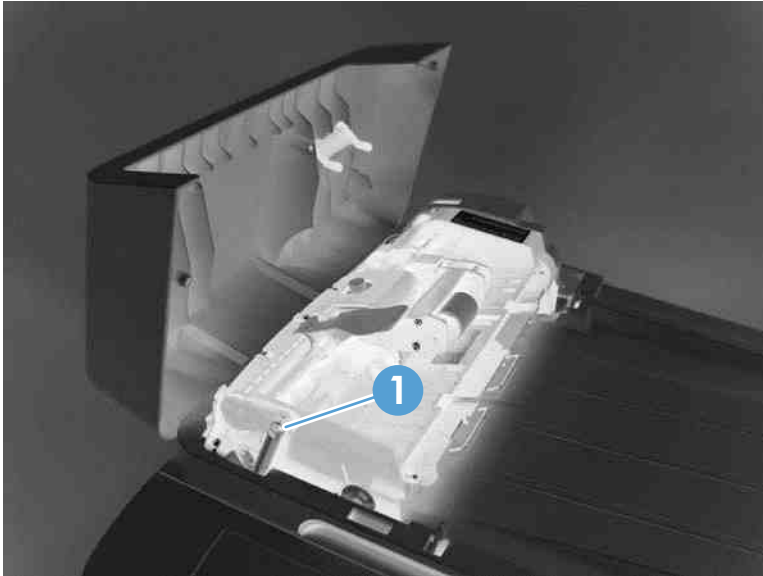


Document feeder pickup roller assembly

 **IMPORTANT:** The document feeder pickup roller must be shipped in the down position.

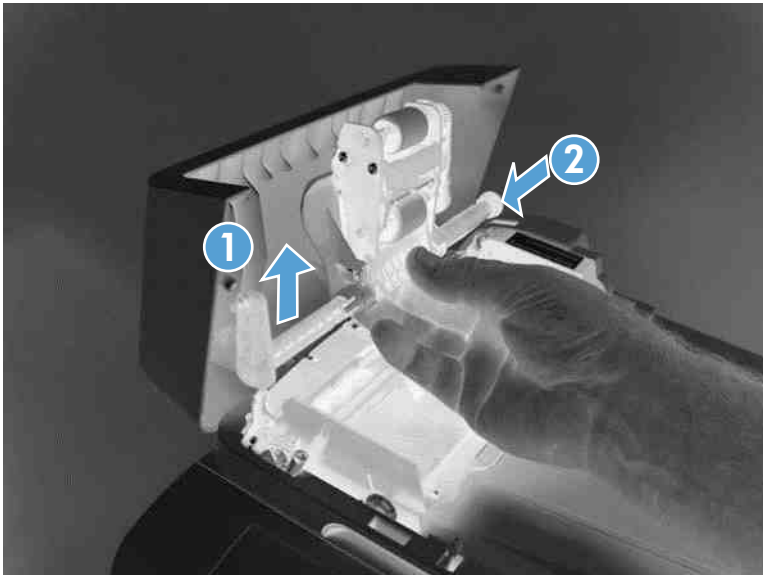
1. Open the document feeder cover.
2. Disconnect one spring (callout 1).

Figure 1-10 Remove the document feeder pickup roller assembly (1 of 2)



3. Lift up on the end of the assembly, and then slide it toward the control panel to remove it.

Figure 1-11 Remove the document feeder pickup roller assembly (2 of 2)



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 23](#).
- Scanner assembly. See [Scanner assembly on page 26](#).
- Simplex product
 - Rear door. See [Rear door \(simplex product\) on page 33](#).
 - Rear cover. See [Rear cover and feed guide \(simplex product\) on page 37](#).
- Duplex product
 - Rear-upper cover. See [Rear-upper cover \(duplex product\) on page 30](#).
 - Rear door. See [Rear door \(duplex product\) on page 35](#).
 - Rear-lower cover. See [Rear-lower cover and rear-door links \(duplex product\) on page 41](#).
- Upper-cover assembly. See [Upper-cover assembly on page 51](#).
- Left cover. See [Left cover on page 55](#).

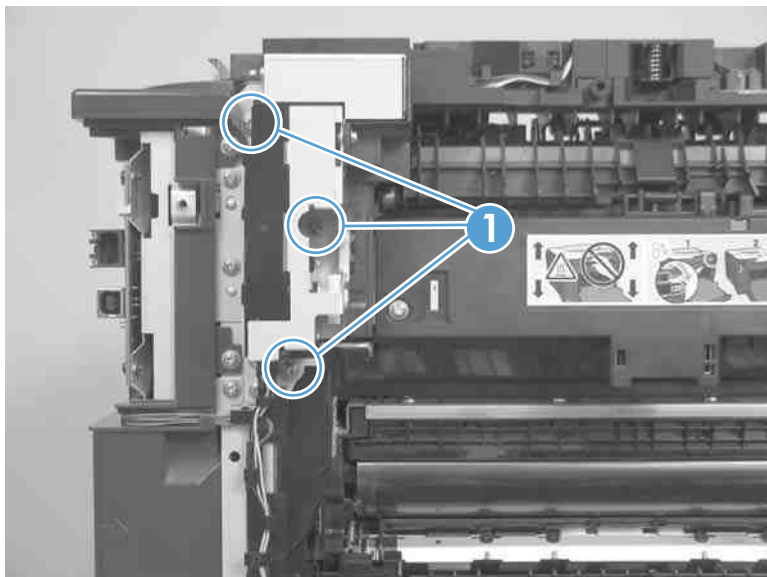
Remove the fuser

⚠ 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. **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 1-137 Remove the fuser (1 of 8)



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


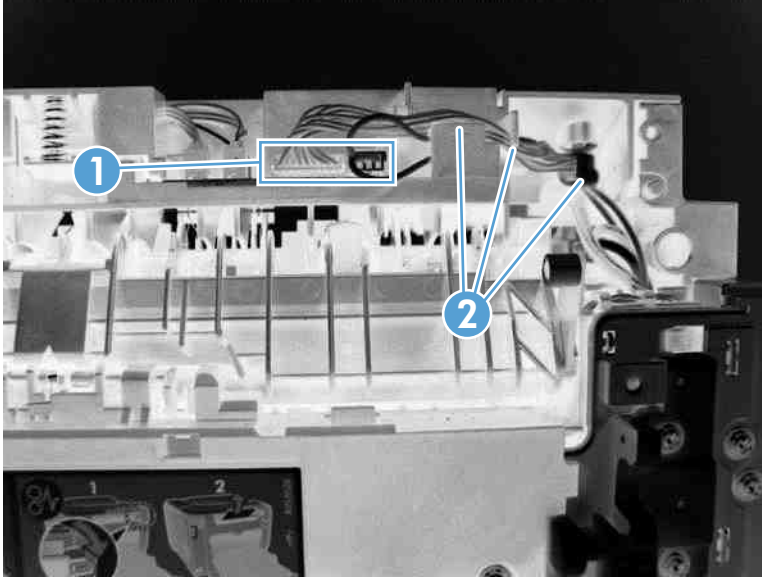
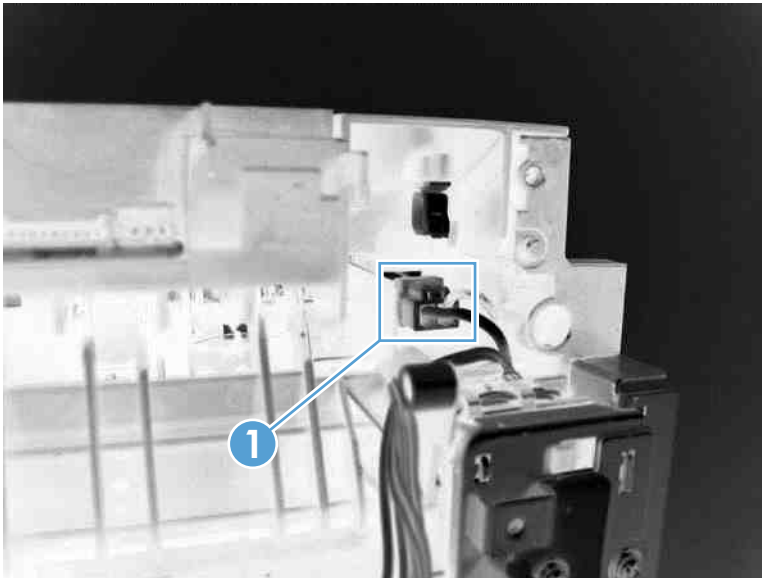
 **Reinstallation tip** When the upper cover is reinstalled, make sure that these wire harnesses (near the connectors) are correctly routed under the cover.

Figure 1-138 Remove the fuser (2 of 8)



3. Disconnect one connector (callout 1).

Figure 1-139 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.

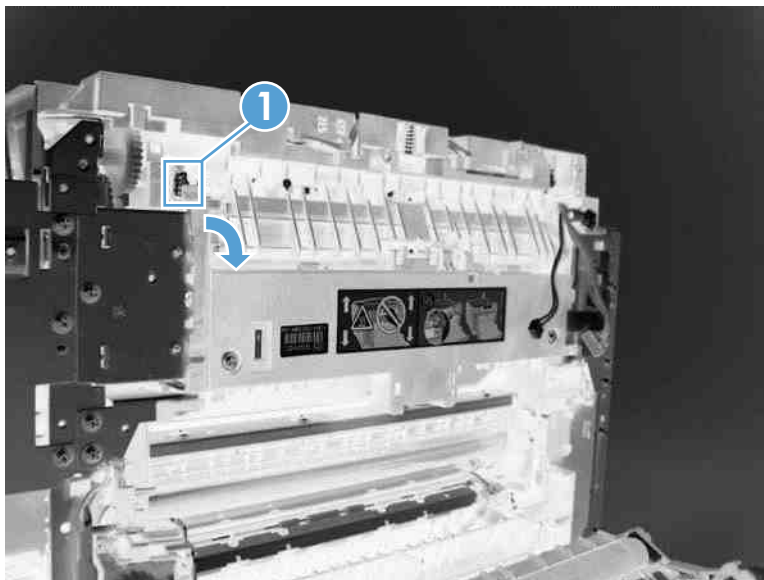
Figure 1-140 Remove the fuser (4 of 8)



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

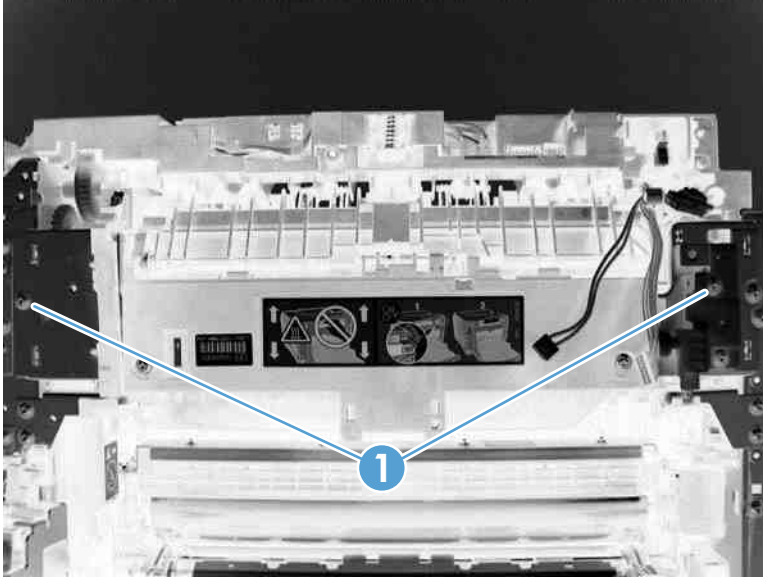
⚠ CAUTION: Do not separate the connector and guide more than is shown in [Figure 1-140](#) [Remove the fuser \(4 of 8\) on page 103](#). If the guide is damaged, you must replace the fuser. Do not damage the connector.

Figure 1-141 Remove the fuser (5 of 8)



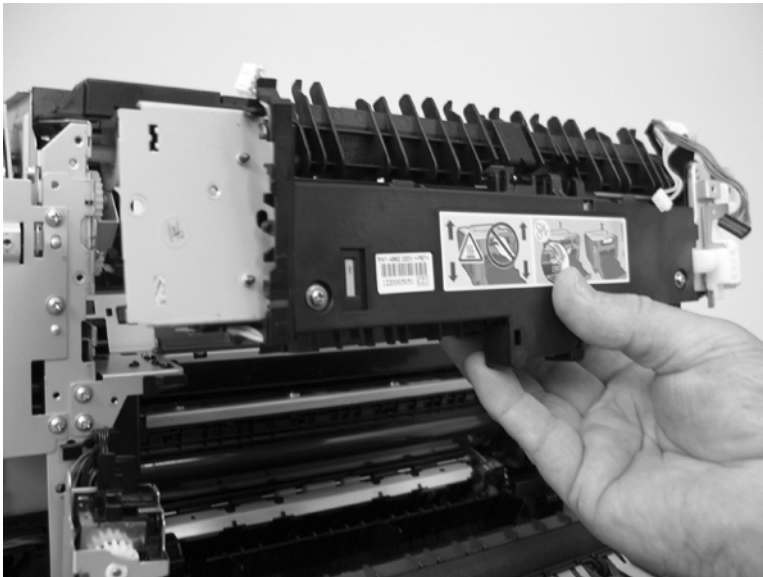
6. Remove two screws (callout 1).

