



Grinding from Fuser Drive area

HP M5025MFP, M5035MFP, M712 and M725MFP

Issue:

Grinding noise from the fuser area while printing

The black gears on the fuser drive assembly are impregnated with specialized lubrication by design. The grease which is applied to the white gears of the drive assembly is not compatible with the impregnated lubrication and will cause the materials of the impregnated gears to break down

Solution:

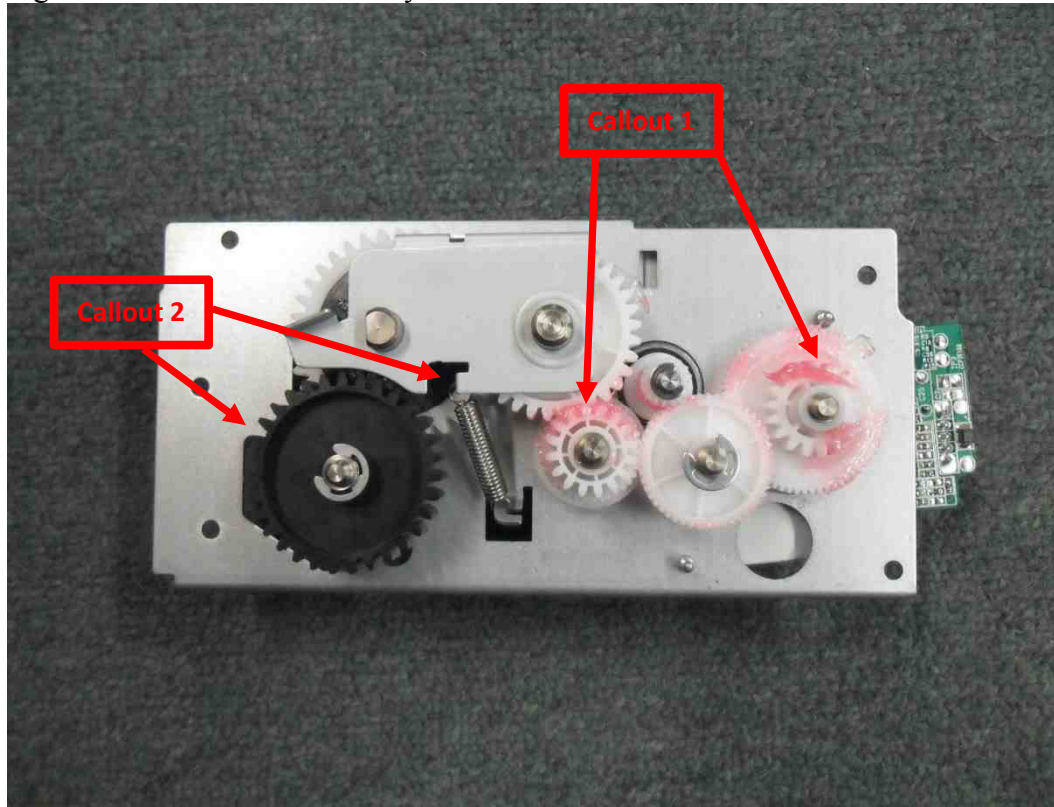
Replacement of the Fuser Drive Assembly (RM1-2963-040CN) will be the solution to the fuser drive grinding noise, however, for the short term until new stock is made available, there will be the need to inspect the new Fuser Drive Assembly for any grease that may have transferred to the black gears.

If found, clean the black gears and adjacent white gear of any grease before installation. If after cleaning and installing the new Fuser Drive Assembly there is still a portion of the grinding noise it may be necessary to also replace the fuser assembly.

NOTE:

Be sure replacement Fuser Drive Assembly does not have excessive grease on large white gear. There should not be any grease on the black gears

Figure 1: Fuser Drive Assembly



Callout 1 - Remove excessive GREASE from white gears. Leave only a very light coating on the teeth of white gears

Callout 2 - Clean off ANY grease from the surface/teeth of the Two (2) black gears.