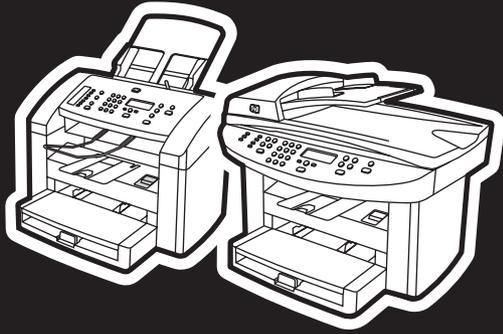


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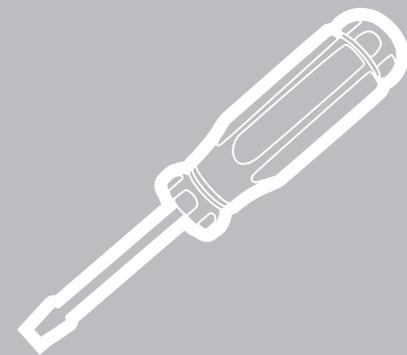


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HP LaserJet 3015, 3020, and 3030 all-in-one

Service Manual _____

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Safety Information

WARNING!

Potential Shock Hazard

Always follow basic safety precautions when using this product to reduce risk of injury from fire or electric shock.

Read and understand all instructions in the user guide.

Observe all warnings and instructions marked on the product.

Use only a grounded electrical outlet when connecting the HP LaserJet 3015, 3020, and 3030 all-in-one products to a power source. If you don't know whether the outlet is grounded, check with a qualified electrician.

Do not touch the contacts on the end of any of the sockets on the HP LaserJet 3015, 3020, or 3030 all-in-one. Replace damaged cords immediately.

Unplug this product from wall outlets before cleaning.

Do not install or use this product near water or when you are wet.

Install the product securely on a stable surface.

Install the product in a protected location where no one can step on or trip over the power cord and the power cord will not be damaged.

If the product does not operate normally, see the online user guide.

Refer all servicing questions to qualified personnel.

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1

Product Information

This chapter provides information about the following topics.

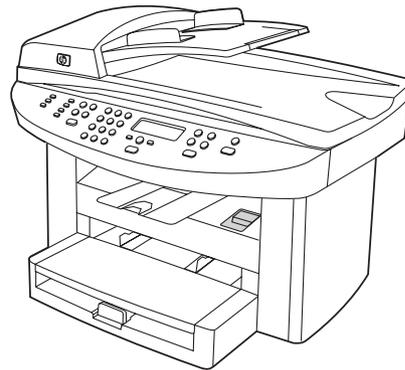
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Product configurations

HP LaserJet 3015, 3020, and 3030 all-in-one products



HP LaserJet 3015



HP LaserJet 3020 and 3030

Figure 1-1.

HP LaserJet 3015, 3020, and 3030 all-in-one products

- Prints up to 15 pages per minute (less than a 10-second wait for the first page to print)
- 150-sheet printer input tray with a 10-page priority input tray
- 600 by 600 dpi printing using Resolution Enhancement technology (REt)
- 2,000-page print cartridge (using an average of 5 percent toner coverage on printed A4- or letter-size pages)
- 4 MB of ROM, 32 MB of RAM
- Universal serial bus (USB) port
- 1284-B compliant parallel port
- V.34 fax modem that supports speeds up to 33.6 kbps (HP LaserJet 3015 and 3030 only)
- Two RJ-11 ports (one line and one accessory port)
- Two-line LCD display (16 characters per line)
- Additional 2 MB flash ROM for fax storage (up to 110 pages based on a slerexe test page) (HP LaserJet 3015 and 3030 only)
- Expandable input/output (I/O) using the HP Jetdirect 10/100Base-TX
- Individual speed-dial memory and group speed-dial memory (120 entries using the Toolbox) (HP LaserJet 3015 and 3030 only)

- Supported software
 - HP Toolbox
 - HP LaserJet Scan
 - TWAIN or WIA Scan Driver
 - HP LaserJet Fax
 - Readiris OCR (not installed with other software; separate installation is required)
 - Printer drivers (PCL 5e, PCL 6, and PS)
 - Installer/uninstaller
- Supported operating systems
 - Windows 98Se (second edition)
 - Windows Millennium Edition (Me)
 - Windows 2000
 - Windows XP (32-bit)
 - Mac OS 9.1 or 9.2.x
 - Mac OS X (10.2.x only)

Note

Driver-only support for Windows 98 (first edition), Windows XP 64-bit, and Windows 2003 Server.

