

Fan runs constantly

Items	Procedures
<i>Symptoms</i>	<i>Possible causes</i>
<ul style="list-style-type: none">• Fan never stops running• Generates heat• Decreased computer performance	<ul style="list-style-type: none">• BIOS not up to date.• Thermal condition (fan, air flow)--fan may not be defective but must run constantly to remove excess heat generated by electrical components.• Inappropriate configuration.
	<i>Troubleshooting steps</i>
	General actions
	<ol style="list-style-type: none">1. Verify whether BIOS is set to Fan Always on while on AC Power F10 Setup. When booting the computer, press F10 to open Setup, and then select Advanced > Built-In Device Options Menu.2. Update BIOS and drivers (4. Update BIOS and drivers on page 94) and reset BIOS to default. BIOS may implement new fan characteristics and updates for other components.3. Perform a hard reset (8. Hard reset on page 102). Performing a hard reset can reset recorded thermal values in memory.
	Thermal-related issue
	<ol style="list-style-type: none">1. Verify fan is spinning. Reseat fan cable before moving to next step.<ol style="list-style-type: none">a. Check fan and connection. Reseat fan cable.b. Be sure that no obstructions or dust are in heat sink fan, heat sink fin, or vent.c. Test fan using HP PC Hardware Diagnostics (UEFI) tool (6. HP Hardware Diagnostics and Tools on page 95). Be sure that the fan is not producing loud noise and that fan blades spin correctly.d. Test with a verified working fan.e. Replace the fan.2. Verify thermal solution<p>Use Thermal Monitor tool (available only to authorized service providers/technicians) (HP Thermal Monitor on page 98) to run stress test (processor and GPU) and verify that thermal sensors are within limits after thermal condition is serviced.</p>
	User configuration
	Change Power Options in Windows (i.e., choosing Balanced mode instead of High performance). High performance and extensive graphics may cause the fan run constantly to release the heat.
Notes	<p>BIOS currently omits fan presence detection to shorten boot time delay less than four seconds. Therefore, the fan error is generated based on previous boot to operating system that found system fan error.</p> <p>Fan often is part of thermal solution, including heat sink, heat sink fin/muffler, and thermal grease. Fan replacement requires reboot and fan function verification using HP PC Hardware Diagnostics (UEFI) tool.</p> <p>For more information, see the following links:</p> <ul style="list-style-type: none">• http://support.hp.com/us-en/document/c01007591.• https://support.hp.com/us-en/document/c01657439.