

Fuser

⚠ **WARNING!** The fuser might be hot. After turning off the product power, allow the fuser to cool for at least five minutes before removing it.

📝 **NOTE:** The fuser can be removed without removing the upper-cover assembly. However, it might be easier to access some of the connectors with this component removed.

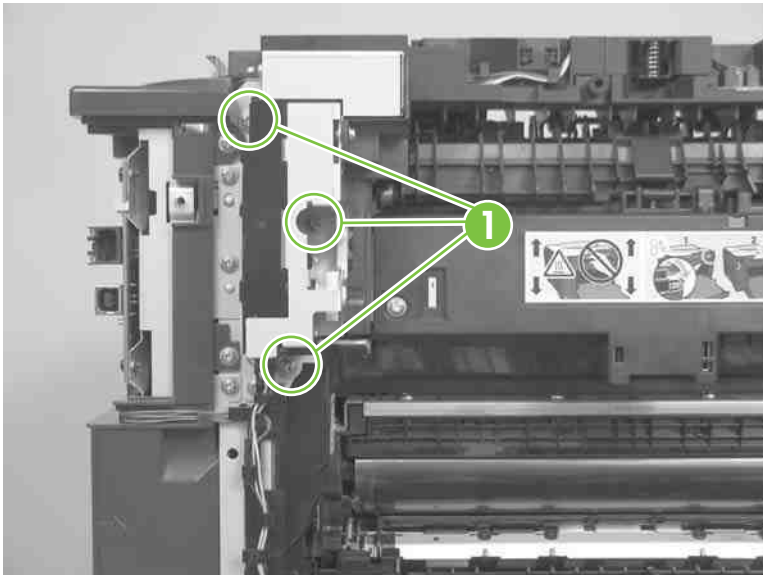
1. Remove the following components:

- Right cover. See [Right cover on page 108](#).
- Upper-cover assembly. See [Upper-cover assembly on page 121](#).
- Left cover. See [Left cover on page 126](#).
- Rear door (simplex products). See [Rear door \(simplex product\) on page 104](#).
- Rear cover (simplex products). See [Rear cover and feed guide \(simplex product\) on page 112](#).
- Rear-upper cover (duplex products). See [Rear-upper cover \(duplex product\) on page 111](#).
- Rear door (duplex products). See [Rear door \(duplex product\) on page 106](#).
- Rear-lower cover (duplex products). See [Rear-lower cover and rear-door links \(duplex product\) on page 116](#).

2. **Duplex models only:** Remove three screws (callout 1) and separate the duplex reverse-drive assembly from the product.

⚠ **CAUTION:** The duplex reverse-drive assembly is still attached to the product. Carefully set the assembly out of the way.

Figure 6-129 Remove the fuser (1 of 8)



3. Disconnect two connectors (callout 2), and then release the wire harnesses from the guide (callout 3).


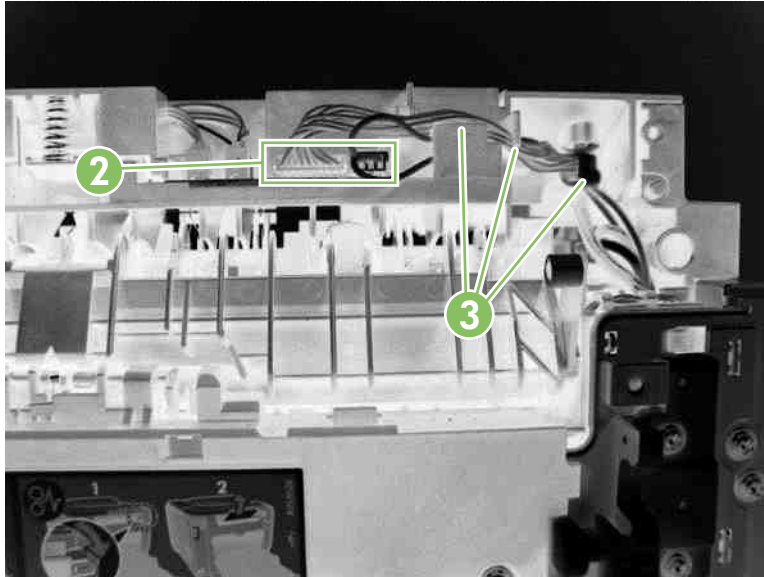
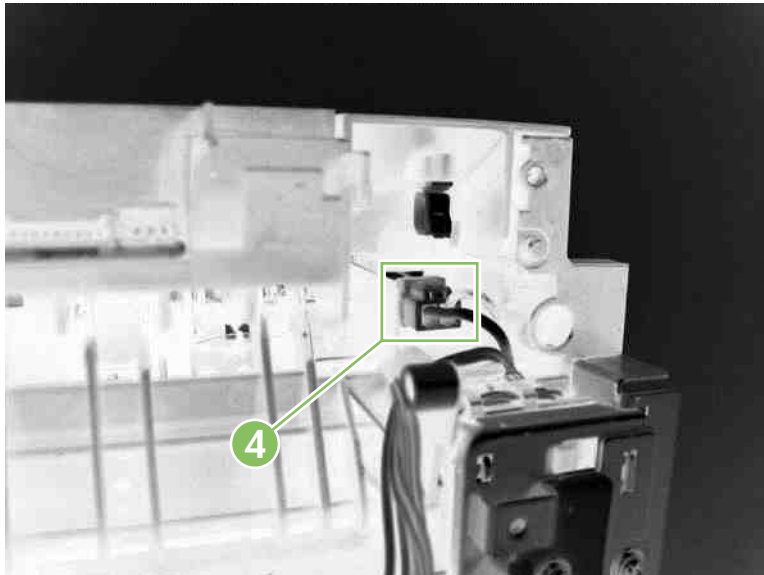
 **Reinstallation tip** When the upper cover is reinstalled, make sure that these wire harnesses (near the connectors) are correctly routed under the cover.

