Removal and replacement: Fuser and fixing film assembly

Introduction

This document provides the procedures to remove and replace the fuser and fixing film assembly.

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 cable 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 and fixing film assembly part number	
RM2-0805-000CN	Fuser assembly (110–127V)[1]
RM2-0806-000CN	Fuser assembly (220–240V)[1]
RM2-0814-000CN	Fixing film assembly (110–127V)
RM2-0815-000CN	Fixing film assembly (220–240V)

[1] The fuser assembly includes the fuser, fixing film assembly, and the delivery sensor PCA.

Required tools

- #2 Phillips screwdriver with a magnetic tip.

- Small flat-blade screwdriver

After performing service

Turn the printer power on

○ Connect the power cable.

○ Use the power switch to turn the power on.

Post service test

MFP: Verify that the document feeder and the flatbed scanner are correctly functioning (copy a page).

Send a print job from the host computer (or print a configuration report). Verify that the page prints.

Step 1: Remove the multipurpose cover

1.   Open the multipurpose cover.

2.   **SFP**: Release two bosses (callout 1), and then remove the cover (callout 2).
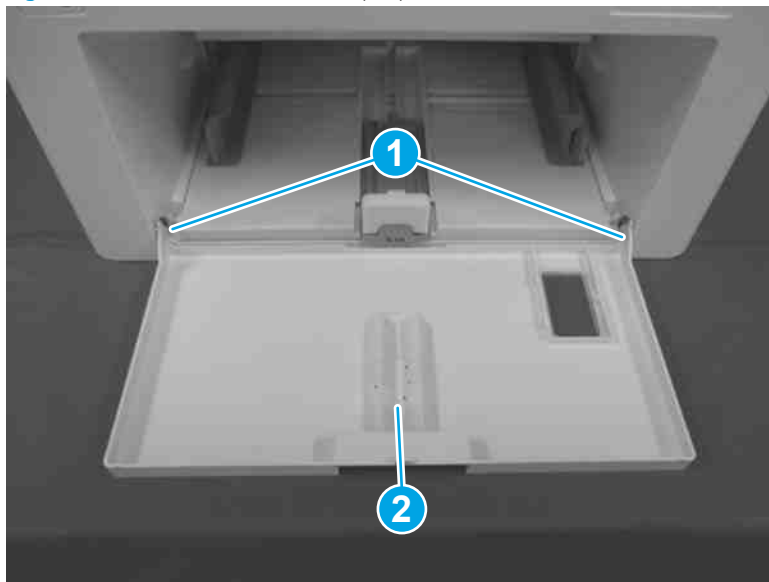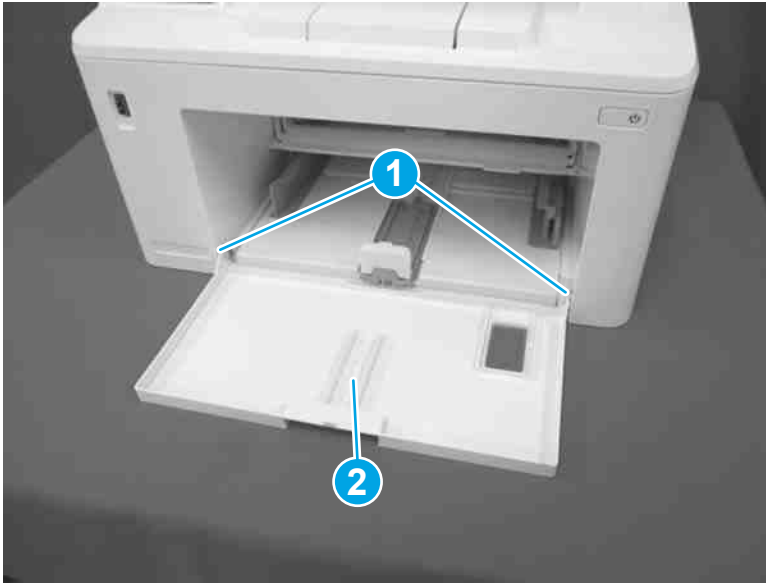
> 💡 **TIP:**   It might be easier to remove the cover if the right boss is released first, and then lower the right-side of the cover to release the left-side boss.

Figure 1-1738 Remove the multipurpose cover (SFP)

3. **MFP**: Release two bosses (callout 1), and then remove the cover (callout 2).
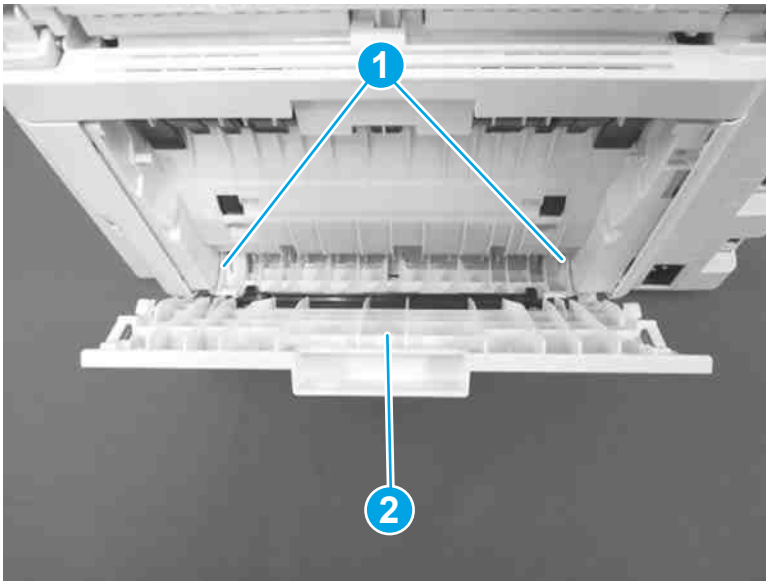
    Figure 1-1739 Remove the multipurpose cover (MFP)

Step 2: Remove the duplex door

1. Open the duplex door.

2. Use a small flat-blade screwdriver to release two tabs (callout 1), and then remove the duplex door (callout 2).
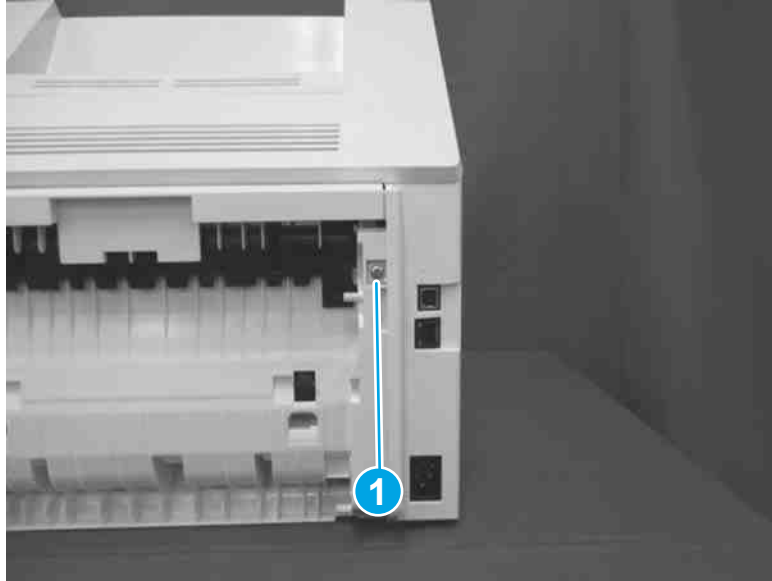
    Figure 1-1740 Remove the duplex door
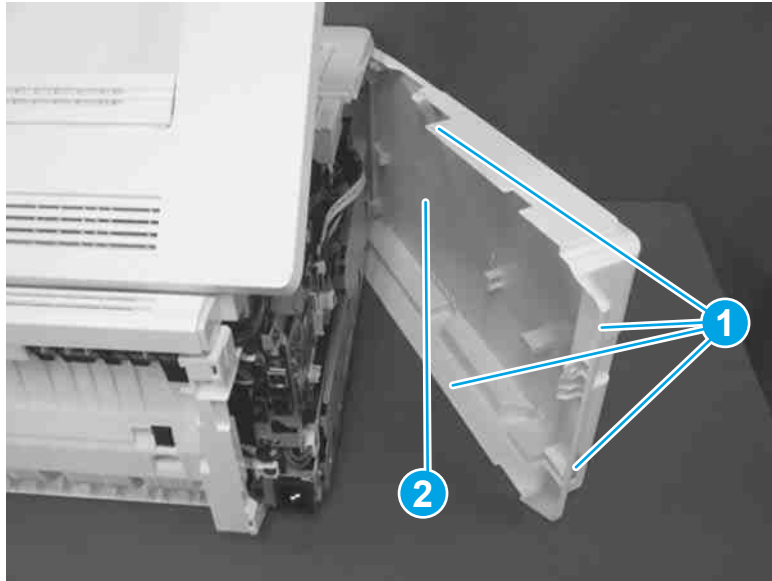

Step 3: Remove the left cover

1. **SFP**: Do the following.

    a. Remove one screw (callout 1).
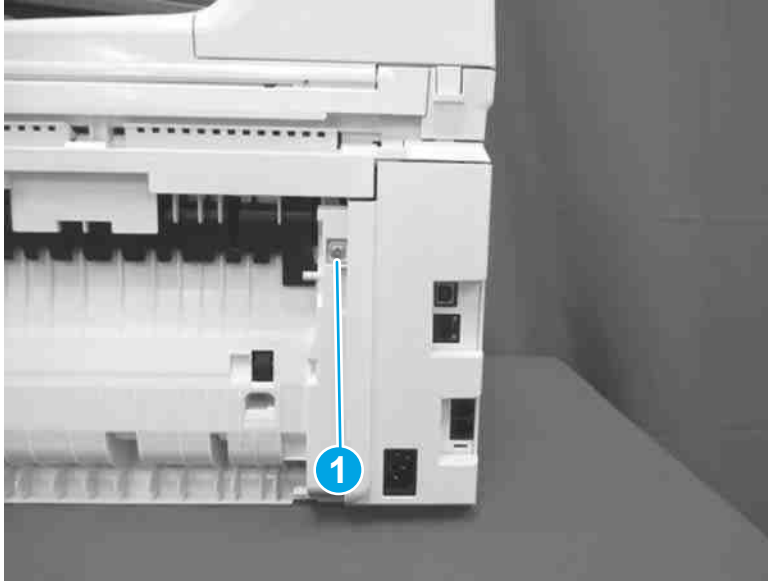
Figure 1-1741 Remove one screw (SFP)

b. Open the cartridge door.

c. Release four tabs (callout 1), and then remove the left cover (callout 2).

Figure 1-1742 Remove the left cover (SFP)

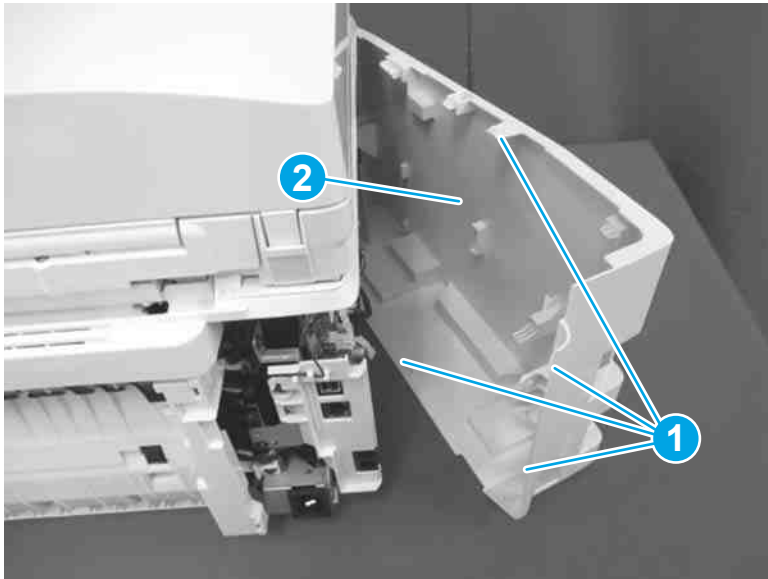
2. **MFP**: Do the following.

a. Remove one screw (callout 1).

Figure 1-1743 Remove one screw (MFP)

b. Release four tabs (callout 1), and then remove the left cover (callout 2).

Figure 1-1744 Remove the left cover (MFP)

Step 4: Remove the cable cover (MFP)

📝 NOTE: This step is for the MFP printers. For the SFP printers, skip this step and go to .
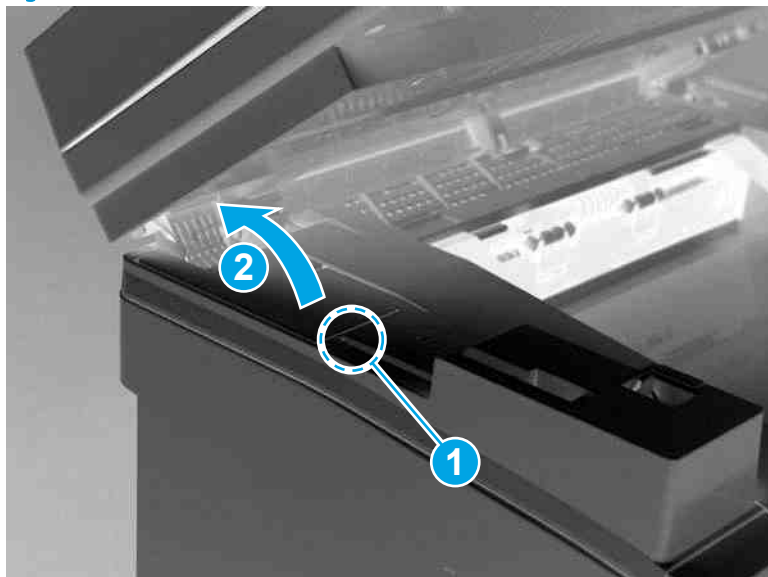
1. Open the scanner assembly.

Figure 1-1745 Open the scanner assembly

2. Use a small flat-blade screw driver to release one tab (callout 1), and then remove the cable cover (callout 2).

Figure 1-1746 Remove the cable cover (MFP)

### Step 5: Remove the 3-in-1 or 4-in-1 scanner assembly (MFP)

📝 NOTE: This step is for the MFP printers. For the SFP printers, skip this step and go to Step 6: Remove the right cover on page 1018.

📝 NOTE: The 4-in-1 scanner assembly supports the document feeder. The 3-in-1 scanner assembly does not support the document feeder.

The figures in this procedure show a 4-in-1 printer. However, the procedure is correct for 3-in-1 printers.

1. **4-in-1 models only**: Remove one screw (callout 1), and then release the ground wire from the retainer (callout 2).

Figure 1-1747 Release the ground wire (4-in-1 models)
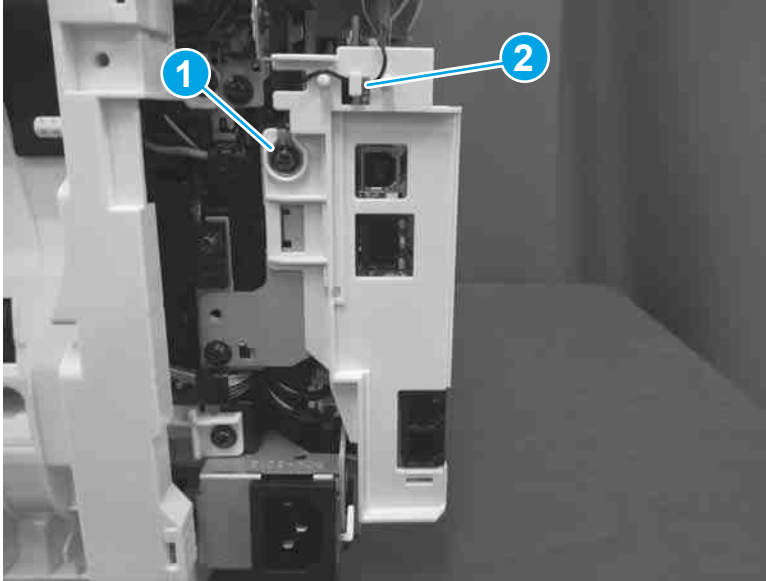
2. **4-in-1 models only**: Disconnect two flat cables (callouts 1/2), and then pass the flat cables and the ground wire (callout 3) up through the opening in the chassis.

3-in-1 models only: Disconnect one flat cable (callout 1), and then pass the flat cable through the opening in the chassis.
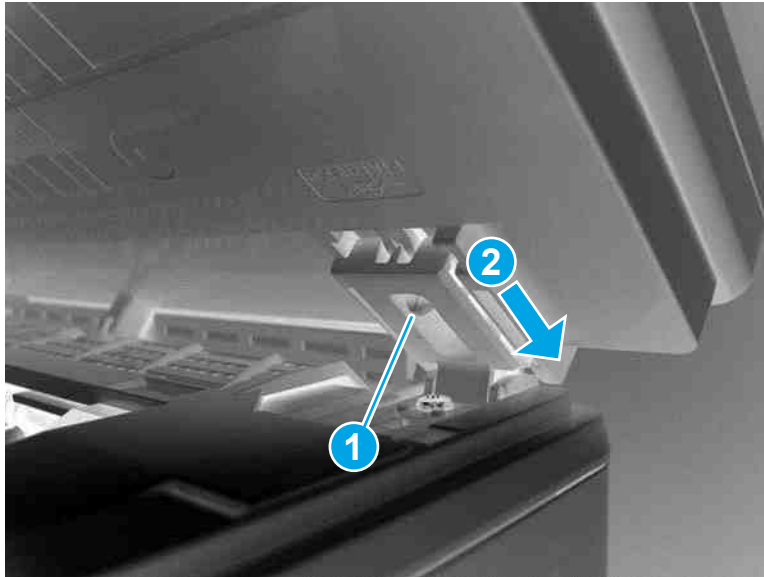
NOTE: The 3-in-1 model does not have the small flat cable (callout 2) or a ground wire (callout 3).

Figure 1-1748 Disconnect flat cable(s)
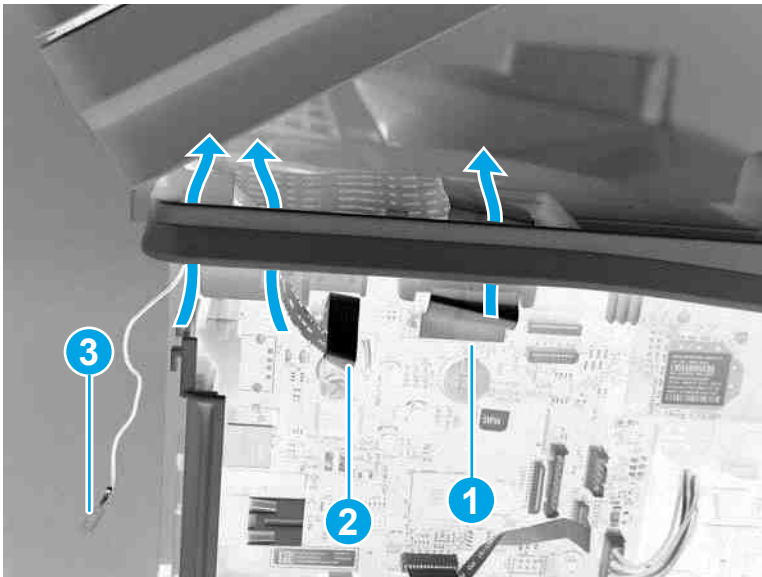
3. Release one tab (callout 1), and then push the right side of the scanner assembly toward the rear of the printer to release the right hinge (callout 2).
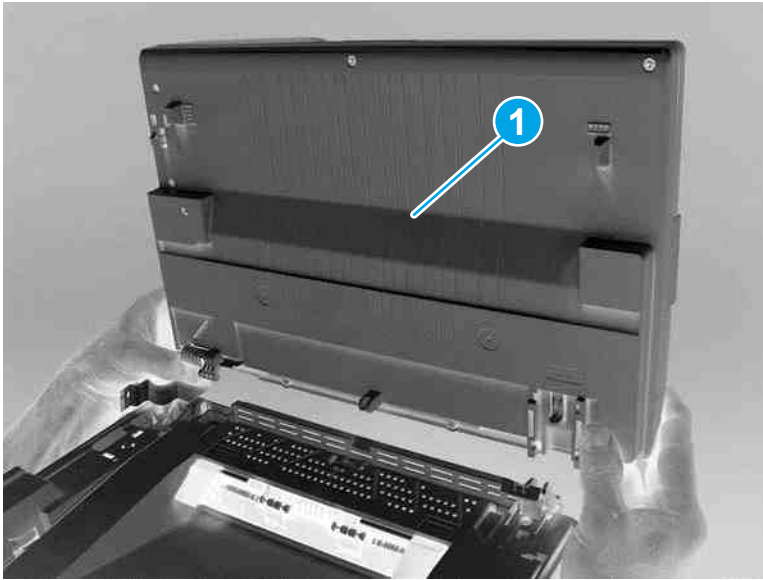
Figure 1-1749 Release the right hinge

4. Rotate the scanner assembly towards the rear of the printer (callout 1), and then slide the scanner assembly toward the right side of the printer to release the left hinge (callout 2).

Figure 1-1750 Release the left hinge
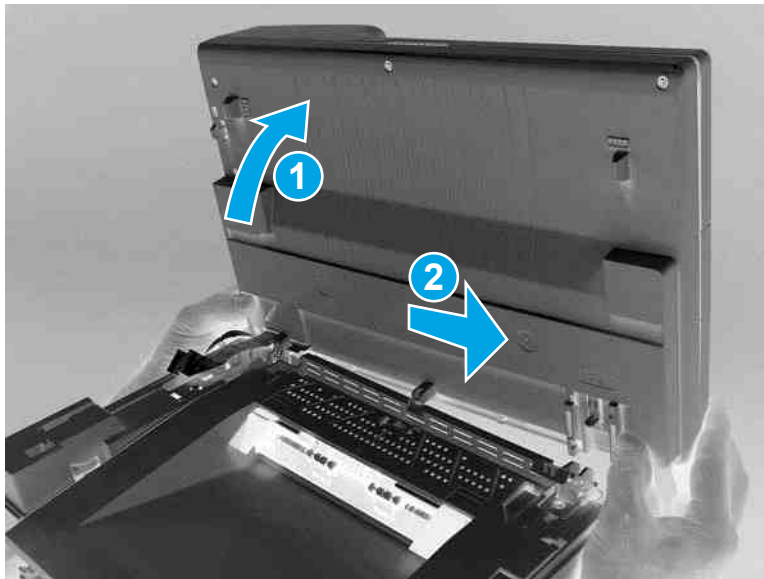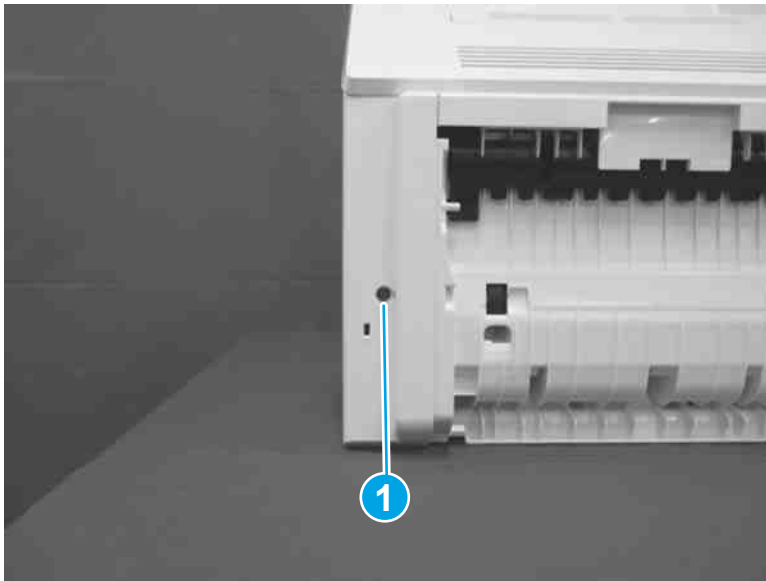
5. Remove the scanner assembly (callout 1).

Figure 1-1751 Remove the scanner assembly

Step 6: Remove the right cover

1. **SFP**: Do the following.

   a. Remove one screw (callout 1).
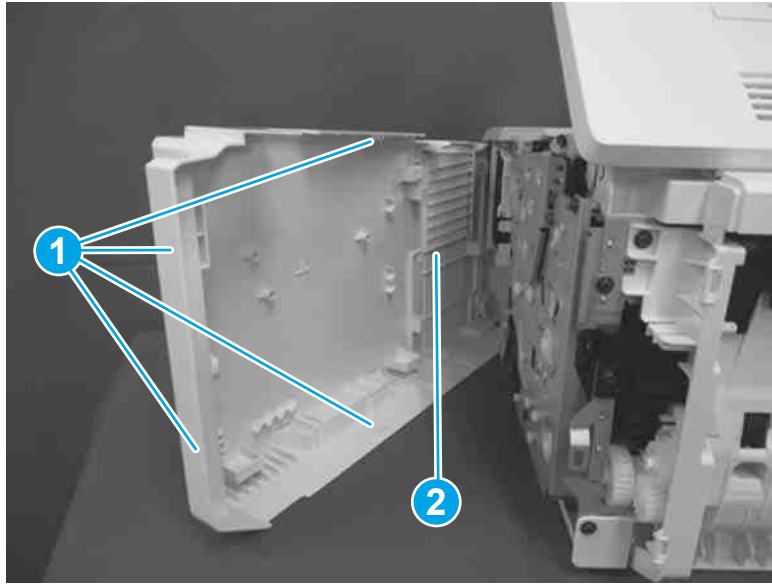
      Figure 1-1752 Remove one screw (SFP)

   b. Open the cartridge door.

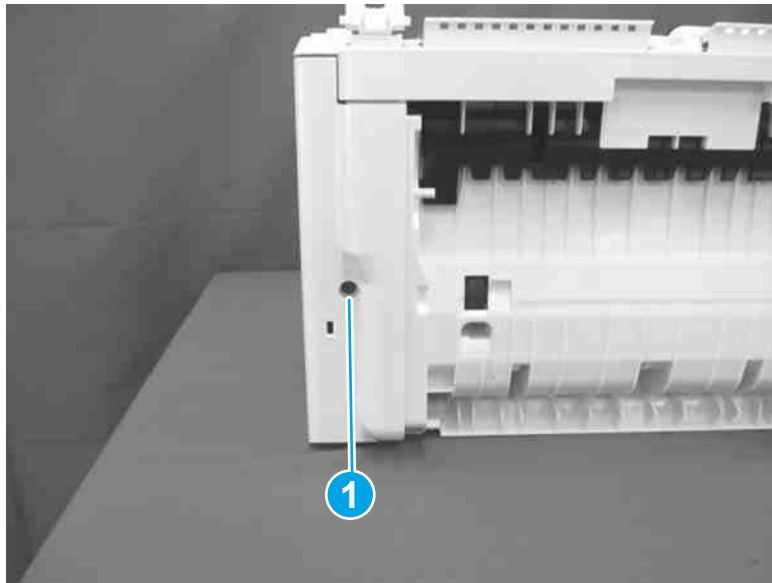**c.** Release four tabs (callout 1), and then remove the right cover (callout 2).

Figure 1-1753 Remove the right cover (SFP)
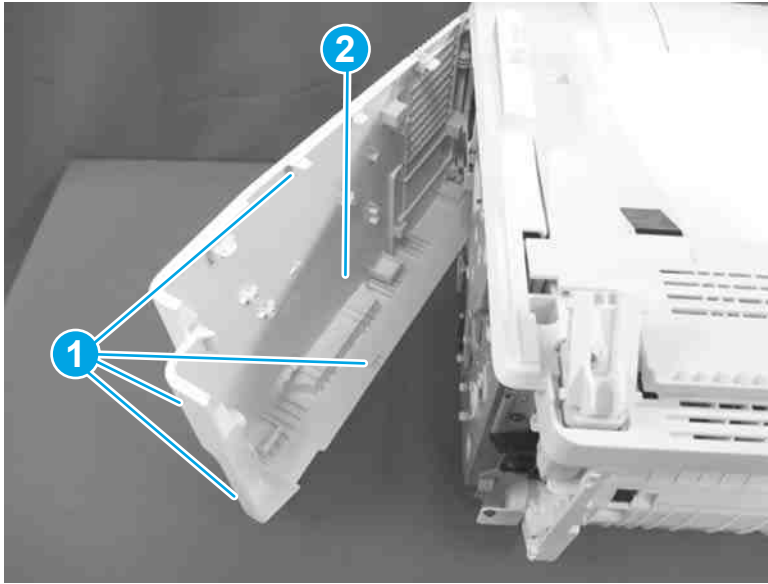

2. **MFP**: Do the following.

   a. Remove one screw (callout 1).

