

PRINTER REPAIR ARTICLE

Roller Flat-spots and False 13.20 Jams in the LaserJet 9000

Two significant problems in the HP LaserJet 9000 have been corrected by upgrading the dc controller. Do you know what these problems are and how to check your dc controller version? If not, read on!

Firmware is a computer program that controls the operations of the processors on the formatter and dc controller boards. Sometimes firmware has unintended results and requires revision. The LaserJet 9000, which has separate firmware for its formatter and dc controller boards, has gone through several revisions. The dc controller firmware cannot be downloaded, as can be done with many newer LaserJet models

Two significant problems in the HP LaserJet 9000 that have been corrected by dc controller firmware revisions are:

(1) Flat spots in the lower fuser roller, caused by prolonged contact with the hot upper roller when the printer is idle for extended periods, and

(2) False 13.20 paper jams, caused by oversensitivity to the fuser “wrapping jam” detection circuit.

To check the dc controller firmware revision level, print a configuration page and look at the “printer number.” This can range from 15 to 1C (in hexadecimal notation – see explanation below). The lower the number, the older the dc controller is, and the more likely it is to cause the problems described above. We do not stock dc controllers with printer numbers lower than 1A, and we do not recommend using the older ones.

If you are having either of the problems described above and you have one of the older dc controllers, the best thing you can do is upgrade to a newer dc controller.



RG5-5778

How to Read Hexadecimal Notation

Hexadecimal notation is a different way of writing numbers, often used in computer and printer applications. Instead of the 10 digits (0-9) that we are familiar with, it uses 16 digits (0-9 and A-F). This allows counting up to 16 before we need a second digit. So the numbers from 0 to 16 (in our regular notation) would be 0, 1, 2, 3, 4, 5, 6, 7, 8, 9, A, B, C, D, E, F, 10 in hexadecimal notation. In hexadecimal notation, the HP LaserJet 9000 printer numbers are, in order from lowest to highest, 15, 16, 17, 18, 19, 1A, 1B, 1C. Printer number 15 represents the oldest version; printer number 1C represents the newest.