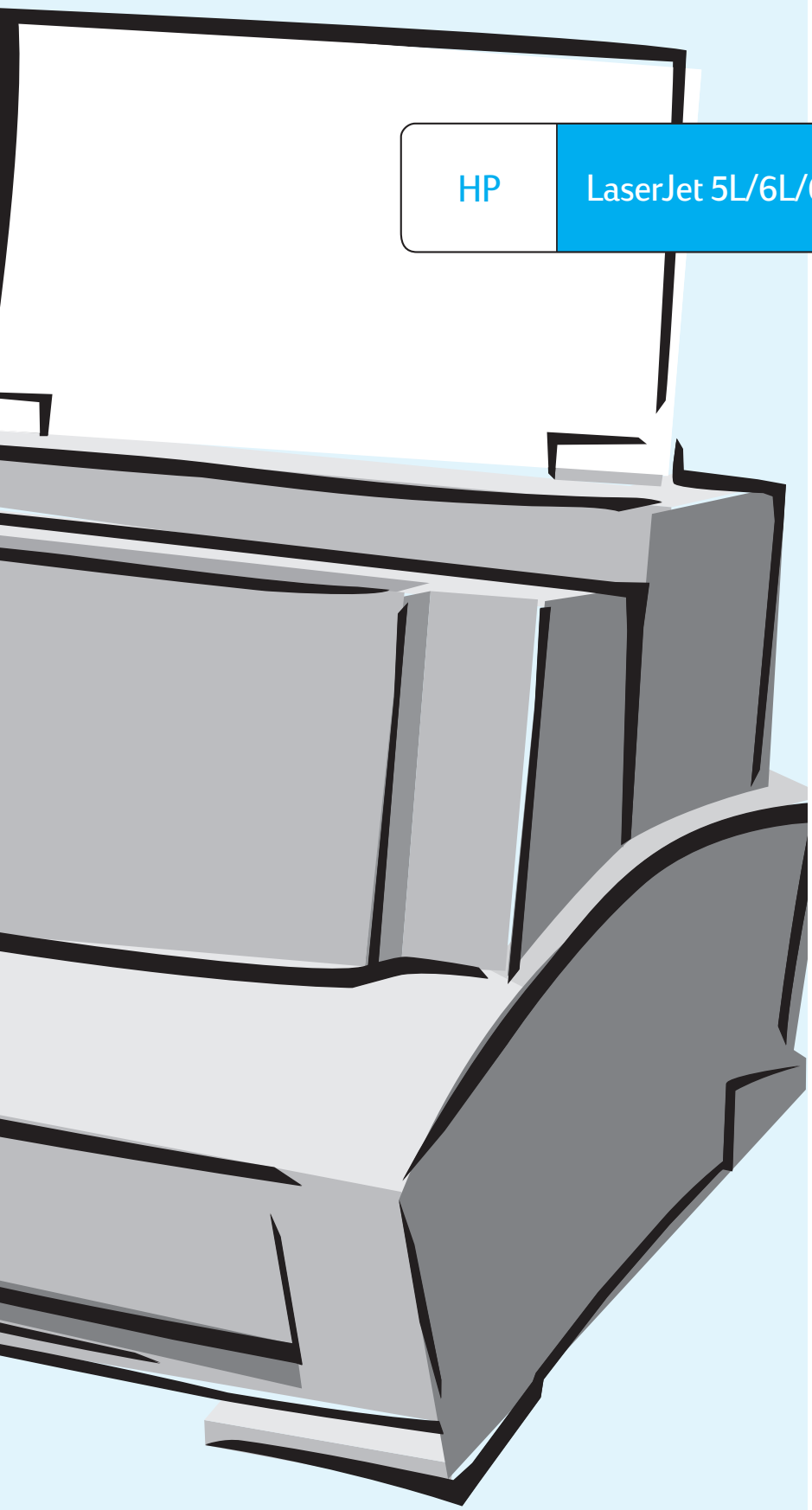
Product: 2002 HP LaserJet 5L/6L/6L Gold/6L Pro Printers Service Repair Workshop Manual
Full Download: https://www.arepairmanual.com/downloads/2002-hp-laserjet-5l6l-gold6l-pro-printers-service-repair-workshop-manual/

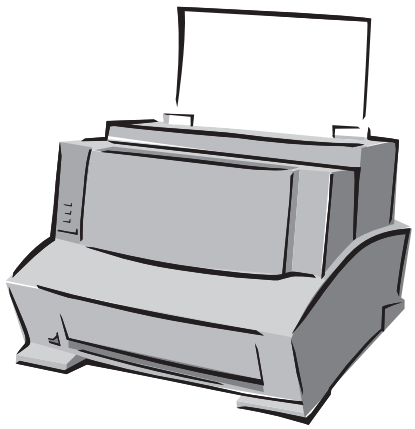
HEWLETT PACKARD



HP LaserJet 5L/6L/6L Gold/6L Pro Printer

Service Manual

English



Product: 2002 HP LaserJet 5L/6L/6L Gold/6L Pro Printers Service Repair Workshop Manual
Full Download: https://www.arepairmanual.com/downloads/2002-hp-laserjet-5l6
l6l-gold6l-pro-printers-service-repair-workshop-manual/

Sample of manual. Download All 194 pages at:
https://www.arepairmanual.com/downloads/2002-hp-laserjet-5l6l6l-gold6l-pro-printers-service-repair-workshop-manual/

HP LaserJet 5L/6L/6L Gold/6L Pro Printer

Service Manual

© Copyright Hewlett-Packard Company, 2002

All Rights Reserved. Reproduction, adaptation, or translation without prior written permission is prohibited, except as allowed under the copyright laws.

Part number: C8060-90903

Second Edition, February 2002

Warranty

The information contained in this document is subject to change without notice.

Hewlett-Packard makes no warranty of any kind with respect to this information. HEWLETT-PACKARD SPECIFICALLY DISCLAIMS THE IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Hewlett-Packard shall not be liable for any direct, indirect, incidental, consequential, or other damage alleged in connection with the furnishing or use of this information.

Trademark Credits

ENERGY STAR is a U.S. registered service mark of the United States Environmental Protection Agency.

Hewlett-Packard Company
11311 Chinden Boulevard
Boise, Idaho 83714 U.S.A.

Conventions

This is a combined Service Manual for the HP LaserJet 5L, 6L, 6L Gold, and 6L Pro printers. The HP LaserJet 6L Gold shares the same characteristics as the HP LaserJet 6L. For the purposes of this manual, the “HP LaserJet 6L” refers to both the 6L and the 6L Gold.

This manual uses the following conventions:

COLOR is used to emphasize items that are important to the material under discussion.

Bold is used for emphasis, particularly in situations where *italic* type would be confusing.

Italic type is used to indicate related documents or emphasis.

