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Tech Talk: The Key to Fixing Toner Locks

Have you ever tried to change a toner cartridge on an HP Color LaserJet 3000, 3600, 3800, or CP3505, and found that the cartridge refuses to go into the printer? Our technicians have received some calls about this issue, which is sometimes accompanied by a 10.92.XX error on the printer display.

Chances are, it's not the toner cartridge at fault, but the locking mechanism on the left side of the toner cartridge bay is likely broken. In some cases one or more of the locks themselves or another component of the mechanism may be broken.

To identifying the broken part(s) and replace them, do the following:

First, check the left lock mechanism by moving the left electronic transfer belt (ETB) holder. The four cartridge locks should move up and down. With the ETB holder in the closed position, manually test these locks to ensure they are not loose. If the locks do not move all the way up or down, the left slide cam and left lock slide lever need to be replaced.

If any of the locks are broken, all four should be replaced. The part numbers are: RC1-7618-000CN for the black cartridge lock and RC1-6633-000CN for the three color cartridge locks.

To replace the locks and the other parts:

1. Remove the fuser, toner cartridges, ETB, upper cover, rear lower cover, left cover, and rear upper cover/back cover.
2. Disconnect the two flat flexible cables J1009 and J1019 on the DC controller. Be careful not to bend or fold these cables during removal or installation.
3. Remove the HVPS assembly.
4. Remove the HV contact holder assembly.

5. Install the locks, first by snapping into the metal knobs located at the frame. Be sure that the black cartridge lock is installed in the correct location.

6. Install the left lock slide lever (#RC1-6636-000CN), and make sure tension springs (# RC1-6634-000CN) are attached from the lever to the locks.

7. Reinstall the HV contact holder assembly.
8. Install the left slide cam (#RC1-6638). Make sure it is fully seated into the knob and its retaining tab engages.
9. Reinstall all other components in reverse order.

Occasionally, issues with the left locking mechanism can cause problems on the right hand side of the printer as well.

During the course of the above procedure, also check the right locking mechanism for proper operation.

Have a tech-related question you would like us to answer? Submit it to: support@partsondemand.co.nz

Or phone: 0800225505



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