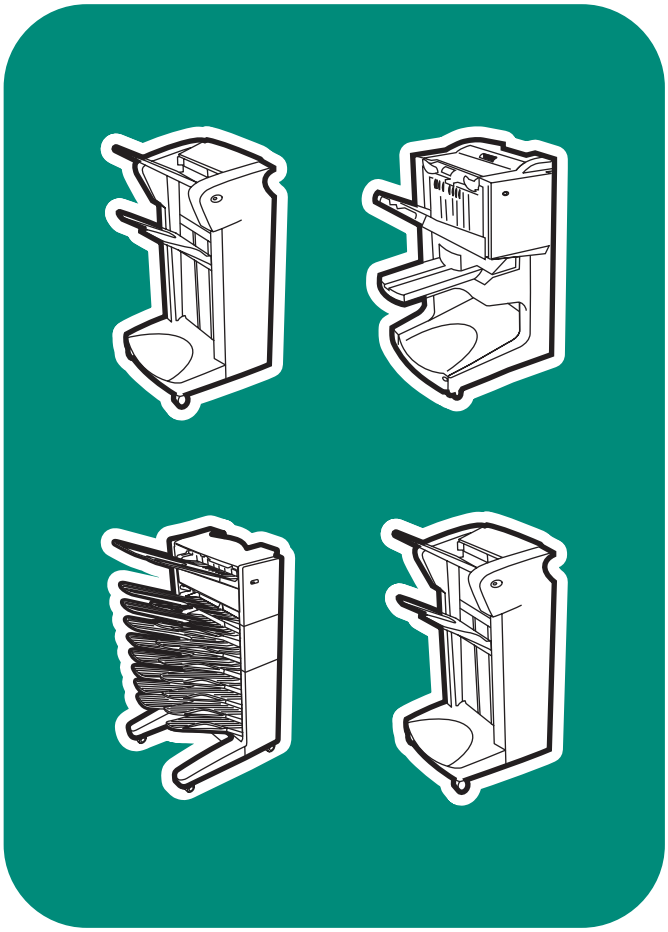

invent

service

output finishing devices:
hp LaserJet multifunction finisher, 3,000-sheet stapler/stacker, 3,000-sheet stacker,
and 8-bin mailbox

service supplement

Part number: Q5693-90002

Edition 1, 9/2004

The information contained herein is subject to change without notice.

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2 Installation

3 Operation

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8 Parts and diagrams

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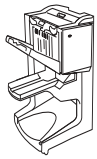
1 Product information

Chapter contents

Multifunction finisher (C8088A/C8088B)



This section lists the major product features of the HP LaserJet multifunction finisher.

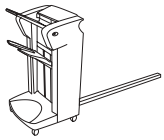
Speed	• Up to 50 pages per minute (ppm) when used with an HP LaserJet 9000 printer, an HP LaserJet 9000mfp, an HP Laser Jet 9050 series printer, or an HP LaserJet 9050mfp • Up to 40 ppm when used with an HP LaserJet 9040mfp • Up to 24 ppm when used with an HP LaserJet 9500 printer or an HP LaserJet 9500mfp
Consumables	• HP 5,000-staple cartridge (C8092A)
Throughput	• Staples up to 25 sheets of A3-size or ledger-size paper per document[1] • Staples up to 50 sheets of A4-size or letter-size paper per document[1] • Saddle-stitches and folds up to 10 sheets of 75 g/m² (20-lb) paper[2] • Provides high-capacity stacking for up to 1,000 sheets of A4- and letter-size paper or up to 500 sheets of A3-size and ledger-size paper (75 g/m^2, 20 lb) • Provides stacking for transparencies, envelopes, labels, and prepunched and cut-sheet paper • Stacks up to 40 booklets that are composed of up to 5 sheets (20 finished pages) of A3- and ledger-size paper (75 g/m^2, 20 lb)[3] **Note:** Capacity might vary depending on the stiffness of the media. • Accepts cardstock up to 216 g/m^2 (58 lb) in weight
Functions	• Stacking • Job offset • Stapling • Booklet-making (saddle-stitching and folding) • Single-page folding

[1]See table 17 on page 48 for a description of how many sheets can be stapled, listed by media weight.

[2]The number of stapled and folded sheets will be reduced if the paper is heavier than 75 g/m^2 (20 lb). See tables 17 and 18 on page 48.

[3]See table 18 on page 48 for a description of how many sheets can be stapled for booklets, listed by media weight.

3,000-sheet stapler/stacker (C8085A)

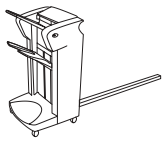


This section lists the major product features of the HP 3,000-sheet stapler/stacker.

Speed	• Up to 50 ppm when used with an HP LaserJet 9000 printer, an HP LaserJet 9000mfp (letter-size or A4-size, unstapled), an HP LaserJet 9050 series printer, or an HP LaserJet 9050mfp • Up to 40 pages ppm when used with an HP Laserjet 9040mfp • Up to 24 ppm when used with an HP LaserJet 9500 printer or HP LaserJet 9500mfp
Consumables	• HP 5,000-staple cartridge (C8091A)
Throughput	• Stacks up to 3,000 sheets of A4-size or letter-size paper • Stacks up to 1,500 sheets of A3-size or ledger-size paper • Staples up to 50 sheets of A3-size and ledger-size paper per document[1] • Staples up to 50 sheets of A4-size and letter-size paper per document[1] • Bin 1 (face-up bin) holds up to 125 sheets of paper • Bin 2 (face-down bin) holds up to 3,000 sheets of paper • Accepts cardstock up to 216 g/m^2 (58 lb) in weight

[1]See table 21 on page 50 for a description of how many sheets can be stapled, listed by media weight.

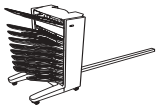
3,000-sheet stacker (C8084A)



This section lists the major product features of the HP 3,000-sheet stacker.

Speed	• Up to 50 ppm when used with an HP LaserJet 9000 printer, an HP LaserJet 9000mfp (letter-size or A4-size, unstapled), an HP LaserJet 9050 series printer, or an HP LaserJet 9050mfp • Up to 40 pages ppm when used with an HP Laserjet 9040mfp • Up to 24 ppm when used with an HP LaserJet 9500 printer or HP LaserJet 9500mfp
Throughput	• Stacks up to 3,000 sheets of A4-size or letter-size paper • Stacks up to 1,500 sheets of A3-size or ledger-size paper • Bin 1 (face-up bin) holds up to 125 sheets of paper • Bin 2 (face-down bin) holds up to 3,000 sheets of paper • Accepts cardstock up to 216 g/m^2 (58 lb) in weight

8-bin mailbox (Q5693A)



This section lists the major product features of the HP 8-bin mailbox.

Note The 8-bin mailbox is not compatible with the HP LaserJet 9000 series printer or the HP LaserJet 9000mfp.

Speed	• Up to 50 ppm when used with an HP LaserJet 9050 series printer or an HP LaserJet 9050mfp • Up to 40 ppm when used with an HP Laserjet 9040mfp • Up to 24 ppm when used with an HP LaserJet 9500mfp
Throughput	• Provides high-capacity stacking for up to 2,125 sheets of 75 g/m² (20-lb bond) media • Face-up bin (upper-left bin) holds up to 125 sheets of 75 g/m² (20-lb bond) media, and jobs are stacked in reverse order • Face-down bins hold up to 250 sheets 75 g/m² (20-lb bond) media each, and jobs are stacked in order • Face-up bin supports cardstock, envelopes, labels, and transparencies, and supports media up to 216 g/m² (58-lb bond) **Note** Capacity might vary depending on the media weight.
Functions	Provides stacking in four operation modes: • **Mailbox.** The eight face-down bins can be assigned to a user or a group of users. All jobs that a user or group of users sends are delivered to the assigned bin (default operation mode). • **Stacker.** The eight face-down bins can stack up to 2,000 sheets of 75 g/m² (20-lb bond) media. Jobs are sent to the lowest available (empty) bin, and large jobs might stack into the next bin up. • **Job separator.** Jobs are delivered to the first available (empty) bin, beginning with the top bin. A job can include the original copy and the copies. • **Sorter/Collator.** Copies of a single job are delivered to consecutive bins.

Multifunction finisher

The model number and serial number are listed on an identification label that is located on the right side of the output device.

The serial number contains information about the country/region of origin, revision level, production site, and manufacturing line, and the production number of the output device. An example of a serial number is JPBGA12345.

The identification label also contains electrical information and regulatory information. See figure 1 or figure 2.

Note The electrical information and regulatory information vary by country/region.

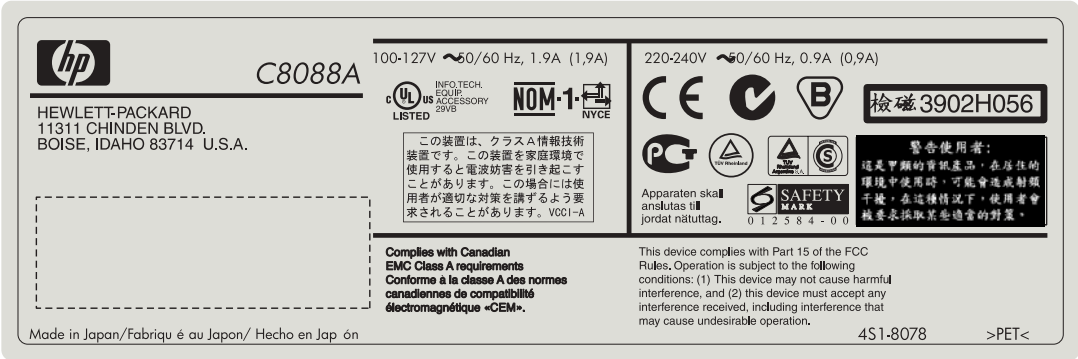


Figure 1. **Sample identification label—multifunction finisher (C8088A)**

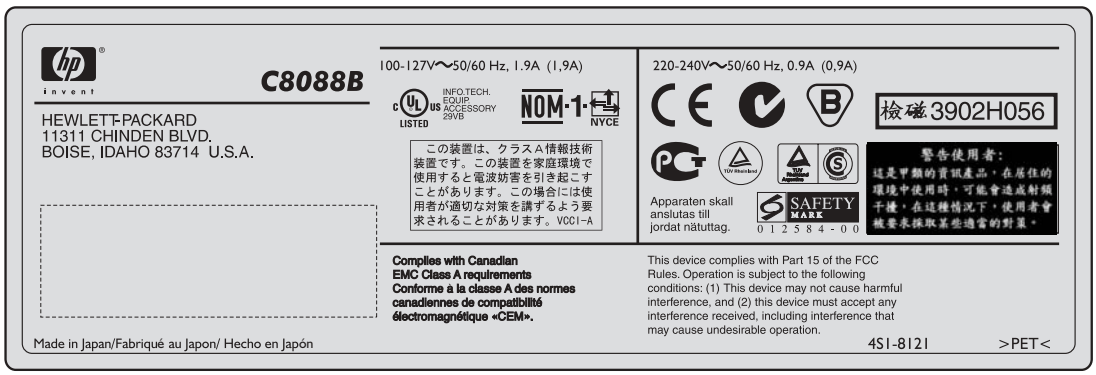


Figure 2. **Sample identification label—multifunction finisher (C8088B)**

3,000-sheet stapler/stacker

The model number and serial number are listed on an identification label that is located on the back of the stapler/stacker.

The serial number contains information about the country/region of origin, revision level, production site, and manufacturing line, and the production number of the output device. An example of a serial number is MX04C04388.

The identification label also contains electrical information and regulatory information. See figure 3.

Note The electrical information and regulatory information vary by country/region.

Figure 3. **Sample identification label—3,000-sheet stapler/stacker**

3,000-sheet stacker

The model number and serial number are listed on an identification label that is located on the back of the stacker.

The serial number contains information about the country/region of origin, revision level, production site, and manufacturing line, and the production number of the output device. An example of a serial number is MX04G04388.

The identification label also contains electrical information and regulatory information. See figure 4.

Note The electrical information and regulatory information vary by country/region.

Figure 4. **Sample identification label—3,000-sheet stacker**

8-bin mailbox

The model number and serial number are listed on an identification label that is located on the back of the 8-bin mailbox.

The serial number contains information about the country/region of origin, revision level, production site, and manufacturing line, and the production number of the output device. An example of a serial number is JPBGA12345.

The identification label also contains electrical information and regulatory information. See figure 5.

Note The electrical information and regulatory information vary by country/region.

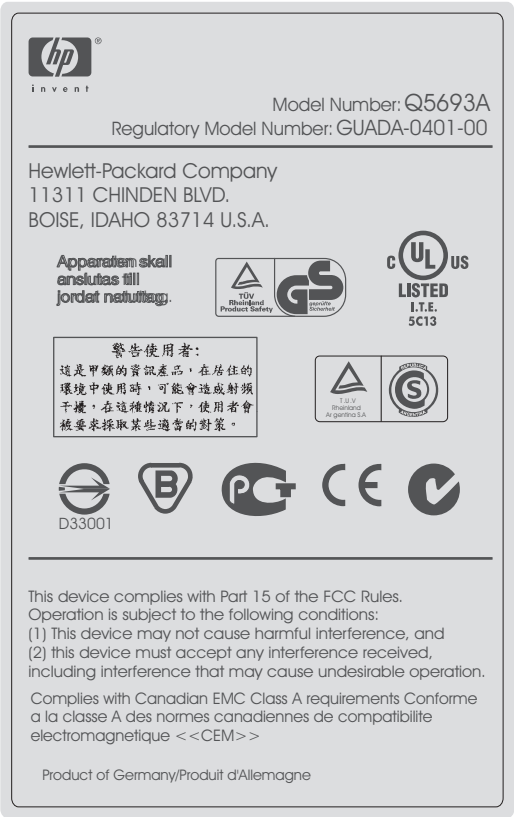


Figure 5. Sample identification label—8-bin mailbox

Multifunction finisher

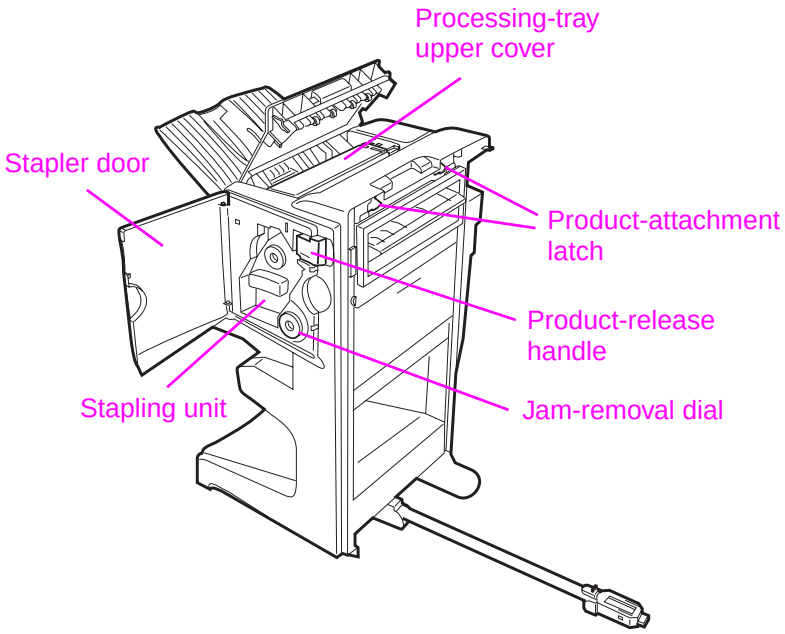


Figure 6. **External assembly locations—multifunction finisher (front view)**

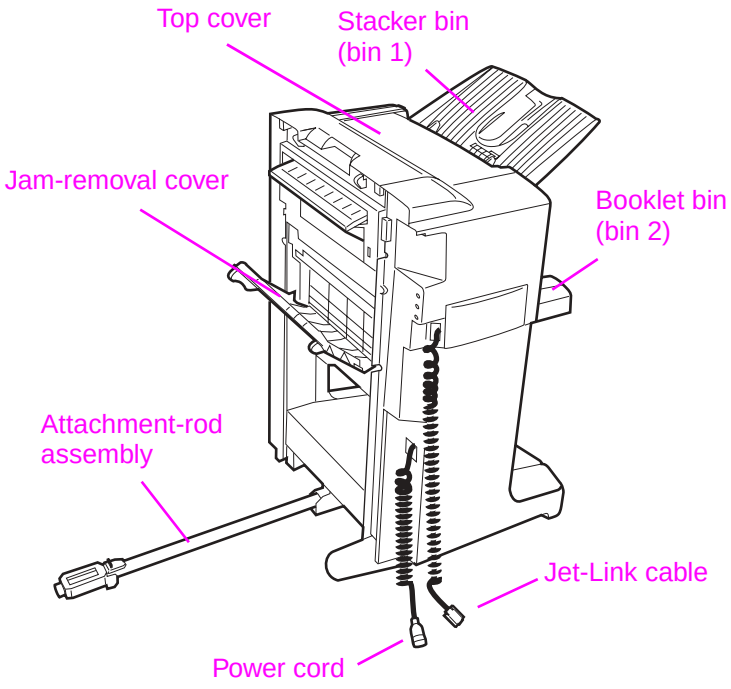


Figure 7. **External assembly locations—multifunction finisher (back view)**

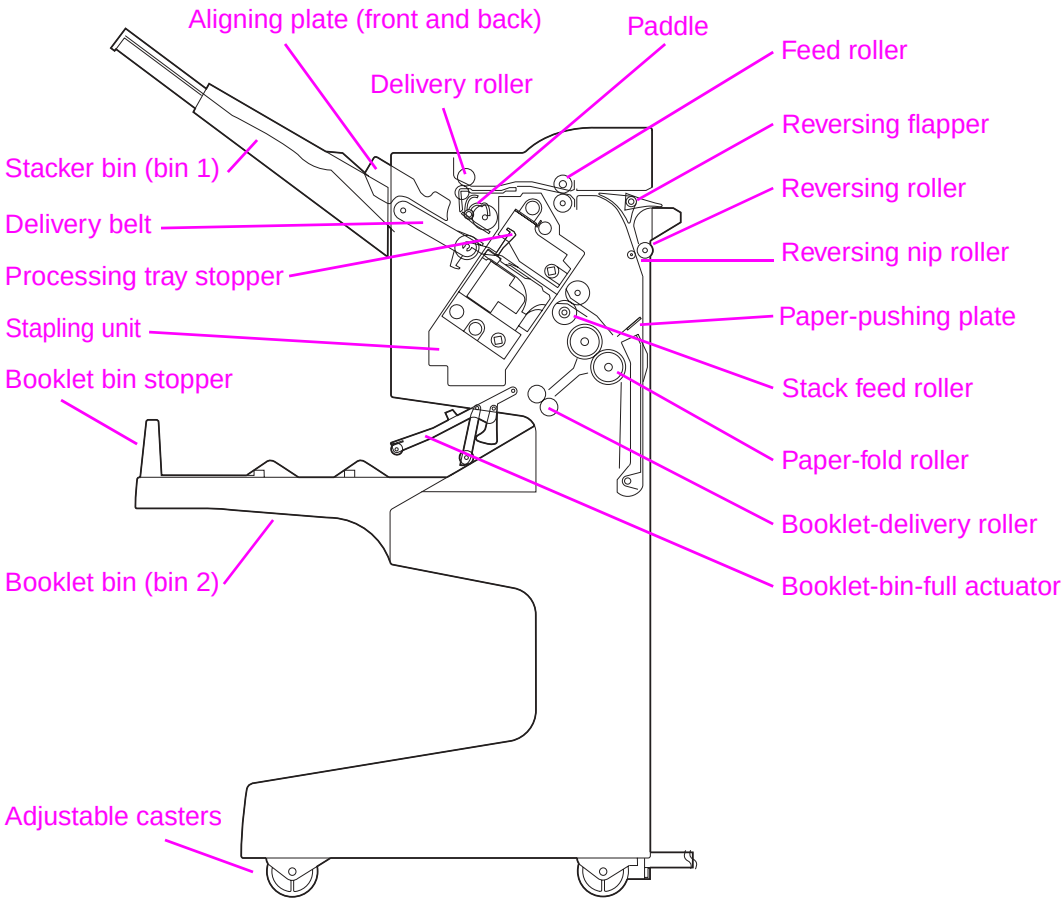


Figure 8. **Cross-section—multifunction finisher**

3,000-sheet stapler/stacker

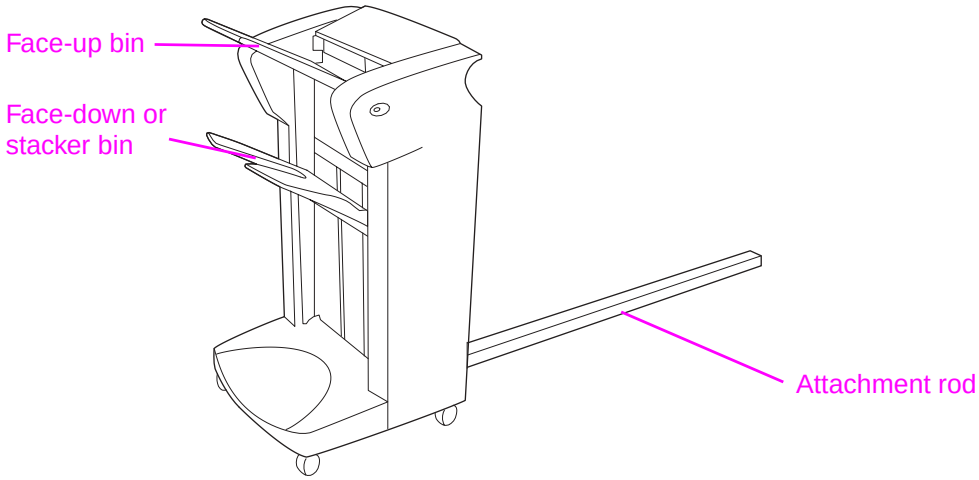


Figure 9. **External assembly locations—3,000-sheet stapler/stacker (front view)**

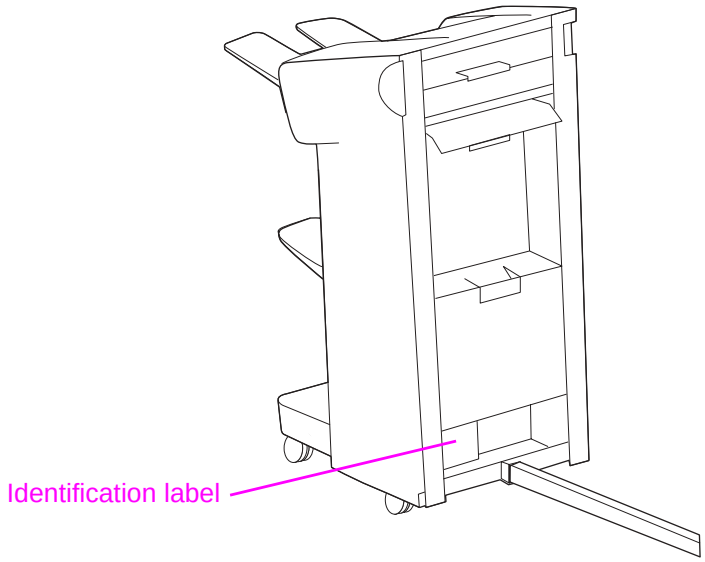


Figure 10. **External assembly locations—3,000-sheet stapler/stacker (back view)**

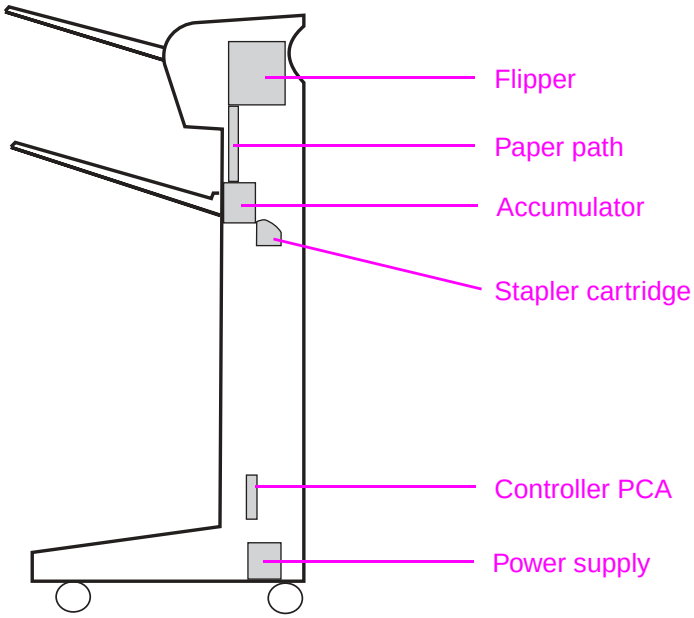


Figure 11. **Cross-section—3,000-sheet stapler/stacker**

3,000-sheet stacker

Note The external assembly locations on the 3,000-sheet stacker is the same as that of the 3,000-sheet stapler/stacker.

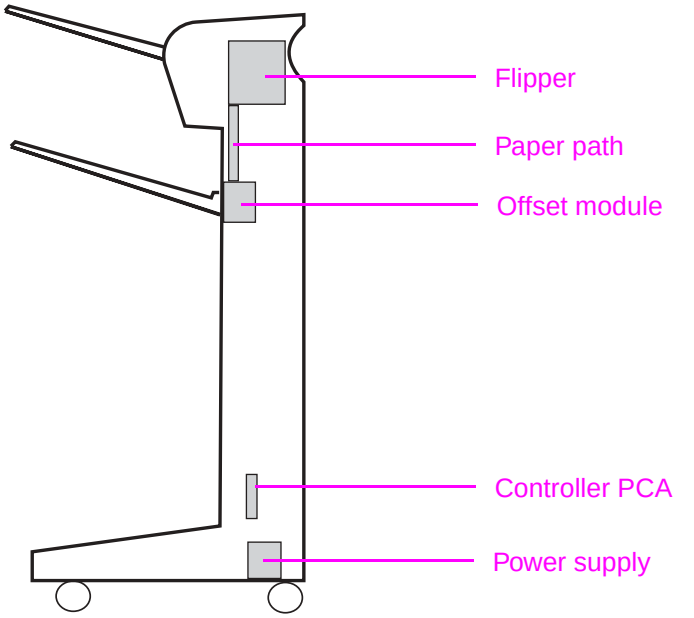


Figure 12. **Cross-section—3,000-sheet stacker**

8-bin mailbox

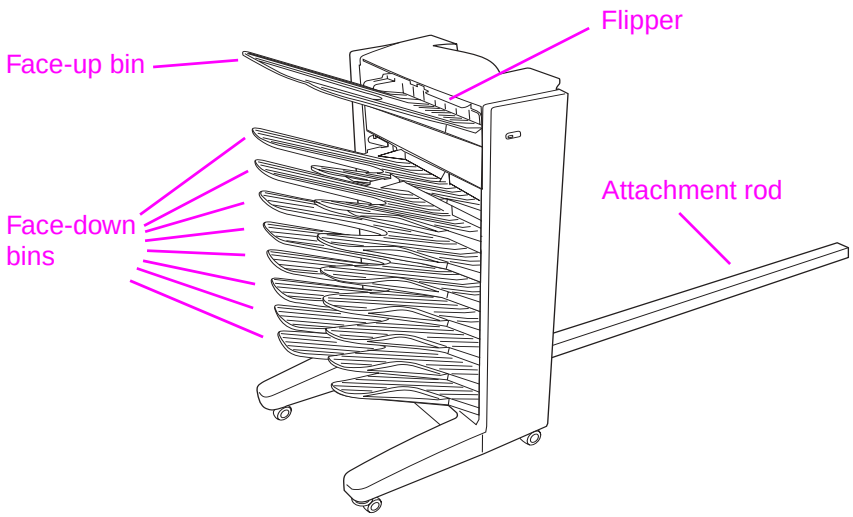


Figure 13. **External assembly locations—8-bin mailbox (left side view)**

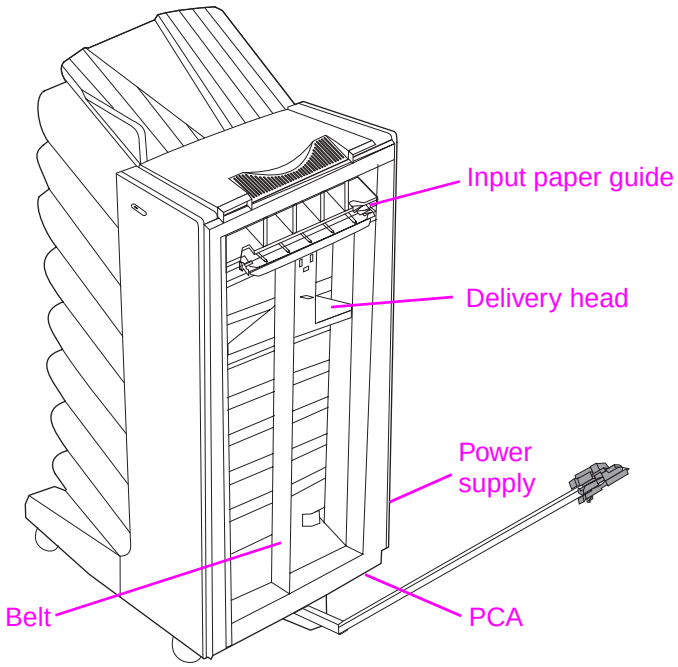


Figure 14. **External assembly locations—8-bin mailbox (right side view)**

Specifications

Multifunction finisher

Table 1. Physical specifications—multifunction finisher

Specification	Multifunction finisher
Measurements	Height: 985 mm (38.8 inches) Width: 690 mm (27.2 inches) Depth: 60 mm (23.6 inches)
Weight	44.4 kg (98 lb)

Table 2. Electrical specifications—multifunction finisher

Volts	Frequency	Amperes (amps)	Watts (W) (typical)	Thermal units per hour (Btu/hr)
100-127 Vac ±10%	50/60 Hz ±2 Hz	Minimum recommended current capacity = 13.0 amp	Printing = 1,075 W Standby = 440 W PowerSave 1 = 70 W Low power = 230 W Off = 0.5 W ADF printing = 1,130 W	Printing = 3,670 Btu/hr Standby = 1,500 Btu/hr PowerSave 1 = 240 Btu/hr Low power = 785 Btu/hr Off = 1.7 Btu/hr ADF printing = 3,860 Btu/hr
220-240 Vac ±10%	50/60 Hz ±2 Hz	Minimum recommended current capacity = 6.5 amp	Printing = 1,075 W Standby = 440 W PowerSave 1 = 70 W Low power = 230 W Off = 1.3 W ADF printing = 1,130 W	Printing = 3,650 Btu/hr Standby = 1,420 Btu/hr PowerSave 1 = 240 Btu/hr Low power= 785 Btu/hr Off = 4.5 Btu/hr ADF printing = 3,670 Btu/hr

CAUTION Power requirements are based on the country/region where the output device is sold. Do not convert operating voltages. This can damage the output device and void the product warranty.

Table 3. Environmental specifications—multifunction finisher

Condition	Operating/printing	Storage/standby
Temperature (multifunction finisher and print cartridge)	10° to 33°C (50° to 91°F)	0° to 35°C (32° to 95°F)
Relative humidity	10% to 80%	15% to 90%

Table 4. Acoustic emissions specifications—multifunction finisher

Condition	Operator position	Bystander (1 m)	Sound power
Copying at 50 ppm	L_{Pam} 57 db(A)	L_{Pam} 60 db(A)	L_{WAd} 7.3 bels(A)
Idle	L_{Pam} 40 db(A)	L_{Pam} 40 db(A)	L_{WAd} 5.4 bels(A)
PowerSave	inaudible	inaudible	inaudible

Note Testing per International Standards Organization (ISO) 9296.

3,000-sheet stapler/stacker

Table 5. Physical specifications—3,000-sheet stapler/stacker

Specification	HP 3,000-sheet stapler/stacker
Measurements	Height: 1,004 mm (39.5 inches) Width: 555 mm (21.8 inches) Depth: 536 mm (21.1 inches)
Weight	32 kg (70.5 lb)

Table 6. Electrical specifications—3,000-sheet stapler/stacker

Volts	Frequency	Amperes (amps)	Watts (W) (typical)	Thermal units per hour (Btu/hr)
100-127 Vac ±10%	50/60 Hz ±2 Hz	Minimum recommended current capacity = 13.0 amp	Printing = 1,075 W Standby = 440 W PowerSave 1 = 70 W Low power = 230 W Off = 0.5 W ADF printing = 1,130 W	Printing = 3,670 Btu/hr Standby = 1,500 Btu/hr PowerSave 1 = 240 Btu/hr Low power = 785 Btu/hr Off = 1.7 Btu/hr ADF printing = 3,860 Btu/hr
220-240 Vac ±10%	50/60 Hz ±2 Hz	Minimum recommended current capacity = 6.5 amp	Printing = 1,075 W Standby = 440 W PowerSave 1 = 70 W Low power = 230 W Off = 1.3 W ADF printing = 1,130 W	Printing = 3,650 Btu/hr Standby = 1,420 Btu/hr PowerSave 1 = 240 Btu/hr Low power= 785 Btu/hr Off = 4.5 Btu/hr ADF printing = 3,670 Btu/hr

CAUTION Power requirements are based on the country/region where the output device is sold. Do not convert operating voltages. This can damage the output device and void the product warranty.

Table 7. Environmental specifications—3,000-sheet stapler/stacker

Condition	Operating/printing	Storage/standby
Temperature (output devices and print cartridge)	10° to 33°C (50° to 91°F)	0° to 35°C (32° to 95°F)
Relative humidity	10% to 80%	15% to 90%

Table 8. Acoustic emissions specifications—3,000-sheet stapler/stacker

Condition	Operator position	Bystander (1 m)	Sound power
Copying at 50 ppm	L_{Pam} 57 db(A)	L_{Pam} 60 db(A)	L_{WAd} 7.3 bels(A)
Idle	L_{Pam} 40 db(A)	L_{Pam} 40 db(A)	L_{WAd} 5.4 bels(A)
PowerSave	inaudible	inaudible	inaudible

Note Testing per International Standards Organization (ISO) 9296.

3,000-sheet stacker

Table 9. Physical specifications—3,000-sheet stacker

Specification	HP 3,000-sheet stacker
Measurements	Height: 1,004 mm (39.5 inches) Width: 555 mm (21.8 inches) Depth: 536 mm (21.1 inches)
Weight	32 kg (70.5 lb)

Table 10. Electrical specifications—3,000-sheet stacker

Volts	Frequency	Amperes (amps)	Watts (W) (typical)	Thermal units per hour (Btu/hr)
100-127 Vac ±10%	50/60 Hz ±2 Hz	Minimum recommended current capacity = 13.0 amp	Printing = 1,075 W Standby = 440 W PowerSave 1 = 70 W Low power = 230 W Off = 0.5 W ADF printing = 1,130 W	Printing = 3,670 Btu/hr Standby = 1,500 Btu/hr PowerSave 1 = 240 Btu/hr Low power = 785 Btu/hr Off = 1.7 Btu/hr ADF printing = 3,860 Btu/hr
220-240 Vac ±10%	50/60 Hz ±2 Hz	Minimum recommended current capacity = 6.5 amp	Printing = 1,075 W Standby = 440 W PowerSave 1 = 70 W Low power = 230 W Off = 1.3 W ADF printing = 1,130 W	Printing = 3,650 Btu/hr Standby = 1,420 Btu/hr PowerSave 1 = 240 Btu/hr Low power= 785 Btu/hr Off = 4.5 Btu/hr ADF printing = 3,670 Btu/hr

CAUTION Power requirements are based on the country/region where the output device is sold. Do not convert operating voltages. This can damage the output device and void the product warranty.

Table 11. Environmental specifications—3,000-sheet stacker

Condition	Operating/printing	Storage/standby
Temperature (output devices and print cartridge)	10° to 33°C (50° to 91°F)	0° to 35°C (32° to 95°F)
Relative humidity	10% to 80%	15% to 90%

Table 12. Acoustic emissions specifications—3,000-sheet stacker

Condition	Operator position	Bystander (1 m)	Sound power
Copying at 50 ppm	L_{Pam} 57 db(A)	L_{Pam} 60 db(A)	L_{WAd} 7.3 bels(A)
Idle	L_{Pam} 40 db(A)	L_{Pam} 40 db(A)	L_{WAd} 5.4 bels(A)
PowerSave	inaudible	inaudible	inaudible

Note Testing per International Standards Organization (ISO) 9296.

8-bin mailbox

Table 13. Physical specifications—8-bin mailbox

Specification	8-bin mailbox
Measurements	Height: 970 mm (38.2 inches) Width: 435 mm (17.1 inches) Depth: 480 mm (18.9 inches)
Weight	19.2 kg (51.4 lb)

Table 14. Power requirements and circuit capacity—8-bin mailbox

Requirement or capacity	110-volt models	220-volt models
Power requirements	110 to 127 volts (V) (+/- 10%) 50 to 60 hertz (Hz) (+/- 2 Hz)	220 V (+/- 10%) 50 to 60 Hz (+/- 2 Hz) -Or- 220 to 240 V (+/- 10%) 60 Hz (+/- 2 Hz)
Minimum recommended circuit capacity	15.0 amps	6.5 amps

Table 15. Power consumption—8-bin mailbox

Printer state	100 to 127-volt models	220 to 240-volt models
Printing	34.3 watts	32.6 watts
Standby	11 watts	10.3 watts
PowerSave	0.1 watt	0.6 watt

Table 16. Operating and storage environment—8-bin mailbox

Variable	Allowable condition
Operating temperature	10° to 32.5° C (50° to 95°F)
Operating humidity	20% to 80%
Storage temperature	0° to 45°C (32° to 113°F)
Storage humidity	20% to 80%

Declaration of Conformity—multifunction finisher

Declaration of Conformity

according to ISO/IEC Guide 22 and CEN/CENELEC EN 45014

Manufacturer's Name:	Hewlett-Packard Company
Manufacturer's Address:	Montemorelos 299
	Guadalajara Jalisco, 45060, Mexico

declares, that the product

Product Name:	HP Multifunction Finisher
Model Number:	C8088A, C8088B
Product Options:	N/A

conforms to the following Product Specifications:

Safety:	IEC 950:1991+A1+A2+A3+A4 / EN 60950:1992+A1+A2+A3+A4+A11
	IEC 825-1:1993/EN 60825-1:1994 Class 1 (Laser/LED)
	UL 1950, Third Edition
EMC:	CISPR 22:1997 / EN 55022:1998 Class B[1]
	EN 55024:1998
	EN 61000-3-2:1995/EN 61000-3-2: 1995
	EN 61000-3-3:1994/EN 61000-3-3: 1995
	FCC Title 47 CFR, Part 15 Class B[2] / ICES-003, Issue 3
	AS / NZS 3548:1992/CISPR 22: 1993 Class B[1]

Supplementary Information:

The product herewith complies with the requirements of the EMC Directive 89/336/EEC and the Low Voltage Directive 73/23/EEC, and carries the CE-marking accordingly.

1) The product was tested in a typical configuration with Hewlett-Packard Personal Computer Systems.

2) This Device complies with Part 15 of the FCC Rules. Operation is subject to the following two Conditions:

(1) this device may not cause harmful interference, and

(2) this device must accept any interference received, including interference that may cause undesired operation.

Hewlett-Packard Company
Guadalajara, Jalisco, MEXICO
8 May, 2001

For regulatory topics only:

Australia Contact:	Product Regulations Manager, Hewlett-Packard Australia Ltd., 31-41 Joseph Street, Blackburn, Victoria 3130, Australia
European Contact:	Your Local Hewlett-Packard Sales and Service Office or Hewlett-Packard GmbH, Department HQ-TRE / Standards Europe, Herrenberger Straße 130, D-71034 Böblingen (FAX: +49-7031-14-3143)
USA Contact:	Product Regulations Manager, Hewlett-Packard Company, PO Box 15, Mail Stop 160, Boise, ID 83707-0015 (Phone: 208-396-6000)

Declaration of Conformity—3,000-sheet stapler/stacker

Declaration of Conformity

according to ISO/IEC Guide 22 and CEN/CENELEC EN 45014

Manufacturer's Name:	Hewlett-Packard Company
Manufacturer's Address:	Montemorelos 299
	Guadalajara Jalisco, 45060, Mexico

declares, that the product

Product Name:	3,000-sheet Stapler/Stacker
Model Number:	C8085A
Product Options:	N/A

conforms to the following Product Specifications:

Safety:	IEC 950:1991+A1+A2+A3+A4 / EN 60950:1992+A1+A2+A3+A4+A11
	IEC 825-1:1993/EN 60825-1:1994 Class 1 (Laser/LED)
	UL 1950, Third Edition
EMC:	CISPR 22:1997 / EN 55022:1998 Class B[1]
	EN 55024:1998
	EN 61000-3-2:1995/EN 61000-3-2: 1995
	EN 61000-3-3:1994/EN 61000-3-3: 1995
	FCC Title 47 CFR, Part 15 Class B[2] / ICES-003, Issue 3
	AS / NZS 3548:1992/CISPR 22: 1993 Class B[1]

Supplementary Information:

The product herewith complies with the requirements of the EMC Directive 89/336/EEC and the Low Voltage Directive 73/23/EEC, and carries the CE-marking accordingly.

1) The product was tested in a typical configuration with Hewlett-Packard Personal Computer Systems.

2) This Device complies with Part 15 of the FCC Rules. Operation is subject to the following two Conditions:

(1) this device may not cause harmful interference, and

(2) this device must accept any interference received, including interference that may cause undesired operation.

Hewlett-Packard Company
Guadalajara, Jalisco, MEXICO
8 May, 2001

For regulatory topics only:

Australia Contact:	Product Regulations Manager, Hewlett-Packard Australia Ltd., 31-41 Joseph Street, Blackburn, Victoria 3130, Australia
European Contact:	Your Local Hewlett-Packard Sales and Service Office or Hewlett-Packard GmbH, Department HQ-TRE / Standards Europe, Herrenberger Straße 130, D-71034 Böblingen (FAX: +49-7031-14-3143)
USA Contact:	Product Regulations Manager, Hewlett-Packard Company, PO Box 15, Mail Stop 160, Boise, ID 83707-0015 (Phone: 208-396-6000)

Declaration of Conformity—3,000-sheet stacker

Declaration of Conformity

according to ISO/IEC Guide 22 and CEN/CENELEC EN 45014

Manufacturer's Name:	Hewlett-Packard Company
Manufacturer's Address:	Montemorelos 299
	Guadalajara Jalisco, 45060, Mexico

declares, that the product

Product Name:	3,000-sheet Stacker
Model Number:	C8084A
Product Options:	N/A

conforms to the following Product Specifications:

Safety:	IEC 950:1991+A1+A2+A3+A4 / EN 60950:1992+A1+A2+A3+A4+A11
	IEC 825-1:1993/EN 60825-1:1994 Class 1 (Laser/LED)
	UL 1950, Third Edition
EMC:	CISPR 22:1997 / EN 55022:1998 Class B[1]
	EN 55024:1998
	EN 61000-3-2:1995/EN 61000-3-2: 1995
	EN 61000-3-3:1994/EN 61000-3-3: 1995
	FCC Title 47 CFR, Part 15 Class B[2] / ICES-003, Issue 3
	AS / NZS 3548:1992/CISPR 22: 1993 Class B[1]

Supplementary Information:

The product herewith complies with the requirements of the EMC Directive 89/336/EEC and the Low Voltage Directive 73/23/EEC, and carries the CE-marking accordingly.

1) The product was tested in a typical configuration with Hewlett-Packard Personal Computer Systems.

2) This Device complies with Part 15 of the FCC Rules. Operation is subject to the following two Conditions:

(1) this device may not cause harmful interference, and

(2) this device must accept any interference received, including interference that may cause undesired operation.

Hewlett-Packard Company
Guadalajara, Jalisco, MEXICO
8 May, 2001

For regulatory topics only:

Australia Contact:	Product Regulations Manager, Hewlett-Packard Australia Ltd., 31-41 Joseph Street, Blackburn, Victoria 3130, Australia
European Contact:	Your Local Hewlett-Packard Sales and Service Office or Hewlett-Packard GmbH, Department HQ-TRE / Standards Europe, Herrenberger Straße 130, D-71034 Böblingen (FAX: +49-7031-14-3143)
USA Contact:	Product Regulations Manager, Hewlett-Packard Company, PO Box 15, Mail Stop 160, Boise, ID 83707-0015 (Phone: 208-396-6000)

Declaration of Conformity—8-bin mailbox

Declaration of Conformity

According to ISO/IEC Guide 22 and CEN/CENELEC EN 45014

Manufacturer's Name: Hewlett-Packard Company

Manufacturer's Address: Montemorelos 299
Guadalajara Jalisco, 45060
Mexico

Declares, that the product

Product Name: HP 8-bin Mailbox

Model Numbers: Q5693A, Q5710A

Regulatory Model: GUADA-0401-00

Product Options: All

Is in conformity with:

SAFETY: IEC 60950:1999 / EN60950:2000

EMC: CISPR 22:1997 / EN55022:1998 Class A[1]
CISPR 24:1997 / EN 55024:1998

IEC 61000-3-2:2000 / EN61000-3-2:2000
IEC 61000-3-3:1994 +A1 / EN61000-3-3:1995 +A1

FCC Title 47 CFR, Part 15 Class A / ICES-003, Issue 4

Supplementary Information:

The product herewith complies with the requirements of the EMC Directive 89/336/EEC and the Low Voltage Directive 73/23/EEC, and carries the CE-Marking accordingly.

1) The product was tested in a typical configuration with Hewlett-Packard Personal Computer Systems.

2) This Device complies with Part 15 of the FCC Rules. Operation is subject to the following two Conditions:
(1) this device may not cause harmful interference, and
(2) this device must accept any interference received, including interference that may cause undesired operation.

For Regulatory Topics Only:

Australia Contact: Product Regulations Manager, Hewlett-Packard Australia Ltd., 31-41 Joseph Street, Blackburn, Victoria 3130, Australia

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USA Contact: Product Regulations Manager, Hewlett-Packard Company, PO Box 15, Mail Stop 160, Boise, Idaho 83707-0015 (Phone: 208-396-6000)

Service approach

Repair of the output device normally begins with a three-step process:

1. Isolate the problem to the major system (the host computer, the network or server, or the finishing-device system).
2. Determine whether the problem is located in the output device, the print unit, or the copy/scan unit.
3. Troubleshoot the problem by using the “Troubleshooting flowchart” on page 198.

Repair is usually accomplished by an assembly-level replacement of field replaceable units (FRUs). Some mechanical assemblies can be repaired at the subassembly level. Hewlett-Packard does not support replacement of components on the printed circuit assemblies.

Parts and supplies

“Consumables and documentation” on page 252 contains FRU and replacement part numbers, and contains information about products that are specifically designed for the output device. Replacement parts can be ordered from the HP Customer Support (HPCS) organization.

Exchange program

Hewlett-Packard might offer remanufactured assemblies for parts. These can be ordered through HPCS.

Warranty

For warranty information and requirements, see the user guide for the printer.

2 Installation

Chapter contents

Environmental requirements

The electrical and environmental specifications must be maintained to ensure the correct operation of the output device. Consider the following points before installing the output device:

- Install in a well-ventilated, dust-free area.
- Install on a level, flat surface that can support the printer and output device size and weight.
- Ensure adequate power-supply circuitry (see table 2 on page 28).
- Install where temperature and humidity are stable, with no abrupt changes, and away from water sources, heating vents, humidifiers, air conditioners, refrigerators, or other major appliances (see table 3 on page 28).
- Install away from direct sunlight, areas that experience vibration, open flames, ammonia fumes, ultrasonic heaters, and devices that emit a magnetic field. If the output device is placed near a window, make sure the window has a curtain or blind to block direct sunlight.
- Maintain enough space around the output device for proper access and ventilation (see “Physical requirements” on page 39).

Multifunction finisher

Prepare a location for the output device. The space must accommodate the physical and environmental requirements contained in this section, in addition to the requirements for the printer.

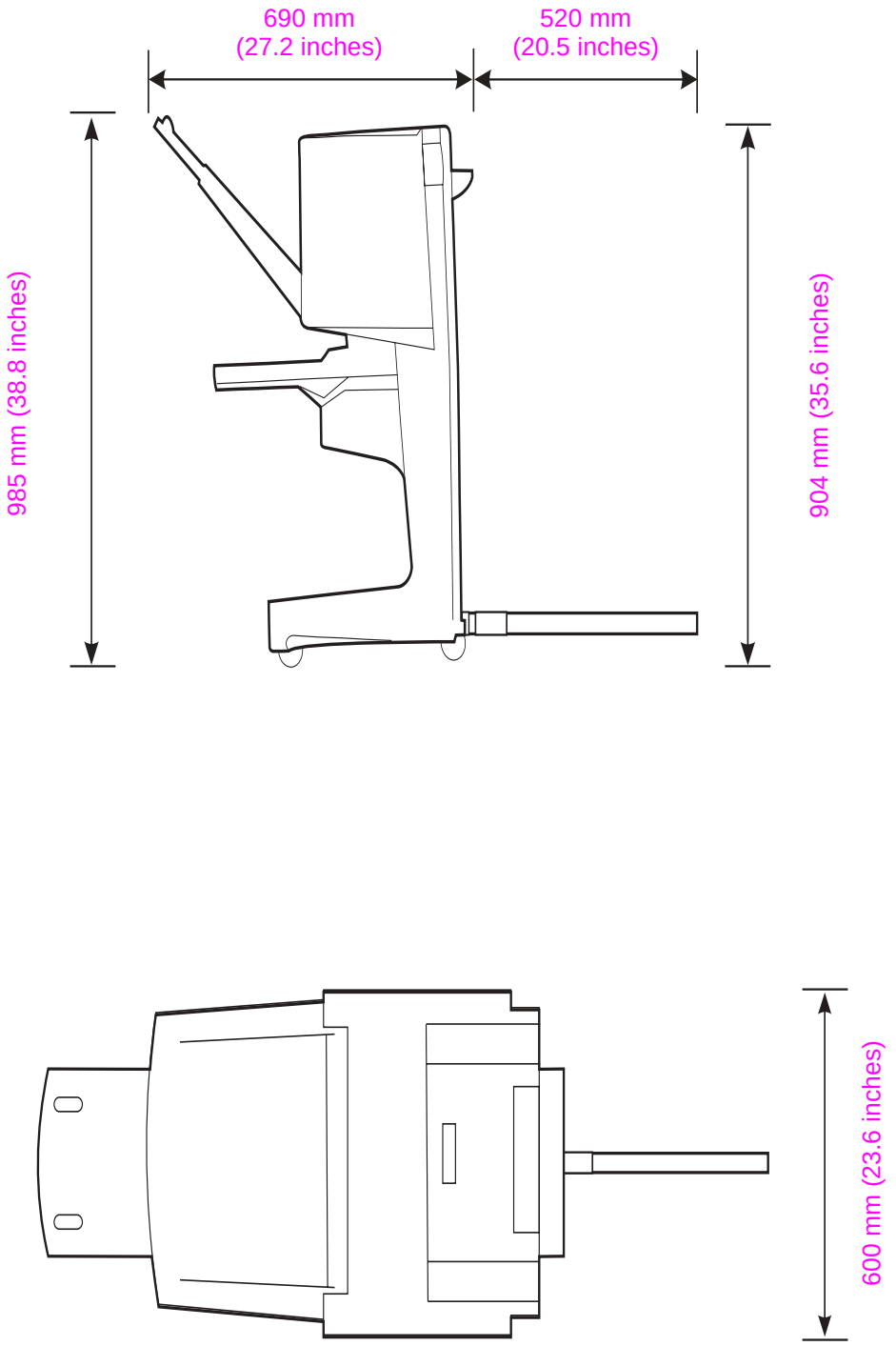


Figure 15. **Multifunction finisher (side view and top view)**

3,000-sheet stapler/stacker and 3,000-sheet stacker

Note Dimensions of the 3,000-sheet stapler/stacker and the 3,000-sheet stacker are identical.

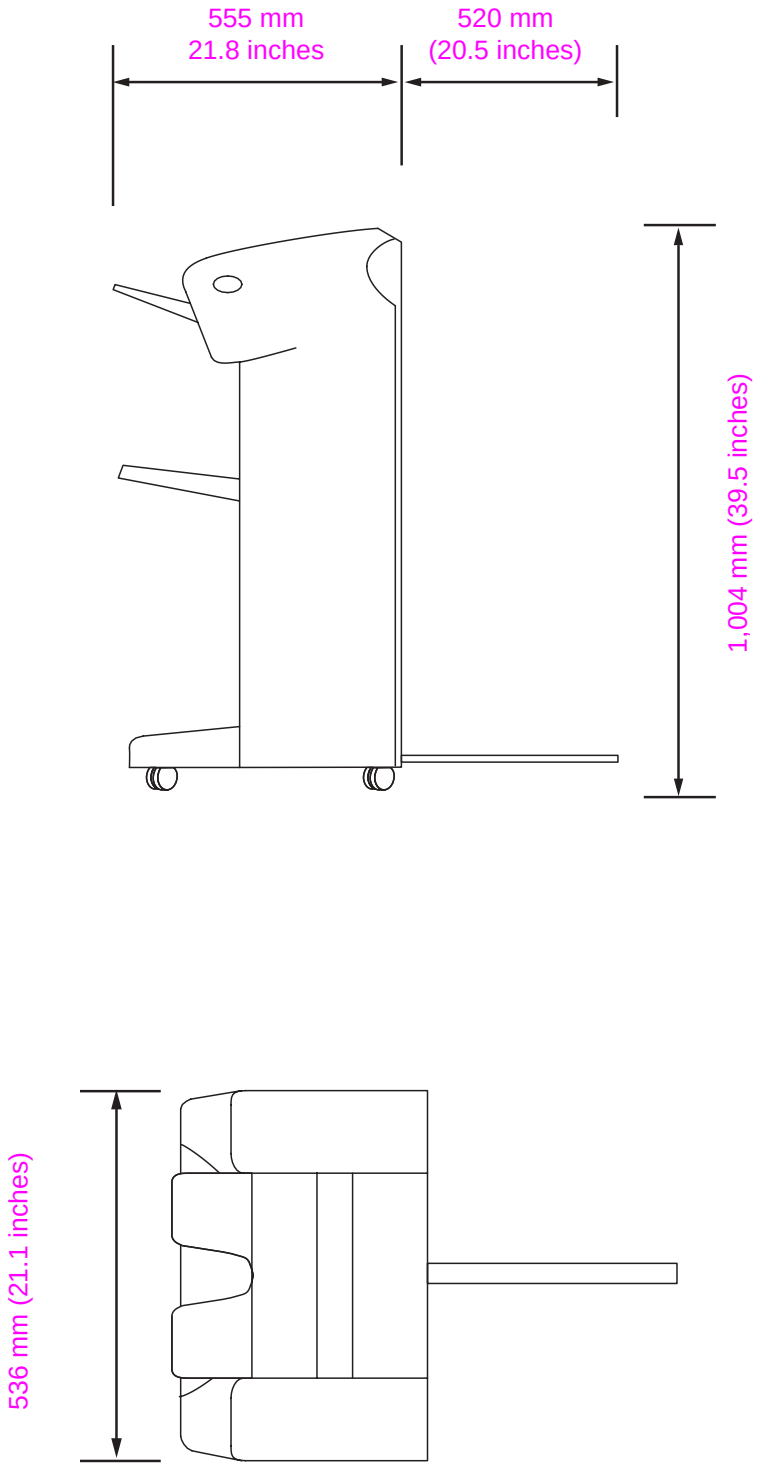


Figure 16. **3,000-sheet stapler/stacker (side view and top view)**

8-bin mailbox

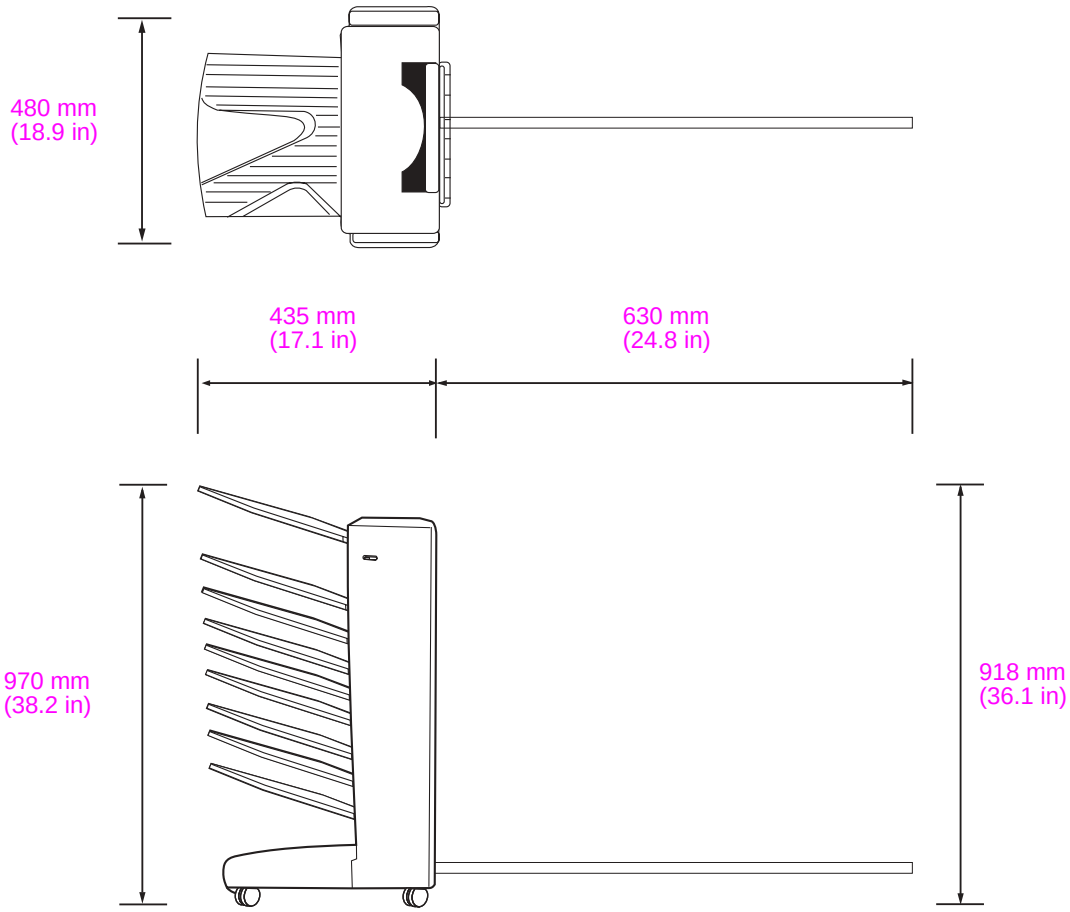


Figure 17. **8-bin mailbox (top view and side view)**

3 Operation

Chapter contents

Supported media

Multifunction finisher

Output bin	Capacity	Media	Feeding orientation[1]	Weight
Stacker bin (bin 1) capacity, face-up	Up to 1,000 sheets of 75 g/m^2 (20 lb) bond, stacked, of letter/A4 Up to 500 sheets of 75 g/m^2 (20 lb) bond, stacked, of legal/B4 or ledger/A3	Letter, ISO A4	• P or L	64 to 216 g/m^2 (17 to 58 lb)
		Legal, ledger, executive, ISO A3, ISO A5, JIS B4, JIS B5	• P	
		Custom sizes: Minimum: 98 x 191 mm (3.9 x 7.5 inches) Maximum: 312 x 470 mm (12.2 x 18.4 inches)	• P or L when longer edge is 312 mm or less • P when longer edge is greater than 312 mm	
		Envelopes (Monarch, DL, B5, C5) **Note** A bin-full is indicated when a job using envelopes is sent. The maximum number of envelopes that can be stacked is 10.	• P	
		Labels (letter or A4), transparencies (letter or A4)	• P or L	
Stacker bin (bin 1) capacity, face-down	Up to 1,000 sheets of 75 g/m^2 (20 lb) bond, stacked, of letter/A4 Up to 500 sheets of 75 g/m^2 (20 lb) bond, stacked, of legal/B4 or ledger/A3	Letter, ISO A4	• P or L	64 to 199 g/m^2 (17 to 53 lb)
		Legal, ledger, executive, ISO A3, ISO A5, JIS B4, JIS B5	• P	
		Transparencies (letter or A4)	• P or L	
Stapling capacity of stacker bin (bin 1) or booklet bin (bin 2) per job	Maximum of 50 sheets of letter/A4 Maximum of 25 sheets of ledger/A3	Letter, ISO A4	• P or L	64 to 199 g/m^2 (17 to 53 lb)
		Legal, ledger, ISO A3, JIS B4	• P	
	NOTE: The stacker bin is full at a 34-mm stack height, or not more than 30 jobs.			
	See “Approximate number of sheets that can be stapled, listed by media weight” on page 48.			

Output bin	Capacity	Media	Feeding orientation[1]	Weight
Booklet bin (bin 2) capacity	Up to 40 booklets composed of 5 sheets (see “Number of sheets that can be stapled and folded, listed by booklet size” on page 48).	Letter, legal, ledger, ISO A4, ISO A3, JIS B4	• P	64 to 199 g/m^2 (17 to 53 lb)
	See “Number of sheets that can be stapled and folded, listed by media weight” on page 48. Also see “Number of sheets that can be stapled and folded, listed by booklet size” on page 48.			

[1]P = Portrait (short-edge first)
L = Landscape (long-edge first)

3,000-sheet stapler/stacker

Function	Capacity	Media	Weight
Bin 1 (face-up bin)	Up to 125 sheets of letter/A4	• Letter, legal, executive, ISO A3, ISO A4, ISO A5, 11 x 17, JIS B5, JIS B4, JPostD, Monarch, 8K, 16K • Custom sizes • Custom types: envelopes, labels, transparencies, heavy paper	64 to 216 g/m^2 (17 to 58 lb bond)
Bin 2 (face-down bin)	Up to 3,000 sheets stacked (up to 50 sheets stapled) of letter/A4 Up to 1,500 sheets of ledger or A3	• Letter, legal, executive, ISO A3, ISO A4, ISO A5, 11 x 17, JIS B5, JIS B4, 8K, 16K	64 to 199 g/m^2 (17 to 53 lb bond)

3,000-sheet stacker

Function	Capacity	Media	Weight
Bin 1 (face-up bin)	Up to 125 sheets of letter/A4	• Letter, legal, executive, ISO A3, ISO A4, ISO A5, 11 x 17, JIS B5, JIS B4, JPostD, Monarch, 8K, 16K • Custom sizes • Custom types: envelopes, labels, transparencies, heavy paper	64 to 216 g/m^2 (17 to 58 lb bond)
Bin 2 (face-down bin)	Up to 3,000 sheets stacked (up to 50 sheets stapled) of letter or A4 Up to 1,500 sheets of ledger/A3	• Letter, legal, executive, ISO A3, ISO A4, ISO A5, 11 x 17, JIS B5, JIS B4, 8K, 16K	64 to 199 g/m^2 (17 to 53 lb bond)

8-bin mailbox

Output bin	Capacity	Media size	Media	Weight
Face-down bins	Up to 250 sheets	• Standard sizes: letter, legal, ISO A3, ISO A4, ISO A5, 11 x 17, JIS B4, JIS B5, 8k, 16k • Custom sizes: minimum: 148 x 210 mm (5.83 x 8.27 inches) maximum: 297 x 432 mm (11.69 x 17 inches)	• plain • preprinted • letterhead[1] • prepunched • bond • color • recycled • light • glossy • heavy • rough • heavy glossy • non-HP heavy glossy • high-gloss images	64 to 135 g/m^2 (17 to 36-lb bond)
Face-up bin	Up to 125 sheets	• Standard sizes: letter, legal, executive, ISO A3, ISO A4, ISO A5, 11 x 17, JIS B4, JIS B5, jpostD, 8k, 16k • Custom sizes: minimum: 98 x 170 mm (3.86 x 6.7 inches) maximum: 305 x 470 mm (12 x 18.5 inches)	• plain • preprinted • letterhead[1] • prepunched • bond • color • recycled • light • glossy • heavy • rough • heavy glossy • non-HP heavy glossy • high-gloss images • tough paper • labels • envelopes • cardstock • transparencies	64 to 216 g/m^2 (14 to 58-lb bond)

1 - Letterhead with raised lettering or low-temperature inks is not supported.

Multifunction finisher

Table 17. Approximate number of sheets that can be stapled, listed by media weight

Media weight	Letter/A4	Ledger/A3 and legal/B4
64 g/m^2 (17 lb)	50	25
75 g/m^2 (20 lb)	50	25
80 g/m^2 (21 lb)	50	25
90 g/m^2 (24 lb)	44	22
105 g/m^2 (28 lb)	28	14
163 g/m^2 (43 lb)	18	9
199 g/m^2 (53 lb)	12	6

Note Up to nine sheets of coated media can be stapled.

Table 18. Number of sheets that can be stapled and folded, listed by media weight

Media weight	Letter/A4, ledger/A3 and legal/B4
64 g/m^2 (17 lb) to 80 g/m^2 (21 lb)	Maximum of 10 sheets
90 g/m^2 (24 lb) to 105 g/m^2 (28 lb)	Maximum of 5 sheets
163 g/m^2 (43 lb) to 199g/m^2 (53 lb)	Maximum of 1 sheet (will *not* be stapled)

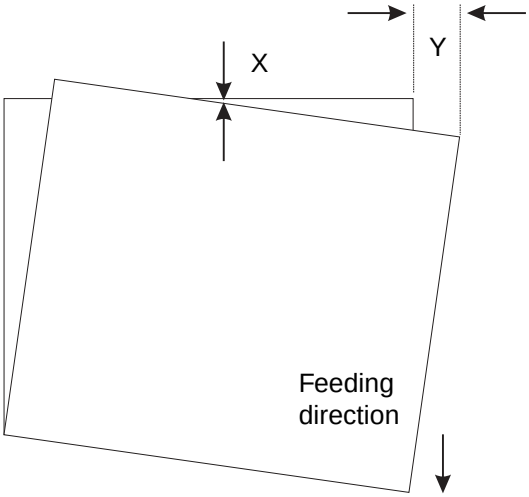
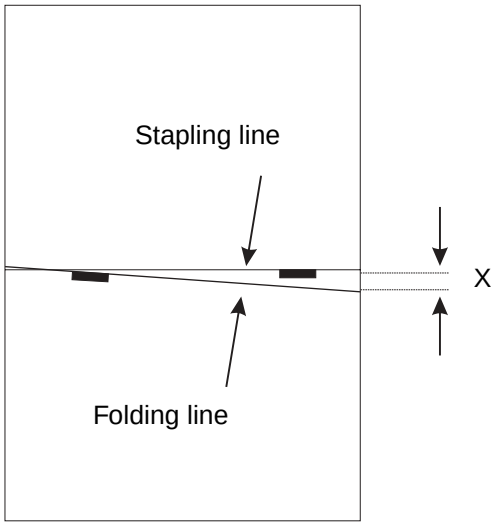
Note When making booklets with media that weighs 64 g/m^2 (17 lb) to 80 g/m^2 (21 lb), one cover sheet up to 199 g/m^2 (53 lb) in weight can be combined with the 10 sheets. Other combinations are not supported.

Table 19. Number of sheets that can be stapled and folded, listed by booklet size

	Approximate number of booklets until bin-full	
Booklet type	**Letter/A4**	**Ledger/A3**
1 cover sheet of 199 g/m^2 (53 lb) media plus 4 sheets of 75 g/m^2 (20 lb) media	40	30
2 sheets of 75 g/m^2 (20 lb) media	52	52
5 sheets of 75 g/m^2 (20 lb) media	48	40
10 sheets of 75 g/m^2 (20 lb) media	24	20

Note The numbers might vary depending on the operating conditions.

Table 20. Skew specifications—multifunction finisher

Skew type	Specification	Diagram
Folding	X = +/- 2.5 mm (0.10 inch), specified at center Y = +/- 2.5 mm (0.10 inch), length	
	NOTE: The measurement is affected by expansion or shrinkage of the sheet as a result of fusing. The amount of expansion or shrinkage depends on the type of media. Some media can expand or shrink by 2 mm (0.08 inch).	
Stapling	X = +/- 1.0 mm (0.04 inch)	
	NOTE: Take this measurement on the inside sheet of an open booklet.	

3,000-sheet stapler/stacker

Table 21. Approximate number of sheets that can be stapled, listed by media weight

Media weight	Letter/A4	Ledger/A3 and legal/B4
64 g/m^2 (17 lb)	50	50
75 g/m^2 (20 lb)	50	50
80 g/m^2 (21 lb)	50	50
90 g/m^2 (24 lb)	45	45
105 g/m^2 (28 lb)	35	35
163 g/m^2 (43 lb)	30	30
199 g/m^2 (53 lb)	25	25

4 Maintenance

Chapter contents

Cleaning the outside of the product

When outside covers and panels are noticeably dirty, wipe them with a dampened cloth.

Cleaning inside the product

Over time, dust can accumulate inside the output device. Removing the dust is not a requirement for smooth operation of the products. However, dust can be removed by using a dry cloth or a handheld vacuum cleaner.

5 Theory of operation

Chapter contents

Power-on sequence

Multifunction finisher

The multifunction finisher performs an initialization procedure when it receives the Recovery Initialize signal. This signal is transmitted from the printer at power-on.

The power-on sequence consists of the following actions:

1. **Moves slide:** The booklet bin slide motor (M10) drives the slide to move from the standby position. The slide returns to the standby position when the home position is detected.
2. **Folding action:** The staple-fold motor (M7) drives one cycle of folding action.
3. **Moves swing guide vertically:** The paddle motor (M2) drives the swing guide to move vertically.
4. **Rotates paddler:** The paddle motor (M2) drives the paddle to complete one cycle of rotation.
5. **Moves stapler:** The slide motor (M8) drives the stapler to move from the standby position. The stapler returns to the standby position when detecting the home position.
6. **Performs alignment:** The front aligning plate motor (M4) and the back aligning plate motor (M5) drive the front and back aligning plates to perform one cycle of alignment.
7. **Moves stack-feed roller vertically:** The transfer motor (M1) reverses, causing the upper stack-feed roller to move vertically.
8. **Moves delivery tray vertically:** The shift motor (M6) drives the stacker bin (bin 1) to move from the home position. The stacker bin returns to the home position when it is detected by the full loading sensor (P124).
9. **Rotates ejector mechanism:** The delivery motor (M3) drives the delivery belt to complete one cycle of rotation after the stacker bin has descended approximately 25 mm (1 inch). The stacker bin then returns to the home position.

3,000-sheet stapler/stacker

When the 3,000-sheet stapler/stacker is turned on, or a door is opened or closed, the 3,000-sheet stapler/stacker completes the initialization routines as follows:

- Initialization in parallel for the paper path, the accumulator, the stack-holder/tray, and the carriage.
- When the accumulator initialization is complete, the flipper will initialize.

After a successful power-on sequence, the error light is green. If the power-on sequence is not successful, a jam condition or a hardware malfunction is indicated through the printer control panel, and the error light is amber.

3,000-sheet stacker

When the stacker is turned on, or a door is opened and closed, the stacker completes the initialization in parallel for the paper path, the flipper, the offset module, and the tray.

After a successful power-on sequence, the error light is green. If the power-on sequence is not successful, a jam condition or a hardware malfunction is indicated through the printer control panel, and the error light is amber.

8-bin mailbox

When the 8-bin mailbox is turned on, the flipper and eject assemblies receive the initialization command and start the rollers in an attempt to eject any paper in the path. Then the assemblies check the sensors. If the sensors detect media, they signal an initial jam.

If no jam exists, initialization for the flipper and eject assemblies is complete. This triggers the elevator initialization. The elevator initialization is the same for all of the operating modes, with the exception of the end of the initialization. The final position of the elevator head depends on the presence of paper and the operation mode.

Note At initialization, make sure that the encoders in the flipper and belt motors are connected. If no transitions are detected, a critical error is indicated. This test is performed only during initialization.

Multifunction finisher

The multifunction finisher ejects paper from the printer either face-down or face-up. Operations such as job offset are performed when paper is ejected face-down. The booklet unit inside the multifunction finisher folds the paper stack before ejecting it. The controller PCA in the multifunction finisher controls the sequence of operations.

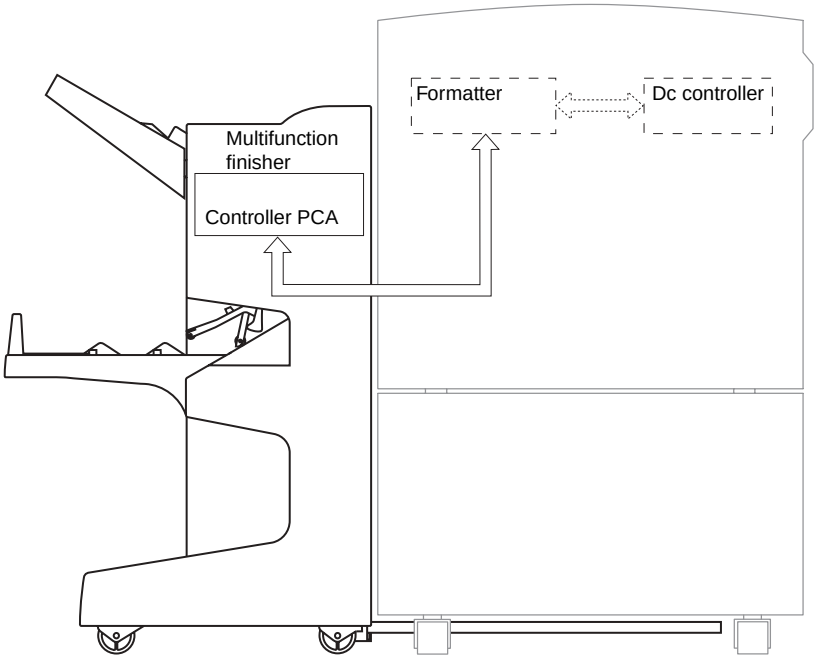


Figure 18. **Basic operation**

Simple stacking

Flipping action (face-down delivery):

- After the paper is reversed, the paper is pulled into the processing tray and ejected face-down to the delivery tray.

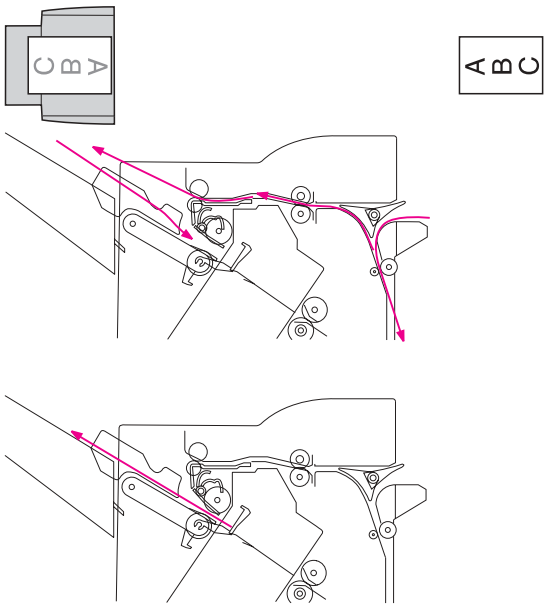


Figure 19. **Simple stacking (face-down delivery)**

Face-up delivery:

- The paper is pulled into the processing tray and ejected face-up to the delivery tray.

