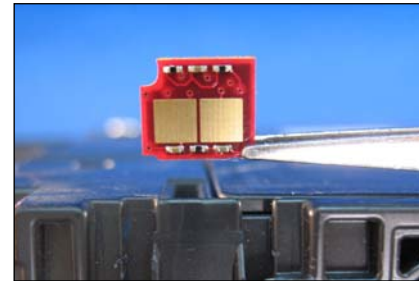


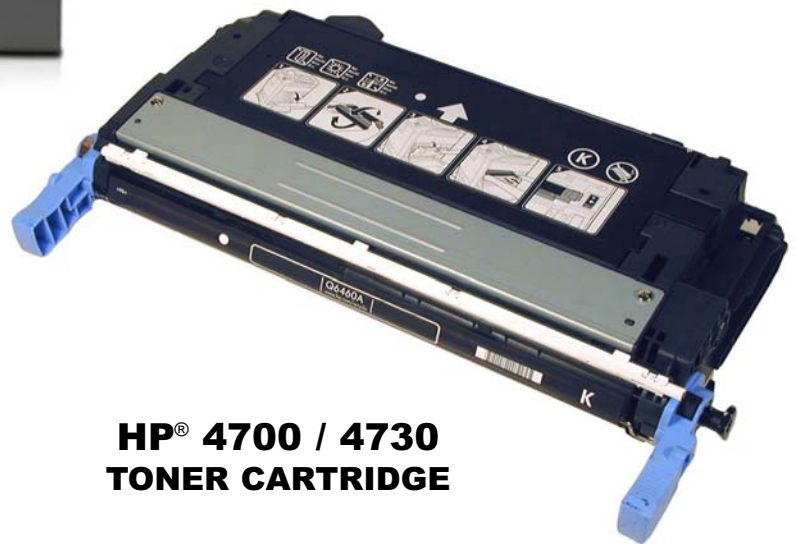
# HP® 4700 / 4730 CARTRIDGE REMANUFACTURING INSTRUCTIONS



**HP® 4700**  
**COLOR LASER PRINTER**



**INCLUDES**  
**UNICHIP® SMARTCHIP®**  
**REPLACEMENT INSTRUCTIONS**



**HP® 4700 / 4730**  
**TONER CARTRIDGE**

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# Remanufacturing the HP® 4700/4730 Black & Color Toner Cartridges



**The HP® 4700/4730  
Toner Cartridge**

**F**irst released in October 2005, the HP-4700 series of color laser printers are based on a 31 ppm 600 dpi engine. (3600 DPI with RET). A short time later the 4730 MFP machines were released with basically the same specs, but now as an MFP machine.

The differences between both cartridges are the chips and the amount of toner inside (yield). The 4700 cartridges consist of the toner supply, drum, and waste chamber. Like the CLJ-3600 these machines use an in-line, or single pass system. All four cartridges are stacked on top of one another and each color develops its own image which is transferred to the paper by the transfer belt. This type of system is faster, and allows for a higher quality print.

These cartridges have some interesting features. Instead of shipping locks that are removed and thrown away by the user, they have 2 small white plastic clips that are automatically disengaged when the cartridge is installed. These cartridges also have a self removing seal system. The seal winds itself up on a small roller inside the cartridge. These items will be shown later in the article.

#### **The printers based on the 4700 engine are the:**

HP Color LaserJet 4700n  
HP Color LaserJet 4700dn  
HP Color LaserJet 4700dtn  
HP Color LaserJet 4700ph+

HP Color LaserJet 4730 MFP  
HP Color LaserJet 4730x MFP  
HP Color LaserJet 4730xs MFP  
HP Color LaserJet 4730xm MFP

#### **The cartridges used in the 4700 machines are the:**

Q5950A (Black)	11,000 pages at 5%	\$248.00 List
Q5951A (Cyan)	10,000 pages at 5%	\$352.00 List
Q5953A (Magenta)	10,000 pages at 5%	\$352.00 List
Q5952A (Yellow)	10,000 pages at 5%	\$352.00 List

#### **The cartridges used in the 4730 machines are the:**

Q6460A (Black)	12,000 pages at 5%	\$196.00 List
Q6461A (Cyan)	12,000 pages at 5%	\$422.00 List
Q6463A (Magenta)	12,000 pages at 5%	\$422.00 List
Q6462A (Yellow)	12,000 pages at 5%	\$422.00 List

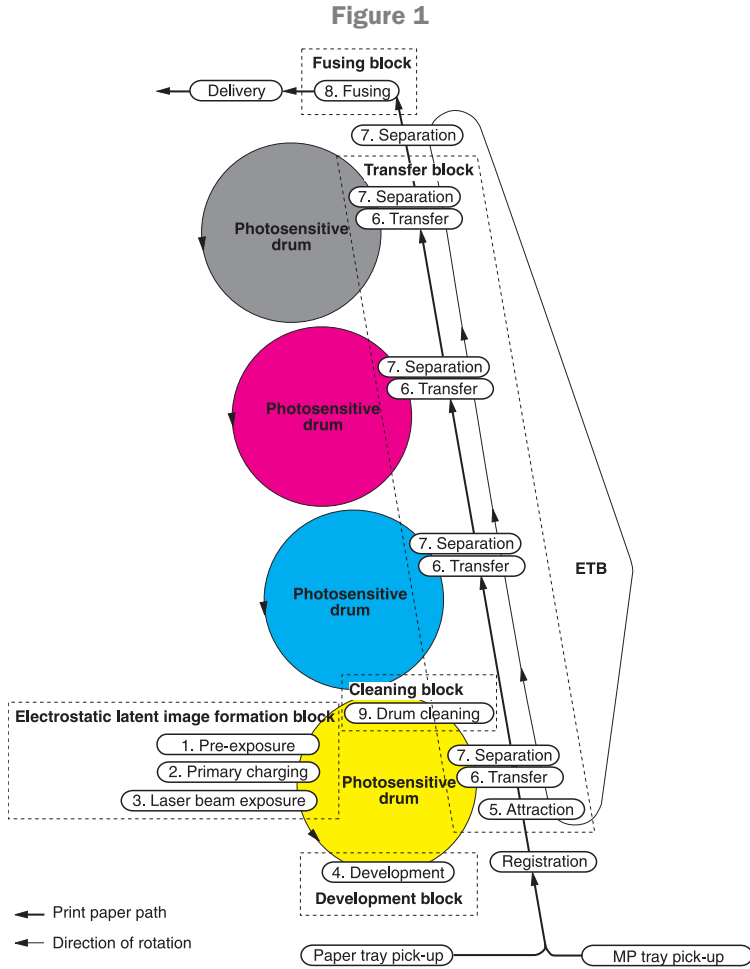
As you can see from these prices (Current as of April 2007), these are very profitable cartridges to remanufacture.

The basic workings of these cartridges are similar to the 3600 series, but some advances have been made. Because of that we are including the cartridge theory here.

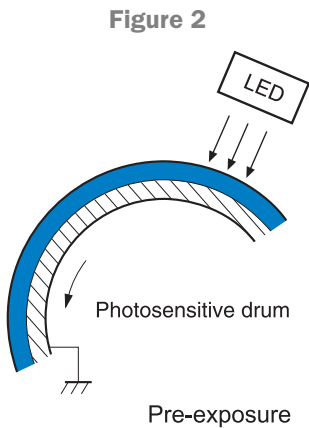
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**HP-4700 COLOR PRINTING THEORY**

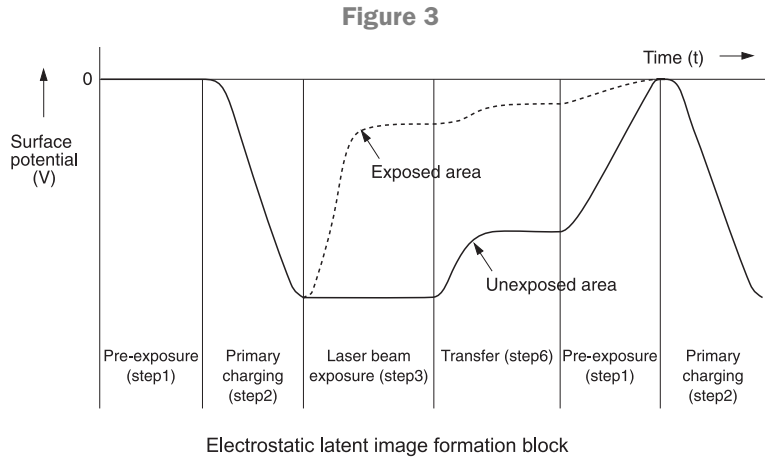
The Color toner cartridge printing process happens in a series of stages or steps. For the purpose of this article, we will call them stages. **Figure 1** shows the basic layout of the cartridges and how they relate to one-another and the printer.



In the first stage, Pre-Exposure LED turns on and wipes any residual charges from the drum surface. This brings the drum surface potential to 0(zero) volts and helps prevent back grounding. See **Figure 2**



In the second stage the Primary Charge Roller (PCR) places a uniform negative DC voltage on the OPC drum surface. The amount of the negative DC voltage placed on the drum is controlled by the printer's intensity setting. See **Figure 3**



In the third stage, the laser beam is fired onto a rotating mirror (called the scanner). As the mirror rotates, the beam is reflected into a set of focusing lenses. The beam then strikes the drums surface, reducing the negative charge and leaving a latent electrostatic image on the drum. The areas where the laser did not strike the drum will retain the higher negative charge. Each color cartridge has its own laser and scanner units. See **Figures 4 & 5**

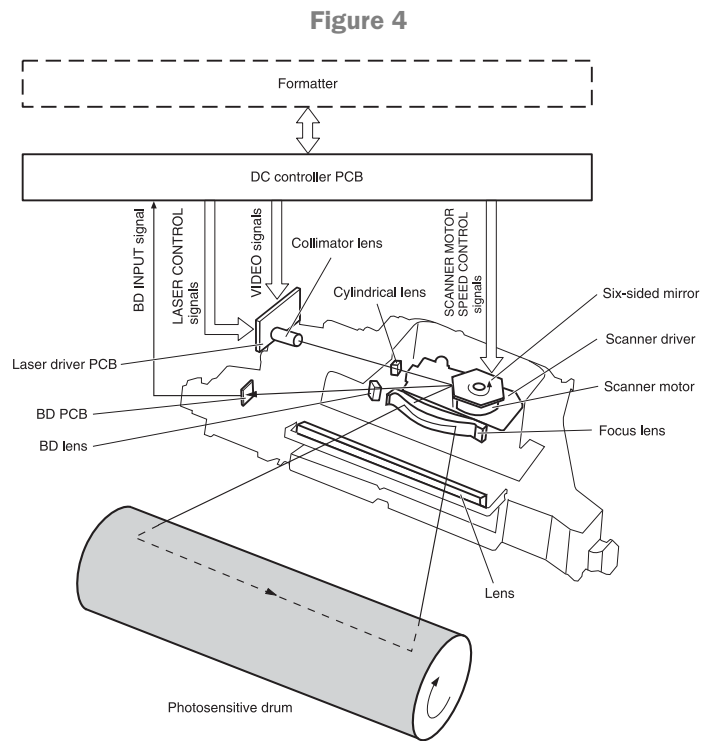
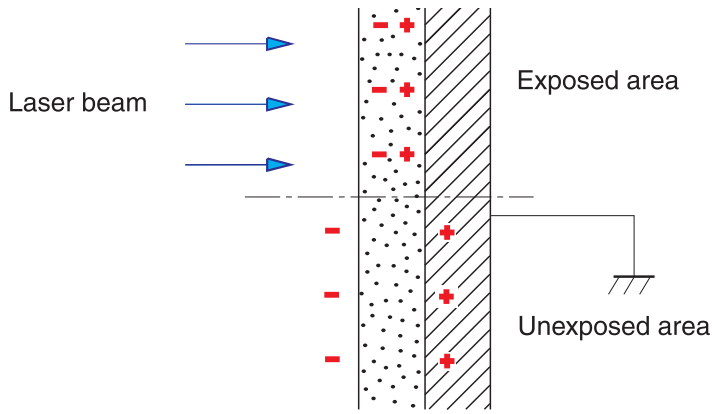


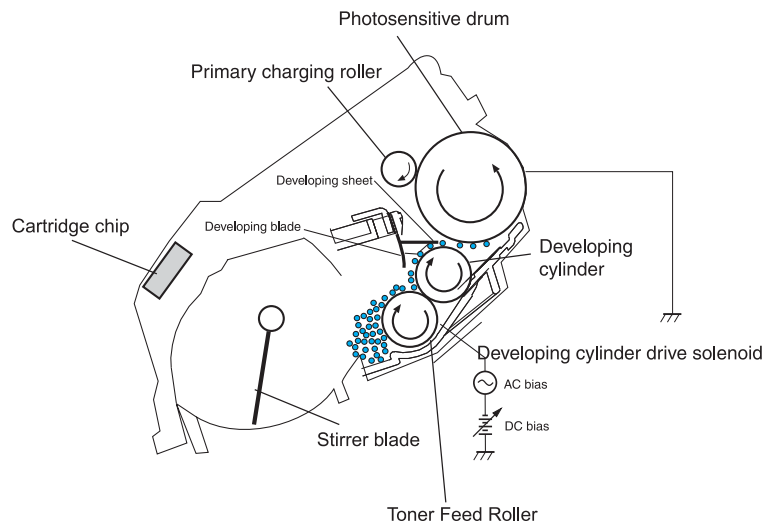
Figure 5



The fourth or developing stage is where the toner is developed on the drum by the developing section (or supply chamber), which contains the toner particles. The development stage is actually made up of two steps: toner charging, and the actual development. In the toner charging stage, the toner stirring blade turns inside the hopper. As it turns, friction causes a negative potential to develop on the toner. In addition, a foam feed roller brings the toner to the developer roller and also places a negative charge on the toner. These two charges ensure a uniform charge on the toner. Once the toner is properly charged, the toner will coat the developer roller. The toner is also held onto the developer roller by another negative DC bias voltage. This voltage is controlled by the printer's intensity setting, and causes either more or less toner to be attracted by the developer roller. This in turn will either increase or decrease the print density. The amount of toner on the developer roller is controlled by the doctor blade, which uses pressure to keep the amount of toner on the roller constant. Attached to the Dr. Blade is an orange Mylar type film called the developing sheet. This sheet improves the print quality, and helps prevent toner scatter.

