

## Product pulls from incorrect tray

### Product pulls from incorrect tray

Cause	Solution
You are using a driver for a different product.	Use a driver for this product.
The specified tray is empty.	Load paper in the specified tray.
The paper size is not configured correctly for the input tray.	Print a configuration page or use the control panel to determine the paper size for which the tray is configured.

## Paper does not feed automatically

### Paper does not feed automatically

Cause	Solution
Manual feed is selected in the software program.	Load Tray 1 with paper, or, if the paper is loaded, press the <b>OK</b> button.
The correct size paper is not loaded.	Load the correct size paper.
The input tray is empty.	Load paper into the input tray.
Paper from a previous jam has not been completely removed.	Open the product and remove any paper in the paper path.
The paper size is not configured correctly for the input tray.	Print a configuration page or use the control panel to determine the paper size for which the tray is configured.
The guides in the tray are not against the paper.	Verify that the rear and width paper guides are touching the paper.
The manual-feed prompt is set to <b>ALWAYS</b> . The product always prompts for manual feed, even if the tray is loaded.	Open the tray, reload the media, and then close the tray.  Or, change the manual-feed prompt setting to <b>UNLESS LOADED</b> , so that the product prompts for manual feed only when the tray is empty.
The <b>USE REQUESTED TRAY</b> setting on the product is set to <b>EXCLUSIVELY</b> , and the requested tray is empty. The product will not use another tray.	Load the requested tray.  Or, change the setting from <b>EXCLUSIVELY</b> to <b>FIRST</b> on the <b>CONFIGURE DEVICE</b> menu. The product can use other trays if no media is loaded in the specified tray.

## Paper does not feed from Tray 2, 3, or 4

### Paper does not feed from Tray 2 or 3

Cause	Solution
The correct size paper is not loaded.	Load the correct size paper.
The input tray is empty.	Load paper in the input tray.
The correct paper type for the input tray is not selected in the product control panel.	From the product control panel, select the correct paper type for the input tray.
Paper from a previous jam has not been completely removed.	Open the product and remove any paper in the paper path. Closely inspect the fuser area for jams.
None of the optional trays appear as input tray options.	The optional trays only display as available if they are installed. Verify that any optional trays are correctly installed. Verify that the printer driver has been configured to recognize the optional trays.
An optional tray is incorrectly installed.	Print a configuration page to confirm that the optional tray is installed. If not, verify that the tray is correctly attached to the product.
The paper size is not configured correctly for the input tray.	Print a configuration page or use the control panel to determine the paper size for which the tray is configured.
The guides in the tray are not against the paper.	Verify that the guides are touching the paper.

## Transparencies or glossy paper will not feed

### Transparencies or glossy paper will not feed

Cause	Solution
The correct paper type is not specified in the software or printer driver.	Verify that the correct paper type is selected in the software or printer driver.
The input tray is overfilled.	Remove excess paper from the input tray. Do not exceed the maximum stack height marks for the tray.
Paper in another input tray is the same size as the transparencies, and the product is defaulting to the other tray.	Make sure that the input tray containing the transparencies or glossy paper is selected in the software program or printer driver. Use the product control panel to configure the tray to the paper type loaded.
The tray containing the transparencies or glossy paper is not configured correctly for type.	Make sure that the input tray containing the transparencies or glossy paper is selected in the software program or printer driver. Use the product control panel to configure the tray to the paper type loaded.
Transparencies or glossy paper might not meet supported paper specifications.	Use only paper that meets the HP paper specifications for this product.
High-humidity environments may cause glossy paper not to feed, or to feed too many sheets.	Avoid printing glossy paper in high humidity conditions. When printing glossy paper, removing the paper from the wrapper and letting it rest for a few hours can improve feeding into the product. However, letting paper rest in humid environments may also cause blisters.

## Envelopes jam or will not feed in the product

### Envelopes jam or will not feed in the product

Cause	Solution
Envelopes are loaded in an unsupported tray. Only Tray 1 can feed envelopes.	Load envelopes into Tray 1.
Envelopes are curled or damaged.	Try using different envelopes. Store envelopes in a controlled environment.
Envelopes are sealing because the moisture content is too high.	Try using different envelopes. Store envelopes in a controlled environment.
Envelope orientation is incorrect.	Verify that the envelope is loaded correctly.
This product does not support the envelopes being used.	Refer to the <i>HP LaserJet Printer Family Print Media Guide</i> .
Tray 1 is configured for a size other than envelopes.	Configure Tray 1 size for envelopes.

## Output is curled or wrinkled

### Output is curled or wrinkled

Cause	Solution
Paper does not meet the specifications for this product.	Use only paper that meets the HP paper specifications for this product.
Paper is damaged or in poor condition.	Remove paper from the input tray and load paper that is in good condition.
Product is operating in an excessively humid environment.	Verify that the printing environment is within humidity specifications.
You are printing large, solid-filled areas.	Large, solid-filled areas can cause excessive curl. Try using a different pattern.
Paper used was not stored correctly and might have absorbed moisture.	Remove paper and replace it with paper from a fresh, unopened package.
Paper has poorly cut edges.	Remove paper, flex it, rotate it 180 degrees or turn it over, and then reload it into the input tray. Do not fan paper. If the problem persists, replace the paper.
The specific paper type was not configured for the tray or selected in the software.	Configure the software for the paper (see the software documentation). Configure the tray for the paper, see the product user guide.
The paper has previously been used for a print job.	Do not re-use paper.

## Product does not duplex or duplexes incorrectly (duplex models)

### Product will not duplex (print 2-sided jobs) or duplexes incorrectly

Cause	Solution
The product does not support automatic 2-sided printing.	The HP LaserJet P3015 base model does not support automatic 2-sided printing.
You are trying to duplex on unsupported paper.	Verify that the paper is supported for duplex printing.
The printer driver is not set up for duplex printing.	Set up the printer driver to enable duplex printing.
The first page is printing on the back of preprinted forms or letterhead.	Load preprinted forms and letterhead in Tray 1 with the letterhead or printed side down, with the top of the page leading into the product. For Trays 2, 3, and 4, load the paper printed side up with the top of the page toward the front of the product.
The product configuration is not set for duplexing.	<p>In Windows, run the automatic configuration feature:</p> <ol style="list-style-type: none"><li>1. Click the <b>Start</b> button, point to <b>Settings</b>, and then click <b>Printers</b> (for Windows 2000) or <b>Printers and Faxes</b> (for Windows XP).</li><li>2. Right-click the HP product icon, and then click <b>Properties</b> or <b>Printing Preferences</b>.</li><li>3. Click the <b>Device Settings</b> tab.</li><li>4. Under <b>Installable Options</b>, click <b>Update Now</b> in the <b>Automatic Configuration</b> list.</li></ol>
Duplex printing is turned off.	<ol style="list-style-type: none"><li>1. Open each of the following menus. Press the down arrow ▼ button to highlight it and then press the <b>OK</b> button to select it.<ol style="list-style-type: none"><li>a. <b>CONFIGURE DEVICE</b></li><li>b. <b>PRINTING</b></li><li>c. <b>DUPLEX</b></li></ol></li><li>2. Select the <b>ON</b> option.</li></ol>



# Solve image-quality problems

## Image defect examples

These examples identify the most common print-quality problems. If you still have problems after trying the suggested solutions, contact HP Customer Support.

Table 3-9 Image defect examples


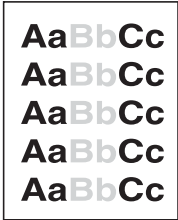

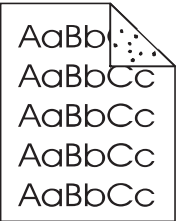

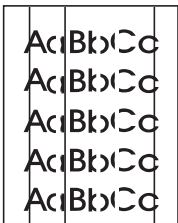
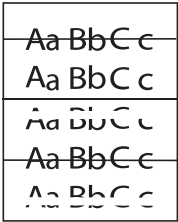
Problem	Image example	Solution
Blank page		<ol style="list-style-type: none"><li>1. The laser/scanner shutter on the print cartridge might be damaged. Replace the print cartridge.</li><li>2. The laser/scanner shutter on the laser/scanner might be damaged. Replace the laser/scanner. See <a href="#">Laser/scanner on page 107</a>.</li><li>3. The laser/scanner might be damaged. Replace the laser/scanner. See <a href="#">Laser/scanner on page 107</a>.</li><li>4. Poor developing bias with the cartridge contacts. Clean the contact on the print cartridge.</li><li>5. The high-voltage power supply might be damaged. Replace the high-voltage power supply. See <a href="#">High-voltage power supply (HVPS) on page 121</a>.</li></ol>
Light print (partial page)		<ol style="list-style-type: none"><li>1. Make sure that the print cartridge is fully installed.</li><li>2. The print cartridge might be almost empty. Check the supplies status, and replace the print cartridge if necessary.</li><li>3. The paper might not meet HP specifications (for example, the paper is too moist or too rough).</li></ol>
Light print (entire page)		<ol style="list-style-type: none"><li>1. Make sure that the print cartridge is fully installed.</li><li>2. Make sure that the <b>ECONOMODE</b> setting is turned off at the control panel and in the printer driver. For more information, see the product user guide.</li><li>3. Open the <b>CONFIGURE DEVICE</b> menu at the product control panel. Open the <b>PRINT QUALITY</b> submenu and increase the <b>TONER DENSITY</b> setting. For more information, see the product user guide.</li><li>4. Try using a different type of paper.</li><li>5. The print cartridge might be reaching its estimated end of life. Check the supplies status, and replace the print cartridge if necessary.</li></ol>


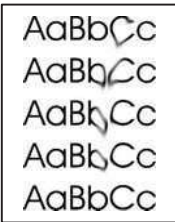
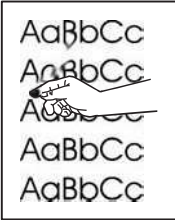
Table 3-9 Image defect examples (continued)

Problem	Image example	Solution
		<p><b>Perform the following test</b></p> <p>Stop a print job during the print operation before it is complete, then remove the print cartridge. Open the photosensitive drum shield, and look at the toner image on the drum.</p> <ul style="list-style-type: none"><li>◦ If the image is not fully transferring to the page, replace the transfer roller. See <a href="#">Transfer roller on page 92</a>. Go to step 6.</li><li>◦ If the toner on the drum is faint, replace the laser/scanner. See <a href="#">Laser/scanner on page 107</a>. Go to step 9.</li></ul> <ol style="list-style-type: none"><li>6. The transfer roller shaft might be dirty. Remove the transfer roller and clean the shaft to ensure good contact. See <a href="#">Transfer roller on page 92</a>.</li><li>7. If the transfer roller is deformed or damaged, replace the roller. See <a href="#">Transfer roller on page 92</a>.</li><li>8. The high-voltage power supply might be damaged. Replace the high-voltage power supply. See <a href="#">High-voltage power supply (HVPS) on page 121</a>.</li><li>9. The laser/scanner might be damaged. Replace the laser/scanner. See <a href="#">Laser/scanner on page 107</a>.</li></ol> <p>If replacing the laser/scanner does not resolve the problem and the high-voltage power supply was not replaced (step 8), replace the high-voltage power supply. See <a href="#">High-voltage power supply (HVPS) on page 121</a>.</p>
Specks (front or back of the page is dirty)		<p>Specks might appear on a page after a jam has been cleared.</p> <ol style="list-style-type: none"><li>1. The paper might be dirty. Use a new package of paper. make sure that the paper is stored correctly. See your product user guide.</li><li>2. Print a few more pages to see if the problem corrects itself.</li><li>3. Clean the inside of the product and run a cleaning page to clean the fuser. See <a href="#">Print Quality menu on page 180</a>.</li><li>4. Try using a different type of paper.</li><li>5. Check the print cartridge for leaks. If the print cartridge is leaking, replace it.</li><li>6. The cassette pickup roller might be dirty. Clean the roller. If it cannot be cleaned, replace the roller. See <a href="#">Tray 2, Tray 3, or Tray 4 pickup roller on page 88</a>.</li><li>7. Repetitive dirt marks can be caused by the registration roller, transfer roller or pressure roller. Use the <a href="#">Repetitive image-defect ruler on page 173</a> to identify the problem, and then replace the appropriate component.</li><li>8. The media-feed guide, or the fuser-inlet guide might be dirty. Clean the guide.</li><li>9. The delivery rollers might be dirty. Clean the rollers.</li></ol>

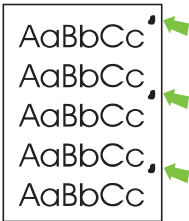

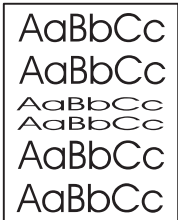
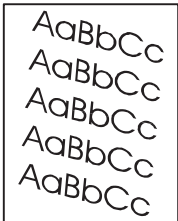
**Table 3-9 Image defect examples (continued)**

Problem	Image example	Solution
Dropouts		<ol style="list-style-type: none"> <li>1. Make sure that the environmental specifications for the product are being met. See <a href="#">Environmental specifications on page 309</a>.</li> <li>2. If the paper is rough, and the toner easily rubs off, open the <b>CONFIGURE DEVICE</b> menu at the product control panel. Open the <b>PRINT QUALITY</b> submenu, select <b>FUSER MODES</b>, and then select the paper type you are using. Change the setting to <b>HIGH1</b> or <b>HIGH2</b>, which helps the toner fuse more completely onto the paper. For more information, see the product user guide.</li> <li>3. Try using a smoother paper.</li> <li>4. If the transfer roller is deformed or damaged, replace the roller. See <a href="#">Transfer roller on page 92</a>.</li> <li>5. The high-voltage contact of the static eliminator with the print cartridge might be dirty. Clean the contact.</li> <li>6. The photosensitive drum, primary charging roller, or developing roller might be damaged. Replace the print cartridge.</li> <li>7. The fuser film might be scratched or dirty. Replace the fuser. See <a href="#">Fuser on page 100</a>.</li> <li>8. The high-voltage power supply might be damaged. Replace the high-voltage power supply. See <a href="#">High-voltage power supply (HVPS) on page 121</a>.</li> </ol>
Lines		<ol style="list-style-type: none"> <li>1. Print a few more pages to see if the problem corrects itself.</li> <li>2. Clean the inside of the product and run a cleaning page to clean the fuser. See the <a href="#">Print Quality menu on page 180</a> for cleaning page information, and <a href="#">Clean the product on page 254</a>.</li> <li>3. The photosensitive drum might be scratched. Replace the print cartridge.</li> <li>4. The fuser-inlet guide might be dirty. Clean the guide.</li> <li>5. The fuser film might be scratched. Replace the fuser. See <a href="#">Fuser on page 100</a>.</li> </ol>
Horizontal lines		<ol style="list-style-type: none"> <li>1. The photosensitive drum might be scratched. Replace the print cartridge.</li> <li>2. The fuser film might be dirty or damaged. Replace the fuser. See <a href="#">Fuser on page 100</a>.</li> </ol>

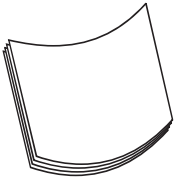
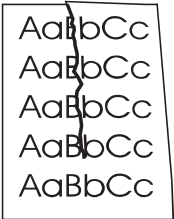
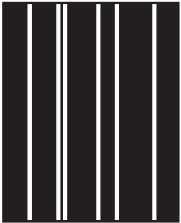
**Table 3-9 Image defect examples (continued)**

Problem	Image example	Solution
Gray background (image is obviously dark)		<ol style="list-style-type: none"> <li>1. Do not use paper that has already been run through the product.</li> <li>2. Try using a different type of paper.</li> <li>3. Print a few more pages to see if the problem corrects itself.</li> <li>4. Turn over the paper in the tray. Also, try rotating the paper 180°.</li> <li>5. Open the <b>CONFIGURE DEVICE</b> menu at the product control panel. On the <b>PRINT QUALITY</b> submenu, increase the <b>TONER DENSITY</b> setting. For more information, see the product user guide.</li> <li>6. Make sure that the environmental specifications for the product are being met. See the product user guide.</li> <li>7. The print cartridge might need to be replaced.</li> <li>8. The print-cartridge ground or bias contacts might be dirty. Clean the contacts.</li> <li>9. Stop a print job before it is complete, and then remove the print cartridge. Open the photosensitive drum shield, and look at the toner image on the drum. <ul style="list-style-type: none"> <li>◦ If the image is not fully transferring to the page, replace the transfer roller. See <a href="#">Transfer roller on page 92</a>.</li> <li>◦ If the toner on the drum is faint, replace the laser/scanner. See <a href="#">Laser/scanner on page 107</a>.</li> </ul> </li> <li>10. The high-voltage power supply might be damaged. Replace the high-voltage power supply. See <a href="#">High-voltage power supply (HVPS) on page 121</a>.</li> </ol>
Toner smear		<ol style="list-style-type: none"> <li>1. Print a few more pages to see if the problem corrects itself.</li> <li>2. Try using a different type of paper.</li> <li>3. Make sure that the environmental specifications for the product are being met. See <a href="#">Environmental specifications on page 309</a>.</li> <li>4. Clean the inside of the product and run a cleaning page to clean the fuser. See <a href="#">Print Quality menu on page 180</a>.</li> <li>5. The print cartridge might need to be replaced.</li> </ol>
Loose toner		<p>Loose toner, in this context, is defined as toner that can be rubbed off the page.</p> <ol style="list-style-type: none"> <li>1. If paper is heavy or rough, open the <b>CONFIGURE DEVICE</b> menu at the product control panel. On the <b>PRINT QUALITY</b> submenu, select <b>FUSER MODES</b>, and then select the paper type you are using. Change the setting to <b>HIGH1</b> or <b>HIGH2</b>, which helps the toner fuse more completely onto the paper. You must also set the type of paper for the tray you are using. For more information, see the product user guide.</li> <li>2. If you have observed a rougher texture on one side of your paper, try printing on the smoother side.</li> <li>3. Make sure that the environmental specifications for the product are being met. See <a href="#">Environmental specifications on page 309</a>.</li> <li>4. Make sure that the type and quality of the paper you are using meet HP specifications. For more information, see the product user guide.</li> <li>5. The pressure roller is dirty, the fuser film is scratched, or a foreign substance is on the fuser film. Use the <b>PRINT FUSER TEST PAGE</b> option in the <b>DIAGNOSTICS</b> menu to test the fuser. If the error persists, replace the fuser. See <a href="#">Fuser on page 100</a>.</li> </ol>

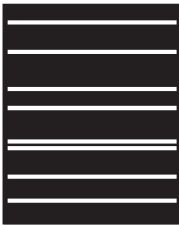

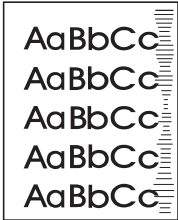
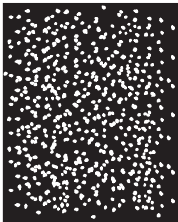
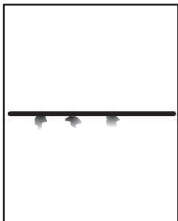
**Table 3-9 Image defect examples (continued)**

Problem	Image example	Solution
Repeat defects		<ol style="list-style-type: none"> <li>1. Print a few more pages to see if the problem corrects itself.</li> <li>2. Clean the inside of the product and run a cleaning page to clean the fuser. See <a href="#">Print Quality menu on page 180</a>.</li> <li>3. Use the repetitive defect ruler to determine if the defect is caused by the fuser or the print cartridge (see <a href="#">Repetitive image-defect ruler on page 173</a>). <ul style="list-style-type: none"> <li>◦ If the print cartridge is causing the defect, run the print/stop test at the 500 msec setting. If the test shows a defect, replace the print cartridge. See <a href="#">Print cartridge on page 52</a>.</li> <li>◦ Use the <b>PRINT FUSER TEST PAGE</b> option in the <b>DIAGNOSTICS</b> menu to test the fuser. If the error persists, replace the fuser. See <a href="#">Fuser on page 100</a>.</li> </ul> </li> </ol>
Repeat image		<p>This type of defect might occur when using preprinted forms or a large quantity of narrow paper. Verify that the preprinted ink used on forms meet HP specifications for use in laser printers.</p> <ol style="list-style-type: none"> <li>1. Print a few more pages to see if the problem corrects itself.</li> <li>2. Make sure that the type and quality of the paper you are using meet HP specifications. For more information, see the product user guide.</li> <li>3. Verify that the product is configured for the correct paper type.</li> <li>4. Set the fuser mode to <b>LOW</b>.</li> <li>5. Use the <b>PRINT FUSER TEST PAGE</b> option in the <b>DIAGNOSTICS</b> menu to test the fuser. If the error persists, replace the fuser. See <a href="#">Fuser on page 100</a>.</li> </ol>
Misformed characters		<ol style="list-style-type: none"> <li>1. Print a few more pages to see if the problem corrects itself.</li> <li>2. Make sure that the environmental specifications for the product are being met. See the product user guide.</li> <li>3. Make sure that the type and quality of the paper you are using meet HP specifications. For more information, see the product user guide.</li> <li>4. The laser/scanner wire connectors might have poor contact. Reconnect the connectors (J12 and J3100).</li> <li>5. The ECU wire connectors might have poor contact. Reconnect the connectors (J1505 and J1702).</li> <li>6. The laser/scanner might be damaged. Replace the laser/scanner. See <a href="#">Laser/scanner on page 107</a>.</li> </ol>
Page skew		<ol style="list-style-type: none"> <li>1. Print a few more pages to see if the problem corrects itself.</li> <li>2. Verify that no torn pieces of paper are inside the product.</li> <li>3. Make sure that paper is loaded correctly and that all adjustments have been made. Make sure that the guides in the tray are not too tight or too loose against the paper.</li> <li>4. Turn over the paper in the tray. Also, try rotating the paper 180°.</li> <li>5. Make sure that the type and quality of the paper you are using meet HP specifications. For more information, see the product user guide.</li> <li>6. Make sure that the environmental specifications for the product are being met. See <a href="#">Environmental specifications on page 309</a>.</li> </ol>



**Table 3-9 Image defect examples (continued)**

Problem	Image example	Solution
Curl or wave		<ol style="list-style-type: none"> <li>1. Turn over the paper in the tray. Also, try rotating the paper 180°.</li> <li>2. Make sure that the type and quality of the paper you are using meet HP specifications. For more information, see the product user guide.</li> <li>3. Make sure that the environmental specifications for the product are being met. See <a href="#">Environmental specifications on page 309</a>.</li> <li>4. Try printing to a different output bin.</li> <li>5. If paper is lightweight and smooth, open the <b>CONFIGURE DEVICE</b> menu at the product control panel. On the <b>PRINT QUALITY</b> submenu, select <b>FUSER MODES</b>, and then select the paper type you are using. Change the setting to <b>LOW</b>, which helps reduce the heat in the fusing process. You must also set the type of paper for the tray you are using. For more information, see the product user guide.</li> </ol>
Wrinkles or creases		<ol style="list-style-type: none"> <li>1. Print a few more pages to see if the problem corrects itself.</li> <li>2. Make sure that the environmental specifications for the product are being met. See <a href="#">Environmental specifications on page 309</a>.</li> <li>3. Turn over the paper in the tray. Also, try rotating the paper 180°.</li> <li>4. Make sure that paper is loaded correctly and all adjustments have been made. For more information, see the product user guide.</li> <li>5. Make sure that the type and quality of the paper you are using meet HP specifications. See the product user guide.</li> <li>6. If envelopes are creasing, try storing envelopes so that they lie flat.</li> <li>7. If paper is lightweight and smooth, open the <b>CONFIGURE DEVICE</b> menu at the product control panel. On the <b>PRINT QUALITY</b> submenu, select <b>FUSER MODES</b>, and then select the paper type you are using. Change the setting to <b>LOW</b>, which helps reduce the heat in the fusing process. You must also set the type of paper for the tray you are using. For more information, see the product user guide.</li> </ol>
Vertical white lines		<ol style="list-style-type: none"> <li>1. Print a few more pages to see if the problem corrects itself.</li> <li>2. Make sure that the type and quality of the paper you are using meet HP specifications. For more information, see the product user guide.</li> <li>3. The photosensitive drum might be scratched, or the developing roller might be damaged. Replace the print cartridge.</li> <li>4. The laser beam window might be dirty. Clean the laser beam window on the laser/scanner.</li> <li>5. The fuser inlet guide might be dirty. Clean the guide. See <a href="#">Clean the product on page 254</a>.</li> <li>6. The fuser film might be scratched or dirty. Replace the fuser. See <a href="#">Fuser on page 100</a>.</li> <li>7. The laser/scanner might be damaged. Replace the laser/scanner. See <a href="#">Laser/scanner on page 107</a>.</li> </ol>

**Table 3-9 Image defect examples (continued)**

Problem	Image example	Solution
Horizontal white lines		<ol style="list-style-type: none"> <li>1. The photosensitive drum might be scratched, or the developing roller might be damaged. Replace the print cartridge.</li> <li>2. The fuser film might be damaged. Replace the fuser. See <a href="#">Fuser on page 100</a>.</li> </ol>
Black page		<ol style="list-style-type: none"> <li>1. The print-cartridge ground or bias contacts might be dirty. Clean the contacts.</li> <li>2. The primary charging roller might be defective. Replace the print cartridge.</li> <li>3. The high-voltage power supply might be damaged. Replace the high-voltage power supply. See <a href="#">High-voltage power supply (HVPS) on page 121</a>.</li> </ol>
Tire tracks		<p>This defect typically occurs when the print cartridge has far exceeded its estimated life. For example, if you are printing a very large quantity of pages with very little toner coverage.</p> <ol style="list-style-type: none"> <li>1. The print cartridge might need to be replaced.</li> <li>2. Reduce the number of pages that you print with very low toner coverage.</li> </ol>
White spots on black or in the image		<ol style="list-style-type: none"> <li>1. Print a few more pages to see if the problem corrects itself.</li> <li>2. Make sure that the type and quality of the paper you are using meet HP specifications. For more information, see the product user guide.</li> <li>3. Make sure that the environmental specifications for the product are being met. See the product user guide.</li> <li>4. The print cartridge might need to be replaced.</li> <li>5. If the transfer roller is deformed or damaged, replace the roller. See <a href="#">Transfer roller on page 92</a>.</li> <li>6. The transfer roller shaft might be dirty (poor contact). Remove the transfer roller and clean the shaft. See <a href="#">Transfer roller on page 92</a>.</li> <li>7. The high-voltage power supply might be damaged. Replace the high-voltage power supply. See <a href="#">High-voltage power supply (HVPS) on page 121</a>.</li> </ol>
Scattered lines		<ol style="list-style-type: none"> <li>1. Make sure that the type and quality of the paper you are using meet HP specifications. For more information, see the product user guide.</li> <li>2. Make sure that the environmental specifications for the product are being met. See <a href="#">Environmental specifications on page 309</a>.</li> <li>3. Turn over the paper in the tray. Also, try rotating the paper 180°.</li> <li>4. Open the <b>CONFIGURE DEVICE</b> menu at the product control panel. Open the <b>PRINT QUALITY</b> submenu and change the <b>TONER DENSITY</b> setting. For more information, see the product user guide.</li> <li>5. Open the <b>CONFIGURE DEVICE</b> menu at the product control panel. On the <b>PRINT QUALITY</b> submenu, open <b>OPTIMIZE</b> and set <b>LINE DETAIL=ON</b>. For more information, see the product user guide.</li> </ol>

**Table 3-9 Image defect examples (continued)**

Problem	Image example	Solution
Blurred print		<ol style="list-style-type: none"><li>1. Make sure that the type and quality of the paper you are using meet HP specifications. For more information, see the product user guide.</li><li>2. Make sure that the environmental specifications for the product are being met. See <a href="#">Environmental specifications on page 309</a>.</li><li>3. Turn over the paper in the tray. Also, try rotating the paper 180°.</li><li>4. Do not use paper that already has been run through the product.</li><li>5. Decrease the toner density. Open the <b>CONFIGURE DEVICE</b> menu at the product control panel. Open the <b>PRINT QUALITY</b> submenu and change the <b>TONER DENSITY</b> setting. For more information, see the product user guide.</li><li>6. Open the <b>CONFIGURE DEVICE</b> menu at the product control panel. On the <b>PRINT QUALITY</b> submenu, open <b>OPTIMIZE</b> and set <b>HIGH TRANSFER=ON</b>. For more information, see the product user guide.</li></ol>
Random image repetition		<p>If an image that appears at the top of the page (in solid black) repeats further down the page (in a gray field), the toner might not have been completely erased from the last job. (The repeated image might be lighter or darker than the field it appears in.)</p> <ul style="list-style-type: none"><li>• Change the tone (darkness) of the field that the repeated image appears in.</li><li>• Change the order in which the images are printed. For example, have the lighter image at the top of the page, and the darker image farther down the page.</li><li>• From your software program, rotate the whole page 180° to print the lighter image first.</li><li>• If the defect occurs later in a print job, turn the product off for 10 minutes, and then turn it on to restart the print job.</li></ul>

## Clean the product

**⚠ WARNING!** Do not attempt to clean the print-cartridge photosensitive drum or the product transfer roller.

### Clean the product (service visit)

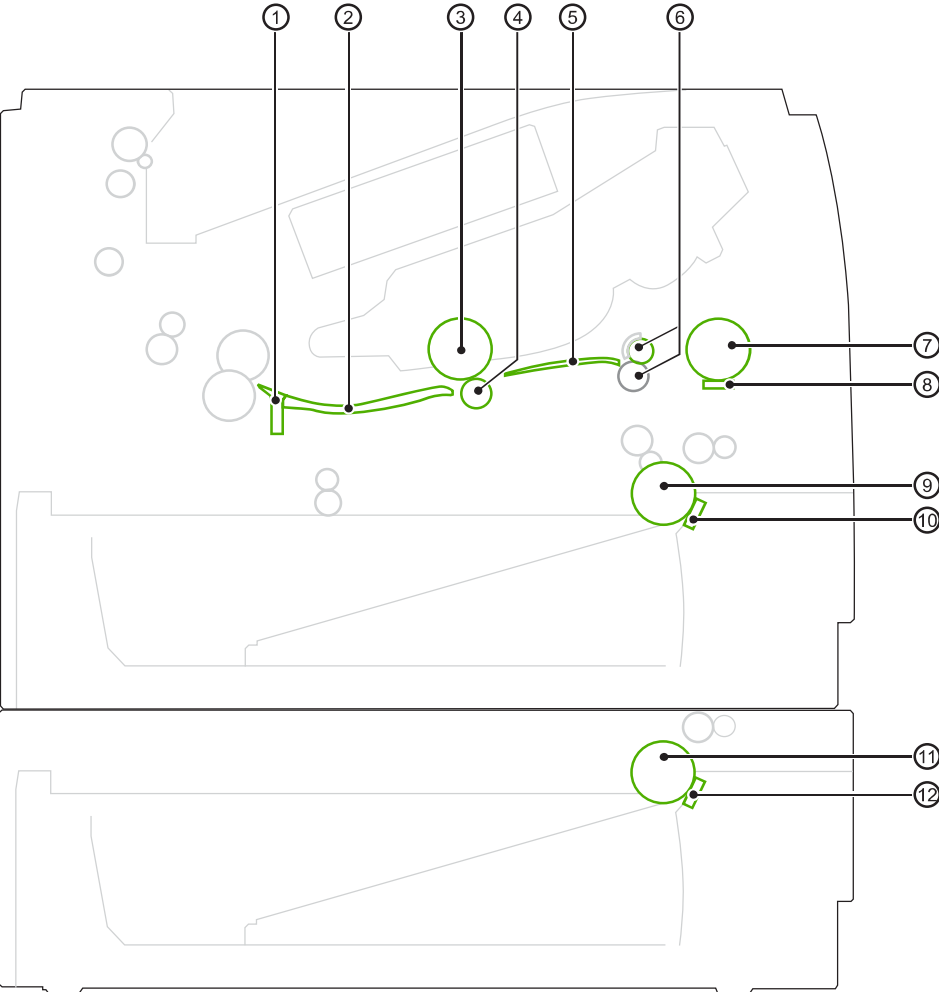
Use the guidelines below to clean the product.

