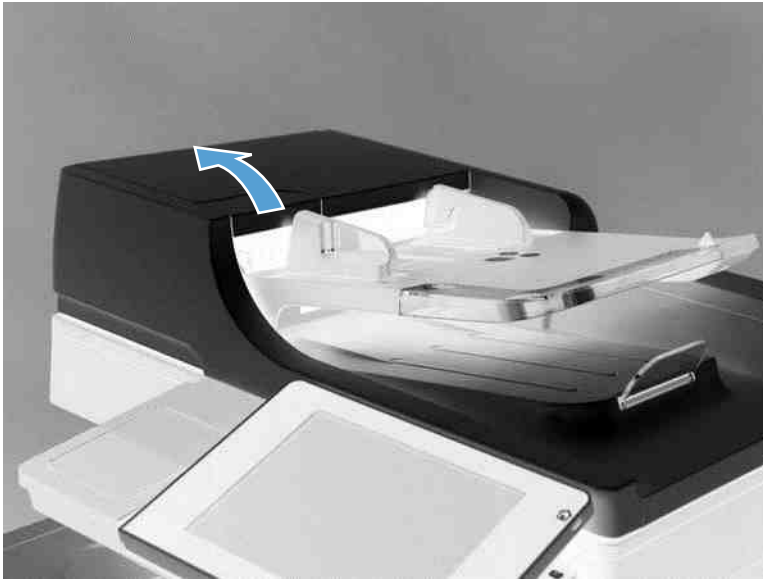


## Document feeder pickup roller

**CAUTION:** Do not touch the surface of the roller. Skin oils deposited on the roller might cause print-quality problems.

1. Open the jam-access cover.

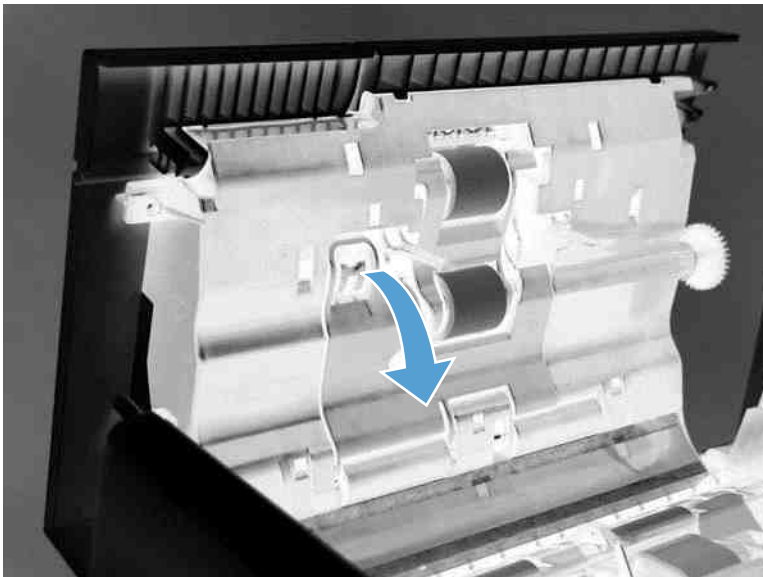
**Figure 1-82** Remove the document feeder pickup roller (1 of 4)



2. Open the roller-access cover.

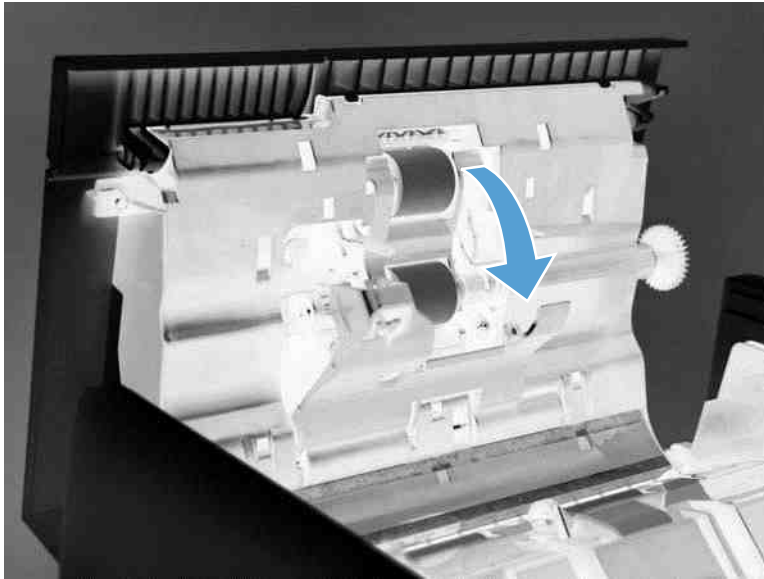
**Reinstallation tip** Make sure that this cover is fully closed after installing a replacement roller. Push against the upper part of the cover until it clicks into place. If the cover is not fully closed, jams and mispicks can occur.

**Figure 1-83** Remove the document feeder pickup roller (2 of 4)




3. Lower the document feeder pickup roller.

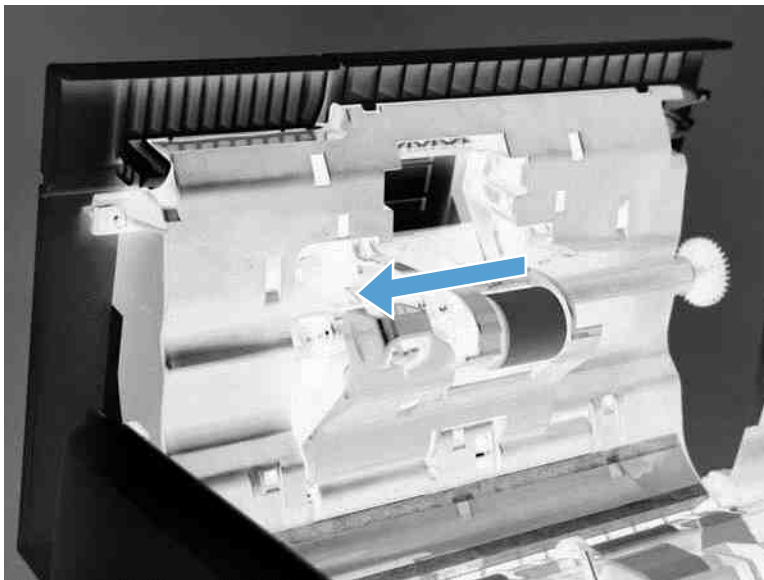
**Figure 1-84** Remove the document feeder pickup roller (3 of 4)



4. Slide the roller toward the front of the product to remove.

 **Reinstallation tip** Make sure the roller is seated correctly. The roller is keyed.

**Figure 1-85** Remove the document feeder pickup roller (4 of 4)

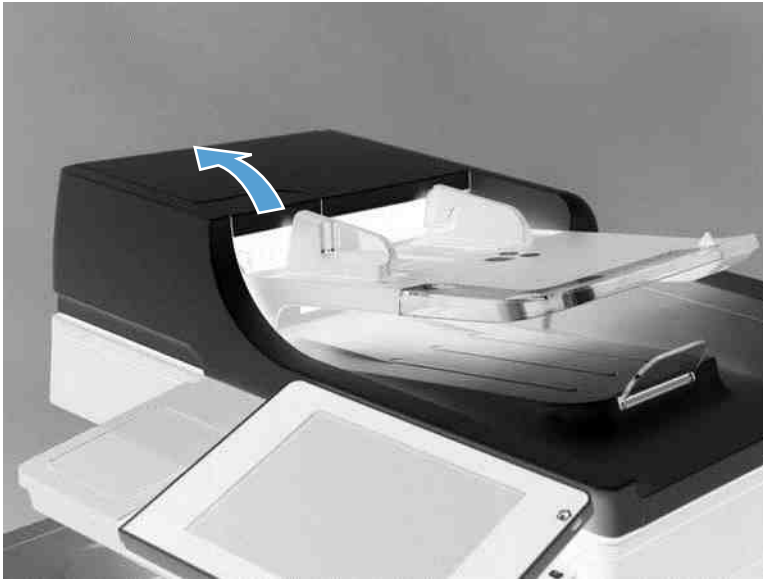


## Document feeder separation pad

**CAUTION:** Do not touch the surface of the roller. Skin oils deposited on the roller might cause print-quality problems.

