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 cord before attempting to service the printer.

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

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

Required tools

No special tools are required to install this part.

After performing service

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

Turn the printer power on

- Connect the power cable.

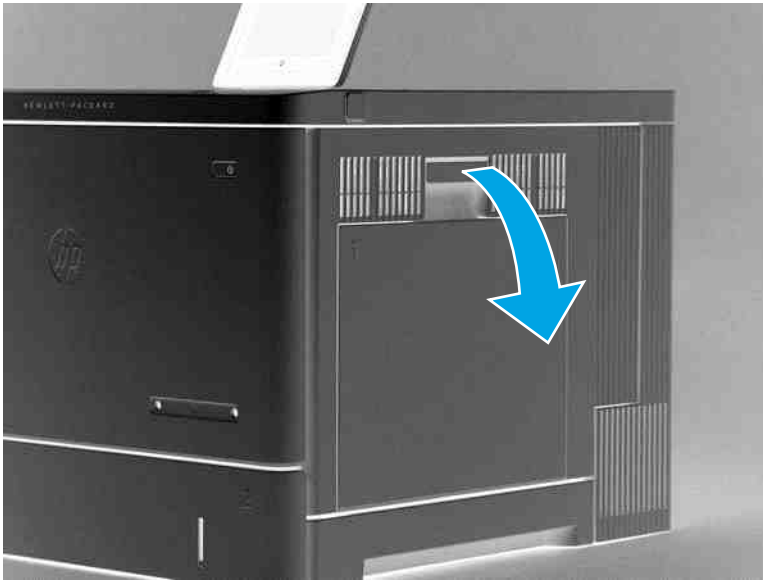- Use the power switch to turn the power on.

Post service test

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

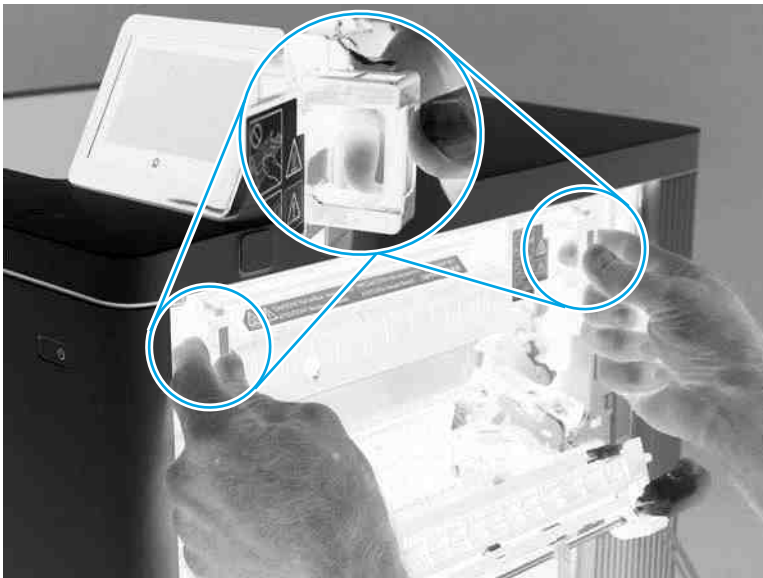## Step 1: Remove the fuser

1. Open the right door.

⚠️ **CAUTION:** The fuser is very hot. After turning the printer power off, allow the fuser to cool for at least 30 minutes before removing it.
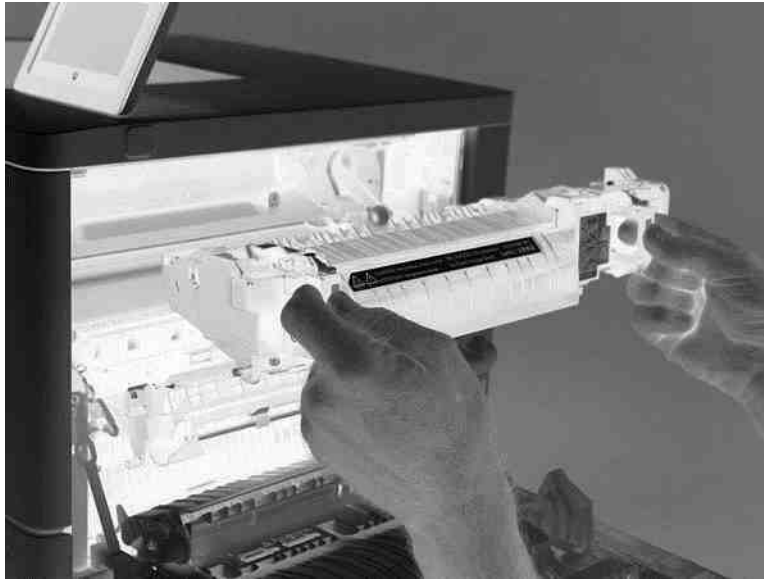
Figure 1-16 Open the right door

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

Figure 1-17 Release the fuser

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

Figure 1-18 Remove the fuser
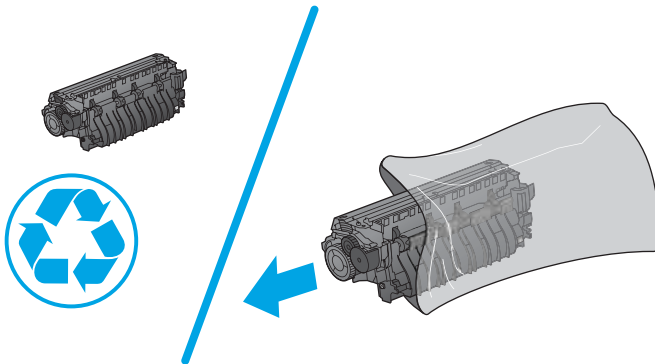

Step 2: Unpack the replacement fuser

Unpack the replacement assembly from the packaging.

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

NOTE: HP recommends responsible disposal of the defective assembly.
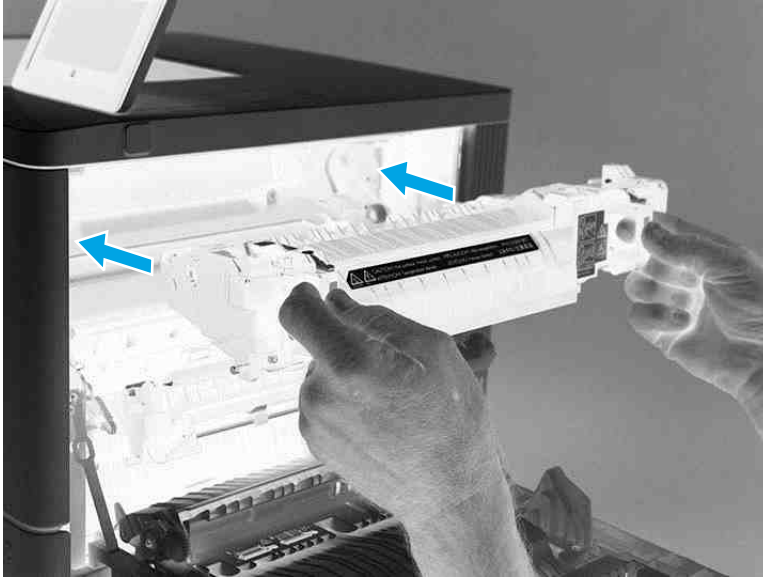

Step 3: Install the fuser

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

Figure 1-19 Align the fuser with the opening

2. Slide the fuser into the printer, push in to install it, and then make sure that it is fully seated.
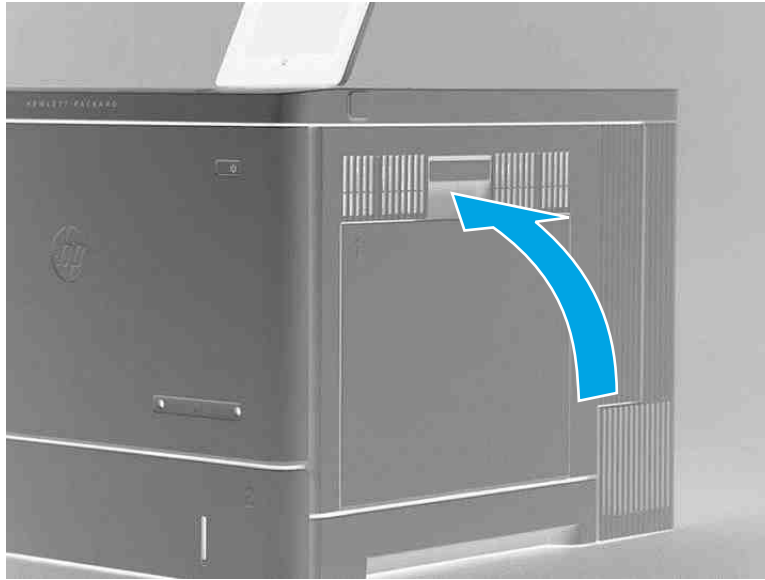
💡 **TIP:** When the fuser is fully seated, the two blue triggers on the handles make an audible click.

Figure 1-20 Install the fuser

3. Close the right door.

Figure 1-21 Close the right door

Step 4: Reset the supplies counter

1. From the Home screen on the control panel, scroll to and touch the Administration button.

📝 **NOTE:** If the printer power is off, turn it on now.

2. Open the following menus:

● Manage Supplies

● Reset Supplies

● New Maintenance Kit

3. Select the Reset item to reset the supplies counter.

Removal and replacement: Intermediate transfer belt (ITB) and secondary transfer roller

Introduction

This document provides the procedures to remove and replace the secondary transfer roller and the intermediate transfer belt (ITB).

Before performing service

Turn the printer power off

○   Disconnect the power cable.

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

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

Secondary transfer roller kit part number	
B5L24-67901	Secondary transfer roller and intermediate transfer belt (ITB) with instruction guide

Required tools

No special tools are required to install this part.

After performing service

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

Turn the printer power on

○   Connect the power cable.

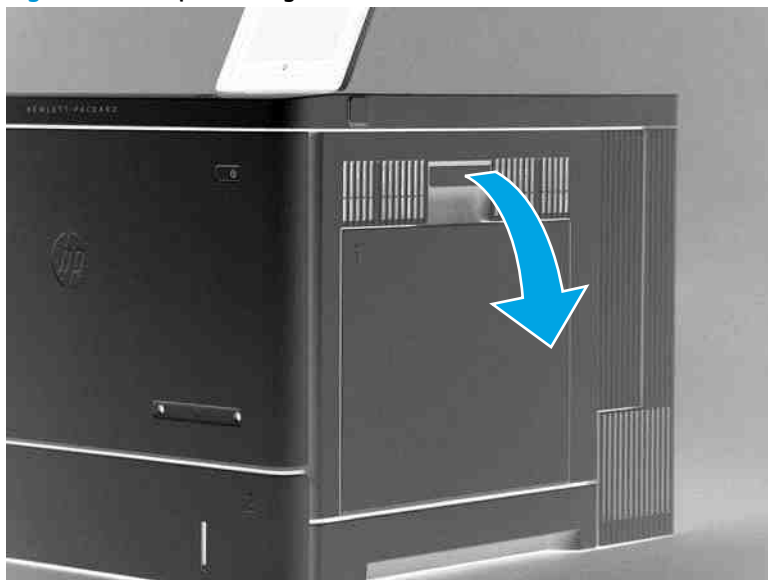○   Use the power switch to turn the power on.

