

HP L700/800 Printer Series



Substrate advance system errors 0065-0002-0059 and 0065-0002-0061

The purpose of this document is to provide an updated procedure for troubleshooting system errors that are specific to the media advance system.

Specifically, this document addresses two errors that are identified by their respective codes:

- **0065-0002-0059** (Substrate Advance Motor Servo Shutdown)
- **0065-0002-0061** (Substrate Advance Motor Electrical Fault)

A proper gear meshing in the Substrate Advance Motor Assembly is crucial for optimal transmission performance, as poor meshing can result in unexpected substrate advance issues. Therefore, additional steps have been added to this document to inspect and replace the Substrate Advance Motor Assembly.

***NOTE:** These new steps will be included in the next revision of the Service Manual.*

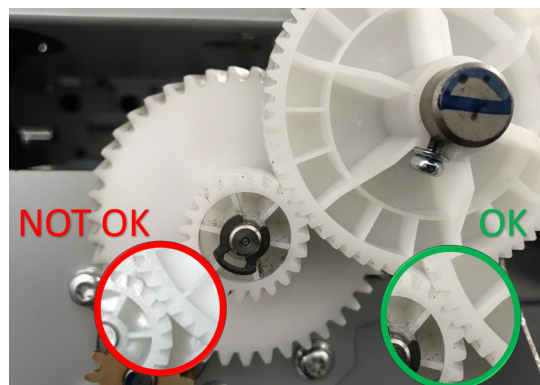
New Instructions

***IMPORTANT:** It is essential to use the Media Drive Assembly Tool (Y0U21-67225) as described in the Service Manual for proper installation of the Substrate Advance Motor and Substrate Advance Roller Bushing.*

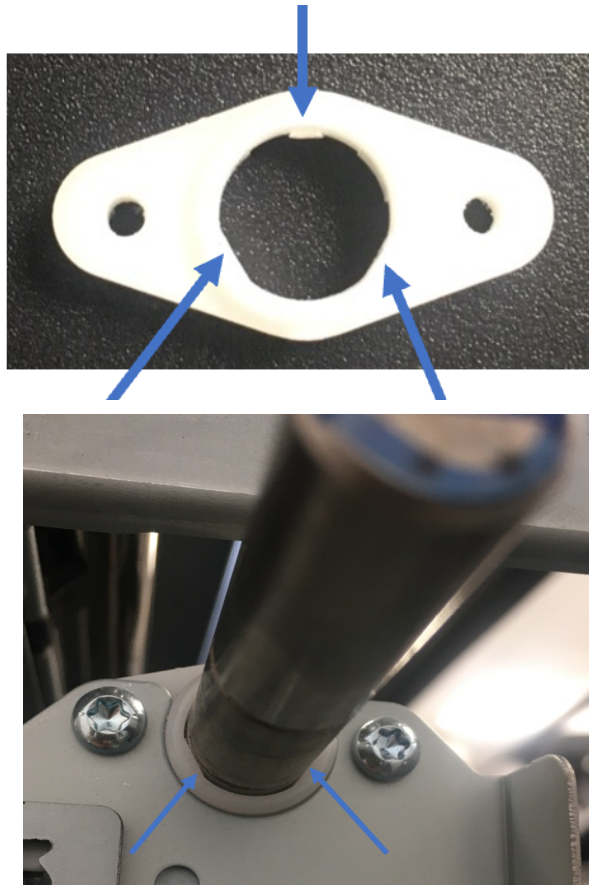
Error 0065-0002-0059

In addition to the Service Manual instructions in the *Corrective Actions: Service Technician* section, please make sure you follow **step 2** (“Check that any external object is blocking the gears”). After completing this step, please follow the additional instructions provided below:

- Verify that the Substrate Advance Motor gears are meshing correctly to ensure the necessary accuracy during substrate advance movements. If there is a gap, as shown in the left zoom image circled in red, the technician should remove and reinstall the Substrate Advance Motor.



- Ensure that the flat part of the shaft matches the flat area of the bushing, as shown in the pictures below.

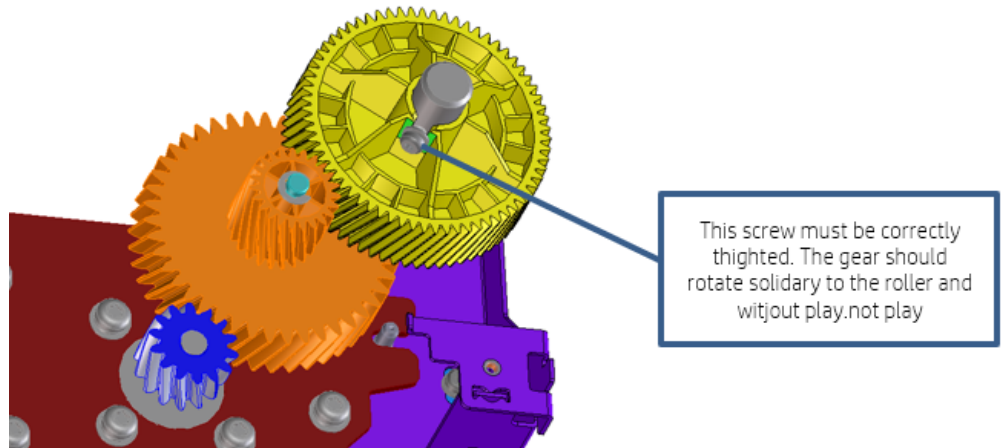


After completing these checks, continue with **step 3** of the Service Manual: "*Check that the substrate advance sensor is correctly installed and not damaged, especially the springs.*"

Error 0065-0002-0061

In addition to the Service Manual instructions in the *Corrective Actions: Service Technician* section, do the following instructions immediately after **step 1** ("*Check substrate advance motor connectors and cables are properly connected, unbroken, and undamaged*").

- Verify that the screw holding the Drive Roller's gear to the roller is correctly tightened after any operation requiring the disassembly of the roller's cogs. If necessary, tighten the screw. The cog should rotate with the roller.



- It is essential to check the status of this screw, as a loose screw can cause severe transmission backlash and result in printer failure.

After checking the screw's status, continue with **step 2** of the Service Manual: "*Run Service Diagnostics 0010-01 Check power supply and 0041-15 Substrate Advance to identify the problem.*"