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HP LaserJet M3027 / M3035 MFP

Service Manual

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HP LaserJet M3027/M3035 Multifunction

Service Manual

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Table of contents

1 Product Information

Chapter contents 1
Device configurations 2
Features 3
Walkaround 5
Device parts 5
Interface ports 6
Device software 7
Supported operating systems 7
Minimum system requirements 7
Supported printer drivers 8
Select the correct printer driver 9
Universal printer drivers 9
Driver Autoconfiguration 9
Update Now 9
HP Driver Preconfiguration 9
Priority for print settings 10
Open the printer drivers 11
Software for Macintosh computers 12
Remove software from Macintosh operating systems 12
Utilities 13
HP Web Jetadmin 13
Embedded Web server 13
HP Easy Printer Care software 14
Supported operating systems 14
Supported browsers 14
Other components and utilities 14
Media specifications 15
General guidelines for media 15
Paper to avoid 16
Paper that can damage the device 16
General media specifications 17
Select print media 17
Supported media sizes 18
Supported media types 19

2 Installation and configuration

Chapter contents 21
Site preparation 22

Location specifications 22
Operating environment 22
Install trays 23
Load tray 1 (multipurpose tray) 23
Load tray 2 and optional tray 3 25
Configure trays 26
Install supplies 27
Supply replacement guidelines 27
Change the print cartridge 27
Install accessories 30
Install memory 30
Install device memory 30
Check DIMM installation 34
Enable memory for Windows 34
Use HP Jetdirect print server cards 35
Install an HP Jetdirect print server card 35
Remove an HP Jetdirect print server card 36

3 Maintenance

Chapter contents 37
Manage supplies 38
Supplies life 38
Approximate print-cartridge replacement intervals 38
Manage the print cartridge 39
Print-cartridge storage 39
Use genuine HP print cartridges 39
HP policy on non-HP print cartridges 39
Print-cartridge authentication 39
HP fraud hotline and Web site 39
Clean the device 40
Clean the exterior 40
Clean the ADF 40
Clean the scanner lid backing 42
Clean the scanner glass 43
Clean the fuser 44
Clean spilled toner 44
Management tools 45
Use information pages 45
Use the HP Easy Printer Care software 47
Open the HP Easy Printer Care software 47
HP Easy Printer Care software sections 48
Use the embedded Web server 49
Open the embedded Web server by using a network connection 49
Embedded Web server sections 50
Use HP Web Jetadmin software 52
Use the HP Printer Utility for Macintosh 52
Open the HP Printer Utility 52
HP Printer Utility features 53

4 Theory of operation

Chapter contents 55
Basic operation 56
ADF/scanner system 57
ADF 57
Sensors in the ADF 57
ADF paper path 57
Scanner 58
Formatter 59
Engine control unit (ECU) 60
Pickup/feed/delivery system 62
Laser/scanner system 63
Image-formation system 64
Step 1: Primary charging 65
Step 2: Laser beam exposure 65
Step 3: Developing 65
Step 4: Transfer 66
Step 5: Separation 66
Step 6: Fusing 67
Step 7: Drum cleaning 67
Internal components 68
Timing 69
Print cartridge memory system 73

5 Removal and replacement

Chapter contents 75
Introduction 77
Removal and replacement strategy 77
Electrostatic discharge 77
User-replaceable parts 77
Required tools 78
Before performing service 78
Parts removal order 79
Automatic document feeder (ADF) and scanner assemblies 80
ADF assembly 80
ADF cover 80
ADF input tray 82
Control panel 84
ADF 87
Scanner assembly 90
Covers 94
Right-side cover 94
Formatter shield 95
Fax cover 96
Left-side cover 97
Legal cover (dust cover) 100
Back cover 101
I/O cover 103
Fax rail 104
Top cover 105
Front, right cover 109

