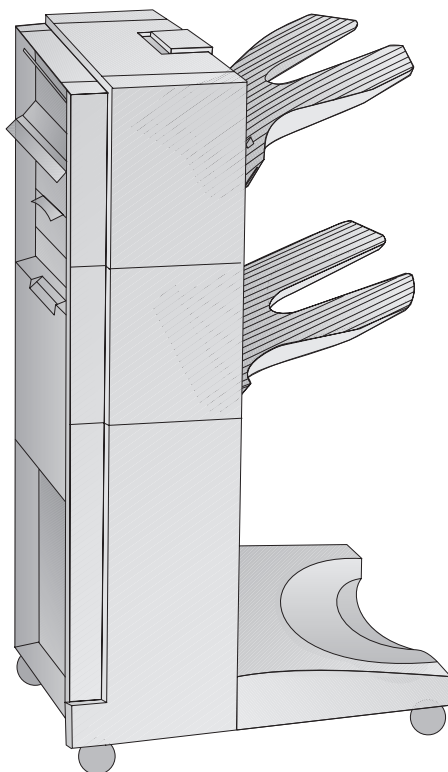


HP 3,000-sheet Stapler/Stacker (C4788A) HP 3,000-sheet Stacker (C4779A)

**Service Manual Supplement
for Paper-Handling Accessories**



HP 3,000-Sheet Stapler/Stacker
(C4788A)

HP 3,000-Sheet Stacker (C4779A)

Service Manual _____

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1 Product information

Introduction

The 3,000-Sheet Stapler/Stacker and the 3,000-Sheet Stacker from Hewlett-Packard are powerful enhancements to the capabilities of your high-capacity laser printer.

The HP 3,000-Sheet Stapler/Stacker is an optional multi-speed output device designed to handle different printer speeds. It staples up to 50 sheets of plain paper at a time and can hold a total of 3,125 sheets—3,000 sheets in the stapler bin and 125 sheets, not stapled, in the face-up bin.

The HP 3,000-Sheet Stacker is another optional multi-speed output device designed to handle different printer speeds. The Stacker stacks up to 3,000 sheets of plain paper in the stacker bin, has job offset capabilities for easy handling, and has job separation (first page offset) for shared environments. The Stacker includes a face-up bin that holds another 125 sheets.

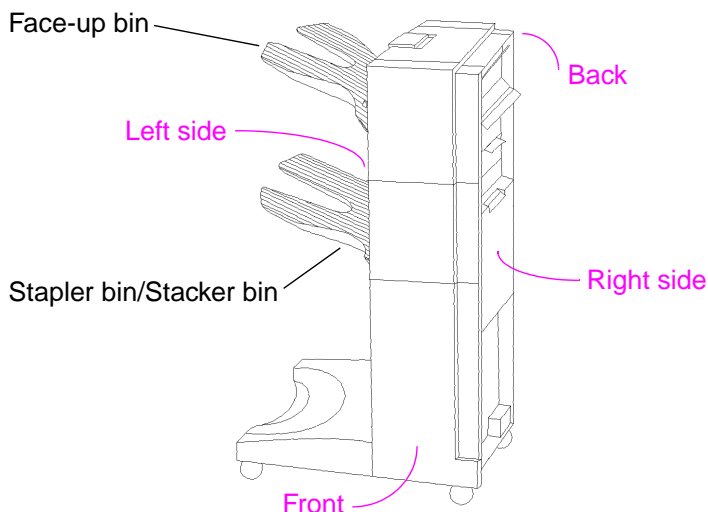


Figure 1. Stapler/Stacker

Product features

Table 1. Output capacity (unstapled)

Letter- or A4-sized paper	Up to 3,000 sheets of 20 lb [75 g/m ² (grams per square meter)] or lighter paper in the stapler bin or stacker bin Up to 125 sheets of 20 lb or lighter paper in the face-up bin
Ledger- or A3-sized paper	Up to 1,500 sheets of 20 lb or lighter paper in the stapler bin or stacker bin Up to 125 sheet of 20 lb or lighter paper in the face-up bin

Table 2. Stapling (Stapler/Stacker only)

Two to 50 sheets of 20 lb bond or equivalent stack height—approximately 5 millimeters (mm)	
Multiple staple positions:	<ul style="list-style-type: none">● One angled● One, two, three, or six staples● Custom stapling with up to seven staples

Table 3. Stacking (Stacker only)

Job offset	Whole print jobs or mopies are offset from each other.
Job separation	Only the first page of print job or mopy is offset.

Product specifications

Table 4. Physical dimensions

Weight	65 pounds [29.5 kg (kilograms)]
Packaging weight	16.9 pounds (7.7 kg)
Height	39.84 inches (1012 mm) includes face-up bin 38 inches (965 mm) without face-up bin
Depth	19.45 inches (494 mm)
Width (front cover-to-back cover)	21.14 inches (537 mm)

Table 5. Electrical specifications

External power supply	Input: automatic 100/240 Vac (volts alternating current)
Power consumption	60.0 watts (Stapler/Stacker) 38.8 watts (Stacker)
Rated power	1.2 amps (110 volts) 0.5 amps (220 volts)
Sleep mode	Less than 2.0 watts
Off mode	Less than 2.0 watts

Table 6. Environmental specifications

Temperature (operating)	0 to 45 degrees C (Celsius)
Temperature (storage)	-40 to 70 degrees C
Humidity (operating)	20 to 80% RH (relative humidity)
Humidity (storage)	15 to 80% RH
Electrostatic discharge (ESD)	15 to 25 kV (kilovolts)

Table 7. Acoustic emissions

Operating	5.0 bels or less
Idle	4.0 bels or less
Stacking	50 dB (decibels)

Media specifications

The following table lists supported paper sizes and output bin capacities for the HP 3,000-Sheet Stapler/Stacker and the HP 3,000-Sheet Stacker.

Table 8. Bin specifications

Bin	Capacity	Paper size	Weight
Stacker Bin (Optional Bin 1)	Up to 3,000 sheets of letter- or A4-sized, 20 lb (80 g/m ²) bond. Note: The stacker bin capacity varies depending on the paper size and weight. For example, the bin capacity is reduced to 1,500 sheets if you use 11x17-inch, 20 lb bond.	Letter A4 Legal Ledger (11x17 inch) A3 JIS B4 JIS B5 A5 Executive JIS Executive 8K 16K Custom sizes: Minimum—190 mm length x 148 mm width Maximum—460 mm length x 297 mm width Note: Envelopes, labels, and transparencies are NOT supported in the stacker bin.	16 to 28 lb bond (60 to 110 g/m ²)
Face-up Bin	Up to 125 sheets of 20 lb (80 g/m ²) bond	The face-up bin supports any paper sizes and weights that the printer supports. See the printer user guide for information about supported sizes and weights.	

The following table lists supported paper sizes and capacities for the stapler in the HP 3,000-Sheet Stapler/Stacker.

Table 9. Stapler Specifications

Capacity	Paper	Weight
Maximum 5 mm stack height. For example, 50 sheets of 20 lb bond. Note: The stapling capacity varies depending on the paper's thickness.	Letter A4 Legal Ledger (11 by 17 in) A3 JIS B4 JIS B5 A5 Executive JIS Executive 8K 16K Note: Envelopes, labels, and transparencies are NOT supported in the stapler.	16 to 28 lb bond (60 to 110 g/m ²)

2 Theory of operation

Basic functions

C-link communication

Communication and control of the C-link devices is accomplished through the paper-handling controller embedded on the formatter PCA (printed circuit assembly) in the printer. The C-link devices have their own power supplies and controller boards that receive signals and commands from the paper-handling controller.

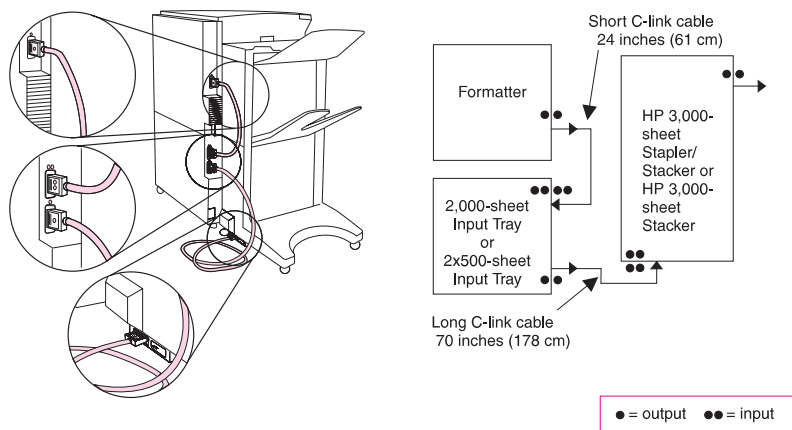


Figure 2. C-link cabling

Device configuration

The HP 3,000-Sheet Stapler/Stacker and the HP 3,000-Sheet Stacker attach to printers' left sides.

3,000-Sheet Stapler/Stacker

Set the default offset action and default stapler action at the printer control panel under *Configuration of Stkr.*

The options for default offset action are:

- No Print jobs or mopies are stacked without separation (although stapling options override this setting).
- Yes Print jobs or mopies are offset from each other.

The options for default stapler action are:

- No Staple Print jobs of mopies are delivered to the stapler bin without being stapled.
 - One Angled Staple Print jobs or mopies are stapled with one staple at a 40° angle.
 - (#) Staples Print jobs or mopies are stapled with the configured number (1, 2, 3, or 6) of staples.
 - Custom Staples Print jobs or mopies are stapled with the configured number of staples as defined by the network administrator.
-

3,000-Sheet Stacker

Set the default offset action at the printer control panel under *Configuration of Stkr.* The options for default offset action are:

- No Print jobs or mopies are stacked without separation.
 - Yes Print jobs or mopies are offset from each other.
 - Job Separator Print jobs or mopies are separated by offsetting the first page.
-

Power supply

A universal power supply is activated when the printer's power switch is turned on. The printer's paper handling controller sends a power-on signal to the power supply through the controller PCA.

The power supply provides +26 V (volts) for motors and +5 V for sensors and controller electronics. The power supply is also activated when the controller PCA is set to service mode.

Power-on sequence

During the power-on sequence, an internal self-test is performed. All motors, electronics, and main assemblies are tested.

After successful power-on sequence, the user LED (light-emitting diode) is lit green.

If the power-on sequence is NOT successful, a jam condition or a hardware malfunction is indicated through the printer control panel and the user LED is lit amber.

Paper path sensors and jam detection

The paper path sensors detect paper jams as follows:

- Flipper entry sensor 1 (FLEntry1) and flipper entry sensor (FLEntry):
 - paper in the flipper at power on or after clearing a paper jam (when either sensor is activated at power on or after clearing a jam)
 - paper jammed before entering the flipper (when the printer sends a message that pages are being sent to the Stapler/Stacker or Stacker, but FLEntry1 is never activated)
 - paper jammed in the flipper (when FLEntry1 is activated, but FLEntry is not, or when FLEntry1 is never deactivated, or when FLEntry is never deactivated)
- Flipper exit sensor (FLExit)
 - paper in the flipper at power on or after clearing a paper jam (when FLExit is activated at power on or after clearing a jam)
 - paper jammed in the last part of flipping (FLExit never activated)
 - paper jammed entering the accumulator (FLExit never deactivated)
- Gear wheel sensor (GWSens)—Stapler/Stacker only
 - paper jammed in the accumulator (GWSens never activated)
- Accumulator exit sensor (ACExit)—Stapler/Stacker only
 - paper in the accumulator at power on or after clearing a paper jam (when ACExit is activated at power on or after clearing a jam)
 - paper jammed in the accumulator (when ACExit is not deactivated after eject)
- Exit (Exit)—Stacker only
 - paper jammed in the offset module (Exit never activated)

Paper path

Paper input

The device receives paper from the printer at different speeds—106, 117, or 147 mm/second—depending on the printer in use.

Flipper

Paper arrival is sensed by FLEntry1, which activates the flipper motors. For face-up printing, the flipper simply delivers paper sensed by FLEntry to the face-up bin. Otherwise, the flipper changes page orientation from face-up to face-down and delivers paper sensed by FLExit to the accumulator assembly (Stapler/Stacker) or offset module (Stacker).

Accumulator assembly (Stapler/Stacker ONLY)

The accumulator assembly collects and registers print jobs/copies from the flipper (sensed by GWSens), sends them to the carriage assembly for stapling, and delivers them to the stapler bin (sensed by ACExit).

Offset module (Stacker ONLY)

The offset module collects and registers print jobs/copies from the flipper (sensed by FLExit), offsets them (if selected), and delivers them to the stacker bin (sensed by Exit).