Post service test

Print a configuration page to make sure that the printer is functioning correctly.
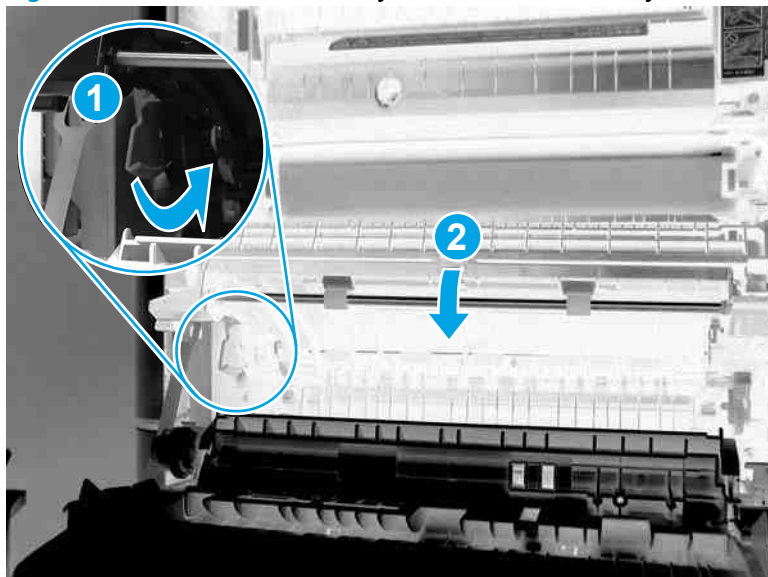
Step 1: Remove the transfer roller

1.   Open the right door.

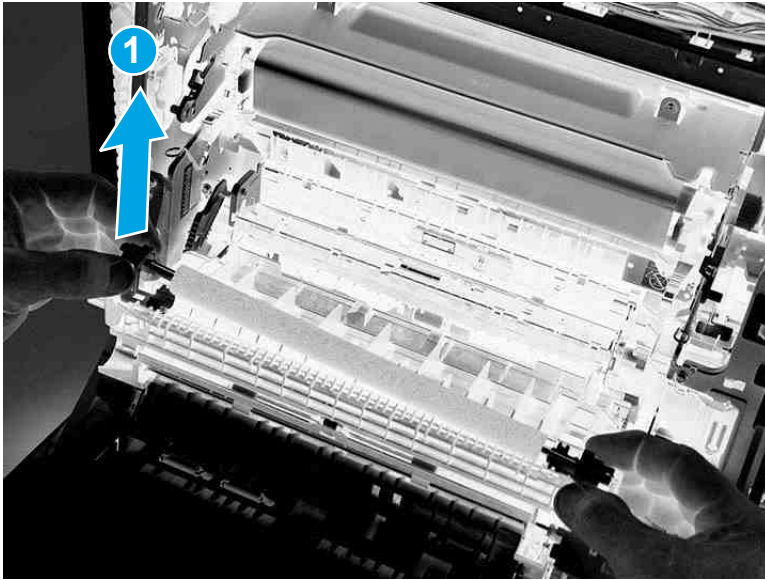Figure 1-108 Open the right door

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

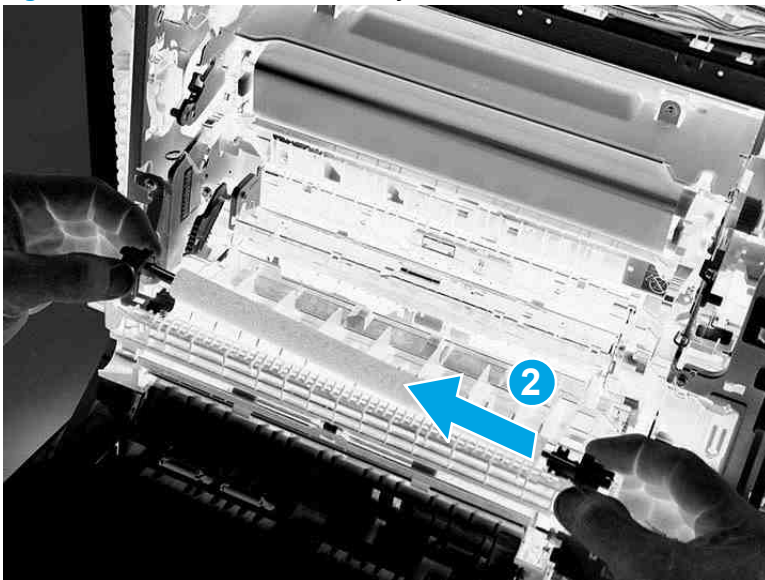**Figure 1-109** Lower the secondary transfer roller assembly

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

Figure 1-110 Release the secondary transfer roller clip

4. Slide the right end roller collar (callout 2) to the left to remove the transfer roller.

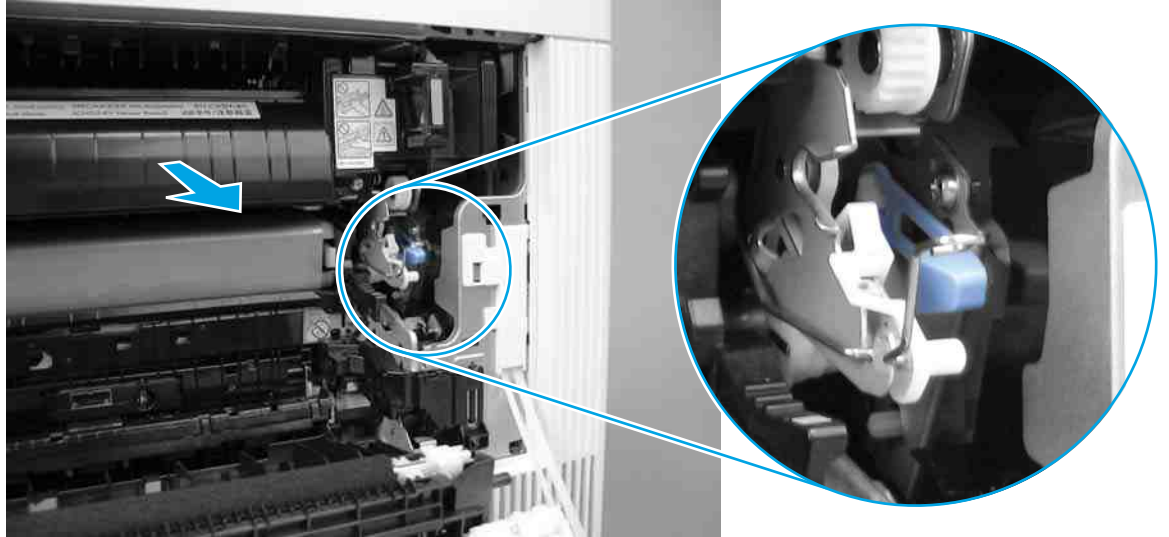**Figure 1-111** Remove the secondary transfer roller

Step 2: Remove the ITB

⚠ **CAUTION:** Do not touch the grey-plastic belt. Skin oils and fingerprints on the belt can cause print-quality problems.

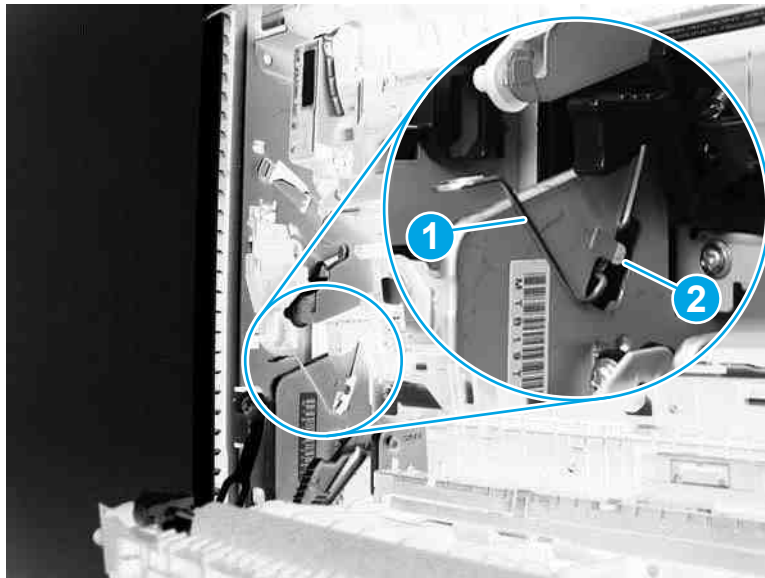1. Pull the blue lever to release the ITB drive coupling.

Figure 1-112 Release the ITB drive coupling

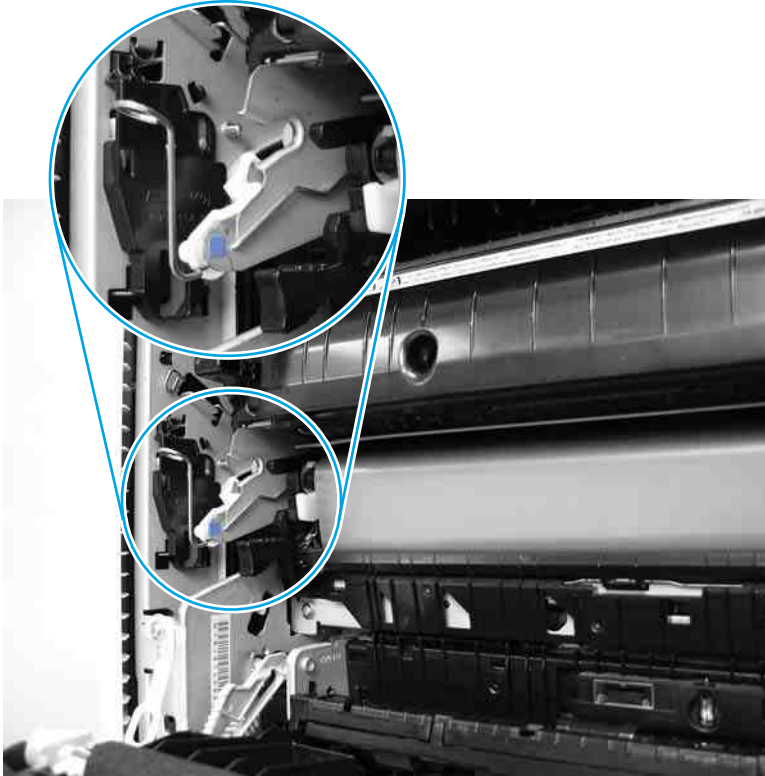2. Release the left-side ITB spring (callout 1) from the tab (callout 2).

Figure 1-113 Release the front-side ITB spring

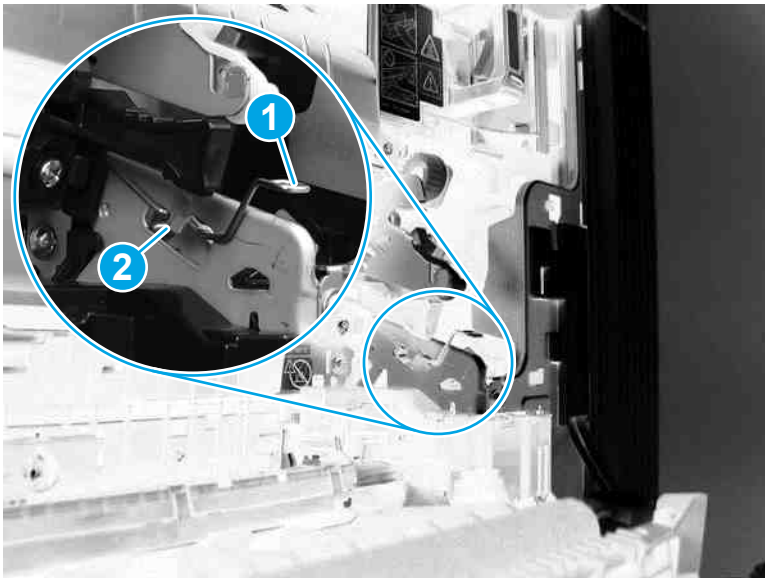3. Place the left-side ITB spring on the holder to keep it out of the way.

