

Removal and replacement: Document feeder rollers (M577)

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Introduction

This document provides the procedures to remove and replace the document feeder rollers (M577).

Before performing service

Turn the printer power off

- Disconnect the power cable.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Document feeder rollers (M527) part number	
B5L52-67903	ADF maintenance kit (M577) with instruction guide

Required tools

- No special tools are required to remove this part.

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Copy a page from the document feeder to make sure that the printer is functioning correctly.

Step 1: Remove the pickup and feed roller assembly

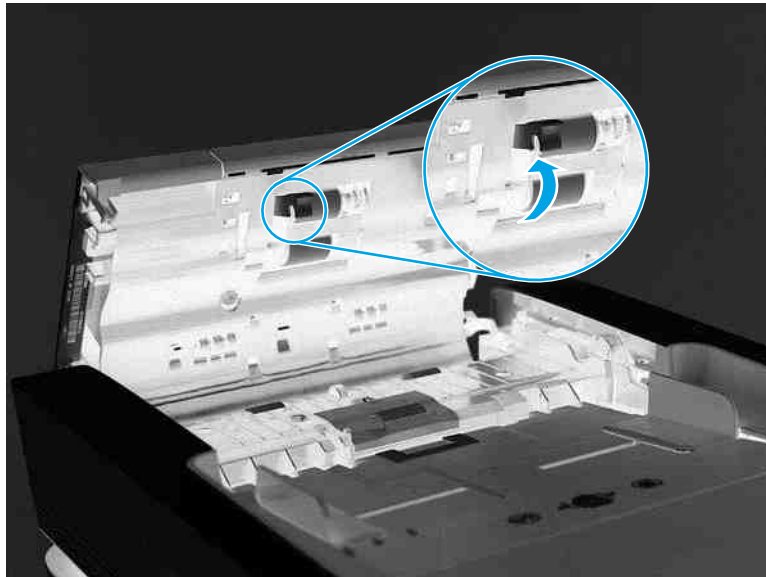
1. Open the document-feeder jam access door.

Figure 1-186 Open the document-feeder jam access door



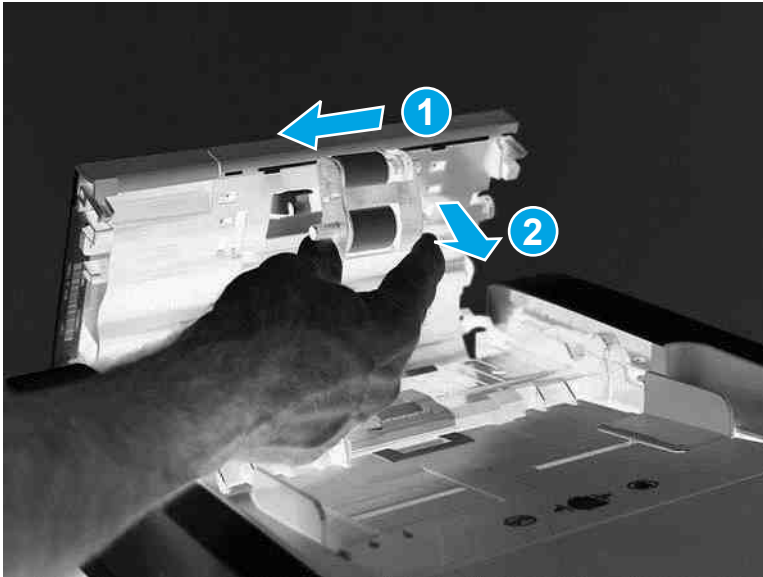
2. Release the blue locking arm.

Figure 1-187 Release the blue locking arm



3. Slide the pickup and feed roller assembly to the left (callout 1), and then pull it away from the document feeder (callout 2) to remove it.

Figure 1-188 Remove the roller assembly



Step 2: Remove the separation roller

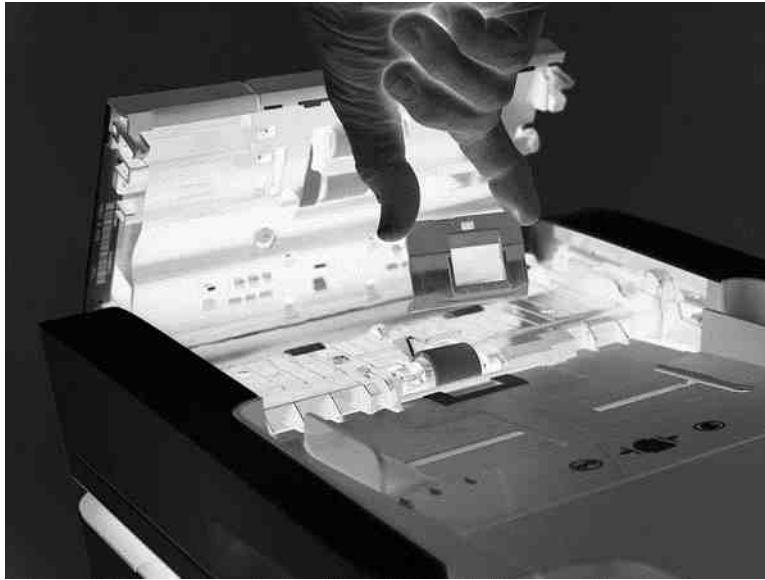
1. Rotate the top edge of the separation roller cover away from the printer to release it.

Figure 1-189 Release the separation roller cover



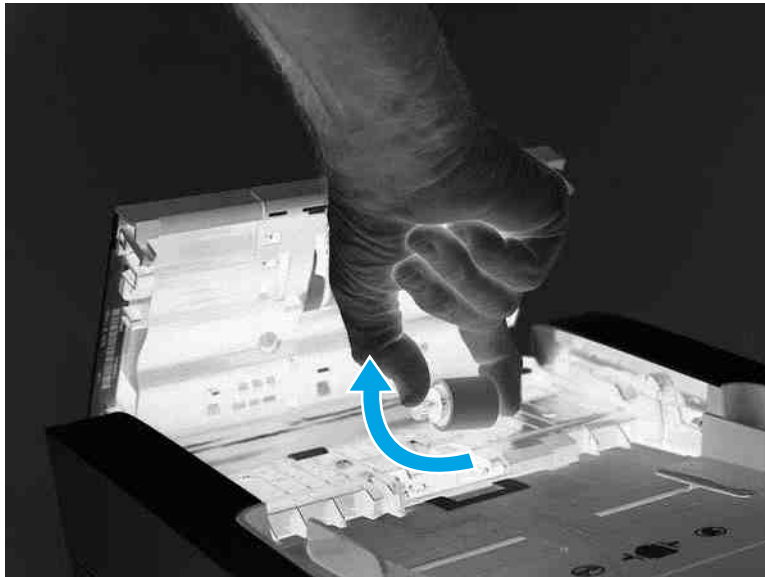
2. Remove the cover.

Figure 1-190 Remove the cover



3. Slide the separation roller to the left, and then lift it up and away from the document feeder to remove it.

Figure 1-191 Remove the roller



Step 3: Unpack the replacement assemblies

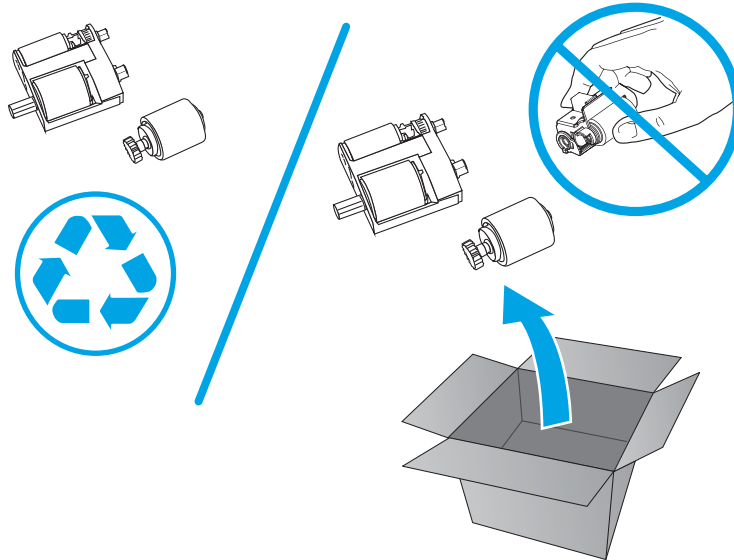
Unpack the replacement assemblies from the packaging.

For complete information on HP's recycling programs, go to [Product return and recycling](#).

CAUTION: Avoid touching the rollers. Skin oils deposited on the rollers might cause print quality problems. HP recommends washing your hands before handling the rollers.

NOTE: HP recommends responsible disposal of the defective assemblies.

