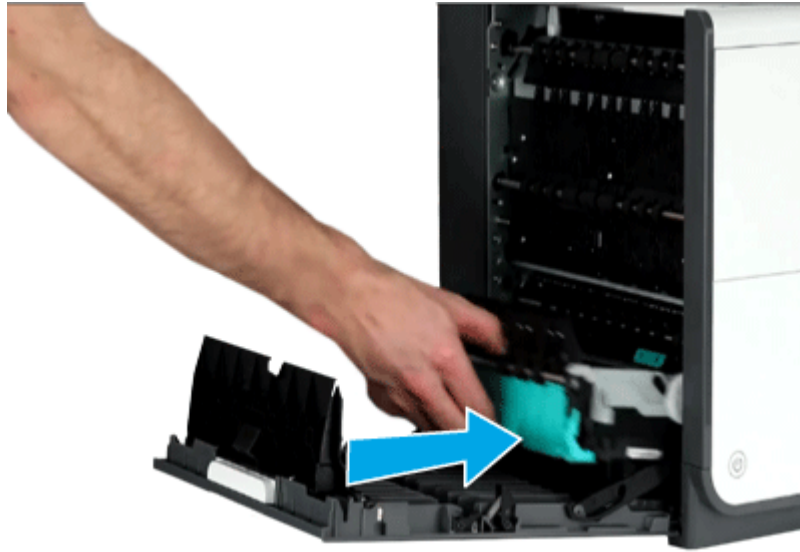


- f. Push the green tab up to put the platen door back into position.
- g. Reinstall Duplex-Ink Collection Unit (ICU) and close left door.



- 2. Test the printer to see if the issue is resolved.
- 3. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

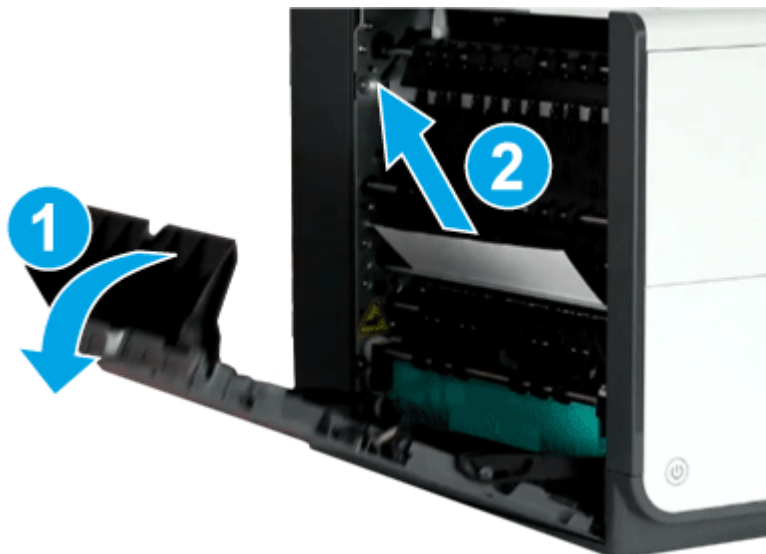
Recommended action for call-center agents

Follow these troubleshooting steps in the order presented.

- 1. Clear the paper jam from duplexer (ICU) and check the printer for other sheets in the paper path.

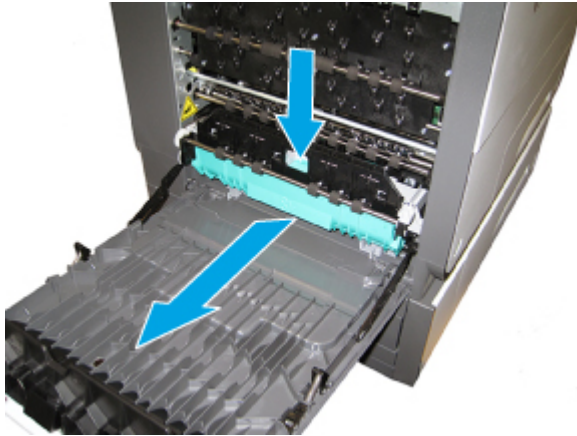
Follow steps in video for: [HOW TO CLEAR A PAPER JAM IN THE INK COLLECTION AREA ON THE HP PAGEWIDE ENTERPRISE COLOR 586 MFP PRINTER](#)

- a. Open left door/side panel (callout 1) and remove any jammed paper (callout 2).



