

Tech Talk: Solenoid Got You Down? We Can Help.

What types of problems can a simple, tiny pickup solenoid cause? In the HP LaserJet P3005 and P3015 printers, it can definitely cause confusion... and frustration.

We have been getting an increasing number of customers calling in with one of these problems:

- Tray 1 pickup roller always trying to pickup
- The Tray 1 roller is spinning even though they are printing from Tray 2
- Tray 1 is shaking, or the roller is constantly turning, when the door is closed

Naturally, these customers are confused as to why they can still print from Tray 2 even though they can hear the Tray 1 roller turning.

Here's the good news: this can be a very simple fix. Take a look at the Tray 1 pickup solenoid: chances are, all you need to do is adjust the plate, which can easily be moved out. You may also need to reattach the spring onto the hook.

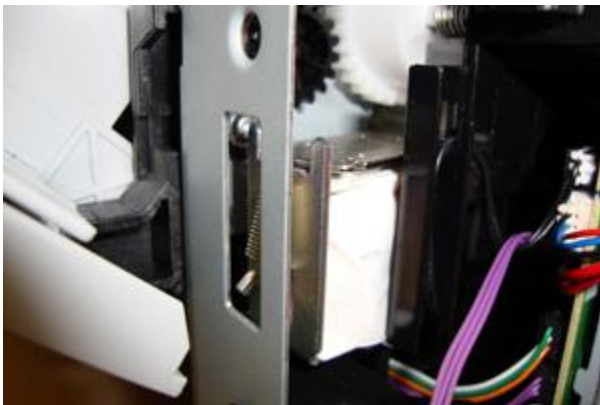


Figure 1 Solenoid plate out of place



Figure 2 Plate in correct position

If you do have to replace the solenoid, the part number is RK2-1490-000 and we can quickly quote price and availability on this component. Contact your Parts Now sales representative and they will be happy to help. We hope we've cleared up the confusion.

Have a tech related question? We want to hear from you. Contact our technical support team

support@partsondemand.co.nz