

Document feeder pickup roller assembly

⚠ CAUTION: Skin oils on the roller can cause paper pickup problems. Wash your hands before handling the assembly.

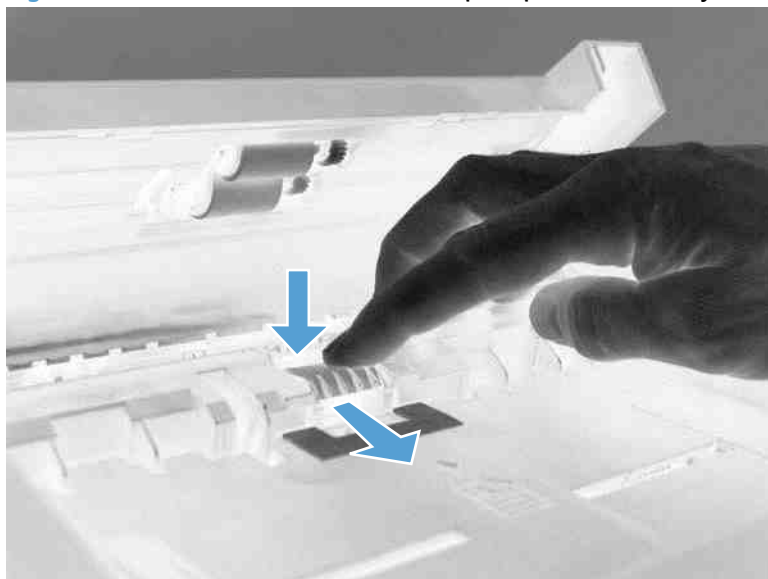
1. Open the jam-access cover.

Figure 1-8 Open the jam-access cover




2. Locate the separation pad at the end of the document feeder input tray, press down on the pad, and then slide the pad toward the input tray to remove it from the assembly.

Figure 1-9 Remove the document feeder pickup roller assembly




Fuser

 **NOTE:** The fuser can be removed without removing the scanner assembly and the upper-cover assembly. However, it might be easier to access some of the connectors with these components removed.

Before proceeding, remove the following components:

- Right cover. See [Right cover on page 25](#).
- Scanner assembly. See [Scanner assembly on page 17](#).
- Rear-upper cover. See [Rear-upper cover on page 28](#).
- Rear door. See [Rear door on page 30](#).
- Rear-lower cover. See [Rear-lower cover and rear-door links on page 32](#).
- Upper-cover assembly. See [Upper-cover assembly on page 42](#).
- Left cover. See [Left cover on page 45](#).

Remove the fuser

 **WARNING!** The fuser might be very hot. After turning off the product power, allow the fuser to cool for at least 5 minutes before removing it.

1. Remove three screws (callout 1) and separate the duplex-reverse drive assembly from the product.


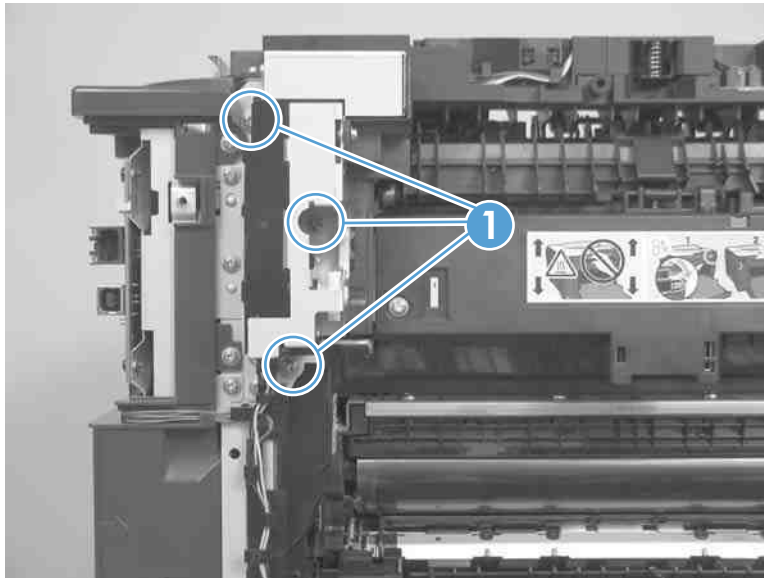
 **CAUTION:** The duplex-reverse drive assembly is still attached to the product. Carefully set the assembly out of the way.

Figure 1-118 Remove the fuser (1 of 8)