Hint Hints are used to suggest an action that might simplify the process.

Note Notes contain important information set off from the text.

CAUTION Caution messages alert you to the possibility of damage to equipment or loss of data.

WARNING! Warning messages alert you to the possibility of personal injury.

Contents

1 Product information

Chapter contents 13
Printer features 14
Identification 15
HP LaserJet 6L Gold. 15
Model and serial 15
Specifications 18
Product overview. 19
Service approach 22
Parts Exchange Program 22
Ordering parts. 22
Ordering related documentation 22
Contacting HP to place an order 22
Technical assistance. 23
HP Customer Care 23
HP worldwide sales and service offices 25
Warranty 28
Hardware service during the warranty period 28
Hardware service after the warranty period 28
HP LaserJet Toner Cartridge warranty 29
Voltage conversions 29

2 Site requirements

Chapter contents. 31
Site requirements 32
Operating environment 32
Printer space requirements 33
The HP C3906A/F Toner Cartridge. 34
Storage conditions 34
Storing opened toner cartridges 34
Toner cartridge handling suggestions 35

3 Operating overview

Chapter contents. 37
Using the Control Panel 38
Control Panel layout 38
Indicator lights 38
The Control Panel Button 40
Printing a self-test page. 41
Continuous self test 44
Printing an engine test. 44
Resetting the printer 45
To reset the printer 45

4 Printer maintenance

Chapter contents 47
Life expectancy of consumables 48
Toner cartridge life 49
Saving toner with EconoMode 49
Refilled toner cartridges 50
Recycling toner cartridges 50
Cleaning the printer 51
Cleaning printer components 51
Cleaning spilled toner 52

5 Functional overview

Chapter contents 53
Basic printer functions 54
DC Controller/power system 55
Print engine control system 56
Power system (on DC Controller PCA) 56
Formatter system 58
CPU 58
Read only memory (ROM) 58
Random access memory (RAM) 58
Parallel interface 58
Control Panel 58
Resolution Enhancement technology (REt) 59
EconoMode 59
Memory Enhancement technology (MEt) 59
Enhanced I/O 59
Page Protect 60
PJL overview 60
Image formation system 61
Toner cartridge 61
Step 1: Drum cleaning 62
Step 2: Drum conditioning 62
Step 3: Image writing 62
Step 4: Image developing 62
Step 5: Image transferring 62
Step 6: Image fusing 62
Paper feed system 63
Paper jam detection 65
Basic sequence of operation 66

6 Removal and replacement

Chapter contents 69
Removal and replacement strategy 70
Required tools 71
Installing memory cards (DRAM) 72
Covers and doors 73
Back Cover 73
EP Door Assembly 75
Memory Door 76
Main Cover and Paper Input Assembly 77
Internal assemblies 78
Control Panel 78
Exit Roller Assembly 79
Delivery Assembly 80
Fuser Pressure Plate 82
Heating Element 84

Pressure Roller 87
Face-Up/Face-Down Lever 88
Fuser Exit Roller Assembly 89
Paper Exit Sensor Flag 90
Top assemblies 91
Laser/Scanner Assembly 91
Solenoid 92
Pickup Roller Assembly 94
Paper Feed Frame 97
Transfer Roller Guide and Transfer Roller 101
Kick Plate 102
Separation Pad 104
Subpads 105
Feed Assembly 106
Bottom assemblies 109
Memory Door Guide 109
Motor 110
DC Controller 111
Formatter PCA 114

7 Troubleshooting

Chapter contents 115
General troubleshooting flowchart 116
Paper path and components 118
DC Controller diagram 119
Printer error troubleshooting 120
Priority of errors 120
Printer status messages 121
Service and error messages 123
Image formation troubleshooting 126
Check the toner cartridge 126
Image defect examples 127
Troubleshooting checks 133
Engine test 133
Half self-test functional check 134
Drum rotation functional check 134
High-voltage power supply check 135
Paper curl 137
Troubleshooting tools 138
Paper path check 138
Repetitive image defect ruler 139
Main wiring diagram 140

8 Parts and diagrams

Chapter contents 143
How to use the part lists and diagrams 144
Ordering parts 144
Ordering consumables 144
Accessories and supplies 145
Common hardware 146
Parts diagrams 147

Appendix A Parts index

Alphabetical parts list 167
Numerical parts list 172

Appendix B Regulatory information

Laser Safety (U.S.) 177
Laser Statement (Finland) 178
Toner safety 179
Ozone emission 179
FCC Statement (Class B). 180
VCCI Statement (Japan) 180

Figures

Figure 1-1 HP LaserJet 5L model and serial numbers 15
Figure 1-2 HP LaserJet 6L model and serial numbers 16
Figure 1-3 HP LaserJet 6L Pro model and serial numbers 17
Figure 1-4 Front/side views of the printer 19
Figure 1-5 Front door assemblies 20
Figure 1-6 Back view of the printer 21
Figure 2-1 Printer space requirements 33
Figure 2-2 Toner cartridge distribution 35
Figure 3-1 Self-test page for HP LaserJet 5L 41
Figure 3-2 Self-test page for HP LaserJet 6L 42
Figure 3-3 Self-test page for HP LaserJet 6L Pro 43
Figure 3-4 Engine test button 44
Figure 4-1 Five percent text coverage 49
Figure 4-2 Static Eliminator Teeth (located in front of the transfer roller) 52
Figure 5-1 Printer functional block diagram 54
Figure 5-2 DC Controller loads 55
Figure 5-3 EconoMode vs. Normal Mode 59
Figure 5-4 Image formation block diagram 61
Figure 5-5 Simplified paper path 63
Figure 5-6 Solenoid and sensors 64
Figure 5-7 General timing diagram - HP LaserJet 5L 67
Figure 5-8 General timing diagram - HP LaserJet 6L and HP LaserJet 6L ProSL . 68
Figure 6-1 Phillips and PosiDriv screwdrivers 71
Figure 6-2 Back Cover removal (1 of 2) 73
Figure 6-3 Back Cover removal (2 of 2) 74
Figure 6-4 EP Door Assembly removal 75
Figure 6-5 Memory Door removal 76
Figure 6-6 Main Cover and Paper Input Assembly removal 77
Figure 6-7 Control Panel removal 78
Figure 6-8 Exit Roller removal 79
Figure 6-9 Delivery Assembly removal (1 of 2) 80
Figure 6-10 Delivery Assembly removal (2 of 2) 81
Figure 6-11 Fuser Pressure Plate removal 82
Figure 6-12 Fuser Pressure Plate replacement 83
Figure 6-13 Heating Element removal (1 of 3) 84
Figure 6-14 Heating Element removal (2 of 3) 85
Figure 6-15 Heating Element removal (3 of 3) 86
Figure 6-16 Pressure Roller Guide removal 87
Figure 6-17 Face-Up/Face-Down Lever replacement 88
Figure 6-18 Fuser Exit Roller removal 89
Figure 6-19 Paper Exit Sensor Flag replacement 90
Figure 6-20 Laser/Scanner Assembly removal 91
Figure 6-21 Solenoid removal (1 of 2) 92
Figure 6-22 Solenoid removal (2 of 2) 93
Figure 6-23 Pickup Roller Assembly removal (1 of 2) 94
Figure 6-24 Pickup Roller Assembly removal (2 of 2) 95
Figure 6-25 Paper Pickup Roller Assembly replacement (inside/front view) 96
Figure 6-26 Paper Feed Frame removal (1 of 4) 97
Figure 6-27 Paper Feed Frame removal (2 of 4) 98
Figure 6-28 Paper Feed Frame removal (3 of 4) 99
Figure 6-29 Paper Feed Frame removal (4 of 4) 100
Figure 6-30 Transfer Roller Guide and Transfer Roller removal (inside/back view) 101

