

Fuser

Before proceeding, remove the following components:

- Right cover. See [Right cover on page 21](#).
- Rear-upper cover (duplex products). See [Rear-upper cover \(duplex product\) on page 24](#).
- Rear door (simplex products). See [Rear door \(simplex product\) on page 26](#).
- Rear door (duplex products). See [Rear door \(duplex product\) on page 28](#).
- Upper-cover assembly. See [Upper-cover assembly on page 41](#).
- Left cover. See [Left cover on page 44](#).
- Rear cover (simplex products). See [Rear cover and feed guide \(simplex product\) on page 30](#).
- Rear-lower cover (duplex products). See [Rear-lower cover and rear-door links \(duplex product\) on page 34](#).

Remove the fuser

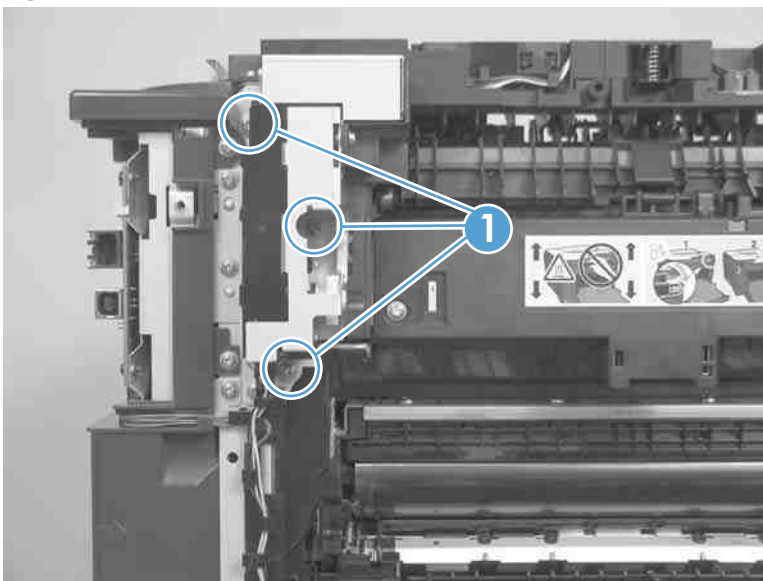
⚠ WARNING! The fuser might be hot. After turning off the product power, allow the fuser to cool for at least five minutes before removing it.

📝 NOTE: The fuser can be removed without removing the upper-cover assembly. However, it might be easier to access some of the connectors with this component removed.

1. **Duplex models only:** 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 1-133 Remove the fuser (1 of 8)



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


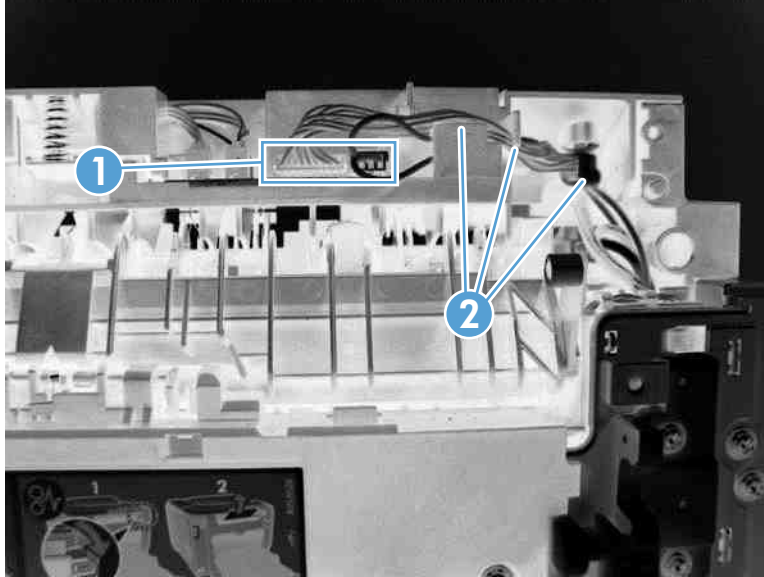
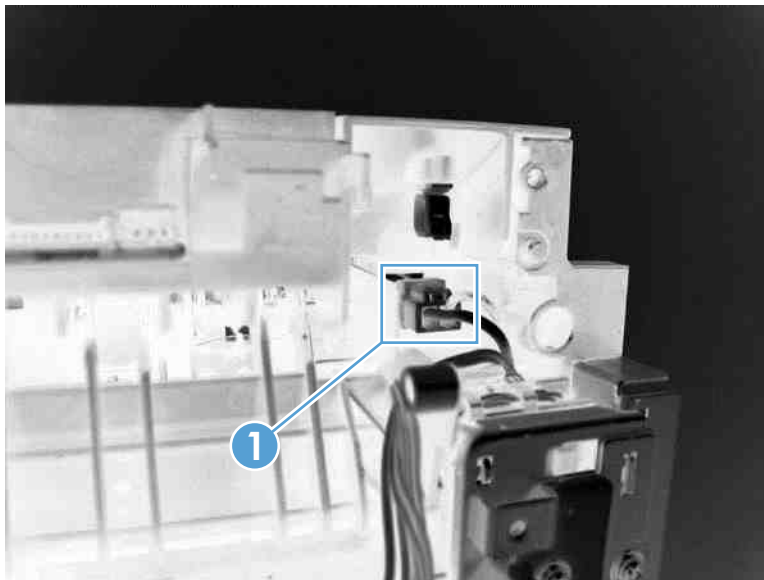
 **Reinstallation tip** When the upper cover is reinstalled, make sure that these wire harnesses (near the connectors) are correctly routed under the cover.