Figure 1-142 Remove the fuser (6 of 8)



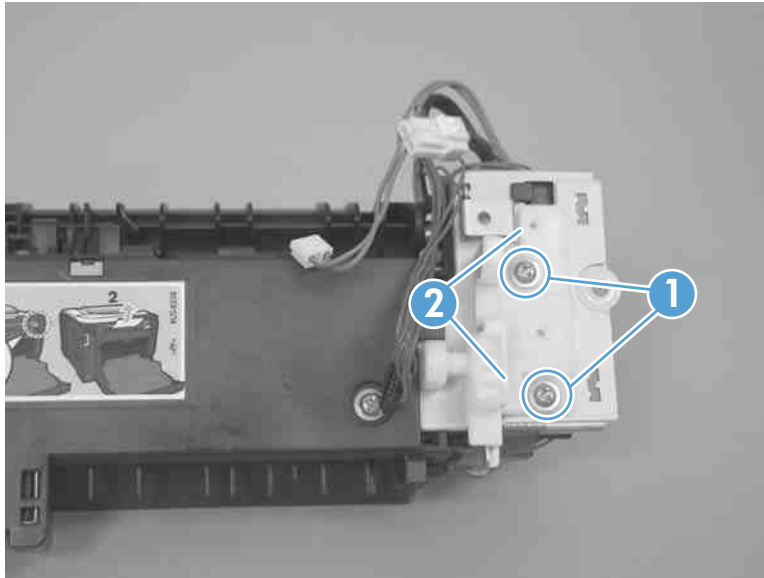
7. Remove the fuser.

Figure 1-143 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 1-144 Remove the fuser (8 of 8)

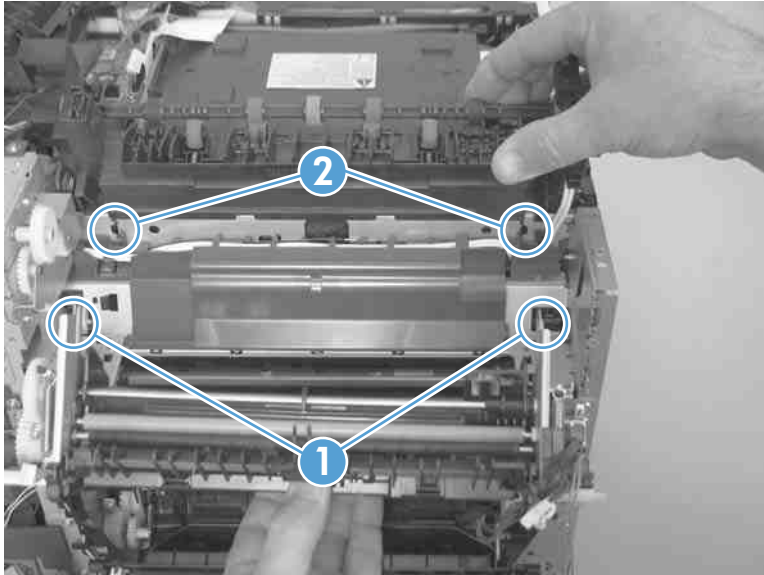


Reinstall the fuser

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.

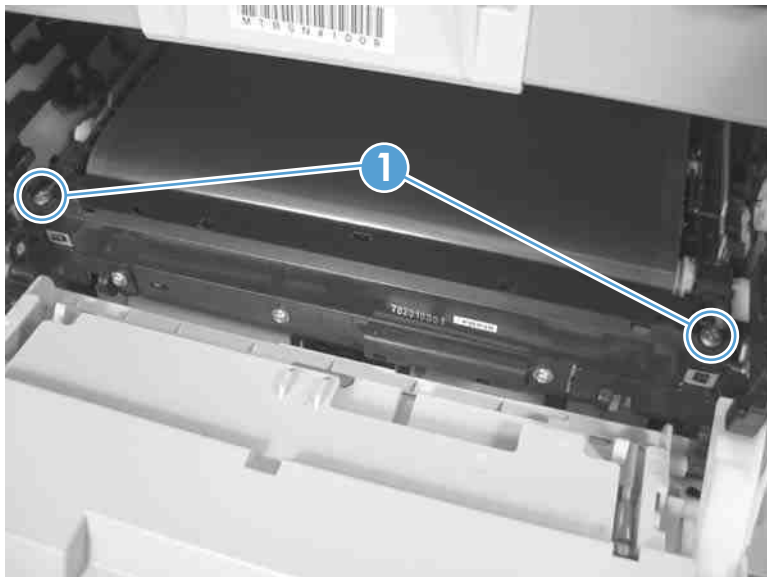
Figure 1-145 Reinstall the fuser



Intermediate transfer belt (ITB)

1. Remove the print-cartridge drawer. See [Print-cartridge drawer on page 20](#).
2. Open the front door, and then remove two screws (callout 1).

