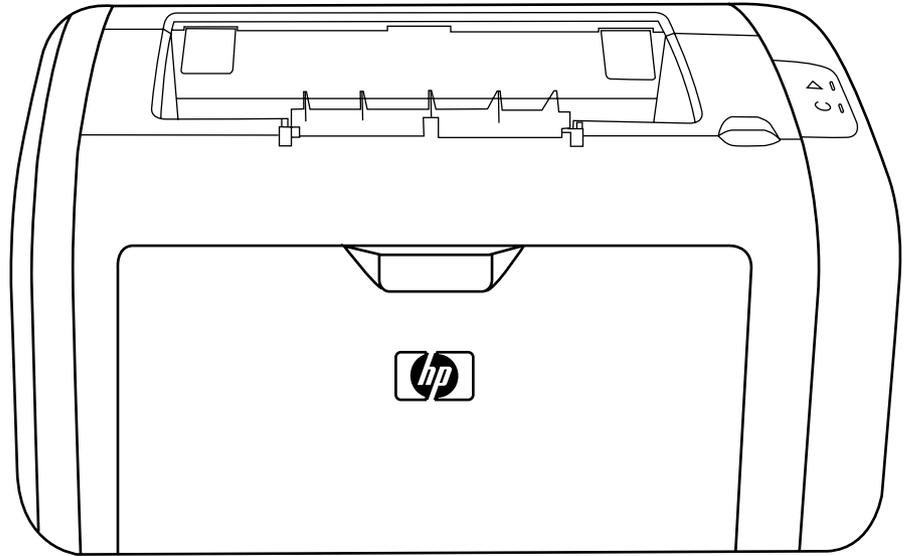


HP LaserJet 1010, 1012, 1015 and 1020 Service Manual

Product: 2005 HP LaserJet 1010, 1012, 1015 and 1020 Printer Service Repair Workshop Manual

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HP LaserJet 1010 series printers and HP LaserJet 1020 printer

Service Manual



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Part number Q5911-90945

Edition 1, 4/2005

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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 1010 series printer or HP LaserJet 1020 printer 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 1010 series printer or HP LaserJet 1020 printer. Replace damaged cords immediately.

Unplug this product from wall outlets before cleaning or servicing.

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.

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1 Product Information

This chapter provides general product information for HP LaserJet 1010 series printer and the HP LaserJet 1020 printer.

- [Product configurations](#)
- [Overview of product](#)
- [Product specifications](#)
- [Extended warranty](#)
- [Print-cartridge information](#)
- [Regulatory information](#)

Product configurations

The HP LaserJet 1010 series printers and the HP LaserJet 1020 printer are designed to print documents easily and with the laser quality that customers have come to expect from an HP LaserJet product. The following sections describe the configurations of the HP LaserJet 1010 series printers and the HP LaserJet 1020 printer.

HP LaserJet 1010 printer

The HP LaserJet 1010 printer (HP LJ 1010) is the base model in the HP LaserJet 1010 series printers. It offers the following features:

- Prints up to 12 pages per minute (ppm)
- 10 seconds or less to first page out
- 600 x 600 dpi
- 150-sheet input capacity (75-g/m² [20-lb] media)
- 125-sheet output bin capacity
- A priority feed slot
- A horizontal paper-feed path
- 8 MB of RAM (not expandable)
- A host-based driver
- A USB port

HP LaserJet 1012 printer

The HP LaserJet 1012 printer (HP LJ 1012) is the mid-range model in the series. It offers all of the features of the HP LaserJet 1010 printer, plus the following features:

- Prints up to 14 ppm on A4-size media and 15 ppm on letter-size media
- FastRes 1200: 1200 dpi effective output quality (600 x 600 x 2 dpi with HP Resolution Enhancement technology [REt])
- Networking support through HP Jetdirect devices

HP LaserJet 1015 printer

The HP LaserJet 1015 printer (HP LJ 1015) is the top model in the series. It offers all of the features of the HP LaserJet 1012, plus the following features:

- 16 MB of RAM (not expandable)
- A host-based driver and HP PCL 5e driver
- A USB port and a parallel port

HP LaserJet 1020 printer

The HP LaserJet 1020 printer (HP LJ 1020) offers the following features:

- Prints up to 14 ppm for A4-size media and 15 ppm for letter-size media
- 10 seconds or less to first page out
- FastRes 1200: 1200 dpi effective output quality (600 x 600 x 2 dpi with HP Resolution Enhancement technology [REt])
- 150-sheet input capacity (75-g/m² [20-lb] media)
- 125-sheet output bin capacity
- A priority feed slot
- EconoMode (saves toner)
- Prints watermarks, booklets, and multiple pages per sheet (N-up), and can print the first page on different media from the remainder of the document
- 2 MB of RAM
- 2,000-page print cartridge
- A USB 2.0 Hi-Speed port

Overview of product

HP LaserJet 1010 series printers

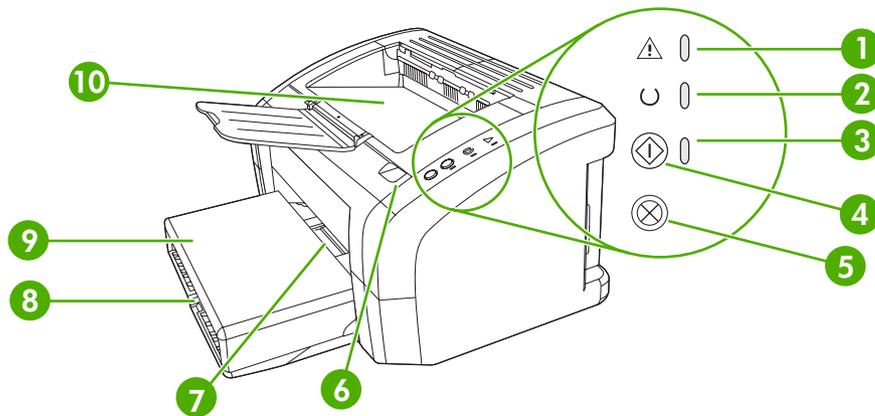


Figure 1-1 Front and right-side view (HP LJ 1010 series printers)

1	ATTENTION light
2	READY light
3	Go light
4	Go button
5	CANCEL JOB button
6	Print-cartridge door
7	Priority feed slot
8	Main input tray
9	Tray cover (only for the HP LaserJet 1012 printer and the HP LaserJet 1015 printer in some countries/regions)
10	Output bin

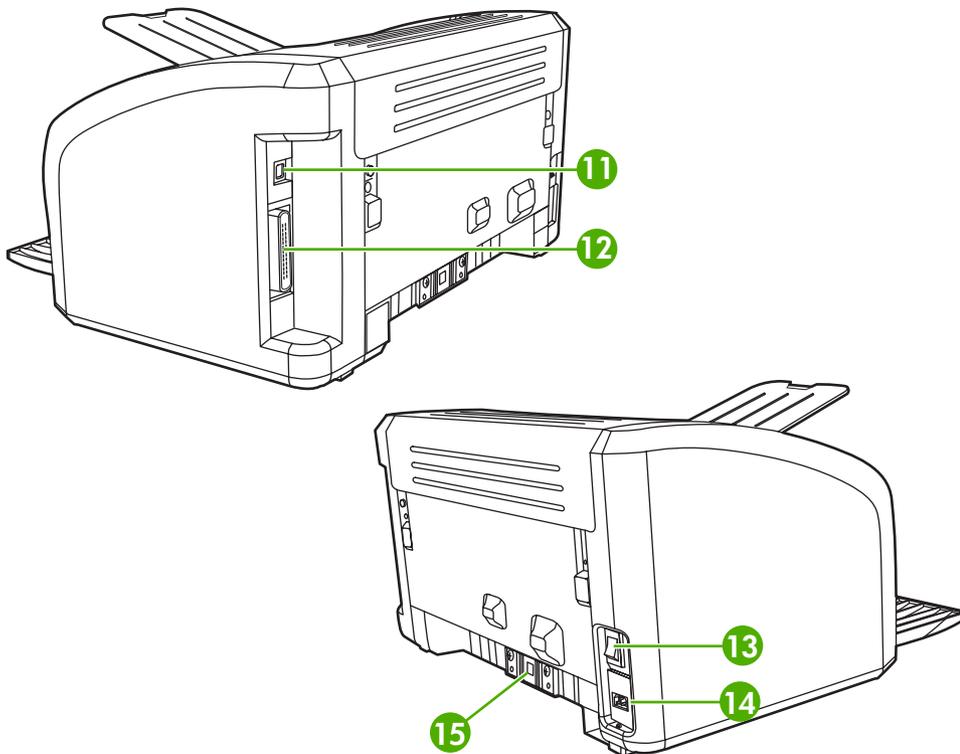


Figure 1-2 Back and left-side view (HP LJ 1010 series printers)

