Removal and replacement: Fuser

Introduction

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

Click here to view a video of this procedure.

> **IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

○ 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 part numbers	
RM2-1928-000CN	Fuser kit (110V)
RM2-1929-000CN	Fuser kit (220V)

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

Print a page and make sure that the toner is fused to the page properly.
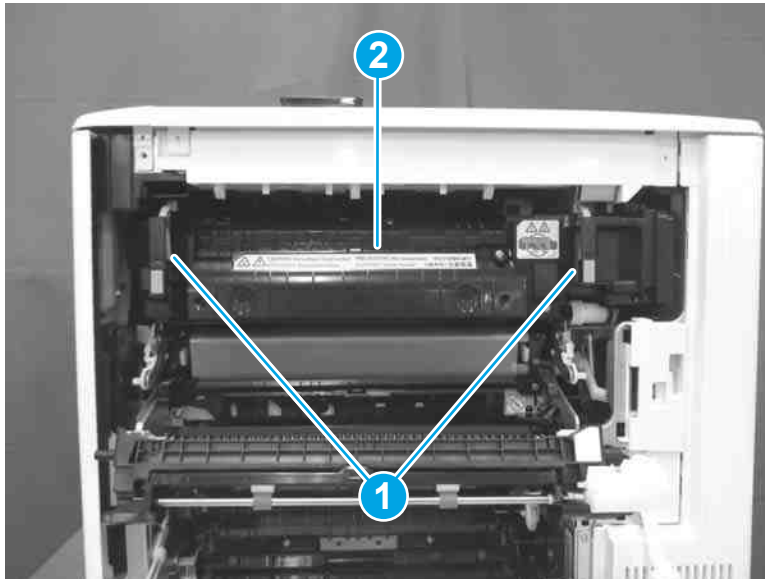
Step 1: Remove the fuser

1. Open the right door.

Figure 1-160 Open the right door

2. Grasp the handles (callout 1), and then pull away from the printer to remove the fuser (callout 2).

Figure 1-161 Remove the fuser

Step 2: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

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 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.
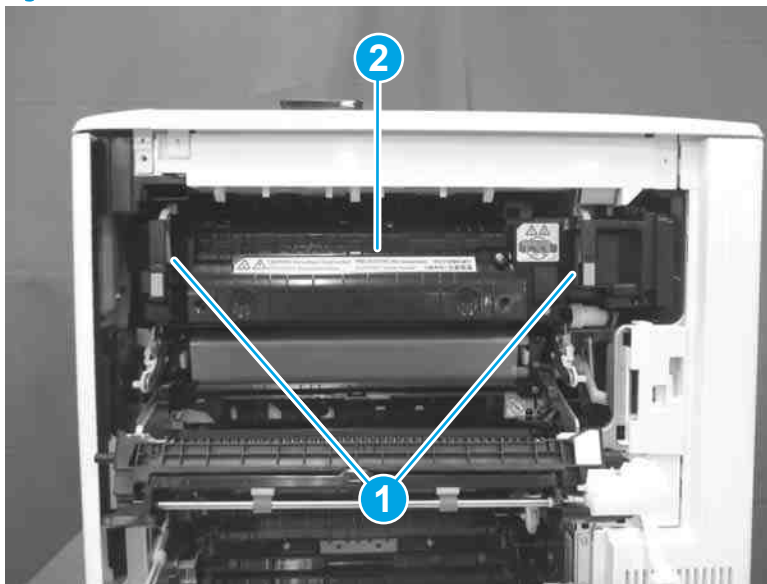
3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Step 3: Install the fuser

1. Grasp the handles (callout 1), and then position the fuser (callout 2) in the printer. Press the fuser toward the printer to install it.

Figure 1-162 Install the fuser

2. Close the right door.

Figure 1-163 Close the right door

Removal and replacement: Intermediate transfer belt (ITB)

- Introduction
- Step 1: Remove the intermediate transfer belt (ITB)
- Step 2: Unpack the replacement assembly
- Step 3: Install the ITB

Introduction

This document provides the procedures to remove and replace the intermediate transfer belt.

Click here to view a video of this procedure.

📝 **IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- ○ 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

Intermediate transfer belt part numbers	
P1B93-67901	Intermediate transfer belt

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.
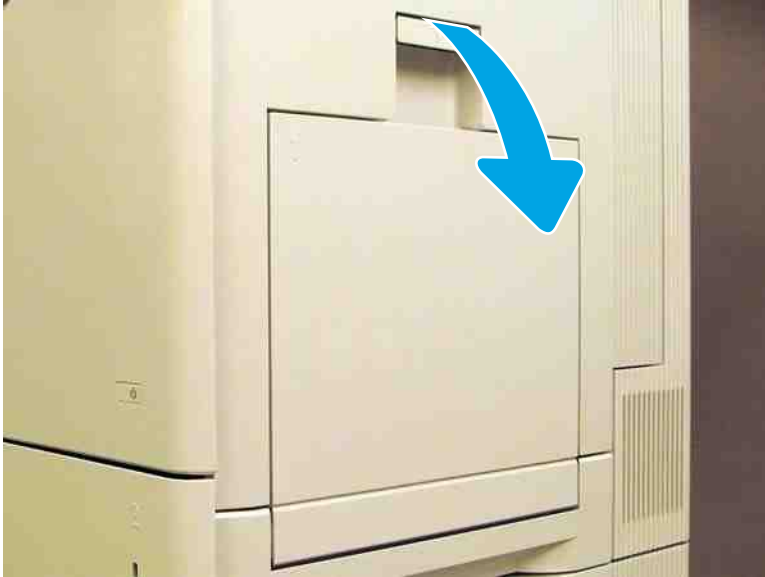- ○ Use the power switch to turn the power on.

Post service test

Print a page and verify that the print quality is acceptable.

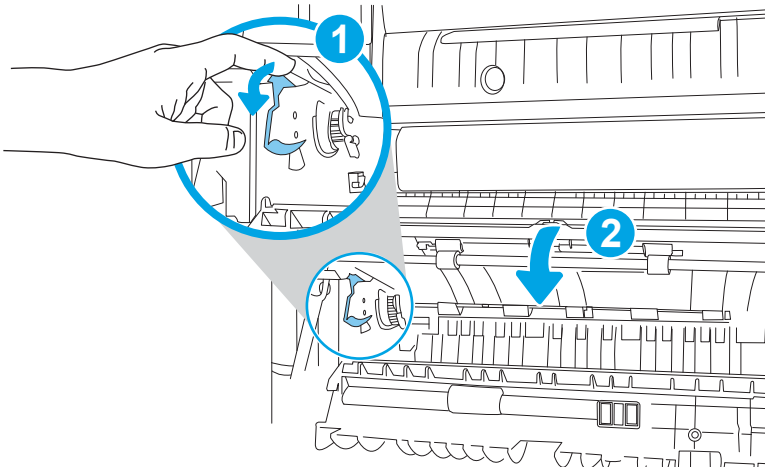## Step 1: Remove the intermediate transfer belt (ITB)

1. Open the right door.

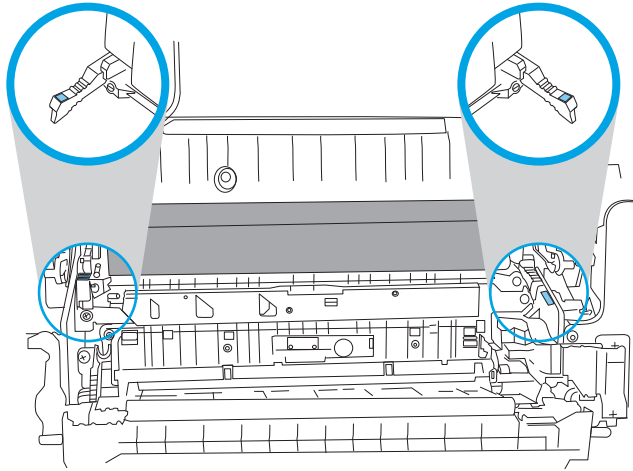Figure 1-138 Open the right door

2. Release the blue latch (callout 1), and then lower the transfer assembly (callout 2).
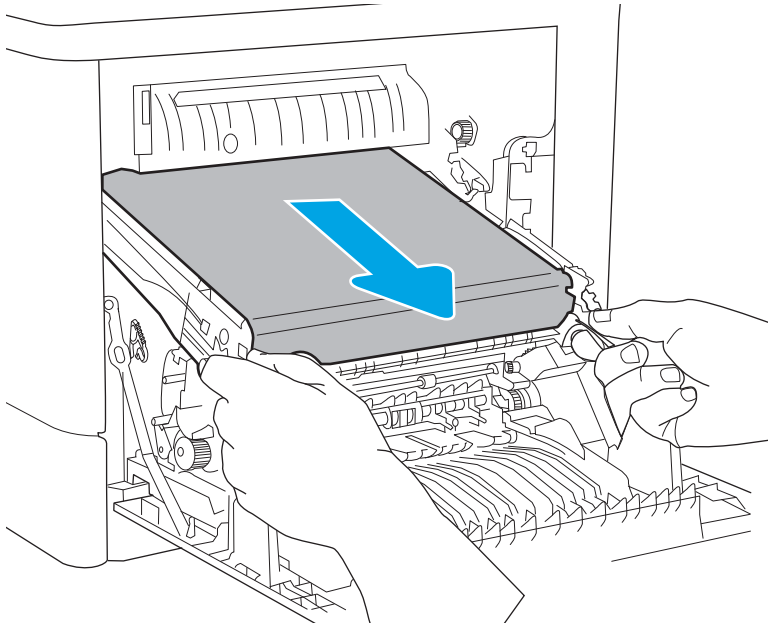
Figure 1-139 Lower the transfer assembly

3. Grasp the two blue handles on the ITB.
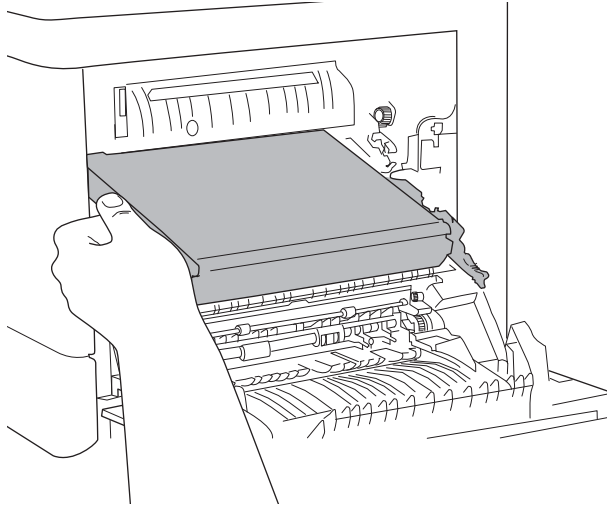
Figure 1-140 Grasp the two blue handles

4. Pull the ITB partially out of the printer.

Figure 1-141 Pull the ITB partially out of the printer

5. Grasp the outside edges of the ITB to support it, and then remove the ITB from the printer.

Figure 1-142 Remove the ITB

Step 2: Unpack the replacement assembly

1. Dispose of the defective part.

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

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

2. Unpack the replacement part from the packaging.

⚠ **CAUTION:** [ESD] Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

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 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.

3. To install an assembly, reverse the removal steps.

📝 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.
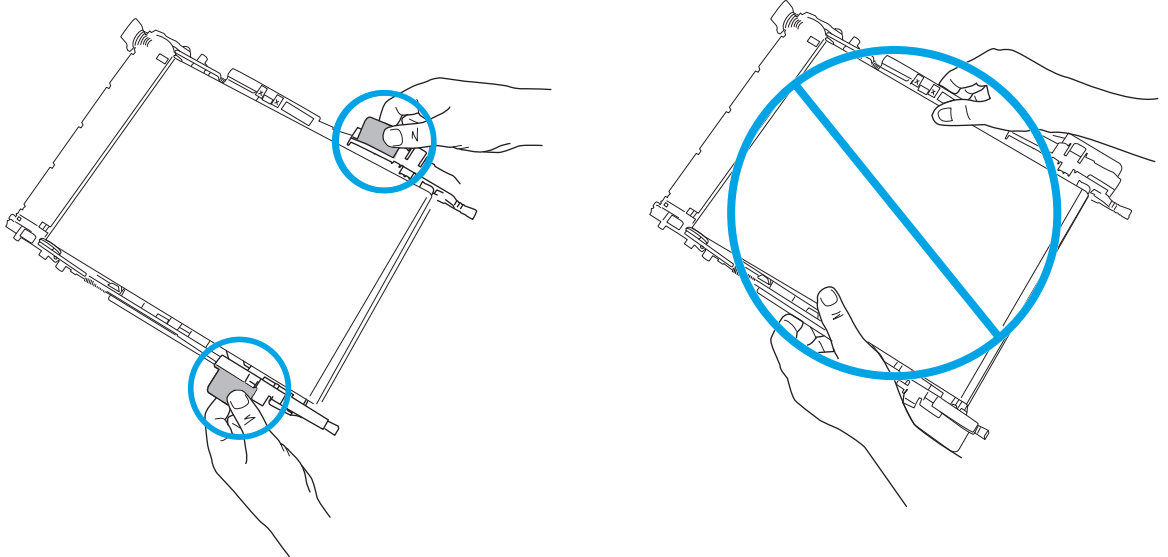
Step 3: Install the ITB

1. Remove the ITB from the packaging, and then remove the protective film around the ITB.

Figure 1-143 Remove the protective film
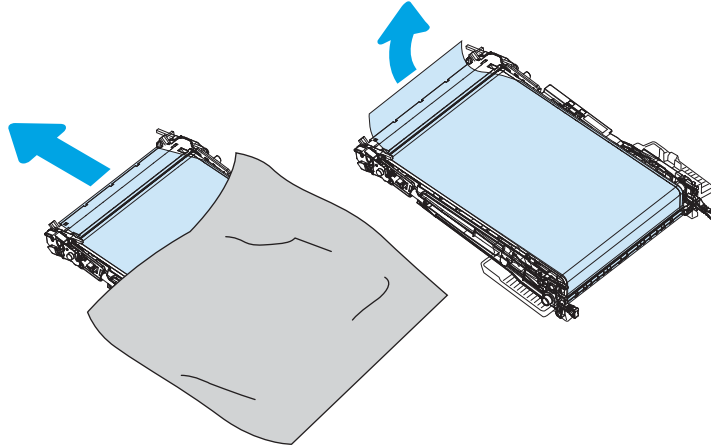
2. Handle the replacement ITB by the orange handles. Do not touch the grey-plastic belt. Skin oils and fingerprints on the belt can cause print-quality problems.