   Figure 1-1754 Remove one screw (MFP)

b. Release four tabs (callout 1), and then remove the right cover (callout 2).
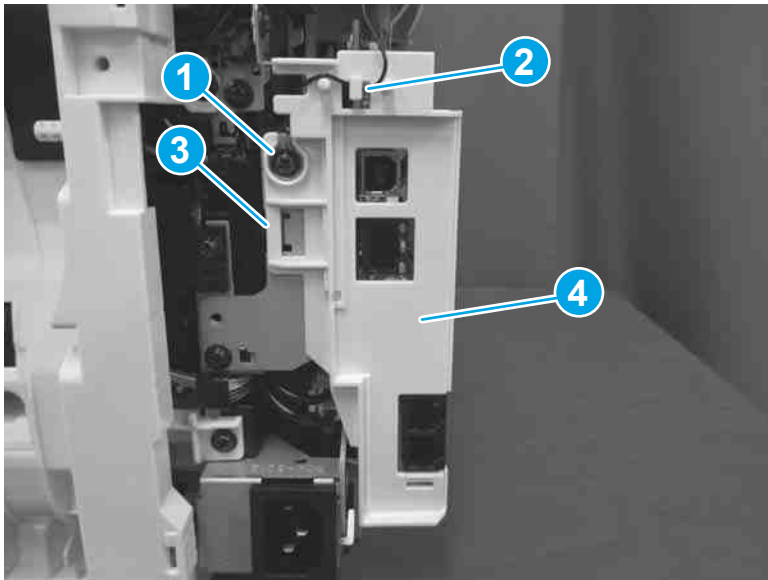
Figure 1-1755 Remove the right cover (MFP)

Step 7: Remove the USB cover

▲ Do the following:

a. **4-in-1 scanner assembly models only**: Remove one screw (callout 1), and then release one wire harness from the guide (callout 2).

b. Release one tab (callout 3), and then remove the USB cover (callout 4).
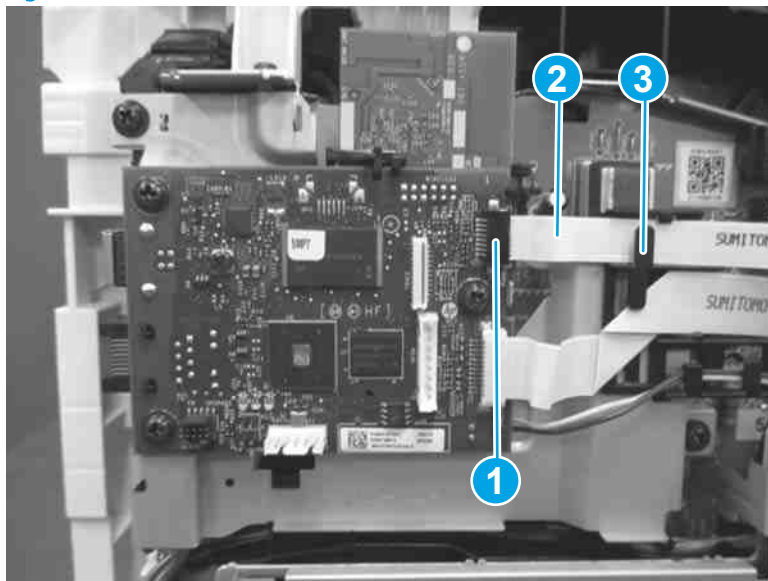
Figure 1-1756 Remove the USB cover (MFP)

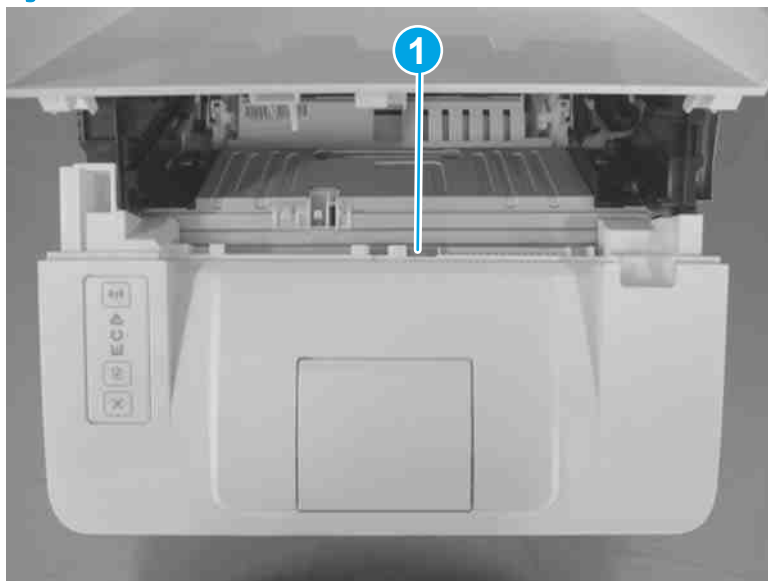### Step 8: Remove the top front cover

1. **SFP**: Do the following.

a. Disconnect one connector (callout 1) on the formatter, and then release the cable (callout 2) from the cable guide (callout 3).

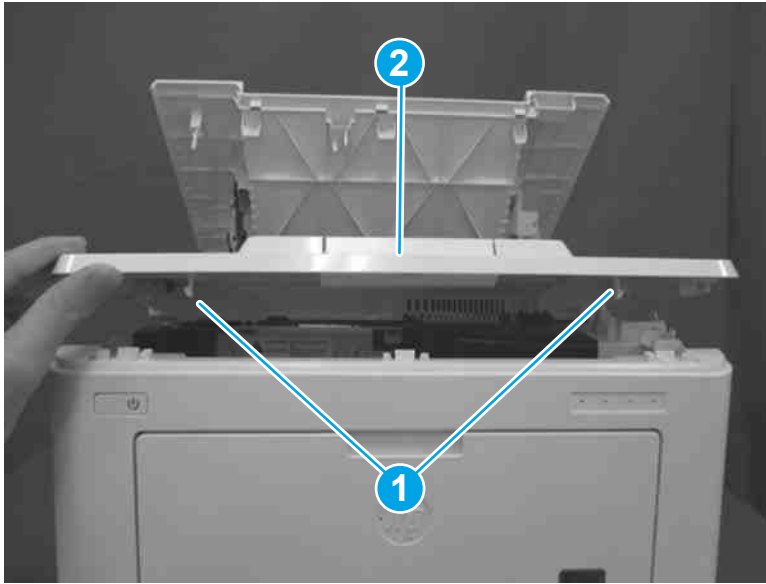Figure 1-1757 Disconnect one connector

b. Open the cartridge door, and then release one tab (callout 1) on the top of the cover.

Figure 1-1758 Release one tab

c. Release two tabs (callout 1), and then remove the top front cover (callout 2).
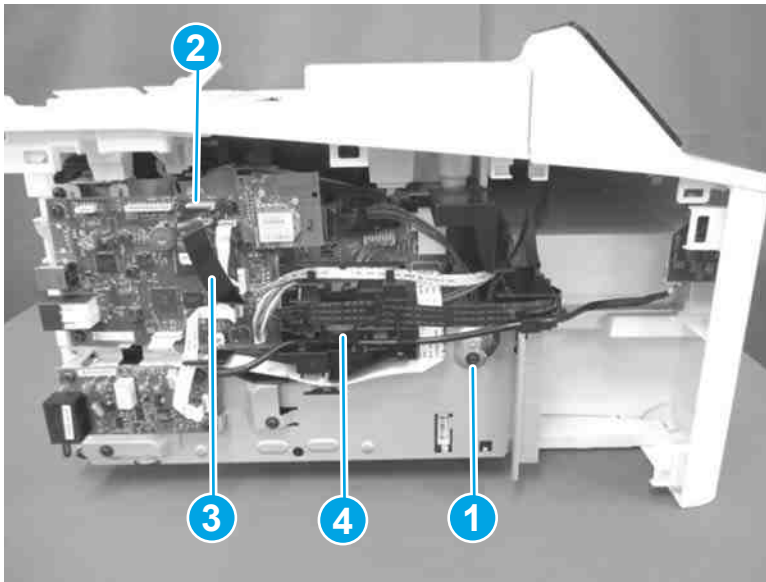
Figure 1-1759 Release two tabs and remove the cover
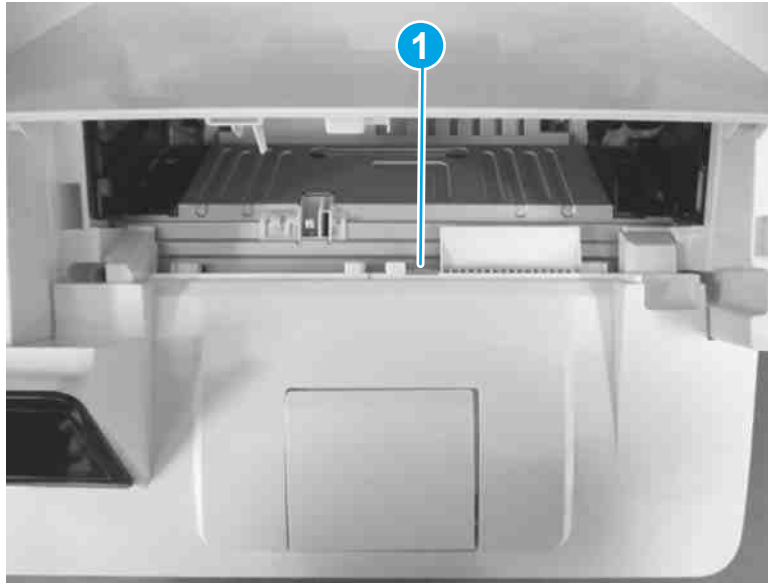

2. **MFP**: Do the following.

    a. Remove one screw (callout 1) to release one cable. Disconnect one connector (callout 2), and then remove the cable (callout 3) from the cable guide (callout 4).

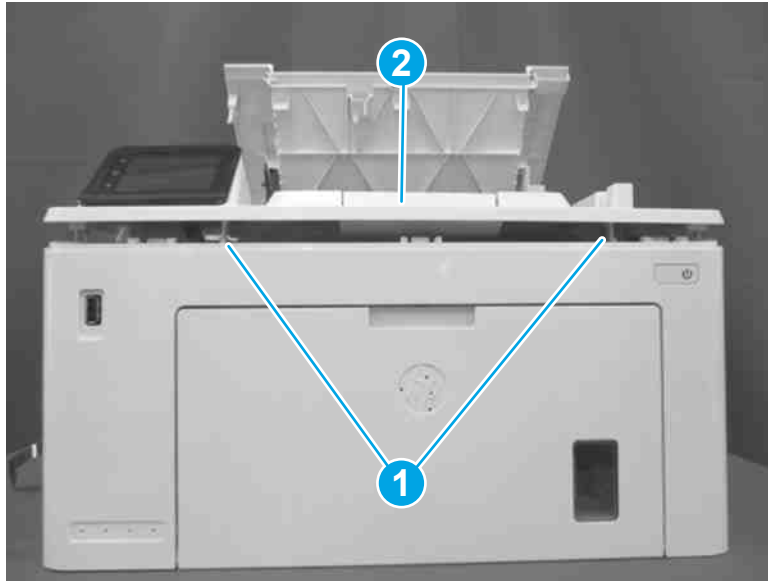Figure 1-1760 Disconnect connector and release cable

b. Open the cartridge door, and then release one tab (callout 1).

Figure 1-1761 Release one tab

c. Release two tabs (callout 1), and then remove the top front cover (callout 2).
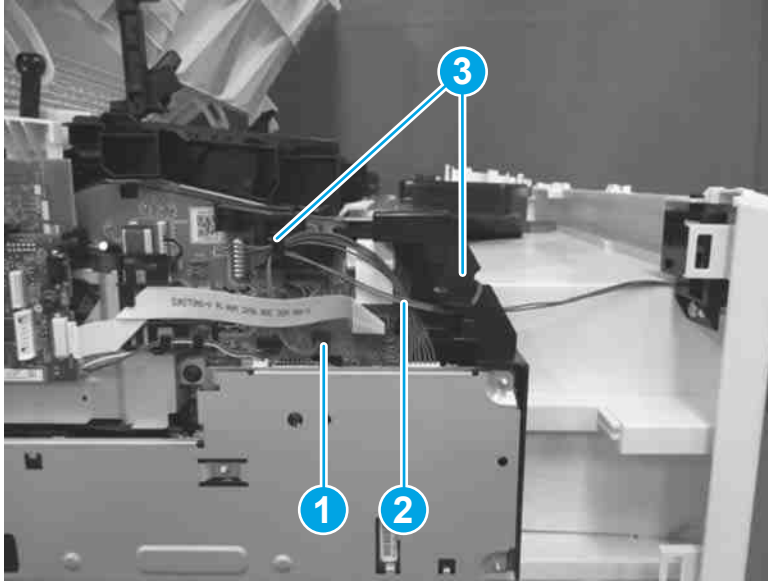
Figure 1-1762 Release two tabs and remove the cover

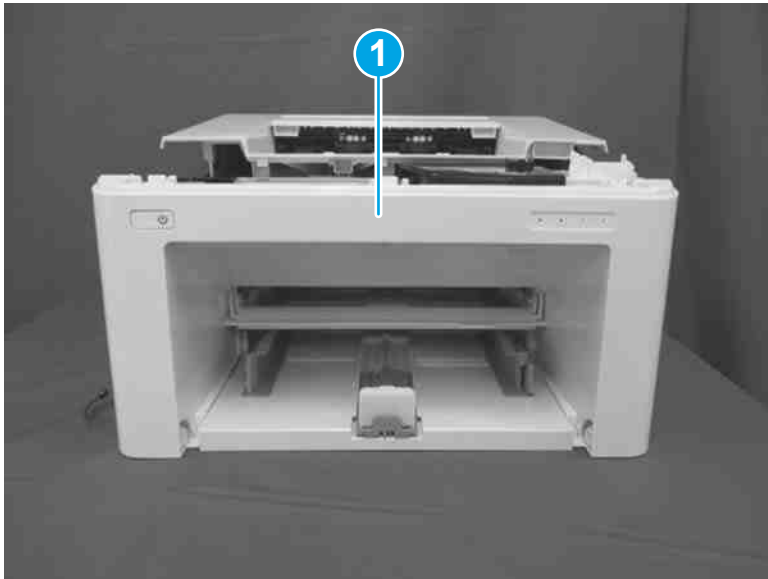
Step 9: Remove the front cover

1. **SFP**: Do the following.

   a. Disconnect one connector (callout 1), and then remove the cable (callout 2) from the cable guide (callout 3).
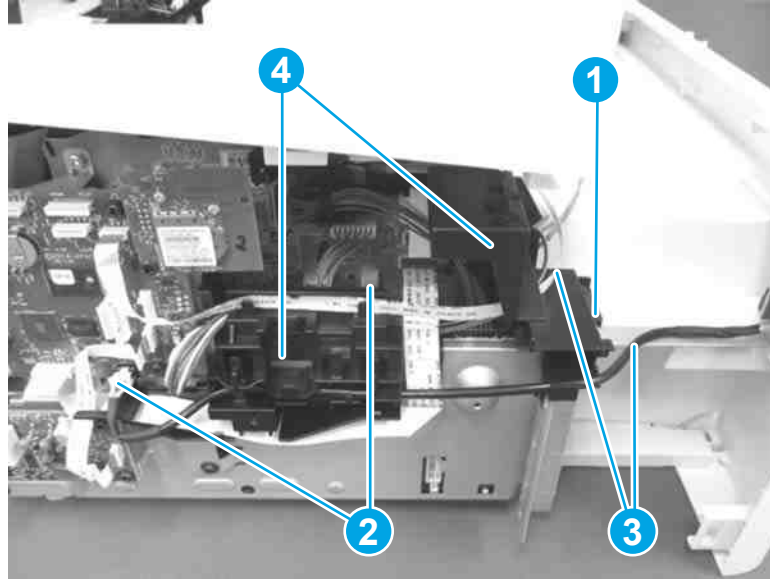
Figure 1-1763 Disconnect connector (SFP)

b. Slide the front cover (callout 1) away from the printer to remove it.
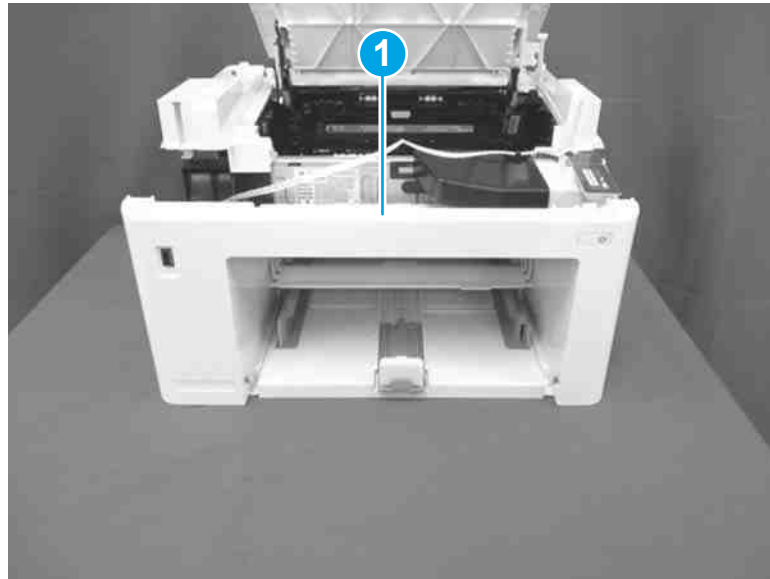
Figure 1-1764 Remove the front cover (SFP)

2. **MFP**: Do the following.

a. Remove one screw (callout 1). Disconnect two connectors (callout 2), and then release the cables (callout 3) from the cable guide (callout 4).

Figure 1-1765 Disconnect connectors (MFP)

b. Slide the front cover (callout 1) away from the printer to remove it.

Figure 1-1766 Remove the front cover (MFP)
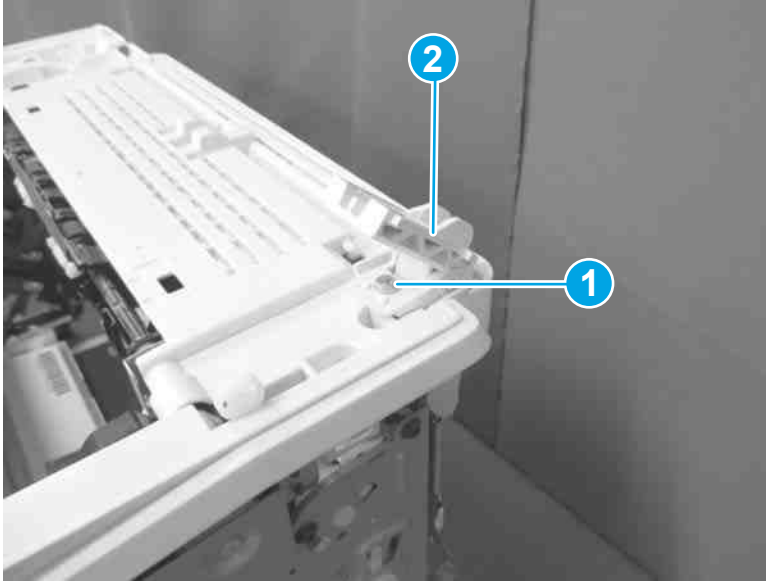

Step 10: Remove the hinge assembly (MFP)

📝 NOTE: This step is for the MFP printers. For the SFP printers, skip this step and go to .

▲ Remove one screw (callout 1), and then remove the hinge assembly (callout 2).
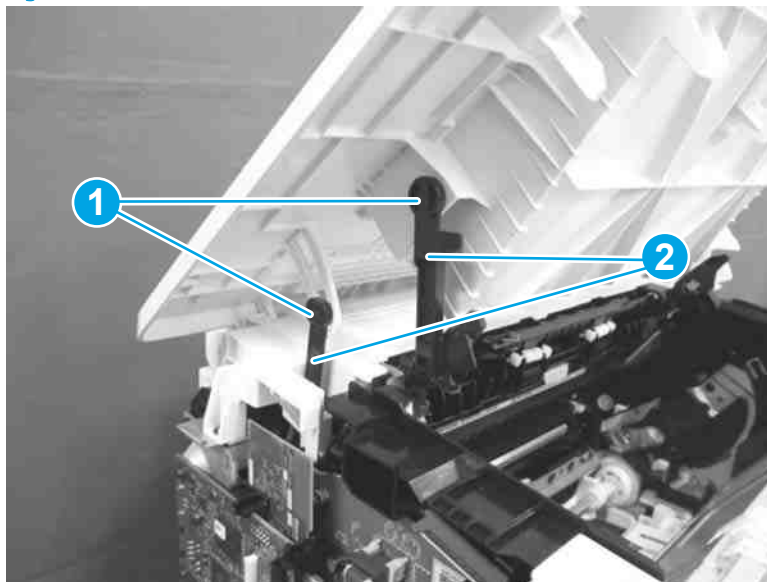
Figure 1-1767 Remove the hinge assembly (MFP)

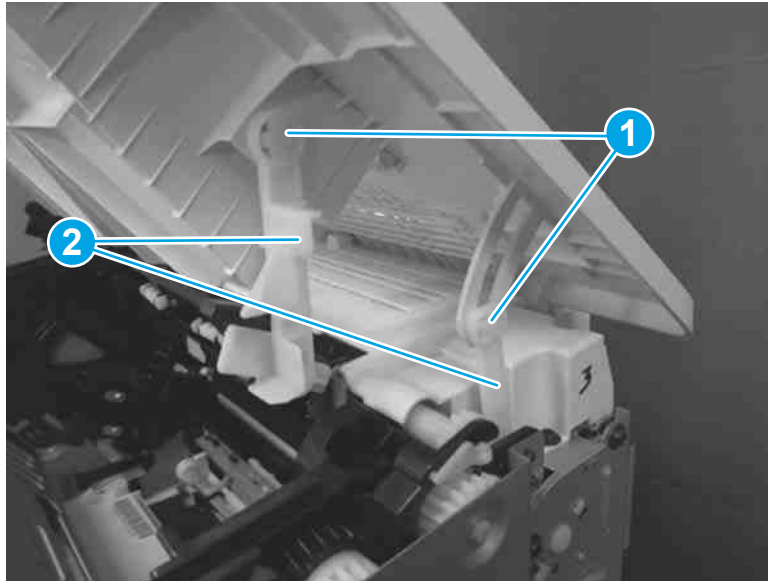### Step 11: Remove the cartridge door

1. **SFP**: Do the following.

   a. Open the cartridge door. On the left side of the printer, release two tabs (callout 1), and then disconnect two link arms (callout 2).

   Figure 1-1768 Disconnect left link arms (SFP)

b. On the right side of the printer, release two tabs (callout 1), and then disconnect two link arms (callout 2).

Figure 1-1769 Disconnect right link arms (SFP)

c. Fully open the cartridge door (callout 1), and then slide it towards the right-side of the printer to remove it.

Figure 1-1770 Remove the cartridge door (SFP)

2. **MFP**: Do the following.

   a. Open the cartridge door. On the left side of the printer, release two tabs (callout 1), and then disconnect two link arms (callout 2).
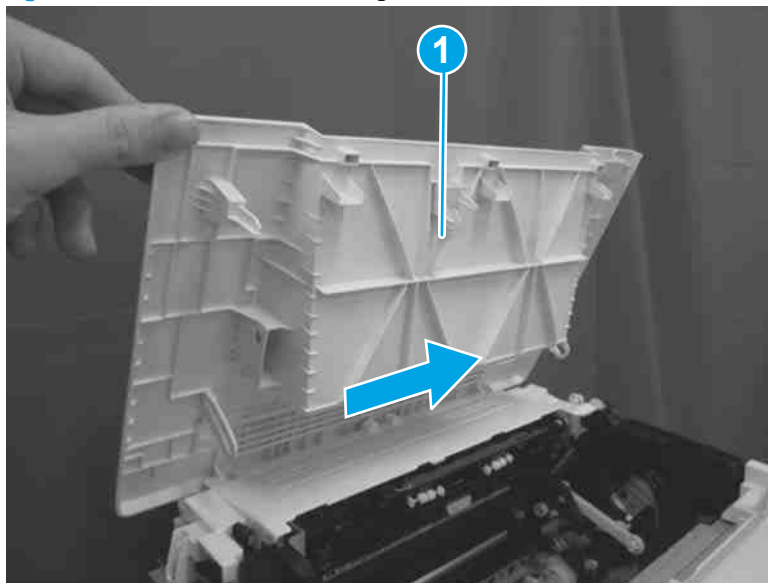
Figure 1-1771 Disconnect left link arms (MFP)

b. On the right side of the printer, release two tabs (callout 1), and then disconnect two link arms (callout 2).

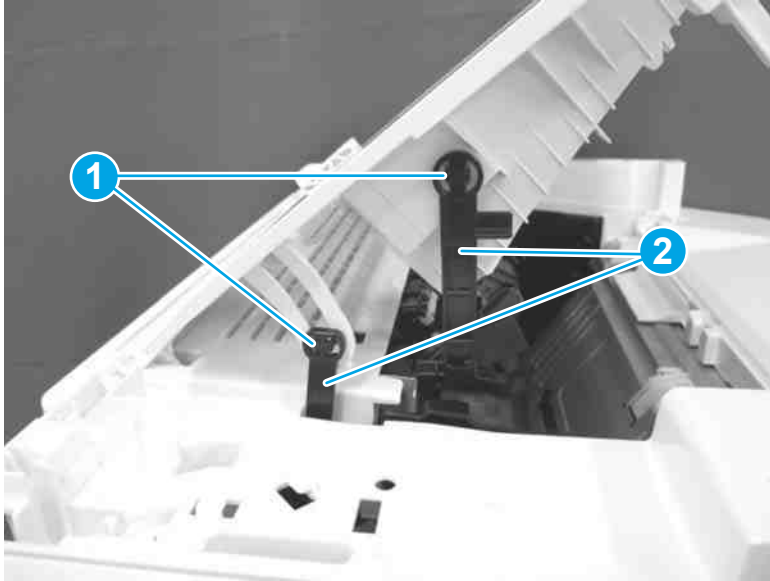Figure 1-1772 Disconnect right link arms (MFP)

c. Fully open the cartridge door (callout 1), and then slide it towards the right-side of the printer to remove it.
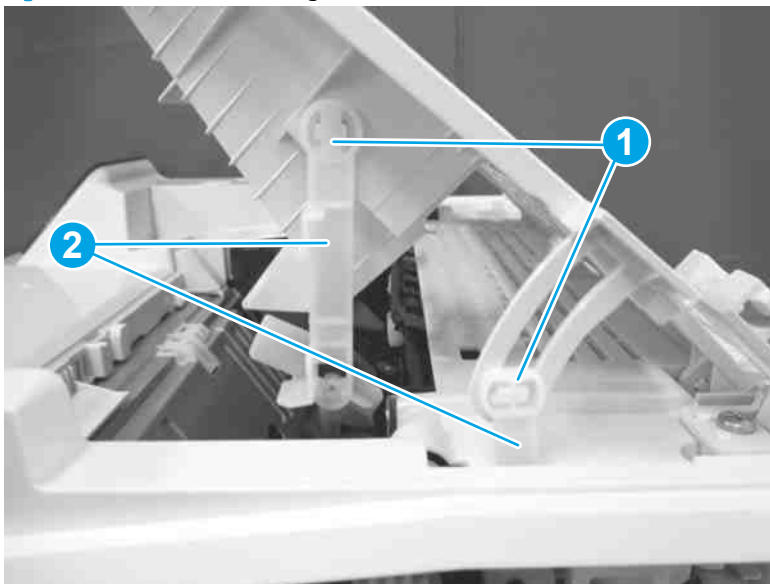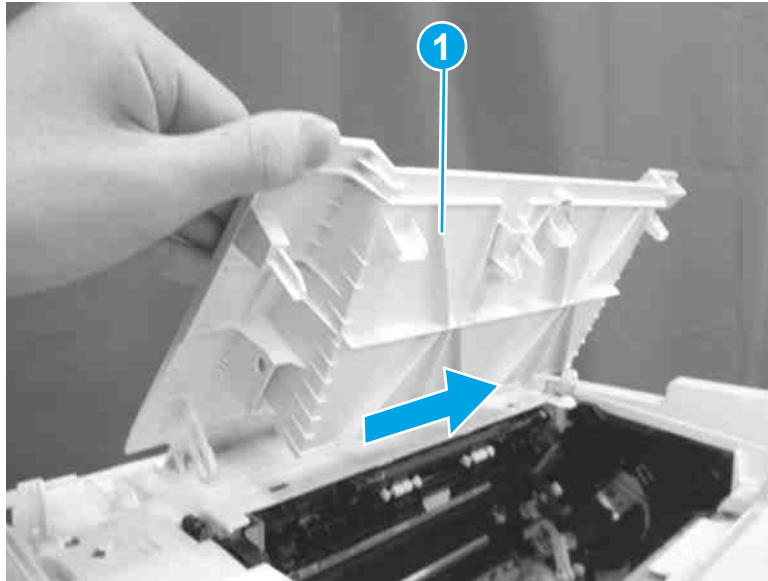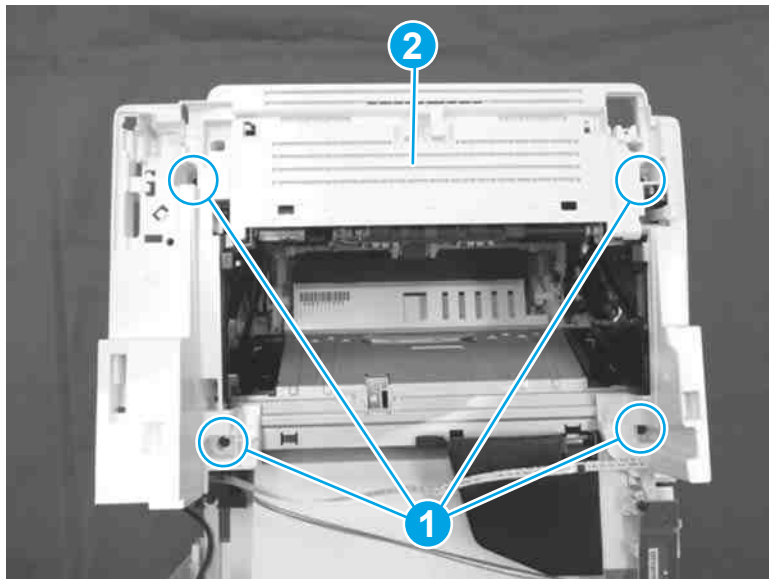
Figure 1-1773 Remove the cartridge door (MFP)

Step 12: Remove the top cover (MFP)

📝 **NOTE:** This step is for the MFP printers. For the SFP printers, skip this step and go to .

▲ Remove four screws (callout 1), and then remove the top cover (callout 2).