2. Disconnect two connectors (callout 1), and then release the wire harnesses from the guide (callout 2).


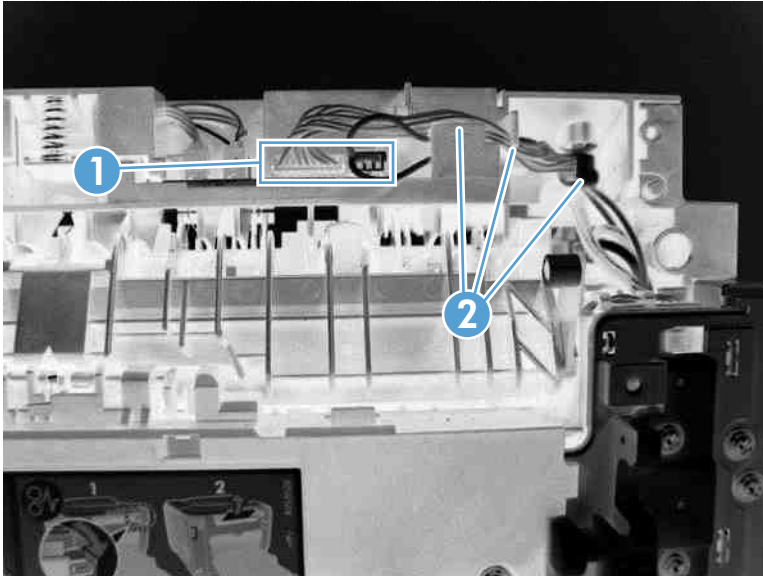
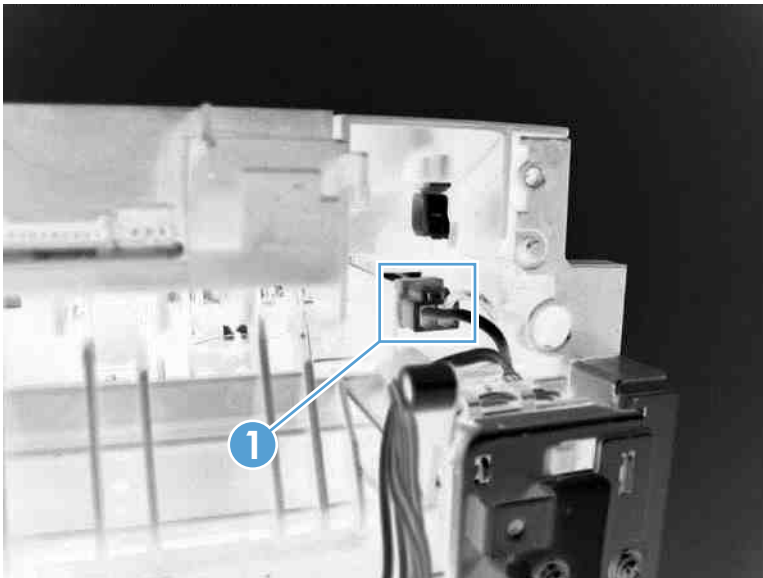
 **Reinstallation tip** When the upper cover is reinstalled, make sure that these wire harnesses (near the connectors) are correctly routed under the cover.

Figure 1-119 Remove the fuser (2 of 8)



3. Disconnect one connector (callout 1).

Figure 1-120 Remove the fuser (3 of 8)



4. In the following step, the connector and guide will be separated from the fuser. You **must not** use too much force and damage the lower portion of the guide. If the guide is damaged, the fuser must be replaced.

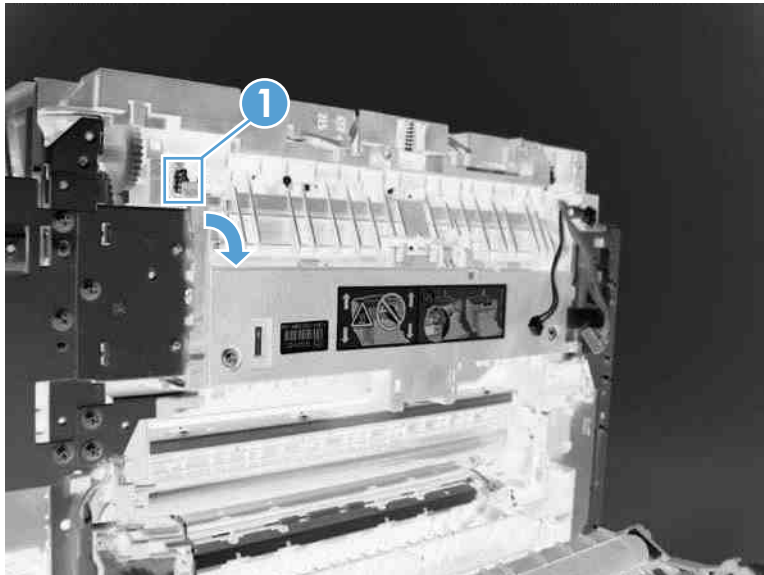
Figure 1-121 Remove the fuser (4 of 8)



5. Carefully disconnect one connector (callout 1) and then rotate the connector and the top portion of the guide away from the fuser.

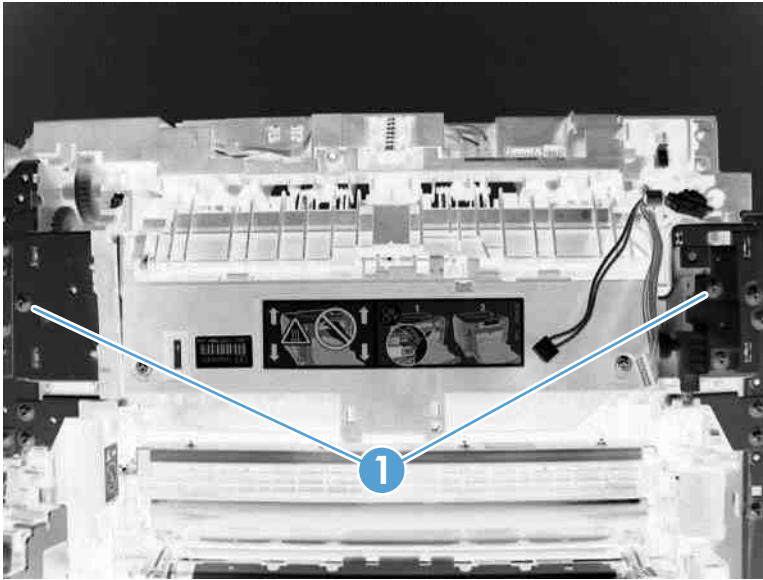
CAUTION: Do not separate the connector and guide more than is shown in [Figure 1-121 Remove the fuser \(4 of 8\) on page 89](#). If the guide is damaged, you must replace the fuser. Do not damage the connector.