- Tray 1 (multipurpose tray) pickup roller and separation pad
  - Wipe with a clean lint-free cloth
- Cassette (Tray 2) pickup roller and separation pad
  - Wipe with a clean lint-free cloth
- Paper feeder (Tray 3 and Tray 4) pickup roller and separation pad
  - Wipe with a clean lint-free cloth



- Registration roller
  - Wipe with a clean lint-free cloth
- Transfer guide
  - Wipe with a soft, dry flannel cloth
- Media-feed guide
  - Wipe with a clean lint-free cloth
- Fuser-inlet guide
  - Wipe with a water dampened flannel cloth

**Figure 3-34** Product cleaning diagram



**Table 3-10** Product cleaning diagram

Item	Description	Item	Description
1	Fuser-inlet guide	7	Tray 1 (multipurpose tray) pickup roller
2	Media-feed guide	8	Tray 1 (multipurpose tray) separation pad
3	Photosensitive drum (in the print cartridge)	9	Cassette (Tray 2) pickup roller

**Table 3-10 Product cleaning diagram (continued)**

Item	Description	Item	Description
4	Transfer roller	10	Cassette (Tray 2) separation pad
5	Transfer guide	11	Paper feeder pickup roller (Tray 3 or Tray 4)
6	Registration roller	12	Paper feeder separation pad (Tray 3 or Tray 4)

## Solve performance problems

Problem	Cause	Solution
Pages print but are totally blank.	The document might contain blank pages.	Check the document that you are printing to see if content appears on all of the pages.
	The product might be malfunctioning.	To check the product, print a Configuration page.
Pages print very slowly.	Heavier paper types can slow the print job.	Print on a different type of paper.
	Complex pages can print slowly.	Proper fusing may require a slower print speed to ensure the best print quality.
Pages did not print.	The product might not be pulling paper correctly.	Make sure paper is loaded in the tray correctly.
	The paper is jamming in the product.	Clear the jam. See <a href="#">Clear jams on page 219</a> .
	The USB cable might be defective or incorrectly connected.	<ul style="list-style-type: none"> <li>● Disconnect the USB cable at both ends and reconnect it.</li> <li>● Try printing a job that has printed in the past.</li> <li>● Try using a different USB cable.</li> </ul>
	Other devices are running on your computer.	The product might not share a USB port. If you have an external hard drive or network switchbox that is connected to the same port as the product, the other device might be interfering. To connect and use the product, you must disconnect the other device or you must use two USB ports on the computer.

# Solve connectivity problems

## Solve direct-connect problems

If you have connected the product directly to a computer, check the cable.

- Verify that the cable is connected to the computer and to the product.
- Verify that the cable is not longer than 2 meters (6 feet). Replace the cable if necessary.
- Verify that the cable is working correctly by connecting it to another product. Replace the cable if necessary.

## Solve network problems

Check the following items to verify that the product is communicating with the network. Before beginning, print a configuration page. See [Configuration page on page 172](#).


Problem	Solution
Poor physical connection	<p>Verify that the product is attached to the correct network port using a cable of the correct length.</p> <p>Verify that cable connections are secure.</p> <p>Look at the network port connection on the back of the product, and verify that the amber activity light and the green link-status light are lit.</p> <p>If the problem continues, try a different cable or port on the hub.</p>
The computer is unable to communicate with the product.	<p>Use the command prompt to ping the product from your computer. For example:</p> <pre>ping 192.168.45.39</pre> <p>Verify that the ping displays round-trip times, which indicates that it is working.</p> <p>If the ping command failed, verify that the network hubs are on, and then verify that the network settings, the product, and the computer are all configured for the same network.</p>
Incorrect link and duplex settings	<p>Hewlett-Packard recommends leaving this setting in automatic mode (the default setting). See the product user guide for more information.</p>
Incorrect IP address for the product on the computer	<p>Use the correct IP address.</p> <p>If the IP address is correct, delete the product and then it add again.</p>
New software programs have caused compatibility problems.	<p>Verify that any new software programs are correctly installed and that they use the correct printer driver.</p>
Your computer or workstation is set up incorrectly.	<p>Check the network drivers, printer drivers, and the network redirection.</p> <p>Verify that the operating system is configured correctly.</p>
The protocol is disabled, or other network settings are incorrect.	<p>Print a configuration page to check the status of the protocol. Enable it if necessary.</p> <p>Use the control panel to reconfigure the network settings if necessary.</p>

# Service mode functions

## Service menu

The **SERVICE** menu is PIN-protected for added security. Only authorized service people have access to the **SERVICE** menu. When you select **SERVICE** from the list of menus, the product prompts you to enter an eight-digit PIN number.

- The PIN for the HP LaserJet P3015 models is 07301509.

1. Press the **Menu** button .
2. Press the down arrow ▼ button or the up arrow ▲ button to navigate to the **SERVICE** menu, and then press the **OK** button.
3. Type the PIN using the alphanumeric keypad (for the base model, use the arrow keys).
4. Press the **OK** button to enter the PIN and open the **SERVICE** menu.


The following menu items appear in the **SERVICE** menu:

- **CLEAR EVENT LOG:** Use this item to clear the product event log.
- **CLEAR BOOTLOADER PASSWORD:** Use this item to clear the password that was set to prevent someone from performing an unauthorized cold reset, resetting factory defaults, or changing sleep mode settings from the **RESETS** menu.
- **TOTAL PAGE COUNT:** After replacing the formatter, use this item to reset the page count so that the figure continues to represent the page count for the product engine.
- **REFURBISH CYCLE COUNT:** Use this item to record the page count when the product was refurbished.
- **SERIAL NUMBER:** After replacing the formatter, use this item to reset the product serial number.
- **SERVICE ID:** See [Service ID on page 261](#), [Restore service ID on page 261](#), and [Convert the service ID to an actual date on page 261](#).
- **COLD RESET PAPER:** Select this item to reset the default paper size when the formatter is replaced or factory settings are restored (see [Resets menu on page 194](#)).

When a formatter is replaced or factory settings are restored in a country/region that uses A4 as the standard paper size, use this item to reset the default paper size.

## Product resets


### Restore factory settings

1. Press the **Menu** button .
2. Open each of the following menus. Press the down arrow ▼ button to highlight it and then press the **OK** button to select it.
  - a. **CONFIGURE DEVICE**
  - b. **RESETS**
  - c. **RESTORE FACTORY SETTINGS**

For more information, see [Resets menu on page 194](#).


### Hard disk initialization

A hard disk initialization will erase and reformat the product's hard disk. Perform hard disk initialization only if an error code displays on the control panel indicating a disk error. Always try initializing the hard disk before replacing it.

1. Turn the product on.
2. As the product performs its power-on sequence, press and hold the **Menu** button  until all three lights on the control panel are lit.
3. Press the back arrow ↵. The message **INITIALIZE DISC** displays on the control panel.
4. Press the **OK** button. The product initializes the hard disk and continues the power-on sequence.


### Skip disk-load

When the power is turned on the product begins the power-on sequence. By performing a power-on bypass, you can cause the product to resume the power-on sequence but not to recognize any installed EIO hard disk. This can be helpful in isolating EIO hard-disk errors.


1. Turn the product off.
2. Turn the product on. When the memory count begins, press and hold the ▼ button. Continue holding down the ▼ button until all three product control-panel lights flash once and then remain on. This might take up to 10 seconds.
3. Press the ▲ button, and then press the **Menu** button .
4. Press the ▲ button or the ▼ button until **SKIP DISK LOAD** is highlighted.
5. Press the **OK** button. The product continues the power-on sequence but ignores an installed EIO hard disk.

### NVRAM initialization

- △ **CAUTION:** Initializing NVRAM resets the serial number, the event log, the page counts, the calibration settings, and the EIO card. Use the **SERVICE** menu to restore the serial number and page counts. You also need to reconfigure any computers that print to this product to recognize the product. Initialize NVRAM only when absolutely necessary. In most situations, use a cold reset to reset product variables but still retain the needed values in the **SERVICE** menu.

 **NOTE:** Before performing a NVRAM initialization, print a menu map and a configuration page. Use the information on the configuration page to reset any customer-set product configuration values that the NVRAM initialization procedure changes. Take special note of the page count, service ID, and the serial number.

---

1. Turn the product off.
2. Remove any installed accessories.
3. Turn the product on. When the memory count begins, press and hold the down arrow ▼ button until all three product control-panel lights flash once and then remain on. This might take up to 10 seconds.
4. Press the up arrow ▲ button.
5. Press the **Menu** button . The message **SKIP DISK LOAD** displays on the control panel.
6. Press the up arrow ▲ button until **NVRAM INIT** is highlighted.
7. Press **OK**. The product initializes NVRAM and then continues its power-on sequence.

### Service ID

Use this item to show the date that the product was first used on the control panel. This eliminates the need for users to keep paper receipts for proof of warranty.

Because the product does not have an internal clock, the availability of the service ID date depends on the product being connected to a source that can provide the date, in this case a time server on the same network as the product. When the product is not connected to a date source, the service ID is not available, and 00000 appears on the configuration page.

### Restore service ID

If you replace the formatter, the date is lost. Use this menu item to reset the date to the original date that the product was first used. The date format is YYDDD. Use the following formula to calculate the dates:

1. To calculate YY, subtract 1990 from the calendar year. For instance, if the product was first used in 2002, calculate YY as follows:  $2002 - 1990 = 12$ . YY = 12.
2. Subtract 1 from 10 (October is the tenth month of the year):  $10 - 1 = 9$ .

Multiply 9 by 30:  $9 \times 30 = 270$ .

**-or-**

Add 17 to 270:  $270 + 17 = 287$ . Thus, DDD = 287.

### Convert the service ID to an actual date

You can use the product service ID number to determine whether the product is still under warranty. Use the following formula to convert the service ID into the installation date as follows:

1. Add 1990 to YY to get the actual year that the product was installed.
2. Divide DDD by 30. If there is a remainder, add 1 to the result. This is the month.
3. The remainder from the calculation in step 2 is the date.

Using the service ID 12287 as an example, the date conversion is as follows:

1.  $12 + 1990 = 2002$ , so the year is 2002.
2. 287 divided by 30 = 9 with a remainder of 17. Since there is a remainder, add 1 to 9 to get 10, which represents October.
3. The remainder in step 2 is 17, so that is the date.
4. The complete date is 17-October-2002.

---

 **NOTE:** A six-day grace period is built into the date system.

---

### Reset serial number

Use the service menu to reset the product serial number. See [Service mode functions on page 259](#).

### Reset page counts


The page count that is stored in NVRAM and printed on the configuration page represents the number of pages that the formatter has formatted (not including engine-test prints). If you install a new formatter when repairing a product, use this menu item to reset the page count to the previous value. In this way, the page count reflects the number of pages that the engine has printed rather than restarting the count for the new formatter.

Use the service menu item **TOTAL PAGE COUNT** to reset the product page counts. See [Service mode functions on page 259](#).

### Product cold reset

A cold reset unlocks menus that have been previously locked and sets all control panel menu items (including EIO settings) back to the factory defaults. However, it *does not* clear the values in the [Service mode functions on page 259](#) menu (such as the serial number and page counts).

---

 **NOTE:** Before performing a cold reset, print a menu map and a configuration page. Use the information on the configuration page to reset any customer-set product configuration values that the cold reset procedure changes.

---


1. Turn the product off.
2. Turn the product on. When the memory count begins, press and hold the **OK** button. Continue holding down the **OK** button until all three product control-panel lights flash once and then remain on. This might take up to 10 seconds.
3. After the message **SELECT LANGUAGE** appears on the display, press the **▲** button or the **▼** button until **COLD RESET** is highlighted.
4. Press the **OK** button. The product performs a cold reset and then continues its power-on sequence.
5. Check all I/O settings and reset any customer-set product configuration values.



# Product updates

This product has remote firmware update (RFU) capability. Use this information to upgrade the product firmware.

## Determine the current firmware version

1. Press the **Menu** button .
2. Press the down arrow ▼ to highlight the **INFORMATION** menu, and then press the **OK** button.
3. Press the down arrow ▼ to highlight the **PRINT CONFIGURATION** option, and then press the **OK** button to print.

The firmware datecode is listed on the configuration page in the section called **Device Information**. The firmware datecode has this format: YYYYMMDD XX.XXX.X.

- The first string of numbers is the date, where YYYY represents the year, MM represents the month, and DD represents the date.
- The second string of numbers is the firmware version number, in decimal format.

## Download new firmware from the HP Web site

To download the most recent firmware upgrade for the product, go to [www.hp.com/go/ljp3010series\\_firmware](http://www.hp.com/go/ljp3010series_firmware).

## Transfer the new firmware to the product

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 **NOTE:** The product can receive an .RFU file update when it is in a **Ready** state.

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The following conditions can affect the time required to transfer the file.

- The speed of the host computer that is sending the update.
- Any jobs that are ahead of the .RFU job in the queue are completed before the update is processed.
- If the process is interrupted before the firmware is downloaded, you must send the firmware file again.
- If power is lost during the firmware update, the update is interrupted and the message **Resend upgrade** appears (in English only) on the control-panel display. In this case, you must send the upgrade by using the USB port.


---

 **NOTE:** The firmware update involves a change in the format of nonvolatile random-access memory (NVRAM). Any menu settings that are changed from the default settings might return to default settings and must be changed again if you want settings that are different from the defaults.

---

## Use the flash executable file to update the firmware

This product has flash-based memory, so you can use the flash firmware executable (.EXE) file to upgrade the firmware. Download this file from [www.hp.com/go/ljp3010series\\_firmware](http://www.hp.com/go/ljp3010series_firmware).

 **NOTE:** To use this method, connect the product directly to your computer through a USB cable, and install the printer driver for this product on your computer.