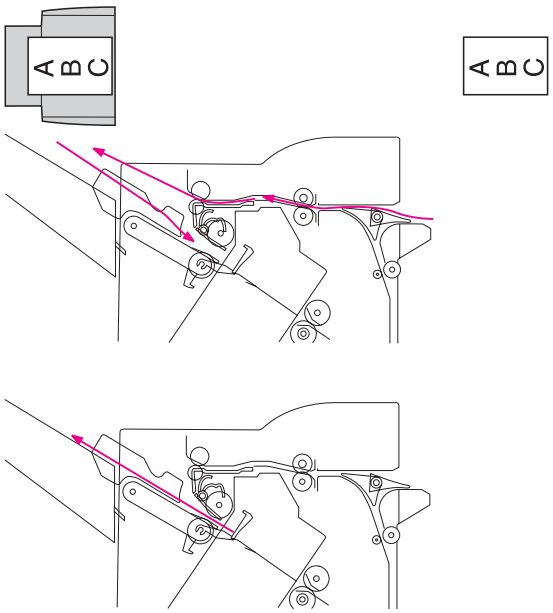


Figure 20. **Simple stacking (face-up delivery)**

Job offset

Job offset is accomplished by moving sheet by sheet forward or backward for sorting while transporting it to the stacker bin. The offset motor is connected to a crank system that moves offset carriage to the left and to the right. The offset position sensor detects the position of the offset module to position it left, right, or center. The offset exit sensor detects when the sheet has left the accumulator assembly and is correctly delivered to the output tray.

Note The offset specification is 20 mm (0.79 inch) between sets of sheets (10 mm, or 0.39 inch, per side).

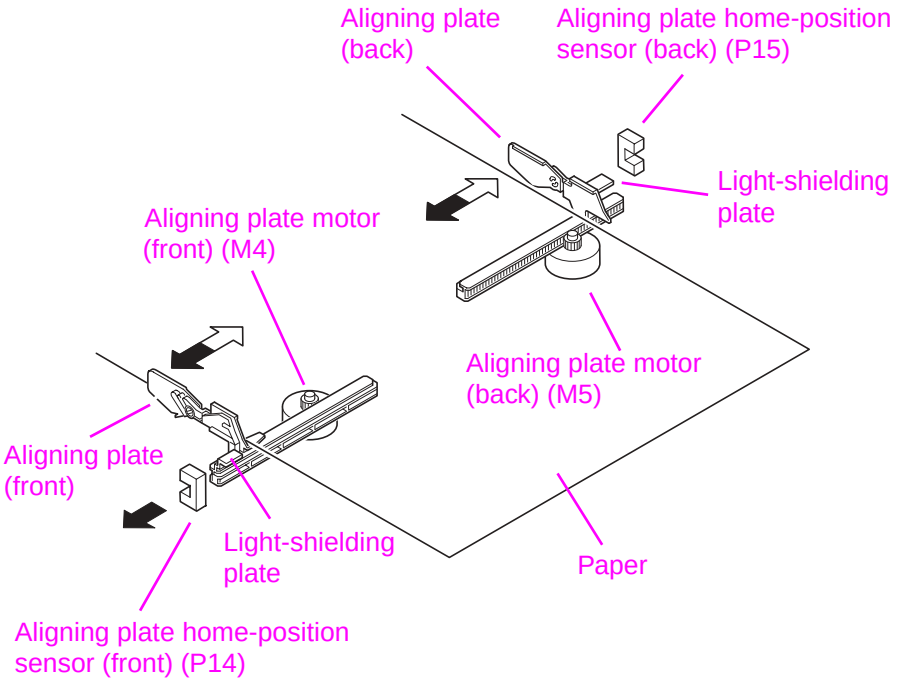


Figure 21. **Job offset**

Note Stapled jobs are not offset.

Offset specifications

Table 22. Offset specifications for the multifunction finisher

Offset specification for Letter	Offset specification for A4	Distance per side for Letter	Distance per side for A4
20 mm (0.79 inch)	20 mm (0.79 inch)	10 mm (0.39 inch)	10 mm (0.39 inch)

Stapling

The multifunction finisher staples the specified number of sheets of paper. The staple position depends on the staple mode and paper size.

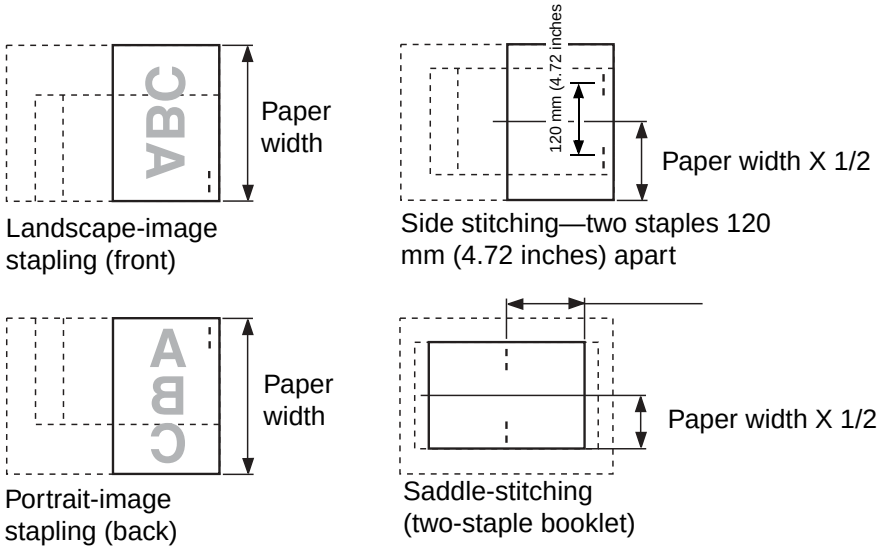


Figure 22. **Staple positions**

When the multifunction finisher is turned on, the finisher controller PCB drives the slide motor to return the stapler to the home position. The stapler moves toward the front of the stapler frame, and stops at the slide home-position sensor on the slide PCB. The slide motor is driven a specified number of pulses, and the stapler moves to rear standby position and enters the standby state when it reaches the back of the multifunction finisher.

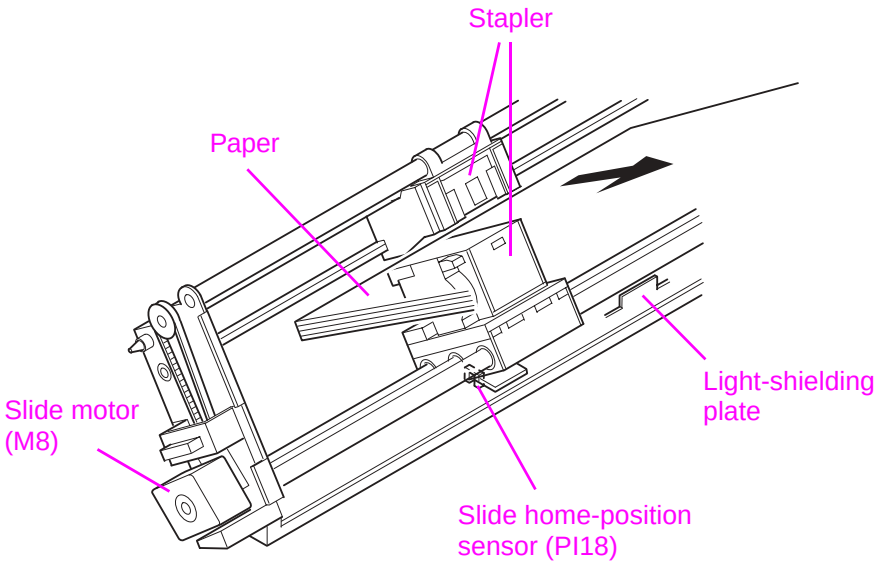


Figure 23. **Stapling unit**

Booklet-making

Paper-fold rollers and the paper-pushing plate fold paper in the multifunction finisher. When the rollers start to rotate, the paper-pushing plate pushes the paper stack into the gap between the paper-fold rollers. When the paper stack is fed approximately 10 mm (0.4 inch) by the rotation of the paper-fold rollers, the paper-pushing plate returns to the home position. The paper-fold rollers and booklet-delivery rollers deliver the paper stack to the booklet tray.

Half of each paper-fold roller is uncovered (the center and the left and right ends are covered). The upper paper-fold roller touches the lower paper-fold roller at the center and at both ends to feed a paper stack without creating creases. The covered portion of the upper paper-fold roller touches the covered portion of the lower paper-fold roller, allowing a paper stack to be folded while being fed.

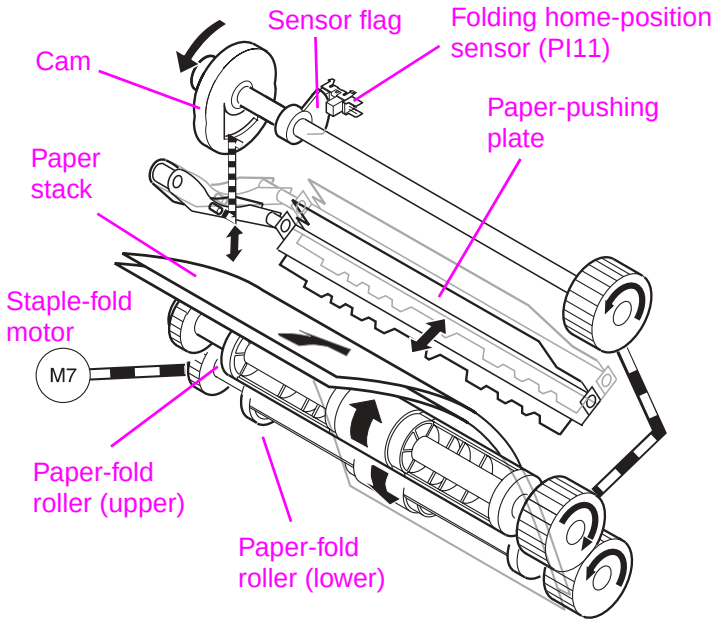


Figure 24. **Booklet making (1 of 3)**

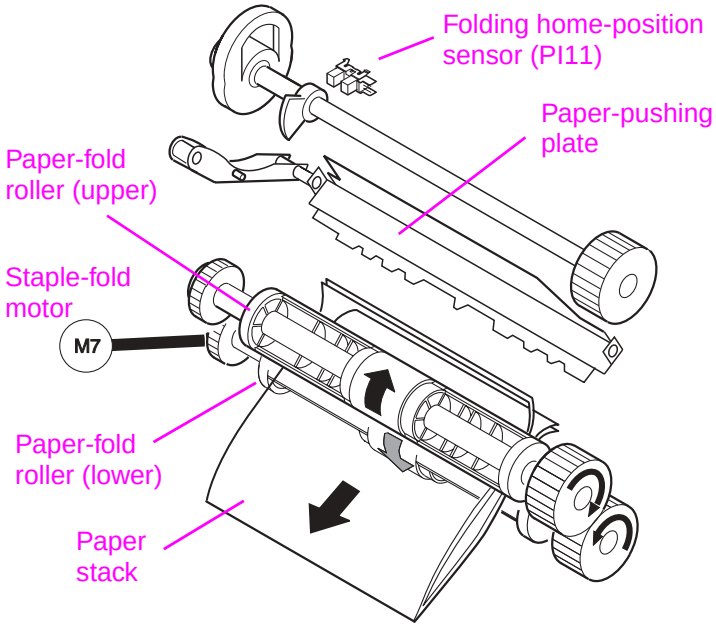


Figure 25. **Booklet making (2 of 3)**

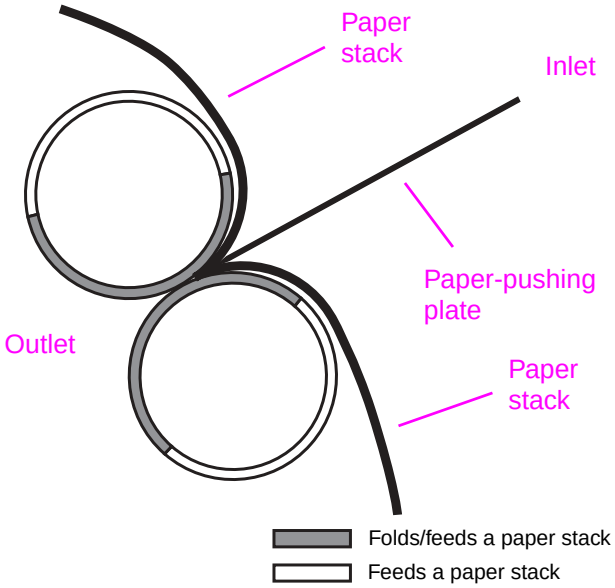


Figure 26. **Booklet making (3 of 3)**

3,000-sheet stapler/stacker

Main modules

The 3,000-sheet stapler/stacker consists of the following main modules:

- Face-up bin—This bin collects the documents face-up, with the printed information toward the user. Finished documents are not routed to this bin, but the bin supports the sheets as they are flipped to the face-down bin. This face-up bin has a capacity of 125 sheets of media (75 g/m^2, or 20 lb).
- Face-down (stacker) bin—Collated and stapled jobs are routed to the face-down (stacker) bin. The bin has a capacity of 3,000 sheets (75 g/m^2, or 20 lb) of letter/A4 paper or 1,500 sheets (75 g/m^2, or 20 lb) of ledger/A3 paper.
- Accumulator—The accumulator collects the sheets in the accumulator bed and registers a whole job or copy. Additionally, the accumulator transports the job to the stapler module when a stapling option is selected, and can also offset print jobs. After finishing, the accumulator routes the print job to the face-down bin.
- Stack holder—The stack holder holds the sheets that are in the face-down bin.
- Flipper—The flipper module flips sheets of paper from a face-up position to a face-down position. This function is necessary in order to accumulate the job correctly and to accommodate staples.
- Paper path—The paper-path module routes the print job after the media leaves the flipper module if the printed media is face-down. If the media is face-up, the print job is routed directly from the flipper module to the face-up bin.
- Stapler and carriage—This module is used to staple print jobs. The stapler is mounted in a carriage that moves from side to side. The side-to-side motion accommodates stapling in various positions on the edge of the print job that is in the accumulator.
- Controller PCA—The controller PCA controls the entire unit. All stapler/stacker-module cables are connected to the controller PCA.
- Power supply—This is the main power supply for the device. The power supply is universal, which means that it can work with products that use from 110 Vac to 220 Vac.

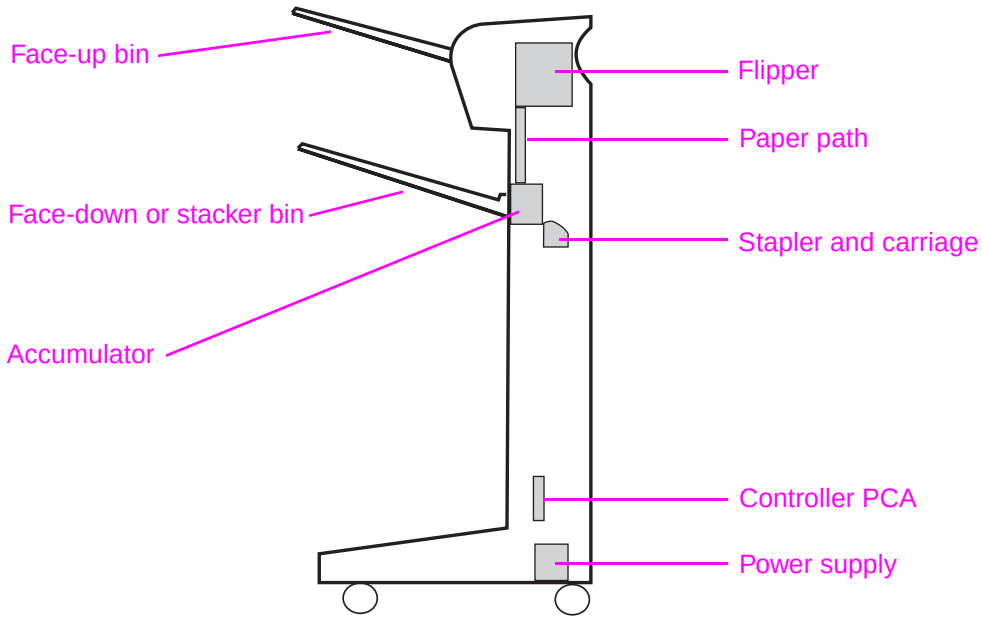


Figure 27. **Stapler/stacker main modules**

Paper path and jam detection

- Paper input—The device receives media from the printer.
- Flipper—FLEntry1 senses the media and activates the flipper motors. For face-up printing, the flipper delivers the media (which the FLEntry senses) to the face-up bin. Otherwise, the flipper changes page orientation from face-up to face-down and delivers media to the paper-path module.
- Paper path—The paper-path module delivers face-down print jobs to the accumulator assembly. This module is bypassed if the destination is the face-up bin.
- Accumulator assembly—The accumulator assembly collects and registers print jobs from the flipper (which the GWSens senses), sends them to the carriage assembly for stapling, and delivers them to the stapler bin (which the ACExit senses).

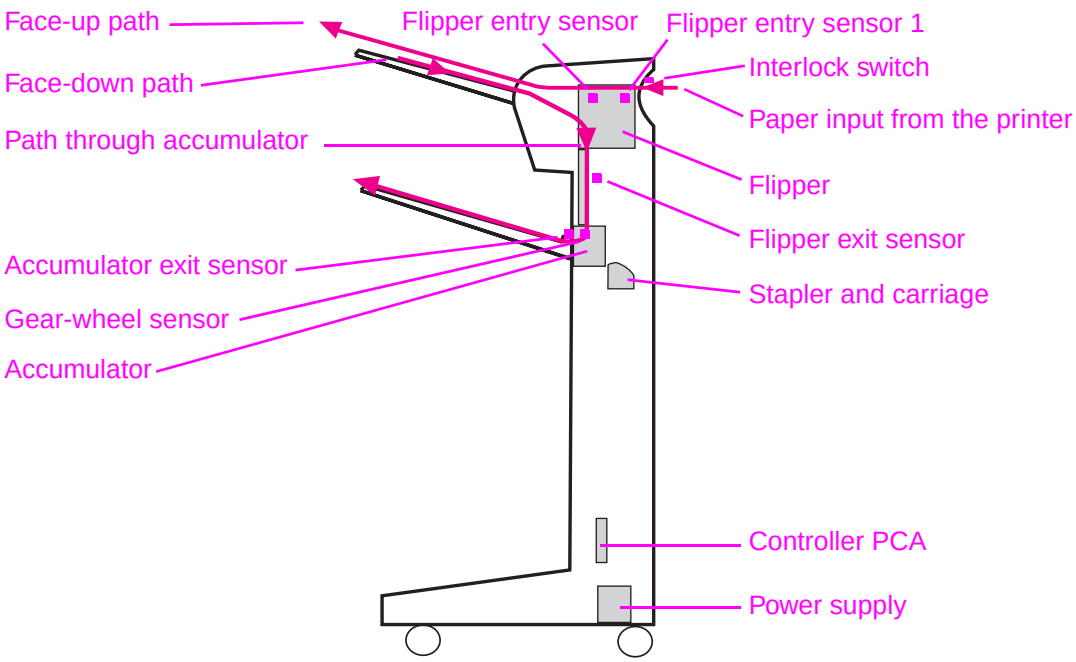


Figure 28. **Stapler/stacker jam detection**

The paper-path sensors detect jams at the following locations:

- Flipper entry sensor 1 (FLEntry1) and flipper entry sensor (FLEntry)
- Flipper exit sensor (FLExit)
- Paper-path sensor (Exit)
- Gear-wheel sensor (GWSens)
- Accumulator entry sensor (ACEntry)
- Accumulator exit sensor (ACExit)

Stapler/stacker bin full condition

The stapler bin signals a “full” condition when either of these conditions exist:

- Approximately 3,000 sheets of letter/A4 have been collected in the stapler bin
- Approximately 1,500 sheets of ledger/A3 have been collected in the stapler bin

Note A full-bin condition is signaled when the stapler bin contains 15 kg (33 lb) of paper.

Full bin—Optical sensors detect the presence of paper and the full-ministack condition. The stapler bin accepts paper until a full-ministack condition (up to 70 sheets of paper) is detected. The stapler bin then receives a signal to descend and then continue accepting paper. This cycle is repeated several times, until the stapler bin activates the full-bin microswitch that is located at the bottom of the unit. This microswitch indicates a full-bin condition when using letter/A4 or equivalent paper.

Overload—Optical sensors detect the presence of paper and the full-ministack condition. The stapler bin accepts paper until a full-ministack condition (up to 70 sheets of paper) is detected. The stapler bin then receives a signal to descend and then continue accepting paper. When using ledger/A3 or equivalent paper, the overload microswitch is activated when the full-bin condition exists and the weight of the paper stack reaches 15 kg (33 lb).

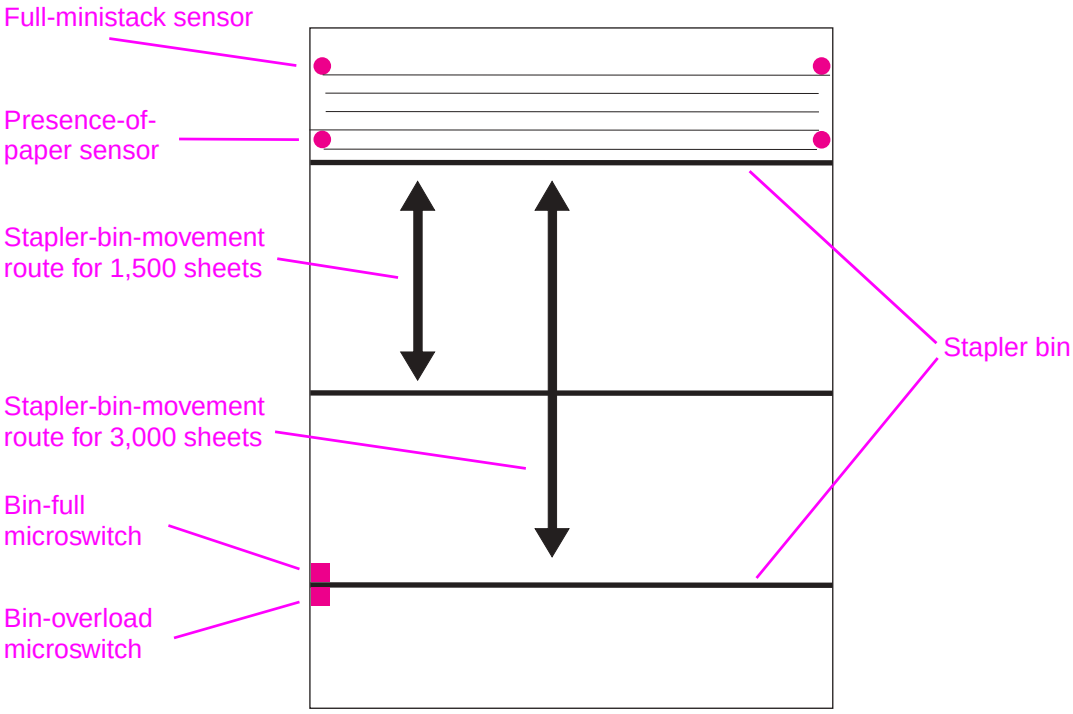


Figure 29. **Stapler-bin-full condition**

Offset specifications

Table 23. Offset specifications for the 3,000-sheet stapler/stacker

Offset specification for Letter	Offset specification for A4	Distance per side for Letter	Distance per side for A4
Up to 15 mm (0.59 inches)	Up to 6 mm (0.24 inches)	Up to 7.5 mm (0.30 inches)	Up to 3 mm (0.12 inches)

3,000-sheet stacker

Main modules

The stacker consists of the following main modules:

- Face-up bin—This bin collects the documents face-up, with the printed information toward the user. Finished documents are not routed to this bin, but the bin supports sheets as they are flipped to the face-down bin. This face-up bin has a capacity of 125 sheets of media (75 g/m^2, or 20 lb).
- Face-down (stacker) bin—The face-down bin can collect print jobs with or without offset. The bin has a capacity of 3,000 sheets (75 g/m^2, or 20 lb) of letter paper or 1,500 sheets (75 g/m^2, or 20 lb) of ledger paper.
- Offset module—The offset module offsets print requests on a job-by-job basis as the print job is transported to the stacker bin.
- Flipper—The flipper module flips sheets of paper from a face-up position to a face-down position. This function is necessary in order to route the jobs to the stacker bin correctly.
- Paper path—The paper-path module routes the print job after the media leaves the flipper module if the printed media is face-down. If the media is face-up, the print job is routed directly from the flipper module to the face-up bin.
- Controller PCA—The controller PCA controls the entire unit. All stacker-module cables are connected to the controller PCA.
- Power supply—This is the main power supply for the device. The power supply is universal, which means that it can work with products that use 110 Vac to 220 Vac.

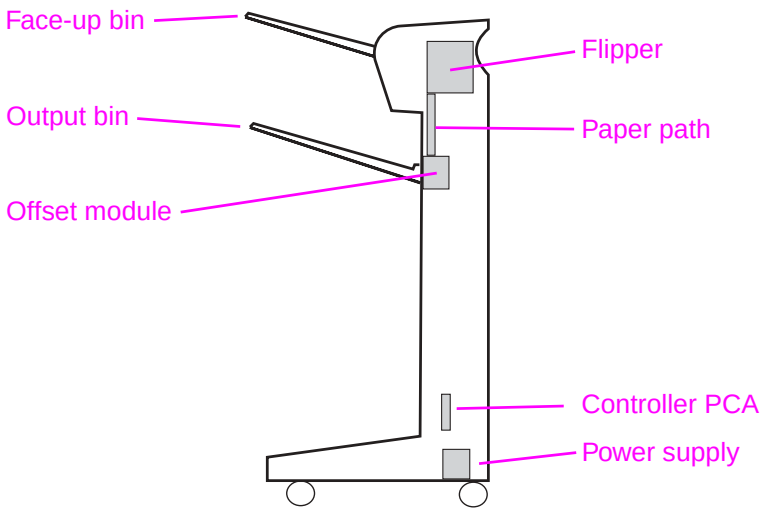


Figure 30. **3,000-sheet stacker main modules**

Paper path and jam detection

- Paper input—The device receives media from the printer.
- Flipper—FLEntry1 senses the media and activates the flipper motors. For face-up printing, the flipper delivers the media to the face-up bin. Otherwise, the flipper changes page orientation from face-up to face-down and delivers the media to the paper-path module.
- Paper path—The paper-path module delivers face-down print jobs to the offset module. This module is bypassed if the destination is the face-up bin.
- Offset module —The offset module delivers face-down print jobs directly to the stacker bin (which the Exit senses). Jobs are offset in accord with the print configuration.

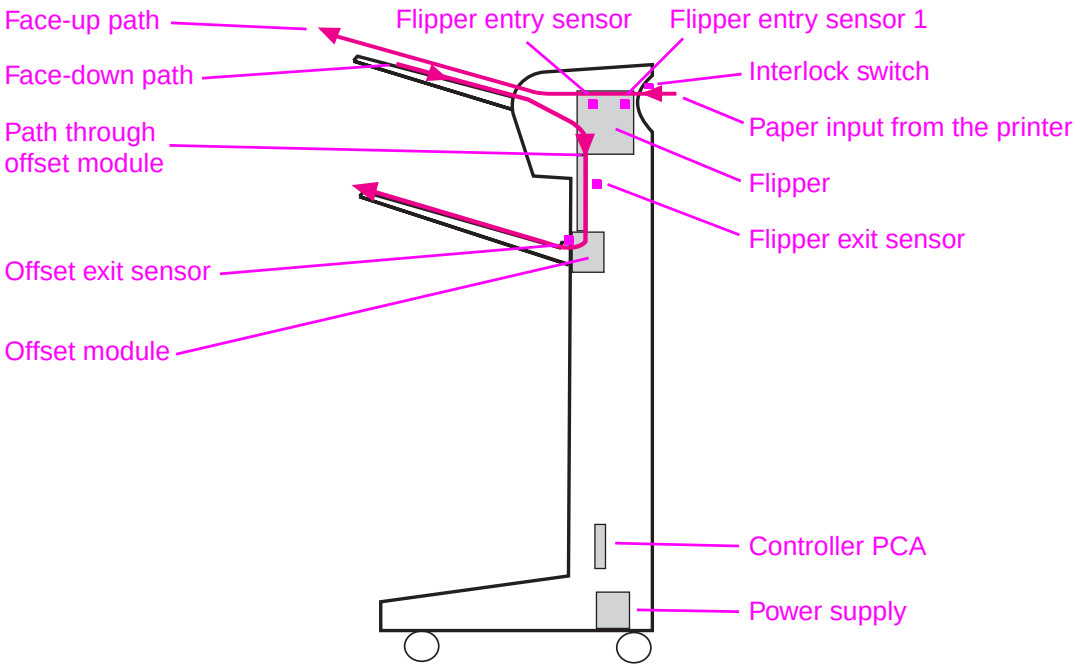


Figure 31. **Stacker jam detection**

The paper-path sensors detect jams at the following locations:

- Flipper entry sensor 1 (FLEntry1) and flipper entry sensor (FLEntry)
- Flipper exit sensor (FLExit)
- Paper-path sensor (Exit)
- OMExit (Exit)-Stacker only

Stacker-bin-full condition

The stapler bin signals a “full” condition when either of these conditions exist:

- Approximately 3,000 sheets of letter/A4 have been collected in the stapler bin
- Approximately 1,500 sheets of ledger/A3 have been collected in the stapler bin

Note A full-bin condition is signaled when the stapler bin contains 15 kg (33 lb) of paper.

Full bin—Optical sensors detect the presence of paper and the full-ministack condition. The stapler bin accepts paper until a full-ministack condition (up to 70 sheets of paper) is detected. The stapler bin then receives a signal to descend and then continue accepting paper. This cycle is repeated several times, until the stapler bin activates the full-bin microswitch that is located at the bottom of the unit. This microswitch indicates a full-bin condition when using letter/A4 or equivalent paper.

Overload—Optical sensors detect the presence of paper and the full-ministack condition. The stapler bin accepts paper until a full-ministack condition (up to 70 sheets of paper) is detected. The stapler bin then receives a signal to descend and then continue accepting paper. When using ledger/A3 or equivalent paper, the overload microswitch is activated when the full-bin condition exists and the weight of the paper stack reaches 15 kg (33 lb).

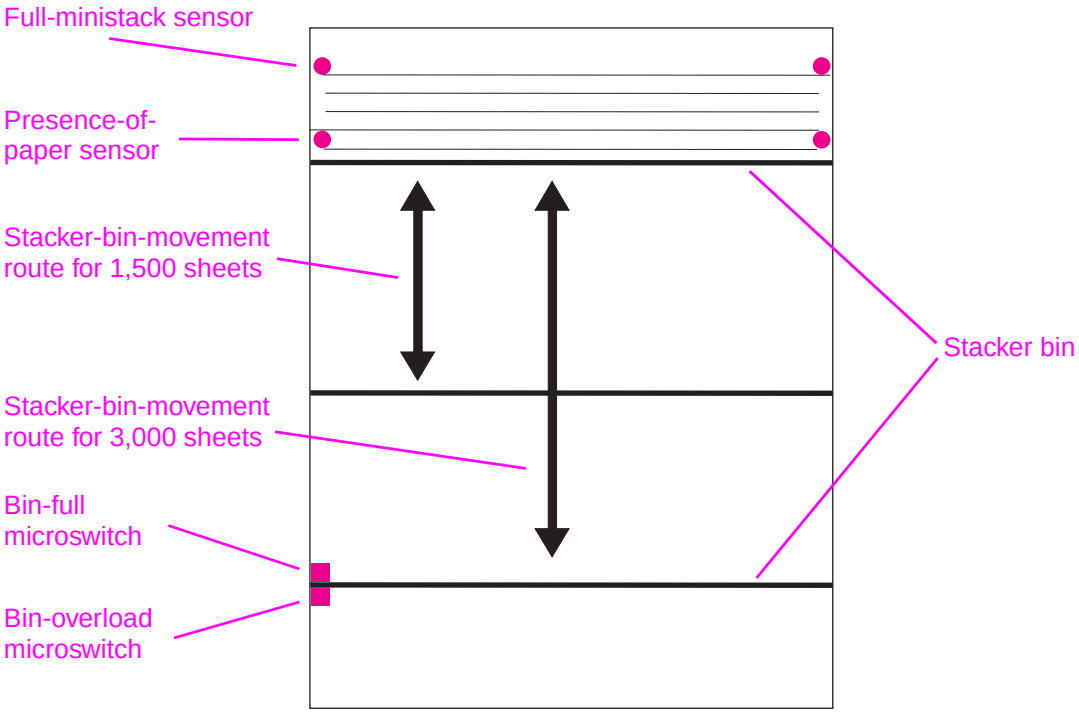


Figure 32. **Stacker-bin-full-condition**

Offset specifications

Table 24. Offset specifications for the 3,000-sheet stacker

Offset specification for Letter	Offset specification for A4	Distance per side for Letter	Distance per side for A4
25 mm (0.98 inches)	25 mm (0.98 inches)	12.5 mm (0.49 inches)	12.5 mm (0.49 inches)

8-bin mailbox

Main modules

The 8-bin mailbox has 9 bins for sorting and handling printed media. The topmost bin receives the media face-up as it comes from the printer. The remaining eight bins receive the media face-down. The destination bin for the printed media depends on the device operating mode and the presence of media. The top bin in this 8-bin group can be configured as a copier bin, and used exclusively for copies from an MFP.

The 8-bin mailbox has several subassemblies or mechanical parts that work together to perform the paper-handling function:

- Flipper—The flipper is the assembly at the 8-bin mailbox entry point. It receives the sheets from the printer and then delivers them to the face-up bin or flips them for deliver to the face-down bins. The flipper has a moving input paper guide that latches into the printer or MFP exit to provide a continuous paper path.
- Belt—The transport belt system is a vertical mechanism that takes the sheets that the flipper assembly flips and moves them down to the elevator head for delivery to the face-down bins. The system consists of a rubber belt and a flexible sheet-metal guide. The sheets are pressed between them for transport.
- Delivery head—The delivery-head mechanism is the most complex part in the 8-bin mailbox. It positions the elevator head in front of the bin where a sheet is to be delivered. The eject system is included in the elevator head. The eject system has two sensors in its path: one for detecting a sheet that is arriving from the belt (EXIT1) and one for detecting a sheet that is about to be ejected (EXIT2). A single stepper motor drives the sheet for ejection. Another stepper, called the slider, positions a group of rollers to feed into the bins. The rollers are not fixed, because they hit the bins when the head moves up or down. Instead, they retract when the head moves, and extend into the bins after the head stops. A single sensor indicates the position of the slider.
- Bins—The 8-bin mailbox has a total of 9 bins. The topmost bin holds media that is delivered face-up, and the lower 8 accept face-down delivery. The bins have no moving parts, but the face-down bins use a system of slots and lever flags that the elevator reads to indicate where it is positioned, the bin capacity, the presence of media, and bin-full conditions. In order for the sensors to read valid information, the bins must be correctly placed. The operation of the delivery is especially sensitive to misplaced bins. Note that the lever flag for each bin is mounted in the bin directly above it.
- Controller PCA—The controller PCA or main board is attached to the bottom of the 8-bin mailbox, with the internal wiring and harnesses routed vertically along the inside of back cover.
- Power supply—A universal power supply is activated when the printer or MFP power switch is turned on. The printer or MFP paper-handling controller sends a power-on signal to the power supply on the 8-bin mailbox through the controller PCA. The power-supply circuit provides +24 V for motors and +5 V for sensors and controller electronics. The power supply is also activated when the controller PCA is set to service mode.

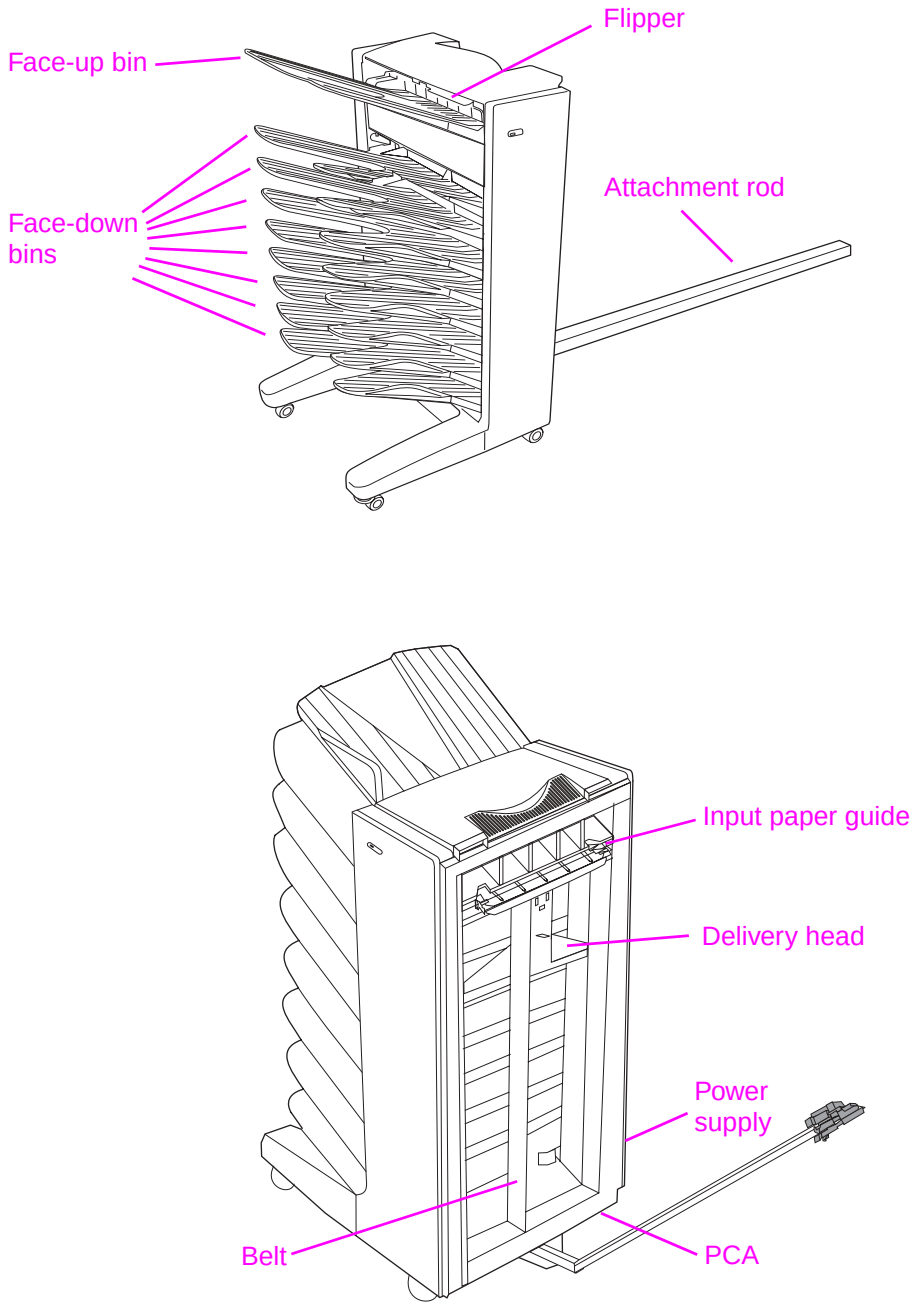


Figure 33. **8-bin mailbox main modules**

Paper-path and jam detection

- Flipper—The flipper assembly receives the media from the printer or MFP. When it receives a delivery notice from printer or MFP, the flipper motor starts to move at the print or copy speed. When the ENTRY sensor is activated, the sheet is measured. If the sheet goes to the face-up bin, the FACEUP sensor is deactivated to signal the end of the paper-handling function and the sheet is ejected immediately. If the sheet goes to a face-down bin, the entry sensor is deactivated, which indicates that the motor should stop and then reverse to flip the sheet face-down. The flipper motor stops when the FACEUP sensor is deactivated in either case: when the sheet is flipped or when it is ejected to the face-up bin.
- Eject—On the eject assembly, the belt starts moving when it receives a sheet-arriving message. The belt then moves the sheet down to the elevator head and, when the sheet reaches the EXIT1 sensor, the eject motor starts. When the trailing edge of the sheet leaves sensor EXIT1, only the eject assembly handles the sheet. The motor stops immediately after the sheet is ejected, when the sheet is no longer touching the EXIT2 sensor. Note that the flipper ejects the sheet if the destination is the face-up bin.
- Elevator—The elevator assembly does not directly move paper. Instead, it places the elevator head in front of the bins for paper delivery, as determined by the operating mode and the bin status.

The following illustration shows the paper path:

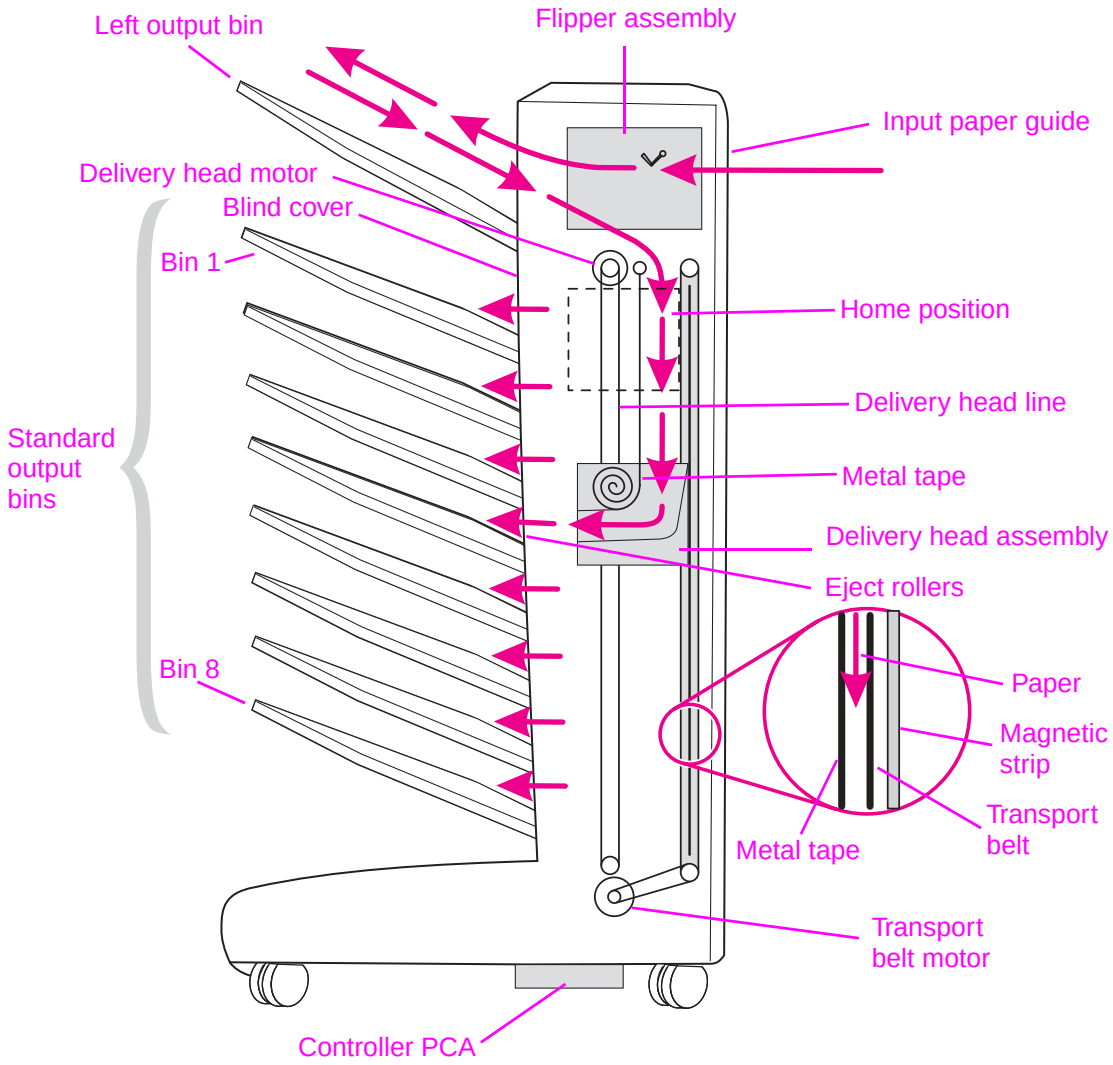


Figure 34. **8-bin mailbox paper path**

Bin-full condition

- Mailbox mode—The capacity status of each logical face-down bin depends on how the sensor behaves in the face-down bin. A bin-full condition results from either of the following events:
  - The bin-full sensor is activated when media is delivered to a face-down bin.
  - The sensor determines that at least one face-down bin is full after a bin scan is completed.
- Stacker mode—The 8-bin mailbox determines bin-full condition in either of the following events:
  - The top face-down bin fills.
  - After a bin scan, the top scan is in the top face-down bin and it is full.
- Collator mode—A bin-full condition in the collator bin results from either of these events:
  - The bin-full sensor is activated when media is delivered to a face-down bin.
  - After a bin scan, a bin is determined to be full.
- Job separator mode—A bin-full condition in the job separation bin results from either of these events:
  - The bin-full sensor is activated when media is delivered to a face-down bin.
  - After a bin scan, all the bins are determined to be full.

Electric circuitry

A 16-bit microprocessor is installed on the finisher controller PCB to control the finisher operation sequence and the Jet-Link communication with the video controller PCB.

The finisher controller PCB drives solenoids and motors in response to the commands that the video controller PCB sends through the Jet-Link communication line. The finisher controller PCB also reports information about sensors and switches to the video controller PCB through the Jet-Link communication line.

The following are important functions of the IC chips that are installed on the finisher controller PCB:

- IC21 (CPU): controls the operation sequence
- IC25 (EEP-ROM): backs up the adjustment values
- IC23 (flash memory): stores sequence programs
- IC1/IC4 (communication IC): communicates with the printer

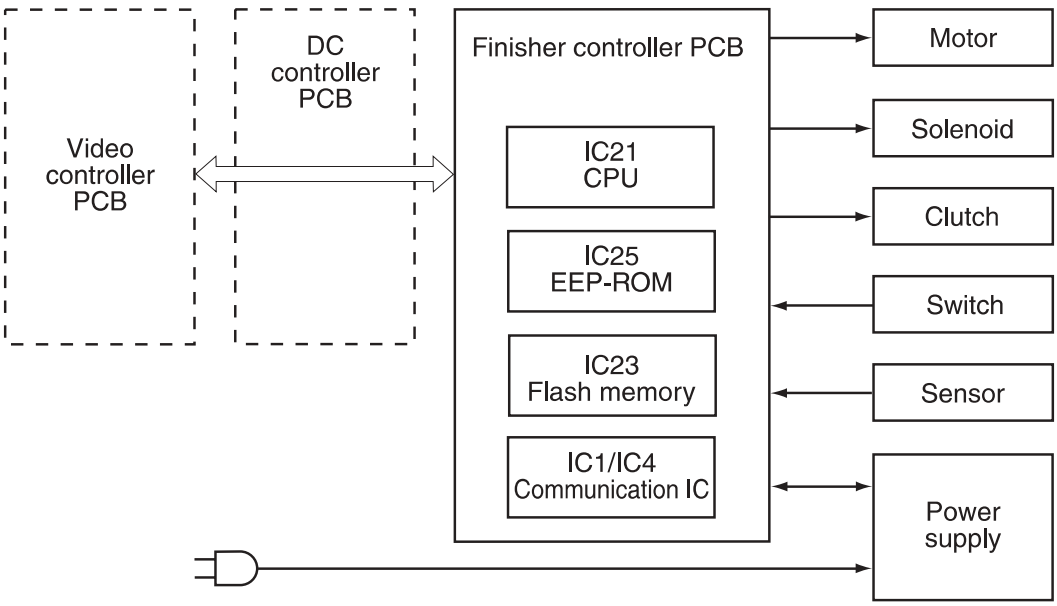


Figure 35. **Signal flow between the output device and the video controller**

Multifunction finisher

The multifunction finisher power supply adopts a remote switching system. At power on, the printer issues a command to the video controller PCB. The video controller PCB then sends a power-on signal (PWRON-IN signal) to the power supply. When the PWRON-IN signal is at the high (“H”) level, the power-supply circuit supplies +24 V power and +5 V power to the finisher controller PCB. The +24 V power drives the feed motor, delivery motor, and solenoid. The +5 V power drives sensors, IC chips, and the finisher controller PCB.

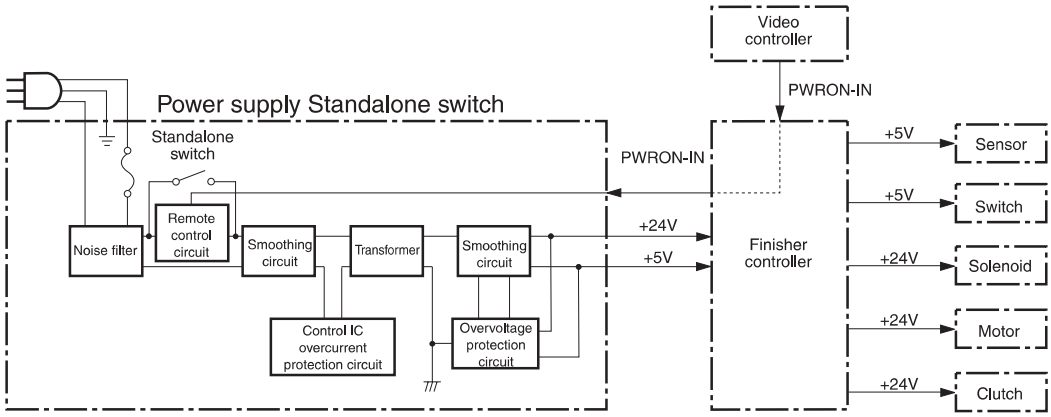


Figure 36. **Multifunction finisher power supply**

3,000-sheet stapler/stacker

A universal power supply is activated when the MFP or printer power switch is turned on. The MFP or printer paper-handling controller sends a power-on signal to the power supply through the controller PCB. The power-supply circuit provides +36 V for motors and +5 V for sensors and controller electronics. The power supply is also activated when the controller PCA is set to service mode.

3,000-sheet stacker

A universal power supply is activated when the MFP or printer power switch is turned on. The MFP or printer paper-handling controller sends a power-on signal to the power supply through the controller PCB. The power-supply circuit provides +26 V for motors and +5 V for sensors and controller electronics. The power supply is also activated when the controller PCA is set to service mode.

8-bin mailbox

A universal power supply is activated when the MFP or printer power switch is turned on. The MFP or printer paper-handling controller sends a power-on signal to the power supply through the controller PCB. The power-supply circuit provides +24 V for motors and +5 V for sensors and controller electronics. The power supply is also activated when the controller PCA is set to service mode.

Multifunction finisher

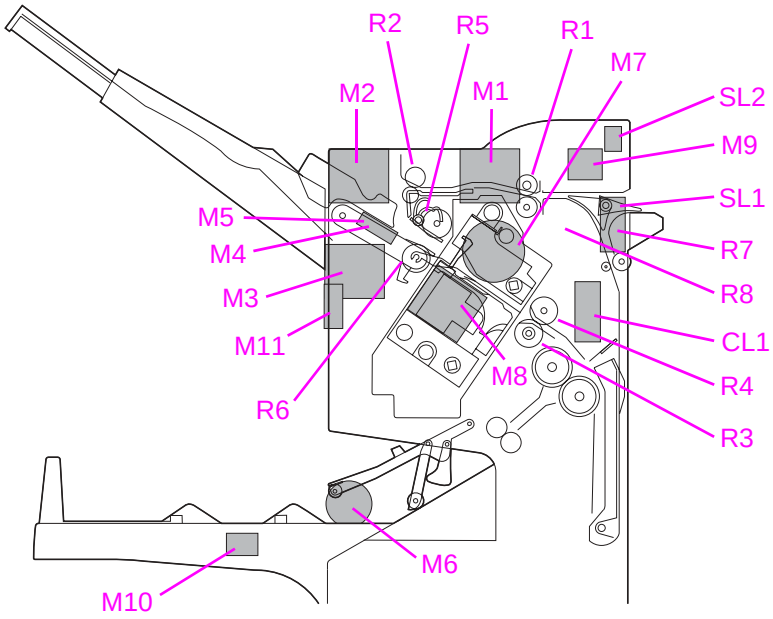


Figure 37. **Motors, solenoids, and clutches**

Table 25. Motors, solenoids, and clutches for feeding and aligning media

ID	Name	Function	Module	Error Code zz
M1	Feed motor	Rotates the feed and delivery rollers (R1 and R2) in the paper-feed direction, and rotates R3 in the paper-folding direction	Whole unit	31
M2	Paddle motor	Rotates the paddle to pull media into the alignment position and separates R5	Whole unit	32
M3	Delivery motor	Drives the delivery belt one rotation cycle after the media enters the stacker bin	Whole unit	33
M4	Front aligning plate motor	Drives the front aligning plate to perform an alignment cycle	Whole unit	34
M5	Back aligning plate motor	Drives the back aligning plate to perform an alignment cycle	Whole unit	35
M6	Stacker bin up-and-down motor	Drives the stacker bin vertically when media is being stacked	Whole unit	36
M7	Staple-fold motor	Performs a stapling cycle (forward) and a folding cycle (reverse)	Folding mechanism	41
M8	Staple sliding motor	Moves the stapler from the home position to the staple position	Stapling module	11
M9	Flipper (reverse) motor	Drives the reverse roller (R7) to flip incoming media and feed it in the face-down position	Flipper assembly	21, 22, and 23
M10	Booklet bin slide motor	Drives the sliding bin to move from the home position to the bin-full position	Booklet bin	51

Table 25. Motors, solenoids, and clutches for feeding and aligning media

ID	Name	Function	Module	Error Code zz
M11	Fan motor	Provides air flow to the stacker bin to improve stacking quality	Whole unit	N/A
SL1	Flapper solenoid	Switches the flapper up and down to redirect media to either the face-up or face-down position	Flipper assembly	21, 22, and 23
SL2	Alienation solenoid	Separates the reverse roller (R8) when receiving media	Flipper assembly	21, 22, and 23
CL1	Saddle clutch	Isolates R3 from driving when folding paper	Folding mechanism	41

8-bin mailbox

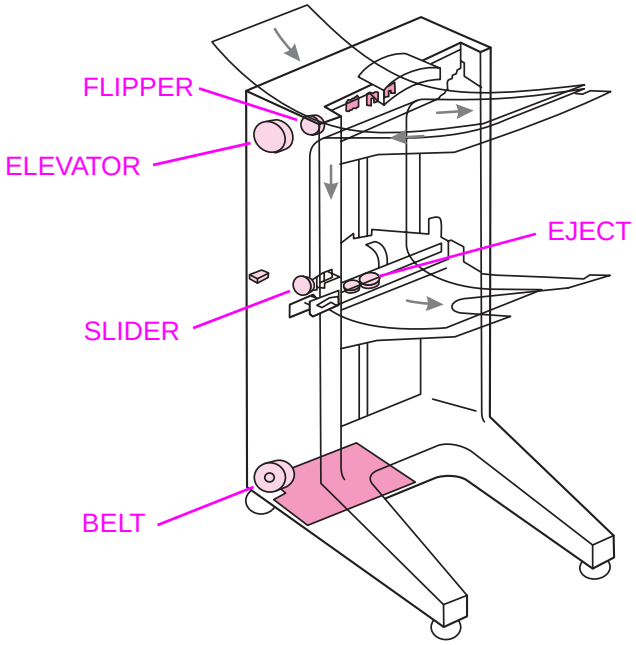


Figure 38. Motors

Table 26. Motors

Name	Function	Module
Flipper	Transports the sheets from the printer and delivers them to the face-up bin or flips them to the belt to be ejected later to the face-down bins	Flipper
Belt	Moves the sheets of media from the flipper to the elevator head	Transport belt motor
Elevator	Moves the elevator head	Elevator motor
Slider	Moves the slider rollers inside and out from the bins	Head assembly
Eject	Transports sheets of media that are ejected to the face-down bins	Head assembly

Multifunction finisher

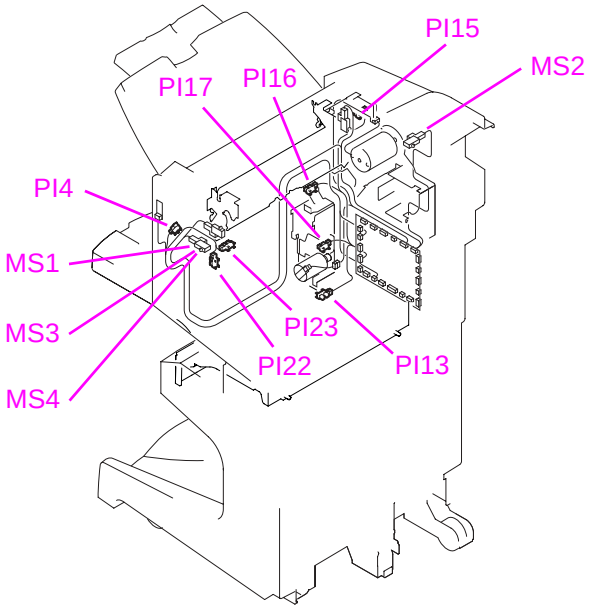


Figure 39. **Sensors—multifunction finisher (1 of 5)**

Number	Description	Function	Location
PI4	Aligning plate home-position sensor (front)	Detects the aligning plate (front) at the home position	Whole unit
PI13	Booklet bin-full sensor	Detects the paper-full condition in the booklet bin	Whole unit
PI15	Shift upper limit sensor	Detects the delivery tray at the upper-limit position	Whole unit
PI16	Shift lower limit sensor	Detects the delivery tray at the lower-limit position	Whole unit
PI17	Shift motor clock sensor	Detects the clock signal from the shift motor	Whole unit
PI22	Front door sensor	Detects the front door opening or closing	Whole unit
PI23	Upper cover sensor	Detects the upper cover opening or closing	Whole unit
MS1	Front door switch	Detects the front door opening or closing	Switch only
MS2	Interlock switch	Detects whether or not the multifunction finisher is attached to a printer	Switch only
MS3	Stapler safety-area switch 1	Detects the stack height of job that is being stapled	Switch only
MS4	Stapler safety-area switch 2	Detects the stack height of job that is being stapled	Switch only

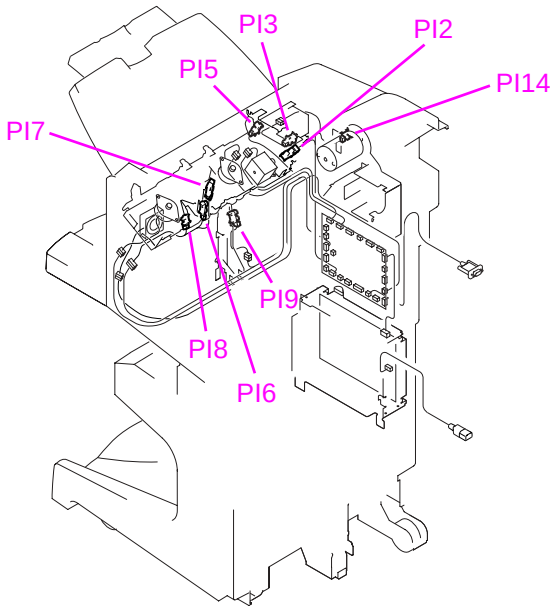


Figure 40. **Sensors—multifunction finisher (2 of 5)**

Number	Description	Function	Location
PI2	Paddle home-position sensor	Detects the paddle at the home position	Whole unit
PI3	Swing guide home-position sensor	Detects the swing guide at the home position	Whole unit
PI5	Aligning plate home-position sensor (back)	Detects the aligning plate (back) at the home position	Whole unit
PI6	Processing tray sensor	Detects the media in the processing tray	Whole unit
PI7	Delivery-belt home-position sensor	Detects the delivery belt at the home position	Whole unit
PI8	Tray paper sensor	Detects the paper in the delivery tray	Whole unit
PI9	Paper-surface sensor	Detects the delivery tray at the home position	Whole unit
PI14	Staple-fold motor clock sensor	Detects the clock signal from the staple-fold motor	Whole unit

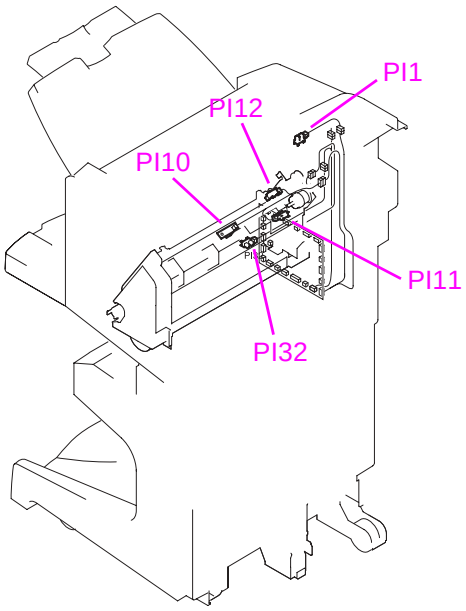


Figure 41. **Sensors—multifunction finisher (3 of 5)**

Number	Description	Function	Location
PI1	Feed-path sensor	Detects the media in the feed path	Whole unit
PI10	Folding-position sensor	Detects the paper in the folding position	Folding mechanism
PI11	Folding home-position sensor	Detects the fold roller and the pushing plate at the home position	Folding mechanism
PI12	Stack feed-roller (upper) home-position sensor	Detects the stack feed roller (upper) at the home position	Folding mechanism
PI32	Booklet sensor	Detects the paper delivery at the booklet unit	Folding mechanism

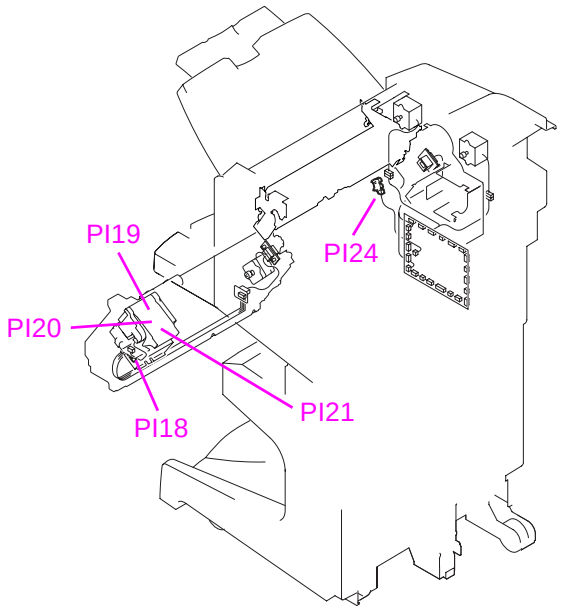


Figure 42. **Sensors—multifunction finisher (4 of 5)**

Number	Description	Function	Location
PI18	Slide home-position sensor	Detects the staple unit at the home position	Stapler assembly
PI19	Stapler home-position sensor	Detects the stapling operation at the home position	Stapler assembly
PI20	Stapler-empty sensor	Detects that the stapler cartridge is empty	Stapler assembly
PI21	Stapler top-position sensor	Detects the top of the staple	Stapler assembly
PI24	Full-stack sensor	Detects that the delivery tray is full	Whole unit

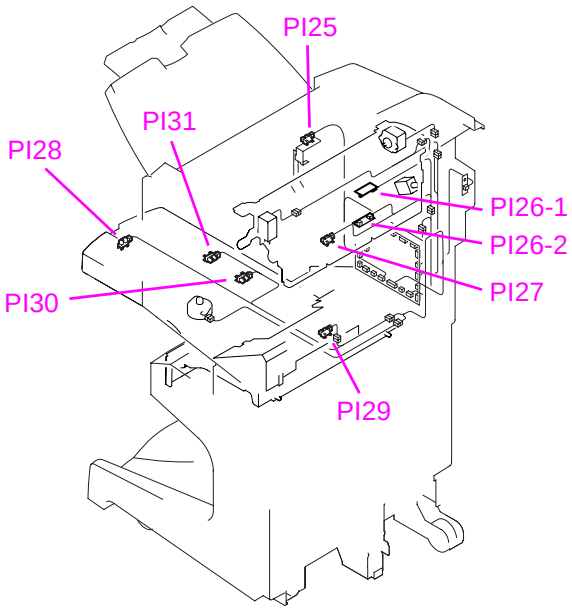


Figure 43. **Sensors—multifunction finisher (5 of 5)**

Number	Description	Function	Location
PI25	Stapler full-stack sensor	Detects that the delivery tray is full	Whole unit
PI26-1	Reversal sensor (emitter)	Detects the paper at the reverse unit	Flipper assembly
PI26-2	Reversal sensor (sensor)	Detects the paper at the reverse unit	Flipper assembly
PI27	OHT reversal sensor	Detects the OHT at the reverse unit	Flipper assembly
PI28	Booklet bin home-position sensor	Detects the booklet bin at the home position	Booklet bin
PI29	Booklet bin position sensor 1	Detects the booklet-bin position	Booklet bin
PI30	Booklet bin position sensor 2	Detects the booklet-bin position	Booklet bin
PI31	Booklet bin position sensor 3	Detects the booklet-bin position	Booklet bin

3,000-sheet stapler/stacker

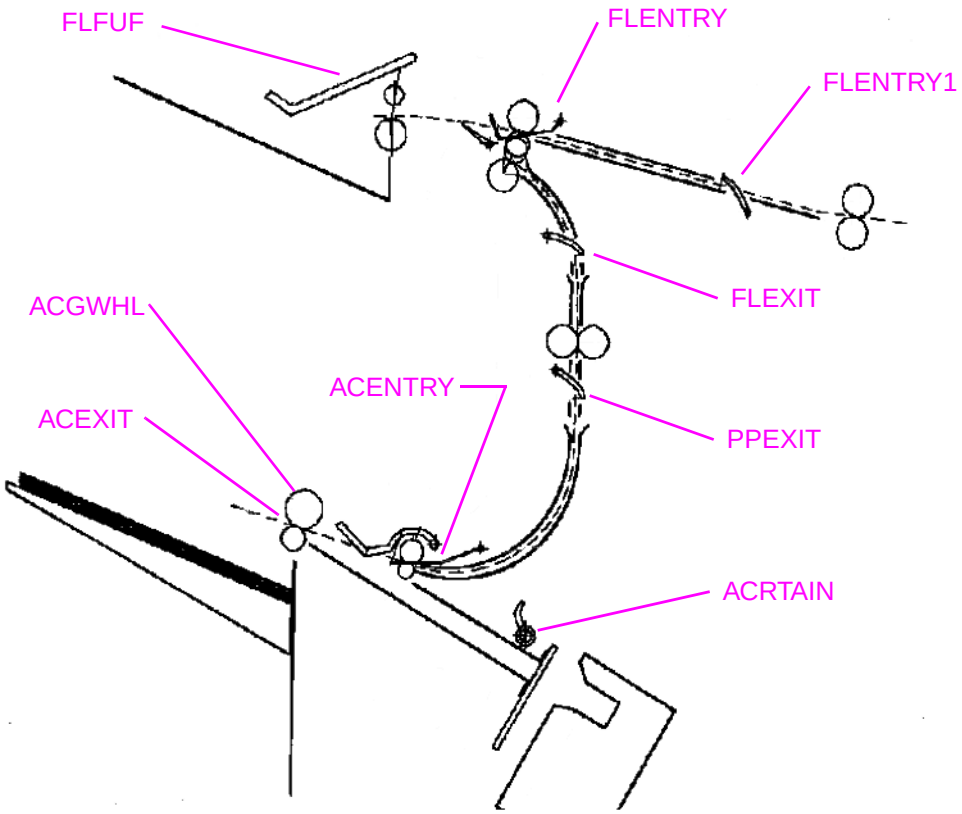


Figure 44. **Sensors—3,000-sheet stapler/stacker**

Name	Description	Function	Location
FLFUF	Flipper face-up bin full	Detects the bin-full condition in the face-up bin	Flipper
FLENTRY1	Flipper paper arrival sensor	Detects when media arrives to the output device	Flipper
FLENTRY	Flipper entry sensor	Defines the start of the flipping process	Flipper
FLEXIT	Flipper exit sensor	Detects when media has left the flipper assembly	Flipper
PPEXIT	Paper path exit sensor	Detects media in the paper-path assembly	Paper path assembly
ACENTRY	Accumulator entry sensor	Detects media upon its entry to the accumulator assembly	Accumulator assembly
AGWHL	Accumulator gear-wheel sensor	Detects when the registration process can begin	Accumulator assembly
ACTRAIN	Retainer sensor	Detects the completion of the registration process	Accumulator assembly
ACEXIT	Accumulator exit sensor	Detects the media upon its exit from the accumulator	Offset assembly

3,000-sheet stacker

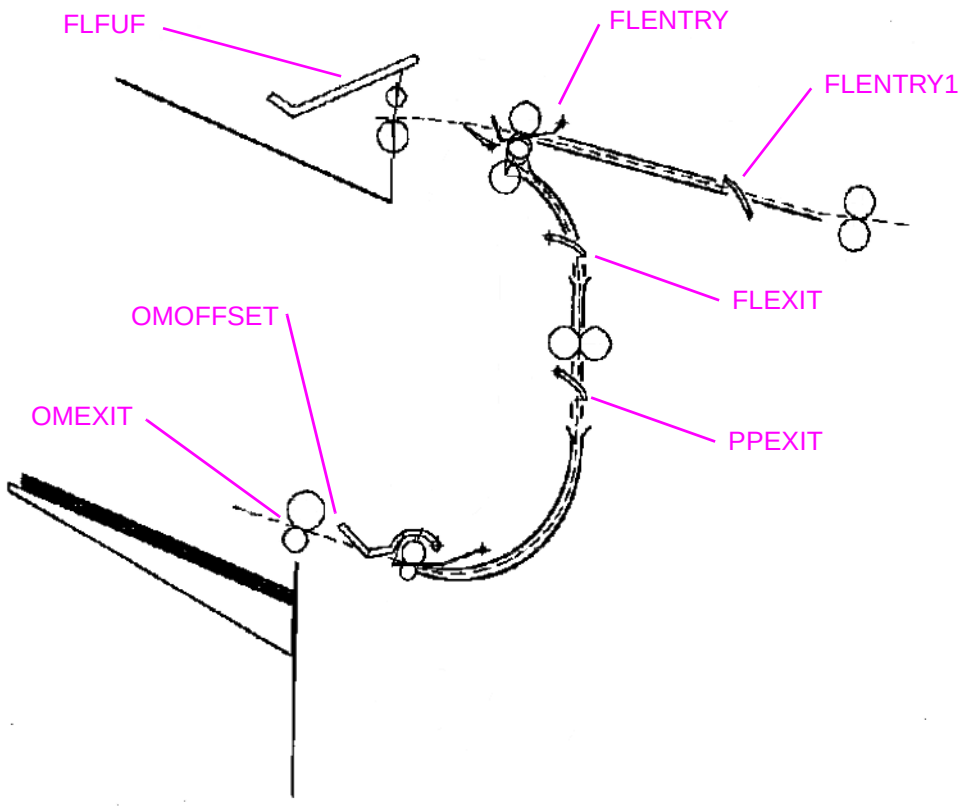


Figure 45. **Sensors—3,000-sheet stacker**

Name	Description	Function	Location
FLFUF	Flipper face-up bin full	Detects the bin-full condition in the face-up bin	Flipper
FLENTRY1	Flipper paper arrival sensor	Detects when media arrives at the output device	Flipper
FLENTRY	Flipper entry sensor	Defines the start of the flipping process	Flipper
FLEXIT	Flipper exit sensor	Detects when media has left the flipper assembly	Flipper
PPEXIT	Paper path exit sensor	Detects media in the paper-path assembly	Paper path assembly
OMEXIT	Offset module exit sensor	Detects media upon its exit from the offset assembly	Offset assembly
OMOFFSET	Offset position sensor	Detects the offset position, for the eject process	Offset assembly

8-bin mailbox

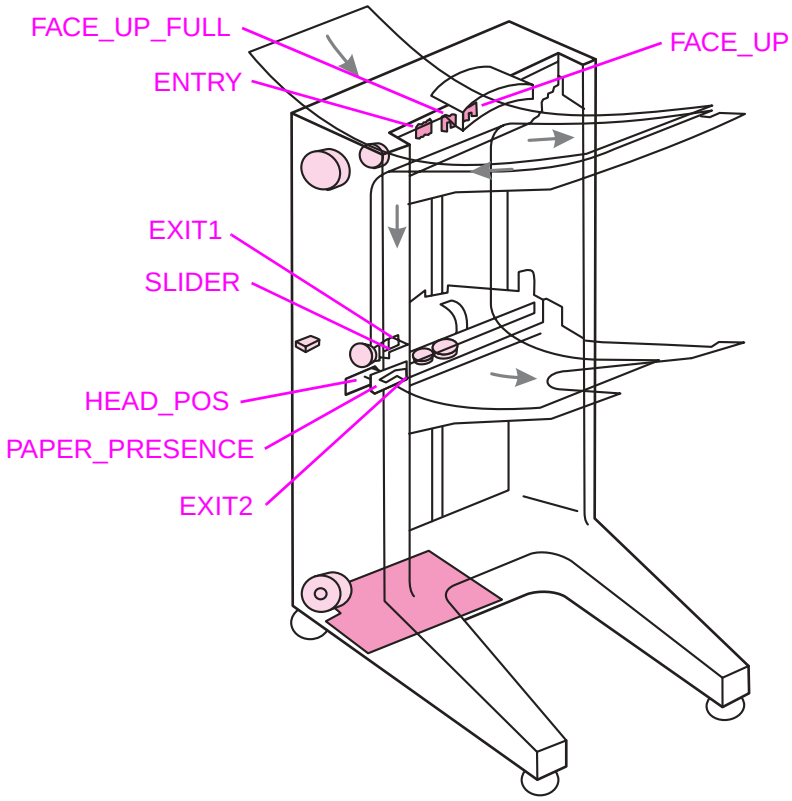


Figure 46. **Sensors—8-bin mailbox**

Name	Description	Function	Location
FACE_UP_FULL	Left-output-bin-full sensor	Detects a bin-full condition in the face-up bin	Face-up bin
ENTRY	Paper-entry sensor	Detects media that is entering the 8-bin mailbox and triggers the start of the flipper motor to transport media into the 8-bin mailbox	Flipper
EXIT1	Paper-delivered-to-head sensor	Detects media that arrives to the elevator head and is exiting to a face-down bin	Head assembly
SLIDER	Delivery-rollers-extended sensor	Detects the position of the slider rollers	Head assembly
HEAD_POS	Paper-bin-full sensor	“Reads” the slots on the back of the bins to detect if the elevator is moving and to perform configuration during initialization, and to detect if a bin is full when the head is stopped in a bin	Head assembly
PAPER_PRESENCE	Paper-bin-empty sensor	Is active if at least one sheet of media is correctly placed in the bin where the elevator head is positioned	Head assembly

Name	Description	Function	Location
EXIT2	Paper-delivered-to-bin sensor	Indicates that a sheet of media has exited to a face-down bin, and turns off the eject motor	Head assembly
FACE_UP	Reverse-stepper-motor sensor	Detects media that is completely ejected to the face-up bin, or media that has been flipped and is toward the belt	Flipper

6 Removal and replacement

Chapter contents

Introduction

Removal and replacement strategy

This chapter documents the removal and replacement of field replaceable units (FRUs) only for the output devices.

Replace parts in the reverse order of their removal. Directions for difficult or critical replacement procedures are included.

WARNING! The sheet-metal edges of the output device can be sharp. Use caution when working on the output device.