Figure 6-31 Kick Plate removal 102
Figure 6-32 Kick Plate Spring replacement 103
Figure 6-33 Separation Pad removal 104
Figure 6-34 Subpad removal 105
Figure 6-35 Feed Assembly removal (1 of 3) 106
Figure 6-36 Feed Assembly removal (2 of 3) 107
Figure 6-37 Feed Assembly removal (3 of 3) 108
Figure 6-38 Memory Door Guide removal 109
Figure 6-39 Motor removal 110
Figure 6-40 DC Controller removal (1 of 3) 111
Figure 6-41 DC Controller removal (2 of 3) 112
Figure 6-42 DC Controller removal (3 of 3) 113
Figure 6-43 Formatter Board removal 114
Figure 7-1 Paper path and components 118
Figure 7-2 DC Controller PCA components 119
Figure 7-3 Heating element resistance check 124
Figure 7-4 Engine test 133
Figure 7-5 Toner cartridge high-voltage connection points (1 of 2) 135
Figure 7-6 Toner cartridge high-voltage connection points (2 of 2) 136
Figure 7-7 Overriding PS204 and SW101 138
Figure 7-8 Repetitive image defect ruler 139
Figure 7-9 Main wiring diagram 140
Figure 8-1 Major assembly locations 147
Figure 8-2 Covers and doors 148
Figure 8-3 Internal components (1 of 3) 150
Figure 8-4 Internal components (2 of 3) 152
Figure 8-5 Internal components (3 of 3) 154
Figure 8-6 DC Controller/formatter and cables 156
Figure 8-7 Pickup Roller assembly 158
Figure 8-8 Feed assembly 160
Figure 8-9 Separation Guide assembly 162
Figure 8-10 Delivery assembly 164
Figure A-1 VCCI statement (Japan) 180

Tables

Table 1-1 Printer Features 14
Table 1-2 Printer Features 14
Table 1-3 Performance specifications 18
Table 1-4 Electrical specifications 18
Table 1-5 Acoustic emissions 18
Table 1-6 Related documentation 22
Table 2-1 Environmental requirements 32
Table 2-2 Printer dimensions 33
Table 3-1 Indicator Lights 38
Table 3-2 Control Panel Button usage 40
Table 4-1 Life expectancy of consumables 48
Table 4-2 Cleaning printer components 51
Table 5-1 Solenoid and sensors 64
Table 5-2 Printer timing 66
Table 7-1 Printer status messages 121
Table 7-2 Unclearable error 122
Table 7-3 Service and error messages 123
Table 7-3 Service and error messages (Continued 2 of 3) 124
Table 7-3 Service and error messages (Continued 3of 3) 125
Table 7-4 High-voltage power supply check 135
Table 7-5 Paper curl troubleshooting 137
Table 7-6 Cable pinouts 141
Table 8-1 Accessories and supplies 145
Table 8-2 Common fasteners used in the printer 146
Table 8-3 Covers and doors 149
Table 8-4 Internal components 151
Table 8-5 Internal components (2 of 3) 153
Table 8-6 Internal components (3 of 3) 155
Table 8-7 DC Controller case 157
Table 8-8 Pickup Roller assembly 159
Table 8-9 Feed assembly 161
Table 8-10 Separation Guide assembly 163
Table 8-11 Delivery assembly 165
Table A-1 Alphabetical parts list 167
Table A-2 Numerical parts list 172

1 Product information

Chapter contents

Printer features 14
Paper capacities and sizes 14
Identification 15
HP LaserJet 6L Gold. 15
Model and serial 15
Specifications 18
Product overview. 19
Front/side views of the printer. 19
Front door assemblies. 20
Back view of the printer. 21
Service approach 22
Parts Exchange Program 22
Ordering parts. 22
Ordering related documentation 22
Technical assistance 23
HP Customer Care 23
HP worldwide sales and service offices 25
Warranty 28
Hardware service during the warranty period 28
Hardware service after the warranty period 28
HP LaserJet Toner Cartridge warranty 29
Voltage conversions 29

Printer features

Note All references in this manual to the HP LaserJet 6L printer also apply to the HP LaserJet 6L Gold printer.

Table 1-1 Printer Features

Feature	Description
Print Speed	4 ppm (HP LaserJet 5L); 6 ppm (HP LaserJet 6L/6L Gold and HP LaserJet 6L Pro)
Text and Graphics Resolution	300 or 600 dpi
Printer Language	Enhanced PCL 5 (or host-based on HP LaserJet 6L/6L Gold)
Monthly Usage (pages)	4,000 pages (HP LaserJet 5L); 6,000 pages (HP LaserJet 6L/6L Gold)
Memory: Standard[1] Maximum Capacity	 5L and 6L/6L Gold = 1 MB RAM, 2 MB ROM 6L Pro = 4 MB RAM, 4 MB ROM 5L and 6L/6L Gold = 9 MB total (available in increments of 1, 2, 4, and 8 MB)[2] 5 V JEDIA card[3]
Internal Typefaces	26 Scalable Typefaces
Standard Interfaces	IEEE-1284 parallel
Power Control	SleepMode
Control Panel	3 LEDs and 1 Control Panel Button
EconoMode (toner saving)	Yes

1. Printer memory is optimized with Memory Enhancement technology (MEt).
2. Not available for the HP LaserJet 6L Pro, 4 MB standard.
3. JEDIA (Japanese Electronic Device Industry Association) is a group of DRAM suppliers who have standardized DRAM and other CMOS products.

