Removal and replacement: Fuser

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 cable before attempting to service the printer.

Make sure the correct voltage fuser is installed in the printer.

CAUTION: The fuser is hot. Wait at least 30 minutes after turning the printer oﬀ before removing the fuser.

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 part number	
RM2-7948-000CN	Fuser (110V/127V)
RM2-7949-000CN	Fuser (220V/240V)

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.
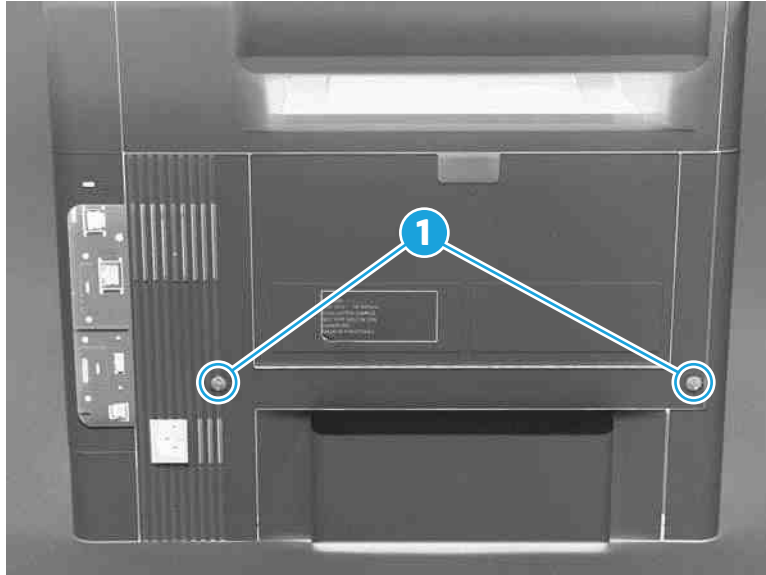
Post service test

Make sure that the printer initializes to a **Ready** state.

Print a configuratio   page to make sure that the printer is functioning correctly.
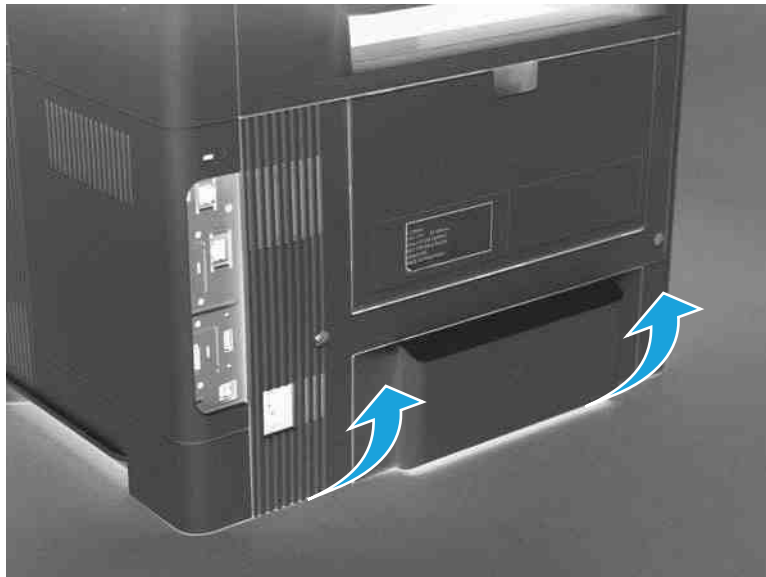
Step 1: Remove the rear door assembly

1. At the rear of the printer, remove two screws (callout 1).

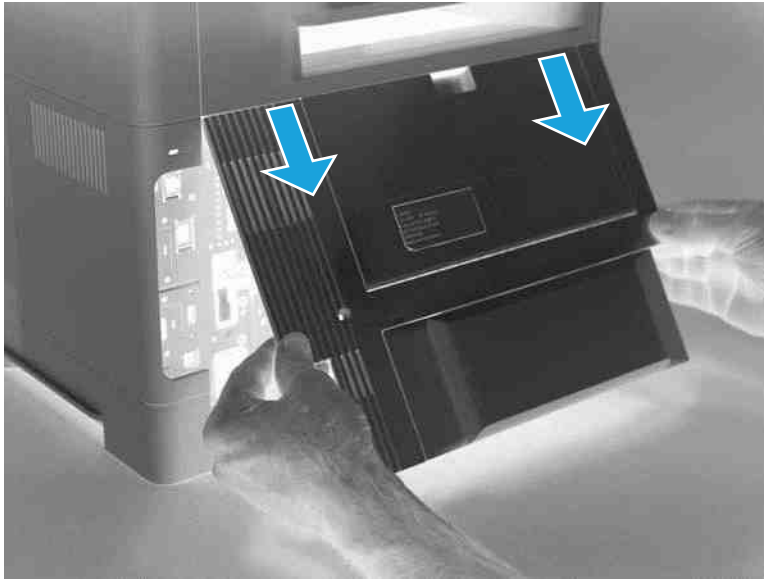   Figure 1-936 Remove two screws

2. Rotate the bottom edge of the assembly away from the printer to release it.

   Figure 1-937 Rotate the bottom of the cover

3. Pull down on the assembly to remove it.

Figure 1-938 Remove the cover
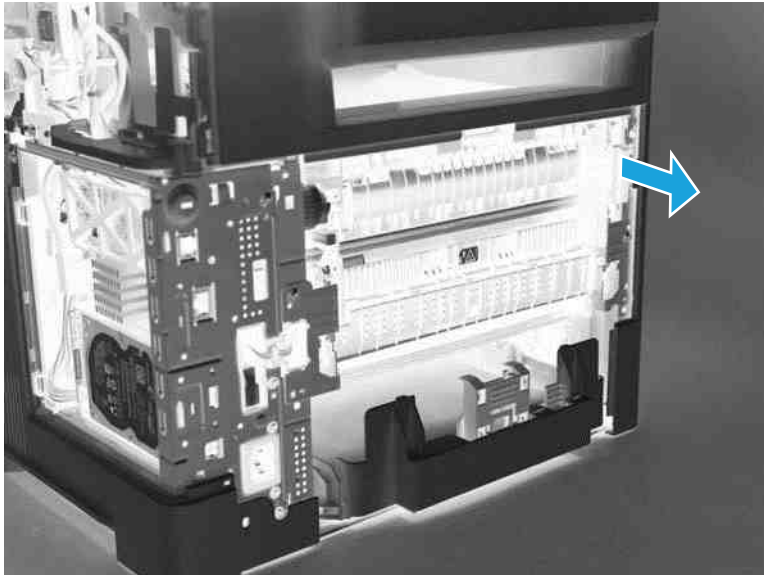

Step 2: Remove the fuser

NOTE: The M527 printer is shown in this procedure. However, the procedure is valid for the M506 printer.

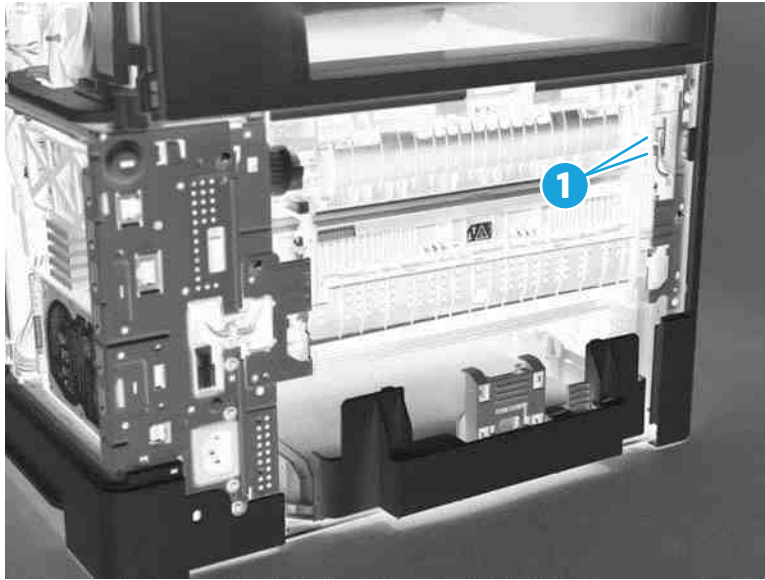The formatter cover is shown oĀ in the following figures However, it does not need to be removed to remove the fuser.

1. Remove the connector cover.

Figure 1-939 Remove the cover

2. Disconnect two connectors (callout 1).

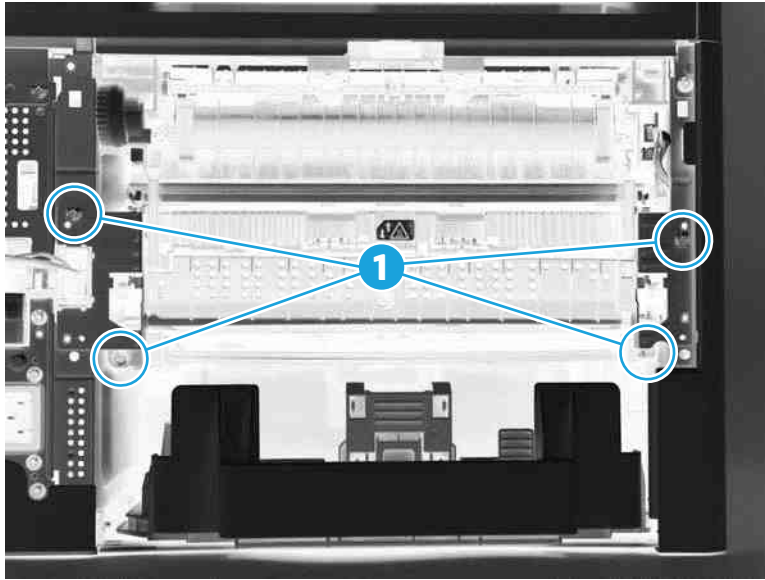**Figure 1-940** Disconnect two connectors

3. Disconnect one connector.

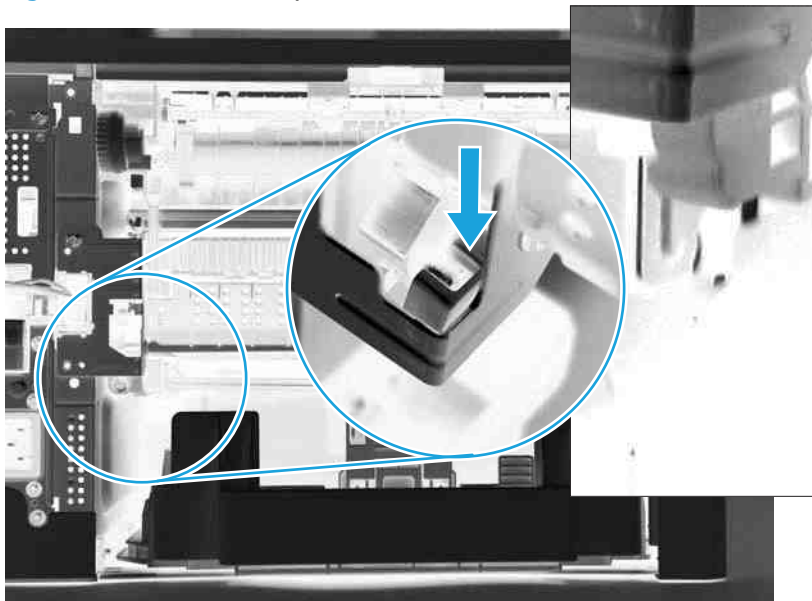**Figure 1-941** Disconnect one connector