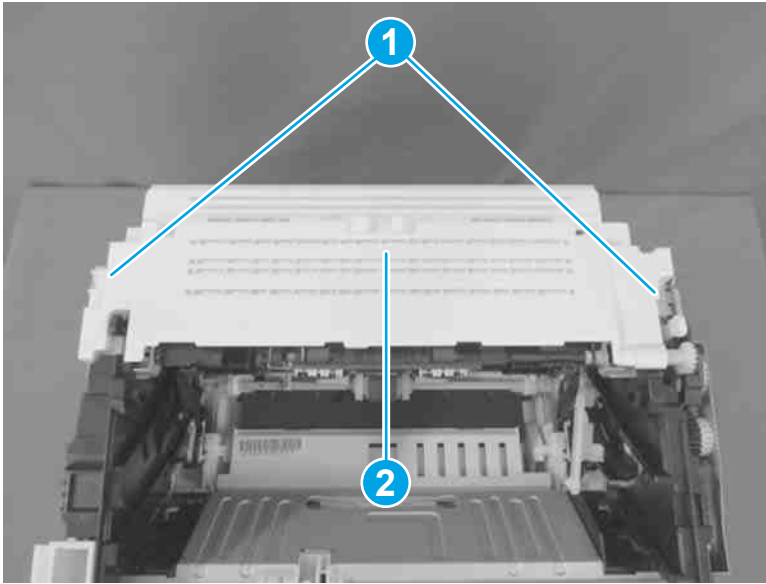Figure 1-1774 Remove the top cover

Step 13: Remove the top rear cover (SFP)

📝 **NOTE:** This step is for the SFP printers. For the MFP printers, skip this step and go to .

▲ Remove two screws (callout 1), and then remove the top rear cover (callout 2).
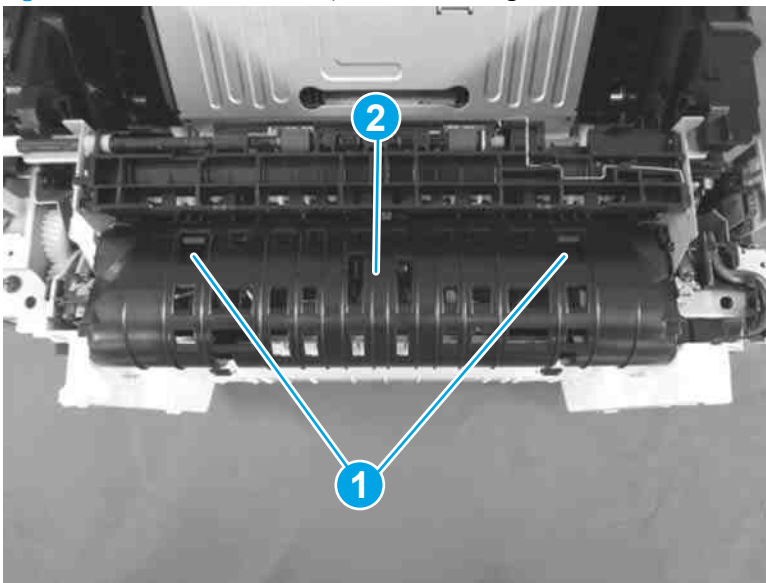
Figure 1-1775 Remove the top rear cover (SFP)

### Step 14: Remove the duplex paper feed assembly

1. Release two tabs (callout 1), and then remove the duplex switchback guide (callout 2).

Figure 1-1776 Remove the duplex switchback guide

2. Remove two M3 screws (callout 1), and then remove two M4 screws (callout 2). Release two tabs (callout 3), and then remove the duplex paper feed assembly (callout 4).

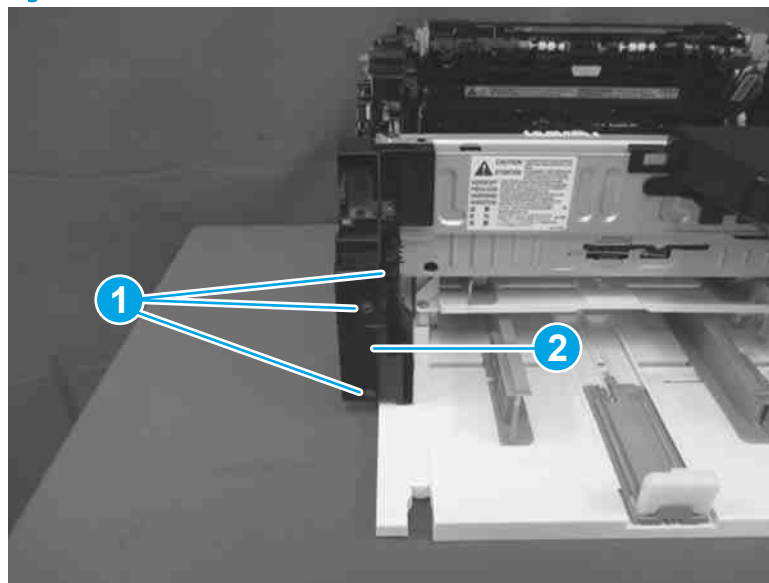Figure 1-1777 Remove the duplex feed assembly
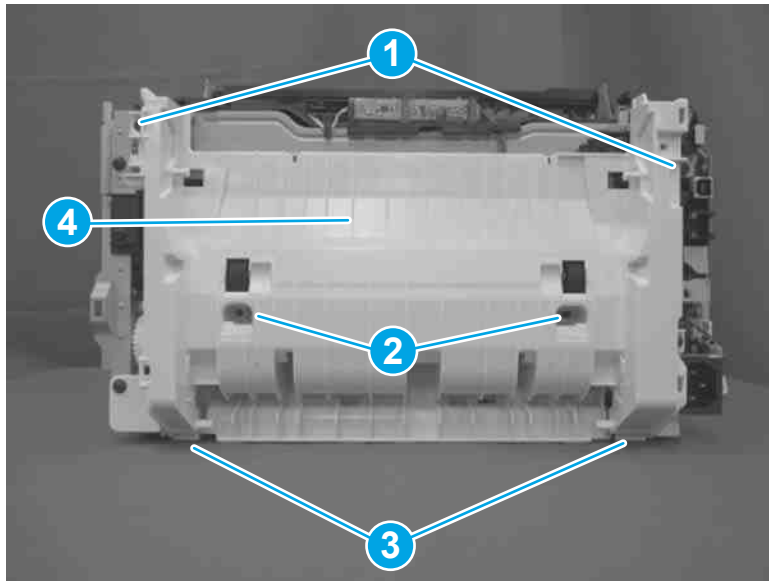
Step 15: Remove the low-voltage power supply (LVPS)
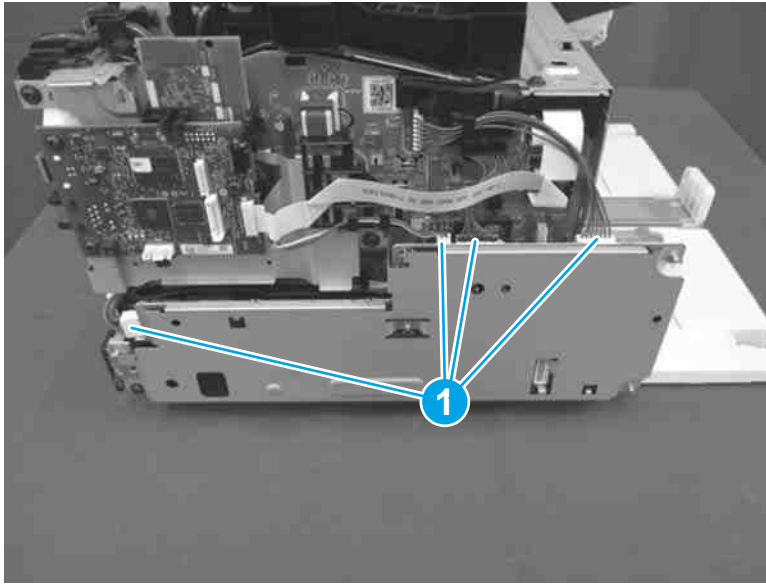
⚠ **CAUTION:** ESD-sensitive part.

1. **SFP**: Do the following.

   a. Remove three screws (callout 1), and then remove the inner cover (callout 2).

   Figure 1-1778 Remove three screws and a cover (SFP)

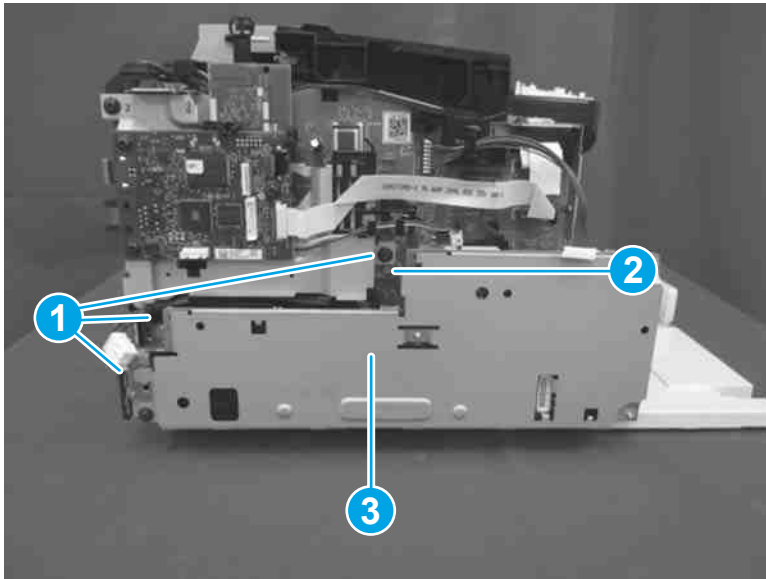**b.** Disconnect four connectors (callout 1).

Figure 1-1779 Disconnect four connectors (SFP)

c. Remove three screws (callout 1), remove one ground screw (callout 2), and then remove the LVPS (callout 3).
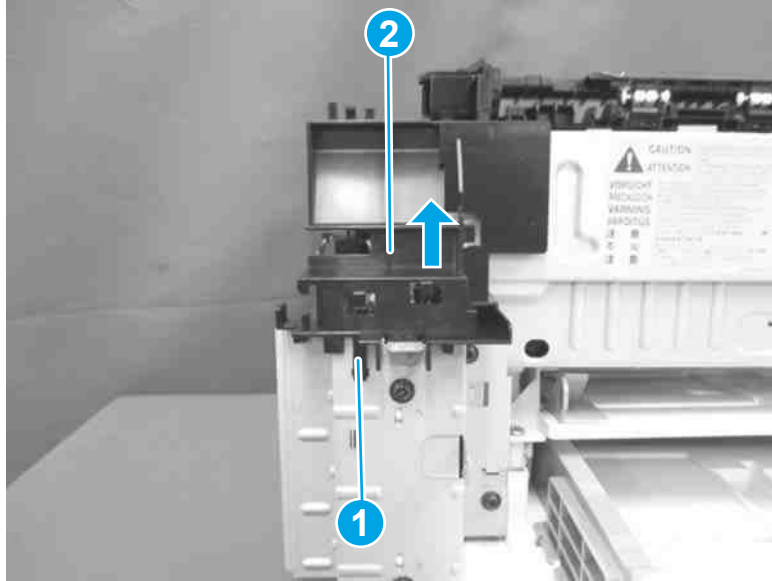
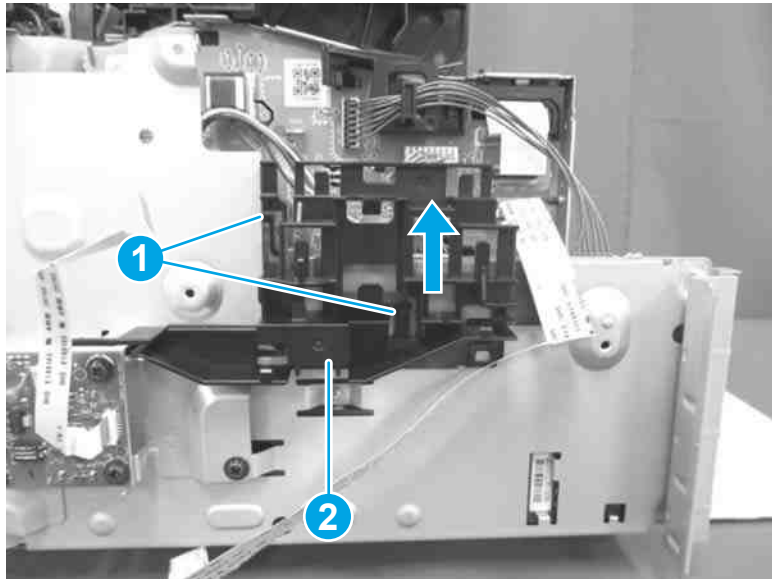Figure 1-1780 Remove the LVPS (SFP)

2. **MFP**: Do the following.

a. Release one tab (callout 1), and then slide the inner cover (callout 2) up to remove it.

Figure 1-1781 Remove the inner cover (MFP)

Figure 1-1781 Remove the inner cover (MFP)

b.   Release two tabs (callout 1), and then slide the guide (callout 2) up to remove it.
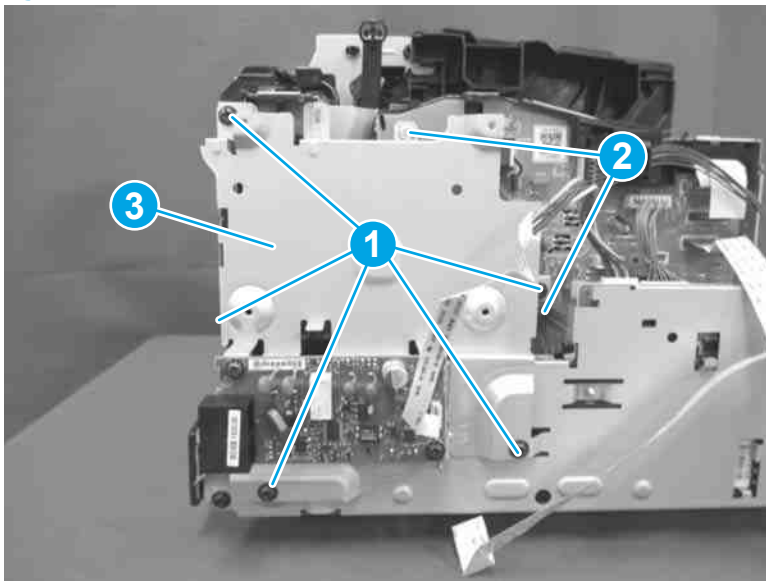
Figure 1-1782 Remove the guide (MFP)

c. Remove four screws (callout 1), and then remove the sheet-metal plate (callout 2).

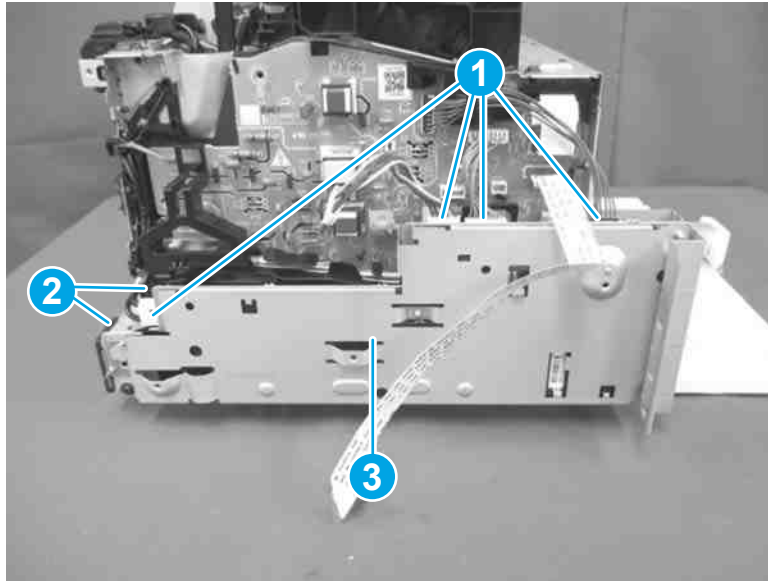Figure 1-1783 Remove the plate (MFP)
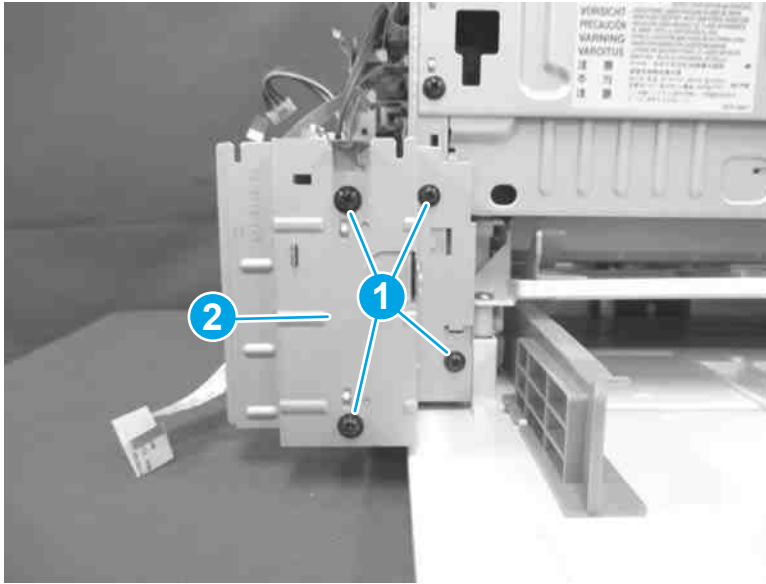
d. Remove five screws (callout 1), remove two ground screws (callout 2), and then remove the sheet-metal support plate (callout 3).

Figure 1-1784 Remove the support plate (MFP)

e.   Disconnect four connectors (callout 1), remove two screws (callout 2), and then remove the LVPS (callout 3).
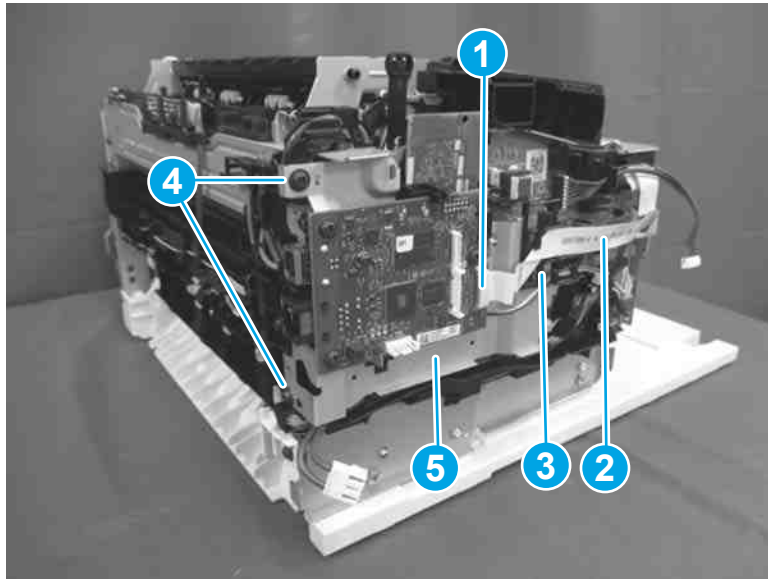
Figure 1-1785 Remove the LVPS (MFP)
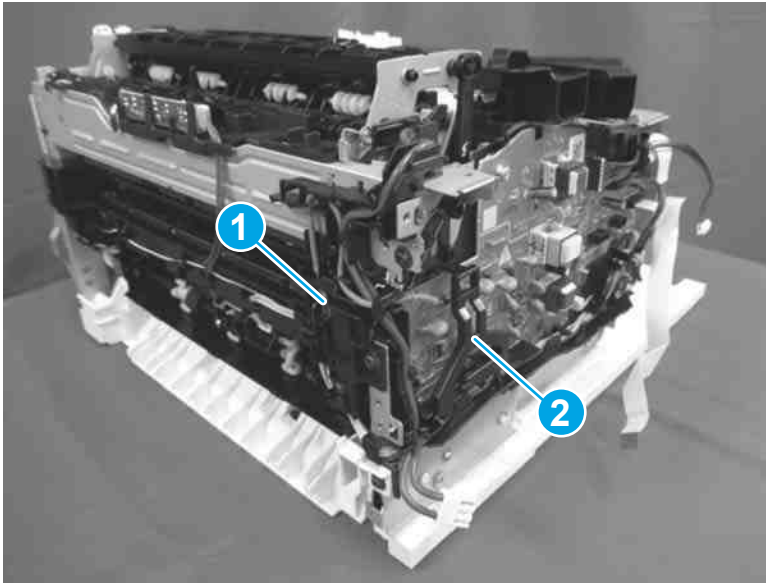

Step 16: Remove the transfer assembly

1.   **SFP only**: Disconnect one connector (callout 1), and then remove the flat cable (callout 2) from the guide (callout 3). Remove two screws (callout 4), and then remove the support plate (callout 5).

Figure 1-1786 Remove the support plate (SFP)

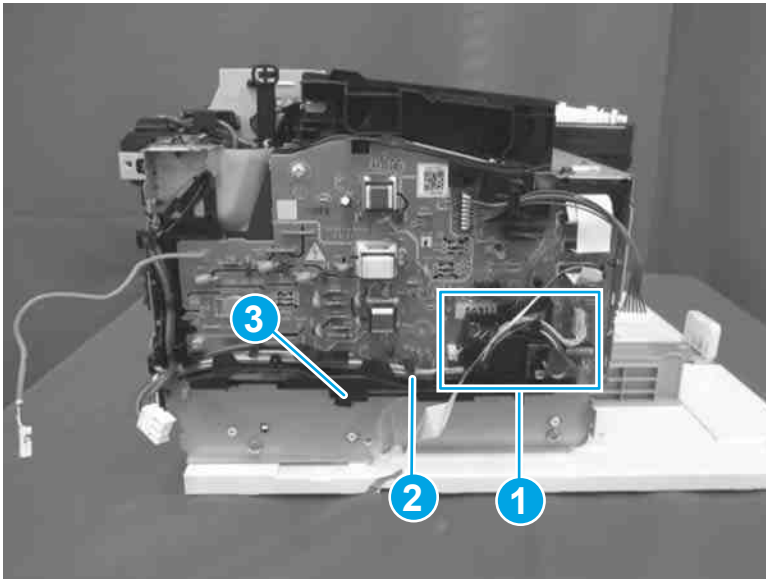2.   Disconnect one connector (callout 1), and then remove the black-plastic support bracket (callout 2).

Figure 1-1787 Disconnect one connector and remove the support bracket

3.   Disconnect connectors J311, J561, J563, J581, and J582 (callout 1) from the engine controller PCA, and then remove the wire harnesses (callout 2) from the guide (callout 3).

Figure 1-1788 Disconnect five connectors

4. Disconnect three connectors (callout 1), and then remove the wire harnesses (callout 2) from the guide (callout 3).

Figure 1-1789 Disconnect three connectors
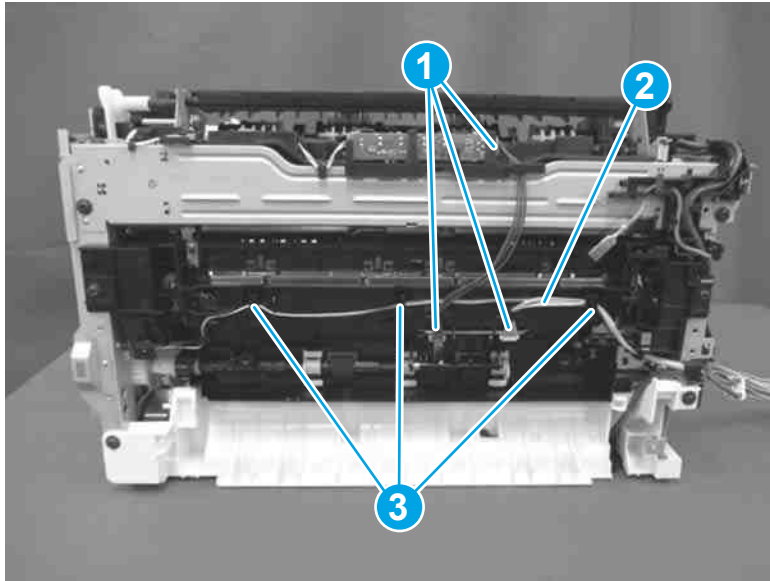
5. Remove two screws (callout 1), use a small flat-blade screwdriver to move the cam (callout 2) as indicated in the figure below (arrow), and then remove the transfer assembly (callout 3).

Figure 1-1790 Remove the transfer assembly
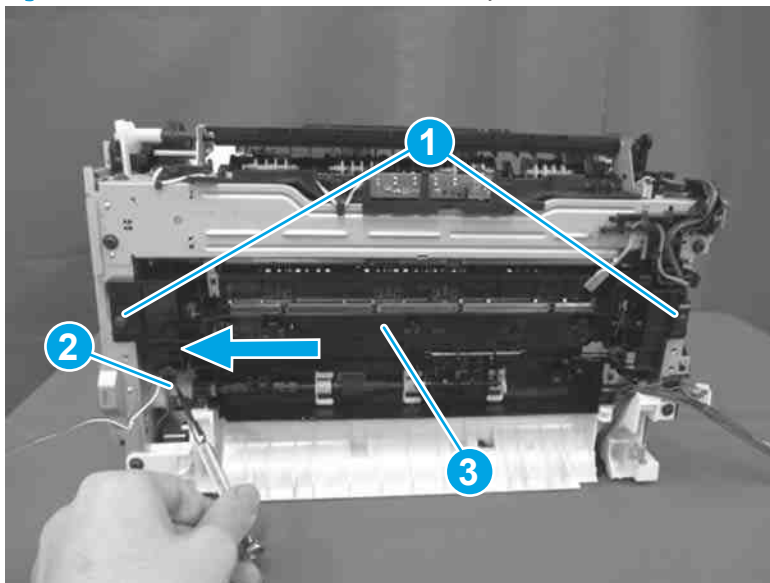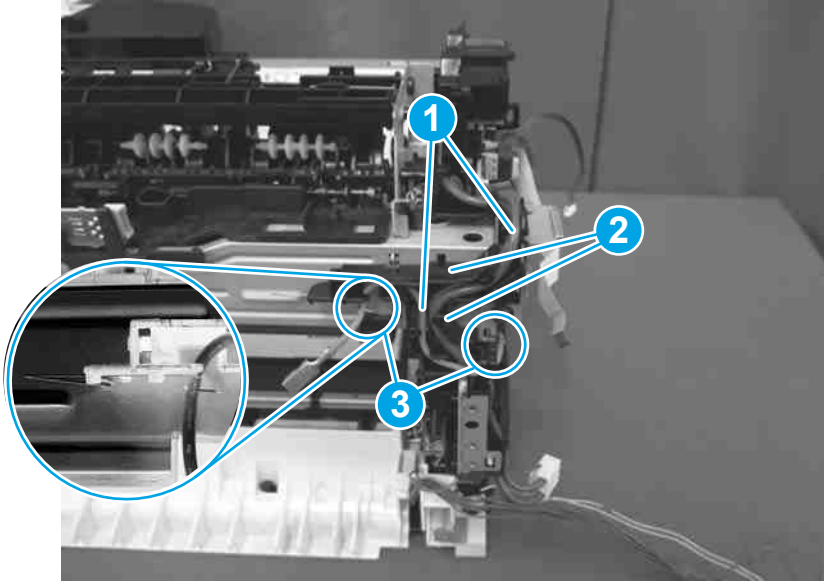

Step 17: Remove the fuser

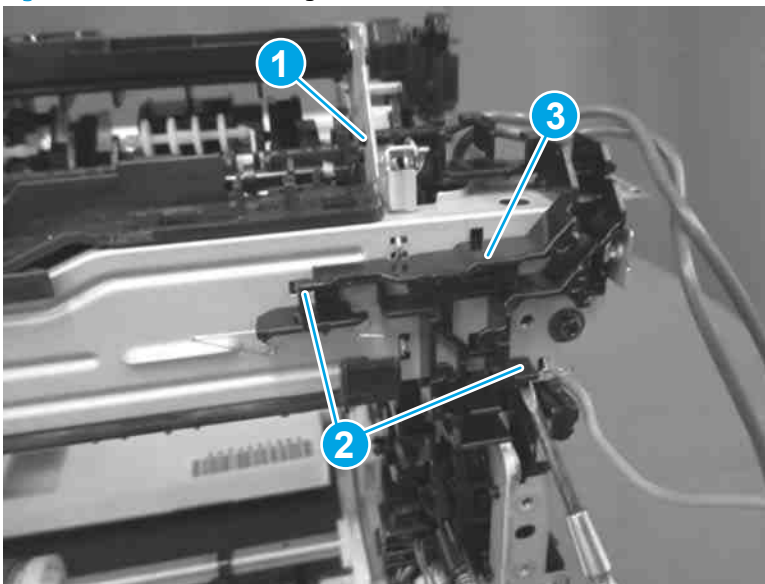1. Release the cables (callout 1) from the guide (callout 2).

📝 NOTE: The engine controller PCA ground wire must be released from two springs (callout 3). Twist the wire around the springs to release it.

