



PARTS ON DEMAND LIMITED

February 2014 **Tech Tip**

59.F0 Errors HP CP3525/CM3530

Are you receiving a 59.F0 error upon powering up a HP Color LaserJet CP3525 printer or CM3530 MFP? There are two possible causes for the 59.F0 error: either the transfer belt is stuck or otherwise unable to rotate, or Sensor SR17 is not working.

Follow these steps to fix this error.

1. Reseat the transfer belt. *(This alone may clear the error; if not, proceed to step 2.)*
2. Remove the transfer belt completely from the printer, and make sure that the ITB flag rotates when the knob is turned. If the flag is broken or damaged, you will need to replace the transfer belt.
3. Perform the ITB Contact/Alienation test. To do this:
 - a) Open the right door, defeat the interlock switch and remove the transfer belt.
 - b) Press the Menu button; press the down arrow to highlight DIAGNOSTICS and press OK.
 - c) Press the down arrow to highlight COMPONENT TEST and press OK.
 - d) Press the down arrow to highlight ITB CONTACT/ALIENATION and press OK. The test will now begin; observe the drive hub above the cyan cartridge. If the hub does not rotate, you will need to replace the fuser drive assembly.
 - e) If the hub does rotate, exit Diagnostics mode and proceed to step 4.
4. Test Sensor SR17 as follows:
 - a) Remove the fuser, ITB, black cartridge and cyan cartridge.
 - b) Press the Menu button; press the down arrow to highlight DIAGNOSTICS and press OK.
 - c) Press the down arrow to highlight MANUAL SENSOR TEST and press OK.
 - d) On the control panel, take a look at Sensor I; in normal state it should be at 0.
 - e) Locate Sensor SR17; it is on the right side of the printer, on the frame just above where the black cartridge comes into contact with the back of the frame. Put a piece of paper into the sensor bracket.
 - f) If the state of the sensor on the control panel changes to a 1, Sensor SR17 is fine. If it remains at 0, the sensor will need to be replaced.

The part numbers for the replacement parts are as follows:

Fuser drive assembly with motor SR17 Sensor

CM3530 MFP

CP3525 Printer
(Simplex)

RM1-4974-000

WG8-5696-000

CP3525 Printer (Duplex) RM1-5001-000

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