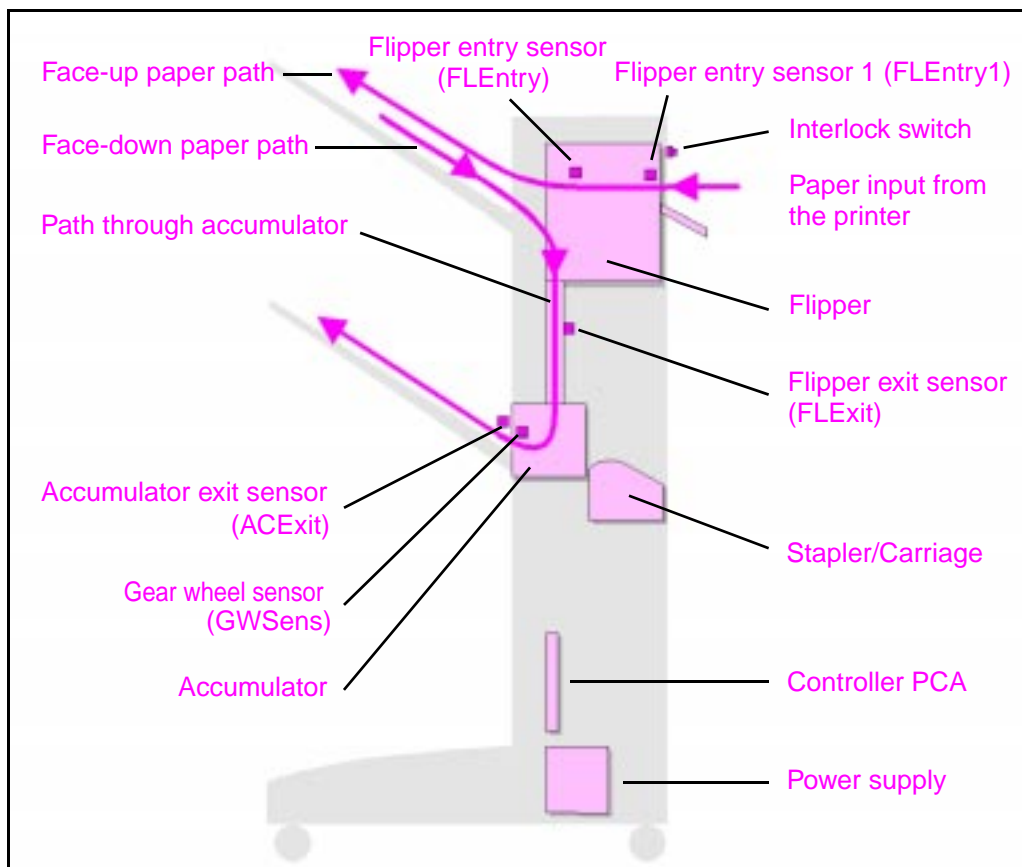


Figure 3. Stapler/Stacker paper path and sensors

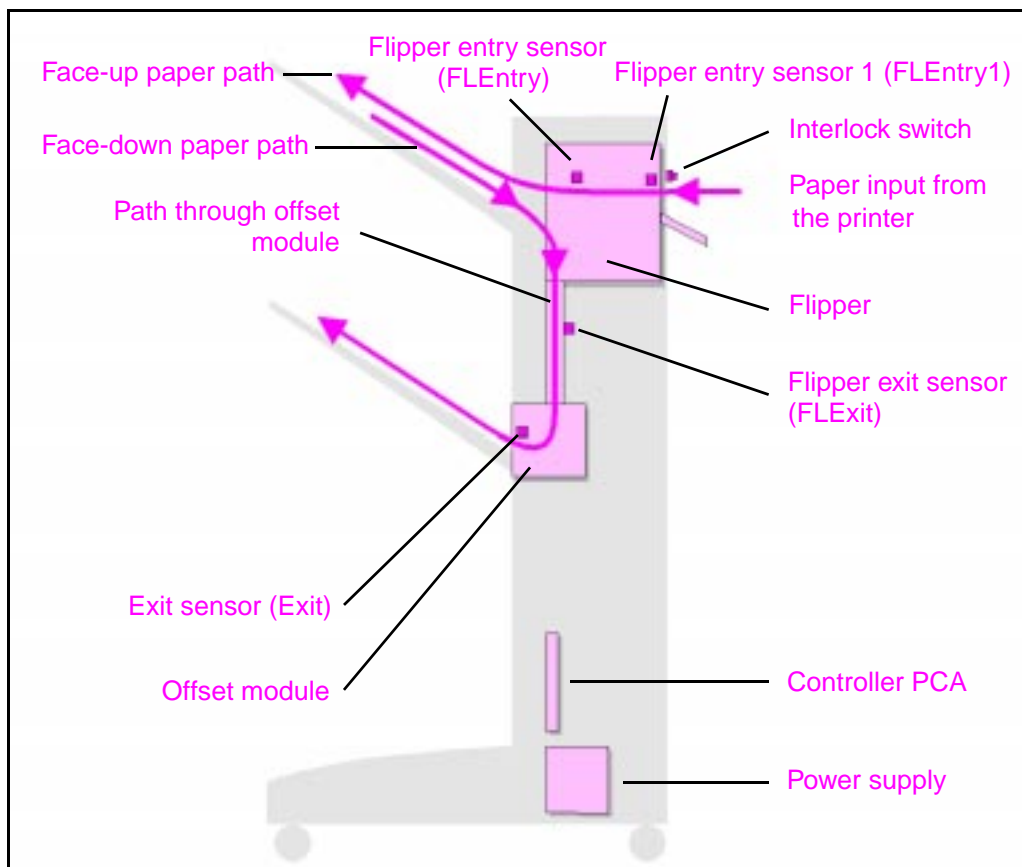


Figure 4. Stacker paper path and sensors

3 Removal and replacement

Removal and replacement strategy

This chapter documents removal and replacement of field replaceable units (FRUs) only.

Replacement is generally the reverse of removal. Occasionally, notes are included to provide direction for difficult or critical replacement procedures.

Removal of some FRUs does not require that all covers and bins be removed first from the Stacker or Stapler/Stacker. The disassembly procedure described here details initial removal of all bins and covers for unobstructed views of internal components.

WARNING!

Unplug the power cord from the power outlet before attempting to service the HP 3,000-Sheet Stacker or HP 3,000-Sheet Stapler/Stacker. Otherwise, severe injury can result. Certain functional checks must be performed during troubleshooting with power supplied to the product. However, the power supply should be disconnected during disassembly.

CAUTION

The HP 3,000-Sheet Stapler/Stacker and the HP 3,000-Sheet Stacker contain parts that are electrostatic discharge (ESD) sensitive.

Note

Disconnecting the attachment assembly from the bottom of the printer and moving the product away from the printer can make removal of FRUs easier.

Required tools

Torx TX-10 and TX-20 screwdrivers and a small flatblade screwdriver are the only tools you need to disassemble the Stacker and the Stapler/Stacker.

Bins and covers

Face-up bin

- 1 Lift slightly the end of the bin (callout 1).
- 2 Pull the bin away from the product (callout 2).

CAUTION

When replacing the bin, make sure you position it under the bin-full flag (callout 3). Placing it over the bin-full flag and then attempting to force the bin into its slots can damage the flag.

Stapler bin/Stacker bin

- 1 Unhook the plastic tabs underneath the bin (callout 4).
- 2 Carefully lift the bin straight up until it is released from the frame.

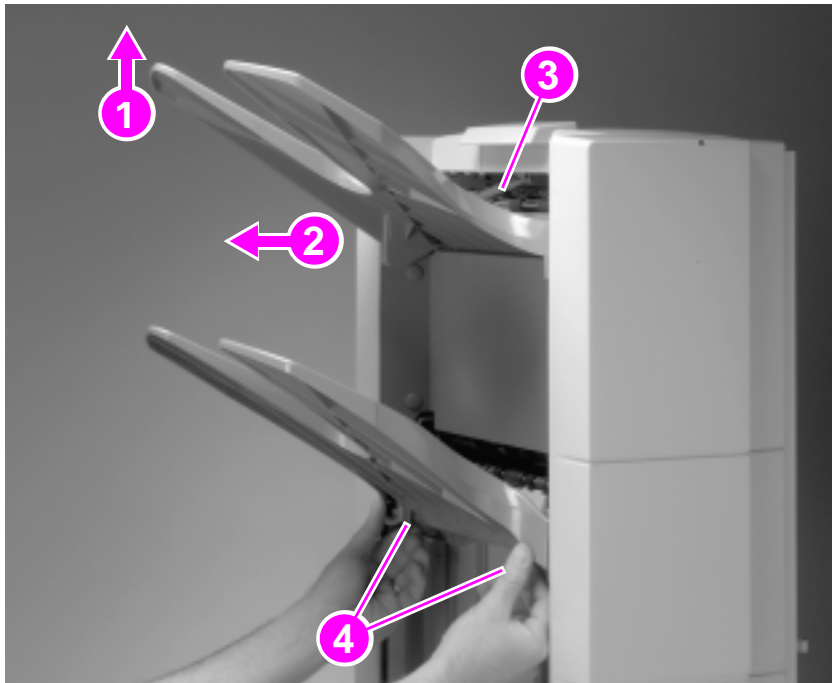


Figure 5. Bins removal

Front cover

- 1 Use the TX-20 screwdriver to remove three screws (callout 1).
- 2 Lift the cover straight up until it is released from the product.

Back cover

- 1 Use the TX-20 screwdriver to remove three screws (callout 2).
- 2 Press and hold in the interlock switch (callout 3) while lifting the cover straight up until the cover is released from the product.

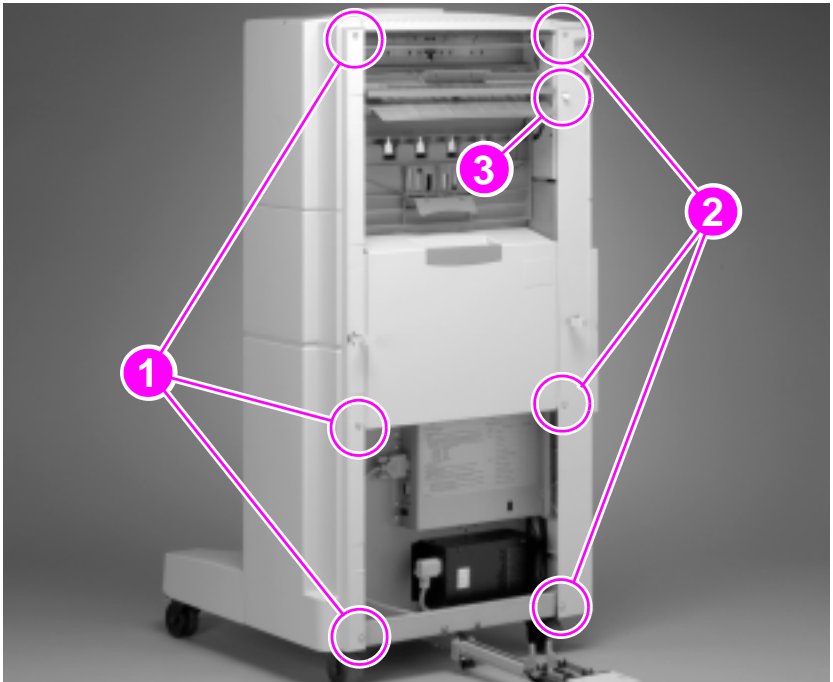


Figure 6. Front and back covers removal

Foot cover

- 1 Remove the front and back covers.
- 2 Grasp the foot cover on one side, rotate it out slightly, and then lift it up to clear the locating pin. Repeat this step for the opposite side of the foot cover.
- 3 Lift up the cover and pull it away from the product.



Figure 7. Foot cover removal

To reinstall

The cover can be difficult to replace correctly. Make sure you line up the ridges on the bottom of the cover with the grooves on the product.

Stapler door assembly with label/stacker door assembly

- 1 Open the door assembly and, on a Stapler/Stacker, center the stapler unit.
- 2 Use the TX-20 screwdriver to remove two screws (callout 1) from inside the door, one at the front and one at the back of the device.

Note

The screws remain attached to the plastic screwholders.

- 3 Rotate the door down until the flat sides of the hinges are parallel to the floor and pull the door straight away from the product.

Controller PCA cover (with label)

- 1 Use the TX-20 screwdriver to remove the upper and lower screws (callout 2) from the cover.
- 2 Rotate the cover to clear the tabs at the back of the product and lift the cover away from the product.

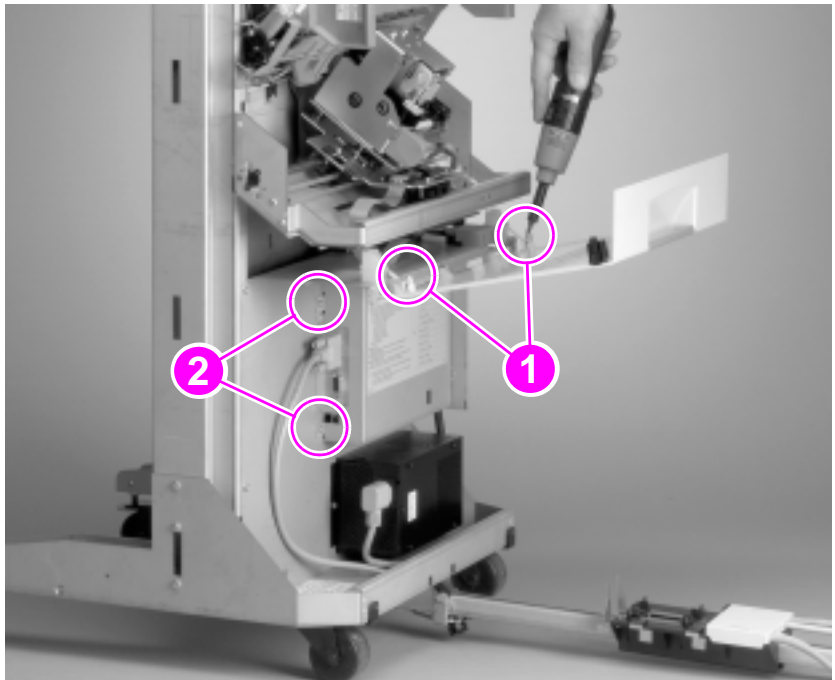


Figure 8. Stapler door assembly/Stacker door assembly and controller PCA cover removal

Internal assemblies

Flipper assembly

- 1 Remove the front and back covers.
- 2 At the back of the product, disconnect the flipper ribbon cable (callout 1) by pressing the black tabs on the connector to release the cable.
- 3 Use the TX-20 screwdriver to remove four screws (callout 2), two on each side of the assembly.

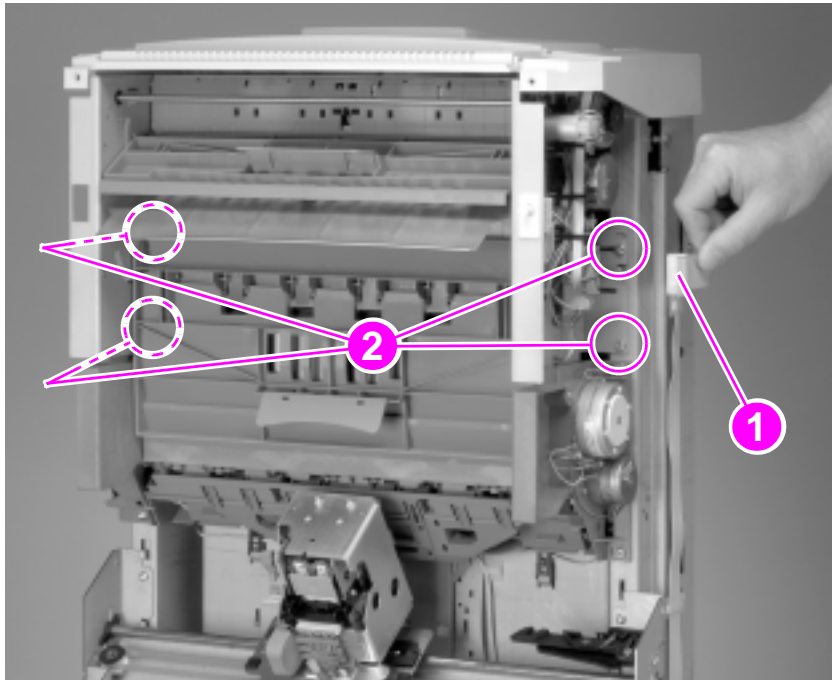


Figure 9. Flipper assembly removal (1 of 2)

Note Sheet metal edges may be sharp.