Figure 1-88 Remove the ITB (1 of 6)



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

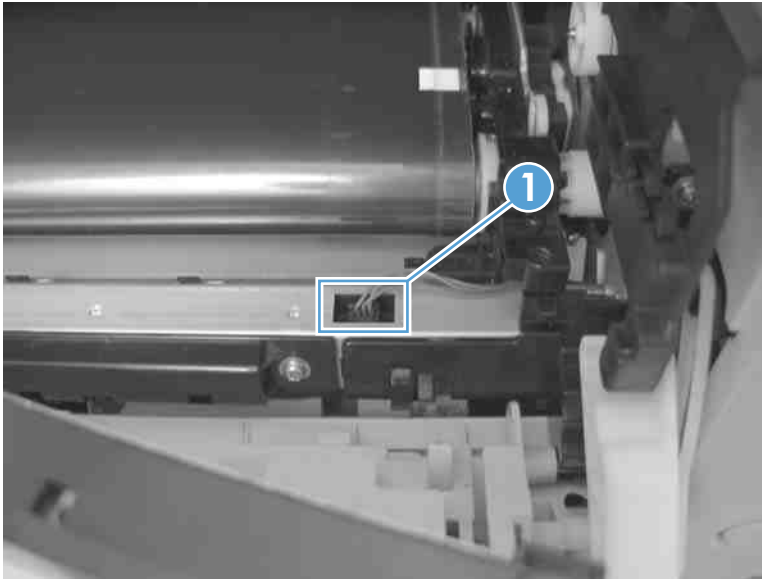
⚠ CAUTION: The sensor is still attached to the product and cannot be completely removed.

Figure 1-89 Remove the ITB (2 of 6)



4. Disconnect one connector (callout 1).

Figure 1-90 Remove the ITB (3 of 6)



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

CAUTION: 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 1-91 Remove the ITB (4 of 6)

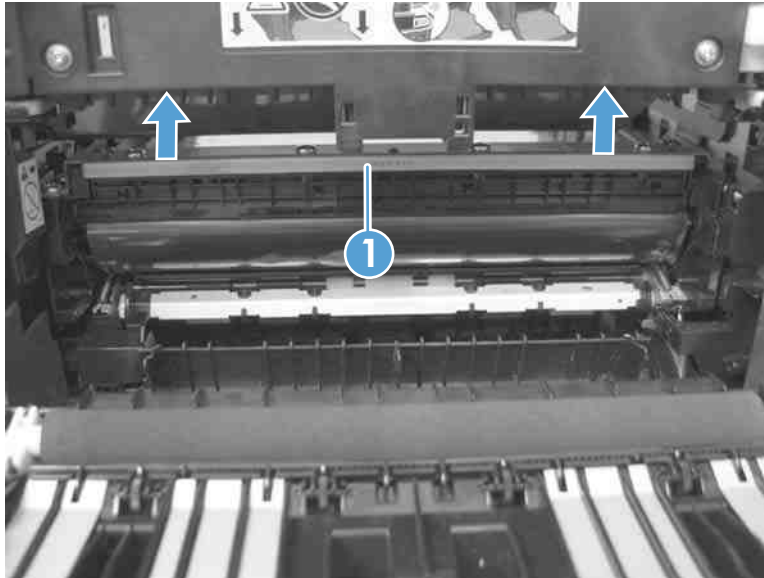


6. Open the rear door, and carefully lift up on the sheet-metal portion (callout 1) of the ITB to release it.

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 1-92 Remove the ITB (5 of 6)



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

CAUTION: Avoid touching the black plastic transfer belt. Skin oils on the belt might cause print-quality problems. Handle the ITB as shown below.

