




- e. Open the **Distinctive Ring** menu.
- f. Select the correct setting.
- Buy a dedicated line for faxing.
- Set the **Answer Mode** option to the **Manual** setting.
 - a. Touch the Setup  button.
 - b. Open the **Fax Setup** menu.
 - c. Open the **Basic Setup** menu.
 - d. Open the **Answer Mode** menu.
 - e. Select the **Manual** setting.

 **NOTE:** You must be present to receive faxes.

The product is connected to a DSL phone service

- Check the installation and features. A DSL modem requires a high-pass filter on the phone line connection to the product. Contact your DSL service provider for a filter or buy a filter.
- Verify that the filter is plugged in.
- Replace the existing filter to make sure that it is not defective.

The product uses a fax over IP or VoIP phone service

- Set the **Fax Speed** option to the **Slow (V.29)** or **Medium (V.17)** setting, or disable the **Fast (V.34)** setting.
 - a. Touch the Setup  button.
 - b. Open the **Fax Setup** menu.
 - c. Open the **Advanced Setup** menu.
 - d. Open the **Fax Speed** menu.
 - e. Select the correct setting.
- Contact your service provider to make sure that fax is supported and for a recommended fax speed settings. Some companies might require an adapter.


An error message displays on the control panel

The No fax detected. message displays


 **NOTE:** This error does not always refer to a missed fax. If a voice call is made to a fax number by mistake and the caller hangs up, the **No fax detected.** message displays on the control panel.

- Ask the sender to resend the fax.
- Make sure that the telephone cord from the product is plugged into the wall telephone jack.
- Try a different phone cord.
- Connect the product phone cord into a jack for another phone line.
- Make sure the telephone line and phone wall jack are active by plugging in a telephone and checking for a dial tone.
- Make sure that the telephone cord is plugged into the “line” port on the product.
- Check the phone line by running a fax test from the control panel.
- If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.

The Communication error. message displays


- Ask the sender to send the fax again or send at a later time when line conditions have improved.
- Unplug the product telephone cord from the wall, connect a telephone, and try making a call. Connect the product phone cord into a jack for another phone line.
- Try a different phone cord.
- Set the Fax Speed option to the Slow (V.29) or Medium (V.17) setting, or disable the Fast (V.34) setting.
 - a. Touch the Setup  button.
 - b. Open the Fax Setup menu.
 - c. Open the Advanced Setup menu.
 - d. Open the Fax Speed menu.
 - e. Select the correct setting.
- Turn off the Error Correction feature to prevent automatic error correction.

 **NOTE:** Turning off the Error Correction feature can reduce image quality.

- a. Touch the Setup  button.
- b. Open the Service menu.
- c. Open the Fax Service menu.

- d. Open the Error Correction menu.
- e. Select the Off setting.
- Print the Fax Activity Log report from the control panel to determine if the error occurs with a specific fax number.
 - a. Touch the Fax button, and then touch the Fax Menu button.
 - b. Open the Fax Reports menu.
 - c. Open the Fax Activity Log menu.
 - d. Select the Print Log Now option.
- If the error persists, contact HP. See www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475 or the support flyer that came in the product box.

The Fax storage is full. message displays

- Turn the product off then on.
- Print all of the faxes, and then have the sender resend the fax.
- Ask the sender to divide a large fax job into smaller sections, and then fax them individually.
- Make sure that the resolution of the sending fax machine is not set to the Photo setting or the Superfine setting.
 - a. Touch the Setup  button.
 - b. Open the Fax Setup menu.
 - c. Open the Advanced Setup menu.
 - d. Open the Fax Resolution menu.
 - e. Select the correct setting.
- Cancel all fax jobs or clear the faxes from memory.

The Fax is busy. message displays

- The product cannot receive a fax while attempting to send one. Cancel the fax send and try sending at a later time.
- Allow the product to try sending the fax again.

A fax is received but does not print

The Private Receive feature is on


- When the **Private Receive** feature is activated, received faxes are stored in memory. A password is required to print the stored faxes.
- Enter the password to print the fax. If you do not know the password, contact the product administrator.



NOTE: Memory errors might occur if the faxes are not printed. The product will not answer if the memory is full.

Sender receives a busy signal

A handset is connected to the product

- Make sure the phone is hung up.
- Change the **Answer Mode** option to match the product setup.
 - a. Touch the **Setup**  button.
 - b. Open the **Fax Setup** menu.
 - c. Open the **Basic Setup** menu.
 - d. Open the **Answer Mode** menu.
 - e. Select the setting that matches the product setup.

Set the **Answer Mode** option to the **Fax/Tel** setting to automatically receive faxes. The **Fax/Tel** setting automatically detects whether the incoming transmission is a fax or a voice call and routes the call to the appropriate device.

A phone line splitter is being used

- If you are using a phone line splitter, remove the splitter and set up the phone as a downstream phone.
- Make sure the phone is hung up.
- Make sure the phone is not being used for a voice call when faxing.

No dial tone

- If using a phone line splitter, remove the phone line splitter and set up the phone as a downstream phone.

Cannot send or receive a fax on a PBX line


- If you are using a PBX phone line, contact your PBX administrator to configure an analog fax line for your product.


Solve general fax problems



- Faxes are sending slowly
- Fax quality is poor
- Fax cuts off or prints on two pages

Faxes are sending slowly

The product is experiencing poor phone line quality.


- Retry sending the fax when the line conditions have improved.
- Check with the phone service provider that the line supports fax.
- Turn off the **Error Correction** setting.
 - a. Open the **Setup**  menu.
 - b. Open the **Service** menu.
 - c. Open the **Fax Service** menu.
 - d. Open the **Error Correction** menu.
 - e. Select the **Off** setting.


 **NOTE:** This can reduce image quality.


- Use white paper for the original. Do not use colors such as gray, yellow, or pink.
- Increase the **Fax Speed** setting.
 - a. Open the **Setup**  menu.
 - b. Open the **Fax Setup** menu.
 - c. Open the **Advanced Setup** menu.
 - d. Open the **Fax Speed** menu.
 - e. Select the correct setting.
- Divide large fax jobs into smaller sections, and then fax them individually.
- Change the fax settings on the control panel to a lower resolution.
 - a. Open the **Setup**  menu.
 - b. Open the **Fax Setup** menu.
 - c. Open the **Advanced Setup** menu.
 - d. Open the **Fax Resolution** menu.
 - e. Select the correct setting.

Fax quality is poor



Fax is blurry or light.

- Increase fax resolution when sending faxes. Resolution does not affect received faxes.
 - a. Open the Setup  menu.
 - b. Open the Fax Setup menu.
 - c. Open the Advanced Setup menu.
 - d. Open the Fax Resolution menu.
 - e. Select the correct setting.

 **NOTE:** Increasing resolution slows transmission speed.

- Turn on the Error Correction setting from the control panel.
 - a. Open the Setup  menu.
 - b. Open the Service menu.
 - c. Open the Fax Service menu.
 - d. Open the Error Correction menu.
 - e. Select the On setting.
- Check the print cartridges and replace if necessary.
- Ask the sender to darken the contrast setting on the sending fax machine, and then resend the fax.

Fax cuts off or prints on two pages

- Set the Default Paper Size setting. Faxes print on a single size of paper based on the Default Paper Size settings.
 - a. Open the Setup  menu.
 - b. Open the System Setup menu.
 - c. Open the Paper Setup menu.
 - d. Open the Default Paper Size menu.
 - e. Select the correct setting.
- Set the paper type and size for the tray used for faxes.
- Turn on the Fit to Page setting to print longer length faxes on letter or A4 size paper.
 - a. Open the Setup  menu.
 - b. Open the Fax Setup menu.

- c. Open the *Advanced Setup* menu.
- d. Open the *Fit to Page* menu.
- e. Select the *On* setting.




NOTE: If the *Fit to Page* setting is off and the *Default Paper Size* setting is set to letter, a legal size original prints on two pages.

Product updates

Software and firmware updates and installation instructions for this product are available at www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475. Click **Support & Drivers**, click the operating system, and then select the download for the product.

3 Parts and diagrams

- [Order parts by authorized service providers](#)
- [How to use the parts lists and diagrams](#)
- [Scanner and document feeder main assemblies](#)
- [Covers](#)
- [Internal assemblies](#)
- [Input device\(s\)](#) 
- [Alphabetical parts list](#)
- [Numerical parts list](#)

Order parts by authorized service providers

Orderable parts

Table 3-1 Order parts, accessories, and supplies

Order supplies and paper	www.hp.com/go/suresupply
Order genuine HP parts or accessories	www.hp.com/buy/parts
Order through service or support providers	Contact an HP-authorized service or support provider.

Whole unit replacement

Table 3-2 Pro 300 Color MFP M375nw

Part number	Description
CE903-69009	Prod-Exchange 220V M375nw WUR EMEA
CE903-69010	Prod-Exchange 110V M375nw WUR NAR/TW
CE903-69011	Prod-Exchange 220V M375nw WUR AP/LAR
CE903-69012	Prod-Exchange 220V M375nw WUR CL/AR
CE903-67062	Prod-New 220V M375nw WUR CN/MY
CE903-67058	Prod-New 110V M375nw WUR BR

Table 3-3 Pro 400 Color MFP M475dn

Part number	Description
CE863-69001	Prod-Exchange 220V CM475dn WUR EMEA
CE863-69002	Prod-Exchange 110V CM475dn WUR NAR/TW
CE863-69003	Prod-Exchange 220V CM475dn WUR AP/LAR
CE863-69004	Prod-Exchange 220V CM475dn WUR CL/AR
CE863-67061	Prod-New 220V CM475dn WUR CN/MY
CE863-67062	Prod-New 110V CM475dn WUR BR

Table 3-4 Pro 400 Color M475dw

Part number	Description
CE864-69001	Prod-Exchange 220V CM475dw WUR EMEA
CE864-69002	Prod-Exchange 110V CM475dw WUR NAR/TW
CE864-69003	Prod-Exchange 220V CM475dw WUR AP/LAR

Table 3-4 Pro 400 Color M475dw (continued)

CE864-69004	Prod-Exchange 220V CM475dw WUR CL/AR
CE864-67061	Prod-New 220V CM475dw WUR CN/MY
CE864-67062	Prod-New 110V CM475dw WUR BR

Related documentation and software


Table 3-5 Related documentation and software

Item	Description	Part number
<i>HP LaserJet Pro 300 Color MFP HP LaserJet Pro 400 Color MFP User Guide</i>	Product user guide.	CE863-90907
<i>HP LaserJet Pro 300 Color MFP HP LaserJet Pro 400 Color MFP Service Manual</i>	English service manual (this manual)	CE863-90966


Supplies and accessories



Item	Part number	Cartridge number	Description
Toner cartridges	CE410-67901	305A	Standard-capacity black toner cartridge with HP ColorSphere toner
	CE411-67901	305A	Cyan toner cartridge with HP ColorSphere toner
	CE412-67901	305A	Yellow toner cartridge with HP ColorSphere toner
	CE413-67901	305A	Magenta toner cartridge with HP ColorSphere toner
Memory	CB423A		256 MB memory DIMM
Paper-handling accessories	RM1-8063-000C N		250-sheet paper feeder (optional Tray 3)
USB cable	8121-0868		2-meter A-to-B cable

 **NOTE:** For information about the yield for the cartridges, see www.hp.com/go/pageyield. Actual yield depends on specific use.


Service parts


 **NOTE:** The parts in the following table are not shown in the assembly illustrations in this chapter.

Item	Description	Part number
Regulatory label	Blank label	5969-9497

How to use the parts lists and diagrams

The figures in this chapter show the major subassemblies in the product and their component parts. A parts list table follows each exploded view assembly diagram. Each table lists the item number, the associated part number, and the description of each part. If a part is not listed in the table, then it is not a field replacement unit (FRU).

 **CAUTION:** Be sure to order the correct part. When looking for part numbers for electrical components, pay careful attention to the voltage that is listed in the description column. Doing so will ensure that the part number selected is for the correct all-in-one model.

 **NOTE:** In this manual, the abbreviation “PCA” stands for “printed circuit-board assembly.” Components described as a PCA might consist of a single circuit board or a circuit board plus other parts, such as cables and sensors.