Figure 1-144 Remove all packing materials

3. Align the ITB with guides inside the printer, and then carefully push it into the printer until the orange handles stop it.

Figure 1-145 Align the ITB
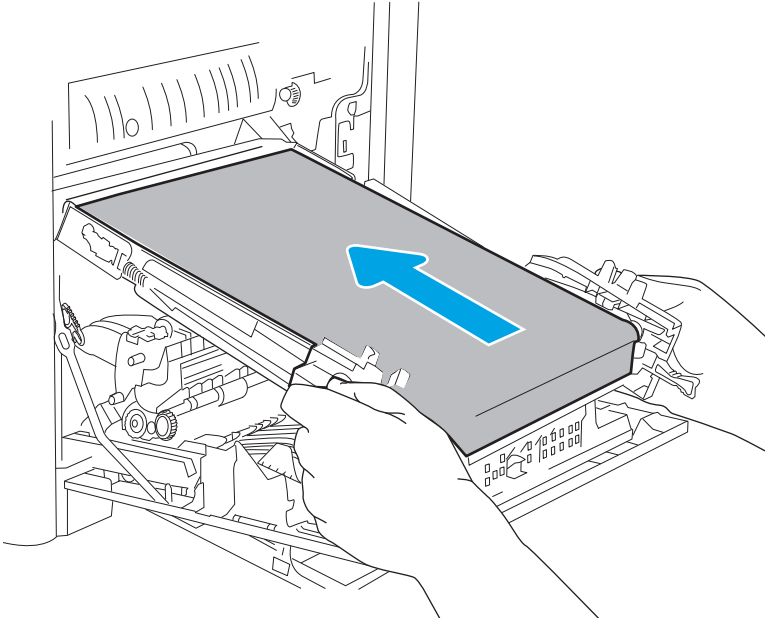
4. Remove the orange handle. Repeat this step for the remaining orange handle.
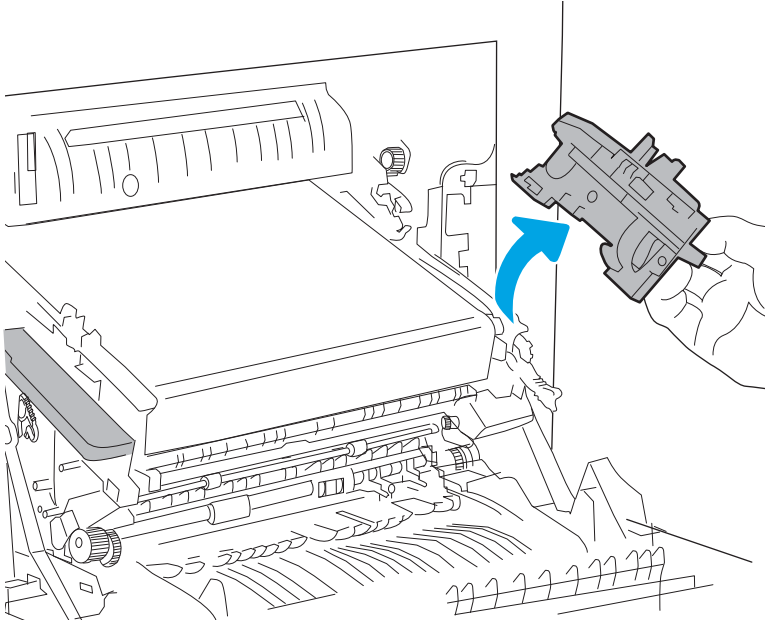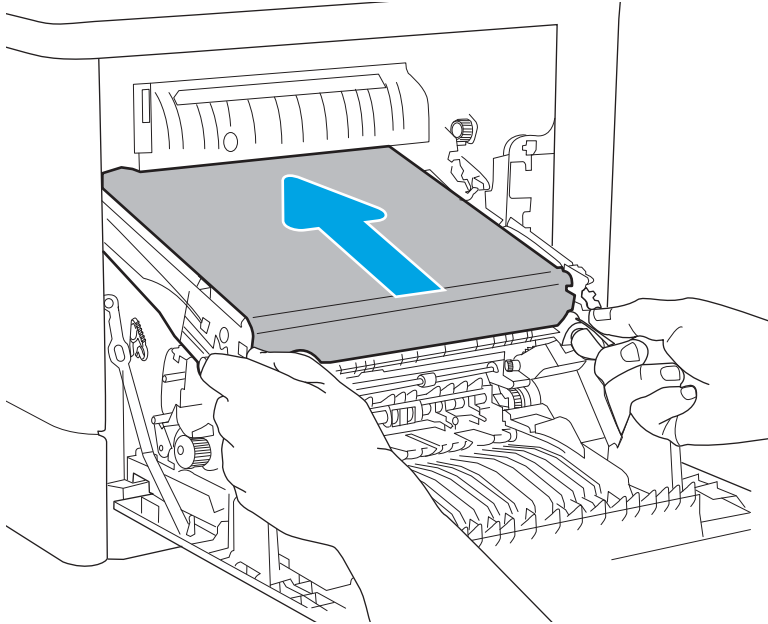
☼ TIP: HP recommends recycling the plastic handles.

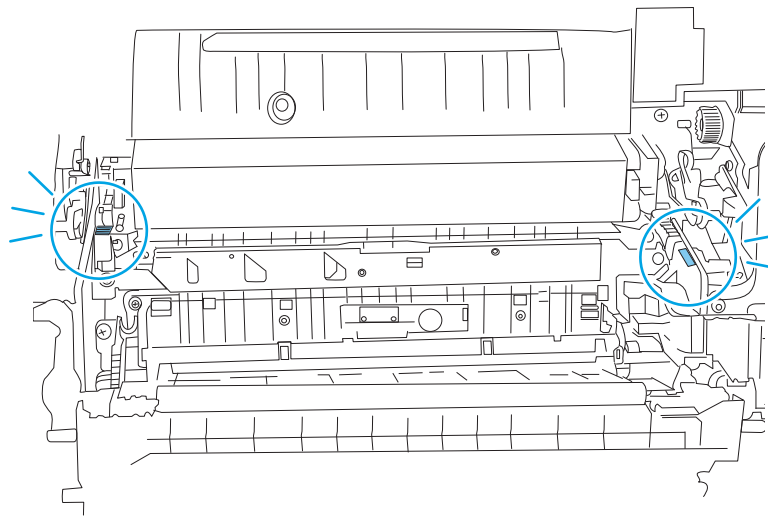Figure 1-146 Remove the orange handles

5. Using the blue handles, continue to carefully push the ITB into the printer.

Figure 1-147 Push the ITB into the printer

6. Continue to push the ITB into the printer until you hear a click, confirming it is fully installed.

Figure 1-148 Make sure the ITB clicks into place

7. Close the right door.

Figure 1-149 Close the right door

Removal and replacement: Toner collection unit (TCU)

Introduction

This document provides the procedures to remove and replace the toner collection unit (TCU).

Click here to view a video of this procedure.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

○ Turn the printer off.

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

Toner collection unit part number	
P1B94-67901	Toner collection unit kit

Required tools

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

After performing service

○ Turn the printer on.

Post service test

No post service test is available for this assembly.

Step 1: Remove the TCU

NOTE: The toner collection unit is designed for a single use. Do not attempt to empty the toner collection unit and reuse it. Doing so could lead to toner being spilled inside the printer, which could result in reduced print quality. After use, return the toner collection unit to HP's Planet Partners program for recycling.

CAUTION: If toner gets on clothing, wipe it off by using a dry cloth and wash the clothes in cold water. Hot water sets toner into fabric.
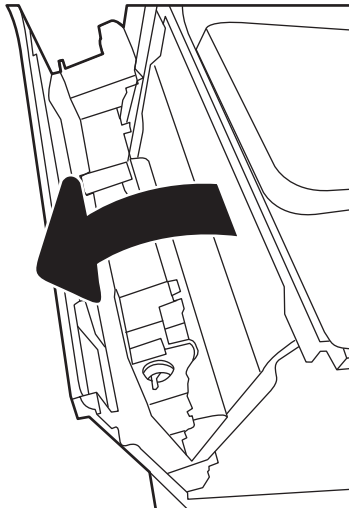
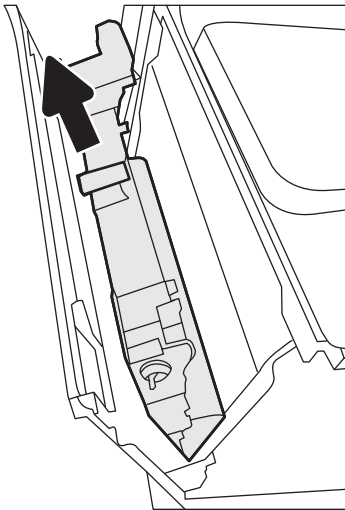1. Open the front door.

Figure 1-182 Open the front door
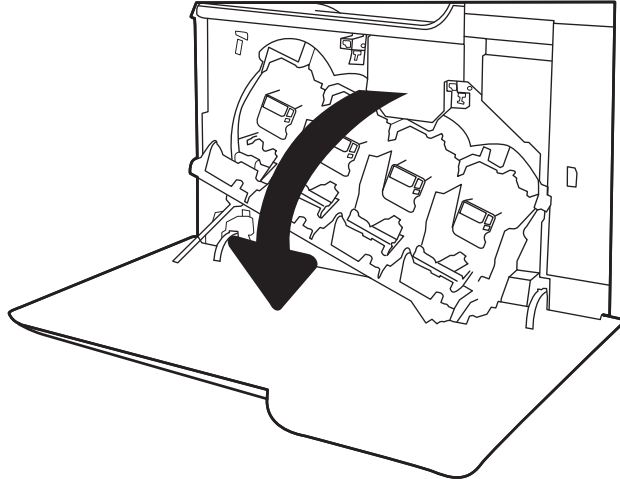
Open the left door.

2. Open the left door.

Figure 1-183 Open the left door

3. Grasp the top of the TCU and remove it from the printer.

Figure 1-184 Remove the TCU

Step 2: Unpack the replacement assembly

1. Dispose of the defective part.

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

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

2. Unpack the replacement part from the packaging.

   ⚠️ **CAUTION:** 🔷 Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

   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 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.
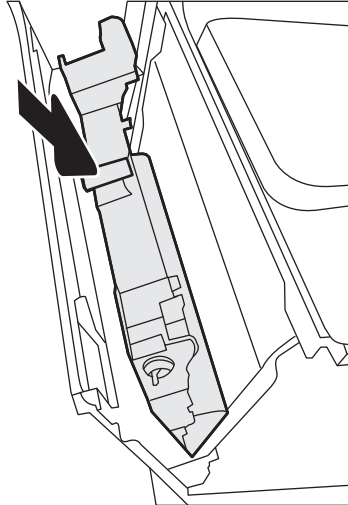
3. To install an assembly, reverse the removal steps.

   📝 **NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Step 3: Install the TCU

1. Install the new unit into the printer. Make sure the TCU is firmly in place.
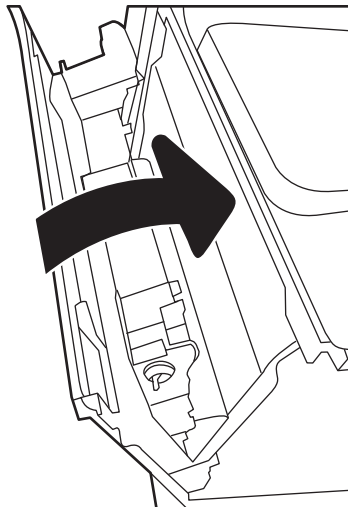
Figure 1-185 Install the TCU
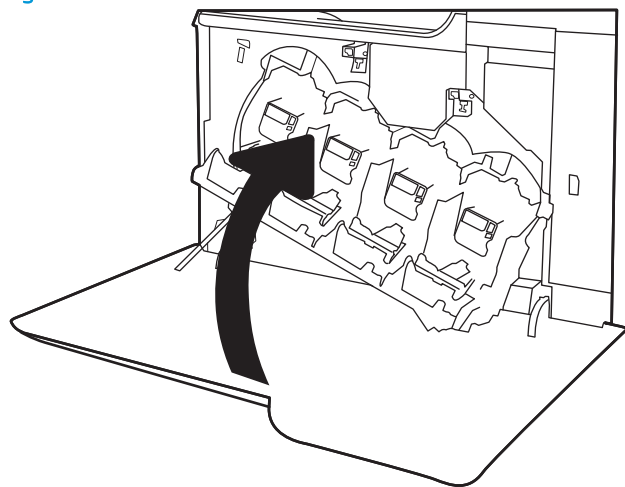

2. Close the left door.

📝 **NOTE:** If the TCU is not installed correctly, the left door does not close completely.