💡 **TIP:** The holder is colored blue to help locate it.

Figure 1-114 Place the spring on the holder

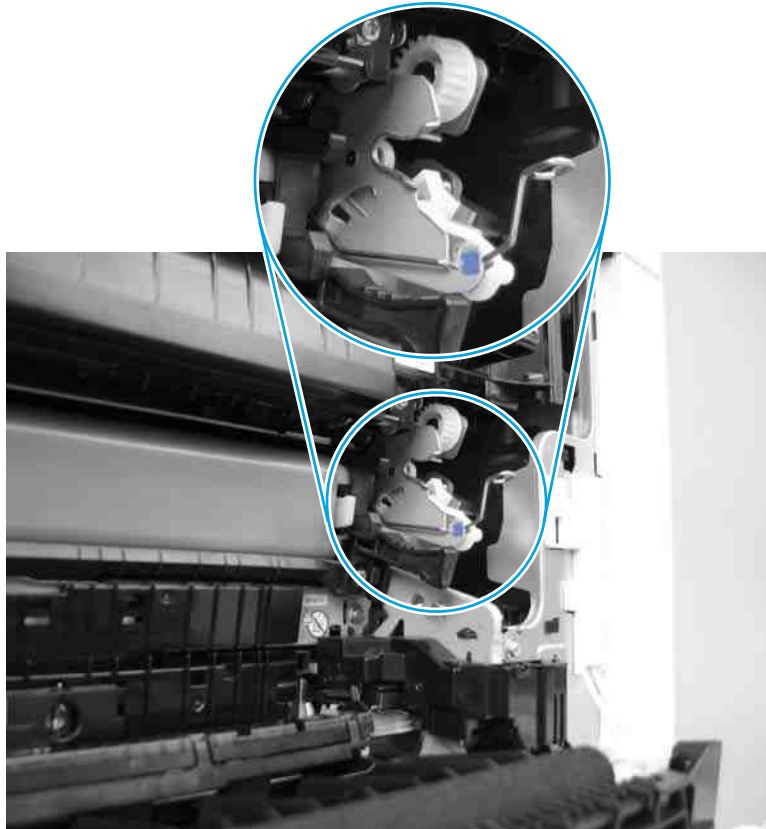4. Release the right-side ITB spring (callout 1) from the tab (callout 2).

Figure 1-115 Release the rear-side ITB spring

5. Place the right-side ITB spring on the holder to keep it out of the way.

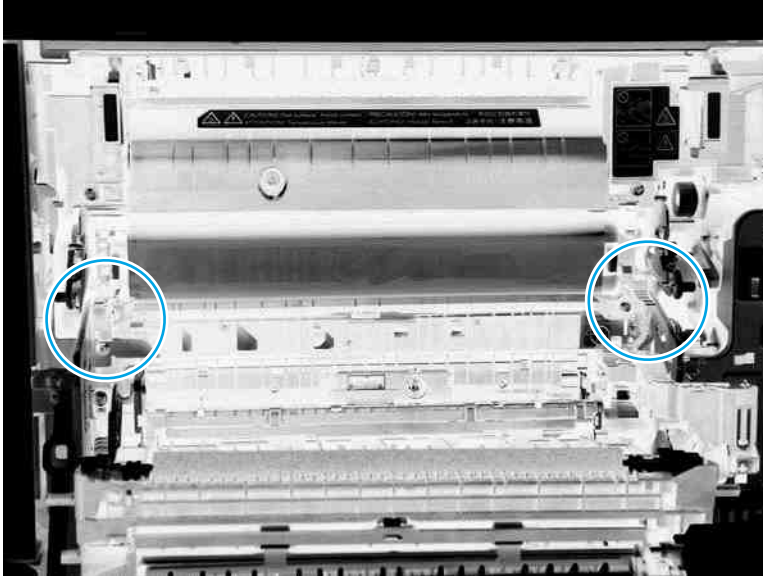☼ **TIP:** The holder is colored blue to help locate it.

Figure 1-116 Place the spring on the holder

6. Grasp the two blue handles on the ITB.

⚠ **CAUTION:** If the ITB is removed to access other assemblies in the printer, use care. The ITB is a sensitive assembly. Be careful when handling the ITB so that it is not damaged. Always place the ITB in a safe and protected location.

Figure 1-117 Grasp the ITB handles

7. Pull the ITB out of the printer to remove it.

⚠ **CAUTION:** Do not touch the grey-plastic belt. Skin oils and fingerprints on the belt can cause print-quality problems.
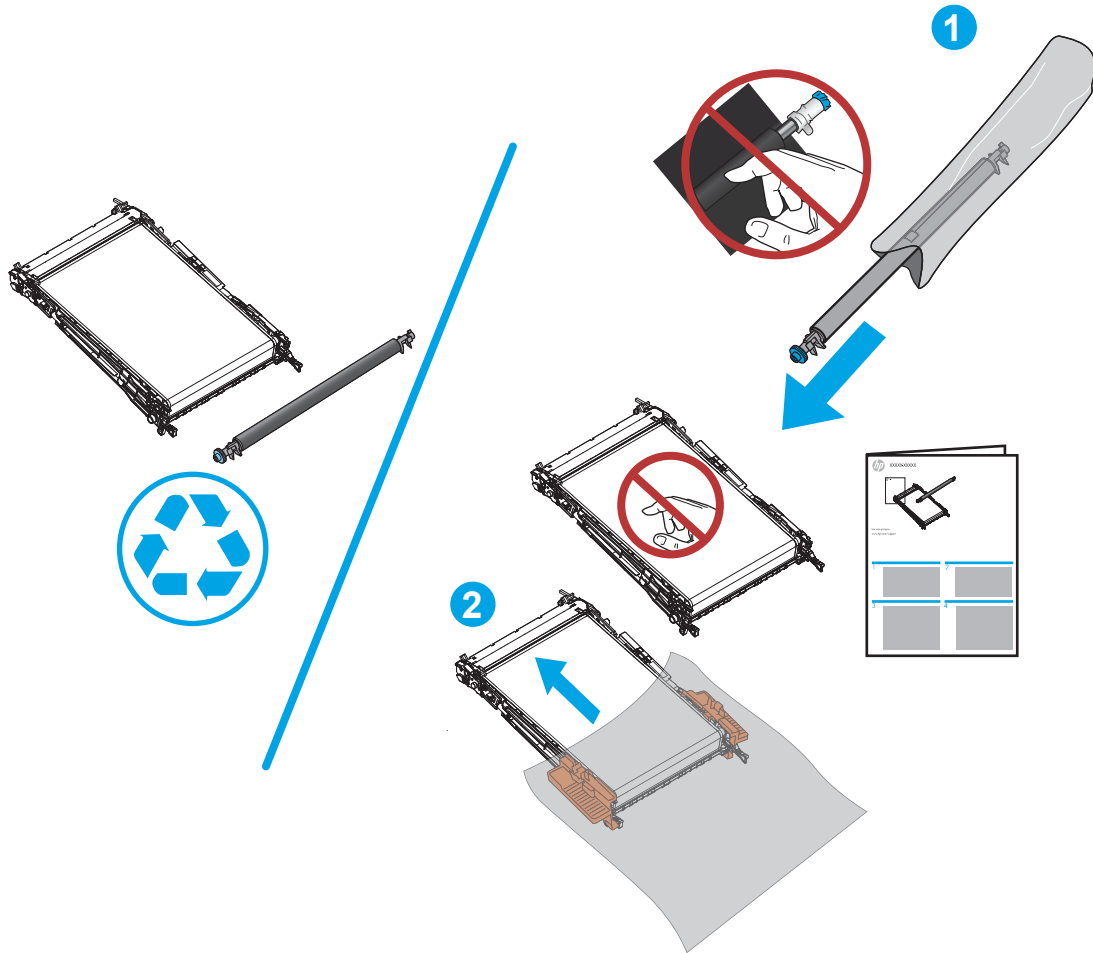
Figure 1-118 Remove the ITB

Step 3: Unpack the replacement secondary transfer roller and ITB

Unpack the replacement assembly from the packaging.

⚠ **CAUTION:** Make sure that all of the packing materials and tape is removed from the replacement ITB. The ITB might be damaged if packing materials are in place when the printer power is turned on.
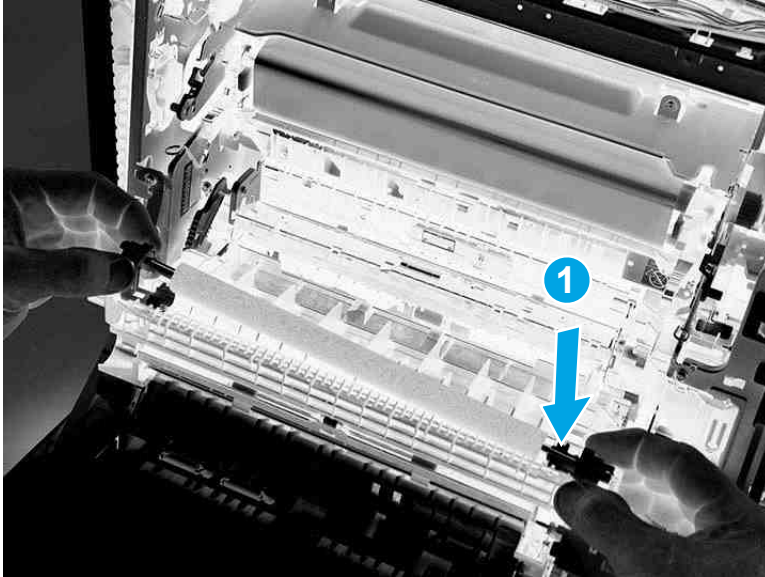
http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

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

Step 4: Install the transfer roller

1. Install the right end (callout 1; near the white collar) of the roller assembly in the printer.
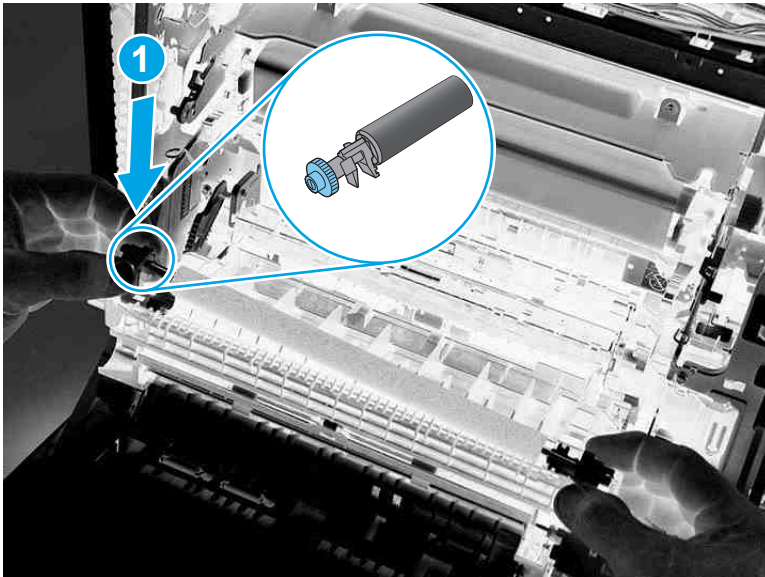
Figure 1-119 Install the secondary transfer roller right end