Note Note the length, diameter, color, type, and location of each screw. Be sure to return each screw to its original location during reassembly.

Incorrectly routed or loose wire harnesses can interfere with other internal components and can become damaged or broken. Frayed or pinched harness wires can be difficult to locate. When replacing wire harnesses, always use the provided wire loops, lance points, or wire-harness guides.

Electrostatic discharge

CAUTION The output devices contain parts that are sensitive to electrostatic discharge (ESD). Always service the output device at an ESD-protected workstation, or use an ESD mat.

Watch for the ESD symbol (shown at left) to identify the parts that are sensitive to ESD. Protect these parts by using an ESD wrist strap and protective ESD pouches.

CAUTION A pozidriv screwdriver will damage screw heads on the output device. Use a #2 Phillips screwdriver.

If you use a multispeed screwdriver, use a torque limiter.

Required tools

The following tools are needed to service these output devices:

- #2 Phillips screwdriver with a magnetic tip
- Small flatblade screwdriver
- Torx #20 screwdriver
- Torx #15 screwdriver
- Torx #10 screwdriver
- Small needle-nose pliers
- ESD mat
- Penlight

Before performing service

- Remove all media from the output device.
- Unplug the power cord and the Jet-Link cable (interface cable).
- Separate the output device from the printer.
- Place the output device on an ESD mat. If an ESD mat or an ESD-protected workstation is not available, discharge body static and ground the output device chassis *before* servicing the output device.
- Remove the attachment-rod assembly.

Stapler door

1 Open the stapler door.

2 Remove one small, self-tapping screw (callout 1) to release the strap.

3 Remove the e-clip (callout 2) from the hinge.

4 Slide the door upward to remove it from the pins.

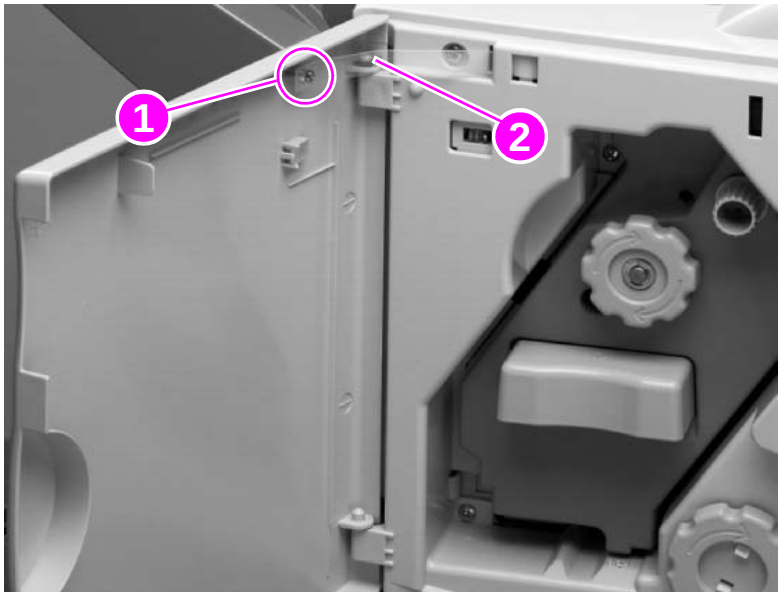


Figure 47. **Stapler door**

Product-release handle

1. Open the stapler door.
2. Use a flatblade screwdriver to lift and release the tab (callout 1).
3. Lift the handle upward to release an internal tab (callout 2), and remove the product-release handle.

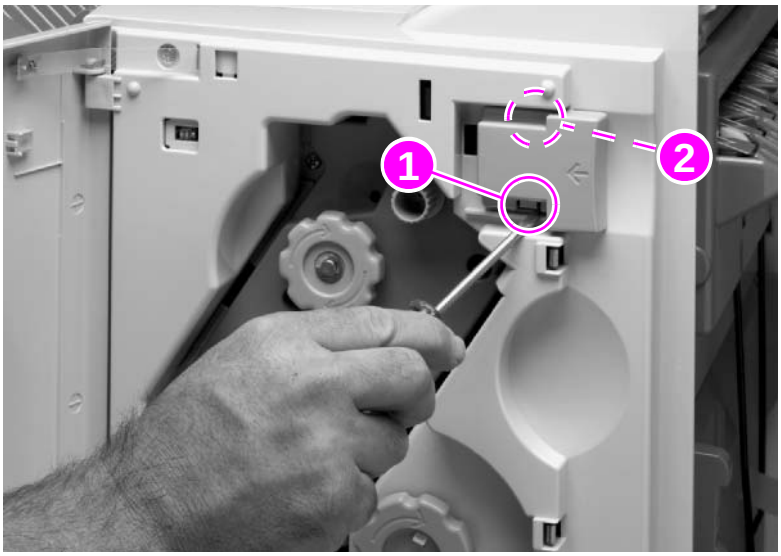


Figure 48. **Product-release handle (1 of 2)**

Reinstall notes

Complete these actions before reinstalling the product-release handle:

- Move the internal latching mechanism (callout 3) toward the left side of the multifunction finisher.
- Be sure to align the spring (callout 4) with the inside edge (callout 5) of the product-release handle.

CAUTION If the product-release handle is not reinstalled correctly, the multifunction finisher will no longer detach from the printer.

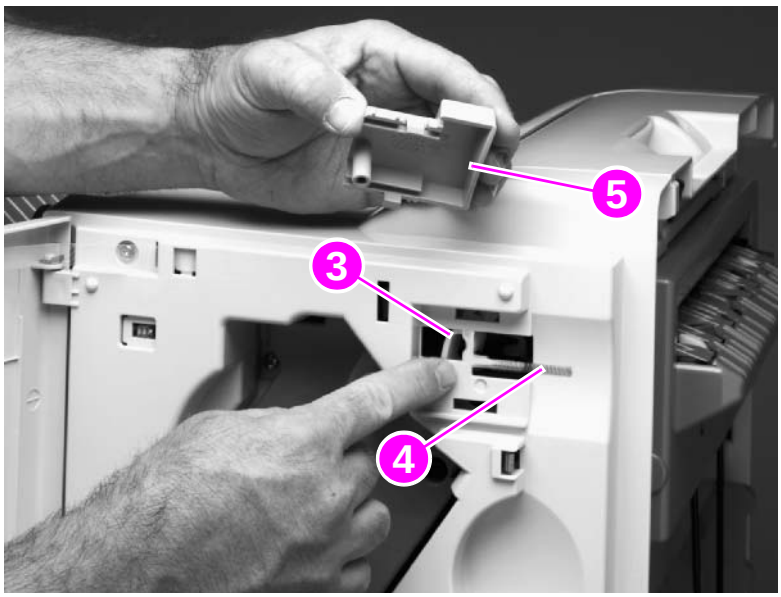


Figure 49. **Product-release handle (2 of 2)**

Folding knob

1 Open the stapler door.

2 Use needle-nose pliers to pinch and release two tabs (callout 1).

3 Remove the knob.

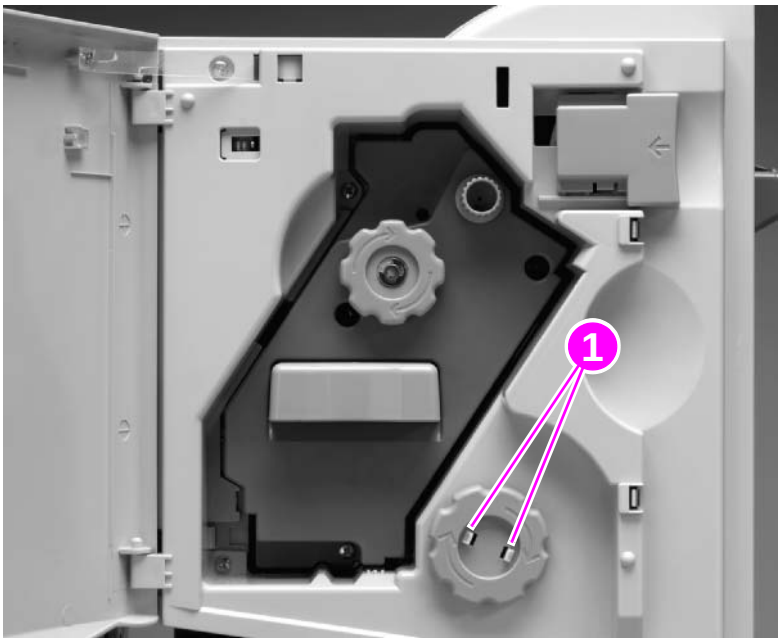


Figure 50. **Folding knob**

Handle-mounting gear

1 Remove the folding knob. See page 94.

2 Remove the e-clip (callout 1).

3 Gently slide the handle-mounting gear (callout 2) out of the multifunction finisher.

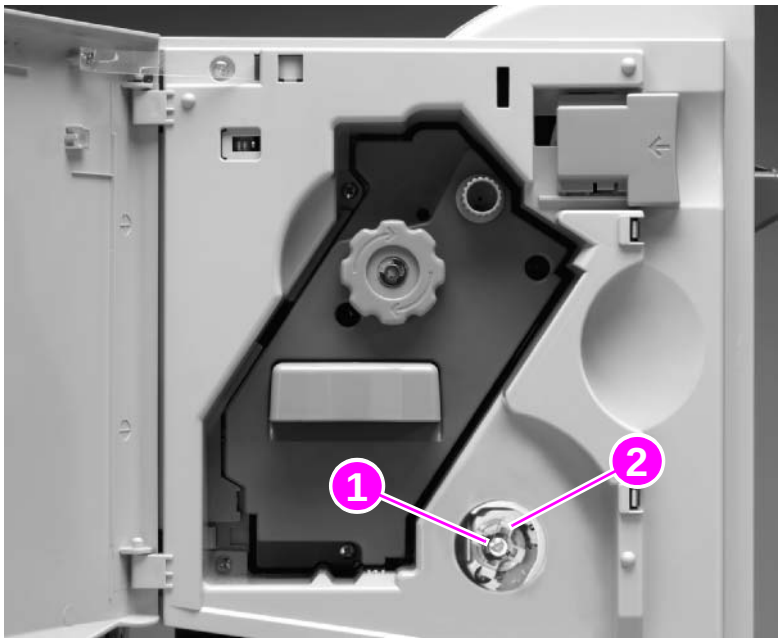


Figure 51. **Handle-mounting gear**

Front cover

1 Remove the folding knob. See page 94.

2 Remove three screws (callout 1) from inside the stapler door.

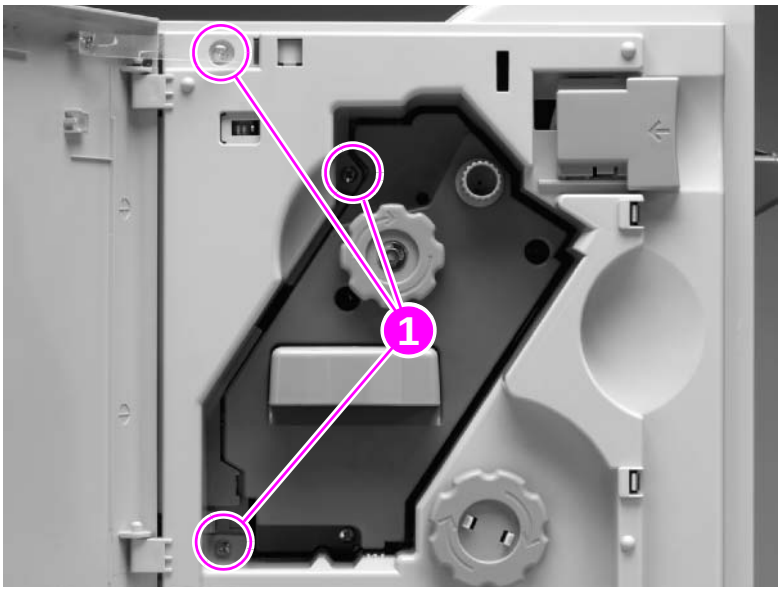


Figure 52. **Front cover (1 of 2)**

3 Remove six more screws (callout 2) from the front cover.

4 Pull one tab (callout 3) downward to release it.

5 Lift the lower section of the cover upward to release two internal tabs (callout 4), and remove the cover.

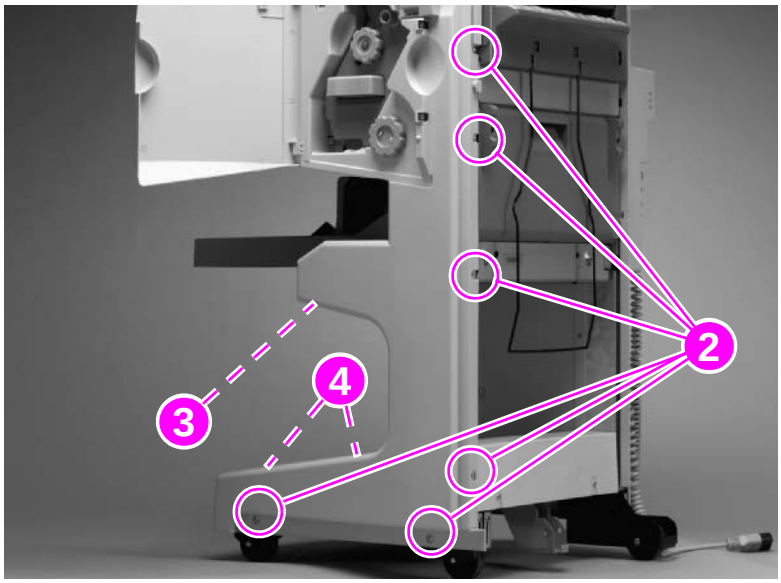


Figure 53. **Front cover (2 of 2)**

Reinstall note

CAUTION Before you reinstall the product-release handle, move the internal latching mechanism toward the left side of the multifunction finisher, and align the spring correctly (see figure 49 on page 93). If the product-release handle is not reinstalled correctly, the multifunction finisher will no longer detach from the printer.

Back cover

1 Remove six screws (callout 1).

2 Lift the lower section of the cover upward to release an internal tab (callout 2).

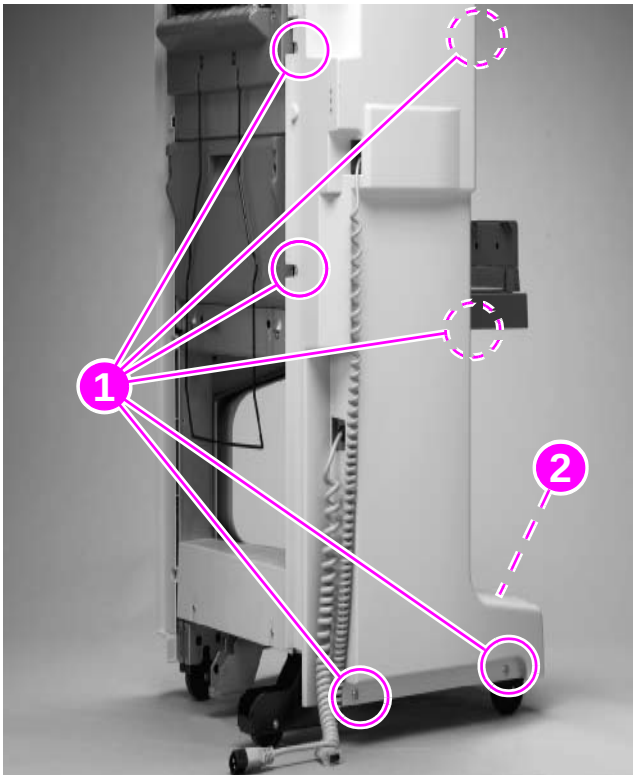


Figure 54. **Back cover (1 of 2)**

3 Lift the cover slightly, and then slide it toward the output bins to release an internal tab (callout 3).

4 Slide the power cord and Jet-Link cable through the large holes in the cover, and remove the cover.

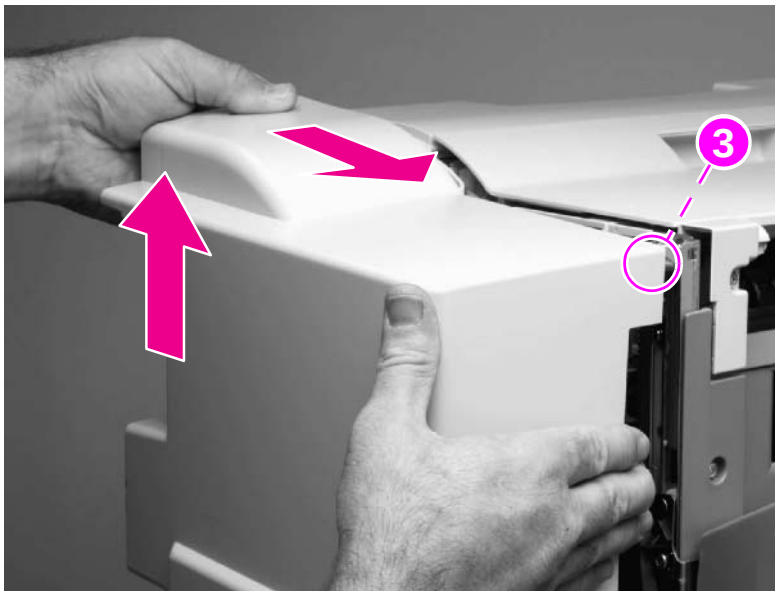


Figure 55. **Back cover (2 of 2)**

Upper panel assembly (top door)

1 Remove one screw (callout 1).

2 If the stacker bin (callout 2) blocks the screw, push the stacker bin downward.

CAUTION Use light pressure to push the stacker bin down slowly. Quick or heavy pressure can break the bin.

3 Slide the small plastic cover (callout 3) toward the stacker bin to remove it.

Note It might be easier to remove the small plastic cover if you open the top door (callout 4) first.

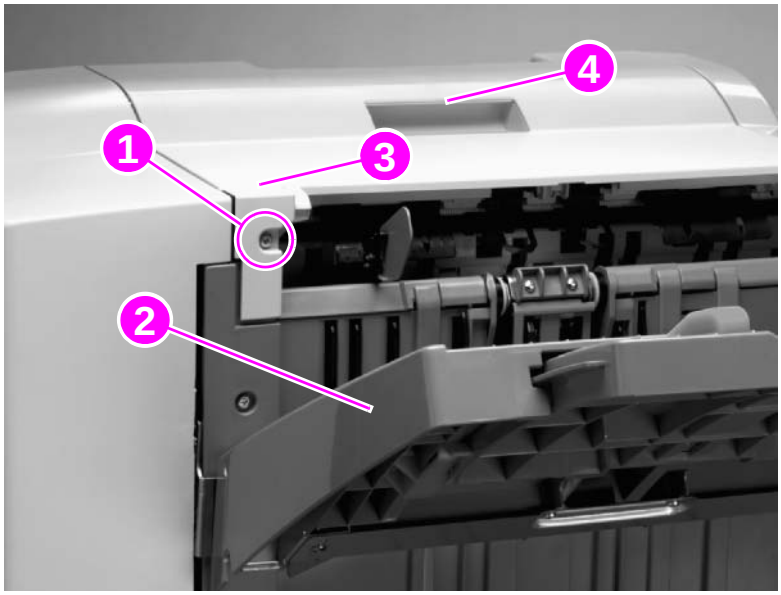


Figure 56. **Upper panel assembly (1 of 2)**

4 Open the top door, and release the plastic holding strap (callout 5).

5 Lift the cover straight up to remove it.

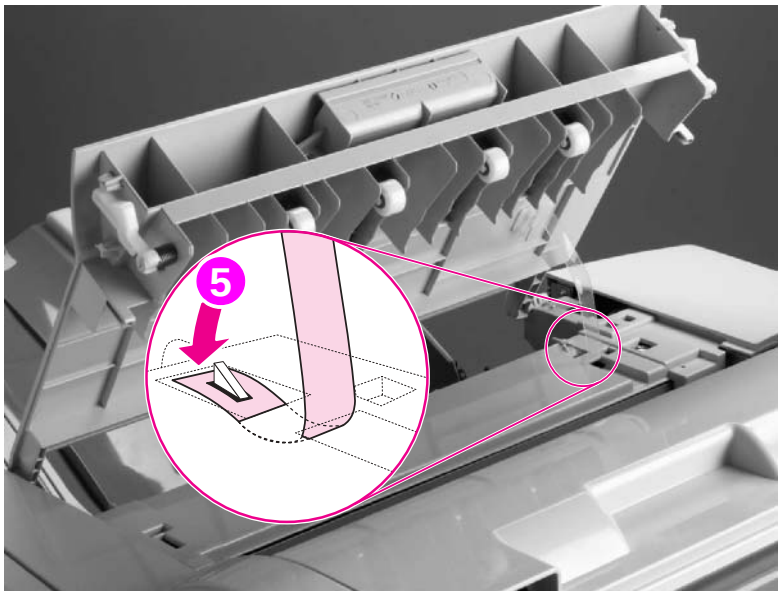


Figure 57. **Upper panel assembly (2 of 2)**

Internal-path cover (dispose subcover)

1 Remove the following covers:

- Front cover. See page 95.
- Back cover. See page 98.
- Upper panel assembly. See page 99.

2 Remove one screw (callout 1).

3 Unplug the cable connector (callout 2), and then remove the cable from the cable-retainer clip (callout 3).

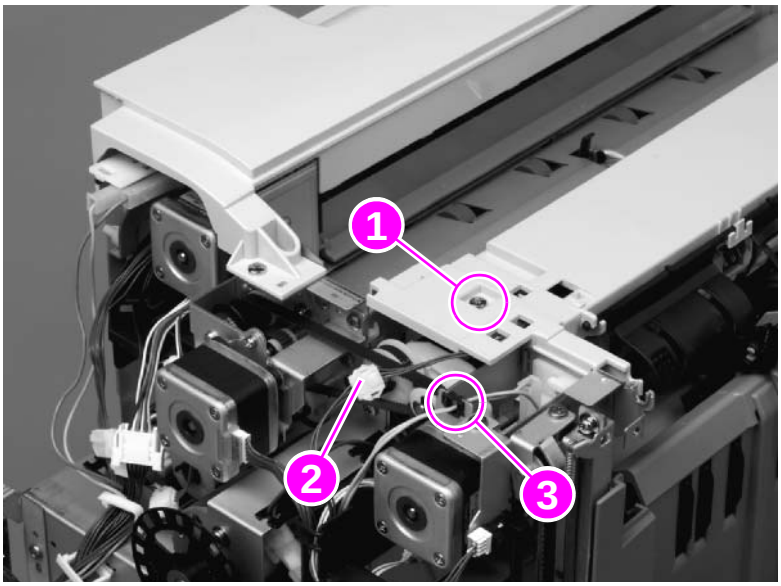


Figure 58. **Internal-path cover (1 of 2)**

CAUTION Be careful when lifting the cover (callout 4) to avoid damaging the cable.

4 Gently lift the cover upward and disconnect the other end of the cable (callout 5).

5 Continue lifting the cover upward to remove it.

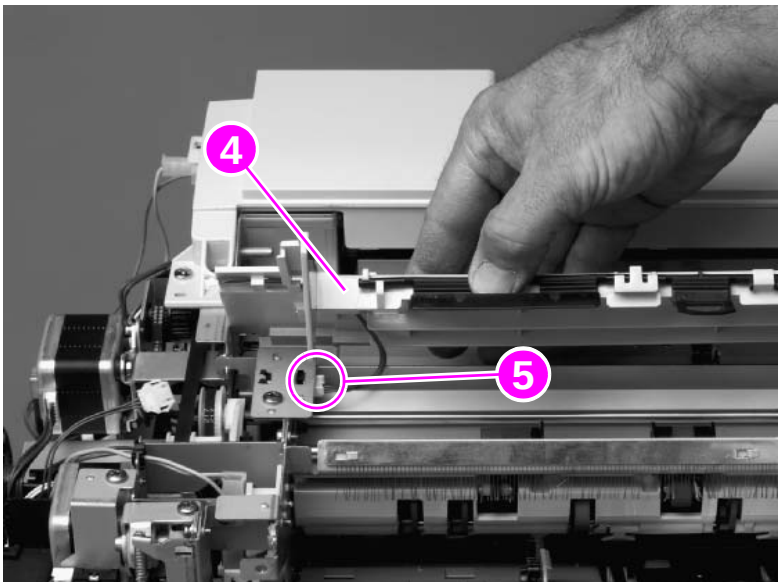


Figure 59. **Internal-path cover (2 of 2)**

Foot cover

1 Remove the following covers:

- Front cover. See page 96.
- Back cover. See page 98.

2 Remove two screws (callout 1) from the right side of the multifunction finisher.

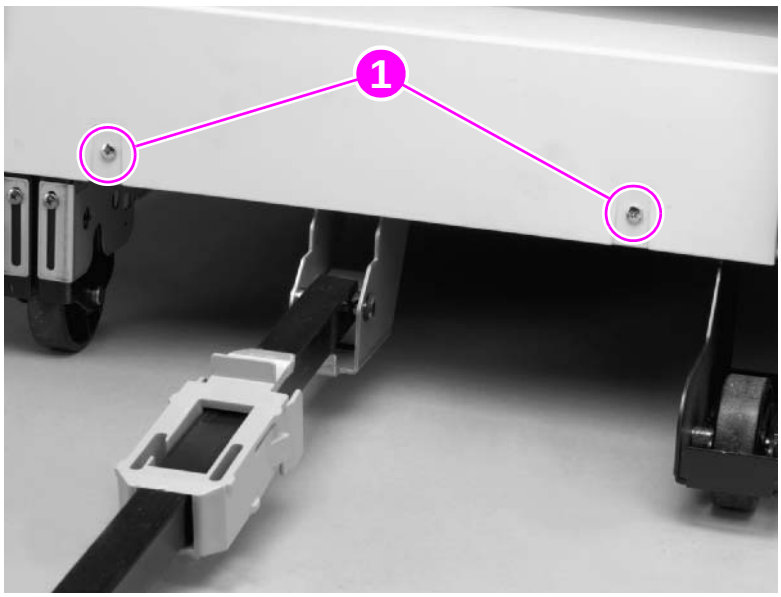


Figure 60. **Foot cover (1 of 2)**

3 Remove two screws (callout 2) from the left side of the multifunction finisher.

4 Lift the foot cover upward to remove it.

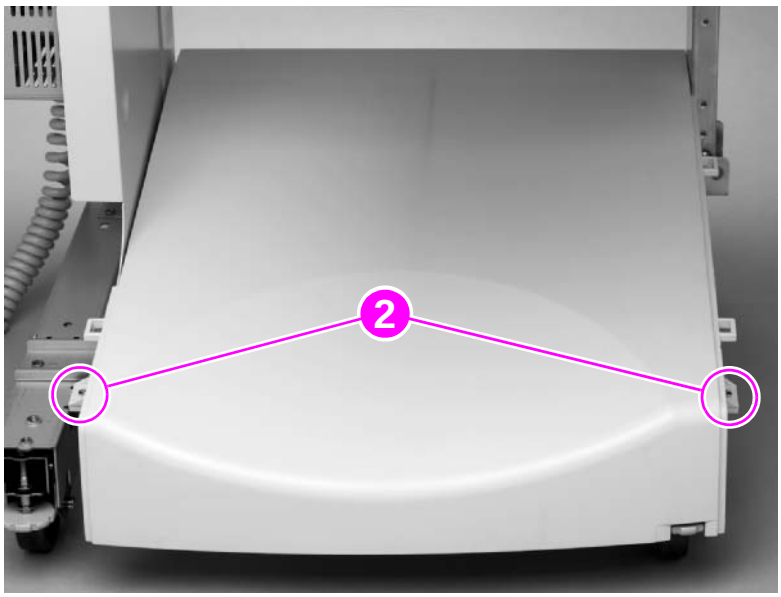


Figure 61. **Foot cover (2 of 2)**

Paper-guide wire

1 Face the right side of the multifunction finisher.

2 Gently twist each pin to remove the wire.

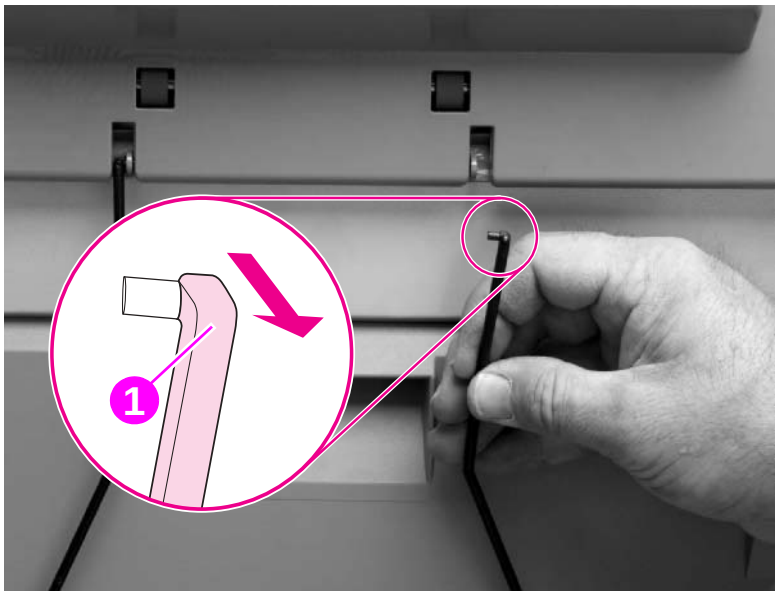


Figure 62. **Paper-guide wire**

Reinstall note

Make sure that each pin shoulder (callout 1) faces outward.

Product-attachment latch

1 Locate the product-attachment latch at the end of the attachment-rod assembly.

2 Remove one screw (callout 1) from the attachment-rod assembly.

3 Slide the latch off of the rod.

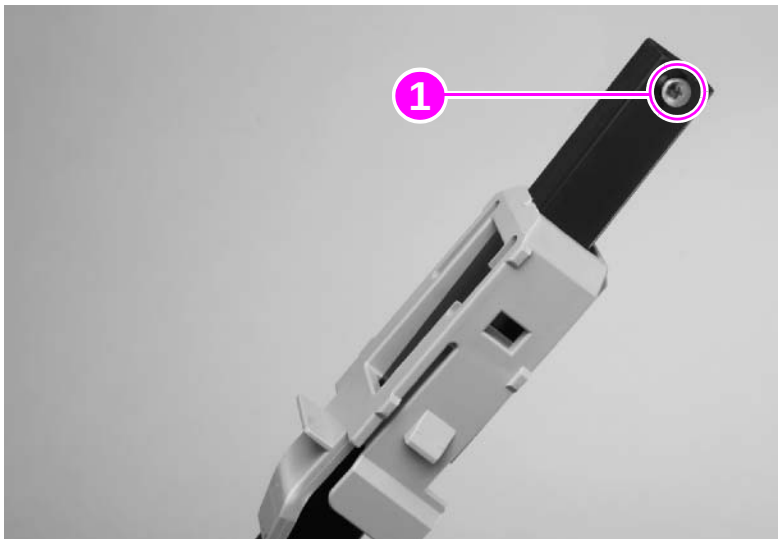


Figure 63. **Product-attachment latch**

Stapling unit

1. Open the stapler door.
2. Pull the stapling unit out until it stops.
3. Press the tab (callout 1) with a small flatblade screwdriver, and then resume sliding the stapling unit out of the multifunction finisher.

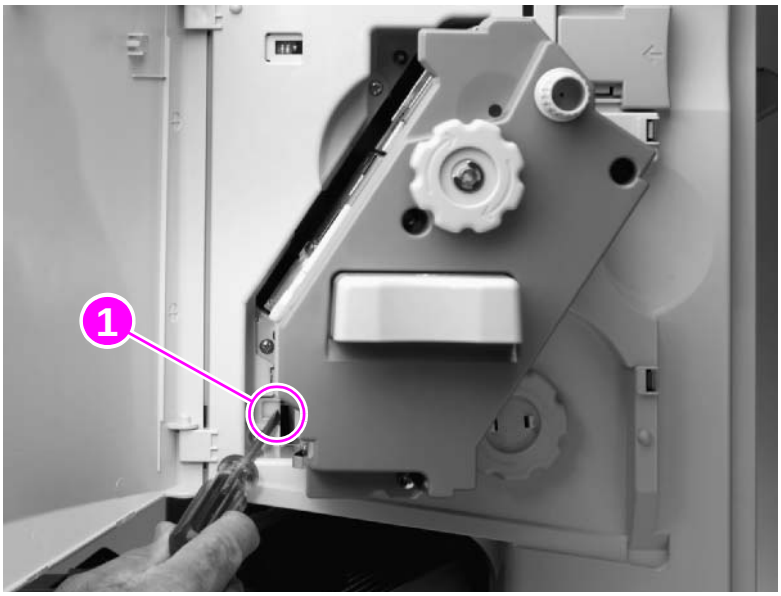


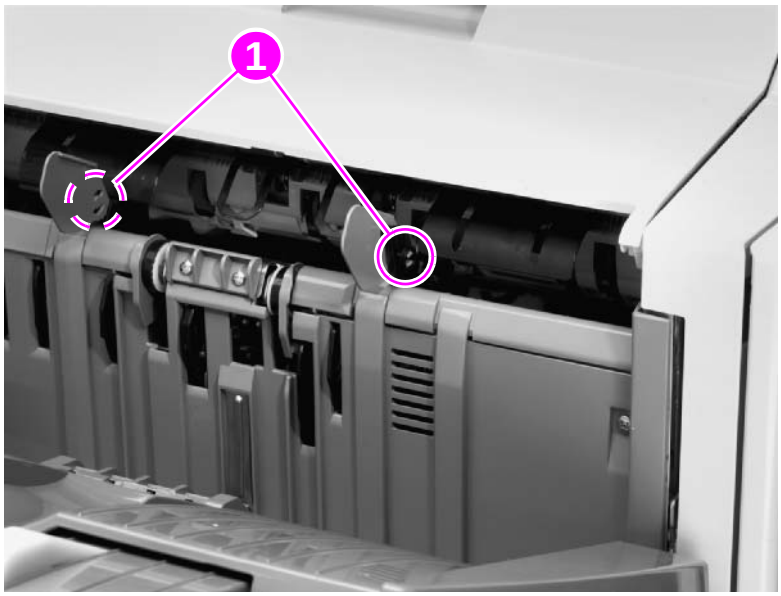
Figure 64. **Stapling unit**

Aligner racks

1 Face the left side of the multifunction finisher.

1 Locate the snap tabs (callout 1) on the outside of each aligner rack.

2 Pinch each set of snap tabs with needle-nose pliers to release the aligner racks.



Aligner racks

Reinstall note

The two aligner racks are not interchangeable.

- Reinstall the front aligner rack (marked with the letter F) on the side that is closer to the front of the multifunction finisher.
- Reinstall the rear aligner rack (marked with the letter R) on the side that is closer to the back of the multifunction finisher.

Booklet bin-full sensor flag (main lever weight assembly)

1. Face the left side of the multifunction finisher.
2. Slide the booklet stopper (callout 1) away from the booklet bin-full sensor flag.
3. Gently pull the two locating pins outward to release them. See the detail in figure 65.
4. Remove the booklet bin-full sensor flag.

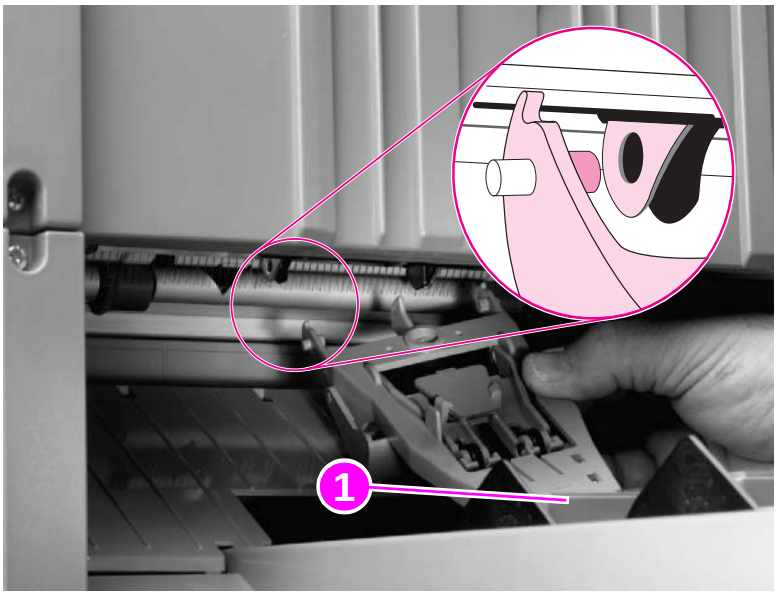


Figure 65. **Booklet bin-full sensor flag**

Paper deflector (deflector weight)

The paper deflector is in three parts.

Callouts 1 and 3 in figure 66 show holders at one end of both the part at the back of the multifunction finisher and the part at the front. Callout 2 shows the holders at each end of the part at the center. The holders of the part at the center also hold the other ends of the parts at the back and the front.

1 For each part, gently flex the paper deflector, and release one end from its holder.

2 Slide each part to clear the holder at the other end, and then lift each part out of the multifunction finisher.

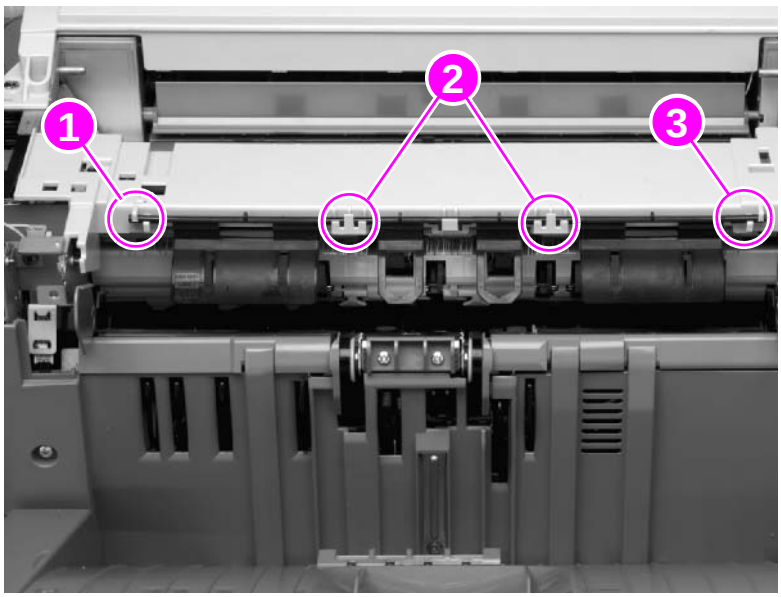


Figure 66. **Paper deflector (1 of 2)**

Reinstall notes

The parts of the paper deflector that should be reinstalled toward the back and toward the front of the multifunction finisher contain mylar pieces that are shaped differently. Make sure that the part that contains the angled mylar piece is reinstalled at the back of the multifunction finisher, and that the part that contains the squared mylar piece is reinstalled at the front.

Reinstall the paper deflector parts so that the plastic shields (callout 4) curve down and toward the inside of the device.

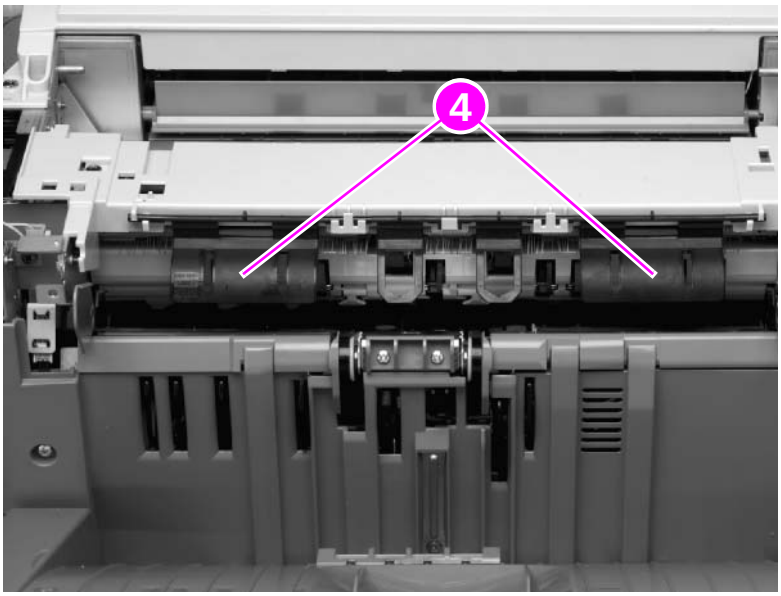


Figure 67. **Paper deflector (2 of 2)**

Anti-static brush

1 Remove the following FRUs:

- Front cover. See page 96.
- Back cover. See page 98.
- Upper panel assembly. See page 99.
- Internal-path cover. See page 100.

2 Remove one screw (callout 1).

3 Slide the brush toward the front of the multifunction finisher to remove it.

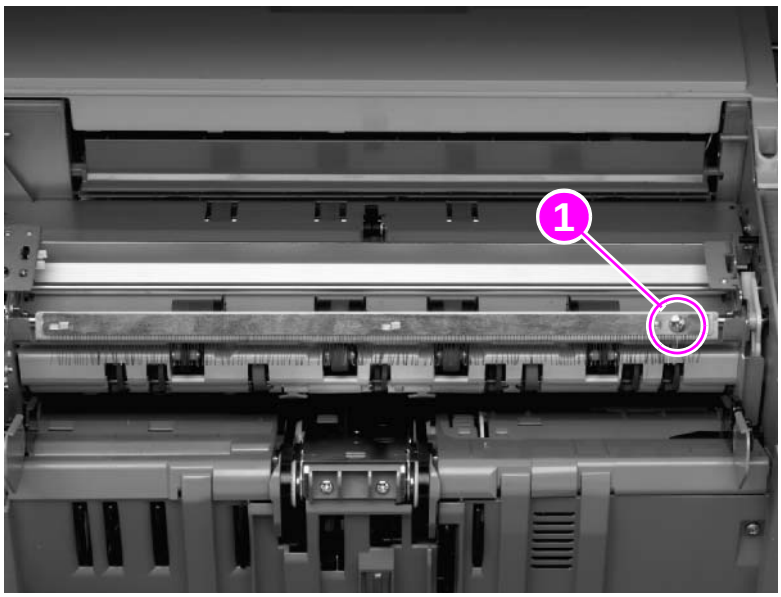
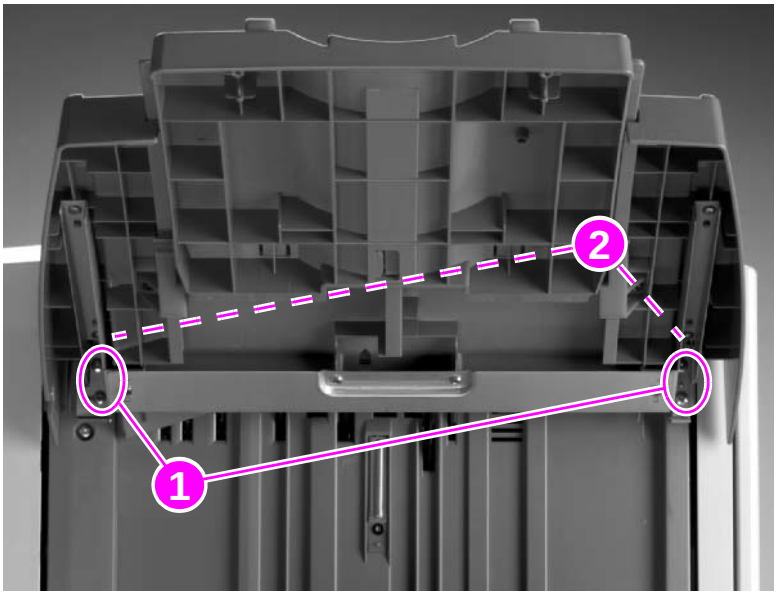


Figure 68. **Anti-static brush**

Stacker bin

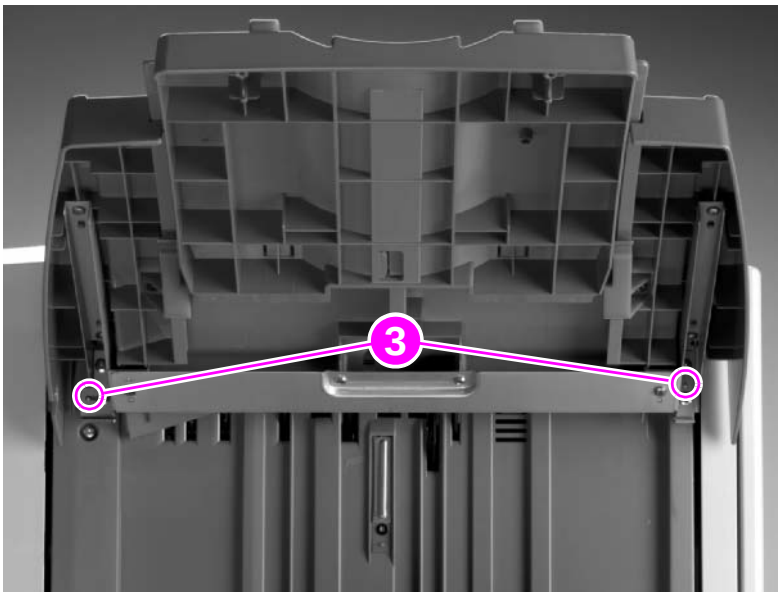
1. Remove four screws (callout 1).
2. Gently slide the stacker bin upward until the attachment hooks (callout 2) slide out of the metal slots on the multifunction finisher.



Stacker bin (1 of 2)

Reinstall note

- Align the two attachment hooks with the metal slots on the multifunction finisher.
- Align the stacker bin with the two locating pins (callout 3).



Stacker bin (2 of 2)

Booklet bin

1 Remove the following FRUs:

- Front cover. See page 101.
- Paper-guide wire. See page 102.

Hint To make parts-removal easier, remove the booklet bin-full sensor flag. See page 106.

2 Face the right side of the multifunction finisher, and open the jam-removal cover.

3 Remove two self-tapping screws (callout 1). Gain access to the screws through the access holes (callout 2).

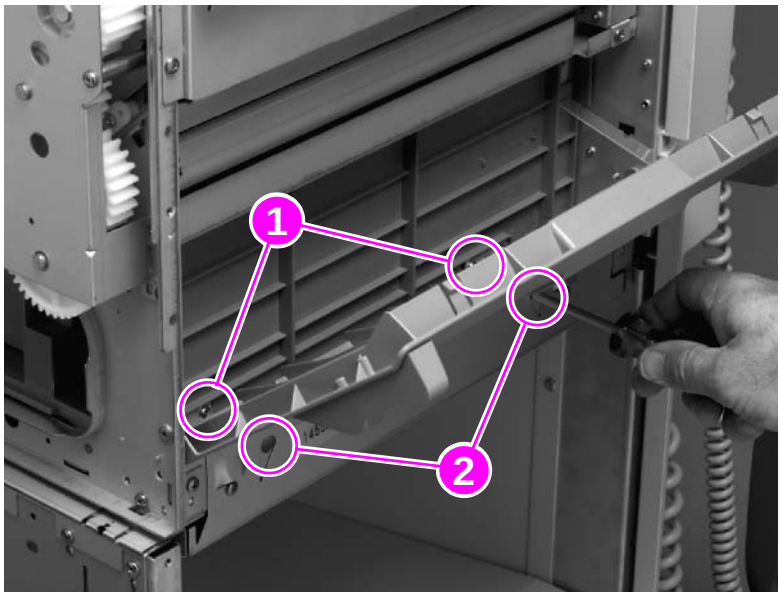


Figure 69. **Booklet bin (1 of 4)**

4 Face the left side of the multifunction finisher, and remove two screws (callout 3).

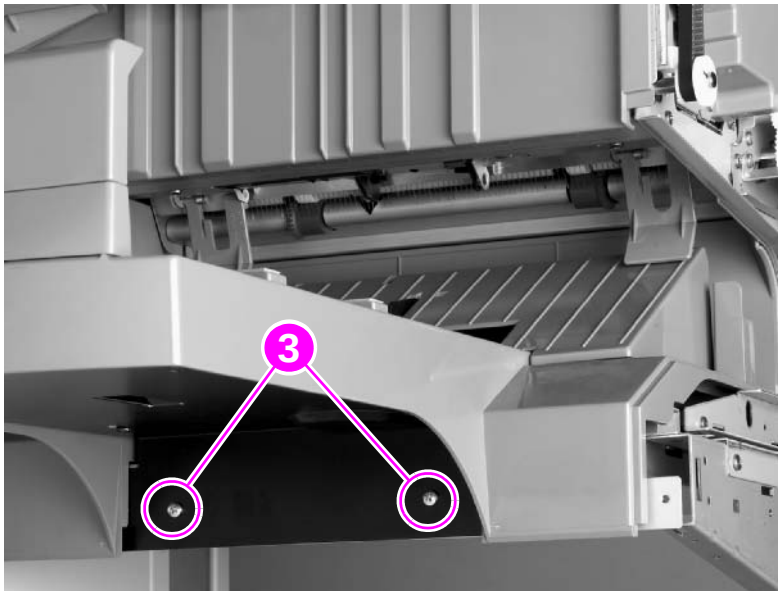


Figure 70. **Booklet bin (2 of 4)**

CAUTION Be careful when rotating the booklet bin to avoid damaging the cables.

5 Gently rotate the booklet bin until you see two cable connectors (callout 4).

6 Unplug the two cable connectors.

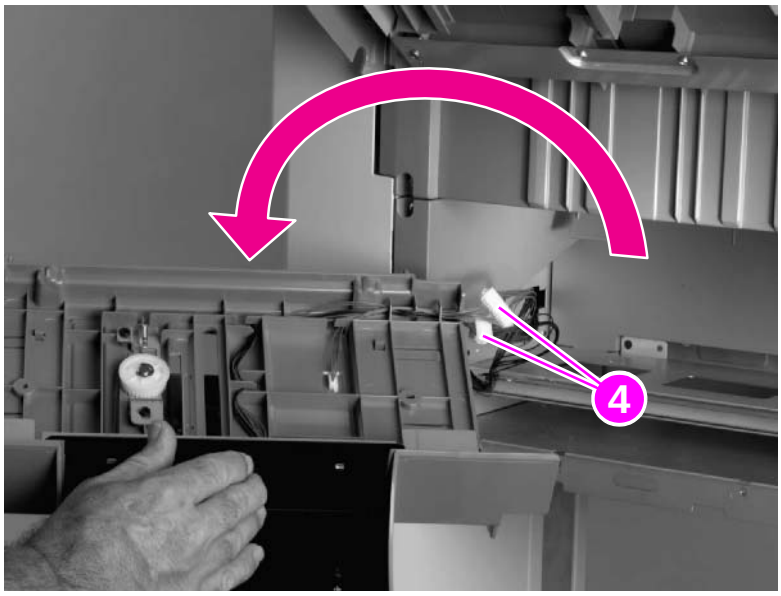


Figure 71. **Booklet bin (3 of 4)**

Reinstall notes

- Make sure that you reconnect the cable connectors before you install the booklet bin.
- Make sure that the booklet bin fits under the two large plastic tabs (callout 5).

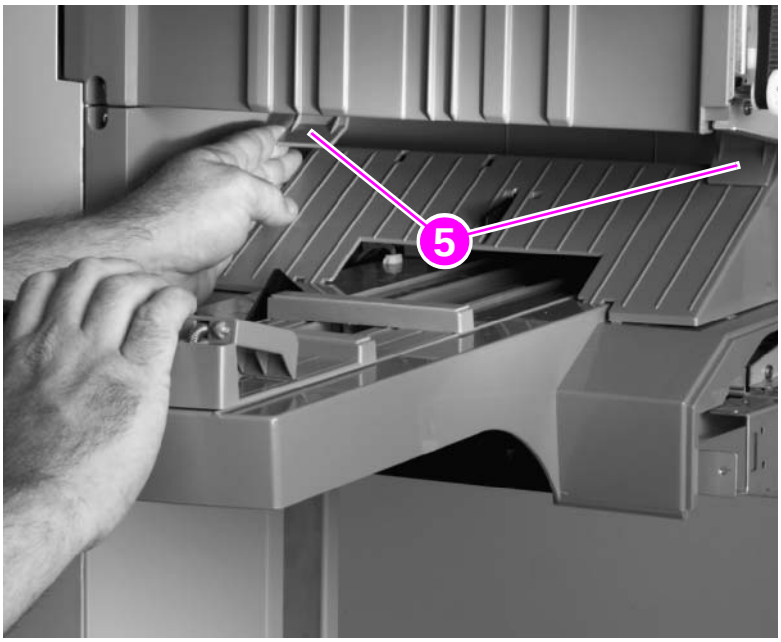


Figure 72. **Booklet bin (4 of 4)**

Stapling-door switch

1. Remove the front cover. See page 96.
2. Unplug two cable connectors (callout 1), and unroute the cables from the cable guides (callout 2).
3. Unplug the voltage connector (callout 3).
4. Remove one screw (callout 4).
5. Remove the stapling-door switch.

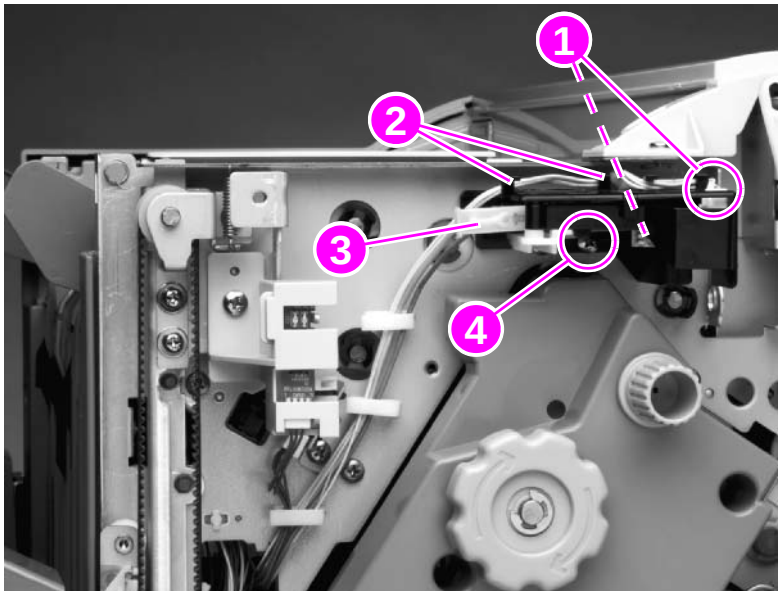


Figure 73. **Stapling-door switch**

Interlock switch

1 Remove the following FRUs:

- Front cover. See page 96.
- Back cover. See page 98.

2 Remove four screws (callout 1), and then remove the flipper-assembly cover.

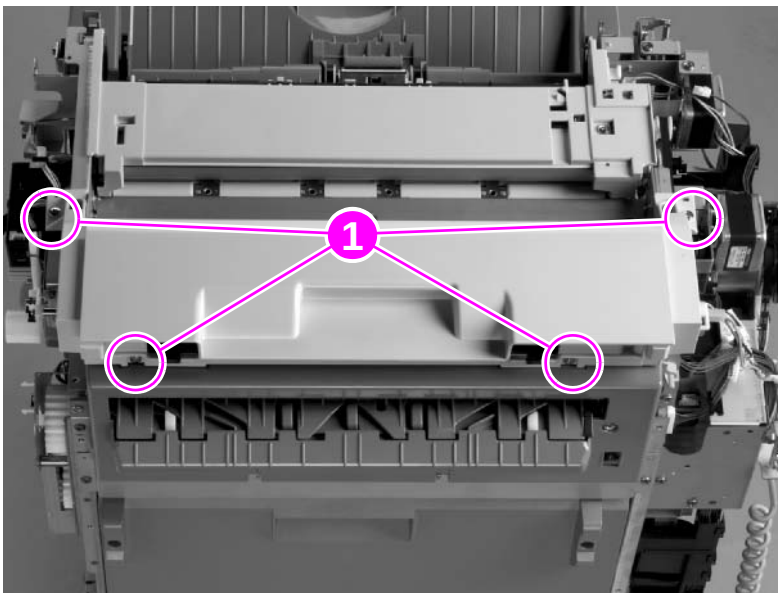


Figure 74. **Interlock switch (1 of 2)**

3 Remove one screw (callout 2).

4 Unplug the voltage connector (callout 3).

5 Slide the switch assembly out.

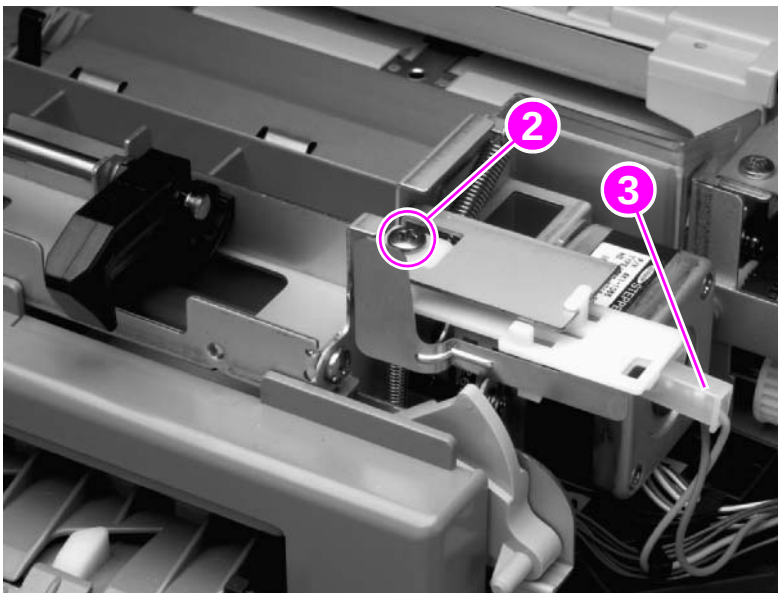


Figure 75. **Interlock switch (2 of 2)**

Flipper assembly

1 Remove the following FRUs:

- Front cover. See page 96.
- Back cover. See page 98.
- Paper-guide wire. See page 102.

2 Remove four screws (callout 1).

3 Unplug the interlock-switch voltage connector (callout 2).

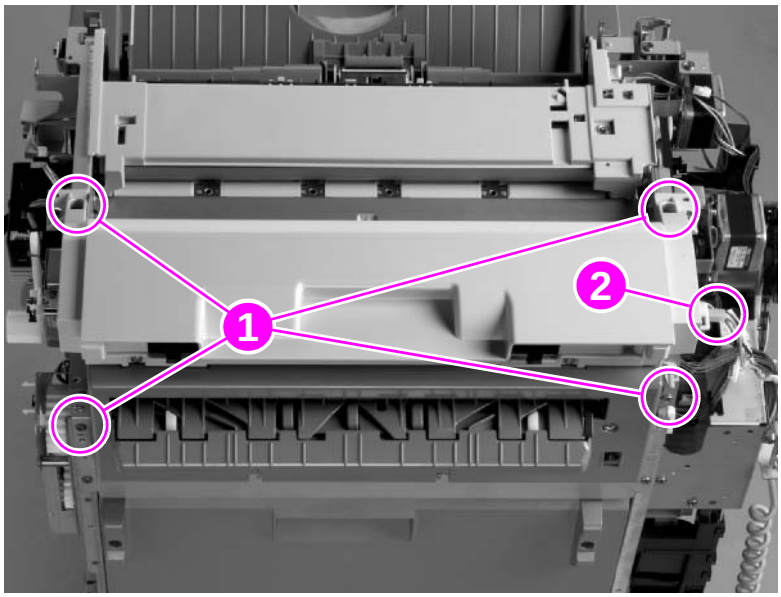


Figure 76. **Flipper assembly (1 of 3)**

4 Unplug three cable connectors (callout 3).

5 Unroute the cables from the cable guides.

6 Gently lift the flipper assembly out of the multifunction finisher.

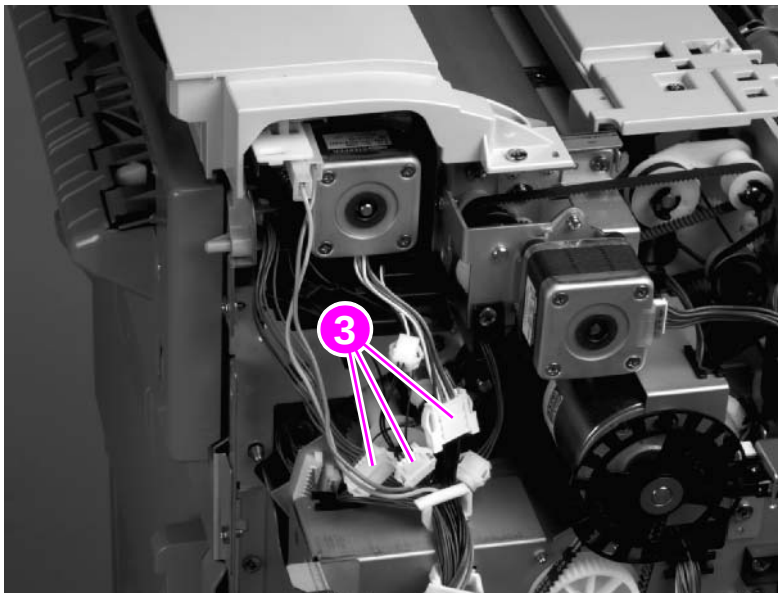


Figure 77. **Flipper assembly (2 of 3)**

Reinstall note

Align the flipper assembly with the guide pins (callout 4).

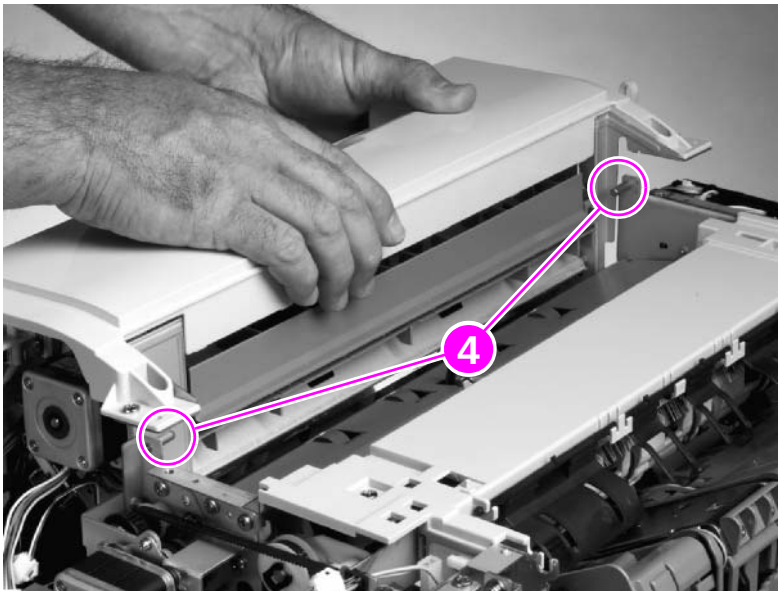


Figure 78. **Flipper assembly (3 of 3)**

Folding mechanism

1 Remove the following FRUs:

- Front cover. See page 96.
- Back cover. See page 98.
- Stapling unit. See page 104.
- Flipper assembly. See page 115.

2 Face the back of the multifunction finisher.

3 Unplug three cable connectors (callout 1).

4 Remove the plastic e-clip (callout 2), and then remove the round plastic cover (callout 3) from the timing-belt gear.

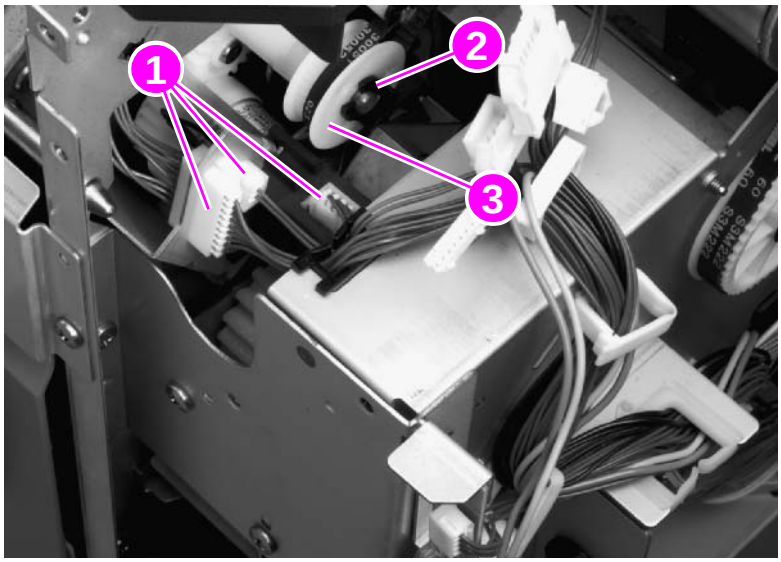


Figure 79. **Folding mechanism (1 of 6)**

5 Face the right side of the multifunction finisher.

6 Open the jam-removal cover (callout 4).

7 Remove two screws (callout 5), and remove the metal frame panel.

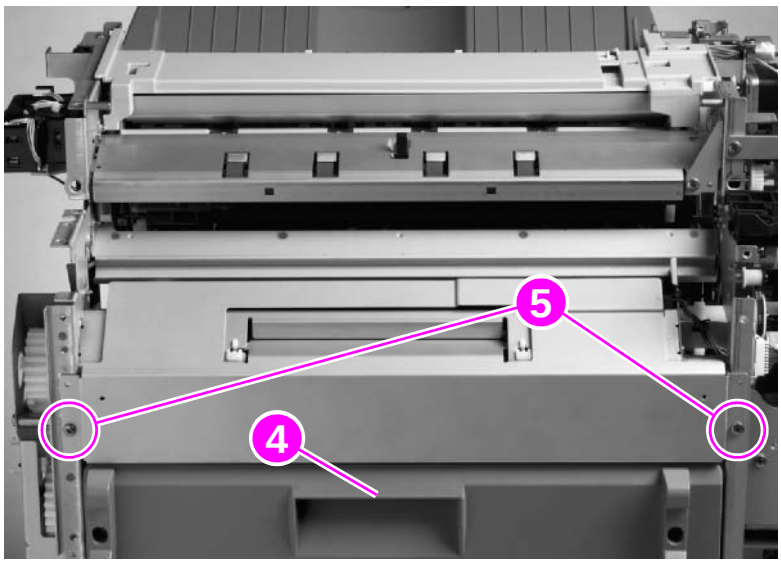


Figure 80. **Folding mechanism (2 of 6)**

8 Face the back of the multifunction finisher.

9 Remove the timing belt (callout 6) from the timing-belt gear.

Note Removing the timing belt loosens the timing-belt gear. Do not drop or misplace this gear.

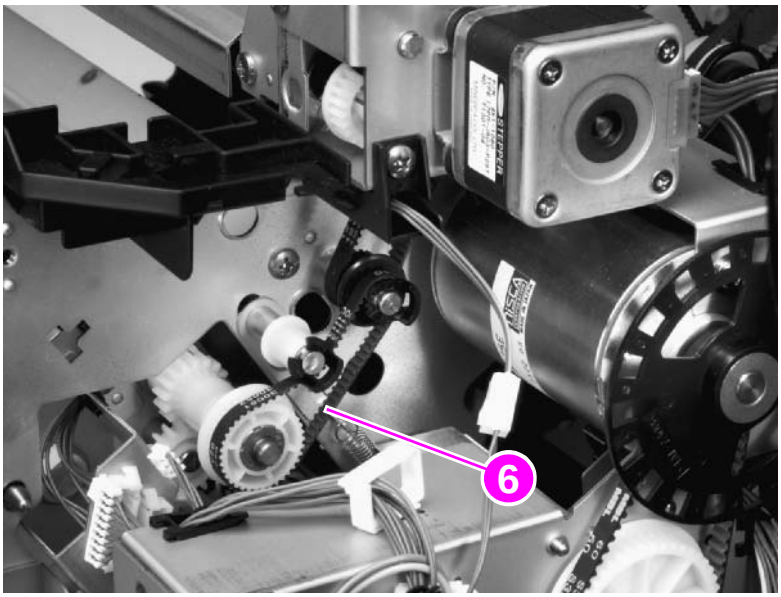


Figure 81. **Folding mechanism (3 of 6)**

10 Face the front of the multifunction finisher.

11 Remove three screws (callout 7).

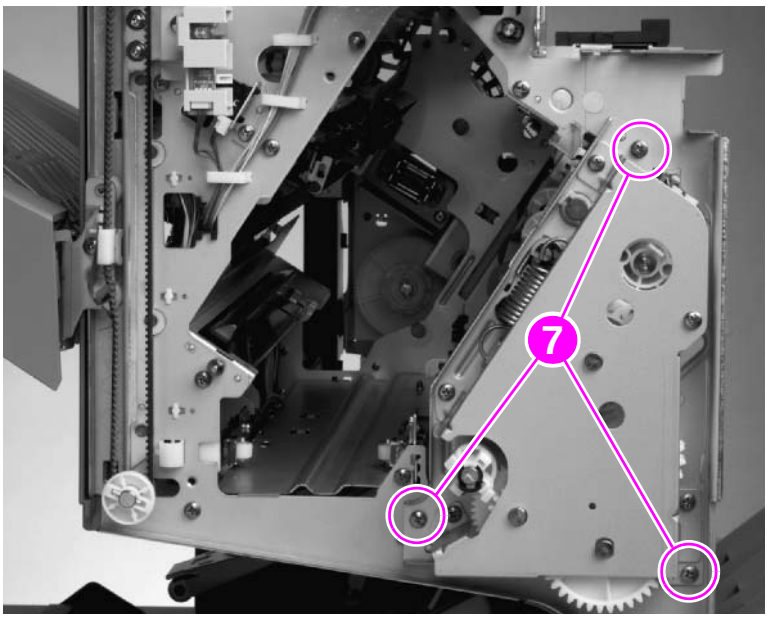


Figure 82. **Folding mechanism (4 of 6)**

12 Hold the folding blade (callout 8) inside, so that the folding mechanism can clear the frame (callout 9).

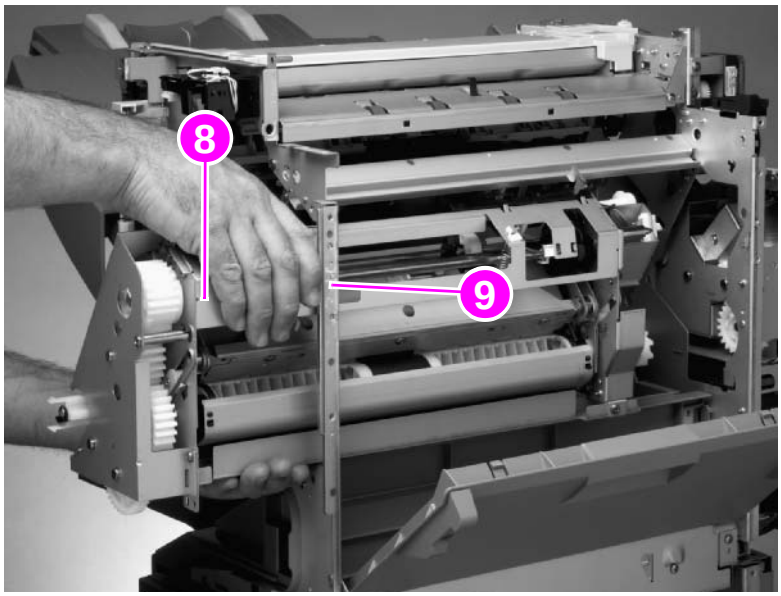


Figure 83. **Folding mechanism (5 of 6)**

Reinstall note

- Install the timing belt (callout 10) underneath the tensor shaft (callout 11).
- Make sure that the timing-belt teeth are on the inside of the belt.
- Make sure that you reinstall the metal frame panel (see figure 80 on page 117) before you reinstall the flipper assembly.

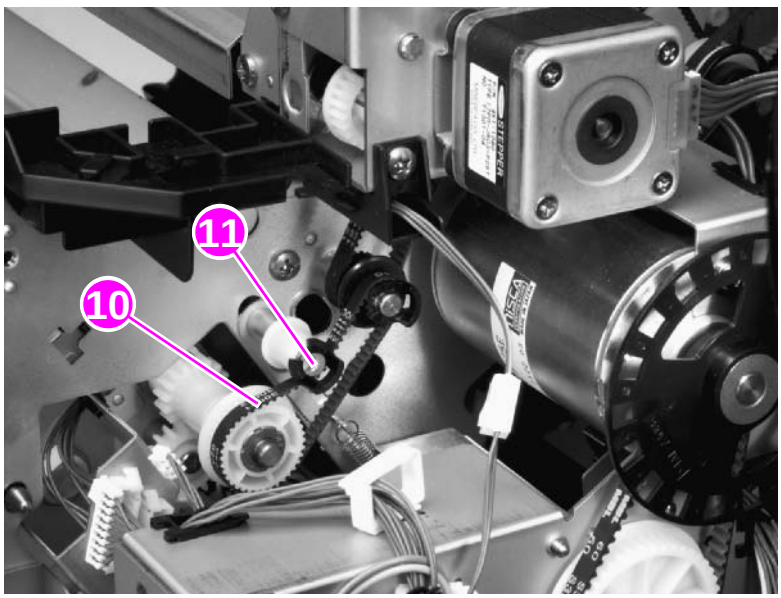


Figure 84. **Folding mechanism (6 of 6)**

User LED PCA

1 Remove the front cover. See page 96.

2 Remove one screw (callout 1) from the plastic holder.

3 Unplug one cable connector (callout 2).

4 Remove the user LED PCA by sliding it out of the plastic holder (callout 3).

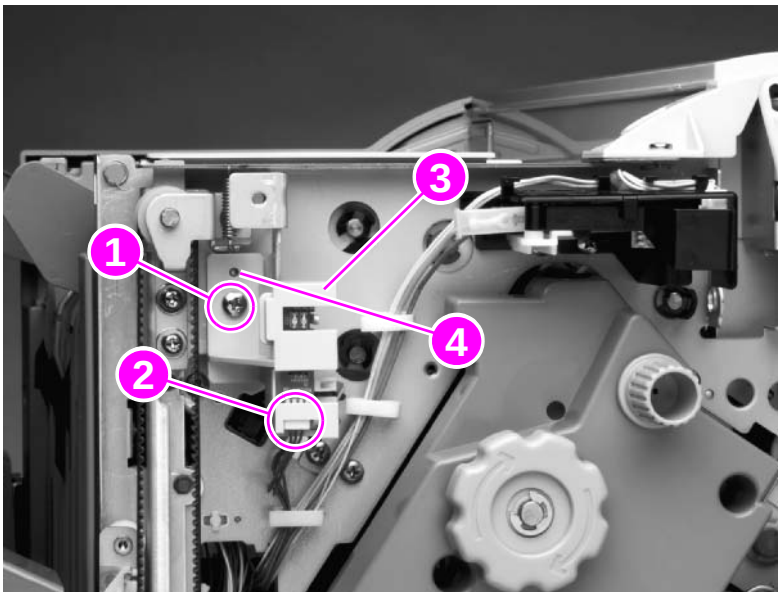


Figure 85. **User LED PCA**

Reinstall note

- Carefully align the user LED PCA in the plastic holder.
- Align the locator pin (callout 4).

Controller PCA

1 Remove the back cover. See page 98.

2 Use a flatblade screwdriver to pry out the NVRAM chip (callout 1), and then set the NVRAM chip aside for installation into the new controller PCA.

