

Product: 1998 HP LaserJet 1100A Printer Service Repair Workshop Manual
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HP

LaserJet

1100A

Service Manual



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HP LaserJet 1100A

Service Manual _____

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WARNING

Electrical Shock Hazard

To avoid electrical shock, use only supplied power cords and connect only to properly grounded wall outlets.

Conventions

This manual uses the following conventions:

The names of major printer parts and assemblies are Capitalized.

Color is used to emphasize items which 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.

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.

Chapter Descriptions

1 Printer Specifications

Contains printer features and product overview, printer specifications, and required safety and compliance statements.

2 Product Operation

Contains descriptions of the Control Panel, printer key functionality, scanner Control Panel, paper handling, toner cartridge, and warranty statement.

3 Functional Overview

Contains details about basic functions, printer functions, Engine Control Unit (ECU) and power system, formatter system, image formation system, printer paper feed system, optional document scanner system, and basic sequence of operation.

4 Removal and Replacement

Contains step-by-step procedures for replacing field replaceable units (FRUs) in the printer.

5 Troubleshooting/Maintenance

Contains details basic troubleshooting steps, fatal errors and accessory errors, image formation troubleshooting steps, solving image quality problems, cleaning procedures, functional checks, ServiceMode functions, and troubleshooting tools.

6 Parts and diagrams

Contains exploded view drawings and part number listings for all replaceable parts in the printer.

Contains two replaceable parts tables: one sorted alphabetically by part name and one sorted numerically by part number. Both tables are cross referenced to the diagrams in the chapter.

Index

Contains an alphabetical, cross referenced listing of information found in the main body of the manual.

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Printer Specifications

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Printer description

The HP LaserJet 1100 Printer is the next generation low-cost HP LaserJet printer. It provides 600 dots-per-inch (dpi) LaserJet features and add-on scanner capabilities at the lowest possible price. The scanner is 300 dpi/8 bits per pixel (bpp) and contains an automatic document feed (ADF) holding up to 20 pages.

The HP LaserJet 1100 Printer prints eight pages-per-minute (ppm). It provides an excellent Windows printing solution, ease of use, and higher performance. With 600 dpi resolution, the HP LaserJet 1100 Printer has exceptional text and graphics print quality. The simplified Control Panel and improved paper handling make this product very simple to use. The HP LaserJet 1100 Printer also provides modular scanner capability.

This product is sold in three configurations:

1. Printer Only:

- C4224AHP LaserJet 1100 Printer
- C4225AHP LaserJet 1100 xi Printer (U.S.)
- C4226AHP LaserJet 1100 si Printer (U.S.)

2. Printer and Scanner:

- C4218A HP LaserJet 1100A Printer-Copier-Scanner
- C4219A HP LaserJet 1100A xi Printer-Copier-Scanner (U.S.)
- C4220AHP LaserJet 1100A se Printer-Copier-Scanner (U.S.)

3. Scanner Only:

- C4221A Copier-Scanner for HP LaserJet 1100 Printer

Hardware description

The HP LaserJet 1100 Printer engine prints eight pages per minute. The HP LaserJet 1100 Printer has a compact design with vertical paper trays.

There is one main Paper Input Bin with a 125-sheet capacity for continuous, multiple-page printing. Manual, single-sheet printing is possible through the Single Sheet Input Slot. Both trays are center justified for all supported paper sizes. The output tray holds up to 100 sheets.

The HP LaserJet 1100 Printer has a very fast first-page-out, at less than twenty seconds. It has a Control Panel containing two LEDs. A third LED is located on the Go Key. The formatter board contains 4 MB of ROM, 2 MB of RAM, and a 32-bit MCF5202 chip. There is one slot available for DIMM Memory Expansion (supporting a 4 MB, 8 MB, or 16 MB DIMM). The HP LaserJet 1100 Printer engine has a 7,000 pager-per-month duty cycle and has no fan. The toner life for the HP LaserJet 1100 Printer is 2,500 pages. The attachable scanner has two Control Panel buttons and up to 20-page ADF.