Scanner and document feeder main assemblies

Figure 3-1 Scanner and document feeder main assemblies

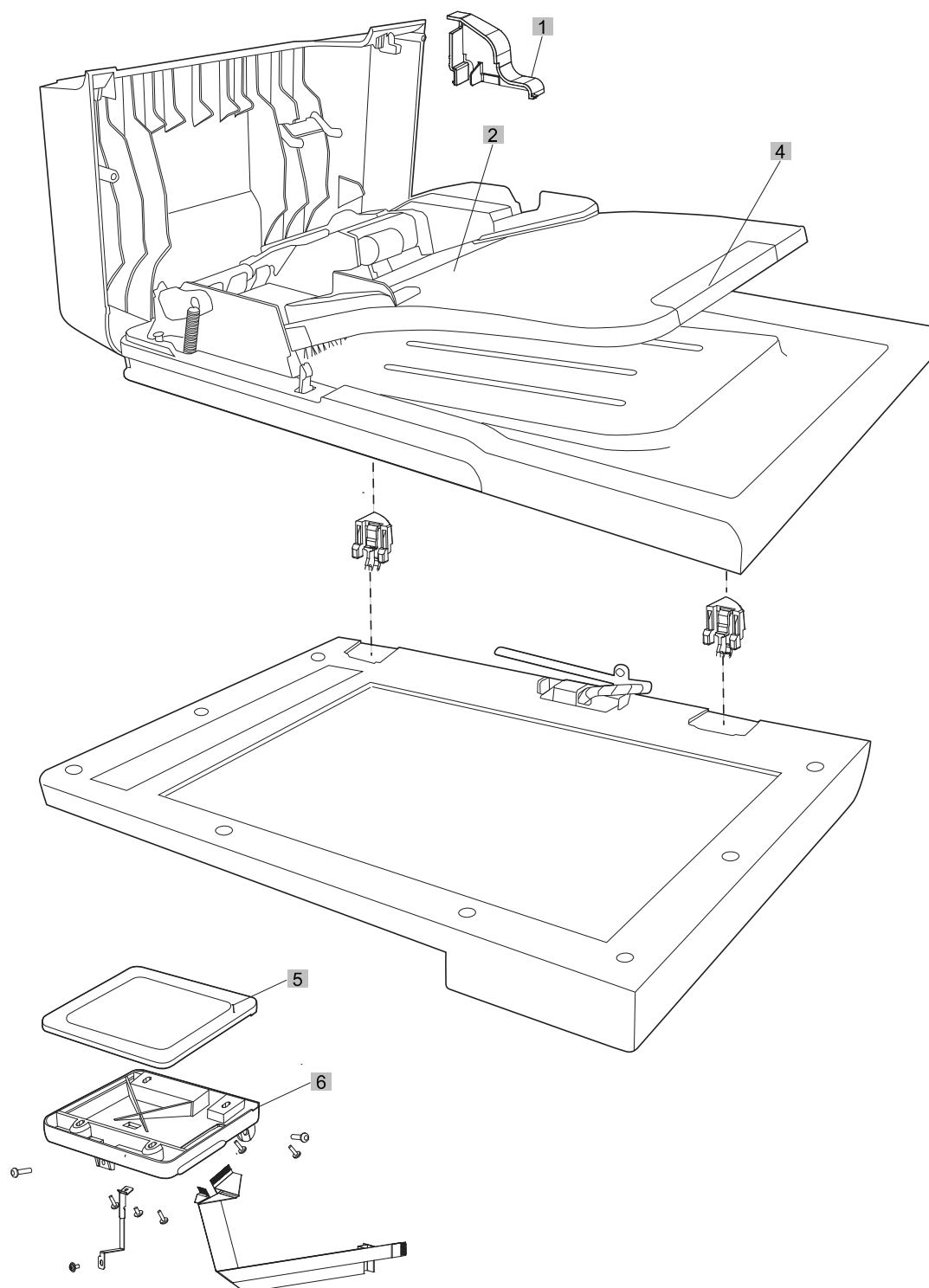




Table 3-6 Scanner and document feeder main assemblies

Ref	Description	Part number	Qty
1	Scanner assembly (simplex)	CE903-60101	1
1	Scanner assembly (duplex)	CE863-60119	1
2	Document feeder assembly (simplex)	CE863-60106	1
2	Document feeder assembly (duplex)	CE863-60101	1
3	 Document feeder pickup assembly 	5851-2559	1
4	Document feeder input tray	CE863-60113	1
5	Control-panel assembly	CE863-60015	1
6	Control-panel mount	CE863-40018	1

Covers

Figure 3-2 External panels and covers

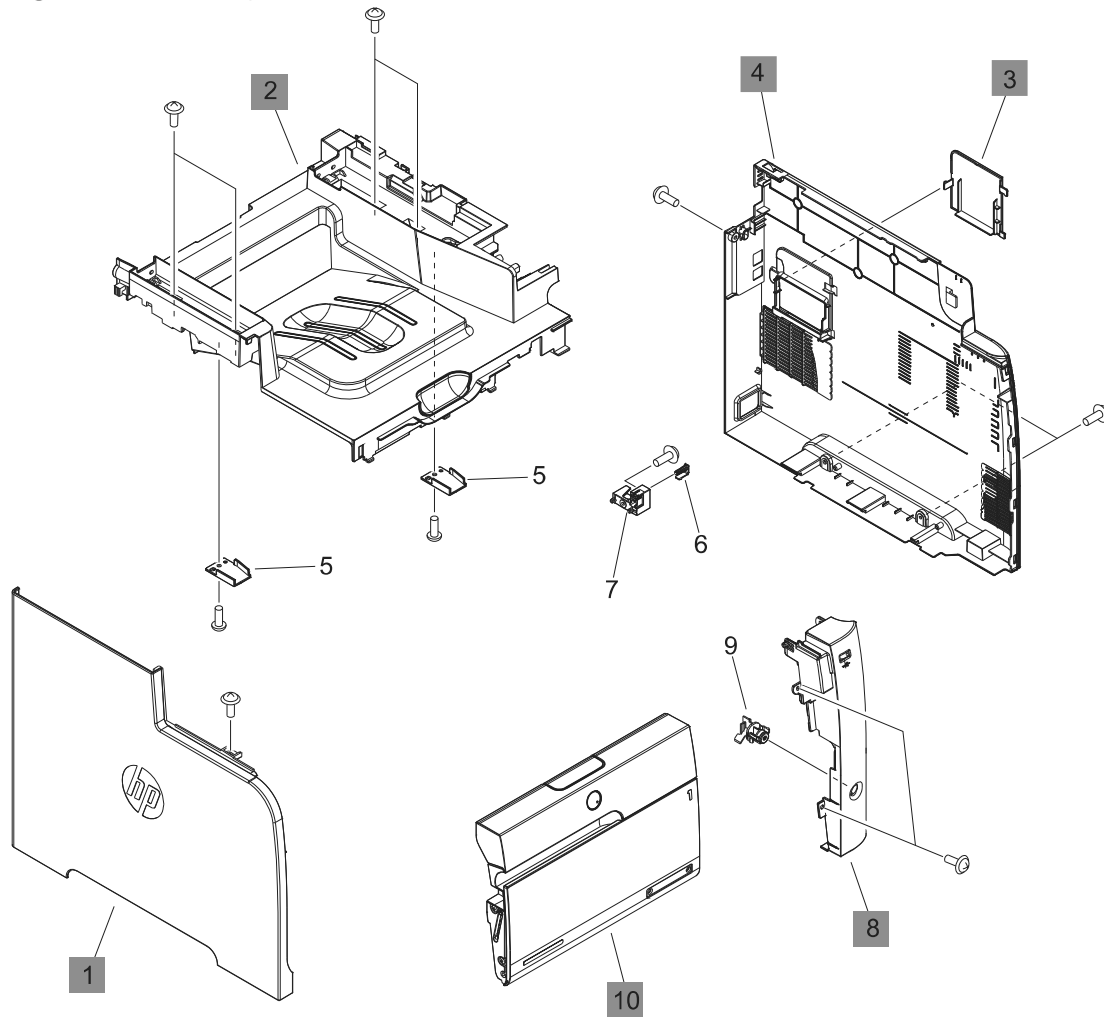


Table 3-7 Covers^{1,2}

Ref	Description	Part number	Qty
1	Cover, left	RL1-3063-000	1
2	Cover, upper assembly	RM1-8060-000	1
3	Cover, DIMM	RC3-1751-000	1
4	Cover, right	RC3-1732-000	1
8	Cover, right front	RC3-1733-000	1
10	Door, front assembly	RM1-8064-000	1

¹ For simplex products, the rear cover and the rear door are shown in [Figure 3-8 Internal assemblies \(simplex models\) on page 264](#).

² For duplex products, the upper-rear cover, lower-rear cover, and the rear door are shown in [Figure 3-9 Internal assemblies \(duplex models\) on page 266](#).

Internal assemblies

Internal assemblies (1 of 5)

Figure 3-3 Internal assemblies (1 of 7)

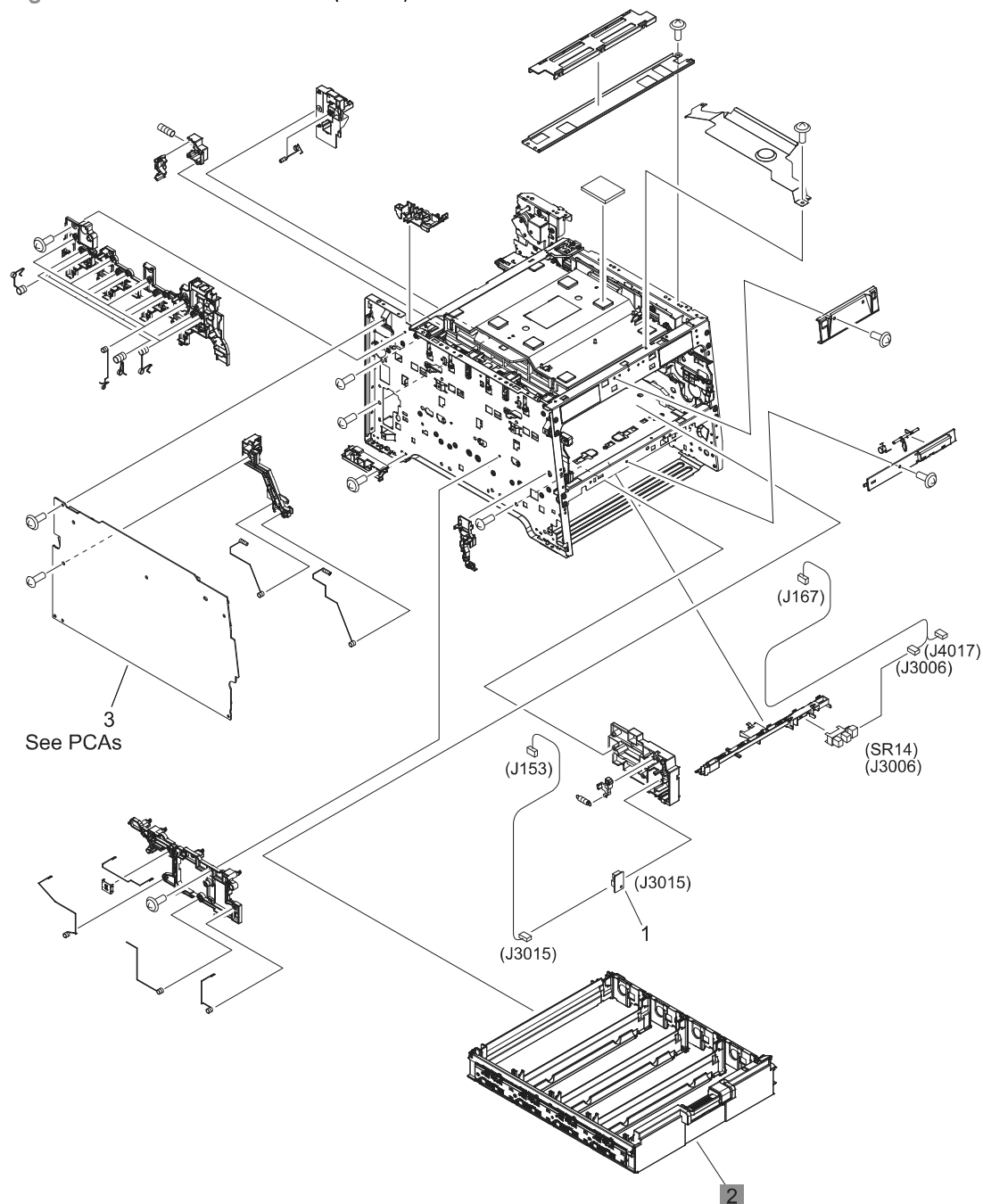


Table 3-8 Internal assemblies (1 of 7)