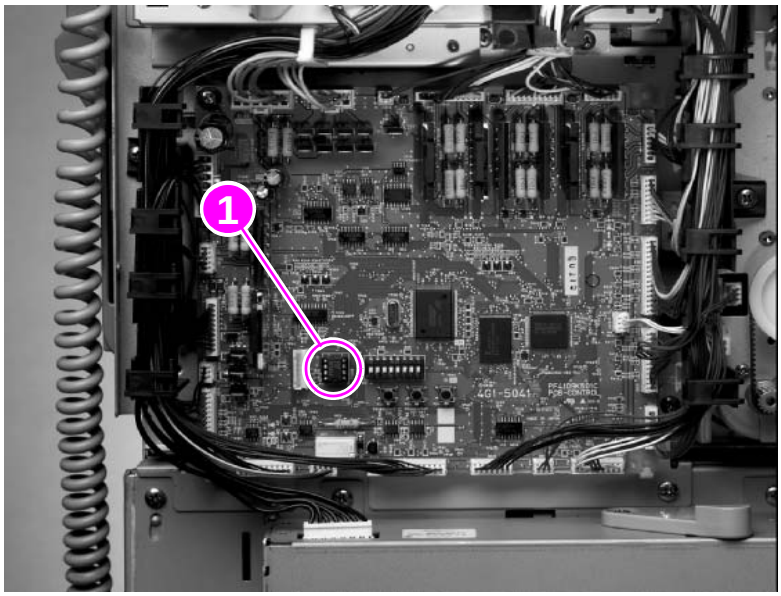


Figure 86. **Controller PCA (1 of 3)**

3 Unplug 23 cable connectors (callout 2).

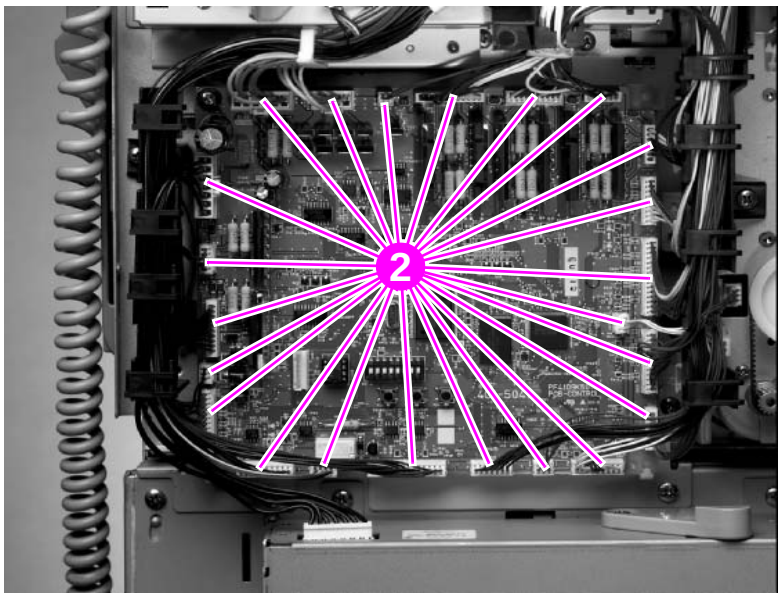


Figure 87. **Controller PCA (2 of 3)**

4 Remove one screw (callout 3).

5 Release three tabs (callout 4), and remove the PCA.

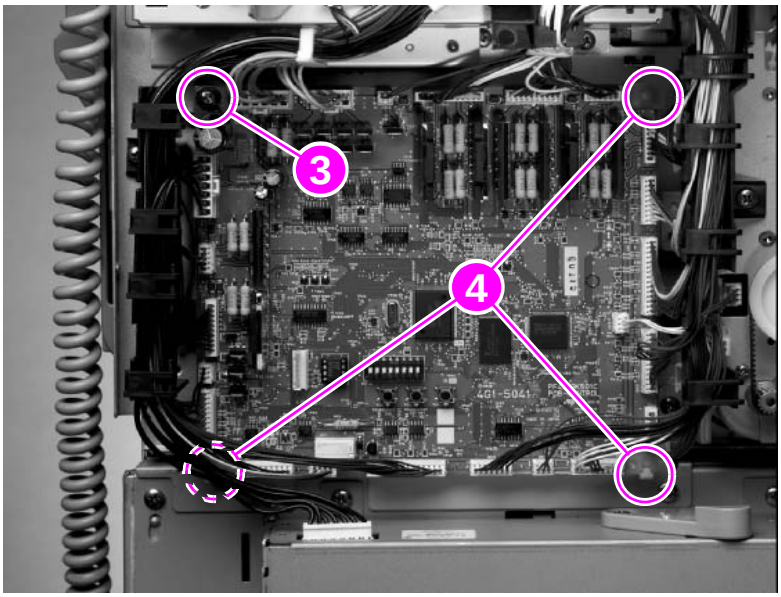


Figure 88. **Controller PCA (3 of 3)**

Service LED PCA

1 Remove the back cover. See page 98.

2 Remove one screw (callout 1).

3 Unplug one cable connector (callout 2).

4 Remove the service LED PCA from the multifunction finisher.

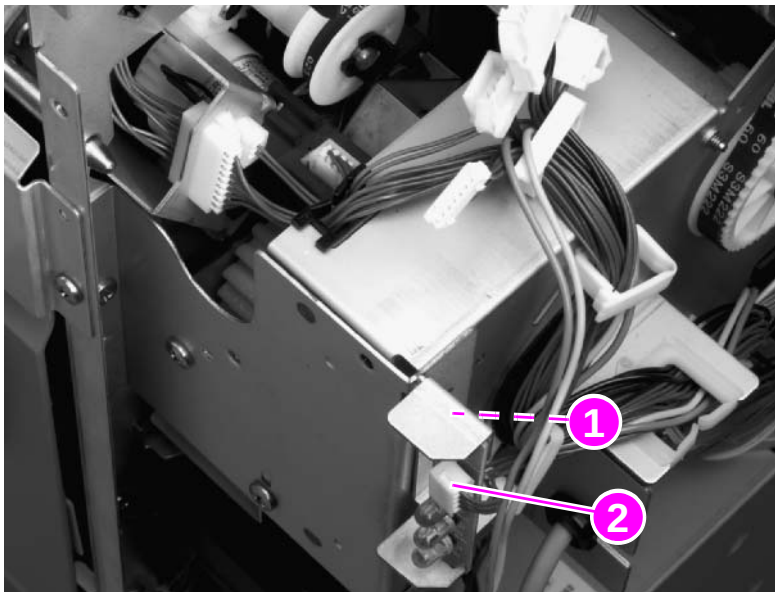


Figure 89. **Service LED PCA**

Power supply

1 Remove the back cover. See page 98.

2 Unplug one cable connector (callout 1).

3 Remove three screws (callout 2).

4 From the inner-facing side of the metal panel, remove one screw (callout 3).

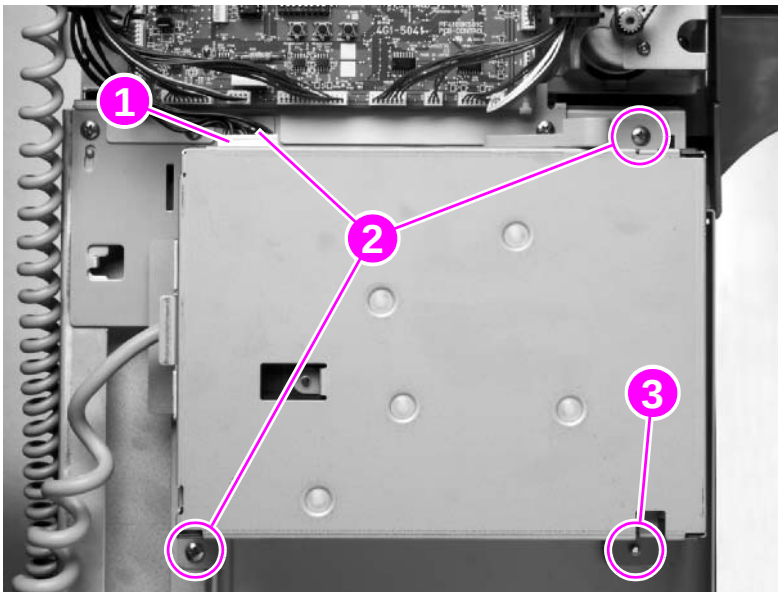


Figure 90. **Power supply**

Jet-Link cable (interface cable)

1 Remove the back cover. See page 98.

2 Unplug one cable connector (callout 1) from the controller PCA.

3 Open the five cable clips (callout 2), and unroute the cable (callout 3).

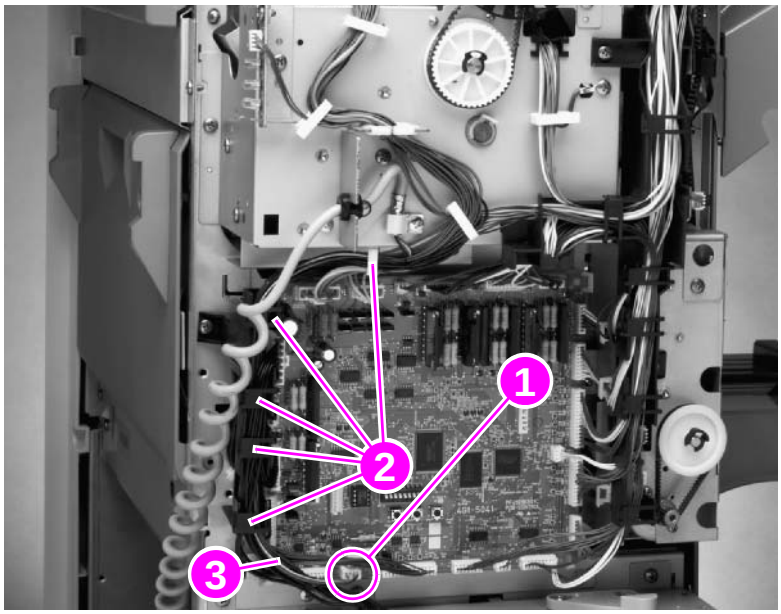


Figure 91. **Jet-Link cable (1 of 2)**

4 Remove one screw (callout 4).

Note Make sure that you do not drop the screw-holder (callout 5).

5 Unroute and remove the Jet-Link cable and the cable-holder (callout 6).

Note If you cannot easily pull the cable-holder from the metal plate, use needle-nose pliers to pinch the top and bottom edges of the cable-holder together.

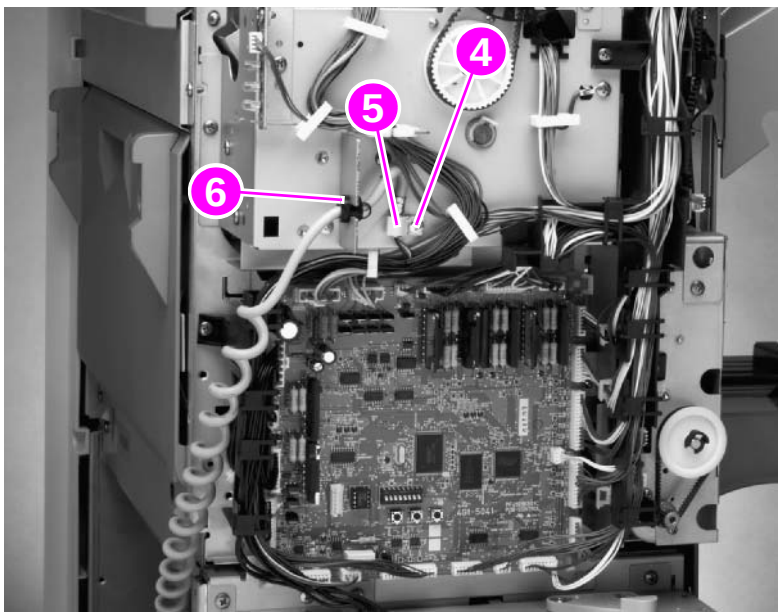


Figure 92. **Jet-Link cable (2 of 2)**

Adjustable casters (left side)

Note For safety, first remove the stapling unit (see page 104), and then gently lay the multifunction finisher on its side. (Figure 93 shows the multifunction finisher in an upright position.)

Front left caster

1. Remove the front cover. See page 96.
2. Remove the e-clip (figure 93, callout 1) from the metal pin.
3. Slide the caster shaft out, and remove the caster.

Back left caster

1. Remove the back cover. See page 98.
2. Remove the e-clip (callout 1) from the metal pin.
3. Slide the metal pin out, and remove the caster.

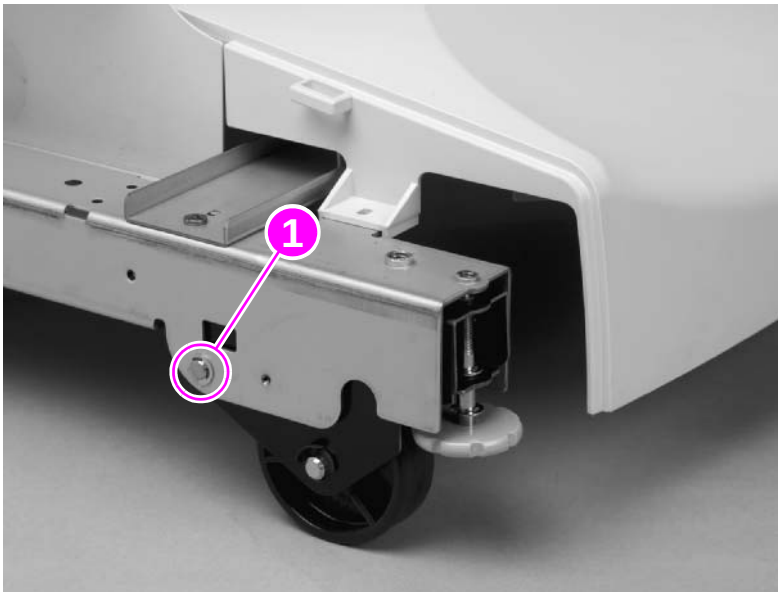


Figure 93. **Adjustable casters**

Stationary extended caster (back right)

Note For safety, first remove the stapling unit (see page 104), and then gently lay the multifunction finisher on its side. (Figure 94 shows the multifunction finisher in an upright position.)

1. Remove four screws (callout 1).
2. Turn the caster to release a small metal hook (callout 2).
3. Remove the caster.

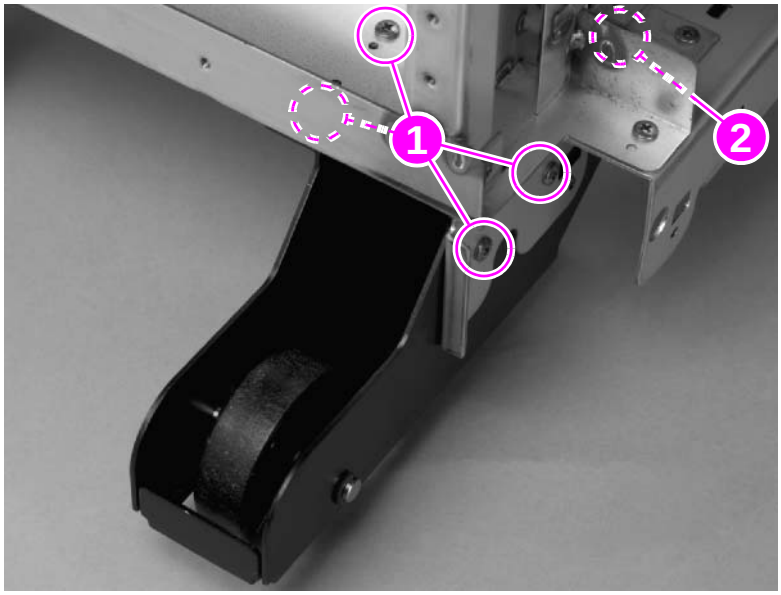


Figure 94. **Stationary extended caster**

Stationary caster (front right)

Note For safety, first remove the stapling unit (see page 104), and then gently lay the multifunction finisher on its side. (Figure 95 shows the multifunction finisher in an upright position.)

1 Remove two screws (callout 1).

2 Slide the caster out.

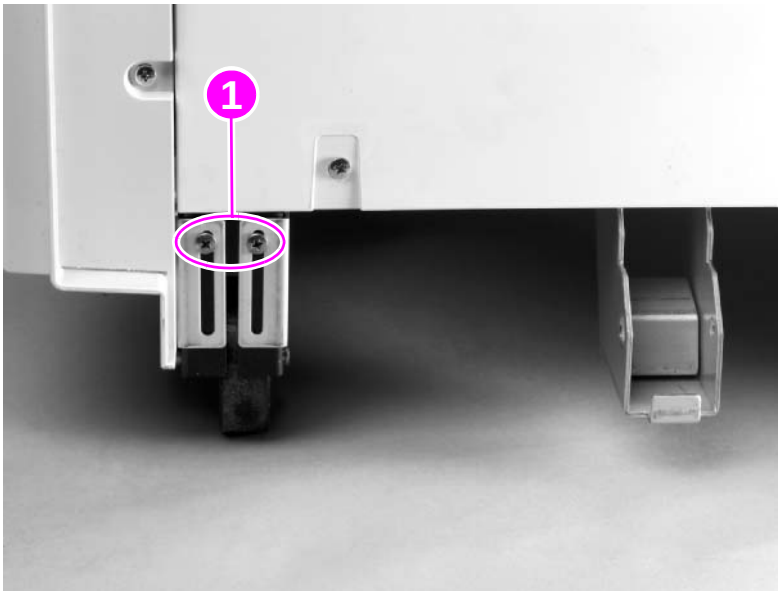


Figure 95. **Stationary caster**

3,000-sheet stapler/stacker and 3,000-sheet stacker external doors and covers

Face-up bin

1 Tilt the end of the face-up bin upward (figure 96, callout 1).

2 Remove the face-up bin.

Stapler/stacker bin (stapler/stacker only) or stacker bin (stacker only)

Note Throughout this chapter, this bin is called the “stapler/stacker bin.”

1 Unhook the plastic tabs under the bin (callout 2).

2 Move the bin up until it releases from the frame.

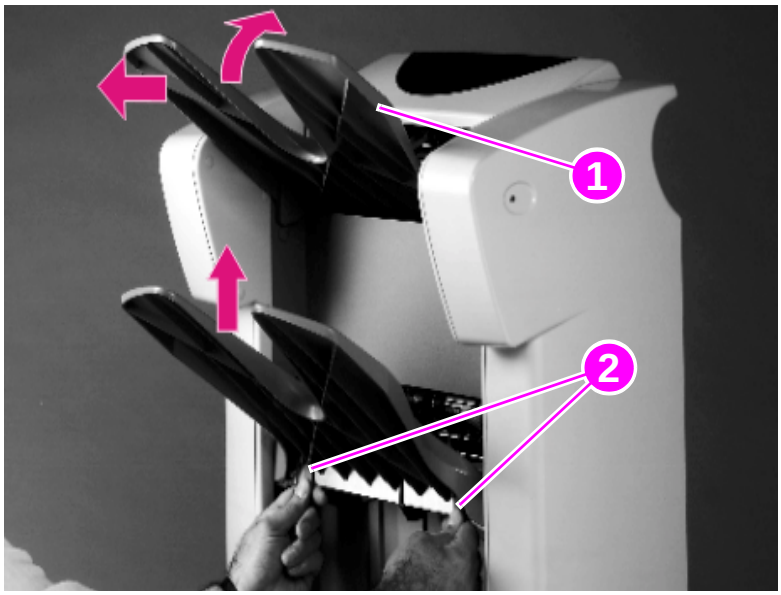


Figure 96. **Face-up bin and stapler/stacker bin**

Back inner cover and front inner cover

1 Remove the following bins:

- Face-up bin. See page 129.
- Stapler/stacker bin. See page 129.

2 Use a Torx #20 screwdriver to remove six screws from the back inner cover (callout 1).

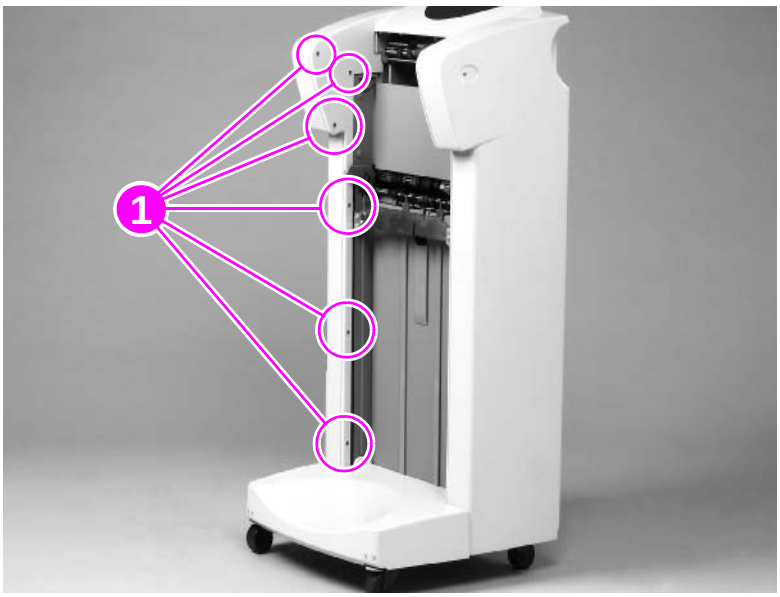


Figure 97. **Back inner cover and front inner cover**

3 Pull the back inner cover away from the back cover until it releases.

4 Remove the back inner cover.

5 Repeat steps 1 through 5 to for the front inner cover to remove it. The front inner cover is installed across from the back inner cover.

Front cover

1 Remove the following FRUs:

- Face-up bin. See page 129.
- Stapler/stacker bin. See page 129.
- Back inner cover. See page 130.
- Front inner cover. See page 130.

2 Use a Torx #20 screwdriver to remove three screws (callout 1).

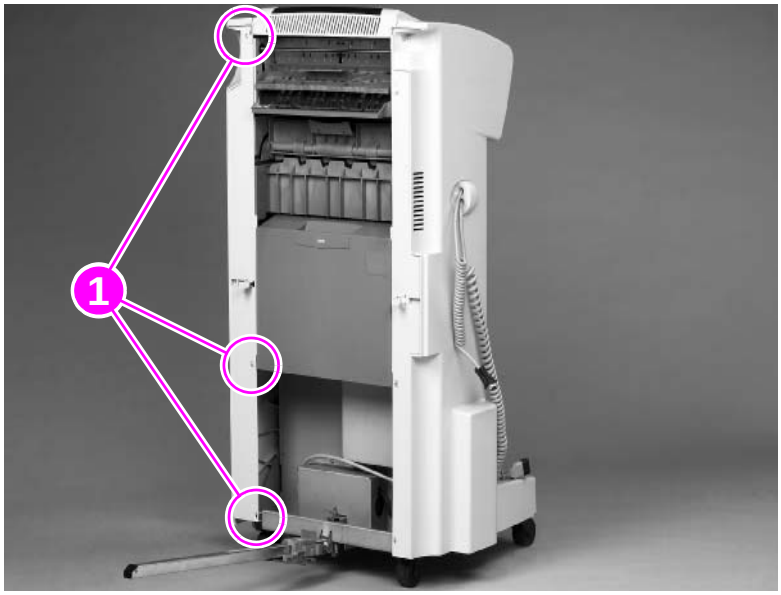


Figure 98. **Front cover**

3 Remove the front cover.

To reinstall

CAUTION To prevent damage, make sure that the three locking tabs (not shown) are locked into the product frame before you reinstall the screws.

Install the long screws in the top holes on the front cover.

Back cover

1 Remove the following FRUs:

- Face-up bin. See page 129.
- Stapler/stacker bin. See page 129.
- Back inner cover. See page 130.
- Front inner cover. See page 130.

2 Use a small flatblade screwdriver to release the bubbled (cable) cover.

3 Remove the cable cover (callout 1).

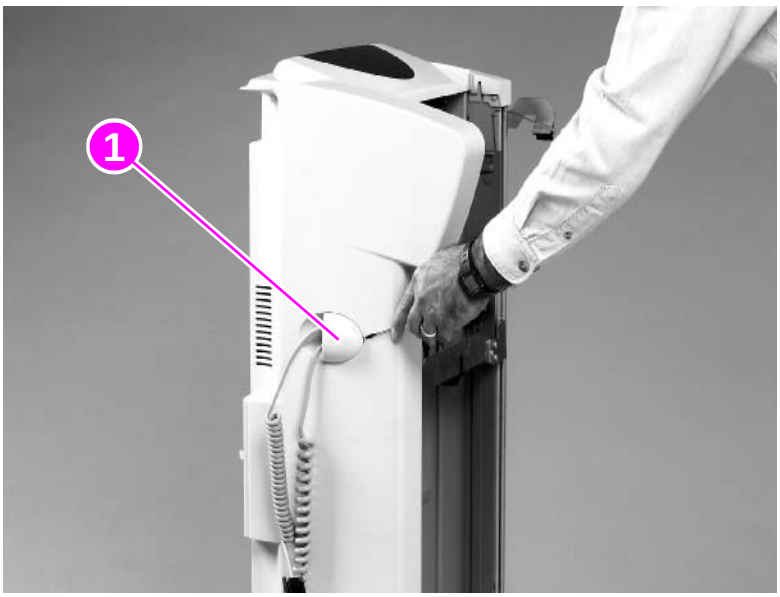


Figure 99. **Back cover (1 of 2)**

4 Use a Torx #20 screwdriver to remove three screws (callout 2).

5 Press and hold the interlock switch (callout 3) while lifting the cover upward until the cover releases from the output device.

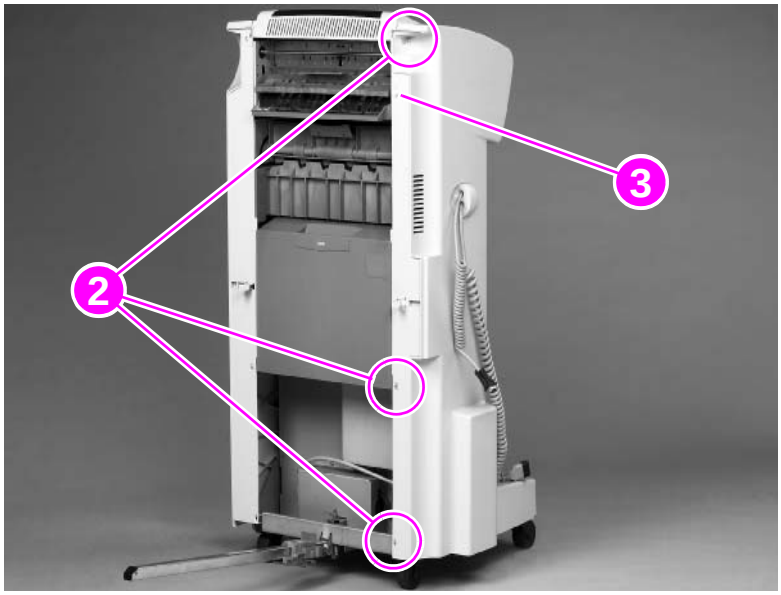


Figure 100. **Back cover (2 of 2)**

6 Guide both cables out of the cavity.

To reinstall

CAUTION To prevent damage, make sure that the three locking tabs (not shown) are locked into the output device frame before you reinstall the screws. Install the long screws in the top holes on the back cover.

Foot cover

1 Remove the following FRUs:

- Face-up bin. See page 129.
- Stapler/stacker bin. See page 129.
- Back inner cover. See page 130.
- Front inner cover. See page 130.
- Front cover. See page 131.
- Back cover. See page 132.

2 Grasp the sides of the foot cover, and pull it out and up to clear the locating pin.

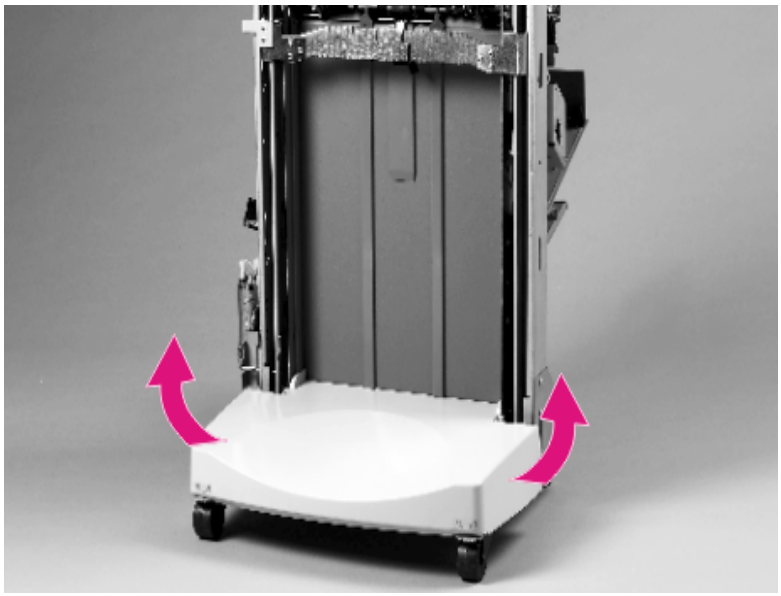


Figure 101. **Foot cover**

3 Remove the foot cover.

Controller PCA cover

1 Use a Torx screwdriver to remove four screws (callout 1) from the cover.

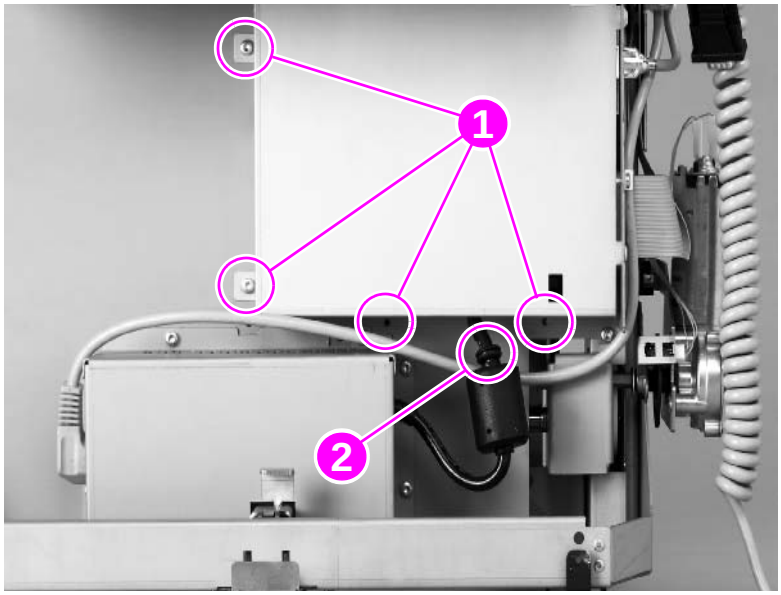


Figure 102. **Controller PCA cover**

2 Rotate the cover to clear the tabs.

3 Remove the controller PCA cover.

To reinstall

Make sure that you insert the power cord rubber grommet (callout 2) into the slot on the bottom of the cover.

Note When the power cord is correctly installed, the rubber grommet is not visible.

Door assembly

1 Open the door assembly.

2 Use a Torx #20 screwdriver to remove two screws (callout 1) from the plastic strips inside the door.

Note The screws remain attached to the plastic strips.

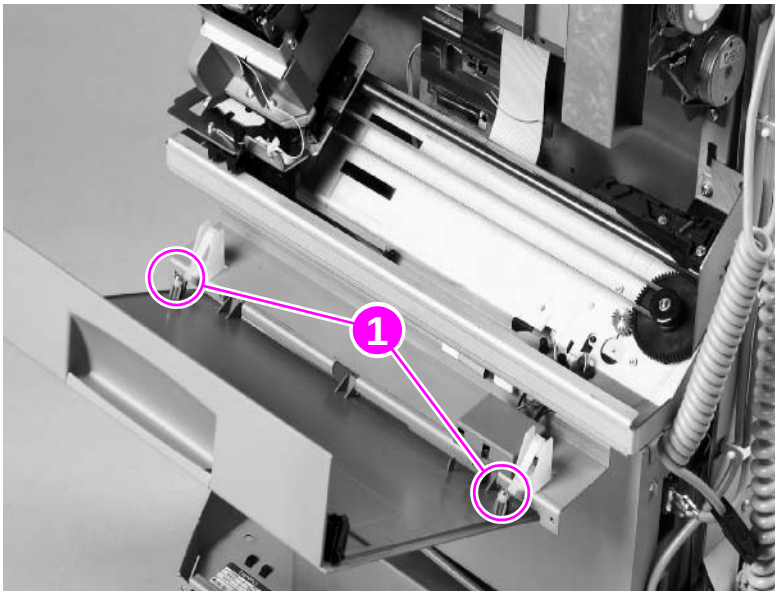


Figure 103. **Door assembly**

3 Rotate the door downward until the flat sides of the hinges are parallel to the floor.

4 Remove the door assembly.

Flipper assembly

1 Remove the following FRUs:

- Face-up bin. See page 129.
- Stapler/stacker bin. See page 129.
- Back inner cover. See page 130.
- Front inner cover. See page 130.
- Front cover. See page 131.
- Back cover. See page 132.

2 Unplug the flipper ribbon cable (callout 1) by pressing the black tabs on the cable connector.

CAUTION To prevent damage to the flipper motor, use the long-bit Torx #20 screwdriver to remove the top right mount screw. The long-bit Torx #20 screwdriver is shipped with the flipper assembly.

3 Use a Torx #20 screwdriver to remove four mount screws (two shown, callout 2).

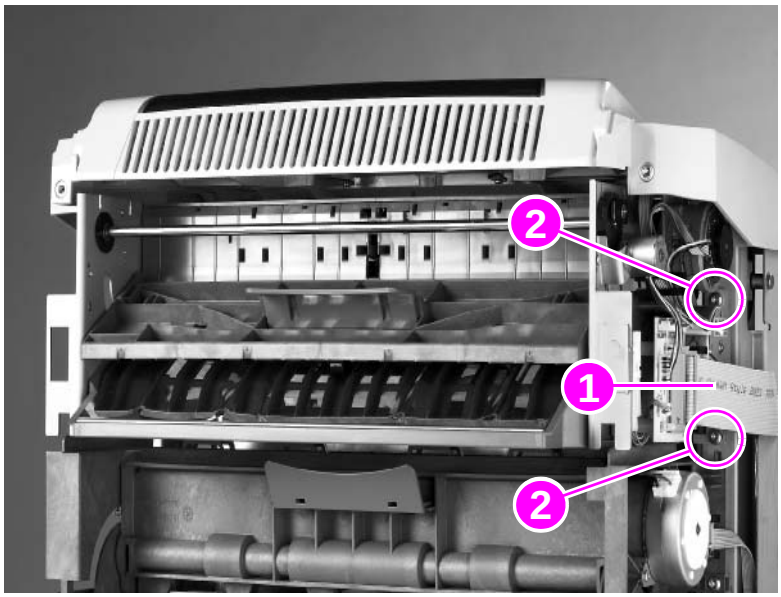


Figure 104. Flipper assembly

4 Grasp the flipper assembly on each side, and lift it up to clear the tabs.

5 Remove the flipper assembly.

Paper-path assembly

1 Remove the following FRUs:

- Face-up bin. See page 129.
- Stapler/stacker bin. See page 129.
- Back inner cover. See page 130.
- Front inner cover. See page 130.
- Front cover. See page 131.
- Back cover. See page 132.

2 Unplug the paper-path ribbon cable (callout 1) by pressing the black tabs on the cable connector.

3 Use a Torx #20 screwdriver to remove two mount screws (one shown, callout 2).

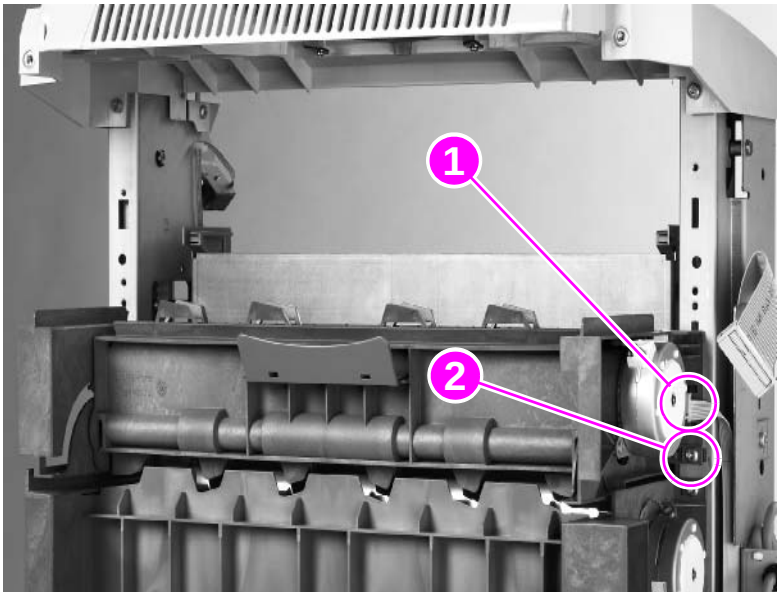


Figure 105. **Paper-path assembly**

4 Grasp each side of the assembly, and lift it up to clear the tabs.

5 Remove the paper-path assembly.

Accumulator wings (stapler/stacker only)

1. Grasp each accumulator wing near the shaft.
2. Slide the wings toward the center of the shaft.
3. Apply slight downward pressure to disengage the wings.
4. Press the locking tabs (callout 1) on the rotation pins, and push the pins out of the mounting holes.

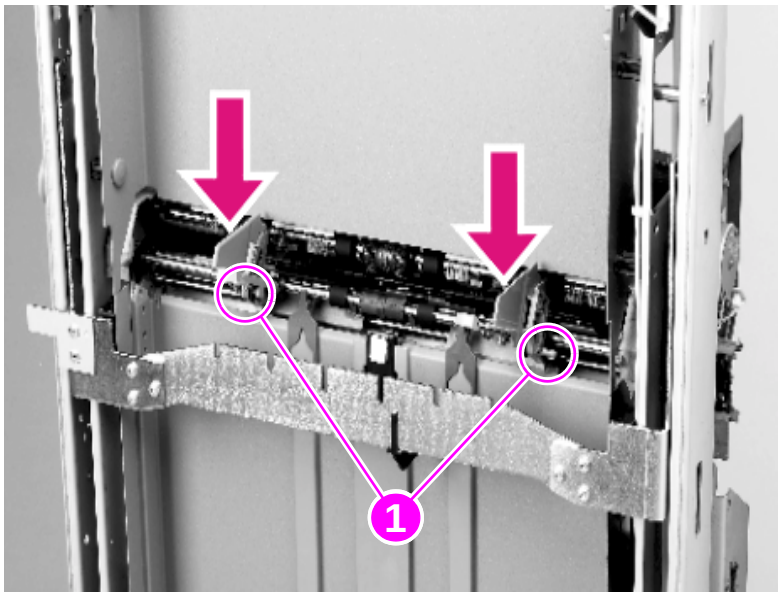


Figure 106. **Accumulator wings**

To reinstall

Note To prevent a malfunction, make sure that you install the left wing and the right wing on the correct sides.

Paper-stop clips

1 Use a small flatblade screwdriver to spread the paper-stop clips (callout 1) and to disengage the tabs.

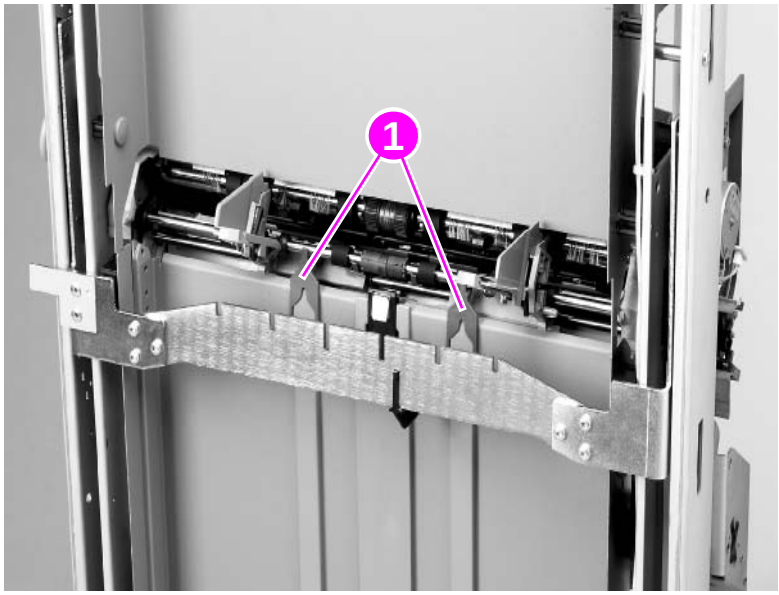


Figure 107. **Paper-stop clips**

2 Grasp the paper-stop clips and gently pull them away from the output device to disengage the shaft.

Note Paper-stop clips must be installed correctly in order to prevent paper from dropping or jamming.

Accumulator assembly (stapler/stacker only)

1 Remove the following FRUs:

- Face-up bin. See page 129.
- Stapler/stacker bin. See page 129.
- Back inner cover. See page 130.
- Front inner cover. See page 130.
- Front cover. See page 131.
- Back cover. See page 132.
- Controller PCA cover. See page 135.
- Accumulator wings. See page 139.
- Paper-stop clips. See page 140.

2 Unplug the ribbon cable (callout 1) from the controller PCA by pressing the black tabs on the cable connector.

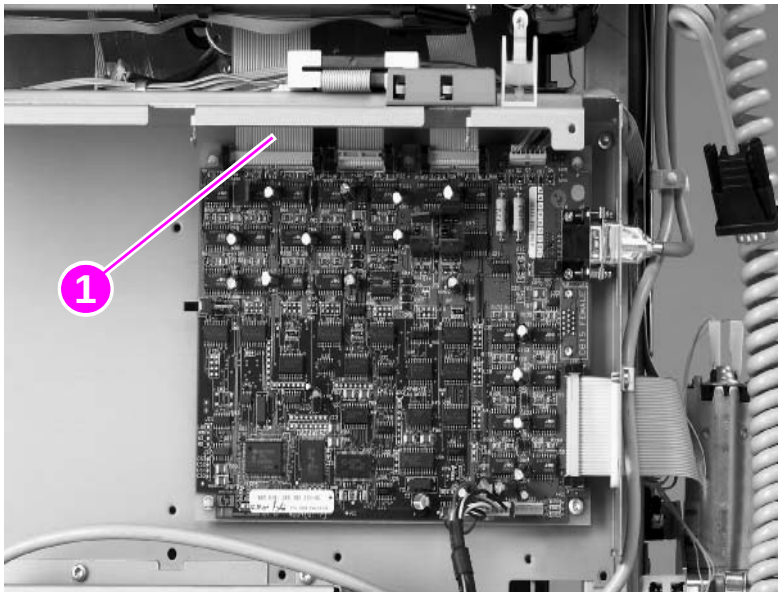


Figure 108. **Accumulator assembly (1 of 3)**

3 Push the ribbon cable up through the hole.

Note Removal of the carriage assembly is not required, but removing it makes removing and reinstalling the accumulator very easy. See “Carriage assembly (stapler/stacker only)” on page 144.

4 Unlatch the ribbon retention wire (callout 2).

Note Do *not* remove the wire from the product when you unlatch it.

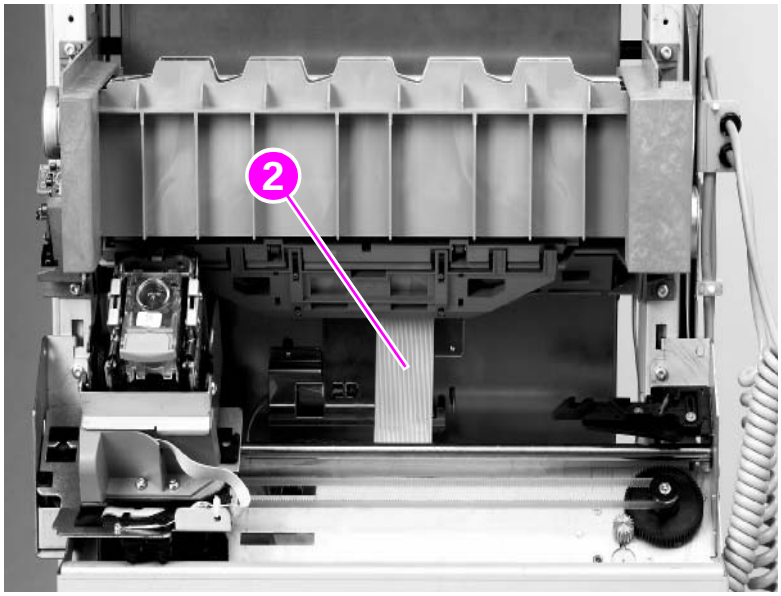


Figure 109. **Accumulator assembly (2 of 3)**

5 Use a Torx #20 screwdriver to remove four mount screws (callout 3).

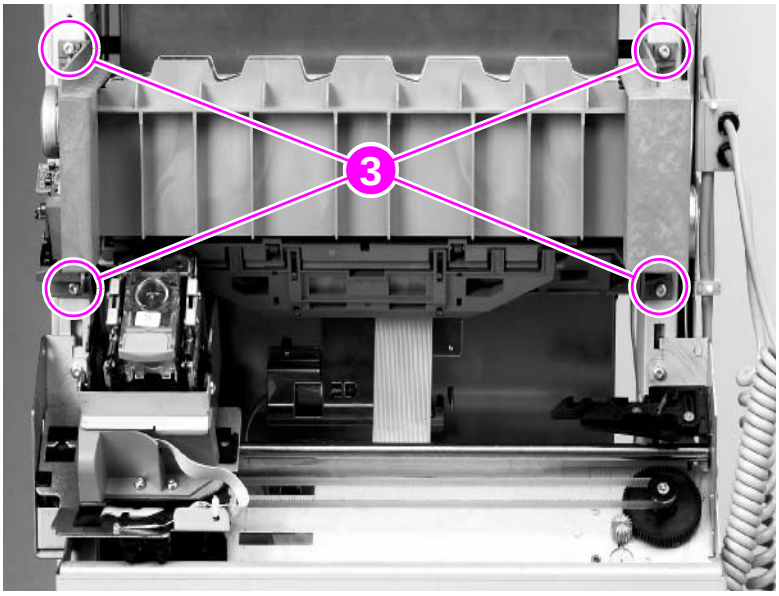


Figure 110. **Accumulator assembly (3 of 3)**

Note Make sure that you remove the accumulator wings and the paper-stop clips before proceeding to step 6.

6 Grasp the accumulator assembly on each side and lift up to clear the tabs.

7 Remove the accumulator assembly.

To reinstall

Note To prevent ribbon or staple-cartridge damage, make sure that you correctly install the ribbon retention wire.

CAUTION Do *not* reinstall the paper-stop clips before you reinstall the accumulator. Reinstalling the accumulator with the clips in place can break the clips.

Carriage assembly (stapler/stacker only)

1 Remove the following FRUs:

- Face-up bin. See page 129.
- Stapler/stacker bin. See page 129.
- Back inner cover. See page 130.
- Front inner cover. See page 130.
- Front cover. See page 131.
- Back cover. See page 132.
- Controller PCA cover. See page 135.

2 Unplug the ribbon cable (callout 1) from the controller PCA by pressing the black tabs.

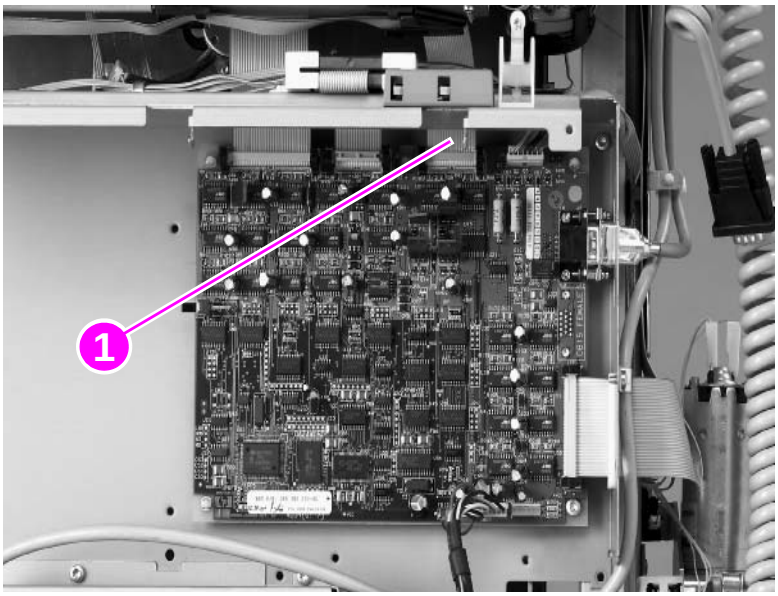


Figure 111. **Carriage assembly (1 of 2)**

3 Push the ribbon cable up through the hole.

4 Use a Torx #20 screwdriver to remove two mount screws (callout 2).

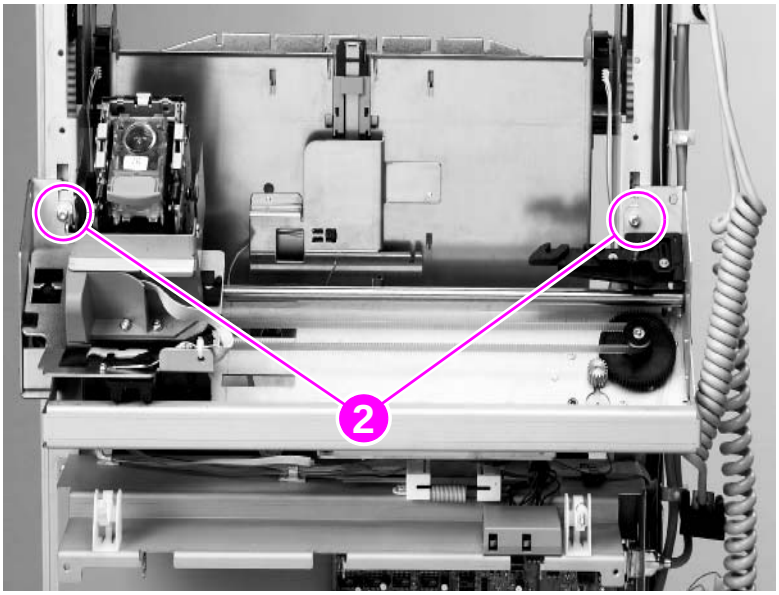


Figure 112. **Carriage assembly (2 of 2)**

5 Grasp the carriage assembly on each side and lift up to clear the tabs.

6 Remove the carriage assembly.

Offset module (stacker only)

1 Remove the following FRUs:

- Face-up bin. See page 129.
- Stapler/stacker bin. See page 129.
- Back inner cover. See page 130.
- Front inner cover. See page 130.
- Front cover. See page 131.
- Back cover. See page 132.
- Controller PCA cover. See page 135.

2 Unplug the ribbon cable (callout 1) from the controller PCA by pressing the black tabs.

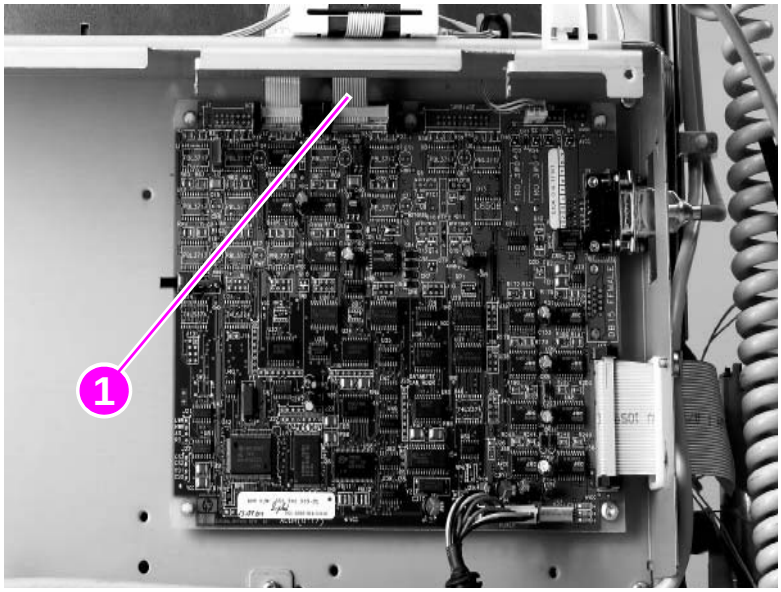


Figure 113. **Offset module (1 of 2)**

3 Push the ribbon cable up through the hole.

4 Use a Torx #20 screwdriver to remove four mount screws (two shown, callout 2).

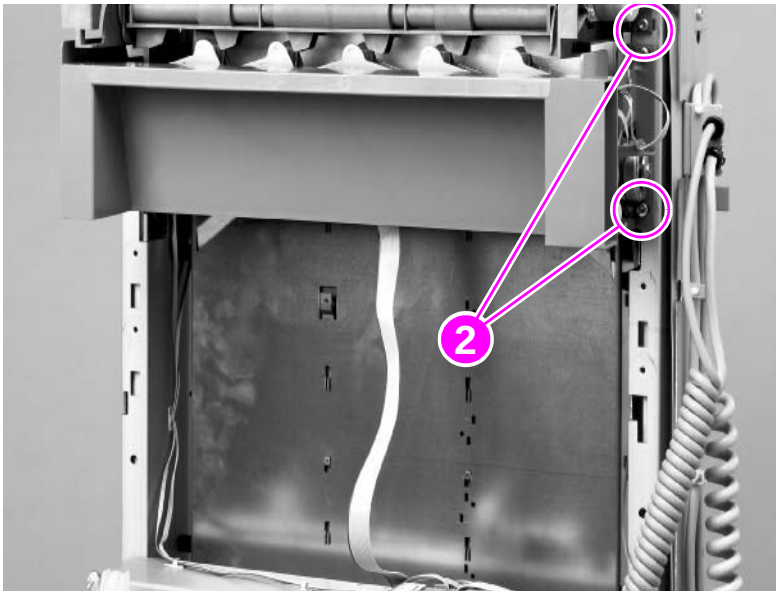


Figure 114. **Offset module (2 of 2)**

5 Grasp the offset module on each side and lift up to clear the tabs.

6 Remove the offset module.

Stapler (stapler/stacker only)

1 Remove the following FRUs:

- Face-up bin. See page 129.
- Stapler/stacker bin. See page 129.
- Back inner cover. See page 130.
- Front inner cover. See page 130.
- Front cover. See page 131.
- Back cover. See page 132.
- Controller PCA cover. See page 135.
- Carriage assembly. See page 144.

2 Remove the staple cartridge from the stapler.

3 Use a Torx #10 screwdriver to remove two mount screws (callout 1).

Note Gain access to one screw through the hole (callout 2) in the metal plate.

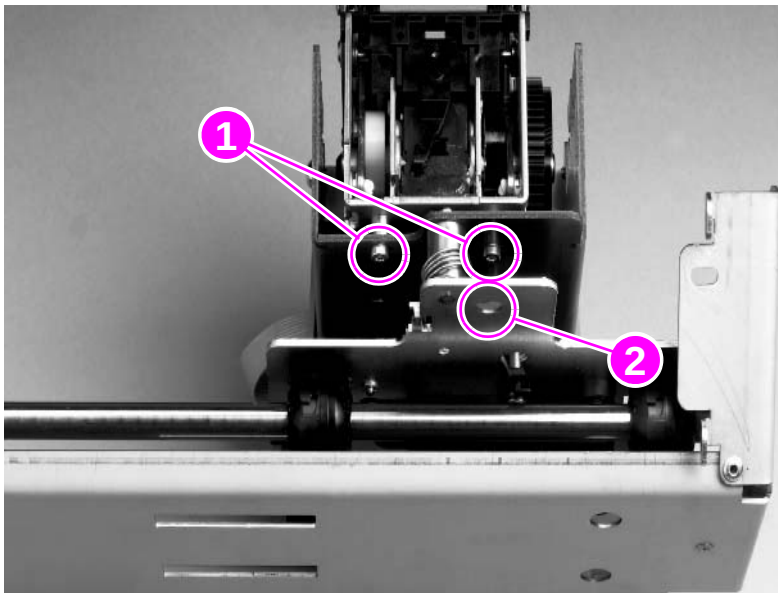


Figure 115. Stapler (1 of 2)

4 Lift the stapler up and disconnect the cables (callout 2) from the connectors (callout 3).

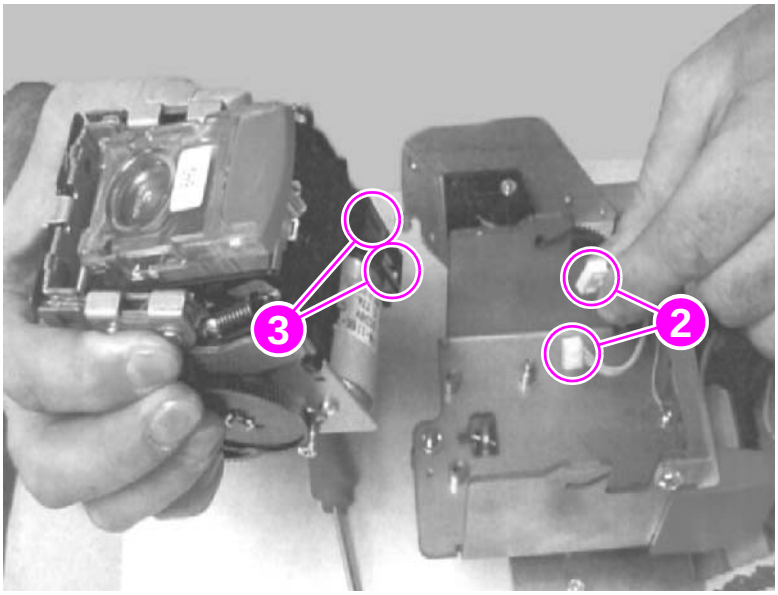


Figure 116. **Stapler (2 of 2)**

Controller PCA

Note See figure 117 for the stapler/stacker or figure 118 for the stacker.

1 Remove the following FRUs:

- Face-up bin. See page 129.
- Stapler/stacker bin. See page 129.
- Back inner cover. See page 130.
- Back cover. See page 132.
- Controller PCA cover. See page 135.

2 **Stapler/stacker:** Unplug four ribbon cables, the power cable, and the LED cable (figure 117, callout 1).

Stacker: Unplug three ribbon cables, the power cable, and the LED cable (figure 118, callout 1).

3 Loosen two connector screws (callout 2) on the Jet-Link cable, and then disconnect the cable.

4 Use a Torx #20 screwdriver to remove four mount screws (callout 3), and lift the controller PCA out of the output device.

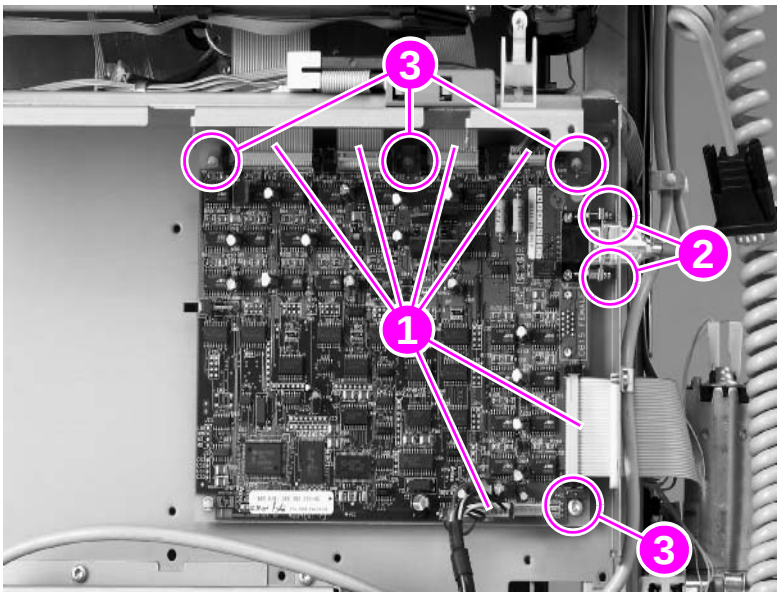


Figure 117. **Stapler/stacker controller PCA**

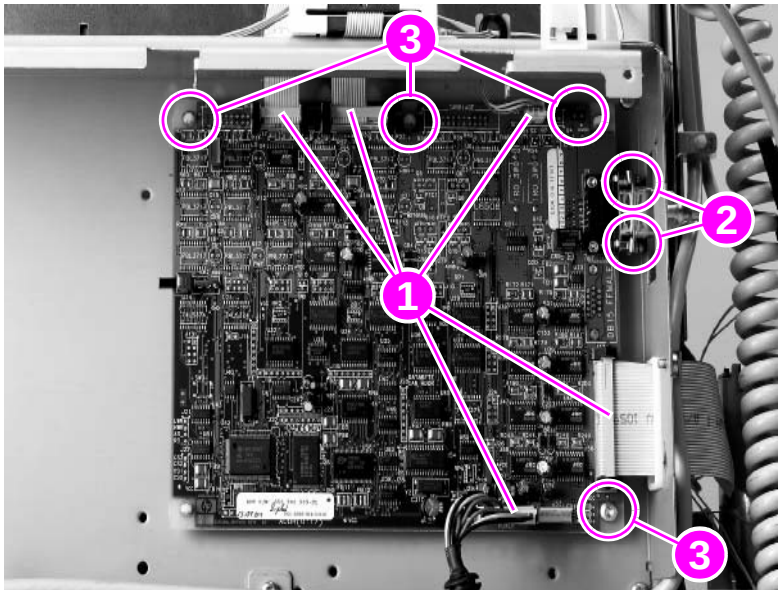


Figure 118. **Stacker controller PCA**

Power supply

Note See figure 119 for the stapler/stacker or figure 120 for the stacker.

1. Remove the controller PCA cover. See page 135.
2. Unplug the power cable (callout 1) from the power supply.
3. Unplug the cable from the controller PCA (callout 2).
4. **Stapler/stacker:** Use a Torx #20 screwdriver to remove eight screws (figure 119; callout 3) from the cover, and lift out the power supply and the cover.
   Stacker: Use a Torx #20 screwdriver to remove one screw (figure 120; callout 3) from the bracket, and lift out the power supply and the bracket.

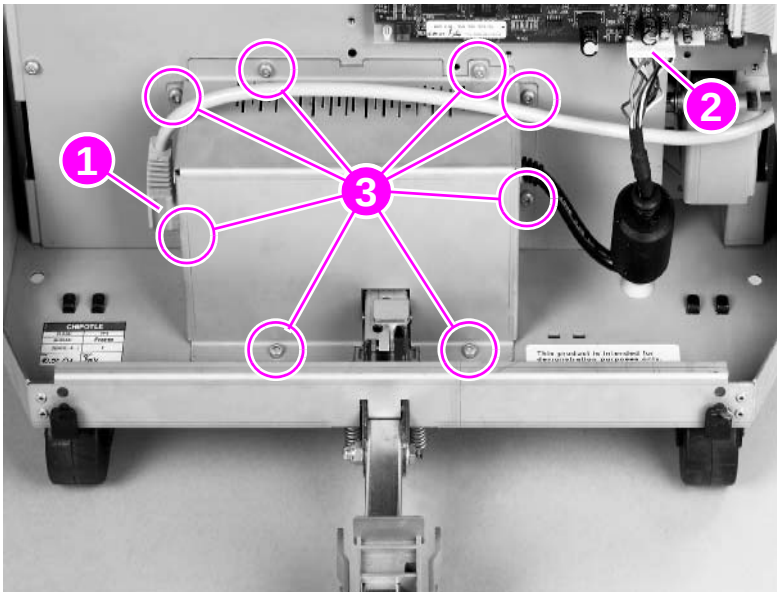


Figure 119. **Stapler/stacker power supply**

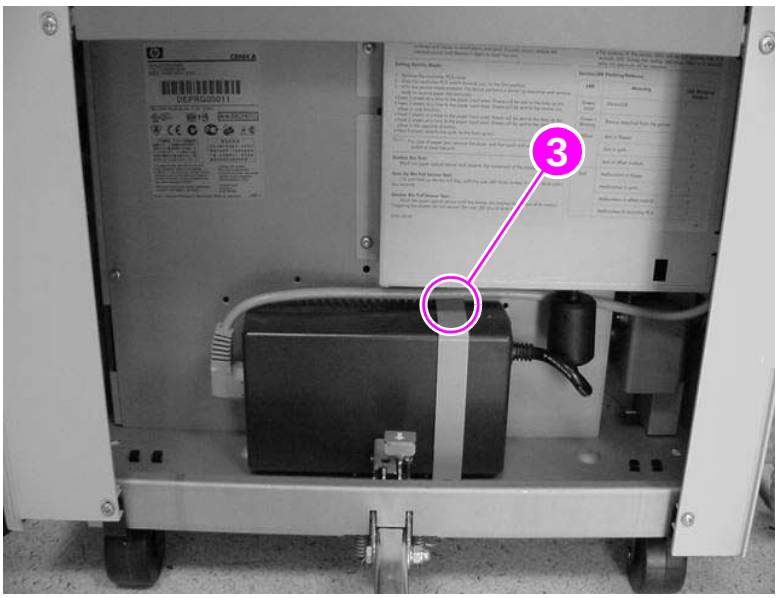


Figure 120. **Stacker power supply**

LED PCA

1 Remove the following FRUs:

- Face-up bin. See page 129.
- Stapler/stacker bin. See page 129.
- Front inner cover. See page 130.
- Front cover. See page 131.

2 Unplug one cable (callout 1) from the LED PCA.

3 Push the release tab (callout 2) and lift out the LED PCA.

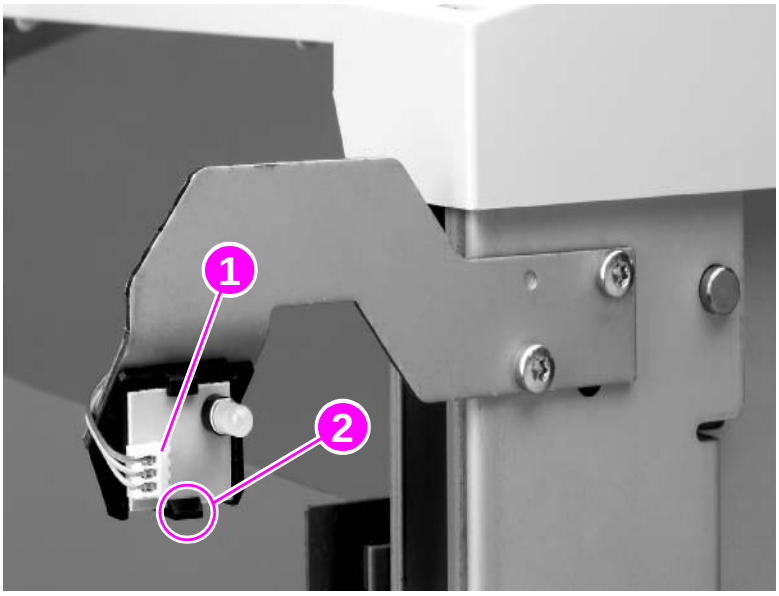


Figure 121. **LED PCA**

Interlock switch

1 Remove the following FRUs:

- Face-up bin. See page 129.
- Stapler/stacker bin. See page 129.
- Back inner cover. See page 130.
- Back cover. See page 132.

2 Unplug two cable connectors (callout 1) from the interlock switch.

3 Squeeze the top and the bottom of the interlock switch (callout 2), and push the switch through the hole.

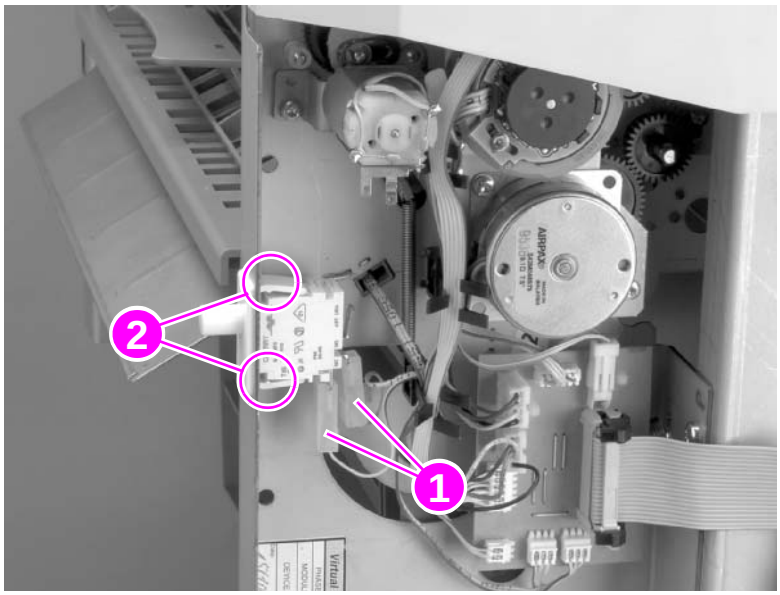


Figure 122. **Interlock switch**

Safety-switch assembly (stapler/stacker only)

1. Press the two tabs on the sides of the safety-switch assembly cover (callout 1) to release it from the frame.
2. Lift the cover away from the safety-switch assembly.
3. Disconnect two cables (callout 2) from the safety-switch assembly.
4. Press the tabs on the bottom of the safety-switch assembly, and lift the safety-switch assembly away from the 3,000-sheet stapler/stacker.

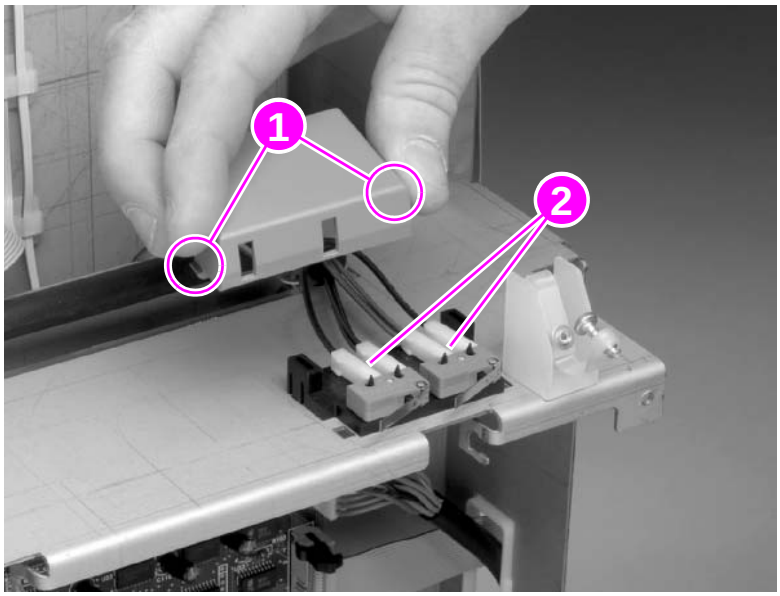


Figure 123. **Safety-switch assembly**

Optical sensors

1 Remove the following FRUs:

- Face-up bin. See page 129.
- Stapler/stacker bin. See page 129.
- Back inner cover. See page 130.
- Front inner cover. See page 130.
- Front cover. See page 131.
- Back cover. See page 132.
- Controller PCA cover. See page 135.
- Accumulator assembly. See page 141.

2 Press the plastic track-lock tab (callout 1) until it clears the output-device frame.

Figure 124. **Optical sensors (1 of 3)**

3 Slide the plastic track down and away from the output device.

4 Remove two plastic ribs (callout 2).

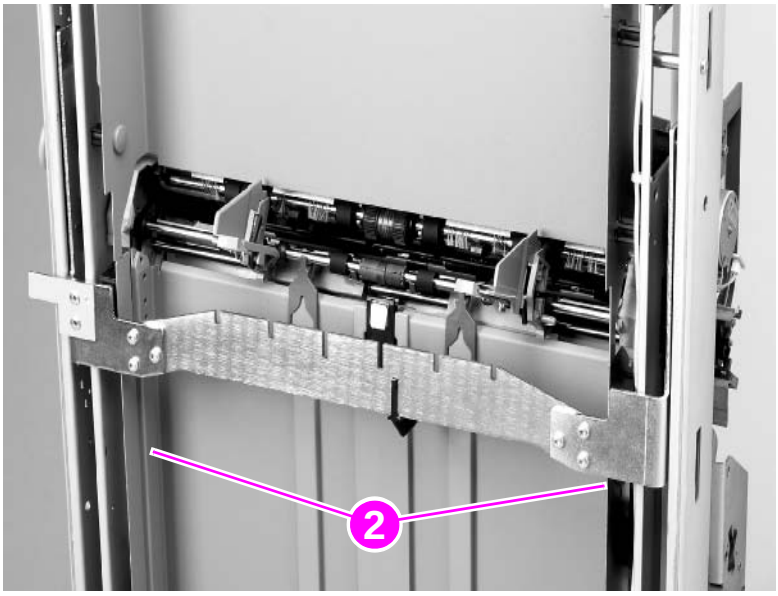


Figure 125. **Optical sensors (2 of 3)**

5 Disconnect the cable from the optical sensor (callout 3).

6 Press the optical-sensor-lock tab (callout 4) until it clears the output-device frame. Pull the sensor out and away from the output device.

Note The sensor is secured with an adhesive strip. You must apply pressure to dislodge the sensor.

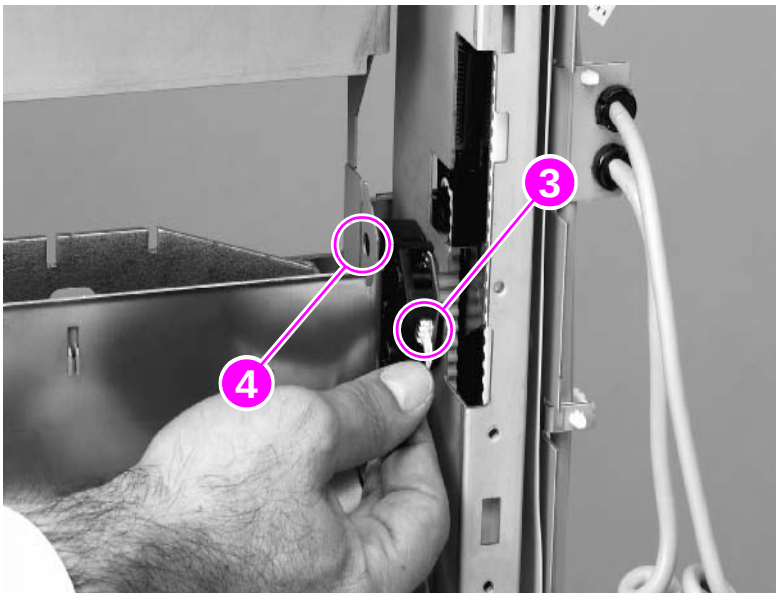


Figure 126. **Optical sensors (3 of 3)**

Cable assembly

1 Remove the following FRUs:

- Face-up bin. See page 129.
- Stapler/stacker bin. See page 129.
- Back inner cover. See page 130.
- Back cover. See page 132.
- Controller PCA cover. See page 135.

2 Disconnect the ribbon cables from the flipper assembly, the path assembly, and the controller PCA.

3 Disconnect the power cable from the power supply.

4 Loosen two screws, and then disconnect the Jet-Link cable from the controller PCA.

5 Use a Torx #20 screwdriver to loosen one screw (callout 1), and remove three screws (callout 2), and then lift the cable assembly away from the output device.