4. Remove four screws (callout 1).

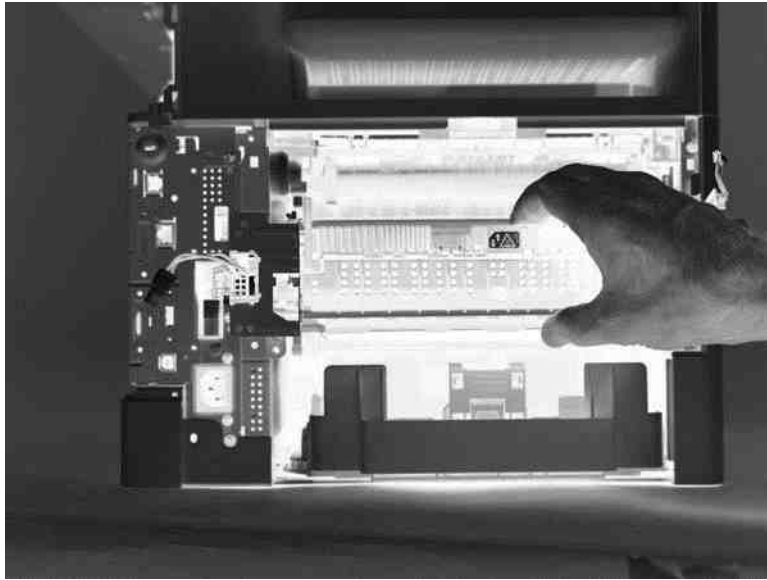**Figure 1-942** Remove four screws

5. Pull down on the fuser-shutter arm to release it from the fuser.

Figure 1-943 Release the pressure-release arm

6. Slide the fuser straight out of the printer.

Figure 1-944 Remove the fuser
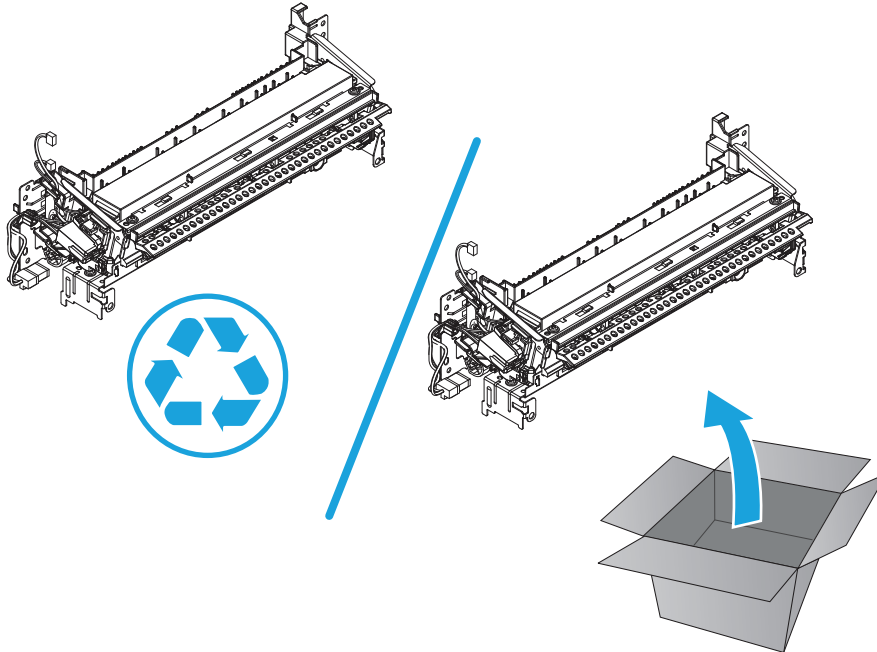

Step 3: Unpack the replacement assembly

Unpack the replacement part from the packaging.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

NOTE: HP recommends responsible disposal of the defective part.

Figure 1-945 Recycle and unpack
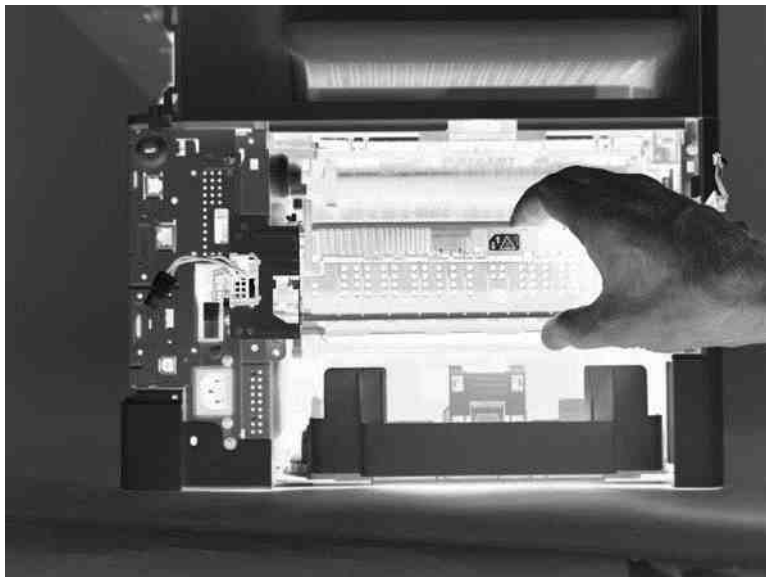
NOTE: The M527 printer is shown in this procedure. However, the procedure is valid for the M506 printer.

The formatter cover is shown oÃ in the following figures However, it does not need to be removed to remove the fuser.
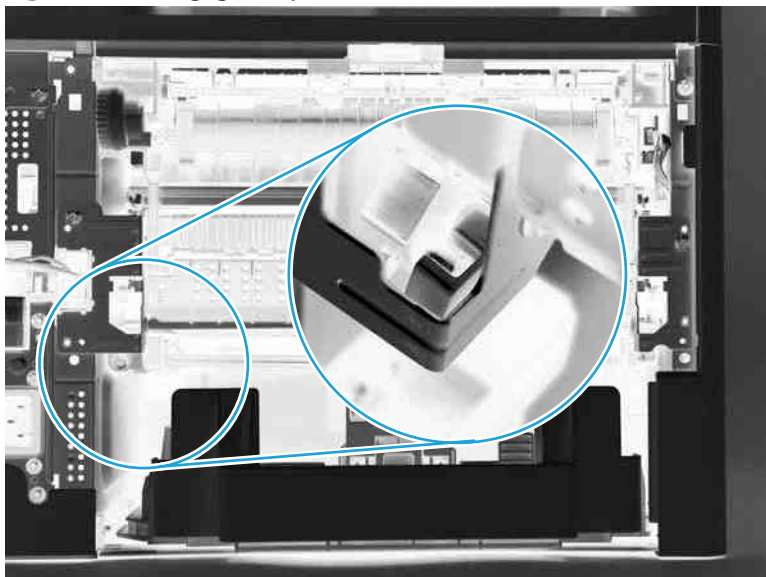
1. Slide the fuser straight into the printer to install it.

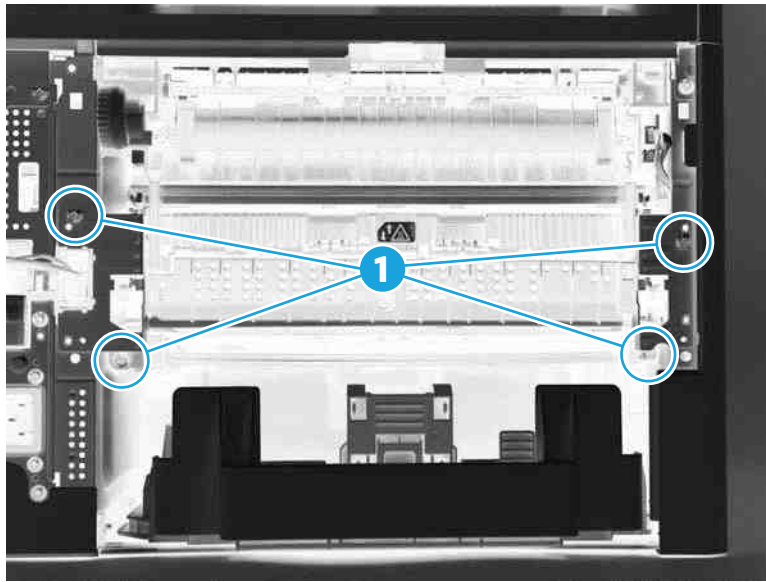   **Figure 1-946** Install the fuser

2. At the lower-left corner of the fuser, push up on the fuser-shutter arm to engage it with the fuser.

   Figure 1-947 Engage the pressure-release arm

3. Install four screws (callout 1).

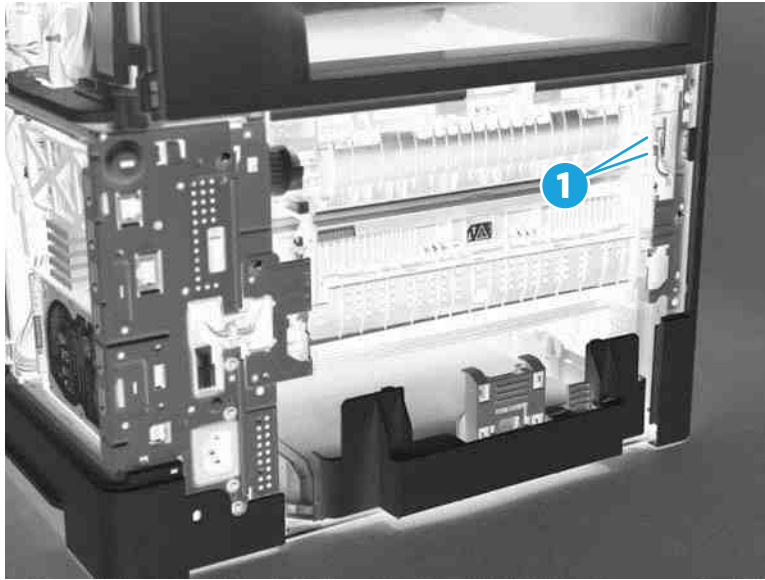**Figure 1-948** Install four screws

4. Connect one connector.

Figure 1-949 Connect one connector

5. Connect two connectors (callout 1).

    Figure 1-950 Connect two connectors

6. Install the connector cover.

    Figure 1-951 Install the cover
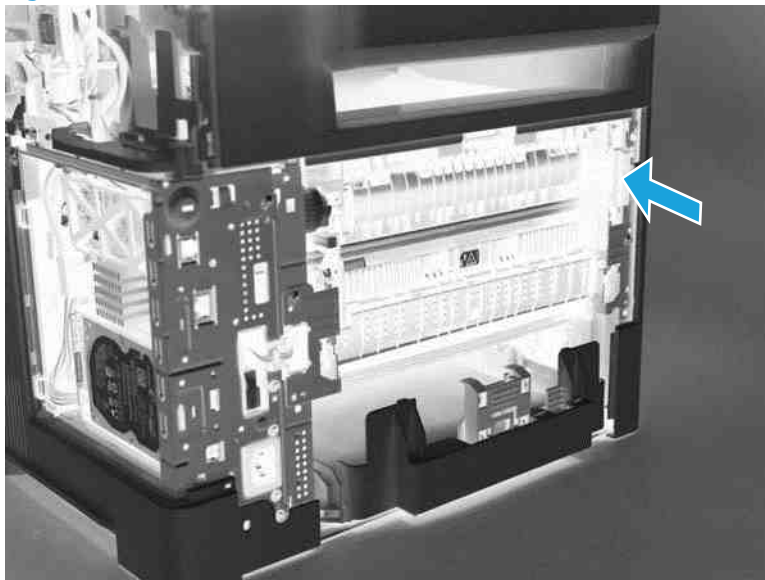
Step 5: Install the rear door assembly