As the laser exposed areas of the OPC Drum approach the developer roller, the toner particles are attracted to the drum's surface due to the opposite voltage potentials of the toner, and laser exposed areas of the OPC drum. See **Figures 6 & 7**

Figure 7



The fifth stage is the transfer stage. This is where there are some large differences from monochrome printers. The first step in the transfer stage is where the attraction roller places a positive DC bias which charges the paper positively to make the negatively charged toner easier to transfer onto the paper during the transfer operation. See **Figures 8 & 9**

Figure 6

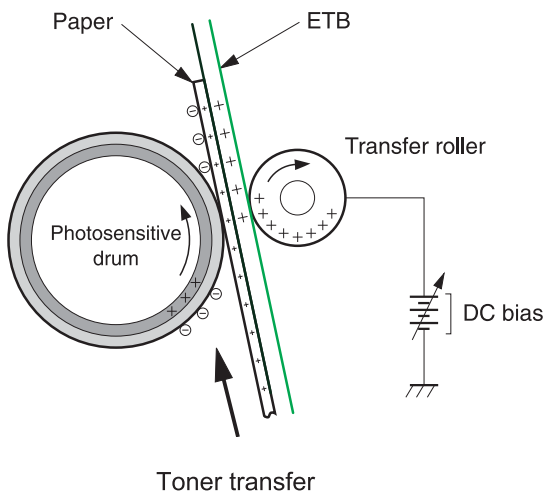
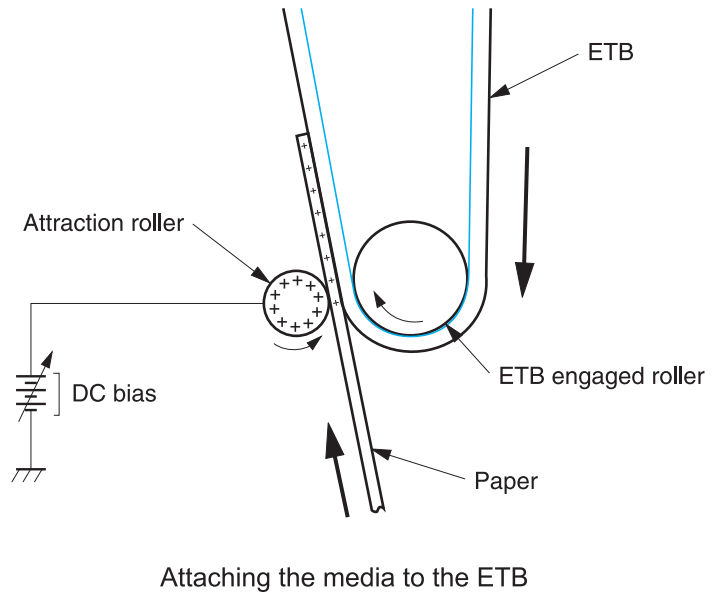
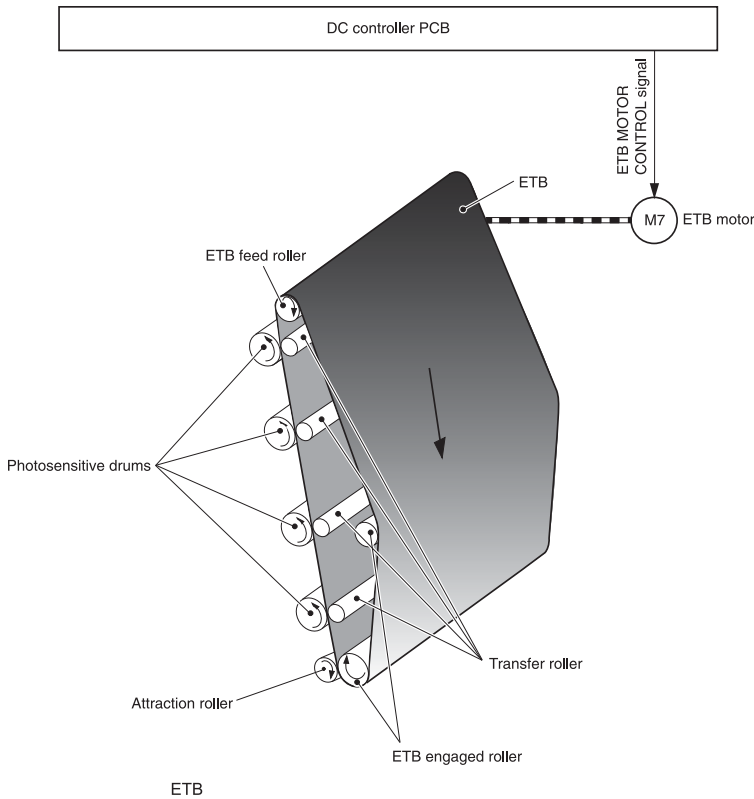


Figure 8



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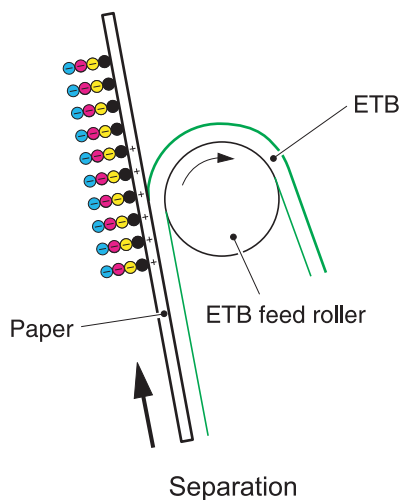
Figure 9



The transfer roller (which is located directly opposite each OPC drum), then places a positive DC bias charge on the back of the ETB or transfer belt. Each toner cartridge has a separate transfer charge roller. At the same time, the paper is moving between the OPC drum and the ETB. As the ETB passes the transfer charging roller, the positive charge is picked up, and draws the negatively charged toner off the drum onto the paper. This process is repeated for each color cartridge. As the toner piles onto the paper, the positive charge on the paper weakens as the paper runs through each cartridge. For this reason, the charge is increased on the transfer charging roller for each successive color.

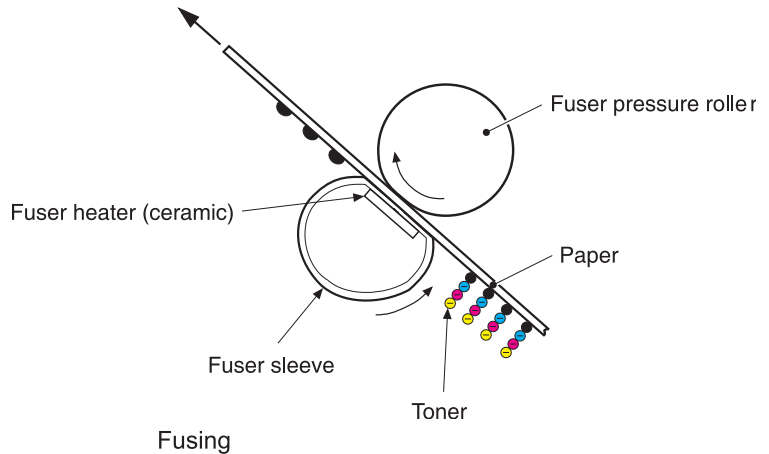
The paper separates from the ETB belt as the belt reaches the top of its path and turns back down to start the process again. The static charge on the back of the paper is decreased with static charge eliminator. This helps stabilize the paper feed, and also prevents toner flares (spots) under low temperature and low humidity conditions. See **Figure 10**

Figure 10



In the sixth stage, the image is then fused onto the paper by the fuser assembly. The fuser Assembly is comprised of the heating assembly and pressure roller. The pressure roller presses the page up into the heating assembly which then melts the toner into the paper. The heating assembly consists of a flexible sleeve with a ceramic heating coil inside. This type of fuser affords "instant on" fusing with little to no wait time, and low power consumption. See **Figure 11**

Figure 11



**OPC DRUM/ETB CLEANING**

The drum and ETB are both cleaned after the image is transferred to the paper. A DC negative bias voltage applied to the drum and both a negative and a positive voltage applied to each of the four color transfer rollers. This brings a potential difference between the drum and ETB so that both the positive and negatively charged residual toner is repelled from the ETB and returned to the OPC drum. The developer roller is disengaged from the OPC drum during cleaning to prevent contamination. The drum is then cleaned off by the wiper blade. This part is fairly standard; the wiper blade scrapes the toner off the drum, and the recovery blade guides it into the waste chamber. See **Figures 12 & 13**

Figure 12

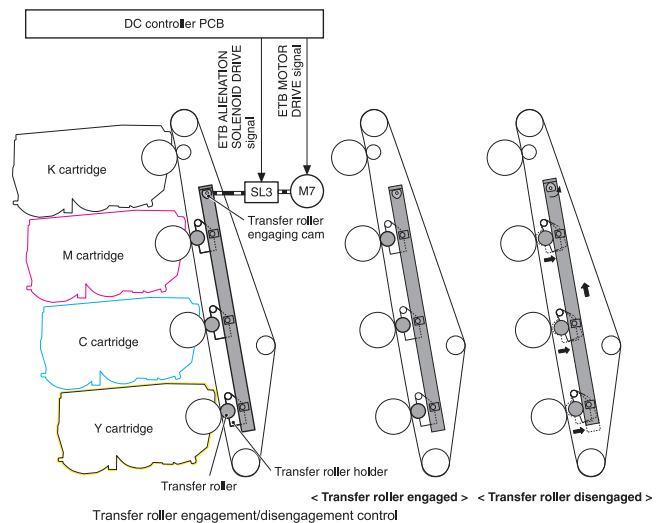
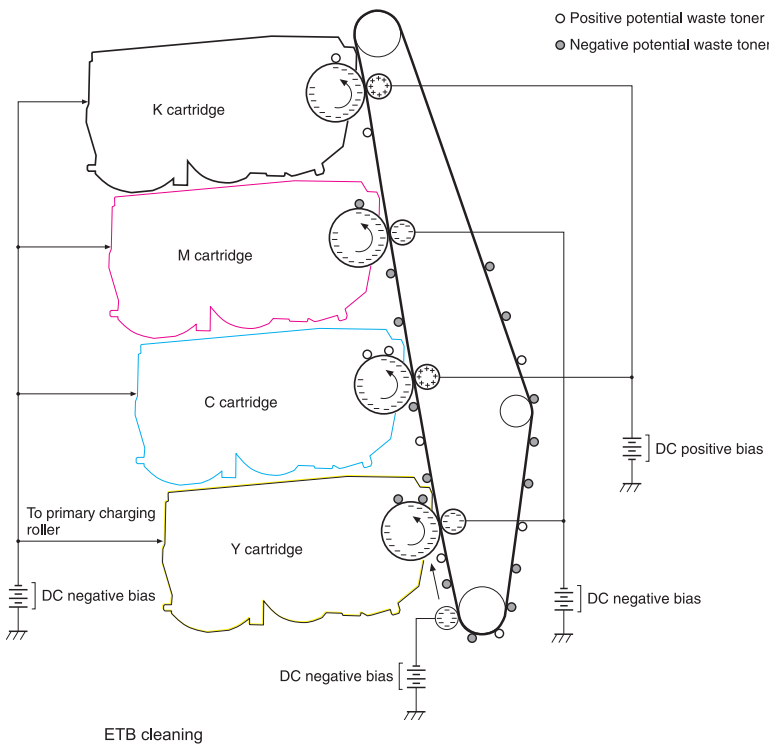




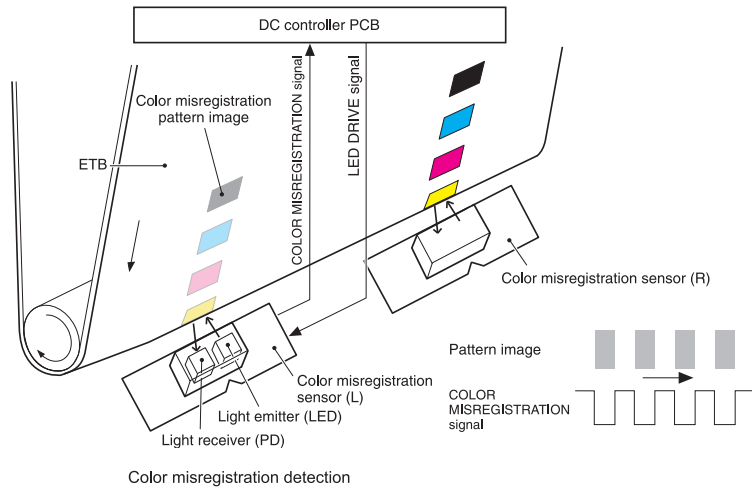
Figure 13



**PRINTER CALIBRATION**

At the start of all this is the calibration cycle. The printer will calibrate itself whenever the printer is turned on, when a new toner cartridge is installed, after 48 hours of run time, and at 150 page intervals. Calibration consists of a solid block and halftone of each color being printed to the ETB. As the printed areas get to the top of the belt, a sensor will detect them, measure the density, and adjust the printer accordingly. All of the calibration time settings are user controllable. See **Figure 14**

