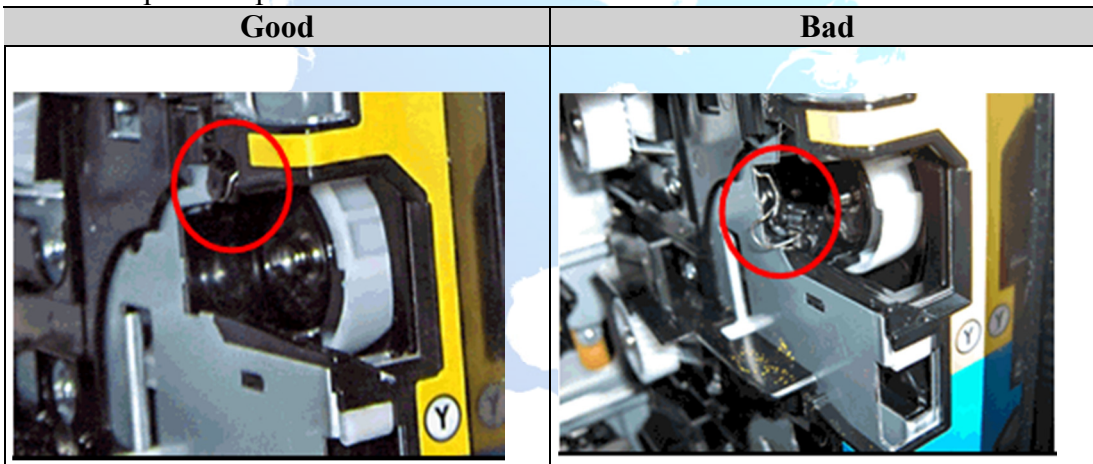# 10.92.XX Error
HP CP3505/CLJ3000/CLJ3600/CLJ3800

Printer control panel displays a 10.92.YY error on power up. This error refers to the cartridge not engaging correctly. The error may include any of the following:
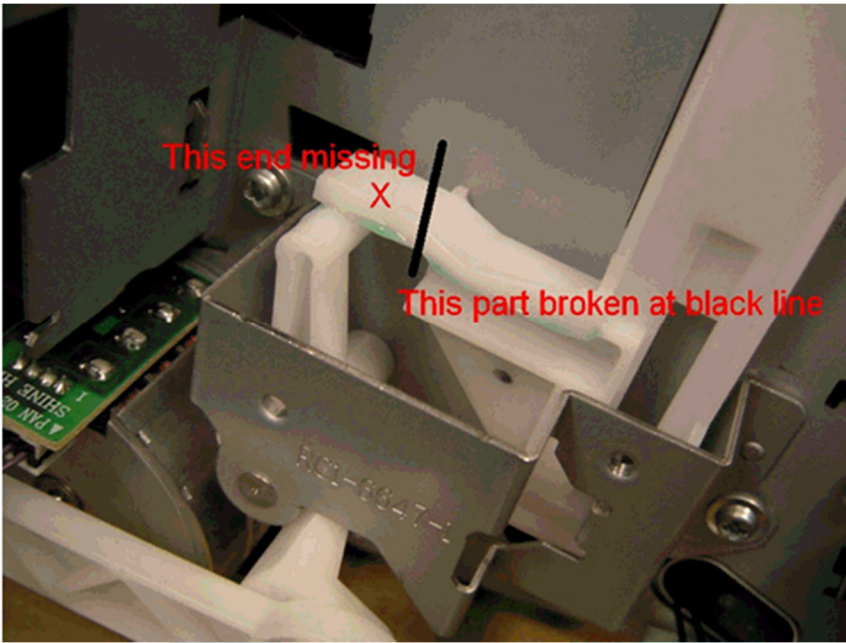
- 10.92.00 (Black)
- 10.92.01 (Cyan)
- 10.92.02 (Magenta)
- 10.92.03 (Yellow)