Figure 1-122 Remove the fuser (5 of 8)



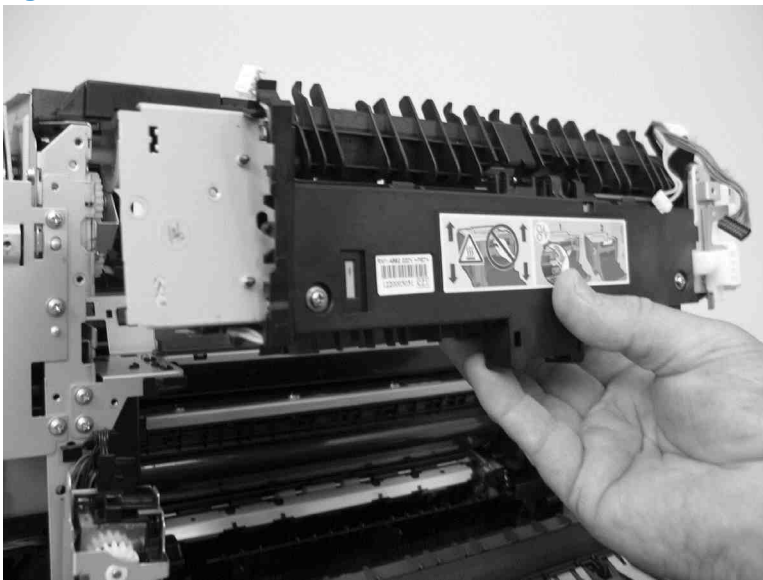
6. Remove two screws (callout 1).

Figure 1-123 Remove the fuser (6 of 8)



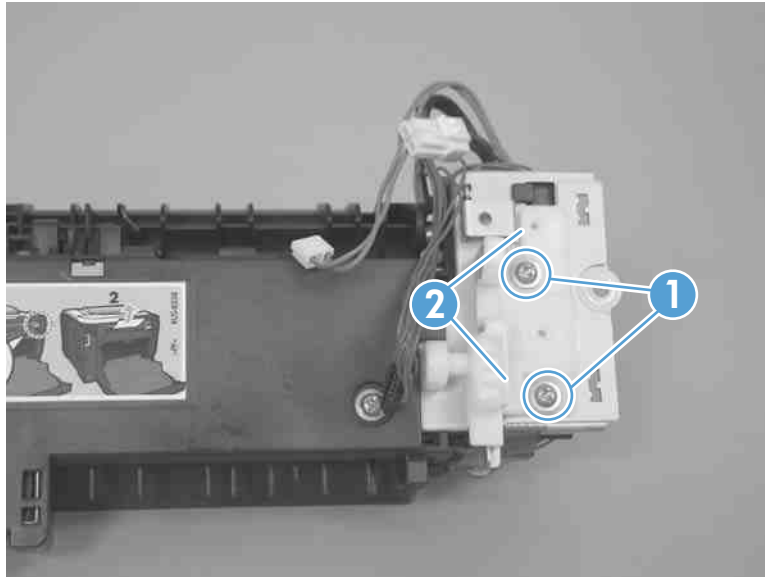
7. Remove the fuser.

Figure 1-124 Remove the fuser (7 of 8)



8. Remove two screws (callout 1) and remove the duplex-gear assembly (callout 2). Install the assembly on the replacement fuser.

Figure 1-125 Remove the fuser (8 of 8)

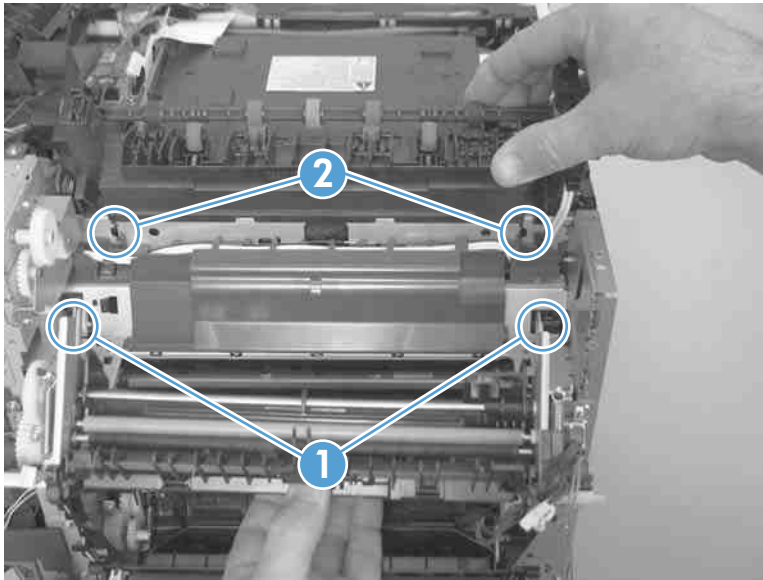


Reinstall the fuser

To reinstall you must insert the tabs (callout 1) on the fuser frame into the slots on the product chassis (callout 2).

