

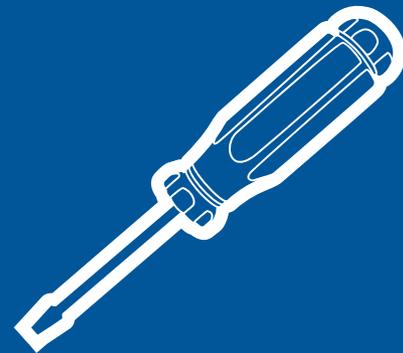
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hp LaserJet 3380 all-in-one

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 3380 all-in-one product 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 3380 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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Product information

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Product configuration

Hardware description

The product provides the following features:

- Prints at 1200 dots-per-inch (dpi).
- The flatbed scanner scans at 600 pixels-per-inch (ppi) with 24-bits per pixel (bpp) and has an automatic document feeder (ADF) that holds up to 50 pages.
- The formatter and the line interface unit (LIU) provide Group-3-compatible faxing capabilities.
- The product prints 20 pages per minute (ppm) on letter-size paper or 19 ppm on A4.
- The main input tray has a 250-sheet capacity for continuous, multiple-page printing.
- The priority input tray accommodates manual feeding of up to ten sheets.
- Both trays are center-justified for all supported paper sizes.
- The output bin holds up to 125 sheets.
- The product has a very fast first-page-out, at less than eight seconds.
- When the fuser has reached operational temperature, the first-copy-out speed is 12 seconds when using the flatbed scanner and less than 18 seconds when using the ADF.
- The formatter board contains 4 MB of ROM and 32 MB of RAM, and an embedded 32-bit Coldfire V4e processor.
- One DIMM slot is available for font or memory expansion (supporting an 8 MB, 16 MB, 32 MB, or 64 MB DIMM).
- The print engine has a 1,000 average (10,000 peak) page-per-month duty cycle.
- With 5 percent toner coverage, the standard print-cartridge life is 2,500 pages and the high-capacity print-cartridge life is 3,500 pages.

Firmware description

The firmware in the product includes:

- PCL 5e, PCL 6, and PostScript® (PS) Level 2 emulation
- 45 PCL and 35 PS fonts
- Memory Enhancement technology (MEt) with hardware compression and decompression
- Resolution Enhancement technology (REt) and EconoMode functionality

Software and supported operating systems

The following software components are included with the product:

- 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

The following operating systems are supported:

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

Product features

The HP LaserJet 3380 all-in-one is 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, lightens/darkens, and collates copies.
- **Scan:** Scan documents to create electronic text or graphics files.
- **Fax:** Send and receive documents by using standard fax communications.

Overview of product

Hardware components

Use the following illustrations to identify the hardware components.

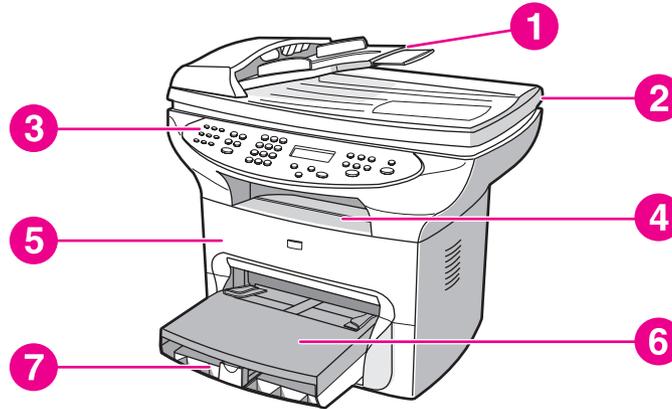


Figure 1-1.

Product hardware components (1 of 2)

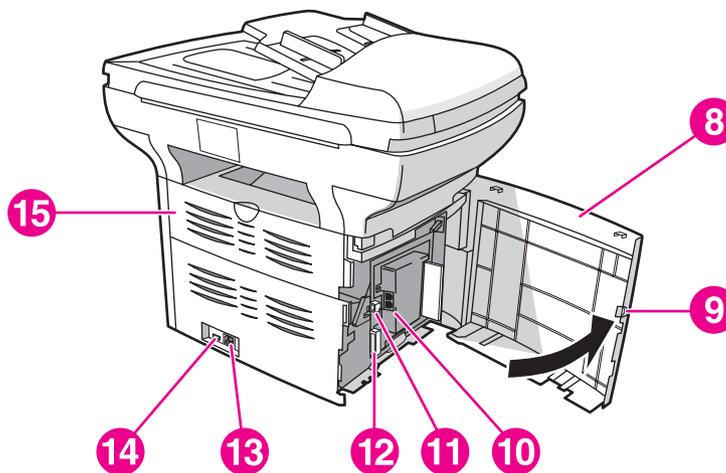


Figure 1-1.

Product hardware components (2 of 2)

- 1 Automatic document feeder (ADF) input tray
- 2 Flatbed scanner lid
- 3 Product control panel
- 4 Output bin
- 5 Print-cartridge door
- 6 Priority input tray
- 7 Media input tray (also called the main input tray)
- 8 Left side panel
- 9 Left side panel latch
- 10 Fax interface ports
- 11 USB port
- 12 Parallel port
- 13 Power receptacle
- 14 Power switch
- 15 Straight-through output door

Product identification

Model and serial numbers

The model number and serial number are listed on an identification label that is located on the inside of the print-cartridge door. 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.