Fax accessory 111
Disk drive 113
Formatter 116
Stapler 117
Stapler power-supply 123
Right-side fan 128
Engine control unit (ECU) 131
Left-side riser 138
Fuser 139
Laser/scanner 142
Access plate 144
Oblique-roller assembly 146
Left-side fan 148
High-voltage power supply (HVPS) 149
Feed-guide assembly 156
Main motor 159
Gear assembly 162
Reinstallation notes for the gear assembly 165
Tray 1 solenoid 166
Tray 2 solenoid 167
Pickup assembly 168
Tray 1 media-present sensor and top-of-page sensor 173
E-label reader (memory tag) 175
Face-down-roller shaft 177
Cartridge door 179
Transfer roller 182
Registration assembly 183
Tray 1 pickup roller 186
Tray 2 pickup roller 187
Separation pad 189

6 Troubleshooting

Chapter contents 191
Troubleshooting process 192
Troubleshooting tree 192
Troubleshooting flowchart 193
1. Does the control-panel display show READY? 193
2. Can you print a configuration page? 194
3. Does the device copy? 195
4. Does the device send a fax? 196
5. Does the device receive a fax? 197
6. Can you print from a program? 198
7. Does the job print as expected? 199
8. Does the device select the correct trays? 200
Control-panel messages 201
Control-panel message types 201
Resolve control-panel messages 201
Clear jams 214
Common causes of jams 214
Jam locations 215

Jam detection 216
Clear jams from the ADF 217
Clear jams from the print-cartridge area 219
Clear jams from the input-tray areas 220
Clear jams from the duplexer 222
Clear jams from the output-bin areas 223
Interface troubleshooting 225
Communications checks 225
LAN hardware test 225
Service mode functions 226
Boot-up key sequences 226
Low-level boot-up key sequence for selecting a language, performing a cold reset, and enabling and disabling embedded LAN 227
Medium-level boot-up key sequence for initializing disks 227
High-level boot-up key sequence for NVRAM initialization, manufacturing, and skipping disk-load and calibration 227
Service menu 228
Service ID 228
Restore the service ID 229
Convert the service ID to an actual date 229
Troubleshooting tools 230
Control-panel menus 230
Print Quality menu 230
Troubleshooting menu 231
Early-boot diagnostic test 233
Test pages 234
Engine-test page 234
Formatter test page 235
Embedded Web server 235
Gaining access to the embedded Web server 235
Information tab 235
Settings tab 236
Networking tab 236
Other links 236
Image defect ruler 238
Firmware updates and recovery 239
Determine the current level of firmware 239
Download the new firmware from the HP Web site 239
Transfer the new firmware to the device 240
Use FTP to upgrade the firmware on a network connection 240
Use HP Web Jetadmin to upgrade the firmware 241
Use MS-DOS commands to upgrade the firmware 242
Upgrade the HP Jetdirect firmware 242
Troubleshoot general printing problems 243
Troubleshoot media-handling problems 246
Multiple pages feed 246
Pages are wrinkled or folded 246
Pages are skewed 247
Troubleshoot print-quality problems 248
Print-quality checklist 248

Image-defect examples 249
Light print (partial page) 250
Light print (entire page) 251
Specks 251
Dropouts 252
Lines 252
Gray background 253
Toner smear 253
Loose toner 254
Repeating defects 254
Repeating image 255
Misformed characters 255
Page skew 256
Curl or wave 256
Wrinkles or creases 257
Vertical white lines 257
Tire tracks 258
White spots on black 258
Scattered lines 259
Blurred print 259
Random image repetition 260
Diagrams 261
Device component locations 261
Main assemblies 261
Main parts 262
Sensors and switches 263
Motors, fans, and solenoids 264
PCAs 265
Wiring diagrams 266

7 Parts and diagrams
Chapter contents 269
Ordering parts and supplies 270
Parts 270
Related documentation and software 270
Supplies 270
Consumables and accessories 271
Consumables and accessories 271
ADF/scanner assembly 272
Covers 274
Internal components 276
Tray 2 pickup assembly 290
Alphabetical parts list 292
Numerical parts list 302

Appendix A Supplies and accessories
Order parts, accessories, and supplies 314
Order directly from HP 314
Order through service or support providers 314

Order directly through the embedded Web server (for printers that are connected to a network) 314
Order directly through the HP Easy Printer Care software 314
Part numbers 315
Paper-handling accessories 315
Print cartridge 315
Memory 315
Cables and interfaces 315
Stapler accessories 316
Print media 316

