



## HP CP3525, CM3530, M551, M575 – 59.F0 Error

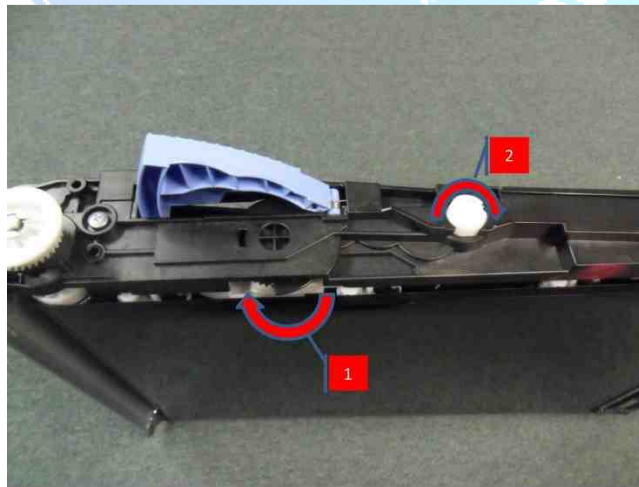
### **Description:**

Printer boots up to 59.F0 Error and is unable to print. This behavior may be caused by one of the following three conditions:

- ❖ Transfer belt is locked up and cannot rotate.
- ❖ Sensor SR17 (primary transfer roller disengagement) is bad.
- ❖ Damaged or broken fuser drive gear. Typically, a grinding or clicking noise will be heard during boot up.

### **Action:**

1. The first step is to reseal the ITB and power cycle the printer. NOTE: If the problem persists, an HP Certified Technician should be dispatched for further troubleshooting.
2. Inspect the ITB by taking the ITB completely out of the printer. Check to see if the flag rotates (callout 1) when the white knob is turned (callout 2). See the Figure below.



If the ITB flag is broken, damaged or does not rotate, replace the ITB (CC468-67907). Otherwise, continue to step 3 below:

3. Test sensor SR17. Perform the manual sensor test. To run this test successfully, make sure the Fuser, ITB, cyan cartridge and black cartridge are removed
  4. From the printer control panel, access Trouble Shooting /Diagnostics Menu
  5. Press the down arrow to highlight Manual Sensor Test, then press the OK button
  6. Observe the state of sensor I on the control panel. The normal state is 0

7. Locate SR17 through the right side of the printer. It is attached to the frame of the printer just about the end of the black cartridge (where it makes contact with frame).
8. Insert a piece of paper into the SR17 sensor bracket. The state of sensor I on the control panel should change to 1. Location of SR17 in image below



9. Observe the control panel for proper operation of the sensor. If the value for sensor I does not change, the sensor will need to be replaced (Photo interrupter SR17 WG85696000CN). If passing test, processed to step 10.
  10. Open the right door and defeat the interlock switch. With the ITB removed, perform the ITB contact/Alienation test.
  11. From the printer control panel access Trouble Shooting /Diagnostics Menu
  12. Locate and select Component Test
  13. Press the down arrow to highlight ITB Contact/Alienation, then press OK.  
During the test (about 20 seconds), observe the alienation drive hub located above the Cyan cartridge.
- If the alienation drive hub does not rotate, the fuser drive is most likely the problem. Replace the fuser drive assembly.