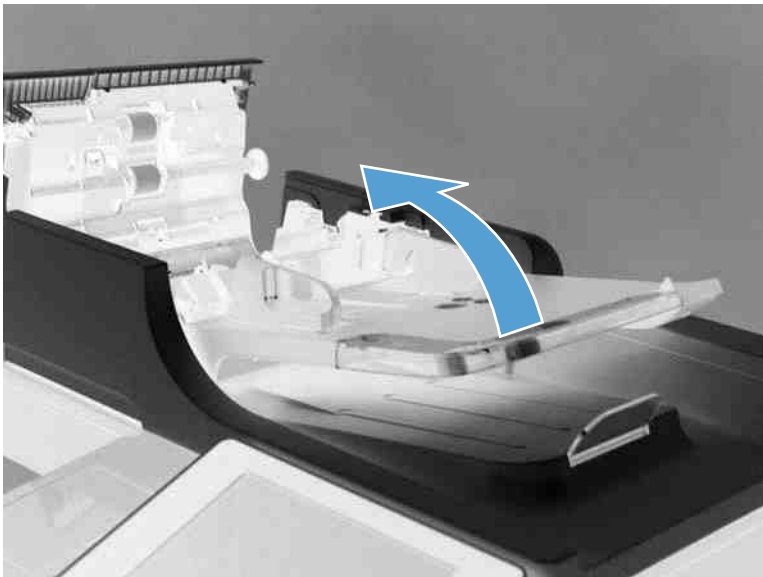
1. Open the jam-access cover.

**Figure 1-86** Remove the document feeder separation pad (1 of 5)



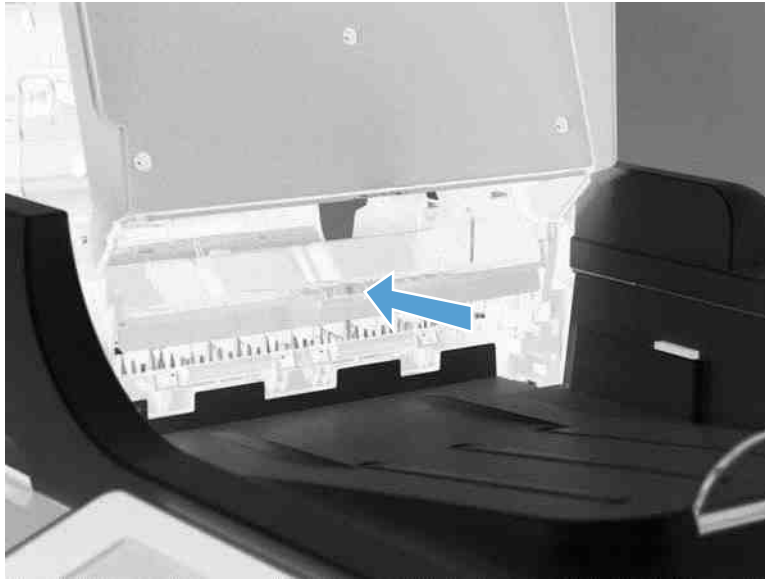
2. Lift the document feeder input tray.

**Figure 1-87** Remove the document feeder separation pad (2 of 5)



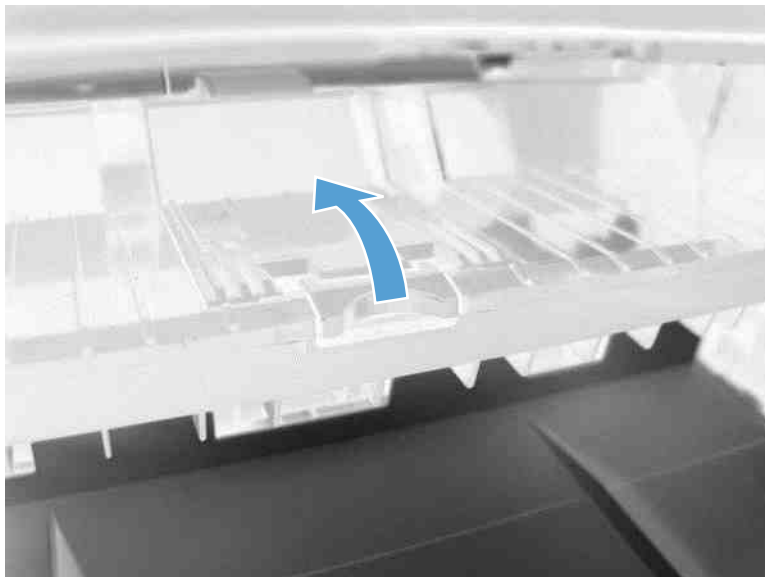
3. Push in on the latch to release the separation pad.

**Figure 1-88** Remove the document feeder separation pad (3 of 5)



4. Lower the document feeder input tray, and then lift the separation pad.

**Figure 1-89** Remove the document feeder separation pad (4 of 5)



5. Remove the separation pad.

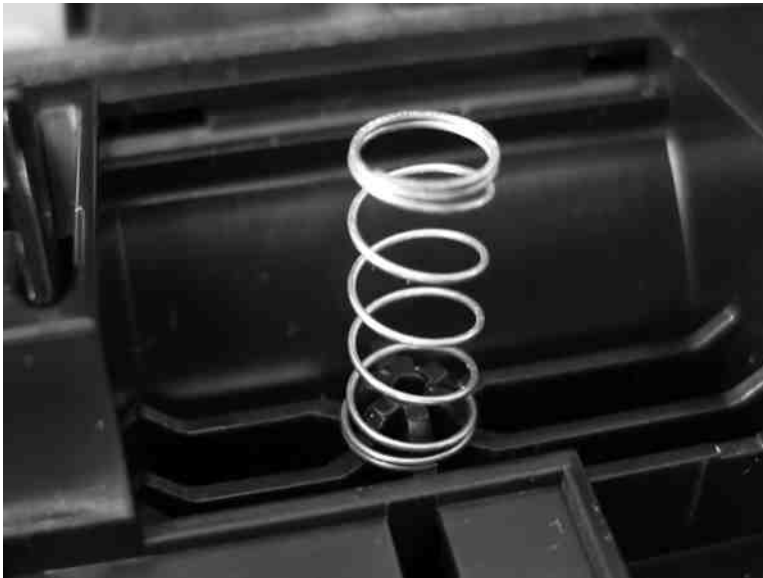
**Figure 1-90** Remove the document feeder separation pad (5 of 5)



#### Reinstall the document feeder separation pad spring


- ▲ If the spring falls off, make sure to securely reinstall.