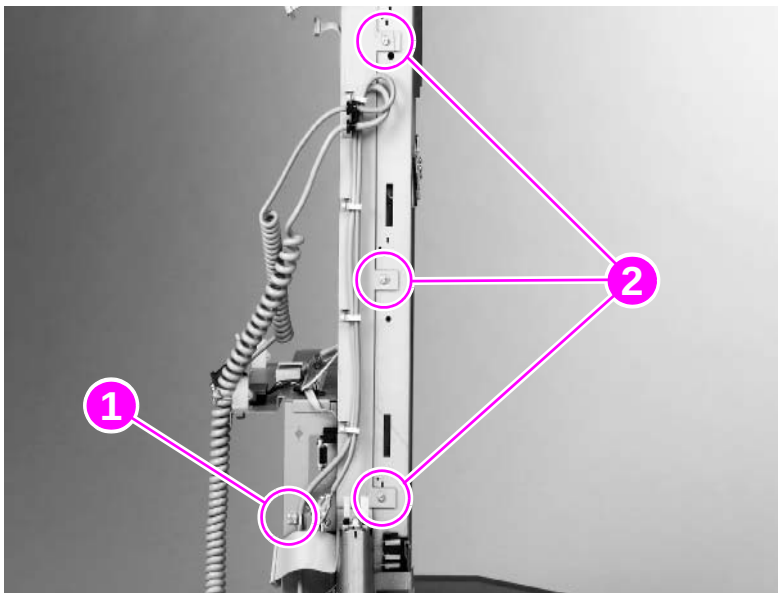


Figure 127. **Cable assembly**

Casters

Stationary caster

1. Lay the output device on its front or back side, so that the caster being replaced is off of the floor.
2. Use a Torx #20 screwdriver to remove one screw (callout 1) from the inside of the frame.
3. Rotate the caster 90° to clear the tabs, and then pull the caster away from the output device.

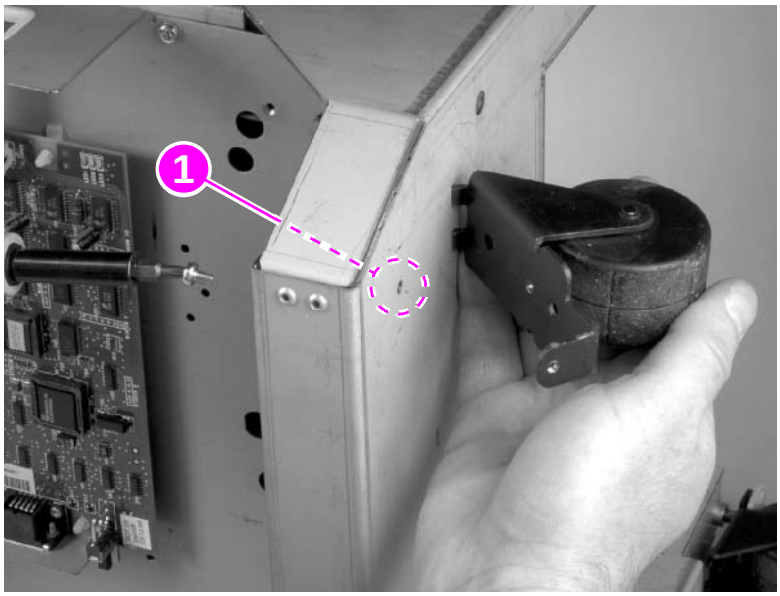


Figure 128. **Stationary caster**

Adjustable caster

1. Lay the output device on its front or back side, so that the caster being replaced is off of the floor.
2. Use a flatblade screwdriver and snap the e-clip off of the adjusting knob.
3. Slide the caster out of position and remove it.

Figure 129. **Adjustable caster**

Bubbled cover

1 Use a small, flatblade screwdriver to remove the bubbled (cable) cover (callout 1).

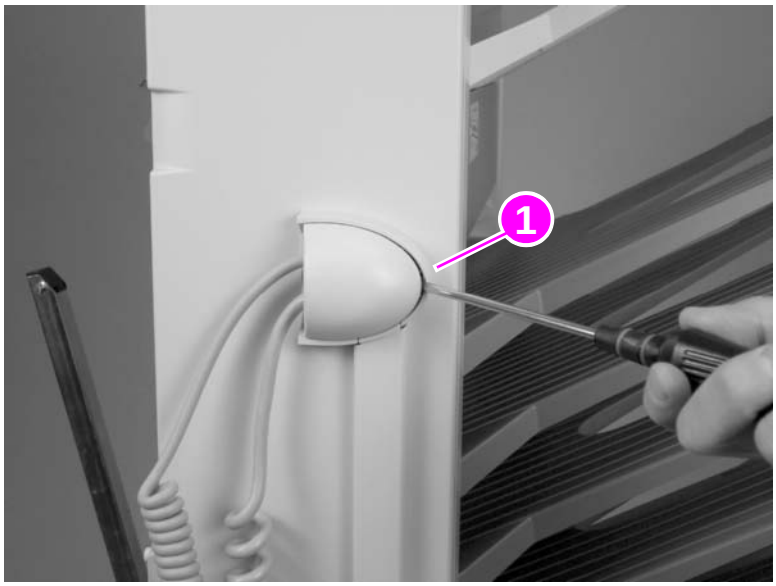


Figure 130. **Bubbled cover**

Front cover

WARNING! Unplug the power cord that connects the output device to the printer or MFP.

1. Remove the 8-bin mailbox from the printer.
2. Use a small, flatblade screwdriver to release the three retaining tabs.

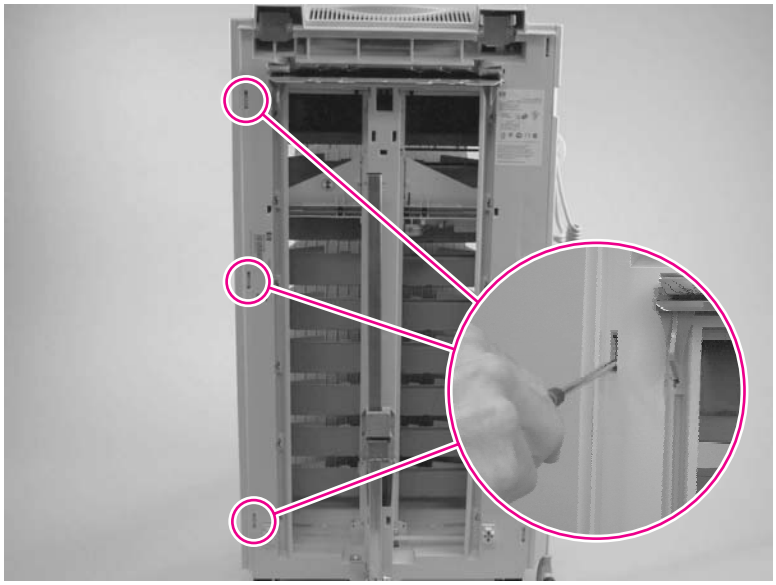


Figure 131. **Front cover**

3. Rotate the front cover outward to remove the front cover.

Back cover

WARNING! Unplug the power cord that connects the output device to the printer or MFP.

1. Remove the 8-bin mailbox from the printer.
2. Remove the bubbled cover. See page 160.
3. Remove one (middle) screw (callout 1).

Note Do *not* remove the screws that have the painted heads (upper and lower screws).

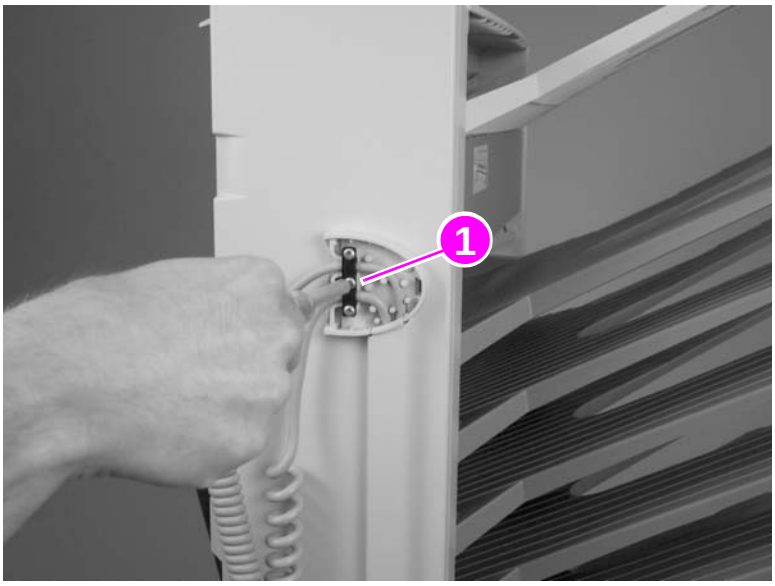


Figure 132. **Back cover (1 of 3)**

4. Unscrew the Jet-Link cable connector (callout 2) and disconnect the power cable (callout 3) from the PCA.

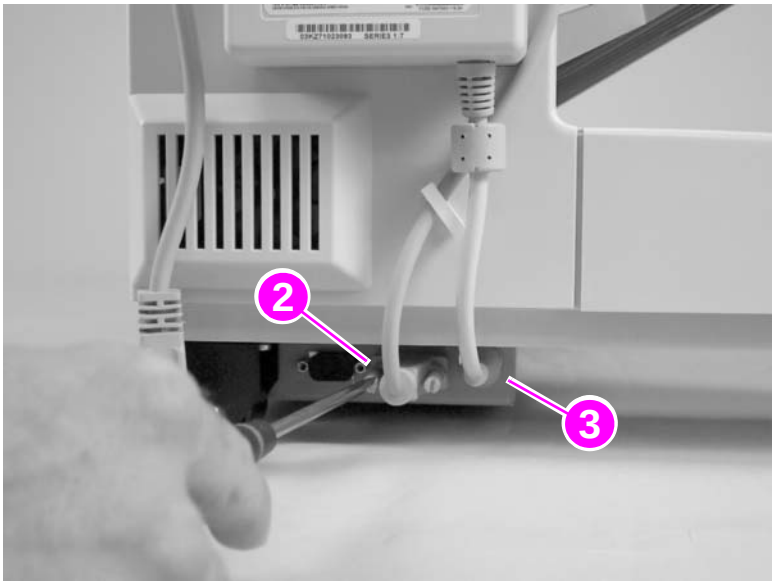


Figure 133. **Back cover (2 of 3)**

5 Use a small, flatblade screwdriver to release the three retaining tabs.

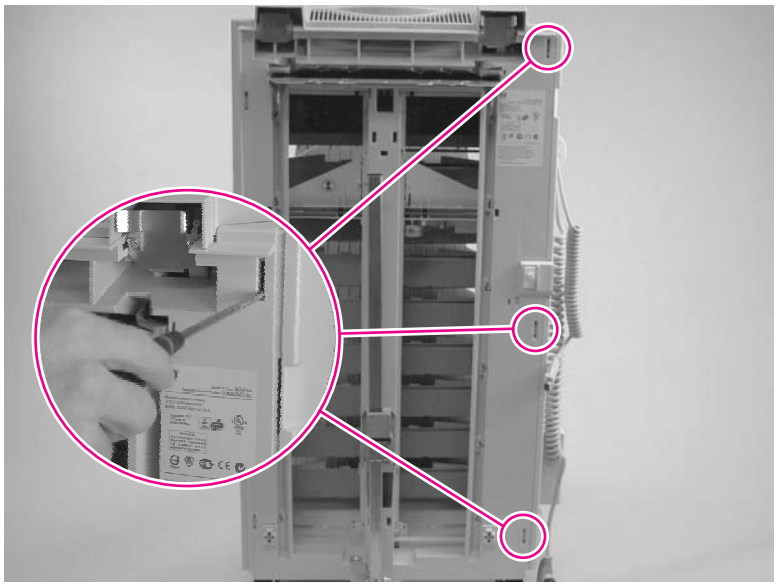


Figure 134. **Back cover (3 of 3)**

6 Remove the back cover.

Top cover

1 Remove the following FRUs:

- Front cover. See page 161.
- Back cover. See page 162.

2 On the front of the 8-bin mailbox, remove the single screw (callout 1) that is closest to the upper-right side of the 8-bin mailbox.

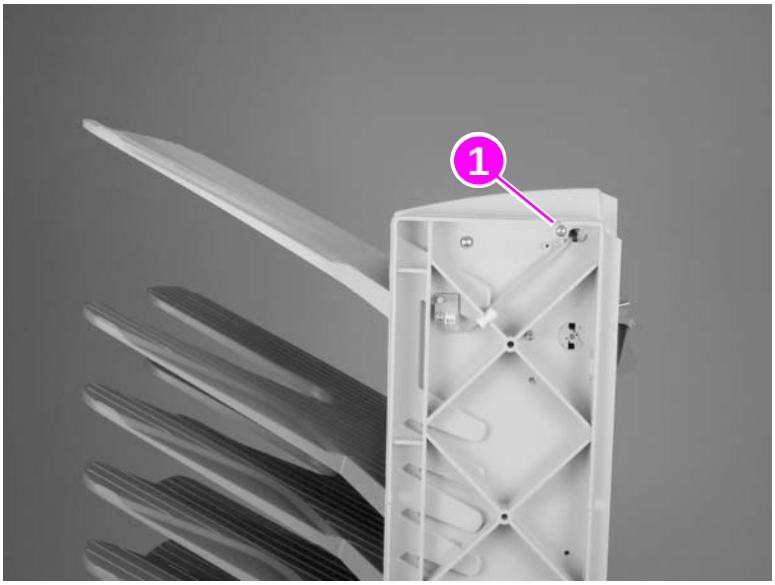


Figure 135. **Top cover (1 of 3)**

3 On the back of the 8-bin mailbox, remove the single screw (callout 2) that is closest to the upper-left side of the 8-bin mailbox.

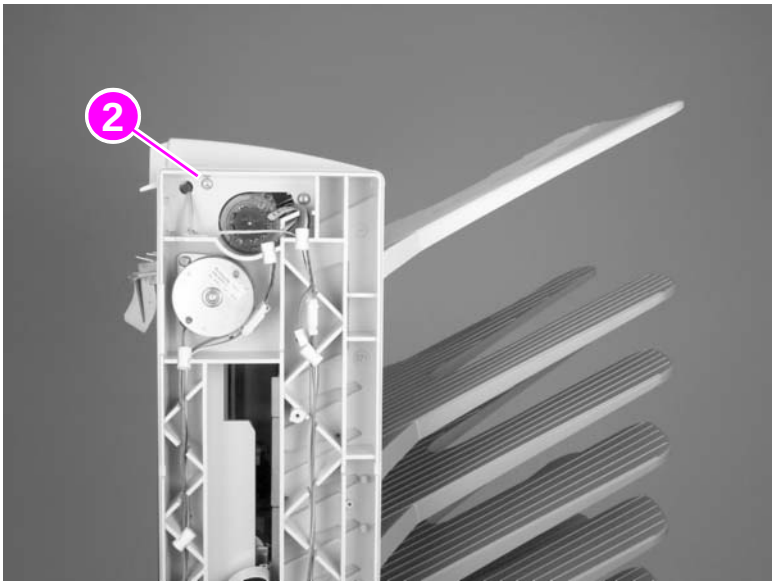


Figure 136. **Top cover (2 of 3)**

4 Lift the right side of the top cover.

Figure 137. **Top cover (3 of 3)**

Cable channel

1 Disconnect the controller PCA cable.

2 Use a flatblade screwdriver and pinch the indicated side of the cable channel to remove it (callout 1).

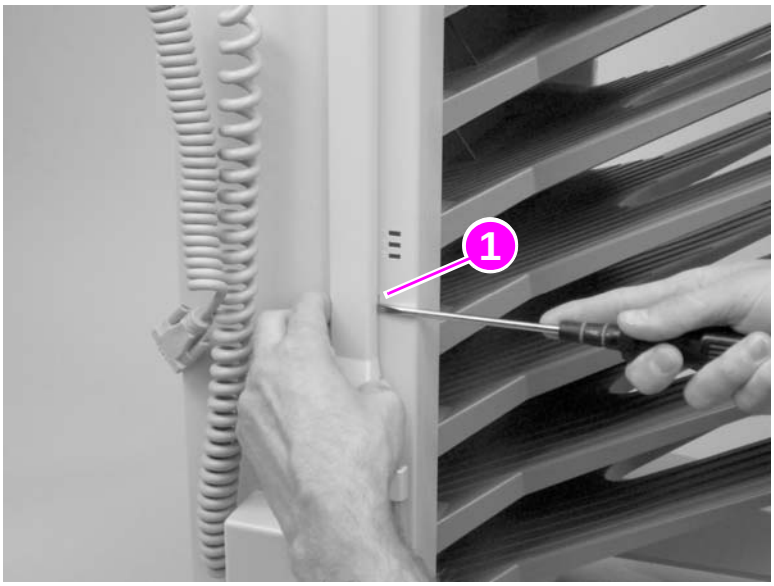


Figure 138. **Cable channel**

Paper bins and blind cover

Note The procedure for removing the paper bins and the blind cover is the same. Each bin rests in its labeled slot.

1. Remove the face-up bin by lifting up the outer edge of the bin to clear the retaining notch.
2. Remove the blind cover by pulling back, holding it by the lower edge, and then gently rotating the blind cover toward the front of the 8-bin mailbox to clear the retaining notch.

Figure 139. **Paper bins and blind cover (1 of 2)**

3. Remove each face-down bin by lifting the outer edge of the bin to clear the retaining notch. Begin at the top and work down in sequence.

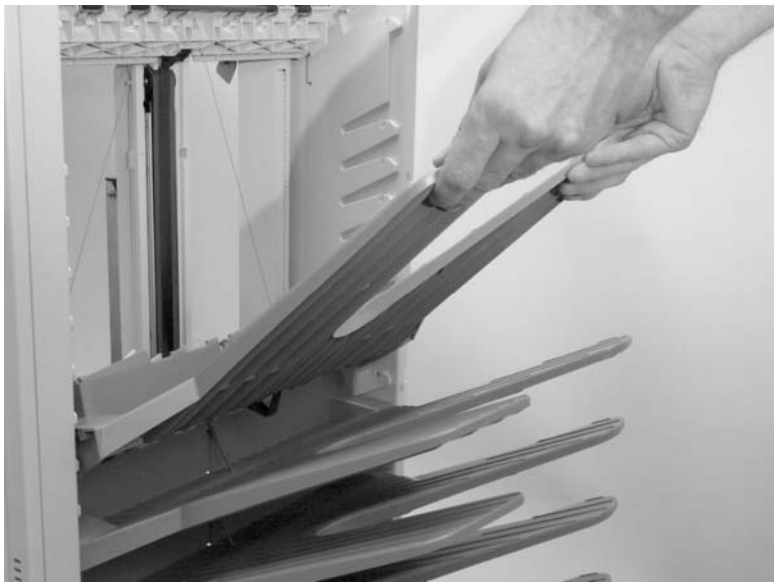


Figure 140. **Paper bins and blind cover (2 of 2)**

To reinstall

1. Make sure that the bins are securely seated in the retaining notch.
2. Each bin might have a personalized label that assigns it to a specific user or group of users. Reinstall each bin in its appropriate location.

Power supply

1 Remove the 8-bin mailbox from the printer.

2 Disconnect the power cable from the PCA. See figure 133.

3 Remove the cable channel. See page 166.

4 Disconnect the power cable at the top of the power supply.

5 Remove the power supply by pressing the plastic retaining tabs (callout 1) that are on each side of the power supply.

Note Hold each tab while releasing the opposite tab.

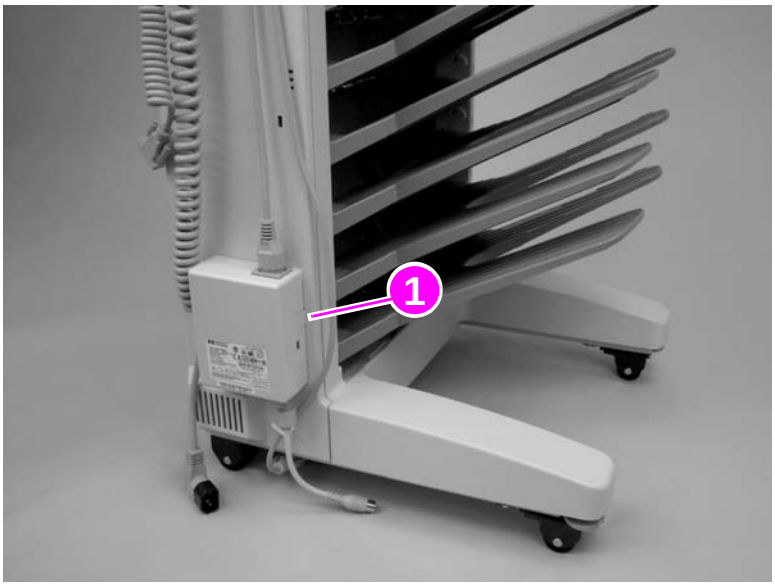


Figure 141. **Power supply**

To reinstall

1 Make sure that the power cable and the Jet-Link cable are aligned in the correct slots of the back cable cover.

Flipper assembly

1 Remove the following FRUs:

- Front cover. See page 161.
- Back cover. See page 162.
- Top cover. See page 164.
- Face-up bin and blind cover. See page 167.

2 Remove one screw (callout 1) from the back of the 8-bin mailbox.

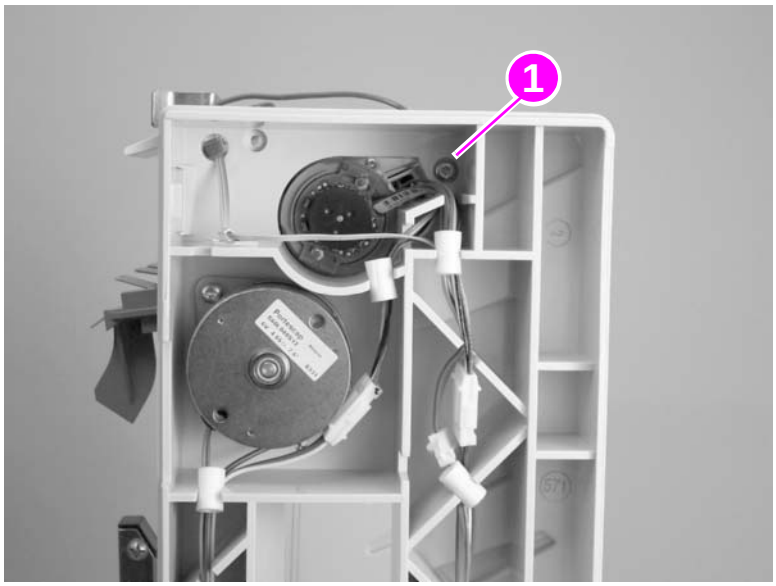


Figure 142. **Flipper assembly (1 of 7)**

3 Remove one screw (callout 2) from the front of the 8-bin mailbox.

Figure 143. **Flipper assembly (2 of 7)**

Note Make sure that you do not lose the black, plastic sleeves that the screws are housed in.

4 On the left side of the 8-bin mailbox, hold down the jam-access handle (callout 3) while unplugging the ground wire (callout 4) that connects the input paper guide to the flipper motor.

Note You can use needle-nose pliers or your fingers to unplug the ground wire.

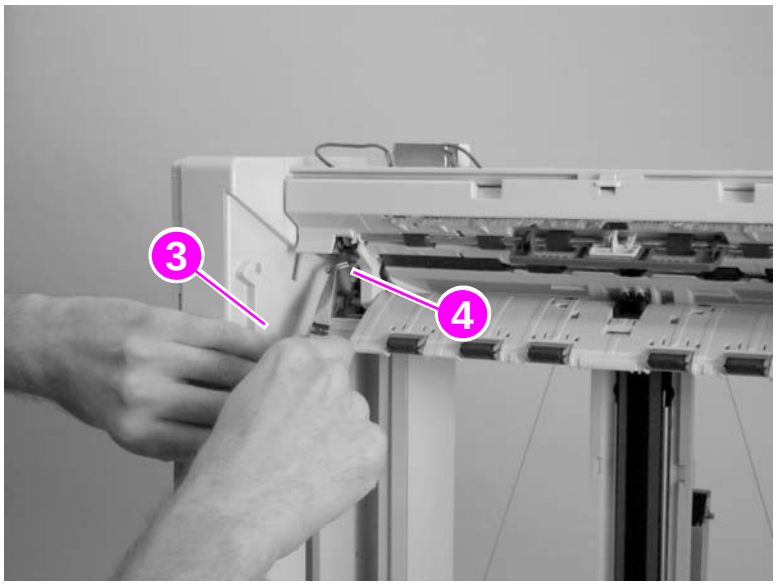


Figure 144. **Flipper assembly (3 of 7)**

5 On the back of the 8-bin mailbox, disconnect three cable connectors (callout 5).

Note You must remove the retaining tubes in order to remove the cable connectors.

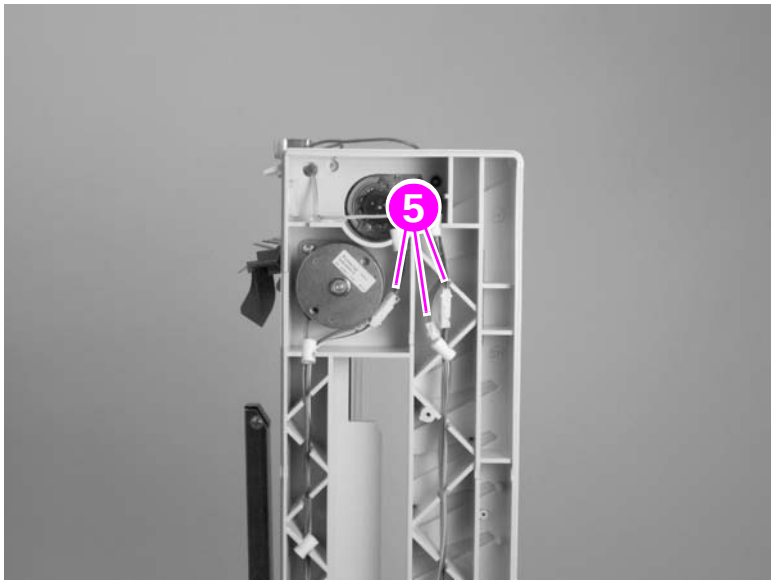


Figure 145. **Flipper assembly (4 of 7)**

6 Using needle-nose pliers, remove one ground wire (callout 6).

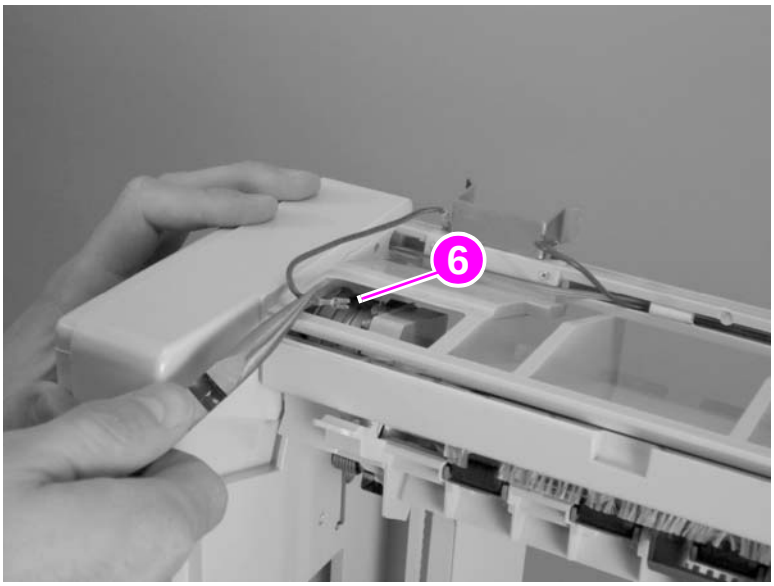


Figure 146. **Flipper assembly (5 of 7)**

7 Using a flatblade screwdriver, release one plastic retaining tab (callout 7).

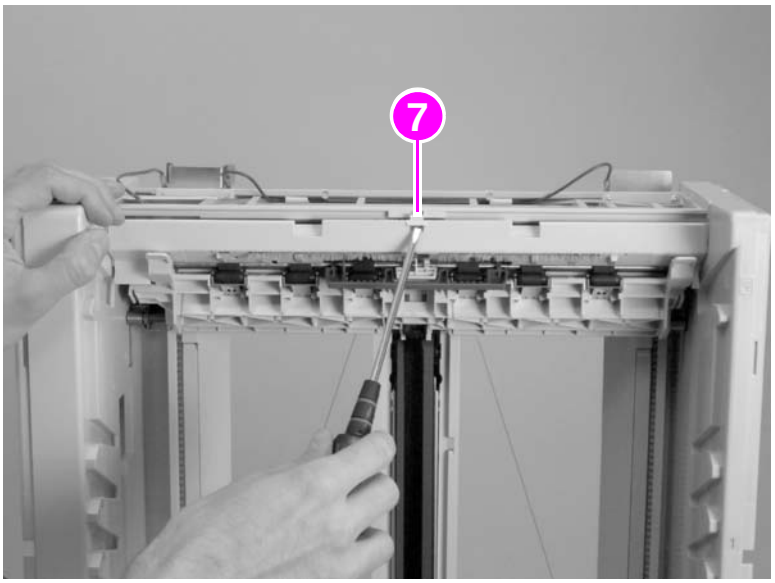


Figure 147. **Flipper assembly (6 of 7)**

8 Hold the jam-access handle with one hand, pull the right side of the flipper assembly toward you with the other hand, and then pull the flipper assembly down to remove it.

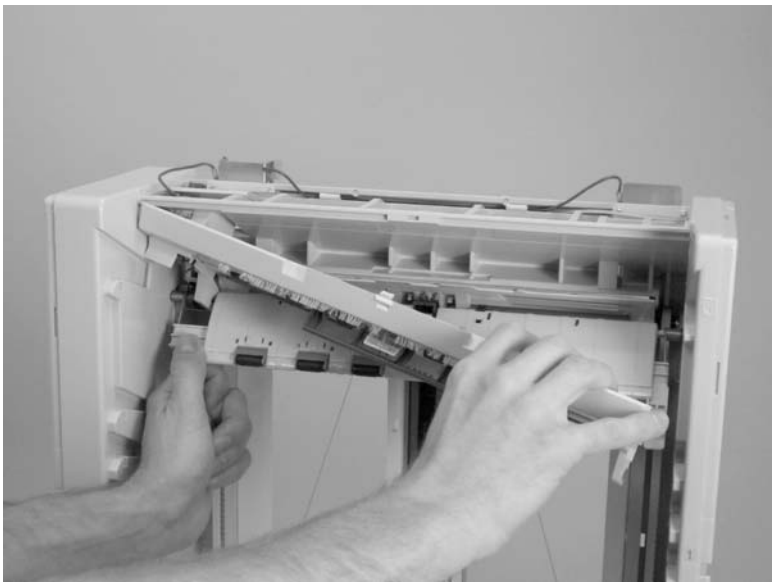


Figure 148. **Flipper assembly (7 of 7)**

Delivery head motor

1 Remove the back cover. See page 162.

2 On the back of the 8-bin mailbox, disconnect one cable connector (callout 1).

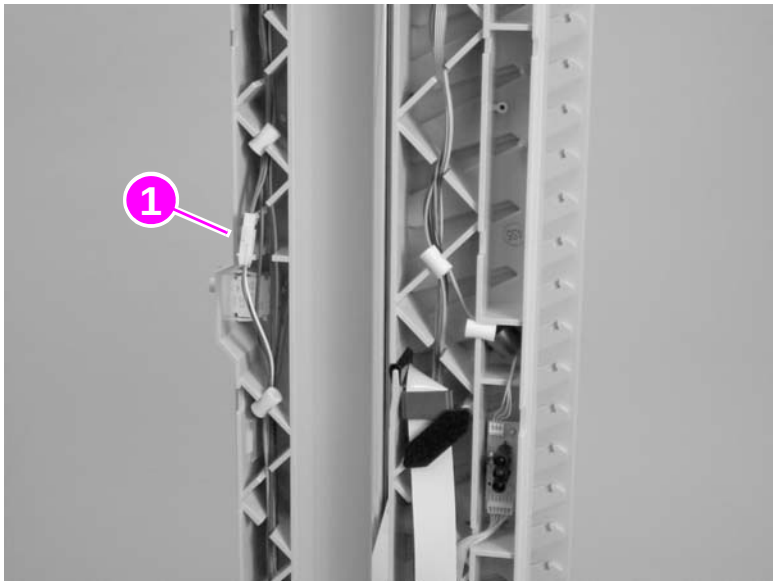


Figure 149. **Delivery head motor (1 of 2)**

3 Remove two screws (callout 2).

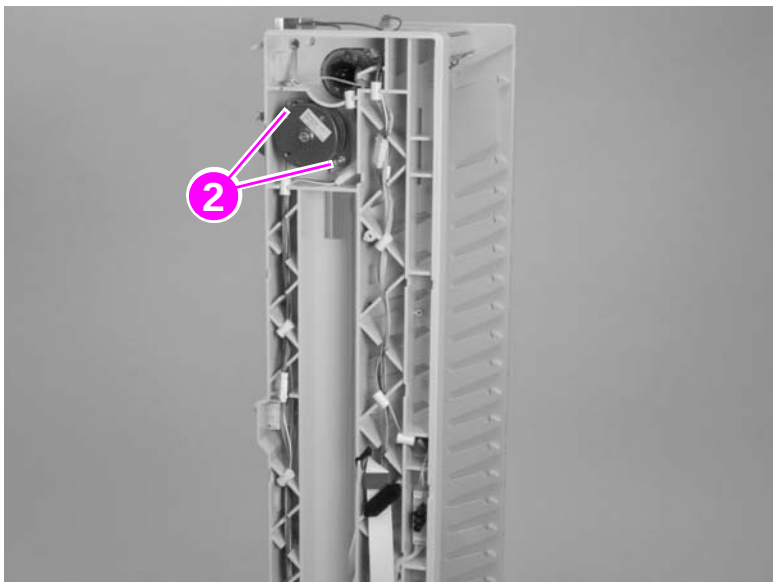


Figure 150. **Delivery head motor (2 of 2)**

4 Remove the delivery head motor.

Transport belt motor

1 Remove the back cover. See page 162.

2 Release the controller PCA from the bottom of the 8-bin mailbox. See page 183.

3 Disconnect one cable connector (callout 1).

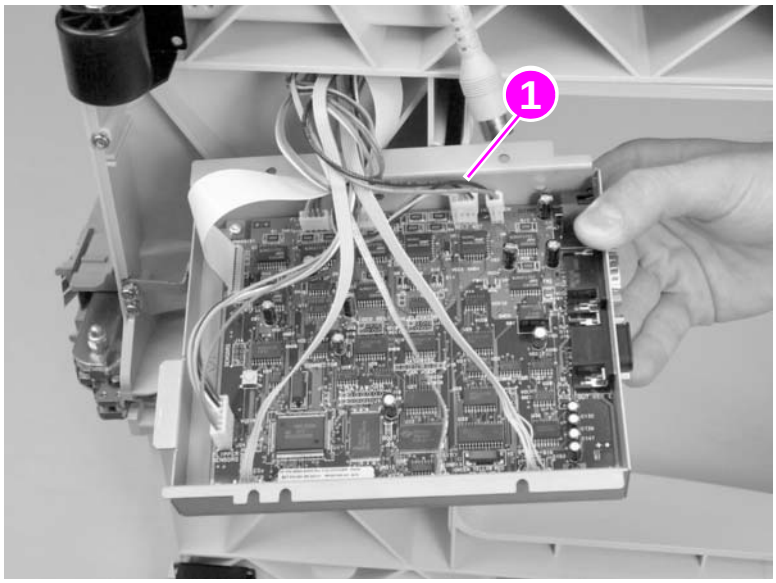


Figure 151. **Transport belt motor (1 of 3)**

4 Remove two screws (callout 2).

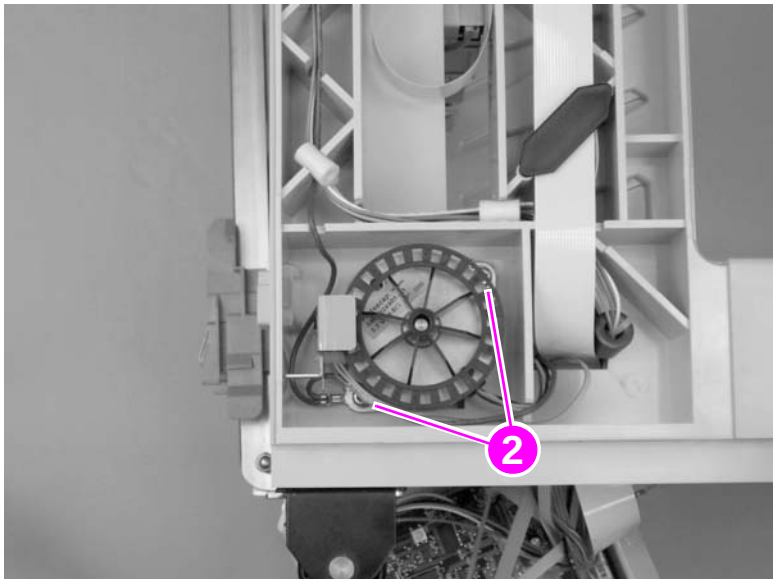


Figure 152. **Transport belt motor (2 of 3)**

5 Using needle-nose pliers, disconnect one cable connector (callout 3) from the encoder sensor.

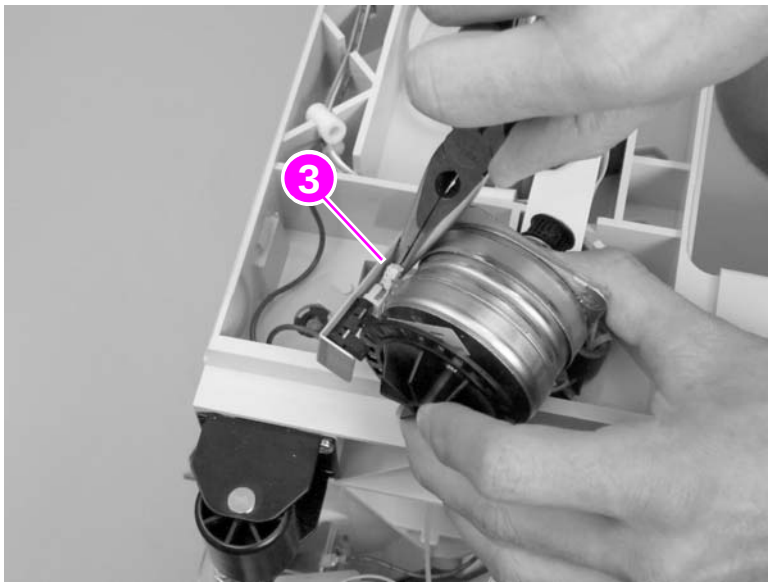


Figure 153. **Transport belt motor (3 of 3)**

6 Gently remove the transport belt motor by releasing the small, plastic belt on the opposite side.

To reinstall

1 Make sure that you correctly reinstall the plastic belt to the gear on the opposite side of the motor before screwing the motor to the frame.

Input paper guide

1 Remove the 8-bin mailbox from the printer.

2 Remove the face-up bin and the blind cover. See page 167.

3 On the left side of the 8-bin mailbox, hold down the jam access handle (callout 1) while unplugging the ground wire (callout 2) that connects the input paper guide to the flipper motor.

Note You can use needle-nose pliers or your fingers to unplug the ground wire.

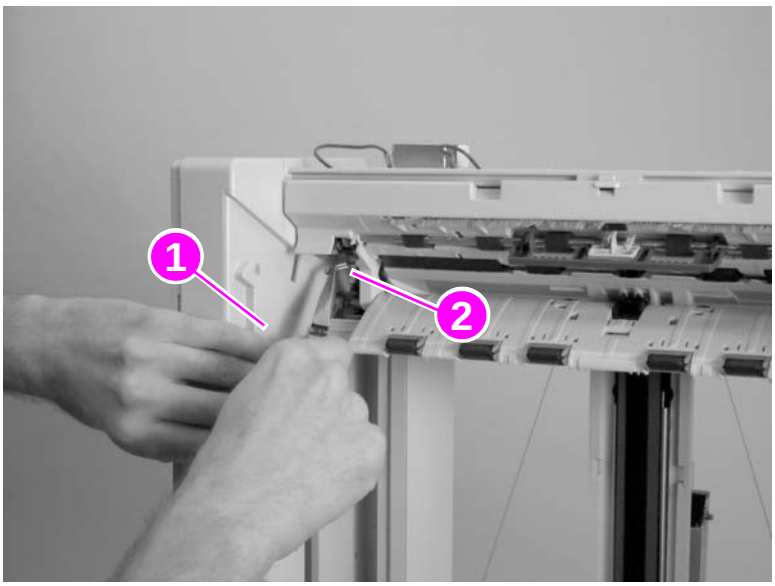


Figure 154. **Input paper guide (1 of 2)**

4 Use a flatblade screwdriver to release two retaining tabs (callout 2).

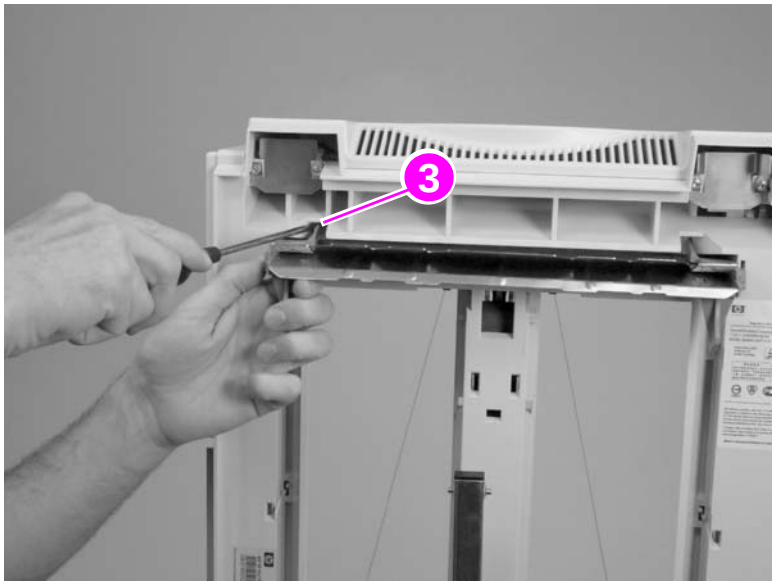


Figure 155. **Input paper guide (2 of 2)**

5 While holding down the jam-access handle, remove the input paper guide while carefully routing the ground wire that connects to the end of the input paper guide.

Face-up full lever

1 Remove the face-up bin and blind cover. See page 167.

2 Hold the face-up full lever (callout 1) and gently pull it toward you to remove it.

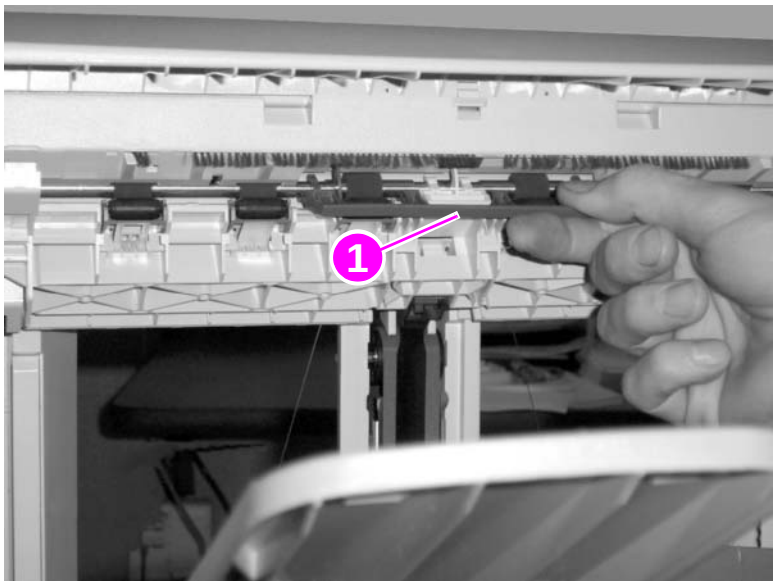


Figure 156. **Face-up full lever**

To reinstall

Make sure that the plastic pin on the left side of the face-up full lever is correctly inserted into the square window.

Rollers kit

1 Remove the face-up bin and blind cover. See page 167.

2 Pull down the jam-access handle and remove each of the rollers by gently pulling it toward you.

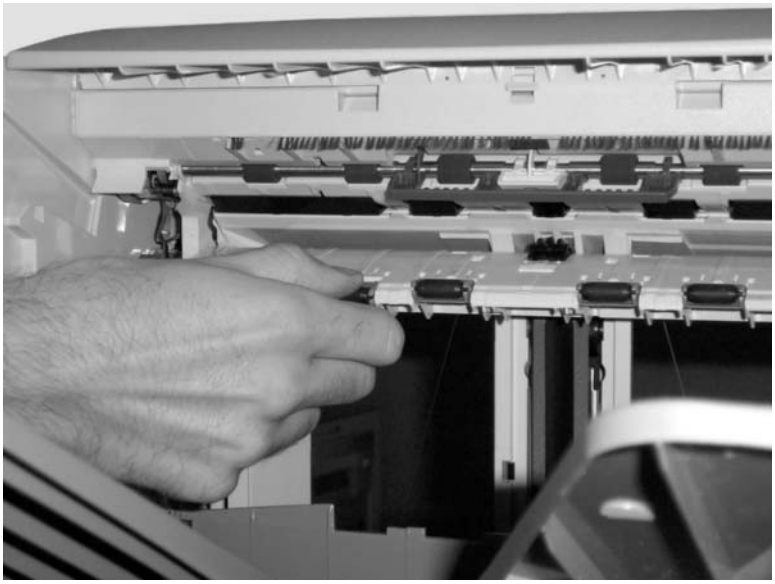


Figure 157. **Rollers kit**

Magnets assembly

1. Remove the 8-bin mailbox from the printer or MFP.
2. Unscrew the two magnet assemblies (callout 1) and remove the magnet assemblies from the printer or MFP.

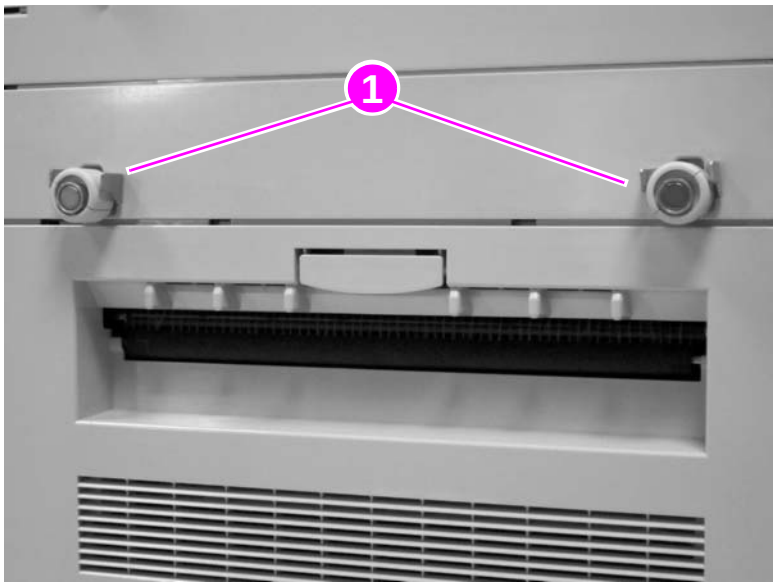


Figure 158. **Magnets assembly**

Metal tape and housing assembly

1 Remove the following FRUs:

- Output bin. See page 167.
- Blind cover. See page 167.
- Paper bins. See page 167.

WARNING! The metal tape has sharp edges.

2 Hold the metal tape toward the end and use a flatblade screwdriver to push and release the retainer tab (callout 1) that secures the end of the tape.

Note Let the tape slowly rewind into its housing.

3 Remove one screw (callout 2).

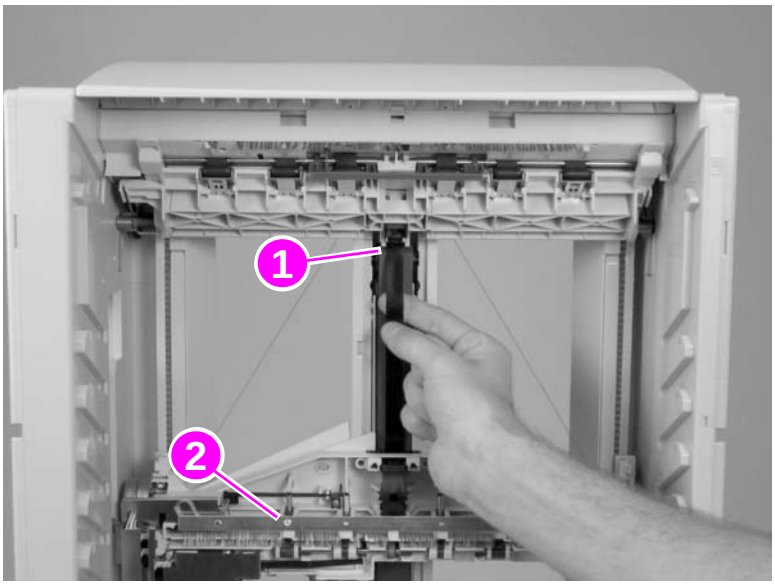


Figure 159. **Metal tape and housing assembly (1 of 2)**

4 Using a flatblade screwdriver, release two plastic retaining tabs (callout 3).

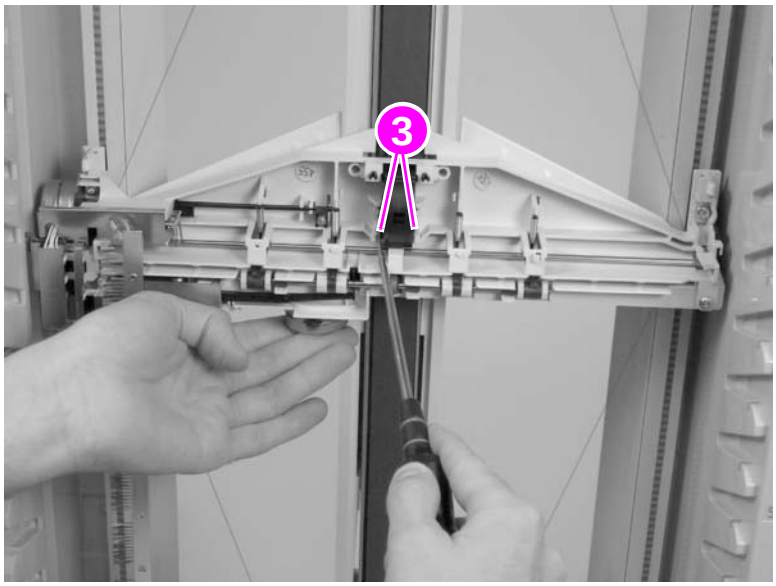


Figure 160. **Metal tape and housing assembly (2 of 2)**

5 Gently pull the delivery head assembly toward you to remove the end of the tape from behind the rollers that hold the tape in its track.

6 Pull the tape housing toward you to remove it.

To reinstall

1 Make sure that you reinstall the ESD brush correctly into its hook and pin before reinstalling the screw.

2 Make sure that the delivery head assembly is in the “up” position.

Controller PCA

1 Disconnect the power supply cable (callout 1) and the Jet-Link cable (callout 2).

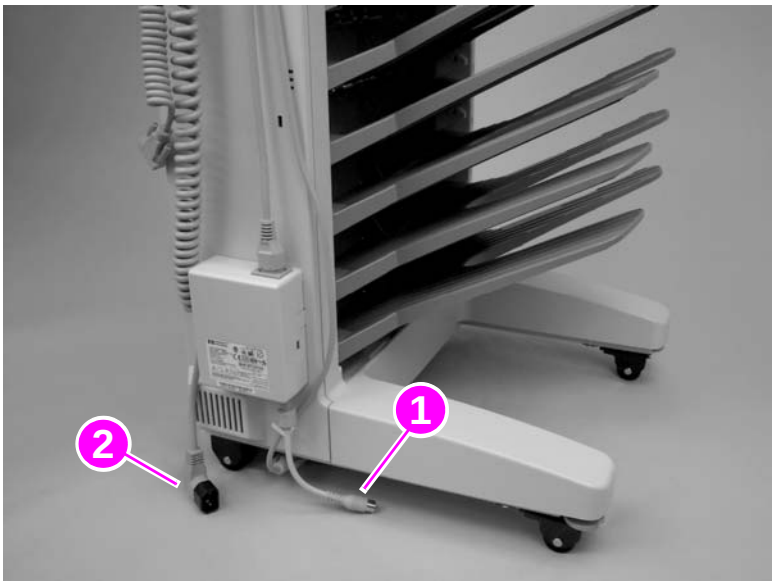


Figure 161. **Controller PCA (1 of 4)**

2 Carefully lay the 8-bin mailbox on its front side (user LED side).

3 Remove one grounding screw (callout 3) and loosen one screw (callout 4).

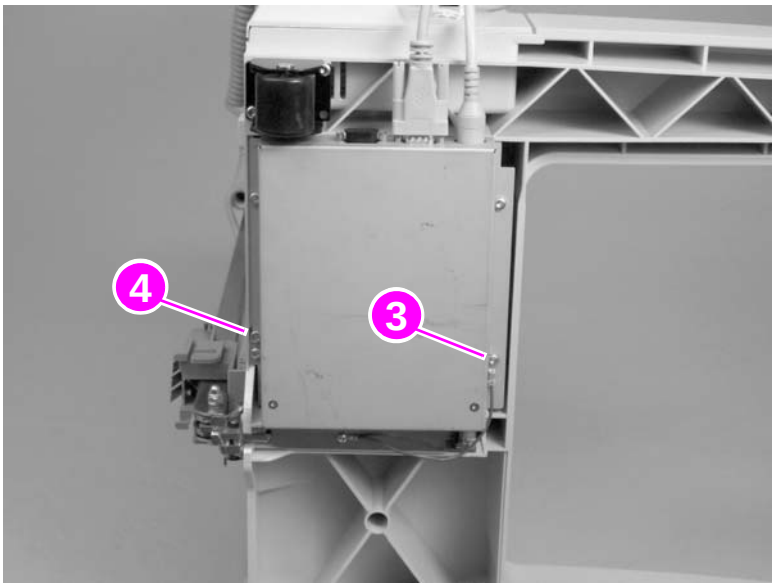


Figure 162. **Controller PCA (2 of 4)**

Note Make sure that you do not lose the metal washer connected to the grounding screw.

4 Remove three self-tapping screws (callout 5).

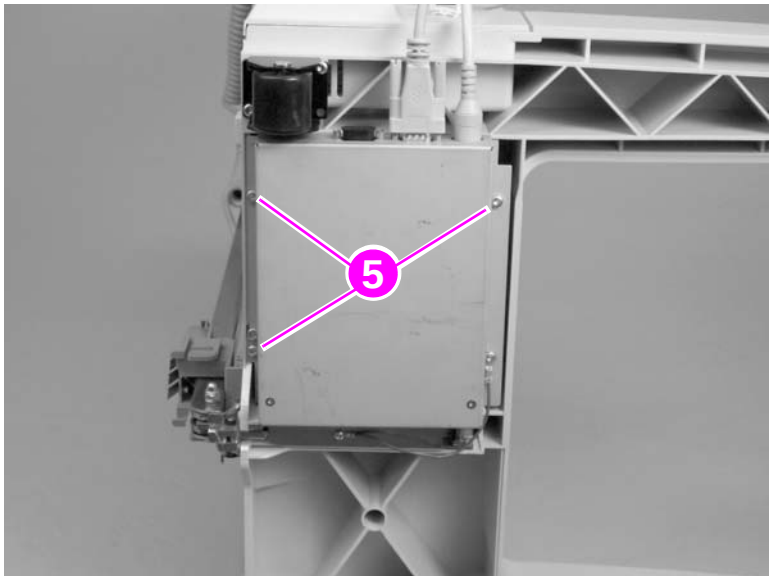


Figure 163. **Controller PCA (3 of 4)**

5 Open the metal box.

6 Disconnect the eight cable connectors (callout 6) and one ribbon cable (callout 7).

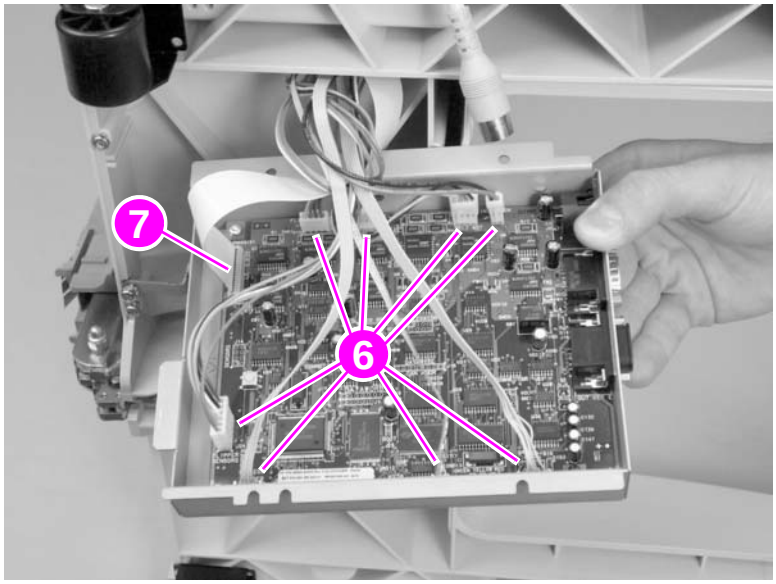


Figure 164. **Controller PCA (4 of 4)**

Anticurl strings

1 Remove the back cover. See page 162.

2 Remove the following FRUs:

- Output bin. See page 167.
- Blind cover. See page 167.
- Paper bins. See page 167.

3 Remove two screws (callout 1).

4 Remove the lower pulleys by pulling them toward you to release the anticurl strings (callout 2).

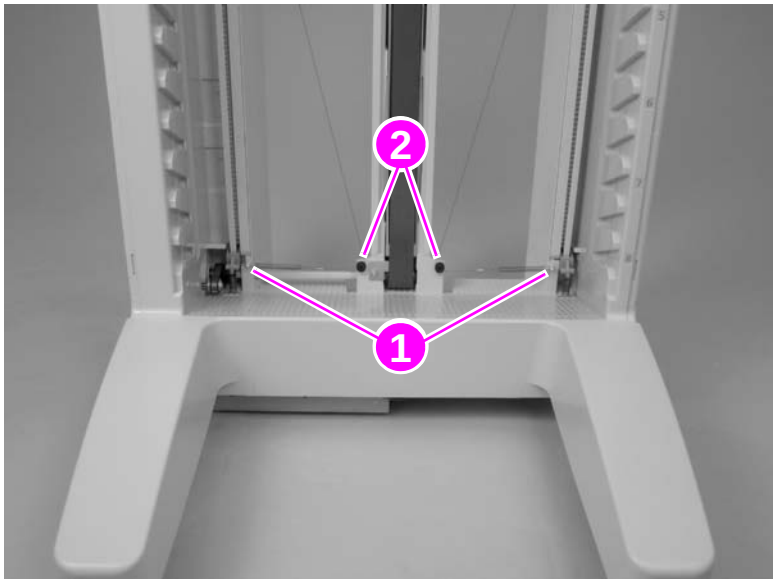


Figure 165. **Anticurl strings (1 of 2)**

5 Remove the delivery head assembly. See page 187.

6 Release the anticurl strings from the pulleys (callout 3) on each end of the delivery head assembly by pulling out the pulley's lock.

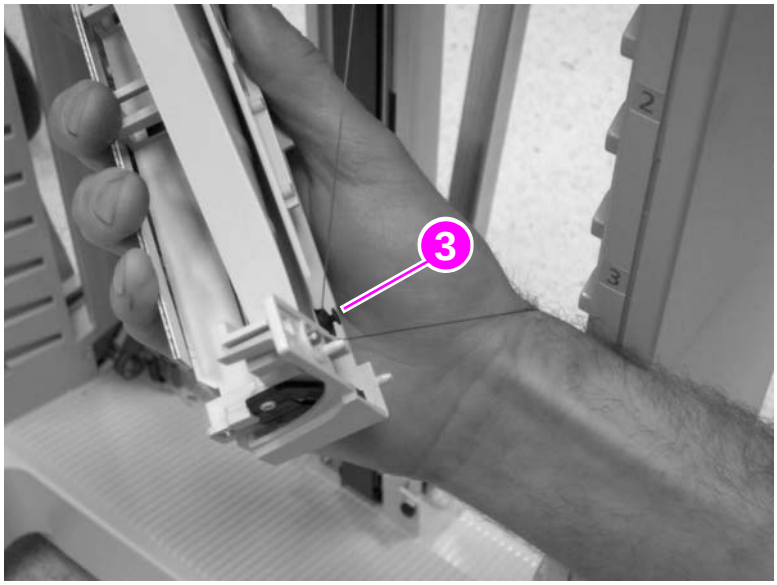
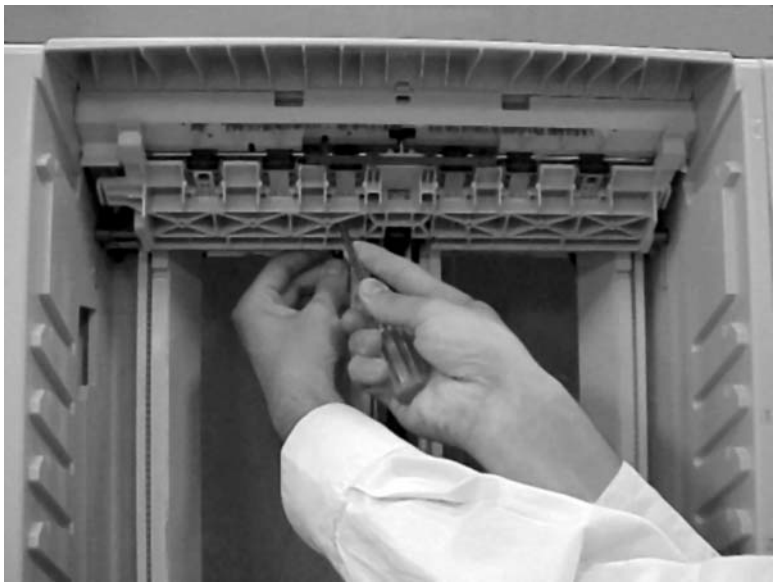


Figure 166. **Anticurl strings (2 of 2)**

7 Using a flatblade screwdriver, press the retaining tabs to remove the anticurl strings from the flipper.



To reinstall

Make sure that you put the anticurl string at the delivery head assembly before you reinstall the springs and the lower pulleys. Put the anticurl strings at the top of the flipper assembly after reinstalling the springs and lower pulleys.

Delivery head assembly

1 Remove the output bin, the blind cover, and all of the paper bins. See page 167.

WARNING! The metal tape has sharp edges.

Note When rewinding the metal tape into its housing, hold the tape securely and rewind it slowly.

2 With the delivery head assembly toward the top of the 8-bin mailbox, hold the metal tape near the end and use a flatblade screwdriver to push and release the retainer tab (callout 1) that secures the end of the tape.

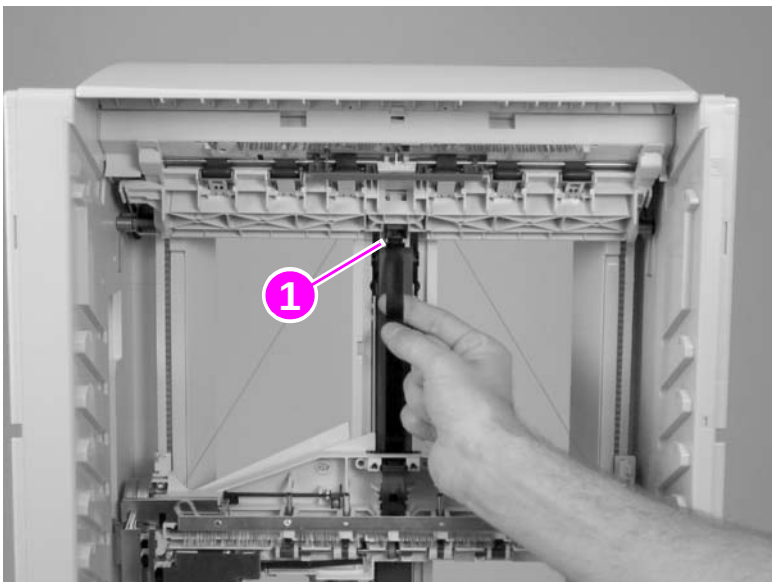


Figure 167. **Delivery head assembly (1 of 6)**

3 Release the anticurl strings (callout 2) from the lower pulleys (callout 3) by pulling them toward you.

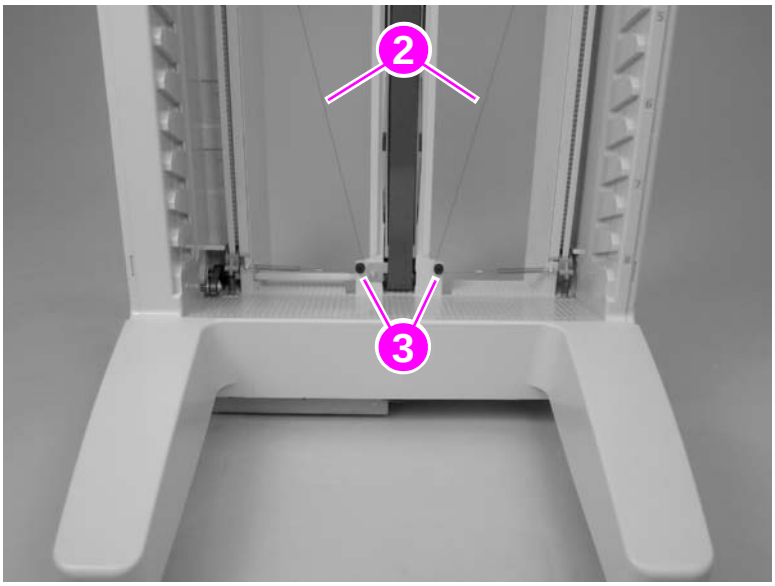


Figure 168. **Delivery head assembly (2 of 6)**

4 On the back of the 8-bin mailbox, release the flat ribbon cable (callout 4) from the cable clip and gently disconnect the flat ribbon cable from the delivery head assembly.

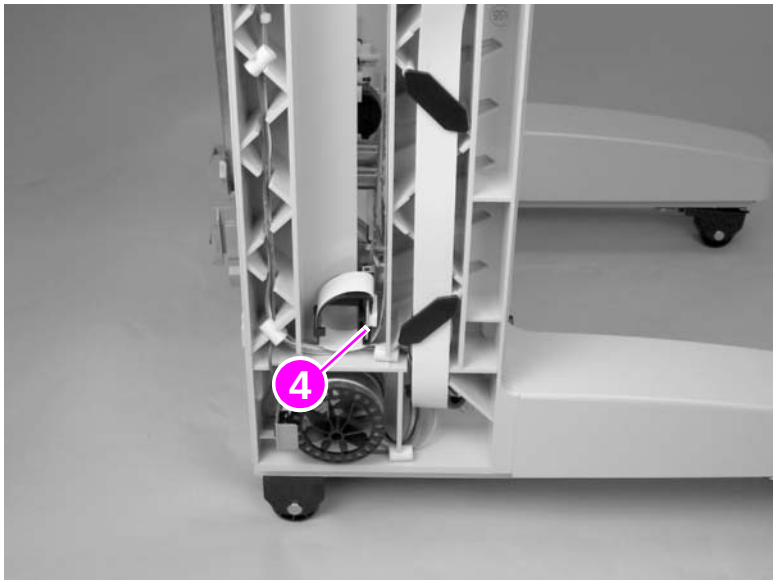


Figure 169. **Delivery head assembly (3 of 6)**

5 Lift the delivery head assembly to the top of the 8-bin mailbox and remove two screws (callout 5).

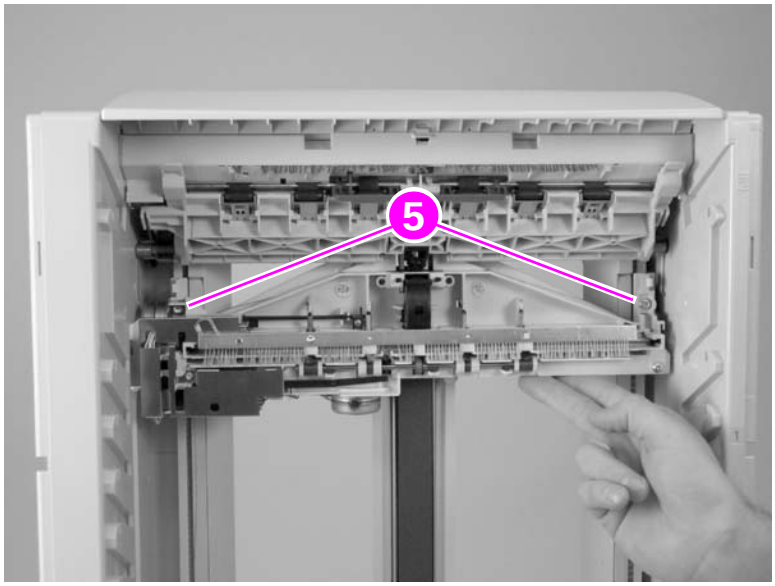


Figure 170. **Delivery head assembly (4 of 6)**

6 Rotate the delivery head assembly clockwise while guiding the back of the delivery head assembly out of its access opening.

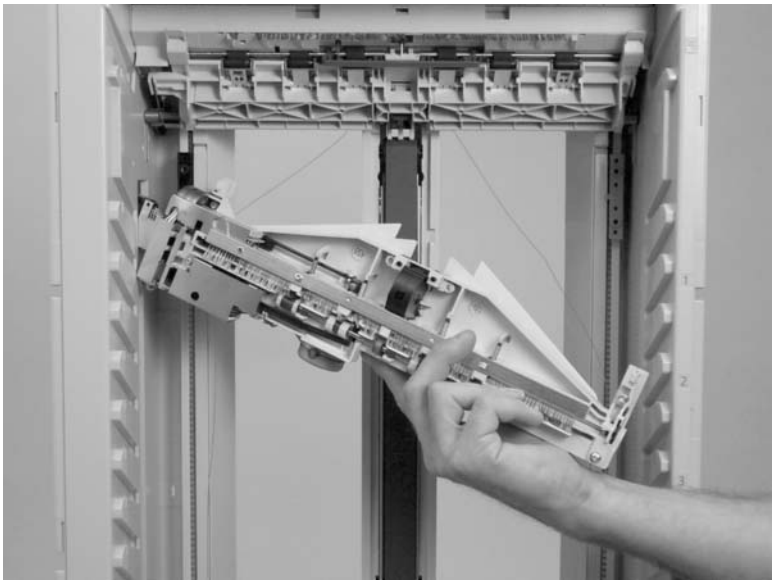


Figure 171. **Delivery head assembly (5 of 6)**

7 Release the anticurl strings from the pulleys (callout 6) on each end of the delivery head assembly by pulling out the pulley's lock.

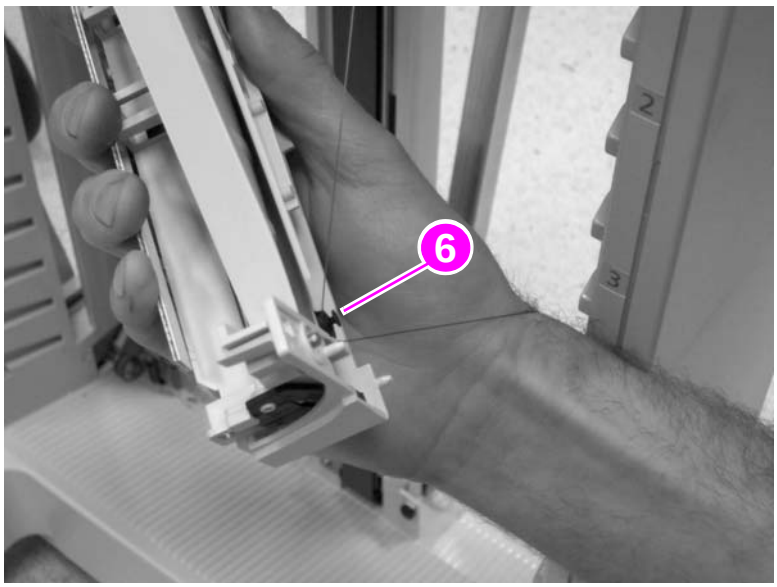


Figure 172. **Delivery head assembly (6 of 6)**

8 Remove the delivery head assembly.

Interlock switch

1 Remove the back cover. See page 162.

CAUTION Before removing the wires from the interlock switch, note the location of each wire. Replacing the wires incorrectly can damage the interlock switch.

2 Disconnect two wires (callout 1) and then press two retaining tabs (callout 2).

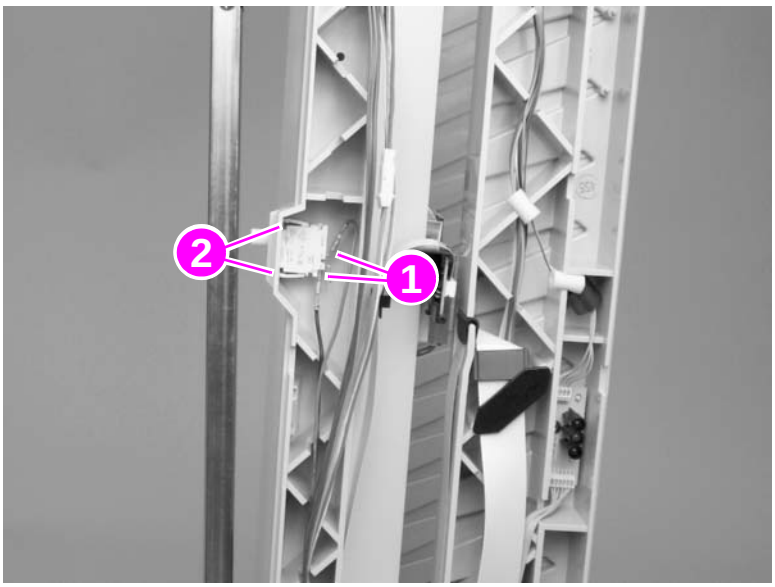


Figure 173. **Interlock switch**

3 Remove the interlock switch.

Diagnostic LED PCA

1 Remove the back cover. See page 162.

2 Disconnect two flat cable connectors (callout 1) and remove one screw (callout 2).

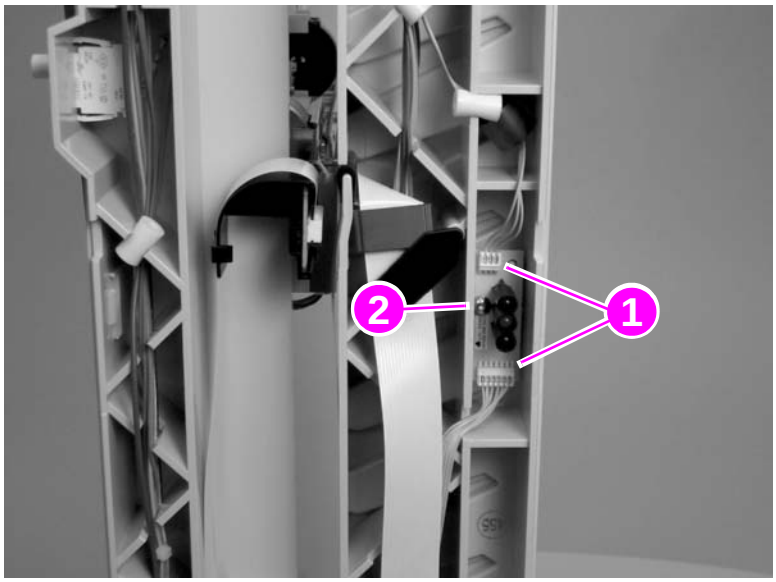


Figure 174. **Diagnostic LED PCA**

3 Remove the diagnostic LED PCA.

User status LED PCA

1 Remove the front cover. See page 161.

2 Disconnect one cable connector (callout 1) and remove one screw (callout 2).

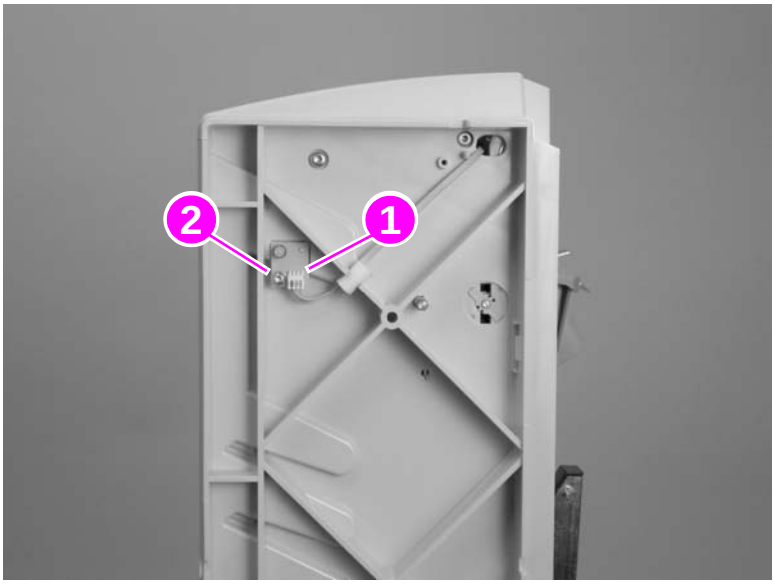


Figure 175. **User status LED PCA**

3 Remove the user status LED PCA.

Adjustable, fixed, and extended fixed casters

Note The procedure for removing all of the casters is the same.