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1. Print a configuration page and note the TCP/IP address.
2. Find the .EXE file on your computer, and double-click it to open the file.
3. From the **Select Printer to Update** drop-down list, select this product. Click the **Start** button to begin the update process.


△ **CAUTION:** Do not turn the product off or try to send a print job during this process.

---

4. When the process is complete, a smiling face icon displays in the dialog box. Click the **Exit** button.
5. Turn the product off and then on.
6. Print another configuration page and verify that the new firmware datecode is listed.

### Use FTP to upload the firmware through a browser


1. Make sure the Internet browser you are using is configured for viewing folders from FTP sites. These instructions are for Microsoft Internet Explorer.
  - a. Open the browser and click the **Tools** menu, and then click the **Internet Options** menu item.
  - b. Click the **Advanced** tab.
  - c. Select the box labeled **Enable folder view for FTP sites**.
  - d. Click the **OK** button.
2. Print a configuration page and note the TCP/IP address.
3. Open a browser window.
4. In the address line of the browser, type `ftp://<ADDRESS>`, where <ADDRESS> is the address of the product. For example, if the TCP/IP address is 192.168.0.90, type `ftp://192.168.0.90`.
5. Locate the downloaded .RFU file for the product.
6. Drag and drop the .RFU file onto the **PORT** icon in the browser window.

 **NOTE:** The product turns off and then on automatically to activate the update. When the update process is complete, a **Ready** message displays on the product control panel.

---


### Use FTP to upgrade the firmware on a network connection

1. Take note of the IP address on the HP Jetdirect page. The HP Jetdirect page is the second page that prints when you print the configuration page.

 **NOTE:** Before upgrading the firmware, make sure that any error messages are cleared from the control-panel display.

---

2. Click the **Start** button, click the **Run** menu item, and then type `cmd` to open the command window.
3. Type `ftp <TCP/IP ADDRESS>`. For example, if the TCP/IP address is 192.168.0.90, type `ftp 192.168.0.90`.

4. Go to the folder where the firmware file is stored.
  5. Press the **Enter** key on the keyboard.
  6. When prompted for the user name, press the **Enter** key.
  7. When prompted for the password, press the **Enter** key.
  8. Type `bin` at the command prompt.
  9. Press the **Enter** key. The message **200 Types set to I, Using binary mode to transfer files** appears in the command window.
  10. Type `put` and then the file name. For example, if the file name is `ljp3015.rfu`, type `put ljp3015.rfu`.
  11. The download process begins and the firmware is updated on the product. This can take several minutes. Let the process finish without further interaction with the product or computer.
- 
-  **NOTE:** The product automatically turns off and then on again after processing the upgrade.
- 
12. At the command prompt, type `bye` to exit the ftp command.
  13. At the command prompt, type `exit` to return to the Windows interface.


## Use HP Web Jetadmin to upgrade the firmware

To learn how to use HP Web Jetadmin to upgrade the product firmware, go to [www.hp.com/go/webjetadmin](http://www.hp.com/go/webjetadmin).

## Use Microsoft Windows commands to upgrade the firmware

 **NOTE:** This process requires the product to be shared on a network.

1. Click the **Start** button, click the **Run** menu item, and then type `cmd` to open the command window.
2. Type the following: `copy /B <FILENAME> \\<COMPUTERNAME>\<SHARENAME>`, where `<FILENAME>` is the name of the .RFU file (including the path), `<COMPUTERNAME>` is the name of the computer from which the product is being shared, and `<SHARENAME>` is the product share name. For example: `C:\>copy /b C:\ljp3015.rfu \\YOUR_SERVER\YOUR_COMPUTER`.

 **NOTE:** If the file name or path includes a space, you must enclose the file name or path in quotation marks. For example, type: `C:\>copy /b "C:\MY DOCUMENTS\ljp3015.rfu" \\YOUR_SERVER\YOUR_COMPUTER`.

3. Press the **Enter** key on the keyboard. The control panel shows a message that indicates the progress of the firmware upgrade. At the end of the upgrade process, the control panel shows the **Ready** message. The message **One File Copied** appears on the computer screen.

## Upgrade the HP Jetdirect firmware

The HP Jetdirect network interface in the product has firmware that can be upgraded separately from the product firmware. This procedure requires that you install HP Web Jetadmin Version 7.0 or later on

your computer. See the product user guide for more information. Complete the following steps to update the HP Jetdirect firmware by using HP Web Jetadmin.

1. Open the HP Web Jetadmin program.
2. Open the **Device Management** folder in the drop-down list in the **Navigation** panel. Navigate to the **Device Lists** folder.
3. Select the product that you want to update.
4. In the **Device Tools** drop-down list, select the **Jetdirect Firmware Update** option.
5. Under the **Jetdirect Firmware Version** heading the HP Jetdirect model number and current firmware version are listed. Make a note of these.
6. Go to [www.hp.com/go/wja\\_firmware](http://www.hp.com/go/wja_firmware).
7. Scroll down to the list of HP Jetdirect model numbers, and find the model number you wrote down.
8. Look at the current firmware version for the model, and see if it is later than the version you wrote down. If it is, right-click on the firmware link, and follow the instructions on the Web page to download the new firmware file. The file must be saved into the <drive>:\PROGRAM FILES\HP WEB JETADMIN\DOC\PLUGINS\HPWJA\FIRMWARE\JETDIRECT folder on the computer that is running the HP Web Jetadmin software.
9. In HP Web Jetadmin, return to the main product list and select the digital sender again.
10. In the **Device Tools** drop-down list, select the **Jetdirect Firmware Update** option again.
11. On the HP Jetdirect firmware page, the new firmware version is listed under the **Jetdirect Firmware Available on HP Web Jetadmin** heading. Click the **Update Firmware Now** button to update the Jetdirect firmware.



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**NOTE:** You also can use FTP or the HP Embedded Web Server to update the HP Jetdirect firmware. For more information, go to [www.hp.com/go/wja\\_firmware](http://www.hp.com/go/wja_firmware).

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## 4 Parts and diagrams

- [Order parts by authorized service providers](#)
- [How to use the parts lists and diagrams](#)
- [Assembly locations](#)
- [Covers](#)
- [Internal assemblies \(1 of 6\)](#)
- [Internal assemblies \(2 of 6\)](#)
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- [Internal assemblies \(6 of 6\)](#)
- [Input devices](#)
- [Alphabetical parts list](#)
- [Numerical parts list](#)

Fuser Drive assembly RC2-7812



# Order parts by authorized service providers

## Order parts, accessories, and supplies

**Table 4-1** Order parts, accessories, and supplies

Order supplies and paper	<a href="http://www.hp.com/go/suresupply">www.hp.com/go/suresupply</a>
Order genuine HP parts or accessories	<a href="http://www.hp.com/buy/parts">www.hp.com/buy/parts</a>
Order through service or support providers	Contact an HP-authorized service or support provider.
Order using HP software	For information about using the HP software to order parts, accessories, and supplies, see the product user guide.

## Related documentation and software

**Table 4-2** Related documentation and software

Item	Description	Part number
<i>HP LaserJet P3010 Series Printers User Guide</i>	Product user guide.	CE524-90910
<i>HP LaserJet P3010 Series Printers Service Manual</i>	English service manual (this manual)	CE544-90909

## Supplies part numbers

**Table 4-3** Supplies part numbers

Item	Description	Part number
HP LaserJet print cartridge	Standard-capacity cartridge	CE255A (new)
		CE225-67901 (service)
	High-capacity cartridge	CE255X (new)
		CE255-67902 (service)

## Accessories part numbers

**Table 4-4 Accessories part numbers**

Item	Description	Part number
144 x 32-pin DDR2 memory DIMM (dual inline memory module)	64 MB	CC413A (new) CE524-67901 (kit) <b>NOTE:</b> The kit includes the DIMM and installation instructions.
	128 MB	CC414A (new) CE524-67902 (kit) <b>NOTE:</b> The kit includes the DIMM and installation instructions.
	256 MB	CC415A (new) CE524-67903 (kit) <b>NOTE:</b> The kit includes the DIMM and installation instructions.
	512 MB	CE483A (new) CE524-67904 (kit) <b>NOTE:</b> The kit includes the DIMM and installation instructions.
Formatter PCA	Base product	CE474-67901 (new) CE474-69001 (exchange)
	Network product	CE475-67901 (new) CE475-69001 (exchange)
HP Encrypted High Performance hard disk	Encrypted hard disk to install in the EIO accessory slot	J8019A (new) CE525-69003 (kit)
	63 mm (2.5 in)	<b>NOTE:</b> The kit includes the hard disk and installation instructions.
Optional 500-sheet tray and feeder unit	Optional tray to increase paper capacity.	CE530A (new)
	The product can accommodate up to two optional 500-sheet feeders.	CE530-69001 (service)

**Table 4-4 Accessories part numbers (continued)**

Item	Description	Part number
Enhanced I/O (EIO) cards	HP High Performance Serial ATA EIO Hard Disk	J6073G
HP Jetdirect print server multi-protocol EIO network cards	1284B parallel adaptor	J7972G
	Jetdirect EIO wireless 690n (IPv6/IPsec )	J8007G
	Jetdirect en3700	J7942G
	Jetdirect en1700	J7988G
	Jetdirect ew2400 USB wireless print server	J7951G
	Jetdirect 630n EIO networking card (IPv6/gigabit)	J7997G
	Jetdirect 635n EIO networking card (IPv6/IPsec )	J7961G
Service maintenance kit	Maintenance kit includes the following items:	110V: CE525-67901 220V: CE525-67902
	• Fuser for the appropriate voltage rating	
	• Transfer roller	
	• Tray 1 pickup roller	
	• Tray 1 separation pad	
	• Tray 2 pickup roller	
	• Tray 2 separation pad	
USB cable	2-meter A-to-B cable	C6518A

## Whole-unit replacement part numbers


**Table 4-5 Whole-unit replacement part numbers**

Item	Description	Part number
HP LaserJet P3015	110V	CE525-69001
	220V	CE525-69002
HP LaserJet P3015d	110V	CE526-69001
	220V	CE526-69002
HP LaserJet P3015dn	110V	CE528-69001
	220V	CE528-69002
HP LaserJet P3015x	110V	CE529-69001
	220V	CE529-69002



# How to use the parts lists and diagrams

- △

**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. Doing so will make sure that the part number selected is for the correct 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.

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).

# Assembly locations

## Base product (no optional trays or accessories)

Figure 4-1 Base product (no optional trays or accessories)

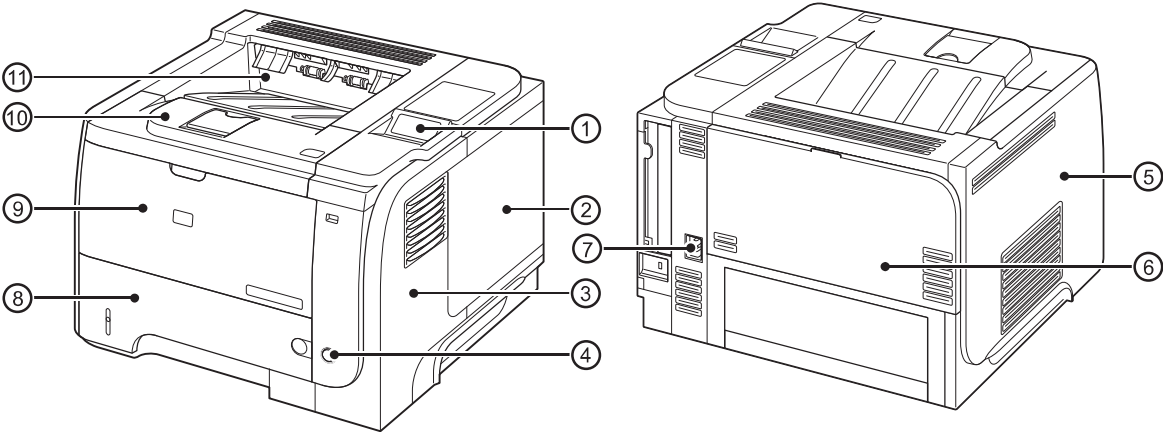


Table 4-6 Base product

Item	Description	Item	Description
1	Control panel	7	Power receptacle
2	DIMM cover	8	Tray 2 cassette
3	Front-right and right-side cover assembly	9	Tray 1 (multipurpose tray)
4	Power switch	10	Cartridge-door assembly (print-cartridge door)
5	Left cover	11	Output bin (face-down tray)
6	Rear-door assembly		

# Base product (optional trays or accessories)

Figure 4-2 Base product (optional trays or accessories)

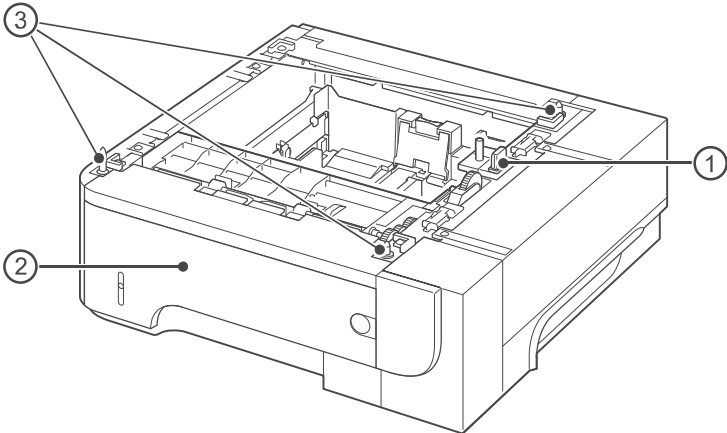
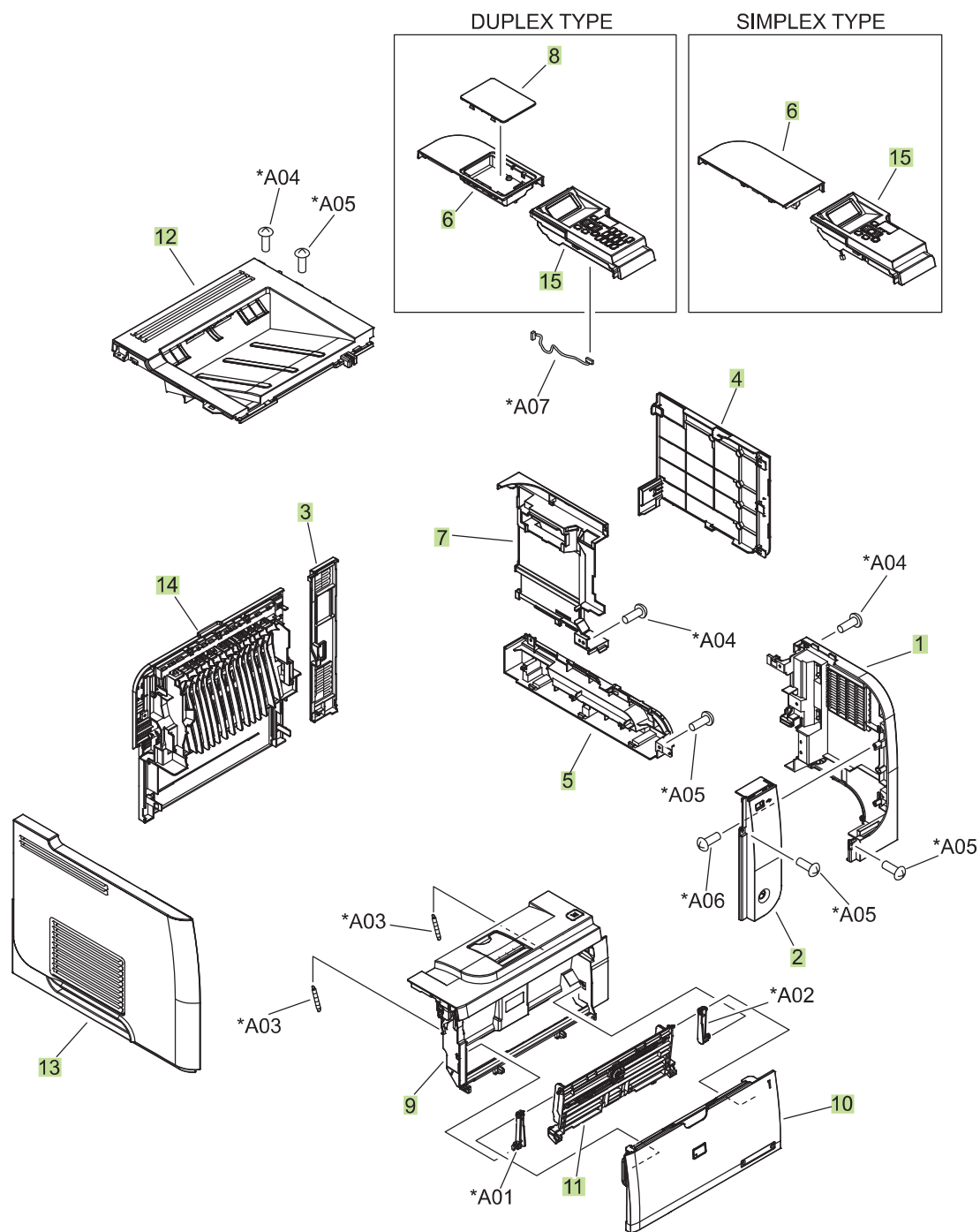