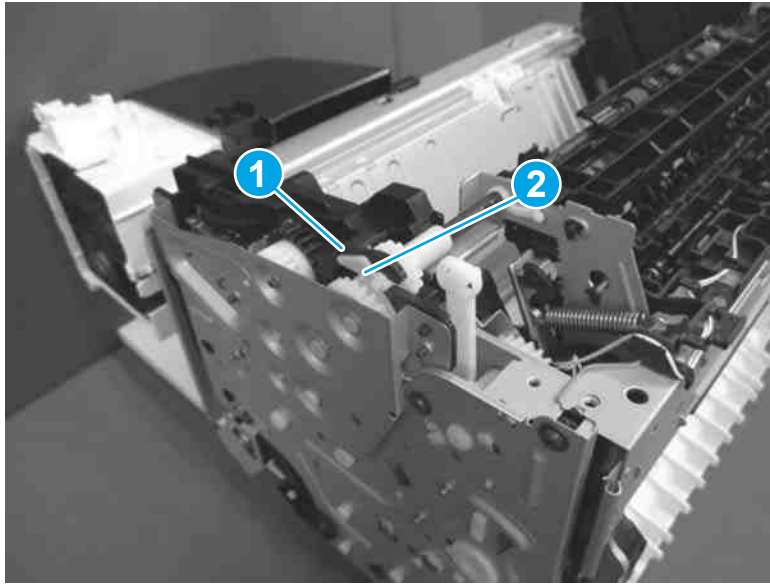Figure 1-1791 Release the cables

2. Release one boss (callout 1), release two tabs (callout 2), and then slide the guide (callout 3) upward to remove it.

Figure 1-1792 Remove the guide

3. Release one boss (callout 1), and then remove the bushing (callout 2).

Figure 1-1793 Remove the bushing

4. Remove four screws (callout 1), release one spring (callout 2) from the fuser chassis, and then remove the fuser (callout 3).
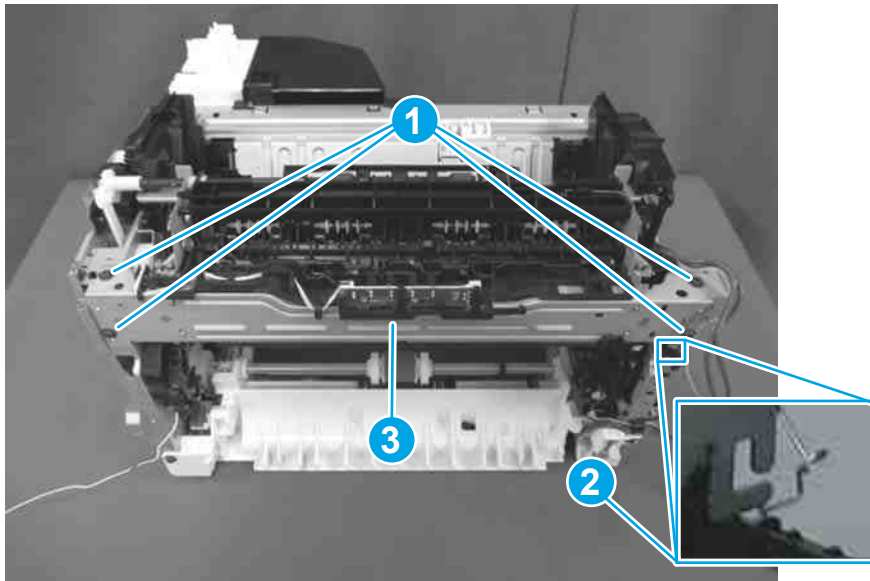
📝 NOTE: The spring (callout 2) might already have been unhooked when the engine controller ground wire was released. This spring is easily dislodged when removing the fuser. Do not lose this spring.

Figure 1-1794 Remove the fuser

Step 18: Remove the fixing film assembly

📝 NOTE: Optional step: If the fixing film assembly is not being replaced, skip this step and go to Step 19: Unpack the replacement assembly on page 1041
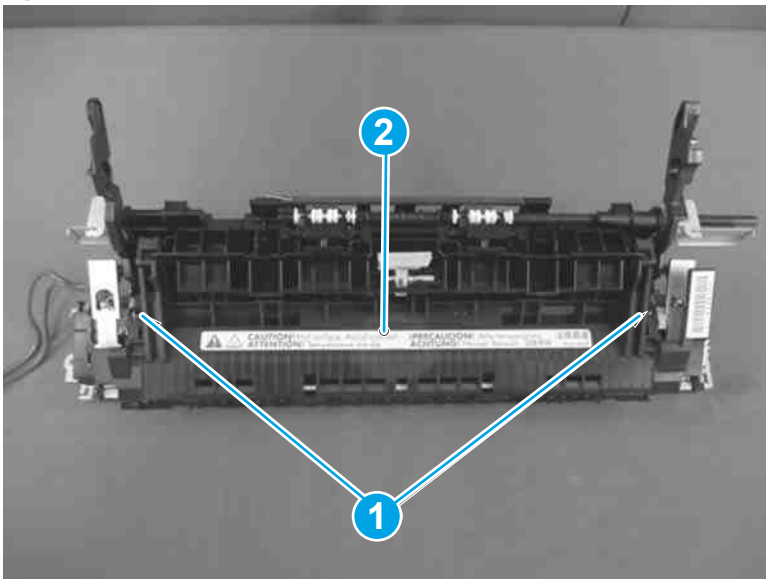
1. Disconnect one connector (callout 1), and then remove the cable (callout 2) from the guide (callout 3).

Figure 1-1795 Disconnect one connector
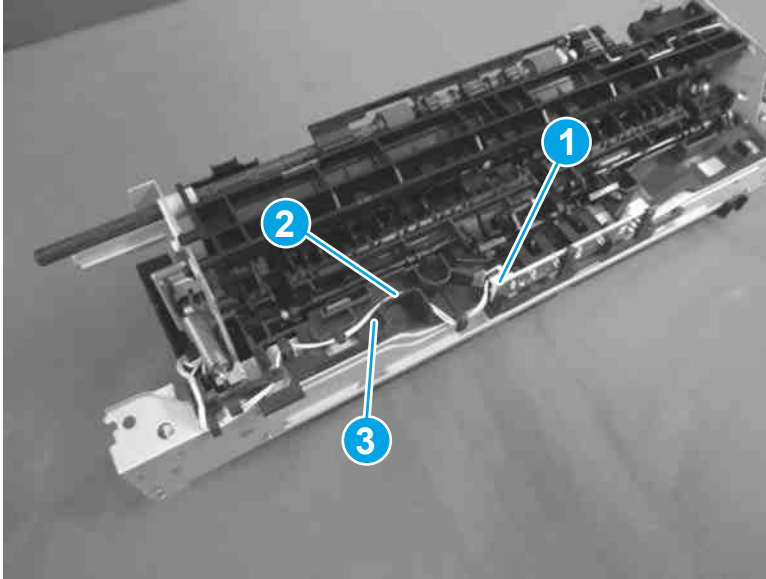
2. Remove two screws (callout 1), and then remove the fuser cover (callout 2).

Figure 1-1796 Remove the fuser cover

3. Release two springs (callout 1), remove two pressure release levers (callout 2), remove two pressure plates (callout 3), and then remove the fuser film (callout 4).

Figure 1-1797 Remove the fuser film

Step 19: Unpack the replacement assembly

1. Dispose of the defective part.

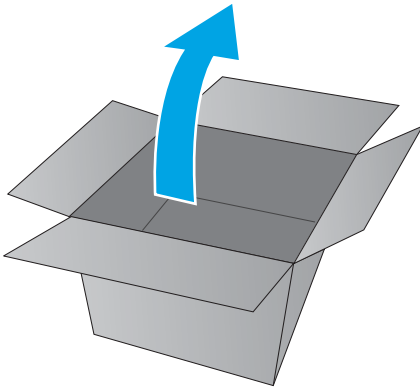📝 **NOTE:** HP recommends responsible disposal of the defective part.

www.hp.com/recycle

2. Unpack the replacement part from the packaging.

CAUTION: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands or before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.
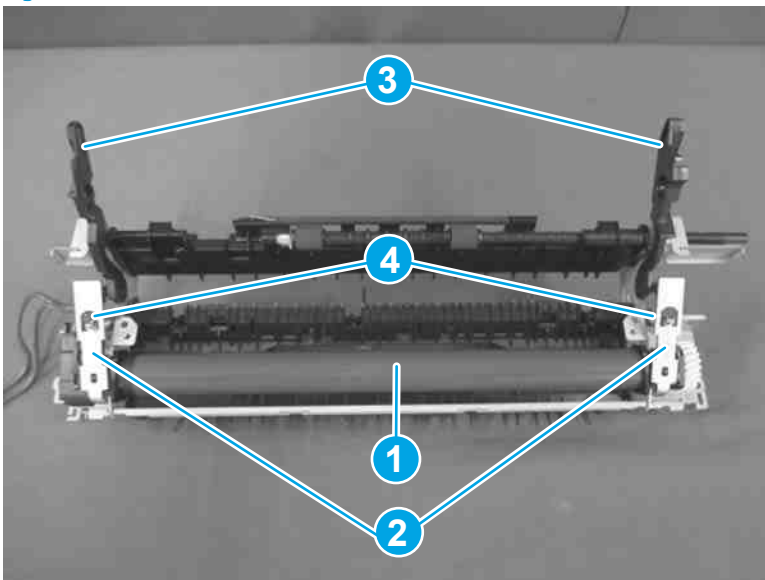
Step 20: Install the fixing film assembly

**NOTE:** Optional step: If the fixing film assembly is not being replaced, skip this step and go to

1. Position the fuser film in the fuser (callout 1), install two pressure plates (callout 2), install two pressure release levers (callout 3), and then engage two springs (callout 4).

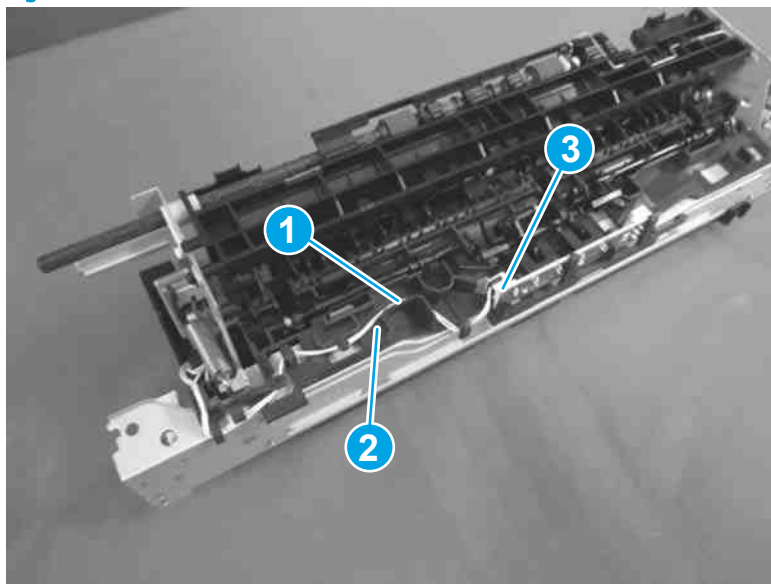Figure 1-1798 Install the fuser film

2. Install the fuser cover (callout 1), and then install two screws (callout 2).

Figure 1-1799 Install the fuser cover
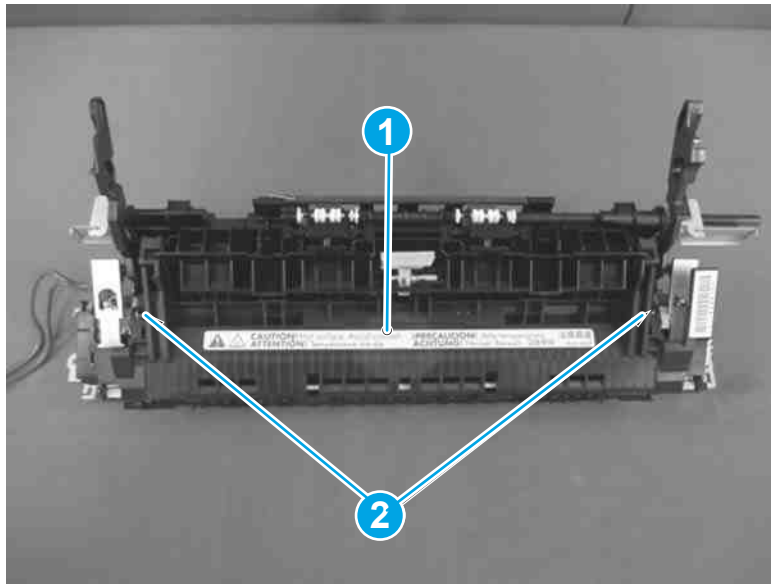
3. Install the cable (callout 1) in the guide (callout 2), and then connect one connector (callout 3).
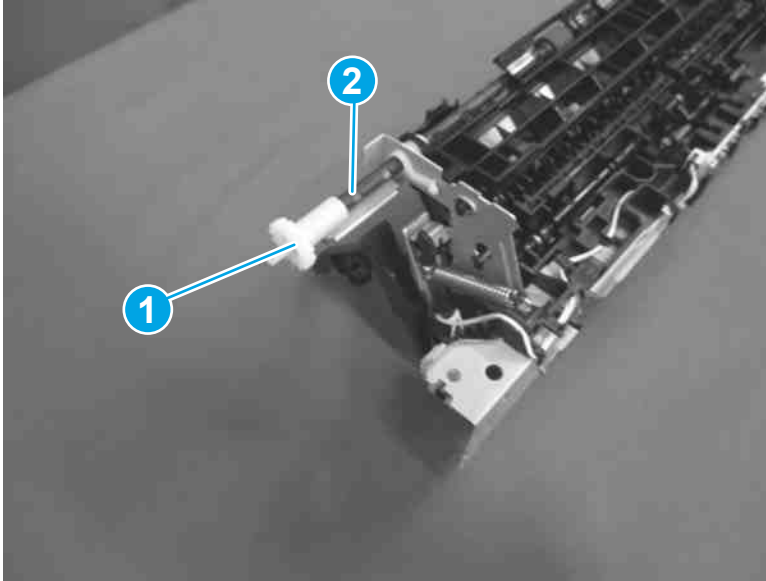
Figure 1-1800 Connect one connector

Step 21: Install the fuser

1. The gear (callout 1) is not captive on the shaft (callout 2). If the gear falls off, reattach it to the shaft as shown before installing the fuser.

Figure 1-1801 Gear location

2. Position the fuser (callout 1) on the printer, hook one spring (callout 2) onto the fuser chassis, and then install four screws (callout 3).
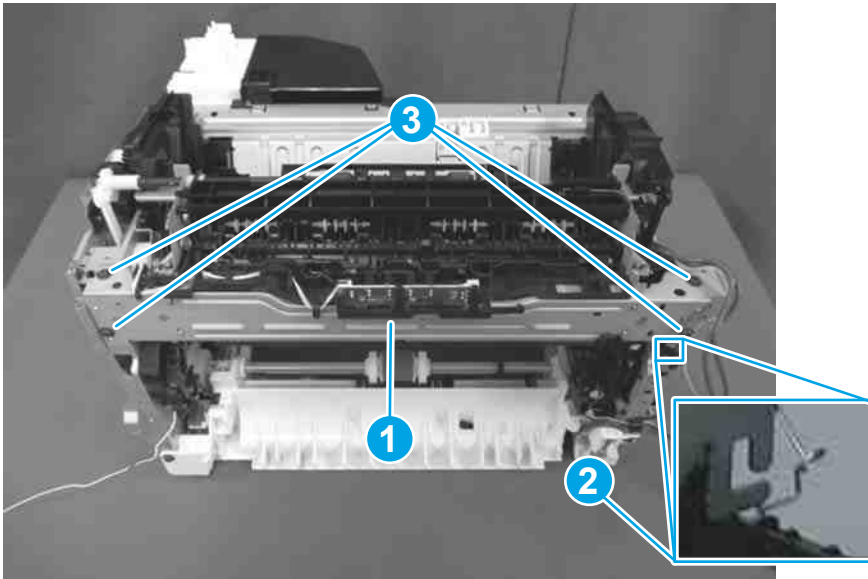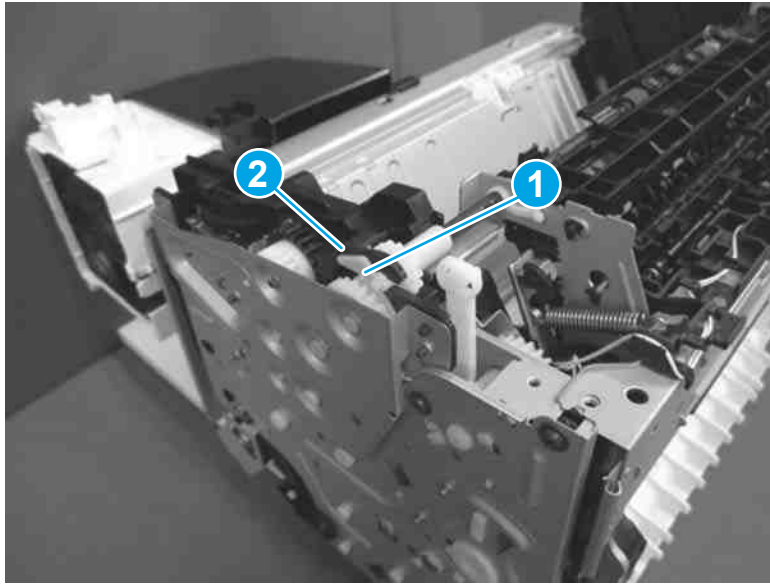
📝 NOTE: The spring (callout 2) is easily dislodged when installing the fuser. Do not lose this spring.

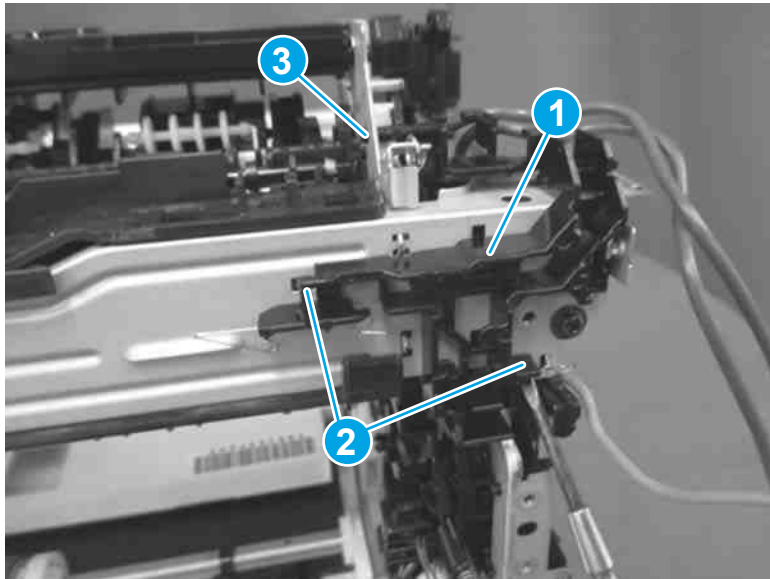Figure 1-1802 Install the fuser

3. Position the bushing (callout 1) on the fuser, and then engage one boss (callout 2).

Figure 1-1803 Install the bushing

4. Position the guide (callout 1) on the printer, engage two tabs (callout 2), and then engage one boss (callout 3).

Figure 1-1804 Install the guide

5. Install the cables (callout 1) in the guide (callout 2).

📝 NOTE: The engine controller PCA ground wire must be installed in two springs (callout 3). Twist the wire around the springs to install it.
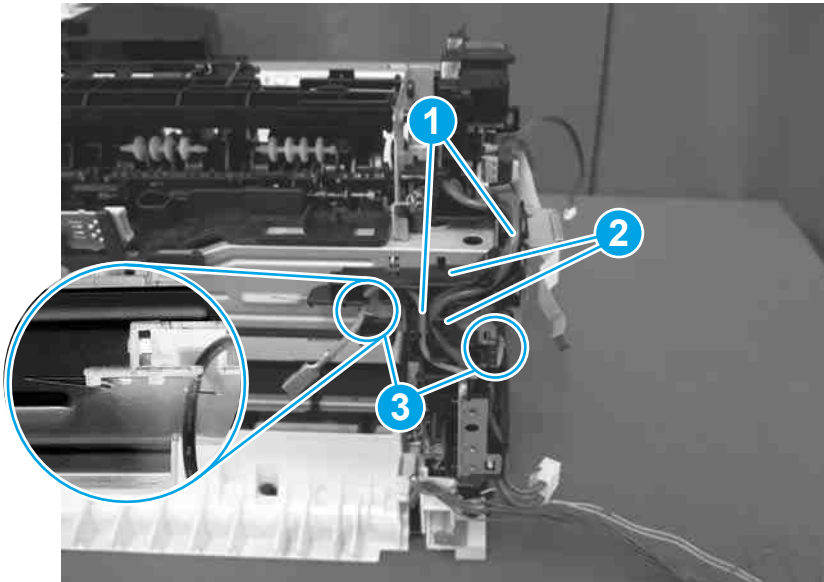
💡 Reinstallation tip: Install the fuser power wire first, so that the engine controller ground wire will pass over it in the guide (not under).
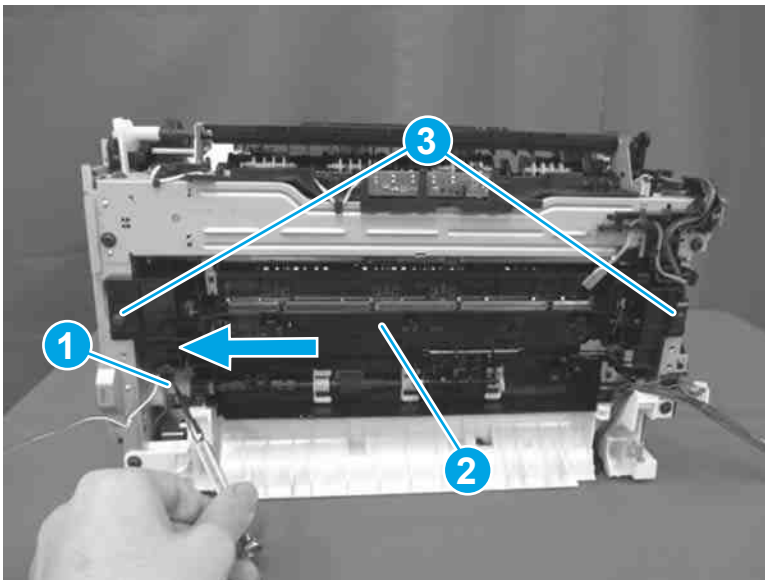
Figure 1-1805 Install the cables


Step 22: Install the transfer assembly

1. Use a small flat-blade screwdriver to move the cam (callout 1) as indicated in the figure below (arrow), install the transfer assembly (callout 2) on the printer, and then install two screws (callout 3).

Figure 1-1806 Install the transfer assembly

2. Install the wire harnesses (callout 1) in the guide (callout 2), and then connect three connectors (callout 3).

Figure 1-1807 Connect three connectors
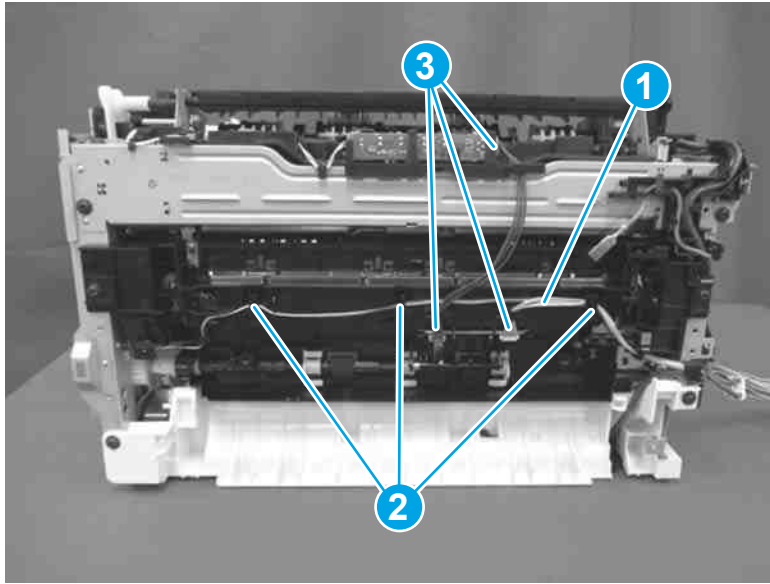
3. Install the wire harnesses (callout 1) in the guide (callout 2), and then connect connectors J311, J561, J563, J581, and J582 (callout 3) on the engine controller PCA.

Figure 1-1808 Connect five connectors
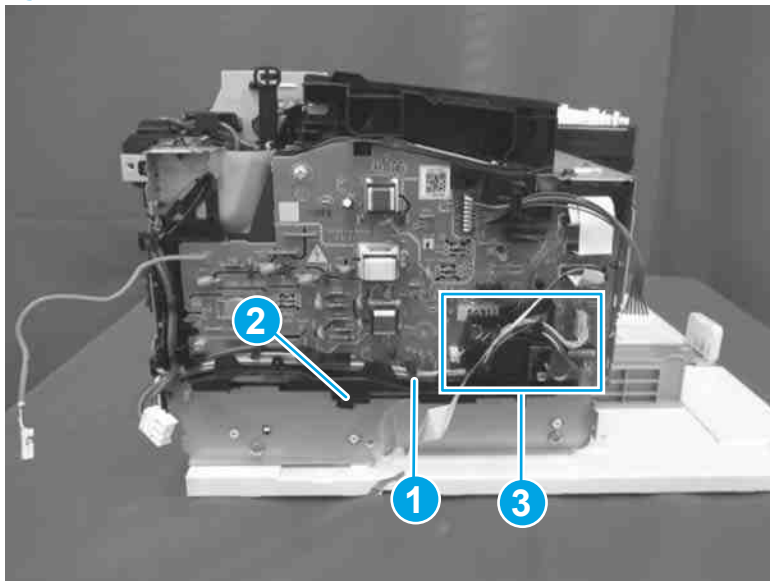
4. Connect one connector (callout 1), and then install the black-plastic support bracket (callout 2).

Figure 1-1809 Connect one connector and install the support bracket
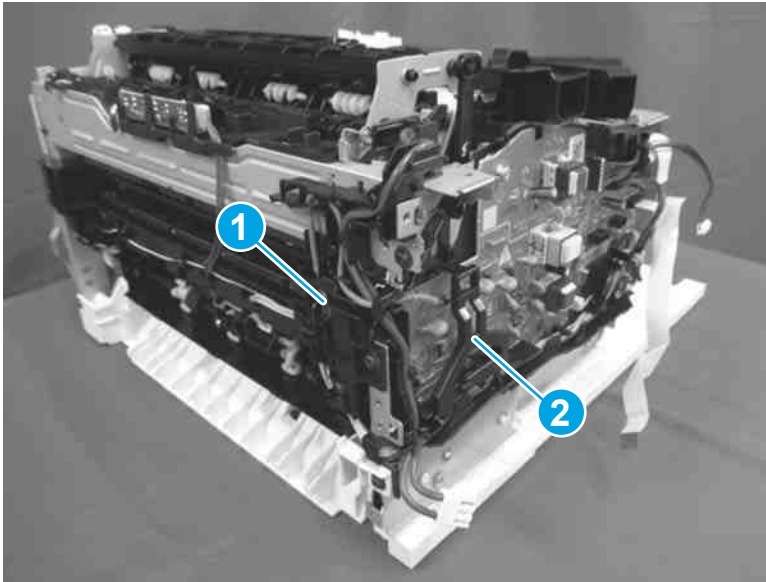
5. **SFP only**: Position the support plate (callout 1), on the printer, install two screws (callout 2), install the flat cable (callout 3) in the guide (callout 4), and then connect one connector (callout 5).

Figure 1-1810 Install the support plate (SFP)
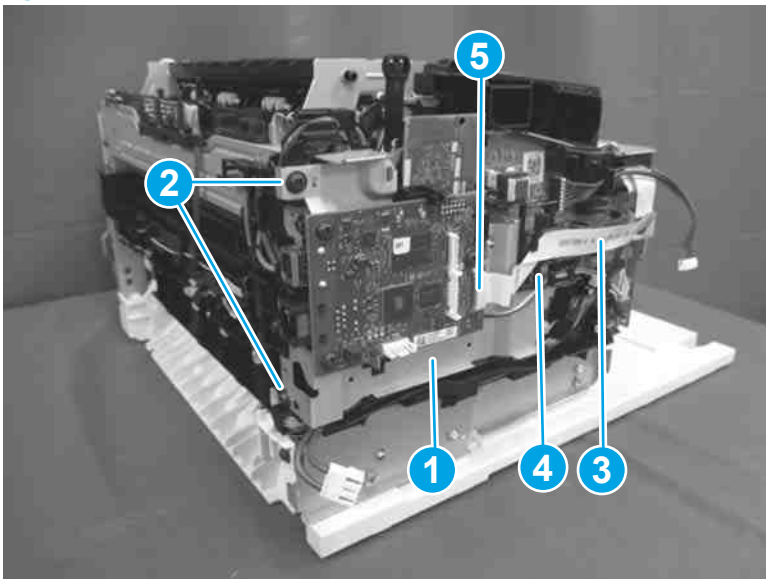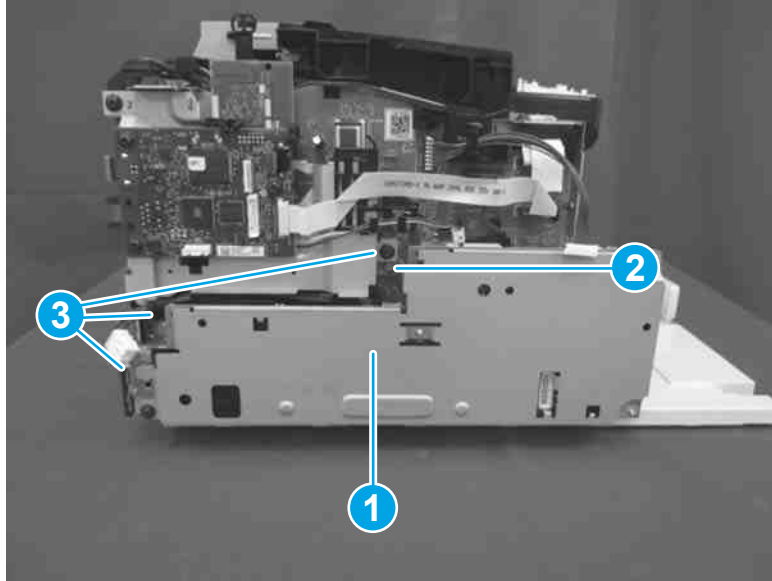

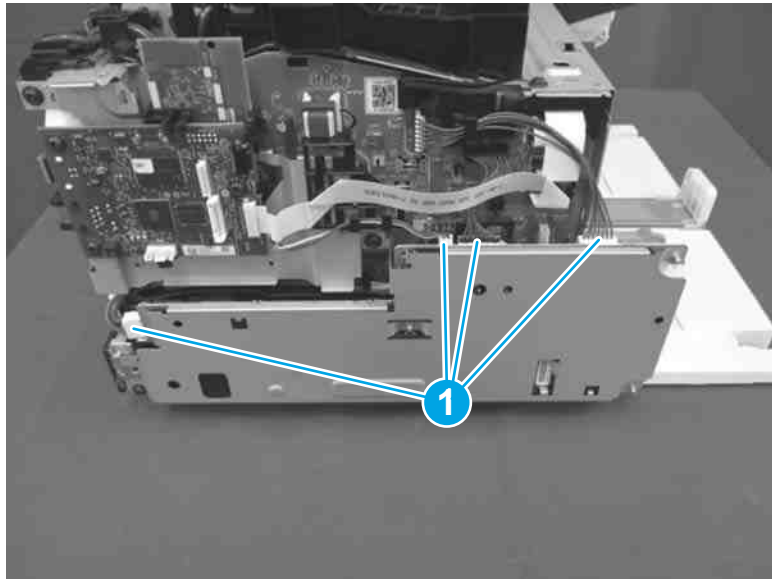### Step 23: Install the LVPS

⚠ CAUTION: ESD-sensitive part.