**Figure 1-91** Reinstall the document feeder separation pad spring

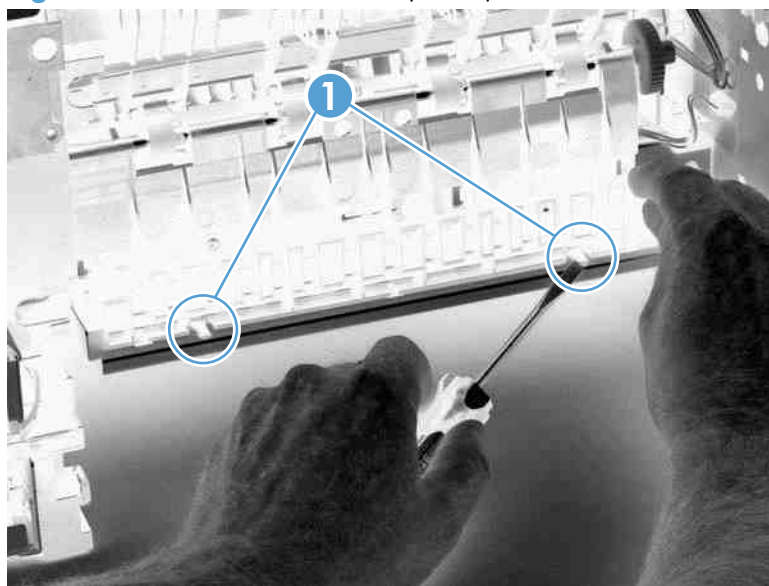


## Fuser

1. Before proceeding, remove the following components:
  - Rear cover assembly. See [Rear cover assembly on page 76](#).
  - Right-rear cover. See [Right-rear cover on page 82](#).
2. Release two tabs (callout 1) on the duplex media-feed guide, and then slide the guide toward the rear of the product to remove it.

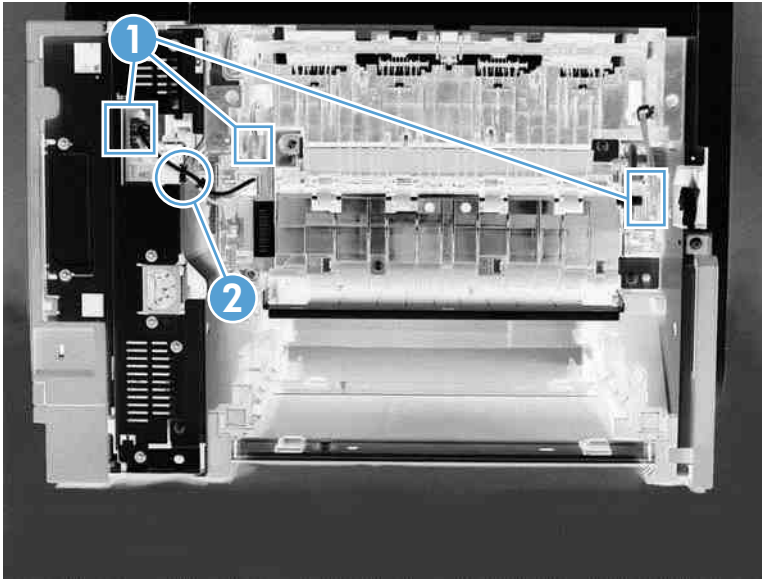
 **Reinstallation tip** Make sure that both tabs snap back into place when reinstalling the duplex media-feed guide.

**Figure 1-250** Remove the fuser (1 of 4)



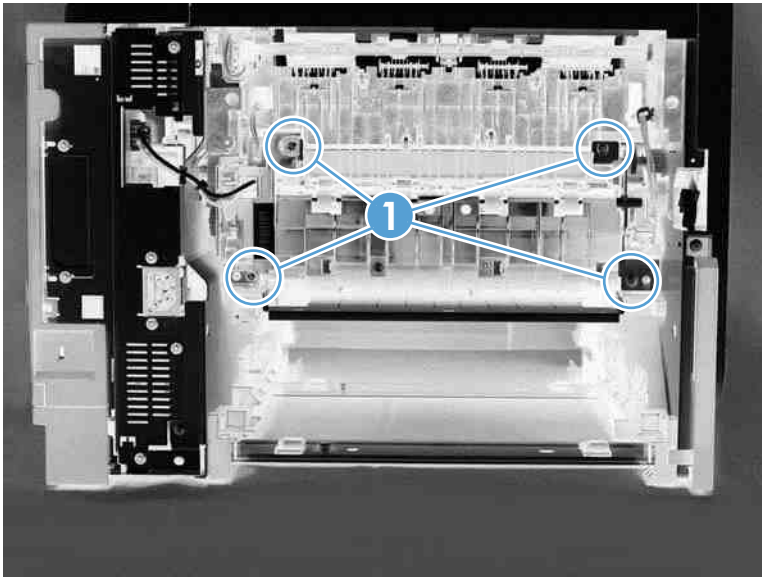
3. Disconnect three connectors (callout 1), and release one wire harness from the retainer (callout 2).

**Figure 1-251** Remove the fuser (2 of 4)



4. Remove four screws (callout 1).

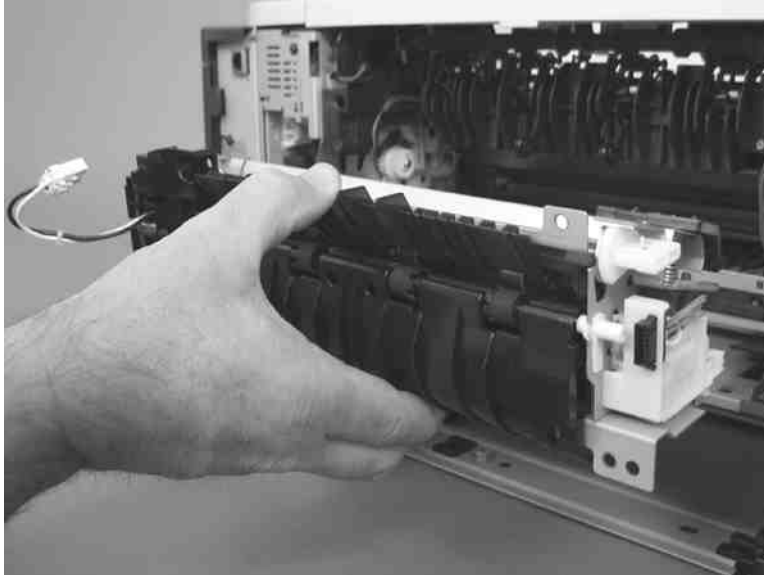
**Figure 1-252** Removing the fuser (3 of 4)



5. Pull the fuser out of the back of the product.

**⚠ CAUTION:** To avoid damaging the fuser, the cartridge-door assembly must be closed before you remove the fuser.

**Figure 1-253** Removing the fuser (4 of 4)





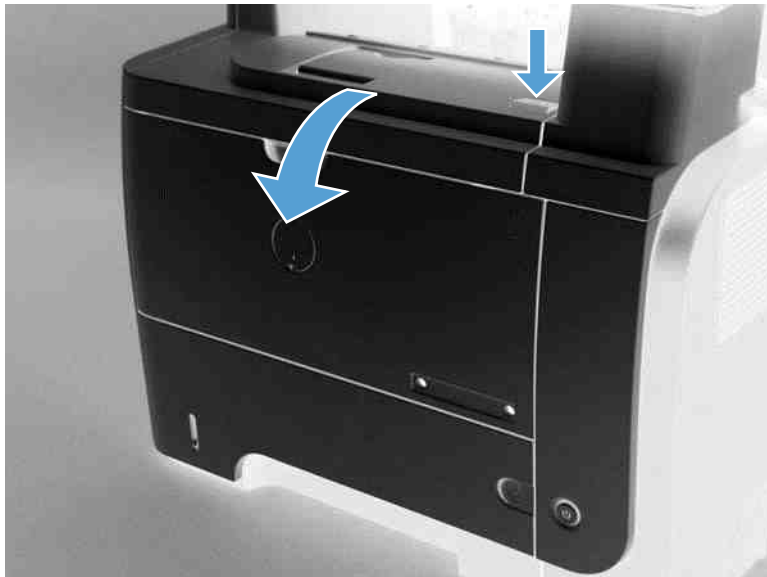
## Transfer roller

**⚠ CAUTION:** Do not touch the black-sponge portion of the transfer roller. Skin oils deposited on the transfer roller might cause print-quality problems.