Figure 6-130 Remove the fuser (2 of 8)



4. Disconnect one connector (callout 4).

Figure 6-131 Remove the fuser (3 of 8)



5. Before you proceed, look at [Figure 6-132 Remove the fuser \(4 of 8\) on page 164](#). In the following step, the connector and guide will be separated from the fuser. You **must not** use too much force and damage the lower portion of the guide. If the guide is damaged, the fuser must be replaced.

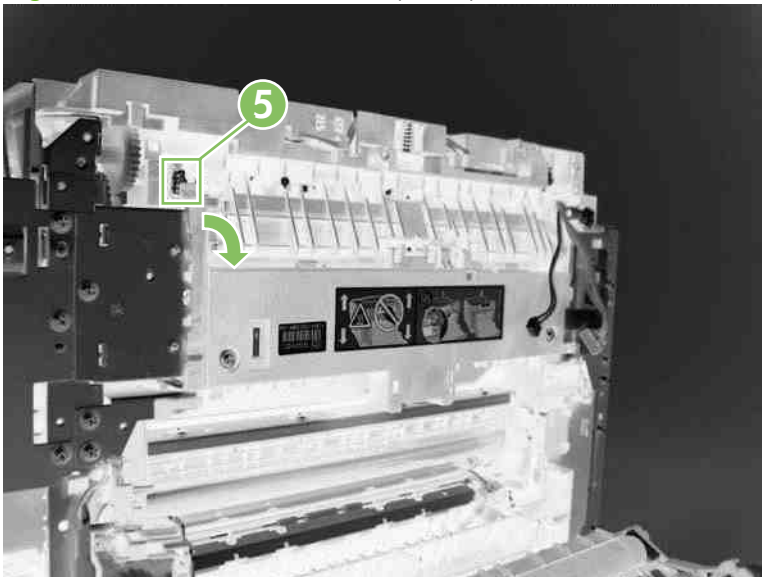
Figure 6-132 Remove the fuser (4 of 8)



6. Carefully disconnect one connector and rotate the connector and the top portion of the guide away from the fuser (callout 5).

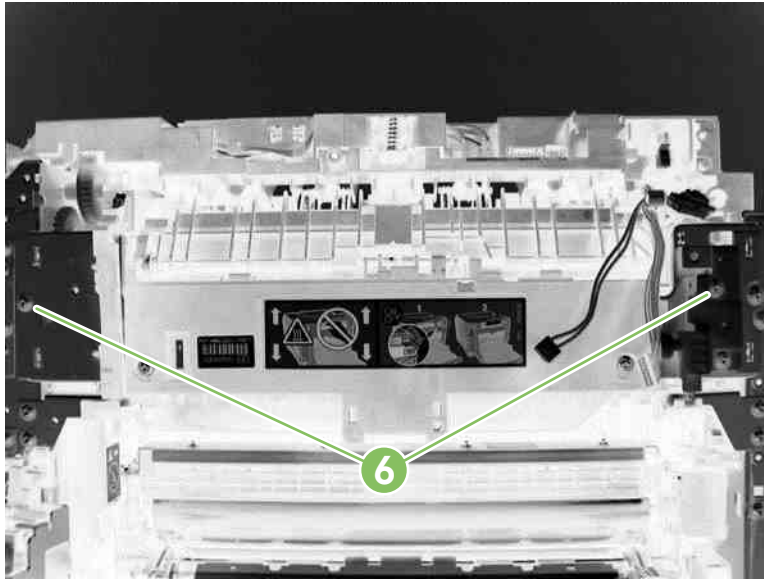
⚠ **WARNING!** Do not separate the connector and guide more than is shown in [Figure 6-132 Remove the fuser \(4 of 8\) on page 164](#). If the guide is damaged, you must replace the fuser.

Figure 6-133 Remove the fuser (5 of 8)



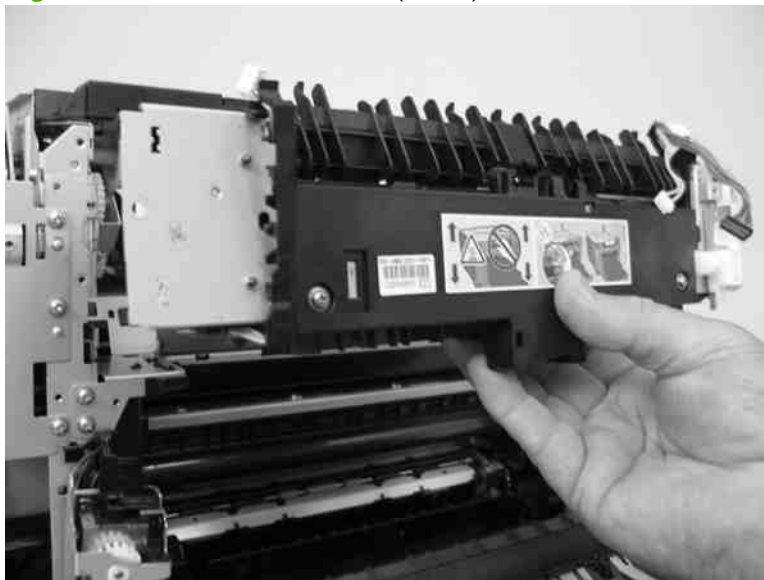
7. Remove two screws (callout 6).