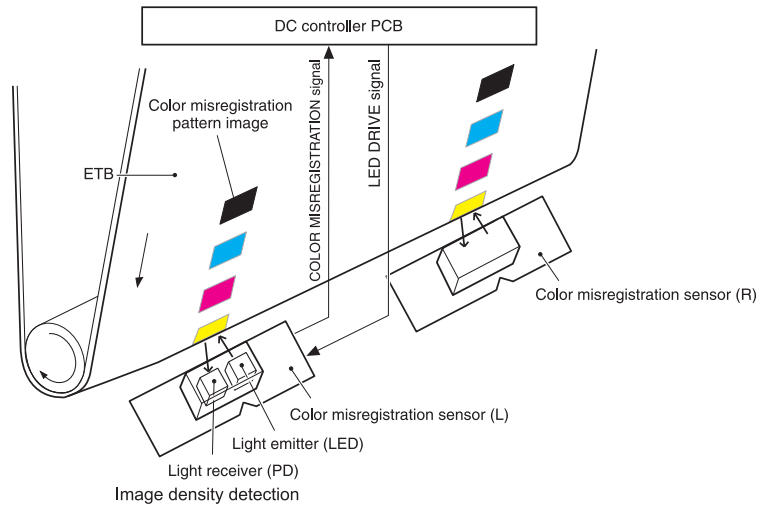
Figure 14



There is also what HP calls the color “misregistration” detection. This is where pattern images are printed to the AETB and detected by various sensors. This is done to correct for any registration problems that may be occurring. See **Figure 15**

In addition these machines also monitor temperature and humidity. The DC Controller will adjust the print voltages depending on the environment.

Figure 15



**CARTRIDGE PRESENCE DETECTION**

These printers use two types of cartridge detection. Chip detection, and drum detection.

For the chip, the printer reads the data stored on the chip and detects the presence of the cartridge. If the data is correct, the cartridge is recognized. If for some reason this check fails, the printer will move to the drum detection.

For the drum detection the printer measures the timed torque of the drum drive. The DC controller stops the drum motor after a specific time period, if the motor stops within a prescribed period of time, the cartridge is detected. If the motor keeps turning longer than that specified time (no load). The absence of a cartridge is reported to the formatter, and all printing functions stop.

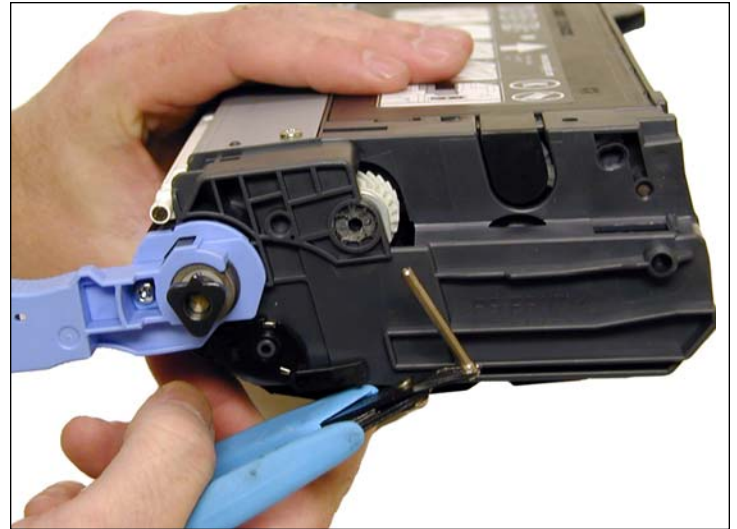
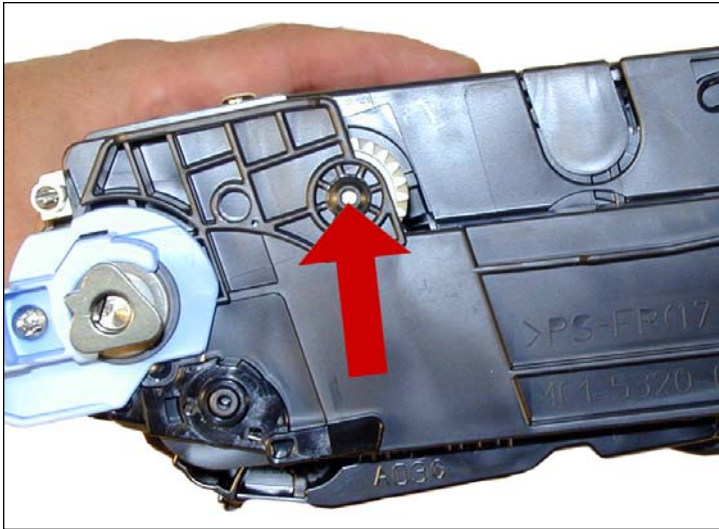
Taking test prints, cartridge troubleshooting as well as minor printer troubleshooting will be covered at the end of this article.

### TOOLS REQUIRED

- Toner approved vacuum.
- A small screw driver (Common Style)
- A Phillips head screwdriver
- Flush cutting wire cutters
- Needle Nose Pliers
- Spring Hook

### SUPPLIES REQUIRED

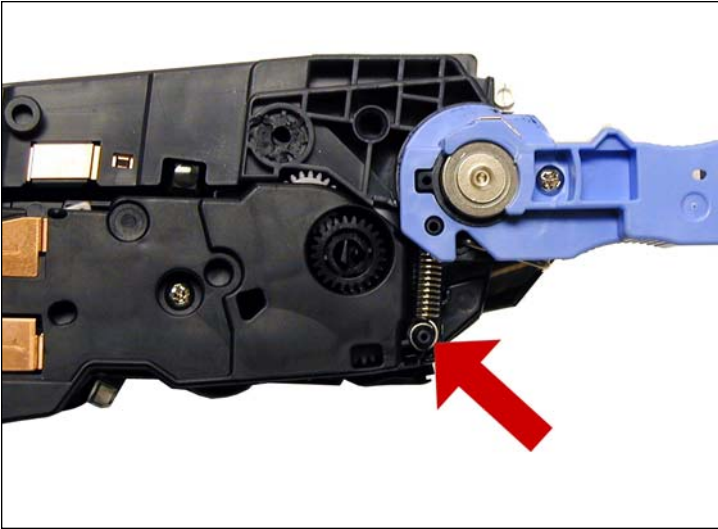
- 4700/4730 Dedicated Color Toner
- New replacement chip (Dedicated to each cartridge type)
- New Long Life 4700 Drum
- New Wiper Blade
- New toner feed roller (Optional)
- New PCR (Optional)
- New Doctor Blade (Optional)
- New replacement adhesive seal
- Silicon caulk (Phenoseal/GE 100% silicon caulk works best)
- Lint free Cloths
- Conductive grease



1. Shave away the plastic lip that surrounds the hinge pins with a sharp sturdy razor knife. Dig out around the pin until you can grasp it with your flush cutting wire cutters. Only cut deep enough so that you can remove the pin. If too deep a hole is made, the hinge pin may not fit properly, and allow the two halves to move away from each other. Note that there is a long pin on the gear side, and a short on the contact side.

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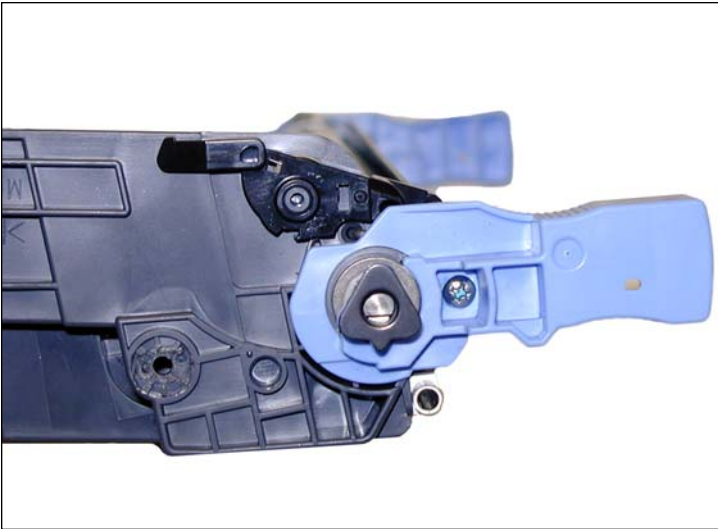
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2. Unhook the spring from the bottom left of the contact side of the cartridge. The top half will stay under the blue handle.



3. Separate the two halves.



4. On the waste chamber drive gear side remove the Phillips head screw, and blue handle.

#### NOTES

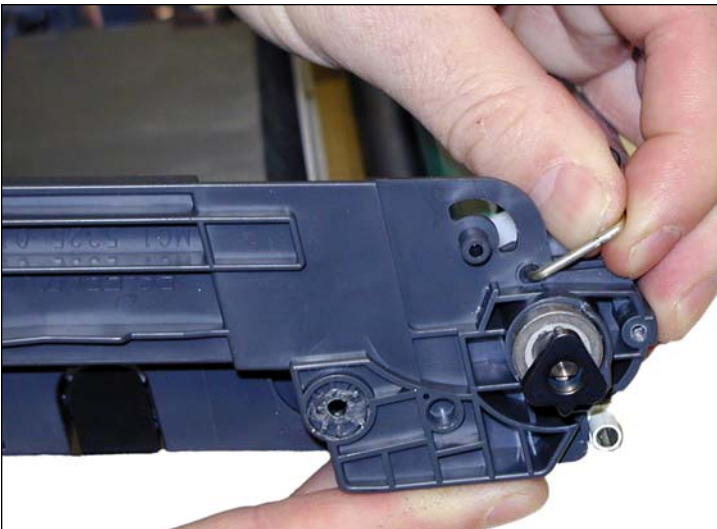
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5. Remove the spring loaded drum cover arm. Do not lose the spring!



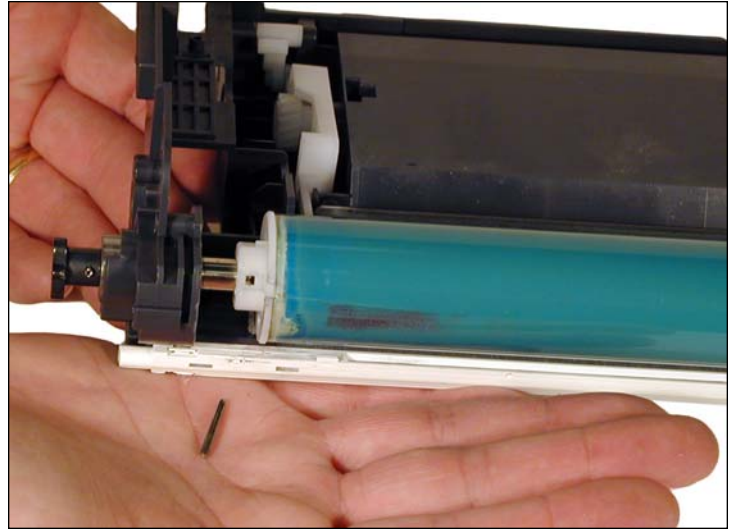
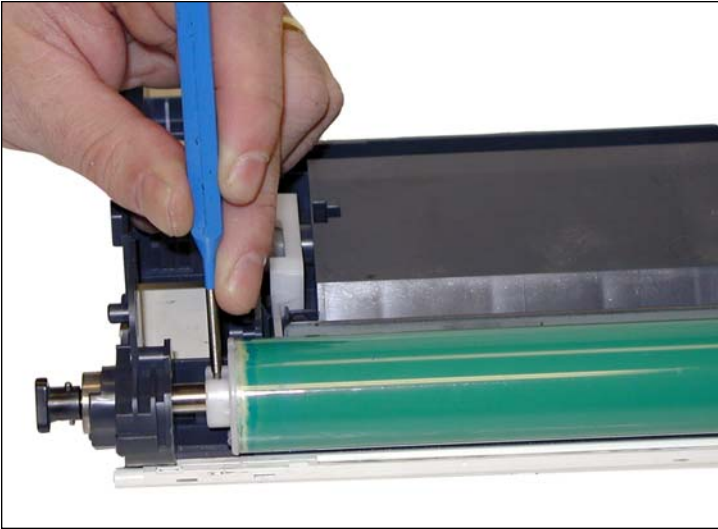
6. Remove the drum cover by pulling the metal bars out of their slots

#### NOTES

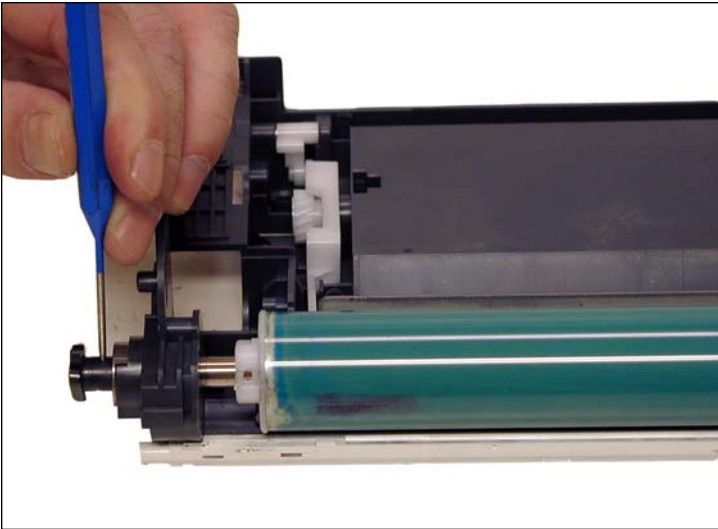
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7. With the pin punch, carefully tap the pin out from the internal drum hub, and from the external drive gear. These pins are in tight and are hard to remove.