1. Press the cartridge-door release button, and then open the cartridge door. Make sure that the door is completely open.

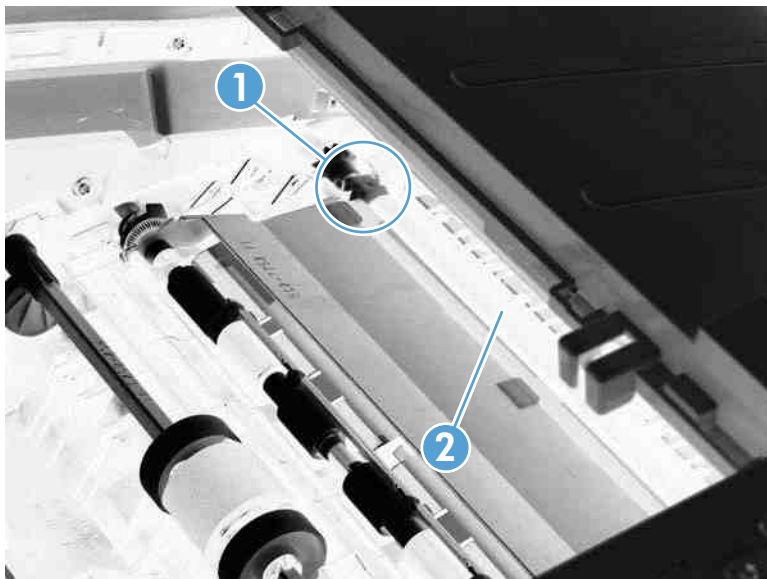
**📝 NOTE:** If you did not remove the toner cartridge before servicing the product, remove it now.

**Figure 1-247** Remove the transfer roller (1 of 3)



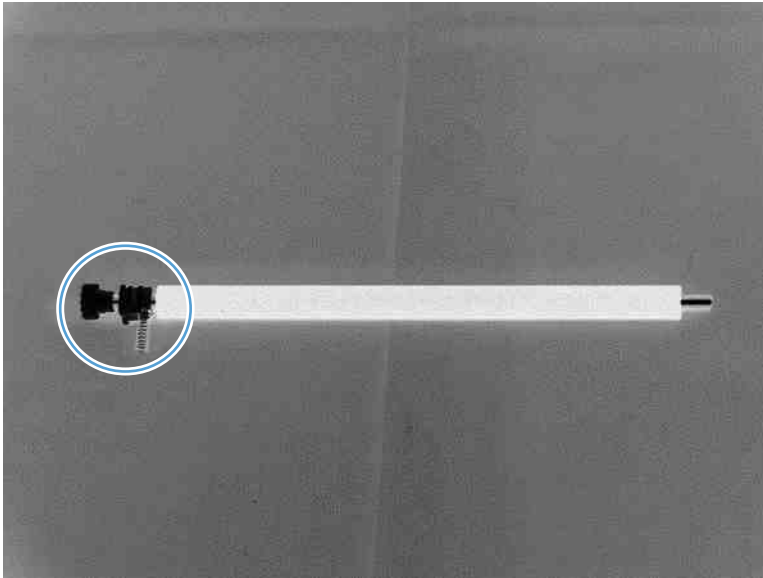
2. Release two tabs (callout 1) at the left end of the roller, slightly lift the end of the roller up, and then slide the roller (callout 2) toward the left to release it. Remove the roller.

**Figure 1-248** Remove the transfer roller (2 of 3)



3. If necessary, remove the gear, the bushing, and the spring, and then install them on a replacement roller.

**Figure 1-249** Remove the transfer roller (3 of 3)



## Main assemblies

### Tray 1 pickup roller


**CAUTION:** Do not touch the surface of the roller. Skin oils deposited on the roller might cause print-quality problems.

1. Press the cartridge-door release button, and then open the cartridge door. Make sure that the door is completely open.

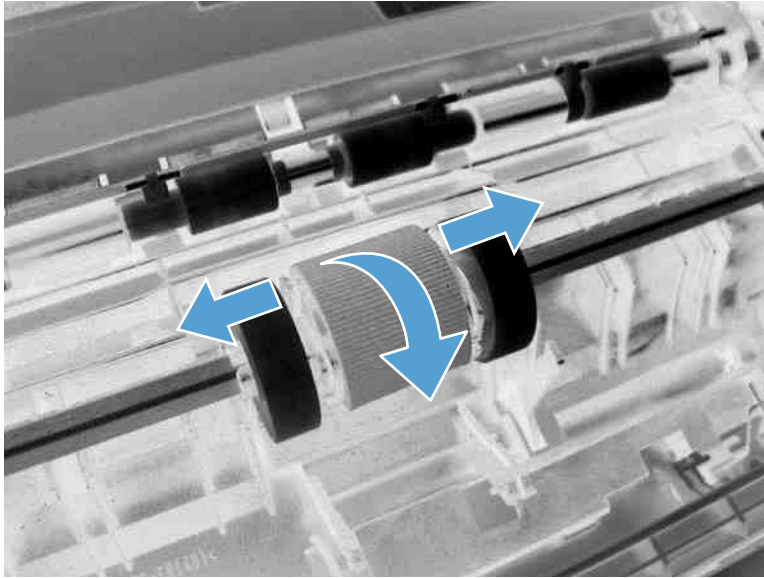
**Figure 1-222** Remove the Tray 1 pickup roller (1 of 2)



