

HP MAINTENANCE MESSAGE CLEARING

HP Maintenance Message Reset Methods

To clear the Maintenance Service Message from the LCD display:

HP III Si Printers:

1. Press ONLINE until the light goes off
2. Hold down MENU until PCL CONFIG MENU appears
3. Press the MENU key until SERVICE MSG=ON* appears
4. Press the + or - key to change display to SERVICE MSG=OFF
5. Press ENTER/RESET MENU key to turn message off, the * should appear, then press ONLINE

HP 4 Si Printers:

1. Press ONLINE until the light goes off
2. Press MENU until CONFIG MENU appears
3. Press the ITEM key until SERVICE MSG=ON* appears
4. Press the + or - key to change display to SERVICE MSG=OFF
5. Press the ENTER key to turn message off, the * should appear, then press ONLINE

HP 5 Si:

1. Press MENU key 4 times for CONFIG MENU
2. Press ITEM to display SERVICE MESSAGE=OFF
3. Press ENTER
4. Press ONLINE

HP 4/4+, 4V/4MV, 5/5L/5P/5MP, 6L, 1100, 1150, 1160/1320, 1200, 1300, 2100, 2200, 2300:

These models do not have a Service Mode therefore no maintenance kit reset. You can only perform a cold-reset, continuous self-test, and or NVRAM Initialization.

HP 4000/4050/4100/5000/5100 Printers:

1. Turn the printer off
2. Hold down the left side of the ITEM and VALUE +/- keys, turn the printer on and wait until RESET MAINTENANCE COUNT is displayed and then release the keys.

HP 4100MPF/4101MPF Printers:

1. While holding down the START button, turn the machine on.
2. The 3 LED's will blink, and then stay lit. (Release START button at this time.)
3. Press the UP arrow key. Display will read MAINT COMPLETE.
4. Press the CHECK button once, and the maintenance counter is reset.
5. Return to Online

HP 4200/4300 Printers:

1. Turn the printer power off.
2. Hold down SELECT, and turn printer power on. Continue holding down SELECT for several seconds, until all 3 printer control panel lights flash once, and then remain on. (This may take up to 10 seconds).
3. Use (Up Arrow) to scroll to NEW MAINTENANCE KIT.
4. Press SELECT to reset the maintenance kit counter

HP 4240/4250/4350 Printers:

1. Turn the printer power off and then on.
2. When 000MB (beginning of the memory-count) appears on the control panel display, press and hold down SELECT (checkmark button). Continue holding down SELECT until all 3 printer control panel lights flash once, and then stay on. (This may take up to 10 seconds).
3. Release SELECT and press (Up Arrow) to scroll to NEW MAINTENANCE KIT.
4. Press SELECT to reset the maintenance kit counter.

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HP 4500/4550 Printers:

1. Turn the printer off
2. Hold down the CANCEL JOB and SELECT keys and turn the printer on, then wait until the display goes blank and the three LED's come on
3. Press the right side of the MENU key, then press the SELECT key
4. You will enter SERVICE MODE after the normal test completes
5. Press the ITEM key until the FUSER MAINTENANCE COUNT appears
6. Press VALUE +/- to change to zero
7. Press SELECT to save
8. Press GO; the printer should return to READY

HP 8000/8100/8150 Printers:

1. Press the MENU button until the display reads CONFIGURATION MENU
2. Press the ITEM button until the display reads SERVICE MESSAGE = ON/OFF
3. Select OFF*
4. Press SELECT to save
5. Turn printer off
6. Hold the VALUE MINUS and ITEM MINUS buttons while turning the printer back on Hold buttons down until display reads RESET MAINT/COUNT and then release both buttons

HP 9000/9050 Printers:

1. Turn the printer off
2. Press and hold the CHECK key
3. Power on the printer
4. Release the CHECK key after all three lights come on The display should read SELECT LANGUAGE
5. Press the up arrow until MAINTENANCE KIT is displayed, then press the CHECK key again and the maintenance kit count has been reset

HP Color LaserJet 4500/4550 Printers (TRANSFER KIT RESET):

