

HP CP5525/CP5225 Series - Missing Cyan and/or Magenta Colors

Missing colors have been reported on the Color LaserJet CP5225 and CP5525 series.

Printers diagnosed with the missing color are caused by the Upper Cartridge Guide Assembly being pulled out slightly from the front of the printer. Typically this is most visible at the center protrusion of the guide - between the Magenta and Cyan cartridges and usually will affect the operation of the front door, not closing completely flush to the frame. Photo with incorrect positioning: Notice lock tab visible on front side of frame



This issue may be addressed by snapping the guide back into position. In order to do this, it is necessary to use a small flat-blade screwdriver and firmly press to help lock the tab behind the sheet metal as shown below. Photo with correct positioning:

