



HP Color LaserJet Managed MFP E87640 Series
HP Color LaserJet Managed MFP E87650 Series
HP Color LaserJet Managed MFP E87660 Series

Service Manual



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Conventions used in this guide

 **TIP:** Tips provide helpful hints or shortcuts.

 **NOTE:** Notes provide important information to explain a concept or to complete a task.

 **CAUTION:** Cautions indicate procedures that you should follow to avoid losing data or damaging the product.


 **WARNING!** Warnings alert you to specific procedures that you should follow to avoid personal injury, catastrophic loss of data, or extensive damage to the product.

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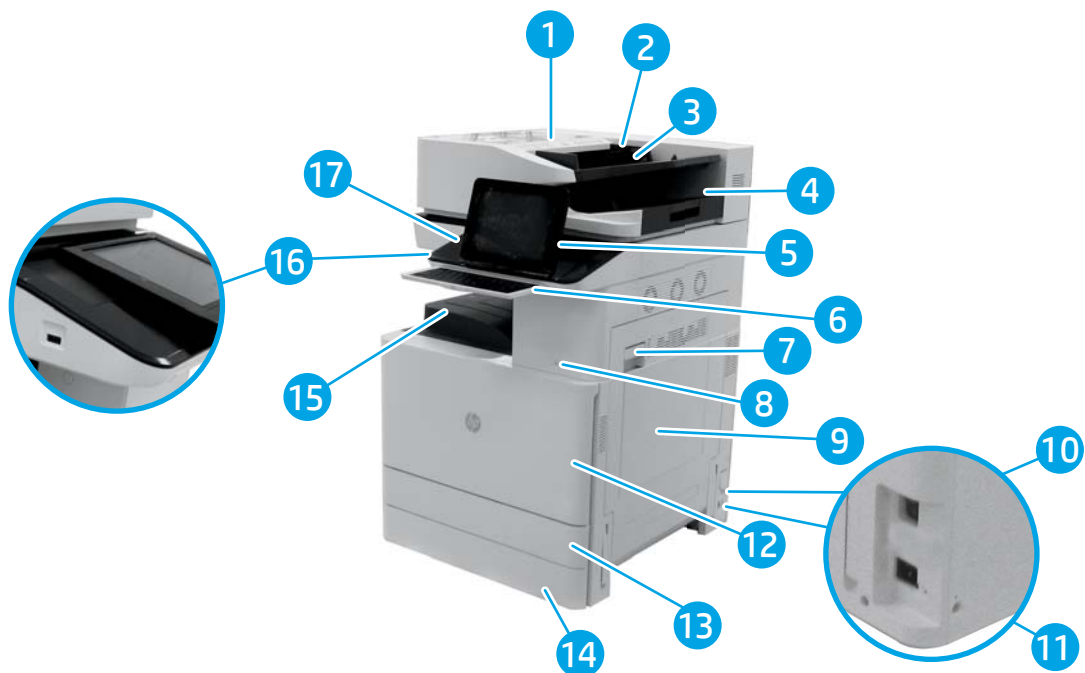
1 Product specifications and description

- [Printer views](#)
- [Specifications](#)
- [Feeding system](#)
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- [Image creation](#)
- [Laser scanner assembly](#)
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- [Automatic Document Feeder \(ADF\) du bundles \(LX\)](#)
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Printer views

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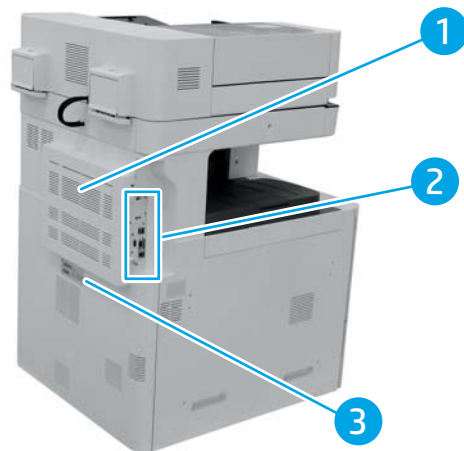
Printer front view



1	Automatic document feeder cover (access for clearing jams)
2	Automatic document feeder width guides
3	Automatic document feeder input tray
4	Automatic document feeder output tray
5	Control panel with color touchscreen display (tilts up for easier viewing)
6	Physical keyboard (Flow models only). Pull the keyboard straight out to use it. (NOTE: Close the keyboard when it is not in use.)

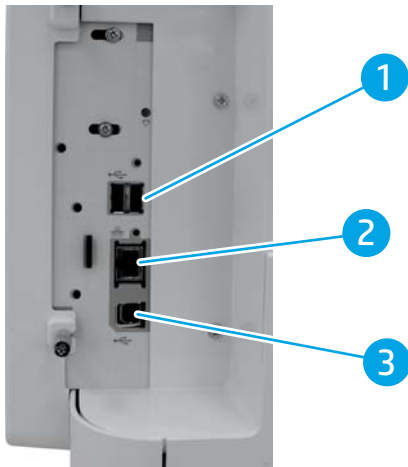
7	Right door (access for clearing jams)
8	On/off button
9	Tray 1
10	Power switch
11	Power connection
12	Front door (access to the toner cartridges)
13	Tray 2
14	Tray 3
15	Output bin
16	Easy-access USB port. Insert a USB flash drive for printing or scanning without a computer, or to update the printer firmware. (NOTE: An administrator must enable this port before use.)
17	Hardware integration pocket (for connecting accessory and third-party devices)

Printer back view



1	Formatter cover
2	Interface ports
3	Serial number and product number label

Interface ports



1 USB port for connecting external USB devices (NOTE: For easy-access USB printing, use the USB port near the control panel.)


2 Local area network (LAN) Ethernet network port

3 Hi-Speed USB 2.0 printing port

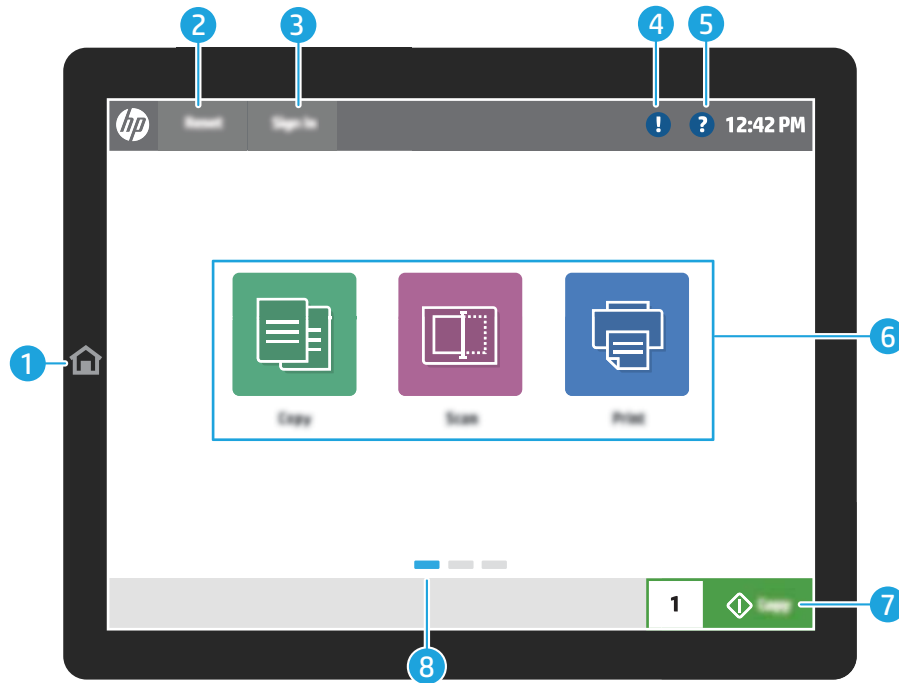
Control-panel view


 **NOTE:** Tilt the control panel for easier viewing.



The Home screen provides access to the printer features and indicates the current status of the printer.

Return to the Home screen at any time by touching the Home  button on the printer control panel.

 **NOTE:** The features that appear on the Home screen can vary, depending on the printer configuration.



1	Home  button	Touch the Home button to return to the Home screen.
2	Reset button	The Reset button returns the printer to default settings and is always present if users are not logged in. The Reset button is not present when the Sign Out button is present. Touch the Reset button to resume and release jobs from the previous pause state and interrupt mode, reset the quick copy count in the copy count field, exit special modes, reset the display language and the keyboard layout.
3	Sign In or Sign Out button	Touch the Sign In button to access secured features. Touch the Sign Out button to sign out of the printer. The printer restores all options to the default settings. NOTE: This button displays only if the administrator has configured the printer to require permission for access to features.

4	Information  button	Touch the information button to access a screen that provides access to several types of printer information. Touch the buttons at the bottom of the screen for the following information:
<ul style="list-style-type: none"> • Display Language: Change the language setting for the current user session. • Sleep Mode: Place the printer into sleep mode. • Wi-Fi Direct: View information for how to connect directly to the printer using a phone, tablet, or other device with Wi-Fi. • Wireless: View or change wireless connection settings (only when an optional wireless accessory is installed). • Ethernet: View or change Ethernet connection settings. • HP Web Services: View information to connect and print to the printer using HP Web Services (ePrint). 		
5	Help  button	Touch the Help button to open the embedded help system.
The status line provides information about the overall printer status.		
6	Applications area	Touch any of the icons to open the application. Swipe the screen sideways to access more applications.
NOTE: The available applications vary by printer. The administrator can configure which applications appear and the order in which they appear.		
7	Start Copy button	Touch the Start Copy button to start a copy job.
8	Home-screen page indicator	Indicates the number of pages on the Home screen or in an application. The current page is highlighted. Swipe the screen sideways to scroll between pages.

Inner finisher view



Stapler/stacker finisher view



Booklet finisher view



Specifications

Technical specifications

Table 1-1 E87640dn, E87640z, E87650dn, E87650z, E87650z, E87660dn, E87660z

Model number		E87640dn	E87640z	E87650dn	E87650z	E87660dn	E87660z
Product number		X3A87A	X3A86A	X3A90A	X3A89A	X3A93A	X3A92A
Paper handling	Tray 1 (100-sheet capacity)	✓	✓	✓	✓	✓	✓
	Tray 2 (520-sheet capacity)	✓	✓	✓	✓	✓	✓
	Tray 3 (520-sheet capacity)	✓	✓	✓	✓	✓	✓
	2 x 520-sheet dual cassette feeder (DCF)	Optional	Optional	Optional	Optional	Optional	Optional
	2,000-sheet high-capacity input tray	Optional	Optional	Optional	Optional	Optional	Optional
	3,000-sheet high-capacity input tray	Optional	Optional	Optional	Optional	Optional	Optional
	Cabinet stand, department	Optional	Optional	Optional	Optional	Optional	Optional
	Stapler/stacker finishing accessory	Optional	Optional	Optional	Optional	Optional	Optional
	Booklet finisher accessory	Optional	Optional	Optional	Optional	Optional	Optional
	Inner finisher accessory	Optional	Optional	Optional	Optional	Optional	Optional
	2/3 hole punch accessory	Optional	Optional	Optional	Optional	Optional	Optional
	2/4 hole punch accessory	Optional	Optional	Optional	Optional	Optional	Optional
	Swedish hole punch accessory	Optional	Optional	Optional	Optional	Optional	Optional
	HP Job separator	Optional	Optional	Optional	Optional	Optional	Optional
	Automatic duplex printing	✓	✓	✓	✓	✓	✓
Connectivity	10/100/1000 Ethernet LAN connection with IPv4 and IPv6	✓	✓	✓	✓	✓	✓
	Hi-Speed USB 2.0	✓	✓	✓	✓	✓	✓
	Easy-access USB port for printing without a computer and upgrading the firmware	✓	✓	✓	✓	✓	✓

Table 1-1 E87640dn, E87640z, E87650dn, E87650z, E87650z, E87660dn, E87660z (continued)

Model number	E87640dn	E87640z	E87650dn	E87650z	E87660dn	E87660z
Product number	X3A87A	X3A86A	X3A90A	X3A89A	X3A93A	X3A92A
Hardware Integration Pocket for connecting accessory and third-party devices	✓	✓	✓	✓	✓	✓
Memory	7 GB base memory	✓	✓	✓	✓	✓
Mass storage	2 x 320 GB HP Secure High-Performance Hard Disk	✓	✓	✓	✓	✓
Security	HP Trusted Platform Module (embedded)	✓	✓	✓	✓	✓
Control-panel display	Color touchscreen control panel	✓	✓	✓	✓	✓
	Retractable keyboard	Not supported	✓	Not supported	✓	Not supported
Print	Prints 40 pages per minute (ppm) on A4 and on letter-size paper.	✓	✓	Not supported	Not supported	Not supported
	Prints 50 pages per minute (ppm) on A4 and on letter-size paper	Not supported	Not supported	✓	✓	Not supported
	Prints 60 pages per minute (ppm) on A4 and on letter-size paper	Not supported	Not supported	Not supported	Not supported	✓
	Easy-access USB printing (no computer required)	✓	✓	✓	✓	✓
Fax	Optional	Optional	Optional	Optional	Optional	Optional
Copy and Scan	Scans 90 pages per minute (ppm) on A4 and letter-size paper	✓	Not supported	✓	Not supported	✓
	Scans 120 pages per minute (ppm) on A4 and letter-size paper	Not supported	✓	Not supported	✓	Not supported
	250-page document feeder with dual-head scanning for single-pass duplex copying and scanning	✓	✓	✓	✓	✓
	HP EveryPage Technologies including ultrasonic multi-feed detection	Not supported	✓	Not supported	✓	Not supported

Table 1-1 E87640dn, E87640z, E87650dn, E87650z, E87650z, E87660dn, E87660z (continued)

Model number	E87640dn	E87640z	E87650dn	E87650z	E87660dn	E87660z
Product number	X3A87A	X3A86A	X3A90A	X3A89A	X3A93A	X3A92A
Embedded optical character recognition (OCR) provides the ability to convert printed pages into text that can be edited or searched using a computer	Not supported	✓	Not supported	✓	Not supported	✓
SMART Label feature provides paper-edge detection for automatic page cropping	Not supported	✓	Not supported	✓	Not supported	✓
Automatic page orientation for pages that have at least 100 characters of text	Not supported	✓	Not supported	✓	Not supported	✓
Automatic tone adjustment sets contrast, brightness, and background removal for each page	Not supported	✓	Not supported	✓	Not supported	✓
Digital Send						
Send documents to E-mail, USB, and shared folders on a network	✓	✓	✓	✓	✓	✓
Send documents to SharePoint®	Not supported	✓	Not supported	✓	Not supported	✓

Table 1-2 E87640du, E87650du, , E87660du

Model number	E87640du	E87650du	E87660du
Product number	5CM64A	5CM65A	5CM66A
Paper handling			
Tray 1 (100-sheet capacity)	✓	✓	✓
Tray 2 (520-sheet capacity)	✓	✓	✓
Tray 3 (520-sheet capacity)	✓	✓	✓
2 x 520-sheet dual cassette feeder (DCF)	Optional	Optional	Optional
2,000-sheet high-capacity input tray	Optional	Optional	Optional
3,000-sheet high-capacity input tray	Optional	Optional	Optional
Cabinet stand, department	Optional	Optional	Optional
Stapler/stacker finishing accessory	Optional	Optional	Optional

Table 1-2 E87640du, E87650du, E87660du (continued)

Model number	E87640du	E87650du	E87660du	
Product number	5CM64A	5CM65A	5CM66A	
	Booklet finisher accessory	Optional	Optional	Optional
	Inner finisher accessory	Optional	Optional	Optional
	2/3 hole punch accessory	Optional	Optional	Optional
	2/4 hole punch accessory	Optional	Optional	Optional
	Swedish hole punch accessory	Optional	Optional	Optional
	HP Job separator	Optional	Optional	Optional
	Automatic duplex printing	✓	✓	✓
Connectivity	10/100/1000 Ethernet LAN connection with IPv4 and IPv6	✓	✓	✓
	Hi-Speed USB 2.0	✓	✓	✓
	Easy-access USB port for printing without a computer and upgrading the firmware	✓	✓	✓
	Hardware Integration Pocket for connecting accessory and third-party devices	✓	✓	✓
Memory	7 GB base memory	✓	✓	✓
Mass storage	2 x 320 GB HP Secure High-Performance Hard Disk	✓	✓	✓
Security	HP Trusted Platform Module (embedded)	✓	✓	✓
Control-panel display	Color touchscreen control panel	✓	✓	✓
	Retractable keyboard	Not supported	Not supported	Not supported
Print	Prints 40 pages per minute (ppm) on A4 and on letter-size paper.	✓	Not supported	Not supported
	Prints 50 pages per minute (ppm) on A4 and on letter-size paper	Not supported	✓	Not supported
	Prints 60 pages per minute (ppm) on A4 and on letter-size paper	Not supported	Not supported	✓
	Easy-access USB printing (no computer required)	✓	✓	✓
Fax		Optional	Optional	Optional
Copy and Scan	Scans 80-simplex/160-duplex images per minute (ipm) on A4 and letter-size paper (LX du models only)	✓	✓	✓

Table 1-2 E87640du, E87650du, , E87660du (continued)

Model number	E87640du	E87650du	E87660du
Product number	5CM64A	5CM65A	5CM66A
100-page document feeder with dual-head scanning for single-pass duplex copying and scanning	✓	✓	✓
HP EveryPage Technologies including ultrasonic multi-feed detection	Not supported	Not supported	Not supported
Embedded optical character recognition (OCR) provides the ability to convert printed pages into text that can be edited or searched using a computer	Not supported	Not supported	Not supported
SMART Label feature provides paper-edge detection for automatic page cropping	Not supported	Not supported	Not supported
Automatic page orientation for pages that have at least 100 characters of text	Not supported	Not supported	Not supported
Automatic tone adjustment sets contrast, brightness, and background removal for each page	Not supported	Not supported	Not supported
Digital Send			
Send documents to E-mail, USB, and shared folders on a network	✓	✓	✓
Send documents to SharePoint®	Not supported	Not supported	Not supported

Supported operating systems

The following information applies to the Printer-Specific Windows PCL 6 and HP print drivers for OS X and to the software installer.

Windows: The HP Software Installer can be downloaded from the printer support website for this printer and installs the “HP PCL.6” version 3 print driver, the “HP PCL 6” version 3 print driver, or the “HP PCL-6” version 4 print driver, depending on the Windows operating system, along with optional software when using the software installer. Download the “HP PCL.6” version 3 print driver, the “HP PCL 6” version 3 print driver, and the “HP PCL-6” version 4 print driver from the printer-support website for this printer: www.hp.com/support/colorljet87600mfp.

OS X: Mac computers are supported with this printer. Download HP Easy Start either from 123.hp.com/LaserJet or from the Printer Support page, and then use HP Easy Start to install the HP print driver. HP Easy Start is not included in the HP Software Installer.

1. Go to 123.hp.com/LaserJet.
2. Follow the steps provided to download the printer software.

Linux: For information and print drivers for Linux, go to www.hp.com/go/linuxprinting.

UNIX: For information and print drivers for UNIX®, go to www.hp.com/go/unixmodelscripts.

Table 1-3 Supported operating systems and print drivers

Operating system	Print driver installed (from the software on the web)	Notes
Windows® XP SP3, 32-bit	The “HP PCL.6” printer-specific print driver is installed for this operating system as part of the software installation.	Microsoft retired mainstream support for Windows XP in April 2009. HP will continue to provide best effort support for the discontinued XP operating system. Some features and page sizes in the print driver are not supported.
Windows Vista®, 32-bit	The “HP PCL.6” printer-specific print driver is installed for this operating system as part of the software installation.	Microsoft retired mainstream support for Windows Vista in April 2012. HP will continue to provide best effort support for the discontinued Vista operating system. Some features and page sizes in the print driver are not supported.
Windows Server 2003 SP2, 32-bit	The “HP PCL.6” printer-specific print driver is available for download from the printer-support website. Download the driver, and then use the Microsoft Add Printer tool to install it.	Microsoft retired mainstream support for Windows Server 2003 in July 2010. HP will continue to provide best effort support for the discontinued Server 2003 operating system. Some features and page sizes in the print driver are not supported.
Windows 7 SP1, 32-bit and 64-bit	The “HP PCL 6” printer-specific print driver is installed for this operating system as part of the software installation.	
Windows 8, 32-bit and 64-bit	The “HP PCL 6” printer-specific print driver is installed for this operating system as part of the software installation.	Windows 8 RT support is provided through Microsoft IN OS Version 4, 32-bit driver.
Windows 8.1, 32-bit and 64-bit	The “HP PCL-6” V4 printer-specific print driver is installed for this operating system as part of the software installation.	Windows 8.1 RT support is provided through Microsoft IN OS Version 4, 32-bit driver.
Windows 10, 32-bit and 64-bit	The “HP PCL-6” V4 printer-specific print driver is installed for this operating system as part of the software installation.	

Table 1-3 Supported operating systems and print drivers (continued)

Operating system	Print driver installed (from the software on the web)	Notes
Windows Server 2008 SP2, 32-bit	The “HP PCL.6” printer-specific print driver is available for download from the printer-support website. Download the driver, and then use the Microsoft Add Printer tool to install it.	Microsoft retired mainstream support for Windows Server 2008 in January 2015. HP will continue to provide best effort support for the discontinued Server 2008 operating system. Some features and page sizes in the print driver are not supported.
Windows Server 2008 SP2, 64-bit	The “HP PCL 6” printer-specific print driver is available for download from the printer-support website. Download the driver, and then use the Microsoft Add Printer tool to install it.	
Windows Server 2008 R2, SP 1, 64-bit	The “HP PCL 6” printer-specific print driver is available for download from the printer-support website. Download the driver, and then use the Microsoft Add Printer tool to install it.	
Windows Server 2012, 64-bit	The PCL 6 printer-specific print driver is available for download from the printer-support website. Download the driver, and then use the Microsoft Add Printer tool to install it.	
Windows Server 2012 R2, 64-bit	The PCL 6 printer-specific print driver is available for download from the printer-support website. Download the driver, and then use the Microsoft Add Printer tool to install it.	
OS X 10.10 Yosemite, OS X 10.11 El Capitan, and OS X 10.12 Sierra	To install the print driver, download HP Easy Start from 123.hp.com/LaserJet . Follow the steps provided to install the printer software and print driver.	

 **NOTE:** Supported operating systems can change. For a current list of supported operating systems, go to www.hp.com/support/colorlje87600mfp for HP’s all-inclusive help for the printer.


 **NOTE:** For details on client and server operating systems and for HP UPD driver support for this printer, go to www.hp.com/go/upd. Under **Additional information**, click the links.

Table 1-4 Minimum system requirements

Windows	OS X
<ul style="list-style-type: none"> • An Internet connection • Dedicated USB 1.1 or 2.0 connection or a network connection • 2 GB of available hard-disk space 	<ul style="list-style-type: none"> • Internet connection • 1 GB of available hard-disk space

Printer dimensions

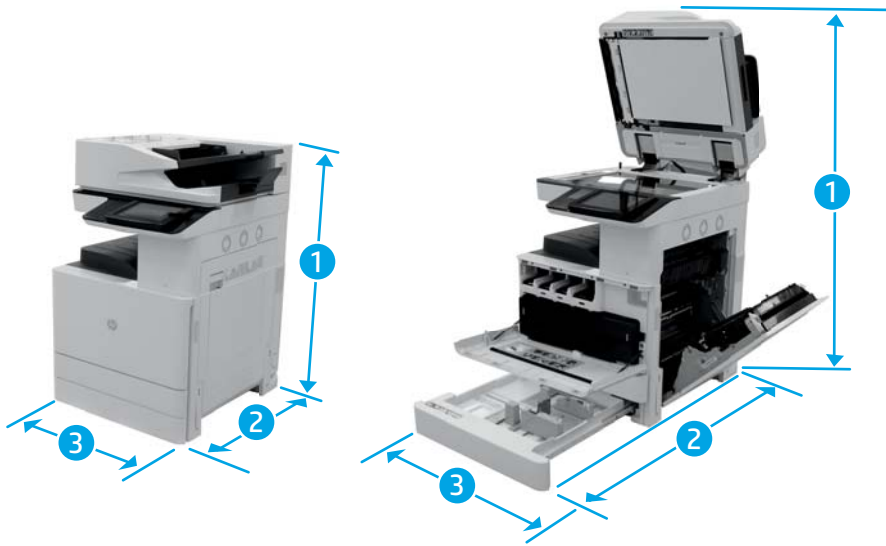



Table 1-5 Dimensions of the E87640, E87650, E87660

	Normal operating dimensions	Maximum operating dimensions
1. Height	dn models: 932.2 mm (36.7 in) z models: 932.2 mm (36.7 in)	dn models: 1389.4 mm (54.7 in) z models: 1389.4 mm (54.7 in)
2. Depth	dn models: 771.1 mm (30.3 in) z models: 771.1 mm (30.3 in)	dn models: 1676 mm (66 in) z models: 1676 mm (66 in)
3. Width	dn models: 585 mm (23 in) z models: 585 mm (23 in)	dn models: 1134 mm (47 in) z models: 1134 mm (47 in)
Weight	dn models: 113.1 kg (249.3 lb) z models: 113.1 kg (249.3 lb)	

 **NOTE:** HP recommends that 30 mm (1.81 in) be added to the printer dimensions provided in this chapter to make sure there is sufficient space to open doors and covers, and to provide proper ventilation.

Mobile printing solutions

HP offers multiple mobile and ePrint solutions to enable easy printing to an HP printer from a laptop, tablet, smartphone, or other mobile device. To see the full list and to determine the best choice, go to www.hp.com/go/LaserJetMobilePrinting.

- Wi-Fi Direct
- HP ePrint via email (Requires HP Web Services to be enabled and the printer to be registered with HP Connected)
- HP ePrint app (Available for Android, iOS, and Blackberry)
- HP All-in-One Remote app for iOS and Android devices

- HP ePrint software
- Google Cloud Print
- AirPrint
- Android Printing

Power consumption, electrical specifications, and acoustic emissions

See www.hp.com/support/colorlje87600mfp for current information.

⚠ CAUTION: Power requirements are based on the country/region where the printer is sold. Do not convert operating voltages. This will damage the printer and void the printer warranty.