Appendix B Service and support

Hewlett-Packard limited warranty statement 319
Customer self repair warranty service 320
Print cartridge limited warranty statement 320
HP Customer Care 322
Online Services 322
Telephone support 322
Software utilities, drivers, and electronic information 322
HP direct ordering for accessories or supplies 322
HP service information 322
HP service agreements 322
HP Easy Printer Care software 323
HP support and information for Macintosh computers 323
HP maintenance agreements 324
On-site service agreements 324
Next-day on-site service 324
Weekly (volume) on-site service 324
Repacking the device 324
Extended warranty 325

Appendix C Specifications

Physical specifications 328
Electrical specifications 328
Acoustic emissions 329
Operating environment 329

Appendix D Regulatory information

FCC regulations 332
Environmental product stewardship program 333
Protecting the environment 333
Ozone production 333
Power consumption 333
Toner consumption 333
Paper use 333
Plastics 333
HP LaserJet print supplies 333
HP print supplies returns and recycling program information 334
Paper 334

Material restrictions 334
Disposal of waste equipment by users in private households in the European Union 335
Material Safety Data Sheet (MSDS) 335
For more information 335
Telecom statement 337
Declaration of conformity 338
Safety statements 339
Laser safety 339
Canadian DOC regulations 339
VCCI statement (Japan) 339
Power cord statement (Japan) 339
EMI statement (Korea) 339
EMI statement (Taiwan) 340
Laser statement for Finland 340

Appendix E Working with memory and print server cards
Overview 342

Glossary 343

Index 345

1 Product Information

Chapter contents

- Device configurations
- Features
- Walkaround
- Device software
- Media specifications

Device configurations

HP LaserJet M3027	HP LaserJet M3027x	HP LaserJet M3035	HP LaserJet M3035xs
• Prints up to 27 pages-per-minute (ppm) on letter-sized media, and up to 25 ppm on A4–sized media • 256 megabytes (MB) total of random access memory (RAM), upgradable up to 512 MB • Internal 40 gigabyte (GB) or larger hard disk • 100-sheet multipurpose tray (tray 1), 500-sheet input tray (tray 2), 50-sheet automatic document feeder (ADF), and 250-sheet output bin • Hi-Speed universal serial bus (USB) 2.0 port and enhanced input/output (EIO) slot • HP Jetdirect embedded print server for Ethernet 10/100Base-T network • One open dual inline memory module (DIMM) slot	HP LaserJet M3027, plus: • Automatic two-sided printing accessory • 33.6 kpbs analog fax	• Prints up to 35 ppm on letter-sized media, and up to 33 ppm on A4–sized media • 256 MB total RAM, upgradable up to 512 MB • Internal 40 GB or larger hard disk • 100-sheet tray 1, 500-sheet tray 2, 50-sheet ADF, and 250-sheet output bin • Hi-Speed USB 2.0 port and EIO slot • HP Jetdirect embedded print server for Ethernet 10/100Base-T network • One open DIMM slot • Automatic two-sided printing accessory	HP LaserJet M3035, plus: • 33.6 kpbs analog fax • 20-sheet convenience stapler • 500-sheet input tray (tray 3)