1. Engage the top edge of the assembly with the printer.

Figure 1-952 Install the cover

2. Rotate the bottom edge of the cover towards the printer.

Figure 1-953 Rotate the bottom of the cover

3. Install two screws (callout 1).

Figure 1-954 Install two screws

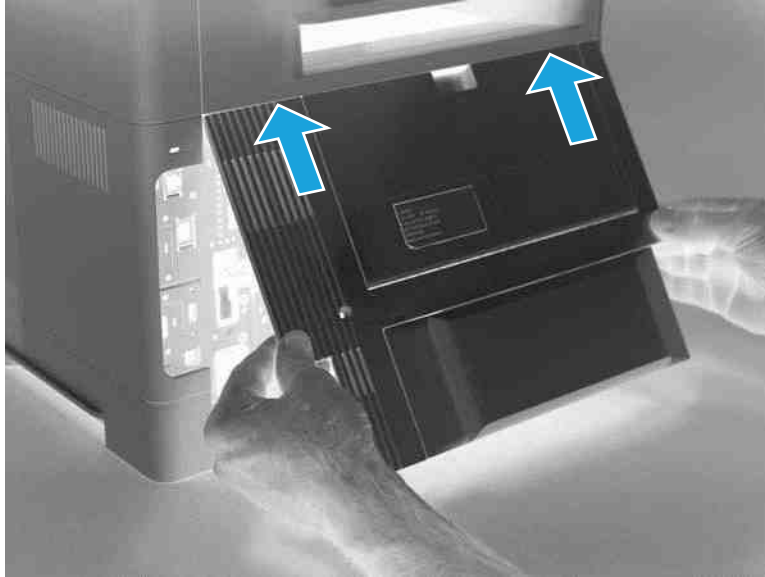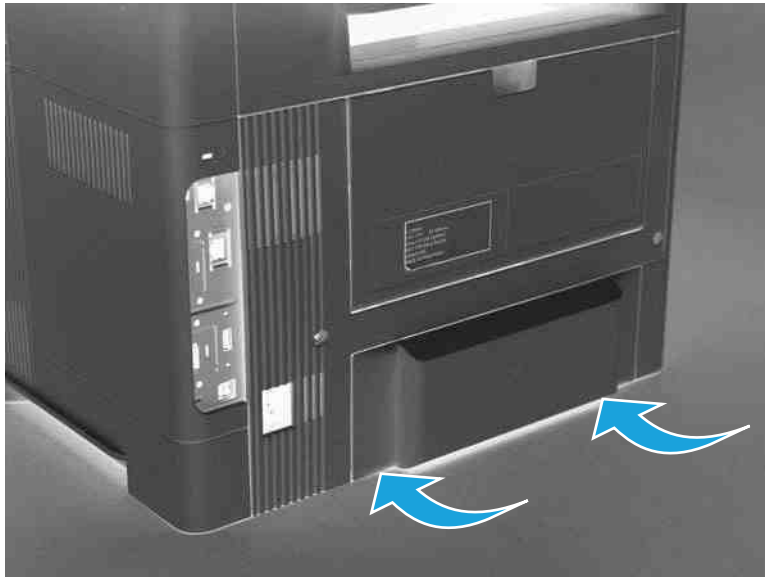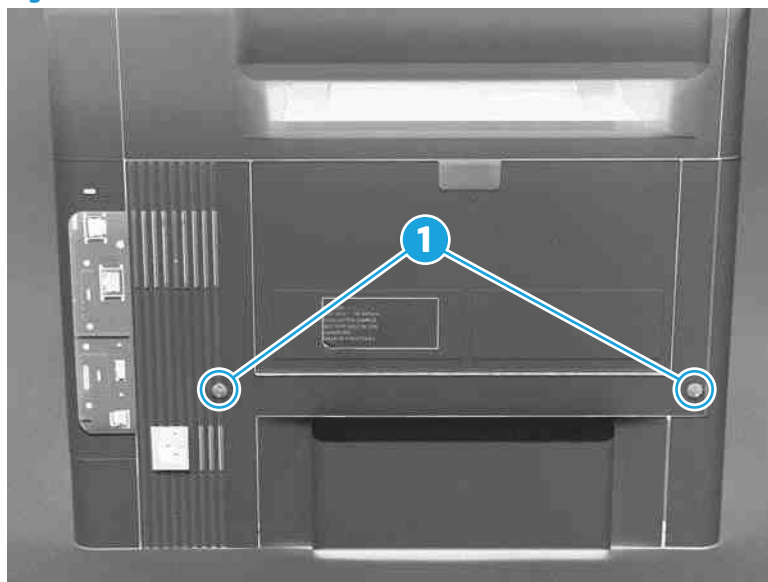# Removal and replacement: Transfer roller

NOTE: The figure in this section show the M527. However, the procedure is correct for the M501 and M506 printers.

- Introduction
- Step 1: Remove the toner cartridge
- Step 2: Remove the transfer roller
- Step 3: Unpack the replacement roller
- Step 4: Install the transfer roller
- Step 5: Install the toner cartridge

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	
F2A68-67910	Transfer roller 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

Make sure that the printer initializes to a **Ready** state.

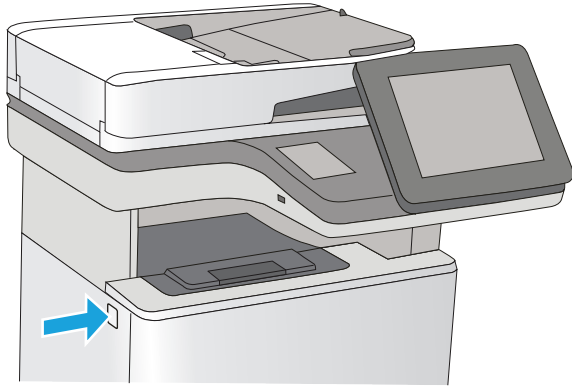Print a configuratio page to make sure that the printer is functioning correctly.

Step 1: Remove the toner cartridge

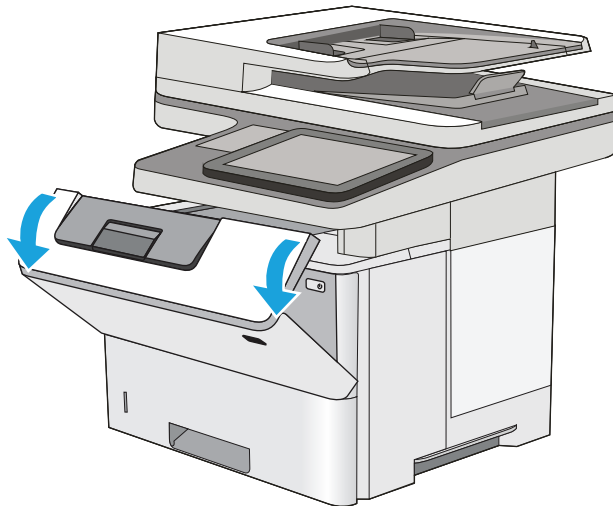The M527 printer is shown in this section. However, the procedure is correct for the M501 and M506 printers.

1. Press the cartridge-door-release button.

   Figure 1-38 Press the cartridge-door-release button

2. Open the toner-cartridge door.

   Figure 1-39 Open the toner-cartridge door

3. Remove the toner cartridge from the printer.
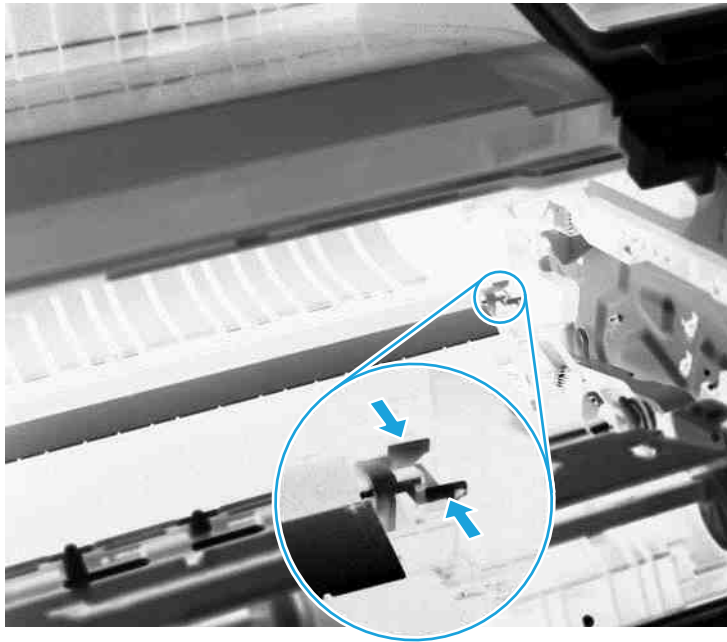
Figure 1-40 Remove the toner cartridge
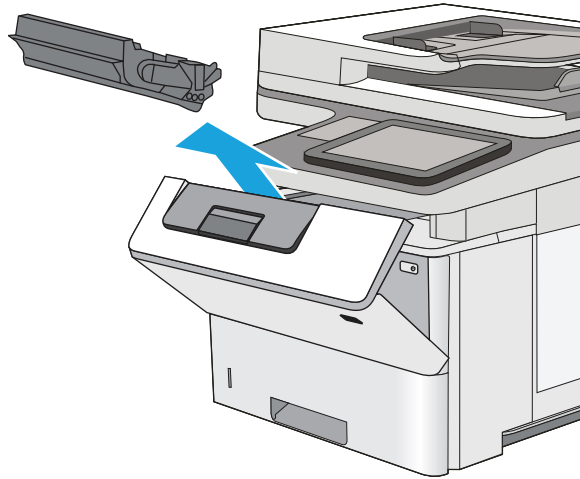
Step 2: Remove the transfer roller

1. Push in on the two white tabs on the right-side retainer clip to release them.

NOTE: The right end of the roller slightly springs up when the tabs are released.

Figure 1-41 Release the retainer clip

2. Grasp the silver shaft end of the roller or the white retainer clip, raise the right-end of the roller up, and then slide the roller to the right to release the left-end of the roller shaft.
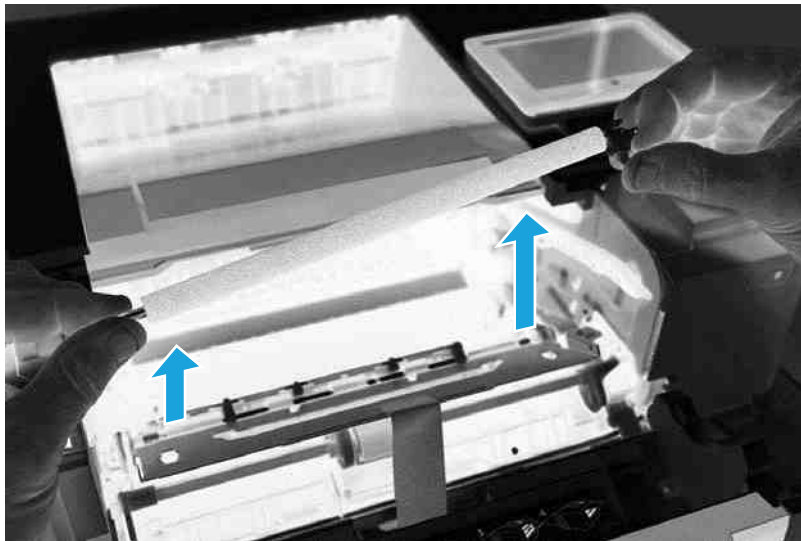
⚠ **CAUTION:** The retainer clip is not captive. Do not drop it into the product when handling the roller.
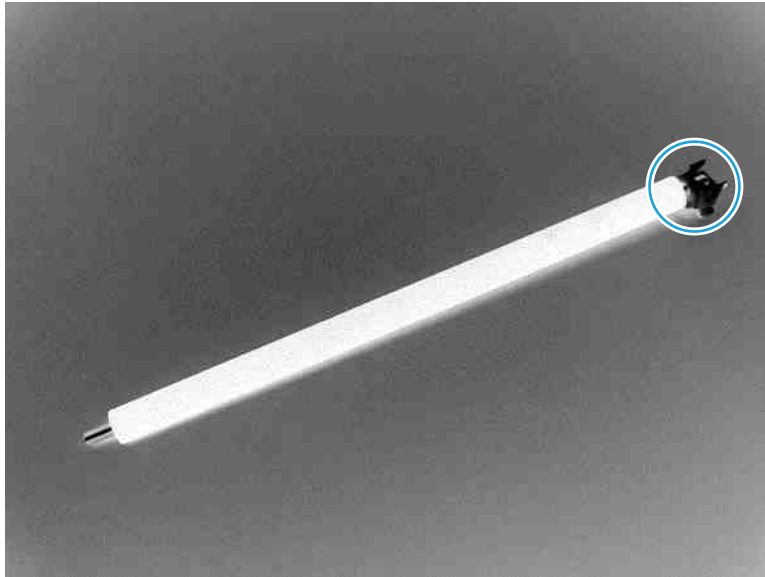
Figure 1-42 Release the roller
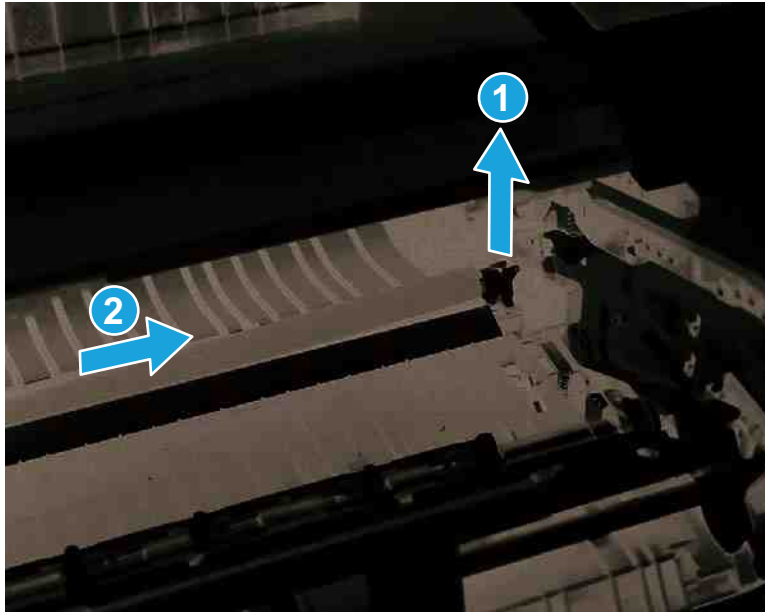
3. Remove the transfer roller from the printer.