1. Press the MENU button until the RESETS MENU is displayed
2. Press the ITEM button until TRANSFER KIT SELECT IF DONE is displayed
3. Press the SELECT button

HP Color LaserJet 4500/4550 Printers (FUSER KIT RESET):

1. Press the MENU button until the RESETS MENU is displayed
2. Press the ITEM button until FUSER KIT SELECT IF DONE is displayed
3. Press the SELECT button
4. Press the GO button to return to READY

HP Color LaserJet 4600/4650 Printer (IMAGE TRANSFER KIT (ETB) RESET):

1. After Maintenance is performed, the display should read NEW TRANSFER KIT =
2. Press the down arrow to highlight YES, then press the CHECK button to reset Or enter CONFIGURE DEVICE in menus, choose RESETS then RESET SUPPLIES, choose NEW TRANSFER KIT and select

HP Color LaserJet 4600/4650 Printer (FUSER KIT RESET):

1. After Maintenance is performed, the display should read NEW FUSER KIT =
2. Press the down arrow to highlight YES, then press the CHECK button to reset Or enter CONFIGURE DEVICE in menus, choose RESETS then RESET SUPPLIES, choose NEW FUSER KIT and select

HP Color LaserJet 8500/8550 Printers (TRANSFER KIT RESET):

1. Press the MENU button until the RESETS MENU is displayed
2. Press the ITEM button until RESET TRANSFER LIFE COUNT is displayed
3. Press the SELECT button to reset, then GO to return to READY

HP MAINTENANCE MESSAGE CLEARING

HP Color LaserJet 8500/8550 Printers (FUSER KIT RESET):

1. Press the MENU button until the RESETS MENU is displayed
2. Press the ITEM button until RESET FUSER LIFE COUNT is displayed
3. Press the SELECT button to reset
4. Press the GO button to return to READY

For these newer printers, you may first have to go thru the Service menu if instructions are not already shown. From the normal "Ready" state press SELECT to enter the menus, and then scroll to SERVICE and select it. In order to get into the Service Menu, you will now have to enter a PIN code (below), which is specific to the printer model.

PIN Codes for Newer HP Printer Models

HP 2410	10241004			
HP 2420	10242004			
HP 2430	10243004			
HP 2300	11230002			
HP 2400	11240002			
HP 3500	10350003	HP3000: 1130005	HP3600: 11360005	HP3800: 11380005
HP 3700	10370003			
HP 4200	11420002			
HP 4240	04424005	HP 4250	09425004	
HP 4300	11430002			
HP 4345	11434504	HP P4014: 05401408	HP P4015: 05401508	HP P4515: 05451508
HP 4350	09435004			
HP 4600	04460002			
HP 4650	05465004			
HP 4700	09470005			
HP 5500	04550002			
HP 5550	09555004	HP CM6040F MFP: 04604008		
HP 9000	00900001	9040: 04904005	M9040: 04904008	9050: 09905004
HP 9500	04950003			M9050: 04905008

1. Press the 'up arrow' and 'down arrow' keys until the first digit of the PIN is displayed. SELECT moves you to the next digit; if you make a mistake, the 'left arrow' key allows you to go back and correct it.
2. When you select the final digit, you will enter the Service Menu (the 9000 also has a numeric keypad which gives you the option of entering the PIN code directly). Once you're in the menu, scroll to the appropriate maintenance count and set it to all zeroes using the same procedure that you used to enter the PIN number (on the 4200 and 4300, the arrow keys will increment the entire maintenance count, rather than one digit at a time).
3. Then back out of the menu with the 'left arrow' key, and you're done.

HP 3015, 3020, 3030, 3330 MFP Printers:

1. Make sure that the control-panel display reads Ready.
2. Press MENU/ENTER.
3. Press 2 on the keypad.
Note: You can gain access to the secondary service menu from any other menu by pressing 2.
4. Use the < or > button to navigate the secondary service menu.
5. To exit the secondary service menu and remove it from the menu tree, press CANCEL to return to the READY display, and then press CANCEL again.