Table 4-7 Optional 500-sheet input tray

Item	Description
1	Connector
2	Tray 3 or Tray 4 cassette
3	Positioning pin

# Covers

Figure 4-3 Covers

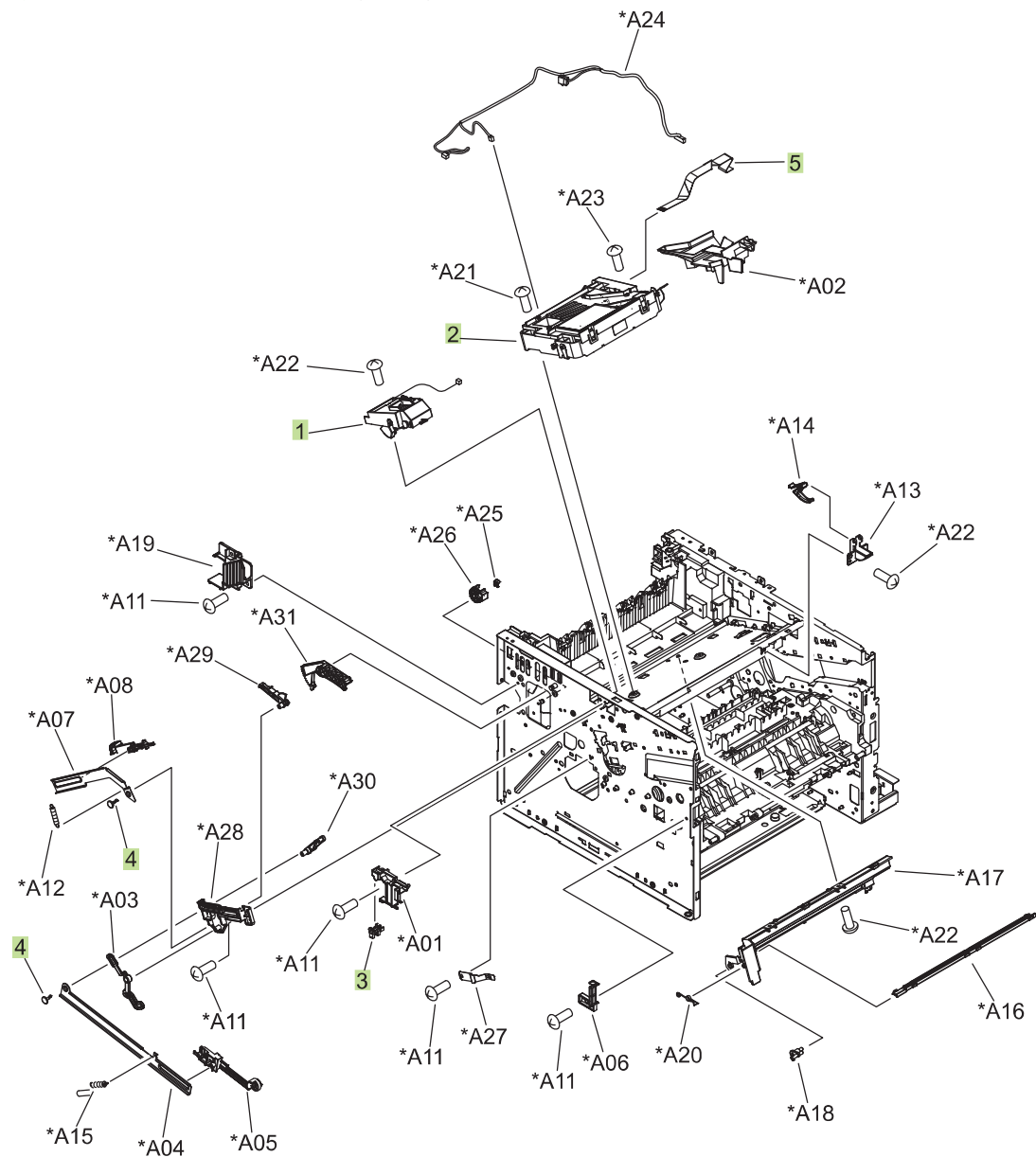


**Table 4-8 Covers**

Ref	Description	Part number	Qty
1	Cover, right	RC2-7670-000CN	1
2	Cover, right-front	RC2-7672-000CN	1
3	Cover, right-rear	RC2-7673-000CN	1
4	Cover, DIMM	RC2-7674-000CN	1
5	Cover, handle right	RC2-7675-000CN	1
6	Cover, upper-right (top-right); duplex models	RC2-7676-000CN	1
6	Cover, upper-right (top-right); simplex models	RC2-7707-000CN	1
7	Cover, formatter	RC2-7688-000CN	1
8	Cover, upper-right (top-right) sub; duplex models	RC2-7677-000CN	1
9	Cartridge-door assembly	RM1-6264-000CN	1
10	Cover, multipurpose assembly	RM1-6265-000CN	1
11	Multipurpose lifting plate assembly	RM1-6266-000CN	1
12	Cover, top assembly	RM1-6289-000CN	1
13	Cover, left	RM1-6291-000CN	1
14	Cover, rear assembly	RM1-6292-000CN	1
15	Control panel; duplex models	RM1-6518-000CN	1
15	Control panel; duplex models	RM1-6519-000CN	1

# Internal assemblies (1 of 6)

Figure 4-4 Internal assemblies (1 of 6)

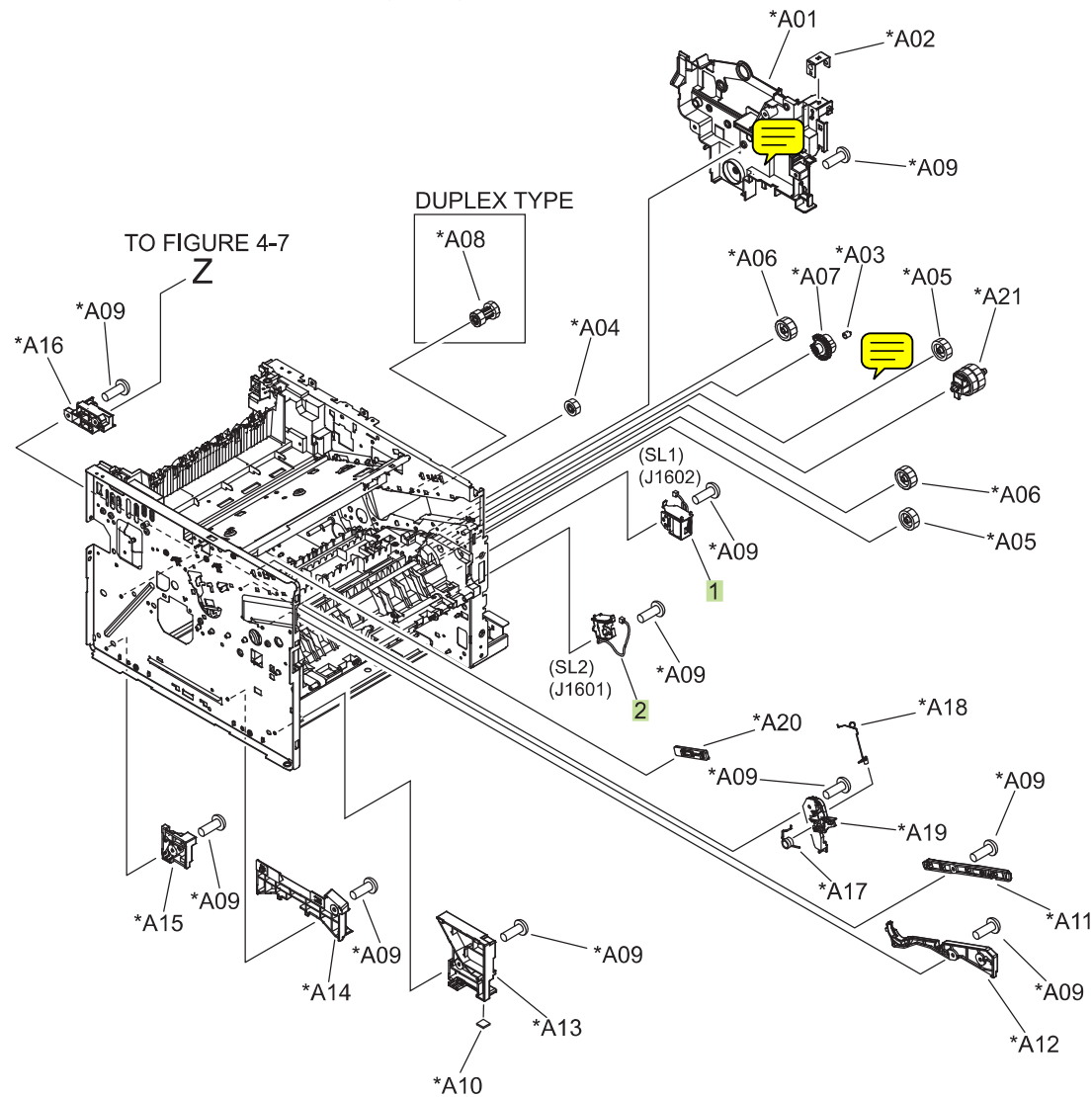


**Table 4-9 Internal assemblies (1 of 6)**

Ref	Description	Part number	Qty
1	Tag holder assembly	RM1-6284-000CN	1
2	Laser/scanner	RM1-6322-000CN	1
3	Photo interrupter, TLP1243	WG8-5696-000CN	1
4	Stopper, bushing arm	RC2-7933-000CN	2
5	Cable, flat	RK2-3103-000CN	1

# Internal assemblies (2 of 6)

Figure 4-5 Internal assemblies (2 of 6)



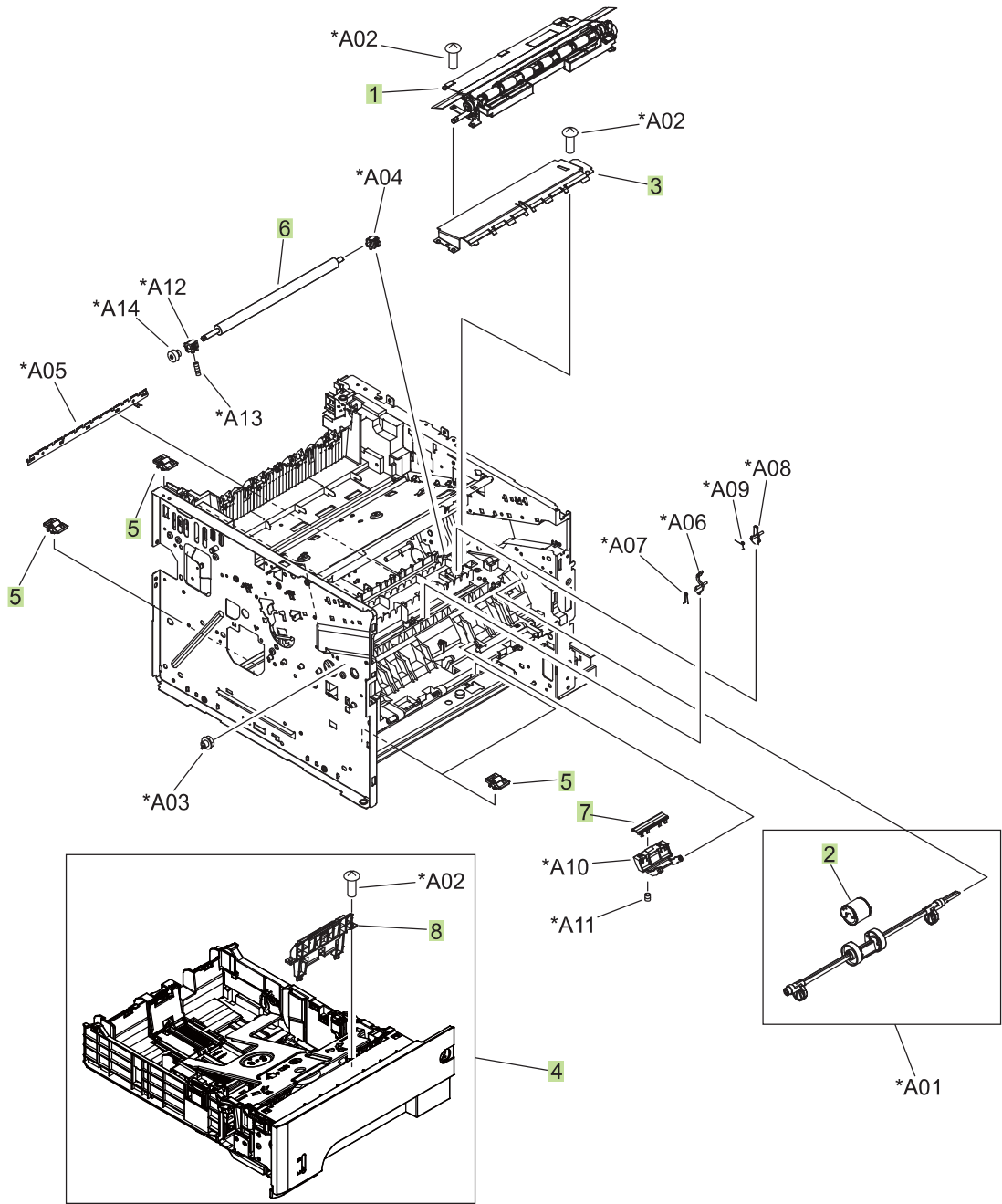


**Table 4-10 Internal assemblies (2 of 6)**

Ref	Description	Part number	Qty
1	Tray 1 solenoid	RK2-1490-000CN	1
2	Tray 2 solenoid	RK2-1492-000CN	1