Environmental specifications

- [Operating-environment specifications](#)

Operating-environment specifications

Consider the following points before installing the printer:

The following table lists the recommended environment conditions:

Table 1-6 Environmental specifications

Environmental Condition	Recommended
Temperature	15° to 30° C (59F to 86F)
Relative Humidity	20% to 80% relative humidity (RH)

General specifications

Table 1-7 General specifications

Item		Specification
Processor	CPU	1.5 GHz (Quad Core)
User Interface	Operational Panel	8 inch touch screen
	LED	2 (Power/Status)
	Key/Button	1 (Power)
Memory	Total	7 GB (3 GB Formatter + 4 GB)
Storage	Standard	320 GB HDD
Interface	USB (Host)	Yes (Hi-Speed USB 3.0, 2.0)
	USB (Device)	Yes (Hi-Speed USB 3.0, 2.0)
	USB (EDI)	N/A
	Wired LAN	Standard (Ethernet 10/100/1G Base TX)
	Additional Wired LAN Support	Yes (optional)

Table 1-7 General specifications (continued)

Item	Specification	
Wireless LAN/NFC	<ul style="list-style-type: none"> • Optional (IEEE 802.11b/g/n + NFC Active Type) • Optional (IEEE 802.11b/g/n/ac + BLE + NFC Active Type) 	
Warmup Time	From Power off (power on to ready)	23 sec
	From Sleep	12 sec
Power Consumption	Ready	Less than 30 W
	Normal operation	Less than 900 W
	Max/Peak	Less than 1300 W
	Sleep/Low Power Mode	Less than 2.0 W
	TEC (Default Mode)	<ul style="list-style-type: none"> • E87640: 2.1 kWh • E87650: 2.717 kWh • E87660: 3.05 kWh
Power Requirement	<ul style="list-style-type: none"> • Input Voltage (Europe): AC 220–240 V (+-6%) • Input voltage (USA): AC 110–127 V (+-10%) • Input Voltage (AP): AC 220–240 V (+-6%) • Rated Frequency: 50/60 Hz (+-2Hz) 	
Acoustic Noise Level (Sound Power/Pressure)	Printing Mode	Simplex
		<ul style="list-style-type: none"> • E87640, E87650 <ul style="list-style-type: none"> – Tray 2: Less than 54 dBA – Tray 1/Optional trays: Less than 56 dBA • E87660 <ul style="list-style-type: none"> – Tray 2: Less than 56 dBA – Tray 1/Optional trays: Less than 58 dBA
		Duplex
		<ul style="list-style-type: none"> • E87640, E87650 <ul style="list-style-type: none"> – Tray 2: Less than 57 dBA – Tray 1/Optional trays: Less than 59 dBA • E87660 <ul style="list-style-type: none"> – Tray 2: Less than 59 dBA – Tray 1/Optional trays: Less than 61 dBA

Table 1-7 General specifications (continued)

Item	Specification	
Copying Mode	Simplex	
	<ul style="list-style-type: none"> • E87640 <ul style="list-style-type: none"> – Tray 2: Less than 58 dBA – Tray 1/Optional trays: Less than 60 dBA • E87650, E87660 <ul style="list-style-type: none"> – Tray 2: Less than 59 dBA – Tray 1/Optional trays: Less than 61 dBA 	
Copying Mode	Duplex	
	<ul style="list-style-type: none"> • E87640 <ul style="list-style-type: none"> – Tray 2: Less than 60 dBA – Tray 1/Optional trays: Less than 62 dBA • E87650 <ul style="list-style-type: none"> – Tray 2: Less than 61 dBA – Tray 1/Optional trays: Less than 63 dBA • E87660 <ul style="list-style-type: none"> – Tray 2: Less than 61 dBA – Tray 1/Optional trays: Less than 64 dBA 	
Ready Mode	30 dBA	
Dimensions (W x D x H)	Set (without stand)	<ul style="list-style-type: none"> • 585 x 771.1 x 932.2 mm (23 x 30.3 x 36.7 in)
Weight	Set (with supplies)	<ul style="list-style-type: none"> • E87640, E87650, E87660: 113.1 kg (249.3 lb)
Recommended Monthly Print Volume	<ul style="list-style-type: none"> • E87640: 40,000 pages • E87650: 45,000 pages • E87660: 50,000 pages 	
Max Monthly Duty Cycle	<ul style="list-style-type: none"> • E87640: 200,000 pages • E87650: 250,000 pages • E87660: 330,000 pages 	

Print specifications

Table 1-8 Print specifications

Item		Specification
Print speed	Simplex	<ul style="list-style-type: none"> • E87640 <ul style="list-style-type: none"> – Up to 40 ppm in A4 (40 ppm in Letter) – Up to 21 ppm in A3 (21 ppm in 11x17) • E87650 <ul style="list-style-type: none"> – Up to 50 ppm in A4 (50 ppm in Letter) – Up to 26 ppm in A3 (26 ppm in 11x17) • E87660 <ul style="list-style-type: none"> – Up to 60 ppm in A4 (50 ppm in Letter) – Up to 31 ppm in A3 (31 ppm in 11x17)
	Duplex (Simplex to Duplex)	<ul style="list-style-type: none"> • E87640 <ul style="list-style-type: none"> – Up to 40 ipm in A4 (40 ipm in Letter) – Up to 21 ipm in A3 (21 ipm in 11x17) • E87650 <ul style="list-style-type: none"> – Up to 50 ipm in A4 (50 ipm in Letter) – Up to 26 ipm in A3 (26 ipm in 11x17) • E87660 <ul style="list-style-type: none"> – Up to 60 ipm in A4 (50 ipm in Letter) – Up to 31 ipm in A3 (31 ipm in 11x17)
FPOT	From Ready	<ul style="list-style-type: none"> • E87640: as fast as 9.9 s • E87650: as fast as 8.9 s • E87660: as fast as 8.3 s
	From Sleep	<ul style="list-style-type: none"> • E87640: as fast as 21.9 s • E87650: as fast as 20.9 s • E87660: as fast as 20.3 s
Resolution		1200 x 1200 dpi (Full Speed)

Table 1-8 Print specifications (continued)

Item	Specification	
Printer Language	PCL5/PCL6(XL)/PostScript Level 3/PDF v1.7	
Font	PCL	95 scalable fonts (including OCR-A/OCR-B)/1 Bitmap
	PostScript 3	136 scalable fonts
Supporting Operating Systems	Windows	<ul style="list-style-type: none"> • Windows XP (32-bit, 64-bit)
		<ul style="list-style-type: none"> • Windows 2003 Server (32-bit, 64-bit)
		<ul style="list-style-type: none"> • Windows Vista (32-bit, 64-bit)
<ul style="list-style-type: none"> • Windows 2008 Server (32-bit, 64-bit) 		
<ul style="list-style-type: none"> • Windows 7 (32-bit, 64-bit) 		
<ul style="list-style-type: none"> • Windows 2008 Server R2 (64-bit) 		
<ul style="list-style-type: none"> • Windows 8 (32-bit, 64-bit) 		
<ul style="list-style-type: none"> • Windows 8.1 (32-bit, 64-bit) 		
<ul style="list-style-type: none"> • Windows Server 2012 (64-bit) 		
<ul style="list-style-type: none"> • Windows Server 2012 R2 (64-bit) 		
Linux	<ul style="list-style-type: none"> • Red Hat Enterprise Linux 5, 6 (32-bit, 64-bit) 	
	<ul style="list-style-type: none"> • Fedora 12, 13, 14, 15, 16, 17, 18, 19, 20 (32-bit, 64-bit) 	
	<ul style="list-style-type: none"> • OpenSUSE 11.2, 11.3, 11.4, 12.1, 12.2, 12.3, 13.1 (32-bit, 64-bit) 	
	<ul style="list-style-type: none"> • Ubuntu 10.04, 11.04, 11.10, 12.04, 12.10, 13.04, 13.10, 14.04 (32-bit, 64-bit) 	
	<ul style="list-style-type: none"> • SuSE Linux Enterprise Desktop 10, 11 (32-bit, 64-bit) 	
	<ul style="list-style-type: none"> • Debian 6, 7 (32-bit, 64-bit) 	
	<ul style="list-style-type: none"> • Mint 13, 14, 15, 16 (32-bit, 64-bit) 	
Mac OS	Mac OS X 10.6–10.10	

Table 1-8 Print specifications (continued)

Item	Specification
Direct Print	PRN/PDF/TIFF/JPEG/XPS
Print Features	<ul style="list-style-type: none"> • WSD print • Secure print • Stored print • Booklet • N-up • Cover page • Barcode • Eco • Poster • Glossy • Watermark • Tray priority setting • Auto tray setting • Tray protection • USB print • Secure PDF print • Google Cloud print

Scan specifications

Table 1-9 Scan specifications

Item	Specification
Scan Speed	<p>Scan to folder speeds (hardware)</p> <p>DN bundles (black and white, gray scale, and color)</p> <ul style="list-style-type: none"> • Simplex: 90 ipm @ 300 DPI • Duplex: 180 ipm @ 300 DPI <p>Z bundles (black and white, gray scale, and color)</p> <ul style="list-style-type: none"> • Simplex: 120 ipm @ 300 DPI • Duplex: 240 ipm @ 300 DPI
Color Mode	Mono/Gray/Color

Table 1-9 Scan specifications (continued)

Item	Specification	
Compatibility	Network TWAIN/Network SANE	
Scan Method	MMT	
File Formats	<ul style="list-style-type: none"> • PDF • Searchable PDF • Compact PDF • PDF Encryption • Digital Signature in PDF • PDF/A • Single-Page PDF • Multi-page PDF • TIFF • Single-Page TIFF • Multi-page TIFF • XPS • Single-Page XPS • Multi-page XPS • JPEG 	
Resolution	Optical (ADF)	Up to 600 x 600 dpi
	Optical (Image Scanner)	Up to 600 x 600 dpi
	Enhanced (ADF)	Up to 4800 x 4800 dpi
	Enhanced (Image Scanner)	Up to 4800 x 4800 dpi
Scan Destinations	<ul style="list-style-type: none"> • Email • FTP • SMB • HDD • USB • WSD • PC • Internet FAX 	
Multi-destinations	Yes	

Table 1-9 Scan specifications (continued)

Item	Specification
Communication Protocol	<ul style="list-style-type: none"> • SMTP (IPv4, IPv6, SSL/TLS) • POP3 (IPv4, IPv6, SSL/TLS) • FTP (IPv4, IPv6) • SMB (IPv4, IPv6) • WSD • T4Net
Scan Size	<p>ADF</p> <ul style="list-style-type: none"> • Min. A6 SEF 105 mm x 148 mm (4.13 in x 5.83) • Max. 297 mm x 437 mm (11.7 in x 17.2 in) <p>Image Scanner</p> <p>Max. 297 mm x 437 mm (11.7 in x 17.2 in)</p>
Scan Original Types	Text/Text & Photo/Photo

Copy specifications

Table 1-10 Copy specifications

Item	Specification
Copy Speed	<p>Single Document Multiple Copy (SDMC)</p> <ul style="list-style-type: none"> • E87640 <ul style="list-style-type: none"> – Up to 40 cpm in A4 • E87650 <ul style="list-style-type: none"> – Up to 50 cpm in A4 • E87660 <ul style="list-style-type: none"> – Up to 60 cpm in A4 <hr/> <p>Multiple Document Multiple Copy (MDMC)</p> <ul style="list-style-type: none"> • E87640 <ul style="list-style-type: none"> – Simplex to Simplex: Up to 40 cpm in A4/Letter – Duplex to Simplex: Up to 40 ipm in A4/Letter • E87650 <ul style="list-style-type: none"> – Simplex to Simplex: Up to 50 cpm in A4/Letter – Duplex to Simplex: Up to 50 ipm in A4/Letter • E87660

Table 1-10 Copy specifications (continued)

Item		Specification
		<ul style="list-style-type: none"> <li data-bbox="1102 260 1406 310">– Simplex to Simplex: Up to 60 cpm in A4/Letter <li data-bbox="1102 331 1433 382">– Duplex to Simplex: Up to 60 ipm in A4/Letter
FCOT	From Ready	<ul style="list-style-type: none"> <li data-bbox="1054 415 1225 436">• E87640: 6.1 s <li data-bbox="1054 464 1225 485">• E87650: 5.1 s <li data-bbox="1054 512 1225 533">• E87660: 4.5 s
Resolution	Flow ADF	<ul style="list-style-type: none"> <li data-bbox="1054 562 1273 583">• Scan: 600 x 600 dpi <li data-bbox="1054 611 1302 632">• Printing: 600 x 600 dpi
	Image Scanner	<ul style="list-style-type: none"> <li data-bbox="1054 659 1273 680">• Scan: 600 x 600 dpi <li data-bbox="1054 707 1302 728">• Printing: 600 x 600 dpi
Reduce/Enlarge	Flow ADF	25–400% in 1% increments
	Image Scanner	25–400% in 1% increments
	Preset	25% / 50% A3→A5 / 61% A3→B5 / 64% Ledger→Letter / 70% A3→A4 B4→B5 A4→A5 / 77% Ledger→Legal / 78% Legal→Letter / 81% B4→A4 B5→A5 / 86% A3→B4 A4→B5 / 104% Executive→Letter / 115% B4→A3 / 121% Legal→Ledger / 122% A4→B4 / 129% Letter→Ledger / 141% A4→A3 A5→A4 / 150% / 200% A5→A3 / 400%
Darkness Control	11 levels	
Contrast Control	11 levels	
Multi Copy	1–9,999	
Duplex Copy	Built-in	

Table 1-10 Copy specifications (continued)


Item	Specification
Copy Original Type	<ul style="list-style-type: none">• Text• Text and Printed Photo• Text and Glossy Photo• Newspaper• Printed Photo• Glossy Photo• Copied Original• Map• Light Original
Copy Features	<ul style="list-style-type: none">• ID Copy• N-up• Booklet• Image Repeat• Auto Fit• Book Copy• Poster Copy• Watermark• Image Overlay• Stamp• Covers• Job Build• Preview• Erase Edge• Image Shift• Image Adjustment• Background Adjustment

Supplies


Table 1-11 Supplies

Item		Product number	Service number	Average yield
Initial Toner Cartridge ¹	Black	W9050MC	X3A92-67904 HP Black Managed LJ Toner Cartridge	Approx. 54,400 pages
	Cyan	W9051MC	X3A92-67901 HP Cyan Managed LJ Toner Cartridge	Approx. 52,000 pages
	Magenta	W9053MC	X3A92-67902 HP Magenta Managed LJ Toner Cartridge	Approx. 52,000 pages
	Yellow	W9052MC	X3A92-67903 HP Yellow Managed LJ Toner Cartridge	Approx. 52,000 pages
TCU		W9058MC		Approx. 71,000 pages
Staples				

¹ Print cartridge life is approximately based on average A4 /Letter-size page count with ISO coverage. Declared cartridge yield value in accordance with ISO/IEC 19798. Actual yields vary considerably based on images printed and other factors. For more information, visit www.hp.com/go/learnaboutsupplies

 **NOTE:** Depending on the print pattern and job mode used, the lifespan of the consumable can vary.

Print cartridge life is approximately based on average A4 /Letter-size page count with ISO coverage. Declared cartridge yield value in accordance with ISO/IEC 19798. Actual yields vary considerably based on images printed and other factors. For more information, visit www.hp.com/go/learnaboutsupplies

 **IMPORTANT:** Toner cartridges or other supplies must be purchased in the same country/region as the printer being used. Otherwise, new toner cartridges or other supplies will be incompatible with the printer. This is due to differing configurations of toner cartridges and other supplies according to the conditions of a specific country/region.

Maintenance parts

Some of the printer parts have a shorter lifespan than the life of the printer.

HP recommends replacing the following maintenance parts at specific intervals to make sure the printer produces quality copies and to extend the service life of the printer.

Item		Product number	Life	Remark
Developer Unit	Yellow	Z7Y73A	720,000 pages	
	Magenta	Z7Y72A	720,000 pages	
	Cyan	Z7Y69A	720,000 pages	
	Black	Z7Y68A	720,000 pages	

Item		Product number	Life	Remark
OPC Drum Unit	Black	W9054MC	Approx. 160,000 pages	
	Cyan	W9055MC	Approx. 140,000 pages	
	Magenta			
	Yellow			
Fuser Unit	220 V	Z7Y76A	360,000 pages	
	110 V	Z7Y75A	360,000 pages	
ITB		Z7Y78A	430,000 pages	NOTE: Clean the CPR sensor after replacing the ITB.
ITB Cleaner		Z7Y80A	180,000 pages	
Transfer Roller Assembly		Z7Y90A	360,000 pages	
Pick/Feed/Reverse (Separation) Roller (for Trays 2-X)		Z9M01A	360,000 pages	
Tray 1 Pick/Feed/Reverse (Separation) Roller			200,000 pages	
Flow ADF pick roller assembly (GX and sGX z/dn models)		Z8W50A	200,000 pages	
Flow ADF reverse (separation) roller assembly (GX and sGX z/dn models)		Z8W51A	100,000 pages	
ADF pick roller assy (LX du models)		Z7Y64A	200,000 pages	
ADF reverse (separation) roller assy (LX du models)		Z7Y65A	100,000 pages	

 **NOTE:**

- Depending on the print patterns and job mode used, the lifespan can differ.
- See Replacing the maintenance part for further instructions.

Maintenance table

- EM: Emergency Maintenance (as needed)
- C: Clean
- R: Replace

 **NOTE:** The total pages at the top of the table represents the lifespan for each maintenance part.

When replacing the fuser unit, the engineer does not need to replace Paper Path and Flow ADF's material items such as pickup, feed, separation rollers, and so on.

The usage of fuser unit and pickup, feed, separation roller will be different as the usage of Copy, Scan, and Print job.

Paper handling specifications

Table 1-12 Paper handling specifications

Item		Specification
Input Capacity	Standard	1040 sheets
	Multipurpose	100 sheets
	Maximum	6140 sheets
		NOTE: 1 Tray (100) + 2 Tray (1040) + HCl bottom (2000) + sHCl (3000)
Standard Cassette Tray	Capacity	<ul style="list-style-type: none"> • 520 sheets x 2 (Based on Xerox Premier 80g/m²) • Envelope: 50 sheets (only Tray 2 support)
	Media Sizes	<p>NOTE: Supported Envelopes: Monarch, DL, C4, C5, C6, No.10, No. 9</p> <ul style="list-style-type: none"> • Cassette 1: 98 mm x 139.7 mm — 297 mm x 390 mm (3.9 in x 5.5 in — 11.7 in x 15.4 in) • Cassette 2: 148.5 mm x 182 mm — 320 mm x 457 mm (5.8 in x 7.2 in — 12.6 in x 18 in)

Table 1-12 Paper handling specifications (continued)

Item	Specification
Media Types	<ul style="list-style-type: none"> • Plain • Thin • Bond • Hole Punched • Pre-Printed • Recycled • Thin Cardstock • Thick Cardstock • Heavy Cardstock • Extra Heavy Cardstock 1 • Letterhead • Thick • Cotton • Colored • Archive • Thin Glossy • Thick Glossy • Heavy Glossy • Heavy Weight • Extra Heavy Weight 1 ,2 ,3 4 • Label • Transparency • Envelope (Cassette 1 Only)

Table 1-12 Paper handling specifications (continued)

Item	Specification
Media Weight	<ul style="list-style-type: none"> • Plain Paper: 70-90 g/m² (18.5-24 lb/ Duplex) • Thick Paper: 91-105 g/m² (25-28 lb/ Duplex) • Heavy Weight Paper : 106-176 g/m² (Duplex) • Extra Heavy Weight 1 Paper : 177-220 g/m² • Extra Heavy Weight 2: 221–256 g/m² (Duplex) • Extra Heavy Weight 3: 257–300 g/m² • Thick Cardstock: 164–216 g/m² (Duplex) • Heavy Cardstock: 217–256 g/m² (Duplex) • Extra Heavy Cardstock: 257–300 g/m² • Thick Glossy: 164–216 g/m² • Heavy Glossy: 217–256 g/m² • Transparency: 138–146 g/m² • Label: 120–150 g/m² • Envelope: 75–90 g/m² (Only Tray 2 support) • Thick Envelope: 91–120 g/m² (Only Tray 2 support) • Thin Paper: 60-69 g/m² (16-19 lb/ Duplex) • Cotton paper : 75-90 g/m² (Duplex) • Colored : 75-90 g/m² (Duplex) • Pre-Printed : 71-90 g/m² (Duplex) • Recycled : 60-90 g/m² (Duplex) • Bond Paper: 105-120 g/m² (Duplex) • Letterhead : 75-90 g/m² (Duplex) • Hole Punched Paper: 75-90 g/m² (Duplex) • Thin Cardstock : 105-163 g/m² (Duplex) • Thin Glossy : 106-163 g/m² (Duplex)
Sensing	<ul style="list-style-type: none"> • H/W Install Detect: Yes • Paper Empty and Low Level Detect: Yes • Paper Type Detect: No • Paper Size Detect: Yes

Table 1-12 Paper handling specifications (continued)

Item	Specification
Tray 1	<p>Capacity</p> <ul style="list-style-type: none"> • Plain Paper: 100 sheets at 80 g/m² • Envelopes: 10 sheets at 75 g/m² <p>NOTE: Supported Envelopes: Monarch, DL, C4, C5, C6, No. 10, No. 9</p> <ul style="list-style-type: none"> • Labels: 20 sheets at 120–159 g/m² • Thick Paper: 10 sheets at 176 g/m²
	<p>Media Sizes 98 mm x 139.7 mm — 320 mm x 1200 mm (3.8 in x 5.5 in — 12.6 in x 47.2 in)</p>
	<p>Media Types</p> <ul style="list-style-type: none"> • Plain • Thin • Bond • Hole Punched • Pre-Printed • Recycled • Thin Cardstock • Letterhead • Thick • Cotton • Colored • Archive • Thin Glossy • Thick Glossy • Heavy Glossy • Heavy Weight • Extra Heavy Weight 1, 2, 3, 4 • Envelope • Transparency • Label
	<p>Media Weight</p> <ul style="list-style-type: none"> • 60 to 256 g/m²: Simplex, Duplex • 257 to 325 g/m²: Simplex • Envelope: 75–90 g/m², Simplex • Label: 120–150 g/m², Simplex
	<p>Sensing</p> <p>Paper Empty Detect: Yes</p> <p>Paper Size Detect: Yes</p>

Table 1-12 Paper handling specifications (continued)

Item		Specification
ADF	Capacity	GX/sGX - 250 sheets
		LX - 100 sheets
	Document Size	<ul style="list-style-type: none"> Width: 105 mm — 297 mm (5 in — 11.7 in) Length: 140 mm — 432 mm (5.5 in — 17 in)
		Document Weight
Auto Detected Size	A3/A4/A5/A6 SEF/B4/B5/Letter/Legal/Statement/Folio/Executive	
Image Scanner	Document Size	<ul style="list-style-type: none"> Width: 140 mm — 297 mm (5.5 in — 11.7 in) Length: 140 mm — 432 mm (5.5 in — 17 in)
		Output Capacity
Printing Size	Standard	500 sheets (Standard) + 125 sheets (Job Separator)
	Maximum	615 sheets [500 sheets (Standard) + 125 sheets (Job Separator)]
Maximum Printing Area	Maximum Size	320 mm x 457 mm (12.6 in x 18 in)
	Minimum Size	98 mm x 139.7 mm (3.8 in x 5.5 in)
Duplex Printing	Simplex	Top: 4.2 +/- 1.5 mm / Left: 4.2 +/- 1.5 mm
	Duplex	Top: 4.2 +/- 2 mm / Left: 4.2 +/- 2 mm
Support	Support	Built-in
	Media Sizes	139.7 mm x 182 mm — 320 mm x 457 mm (5.5 in x 7.2 in — 12.6 in x 18 in)

Table 1-12 Paper handling specifications (continued)

Item	Specification
Media Types	<ul style="list-style-type: none"> • Plain • Thin • Bond • Hole Punched • Pre-Printed • Recycled • Thin Cardstock • Letterhead • Thick • Cotton • Colored • Archive • Thin Glossy • Thick Glossy • Heavy Glossy • Heavy Weight • Extra Heavy Weight 1, 2
Media weight	16–17 lb (60 to 256 g/m ²)

Network and software specifications

Network interface

Table 1-13 Network interface

Item	Specifications	
Network OS	<p>Windows</p> <ul style="list-style-type: none"> • XP (32/64 bit) • 2003 (32/64 bit) • Vista (32/64 bit) • Windows 7 • Windows 8 <p>Mac</p> <ul style="list-style-type: none"> • Mac OS 10.5–10.8 <p>Linux</p> <ul style="list-style-type: none"> • RedHat 8–9 • Fedora Core 1–4 • Mandrake 9.2–10.1 • SuSE 8.2–9.2 <p>Novell</p> <ul style="list-style-type: none"> • Netware 5.x, 6.x (TCP/IP Only) <p>Others</p> <ul style="list-style-type: none"> • Unix (HP-UX, Solaris, SunOS, SCO) 	
Network Protocols	TCP/IP	TCP/IPv4, HTTP, SNMPv1/v2c/v3, LDAP, SMTP, SSL/TLS, IPSec, DNS, WINS, SLP, Bonjour, SSDP, DDNS, DHCP/BOOTP, IPv6
	IPX/SPX	No
	Ether Talk	No
	NetBIOS over TCP/IP	Yes
	Others	HTTPS, IPSec, 802.1x
IP Addressing	Static IP	Yes
	Auto IP	Yes
	BOOTP	Yes
	DHCP	Yes
SNMP/MIB Access	MIB-2 (RFC 1213)	Yes
	Host Resource MIB (RFC 2790)	Yes

Table 1-13 Network interface (continued)

Item	Specifications
	Printer MIB (RFC 3805) Yes
	Finisher MIB (RFC 3806) Yes
	Private MIB Yes
	HP Compatibility Yes — Partially
	SNMP Trap Yes
Printing Protocols	Windows Printing (SMB) No
	LPR/LPD Yes
	IPP Yes
	Netware I-Print No
	Netware NDPS No
	Ether Talk No
	Port 9100 Yes
Device Discovery	DNS Yes
	Dynamic DNS Yes
	Multicast DNS (Bonjour) Yes
	WSD (including Print and Scan) Yes (Print and Scan)
	SLP Yes
	uPNP (SSDP) Yes

Software and solutions

Table 1-14 Software and solutions

Item	Specifications
Application	Anyweb Print N/A
	Easy Printer Manager Windows/Mac
	Easy Color Manager Windows/Mac
	Easy Document Creator Windows
	Net PC Fax Windows/Mac
	Direct Printing Utility Windows
	Easy Deployment Manager Windows
	Easy Eco Driver Windows
	Universal Printer Driver Windows
	Universal Scan Driver Windows
Mobile Printing	Google Cloud Print (GCP) Yes

Table 1-14 Software and solutions (continued)

Item		Specifications
	Airprint	Yes
Smart App	Smart Workspace	Yes
	Workbook Composer	Yes
	Smart Color Manager	Yes
	Smart Service App	Yes
	Hancom Office	Yes
Solution	Device Management	Fleet Admin Pro (UniThru)
	Output Management	CounThru Enterprise/Pro
	Document Management and Distribution	SmarThru Workflow 3.0
	Security	SecuThur Pro 1.0
	Mobility	SCP 1.0 (14.09)
Security	Authentication (Local)	Yes
	Authentication (Network)	Yes (SMB/Kerberos/LDAP/IPSec/EAP)
	IP Address Filtering	Yes (IPv4 Filtering/IPv6 Filtering/MAC Filtering)
	HDD Overwrite (Standard)	9
	HDD Overwrite (Maximum Overwrites)	Yes
	Secure Print	Yes
	Encrypted Secure Print	Yes
	Encrypted PDF Mode (Encrypted Scanning)	Yes
	IP Sec	Yes
	Smart Card Authentication	Yes

Options

Configuration options

HP Color LaserJet MFP E87640, E87650, E87660



Number	Component	Product number
1	HP Color LaserJet MFP E87640, E87650, E87660	<ul style="list-style-type: none"> • E87640 <ul style="list-style-type: none"> – dn models: X3A87A – du models: 5CM64A – – z models: X3A86A • E87650 <ul style="list-style-type: none"> – dn models: X3A90A – du models: 5CM65A – z models: X3A89A • E87660 <ul style="list-style-type: none"> – dn models: X3A93A – du models: 5CM66A – z models: X3A92A
2	HP LaserJet Department Cabinet	Y1G16A
3	HP LaserJet 2000 Sheet High Capacity Tray Department	Y1G21A
4	HP LaserJet Dual Cassette Department Feeder	Y1F98A
5	HP High Capacity Input Tray Side (sHCI)	Y1G20A
6	HP LaserJet Stapler/Stacker Finisher	Y1G18A The following punch kits are available: <ul style="list-style-type: none"> • Y1G10A — HP LaserJet Hole Punch 2/3 Accessory • Y1G11A — HP LaserJet Hole Punch 2/4 Accessory • Y1G12A — HP LaserJet Hole Punch Swedish Accessory
7	HP LaserJet Booklet Finisher	Y1G07A The following punch kits are available: <ul style="list-style-type: none"> • Y1G10A — HP LaserJet Hole Punch 2/3 Accessory • Y1G11A — HP LaserJet Hole Punch 2/4 Accessory • Y1G12A — HP LaserJet Hole Punch Swedish Accessory

Number	Component	Product number
8	HP LaserJet Inner Finisher	Y1G00A The following punch kits are available: <ul style="list-style-type: none"> Y1G02A — HP LaserJet Inner Finisher Hole 2/3 Punch Y1G03A — HP LaserJet Inner Finisher Hole 2/4 Punch Y1G04A — HP LaserJet Inner Finisher Swedish Punch
9	HP LaserJet Department Job Separator	Y1G15A
	HP LaserJet Paper Tray Heaters Department	Y1G22A NOTE: Not shown in configuration. The following accessories are also available: <ul style="list-style-type: none"> Y1G22A#BGJ — HP LaserJet Paper Tray Heaters Accessory Department (110V) Y1G22A#B19 — HP LaserJet Paper Tray Heaters Accessory Department (220V)

Options list

Table 1-15 Options list

Item	Part numbers	Remark
HP LaserJet Department Cabinet	Y1G168	
HP LaserJet Dual Cassette Department Feeder	Y1F98A	
HP LaserJet 2000 Sheet High Capacity Tray Department	Y1F21A	
HP High Capacity Input Tray Side (sHCI)	Y1F20A	
Fax Kit		
Fax Multiline Kit		
Foreign interface harness (FIH) Kit		
HP LaserJet Job Separator Department	Y1G01A	
HP LaserJet Paper Tray Heaters Department	Y1G22A	For dual cassette feeder (DCF)
HP LaserJet Paper Tray Heaters Accessory Department (110V)	Y1G22A#BGJ	For HCI/sHCI
HP LaserJet Paper Tray Heaters Accessory Department (220V)	Y1G22A#B19	
Wireless/NFC Kit		
Wireless/NFC/BLE Kit		
Additional Network Kit (Dual Network Kit)		

Table 1-15 Options list (continued)

Item	Part numbers	Remark
HP LaserJet Inner Finisher	Y1G00A	
HP LaserJet Stapler/Stacker Finisher	Y1G18A	
HP LaserJet Booklet Finisher	Y1G07A	
HP LaserJet Inner Finisher Hole 2/3 Punch	Y1G02A	Two and three hole punch (for America, Asia, and Africa)
HP LaserJet Inner Finisher Hole 2/4 Punch	Y1G03A	Two and four hole punch (for Europe)
HP LaserJet Inner Finisher Swedish Punch	Y1G04A	Swedish four hole punch (for Sweden)
HP LaserJet Hole Punch 2/3 Accessory	Y1G10A	Two and three hole punch (for America, Asia, and Africa)
HP LaserJet Hole Punch 2/4 Accessory	Y1G11A	Two and four hole punch (for Europe)
HP LaserJet Hole Punch Swedish Accessory	Y1G12A	Swedish four hole punch (for Sweden)
HP LaserJet Inner/Booklet Finisher Staples	Y1G13A	<ul style="list-style-type: none"> Regular staples for the HP LaserJet Inner Finisher Regular saddle staples for the HP LaserJet Booklet Finisher
<p>NOTE: The HP LaserJet Booklet Finisher and HP LaserJet Stapler/Stacker Finisher have two staple slots.</p>		
HP LaserJet Stapler/Stacker Finisher Staples	Y1G14A	<ul style="list-style-type: none"> Regular staples for HP LaserJet Stapler/Stacker Finisher
<p>NOTE: The HP LaserJet Booklet Finisher and HP LaserJet Stapler/Stacker Finisher have two staple slots.</p>		

Option specifications

Table 1-16 Option specifications

Item	Specification	
HP LaserJet Dual Cassette Department Feeder	Part number	Y1F98A
	Capacity	520 x 2 sheets
	Media Sizes	<ul style="list-style-type: none"> Cassette 1: 148.5 mm x 210 mm — 297 mm x 432 mm (5.8 in x 8.2 in — 12 in x 18 in) Cassette 2: 148.5 mm x 210 mm — 297 mm x 432 mm (5.8 in x 8.2 in — 12 in x 18 in)
	Media Types	Plain/Thin/Bond/Hole Punched/Preprinted/Recycled/Thin Cardstock/Letterhead/Thick/Cotton/Colored/Archive/Thin Glossy/Heavy Weight/Extra Heavy Weight

