User Guide
HP LaserJet 1020 printer

User Guide
Copyright and License

© Copyright 2015 HP Development Company, L.P.

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

The information contained herein is subject to change without notice.

The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

Edition 2, 12/2016

Trademark credits

Microsoft®, Windows®, Windows® XP, and Windows Vista® are U.S. registered trademarks of Microsoft Corporation.

ENERGY STAR® and the ENERGY STAR® mark are registered U.S. marks.
# Table of contents

## 1 Printer basics
- Quick access to more information ................................................................................................................................................ 2  
  - Web links for drivers, software, and support .......................................................................................................................... 2  
  - HP LaserJet 1020 printer ................................................................................................................................................. 2  
- User guide links ................................................................................................................................................................. 2  
- Where to look for more information ......................................................................................................................................... 2  
- Printer configuration ............................................................................................................................................................. 3  
  - HP LaserJet 1020 printer ......................................................................................................................................................... 3  
- Walkaround ............................................................................................................................................................................. 4  
- Printer control panel .............................................................................................................................................................. 5  
- Media paths ............................................................................................................................................................................ 6  
  - Priority feed slot .................................................................................................................................................................. 6  
  - Main input tray .................................................................................................................................................................. 6  
  - Output bin ........................................................................................................................................................................ 6  
- Printer connections ................................................................................................................................................................. 7  
  - Connecting the USB cable ....................................................................................................................................................... 7  
- Printer software ........................................................................................................................................................................ 8  
  - Supported operating systems ................................................................................................................................................. 8  
  - Printer software for Windows computers ................................................................................................................................................ 8  
    - To install printer software for all other operating systems .......................................................................................... 8  
- Printer drivers .......................................................................................................................................................................... 8  
- Printer properties (driver) ......................................................................................................................................................... 8  
- Printer properties online help .................................................................................................................................................. 9  
- Print setting priorities ............................................................................................................................................................ 9  
  - Printer information page ....................................................................................................................................................... 9  
  - Printer Test page ................................................................................................................................................................. 10  
- Printer media considerations .................................................................................................................................................... 11  
  - Supported media sizes ......................................................................................................................................................... 11

## 2 Printing tasks
- Manual feed .............................................................................................................................................................................. 14
3 Maintenance ................................................................................................................ 39
   Cleaning the printer ....................................................................................................... 40
      Cleaning the print cartridge area .............................................................................. 40
      Cleaning the printer media path .............................................................................. 41
   Changing the pickup roller ........................................................................................... 43
   Cleaning the pickup roller ............................................................................................ 46
   Changing the printer separation pad .......................................................................... 47
Guidelines for using media ............................................................................................... 18
   Paper ............................................................................................................................. 18
   Labels ........................................................................................................................... 18
      Label construction .................................................................................................... 19
   Transparencies ............................................................................................................ 19
   Envelopes ..................................................................................................................... 19
      Envelope construction .............................................................................................. 19
      Envelopes with double-side seams ......................................................................... 19
      Envelopes with adhesive strips or flaps ................................................................. 20
      Envelope storage ..................................................................................................... 20
   Cardstock and heavy media ......................................................................................... 20
      Cardstock construction .............................................................................................. 20
      Cardstock guidelines ............................................................................................... 21
   Letterhead and preprinted forms ................................................................................. 21
Choosing paper and other media .................................................................................... 22
   HP media ....................................................................................................................... 22
   Media to avoid .............................................................................................................. 22
   Media that might damage the printer .......................................................................... 22
Loading media into the input trays .................................................................................. 24
   Priority feed slot .......................................................................................................... 24
   150-sheet main input tray ............................................................................................ 24
Printing an envelope ........................................................................................................ 25
Printing multiple envelopes ............................................................................................ 27
Printing on transparencies or labels .............................................................................. 29
Printing on letterhead and preprinted forms ............................................................... 30
Printing on custom-size media and cardstock ............................................................ 31
Printing on both sides of the paper (manual two-sided printing) ................................ 32
Printing multiple pages on a single sheet of paper (N-up printing) ............................ 34
Printing booklets ............................................................................................................ 35
Printing watermarks ...................................................................................................... 37
4 Problem solving ........................................................................................................................................... 53

Finding the solution ............................................................................................................................................. 54

Step 1: Is the printer set up correctly? ................................................................. 54
Step 2: Is the Ready light on? ........................................................................ 54
Step 3: Can you print a Printer Test page? .................................................. 54
Step 4: Is the print quality acceptable? ....................................................... 55
Step 5: Is the printer communicating with the computer? ...................... 55
Step 6: Does the printed page look like you expected? ......................... 55

Contact HP support .......................................................................................................................... 55

Status light patterns .......................................................................................................................... 56

Paper handling problems .............................................................................................................. 58

Media jam ................................................................................................................................. 58
Print is skewed (crooked) ....................................................................................................... 58
More than one sheet of media feeds through the printer at one time .......... 58
Printer does not pull media from the media input tray .................................. 58
Printer curled the media ................................................................................................. 59
Print job is extremely slow ......................................................................................... 59

Printed page is different than what appeared on screen ........................................ 60

Garbled, incorrect, or incomplete text .............................................................. 60
Missing graphics or text, or blank pages .......................................................... 60
Page format is different than on another printer ........................................ 61
Graphics quality ............................................................................................................. 61

Printer software problems ........................................................................................................ 62

Improving print quality ...................................................................................................................... 63

Light or faded print ................................................................................................. 63
Toner specks ............................................................................................................... 63
Dropouts ......................................................................................................................... 63
Vertical lines ................................................................................................................ 64
Gray background ......................................................................................................... 64
Toner smear .................................................................................................................. 64
Loose toner ................................................................................................................... 65
Vertical repetitive defects .......................................................................................... 65
Misformed characters ................................................................................................. 65
Page skew ..................................................................................................................... 66
Curl or wave .................................................................................................................. 66
Wrinkles or creases ................................................................................................. 66
Toner scatter outline ................................................................................................. 67
Water droplets on bottom edge ............................................................................... 67
Appendix E  HP parts and accessories .............................................................................................................. 111
Ordering supplies .................................................................................................................................................. 112
Using HP print cartridges ..................................................................................................................................... 113
  HP policy on non-HP print cartridges ................................................................................................................ 113
  HP anticounterfeit Web site .............................................................................................................................. 113
Storing print cartridges ......................................................................................................................................... 113
Print cartridge life expectancy ............................................................................................................................ 113
Saving toner ......................................................................................................................................................... 114

Index ................................................................................................................................................................. 115
This chapter provides information on the following topics:

- Quick access to more information
- Printer configuration
- Walkaround
- Printer control panel
- Media paths
- Printer connections
- Printer software
- Printer information page
- Printer media considerations
Quick access to more information

The following sections provide resources for additional information about the HP LaserJet 1020 printer.

Web links for drivers, software, and support

If you need to contact HP for service or support, use one of the following links.

HP LaserJet 1020 printer

- In the United States, see http://www.hp.com/support/lj1020/.
- In other countries/regions, see http://www.hp.com/.

User guide links

- Walkaround on page 4 (location of printer components)
- Changing the print cartridge on page 51
- Problem solving on page 53
- Ordering supplies on page 112

Where to look for more information

- CD user guide: Detailed information on using and troubleshooting the printer. Available on the CD-ROM that came with the printer.
- Online Help: Information on printer options that are available from within printer drivers. To view a Help file, access the online Help through the printer driver.
- HTML (online) user guide: Detailed information on using and troubleshooting the printer. Available at http://www.hp.com/support/lj1020/. Once connected, select Manuals.
**Printer configuration**

Below is the standard configuration for the HP LaserJet 1020 printer.

**HP LaserJet 1020 printer**

- 14 pages per minute (ppm) for A4 media and 15 ppm for letter media
- First page out in as few as 10 seconds
- FastRes 1200: 1200 dpi effective output quality (600 x 600 x 2 dpi with HP Resolution Enhancement technology [REt])
- 150-sheet main input tray
- Priority feed slot
- 100-sheet output capacity
- EconoMode (saves toner)
- Print watermarks, booklets, multiple pages per sheet (N-up), and first page on different media than rest of the document
- 2 MB RAM
- 2,000-page print cartridge
- USB 2.0 High Speed
- Power switch
## Walkaround

The following illustrations identify the components of the HP LaserJet 1020 printer.

### Front View

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Attention light</td>
</tr>
<tr>
<td>2</td>
<td>Ready light</td>
</tr>
<tr>
<td>3</td>
<td>Print cartridge door</td>
</tr>
<tr>
<td>4</td>
<td>Output media support</td>
</tr>
<tr>
<td>5</td>
<td>Priority feed slot</td>
</tr>
<tr>
<td>6</td>
<td>150-sheet main input tray</td>
</tr>
<tr>
<td>7</td>
<td>Output bin</td>
</tr>
</tbody>
</table>

### Back View

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>On/off switch</td>
</tr>
<tr>
<td>2</td>
<td>Power receptacle</td>
</tr>
<tr>
<td>3</td>
<td>USB port</td>
</tr>
</tbody>
</table>
**Printer control panel**

The printer control panel is composed of two lights. These lights produce patterns that identify your printer's status.

1. **Attention light**: Indicates that the printer media input trays are empty, the print cartridge door is open, the print cartridge is missing, or other errors. See [Printer information page on page 10](#) for more information.

2. **Ready light**: Indicates that the printer is ready to print.

**NOTE:** See [Status light patterns on page 56](#) for a description of the light patterns.
Media paths

The following sections describe the input trays and output bin.

Priority feed slot

You should use the priority feed slot when feeding one sheet of paper, envelope, postcard, label, or transparency. You can also use the priority feed slot to print the first page on different media than the rest of the document.

Media guides ensure that the media is correctly fed into the printer and that the print is not skewed (crooked on the media). When loading media, adjust the media guides to match the width of the media that you are using.

See Choosing paper and other media on page 22 for more information about media types.

Main input tray

The main input tray, accessed from the front of the printer, holds up to 150 sheets of 20-lb paper or other media. For information about media specifications, see Printer capacities and ratings on page 76.

Media guides ensure the media is correctly fed into the printer and the print is not skewed (crooked on the media). The main input tray has both side and front media guides. When loading media, adjust the media guides to match the length and width of the media that you are using.

Output bin

The output bin is located on the top of the printer. Printed media is collected here in the correct sequence. The output media support provides improved stacking for large print jobs.
Printer connections

The HP LaserJet 1020 printer supports USB 2.0 High Speed connections.

Connecting the USB cable

1. Plug the USB cable into the printer.
2. Plug the other end of the USB cable into the computer when prompted to do so during the software installation.
Printer software

The following sections describe the supported operating systems and the software that is provided with the HP LaserJet 1020 printer.

NOTE: Not all software is available in all languages.

Supported operating systems

The printer comes with software for the following operating systems:

- Windows Vista (32-bit and 64-bit)
- Windows XP (32-bit and 64-bit)
- Windows 7 (32-bit and 64-bit)
- Windows Server 2003 (32-bit and 64-bit)


Printer software for Windows computers

The following sections provide instructions for installing the printer software on various Windows operating systems and the software that is available to all users of the printer.

To install printer software for all other operating systems

Insert the software CD that came with the printer into the computer CD-ROM drive. Follow the on-screen installation instructions.

NOTE: If the Welcome screen does not open, click Start on the Windows task bar, click Run, type \setup (where Z is your CD drive letter), and click OK.

Printer drivers

A printer driver is the software component that provides access to printer features and provides the means for the computer to communicate with the printer.

Printer properties (driver)

Printer properties control the printer. You can change the default settings, such as media size and type, printing multiple pages on a single sheet of media (N-up printing), resolution, and watermarks. You can access the printer properties in the following ways:

- Through the software application that you are using to print. This only changes the settings for the current software application.
- Through the Windows operating system. This changes the default settings for all future print jobs.

NOTE: Because many software applications use a different method of accessing the printer properties, the following section describes the most common methods used in Windows Vista, 7, and Windows XP.
To only change the settings for the current software application

**NOTE:** Although the steps can vary between software applications, this is the most common method.

1. From the File menu in the software application, click Print.
2. On the Print dialog, click Properties.
3. Change the settings, and click OK.

To change the default settings for all future print jobs in Windows

1. **Windows Vista and Windows 7:** Click Start, click Control Panel, and then in the category for Hardware and Sound click Printer.

   **Windows XP and Windows Server 2003 (using the default Start menu view):** Click Start, and then click Printers and Faxes.

   **Windows XP and Windows Server 2003 (using the Classic Start menu view):** Click Start, click Settings, and then click Printers.

2. Right-click the driver icon, and then select Printing Preferences.

Printer properties online help

The printer properties (driver) online help includes specific information about the functions in the printer properties. This online help guides you through the process of changing your printer’s default settings. For some drivers, online help gives instructions on using context-sensitive help. Context-sensitive help describes the options for the driver feature you are currently accessing.

To access the printer properties online help

1. From the software application, click File, and then click Print.
2. Click Properties, and then click Help.

Print setting priorities

There are two ways to change print settings for this printer: in the software application or in the printer driver. Changes made in the software application override settings changed in the printer driver. Within a software application, changes made in the Page Setup dialog box override changes made in the Print dialog box.

Printer information page

If a particular print setting can be changed in more than one of the ways listed above, use the method that has the highest priority.
Printer information page

The Printer Test page is a printer information page that resides within the memory of the printer. During installation you can choose to print the Printer Test page. If the page prints, you correctly installed the printer.

Printer Test page

The Printer Test page contains information about printer driver and port settings. The page also contains information about the printer name and model, computer name, and so on. You can print the Printer Test page from the printer driver.
Printer media considerations

HP LaserJet printers produce excellent print quality. The printer accepts a variety of media, such as cut-sheet paper (including recycled paper), envelopes, labels, transparencies, vellum, and custom-size paper. Properties such as weight, grain, and moisture content are important factors affecting printer performance and output quality.

The printer can use a variety of paper and other print media in accordance with the guidelines in this user guide. Media that does not meet these guidelines might cause the following problems:

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

For best results, use only HP brand paper and print media. HP Company cannot recommend the use of other brands. Because they are not HP products, HP cannot influence or control their quality.

It is possible for media to meet all of the guidelines in this user guide and still not produce satisfactory results. This might be the result of improper handling, unacceptable temperature and humidity levels, or other variables over which HP has no control.

Before purchasing a large quantity of media, make sure that it meets the requirements specified in this user guide and in the HP LaserJet printer family print media guide. The guidelines can be downloaded from http://www.hp.com/support/ljpaperguide/ or see Ordering supplies on page 112 for more information about ordering the guidelines. Always test media before you purchase a large quantity.

⚠️ **CAUTION:** Using media that does not meet HP's specifications might cause problems for the printer, requiring repair. This repair is not covered by the HP warranty or service agreements.

Supported media sizes

For information about supported media sizes, see Printer capacities and ratings on page 76.
This chapter provides information on the following topics:

- Manual feed
- Canceling a print job
- Understanding print quality settings
- Optimizing print quality for media types
- Guidelines for using media
- Choosing paper and other media
- Loading media into the input trays
- Printing an envelope
- Printing multiple envelopes
- Printing on transparencies or labels
- Printing on letterhead and preprinted forms
- Printing on custom-size media and cardstock
- Printing on both sides of the paper (manual two-sided printing)
- Printing multiple pages on a single sheet of paper (N-up printing)
- Printing booklets
- Printing watermarks
Manual feed

You can use manual feed when printing mixed media, for example, an envelope, then a letter, then an envelope, and so on. Feed an envelope into the priority feed slot and load letterhead into the main input tray.

To print using manual feed

1. Access the printer properties (or printing preferences in Windows 2000 and XP). See Printer properties (driver) on page 8 for instructions.

2. On the Paper/Quality tab, select Manual Feed from the Source is drop-down list.

3. Feed media into the priority feed slot, and click Continue.
Canceling a print job

You can cancel a print job from a software application or a print queue.

To stop the printer immediately, remove the remaining paper from the printer. After the printer stops, use one of the following options.

- **Software application**: Typically, a dialog box appears briefly on your screen, allowing you to cancel the print job.

- **Windows print queue**: If a print job is waiting in a print queue (computer memory) or print spooler, delete the job there. Click **Start**, **Settings**, and **Printers** or **Printers and Faxes**. Double-click the **HP LaserJet 1020** icon to open the window, select your print job, and click **Delete** or **Cancel**.

If the status lights on the control panel continue to blink after you cancel a print job, the computer is still sending the job to the printer. Either delete the job from the print queue or wait until the computer finishes sending data. The printer will return to the Ready state.
Understanding print quality settings

Print quality settings affect how light or dark the print is on the page and the style in which the graphics are printed. You can also use the print quality settings to optimize the print quality for a specific media type. See Optimizing print quality for media types on page 17 for more information.