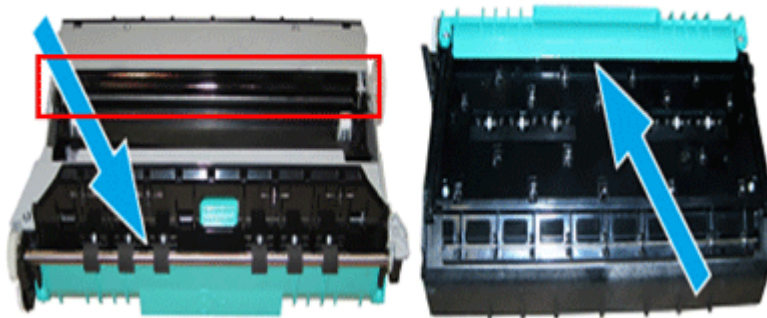
- b. Remove the Duplex/Waste Ink module.

Figure 7-23 Duplex/Waste module

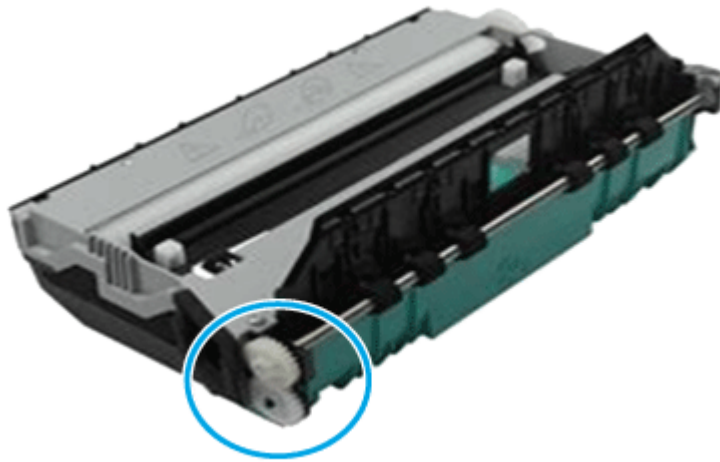


- c. With the green cartridge/ Duplex-Ink collection/reservoir unit (ICU) removed, inspect ICU and avoid red zone. Check both ICU and duplex drive Gears


Figure 7-24 Check the following areas.




- d. Check the ICU-Duplex unit gears for damage, (i.e. broken teeth or ink build-up).



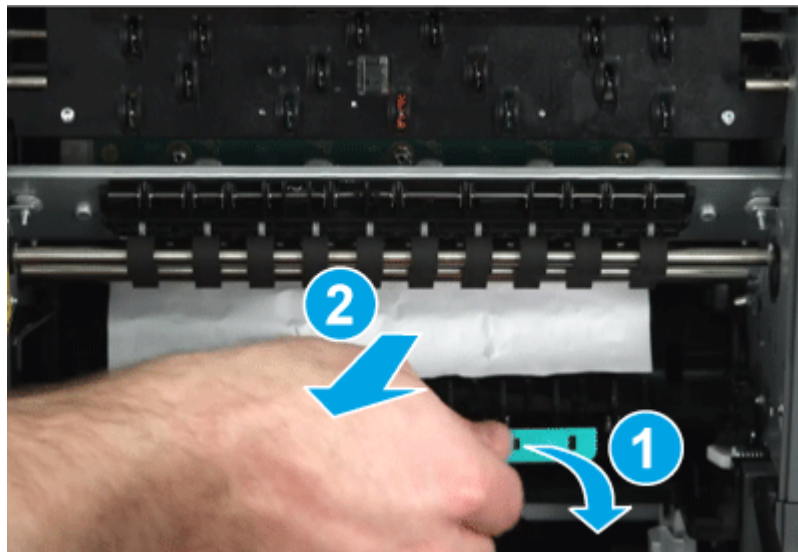
If the Duplex/Ink collection/reservoir unit (ICU) gears are damaged, the ICU will need to be replaced:

 **NOTE:** The printer's ink collection unit (ICU) collects unused ink for later disposal. The life tracking on this supply is accomplished via a numeric percent life remaining (PLR) that starts at 100% and decreases in 1% increments as pages are printed. The engine counts the number of ink droplet that go into the ICU and reports this information to the formatter as a percentage of life remaining. The expected life of the ICU is nominally 120,000 pages* but this will vary depending on printing patterns.

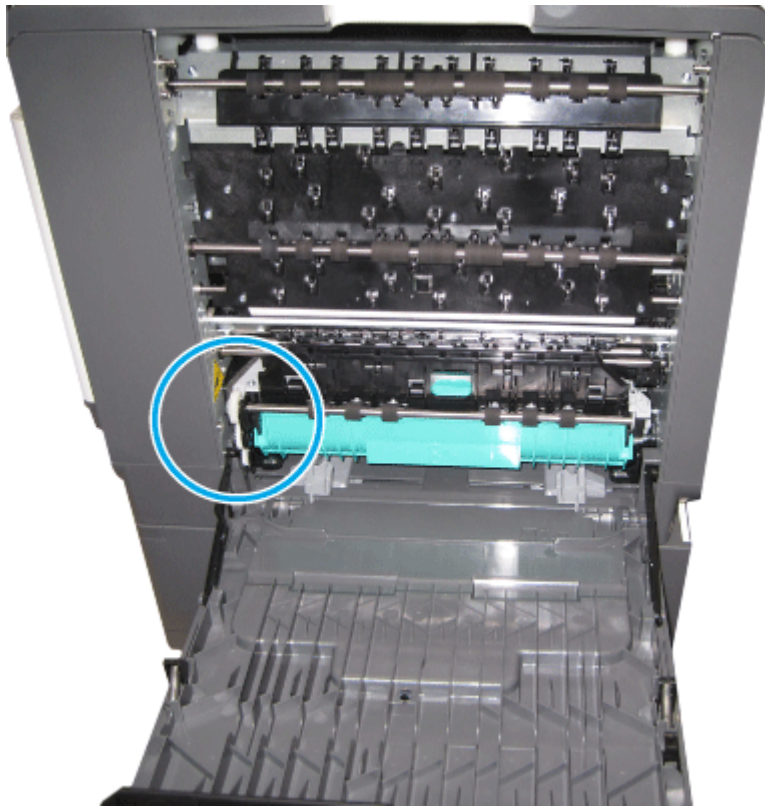
 **NOTE:** Reset ICU counter before new installation: **Settings > Manage Supplies > Reset Supplies > Ink Collection Unit.**

Waste Ink unit (ICU): D3Q24-67016

- e. Clear any jammed paper found in the ICU cavity. Pull down jam access lever (callout 1) and remove any paper (callout 2).