Figure 1-186 Close the left door

3. Close the front door.

Figure 1-187 Close the front door

Removal and replacement: Tray 1 pickup roller

- Introduction
- Step 1: Remove the Tray 1 pickup roller
- Step 2: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the Tray 1 pickup roller.

Click here to view a video of this procedure.

📝 **IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

○ 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

Tray 1 pickup roller part number	
RL2-0034-000CN	Tray 1 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.

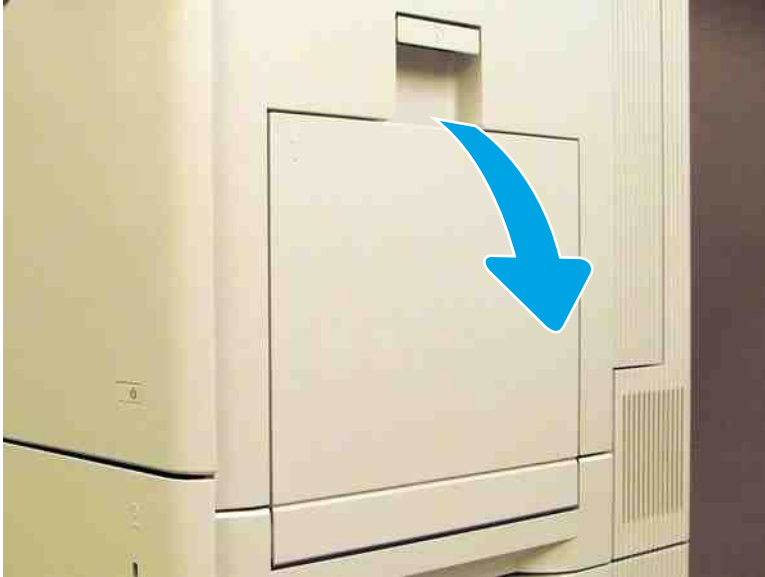○ Use the power switch to turn the power on.

Post service test

Print a document and select Tray 1 as the source. Verify that the paper correctly picks from Tray 1
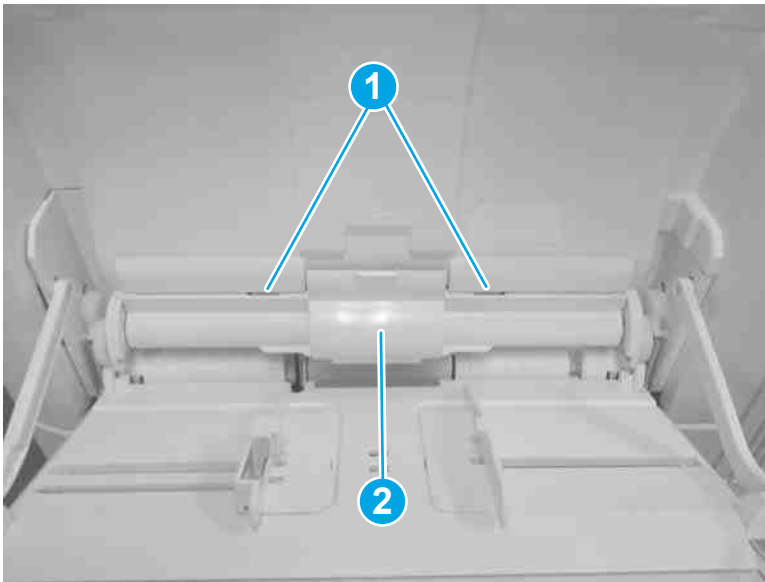
Step 1: Remove the Tray 1 pickup roller

1. Open Tray 1.

Figure 1-955 Open Tray 1

2. Place a finger in the center notch and gently pull down to release two tabs (callout 1) and remove the cover (callout 2).

Figure 1-956 Release two tabs and remove the cover

3. Use a small, flat-blade screwdriver to release two tabs (callout 1), and then use the screwdriver to gently pry and lift the roller (callout 2) up and out of the printer.

Figure 1-957 Remove the pickup roller
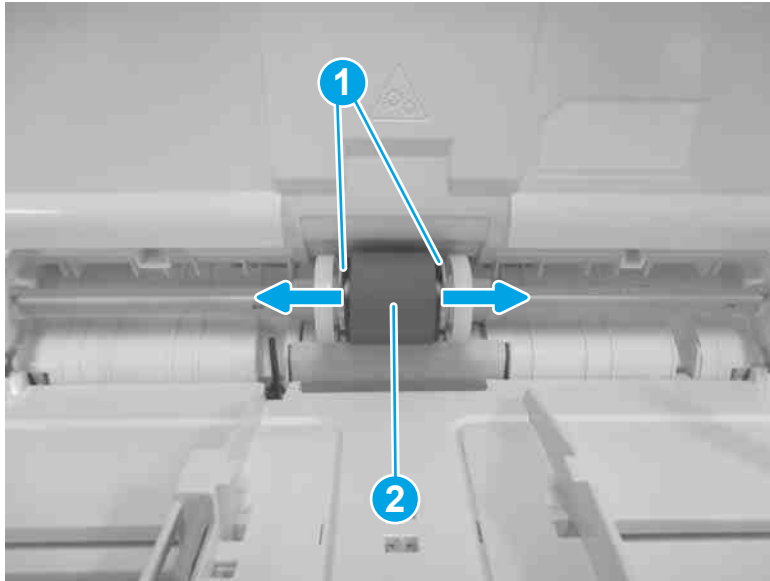
4. Reverse the removal steps to install the assembly. Also use the following special installation instructions.
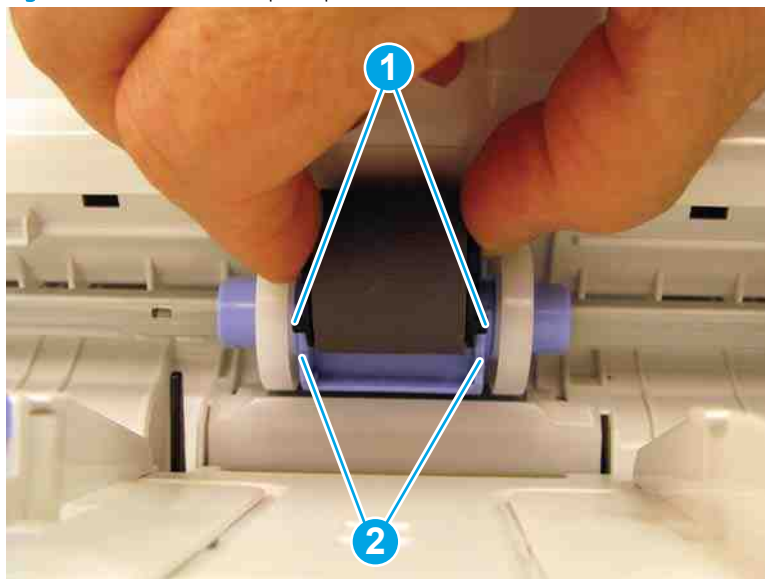
📝 NOTE: Continue to reverse the removal steps to finish installing the assembly.

Special installation instructions: Tray 1 pickup roller

▲ When installing the new roller, align the tabs (callout 1) on the roller with the slots (callout 2) in the printer.

Figure 1-958 Install the pickup roller

Step 2: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

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 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.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Tray 1 separation roller

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Introduction

This document provides the procedures to remove and replace the Tray 1 separation roller.

Click here to view a video of this procedure.

📝 **IMPORTANT:**   When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

○   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

Tray 1 separation roller part number	
RL2-0079-000CN	Tray 1 separation roller

Required tools

- Small, flat-blade screwdriver

After performing service

Turn the printer power on

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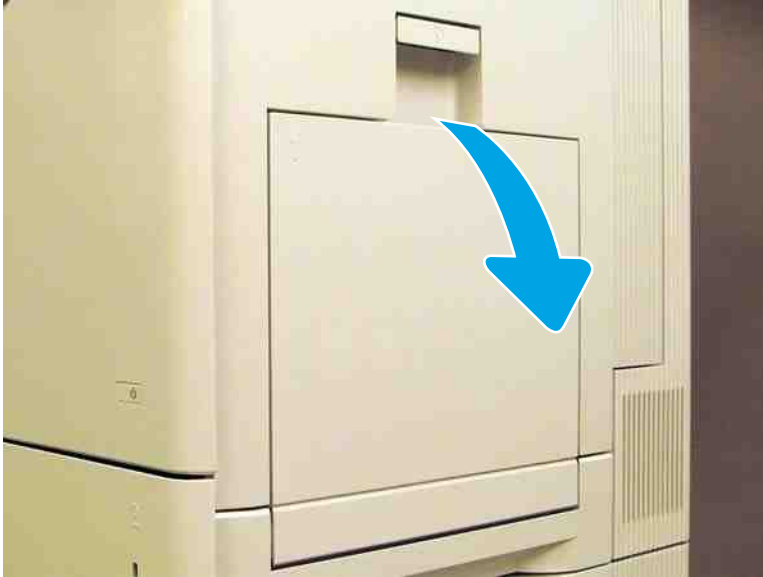
○   Use the power switch to turn the power on.

Post service test

Print a document and select Tray 1 as the source. Verify that the paper correctly picks from Tray 1

Step 1: Remove the Tray 1 separation roller
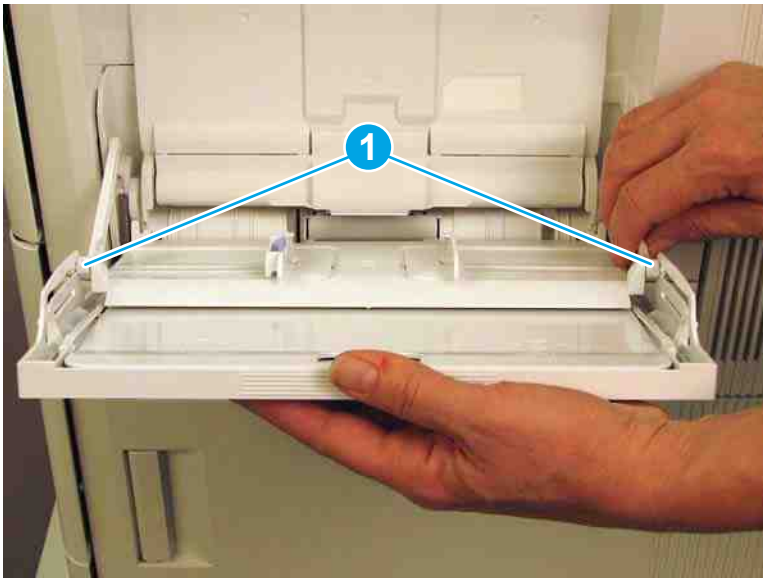
1.   Open Tray 1.

Figure 1-959 Open Tray 1

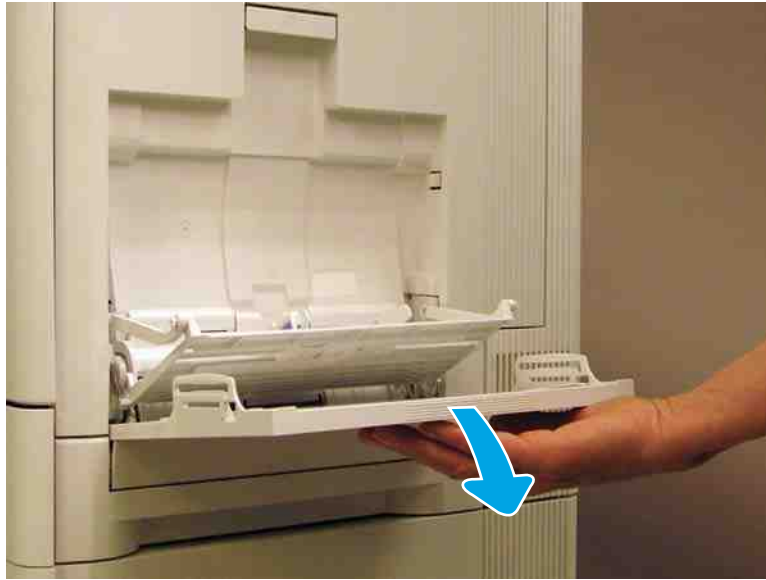2. Slightly flex the slot guides to release two hinge pins (callout 1) from the guides.

⚠ CAUTION: Support Tray 1 while releasing the hinge pins. The tray will drop and damage the printer if it is not supported.

Figure 1-960 Release two hinge pins

3. Carefully lower the outer tray.

Figure 1-961 Lower the outer tray

4. Raise the lifting plate up until it stays in position next to the printer.

Figure 1-962 Raise the lifting plate

5. Release two tabs (callout 1), and then open the separation roller door (callout 2).

CAUTION: Use care when working in this area. The hinge pins on the outer door assembly are fragile and can easily break. Do not exert any pressure on the door assembly.