Table 1-16 Option specifications (continued)

Item	Specification	
Media Weight	<ul style="list-style-type: none"> • Plain Paper: 71–90 g/m² (18.5–24 lb/ Duplex) • Thick Paper: 91–105 g/m² (25–28 lb/ Duplex) • Heavy Weight Paper: 106–176 g/m² (Duplex) • Heavy Weight Paper 1: 177–216 g/m² (Duplex) • Heavy Weight Paper 2: 217–256 g/m² (Duplex) • Heavy Weight Paper 3: 257–300 g/m² • Thin Paper: 60–69 g/m² (16–19 lb/ Duplex) • Cotton Paper: 75–90 g/m² (Duplex) • Colored: 75–90 g/m² (Duplex) • Preprinted: 71–90 g/m² (Duplex) • Recycled: 60–90 g/m² (Duplex) • Bond Paper: 105–120 g/m² (Duplex) • Letterhead: 75–90 g/m² (Duplex) • Hole Punched Paper: 75–90 g/m² (Duplex) • Thin Cardstock: 105–163 g/m² (Duplex) • Thin Glossy: 106–163 g/m² (Duplex) 	
Sensing	<ul style="list-style-type: none"> • H/W Install Detect: Yes • Paper Empty and Low Level Detect: Yes • Paper Type Detect: No • Paper Size Detect: Yes 	
Dimensions	556 mm x 610 mm x 265 mm (22.3 in x 24 in x 10 in)	
Weight	Net 20 kg, Packing 23.5 kg	
HP LaserJet 2000 Sheet High Capacity Tray Department	Part number	Y1G21A
	Capacity	2000 sheets at 20 lb (80 g/m ²)
	Media Sizes	A4, Letter
	Media Types	Plain Paper, Thin Paper, Thick Paper, Punched Paper

Table 1-16 Option specifications (continued)

Item	Specification	
	Media Weight	60 to 300 gsm
	Sensing	<ul style="list-style-type: none"> • H/W Install Detect: Yes • Paper Empty and Low Level Detect: Yes • Paper Type Detect: No • Paper Size Detect: No
HP High Capacity Input Tray Side (sHCI)	Part number	Y1F20A
	Capacity	3000 sheets at 20 lb (80 g/m ²)
	Media Sizes	A4, Letter
	Media Types	Plain Paper, Thin Paper, Thick Paper, Punched Paper
	Media weight	60 to 300 gsm
	Sensing	<ul style="list-style-type: none"> • H/W Install Detect: Yes • Paper Empty and Low Level Detect: Yes • Paper Type Detect: No • Paper Size Detect: No
HP LaserJet Department Cabinet	Part number	Y1G16A
	Dimensions	585 mm x 670 mm x 257 mm
	Weight (Net)	18 kg
HP LaserJet Job Separator Department	Part number	Y1G01A
	Capacity	125 sheets at (80 g/m ²)
HP LaserJet Inner Finisher	Part number	Y1G00A
	Capacity	500 sheets stacking, internal
	Staple Cartridge Capacity	5000 staples/cartridge
	Stacking	<ul style="list-style-type: none"> • Top Tray: 50 sheets (A4/LT at 80 gsm) • Finishing Tray: 500 sheets (A4/LT at 80 gsm)
	Stapling	<ul style="list-style-type: none"> • Maximum Number of Sheets: 50 sheets stapling with 90 g/m² sheet • Stapling Positions: Front flat and corner (45), Dual, Rear flat and corner (45)
	Saddle Stapling	N/A
	Offline Stapling	N/A
	Offset at Non-Staple Job	Yes

Table 1-16 Option specifications (continued)

Item	Specification
	Offset at Staple Job N/A
	Output Stacking Face Down
HP LaserJet Stapler/Stacker Finisher	Part number Y1G18A
	Capacity 65 sheets stapling, 3,250 sheets stacking
	Staple Cartridge Capacity 5000 staples/cartridge
	Stacking <ul style="list-style-type: none"> • Top Tray: 250 sheets (A4/LT at 80 gsm) • Finishing Tray: 3000 sheets (A4/LT at 80 gsm)
	Stapling <ul style="list-style-type: none"> • Maximum Number of Sheets: 65 sheets stapling with 90 g/m² sheet • Stapling Positions: 2 Corners (Single, 45 degree), Center (Double)
	Offline Stapling Yes
	Offset at Non-Staple Job Yes
	Offset at Staple Job Yes
	Output Stacking Face Down
	HP LaserJet Booklet Finisher
Capacity 65 sheets stapling, 2000 sheets stacking	
Staple Cartridge Capacity 5000 staples/cartridge	
Stacking <ul style="list-style-type: none"> • Top Tray: 250 sheets (A4/LT at 80 gsm) • Finishing Tray: 2000 sheets (A4/LT at 80 gsm) 	
Stapling <ul style="list-style-type: none"> • Maximum Number of Sheets: 65 sheets stapling with 90 g/m² sheet • Stapling Positions: 2 Corners (Single), Center (Double) 	
Saddle Stapling Maximum Number of Sheets: 25 sheets stapling with 80 g/m ² sheet	
Offline Stapling Yes	
Offset at Non-Staple Job Yes	
Offset at Staple Job Yes	
Output Stacking Face Down	
1. HP LaserJet Hole Punch 2/3 Accessory	Part numbers 1. Y1G10A
2. HP LaserJet Hole Punch 2/4 Accessory	2. Y1G11A
3. HP LaserJet Hole Punch Swedish Accessory	3. Y1G12A

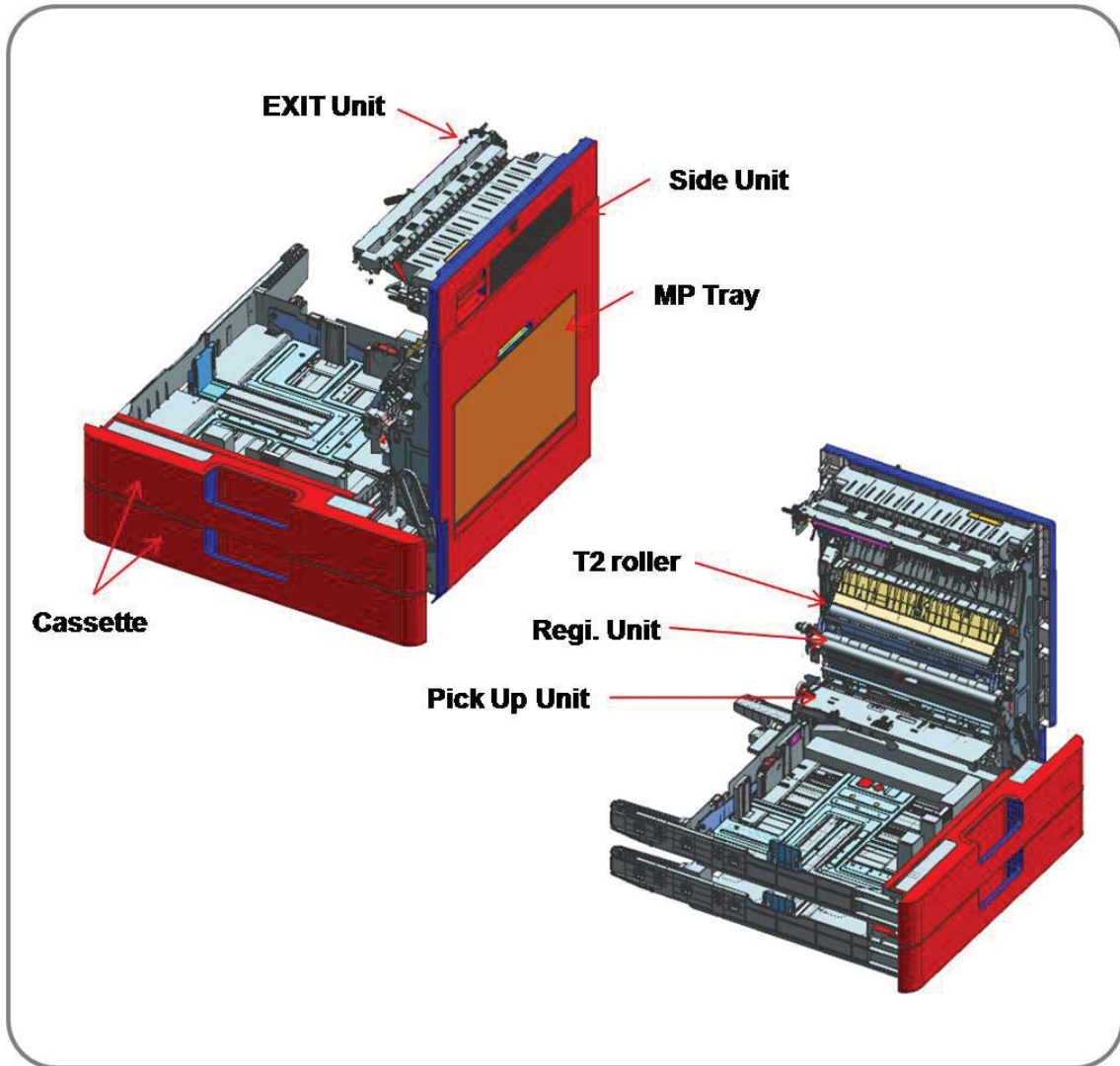
Table 1-16 Option specifications (continued)

Item		Specification
	Available Unit	Auto change 2/3 hole or auto change 2/4 hole, Swedish 4
	Paper Wight	52–300 g/m ²
1.	HP LaserJet Inner Finisher Hole 2/3 Punch	1. Y1G02A
2.	P LaserJet Inner Finisher Hole 2/4 Punch	2. Y1G03A
		3. Y1G04A
3.	HP LaserJet Inner Finisher Swedish Punch	Available Unit
		Auto change 2/3 hole or auto change 2/4 hole, Swedish 4
	Paper Wight	52–256 g/m ²

Feeding system

Feeding system overview

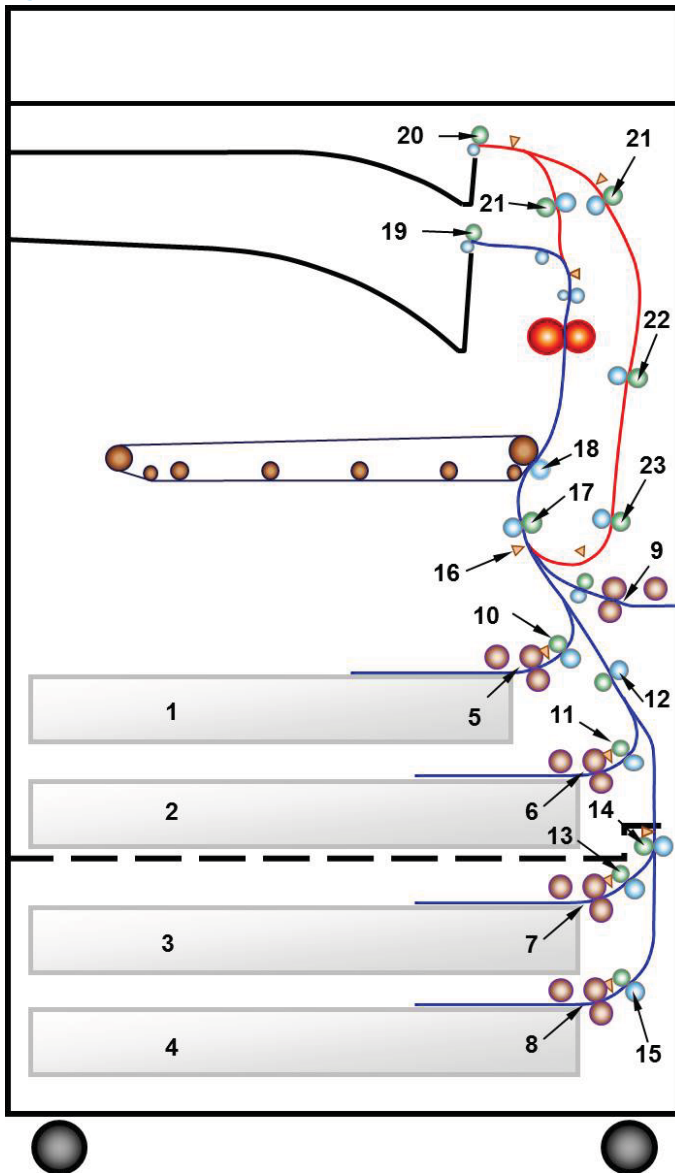
The feeding system picks up paper from the cassette or Tray 1 and moves it to the printing mechanism inside the printer. The feeding system consists of the pickup unit, registration unit, transfer roller assembly, and exit unit.



Main components and functions

Rollers

Figure 1-1 Rollers



1	Tray 2	13	Tray 4 feed roller (optional)
2	Tray 3	14	Tray 4 trans roller (optional)
3	Tray 4 (optional)	15	Tray 5 feed roller (optional)
4	Tray 5 (optional)	16	Registration sensor
5	Tray 2 pickup/reverse/feed rollers	17	Registration roller
6	Tray 3 pickup/reverse/feed rollers	18	Transfer roller
7	Tray 4 pickup/reverse/feed rollers (optional)	19	Exit roller (1st)
8	Tray 5 pickup/reverse/feed rollers (optional)	20	Exit roller (2nd)

9	Tray 1 pickup/reverse/feed rollers	21	Exit roller (trans)
10	Tray 2 feed roller	22	Duplex 1 roller
11	Tray 3 feed roller	23	Duplex 2 roller
12	Tray 3 trans roller	23	Duplex 3 roller

- Pickup roller (Tray 1, 2, 3, 4, 5)
 - This roller picks up the paper from the tray.
- Feed roller (Tray 1, 2, 3, 4, 5)
 - This roller is placed against the reverse roller. It transfers the paper from the pickup roller to the feed roller.
- Reverse roller (Tray 1, 2, 3, 4, 5)
 - This roller is placed against the feed roller and transfers only one sheet of paper to the feed roller. When two or more sheets of paper are being transferred from the pickup roller, the load of the torque limiter of the reverse roller is heavier than the frictional force between the sheets of paper. As a result, the reverse roller is stopped and the lower sheet of paper is not transferred.
- Feed roller
 - This roller transfers the paper sent from the feed/reverse roller to the registration roller.
- Registration roller
 - This roller aligns the leading edge of the paper and transfers the paper to the transfer roller assembly.

Table 1-18 Roller period table

Roller	Periodic
OPC/Drum	94.5 mm
Charge Roller (CR)	37.7 mm
Magnetic roller (MR)	32.3 mm
Transfer roller	44.0 mm
Transfer roller (T2)	75.4 mm
Fuser Belt (HR)	110 mm
Fuser Pressure Roller (PR)	114.7 mm

Sensor, motor, and solenoid

Figure 1-2 Sensor, motor, solenoid

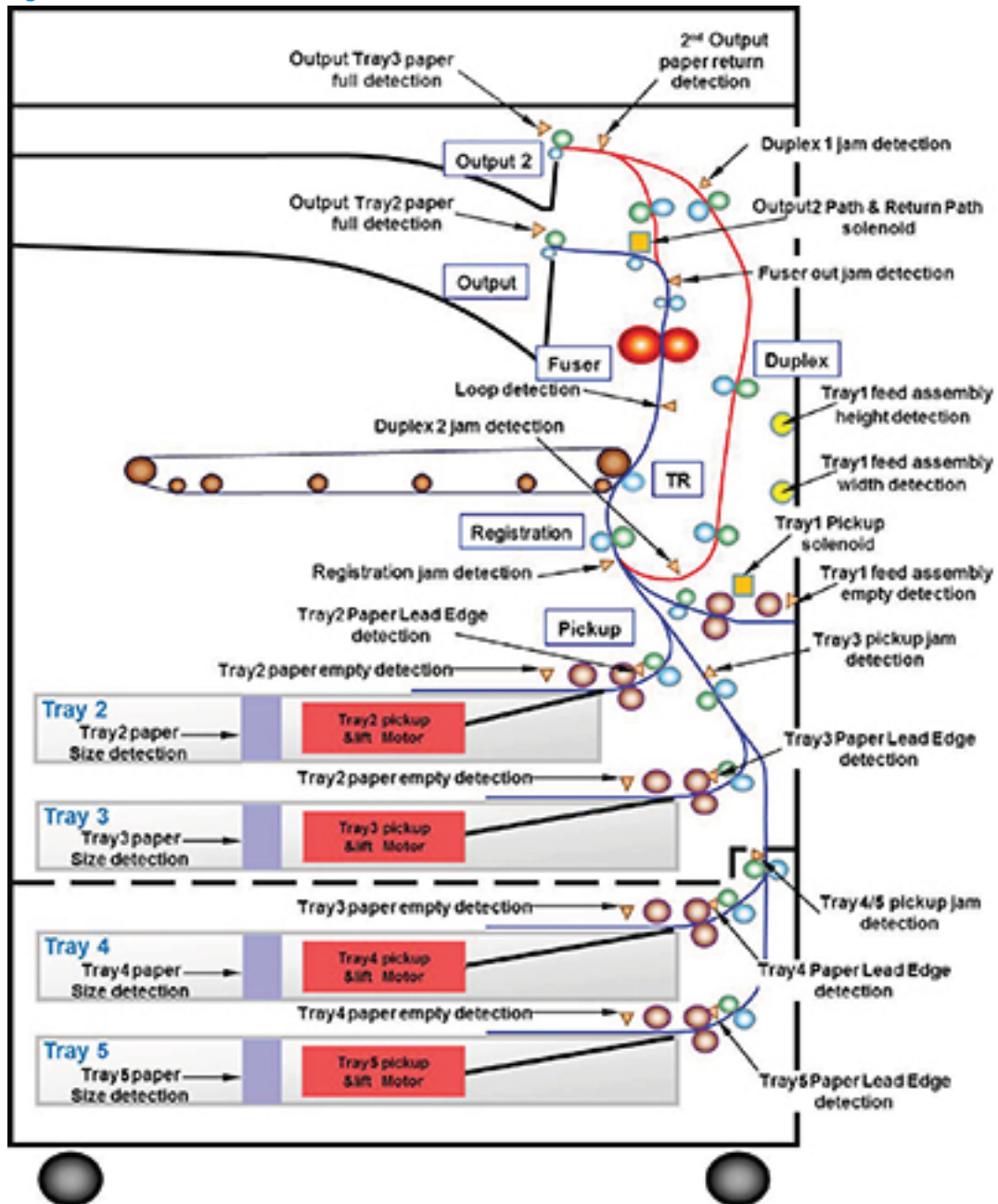


Table 1-19 Sensor, motor, solenoid

Item	Function
Tray 2 paper size detection sensor	Detects Tray 2 paper size
Tray 2 paper empty detection sensor	Detects Tray 2 paper empty
Tray 2 upper limit detection sensor	Detects Tray 2 upper limit
Tray 2 paper Lead Edge detection sensor	Detects Tray 2 paper Lead Edge

Table 1-19 Sensor, motor, solenoid (continued)

Item	Function
Tray 3 paper size detection sensor	Detects Tray 3 paper size
Tray 3 paper empty detection sensor	Detects Tray 3 paper empty
Tray 3 upper limit detection sensor	Detects Tray 3 upper limit
Tray 3 paper Lead Edge detection sensor	Detects Tray 3 paper Lead Edge
Tray 3 paper feed jam detection sensor	Detects Tray 3 paper feed jam
Tray 4 paper size detection (option) sensor	Detects Tray 4 paper size
Tray 4 paper empty detection (option) sensor	Detects Tray 4 paper empty
Tray 4 upper limit detection (option) sensor	Detects Tray 4 upper limit
Tray 4 paper Lead Edge detection (option) sensor	Detects Tray 4 paper Lead Edge
Tray 4/4 paper feed jam detection (option) sensor	Detects Tray 4/4 paper feed jam
Tray 5 paper size detection (option) sensor	Detects Tray 5 paper size detection
Tray 5 paper empty detection (option) sensor	Detects Tray 5 paper empty
Tray 5 upper limit detection (option) sensor	Detects Tray 5 upper limit
Tray 5 paper Lead Edge detection (option) sensor	Detects Tray 5 paper Lead Edge
Paper registration jam detection sensor	Detects Paper registration jam
Paper fuser-out jam detection sensor	Detects Paper fuser-out jam
Output Tray 2 paper full detection sensor	Detects output Tray 2 paper full
Output 2 tray path and Return path solenoid	Changes paper path
Return motor	Controls 2nd output tray and duplex printing
Output Tray 3 paper full detection sensor	Detects output Tray 3 paper full
Output 2 paper return detection sensor	Detects Duplex Return position
1st Duplex motor	Controls duplex printing
2nd Duplex motor	Controls duplex printing
Duplex 1 jam detection sensor	Detects Duplex 1 jam
Duplex 2 jam detection sensor	Detects Duplex 2 jam

Table 1-19 Sensor, motor, solenoid (continued)

Item	Function
Tray 1 feed assembly paper empty detection sensor	Detects Tray 1 feed assembly: paper empty NOTE: If paper is loaded in Tray 1, that tray takes priority over trays 2, 3, 4, or 5.
Tray 1 feed assembly	Controls Tray 1 feed assembly pickup roller
Tray 1 feed assembly paper width detection sensor	Detects Tray 1 feed assembly paper width
Tray 2 Pickup and Lift motor	Drives the pickup roller and the knock up plate
Tray 3 Pickup and Lift motor	Drives the pickup roller and the knock up plate
Tray 4 Pickup and Lift motor	Drives the pickup roller and the knock up plate
Tray 5 Pickup and Lift motor	Drives the pickup roller and the knock up plate
Paper Loop Detection sensor	Detects paper loop between transfer Nip and fusing Nip At warm-up, Detects the fuser jam

Cassette

The cassette stores paper. The paper size is set using the guides in each tray.

Figure 1-3 Basic cassette

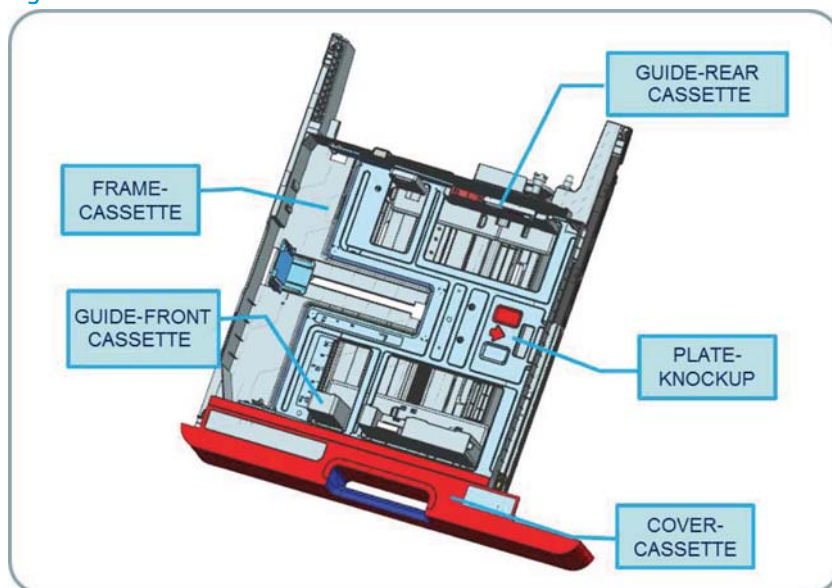


Table 1-20 Basic cassette

Item	Description
1	Structure: Drawer Type
2	Capacity: 520 sheets (80 g/m ² paper standard)

Table 1-20 Basic cassette (continued)

Item	Description
3	Paper type <ul style="list-style-type: none"> • Plain paper: A5, A4, A3, B5, B4, Letter, 11 in x 17 in (Ledger), Statement, Legal • Special Paper: Envelope (Tray 2 Only), Label, Transparency
4	Paper weight <ul style="list-style-type: none"> • Plain paper: 60–300 g/m²
5	Plate knock up lift type: Lift Motor + Up Limit Sensor

Pickup unit

When paper pickup occurs, the pickup roller moves down in order to come in contact with the surface of the paper. If the cassette is installed, the LEVER-INPUT CST is pushed and the pickup roller moves down. The feed and separation rollers make sure that a single sheet of paper is moved into the paper path, and that the feed roller moves the paper as far as the registration (REGI) roller.

 **NOTE:** The pickup unit 1 and pickup unit 2 are not interchangeable.

Figure 1-4 Pickup unit 1

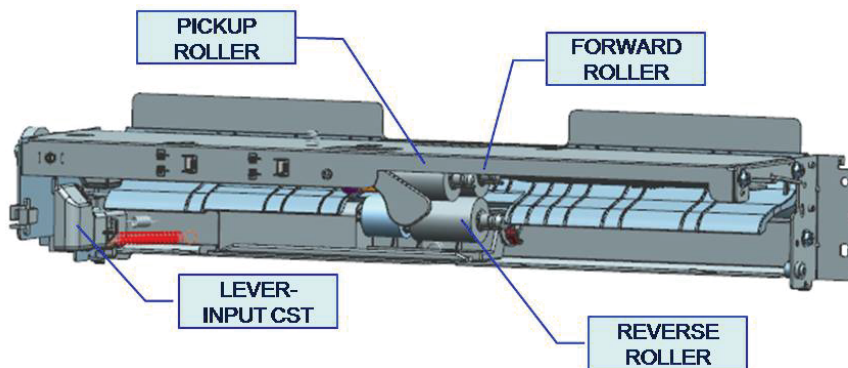
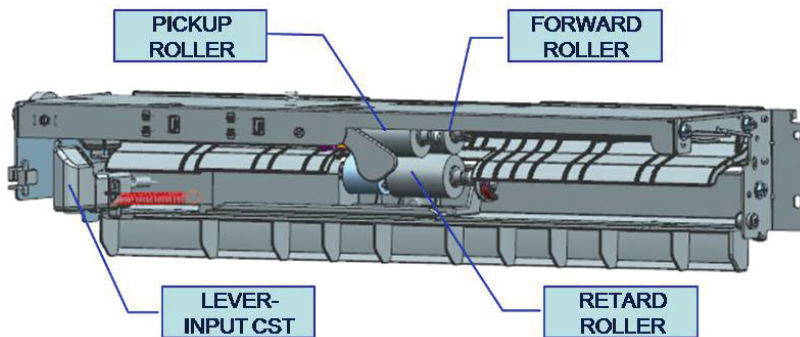


Figure 1-5 Pickup unit 2

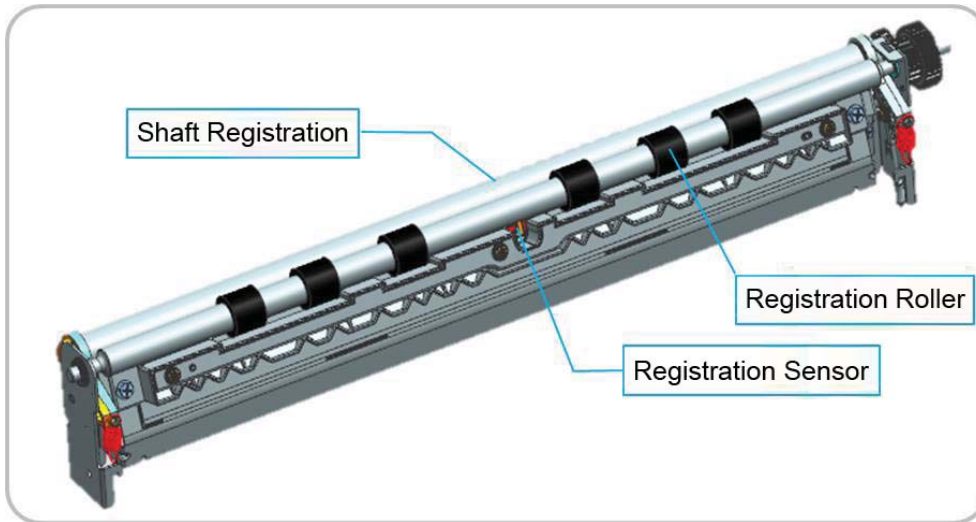


Registration unit

The registration roller is driven by the registration/multipurpose motor. The registration roller clutch is located between the registration/Tray 1 motor and registration roller, or on the transfer belt (for color), and it controls

power to the registration roller in order to match paper and an image on the drum at the predetermined registration point.

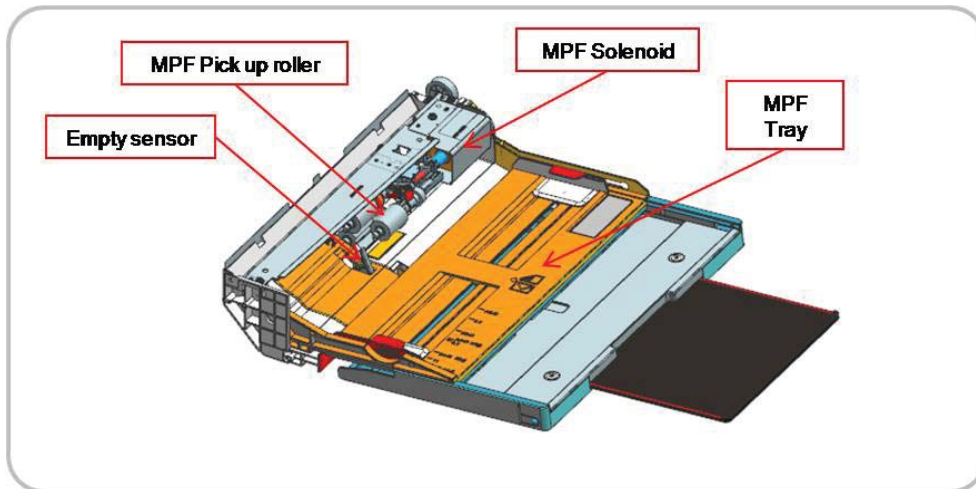
Figure 1-6 Registration roller



Tray 1 feeder assembly

The Tray 1 feed assembly allows feeding of special media cardstock and custom size paper.