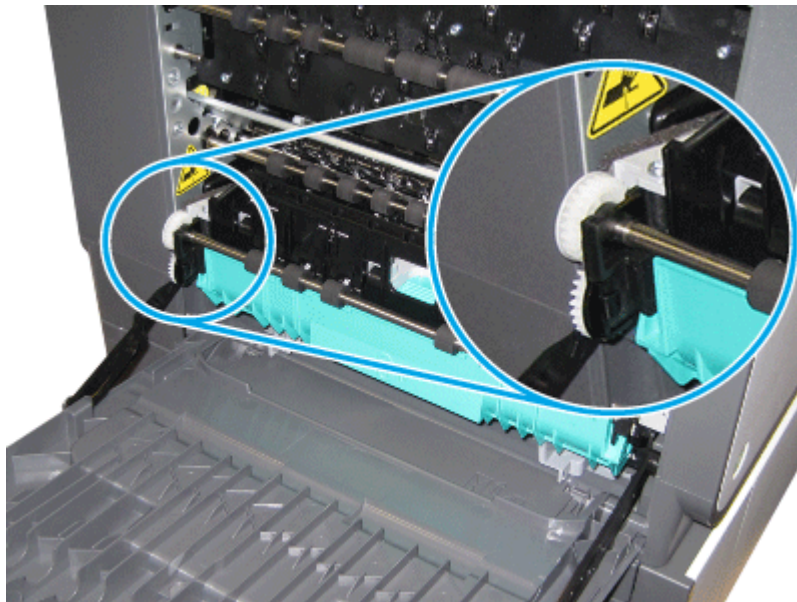


- f. Push the green tab up to put the platen door back into position.
- g. Help the customer check the duplexer drive gears inside the left door.



 **NOTE:** If gears on the chassis are damaged, Elevate the case using the Standard Support Process.

 **NOTE:** If possible, capture a picture of damaged gears to provide to HP Customer Support.



- h. Reinstall Duplex-Ink Collection Unit (ICU) and close left door.



- 2. If the gears do not appear damaged or covered with ink and issue persists, dispatch onsite technician with Duplex drive module assembly.

Duplex drive module assembly part number: CN598-67036

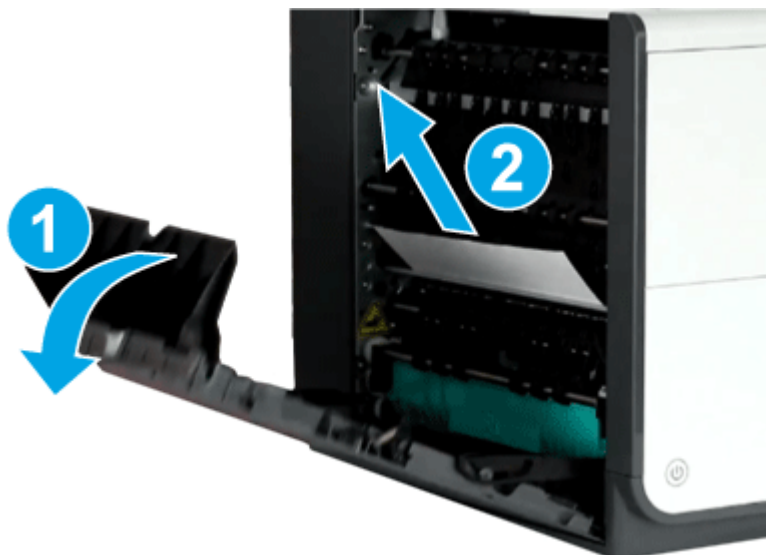
Recommended action for call-center agents

Follow these troubleshooting steps in the order presented.

- 1. Clear the paper jam from duplexer (ICU) and check the printer for other sheets in the paper path.

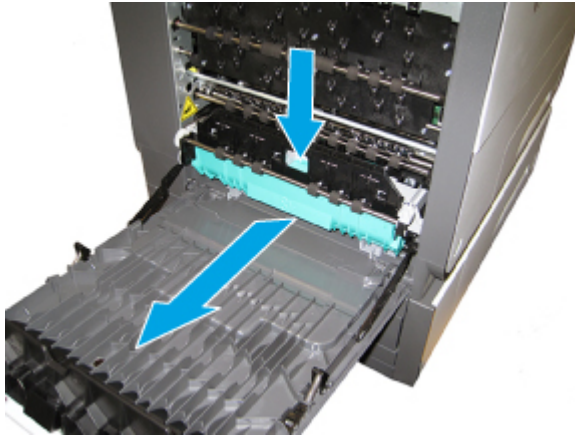
Follow steps in video for: [HOW TO CLEAR A PAPER JAM IN THE INK COLLECTION AREA ON THE HP PAGEWIDE ENTERPRISE COLOR 586 MFP PRINTER](#)

- a. Open left door/side panel (callout 1) and remove any jammed paper (callout 2).