You can change the settings in the printer properties to accommodate the types of jobs you are printing. The following are the settings:

- **FastRes 1200**: This setting provides 1200 dpi effective output quality (600 x 600 x 2 dpi with HP Resolution Enhancement technology [REt]).
- **600 dpi**: This setting provides 600 x 600 dpi output with Resolution Enhancement technology (REt) for improved text.
- **EconoMode (Save Toner)**: Text is printed using less toner. This setting is useful when you are printing drafts. You can turn on this option independently of other print quality settings.

1. Access the printer properties (or printing preferences in Windows 2000 and XP). See Printer properties (driver) on page 8 for instructions.
2. On the **Finishing** tab, select the print quality setting you want to use.

**NOTE:** Not all printer features are available in all drivers or operating systems. See the printer properties (driver) online Help for information about the availability of features for that driver.

**NOTE:** To change the print quality settings for all future print jobs, access the properties through the Start menu in the Windows task bar. To change the print quality settings only for the current software application, access the properties through the **Print Setup** menu in the application you are using to print. See Printer properties (driver) on page 8 for more information.
Optimizing print quality for media types

Media type settings control the temperature of your printer's fuser. You can change the settings for the media that you are using to optimize the print quality.

The HP LaserJet 1020 printer provides a number of print modes that allow the unit to adapt more specifically to the printer's media environment. The following tables provide an overview of the driver print modes.

**NOTE:** When using the CARDSTOCK, ENVELOPE, LABEL, and ROUGH modes, the printer pauses between pages and the number of pages per minute decreases.

<table>
<thead>
<tr>
<th>Mode</th>
<th>Media</th>
</tr>
</thead>
<tbody>
<tr>
<td>PLAIN</td>
<td>75 to 104 g/m² (20 to 27 lb)</td>
</tr>
<tr>
<td>LIGHT</td>
<td>&lt; 75 g/m² (20 lb)</td>
</tr>
<tr>
<td>HEAVY</td>
<td>90 to 105 g/m² (24 to 28 lb)</td>
</tr>
<tr>
<td>CARDSTOCK</td>
<td>Cardstock or thick media</td>
</tr>
<tr>
<td>TRANSPARENCY</td>
<td>4-mil, 0.1 monochrome overhead transparencies (OHTs)</td>
</tr>
<tr>
<td>ENVELOPE</td>
<td>Standard envelopes</td>
</tr>
<tr>
<td>LABEL</td>
<td>Standard HP LaserJet labels</td>
</tr>
<tr>
<td>BOND</td>
<td>Bond paper</td>
</tr>
<tr>
<td>ROUGH</td>
<td>Rough paper</td>
</tr>
<tr>
<td>COLOR</td>
<td>Plain media</td>
</tr>
<tr>
<td>LETTERHEAD</td>
<td>Plain media</td>
</tr>
<tr>
<td>PREPRINTED</td>
<td>Plain media</td>
</tr>
<tr>
<td>PREPUNCHED</td>
<td>Plain media</td>
</tr>
<tr>
<td>RECYCLED</td>
<td>Plain media</td>
</tr>
<tr>
<td>VELLUM</td>
<td>Plain media</td>
</tr>
</tbody>
</table>
Guidelines for using media

The following sections provide guidelines and instructions for printing on transparencies, envelopes, and other special media. Guidelines and specifications are included to help you select media that optimizes print quality and avoid media that might cause jams or damage the printer.

Paper

For best results, use conventional 75 g/m² (20 lb) paper. Make sure that the paper is of good quality and free of cuts, nicks, tears, spots, loose particles, dust, wrinkles, voids, and curled or bent edges.

If you are unsure about what type of paper you are loading (such as bond or recycled), check the label on the package of paper.

Some paper causes print quality problems, jamming, or damage to the printer.

Table 2-2  Paper usage

<table>
<thead>
<tr>
<th>Symptom</th>
<th>Problem with paper</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Poor print quality or toner adhesion</td>
<td>Too moist, too rough, too smooth, or embossed</td>
<td>Try another kind of paper between 100-250 Sheffield and 4-6% moisture content.</td>
</tr>
<tr>
<td>Problems with feeding</td>
<td>Faulty paper lot</td>
<td>Check the printer and make sure that the appropriate media type has been selected.</td>
</tr>
<tr>
<td>Dropouts, jamming, or curl</td>
<td>Stored improperly</td>
<td>Store paper flat in its moisture-proof wrapping.</td>
</tr>
<tr>
<td>Increased gray background shading</td>
<td>Might be too heavy</td>
<td>Use lighter paper.</td>
</tr>
<tr>
<td>Excessive curl</td>
<td>Too moist, wrong grain direction, or short-grain construction</td>
<td>Use long-grain paper. Check the printer and make sure that the appropriate media type has been selected.</td>
</tr>
<tr>
<td>Problems with feeding</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jamming or damage to printer</td>
<td>Cutouts or perforations</td>
<td>Do not use paper with cutouts or perforations.</td>
</tr>
<tr>
<td>Problems with feeding</td>
<td>Ragged edges</td>
<td>Use good quality paper.</td>
</tr>
</tbody>
</table>

**NOTE:** The printer uses heat and pressure to fuse toner to the paper. Make sure that any colored paper or preprinted forms use inks that are compatible with the printer temperature. The printer’s maximum temperature is 200°C (392°F) for 0.1 second.

Do not use letterhead that is printed with low-temperature inks, such as those used in some types of thermography.

Do not use raised letterhead.

Do not use transparencies designed for Inkjet printers or other low-temperature printers. Use only transparencies that are specified for use with HP LaserJet printers.

Labels

HP recommends that you print labels from the priority feed slot.
CAUTION: Do not feed a sheet of labels through the printer more than once. The adhesive degrades and might damage the printer.

Label construction

When selecting labels, consider the quality of the following components:

- **Adhesives**: The adhesive material should be stable at 200°C (392°F), the printer's maximum temperature.
- **Arrangement**: Only use labels with no exposed backing between them. Labels can peel off sheets that have spaces between the labels, causing serious jams.
- **Curl**: Prior to printing, labels must lie flat with no more than 13 mm (0.5 inches) of curl in any direction.
- **Condition**: Do not use labels with wrinkles, bubbles, or other indications of separation.

Transparencies

Transparencies must be able to withstand the printer's maximum temperature of 200°C (392°F).

Envelopes

HP recommends that you print envelopes from the priority feed slot.

Envelope construction

Envelope construction is critical. Envelope fold lines can vary considerably, not only between manufacturers, but also within a box from the same manufacturer. Successful printing on envelopes depends upon the quality of the envelopes. When selecting envelopes, consider the following components:

- **Weight**: The weight of the envelope paper should not exceed 90 g/m² (24 lb) or jamming might result.
- **Construction**: Prior to printing, envelopes should lie flat with less than 6 mm (0.25 inches) curl and should not contain air. Envelopes that trap air might cause problems. Do not use envelopes that contain clasps, snaps, tie strings, transparent windows, holes, perforations, cut outs, synthetic materials, stamping, or embossing. Do not use envelopes with adhesives that do not require moistening, but rely instead on pressure to seal them.
- **Condition**: Make sure that the envelopes are not wrinkled, nicked, or otherwise damaged. Make sure that the envelopes do not have any exposed adhesive.
- **Sizes**: The envelope sizes range from 90 x 160 mm (3.5 x 6.3 inches) to 178 x 254 mm (7 x 10 inches).

Envelopes with double-side seams

An envelope with double-side-seam construction has vertical seams at both ends of the envelope rather than diagonal seams. This style might be more likely to wrinkle. Make sure that the seam extends all the way to the corner of the envelope as shown in the following illustration.
Envelopes with adhesive strips or flaps

Envelopes with a peel-off adhesive strip or with more than one flap that folds over to seal must use adhesives compatible with the heat and pressure in the printer. The printer’s maximum temperature is 200°C (392°F). The extra flaps and strips might cause wrinkling, creasing, or jams.

Envelope storage

Proper storage of envelopes contributes to good print quality. You should store envelopes flat. If air is trapped in an envelope, creating an air bubble, the envelope might wrinkle during printing.

Cardstock and heavy media

You can print many types of cardstock from the media input trays, including index cards and postcards. Some cardstock performs better than others because its construction is better suited for feeding through a laser printer.

For optimum printer performance, do not use paper heavier than 157 g/m² (42 lb). Paper that is too heavy might cause misfeeds, stacking problems, paper jams, poor toner fusing, poor print quality, or excessive mechanical wear.

**NOTE:** You might be able to print on heavier paper if you do not fill the input tray to capacity and if you use paper with a smoothness rating of 100-180 Sheffield.

Cardstock construction

- **Smoothness:** The 135-157 g/m² (36-42 lb) cardstock should have a smoothness rating of 100-180 Sheffield; 60-135 g/m² (16-36 lb) cardstock should have a smoothness rating of 100-250 Sheffield.

- **Construction:** Cardstock should lie flat with less than 5 mm (0.2 inches) of curl.

- **Condition:** Make sure that the cardstock is not wrinkled, nicked, or otherwise damaged.

- **Sizes:** Only use cardstock within the following size ranges:
Minimum: 76 x 127 mm (3 x 5 inches)

Maximum: 216 x 356 mm (8.5 x 14.0 inches)

Cardstock guidelines

Set margins at least 2 mm (0.08 inches) away from the edges.

Letterhead and preprinted forms

Letterhead is premium paper that often has a watermark, sometimes uses cotton fiber, and is available in a wide range of colors and finishes with matching envelopes. Preprinted forms can be made of a broad spectrum of paper types ranging from recycled to premium.

Many manufactures now design these grades of paper with properties optimized for laser printer and advertise the paper as laser-compatible or laser-guaranteed.

**NOTE:** Some page-to-page variation is normal when printing with laser printers. This variation cannot be observed when printing on plain paper. However, this variation is obvious when printing on preprinted forms because the lines and boxes are already placed on the page.

To avoid problems when using preprinted forms, embossed paper, and letterhead, observe the following guidelines:

- Avoid using low-temperature inks (the kind used with some types of thermography).
- Use preprinted forms and letterhead paper that have been printed by offset lithography or engraving.
- Use forms that have been created with heat-resistant inks that will not melt, vaporize, or release undesirable emissions when heated to 200°C (392°F) for 0.1 second. Typically, oxidation-set or oil-based inks meet this requirement.
- When the form is preprinted, be careful not to change the moisture content of the paper, and do not use materials that change the paper's electrical or handling properties. Seal the forms in moisture-proof wrap to prevent moisture changes during storage.
- Avoid processing preprinted forms that have a finish or coating.
- Avoid using heavily embossed or raised-letterhead papers.
- Avoid papers that have heavily textured surfaces.
- Avoid using offset powders or other materials that prevent printed forms from sticking together.
Choosing paper and other media

HP LaserJet printers produce excellent print quality documents. You can print on a variety of media, such as paper (including up to 100% recycled fiber content paper), envelopes, labels, transparencies, and custom-size media. The following are the supported media sizes:

- **Minimum**: 76 x 127 mm (3 x 5 inches)
- **Maximum**: 216 x 356 mm (8.5 x 14 inches)

Properties such as weight, grain, and moisture content are important factors that affect printer performance and quality. To achieve the best possible print quality, only use high-quality media designed for laser printers. See *Printer media considerations* on page 11 for detailed paper and media specifications.

**NOTE:** Always test a sample of the media before you purchase large quantities. Your media supplier should understand the requirements specified in the *HP LaserJet printer family print media guide* (HP part number 5851-1468). See *Printer media considerations* on page 11 for more information.

### HP media

HP recommends the following HP media:

- HP Multipurpose Paper
- HP Office Paper
- HP All-in-One Printing Paper
- HP LaserJet Paper
- HP Premium Choice LaserJet Paper

### Media to avoid

The HP LaserJet 1020 printer can handle many types of media. Use of media outside the printer’s specifications will cause a loss of print quality and increase the chance of paper jams.

- Do not use paper that is too rough.
- Do not use paper with cutouts or perforations other than standard three-hole punched paper.
- Do not use multipart forms.
- Do not use paper with a watermark if you are printing solid patterns.

### Media that might damage the printer

In rare circumstances media can damage the printer. The following media must be avoided to prevent possible damage:

- Do not use media with staples attached.
- Do not use transparencies designed for Inkjet printers or other low-temperature printers. Use only transparencies that are specified for use with HP LaserJet printers.
- Do not use photo paper intended for Inkjet printers.
● Do not use paper that is embossed or coated and is not designed for the temperatures of the printer's image fuser. Select media that can tolerate temperatures of 200°C (392°F) for 0.1 second. HP produces a selection of media that is designed for the HP LaserJet 1020 printer.

● Do not use letterhead paper with low-temperature dyes or thermography. Preprinted forms or letterhead must use inks that can tolerate temperatures of 200°C (392°F) for 0.1 second.

● Do not use any media that produces hazardous emissions, or that melts, offsets, or discolors when exposed to 200°C (392°F) for 0.1 second.

Loading media into the input trays

The following sections describe how to load media into the different input trays.

⚠️ **CAUTION:** If you try to print on media that is wrinkled, folded, or damaged in any way, a jam might occur. See Printer media considerations on page 11 for more information.

### Priority feed slot

The priority feed slot holds one sheet of media up to 163 g/m² (43 lb) or one envelope, transparency, or cardstock. Load media with the top forward and the side to be printed facing up. To prevent jams and skewing, always adjust the side media guides before feeding the media.

### 150-sheet main input tray

The input tray holds up to 150 pages of 75 g/m² (20 lb) paper or fewer pages of heavier media of 25 mm (0.9 inches) or less stack height. Load media with the top forward and the side to be printed facing up. To prevent jams and skewing, always adjust the side and front media guides.

⚠️ **NOTE:** When you add new media, make sure that you remove all of the media from the input tray and straighten the stack of new media. This helps prevent multiple sheets of media from feeding through the printer at one time, reducing media jams.
Printing an envelope

Only use envelopes that are recommended for laser printers. See Printer media considerations on page 11 for more information.

![NOTE: Use the priority feed slot for printing one envelope. Use the main input tray for printing multiple envelopes.]

1. Before loading the envelope, slide the media guides outward to slightly wider than the envelopes.

![NOTE: If the envelope has a flap on the short edge, feed that edge into the printer first.]

2. Place the envelope with the side to be printed facing up and the top edge along the left media guide.

3. Adjust the media guides to the width of the envelope.

4. Access the printer properties (or printing preferences in Windows 2000 and XP). See Printer properties (driver) on page 8 for instructions.
5. On the **Paper/Quality** tab, select **Envelope** as the media type.

   **NOTE:** Not all printer features are available in all drivers or operating systems. See the printer properties (driver) online Help for information about availability of features for that driver.

6. Print the envelope.

   To print using manual feed, see Manual feed on page 14.
Printing multiple envelopes

Only use envelopes that are recommended for laser printers. See Printer media considerations on page 11 for more information.

**NOTE:** Use the priority feed slot for printing one envelope. Use the main input tray for printing multiple envelopes.

1. Before loading the envelopes, slide the media guides outward to slightly wider than the envelopes.

2. Place the envelopes with the side to be printed facing up and the top edge along the left media guide. Stack up to 15 envelopes.

**NOTE:** If the envelopes have a flap on the short edge, feed that edge into the printer first.

3. Adjust the media guides to the length and width of the envelopes.

4. Access the printer properties (or printing preferences in Windows 2000 and XP). See Printer properties (driver) on page 8 for instructions.
NOTE:  Not all printer features are available from all drivers or operating systems. See the printer properties (driver) online Help for information about availability of features for that driver.

5. On the Paper/Quality tab, select Envelope as the media type.

6. Print the envelopes.
Printing on transparencies or labels

Use only transparencies and labels that are recommended for use in laser printers, such as HP transparency film and HP LaserJet labels. See Printer media considerations on page 11 for more information.

⚠️ **CAUTION:** Be sure to set the correct media type in the printer settings as instructed below. The printer adjusts the fuser temperature according to the media type setting. When printing on special media such as transparencies or labels, this adjustment prevents the fuser from damaging the media as it passes through the printer.

**CAUTION:** Inspect the media to make sure that it is not wrinkled or curled and that it does not have any torn edges or missing labels.

1. Load a single page in the priority feed slot or load multiple pages in the main input tray. Make sure that the top of the media is forward and the side to be printed (rough side) is facing up.

2. Adjust the media guides.

3. Access the printer properties (or printing preferences in Windows 2000 and XP). See Printer properties (driver) on page 8 for instructions.