1. Open and close the front door.
2. Reseat all the cartridges.
3. Power cycle the printer.
4. Look to see if the cartridge locking part is broken or in place. (See pictures below). If broken, you can now repair this part.
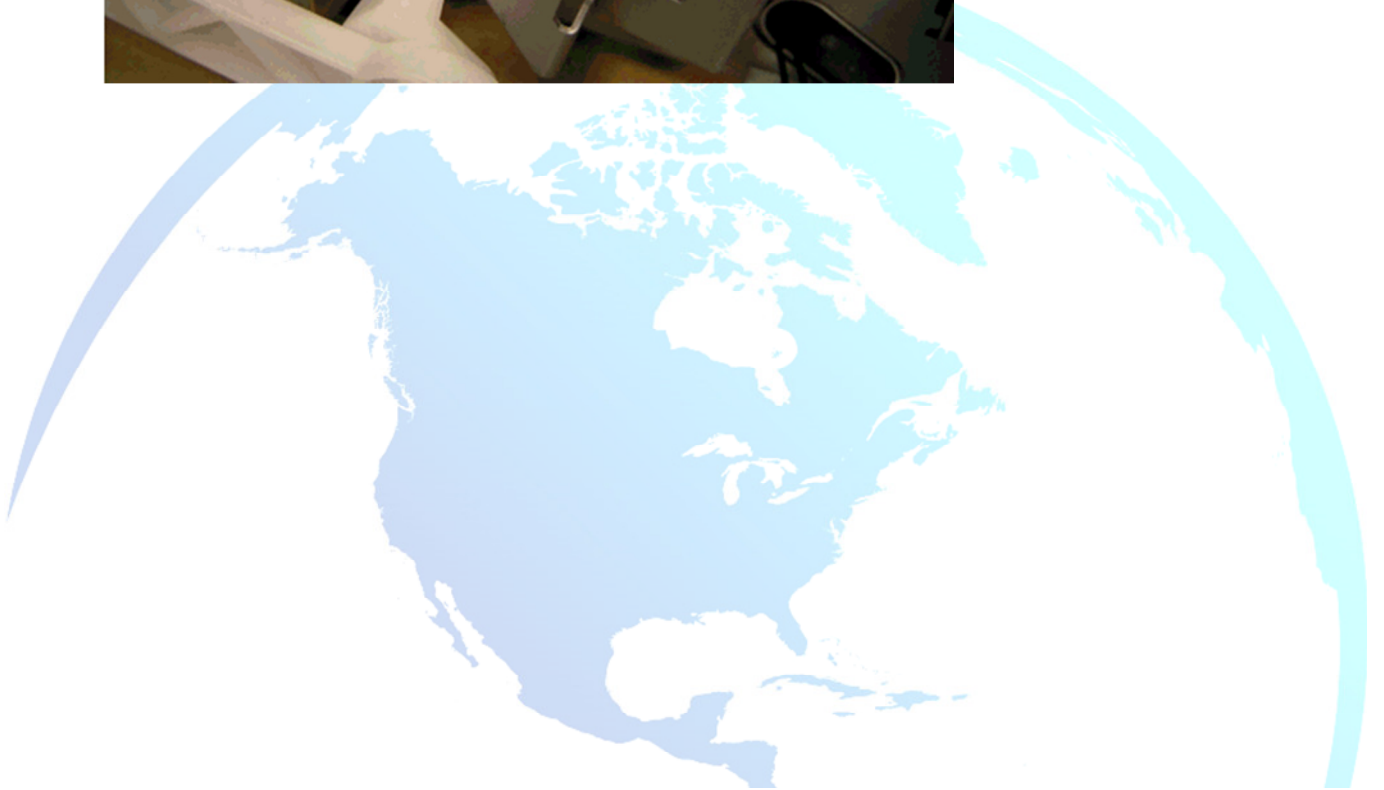
Good	Bad