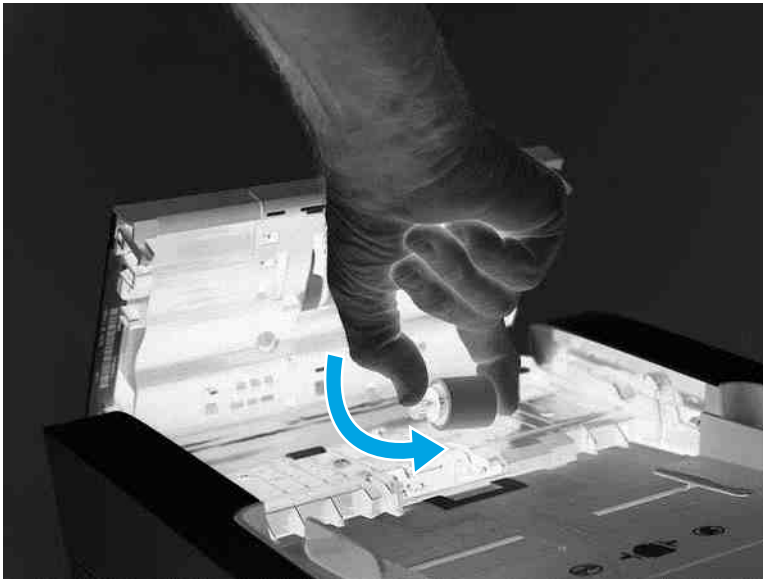
Figure 1-192 Recycle and unpack



Step 4: Install the separation roller

1. Lower the separation roller into the document feeder, and then slide it to the right to install it.

Figure 1-193 Install the roller



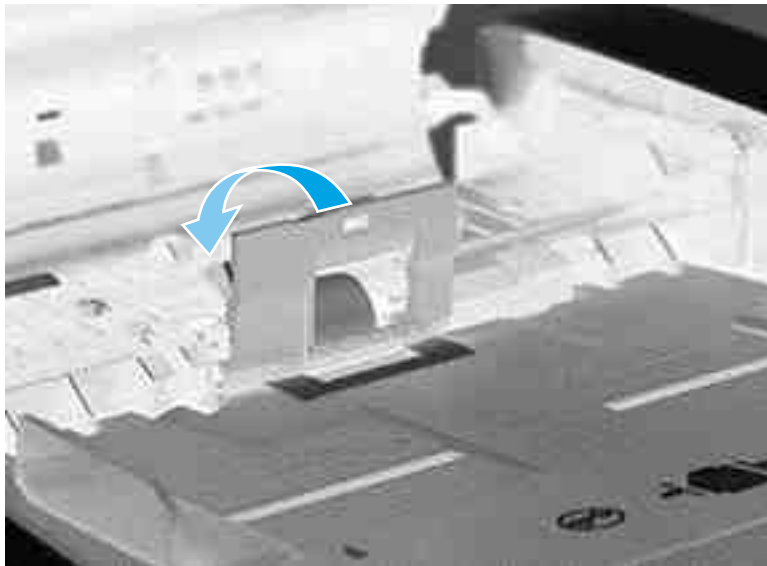
2. Position the bottom edge of the separation roller cover on the printer.

Figure 1-194 Position the separation roller cover



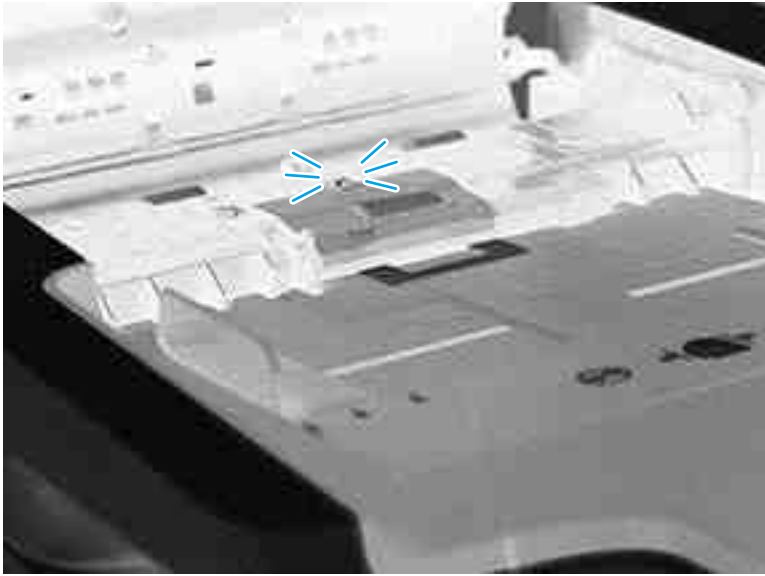
3. Rotate the cover down to close it.

Figure 1-195 Close the separation roller cover



4. The roller might seem loose until the cover is snapped closed. The cover helps hold the roller in place.

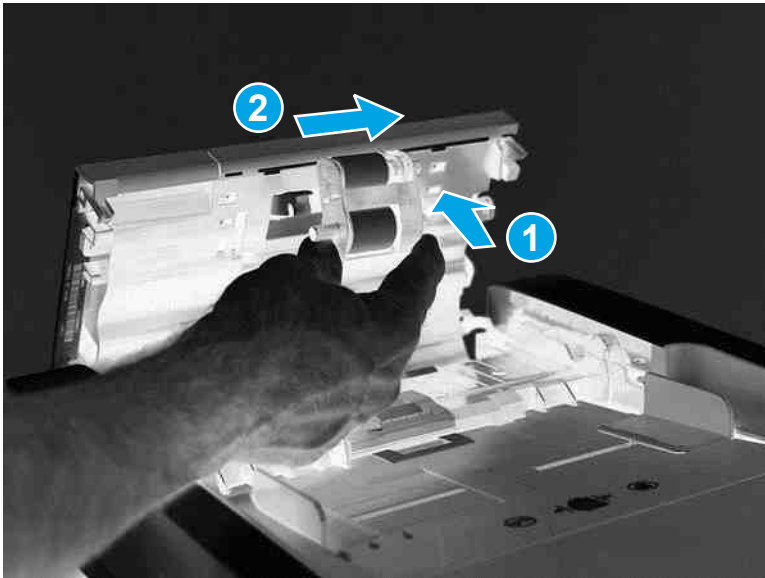
Figure 1-196 Snap the cover closed



Step 5: Install the pickup and feed roller assembly

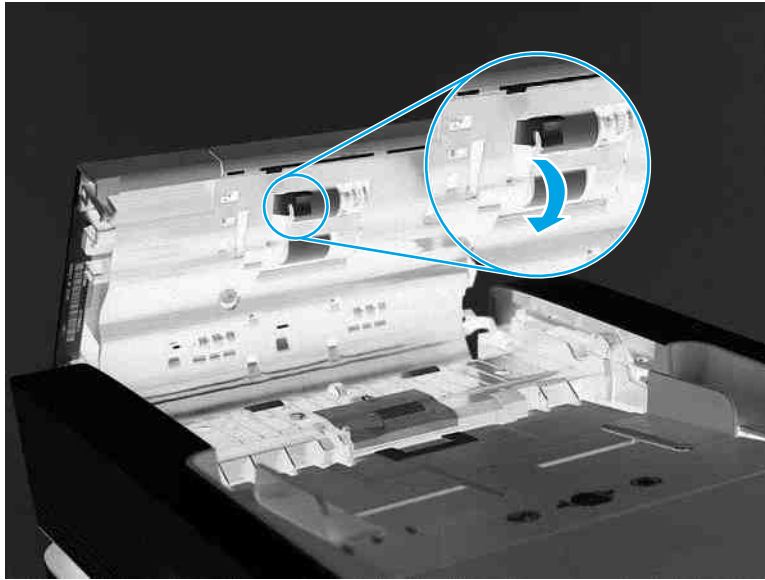
1. Position the pickup and feed roller assembly in the document feeder (callout 1), and then slide the assembly to the right (callout 2) to install it.

Figure 1-197 Install the roller assembly



2. Close the blue locking arm.

Figure 1-198 Close the blue locking arm



3. Close the document-feeder jam access door.

Figure 1-199 Close the document-feeder jam access door



Step 6: Reset the document feeder kit count

1. From the Home screen on the control panel, scroll to and touch the [Administration](#) button.
2. Open the following menus:

- [Manage Supplies](#)
 - [Reset Supplies](#)
 - [New Document Feeder Kit](#)
3. Select the [Reset](#) item to reset the firmware counter.

Removal and replacement: Fuser

- [Introduction](#)
- [Step 1: Remove the fuser](#)
- [Step 2: Unpack the replacement assembly](#)
- [Step 3: Install the fuser](#)
- [Step 4: Reset the fuser counter](#)


Introduction

This document provides the procedures to remove and replace the fuser.

Before performing service

Turn the printer power off

- Disconnect the power cable.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Fuser kit part numbers	
B5L35-67902	Fuser (110V) with instruction guide
B5L36-67902	Fuser (220V) with instruction guide

Required tools

No special tools are required to install this part.

After performing service

Make sure that the right door is fully closed after replacing the fuser.

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

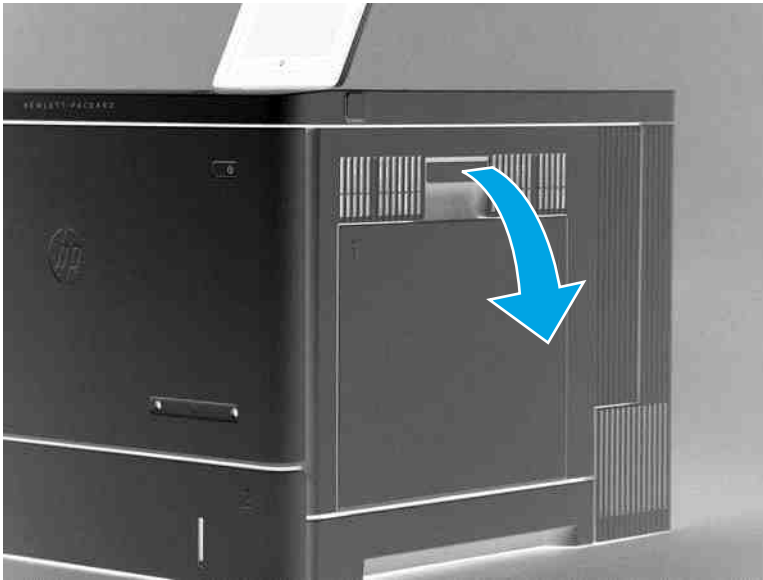
Print a configuration page to make sure that the printer is functioning correctly.

Step 1: Remove the fuser

1. Open the right door.

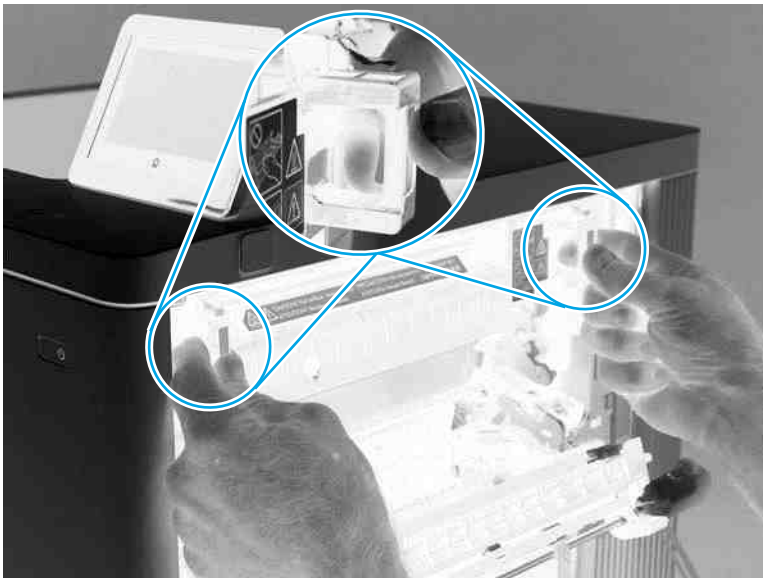
CAUTION: The fuser is very hot. After turning the printer power off, allow the fuser to cool for at least 30 minutes before removing it.