4. On the **Paper/Quality** tab, choose the correct media type.

5. Print the document.
Printing on letterhead and preprinted forms

The HP LaserJet 1020 printer can print on letterhead and preprinted forms that can withstand temperatures of 200°C (392°F).

1. Load the paper with the top forward and the side to be printed facing up. Adjust the media guides to fit the width of the paper.

2. Access the printer properties (or printing preferences in Windows 2000 and XP). See Printer properties (driver) on page 8 for instructions.

3. On the Paper/Quality tab, choose the correct media type.

4. Print the document.

To print using manual feed, see Manual feed on page 14.

NOTE: To print a single-page cover letter on letterhead, followed by a multiple-page document, load the standard paper in the main input tray, and then feed the letterhead face up in the priority feed slot.
Printing on custom-size media and cardstock

The HP LaserJet 1020 printer can print on custom-size media or cardstock between 76 x 127 mm (3 x 5 inches) and 216 x 356 mm (8.5 x 14 inches).

Use the main input tray for multiple sheets. See Main input tray on page 6 for the supported media sizes.

⚠️ **CAUTION:** Make sure that the sheets are not stuck together before you load them.

1. Load the media with the narrow side forward and the side to be printed facing up. Adjust the media guides to fit the media.

2. Access the printer properties (or printing preferences in Windows 2000 and XP). See Printer properties (driver) on page 8 for instructions.

3. On the Paper/Quality tab, select the custom-size option. Specify the dimensions of the custom-size media.

⚠️ **NOTE:** Not all printer features are available in all drivers or operating systems. See the printer properties (driver) online Help for information about availability of features for that driver.

4. Print the document.

To print using manual feed, see Manual feed on page 14.
Printing on both sides of the paper (manual two-sided printing)

To print on both sides of the paper (manual two-sided printing), you must run the paper through the printer twice.

NOTE: Manual two-sided printing can cause the printer to become dirty, reducing print quality. See Cleaning the printer on page 40 for instructions if the printer becomes dirty.

1. Access the printer properties (or printing preferences in Windows 2000 and XP). See Printer properties (driver) on page 8 for instructions.

2. On the Finishing tab, select Print On Both Sides (Manually). Select the appropriate binding option, and click OK.

3. Print the document.

NOTE: Not all printer features are available from all drivers or operating systems. See the printer properties (driver) online Help for information about availability of features for that driver.

4. After side one has printed, gather the printed pages, turn the printed side down, and straighten the stack.
5. Place the stack back in the input tray. Side one should be facing down with the bottom edge feeding into the printer first.

6. Click **Continue** to print side two.
Printing multiple pages on a single sheet of paper (N-up printing)

You can select the number of pages that you want to print on a single sheet of paper. If you choose to print more than one page per sheet, the pages appear smaller and are arranged on the sheet in the order that they would otherwise be printed.

1. From your software application, access the printer properties (or printing preferences in Windows 2000 and XP). See Printer properties (driver) on page 8 for instructions.

2. On the Finishing tab, select the correct number of pages per side.

3. (Optional steps) To include page borders, select the check box. To specify the order of pages printed on the sheet, select the order from the drop-down menu.

4. Print the document.
Printing booklets

You can print booklets on letter or A4 paper.

1. Load the paper in the main input tray.

2. Access the printer properties (or printing preferences in Windows 2000 and XP). See Printer properties (driver) on page 8 for instructions.

3. On the Finishing tab, select the option to Print On Both Sides (Manually). Select the appropriate binding option, and click OK. Print the document.

   **NOTE:** Not all printer features are available from all drivers or operating systems. See the printer properties (driver) online Help for information about availability of features for that driver.

4. After side one has printed, gather the printed pages, turn the printed side down, and straighten the stack of paper.
5. Place the pages from side one back in the input tray. Side one should be facing down with the bottom edge feeding into the printer first.

6. Print side two.

7. Fold and staple the pages.


Printing watermarks

You can use the watermark option to print text "underneath" (in the background) of an existing document. For example, you might want to have large gray letters reading Draft or Confidential printed diagonally across the first page or all of the pages of a document.

1. From your software application, access the printer properties (or printing preferences in Windows 2000 and XP). See Printer properties (driver) on page 8 for instructions.

2. On the Effects tab, select the watermark you want to use.

NOTE: Not all printer features are available from all drivers or operating systems. See the printer properties (driver) online Help for information about availability of features for that driver.

3. Print the document.
This chapter provides information on the following topics:

- Cleaning the printer
- Changing the pickup roller
- Cleaning the pickup roller
- Changing the printer separation pad
- Redistributing toner
- Changing the print cartridge
Cleaning the printer

Clean the outside of the printer with a clean, damp cloth when necessary.

⚠️ **CAUTION:** Do not use ammonia-based cleaners on or around the printer.

During the printing process, media, toner, and dust particles can accumulate inside the printer. Over time, this buildup can cause print quality problems, such as toner specks or smearing, and paper jams. To correct and prevent these types of problems, you can clean the print cartridge area and the printer media path.

### Cleaning the print cartridge area

You do not need to clean the print cartridge area often. However, cleaning this area can improve the quality of your printed sheets.

1. Turn the printer off, and then unplug the power cord. Wait for the printer to cool.

2. Open the print cartridge door, and remove the print cartridge.

⚠️ **CAUTION:** To prevent damage, do not expose the print cartridge to light. Cover the print cartridge if necessary. Also, do not touch the black sponge transfer roller inside the printer. By doing so, you can damage the printer.
3. With a dry, lint-free cloth, wipe any residue from the media path area and the print cartridge cavity.

4. Replace the print cartridge, and close the print cartridge door.

5. Plug the printer into the power outlet, and then turn on the printer.

Cleaning the printer media path

If you are experiencing toner specks or dots on the printouts, you can use the HP LaserJet cleaning utility to remove excess media and toner particles that can accumulate on the fuser assembly and rollers. Cleaning the media path might extend the life of the printer.
NOTE: For best results use a sheet of transparency. If you do not have any transparencies, you can use copier-grade media, 70 to 90 g/m² (18 to 24 lb), with a smooth surface.

1. Make sure that the printer is idle and the Ready light is on.

2. Load the media in the input tray.

3. Print a cleaning page. Access the printer properties (or printing preferences in Windows 2000 and XP). See Printer properties (driver) on page 8 for instructions.

NOTE: The cleaning process takes approximately 3 minutes. The cleaning page will stop periodically during the cleaning process. Do not turn the printer off until the cleaning process has finished. You might need to repeat the cleaning process several times to thoroughly clean the printer.
Changing the pickup roller

Normal use with good media causes wear. The use of poor media might require more frequent replacement of the pickup roller.

If the printer regularly mispicks (no media feeds through), you might need to change or clean the pickup roller. See Ordering supplies on page 112 to order a new pickup roller.

⚠️ **CAUTION:** Failure to complete this procedure might damage the printer.

1. Turn the printer off, and then unplug the power cord from the printer. Wait for the printer to cool.

2. Open the print cartridge door, and remove the print cartridge.

⚠️ **CAUTION:** To prevent damage to the print cartridge, minimize its exposure to direct light. Cover the print cartridge with a sheet of paper.
3. Find the pickup roller.

4. Release the small, white tabs on either side of the pickup roller, and rotate the pickup roller toward the front.

5. Gently pull the pickup roller up and out.

6. Position the new pickup roller in the slot. The circular and rectangular slots on each side will prevent you from installing the roller incorrectly.
7. Rotate the top of the new pickup roller away from you until both sides snap into place.

8. Reinstall the print cartridge, and close the print cartridge door.

9. Plug the printer into the power outlet, and then turn on the printer.
Cleaning the pickup roller

If you want to clean the pickup roller rather than replace it, follow the instructions below:

1. Remove the pickup roller as described in steps 1 through 5 of Changing the pickup roller on page 43.
2. Dab a lint-free cloth in isopropyl alcohol, and scrub the roller.

⚠️ **WARNING!** Alcohol is flammable. Keep the alcohol and cloth away from an open flame. Before you close the printer and plug in the power cord, allow the alcohol to dry completely.

3. Using a dry, lint-free cloth, wipe the pickup roller to remove loosened dirt.

4. Allow the pickup roller to dry completely before you reinstall it in the printer (see Changing the pickup roller on page 43).
Changing the printer separation pad

Normal use with good media causes wear. The use of poor media might require more frequent replacement of the separation pad. If the printer regularly pulls multiple sheets of media at a time, you might need to change the separation pad. See Ordering supplies on page 112 to order a new printer separation pad.

**NOTE:** Before you change the separation pad, clean the pickup roller. See Cleaning the pickup roller on page 46.

1. Turn the printer off, and then unplug the power cord from the printer. Wait for the printer to cool.

2. At the back of the printer, unscrew the two screws holding the separation pad in place.

3. Remove the separation pad.
4. Insert the new separation pad, and screw it into place.

5. Plug the printer into the power outlet, and turn on the printer.
Redistributing toner

When toner is low, faded or light areas appear on the printed page. You might be able to temporarily improve print quality by redistributing the toner, which means that you might be able to finish the current print job before replacing the print cartridge.

⚠️ **CAUTION:** To prevent damage to the print cartridge, minimize its exposure to direct light. Cover the print cartridge with a sheet of paper.

1. Open the print cartridge door, and remove the print cartridge from the printer.

2. To redistribute the toner, gently rock the print cartridge from front to back.

⚠️ **CAUTION:** To prevent damage to the print cartridge, hold the print cartridge at each end.

⚠️ **CAUTION:** If toner gets on your clothing, wipe it off with a dry cloth and wash the clothing in cold water. *Hot water sets toner into the fabric.*
3. Reinsert the print cartridge into the printer, and close the print cartridge door.

If the print is still light, install a new print cartridge. See Changing the print cartridge on page 51 for instructions.
Changing the print cartridge

1. Open the print cartridge door, and remove the old print cartridge. See the recycling information inside the print cartridge box.

⚠️ **CAUTION:** To prevent damage to the print cartridge, minimize its exposure to direct light. Cover the print cartridge with a sheet of paper.

2. Remove the new print cartridge from the packaging, and gently rock the print cartridge from front to back to distribute the toner evenly inside the cartridge.

⚠️ **CAUTION:** To prevent damage to the print cartridge, hold the print cartridge at each end.

3. Pull the tab until all the tape is removed from the print cartridge. Put the tab in the print cartridge box to return for recycling.
4. Insert the new print cartridge in the printer, making sure that the print cartridge is in position. Close the print cartridge door.

⚠️ **CAUTION:** If toner gets on your clothing, wipe it off with a dry cloth and wash the clothing in cold water. *Hot water sets toner into the fabric.*
This chapter provides information on the following topics:

- Finding the solution
- Status light patterns
- Paper handling problems
- Printed page is different than what appeared on screen
- Printer software problems
- Improving print quality
- Clearing jams
# Finding the solution

You can use this section to find the solution to common printer problems.

## Step 1: Is the printer set up correctly?

- Is the printer plugged into a power outlet that is known to work?
- Is the on/off switch in the on position?
- Is the print cartridge properly installed? See Changing the print cartridge on page 51.
- Is paper properly loaded in the input tray? See Loading media into the input trays on page 24.

<table>
<thead>
<tr>
<th>Yes</th>
<th>If you answered yes to the questions above, go to Step 2: Is the Ready light on? on page 54</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>If the printer will not turn on, Contact HP support on page 55.</td>
</tr>
</tbody>
</table>

## Step 2: Is the Ready light on?

Do the control panel lights look like this picture?

![Control Panel Lights](image)

**NOTE:** See Printer control panel on page 5 for a description of the lights on the control panel.

<table>
<thead>
<tr>
<th>Yes</th>
<th>Go to Step 3: Can you print a Printer Test page? on page 54</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>If the control panel lights do not look like the picture above, see Status light patterns on page 56. If you are unable to resolve the problem, Contact HP support on page 55.</td>
</tr>
</tbody>
</table>

## Step 3: Can you print a Printer Test page?

Print a Printer Test page.

<table>
<thead>
<tr>
<th>Yes</th>
<th>If the Demo page printed, go to Step 4: Is the print quality acceptable? on page 55</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>If no paper came out, see Paper handling problems on page 58. If you are unable to resolve the problem, Contact HP support on page 55.</td>
</tr>
</tbody>
</table>
Step 4: Is the print quality acceptable?

<table>
<thead>
<tr>
<th>Yes</th>
<th>If the print quality is acceptable, go to Step 5: Is the printer communicating with the computer? on page 55</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>If the print quality is poor, see Improving print quality on page 63.</td>
</tr>
</tbody>
</table>

Verify that the print settings are correct for the media you are using. See Choosing paper and other media on page 22 for information on adjusting the settings for various types of media.

If you are unable to resolve the problem, Contact HP support on page 55.

Step 5: Is the printer communicating with the computer?

Try printing a document from a software application.

<table>
<thead>
<tr>
<th>Yes</th>
<th>If the document prints, go to Step 6: Does the printed page look like you expected? on page 55</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>If the document does not print, see Printer software problems on page 62.</td>
</tr>
</tbody>
</table>

If you are unable to resolve the problem, Contact HP support on page 55.

Step 6: Does the printed page look like you expected?

<table>
<thead>
<tr>
<th>Yes</th>
<th>The problem should be resolved. If it is not resolved, Contact HP support on page 55.</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>See Printed page is different than what appeared on screen on page 60.</td>
</tr>
</tbody>
</table>

If you are unable to resolve the problem, Contact HP support on page 55.

Contact HP support

- In the United States, see http://www.hp.com/support/lj1020/ for the HP LaserJet 1020 printer.
- In other locations, see http://www.hp.com.
**Status light patterns**

Table 4-1  Light status legend

<table>
<thead>
<tr>
<th>Light status</th>
<th>Symbol for “light off”</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Light status</th>
<th>Symbol for “light on”</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Light status</th>
<th>Symbol for “light blinking”</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Table 4-2  Control panel light message

<table>
<thead>
<tr>
<th>Light status</th>
<th>State of the printer</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Ready</td>
<td>No action is necessary.</td>
</tr>
<tr>
<td></td>
<td>The printer is ready to print.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Processing data</td>
<td>Wait for the job to print.</td>
</tr>
<tr>
<td></td>
<td>The printer is receiving or processing data.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Cleaning mode</td>
<td>Wait until the Cleaning page is finished printing and the printer is in Ready state. This could take up to two minutes.</td>
</tr>
<tr>
<td></td>
<td>A Cleaning page or a Printer Test page is printing.</td>
<td>Wait until the Printer Test page is finished printing and the printer is in Ready state.</td>
</tr>
<tr>
<td></td>
<td>Out of memory</td>
<td>The page you are printing might be too complex for the printer’s memory capacity. Try lowering the resolution. See Understanding print quality settings on page 16 for more information.</td>
</tr>
<tr>
<td></td>
<td>The printer is out of memory.</td>
<td></td>
</tr>
</tbody>
</table>
### Table 4-2  Control panel light message (continued)

<table>
<thead>
<tr>
<th>Light status</th>
<th>State of the printer</th>
<th>Action</th>
</tr>
</thead>
</table>
| ![Light](image) | Attention: door open, media out, no print cartridge, or media jam | Check the following:  
  - The print cartridge door is completely closed.  
  - Media is loaded. See [Loading media into the input trays on page 24](#) for instructions.  
  - The print cartridge is correctly installed in the printer. See [Changing the print cartridge on page 51](#) for instructions.  
  - There is no media jam. See [Clearing jams on page 68](#) for instructions. |
| ![Light](image) | Printer initialization | No action is necessary. |
| ![Light](image) | Fatal error | Unplug the printer for 30 minutes, and then plug the printer back in power outlet. If the printer still has an error, contact HP Support. See [Contact HP support on page 55](#). |
| ![Light](image) | All lights are off. | Make sure that there is power. Unplug both ends of the power cord, and then plug the power cord back into the printer and the power outlet. |

Return to [Finding the solution on page 54](#).
Paper handling problems

Choose the item that best describes the problem:

- Media jam on page 58
- Print is skewed (crooked) on page 58
- More than one sheet of media feeds through the printer at one time on page 58
- Printer does not pull media from the media input tray on page 58
- Printer curled the media on page 59
- Print job is extremely slow on page 59

Media jam

- See Clearing jams on page 68 for more information.
- Make sure that you are printing with media that meets specifications. See Printer media considerations on page 11 for more information.
- Do not print on used paper.
- Make sure that you are printing with media that is not wrinkled, folded, or damaged.
- Make sure that the printer is clean. See Cleaning the printer on page 40 for more information.

Print is skewed (crooked)

A small amount of skew is normal and might become obvious when using preprinted forms.

- See Page skew on page 66 for more information.
- Adjust the media guides to the width and length of the media that you are using and try reprinting. See Media paths on page 6 or Loading media into the input trays on page 24 for more information.

