



HP LaserJet 4200 Series– Duplex Printer Error

Recently, TSD's Technical Support has identified a reoccurring print problem with the 4200 series printers with duplex option installed.

It has been identified the HP 4200 Series printers will perform as expected, without error when processing simplex print jobs but may lock up with “processing job” when printing the second side of a duplex print job.

The duplex print error is linked to a broken stop plate in the rear of the paper tray. This stop plate is responsible for activating the paper size fingers which determines paper size within tray. Unfortunately, the printer does not display a paper jam or printer error when this occurs.

To best diagnose this problem, TSD Technical Support suggests inspection of stop plate on paper tray. Replacement of tray (RM1-1088; HP 4200/4250/4300/4350 500 Sheet Paper Tray) is necessary where stop plate is broken.

Below we have included a picture of a tray with a defective stop plate for better identification.