CAUTION: The fuser frame must be flush with the product chassis before you install the two fuser mounting screws. **Do not** use the screws to pull the fuser frame against the chassis.

Figure 1-126 Reinstall the fuser

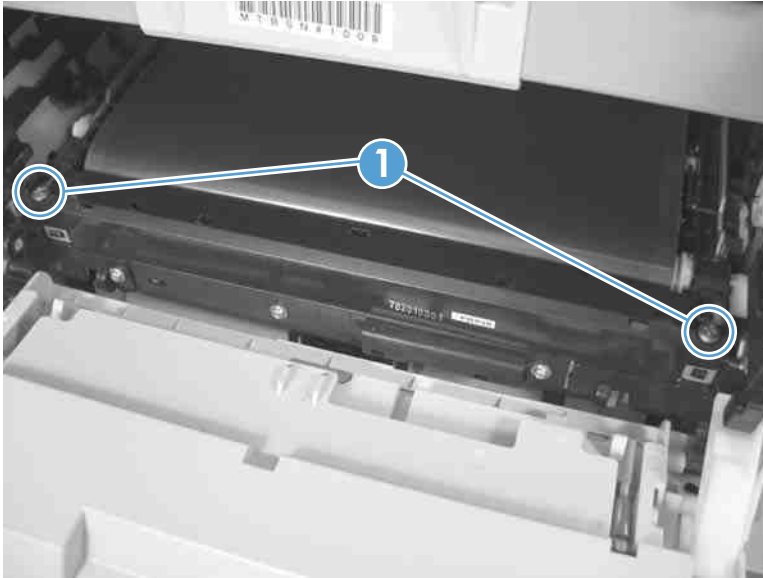


Internal assemblies

Intermediate transfer belt (ITB)

1. Remove the print-cartridge drawer. See [Print-cartridge drawer on page 22](#).
2. Open the front door, and then remove two screws (callout 1).

Figure 1-71 Remove the ITB (1 of 6)



3. Carefully rotate the color-misregistration sensor away from the ITB.

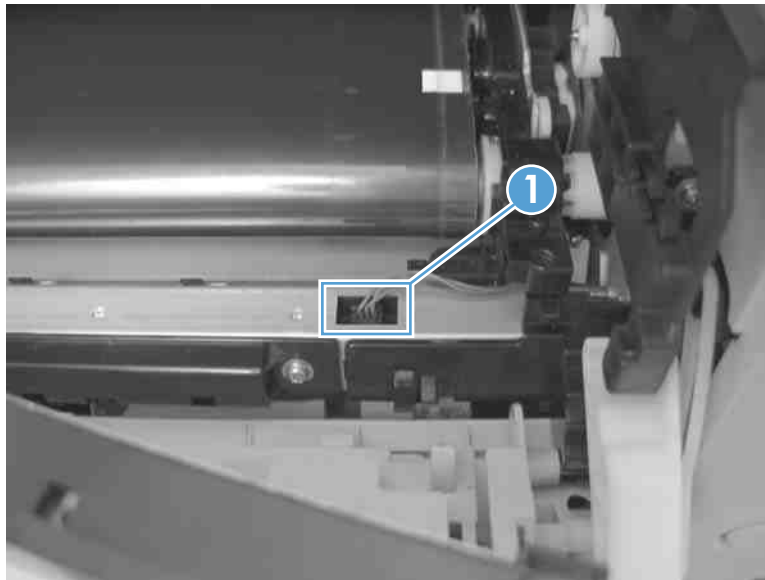
CAUTION: The sensor is still attached to the product and cannot be completely removed.

Figure 1-72 Remove the ITB (2 of 6)



4. Disconnect one connector (callout 1).

Figure 1-73 Remove the ITB (3 of 6)



5. Carefully lift up on the front of the ITB to release it.

CAUTION: Wear gloves when handling the ITB, and avoid touching the black plastic transfer belt. Skin oils on the belt might cause print-quality problems. Lift the ITB as shown below, by using the hard-plastic edges of the ITB.

Figure 1-74 Remove the ITB (4 of 6)