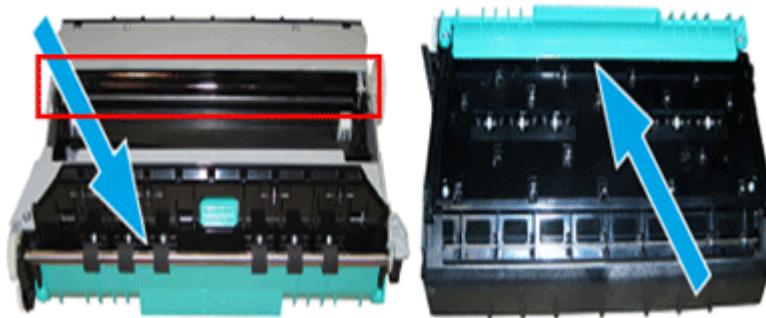
- b. Remove the Duplex/Waste Ink module.

Figure 7-25 Duplex/Waste module

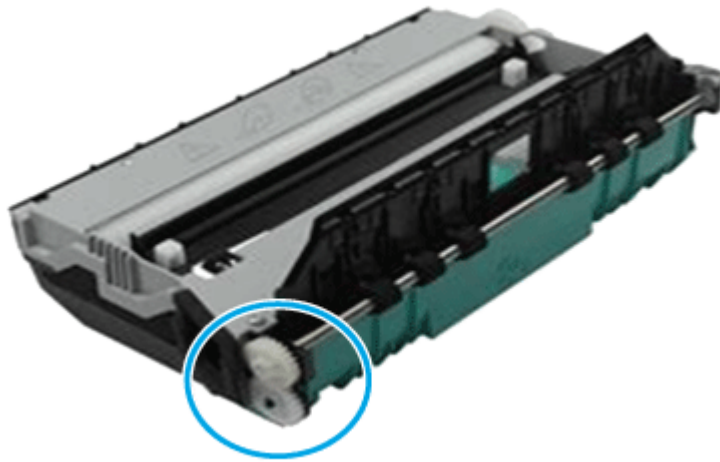


- c. With the green cartridge/ Duplex-Ink collection/reservoir unit (ICU) removed, inspect ICU and avoid red zone. Check both ICU and duplex drive Gears


Figure 7-26 Check the following areas.




- d. Check the ICU-Duplex unit gears for damage, (i.e. broken teeth or ink build-up).



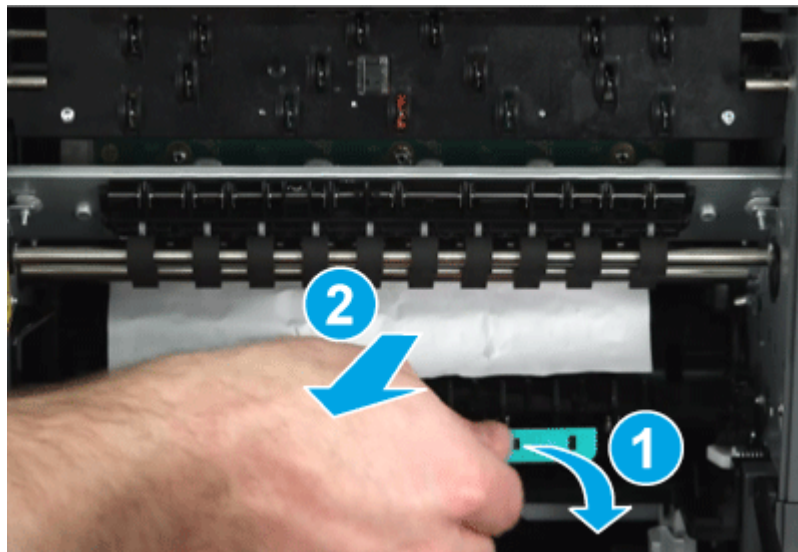
If the Duplex/Ink collection/reservoir unit (ICU) gears are damaged, the ICU will need to be replaced:

 **NOTE:** The printer's ink collection unit (ICU) collects unused ink for later disposal. The life tracking on this supply is accomplished via a numeric percent life remaining (PLR) that starts at 100% and decreases in 1% increments as pages are printed. The engine counts the number of ink droplet that go into the ICU and reports this information to the formatter as a percentage of life remaining. The expected life of the ICU is nominally 120,000 pages* but this will vary depending on printing patterns.