Ref	Description	Part number	Qty
2	Cartridge-tray assembly	RM1-8041-000	1

Internal assemblies (2 of 5)

Figure 3-4 Internal assemblies (2 of 2)

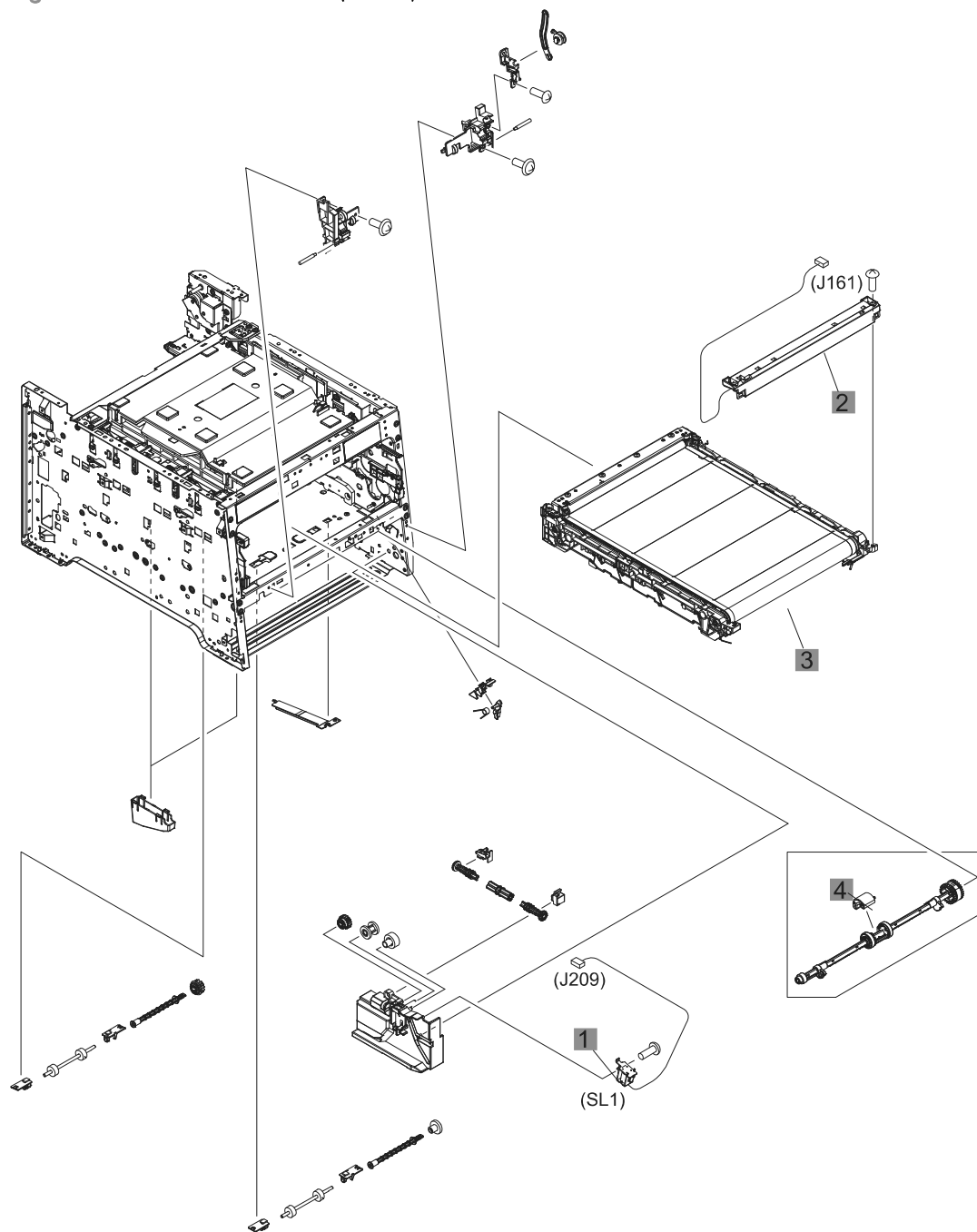


Table 3-9 Internal assemblies (2 of 7)

Ref	Description	Part number	Qty
1	Solenoid, Tray 1 (SL1; MP tray)	RM1-5420-000	1
2	Color misregistration sensor assembly	RM1-8029-000	1
3	Intermediate transfer belt (ITB)	RM1-4852-000	1
4	Roller, paper-pickup Tray 1	RL1-1802-000	1

Internal components (3 of 5)

Figure 3-5 Internal assemblies (3 of 7)

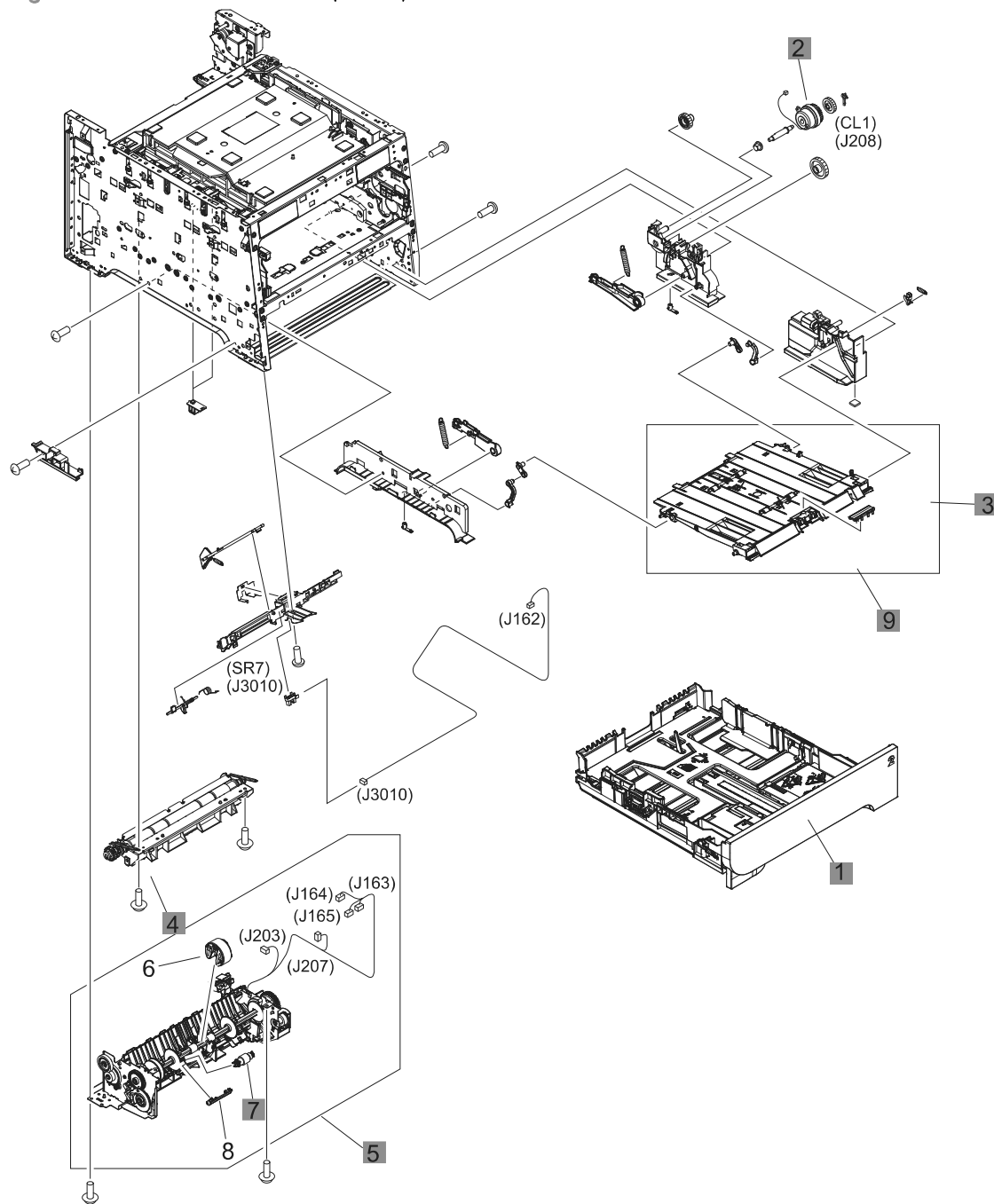


Table 3-10 Internal assemblies (3 of 7)

Ref	Description	Part number	Qty
1	Cassette, Tray 2	RM1-8063-000	1
2	Multi purpose clutch assembly	RM1-8318-000	1
3	Pad, separation Tray 1	RL1-1785-000CN	1
4	Registration assembly	RM1-4841-000	1
5	Paper pickup assembly	RM1-8045-000	1
6	Tray 2 paper pickup roller assembly	RM1-8047-000	1
7	Tray 2 separation roller assembly	RM1-4840-000	1
9	Multi purpose tray assembly	RM1-8610-000	1

Internal assemblies (4 of 5)

Figure 3-6 Internal assemblies (4 of 7)

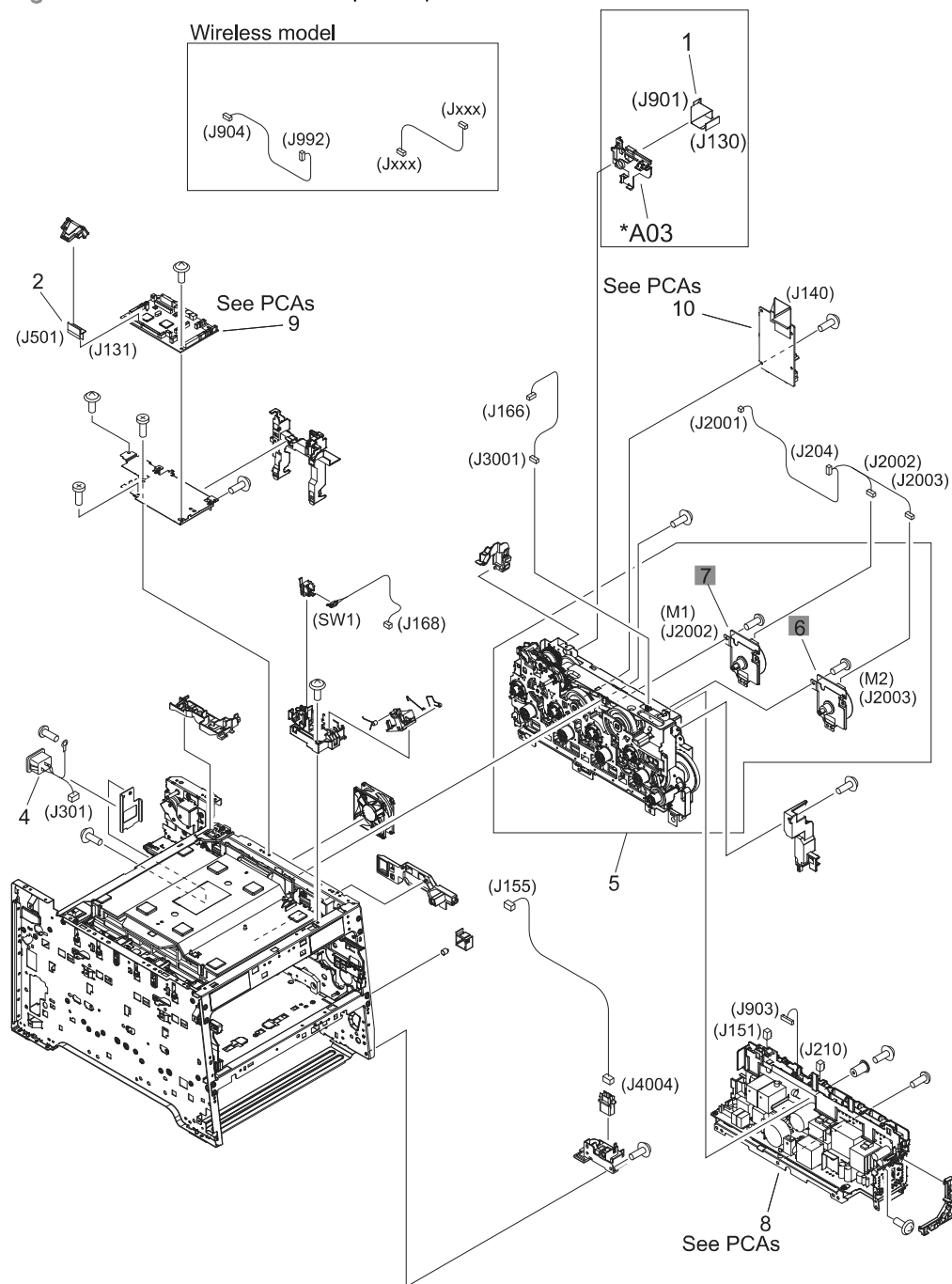


Table 3-11 Internal assemblies (4 of 7)