Figure 1-43 Remove the roller

4. Remove the clip from the right end of the transfer roller. Set the clip aside, it will be installed on the replacement roller.

Figure 1-44 Remove the retainer clip
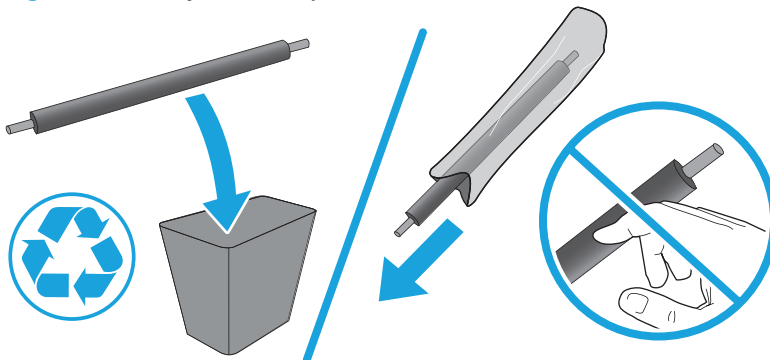

Step 3: Unpack the replacement roller

Unpack the replacement part from the packaging.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

⚠ **CAUTION:** Do not touch the black spongy portion of the roller. Skin oils can cause image-quality problems.

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

Figure 1-45 Recycle and unpack

Step 4: Install the transfer roller

⚠ **CAUTION:** Do not touch the black spongy portion of the roller. Skin oils can cause image-quality problems.

1. From the discarded transfer roller, install the clip on either end of the replacement transfer roller.

⚠ **CAUTION:** Avoid touching the black spongy part of the roller. Skin oils deposited on the rollers might cause print quality problems. HP recommends washing your hands before handling the roller.

Figure 1-46 Install the holder
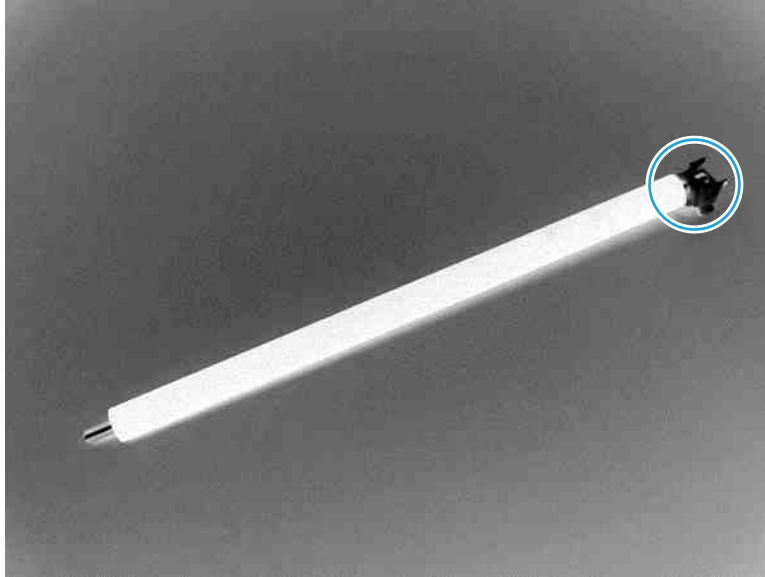
2. Place the left (shaft) end of the roller in the retainer clip (callout 1), lower the right end (with the clip) into place making sure that the clip and spring are aligned (callout 2), and then push down (callout 3) on the clip until it snaps in place.

Figure 1-47 Install the roller and retainer clip
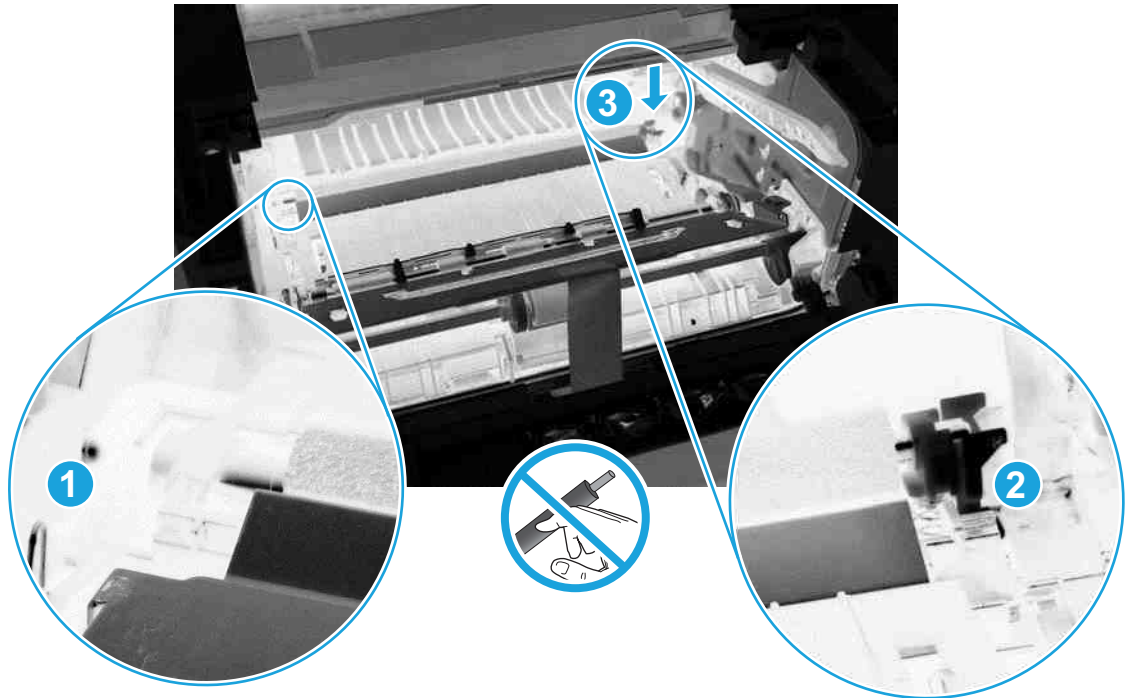
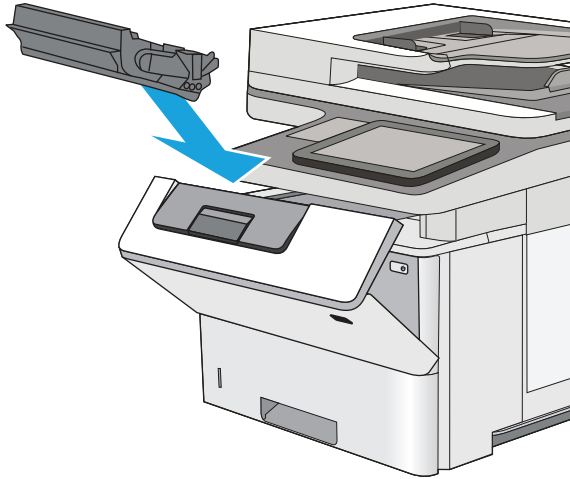### Step 5: Install the toner cartridge

The M527 printer is shown in this section. However, the procedure is correct for the M501 and M506 printers.

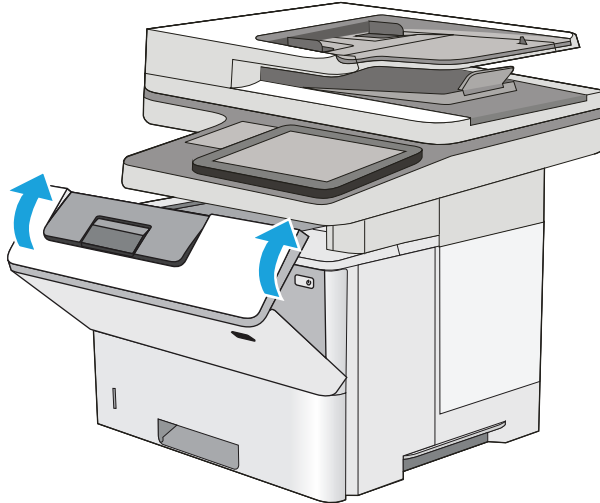1. Align the toner cartridge with the tracks inside the printer, and install the toner cartridge until it is firml seated.

Figure 1-48 Install the toner cartridge

2. Close the toner-cartridge door.

Figure 1-49 Close the toner-cartridge door

Removal and replacement: Multipurpose tray (Tray 1) pickup roller and separation pad

📝 **NOTE:** The figure in this section show the M506. However, the procedure is correct for the M501 and M527 printers.

- Introduction
- Step 1: Remove the roller
- Step 2: Remove the separation pad assembly
- Step 3: Unpack the replacement roller and pad
- Step 4: Install the separation pad assembly
- Step 5: Install the roller

Introduction

This document provides the procedures to remove and replace the Multipurpose (MP) tray (Tray 1) roller, pickup and separation pad.

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.

💡 **TIP:** The figure in this procedure show the toner cartridge removed. While not necessary, it might be easier to replace the rollers and separation pad with the toner cartridge removed.

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

MP tray (Tray 1) roller, pickup and separation pad part number	
F2A68-67914	Tray 1 pickup roller, separation pad, and spring kit with instruction guide

Required tools

- No special tools are required to remove these parts.

After performing service

Turn the printer power on

○ Connect the power cable.

○ Use the power switch to turn the power on.

Post service test

Make sure that the printer initializes to a **Ready** state.

Print a page from Tray 1 to make sure that the printer is functioning correctly.