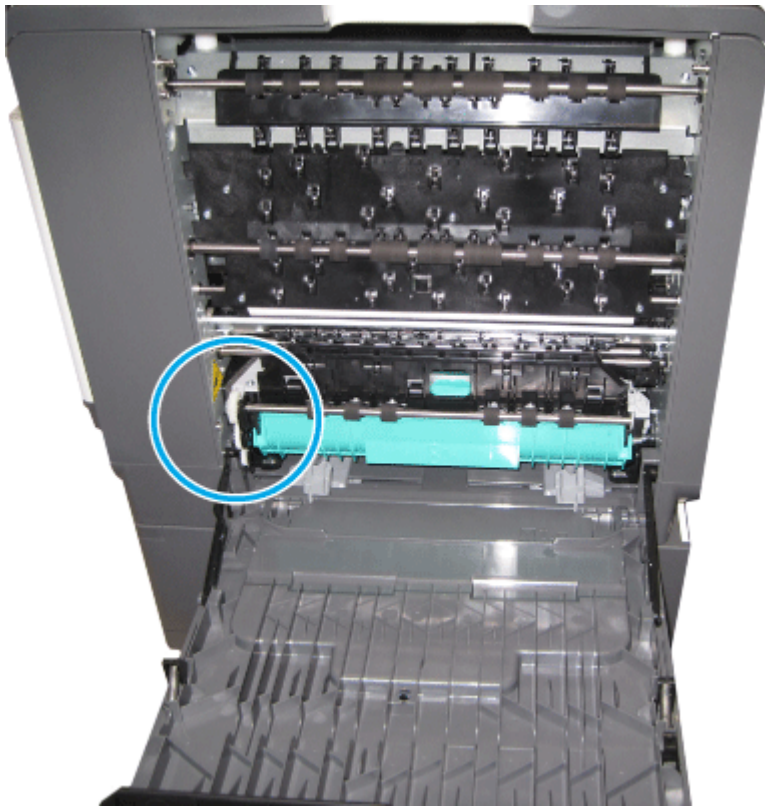
 **NOTE:** Reset ICU counter before new installation: **Settings > Manage Supplies > Reset Supplies > Ink Collection Unit.**

Waste Ink unit (ICU): D3Q24-67016

- e. Clear any jammed paper found in the ICU cavity. Pull down jam access lever (callout 1) and remove any paper (callout 2).

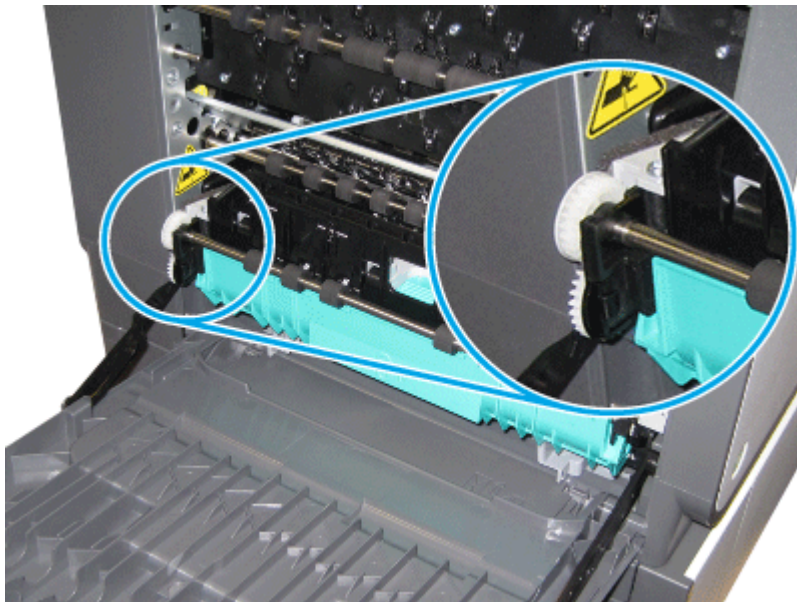


- f. Push the green tab up to put the platen door back into position.
- g. Help the customer check the duplexer drive gears inside the left door.