Ref	Description	Part number	Qty
6	Motor, developer DC (M1)	RL1-3053-000	1
7	Motor, drum DC (M2)	RL1-1800-000	1
8	Fan	RK2-3847-000	

Internal assemblies (5 of 5)

Figure 3-7 Internal assemblies (5 of 7)

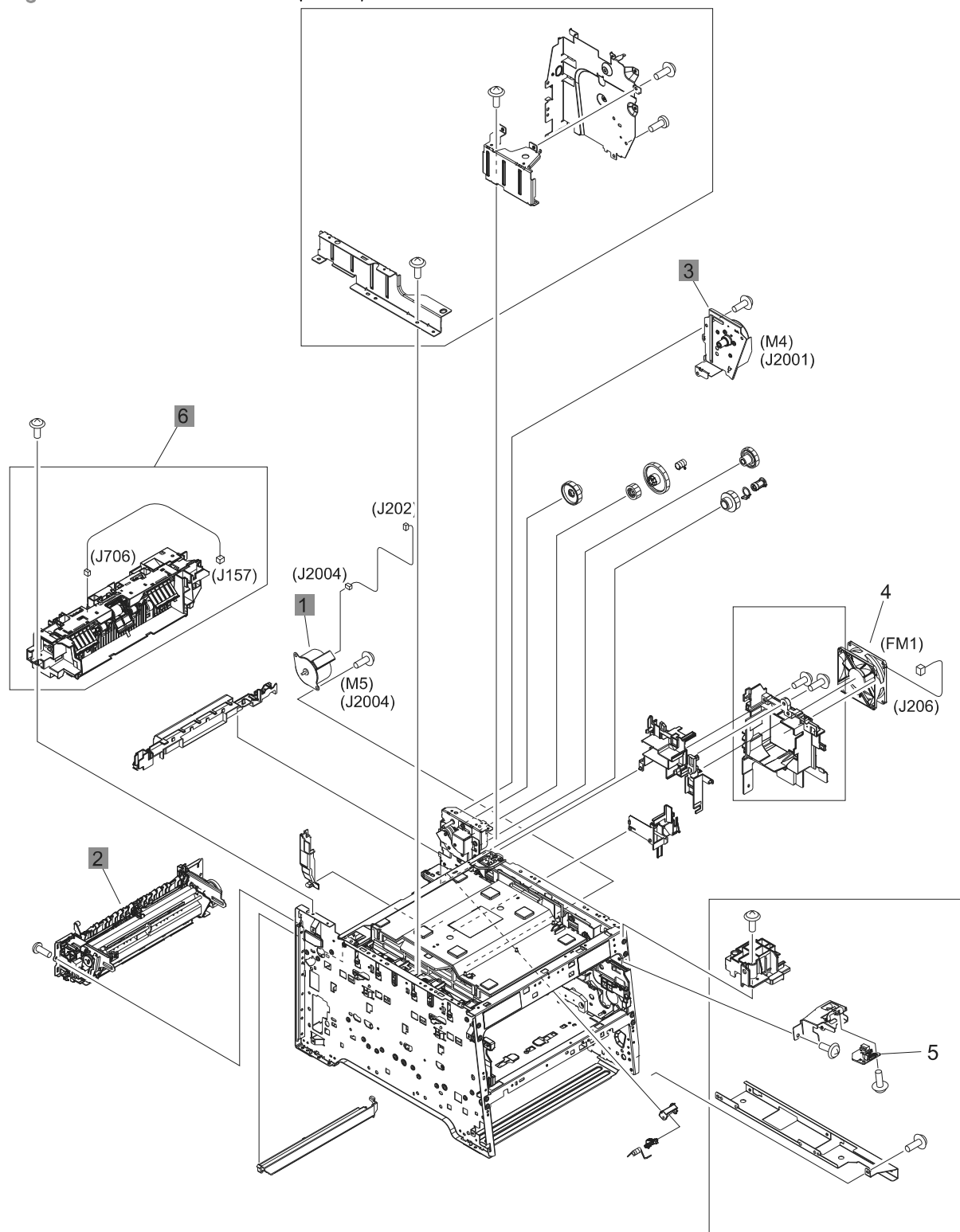


Table 3-12 Internal assemblies (5 of 7)

Ref	Description	Part number	Qty
1	Motor, feed assembly (M5)	RM1-5419-000	1
2	Fuser assembly (110v)	RM1-8061-000	1
2	Fuser assembly (220v)	RM1-8062-000	1
3	Motor, fuser assembly (M4)	RM1-8609-000	1
6	Paper delivery assembly	RM1-8049-000	1

Internal assemblies (simplex models)

Figure 3-8 Internal assemblies (simplex models)

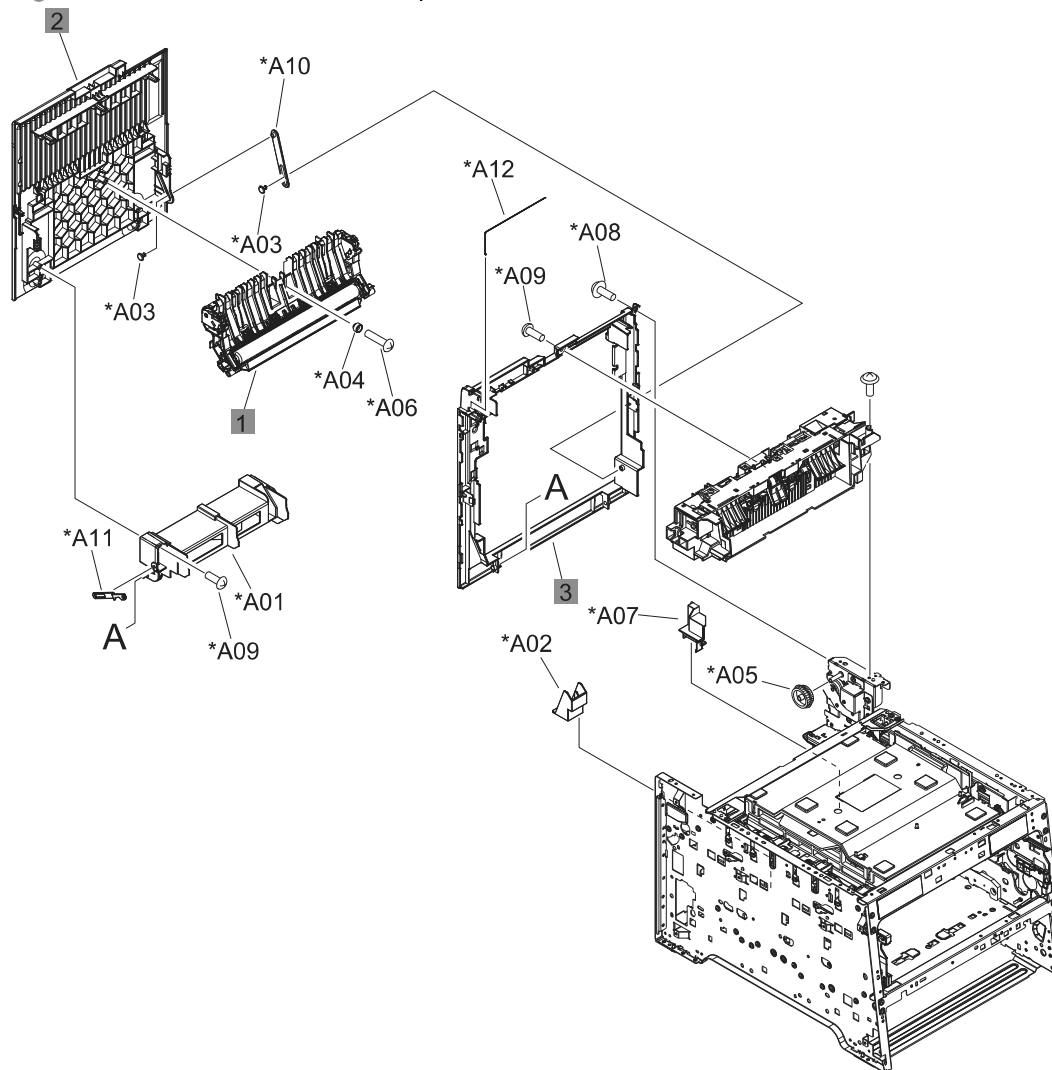


Table 3-13 Internal assemblies (simplex models)

Ref	Description	Part number	Qty
1	Paper feed guide assembly (simplex; includes transfer roller)	RM1-8043-000	1
2	Door, rear (simplex)	RC3-1665-000	1
3	Cover, rear (simplex)	RL1-3072-000	1

Internal assemblies (duplex models)

Figure 3-9 Internal assemblies (duplex models)

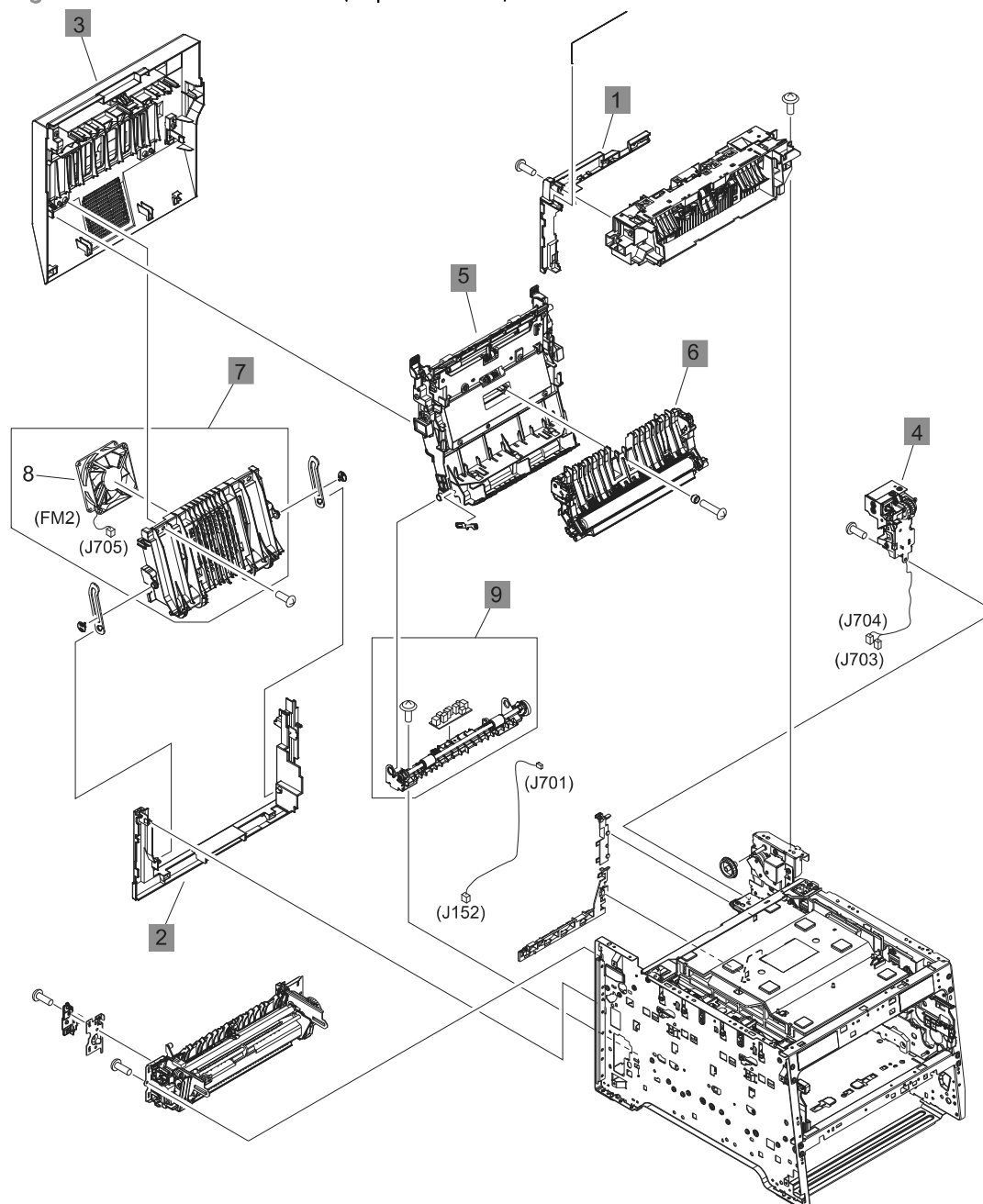


Table 3-14 Internal assemblies (duplex models)

