not eliminate the black stain along the right side of the page, replace the EP cartridge.

1.6) STAINS ON BACK OF PAPER

Is the area around the manual paper feed slot dirty? If so, clean it first with a damp cloth and then with a dry cloth.

Is there any toner on or around the transfer corona assembly? If so, clean it with a damp cloth and then with a dry cloth.

Is there visible toner on any of the printer rollers? If so, clean them first with a damp cloth and then with a dry cloth.

Is there any toner on the underside of the EP cartridge? If so, clean the cartridge with a damp cloth, then with a dry cloth.

Is the fusing roller cleaning pad dirty? If so, replace the fusing roller cleaning pad (see "EP Cartridge Replacement" procedure earlier in this section).

1.7) DARK VERTICAL LINES (IN DIRECTION OF PAPER FEED)

Is the fusing roller cleaning pad dirty? If so, replace the pad as described in the "EP Cartridge Replacement" procedure earlier in this section. If this does not eliminate the dark vertical lines, replace the EP cartridge.

1.8) SHARP HORIZONTAL BLACK LINES (CROSS FEED DIRECTION)

Call your HP Dealer or your Hewlett-Packard Service Representative.

1.9) BLURRED VERTICAL STRIPES (PAPER FEED DIRECTION)

Does the print image improve after cleaning the primary corona wire? If not, replace the EP cartridge.

1.10) BLURRED HORIZONTAL STRIPES (CROSS FEED DIRECTION)

Check the distance of the stripes from the edge of the paper. If they are approximately 188 mm (7.4 in) or 66 mm (2.6 in) from the edge, replace the EP cartridge.

1.11) WHITE HORIZONTAL LINES (OR OTHER SHAPES) ON BLACK BACKGROUND

Does the paper being used meet the specifications listed in the Paper Specifications Guide (part no. 0'686-90905). Try another type of paper and see if the problem is corrected.

Is the paper damp? Replace the paper with dry paper and be sure to store your paper within the humidity range specified in Appendix B.

1.12) THIN VERTICAL WHITE LINES OR STRIPES (PAPER FEED DIRECTION)

Has the EP cartridge been used for more than 3000 pages? If so, replace the EP cartridge. If not, remove the cartridge and shake it as described in the section on replacing the cartridge. This will distribute the toner more evenly. Insert the cartridge into the printer and run self-test to see if the problem has been corrected. **NOTE:** Shaking the cartridge may leak toner and stain some of the following prints. Print 3 to 5 test prints to check this before printing anything

else.

Is the fusing roller cleaning pad dirty? If so, replace the pad as described in the "EP Cartridge Replacement" procedure earlier in this section.

Does the print quality improve after the transfer corona wire is cleaned (see procedure)? If not, replace the EP cartridge.

1.13) FAULTY REGISTRATION

Is the leading edge of the paper curled excessively? If so, straighten the edge of the paper before using it or add new paper.

Is manufacturer-approved paper being used? If not, try an approved paper.

1.14) POOR FUSING (TONER SMEARS WHEN RUBBED)

Is manufacturer-approved paper being used? If not, add approved paper and try a self-test.

1.15) IMAGE WAVINESS OR DISTORTION

Call your HP Sales and Service Office.

1.16) PRINTER DOES NOT POWER-UP (READY INDICATOR DOES NOT LIGHT)

Is the power cord plugged into the AC outlet?

Is the AC power outlet receiving power?

Is the printer's power switch in the ON position?

Is the upper main body of the printer firmly closed?

2. HP LaserJet Error Codes

2.1) 00

Printer ready status-this is not an error condition. The printer ready status indicates that the printer is ready to print.

2.2) 02

Wait status-this is not an error condition. The wait status indicates that the printer is warming up and will be ready soon.

2.3) 05

Self test status (non-printing)--this is not an error. This status indicates that the printer is performing the non-printing portion of an interface self-test. When the non-printing portion of the self-test has been completed successfully, the status display will change to 06 (printing portion of the interface self-test).