11	USB port
12	Parallel port (HP LaserJet 1015 printer only)
13	On/off switch
14	Power receptacle
15	Separation pad

HP LaserJet 1020 printer

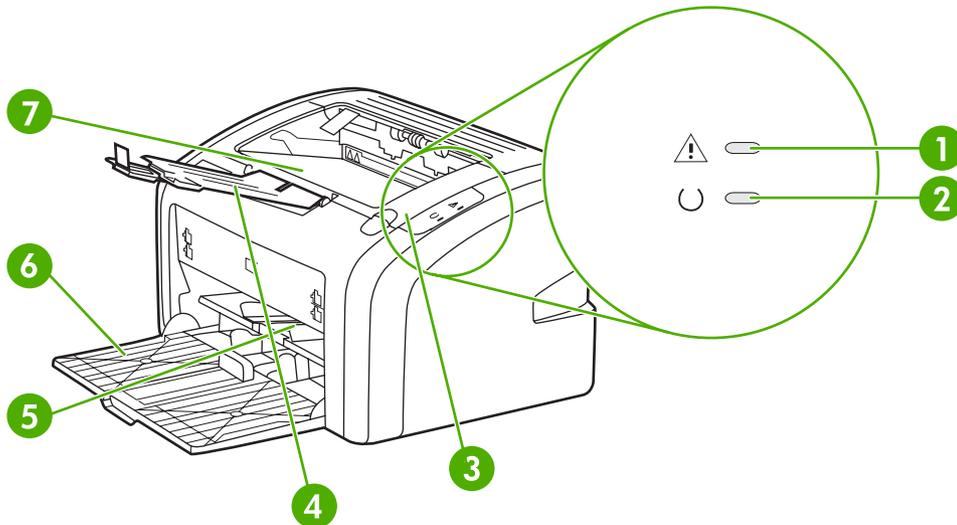


Figure 1-3 Front and right-side view (HP LJ 1020 printer)

1	ATTENTION light
2	READY light
3	Print-cartridge door
4	Output-media support
5	Priority feed slot
6	150-sheet main input tray
7	Output bin

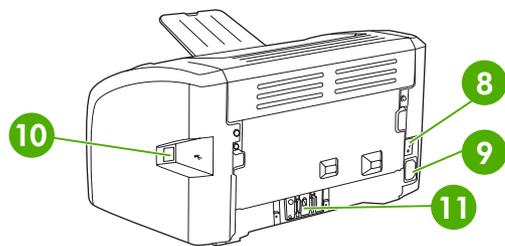


Figure 1-4 Back and left-side view (HP LJ 1020 printer)

8	On/off switch
9	Power receptacle
10	USB port
11	Separation pad

Model and serial numbers

The model number and serial number are listed on an identification label located on the back of the product.

The serial number contains information about the country/region of origin, and the revision level, production code, and production number of the product.

The label also contains power-rating and regulatory information.

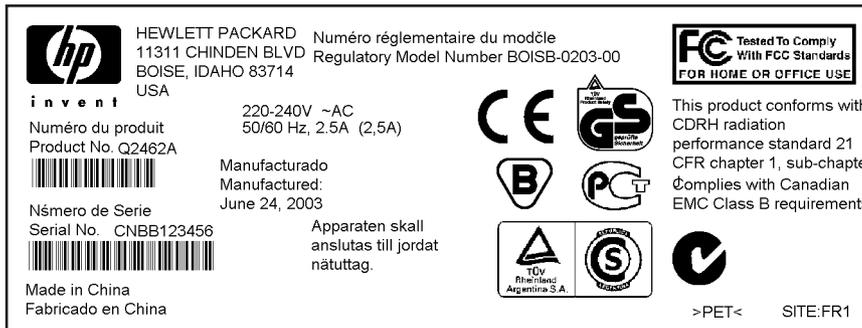


Figure 1-5 Model- and serial-number label (HP LJ 1010 printer is shown)

Hardware description

The HP LaserJet 1010 printer provides 600 x 600 dpi printing. The HP LaserJet 1012, 1015, and 1020 printers offer HP REt technology for 600 x 600 x 2 dpi printing (effectively 1200 dpi).