Ref	Description	Part number	Qty
1	Cover, upper-rear (duplex)	RL1-3068-000	1
2	Cover, lower-rear (duplex)	RC3-1700-000	1
3	Door, rear (duplex)	RM1-8052-000	1
4	Reverse drive assembly (duplex)	RM1-4880-000	1
5	Feed guide, duplex assembly (duplex; includes transfer roller) ¹	RM1-4879-000	1
6	Paper feed guide assembly (duplex; includes transfer roller)	RM1-8043-000	1
7	Rib assembly, rear-door (duplex)	RM1-8053-000	1
9	Paper-pickup guide assembly (duplex)	RM1-8051-000	1

¹ For a broken link-guide: you must replace either the duplexing-feed guide assembly, or the entire product (the interior paper guide is not replaceable).

PCAs

Figure 3-10 PCAs

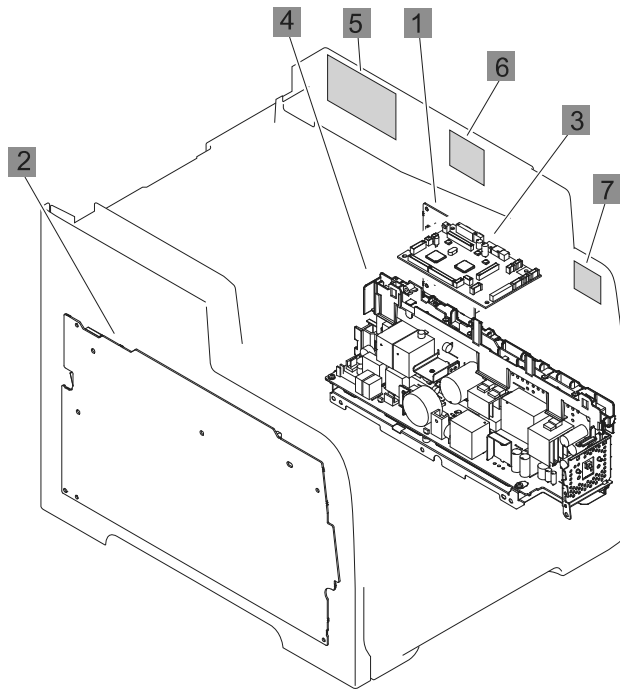


Table 3-15 PCAs

Ref	Description	Part number	Qty
1	Driver PCA	RM1-8032-000	1
2	High-voltage power supply	RM1-8031-000	1
3	DC controller	RM1-8039-000	1
4	Low-voltage power supply (110v)	RM1-9034-000	1
4	Low-voltage power supply (220v)	RM1-9036-000	1
5	Fax PCA	CE682-60001	1
5	Fax PCA (Europe only)	CE683-60001	1
6	Wireless controller PCA	1150-7938	1
7	USB connector PCA	RK2-3846-000	1
Not shown	Formatter PCA	CE855-60001	1

Input device(s)

250-sheet paper feeder (optional Tray 3)

Figure 3-11 250-sheet paper feeder (optional Tray 3)

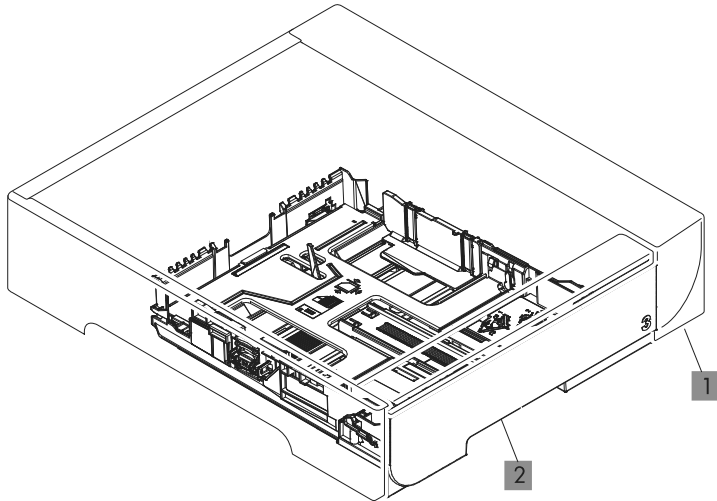


Table 3-16 250-sheet paper feeder (optional Tray 3)

Ref	Description	Part number	Qty
1	250-sheet paper feeder (optional Tray 3; includes cassette)	RM1-8544-000CN	1
2	Cassette (optional Tray 3)	RM1-8063-000CN	1

Alphabetical parts list

Table 3-17 Alphabetical parts list

Description	Part number	Table and page
250-sheet paper feeder (optional Tray 3; includes cassette)	RM1-8544-000CN	250-sheet paper feeder (optional Tray 3) on page 271
Cartridge-tray assembly	RM1-8041-000	Internal assemblies (1 of 7) on page 255
Cassette (optional Tray 3)	RM1-8063-000CN	250-sheet paper feeder (optional Tray 3) on page 271
Cassette, Tray 2	RM1-8063-000	Internal assemblies (3 of 7) on page 259
Color misregistration sensor assembly	RM1-8029-000	Internal assemblies (2 of 7) on page 257
Control-panel assembly	CE863-60015	Scanner and document feeder main assemblies on page 251
Control-panel mount	CE863-40018	Scanner and document feeder main assemblies on page 251
Cover, DIMM	RC3-1751-000	Covers^{1,2} on page 253
Cover, left	RL1-3063-000	Covers^{1,2} on page 253
Cover, lower-rear (duplex)	RC3-1700-000	Internal assemblies (duplex models) on page 267
Cover, rear (simplex)	RL1-3072-000	Internal assemblies (simplex models) on page 265
Cover, right	RC3-1732-000	Covers^{1,2} on page 253
Cover, right front	RC3-1733-000	Covers^{1,2} on page 253
Cover, upper assembly	RM1-8060-000	Covers^{1,2} on page 253
Cover, upper-rear (duplex)	RL1-3068-000	Internal assemblies (duplex models) on page 267
DC controller	RM1-8039-000	PCAs on page 269
Document feeder assembly (duplex)	CE863-60101	Scanner and document feeder main assemblies on page 251
Document feeder assembly (simplex)	CE863-60106	Scanner and document feeder main assemblies on page 251
Document feeder input tray	CE863-60113	Scanner and document feeder main assemblies on page 251
Document feeder pickup assembly	5851-2559	Scanner and document feeder main assemblies on page 251
Door, front assembly	RM1-8064-000	Covers^{1,2} on page 253

Table 3-17 Alphabetical parts list (continued)

Description	Part number	Table and page
Door, rear (duplex)	RM1-8052-000	Internal assemblies (duplex models) on page 267
Door, rear (simplex)	RC3-1665-000	Internal assemblies (simplex models) on page 265
Driver PCA	RM1-8032-000	PCAs on page 269
Fan	RK2-3847-000	Internal assemblies (4 of 7) on page 261
Fax PCA	CE682-60001	PCAs on page 269
Fax PCA (Europe only)	CE683-60001	PCAs on page 269
Feed guide, duplex assembly (duplex; includes transfer roller) ¹	RM1-4879-000	Internal assemblies (duplex models) on page 267
Formatter PCA	CE855-60001	PCAs on page 269
Fuser assembly (110v)	RM1-8061-000	Internal assemblies (5 of 7) on page 263
Fuser assembly (220v)	RM1-8062-000	Internal assemblies (5 of 7) on page 263
High-voltage power supply	RM1-8031-000	PCAs on page 269
Intermediate transfer belt (ITB)	RM1-4852-000	Internal assemblies (2 of 7) on page 257
Low-voltage power supply (110v)	RM1-9034-000	PCAs on page 269
Low-voltage power supply (220v)	RM1-9036-000	PCAs on page 269
Motor, developer DC (M1)	RL1-3053-000	Internal assemblies (4 of 7) on page 261
Motor, drum DC (M2)	RL1-1800-000	Internal assemblies (4 of 7) on page 261
Motor, feed assembly (M5)	RM1-5419-000	Internal assemblies (5 of 7) on page 263
Motor, fuser assembly (M4)	RM1-8609-000	Internal assemblies (5 of 7) on page 263
Multi purpose clutch assembly	RM1-8318-000	Internal assemblies (3 of 7) on page 259
Multi purpose tray assembly	RM1-8610-000	Internal assemblies (3 of 7) on page 259
Pad, separation Tray 1	RL1-1785-000CN	Internal assemblies (3 of 7) on page 259
Paper delivery assembly	RM1-8049-000	Internal assemblies (5 of 7) on page 263
Paper feed guide assembly (duplex; includes transfer roller)	RM1-8043-000	Internal assemblies (duplex models) on page 267

Table 3-17 Alphabetical parts list (continued)

Description	Part number	Table and page
Paper feed guide assembly (simplex; includes transfer roller)	RM1-8043-000	Internal assemblies (simplex models) on page 265
Paper pickup assembly	RM1-8045-000	Internal assemblies (3 of 7) on page 259
Paper-pickup guide assembly (duplex)	RM1-8051-000	Internal assemblies (duplex models) on page 267
Registration assembly	RM1-4841-000	Internal assemblies (3 of 7) on page 259
Reverse drive assembly (duplex)	RM1-4880-000	Internal assemblies (duplex models) on page 267
Rib assembly, rear-door (duplex)	RM1-8053-000	Internal assemblies (duplex models) on page 267
Roller, paper-pickup Tray 1	RL1-1802-000	Internal assemblies (2 of 7) on page 257
Scanner assembly (duplex)	CE863-60119	Scanner and document feeder main assemblies on page 251
Scanner assembly (simplex)	CE903-60101	Scanner and document feeder main assemblies on page 251
Solenoid, Tray 1 (SL1; MP tray)	RM1-5420-000	Internal assemblies (2 of 7) on page 257
Tray 2 paper pickup roller assembly	RM1-8047-000	Internal assemblies (3 of 7) on page 259
Tray 2 separation roller assembly	RM1-4840-000	Internal assemblies (3 of 7) on page 259
USB connector PCA	RK2-3846-000	PCAs on page 269
Wireless controller PCA	1150-7938	PCAs on page 269