1. **MFP**: Do the following.

   a. Position the LVPS on the printer (callout 1), install one ground screw (callout 2), and then install three screws (callout 3).

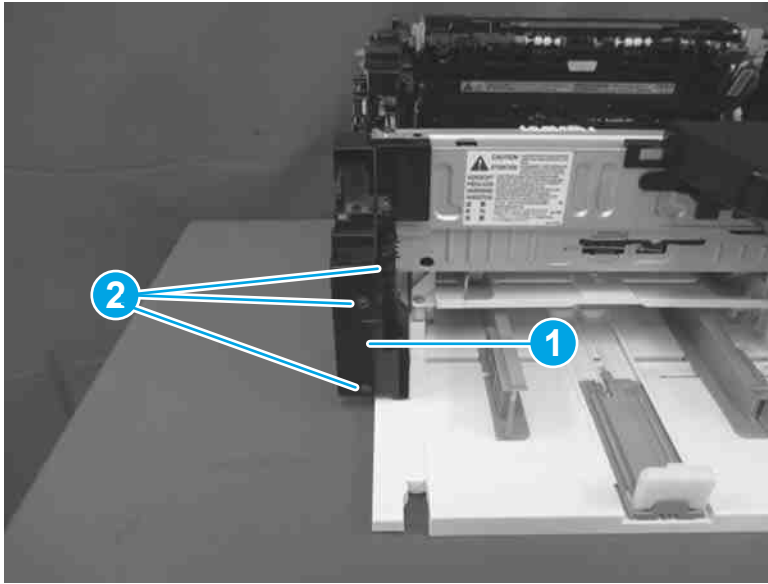Figure 1-1811 Install the LVPS (SFP)

b. Connect four connectors (callout 1).

Figure 1-1812 Connect four connectors (SFP)

c. Position the inner cover (callout 1) on the printer, and then Install three screws (callout 2).
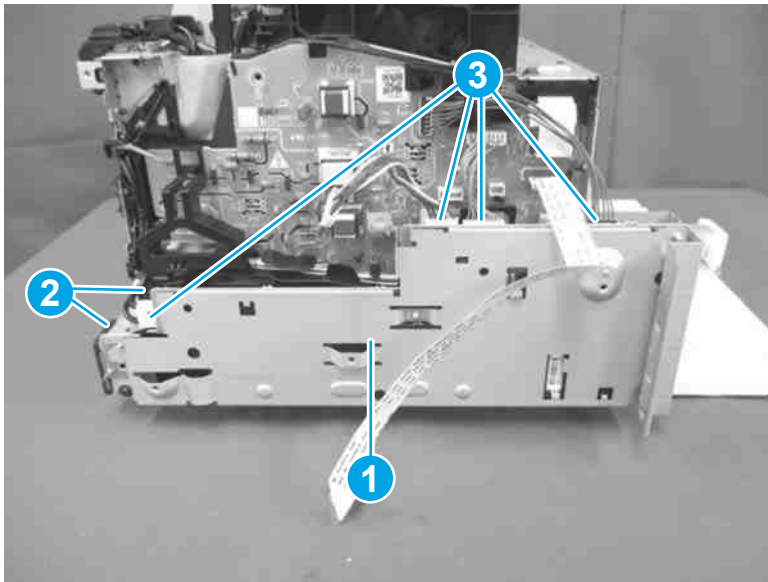
Figure 1-1813 Install the inner cover (SFP)
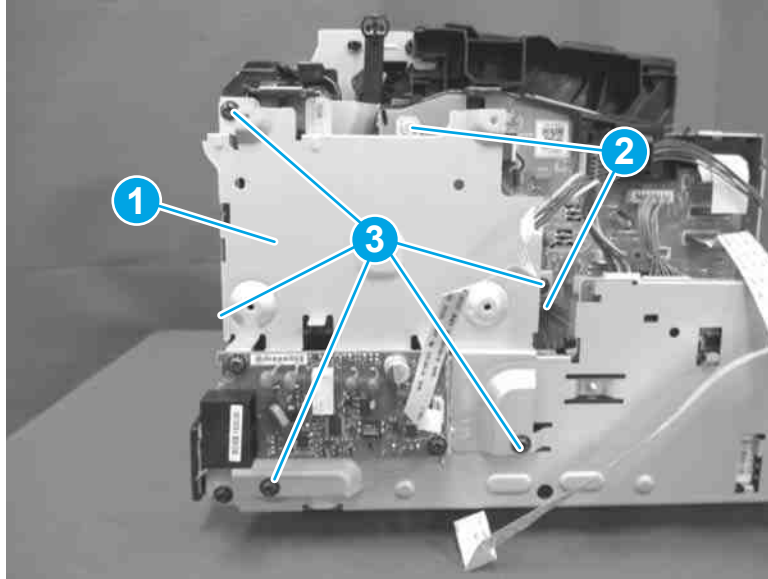

2. **MFP**: Do the following.

   a. Position the LVPS on the printer (callout 1), install two screws (callout 2), and then connect four connectors (callout 3).
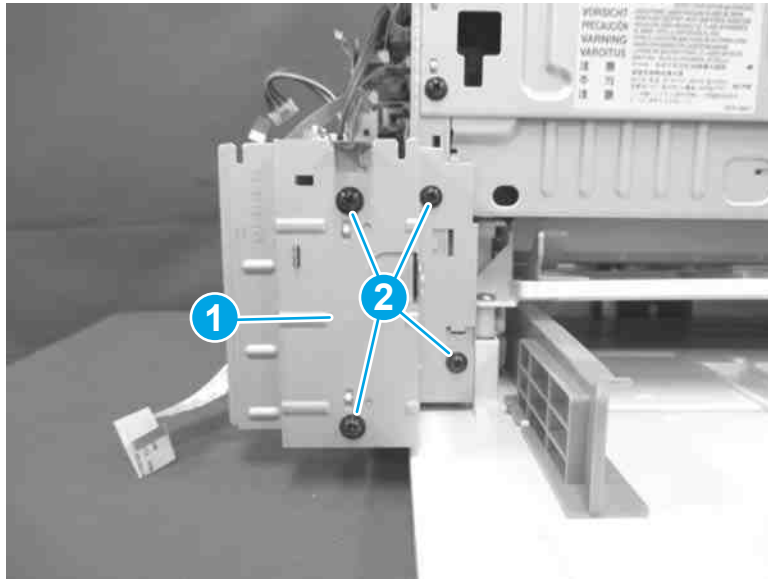
   Figure 1-1814 Install the LVPS (MFP)

b. Position the sheet-metal support plate (callout 1) on the printer, install two ground screws (callout 2), and then install five screws (callout 3).

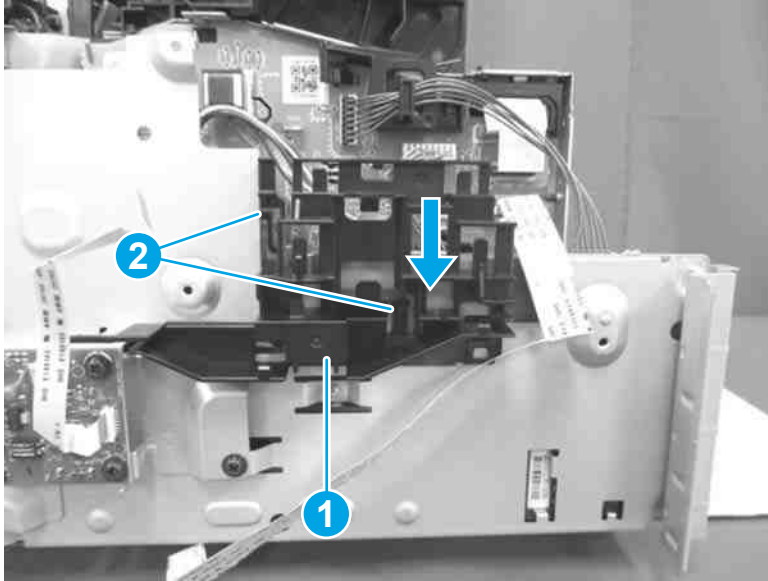Figure 1-1815 Install the support plate (MFP)

c. Position the sheet-metal plate (callout 1) on the printer, and then install four screws (callout 2).

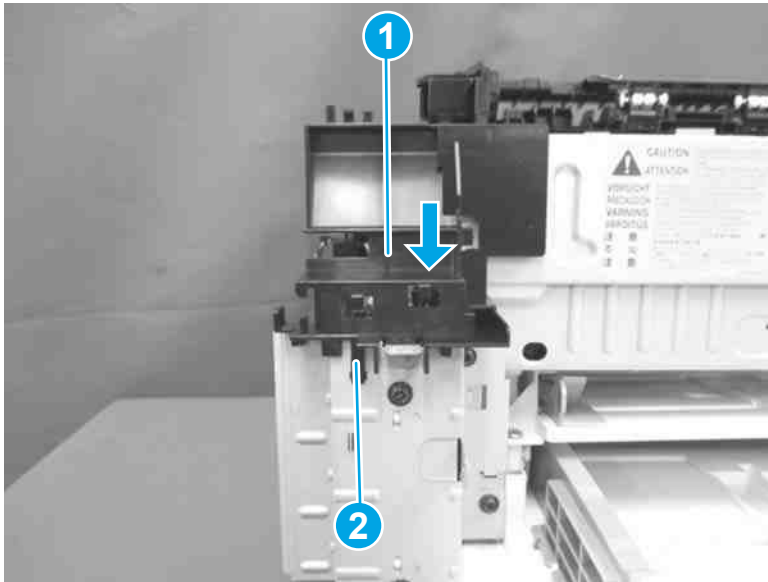Figure 1-1816 Install the plate (MFP)

d. Position the guide (callout 1) on the printer, and then push down to install it. Make sure that the two tabs (callout 2) snap into place.

Figure 1-1817 Install the guide (MFP)

e. Position the inner cover (callout 1) on the printer, and then slide it down to engage one tab (callout 2).
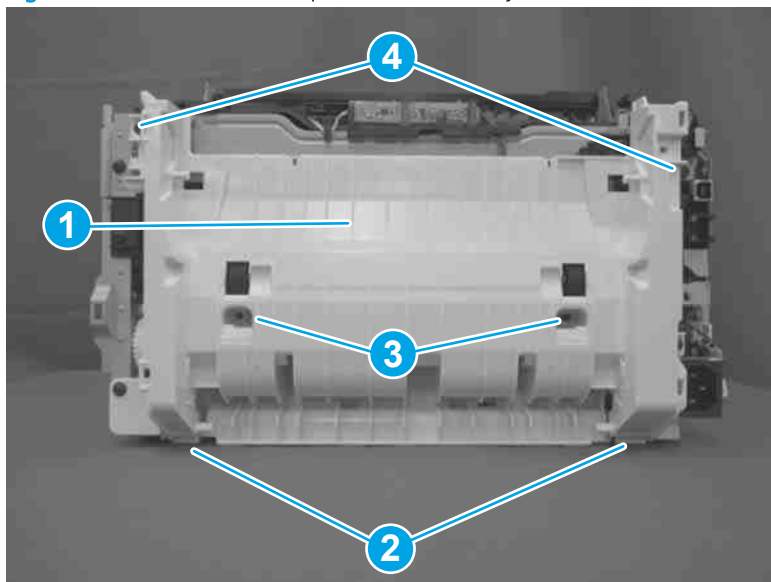
Figure 1-1818 Install the inner cover (MFP)


Step 24: Install the duplex paper feed assembly

1. Position the duplex paper feed assembly (callout 1) on the printer, and then install two tabs (callout 2). Install two M4 screws (callout 3), and then install two M3 screws (callout 4).

Figure 1-1819 Install the duplex feed assembly

2. Position the duplex switchback guide (callout 1) on the printer, and then engage two tabs (callout 2) to install it.

Figure 1-1820 Install the duplex switchback guide
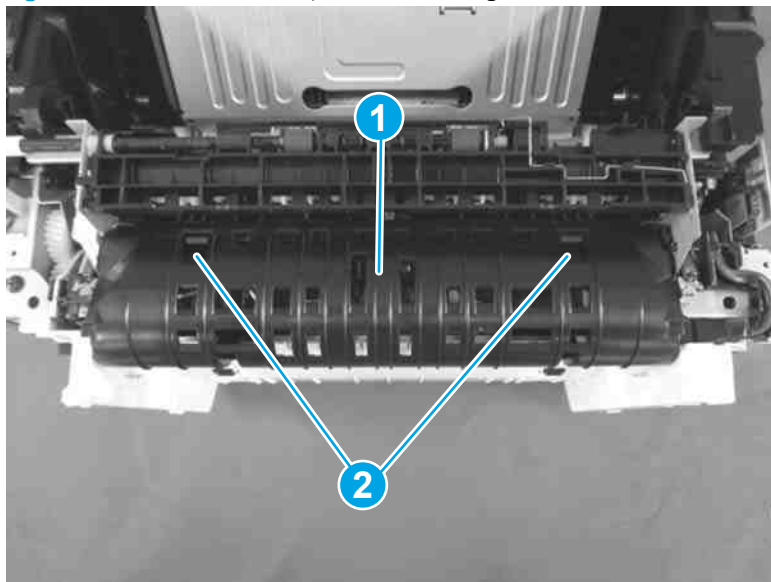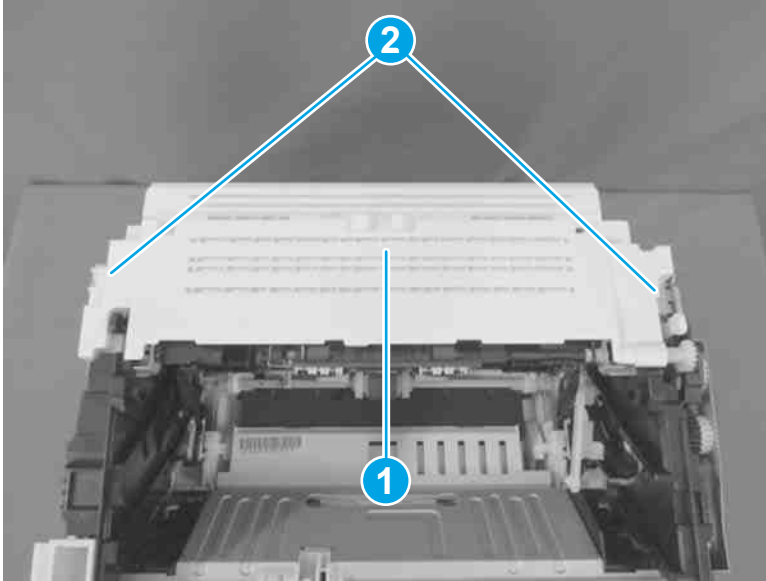

Step 25: Install the top rear cover (SFP)

NOTE: This step is for the SFP printers. For the MFP printers, skip this step and go to .

▲ Position the top cover (callout 1) on the printer, and then install two screws (callout 2).
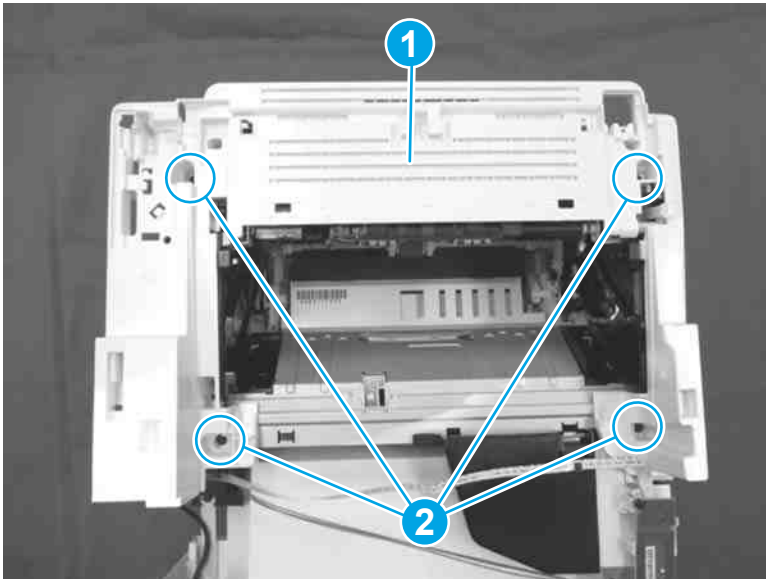
Figure 1-1821 Install the top rear cover (SFP)

Step 26: Install the top cover (MFP)

📝 **NOTE:**   This step is for the MFP printers. For the SFP printers, skip this step and go to .

▲   Position the top cover (callout 1) on the printer, and then install four screws (callout 2).
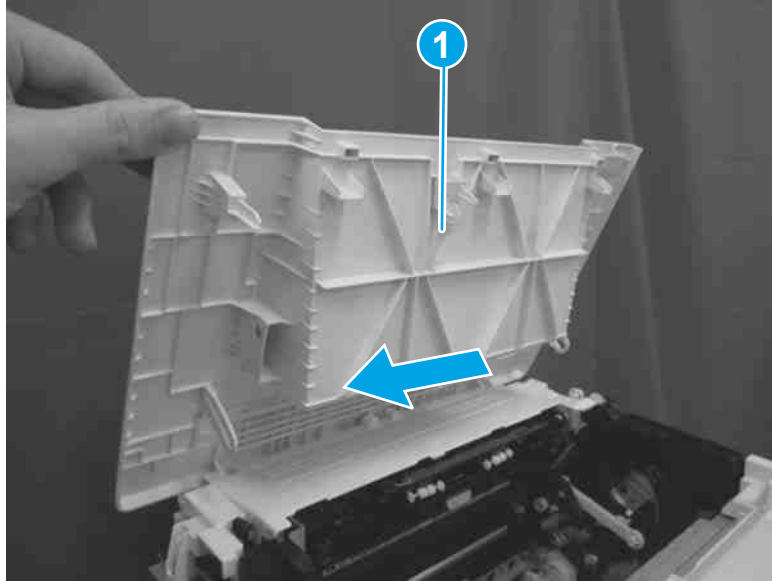
Figure 1-1822 Install the top cover

Step 27: Install the cartridge door

1.   **SFP**: Do the following.

   a.   Position the cartridge door (callout 1) on the printer, and then slide it toward the left-side of the printer to install it.

Figure 1-1823 Install the cartridge door (SFP)

b. On the left side of the printer, position two link arms (callout 1), and then engage two tabs (callout 2).

Figure 1-1824 Connect left link arms (SFP)

c. On the right side of the printer, position two link arms (callout 1), and then engage two tabs (callout 2).
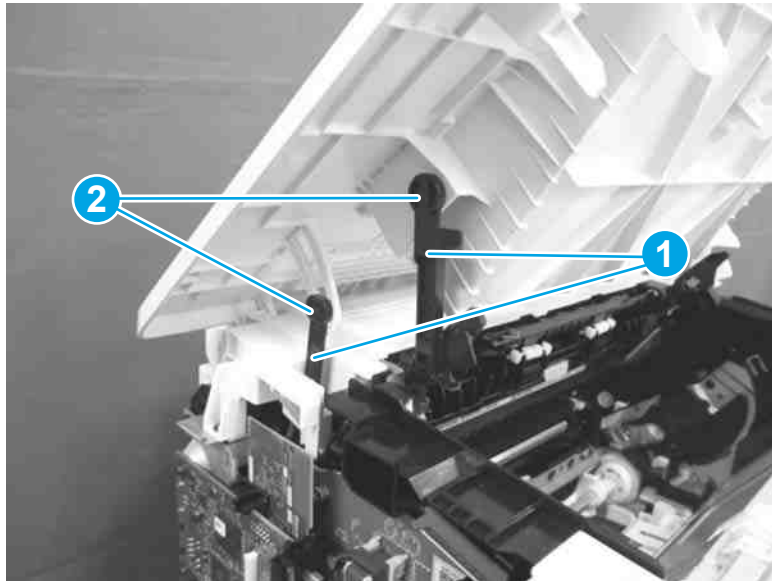
Figure 1-1825 Connect right link arms (SFP)

2. **MFP**: Do the following.

a. Position the cartridge door (callout 1) on the printer, and then slide it toward the left-side of the printer to install it.

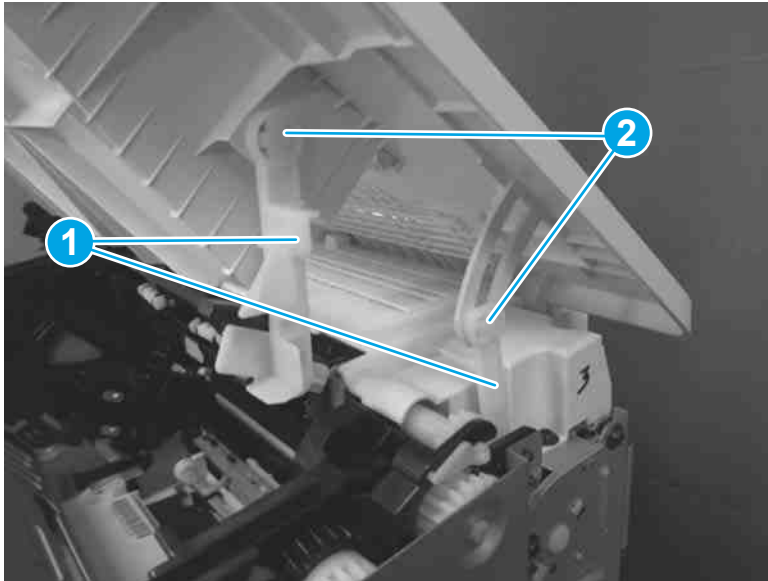Figure 1-1826 Install the cartridge door (MFP)

b. On the left side of the printer, position two link arms (callout 1), and then engage two tabs (callout 2).
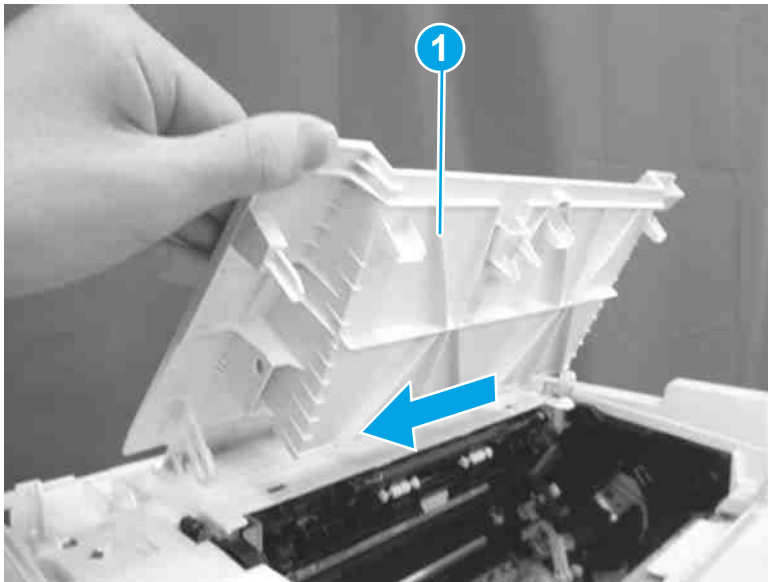
Figure 1-1827 Connect left link arms (MFP)

c. On the right side of the printer, position two link arms (callout 1), and then engage two tabs (callout 2).
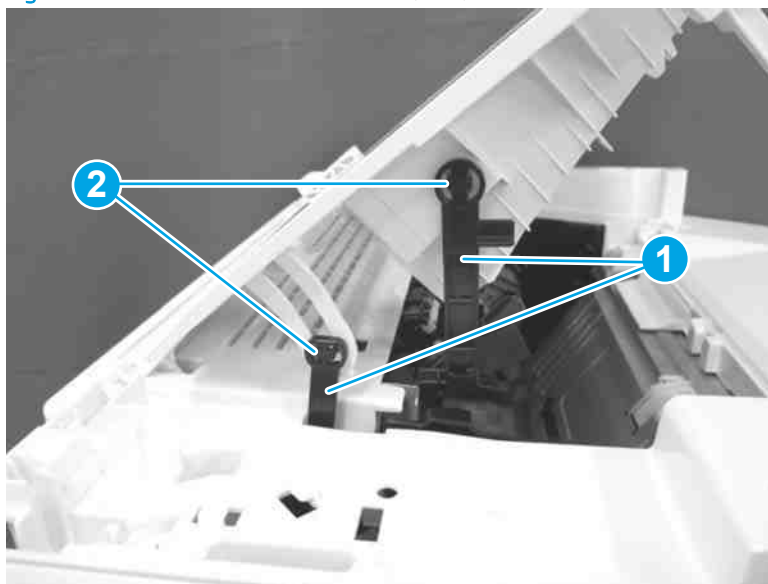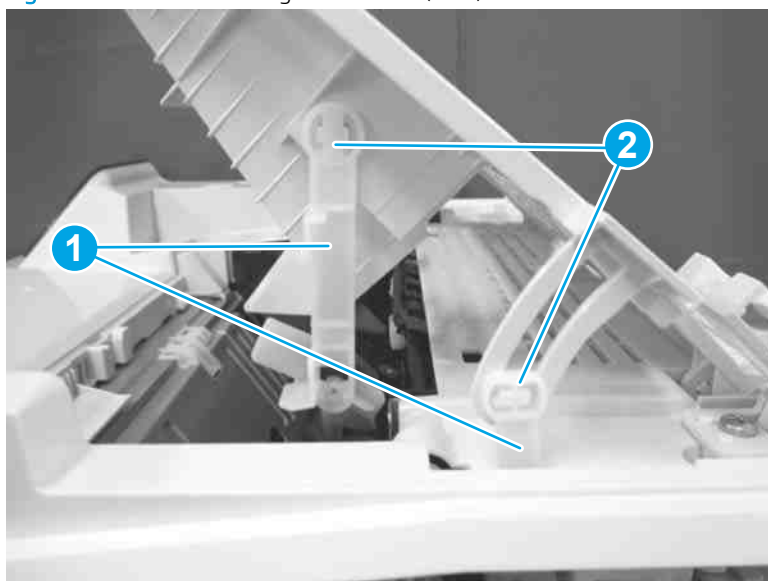
Figure 1-1828 Connect right link arms (MFP)
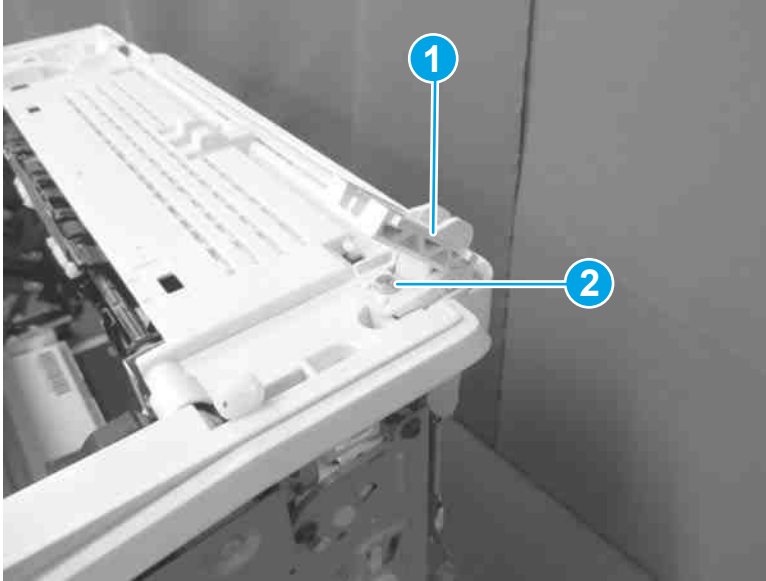

Step 28: Install the hinge assembly (MFP)

📝 NOTE: This step is for the MFP printers. For the SFP printers, skip this step and go to .

▲ Position the hinge assembly (callout 1) on the printer, and then install one screw (callout 2).
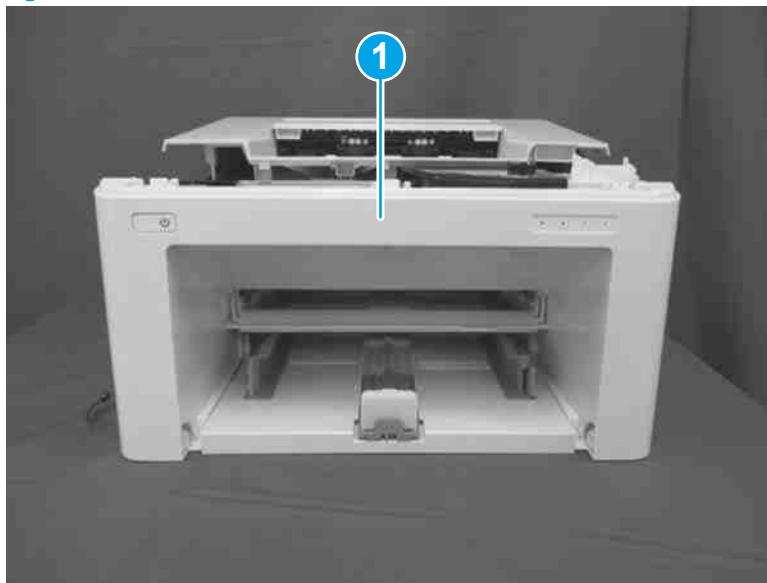
Figure 1-1829 Install the hinge assembly (MFP)

Step 29: Install the front cover

1. **SFP**: Do the following.

    a. Slide the front cover (callout 1) toward the printer to install it.