More than one sheet of media feeds through the printer at one time

- The media input tray might be too full. See Loading media into the input trays on page 24 for more information.
- Make sure that the media is not wrinkled, folded, or damaged.
- Try paper from a new ream. Do not fan the paper before loading it into the input tray.
- The printer separation pad might be worn. See Changing the printer separation pad on page 47 for more information.

Printer does not pull media from the media input tray

- Make sure that the printer is not in manual feed mode.
- Make sure that the media guides are adjusted properly.
- The pickup roller might be dirty or damaged. See Cleaning the pickup roller on page 46 or Changing the pickup roller on page 43 for instructions.
**Printer curled the media**

- See [Curl or wave on page 66](#) for more information.
- See [Media paths on page 6](#) or [Choosing paper and other media on page 22](#) for more information.

**Print job is extremely slow**

The maximum speed of the printer is up to 14 ppm for A4 media and 15 ppm for letter media for the HP LaserJet 1020 printer. Your print job might be very complex. Try the following:

- Reduce the complexity of your document (for example, reduce the number of multiple graphics).
- Access the printer properties in the printer driver. See [Printer properties (driver) on page 8](#) for instructions. Set the media type to plain paper.

NOTE: This may cause toner to fuse improperly if you are using heavy media.

- Narrow media or heavy media will slow printing. Use normal media.
- Print speed is based on computer processor speed, the amount of memory, and the amount of hard disk space available on your computer. Try increasing these components.

Return to [Finding the solution on page 54](#).
Printed page is different than what appeared on screen

Choose the item that best describes the problem:

- **Garbled, incorrect, or incomplete text on page 60**
- **Missing graphics or text, or blank pages on page 60**
- **Page format is different than on another printer on page 61**
- **Graphics quality on page 61**

**NOTE:** To preview a print job, use the **Print Preview** option in the software application (if available).

Garbled, incorrect, or incomplete text

- If a specific file prints garbled text, there might be a problem with that specific file. If a specific application prints garbled text, there might be a problem with that application. Make sure that the appropriate printer driver is selected.
- There might be a problem with your software application. Try printing from another software application.
- The USB cable might be loose or defective. Try the following:

  **WARNING!** Before you connect the USB cable to the printer, always unplug the printer to prevent damage to the printer.

  - Disconnect the cable and reconnect it at both ends.
  - Try printing a job that you know works.
  - If possible, attach the cable and printer to another computer, and try printing a job that you know works.
  - Turn off the printer and the computer. Remove the USB cable, and inspect both ends of the cable for damage. Reconnect the USB cable, making sure that the connections are tight. Make sure that the printer is directly connected to the computer. Remove any switchboxes, tape backup drives, security keys, or any other devices that are attached between the USB port on the computer and the printer. These devices can sometimes interfere with communication between the computer and the printer. Restart the printer and the computer.

Missing graphics or text, or blank pages

- Make sure that your file does not contain blank pages.
- The sealing tape might still be in the print cartridge. Remove the print cartridge, and pull the tab on the end of the cartridge until the entire length of the tape is removed. Reinstall the print cartridge. See **Changing the print cartridge on page 51** for instructions.

  The graphic settings in the printer properties might not be correct for the type of job that you are printing. Try a different graphic setting in the printer properties. See **Printer properties (driver) on page 8** for more information.

- Clean the printer, particularly the contacts between the print cartridge and the power supply.
Page format is different than on another printer

If you used an older or different printer driver (printer software) to create the document or the printer properties settings in the software are different, the page format might change when you try to print using your new printer driver or settings. To help eliminate this problem, try the following:

- Create documents and print them using the same printer driver (printer software) and printer properties settings regardless of which HP LaserJet printer you use to print them.
- Change the resolution, paper size, font settings, and other settings. See Printer properties (driver) on page 8 for more information.

Graphics quality

The graphics settings might be unsuitable for your print job. Check the graphic settings, such as resolution, in the printer properties and adjust them as necessary. See Printer properties (driver) on page 8 for more information.

NOTE: Some resolution might be lost when converting from one graphics format to another.

Return to Finding the solution on page 54.
### Printer software problems

#### Table 4-3 Printer software problems

<table>
<thead>
<tr>
<th>Problem</th>
<th>Solution</th>
</tr>
</thead>
</table>
| A printer driver for the HP LaserJet 1020 printer is not visible in the Printer folder. | ● Restart the computer.  
● Reinstall the printer software. In the Windows task bar, click **Start**, select **Programs**, select **HP**, select **HP LaserJet 1020 series**, and click **Uninstall HP LaserJet 1020 series**. Turn the printer off. Install the printer software from the CD. Turn the printer back on.  
**NOTE:** Close any applications that are running. To close an application that has an icon in the system tray, right-click the icon, and select **Close** or **Disable**.  
● Try plugging the USB cable into a different USB port on the computer.  
● If you are trying to print to a shared printer, in the Windows task bar, click **Start**, select **Settings**, and select **Printers**. Double-click the Add Printer icon. Follow the instructions in the Add Printer Wizard. |
| An error message was displayed during the software installation.       | ● Restart the computer.  
● Reinstall the printer software. In the Windows task bar, click **Start**, select **Programs**, select **HP**, select **HP LaserJet 1020 series**, and click **Uninstall HP LaserJet 1020 series**. Turn the printer off. Install the printer software from the CD. Turn the printer back on.  
**NOTE:** Close any applications that are running. To close an application that has an icon in the task bar, right-click the icon, and select **Close** or **Disable**.  
● Check the amount of free space on the drive where you are installing the printer software. If necessary, free up as much space as you can, and reinstall the printer software.  
● If necessary, run the Disk Defragmenter, and reinstall the printer software. |
| The printer is in Ready mode, but nothing prints.                     | ● Restart the computer.  
● Verify that all of the cables are properly seated and within specifications. This includes the USB and power cables. Try a new cable.  
● Reinstall the printer software. In the Windows task bar, click **Start**, select **Programs**, select **HP**, select **HP LaserJet 1020 series**, and click **Uninstall HP LaserJet 1020 series**. Turn the printer off. Install the printer software from the CD. Turn the printer back on.  
**NOTE:** Close any applications that are running. To close an application that has an icon in the task bar, right-click the icon, and select **Close** or **Disable**. |

Return to [Finding the solution on page 54](#).
Improving print quality

This section provides information about identifying and correcting print defects.

Light or faded print

- The toner supply is low. See Redistributing toner on page 49 for more information.
- The media might not meet HP's media specifications (for example, the media is too moist or too rough). See Printer media considerations on page 11 for more information.
- If the whole page is light, the print density adjustment is too light or EconoMode might be turned on. Adjust the print density, and disable EconoMode in the printer properties. See Saving toner on page 114 for more information.

Toner specks

- The media might not meet HP's media specifications (for example, the media is too moist or too rough). See Printer media considerations on page 11 for more information.
- The printer might need to be cleaned. See Cleaning the printer on page 40 or Cleaning the printer media path on page 41 for instructions.

Dropouts

- A single sheet of media might be defective. Try reprinting the job.
- The media's moisture content is uneven or the media has moist spots on its surface. Try printing with new media. See Printer media considerations on page 11 for more information.
- The media lot is bad. The manufacturing processes can cause some areas to reject toner. Try a different type or brand of media.
- The print cartridge might be defective. See Changing the print cartridge on page 51 for more information.

NOTE: If these steps do not correct the problem, contact an HP-authorized dealer or service representative.
Vertical lines

- The photosensitive drum inside the print cartridge has probably been scratched. Install a new HP print cartridge. See Changing the print cartridge on page 51 for instructions.

Gray background

- Decrease the print density setting through printer properties. This decreases the amount of background shading. See Printer properties (driver) on page 8.
- Change the media to a lighter basis weight. See Printer media considerations on page 11 for more information.
- Check the printer's environment. Very dry (low humidity) conditions can increase the amount of background shading.
- Install a new HP print cartridge. See Changing the print cartridge on page 51 for instructions.

Toner smear

- If toner smears appear on the leading edge of the media, the media guides might be dirty. Wipe the media guides with a dry, lint-free cloth. See Cleaning the printer on page 40 for more information.
- Check the media type and quality.
- Install a new HP print cartridge. See Changing the print cartridge on page 51 for instructions.
- The fuser temperature might be too low. In your printer driver, make sure that the appropriate media type is selected.
Loose toner

- Clean the inside of the printer. See Cleaning the printer on page 40 for instructions.
- Check the media type and quality. See Printer media considerations on page 11 for more information.
- Install a new HP print cartridge. See Changing the print cartridge on page 51 for instructions.
- In your printer driver, make sure that the appropriate media type is selected.
- Plug the printer directly into an AC outlet instead of into a power strip.

Vertical repetitive defects

- The print cartridge might be damaged. If a repetitive mark occurs at the same spot on the page, install a new HP print cartridge. See Changing the print cartridge on page 51 for instructions.
- The internal parts might have toner on them. See Cleaning the printer on page 40 for more information. If the defects occur on the back of the page, the problem will probably correct itself after a few more printed pages.
- In your printer driver, make sure that the appropriate media type is selected.

Misformed characters

- If characters are improperly formed, producing hollow images, the media stock might be too slick. Try a different media. See Printer media considerations on page 11 for more information.
- If characters are improperly formed, producing a wavy effect, the printer might need service. Print a Printer Test page. If the characters are improperly formed, contact an HP-authorized dealer or service representative.
Page skew

- Make sure that the media is loaded correctly and the media guides are not too tight or too loose against the media stack. See Loading media into the input trays on page 24 for more information.
- The input bin might be too full. See Loading media into the input trays on page 24 for more information.
- Check the media type and quality. See Printer media considerations on page 11 for more information.

Curl or wave

- Check the media type and quality. Both high temperature and humidity cause media to curl. See Printer media considerations on page 11 for more information.
- The media might have been in the input tray too long. Turn over the stack of media in the tray. Also, try rotating the media 180° in the input tray.
- The fuser temperature might be too high. In your printer driver, make sure that the appropriate media type is selected. If the problem persists, select a media type that uses a lower fuser temperature, such as transparencies or light media.

Wrinkles or creases

- Make sure that media is loaded properly. See Loading media into the input trays on page 24 for more information.
- Check the media type and quality. See Printer media considerations on page 11 for more information.
- Turn over the stack of media in the tray. Also, try rotating the media 180° in the input tray.
- For envelopes, this can be caused by air pockets inside the envelope. Remove the envelope, flatten the envelope, and try printing again.
Toner scatter outline

- If large amounts of toner have scattered around the characters, the media might be resisting the toner. (A small amount of toner scatter is normal for laser printing.) Try a different media type. See Printer media considerations on page 11 for more information.

- Turn over the stack of media in the tray.

- Use media designed for laser printers. See Printer media considerations on page 11 for more information.

Water droplets on bottom edge

NOTE: Moisture in the printer is condensing on the fuser assembly and dropping onto the media. In excessively hot and humid areas, media retains moisture. Water droplets do not damage the printer.

- Use different media.

- Store media in an airtight container to minimize absorption of moisture.

Return to Finding the solution on page 54.
Clearing jams

⚠️ **CAUTION:** To prevent damage to the printer when clearing jams, including jams in the output bin, always open the print cartridge door and remove the print cartridge. Keep the door open and the cartridge out until the jam has been cleared. Opening the print cartridge door and removing the print cartridge relieves tension on the printer rollers, which prevents damage to the printer and makes the removal of jammed pages easier.

Occasionally, media becomes jammed during a print job. You are notified of a media jam by an error from the software and the printer control panel lights. See Status light patterns on page 56 for more information.

The following are some of the causes of media jams:

- The input trays are loaded improperly or are too full. See Loading media into the input trays on page 24 for more information.

  **NOTE:** When you add new media, always remove all of the media from the input tray and straighten the stack of new media. This helps prevent multiple sheets of media from feeding through the printer at one time, reducing media jams.

- The media does not meet HP specifications. See Printer media considerations on page 11 for more information.

### Typical media jam locations

- **Print cartridge area:** See Removing a jammed page on page 68 for instructions.

- **Input tray areas:** If the page is still sticking out of the input tray, gently try to remove it from the input tray without tearing the page. If you feel resistance, see Removing a jammed page on page 68 for instructions.

- **Output path:** If the page is sticking out of the output bin, see Removing a jammed page on page 68 for instructions.

  **NOTE:** There might be loose toner in the printer after a media jam. This toner clears up after a few sheets are printed.

### Removing a jammed page

⚠️ **CAUTION:** Media jams might result in loose toner on the page. If you get any toner on your clothes, wash them in cold water. *Hot water will permanently set the toner into the fabric.*

**CAUTION:** To prevent damage to the printer when clearing jams, including jams in the output bin, always open the print cartridge door and remove the print cartridge.

1. Open the print cartridge door, and remove the print cartridge.

  ⚠️ **CAUTION:** To prevent damage to the print cartridge, minimize its exposure to direct light. Cover the print cartridge with a sheet of paper.
2. With both hands, grasp the side of the media that is most visible (this includes the middle), and carefully pull it free from the printer.

3. When you have removed the jammed media, replace the print cartridge, and close the print cartridge door.

After clearing a media jam, you might need to turn the printer off and turn it back on again.

NOTE: When you add new media, remove all of the media from the input tray and straighten the stack of new media.

Return to Finding the solution on page 54.
A Printer specifications

This appendix provides information on the following topics:

- Environmental specifications
- Acoustic emissions
- Electrical specifications
- Physical specifications
- Printer capacities and ratings
- Memory specifications
# Environmental specifications

<table>
<thead>
<tr>
<th>Operating environment</th>
<th>Install in a well-ventilated, dust-free area.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Printer plugged into an AC outlet:</td>
</tr>
<tr>
<td></td>
<td>• Temperature: 10°C to 32.5°C (50°F to 90.5°F)</td>
</tr>
<tr>
<td></td>
<td>• Humidity: 20% to 80% (no condensation)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Storage environment</th>
<th>Printer unplugged from an AC outlet:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Temperature: 0°C to 40°C (32°F to 104°F)</td>
</tr>
<tr>
<td></td>
<td>• Humidity: 10% to 80% (no condensation)</td>
</tr>
</tbody>
</table>

**NOTE:** Values are current as of April 1, 2004. Values are subject to change without notice. See [http://www.hp.com/support/lj1020/](http://www.hp.com/support/lj1020/) for current information.
# Acoustic emissions

<table>
<thead>
<tr>
<th><strong>Sound power level</strong></th>
<th><strong>Declared per ISO 9296</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Printing</td>
<td>$L_{WAD} = \leq 6.2$ Bels (A) and 62dB (A)</td>
</tr>
<tr>
<td>Ready (PowerSave)</td>
<td>Inaudible</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Sound pressure level, bystander position</strong></th>
<th><strong>Declared Per ISO 9296</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Printing</td>
<td>$L_{WAD} = \leq 4.9$ Bels (A) and 49dB (A)</td>
</tr>
<tr>
<td>Ready (PowerSave)</td>
<td>Inaudible</td>
</tr>
</tbody>
</table>

1. Values are subject to change without notice. See [http://www.hp.com/support/lj1020](http://www.hp.com/support/lj1020) for current information.
3. HP LaserJet 1020 speed is 14 ppm for A4 media and 15 ppm for letter media.


## Electrical specifications

### WARNING!
Power requirements are based on the country/region where the printer is sold. Do not convert operating voltages. Doing so might damage the printer and void the product warranty.

