

## Why Won't My HP47xx Maintenance Kit Reset?

Receiving a maintenance message on an HP Color LaserJet 4700, 4730 MFP, and CP4005? Let's take a look at how you can try to reset this. Be aware that HP has made it rather complex but we'll guide you through the process.

The fuser and electrostatic transfer belt (ETB) maintenance messages are supposed to reset when a fuser or ETB is installed in the printer. A fuse inside the fuser or ETB is designed to blow upon installation, and this blown fuse causes the printer maintenance counter to reset. However, not all supplied OEM fusers and ETBs include fuses. Therefore, it is possible that putting a fuser or ETB into certain printer models may not reset the counter. It is not possible to reset the maintenance message from the printer's menus either.

It is impossible to tell from the outside whether a particular fuser or ETB includes a fuse, and it is not worth the effort to disassemble them to find out.

In some cases not having the printers firmware up to date can also sometimes cause the maintenance kits not to reset as well. So it is always a good idea to make sure you have the latest firmware installed on your printer.

Some well-seasoned techs may ponder where to find the jumper points to electronically reset the counter. Resetting this way is virtually impossible, as a 37½ ohm fireproof resistor acts as the fuse in this case, and the reset points are on the DC controllers, located behind the formatter – not an easy place to reach. It is also not recommended to take any contacts from the connector to ground, as this can cause the printer's board to be blown.

Fortunately, printers are not designed to stop printing after a certain number of pages, should you be unable to reset the counter. If you end up with a fuser or ETB without a fuse and the maintenance message doesn't go away after installation, the printer will still print normally. It's best to explain to the customer that this is a design flaw, but they can continue to print.

Have a tech related question? We want to help you. Contact Parts On Demand on 0800 225505

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**Parts On Demand Limited**

14A Clemway Place, Henderson, 0610  
PO Box 104229, Lincoln North, 0654.  
Auckland, New Zealand

Email: [support@partsondemand.co.nz](mailto:support@partsondemand.co.nz)

Phone: +64 9 836 6602

Fax: +64 9 836 6604

Free Ph: 0800 225505