Depending on the country/region where the product is sold, the identification label looks similar to the following example.

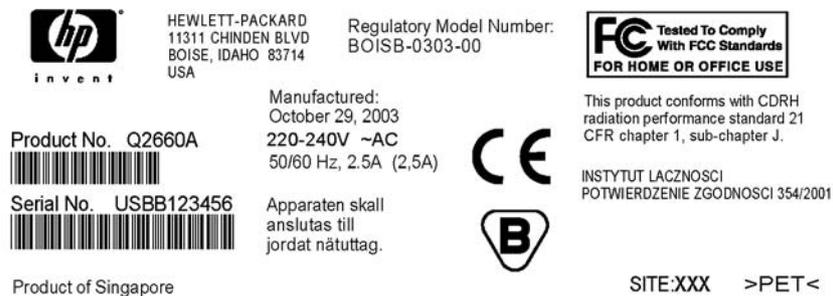


Figure 1-2. Identification label

Product specifications

Physical specifications

Table 1-1. HP LaserJet 3380 all-in-one physical specifications

Dimension	Specification
Height	74 cm (19.5 inches)
Depth	81 cm (20.5 inches)
Width	53 cm (21.5 inches)
Weight	15.9 kg (35 lbs)

Environmental specifications

Table 1-2. HP LaserJet 3380 all-in-one environmental specifications

Category	Specification
Operating environment (product plugged into an ac outlet)	<ul style="list-style-type: none">• Temperature: 15° to 32.5° C (59° to 90.5° F)• Humidity: 10 to 80 percent relative humidity (no condensation)
Storage environment (product 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 (no condensation)

Performance

Table 1-3. HP LaserJet 3380 all-in-one performance specifications

Item	Value
Print resolution	1200 by 1200 dpi
Scan resolution	600 by 600 dpi
Print speed, letter-size paper	20 pages per minute (ppm)
Print speed, A4-size paper	19 ppm
Copy speed, letter-size paper	20 ppm
Main input tray capacity	250 sheets of 75 g/m ² (20 lb bond) paper
Priority input tray capacity	10 sheets of 75 g/m ² (20 lb bond) paper
ADF input tray capacity	50 sheets of 75 g/m ² (20 lb bond) paper
Output bin capacity	125 sheets of 75 g/m ² (20 lb bond) paper

Table 1-3. HP LaserJet 3380 all-in-one performance specifications (continued)

Item	Value
Printer minimum paper size	76 by 127 mm (3 by 5 inches)
Printer maximum paper size	216 by 356 mm (8.5 by 14 inches)
Printer media weight	60 to 163 g/m ² (16 to 43 lb bond)
ADF minimum paper size	127 by 127 mm (5 by 5 inches)
ADF maximum paper size	216 by 381 mm (8.5 by 15 inches)
ADF media weight	60 to 90 g/m ² (16 to 24 lb bond) paper
Flatbed minimum paper size	no minimum size
Flatbed maximum paper size	216 by 356 mm (8.5 by 14 inches)
Flatbed media weight	not applicable
Base memory	4 MB ROM and 32 MB RAM
Print resolution	1,200 dpi
Duty cycle	1,000 pages per month (average)
Printer control language (PCL)	PCL 5e and PCL 6
PostScript (PS)	PS Level 2 emulation

Electrical specifications

WARNING!

Power requirements are based on the country/region where the product is sold. Do not convert operating voltages. This might damage the product and void the product warranty.

Table 1-4. HP LaserJet 3380 all-in-one electrical specifications

Item ¹	110-volt models ²	220-volt models
Power requirements	110 to 127 V (+/- 10 percent) 50 to 60 Hz (+/- 2 Hz)	220 to 240 V (+/- 10 percent) 50 to 60 Hz (+/- 2 Hz)
Minimum recommended circuit capacity for typical product	4.5 amps	2.3 amps
Power Consumption (average, in watts)	330 W (average)	330 W (average)
During printing (20 ppm)		
During standby	14 W (average)	14 W (average)
Power Save mode	9 W (average)	9 W (average)
Off	0 W (average)	0 W (average)

¹ Values subject to change. See <http://www.hp.com/support/lj3380> for current information.

² Note: The 110-volt and 220-volt power sources are not interchangeable.

Acoustic emissions

Table 1-5. HP LaserJet 3380 all-in-one acoustic emissions

Category	Specification
Sound power level	Declared per ISO 9296
Printing (20 ppm)	$L_{WAid}=6.1$ Bels (A) [61 dB (A)]
Idle	Essentially inaudible
SPL - Bystander position	Declared per ISO 9296
Printing (20 ppm)	$L_{pAm}=48$ dB(A)
Idle	Essentially inaudible

¹ Values subject to change. See <http://www.hp.com/support/lj3380> for current information. During other operations, acoustic emissions can vary.