HP LaserJet 3015 all-in-one product

- Contact image scanner (CIS) 600 ppi, 24-bit color scanner
- 30-sheet automatic document feeder (ADF) feeds pages at up to 12 pages per minute (ppm)
- Three status LEDs, a numeric keypad, and menu navigation buttons on the control panel
- Selectable single- or multiple-sheet lever for the ADF

HP LaserJet 3020/3030 all-in-one product

- Coupled charged device (CCD) 600 ppi 24-bit color scanner
- Letter/A4-sized flatbed scanner glass
- 50-sheet automatic document feeder (ADF) feeds pages at up to 12 pages per minute (ppm)
- Status LEDs, a numeric keypad, and menu navigation buttons on the control panel (the HP LaserJet 3020 has two status LEDs; the HP LaserJet 3030 has three status LEDs)

Note

The HP LaserJet 3020 does *not* have fax capabilities.

Product features

The HP LaserJet 3015, 3020, and 3030 all-in-one products are designed to perform the following tasks:

- **Print:** Print documents with HP LaserJet quality.
- **Copy:** Make up to 99 laser-quality copies of a 50-page original. It also enlarges, reduces, and lightens/darkens copies. (The HP LaserJet 3020 and 3030 also collate copies.)
- **Scan:** Scan documents to create electronic text or graphics files.
- **Fax:** Send and receive documents by using standard fax communications (HP LaserJet 3015 and 3030 only).

Overview of products

Hardware components

Use the following illustrations to identify the hardware components.

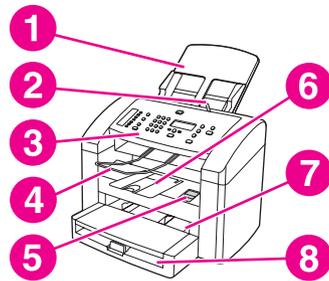


Figure 1-2. HP LaserJet 3015 all-in-one hardware components (1 of 2)

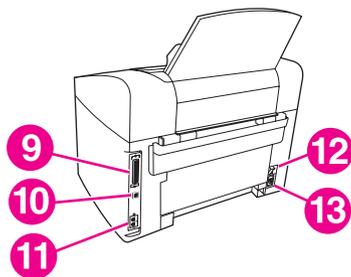


Figure 1-2. HP LaserJet 3015 all-in-one hardware components (2 of 2)

- 1 Automatic document feeder (ADF) input tray
- 2 ADF media lever
- 3 Control panel
- 4 ADF output bin
- 5 Print-cartridge-door release
- 6 Output bin
- 7 Priority input slot
- 8 Media input tray
- 9 Parallel port
- 10 USB port
- 11 Fax interface ports
- 12 Power switch
- 13 Power receptacle

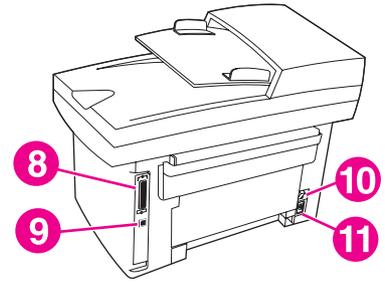
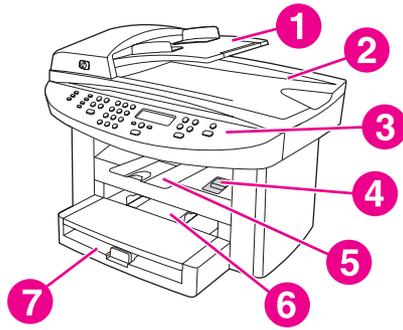


Figure 1-3.

HP LaserJet 3020 all-in-one hardware components

- 1 Automatic document feeder (ADF) input tray
- 2 Flatbed scanner lid and ADF output bin
- 3 Control panel
- 4 Print-cartridge-door release
- 5 Output bin
- 6 Priority input tray
- 7 Media input tray
- 8 Parallel port
- 9 USB port
- 10 Power switch
- 11 Power receptacle

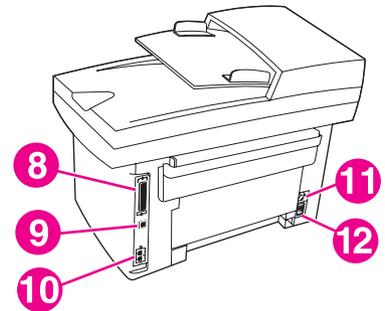
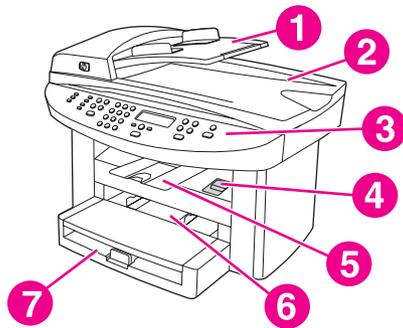


Figure 1-4.