The printers print at 12 ppm (HP LaserJet 1010) or 15 ppm for letter-size paper and 14 ppm for A4-size paper (HP LaserJet 1012, 1015, and 1020). With 600 dpi printing for the HP LaserJet 1010 printer and an effective 1200 dpi printing resolution for the other models, the printers have exceptional text and graphics print quality. The simple control panels and improved paper-handling make these printers easy to use.

The main input tray has a 150-sheet (75-g/m² [20-lb] media) capacity for continuous, multiple-page printing. The priority feed slot is used to manually feed single sheets of most recommended media and holds up to ten sheets of 75-g/m² (20-lb) media. Both the main input tray and the priority feed slot are center-justified for all supported media sizes. The output bin holds up to 125 sheets of 75-g/m² (20-lb) media.

These printers have a very fast first-page-out, at less than 10 seconds to first page out. The base memory contains 8 MB of RAM for the HP LaserJet 1010 series printers and 2 MB for the HP LaserJet 1020 printer. These printers use an embedded 133 MHz processor.

The print engine has an average duty cycle of 1,000 pages per month (7,000 peak) or 50,000 total pages printed. The standard print-cartridge life is 2,000 pages, in accordance with ISO/IEC 19752.



NOTE Actual print cartridge life depends on specific usage.

Firmware description

The firmware in the printers includes these features:

- Host-based printing
- PCL 5e (HP LaserJet 1015 printer only)
- EconoMode functionality

Product specifications

This section details the specifications for the HP LaserJet 1010 series printers and the HP LaserJet 1020 printer.

Physical specifications

Table 1-1 Physical specifications

Model	Height	Depth	Width	Weight
HP LaserJet 1010 series printers and the HP LaserJet 1020 printer	209 mm (8.3 inches)	242 mm (9.5 inches)	370 mm (14.6 inches)	5.9 kg (13.0 lb)

Printer performance

Table 1-2 Performance

Model	Print resolution (normal)	Print speed (A4-size media)
HP LaserJet 1010 printer	600 x 600 dpi	12 ppm
HP LaserJet 1012 printer	600 x 600 dpi	14 ppm
HP LaserJet 1015 printer	600 x 600 dpi	14 ppm
HP LaserJet 1020 printer	600 x 600 dpi	14 ppm

¹ 1200 dpi effective output quality, 600 x 600 x 2 dpi with HP Resolution Enhancement technology (REt)

Environmental specifications

Table 1-3 Environmental specifications (HP LJ 1010 series printers and HP LJ 1020 printer)

Category	Specification
Operating environment (unit plugged into an alternating-current [ac] outlet)	<ul style="list-style-type: none">■ Temperature: 10° to 32.5°C (50° to 90.5°F)■ Humidity: 20 to 80% relative humidity (no condensation)
Storage environment (unit not plugged into an ac outlet)	<ul style="list-style-type: none">■ Temperature: 0° to 40°C (32° to 104°F)■ Humidity: 10 to 80% relative humidity (no condensation)

Electrical specifications



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

Table 1-4 Power requirements

Specification	110-volt models	220-volt models
Power requirements	110–127 V (±10%)	220–240 V (±10%)
	50/60 Hz (±2 Hz)	50/60 Hz (±2 Hz)
Rated current	4.0 amps	2.3 amps



WARNING! Power sources are not interchangeable.

Table 1-5 Power consumption (average, in watts)¹

Product model	Printing ²	Ready ²	PowerSave	Off
HP LaserJet 1010 printer	250 W	2 W	2 W	0 W
HP LaserJet 1012 printer	250 W	2 W	2 W	0 W
HP LaserJet 1015 printer	250 W	2 W	2 W	0 W
HP LaserJet 1020 printer	250 W	4 W	4 W	0 W

¹ Values are subject to change. See www.hp.com/support/lj1010 or www.hp.com/support/lj1020 for current information.

² Power reported is highest value measured for printing using all standard voltages. HP LaserJet 1010 printer print speed is 12 ppm (letter size) and 12 ppm (A4 size). HP LaserJet 1012, 1015, and 1020 printer print speed is 15 ppm (letter size) and 14 ppm (A4 size).

Acoustic emissions

Table 1-6 Acoustic emissions¹²

Sound power level	Declared per ISO 9296
Printing	$L_{WA_d} = 6.2$ Bels (A) [62 dB (A)]
Ready	Inaudible
Sound pressure level—Bystander position	Declared per ISO 9296
Printing	$L_{pAm} = 49$ dB (A)
Ready	Inaudible

¹ Values are subject to change. See www.hp.com/support/lj1010 for current information. Configuration tested: HP LaserJet 1010 printer using the standard tray, A4 paper, and simplex, continuous printing. HP LaserJet 1010 printer print speed is 12 ppm (letter size) and 12 ppm (A4 size). HP LaserJet 1012 and 1015 printer print speed is 15 ppm (letter size) and 14 ppm (A4 size).