Features

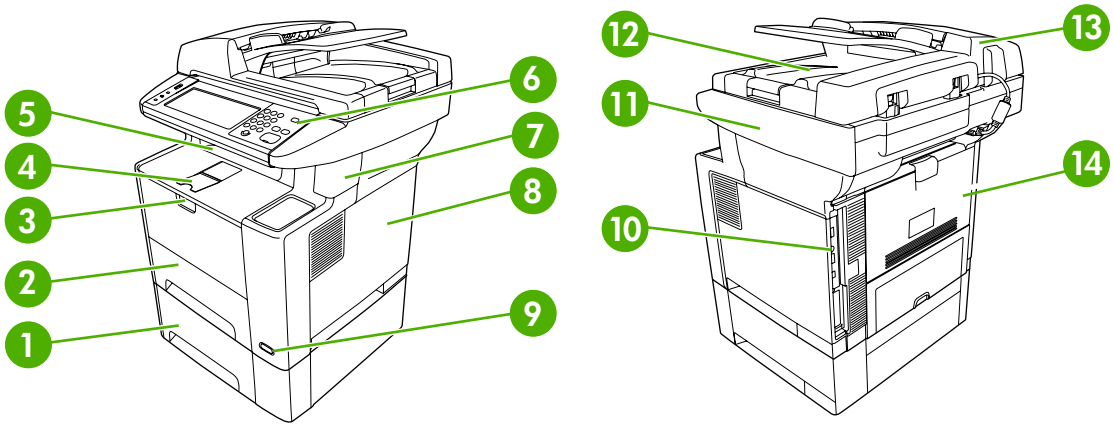
Feature	Description
Performance	• 400 MHz processor
User interface	• Control-panel help • Windows® and Macintosh printer drivers • Embedded Web server to gain access to support and to order supplies (administrator tool for network-connected models only) • HP Easy Printer Care software (a Web-based status and troubleshooting tool)
Printer drivers	• HP PCL 5 • HP PCL 6 • HP postscript level 3 emulation
Resolution	• FastRes 1200—produces 1200-dots-per-inch (dpi) print quality for fast, high-quality printing of business text and graphics • ProRes 1200—produces 1200-dpi printing for the best quality in line art and graphic images
Storage features	• Internal 40 GB or larger hard drive • Fonts, forms, and other macros • Job retention
Fonts	• 93 internal fonts available for PCL • 80 printer-matching screen fonts in TrueType format available with the software solution • Additional fonts can be added.
Accessories	• Optional 500-sheet input tray (tray 3) (standard on the HP LaserJet M3035xs MFP) • 100-pin 133 MHz dual inline memory modules (DIMMs)
Connectivity	• Hi-Speed USB 2.0 connection • HP Jetdirect full-featured embedded print server • HP Web Jetadmin software • Enhanced input/output (EIO) slot • Foreign interface harness (FIH) port for attaching optional third-party paper-handling devices
Environmental features	• Sleep mode setting • ENERGY STAR® qualified
Supplies	• The supplies status page contains information about toner level, page count, and estimated pages remaining. • The product checks for an authentic HP print cartridge at cartridge installation. • Internet-enabled supply-ordering capabilities (using HP Easy Printer Care software)
Accessibility	• The online user guide is compatible with text screen-readers. • The print cartridge can be installed and removed by using one hand.

Feature	Description
	• All doors and covers can be opened by using one hand. • Media can be loaded in tray 1 by using one hand.

Walkaround

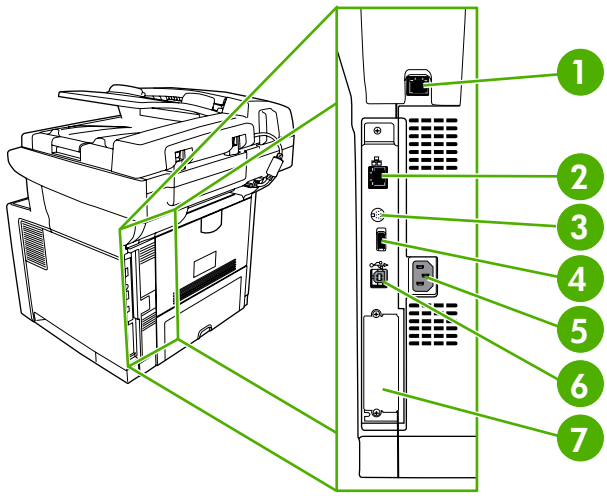
Device parts

Before using the product, familiarize yourself with its components.



1	Optional tray 3
2	Tray 2
3	Tray 1 (pull to open)
4	Latch to open the front door (provides access to the print cartridge)
5	Top output bin
6	Control panel
7	Convenience stapler
8	Right-side cover (provides access to DIMMs)
9	On/off switch
10	Interface ports (see Interface ports on page 6)
11	Scanner assembly
12	ADF output bin
13	Automatic document feeder (ADF)
14	Rear output bin (pull to open)

Interface ports



1	Fax port (HP LaserJet M3027x and HP LaserJet M3035xs only)
2	Network connection
3	Foreign interface harness (FIH) port
4	Type A Hi-Speed USB 2.0 connection for adding accessories
5	Power connection
6	Type B Hi-Speed USB 2.0 connection for printing
7	EIO slot

Device software

The printing-system software is included with the device. See the getting started guide for installation instructions.

