



**Front Door and Cartridge Tray Will Not Open or Close  
HP CM2320MFP/CP2025/M475MFP/M375MFP/M451/M351/M476MFP**

1. Open the front door as far as possible.
2. Inspect the door, look for damaged or dislodged door pins or links (see image below).
  - a. If dislodged: Secure the parts back in place
  - b. If damaged: Front door assembly needs to be replaced



door pin.jpg

Cartridge tray cannot be opened / closed:

NOTE: The front door and cartridge tray assemblies are linked together. During normal operation when the front door is fully opened the cartridge tray sliding guides are lifted, placing the tray into the open position.

1. Open the front door.
2. Check for damaged or dislodged door pins or links. If so, go back to "Front door can't be opened / closed" section.
3. Inspect the cartridge tray latch (see image below), if the latch does not release the tray. The cartridge tray assembly needs to be replaced.



cartridge tray latch.jpg

NOTE: During normal operation when the cartridge tray latched is pressed a spring retracts the tray lock.

4. Inspect the cartridge tray sliding guides (see image below). If the cartridge tray sliding guides are damaged the whole unit needs to be replaced since this is not an orderable part (follow standard elevation process for whole unit replacement).



cartridge tray guides.jpg