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

 **TIP:** It might be easier to release the tabs by using a small flat blade screwdriver.

**Figure 1-223** Remove the Tray 1 pickup roller (2 of 2)

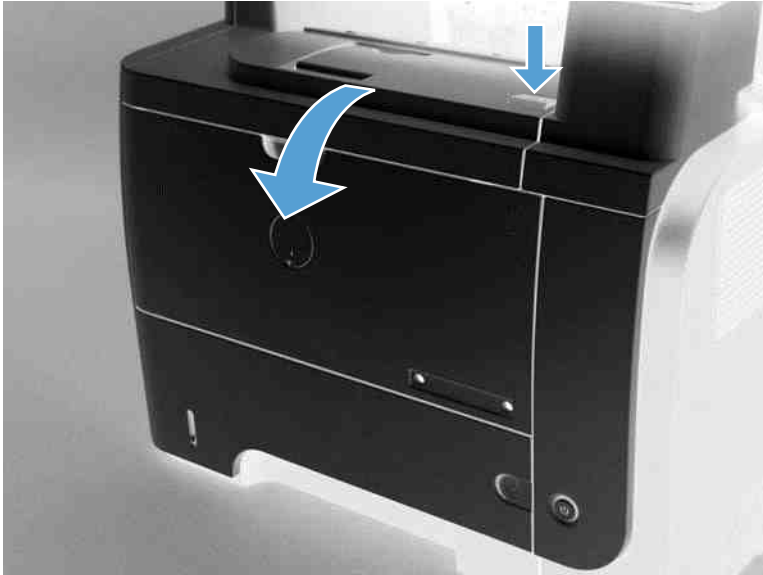


## Tray 1 separation pad

**CAUTION:** Do not touch the surface of the pad. Skin oils deposited on the roller might cause paper-handling problems.

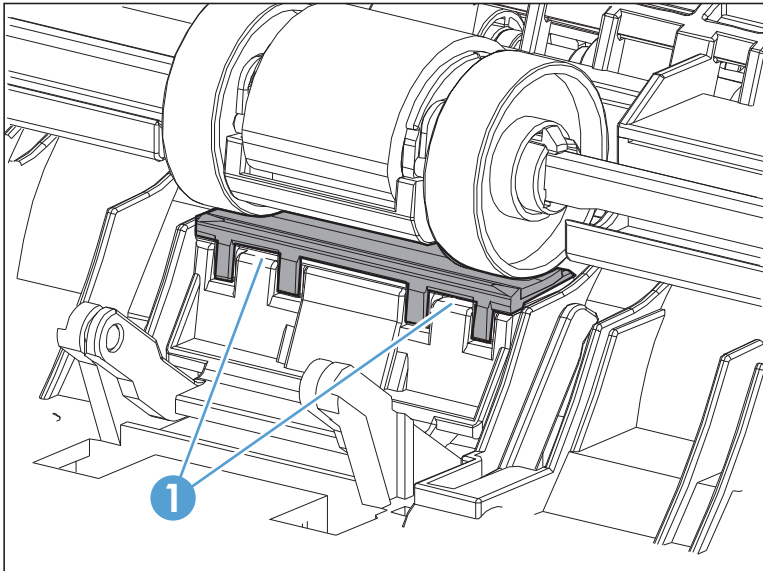
1. Press the cartridge-door release button, and then open the cartridge door. Make sure that the door is completely open.

**Figure 1-224** Remove the Tray 1 separation pad (1 of 2)



2. Release two tabs (callout 1), and then remove the separation pad.

**Figure 1-225** Remove the Tray 1 separation pad (2 of 2)



## Tray 2, 3, or 4 pickup roller assembly

### Identify the Tray 2, 3, or 4 pickup roller condition

The Tray 2, 3, or 4 pickup roller is a spring-loaded assembly. The pickup roller assembly can be removed as a whole unit. If the assembly comes apart, you must remove the components separately. Use the figures below to determine the correct removal process for the assembly.

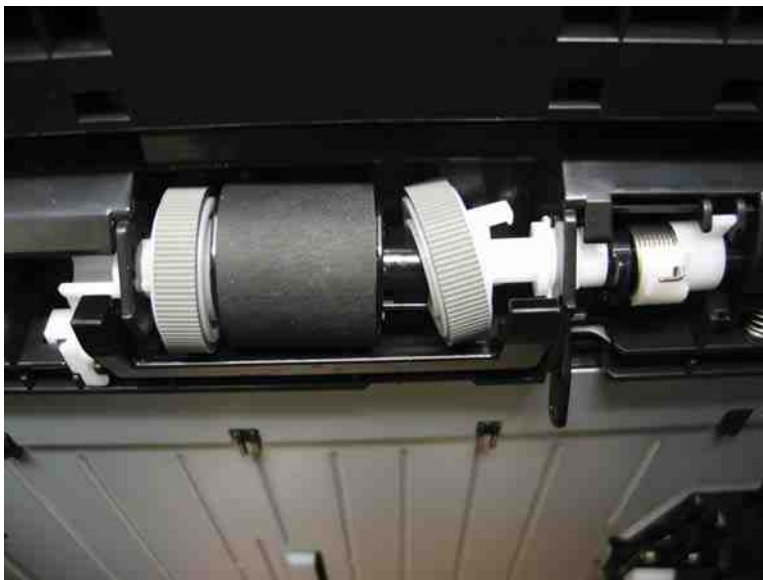
- To remove the pickup roller assembly as a whole unit see, [Remove the Tray 2, 3, or 4 pickup roller—whole unit on page 150](#).

**Figure 1-226** Tray 2, 3, or 4 pickup roller assembled




- To remove the pickup roller assembly components see, [Remove the Tray 2, 3, or 4 pickup roller—components on page 152](#).

**Figure 1-227** Tray 2, 3, or 4 pickup roller disassembled

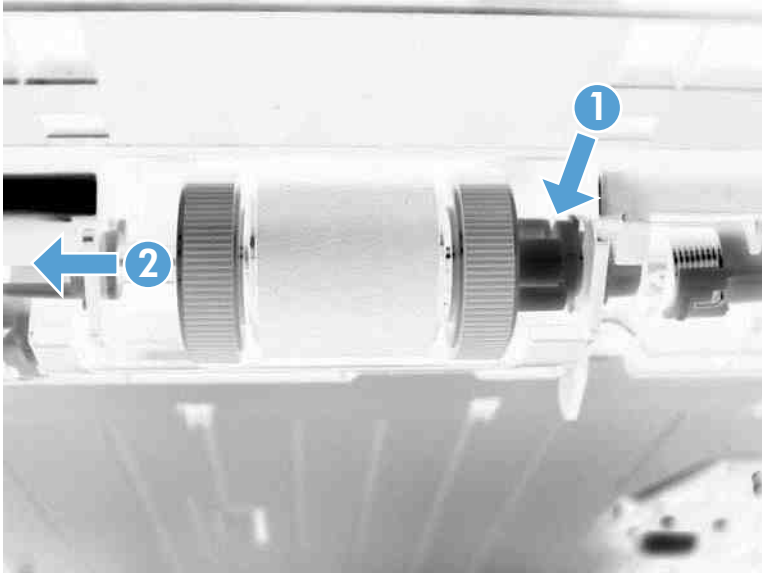


### Remove the Tray 2, 3, or 4 pickup roller—whole unit


1. Remove Tray 2, 3, or 4, and then carefully slide the product to the edge of the work surface so that you can see into the opening where the tray would be installed.
2. Use your finger to apply pressure to the white-plastic collar at the right-side of the roller assembly (callout 1), and then push the roller assembly to the left (callout 2).


 **NOTE:** Applying pressure to the collar prevents the spring-loaded roller assembly from coming apart.

**Figure 1-228** Remove the Tray 2, 3, or 4 pickup roller (1 of 2)



3. Rotate the collar end of the assembly out of the product (callout 1), and then remove the assembly (callout 2).

 **NOTE:** Keep pressure on the collar to prevent the spring-loaded roller assembly from coming apart.

 **Reinstallation tip** If the roller assembly comes apart when removed, see [Reassemble the Tray 2, 3, or 4 pickup roller assembly on page 153](#).

To install the roller assembly, see [Reinstall the Tray 2, 3, or 4 pickup roller assembly on page 158](#).