- 4 Use both hands to grasp the assembly on each side and, with a firm tug, lift the assembly straight up to clear the tabs (callout 1; one of the two tabs is shown) on each side of the assembly.
- 5 Pull the assembly straight away from the product, being careful of the bin-full flag.

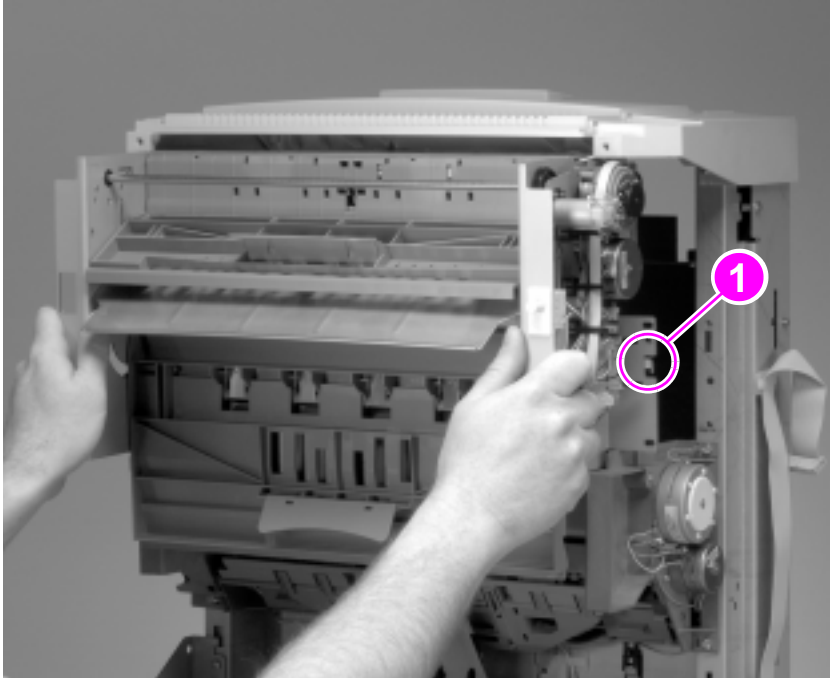


Figure 10. Flipper assembly removal (2 of 2)

Carriage assembly (Stapler/Stacker only)

- 1 Remove the front cover, the back cover, and the controller PCA cover.
- 2 Disconnect the ribbon cable (callout 1) from the controller PCA by pressing the black tabs to release the cable.

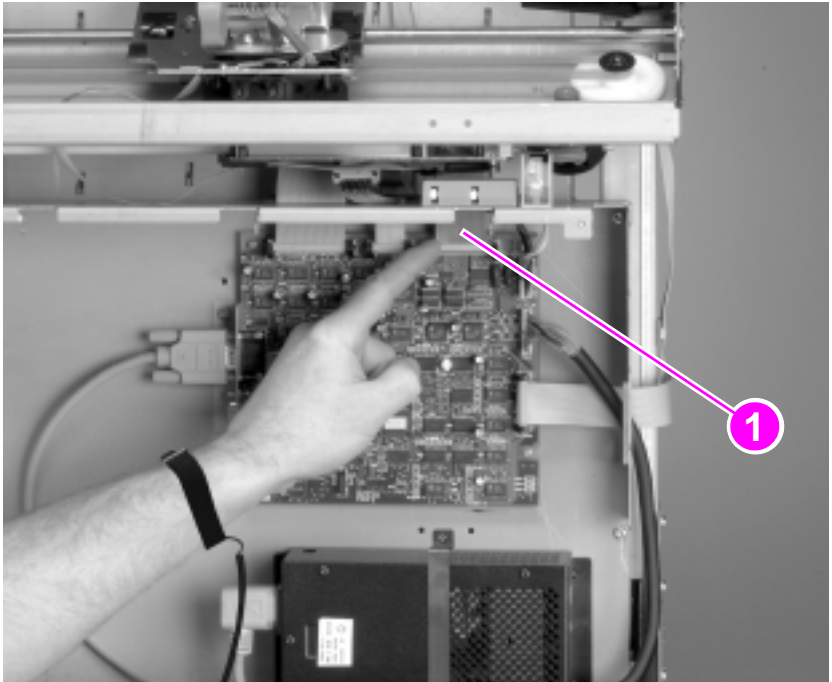


Figure 11. Carriage assembly removal (1 of 2)

- 3 Push the ribbon cable up through the hole.

- 4 Use the TX-20 screwdriver to remove two screws (callout 1), one on each side of the assembly.
- 5 Lift the assembly to clear the tabs on each side of the assembly and pull the assembly straight away from the frame.

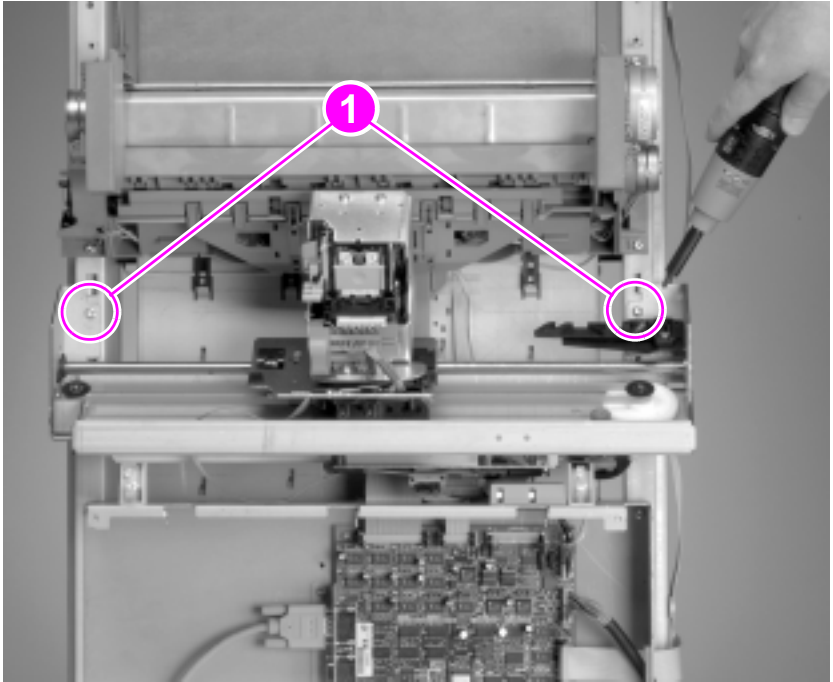


Figure 12. Carriage assembly removal (2 of 2)

Accumulator assembly (Stapler/Stacker only)

- 1 Remove the front cover, the back cover, the controller PCA cover, the flipper assembly, and the carriage assembly.

Note

While it is possible to remove the accumulator assembly without first removing the carriage assembly, HP strongly recommends that the carriage assembly be removed before removing the accumulator assembly. Otherwise, you might find it very difficult to reposition the accumulator assembly with the carriage assembly in the way.

- 2 Disconnect the ribbon cable (callout 1) from the controller PCA by pressing the black tabs to release the cable.

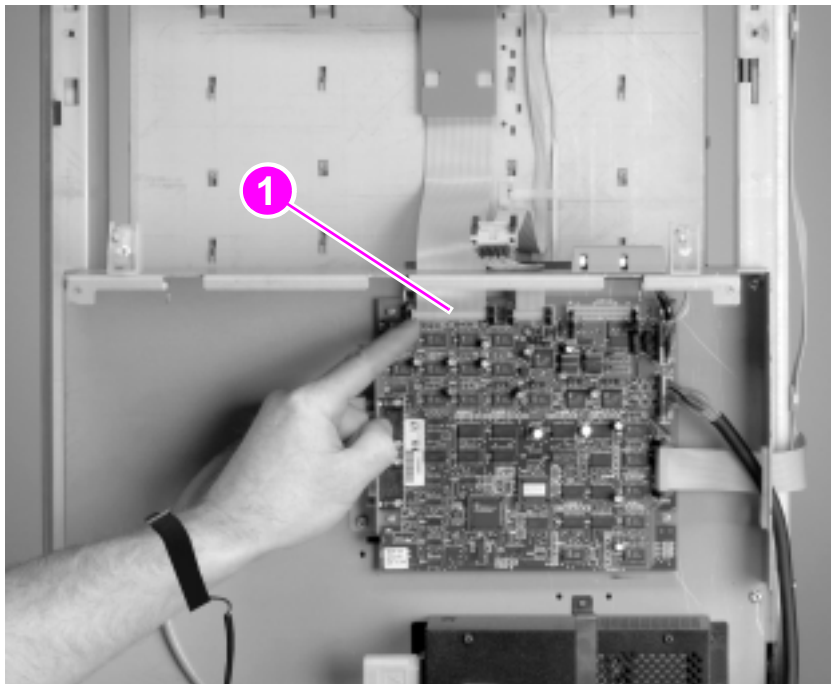


Figure 13. Accumulator assembly removal (1 of 2)

- 3 Push the ribbon cable up through the hole.

- 4 Use the TX-20 screwdriver to remove four screws (callout 1), two on each side of the assembly.

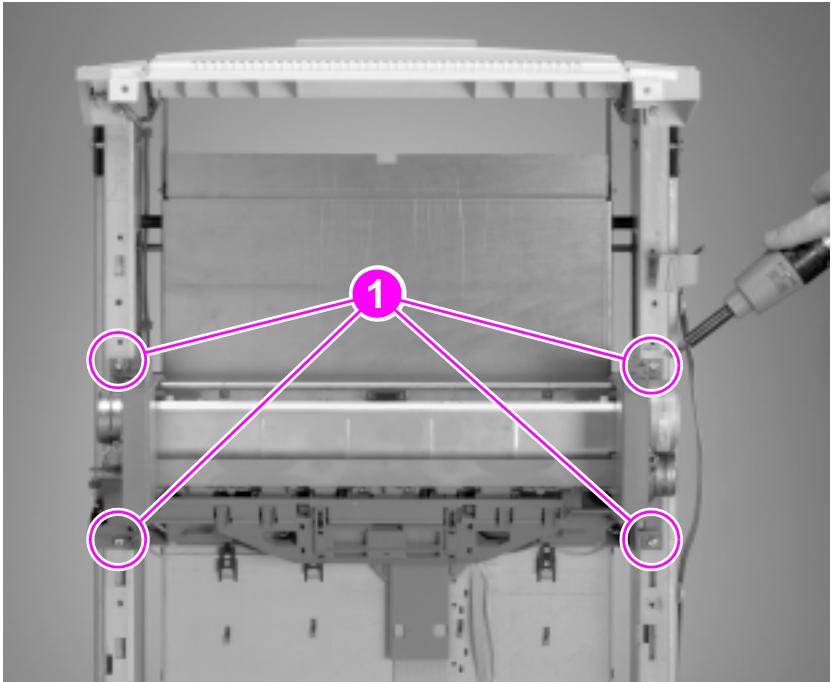


Figure 14. Accumulator assembly removal (2 of 2)

- 5 Lift the accumulator assembly up to clear the tabs at each side and rotate the top of the assembly down while pulling it away from the product.

Offset module (Stacker only)

- 1 Remove the front cover, the back cover, the controller PCA cover, and the flipper assembly.
- 2 Disconnect the ribbon cable (callout 1) from the controller PCA by pressing the black tabs to release the cable.
- 3 Push the ribbon cable up through the hole.
- 4 Use the TX-20 screwdriver to remove four screws (callout 2), two on each side of the module.

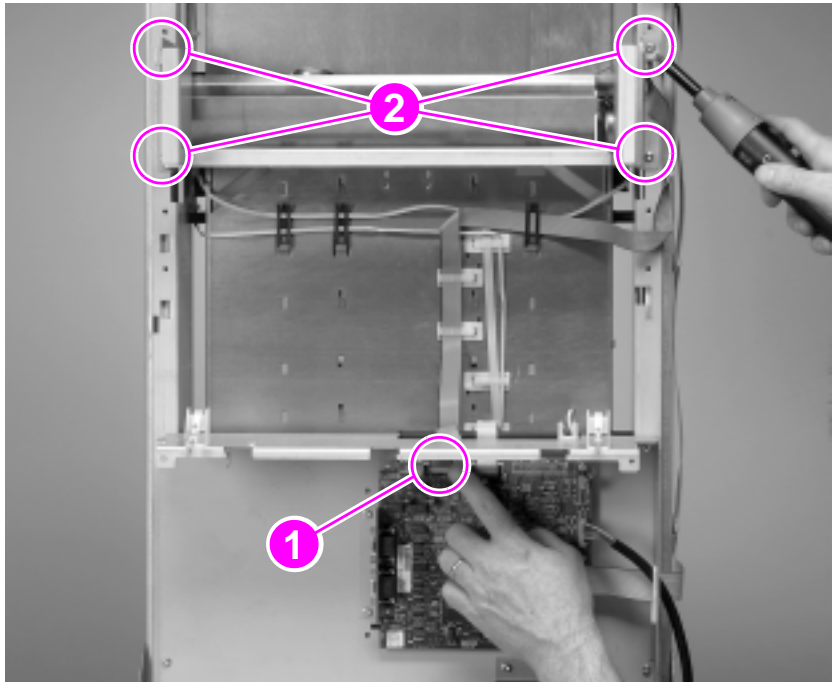


Figure 15.

Offset module removal

- 5 Lift the offset module to clear the tabs at each side and rotate the top of the module away from the product while pulling it away from the product.

Stapler (Stapler/Stacker only)

- 1 Remove the carriage assembly from the 3,000-Sheet Stapler/Stacker and place it on a work surface.
- 2 Remove the staples cartridge from the stapler.
- 3 Disconnect the cable from its connector and unthread the cable from the cable guides.