Paper capacities and sizes

Table 1-2 Printer Features

Feature	Description
Paper Input Tray Capacity	Holds up to 100 sheets of regular weight paper or up to 10 envelopes
Paper Output Bin Capacity	Holds up to 100 sheets
Single Sheet Input Slot	1
Minimum Paper Size	76 mm by 127 mm (3 by 5 inches)
Maximum Paper Size	216 mm by 356 mm (8.5 by 14 inches)

HP LaserJet 6L Gold

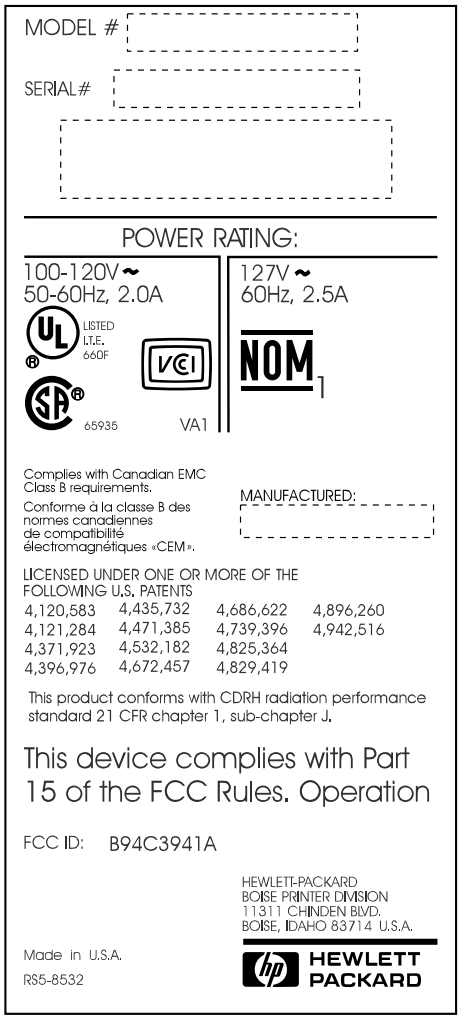
The HP LaserJet 6L Gold shares the same characteristics as the HP LaserJet 6L. For the purposes this manual, “HP LaserJet 6L” refers to both the 6L and the 6L Gold.

Model and serial

The model number and serial numbers are listed on Identification Labels located on the bottom of the printer. The model number is alphanumeric, such as C3941A for the HP LaserJet 5L printer, C3990A for the HP LaserJet 6L printer, and C8060A for the HP LaserJet 6L Pro printer.

The serial number contains information about the Country of Origin, the Revision Level, the Production Code, and production number of the printer.

The labels also contain power rating and regulatory information.