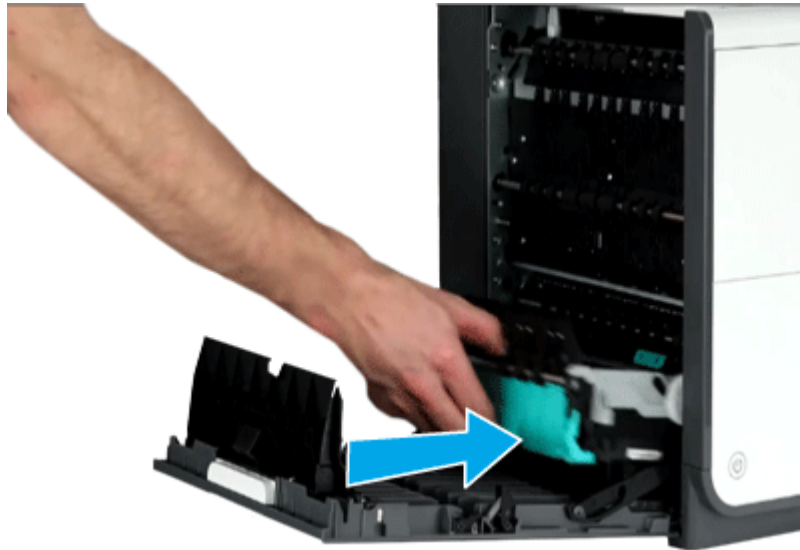


 **NOTE:** If gears on the chassis are damaged, Elevate the case using the Standard Support Process.

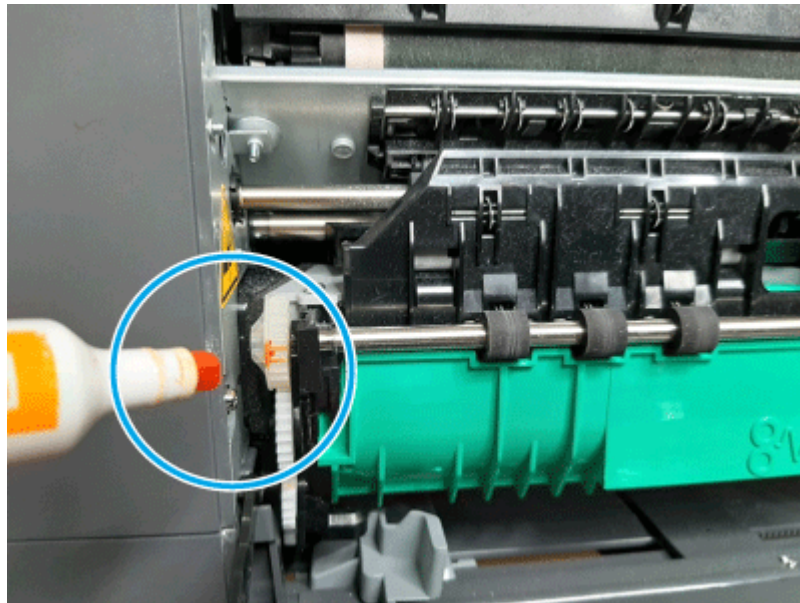
 **NOTE:** If possible, capture a picture of damaged gears to provide to HP Customer Support.



- h. Reinstall Duplex-Ink Collection Unit (ICU) and close left door.