The printing system includes software for end users and network administrators, and printer drivers for access to the device features and communication with the computer.

NOTE For a list of printer drivers and updated HP printer software, go to www.hp.com/go/LJM3027mfp_software or www.hp.com/go/LJM3035mfp_software.

Supported operating systems

The device supports the following operating systems:

Full software installation

- Windows XP (32-bit and 64-bit)
- Windows Server 2003 (32-bit and 64-bit)
- Windows 2000
- Mac OS X V10.2.8, V10.3, V10.4 and later

Printer driver only

- Linux (Web only)
- UNIX model scripts (Web only)

NOTE For Mac OS V10.4 and later, PPC and Intel Core Processor Macs are supported.

Minimum system requirements

In order to install and use the device software, your computer must meet the following minimum requirements:

Windows requirements

- Pentium II (233 MHz) processor
- 64 MB of RAM
- 35 MB of disk space
- SVGA 800x600 16-bit color monitor

Macintosh requirements

- G3, G4, or G5 PowerPC processor
- 128 MB of RAM
- 30 to 50 MB of disk space

Supported printer drivers

Operating system[1]	PCL 5	PCL 6	PS level 3 emulation
Windows[2,3]	✔	✔	✔
Mac OS X V10.2 and later			✔
Linux[4]			✔

1 Not all device features are available from all drivers or operating systems.

2 For Windows 2000 and Windows XP (32-bit and 64-bit), download the PCL 5 driver from www.hp.com/go/LJM3027mfp_software or www.hp.com/go/LJM3035mfp_software.

3 For Windows XP (64-bit), download the PCL 6 driver from www.hp.com/go/LJM3027mfp_software or www.hp.com/go/LJM3035mfp_software.

4 For Linux, download the postscript level 3 emulation driver from www.hp.com/go/linuxprinting.

The printer drivers include online Help that has instructions for common printing tasks and also describes the buttons, checkboxes, and drop-down lists that are in the printer driver.

Select the correct printer driver

Printer drivers allow you to gain access to the device features and allow the computer to communicate with the device (using a printer language). Check the installation notes and readme files on the device CD for additional software and languages.

The device uses the PCL 5, PCL 6, and HP postscript level 3 emulation printer description language (PDL) drivers.

- Use the PCL 6 printer driver for the best overall performance.
- Use the PCL 5 printer driver for general office printing.
- Use the HP postscript level 3 emulation driver for printing from postscript level 3 emulation needs, or for postscript flash font support.

Universal printer drivers

The HP Universal Print Driver Series for Windows includes separate HP postscript level 3 emulation and HP PCL 5 versions of a single driver that provides access to almost any HP device while providing system administrator with tools to manage devices more effectively. The Universal Print Driver is included on the device CD, under the Optional Software section. For more information, go to www.hp.com/go/universalprintdriver.

Driver Autoconfiguration

The HP LaserJet PCL 5, PCL 6, and PS level 3 emulation drivers for Windows 2000 and Windows XP feature automatic discovery and driver configuration for device accessories at the time of installation. Some accessories that the Driver Autoconfiguration supports are the duplexing unit, optional paper trays, and dual inline memory modules (DIMMs).

Update Now

If you have modified the device configuration since installation, the driver can be automatically updated with the new configuration. In the **Properties** dialog box (see Open the printer drivers on page 11), on the **Device Settings** tab, click the **Update Now** button to update the driver.

HP Driver Preconfiguration

HP Driver Preconfiguration is a software architecture and set of tools that you can use to customize and distribute HP software in managed corporate printing environments. Using HP Driver Preconfiguration, information technology (IT) administrators can preconfigure the printing and default settings for HP printer drivers before installing the drivers in the network environment. For more information, see the *HP Driver Preconfiguration Support Guide*, which is available at www.hp.com/go/hpdpc_sw.