HP LaserJet 3030 all-in-one hardware components

- 1 Automatic document feeder (ADF) input tray
- 2 Flatbed scanner lid and ADF output bin
- 3 Control panel
- 4 Print-cartridge-door release
- 5 Output bin
- 6 Priority input tray
- 7 Media input tray
- 8 Parallel port
- 9 USB port
- 10 Fax interface ports
- 11 Power switch
- 12 Power receptacle

Product identification

Model and serial numbers

An identification label is located on the back of the product. This label contains the model and serial numbers. The serial number contains information about the country/region of origin, revision level, production code, and production number of the product. The label also contains power-rating and regulatory information.



Figure 1-5. Sample Identification label (on the back of the product)

An additional identification label is located on the top-left side of the scanner support frame. Open the print cartridge door to find this label.

Note

The additional serial number label is in the same location on the scanner support frame for all of the HP LaserJet 3015, 3020, and 3030 all-in-one products.



Figure 1-6. Location of additional serial number label

Product specifications

Physical specifications

Table 1-1. Physical specifications

Product	Height	Depth	Width	Weight
HP LaserJet 3015 product	445 mm (17.5 inches)	440 mm (17.3 inches)	430 mm (16.9 inches)	9.1 kg (20 pounds)
HP LaserJet 3020/3030 product	556 mm 21.89 inches)	483 mm (19.02 inches)	497 mm (19.6 inches)	11.34 kg (25 pounds)

Environmental specifications (all models)

Table 1-2. Environmental specifications (all models)

Category	Specification
Operating environment (unit plugged into an ac outlet)	<ul style="list-style-type: none">• Temperature: 15° to 32.5° C (59° to 90.5° F)• Humidity: 10 percent to 80 percent relative humidity (no condensation)
Storage environment (unit not plugged into an ac outlet)	<ul style="list-style-type: none">• Temperature: -20° to 40° C (-4° to 104° F)• Humidity: Less than 95 percent relative humidity (with no condensation)

HP LaserJet 3015 performance specifications

Table 1-3. HP LaserJet 3015 performance specifications

Category	Specification
Printer capacities and ratings	
Print speed	<ul style="list-style-type: none">• 15 pages per minute (ppm) for letter size paper and 14 ppm for A4-size paper• First page out in less than 10 seconds
Media input tray capacity	150 sheets of regular-weight 60-g/m ² (16-lb) paper or up to 30 envelopes
Priority input slot capacity	10 sheets of regular-weight 75-g/m ² (20-lb) paper or 1 envelope
Output bin capacity	Up to 125 sheets of regular-weight 16-lb (60-g/m ²) paper
Minimum paper size	76 by 127 mm (3 by 5 inches)

Table 1-3. HP LaserJet 3015 performance specifications (continued)

Category	Specification
Maximum paper size	216 by 356 mm (8.5 by 14 inches). The output bin holds one sheet of legal-size media 215 by 356 mm (8.5 by 14 inches). Subsequent sheets of legal-size media slide off of the output bin.
Media weight	Media input tray: 60- to 163-g/m ² (16- to 43-lb) cut sheet paper Priority input slot: 60- to 90-g/m ² (16- to 24-lb) single thickness envelopes Print paper output: 135- to 176-g/m ² (36- to 47-lb) postcards
Base memory	4 MB of ROM and 32 MB of RAM (9 MB for the product and 23 MB available to the user)
Print resolution	1,200 dpi
Duty cycle	<ul style="list-style-type: none"> • 7,000 single-sided pages per month (maximum) • 800 single-sided pages per month (average)
PCL (Printer Control Language)	Level 5e and 6
PostScript® (PS)	Emulates Adobe® PostScript level 2
Copier capacities and ratings	
Copy speed	Up to 15 ppm
Multiple copies	Up to 99 per job
Copy reduction or enlargement	25 percent to 400 percent
Acoustic emissions (per ISO 9296) while copying	6.3 Bel sound power level
Scanner capacities and ratings	
Margins for scanned items	3.05 mm (0.12 inch) right and left 4.23 mm (0.17 inch) top and bottom
Scanner duty cycle	2,000 single-sided items per month
Scan resolution	600 dpi color
Automatic document feeder (ADF) input tray specifications	
Input capacity	Up to 30 sheets of flat 60- to 75-g/m ² (16- to 20-lb) media
Media weight (input and output)	Single sheet setting (blue media lever set to the right): 42- to 260-g/m ² (11- to 69-lb) Multiple sheet setting (blue media lever set to the left): 46- to 105-g/m ² (12- to 28-lb)
Media size	74 by 105 mm (2.9 by 4.1 inches) to 216 mm by 381 mm (8.5 by 15 inches). The ADF output bin holds one sheet of legal-size media 215 by 356 mm (8.5 by 14 inches). Subsequent sheets of legal-size media slide off of the ADF output bin.
Speed	Up to 12 ppm for letter-size or A4-size media
Duty cycle	1,000 pages per month
Port availability	