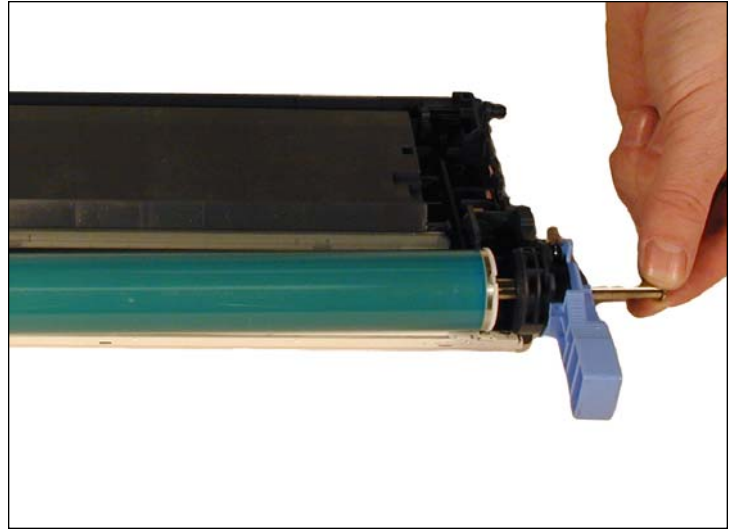
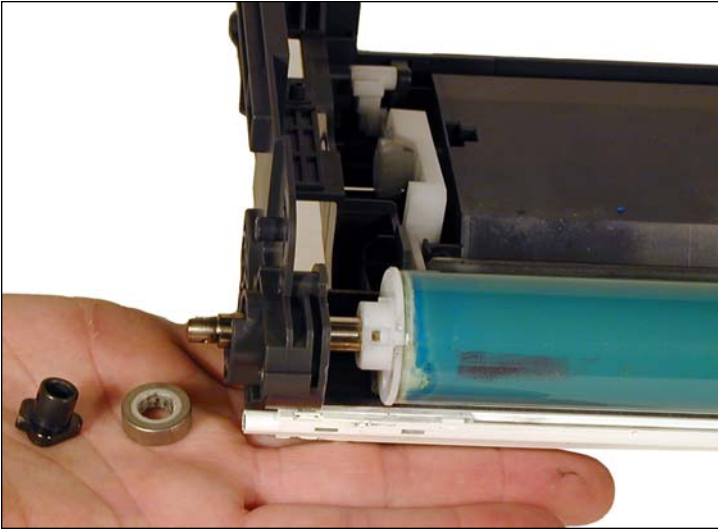


#### NOTES

**NOTE:** We have found a pin punch to be the best tool as these pins are in much tighter than in previous cartridges, and wire cutters will distort the pins.

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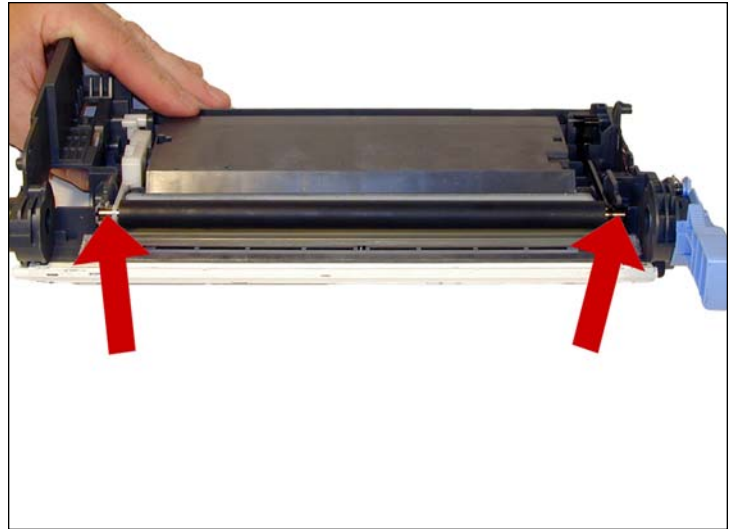
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8. Remove the drive gear and metal bearing from the drum axle. Pull the drum axle out from the cartridge. Be careful of the drum as it will come loose



9. Remove the drum.

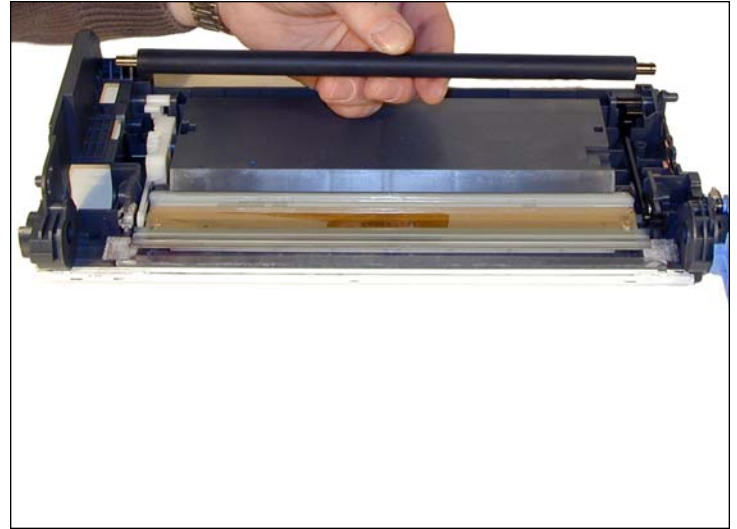
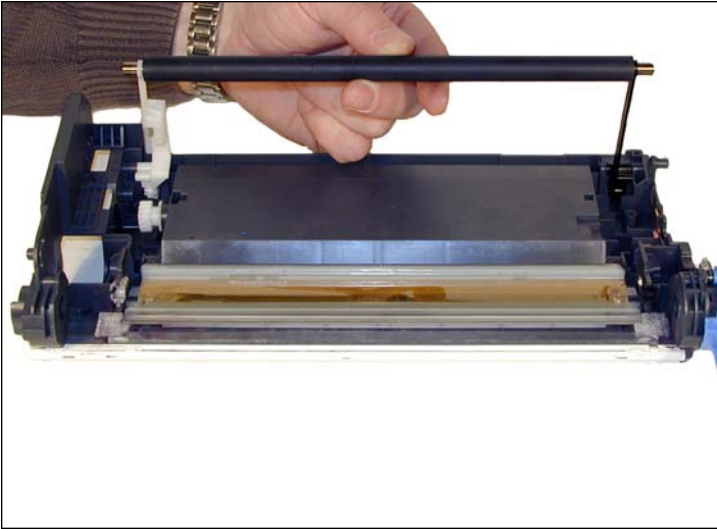


10. On the PCR, note the coating of conductive grease on both sides of the roller. Normally this is only on one side. For these cartridges it needs to be on both.

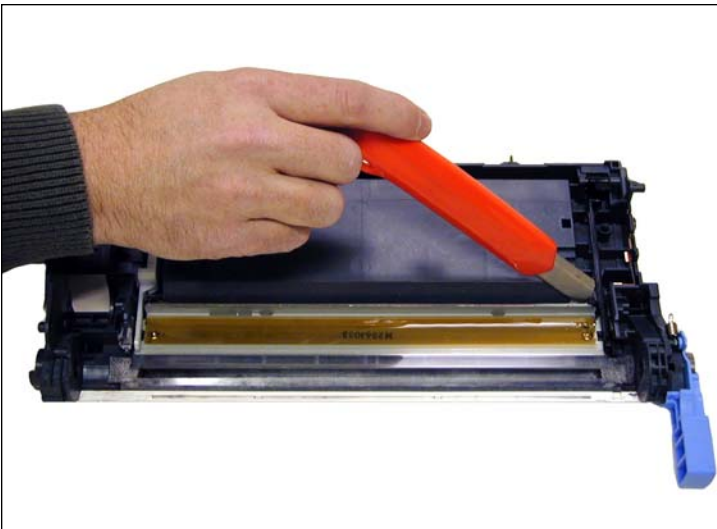
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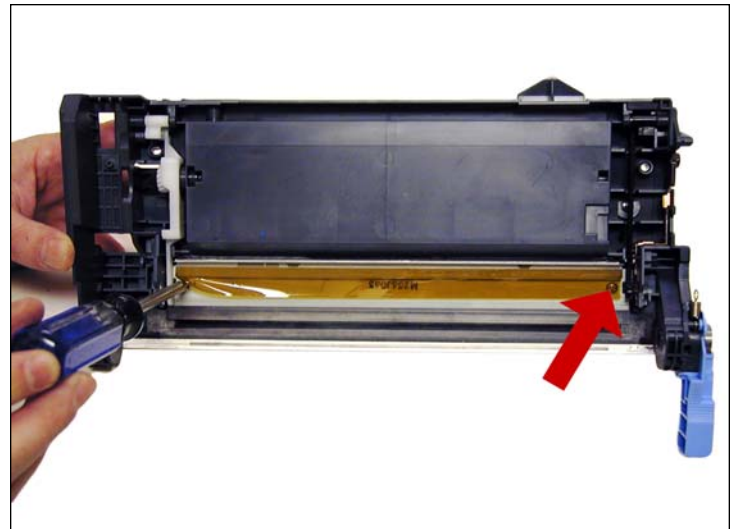
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11. Lift up both sides of the PCR from the holders. Remove the PCR stabilizers from the PCR. The Stabilizers are pinned in the cartridge and cannot be unclipped like previous cartridges. Remove the PCR.



12. Take the razor knife again and slide the blade along the back edge of the wiper blade. Keep the blade along the metal so the grey sealing material is separated from the blade.



13. Remove both screws from the wiper blade. Be careful not to damage the orange Mylar type film on the blade. According to HP®, this film assembly helps prevent toner scatter

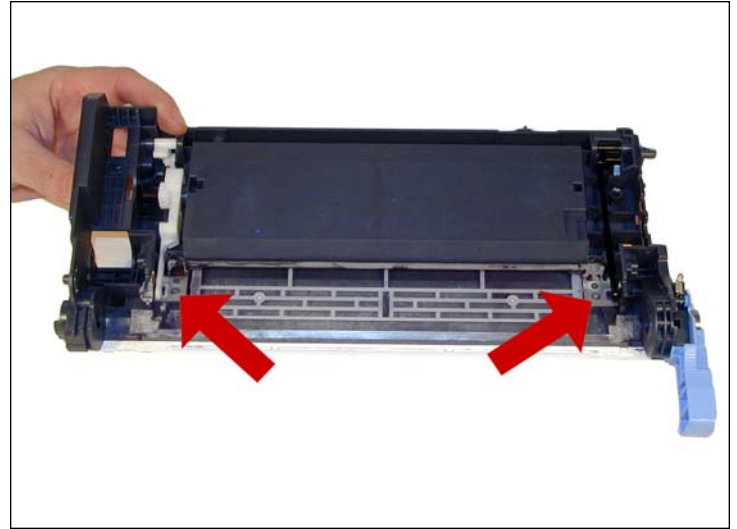
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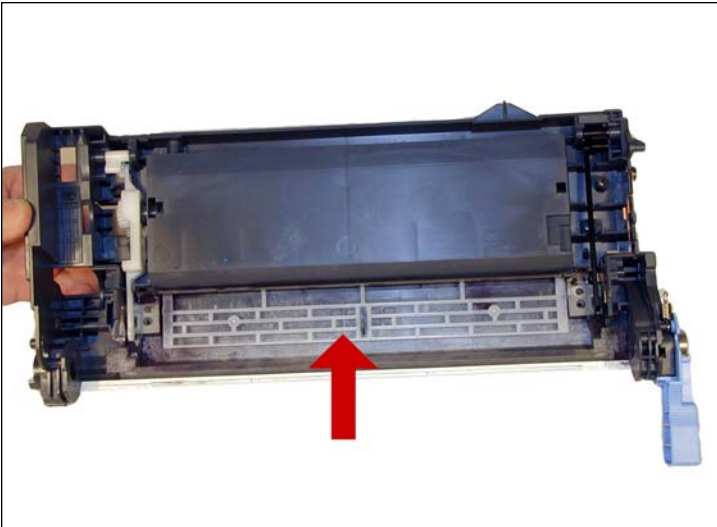




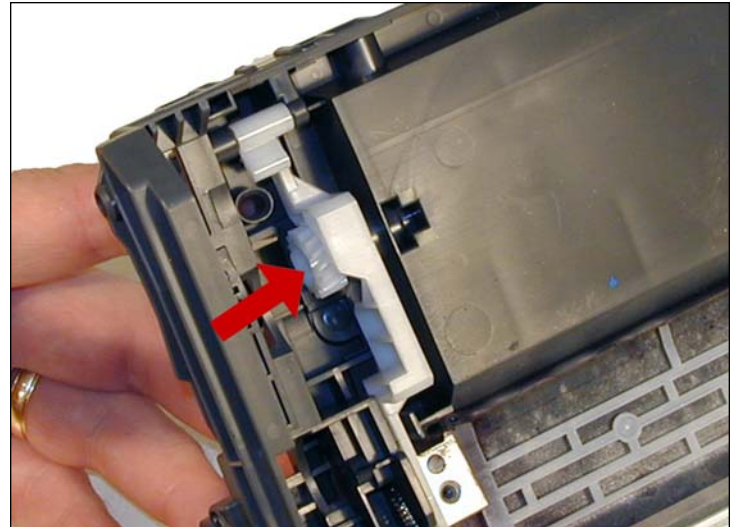
14. Remove the Wiper Blade.