Figure 1-7 Tray 1 feeder assembly

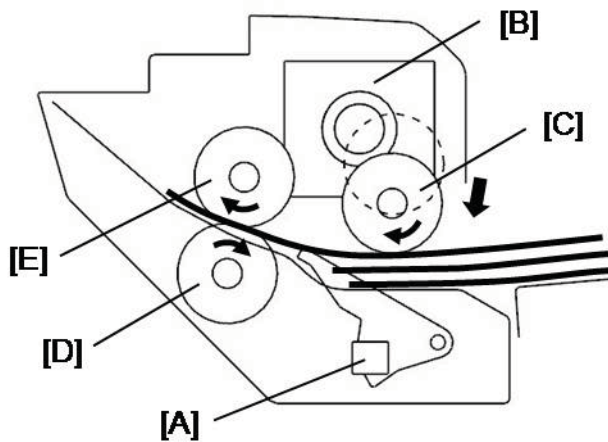


Specification

- Capacity: 100 sheets (80g/m² paper standard)
- Media size: 98 mm x 148 mm – 320 mm x 1200 mm (3.87 in x 5.8 in – 12.6 in x 47.2 in)
- Media weight: Plain paper 60 – 320 g/m²
- Feeding speed: 32 ppm, 40 ppm, 48 ppm Letter/A4 LEF (Long Edge Feeding)

Paper separation

Figure 1-8 Paper separation



When the Tray 1 paper detection [A] sensor detects paper and the machine gets a Tray 1 printing job, the Tray solenoid [B] drops the pickup roller [C] onto the top of the paper stack in Tray 1.

This machine uses a Feed and Reverse Roller (FRR) system for feeding paper. The friction between the reverse roller [D] and feed roller [E] separates the top sheet of paper from the stack.

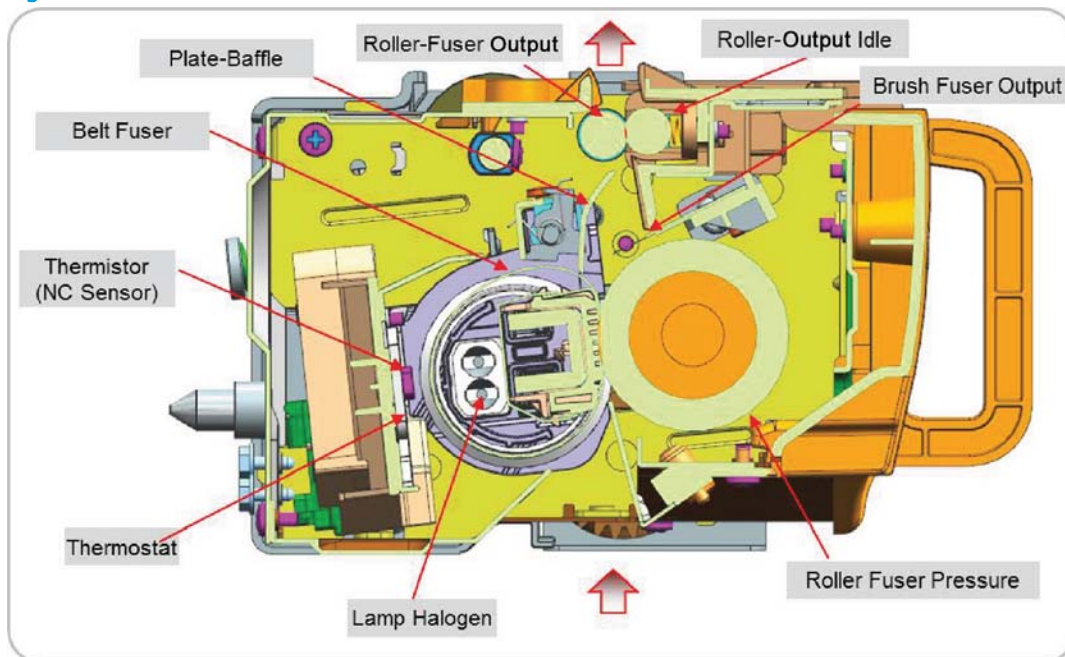
Fuser unit

Fuser unit overview

This section describes the image fusing process used by the printer.

This unit fuses the toner that was transferred by the transfer roller onto the paper, by applying a combination of heat and pressure to complete the fusing process. This printer uses an instant fusing system (NIF type). The fuser unit design for this model has improved. The fuser belt has been changed to require less heat capacity and still fuse the toner properly. Additionally, the life has been improved by incorporating a sub-bush system with a lubricant storage design.

Figure 1-9 Fuser unit



- **Lamp halogen**

The fuser unit has two halogen lamps. One heats the center of the fusing belt, the other heats the end of axial direction. These halogen lamps are lit alternately to heat the fusing belt. Each lamp has its coil in a different location. The coil of the center heater lamp is in the center, the coils on the side heater lamp are on both sides. The lamps are fixed inside of the fusing belt. When the fusing belt rotates, the lamps do not rotate.
- **Belt fuser**

The belt fuser gets heat from the halogen lamp and transfers it to the toner and paper. The belt fuser consists of three thin-layers. The thin fusing belt reduces warm up and mode changing time. To prevent the fusing belt from adhering to the toner, the surface of the fuser belt is fluorinated. There is a nip inside the fusing belt. Tension springs are used to keep a constant nip area where the fusing belt contacts the pressure roller.
- **Roller fuser pressure**

The pressure roller makes sure there is a proper nip width between the pressure roller and fusing belt. It is made up of the soft silicone sponge rubber. The pressure roller is driven by the driving system and drives the fusing belt.

- **Thermistor (NC sensor)**

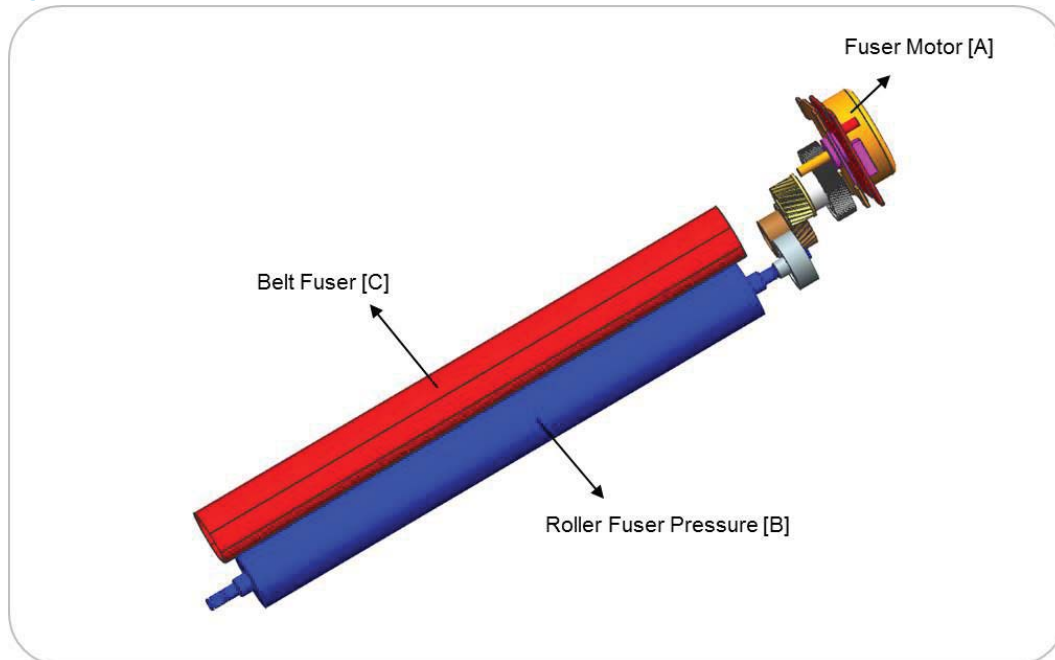
The temperature of the fusing belt is maintained by NC sensors (non-contact type thermistors) located near the center and the end of the fusing belt.

- **Thermostats**

The thermostat cuts off the power supply to the halogen lamp by opening the circuit when the fusing belt becomes abnormally hot as a result of a problem, such as a NC sensor malfunction. The thermostat is used to prevent abnormal operation. When a thermostat is triggered, it must be replaced as well as the other damaged parts in the fuser unit.

Fuser unit drive

Figure 1-10 Fuser drive

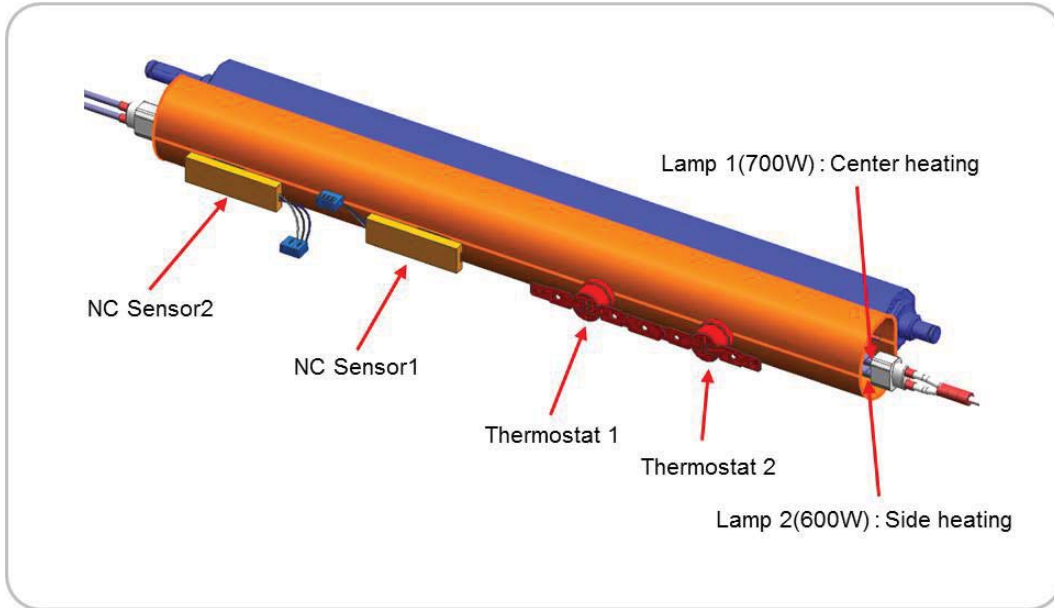


The fuser motor (A) drives the pressure roller (B) through the gear train. The fuser belt is driven by the pressure roller.

Fuser unit temperature control

When the main switch turns on, the CPU turns on the fusing lamp. The lamp stays on until the NC sensors detect the standby temperature. The CPU then raises the temperature up to the printing temperature.

Figure 1-11 Fuser unit temperature control



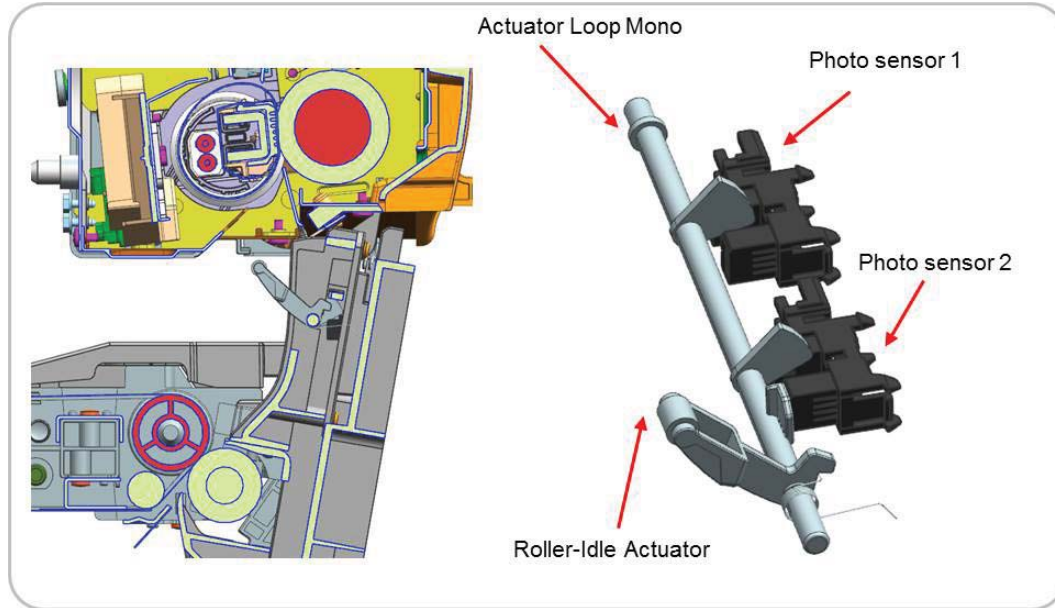
Overheat protection

- The CPU cuts power to the fusing lamp in the following cases:
 - The belt temperature detected by the NC sensors keeps higher than 220°C for 20 seconds.
 - The belt temperature detected by the NC sensors keeps higher than 230°C for 3 seconds.
 - The relay off works when the belt temperature detected by the NC sensors is higher than 230°C.
- The following components are used when thermistor overheat protection fails:
 - Two thermostats get into line with the common ground wire of the fusing lamp.
 - If one of the thermostat temperatures becomes higher than 195°C, it opens and cuts power to the fusing lamp. If the other thermostat temperature becomes higher than 195°C, it also opens and cuts power to the fusing lamp.

Loop control

The tension of the paper between the OPC nip and the fuser nip is known as the paper loop level.

Figure 1-12 Loop control



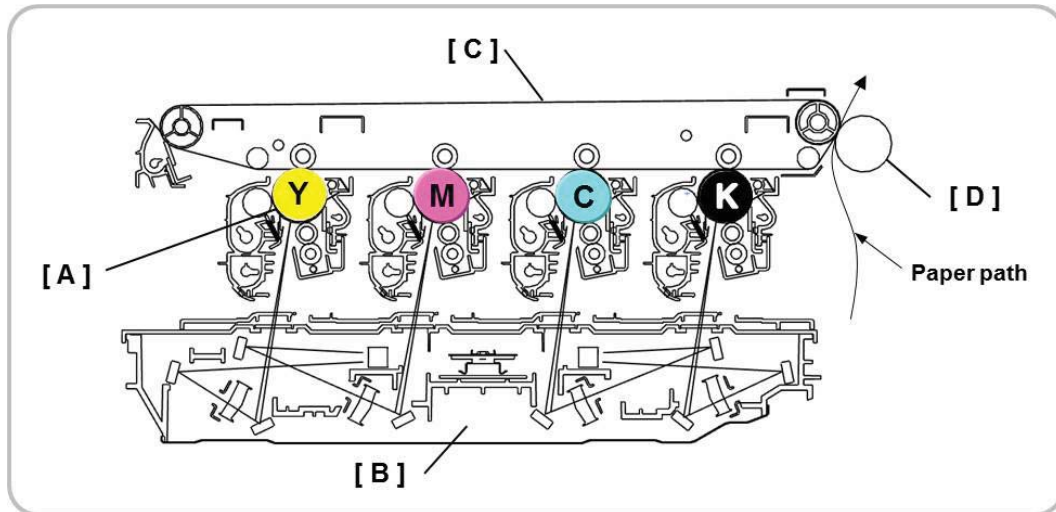
The paper loop level is controlled by monitoring photo sensors 1 and 2. The fuser unit controls the motor speed for the paper loop level.

Image creation

Printing process overview

This printer uses four drum units, four development units, and four laser beams for color printing. Each drum unit consists of a drum, charge roller, and cleaning blade. Each development unit consists of a magnetic roller and mixing auger.

Figure 1-13 Printing process overview



The OPC drum (A) is charged with a negative voltage and is exposed by the light from the laser scanner assembly (B).

The light produced by the laser creates a latent image by discharging on the surface of the OPC drum. The negatively charged toner is attracted to the latent drum image due to an electric field. The toner (real image) on each OPC drum is moved to the ITB (C) by the positive bias applied to the first transfer roller. All four toners (color image) are transferred to the paper by a positive charge applied to the second transfer roller (D).

1. **OPC drum charge:** The charge roller gives the drum a negative charge.
2. **Laser exposure:** Light produced by a laser diode hits the charged OPC through the lens and mirrors.
3. **Development:** The developing roller carries negatively charged toner to the latent image on the drum surface. This printer uses four independent drum and development units (one for each color).
4. **Transfer:**
 - **Image transfer:** The first transfer roller opposite the OPC drums transfer toner from the drums to the ITB. Four toner images are super-imposed onto the belt.
 - **Paper transfer:** The second transfer roller transfers the toner from the ITB to the media.
5. **Cleaning the OPC drum:** The cleaning brush and blade remove remaining toner on the drum surface after image transfer to the paper.
6. **Quenching for OPC drum:** Quenching is done by illuminating the whole area of the drum with the laser at the end of every job.

Imaging unit

Imaging unit overview

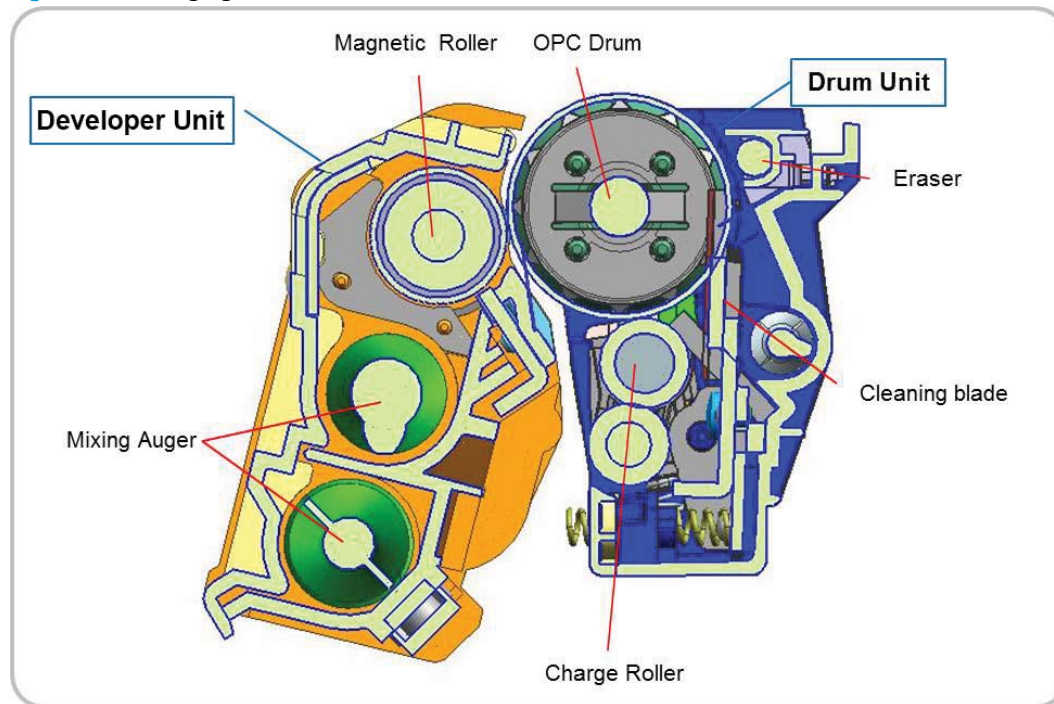
This printer uses a tandem type drum and development units. It uses four color developing during one paper path to increase color printing productivity.

The development units are not interchangeable, but the drum units for Y, M, and C color are interchangeable. The black drum unit is independent. The diameter of the drum is 30 mm with a circumference of about 94.2 mm.

The drum unit has the charge roller to charge the drum surface and cleaning roller to clean the charge roller.

The e-label is the sub part of the drum unit. It stores the count information and other data. If the drum unit is replaced, the count information stored by the old drum unit will not be kept.

Figure 1-14 Imaging unit



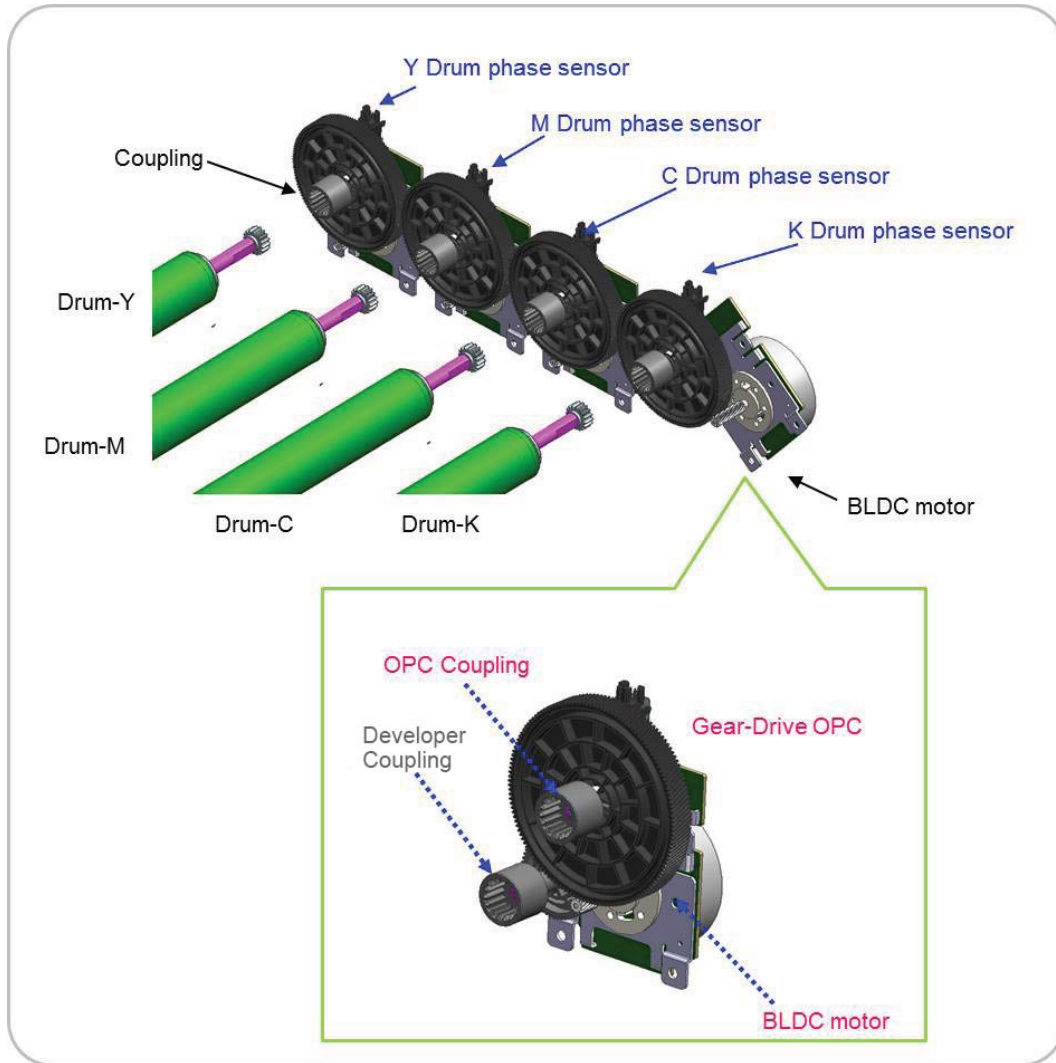
Drum drive

The color OPCs and magnetic roller are driven by each color motor. The OPC drum and magnetic roller are powered by the coupling.

The Brushless Direct Current (BLDC) motor maintains constant speed. The speed sync for each color depends on the BLDC motor.

Phase sync for each OPC job prints the pattern on the Intermediate Transfer Belt (ITB) and is adjusted automatically.

Figure 1-15 Drum drive

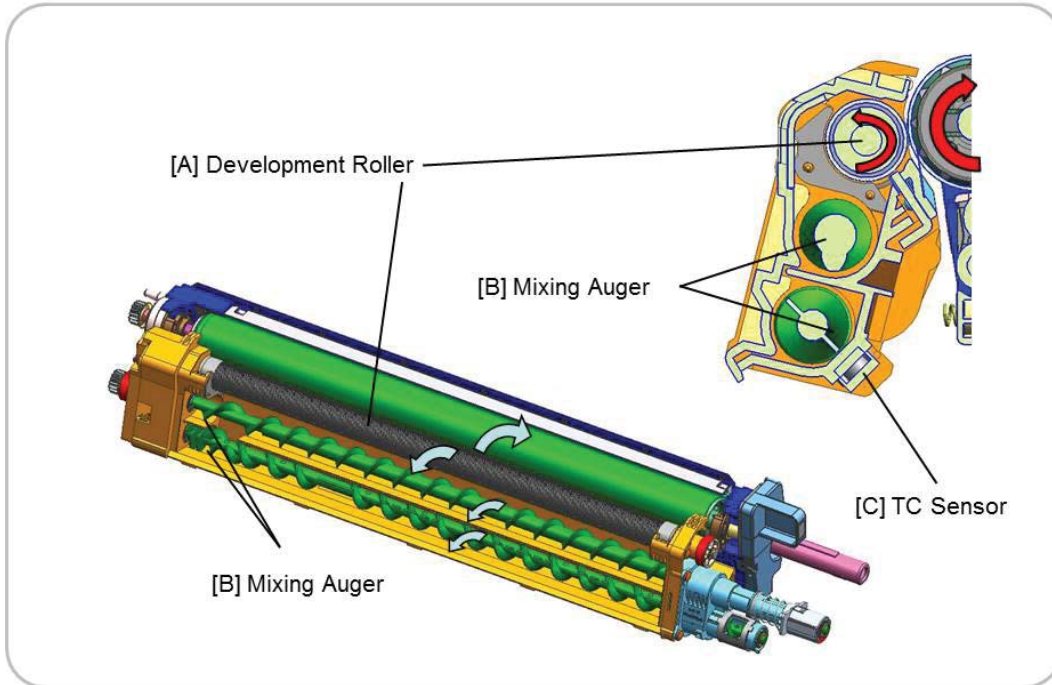


Developer unit

This printer uses a dual-component development system that has four development units. Each new unit contains 245 g of magnetic toner carrier (developer powder). The developer powder is supplied to the magnetic (development) roller (A) by the two mixing augers (B). The diameter of the magnetic roller is 18 mm.

Each development unit has a toner carrier (TC) sensor (C). The TC sensor is used for controlling the operating range of toner density.

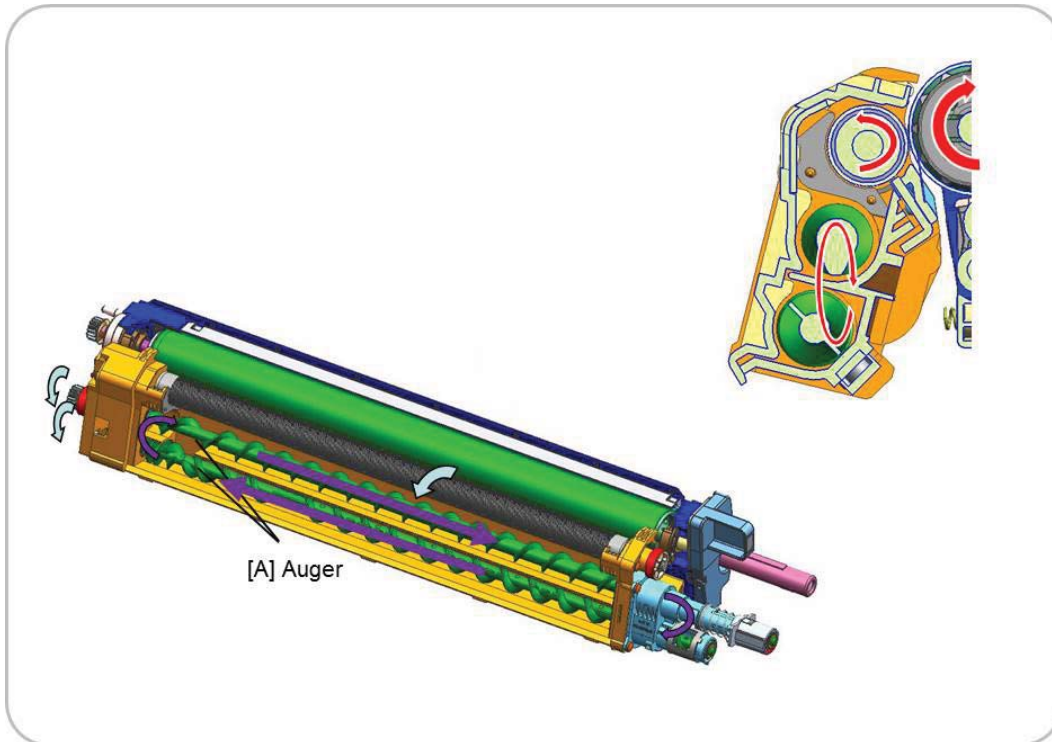
Figure 1-16 Developer unit



Developer agitation

Two mixing augers (A) circulate the developer forward and backward to agitate the developer in order to sufficiently mix the toner and developer.