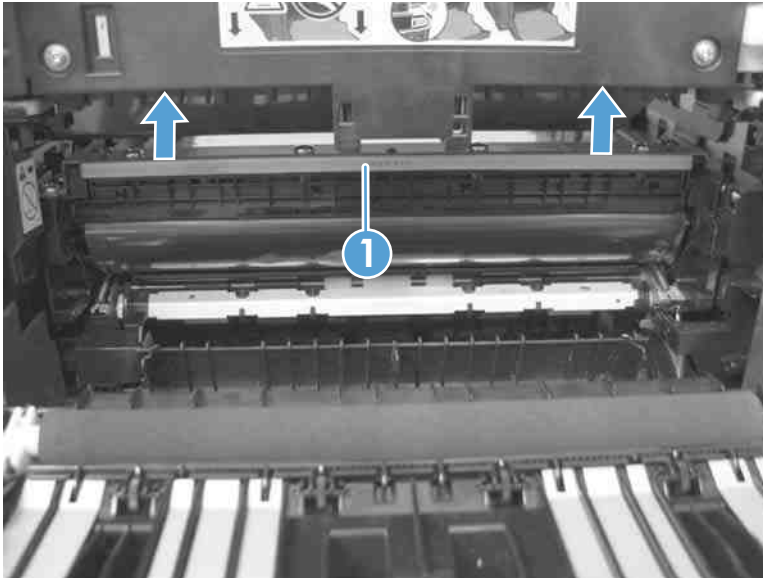


6. Open the rear door, and carefully lift up on the sheet-metal portion (callout 1) of the ITB to release it.

CAUTION: Avoid touching the black plastic transfer belt. Skin oils on the belt might cause print-quality problems.

NOTE: You might need to reach in through the front door and support the front portion of the ITB to keep it from falling back into place as you perform this step.

Figure 1-75 Remove the ITB (5 of 6)



7. Carefully pull the ITB straight out of the product to remove it.

CAUTION: Wear gloves when handling the ITB, and avoid touching the black plastic transfer belt. Skin oils on the belt might cause print-quality problems. Handle the ITB as shown below.

Figure 1-76 Remove the ITB (6 of 6)



Reinstall the ITB

Use this procedure to reinstall the ITB and then verify that the ITB is correctly reinstalled.

1. Press the ITB back on the springs to fully seat it into position. To seat the ITB correctly, push in the spring-loaded gear on the engine side.
2. Use the control panel to print the diagnostics pages.
3. Verify that rows **one** through **four**, columns **A** through **I** (callout 1) contain hexadecimal numbers.

If these rows and columns are all zero, ensure that the calibration sensor was correctly reinstalled. The sensor must be correctly positioned and fit securely against the chassis before the mounting screws are installed. See 1 and 2.

Figure 1-77 Diagnostic page

Diagnostic page

HP Color LaserJet MFP M428dn

Diagnosics Page

Color Calibration

Print Test Page (M428dn) (1/1/2012)
12:00:00 AM (M428dn) (1/1/2012)

Print Durability


Print Test Page (M428dn) (1/1/2012)
12:00:00 AM (M428dn) (1/1/2012)

Parameters

Parameter	Value	Unit	Min	Max	Default	Min	Max	Default
1	0	0	0	0	0	0	0	0
2	0	0	0	0	0	0	0	0
3	0	0	0	0	0	0	0	0
4	0	0	0	0	0	0	0	0
5	0	0	0	0	0	0	0	0
6	0	0	0	0	0	0	0	0
7	0	0	0	0	0	0	0	0
8	0	0	0	0	0	0	0	0
9	0	0	0	0	0	0	0	0
10	0	0	0	0	0	0	0	0
11	0	0	0	0	0	0	0	0
12	0	0	0	0	0	0	0	0
13	0	0	0	0	0	0	0	0
14	0	0	0	0	0	0	0	0
15	0	0	0	0	0	0	0	0
16	0	0	0	0	0	0	0	0
17	0	0	0	0	0	0	0	0
18	0	0	0	0	0	0	0	0
19	0	0	0	0	0	0	0	0
20	0	0	0	0	0	0	0	0
21	0	0	0	0	0	0	0	0
22	0	0	0	0	0	0	0	0
23	0	0	0	0	0	0	0	0
24	0	0	0	0	0	0	0	0
25	0	0	0	0	0	0	0	0
26	0	0	0	0	0	0	0	0
27	0	0	0	0	0	0	0	0
28	0	0	0	0	0	0	0	0
29	0	0	0	0	0	0	0	0
30	0	0	0	0	0	0	0	0
31	0	0	0	0	0	0	0	0
32	0	0	0	0	0	0	0	0
33	0	0	0	0	0	0	0	0
34	0	0	0	0	0	0	0	0
35	0	0	0	0	0	0	0	0
36	0	0	0	0	0	0	0	0
37	0	0	0	0	0	0	0	0
38	0	0	0	0	0	0	0	0
39	0	0	0	0	0	0	0	0
40	0	0	0	0	0	0	0	0
41	0	0	0	0	0	0	0	0
42	0	0	0	0	0	0	0	0
43	0	0	0	0	0	0	0	0
44	0	0	0	0	0	0	0	0
45	0	0	0	0	0	0	0	0
46	0	0	0	0	0	0	0	0
47	0	0	0	0	0	0	0	0
48	0	0	0	0	0	0	0	0
49	0	0	0	0	0	0	0	0
50	0	0	0	0	0	0	0	0
51	0	0	0	0	0	0	0	0
52	0	0	0	0	0	0	0	0
53	0	0	0	0	0	0	0	0
54	0	0	0	0	0	0	0	0
55	0	0	0	0	0	0	0	0
56	0	0	0	0	0	0	0	0
57	0	0	0	0	0	0	0	0
58	0	0	0	0	0	0	0	0
59	0	0	0	0	0	0	0	0
60	0	0	0	0	0	0	0	0
61	0	0	0	0	0	0	0	0
62	0	0	0	0	0	0	0	0
63	0	0	0	0	0	0	0	0

Pickup roller (Tray 2 or Tray 3)

The roller must be rotated into the service position to remove it.