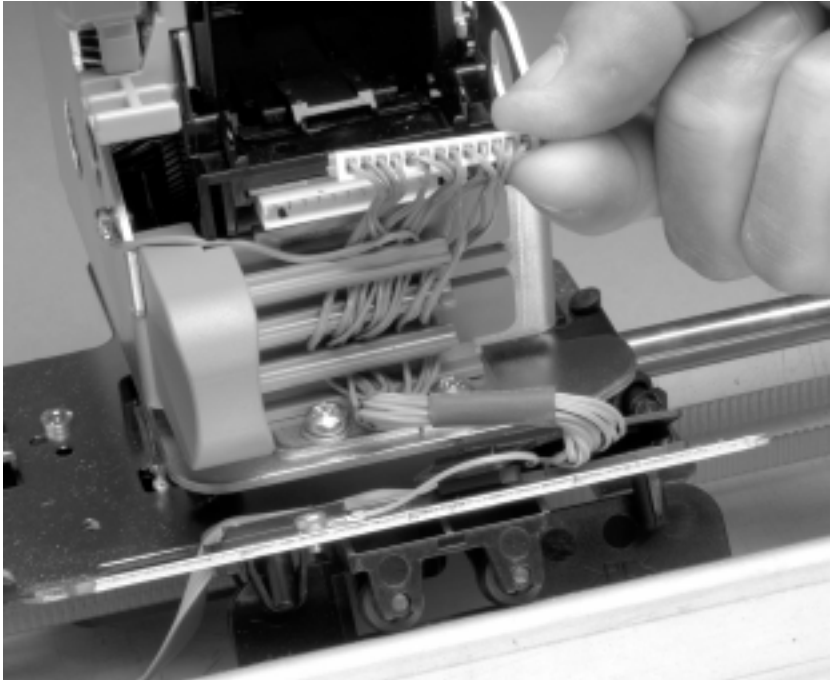


Figure 16. Stapler removal (1 of 3)

- 4 Use the TX-10 screwdriver to remove the grounding screw (callout 1) and release the grounding cable.
- 5 Use the TX-20 screwdriver to remove two screws and their washers (callout 2) from the stapler.

Note

Keep the washers with the screws to make sure they are reinstalled.

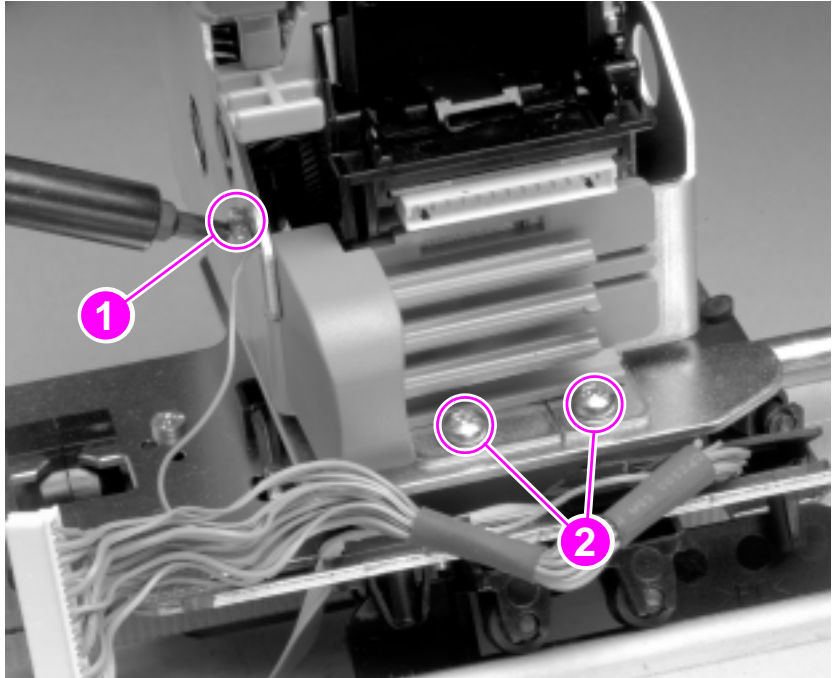


Figure 17. Stapler removal (2 of 3)

Note

The stapler is affixed tightly to the carriage assembly. Once the two screws have been removed, the stapler is held in place by the two metal tabs located on the side of the stapler opposite the screws.

- 6 Use firm pressure to slide the stapler toward the tab side of the stapler, clearing the tabs.

7 Lift the stapler away from the carriage.

Note

In the figure below, the stapler has been removed from the carriage assembly and is rotated to show the tabs (callout 1) and tab slots (callout 2).

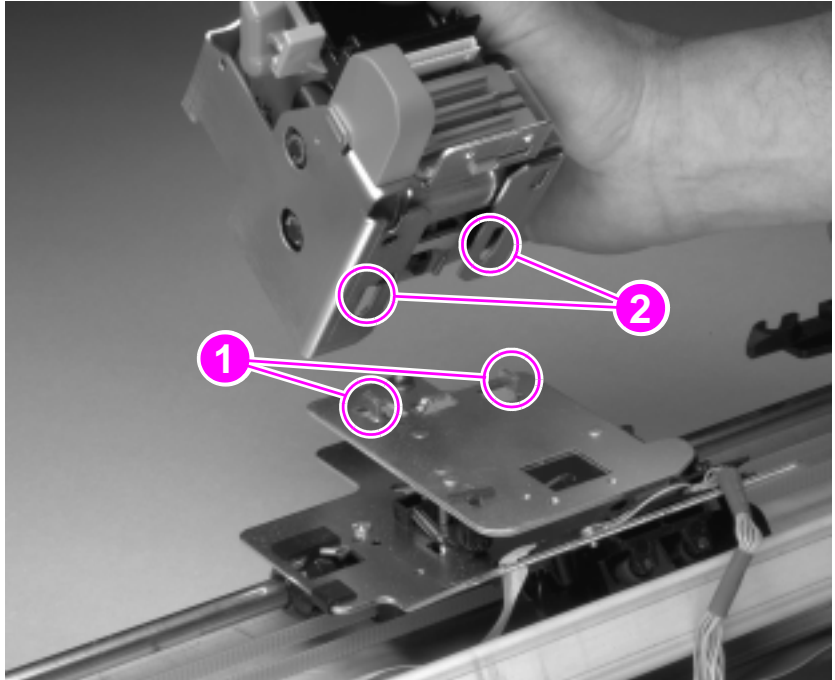


Figure 18. Stapler removal (3 of 3)

To reinstall

Place the tabs in the tab holes and use firm pressure to slide the stapler toward the screws side of the stapler, lining up the screw holes. Do not attempt to replace the screws until the screw holes are lined up.

Controller PCA

- 1 Remove the controller PCA cover.
- 2 Release the seven cables, including the C-link cable, from their connectors (callout 1) on the stapler/stacker controller PCA (or six from the stacker controller PCA).
- 3 Use the TX-20 screwdriver to remove three screws (callout 2).

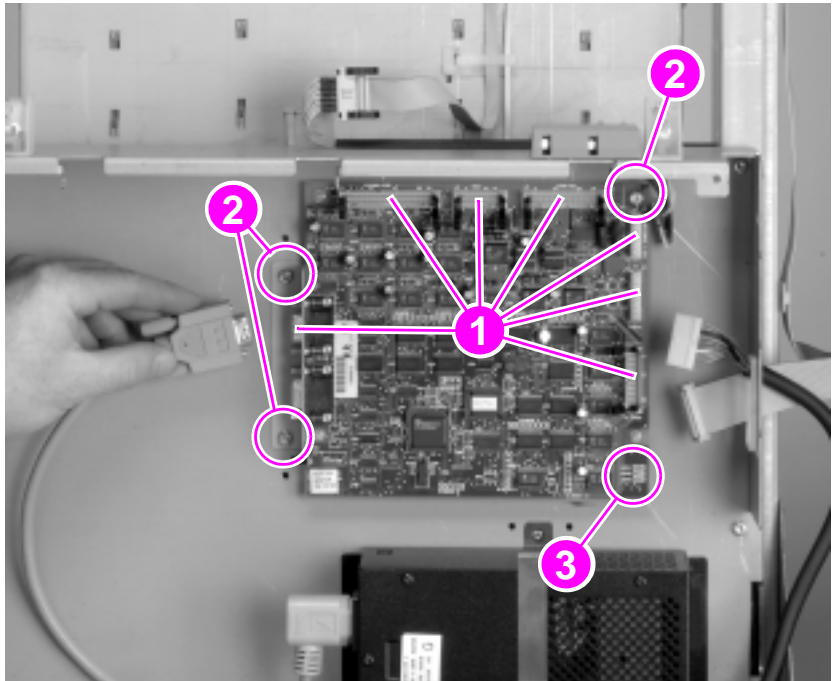


Figure 19. Stapler/Stacker controller PCA or Stacker controller PCA removal

Note

You might have to squeeze the three locating pins to allow the holes on the controller PCA to clear the pins.

- 4 Pull the controller PCA from the product.

Note

See Chapter 4—Troubleshooting—for information about the service LEDs (callout 3).

CAUTION

Placing the controller PCA on a metal surface can damage the controller. Place the controller PCA on an ESD mat.

LED PCA

- 1 Remove the front cover.
- 2 Use the TX-10 screwdriver to remove one screw (callout 1) from the LED PCA.
- 3 Disconnect the cable (callout 2) to release the LED PCA.

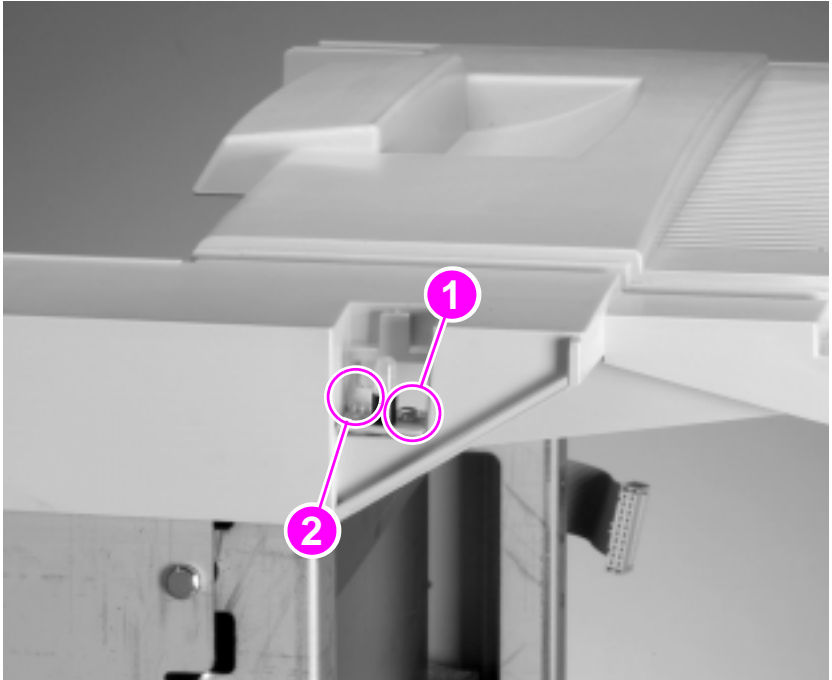


Figure 20. LED PCA removal

Power supply

- 1 Remove the controller PCA cover.
- 2 Unplug the power cable (callout 1) from the power supply.
- 3 Disconnect the cable from the controller PCA (callout 2).
- 4 Use the TX-20 screwdriver to remove one screw (callout 3) from the bracket that holds the power supply in place.

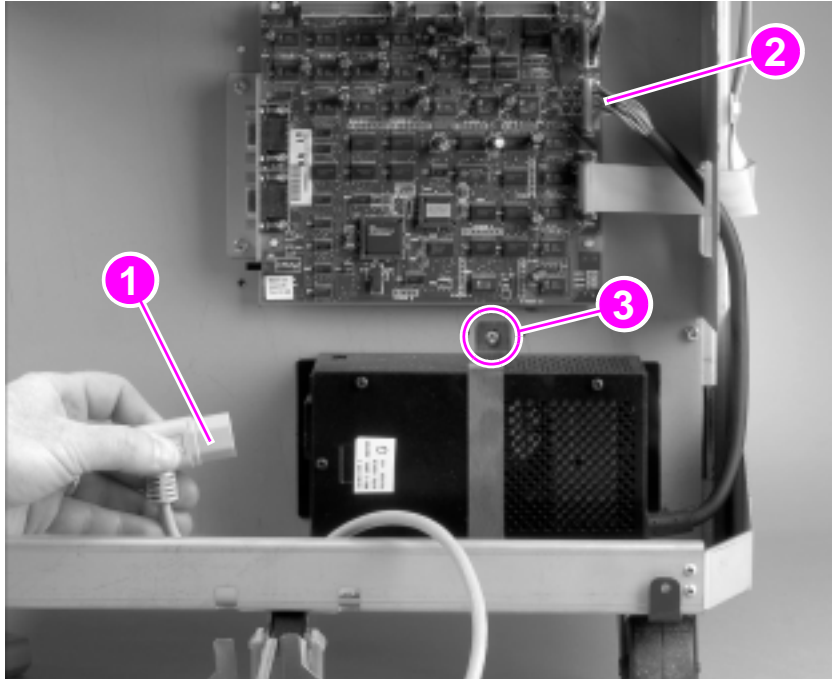


Figure 21. Power supply removal

- 5 Lift the bracket and the power supply out and away from the product.

Interlock switch

- 1 Remove the back cover.
- 2 Disconnect two cables (callout 1) from the interlock switch.
- 3 Squeeze the interlock switch on the top and bottom (callout 2), and slide the interlock through the hole (callout 3).

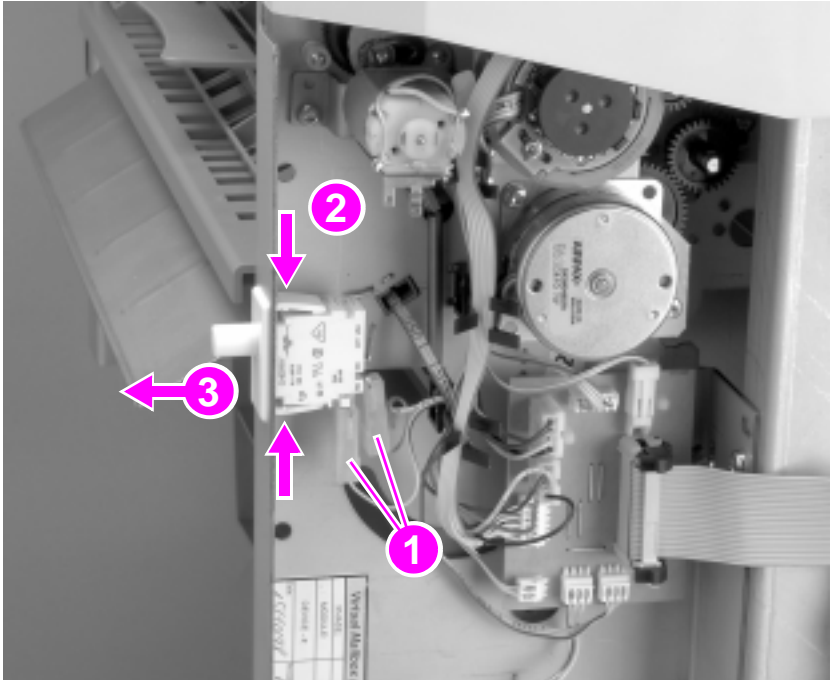


Figure 22. Interlock switch removal

Safety switch assembly

- 1 Remove the front cover, the back cover, and the carriage assembly.
- 2 Press the two tabs on the sides of the safety switch assembly cover (callout 1) to release it from the frame and lift the cover away from the assembly.
- 3 Disconnect two cables (callout 2) from the safety switch assembly.
- 4 Press the tabs on the bottom of the safety switch assembly (one tab on each side—callout 3) to release it from the frame and lift the assembly away from the product.