1. Carefully lay the 8-bin mailbox on its front side.
2. Select the caster that you want to remove and then remove two screws (callout 1).

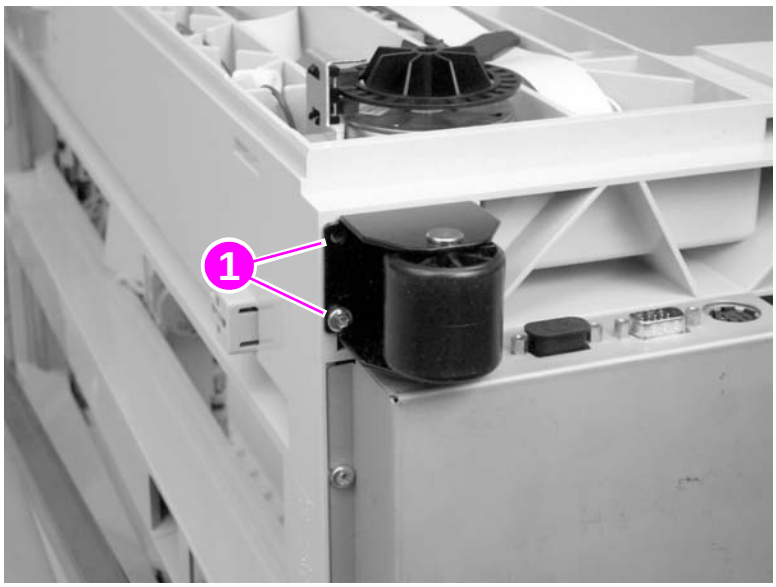


Figure 176. **Adjustable and fixed casters**

3. Remove the caster.

Attachment assembly

1 Carefully lay the 8-bin mailbox on its front side.

2 Using needle-nose pliers, remove the e-clip (callout 1) and release the pivot pin (callout 2).

3 Remove one screw to release the grounding wire (callout 3).

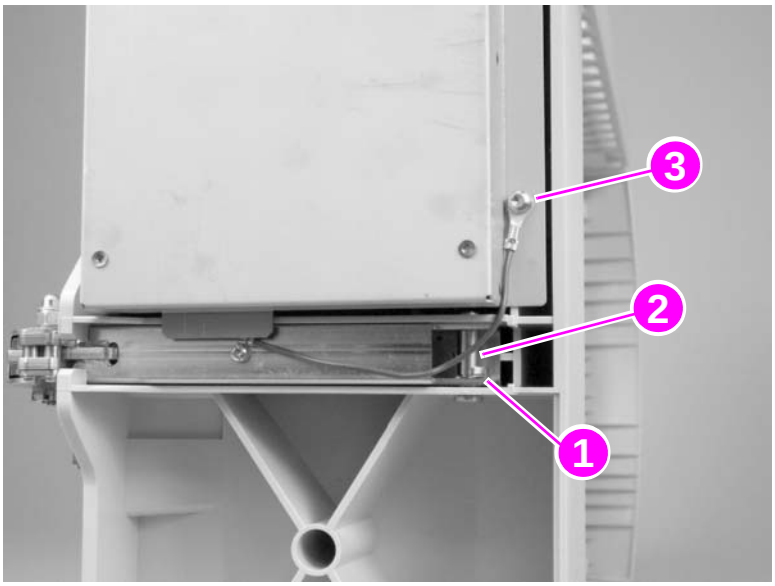


Figure 177. **Attachment assembly**

4 Remove the attachment assembly.

7 Troubleshooting

Chapter contents

Understanding the troubleshooting process

The troubleshooting process is a systematic approach that addresses the primary problems first, and then other problems, to discover the causes for output device malfunctions and errors. The troubleshooting flowchart on page 198 illustrates the primary steps for troubleshooting. An answer to a troubleshooting question allows troubleshooting to proceed to the next primary step.

If an answer indicates that additional testing and correction is needed, proceed to the appropriate section in this chapter and follow the directions there. After completing the additional testing and correcting the problem, proceed to the next primary step.

Note Always follow this process in sequence. Failure to do so can result in increased repair time, difficulty, and expense.

This list describes the basic questions to answer and provides the corresponding troubleshooting sections that define the problem(s).

"Troubleshooting by using the event log and the control panel messages" page 199	Does the printer or MFP perform the initialization and power-on sequence? This section contains the procedures for correcting power supply problems.
"Paper-path test" page 250	Is it possible to perform a paper-path test? This section contains information about troubleshooting paper path and print media problems.
"Information pages" page 249	Is the media in use acceptable for this output device? This section contains information about how to identify print media problems and correct them.

Preliminary operating checks

Make sure that the conditions in the following lists are met before troubleshooting a specific output device problem.

Installation environment

- The output device is plugged in, and specified power is delivered.
- Supported print media is being used.
- The output device is positioned on a solid, level surface.
- The line voltage does not vary more than 10% from the nominal rated value specified on the power-rating label.

Note A 15-amp (110 V) dedicated circuit is required. If the circuit is not a 15-amp dedicated circuit, then nonexistent jam conditions and incorrect error messages can occur.

- The operating environment for the output device is within the temperature and humidity specifications (see table 3 on page 28).
- The output device is not exposed to direct sunlight (sudden changes in the environment can cause media-handling problems).

Document checks

- The selected tray contains media that has been loaded and adjusted correctly.
- The selected tray contains the correct amount of media.
- The recommended media is in use.
- The document is not damp.
- The document is not dirty.
- The number of sheets being stapled or folded is within specifications.

Unit checks

- The paper-guide wire is connected.
- The attachment rod assembly is connected.
- The Jet-Link connector is connected.
- The user LED is solid green.
- The gap between the printer or MFP and the output device is even and not greater than 5 mm (0.2 inch).

Troubleshooting flowchart

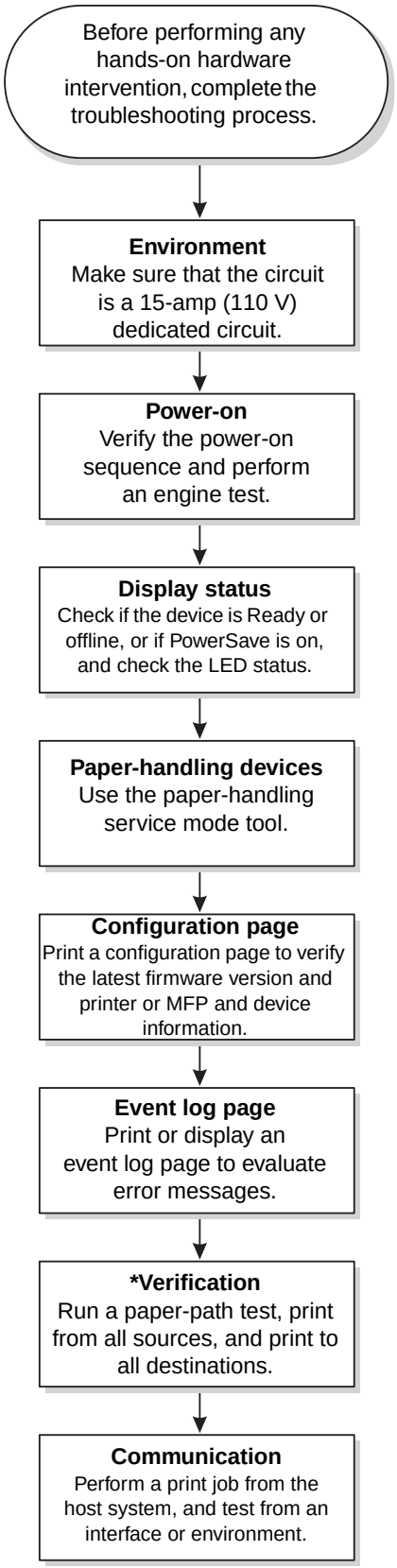


Figure 178. **Troubleshooting flowchart**

* 8 bin-mailbox results might vary depending on the operation mode. The recommended operation mode to perform this test is “mailbox”.

Troubleshooting by using the event log and the control panel messages

Event log

Use the event log to diagnose and troubleshoot output device errors and intermittent failures. You can either print or display the event log from the control panel. (Select `PRINT EVENT LOG` or `SHOW EVENT LOG`.)

Note A sample printed event log appears on page 248.

The event log is a last in-first out (LIFO), ordered listing of the last 50 entries. The printed event log contains four columns that show event number, page count, error code, and description.

The description gives detail to the error messages. The information is useful for troubleshooting.

The event log should contain details about the following issues:

- Critical errors
- Jams
- Sensors sensing out-of-range conditions
- Deleted jobs
- Unexpected paper size errors
- Complex page errors
- Buffer overflow errors
- NVRAM changes
- Diagnostics tests

Interpreting the event log

Each individual entry in the log is called an “error,” while all errors that occur at the same page count are called an “event.” For details about each error that comprises an event and to better understand the event, see page 203. Events usually conclude with a time-out or with no response from the device (error `66.XY` in the event log). Turn the output device off, and then turn it on again.

Use the event log tables in this section to associate errors on the event log with control panel messages. Follow the recommended action that is listed in the event log table (page 203) for each error or event.

1. Check the event log for specific error trends in the last 10,000 printed pages.
2. Ask the customer about any observed error trends. (For example, do jams tend to occur in a specific area of the output device?)
3. Record any specific error trends.
4. See the control panel and event log messages section in this chapter for the appropriate output device.

Event log messages

Note The error formats for event log messages includes 13.xy.zz for jam conditions, and 66.xy.zz for hardware malfunctions.

Note Error code zz is represented on the control panel with a decimal notation, and is represented in hexadecimal format in the event log when the device is connected to an HP LaserJet 9000 printer or an HP LaserJet 9000mfp. Error code zz is represented in decimal format on the control panel and on the event log when the device is connected to an HP LaserJet 9500 printer.

Event log messages include the following codes:

- 13: jam condition
- 65: device condition
  - x: indicates how the paper-handling controller identifies the Jet-Link position at start-up
  - y: indicates the device type
    0: paper-handling controller
    1: input device
    2: output device
    3: output device or other output device
  - zz: indicates a jam or hardware malfunction that is identified by an internal numerical error code
- 66: hardware malfunction
  - x: indicates how the paper-handling controller identifies the Jet-Link position at start-up
  - y: indicates the device type
    0: paper-handling controller
    1: input device
    2: output device
    3: output device or other output device
  - zz: indicates a jam or hardware malfunction that is identified by an internal numerical error code

Note The internal numerical error code matches the service-LED pattern.

Device error conditions

The following are operating errors:

- Stacker bin full
- Booklet bin full
- Staples low
- Stapler out of staples
- Too many sheets to staple
- Too many sheets to make a booklet

The following are open-door errors:

- Output device is detached from printer or MFP
- Stapler door is open or not closed correctly
- Top cover is open or not closed correctly

The following are jam errors:

- Media is not reaching a sensor within a specific time
- Media stopped at a sensor

Hardware malfunctions are classified by the cause and location of the failure, and are the result of a failing sub-assembly.

Control panel messages

Be sure to read the exact text of the control panel message, including the error message number and the text, in order to locate the error message in the tables. The printer and MFP control panel store enhanced information.

Printer and MFP messages that appear on the control panel provide six categories of information. Each message category is assigned a priority. If more than one condition occurs at the same time, the highest priority message appears. When it has been cleared, the next priority message appears, and so on. The following are the messages and their priorities:

- **Status messages**—Status messages communicate the current state of the printer or MFP to the user. Whenever the device is ready and online, the device status message READY appears unless warning messages are pending. When the device is performing a task, such as a reset or a test, the associated device status message appears. When the task is complete, the message returns to READY, depending on the current state of the printer or MFP.
- **Warning messages**—Warning messages are messages that are important enough that the user must acknowledge them, but not serious enough to cause the printer or MFP to stop the printing process. They are usually transient in nature but they can affect the output, and so a record of their occurrence is important. Warnings generally alternate with the READY status message and remain on the control panel until the user touches Continue or presses Stop. Warnings appear in most recent order (LIFO), with duplicates removed.
- **Error messages**—Error messages communicate to the user that some action must be performed, such as adding paper or clearing a jam. Some errors are considered auto-continuable, because the printer or MFP shows the error message appears on the control panel for 10 seconds, and then the printer or MFP clears the message and continues normal operation. Pressing a control-panel key during the 10-second period cancels the auto-continue feature and initiates the function of the key that was pressed. Error messages are limited to 19 seven-bit characters (or 9 two-byte characters) per line up, and to two lines. Unlike status and warning messages, error messages stop the printing process. The user has to either fix the problem or give the device a different command. If the user can continue past the error conditions without actually fixing the problem, then the user should be able to perform the task by touching Continue. If only one option is available when the user touches Continue, printing should continue by applying the option shown. If more than one option is available, the options are listed with the most logical option listed first and highlighted.
- **Critical error messages**—Critical error messages communicate printer or MFP failures to the user. Generally, turning power off and then on is required in order for the printer or MFP to resume normal operation. If the critical error persists, then the printer or MFP probably requires maintenance and the user will have to request a service call. Critical errors are not auto-continuable.
- **Optional paper-handling accessory warning messages**—These messages are similar to the warning messages that are described in the preceding sections, except that they relate to the output device. By default, the message is all that appears if the output device does not provide any additional help. The prompt at the bottom of the control panel does not appear.
- **Optional paper-handling accessory error messages**—These messages are similar to the error messages that are described in the preceding sections, except that they relate to the output device. By default, the message is all that appears if the output device does not provide any additional help. The prompt at the bottom of the control panel does not appear.

Note Print a configuration page to identify the input or output device that is configured. Notice that the error format only identifies the Jet-Link device number and the device type. It does not identify the input or output device.

Multifunction finisher control panel and event log messages

Note The numerical messages are listed first, followed by the alphabetical messages.

Table 27. Control panel and event log messages—multifunction finisher

Control panel message	Event log, if connected to			User LED	Service LED	Description
	LJ9000	9000mfp	9500, 9500mfp, 9050, 9050/9040mfp			
13.12.11 Jam in left accessory	13.12.0B	13.12.0B	13.12.11	Red blinking	Yellow (1 blink) Green (1 blink)	A staple jam has occurred in the stapling unit.
	Recommended action: **1** Clear the jam and verify that no jammed staples are at the stapler unit. **2** Test the staples sliding motor M8 by using the motor test (see “Testing a motor, solenoid, or clutch” on page 238). **3** Make sure that the stapler unit slides to the home position at power-on. **4** Make sure that the staple cartridge is installed correctly. **5** Test another staple cartridge. **6** Verify that the connectors at the controller PCA are correctly seated, and check the harness connection at each end. **7** Turn the printer or MFP off and then on again to see if the jam persists. **8** If the harness is connected, but the message persists, then replace the stapler unit. **9** If, after you replace the stapler unit, the message persists, then replace the controller PCA.					
13.12.21	13.12.15	13.12.15	13.12.21	Red blinking	Yellow (2 blinks) Green (1 blink)	A jam has occurred in the flipper area.
13.12.22	13.12.16	13.12.16	13.12.22	Red blinking	Yellow (2 blinks) Green (2 blinks)	
13.12.23 Jam in left accessory	13.12.17	13.12.17	13.12.23	Red blinking	Yellow (2 blinks) Green (3 blinks)	
	Recommended action: **1** Clear the jam. **2** Make sure that the paper-guide wire is positioned correctly. **3** Test the reverse motor M9 by using the motor test (see “Testing a motor, solenoid, or clutch” on page 238). **4** Clean the surface of the reverse sensor (PI26-1and PI 26-2; see page 82) without disassembling the flipper. **5** Verify the functionality of the reversal sensors PI26-1, PI26-2, and PI27 (page 82) by using the sensor test (see “Testing sensors and switches” on page 238). **6** Verify that the connectors at the controller PCA are correctly seated, and check the harness connection at each end. **7** Turn the printer or MFP off and then on again to see if the jam persists. **8** If the harness is connected, but the message persists, then replace the flipper assembly. **9** If, after you replace the flipper assembly, the message persists, then replace the controller PCA.					

Table 27. Control panel and event log messages—multifunction finisher (continued)

Control panel message	Event log, if connected to			User LED	Service LED	Description
	LJ9000	9000mfp	9500, 9500mfp, 9050, 9050/9040mfp			
13.12.31	13.12.1F	13.12.1F	13.12.31	Red blinking	Yellow (3 blinks) Green (1 blink)	A jam has occurred in the paper path area.
13.12.32	13.12.20	13.12.20	13.12.32	Red blinking	Yellow (3 blinks) Green (2 blinks)	
13.12.33	13.12.21	13.12.21	13.12.33	Red blinking	Yellow (3 blinks) Green (3 blinks)	
13.12.34 Jam in left accessory	13.12.22	13.12.22	13.12.34	Red blinking	Yellow (3 blinks) Green (4 blinks)	
	Recommended action: **1** Clear the jam. **2** Make sure that the ejectors are even, relative to each other. If they are not, then unscrew the screw located between the ejectors to loosen the mechanism and adjust the ejector belt. After adjustment, tighten the screw. **3** Make sure that the jobs meet the required specifications. **4** Test the delivery motor M3 by using the motor test (see “Testing a motor, solenoid, or clutch” on page 238). **5** Verify the functionality of the feed-path sensor PI1 (see page 80) by using the sensor test (see “Testing sensors and switches” on page 238). **6** Verify that the connectors at the controller PCA are correctly seated, and check the harness connection at each end. **7** Turn the printer or MFP off and then on again to see if the jam persists. **8** If the harness is connected, but the message persists, then replace the flipper assembly. **9** If, after you replace the flipper assembly, the message persists, then replace the controller PCA.					
13.12.41	13.12.29	13.12.29	13.12.41	Red blinking	Yellow (4 blinks) Green (1 blink)	A jam has occurred in the folding/booklet area.
13.12.42	13.12.2A	13.12.2A	13.12.42	Red blinking	Yellow (4 blinks) Green (2 blinks)	
13.12.43 Jam in left accessory	13.12.2B	13.12.2B	13.12.43	Red blinking	Yellow (4 blinks) Green (3 blinks)	
	Recommended action: **1** Clear the jam. **2** Make sure that no media is inside the multifunction finisher at power-on. **3** Make sure that the jobs meet the required specifications. **4** Make sure that the stapler is at the rear side. **5** Test the staple fold motor M7 by using the motor test (see “Testing a motor, solenoid, or clutch” on page 238). **6** Clean the surface of the folding-position sensor PI10 (see page 80) without disassembling the flipper. **7** Verify the functionality of the folding-position sensor PI10 and the folding home-position sensor PI11 (see page 80) by using the sensor test (see “Testing sensors and switches” on page 238). **8** Verify that the connectors at the controller PCA are correctly seated, and check the harness connection at each end. **9** Turn the printer or MFP off and then on again to see if the jam persist. **10** If the harness is connected, but the message persists, then replace the folding mechanism assembly. **11** If, after you replace the folding mechanism assembly, the message persists, then replace the controller PCA.					

Table 27. Control panel and event log messages—multifunction finisher (continued)

Control panel message	Event log, if connected to			User LED	Service LED	Description
	LJ9000	9000mfp	9500, 9500mfp, 9050, 9050/9040mfp			
13.12.51	13.12.33	13.12.33	13.12.51	Red blinking	Yellow (5 blinks) Green (1 blink)	A jam has occurred in the booklet bin area.
13.12.52	13.12.34	13.12.34	13.12.52	Red blinking	Yellow (5 blinks) Green (2 blinks)	
13.12.53 Jam in left accessory	13.12.35	13.12.35	13.12.53	Red blinking	Yellow (5 blinks) Green (3 blinks)	
	Recommended action: **1** Clear the jam. **2** Make sure that the jobs meet the required specifications. **3** Test the booklet tray slide motor M10 by using the motor test (see “Testing a motor, solenoid, or clutch” on page 238). **4** Verify the functionality of the various booklet-bin sensors PI28, PI29, PI30, PI31 (see page 82), and PI32 (see page 80) by using the sensor test (see “Testing sensors and switches” on page 238). **5** Verify that the connectors at the controller PCA are correctly seated, and check the harness connection at each end. **6** Turn the printer or MFP off and then on again to see if the jam persists. **7** If the harness is connected, but the message persists, then replace the booklet bin assembly. **8** If, after you replace the booklet bin assembly, the message persists, then replace the controller PCA.					
66.12.11 Output device failure	66.12.11	66.12.11	66.12.11	Red solid	Red (1 blink) Green (1 blink)	A stapler carriage motor (M8) failure has occurred.
	Recommended action: **1** Make sure that the stapler unit is inserted correctly. **2** Make sure that the staple cartridge is seated in the stapler unit correctly. If it is not, then make sure that the stapler is fully open (turn the large green knob until the blue dot is visible, indicating that the stapler is fully open). **3** Make sure that the paper stopper at the alignment bin is working correctly. **4** Test the staple sliding motor M8 by using motor test (see “Testing a motor, solenoid, or clutch” on page 238). **5** Verify that the connectors at the controller PCA are correctly seated, and check the harness connection at each end. **6** Turn the printer or MFP off and then on again to see if the jam persist. **7** If the harness is connected, but the message persists, then replace the stapler unit. **8** If, after you replace the stapler unit, the message persists, then replace the controller PCA.					
66.12.31 Output device failure	66.12.31	66.12.31	66.12.31	Red solid	Red (3 blinks) Green (1 blink)	A home position timeout (M1) has occurred.
	Recommended action: **1** Test the feed motor M1 by using the motor test (see “Testing a motor, solenoid, or clutch” on page 238). **2** Verify the functionality of the stack feed-roller (upper) home-position sensor PI12 (see page 80) by using the sensor test (see “Testing sensors and switches” on page 238). **3** Verify that the connectors at the controller PCA are correctly seated, and check the harness connection at each end. **4** Turn the printer or MFP off and then on again to see if the jam persists. **5** If the harness is connected, but the message persists, then replace the controller PCA. **6** If, after you replace the controller PCA, the message persists, then replace the folding mechanism.					

Table 27. Control panel and event log messages—multifunction finisher (continued)

Control panel message	Event log, if connected to			User LED	Service LED	Description
	LJ9000	9000mfp	9500, 9500mfp, 9050, 9050/9040mfp			
66.12.32 Output device failure	66.12.32	66.12.32	66.12.32	Red solid	Red (3 blinks) Green (2 blinks)	A home position timeout has occurred for the alignment paddles (wings).
	Recommended action: **1** Test the feed motor M2 by using the motor test (see “Testing a motor, solenoid, or clutch” on page 238). **2** Verify the functionality of the paddle home-position sensor PI2 (see page 79) by using the sensor test (see “Testing sensors and switches” on page 238). **3** Verify that the connectors at the controller PCA are correctly seated, and check the harness connection at each end. **4** Turn the printer or MFP off and then on again to see if the jam persists. **5** If the harness is connected, but the message persists, then replace the controller PCA.					
66.12.33 Output device failure	66.12.33	66.12.33	66.12.33	Red solid	Red (3 blinks) Green (3 blinks)	A delivery motor (M3) failure had occurred.
	Recommended action: **1** Test the delivery motor M3 by using the motor test (see “Testing a motor, solenoid, or clutch” on page 238). **2** Verify the functionality of the delivery-belt home-position sensor PI7 (see page 79) by using the sensor test (see “Testing sensors and switches” on page 238). **3** Make sure that the ejectors are even, relative to each other. If they are not, then unscrew the screw located between the ejectors to loosen the mechanism and adjust the ejector belt. After adjustment, tighten the screw. **4** Verify that the connectors at the controller PCA are correctly seated, and check the harness connection at each end. **5** Turn the printer or MFP off and then on again to see if the jam persists. **6** If the harness is connected, but the message persists, then replace the controller PCA.					
66.12.34 Output device failure	66.12.34	66.12.34	66.12.34	Red solid	Red (3 blinks) Green (4 blinks)	A front aligning plate (wing) motor (M4) failure has occurred.
	Recommended action: **1** Test the front aligning plate motor M4 (see page 76) by using the motor test (see “Testing a motor, solenoid, or clutch” on page 238). **2** Verify the functionality of the aligning plate home-position sensor (front) PI4 (see page 78) by using the sensor test (see “Testing sensors and switches” on page 238). **3** Make sure that the alignment plate (front wing) is seated correctly. If it is not, then reseat it. **4** Make sure that the alignment plate (front wing) is not broken. If it is broken, then replace it. **5** Verify that the connectors at the controller PCA are correctly seated, and check the harness connection at each end. **6** Turn the printer or MFP off and then on again to see if the jam persists. **7** If the harness is connected, but the message persists, then replace the controller PCA.					
66.12.35 Output device failure	66.12.35	66.12.35	66.12.35	Red solid	Red (3 blinks) Green (5 blinks)	A rear aligning plate (wing) motor (M5) failure has occurred.
	Recommended action: **1** Test the back aligning plate motor M5 (see page 76) by using the motor test (see “Testing a motor, solenoid, or clutch” on page 238). **2** Verify the functionality of the aligning plate home-position sensor (back) PI5 (see page 79) by using the sensor test (see “Testing sensors and switches” on page 238). **3** Make sure that the alignment plate (rear wing) is seated correctly. If it is not, then reseat it. **4** Make sure that the alignment plate (rear wing) is not broken. If it is broken, then replace it. **5** Verify that the connectors at the controller PCA are correctly seated, and check the harness connection at each end. **6** Turn the printer or MFP off and then on again to see if the jam persists. **7** If the harness is connected, but the message persists, then replace the controller PCA.					

Table 27. Control panel and event log messages—multifunction finisher (continued)

Control panel message	Event log, if connected to			User LED	Service LED	Description
	LJ9000	9000mfp	9500, 9500mfp, 9050, 9050/9040mfp			
66.12.36 Output device failure	66.12.36	66.12.36	66.12.36	Red solid	Red (3 blinks) Green (6 blinks)	A stacker bin up-and-down motor (M6) failure has occurred
	Recommended action: **1** Make sure that the stacker bin presses the paper-level sensor flag and activates the paper-surface sensor PI9 (see page 79). If it does not, then check the stacker bin to make sure that it is not bent in the upward position. If it is bent upward, press the bin down to put the stacker bin back in its correct position. **2** Test the stacker bin up and down motor M6 by using the motor test (see “Testing a motor, solenoid, or clutch” on page 238). **3** Verify the functionality of the paper-surface sensor PI9 by using the sensor test (see “Testing sensors and switches” on page 238). **4** Verify that the connectors at the controller PCA are correctly seated, and check the harness connection at each end. **5** Turn the printer or MFP off and then on again to see if the jam persists. **6** If the harness is connected, but the message persists, then replace the controller PCA.					
66.12.41 Output device failure	66.12.41	66.12.41	66.12.41	Red solid	Red (4 blinks) Green (1 blink)	A staple/folding motor (M7) failure has occurred.
	Recommended action: **1** Test the staple/fold motor M7 (see page 76) by using the motor test (see “Testing a motor, solenoid, or clutch” on page 238). **2** Verify the functionality of the staple-fold motor clock sensor PI14(see page 79) by using the sensor test (see “Testing sensors and switches” on page 238). **3** Make sure that the stapler unit is properly installed. The coupling between the stapler unit and the staple/fold motor M7 must be fully engaged. **4** Make sure that the booklet mechanism is installed correctly and that there is nothing inside of the assembly that would prevent successful completion of a power-on sequence. **5** Look through the jam access cover while manually moving the folding knob to make sure that the folding plate is not skewed. **6** Verify that the connectors at the controller PCA are correctly seated, and check the harness connection at each end. **7** Turn the printer or MFP off and then on again to see if the jam persist. **8** If the harness is connected, but the message persists, then replace the stapler unit. **9** If, after you replace the stapler unit, the message persists, then replace the folding mechanism. **10** If, after you replace the folding mechanism, the message persists, then replace the controller PCA.					
66.12.51 Output device failure	66.12.51	66.12.51	66.12.51	Red solid	Red (5 blinks) Green (1 blink)	A booklet bin slide motor (M10) failure has occurred.
	Recommended action: **1** Test the booklet bin slide motor M10 (see page 76) by using the motor test (see “Testing a motor, solenoid, or clutch” on page 238). **2** Verify the functionality of the booklet bin home-position sensor PI28(see page 82) by using the sensor test (see “Testing sensors and switches” on page 238). **3** At power-on, make sure that the booklet bin stopper moves completely in and out. **4** Verify that the connectors at the controller PCA are correctly seated, and check the harness connection at each end. **5** Turn the printer or MFP off and then on again to see if the jam persist. **6** If the harness is connected, but the message persists, then replace the booklet bin. **7** If, after you replace the booklet bin, the message persists, then replace the controller PCA.					

Table 27. Control panel and event log messages—multifunction finisher (continued)

Control panel message	Event log, if connected to			User LED	Service LED	Description
	LJ9000	9000mfp	9500, 9500mfp, 9050, 9050/9040mfp			
Close front door of left accessory	None	None	None	Green blinking	Red blinking	The stapler door is open or is not closed correctly.
	Recommended action: **1** Make sure that the plastic pin actuator is not broken at the stapler door. If it is, then replace the stapler door. **2** Verify the functionality of the front door switch MS1 and front door sensor PI22 (see page 78) by using the sensor test (see “Testing sensors and switches” on page 238). **3** Verify that the connectors at the controller PCA are correctly seated, and check the harness connection at each end. **4** If the harness is connected, but the message persists, replace the stapler-door switch. **5** If, after you replace the stapler-door switch, the message persists, then replace the controller PCA.					
Close top cover of left accessory	None	None	None	Green blinking	Red blinking	The top cover is open or is not closed correctly.
	Recommended action: **1** Make sure that the plastic pin actuator is not broken at the top cover. If it is, then replace the top cover. **2** Verify the functionality of the upper cover sensor PL23 (see page 78) by using the sensor test (see “Testing sensors and switches” on page 238). **3** Verify that the connectors at the controller PCA are correctly seated, and check the harness connection at each end. **4** If the harness is connected, but the message persists, then replace the controller PCA.					
Different paper size in job	None	None	None		Red blinking	Different paper sizes, including different paper lengths, are being used for a single print job.
	Recommended action: **1** Make sure that all pages in the print job are configured for the same size of paper. **2** Make sure that all pages in the print job are configured for the same length of paper. **NOTE:** Different lengths of paper within the same job can be stapled, but all pages must be fed into the printer or MFP short-edge first.					
Finishing unavailable	None	None	None	Red blinking	Yellow blinking	The finishing option is unavailable until all of the media in the stacker bin is removed.
	Recommended action: Several causes exist for the “finishing unavailable” message: ● The stacker bin has 30 stapled jobs and the stacker tray is below the staple full-stack sensor. ● At power-on or when the multifunction finisher is coming back from PowerSave mode, paper is in the stacker bin and the stacker bin is below the staple full-stack sensor. ● Staple finishing options, such as landscape-image stapling front and portrait-image stapling back, are mixed. The combination of print jobs can cause the “finishing unavailable” message. ● Envelopes were sent to the stacker bin. Removing all of the media from the stacker bin usually solves the “finishing unavailable” problem. If, after you remove all media from the stacker bin, the message persists, then complete the following steps: **1** Verify the functionality of the stapler full-stack sensor PI25 (see page 82) by using the sensor test (see “Testing sensors and switches” on page 238). **2** Verify that the connectors at the controller PCA are correctly seated, and check the harness connection at each end. **3** If the harness is connected, but the message persists, then replace the controller PCA.					

Table 27. Control panel and event log messages—multifunction finisher (continued)

Control panel message	Event log, if connected to			User LED	Service LED	Description
	LJ9000	9000mfp	9500, 9500mfp, 9050, 9050/9040mfp			
Install booklet bin	None	None	None			The booklet bin either is not installed or is installed incorrectly.
	Recommended action: **1** Make sure that the booklet bin is installed correctly. **2** Make sure that the booklet bin sensor flags are not broken. **3** Verify that the connectors at the controller PCA are correctly seated, and check the harness connection at each end. **4** If the harness is connected, but the message persists, then replace the controller PCA. **5** If, after you replace the controller PCA, the message persists, then replace the booklet bin assembly.					
Install stapler unit	None	None	None			The stapler unit either is not installed or is installed incorrectly.
	Recommended action: **1** Make sure that the stapler unit is installed correctly. **2** Verify that the connectors at the controller PCA are correctly seated, and check the harness connection at each end. **3** If the harness is connected, but the message persists, then replace the controller PCA. **4** If, after you replace the controller PCA, the message persists, then replace the stapler unit.					
Optional bin 1 full	None	None	None	Red blinking	Yellow blinking	The stacker bin is full.
	Recommended action: Remove all of the media from the stacker bin. **NOTE:** Even though the stack capacity for letter-size and A4-size paper is 1,000 sheets, a mix of sizes of media can cause the stacker bin to be full at 500 sheets. In addition, if media is in the stacker bin at power-on, then the stack capacity becomes 500 sheets.					
Optional bin 2 full	None	None	None	Red blinking	Yellow blinking	The booklet bin is full.
	Recommended action: **1** Remove all of the booklets from the booklet bin. **NOTE:** If media is in the booklet bin at power-on, then the bin-full condition exists. If no booklets are in the bin, but the message persists, then complete the following steps: **2** Make sure that the stapler cartridge has usable staples. **3** Verify the functionality of the following sensors located in the booklet bin: PI13 (see page 79), PI28, PI29, PI30, and PI31 (see page 82) by using the sensor test (see “Testing sensors and switches” on page 238). **4** Verify that the connectors at the controller PCA are correctly seated, and check the harness connection at each end. **5** If the harness is connected, but the message persists, then replace the controller PCA. **6** If, after you replace the controller PCA, the message persists, then replace the booklet bin full sensor flag. **7** If, after you replace the booklet-bin-full sensor flag, the message persists, then replace the booklet bin assembly.					
Output paper path open	None	None	None	Red blinking	Green blinking	The interlock switch detects an open path.
	Recommended action: **1** Make sure that the attachment bracket is installed correctly. **2** Make sure that the casters are leveled correctly, and that there are no cables between the multifunction finisher and the printer or MFP. **3** Verify the functionality of the interlock switch MS2 (see page 78) by using the sensor test (see “Testing sensors and switches” on page 238). **4** Verify that the connectors at the controller PCA are correctly seated, and check the harness connection at each end. **5** If the harness is connected, but the message persists, then replace the interlock switch. **6** If, after you replace the interlock switch, the message persists, then replace the controller PCA.					

Table 27. Control panel and event log messages—multifunction finisher (continued)

Control panel message	Event log, if connected to			User LED	Service LED	Description
	LJ9000	9000mfp	9500, 9500mfp, 9050, 9050/9040mfp			
Stapler area safety protection activated	None	None	None			The number of sheets in the print job exceeds the number of sheets that can be stapled.
	Recommended action: **1** Make sure that the number of sheets to staple is no more than 50 sheets of letter/A4 or 25 sheets of ledger/A3 of 75-g/m^2 (20-lb) media. **2** See “Supported media” on page 44 if you are using heavy media. Media that is heavier than a 30-sheet job of 199 g/m^2 (53 lb) might activate the safety sensor to protect the stapler unit. **3** Verify that the connectors at the controller PCA are correctly seated, and check the harness connection at each end. **4** If the harness is connected, but the message persists, then replace the controller PCA.					
Stapler low of staples	None	None	None	Red blinking	Green blinking	The staple cartridge contains only 20 to 50 staples.
	Recommended action: Replace the staple cartridge.					
Stapler out of staples	None	None	None	Red blinking	Yellow blinking	The staple cartridge is out of staples.
	Recommended action: **1** Replace the staple cartridge. **NOTE:** Customers might still see staples in the path of the cartridge. However, the “out of staples” message is triggered when the staples chamber is empty. Print jobs will not be stapled. **2** Verify that the connectors at the controller PCA are correctly seated, and check the harness connection at each end. **3** If the harness is connected, but the message persists, then replace the controller PCA. **4** If, after you replace the controller PCA, the message persists, then replace the stapler unit.					
Too many pages in job to staple	None	None	None	Red blinking		The number of sheets in the document exceeds the maximum number of sheets that the device can staple.
	Recommended action: **1** Make sure that the job to be stapled is within specifications. See chapter 3. **2** Reduce the number of pages to staple, and then perform a test. **3** Remove the back cover and verify the functionality of the stapler full-stack sensor PI25 (see page 82) by using the sensor test (see “Testing sensors and switches” on page 238). **4** Verify that the connectors at the controller PCA are correctly seated, and check the harness connection at each end. **5** If the harness is connected, but the message persists, then replace the controller PCA.					
Too many pages to make booklet	None	None	None	Red blinking		The number of sheets in the document exceeds the maximum number of sheets that the device can fold.
	Recommended action: **1** Make sure that the job to be saddle-stitched is within specifications. See chapter 3. **2** Reduce the number of pages to saddle-stitch and fold, and then perform a test. **3** If the job is within specifications, but the message persists, then replace the folding mechanism.					

3,000-sheet stapler/stacker control panel and event log messages

Note Numerical messages are listed first, followed by the alphabetical messages.

Table 28. Control panel and event log messages—3,000-sheet stapler/stacker

Control panel message	Event log, if connected to			User LED	Service LED	Description
	9000	9000mfp	9500, 9500mfp, 9050, 9050/9040mfp			
13.12.01 Jam in left accessory	13.12.01	13.12.01	13.12.01	Amber blinking	Yellow (1 blink)	An initial jam exists in the flipper. Media is present at power-on or after clearing a jam in the flipper entry area. FLENTRY1, FLENTRY, or FLEXIT is activated.
	Recommended action: **1** Clear the jam. Verify that no media remains in the flipper area or in the fuser before reattaching the output device. If media remains in this area or if media is in the fuser, and it arrives to the flipper while during power-on, a jam will be generated repeatedly until the entire paper path is cleared. **2** Visually inspect all the sensors in the flipper assembly, making sure that the actuators move freely. **3** Replace the flipper assembly as needed.					
13.12.02 Jam in left accessory	13.12.02	13.12.02	13.12.02	Amber blinking	Yellow (1 blink)	The printer or MFP did not deliver the media to the output device in within the specified time.
	Recommended action: **1** Print and analyze the event log, looking for printer- or MFP-related jams occurring either in the fuser or in the duplexer. These errors might be the result of media failing to reach the output device in the correct amount of time. **2** Make sure that media is in optimal condition, and not wrinkled or damaged. **3** Make sure that the correct paper size in the trays is selected according the paper size being fed. **4** If possible, install the failing output device to a different printer or MFP and test it on the other printer or MFP. **5** Replace the fuser or duplexer in the printer or MFP as needed. **6** Replace the flipper assembly as needed.					
13.12.03	13.12.03	13.12.03	13.12.03	Amber blinking	Yellow (1 blink)	A jam is present in the flipper. FLENTRY sensor is activated, but FLENTRY1 sensor is never deactivated.
13.12.04 Jam in left accessory	13.12.04	13.12.04	13.12.04	Amber blinking	Yellow (1 blink)	
	Recommended action: **1** Print and analyze the event log to find out whether the error occurs repeatedly. **2** If the jam occurs when using heavy or glossy media, run a test using plain, 75-g/m^2 (20-lb) paper. **3** Make sure that the correct paper size in the trays is selected according the paper size being fed. **4** If possible, install the failing output device to a different printer or MFP and test it on the other printer or MFP. **5** Make sure that all of the sensors in the flipper move freely. **6** Replace the flipper assembly as needed.					

Table 28. Control panel and event log messages—3,000-sheet stapler/stacker (continued)

Control panel message	Event log, if connected to			User LED	Service LED	Description
	9000	9000mfp	9500, 9500mfp, 9050, 9050/9040mfp			
13.12.05 Jam in left accessory	13.12.05	13.12.05	13.12.05	Amber blinking	Yellow (1 blink)	A jam is present in the flipper. Media never reached FLEXIT sensor.
	Recommended action: **1** Print and analyze the event log to find out whether the error occurs repeatedly. **2** Make sure that media is not being pulled from the flipper area during the flipping action. **NOTE:** Customers who copy a single-sheet document might grab the copy from the device while it is flipping, not realizing that the action creates a jam condition. **3** If the jam occurs when using heavy or glossy media, run a test using plain, 75-g/m^2 (20-lb) paper. **4** Make sure that the correct paper size in the trays is selected according the paper size being fed. **5** If possible, install the failing output device to a different printer or MFP and test it on the other printer or MFP. **6** Make sure that all of the sensors in the flipper move freely. **7** Replace the flipper assembly as needed.					
13.12.10 Jam in left accessory	13.12.10	13.12.10	13.12.10	Amber blinking	Yellow (2 blinks)	Media is present in the paper path at power-on (the FLEXIT or PPEXIT sensor is activated).
	Recommended action: **NOTE:** This jam should not occur during normal operation. The sensor in the paper path assembly might be activated by media that jammed inside but is not easily seen. **1** Make sure that the sensor flag moves freely. **2** Verify that the optical sensor is not blocked. **3** Verify that the paper-path module has its sensor connected. **4** Replace the paper-path assembly as needed.					
13.12.11 Jam in left accessory	13.12.11	13.12.11	13.12.11	Amber blinking	Yellow (2 blinks)	A jam is present in the flipper. Media never reached FLEXIT sensor.
	Recommended action: **1** Print and analyze the event log to find out whether the error occurs repeatedly. **2** Make sure that media is not being pulled from the flipper area during the flipping action. **NOTE:** Customers who copy a single-sheet document might grab the copy from the device while it is flipping, not realizing that the action creates a jam condition. **3** If the jam occurs when using heavy or glossy media, run a test using plain, 75-g/m^2 (20-lb) paper. **4** Check the correct paper size in the trays is selected according the paper size being fed. **5** If possible, install the failing output device to a different printer or MFP and test it on the other printer or MFP. **6** Make sure that all of the sensors in the flipper move freely. **7** Make sure that the firmware for the device is at least 030213. If it is not, then upgrade the firmware. **8** Replace the flipper assembly as needed.					
13.12.12 Jam in left accessory	13.12.12	13.12.12	13.12.12	Amber blinking	Yellow (2 blinks)	A jam is present in the paper path assembly. The FLEXIT sensor is activated, but the PPEXIT sensor is never deactivated.
	Recommended action: **1** Analyze the event log for frequency of the error message. **2** Make sure that the media is well-aligned in the input trays. **3** Make sure that the media is not wrinkled before it arrives at the output device. **4** Verify that all of the sensor flags in the flipper and paper-path assemblies move freely. **5** Check for interference on the paper path. **6** Check for contamination of the paper-path rollers. Excessive paper dust can reduce friction. If excessive dust is found, clean the rollers by using plain water and a clean cloth. If poor-quality media is suspected, suggest that the customer use a better-quality media. **7** Replace the flipper assembly as needed.					

Table 28. Control panel and event log messages—3,000-sheet stapler/stacker (continued)

Control panel message	Event log, if connected to			User LED	Service LED	Description
	9000	9000mfp	9500, 9500mfp, 9050, 9050/9040mfp			
13.12.13 Jam in left accessory	13.12.0D	13.12.0D	13.12.13	Amber blinking	Yellow (2 blinks)	Media jammed as it entered the accumulator. The PPEXIT or FLEXIT sensor is never deactivated.
	Recommended action: **1** Analyze the event log for frequency of the error message. **2** Make sure that the media is well-aligned in the input trays. **3** Make sure that the media is not wrinkled before arriving to the output device. **4** Make sure that the media is coming out in the accumulator well-centered. If this is not the case, then check the input trays to make sure that the media is centered and not closer to either front or back. **5** Make sure that the media is not touching the plastic arms (wings) in the accumulator. **6** Make sure that customers are not blocking the exit of the accumulator when waiting for their print jobs. **7** Check for interference at the exit of the accumulator. **NOTE:** Media with excessive curl can block the exit. **8** Make sure that the paper stopper clips are in their correct position. **9** Make sure that the accumulator exit roller cover is installed correctly. **10** Replace the accumulator as needed.					
13.12.20 Jam in left accessory	13.12.14	13.12.14	13.12.20	Amber blinking	Yellow (3 blinks)	Media is present in the accumulator at power-on (the ACEXIT sensor is activated when the bearing bracket is closed).
	Recommended action: **NOTE:** This error condition should not be present during normal operation. **1** Make sure that nothing in the accumulator is activating the exit sensor. **2** Make sure that all of the sensor flags in the accumulator assembly move freely. **3** Replace the accumulator as needed.					
13.12.21 Jam in left accessory	13.12.15	13.12.15	13.12.21	Amber blinking	Yellow (3 blinks)	A jam is present in the accumulator. The ACENTRY sensor is never activated.
	Recommended action: **1** Analyze the event log for frequency of the error message. **2** Make sure that the media is well-aligned in the input trays. **3** Make sure that the media is not wrinkled before arriving to the output device. **4** Make sure that the media is coming out in the accumulator well-centered. If this is not the case, then check the input trays to make sure that the media is centered and not closer to either front or back. **5** Make sure that the media is not touching the plastic arms (wings) in the accumulator. **6** Make sure that customers are not blocking the exit of the accumulator when waiting for their print jobs. **7** Check for interference at the exit of the accumulator. **NOTE:** Media that has excessive curl can block the exit. **8** Make sure that the paper stopper clips are in their correct position. **9** Make sure that the accumulator exit roller cover is installed correctly. **10** Replace the accumulator as needed. **11** Replace the paper-path assembly as needed.					

Table 28. Control panel and event log messages—3,000-sheet stapler/stacker (continued)

Control panel message	Event log, if connected to			User LED	Service LED	Description
	9000	9000mfp	9500, 9500mfp, 9050, 9050/9040mfp			
13.12.22 Jam in left accessory	13.12.16	13.12.16	13.12.22	Amber blinking	Yellow (3 blinks)	A jam is present in the accumulator. The GW sensor is never activated.
	Recommended action: **1** Print and analyze the event log to find out whether the error occurs repeatedly. **2** Make sure that media is not being pulled from the accumulator area during registration. **NOTE:** Customers who copy a single-sheet document might grab the copy from the device while it is flipping, not realizing that the action creates a jam condition. **3** If the jam occurs when using heavy or glossy media, run a test using plain, 75-g/m^2 (20-lb) paper. **4** Make sure that the correct paper size in the trays is selected according the paper size being fed. **5** If possible, install the failing output device to a different printer or MFP and test it on the other printer or MFP. **6** Make sure that all of the sensors in the accumulator move freely. **7** Make sure that the firmware for the device is at least 030213. If it is not, then upgrade the firmware. **8** Replace the accumulator assembly as needed.					
13.12.23 Jam in left accessory	13.12.17	13.12.17	13.12.23	Amber blinking	Yellow (3 blinks)	A jam is present in the accumulator. The ACEXIT sensor is not deactivated after eject.
	Recommended action: **NOTE:** Customers can create this jam by blocking the accumulator exit. A customer might attempt to pull media from the face-down bin, not allowing the media to complete its path to the face-down bin. **1** Make sure that no media exists on the eject area that might prevent a new page from being delivered. **2** Make sure that the stacker bin is not overloaded. **3** Make sure that the stopper clips are installed correctly **NOTE:** Sometimes, when the accumulator module is replaced, the stoppers are not reinstalled in the correct position. **4** Print and analyze the event log to find out whether the error occurs repeatedly. **5** Make sure that the firmware for the device is at least 030213. If it is not, then upgrade the firmware.					
13.12.24 Jam in left accessory	13.12.18	13.12.18	13.12.24	Amber blinking	Yellow (3 blinks)	A jam exists in the accumulator. The retainer cannot rotate and the sensor is not activated.
	Recommended action: **1** Print and analyze the event log to find out whether the error occurs repeatedly. **2** Make sure that all of the sensors in the accumulator move freely. **3** Make sure that the firmware for the device is at least 030213. If it is not, then upgrade the firmware. **4** Replace the accumulator assembly as needed.					
13.12.25 Jam in left accessory	13.12.19	13.12.19	13.12.25	Amber blinking	Yellow (3 blinks)	A jam exists in the accumulator. The ACENTRY sensor never deactivated.
	Recommended action: **1** Analyze the event log for the frequency of the error message. **2** Make sure that the media is well-aligned in the input trays. **3** Make sure that the media is not wrinkled before arriving to the output device. **4** Make sure that the media is coming out in the accumulator well-centered. If this is not the case, then check the input trays to make sure that the media is centered and not closer to either front or back. **5** Make sure that the media is not touching the plastic arms (wings) in the accumulator. **6** Make sure that customers are not blocking the exit of the accumulator when waiting for their print jobs. **7** Check for interference at the exit of the accumulator. **NOTE:** Paper that has excessive curl can block the exit. **8** Make sure that the paper-stopper clips are in their correct position. **9** Make sure that the accumulator exit roller cover is installed correctly. **10** Replace the accumulator as needed.					

Table 28. Control panel and event log messages—3,000-sheet stapler/stacker (continued)

Control panel message	Event log, if connected to			User LED	Service LED	Description
	9000	9000mfp	9500, 9500mfp, 9050, 9050/9040mfp			
13.12.30 Jam in left accessory	13.12.1E	13.12.1E	13.12.30	Amber blinking	Yellow (4 blinks)	A jam exists in the stapler. The carriage motor encoder detected that the carriage did not move to its home position.
	Recommended action: **NOTE:** This jam can occur if the carriage assembly motor is stopped. Whenever the carriage moves, a timeout sequence of 3.5 seconds begins. If, within this time, the carriage does not reach its target position (home position), the error code is triggered. **1** Print and analyze the event log to find out whether the error occurs repeatedly. **2** Make sure that the stapler is free of obstruction by moving it by hand from front to rear. **3** Make sure that the plastic wall from the accumulator is in place. If it is out-of-place, it will not allow the stapler to complete its routine. If it is out of place, attempt to snap the plastic wall back into position. If it is broken, then replace the accumulator assembly. **4** Replace the carriage assembly as needed. **5** Replace the controller PCA as needed.					
13.12.31 Jam in left accessory	13.12.1F	13.12.1F	13.12.31	Amber blinking	Yellow (4 blinks)	A staple is jammed.
	Recommended action: **1** Remove the staple cartridge and verify there are staples pre-formed at the exit of the cartridge. **2** Make sure that no jammed staples are inside the cartridge. **3** Clear all of the pre-formed staples from the cartridge. **4** Reinstall the cartridge and verify that stapler operates correctly. **5** Test the stapler by sending a job to be stapled, in order to verify that the stapler completes its sequence. **6** Replace the staple cartridge as needed. **7** Replace the stapler unit as needed.					
66.12.20 Output device failure	66.12.20	66.12.20	66.12.20	Amber solid	Red (3 blinks)	Either the retainer sensor or the retainer dc motor is damaged.
	Recommended action: **1** Analyze the event log for the frequency of the error message. **2** Turn the printer or MFP off and then on again to see whether the error is present during the power-on sequence. **3** Replace the accumulator module as needed. **NOTE:** When more than five errors in a row of this type are logged, it is an indication that the defective part is the retainer assembly, which is located in the accumulator module.					
66.12.21 Output device failure	66.12.21	66.12.21	66.12.21	Amber solid	Red (3 blinks)	Either the bearing bracket or the gear wheel sensor is damaged.
	Recommended action: **1** Analyze the event log for the frequency of the error message. **2** Turn the printer or MFP off and then on again to see whether the error is present during the power-on sequence. **3** Replace the accumulator module as needed. **NOTE:** When more than five errors in a row of this type are logged, it is an indication that the defective part is the gear wheel or bearing bracket (or both), which are located in the accumulator assembly.					

Table 28. Control panel and event log messages—3,000-sheet stapler/stacker (continued)

Control panel message	Event log, if connected to			User LED	Service LED	Description
	9000	9000mfp	9500, 9500mfp, 9050, 9050/9040mfp			
66.12.50 Output device failure	66.12.50	66.12.50	66.12.50	Amber solid	Red (6 blinks)	The stack holder system is damaged
	Recommended action: **NOTE:** The device is operable under this condition. However, the user might experience a high incidence of accumulator-eject jams and poor stacking. **1** Analyze the event log for frequency of the error message. **2** Turn the printer or MFP off and then on again to see whether the error is present during the power-on sequence. **NOTE:** The stack-holder contains no FRUs. If the error message appears in a solid condition, then the whole unit might have to be replaced. Follow your regional escalation process to replace the unit.					
66.12.60 Output device failure	66.12.60	66.12.60	66.12.60	Amber solid	Red (7 blinks)	An EEPROM error exists. One or more cells in the internal EEPROM on the controller PCA is damaged.
	Recommended action: **NOTE:** The device is operable under this condition. However, functionality depends on the area of memory that is damaged. **1** Analyze the event log for the frequency of the error message. **2** Turn the printer or MFP off and then on again to see whether the error is present during the power-on sequence. **3** Check the Jet Link cable connections. **4** If the message persists, then replace the controller PCA.					
External device initializing	None	None	None	Amber blinking	Red solid	The device is performing its power-on sequence along with the printer or MFP.
	Recommended action: This message should appear for a few minutes. If the message persists, then check the following issues: **1** Make sure that the power cord is connected. **2** Check connections at the controller PCA. **3** Replace the Jet-Link cable as needed. **4** Replace the controller PCA as needed.					
Optional bin 1 full	None	None	None	Amber blinking	Green solid	The face-up bin is full. More than 125 sheets of 75-g/m^2 (20-lb) paper have accumulated (or fewer than 125 sheets, if heavier media is in use).
	Recommended action: **1** Remove all media from the face-up bin. **2** If the message persists when the bin is empty, then make sure that the FLFUF actuator (see page 83) moves freely. **3** Check the functionality of the FLFUF sensor by using the sensor test (see “Face-up bin-full sensor test” on page 240). **4** If the FLFUF actuator moves freely and the FLFUF sensor operates correctly, but the message persists, then replace the flipper assembly.					

Table 28. Control panel and event log messages—3,000-sheet stapler/stacker (continued)

Control panel message	Event log, if connected to			User LED	Service LED	Description
	9000	9000mfp	9500, 9500mfp, 9050, 9050/9040mfp			
Optional bin 2 full	None	None	None	Amber blinking	Green solid	The stacker bin is full. More than 3,000 sheets of 75-g/m^2 (20-lb) letter-size or A4-size paper has been collected (or fewer than 3,000 sheets of heavier or larger media).
	Recommended action: **1** Remove all media from the stacker bin. **2** If the condition persists when the bin is empty, then verify that nothing is blocking the optical sensors. **3** Verify the functionality of the optical sensors by using the sensor test (see “Stacker bin-full sensor test” on page 240) and replace faulty optical sensors. **4** Verify that the optical sensors are not receiving any direct light, which can cause the stacker bin to move all the way down when empty. **5** If the sensors operate correctly and do not receive any direct light, then replace the controller PCA.					
Output paper path open	None	None	None	Red blinking	Green blinking	The paper path between the printer or MFP and the output device is open.
	Recommended action: **1** Make sure that the attachment bracket and magnets are installed correctly. **2** Make sure that no cables are in between the output device and the printer or MFP. **3** Verify the functionality of the interlock switch and replace the switch if appears to be broken. **4** Verify the cable connections of the interlock switch. **5** If the cables are connected, but the message persists, then replace the interlock switch. **6** If, after you replace the interlock switch, the message persists, then replace the controller PCA.					
Stapler jam	None	None	None	Amber blinking	Yellow (4 blinks)	A jam exists in the staple cartridge.
	Recommended action: **1** Make sure that the job to be stapled is within specifications. See chapter 3. **2** Reduce the number of pages to stapled, and then perform a test. **3** If the test fails, then replace the staple cartridge. **4** If, after you replace the staple cartridge, the message persists, then replace the stapler unit.					
Stapler low of staples	None	None	None	Green solid	Green solid	The staple cartridge has only 20 to 50 staples remaining.
	Recommended action: Install a new staple cartridge.					
Stapler out of staples	None	None	None	Amber blinking	Green solid	The staple cartridge is out of staples.
	Recommended action: **NOTE:** Customers might still see staples in the path of the cartridge; however the “out of staples” message is triggered when the staple chamber is empty. Print jobs will not be stapled. **1** Replace the staple cartridge. **2** If, after you replace the staple cartridge, the message persists, then replace the stapler unit.					
Too many pages in job to staple	None	None	None	Green solid	Green solid	The number of sheets in the document exceeds the maximum number of sheets that the device can staple.
	Recommended action: **1** Make sure that the job to be stapled is within specifications. See chapter 3. **2** Reduce the number of pages to stapled, and then perform a test. **3** Replace the staple cartridge as needed. **4** Replace the stapler unit as needed.					

3,000-sheet stacker control panel and event log messages

Note Numerical messages are listed first, followed by the alphabetical messages.

Table 29. Control panel and event log messages—3,000-sheet stacker

Control panel message	Event log, if connected to			User LED	Service LED	Description
	9000	9000mfp	9500, 9500mfp, 9050, 9050/9040mfp			
13.12.01 Jam in left accessory	13.12.01	13.12.01	13.12.01	Amber blinking	Yellow (1 blink)	An initial jam exists in the flipper. Media is present at power-on or after clearing a jam in the flipper entry area. The FLENTRY1, FLENTRY, or FLEXIT is activated.
	Recommended action: **1** Clear the jam. Verify that no media remains in the flipper area or in the fuser before reattaching the output device. If media remains in this area or if media is in the fuser and it arrives to the flipper during power-on, a jam message is generated repeatedly until the entire paper path is cleared. **2** Visually inspect all the sensors in the flipper assembly, making sure that the actuators move freely. **3** Replace the flipper assembly as needed.					
13.12.02 Jam in left accessory	13.12.02	13.12.02	13.12.02	Amber blinking	Yellow (1 blink)	The printer or MFP did not deliver media to the output device in within the specified time.
	Recommended action: **1** Print and analyze the event log, looking for printer- or MFP-related jams occurring either in the fuser or in the duplexer. These errors might be the result of media failing to reach the output device in the correct amount of time. **2** Make sure that media is in optimal condition, not wrinkled or damaged. **3** Make sure that the correct paper size in the trays is selected according the paper size that is being fed. **4** If possible, install the “failing” output device to a different printer or MFP and test it on the other printer or MFP. **5** Replace the fuser or duplexer in the printer or MFP as needed. **6** Replace the flipper assembly as needed.					
13.12.03	13.12.03	13.12.03	13.12.03	Amber blinking	Yellow (1 blink)	A jam exists in the flipper. The FLENTRY sensor is activated, but the FLENTRY1 sensor is never deactivated.
13.12.04 Jam in left accessory	13.12.04	13.12.04	13.12.04	Amber blinking	Yellow (1 blink)	
	Recommended action: **1** Print and analyze the event log to find out whether the error occurs repeatedly. **2** If the jam occurs when using heavy or glossy media, run a test using plain, 75-g/m^2 (20-lb) paper. **3** Make sure that the correct paper size in the trays is selected according the paper size that is being fed. **4** If possible, install the “failing” output device to a different printer or MFP and test it on the other printer or MFP. **5** Make sure that all of the sensors in the flipper move freely. **6** Replace the flipper assembly as needed.					

Table 29. Control panel and event log messages—3,000-sheet stacker (continued)

Control panel message	Event log, if connected to			User LED	Service LED	Description
	9000	9000mfp	9500, 9500mfp, 9050, 9050/9040mfp			
13.12.05 Jam in left accessory	13.12.05	13.12.05	13.12.05	Amber blinking	Yellow (1 blink)	A jam exists in the flipper. Media never reached the FLEXIT sensor.
	Recommended action: **1** Print and analyze the event log to find out whether the error occurs repeatedly. **2** Make sure that media is not being pulled from the flipper area during the flipping action. **NOTE:** Customers who copy a single-sheet document might grab the copy from the device while it is flipping, not realizing that the action creates a jam condition. **3** If the jam occurs when using heavy or glossy media, run a test using plain, 75-g/m^2 (20-lb) paper. **4** Check the correct paper size in the trays is selected according the paper size that is being fed. **5** If possible, install the failing output device to a different printer and test it on the other printer. **6** Make sure that all of the sensors in the flipper move freely. **7** Replace the flipper assembly as needed.					
13.12.10 Jam in left accessory	13.12.10	13.12.10	13.12.10	Amber blinking	Yellow (2 blinks)	Media is present in the paper path at power-on (the FLEXIT or PPEXIT sensors are activated).
	Recommended action: **NOTE:** This jam should not occur during normal operation. The sensor of the paper path assembly might be activated by media that is jammed inside but is not easily seen. **1** Make sure that the sensor flag moves freely. **2** Verify that the optical sensor is not blocked. **3** Verify that the paper path module has its sensor connected. **4** Replace the paper path assembly as needed.					
13.12.11 Jam in left accessory	13.12.11	13.12.11	13.12.11	Amber blinking	Yellow (2 blinks)	A jam exists in the flipper. Media never reached FLEXIT sensor.
	Recommended action: **1** Print and analyze the event log to find out whether the error occurs repeatedly. **2** Make sure that media is not being pulled from the flipper area during the flipping action. **NOTE:** Customers who copy a single-sheet document might grab the copy from the device while it is flipping, not realizing that the action creates a jam condition. **3** If the jam occurs when using heavy or glossy media, run a test using plain, 75-g/m^2 (20-lb) paper. **4** Check the correct paper size in the trays is selected according the paper size that is being fed. **5** If possible, install the failing output device to a different printer and test it on the other printer. **6** Make sure that all of the sensors in the flipper move freely. **7** Make sure that the firmware for the device is at least 030213. If it is not, then upgrade the firmware. **8** Replace the flipper assembly as needed.					
13.12.12 Jam in left accessory	13.12.12	13.12.12	13.12.12	Amber blinking	Yellow (2 blinks)	A jam exists in the paper path assembly. The FLEXIT sensor is activated, but the PPEXIT sensor is never deactivated.
	Recommended action: **1** Analyze the event log for frequency of the error message. **2** Make sure that the media is well-aligned in the input trays. **3** Make sure that the media is not wrinkled before it arrives at the output device. **4** Verify that all sensors flags in the flipper and paper path assemblies move freely. **5** Check for interference on the paper path. **6** Check for contamination of the paper-path rollers. Excessive paper dust can reduce friction. If excessive dust is found, clean the rollers by using plain water and a clean cloth. If poor-quality media is suspected, suggest that the customer use a better-quality media. **7** Replace the flipper assembly as needed.					

Table 29. Control panel and event log messages—3,000-sheet stacker (continued)

Control panel message	Event log, if connected to			User LED	Service LED	Description
	9000	9000mfp	9500, 9500mfp, 9050, 9050/9040mfp			
13.12.13 Jam in left accessory	13.12.0D	13.12.0D	13.12.13	Amber blinking	Yellow (2 blinks)	Media jammed as it entered the accumulator. The PPEXIT or FLEXIT sensor is never deactivated.
	Recommended action: **1** Analyze the event log for frequency of the error message. **2** Make sure that the media is well-aligned in the input trays. **3** Make sure that the media is not wrinkled before arriving to the output device. **4** Make sure that the media is coming out in the accumulator well-centered. If this is not the case, then check the input trays to make sure that media is centered and not closer to either front or back. **5** Make sure that the media is not touching the plastic arms (wings) in the accumulator. **6** Make sure that customers are not blocking the exit of the accumulator when waiting for their print jobs. **7** Check for interference at the exit of the accumulator. **NOTE:** Paper with excessive curl can block the exit. **8** Make sure that the paper-stopper clips are in their correct position. **9** Make sure that the accumulator exit roller cover is installed correctly. **10** Replace the accumulator as needed.					
13.12.40 Jam in left accessory	13.12.28	13.12.28	13.12.40	Amber blinking	Yellow (5 blinks)	Media is present in the offset module at power-on (the OMEXIT sensor is activated).
	Recommended action: **NOTE:** This error condition should not be present during normal operation. **1** Make sure that nothing in the offset module is activating the exit sensor. **2** Make sure that all of the sensor flags in the offset module move freely. **3** Replace the offset module as needed.					
13.12.41 Jam in left accessory	13.12.29	13.12.29	13.12.41	Amber blinking	Yellow (5 blinks)	The offset module does not reach its home position.
	Recommended action: **1** Make sure that the offset module is free of obstruction. As a countermeasure, turn the offset feature off. **2** Make sure that all of the sensor flags in the offset module move freely. **3** Replace the offset module as needed. **NOTE:** When five errors in a row of this type are logged, it is an indication that the offset module has failed.					
13.12.42 Jam in left accessory	13.12.2A	13.12.2A	13.12.42	Amber blinking	Yellow (5 blinks)	A jam exists in the offset module. The OMEXIT sensor is never deactivated.
	Recommended action: **1** Analyze the event log for frequency of the error message. **2** Make sure that the media is well-aligned in the input trays. **3** Make sure that the media is not wrinkled before arriving to the output device. **4** Make sure that the media is coming out in the offset module well-centered. If this is not the case, then check the input trays to make sure that paper is centered and not closer to either front or back. **5** Make sure that the media is not touching the plastic arms (wings) in the offset module. **6** Make sure that customers are not blocking the exit of the offset module when waiting for their print jobs. **7** Check for interference at the exit of the offset module. **NOTE:** Paper with excessive curl can block the exit. **8** Make sure that the paper-stopper clips are in their correct position. **9** Replace the offset module as needed. **10** Replace the paper path assembly as needed.					

Table 29. Control panel and event log messages—3,000-sheet stacker (continued)

Control panel message	Event log, if connected to			User LED	Service LED	Description
	9000	9000mfp	9500, 9500mfp, 9050, 9050/9040mfp			
66.12.40 Output device failure	66.12.40	66.12.40	66.12.40	Amber solid	Red (5 blinks)	The offset module does not reach the offset position. Either the offset module or the controller circuitry of the module is damaged.
	Recommended action: **NOTE:** The device is operable under this condition. However, the device might offset poorly or fail to offset **1** Analyze the event log for frequency of the error message. **2** Turn the printer or MFP off and then on again to see whether the error is present during the power-on sequence. **3** Replace the offset module as needed. **NOTE:** When more than five errors in a row of this type are logged, it is an indication that the offset module has failed. **4** Replace the controller PCA as needed.					
66.12.70 Output device failure	66.12.70	66.12.70	66.12.70	Amber solid	Red (7 blinks)	An EEPROM error exists. One or more cells in the internal EEPROM on the controller PCA is damaged.
	Recommended action: **NOTE:** The device might be operable under this condition. However, because failure of EEPROM affects the offset feature, the device might offset poorly or fail to offset. **1** Analyze the event log for frequency of the error message. **2** Turn the printer or MFP off and then on again to see whether the error is present during the power-on sequence. **3** Check the Jet-Link cable connections. **4** If the message persists, then replace the controller PCA.					
External device initializing	None	None	None	Amber blinking	Red solid	The device is performing its power-on sequence along with the printer or MFP.
	Recommended action: This message should appear for a few minutes, if the message persists, then check the following: **1** Make sure that the power cord is well connected. **2** Check connections at the controller PCA. **3** Replace the Jet-Link cable as needed. **4** Replace the controller PCA as needed.					
Optional bin 1 full	None	None	None	Amber blinking	Green solid	The face-up bin is full. More than 125 sheets of 75-g/m^2 (20-lb) media has been collected (or fewer than 125 sheets, if heavier media is in use).
	Recommended action: **1** Remove all media from the face up bin. **2** If the message persists when the bin is empty, then make sure that the FLFUF actuator (see page 83) moves freely. **3** Check the functionality of the FLFUF sensor by using the sensor test (see “Face-up bin-full sensor test” on page 240). **4** If the FLFUF actuator moves freely and the FLFUF sensor operates correctly, but the message persists, then replace the flipper assembly.					

Table 29. Control panel and event log messages—3,000-sheet stacker (continued)

Control panel message	Event log, if connected to			User LED	Service LED	Description
	9000	9000mfp	9500, 9500mfp, 9050, 9050/9040mfp			
Optional bin 2 full	None	None	None	Amber blinking	Green solid	The stacker bin is full. More than 3,000 sheets of 75 g/m^2 letter-size or A4-size paper has been collected (or fewer than 3,000 sheets of heavier or larger media.
	Recommended action: **1** Remove all media from the stacker bin. **2** If the condition persists when the bin is empty, then verify that there is nothing blocking the optical sensors. **3** Verify the functionality of the optical sensors by using the sensor test (see “Stacker bin-full sensor test” on page 240) and replace faulty optical sensors. **4** Verify that the optical sensors are not receiving any direct light, which can cause the stacker bin to move all the way down when empty. **5** If the sensors operate correctly and do not receive any direct light, then replace the controller PCA.					
Output paper path open	None	None	None	Red blinking	Green blinking	The paper path between the printer or MFP and the output device is open.
	Recommended action: **1** Make sure that the attachment bracket and magnets are installed correctly. **2** Make sure that no cables are in between the output device and the printer or MFP. **3** Verify the functionality of the interlock switch and replace the switch if appears to be broken. **4** Verify the cable connections of the interlock switch. **5** If the harness is connected, but the message persists, then replace the interlock switch. **6** If, after you replace the interlock switch, the message persists, then replace the controller PCA.					

8-bin mailbox control panel and event log messages

Note Numerical messages are listed first, followed by the alphabetical messages.

Table 30. Control panel and event log messages—8-bin mailbox

Control panel message	Event log	User LED	Service LED	Description
13.12.01 Jam in left accessory	13.12.01	Amber blinking	Red blinking	An initial jam exists in the flipper. At power-on the ENTRY or FACEUP sensor is activated.
	Recommended action: **1** Make sure that the flipper path area is clear. **2** Clear the jam. **3** Check the sensor diagram for sensor-position identification. **4** Make sure that the flipper sensors are in the correct position and that there are no loose parts on the module. **5** Make sure that the flipper connections are correct. **6** Make sure that the controller PCA connections are correct. **7** Make sure that the grounding line is in good condition by checking the electrical continuity between the guide beam and the specific point of the line. **8** If the error persists, replace the flipper.			
13.12.02 Jam in left accessory	13.12.02	Amber blinking	Red blinking	A delay jam exists in the entry sensor. The timeout to receive media expired before the sheet reached the ENTRY sensor.
	Recommended action: **1** Check the event log to see if jams (fuser duplexer) are related to media not arriving in time. **2** Make sure that the media is not wrinkled or damaged. **3** Make sure that the 8-bin mailbox has the latest firmware version. **4** Make sure that the correct media type is being used in the printer or MFP. **5** Check if the error occurs when non-standard media is used. **6** Use standard media to see if the jam persists. **7** Make sure that the grounding line is in good condition by checking the electrical continuity between the guide beam and the specific point of the line. **8** If the error persists, replace the flipper.			
13.12.03 Jam in left accessory	13.12.03	Amber blinking	Red blinking	A stay jam exists in the entry sensor. The ENTRY sensor remains activated longer than expected.
	Recommended action: **1** Check the event log to see if the jam is occurring at a repetitive rate (for example, more than three occurrences in less than 1,000 printed pages). **2** Make sure that the media is not wrinkled or damaged. **3** Make sure that the correct media size is being used in the printer or MFP. **4** Remove the 8-bin mailbox from the printer or MFP, and then reattach it. **5** Make sure that the flipper rollers move freely. **6** Perform a paper-path test to see if the error can be reproduced. **7** Check to see if an obstruction exists in the paper path. **8** Make sure that the correct media type is being used in the printer or MFP. **9** Check if the error occurs when non-standard media is used. **10** Use standard media to see if the jam persists. **11** Check the sensor diagram for sensor-position identification. **12** Make sure that the grounding line is in good condition by checking the electrical continuity between the guide beam and the specific point of the line. **13** Replace the flipper if more than three jams occur in less than 1,000 jobs and if the customer is using standard media.			

Table 30. Control panel and event log messages—8-bin mailbox (continued)

Control panel message	Event log	User LED	Service LED	Description
13.12.04 Jam in left accessory	13.12.04	Amber blinking	Red blinking	A delay jam exists in the face-up bin. Media reached the ENTRY sensor, but did not activate the FACEUP sensor.
	Recommended action: **1** Check the event log to see if the jam is occurring at a repetitive rate (for example, more than three occurrences in less than 1,000 printed pages). **2** Make sure that the media is not wrinkled or damaged. **3** Make sure that the correct type of media is being used in the printer or MFP. **4** Remove the 8-bin mailbox from the printer or MFP, and then reattach it. **5** Make sure that the flipper rollers move freely. **6** Perform a paper-path test to see if the error can be reproduced. **7** Make sure that there are no obstructions in the paper path. **8** Make sure that the correct media type is being used in the printer or MFP. **9** Check to see if the error occurs when non-standard media is used. **10** Use standard media to see if the jam persists. **11** Check to see if the jam occurs after a specific job sequence. **12** Make sure that the 8-bin mailbox has the latest firmware version. **13** Make sure that the grounding line is in good condition by checking the electrical continuity between the guide beam and the specific point of the line. **14** Check the sensor diagram for sensor-position identification. **15** Replace the flipper if more than three jams occur in less than 1,000 jobs and if the customer is using standard media.			
13.12.05 Jam in left accessory	13.12.05	Amber blinking	Red blinking	A stay jam exists in the face-up bin. Media did not leave the FACEUP sensor.
	Recommended action: **1** Check the event log to see if the jam is occurring at a repetitive rate (for example, more than three occurrences in less than 1,000 printed pages). **2** Make sure that the media is not wrinkled or damaged. **3** Make sure that the correct size of media is being used in the printer or MFP. **4** Remove the 8-bin mailbox from the printer or MFP, and then reattach it. **5** Make sure that the flipper rollers move freely. **6** Perform a paper-path test to see if the error can be reproduced. **7** Check to see if an obstruction exists in the paper path. **8** Make sure that the correct media type is being used in the printer or MFP. **9** Check to see if the error occurs when non-standard media is used. **10** Use standard media to see if the jam persists. **11** Check to see if the jam occurs after a specific job sequence. **12** Make sure that the 8-bin mailbox has the latest firmware version. **13** Make sure that the grounding line is in good condition by checking the electrical continuity between the guide beam and the specific point of the line. **14** Check the sensor diagram for sensor-position identification. **15** Replace the flipper if more than three jams occur in less than 1,000 jobs and if the customer is using standard media.			