Table 1-3. HP LaserJet 3015 performance specifications (continued)

Category	Specification
USB	Compatible with USB 2.0 specification
Parallel	<ul style="list-style-type: none"> • IEEE 1284-B level 2 device with an IEEE 1284-B receptacle • Set the host computer to ECP (enhanced capabilities mode)
Fax capabilities and ratings	
Fax transmission speed	3 seconds per page (ITU-T Test Image #1)
Right/left margins for printed pages	6.3 mm (0.25 inch)
Top/bottom margins for printed pages	5.08 mm (0.2 inch)
Fax compatibility	ITU Group 3; ECM
Fax coding schemes	MH, MR, and MMR
Modem speed	Up to 33,600 bits per second (bps)
Speed dialing	Yes
Distinctive ring detect	Yes
Fax resolution (standard)	203 by 98 dpi
Fax resolution (fine)	203 by 196 dpi
Fax resolution (superfine)	300 by 300 dpi (no halftone)
Fax resolution (photo)	300 by 300 dpi (halftone enabled)
Fax page storage	Up to 110 slerexe pages

HP LaserJet 3020/3030 performance specifications

Table 1-4. HP LaserJet 3020/3030 performance specifications

Category	Specification
Printer capacities and ratings	
Print speed	<ul style="list-style-type: none"> • 15 pages per minute (ppm) for letter-size paper and 14 ppm for A4-size paper • First page out in less than 9 seconds
Media input tray capacity	150 sheets of regular-weight 60-g/m ² (16-lb) paper or up to 30 envelopes
Priority input tray capacity	10 sheets of regular-weight 75-g/m ² (20-lb) paper or 1 envelope
Output bin capacity	Up to 125 sheets of regular-weight 75-g/m ² (20-lb) paper
Minimum paper size	76 by 127 mm (3 by 5 inches)
Maximum paper size	216 by 356 mm (8.5 by 14 inches)

Table 1-4. HP LaserJet 3020/3030 performance specifications (continued)

Product: 2004 HP LaserJet 3015, 3020, and 3030 all-in-one Printer Service Repair Workshop Manual
 Full Download: <https://www.arepairmanual.com/downloads/2004-hp-laserjet-3015-3020-and-3030-all-in-one-printer-service-repair-workshop-manual/>

Category	Specification
Media weight	Media input tray: 60- to 163-g/m ² (16- to 43-lb) cut sheet paper Priority input slot: 60- to 90-g/m ² (16- to 24-lb) single thickness envelopes Print paper output: 135- to 176-g/m ² (36- to 47-lb) postcards
Base memory	4 MB of ROM and 32 MB of RAM (9 MB for the product and 23 MB available to the user)
Print resolution	1,200 dpi
Duty cycle	<ul style="list-style-type: none"> • 7,000 single-sided pages per month (maximum) • 1,000 single-sided pages per month (average)
PCL (Printer Control Language)	Level 5e and 6
PostScript (PS)	Emulates Adobe PostScript level 2
Copier capacities and ratings	
Copy speed	Up to 15 ppm
Multiple copies	Up to 99 per job
Copy reduction or enlargement	25 percent to 400 percent
Acoustic emissions (per ISO 9296) while copying	6.3 Bel sound power level
Scanner capacities and ratings	
Margins for scanned items	3.05 mm (0.12 inch) right and left 4.06 mm (0.16 inch) top and bottom
Media size	(216 by 356 mm) (8.5 by 11.7 inches) no minimum size
Scanner duty cycle	2,000 single-sided items per month
Scan resolution	600 dpi color
Automatic document feeder (ADF) input tray specifications	
Input capacity	Up to 50 sheets of flat 60 to 75-g/m ² (16- to 20-lb) media
Media weight (input and output)	60- to 90-g/m ² (16- to 24-lb)
Media size	127 by 127 mm (5 by 5 inches) to 216 by 381 mm (8.5 by 15 inches)
Speed	Up to 15 ppm for letter-size or A4-size media
Duty cycle	1,000 pages per month
Port availability	
USB	Compatible with USB 2.0 specification
Parallel	<ul style="list-style-type: none"> • IEEE 1284-B level 2 device with an IEEE 1284-B receptacle • Set the host computer to ECP (enhanced capabilities mode)

Sample of manual. Download All 367 pages at:

<https://www.arepairmanual.com/downloads/2004-hp-laserjet-3015-3020-and-3030-all-in-one-printer-service-repair-workshop-manual/>