Figure 1-22 Open the right door



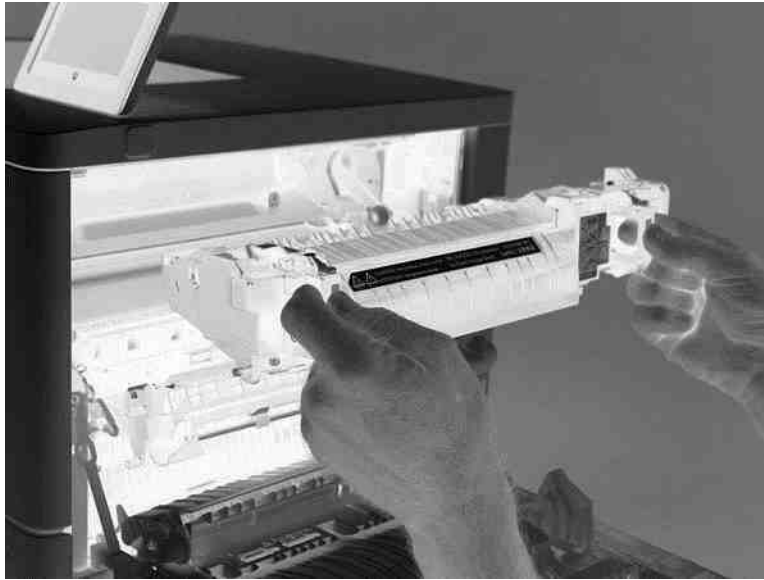
2. Grasp the two fuser handles, and then squeeze the two blue triggers on the handles to release the fuser.

Figure 1-23 Release the fuser



3. Slide the fuser straight out of the printer to remove it.

Figure 1-24 Remove the fuser



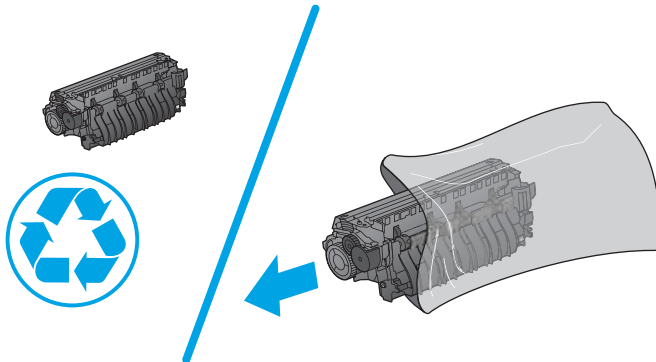
Step 2: Unpack the replacement assembly

Unpack the replacement assembly from the packaging.

For complete information on HP's recycling programs, go to [Product return and recycling](#).

 **NOTE:** HP recommends responsible disposal of the defective assembly.

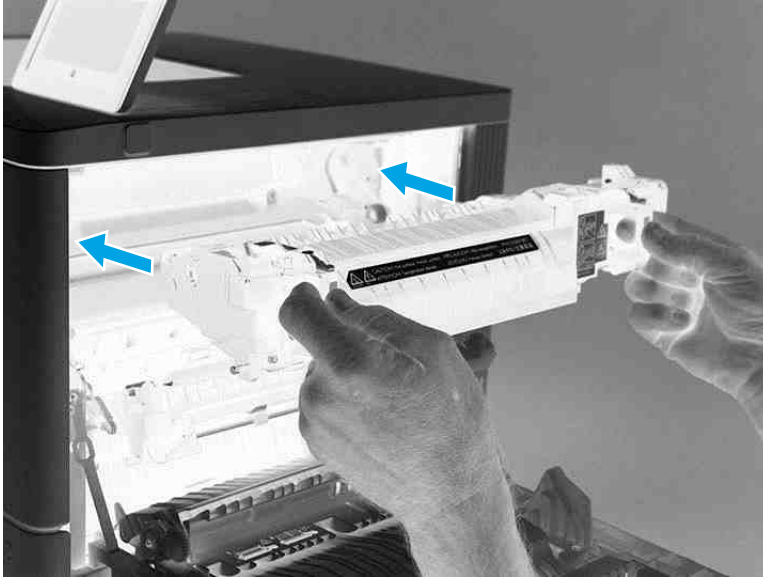
Figure 1-25 Recycle and unpack



Step 3: Install the fuser

1. Align the fuser with the opening in the printer.

Figure 1-26 Align the fuser with the opening



2. Slide the fuser into the printer, push in to install it, and then make sure that it is fully seated.


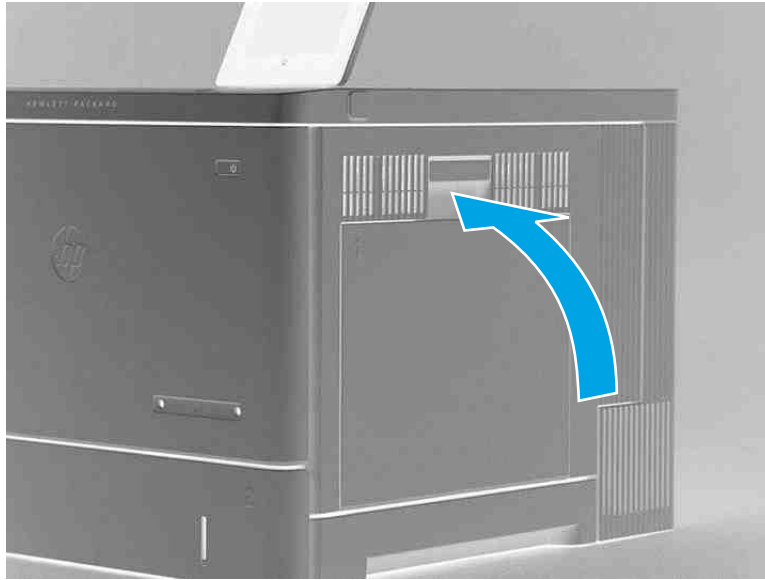
 **TIP:** When the fuser is fully seated, the two blue triggers on the handles make an audible click.

Figure 1-27 Install the fuser



3. Close the right door.

Figure 1-28 Close the right door



Step 4: Reset the fuser counter

Reset the fuser counter from a touchscreen control panel

1. From the [Home](#) screen on the printer control panel, scroll to and touch the [Administration](#) button.
2. Open the following menus:
 - [Manage Supplies](#)
 - [Reset Supplies](#)
 - [New Fuser Kit](#)
3. Select the [Yes](#) item to reset the fuser counter.

Reset the fuser counter from an LCD control panel

1. From the [Home](#) screen on the printer control panel, use the down arrow ▼ button to scroll to [Administration](#), and then press the [OK](#) button.
2. Use the down arrow ▼ button to scroll to [Manage Supplies](#), and then press the [OK](#) button.
3. Use the down arrow ▼ button to scroll to [Reset Supplies](#), and then press the [OK](#) button.
4. Use the down arrow ▼ button to scroll to [New Fuser Kit](#), and then press the [OK](#) button to select it.
5. Use the down arrow ▼ button to scroll to [Yes](#), and then press the [OK](#) button to reset the fuser count.

Removal and replacement: Secondary transfer roller

- [Introduction](#)
- [Step 1: Remove the transfer roller](#)
- [Step 2: Unpack the replacement assembly](#)
- [Step 3: Install the secondary transfer roller](#)


Introduction

This document provides the procedures to remove and replace the secondary transfer roller.

Before performing service

Turn the printer power off

- Disconnect the power cable.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Secondary transfer roller kit part number	
B5L24-67902	Secondary transfer roller with instruction guide

Required tools

No special tools are required to install this part.

After performing service

Make sure that the right door is fully closed after replacing the secondary transfer roller.

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

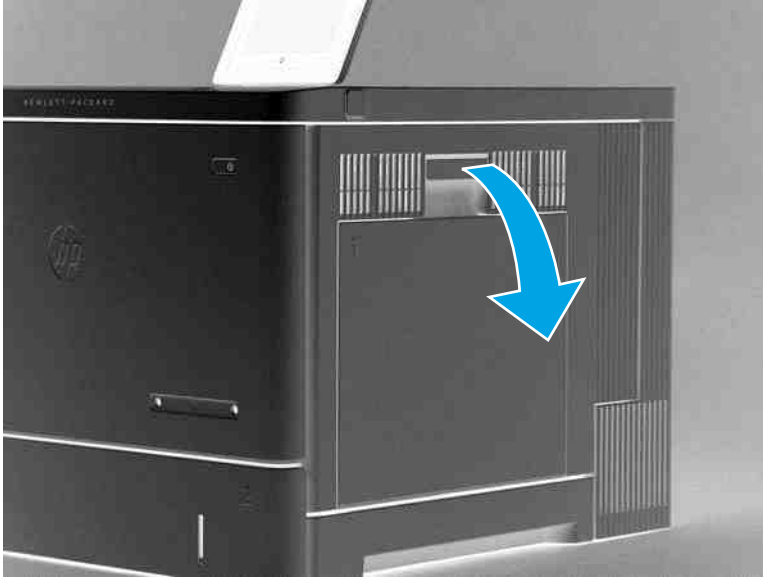
Post service test

Print a configuration page to make sure that the printer is functioning correctly.