15. Dump out and vacuum any remaining toner from the hopper. The waste toner must be removed from the wiper blade opening. Try to keep the toner from getting on the grey wiper blade seal. Do not lose the wiper blade shims!



16. These cartridges have a simple auger/plate system that moves the waste toner from behind the wiper blade to the waste chamber. Make sure that the drive gear is driving the plate.

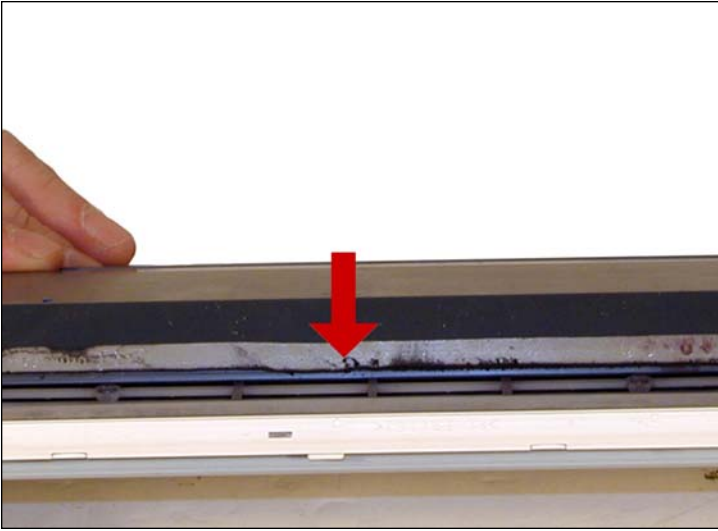


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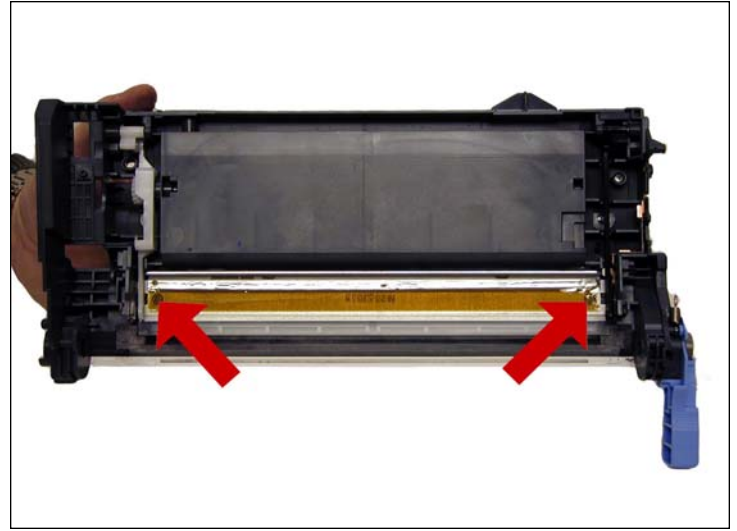
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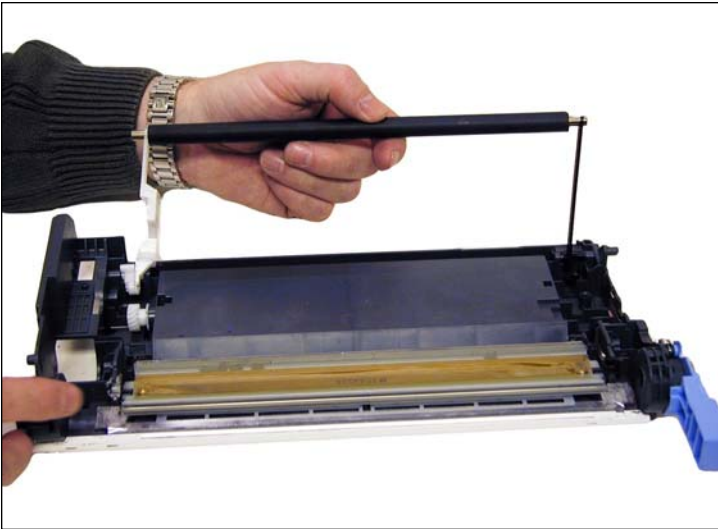




17. Check the grey wiper blade seal, if it is sticky, it can be re-used. If it is not, and you cleaned it with alcohol, it must be removed, and replaced with a good silicon sealer (see supplies needed at start of article).



18. Lubricate the new wiper blade with your preferred lubricant. Install the blade and 2 screws. Make sure the wiper blade seal (which ever type you are using) seals along the back edge of the blade.

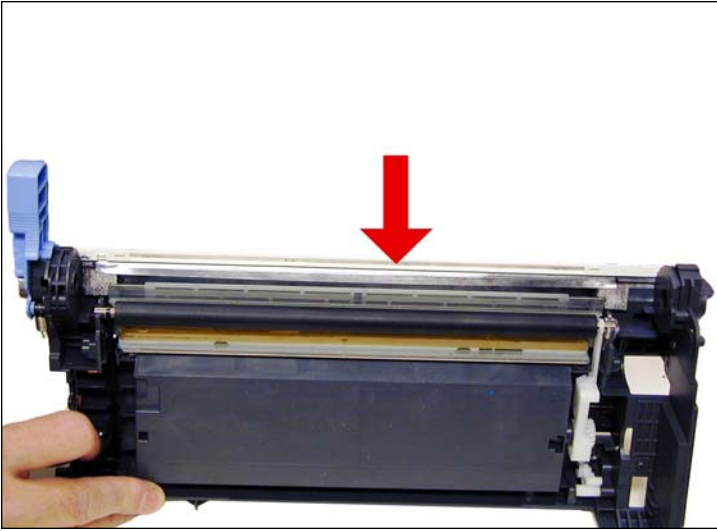


19. Clean off the old conductive grease from the PCR ends, and clean the PCR. Coat both ends of the PCR with a small amount of new conductive grease. Place the plastic stabilizers on the shaft, and install the assembly in the cartridge.



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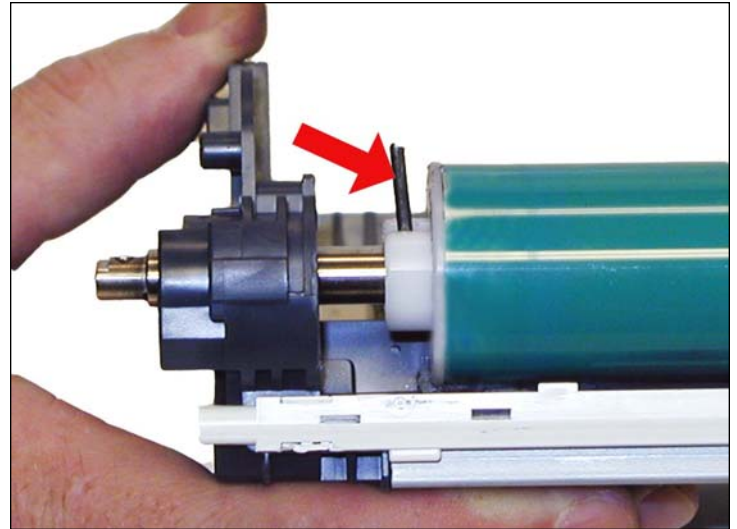
20. Clean the white and clear plastic bar that site on the edge of the waste chamber. This part is how the pre-exposure light gets to the drum and must be clean.



21. Install the drum in the cartridge, large hub side to the NON contact side.



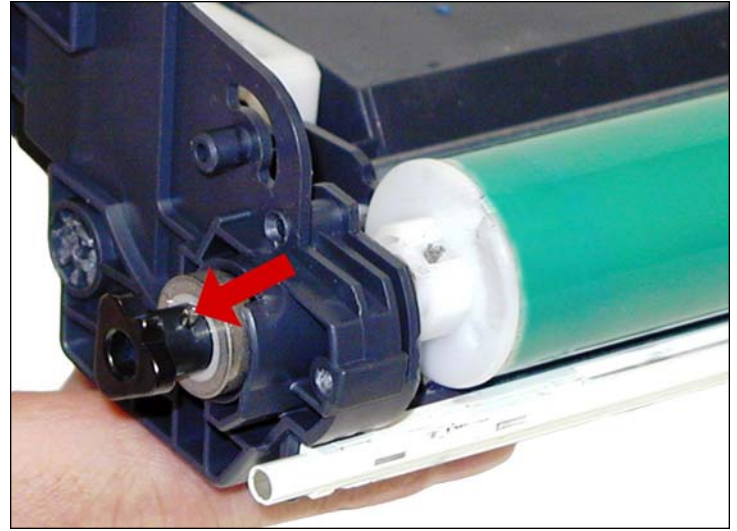
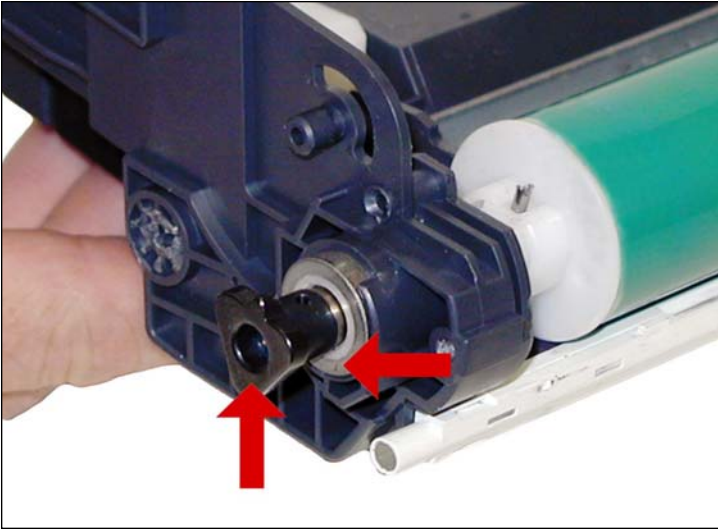
22. Slide the drum axle in from the contact side. Make sure you do not damage the copper drum contacts. Both tabs must be in contact with the axle.



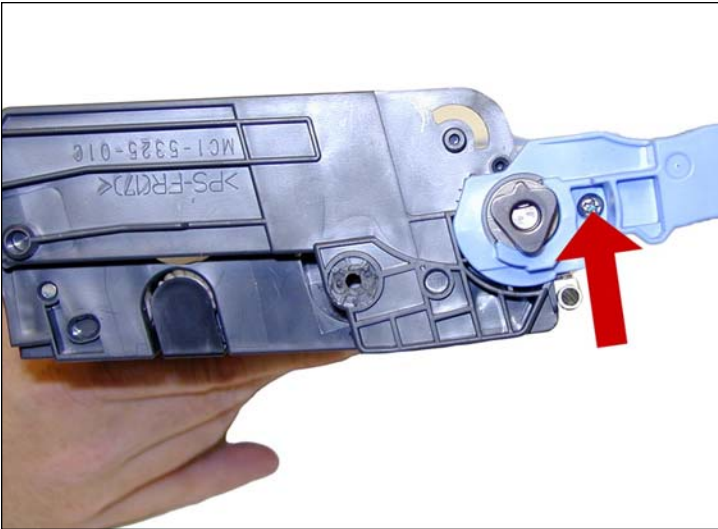
23. Align the drum hub and axle so that the holes line up. Insert the larger of the two metal pins and tap into place with the pin punch. Make sure the pin is centered on the axle.

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24. Install the metal bearing, drive gear and pin onto the drum axle. Tap the pin into place with the pin punch. Using a small block of wood as a brace under the drive gear will make installing the pin easier.