**Figure 1-229** Remove the Tray 2, 3, or 4 pickup roller (2 of 2)

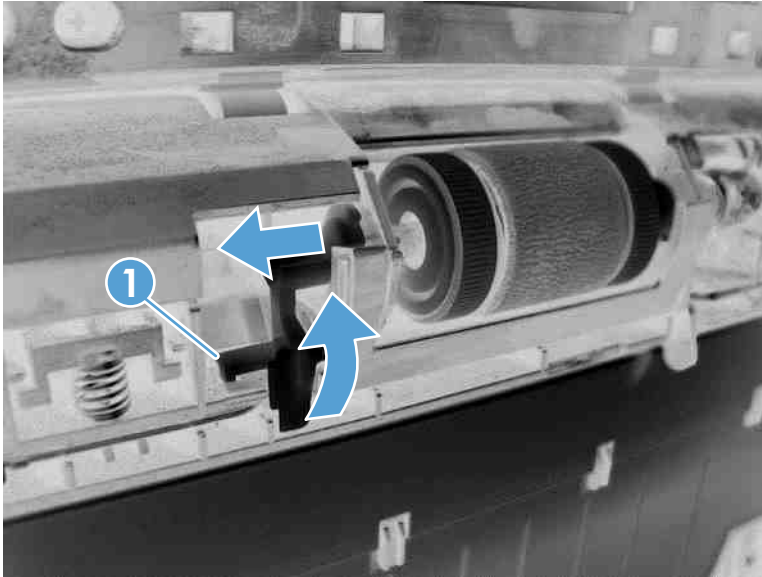




### Remove the Tray 2, 3, or 4 pickup roller—components

1. Remove Tray 2, 3, or 4, and then carefully slide the product to the edge of the work surface so that you can see into the opening where the tray would be installed.
2. Release one tab (callout 1), rotate the bushing up, and then slide the bushing off of the roller shaft.

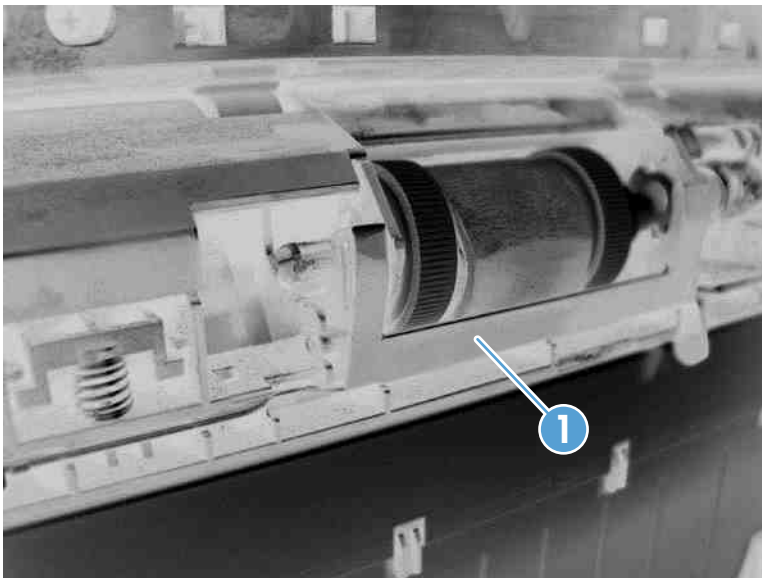
**Figure 1-230** Remove the Tray 2, 3, or 4 pickup roller (1 of 3)




3. Carefully remove the black-plastic guard (callout 1).

**CAUTION:** The guard is partially retained by the bushing removed in the previous step. Do not lose the guard when the bushing is removed.

**Figure 1-231** Remove the Tray 2, 3, or 4 pickup roller (2 of 3)

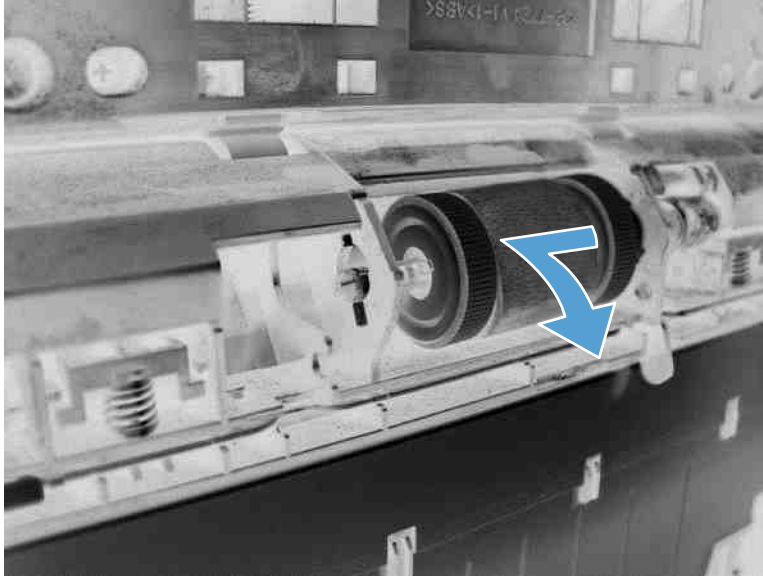


4. Slide the roller toward the left side of the product, rotate the right end of the roller away from the product, and then remove the roller assembly.

 **Reinstallation tip** To reassemble the roller components, see [Reassemble the Tray 2, 3, or 4 pickup roller assembly on page 153](#).

To install the roller assembly, see [Reinstall the Tray 2, 3, or 4 pickup roller assembly on page 158](#).

**Figure 1-232** Remove the Tray 2, 3, or 4 pickup roller (3 of 3)



### Reassemble the Tray 2, 3, or 4 pickup roller assembly


If the roller assembly comes apart, use the procedure below to reassemble it.

1. Before proceeding, take note of the correct component organization.

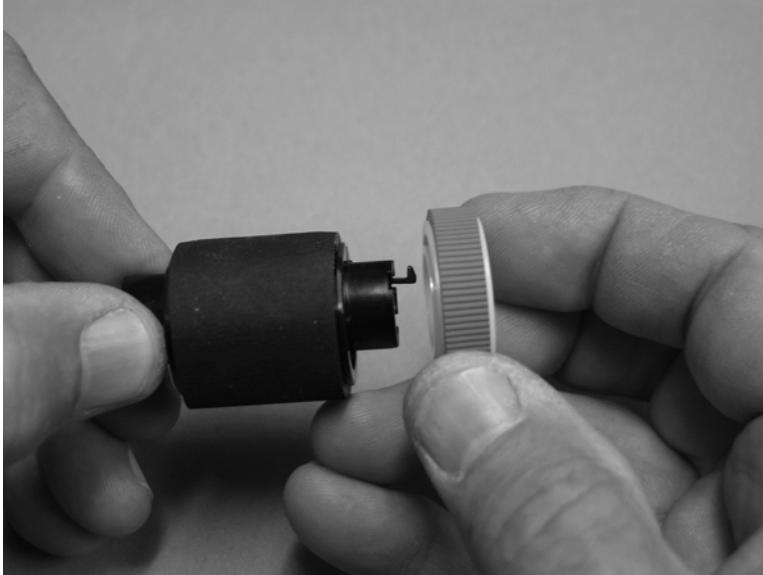
**Figure 1-233** Reassemble the Tray 2, 3, or 4 pickup roller assembly (1 of 9)