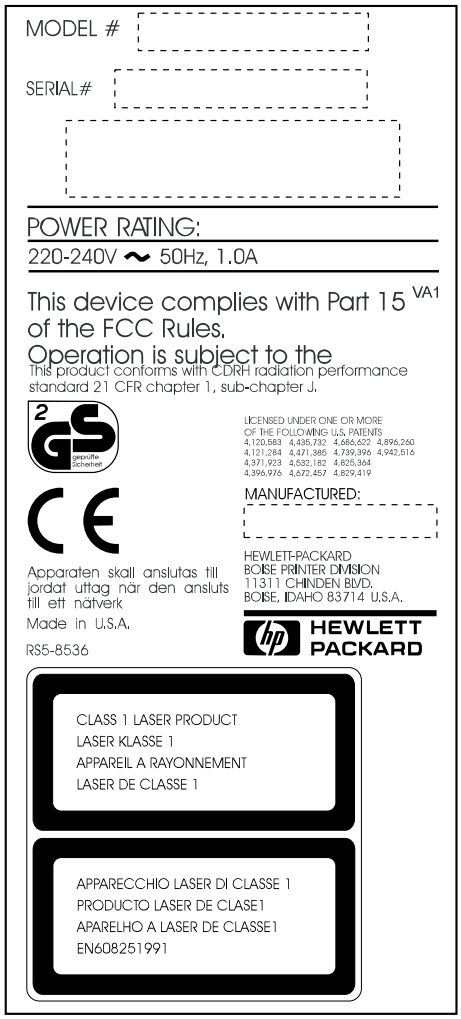


Figure 1-1 **HP LaserJet 5L model and serial numbers**

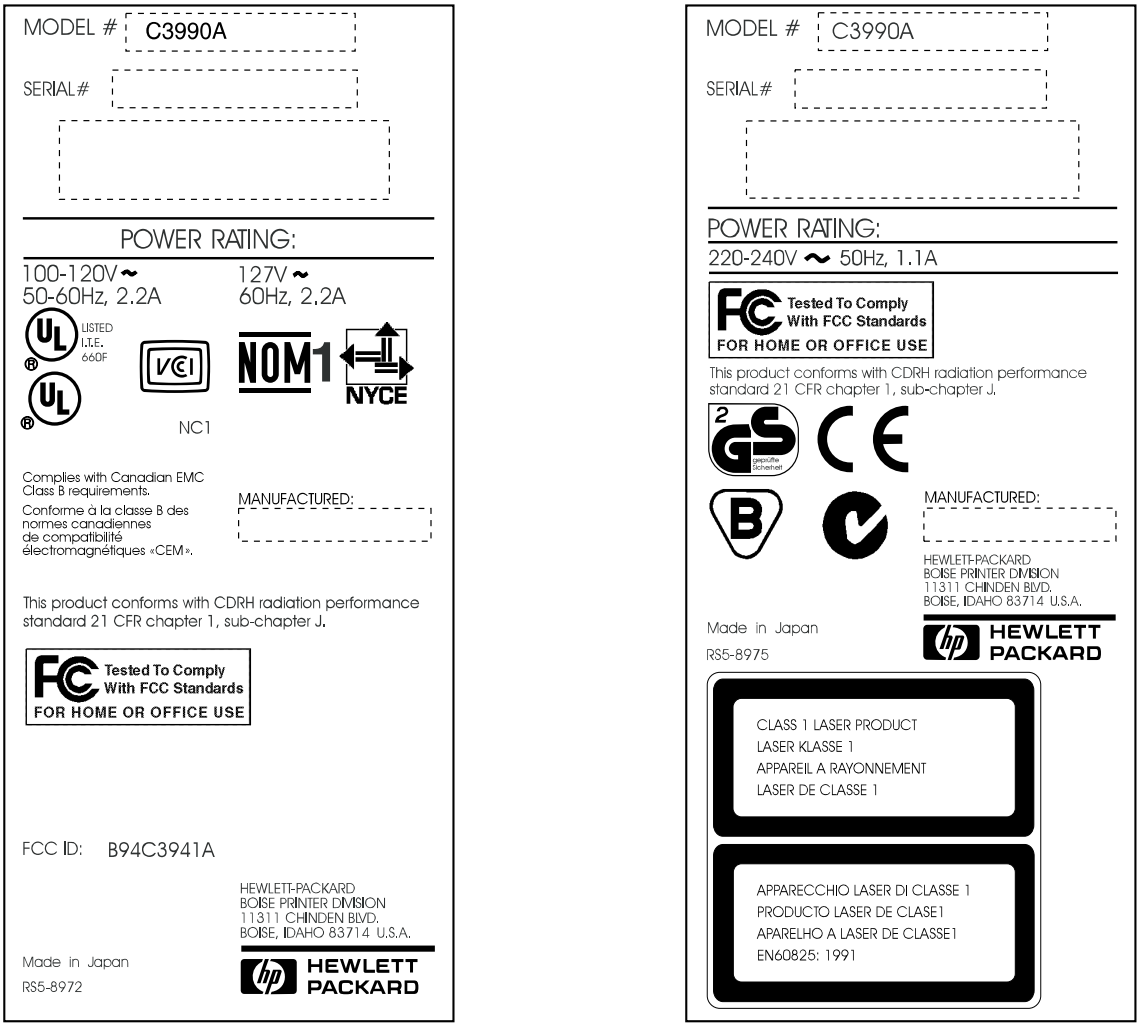


Figure 1-2 **HP LaserJet 6L model and serial numbers**

Figure 1-3 **HP LaserJet 6L Pro model and serial numbers**

Specifications

Table 1-3 Performance specifications

Category	Specification
Print Speed[1]: HP LaserJet 5L Print Speed: HP LaserJet 6L Print Speed: HP LaserJet 6L Pro	4 ppm 6 ppm 6 ppm
Monthly Usage (Duty Cycle): HP LaserJet 5L Monthly Usage (Duty Cycle): HP LaserJet 6L Monthly Usage (Duty Cycle): HP LaserJet 6L Pro	4,000 pages 6,000 pages 6,000 pages
Life Expectancy of Toner Cartridge (pages)[2]	2,500 pages at 5% coverage
First Print HP LaserJet 5L HP LaserJet 6L HP LaserJet 6L Pro	 A4: <23 seconds Letter: <23 seconds A4: <23 seconds Letter: <23 seconds A4: 18 seconds Letter: 18 seconds

1. Actual speed depends on data complexity and software handling efficiency.
2. Toner Cartridge life can be extended by using EconoMode.

Table 1-4 Electrical specifications

Volts	Frequency	Amps	Watts (typical)		
120 Vac ± 10% 100 Vac ± 10%	50/60 Hz ± 2 Hz 50/60 Hz ± 2 Hz	3.5 @ 120v[1]	Printing = 100 (5L) SleepMode = 6 (5L)	150 (6L) 4 (6L)	150 (6L Pro) 4 (6L Pro)
220 Vac ± 10%[2] 240 Vac ± 10%	50 Hz ± 2 Hz 50 Hz ± 2 Hz	1.8 @ 230v	Printing = 100 (5L) SleepMode = 6 (5L)	150 (6L) 4 (6L)	150 (6L Pro) 4 (6L Pro)

1. Minimum recommended circuit capacity for product.
2. HP LaserJet 6L Pro operates at 220/240 Volts only.

Table 1-5 Acoustic emissions

During Printing	5.6 Bels Sound Power Level (per ISO 9296)
During Standby & SleepMode	Silent

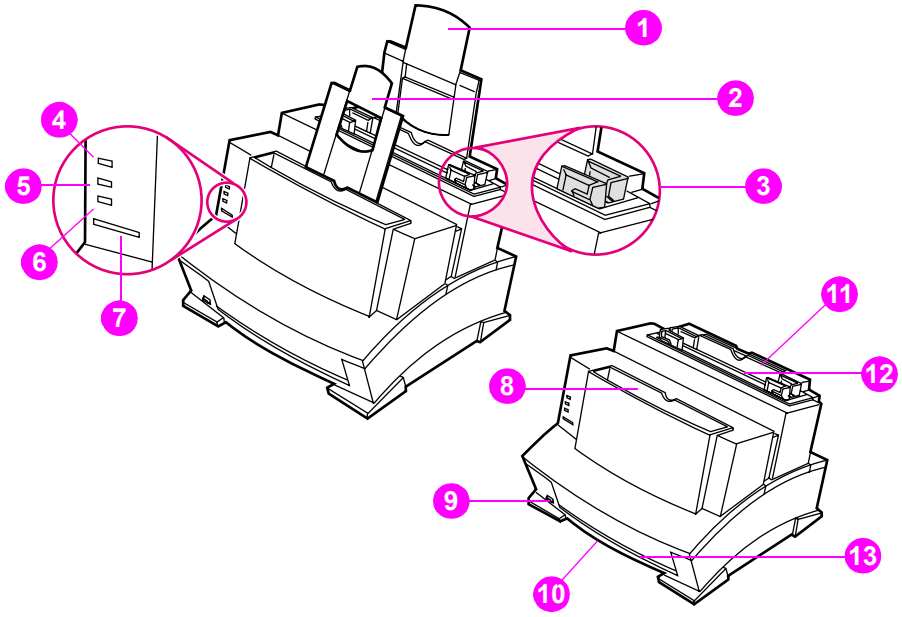


Figure 1-4 **Front/side views of the printer**

1. Paper Input Support (not present on the HP LaserJet 6L Pro)
2. Paper Output Support (not present on the HP LaserJet 6L Pro)
3. Paper Guides
4. Error (top) Indicator Light
5. Data (middle) Indicator Light
6. Ready (bottom) Indicator Light
7. Control Panel Button
8. Paper Output Bin
9. Paper Path Lever
10. Serial and Model Number (under printer)
11. Paper Input Tray
12. Single Sheet Input Slot
13. Front Output Slot (face-up)