Step 1: Remove the roller

1. Open the toner-cartridge door.

   Figure 1-118 Open the toner-cartridge door

2. Release two tabs between the roller collar and roller (callout 1), and then rotate the top of the roller out and away from the printer (callout 2).
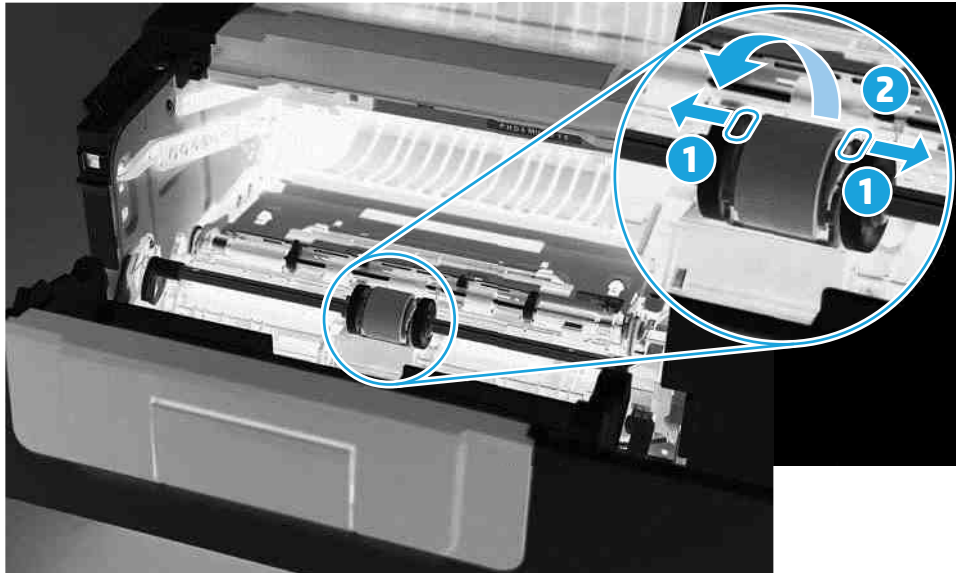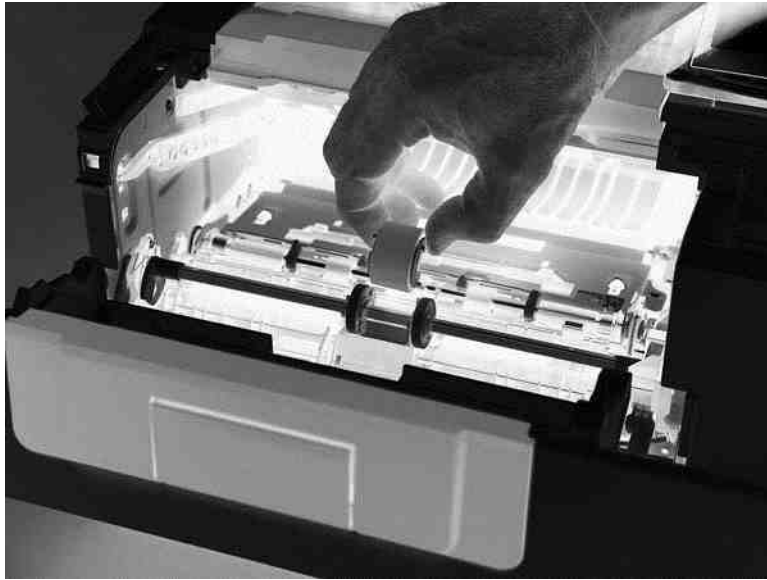
   💡 **TIP:** Pushing down on the top of the roller might make it easier to release the tabs.

   Figure 1-119 Release two tabs
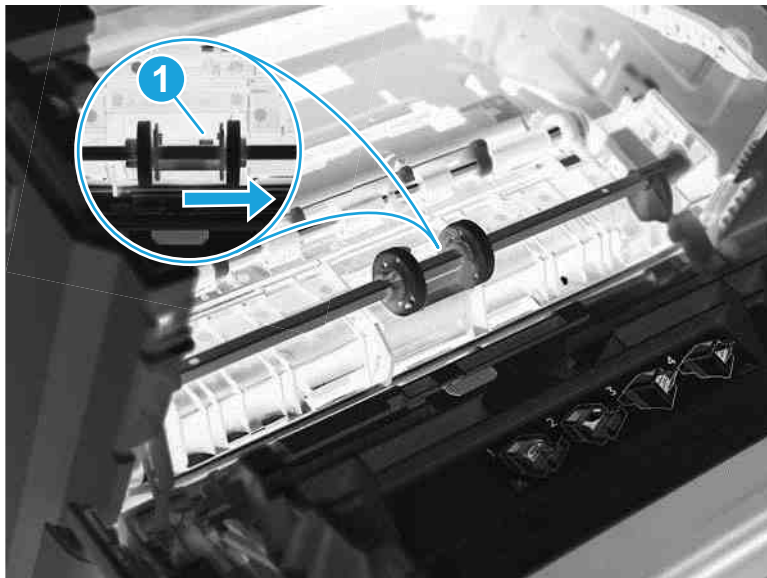
3. Remove the roller.

Figure 1-120 Remove the roller

Step 2: Remove the separation pad assembly

1. Locate the tab on the back-side of the roller holder (callout 1), push down on the tab, and then move the roller holder to the right to release it.

Figure 1-121 Release one tab

2. Open the registration-jam access plate (callout 1), depress the separation pad holder (callout 2), and then to slide the roller holder all the way to the right (callout 3).
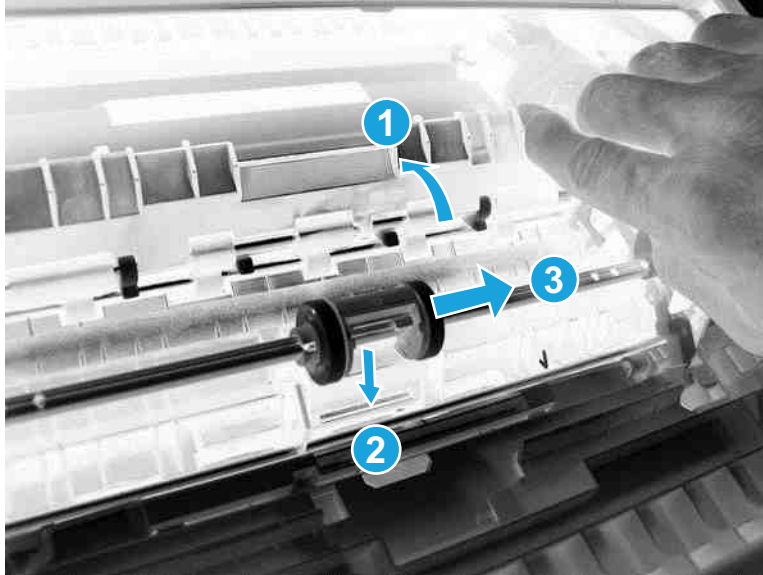
☼ **TIP:** After moving the roller out of the way, release the registration-jam access plate. The roller holds the plate out of the way.

Figure 1-122 Move the roller carriage out of the way
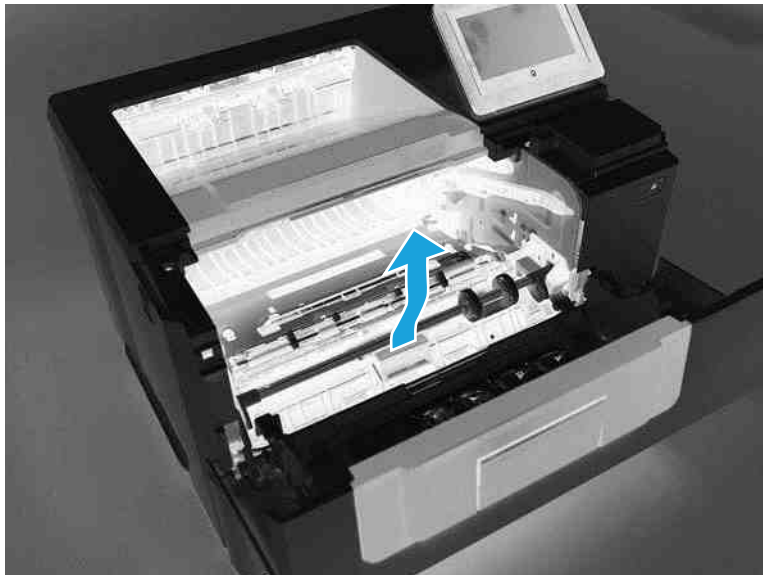

3. Remove the separation pad assembly.

✐ **NOTE:** The spring under the assembly is not captive and can be easily lost.

Figure 1-123 Remove the separation pad assembly

4. Remove the spring (callout 1) from the separation pad assembly (callout 2).

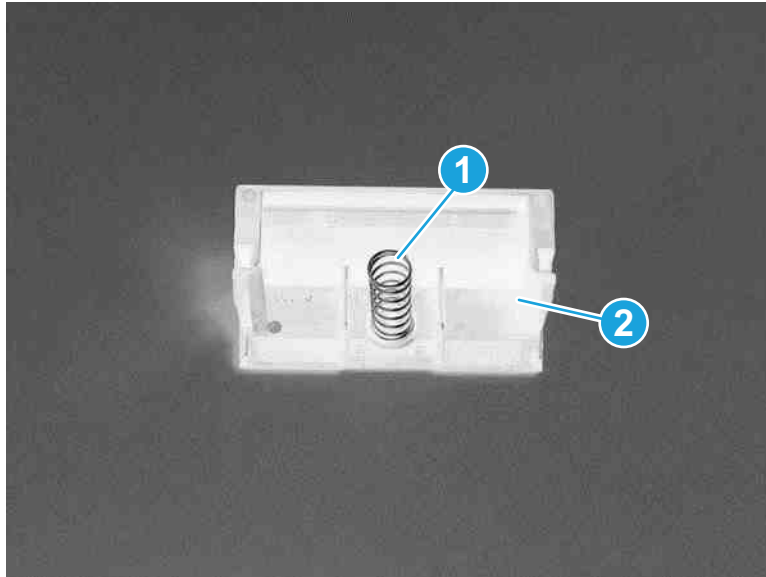📝 **NOTE:** Retain this spring. It must be installed on the replacement separation pad.

💡 **TIP:** If the spring is damaged or lost, a replacement spring is included in the kit.

Figure 1-124 Remove the spring

Step 3: Unpack the replacement roller and pad

Unpack the replacement part from the packaging.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

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

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

Figure 1-125 Recycle and unpack
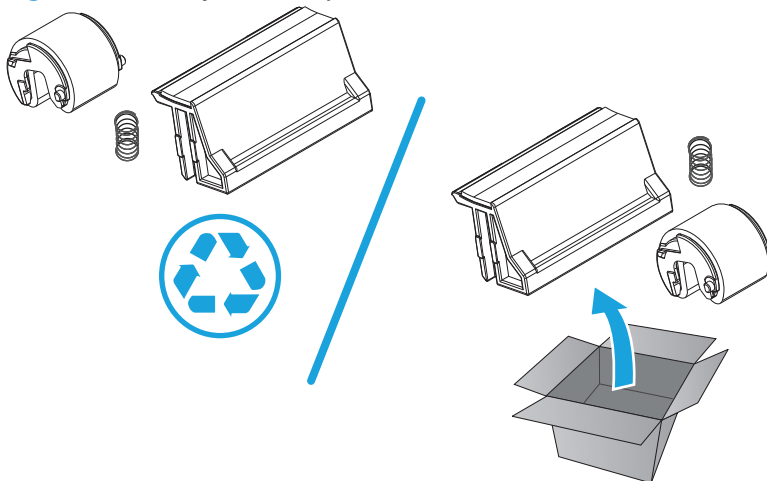
Step 4: Install the separation pad assembly

⚠ **CAUTION:** Do not touch the black rubber portion of the pad assembly. Skin oils on the pad can cause paper handling problems. HP recommends washing your hands before handling the assembly.

1. Install the spring (callout 1) from the discarded separation pad assembly (or use the one supplied in this kit) on to the replacement assembly (callout 2).

Figure 1-126 Install the spring
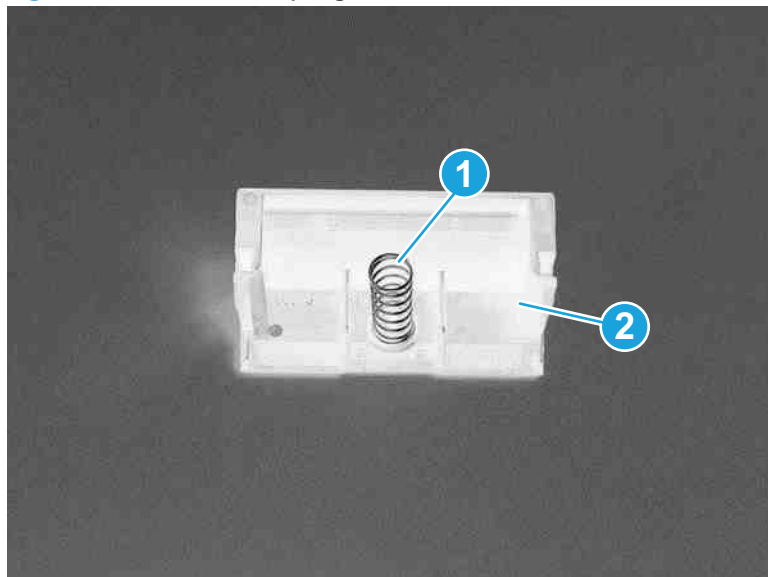
2. Align the slots in the assembly (callout 1) with the rails on the holder (callout 2).