2. Slide the shaft-end drive wheel onto the roller body.

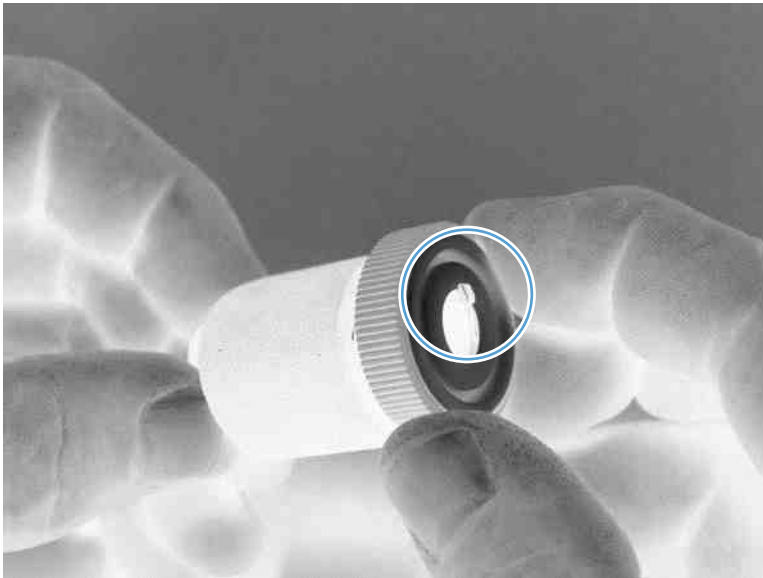
 **NOTE:** The shaft-end drive wheel does not have the two white-plastic hook arms that are part of the collar-end drive wheel. See the right most component in [Figure 1-233 Reassemble the Tray 2, 3, or 4 pickup roller assembly \(1 of 9\)](#) on page 153.

**Figure 1-234** Reassemble the Tray 2, 3, or 4 pickup roller assembly (2 of 9)



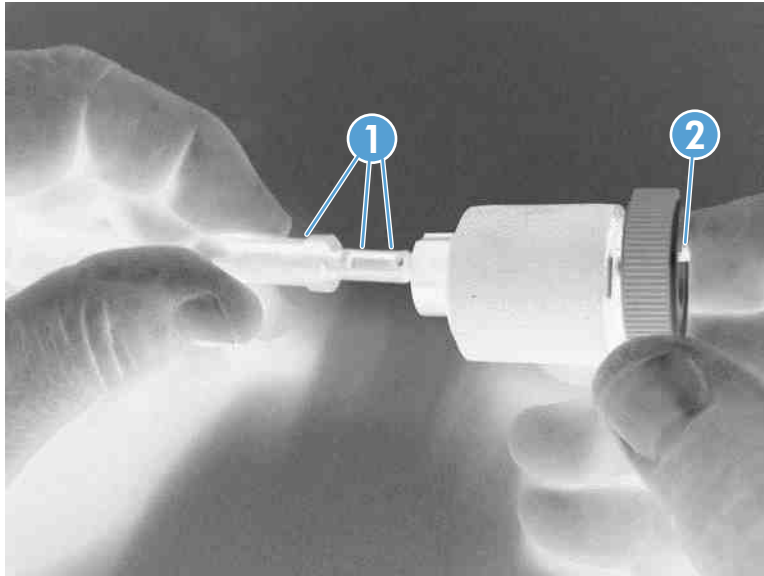
3. When correctly installed, the hook arm on the roller body retains the drive wheel.

**Figure 1-235** Reassemble the Tray 2, 3, or 4 pickup roller assembly (3 of 9)



4. Slide the roller shaft into the roller body. Align the groove in the shaft (callout 1) with the hook arm (callout 2) so that the shaft can be fully inserted into the roller body.

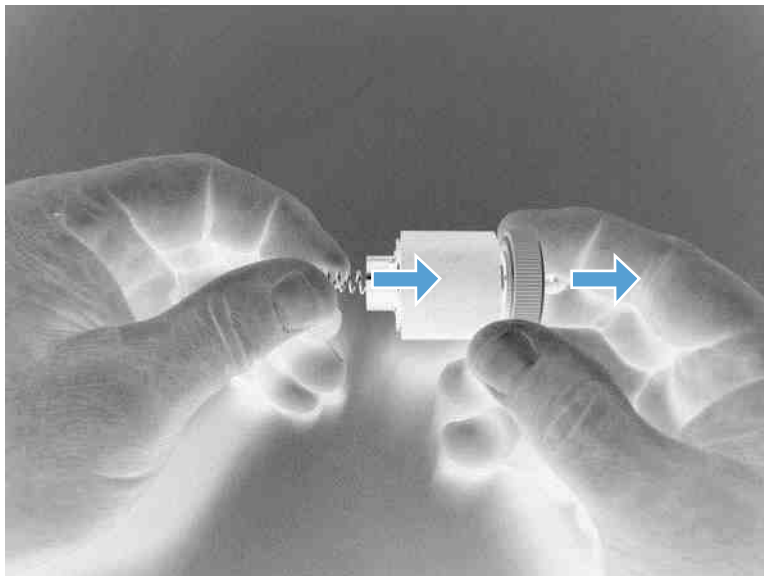
**Figure 1-236** Reassemble the Tray 2, 3, or 4 pickup roller assembly (4 of 9)



5. Slide the spring into the roller shaft. Keep pushing on the spring until the roller shaft protrudes out of the drive wheel.

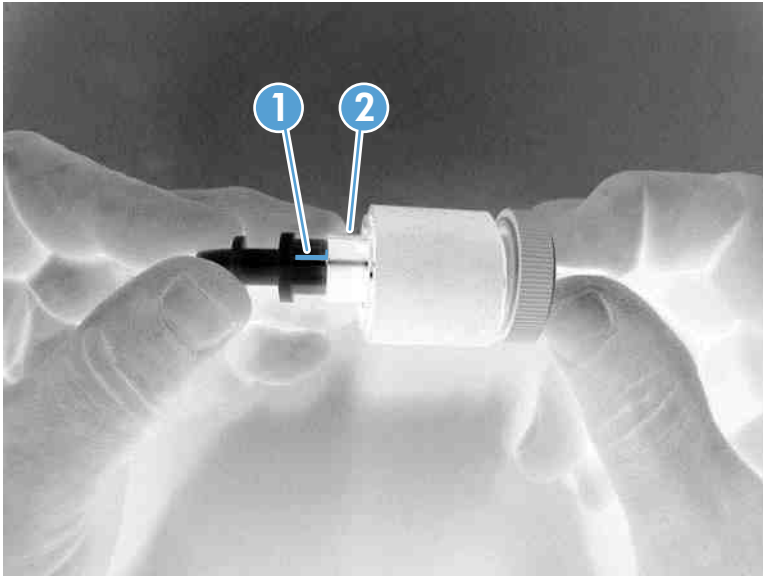
**NOTE:** If the groove in the roller shaft was not correctly aligned with the hook arm, you might need to remove it and then reposition it. See [Figure 1-236 Reassemble the Tray 2, 3, or 4 pickup roller assembly \(4 of 9\) on page 155](#).