# Internal assemblies (3 of 6)

Figure 4-6 Internal assemblies (3 of 6)

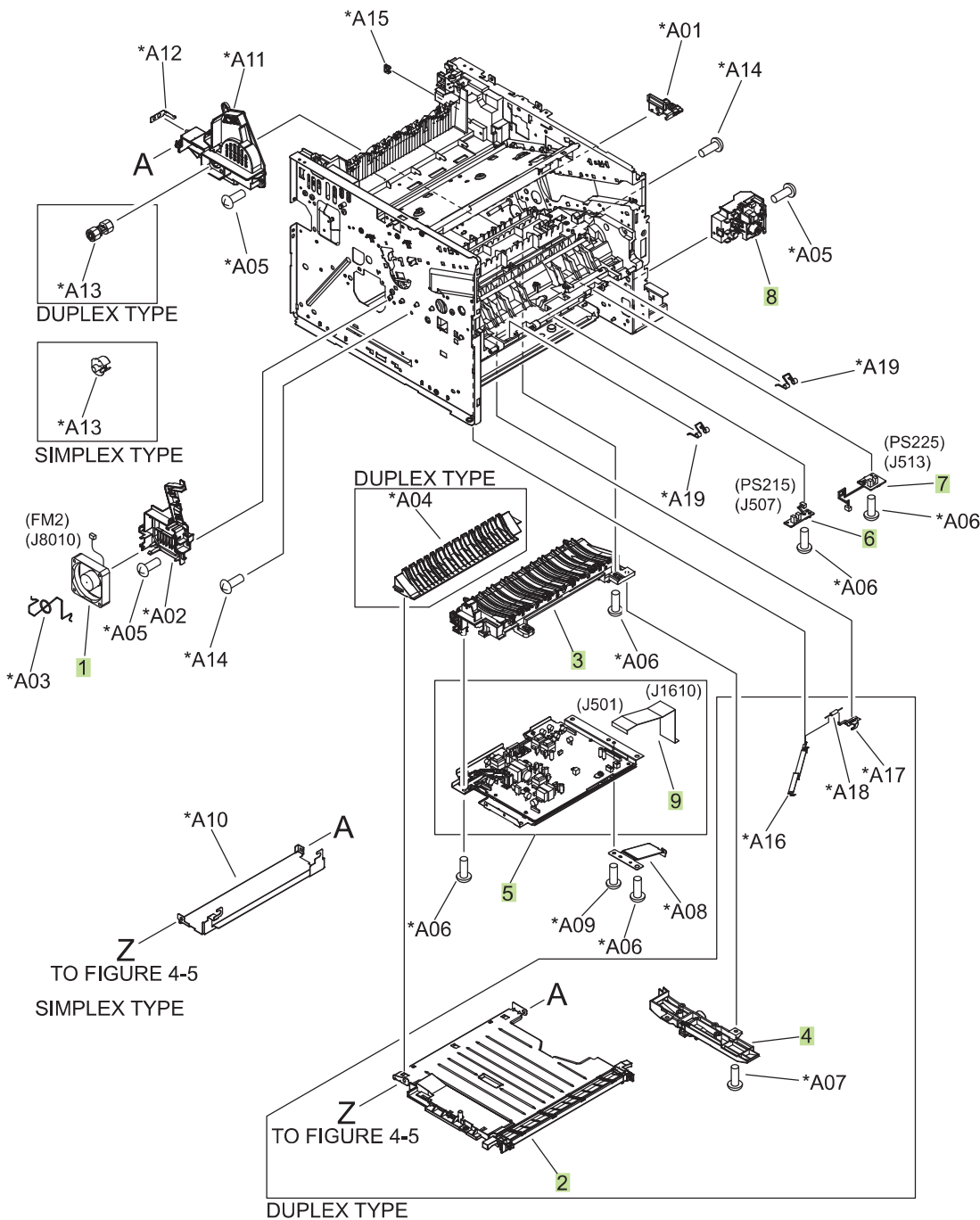


**Table 4-11 Internal assemblies (3 of 6)**

Ref	Description	Part number	Qty
1	Registration roller assembly	RM1-6272-000CN	1
2	Roller, multipurpose	RL1-2412-000CN	1
3	Transfer lower guide assembly	RM1-6315-000CN	1
4	Cassette	RM1-6279-000CN	1
5	Base plate roller assembly	RM1-6306-000CN	4
6	Roller, transfer	RM1-6321-000CN	1
7	Pad, multipurpose separation	RC2-8575-000CN	1
8	Separation holder assembly	RM1-6303-000CN	1

# Internal assemblies (4 of 6)

Figure 4-7 Internal assemblies (4 of 6)

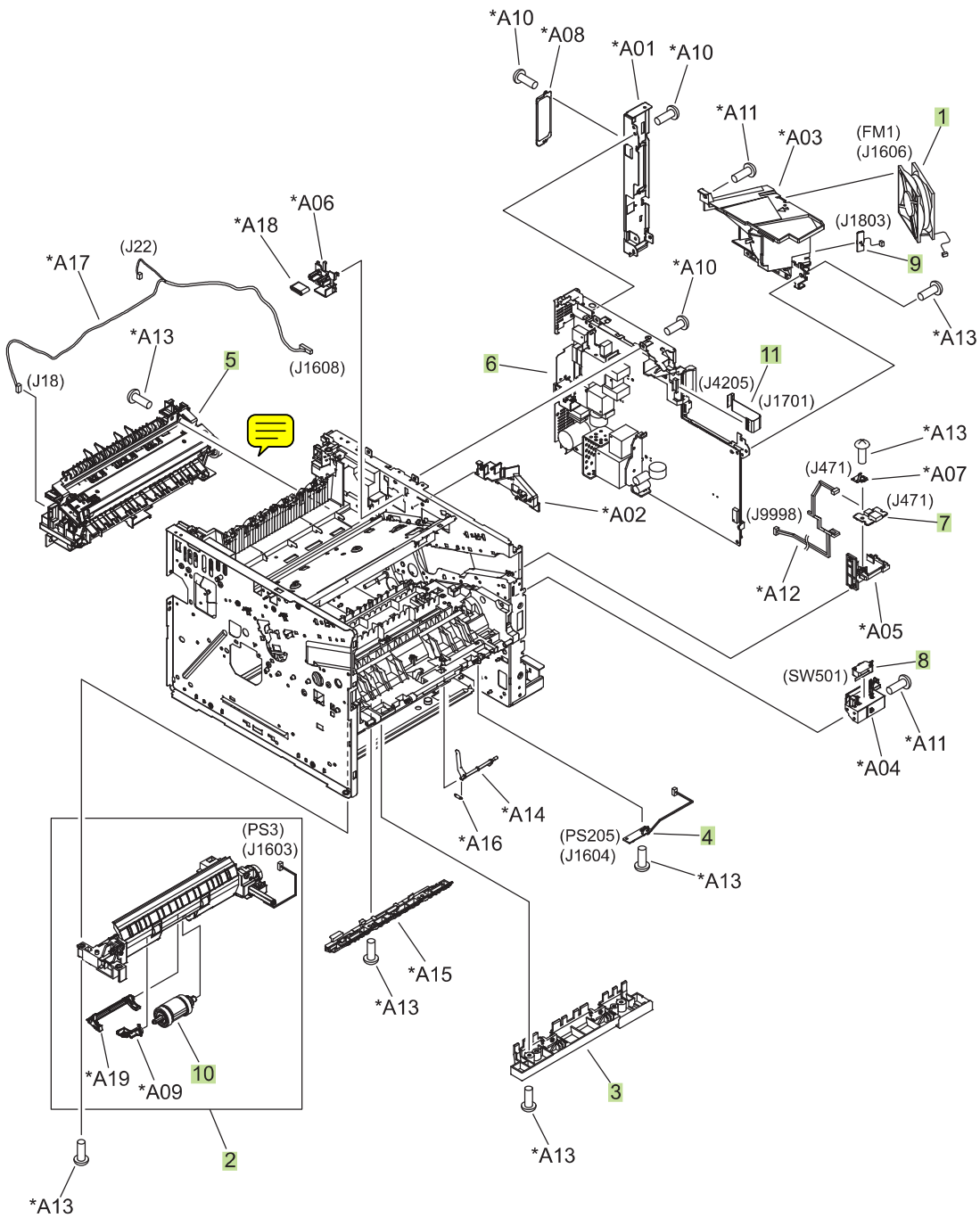


**Table 4-12 Internal assemblies (4 of 6)**


Ref	Description	Part number	Qty
1	Fan, sub	RK2-1499-000CN	1
2	Lower paper feed guide; duplex models	RM1-6263-000CN	1
3	Paper-feed guide assembly	RM1-6270-000CN	1
4	Position-guide assembly; duplex models	RM1-6273-000CN	1
5	High-voltage power supply; duplex models	RM1-6280-000CN	1
5	High-voltage power supply; simplex models	RM1-6300-000CN	1
6	TOP sensor PCA	RM1-6511-000CN	1
7	Paper width sensor PCA	RM1-6512-000CN	1
8	Switch assembly, power	RM1-6283-000CN	1
9	Cable, flat	RK2-3101-000CN	1

## Internal assemblies (5 of 6)

**Figure 4-8** Internal assemblies (5 of 6)

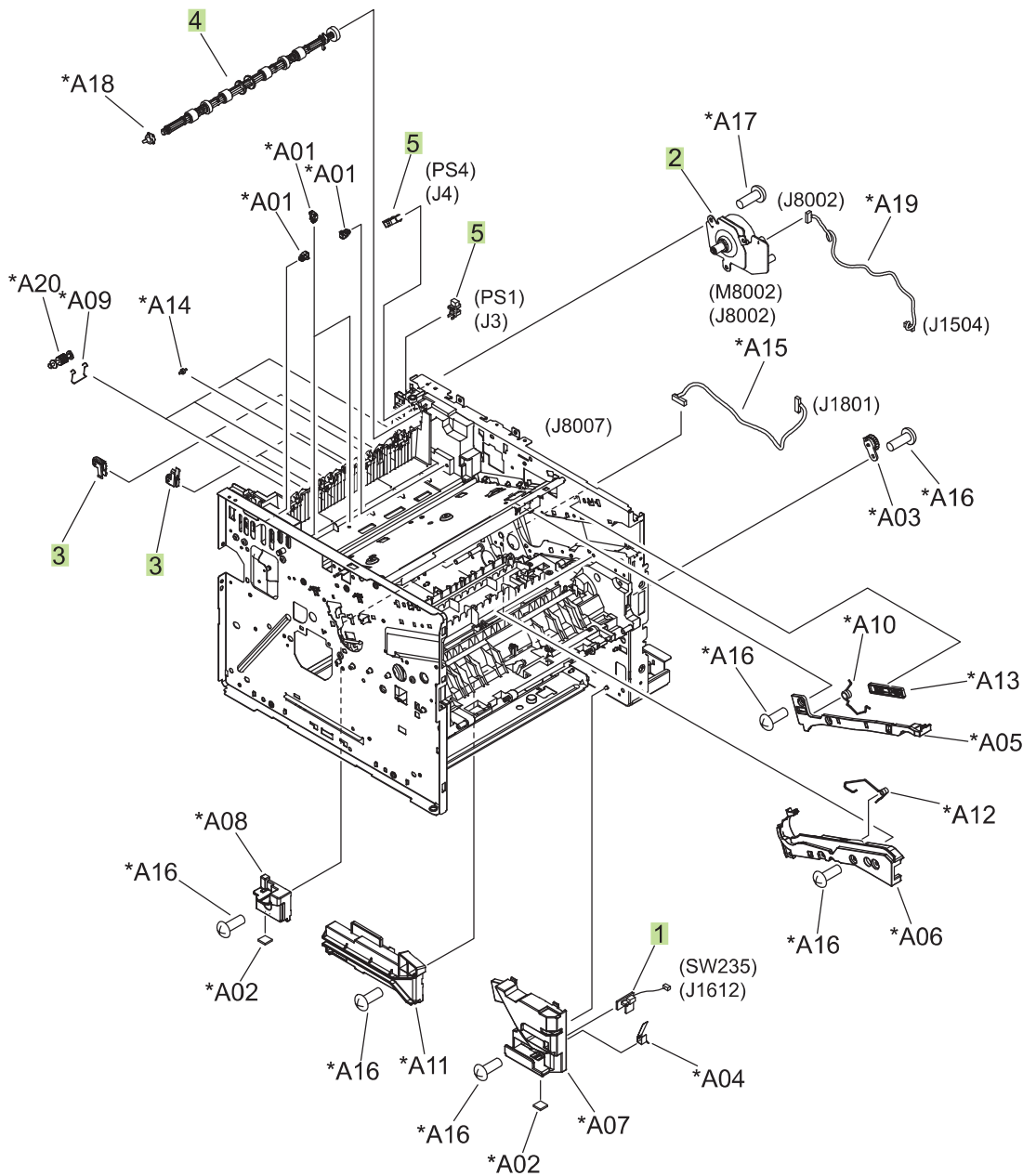


**Table 4-13 Internal assemblies (5 of 6)**

Ref	Description	Part number	Qty
1	Fan, main	RK2-1497-000CN	1
2	Cassette, paper pickup assembly; duplex models	RM1-6268-000CN	1
2	Cassette, paper pickup assembly; simplex models	RM1-6299-000CN	1
3	Idler roller assembly	RM1-6271-000CN	1
4	Multipurpose sensor PCA	RM1-6510-000CN	1
5	Fuser assembly 110V	RM1-6274-000CN	1
5	Fuser assembly 220V 	RM1-6319-000CN	1
6	Engine controller PCA 110V	RM1-6281-000CN	1
6	Engine controller PCA 220V	RM1-6318-000CN	1
7	Front USB PCA	RM1-6514-000CN	1
8	Microswitch	WC4-5171-000CN	1
9	Environmental sensor assembly	RM1-6515-000CN	2
10	Cassette pickup roller	RM1-6313-000CN	1
11	Cable, flat	RK2-2788-000CN	1

# Internal assemblies (6 of 6)

Figure 4-9 Internal assemblies (6 of 6)





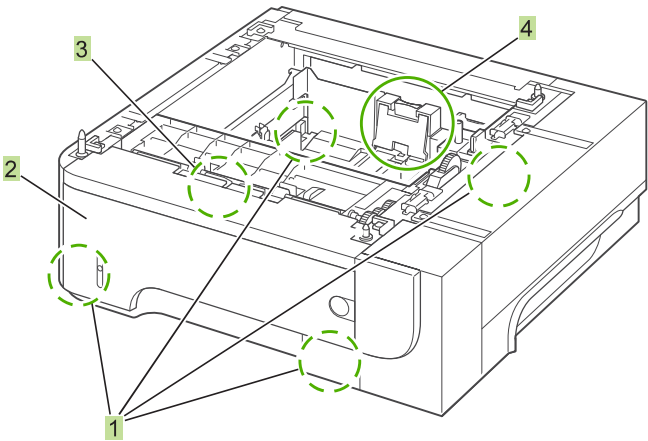
**Table 4-14 Internal assemblies (6 of 6)**

