

# HP LaserJet Enterprise M601-M606 printers - 50.22.xx errors

Issue:

This document applies to the following printers:

- HP LaserJet Enterprise 600, M601
- HP LaserJet Enterprise 600, M602
- HP LaserJet Enterprise 600, M603
- HP LaserJet Enterprise M604
- HP LaserJet Enterprise M605
- HP LaserJet Enterprise M606

When a 50.22.00 or a 50.22.11 error displays on the control panel, it indicates an issue with the fuser warming up.

Solution

## **Step 1: Turn the printer off, and then on.**

Turn the printer off, and then on to clear the error.

Unplug the printer from any power strip or uninterruptible power supply, and plug it directly into a wall socket.

Make sure the printer is plugged into the correct voltage outlet that matches the printer's required voltage (110V or 220V).

## **Verify the printer has the most recent firmware installed.**

Visit HP customer support, [Drivers and Downloads](#).

## **Step 2: Verify the paper type.**

Verify the paper type selected matches the type used in the printer.

Select the paper type (Windows).

1. From the software program, select the Print option.
2. Select the printer, and then click the Properties or Preferences button.
3. Click the Paper/Quality tab.
4. From the Paper type drop-down list, click the More... option.
5. Expand the list of Type is: options.
6. Expand the category of paper types that best describes your paper.

Select the paper type (Mac OS X).

1. Click the File menu, and then click the Print option.
2. In the Printer menu, select the printer.
3. By default, the print driver displays the Copies & Pages menu. Open the menu's drop-down list, and then click the Finishing menu.
4. Select a type from the Media Type drop-down list.

## **Step 3: Verify the print mode setting.**

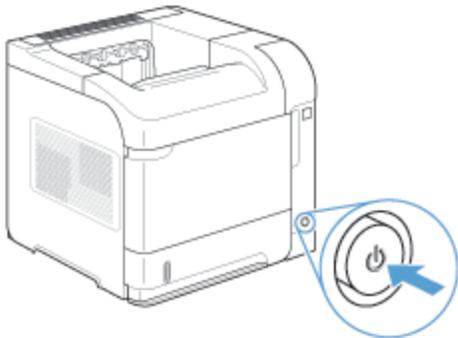
1. From the Home screen on the control panel, touch the Administration button.
2. Touch General Settings.
3. Touch Print Quality.
4. Touch Adjust Paper Types.
5. Select a paper type, and then select the **mode** to adjust.
6. Select a value for the **mode**, and then touch the Save button.

**Step 4: Reseat the fuser.**

Your printer may look slightly different than the HP LaserJet Enterprise 600 M601 printer shown.

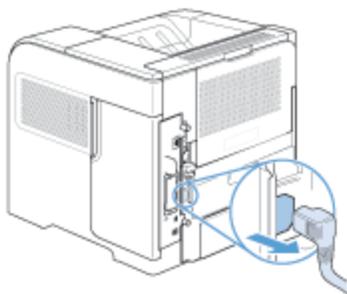
1. Turn the printer off.

**Figure : Turn the printer off**



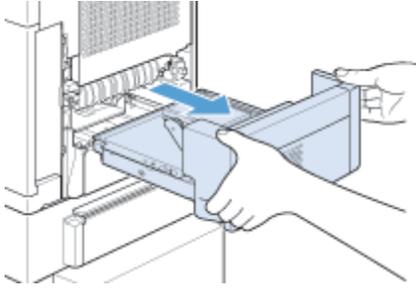
2. Disconnect the power cord.

**Figure : Disconnect the power cord**



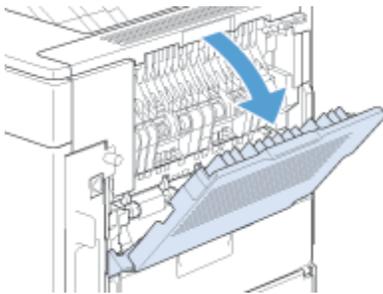
3. Rotate the printer so the rear is facing you. If an optional duplexer is installed, lift it and pull it straight out. Set the duplexer aside.

