

HP P3015 and M525 Series printers Error TRAY 2 OPEN

There has been an increase in cases with the above listed printer series reporting a constant “TRAY 2 OPEN” message.

In most occurrences we have found the only problem to be a weakened leaf spring – which is responsible for depressing a micro-switch to signal the DC Controller when the cassette is closed.

To verify this, with the printer on and the cassette removed, simply use a small object to press in on the metal leaf spring located within the right cassette guide (FIG 1) and note the control panel:

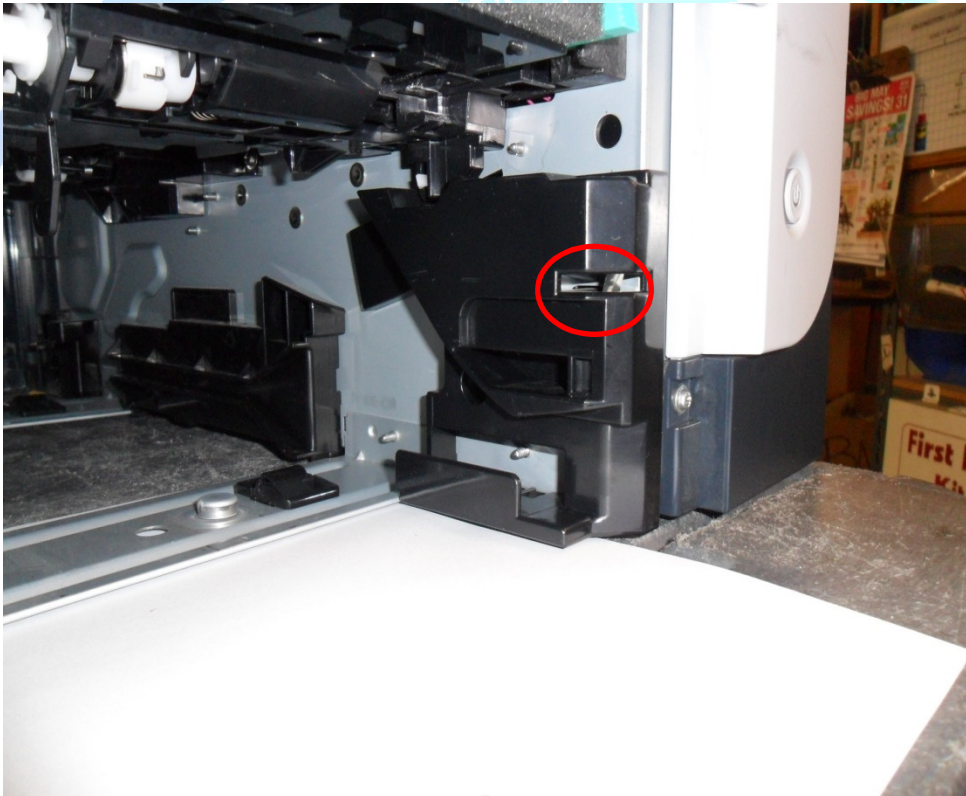


FIG1

1) If the control panel continues to read “TRAY 2 OPEN” the tray detection sensor would need to be replaced (FIG 2).

P3015 series # RM1-6487

M525 series # RM1-8620

2) If the printer displays “TRAY 2 EMPTY” the leaf spring would need to be slightly bent to make a better contact with the micro switch itself.

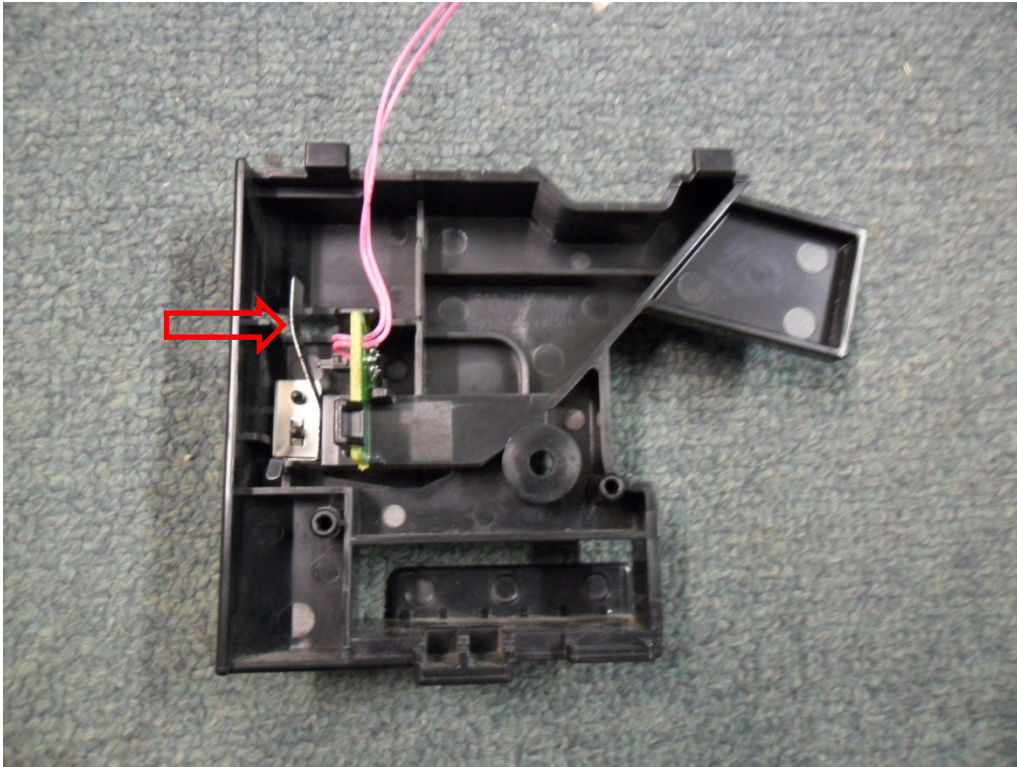


FIG2