Figure 6-134 Remove the fuser (6 of 8)



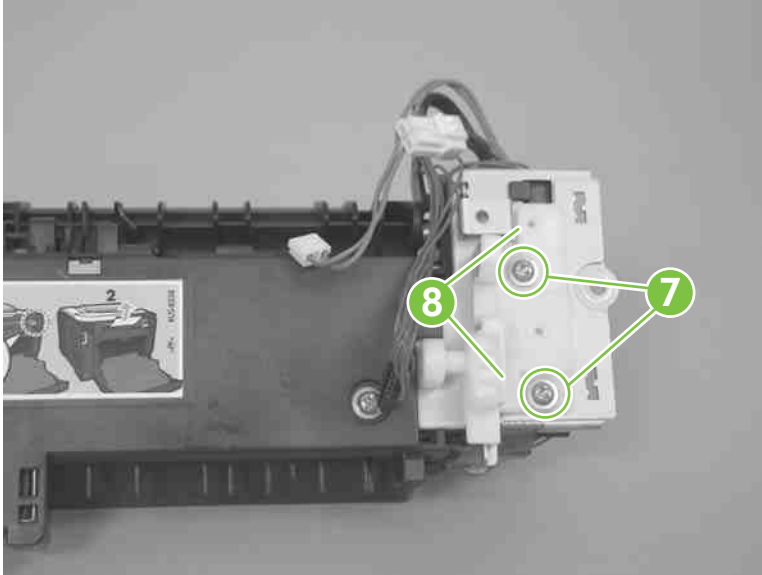
8. Remove the fuser.

Figure 6-135 Remove the fuser (7 of 8)



9. **Duplex models only:** Remove two screws (callout 7) and remove the duplex-gear assembly (callout 8). Install the assembly on the replacement fuser.

Figure 6-136 Remove the fuser (8 of 8)

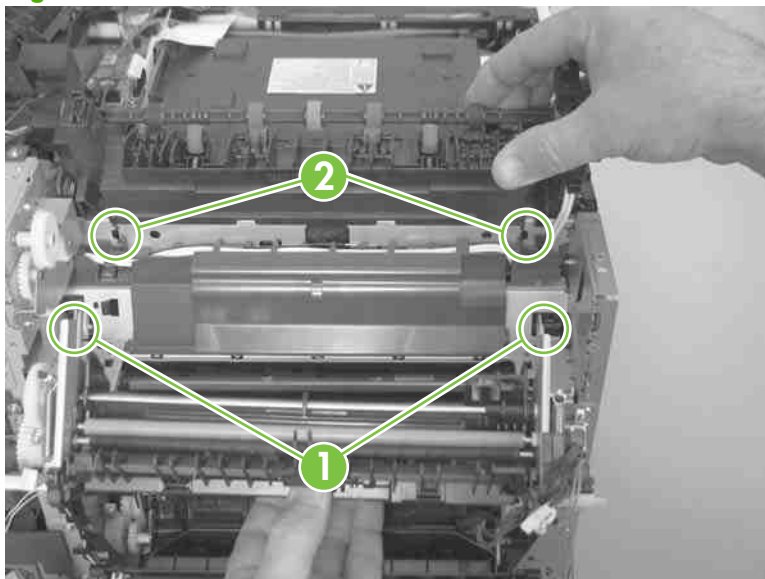


Reinstall the fuser

To reinstall you must insert the tabs (callout 1) on the fuser frame into the slots on the product chassis (callout 2).

⚠ **WARNING!** The fuser frame must be flush against the product chassis before you install the two fuser mounting screws. **Do not** use the screws to pull the fuser frame against the chassis.

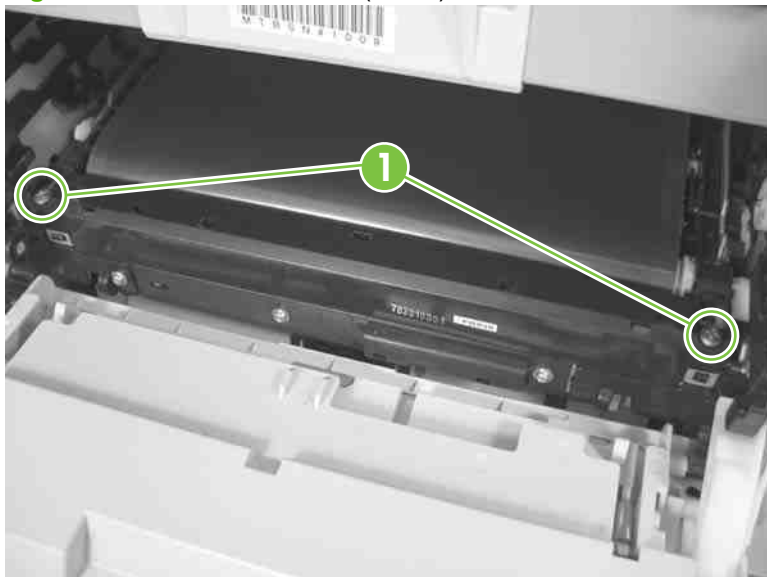
Figure 6-137 Reinstall the fuser



Intermediate transfer belt (ITB)

1. Remove the print-cartridge drawer. See [Print-cartridge drawer on page 95](#).
2. Open the front door, and then remove two screws (callout 1).