Table 30. Control panel and event log messages—8-bin mailbox (continued)

Control panel message	Event log	User LED	Service LED	Description
13.12.06 Jam in left accessory	13.12.06	Amber blinking	Red blinking	Media did not reach the EXIT1 sensor in the delivery head and the media is activating the FACEUP sensor at the flipper assembly.
	Recommended action: **1** Check the event log to see if the jam is occurring at a repetitive rate (for example, more than three occurrences in less than 1,000 printed pages). **2** Check for a paper skew in the jammed sheet. **3** Make sure that the corner of a jammed sheet is not folded. **4** If a sheet is folded, check to see if it is caused by a defective fuser. **5** Make sure that the media is not wrinkled before it arrives to the 8-bin mailbox. **6** Make sure that no obstructions exist in the delivery head path. **7** Make sure that the transport belt motor is functioning correctly. **8** Make sure that the grounding line is in good condition by checking the electrical continuity between the guide beam and the specific point of the line. **9** If the error persists, replace the belt motor.			
13.12.50 Jam in left accessory	13.12.50	Amber blinking	Yellow blinking	Jammed media is in the belt or head. The EXIT1 and/or EXIT2 sensors are activated after the initialization sequence.
	Recommended action: **1** Check to see if any obstructions exist in the head path area. **2** Clear for any jammed media. **3** Check the sensor diagram for sensor-position identification. **4** Make sure that the head sensors are in the correct position and that there are no loose parts on the module. **5** Make sure that the head connections are correct. **6** Make sure that the controller PCA connections are correct. **7** Make sure that the grounding line is in good condition by checking the electrical continuity between the guide beam and the specific point of the line. **8** If the error persists, replace the delivery head.			
13.12.51 Jam in left accessory	13.12.51	Amber blinking	Yellow blinking	A jam in the belt exists. Media left the FACEUP sensor but it did not reach the EXIT1 sensor in the delivery head.
	Recommended action: **1** Check the event log to see if the jam is occurring at a repetitive rate (for example, more than three occurrences in less than 1,000 printed pages). **2** Check for a paper skew in the jammed sheet. **3** Make sure that the corner of a jammed sheet is not folded. **4** If a sheet is folded, check to see if it is caused by a defective fuser. **5** Make sure that the correct media type is being used in the printer or MFP. **6** Remove the 8-bin mailbox from the printer or MFP, and then reattach it. **7** Make sure that the media is not wrinkled before it arrives to the 8-bin mailbox. **8** Make sure that no obstructions exist in the delivery head path. **9** Make sure that the grounding line is in good condition by checking the electrical continuity between the guide beam and the specific point of the line. **10** If the error persists, replace the belt motor.			

Table 30. Control panel and event log messages—8-bin mailbox (continued)

Control panel message	Event log	User LED	Service LED	Description
13.12.52 Jam in left accessory	13.12.52	Amber blinking	Yellow blinking	A stay jam exists in EXIT1. Media activated the EXIT1 sensor, but the media did not exit the area.
	Recommended action: **1** Check the event log to see if the jam is occurring at a repetitive rate (for example, more than three occurrences in less than 1,000 printed pages). **2** Check for a paper skew in the jammed sheet. **3** Make sure that the corner of a jammed sheet is not folded. **4** If a sheet is folded, check to see if it is caused by a defective fuser. **5** Check to see if the media is wrinkled before it arrives to the 8-bin mailbox. **6** Check to see if any obstructions exist in the delivery head path. **7** Make sure that the correct media type is being used in the printer or MFP. **8** Check to see if the error occurs when non-standard media is used. **9** Use standard media to see if the jam persists. **10** Make sure that the grounding line is in good condition by checking the electrical continuity between the guide beam and the specific point of the line. **11** Replace the delivery head if more than three jams occur in less than 1,000 jobs and if the customer is using standard media.			
13.12.53 Jam in left accessory	13.12.53	Amber blinking	Yellow blinking	A delay jam exists in EXIT2. Media did not activate the EXIT2 sensor.
	Recommended action: **1** Check the event log to see the jam is occurring at a repetitive rate (for example, more than three occurrences in less than 1,000 printed pages). **2** Check for a paper skew in the jammed sheet. **3** Make sure that the corner of a jammed sheet is not folded. **4** If a sheet is folded, check to see if it is caused by a defective fuser. **5** Check to see if the media is wrinkled before it arrives to the 8-bin mailbox. **6** Check to see if any obstructions exist in the delivery head path. **7** Make sure that the correct media type is being used in the printer or MFP. **8** Check to see if the error occurs when non-standard media is used. **9** Use standard media to see if the jam persists. **10** Make sure that the grounding line is in good condition by checking the electrical continuity between the guide beam and the specific point of the line. **11** Replace the delivery head if more than three jams occur in less than 1,000 jobs and if the customer is using standard media.			
13.12.54 Jam in left accessory	13.12.54	Amber blinking	Yellow blinking	A stay jam exists in the EXIT2 sensor. Media activated the EXIT2 sensor, but the media was not completely ejected to the face-down bin.
	Recommended action: **1** Check the bin sensors for correct movement. **2** Make sure that the correct media type is being used in the printer or MFP. **3** Use standard media to see if the jam persists. **4** Make sure that the customer is not placing a printed job back in a bin that is delivering another sheet. **5** Make sure that the correct media type is being used in the printer or MFP. **6** Check to see if the error occurs when non-standard media is used. **7** Use standard media to see if the jam persists. **8** Make sure that the grounding line is in good condition by checking the electrical continuity between the guide beam and the specific point of the line. **9** Replace the delivery head if more than three jams occur in less than 1,000 jobs and the customer is using standard media.			

Table 30. Control panel and event log messages—8-bin mailbox (continued)

Control panel message	Event log	User LED	Service LED	Description
66.12.06 Output device failure	66.12.06	Amber solid	Red solid	A flipper encoder error exists. The 8-bin mailbox did not detect transitions in the flipper encoder.
	Recommended action: **1** Check the event log to see if more than 1 million sheets have been printed. **2** Make sure that the encoder cable is connected correctly. **3** Make sure that the controller PCA is connected correctly. **4** Turn off the printer or MFP and then turn it on again to see if the error persists. **5** Replace the flipper if more than three jams occur in less than 1,000 jobs and if the customer is using standard media.			
66.12.60 Output device failure	66.12.60	Amber solid	Yellow solid	An initial slider operation error exists. The elevator head might not be aligned correctly. Media might be blocking the slider movement.
	Recommended action: **1** Check to see if any obstructions exist in the slider movement. **2** Turn off the printer or MFP and then turn it on again to see if the error persists. **3** Replace the delivery head if more than three jams occur in less than 1,000 jobs and if the customer is using standard media.			
66.12.61 Output device failure	66.12.61	Amber solid	Yellow solid	A slider operation error exists. The elevator head might not be aligned correctly. Media might be blocking the slider movement.
	Recommended action: **1** Check to see if any obstructions exist in the slider movement. **2** Turn off the printer or MFP and then turn it on again to see if the error persists. **3** Replace the delivery head if more than three jams occur in less than 1,000 jobs and if the customer is using standard media.			
66.12.86 Output device failure	66.12.86	Amber solid	Green solid	The 8-bin mailbox cannot detect transitions in the belt encoder.
	Recommended action: **1** Make sure that the cables are connected correctly to the controller PCA. **2** Make sure that the encoder cable is seated correctly and assembled in the motor shaft. **3** Turn off the printer or MFP and then turn it on again to see if the error persists. **4** Replace the belt motor if the error persists.			
66.12.95 Output device failure	66.12.95	Amber solid	Red solid Yellow solid Green solid	An error exits in the 8-bin mailbox controller PCA.
	Recommended action: **1** Make sure that the encoder cable is connected correctly to the controller PCA. **2** Turn off the printer or MFP and then turn it on again to see if the error persists. **3** If the error persists, replace the controller PCA.			
66.12.99 Output device failure	66.12.99	Amber solid	Red solid Yellow solid Green solid	The Jet-Link communication stopped.
	Recommended action: **1** Make sure that the Jet-Link cable and the power cords are properly seated and connected correctly. **2** Turn off the printer or MFP and then turn it on again to see if the error persists.			

Table 30. Control panel and event log messages—8-bin mailbox (continued)

Control panel message	Event log	User LED	Service LED	Description
Bin X full Bins X-X full	None	Amber blinking	Green solid	The face-up bin is full.
	Recommended action: **1** Remove the media from the face-down bins. **2** If the message persists when the face-up bin is empty, make sure that the FACEUP sensor flag moves freely. **3** Make sure that the face-up bin is not damaged. **4** Make sure that the sensor is functioning correctly. **5** If the message persists, replace the flipper assembly.			
Check the bins of the output device	65.12.70	Amber blinking	Green blinking	A “home not found” error exists. The delivery head did not find the home position during the initialization process.
	Recommended action: **1** Make sure that all of the bins are installed correctly and properly seated. **2** Make sure that the bins are not damaged. **3** Make sure that the orange shipping lock is removed. **4** Make sure that the delivery head moves freely. **5** Replace the bin as needed. **6** Replace the delivery head assembly if a defective bin does not exist.			
Check the bins of the output device	65.12.71	Amber blinking	Green blinking	A scanning bins error exists. A bin is missing, damaged, or not correctly installed.
	Recommended action: **1** Make sure that all of the bins are installed correctly and properly seated. **2** Make sure that the bins are not damaged. **3** Make sure that the orange shipping lock is removed. **4** Make sure that the delivery head moves freely. **5** Replace the bin as needed. **6** Replace the delivery head assembly if a defective bin does not exist.			
Check the bins of the output device	65.12.72	Amber blinking	Green blinking	A jam in the elevator (down) exists. While moving up, the delivery head failed to reach the appropriate position.
	Recommended action: **1** Make sure that all of the bins are installed correctly and properly seated. **2** Make sure that the bins are not damaged. **3** Check the bin where the delivery head stopped. **4** Replace the bin as needed. **5** Replace the delivery head assembly if a defective bin does not exist.			
Check the bins of the output device	65.12.73	Amber blinking	Green blinking	A jam in the elevator (up) exists. While moving down, the delivery head failed to reach the appropriate position.
	Recommended action: **1** Make sure that all of the bins are installed correctly and properly seated. **2** Make sure that the bins are not damaged. **3** Check the bin where the delivery head stopped. **4** Replace the bin as needed. **5** Replace the delivery head assembly if a defective bin does not exist.			

Table 30. Control panel and event log messages—8-bin mailbox (continued)

Control panel message	Event log	User LED	Service LED	Description
Output paper path open	None	Amber blinking	Not available	The 8-bin mailbox is not attached correctly to the printer or MFP.
	Recommended action: **1** Make sure that the attachment bracket and magnets are installed correctly. **2** Make sure that the 8-bin mailbox casters are leveled correctly. **3** Make sure that no cables are in between the output device and the printer or MFP. **4** Verify the functionality of the interlock switch and replace the switch if appears to be broken. **5** Verify cable connections of the interlock switch. **6** If the cables are connected, but the message persists, then replace the interlock switch. **7** If, after you replace the interlock switch, the message persists, then replace the controller PCA.			
Upper bin full	None	Amber blinking	Red solid	The face-up bin is full.
	Recommended action: **1** Remove the media from the face-up bin. **2** If the message persists when the face-up bin is empty, make sure the FACEUP sensor flag moves freely. **3** Make sure that the face-up bin is not damaged. **4** Make sure that the sensor is functioning correctly. **5** If the message persists, replace the flipper assembly.			

Troubleshooting jams

Jams occur when media either does not reach or does not clear a sensor along the paper path in a specific amount of time. If a jam occurs, a `JAM IN LEFT ACCESSORY` message appears on the printer or MFP control panel.

Error codes in the event log indicate locations of jams. Print and evaluate an event log to determine the exact location of a jam.

Jams

Jams can occur when the following conditions exist:

- Trays are not loaded correctly.
- The print media does not meet the specifications listed in the *HP LaserJet Printer Family Print Media Guide*.
- The media is in poor condition.
- Sheets are pulled from the face-down bin or the face-up bin before the print job is complete.

Send a print job from the problem source(s) to the problem destination(s). Try to recreate the jam errors by performing a paper-path test.

When evaluating print jobs, make sure that all of the appropriate settings are selected. Keep in mind that application settings take priority over driver settings, which take priority over the printer or MFP control-panel settings. If a single setting is not present in the application, but is set in the driver, that setting overrides the control-panel settings.

Clearing jams

Note Open and close all output device covers to clear the jam message. After removing a sheet, you might need to check other areas for the presence of other sheet.

All portions of a jammed piece of media must be removed, or you might experience repeated jams.

If the jam persists, try the following:

- If PostScript® is installed, use the `JAM RECOVERY=ON` menu item under the PostScript Menu. The output device will attempt to automatically recover from jams.
- Initiate a form feed from the computer or from the printer or MFP control panel. A form feed might flush out any paper or envelopes that remain in the output device.
- Check to make sure you have located and removed all scraps of media from inside the output device.

Clearing repeated jams

1. Do not use previously printed media or torn, worn, or irregular media.
2. Check the media specifications. If it is outside of the recommended specifications, problems might occur. See the *HP LaserJet Printer Family Print Media Guide.*
3. Clean the output device.

Troubleshooting media problems

Media defects can cause jams and image defects. If the previously described conditions are corrected and do not eliminate the problem, continue to investigate the media as the source of the defect.

Problems with print media are sometimes difficult to detect. Follow a standard troubleshooting procedure to help isolate media-related problems. The steps to follow are:

1. See “Determine the problem source: print media or output device” on page 231.
2. See “Isolate a paper path” on page 231.
3. See “Isolate a media brand” on page 232.
4. See “Isolate a media type” on page 232.
5. See “Specifications” on page 28.

Determine the problem source: print media or output device

When determining the cause of an output device failure, a distinction must be made between problems that relate to the output device itself and problems that involve the print media. Often, a problem that seems to be related to the output device is actually a matter of poor print media selection or handling. To determine whether a problem is caused by the output device or by the media, try the following actions to remedy the situation:

- Turn media over in the tray to print on the reverse side.
- Rotate sheets 180° (end to end) to feed with a different leading edge.

If the symptoms cease, or change in some way, assume that the problems are caused by the print media.

Isolate a paper path

Use the straightest paper path

Some problems can be avoided by using the straightest available paper path.

Determine whether the problem is caused by the duplexing process

Paper that has just passed through the output device can show increased media curl. Media curl increases image dropout, and creates pickup and stacking problems. When the second pass is made, print media might not meet the specifications for moisture and curl. Dry paper can hold static charges that affect print quality and stacking of the duplexed page. Media shrinkage resulting from a second pass through the output device can cause image misalignment on the duplexed page.

Isolate the source of the jam

Define the source of the media that jams.

Determine where media jams occur

Determine where media stops when a jam occurs and compare it to the information on the event log.

Determine whether the output device is experiencing misfeeds or multifeed jams

The following are some possible causes of misfeeds or multifeed jams:

- The media might be too smooth.
- The media might be too heavy or too light.
- The media does not meet the specifications of the output device.
- The media might be loaded incorrectly. Turn over the sheets in the paper tray to determine if in-ream curl is causing misfeeds.
- The customer might be fanning media before loading it into the tray.
- The customer might be adding media in small amounts. Do not add small amounts of media or mix types of media in the tray.
- The output device or media storage environment might be too humid or too dry.

Isolate a media brand

If the output device jams with only one brand of media:

- Try switching media brands.
- If the paper ream in use appears to be old, open a fresh ream of the same paper and load it into the printer or MFP. If the problem disappears, investigate storage and handling conditions.

Isolate a media type

When jams and other problems occur frequently, it is often because the customer is using a special paper. Customers must only use print media that conforms to all Hewlett-Packard specifications, and should always test media before purchasing large quantities. Media should be tested before storage to verify quality printing results. Then, if problems arise, storage or handling conditions can be isolated as the most likely cause. The following are types of media that might cause problems:

- Adhesive labels
- Envelopes
- Transparencies
- Preprinted forms and letterhead
- Embossed media
- Perforated paper
- Chemically treated paper
- Synthetic paper
- Coated paper
- Other special media

Service mode—printer or MFP

Only authorized service personnel should use the output device service-menu commands. The service menu can only be opened by using the PIN code. While in the service menu, you can verify and set the page count and serial number. These are shown on the configuration page.

Note For information about how to gain access to the printer service menu, see the printer or MFP service manual.

Service mode—multifunction finisher

Service-mode configuration

1. Turn off the printer or MFP and unplug the Jet-Link connector.
2. Remove the back cover of the multifunction finisher. See page 98.
3. Lift the interlock switch flag (callout 1) to activate the interlock switch.

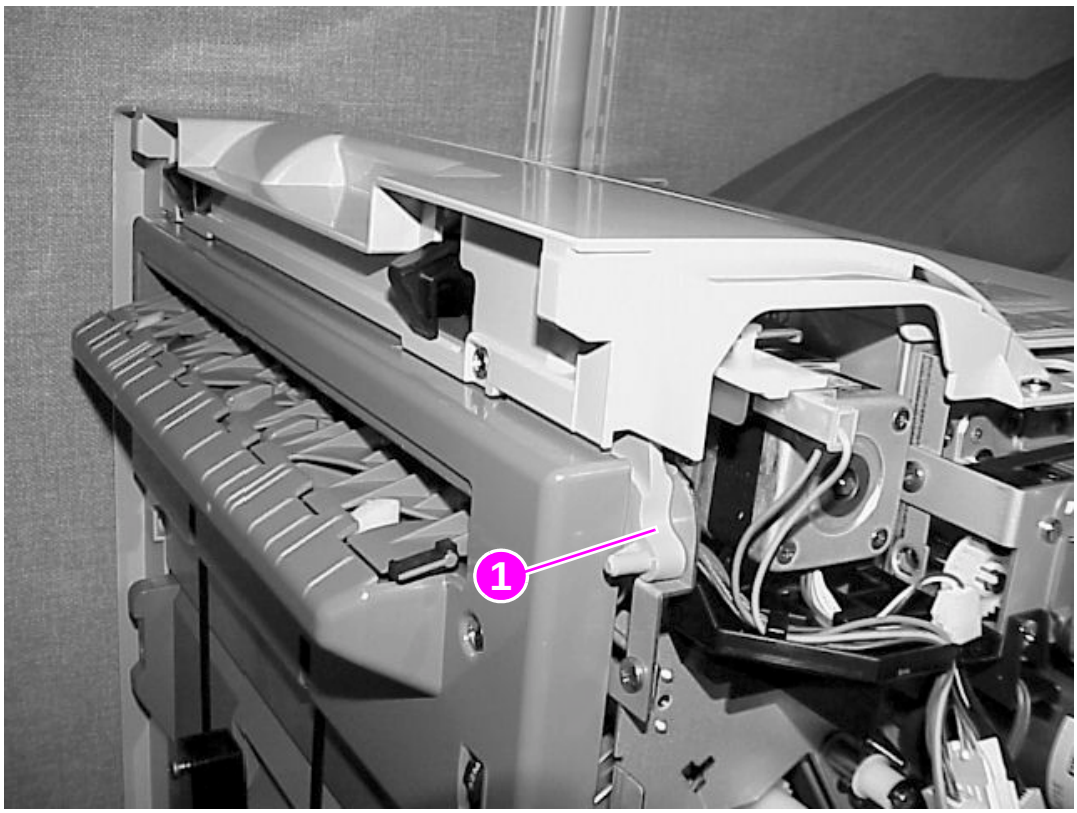
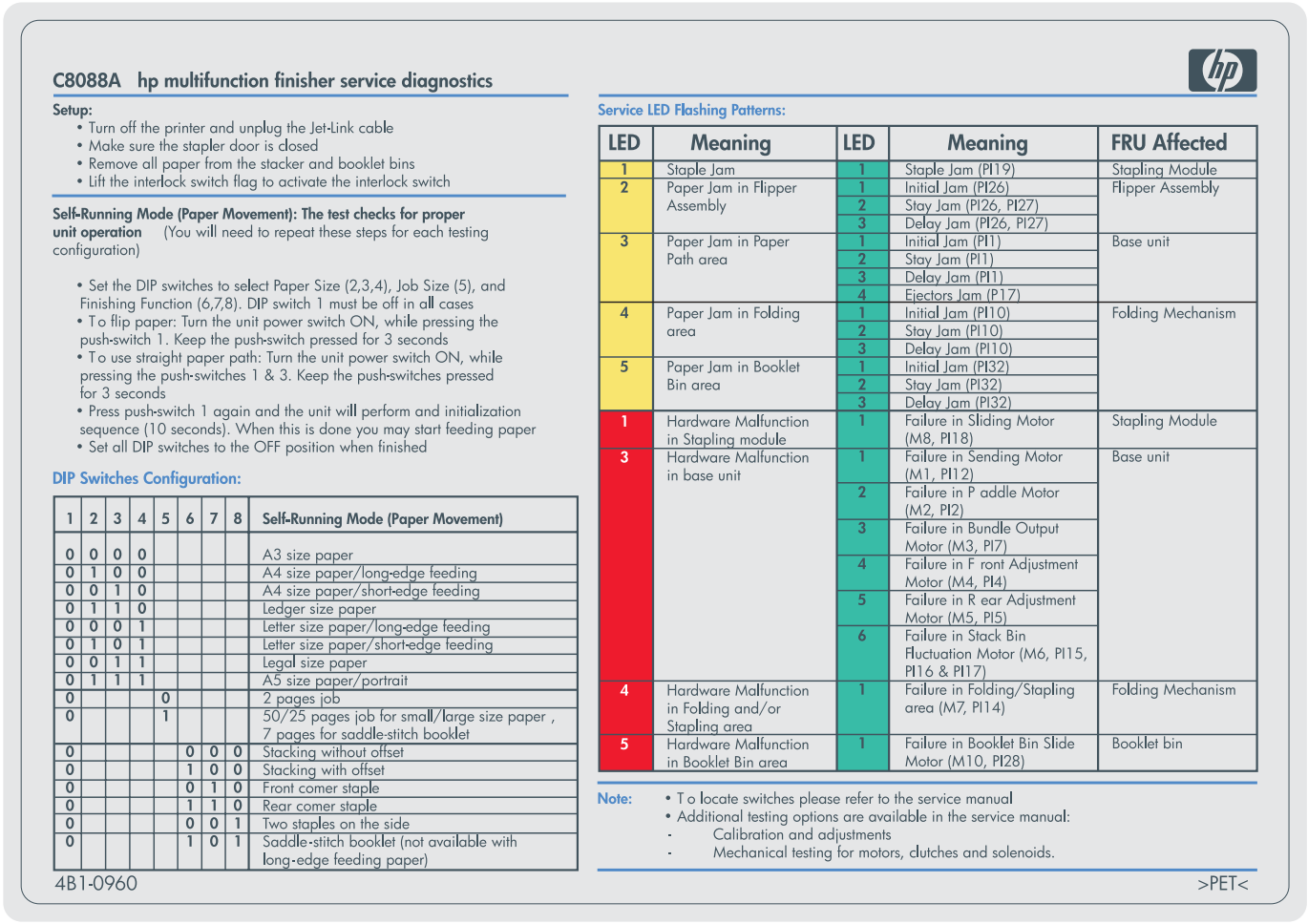


Figure 179. **Service-mode configuration**

Service-mode diagnostics

The diagnostics tool helps the service engineer perform an HP multifunction finisher quick test.

- Service-mode configuration occurs at the controller PCA through a set of DIP switches.
- The service diagnostics label includes the self-running mode only.
  - DIP switches configuration
  - Push switches to flip paper or use the straight paper path.
  - Service LED flashing patterns
  - Affected area and predicted FRU
  - Set the DIP switches to select paper size, job size, and finishing option.



C8088A hp multifunction finisher service diagnostics

Setup:

- Turn off the printer and unplug the Jet-Link cable
- Make sure the stapler door is closed
- Remove all paper from the stacker and booklet bins
- Lift the interlock switch flag to activate the interlock switch

Self-Running Mode (Paper Movement): The test checks for proper unit operation (You will need to repeat these steps for each testing configuration)

- Set the DIP switches to select Paper Size (2,3,4), Job Size (5), and Finishing Function (6,7,8). DIP switch 1 must be off in all cases
- To flip paper: Turn the unit power switch ON, while pressing the push-switch 1. Keep the push-switch pressed for 3 seconds
- To use straight paper path: Turn the unit power switch ON, while pressing the push-switches 1 & 3. Keep the push-switches pressed for 3 seconds
- Press push-switch 1 again and the unit will perform and initialization sequence (10 seconds). When this is done you may start feeding paper
- Set all DIP switches to the OFF position when finished

DIP Switches Configuration:

1	2	3	4	5	6	7	8	Self-Running Mode (Paper Movement)
0	0	0	0					A3 size paper
0	1	0	0					A4 size paper/long-edge feeding
0	0	1	0					A4 size paper/short-edge feeding
0	1	1	0					Ledger size paper
0	0	0	1					Letter size paper/long-edge feeding
0	1	0	1					Letter size paper/short-edge feeding
0	0	1	1					Legal size paper
0	1	1	1					A5 size paper/portrait
0				0				2 pages job
0				1				50/25 pages job for small/large size paper , 7 pages for saddle-stitch booklet
0					0	0	0	Stacking without offset
0					1	0	0	Stacking with offset
0					0	1	0	Front comer staple
0					1	1	0	Rear comer staple
0					0	0	1	Two staples on the side
0					1	0	1	Saddle-stitch booklet (not available with long-edge feeding paper)

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Service LED Flashing Patterns:

LED	Meaning	LED	Meaning	FRU Affected
1	Staple Jam	1	Staple Jam (PI19)	Stapling Module
2	Paper Jam in Flipper Assembly	1	Initial Jam (PI26)	Flipper Assembly
		2	Stay Jam (PI26, PI27)	
		3	Delay Jam (PI26, PI27)	
3	Paper Jam in Paper Path area	1	Initial Jam (PI1)	Base unit
		2	Stay Jam (PI1)	
		3	Delay Jam (PI1)	
		4	Ejectors Jam (P17)	
4	Paper Jam in Folding area	1	Initial Jam (PI10)	Folding Mechanism
		2	Stay Jam (PI10)	
		3	Delay Jam (PI10)	
5	Paper Jam in Booklet Bin area	1	Initial Jam (PI32)	
		2	Stay Jam (PI32)	
		3	Delay Jam (PI32)	
1	Hardware Malfunction in Stapling module	1	Failure in Sliding Motor (M8, PI18)	Stapling Module
3	Hardware Malfunction in base unit	1	Failure in Sending Motor (M1, PI12)	Base unit
		2	Failure in P addle Motor (M2, PI2)	
		3	Failure in Bundle Output Motor (M3, PI7)	
		4	Failure in F ront Adjustment Motor (M4, PI4)	
		5	Failure in R ear Adjustment Motor (M5, PI5)	
		6	Failure in Stack Bin Fluctuation Motor (M6, PI15, PI16 & PI17)	
4	Hardware Malfunction in Folding and/or Stapling area	1	Failure in Folding/Stapling area (M7, PI14)	Folding Mechanism
5	Hardware Malfunction in Booklet Bin area	1	Failure in Booklet Bin Slide Motor (M10, PI28)	Booklet bin

Note:

- To locate switches please refer to the service manual
- Additional testing options are available in the service manual:
  - Calibration and adjustments
  - Mechanical testing for motors, clutches and solenoids.

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Figure 180. Service-diagnostics label

Switch locations

DIP switches

Set the DIP switches (callout 1):

- DIP switch 1: set to 0 for self-running mode
- DIP switches 2, 3, and 4: set for paper size
- DIP switch 5: set for job size
- DIP switches 6, 7, and 8: set for the finishing option

Note The SW1 (callout 2), SW2 (callout 3), and SW3 (callout 4) switches are located below the DIP switches.

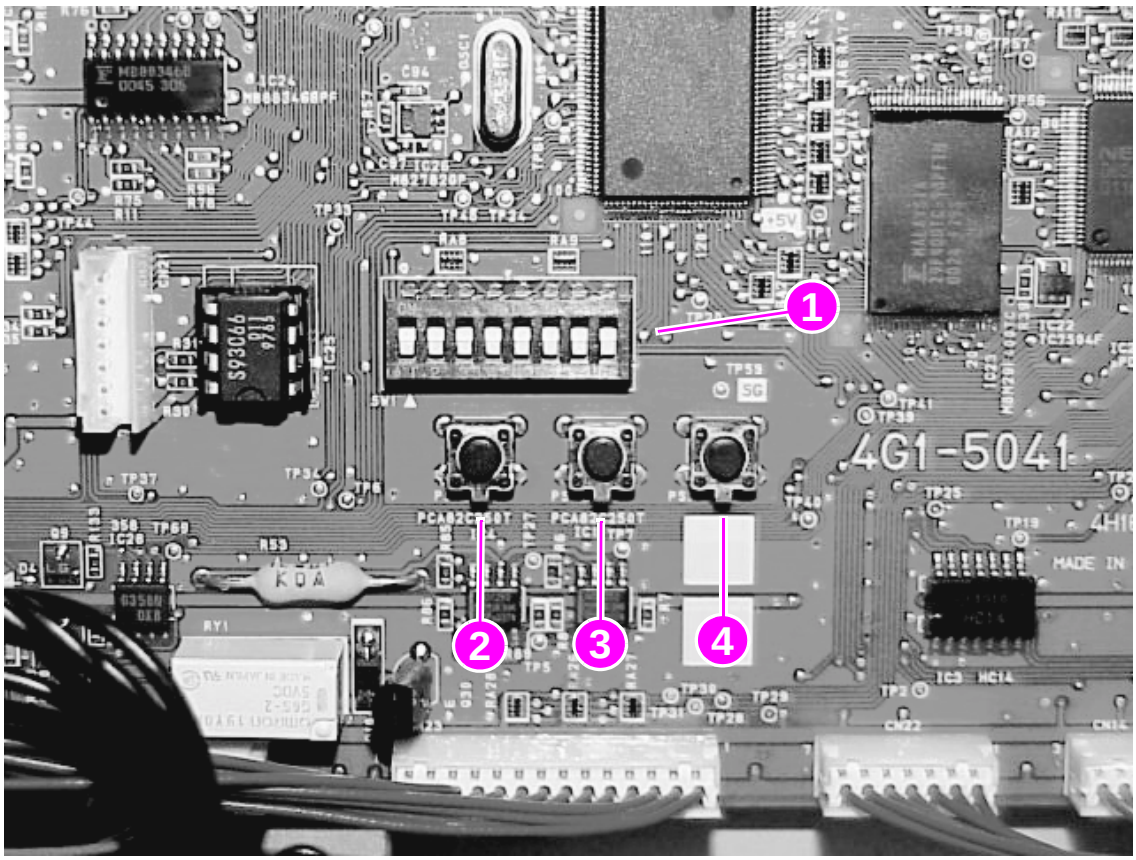


Figure 181. **DIP switches**

Power-supply switch

To turn on the power-supply switch, pull the power-supply switch (callout 1) toward you.

Note You must turn on the power supply for each testing configuration, and the power-supply switch must be off when testing is complete.

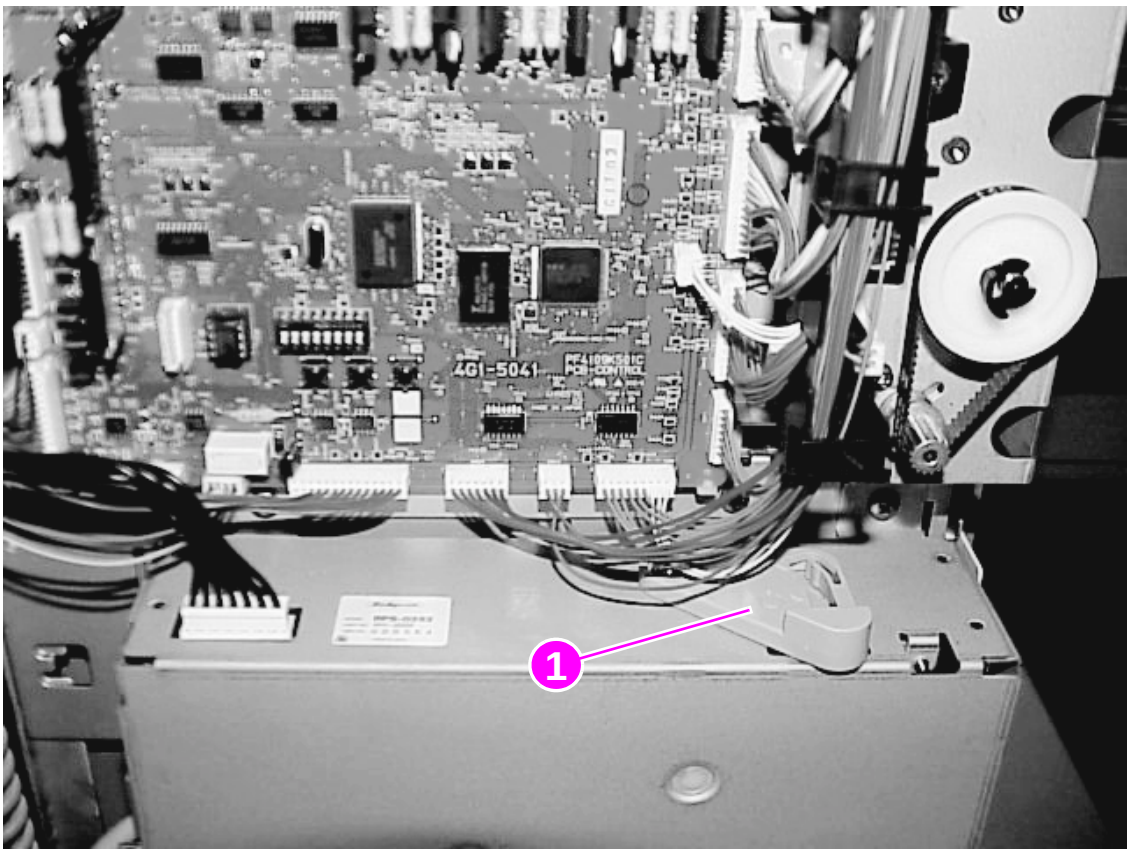


Figure 182. **Power-supply switch**

Service-mode tests

Face-down delivery

To perform face-down delivery (flipping paper), turn on the power supply while pressing SW1 for about three seconds.

Face-up delivery

1. To perform face-up delivery (using the straight paper path), turn on the power supply while pressing SW1 and SW3 simultaneously for about three seconds.
2. Press SW1 again to start the multifunction finisher initialization sequence.
3. Feed paper manually or send a job from the printer or MFP to perform the selected option.
4. Set all of the DIP switches to OFF when the job is finished.

Note Sending a job from the printer or MFP, rather than feeding paper manually, makes the task easier.

Note The multifunction finisher must be attached to the printer or MFP while it is in service mode.

Mechanical testing

1	2	3	4	5	6	7	8	Mechanical testing (motors, solenoids and clutches
1	0	0	0	1	0	0	0	Activate the feed motor (M1)
1	0	0	0	0	1	0	0	Activate the feed motor (M1) in opposite direction
1	0	0	0	1	1	0	0	Activate the pile delivery motor (M3) toward the stacker bin
1	0	0	0	0	0	0	1	Activate the pile delivery motor (M3) toward the booklet folding area
1	0	0	0	1	0	1	0	Activate the paddle motor (M2) for one rotation
1	0	0	0	0	1	1	0	Activate the paddle motor (M2) for one rotation in a different direction
1	0	0	0	1	1	1	0	Activate the staple sliding motor (M8)
1	0	0	0	0	0	0	1	Activate the front aligning plate motor (M4) and the back aligning plate motor (M5)
1	0	0	0	1	0	0	1	Activate the stacker bin fluctuation motor (M6)
1	0	0	0	0	1	0	1	Activate the staple-fold motor (M7)
1	0	0	0	1	1	0	1	Activate the staple-fold motor (M7) in a different direction
1	0	0	0	0	0	1	1	Sensor check mode
1	0	0	0	1	0	1	1	Activate the flipper (reverse) motor (M9)
1	0	0	0	0	1	1	1	Activate the booklet bin slide motor (M10)
1	0	0	0	0	0	0	0	Activate the flipper solenoid (SL1)
1	0	0	0	1	1	1	1	Activate the alienation solenoid (SL2)
1	0	0	1	0	0	0	0	Activate the saddle clutch (CL1)

Note Mechanical testing is for service personnel only. Mechanical testing is not available through the service-diagnostics label.

Testing a motor, solenoid, or clutch

A technician can use mechanical testing to check a motor, solenoid, or clutch.

1. Select a motor, solenoid, or clutch by setting the DIP switches according to the information in the mechanical testing table.
2. Turn on the power supply (see page 236) while pressing SW1 for about three seconds.
3. Press SW1 again to perform the test.

Note If the selected motor, solenoid, or clutch does not work, it is faulty.

Testing sensors and switches

1. Set the DIP switches by using the mechanical testing table.
2. Turn on the power supply (see page 236) while pressing SW1 for about three seconds. The sensors and switches are restored to their initial state.
3. Activate the sensor flag (lever), or press the switch that you want to check.

Note When checking the sensors, the yellow service LED illuminates. When checking the switches, the red service LED illuminates.

Do not activate a sensor and push a switch at the same time.

Service mode—3,000-sheet stapler/stacker and 3,000-sheet stacker

Service-mode configuration

Perform the following steps to put the device into service mode.

CAUTION Make sure that the printer or MFP is turned off before performing this test. If the printer or MFP is on when service mode is enabled, damage to the output device, the printer, or the MFP could occur.

1. Remove the controller PCB cover.
2. Slide the service mode switch on the controller PCB to the on position (toward you).

Note When the device has entered service mode, it performs a short self-test. The green error light blinks if no jams or malfunctions were detected.

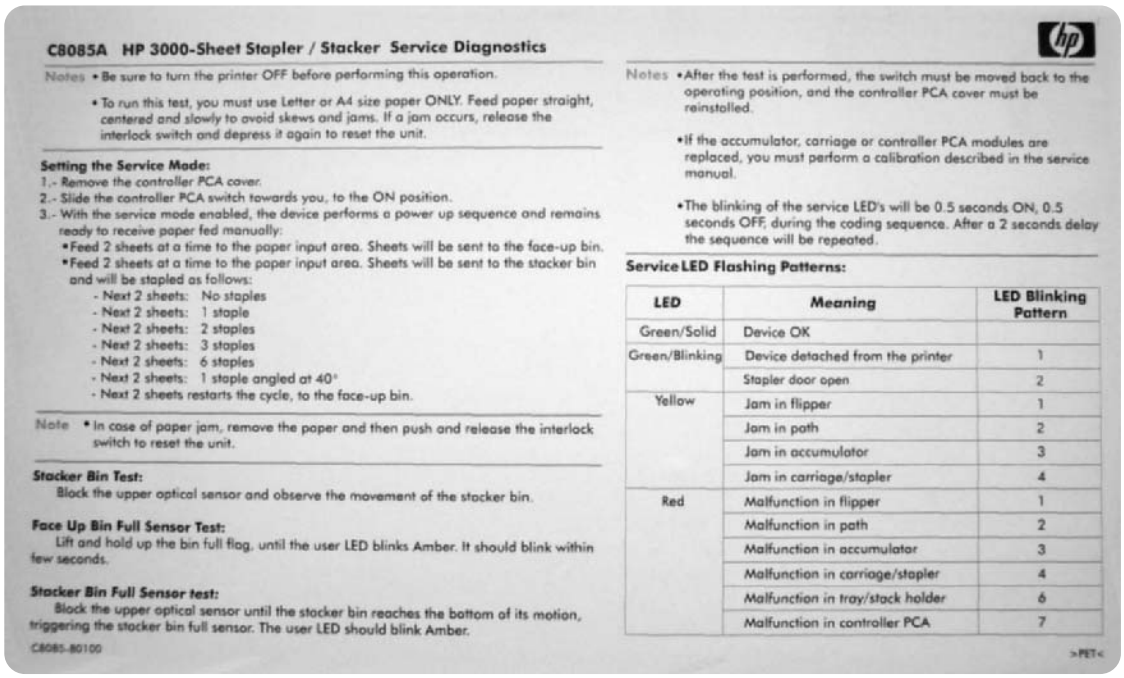
To exit service mode

1. Slide the service mode switch on the controller PCB to the normal position.
2. Reinstall the controller PCB.

Note Press the interlock switch during the test to perform a reset and to restart the test.

Service-mode diagnostics

Diagnostics labels are attached to the PCB covers of the 3,000-sheet stapler/stacker and the 3,000-sheet stacker.



C8085A HP 3000-Sheet Stapler / Stacker Service Diagnostics

Notes
- Be sure to turn the printer OFF before performing this operation.
- To run this test, you must use Letter or A4 size paper ONLY. Feed paper straight, centered and slowly to avoid skews and jams. If a jam occurs, release the interlock switch and depress it again to reset the unit.

Setting the Service Mode:
1.- Remove the controller PCA cover.
2.- Slide the controller PCA switch towards you, to the ON position.
3.- With the service mode enabled, the device performs a power up sequence and remains ready to receive paper fed manually:
- Feed 2 sheets at a time to the paper input area. Sheets will be sent to the face-up bin.
- Feed 2 sheets at a time to the paper input area. Sheets will be sent to the stacker bin and will be stapled as follows:
  - Next 2 sheets: No staples
  - Next 2 sheets: 1 staple
  - Next 2 sheets: 2 staples
  - Next 2 sheets: 3 staples
  - Next 2 sheets: 6 staples
  - Next 2 sheets: 1 staple angled at 40°
  - Next 2 sheets restarts the cycle, to the face-up bin.

Note
- In case of paper jam, remove the paper and then push and release the interlock switch to reset the unit.

Stacker Bin Test:
Block the upper optical sensor and observe the movement of the stacker bin.

Face Up Bin Full Sensor Test:
Lift and hold up the bin full flag, until the user LED blinks Amber. It should blink within few seconds.

Stacker Bin Full Sensor test:
Block the upper optical sensor until the stacker bin reaches the bottom of its motion, triggering the stacker bin full sensor. The user LED should blink Amber.

C8085-80100

Notes
- After the test is performed, the switch must be moved back to the operating position, and the controller PCA cover must be reinstalled.
- If the accumulator, carriage or controller PCA modules are replaced, you must perform a calibration described in the service manual.
- The blinking of the service LED's will be 0.5 seconds ON, 0.5 seconds OFF, during the coding sequence. After a 2 seconds delay the sequence will be repeated.

Service LED Flashing Patterns:

LED	Meaning	LED Blinking Pattern
Green/Solid	Device OK	
Green/Blinking	Device detached from the printer	1
	Stapler door open	2
Yellow	Jam in flipper	1
	Jam in path	2
	Jam in accumulator	3
	Jam in carriage/stapler	4
Red	Malfunction in flipper	1
	Malfunction in path	2
	Malfunction in accumulator	3
	Malfunction in carriage/stapler	4
	Malfunction in tray/stack holder	6
	Malfunction in controller PCA	7

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Figure 183. **3,000-sheet stapler/stacker and 3,000-sheet stacker diagnostics label**

Service-mode tests

Stapler test/stacker test

Note Any stapler settings or offset settings that are configured at the printer or MFP control panel are ignored during the stapler test/stacker test.

For the stapler test/stacker test, use letter-size or A4-sized paper. Feed the paper straight, centered, and slowly to avoid skews and jams. If a jam occurs, release the interlock switch and depress it again to reset the device.

Note Make sure that the paper is centered. If the paper is not centered, it might jam when it comes in contact with the wings.

1. Feed two sheets of paper into the paper input area. The sheets are sent to the face-up bin.
2. Feed two sheets at a time into the paper input area.

- In the 3,000-sheet stapler/stacker**,** the sheets are stapled as shown below and sent to the stacker bin:
  - next two sheets: no staples
  - next two sheets: 1 staple
  - next two sheets: 2 staples
  - next two sheets: 3 staples
  - next two sheets: 6 staples
  - next two sheets: 1 staple, angled at 40°
  - next two sheets restart the cycle: to the face-up bin
- In the 3,000-sheet stacker, the sheets are routed as follows:
  - next two sheets: to the stacker bin, offset in one direction
  - next two sheets: to the face-up bin
  - next two sheets: to the stacker bin, offset in the opposite direction
  - next two sheets restart the cycle: to the face-up bin

Stacker bin test

Block the upper optical sensor and observe the movement of the stacker bin.

Face-up bin-full sensor test

Lift and hold up the bin-full flag until the error light blinks amber. The error light should blink amber within a few seconds.

Stacker bin-full sensor test

Block the upper optical sensor until the stacker bin reaches the bottom of its motion, triggering the stacker bin-full sensor; the error light should blink amber.

Service mode—8-bin mailbox

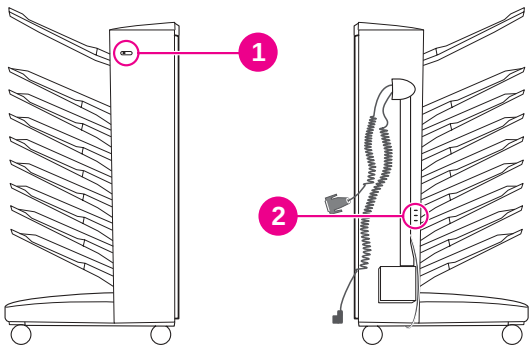
The standalone diagnostics are designed to test the motors and functionality of the 8-bin mailbox when the 8-bin mailbox is not connected to the printer or MFP.

Note You need a small, flatblade screwdriver for the power supply switch.

LEDs description

The 8-bin mailbox has two sets of LEDs:

- **User LED (callout 1)**. The user LED, located on the right side of the top cover, provides information to the end user about the 8-bin mailbox power-on status and the attachment and alignment to the printer or MFP.
- **Service LEDs (callout 2)**. The service LEDs, formed by three independent LEDs located in the middle of the left side cover, show additional technical information to decode the 8-bin mailbox status.



Service-mode operation

Perform the following steps to put the 8-bin mailbox into service mode:

CAUTION Make sure that the printer or MFP is turned off before performing this test. If the printer or MFP is on when service mode is enabled, damage to the 8-bin mailbox, the printer, or the MFP can occur.

1. Remove the 8-bin mailbox Jet-Link connection to the printer or MFP.
2. Remove the 8-bin mailbox from the printer or MFP.
3. Change the 8-bin mailbox power switch to service mode by sliding the power supply switch up with a small, flatblade screwdriver.

After a few seconds, the 8-bin mailbox performs a mechanical initialization sequence. If the mechanical initialization sequence is successful, the user LED blinks with a green color. The 8-bin mailbox is ready to receive paper.

8-bin mailbox paper-path test

Note Letter and A4 media are the *only* media types that are supported for the paper-path test.

1. Manually feed letter or A4 media one sheet at a time through the input paper guide in the horizontal (landscape) position. The media passes across the flipper assembly, and the sheet is sent to the face-up bin.

2 The second sheet is sent to face-down bin 1.

3 The process continues until media reaches face-down bin 8, and then the process starts again.

4 If the paper-path test is successful after feeding several pages, reattach the 8-bin mailbox.

5 If a problem exists, an error code is indicated in the service LEDs.

Note Make sure that you reset the power supply switch to its original position or the 8-bin mailbox will not work correctly.

When in service mode, jams and malfunctions are reported through the user and service LEDs. To stop this process press the interlock switch for a few seconds and then release it. The 8-bin mailbox performs a mechanical initialization cycle and attempts to remove the error condition.

To exit service mode

To return to normal operation mode, perform the following steps:

1 Move the 8-bin mailbox power supply switch to the lower position.

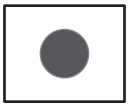
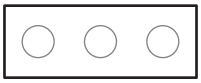
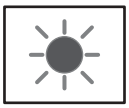
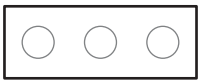
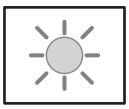
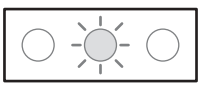
Note Make sure that you perform step 1. If the switch is left in the upper position, the output device will not work correctly.

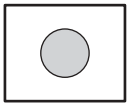
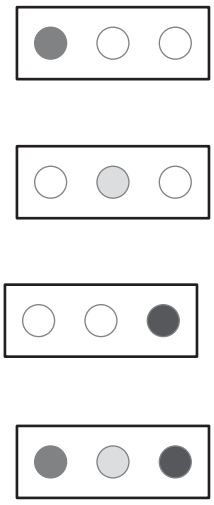
2 Connect the 8-bin mailbox Jet-Link cable to the printer or MFP.

3 Attach 8-bin mailbox to the printer or MFP.

4 Turn on the printer or MFP.

8-bin mailbox LEDs status interpretation

Condition	User LED	Service LEDs	Causes/notes
8-bin mailbox ON			The 8-bin mailbox is connected correctly and no problems exist.
Self-test mode			• Indicates a test mode to test the 8-bin mailbox without the printer or MFP connected. • The power supply switch is in the wrong position.
Abnormal condition (bin full, jams, user-intervention errors)		  	• A flipper problem exists. • A head problem exists. • An elevator, belt, or bin problem exists.

Condition	User LED	Service LEDs	Causes/notes
Malfunctions			• A flipper problem exists. • A head problem exists. • An elevator, belt, or bin problem exists. • A PCA problem exists.

Note For more information about error messages, jam codes, user intervention errors, malfunctions and recommended actions, see “8-bin mailbox control panel and event log messages” on page 223.

Multifunction finisher

Performing booklet adjustment by using the control panel

1 Print a one-sheet booklet.

2 Measure the distance “d” (see figure 184).

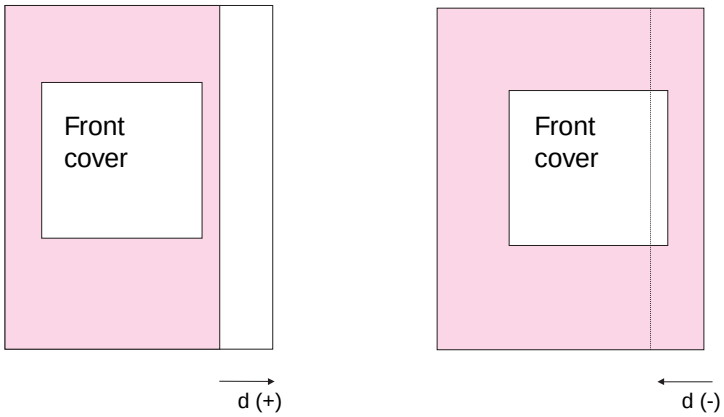


Figure 184. **Booklet adjustment—multifunction finisher**

3 On the control panel, touch **Configure Device**, touch **Multifunction Finisher**, and then touch the menu item that corresponds to the paper-size of the booklet that should be adjusted:

- Fold line adjust LTR-R and A4-R,
- Fold line adjust LEGAL and JISB4, or
- Fold line adjust 11x17 and A3

4 Choose a positive value for adjustment if the front-page edge (usually the front cover of a booklet) is smaller than the back page. Choose a negative value for adjustment if the front page edge is larger than the back-page edge.

5 Repeat the procedure to test the adjustment.

Note The control panel shows the distance of “d” in millimeters only.

Calibration and adjustments for the multifunction finisher

1	2	3	4	5	6	7	8	Calibration and adjustments
1	1	0	0	0	0	0	0	Booklet stitching position
1	1	0	0	0	0	0	1	Booklet folding position
1	1	0	0	1	0	0	0	Front jogger adjustment/A4
1	1	0	0	0	1	0	0	Front jogger adjustment/letter
1	1	0	0	1	1	0	0	Rear jogger adjustment/A4
1	1	0	0	0	0	1	0	Rear jogger adjustment/letter
1	1	0	0	1	0	1	0	Stapling position adjustment/A4
1	1	0	0	0	1	1	0	Stapling position adjustment/letter
1	1	0	1	0	0	1	1	Flipping sensor D/A clear
1	1	0	1	1	1	1	1	Clear all adjustments

Note Adjusting DIP switches that are set for calibration and adjustments, and performing procedures that are not available in the service diagnostics label but are in the service manual, should only be performed by service personnel.

Recalibration

Recalibrate the multifunction finisher after you replace the controller PCA, the stapling unit, or the folding mechanism, or when the customer requests a recalibration.

Stapling-folding position (booklet stitching position)

1. Set the DIP switches and turn on the power supply. See page 236.
2. Adjust the stapling-folding position by pressing SW1 (- direction) and SW3 (+ direction).

Note Pressing SW1 and SW3 once moves the position approximately 0.14 mm (0.005 inch).

3. When the adjustment is complete, press SW2 to save the values in NVRAM.
4. Turn off the power supply and set all DIP switches to the off position.

Note The stapling-folding position can also be adjusted through the control panel.

Folding position

1. Set the DIP switches and turn on the power supply.
2. Adjust the folding position by pressing SW1 (- direction) and SW3 (+ direction).

Note Pressing SW1 and SW3 once moves the position approximately 0.16 mm (0.006 inch).

3. When the adjustment is complete, press SW2 to save the values in NVRAM.
4. Turn off the power supply and set all DIP switches to the off position.

Alignment position (front and rear jogger adjustment)

1. Set the DIP switches according to the selected paper size (letter or A4).
2. Turn on the power supply.
3. Place 10 sheets of media between the alignment plates and push them against the stopper.

Note Pressing SW1 moves the alignment plates forward, and pressing SW3 moves the alignment plates backward.

4. Press SW1 or SW3 once to move the front and back alignment plates forward.
5. Press SW1 or SW3 until the front alignment plate lightly touches the paper.
6. Press SW1 twice.

Note Pressing SW1 twice moves the front alignment approximately 0.37 mm (0.015 inch).

7. When the adjustment is complete, press SW2 to save the values in NVRAM.
8. Turn off the power supply and set all DIP switches to the off position.

Stapling-position adjustment

1. Perform a rear-corner-stapled job to check the staple position.
2. Set the DIP switches according to the selected paper size (letter or A4).
3. Turn on the power supply.
4. Place two sheets of media between the alignment plates and push them against the stopper.
5. Press SW1 or SW3 once to move the front and back alignment plates forward.
6. Press SW1 or SW3 to adjust the staple position.

Note Adjustment plates move approximately 0.3 mm (0.012 inch) when the switch is pressed.

7. Press SW1 to narrow the stapler movement range, or press SW3 to widen the stapler movement range.
8. When the adjustment is complete, press SW2 to save the values in NVRAM.
9. Turn off the power supply and set all DIP switches to the off position.

Clearing the reversal sensor output voltage (flipper sensor clear)

1. Set the DIP switches and turn on the power supply.
2. Simultaneously press SW1 and SW2 to clear the adjustment value.
3. Turn off the power supply and set all DIP switches to the off position.

Clearing all of the adjustment values

1. Set the DIP switches and turn on the power supply.
2. Simultaneously press SW1 and SW2 to clear the adjustment value.
3. Turn off the power supply and set all DIP switches to the off position.

3,000-sheet stapler/stacker

Staple-position calibration

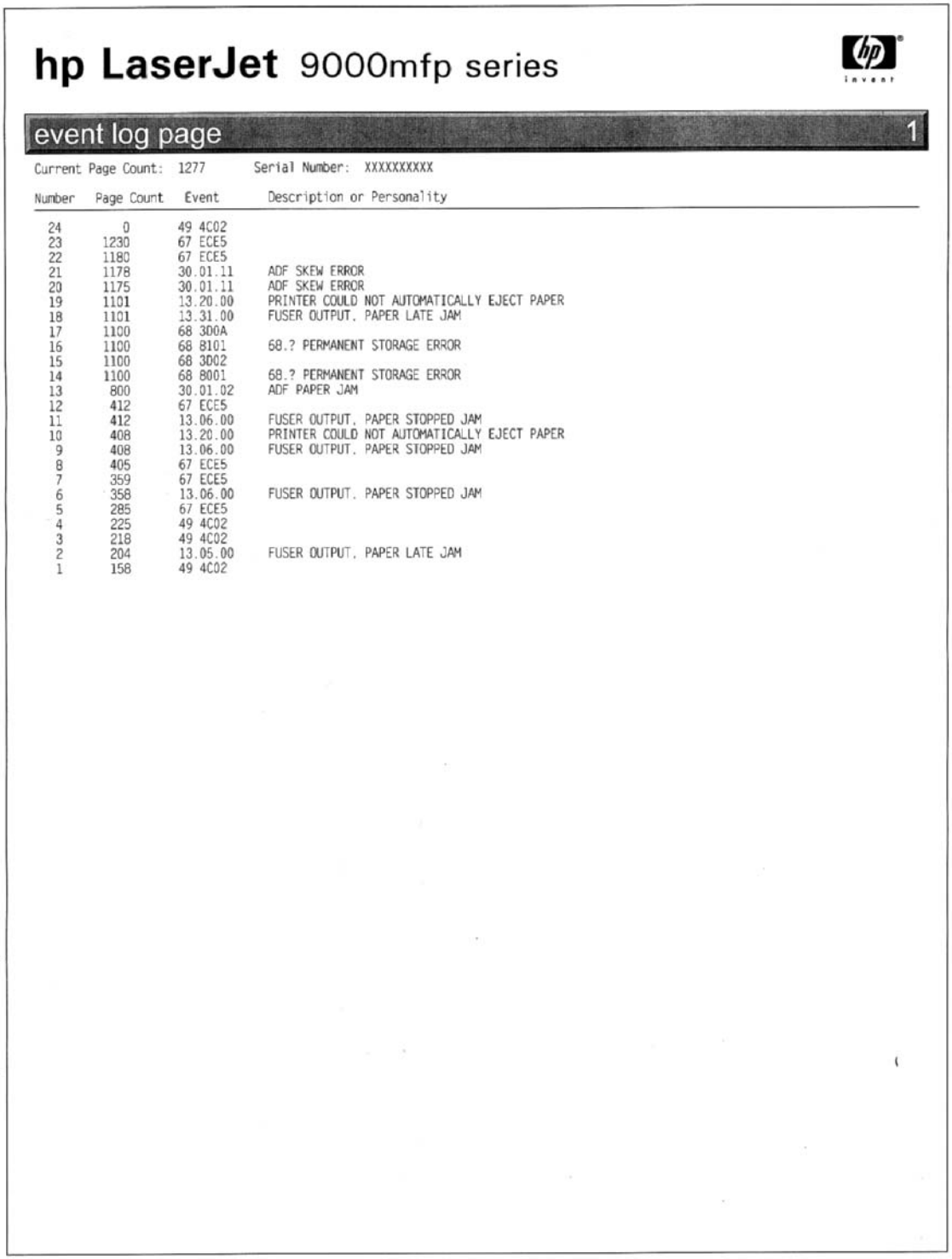
The staple position calibration can be used to verify that the stapler is working correctly or to troubleshoot problems with the stapler/stacker.

1. Press ✓ to open the menus.
2. Use ▲ or ▼ to scroll to SERVICE, and then press ✓.
3. Enter the service mode PIN code for the engine, and then press ✓.
4. Use ▲ or ▼ to scroll to STAPLER/STACKER, and then press ✓.
5. Use ▲ or ▼ to scroll to X, and then press ✓.
6. Use ▲ or ▼ to select the appropriate value, and then press ✓.
7. Use ▲ or ▼ to scroll to Y, and then press ✓.
8. Use ▲ or ▼ to select the appropriate value, and then press ✓.
9. Press PAUSE/RESUME to exit the menu and return the printer or MFP to ready.

Event log

To view or print an event log, see the user guide that came with the printer or MFP.

Sample event log



hp LaserJet 9000mfp series

event log page 1

Current Page Count: 1277 Serial Number: XXXXXXXXXX

Number	Page Count	Event	Description or Personality
24	0	49 4C02	
23	1230	67 ECE5	
22	1180	67 ECE5	
21	1178	30.01.11	ADF SKEW ERROR
20	1175	30.01.11	ADF SKEW ERROR
19	1101	13.20.00	PRINTER COULD NOT AUTOMATICALLY EJECT PAPER
18	1101	13.31.00	FUSER OUTPUT, PAPER LATE JAM
17	1100	68 3D0A	
16	1100	68 8101	68.? PERMANENT STORAGE ERROR
15	1100	68 3D02	
14	1100	68 8001	68.? PERMANENT STORAGE ERROR
13	800	30.01.02	ADF PAPER JAM
12	412	67 ECE5	
11	412	13.06.00	FUSER OUTPUT, PAPER STOPPED JAM
10	408	13.20.00	PRINTER COULD NOT AUTOMATICALLY EJECT PAPER
9	408	13.06.00	FUSER OUTPUT, PAPER STOPPED JAM
8	405	67 ECE5	
7	359	67 ECE5	
6	358	13.06.00	FUSER OUTPUT, PAPER STOPPED JAM
5	285	67 ECE5	
4	225	49 4C02	
3	218	49 4C02	
2	204	13.05.00	FUSER OUTPUT, PAPER LATE JAM
1	158	49 4C02	

Figure 185. **Sample event log**

Information pages

To print an information page, see the user guide that came with the printer or MFP.

Sample configuration page

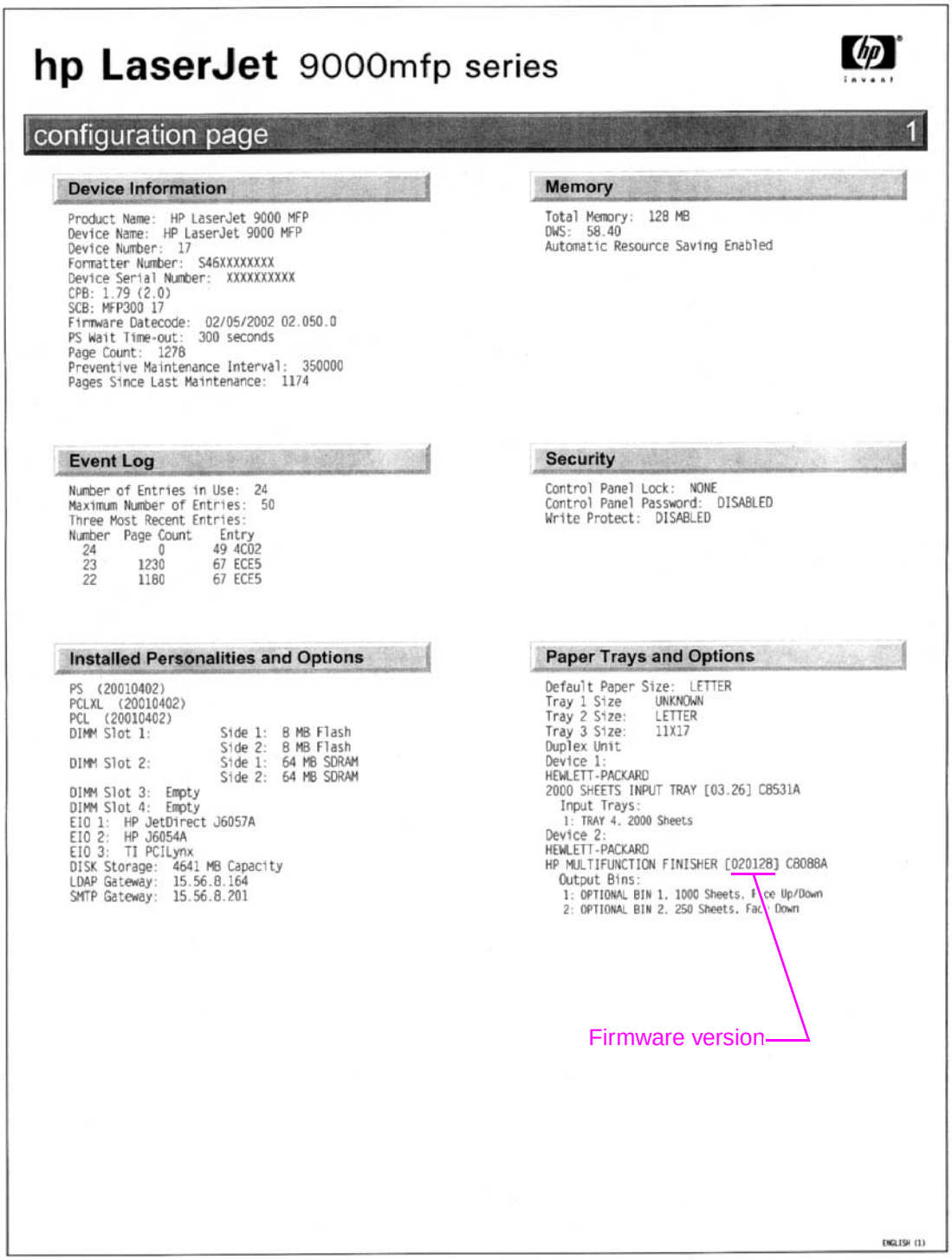


Figure 186. **Sample configuration page**

Note Check http://www.hp.com to make sure that the version shown is the latest version available.

Paper-path test

The paper-path test can be used to verify that paper paths are working correctly or to troubleshoot problems with tray configuration. To conduct a paper-path test, see the printer or MFP service manual.

User LED light patterns

The user LED light, located on the front of the device, indicates a general error status. Use the following table to interpret device-status based on the LED light.

Color/state	Description
Off	The output device is operating normally.
Green/solid	The output device is in normal state, with no malfunctions, jams, or operator errors.
Green/blinking	The output device is in service mode.
Amber/blinking	The output device is experiencing a media jam, a staple jam, or an operation error, or is detached from the printer or MFP. A hardware malfunction at the warning level also sets the user light pattern to amber/blinking.
Amber/solid	The output device has a hardware malfunction. If the malfunction is severe, the device will not operate anymore. Service is required.

8 Parts and diagrams

Chapter contents

Introduction

The figures in this chapter illustrate the major subassemblies in the output devices and their component parts. A table accompanies each exploded-view diagram. Each table lists the reference number for the replaceable part, a description of the part, the part number, and the quantity.

Note When looking for a part number, pay careful attention to the voltage listed in the description column to ensure that the part number selected is for the correct output device model.

Ordering parts

All standard part numbers listed are stocked and can be ordered from HP Customer Support. See “Parts and supplies” on page 36.

Consumables and documentation

Table 31. Consumables and documentation

Product	Item	Service number
Multifunction finisher consumables	HP 5000 staple cartridge	C8092A
Multifunction finisher documentation	Install	C8088-90903
	Service	Q5693-90002
	Use	C8088-90901
3,000-sheet stapler/stacker consumables	HP 5000 staple cartridge	C8091A
3,000-sheet stapler/stacker and 3,000-sheet stacker documentation	Install	C8084-90900
	Service	Q5693-90002
8-bin mailbox documentation	Install	Q5693-90901
	Service	Q5693-90002
	Use	Q5693-90902

Common hardware

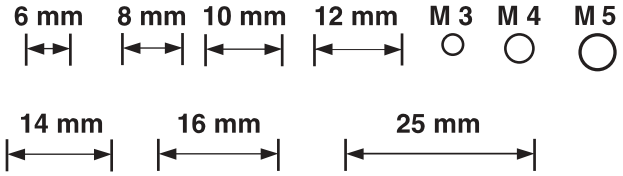


Table 32. Common hardware

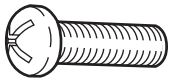
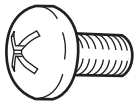
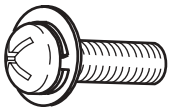
Example	Description	Sizes	Uses
	Screw	M3 by 6 mm M3 by 8 mm M4 by 8 mm M4 by 10 mm	
	Screw, tapping	M3 by 6 mm M3 by 8 mm M3 by 30 mm M4 by 6 mm M4 by 12 mm	To hold plastic to metal
	Screw, pan head	M3 by 6 mm	To hold plastic to plastic
	Screw, w/washer	M3 by 6 mm M3 by 8 mm M3 by 7 mm M4 by 6 mm M4 by 12 mm	To hold plastic to metal

Table 33. HP recommended torque values

Material	HP recommended torque value
Plastic-to-metal	5.5 lb-inch
Metal-to-metal	10.0 lb-inch
PCBA	5.5 lb-inch
Plastic-to-plastic	5.5 lb-inch

Illustrations and parts lists

The following illustration and parts tables show the field replaceable units (FRUs). Two tables at the end of this section list all of the parts shown for the multifunction finisher: table 44, “Alphabetical parts list (multifunction finisher)” on page 264 lists the parts in alphabetical order, and table 45, “Numerical parts list (multifunction finisher)” on page 265 lists the parts in numerical order by part number. Both tables also provide the figure in this chapter that shows the part.

Note Parts that have no item number or part number listed are not field replacable units (FRUs) and cannot be ordered.