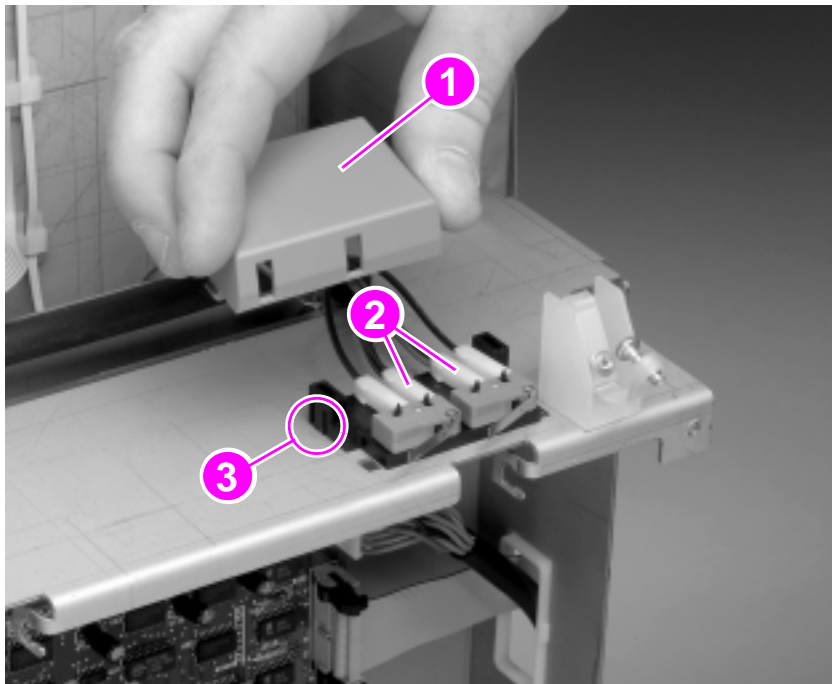


Figure 23. Safety switch assembly removal

Attachment assembly (rod, bracket, cables)

- 1 Unplug the attachment assembly's C-link cable from the controller PCA and power cable from the power supply.
- 2 Use the TX-20 screwdriver to remove four screws (callout 1) from the attachment assembly.
- 3 Guide both cables through the hole and pull the assembly away from the product.

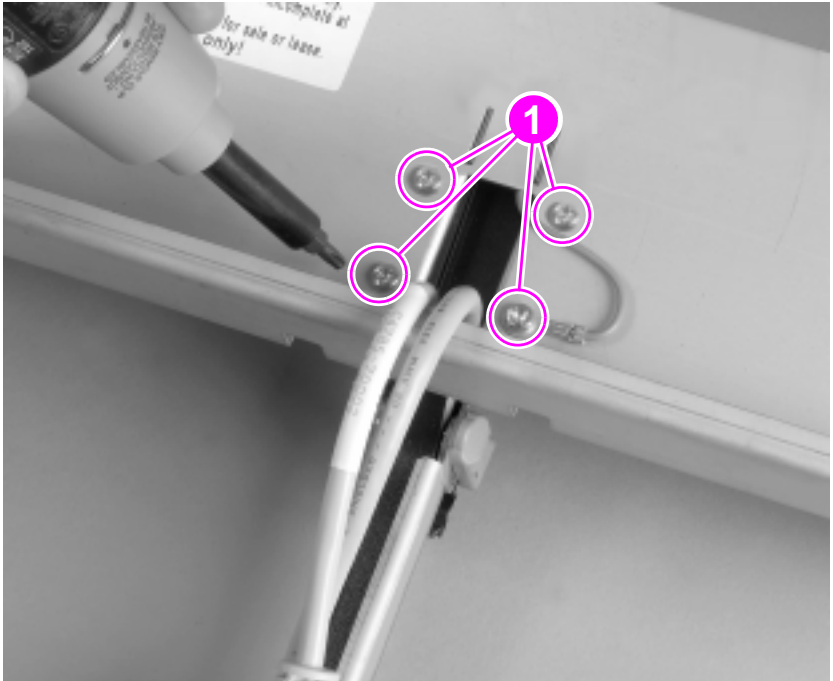


Figure 24. Attachment assembly removal

Flipper ribbon cable

- 1 Remove the back cover and the controller PCA cover.
- 2 Disconnect the cable (callout 1) at both ends by pressing the black tabs on the connectors.
- 3 Open the three cable clips (callout 2; two of the three cable clips are shown) to release the cable.

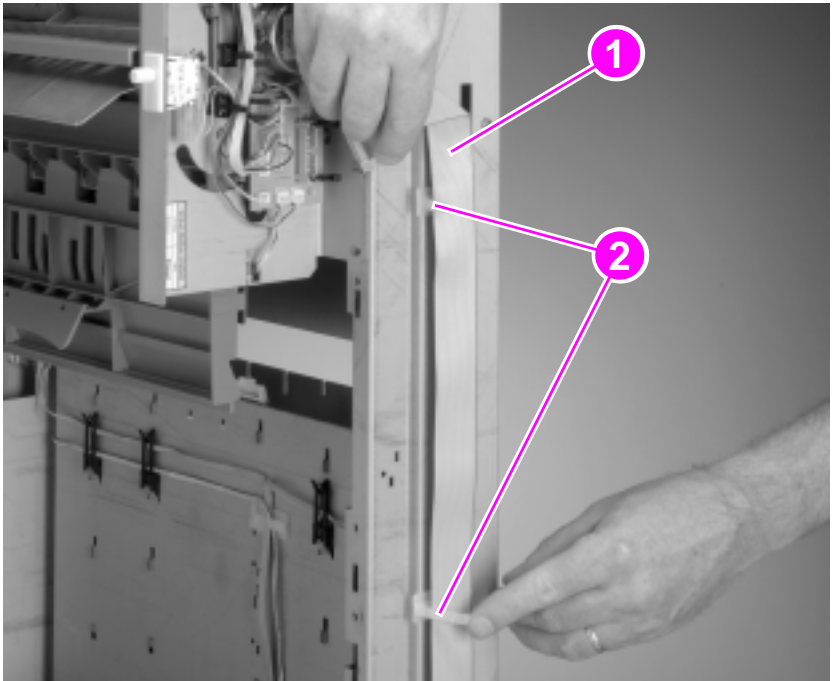


Figure 25. Flipper ribbon cable removal

Stationary caster

- 1 Remove front or back cover, depending upon the caster you want to replace.
- 2 Lay the Stapler/Stacker on its front or back side so that the caster being replaced is off the floor.
- 3 Use the TX-20 screwdriver to remove one screw (callout 1) from the inside of the frame.
- 4 Rotate the caster 90° to clear the tabs and pull the caster away from the product.

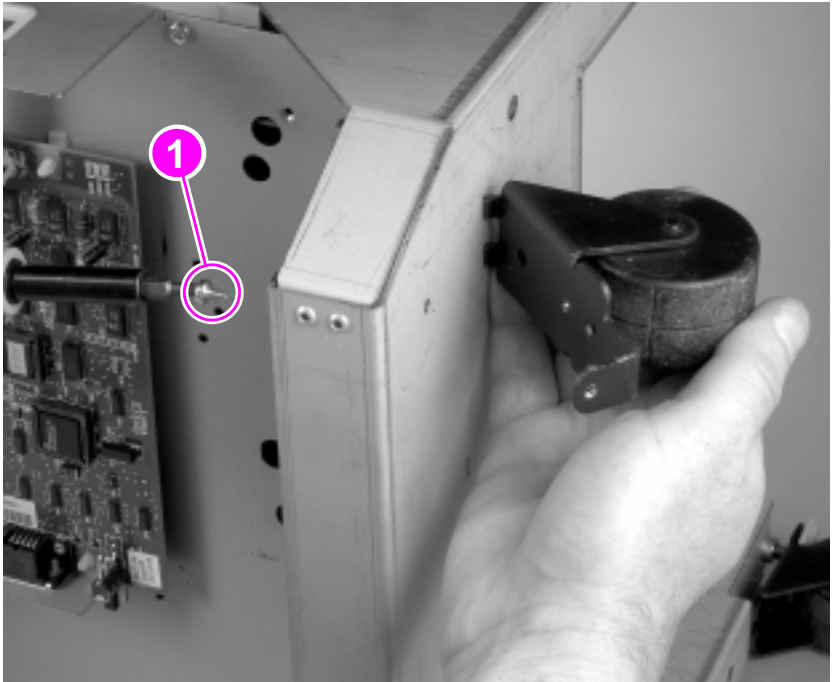


Figure 26. Stationary caster removal

Adjustable caster

- 1 Remove the front cover, the back cover, and the foot cover.
- 2 Lay the Stapler/Stacker on its front or back side so that the caster being replaced is off the floor.
- 3 Use a flatblade screwdriver to snap the e-clip off of the adjusting knob (callout 1).

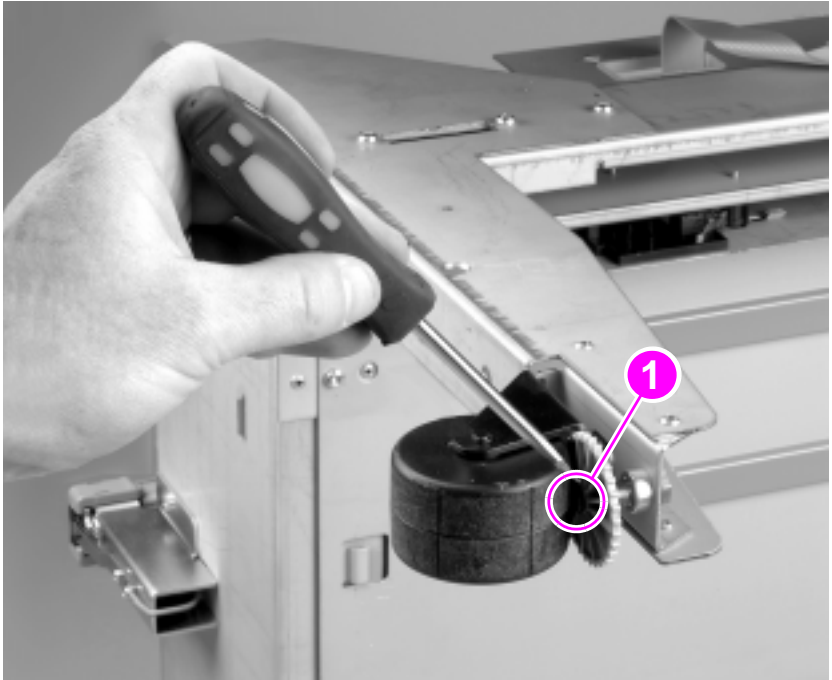


Figure 27. Adjustable caster removal

- 4 Slide the caster out of its position.

4 Troubleshooting

Introduction

This section provides a systematic approach to identifying the causes of malfunctions and errors on the output paper handling devices—the HP 3,000-Sheet Stapler/Stacker and the HP 3,000-Sheet Stacker—that attach to the printer. The troubleshooting process addresses the major problems, allowing you to identify malfunctions and errors in the devices.

Note

This chapter provides troubleshooting information, the standalone diagnostics tool, control panel messages, and the event log error messages for the HP 3,000-Sheet Stapler/Stacker and the HP 3000-Sheet Stacker. For troubleshooting information about the printer, see the printer's service manual.

Basic troubleshooting

Verifying power

Confirm that the printer is turned on and that a message appears on the control panel display. The message should indicate **Ready**, **Offline**, or **Powersave On** for a normal operating condition. The user LED on the Stapler/Stacker or Stacker should be lit green when there is a ready message on the control panel display.

Printing the configuration page

Use the configuration page to verify proper installation of the paper-handling devices, firmware versions, and important printer information.

To print a configuration page

- 1 Press **MENU** until **Information Menu** appears on the control panel display.
- 2 Press **ITEM** until **Print Configuration** appears.
- 3 Press **SELECT** to print the configuration page.

Evaluating the configuration page

After printing the configuration page, make sure it shows that the Stapler/Stacker or Stacker is installed.

If the product does not appear on the configuration, check the cable connections. Make sure that the C-link cables and power cables are correctly installed and are functional and that the power cables supply power to the paper-handling devices.

Printing the event log

If the control panel display does not indicate a normal operating condition, an error message will be displayed and logged in the event log. You can access the event log through the printer's Test Menu to display more specific information about the current error message.

The printer's internal event log stores the most recent error messages and can be printed or displayed at any time. If the printer cannot print or move any paper, follow the steps below to display the event log. Otherwise, print the event log.

To display the event log

- 1 Press **MENU** until Information Menu appears on the control panel display.
- 2 Press **ITEM** until Show Event Log appears.
- 3 Press **Select** to show the event log.
- 4 Press **- VALUE +** to scroll through the event log.
- 5 Write down the error messages.

To print the event log

- 1 Press **MENU** until Information Menu appears on the control panel display.
- 2 Press **ITEM** until Print Event Log appears.
- 3 Press **SELECT** to print the event log.

Evaluating the event log

The event log can point to specific problems in the product.

- Check the event log for specific error trends in the last 10,000 printed pages.
- Ask the customer for any observed error trends.
- Record any specific error trends.
- See the alphabetical and numerical event log tables.
- See the section about error messages later in this chapter for recommended courses of action.

Calibrating the staple position

Note

Recalibrate the staple position **only** if the accumulator assembly, the carriage assembly, or the controller PCA is replaced. Non-volatile RAM (NVRAM) located in the controller PCA keeps in memory the configured compensation values for the staple position. When the device is in service mode, you can access the flexible calibration menu.