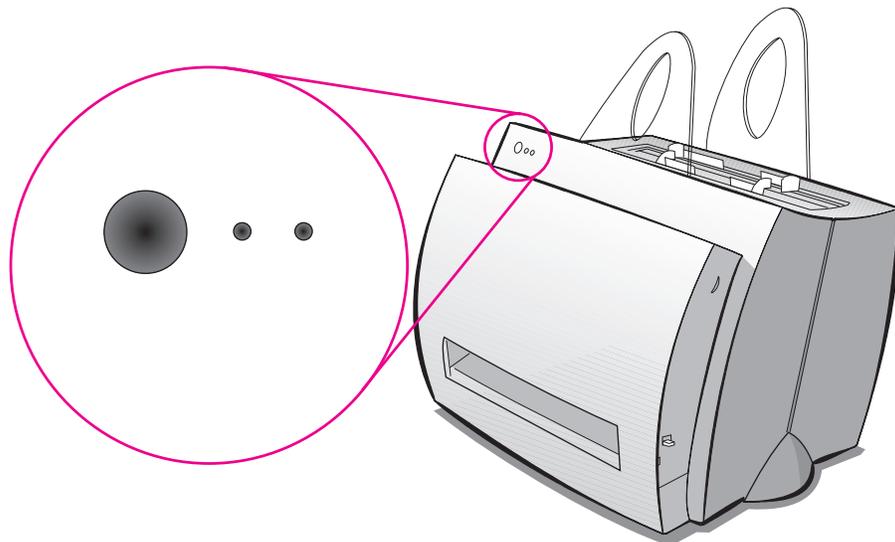


Figure 1-1 Control panel

Firmware description

The firmware in the HP LaserJet 1100 Printer includes:

- Enhanced PCL 5 with Status Readback
- 26 scalable Intellifont Fonts
- Full page 600 dpi bitmap
- 600 dpi
- Pixel Placement, Mosaic Characters
- Memory Enhancement technology (MEt) with Hardware Compression/Decompression

The HP LaserJet 1100 Printer firmware also has REt and EconoMode functionality. Scan capability for the scanner attachment includes 300 dpi and 256 levels of gray (8 bpp).

Specifications

Table 1-1. Printer specifications

Environmental specifications

Operating environment	Printer plugged into an AC outlet: <ul style="list-style-type: none">• Temperature: 10° C to 32.5° C (50° F to 90.5° F)• Humidity: 20% to 80% (no condensation)
Storage environment	Printer unplugged from an AC outlet: <ul style="list-style-type: none">• Temperature: 0° C to 40° C (32° F to 104° F)• Humidity: 10% to 90% (no condensation)

Acoustics

Noise level	During printing: <ul style="list-style-type: none">• 6.1 Bels sound power level (per ISO 9296) (HP LaserJet 1100 Printer tested at 8 ppm)• Sound pressure level (bystander position): 47 dB• Sound pressure level (operator position): 55 dB• Silent during standby and sleep mode
-------------	---

Electrical specifications

Power requirements	<ul style="list-style-type: none">• 100-120v (+/-10%), 50/60 Hz (+/-2); 127v, 60Hz NOM <p>or</p> <ul style="list-style-type: none">• 220v (+/-10%), 50/60 Hz (+/-2 Hz)• 220-240v (+/-10%), 50 Hz (+/-2 Hz)
Power consumption	<ul style="list-style-type: none">• During printing: 200 watts (average)• During standby and power save: 6 watts
Minimum recommended circuit capacity	4.5A @ 115v; 2.5A @ 230v

Table 1-1. Printer specifications (continued)

Physical specifications

Dimensions (1100)	<ul style="list-style-type: none">• Width: 367 mm (14.5 inches)• Depth: 306 mm (12.8 inches)• Height: 266 mm (14.9 inches)
Weight (cartridge installed)	<ul style="list-style-type: none">• 7.2 kg (16.1 lb)
1100A	<ul style="list-style-type: none">• Width: 367 mm (14.5 inches)• Depth: 402 mm (15.8 inches)• Height: 378 mm (14.9 inches)
Weight	<ul style="list-style-type: none">• 8.7 kg (19.2 lb)

