

Fuser Installation Trouble-Shooting Checklist

Did this fuser install fail to fix the problem? Your first temptation may be to simply order a replacement. Before you do, here are some quick things you can do right now that might actually be the real issue. Checking these out first may get your customer up and running without the need for a second service call. So reduce your costs, avoid unnecessary hassle, better serve your customers and profit at printing!

If you need to return this fuser due to a defect, follow your correct return policy.

Symptom	Question to Ask	Solution	Here's How
Error 13 Paper Jam	Is the fuser properly locked into place?	Reinstall the fuser, making sure the flags are moving freely, all cables are plugged in, and all packaging material has been removed.	<ol style="list-style-type: none"> 1. Turn the power off and remove the fuser. Make sure it's properly locked into place. 2. Look for obstructions or catches that may not be allowing the fuser to fully install. 3. Reinstall the fuser, making sure it is securely locked or screwed into place.
Error 13.20 4200/4300/ 4250/4350	Is the fuser the correct model for your printer?	Fusers can often look alike. Some models fit in other machines, but then give this error code. Verify the fuser is the correct model.	Look up the model number on the base of the printer; (QXXXXA).
13.20/13.14 or 13.X on power up for all other printers	Is this the original problem? Yes/No	Yes: Then the fuser may not be the problem	<ol style="list-style-type: none"> 1. Inspect all other flags and sensors for a flag out of position or a broken sensor 2. Inspect paper path for scraps or sheets of paper.
		No: Remove fuser check sensors and cables	<ol style="list-style-type: none"> 1. Inspect flags on fuser for proper movement. 2. Check cables and contacts. Check for remnant packing materials
50.X	Did the original fuser also have a 50 Service issue?	Address what is likely a machine-related (not fuser-related) issue.	<ol style="list-style-type: none"> 1. Verify connections to the fuser. Look for machine damage, paper in contact or a loose connector. 2. Inspect the machine and reinstall the fuser. 3. If this fails, the problem could be related to the power supply, cable or DC Controller. 4. Trouble-shoot the printer, since it's unlikely that the fuser is the issue.
50 Service on LaserJet series II, III, IID, IIID, IIP, IIIP, 4P, 4L, 5P, 6P, 4, 4+, 5	Has the printer power been turned off for at least 20 minutes?	Turn off printers power for 20 minutes to avoid this message. <i>(even with properly functioning fusers).</i>	Turn off printer for 20 minutes. If needed, reinstall the fuser.

continued on other side.

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50.5 Error 4200/ 4300/4250 & 4350 only	Is the fuser the correct model?	Verify that the fuser is the correct model to avoid this error code. Verify the printers model number.	Look up the fuser part number on the base of the fuser, make sure it matches original fuser.
Image Defects: Ghosting, Repetitive Print, Offset Printing	Step 1 Did the prior fuser also have an image defect issue?	If YES, the problem is printer related, possibly toner, media or power supply.	Troubleshoot other possible printer issues, starting with media checks.
	Step 2 If there was NO PRIOR image defect, ask: Are the defective prints on standard 20lb paper?	If no, try standard 20lb paper. Special papers may require different heat settings in menu. <i>(only available on certain models)</i>	<ol style="list-style-type: none"> 1. Go to Print Menu under Fuser Mode to correct adjustments. 2. Set up paper trays for associated Paper Type to ensure proper imaging.
Grinding Noise	Step 1 Is the fuser properly locked into place?	Reinstall the fuser and make sure it's properly locked into place.	<ol style="list-style-type: none"> 1. Turn power off and fully remove the fuser. 2. Look for objects, catches that may not be allowing the fuser to fully install. 3. Reinstall the fuser, making sure it is securely locked or screwed into place.
	Step 2 Do the fuser drive gears or printer gears show wear and tear? Are there shavings below the gears?	Even minimal wear can cause grinding. Address gear wear and tear.	<ol style="list-style-type: none"> 1. Look for cuts on gear teeth. 2. Inspect fuser gears and drive gears in printer for wear. 3. Replace worn gears.
Grinding Noise LaserJet Series: 2420, 2430, P3005, M3027mfp, M3035mfp	Did the prior fuser also have a grinding issue?	Issue is likely gear-related, not fuser-related.	Replace fuser drive gears in the unit. LJ24x0 series - KIT-GEAR 2400 P3005/M3027mfp/M3035mfp KIT-GEAR-P3005
Grinding Noise LaserJet Series: 4200, 4250,4300, 4350, 4345mfp, M4345mfp	Did the prior fuser also have a grinding issue?	Issue is likely related to the swing plate assembly.	Replace the Swing Plate Assembly. RM1-0043-000 5851-2766



Use caution when removing unit from box.
Failure to do so can cause damage to product inside.