Multifunction finisher system assembly

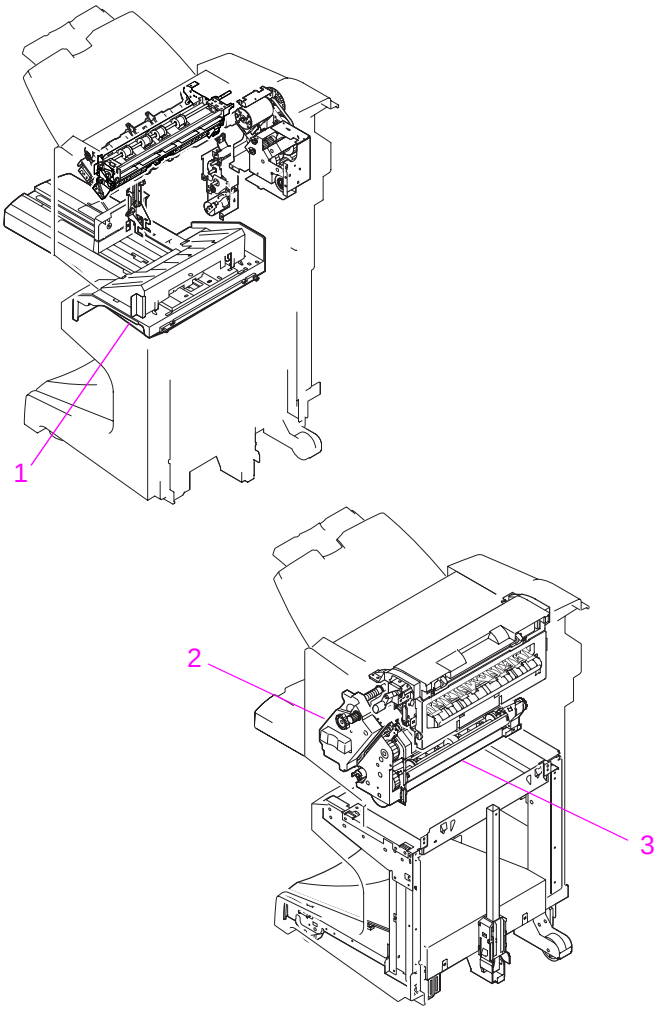


Figure 187. **Multifunction finisher system assembly**

Table 34. Multifunction finisher system assembly

Reference	Description	Part number	Quantity
1	Booklet bin (booklet-tray assembly)	4G1-4986-000CN	1
2	Stapling unit (stapling assembly)	4G1-5218-000CN	1
3	Folding mechanism (folding assembly/booklet maker)	4G1-5166-000CN	1

Mounting hardware

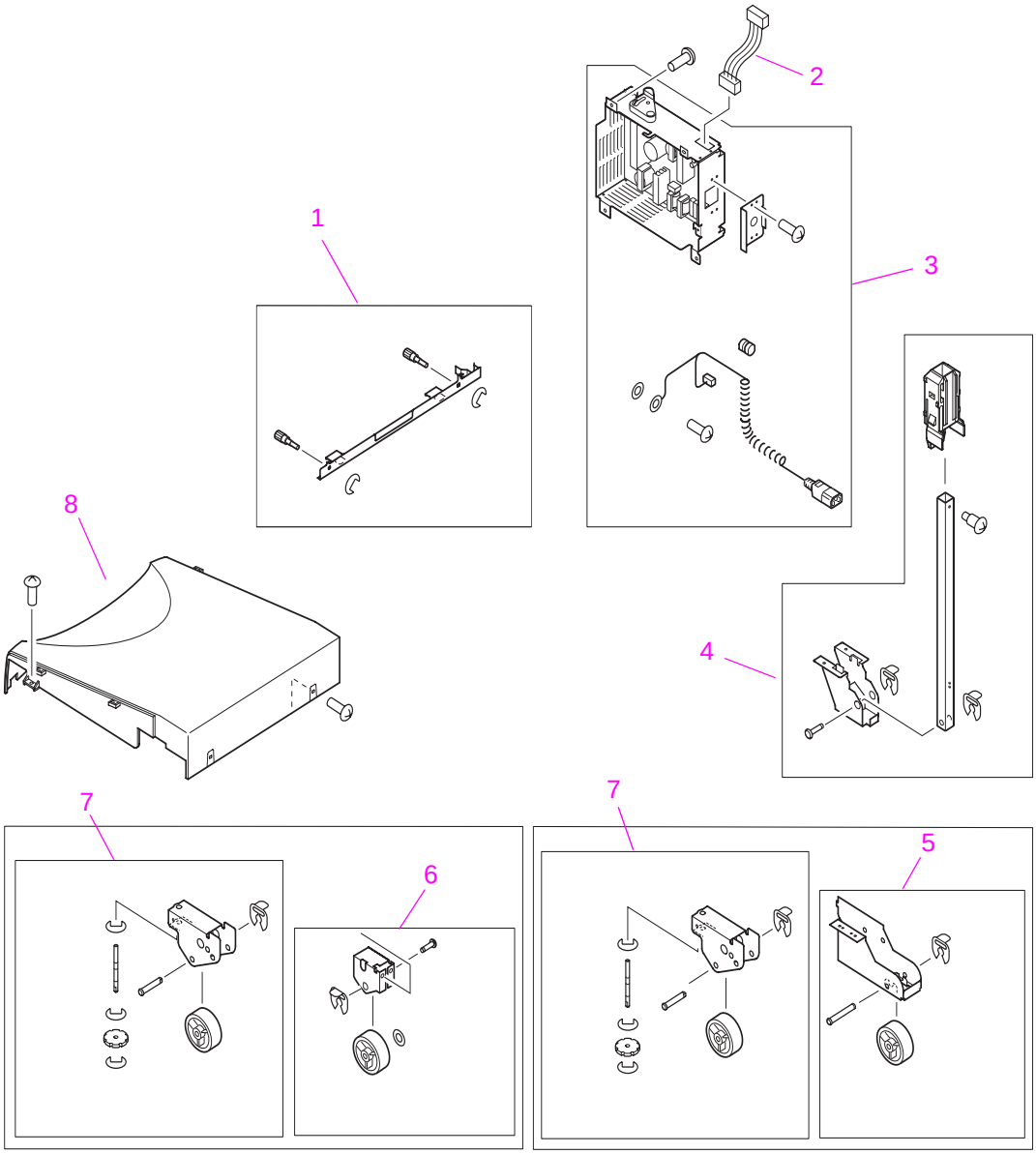


Figure 188. **Mounting hardware**

Table 35. Mounting hardware

Reference	Description	Part number	Quantity
1	Product-attachment latch (latch plate assembly)	4G1-4988-000CN	1
2	Low voltage PCB cable	4H1-6581-000CN	1
3	Power supply, low voltage (includes power cord)	4G1-5170-000CN	1
4	Attachment rod (rail) assembly	4G1-5252-000CN	1
5	Stationary extended caster	4G1-5178-000CN	1
6	Stationary caster	4G1-5174-000CN	1
7	Adjustable casters (levelers)	4G1-5175-000CN	2
8	Foot cover (panel foot)	4F1-2090-000CN	1

External panels and covers

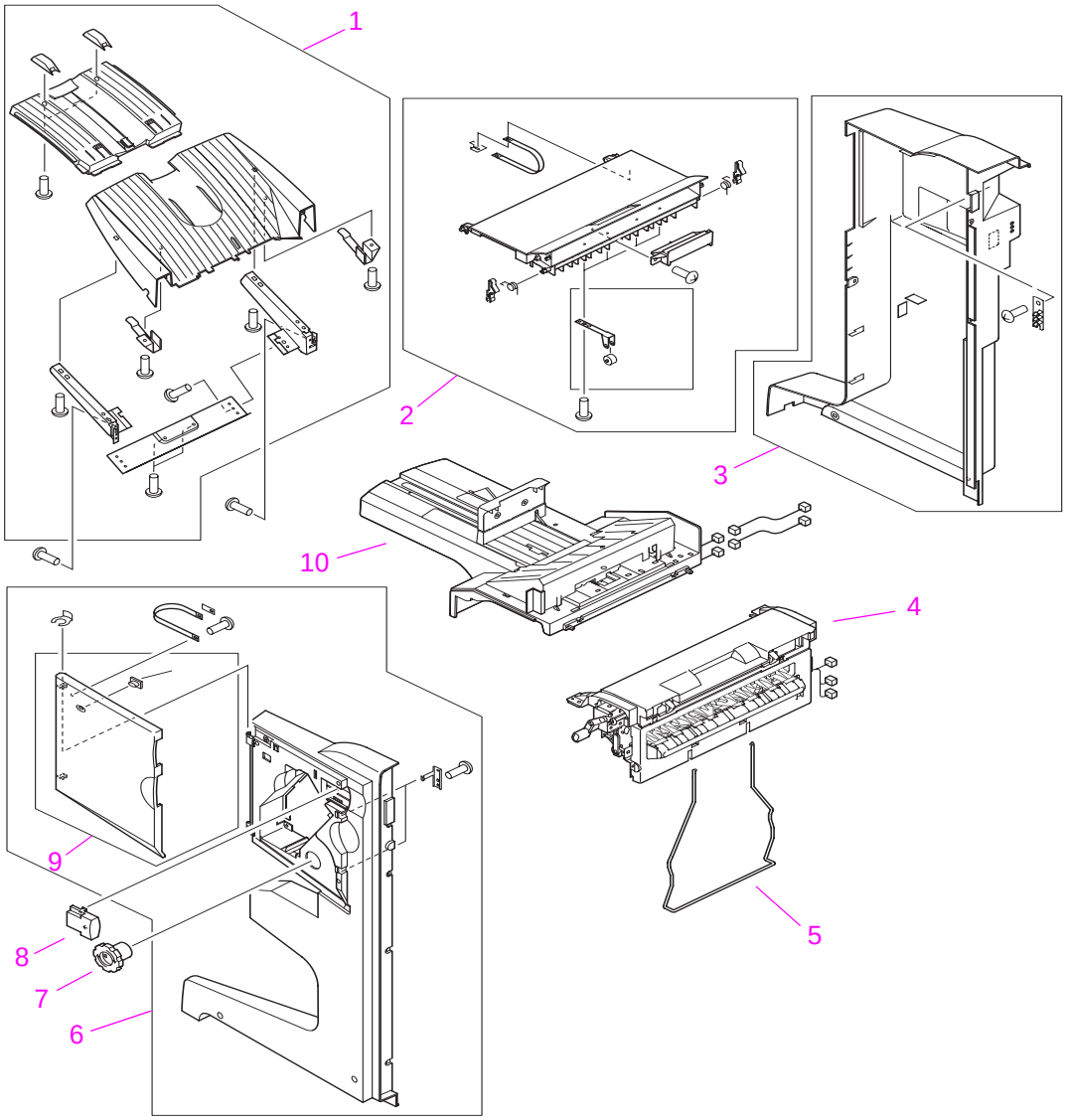


Figure 189. **External panels and covers**

Table 36. External panels and covers

Reference	Description	Part number	Quantity
1	Stacker bin (stack tray assembly)	4G1-5171-000CN	1
2	Upper panel assembly (top door)	4G1-5164-000CN	1
3	Back cover (rear-panel assembly)	4G1-4984-000CN	1
4	Flipper assembly (reverse assembly)	4G1-5219-000CN	1
5	Paper guide wire	4B1-0626-000CN	1
6	Front cover (front-panel assembly)	4G1-4983-000CN	1
7	Folding knob	4A1-7294-000CN	1
8	Product-release handle (latching handle)	4B1-0670-000CN	1
9	Stapler door (door front)	4G1-5172-000CN	1
10	Booklet bin (booklet-tray assembly)	4G1-4986-000CN	1

Internal components

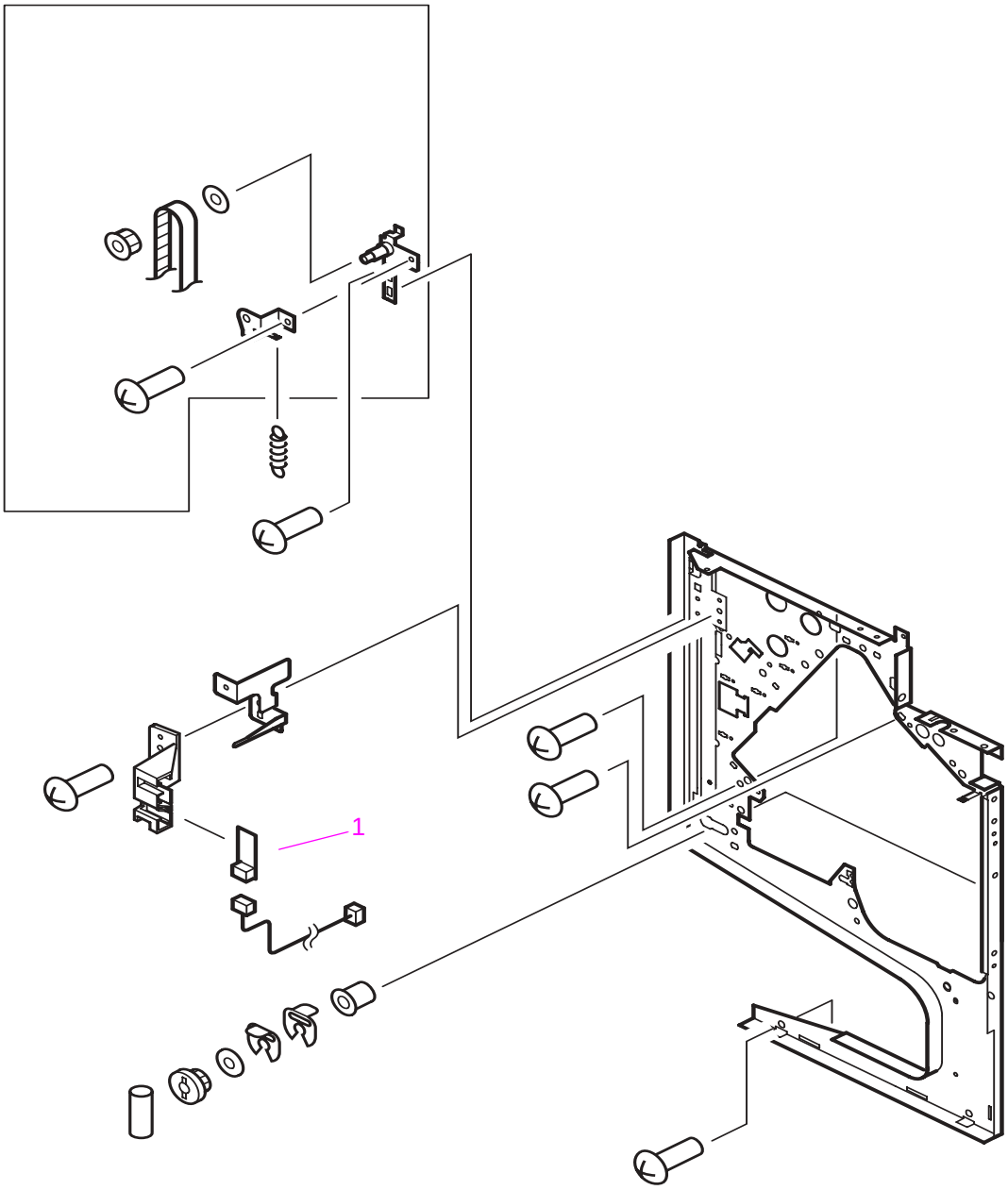


Figure 190. **Internal components (1 of 2)**

Table 37. Internal components (1 of 2)

Reference	Description	Part number	Quantity
1	User LED PCA	4H1-6580-000CN	1

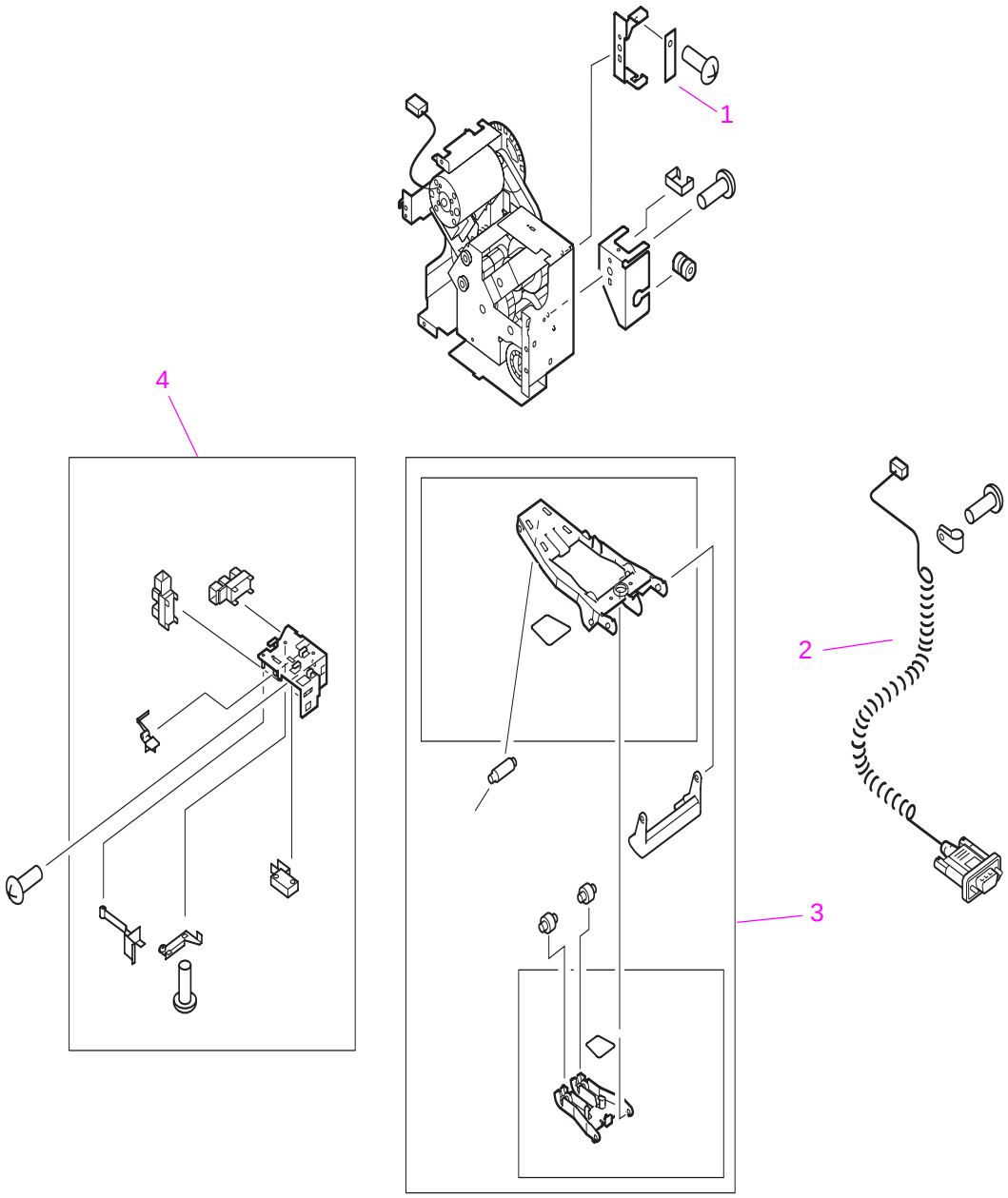


Figure 191. **Internal components (2 of 2)**

Table 38. Internal components (2 of 2)

Reference	Description	Part number	Quantity
1	Service LED PCA	4H1-6577-000CN	1
2	Jet-Link cable (interface cable)	4H1-6582-000CN	1
3	Booklet bin-full sensor flag (main lever weight assembly)	4G1-5167-000CN	1
4	Stapling door switch (sensor microswitch assembly)	4G1-4008-000CN	1

Dispose assembly

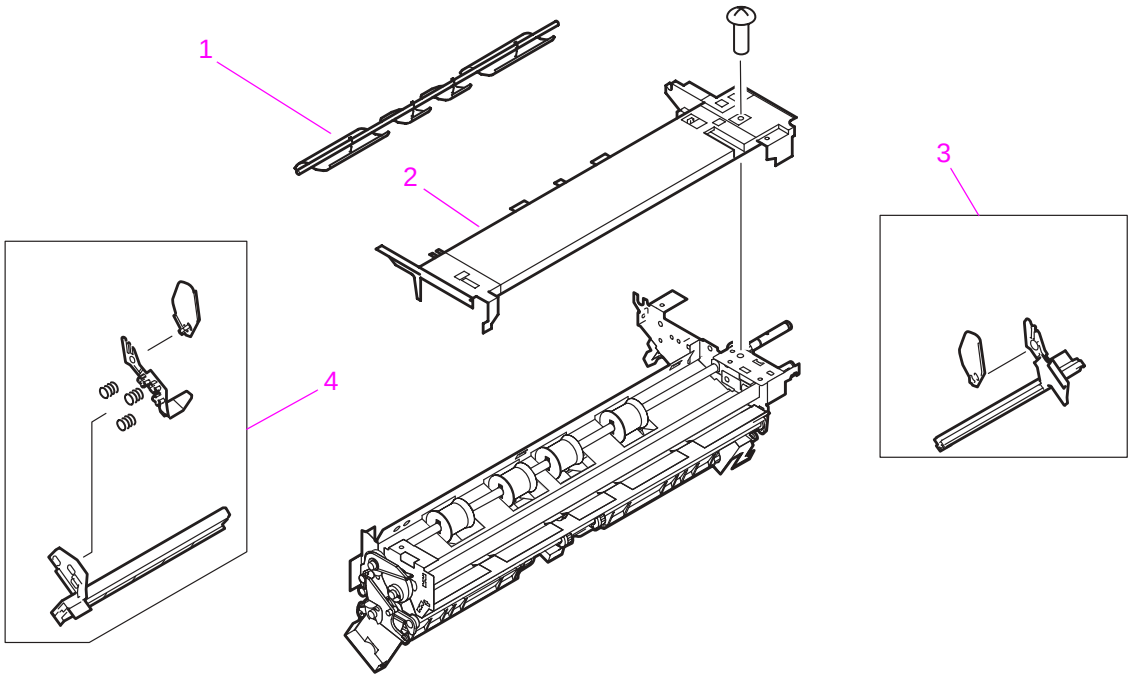


Figure 192. **Dispose assembly**

Table 39. Dispose assembly

Reference	Description	Part number	Quantity
1	Paper deflector (deflector weight)	4G1-5220-000CN	1
2	Internal path cover (dispose subcover)	4A1-7519-000CN	1
3	Aligner rack (back)	4G1-5156-000CN	1
4	Aligner rack (front)	4G1-5155-000CN	1

Paper feeder assembly

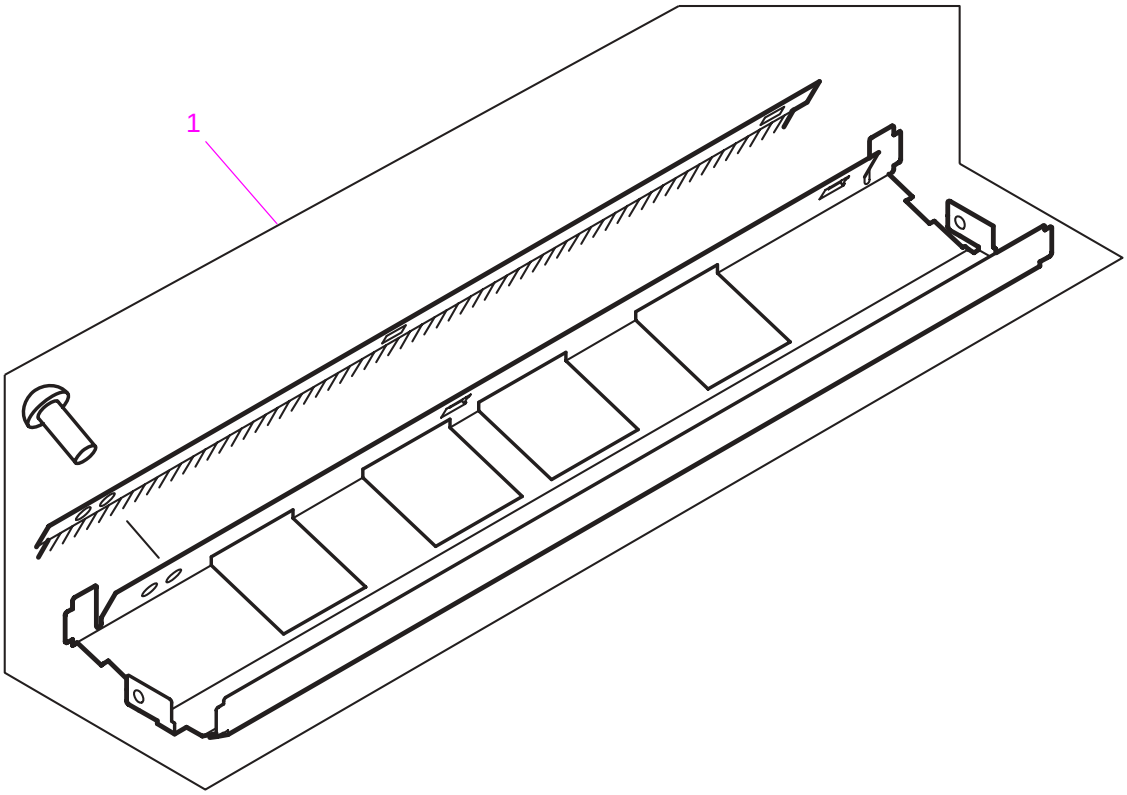


Figure 193. **Paper feeder assembly**

Table 40. Paper feeder assembly

Reference	Description	Part number	Quantity
1	Anti-static brush (static charge eliminator)	4A1-7427-000CN	1

Reverse assembly

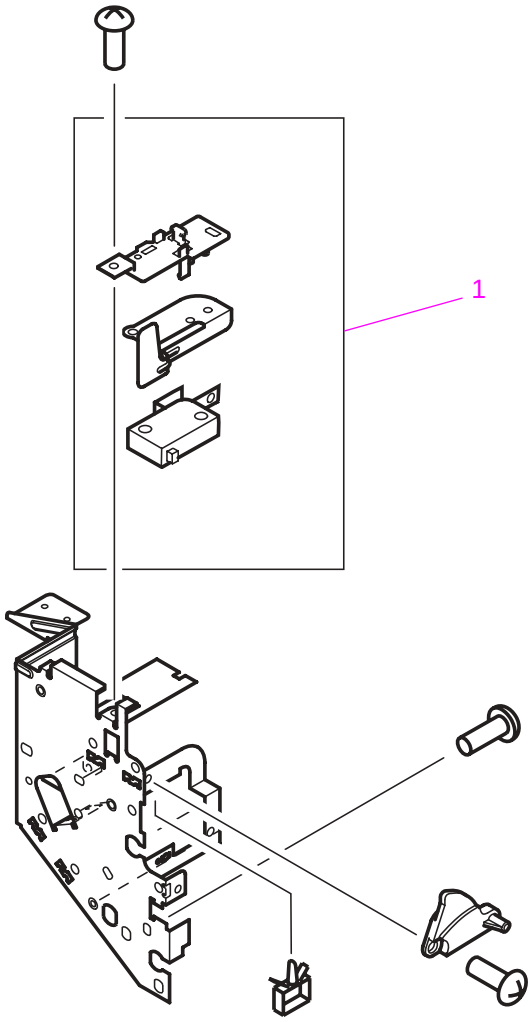


Figure 194. **Reverse assembly**

Table 41. Reverse assembly

Ref	Description	Part number	Quantity
1	Interlock switch (includes plastic holder and metallic flag)	4G1-5221-000CN	1

Fold assembly

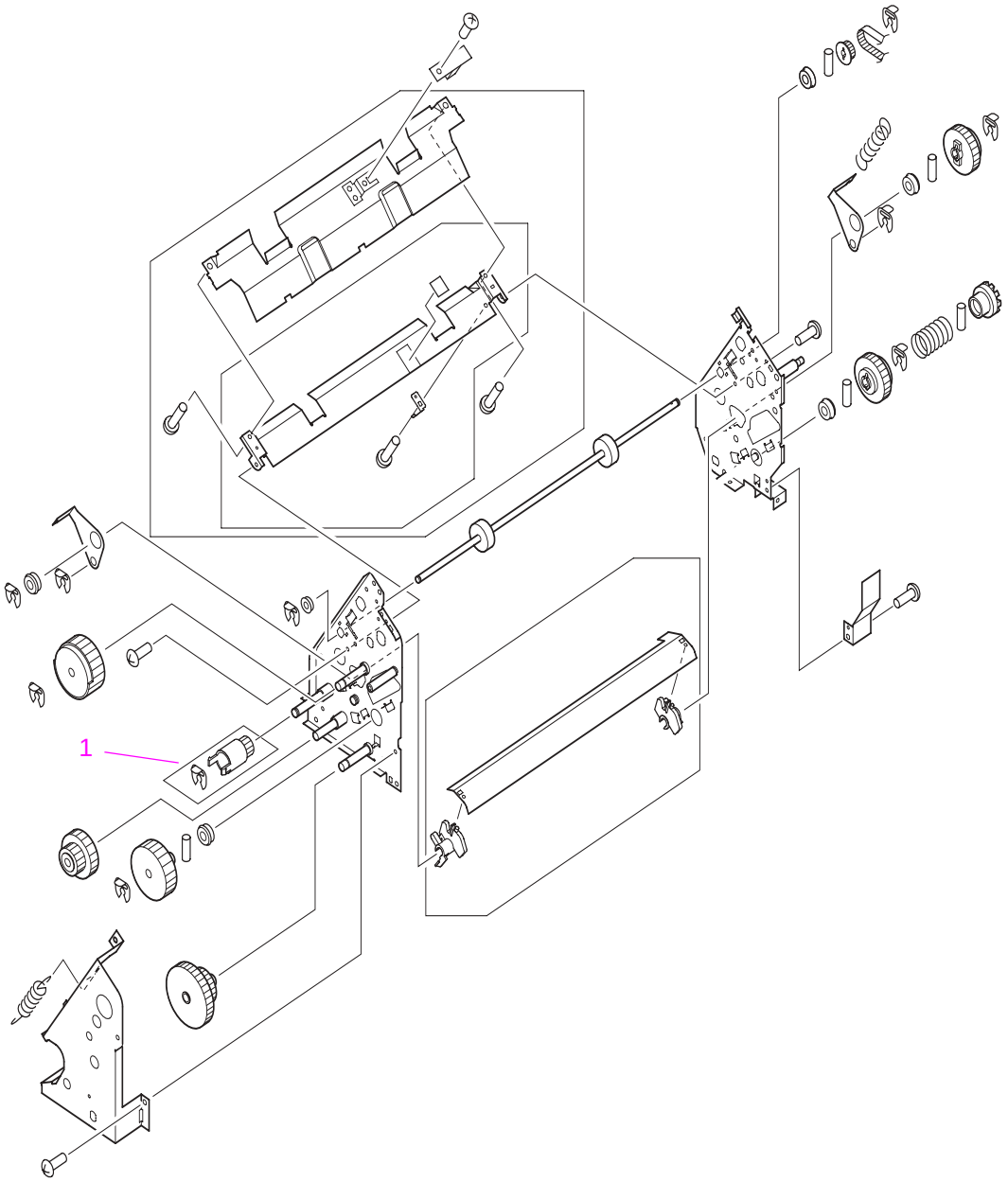


Figure 195. **Fold assembly**

Table 42. Fold assembly

Reference	Description	Part number	Quantity
1	Handle mounting gear (gear 16T)	4A1-7365-000CN	1

PCB assembly

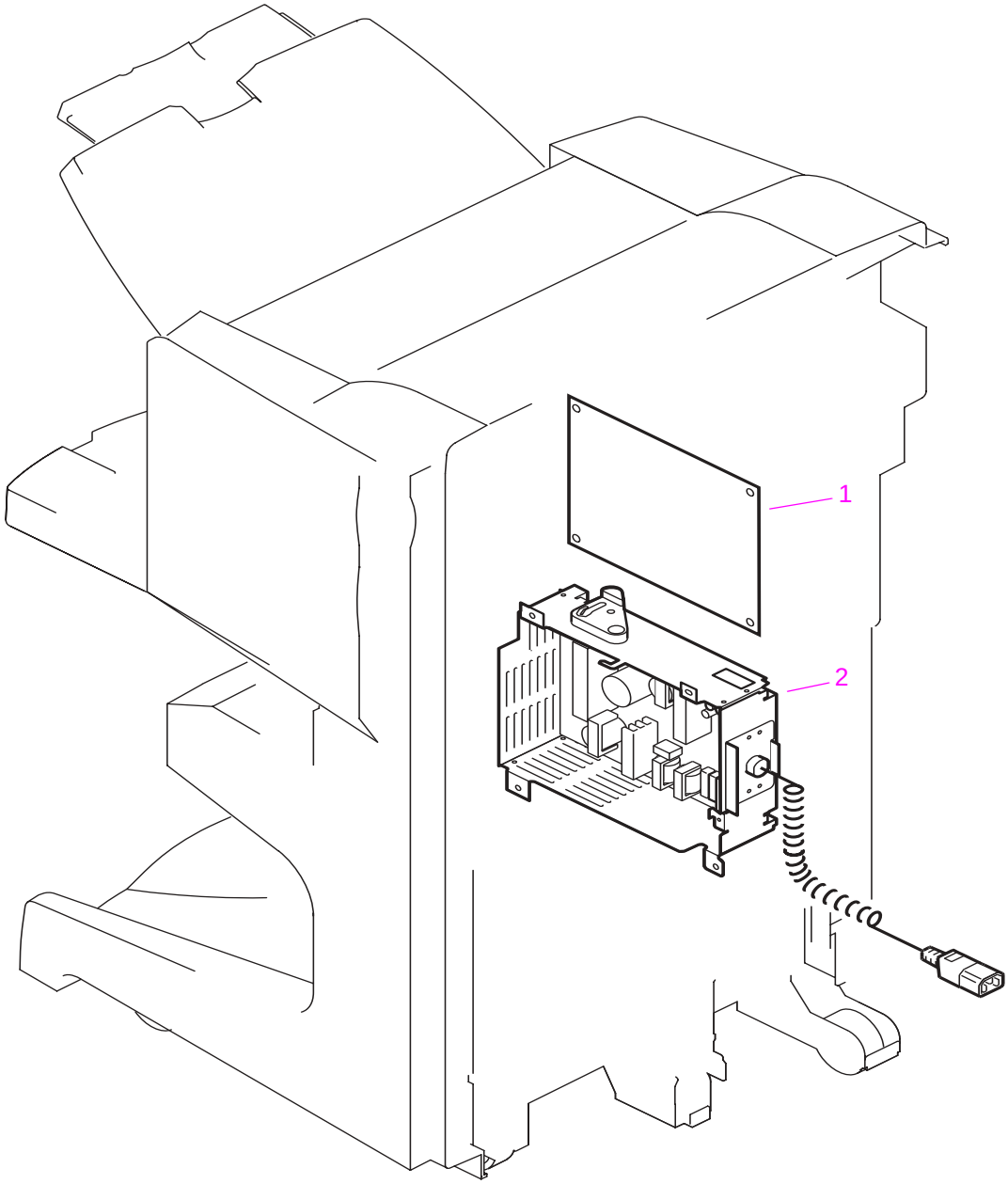


Figure 196. **PCB assembly**

Table 43. PCB assembly

Reference	Description	Part number	Quantity
1	Controller PCA (dc controller PCB assembly)	4G1-1483-000CN	1
2	Power supply, low voltage (includes power cord)	4G1-5170-000CN	1

Alphabetical parts list (multifunction finisher)

Table 44. Alphabetical parts list (multifunction finisher)

Description	Part number	Figure	Ref
Adjustable casters (levelers)	4G1-5175-000CN	188	7
Aligner rack (back)	4G1-5156-000CN	192	3
Aligner rack (front)	4G1-5155-000CN	192	4
Anti-static brush (static charge eliminator)	4A1-7427-000CN	193	1
Attachment rod (rail) assembly	4G1-5252-000CN	188	4
Back cover (rear-panel assembly)	4G1-4984-000CN	189	3
Booklet bin (booklet-tray assembly)	4G1-4986-000CN	187	1
Booklet bin (booklet-tray assembly)	4G1-4986-000CN	189	10
Booklet bin-full sensor flag (main lever weight assembly)	4G1-5167-000CN	191	3
Controller PCA (dc controller PCB assembly)	4G1-1483-000CN	196	1
Flipper assembly (reverse assembly)	4G1-5219-000CN	189	4
Folding knob	4A1-7294-000CN	189	7
Folding mechanism (folding assembly/booklet maker)	4G1-5166-000CN	187	3
Foot cover (panel foot)	4F1-2090-000CN	188	8
Front cover (front-panel assembly)	4G1-4983-000CN	189	6
Handle mounting gear (gear 16T)	4A1-7365-000CN	195	1
Interlock switch (includes plastic holder and metallic flag)	4G1-5221-000CN	194	1
Internal path cover (dispose subcover)	4A1-7519-000CN	192	2
Jet-Link cable (interface cable)	4H1-6582-000CN	191	2
Low voltage PCB cable	4H1-6581-000CN	188	2
Paper deflector (deflector weight)	4G1-5220-000CN	192	1
Paper guide wire	4B1-0626-000CN	189	5
Power supply, low voltage (includes power cord)	4G1-5170-000CN	188	3
Power supply, low voltage (includes power cord)	4G1-5170-000CN	196	2
Product-attachment latch (latch plate assembly)	4G1-4988-000CN	188	1
Product-release handle (latching handle)	4B1-0670-000CN	189	8
Service LED PCA	4H1-6577-000CN	191	1
Stacker bin (stack tray assembly)	4G1-5171-000CN	189	1
Stapler door (door front)	4G1-5172-000CN	189	9
Stapling door switch (sensor microswitch assembly)	4G1-4008-000CN	191	4
Stapling unit (stapling assembly)	4G1-5218-000CN	187	2
Stationary caster	4G1-5174-000CN	188	6
Stationary extended caster	4G1-5178-000CN	188	5
Upper panel assembly (top door)	4G1-5164-000CN	189	2
User LED PCA	4H1-6580-000CN	190	1

Numerical parts list (multifunction finisher)

Table 45. Numerical parts list (multifunction finisher)

Part number	Description	Figure	Ref
4A1-7294-000CN	Folding knob	189	7
4A1-7365-000CN	Handle mounting gear (gear 16T)	195	1
4A1-7427-000CN	Anti-static brush (static charge eliminator)	193	1
4A1-7519-000CN	Internal path cover (dispose subcover)	192	2
4B1-0626-000CN	Paper guide wire	189	5
4B1-0670-000CN	Product-release handle (latching handle)	189	8
4F1-2090-000CN	Foot cover (panel foot)	188	8
4G1-1483-000CN	Controller PCA (dc controller PCB assembly)	196	1
4G1-4008-000CN	Stapling door switch (sensor microswitch assembly)	191	4
4G1-4983-000CN	Front cover (front-panel assembly)	189	6
4G1-4984-000CN	Back cover (rear-panel assembly)	189	3
4G1-4986-000CN	Booklet bin (booklet-tray assembly)	187	1
4G1-4986-000CN	Booklet bin (booklet-tray assembly)	189	10
4G1-4988-000CN	Product-attachment latch (latch plate assembly)	188	1
4G1-5155-000CN	Aligner rack (front)	192	4
4G1-5156-000CN	Aligner rack (back)	192	3
4G1-5164-000CN	Upper panel assembly (top door)	189	2
4G1-5166-000CN	Folding mechanism (folding assembly/booklet maker)	187	3
4G1-5167-000CN	Booklet bin-full sensor flag (main lever weight assembly)	191	3
4G1-5170-000CN	Power supply, low voltage (includes power cord)	188	3
4G1-5170-000CN	Power supply, low voltage (includes power cord)	196	2
4G1-5171-000CN	Stacker bin (stack tray assembly)	189	1
4G1-5172-000CN	Stapler door (door front)	189	9
4G1-5174-000CN	Stationary caster	188	6
4G1-5175-000CN	Adjustable casters (levelers)	188	7
4G1-5178-000CN	Stationary extended caster	188	5
4G1-5218-000CN	Stapling unit (stapling assembly)	187	2
4G1-5219-000CN	Flipper assembly (reverse assembly)	189	4
4G1-5220-000CN	Paper deflector (deflector weight)	192	1
4G1-5221-000CN	Interlock switch (includes plastic holder and metallic flag)	194	1
4G1-5252-000CN	Attachment rod (rail) assembly	188	4
4H1-6577-000CN	Service LED PCA	191	1
4H1-6580-000CN	User LED PCA	190	1
4H1-6581-000CN	Low voltage PCB cable	188	2
4H1-6582-000CN	Jet-Link cable (interface cable)	191	2

Illustrations and parts lists

The following illustration and parts tables show the field replaceable units (FRUs). Two tables at the end of this section list all of the parts shown for the 3,000-sheet stapler/stacker and 3,000-sheet stacker: table 50, “Alphabetical parts list (3,000-sheet stapler/stacker and 3,000-sheet stacker)” on page 273 lists the parts in alphabetical order, and table 51, “Numerical parts list (3,000-sheet stapler/stacker and 3,000-sheet stacker)” on page 275 lists the parts in numerical order by part number. Both tables also provide the figure in this chapter that shows the part.

Parts that have no item number or part number listed are not field replacable units (FRUs) and cannot be ordered.

3,000-sheet stapler/stacker

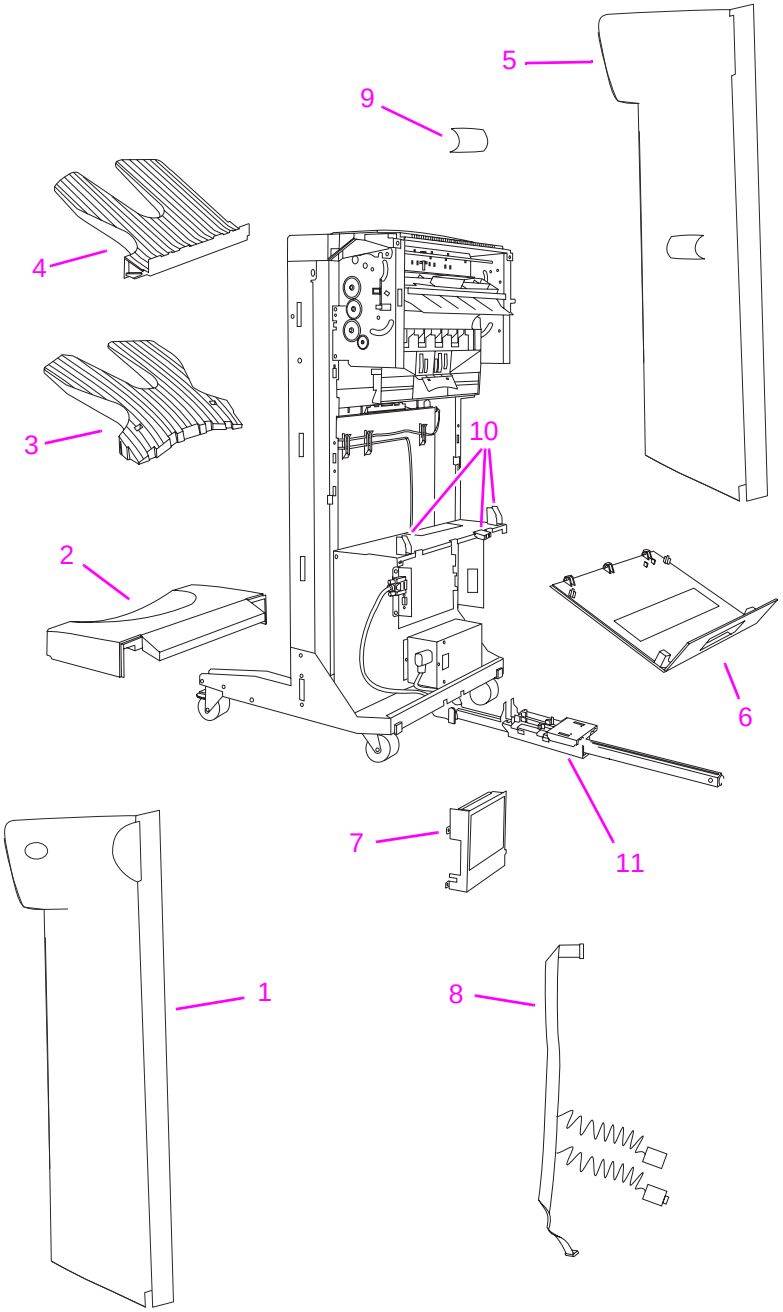


Figure 197. **3,000-sheet stapler/stacker (1 of 2)**

Table 46. 3,000-sheet stapler/stacker (1 of 2)

Reference	Description	Part number	Quantity
	3,000-sheet stapler/stacker	C8085A	1
(not shown)	Wings kit (for accumulator assembly)	C8085-60510	1
(not shown)	Paper stopper clip kit	C4788-60527	1
(not shown)	Screws kit	C8085-60512	1
(not shown)	Stapler/stacker packaging kit	C8085-60513	1
(not shown)	Optical sensors kit (two sensors)	C8085-60524	1
1	Front cover (includes front inner cover and screws)	C8085-60505	1
2	Foot cover	C8085-60516	1
3	Stapler bin	C4788-60513	1
4	Face-up bin	C4788-60512	1
5	Back cover (includes back inner cover and screws)	C8085-60504	1
6	Stapler/stacker door assembly with label	C8085-60506	1
7	Stapler/stacker controller PCA cover with label	C8085-60507	1
8	Jet-Link cable and power cord assembly	C8085-60517	1
9	Bubbled cover	C8085-60520	1
10	Stapler/stacker plastic kit (cable holders, stapler door hinges, safety switch cover)	C8085-60523	1
11	Latching holder (blue piece)	C8085-60528	1
(not shown)	Latching mechanism	C8085-60540	1

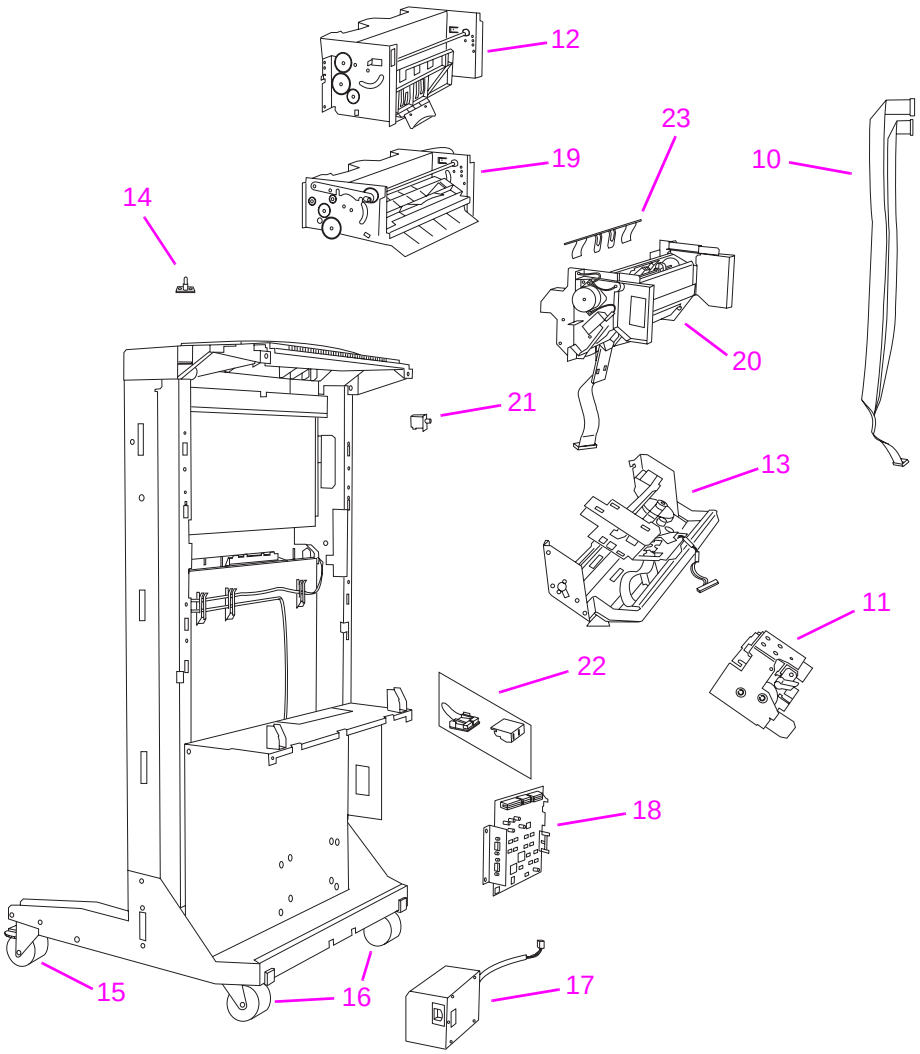


Figure 198. **3,000-sheet stapler/stacker (2 of 2)**

Table 47. 3,000-sheet stapler/stacker (2 of 2)

Reference	Description	Part number	Quantity
10	Flipper and paper path ribbon cable	C8085-60515	1
11	Stapler unit	C8085-60522	1
12	Flipper assembly	C8085-60500	1
13	Carriage assembly	C8085-60503	1
14	LED PCA	C4788-60510	1
15	Casters adjustable with E-clips	C8085-60511	1
16	Casters stationary	C4788-60515	1
17	Stapler/stacker power supply	C8085-60534	1
18	Stapler/stacker controller PCA	C8085-60508	1
19	Paper path assembly	C8085-60501	1
20	Accumulator assembly	C8085-60531	1
21	Interlock switch	C4788-60514	1
22	Safety switch assembly (stapler door)	C4788-60517	1
23	Accumulator exit roller cover	C8085-60535	1

3,000-sheet stacker

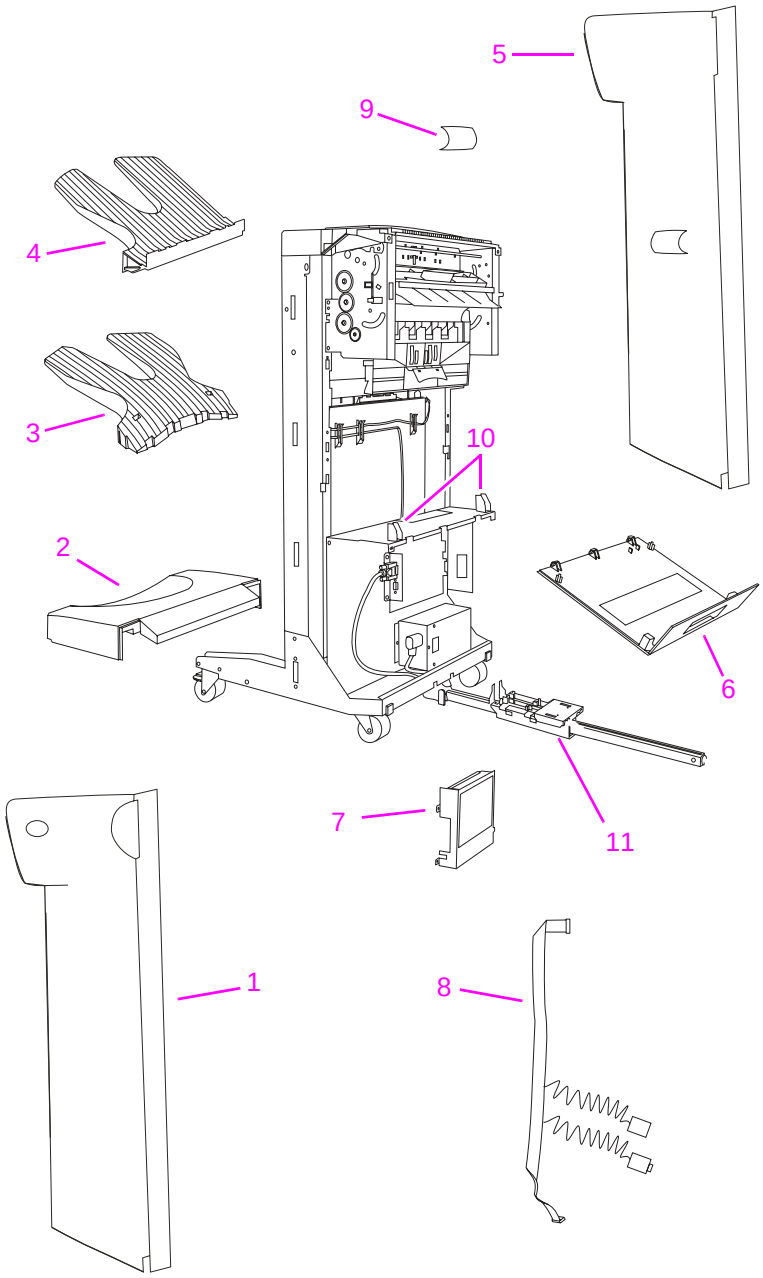


Figure 199. **3,000-sheet stacker (1 of 2)**

Table 48. 3,000-sheet stacker (1 of 2)

Reference	Description	Part number	Quantity
	3,000-sheet stacker	C8084A	1
	Paper stopper clip kit	C4788-60527	1
	Screws kit	C8085-60512	1
	Stapler/stacker packaging kit	C8085-60513	1
	Optical sensors kit	C8085-60524	1
1	Front cover (includes front inner cover and screws)	C8085-60505	1
2	Foot cover	C8085-60516	1
3	Stacker bin	C4779-60505	1
4	Face-up bin	C4788-60512	1
5	Back cover (includes back inner cover and screws)	C8085-60504	1
6	Stacker door assembly with label	C4779-60502	1
7	Stacker controller PCA cover with label	C8084-60501	1
8	Jet-link cable and power cord assembly	C8085-60517	1
9	Bubbled cover	C8085-60520	1
10	Stacker plastic kit (cable holders, stapler door hinges, safety switch cover)	C8084-60505	1
11	Latching holder (blue piece)	C8085-60528	1
(not shown)	Latching mechanism	C8085-60540	1

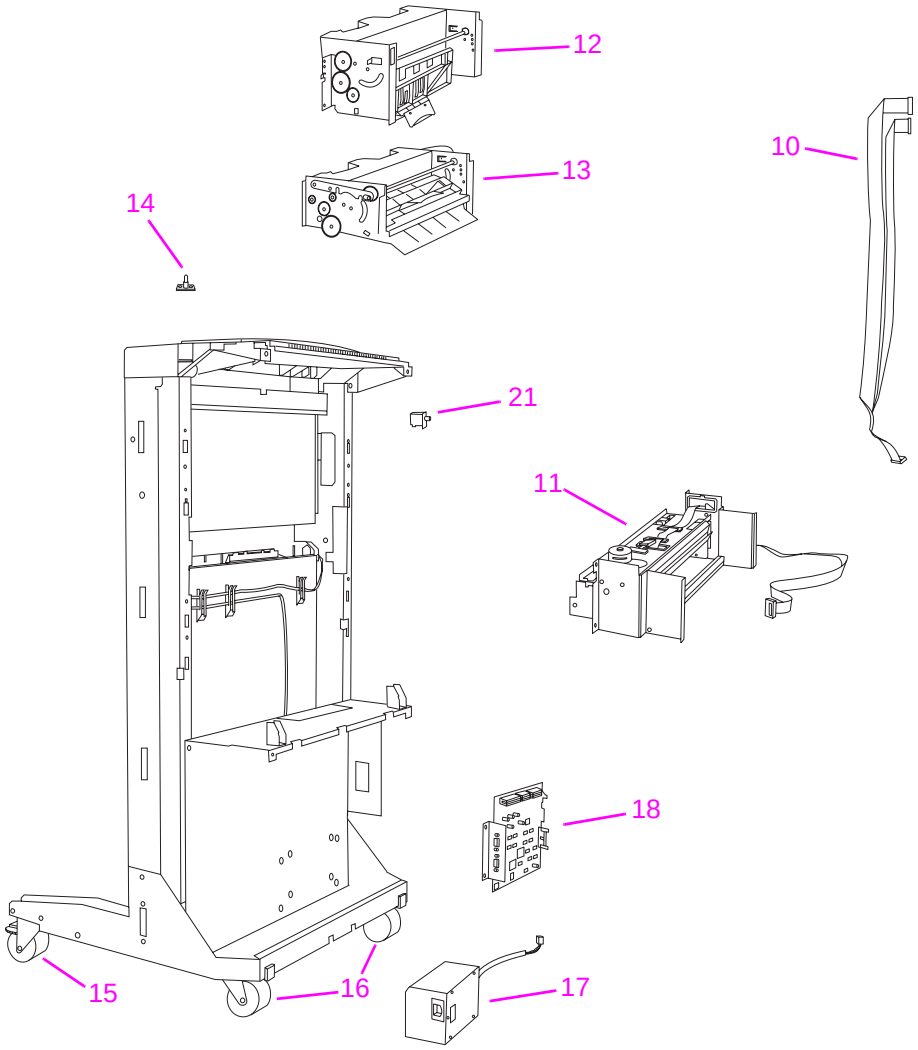


Figure 200. **3,000-sheet stacker (2 of 2)**

Table 49. 3,000-sheet stacker (2 of 2)

Reference	Description	Part number	Quantity
10	Flipper ribbon cable	C8085-60515	1
11	Offset assembly	C8084-60500	1
12	Flipper assembly	C8085-60500	1
13	Paper path assembly	C8085-60501	1
14	LED PCA	C4788-60510	1
15	Casters adjustable with E-clips	C8085-60511	1
16	Casters stationary	C4788-60515	1
17	Stacker power supply	C8084-60504	1
18	Stacker controller PCA	C8084-60508	1
21	Interlock switch	C4788-60514	1

Alphabetical parts list (3,000-sheet stapler/stacker and 3,000-sheet stacker)

Table 50. Alphabetical parts list (3,000-sheet stapler/stacker and 3,000-sheet stacker)

Description	Part number	Figure	Ref
3,000-sheet stacker	C8084A	199	
3,000-sheet stapler/stacker	C8085A	197	
Accumulator exit roller cover	C8085-60535	198	23
Accumulator assembly	C8085-60531	198	20
Back cover (includes back inner cover and screws)	C8085-60504	197	5
Back cover (includes back inner cover and screws)	C8085-60504	199	5
Bubbled cover	C8085-60520	197	9
Bubbled cover	C8085-60520	199	9
Carriage assembly	C8085-60503	198	13
Casters adjustable with E-clips	C8085-60511	198	15
Casters adjustable with E-clips	C8085-60511	200	15
Casters stationary	C4788-60515	198	16
Casters stationary	C4788-60515	200	16
Face-up bin	C4788-60512	197	4
Face-up bin	C4788-60512	199	4
Flipper and paper path ribbon cable	C8085-60515	198	10
Flipper assembly	C8085-60500	198	12
Flipper assembly	C8085-60500	200	12
Flipper ribbon cable	C8085-60515	200	10
Foot cover	C8085-60516	197	2
Foot cover	C8085-60516	199	2
Front cover (includes front inner cover and screws)	C8085-60505	197	1
Front cover (includes front inner cover and screws)	C8085-60505	199	1
Interlock switch	C4788-60514	198	21
Interlock switch	C4788-60514	200	21
Jet-link cable and power cord assembly	C8085-60517	197	8
Jet-link cable and power cord assembly	C8085-60517	199	8
Latching holder (blue piece)	C8085-60528	197	11
Latching holder (blue piece)	C8085-60528	199	11
Latching mechanism	C8085-60540	197	(not shown)
Latching mechanism	C8085-60540	199	(not shown)
LED PCA	C4788-60510	198	14
LED PCA	C4788-60510	200	14
Offset assembly	C8084-60500	200	11
Optical sensors kit	C8085-60524	199	(not shown)

Table 50. Alphabetical parts list (3,000-sheet stapler/stacker and 3,000-sheet stacker)

Description	Part number	Figure	Ref
Optical sensors kit (two sensors)	C8085-60524	197	(not shown)
Paper path assembly	C8085-60501	198	19
Paper path assembly	C8085-60501	200	13
Paper stopper clip kit	C4788-60527	197	(not shown)
Paper stopper clip kit	C4788-60527	199	(not shown)
Safety switch assembly (stapler door)	C4788-60517	198	22
Screws kit	C8085-60512	197	(not shown)
Screws kit	C8085-60512	199	(not shown)
Stacker bin	C4779-60505	199	3
Stacker controller PCA	C8084-60508	200	18
Stacker controller PCA cover with label	C8084-60501	199	7
Stacker door assembly with label	C4779-60502	199	6
Stacker plastic kit (cable holders, stapler door hinges, safety switch cover)	C8084-60505	199	10
Stacker power supply	C8084-60504	200	17
Stapler bin	C4788-60513	197	3
Stapler unit	C8085-60522	198	11
Stapler/stacker controller PCA	C8085-60508	198	18
Stapler/stacker controller PCA cover with label	C8085-60507	197	7
Stapler/stacker door assembly with label	C8085-60506	197	6
Stapler/stacker packaging kit	C8085-60513	197	(not shown)
Stapler/stacker packaging kit	C8085-60513	199	(not shown)
Stapler/stacker plastic kit (cable holders, stapler door hinges, safety switch cover)	C8085-60523	197	10
Stapler/stacker power supply	C8085-60534	198	17
Wings kit (for accumulator assembly)	C8085-60510	197	(not shown)

Numerical parts list (3,000-sheet stapler/stacker and 3,000-sheet stacker)

Table 51. Numerical parts list (3,000-sheet stapler/stacker and 3,000-sheet stacker)

Part number	Description	Figure	Ref
C4779-60502	Stacker door assembly with label	199	6
C4779-60505	Stacker bin	199	3
C4788-60510	LED PCA	198	14
C4788-60510	LED PCA	200	14
C4788-60512	Face-up bin	197	4
C4788-60512	Face-up bin	199	4
C4788-60513	Stapler bin	197	3
C4788-60514	Interlock switch	198	21
C4788-60514	Interlock switch	200	21
C4788-60515	Casters stationary	198	16
C4788-60515	Casters stationary	200	16
C4788-60517	Safety switch assembly (stapler door)	198	22
C4788-60527	Paper stopper clip kit	197	(not shown)
C4788-60527	Paper stopper clip kit	199	(not shown)
C8084-60500	Offset assembly	200	11
C8084-60501	Stacker controller PCA cover with label	199	7
C8084-60504	Stacker power supply	200	17
C8084-60505	Stacker plastic kit (cable holders, stapler door hinges, safety switch cover)	199	10
C8084-60508	Stacker controller PCA	200	18
C8084A	3,000-sheet stacker	199	
C8085-60500	Flipper assembly	198	12
C8085-60500	Flipper assembly	200	12
C8085-60501	Paper path assembly	198	19
C8085-60501	Paper path assembly	200	13
C8085-60503	Carriage assembly	198	13
C8085-60504	Back cover (includes back inner cover and screws)	197	5
C8085-60504	Back cover (includes back inner cover and screws)	199	5
C8085-60505	Front cover (includes front inner cover and screws)	197	1
C8085-60505	Front cover (includes front inner cover and screws)	199	1
C8085-60506	Stapler/stacker door assembly with label	197	6
C8085-60507	Stapler/stacker controller PCA cover with label	197	7
C8085-60508	Stapler/stacker controller PCA	198	18
C8085-60510	Wings kit (for accumulator assembly)	197	(not shown)
C8085-60511	Casters adjustable with E-clips	198	15
C8085-60511	Casters adjustable with E-clips	200	15

Table 51. Numerical parts list (3,000-sheet stapler/stacker and 3,000-sheet stacker)

Part number	Description	Figure	Ref
C8085-60512	Screws kit	197	(not shown)
C8085-60512	Screws kit	199	(not shown)
C8085-60513	Stapler/stacker packaging kit	197	(not shown)
C8085-60513	Stapler/stacker packaging kit	199	(not shown)
C8085-60515	Flipper and paper path ribbon cable	198	10
C8085-60515	Flipper ribbon cable	200	10
C8085-60516	Foot cover	197	2
C8085-60516	Foot cover	199	2
C8085-60517	Jet-link cable and power cord assembly	197	8
C8085-60517	Jet-link cable and power cord assembly	199	8
C8085-60520	Bubbled cover	197	9
C8085-60520	Bubbled cover	199	9
C8085-60522	Stapler unit	198	11
C8085-60523	Stapler/stacker plastic kit (cable holders, stapler door hinges, safety switch cover)	197	10
C8085-60524	Optical sensors kit (two sensors)	197	(not shown)
C8085-60524	Optical sensors kit	199	(not shown)
C8085-60528	Latching holder (blue piece)	197	11
C8085-60528	Latching holder (blue piece)	199	11
C8085-60531	Accumulator assembly	198	20
C8085-60534	Stapler/stacker power supply	198	17
C8085-60535	Accumulator exit roller cover	198	23
C8085-60540	Latching mechanism	197	(not shown)
C8085-60540	Latching mechanism	199	(not shown)
C8085A	3,000-sheet stapler/stacker	197	

8-bin mailbox

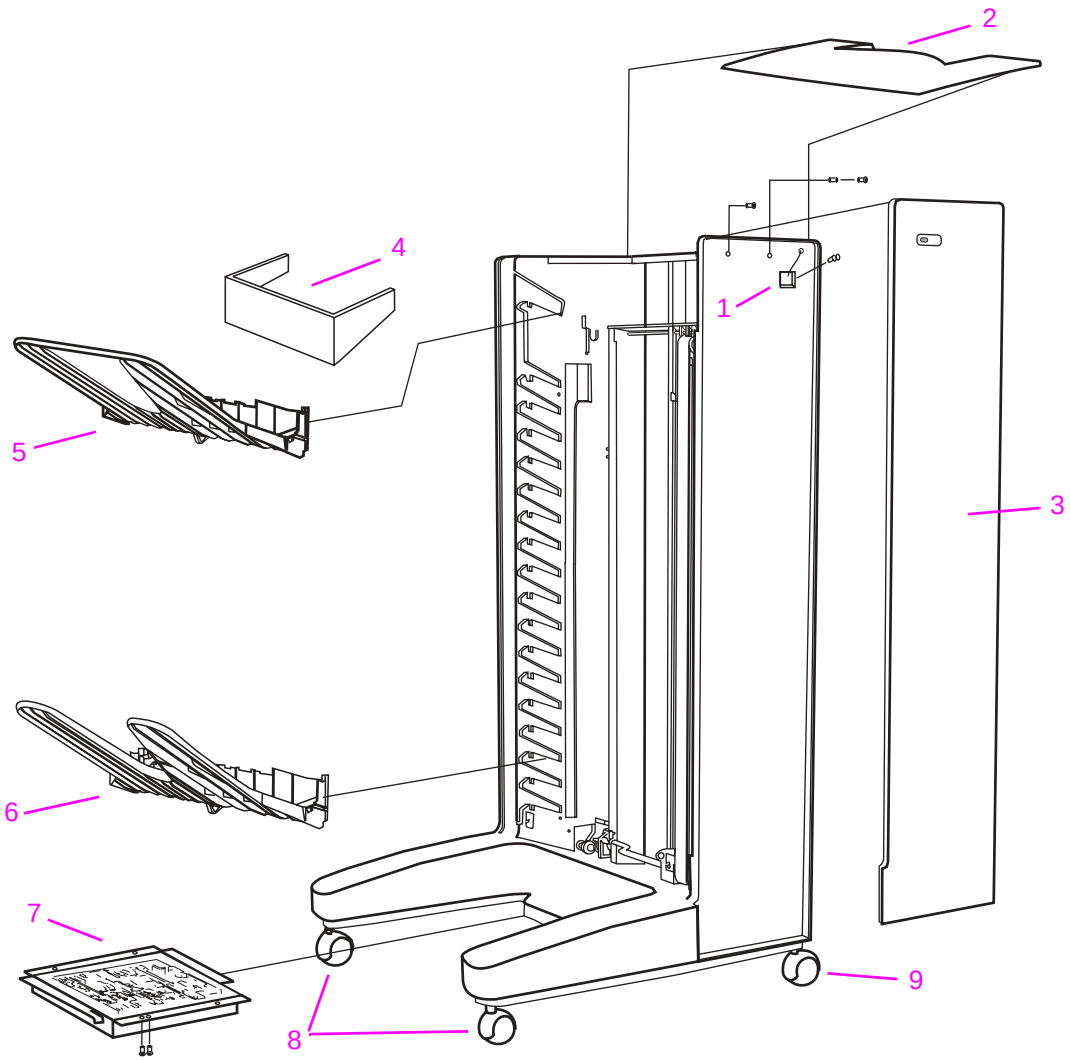


Figure 201. **8-bin mailbox (1 of 3)**

Table 52. 8-bin mailbox (1 of 3)

Ref	Description	Part number	QTY
1	User LED PCA (with cable)	Q5693-60512	1
2	Top cover	Q5693-60517	1
3	Front cover	Q5693-60509	1
4	Blind cover	Q5693-60520	1
5	Face-up bin	C3764-60505	1
7	8-bin mailbox	Q5693-60503	1
8	Adjustable caster	C4785-60511	1
9	Fixed caster	C4785-60510	1

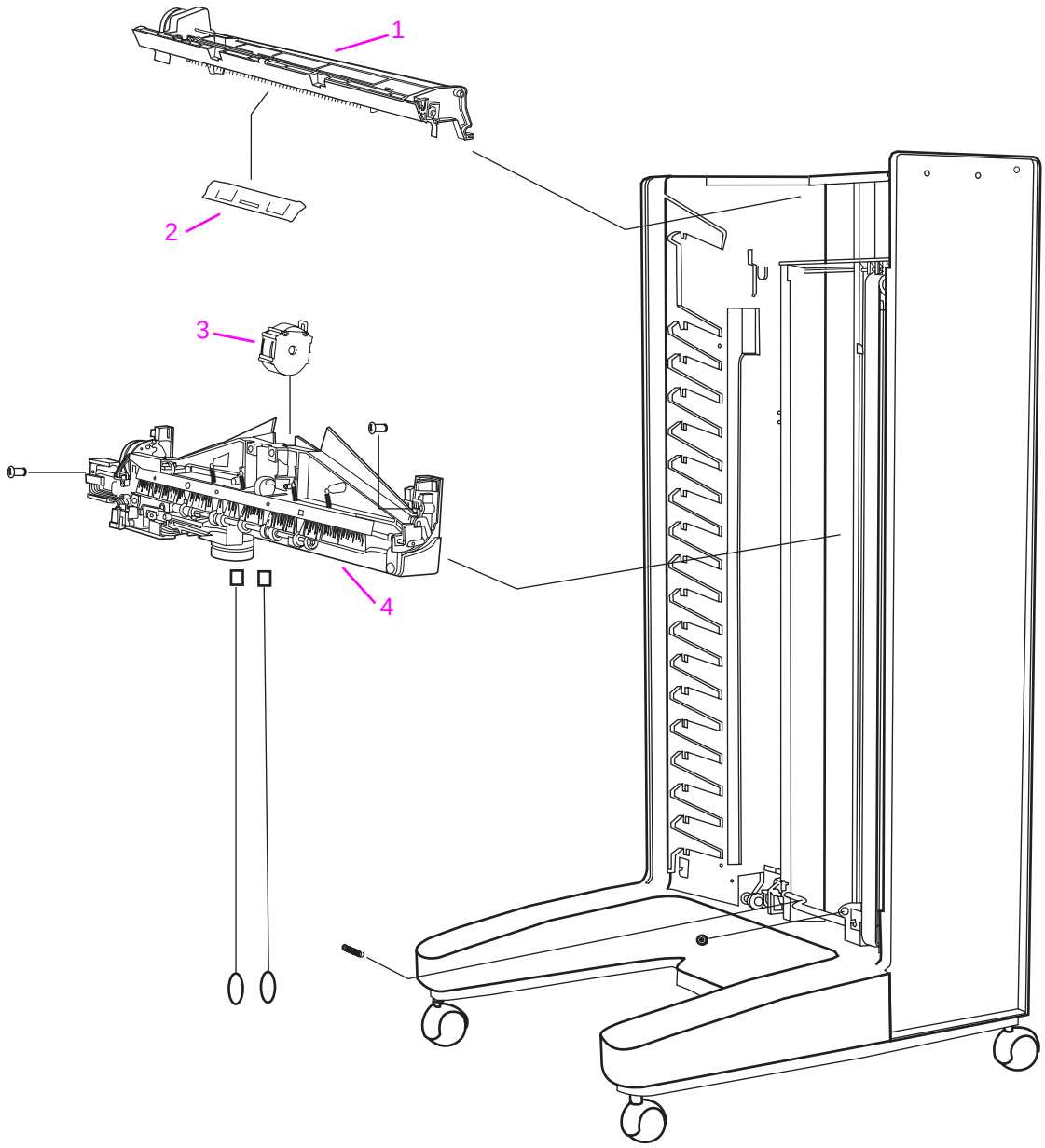


Figure 202. **8-bin mailbox (2 of 3)**

Table 53. 8-bin mailbox (2 of 3)

Ref	Description	Part number	QTY
1	Flipper assembly	Q5693-60501	1
2	Face-up full lever	C4785-60522	1
3	Metallic tape and housing assembly	C4785-60524	1
4	Head assembly kit	Q5693-60502	1

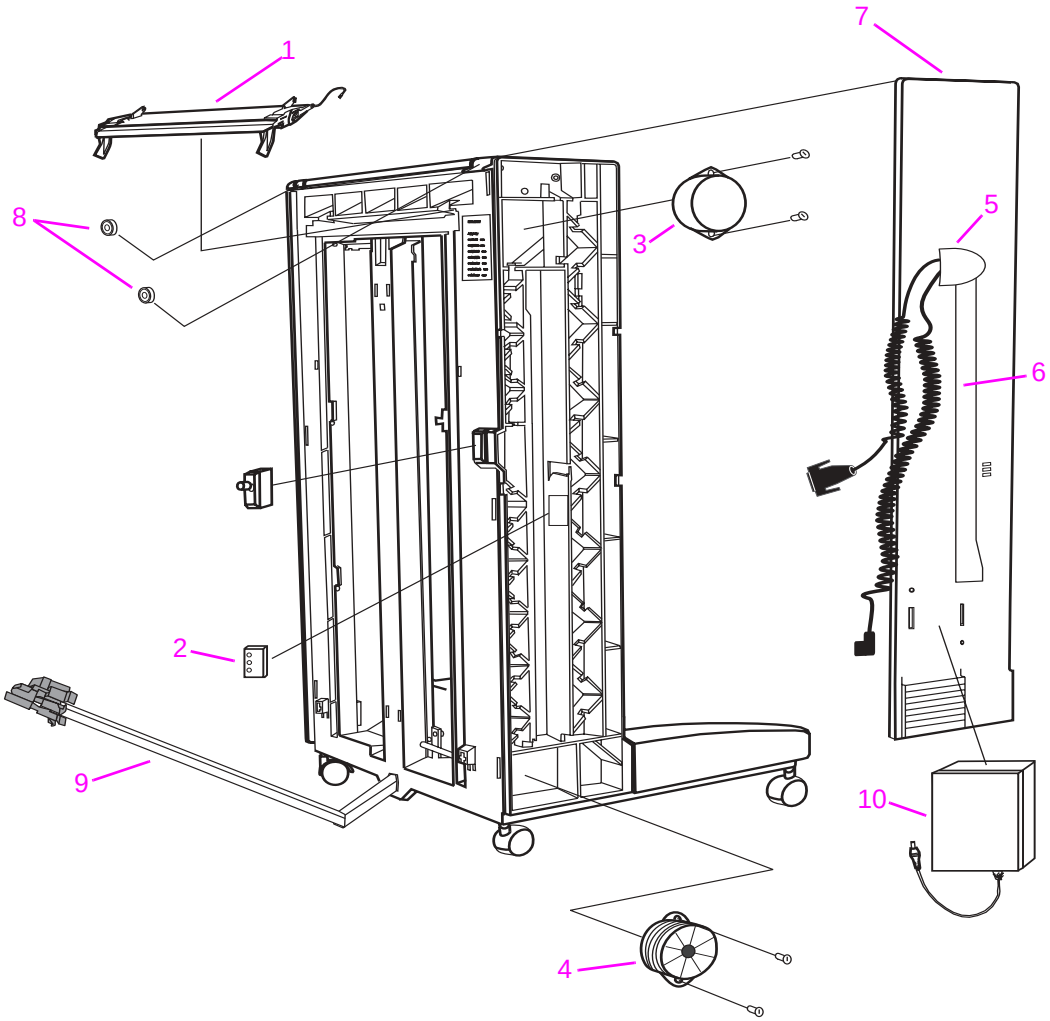


Figure 203. **8-bin mailbox (3 of 3)**

Table 54. 8-bin mailbox (3 of 3)

Ref	Description	Part number	QTY
1	Paper guide kit (nose piece)	Q5693-60508	1
2	3 LED PCA (with cable)	Q5693-60511	1
3	Elevator stepper motor assembly (delivery head position motor)	C3764-60507	1
4	Transport belt motor (with fan and encoder)	Q5693-60504	1
5	Bubbled cover	C8085-60520	1
6	Cable channel	Q5693-60518	1
7	Back cover assembly (with cables, cable adapter, channel, and bubbled cover)	Q5693-60510	1
8	Magnets assembly	Q5693-60516	1
9	Attachment assembly	Q5693-60505	1
10	Power supply (24 and 5 Vdc)	C4785-60541	1
(not shown)	Rollers kit	C4785-60526	1
(not shown)	Packaging kit	Q5693-60513	1
(not shown)	**Kit 1 plastic parts**	Q5693-60514	1
	Small, white spacers		6
	Normal, white spacers		12
	Flat cable holder		3
	Flat cable holder edge		1
	Anticurl string (fish wire)		2
	Anticurl spring		2
	Small pulley, bottom		2
	Small pulley, bottom snap		2
	Small pulley, upper		2
	Small pulley, upper snap		2
(not shown)	**Kit 2 cables**	Q5693-60507	1
	Interlock switch		1
	Delivery head motor cable		1
	Flipper sensor controller cable		1
	Flipper encoder controller cable		1
	Flipper motor controller cable		1
	Bracket grounding cable assembly (two cables)		1
	ESD cable		1
	Delivery head assembly flat cable		1
	Belt motor encoder cable		1
(not shown)	**Kit 3 hardware (including all screws)**	Q5693-60515	1
	Guide beam grounding wire screw		1
	Adjustable caster screw		4
	Fixed caster screw		4

Table 54. 8-bin mailbox (3 of 3) (continued)

Ref	Description	Part number	QTY
	Guide beam bolt		1
	Guide beam washer		1
	Plastic screws for e-box		4
	M4 screw for e-box		1
	Washer for e-box screw		1
	PCA board screw		2
	Anticurls string screw		2
	Delivery head fix assembly screw		2
	Delivery head fix assembly washer		2
	Flipper screw		2
	Flipper screw black sleeve		2
	Top cover screw		2
	Rear cover screw		1
	LED screw		1
	Delivery head motor screw		2
	Delivery head motor screw washer		2
	Transport belt motor screw		2
	Transport belt motor washer		2
	Service LED board screw		1

Alphabetical parts list (8-bin mailbox)

Table 55. Alphabetical parts list (8-bin mailbox)

Description	Part number	Figure	Ref
3 LED PCA (with cable)	Q5693-60511	203	2
8-bin mailbox	Q5693-60503	201	7
Adjustable caster	C4785-60511	201	8
Attachment assembly	Q5693-60505	201	9
Back cover assembly (with cables, cable adapter, channel, and bubbled cover)	Q5693-60510	203	7
Blind cover	Q5693-60520	201	4
Bubbled cover	C8085-60520	203	5
Cable channel	Q5693-60518	203	6
Elevator stepper motor assembly (delivery head position motor)	C3764-60507	203	3
Face-up bin	C3764-60505	201	5
Face-up full lever	C4785-60522	202	2
Fixed caster	C4785-60510	201	9
Flipper assembly	Q5693-60501	202	1
Front cover	Q5693-60509	201	3
Head assembly kit	Q5693-60502	202	4
Kit 1 plastic parts	Q5693-60514		(not shown)
Kit 2 cables	Q5693-60514		(not shown)
Kit 3 hardware (including all screws)	Q5693-60515		(not shown)
Magnets assembly	Q5693-60516	203	8
Metallic tape and housing assembly	C4785-60524	202	3
Packaging kit	Q5693-60513		(not shown)
Paper guide kit (nose piece)	Q5693-60508	203	1
Power supply (24 and 5 Vdc)	C4785-60541	203	10
Rollers kit	C4785-60526		(not shown)
Top cover	Q5693-60517	201	2
Transport belt motor (with fan and encoder)	Q5693-60504	203	4
User LED PCA (with cable)	Q5693-60512	201	1

Numerical parts list (8-bin mailbox)

Table 56. Numerical parts list (8-bin mailbox)

Part number	Description	Figure	Ref
C3764-60505	Face-up bin	201	5
C3764-60507	Elevator stepper motor assembly (delivery head position motor)	203	3
C4785-60510	Fixed caster	201	9
C4785-60511	Adjustable caster	201	8
C4785-60522	Face-up full lever	202	2
C4785-60524	Metallic tape and housing assembly	202	3
C4785-60526	Rollers kit		(not shown)
C4785-60541	Power supply (24 and 5 Vdc)	203	10
C8085-60520	Bubbled cover	203	5
Q5693-60501	Flipper assembly	202	1
Q5693-60502	Head assembly kit	202	4
Q5693-60503	8-bin mailbox	201	7
Q5693-60504	Transport belt motor (with fan and encoder)	203	4
Q5693-60505	Attachment assembly	201	9
Q5693-60507	Kit 2 cables		(not shown)
Q5693-60508	Paper guide kit (nose piece)	203	1
Q5693-60509	Front cover	201	3
Q5693-60510	Back cover assembly (with cables, cable adapter, channel, and bubbled cover)	203	7
Q5693-60511	3 LED PCA (with cable)	203	2
Q5693-60512	User LED PCA (with cable)	201	1
Q5693-60513	Packaging kit		(not shown)
Q5693-60514	Kit 1 plastic parts		(not shown)
Q5693-60515	Kit 3 hardware (including all screws)		(not shown)
Q5693-60516	Magnets assembly	203	8
Q5693-60517	Top cover	201	2
Q5693-60518	Cable channel	203	6
Q5693-60520	Blink cover	201	4

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