 **CAUTION:** Avoid touching the spongy roller surface unless you are going to replace the roller. Skin oils on the roller can cause paper pickup problems.

1. Turn the product on, and wait for it to reach the Ready state. Perform the following steps to rotate the roller to the service position.



NOTE: If you have removed [Tray 2](#) to service the product, reinstall the tray before turning the power on.



TIP: The following steps rotate the engine pickup roller *and* the [Tray 1](#) pickup roller into the service position.

- a. Open the 2ndary service menu. See [Accessing the 2ndary service menu on page 4](#)
- b. Scroll down, then touch the [Pick Roller](#) item.

Touch the [OK](#) button to confirm that you want the roller to rotate.
- c. Listen for the roller to rotate. When the roller is done rotating, unplug the power cable and then place the power button in the off position.



CAUTION: It is important to place the power button in the off position **after** unplugging the power cable so that the product power does not come on immediately when the power cable is plugged in again.

- d. Remove [Tray 2](#).
- e. Perform the remaining steps in this procedure to remove the roller. After replacing the roller, plug the power cable into the product, and then use the power button to turn the power on.

2. Carefully raise the front of the product.

⚠ WARNING! Do not place the product face-up resting on the rear cover and rear door unless you have removed all toner cartridges. Excess toner might enter the laser/scanner assembly and contaminate the mirrors, causing print-quality problems. The laser/scanner is not a FRU. If the laser/scanner mirrors are contaminated, the entire product must be replaced.

⚠ CAUTION: The document feeder and scanner cover are not captive and can open suddenly when the product is placed front-side face up. Always support the document feeder and scanner cover before placing the product front-side face up.

Do not lift the product grasping the front door and **Tray 2** cavity.

📝 NOTE: The roller is located inside the tray cavity.

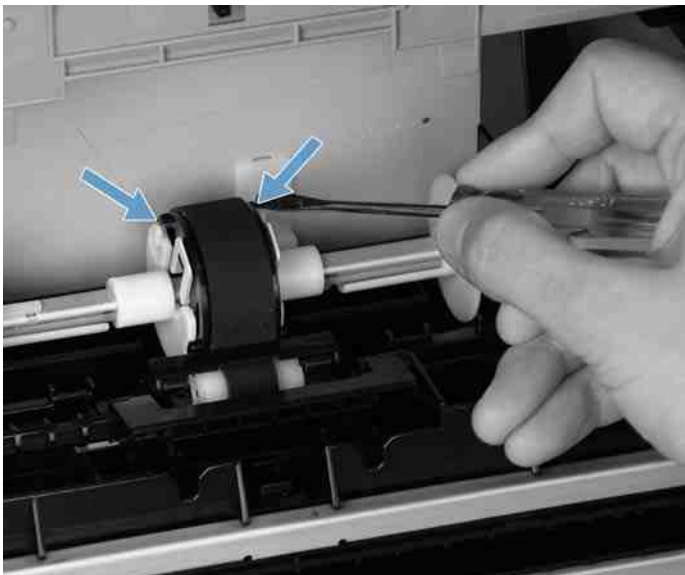
Figure 1-2 Raise the front of the product



3. Use a precision slotted (flat head) screwdriver to release two locking tabs and remove the pickup roller.

⚠ CAUTION: Do not touch the spongy roller surface unless you are going to replace the roller. Skin oils on the roller can cause paper pickup problems.

Figure 1-3 Remove the pickup roller



Pickup roller and separation pad (Tray 1)

The roller must be rotated into the service position to remove it.

CAUTION: Avoid touching the spongy roller surface unless you are going to replace the roller. Skin oils on the roller can cause paper pickup problems.

NOTE: Always replace the separation pad when replacing the pickup roller.

1. Turn the product on, and wait for it to reach the Ready state. Perform the following steps to rotate the roller to the service position.

NOTE: If you have removed [Tray 2](#) to service the product, reinstall the tray before turning the power on.

TIP: The following steps rotate the engine pickup roller *and* the [Tray 1](#) pickup roller into the service position.

- a. Open the 2ndary service menu. See [Accessing the 2ndary service menu on page 4](#)

- b. Use the arrow buttons to select **Pick Roller**, and then press the **OK** button.

Touch the **OK** button again to confirm that you want the roller to rotate.

- c. Listen for the roller to rotate. When the roller is done rotating, unplug the power cable.

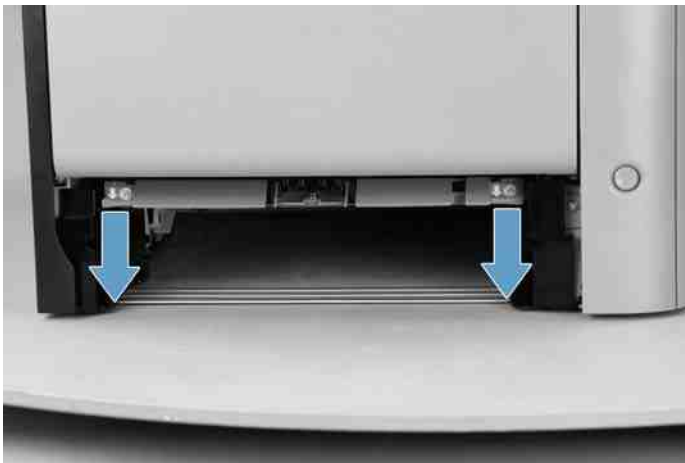
NOTE: Failure to unplug the product at this point will result in the roller being in the incorrect position for the repair procedure.