Figure 1-134 Remove the fuser (2 of 8)



3. Disconnect one connector (callout 1).

Figure 1-135 Remove the fuser (3 of 8)



4. *Before you proceed*, look at [Figure 1-136 Remove the fuser \(4 of 8\) on page 94](#). 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.

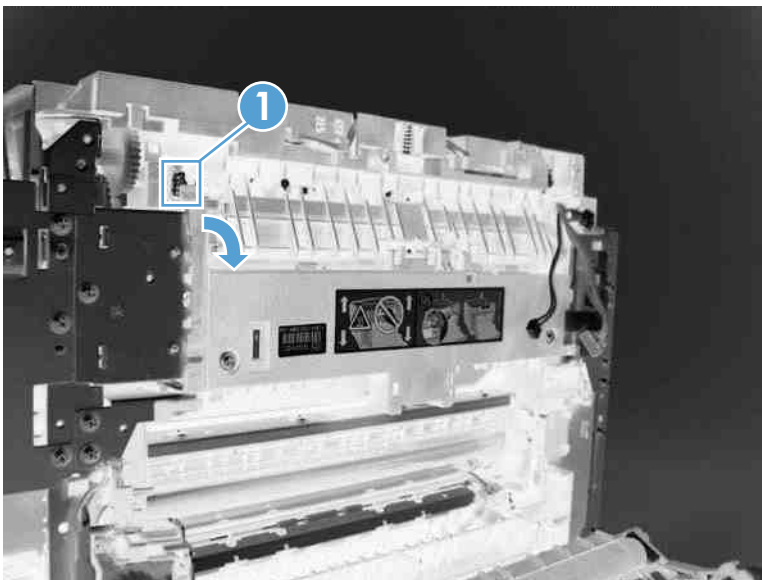
Figure 1-136 Remove the fuser (4 of 8)



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

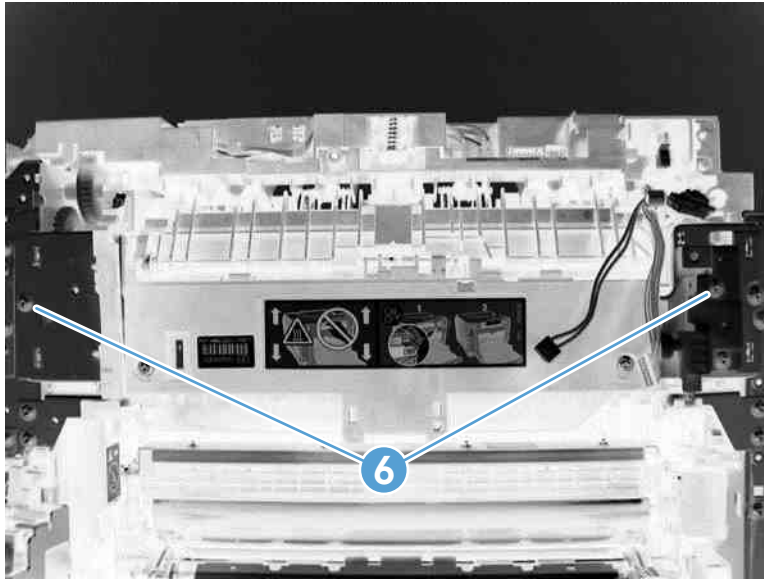
⚠ WARNING! Do not separate the connector and guide more than is shown in [Figure 1-136 Remove the fuser \(4 of 8\) on page 94](#). If the guide is damaged, you must replace the fuser.