Figure 1-127 Align the assembly with the holder

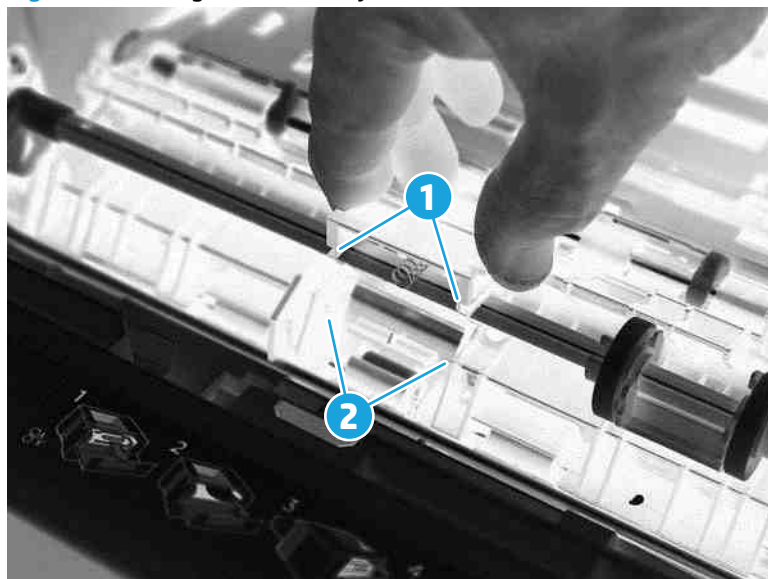**3.** Install the pad assembly into the holder.

☀ **Reinstallation tip:** The separation pad should freely move up and down on the spring when correctly installed. If the pad does not freely move, remove it, check the spring, and then reinstall it.

Figure 1-128 Install the pad assembly
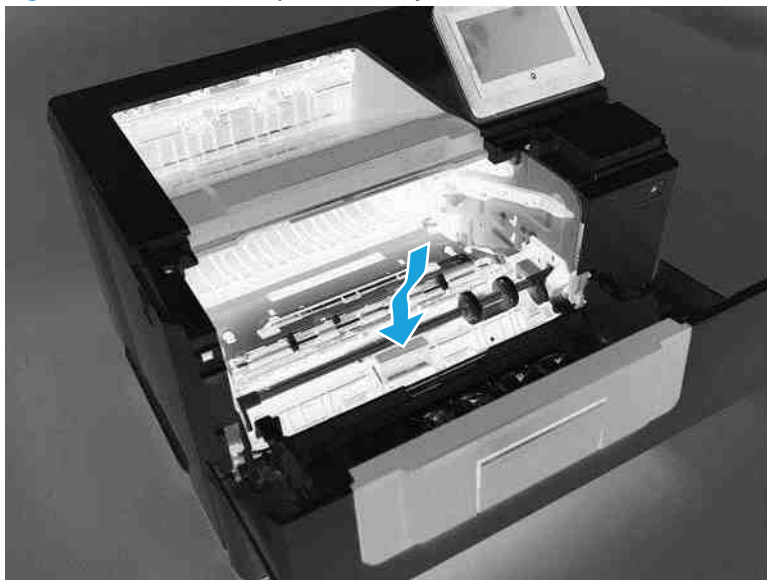
4. Slide the roller carriage back to the center of the shaft (the locking tab snaps into place).

📝 **NOTE:** Slightly depress the separation pad so that the roller carriage can slide over it.

Figure 1-129 Slide the roller carriage to the left

⚠️ **CAUTION:**   Do not touch the gray spongy portion of the replacement roller. Skin oils on the roller can cause paper handling problems. HP recommends washing your hands before handling the assembly.
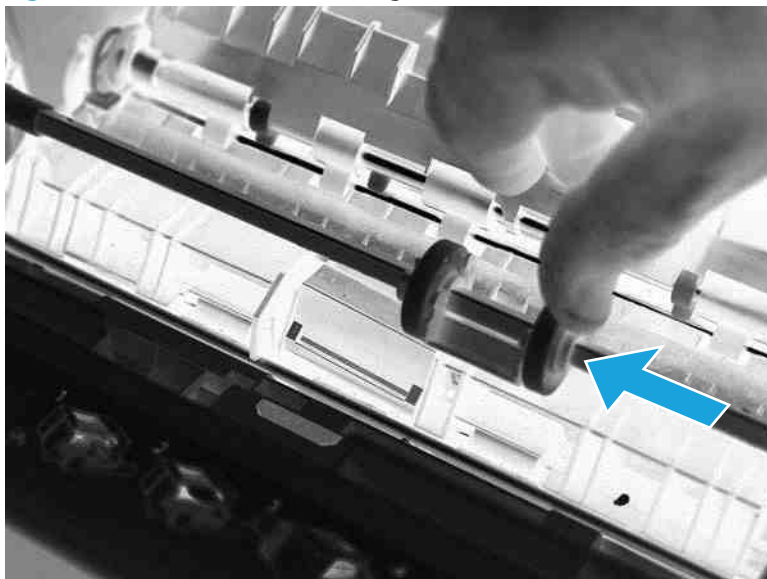
1.   Place the pins on the under-side of the pickup roller in the slots on the holder, and then rotate the top of the roller up and toward the printer.

📝 **NOTE:**   In this step, you start with the roller upside down, and then rotate it up and into its fina installed position.

Figure 1-130 Install the roller
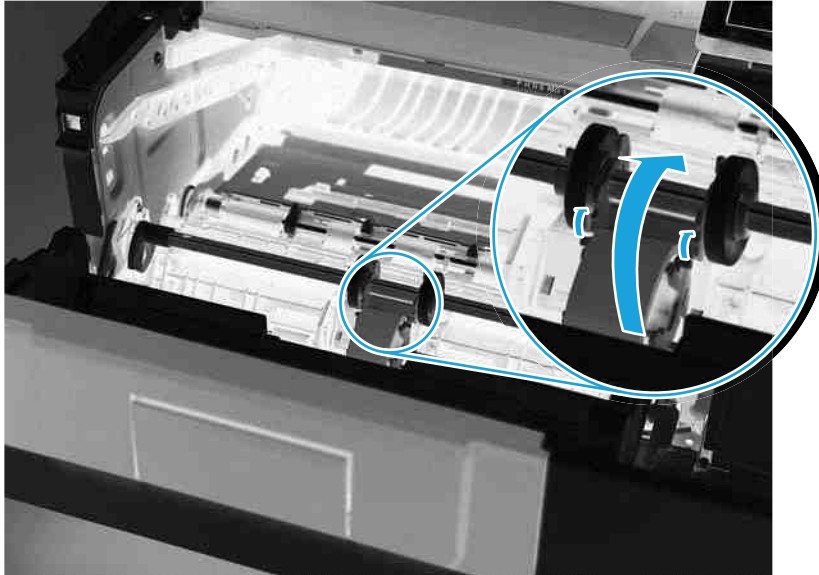
2.   Continue to rotate the top of the roller toward the printer until two tabs snap into place.

Figure 1-131 Engage two tabs
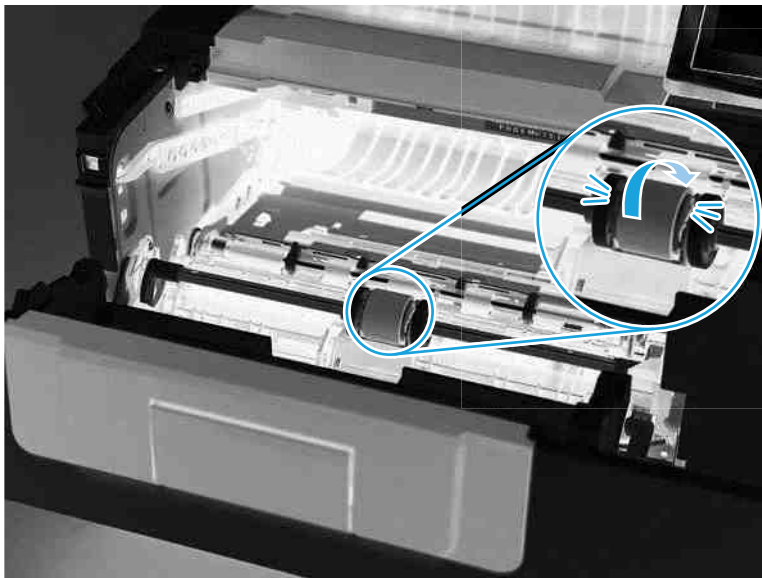
3. Close the toner-cartridge door.

📝 **NOTE:** If the toner cartridge was removed, do not forget to reinstall it.

Figure 1-132 Close the toner-cartridge door

Removal and replacement: Tray 2-x roller kit

📝 **NOTE:** The figure in this section show the M506 and M527 Tray 2. However, the procedure is correct for replacing the Tray 2 pickup and feed roller and separation roller assemblies in the M501, as well as the optional Tray 3, Tray 4, and Tray 5 accessories.

The M501 only supports one optional input accessory (Tray 3).

- Introduction
- Step 1: Remove the tray
- Step 2: Remove the pickup and feed roller assembly
- Step 3: Remove the separation roller assembly
- Step 4: Unpack the replacement assemblies
- Step 5: Install the separation roller assembly
- Step 6: Install the pickup and feed roller assembly
- Step 7: Install the tray

Introduction

This document provides the procedures to remove and replace the paper pickup and feed roller and separation roller assemblies (trays 2-x).

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.

Paper pickup and feed roller and separation roller assemblies (Tray 2-x) part number	
J8H60-67903	Trays 2-3 roller kit with instruction guide (M501)
F2A68-67913	Trays 2-x roller kit with instruction guide (M506/M527)

Required tools

- No special tools are required to remove this part.

After performing service

Turn the printer power on

◦ Connect the power cable.

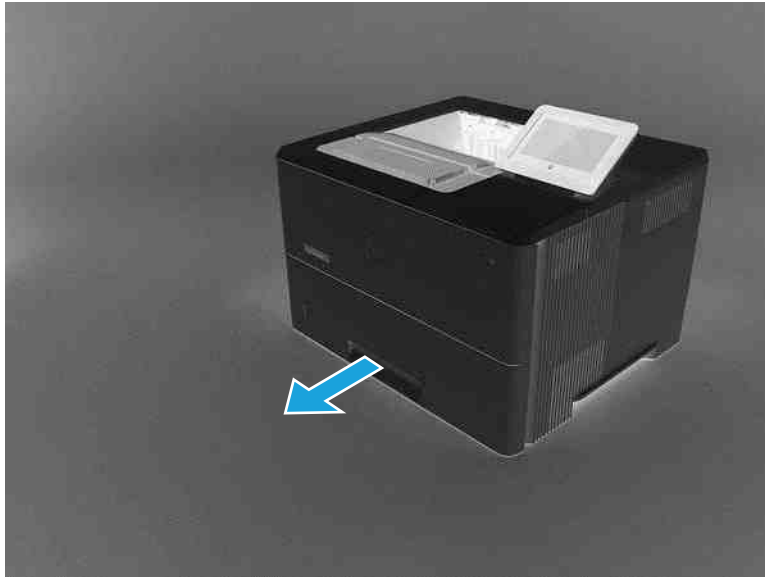◦ Use the power switch to turn the power on.

Post service test

Make sure that the printer initializes to a **Ready** state.