Step 1: Remove the transfer roller

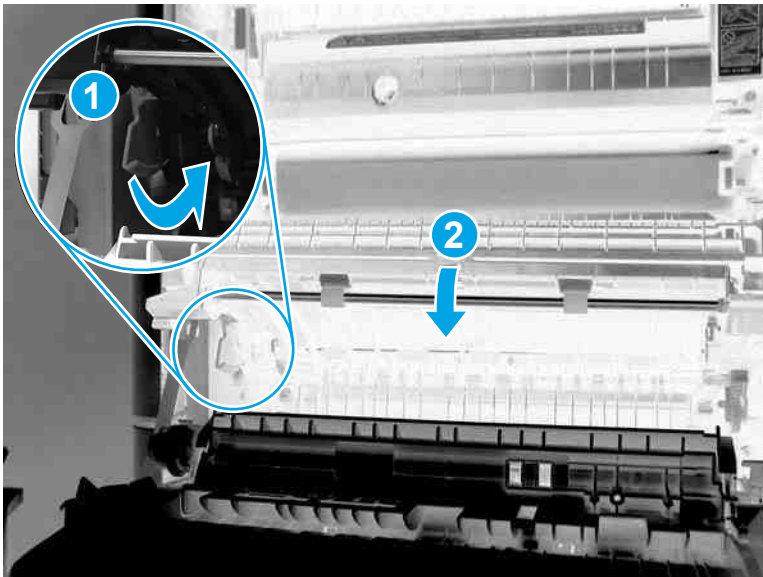
1. Open the right door.

Figure 1-87 Open the right door



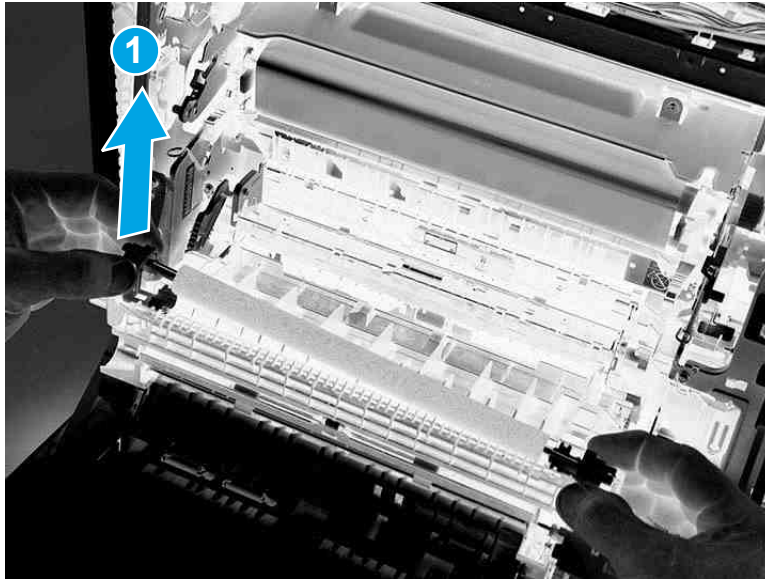
2. Push in on the blue lever (callout 1) to release the secondary transfer roller assembly, and then lower the assembly (callout 2) to the service position.

Figure 1-88 Lower the secondary transfer roller assembly



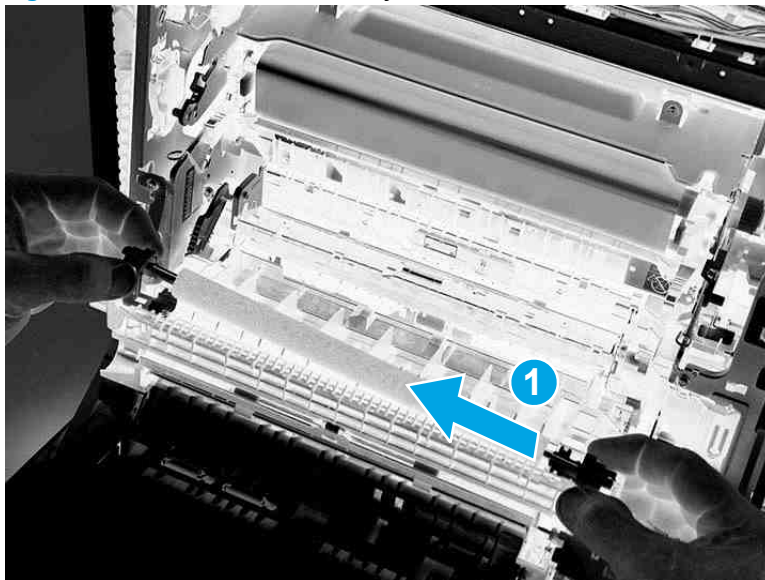
3. Slightly lift the left end of the roller shaft (callout 1; near the gear) to release the transfer roller clip.

Figure 1-89 Release the secondary transfer roller clip



4. Slide the right end roller collar (callout 1) to the left to remove the transfer roller.

Figure 1-90 Remove the secondary transfer roller



Step 2: Unpack the replacement assembly

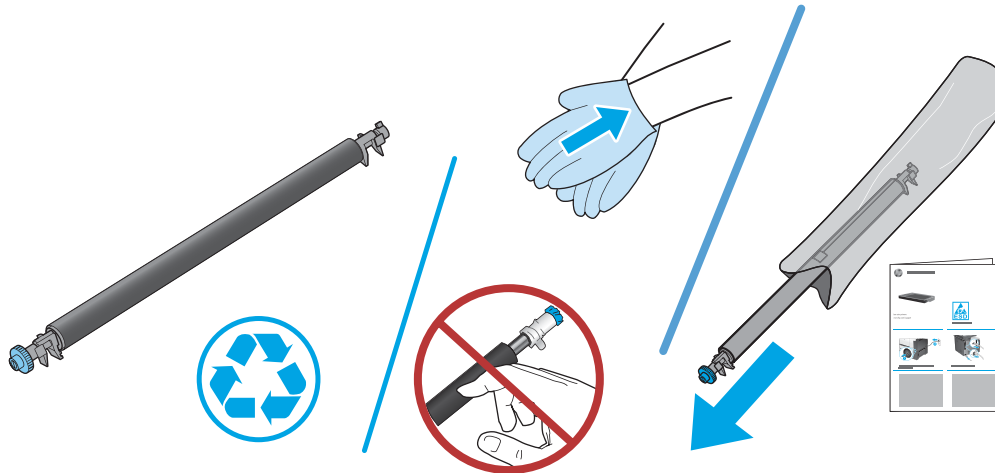
Unpack the replacement assembly from the packaging.

CAUTION: Skin oils on the roller can cause print-quality problems. Avoid touching the black spongy roller on the assembly.

For complete information on HP's recycling programs, go to [Product return and recycling](#).

NOTE: HP recommends responsible disposal of the defective assembly.

Figure 1-91 Recycle and unpack



Step 3: Install the secondary transfer roller

1. Insert the right end (white plastic) of the replacement roller into the holder (callout 1), and then push down on the left end (blue plastic clip; callout 2) until the roller snaps into place.


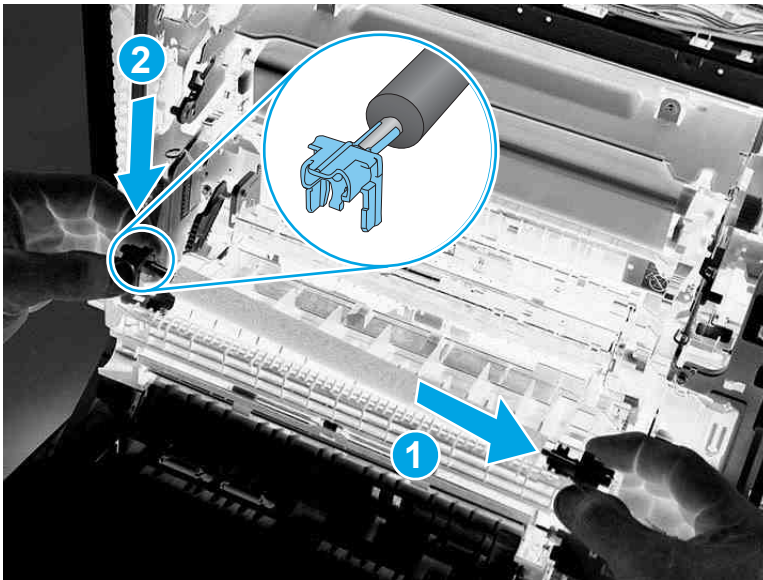
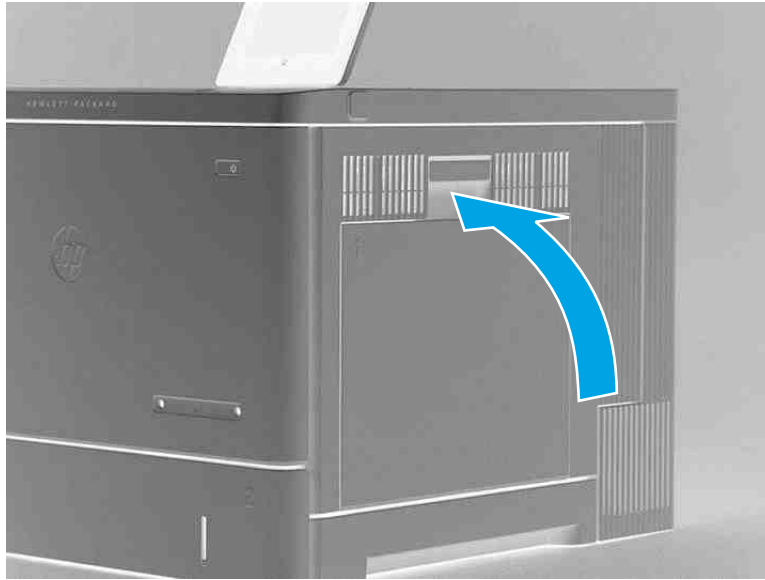
 **IMPORTANT:** Make sure that both ends of the roller assembly are fully seated in the holders.

Figure 1-92 Install the secondary transfer roller



2. Close the right door.

Figure 1-93 Close the right door



Removal and replacement: Tray 2-X paper pickup roller and separation roller assemblies

- [Introduction](#)
- [Step 1: Remove the Tray 2-X paper pickup roller assembly](#)
- [Step 2: Remove the Tray 2-X separation roller](#)
- [Step 3: Unpack the replacement assemblies](#)
- [Step 4: Install the Tray 2-X separation roller](#)
- [Step 5: Install the Tray 2-X paper pickup roller assembly](#)

Introduction

This document provides the procedures to remove and replace the Tray 2/3/4/5 pickup, feed, and separation rollers.

Before performing service



NOTE: The procedure in this section shows Tray 2 in the figures. However, this procedure is also correct for Tray 3, Tray 4, or Tray 5.

Turn the printer power off

- Disconnect the power cable.



WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Tray 2 - X pickup, feed, and separation rollers kit part number	
85L24-67904	Tray 2 - X pickup and feed rollers with instruction guide

Required tools

No special tools are required to install this part.

After performing service

Make sure that the tray is fully closed after replacing the rollers.


Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

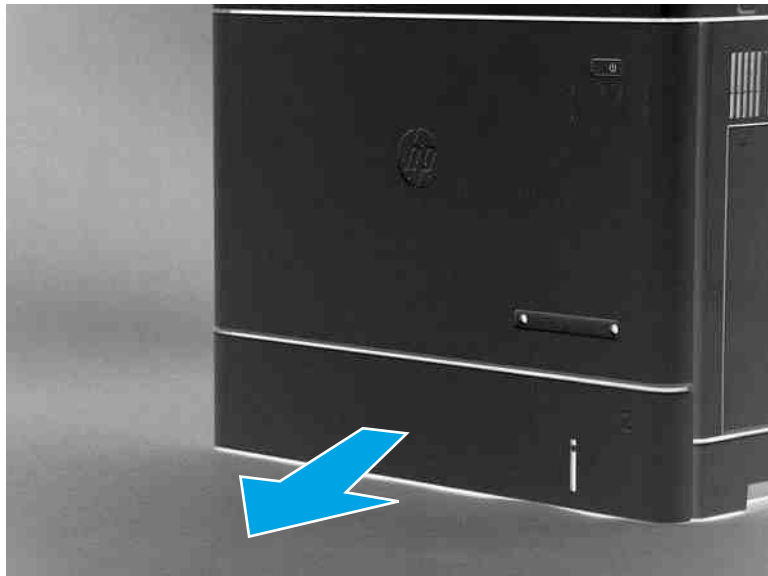
Print a configuration page to make sure that the printer is functioning correctly.

Step 1: Remove the Tray 2-X paper pickup roller assembly

 **NOTE:** The procedure in this section shows Tray 2 in the figures. However, this procedure is also correct for Tray 3, Tray 4, or Tray 5.

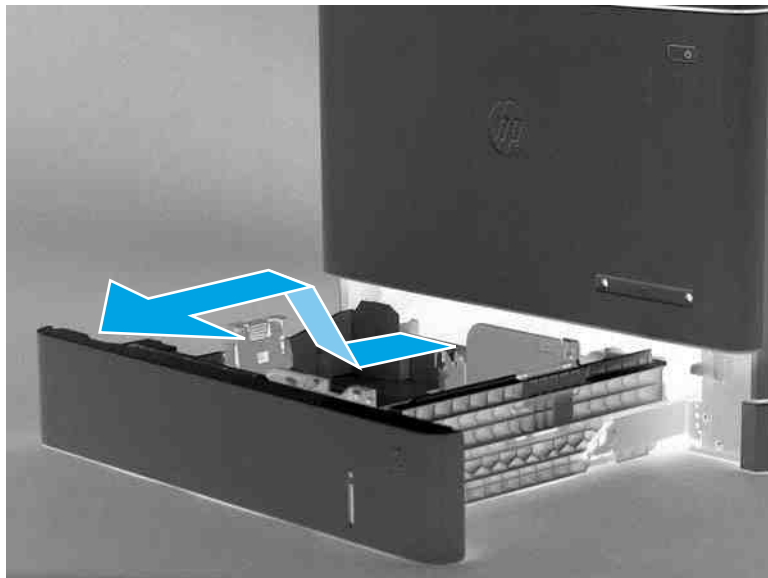
1. Pull the tray out until it stops.

Figure 1-200 Pull the tray out



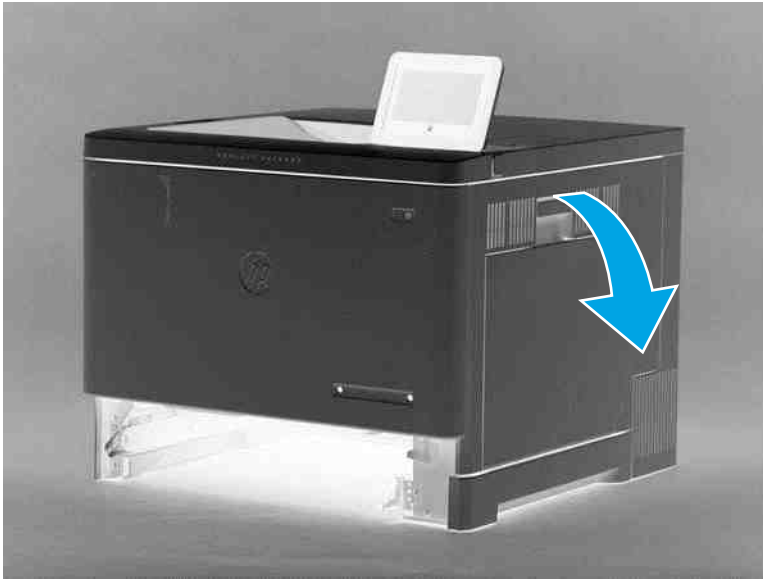
2. Lift the front of the tray, and then pull it out of the printer to remove it.

Figure 1-201 Remove the tray



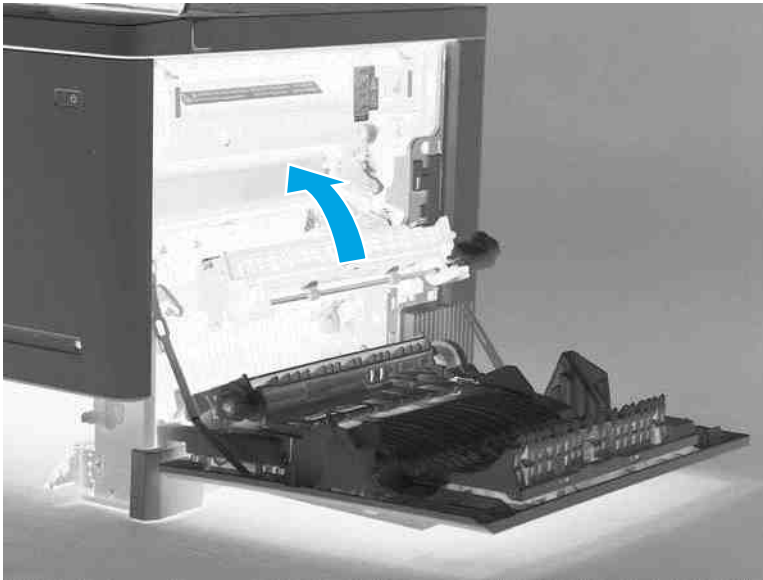
3. Open the right door.

Figure 1-202 Open the right door



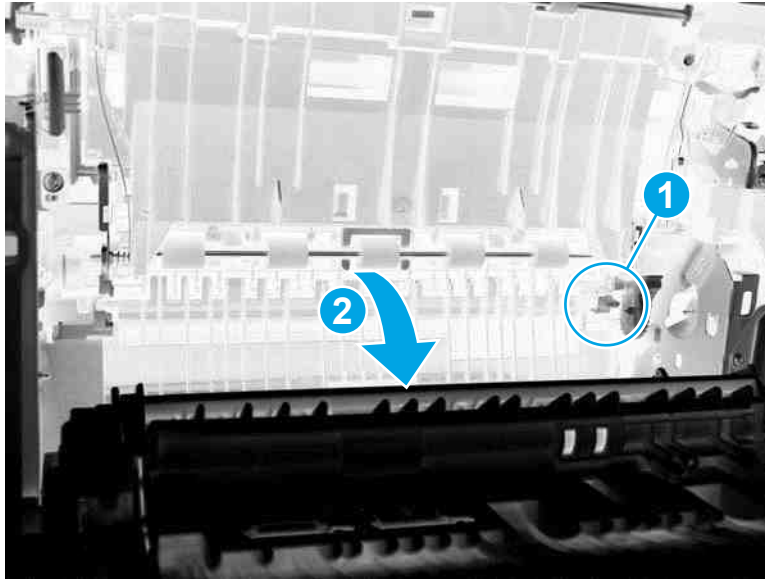
4. Carefully raise the transfer roller assembly up and into the printer.

Figure 1-203 Raise the transfer roller assembly



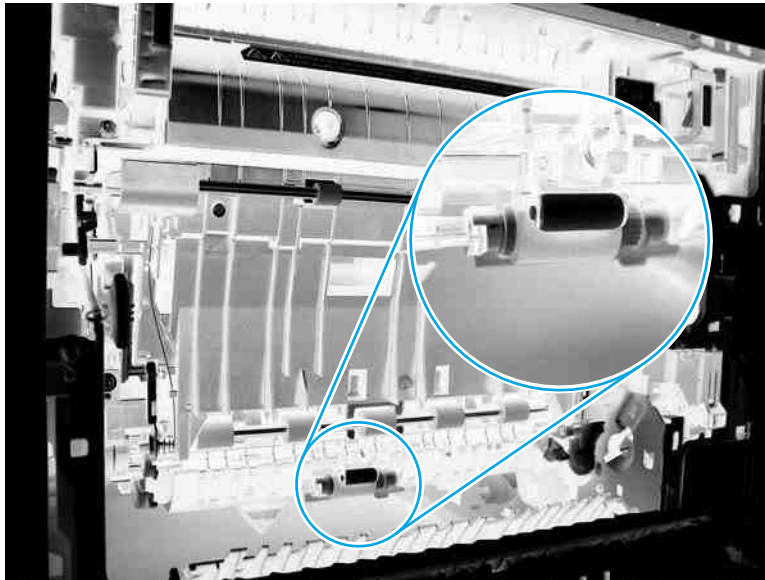
5. Release the green handle (callout 1), and then lower the paper guide (callout 2).