Figure 1-137 Remove the fuser (5 of 8)



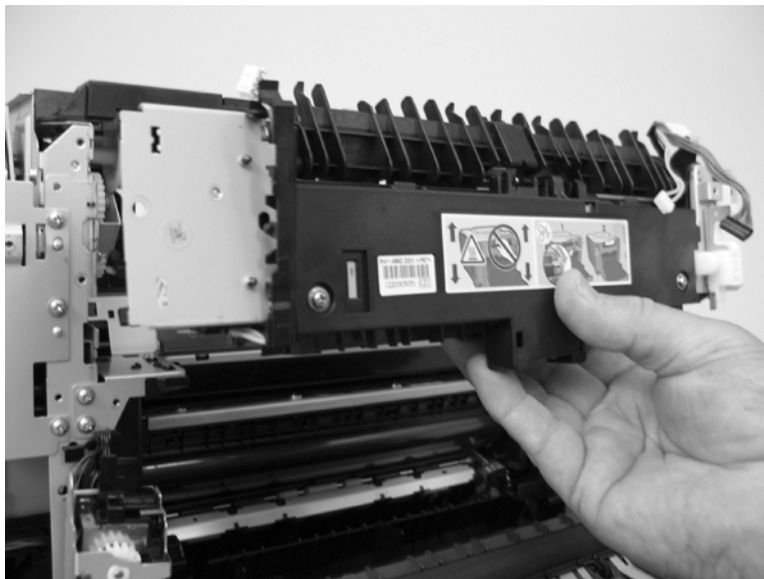
6. Remove two screws (callout 6).

Figure 1-138 Remove the fuser (6 of 8)



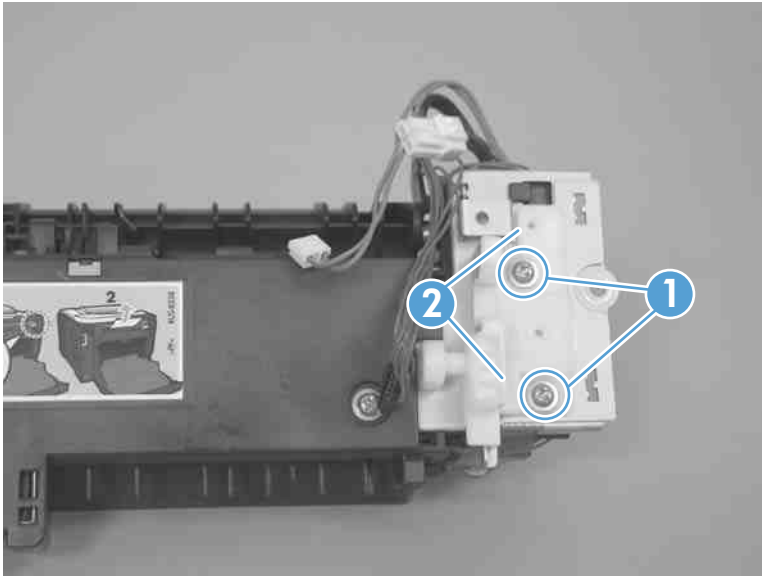
7. Remove the fuser.