Print a page from the tray that the roller assemblies were replaced in to make sure that the printer is functioning correctly.
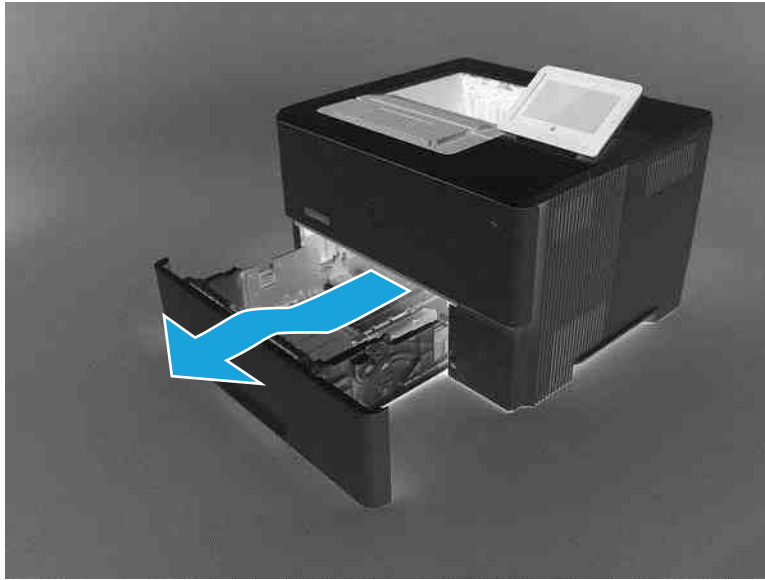
Step 1: Remove the tray

1. Pull the tray straight out of the printer until it stops.

   Figure 1-133 Pull the tray out until it stops

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

Figure 1-134 Release and remove the tray

Step 2: Remove the pickup and feed roller assembly

⚠ **CAUTION:** When handling the roller assembly, do not touch the gray spongy portion of the rollers. Skin oils on the rollers can cause paper handling problems. HP recommends washing your hands before handling the assembly.

📝 **NOTE:** The figure in this section show the M506 and M527 Tray 2. However, the procedure is correct for replacing the Tray 2 pickup and feed roller and separation roller assemblies in the M501, as well as the optional Tray 3, Tray 4, and Tray 5 accessories.
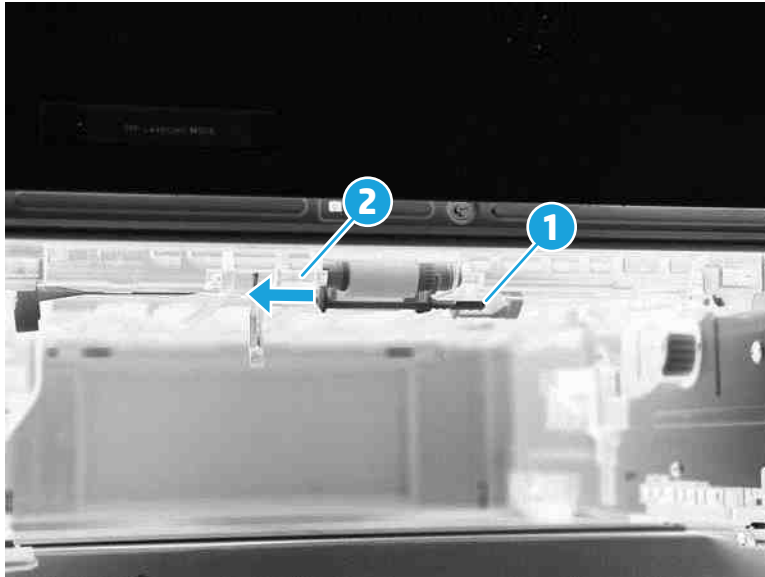
1. Look up into the tray cavity to locate the roller assembly.

Figure 1-135 Locate the roller assembly
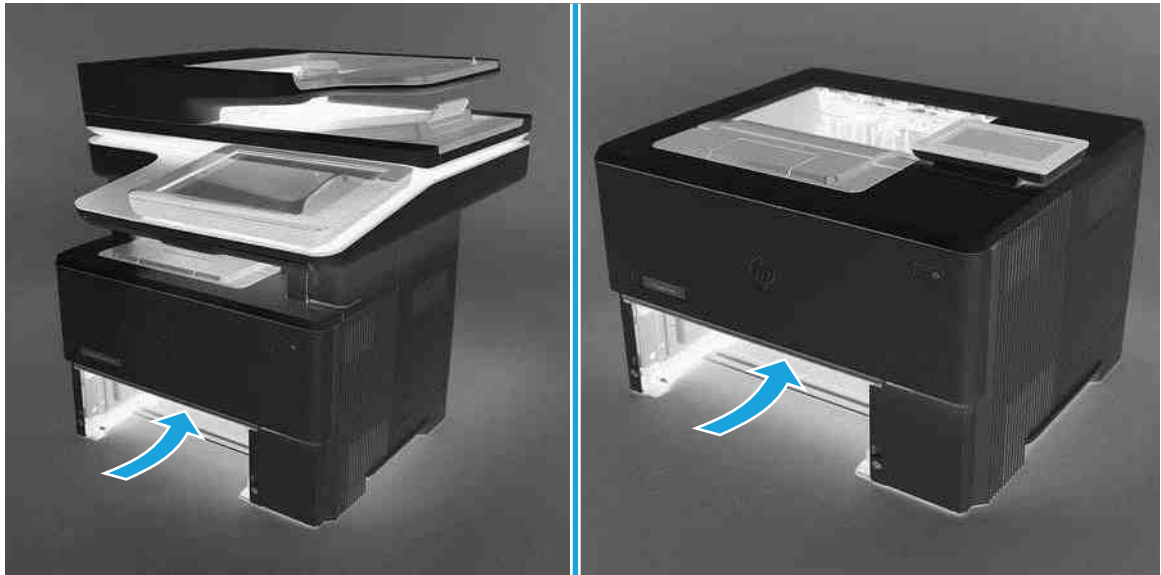
2. Grasp the white tab on the roller holder (callout 1), and then slide the roller assembly to the left to compress the spring loaded shaft (callout 2).

Figure 1-136 Compress the spring-loaded shaft

3. With the spring loaded shaft depressed, rotate the right side of the roller assembly down and towards you to release it.
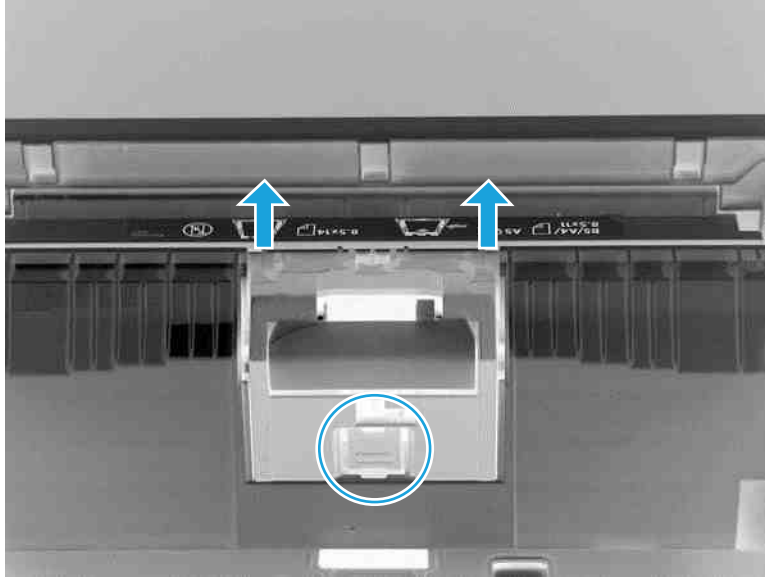
Figure 1-137 Remove the roller assembly

Step 3: Remove the separation roller assembly

1. At the removed tray, release one tab (callout 1), and then pull the separation roller assembly straight up to release it.

Figure 1-138 Release the assembly

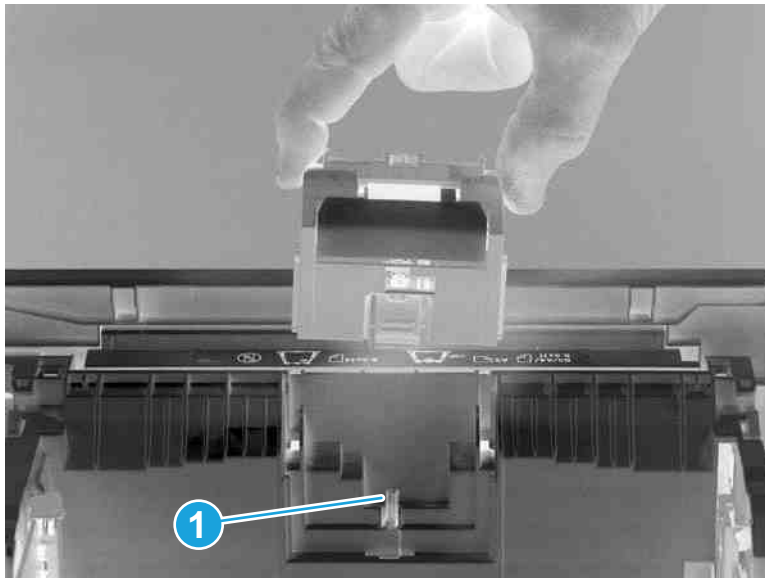2.   Remove the separation roller assembly.

📝 **NOTE:**   The spring under the separation roller assembly is not captive. Do not lose the spring when removing or installing the separation pad assembly.

Figure 1-139 Remove the assembly

Step 4: Unpack the replacement assemblies

Unpack the replacement part from the packaging.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

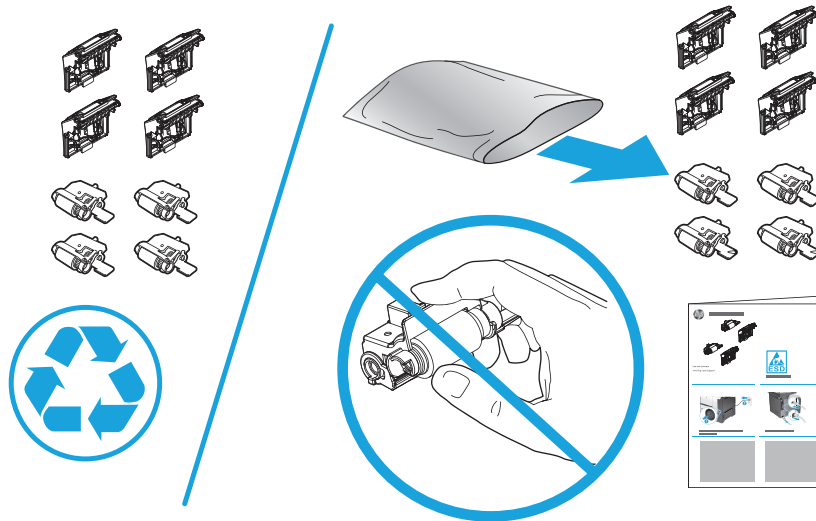📝 **NOTE:**   HP recommends responsible disposal of the defective part.

☼ **TIP:** The number of roller assemblies in the kit depends on the specifi printer kit. The figur below shows the M506/M527 kit contents. For the M501kit, only two sets of roller assemblies are supplied (one each for Tray 2 and the optional paper feeder accessory).

Figure 1-140 Recycle and unpack

Step 5: Install the separation roller assembly

1. Make sure that the spring is in place (callout 1), and then install the replacement assembly in the slot in the tray.
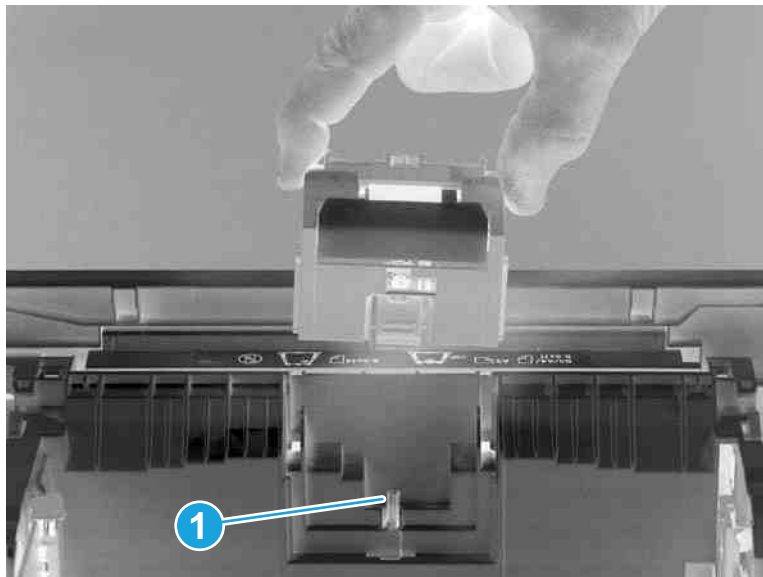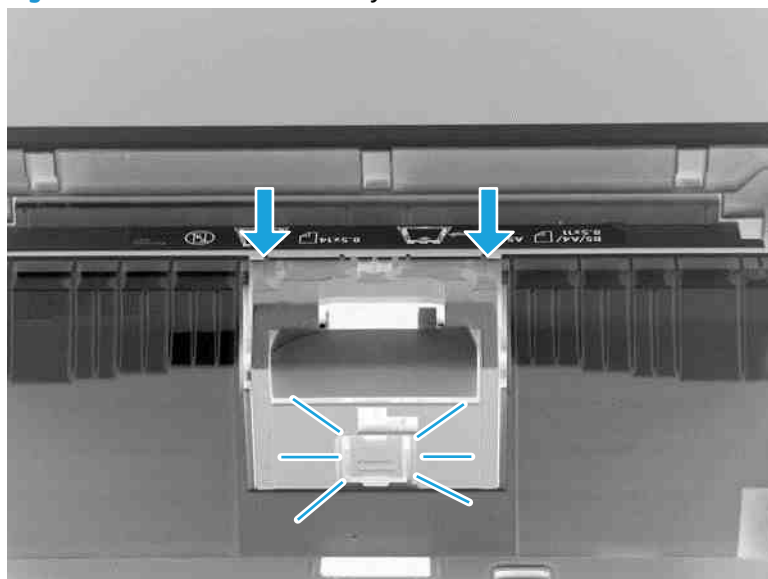
📝 **NOTE:** The spring under the separation roller assembly is not captive. Do not lose the spring when removing or installing the separation pad assembly.