- d. Remove [Tray 2](#).

- e. Perform the remaining steps in this procedure to remove the roller. After replacing the roller, plug the power cable into the product, and then use the power button to turn the power on.

2. Lower the Tray 1 paper pickup assembly by pushing down on the edges of the assembly.

Figure 1-10 Remove the Tray 1 pickup roller (1 of 3)



3. Carefully raise the front of the product.

⚠ WARNING! Do not place the product face-up resting on the rear cover and rear door. Excess toner might enter the laser/scanner assembly and contaminate the mirrors, causing print-quality problems. The laser/scanner is not a FRU. If the laser/scanner mirrors are contaminated, the entire product must be replaced.

⚠ CAUTION: The document feeder and scanner cover are not captive and can open suddenly when the product is placed front-side face up. Always support the document feeder and scanner cover before placing the product front-side face up.

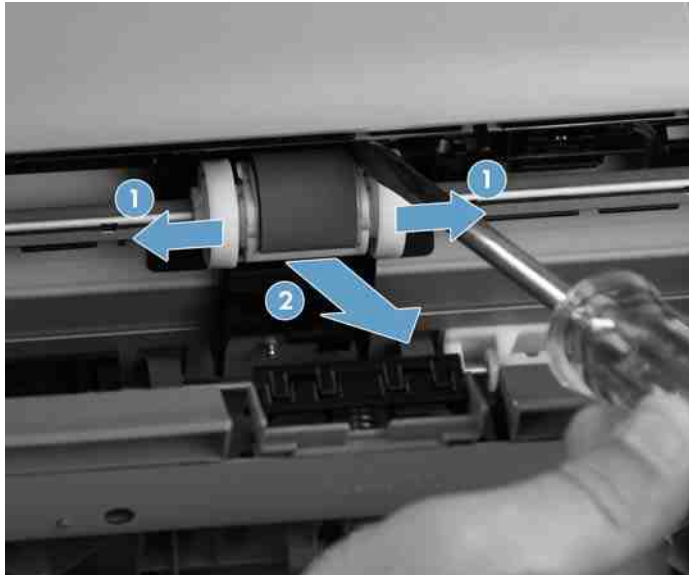
CAUTION: Do not lift the product grasping the front door and Tray 2 cavity.

Figure 1-11 Raise the front of the product



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

Figure 1-12 Remove the Tray 1 pickup roller (3 of 3)



5. Release the retainer tabs, and then remove the separation pad from the base.


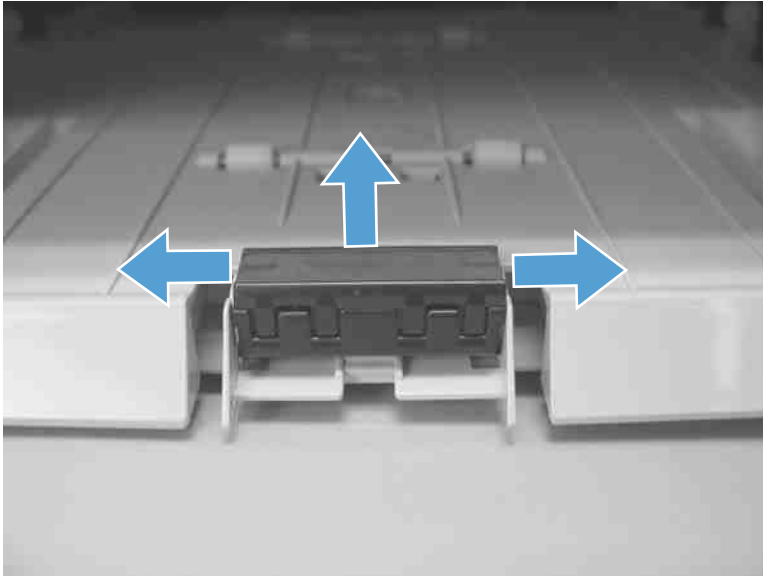
 **NOTE:** The separation pad base can easily be dislodged when the pad is removed. If the base is dislodged, do not loose the spring under the base (it is not captive).

Figure 1-13 Remove the Tray 1 separation pad



Separation roller (Trays 2 or 3)

⚠ CAUTION: Avoid touching the spongy roller surface unless you are going to replace the roller. Skin oils on the roller can cause paper pickup problems.

1. Remove Tray 2 (if installed), and then carefully raise the front of the product.

⚠ WARNING! Do not place the product face-up resting on the rear cover and rear door. Excess toner might enter the laser/scanner assembly and contaminate the mirrors, causing print-quality problems. The laser/scanner is not a FRU. If the laser/scanner mirrors are contaminated, the entire product must be replaced.

⚠ CAUTION: Do not lift the product grasping the front door and Tray 2 cavity.