2. Rotate the left end (the gear end) down (callout 1) to install it.

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

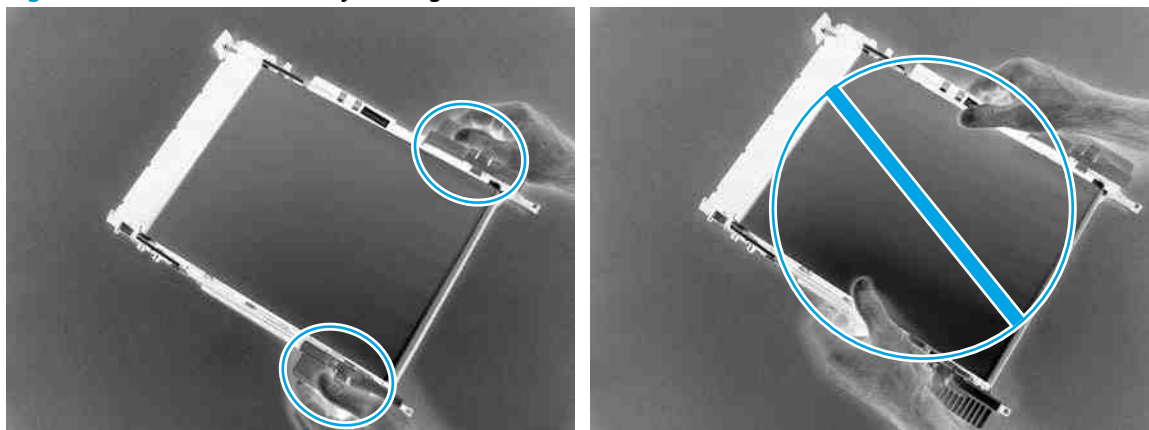**Figure 1-120** Install the secondary transfer roller right end

Step 5: Install the ITB

⚠ **CAUTION:** Do not touch the grey-plastic belt. Skin oils and fingerprints on the belt can cause print-quality problems.

1. Hold the ITB by the orange handles.

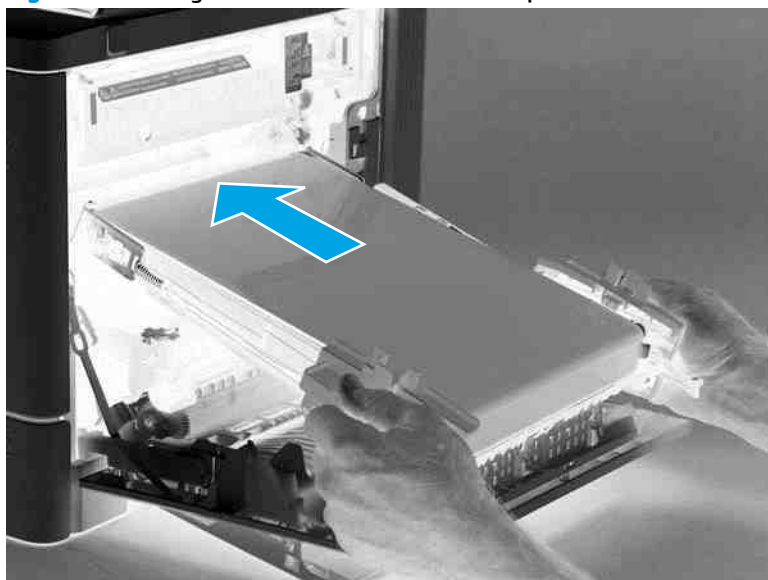**Figure 1-121** Handle the ITB by the edges

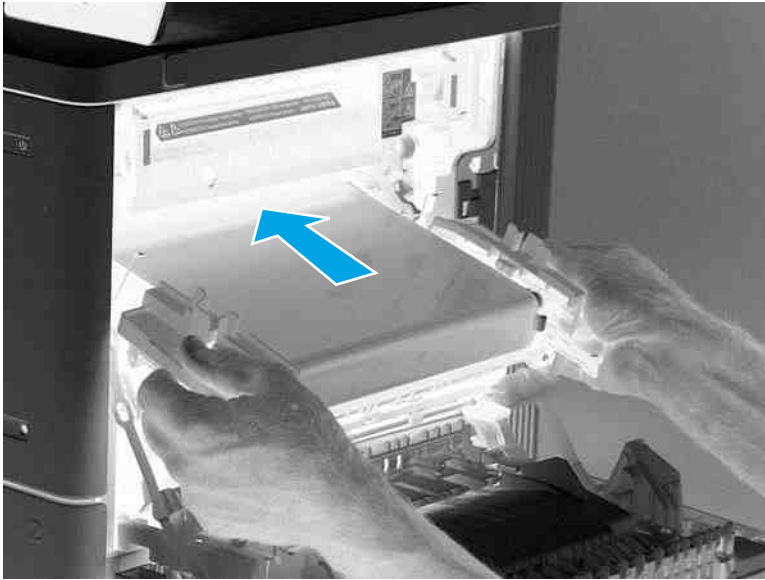2. Align the ITB with the slots in the printer, and then carefully push it into the printer.

NOTE: Be careful. Do not dislodge the ITB retainer springs from the holders on the chassis. The springs can interfere with installing the ITB.

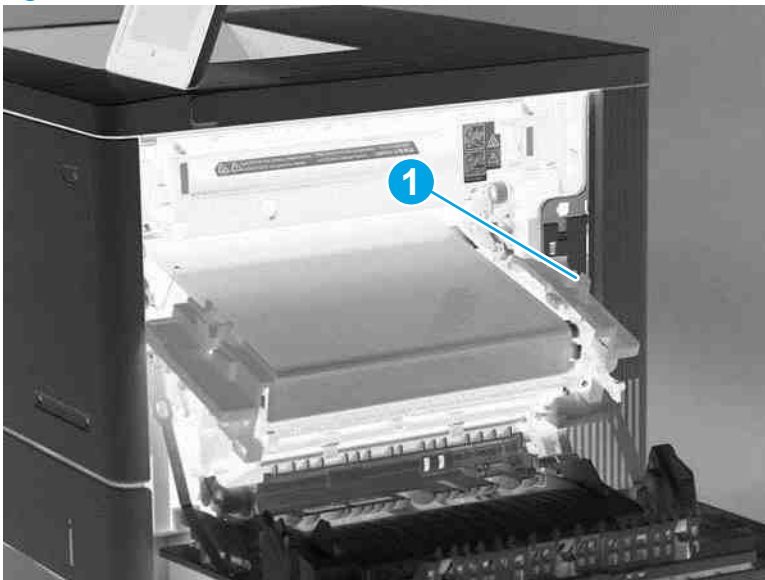**Figure 1-122** Align the ITB with the slots in the product

3. Continue to carefully push the ITB into the printer until it the orange handles stop it.

Figure 1-123 Orange handles stop

4. Release one tab (callout 1).

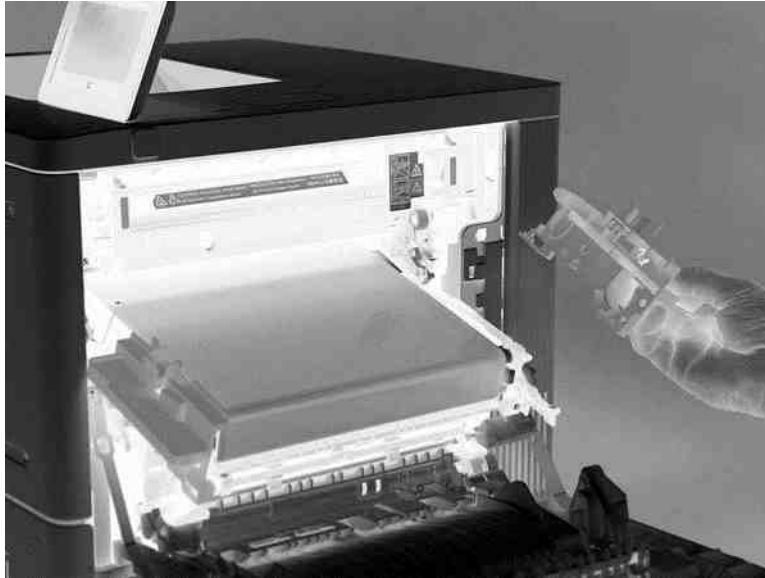**Figure 1-124** Release one tab

5. Remove the orange handle. Repeat this step for the remaining orange handle.
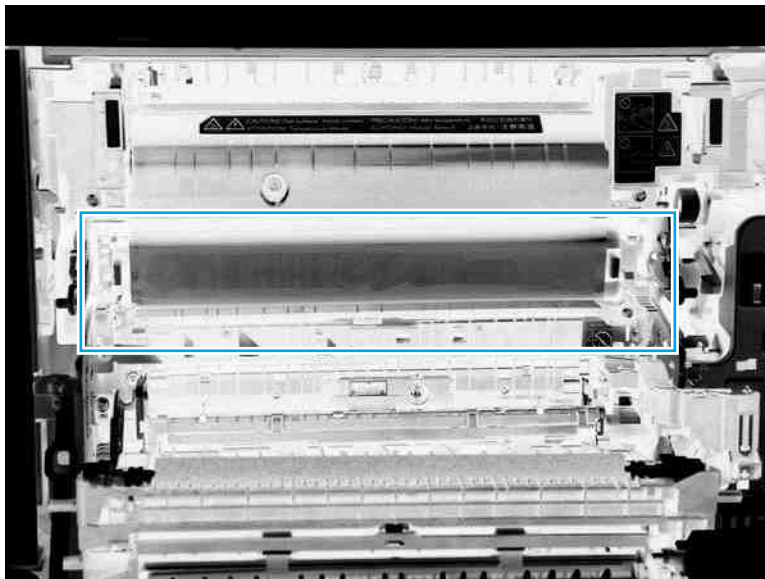
☆ **TIP:** HP recommends recycling the plastic handles.
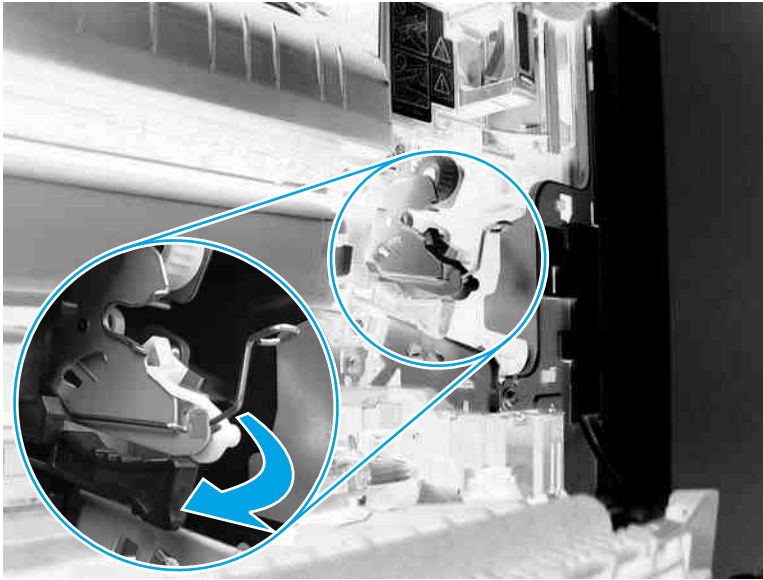
Figure 1-125 Remove the orange handle