5. Check for a broken part that controls the movement of the cartridge engagement arm, the cartridge shutters, and the OPC drive. (See picture below - it outlines where the break occurs in the picture to the left, and where this part is located for the picture on the right. The red arrows show where the part should be.) You can easily check this without taking off the covers by reaching over to the white rod arm on the right hand side of the ETB, and "wiggle" it. If it moves easily, then this part is broken. Replace this part if broken Check for folded Ribbon Cables (J201). The fold can cause a short, thus a 10.92.XX error.
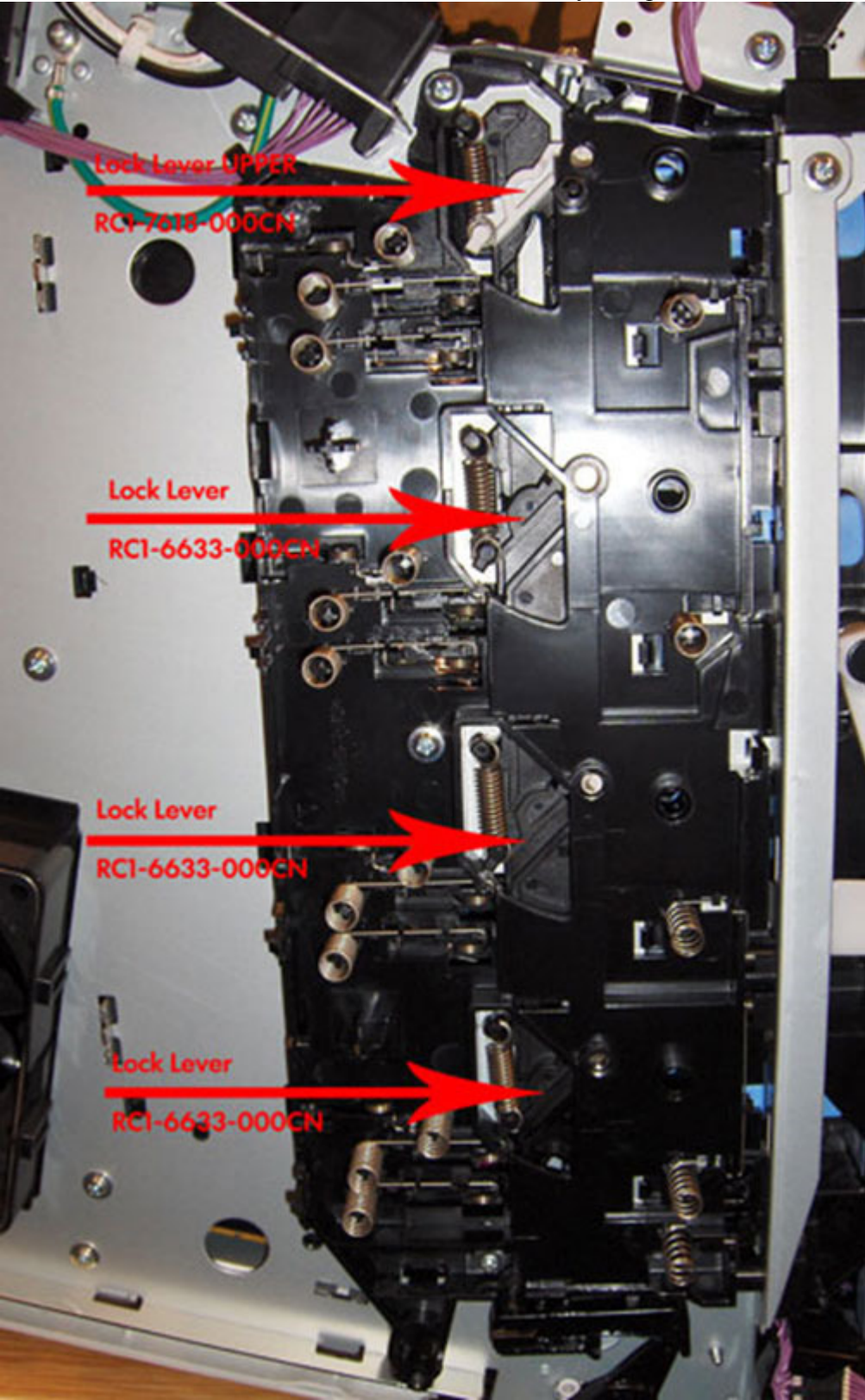
6. Check for broken Guide Rails.