25. On the non-gear side, install the blue handle and screw.

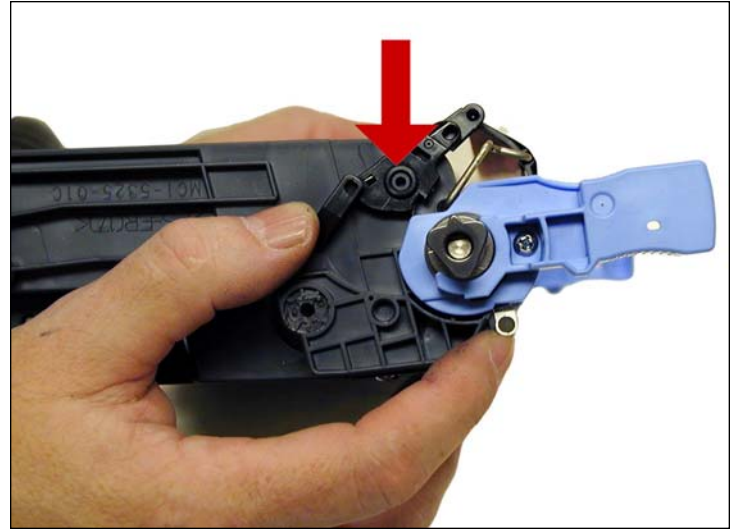
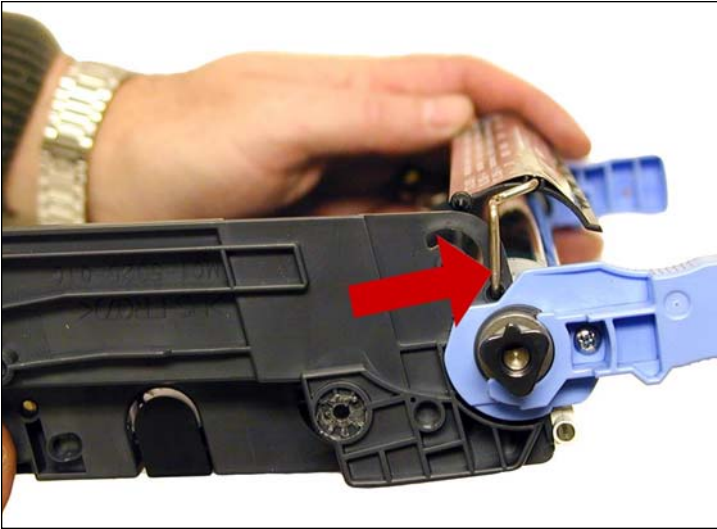
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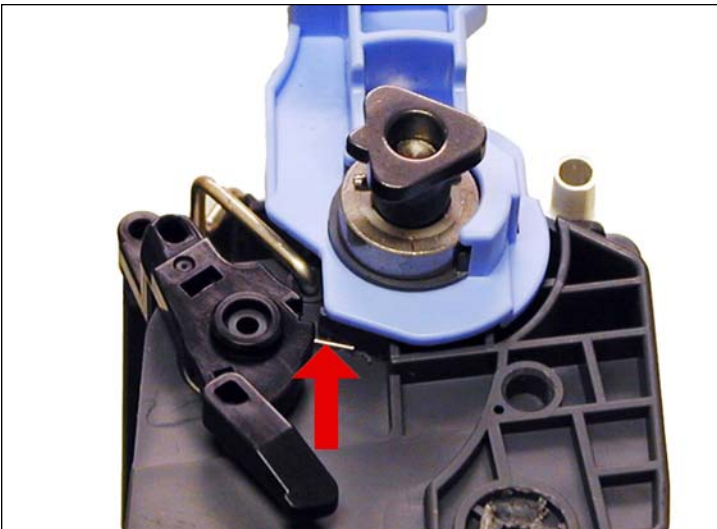
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26. Install the drum cover bars, plastic arm and spring onto the cartridge.

The arm does not have a typical notch to hold the spring when installing.



27. The larger tail part of the spring sits against the plastic just behind the blue handle.

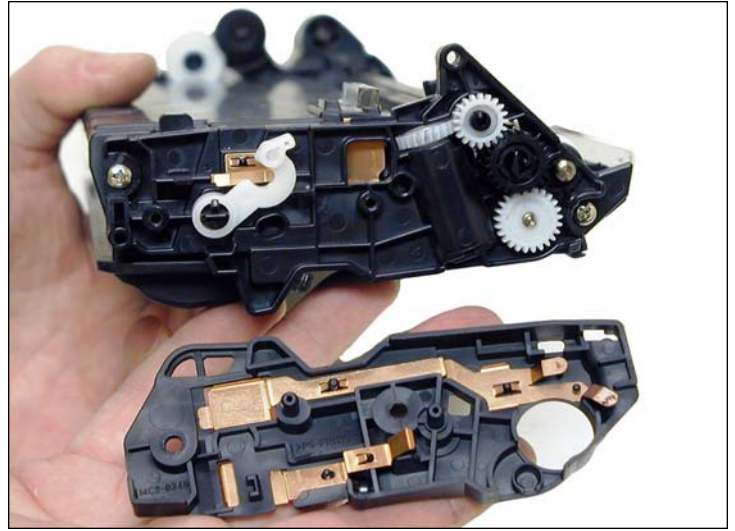
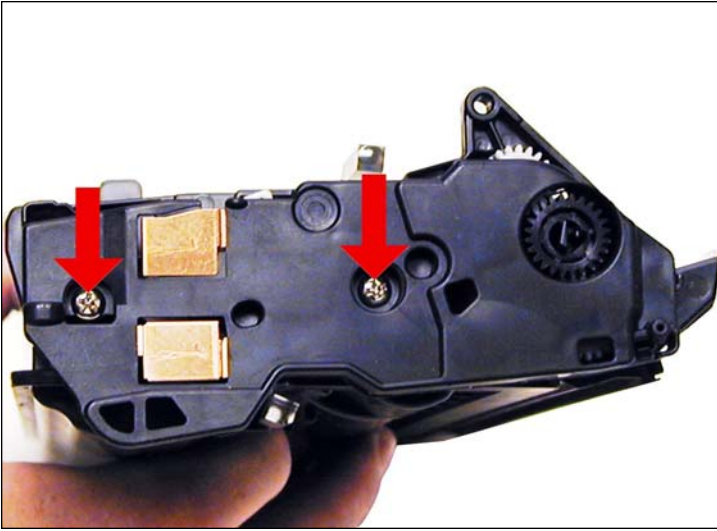
Place the waste chamber aside.

#### NOTES

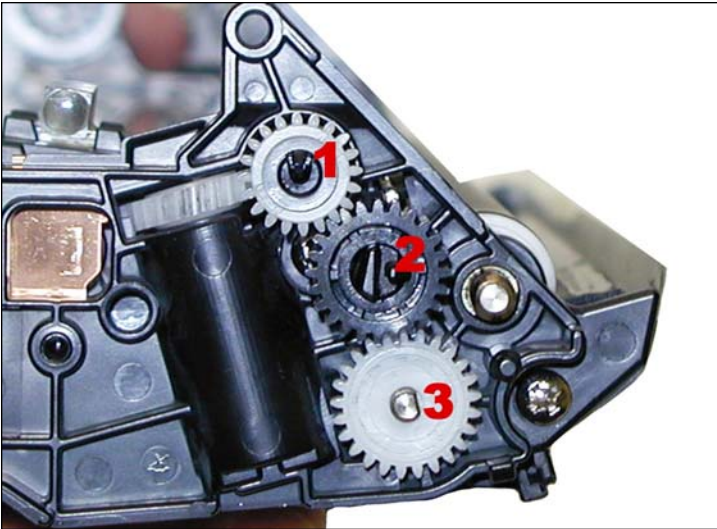
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28. On the contact side of the toner supply, remove the 2 screws and end cap.



29. Remove the three gears.

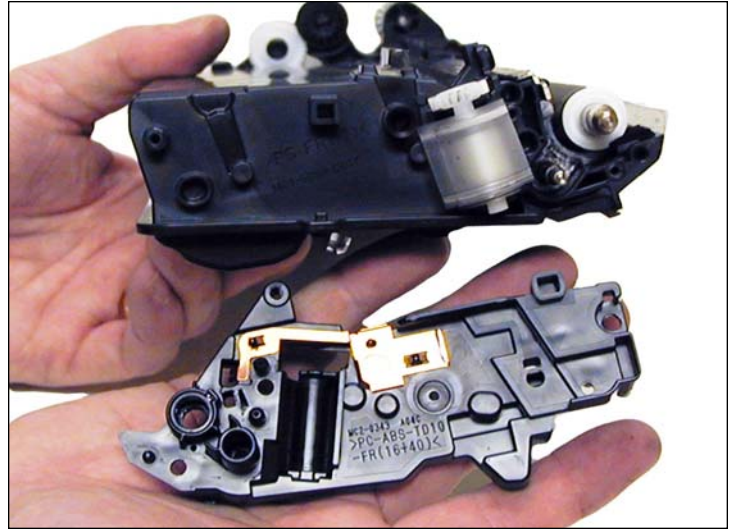
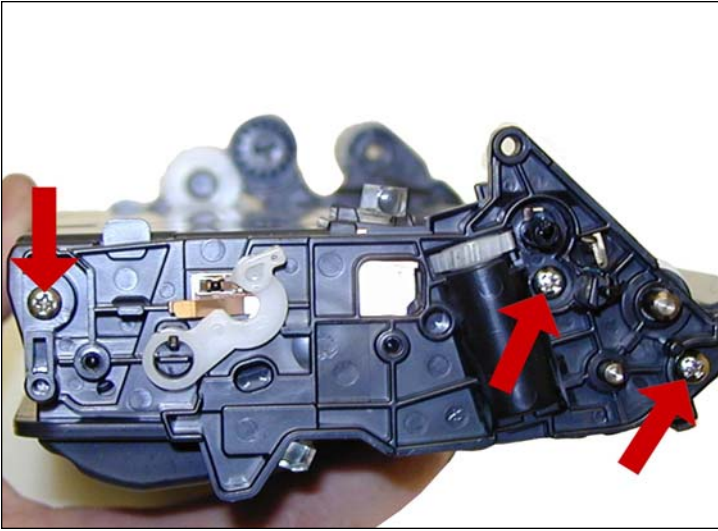
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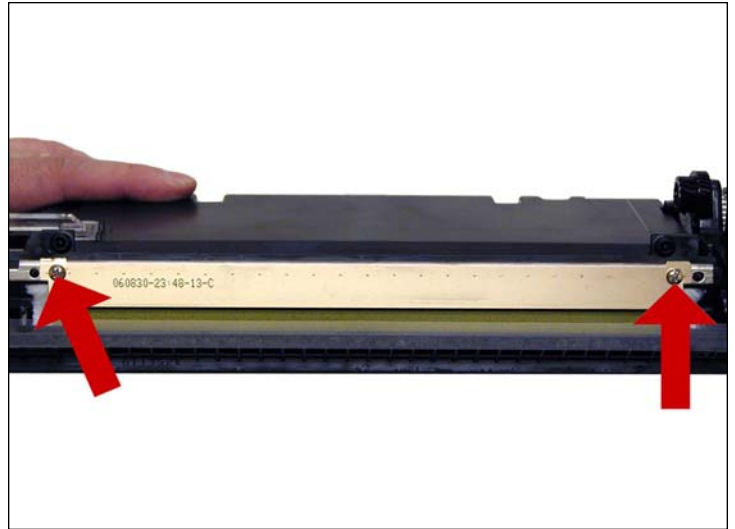


30. Remove the three screws from the inner end cap/bearing plate.

Remove the inner end cap.



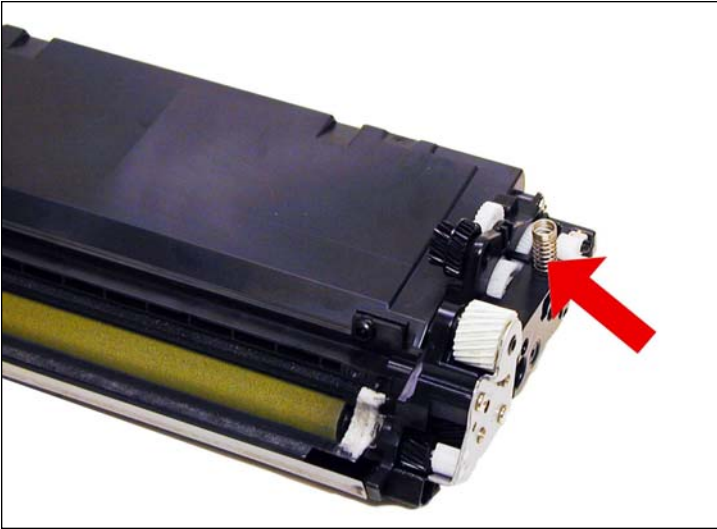
31. Slide the developer roller out from the cartridge.  
There is no need to remove the gear side end cap or gears.



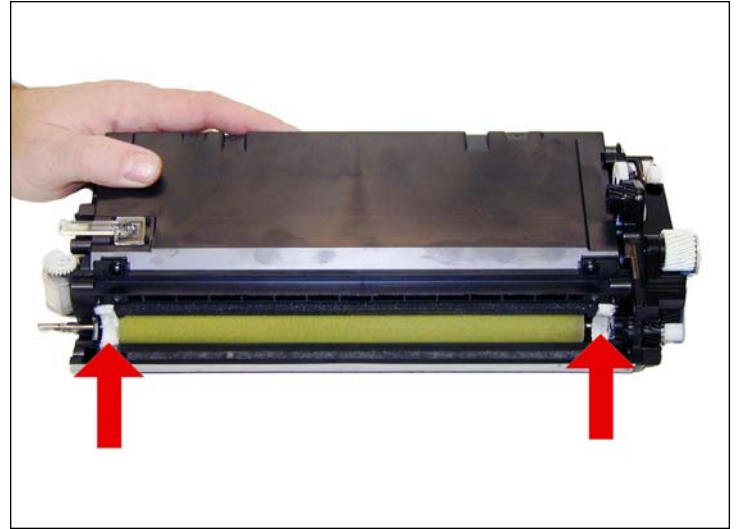
32. Remove the two screws on the doctor blade.  
Remove the blade.