2.4) 06

Self test status (printing--staggered characters)--this is not an error. This status indicates that the printer is performing the printing portion of an interface self-test. When self-test has been completed, the status display will return to the printer ready status (00). Printing can be continued by pressing the ON LINE or CONTINUE key on the Operator Control Panel.

2.5) 11

A flashing number 11 means that either the paper cassette is empty or the cassette is not loaded into the printer. To correct this problems add paper to the cassettes load the cassette into the printers and press the CONTINUE switch on the Operator Control Panel. Printing will not be allowed until the condition is corrected. **NOTE:** If the wrong size paper cassette is loaded, "PC" will flash on the status display as printing is attempted.

2.6) 12

A flashing number 12 indicates that the upper main body of the printer is not closed properly. Close the printer until it is firmly latched and then press the CONTINUE key. **NOTE:** Printing will not continue until the printer is completely closed.

2.7) 13

A flashing number 13 on the status display indicates that a paper jam has occurred. Open the upper main body of the printer and check for jammed paper. Remove the jammed papers close the printers and press the CONTINUE key. Data on the jammed page will be reprinted automatically. **NOTE:** the printer must be opened to clear the paper jam error. For more information on clearing paper jams, see the "Paper Jam" discussion later in this section.

2.8) 14

A flashing number 14 indicates that the EP cartridge is either not installed or not correctly installed in the printer. To correct the error, insert an EP cartridge or make sure the installed cartridge is fully seated in position. Press the CONTINUE key to resume printing. **NOTE:** printing will not continue unless the condition is corrected.

2.9) 15

Test print status (striped pattern)-this is not an error. This status indicates that the TEST PRINT button has been pressed and that a print engine self test is being performed. When the test print has been completed, the status display will return to the printer ready status (00). Printing can be continued by pressing the ON LINE or CONTINUE key on the Operator Control Panel.

2.10) PC

When this message flashes, the status display alternates between PC and a paper size number requested by the computer system (L=letter size, LL=legal, A4=A4, or bS=BS). To clear this condition, insert the requested cassette and press the CONTINUE key; if the requested paper cassette is not inserted, pressing the CONTINUE key will cause the printer to ignore the paper cassette request. **NOTE:** If the requested paper size does not match the installed cassette, the CONTINUE key will allow you to print on the loaded paper. However, the output will be formatted for the requested paper size and a possibility exists for a clipped image (due to the fact that formatting is intended for the requested size paper). For information on how to programmatically request a paper cassette size, consult the "Selecting Page Length" (ESC&I#P) portion of Section IV.

2.11) PF

When this message flashes, a manual paper feed has been requested. The status display will alternately flash PF and a paper size (L=letter size, LL=legal size, A4=A4, and b5=BS). Insert a sheet of the requested-size paper into the printer's manual feed slot. **NOTE:** Inserting a paper size other than that requested on the status display may cause clipping of your image (due to the fact that the formatting is based on the requested paper size). To exit the manual feed mode, press the ON LINE key to put the printer off-line and then press the MANUAL FEED key. Begin printing from the paper cassette by pressing the CONTINUE key.

2.12) PE

A flashing PE indicates a request for an envelope to be fed into the printer. When an envelope is fed into the printer, the PE on the status display disappears and printing begins. To exit the envelope feed mode, press the ON LINE key to go off-line and press the MANUAL FEED key to exit the manual feed mode. Press the CONTINUE key to resume printing from the paper cassette.

2.13) FE

A flashing FE on the status display indicates that the font cartridge was removed when the printer was on-line and being accessed. To clear the error condition, re-insert the font cartridge into the printer, press the power switch to the OFF (O) position to reset the printer, and then press the power switch to the ON (1) position.

2.14) FC

A flashing FC indicates that a font cartridge was removed or replaced during the formatting of a page. Re-insert the removed cartridge and depress the CONTINUE switch. The current page will be formatted and then printed as intended.

2.15) FF

This error occurs when the page buffer has been filled beyond capacity. Check to see if the correct font cartridge is installed. Check to see if an excess amount of data was sent to the printer (be aware of combined text and graphics limitations). Switch the printer's power OFF

and then ON to clear the error. If the problem persists (with a reasonable amount of data on the page), call your HP Dealer for assistance.