Figure 1-17 Developer auger



Agitation occurs at the following times:

- During the process control self-checking (warm up)
- During toner supply job
- During development job

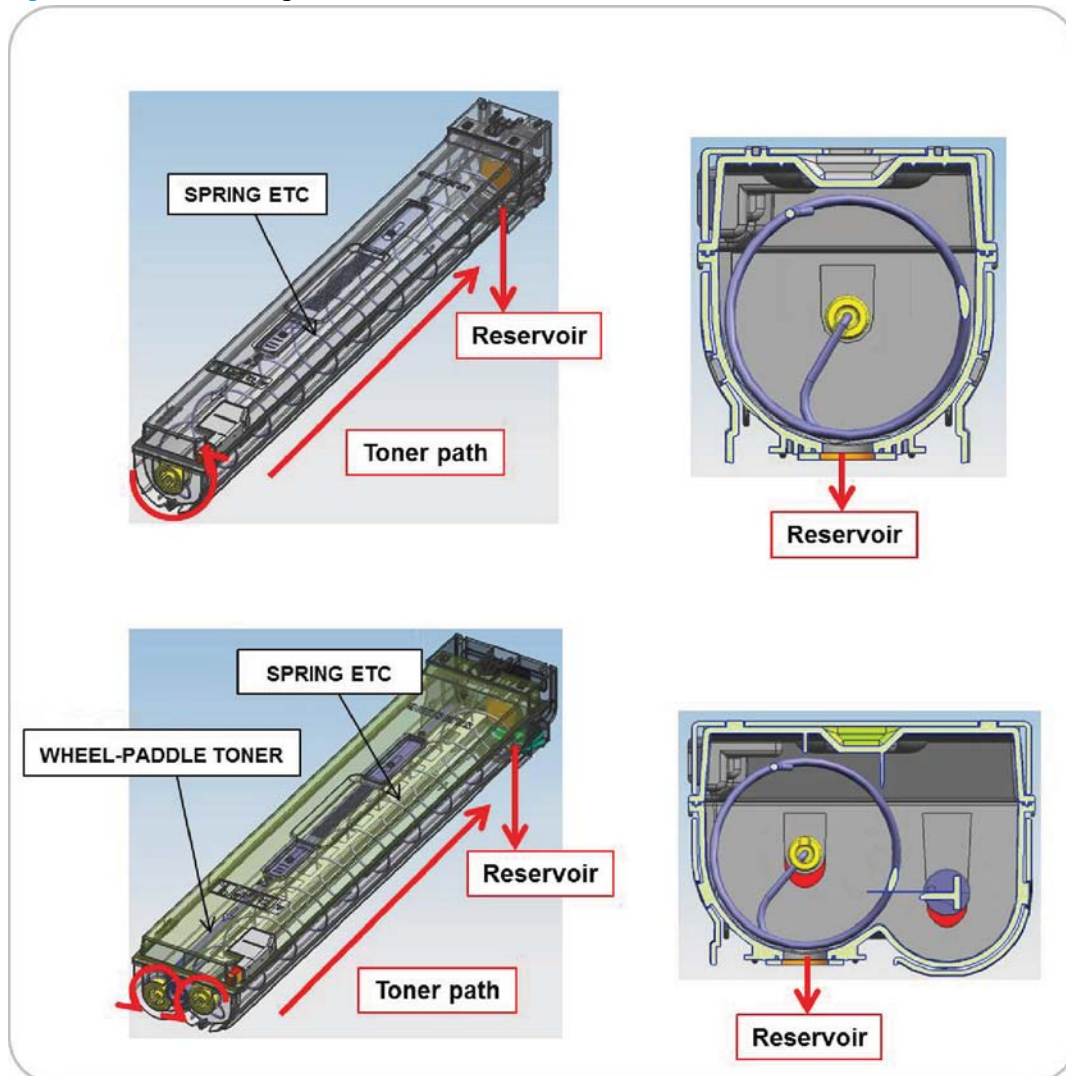
If the developer unit is stored above 45°C (113°F), the toner might harden and will not work properly. If the toner in the development unit has hardened, an installation error occurs.

Toner cartridge

When the toner and carrier in the toner cartridge is mixing:

- The YMC cartridge contains 570 g of toner and the K cartridge contains 840 g of toner. Additionally, the YMC cartridge contains 55 g of carrier and K cartridge contains 80 g of carrier.
- The toner in the YMC cartridge is transferred to the Reservoir by the Spring-ETC.
- The toner in the K cartridge is transferred to the Spring-ETC by the Wheel-Paddle Toner and transferred to the Reservoir by Spring-ETC.

Figure 1-18 Toner cartridge



Dynamic security

Learn about dynamic-security-enabled printers.

Certain HP printers use cartridges that have security chips or electronic circuitry. Cartridges using a non-HP chip or modified or non-HP circuitry* might not work. And, those that work today might not work in the future.

As is standard in the printing business, HP has a process for authenticating cartridges. HP continues to use security measures to protect the quality of our customer experiences, maintain the integrity of our printing systems, and protect our intellectual property. These measures include authentication methods that change periodically and might prevent some third-party supplies from working now or in the future. HP printers and original HP cartridges deliver the best quality, security and reliability. When cartridges are cloned or counterfeited, the customer is exposed to quality and potential security risks, compromising the printing experience.

***Non-HP Chips and modified or non-HP electronic circuitry** are not produced or validated by HP. HP cannot guarantee that these chips or circuitry will work in your printer now or in the future. If you are using non-original HP cartridges, please check with your supplier to ensure your cartridge has an original HP security chip or unmodified HP electronic circuitry.

Intermediate transfer belt unit

Intermediate transfer belt (ITB) unit overview

The toner on the four drums is transferred to the Intermediate transfer belt (ITB) by the first transfer roller.

The image overlapped by four colors is transferred to the paper by the second transfer roller. The remaining toners are removed by the cleaning blade and transferred to the toner collection unit.

This process is completed with one rotation of the ITB. The arrow above the C and M drums on the following diagram shows the direction of the ITB rotation. The ITB is rotated by friction between the drive roller and the ITB. The tension roller provides tension to prevent slipping.

There are three color plane registration (CPR) sensors and one photo sensor. Two CPR sensors are for line position adjustment and one is for process control. The photo sensor monitors the position of the first transfer rollers.

Figure 1-19 ITB unit

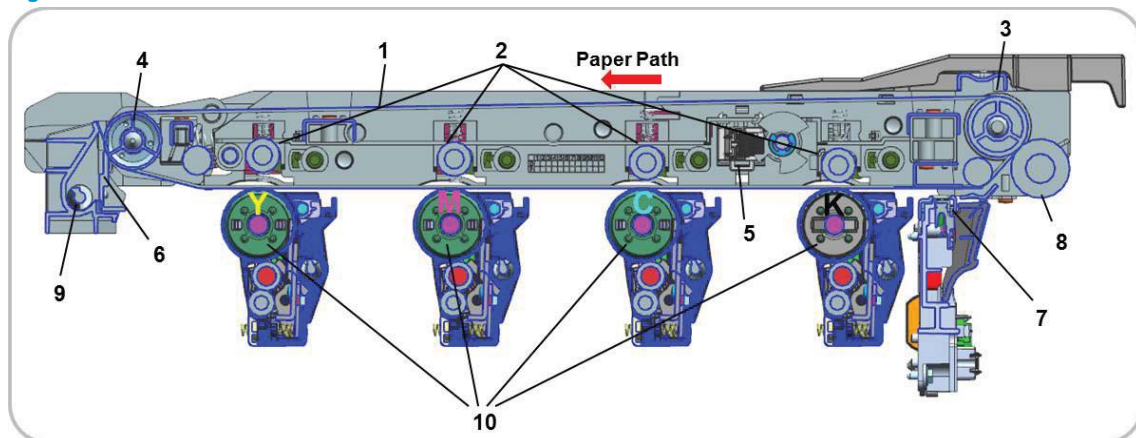


Table 1-21 ITB unit

1	Intermediate Transfer Belt (ITB)
2	First Transfer Roller

Table 1-21 ITB unit (continued)

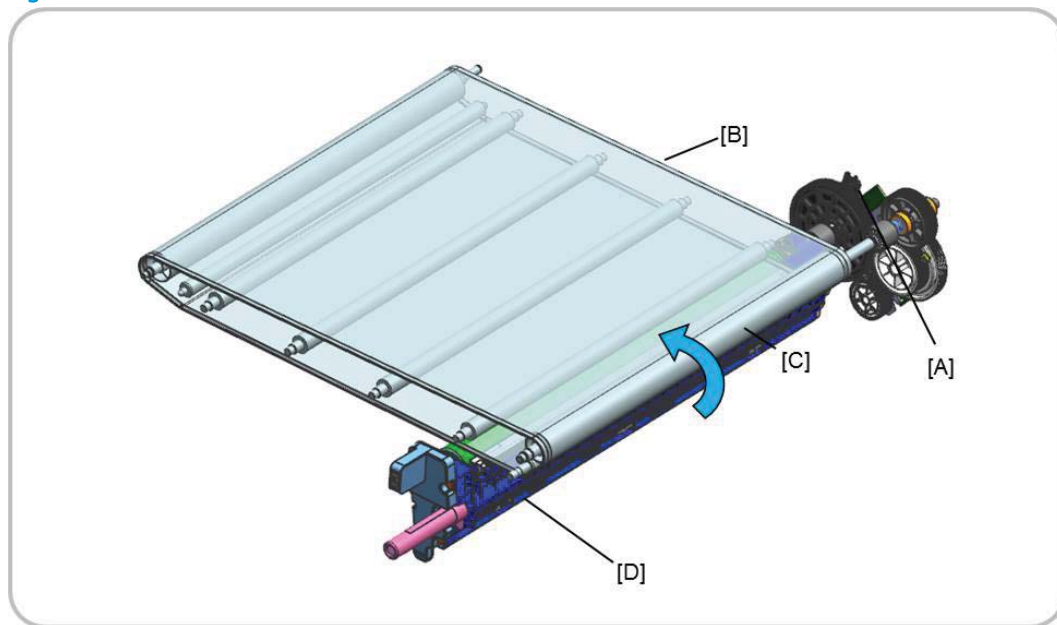
3	ITB Drive Roller
4	Tension Roller
5	Photo Sensor
6	Cleaning Blade
7	Color Plane Registration (CPR) Sensor
8	Second Transfer Roller
9	Toner Collection Auger
10	Drum Unit

Transfer belt drive

The drive motor (A) drives the ITB (B) by using gears and the ITB drive roller (C).

The ITB (B) and black OPC (C) is synchronized by the drive motor (A).

Figure 1-20 Transfer belt drive



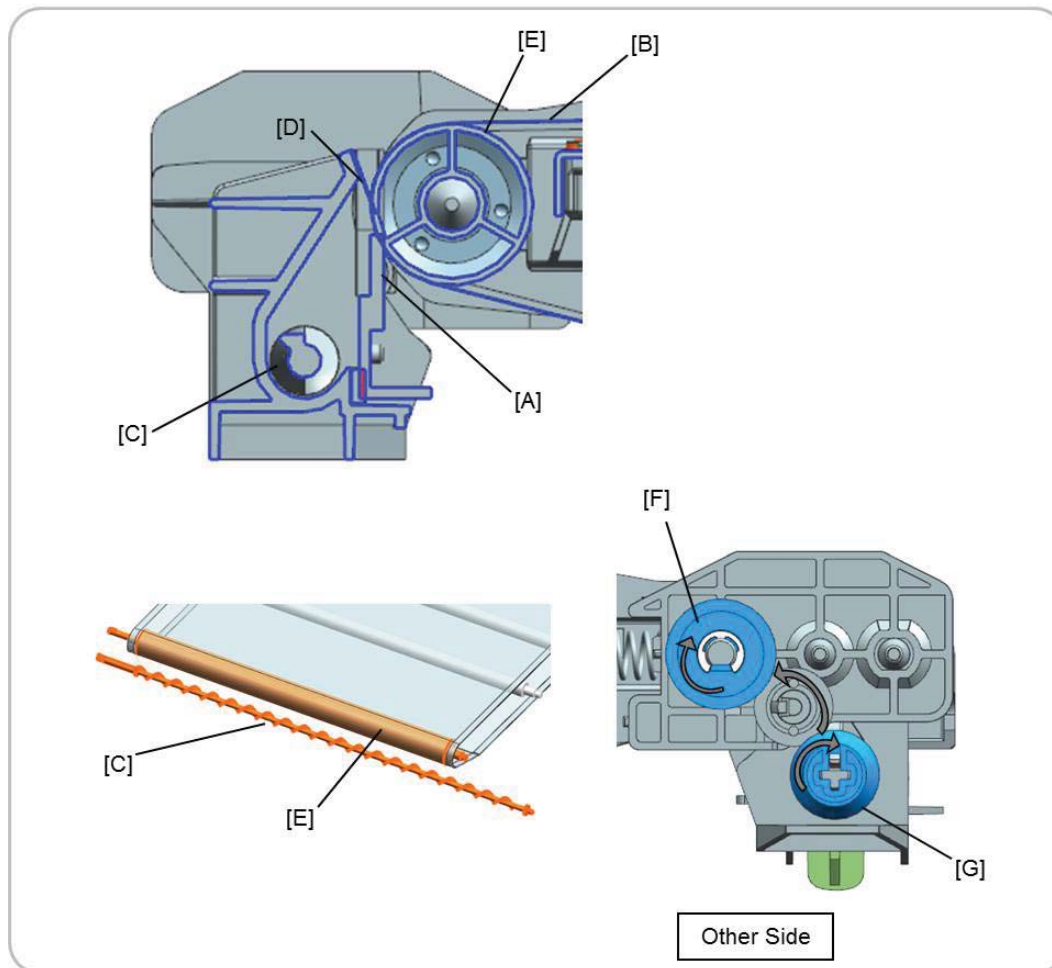
Intermediate transfer belt (ITB) cleaning

The intermediate transfer belt (ITB) cleaner removes toner during printing. Belt cleaning is completed while the ITB makes one rotation. The ITB drive motor drives the ITB cleaning motor.

The cleaning blade (A) in the ITB cleaner always contacts the ITB (B). The cleaning blade removes the used toner from the ITB. The toner collection auger (C) transfers the waste toner to the toner collection unit.

The seal (D) on the ITB cleaner protects against toner contamination. The driving power by the driver roller is transferred to the tension roller (E). The toner collection auger gear (F) drives the gear (G) and collects the toner.

Figure 1-21 ITB cleaning



Toner reservoir unit

Main function

- Toner Buffer Space (about 0.6 K page volume) which allows users to continue printing until a new toner cartridge is delivered from purchase.
- A toner supply unit that is more accurate from the toner full sensing algorithm.
 - Minimizes the remaining toner in toner cartridge.
 - A uniform toner supply volume per second prevents an abnormal case of toner-density control error in the development unit.

Working mechanism


- Toner level sensing method in the Reservoir unit:
 - The toner level is checked by time with a floating actuator shuttering light sensor (toner full sensor).
- Toner supply to Reservoir unit:

- As the toner level (High, Middle, and Low) in the reservoir unit decreases so does the toner bottle supply motor 1500 ms, 900 ms, and 600 ms.

Troubleshooting

1. Enter service mode and execute the toner dispense motor.

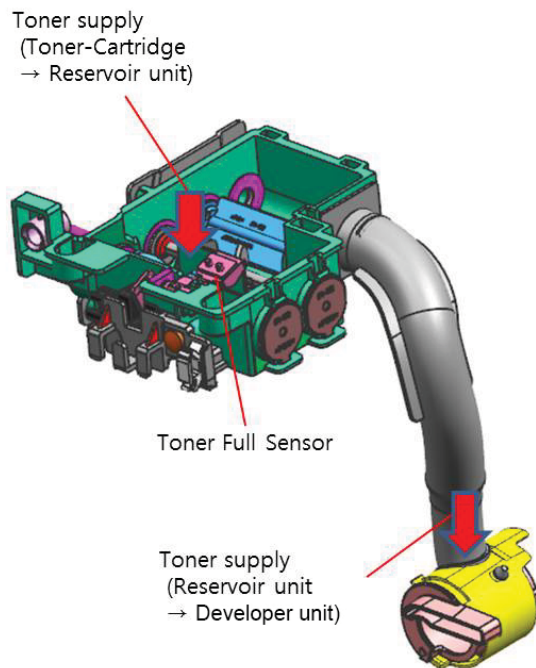
Service Mode > Diagnostics Engine Diagnostics Engine Test Routines > Toner Dispense Motor (Y,M,C,BK)

 **NOTE:** There is no test routine for the toner full sensor in the reservoir unit.

2. Check the gear noise and motor operation.

If the reservoir driving gear is working without abnormal noise, then each reservoir unit does not have a mechanical problem.

Figure 1-22 Toner reservoir unit



Laser scanner assembly

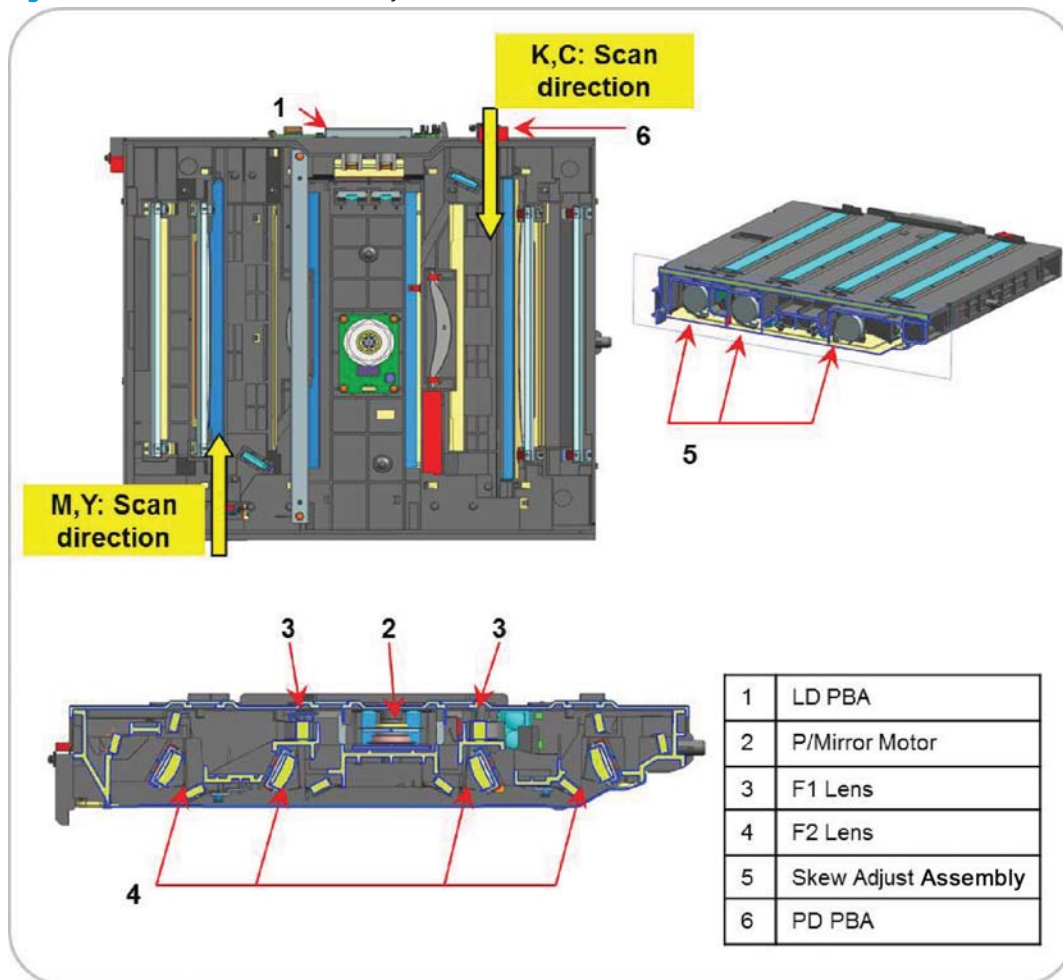
Laser scanner assembly overview

The laser scanner assembly consists of one polygon motor and four laser diodes (LD) units. The Laser scanner assembly forms a latent image on the surface of four OPC drums. For this process, the laser scanner assembly has a collimator lens, cylindrical lens, two F-Theta lenses, and two reflective mirrors on an optical path for each color.

This Laser scanner assembly uses the cross scan type scanning. K Color and C Color scan the laser from the rear to the front. M Color and Y Color scan the laser from the front to the rear.

The laser scanner assembly has a skew adjustment function which adjusts the scanning line by step motor.

Figure 1-23 Laser scanner assembly



Laser scanning optical path

The laser from the laser scanner assembly is placed at intervals of 78 mm for each color. All colors use the same polygon motor for oblique incidence.

The F2 lens (A) determines the slope of the primary scanning line and the image position of the secondary scanning direction. This setting is adjusted by the manufacturer. The primary scanning line slope difference is adjusted by the skew adjustment in the laser scanner assembly.

Reflective mirrors (B) on each color path adjust the curvature of primary scanning. This setting is adjusted by the manufacturer.

Figure 1-24 Laser scanning optical path

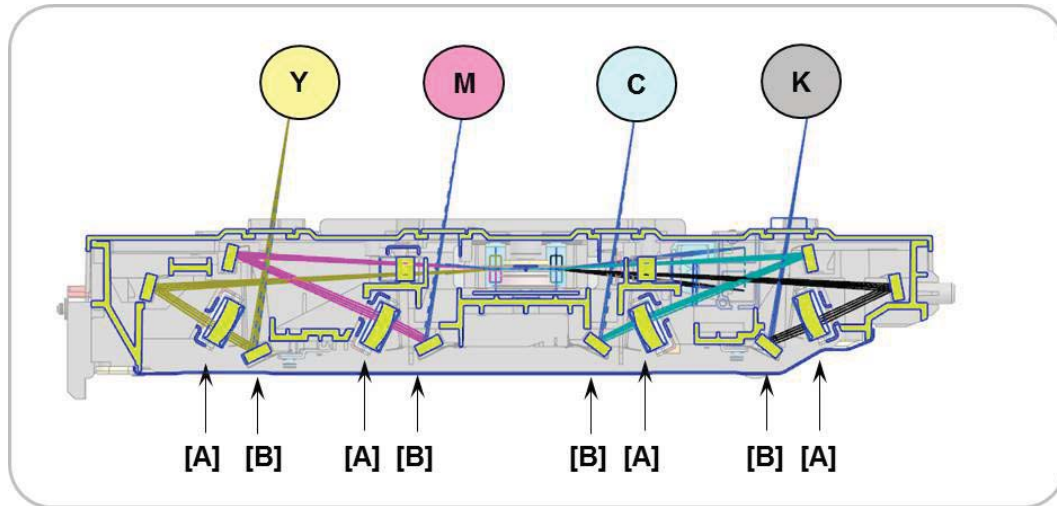


Table 1-22 Laser scanning optical path

Item	Specification	Remark
LD Unit	Laser Diode: Quad Beam Driving IC: Dual LD x 8	LD x 4 (for each color)
P/Motor Speed	<ul style="list-style-type: none"> E87640: 22,087 rpm E87650: 27,520 rpm E87660: 33,071 rpm 	
Speed	<ul style="list-style-type: none"> E87640: 187 mm/s E87650: 233 mm/s E87660: 280 mm/s 	
H/W interface	Interface with printer: 50 pin + 60 pin + 8 pin	FFC + FFC + Wire

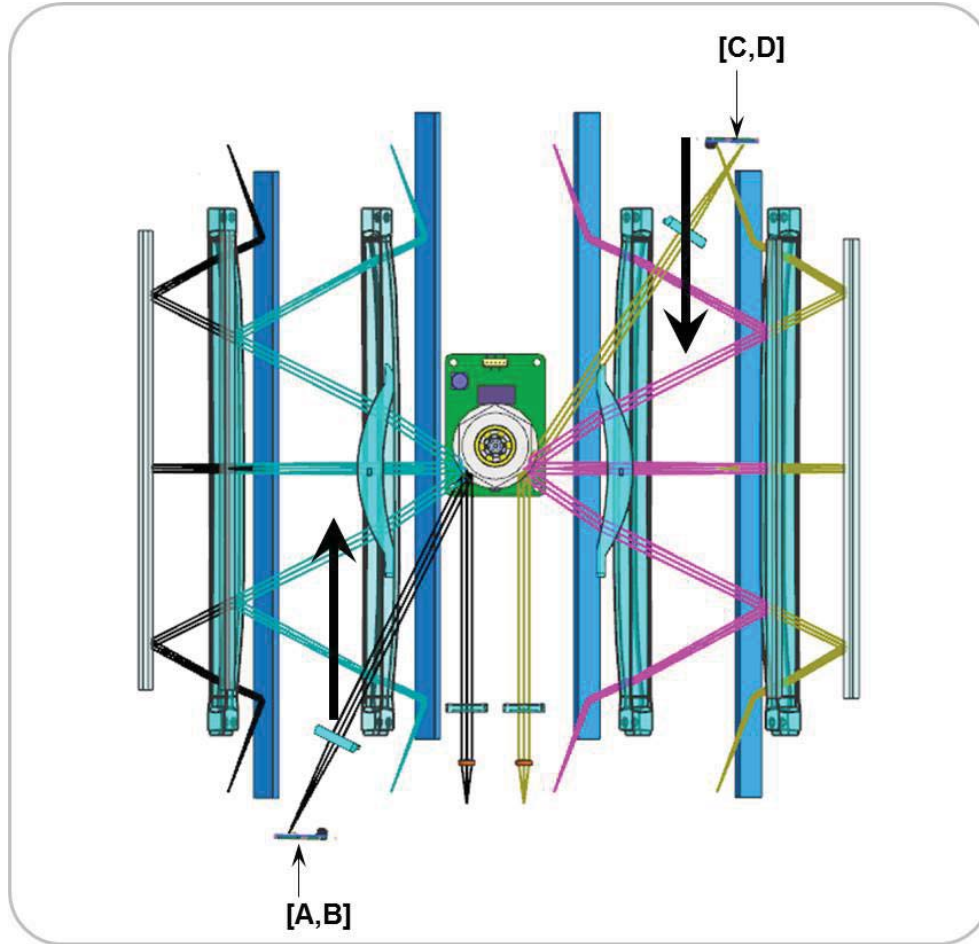
Laser synchronizing detectors

The laser scanner assembly has two beam detector sensor boards (PD PBA includes four sensors). The PD PBAs are located at each corner of the laser optics housing unit.

The two PD PBAs detect the following:

- (A, B): Scanning start position for K, C
- (C, D): Scanning start position for M, Y

Figure 1-25 Laser synchronizing detectors



Main scan start detection

The PD PBAs detect four beams at the scanning start point and create the horizontal sync (Hsync) signal. Data is scanned by Hsync.

The arrow in the previous diagram shows the data scanning direction for each color. Black/Cyan and Yellow/Magenta use the same polygon motor scanning in opposite directions.

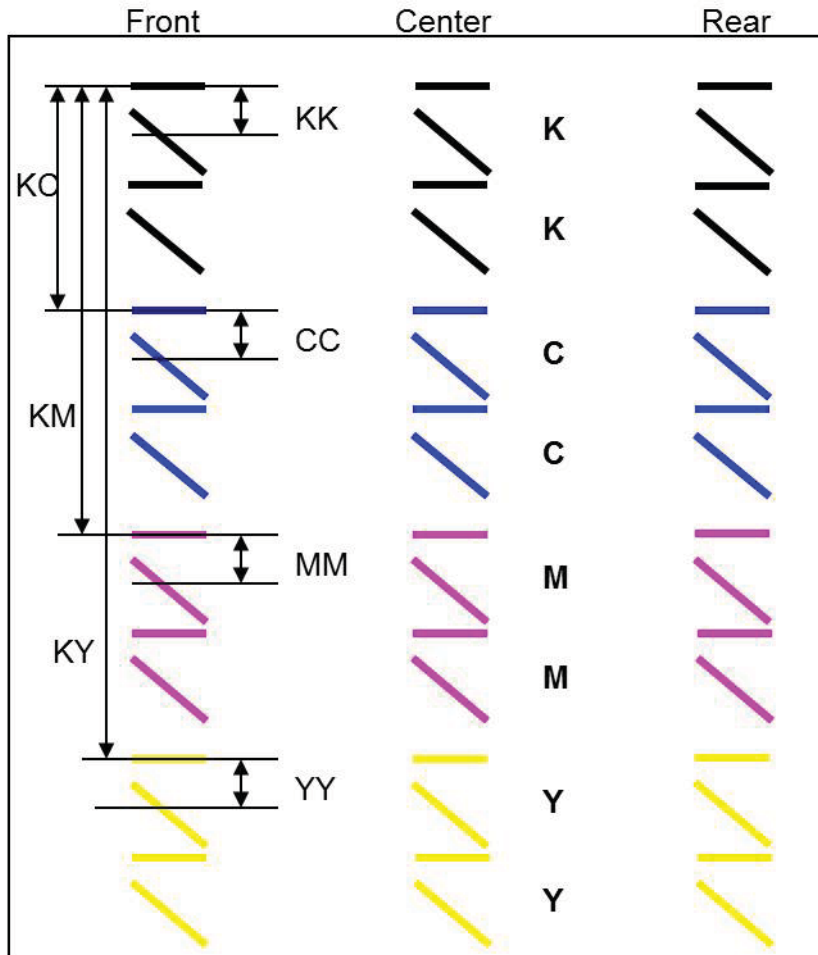
Automatic CPR adjustment

During automatic CPR adjustment, the line patterns below are created eight times on the intermediate transfer belt (ITB). The spaces between the lines (KK, CC, MM, YY, KC, KM, KY) are measured by the front, center, and rear CPR sensors. The controller takes the average of the spaces and then adjusts the following positions and magnification:

- Sub scan line position for CMY
- Main scan line position for CMY
- Magnification ratio for CMY
- Skew for CMY

The ITB cleaning unit cleans the ITB after the patterns are measured.

Figure 1-26 Automatic CPR adjustment



- KK, CC, MM, YY: Spaces between two lines of the same color.
- KC, KM, KY: Spaces between a black line and each color line.

