

Tray 2 Not Closing Properly
HP CLJ3000/CLJ3600/CLJ3800/CP3505

It is possible for the Tray 2 cassette guides to break on the referenced printers. Some symptoms of broken guides may be difficulty inserting or removing the paper cassette. If these symptoms are present, the guides should be inspected to look for broken or cracked plastic. The pictures below show these guides in good condition.

Figure 1: Left Guide

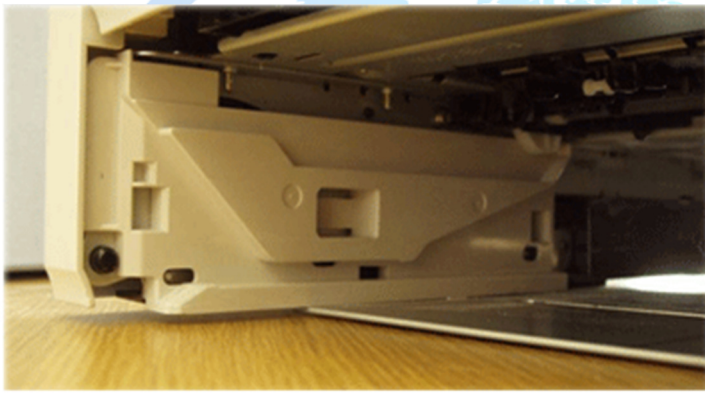
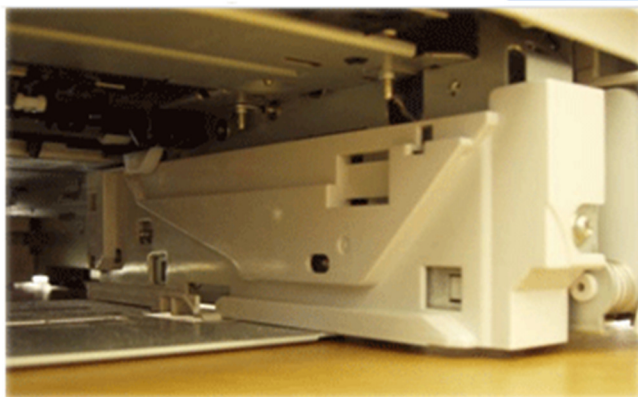


Figure 2: Right Guide



Inspect the paper cassette and the cassette cavity for any broken or damaged parts. Verify that the paper pickup roller is in position and has not been dislodged.

If the guides are broken, they should be replaced.

- Left Tray 2 Guide RC1-6499
- Right Tray 2 Guide RC1-6502

At the same time the guides are inspected, the paper tray for Tray 2 should also be inspected for damage, especially the plastic guides on the lift plate. Pictured below are the location of these guides and examples of unbroken and broken parts. If these guides are broken, it is necessary to replace the paper tray along with the guides. Failure to replace the tray if these guides are broken will likely result in breaking the tray guides inside the printer again when the tray is installed.

The Tray 2 part number is: 250-sheet paper tray assembly RM1-2705

Figure 3: Location of Tray Lift Plate Guides

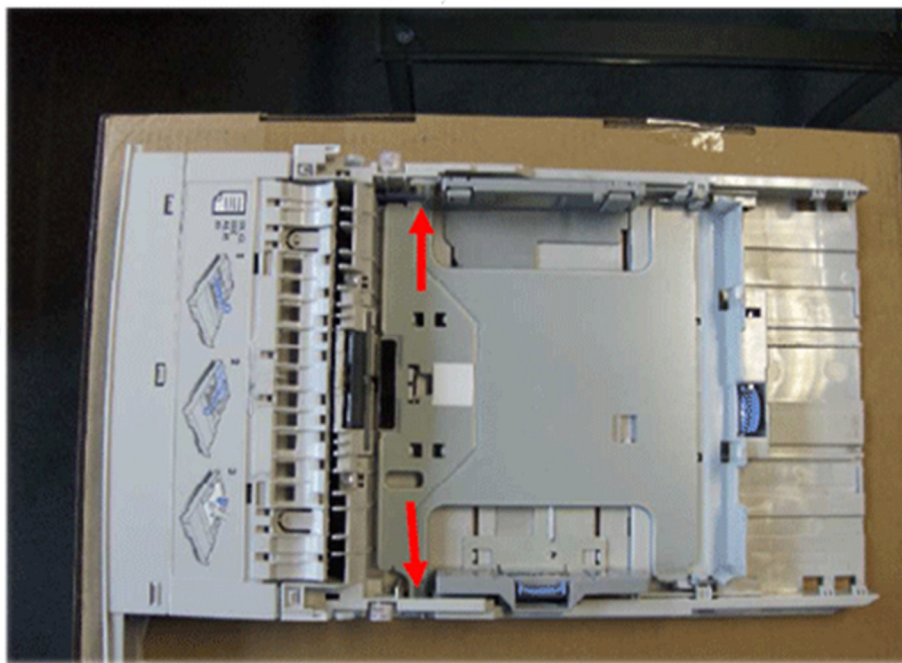


Figure 4: Unbroken Tray Lift Plate Guide

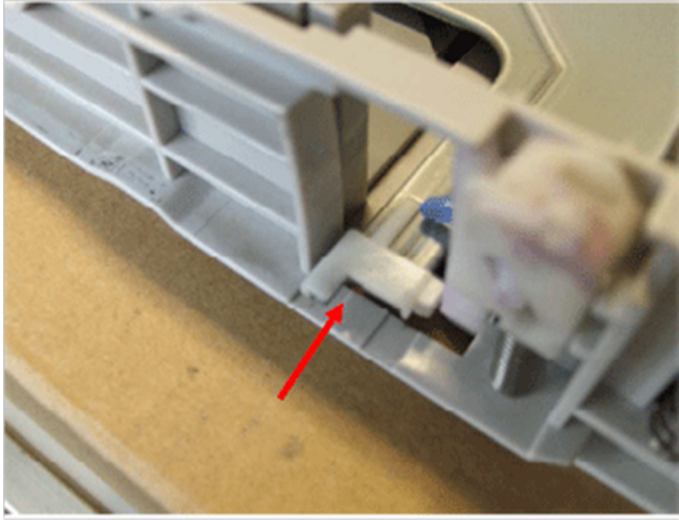


Figure 5: Broken Tray Lift Plate Guide