Figure 1-93 Remove the ITB (6 of 6)



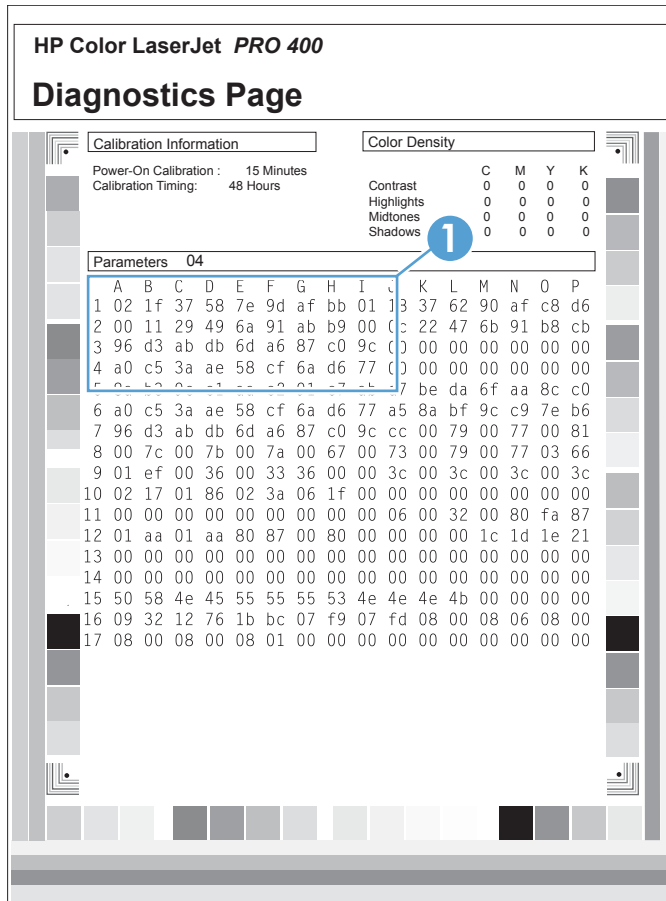
Reinstall the ITB

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

1. Use the control panel to print the diagnostics pages.
2. 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 1-94 Reinstall the ITB





Pickup roller (Tray 2 and 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. Simultaneously press the Left Arrow ◀ button and the Cancel ✕ button to open the 2ndry Service menu.

- b. 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. 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 1-4 Remove the pickup roller (1 of 2)

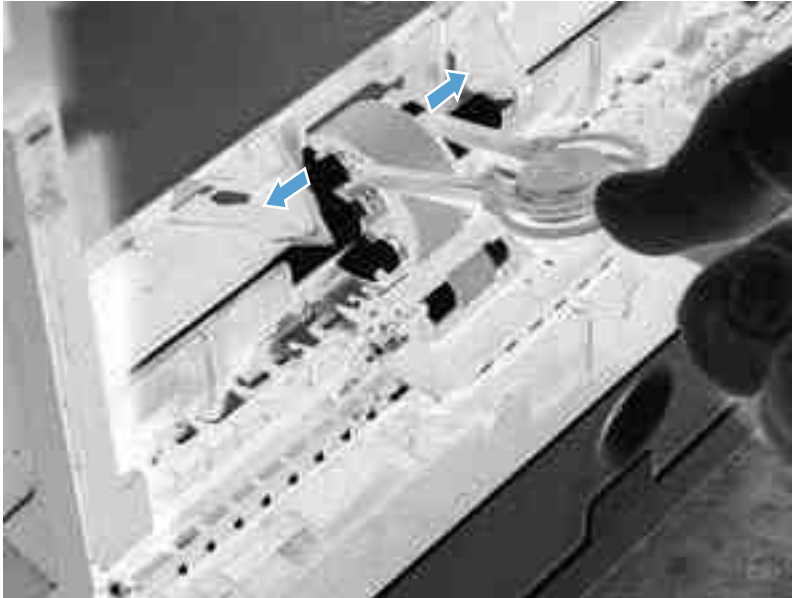


3. Use a pair of snap-ring pliers to release two locking tabs and remove the pickup roller.

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.


NOTE: If you do not have a pair of snap-ring pliers, use your fingers to release the tabs.

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




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 [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.
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 and then place the power button in the off position.