Adjustment

- **Sub Scan line position for CMY**

The adjustment of the sub scan line position for CMY is based on the line position for K (black). The printer measures the gaps between the lines of each color in the pattern on the ITB. When the gaps for a color are incorrect, the printer moves the image of the color up or down the sub scan axis. To do this, it changes the laser write timing for that color.

- **Main Scan line position for CMY**

When the printer detects that the image is out of position in the main scan direction, it changes the laser write start timing for each scan line.

- **Magnification Adjustment for CMY**

When the printer detects that magnification adjustment is necessary, it changes the LD clock frequency for the required color.

- **Skew for CMY**

The adjustment of the skew for CMY is based on the line position for K (black).

Adjustment Conditions

Line position adjustment can be turned on or off. However, it is normally recommended to turn on this function.

Line position adjustment timing depends on several settings. These settings include the following:

- ΔT = Temperature change of the laser scanner assembly between the temperature of the previous line position adjustment and the current temperature.
- Pages = Total printed pages after previous line position adjustment.

Interval During Print Job

Line position adjustment interrupts printing and then starts automatically when one of these conditions occurs when the printer checks at the sheet interval:

- $\Delta T >$ Temperature threshold (laser scanner assembly temperature: [default 3°C])
- Pages $>$ Output threshold for all outputs (default: 500 pages)

Toner Collection Unit Not-Installed/Installed

- Line position adjustment starts automatically when toner collection unit is removed and reinstalled.

Drum Unit or Developer Unit Replaced

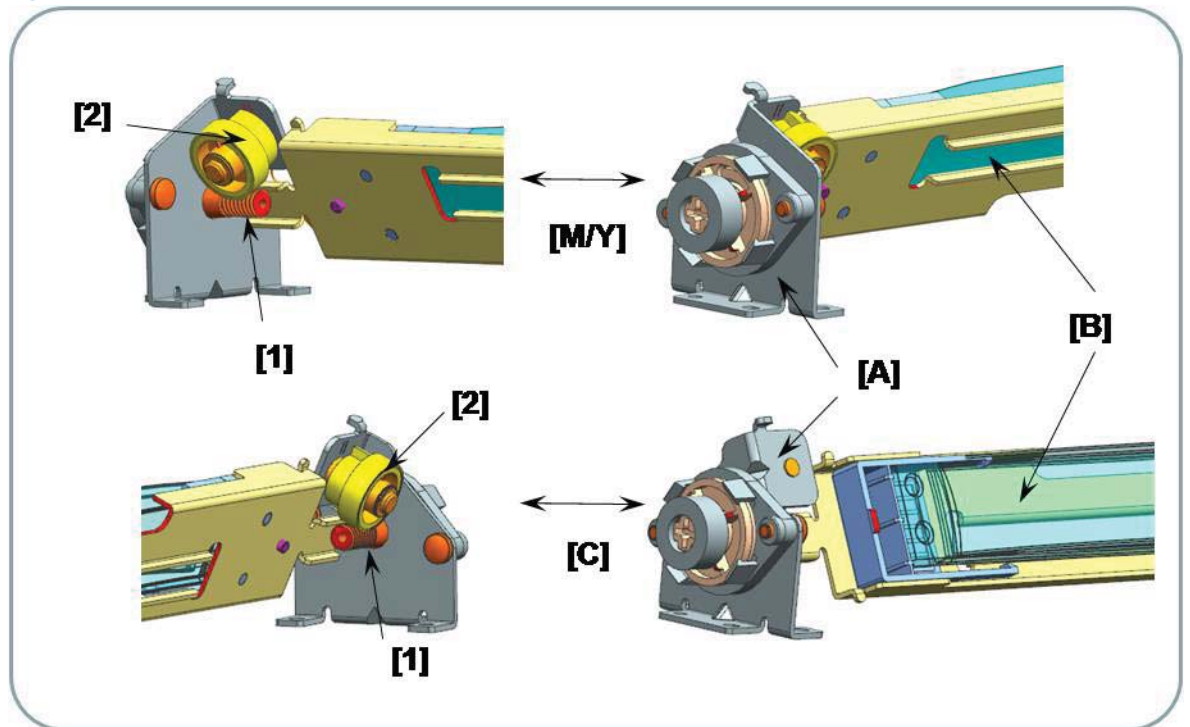
- When the printer detects a new drum unit or developer unit, line position adjustment is automatically performed.

ITB Replaced

- When the printer detects a new ITB or other ITB, SVC engineers have to execute the adjustment manually.

Main Scan Skew Adjustment

Figure 1-27 Main scan skew adjustment



- The skew adjustment assembly (A) consists of the worm gear (1) for adjustment and worm gear (2). When Color Plane Registration (CPR) executes, it detects and adjusts the scanning line slope manually.
- The skew adjustment assembly (A) for magenta, cyan, and yellow adjusts the skew angle of the F2 lens (B). This mechanism corrects main scan skew.

Drive system

Pickup and cassette lift drive

Figure 1-28 Pickup and cassette lift drive

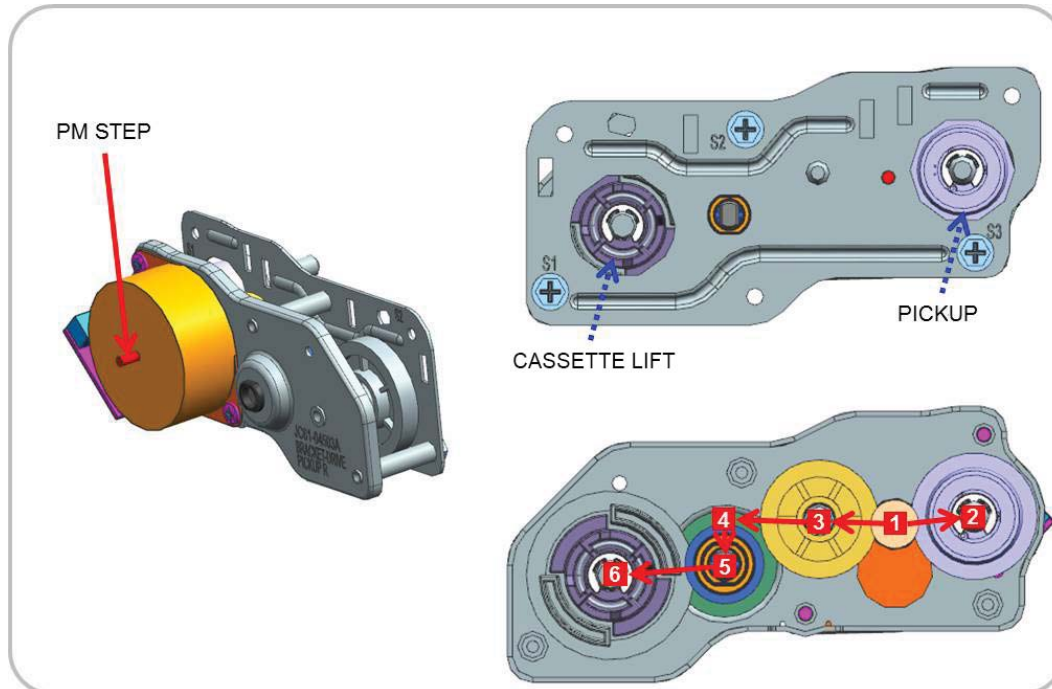


Table 1-23 Pickup and cassette lift drive

Power train	Pickup: normal rotation (pickup input) counter rotation (cassette lift input)
<ul style="list-style-type: none">1 PM STEP → normal rotation → 2 Gear (pickup driving)1 PM STEP → counter rotation → 3 Gear → 4 5 Gear → 6 Gear & Coupler (cassette lift driving)	

Feed drive

Figure 1-29 Feed drive

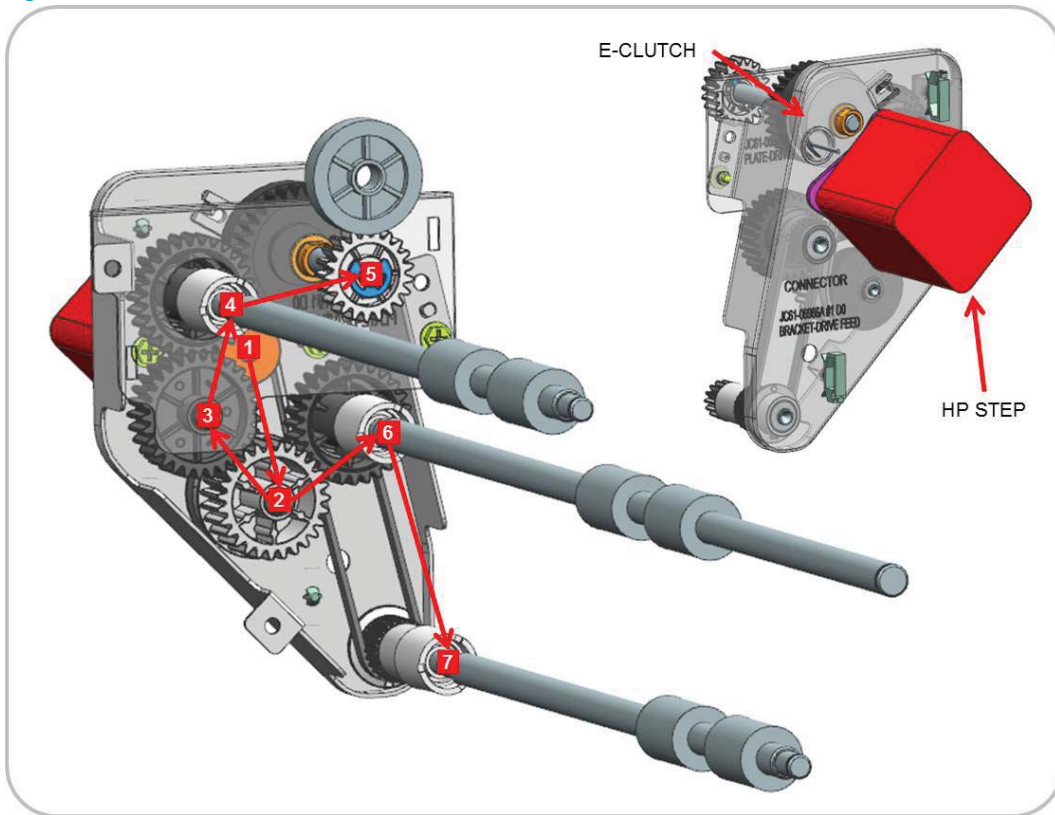


Table 1-24 Feed drive

Power Train	HP STEP → Feed & Tray 1 drive
<ul style="list-style-type: none"> 1 HP STEP → 2 Pulley & Coupler → 3 Gear → 4 Gear & Coupler (Feed Roller driving) → 5 E-Clutch & Gear (Tray 1 driving) 1 HP STEP → 2 Pulley & Coupler → 6 Gear & Coupler (Feed Roller driving) → 7 Pulley & Coupler (Feed Roller driving) 	

Registration drive

Figure 1-30 Registration drive

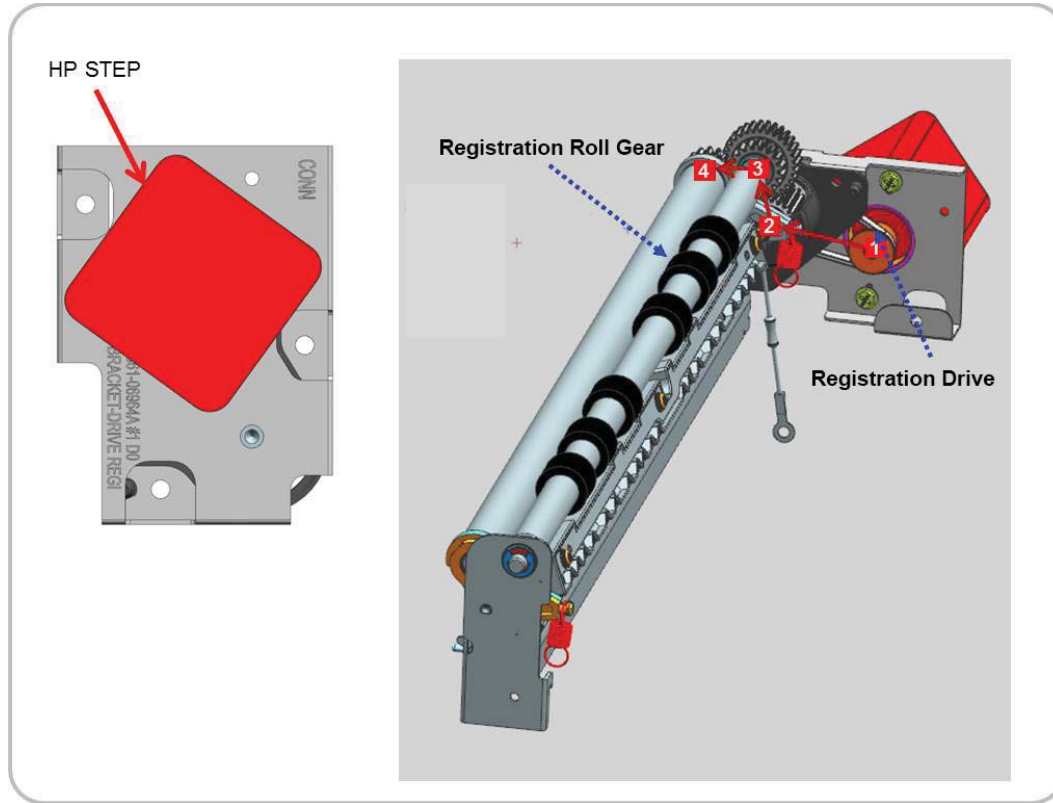


Table 1-25 Registration drive

Power Train	HP STEP → Registration driving
<ul style="list-style-type: none">1 HP STEP → 2 Gear → 3 Gear (Registration Roller driving)	

Fuser release/exit drive

Figure 1-31 Fuser release/exit drive

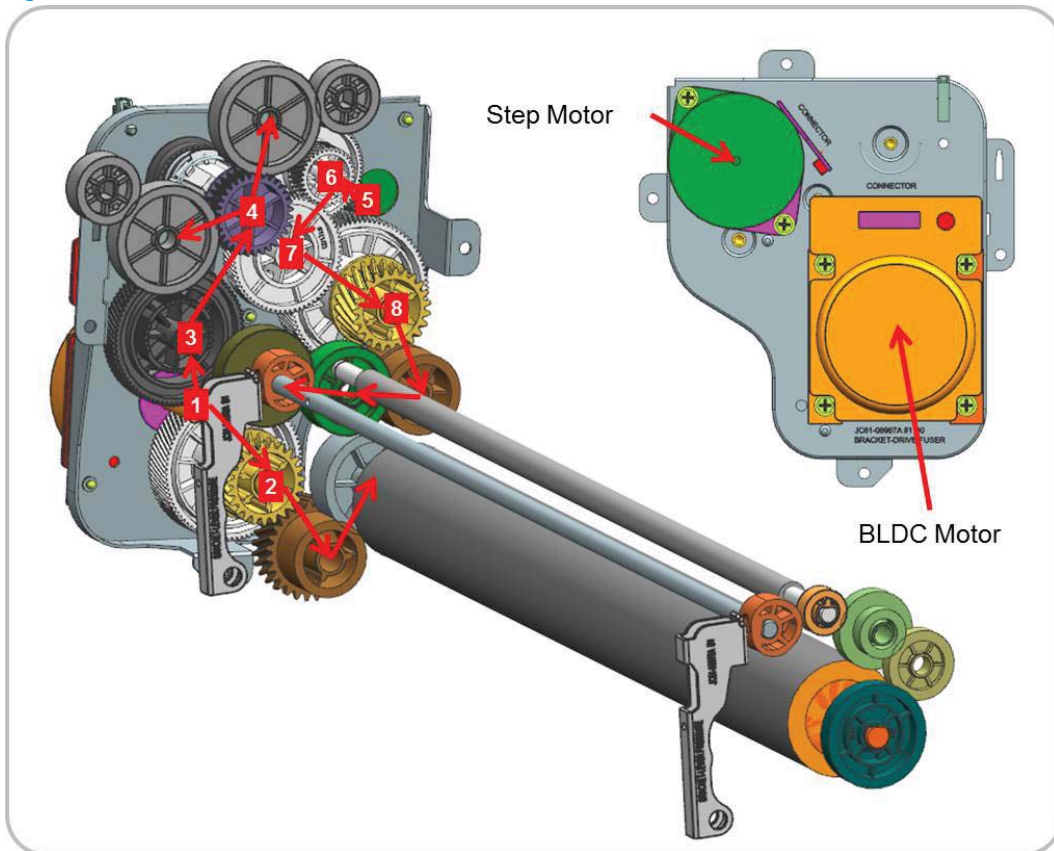


Table 1-26 Fuser release/exit drive

Power Train	BLDC → Fuser and exit driving
	PM Step → Fuser release driving
<ul style="list-style-type: none"> • 1 BLDC → 2 Gear (Fuser P/R driving) • 1 BLDC → 3 Gear & Pulley → 4 Gear (exit driving) • 5 PM Step → 6 Gear → 7 Gear → 8 Gear (Fuser Release driving) 	

Drive motors

The following diagram shows the location of the printer drive motors.

Figure 1-32 Drive motor

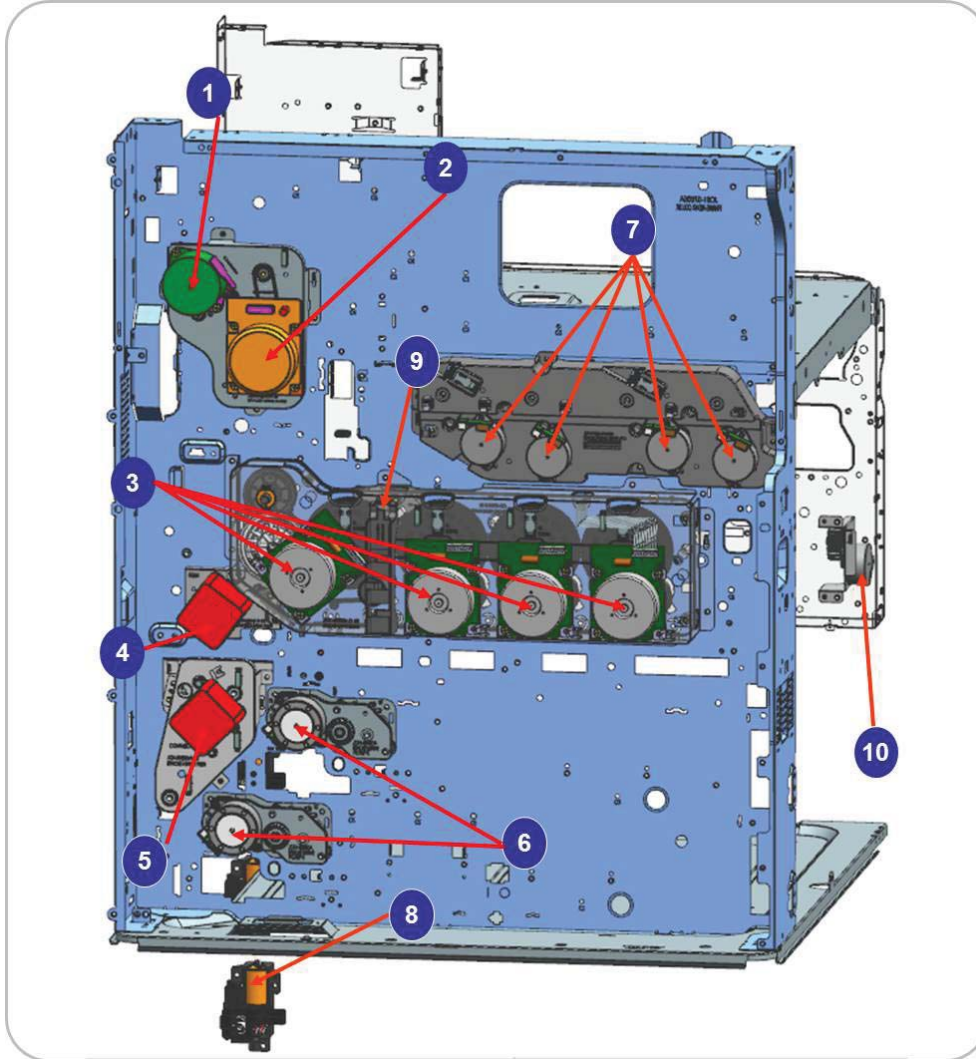


Table 1-27 Drive motor

Number	Motor	Motor type	Qty	Function
1	Fuser Release	PM-STEP	1	Fuser Release driving
2	Fuser and Exit	BLDC	1	Fuser and Exit driving
3	Main OPC, Development, and ITB	BLDC	4	OPC and PTB Belt driving
4	Registration assy	HP-STEP	1	Registration driving
5	Feed/Tray 1	HP-STEP	1	Feed roller 1, 2, 3 driving
		E-CLT	1	Feed/Tray 1 driving control
6	Pickup	PM-STEP	2	Pickup roller/cassette lift driving (Reverse driving at cassette lift driving)
7	Toner Supply and Reservoir	PM-STEP	4	Toner transfer (Reservoir → Development unit)

Table 1-27 Drive motor (continued)

Number	Motor	Motor type	Qty	Function
8	Engage transfer assembly	PM-STEP	1	T1 Engage/Disengage driving
9	TCU	PM-STEP	1	TCU driving

Main drive unit motors

Figure 1-33 Main drive unit motors

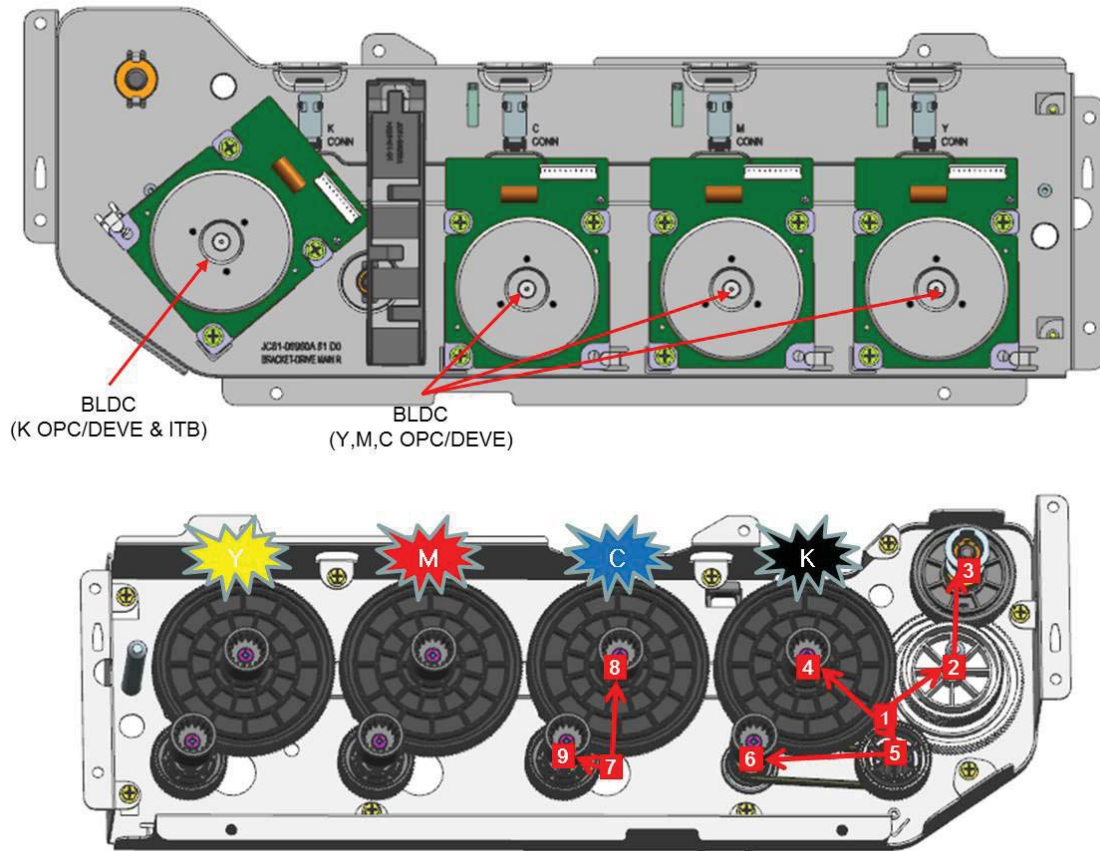


Table 1-28 Main drive unit motors

Power Train	BLDC → OPC & Development & ITB driving
<ul style="list-style-type: none"> 1 BLDC → 2 Gear → 3 Gear & Coupler (ITB driving) 1 BLDC → 4 Gear & Coupler (K OPC driving) 1 BLDC → 5 Gear & Pulley → 5 Gear & Coupler (K Development driving) 7 BLDC → 8 Gear & Coupler (Y, M, C OPC driving) 7 BLDC → 9 Gear & Coupler (Y, M, C Development driving) 	

Toner supply/reservoir drive

Figure 1-34 Toner supply/reservoir drive

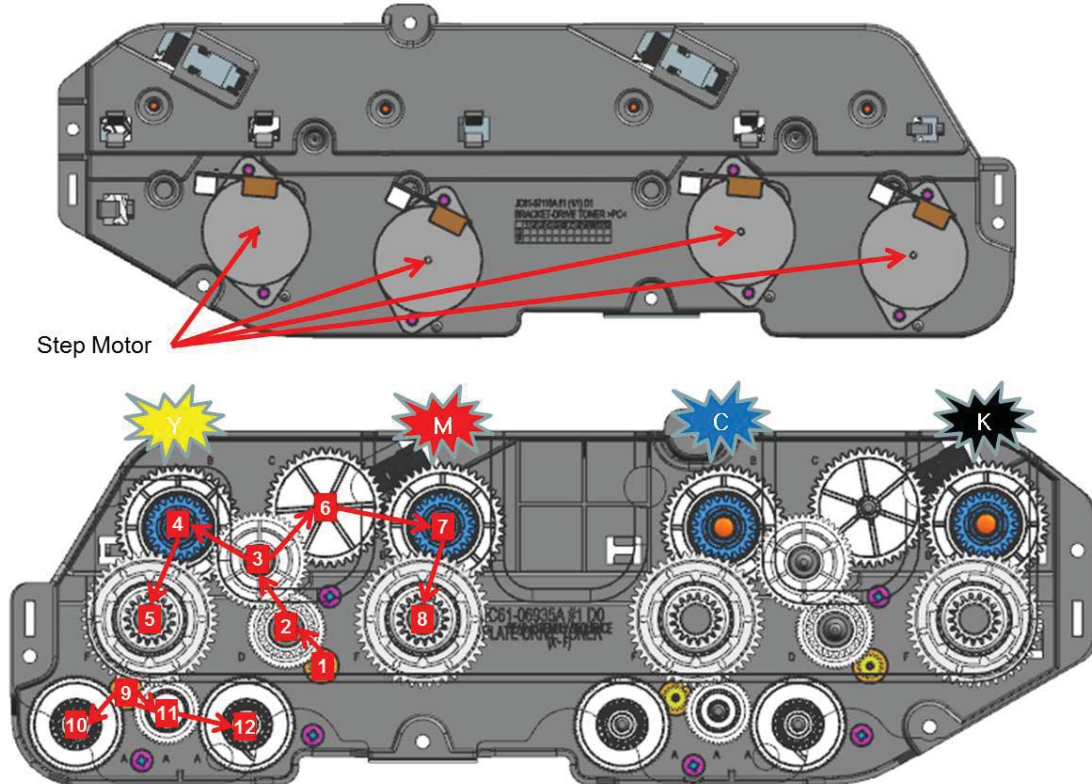


Table 1-29 Toner supply/reservoir drive

Power Train	PM Step → Toner Supply, Reservoir driving
<ul style="list-style-type: none"> 1 PM Step → 2 Gear → 3 Gear → 4 Gear & Latch → 5 Gear (Y, C Toner Supply driving) 	
<ul style="list-style-type: none"> 1 PM Step → 2 Gear → 6 Gear (Photo Interrupt) → 7 Gear & Latch → 8 Gear (M, K Toner Supply driving) 	
<ul style="list-style-type: none"> 9 PM Step → 10 Gear (Y, C Toner Reservoir driving) 	
<ul style="list-style-type: none"> 9 PM Step → 11 Gear → 12 Gear (M, K Toner Reservoir driving) 	

Engage transfer roller drive

Figure 1-35 Engage transfer roller drive

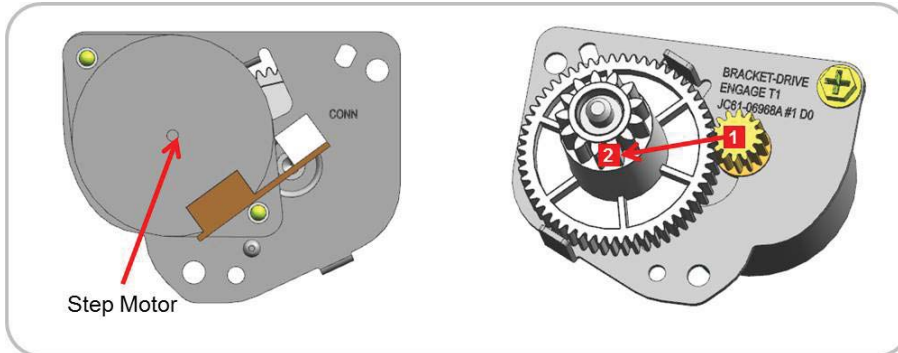


Table 1-30 Engage transfer roller drive

Power Train	PM Step → Engage transfer roller driving
<ul style="list-style-type: none"> 1 PM Step → 2 Gear (Engage transfer roller driving) 	

TCU drive

Figure 1-36 TCU drive

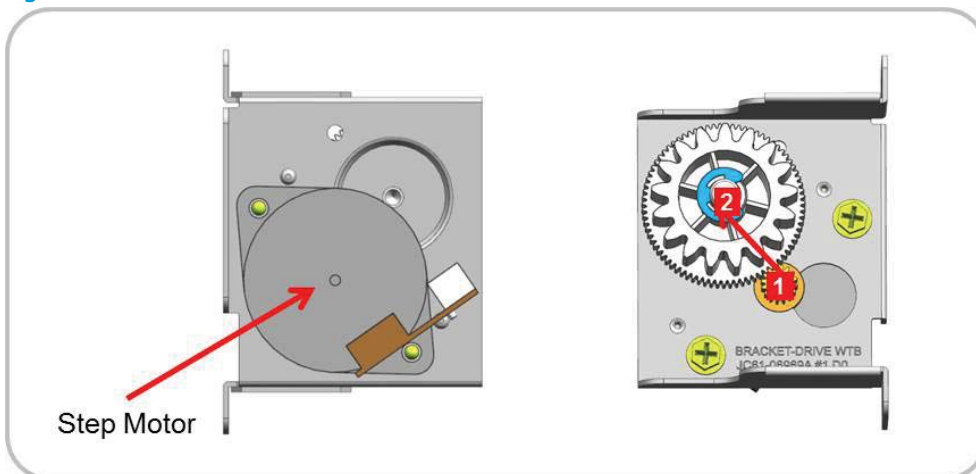


Table 1-31 TCU drive

Power Train	PM Step → TCU driving
<ul style="list-style-type: none"> 1 PM Step → 2 Gear (TCU driving) 	

Flatbed Scanner System

Flatbed scanner system overview

The scanner converts a hardcopy original into data. To scan an original, the scanner uses the lens and Charge Coupled Device (CCD). The scanner stores and transfers the converted image to the storage space or transfers the scanned data to the printer engine for copy.