² Values are subject to change. See www.hp.com/support/lj1020 for current information. Configuration tested: HP LaserJet 1020 printer using the standard tray, A4 paper, and simplex, continuous printing. During other operations, acoustic emissions might vary.

Extended warranty

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, or extend it up to 5 years. The HP Care Pack can provide Express Exchange or onsite service. For more information, see the support flyer that came with the device for the appropriate phone numbers and information.

Print-cartridge information

The print cartridge is designed to simplify replacement of the major consumable parts. The print cartridge contains the printing mechanism and a supply of toner.

The standard print-cartridge life is 2,000 pages, in accordance with ISO/IEC 19752.



NOTE Actual print cartridge life depends on specific usage.

Refilled print cartridges

While Hewlett-Packard does not prohibit the use of refilled print cartridges during the warranty period or while the product is under a maintenance contract, use of refilled cartridges is not recommended for the following reasons:

- Repairs resulting from the use of refilled cartridges are not covered under Hewlett-Packard warranty or maintenance contracts.
- Hewlett-Packard has no control or process to ensure that a refilled cartridge functions at the high level of reliability of a new HP LaserJet print cartridge. Hewlett-Packard also cannot predict the long-term reliability effect on the product from using the different toner formulations that are found in refilled cartridges.
- The print quality of HP LaserJet print cartridges influences the customer's perception of the product. Hewlett-Packard has no control over the actual print quality of a refilled cartridge.
- Parts that are critical to print quality might not be replaced when the cartridge is refilled with toner.

Recycling print cartridges

In order to reduce waste, Hewlett-Packard offers a recycling program. Cartridge components that do not wear out are recycled. Plastics and other materials are recycled. Hewlett-Packard pays the shipping costs from the user to the recycling plant (within the United States). To join this recycling effort, follow the instructions inside the print cartridge box. See www.hp.com/recycle for more information.

Regulatory information

FCC compliance

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy. If it is not installed and used in accordance with the instructions, it may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase separation between equipment and receiver.
- Connect equipment to an outlet on a circuit different from that to which the receiver is located.
- Consult your dealer or an experienced radio/TV technician.



NOTE Any changes or modifications to the printer that are not expressly approved by Hewlett-Packard could void the user's authority to operate this equipment. Use of a shielded interface cable is required to comply with the Class B limits of Part 15 of FCC rules.

Canadian DOC regulations

Complies with Canadian EMC Class B requirements.

«Conforme à la classe B des normes canadiennes de compatibilité électromagnétiques. «CEM».»

Korean EMI statement

사용자 안내문 (B급 기기)

이 기기는 비업무용으로 전자파장해 검정을 받은 기기로서, 주거 지역에서는 물론 모든 지역에서 사용할 수 있습니다.

Laser statement for Finland

LASERTURVALLISUUS

LUOKAN 1 LASERLAITE

KLASS 1 LASER APPARAT

HP LaserJet 1010, HP LaserJet 1012, HP LaserJet 1015, HP LaserJet 1020-laserkirjoitin on käyttäjän kannalta turvallinen luokan 1 laserlaite. Normaalisissa käytössä kirjoittimen suojakotelointi estää lasersäteiden pääsyn laitteen ulkopuolelle. Laitteen turvallisuusluokka on määritetty standardin EN 60825-1 (1994) mukaisesti.

VAROITUS!

Laitteen käyttäminen muulla kuin käyttöohjeessa mainitulla tavalla saattaa altistaa käyttäjän turvallisuusluokan 1 ylittävälle näkymättömälle lasersäteilylle.

WARNING!

Om apparaten används på annat sätt än i bruksanvisning specificerats, kan användaren utsättas för osynlig laserstrålning, som överskrider gränsen för laserklass 1.