Figure 1-139 Remove the fuser (7 of 8)



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

Figure 1-140 Remove the fuser (8 of 8)

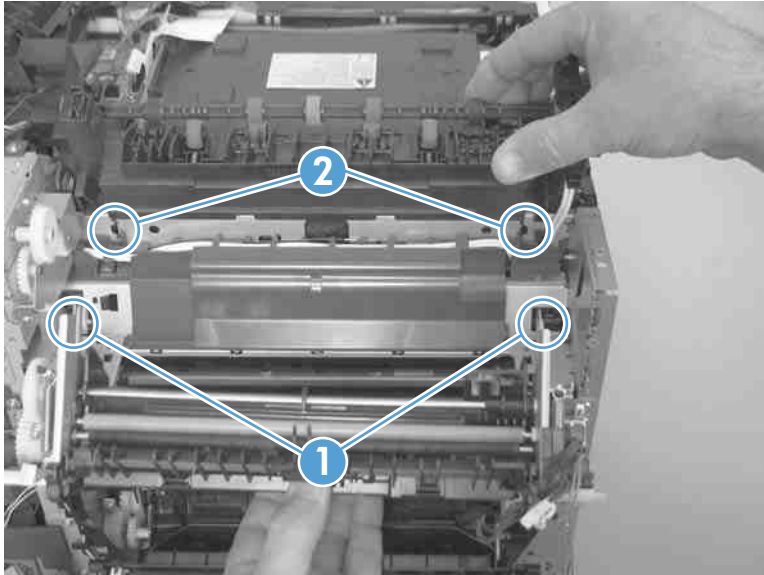


Reinstall the fuser

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

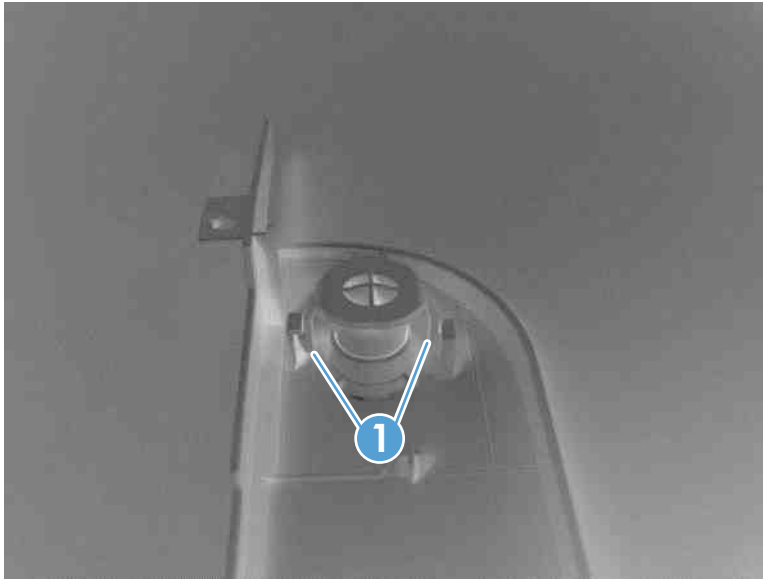
⚠ WARNING! The fuser frame must be flush against the product chassis before you install the two fuser mounting screws. **Do not** use the screws to pull the fuser frame against the chassis.

Figure 1-141 Reinstall the fuser




2. Release two tabs (callout 1), and then remove the power button.

Figure 1-66 Remove the right-front cover and power button (2 of 2)



Paper-feed guide assembly

 **NOTE:** A simplex model is shown below. Duplex and simplex models use the same paper-feed guide assembly, and the removal and replacement processes are identical.

1. Remove one screw (callout 1).


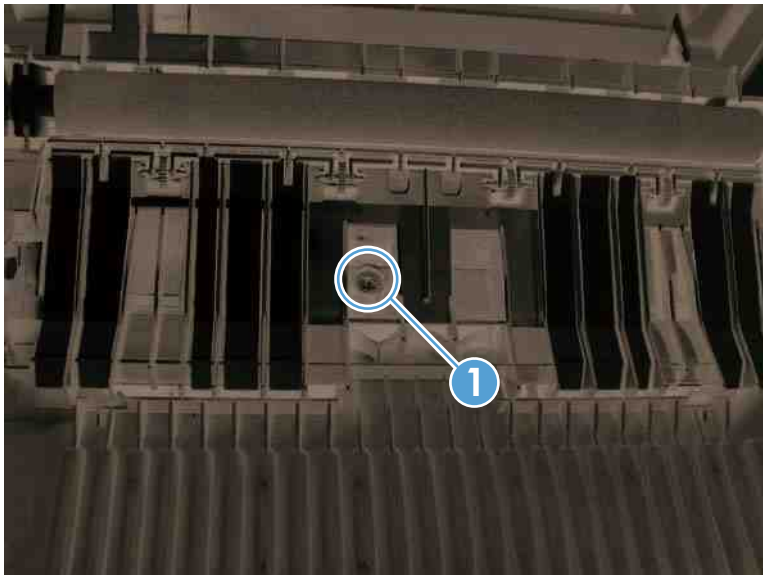
 **CAUTION:** The bushing on this screw is not captive. Do not lose the bushing when the screw is removed.