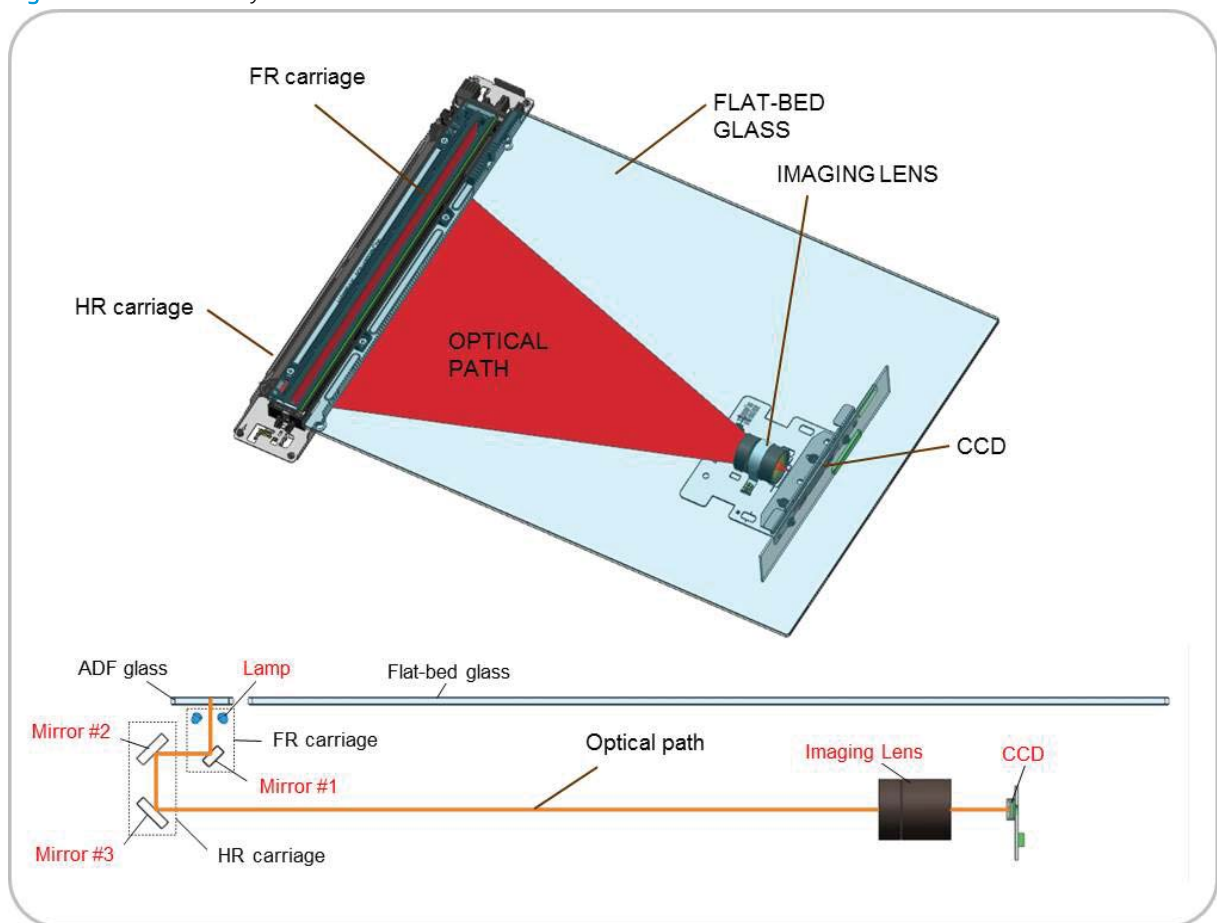
For scan operation, the scanner uses a full rate (FR) carriage and a half rate (HR) carriage that is moved by a wire. It scans the original document on the scanner glass or from the ADF.

The scanner system consists of the three following modules:

- **Full Rate (FR) carriage:** Illuminates the original and reflects the light at a 90 degree angle.
- **Half Rate (HR) carriage:** Transfers the reflected light from the FR carriage to the lens.
- **Imaging module:** Makes an image on the CCD.

The HR carriage moves half the distance at half the speed of the FR carriage. This keeps a regular gap between the original and the imaging lens.

Figure 1-37 Scanner system overview

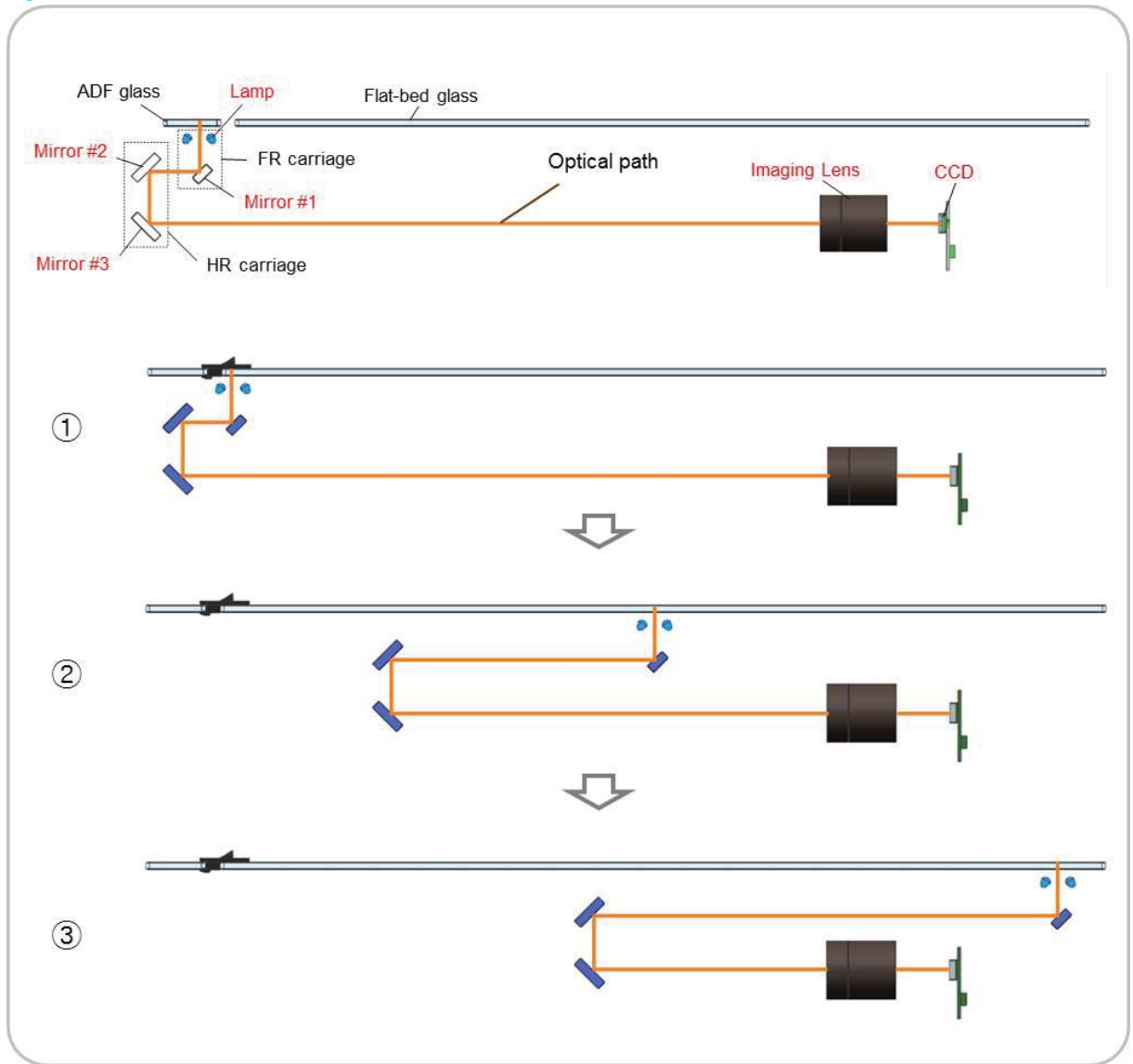


The following describes the scan process:

1. The FR carriage lamp illuminates the original. The reflected light is moved to Mirror #1.
2. The reflected light from Mirror #1 is sent to the imaging lens through Mirror #2 and #3.
3. The light becomes smaller and makes an optical image.
4. The optical image is generated to the electrical signal by the CCD sensor.

To make a stable image, a gap must be maintained between the original and the lens. To maintain this gap, the HR carriage moves half the distance and half the speed of the FR carriage.

Figure 1-38 Scan process



The optical image made by the CCD sensor is changed to an electrical-analog signal.

Each color element signal in the optical image is separated by the CCD sensor into red, green, and blue.

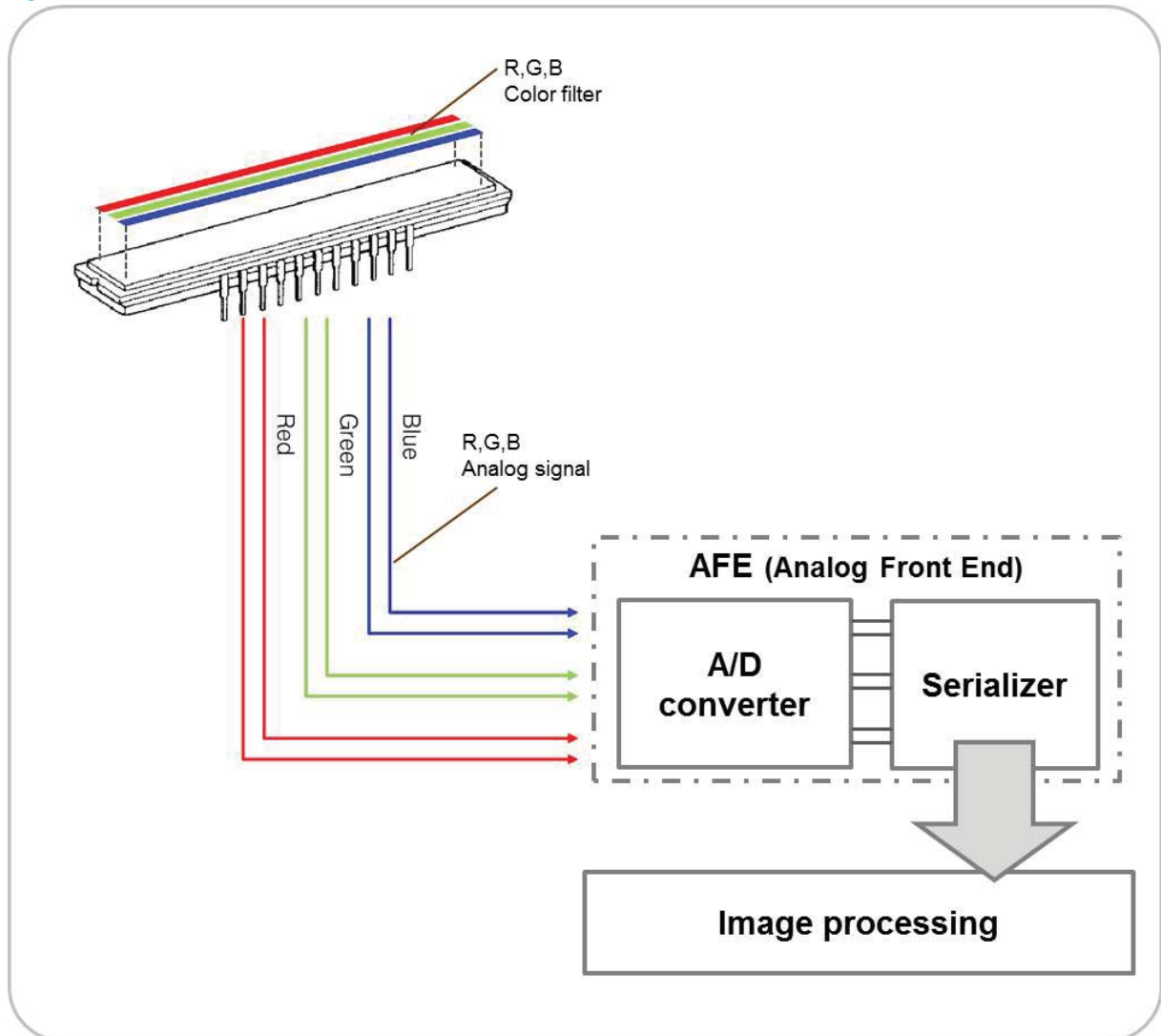
The red CCD sensor extracts the red color from the optical image, the green CCD sensor extracts the green color from the optical image, and the blue CCD sensor extracts the blue color from the optical image.

The analog image signal is changed to a digital image signal by the A/D converter and is transferred to the processor.

The image scan of the main scanning direction is performed by the CCD sensor. The CCD sensor consists of approximately 7500 pixels. The image scan of the sub scanning direction is performed by the FR carriage and HR carriage. The carriage is moved by a wire driven by the scan motor.

Scan resolution is 600 dpi.

Figure 1-39 Image processing



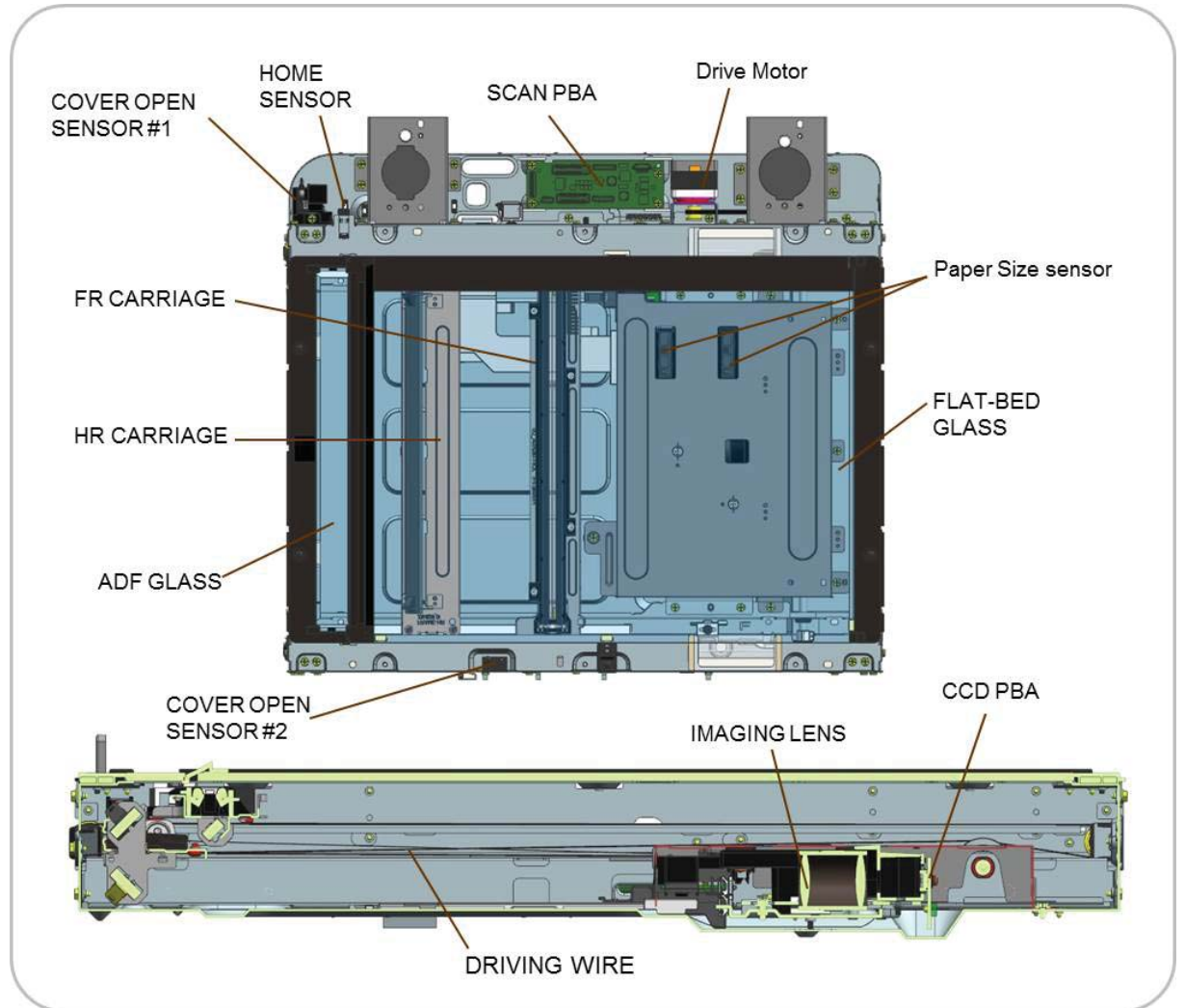
Scanning system components

The following shows the construction and purpose of the scanning system.

To scan the original on the scanner glass, two carriages driven by the motor move at a regular speed. The motor drives the timing belt, pulley, and wire. The wire pulley rolls and releases the wire to move the carriage.

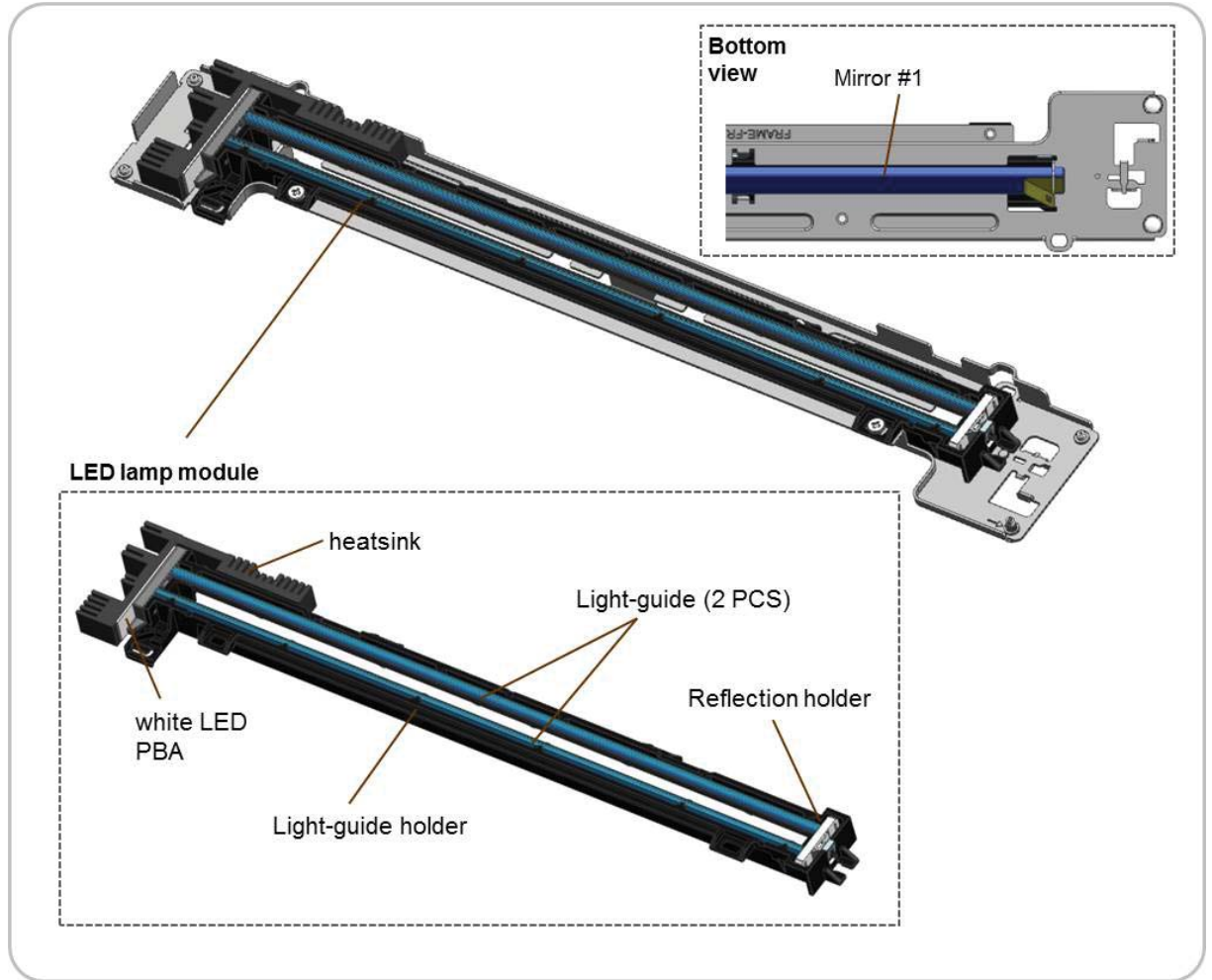
The scanner consists of the scanner glass, FR carriage, HR carriage, imaging unit, and driving unit.

Figure 1-40 Scanning system components



- FR Carriage

Figure 1-41 FR carriage



– LED lamp module

This module illuminates the original. Two white LEDs are assembled on the side of the module. The original is illuminated by the light-guide. The heat sink is attached to the LED PCB. When the heat sink is broken or expired, an engineer needs to replace it.

○ Light-guide

The light-guide changes the light from point type to line type. The light-guide is made by transparent resin and controls the amount of light in the scan area uniformly.

○ White LED

The white LED emits white light. The heat sink attached to the PCA prevents heat deterioration.

○ Reflection holder

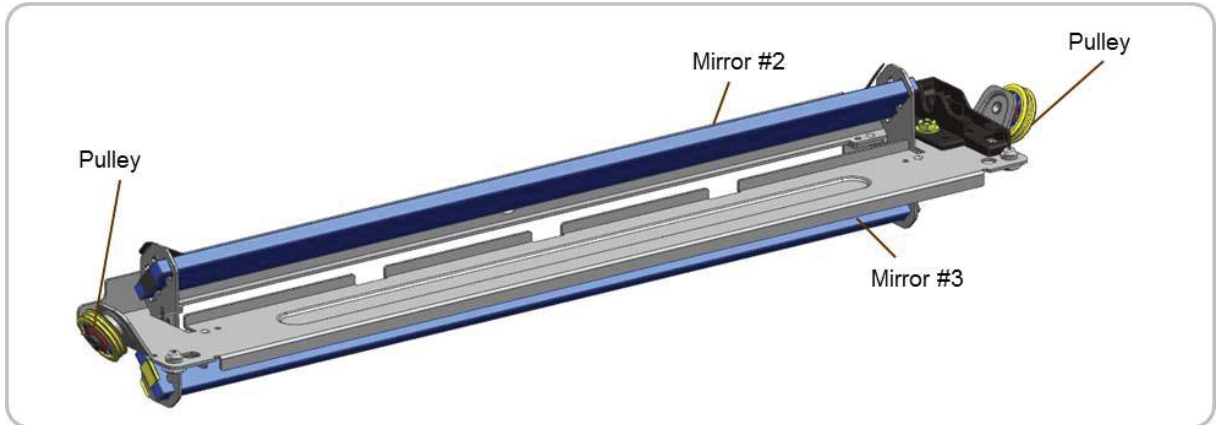
The reflection holder reflects the light that has passed through the light-guide.

– Mirror #1

Mirror #1 reflects light at a 90 degree angle.

HR Carriage (mirror unit)

Figure 1-42 HR carriage



- Mirror #2 and #3

Mirrors #2 and #3 are positioned at a 45 degree angle in order to change the direction of the light. The reflected light from mirror #1 is sent to the imaging lens through mirrors #2 and #3.

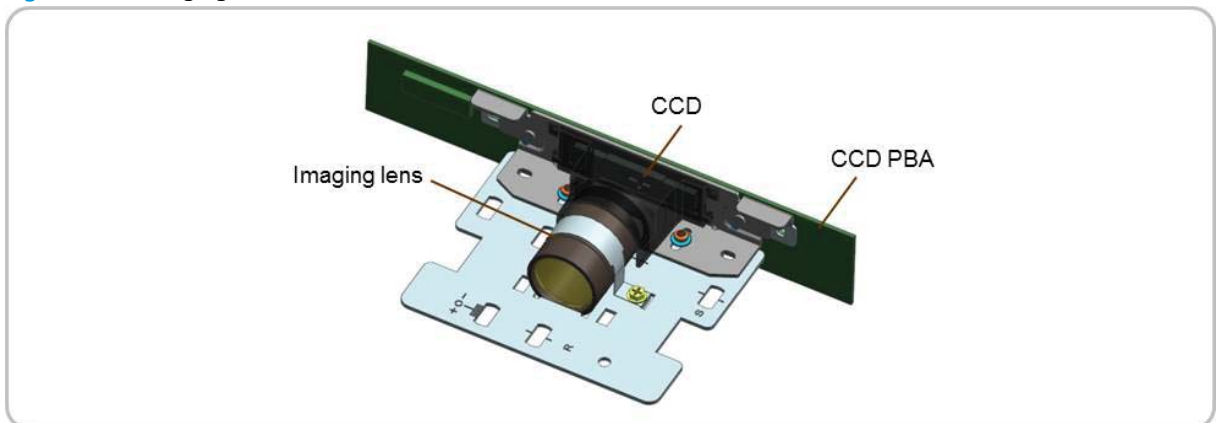
- Pulley

The pulley is a ball bearing type. The pulley rolls and releases the wire which makes the HR carriage move. The HR carriage moves half the distance at half the speed of the FR carriage.

Imaging unit

The imaging unit changes the optical image to an electrical signal.

Figure 1-43 Imaging unit



- Imaging lens

The reflected light from the imaging lens is focused on the CCD. The image is reduced to the fixed CCD sensor and pixel size.

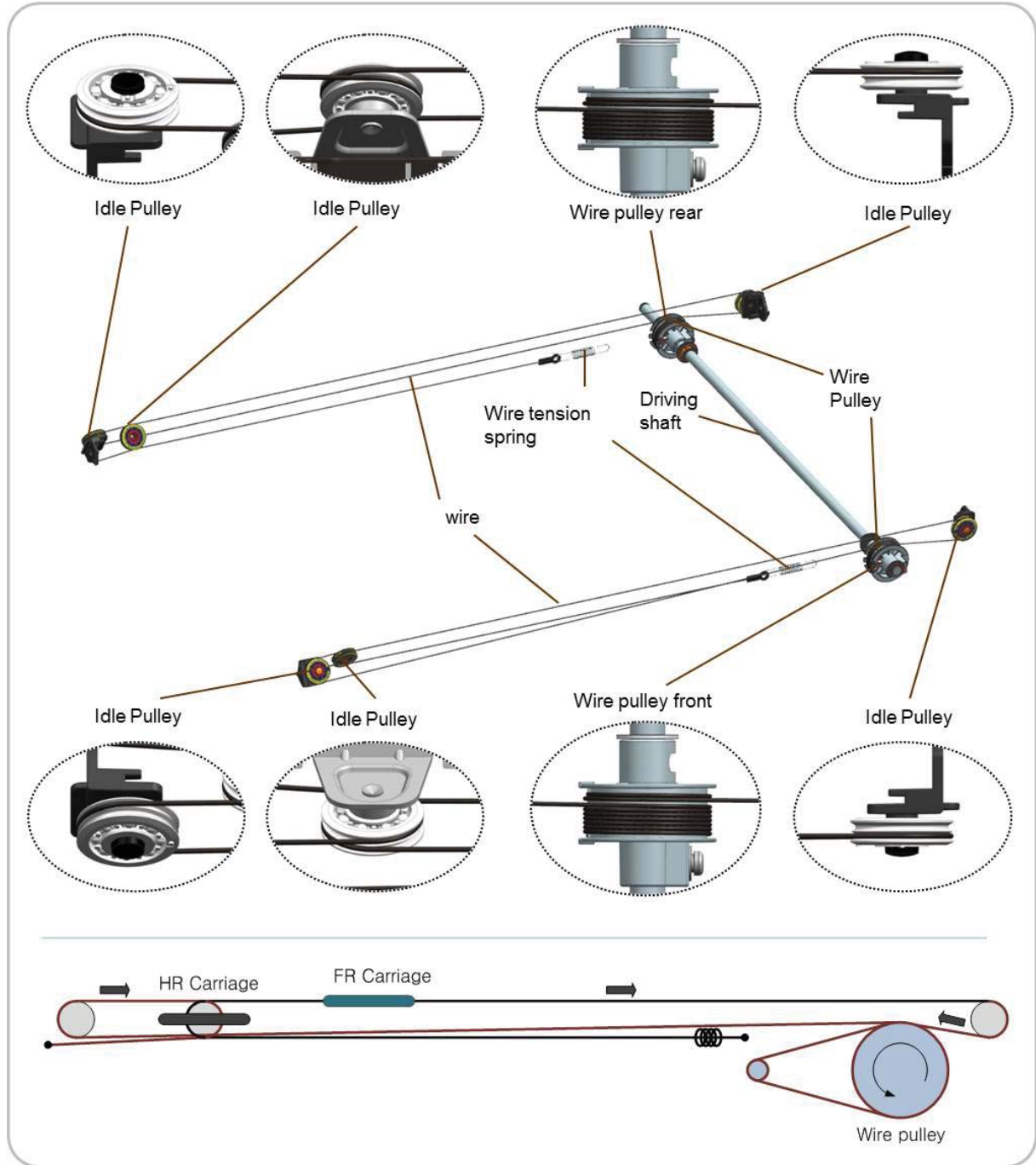
- CCD PCA

The image made by the imaging lens is changed to an electrical signal by the CCD. The CCD consists of three channel line sensors for image creation. The brightness and darkness of the image depends on the voltage level from the CCD. The output voltage is changed to a digital signal. The digital signal makes the scanned image.