Figure 1-963 Open the separation roller door
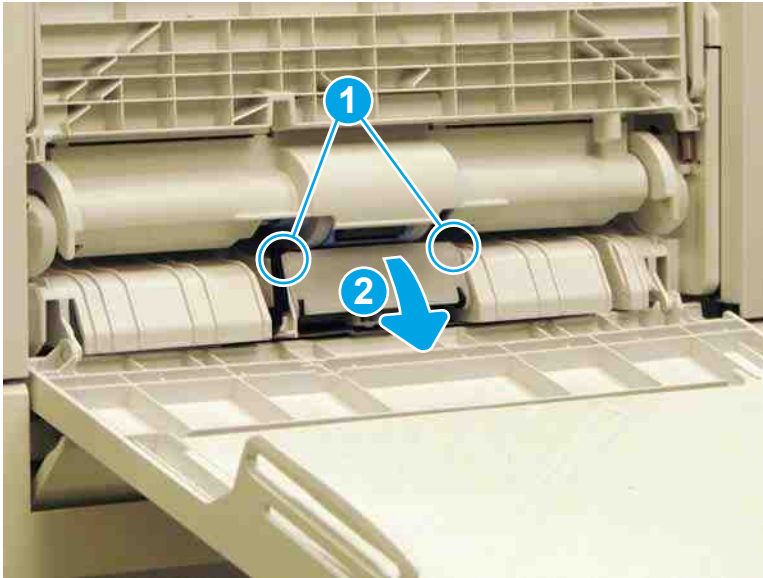
6. Locate the tab (callout 1) on the left end of the roller.

Figure 1-964 Locate the tab
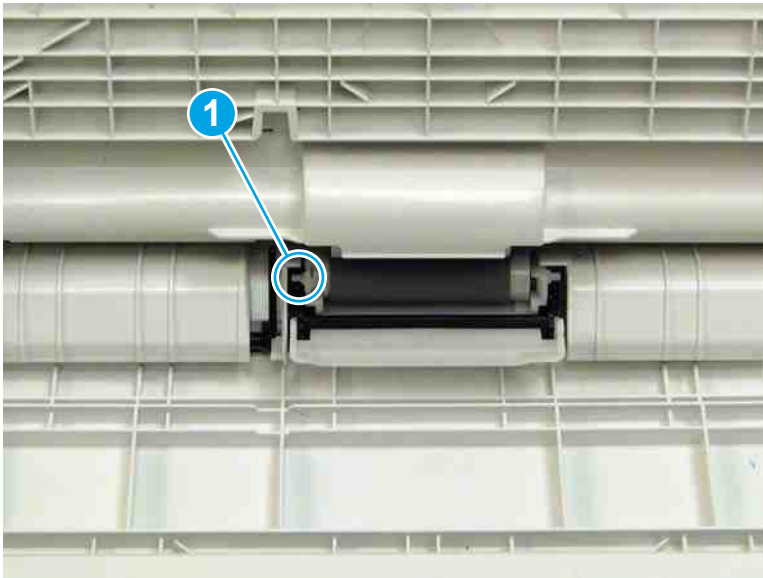
7. Use a small, flat-blade screwdriver to apply pressure to the left side of the roller, and then gently pry it away from the printer. Hold pressure on the roller until it clears the tab and the tray assembly.
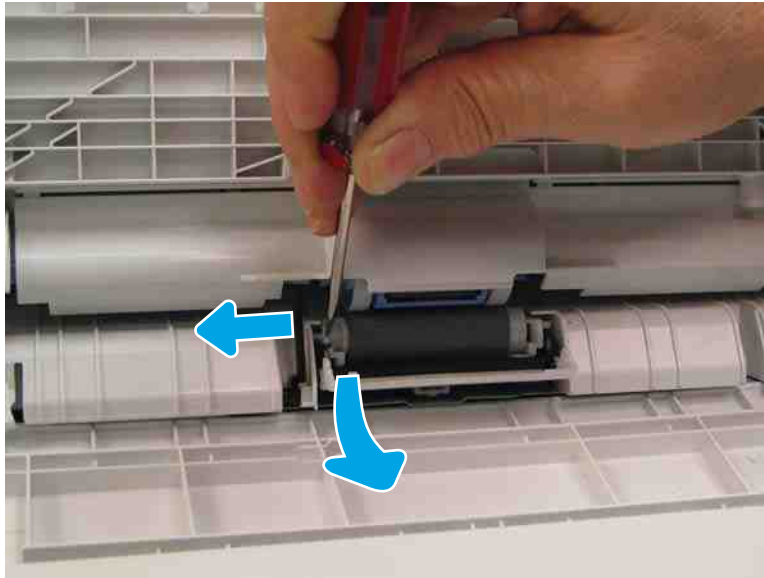
☼ Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 1-965 Remove the separation roller

Step 2: Unpack the replacement assembly

1. Dispose of the defective part.

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

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

2. Unpack the replacement part from the packaging.

⚠ CAUTION: [ESD] Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

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 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.

3. To install an assembly, reverse the removal steps.

📝 NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Trays 2 and 3 pickup and separation rollers

- Introduction

- Step 1: Remove the Tray 2 pickup rollers

- Step 2: Remove the Tray 3 pickup rollers

- Step 3: Remove the Tray 2 or 3 separation rollers

- Step 4: Unpack the replacement assemblies

- Step 5: Install the Tray 2 or 3 separation rollers

- Step 6: Install the Tray 3 pickup rollers

- Step 7: Install the Tray 2 pickup rollers

Introduction

This document provides the procedures to remove and replace the Trays 2 and 3 pickup and separation rollers.

Click here to view a video of this procedure.

📝 **IMPORTANT:**   When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- ○ 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

Trays 2 and 3 pickup and separation rollers part number	
J7Z98-67902	Kit- LJ Trays 2-x 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

No post service test is available for this assembly.

Step 1: Remove the Tray 2 pickup rollers

1. Open Tray 2 until it stops, and then slightly lift and pull the tray out of the printer.
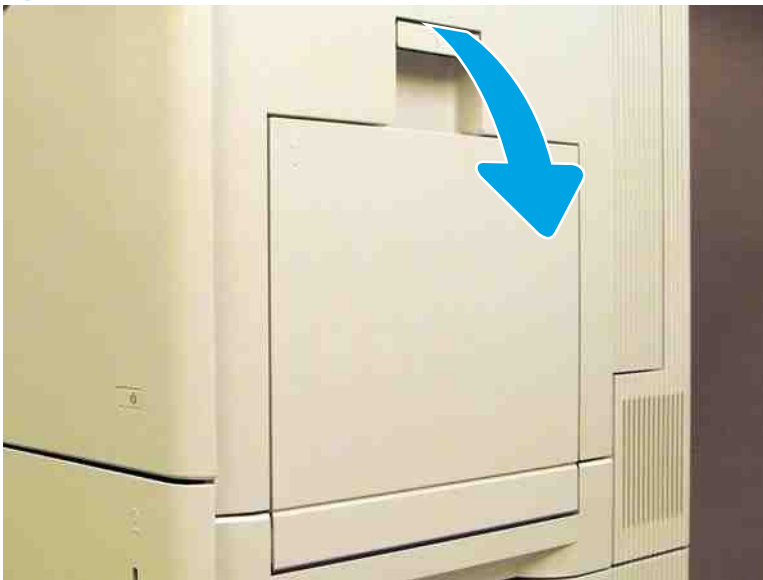
   ⚠ **CAUTION:** Do not extend more than one paper tray at a time. Do not use the paper tray as a step. Keep hands out of the paper trays when closing. All trays must be closed when moving the printer.

   Figure 1-223 Remove Tray 2
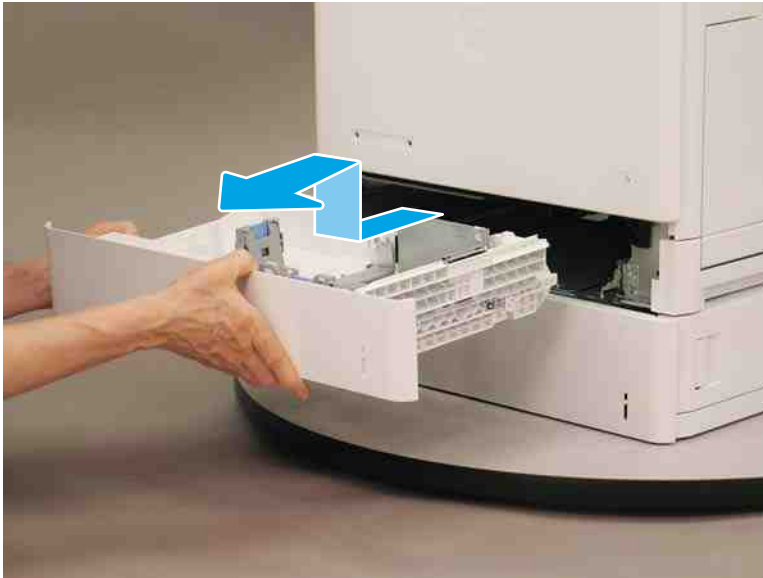
2. Open the right door.

   Figure 1-224 Open the right door

3. Carefully raise the transfer roller assembly until it locks in an upright position.

Figure 1-225 Raise the transfer roller assembly

4. Lower the outer paper guide.

Figure 1-226 Lower the outer paper guide

5. Lower the inner paper guide.

Figure 1-227 Lower the outer paper guide

6. Locate the tray pickup roller assembly, consisting of two gray rollers in a blue case.

Figure 1-228 Locate the pickup roller assembly

7. To remove the roller assembly, hold the rollers with your fingers and pull them back towards the front of the printer to compress the spring loaded shaft (callout 1). Rotate the right end of the assembly down (callout 2), and then remove the assembly.

📝 IMPORTANT: The roller assembly must be accessed through the tray opening, while viewing it through the right door opening.

Figure 1-229 Remove the pickup roller assembly

Step 2: Remove the Tray 3 pickup rollers

1. Open Tray 3 until it stops, and then slightly lift and pull the tray out of the printer.

⚠ CAUTION: Do not extend more than one paper tray at a time. Do not use the paper tray as a step. Keep hands out of the paper trays when closing. All trays must be closed when moving the printer.

Figure 1-230 Remove Tray 3
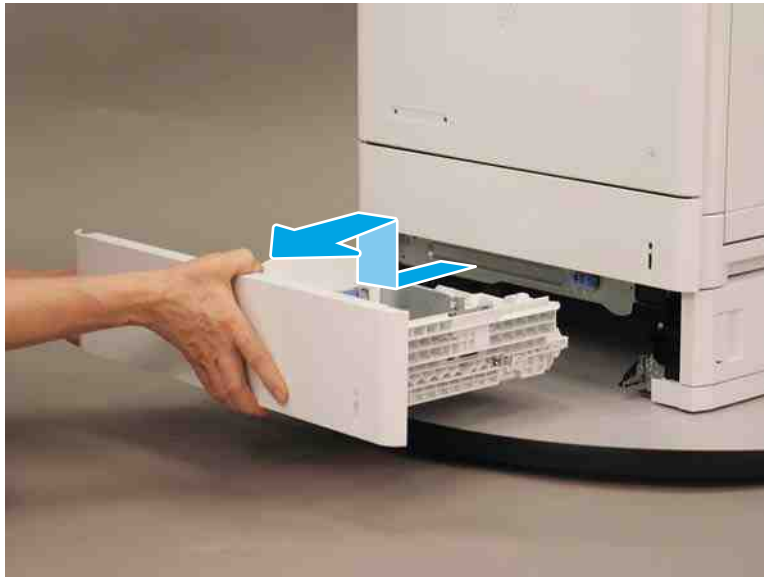
2. Open the Tray 3 right door.
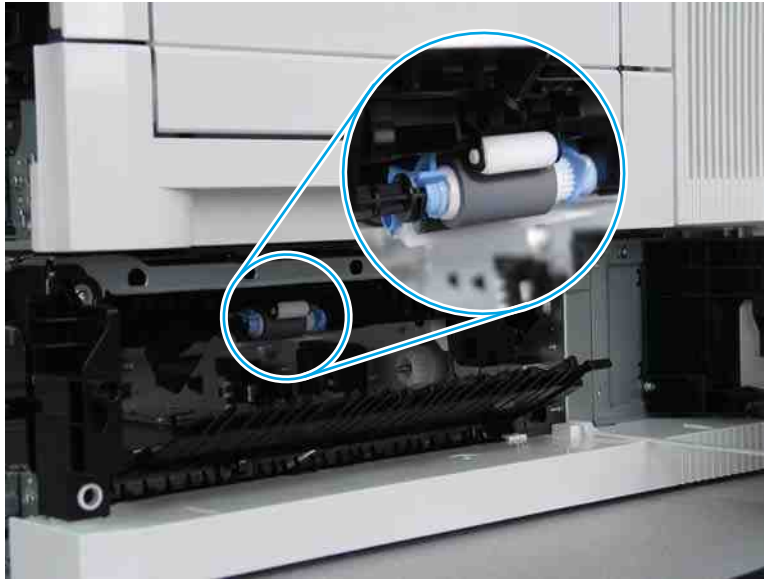
Figure 1-231 Open the Tray 3 right door

3. Locate the green tab on the feed assembly cover. Pull down and towards you to release the green tab and lower the assembly cover.

Figure 1-232 Lower the assembly cover

4. Locate the tray pickup roller assembly, consisting of two gray rollers in a blue case.
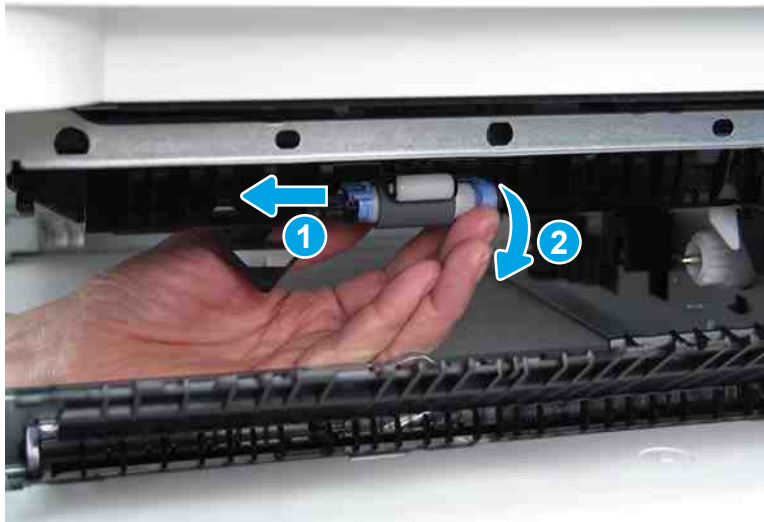
Figure 1-233 Locate the pickup roller assembly

5. To remove the roller assembly, hold the rollers with your fingers and pull them back towards the front of the printer to compress the spring loaded shaft (callout 1). Rotate the right end of the assembly down (callout 2), and then remove the assembly.