Figure 1-67 Remove the feed assembly (1 of 2)



2. Remove the feed assembly.

CAUTION: Do not touch the black sponge portion of the roller. Skin oils on the roller can cause print-quality problems.


Reinstallation tip When the feed assembly is correctly reinstalled, the assembly can move in relation to the door. It should not be secured firmly to the door.

Figure 1-68 Remove the feed assembly (2 of 2)





Replace the pickup roller

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 product on.

 **TIP:** The following steps rotate the engine paper-pickup roller *and* the **Tray 1** paper-pickup roller into the service position.

- a. Open the **2ndry Service** menu by pressing the **Left Arrow** ◀ button and the **Cancel** button simultaneously.
- b. Use the arrow buttons to select **Pick roller**, and then press the **OK** button.
Press 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 cord, 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 cord so that the product power does not come on immediately when the power cord 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 cord into the product, and then use the power button to turn the product 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. 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 by grasping the front door and **Tray 2** cavity.

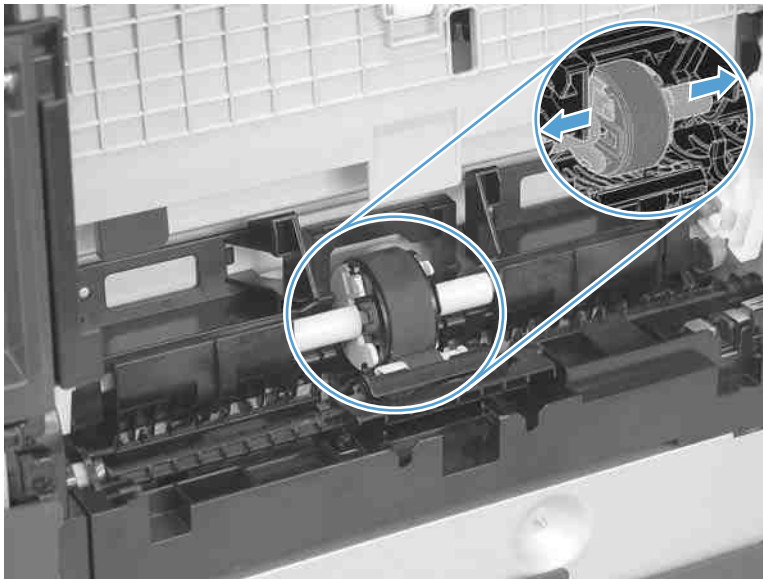
📝 NOTE: The roller is located inside the tray cavity.

Figure 1-5 Remove the pickup roller (1 of 2)



3. Release the two white plastic locking tabs and remove the pickup roller.

Figure 1-6 Remove the pickup roller (2 of 2)



Repalce the separation roller

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 by grasping the front door and **Tray 2** cavity.

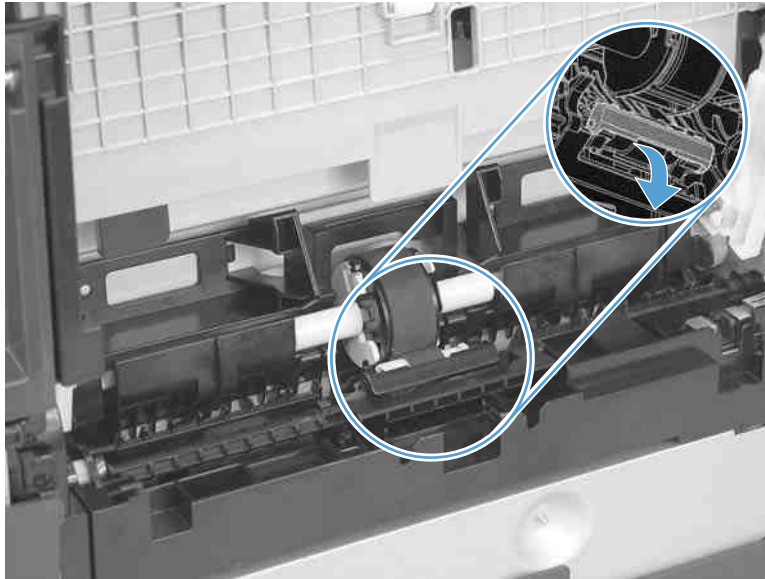
NOTE: The roller is located inside the tray cavity.