6. Continue to carefully push the ITB into the printer until it is fully installed.
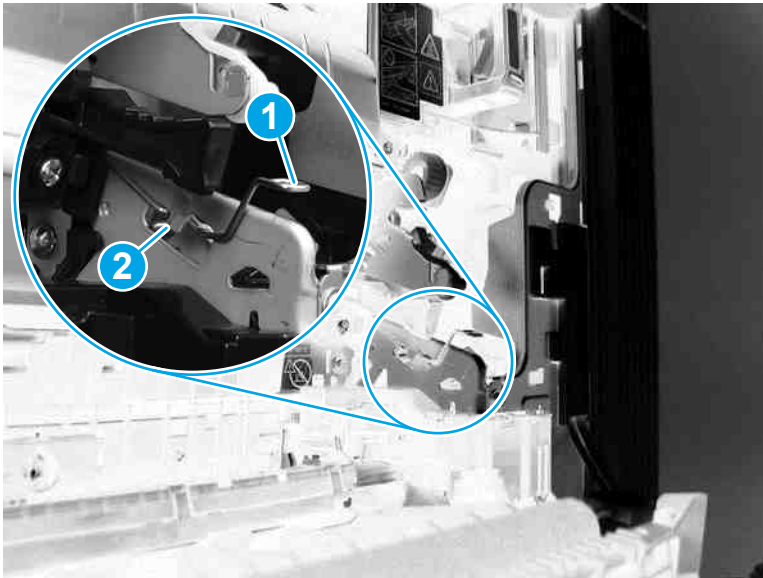
Figure 1-126 Install the ITB

7. Remove the right-side ITB spring from the holder.

Figure 1-127 Remove the spring from the holder

8. Fasten the right-side ITB spring (callout 1) under the tab (callout 2).

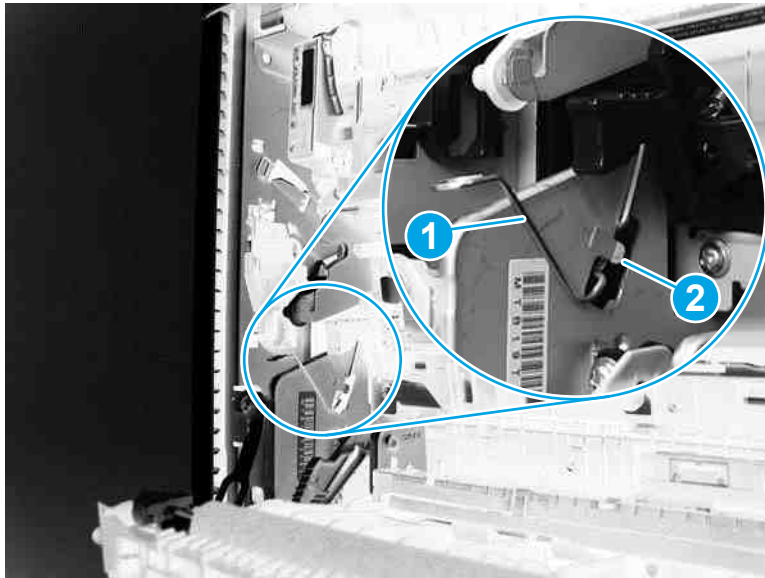**Figure 1-128** Fasten the rear-side ITB spring

9. Remove the left-side ITB spring from the holder.

Figure 1-129 Remove the spring from the holder

10. Fasten the left-side ITB spring (callout 1) under the tab (callout 2).

Figure 1-130 Fasten the front-side ITB spring

11. Push in the blue lever to engage the ITB drive coupling.

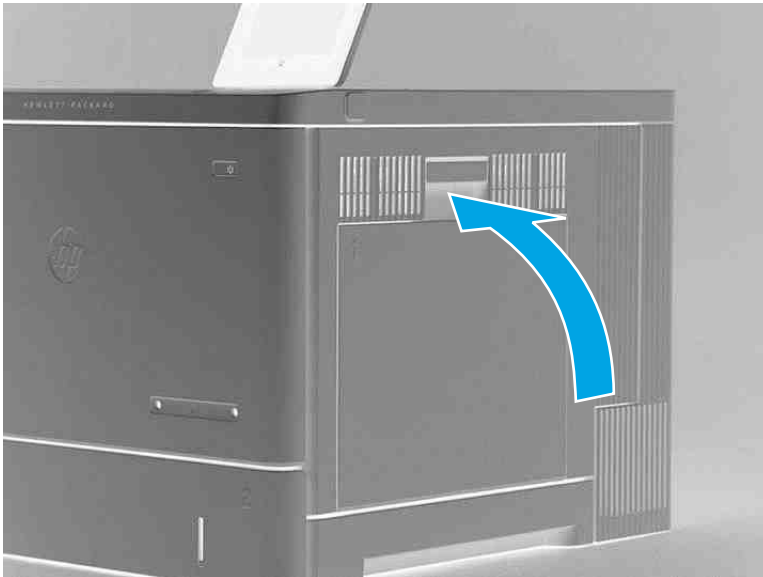📝 **IMPORTANT:** If the ITB drive coupling is not fully engaged, the right door will not properly close.

Figure 1-131 Engage the ITB drive coupling

12. Close the right door.

🔆 **TIP:** The right door should close easily if the ITB assembly is correctly installed.

Figure 1-132 Close the right door

Removal and replacement: Secondary transfer roller

Introduction

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

Before performing service

Turn the printer power off

◦ Disconnect the power cable.

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

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

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

Required tools

No special tools are required to install this part.

After performing service

Make sure that the right door is fully closed after replacing the secondary transfer roller and ITB.
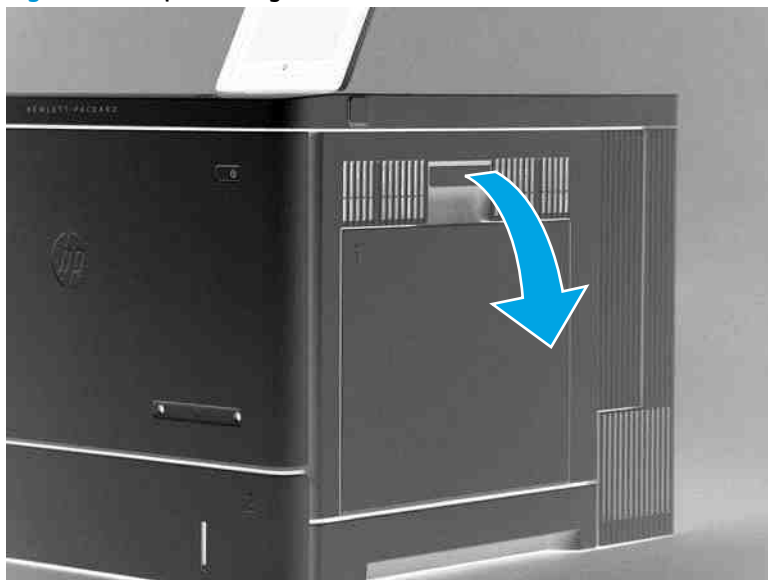
Turn the printer power on

◦ Connect the power cable.

◦ Use the power switch to turn the power on.

Post service test

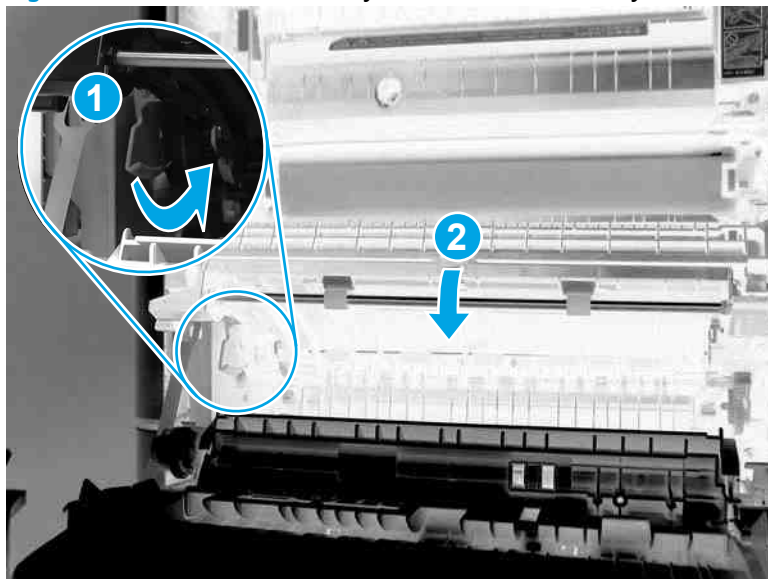## Step 1: Remove the transfer roller

1. Open the right door.

Figure 1-58 Open the right door

2. Push in on the blue lever (callout 1) to release the secondary transfer roller assembly, and then lower the assembly (callout 2) to the service position.
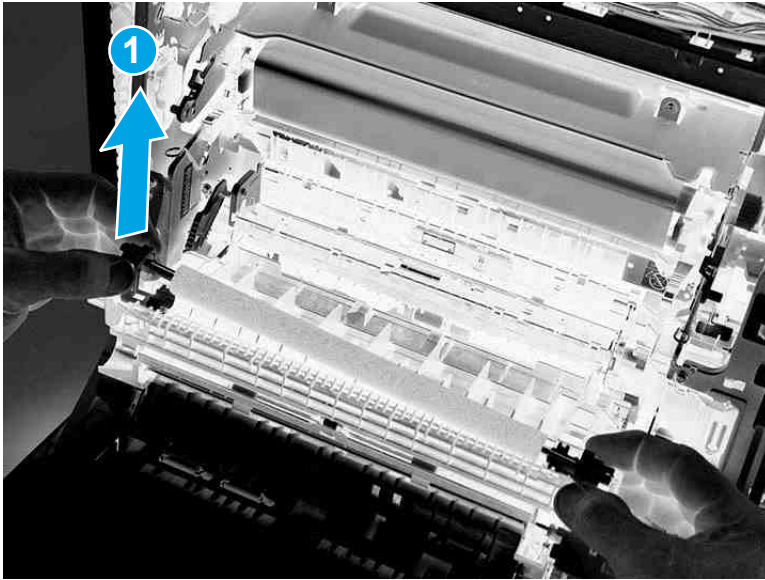
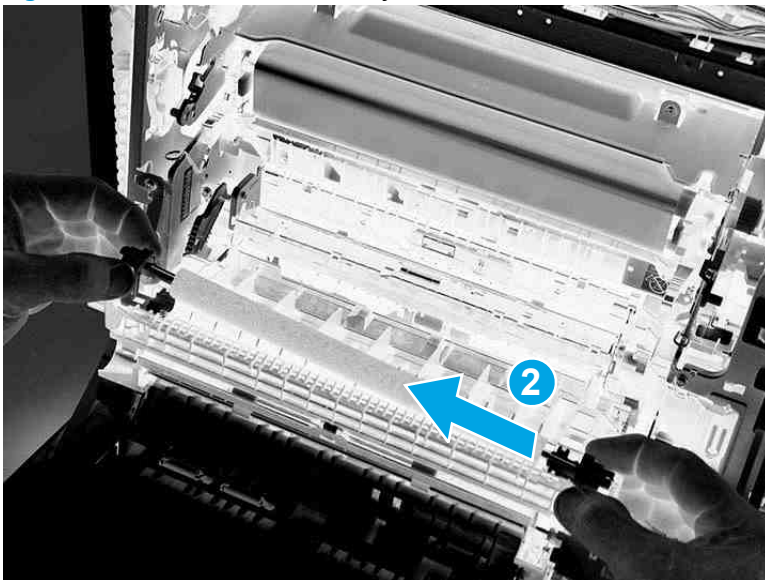Figure 1-59 Lower the secondary transfer roller assembly

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

Figure 1-60 Release the secondary transfer roller clip

4. Slide the right end roller collar (callout 2) to the left to remove the transfer roller.

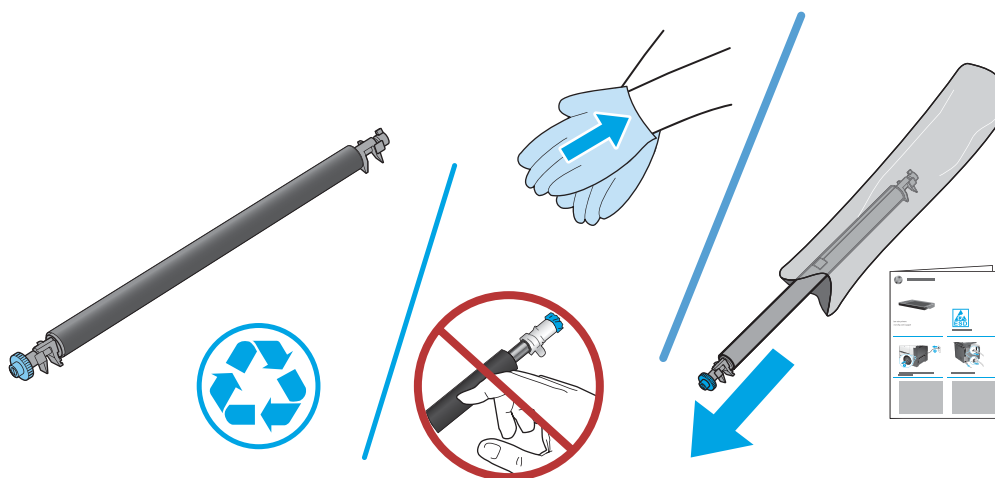**Figure 1-61** Remove the secondary transfer roller

Step 2: Unpack the replacement secondary transfer roller assembly

Unpack the replacement assembly from the packaging.