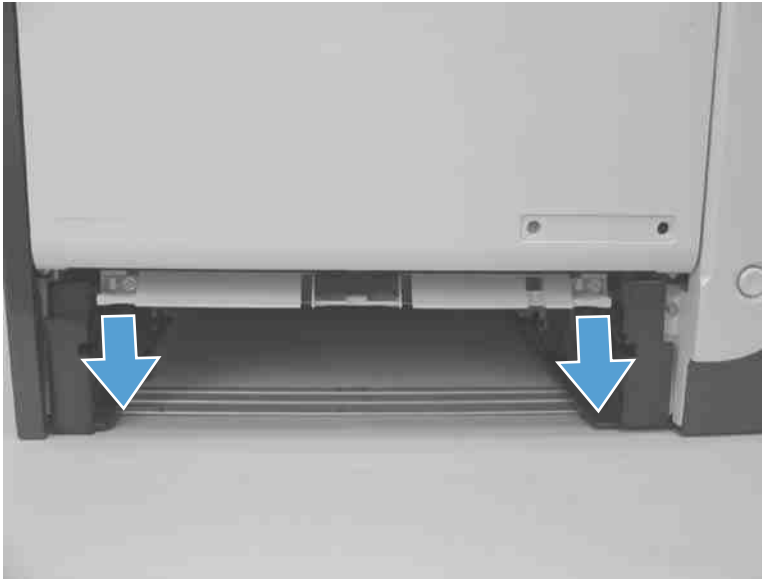
 **NOTE:** Failure to unplug the product at this point will result in the roller being in the incorrect position for the repair procedure.

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

Figure 1-12 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.

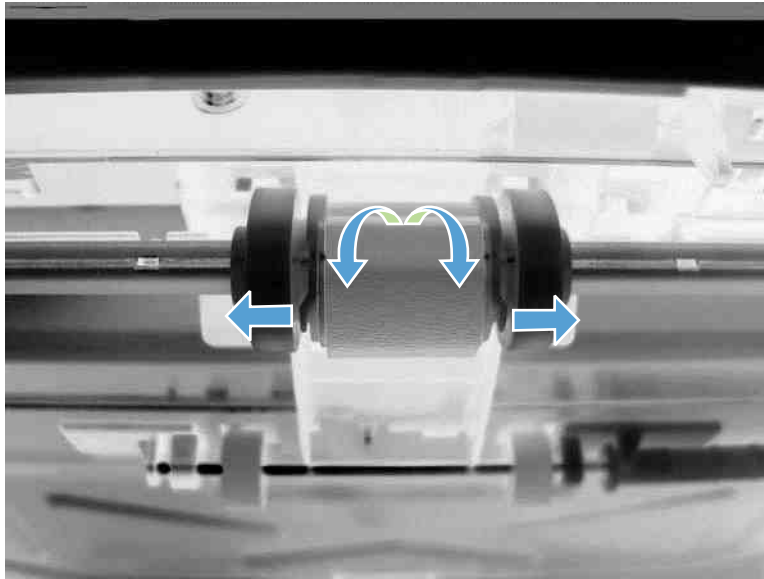
CAUTION: Do not lift the product grasping the front door and Tray 2 cavity.

Figure 1-13 Remove the Tray 1 pickup roller (2 of 3)



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

Figure 1-14 Remove the Tray 1 pickup roller (3 of 3)

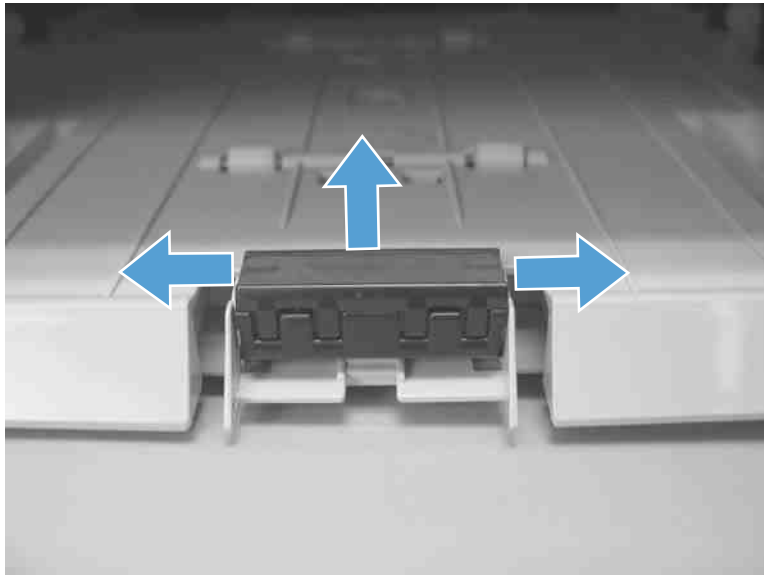


5. Release the retainer tabs, and then remove the separation pad from the base.



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 1-15 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.