Printer capacities and ratings

Print speed	8 pages per minute (Letter size paper)
Paper input bin capacity	125 sheets of regular weight 20 lb (75 g/m ²) paper or up to 10 envelopes
Paper output bin capacity	100 sheets of regular weight 20 lb (75 g/m ²) paper
Minimum paper size	76 x 127 mm (3 x 5 inches)
Maximum paper size	216 x 356 mm (8.5 x 14 inches)
Base memory	4 MB of ROM and 2 MB of RAM
Upgrade memory expansion	One DIMM slot available for a 4 MB, 8 MB, or 16 MB RAM DIMM
Print resolution	600 dots per inch (dpi)
Duty cycle	7,000 single-sided pages per month

Scanning Capacities and Ratings

Table 1-1. Printer specifications (continued)

Scan Speed	Up to 8 pages per minute (Letter size paper)
Input Capacity	Up to 20 pages of regular weight 20 lb (75 g/m ²) paper
Minimum Paper Size	51 x 89 mm (2 x 3.5 inches)
Maximum Paper Size	216 x 762 mm (8.5 x 30 inches)
Scan Resolution	300 dots per inch 256 levels of gray
Duty Cycle	2,500 pages per month

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 HP 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.

Environmental Product Stewardship Program

Protecting the Environment

Hewlett-Packard Company is committed to providing quality products in an environmentally sound manner. This HP LaserJet printer has been designed with several attributes to minimize impacts on our environment.

This HP LaserJet printer eliminates:

Ozone production

The printer uses charging rollers in the electrophotographic process and therefore generates no appreciable ozone gas (O₃).

This HP LaserJet printer design reduces:

Energy consumption

Energy usage drops to as little as 6 W while in low-power (PowerSave) mode. Not only does this save natural resources, but it also saves money without affecting the high performance of this printer. This product qualifies for ENERGY STAR. ENERGY STAR is a voluntary program established to encourage the development of energy-efficient office products. ENERGY STAR is a U.S. registered service mark of the U.S. EPA.



As an ENERGY STAR partner, Hewlett-Packard Company has determined that this product meets ENERGY STAR Guidelines for energy efficiency.

Toner consumption

EconoMode uses significantly less toner, which may extend the life of the toner cartridge.

Paper use

Depending on the type of software program in use, you can request for a number of pages of your document to be printed on one page of paper. This N-up printing practice and the printer's manual duplexing feature, which provides two-sided printing, can reduce paper usage and the resulting demands on natural resources.

The design of this HP LaserJet printer facilitates the recycling of:

Plastics

Plastic housing parts have markings according to international standards that enhance the ability to identify plastics for recycling purposes at the end of the printer's life.

HP LaserJet printing supplies

In many countries, this product's printing supplies (e.g., toner cartridge, drum, fuser) can be returned to HP through the HP Planet Partners Printing Supplies Environmental Program. An easy-to-use takeback component of the program is available in over 20 countries. Multi-lingual program information and instructions are included in every new HP LaserJet Toner Cartridge and Consumables box.

HP Planet Partners printing supplies environmental program information

Since 1990, the HP LaserJet Toner Cartridge Recycling Program has collected more than 12 million used HP LaserJet toner cartridges that otherwise may have been discarded in the world's landfills. The HP LaserJet toner cartridges go to a collection center and are bulk shipped to our recycling partners who disassemble the cartridge parts for recycling. After a thorough quality inspection, minor parts such as nuts, screws, and clips are reclaimed for use in new cartridges. Remaining materials are separated and converted into raw materials for use by other industries to make a variety of useful products. For more information in the U.S., call 1-800-340-2445 or visit the HP LaserJet Supplies website at:

Asia Pacific: <http://www.hp.com/sg/asiapacific/planp1.htm>

U.S.: <http://www.ljsupplies.com/planetpartners/>

Europe: http://www.hp.com/pays/eur_supplies/english/planetpartners

Non-U.S. customers should call the local HP Sales and Service Office for further information regarding availability of the HP Planet Partners LaserJet Toner Cartridge and Consumables Recycling Program.