To calibrate the staple position

- 1 Turn the printer off.
- 2 Enter service mode (see “To set the device in service mode” later in this chapter). As the device powers on, the NVRAM receives the calibration values.
- 3 After successful power on, exit service mode (see “To exit service mode” later in this chapter).
- 4 Turn the printer on and wait until `Ready` appears on the control panel display. The user LED, located at the top of the front cover, should blink green.
- 5 Press **MENU** until `Configuration of Stkr` appears on the control panel display.
- 6 Press **ITEM** until `Default of Staples` appears.
- 7 Press **– VALUE +** until `One Staple` appears.
- 8 Press **SELECT**.
- 9 Press **MENU** until `Information Menu` appears.
- 10 Press **ITEM** until `Print Paper Path Test` appears.
- 11 Print a ten-page job to the stapler bin (optional bin 1).
- 12 Check the staple position of the 10-page print job against the staple position in Figure 28—Staple position.
 - If the positons are not comparable, then the device should be recalibrated; continue with step 13 below.
 - If the positions match or are close to a match, the device does not require recalibration; proceed to step 18.
- 13 Press **MENU** until `Configuration of Stkr` appears.
- 14 Press **ITEM** until `X Compensation/Y Compensation` appears.
- 15 Press **– VALUE +** to set the correct compensation (in millimeters).
- 16 Press **SELECT**.

- 17 Repeat steps 9 through 16 until you are comfortable with the staple position.
- 18 Press **MENU** until Configuration of Stkr appears.
- 19 Press **ITEM** until Calibra Values appears.
- 20 Press **- VALUE +** until Set appears.
- 21 Press **SELECT**.
- 22 Press **Go**.

If you set compensation values, the printer should return to Ready automatically and the user LED should return to the solid green status.

Because you set calibration values, the printer should not allow access to the compensation values in service mode.

If you did not set compensation values, repeat steps 1 through 4 and steps steps 18 through 22.

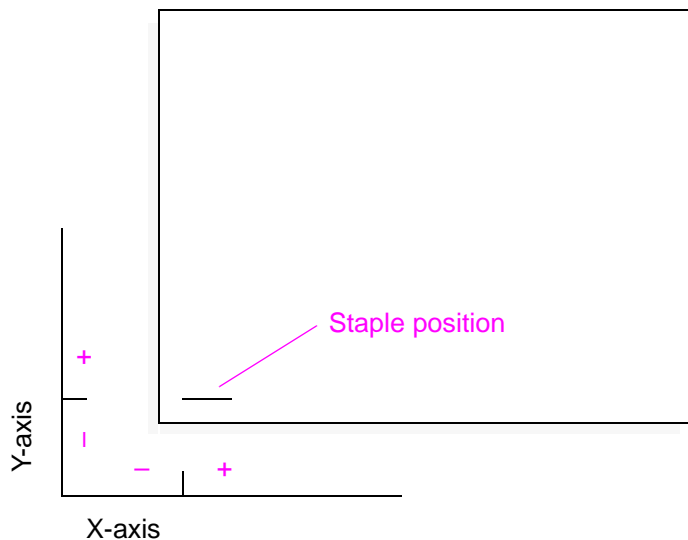


Figure 28. Staple position

Troubleshooting tools

Paper path test

Using the information from the event log, you can verify a specific printer paper path with the paper path test. The paper path test menu allows you to select the paper source and the output destination.

Note

See Chapter 2—Theory of operation—for graphic representations of the paper path.

To perform a paper path test

- 1 Press **MENU** until Information Menu appears on the control panel display.
- 2 Press **ITEM** until Print Paper Path Test appears and then press **SELECT**.
- 3 Press **– VALUE +** to choose the correct input tray and then press **SELECT**.
- 4 Press **– VALUE +** to choose the correct destination and then press **SELECT**.
- 5 Press **– VALUE +** to choose the correct duplex mode and then press **SELECT**.
- 6 Press **– VALUE +** to choose the number of copies and then press **SELECT**.

To stop the paper path test, press **CANCEL JOB** on the control panel.

Timing

Figure 29 shows timeouts related to jam declarations. The number in parentheses is the jam's error log code.

Note

Jam codes used in the drawing and in the explanation are in hexadecimal representation.

The time is the maximum time allowed between two events. The figure shows the flow of a normal sheet, from entry to the accumulator/offset module.

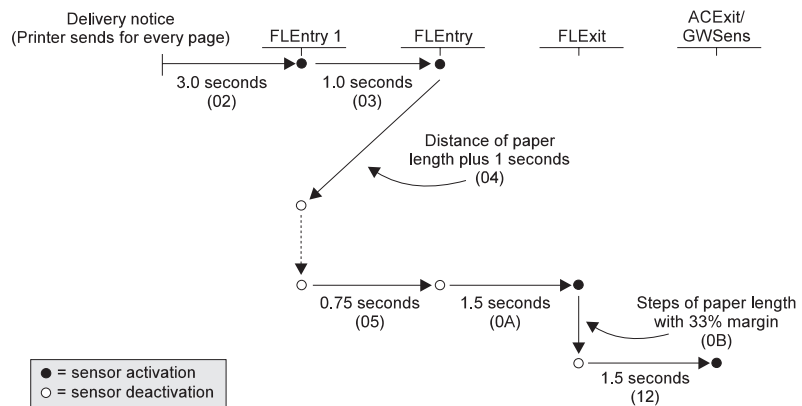


Figure 29. Device timing

The printer sends a delivery notice for each sheet. When the device detects the signal, a timeout of three seconds begins.

FLEntry 1 sensor and FLEntry sensor

If the sheet does not arrive to the FLEntry 1 sensor within three seconds, the device declares a jam 02.

When the sheet arrives at the FLEntry 1 sensor, which means that the sheet is being pushed by the printer and pulled by the device, the timer is reset to timeout in one second. If the sheet does not arrive at FLEntry sensor in one second, the device declares a jam 03.

Next, the FLEntry 1 sensor is deactivated. Since this event depends on the paper length and the printer speed, it is independent of time. The device counts steps in the receiving stepper motor. With the proper relation of steps to length, the device knows when the sheet

leaves the printer rollers. At that time, the device switches to high speed and begins a timeout of one second. If the sheet fails to leave the FLEntry 1 sensor in one second, the device declares a jam 04.

Once FLEntry 1 is deactivated, a timeout of .75 seconds begins to the next event—deactivation of the FLEntry sensor. If the FLEntry sensor is not deactivated, the device declares a jam 05. If the FLEntry sensor is deactivated, a timeout of 1.5 seconds begins for activation of the FLExit sensor.

FLExit sensor

If the FLExit sensor is not activated within the timeout, the device declares a jam 0A.

FLExit sensor deactivation depends on the internal paper path speed and the paper length. The device declares a jam when internal step counter exceeds 133% of number of steps that represent the paper length.

If the FLExit sensor is not deactivated, which can occur when sheet stops in the paper path because of an obstruction or slipping, the device declares a jam 0B.

When the FLExit sensor is deactivated correctly, a timeout of 1.5 seconds begins for activation of the registration wheel's sensor.

GWSens sensor/Exit sensor

If the GWSens sensor (in the Stapler/Stacker) or the Exit sensor (on the Stacker) is not activated within the timeout, the device declares a jam 12.

Standalone diagnostic tool

The standalone diagnostic routines differ between the 3,000-Sheet Stapler/Stacker and the 3,000-Sheet Stacker.

The standalone diagnostic tool tests the device's motors and functionality without the C-link commands from the printer.

The device has a “user LED” and a set of “service LEDs.”

- User LED—the single LED located at the top of the front cover provides information about the power-on status and attachment/alignment to the printer.
- Service LEDs (see Figure 19, callout 3)—three LEDs (green, yellow, and red) located near the bottom of the controller PCA, toward the back of the device, provide additional technical information about the device.

Note

To interpret the LED patterns, see the tables later in this chapter.

When service mode is entered, the Stapler/Stacker performs a power-up sequence. While in service mode, the stapler test/stacker test, stacker bin test, face-up bin full sensor test, and stacker bin full test can be performed.

To set the device in service mode

Note

Make sure the printer is turned off before performing this test. If the printer is on when service mode is enabled, some C-link signals might affect the test performance.

- 1 Unplug the C-link cable that connects the device to the printer.
- 2 Unplug the power cable that connects the device to the printer and plug the power cable directly into a grounded power source.
- 3 Remove the controller PCA cover (see Chapter 3—Removal and Replacement—for removal and replacement procedures).
- 4 Slide the service mode switch on the controller PCA to the “ON” position (toward you).
- 5 Press and hold in the interlock switch.

To exit service mode

- 1 Release the interlock switch and slide the service mode switch on the controller PCA back to the normal position.
- 2 Reinstall the controller PCA cover and C-link and power cables.

Note

The user LED blinks green when the printer is turned on after setting and exiting service mode. Perform steps 18 through 22 under “Calibrating the staple position” earlier in this chapter to return to normal operation.

Stapler test/stacker test

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

Note

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

- 1 Feed two sheets of paper into the paper input area. The sheets are sent to the face-up bin.
- 2 Feed two sheets at a time into the paper input area.
 - **In the 3,000-Sheet Stapler/Stacker**, the sheets are stapled as shown below and sent to the stacker bin:

next two sheets: no staples

next two sheets: 1 staple

next two sheets: 2 staples

next two sheets: 3 staples

next two sheets: 6 staples

next two sheets: 1 staple, angled at 40°

next two sheets restart the cycle: to the face-up bin

- **In the 3,000-Sheet Stacker**, the sheets are routed as follows:

next two sheets: to the stacker bin, offset in one direction

next two sheets: to the face-up bin

next two sheets: to the stacker bin, offset in the opposite direction

next two sheets restart the cycle: to the face-up bin

Stacker bin test

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

Face-up bin full sensor test

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

Stacker Bin Full Sensor Test

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

Service LED flashing patterns

The blinking of the service LEDs will be 0.5 seconds on and 0.5 seconds off, during the coding sequence. After a two-second delay the sequence will be repeated.

Table 10. Service LED flashing patterns

LED	Meaning	LED blinking pattern (number of blinks)
Solid green	Device OK	
Blinking green	Device detached from the printer	1
Blinking yellow	Staple jam	1
	Jam in flipper	2
	Jam in paper path	3
	Jam in accumulator	4
	Jam in carriage	5
Blinking red	Stapler malfunction	1
	Flipper malfunction	2
	Malfunction in paper path	3
	Accumulator/offset module malfunction	4
	Carriage malfunction	5
	Controller PCA malfunction	6

User LED status interpretation

The blinking of the user LED is continuous.

Table 11. User LED status interpretation

Color	Solid/blinking	Meaning
Off	N/A	Printer in powersave mode or device not receiving power
Green	Solid	Device is on and ready
Green	Blinking	Device is in service mode
Amber	Solid	Device has a hardware malfunction
Amber	Blinking	Device is not correctly attached to printer, one or more bins are full, or device has a paper jam or a staple jam

Printer messages

Control panel messages and errors

Be sure to read the exact text of the control panel message, including the error message number and the text, in order to locate the error message in the tables.

The printer has enhanced information in the control panel.

Printer messages displayed on the control panel display provide five categories of information. Each message category is assigned a priority. If more than one condition occurs at the same time, the highest priority message is displayed. When it has been cleared, the next priority message will be displayed, and so on. The displayed messages and their priorities are:

- Printer status
- Warning messages
- Error messages
- Critical error messages
- External paper-handling device messages

Control panel and event log message format

The format of control panel messages is:

- 13.xy—paper jam in input/output device
- Input/output device condition—xy.zz
- 66.xy.zz—input/output device failure

The format of event log messages is:

- 13.xy zz—input/output device paper jam
- 65.xy.zz—input/output device condition
- 66.xy.zz—input/output device hardware malfunction

For both the control panel and event log messages:

- x is the C-link device number in the daisy chain:
 - 0 Paper handling controller
 - 1 First C-link device
 - 2 Second C-link device
 - 3 Third C-link device
 - 4 Fourth C-link device
 - 5 Fifth C-link device
- y is the C-link device type:
 - 0 Paper handling controller
 - 1 Input device
 - 2 Output device
 - 3 Finishing device
 - 4 Other supported device (not in use)
 - 5 Other supported device (not in use)
- zz is the error code. See the error message tables later in this chapter for more information.

Shown below are examples of control panel messages with their corresponding event log messages and meanings. Recommended actions are not shown; see the error message tables later in this chapter for recommended actions.

Control panel message	Event log	Meaning
13.11 Paper Jam in Input Device	13.11.1B	A paper jam occurred in the first C-link device configured. It is an input device (2,000-Sheet Input Tray or 2 x 500-Sheet Input Tray) with an error code 1B. This is normally a timeout at an entry or exit sensor.
66.22.09 Output Device Failure	66.22.09	A hardware malfunction occurred in the second C-link device configured. It is an output device (Mailbox) with an error code 09. This is an external memory error.

Note

Print a configuration page to properly identify the input or output device configured. Notice that the error format only identifies the C-link device number and the device type; it does not identify which input or output device is used in the system.

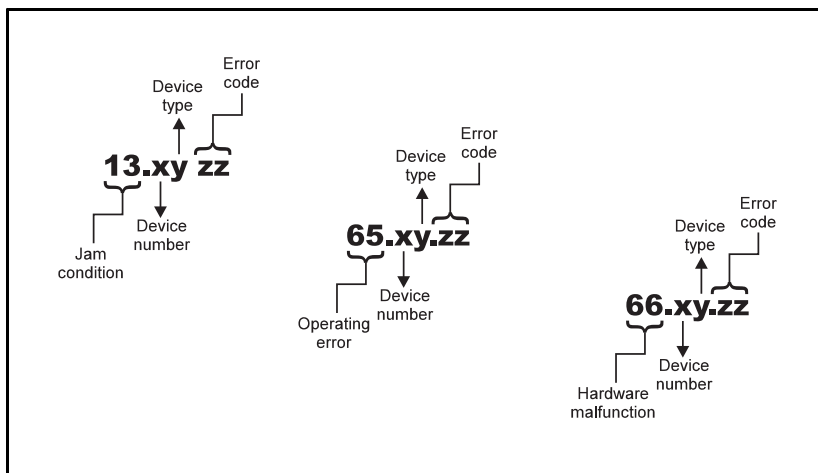


Figure 30. Error format for paper handling

HP 3,000-Sheet Stapler/Stacker error messages

Operating errors

Table 12. Operating errors in the Stapler/Stacker

Control panel messages	Event log error message	User LED	Service LED	Description	Recommended action
<ul style="list-style-type: none"> Output bin full Clear paper from face up 	N/A	Blinking amber (print job or copy in progress)	N/A	Face up bin is full; 125 sheets have been collected in the face-up bin.	Remove paper from the face-up bin.
<ul style="list-style-type: none"> Output bin full Clear paper from optional bin 1 	N/A	Blinking amber (print job or copy in progress)	N/A	Stapler bin is full; 3,000 sheets have been collected in the stapler bin. -Or- More than 1,500 sheets of A3- or 11-by-17-inch-sized paper have been collected in the stapler bin.	Remove paper from the stapler bin.
Stapler low on staples	N/A	N/A	N/A	There are only 20 to 50 staples left.	Refill the stapler.
<ul style="list-style-type: none"> Check stapler device Clear jammed staple 		Blinking amber	Blinking yellow (<i>one blink</i>)	A staple is jammed in the stapler.	Clear the jammed staple.
Stapler out of staples	N/A		Blinking yellow (<i>one blink</i>)	The cartridge is out of staples.	Refill the stapler.
Too many pages in job to staple	N/A		Blinking yellow (<i>one blink</i>)	The maximum height of stack to be stapled has been exceeded. Print job is completed, but not stapled.	Do not configure the equipment to staple stacks that are thicker than the maximum height allowed; follow the guidelines listed in the user's guide.