Priority for print settings

Changes to print settings are prioritized depending on where the changes are made:

NOTE The names of commands and dialog boxes might vary depending on your software program.

- **Page Setup dialog box**: Click **Page Setup** or a similar command on the **File** menu of the program you are working in to open this dialog box. Settings changed here override settings changed anywhere else.
- **Print dialog box**: Click **Print**, **Print Setup**, or a similar command on the **File** menu of the program you are working in to open this dialog box. Settings changed in the **Print** dialog box have a lower priority and do *not* override changes made in the **Page Setup** dialog box.
- **Printer Properties dialog box (printer driver)**: Click **Properties** in the **Print** dialog box to open the printer driver. Settings changed in the **Printer Properties** dialog box do not override settings anywhere else in the printing software.
- **Default printer driver settings**: The default printer driver settings determine the settings used in all print jobs, *unless* settings are changed in the **Page Setup**, **Print**, or **Printer Properties** dialog boxes.
- **Printer control panel settings**: Settings changed at the printer control panel have a lower priority than changes made anywhere else.

Open the printer drivers

Operating System	To change the settings for all print jobs until the software program is closed	To change the default settings for all print jobs	To change the device configuration settings
Windows 2000, XP, and Server 2003	1. On the **File** menu in the software program, click **Print**. 2. Select the driver, and then click **Properties** or **Preferences**. The steps can vary; this procedure is most common.	1. Click **Start**, click **Settings**, and then click **Printers** or **Printers and Faxes**. 2. Right-click the driver icon, and then select **Printing Preferences**.	1. Click **Start**, click **Settings**, and then click **Printers** or **Printers and Faxes**. 2. Right-click the driver icon, and then select **Properties**. 3. Click the **Device Settings** tab.
Mac OS X V10.2.8, V10.3, V10.4 and later	1. On the **File** menu, click **Print**. 2. Change the settings that you want on the various pop-up menus.	1. On the **File** menu, click **Print**. 2. Change the settings that you want on the various pop-up menus. 3. On the **Presets** pop-up menu, click **Save as** and type a name for the preset. These settings are saved in the **Presets** menu. To use the new settings, you must select the saved preset option every time you open a program and print.	1. In the Finder, on the **Go** menu, click **Applications**. 2. Open **Utilities**, and then open **Print Center** (OS X V10.2.8) or **Printer Setup Utility**. 3. Click on the print queue. 4. On the **Printers** menu, click **Show Info**. 5. Click the **Installable Options** menu. **NOTE** Configuration settings might not be available in Classic mode.

Software for Macintosh computers

The HP installer provides PostScript® Printer Description (PPD) files, Printer Dialog Extensions (PDEs), and the HP Printer Utility for use with Macintosh computers.

For network connections, use the embedded Web server (EWS) to configure the device. See Embedded Web server on page 13.

The printing system software includes the following components:

- **PostScript Printer Description (PPD) files**

  The PPDs, in combination with the Apple PostScript printer drivers, provide access to device features. Use the Apple PostScript printer driver that comes with the computer.

- **HP Printer Utility**

  Use the HP Printer Utility to set up device features that are not available in the printer driver:

  - Name the device.
  - Assign the device to a zone on the network.
  - Assign an internet protocol (IP) address to the device.
  - Download files and fonts.
  - Configure the device for IP or AppleTalk printing.

  You can use the HP Printer Utility when your device uses a universal serial bus (USB) cable or is connected to a TCP/IP-based network. For more information, see Use the HP Printer Utility for Macintosh on page 52.

Remove software from Macintosh operating systems

To remove the software from a Macintosh computer, drag the PPD files to the trash can.

Utilities

The device is equipped with several utilities that make it easy to monitor and manage the device on a network.

HP Web Jetadmin

HP Web Jetadmin is a browser-based management tool for HP Jetdirect-connected printers within your intranet, and it should be be installed only on the network administrator's computer.

To download a current version of HP Web Jetadmin and for the latest list of supported host systems, visit www.hp.com/go/webjetadmin.

When installed on a host server, any client can gain access to HP Web Jetadmin by using a supported Web browser (such as Microsoft® Internet Explorer 4.x or Netscape Navigator 4.x or later) by navigating to the HP Web Jetadmin host.