Paper

This printer is suited for the use of recycled papers when the paper meets the guidelines outlined in the *HP LaserJet Printer Family Paper Specifications Guide*. See "Accessories and Ordering Information" in the *HP LaserJet Printer Family Paper Specifications Guide* for ordering information. This printer is suitable for the use of recycled paper according to DIN 19 309.

Material safety data sheet

The Toner Cartridge/Drum MSDS can be obtained by contacting the HP LaserJet Supplies website at <http://www.ljsupplies.com/planetpartners/datasheets.html>. If you do not have access to the Internet, try calling the U.S. HP FIRST (fax-on-demand service) at 1-800-231-9300. Use Index number 7 for a listing of the Toner Cartridge/Drum Material/Chemical Safety Data Sheets. Non-US customers should refer to the front of this manual for appropriate phone numbers and information.

Additional product stewardship

Environmental conformity

The design of this HP LaserJet printer facilitates the recycling of:

Printer and parts

Design for recycling has been incorporated into this printer and its accessories. The number of materials has been kept to a minimum while ensuring proper functionality and high product reliability. Dissimilar materials have been designed to separate easily. Fasteners and other connections are easy to locate, access, and remove with common tools. High priority parts have been designed to be accessed quickly for efficient disassembly and repair. Plastic parts have been primarily designed in two colors to enhance recycling options. A few small parts are colored specifically to highlight customer access points. The plastics used in the printer housing and chassis are technically recyclable.

HP provides a product return system for customers in Germany. Many of the functional parts are recovered, tested, and reused as fully warranted service parts. Used parts are not placed into new products. Remaining product parts are recycled, if possible. For product return information, contact the address below:

Hewlett-Packard GmbH
Wertstoffzentrum
Fronackerstr.30
71063 Sindelfingen

To ensure longevity of your HP LaserJet printer, HP provides the following:

Extended warranty

HP SupportPack provides coverage for the HP hardware product and all HP-supplied internal components. The hardware maintenance warranty covers a three-year period from date of the HP product purchase. The customer must purchase HP SupportPack within 90 days of the HP product purchase. Information on HP SupportPack is available in a fax format by calling HP FIRST (Fax Information Retrieval Service Technology). The document number is 9036. Customers can contact the nearest HP dealer about this service.

Spare parts and consumables availability

Spare parts and consumable supplies for this product will be made available for at least five years after production has stopped.

Regulatory statements

Declaration of Conformity according to ISO/IEC Guide 22 and EN45014	
Manufacturer's Name:	Hewlett-Packard Company
Manufacturer's Address:	11311 Chinden Boulevard Boise, Idaho 83714-1021, USA
declares that the product	
Product Name:	HP LaserJet 1100 Printer
Model Number:	C4224A
Product Options:	ALL
conforms to the following Product Specifications:	
Safety:	IEC 950:1991+A1+A2+A3+A4 / EN 60950:1992+A1+A2+A3+A4 IEC 825-1:1993 / EN 60825-1:1994 Class 1 (Laser/LED)
EMC:	CISPR 22:1993+A1 / EN 55022:1994 Class B ¹ EN 50082-1:1992 IEC 801-2:1991 / prEN 55024-2:1992 - 4 kV CD, 8 kV AD IEC 801-3:1984 / prEN 55024-3:1991 - 3 V/m IEC 801-4:1988 / prEN 55024-4:1992 - 0.5 kV Signal Lines 1.0 kV Power Lines IEC 1000-3-2:1995 / EN61000-3-2:1995 IEC 1000-3-3:1994 / EN61000-3.3:1995 FCC Title 47 CFR, Part 15 Class B ²⁾ / ICES-003, Issue 2 / VCCI-2 ¹⁾ AS / NZS 3548:1992 / CISPR 22:1993 Class B ¹⁾
Supplementary Information:	
The product herewith complies with the requirements of the following Directives and carries the CE-marking accordingly: the EMC directive 89/336/EEC the Low-Voltage Directive 73/23/EEC The product was tested in a typical configuration with Hewlett-Packard Personal Computer Systems. This Device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.	
For Compliance Information ONLY, contact:	
Australia Contact:	Product Regulations Manager, Hewlett-Packard Australia Ltd., 31-41 Joseph Street, Blackburn, Victoria 3130, Australia
European Contact:	Your Local Hewlett-Packard Sales and Service Office or Hewlett-Packard GmbH, Department HQ-TRE / Standards Europe, Herrenberger Straße 130, D-71034 Böblingen (FAX: +49-7031-14-3143)
USA Contact:	Product Regulations Manager, Hewlett-Packard Company, PO Box 15 Mail Stop 160, Boise, ID 83707-0015 (Phone: 208-396-6000)

