



# PARTS ON DEMAND LIMITED

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## Blank Pages on the P2035/P2055 Printer Series

Is your HP LaserJet P2035 or P2055 series printing blank pages?

This could be happening for any of the following reasons:

- Damaged or broken cartridge door assembly
- Defective toner cartridge
- Defective laser
- Defective main drive assembly
- The photosensitive drum, located in the print cartridge and driven from the main drive assembly, must rotate for the print process to work.

Here are ways to identify each of the four potential culprits and remedy the situation:

**Damaged or Broken Cartridge Door Assembly:** Check the cartridge drive door assembly for damage. If the top tab that opens the laser shutter is broken, the product will print blank pages, and the cartridge door needs replacing.

**Defective Toner Cartridge:** If the drive gears appear functional and the drum does not move, replace the print cartridge. If the drive gears appear functional and the drum moves, but the printer is still producing blank pages, perform a high-voltage power-supply test.

This test is conducted when the product is on and involves placing high voltage on the developer roller of the print cartridge. If the antenna does not detect this voltage, the product will display an "Install Black Cartridge" message. Remove the print cartridge and visually inspect the three connection points on the ends of the print cartridge: primary charging contact, developer roller contact and antenna contact. If one is dirty, clean the connection with isopropyl alcohol. If one is damaged, replace the print cartridge.

If the high-voltage test comes out blank, the cartridge drum rotates and the cartridge door is not damaged — and pages continue to be empty, even after replacing the toner cartridge — you may need to replace the high-voltage power supply, which is part of the engine control board (RM1-6392).

**Defective Laser:** If, after performing the high voltage power-supply test, an all-black page comes out, the laser scanner (RM1-6424) is defective and needs replacing.

**Defective Main Drive Assembly (MDA):** Apply a drum rotation functional check by following these steps:

1. Open the print-cartridge door.
2. Remove the print cartridge.
3. Mark the drive gear on the cartridge with a felt-tipped marker, noting the position of the mark.
4. Replace the print cartridge and close the print-cartridge door. The startup sequence should rotate the drum enough to move the mark.
5. Open the print-cartridge door and inspect the gear that was marked in Step 3.
6. Verify that the mark moved. If the mark did not move, inspect the MDA to make sure it is meshing with the print-cartridge gears.
7. If it is determined there is a fault with one of the MDA parts, replace the whole printer unit, because MDA parts numbers are not available in the printer service manual.

Have a tech related question? We want to hear from you. Submit your questions to: [support@partsondemand.co.nz](mailto:support@partsondemand.co.nz), or Ph: 0800 22 5505

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