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

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

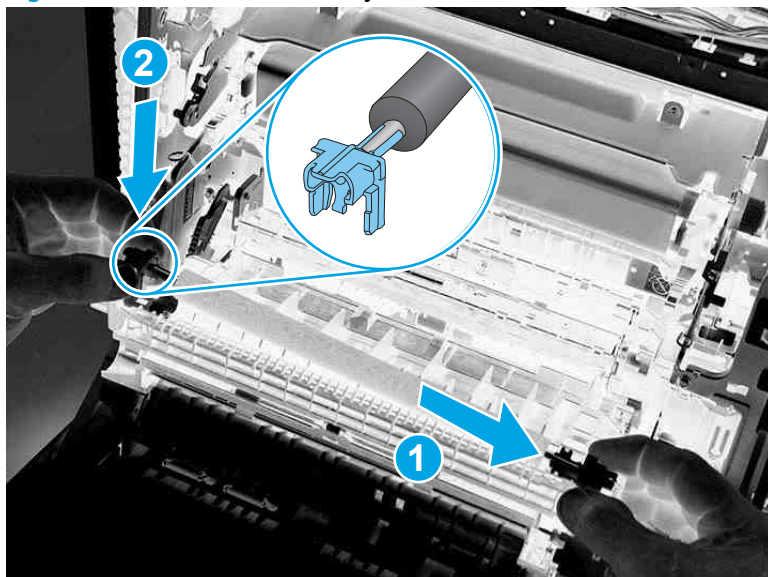📝 **NOTE:**   HP recommends responsible disposal of the defective assembly.

Step 3: Install the secondary transfer roller

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

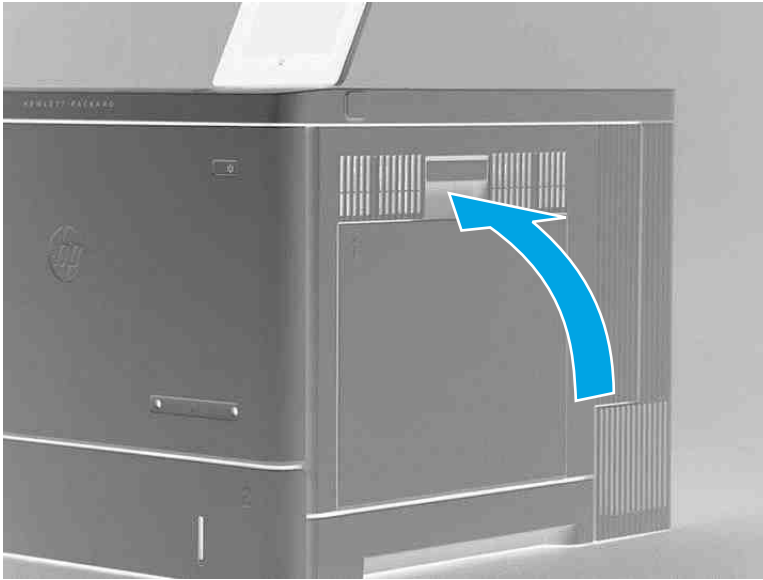   📝 **IMPORTANT:** Make sure that both ends of the roller assembly are fully seated in the holders.

Figure 1-62 Install the secondary transfer roller

2. Close the right door.

Close the right door

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

Introduction

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

Before performing service

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

Turn the printer power off

○ Disconnect the power cable.

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

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

Tray 2 – X pickup, feed, and separation rollers kit part number	
B5L24-67904	Tray 2 – X pickup and feed rollers with instruction guide

Required tools

No special tools are required to install this part.

After performing service

Make sure that Tray 2 or Tray 3 cassette is fully closed after replacing the rollers.

Turn the printer power on

○ Connect the power cable.

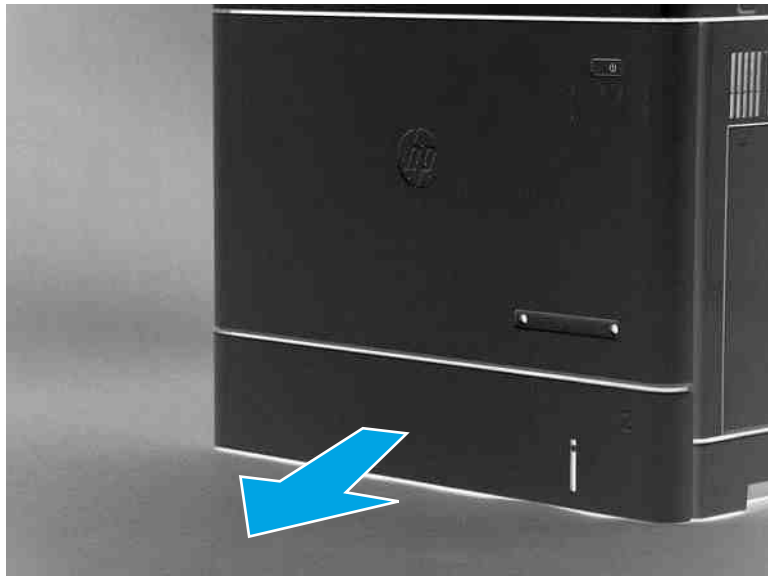○ Use the power switch to turn the power on.

Post service test

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

> **NOTE:** The procedure in this section shows Tray 2 in the figures. However, this procedure is also correct for Tray 3, Tray 4, or Tray 5.
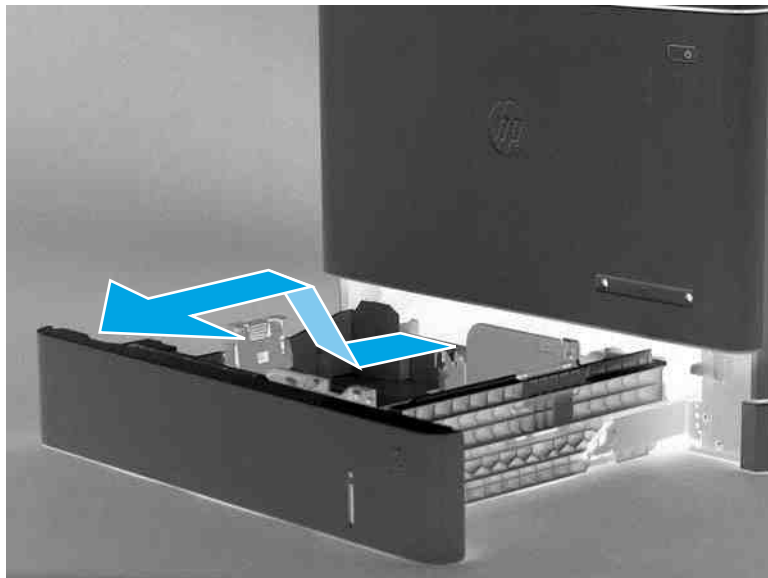
1. Pull the tray out until it stops.
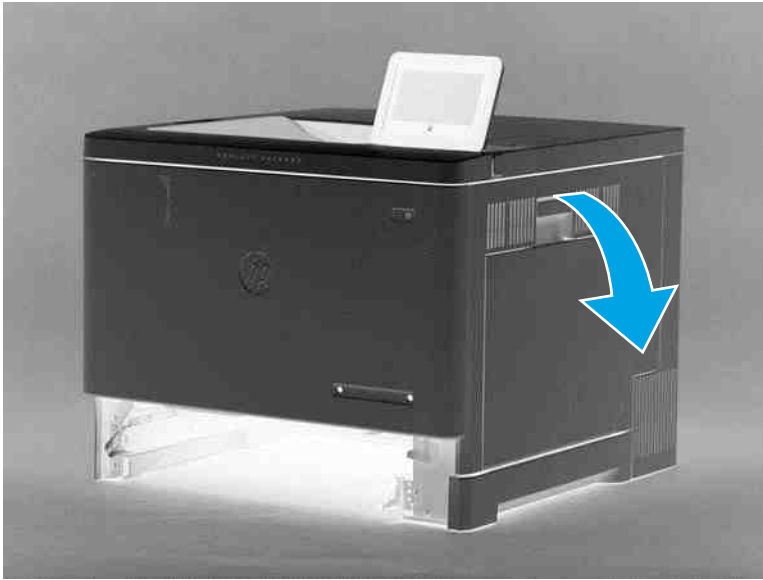
   Figure 1-88 Pull the tray out

2. Lift the front of the tray, and then pull it out of the printer to remove it.
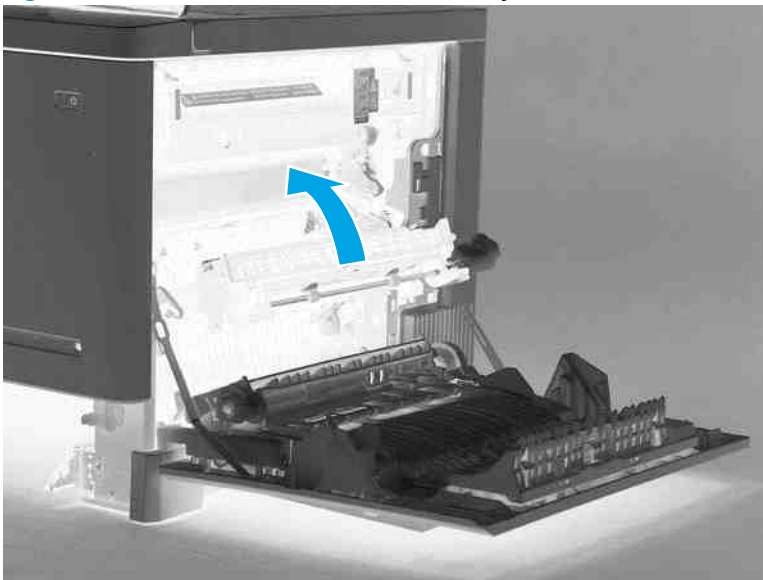
   Figure 1-89 Remove the tray

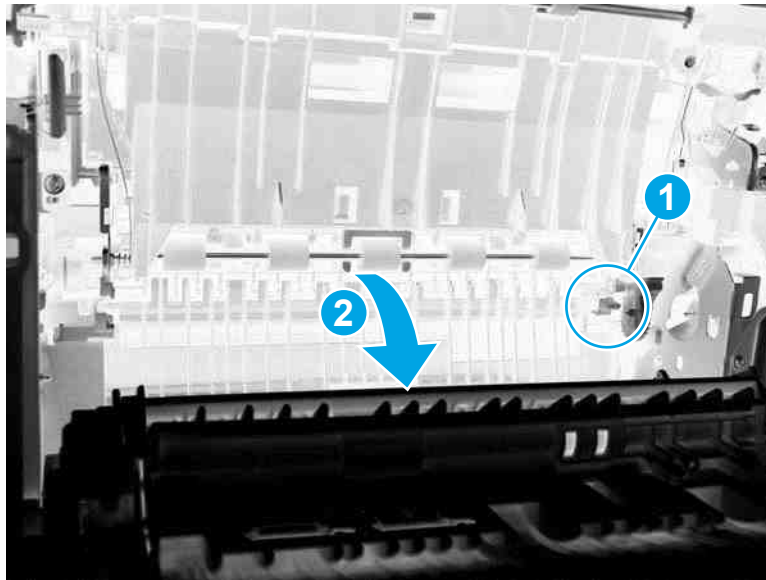**3.** Open the right door.