<table>
<thead>
<tr>
<th></th>
<th>110-volt models</th>
<th>230-volt models</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Power requirements</strong></td>
<td>110-127v (+/-10%)</td>
<td>220v-240v (+/-10%)</td>
</tr>
<tr>
<td></td>
<td>50/60 Hz (+/-2 Hz)</td>
<td>50/60 Hz (+/-2 Hz)</td>
</tr>
<tr>
<td><strong>Rated current</strong></td>
<td>3.5 amps</td>
<td>2.0 amps</td>
</tr>
</tbody>
</table>

### Table A-2 Power consumption (average, in watts)\(^1, 2\)

<table>
<thead>
<tr>
<th>Product model</th>
<th>Printing(^4)</th>
<th>Ready(^3)</th>
<th>Off</th>
</tr>
</thead>
<tbody>
<tr>
<td>HP LaserJet 1020</td>
<td>250 W</td>
<td>2 W</td>
<td>0 W</td>
</tr>
</tbody>
</table>

---

2. Power reported is the highest value measured for monochrome printing using all standard voltages.
3. The default time from Ready mode to PowerSave mode and the recovery time from PowerSave mode to the start of printing is negligible (less than 10 seconds) because of the instant-on fusing.
4. HP LaserJet 1020 speed is 14 ppm for A4 media and 15 ppm for letter media.
5. The heat dissipation in Ready mode is 20 BTU/hour.
# Physical specifications

<table>
<thead>
<tr>
<th>Specifications</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Dimensions</strong></td>
<td></td>
</tr>
<tr>
<td>Width</td>
<td>370 mm (14.6 inches)</td>
</tr>
<tr>
<td>Depth</td>
<td>242 mm (9.5 inches)</td>
</tr>
<tr>
<td>Height</td>
<td>209 mm (8.2 inches)</td>
</tr>
<tr>
<td><strong>Weight (2,000-page cartridge installed)</strong></td>
<td>5.8 kg (12.8 lb)</td>
</tr>
</tbody>
</table>

**NOTE:** Values are current as of April 1, 2004. Values are subject to change without notice. See [http://www.hp.com/support/lj1020/](http://www.hp.com/support/lj1020/) for current information.
## Printer capacities and ratings

<table>
<thead>
<tr>
<th>Feature</th>
<th>Specification</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Print speed</strong></td>
<td>• 14 ppm for A4 media and 15 ppm for letter media</td>
</tr>
<tr>
<td></td>
<td>• First page out in as low as 10 seconds</td>
</tr>
<tr>
<td><strong>Main input tray capacity</strong></td>
<td>150 sheets of regular weight 75 g/m² (20 lb) paper</td>
</tr>
<tr>
<td><strong>Priority feed slot capacity</strong></td>
<td>1 sheet of media up to 163 g/m² (43 lb)</td>
</tr>
<tr>
<td><strong>Top (face down) output bin capacity</strong></td>
<td>100 sheets of regular weight 75 g/m² (20 lb) paper</td>
</tr>
<tr>
<td><strong>Minimum paper size</strong></td>
<td>76 x 127 mm (3 x 5 inches)</td>
</tr>
<tr>
<td><strong>Maximum paper size</strong></td>
<td>216 x 356 mm (8.5 x 14 inches)</td>
</tr>
<tr>
<td><strong>Media weight</strong></td>
<td>Output bin: 60 to 105 g/m² (16 to 28 lbs)</td>
</tr>
<tr>
<td><strong>Base memory</strong></td>
<td>2 MB of RAM</td>
</tr>
<tr>
<td><strong>Print resolution</strong></td>
<td>• 600 x 600 dpi with HP Resolution Enhancement technology (REt)</td>
</tr>
<tr>
<td></td>
<td>• 1200 dpi effective output quality (600 x 600 x 2 dpi with HP Resolution Enhancement technology [REt])</td>
</tr>
<tr>
<td><strong>Duty cycle</strong></td>
<td>• 8,000 single-sided pages per month (maximum)</td>
</tr>
<tr>
<td></td>
<td>• 1,000 single-sided pages per month (average)</td>
</tr>
</tbody>
</table>
# Memory specifications

<table>
<thead>
<tr>
<th>Base memory</th>
<th>2 MB RAM</th>
</tr>
</thead>
</table>


B  Service and support

- HP limited warranty statement
- HP's Premium Protection Warranty: LaserJet toner cartridge limited warranty statement
- HP policy on non-HP supplies
- HP anticounterfeit Web site
- Data stored on the toner cartridge
- End User License Agreement
- Customer self-repair warranty service
- Customer support
HP limited warranty statement

<table>
<thead>
<tr>
<th>HP PRODUCT</th>
<th>DURATION OF LIMITED WARRANTY</th>
</tr>
</thead>
<tbody>
<tr>
<td>HP LaserJet 1020 printer</td>
<td>One-year limited warranty</td>
</tr>
</tbody>
</table>

HP warrants to you, the end-user customer, that HP hardware and accessories 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. Replacement products may be either new or equivalent in performance to new.

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 which does not execute its programming instructions due to such defects.

HP does not warrant that the operation of HP products will be uninterrupted or error free. 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.

HP products may contain remanufactured parts equivalent to new in performance or may have been subject to incidental use.

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.

TO THE EXTENT ALLOWED BY LOCAL LAW, THE ABOVE WARRANTIES ARE EXCLUSIVE AND NO OTHER WARRANTY OR CONDITION, WHETHER WRITTEN OR ORAL, IS EXPRESSED OR IMPLIED AND HP SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE. Some countries/regions, 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 country/region to country/region, state to state, or province to province.

HP's limited warranty is valid in any country/region or locality where HP has a support presence for this product and where HP has marketed this product. The level of warranty service you receive may vary according to local standards. HP will not alter form, fit or function of the product to make it operate in a country/region for which it was never intended to function for legal or regulatory reasons.

TO THE EXTENT ALLOWED BY LOCAL LAW, THE REMEDIES IN THIS WARRANTY STATEMENT ARE YOUR SOLE AND EXCLUSIVE REMEDIES. EXCEPT AS INDICATED ABOVE, IN NO EVENT WILL HP OR ITS SUPPLIERS BE LIABLE FOR LOSS OF DATA OR FOR DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL (INCLUDING LOST PROFIT OR DATA), OR OTHER DAMAGE, WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE. Some countries/regions, 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.

THE WARRANTY TERMS CONTAINED IN THIS STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT OR MODIFY AND ARE IN ADDITION TO THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THIS PRODUCT TO YOU.
**UK, Ireland, and Malta**

The HP Limited Warranty is a commercial guarantee voluntarily provided by HP. The name and address of the HP entity responsible for the performance of the HP Limited Warranty in your country/region is as follows:

**UK**: HP Inc UK Limited, Cain Road, Amen Corner, Bracknell, Berkshire, RG12 1HN

**Ireland**: Hewlett-Packard Ireland Limited, Liffey Park Technology Campus, Barnhall Road, Leixlip, Co.Kildare

**Malta**: Hewlett-Packard Europe B.V., Amsterdam, Meyrin Branch, Route du Nant-d’Avril 150, 1217 Meyrin, Switzerland

**United Kingdom**: The HP Limited Warranty benefits apply in addition to any legal rights to a guarantee from seller of nonconformity of goods with the contract of sale. These rights expire six years from delivery of goods for products purchased in England or Wales and five years from delivery of goods for products purchased in Scotland. However various factors may impact your eligibility to receive these rights. For further information, please consult the following link: Consumer Legal Guarantee ([www.hp.com/go/eu-legal](http://www.hp.com/go/eu-legal)) or you may visit the European Consumer Centers website ([http://ec.europa.eu/consumers/solving_consumer_disputes/non-judicial_redress/ecc-net/index_en.htm](http://ec.europa.eu/consumers/solving_consumer_disputes/non-judicial_redress/ecc-net/index_en.htm)). Consumers have the right to choose whether to claim service under the HP Limited Warranty or against the seller under the legal guarantee.

**Ireland**: The HP Limited Warranty benefits apply in addition to any statutory rights from seller in relation to nonconformity of goods with the contract of sale. However various factors may impact your eligibility to receive these rights. Consumer statutory rights are not limited or affected in any manner by HP Care Pack. For further information, please consult the following link: Consumer Legal Guarantee ([www.hp.com/go/eu-legal](http://www.hp.com/go/eu-legal)) or you may visit the European Consumer Centers website ([http://ec.europa.eu/consumers/solving_consumer_disputes/non-judicial_redress/ecc-net/index_en.htm](http://ec.europa.eu/consumers/solving_consumer_disputes/non-judicial_redress/ecc-net/index_en.htm)). Consumers have the right to choose whether to claim service under the HP Limited Warranty or against the seller under the legal guarantee.

**Malta**: The HP Limited Warranty benefits apply in addition to any legal rights to a two-year guarantee from seller of nonconformity of goods with the contract of sale; however various factors may impact your eligibility to receive these rights. Consumer statutory rights are not limited or affected in any manner by the HP Limited Warranty. For further information, please consult the following link: Consumer Legal Guarantee ([www.hp.com/go/eu-legal](http://www.hp.com/go/eu-legal)) or you may visit the European Consumer Centers website ([http://ec.europa.eu/consumers/solving_consumer_disputes/non-judicial_redress/ecc-net/index_en.htm](http://ec.europa.eu/consumers/solving_consumer_disputes/non-judicial_redress/ecc-net/index_en.htm)). Consumers have the right to choose whether to claim service under the HP Limited Warranty or against the seller under two-year legal guarantee.

**Austria, Belgium, Germany, and Luxemburg**

Die beschränkte HP Herstellergarantie ist eine von HP auf freiwilliger Basis angebotene kommerzielle Garantie. Der Name und die Adresse der HP Gesellschaft, die in Ihrem Land für die Gewährung der beschränkten HP Herstellergarantie verantwortlich ist, sind wie folgt:

**Deutschland**: HP Deutschland GmbH, Schickardstr. 32, D-71034 Böblingen

**Österreich**: HP Austria GmbH., Technologiestrasse 5, A-1120 Wien

**Luxemburg**: Hewlett-Packard Luxembourg S.C.A., 75, Parc d'Activités Capellen, Rue Pafebruc, L-8308 Capellen

**Belgien**: HP Belgium BVBA, Hermeslaan 1A, B-1831 Diegem

Die Rechte aus der beschränkten HP Herstellergarantie gelten zusätzlich zu den gesetzlichen Ansprüchen wegen Sachmängeln auf eine zweijährige Gewährleistung ab dem Lieferdatum. Ob Sie Anspruch auf diese

Belgium, France, and Luxemburg

La garantie limitée HP est une garantie commerciale fournie volontairement par HP. Voici les coordonnées de l’entité HP responsable de l’exécution de la garantie limitée HP dans votre pays:

France: HP France SAS, société par actions simplifiée identifiée sous le numéro 448 694 133 RCS Evry, 1 Avenue du Canada, 91947, Les Ulis

G.D. Luxembourg: Hewlett-Packard Luxembour g S.C.A., 75, Parc d’Activités Capellen, Rue Pafebruc, L-8308 Capellen

Belgique: HP Belgium BVBA, Hermeslaan 1A, B-1831 Diegem


POUR RAPPEL:

Garantie Légale de Conformité:

« Le vendeur est tenu de livrer un bien conforme au contrat et répond des défauts de conformité existant lors de la délivrance. 

Il répond également des défauts de conformité résultant de l’emballage, des instructions de montage ou de l’installation lorsque celle-ci a été mise à sa charge par le contrat ou a été réalisée sous sa responsabilité. »

Article L211-5 du Code de la Consommation:

« Pour être conforme au contrat, le bien doit:

1° Etre propre à l’usage habituellement attendu d’un bien semblable et, le cas échéant:

- correspondre à la description donnée par le vendeur et posséder les qualités que celui-ci a présentées à l’ acheteur sous forme d’échantillon ou de modèle;

- présenter les qualités qu’un acheteur peut légitimement attendre eu égard aux déclarations publiques faites par le vendeur, par le producteur ou par son représentant, notamment dans la publicité ou l’étiquetage;

2° Ou présenter les caractéristiques définies d’un commun accord par les parties ou être propre à tout usage spécial recherché par l’acheteur, porté à la connaissance du vendeur et que ce dernier a accepté. »
Article L211-12 du Code de la Consommation :

« L'action résultant du défaut de conformité se prescrit par deux ans à compter de la délivrance du bien ». 

Garantie des vices cachés

Article 1641 du Code Civil : « Le vendeur est tenu de la garantie à raison des défauts cachés de la chose vendue qui la rendent impropre à l'usage auquel on la destine, ou qui diminuent tellement cet usage que l'acheteur ne l'aurait pas acquise, ou n'en aurait donné qu'un moindre prix, s'il les avait connus. »

Article 1648 alinéa 1 du Code Civil :

« L'action résultant des vices rédhibitoires doit être intentée par l'acquéreur dans un délai de deux ans à compter de la découverte du vice. »

**G.D. Luxembourg et Belgique**: Les avantages de la garantie limitée HP s'appliquent en complément des droits dont vous disposez au titre de la garantie de non-conformité des biens avec le contrat de vente. Cependant, de nombreux facteurs peuvent avoir un impact sur le bénéfice de ces droits. Vos droits en tant que consommateur au titre de ces garanties ne sont en aucune façon limités ou affectés par la garantie limitée HP. Pour de plus amples informations, veuillez consulter le lien suivant : Garanties légales accordées au consommateur ([www.hp.com/go/eu-legal](http://www.hp.com/go/eu-legal)) ou vous pouvez également consulter le site Web des Centres européens des consommateurs ([http://ec.europa.eu/consumers/solving_consumer_disputes/non-judicial_redress/ecc-net/index_en.htm](http://ec.europa.eu/consumers/solving_consumer_disputes/non-judicial_redress/ecc-net/index_en.htm)). Les consommateurs ont le droit de choisir de réclamer un service sous la garantie limitée HP ou auprès du vendeur au cours d'une garantie légale de deux ans.

**Italy**

La Garanzia limitata HP è una garanzia commerciale fornita volontariamente da HP. Di seguito sono indicati nome e indirizzo della società HP responsabile della fornitura dei servizi coperti dalla Garanzia limitata HP nel vostro Paese:

**Italia**: HP Italy S.r.l., Via G. Di Vittorio 9, 20063 Cernusco S/Naviglio


**Spain**

Su Garantía limitada de HP es una garantía comercial voluntariamente proporcionada por HP. El nombre y dirección de las entidades HP que proporcionan la Garantía limitada de HP (garantía comercial adicional del fabricante) en su país es:

**España**: Hewlett-Packard Española S.L. Calle Vicente Aleixandre, 1 Parque Empresarial Madrid - Las Rozas, E-28232 Madrid

Los beneficios de la Garantía limitada de HP son adicionales a la garantía legal de 2 años a la que los consumidores tienen derecho a recibir del vendedor en virtud del contrato de compraventa; sin embargo, varios factores pueden afectar su derecho a recibir los beneficios bajo dicha garantía legal. A este respecto, la Garantía limitada de HP no limita o afecta en modo alguno los derechos legales del consumidor ([www.hp.com/go/eu-legal](http://www.hp.com/go/eu-legal)). Para más información, consulte el siguiente enlace: Garantía legal del
consumidor o puede visitar el sitio web de los Centros europeos de los consumidores (http://ec.europa.eu/consumers/solving_consumer_disputes/non-judicial_redress/ecc-net/index_en.htm). Los clientes tienen derecho a elegir si reclaman un servicio acogiéndose a la Garantía limitada de HP o al vendedor de conformidad con la garantía legal de dos años.

**Denmark**

Den begrænsede HP-garanti er en garanti, der ydes frivilligt af HP. Navn og adresse på det HP-selskab, der er ansvarligt for HP's begrænsede garanti i dit land, er som følger:

**Danmark:** HP Inc Danmark ApS, Engholm Parkvej 8, 3450, Allerød

Den begrænsede HP-garanti gælder i tillæg til eventuelle juridiske rettigheder, for en toårig garanti fra sælgeren af varer, der ikke er i overensstemmelse med salgsaftalen, men forskellige faktorer kan påvirke din ret til at opnå disse rettigheder. Forbrugerens lovbestemte rettigheder begrænses eller påvirkes ikke på nogen måde af den begrænsede HP-garanti. Se nedenstående link for at få yderligere oplysninger:


**Norway**

HPs garanti er en begrenset og kommersiell garanti som HP selv har valgt å tilby. Følgende lokale selskap innstår for garantien:

**Norge:** HP Norge AS, Rolfbuktveien 4b, 1364 Fornebu


**Sweden**

HP:s begränsade garanti är en kommersiell garanti som tillhandahålls frivilligt av HP. Namn och adress till det HP-företag som ansvarar för HP:s begränsade garanti i ditt land är som följer:

**Sverige:** HP PPS Sverige AB, SE-169 73 Stockholm

Portugal

A Garantia Limitada HP é uma garantia comercial fornecida voluntariamente pela HP. O nome e a morada da entidade HP responsável pela prestação da Garantia Limitada HP no seu país são os seguintes:

Portugal: HP CP – Computing and Printing Portugal, Unipessoal, Lda., Edificio D. Sancho I, Quinta da Fonte, Porto Salvo, Lisboa, Oeiras, 2740 244


Greece and Cyprus

Η Περιορισμένη εγγύηση HP είναι μια εμπορική εγγύηση η οποία παρέχεται εθελοντικά από την HP. Η επωνυμία και η διεύθυνση του νομικού προσώπου ΗΡ που παρέχει την Περιορισμένη εγγύηση ΗΡ στη χώρα σας είναι η εξής:

Ελλάδα /Κύπρος: HP Printing and Personal Systems Hellas EPE, Tzavella 1-3, 15232 Chalandri, Αtτική

Ελλάδα /Κύπρος: HP Συστήματα Εκτύπωσης και Προσωπικών Υπολογιστών Ελλάς Εταιρεία Περιορισμένης Ευθύνης, Tzavella 1-3, 15232 Chalandri, Attiki

Τα προνόμια της Περιορισμένης εγγύησης HP ισχύουν επιπλέον των νόμιμων δικαιωμάτων για διετή εγγύηση έναντι του Πωλητή για τη μη συμμόρφωση των προϊόντων με τις συνομολογημένες συμβατικές ιδιότητες, ωστόσο η άσκηση των δικαιωμάτων σας αυτών μπορεί να εξαρτάται από διάφορους παράγοντες. Τα νόμιμα δικαιώματα των καταναλωτών δεν περιορίζονται ούτε επηρεάζονται καθ’ οιονδήποτε τρόπο από την Περιορισμένη εγγύηση HP. Για περισσότερες πληροφορίες, συμβουλευτείτε την ακόλουθη τοποθεσία web: Νόμιμη εγγύηση καταναλωτή (www.hp.com/go/eu-legal) ή μπορείτε να επικαλεσθείτε την επικοινωνία web των Ευρωπαϊκών Κέντρων Καταναλωτή (http://ec.europa.eu/consumers/solving_consumer_disputes/non-judicial_redress/ecc-net/index_en.htm). Οι καταναλωτές έχουν το δικαίωμα να επιλέξουν αν θα αξιώσουν την υπηρεσία στα πλαίσια της Περιορισμένης εγγύησης ΗΡ ή από τον πωλητή στα πλαίσια της νόμιμης εγγύησης δύο ετών.