Numerical parts list

Table 3-18 Numerical parts list

Part number	Description	Table and page
1150-7938	Wireless controller PCA	PCAs on page 269
5851-2559	Document feeder pickup assembly	Scanner and document feeder main assemblies on page 251
CE682-60001	Fax PCA	PCAs on page 269
CE683-60001	Fax PCA (Europe only)	PCAs on page 269
CE855-60001	Formatter PCA	PCAs on page 269
CE863-40018	Control-panel mount	Scanner and document feeder main assemblies on page 251
CE863-60015	Control-panel assembly	Scanner and document feeder main assemblies on page 251
CE863-60101	Document feeder assembly (duplex)	Scanner and document feeder main assemblies on page 251
CE863-60106	Document feeder assembly (simplex)	Scanner and document feeder main assemblies on page 251
CE863-60113	Document feeder input tray	Scanner and document feeder main assemblies on page 251
CE863-60119	Scanner assembly (duplex)	Scanner and document feeder main assemblies on page 251
CE903-60101	Scanner assembly (simplex)	Scanner and document feeder main assemblies on page 251
RC3-1665-000	Door, rear (simplex)	Internal assemblies (simplex models) on page 265
RC3-1700-000	Cover, lower-rear (duplex)	Internal assemblies (duplex models) on page 267
RC3-1732-000	Cover, right	Covers^{1,2} on page 253
RC3-1733-000	Cover, right front	Covers^{1,2} on page 253
RC3-1751-000	Cover, DIMM	Covers^{1,2} on page 253
RK2-3846-000	USB connector PCA	PCAs on page 269
RK2-3847-000	Fan	Internal assemblies (4 of 7) on page 261
RL1-1785-000CN	Pad, separation Tray 1	Internal assemblies (3 of 7) on page 259
RL1-1800-000	Motor, drum DC (M2)	Internal assemblies (4 of 7) on page 261
RL1-1802-000	Roller, paper-pickup Tray 1	Internal assemblies (2 of 7) on page 257

Table 3-18 Numerical parts list (continued)

Part number	Description	Table and page
RL1-3053-000	Motor, developer DC (M1)	Internal assemblies (4 of 7) on page 261
RL1-3063-000	Cover, left	Covers^{1,2} on page 253
RL1-3068-000	Cover, upper-rear (duplex)	Internal assemblies (duplex models) on page 267
RL1-3072-000	Cover, rear (simplex)	Internal assemblies (simplex models) on page 265
RM1-4840-000	Tray 2 separation roller assembly	Internal assemblies (3 of 7) on page 259
RM1-4841-000	Registration assembly	Internal assemblies (3 of 7) on page 259
RM1-4852-000	Intermediate transfer belt (ITB)	Internal assemblies (2 of 7) on page 257
RM1-4879-000	Feed guide, duplex assembly (duplex; includes transfer roller) ¹	Internal assemblies (duplex models) on page 267
RM1-4880-000	Reverse drive assembly (duplex)	Internal assemblies (duplex models) on page 267
RM1-5419-000	Motor, feed assembly (M5)	Internal assemblies (5 of 7) on page 263
RM1-5420-000	Solenoid, Tray 1 (SL1; MP tray)	Internal assemblies (2 of 7) on page 257
RM1-8029-000	Color misregistration sensor assembly	Internal assemblies (2 of 7) on page 257
RM1-8031-000	High-voltage power supply	PCAs on page 269
RM1-8032-000	Driver PCA	PCAs on page 269
RM1-8039-000	DC controller	PCAs on page 269
RM1-8041-000	Cartridge-tray assembly	Internal assemblies (1 of 7) on page 255
RM1-8043-000	Paper feed guide assembly (simplex; includes transfer roller)	Internal assemblies (simplex models) on page 265
RM1-8043-000	Paper feed guide assembly (duplex; includes transfer roller)	Internal assemblies (duplex models) on page 267
RM1-8045-000	Paper pickup assembly	Internal assemblies (3 of 7) on page 259
RM1-8047-000	Tray 2 paper pickup roller assembly	Internal assemblies (3 of 7) on page 259
RM1-8049-000	Paper delivery assembly	Internal assemblies (5 of 7) on page 263

Table 3-18 Numerical parts list (continued)

Part number	Description	Table and page
RM1-8051-000	Paper-pickup guide assembly (duplex)	Internal assemblies (duplex models) on page 267
RM1-8052-000	Door, rear (duplex)	Internal assemblies (duplex models) on page 267
RM1-8053-000	Rib assembly, rear-door (duplex)	Internal assemblies (duplex models) on page 267
RM1-8060-000	Cover, upper assembly	Covers^{1,2} on page 253
RM1-8061-000	Fuser assembly (110v)	Internal assemblies (5 of 7) on page 263
RM1-8062-000	Fuser assembly (220v)	Internal assemblies (5 of 7) on page 263
RM1-8063-000	Cassette, Tray 2	Internal assemblies (3 of 7) on page 259
RM1-8063-000CN	Cassette (optional Tray 3)	250-sheet paper feeder (optional Tray 3) on page 271
RM1-8064-000	Door, front assembly	Covers^{1,2} on page 253
RM1-8318-000	Multi purpose clutch assembly	Internal assemblies (3 of 7) on page 259
RM1-8544-000CN	250-sheet paper feeder (optional Tray 3; includes cassette)	250-sheet paper feeder (optional Tray 3) on page 271
RM1-8609-000	Motor, fuser assembly (M4)	Internal assemblies (5 of 7) on page 263
RM1-8610-000	Multi purpose tray assembly	Internal assemblies (3 of 7) on page 259
RM1-9034-000	Low-voltage power supply (110v)	PCAs on page 269
RM1-9036-000	Low-voltage power supply (220v)	PCAs on page 269

A Service and support

- [Hewlett-Packard limited warranty statement](#)
- [HP's Premium Protection Warranty: LaserJet print cartridge limited warranty statement](#)
- [Data stored on the print cartridge](#)
- [End User License Agreement](#)
- [OpenSSL](#)
- [Customer support](#)

Hewlett-Packard limited warranty statement

HP PRODUCT	DURATION OF LIMITED WARRANTY
HP LaserJet Pro 300 color MFP M375nw and HP LaserJet Pro 400 color MFP M475dn, and M475dw	One year from date of purchase

HP warrants to you, the end-user customer, that HP hardware and accessories will be free from defects in materials and workmanship after the date of purchase, for the period specified above. If HP receives notice of such defects during the warranty period, HP will, at its option, either repair or replace products which prove to be defective. Replacement products may be either new or equivalent in performance to new.

HP warrants to you that HP software will not fail to execute its programming instructions after the date of purchase, for the period specified above, due to defects in material and workmanship when properly installed and used. If HP receives notice of such defects during the warranty period, HP will replace software which does not execute its programming instructions due to such defects.

HP does not warrant that the operation of HP products will be uninterrupted or error free. If HP is unable, within a reasonable time, to repair or replace any product to a condition as warranted, you will be entitled to a refund of the purchase price upon prompt return of the product.

HP products may contain remanufactured parts equivalent to new in performance or may have been subject to incidental use.

Warranty does not apply to defects resulting from (a) improper or inadequate maintenance or calibration, (b) software, interfacing, parts or supplies not supplied by HP, (c) unauthorized modification or misuse, (d) operation outside of the published environmental specifications for the product, or (e) improper site preparation or maintenance.

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HP's Premium Protection Warranty: LaserJet print cartridge limited warranty statement

This HP product is warranted to be free from defects in materials and workmanship.

This warranty does not apply to products that (a) have been refilled, refurbished, remanufactured or tampered with in any way, (b) experience problems resulting from misuse, improper storage, or operation outside of the published environmental specifications for the printer product or (c) exhibit wear from ordinary use.

To obtain warranty service, please return the product to place of purchase (with a written description of the problem and print samples) or contact HP customer support. At HP's option, HP will either replace products that prove to be defective or refund your purchase price.

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Data stored on the print cartridge

The HP print cartridges used with this product contain a memory chip that assists in the operation of the product.

In addition, this memory chip collects a limited set of information about the usage of the product, which might include the following: the date when the print cartridge was first installed, the date when the print cartridge was last used, the number of pages printed using the print cartridge, the page coverage, the printing modes used, any printing errors that might have occurred, and the product model. This information helps HP design future products to meet our customers' printing needs.

The data collected from the print cartridge memory chip does not contain information that can be used to identify a customer or user of the print cartridge or their product. However, a customer can choose not to store usage data on the memory chip through the control panel.

HP collects a sampling of the memory chips from print cartridges returned to HP's free return and recycling program (HP Planet Partners: www.hp.com/recycle). The memory chips from this sampling are read and studied in order to improve future HP products. HP partners who assist in recycling this print cartridge might have access to this data, as well.

Any third party possessing the print cartridge might have access to the anonymous information on the memory chip.

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Rev. 04/09

OpenSSL

This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit (<http://www.openssl.org/>)

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This product includes cryptographic software written by Eric Young (ey@cryptsoft.com). This product includes software written by Tim Hudson (tjh@cryptsoft.com).

Customer support

Get telephone support for your country/region	Country/region phone numbers are on the flyer that was in the box with your product or at www.hp.com/support/ .
Have the product name, serial number, date of purchase, and problem description ready.	
Get 24-hour Internet support	www.hp.com/go/LJColorMFPM375 or www.hp.com/go/LJColorMFPM475
Get support for products used with a Macintosh computer	www.hp.com/go/macosex
Download software utilities, drivers, and electronic information	www.hp.com/go/LJColorMFPM375_software or www.hp.com/go/LJColorMFPM475_software
Order additional HP service or maintenance agreements	www.hp.com/go/carepack
Register your product	www.register.hp.com

B Product specifications

- Physical specifications
- Power consumption, electrical specifications, and acoustic emissions
- Environmental specifications

Physical specifications

Table B-1 Physical specifications

Product	Height	Depth	Width	Weight
HP LaserJet Pro 300 color MFP M375nw	500 mm (19.7 inches)	483 mm (19.0 inches)	420 mm (16.5 inches)	28.2 kg (62.2 lb)
HP LaserJet Pro 400 color MFP M475dn	500 mm (19.7 inches)	483 mm (19.0 inches)	420 mm (16.5 inches)	29.5 kg (65.0 lb)
HP LaserJet Pro 400 color MFP M475dw	500 mm (19.7 inches)	483 mm (19.0 inches)	420 mm (16.5 inches)	29.5 kg (65.0 lb)

Power consumption, electrical specifications, and acoustic emissions

See www.hp.com/go/LJColorMFPM375_regulatory or www.hp.com/go/LJColorMFPM475_regulatory for current information.

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

Environmental specifications

Table B-2 Environmental specifications¹

	Recommended	Operating	Storage
Temperature	15° to 32.5° C (59° to 90.5° F)	15° to 32.5° C (59° to 90.5° F)	–20° to 40° C (–4° to 104° F)
Relative humidity	20 to 70%	10 to 80%	95% or less
Altitude		0 to 3048 m (0 to 10,000 ft)	

¹ Values are subject to change.

C Regulatory information

- [FCC regulations](#)
- [Environmental product stewardship program](#)
- [Declaration of conformity](#)
- [Declaration of conformity \(wireless models\)](#)
- [Certificate of volatility](#)
- [Safety statements](#)
- [Additional statements for telecom \(fax\) products](#)
- [Additional statements for wireless products](#)

FCC regulations

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy. If this equipment is not installed and used in accordance with the instructions, it may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase separation between equipment and receiver.
- Connect equipment to an outlet on a circuit different from that to which the receiver is located.
- Consult your dealer or an experienced radio/TV technician.

 **NOTE:** Any changes or modifications to the printer that are not expressly approved by HP could void the user's authority to operate this equipment.

Use of a shielded interface cable is required to comply with the Class B limits of Part 15 of FCC rules.

Environmental product stewardship program

Protecting the environment

Hewlett-Packard Company is committed to providing quality products in an environmentally sound manner. This product has been designed with several attributes to minimize impacts on our environment.

Ozone production

This product generates no appreciable ozone gas (O₃).

Power consumption

Power usage drops significantly while in Ready or Sleep mode, which saves natural resources and saves money without affecting the high performance of this product. Hewlett-Packard printing and imaging equipment marked with the ENERGY STAR® logo is qualified to the U.S. Environmental Protection Agency's ENERGY STAR specifications for imaging equipment. The following mark will appear on ENERGY STAR qualified imaging products:



Additional ENERGY STAR qualified imaging product model information is listed at:

www.hp.com/go/energystar

Toner consumption

EconoMode uses less toner, which might extend the life of the print cartridge. HP does not recommend the full-time use of EconoMode. If EconoMode is used full-time, the toner supply might outlast the mechanical parts in the print cartridge. If print quality begins to degrade and is no longer acceptable, consider replacing the print cartridge.