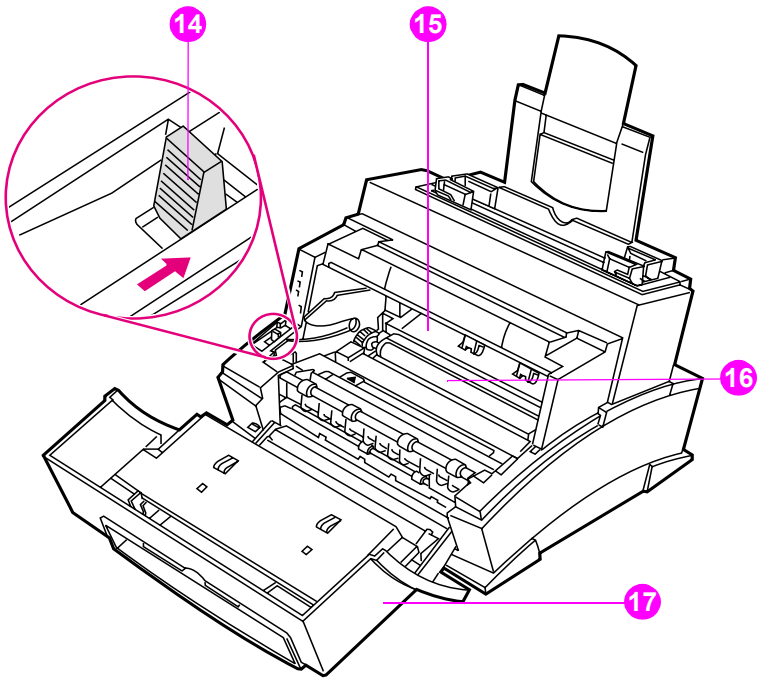


Figure 1-5 **Front door assemblies**

14 Paper Release Lever

15 Toner Cartridge Compartment

16 Transfer Roller (do not touch)

17 EP Door

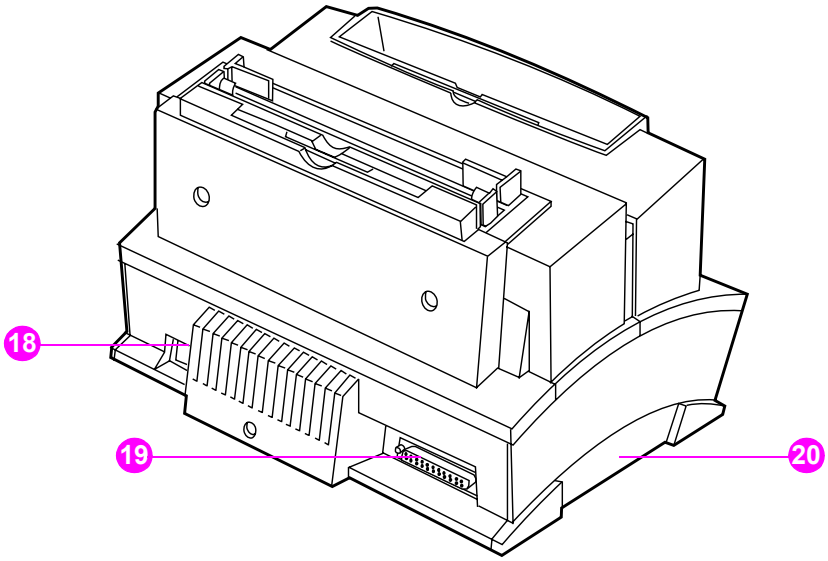


Figure 1-6 **Back view of the printer**

18 Power Cable Connector

19 Parallel Cable Connector

20 Memory Expansion Cover (not present on the HP LaserJet 6L Pro)

Service approach

Repair of the printer normally begins with the use of the printer's internal diagnostics in conjunction with the troubleshooting procedures in Chapter 7. Once a faulty part is located, repair is generally accomplished by assembly level replacement of Field Replaceable Units (FRUs). Some mechanical assemblies may be repaired at the subassembly level. PCA component replacement is not supported by Hewlett-Packard. Part numbers for all FRUs are located in Chapter 8 of this manual.

Parts Exchange Program

HP offers remanufactured assemblies for some selected parts. These are identified in Chapter 8 and can be ordered through HP's Commercial Service and Support Organization-Americas (CSSO-A), or Commercial Service and Support Organization-Europe (CSSO-E).

Ordering parts

Field replaceable part numbers are listed in Chapter 8 of this manual. Replacement parts may be ordered from HP's Commercial Service and Support Organization-Americas (CSSO-A), or Commercial Service and Support Organization-Europe (CSSO-E).

Ordering related documentation

Table 1-6 on the following page lists part numbers and where to order related documentation.

Contacting HP to place an order

To order parts or related documentation, contact one of the following HP support organizations:

- **CSSO-A (Commercial Service and Support Organization-Americas)**
  (800) 227-8164 (U.S. Only)
- **CSSO-E (Commercial Service and Support Organization-Europe)**
  (49 7031) 142253

Table 1-6 Related documentation

Description	Part Number	CSSO-A	CSSO-E
HP LaserJet Family Quick Reference Service Guide	5021-0369	X	X
HP LaserJet 5L Printer User's Manual	C3941-90901	X	
HP LaserJet 6L Printer User's Manual	C3990-90901	X	
HP LaserJet 6L Pro Printer User's Guide	C8060-90901		
HP PCL5 Printer Language Technical Reference Information Package	5010-3994	X	X
HP LaserJet Printer Family Paper Specifications Guide	5963-7863	X	X
LaserJet Basic Hardware Training Course	5961-0880	X	X
HP LaserJet 5L/6L/6L Gold/6L Pro Service and Support Documentation and Training CD-ROM	C8060-60102 (English) C8060-60103 (Simplified Chinese)	X X	X

Technical assistance

HP Customer Care

Along with your product, you receive a variety of support services from Hewlett-Packard and our support partners designed to give you the results you need, quickly and professionally.

Online Services: for 24-hour access to information over your Internet connection, we suggest these services.	**World Wide Web URL:** For information specific to the HP LaserJet 5L/ 6L6L Gold/6L Pro products: http://www.hp.com/go/support/ (site is in English)
Obtaining Software	**Visit:** http://www.hp.com/go/support/ (site is in English)
	Call:
Australia:	+61 3 8877 8000
China:	+86 10 6564 5959
Argentina:	(541) 778 8380
Mexico:	800-427-6684
Spain:	+44 (0) 1429 520 012
Portugal:	+44 (0) 1429 890 466
German:	+44 (0) 1429 863 353
French (Europe):	+44 (0) 1429 863 343
Italian:	+44 (0) 1429 890 466
English:	+44 (0) 1429 865 511
Canada and US:	(661) 257 5565
Taiwan:	+888 (2) 2717 0055
Korea:	+82 (2) 3270 0805
Greece, Ireland, and the UK:	+44 (0) 1429 865 511
Hong Kong SAR, Malaysia, and Singapore:	+65 740 4477
India:	(91) (11) 682 6035
New Zealand:	+64 9 356 6640
HP Direct Ordering for Accessories and Supplies (U.S. and Canada):	Call (1) (800) 538-8787 (U.S.) or (1) (800) 387-3154 (Canada).
HP Support Assistant compact disc (U.S., Canada, Singapore, Hong Kong SAR, Malaysia):	This support tool offers a comprehensive online information system designed to provide technical and product information on HP products. To subscribe to this quarterly service in the U.S. or Canada, call (1) (800) 457-1762. In Hong Kong SAR, Malaysia, or Singapore, call Fulfill Plus at (65) 740-4477.
HP Service Information (U.S. and Canada):	To locate HP-authorized dealers, call (1) (800) 243-9816 in the U.S. or (1) (800) 387-3154 in Canada.

Customer Care options worldwide

HP Customer Care and Product Repair Assistance for the U.S. and Canada:

Call (208) 323-2551 in the United States or (905) 206-4663 in Canada Monday through Friday 6 am to 10 pm and Saturday 9 am to 4 pm (Mountain Time) free of charge during the warranty period. However, your standard long-distance phone charges still apply. Have your system nearby and your serial number ready when calling.