2.16) 20

A flashing number 20 indicates a memory overflow error, meaning that there is more data received from the computer than will fit on the page. This error may also be caused by switching the computer power ON before switching the LaserJet power ON. To continue printing, press the CONTINUE key. Only the amount of data that fits on your page will be printed.

2.17) 21

The flashing number 21 indicates that the page formatting process is not fast enough for the printer. Press the CONTINUE key to continue printing. **NOTE:** There may be some data loss on the page that was being formatted when the error occurred.

2.18) 22

This error indicates that the printer's receiving buffer has overflowed during a busy state. Pressing the CONTINUE key resumes printing, but results in a loss of data.

2.19) 40

This error indicates that a data error (parity, framing, or line overrun) has occurred during the reception of data from the computer. The error may also indicate an incorrect configuration. To continue printing, press the CONTINUE key. **NOTE:** This error may also occur if you power-up the computer while the printer is on-line. If this happens, simply press the CONTINUE key to clear the error. If this error occurs repeatedly, check the interface connector to ensure that it is connected firmly to the printer and computer. Also check to make sure that the configuration is set so that ENQ/ACK is OFF and Xon/Xoff is ON. If the error still occurs after ensuring that the interface connector is snugly seated and the configuration is correct, call your HP Dealer or HP Service Representative.

2.20) 41

This error indicates that a temporary error has occurred in the printed page. To correct the

error, remove the paper from the output paper tray and press the CONTINUE key to resume printing. The page the error occurred on will be reprinted automatically.

2.21) 50

This error number indicates a fusing assembly malfunction. The printer cannot immediately recover from this type of error. Switch the printer OFF (0) and wait a minimum of 10 minutes; then switch the printer power ON(1) and resume printing. If the FORM FEED light was on at the time the error occurred, resend the data to the printer.

2.22) 51

A flashing number 51 indicates a beam detect malfunction. Press the CONTINUE key to resume printing.

2.23) 52

Error number 52 indicates a scanner malfunction. Press the CONTINUE key to resume printing.

2.24) 53

A flashing number 53 indicates a malfunction in the laser temperature control circuitry. The printer cannot immediately recover from this error. Switch the printer power OFF and wait a minimum of 10 minutes; then switch the printer power ON and resume printing. If this error occurs repeatedly, call your HP Service Representative.

2.25) 54

Check to see if the paper cassette is over-full (max. 100 sheets). If so, remove the excess paper and press the CONTINUE key to resume printing. If the paper cassette is not over-fulls error number 54 indicates a main motor malfunction. Pressing the CONTINUE key clears the error and resumes printing. If this error occurs repeatedly, call your HP Service Representative.

2.26) 55

Error number 55 indicates a printer command error, meaning that commands cannot be exchanged between the print engine and its controller. Press CONTINUE to resume printing.

2.27) 60

This error indicates a bus error caused by a circuit malfunction. An improperly seated font cartridge may also cause this error message to be displayed. If a font cartridge is installed, make sure it is firmly seated in the slot. Switch the power to the OFF (0) position to reset the printer and then switch the power ON (1). If this error occurs repeatedly, call your HP Service Representative.

2.28) 61

A number 61 flashing on the status display indicates a checksum error on the interface program ROM. Switch the power switch to the OFF (0) position to reset the printer and then set the power switch back ON (1). If this error occurs repeatedly, call your HP Service Representative.

2.29) 62

Error number 62 indicates an internal font ROM checksum error. Switch the power switch first to the OFF (0) position and then to the ON (1) position to clear the error.

2.30) 63

Error number 63 indicates a dynamic RAM error (read/write error or parity error). Switch the printer power OFF (0) and then ON (1).

2.31) 64

Error number 64 indicates a scan buffer error. Switch the power switch first to the OFF (0) and then to the ON (1) position.

2.32) 65

Error number 65 indicates a D-RAM controller error. Switch the power to the OFF (0) position and then to the ON (I) position.

2.33) 67

Error number 67 indicates a miscellaneous interface hardware error. If this error occurs, switch the power switch first to the OFF (0) and then to the ON (I) position.

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