Figure 6-21 Remove the ITB (1 of 6)



3. Carefully rotate the color misregistration sensor away from the ITB.

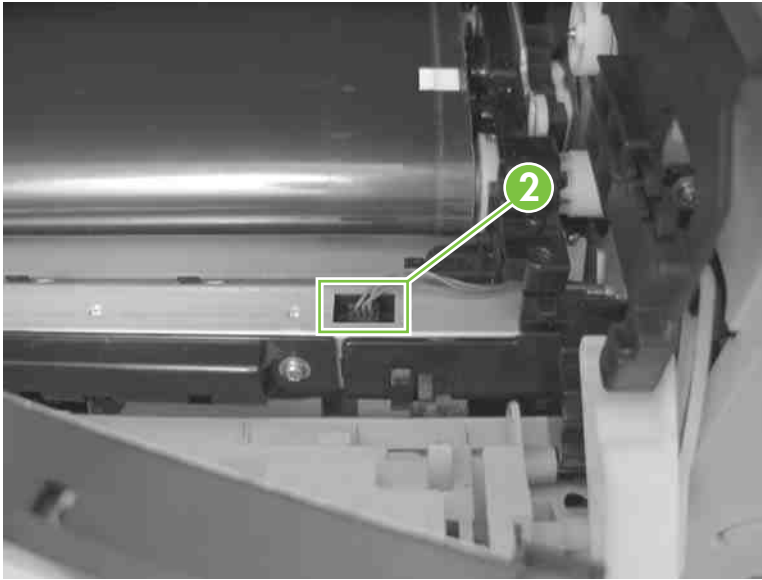
△ **CAUTION:** The sensor is still attached to the left side of the product and cannot be completely removed.

Figure 6-22 Remove the ITB (2 of 6)



4. Disconnect one connector (callout 2).

Figure 6-23 Remove the ITB (3 of 6)



5. Carefully lift up on the front of the ITB to release it.

△ **CAUTION:** Avoid touching the black plastic transfer belt. Skin oils on the belt might cause print-quality problems. Lift the ITB as shown below by using the hard-plastic edges of the ITB.

Figure 6-24 Remove the ITB (4 of 6)

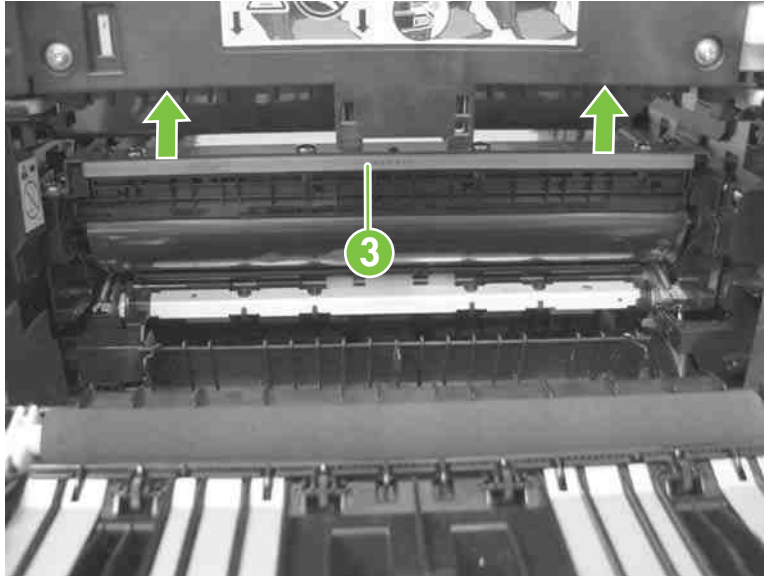


6. To release the ITB, you might have to pen the rear door, and carefully lift up on the sheet-metal portion (callout 3).

△ **CAUTION:** Avoid touching the black plastic transfer belt. Skin oils on the belt might cause print-quality problems.

📝 **NOTE:** You might need to reach in through the front door and support the front portion of the ITB to keep it from falling back into place as you perform this step.

Figure 6-25 Remove the ITB (5 of 6)



7. Carefully pull the ITB straight out of the product to remove it.

△ **CAUTION:** Avoid touching the black plastic transfer belt. Skin oils on the belt might cause print-quality problems. Handle the ITB as shown below.

Figure 6-26 Remove the ITB (6 of 6)



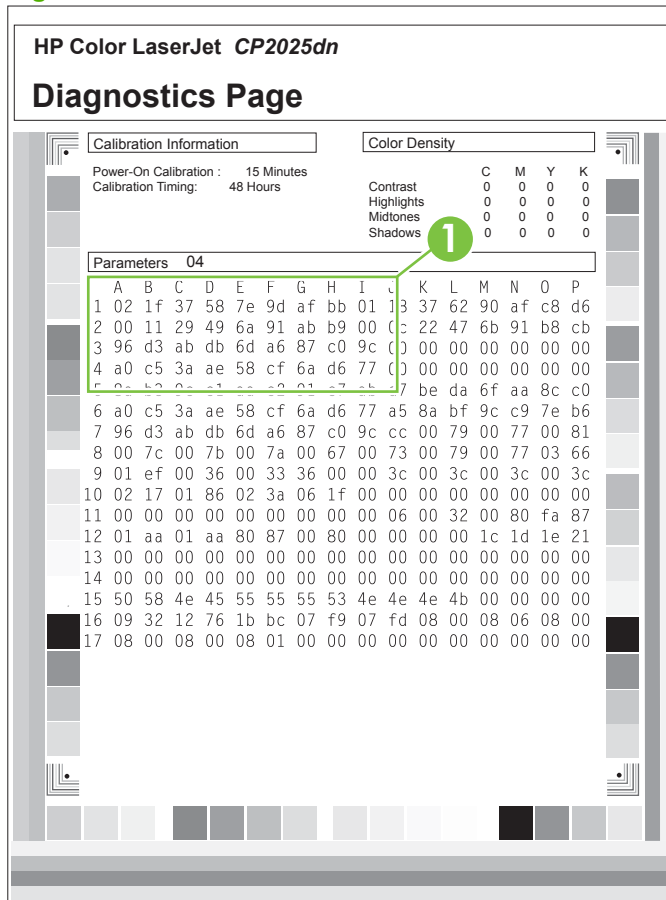
Reinstall the ITB

Use this procedure to verify that the ITB is correctly reinstalled.