- 2. If the issue persists, test the Duplex drive module assembly using the steps below:
 - a. Mark one of the gears on the ICU as shown in the following image.

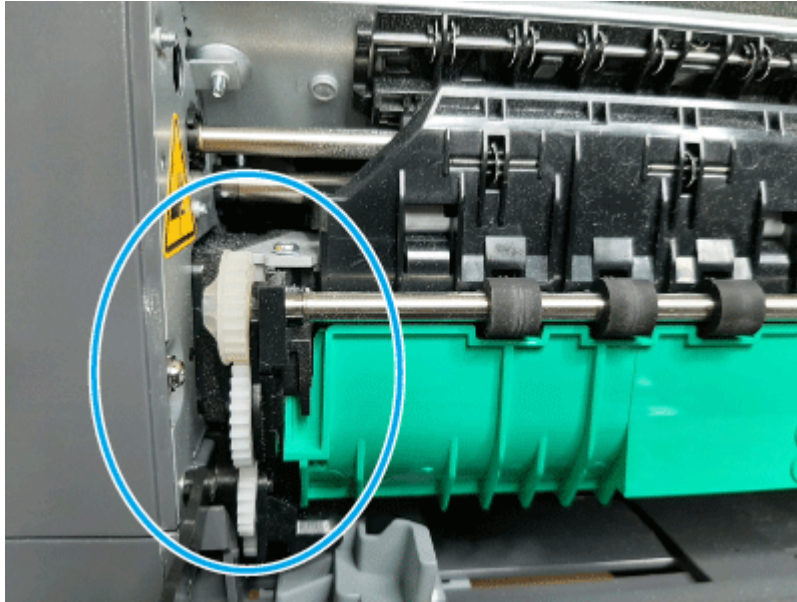


- b. Print a (simplex) job from Tray 1 (source) using the Paper Path Test, **Support Tools > Troubleshooting > Diagnostic Tests > Paper Path Test**.



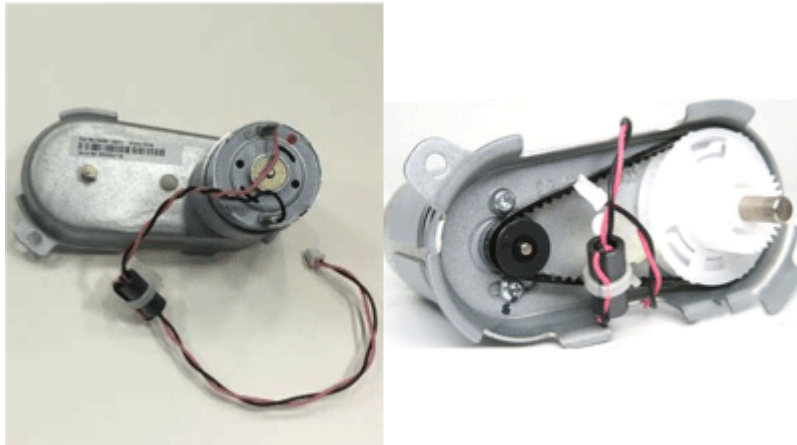
NOTE: The Duplex Drive and Tray 1 use the same motor.

- c. Open the left door and check if the marked gear has changed position.



- d. If the gear **DOES NOT** rotate (the mark is in the same place, indicating the gear did not move), replace: the duplex drive module assembly.

Duplex drive module assembly: CN598-67036



3. If the gear **DOES** rotate (the mark is in a different place, indicating the gear has moved) and there is still a duplex jam error, please elevate the case using the Standard Support Process.

15 .Ex .yz Output jam from Tray X

A jam has occurred in the EJECT area (UPPER LEFT DOOR) from the designated tray.

- **15.E0.02:** Paper Eject jam. There is a paper jam in upper left door when printing from Tray2.
- **15.E0.03:** Paper Eject jam. There is a paper jam in upper left door when printing from Tray3.
- **15.E1.A0:** Paper Eject jam. There is a paper stay jam in upper left door at the REDI sensor when printing from an unknown tray (page never left the sensor).