Skew specifications

Note

The media registration defines how a sheet of media is positioned relative to the electrophotographic image on the drum. The specified tolerances do not include variation from nominal in the media dimensions. All vertical lines will be parallel to the reference, or left edge of the media, within the specifications.

Table 1-6. HP LaserJet 3380 all-in-one skew specifications

Category	Specification
Print skew —All vertical lines are parallel to the left edge of the print media.	<p>0.80% (2.0 mm over 250 mm [0.079 inch over 9.84 inches] in length) for cut-sheet media (except A5 size)</p> <p>1.50% (3.3 mm over 220 mm [0.13 inch over 8.66 inches] in length) for envelopes, postcards, and A5-size media</p> <p>0.87% (1.65 mm over 190 mm [1.065 inches over 7.48 inches] in width) for cut-sheet media (leading edge)</p>
First line/leading edge skew —The distance of the first line on the page from the leading edge of the page.	<p>4.23 mm \pm 2.0 mm (0.16 inch \pm 0.07 inch) for cut-sheet media</p> <p>4.23 mm \pm 2.5 mm (0.16 inch \pm 0.09 inch) for thick media over 105 g/m² (28 lb)</p> <p>15.0 mm \pm 3.5 mm (0.59 inch \pm 0.13 inch) for envelopes and postcards</p>
Left margin —The distance of the left-most vertical line from the left edge of the page.	<p>4.23 mm \pm 2.0 mm (0.16 inch \pm 0.07 inch) for cut-sheet media</p> <p>15.0 mm \pm 3.5 mm (0.59 inch \pm 0.13 inch) for envelopes and postcards</p>

Table 1-6. HP LaserJet 3380 all-in-one skew specifications (continued)

Category	Specification
Parallelism	All vertical lines must be parallel within an absolute value of 0.6% [1.5 mm over 250 mm (0.05 inch over 9.85 inches) in length] for letter-size cut-sheet media.

Fax specifications

Table 1-7. HP LaserJet 3380 all-in-one fax specifications

Category	Specification
Fax transmission speed	3 seconds/page (ITU-T Test Image #1)
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 dots per inch (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)

Printable area (margins)

For printed and copied documents, the product can print within the following margins:

- **top:** 4.2 mm (0.17 inches)
- **bottom:** 5 mm (0.20 inches)
- **left:** 4.2 mm (0.17 inches)
- **right:** 4.2 mm (0.17 inches)

For scanned documents, the margins are determined by the scanning software. The original document's size must be within the size ranges for the ADF or flatbed scanner. See [Table 1-3. HP LaserJet 3380 all-in-one performance specifications](#) for the size ranges.

Battery specifications

Table 1-8. HP LaserJet 3380 all-in-one battery

Description	Specification
Battery material	Polycarbon monofluoride lithium

Table 1-8. HP LaserJet 3380 all-in-one battery (continued)

Description	Specification
Battery type	Button or coin cell battery (soldered to formatter, not replaceable)
Quantity per unit	1
Weight	Approximately 1 gram (0.04 ounce)
Lithium type	Solid
Battery manufacturers	Rayovac of Madison, Wisconsin, USA; and Panasonic of Secaucus, New Jersey, USA

Warranty statement

HP PRODUCT
HP LaserJet 3380 all-in-one

DURATION OF LIMITED WARRANTY
One year from date of purchase.

HP warrants to you, the end-user customer, that HP hardware, accessories, and supplies, will be free from defects in materials and workmanship after the date of purchase, for the period specified above. If HP receives notice of such defects during the warranty period, HP will, at its option, either repair or replace products which prove to be defective. Replacement products may be either new or like new.

HP warrants to you that HP software will not fail to execute its programming instructions after the date of purchase, for the period specified above, due to defects in material and workmanship when properly installed and used. If HP receives notice of such defects during the warranty period, HP will replace software media which does not execute its programming instructions due to such defects.

HP does not warrant that the operation of HP products will be uninterrupted or error-free. If HP is unable, within a reasonable time, to repair or replace any product to a condition as warranted, you will be entitled to a refund of the purchase price upon prompt return of the product.

HP products may contain remanufactured parts equivalent to new in performance or may have been subject to incidental use.

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HP's Premium Protection print-cartridge warranty

Limited warranty statement

This HP print cartridge is warranted to be free from defects in materials and workmanship.

This warranty does not apply to print cartridges that (a) have been refilled, refurbished, remanufactured or tampered with in any way, (b) experience problems resulting from misuse, improper storage, or operation outside of the published environmental specifications for the printer product or (c) exhibit wear from ordinary use.

To obtain warranty service, please return the product to place of purchase (with a written description of the problem and print samples) or contact HP customer support. At HP's option, HP will either replace products that prove to be defective or refund your purchase price.

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Extended warranty

0-all-in-one-printer-service-repair-workshop-manual/

In most countries/regions, HP Care Pack provides additional coverage, beyond standard warranty, for the HP device and for all HP-supplied internal components. This hardware maintenance can uplift the standard warranty, for example, from next-day to same-day service, and/or extend it up to 5 years. HP Care Pack can also provide Express Exchange or onsite service. For more information, see the support flyer that came with your device for the appropriate phone numbers and information.