**Figure 1-237** Reassemble the Tray 2, 3, or 4 pickup roller assembly (5 of 9)



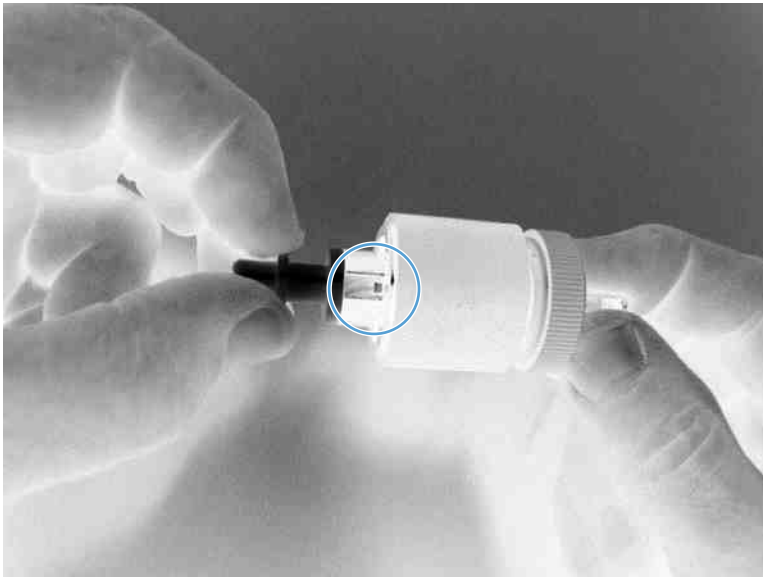
6. Slide the roller collar into the roller body until the tab (callout 1) on the collar snaps into the hole (callout 2) in the roller body.

**Figure 1-238** Reassemble the Tray 2, 3, or 4 pickup roller assembly (6 of 9)



7. When correctly installed, the tab on the roller collar retains the spring inside the roller shaft.

**Figure 1-239** Reassemble the Tray 2, 3, or 4 pickup roller assembly (7 of 9)



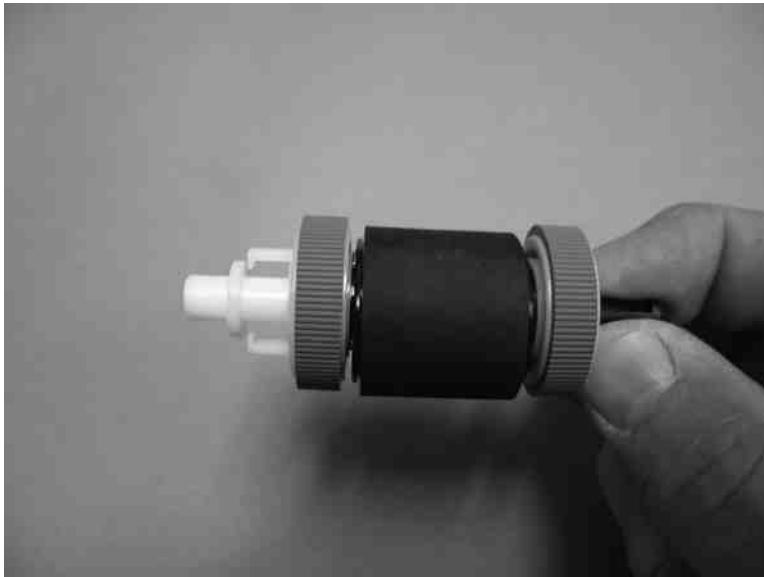
8. Slide the collar-end drive wheel onto the roller collar until it snaps in place.

**Figure 1-240** Reassemble the Tray 2, 3, or 4 pickup roller assembly (8 of 9)




9. Verify that the assembly is correctly assembled, and then proceed to [Reinstall the Tray 2, 3, or 4 pickup roller assembly on page 158](#).

**Figure 1-241** Reassemble the Tray 2, 3, or 4 pickup roller assembly (9 of 9)

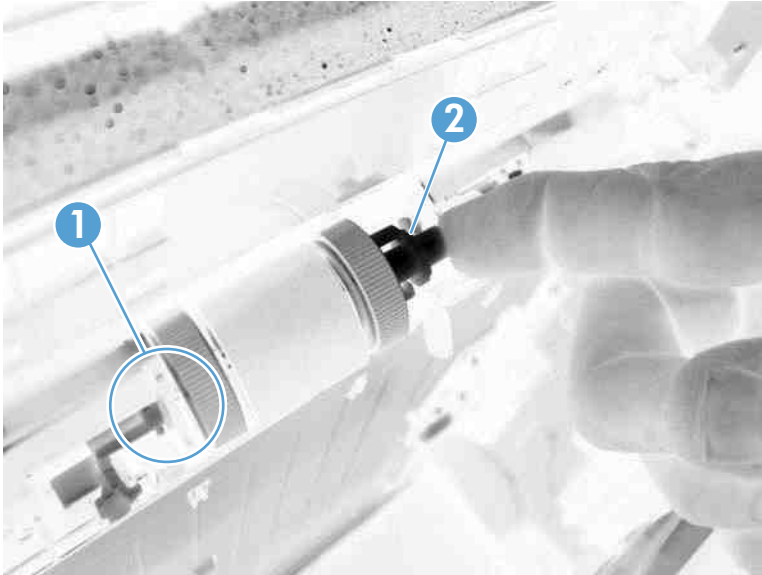


## Reinstall the Tray 2, 3, or 4 pickup roller assembly


1. Insert the roller-assembly shaft into the product (callout 1) while applying pressure to the white-plastic collar at the right-side of the roller assembly (callout 2).

 **NOTE:** Applying pressure to the collar prevents the spring-loaded roller assembly from coming apart.

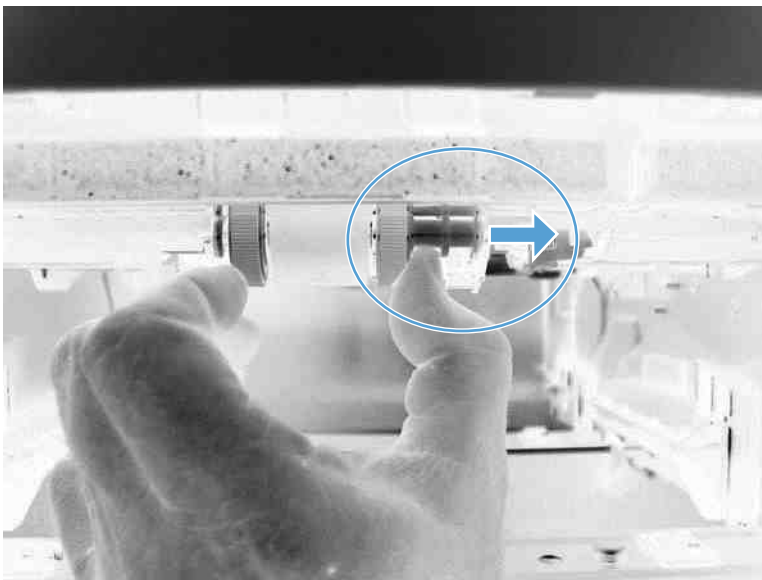
**Figure 1-242** Reinstall the Tray 2, 3, or 4 pickup roller assembly (1 of 2)



2. Continue to apply pressure to the white-plastic collar, and then insert the roller-assembly collar into the product.

 **TIP:** After the roller assembly is reinstalled, you might need to slightly turn the assembly back and forth to make sure that the collar is engaged with the drive mechanism.

**Figure 1-243** Reinstall the Tray 2, 3, or 4 pickup roller assembly (2 of 2)



## Tray 2, 3, or 4 separation pad

**⚠ CAUTION:** Do not touch the surface of the pad. Skin oils deposited on the roller might cause paper-handling problems.

1. Remove the tray. See [Tray 2, Tray 3, or Tray 4 assembly on page 14](#).
2. Remove two screws (callout 1), and then remove the separation pad (callout 2).

**Figure 1-244** Remove the Tray 2, 3, or 4 separation pad