IMPORTANT: The roller assembly must be accessed through the tray opening, while viewing it through the right door opening.

Figure 1-234 Remove the pickup roller assembly

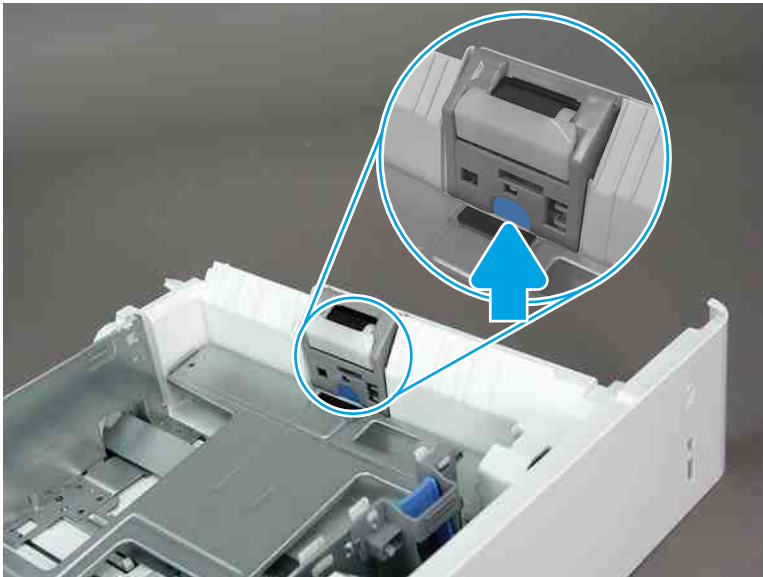### Step 3: Remove the Tray 2 or 3 separation rollers

1. Locate the tray separation roller in the tray.

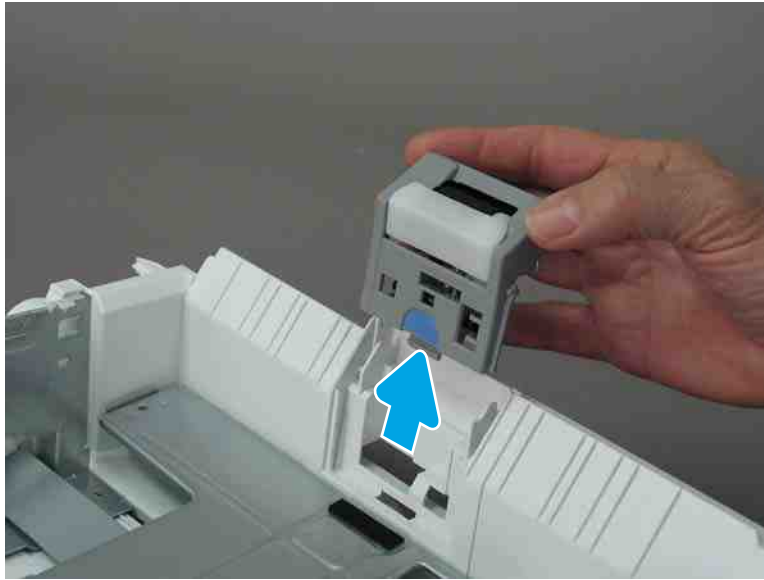Figure 1-235 Locate the tray separation roller
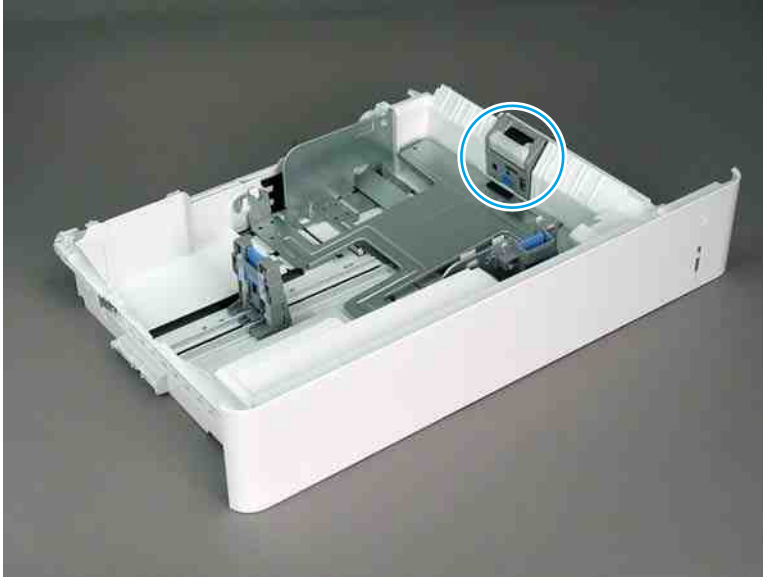
2. Push in on the blue label and push up slightly to release the roller assembly.

Figure 1-236 Release the roller assembly

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

Figure 1-237 Remove the roller assembly

Step 4: Unpack the replacement assemblies

1. Dispose of the defective part.

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

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

2. Unpack the replacement part from the packaging.

   ⚠ CAUTION: [ESD] Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

   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 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.

3. To install an assembly, reverse the removal steps.

   📝 NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

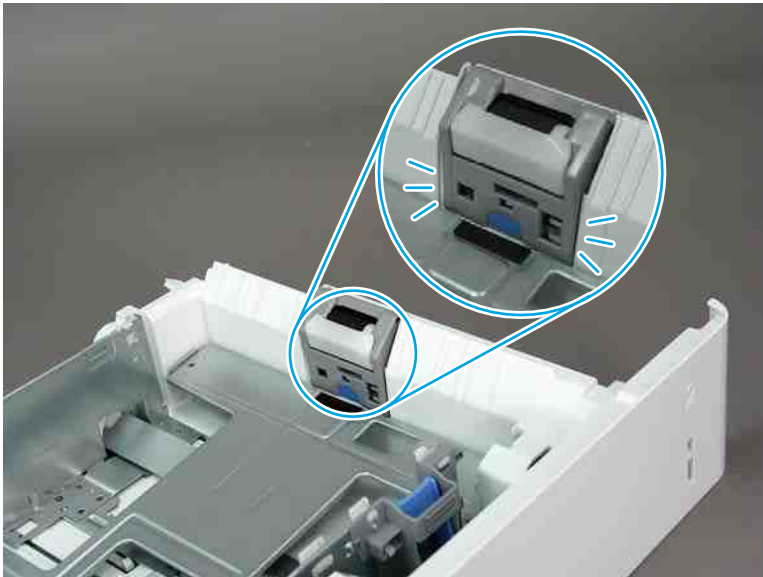### Step 5: Install the Tray 2 or 3 separation rollers

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

Figure 1-238 Install the roller assembly

2. Press down to make sure that the roller assembly snaps into place and is fully seated.

Figure 1-239 Make sure that the roller is seated

Step 6: Install the Tray 3 pickup rollers

1. The roller assembly is in an orange installation tray. Do not remove the orange installation tray until the roller assembly has been installed.

Figure 1-240 Do not remove the orange installation tray

2. In the printer, position the roller assembly so that the blue, spring-loaded shaft fits into the opening on the left side of the roller assembly (callout 1). With the shaft in the opening, pull toward the front of the printer to compress the shaft, and then pivot the right end of the assembly up (callout 2).

IMPORTANT: The roller must be accessed through the tray opening, while viewing it through the right door opening.

Figure 1-241 Position the roller
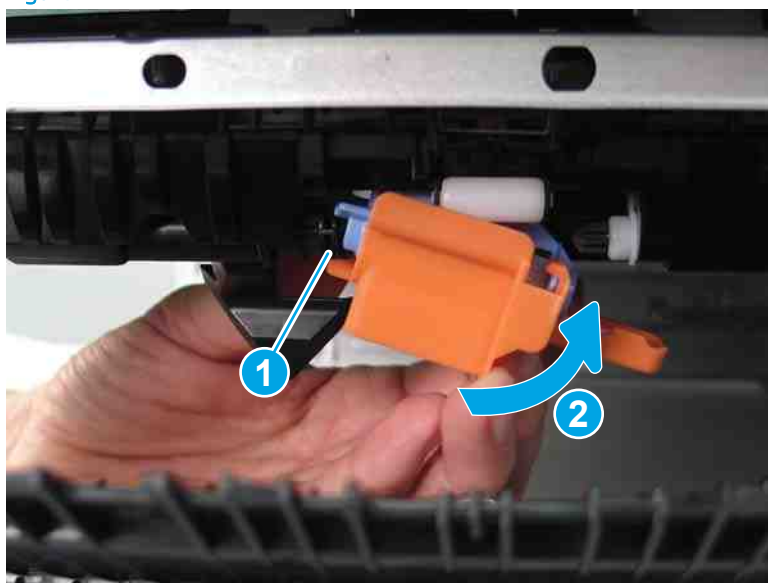
3. While holding the roller assembly in place against the printer, carefully allow the spring-loaded shaft to push the roller assembly forward (callout 1) until the front side (callout 2) comes to rest on a black shaft (callout 3). Gently move the assembly side to side to ensure both ends of the roller assembly are seated.

Figure 1-242 Install the roller assembly
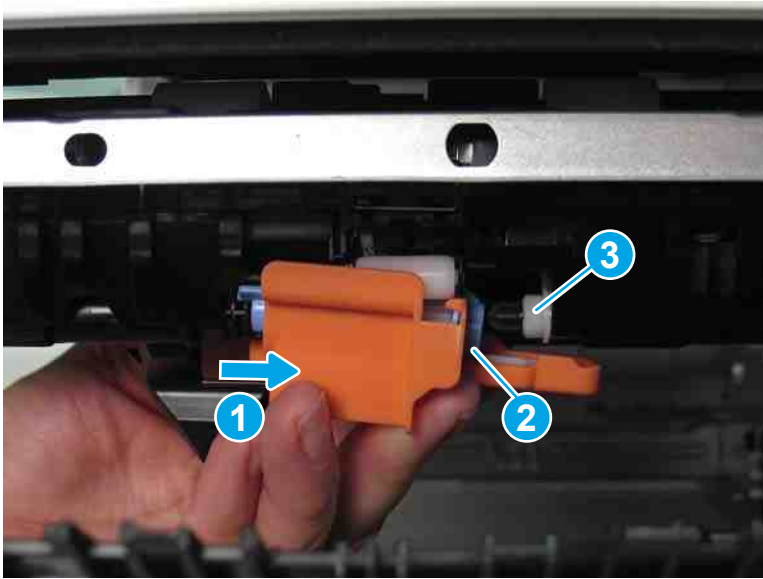
4. Gently pinch and twist the orange installation tray, and then pull downward to remove it from the roller assembly.

Figure 1-243 Remove the orange installation tray
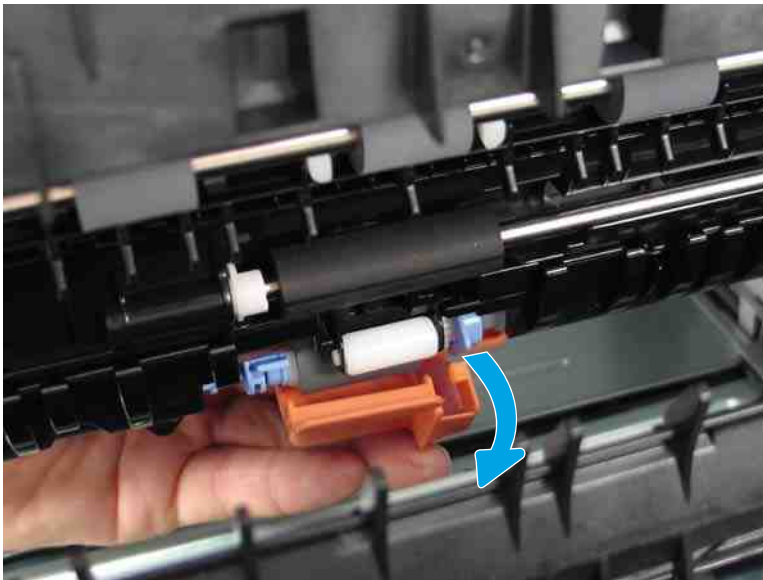
5. Look inside the printer through the tray opening and make sure that the roller assembly is correctly installed. It must not hang down into the tray opening. If the roller hangs down into the tray cavity, remove it, reinstall it in the orange installation tray, and then reinstall it in the printer.

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

Figure 1-244 Roller correct and incorrect installation

Step 7: Install the Tray 2 pickup rollers

1. The roller assembly is in an orange installation tray. Do not remove the orange installation tray until the roller assembly has been installed.

Figure 1-245 Do not remove the orange installation tray

2. In the printer, position the roller assembly so that the blue, spring-loaded shaft fits into the opening on the left side of the roller assembly (callout 1). With the shaft in the opening, pull toward the front of the printer to compress the shaft, and then pivot the right end of the assembly up (callout 2).

IMPORTANT: The roller must be accessed through the tray opening, while viewing it through the right door opening.