Open Doors

Table 13. Open doors in the Stapler/Stacker

Control panel messages	Event log error message	User LED	Service LED	Description	Recommended action
Stkr: Attach to printer	N/A	Blinking amber	Blinking green	The device is detached from the printer.	Attach the device to the printer and verify the user LED is green.
Stkr: Close stapler door	N/A	Blinking amber	Blinking green	The stapler door is open.	Close the stapler door.

Paper jams

Table 14. Paper jams in the Stapler/Stacker

Control panel messages	Event log error message	User LED	Service LED	Description	Recommended action
Stkr: Detach and Clear Jam	13.13 01 or 13.23 01	Blinking amber	Blinking yellow (<i>two blinks</i>)	When powering on or after clearing a jam, a paper jam is present at the flipper entry area.	<ul style="list-style-type: none"> ● Clear the paper jam. ● Power cycle the the printer and the computer, if neccesary. ● If the problem persists, replace the flipper assembly.
	13.13 02 or 13.23 02	Blinking amber	Blinking yellow (<i>two blinks</i>)	Paper never reached the flipper entry sensors.	<ul style="list-style-type: none"> ● Clear the paper jam. ● Power cycle the printer and the computer, if neccesary. ● If the problem persists, replace the flipper assembly.
	13.13 03 or 13.23 03	Blinking amber	Blinking yellow (<i>two blinks</i>)	Paper jammed at flipper entry sensor.	<ul style="list-style-type: none"> ● Clear the paper jam. ● Power cycle the printer and the computer, if neccesary. ● If the problem persists, replace the flipper assembly.

Table 14. Paper jams in the Stapler/Stacker

Control panel messages	Event log error message	User LED	Service LED	Description	Recommended action
Stkr: Detach and Clear Jam (continued)	13.13 04 or 13.23 04	Blinking amber	Blinking yellow (two blinks)	Paper jammed in the flipper area.	<ul style="list-style-type: none"> ● Clear the paper jam. ● Power cycle the printer and the computer, if necessary. ● If the problem persists, replace the flipper assembly.
	13.13 05 or 13.23 05	Blinking amber	Blinking yellow (two blinks)	Paper jammed on the flipper area.	<ul style="list-style-type: none"> ● Clear the paper jam. ● Power cycle the printer and the computer, if necessary. ● If the problem persists, replace the flipper assembly.
	13.13 06 or 13.23 06	Blinking amber	Blinking yellow (two blinks)	Self-adjustment routine incomplete.	<ul style="list-style-type: none"> ● Check for mechanical interferences in the flipper's rollers area. ● If the problem persists, replace the flipper assembly.
	13.13 09 or 13.23 09	Blinking amber	Blinking yellow (three blinks)	When powering on or after clearing a jam, a paper jam is present in the paper path.	<ul style="list-style-type: none"> ● Clear the paper jam. ● Power cycle the printer and computer, if necessary. ● If the problem persists, replace the flipper assembly.

Table 14. Paper jams in the Stapler/Stacker

Control panel messages	Event log error message	User LED	Service LED	Description	Recommended action
Stkr: Detach and Clear Jam (continued)	13.13 0A or 13.23 0A	Blinking amber	Blinking yellow (<i>three blinks</i>)	Paper jammed when flipping and not reaching the exit sensor.	<ul style="list-style-type: none"> ● Clear the paper jam. ● Power cycle the printer and the computer, if necessary. ● If the problem persists, replace the flipper assembly.
	13.13 0B or 13.23 0B	Blinking amber	Blinking yellow (<i>three blinks</i>)	Paper jammed when entering the accumulator.	<ul style="list-style-type: none"> ● Clear the paper jam. Make sure you remove all shreds of paper from the path. ● Power cycle the printer and the computer, if necessary. ● If the problem persists, replace the flipper assembly.
	13.13 11 or 13.23 11	Blinking amber	Blinking yellow (<i>four blinks</i>)	When powering on or after clearing a jam, a paper jam is present in the accumulator assembly.	<ul style="list-style-type: none"> ● Clear the paper jam. ● Power cycle the printer and the computer, if necessary. ● Replace the accumulator assembly.
	13.13 12 or 13.23 12	Blinking amber	Blinking yellow (<i>four blinks</i>)	Paper jammed in the paper path between the flipper and the accumulator.	<ul style="list-style-type: none"> ● Clear the paper jam. ● Power cycle the printer and the computer, if necessary. ● Replace the accumulator assembly.

Table 14. Paper jams in the Stapler/Stacker

Control panel messages	Event log error message	User LED	Service LED	Description	Recommended action
Stkr: Detach and Clear Jam (continued)	13.13 13 or 13.23 13	Blinking amber	Blinking yellow (four blinks)	A paper jam occurred when trying to eject a print job or copy.	<ul style="list-style-type: none"> Clear the paper jam. Power cycle the printer and the computer, if necessary. Replace the accumulator assembly.
Stkr: Detach and clear staple jam	13.13 19 or 13.23 19	Blinking amber	Blinking yellow (five blinks)	Paper jammed between the carriage and the stack of paper to be stapled.	<ul style="list-style-type: none"> Clear the paper jam. Power cycle the printer and the computer. Verify unit calibration (Y compensation). Replace the stapler assembly.

Hardware malfunctions

Table 15. Hardware malfunctions in the Stapler/Stacker

Control panel messages	Event log error message	User LED	Service LED	Description	Recommended action
<ul style="list-style-type: none"> Stkr: Call Service Stkr: Error 04 66.13.17 or 66.23.17 Output device failure 	66.13.17 or 66.23.17	Solid amber	Blinking red (four blinks)	<p>The accumulator assembly malfunctioned.</p> <p>-Or-</p> <p>The DC motor retainer or sensor is damaged.</p>	<ul style="list-style-type: none"> Replace the accumulator assembly. If the problem persists, replace the controller PCA.

Table 15. Hardware malfunctions in the Stapler/Stacker

Control panel messages	Event log error message	User LED	Service LED	Description	Recommended action
<ul style="list-style-type: none"> Stkr: Call Service Stkr: Error 04 66.13.18 or 66.23.18 Output device failure 	66.13.18 or 66.23.18	Solid amber	Blinking red (<i>four blinks</i>)	<p>The accumulator assembly malfunctioned.</p> <p>-Or-</p> <p>The bearing bracket or gear wheel sensor is damaged.</p>	<ul style="list-style-type: none"> Replace the accumulator assembly. If the problem persists, replace the controller PCA.
<ul style="list-style-type: none"> Stkr: Call Service Stkr: Error 05 66.13.25 or 66.23.25 Output device failure 	66.13.25 or 66.23.25	Solid amber	Blinking red (<i>five blinks</i>)	The stapler is damaged.	<ul style="list-style-type: none"> Replace the stapler. Replace the controller PCA.
<ul style="list-style-type: none"> Stkr: Call Service Stkr: Error 06 66.13.33 or 66.23.33 Output device failure 	66.13.33 or 66.23.33	Solid amber	Blinking red (<i>six blinks</i>)	<p>The controller PCA is damaged.</p> <p>-Or-</p> <p>There is a RAM error.</p>	<ul style="list-style-type: none"> Power cycle the printer and the computer. If the problem persists, replace the controller PCA.
<ul style="list-style-type: none"> Stkr: Call Service Stkr: Error 06 66.13.34 or 66.23.34 Output device failure 	66.13.34 or 66.23.34	Solid amber	Blinking red (<i>six blinks</i>)	<p>The controller PCA is damaged.</p> <p>-Or-</p> <p>There is an EEPROM error.</p>	<ul style="list-style-type: none"> Power cycle the printer and the computer. If the problem persists, replace the controller PCA.

Table 15. Hardware malfunctions in the Stapler/Stacker

Control panel messages	Event log error message	User LED	Service LED	Description	Recommended action
<ul style="list-style-type: none"> Stkr: Call Service Stkr: Error 06 66.13.35 or 66.23.35 Output device failure 	66.13.35 or 66.23.35	Solid amber	Blinking red (<i>six blinks</i>)	<p>The controller PCA is damaged.</p> <p>-Or-</p> <p>ROM has been corrupted.</p>	<ul style="list-style-type: none"> Power cycle the printer and the computer. If the problem persists, replace the controller PCA.
<ul style="list-style-type: none"> Stkr: Call Service Stkr: Error 06 66.13.36 or 66.23.36 Output device failure 	66.13.36 or 66.23.36	Solid amber	Blinking red (<i>six blinks</i>)	<p>The controller PCA is damaged.</p> <p>-Or-</p> <p>The C-link register is damaged.</p>	<ul style="list-style-type: none"> Power cycle the printer and the computer. If the problem persists, replace the controller PCA.
<ul style="list-style-type: none"> Stkr: Call Service Stkr: Error 06 66.13.37 or 66.23.37 Output device failure 	66.13.37 or 66.23.37	Solid amber	Blinking red (<i>six blinks</i>)	<p>The controller PCA is damaged.</p> <p>-Or-</p> <p>The DAC (digital-to-analog converter) is damaged.</p>	<ul style="list-style-type: none"> Power cycle the printer and the computer. Replace the controller PCA. Replace the flipper assembly.

HP 3,000-Sheet Stacker error messages

Operating errors

Table 16. Operating errors in the Stacker

Control panel messages	Event log error message	User LED	Service LED	Description	Recommended action
<ul style="list-style-type: none"> Output bin full Clear paper from face up 	N/A	Blinking amber (print job or copy in progress)	N/A	Face up bin is full; 125 sheets have been collected in the face-up bin.	Remove paper from the face-up bin.
<ul style="list-style-type: none"> Output bin full Clear paper from optional bin 1 	N/A	Blinking amber (print job or copy in progress)	N/A	<p>Stacker bin is full; 3,000 sheets have been collected in the stacker bin.</p> <p>-Or-</p> <p>More than 1,500 sheets of A3- or 11-by-17-inch-sized paper have been collected in the stacker bin.</p>	Remove paper from the stacker bin.

Open doors

Table 17. Open doors in the Stacker

Control panel messages	Event log error message	User LED	Service LED	Description	Recommended action
Stkr: Attach to printer	N/A	Blinking amber	Blinking green	The device is detached from the printer.	Attach the device to the printer and verify the user LED is green.

Paper jams

Table 18. Paper jams in the Stacker

Control panel messages	Event log error message	User LED	Service LED	Description	Recommended action
Stkr: Detach and Clear Jam	13.12 01 or 13.22 01	Blinking amber	Blinking yellow (<i>two blinks</i>)	When powering on or after clearing a jam, a paper jam is still present at the flipper entry area.	<ul style="list-style-type: none"> ● Clear the paper jam. ● Power cycle the the printer and the computer, if neccesary. ● If the problem persists, replace the flipper assembly.
	13.12 02 or 13.22 02	Blinking amber	Blinking yellow (<i>two blinks</i>)	Paper never reached the flipper entry sensors.	<ul style="list-style-type: none"> ● Clear the paper jam. ● Power cycle the printer and the computer, if neccesary. ● If the problem persists, replace the flipper assembly.
	13.12 03 or 13.22 03	Blinking amber	Blinking yellow (<i>two blinks</i>)	Paper jammed at flipper entry sensor.	<ul style="list-style-type: none"> ● Clear the paper jam. ● Power cycle the printer and the computer, if neccesary. ● If the problem persists, replace the flipper assembly.

Table 18. Paper jams in the Stacker

Control panel messages	Event log error message	User LED	Service LED	Description	Recommended action
Stkr: Detach and Clear Jam (continued)	13.12 04 or 13.22 04	Blinking amber	Blinking yellow (two blinks)	Paper jammed in the flipper area.	<ul style="list-style-type: none"> ● Clear the paper jam. ● Power cycle the printer and the computer, if necessary. ● If the problem persists, replace the flipper assembly.
	13.12 05 or 13.22 05	Blinking amber	Blinking yellow (two blinks)	Paper jammed in the flipper area.	<ul style="list-style-type: none"> ● Clear the paper jam. ● Power cycle the printer and the computer, if necessary. ● If the problem persists, replace the flipper assembly.
	13.12 06 or 13.22 06	Blinking amber	Blinking yellow (two blinks)	Self-adjustment routine incomplete.	<ul style="list-style-type: none"> ● Check for mechanical interferences in the flipper's rollers area. ● If the problem persists, replace the flipper assembly.
	13.12 09 or 13.22 09	Blinking amber	Blinking yellow (three blinks)	When powering on or after clearing a jam, a paper jam is present in the paper path.	<ul style="list-style-type: none"> ● Clear the paper jam. ● Power cycle the printer and computer, if necessary. ● If the problem persists, replace the flipper assembly.

Table 18. Paper jams in the Stacker

Control panel messages	Event log error message	User LED	Service LED	Description	Recommended action
Stkr: Detach and Clear Jam (continued)	13.12 0A or 13.22 0A	Blinking amber	Blinking yellow (<i>three blinks</i>)	Paper jammed when flipping and not reaching the exit sensor.	<ul style="list-style-type: none"> ● Clear the paper jam. ● Power cycle the printer and the computer, if necessary. ● If the problem persists, replace the flipper assembly.
	13.12 0B or 13.22 0B	Blinking amber	Blinking yellow (<i>three blinks</i>)	Paper jammed when entering the offset module.	<ul style="list-style-type: none"> ● Clear the paper jam. ● Power cycle the printer and the computer, if necessary. ● If the problem persists, replace the flipper assembly.
	13.12 21 or 13.22 21	Blinking amber	Blinking yellow (<i>four blinks</i>)	When powering on or after clearing a jam, a paper jam is present in the offset module.	<ul style="list-style-type: none"> ● Clear the paper jam. ● Power cycle the printer and the computer, if necessary. ● Replace the offset module.
	13.12 22 or 13.22 22	Blinking amber	Blinking yellow (<i>four blinks</i>)	Paper jammed between the path and the offset module.	<ul style="list-style-type: none"> ● Clear the paper jam. ● Power cycle the printer and the computer, if necessary. ● Replace the offset module.