This end missing
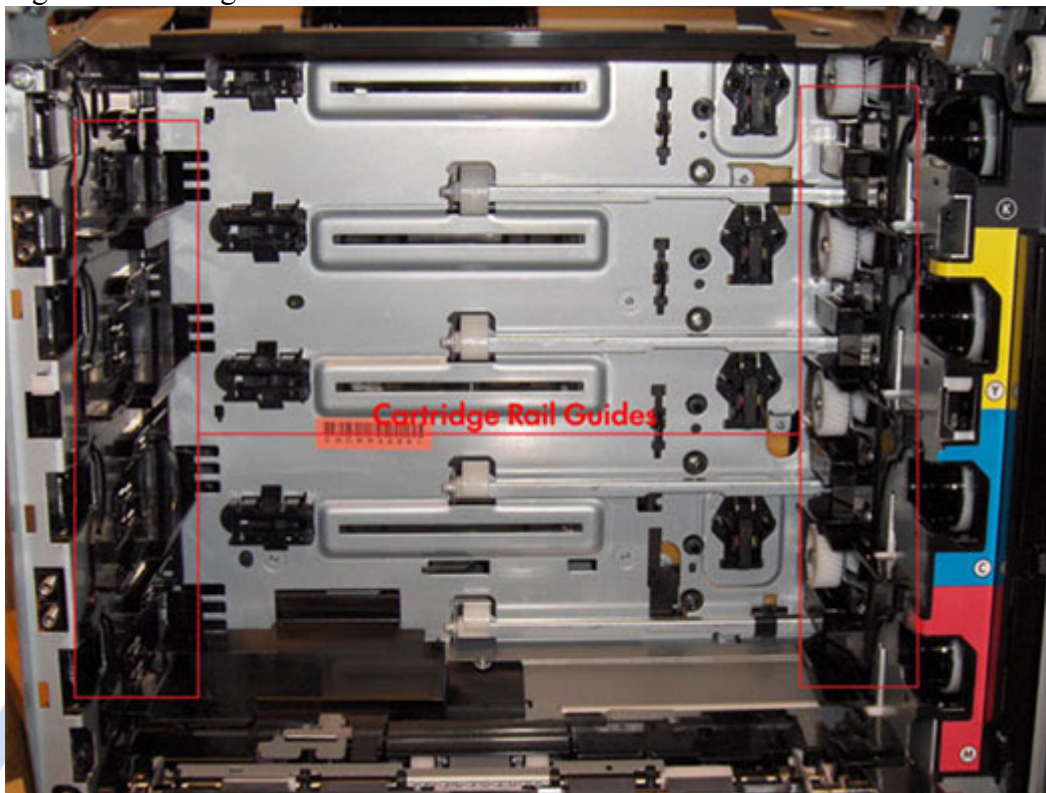
X

This part broken at black line

7. Sometimes, the lock slide, cam slide, tension springs or the lock arms on the left side of the Printer can also be broken. In that case it is necessary to replace these Parts.

Lock Lever UPPER
RC1-7618-000CN

Lock Lever
RC1-6633-000CN

Lock Lever
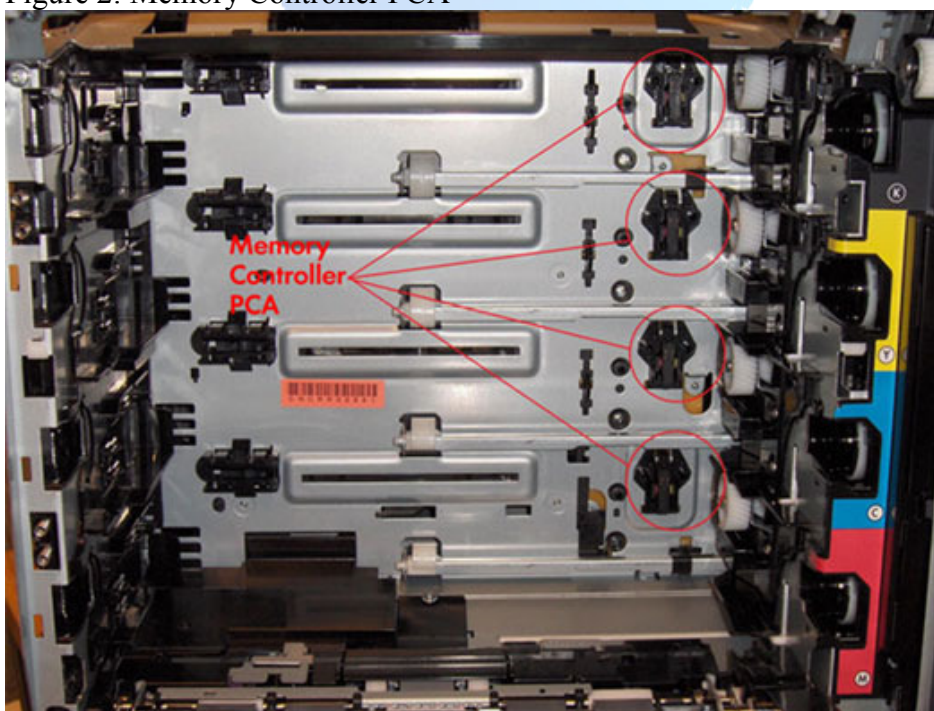RC1-6633-000CN

Lock Lever
RC1-6633-000CN

8. Inspect the cartridge guide rails (see Figure below) to see if any are damaged. Replace the Cartridge, guide, right assembly or Guide, cartridge, left depending on the side.

Figure 1: Cartridge Rail Guides

9. Clean the contacts on the memory controller PCA, and check if contact is made to the Memory Tag on the toner cartridge itself. Replace the toner cartridge if the Memory Tag PCA is missing, see the Figure below.

Figure 2: Memory Controller PCA

10. Figure 3: Memory Tag

Memory Tag

11. Make sure that connectors J302, J303, J304 and J305 on the memory-controller PCA are seated correctly. Also make sure that connector J1020 on the DC Controller is seated correctly.

12. Replace the memory-controller PCA if it is damaged.

13. Check the gears on the print-cartridge drive motors. Replace defective motors.

14. Upgrade the DC Controller firmware.

15. Replace the DC Controller if none of the above steps resolved the issue.