Figure 1-246 Position the roller

3. While holding the roller assembly in place against the printer, carefully allow the spring-loaded shaft to push the roller assembly forward (callout 1) until the front side (callout 2) comes to rest on a black shaft (callout 3). Gently move the assembly side to side to ensure both ends of the roller assembly are seated.

Figure 1-247 Install the roller assembly
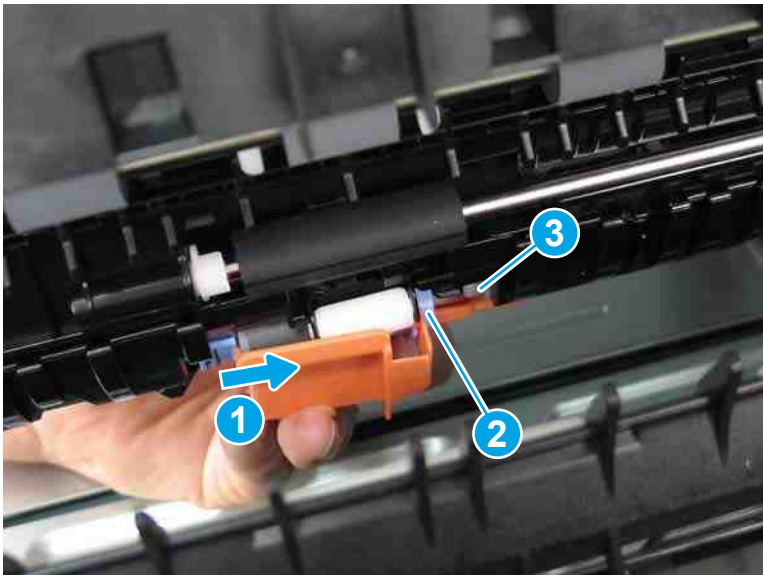
4.	Gently pinch and twist the orange installation tray, and then pull downward to remove it from the roller assembly.

Figure 1-248 Remove the orange installation tray
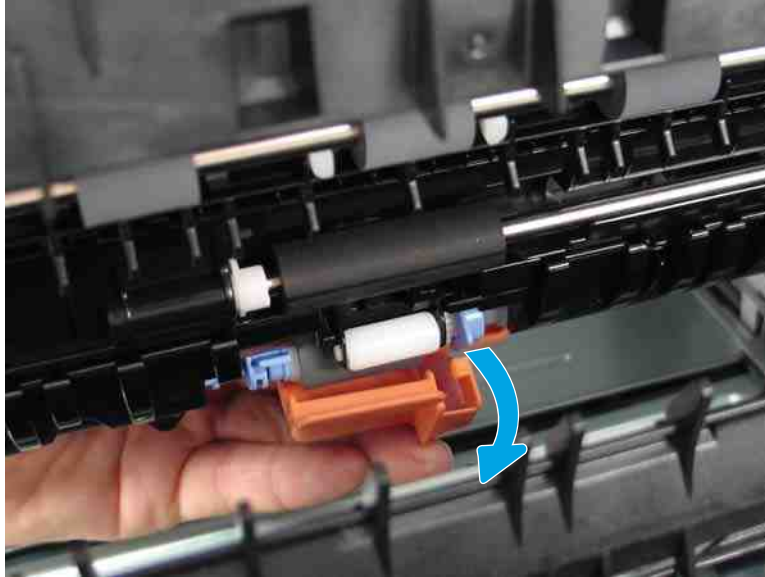
5.	Look inside the printer through the tray opening and make sure that the roller assembly is correctly installed. It must not hang down into the tray opening. If the roller hangs down into the tray cavity, remove it, reinstall it in the orange installation tray, and then reinstall it in the printer.

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

Figure 1-249 Roller correct and incorrect installation
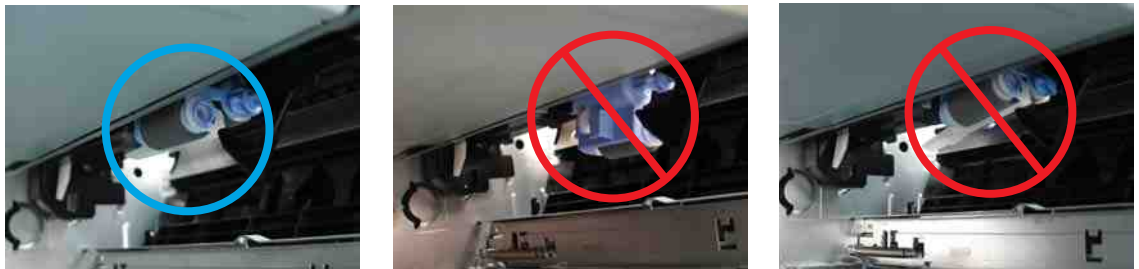
Removal and replacement: Trays 3–5 paper feeder stand pickup and separation rollers

- Introduction
- Step 1: Remove the Trays 3–5 paper feeder stand pickup and separation rollers
- Step 2: Unpack the replacement assembly
- Step 3: Install the Trays 3–5 paper feeder stand pickup and separation rollers

Introduction

This document provides the procedures to remove and replace the Trays 3–5 paper feeder stand pickup and separation rollers.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

○ 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

Trays 3–5 paper feeder stand pickup and separation rollers part number	
J7Z98-67902	Kit- LJ Trays 2-x 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

No post service test is available for this assembly.

Step 1: Remove the Trays 3–5 paper feeder stand pickup and separation rollers

1. Do one of the following:

   a. Open the paper tray.

⚠ **CAUTION:** Do not extend more than one paper tray at a time. Do not use the paper tray as a step. Keep hands out of the paper trays when closing. All trays must be closed when moving the printer.
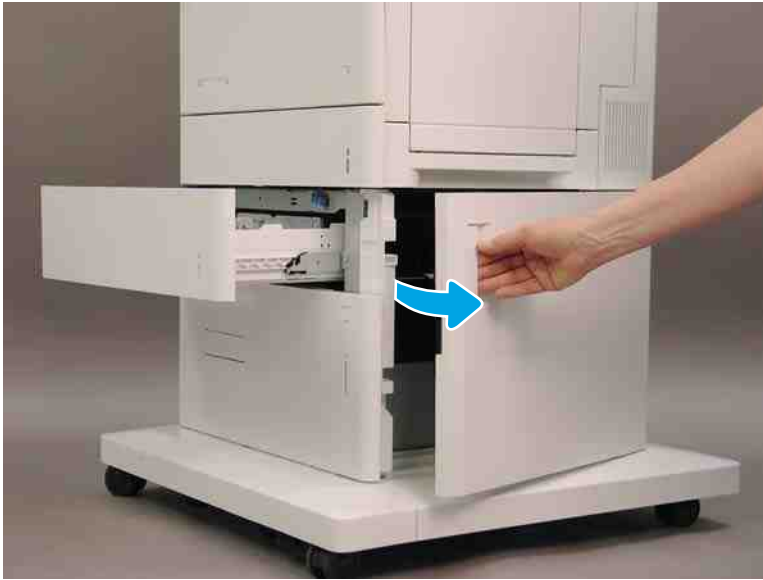
Figure 1-250 Open the paper tray

b. Open the high-capacity paper tray.

Figure 1-251 Open the high-capacity paper tray

2. Open the right door of the paper feeder
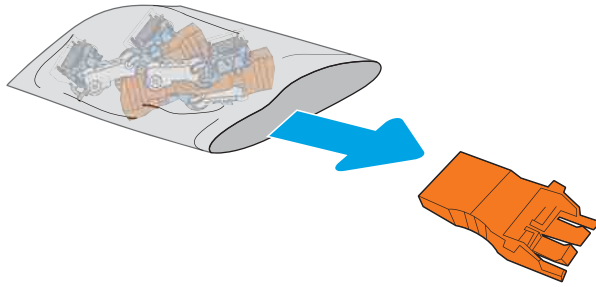
Figure 1-252 Open the right door

3. Locate the green tab on the feed assembly cover. Release the tab to lower the assembly cover.

Figure 1-253 Lower the feed assembly cover

4. Remove the orange separation roller tool from the packaging.

    Figure 1-254 Remove the tool from the packaging

5. Locate the separation roller.

    Figure 1-255 Locate the separation roller

6. Install the orange tool in the separation roller until it snaps into place.

Figure 1-256 Install the orange tool

7. Slide the roller to the left.

Figure 1-257 Slide the roller to the left

8. Tilt the end of the tool down (callout 1), and then pull straight out of the printer (callout 2) to remove the separation roller.

Figure 1-258 Remove the separation roller
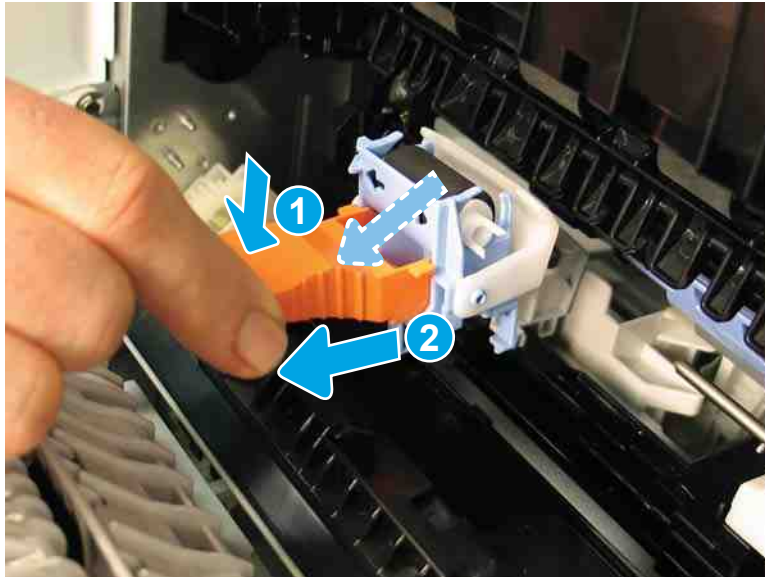
9. Remove the orange tool from the separation roller.

📝 NOTE: The tool will be used to install the new separation roller.

Figure 1-259 Remove the orange tool
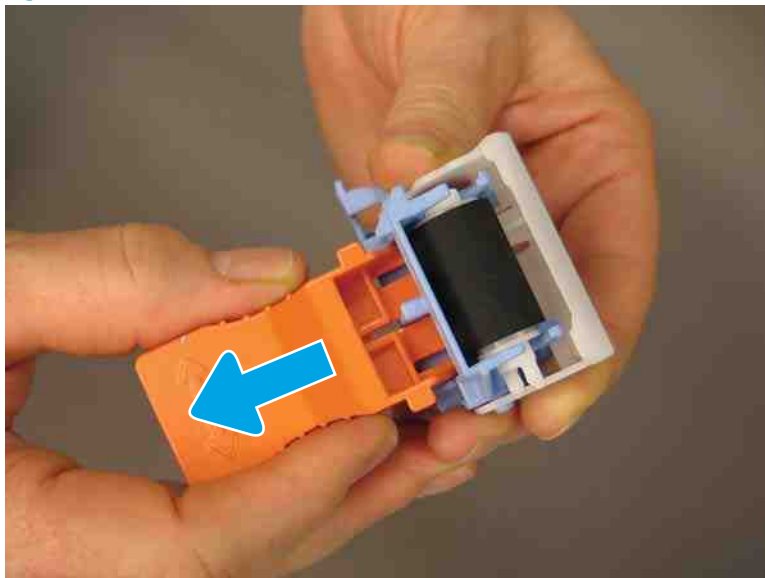
10. Locate the pickup and feed rollers.

Figure 1-260 Locate the pickup and feed rollers
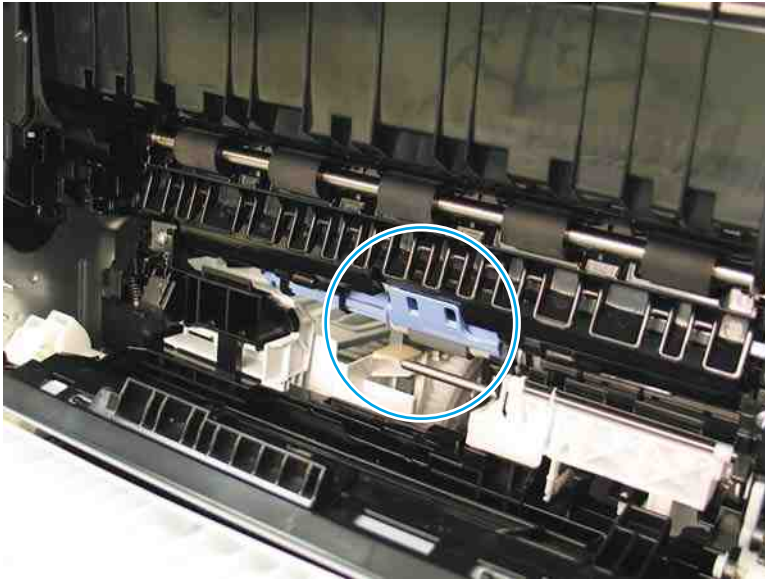
11. Locate and pull down the blue tab to unlock the pickup and feed rollers.