    Figure 1-1830 Install the front cover (SFP)

b. Install the cable (callout 1) in the cable guide (callout 2), and then connect one connector (callout 3).
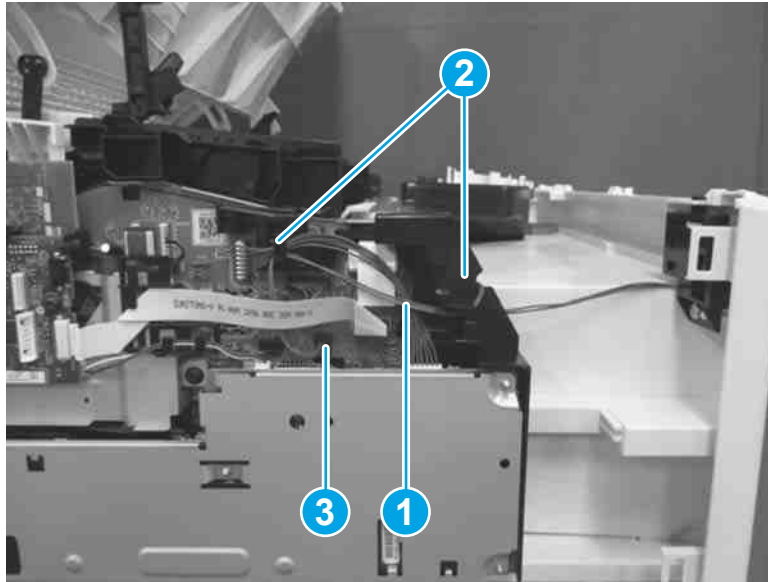
Figure 1-1831 Connect the connector (SFP)

2. **MFP**: Do the following.

a. Slide the front cover (callout 1) toward the printer to install it.

Figure 1-1832 Install the front cover (MFP)

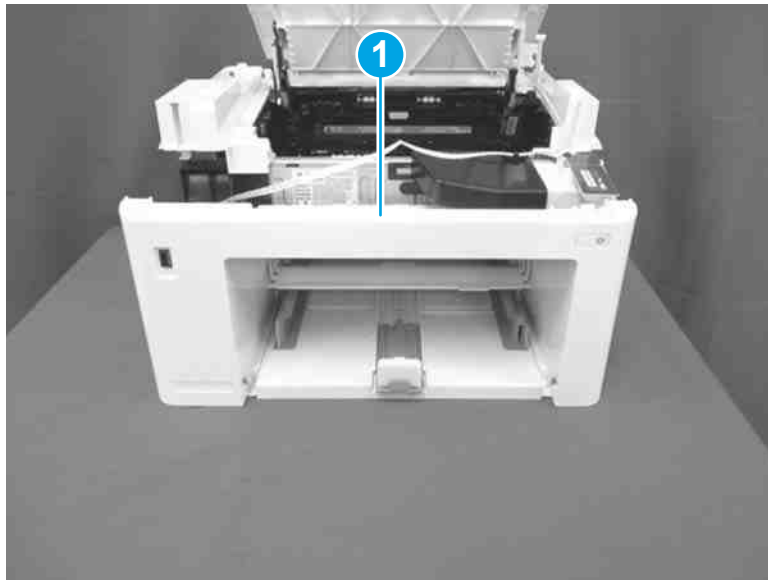b. Install the cables (callout 1) in the cable guides (callout 2), and then connect two connectors (callout 3). Install one screw (callout 4).

Figure 1-1833 Connect two connectors (MFP)

Step 30: Install the top front cover

1. **SFP**: Do the following.

   a. Position the top front cover (callout 1) on the printer and install two tabs (callout 2).
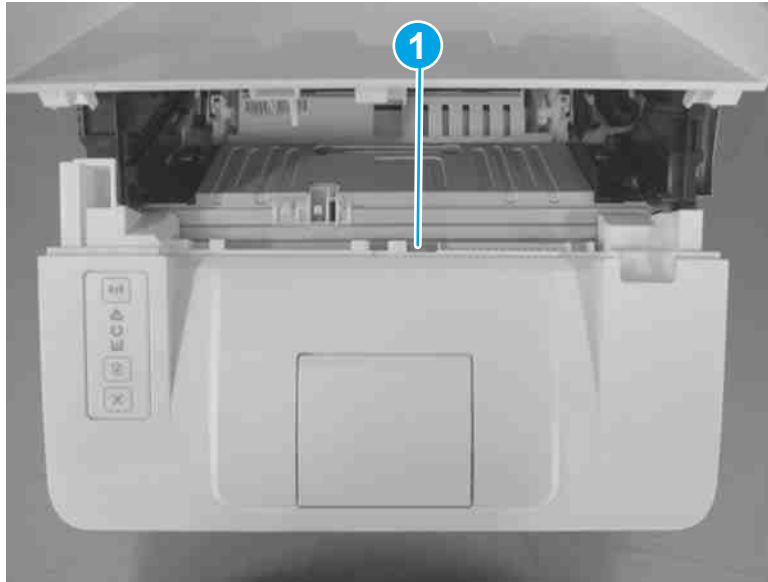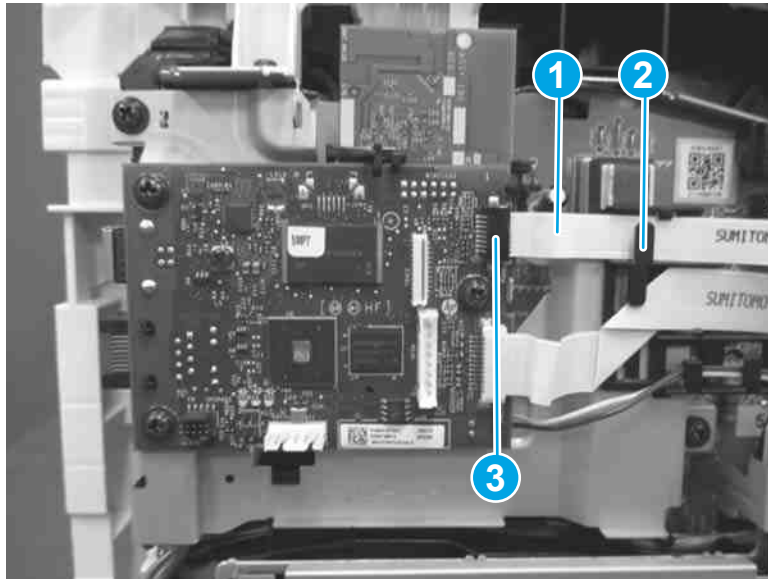
   Figure 1-1834 Install two tabs

b. On the top of the cover, install one tab (callout 1).
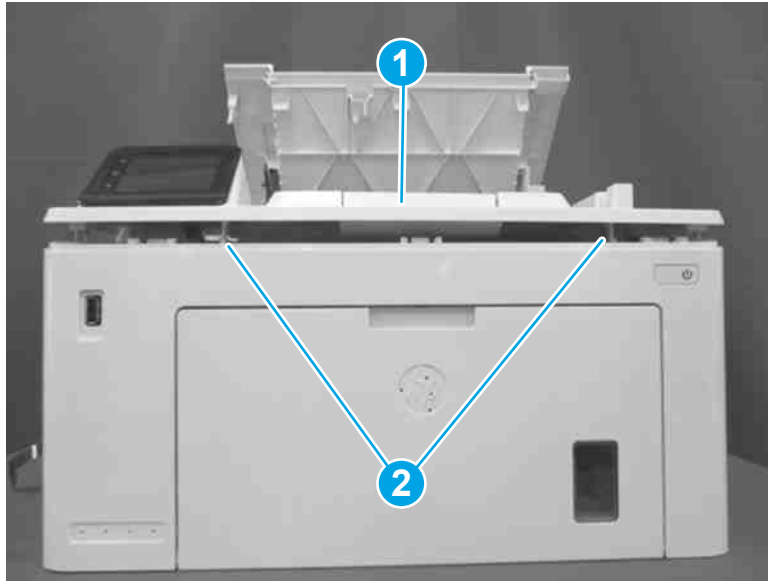
Figure 1-1835 Install one tab

c. Install the cable (callout 1) in the guide (callout 2), and then connect one connector (callout 3) on the formatter.

Figure 1-1836 Connect one connector
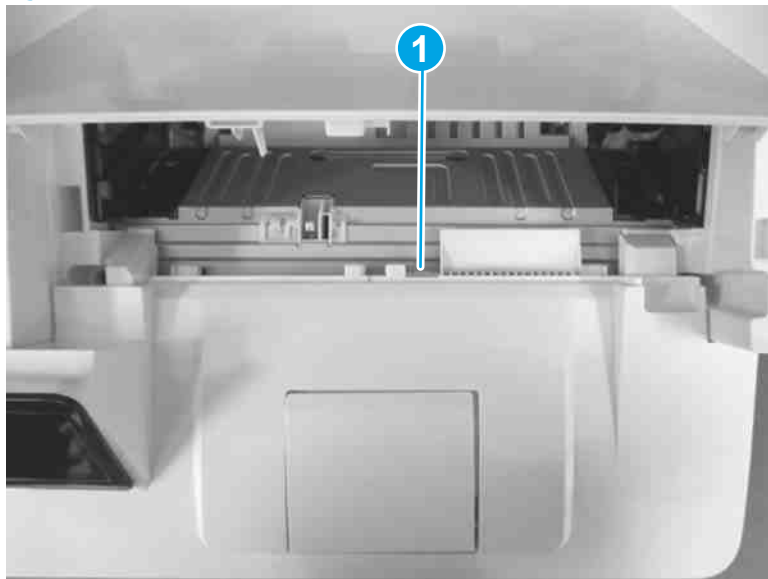

2. **MFP**: Do the following.

   a. Position the top front cover (callout 1) on the printer, and then install two tabs (callout 2).
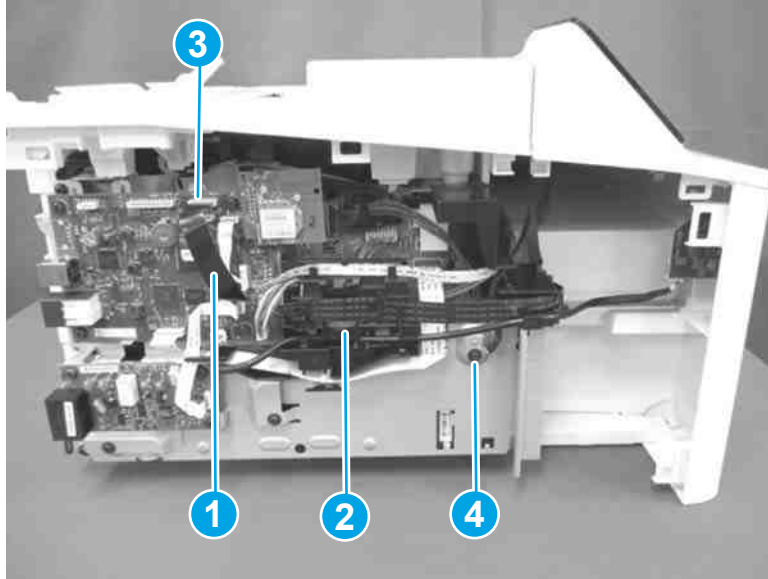
Figure 1-1837 Install two tabs

b. Install one tab (callout 1).

Figure 1-1838 Install one tab

c. Install the cable (callout 1) in the cable guide (callout 2), and then connect one connector (callout 3). Install one screw (callout 4) to secure the grounding cable.

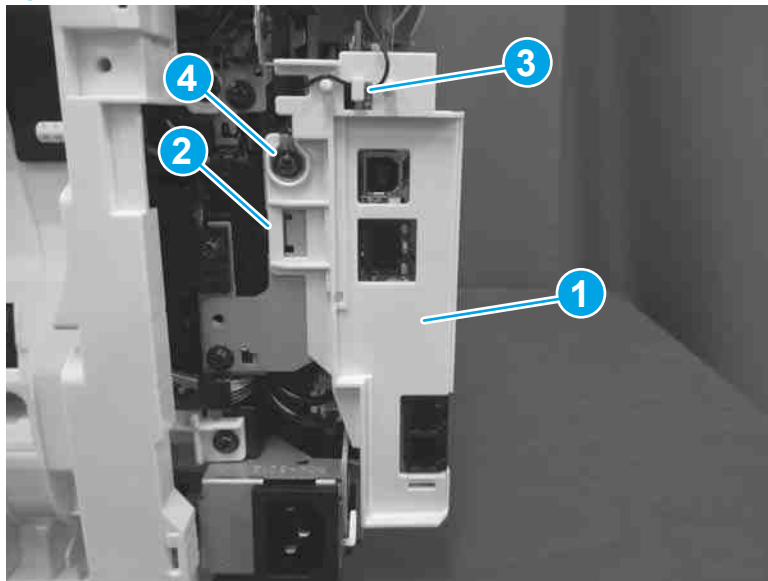Figure 1-1839 Install one connector and grounding cable

Step 31: Install the USB cover

▲ Do the following:

- Position the USB cover (callout 1) on the printer, and then make sure that one tab (callout 2) is engaged.

- **4-in-1 scanner assembly models only**: Install one wire harness in the guide (callout 3), and then install one screw (callout 4).
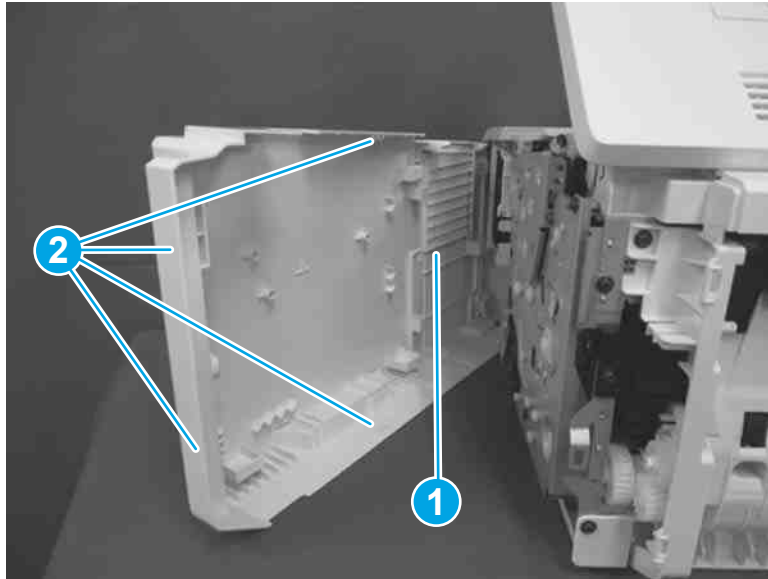
Figure 1-1840 Install the USB cover (MFP)
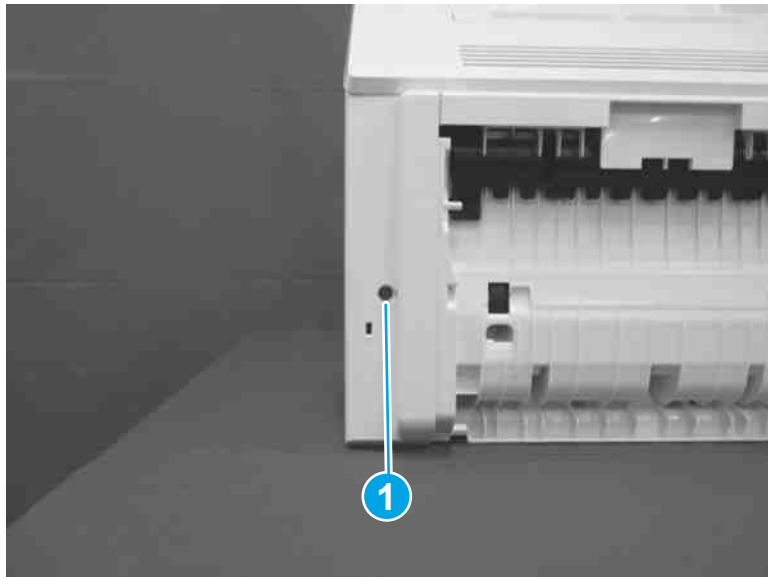
Step 32: Install the right cover

1. **SFP**: Do the following.

    a. Open the cartridge door.

    b. Position the right cover (callout 1) on the printer, and then engage four tabs (callout 2).
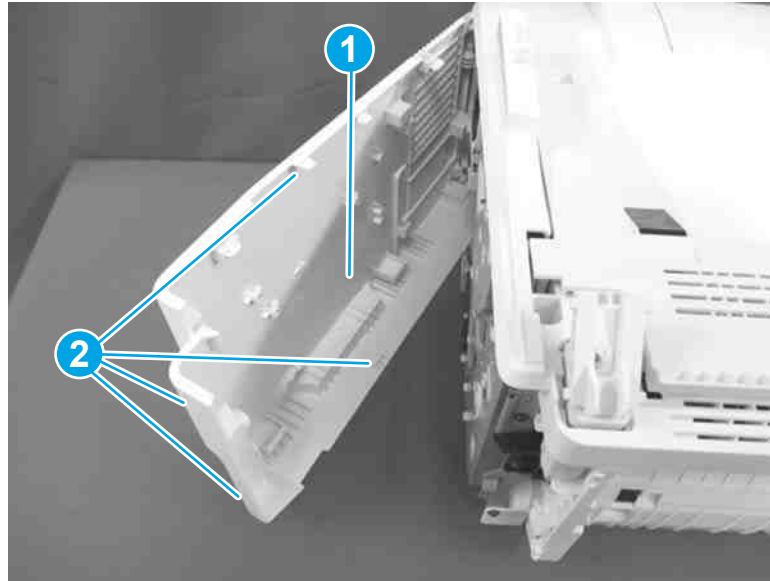
    Figure 1-1841 Install the right cover (SFP)

    c. Close the cartridge door.

    d. Install one screw (callout 1).
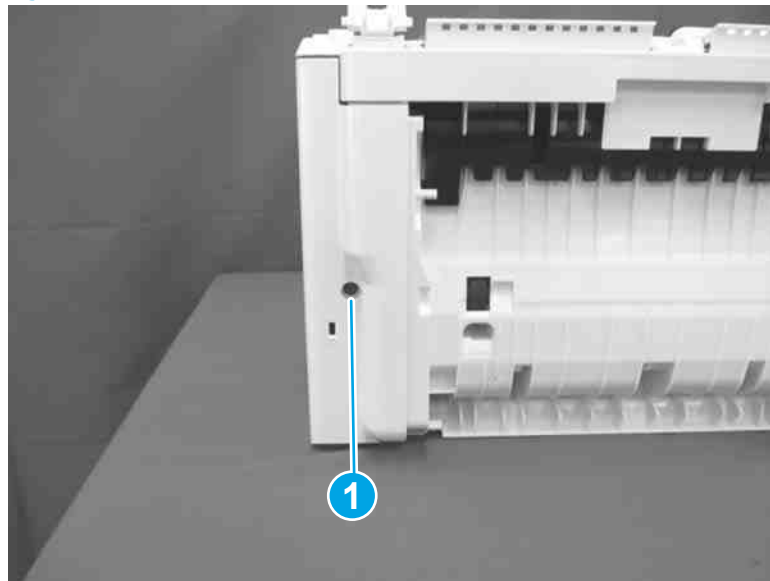
    Figure 1-1842 Install one screw (SFP)

2. **MFP**: Do the following.

    a. Position the right cover (callout 1) on the printer, and then engage four tabs (callout 2).

Figure 1-1843 Install the right cover (MFP)

b. Install one screw (callout 1).

Figure 1-1844 Install one screw (MFP)

### Step 33: Install the 3-in-1 or 4-in-1 scanner assembly (MFP)

📝 NOTE: This step is for the MFP printers. For the SFP printers, skip this step and go to .

📝 NOTE: The 4-in-1 scanner assembly supports the document feeder. The 3-in-1 scanner assembly does not support the document feeder.

The figures in this procedure show a 4-in-1 printer. However, the procedure is correct for 3-in-1 printers.
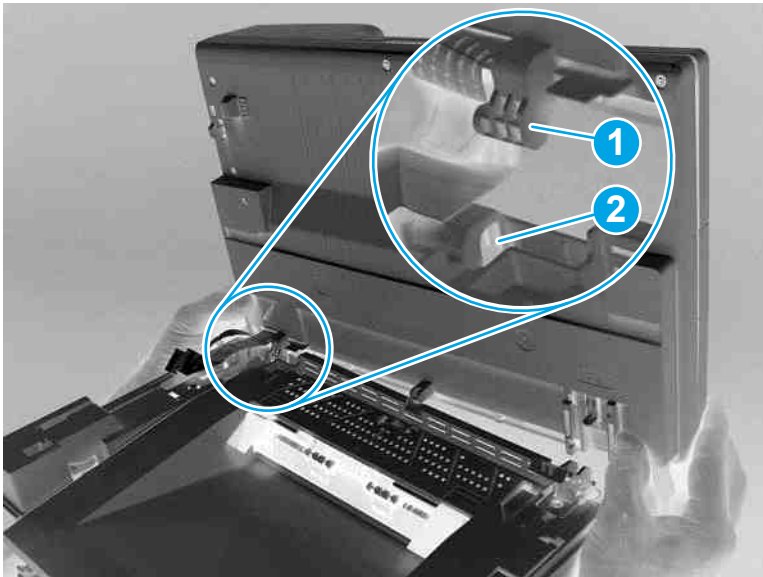
1. Position the scanner assembly (callout 1) near the printer.

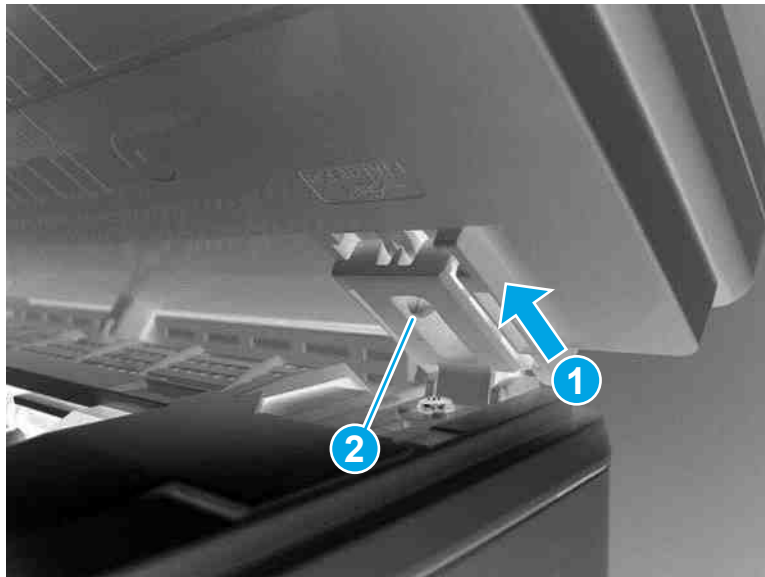Figure 1-1845 Install the scanner assembly (MFP)
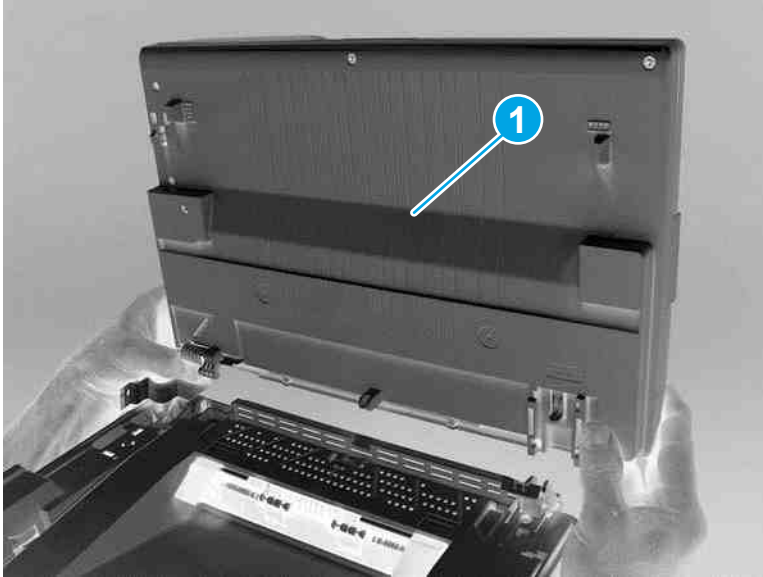
2. Engage the left hinge (callout 1) with the top cover (callout 2).

Figure 1-1846 Engage the left hinge (MFP)

3. Push the right side of the scanner assembly toward the front of the printer to engage the right hinge (callout 1). Make sure that the tab (callout 2) snaps into place.

Figure 1-1847 Engage the right hinge (MFP)

4. **4-in-1 models only**: Pass the flat cables (callouts 1/2) and the ground wire (callout 3) through the openings in the chassis, and then connect the two flat cables.

   3-in-1 models only: Pass the flat cable (callout 1) through the opening in the chassis, and then connect one flat cable.
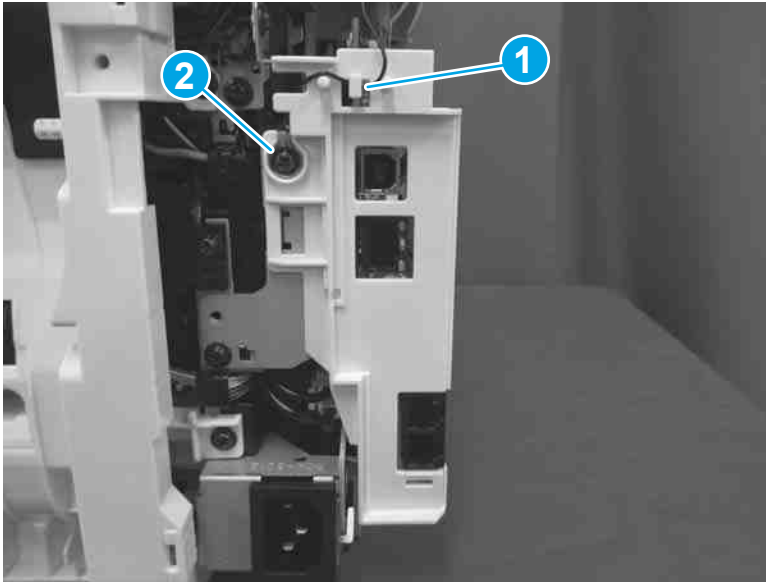
   📝 NOTE: The 3-in-1 model does not have the small flat cable (callout 2) or a ground wire (callout 3).

Figure 1-1848 Connect flat cable(s)
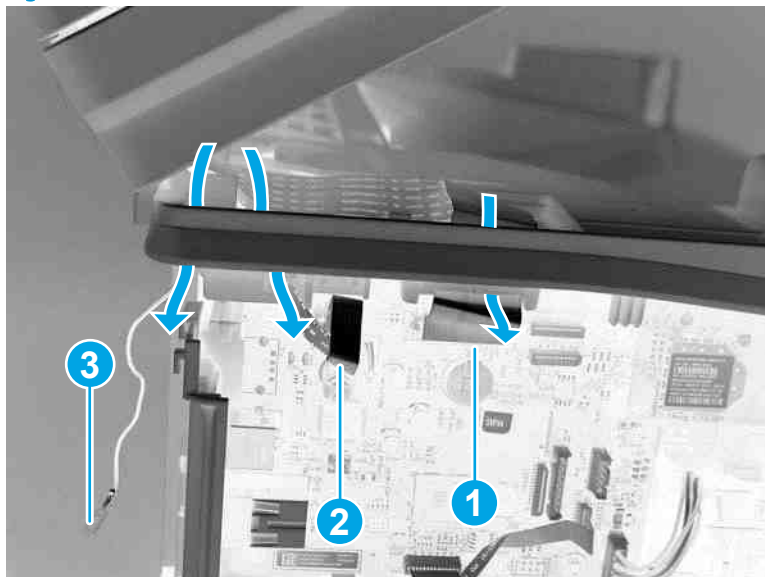
5. **4-in-1 models only**: Install the ground wire in the retainer (callout 1), and then install one screw (callout 2).