Figure 1-204 Lower the paper guide



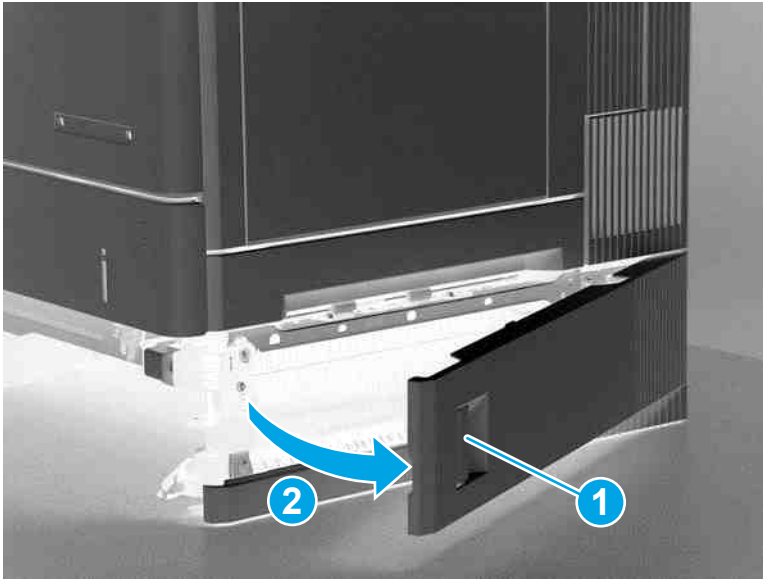
6. Locate the tray pickup roller assembly.

Figure 1-205 Locate the tray pickup roller



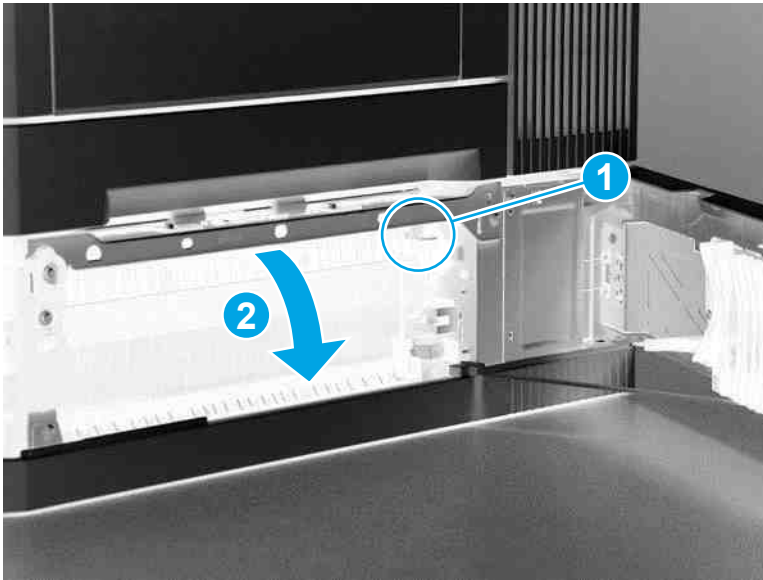
7. **Trays 3, 4, or 5 only:** Release the latch (callout 1), and then open the right door (callout 2).

Figure 1-206 Open the Tray 3, 4, or 5 right door



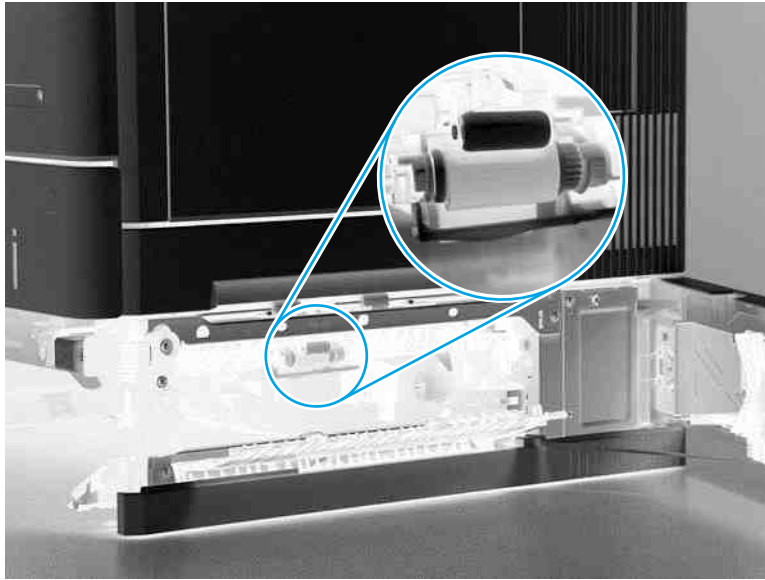
8. **Trays 3, 4, or 5 only:** Release the green handle (callout 1), and then lower the paper guide (callout 2).

Figure 1-207 Lower the Tray 3, 4, or 5 paper guide



9. **Trays 3, 4, or 5 only:** Locate the tray pickup roller assembly.

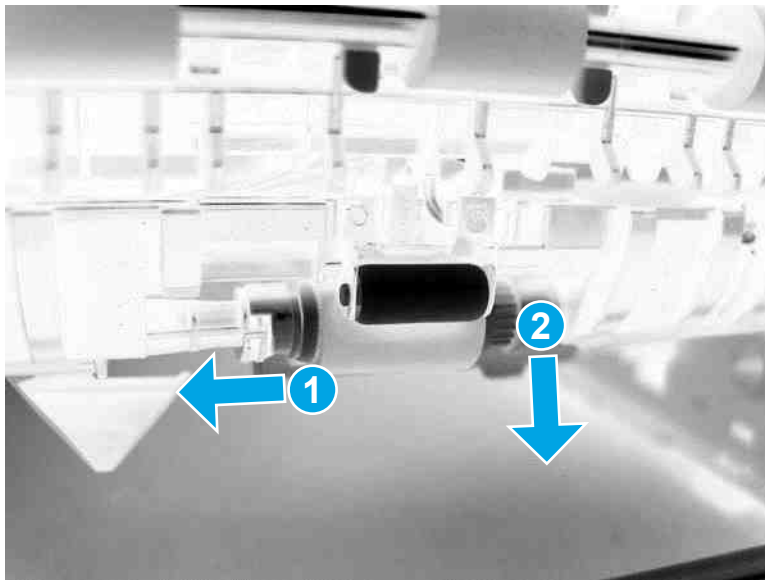
Figure 1-208 Locate the Tray 3, 4, or 5 pickup roller assembly



10. Slide the assembly to the left to compress the spring loaded shaft (callout 1), and then rotate the right end of the assembly down and away from the printer (callout 2).

 **TIP:** It might be easier to access the roller through the tray cavity, while viewing it through the right door opening.

Figure 1-209 Slide the assembly to the left



11. Remove the roller assembly.

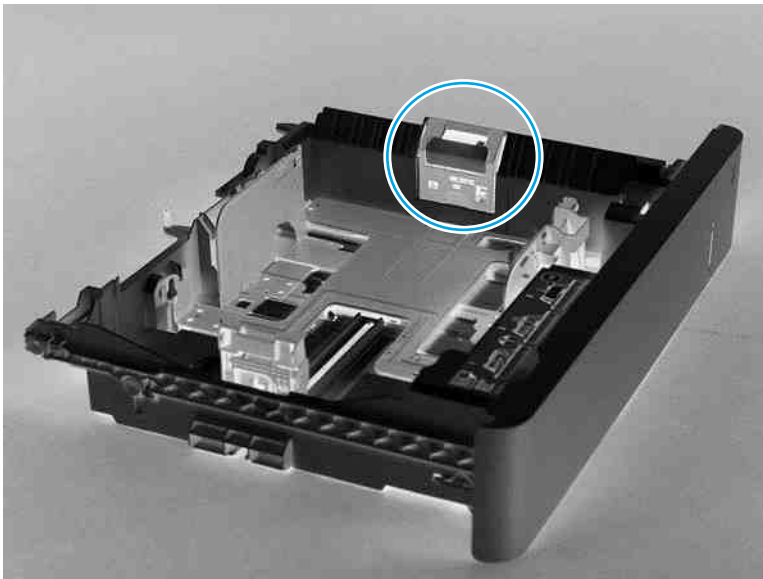
Figure 1-210 Remove the roller assembly



Step 2: Remove the Tray 2-X separation roller

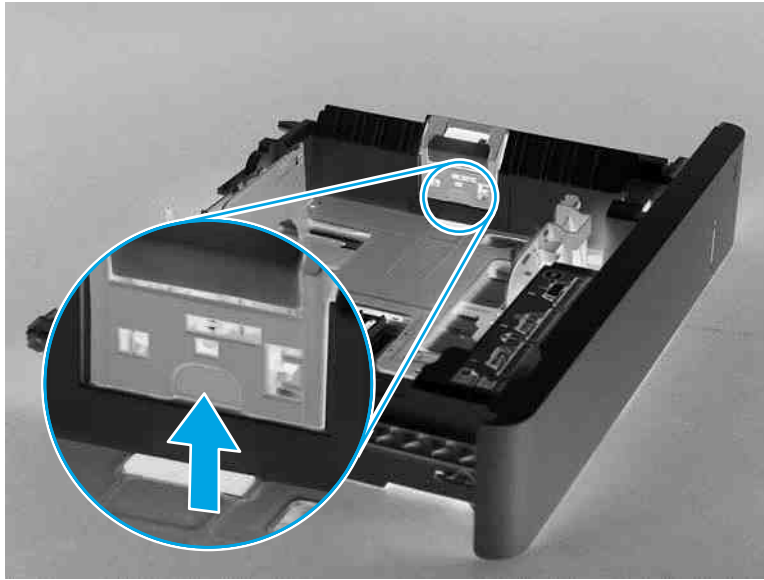
1. Locate the tray separation roller.

Figure 1-211 Locate the roller assembly



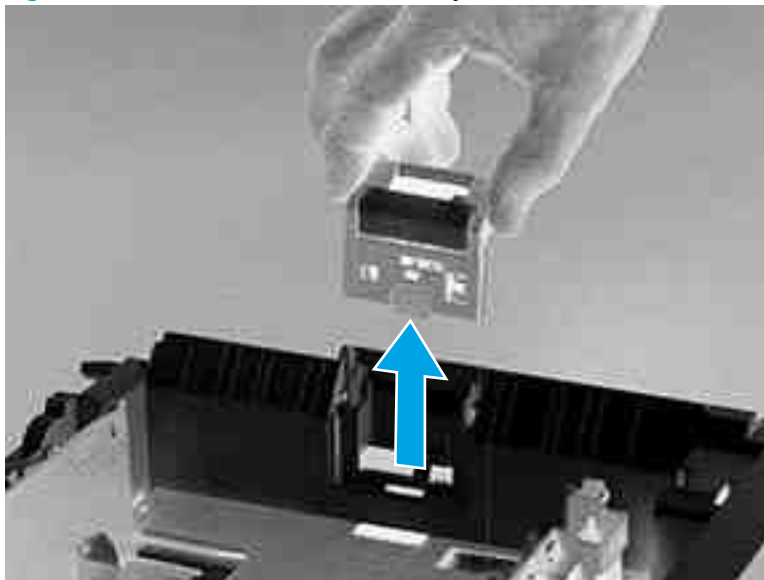
2. Push up on the blue label to release the roller assembly.