Figure 1-261 Unlock the pickup and feed rollers
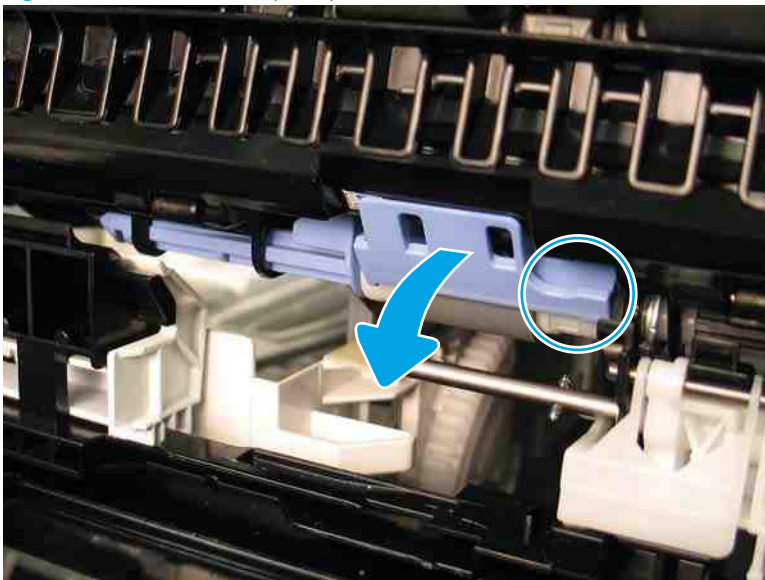
12. Use the blue tab as a handle to slide the rollers to the left to compress the left blue post until it clicks into place.

Figure 1-262 Slide the blue tab left, compressing the left blue post until it clicks
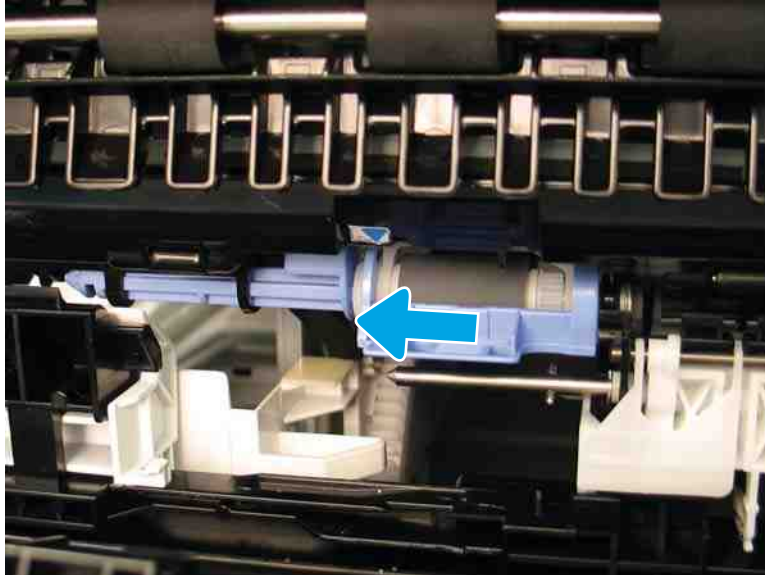
13. Slightly move the rollers to the right to free them from the blue post. Make sure that the roller is clear of the black post on the right.

Figure 1-263 Slightly move the rollers to the right to free them from the blue post
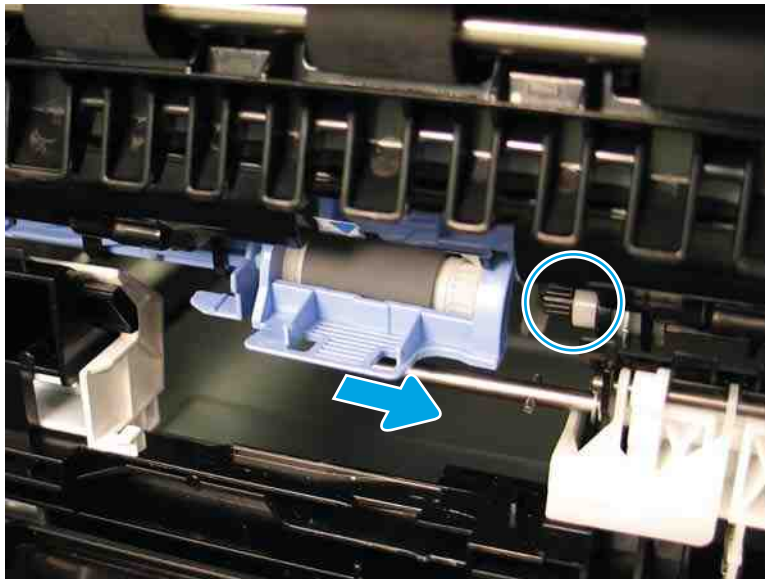
14. Slightly lift up the front of the roller assembly (callout 1), and then pull the assembly away from the printer (callout 2) to remove it.

Figure 1-264 Remove the roller assembly
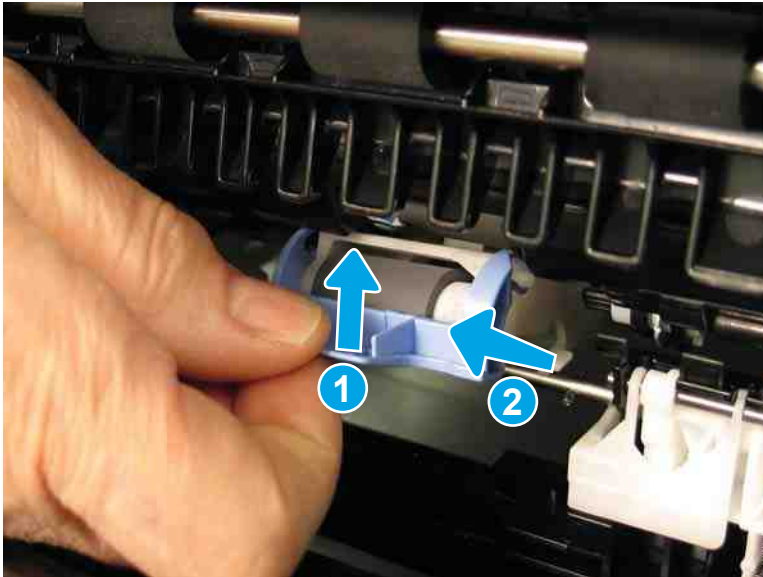
15. If the left post does not stay in the locked position, press the end of the post left until it clicks into place.

Figure 1-265 Lock the left post

Step 2: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

⚠ **CAUTION:** [ESD icon] Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

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 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.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Step 3: Install the Trays 3–5 paper feeder stand pickup and separation rollers
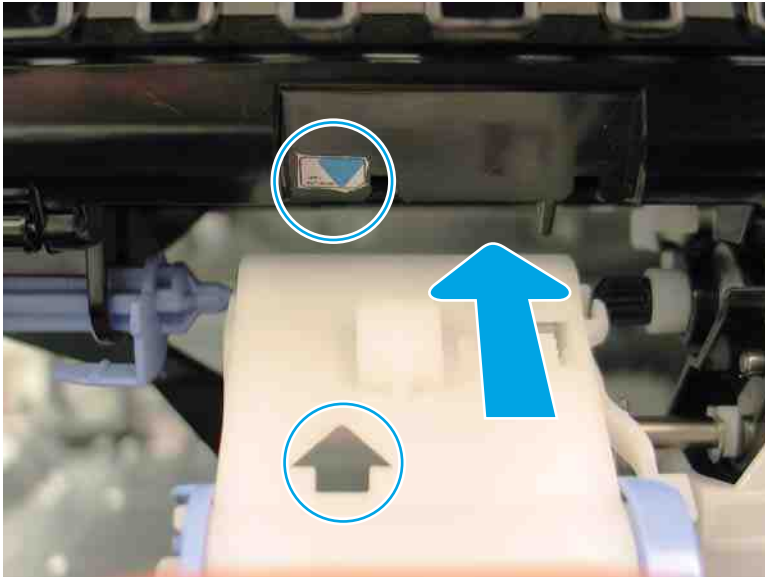
1. The white hook on the top of the roller assembly (callout 1) will hook onto a sheet metal plate (callout 2) when installed correctly.

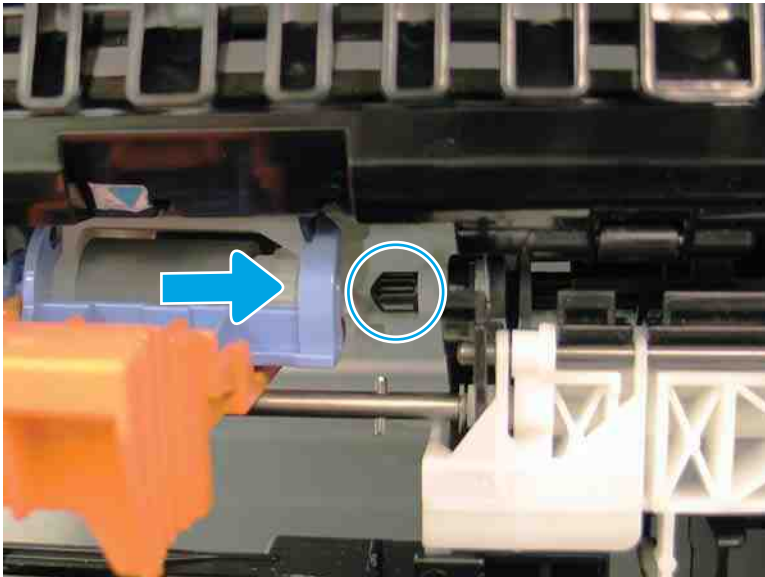Figure 1-266 White hook installation position
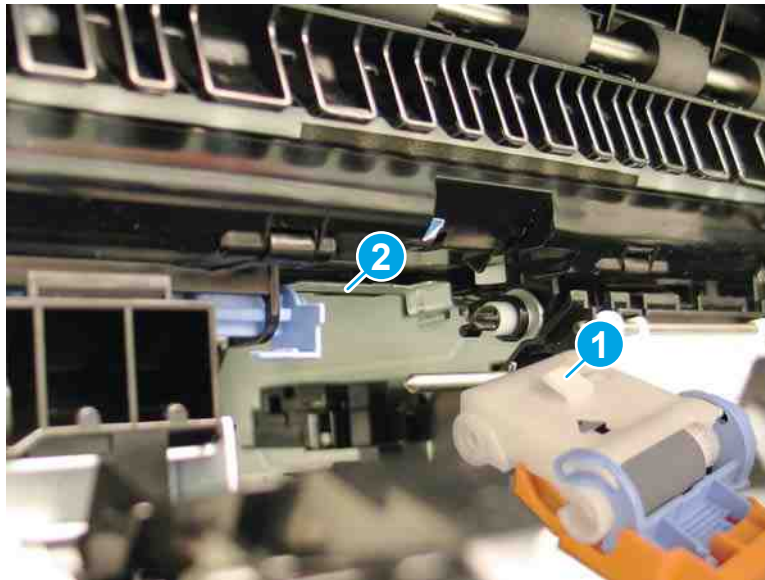
2. Align the arrow on the roller assembly with the arrow in the printer, and then slide the rollers into the printer.
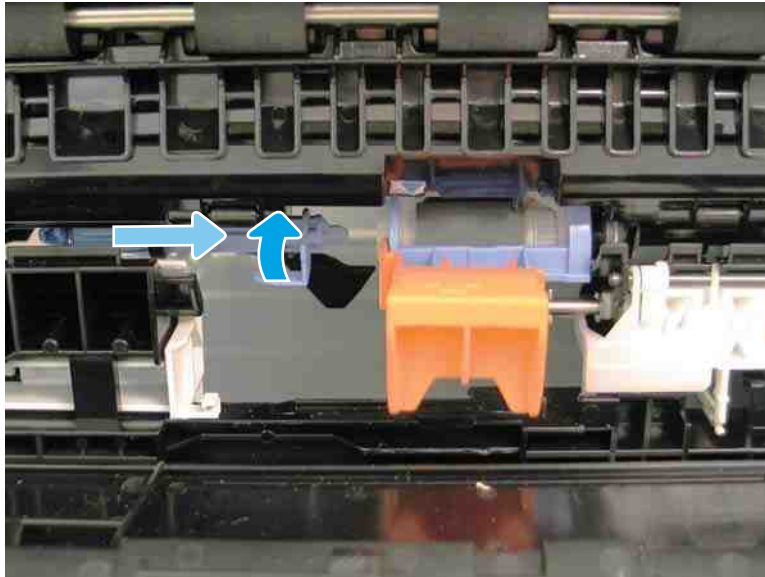
Figure 1-267 Align the roller assembly

3. Slide the rollers to the right onto the black shaft.

Figure 1-268 Slide the rollers to the right onto the black shaft

4. Locate the lever on the blue shaft on the left, and then release the lever by pressing upward. The blue shaft should spring to the right to click into position to hold the rollers in place.

Figure 1-269 Release the lever

5. Remove the orange tool from the roller assembly by pulling it away from the printer.

Figure 1-270 Remove the orange tool
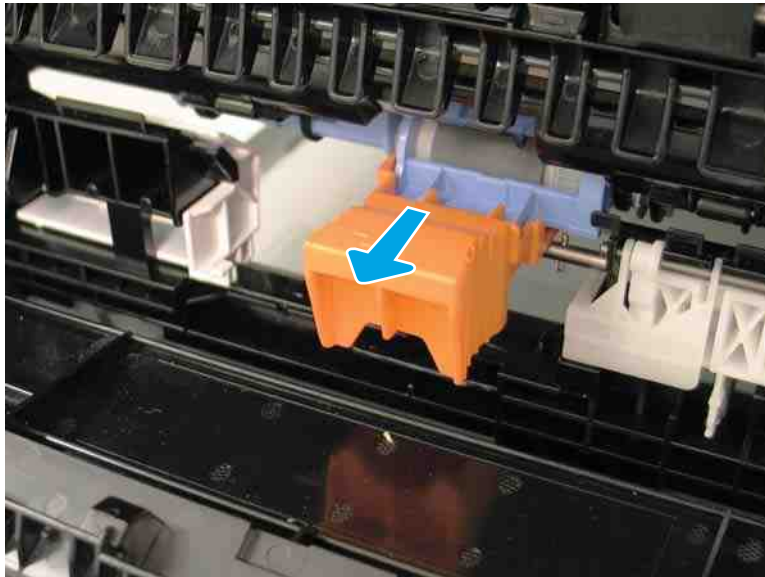
6. Pivot the tab up and snap it into place against the rollers to correctly lock the rollers in place.