Paper use

This product's manual/automatic duplex feature (two-sided printing) and N-up printing (multiple pages printed on one page) capability can reduce paper usage and the resulting demands on natural resources.


Plastics

Plastic parts over 25 grams are marked according to international standards that enhance the ability to identify plastics for recycling purposes at the end of the product's life.

HP LaserJet print supplies

It's easy to return and recycle your HP LaserJet print cartridges after use—free of charge—with HP Planet Partners. Multilingual program information and instructions are included in every new HP LaserJet print cartridge and supplies package. You help reduce the toll on the environment further when you return multiple cartridges together rather than separately.

HP is committed to providing inventive, high-quality products and services that are environmentally sound, from product design and manufacturing to distribution, customer use and recycling. When you participate in the HP Planet Partners program, we ensure your HP LaserJet print cartridges are recycled properly, processing them to recover plastics and metals for new products and diverting millions of tons of waste from landfills. Since this cartridge is being recycled and used in new materials, it will not be returned to you. Thank you for being environmentally responsible!

 **NOTE:** Use the return label to return original HP LaserJet print cartridges only. Please do not use this label for HP inkjet cartridges, non-HP cartridges, refilled or remanufactured cartridges or warranty returns. For information about recycling your HP inkjet cartridges please go to <http://www.hp.com/recycle>.

Return and recycling instructions

United States and Puerto Rico

The enclosed label in the HP LaserJet toner cartridge box is for the return and recycling of one or more HP LaserJet print cartridges after use. Please follow the applicable instructions below.

Multiple returns (more than one cartridge)

1. Package each HP LaserJet print cartridge in its original box and bag.
2. Tape the boxes together using strapping or packaging tape. The package can weigh up to 31 kg (70 lb).
3. Use a single pre-paid shipping label.

OR

1. Use your own suitable box, or request a free bulk collection box from www.hp.com/recycle or 1-800-340-2445 (holds up to 31 kg (70 lb) of HP LaserJet print cartridges).
2. Use a single pre-paid shipping label.

Single returns

1. Package the HP LaserJet print cartridge in its original bag and box.
2. Place the shipping label on the front of the box.

Shipping

For US and Puerto Rico HP LaserJet print cartridge recycling returns, use the pre-paid, pre-addressed shipping label contained in the box. To use the UPS label, give the package to the UPS driver during your next delivery or pick-up, or take it to an authorized UPS drop-off center. (Requested UPS Ground pickup will be charged normal pick-up rates) For the location of your local UPS drop-off center, call 1-800-PICKUPS or visit www.ups.com.

If you are returning the package with the FedEx label, give the package to either the U.S. Postal Service carrier or FedEx driver during your next pick-up or delivery. (Requested FedEx Ground pickup will be charged normal pick-up rates). Or, you can drop off your packaged print cartridge(s) at any U.S. Post Office or any FedEx shipping center or store. For the location of your nearest U.S. Post Office, please call 1-800-ASK-USPS or visit www.usps.com. For the location of your nearest FedEx shipping center/store, please call 1-800-GOFEDEX or visit www.fedex.com.

For more information, or to order additional labels or boxes for bulk returns, visit www.hp.com/recycle or call 1-800-340-2445. Information subject to change without notice.

Residents of Alaska and Hawaii

Do not use the UPS label. Call 1-800-340-2445 for information and instructions. The U.S. Postal Service provides no-cost cartridge return transportation services under an arrangement with HP for Alaska and Hawaii.

Non-U.S. returns

To participate in HP Planet Partners return and recycling program, just follow the simple directions in the recycling guide (found inside the packaging of your new product supply item) or visit www.hp.com/recycle. Select your country/region for information on how to return your HP LaserJet printing supplies.

Paper

This product is capable of using recycled papers when the paper meets the guidelines outlined in the *HP LaserJet Printer Family Print Media Guide*. This product is suitable for the use of recycled paper according to EN12281:2002.

Material restrictions

This HP product does not contain added mercury.

This HP product contains a battery that might require special handling at end-of-life. The batteries contained in or supplied by Hewlett-Packard for this product include the following:

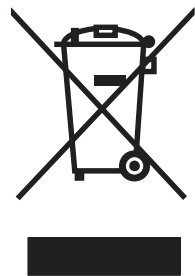
HP LaserJet Pro 300 color MFP M375 and HP LaserJet Pro 400 color MFP M475	
Type	Carbon monofluoride lithium
Weight	0.8 g
Location	On formatter board
User-removable	No



廢電池請回收

For recycling information, you can go to www.hp.com/recycle, or contact your local authorities or the Electronics Industries Alliance: www.eiae.org.

Disposal of waste equipment by users in private households in the European Union



This symbol on the product or on its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service or the shop where you purchased the product.

Chemical substances

HP is committed to providing our customers with information about the chemical substances in our products as needed to comply with legal requirements such as REACH (Regulation EC No 1907/2006 of the European Parliament and the Council). A chemical information report for this product can be found at: www.hp.com/go/reach.

Material Safety Data Sheet (MSDS)

Material Safety Data Sheets (MSDS) for supplies containing chemical substances (for example, toner) can be obtained by accessing the HP Web site at www.hp.com/go/msds or www.hp.com/hpinfo/community/environment/productinfo/safety.

For more information

To obtain information about these environmental topics:

- Product environmental profile sheet for this and many related HP products
- HP's commitment to the environment
- HP's environmental management system
- HP's end-of-life product return and recycling program
- Material Safety Data Sheets

Visit www.hp.com/go/environment or www.hp.com/hpinfo/globalcitizenship/environment.

Declaration of conformity

Declaration of Conformity

according to ISO/IEC 17050-1 and EN 17050-1

Manufacturer's Name: Hewlett-Packard Company DoC#: BOISB-1002-03-rel.1.0

Manufacturer's Address: 11311 Chinden Boulevard
Boise, Idaho 83714-1021, USA

declares, that the product

Product Name: HP LaserJet Pro 400 color MFP M475dn

Regulatory Model Number²⁾ BOISB-1002-03
BOISB-0903-00 – (US-Fax Module LIU)
BOISB-0903-01 – (EURO-Fax Module LIU)

Product Options: ALL

Print Cartridges: CE410A, CE410X, CE411A, CE412A, CE413A

conforms to the following Product Specifications:


SAFETY: IEC 60950-1:2005 / EN60950-1: 2006+A11
IEC 60825-1:2007 / EN 60825-1:2007 (Class 1 Laser/LED Product)
IEC 62311:2007 / EN62311:2008
GB4943-2001

EMC: CISPR22:2005 +A1 / EN55022:2006 +A1 - Class B¹⁾
EN 61000-3-2:2006
EN 61000-3-3:2008
EN 55024:1998 +A1 +A2
FCC Title 47 CFR, Part 15 Class B¹⁾ / ICES-003, Issue 4
GB9254-2008, GB17625.1-2003

TELECOM: ES 203 021; FCC Title 47 CFR, Part 68³⁾

ENERGY USE: Regulation (EC) No. 1275/2008
ENERGY STAR® Qualified Imaging Equipment Typical Electricity Consumption (TEC) Test Procedure

Supplementary Information:

The product herewith complies with the requirements of the EMC Directive 2004/108/EC and the Low Voltage Directive 2006/95/EC, the R&TTE Directive 1999/5/EC (Annex II), the EuP Directive 2005/32/EC and carries the CE-Marking  accordingly.

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.

1. The product was tested in a typical configuration with Hewlett-Packard Personal Computer Systems.
2. For regulatory purposes, this product is assigned a Regulatory model number. This number should not be confused with the product name or the product number(s).
3. Telecom approvals and standards appropriate for the target countries/regions have been applied to this product, in addition to those listed above.
4. This product uses an analog fax accessory module which Regulatory Model numbers are: BOISB-0903-00 (US-LIU) or BOISB-0903-01 (EURO LIU), as needed to meet technical regulatory requirements for the countries/regions this product will be sold.

Boise, Idaho USA

October 2011

For regulatory topics only:

European Contact:	Your Local Hewlett-Packard Sales and Service Office or Hewlett-Packard GmbH, Department HQ-TRE / Standards Europe, Herrenberger Straße 140, D-71034, Böblingen (FAX: +49-7031-14-3143) www.hp.eu/certificates
USA Contact:	Product Regulations Manager, Hewlett-Packard Company, PO Box 15, Mail Stop 160, Boise, Idaho 83707-0015 (Phone: 208-396-6000)

Declaration of conformity (wireless models)

Declaration of Conformity

according to ISO/IEC 17050-1 and EN 17050-1

Manufacturer's Name: Hewlett-Packard Company DoC#: BOISB-1002-02&-04 Rel.1.0

Manufacturer's Address: 11311 Chinden Boulevard
Boise, Idaho 83714-1021, USA

declares, that the product

Product Name: HP LaserJet Pro 300 color MFP M375nw

HP LaserJet Pro 400 color MFP M475dw

Regulatory Model Number²⁾ BOISB-1002-02, BOISB-1002-04
BOISB-0903-00 – (US-Fax Module LIU)
BOISB-0903-01 – (EURO-Fax Module LIU)
SDGOB – 0892 – (Radio Module)

Product Options: ALL

Print Cartridges: CE410A, CE410X, CE411A, CE412A, CE413A

conforms to the following Product Specifications:

SAFETY: IEC 60950-1:2005 / EN60950-1: 2006+A11
IEC 60825-1:2007 / EN 60825-1:2007 (Class 1 Laser/LED Product)
IEC 62311:2007 / EN 62311:2008
GB4943-2001


EMC: CISPR22:2005 +A1 / EN55022:2006 +A1 - Class B¹⁾
EN 61000-3-2:2006
EN 61000-3-3:2008
EN 55024:1998 +A1 +A2
FCC Title 47 CFR, Part 15 Class B¹⁾ / ICES-003, Issue 4
GB9254-2008, GB17625.1-2003

TELECOM: ES 203 021; FCC Title 47 CFR, Part 68³⁾

Radio⁵⁾ EN 301 489-1:V1.8.1 (2008-04) / EN 301 489-17:V2.1.1 (2009-05)
EN 300 328: V1.7.1 (2006-10)
FCC Title 47 CFR, Part 15 Subpart C (Section 15.247) / IC: RSS-210

ENERGY USE: Regulation (EC) No. 1275/2008
ENERGY STAR® Qualified Imaging Equipment Typical Electricity Consumption (TEC) Test Procedure

Supplementary Information:

The product herewith complies with the requirements of the R&TTE; Directive 1999/5/EC Annex II and Annex IV, EMC Directive 2004/108/EC, the Low Voltage Directive 2006/95/EC, the EuP Directive 2005/32/EC and carries the CE-Marking  accordingly.

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.

1. The product was tested in a typical configuration with Hewlett-Packard Personal Computer Systems.
2. For regulatory purposes, this product is assigned a Regulatory model number. This number should not be confused with the product name or the product number(s).
3. Telecom approvals and standards appropriate for the target countries/regions have been applied to this product, in addition to those listed above.
4. This product uses an analog fax accessory module which Regulatory Model numbers are: BOISB-0903-00 (US-LIU) or BOISB-0903-01 (EURO LIU), as needed to meet technical regulatory requirements for the countries/regions this product will be sold.
5. This product uses a radio module device which Regulatory Model number is SDGOB-0892 as needed to meet technical regulatory requirements for the countries/regions this product will be sold.

Boise, Idaho USA

October 2011

For regulatory topics only:

European Contact:	Your Local Hewlett-Packard Sales and Service Office or Hewlett-Packard GmbH, Department HQ-TRE / Standards Europe, Herrenberger Straße 140, D-71034, Böblingen (FAX: +49-7031-14-3143) www.hp.eu/certificates
USA Contact:	Product Regulations Manager, Hewlett-Packard Company, PO Box 15, Mail Stop 160, Boise, Idaho 83707-0015 (Phone: 208-396-6000)

Certificate of volatility

This is a statement regarding the volatility of customer data stored in memory. It also outlines how to securely erase data from the product.