Figure 1-212 Push up on the blue label



3. Slide the roller assembly straight up to remove it.

Figure 1-213 Remove the roller assembly



Step 3: Unpack the replacement assemblies

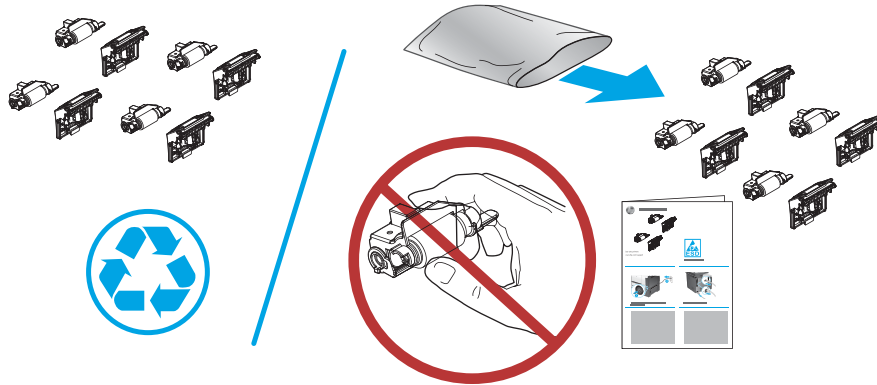
Unpack the replacement assemblies from the packaging.

CAUTION: Avoid touching the surface of the replacement rollers. Skin oils on the rollers can cause print-quality problems. Thoroughly wash your hands with soap and water to remove skin oils, and then completely dry them.

For complete information on HP's recycling programs, go to [Product return and recycling](#).

NOTE: HP recommends responsible disposal of the defective assemblies.

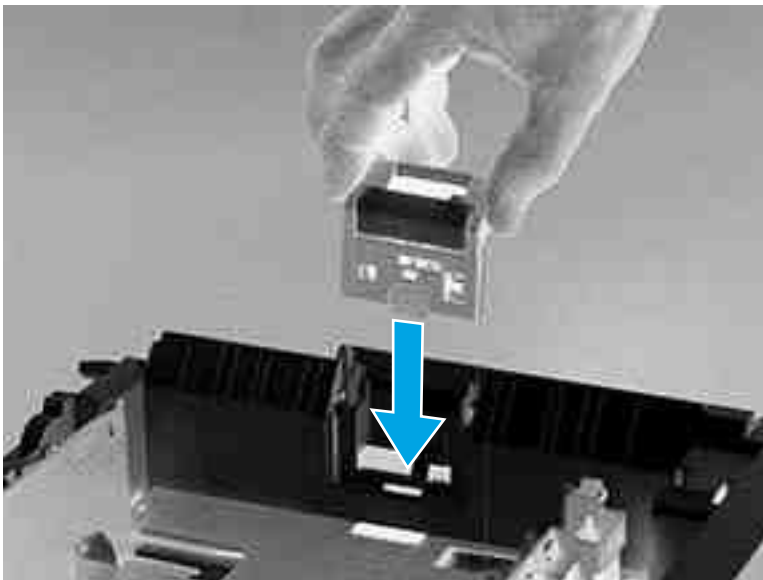
Figure 1-214 Recycle and unpack



Step 4: Install the Tray 2-X separation roller

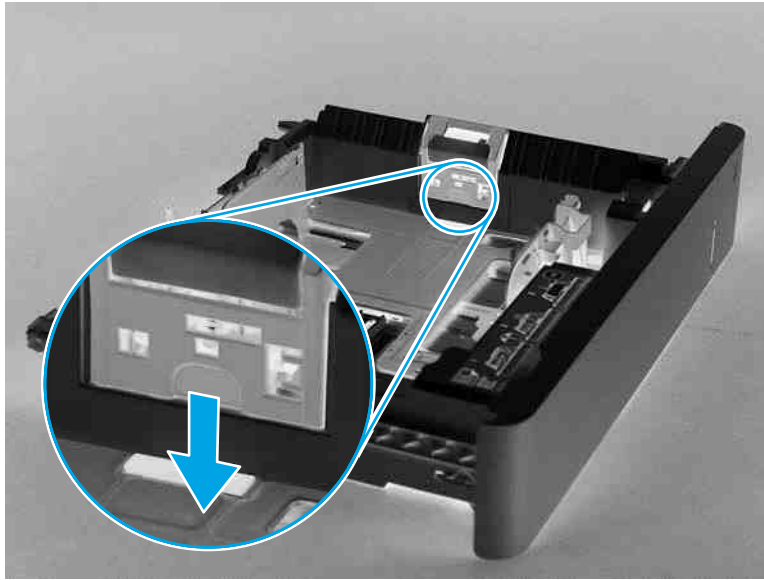
1. Slide the roller assembly straight into the tray to install it.

Figure 1-215 Install the roller assembly



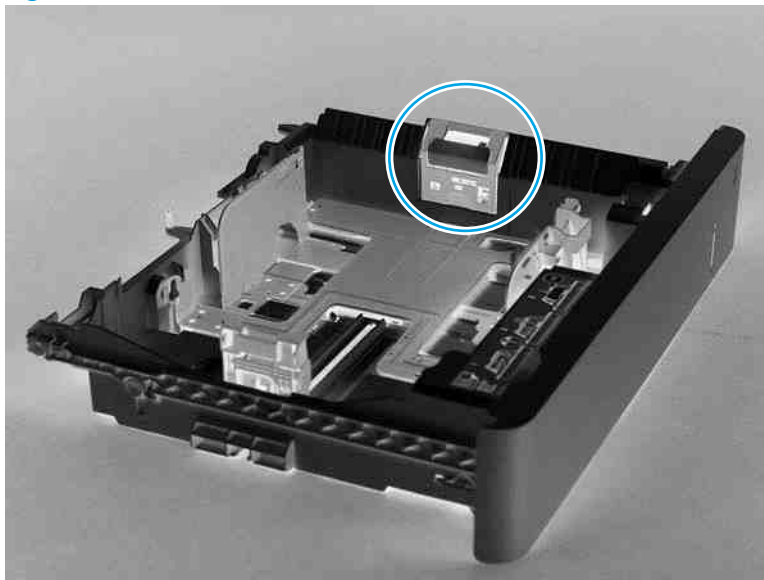
2. Make sure that the roller assembly is fully seated.

Figure 1-216 Fully seat the roller assembly



3. Verify that the roller assembly is correctly installed—it should be firmly attached to the tray.

Figure 1-217 Check the installation



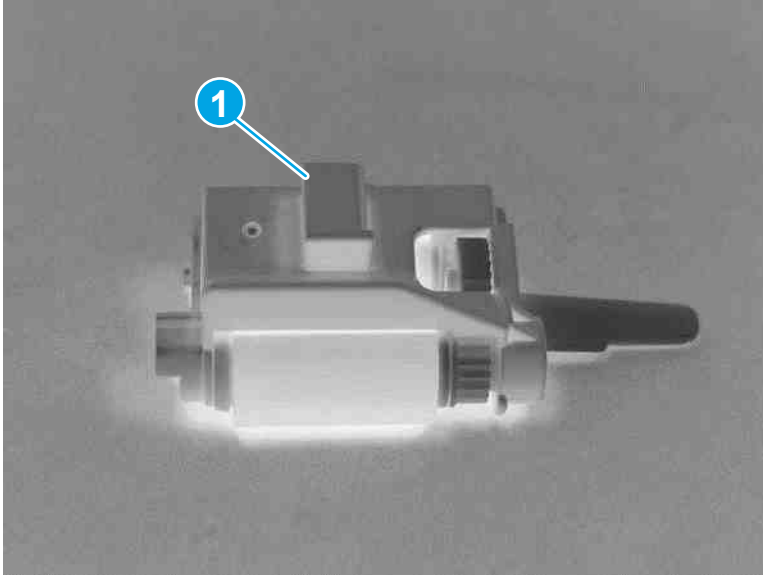
Step 5: Install the Tray 2-X paper pickup roller assembly

1. Before proceeding, take note of the mounting tab (callout 1) on the replacement roller assembly.



IMPORTANT: When correctly installed, a black-plastic protrusion in the printer fits into this tab to hold the roller in the upright position.

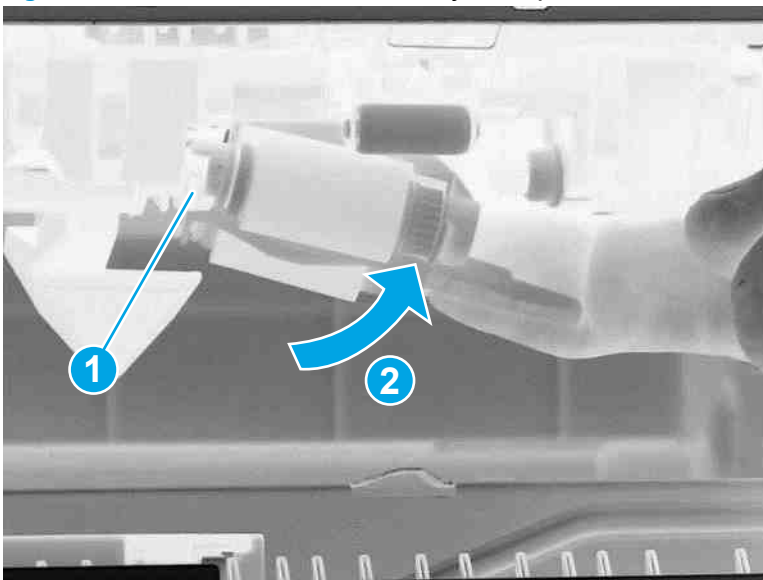
Figure 1-218 Note the mounting tab



2. Position the roller assembly in the printer with the spring loaded shaft compressed (callout 1), and then rotate the right end of the assembly up and into the printer (callout 2).