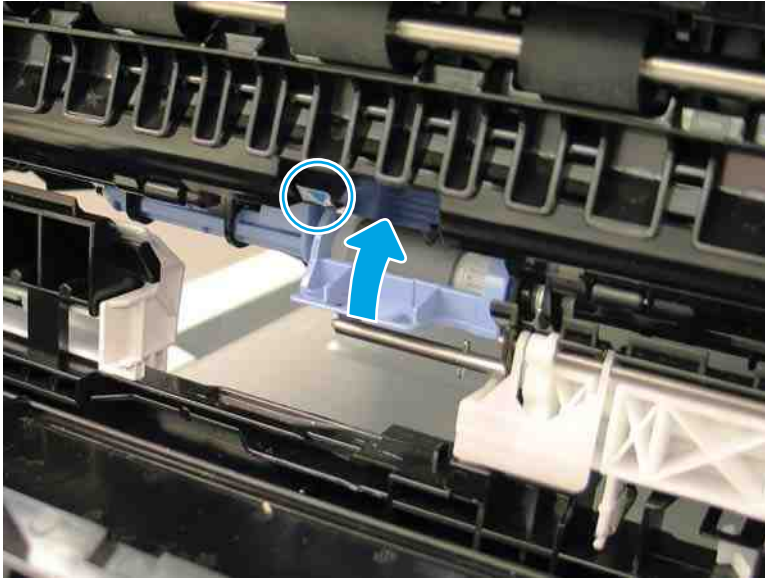**NOTE:** The blue arrow on the printer is hidden when the cover is correctly snapped into place.

NOTE: If the rollers are hanging, or at an angle, they are not installed correctly. Make sure that the hook on the top of the rollers is attached to the metal chassis plate inside the printer. If the rollers are not installed correctly, go back to step 16 and reinstall the assembly.

Figure 1-271 Pivot the tab up and snap it to lock the rollers correctly in place

7. If the rollers are hanging, or at an angle, they are not installed correctly. Make sure that the hook on the top of the rollers is attached to the metal chassis plate inside the printer. If the rollers are not installed correctly, go back to step 2 and reinstall the assembly.

Figure 1-272 Roller incorrect and correct installation
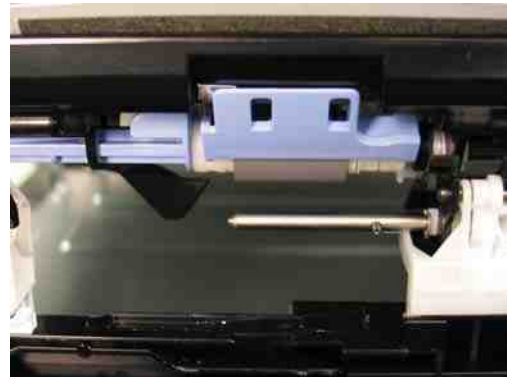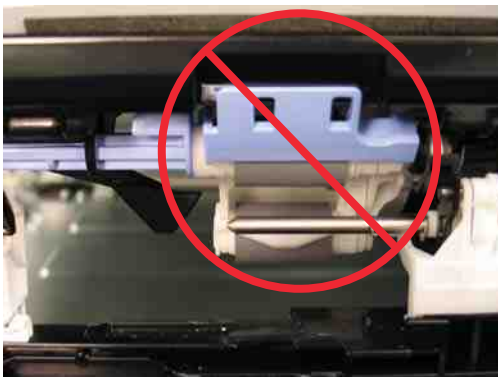
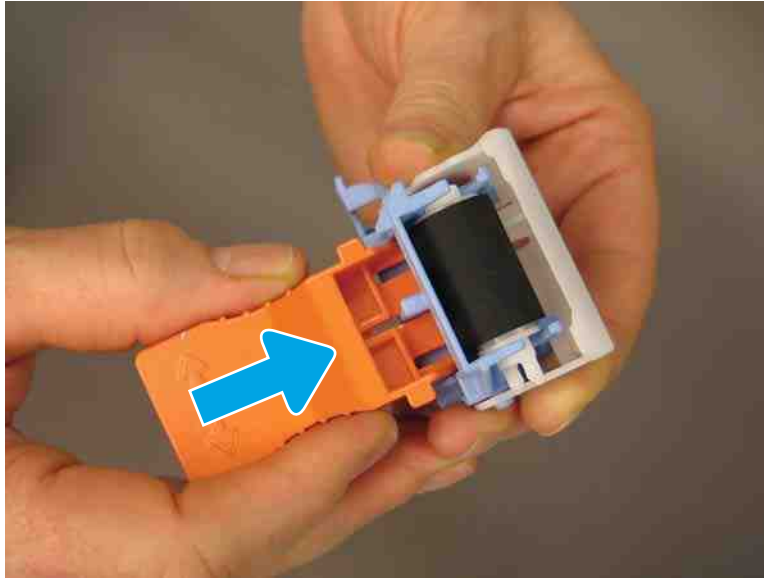8. Install the orange separation roller tool onto the replacement separation roller.

📝 NOTE: The tool will snap into place when it is fully installed.

Figure 1-273 Install the orange tool

9. Tilt the orange tool slightly away from the printer, and then install the roller into the printer so that the opening in the roller (callout 1) fits over the white tab (callout 2) on the printer rail.
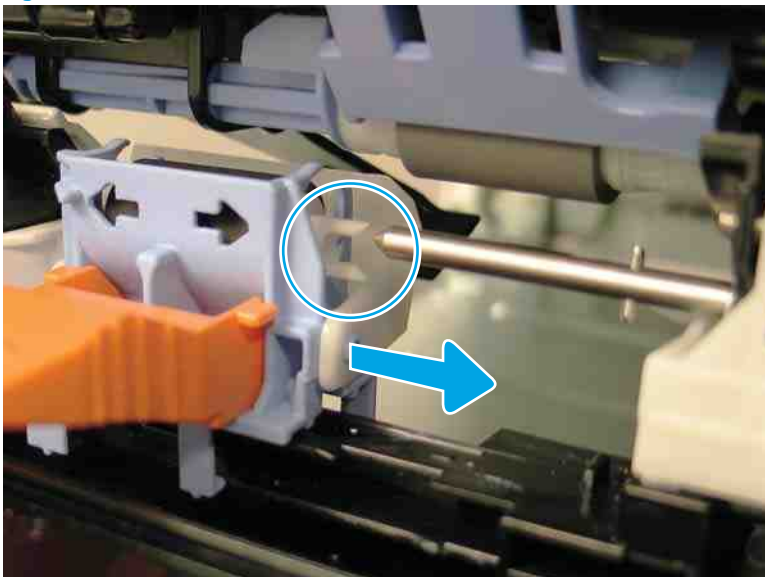
Figure 1-274 Position the roller
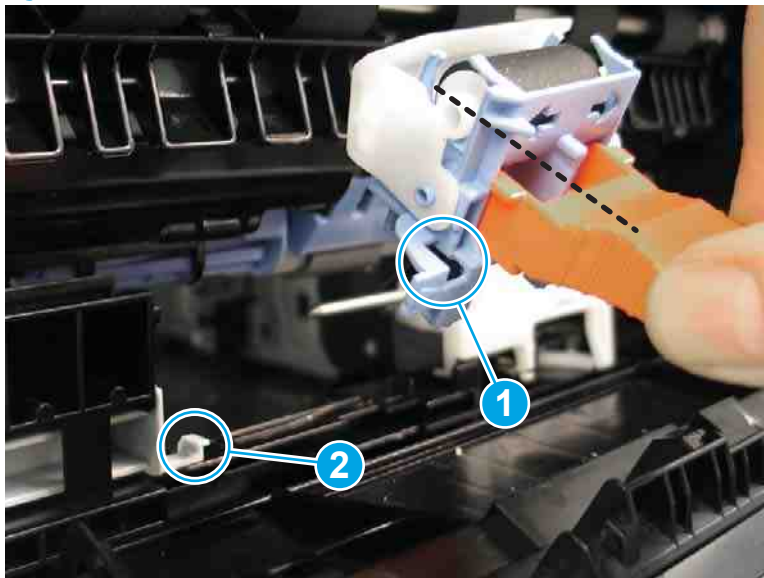
10. When installed correctly, the embossed arrow on the roller case aligns with the white tab on the rail.

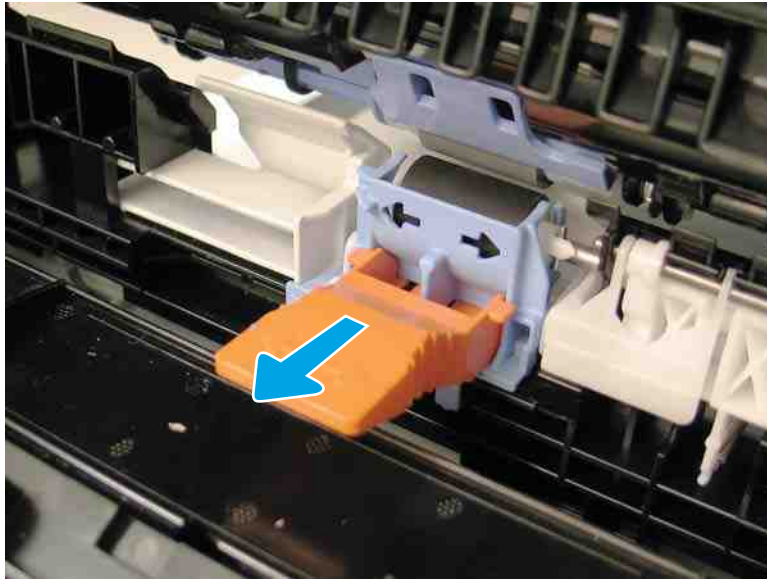Figure 1-275 Check roller alignment
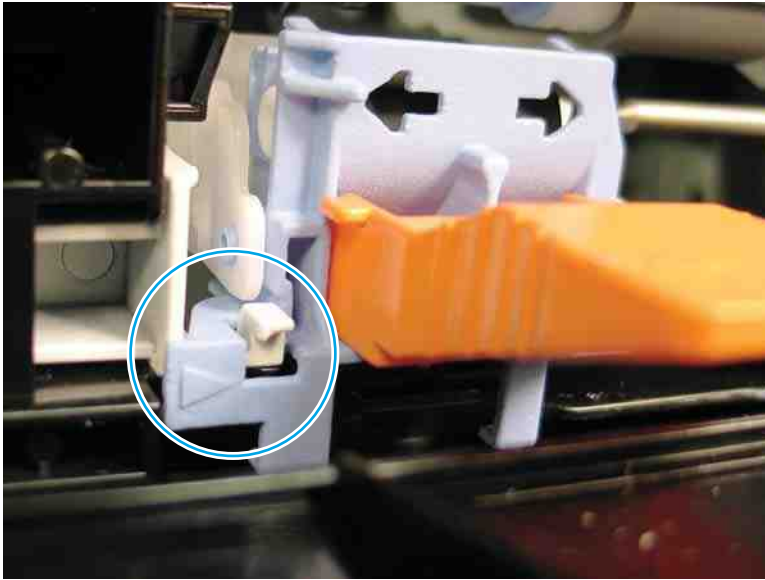
11. Align the center of the roller with the end of the metal shaft. Slide the roller to the right onto the metal shaft until it snaps into place.

Figure 1-276 Slide the roller on the metal shaft

12. Remove the orange tool by pulling it away from the printer.

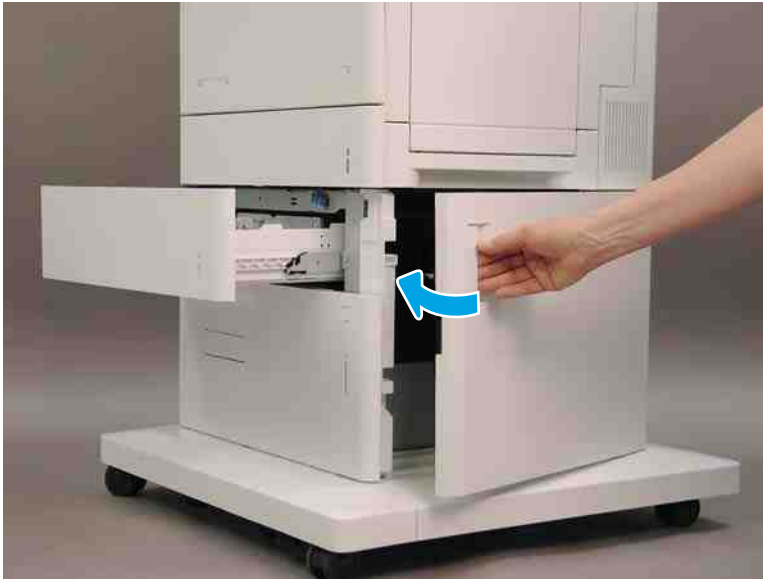Figure 1-277 Remove the orange tool

13. Close the feed assembly cover.

Figure 1-278 Close the feed assembly cover

14. Close the right door of the paper feeder.

   Figure 1-279 Close the right door

15. Do one of the following:

   a. Close the paper tray.

      Figure 1-280 Close the paper tray

b. Close the high-capacity paper tray.

Figure 1-281 Close the high-capacity paper tray