If you know your printer needs repair, call 1-800-243-9816 to locate your nearest HP-authorized service provider, or call 208-323-2551 for HP centralized service dispatch.

Post-warranty telephone assistance is available to answer your product questions. Call (1) (900) 555-1500 ($2.50* per minute, U.S. only) or call 1-800-999-1148 ($25* per call, Visa or MasterCard, U.S. and Canada) Monday through Friday from 7 am to 6 pm and Saturday from 9 am to 3 pm (Mountain Time). *Charges begin only when you connect with a support technician. *Prices subject to change.*

European HP Customer Care and In-Country/Region Support
Open Monday through Friday 8:30-18:00 CET

HP provides a free telephone support service during the warranty period. By calling a telephone number listed below, you will be connected to a responsive team waiting to help you. If you require support after your warranty has expired, you can receive support for a fee through the same telephone number. The fee is charged on a per-incident basis. When calling HP, have the following information ready: product name and serial number, date of purchase, and description of the problem.

Israel:	+972 (0)9 9524848		
Denmark:	+45 39 29 4099		
Sweden:	+46 (0)8 619 2170		
Spain:	+34 902 321 123		
Portugal:	+351 21 3176333		
Norway:	+47 22 11 62 99		
Italy:	+39 02 264 10350		
Austria:	+43 (0) 7114 201080	**Switzerland:**	+41 (0)848 80 11 11
Germany:	+49 (180) 52 58 143	**English in Europe**	+44 (0) 171 512 52 02
Belgium:	+32 (0)2 626 8807	**Switzerland:**	+41 (0)848 80 11 11
France:	+33 (0)1 43 62 3434		
Finland:	+358 (0)203 47 288		
Belgium:	+32 (0)2 626 8806 (Dutch) +32 (0)2 626 8807 (French)	**the Netherlands:**	+31 (0) 20 606 8751
Ireland:	+353 (0)1 662 5525	**English in other**	
U.K.:	+44 (0)171 512 5202	**European countries:**	+44 (0)171 512 52 02
Greece:	+30 (0) 16196411		

In-country/region support
Open Monday through Friday 8:00-19:00

If you require telephone support, call the number below. If you require additional product repair services, see “HP worldwide sales and service offices.”

Australia:	(61) (3) 8877-8000	**New Zealand:**	+64 9 356 6640
Hong Kong SAR:	800 96 7729	**Singapore:**	+65 272 5300
Malaysia:	+60 3 295 2566		
Taiwan:	+886 (2) 2717 0055		
Korea:	(82) (2) 3270-0700		
Argentina:	(541) 778 8380	**Mexico (Mexico City):**	800-427-6684
Poland:	+48 22 519 06 00		
Russia and the Ukraine:	+7 095 797 3520 (Moscow) +7 812 346 7997 (St. Petersburg) +7 (380-44) 490-3520 (Ukraine)		
China:	+86 (0)10 6564 5959		
Hong Kong SAR:	800 96 7729		
Hungary:	+365 (0)1 3821111		

HP worldwide sales and service offices

Argentina

Hewlett-Packard Argentina
Montañeses 2140
1428 Buenos Aires
Phone: (54) (1) 787-7115
Fax: (54) (1) 787-7287

Australia

Hewlett-Packard Head office
Hewlett-Packard Australia Ltd.
31-41 Joseph Street
Blackburn, VIC 3130
Phone: (61) (3) 9272-2895
Fax: (61) (3) 898-7831

Service and Support
Hewlett-Packard
351 Burwood Hwy
Forest Hill
VIC 3131
Phone: (61) (3) 8877-5786

Austria

Hewlett-Packard GmbH
Lieblgasse 1
A-1222 Vienna
Phone: (43) (1) 25000-555
Fax: (43) (1) 25000-500

Belgium

Hewlett-Packard Belgium S.A. NV
Boulevard de la Woluwe-Woluwedal
100-102
B-1200 Brussels
Phone: (32) (2) 778-31-11
Fax: (32) (2) 763-06-13

China

China Hewlett-Packard Co. Ltd.
9/F, HP Building
No. 2 Dong San Huan Nan Lu
Chao Yang District
Beijing 100022, P.R. China
Phone: (86 10) 6564 3888

Customer Information Center:
Phone: (86 10) 6564-3888 or
(86 10) 6564-5959

Denmark

Hewlett-Packard A/S
Kongevejen 25
DK-3460 Birkerød
Denmark
Phone: (45) 3929 4099
Fax: (45) 4281-5810

Finland

Hewlett-Packard Oy
Piispankalliontie 17
FIN-02200 Espoo
Phone: (358) (9) 887-21
Fax: (358) (9) 887-2477

France

Hewlett-Packard France
42 Quai du Point du Jour
F-92659 Boulogne Cedex
Phone: (33) (146) 10-1700
Fax: (33) (146) 10-1705

Germany

Hewlett-Packard GmbH
Herrenberger Strasse 130
71034 Böblingen
Phone: (49) (0) 180 532-6222
(49) (0) 180 525-8143
Fax: (49) (0) 180 531-6122

Greece

Hewlett-Packard Hellas
62 Kiffisias Av.
Polis Center
Maroussi
151 25 Athens
Greece
Phone: (30) (1) 619-6411
Fax: (30) (1) 619-6512

Hong Kong SAR

Hewlett-Packard Asia Pacific Ltd
25/F City Plaza One
1111 King's Road, Taikoo Shing,
Hong Kong SAR
Phone; (8 52) 2599-7777
Fax: (8 52) 2506-9776

Hardware Repair Center:
Phone: (8 52) 2599-7000

Extended Warranty Support:
Phone: (8 52) 2599-7000

Customer Information Center:
Phone: 8 52) 2599-7066

Hungary

Hewlett-Packard Magyarország Kft.
Neumann János u. 1
H-1111 Budapest
Phone: (36) (1) 382-6666
Fax: (36) (1) 382-6777

Hardware Repair Center:
Phone: (36) (1) 343-0312

Customer Information Center:
Phone: (36) (1) 343-0310

India

Hewlett-Packard India Ltd.
Chandiwala Estate
Maa Anandmai Marg
Kalkaji, New Delhi - 110019
Phone: (91 11) 682-6000,
(91 11) 682-6035
Fax: (91 11) 682-6030

Hardware Repair Center and
Extended Warranty Support:
Phone: (91 11) 682-6042

Customer Information Center:
Phone: (91 11) 682-6000 or
(91 11) 682-6035

Indonesia

Hewlett-Packard Berca Servisindo
Sentral Senayan 1, 8th floor
Jl. Asia Afrika no. 8
Jakarta 10270
Indonesia
Phone: (62 21) 350-3408