1. Use the control panel to print a **Diagnostics page**. See [Control-panel menus on page 15](#) and [Reports menu on page 16](#).
2. Verify that rows **one** through **four**, columns **A** through **I** (callout 1) contain hexadecimal numbers.

If these rows and columns are all zero, ensure that the calibration sensor was correctly reinstalled. The sensor must be correctly positioned and fit securely against the chassis before the mounting screws are installed. See [Figure 6-22 Remove the ITB \(2 of 6\) on page 97](#) and [Figure 6-21 Remove the ITB \(1 of 6\) on page 97](#).

Figure 6-27 Reinstall the ITB



Paper-pickup roller (Tray 1)

The roller must be rotated into the service position to remove it.

△ **CAUTION:** Avoid touching the spongy roller surface unless you are going to replace the roller. Skin oils on the roller can cause paper pickup problems.

1. Turn the product on, and wait for it to reach the **Ready** state. Perform the following steps to rotate the roller to the service position.

📝 **NOTE:** If you have removed Tray 2 to service the product, reinstall the tray before turning the product on.

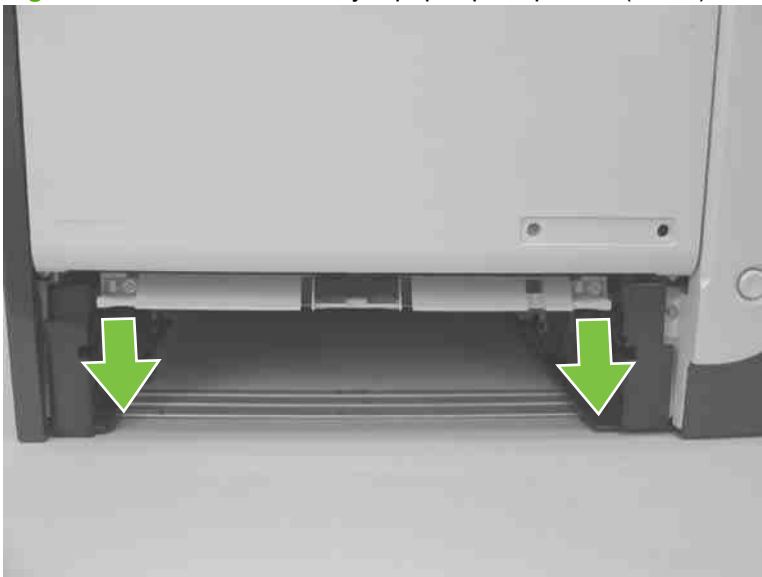
💡 **TIP:** The following steps rotate the engine paper-pickup roller *and* the Tray 1 paper-pickup roller into the service position.

- a. Open the **2ndry Service** menu by pressing the **Left Arrow** ◀ button and the **Cancel** button simultaneously.
- b. Use the arrow buttons to select **Pick roller**, and then press **OK**.
Press **OK** again to confirm that you want the roller to rotate.
- c. Listen for the roller to rotate. When the roller is done rotating, unplug the power cord, and then place the power switch in the off position.

△ **CAUTION:** It is important to place the power switch in the off position *after* unplugging the power cord so that the product power does not come on immediately when the power cord is plugged in again.

- d. Remove Tray 2.
 - e. Perform the remaining steps in this procedure to remove the roller. After replacing the roller, plug the power cord into the product, and then use the power switch to turn the product on.
2. Lower the Tray 1 paper-pickup assembly by pushing down on the edges of the assembly.

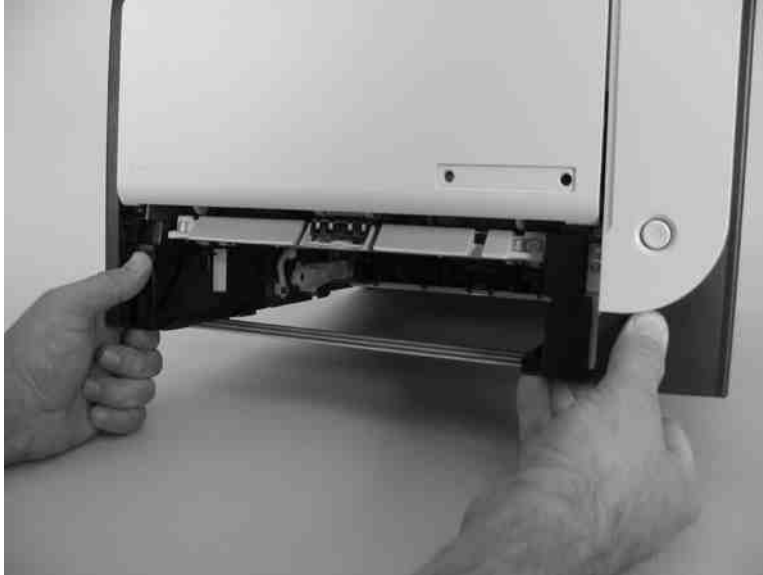
Figure 6-10 Remove the Tray 1 paper-pickup roller (1 of 3)



