HP Enterprise LaserJet Series M601, M602 and M603 Series Continuous Tray Lifting message on control panel

Issue Description:

The printer will not go to a ready state because there is a message on the control panel saying "Tray Lifting," which will not clear. (Printer should display "install toner cartridge").

Cause/fix:

NOTE: A toner cartridge with the toner seal installed is the most likely cause for the "tray lifting" message on the control panel.

If the printer is new (just being installed) the toner seal can easily be overlooked since the cartridge comes already installed in the printer. Even when cartridge is removed from the printer, the side with the seal attached may not be in view of the customer to see the orange colored toner seal handle.

NOTE: The toner seal covers the sensor to tell the printer that the toner cartridge is properly installed, allowing the tray lift to operate. When the seal is not removed, the tray is unable to lift and the control panel message remains "Tray Lifting."

1: A new replacement toner cartridge has two packing materials that need to be removed. The laser entrance cover on top of the cartridge and the toner seal on the side.

2: For a new printer being installed, the printer arrives with the toner cartridge already installed in the printer. However, it has to be removed and the toner seal pulled out and removed from the side of the cartridge.