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33. Vacuum out any remaining toner from the hopper. We don't recommend dumping it out as the toner will get all over the hopper. It is hard to clean off. Remove the coil spring from the hopper by the gears so it does not get lost.



34. Vacuum the feed roller clean. Until new felt seals are available for the developer roller, we do not recommend that the feed rollers be removed. Re-using old seals that have been removed may cause leaks.



35. These cartridges do not have a fill plug and must be filled through the developer roller opening. Fill the hopper with the correct amount of dedicated 4700 / 4730 toner.



36. Note the seal take up reel. This reel automatically turns and removes the seal from the toner hopper. The old seal would have to be removed, and the new one attached to the reel.

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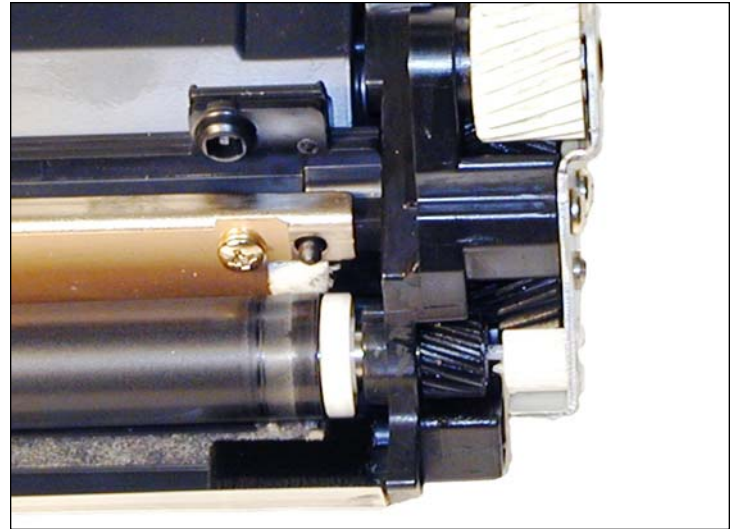


37. Install the Doctor blade and 2 screws.

#### NOTES



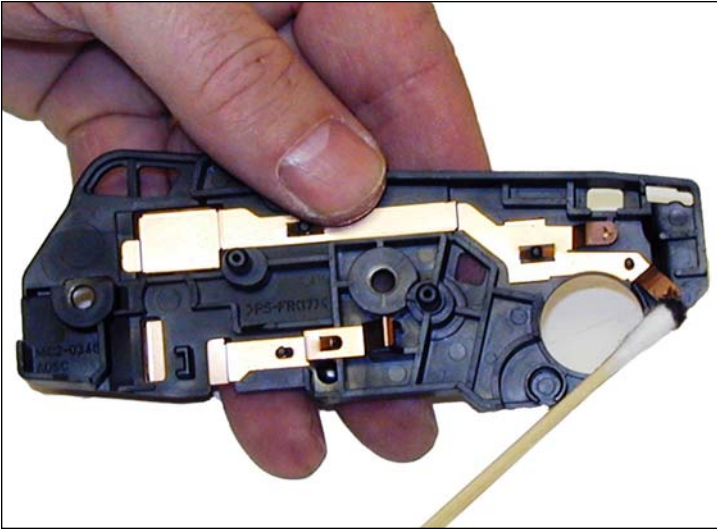
38. Wipe the developer roller down with a clean lint free cloth. We do not recommend that any chemicals be used at this time.



Install the cleaned developer roller in the hopper keyed end first. Spin it until it is fully seated in the drive gear.

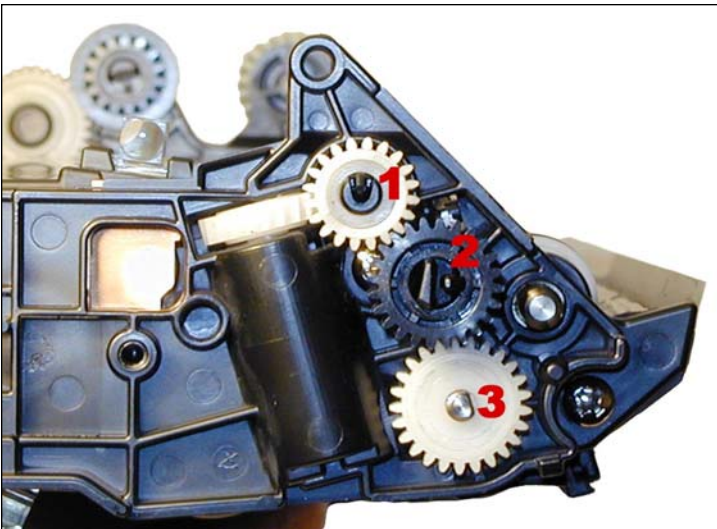
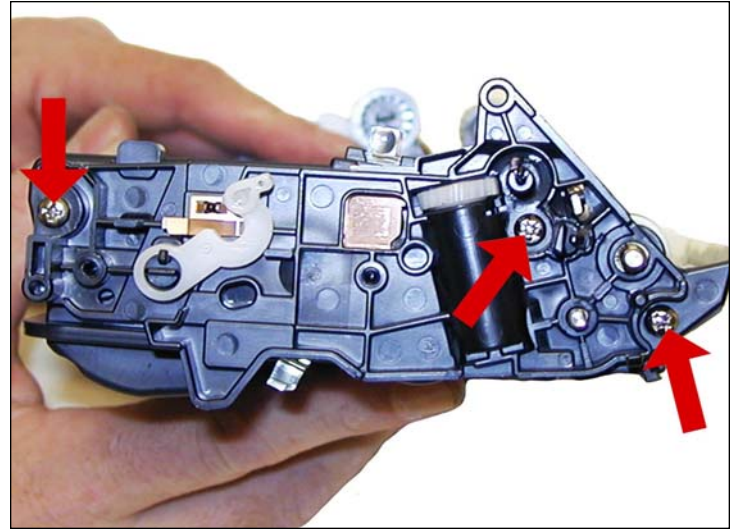
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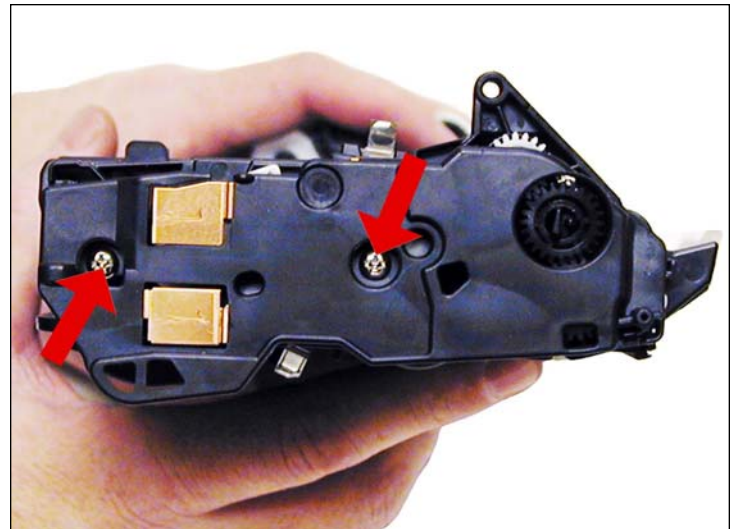
39. Clean the old conductive grease from the contacts on the inner end cap, and replace with new. Use the same amount of grease that you removed. If too much is used, it can attract toner dust and actually insulate the contact instead of enhance it.

Install the inner end cap and three screws.



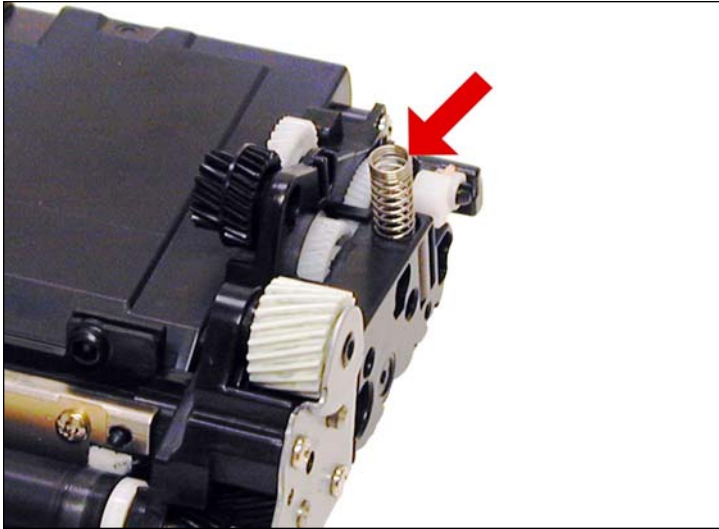
40. Install the three gears as shown.

Clean the old conductive grease from the contacts on the outer end cap, and replace with new. The same rules as stated above on this grease apply here.

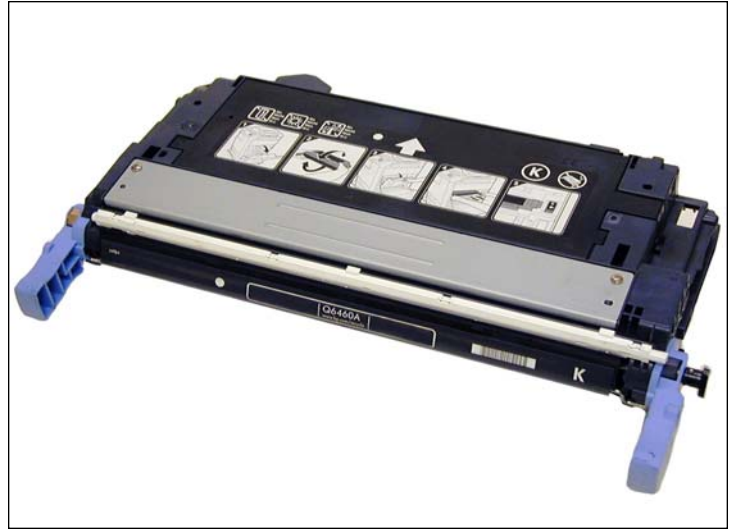


41. Install the outer end cap and two screws.

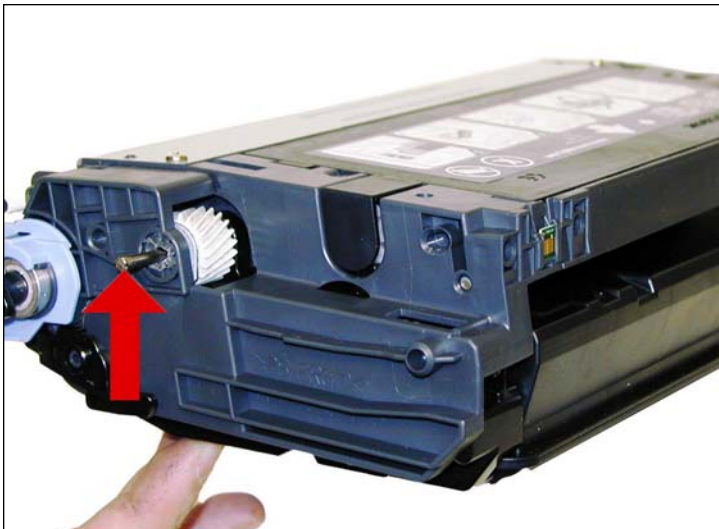
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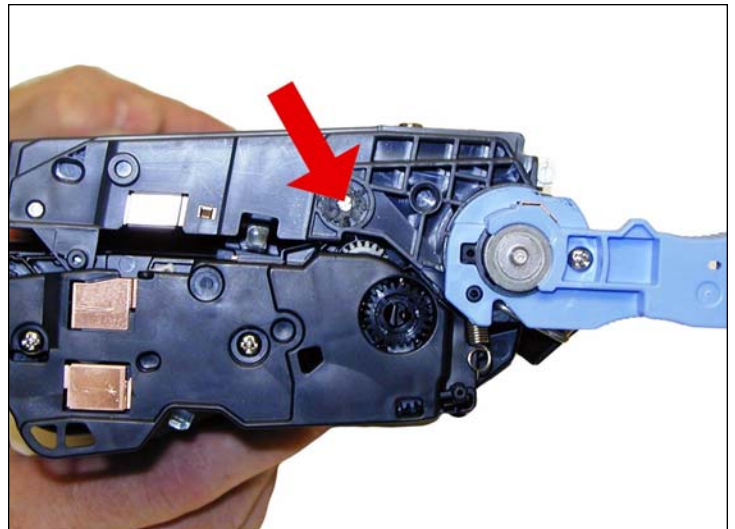
42. Install the coil spring.



43. Place the supply chamber onto the waste chamber.



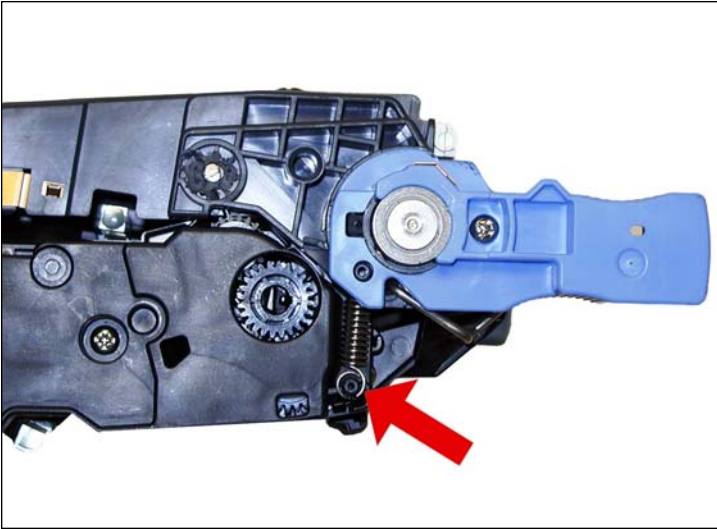
44. Align the two halves and install the hinge pins, short pin to the non-gear side, and long pin to the gear side.