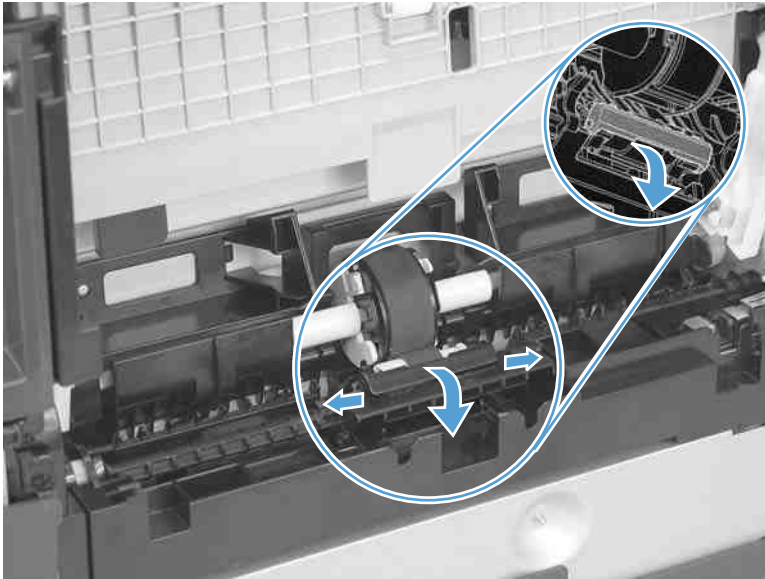
📝 NOTE: The roller is located inside the tray cavity.

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



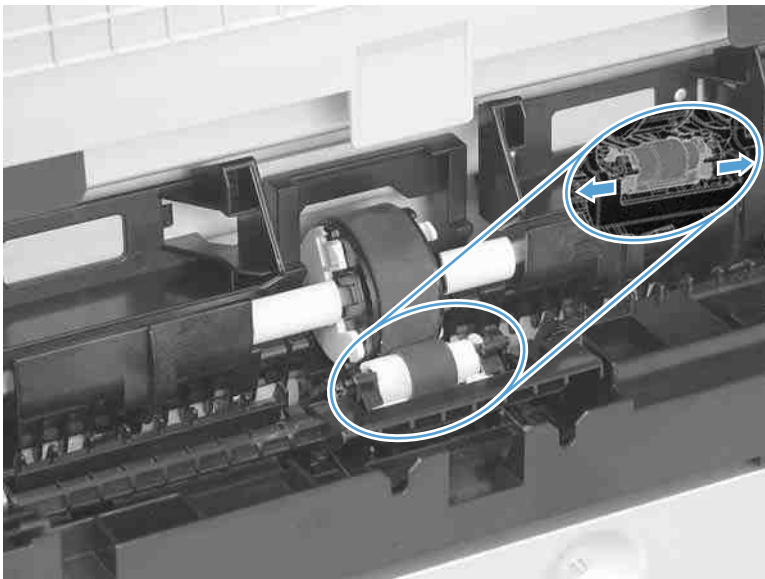
2. Release the two roller-cover locking pins, and then remove the cover.

Figure 1-7 Remove the separation roller (2 of 3)



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

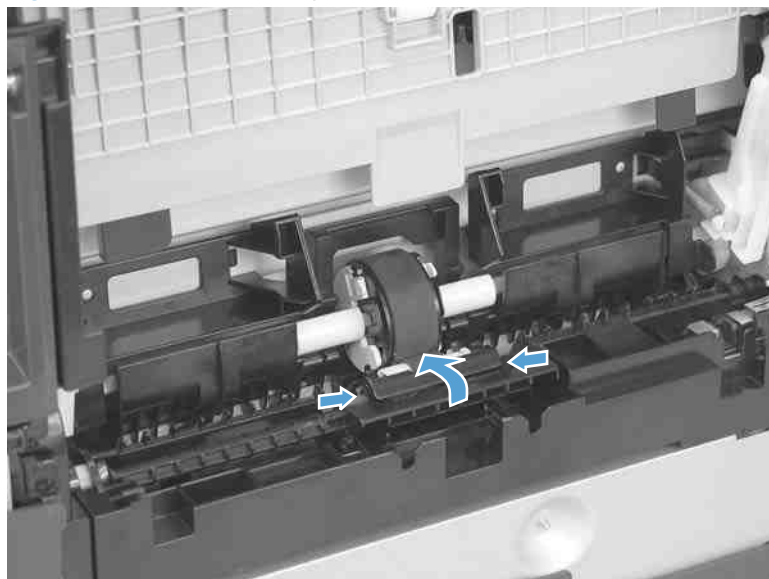
Figure 1-8 Remove the separation roller (3 of 3)



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 1-9 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 31](#).