Figure 1-7 Remove the separation roller (1 of 3)



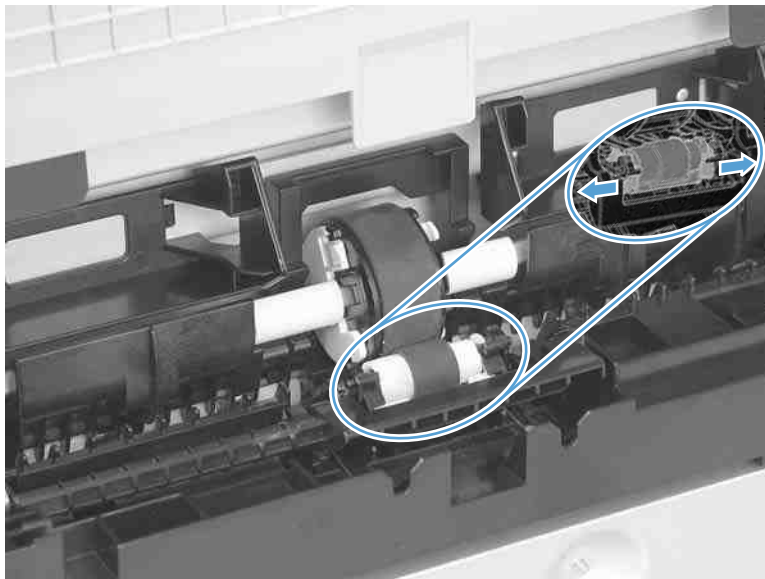
2. Release the two roller-cover locking pins, and then remove the cover.

Figure 1-8 Remove the separation roller (2 of 3)



3. Release the roller holder to release the roller-locking pins. Remove the separation roller.

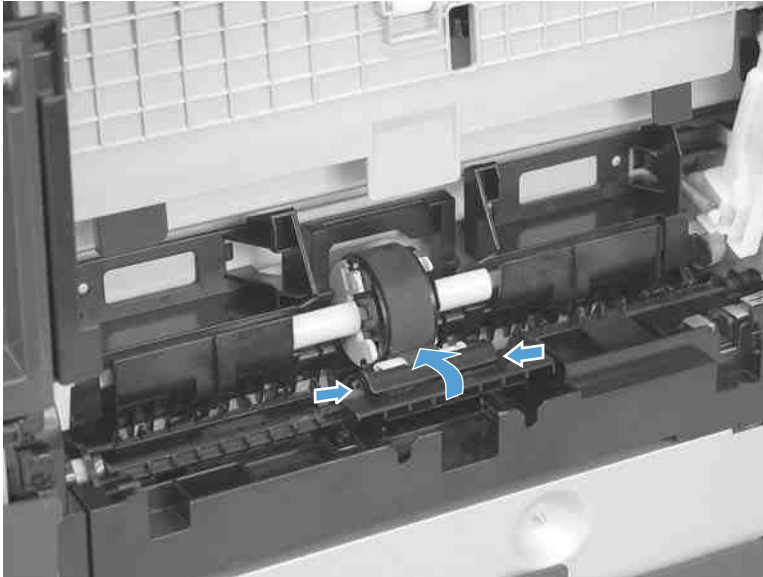
Figure 1-9 Remove the separation roller (3 of 3)



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 1-10 Reinstall the separation roller




Replace the 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 paper-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 product on.

 **TIP:** The following steps rotate the engine paper-pickup roller *and* the **Tray 1** paper-pickup roller into the service position.