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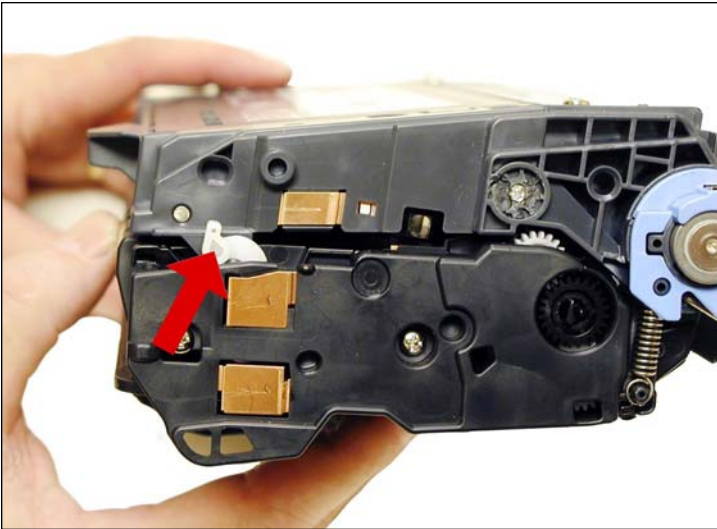




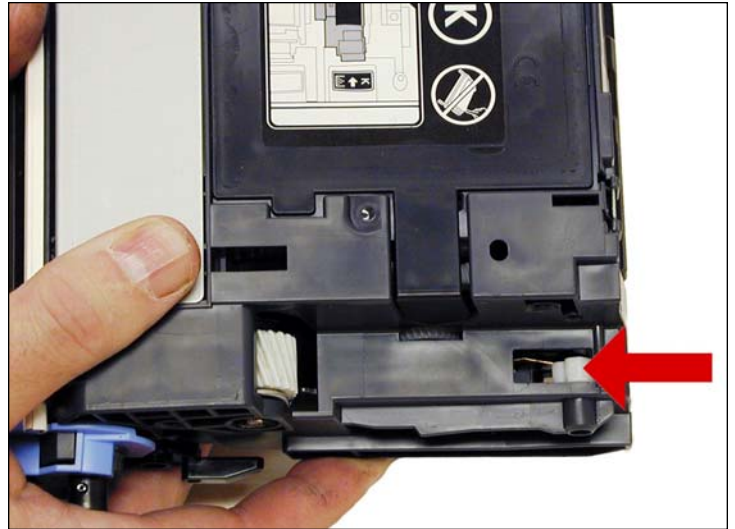
45. Install the spring from under the blue handle on the contact side of the cartridge.



46. Check to make sure the drum cover closes properly.

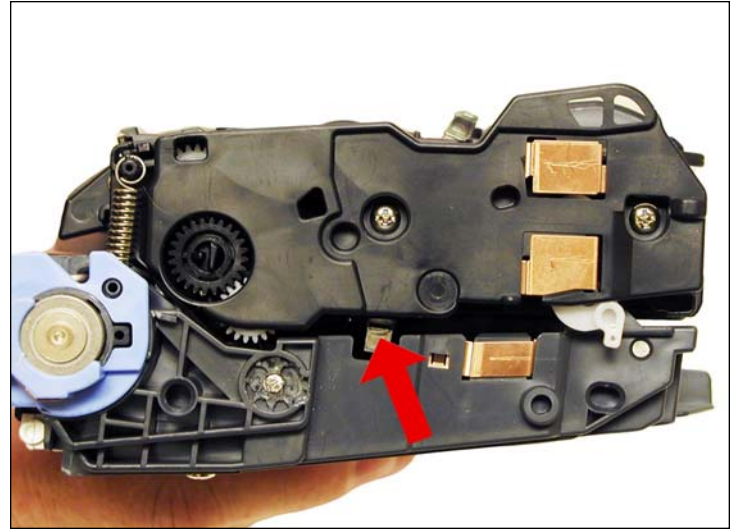


47. Set the two shipping locks on each side of the cartridge. The shipping locks are built in on these cartridges. When the cartridge is installed, the locks will open. Make sure you reset them after the cartridge has been tested. The shipping locks help keep the developer roller from getting a flat spot, which will cause horizontal voids in the print

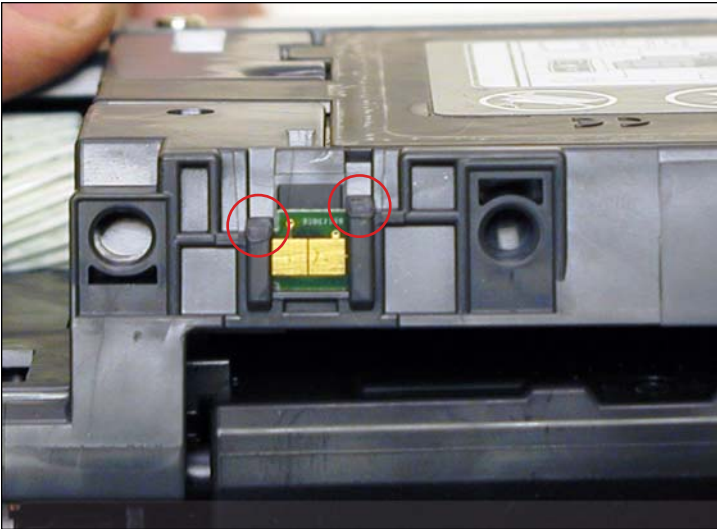


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48. Clean the two clear plastic Toner low lenses on the supply chamber.



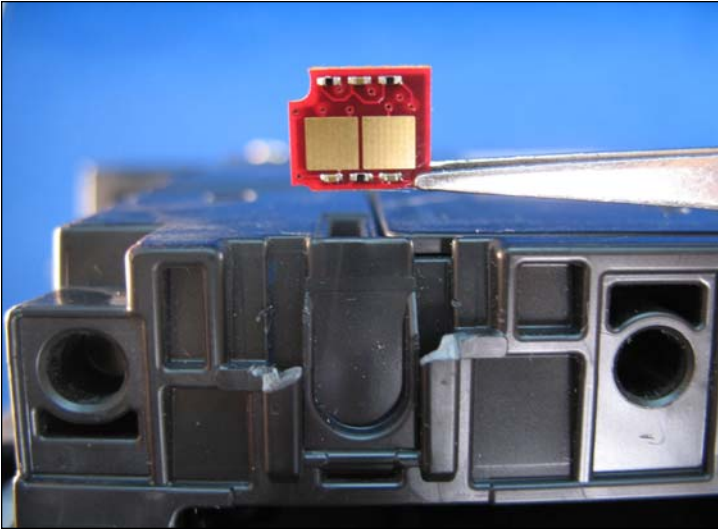
#### NOTES

#### CHIP REPLACEMENT PROCEDURE

49. Locate the OEM chip at the rear of the hopper. Using an X-Acto knife, carefully cut away the melted tabs shown that anchor the chip into place. Remove the chip.

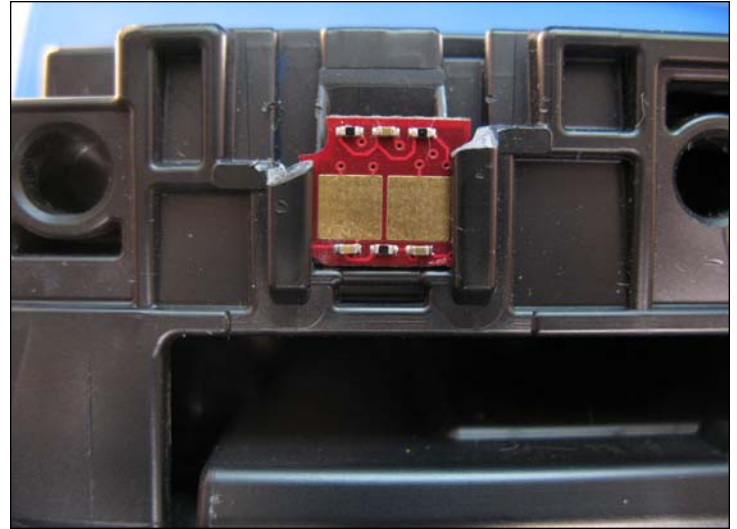
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50. Apply a small amount of plastic cement into the open slots shown. This will seal the sides of the replacement chip into place.

NOTE: Be careful not to apply so much cement that would spill over the contacts rendering the chip useless.



51. Slide the appropriate color replacement chip into the open slots with the gold contacts facing out as shown.

Allow the cement to dry before testing the cartridge.

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# Taking Test Prints

## CONFIGURATION PAGE

1. Press the MENU button.
2. Press the down arrow until "INFORMATION" appears on the display.
3. Press SELECT.
4. Press the down arrow until "CONFIGURATION" appears on the display.
5. Press SELECT.

## SUPPLIES STATUS PAGE

1. Press the MENU button.
2. Press the down arrow until "INFORMATION" appears on the display.
3. Press SELECT.
4. Press the down arrow until "SUPPLIES STATUS" appears on the display.
5. Press SELECT.



## REPETITIVE DEFECT CHART

<b>Face Down Delivery Roller</b>	25.0mm	Back of page
<b>Black Developer Roller</b>	34.3mm	Front of page
<b>Fuser Delivery Roller</b>	37.0mm	Back of page
<b>Primary Charge Roller</b>	37.7mm	Front of page
<b>ETB Transfer Rollers</b>	37.7mm	Front of page
(If the defect is one color only, check the PCR. If it is in all colors, check the ETB rollers)		
<b>Color Developer Roller</b>	38.5mm	Front of page
<b>Toner Feed Rollers</b>	42.7mm	Front of page

<b>Registration Sub Roller</b>	47.0mm	Back of page
<b>Registration Roller</b>	55.0mm	Back of page
<b>Media Attaching Roller</b>	75.0mm	Front of page
<b>Fuser Sleeve</b>	76.0mm	Front of page
<b>Paper Tray Feed Roller</b>	77.0mm	Back of page
<b>Paper Tray Separation Roller</b>	77.0mm	Back of page
<b>Paper Tray Pickup Roller</b>	77.0mm	Front of page
<b>Fuser Pressure Roller</b>	81.0mm	Front of page
<b>OPC Drum</b>	94.2mm	Front of page

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# Cartridge Troubleshooting

**Primary Charge Roller (PCR):** The primary charge roller if dirty will show on the test print as vertical gray streaks down the page, or as a gray background throughout the page. If there is any physical damage, it will repeat at intervals of 37.7mm.

**A Dirty PCR Connection** will result in dark black horizontal bars across the page, or as shading throughout the page.  
A Scratched Drum will show up as a very thin, perfectly straight line that runs from the top to the bottom of the test page.

**A Chipped Drum** will result in a dot or series of dots that repeat at 94.2mm intervals

**A Damaged Developer Roller Sleeve** will either leave a mark or a blank spot (depending on the type of damage) at intervals of 34.3mm for the black and 38.5 for the color.

**A Light Damaged Drum** will show up as a shaded area on the test print that should be white. Again this will repeat at intervals of 94.2mm.

**A Bad Wiper Blade** will result in vertical gray lines down the page, or as shading across the entire page. In either case there will be a film of toner on the drum surface.

## SOME OF THE MORE COMMON PRINTER ERROR MESSAGES:

### 10.000x Supply Error

Chip cannot be read or cartridge is not properly installed

10.00.00	Black cartridge
10.00.01	Cyan cartridge
10.00.02	Magenta cartridge
10.00.03	Yellow cartridge

### 10.XX.YY Cartridges NOT engaged

10.92.00	Black cartridge
10.92.01	Cyan cartridge
10.92.02	Magenta cartridge
10.92.03	Yellow cartridge

## 50.X Fuser Error

- For X = 1 Low Fuser Temp.
- For X = 2 Slow Fuser
- For X = 3 High Fuser Temp.
- For X = 6 Open Fuser
- For X = 7 Fuser pressure Release Failure
- For X = 8 Low Fuser sub-thermistor temperature
- For X = 9 High Fuser sub-thermistor temperature

## 51.2X Printer Error

- For X = 0 Black Scanner error
- For X = 1 Cyan Scanner error
- For X = 2 Magenta Scanner error
- For X = 3 Yellow Scanner error

# Calibrate Now

If you are experiencing problems with color in the printouts, the “Calibrate Now” feature can be run. This “quick” calibration takes about 1 minute. This procedure does not always fix the issue, but it can. There is also a full calibration, but that should only be run when major parts have been replaced like the ETB or Scanner have been replaced.

1. Press the MENU button.
2. Press the down arrow until “CONFIGURE DEVICE” appears on the display.
3. Press SELECT.
4. Press the down arrow until “PRINT QUALITY” appears on the display.
5. Press SELECT.
6. Press the down arrow until “QUICK CALIBRATE NOW” appears on the display.
7. Press the “SELECT” to start the calibration.

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