Open the right door

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

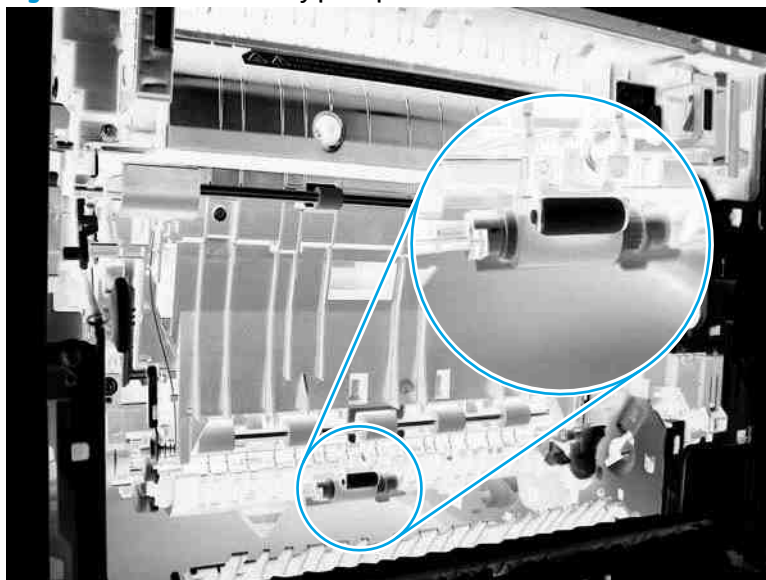**Figure 1-91** Raise the transfer roller assembly

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

Figure 1-92 Lower the paper guide
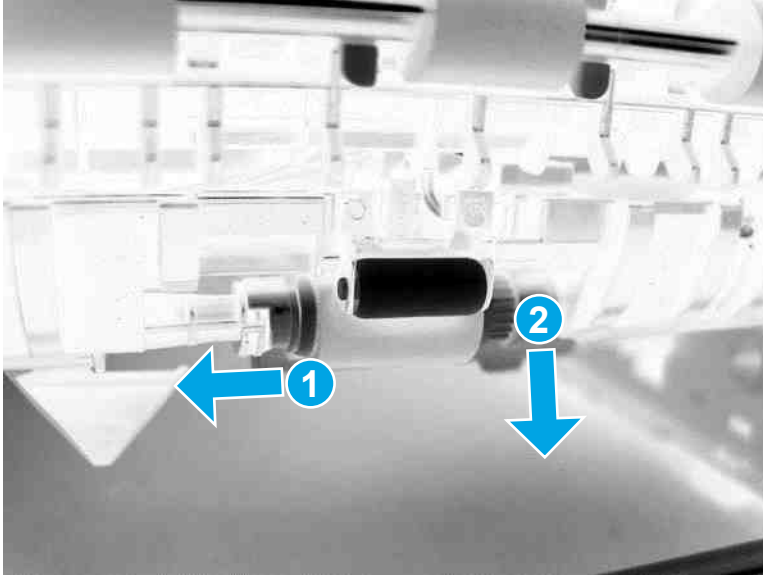

6. Locate the tray pickup roller assembly.

Figure 1-93 Locate the tray pickup roller

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

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

    Figure 1-94 Slide the assembly to the left
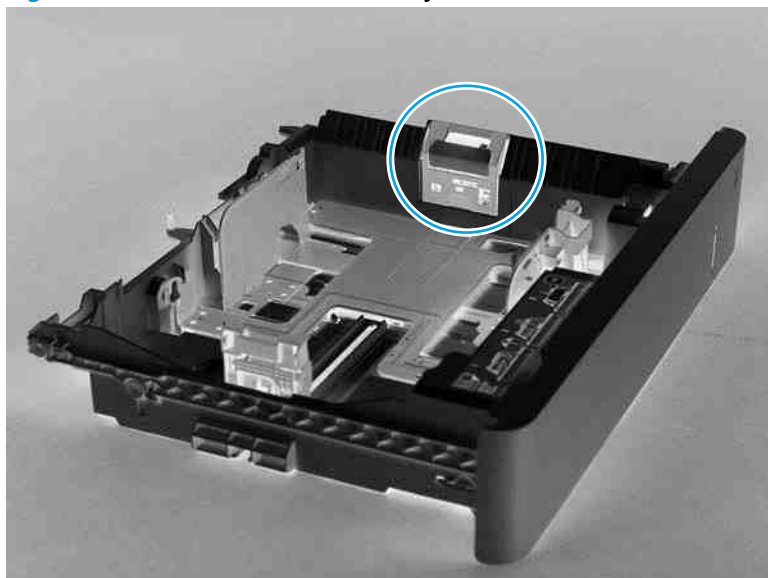

8. Remove the roller assembly.

    Figure 1-95 Remove the roller assembly

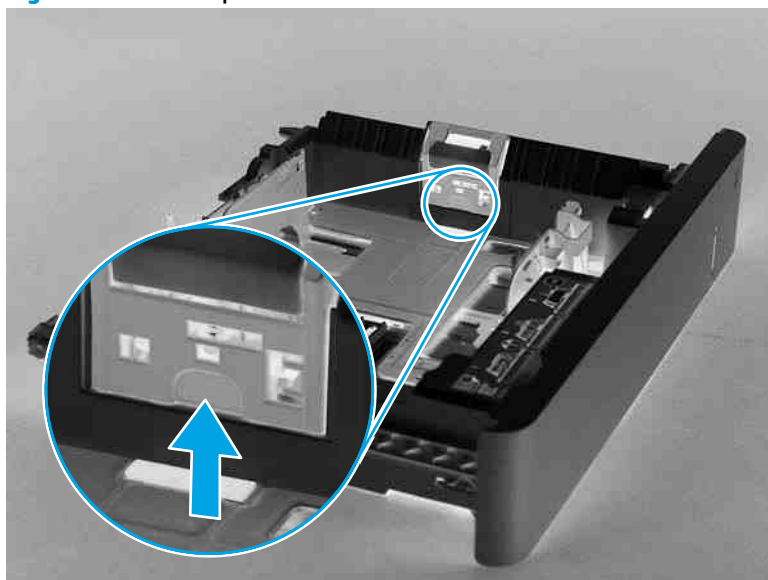### Step 2: Remove the Tray 2-X separation roller

1. Locate the tray separation roller.
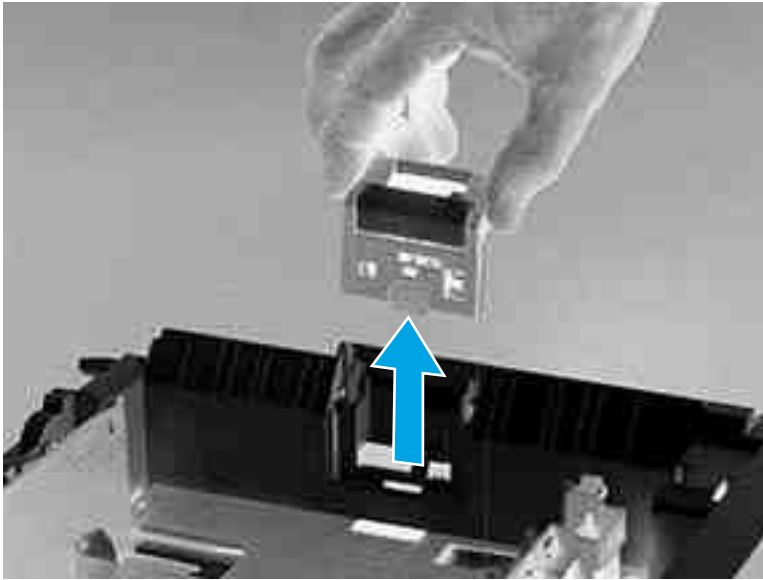
Figure 1-96 Locate the roller assembly

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

Figure 1-97 Push up on the blue label

3. Slide the roller assembly straight up to remove it.
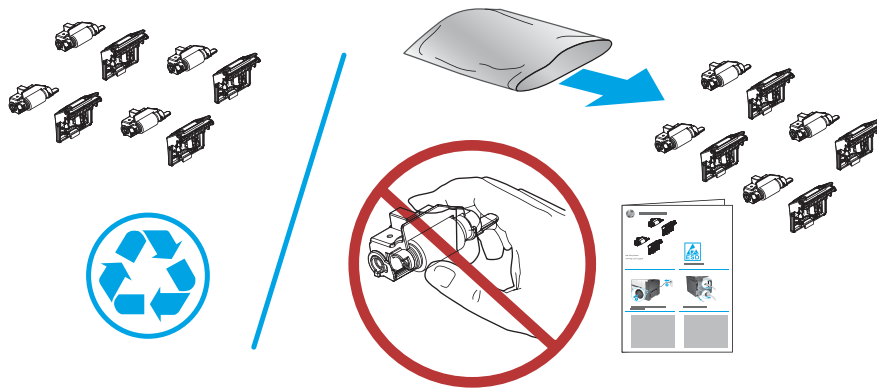
Figure 1-98 Remove the roller assembly

Step 3: Unpack the replacement rollers

Unpack the replacement assemblies from the packaging.