Hungary

A HP korlátozott jótállás egy olyan kereskedelmi jótállás, amelyet a HP a saját elhatározásából biztosít. Az egyes országokban a HP mint gyártó által vállalt korlátozott jótállást biztosító HP vállalatok neve és címe:


jótállás alapján vagy a kétéves, jogszabályban foglalt eladói szavatosság, illetve, ha alkalmazandó, a jogszabályban foglalt kötelező eladói jótállás alapján érvényesítik.

Czech Republic

Omezená záruka HP je obchodní zárukou dobrovolně poskytovanou společností HP. Názvy a adresy společností skupiny HP, které odpovídají za plnění omezené záruky HP ve vaší zemi, jsou následující:

Česká republika: HP Inc Czech Republic s. r. o., Za Brumlovkou 5/1559, 140 00 Praha 4


Slovakia

Obmedzená záruka HP je obchodná záruka, ktorú spoločnosť HP poskytuje dobrovoľne. Meno a adresa subjektu HP, ktorý zabezpečuje plnenie vyplývajúce z Obmedzenej záruky HP vo vašej krajine:

Slovenská republika: HP Inc Slovakia, s.r.o., Galvaniho 7, 821 04 Bratislava


Poland

Ograniczona gwarancja HP to komercyjna gwarancja udzielona dobrowolnie przez HP. Nazwa i adres podmiotu HP odpowiedzialnego za realizację Ograniczonej gwarancji HP w Polsce:

Polska: HP Inc Polska sp. z o.o., Szturmowa 2a, 02-678 Warszawa, wpisana do rejestru przedsiębiorców prowadzonego przez Sąd Rejonowy dla m.st. Warszawy w Warszawie, XIII Wydział Gospodarczy Krajowego Rejestru Sądowego, pod numerem KRS 0000546115, NIP 5213690563, REGON 360916326, GIOŚ E0020757WZBW, kapitał zakładowy 480.000 PLN.

Świadectwa wynikające z Ograniczonej gwarancji HP stanowią dodatek do praw przysługujących nabywców w związku z dwuletnią odpowiedzialnością sprzedawcy z tytułu niezgodności towaru z umową (rękojmia). Niemniej, na możliwość korzystania z tych praw mają wpływ różne czynniki. Ograniczona gwarancja HP w żaden sposób nie ogranicza praw konsumenta ani na nie nie wpływa. Więcej informacji można znaleźć pod następującym łączem: Gwarancja prawna konsumenta (www.hp.com/go/eu-legal), można także odwiedzić stronę internetową Europejskiego Centrum Konsumenckiego (http://ec.europa.eu/consumers/solving_consumer_disputes/non-judicial_redress/ecc-net/index_en.htm). Konsumenti mają prawo wyboru co do możliwości skorzystania albo z usług gwarancyjnych przysługujących w ramach Ograniczonej gwarancji HP albo z uprawnień wynikających z dwuletniej rękojmii w stosunku do sprzedawcy.
Bulgaria

Ограничената гаранция на HP представлява търговска гаранция, доброволно предоставяна от HP. Името и адресът на дружеството на HP за вашата страна, отговорно за предоставянето на гаранционната поддръжка в рамките на Ограничената гаранция на HP, са както следва:

HP Inc Bulgaria EOOD (Ейч Пи Инк България ЕООД), гр. София 1766, район р-н Младост, бул. Околовръстен Път № 258, Бизнес Център Камбани

Предимствата на Ограничената гаранция на HP се прилагат в допълнение към всички законови права за двугодишна гаранция от продавача при несъответствие на стоката с договора за продажба. Въпреки това, различни фактори могат да окажат влияние върху условията за получаване на тези права. Законовите права на потребителите не са ограничени или засегнати по никакъв начин от Ограничената гаранция на HP. За допълнителна информация, моля вижте Правната гаранция на потребителя (www.hp.com/go/eu-legal) или посетете уебсайта на Европейския потребителски център (http://ec.europa.eu/consumers/solving_consumer_disputes/non-judicial_redress/ecc-net/index_en.htm). Потребителите имат правото да избират дали да претендират за извършване на услуга в рамките на Ограничената гаранция на HP или да потърсят такава от търговец в рамките на двугодишната правна гаранция.

Romania

Garația limitată HP este o garanție comercială furnizată în mod voluntar de către HP. Numele și adresa entității HP răspunsătoare de punerea în aplicare a Garanției limitate HP în țara dumneavoastră sunt următoarele:

România: HP Inc Romania SRL, 5 Fabrica de Glucoza Str., Building F, Ground Floor and Floor 8, 2nd District, București


Belgium and the Netherlands

De Beperkte Garantie van HP is een commerciële garantie vrijwillig verstrekt door HP. De naam en het adres van de HP-entiteit die verantwoordelijk is voor het uitvoeren van de Beperkte Garantie van HP in uw land is als volgt:

Nederland: HP Nederland B.V., Startbaan 16, 1187 XR Amstelveen

België: HP Belgium BVBA, Hermeslaan 1A, B-1831 Diegem

De voordelen van de Beperkte Garantie van HP vormen een aanvulling op de wettelijke garantie voor consumenten gedurende twee jaren na de levering te verlenen door de verkoper bij een gebrek aan conformiteit van de goederen met de relevante verkoopsvoorwaarden. Niettemin kunnen diverse factoren een impact hebben op uw eventuele aanspraak op deze wettelijke rechten. De wettelijke rechten van de consument worden op geen enkele wijze beperkt of beïnvloed door de Beperkte Garantie van HP. Raadpleeg voor meer informatie de volgende webpagina: Wettelijke garantie van de consument (www.hp.com/go/eu-legal) of u kan de website van het Europees Consumenten Centrum bezoeken (http://ec.europa.eu/consumers/solving_consumer_disputes/non-judicial_redress/ecc-net/index_en.htm). Consumenten hebben
het recht om te kiezen tussen enerzijds de Beperkte Garantie van HP of anderzijds het aanspreken van de verkoper in toepassing van de wettelijke garantie.

**Finland**

HP:n rajoitettu takuu on HP:n vapaaehtoisesti antama kaupallinen takuu. HP:n myöntämästä takuusta maassanne vastaavan HP:n edustajan yhteystiedot ovat:

**Suomi:** HP Finland Oy, Piispankalliontie, FIN - 02200 Espoo


**Slovenia**

Omejena garancija HP je prostovoljna trgovska garancija, ki jo zagotavlja podjetje HP. Ime in naslov poslovne enote HP, ki je odgovorna za omejeno garancijo HP v vaši državi, sta naslednja:

**Slovenija:** Hewlett-Packard Europe B.V., Amsterdam, Meyrin Branch, Route du Nant-d'Avril 150, 1217 Meyrin, Switzerland


**Croatia**

HP ograničeno jamstvo komercijalno je dobrovoljno jamstvo koje pruža HP. Ime i adresa HP subjekta odgovornog za HP ograničeno jamstvo u vašoj državi:

**Hrvatska:** HP Computing and Printing d.o.o. za računalne i srodne aktivnosti, Radnička cesta 41, 10000 Zagreb


**Latvia**

HP ierobežotā garantija ir komercgarantija, kuru brīvprātīgi nodrošina HP. HP uzņēmums, kas sniedz HP ierobežotās garantijas servīsa nodrošinājumu jūsu valstī:

**Latvija:** HP Finland Oy, PO Box 515, 02201 Espoo, Finland

Lithuania

HP ribotoji garantija yra HP savanoriškai teikiama komercinė garantija. Toliau pateikiami HP bendrovių, teikiančių HP garantiją (gamintojo garantiją) jūsų šalyje, pavadinimai ir adresai:

Lietuva: HP Finland Oy, PO Box 515, 02201 Espoo, Finland


Estonia

HP piiratud garantii on HP poolt vabatahtlikult pakutav kaubanduslik garantii. HP piiratud garantii eest vastutab HP üksus addressil:

Eesti: HP Finland Oy, PO Box 515, 02201 Espoo, Finland


Russia

Срок службы принтера для России

Срок службы данного принтера HP составляет пять лет в нормальных условиях эксплуатации. Срок службы отсчитывается с момента ввода принтера в эксплуатацию. В конце срока службы HP рекомендует посетить веб-сайт нашей службы поддержки по адресу http://www.hp.com/support и/или связаться с авторизованным поставщиком услуг HP для получения рекомендаций в отношении дальнейшего безопасного использования принтера.
**HP's Premium Protection Warranty: LaserJet toner cartridge limited warranty statement**

This HP product is warranted to be free from defects in materials and workmanship.

This warranty does not apply to products that (a) have been refilled, refurbished, remanufactured or tampered with in any way, (b) experience problems resulting from misuse, improper storage, or operation outside of the published environmental specifications for the printer product or (c) exhibit wear from ordinary use.

To obtain warranty service, please return the product to place of purchase (with a written description of the problem and print samples) or contact HP customer support. At HP’s option, HP will either replace products that prove to be defective or refund your purchase price.

TO THE EXTENT ALLOWED BY LOCAL LAW, THE ABOVE WARRANTY IS EXCLUSIVE AND NO OTHER WARRANTY OR CONDITION, WHETHER WRITTEN OR ORAL, IS EXPRESSED OR IMPLIED AND HP SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

TO THE EXTENT ALLOWED BY LOCAL LAW, IN NO EVENT WILL HP OR ITS SUPPLIERS BE LIABLE FOR DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL (INCLUDING LOST PROFIT OR DATA), OR OTHER DAMAGE, WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE.

THE WARRANTY TERMS CONTAINED IN THIS STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT OR MODIFY AND ARE IN ADDITION TO THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THIS PRODUCT TO YOU.
**HP policy on non-HP supplies**

HP cannot recommend the use of non-HP toner cartridges, either new or remanufactured.

**NOTE:** For HP printer products, the use of a non-HP toner cartridge or a refilled toner cartridge does not affect either the warranty to the customer or any HP support contract with the customer. However, if product failure or damage is attributable to the use of a non-HP toner cartridge or refilled toner cartridge, HP will charge its standard time and materials charges to service the product for the particular failure or damage.
HP anticounterfeit Web site

Go to www.hp.com/go/anticounterfeit when you install an HP toner cartridge and the control-panel message indicates the cartridge is non-HP. HP will help determine if the cartridge is genuine and take steps to resolve the problem.

Your toner cartridge might not be a genuine HP toner cartridge if you notice the following:

- The supplies status page indicates that a non-HP supply is installed.
- You are experiencing a high number of problems with the cartridge.
- The cartridge does not look like it usually does (for example, the packaging differs from HP packaging).
**Data stored on the toner cartridge**

The HP toner cartridges used with this product contain a memory chip that assists in the operation of the product.

In addition, this memory chip collects a limited set of information about the usage of the product, which might include the following: the date when the toner cartridge was first installed, the date when the toner cartridge was last used, the number of pages printed using the toner cartridge, the page coverage, the printing modes used, any printing errors that might have occurred, and the product model. This information helps HP design future products to meet our customers' printing needs.

The data collected from the toner cartridge memory chip does not contain information that can be used to identify a customer or user of the toner cartridge or their product.

HP collects a sampling of the memory chips from toner cartridges returned to HP’s free return and recycling program (HP Planet Partners: [www.hp.com/recycle](http://www.hp.com/recycle)). The memory chips from this sampling are read and studied in order to improve future HP products. HP partners who assist in recycling this toner cartridge might have access to this data, as well.

Any third party possessing the toner cartridge might have access to the anonymous information on the memory chip.
End User License Agreement

READ CAREFULLY BEFORE USING THIS SOFTWARE EQUIPMENT: This End-User license Agreement (“EULA”) is a legal agreement between (a) you (either an individual or a single entity) and (b) HP Inc. (“HP”) that governs your use of any Software Product, installed on or made available by HP for use with your HP product (“HP Product”), that is not otherwise subject to a separate license agreement between you and HP or its suppliers. Other software may contain a EULA in its online documentation. The term “Software Product” means computer software and may include associated media, printed materials and “online” or electronic documentation.

An amendment or addendum to this EULA may accompany the HP Product.

RIGHTS IN THE SOFTWARE PRODUCT ARE OFFERED ONLY ON THE CONDITION THAT YOU AGREE TO ALL TERMS AND CONDITIONS OF THIS EULA. BY INSTALLING, COPYING, DOWNLOADING, OR OTHERWISE USING THE SOFTWARE PRODUCT, YOU AGREE TO BE BOUND BY THE TERMS OF THIS EULA. IF YOU DO NOT ACCEPT THESE LICENSE TERMS, YOUR SOLE REMEDY IS TO RETURN THE ENTIRE UNUSED PRODUCT (HARDWARE AND SOFTWARE) WITHIN 14 DAYS FOR A REFUND SUBJECT TO THE REFUND POLICY OF YOUR PLACE OF PURCHASE.

1. GRANT OF LICENSE. HP grants you the following rights provided you comply with all terms and conditions of this EULA:

   a. Use. You may use the Software Product on a single computer (“Your Computer”). If the Software Product is provided to you via the internet and was originally licensed for use on more than one computer, you may install and use the Software Product only on those computers. You may not separate component parts of the Software Product for use on more than one computer. You do not have the right to distribute the Software Product. You may load the Software Product into Your Computer’s temporary memory (RAM) for purposes of using the Software Product.

   b. Storage. You may copy the Software Product into the local memory or storage device of the HP Product.

   c. Copying. You may make archival or back-up copies of the Software Product, provided the copy contains all of the original Software Product’s proprietary notices and that it is used only for back-up purposes.

   d. Reservation of Rights. HP and its suppliers reserve all rights not expressly granted to you in this EULA.

   e. Freeware. Notwithstanding the terms and conditions of this EULA, all or any portion of the Software Product which constitutes non-proprietary HP software or software provided under public license by third parties (“Freeware”), is licensed to you subject to the terms and conditions of the software license agreement accompanying such Freeware whether in the form of a discrete agreement, shrink wrap license or electronic license terms accepted at time of download. Use of the Freeware by you shall be governed entirely by the terms and conditions of such license.

   f. Recovery Solution. Any software recovery solution provided with/for your HP Product, whether in the form of a hard disk drive-based solution, an external media-based recovery solution (e.g. floppy disk, CD or DVD) or an equivalent solution delivered in any other form, may only be used for restoring the hard disk of the HP Product with/for which the recovery solution was originally
purchased. The use of any Microsoft operating system software contained in such recovery solution shall be governed by the Microsoft License Agreement.

2. **UPGRADES.** To use a Software Product identified as an upgrade, you must first be licensed for the original Software Product identified by HP as eligible for the upgrade. After upgrading, you may no longer use the original Software Product that formed the basis for your upgrade eligibility. By using the Software Product, you also agree that HP may automatically access your HP Product when connected to the internet to check the version or status of certain Software Products and may automatically download and install upgrades or updates to such Software Products on to your HP Product to provide new versions or updates required to maintain the functionality, performance, or security of the HP Software and your HP Product and facilitate the provision of support or other services provided to you. In certain cases, and depending on the type of upgrade or update, notifications will be provided to you (via pop-up or other means), which may require you to initiate the upgrade or update.

3. **ADDITIONAL SOFTWARE.** This EULA applies to updates or supplements to the original Software Product provided by HP unless HP provides other terms along with the update or supplement. In case of a conflict between such terms, the other terms will prevail.