HUOLTO

HP LaserJet 1010, HP LaserJet 1012, HP LaserJet 1015, HP LaserJet 1020 -kirjoittimen sisällä ei ole käyttäjän huollettavissa olevia kohteita. Laitteen saa avata ja huoltaa ainoastaan sen huoltamiseen koulutettu henkilö. Tällaiseksi huoltotoimenpiteeksi ei katsota väriainekasetin vaihtamista, paperiradan puhdistusta tai muita käyttäjän käsikirjassa lueteltuja, käyttäjän tehtäväksi tarkoitettuja ylläpitotoimia, jotka voidaan suorittaa ilman erikoistyökaluja.

VARO!

Mikäli kirjoittimen suojakotelo avataan, olet alttiina näkymättömälle lasersäteilylle laitteen ollessa toiminnassa. Älä katso säteeseen.

WARNING!

Om laserprinterns skyddshölje öppnas då apparaten är i funktion, utsättas användaren för osynlig laserstrålning. Betrakta ej strålen. Tiedot laitteessa käytettävän laserdiodin säteilyominaisuuksista:

Aallonpituus 785-800 nm

Teho 5 mW

Luokan 3B laser

2 Installation and operation

This chapter provides an overview of the appropriate operating environment, describes the control panel, describes media requirements, and describes how to load print media.

- [Operating environment](#)
- [Identifying the control-panel components](#)
- [Media specifications](#)
- [Guidelines for using media](#)
- [Loading media](#)
- [Setting media types](#)

Operating environment

Place the product on a sturdy, level surface in a well-ventilated area that meets the following environmental requirements:

- Temperature: 10° to 32.5°C (50° to 90.5°F)
- Humidity: 20 to 80% relative humidity (no condensation)
- Away from direct sunlight, open flames, and ammonia fumes
- With sufficient space around the product to accommodate access and ventilation requirements

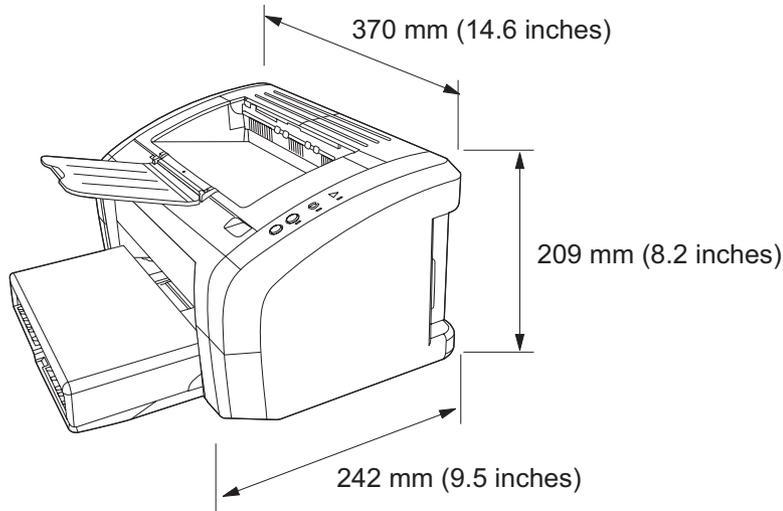


Figure 2-1 HP LaserJet 1010 series printer dimensions

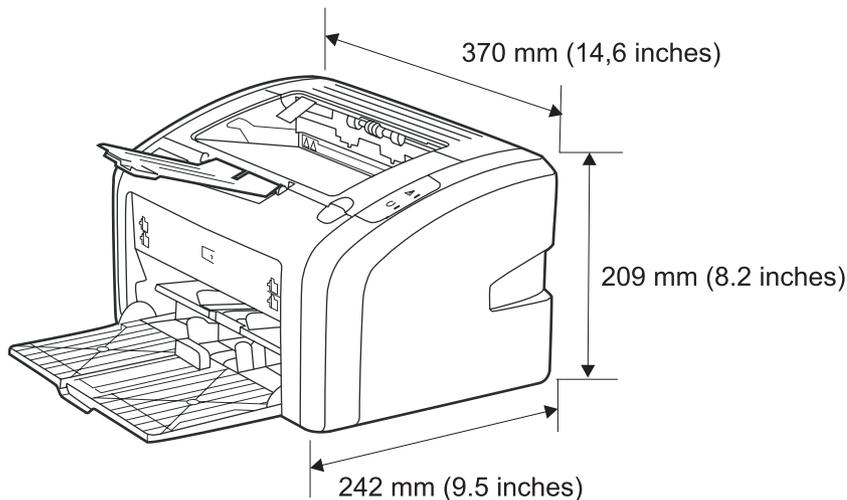


Figure 2-2 HP LaserJet 1020 printer dimensions