Ref	Description	Part number	Qty
1	Tray sensor PCA	RM1-6487-000CN	1
2	Fuser motor assembly	RM1-6296-000CN	1
3	Paper delivery roller assembly	RM1-6301-000CN	4
4	Face-down roller assembly	RM1-6311-000CN	1
5	Photo interrupter, TLP1243	WG8-5696-000CN	2

# Input devices

## 500-sheet input tray (Tray 3 and Tray 4)

Figure 4-10 500-sheet input tray (Tray 3 and Tray 4)



**Table 4-15 500-sheet input tray (Tray 3 and Tray 4)**

Ref	Description	Part number	Qty
	Optional 500-sheet tray and feeder unit	CE530-69001	1
1	Base plate roller assembly	RM1-6306-000CN	4
2	Cassette	RM1-6279-000CN	1
3	Pickup roller set, cassette	RM1-6313-000CN	1
4	Separation holder assembly	RM1-6303-000CN	1

# Alphabetical parts list

**Table 4-16 Alphabetical parts list**

Description	Part number	Table and page
Base plate roller assembly	RM1-6306-000CN	<a href="#">Internal assemblies (3 of 6) on page 281</a>
Base plate roller assembly	RM1-6306-000CN	<a href="#">500-sheet input tray (Tray 3 and Tray 4) on page 289</a>
Cable, flat	RK2-3103-000CN	<a href="#">Internal assemblies (1 of 6) on page 277</a>
Cable, flat	RK2-3101-000CN	<a href="#">Internal assemblies (4 of 6) on page 283</a>
Cable, flat	RK2-2788-000CN	<a href="#">Internal assemblies (5 of 6) on page 285</a>
Cartridge-door assembly	RM1-6264-000CN	<a href="#">Covers on page 275</a>
Cassette	RM1-6279-000CN	<a href="#">Internal assemblies (3 of 6) on page 281</a>
Cassette	RM1-6279-000CN	<a href="#">500-sheet input tray (Tray 3 and Tray 4) on page 289</a>
Cassette pickup roller	RM1-6313-000CN	<a href="#">Internal assemblies (5 of 6) on page 285</a>
Cassette, paper pickup assembly; duplex models	RM1-6268-000CN	<a href="#">Internal assemblies (5 of 6) on page 285</a>
Cassette, paper pickup assembly; simplex models	RM1-6299-000CN	<a href="#">Internal assemblies (5 of 6) on page 285</a>
Control panel; duplex models	RM1-6518-000CN	<a href="#">Covers on page 275</a>
Control panel; duplex models	RM1-6519-000CN	<a href="#">Covers on page 275</a>
Cover, DIMM	RC2-7674-000CN	<a href="#">Covers on page 275</a>
Cover, formatter	RC2-7688-000CN	<a href="#">Covers on page 275</a>
Cover, handle right	RC2-7675-000CN	<a href="#">Covers on page 275</a>
Cover, left	RM1-6291-000CN	<a href="#">Covers on page 275</a>
Cover, multipurpose assembly	RM1-6265-000CN	<a href="#">Covers on page 275</a>
Cover, rear assembly	RM1-6292-000CN	<a href="#">Covers on page 275</a>
Cover, right	RC2-7670-000CN	<a href="#">Covers on page 275</a>
Cover, right-front	RC2-7672-000CN	<a href="#">Covers on page 275</a>
Cover, right-rear	RC2-7673-000CN	<a href="#">Covers on page 275</a>
Cover, top assembly	RM1-6289-000CN	<a href="#">Covers on page 275</a>
Cover, upper-right (top-right) sub; duplex models	RC2-7677-000CN	<a href="#">Covers on page 275</a>
Cover, upper-right (top-right); duplex models	RC2-7676-000CN	<a href="#">Covers on page 275</a>
Cover, upper-right (top-right); simplex models	RC2-7707-000CN	<a href="#">Covers on page 275</a>

**Table 4-16 Alphabetical parts list (continued)**

Description	Part number	Table and page
Engine controller PCA 110V	RM1-6281-000CN	<a href="#">Internal assemblies (5 of 6) on page 285</a>
Engine controller PCA 220V	RM1-6318-000CN	<a href="#">Internal assemblies (5 of 6) on page 285</a>
Environmental sensor assembly	RM1-6515-000CN	<a href="#">Internal assemblies (5 of 6) on page 285</a>
Face-down roller assembly	RM1-6311-000CN	<a href="#">Internal assemblies (6 of 6) on page 287</a>
Fan, main	RK2-1497-000CN	<a href="#">Internal assemblies (5 of 6) on page 285</a>
Fan, sub	RK2-1499-000CN	<a href="#">Internal assemblies (4 of 6) on page 283</a>
Front USB PCA	RM1-6514-000CN	<a href="#">Internal assemblies (5 of 6) on page 285</a>
Fuser assembly 110V	RM1-6274-000CN	<a href="#">Internal assemblies (5 of 6) on page 285</a>
Fuser assembly 220V	RM1-6319-000CN	<a href="#">Internal assemblies (5 of 6) on page 285</a>
Fuser motor assembly	RM1-6296-000CN	<a href="#">Internal assemblies (6 of 6) on page 287</a>
High-voltage power supply; duplex models	RM1-6280-000CN	<a href="#">Internal assemblies (4 of 6) on page 283</a>
High-voltage power supply; simplex models	RM1-6300-000CN	<a href="#">Internal assemblies (4 of 6) on page 283</a>
Idler roller assembly	RM1-6271-000CN	<a href="#">Internal assemblies (5 of 6) on page 285</a>
Laser/scanner	RM1-6322-000CN	<a href="#">Internal assemblies (1 of 6) on page 277</a>
Lower paper feed guide; duplex models	RM1-6263-000CN	<a href="#">Internal assemblies (4 of 6) on page 283</a>
Microswitch	WC4-5171-000CN	<a href="#">Internal assemblies (5 of 6) on page 285</a>
Multipurpose lifting plate assembly	RM1-6266-000CN	<a href="#">Covers on page 275</a>
Multipurpose sensor PCA	RM1-6510-000CN	<a href="#">Internal assemblies (5 of 6) on page 285</a>
Optional 500-sheet tray and feeder unit	CE530-69001	<a href="#">500-sheet input tray (Tray 3 and Tray 4) on page 289</a>
Pad, multipurpose separation	RC2-8575-000CN	<a href="#">Internal assemblies (3 of 6) on page 281</a>
Paper delivery roller assembly	RM1-6301-000CN	<a href="#">Internal assemblies (6 of 6) on page 287</a>
Paper width sensor PCA	RM1-6512-000CN	<a href="#">Internal assemblies (4 of 6) on page 283</a>

**Table 4-16 Alphabetical parts list (continued)**

Description	Part number	Table and page
Paper-feed guide assembly	RM1-6270-000CN	<a href="#">Internal assemblies (4 of 6) on page 283</a>
Photo interrupter, TLP1243	WG8-5696-000CN	<a href="#">Internal assemblies (1 of 6) on page 277</a>
Photo interrupter, TLP1243	WG8-5696-000CN	<a href="#">Internal assemblies (6 of 6) on page 287</a>
Pickup roller set, cassette	RM1-6313-000CN	<a href="#">500-sheet input tray (Tray 3 and Tray 4) on page 289</a>
Position-guide assembly; duplex models	RM1-6273-000CN	<a href="#">Internal assemblies (4 of 6) on page 283</a>
Registration roller assembly	RM1-6272-000CN	<a href="#">Internal assemblies (3 of 6) on page 281</a>
Roller, multipurpose	RL1-2412-000CN	<a href="#">Internal assemblies (3 of 6) on page 281</a>
Roller, transfer	RM1-6321-000CN	<a href="#">Internal assemblies (3 of 6) on page 281</a>
Separation holder assembly	RM1-6303-000CN	<a href="#">Internal assemblies (3 of 6) on page 281</a>
Separation holder assembly	RM1-6303-000CN	<a href="#">500-sheet input tray (Tray 3 and Tray 4) on page 289</a>
Stopper, bushing arm	RC2-7933-000CN	<a href="#">Internal assemblies (1 of 6) on page 277</a>
Switch assembly, power	RM1-6283-000CN	<a href="#">Internal assemblies (4 of 6) on page 283</a>
Tag holder assembly	RM1-6284-000CN	<a href="#">Internal assemblies (1 of 6) on page 277</a>
TOP sensor PCA	RM1-6511-000CN	<a href="#">Internal assemblies (4 of 6) on page 283</a>
Transfer lower guide assembly	RM1-6315-000CN	<a href="#">Internal assemblies (3 of 6) on page 281</a>
Tray sensor PCA	RM1-6487-000CN	<a href="#">Internal assemblies (6 of 6) on page 287</a>
Tray 1 solenoid	RK2-1490-000CN	<a href="#">Internal assemblies (2 of 6) on page 279</a>
Tray 2 solenoid	RK2-1492-000CN	<a href="#">Internal assemblies (2 of 6) on page 279</a>

# Numerical parts list

**Table 4-17 Numerical parts list**

Part number	Description	Table and page
CE530-69001	Optional 500-sheet tray and feeder unit	<a href="#">500-sheet input tray (Tray 3 and Tray 4) on page 289</a>
RC2-7670-000CN	Cover, right	<a href="#">Covers on page 275</a>
RC2-7672-000CN	Cover, right-front	<a href="#">Covers on page 275</a>
RC2-7673-000CN	Cover, right-rear	<a href="#">Covers on page 275</a>
RC2-7674-000CN	Cover, DIMM	<a href="#">Covers on page 275</a>
RC2-7675-000CN	Cover, handle right	<a href="#">Covers on page 275</a>
RC2-7676-000CN	Cover, upper-right (top-right); duplex models	<a href="#">Covers on page 275</a>
RC2-7677-000CN	Cover, upper-right (top-right) sub; duplex models	<a href="#">Covers on page 275</a>
RC2-7688-000CN	Cover, formatter	<a href="#">Covers on page 275</a>
RC2-7707-000CN	Cover, upper-right (top-right); simplex models	<a href="#">Covers on page 275</a>
RC2-7933-000CN	Stopper, bushing arm	<a href="#">Internal assemblies (1 of 6) on page 277</a>
RC2-8575-000CN	Pad, multipurpose separation	<a href="#">Internal assemblies (3 of 6) on page 281</a>
RK2-1490-000CN	Tray 1 solenoid	<a href="#">Internal assemblies (2 of 6) on page 279</a>
RK2-1492-000CN	Tray 2 solenoid	<a href="#">Internal assemblies (2 of 6) on page 279</a>
RK2-1497-000CN	Fan, main	<a href="#">Internal assemblies (5 of 6) on page 285</a>
RK2-1499-000CN	Fan, sub	<a href="#">Internal assemblies (4 of 6) on page 283</a>
RK2-2788-000CN	Cable, flat	<a href="#">Internal assemblies (5 of 6) on page 285</a>
RK2-3101-000CN	Cable, flat	<a href="#">Internal assemblies (4 of 6) on page 283</a>
RK2-3103-000CN	Cable, flat	<a href="#">Internal assemblies (1 of 6) on page 277</a>
RL1-2412-000CN	Roller, multipurpose	<a href="#">Internal assemblies (3 of 6) on page 281</a>
RM1-6263-000CN	Lower paper feed guide; duplex models	<a href="#">Internal assemblies (4 of 6) on page 283</a>
RM1-6264-000CN	Cartridge-door assembly	<a href="#">Covers on page 275</a>
RM1-6265-000CN	Cover, multipurpose assembly	<a href="#">Covers on page 275</a>
RM1-6266-000CN	Multipurpose lifting plate assembly	<a href="#">Covers on page 275</a>
RM1-6268-000CN	Cassette, paper pickup assembly; duplex models	<a href="#">Internal assemblies (5 of 6) on page 285</a>

**Table 4-17 Numerical parts list (continued)**

Part number	Description	Table and page
RM1-6270-000CN	Paper-feed guide assembly	<a href="#">Internal assemblies (4 of 6) on page 283</a>
RM1-6271-000CN	Idler roller assembly	<a href="#">Internal assemblies (5 of 6) on page 285</a>
RM1-6272-000CN	Registration roller assembly	<a href="#">Internal assemblies (3 of 6) on page 281</a>
RM1-6273-000CN	Position-guide assembly; duplex models	<a href="#">Internal assemblies (4 of 6) on page 283</a>
RM1-6274-000CN	Fuser assembly 110V	<a href="#">Internal assemblies (5 of 6) on page 285</a>
RM1-6279-000CN	Cassette	<a href="#">Internal assemblies (3 of 6) on page 281</a>
RM1-6279-000CN	Cassette	<a href="#">500-sheet input tray (Tray 3 and Tray 4) on page 289</a>
RM1-6280-000CN	High-voltage power supply; duplex models	<a href="#">Internal assemblies (4 of 6) on page 283</a>
RM1-6281-000CN	Engine controller PCA 110V	<a href="#">Internal assemblies (5 of 6) on page 285</a>
RM1-6283-000CN	Switch assembly, power	<a href="#">Internal assemblies (4 of 6) on page 283</a>
RM1-6284-000CN	Tag holder assembly	<a href="#">Internal assemblies (1 of 6) on page 277</a>
RM1-6289-000CN	Cover, top assembly	<a href="#">Covers on page 275</a>
RM1-6291-000CN	Cover, left	<a href="#">Covers on page 275</a>
RM1-6292-000CN	Cover, rear assembly	<a href="#">Covers on page 275</a>
RM1-6296-000CN	Fuser motor assembly	<a href="#">Internal assemblies (6 of 6) on page 287</a>
RM1-6299-000CN	Cassette, paper pickup assembly; simplex models	<a href="#">Internal assemblies (5 of 6) on page 285</a>
RM1-6300-000CN	High-voltage power supply; simplex models	<a href="#">Internal assemblies (4 of 6) on page 283</a>
RM1-6301-000CN	Paper delivery roller assembly	<a href="#">Internal assemblies (6 of 6) on page 287</a>
RM1-6303-000CN	Separation holder assembly	<a href="#">Internal assemblies (3 of 6) on page 281</a>
RM1-6303-000CN	Separation holder assembly	<a href="#">500-sheet input tray (Tray 3 and Tray 4) on page 289</a>
RM1-6306-000CN	Base plate roller assembly	<a href="#">Internal assemblies (3 of 6) on page 281</a>
RM1-6306-000CN	Base plate roller assembly	<a href="#">500-sheet input tray (Tray 3 and Tray 4) on page 289</a>
RM1-6311-000CN	Face-down roller assembly	<a href="#">Internal assemblies (6 of 6) on page 287</a>



**Table 4-17 Numerical parts list (continued)**

Part number	Description	Table and page
RM1-6313-000CN	Cassette pickup roller	<a href="#">Internal assemblies (5 of 6) on page 285</a>
RM1-6313-000CN	Pickup roller set, cassette	<a href="#">500-sheet input tray (Tray 3 and Tray 4) on page 289</a>
RM1-6315-000CN	Transfer lower guide assembly	<a href="#">Internal assemblies (3 of 6) on page 281</a>
RM1-6318-000CN	Engine controller PCA 220V	<a href="#">Internal assemblies (5 of 6) on page 285</a>
RM1-6319-000CN	Fuser assembly 220V	<a href="#">Internal assemblies (5 of 6) on page 285</a>
RM1-6321-000CN	Roller, transfer	<a href="#">Internal assemblies (3 of 6) on page 281</a>
RM1-6322-000CN	Laser/scanner	<a href="#">Internal assemblies (1 of 6) on page 277</a>
RM1-6487-000CN	Tray sensor PCA	<a href="#">Internal assemblies (6 of 6) on page 287</a>
RM1-6510-000CN	Multipurpose sensor PCA	<a href="#">Internal assemblies (5 of 6) on page 285</a>
RM1-6511-000CN	TOP sensor PCA	<a href="#">Internal assemblies (4 of 6) on page 283</a>
RM1-6512-000CN	Paper width sensor PCA	<a href="#">Internal assemblies (4 of 6) on page 283</a>
RM1-6514-000CN	Front USB PCA	<a href="#">Internal assemblies (5 of 6) on page 285</a>
RM1-6515-000CN	Environmental sensor assembly	<a href="#">Internal assemblies (5 of 6) on page 285</a>
RM1-6518-000CN	Control panel; duplex models	<a href="#">Covers on page 275</a>
RM1-6519-000CN	Control panel; duplex models	<a href="#">Covers on page 275</a>
WC4-5171-000CN	Microswitch	<a href="#">Internal assemblies (5 of 6) on page 285</a>
WG8-5696-000CN	Photo interrupter, TLP1243	<a href="#">Internal assemblies (1 of 6) on page 277</a>
WG8-5696-000CN	Photo interrupter, TLP1243	<a href="#">Internal assemblies (6 of 6) on page 287</a>



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# A Service and support

- [Hewlett-Packard limited warranty statement](#)
- [HP's Premium Protection Warranty: LaserJet print cartridge limited warranty statement](#)
- [End User License Agreement](#)
- [Customer self-repair warranty service](#)
- [Customer support](#)
- [Repack the product](#)
- [Service information form](#)

# Hewlett-Packard limited warranty statement

HP PRODUCT	DURATION OF LIMITED WARRANTY
HP LaserJet P3015, P3015d, P3015n, CP3015dn, CP3015x	One-year limited warranty

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 limited warranty is valid in any country/region or locality where HP has a support presence for this product and where HP has marketed this product. The level of warranty service you receive may vary according to local standards. HP will not alter form, fit or function of the product to make it operate in a country/region for which it was never intended to function for legal or regulatory reasons.