4. **TRANSFER.**
   a. Third Party. The initial user of the Software Product may make a one-time transfer of the Software Product to another end user. Any transfer must include all component parts, media, printed materials, this EULA, and if applicable, the Certificate of Authenticity. The transfer may not be an indirect transfer, such as a consignment. Prior to the transfer, the end user receiving the transferred product must agree to all the EULA terms. Upon transfer of the Software Product, your license is automatically terminated.
   b. Restrictions. You may not rent, lease or lend the Software Product or use the Software Product for commercial timesharing or bureau use. You may not sublicense, assign or transfer the license or Software Product except as expressly provided in this EULA.

5. **PROPRIETARY RIGHTS.** All intellectual property rights in the Software Product and user documentation are owned by HP or its suppliers and are protected by law, including but not limited to United States copyright, trade secret, and trademark law, as well as other applicable laws and international treaty provisions. You shall not remove any product identification, copyright notices or proprietary restrictions from the Software Product.

6. **LIMITATION ON REVERSE ENGINEERING.** You may not reverse engineer, decompile, or disassemble the Software Product, except and only to the extent that the right to do so is mandated under applicable law notwithstanding this limitation or it is expressly provided for in this EULA.

7. **TERM.** This EULA is effective unless terminated or rejected. This EULA will also terminate upon conditions set forth elsewhere in this EULA or if you fail to comply with any term or condition of this EULA.

8. **CONSENT TO COLLECTION/USE OF DATA.**
   a. HP will use cookies and other web technology tools to collect anonymous technical information related to HP Software and your HP Product. This data will be used to provide the upgrades and related support or other services described in Section 2. HP will also collect personal information including your Internet Protocol address or other unique identifier information associated with your HP Product and data provided by you on registration of your HP Product. As well as providing the upgrades and related support or other services, this data will be used for sending marketing communications to you (in each case with your express consent where required by applicable law).
To the extent permitted by applicable law, by accepting these terms and conditions you consent to the collection and use of anonymous and personal data by HP, its subsidiaries, and affiliates as described in this EULA and as further described in HP’s privacy policy: www.hp.com/go/privacy

b. Collection/Use by Third Parties. Certain software programs included in your HP Product are provided and separately licensed to you by third party providers (“Third Party Software”). Third Party Software may be installed and operational on your HP Product even if you choose not to activate/purchase such software. Third Party Software may collect and transmit technical information about your system (i.e., IP address, unique device identifier, software version installed, etc.) and other system data. This information is used by the third party to identify technical system attributes and ensure that the most current version of the software has been installed on your system. If you do not want the Third Party Software to collect this technical information or automatically send you version updates, you should uninstall the software prior to connecting to the Internet.

9. DISCLAIMER OF WARRANTIES. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, HP AND ITS SUPPLIERS PROVIDE THE SOFTWARE PRODUCT “AS IS” AND WITH ALL FAULTS, AND HEREBY DISCLAIM ALL OTHER WARRANTIES, GUARANTEES, AND CONDITIONS, EITHER EXPRESS, IMPLIED, OR STATUTORY, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF TITLE AND NON-INFRINGEMENT, ANY IMPLIED WARRANTIES, DUTIES, GUARANTEES, OR CONDITIONS OF MERCHANTABILITY, OF SATISFACTORY QUALITY, OF FITNESS FOR A PARTICULAR PURPOSE, AND OF LACK OF VIRUSES ALL WITH REGARD TO THE SOFTWARE PRODUCT. Some states/jurisdictions do not allow exclusion of implied warranties or limitations on the duration of implied warranties, so the above disclaimer may not apply to you in its entirety.

IN AUSTRALIA AND NEW ZEALAND, THE SOFTWARE COMES WITH GUARANTEES THAT CANNOT BE EXCLUDED UNDER AUSTRALIAN AND NEW ZEALAND CONSUMER LAWS. AUSTRALIAN CONSUMERS ARE ENTITLED TO A REPLACEMENT OR A REFUND FOR A MAJOR FAILURE AND COMPENSATION FOR OTHER REASONABLY FORESEEABLE LOSS OR DAMAGE. AUSTRALIAN CONSUMERS ARE ALSO ENTITLED TO HAVE THE SOFTWARE REPAIRED OR REPLACED IF IT FAILS TO BE OF ACCEPTABLE QUALITY AND THE FAILURE DOES NOT AMOUNT TO A MAJOR FAILURE. NEW ZEALAND CONSUMERS WHO ARE PURCHASING GOODS FOR PERSONAL, DOMESTIC OR HOUSEHOLD USE OR CONSUMPTION AND NOT FOR THE PURPOSE OF A BUSINESS (“NEW ZEALAND CONSUMERS”) ARE ENTITLED TO REPAIR, REPLACEMENT OR REFUND FOR A FAILURE AND COMPENSATION FOR OTHER REASONABLY FORESEEABLE LOSS OR DAMAGE.

10. LIMITATION OF LIABILITY. Subject to local law, notwithstanding any damages that you might incur, the entire liability of HP and any of its suppliers under any provision of this EULA and your exclusive remedy for all of the foregoing shall be limited to the greater of the amount actually paid by you separately for the Software Product or U.S. $5.00. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL HP OR ITS SUPPLIERS BE LIABLE FOR ANY SPECIAL, INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES WHATSOEVER (INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROFITS OR CONFIDENTIAL OR OTHER INFORMATION, FOR BUSINESS INTERRUPTION, FOR PERSONAL INJURY, FOR LOSS OF PRIVACY ARISING OUT OF OR IN ANY WAY RELATED TO THE USE OF OR INABILITY TO USE THE SOFTWARE PRODUCT, OR OTHERWISE IN CONNECTION WITH ANY PROVISION OF THIS EULA, EVEN IF HP OR ANY SUPPLIER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES AND EVEN IF THE REMEDY FAILS OF ITS ESSENTIAL PURPOSE. Some states/jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.


12. COMPLIANCE WITH EXPORT LAWS. You shall comply with all laws and regulations of the United States and other countries (“Export Laws”) to assure that the Software Product is not (1) exported, directly or
indirectly, in violation of Export Laws, or (2) used for any purpose prohibited by Export Laws, including, without limitation, nuclear, chemical, or biological weapons proliferation.

13. **CAPACITY AND AUTHORITY TO CONTRACT.** You represent that you are of the legal age of majority in your state of residence and, if applicable, you are duly authorized by your employer to enter into this contract.

14. **APPLICABLE LAW.** This EULA is governed by the laws of the country in which the equipment was purchased.

15. **ENTIRE AGREEMENT.** This EULA (including any addendum or amendment to this EULA which is included with the HP Product) is the entire agreement between you and HP relating to the Software Product and it supersedes all prior or contemporaneous oral or written communications, proposals and representations with respect to the Software Product or any other subject matter covered by this EULA. To the extent the terms of any HP policies or programs for support services conflict with the terms of this EULA, the terms of this EULA shall control.

© Copyright 2015 HP Development Company, L.P.

The information contained herein is subject to change without notice. All other product names mentioned herein may be trademarks of their respective companies. To the extent permitted by applicable law, the only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. To the extent permitted by applicable law, HP shall not be liable for technical or editorial errors or omissions contained herein.

First Edition: August 2015
Customer self-repair warranty service

HP products are designed with many Customer Self Repair (CSR) parts to minimize repair time and allow for greater flexibility in performing defective parts replacement. If during the diagnosis period, HP identifies that the repair can be accomplished by the use of a CSR part, HP will ship that part directly to you for replacement. There are two categories of CSR parts: 1) Parts for which customer self repair is mandatory. If you request HP to replace these parts, you will be charged for the travel and labor costs of this service. 2) Parts for which customer self repair is optional. These parts are also designed for Customer Self Repair. If, however, you require that HP replace them for you, this may be done at no additional charge under the type of warranty service designated for your product.

Based on availability and where geography permits, CSR parts will be shipped for next business day delivery. Same-day or four-hour delivery may be offered at an additional charge where geography permits. If assistance is required, you can call the HP Technical Support Center and a technician will help you over the phone. HP specifies in the materials shipped with a replacement CSR part whether a defective part must be returned to HP. In cases where it is required to return the defective part to HP, you must ship the defective part back to HP within a defined period of time, normally five (5) business days. The defective part must be returned with the associated documentation in the provided shipping material. Failure to return the defective part may result in HP billing you for the replacement. With a customer self repair, HP will pay all shipping and part return costs and determine the courier/carrier to be used.
## Customer support

<table>
<thead>
<tr>
<th>Service</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Get telephone support for your country/region</td>
<td>Have the product name, serial number, date of purchase, and problem description ready. Country/region phone numbers are on the flyer that was in the box with your product or at <a href="http://www.hp.com/support/">www.hp.com/support/</a>.</td>
</tr>
<tr>
<td>Get 24-hour Internet support, and download software utilities and drivers</td>
<td><a href="http://www.hp.com/support/lj1020/">www.hp.com/support/lj1020/</a></td>
</tr>
<tr>
<td>Order additional HP service or maintenance agreements</td>
<td><a href="http://www.hp.com/go/carepack">www.hp.com/go/carepack</a></td>
</tr>
<tr>
<td>Register your product</td>
<td><a href="http://www.register.hp.com">www.register.hp.com</a></td>
</tr>
</tbody>
</table>
C Environmental product stewardship program

- Protecting the environment
- Ozone production
- Power consumption
- Toner consumption
- Paper use
- Plastics
- HP LaserJet print supplies
- Paper
- Material restrictions
- Disposal of waste equipment by users (EU and India)
- Electronic hardware recycling
- Brazil hardware recycling information
- Chemical substances
- Product Power Data per European Union Commission Regulation 1275/2008
- Restriction on Hazardous Substances statement (India)
- Restriction on Hazardous Substances statement (Turkey)
- Restriction on Hazardous Substances statement (Ukraine)
- Substances Table (China)
- SEPA Ecolabel User Information (China)
- The regulation of the implementation on China energy label for printer, fax, and copier
- Material Safety Data Sheet (MSDS)
- EPEAT
- For more information
Protecting the environment

HP is committed to providing quality products in an environmentally sound manner. This product has been designed with several attributes to minimize impacts on our environment.

Ozone production

The airborne emissions of ozone for this product has been measured according to a generally recognized method* and when these emissions data are applied to a “generic office model exposure scenario”**, HP is able to determine there is no appreciable amount of ozone generated during printing that exceeds any current indoor air quality standards or guidelines.

* Test method for the determination of emissions from hardcopy devices with respect to awarding the environmental label for office devices with printing function; RAL-UZ 171 – BAM July, 2012

** Based on ozone concentration when printing 2 hours per day in a 32 cubic meter room with a ventilation rate of 0.72 air changes per hour with HP printing supplies

Power consumption

Power usage drops significantly while in Ready, Sleep, or Off mode, which saves natural resources and saves money without affecting the high performance of this product. HP printing and imaging equipment marked with the ENERGY STAR® logo is qualified to the U.S. Environmental Protection Agency’s ENERGY STAR specifications for imaging equipment. The following mark will appear on ENERGY STAR qualified imaging products:

Additional ENERGY STAR qualified imaging product model information is listed at:

www.hp.com/go/energystar

Toner consumption

EconoMode uses less toner, which might extend the life of the print cartridge. HP does not recommend the full-time use of EconoMode. If EconoMode is used full-time, the toner supply might outlast the mechanical parts in the print cartridge. If print quality begins to degrade and is no longer acceptable, consider replacing the print cartridge.
Paper use

This product’s duplex feature (manual or automatic) and N-up printing (multiple pages printed on one page) capability can reduce paper usage and the resulting demands on natural resources.

Plastics

Plastic parts over 25 grams are marked according to international standards that enhance the ability to identify plastics for recycling purposes at the end of the product’s life.

HP LaserJet print supplies

Original HP Supplies were designed with the environment in mind. HP makes it easy to conserve resources and paper when printing. And when you are done, we make it easy and free to recycle.¹

All HP cartridges returned to HP Planet Partners go through a multiphase recycling process where materials are separated and refined for use as raw material in new Original HP cartridges and everyday products. No Original HP cartridges returned through HP Planet Partners are ever sent to a landfill, and HP never refills or resells Original HP cartridges.

To participate in HP Planet Partners return and recycling program, visit www.hp.com/recycle. Select your country/region for information on how to return HP printing supplies. Multi-lingual program information and instructions are also included in every new HP LaserJet print cartridge package.

¹ Program availability varies. For more information, visit www.hp.com/recycle.

Paper

This product is capable of using recycled paper and lightweight paper (EcoFFICIENT™) when the paper meets the guidelines outlined in the HP LaserJet Printer Family Print Media Guide. This product is suitable for the use of recycled paper and lightweight paper (EcoFFICIENT™) according to EN12281:2002.

Material restrictions

This HP product does not contain added mercury.

This HP product does not contain a battery.

Disposal of waste equipment by users (EU and India)

This symbol means do not dispose of your product with your other household waste. Instead, you should protect human health and the environment by handing over your waste equipment to a designated collection point for the recycling of waste electrical and electronic equipment. For more information, please contact your household waste disposal service, or go to: www.hp.com/recycle.
Electronic hardware recycling

HP encourages customers to recycle used electronic hardware. For more information about recycling programs go to: www.hp.com/recycle.

Brazil hardware recycling information

Este produto eletrônico e seus componentes não devem ser descartados no lixo comum, pois embora estejam em conformidade com padrões mundiais de restrição a substâncias nocivas, podem conter, ainda que em quantidades mínimas, substâncias impactantes ao meio ambiente. Ao final da vida útil deste produto, o usuário deverá entregá-lo à HP. A não observância dessa orientação sujeitará o infrator às sanções previstas em lei.

Após o uso, as pilhas e/ou baterias dos produtos HP deverão ser entregues ao estabelecimento comercial ou rede de assistência técnica autorizada pela HP.

Para maiores informações, inclusive sobre os pontos de recebimento, acesse:

www.hp.com.br/reciclar

Chemical substances

HP is committed to providing our customers with information about the chemical substances in our products as needed to comply with legal requirements such as REACH (Regulation EC No 1907/2006 of the European Parliament and the Council). A chemical information report for this product can be found at: www.hp.com/go/reach.

Product Power Data per European Union Commission Regulation 1275/2008

For product power data, including the power consumption of the product in networked standby if all wired network ports are connected and all wireless network ports are activated, please refer to section P14 'Additional Information' of the product IT ECO Declaration at www.hp.com/hpinfo/globalcitizenship/environment/productdata/itecodesktop-pc.html.

Restriction on Hazardous Substances statement (India)

This product, as well as its related consumables and spares, complies with the reduction in hazardous substances provisions of the "India E-waste Rule 2016." It does not contain lead, mercury, hexavalent chromium, polybrominated biphenyls or polybrominated diphenyl ethers in concentrations exceeding 0.1 weight % and 0.01 weight % for cadmium, except where allowed pursuant to the exemptions set in Schedule 2 of the Rule.

Restriction on Hazardous Substances statement (Turkey)

Türkiye Cumhuriyeti: EEE Yönetmeliğine Uygundur
Restriction on Hazardous Substances statement (Ukraine)

Обладнання відповідає вимогам Технічного регламенту щодо обмеження використання деяких небезпечних речовин в електричному та електронному обладнанні, затвердженого постановою Кабінету Міністрів України від 3 грудня 2008 № 1057

Substances Table (China)

产品中有害物质或元素的名称及含量

根据中国《电器电子产品有害物质限制使用管理办法》

<table>
<thead>
<tr>
<th>部件名称</th>
<th>铅 (Pb)</th>
<th>汞 (Hg)</th>
<th>锌 (Cd)</th>
<th>六价铬 (Cr(VI))</th>
<th>多溴联苯 (PBB)</th>
<th>多溴二苯醚 (PBDE)</th>
</tr>
</thead>
<tbody>
<tr>
<td>打印引擎</td>
<td>X</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>控制面板</td>
<td>X</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>塑料外壳</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>格式化板组件</td>
<td>X</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>碳粉盒</td>
<td>X</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

本表格依据 SJ/T 11364 的规定编制。
O：表示该有害物质在该部件所有均质材料中的含量均在 GB/T 26572 规定的限量要求以下。
X：表示该有害物质至少在该部件的某一均质材料中的含量超出 GB/T 26572 规定的限量要求。

此表中所有名称中含 “X” 的部件均符合欧盟 RoHS 立法。

注：环保使用期限的参考标识取决于产品正常工作的温度和湿度等条件

SEPA Ecolabel User Information (China)

中国环境标识认证产品用户说明

噪声大于 63.0 dB(A) 的办公设备 不宜放置于 办公室内，请在独立的隔离区域内使用。

如需 长时间 使用本产品或打印大量文件，请确保在 通风 良好的 房间 内使用。

如您需要确认本产品 处于 零能耗状态，请 按下 电源关闭按钮，并将插头从 电源插 座 断开。

您可以使用 再生 纸，以 减少 资源 耗费。
The regulation of the implementation on China energy label for printer, fax, and copier

1. 能效等级

能效等级分为三个等级，等级 1 级能效最高。根据产品类型和打印速度标准决定能效限定值。

2. 能效信息

2.1 LaserJet 打印机和高性能喷墨打印机

典型能耗

典型能耗是正常运行 GB21521 测试方法中指定的时间后的耗电量。此数据表示为每周千瓦时 (kWh)。标签上所示的能效数字按涵盖根据“复印机、打印机和传真机能源效率标识实施规则”选择的登记装置中所有配置的代表性配置测定而得。因此，本特定产品型号的实际能耗可能与标签上所示的数据不同。

有关规格的详细信息，请参阅 GB21521 标准的当前版本。

Material Safety Data Sheet (MSDS)

Material Safety Data Sheets (MSDS) for supplies containing chemical substances (for example, toner) can be obtained by accessing the HP Web site at http://www.hp.com/go/msds.