Types of memory

Volatile memory

The product utilizes 192 MB of volatile memory (SDRAM) used for temporary storage during the process of jobs, and for applications running on the operating system. When the printer is powered off, the memory is erased.

Non-volatile memory

The product utilizes 2.1 GB of non-volatile memory (EEPROM, Flash) containing the boot code and factory product configuration data required for the device to function. No customer print data is stored in non-volatile memory. There are no steps to clear this data.

Safety statements

Laser safety

The Center for Devices and Radiological Health (CDRH) of the U.S. Food and Drug Administration has implemented regulations for laser products manufactured since August 1, 1976. Compliance is mandatory for products marketed in the United States. The device is certified as a "Class 1" laser product under the U.S. Department of Health and Human Services (DHHS) Radiation Performance Standard according to the Radiation Control for Health and Safety Act of 1968. Since radiation emitted inside the device is completely confined within protective housings and external covers, the laser beam cannot escape during any phase of normal user operation.

⚠ WARNING! Using controls, making adjustments, or performing procedures other than those specified in this user guide may result in exposure to hazardous radiation.

Canadian DOC regulations

Complies with Canadian EMC Class B requirements.

« Conforme à la classe B des normes canadiennes de compatibilité électromagnétiques. « CEM ». »

VCCI statement (Japan)

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づくクラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。
取扱説明書に従って正しい取り扱いをして下さい。

Power cord instructions

Make sure your power source is adequate for the product voltage rating. The voltage rating is on the product label. The product uses either 100-127 Vac or 220-240 Vac and 50/60 Hz.

Connect the power cord between the product and a grounded AC outlet.

⚠ CAUTION: To prevent damage to the product, use only the power cord that is provided with the product.

Power cord statement (Japan)

製品には、同梱された電源コードをお使い下さい。
同梱された電源コードは、他の製品では使用出来ません。

EMC statement (Korea)

B급 기기 (가정용 정보통신기기)

이 기기는 가정용으로 전자파적합등록을 한 기기로서
주거지역에서는 물론 모든지역에서 사용할 수 있습니다.

Laser statement for Finland

Luokan 1 laserlaite

Klass 1 Laser Apparat

HP LaserJet Pro 300 color MFP M375nw, HP LaserJet Pro 400 color MFP M475dn, M475dw, laserkirjoitin on käyttäjän kannalta turvallinen luokan 1 laserlaite. Normaalissa käytössä kirjoittimen suojakotelointia estää lasersäteen pääsyn laitteen ulkopuolelle. Laitteen turvallisuusluokka on määritetty standardin EN 60825-1 (2007) mukaisesti.

VAROITUS !

Laitteen käyttäminen muulla kuin käyttöohjeessa mainitulla tavalla saattaa altistaa käyttäjän turvallisuusluokan 1 ylittävälle näkymättömälle lasersäteilylle.

VARNING !

Om apparaten används på annat sätt än i bruksanvisning specificerats, kan användaren utsättas för osynlig laserstrålning, som överskrider gränsen för laserklass 1.

HUOLTO

HP LaserJet Pro 300 color MFP M375nw, HP LaserJet Pro 400 color MFP M475dn, M475dw - kirjoittimen sisällä ei ole käyttäjän huollettavissa olevia kohteita. Laitteen saa avata ja huoltaa ainoastaan sen huoltamiseen koulutettu henkilö. Tällaiseksi huoltotoimenpiteeksi ei katsota väriainekasetin vaihtamista, paperiradan puhdistusta tai muita käyttäjän käsikirjassa lueteltuja, käyttäjän tehtäväksi tarkoitettuja ylläpitotoimia, jotka voidaan suorittaa ilman erikoistyökaluja.

VARO !

Mikäli kirjoittimen suojakotelo avataan, olet alttiina näkymättömälle lasersäteilylle laitteen ollessa toiminnassa. Älä katso säteeseen.

VARNING !

Om laserprinterns skyddshölje öppnas då apparaten är i funktion, utsättas användaren för osynlig laserstrålning. Betrakta ej strålen.

Tiedot laitteessa käytettävän laserdiodin säteilyominaisuuksista: Aallonpituus 775-795 nm Teho 5 m W
Luokan 3B laser.

GS statement (Germany)

Das Gerät ist nicht für die Benutzung im unmittelbaren Gesichtsfeld am Bildschirmarbeitsplatz vorgesehen. Um störende Reflexionen am Bildschirmarbeitsplatz zu vermeiden, darf dieses Produkt nicht im unmittelbaren Gesichtsfeld platziert werden.

Substances Table (China)

有毒有害物质表

根据中国电子信息产品污染控制管理办法的要求而出台

部件名称	有毒有害物质和元素					
	铅 (Pb)	汞 (Hg)	镉 (Cd)	六价铬 (Cr(VI))	多溴联苯 (PBB)	多溴二苯醚 (PBDE)
打印引擎	X	0	X	0	0	0
复印机组件	X	0	0	0	0	0
控制面板	0	0	0	0	0	0
塑料外壳	0	0	0	0	0	0
格式化板组件	X	0	0	0	0	0
碳粉盒	X	0	0	0	0	0

3690

0：表示在此部件所用的所有同类材料中，所含的此有毒或有害物质均低于 SJ/T11363-2006 的限制要求。

X：表示在此部件所用的所有同类材料中，至少一种所含的此有毒或有害物质高于 SJ/T11363-2006 的限制要求。

注：引用的“环保使用期限”是根据在正常温度和湿度条件下操作使用产品而确定的。

Restriction on Hazardous Substances statement (Turkey)

Türkiye Cumhuriyeti: EEE Yönetmeliğine Uygundur

Restriction on Hazardous Substances statement (Ukraine)

Обладнання відповідає вимогам Технічного регламенту щодо обмеження використання деяких небезпечних речовин в електричному та електронному обладнанні, затвердженого постановою Кабінету Міністрів України від 3 грудня 2008 № 1057

Additional statements for telecom (fax) products

EU Statement for Telecom Operation

This product is intended to be connected to the analog Public Switched Telecommunication Networks (PSTN) of European Economic Area (EEA) countries/regions.

It meets requirements of EU R&TTE Directive 1999/5/EC (Annex II) and carries appropriate CE conformity marking.

For more details see Declaration of Conformity issued by the manufacturer in another section of this manual.

However due to differences between individual national PSTNs the product may not guarantee unconditional assurance of successful operation on every PSTN termination point. Network compatibility depends on the correct setting being selected by the customer in preparation of its connection to the PSTN. Please follow the instructions provided in the user manual.

If you experience network compatibility issues, please contact your equipment supplier or Hewlett-Packard help desk in the country/region of operation.

Connecting to a PSTN termination point may be the subject of additional requirements set out by the local PSTN operator.

New Zealand Telecom Statements

The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services.

This equipment may not provide for the effective hand-over of a call to another device connected to the same line.

This equipment shall not be set up to make automatic calls to the Telecom "111" Emergency Service.

This product has not been tested to ensure compatibility with the FaxAbility distinctive ring service for New Zealand.

Additional FCC statement for telecom products (US)

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the back of this equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

The REN is used to determine the quantity of devices, which may be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. In most, but not all, areas, the sum of the RENs should not exceed five (5.0). To be certain of the

number of devices that may be connected to the line, as determined by the total RENs, contact the telephone company to determine the maximum REN for the calling area.

This equipment uses the following USOC jacks: RJ11C.

An FCC-compliant telephone cord and modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack, which is Part 68 compliant. This equipment cannot be used on telephone company-provided coin service. Connection to Party Line Service is subject to state tariffs.

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. If advance notice is not practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make the necessary modifications in order to maintain uninterrupted service.

If trouble is experienced with this equipment, please see the numbers in this manual for repair and (or) warranty information. If the trouble is causing harm to the telephone network, the telephone company may request you remove the equipment from the network until the problem is resolved.

The customer can do the following repairs: Replace any original equipment that came with the device. This includes the print cartridge, the supports for trays and bins, the power cord, and the telephone cord. It is recommended that the customer install an AC surge arrestor in the AC outlet to which this device is connected. This is to avoid damage to the equipment caused by local lightning strikes and other electrical surges.

Telephone Consumer Protection Act (US)

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device, including fax machines, to send any message unless such message clearly contains, in a margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time it is sent and an identification of the business, other entity, or individual sending the message and the telephone number of the sending machine or such business, or other entity, or individual. (The telephone number provided cannot be a 900 number or any other number for which charges exceed local or long distance transmission charges).

Industry Canada CS-03 requirements

Notice: The Industry Canada label identifies certified equipment. This certification means the equipment meets certain telecommunications network protective, operational, and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirement document(s). The Department does not guarantee the equipment will operate to the user's satisfaction. Before installing this equipment, users should ensure that it is permissible for the equipment to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations. Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to

request the user to disconnect the equipment. Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe system, if present, are connected together. This precaution can be particularly important in rural areas.

⚠ CAUTION: Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate. The Ringer Equivalence Number (REN) of this device is 0.0.

Notice: The Ringer Equivalence Number (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Number of all the devices does not exceed five (5.0). The standard connecting arrangement code (telephone jack type) for equipment with direct connections to the telephone network is CA11A.

Vietnam Telecom wired/wireless marking for ICTQC Type approved products



Additional statements for wireless products

FCC compliance statement—United States

Exposure to radio frequency radiation

⚠ CAUTION: The radiated output power of this device is far below the FCC radio frequency exposure limits. Nevertheless, the device shall be used in such a manner that the potential for human contact during normal operation is minimized.

In order to avoid the possibility of exceeding the FCC radio frequency exposure limits, human proximity to the antenna shall not be less than 20 cm (8 in)) during normal operation.

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

⚠ CAUTION: Based on Section 15.21 of the FCC rules, changes of modifications to the operation of this product without the express approval by Hewlett-Packard Company may invalidate its authorized use.

Australia statement

This device incorporates a radio-transmitting (wireless) device. For protection against radio transmission exposure, it is recommended that this device be operated no less than 20 cm from the head, neck, or body.

Brazil ANATEL statement

Este equipamento opera em caráter secundário, isto é, não tem direito à proteção contra interferência prejudicial, mesmo de estações do mesmo tipo, e não pode causar interferência a sistemas operando em caráter primário.

Canadian statements

For Indoor Use. This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus as set out in the radio interference regulations of the Canadian Department of Communications. The internal wireless radio complies with RSS 210 of Industry Canada.

Pour l'usage d'intérieur. Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de Classe B prescrites dans le règlement sur le brouillage radioélectrique édicté par le Ministère des Communications du Canada. Le composant RF interne est conforme à la norme CNR-210 d'Industrie Canada.

European Union regulatory notice

The telecommunications functionality of this product may be used in the following EU and EFTA countries/regions:

Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, and United Kingdom.

Notice for use in France

For 2.4 GHz Wireless LAN operation of this product certain restrictions apply: This equipment may be used indoor for the entire 2400-2483.5 MHz frequency band (channels 1-13). For outdoor use, only 2400-2454 MHz frequency band (channels 1-9) may be used. For the latest requirements, see www.arcep.fr.

L'utilisation de cet équipement (2.4 GHz Wireless LAN) est soumise à certaines restrictions : Cet équipement peut être utilisé à l'intérieur d'un bâtiment en utilisant toutes les fréquences de 2400-2483.5 MHz (Chaîne 1-13). Pour une utilisation en environnement extérieur, vous devez utiliser les fréquences comprises entre 2400-2454 MHz (Chaîne 1-9). Pour les dernières restrictions, voir, www.arcep.fr.

Notice for use in Russia

Существуют определенные ограничения по использованию беспроводных сетей (стандарта 802.11 b/g) с рабочей частотой 2,4 ГГц: Данное оборудование может использоваться внутри помещений с использованием диапазона частот 2400-2483,5 МГц (каналы 1-13). При использовании внутри помещений максимальная эффективная изотропно-излучаемая мощность (ЭИИМ) должна составлять не более 100мВт.

Korean statement

당해 무선설비는 운용 중 전파혼선 가능성이 있음

Taiwan statement

低功率電波輻射性電機管理辦法

第十二條 經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。

第十四條 低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。

前項合法通信，指依電信法規定作業之無線電通信。

低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

Vietnam Telecom wired/wireless marking for ICTQC Type approved products



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