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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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10. COMPLIANCE WITH EXPORT LAWS. You will comply with all laws, rules, and regulations (i) applicable to the export or import of the Software, or (ii) restricting the Use of the Software, including any restrictions on nuclear, chemical, or biological weapons proliferation.

11. RESERVATION OF RIGHTS. HP and its suppliers reserve all rights not expressly granted to you in this EULA.

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Rev. 11/06

## Customer self-repair warranty service

HP products are designed with many Customer Self Repair (CSR) parts to minimize repair time and allow for greater flexibility in performing defective parts replacement. If during the diagnosis period, HP identifies that the repair can be accomplished by the use of a CSR part, HP will ship that part directly to you for replacement. There are two categories of CSR parts: 1) Parts for which customer self repair is mandatory. If you request HP to replace these parts, you will be charged for the travel and labor costs of this service. 2) Parts for which customer self repair is optional. These parts are also designed for Customer Self Repair. If, however, you require that HP replace them for you, this may be done at no additional charge under the type of warranty service designated for your product.

Based on availability and where geography permits, CSR parts will be shipped for next business day delivery. Same-day or four-hour delivery may be offered at an additional charge where geography permits. If assistance is required, you can call the HP Technical Support Center and a technician will help you over the phone. HP specifies in the materials shipped with a replacement CSR part whether a defective part must be returned to HP. In cases where it is required to return the defective part to HP, you must ship the defective part back to HP within a defined period of time, normally five (5) business days. The defective part must be returned with the associated documentation in the provided shipping material. Failure to return the defective part may result in HP billing you for the replacement. With a customer self repair, HP will pay all shipping and part return costs and determine the courier/carrier to be used.



# Customer support

Get telephone support, free during your warranty period, for your country/region	Country/region phone numbers are on the flyer that was in the box with your product or at <a href="http://www.hp.com/support/">www.hp.com/support/</a> .
Have the product name, serial number, date of purchase, and problem description ready.	
Get 24-hour Internet support	<a href="http://www.hp.com/support/ljp3010series">www.hp.com/support/ljp3010series</a>
Get support for products used with a Macintosh computer	<a href="http://www.hp.com/go/macosex">www.hp.com/go/macosex</a>
Download software utilities, drivers, and electronic information	<a href="http://www.hp.com/go/ljp3010series_software">www.hp.com/go/ljp3010series_software</a>
Order additional HP service or maintenance agreements	<a href="http://www.hp.com/go/carepack">www.hp.com/go/carepack</a>

## Repack the product

If HP Customer Care determines that your product needs to be returned to HP for repair, follow these steps to repack the product before shipping it.

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△ **CAUTION:** Shipping damage as a result of inadequate packing is the customer's responsibility.

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1. Remove and retain any DIMMs cards that you have purchased and installed in the product.

△ **CAUTION:** Static electricity can damage electronic parts. When handling DIMMs, either wear an antistatic wrist strap, or frequently touch the surface of the DIMM antistatic package and then touch bare metal on the product. To remove the DIMMs, see [DIMM cover and DIMM on page 57](#).

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2. Remove and retain the print cartridge.

△ **CAUTION:** It is *extremely important* to remove the print cartridge before shipping the product. A print cartridge that remains in the product during shipping can leak and cover the product engine and other parts with toner.

To prevent damage to the print cartridge, avoid touching the roller on it, and store the print cartridge in its original packing material or so that it is not exposed to light.

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3. Remove and retain the power cable, interface cable, and optional accessories, such as an EIO card.
4. If possible, include print samples and 50 to 100 sheets of paper or other print media that did not print correctly.
5. In the U.S., call HP Customer Care to request new packing material. In other areas, use the original packing material, if possible. Hewlett-Packard recommends insuring the equipment for shipment.

# Service information form

<b>WHO IS RETURNING THE EQUIPMENT?</b>		Date:
Person to contact:		Phone:
Alternate contact:		Phone:
Return shipping address:	Special shipping instructions:	

<b>WHAT ARE YOU SENDING?</b>		
Model name:	Model number:	Serial number:
Please attach any relevant printouts. Do NOT ship accessories (manuals, cleaning supplies, and so on) that are not required to complete the repair.		
<b>HAVE YOU REMOVED THE PRINT CARTRIDGES?</b>		
You must remove them before shipping the printer, unless a mechanical problem prevents you from doing so.		
<input type="checkbox"/> Yes. <input type="checkbox"/> No, I cannot remove them.		
<b>WHAT NEEDS TO BE DONE?</b> (Attach a separate sheet if necessary.)		
1. Describe the conditions of the failure. (What was the failure? What were you doing when the failure occurred? What software were you running? Is the failure repeatable?)		
2. If the failure is intermittent, how much time elapses between failures?		
3. If the unit connected to any of the following, give the manufacturer and model number.		
Personal computer:	Modem:	Network:
4. Additional comments:		

<b>HOW WILL YOU PAY FOR THE REPAIR?</b>	
<input type="checkbox"/> Under warranty	Purchase/received date:
(Attach proof of purchase or receiving document with original received date.)	
<input type="checkbox"/> Maintenance contract number:	
<input type="checkbox"/> Purchase order number:	
<b>Except for contract and warranty service, a purchase order number and/or authorized signature must accompany any request for service.</b> If standard repair prices do not apply, a minimum purchase order is required. Standard repair prices can be obtained by contacting an HP-authorized repair center.	
Authorized signature:	Phone:
Billing address:	Special billing instructions:



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## B Specifications

- [Physical specifications](#)
- [Electrical specifications](#)
- [Acoustic specifications](#)
- [Environmental specifications](#)

## Physical specifications

**Table B-1 Product dimensions and weights**

Product model	Height	Depth	Width	Weight
Base, d, n, and dn models	316 mm (12.4 in)	412 mm (16.2 in)	448 mm (17.6 in)	15.9 kg (35.1 lb)
x model	456 mm (17.9 in)	412 mm (16.2 in)	448 mm (17.6 in)	21.2 kg (46.8 lb)
Optional 500-sheet feeder	140 mm (5.5 in)	412 mm (16.2 in)	448 mm (17.6 in)	5.3 kg (11.7 lb)

**Table B-2 Product dimensions with all doors and trays fully opened**

Product model	Height	Depth	Width
Base, d, n, and dn models	347 mm (13.7 in)	1040 mm (41.0 in)	448 mm (17.6 in)
x model	487 mm (19.2 in)	1040 mm (41.0 in)	448 mm (17.6 in)

## Electrical specifications

**⚠ WARNING!** Power requirements are based on the country/region where the product is sold. Do not convert operating voltages. This can damage the product and void the product warranty.

**Table B-3 Power requirements**

Specification	110-volt models	220-volt models
Power requirements	100 to 127 Vac	220 to 240 Vac
	50/60 Hz	50/60 Hz
Rated current	8.6 Amps	4.2 Amps

**Table B-4 Power consumption (average, in watts)<sup>1</sup>**

Model	Printing <sup>2</sup>	Ready or standby <sup>4</sup>	Sleep <sup>3</sup>	Off
HP LaserJet P3015	780 W	14.5 W	8.5 W	0.6 W

<sup>1</sup> Values are based on preliminary data. See [www.hp.com/go/ljp3010series\\_regulatory](http://www.hp.com/go/ljp3010series_regulatory) for current information.

<sup>2</sup> Power numbers are the highest values measured using all standard voltages.

<sup>3</sup> Default time from Ready mode to Sleep = 30 minutes.

<sup>4</sup> Heat dissipation in Ready mode = 50 BTU/hour.

## Acoustic specifications

**Table B-5 Sound power and pressure level**

Product model	Sound power level <sup>1, 2</sup>	Declared per ISO 9296
HP LaserJet P3015 models	Printing	L <sub>WAd</sub> = 6.8 Bels (A) [68 dB(A)]
	Ready	Inaudible

**Table B-5 Sound power and pressure level (continued)**

Product model	Sound power level <sup>1, 2</sup>	Declared per ISO 9296
Product model	Sound pressure level bystander <sup>1, 2</sup>	Declared per ISO 9296
HP LaserJet P3015 models	Printing	L <sub>pAm</sub> =54 dB (A)
	Ready	Inaudible

<sup>1</sup> Values are based on preliminary data. See [www.hp.com/support/ljp3010series](http://www.hp.com/support/ljp3010series) for current information.

<sup>2</sup> Configuration tested: HP LaserJet P3015dn printing simplex on A4 paper.

## Environmental specifications

**Table B-6 Necessary conditions**

Environmental condition	Recommended	Allowed
Temperature (Product and print cartridge)	17.5° to 25°C (63° to 77°)	-20° to 60°C (-4° to 140°F)
Relative humidity	30% to 70%	10% to 90%





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## C Regulatory information

- [FCC regulations](#)
- [Environmental product stewardship program](#)
- [Declaration of conformity](#)
- [Safety statements](#)

## 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 (O<sub>3</sub>).

## Power consumption

Power usage drops significantly while in Ready and Sleep mode, which saves natural resources and saves money without affecting the high performance of this product. To determine the ENERGY STAR® qualification status for this product, see the Product Data Sheet or Specifications Sheet. Qualified products are also listed at:

[www.hp.com/go/energystar](http://www.hp.com/go/energystar)

## Toner consumption

EconoMode uses less toner, which might extend the life of the print cartridge.

## Paper use

This product's optional 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](http://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 all HP LaserJet print cartridge recycling returns, give the package to UPS during your next delivery or pickup, or take it to an authorized UPS drop-off center. For the location of your local UPS drop-off center, call 1-800-PICKUPS or visit [www.ups.com](http://www.ups.com). If you are returning via USPS label, give the package to a U.S. Postal Service carrier or drop off at a U.S. Postal Service Office. For more information, or to order additional labels or boxes for bulk returns, visit [www.hp.com/recycle](http://www.hp.com/recycle) or call 1-800-340-2445. Requested UPS pickup will be charged normal pickup rates. 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](http://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:

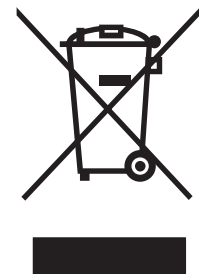
HP LaserJet P3010 Series	
Type	Carbon monofluoride lithium
Weight	1.5 g
Location	On formatter board
User-removable	No



## 廢電池請回收

For recycling information, you can go to [www.hp.com/recycle](http://www.hp.com/recycle), or contact your local authorities or the Electronics Industries Alliance: [www.eiae.org](http://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](http://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](http://www.hp.com/go/msds) or [www.hp.com/hpinfo/community/environment/productinfo/safety](http://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](http://www.hp.com/go/environment) or [www.hp.com/hpinfo/globalcitizenship/environment](http://www.hp.com/hpinfo/globalcitizenship/environment).

# Declaration of conformity

## Declaration of Conformity

according to ISO/IEC 17050-1 and EN 17050-1, DoC#: BOISB-0804-00-rel.1.0

**Manufacturer's Name:** Hewlett-Packard Company  
**Manufacturer's Address:** 11311 Chinden Boulevard,  
Boise, Idaho 83714-1021, USA

**declares, that the product**

**Product Name:** HP LaserJet P3010 series  
Including: CE530A - Optional 500-sheet tray

**Regulatory Model Number<sup>2)</sup>:** BOISB-0804-00  
**Product Options:** ALL


Print Cartridges: CE255A /CE255X

**conforms to the following Product Specifications:**

**Safety:** IEC 60950-1:2001 / EN60950-1: 2001 +A11  
IEC 60825-1:1993 +A1 +A2 / EN 60825-1:1994 +A1 +A2 (Class 1 Laser/LED Product)  
GB4943-2001

**EMC:** CISPR22:2005 / EN 55022:2006 - Class B<sup>1)</sup>  
EN 61000-3-2:2006  
EN 61000-3-3:1995 +A1  
EN 55024:1998 +A1 +A2  
FCC Title 47 CFR, Part 15 Class B<sup>2)</sup> / ICES-003, Issue 4  
GB9254-1998, GB17625.1-2003

## Supplementary Information:

The product herewith complies with the requirements of the EMC Directive 2004/108/EC and the Low Voltage Directive 2006/95/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 marketing name or the product number(s).

Boise, Idaho , USA

**May 30, 2009**

## 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.com/go/certificates](http://www.hp.com/go/certificates)

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

# 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 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 방송통신기기)	이 기기는 가정용(B급)으로 전자파적합등록을 한 기기로서 주로 가정에서 사용하는 것을 목적으로 하며, 모든 지역에서 사용할 수 있습니다.
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## Laser statement for Finland

### **Luokan 1 laserlaite**

Klass 1 Laser Apparat

HP LaserJet P3015, P3015d, P3015dn, P3015x, laserkirjoitin on käyttäjän kannalta turvallinen luokan 1 laserlaite. Normaalisessa käytössä kirjoittimen suojakoteloitinta estää lasersäteiden pääsyn laitteen ulkopuolelle. Laitteen turvallisuusluokka on määritetty standardin EN 60825-1 (1994) 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 P3015, P3015d, P3015dn, P3015x - 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 laitteesta käytettävän laserdiodin säteilyominaisuuksista: Aallonpituus 775-795 nm Teho 5 m W Luokan 3B laser.

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
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

3685

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。

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