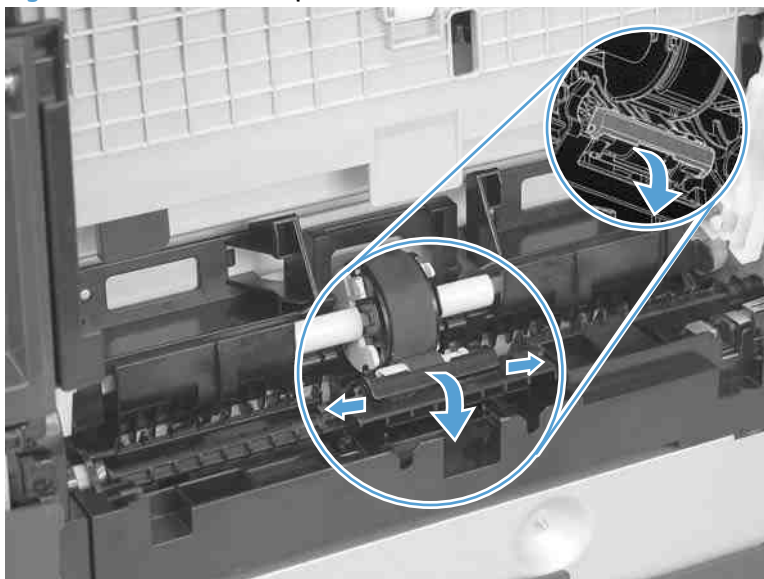
📝 NOTE: The roller is located inside the tray cavity.

Figure 1-4 Remove the pickup roller (1 of 3)



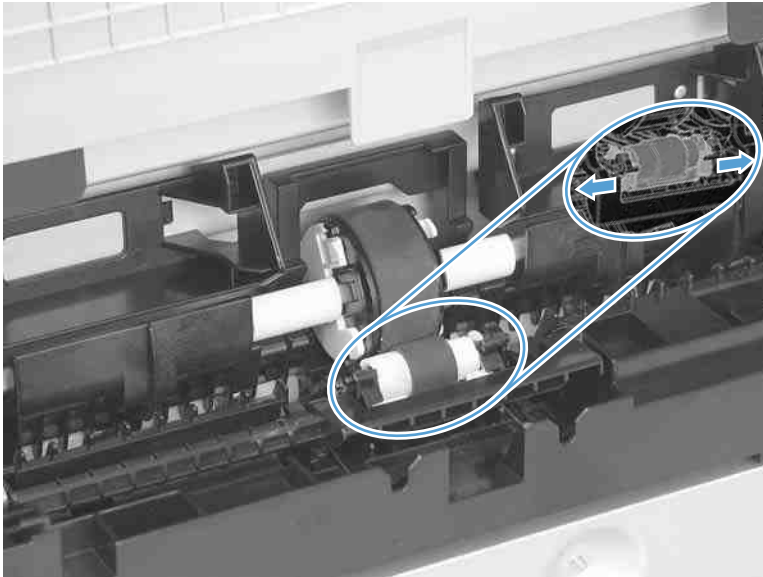
2. Shift the cover to one side and pull it over the shaft, then slide the cover the other way to slide it off the shaft and remove it.

Figure 1-5 Remove the separation roller (2 of 3)



3. Wedge a small precision slotted (flat head) screwdriver under the left side of the roller holder to release and remove the separation roller.

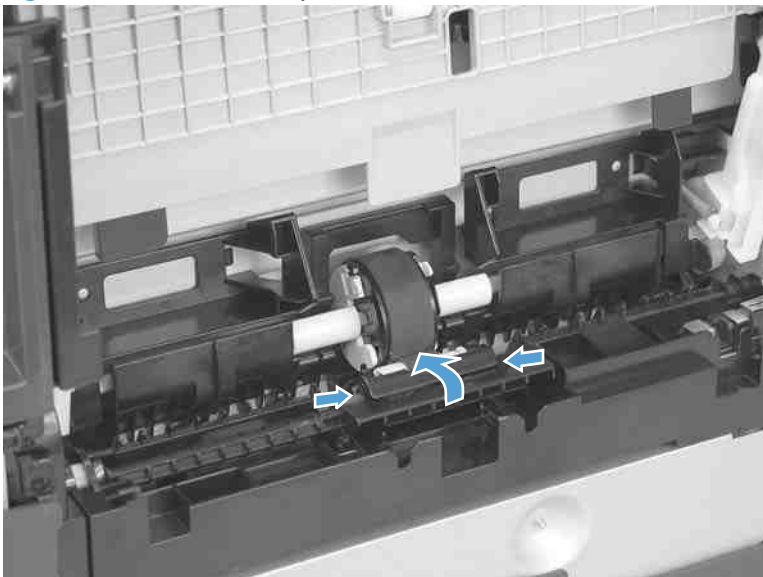
Figure 1-6 Remove the separation roller (3 of 3)



Reinstall the separation roller

1. Install the replacement separation roller.
2. Reinstall the separation roller cover on the locking pins, and then rotate it toward the roller until you hear it snap into place.

Figure 1-7 Reinstall the separation roller



Removal and replacement procedures

Rollers and pads

Transfer roller

The transfer roller is a component of the paper-feed assembly and not available as an individual FRU. To remove and replace the transfer roller, install a replacement paper-feed guide assembly. See [Paper-feed guide assembly on page 29](#).