Embedded Web server

The device is equipped with an embedded Web server, which provides access to information about device and network activities. This information appears in a Web browser, such as Microsoft Internet Explorer or Netscape Navigator.

The embedded Web server resides on the device. It is not loaded on a network server.

The embedded Web server provides an interface to the device that anyone who has a network-connected computer and a standard Web browser can use. No special software is installed or configured, but you must have a supported Web browser on your computer. To gain access to the embedded Web server, type the IP address for the device in the address line of the browser. (To find the IP address, print a configuration page. For more information about printing a configuration page, see Use information pages on page 45.)

For a complete explanation of the features and functionality of the embedded Web server, see Use the embedded Web server on page 49.

HP Easy Printer Care software

The HP Easy Printer Care software is a program that you can use for the following tasks:

- Discovering printers on the network and checking the status of each device
- Setting and viewing device and supplies alerts for multiple printers at the same time
- Shopping online for supplies
- Using HP online troubleshooting and maintenance tools

You can use the HP Easy Printer Care software when the device is directly connected to your computer or when it is connected to a network. To download the HP Easy Printer Care software, go to www.hp.com/go/easyprintercare.

Supported operating systems

For information about supported operating systems, go to www.hp.com/go/easyprintercare.

Supported browsers

To use the HP Easy Printer Care software, you must have one of the following browsers:

- Microsoft Internet Explorer 5.5 or later
- Netscape Navigator 7.0 or later
- Opera Software ASA Opera 6.05 or later

All pages can be printed from the browser.

Other components and utilities

Windows	Macintosh OS
• Software installer — automates the printing system installation • Online Web registration	• PostScript Printer Description files (PPDs) — use with the Apple PostScript drivers that come with the Mac OS • The HP Printer Utility — change device settings, view status, and set up printer-event notification from a Mac. This utility is supported for Mac OS X V10.2.8, V10.3, V10.4 and later.

Media specifications

The device accepts a variety of media, such as cut-sheet paper, including up to 100% recycled fiber content paper; envelopes; labels; transparencies; and custom-size paper. Properties such as weight, composition, grain, and moisture content are important factors that affect device performance and output quality. Media that does not meet the guidelines that are outlined in this manual can cause the following problems:

- Poor print quality
- Increased jams
- Premature wear on the device, requiring repair

NOTE Some media might meet all of media specifications and still not produce satisfactory results. Improper handling, unacceptable temperature and humidity levels, and other variables over which Hewlett-Packard has no control can affect print quality. Before purchasing large quantities of media, make sure that it meets the requirements that are specified in the user guide and in the*HP LaserJet Printer Family Print Media Guide*, which is available for download athttp://www.hp.com/support/ljpaperguide. Always test paper before buying large quantities.

CAUTION Using media that does not meet HP specifications can cause problems for the device, requiring repair. This repair is not covered by the HP warranty or service agreements.

General guidelines for media

Before purchasing any paper or specialized forms in quantity, verify that your paper supplier has obtained and understands the print-media requirements that are specified in the *HP LaserJet Printer Family Print Media Guide*.

See HP Customer Care on page 322 to order the *HP LaserJet Printer Family Print Media Guide*. To download a copy of the guide, go to www.hp.com/support/ljpaperguide.

It is possible that paper could meet all of the guidelines in this chapter or the *HP LaserJet Printer Family Print Media Guide* and still not print satisfactorily. This can result from abnormal characteristics of the printing environment or other variables over which HP has no control (for example, extremes in temperature and humidity).

Hewlett-Packard Company recommends testing any paper before buying it in large quantities.

CAUTION Using paper that does not conform to the specifications listed here or in the print media guide can cause problems that require service. This service is not covered by the Hewlett-Packard warranty or service agreements.

Paper to avoid

The product can handle many types of paper. Using paper that does not meet specifications will cause lower print quality and increase the chance of jams.