3. Carefully place the product front-side up.

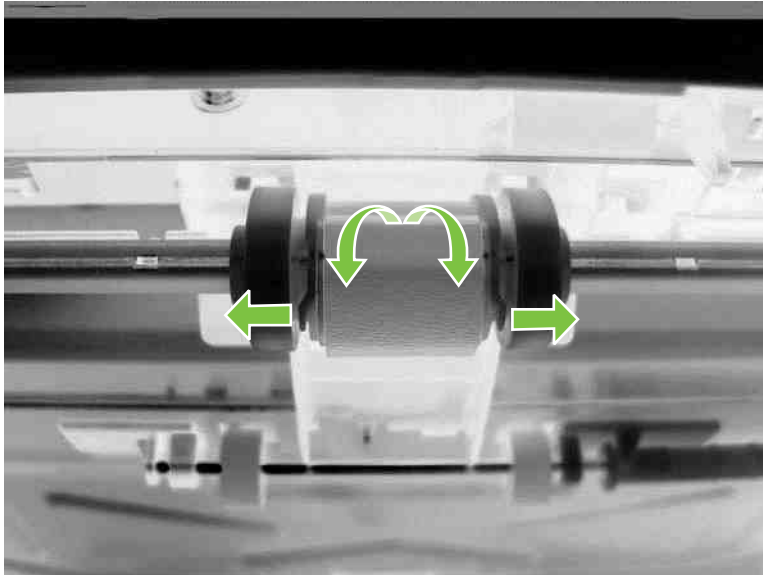
⚠ **WARNING!** Do not place the product face-up resting on the rear cover and rear door. Excess toner might enter the laser/scanner assembly and contaminate the mirrors, causing print-quality problems. The laser/scanner is not a FRU. If the laser/scanner mirrors are contaminated, the entire product must be replaced.

Figure 6-11 Remove the Tray 1 paper-pickup roller (2 of 3)



4. Release two tabs, and then rotate the roller away from the product to remove it.

Figure 6-12 Remove the Tray 1 paper-pickup roller (3 of 3)





Paper-pickup roller

The roller must be rotated into the service position to remove it.

- △ **CAUTION:** Avoid touching the spongy roller surface unless you are going to replace the roller. Skin oils on the roller can cause paper-pickup problems.

1. Turn the product on, and wait for it to reach the **Ready** state. Perform the following steps to rotate the roller to the service position.

 **NOTE:** If you have removed Tray 2 to service the product, reinstall the tray before turning the product on.

 **TIP:** The following steps rotate the engine paper-pickup roller *and* the Tray 1 paper-pickup roller into the service position.

- a. Open the **2ndry Service** menu by pressing the **Left Arrow** ◀ button and the **Cancel** button simultaneously.
- b. Use the arrow buttons to select **Pick roller**, and then press **OK**.
Press **OK** again to confirm that you want the roller to rotate.
- c. Listen for the roller to rotate. When the roller is done rotating, unplug the power cord, and then place the power switch in the off position.

△ **CAUTION:** It is important to place the power switch in the off position *after* unplugging the power cord so that the product power does not come on immediately when the power cord is plugged in again.

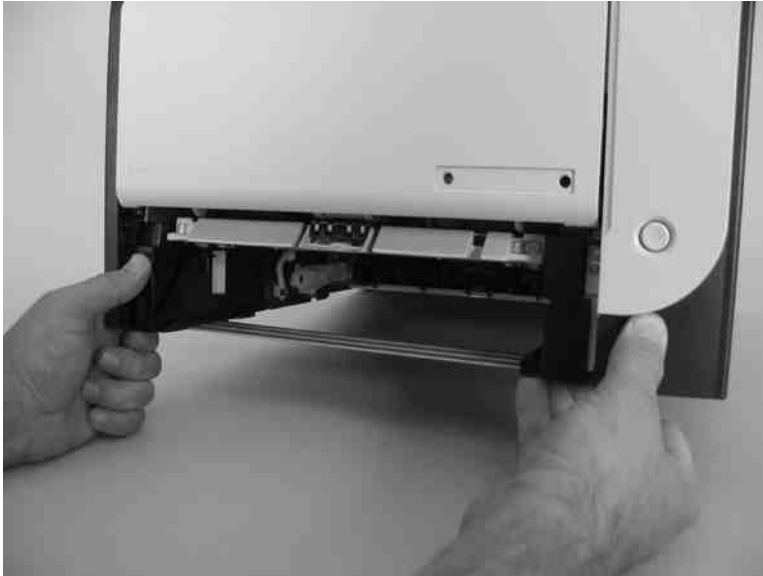
- d. Remove Tray 2.
- e. Perform the remaining steps in this procedure to remove the roller. After replacing the roller, plug the power cord into the product, and then use the power switch to turn the product on.

2. Carefully raise the front of the product.

⚠ **WARNING!** Do not place the product face-up resting on the rear cover and rear door. Excess toner might enter the laser/scanner assembly and contaminate the mirrors, causing print-quality problems. The laser/scanner is not a FRU. If the laser/scanner mirrors are contaminated, the entire product must be replaced.