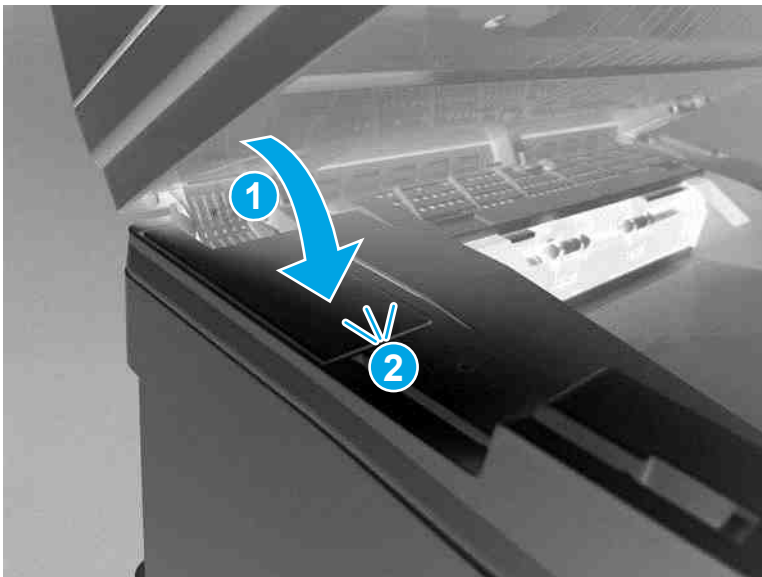Figure 1-1849 Install the ground wire (4-in-1 models)

Step 34: Install the cable cover (MFP)

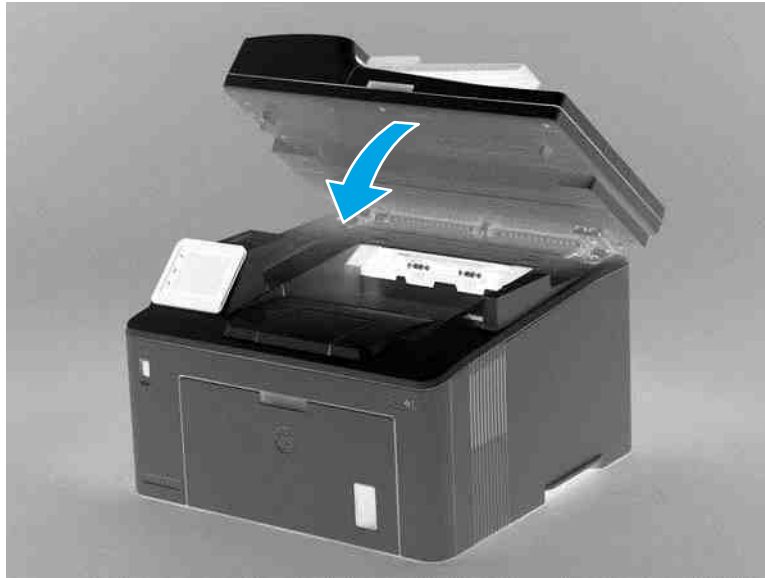📝 **NOTE:** This step is for the MFP printers. For the SFP printers, skip this step and go to .

1. Install the cable cover (callout 1), on the printer, and then push down to engage one tab (callout 2).

Figure 1-1850 Install the cable cover (MFP)
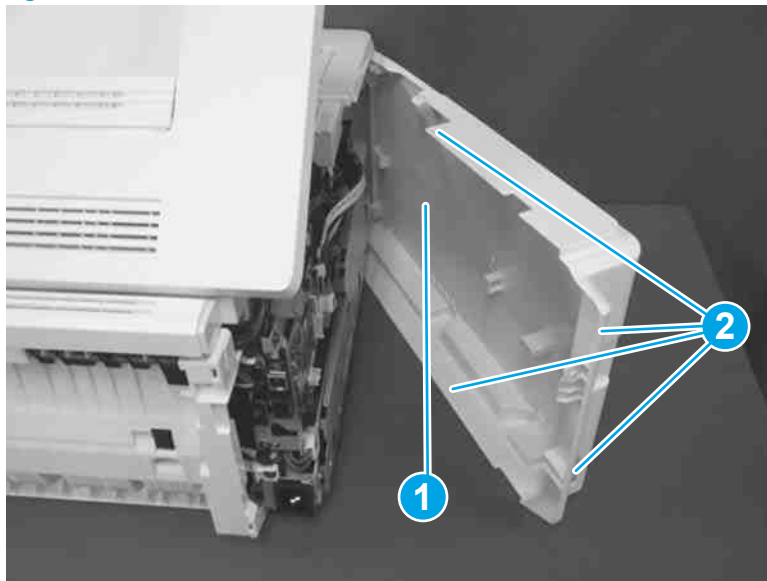
2. Close the scanner assembly.

Figure 1-1851 Close the scanner assembly

Step 35: Install the left cover

1. **SFP**: Do the following.

   a. Open the cartridge door.

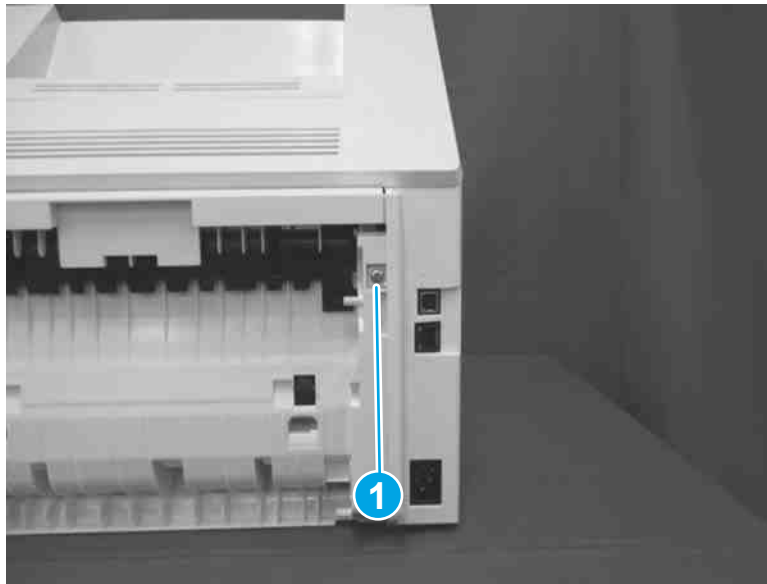   b. Position the left cover (callout 1) on the printer, and then engage four tabs (callout 2).

   Figure 1-1852 Install the left cover (SFP)

   c. Close the cartridge door.
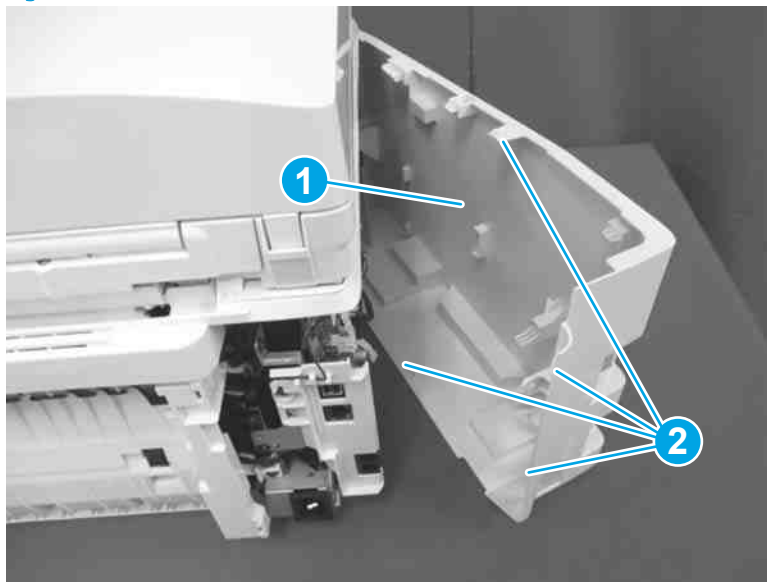
d. Install one screw (callout 1).

Figure 1-1853 Install one screw (SFP)
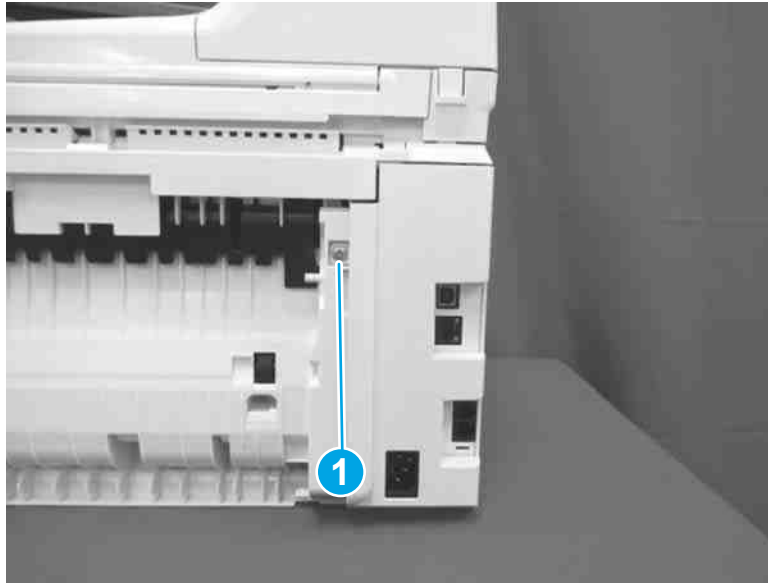

2. **MFP**: Do the following.

    a. Position the left cover (callout 1) on the printer, and then engage four tabs (callout 2).

    Figure 1-1854 Install the left cover (MFP)
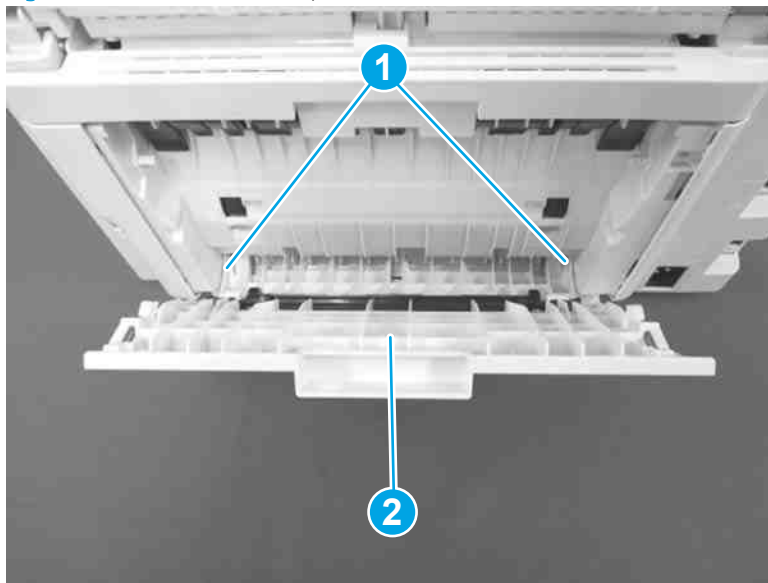
b. Install one screw (callout 1).

Figure 1-1855 Install one screw (MFP)

Step 36: Install the duplex door

1. Install two tabs (callout 1) to install the duplex door (callout 2).
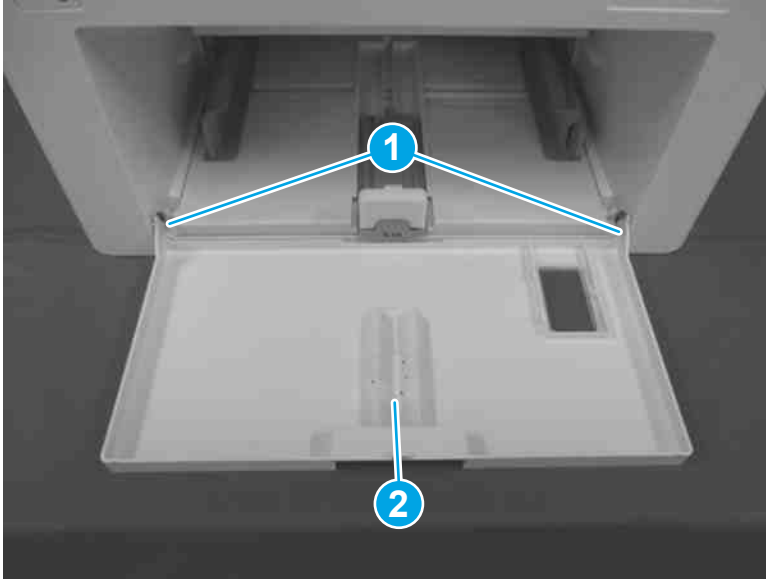
Figure 1-1856 Install the duplex door

2. Close the duplex door.
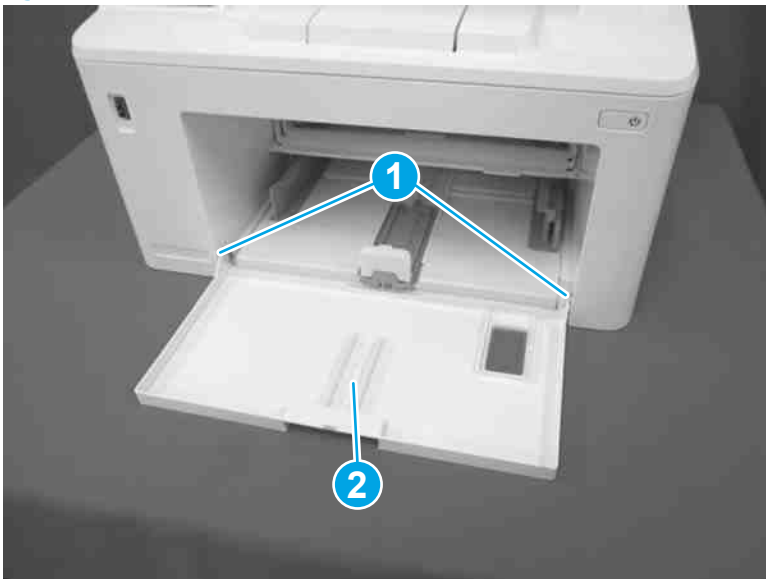
Step 37: Install the multipurpose cover

1. **SFP**: Engage two bosses (callout 1), to install the cover (callout 2).

Figure 1-1857 Install the multipurpose cover (SFP)

2. **MFP**: Engage two bosses (callout 1) to install the cover (callout 2).

Figure 1-1858 Install the multipurpose cover (MFP)

3. Close the multipurpose cover.

Removal and replacement: Pickup roller

Introduction

This document provides the procedures to remove and replace the pickup 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 cable 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.

Pickup roller part number	
RL1-2593-000CN	Pickup roller

Required tools

- No special tools are needed to remove or install this assembly.

After performing service

Turn the printer power on

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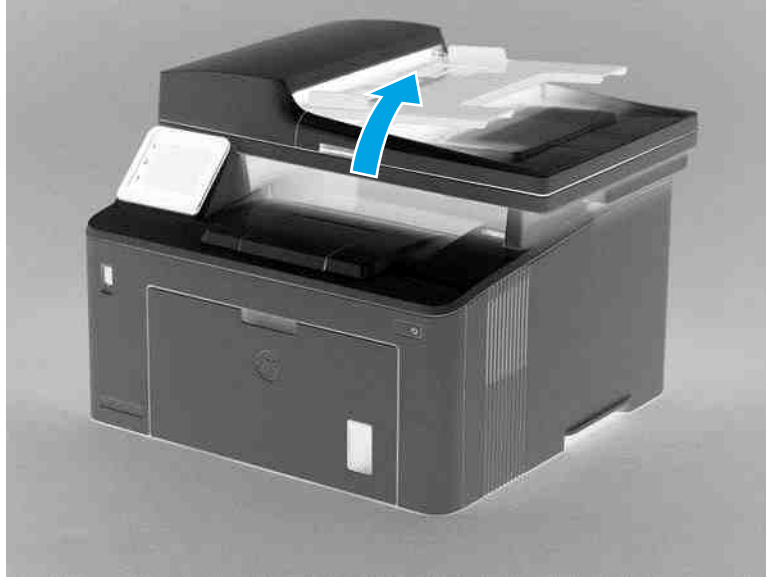
○ Use the power switch to turn the power on.

Post service test

Send a print job from the host computer (or print a configuration report). Verify that a page prints.
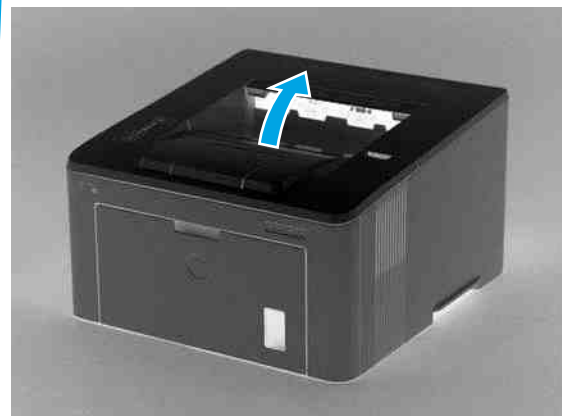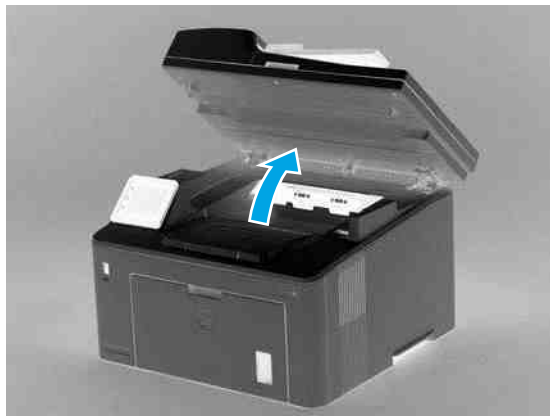
Step 1: Remove the roller

1. **MFP only**: Open the scanner assembly.

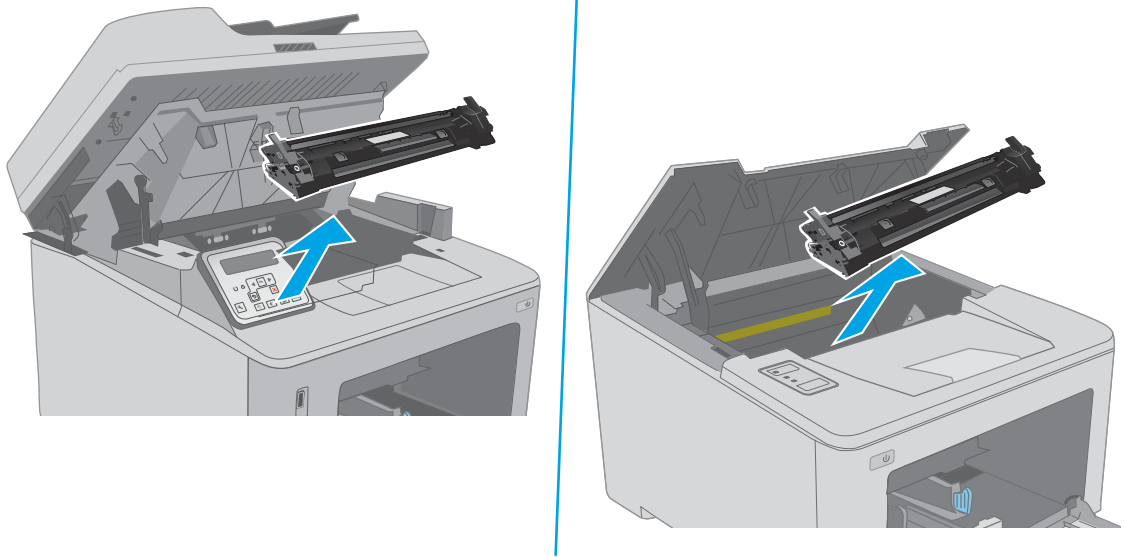**Figure 1-12** Open the scanner assembly

2. Open the cartridge door.

Figure 1-13 Open the cartridge door

3. Temporarily remove the toner cartridge.

Figure 1-14 Remove the toner cartridge

4. Locate the pickup roller.

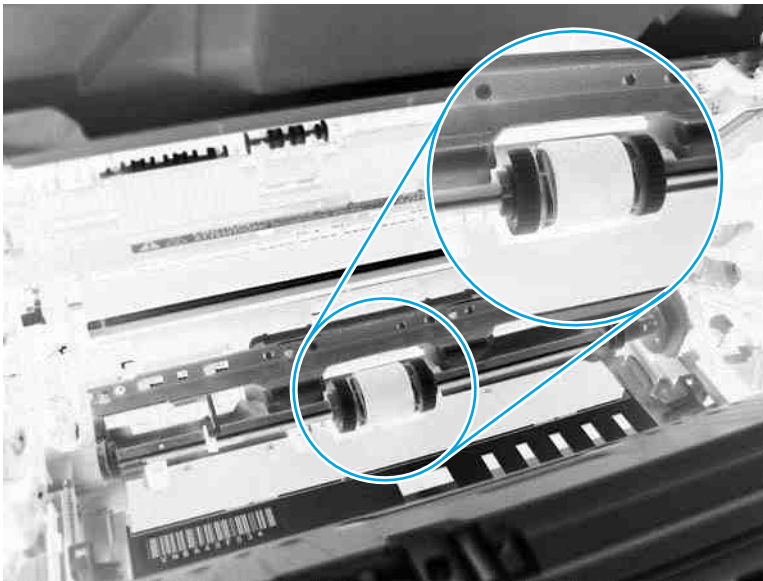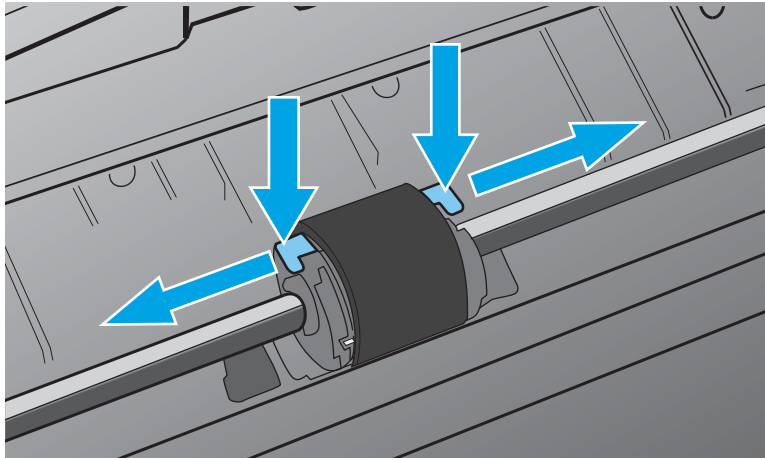📝 NOTE: The imaging drum is removed in the figure below. However, it is not necessary to remove the imaging drum in order to replace the pickup roller.
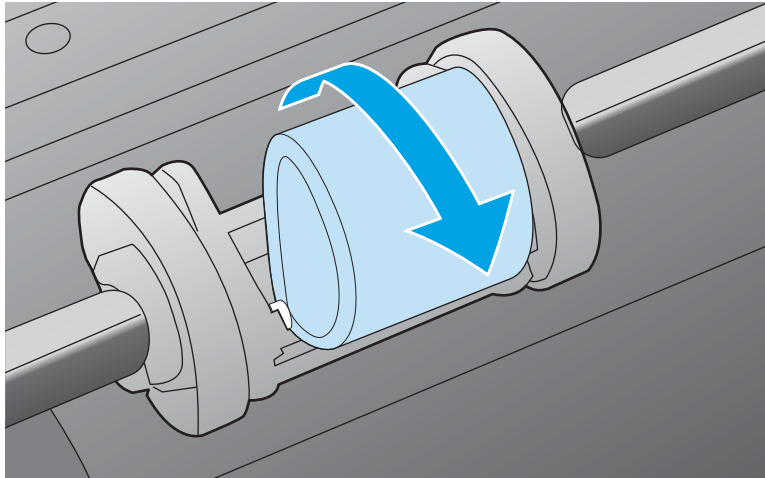
Figure 1-15 Locate the pickup roller

5. Press down on two tabs between the roller collar and roller, and then release the roller.

    Figure 1-16 Release two tabs

6. Rotate the roller away from the printer to remove it.

    Figure 1-17 Remove the roller

Step 2: Unpack the replacement assembly

1. Dispose of the defective part.

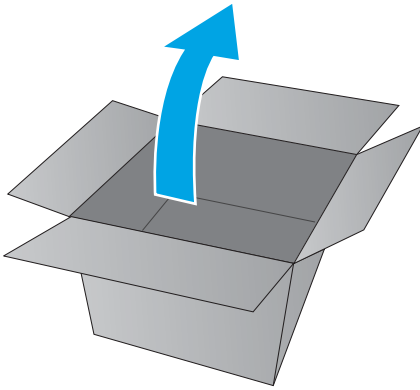   NOTE: HP recommends responsible disposal of the defective part.

    www.hp.com/recycle

2. Unpack the replacement part from the packaging.

CAUTION: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands or before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.
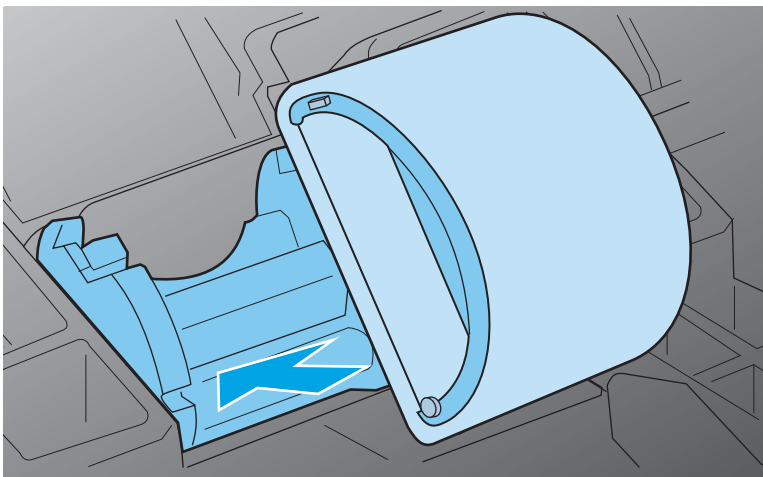
Step 3: Install the roller

CAUTION: Do not touch the gray spongy portion of the replacement roller. Skin oils on the roller can cause paper handling problems.
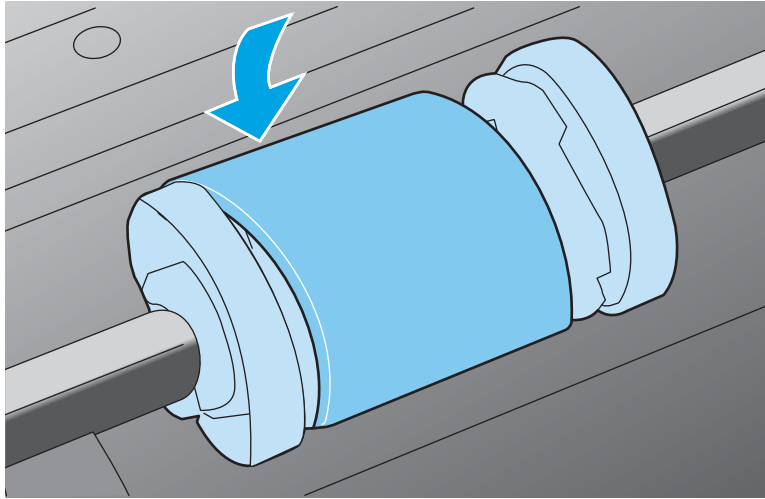
1. Position the replacement pickup roller on the printer.
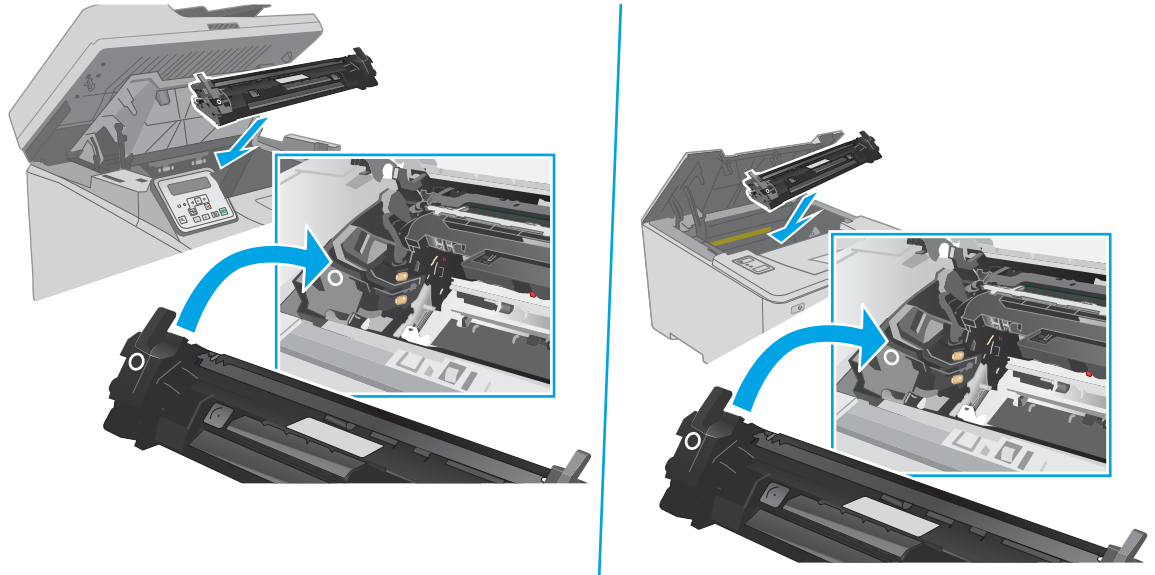
Figure 1-18 Position the roller

2. Continue to rotate the top of the roller toward the printer until two tabs snap into place.

Figure 1-19 Engage two tabs

3. Align the toner cartridge with the tracks inside the printer, and install the toner cartridge until it is firmly seated.