**Figure : Remove the duplexer**



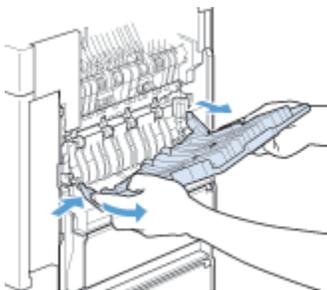
4. Open the rear output bin.

**Figure : Open the rear output bin**



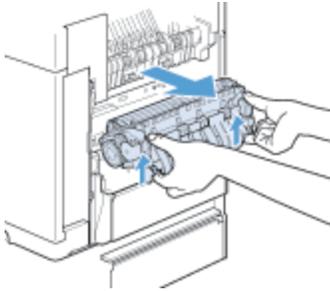
5. Remove the rear output bin. Place your finger near the left-side hinge, and push firmly to the right until the hinge-pin clears the hole inside the printer. Rotate the output bin outward to remove it.

**Figure : Remove the rear output bin**



6. Push up on the two blue levers on the sides of the fuser, and pull the fuser straight out. Pull the fuser straight out of the product to remove it. Paper could be jammed inside the fuser where it would not be visible.

**Figure : Remove the fuser**



**caution:**

The fuser might be hot while the printer is in use.

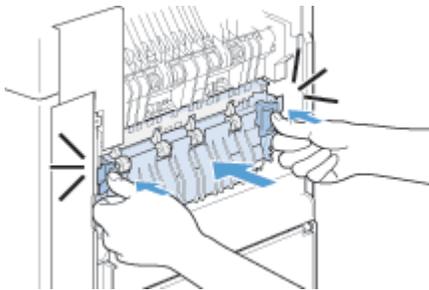
7. Lift the black plastic guide on the top of the fuser to remove any paper jammed inside the fuser.

**caution:**

Do not use a sharp or metal object to clear paper from the fuser. It might damage the fuser.

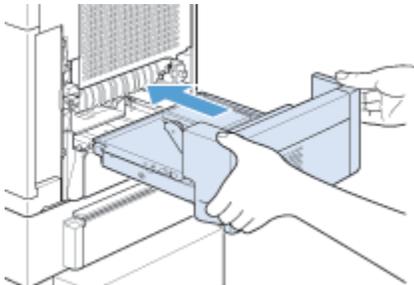
8. Push the fuser firmly into the printer until the blue levers on both sides click into place.

**Figure : Reseat the fuser**



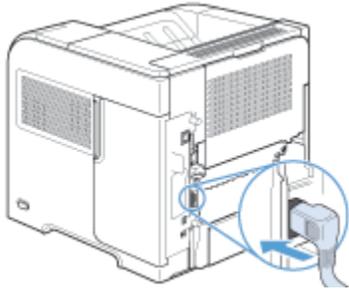
9. Replace the optional duplexer, if it was removed.

**Figure : Replace the duplexer**



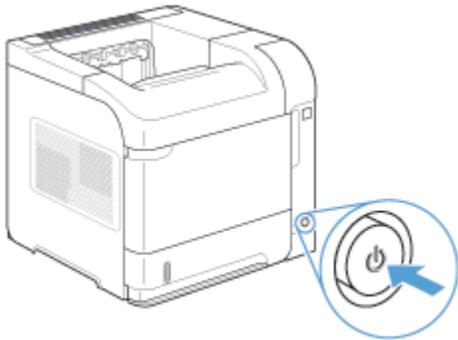
10. Plug the power cord into the printer.

**Figure : Plug in the power cord**



11. Turn on the printer.

**Figure : Turn on the printer**



### **Step 5: Replace the fuser**

If the error message persists after completing the above steps, replace the fuser. Use the table below to identify the correct part number for your printer, then go to [HP SureSupply](https://www.hp.com/go/suresupply) to order the kit.

#### **Kit Part Numbers**

HP LaserJet Enterprise 600 M601-M603 printers	<ul style="list-style-type: none"><li>• CF064A 110-volt product</li><li>• CF065A 220-volt product</li></ul>
HP LaserJet Enterprise M604-M606 printers	<ul style="list-style-type: none"><li>• F2G76A 110-volt product</li><li>• F2G77A 220-volt product</li></ul>