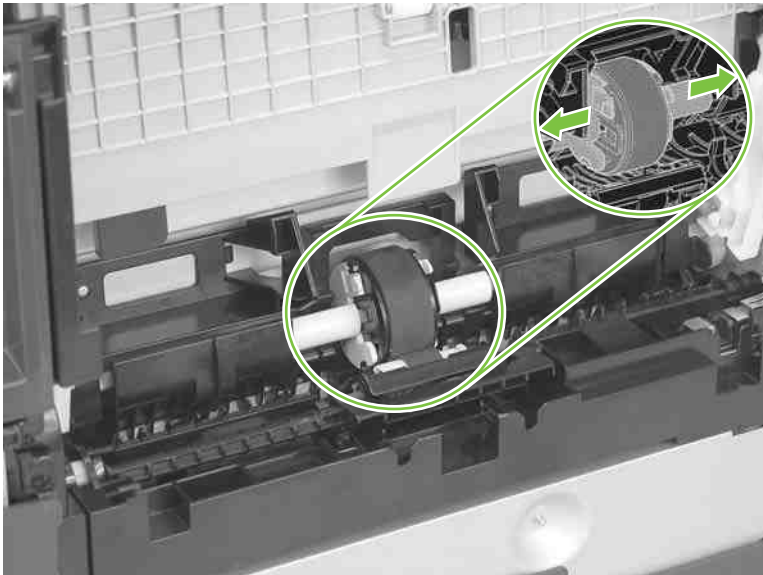
⚠ **CAUTION:** Do not lift the product by grasping the front door and Tray 2 cavity.

Figure 6-4 Remove the pickup roller (1 of 2)



3. Release the two white plastic locking tabs and remove the pickup roller.

Figure 6-5 Remove the pickup roller (2 of 2)

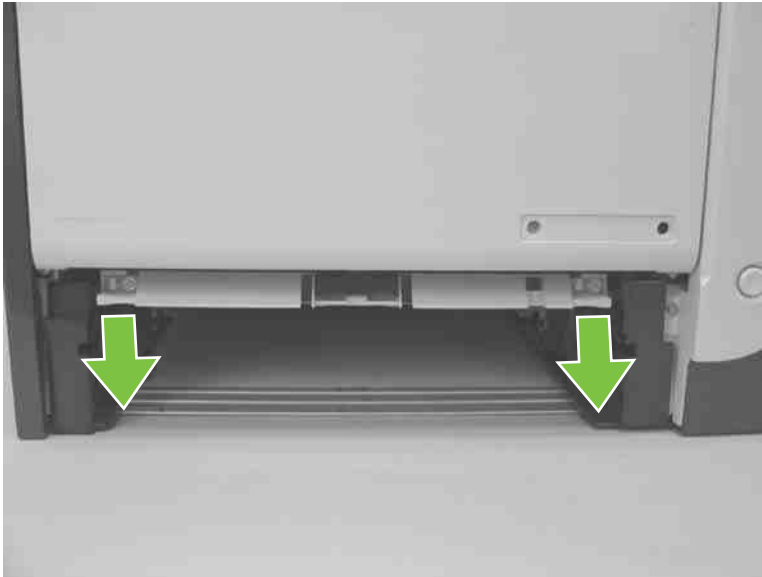


Separation pad (Tray 1)

△ **CAUTION:** Avoid touching the pad surface unless you are going to replace the pad. Skin oils on the pad can cause paper-pickup problems.

1. Remove Tray 2 (if installed).
2. Lower the Tray 1 paper-pickup assembly by pushing down on the edges of the assembly.

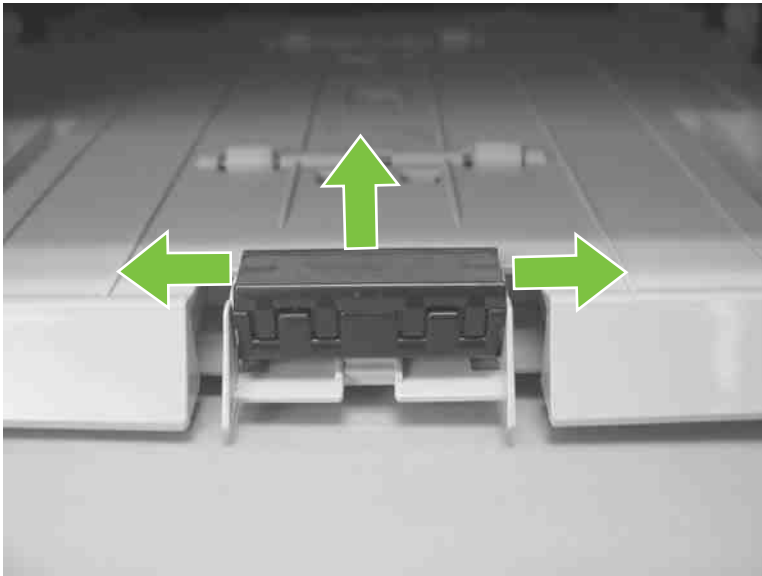
Figure 6-13 Remove the Tray 1 separation pad (1 of 2)



3. Release the retainer tabs, and then remove the separation pad from the base.

📝 **NOTE:** The separation pad base can easily be dislodged when the pad is removed. If the base is dislodged, do not loose the spring under the base (it is not captive).