Laser safety statement

The Center for Devices and Radiological Health (CDRH) of the U.S. Food and Drug Administration has implemented regulations for laser products manufactured since August 1, 1976. Compliance is mandatory for products marketed in the United States. The printer is certified as a "Class 1" laser product under the U.S. Department of Health and Human Services (DHHS) Radiation Performance Standard according to the Radiation Control for Health and Safety Act of 1968.

Since radiation emitted inside the printer is completely confined within protective housings and external covers, the laser beam cannot escape during any phase of normal user operation.

WARNING!

Using controls, making adjustments, or performing procedures other than those specified in this user's guide may result in exposure to hazardous radiation.

Canadian DOC regulations

Complies with Canadian EMC Class B requirements.

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

Korean EMI statement

사용자 안내문 (B급 기기)

이 기기는 비업무용으로 전자파장해검정을 받은 기기로서, 주거지역에서는 물론 모든 지역에서 사용할 수 있습니다.

Laser statement for Finland

LASERTURVALLISUUS

LUOKAN 1 LASERLAITE

KLASS 1 LASER APPARAT

HP LaserJet 1100 Printer -laserkirjoitin on käyttäjän kannalta turvallinen luokan 1 laserlaite. Normaalisissa käytössä kirjoittimen suojakoteloointi estää lasersäteiden pääsyn laitteen ulkopuolelle.

Laitteen turvallisuusluokka on määritetty standardin EN 60825-1 (1993) mukaisesti.

VAROITUS!

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

VARNING!

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 1100 Printer -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.

VARNING!

Om laserprinterns skyddshölje öppnas då apparaten är i funktion, utsättas användaren för osynlig laserstrålning. Betrakta ej strålen.

Tiedot laitteessa käytettävän laserdiodin säteilyominaisuuksista:

Aallonpituus 770-795 nm

Teho 5 mW

Luokan 3B laser

2 Product Operation

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HP LaserJet 1100 Printer control panel

Hardware overview

The HP LaserJet 1100 Printer's Control Panel consists of two LEDs and a Go key containing a third LED. There is one amber LED (the Attention LED), and two green LEDs (the Ready LED and the Go LED). The green LEDs are contained in the Go key. If the scanner is attached, there are two additional buttons. Scanner modes are not shown on the printer LEDs and scan keys have no effect on printer functionality.

Go key

The HP LaserJet 1100 Printer Control Panel's single Go key will be the only means the user has of interacting with the printer, except through software. Therefore, the Go key must perform all actions the user needs. The Go key performs ten functions. These functions are explained in the table below. See "Scanner control panel" on page 31.