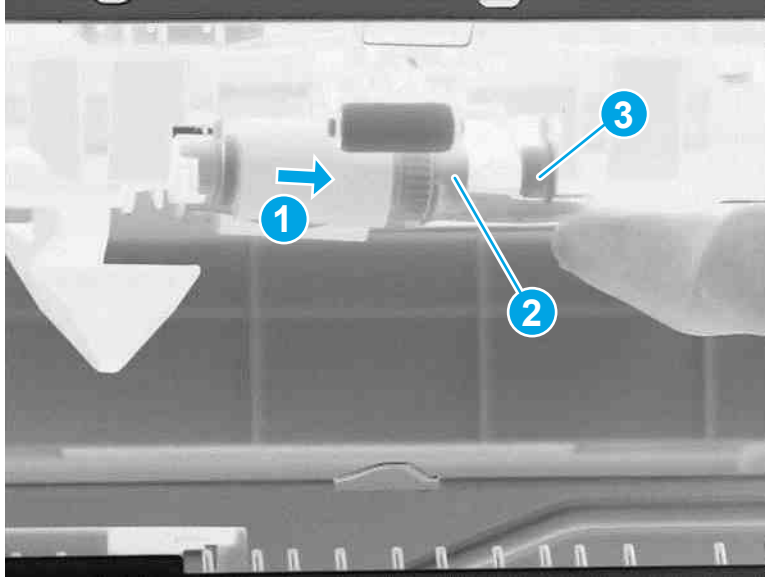
 **TIP:** It might be easier to access the roller through the tray cavity, while viewing it through the right door opening.

Figure 1-219 Position the roller assembly in the printer



3. Carefully release the spring loaded shaft (callout 1) with the roller in place. The collar (callout 2) on the assembly fits over the bushing (callout 3) in the printer.

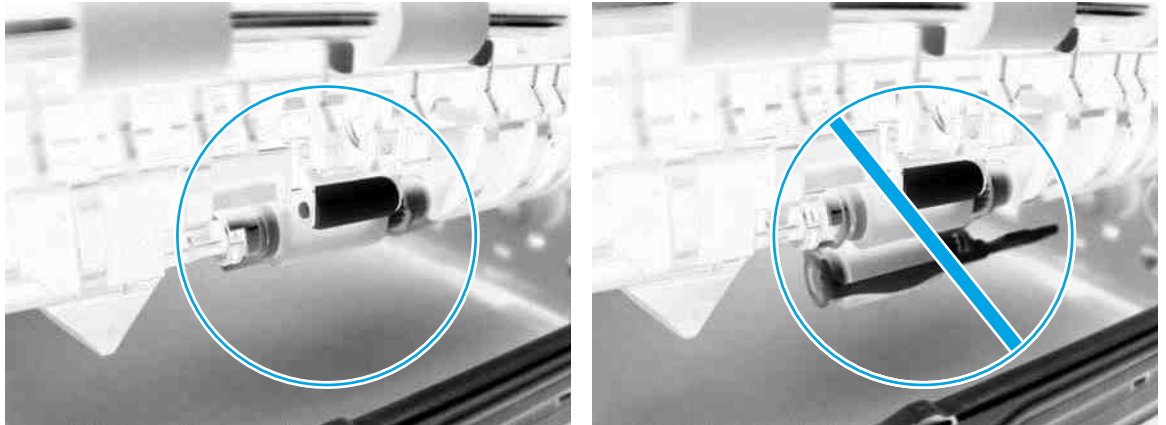
Figure 1-220 Release the spring loaded shaft



4. Make sure that the roller assembly is correctly installed. It must not hang down into the tray cavity. If the roller hangs down into the tray cavity, remove it, and then reinstall it.

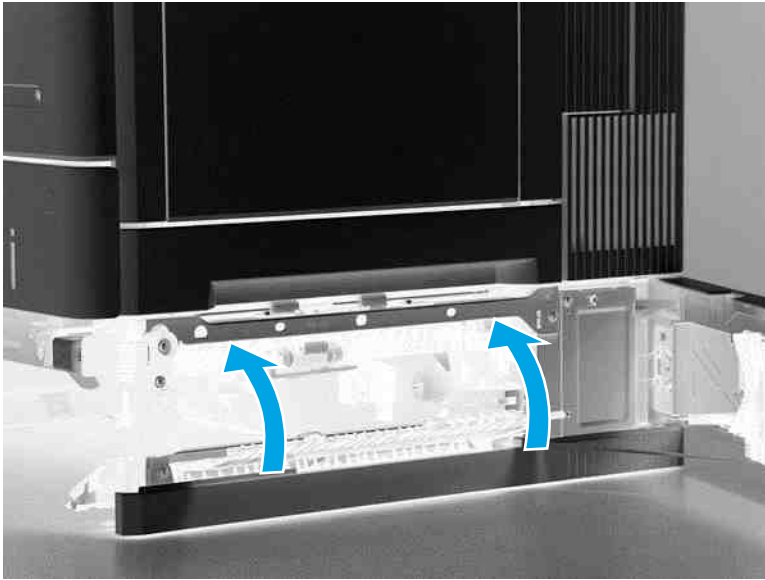
CAUTION: If the roller assembly is not correctly installed, it will be damaged when the tray is installed.

Figure 1-221 Verify the roller installation



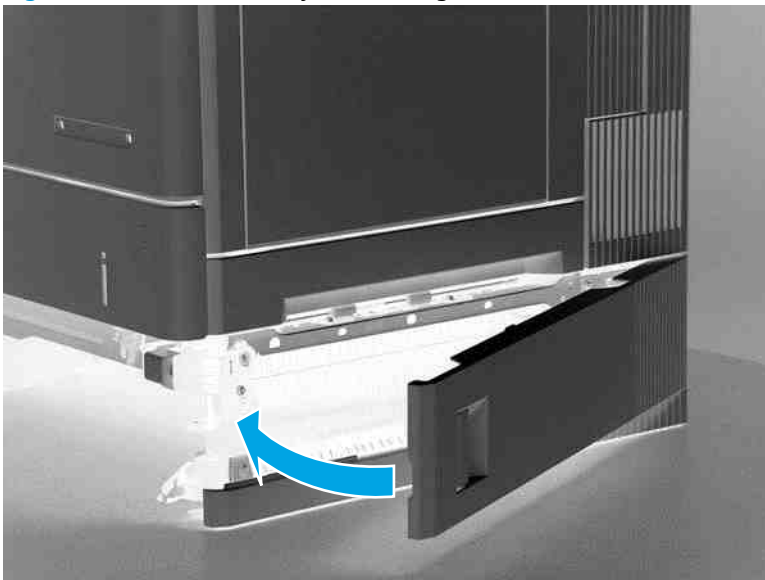
5. **Trays 3, 4, or 5 only:** Raise the paper guide.

Figure 1-222 Raise the Tray 3, 4, or 5 paper guide



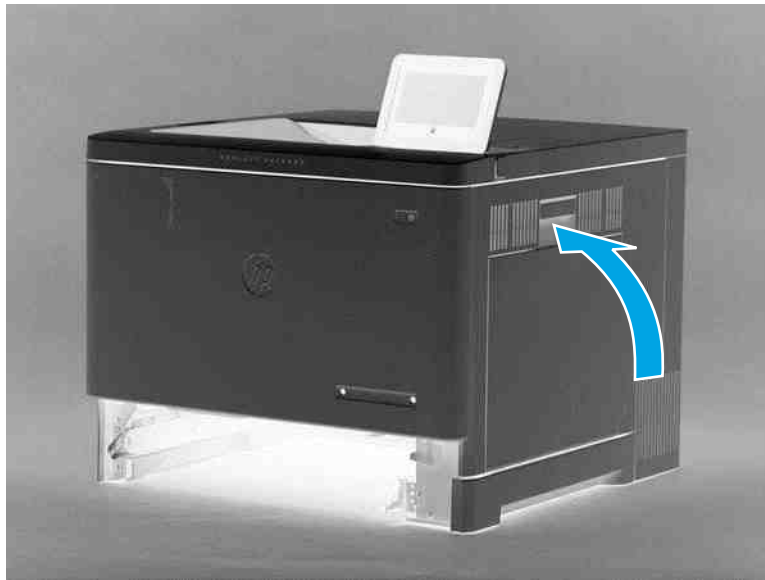
6. **Trays 3, 4, or 5 only:** Close the right door.

Figure 1-223 Close the Tray 3, 4, or 5 right door



7. Close the right door.

Figure 1-224 Close the right door



8. With the front of the tray slightly lifted, align the sides of the tray with the rails in the printer, and then carefully slide the tray into the printer.


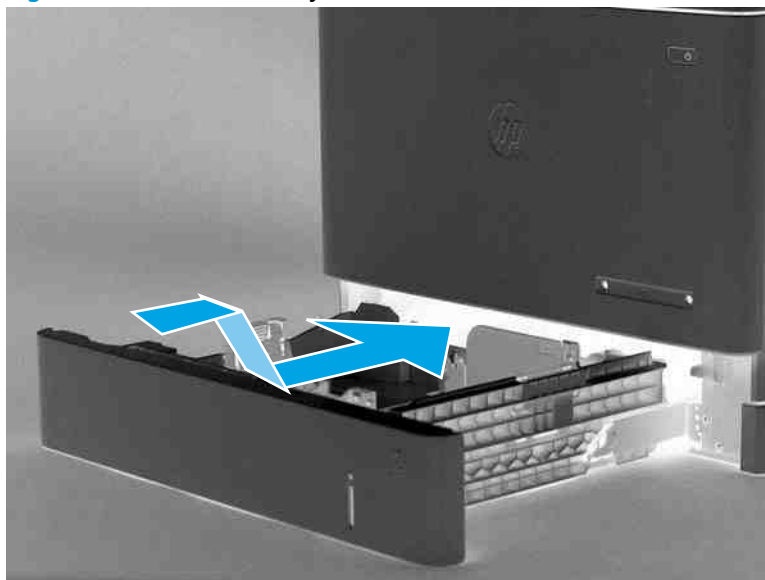
 **TIP:** As the tray slides into the printer, lower the front of it.

Figure 1-225 Install the tray



9. Close the tray.

Figure 1-226 Close the tray