Figure 6-14 Remove the Tray 1 separation pad (2 of 2)



Separation roller

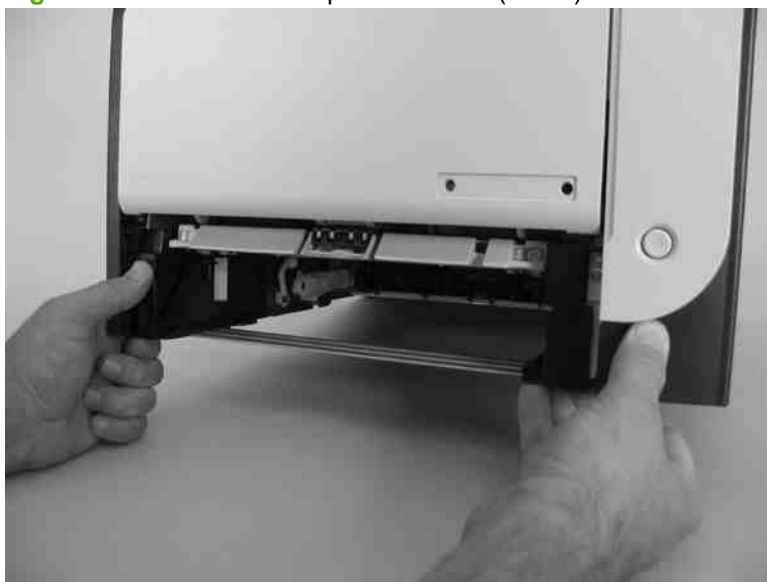
△ **CAUTION:** Avoid touching the spongy roller surface unless you are going to replace the roller. Skin oils on the roller can cause paper-pickup problems.

1. Remove the paper pickup roller. See [Paper-pickup roller on page 85](#).
2. Remove Tray 2 (if installed), and then carefully raise the front of the product.

△ **WARNING!** Do not place the product face-up resting on the rear cover and rear door. Excess toner might enter the laser/scanner assembly and contaminate the mirrors, causing print-quality problems. The laser/scanner is not a FRU. If the laser/scanner mirrors are contaminated, the entire product must be replaced.

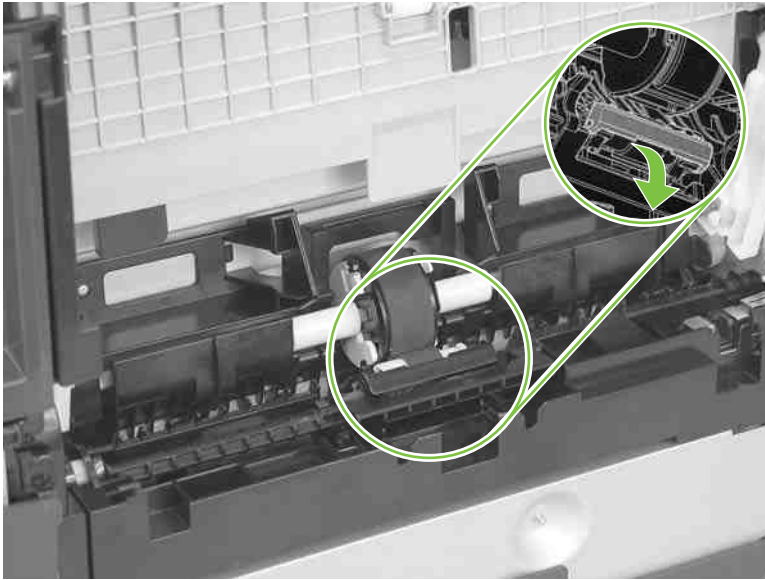
△ **CAUTION:** Do not lift the product by grasping the front door and Tray 2 cavity.

Figure 6-6 Remove the separation roller (1 of 3)



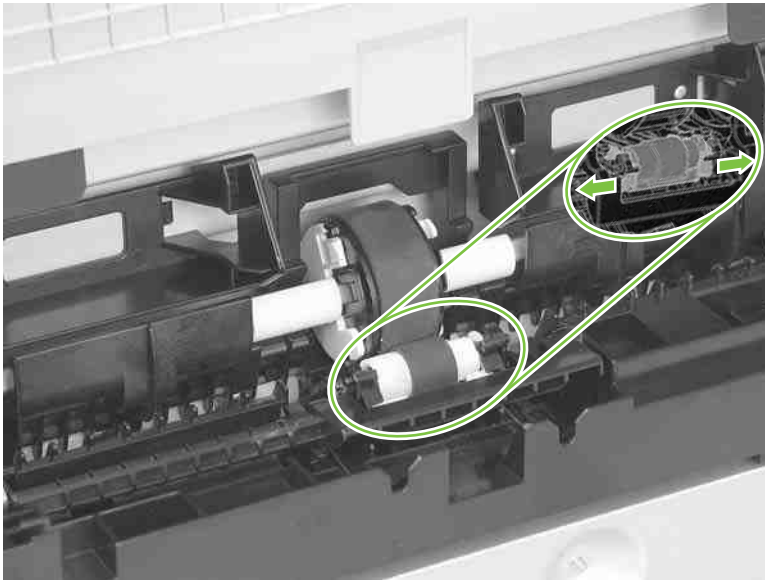
3. Release the two roller-cover locking pins, and then remove the cover.

Figure 6-7 Remove the separation roller (2 of 3)



4. Release the roller holder to release the roller-locking pins. Remove the separation roller.

Figure 6-8 Remove the separation roller (3 of 3)



Reinstall the separation roller

1. Install the replacement separation roller.
2. Reinstall the separation roller cover on the locking pins, and then rotate it toward the roller until you hear it snap into place.

Figure 6-9 Reinstall the separation roller



Rollers and pads

Transfer roller

The transfer roller is a component of the paper-feed assembly and not available as an individual part. To remove and replace the transfer roller, install a replacement paper-feed assembly. See [Paper-feed guide assembly on page 101](#).