



50.3 Error

HP LaserJet P3015 Printer

Current troubleshooting steps do not include checking for proper functioning of the pendulum assembly. This document includes these steps into the troubleshooting procedure.

SOLUTION:

1. Power cycle the product to determine if the error is persistent.
2. Verify that the correct fuser voltage/model is installed in the product (more a concern if a repair was done) and is installed properly.
3. Turn the unit off and open the rear face-up output tray.
 - While observing the fuser output rollers, power up the unit and watch for rotation of the output rollers.
 - If the output rollers are not rotating at power up, the 50.3 error is due to improper operation of the pendulum gear. Follow the work-around instructions supplied below until the Pendulum kit assembly is available (approximately the end of Sept 2011).

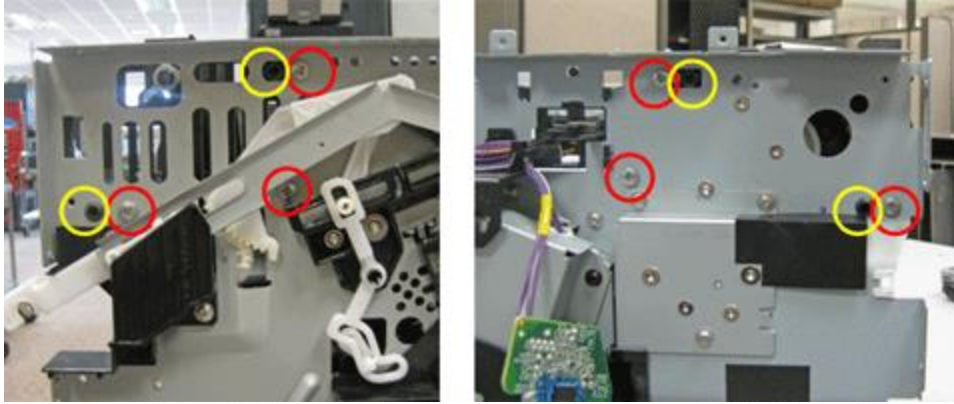
NOTE: RM1-6598-000CN

- If the output rollers are rotating as expected, then the 50.3 error may be due to improper operation of the ECU.
4. Make sure that the connectors J18 and J1608 are fully seated on the ECU.
 5. If the error persists, replace the ECU.
 6. If the error persists, replace the Fuser.

Install Instructions for Pendulum Assembly and Spring Extension

1. Use the service manual to remove the Fuser Motor.
2. Remove 3 screws (red) from the back right side and 3 screws from the back left side. Note the locating pins (yellow), push these out to release the output roller assembly.

Figure 1: Locating the screws



3. Release the output roller assembly and rotate up and around to clear the area around the Pendulum Assembly.

Figure 2: Releasing the output roller assembly



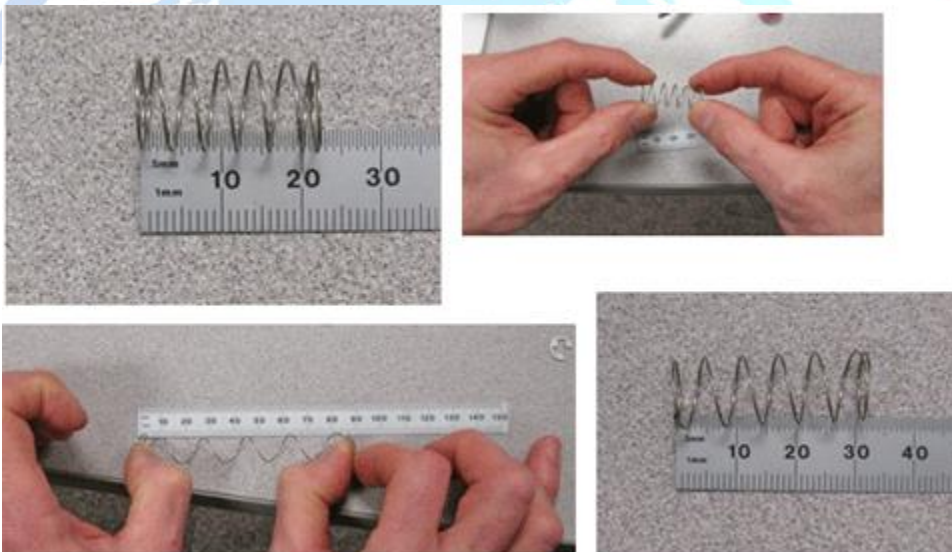
4. Release the e-clip to obtain access to the spring, washer and pendulum assembly.

Figure 3: Releasing the e-clip



5. The spring currently is ~ 20mm in length. Stretch the spring to ~ 90mm, so its final length is ~ 30mm.

Figure 4: Adjusting the spring length



6. Reinstall the spring. Place the washer on next, hold and place the e-clip on. Re-assemble the printer.

NOTE: Remember to align the output roller assembly locator pins when installing.

Figure 5: Reinstalling the e-clip