**Figure 1-141** Install the assembly in the slot

2. Push the assembly straight down until the tab snaps into place.

Figure 1-142 Install the assembly

3. Repeatedly push down on and then release the separation pad. If the assembly is correctly installed it should freely move up and down in the holder. If it does not move freely, remove it and then reinstall it (see step 1).

Figure 1-143 Check the installation
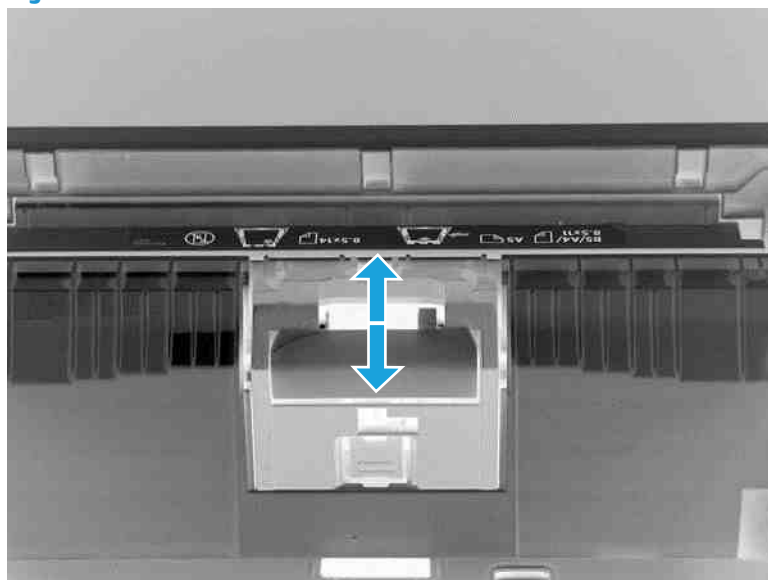
Step 6: Install the pickup and feed roller assembly

⚠ **CAUTION:** When handling the roller assembly, do not touch the gray spongy portion of the rollers. Skin oils on the rollers can cause paper handling problems. HP recommends washing your hands before handling the assembly.

📝 **NOTE:** The figure in this section show the M506 and M527 Tray 2. However, the procedure is correct for replacing the Tray 2 pickup and feed roller and separation roller assemblies in the M501, as well as the optional Tray 3, Tray 4, and Tray 5 accessories.
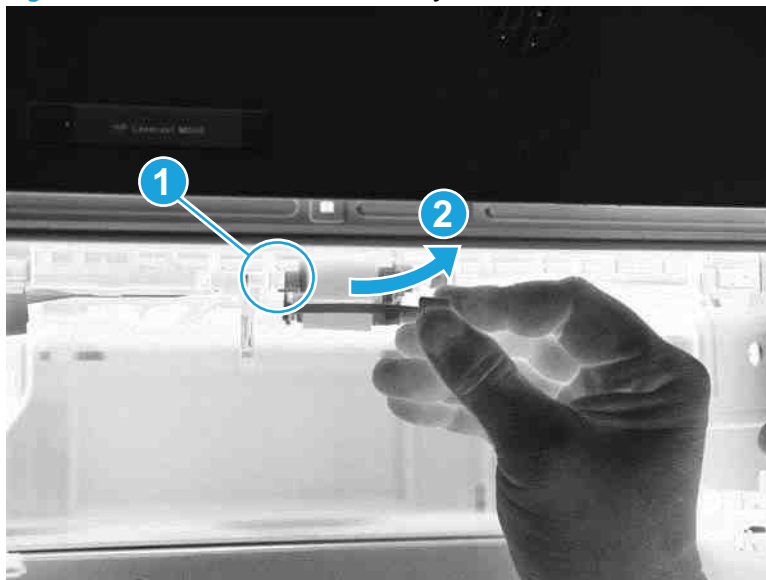
1. When the assembly is installed, the actuator pin (callout 1) on the roller assembly must be installed in the slot (callout 2) in the actuator arm.

   Figure 1-144 Check the pin on the assembly
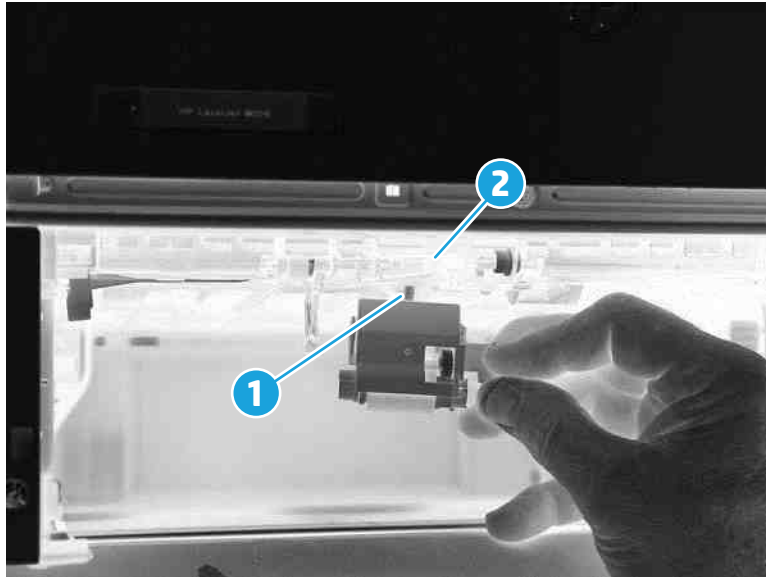
2. Position the left end of the assembly on the spring loaded shaft and push it left to compress the shaft (callout 1), keep the roller holder parallel to the underside of the printer, and then rotate the right end up and into the printer (callout 2).
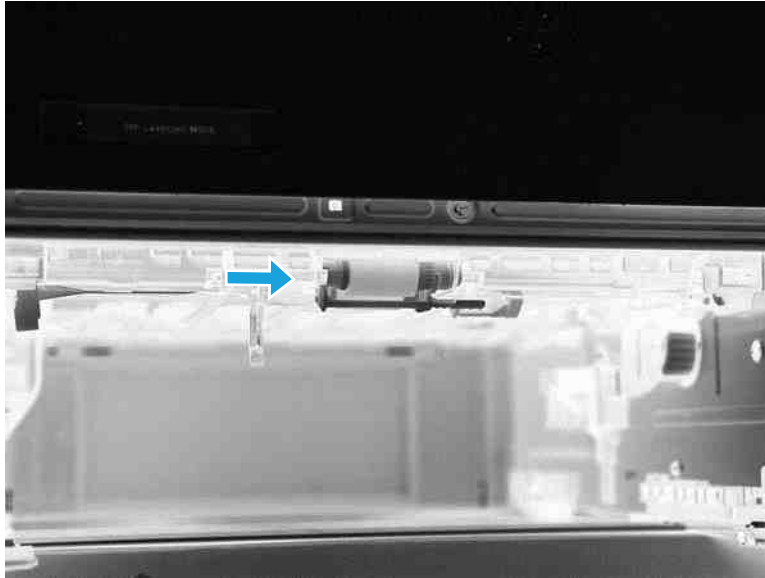
   Figure 1-145 Install the roller assembly

3. Slowly release the depressed spring loaded shaft to allow the right end of the roller assembly to engage with the right-side drive shaft.

Make sure that the right side of the assembly is fully engaged with the right-side drive shaft.

Figure 1-146 Decompress the spring-loaded shaft

4. To check the installation, repeatedly push up and release, the tray actuator (callout 1) and observe the roller assembly. If the assembly is correctly installed, it moves up and down (callout 2).
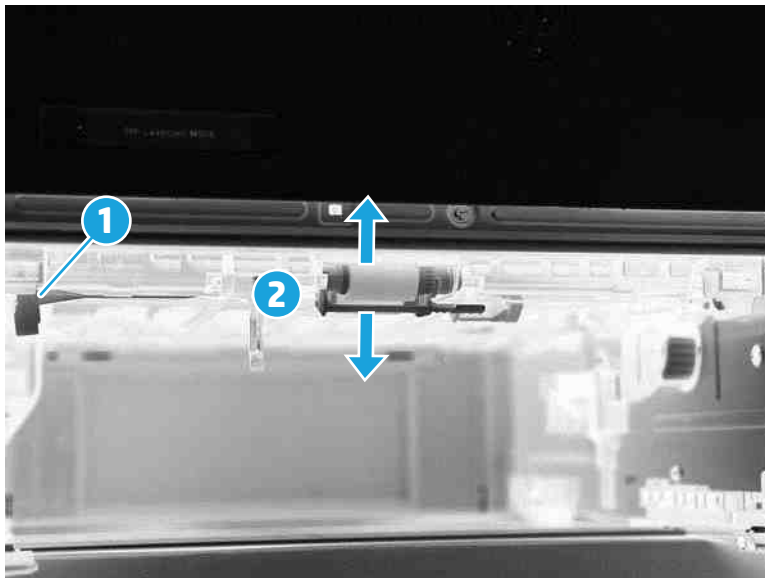
📝 **NOTE:** If the assembly does not properly move, remove it and then reinstall it, making sure that the pin on the assembly is installed in the slot in the actuator arm. See Figure 1-144 Check the pin on the assembly on page 103.

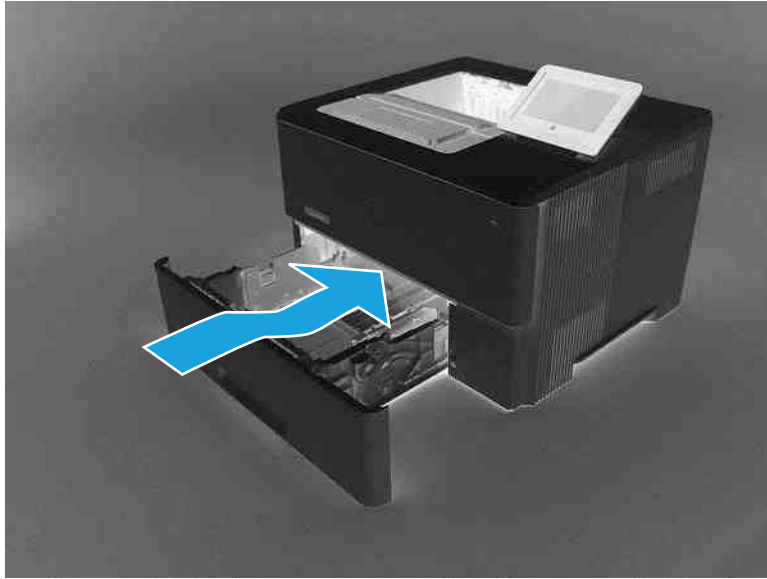**Figure 1-147** Check the installation

Step 7: Install the tray

1. With the tray at a slight angle, align the sides of the tray with the rails in the accessory, and then partially slide the tray into the printer.

Figure 1-148 Install the tray

2. Push the tray straight into the accessory to close it.

Figure 1-149 Close the tray