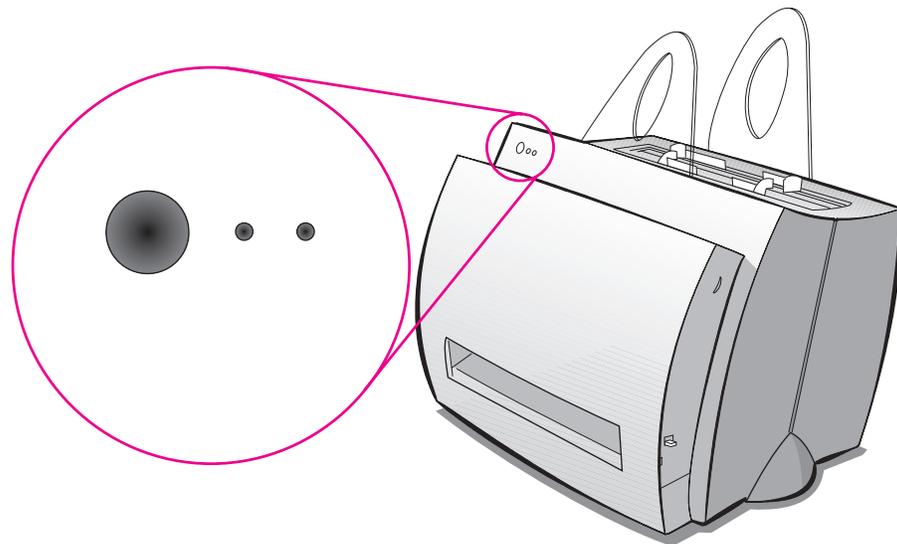


Figure 2-1 Printer light patterns

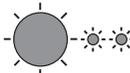
Light status legend

-  Symbol for "light off"
-  Symbol for "light on"
-  Symbol for "light blinking"

Table 2-1. Control panel light messages

Light status	Condition of the printer	Action
	<p>PowerSave mode (or the printer is off)</p> <p>The printer uses PowerSave mode to conserve energy.</p>	<p>Low power consumption mode. Pressing the Go key on the printer control panel or printing will awaken the printer from PowerSave mode. Check the power cord if the above actions do not generate a response (and the power switch if your printer is powered with 220-240 volts).</p>
	<p>Ready</p> <p>The printer is ready to print.</p>	<p>No action is necessary; however, if you press and release the Go key on the printer control panel, a self-test page will print.</p>
	<p>Processing Self test page Form Feed</p> <p>The printer is receiving or processing data.</p>	<p>Wait for the job to print.</p>
	<p>Buffered data</p> <p>The printer memory is retaining unprinted data. A file has been sent to the printer that does not contain a form feed at the end.</p>	<p>Press and release the Go key on the printer control panel to print the remaining data.</p>
	<p>Manual feed</p> <p>The printer is in manual feed mode. The printer is waiting for a different size sheet of paper to be placed in the Single Sheet Input Slot or Paper Input Bin.</p>	<p>Check that you have loaded the correct paper, then press and release the Go key on the printer's Control Panel to print. Manual feed is controlled by the software. If you do not want to be in manual feed mode, change the setting in your printer properties.</p>
	<p>Door open, no Toner Cartridge, or paper jam</p> <p>The printer is in an error state.</p>	<p>Check the following:</p> <ul style="list-style-type: none"> ● The printer door is closed. ● The Toner Cartridge is correctly installed in the printer. ● There are no paper jams.
	<p>Paper out</p> <p>The printer is out of paper.</p>	<p>Load paper into the printer.</p>

Table 2-1. Control panel light messages (continued)

Light status	Condition of the printer	Action
	<p>Memory out</p> <p>The printer ran out of memory in the middle of a print job.</p>	<p>The page being printed may have been too complex for the memory capacity of the printer.</p> <ul style="list-style-type: none"> ● See “Memory (DIMMs)” in the HP LaserJet 1100 Printer User Guide to add memory. ● Press and release the Go key to print.
	<p>Reset/Printer initialization</p> <p>The printer memory is being reset and all previously sent print jobs are being purged. Or, a printer initialization is taking place. All lights blink for 1/2 of a second or longer if initializing.</p>	<p>No action is necessary. However, you can reset the printer if you press and hold the Go key for five seconds.</p>
	<p>Fatal error</p> <p>All lights are on.</p>	<ul style="list-style-type: none"> ● Turn the printer off and then back on. ● Press the Go key to see the secondary light pattern. ● See Chapter 5, “Troubleshooting/Maintenance” for details on fatal light patterns.