EPEAT

Many HP products are designed to meet EPEAT. EPEAT is a comprehensive environmental rating that helps identify greener electronics equipment. For more information on EPEAT go to http://www.epeat.net. For information on HP’s EPEAT registered products go to http://www.hp.com/hpinfo/globalcitizenship/environment/pdf/epeat_printers.pdf.

For more information

To obtain information about these environmental topics:

● Product environmental profile sheet for this and many related HP products
● HP’s commitment to the environment
● HP’s environmental management system
● HP’s end-of-life product return and recycling program
● Material Safety Data Sheets


Also, visit http://www.hp.com/recycle.
限用物質含有情況標示聲明書
Declaration of the Presence Condition of the Restricted Substances Marking

若要存取产品的最新使用指南或手册，请前往 http://www.hp.com/support。选取搜尋您的產品，然後依照畫面上的指示繼續執行。
To access the latest user guides or manuals for your product. Go to http://www.support.hp.com. Select Find your product, and then follow the on-screen instructions.

<table>
<thead>
<tr>
<th>單元/Unit</th>
<th>限制物質及其化學符號</th>
<th>Restricted substances and its chemical symbols</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>鉛 Lead (Pb)</td>
<td>汞 Mercury (Hg)</td>
</tr>
<tr>
<td>列印引擎</td>
<td></td>
<td>○</td>
</tr>
<tr>
<td>Print engine</td>
<td></td>
<td></td>
</tr>
<tr>
<td>控制面板</td>
<td></td>
<td>○</td>
</tr>
<tr>
<td>Control panel</td>
<td></td>
<td></td>
</tr>
<tr>
<td>塑膠外殼</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Plastic housing parts</td>
<td></td>
<td></td>
</tr>
<tr>
<td>格式化組件</td>
<td></td>
<td>○</td>
</tr>
<tr>
<td>Formatter</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

備考1. “超出0.1 wt %”及“超出0.01 wt %”係指限用物質之百分比含量超出百分比含量基準值。
Note 1: “Exceeding 0.1 wt %” and “exceeding 0.01 wt %” indicate that the percentage content of the restricted substance exceeds the reference percentage value of presence condition.

備考2. “○”係指該項限用物質之百分比含量未超出百分比含量基準值。
Note 2: “○” indicates that the percentage content of the restricted substance does not exceed the percentage of reference value of presence.

備考3. “－”係指該項限用物質為排除項目。
Note 3: The “－” indicates that the restricted substance corresponds to the exemption.

D Regulatory information
Regulatory statements

FCC regulations

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 this equipment 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.

Canada - Industry Canada ICES-003 Compliance Statement

CAN ICES-3(B)/NMB-3(B)

EMC statement (Korea)

이 기기는 가정용(B급)으로 전자파적합등록을 한 기기로서 주로 가정에서 사용하는 것을 목적으로 하며, 모든 지역에서 사용할 수 있습니다.

Power cord instructions

Make sure your power source is adequate for the product voltage rating. The voltage rating is on the product label. The product uses either 110-127 Vac or 220-240 Vac and 50/60 Hz.

Connect the power cord between the product and a grounded AC outlet.

CAUTION: To prevent damage to the product, use only the power cord that is provided with the product.

Laser safety

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 device 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 device 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 guide may result in exposure to hazardous radiation.

---

**Laser statement for Finland**

**Luokan 1 laserlaite**

Klass 1 Laser Apparat


**VAROITUS!**

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

**WARNING!**

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 1020 printer - kirjoittimen sisällä ei ole käyttäjän huolletavissa olevia kohteita. Laitteen saa avata ja huoltaa ainoastaan sen huoltamiseen koulutettu henkilö. Tällaiseksi huoltotoimenpiteeksi ei katsota värainekasetin vaihtamista, paperiradan puhdistusta tai muita käyttäjän käskirjassa 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.

**WARNING!**

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

Tiedot laitteessa käytettävän laserdiodin sääteilyominaisuuksista: Aallonpituus 775–795 nm Teho 5 m W Luokan 3B laser.
GS statement (Germany)

Das Gerät ist nicht für die Benutzung im unmittelbaren Gesichtsfeld am Bildschirmarbeitsplatz vorgesehen. Um störende Reflexionen am Bildschirmarbeitsplatz zu vermeiden, darf dieses Produkt nicht im unmittelbaren Gesichtsfeld platziert werden.

Das Gerät ist kein Bildschirmarbeitsplatz gemäß BildscharbV. Bei ungünstigen Lichtverhältnissen (z. B. direkte Sonneneinstrahlung) kann es zu Reflexionen auf dem Display und damit zu Einschränkungen der Lesbarkeit der dargestellten Zeichen kommen.

Eurasian Conformity (Belarus, Kazakhstan, Russia)

EAC
This appendix provides information on the following topics:

- Ordering supplies
- Using HP print cartridges
Ordering supplies

You can increase the printer's capabilities with optional accessories and supplies. Use accessories and supplies specifically designed for the HP LaserJet 1020 printer to ensure optimum performance.

Table E-1 Ordering information

<table>
<thead>
<tr>
<th>Item</th>
<th>Description or use</th>
<th>Order number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Printing supplies</td>
<td>HP Multipurpose paper</td>
<td>HP brand paper for a variety of uses (1 box of 10 reams, 500 sheets each). To order a sample, in the U.S., call 800-471-4701.</td>
</tr>
<tr>
<td></td>
<td>HP LaserJet paper</td>
<td>Premium HP brand paper for use with HP LaserJet printers (1 box of 10 reams, 500 sheets each). To order a sample, in the U.S., call 800-471-4701.</td>
</tr>
<tr>
<td></td>
<td>HP LaserJet transparency film</td>
<td>HP brand transparency film for use with HP LaserJet monochrome printers.</td>
</tr>
<tr>
<td>Print cartridges for the HP LaserJet 1020 printer</td>
<td>Print cartridges</td>
<td>Replacement print cartridges for the HP LaserJet 1020 printer. 2,000 page cartridge</td>
</tr>
<tr>
<td></td>
<td></td>
<td>See Print cartridge life expectancy on page 113 for more information</td>
</tr>
<tr>
<td>Supplementary documentation</td>
<td>HP LaserJet printer family print media guide</td>
<td>A guide to using paper and other print media with HP LaserJet printers.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>NOTE: This document can be downloaded from <a href="http://www.hp.com/support/ljpaperguide/">http://www.hp.com/support/ljpaperguide/</a></td>
</tr>
<tr>
<td>Replacement parts</td>
<td>Media pickup roller</td>
<td>Used to pick the media from the input tray and advance it through the printer.</td>
</tr>
<tr>
<td></td>
<td>Separation pad for the printer</td>
<td>Used to keep multiple sheets from feeding through the printer path.</td>
</tr>
<tr>
<td>Accessory part</td>
<td>Input tray cover</td>
<td>Used to cover the media in the input tray.</td>
</tr>
</tbody>
</table>
Using HP print cartridges

The following sections provide information about HP print cartridges and instructions for redistributing toner and changing the print cartridge.

HP policy on non-HP print cartridges

HP Company cannot recommend the use of non-HP print cartridges, either new, refilled, or remanufactured. Since they are not HP products, HP cannot influence their design or control their quality. Service or repair that is required as a result of using non-HP print cartridges will not be covered under the printer warranty.

**NOTE:** The warranty does not apply to defects resulting from software, interfacing, or parts not supplied by HP.

HP anticounterfeit Web site

Go to [www.hp.com/go/anticounterfeit](http://www.hp.com/go/anticounterfeit) when you install an HP toner cartridge and the control-panel message says the cartridge is non-HP. HP will help determine if the cartridge is genuine and take steps to resolve the problem.

Your toner cartridge might not be a genuine HP toner cartridge if you notice the following:

- The supplies status page indicates that a non-HP supply is installed.
- You are experiencing a high number of problems with the cartridge.
- The cartridge does not look like it usually does (for example, the packaging differs from HP packaging).

Storing print cartridges

Do not remove the print cartridge from its package until you are ready to use it.

**CAUTION:** To prevent damage to the print cartridge, minimize its exposure to direct light.

Some HP LaserJet print cartridge packages are stamped with an alphanumeric date code. This code represents a 30-month period beyond the date of production that facilitates efficient inventory management processes between HP and its resellers. It does not serve as an indication of toner life (shelf-life) or relate in any way to warranty terms and conditions.

Print cartridge life expectancy

The life of the print cartridge depends on the amount of toner that your print jobs require. When printing text at approximately 5% coverage, the print cartridge for the HP LaserJet 1020 printer lasts for an average of 2,000 pages.

**NOTE:** It is possible that the toner supply will outlast the mechanical parts in the print cartridge. If the print quality begins to degrade under these circumstances, you must install a new print cartridge, even if there is toner supply remaining in the cartridge.

This life expectancy assumes that you set the print density to 3 and turn EconoMode off. (These are the default settings.)
Saving toner

While in EconoMode, the printer uses less toner on each page. Selecting this option will extend the life of the print cartridge and reduce your cost per page, but it will reduce print quality. HP does not recommend the full-time use of EconoMode.
accessories, ordering 112
acoustics emissions 73
anticounterfeit supplies 92, 113
Attention light 4
batteries included 103
blank pages 60
booklets, printing 35
canceling a print job 15
cardstock
  guidelines for using 20
  printing 31
cartridges
  non-HP 91
  recycling 103
  warranty 90
changing
  pickup roller 43
  print cartridge 51
  separation pad 47
choosing
  media 22
  paper 22
cleaning
  media path 41
  pickup roller 46
  print cartridge area 40
  printer 40
clearing jams 68
configuration, HP LaserJet 1020
  printer 3
conserving toner 114
considerations
  media 11
control panel 5
counterfeit supplies 92, 113
custom-size media, printing 31
customer support
  online 99
disposal, end-of-life 103
door, print cartridge 4
duplex (two-sided) printing, manual 32
electronic hardware recycling 104
end-of-life disposal 103
envelopes
  guidelines for using 19
  printing 25
environmental specifications 72
environmental stewardship program 101
errors, software 62
errors, software 62
Eurasian conformity 110
Finnish laser safety statement 109
forms, printing 30
fraud Web site 92, 113
garbled text 60
graphics
  missing 60
  poor quality 61
guides, media
  main input tray 6
  priority feed slot 6
heavy media, guidelines for using
  20
HP Customer Care 99
HP fraud Web site 92, 113
improving print quality 63
information, links to selected topics 2
input tray
  loading media 24
  loading priority feed slot 24
  main 4, 6
  priority feed slot 4, 6
jams, clearing 68
Korean EMC statement 108
labels
  guidelines for using 18
  printing 29
laser safety statements 108, 109
letterhead
  guidelines for using 21
  printing 30
license, software 94
life expectancy, print cartridge 113
lights
  Attention 4
  Ready 4
  status light patterns 56
loading media
  150-sheet input tray 24
  priority feed slot 24
M
main input tray
  loading 24
  location 4
media path 6
manual feed printing 14
manual two-sided printing 32
material restrictions 103
Material Safety Data Sheet (MSDS) 106
media
  clearing jams 68
  guidelines for use 18
  loading 24
  optimizing print quality for media types 17
  printing custom-size media 31
  printing manually 14
  recommended 22
  selecting 22
  supported sizes 11
  types that might damage the printer 22
  types to avoid 22
media guides
  main input tray 6
  priority feed slot 6
media paths
  cleaning 41
  main input tray 6
  output bin 6
  overview 6
  priority feed slot 6
memory chip, toner cartridge
description 93
mercury-free product 103
missing graphics 60
missing text 60
multiple pages, printing on a single sheet of paper 34

N
N-up printing 34
non-HP supplies 91

O
online help, printer properties 9
online support 99
on/off switch 4
operating systems, supported 8
optimizing print quality for media types 17
ordering supplies and accessories 112
output bin 4, 6
output media support 4
overview, printer 4

P
paper
  problems and solutions 18
  selecting 22
  supported sizes 11
  using 18
paper handling problems 58
pickup roller
  changing 43
  cleaning 46
port, USB location 4
power receptacle 4
power switch 4
preprinted forms, guidelines 21
print cartridge
  changing 51
  door 4
  life expectancy 113
  redistributing toner 49
  storing 113
  using HP cartridges 113
print cartridge area, cleaning 40
print quality
  creases 66
  curl 66
  dropouts 63
  gray background 64
  light or faded print 63
  loose toner 65
  misformed characters 65
  optimizing for media types 17
  page skew 66
  settings 16
  toner scatter outline 67
  toner smear 64
  toner specks 63
  vertical lines 64
  vertical repetitive defects 65
  wave 66
  wrinkles 66
print settings, changing 9
printer
  cleaning 40
  configuration 3
  connections 7
  control panel 5
  overview 4
  software 8
  software problems 71
  specifications 62
printer driver
  installing 8
  sites for download 2
  Windows 8
printer media guides
  main input tray 6
  priority feed slot 6
printer properties
  accessing 8
  online help 9
printer, specifications 76
printing
  booklets 35
  canceling 15
  cardstock 31
  custom-size media 31
  envelopes 25
  forms, preprinted 30
  labels 29
  letterhead 30
  manual feed 14
  multiple pages on a single sheet of paper 34
  N-up 34
  on both sides of the paper (manual) 32
  transparencies 29
  watermarks 37
priority feed slot
  loading 24
  location 4
  overview 6

R
Ready light 4
recycling 103
electronic hardware 104
redistributing toner 49
removing a jammed page 68
removing jams 68
replacement parts 112
S
safety statements 108, 109
saving toner 114
selecting
media 22
document 22
separation pad
changing 47
settings
changing default settings for
Windows 9
changing for current software
only 9
settings, print quality 16
size, media 11
slot
priority feed 4
software
installing 8
printer drivers, Windows 8
problems 62
sites for download 2
software license agreement 94
supported operating systems 8
specifications
acoustics 73
capacities and ratings 76
electrical 74
environmental 72
memory 77
physical 75
status light patterns 56
supplies
counterfeit 92, 113
non-HP 91
recycling 103
supplies, ordering 112
support
online 99
support, websites 2
switch, power 4
T
technical support
online 99
text
garbled 60
missing 60
toner
changing the print cartridge 51
cleaning print cartridge area 40
conserving 114
loose 65
low 63
print cartridge door 4
redistributing 49
scatter outline 67
smear 64
specks 63
storing print cartridges 113
toner cartridges
memory chips 93
non-HP 91
recycling 103
warranty 90
transparencies
guidelines for using 19
printing 29
tray
main input 4
troubleshooting
blank pages 60
contacting HP support 55
creases 66
curl 66
Demo page 54
dropouts 63
garbled text 60
garbled text 60
gray background 64
incomplete text 60
light or faded print 63
loose toner 65
misformed characters 65
missing graphics or text 60
page skew 66
paper handling problems 58
poor graphics quality 61
print quality 55
printed page and expectations 55
printed page differs from on-screen page 60
printer setup 54
printer software problems 62
printer-computer communication 55
Ready light 54
solutions 54
toner scatter outline 67
toner smear 64
toner specks 63
vertical lines 64
vertical repetitive defects 65
wave 66
wrinkles 66
two-sided printing, manual 32
U
USB port, location 4
user guide links 2
using HP print cartridges 113
W
warranty
customer self repair 98
license 94
product 80
toner cartridges 90
waste disposal 103
watermarks, printing 37
Web sites
customer support 99
fraud reports 92, 113
Material Safety Data Sheet (MSDS) 106
web-based support 2