Hardware Repair Center and
Extended Warranty Support:
Phone: (62 21) 3483-4567
Fax: (62 21) 352-2048

Customer Information Center:
Phone: (62 21) 550-5408

Israel

Hewlett-Packard Israel Ltd.
11, Hashlosha St.
Tel Aviv 67060
Phone: (972) (3) 5 38 03 00
Fax: (972) (3) 5 38 03 51
Customer Care Center
Phone: (972) (9) 9 52 48 48

Italy

Hewlett-Packard Italiana SpA
Via Giuseppe di Vittorio, 9
Cernusco Sul Naviglio
I-20063 (Milano)
Phone: (39) (2) 921-21
Fax: (39) (2) 921-04473

Korea

Hewlett-Packard Korea, Ltd.
HP Korea House,
23-6 Yoido-dong,
Youngdeungpo-gu, Seoul 150-724,
Korea
Yoido P.O. Box 595
Phone: (82) (2)2199-0114

México

Hewlett-Packard de México, S.A. de
C.V.
Prolongación Reforma No. 700
Lomas de Santa Fe
01210 México, D.F.
Phone: 01-800-22147
Outside Mexico City
Phone: 01 800-90529

Middle-East Region

Hewlett-Packard Middle-East
P.O.-Box 17295
Jebel Ali Free Zone
Dubia, UAE
Phone: (97) 14 88 15 456
Fax: (97) 14 88 14 529

Netherlands

Hewlett-Packard Nederland BV
Startbaan 16
1187 XR Amstelveen
Postbox 667
NL-1180 AR Amstelveen
Phone: (31) (0) 20 547-6666
Fax: (31) (0) 20 547-7755

New Zealand

Hewlett-Packard (NZ) Limited
Ports of Auckland Building
Princes Wharf, Quay Street
P.O. Box 3860
Auckland
Phone: (64) (9) 356-6640
Fax: (64) (9) 356-6620

Hardware Repair Center and Extended
Warranty Support:
Phone: (64) (9) 0800-733547

Customer Information Center:
Phone: (64) (9) 0800-651651

Norway

Hewlett-Packard Norge A/S
Postboks 60 Skøyen
Drammensveien 169
N-0212 Oslo
Phone: (47) 2273-5600
Fax: (47) 2273-5610

Poland

Hewlett-Packard Polska
Al. Jerozolimskic 181
02-222 Warszawa
Phone: (48-22) 608-7700
Fax: (48-22) 608-76-00

Portugal

Hewlett-Packard Portugal
Quinta da Fonte
Edifico Bartolomeu Dias
Porto Salvo
2780-667 Oeiras
Portugal
Phone: (351) (21) 4 82 85 00
Fax: (351) (21) 4 41 70 02

Russian Federation

Hewlett-Packard Company
Representative Office
Kosmodamianskaya naberezhnaya 52,
Building 1
113054 Moscow
Phone: (7) (0) 95 797-3500
Fax: (7) (0) 95 797-3501

Singapore

Hewlett-Packard Singapore
(Service) Pte Ltd
438A Alexandra Road
Blk A Alexandra Technopark
#02-08 Singapore 119967
Phone: (65) 275-3888
Fax: (65) 273-1146

Extended Warranty Support:
Phone: (65) 374-6441

Customer Information Center:
Phone: (65) 272-5300

Spain

Hewlett-Packard Española, S.A.
Carretera de la Coruña km 16.500
E-28230 Las Rozas, Madrid
Phone: (34) 91-6311600
Fax: (34) 91-6311830

Sweden

Hewlett-Packard Sverige AB
Skalholtsgatan 9
S-164 97 Kista
Phone: (46) (8) 444-2000
Fax: (46) (8) 444-2666

Switzerland

Hewlett-Packard (Schweiz) AG
In der Luberzen 29
CH-8902 Urdorf/Zürich
Phone: (41) (0848) 88 44 66
Fax: (41) (1) 735 77 00

Extended Warranty Support:
Phone: (41) (0848) 80 11 11

Ukraine

Hewlett-Packard Trading S.A.
14, Bekhterevskiy Pereulok, Block E
04053 Kiev
Phone: (380) 44 490 61 20
Fax: (380) 44 490 61 21

United Kingdom

Hewlett-Packard Ltd.
Cain Road
Bracknell
Berkshire RG12 1HN
Phone: (44) (0) 8705 47 47 47
(44) (0) 207 512 5202
Fax: (44) (134) 436-3344

Product: 2002 HP LaserJet 5L/6L/6L Gold/6L Pro Printers Service Repair Workshop Manual
Full Download: https://www.arepairmanual.com/downloads/2002-hp-laserjet-5l6l6l-gold6l-pro-printers-service-repair-workshop-manual/

1. 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.
2. 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.
3. HP does not warrant that the operation of HP products will be uninterrupted or error free. HP products may contain remanufactured parts equivalent to new in performance or may have been subject to incidental use. 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. Warranty does not apply to defects resulting from (a) improper or inadequate maintenance or calibration, (b) software, interfacing, parts or supplies not supplied by HP, (c) unauthorized modification or misuse, (d) operation outside of the published environmental specifications for the product, or (e) improper site preparation or maintenance.
4. ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IS LIMITED TO THE DURATION OF THE EXPRESS WARRANTY SET FORTH ABOVE. Some states or provinces do not allow limitations on the duration of an implied warranty, so the above limitation or exclusion might not apply to you. This warranty gives you specific legal rights and you might also have other rights that vary from state to state, province to province, or country to country.
5. THE REMEDIES IN THIS WARRANTY STATEMENT ARE YOUR SOLE AND EXCLUSIVE REMEDIES. EXCEPT AS INDICATED ABOVE, IN NO EVENT WILL HP BE LIABLE FOR LOSS OF DATA OR FOR DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL (INCLUDING LOST PROFIT), OR OTHER DAMAGE, WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE. Some states or provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Hardware service during the warranty period

If your hardware should fail during the warranty period, HP offers the following support options:

- HP Authorized Service Provider: You can return your printer to a local authorized service dealer.
- HP Repair Services: You can return your printer to an HP repair office.

When sending equipment, we recommend insuring the equipment for shipment. Also include a copy of your proof of purchase.

CAUTION Shipping damage as a result of inadequate packaging is the customer's responsibility. Use the original packing materials whenever possible.

Hardware service after the warranty period

If your hardware fails after the warranty period, contact an authorized Hewlett-Packard Dealer Repair Center or a designated Hewlett-Packard Repair Center. If you have a Hewlett-Packard Maintenance Agreement, request service under your agreement.

Sample of manual. Download All 194 pages at:
https://www.arepairmanual.com/downloads/2002-hp-laserjet-5l6l6l-gold6l-pro-printers-service-repair-workshop-manual/