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

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

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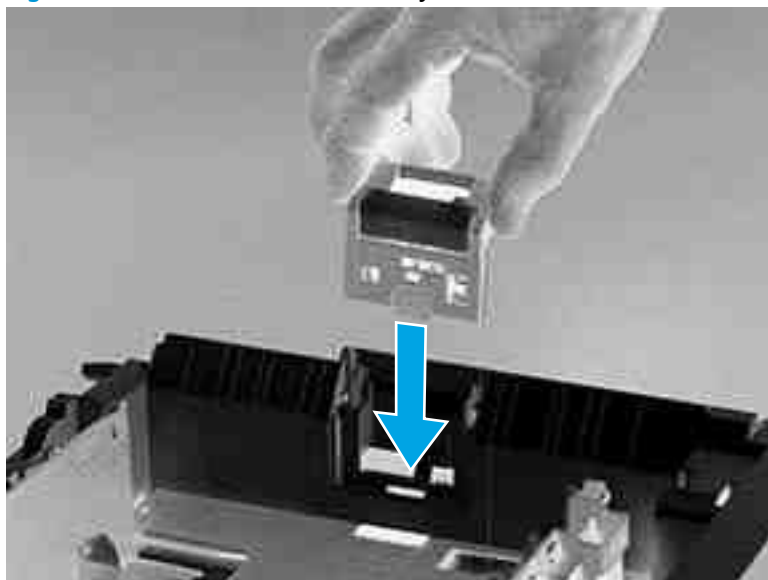

Step 4: Install the Tray 2-X separation roller

1. Slide the roller assembly straight into the tray to install it.
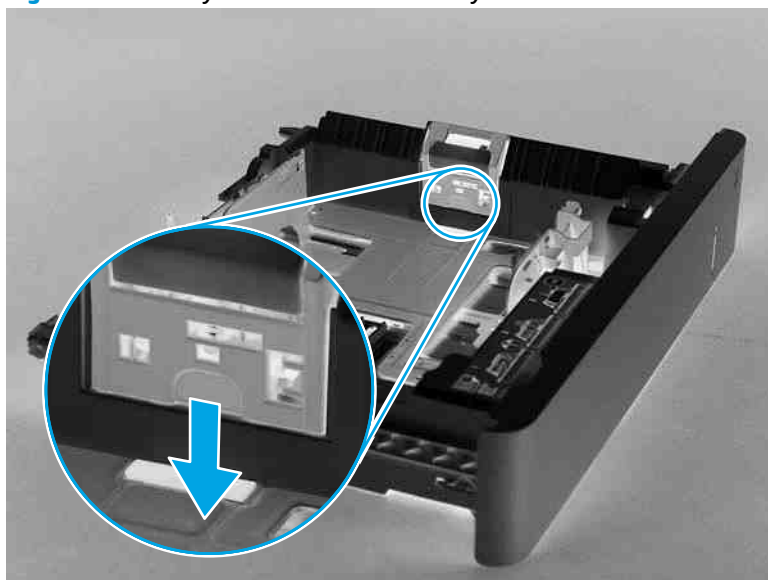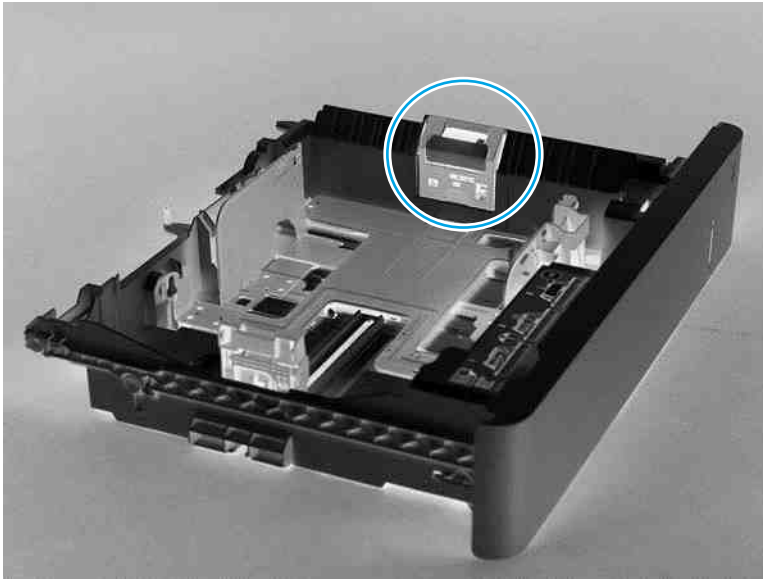
Figure 1-99 Install the roller assembly

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

Figure 1-100 Fully seat the roller assembly

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

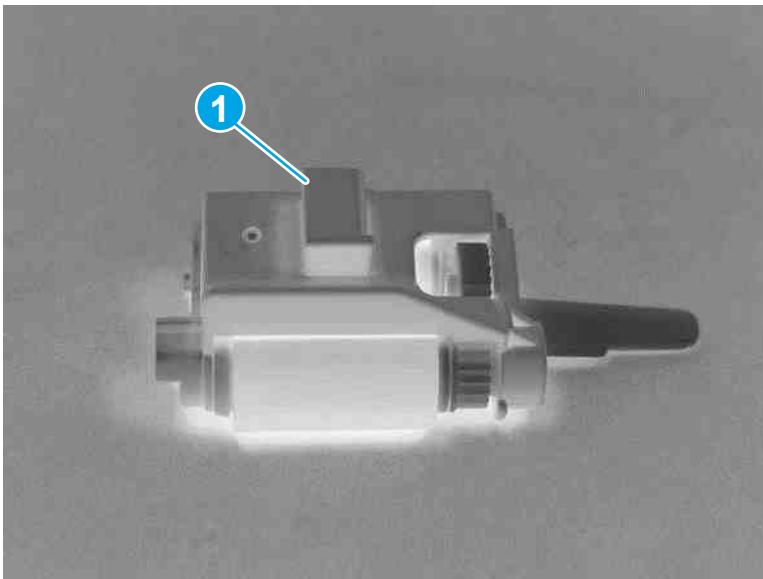**Figure 1-101** Check the installation

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

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

IMPORTANT: When correctly installed, a black-plastic protrusion in the printer fits into this tab to hold the roller in the upright position.
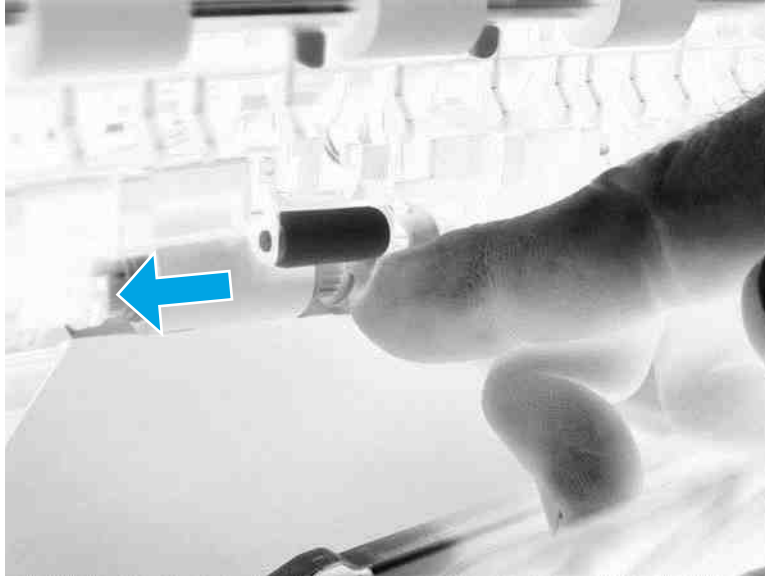
Figure 1-102 Note of the mounting tab

2. Position the roller assembly in the printer with the spring loaded shaft compressed.
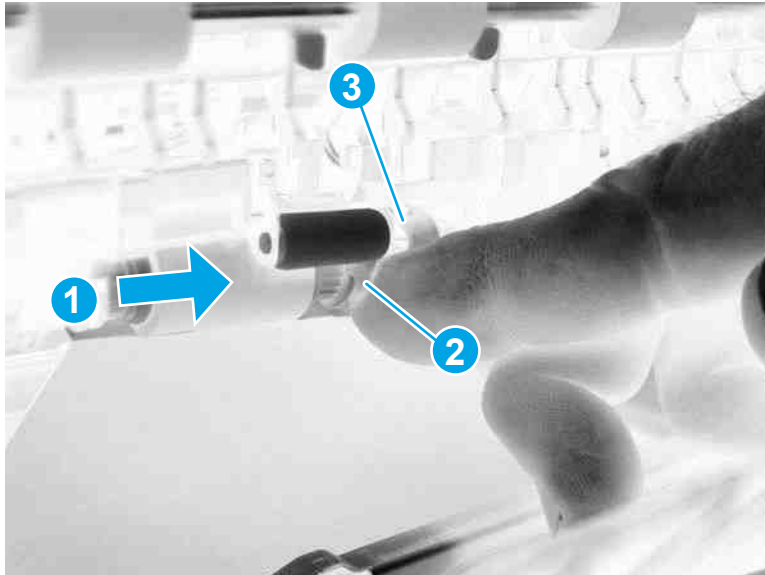
☼ **TIP:** It might be easier to access the roller through the tray cavity, while viewing it through the right door opening.

Figure 1-103 Position the roller assembly in the printer

3. Carefully release the spring loaded shaft (callout 1) with the roller in place. The collar (callout 2) on the assembly fits over the bushing (callout 3) in the printer.
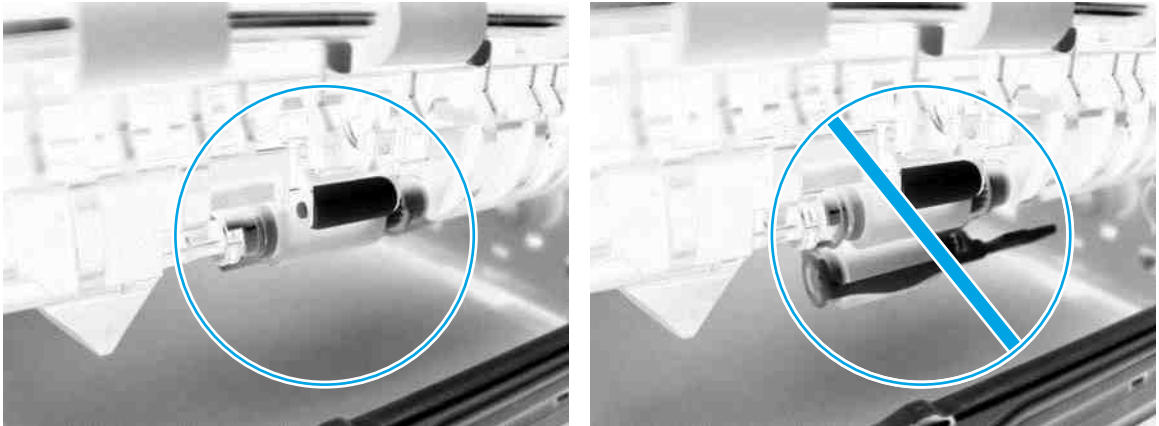
Figure 1-104 Release the spring loaded shaft

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

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

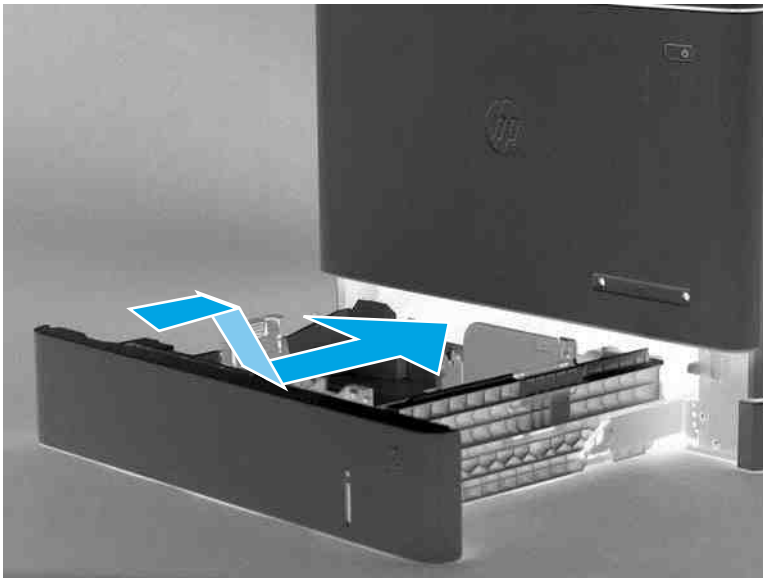**Figure 1-105** Verify the roller installation

5. Close the right door.

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

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

Figure 1-106 Install the tray

6. Close the tray.

Figure 1-107 Close the tray