Table 18. Paper jams in the Stacker

Control panel messages	Event log error message	User LED	Service LED	Description	Recommended action
Stkr: Detach and Clear Jam (continued)	13.12.23 or 13.22.23	Blinking amber	Blinking yellow (four blinks)	Paper stopped and jammed in the offset module	<ul style="list-style-type: none"> ● Clear the paper jam. ● Power cycle the printer and the computer, if necessary. ● Replace the offset module.

Hardware Malfunctions

Table 19. Hardware malfunctions in the Stacker

Control panel messages	Event log error message	User LED	Service LED	Description	Recommended action
<ul style="list-style-type: none"> ● Stkr: Call Service ● Stkr: Error 06 ● 66.12.33 or 66.22.33 Output device failure 	66.12.33 or 66.22.33	Solid amber	Blinking red (six blinks)	<p>The controller PCA is damaged.</p> <p>-Or-</p> <p>There is a RAM error.</p>	<ul style="list-style-type: none"> ● Power cycle the printer and the computer. ● If the problem persists, replace the controller PCA.
<ul style="list-style-type: none"> ● Stkr: Call Service ● Stkr: Error 06 ● 66.12.34 or 66.22.34 Output device failure 	66.12.34 or 66.22.34	Solid amber	Blinking red (six blinks)	<p>The controller PCA is damaged.</p> <p>-Or-</p> <p>There is an EEPROM error.</p>	<ul style="list-style-type: none"> ● Power cycle the printer and the computer. ● If the problem persists, replace the controller PCA.

Table 19. Hardware malfunctions in the Stacker

Control panel messages	Event log error message	User LED	Service LED	Description	Recommended action
<ul style="list-style-type: none"> Stkr: Call Service Stkr: Error 06 66.12.35 or 66.22.35 Output device failure 	66.12.35 or 66.22.35	Solid amber	Blinking red (<i>six blinks</i>)	<p>The controller PCA is damaged.</p> <p>-Or-</p> <p>ROM has been corrupted.</p>	<ul style="list-style-type: none"> Power cycle the printer and the computer. If the problem persists, replace the controller PCA.
<ul style="list-style-type: none"> Stkr: Call Service Stkr: Error 06 66.12.36 or 66.22.36 Output device failure 	66.12.36 or 66.22.36	Solid amber	Blinking red (<i>six blinks</i>)	<p>The controller PCA is damaged.</p> <p>-Or-</p> <p>The C-link register is damaged.</p>	<ul style="list-style-type: none"> Power cycle the printer and the computer. If the problem persists, replace the controller PCA.
<ul style="list-style-type: none"> Stkr: Call Service Stkr: Error 06 66.12.37 or 66.22.37 Output device failure 	66.12.37 or 66.22.37	Solid amber	Blinking red (<i>six blinks</i>)	<p>The controller PCA is damaged.</p> <p>-Or-</p> <p>The DAC (digital-to-analog converter) is damaged.</p>	<ul style="list-style-type: none"> Power cycle the printer and the computer. Replace the controller PCA. Replace the flipper assembly.
<ul style="list-style-type: none"> Stkr: Call Service Stkr: Error 07 66.12.41 or 66.22.41 Output device failure 	66.12.41 or 66.22.41	Solid amber	Blinking red (<i>seven blinks</i>)	<p>The offset module is damaged.</p> <p>-Or-</p> <p>The offset encoder failed.</p>	<ul style="list-style-type: none"> Power cycle the printer and the computer. Replace the offset module.

5 Parts and diagrams

How to use the parts lists and diagrams

The figures in this chapter illustrate the major assemblies in the HP 3,000-Sheet Stapler/Stacker and HP 3,000-Sheet Stacker. Each table following an exploded assembly diagram lists the reference designator, the associated part number for the item, and a description of the part.

Parts that have no reference designator or part number are not FRUs and cannot be ordered through Product Support Division Materials.

Ordering parts

All standard part numbers listed are stocked and can be ordered from HP's Product Support Division Materials.

- Hewlett-Packard Co.
Product Support Division Materials
8050 Foothills Blvd.
Roseville, CA 95678
Parts Direct Ordering: 800-227-8164 (U.S. only)
- Hewlett-Packard Co.
Product Support Division Materials
Wolf-Hirth Strasse 33
D-7030 Boblingen, Germany
(497031) 14-2253

You can also contact Hewlett-Packard in the U.S. at 916-783-8040 to find out part numbers for the products. Contact a local HP Parts Coordinator for other local phone numbers.

Refilling the stapler

Staples cartridges are available through a local authorized HP dealer. In the U.S., you can find a dealer near you (or if your dealer is temporarily out of stock) by calling the HP Customer Information Center at 800-752-0900.

When you order refill staples, you receive three staples cartridges; each staple cartridge contains 5,000 staples. The product number for ordering staples cartridges is C4791A.

Ordering staples cartridges

The staples cartridges can be ordered from Hewlett-Packard at the following phone numbers:

- U.S.: 800-538-8787
- Canada: 800-387-3154
Toronto: 516-671-8383
- United Kingdom: 0734-441212
- Germany: 0130-3322

Contact a local HP Parts Coordinator for other local phone numbers.

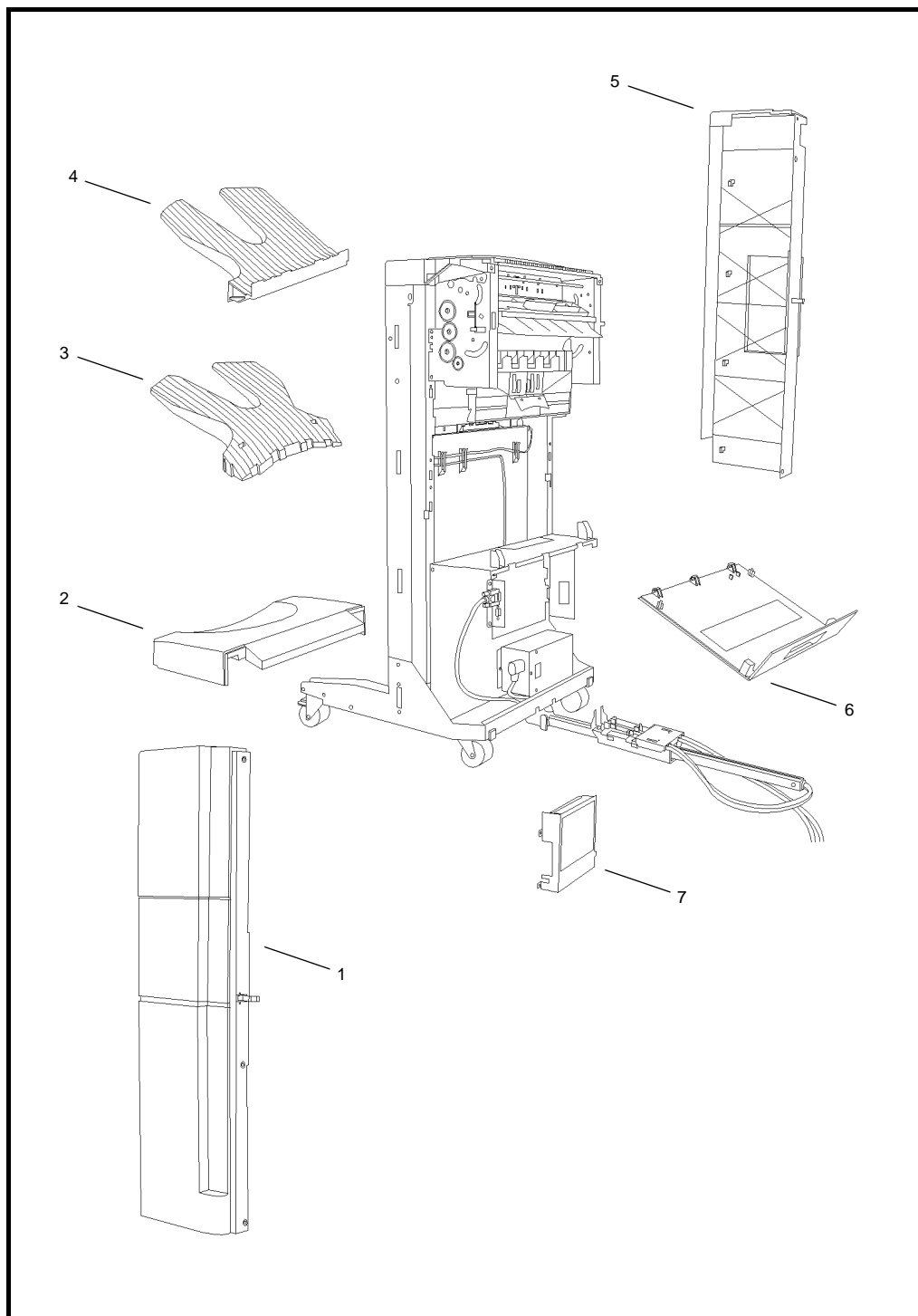


Figure 31 Bins and covers

Bins and covers

Table 20. Bins and covers

Reference	Description	Part number
1	Front cover	C4788-60505
2	Foot cover	C4788-60525
3	Stapler bin (for Stapler/Stacker) Stacker bin (for Stacker)	C4788-60513 C4779-60505
4	Face-up bin	C4788-60512
5	Back cover	C4788-60504
6	Stapler door assembly with label (for Stapler/ Stacker) Stacker door assembly (for Stacker)	C4788-60507 C4779-60502
7	Controller PCA cover (with label) (for Stapler/ Stacker) Controller PCA cover (with label) (for Stacker)	C4788-60508 C4779-60503

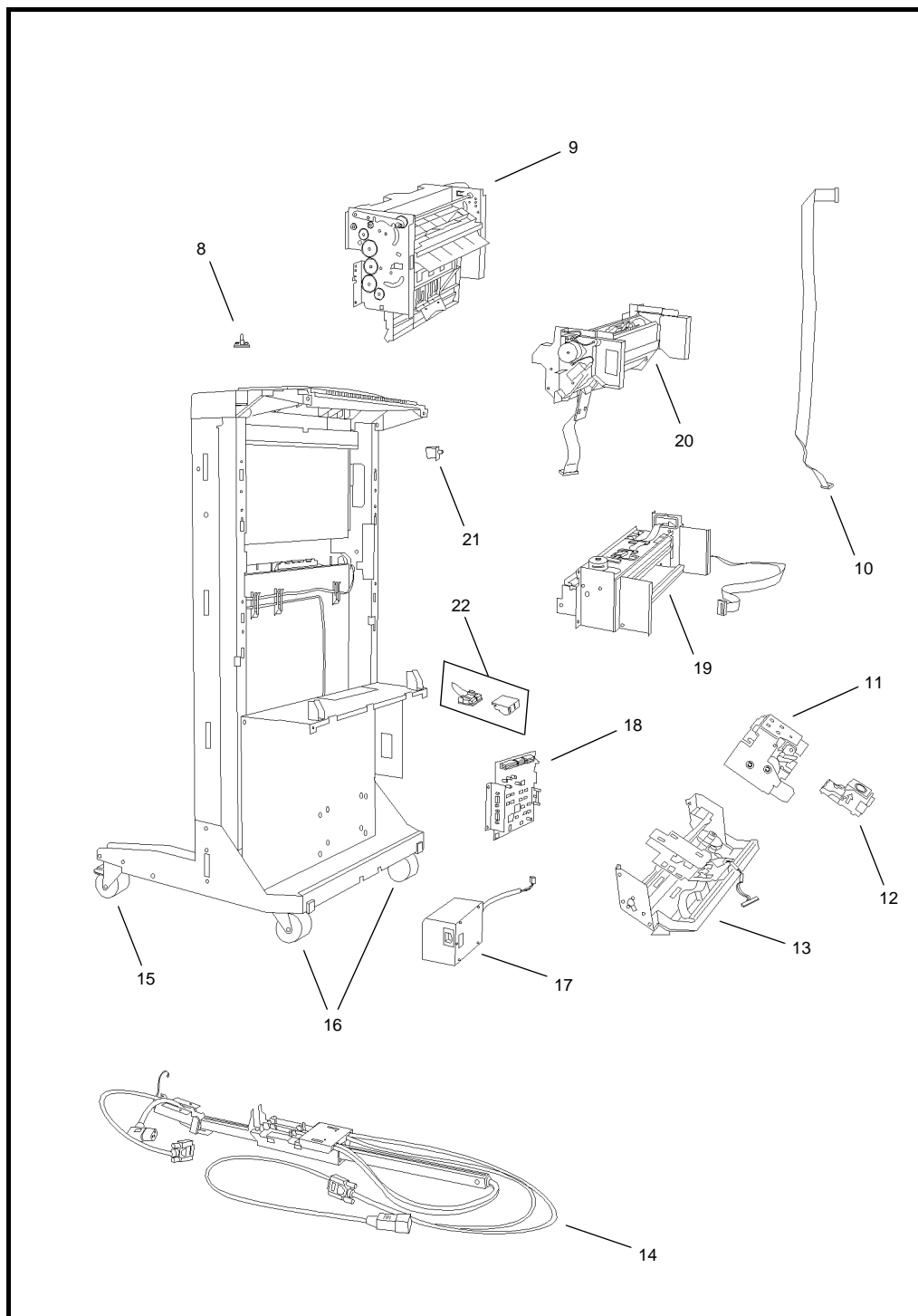


Figure 32 Internal assemblies

Internal assemblies

Table 21. Internal assemblies

Reference	Description	Part number
8	LED PCA	C4788-60510
9	Flipper assembly	C4788-60501
10	Flipper ribbon cable	C4788-60524
11	Stapler (applies only to Stapler/Stacker)	C4788-60519
12	Stapler refill housing	C4788-60522
13	Carriage assembly (applies only to Stapler/Stacker)	C4788-60503
14	Attachment assembly (rod, bracket, cables)	C4788-60523
15	Adjustable caster	C4788-60516
16	Stationary caster	C4788-60515
17	Power supply	C4788-60511
18	Stapler controller PCA (for Stapler/Stacker) Stacker controller PCA (for Stacker)	C4788-60509 C4779-60504
19	Offset module (for Stacker)	C4779-60501
20	Accumulator assembly (for Stapler/Stacker)	C4788-60502
21	Interlock	C4788-60514
22	Safety switch assembly	C4788-60517



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