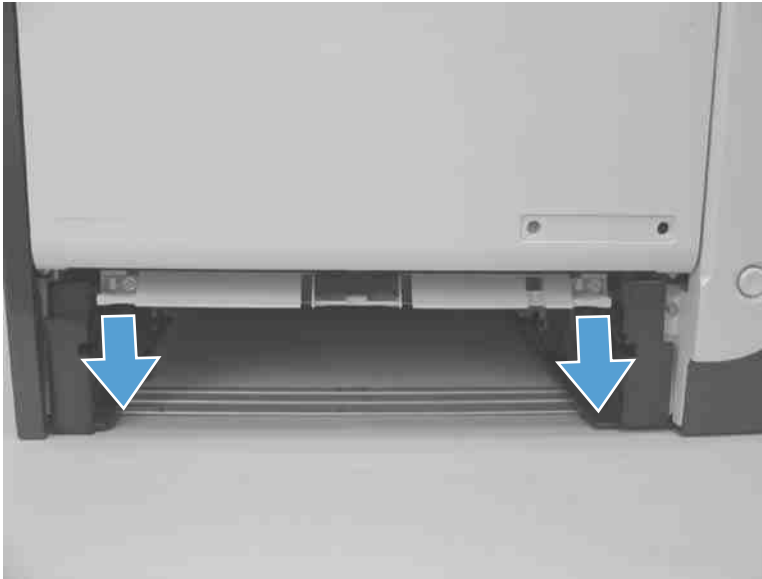
- a. Open the **2ndry Service** menu by pressing the **Left Arrow** ◀ button and the **Cancel** button simultaneously.
- b. Use the arrow buttons to select **Pick roller**, and then press the **OK** button.
Press the **OK** button again to confirm that you want the roller to rotate.
- c. Listen for the roller to rotate. When the roller is done rotating, unplug the power cord, 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 cord so that the product power does not come on immediately when the power cord 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 cord into the product, and then use the power button to turn the product on.

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

Figure 1-11 Remove the Tray 1 paper-pickup roller (1 of 3)



3. Carefully raise the front of the product.

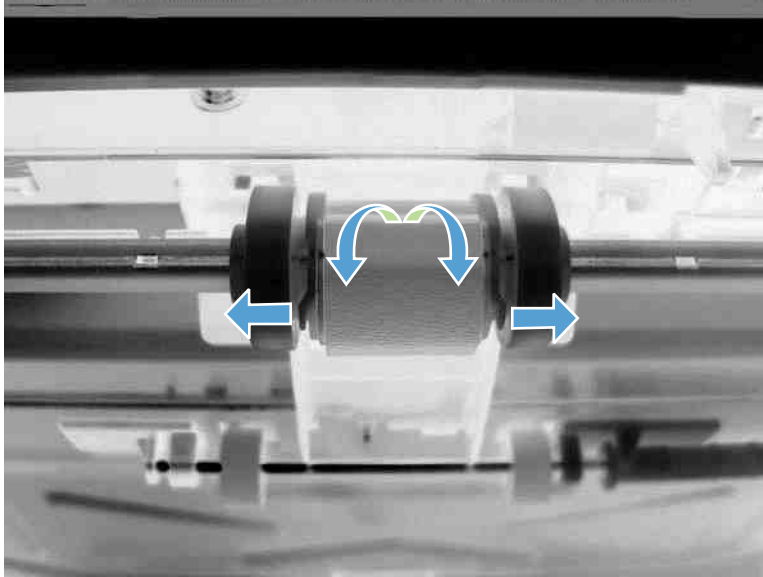
⚠ WARNING! Do not place the product face-up resting on the rear cover and rear door. Excess toner might enter the laser/scanner assembly and contaminate the mirrors, causing print-quality problems. The laser/scanner is not a FRU. If the laser/scanner mirrors are contaminated, the entire product must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

Figure 1-12 Remove the Tray 1 paper-pickup roller (2 of 3)



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

Figure 1-13 Remove the Tray 1 paper-pickup roller (3 of 3)



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

⚠ CAUTION: The Tray 1 separation-pad spring is not captive. Do not lose the spring when the separation pad is removed.

Figure 1-14 Remove the Tray 1 separation pad