Figure 1-20 Install the toner cartridge
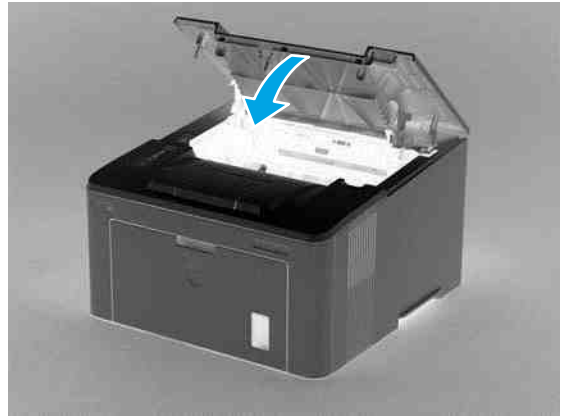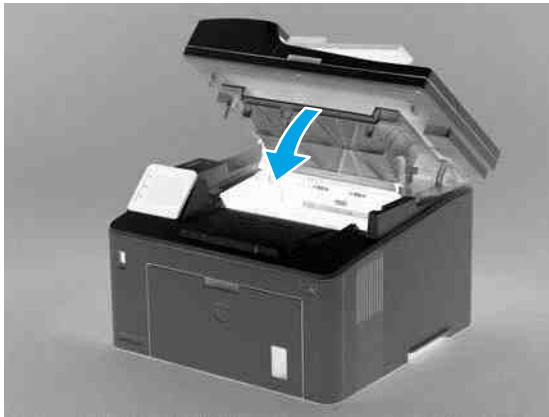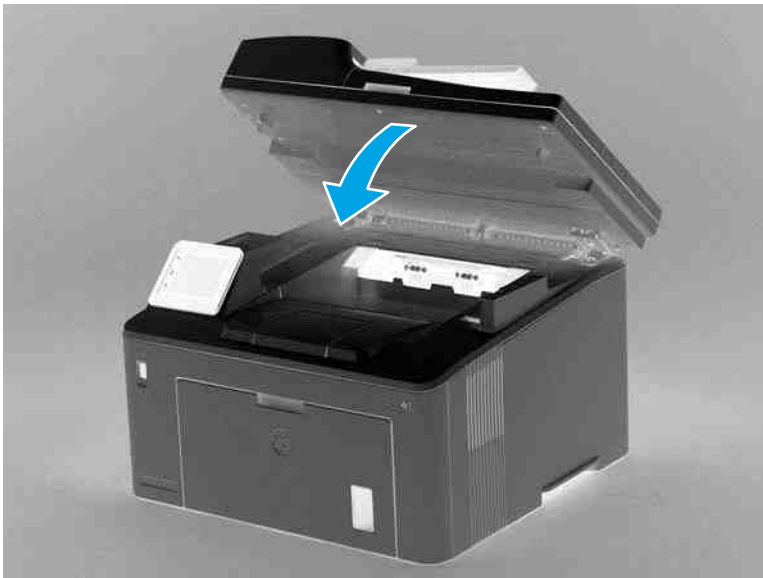
4. Close the cartridge door.

NOTE: Install the toner cartridge.

Figure 1-21 Close the cartridge door

5. **MFP only**: Close the scanner assembly.

Figure 1-22 Close the scanner assembly

Removal and replacement: Separation pad assembly

Introduction

This document provides the procedures to remove and replace the separation pad assembly.

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 cable 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.

Separation pad assembly part number	
RM2-0812-000CN	Separation pad assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip.

After performing service

Turn the printer power on

○ Connect the power cable.

○ Use the power switch to turn the power on.

Post service test

Send a print job from the host computer (or print a configuration report). Verify that a page prints.

Step 1: Remove the separation pad assembly

1. Turn the printer over to rest on the duplex door with the front of the printer facing up. Remove two screws (callout 1).
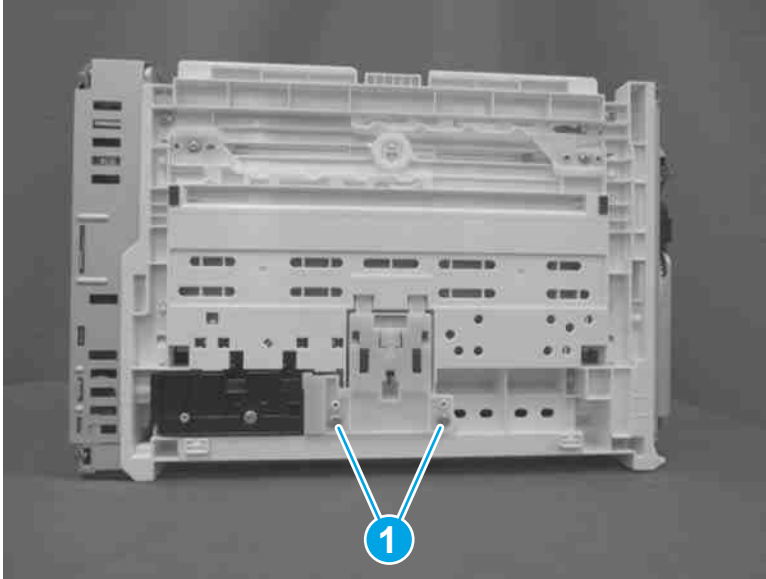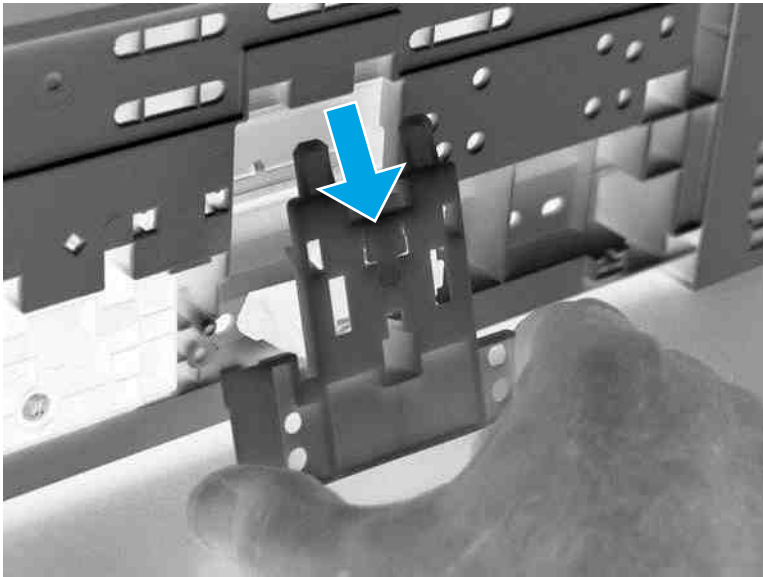
⚠ **CAUTION:** **MFP only**: The 3-in-1 and 4-in-1 scanner assemblies are not captive and can suddenly open when the printer is turned over.

Figure 1-521 Remove two screws

2. Remove the separation pad assembly.

Figure 1-522 Remove the separation pad

Step 2: Unpack the replacement assembly

1. Dispose of the defective part.

📝 **NOTE:** HP recommends responsible disposal of the defective part.
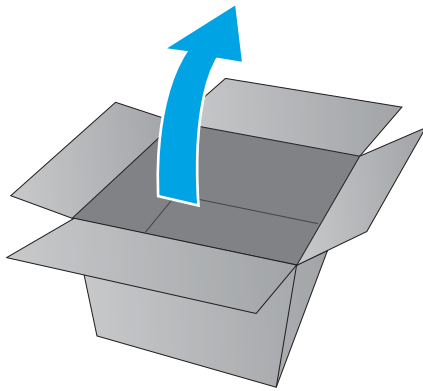
www.hp.com/recycle

2. Unpack the replacement part from the packaging.

⚠ **CAUTION:** If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands or before touching rollers or pads.

📝 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.
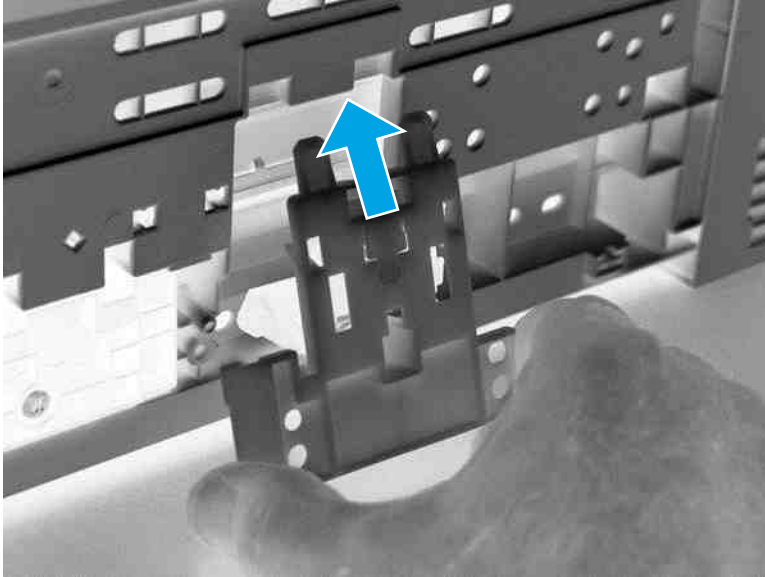

Step 3: Install the separation pad assembly

⚠ **CAUTION:** Do not touch the gray spongy portion of the replacement pad. Skin oils on the pad can cause paper handling problems.

1. Position the replacement separation pad assembly on the printer.

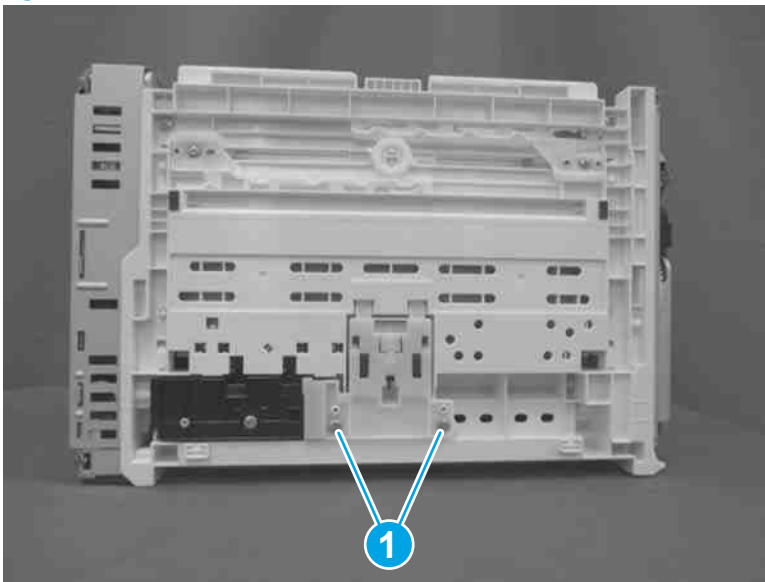Figure 1-523 Install the separation pad

2. Install two screws (callout 1).

    Return the printer to the normal position.

    ⚠ CAUTION: **MFP only**: The 3-in-1 and 4-in-1 scanner assemblies are not captive and can suddenly open when the printer is turned over.

Figure 1-524 Install two screws

Removal and replacement: Transfer roller

Introduction

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

Transfer roller part number	
RM2-1660-000CN	Transfer roller

Required tools

- No special tools are needed to remove or install this assembly.

After performing service

Turn the printer power on

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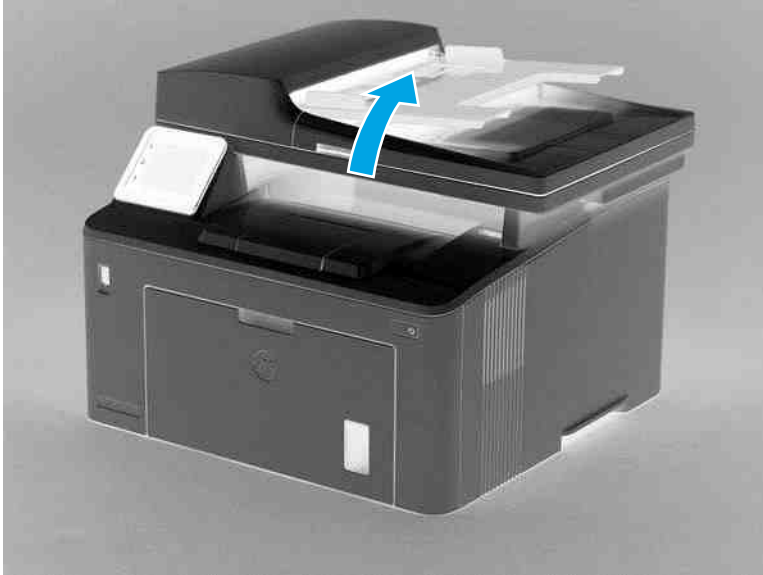- Use the power switch to turn the power on.

Post service test

Send a print job from the host computer (or print a configuration report). Verify that a page prints.
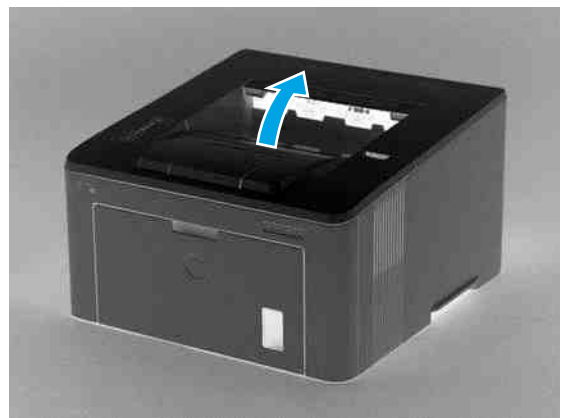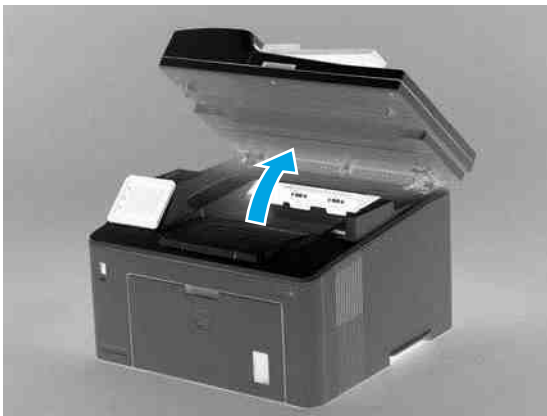
Step 1: Remove the roller

1. **MFP only**: Open the scanner assembly.

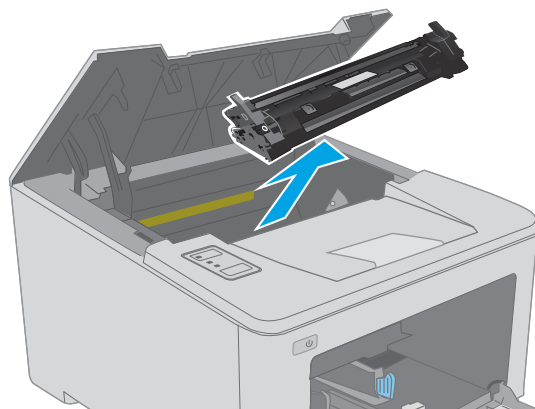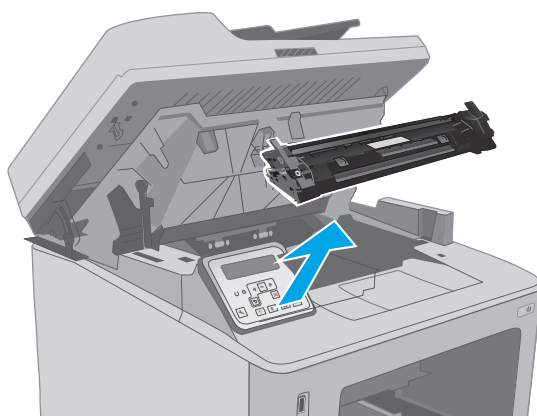Figure 1-513 Open the scanner assembly

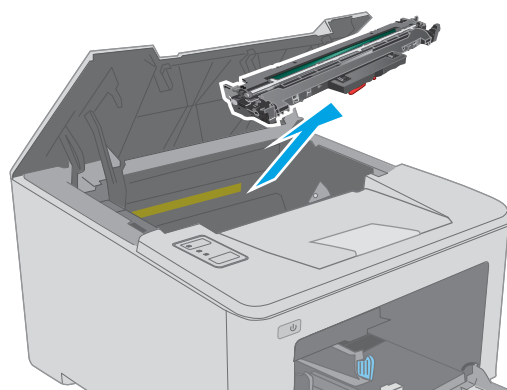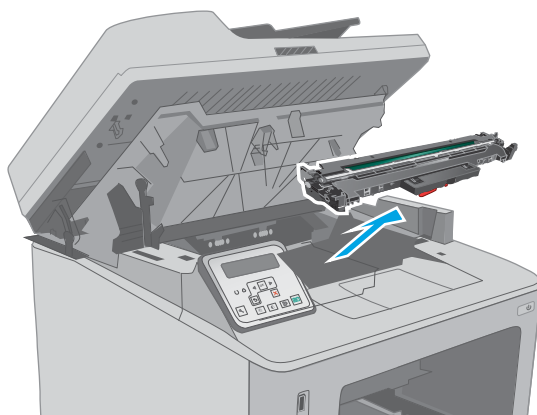

2. Open the cartridge door.

Figure 1-514 Open the cartridge door

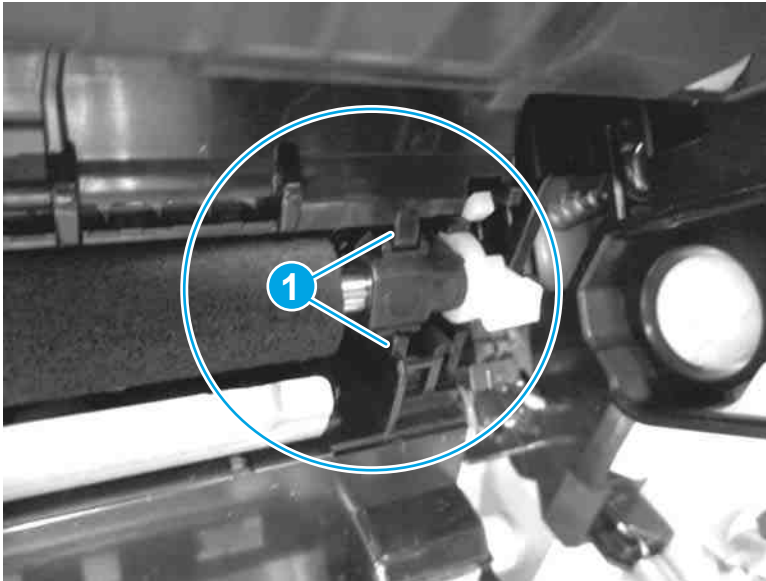3. Temporarily remove the toner cartridge from the printer.

4. Temporarily remove the imaging drum from the printer.

5. Before proceeding, take note of the location of the roller collar tabs (callout 1) on the right end of the transfer roller shaft.
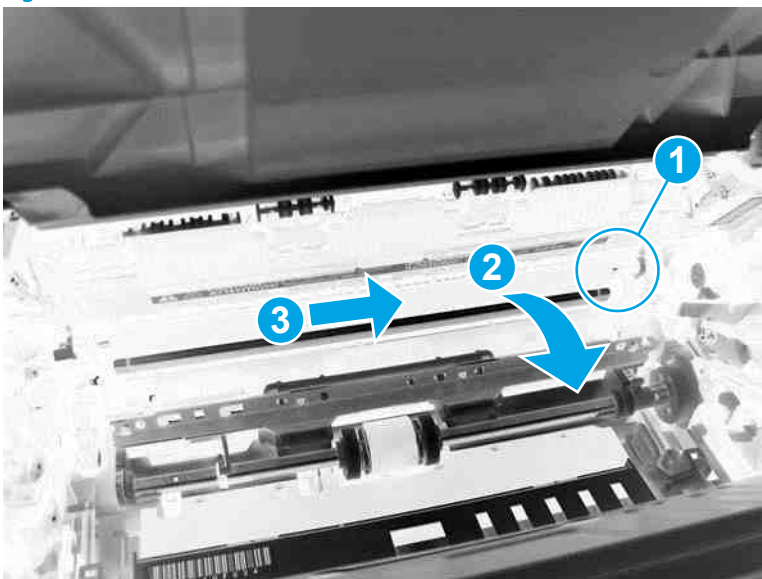
Figure 1-515 Transfer roller right collar tabs

6. Pinch two tabs on the right-side roller collar (callout 1), rotate the right end of the roller away from the printer (callout 2), and then slide the roller to the right (callout 3) to remove it.

⚠ CAUTION: The right-side transfer roller collar is not captive. Do not lose the collar or drop it into the printer when handling the roller.

Figure 1-516 Remove the transfer roller

Step 2: Unpack the replacement assembly

1. Dispose of the defective part.

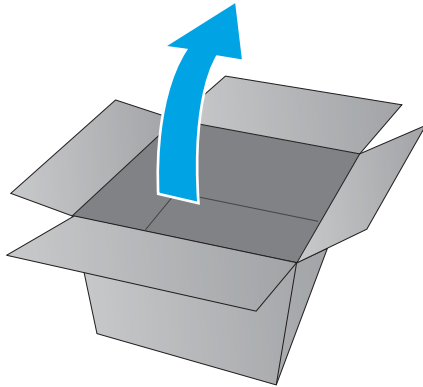**NOTE:** HP recommends responsible disposal of the defective part.

www.hp.com/recycle

2. Unpack the replacement part from the packaging.

CAUTION: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands or before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.
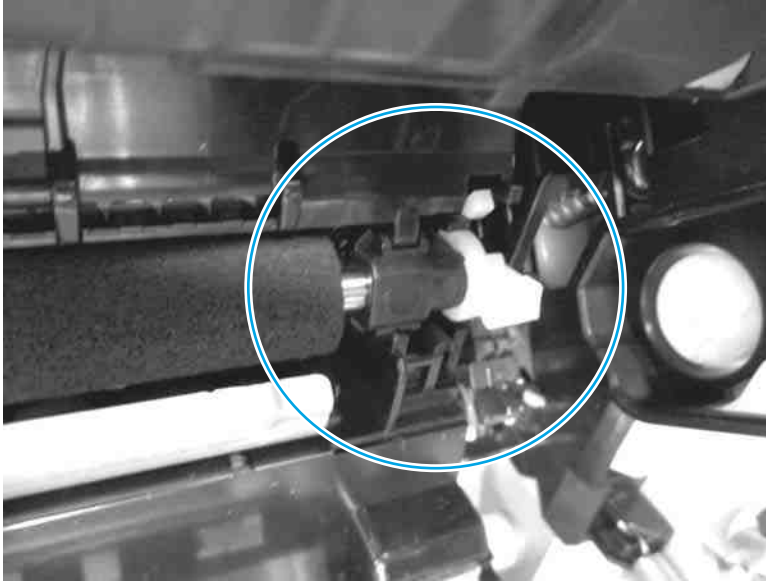
Step 3: Install the roller

CAUTION: Do not touch the gray spongy portion of the replacement roller. Skin oils on the roller can cause print quality or paper handling problems.

1. Before proceeding, take note of the correct installation of the roller collar on the right end of the transfer roller shaft.

Figure 1-517 Transfer roller right collar

2. Position the left end of the replacement transfer roller in the left-side roller collar (callout 1), and then push on the right end of the roller (callout 2) to engage the right-side roller collar (callout 3). An audible click is heard when the tabs snap into place.

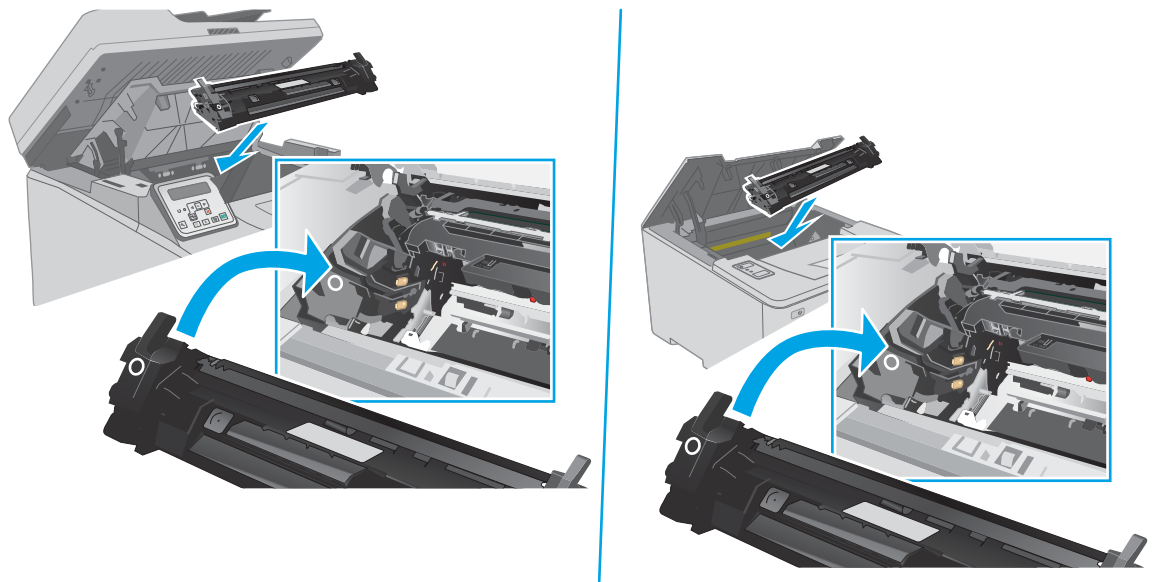⚠ CAUTION: Make sure that the tabs on the roller collar (callout 3) are fully seated.

Figure 1-518 Install the roller
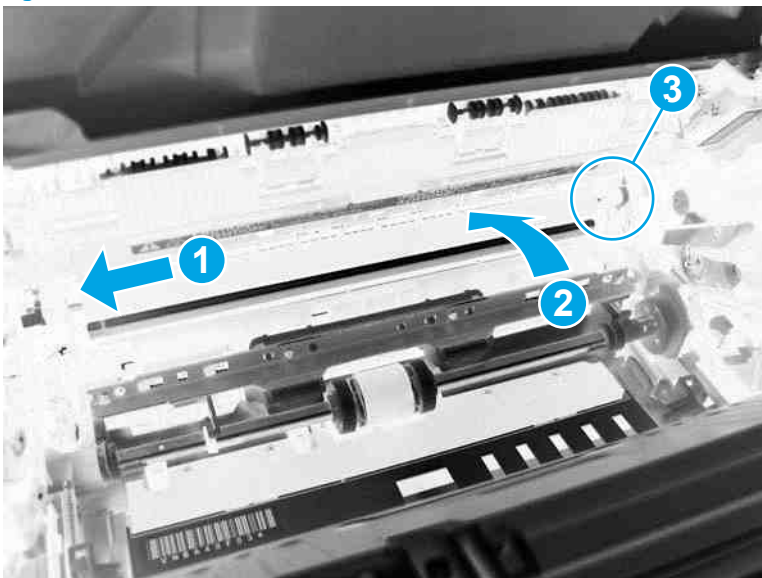
3. Align the imaging drum with the tracks inside the printer, and install the imaging drum until it is firmly seated.
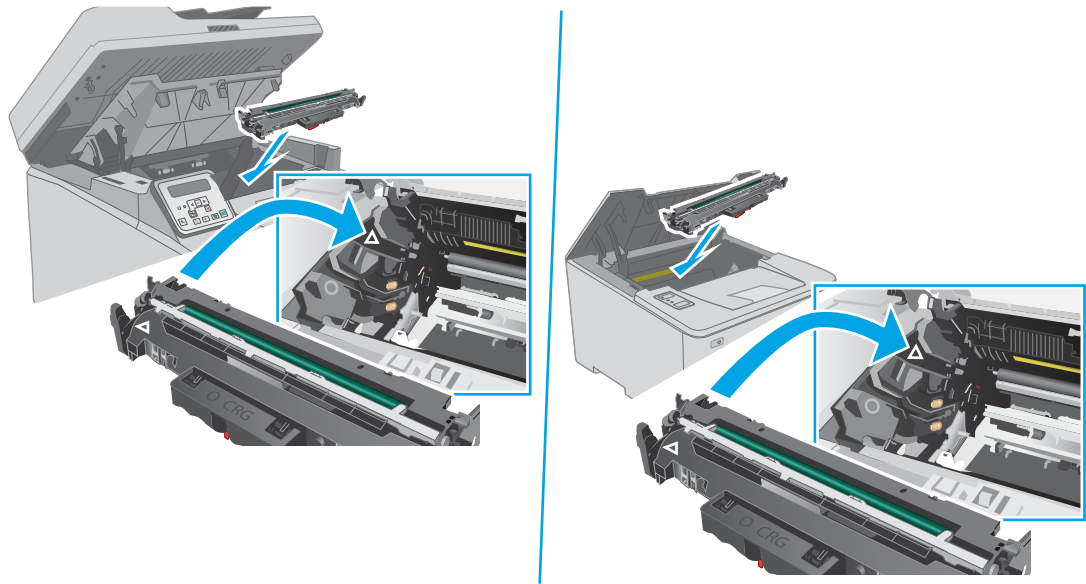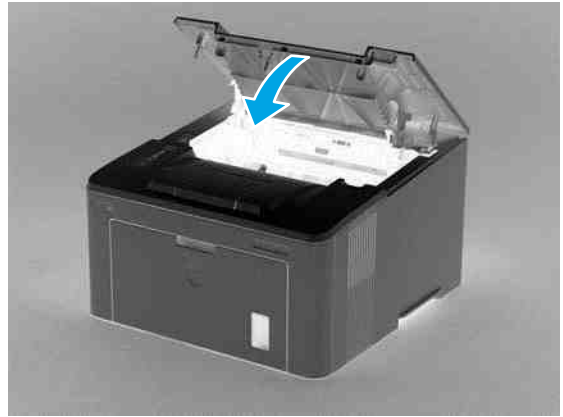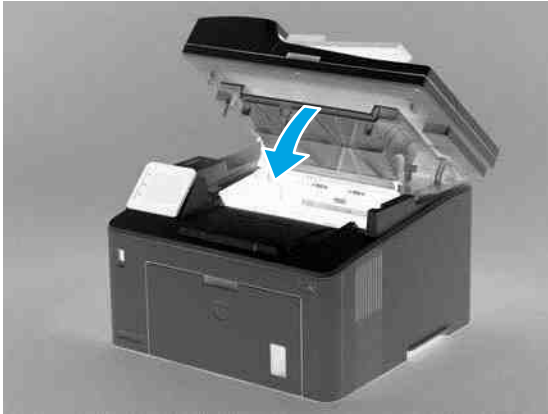

4. Align the toner cartridge with the tracks inside the printer, and install the toner cartridge until it is firmly seated.

5. Close the cartridge door.

   Figure 1-519 Close the cartridge door

6. **MFP only**: Close the scanner assembly.

   Figure 1-520 Close the scanner assembly