- Do not use paper that is too rough. Use paper with a tested smoothness rating of 100–250 Sheffield.
- Do not use paper, other than standard 3-hole punched paper, that contains cutouts or perforations.
- Do not use multipart forms.
- Do not use paper that has already been printed on, or that has been fed through a photocopier.
- Do not use paper that contains a watermark if you are printing solid patterns.
- Do not use heavily embossed or raised-letterhead papers.
- Do not use papers that have heavily textured surfaces.
- Do not use offset powders or other materials that prevent printed forms from sticking together.
- Do not use paper that has a colored coating that was added after the paper was produced.

Paper that can damage the device

In rare circumstances, paper can damage the device. The following paper must be avoided to prevent possible damage to the device:

- Do not use paper with staples attached.
- Do not use transparencies, labels, or photo or glossy paper designed for Inkjet printers or other low temperature printers. Use only media that is specified for use with HP LaserJet printers.
- Do not use any media that produces hazardous emissions, or that melts, offsets, or discolors when exposed to the temperature of the fuser.
- Do not use paper that is embossed or coated, or any media that is not designed to withstand the fusing temperature of the device. Do not use letterhead paper or preprinted forms that are made with dyes or inks that cannot withstand the heat of the fuser.

To order HP LaserJet printing supplies, see Order parts, accessories, and supplies on page 314.

General media specifications

For complete paper specifications for all HP LaserJet devices, see the *HP LaserJet Printer Family Print Media Guide* (available at www.hp.com/support/ljpaperguide) .

Category	Specifications
Acid content	5.5 pH to 8.0 pH
Caliper	0.094 to 0.18 mm (3.0 to 7.0 mils)
Curl in ream	Flat within 5 mm (0.02 in)
Cut edge conditions	Cut with sharp blades with no visible fray.
Fusing compatibility	Must not scorch, melt, offset, or release hazardous emissions when heated to 200° C (392°F) for 0.1 second.
Grain	Long grain
Moisture content	4% to 6% by weight
Smoothness	100 to 250 Sheffield

Select print media

This device accepts a variety of media, such as cut-sheet paper, including up to 100% recycled fiber content paper; envelopes; labels; transparencies; and custom-size paper. Properties such as weight, composition, grain, and moisture content are important factors that affect device performance and output quality. Paper that does not meet the guidelines that are outlined in this manual can cause the following problems:

- Poor print quality
- Increased jams
- Premature wear on the device, requiring repair

NOTE Some paper might meet all of the guidelines in this manual and still not produce satisfactory results. This might be the result of improper handling, unacceptable temperature and humidity levels, or other variables over which Hewlett-Packard has no control. Before purchasing large quantities of media, make sure that it meets the requirements that are specified in this user guide and in the *HP LaserJet Printer Family Print Media Guide*, which is available for download at www.hp.com/support/ljpaperguide. Always test paper before buying large quantities.

CAUTION Using media that does not meet HP specifications can cause problems for the device, requiring repair. This repair is not covered by the HP warranty or service agreements.

Product: 2006 HP LaserJet M3027/M3035 MFP Printer Service Repair Workshop Manual
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Supported media sizes

Table 1-1 Supported media sizes

Input tray	Letter	Legal	A4	A5	Executive (JIS)	B5 (JIS)	16K	Custom	Statement	S Postcard (JIS)	Envelope[1]
Tray 1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Tray 2, tray 3	✓	✓	✓	✓	✓	✓					

[1] Supported envelope sizes are #10, Monarch, C5, DL, and B5.

Table 1-2 Automatic 2-sided printing [1]

Media size	Dimensions	Weight and thickness
Letter	216 x 279 mm (8.5 x 11 in)	60 to 120 g/m^2 (16 to 32 lb bond)
Legal	216 x 356 mm (8.5 x 14 in)	
A4	211 x 297 mm (8.3 x 11.7 in)	
JIS	216 x 330 mm (8.5 x 13 in)	

[1] Automatic 2-sided printing on weights heavier than those shown can produce unexpected results.

NOTE Automatic 2-sided (duplex) printing is available with the HP LaserJet M3027x, HP LaserJet M3035, and HP LaserJet M3035xs models.

Manual 2-sided printing. Most of the supported media sizes and types listed for printing from tray 1 can be manually duplexed. See the user guide for more information.

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