Wire driving

To move the carriages, the wire is assembled in the front and rear of the scanner. The pulley rolls and releases the wire which moves the FR carriage and the HR carriage.

Figure 1-44 Wire driving



Scanner glass (flatbed glass)

The original is placed on the scanner glass for scan or copy jobs. The scanner glass is made of tempered glass and is held in place by the frame to prevent distortion.

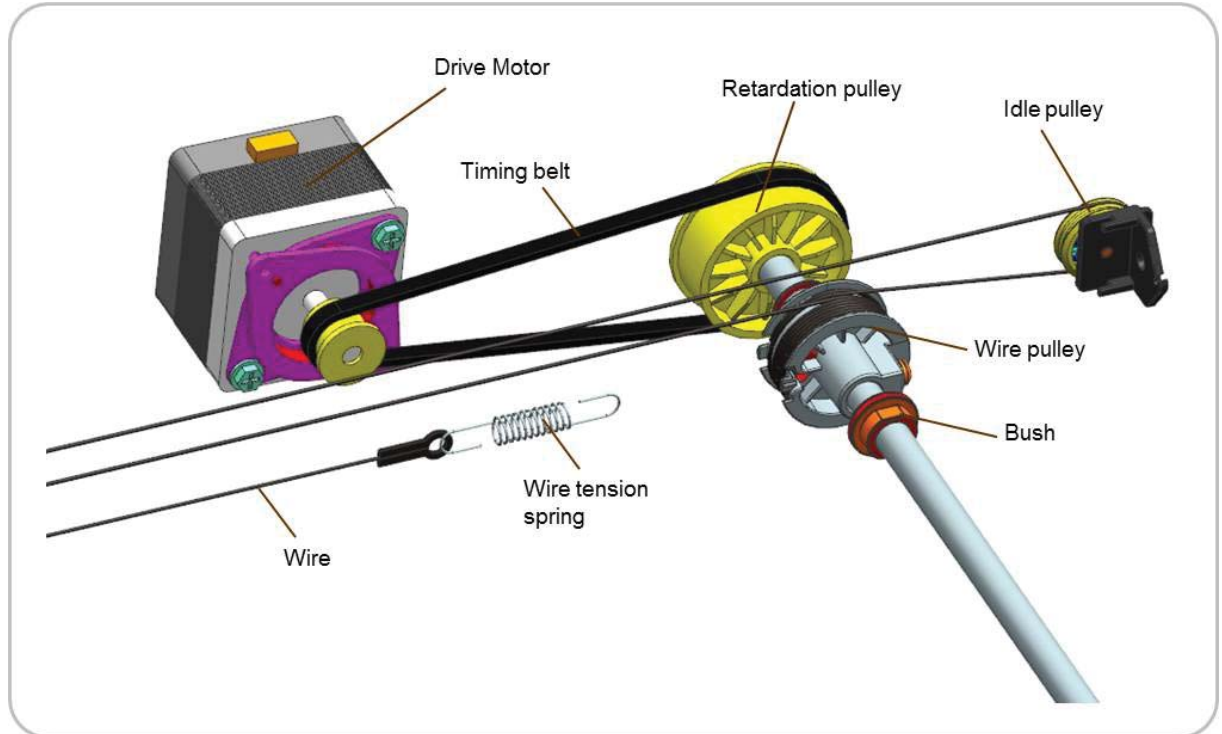
Drive motor

The scanner drive system uses the step motor to move the carriage. The step motor controls the position and maintains constant speed. The motor power is transferred to the wire through the timing belt and pulley.

Timing belt

The timing belt has a regular sawtooth gear and transfers the motor power to the pulley.

Figure 1-45 Timing belt



Paper size sensor

The paper size sensor automatically detects the size of the original on the scanner glass. The paper size sensor uses two sensors. An infrared LED is used to detect the dark original.

Home sensor

The home sensor detects the FR carriage position. The home sensor is a transmission photosensor.

Cover open sensor #1

When the ADF unit opens and closes, a function is triggered which detects whether the paper size sensor is on or off.

Cover open sensor #2

The cover open sensor #2 detects when the ADF unit is closed using magnetic force.

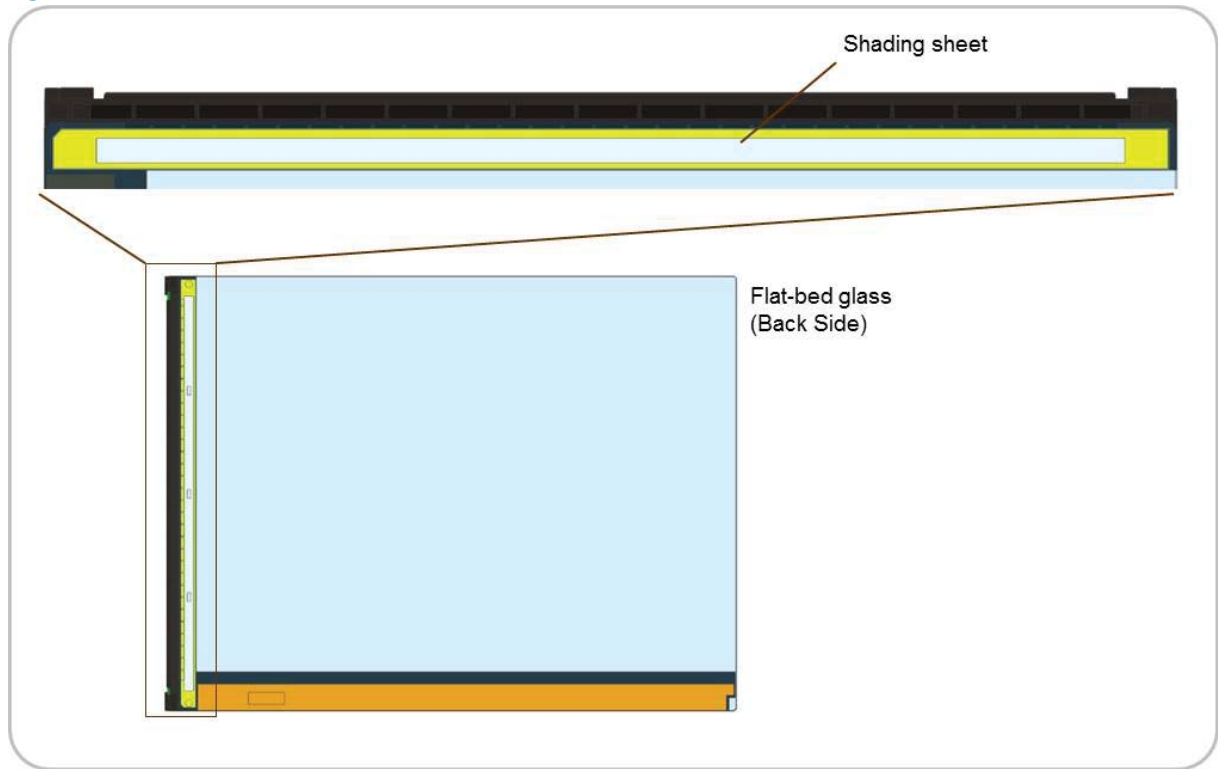
ADF glass

ADF glass scans the original through the ADF unit. The FR carriage reads the original as it passes. If the original is contaminated, a horizontal black or white line might appear.

Shading sheet

The shading sheet detects white color in the base. Before every scan job, the scan module reads the shading sheet to scan the image with the same color and brightness. If the original is contaminated, a vertical image might occur.

Figure 1-46 Shading sheet



Caution for moving the scanner

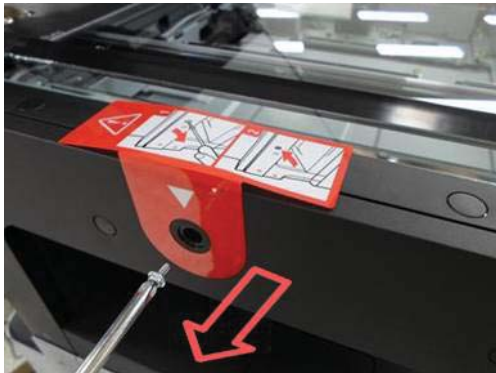
Lock the FR and HR carriages to prevent damage when shipping or moving the printer.

When installing

After unpacking, before turning on the printer, the scan locking screw must be removed. If the locking screw is not removed scanner failure will occur.

1. When installing the printer, remove the scan locking screw.
2. After removing the screw, assemble the screw cap from the accessory package.

Figure 1-47 Remove scan locking screw



When moving

When moving the printer, tighten the scan locking screw to prevent damage to the carriages.

1. Make sure the FR carriage is located in the home position.
2. Remove the screw cap.
3. Tighten the M3x8 screw to secure the FR carriage.

Figure 1-48 Tighten scan locking screw



Automatic Document Feeder (ADF) du bundles (LX)

Automatic Document Feeder (ADF) (LX) overview

Figure 1-49 ADF (LX) overview

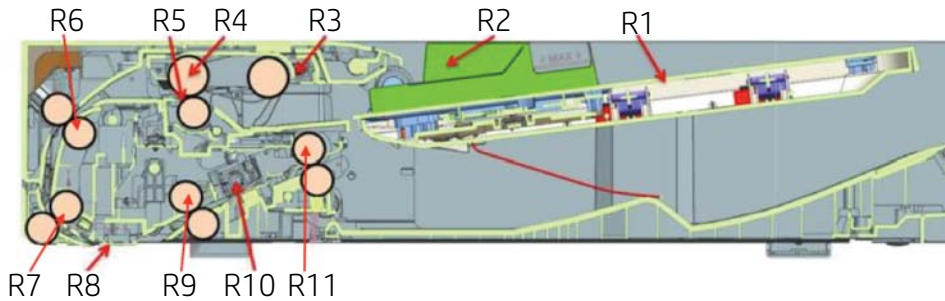


Table 1-32 ADF (LX) overview

Part		Function
R1	STACKER ASSY	Original paper input tray
R2	GUIDE-DOC F&R	Original paper guide (front/rear)
R3	PICK ROLLER	Pick up original paper from the input tray
R4	ADF ROLLER	Original paper feed roller
R5	SEPARATION ROLLER	Original paper separation roller
R6	REGISTRATION (REGI) ROLLER	Original paper alignment roller
R7	SCAN IN ROLLER	Feeds an original paper before scanning
R8	SIMPLEX WHITE-BAR	Support of scanning unit
R9	SCAN OUT ROLLER	Transfer a scanned original paper to the exit roller
R10	D-CIS MODULE	Back side image scan unit
R11	EXIT ROLLER	Sends an original paper to the exit tray

Electrical parts location

Figure 1-50 LX ADF electrical parts location

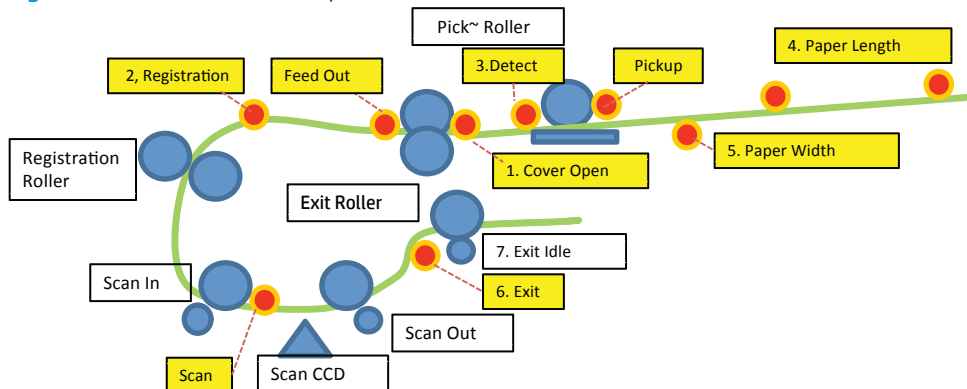
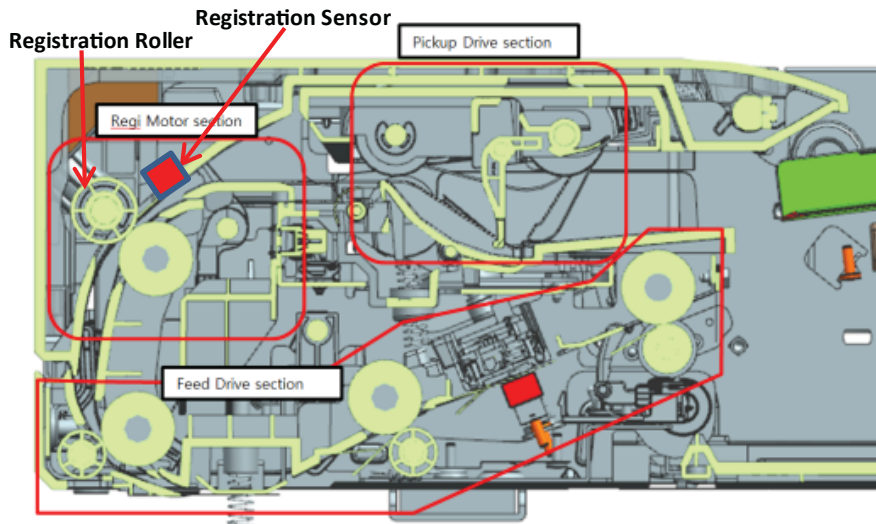


Table 1-33 LX ADF electrical parts location

Callout	Item	Function
1	Cover Open	Detects if cover is open or closed
2	Registration (Regi) Sensor	Detects if there is a jam on the registration path
3	Detect Sensor	Detects if tray is empty
4	Paper Length Sensor	Detects paper length
5	Paper Width Sensor	Detects paper width
6	Exit Sensor	Paper Exit Sensing
7	Exit Idle Sensor	Sensing 'Exit Roller' rotation

LX ADF Registration

Figure 1-51 LX ADF registration



ADF (du bundles) (LX)

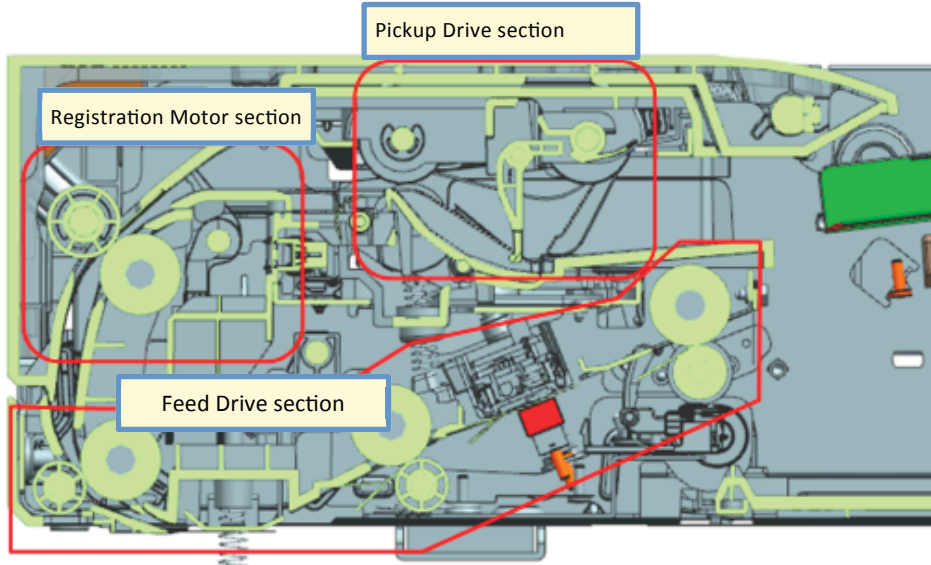
Registration

1 times registration

LX ADF drive system

The ADF drive system consists of one motor and two clutches to transfer the paper.

Figure 1-52 LX ADF drive system



The ADF drive system consists of two motors (BLDC and STEP) and one clutch that moves the paper.

- BLDC Motor > Feed and pickup
- STEP Motor > Regi
- Clutch > Pickup

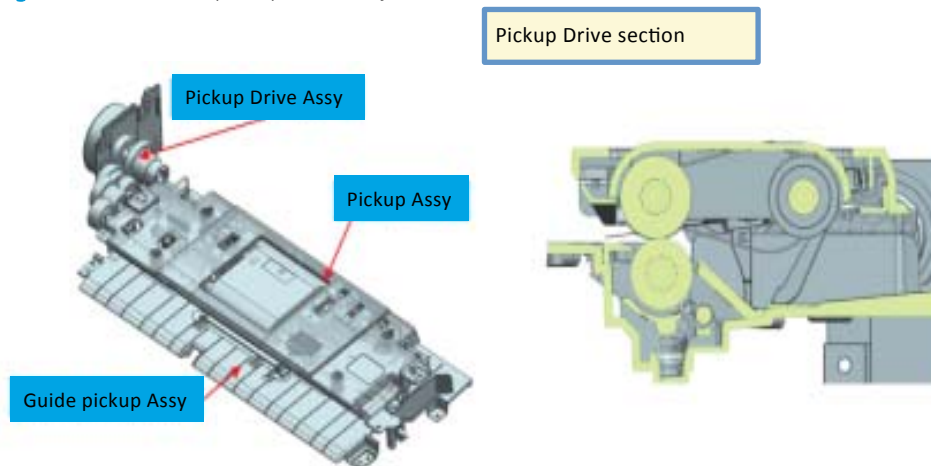
There are three sections: pickup drive section, registration (regi) motor section, and feed drive section.

The pickup drive section has three assemblies: pickup drive assembly, pickup assembly, and guide pickup assembly.

The registration motor section has the regi motor, trans gear, regi roller, regi-idle roller, regi sensor, and actuator.

LX ADF original pickup assembly

Figure 1-53 LX ADF pickup assembly



After detecting the paper, one motor controls the drive system.

The CLUTCH-ELECTRIC provides the power to pick up the paper.

The CLUTCH cannot rotate inversely. The spring that is included in the ADF GUIDE PICKUP ASSEMBLY is connected to COVER-OPEN. When the CLUTCH does not drive, stand-by status occurs and stops the operation.

The ADF roller and pick roller are connected by the belt.

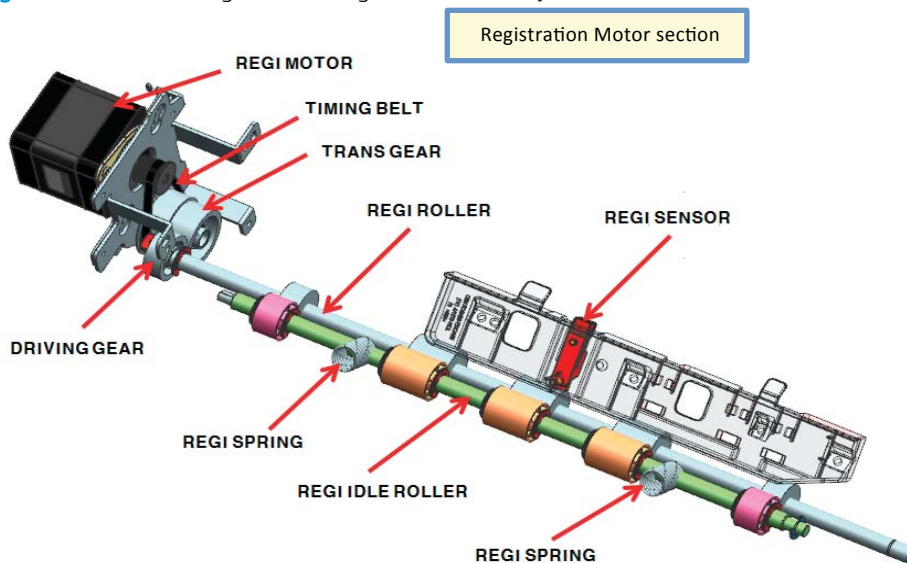
The ADF roller is provided with power while the paper is picked up and transferred to the registration roller. When the pickup drive is stopped and the registration roller is driven, the ADF roller becomes idle.

The normal process is:

- When the original is setting up, the detect-sensor is activated and the printing job starts. The motor and pickup clutch begin working. The pick roller then moves down and contacts the original in the tray.
- When the registration sensor detects paper, the pickup clutch stops.
- When the detect-sensor detects that the tray is empty, the motor stops and the printer enters stand-by status.

LX ADF registration (regi) drive assembly

Figure 1-54 LX ADF registration (regi) drive assembly



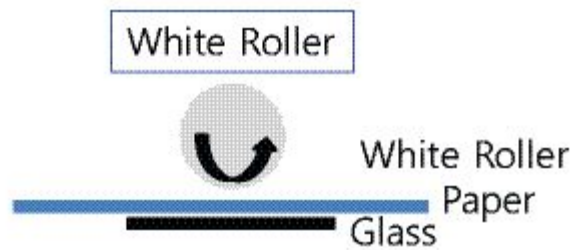
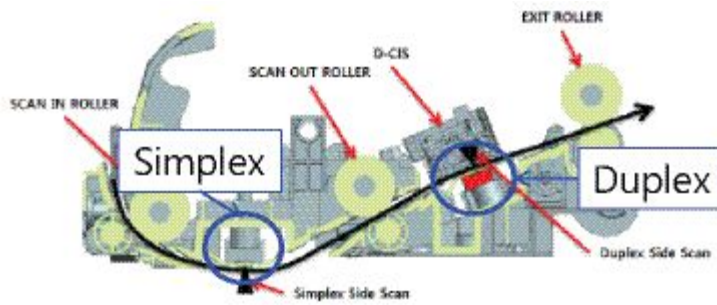
The registration drive uses the CLUTCH-ELECTRIC to drive the registration roller and transfer the paper to the ROLLER FEED.

The registration roller aligns the leading edge of the original. When the original is placed in the nip, the roller is rotated for alignment.

The CLUTCH-ELECTRIC repeats on/off to align each original.

LX ADF Scanning position

Figure 1-55 LX ADF scanning position



	Type	Simplex	Duplex
Scanning	DN-LX	White Bar	White Bar

LX ADF Specification

	du bundles (LX)
Capacity	100 pages
Scan Speed	80/160 ipm
Pickup	Semi-Retard
Registration	1 times registration
Motor	2 each
Stacker	—
Scanning	White Bar
MSO	—

Flow Automatic Document Feeder (Flow ADF) dn/z bundles (GX)

Flow ADF overview

Figure 1-56 Flow ADF overview

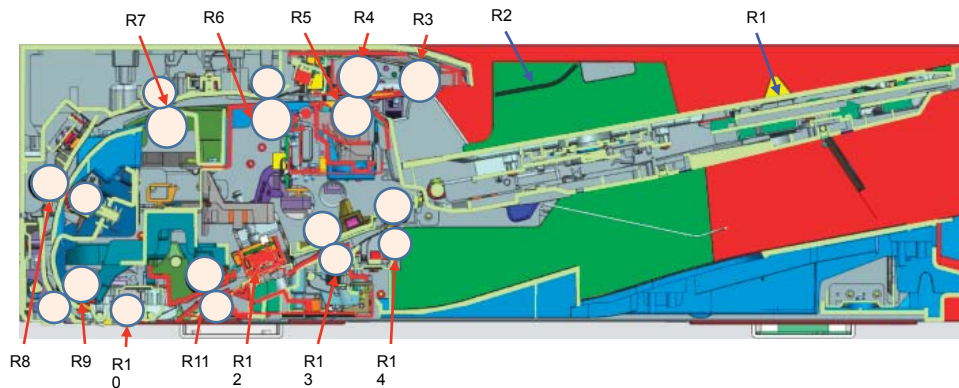


Table 1-34 Flow ADF overview

Part		Function
R1	STACKER ASSY	Original paper input tray
R2	GUIDE-DOCU F&R	Original paper guide (front/rear)
R3	PICKUP ROLLER	Pick up original paper from the input tray
R4	ADF ROLLER	Original paper feed roller
R5	SEPARATION ROLLER	Original paper separation roller
R6	FEED ROLLER	Original paper transfer roller (A6 size)
R7	PRE REGI ROLLER	Original paper alignment roller (1 round)
R8	REGI ROLLER	Original paper alignment roller (2 round)
R9	SCAN IN ROLLER	Feeds an original paper before scanning
R10	SIMPLEX WHITE-ROLLER	Support of simplex scanning unit
R11	SIMPLEX SCAN OUT ROLLER	Transfer a scanned original paper to the duplex white-roller
R12	D-CIS MODULE	Back side image scan unit
R13	DUPLEX SCAN OUT ROLLER	Transfer a scanned original paper to the exit roller
R14	EXIT ROLLER	Sends an original paper to the exit tray

Sensors

Figure 1-57 Flow ADF sensors

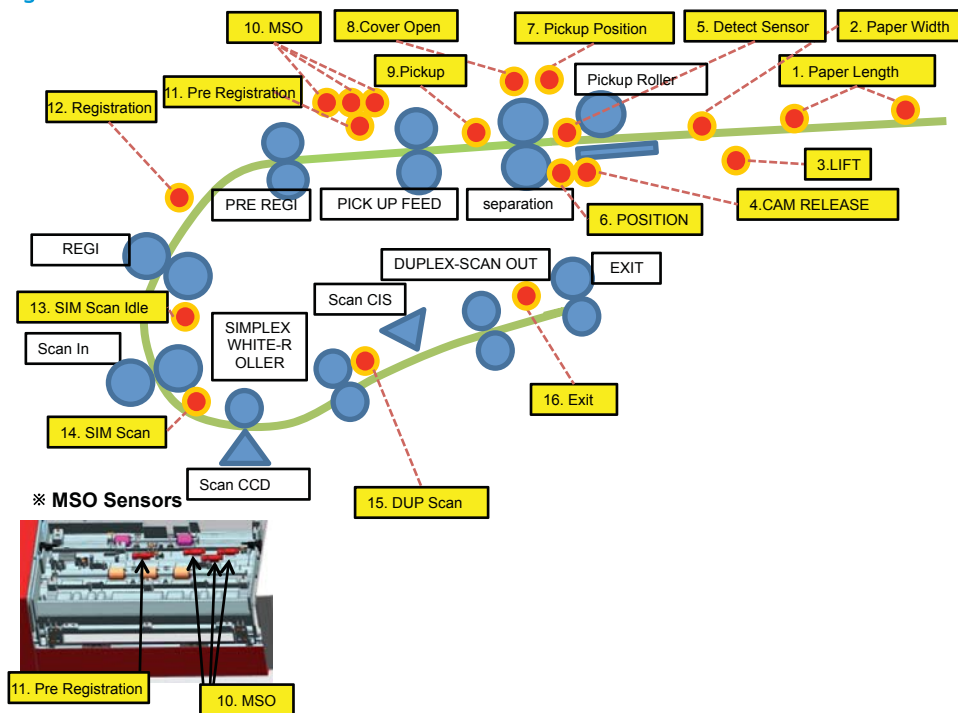
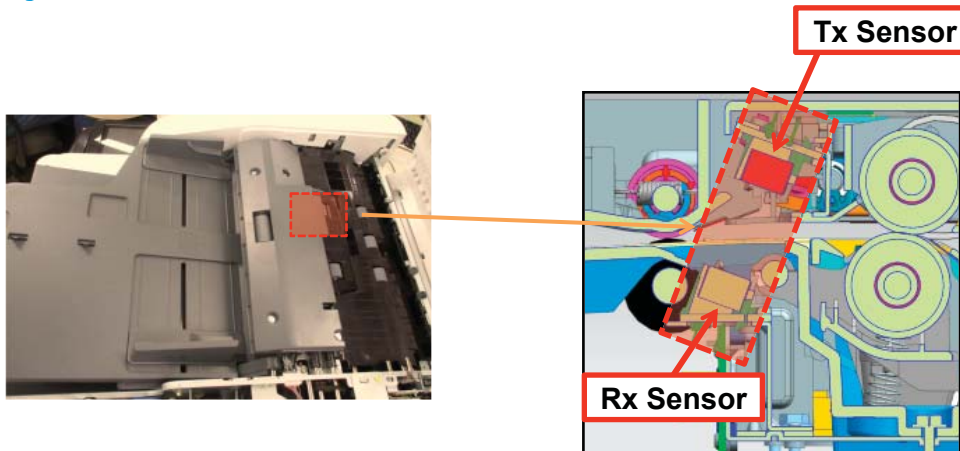


Table 1-35 Flow ADF sensors

Callout	Item	Function
1	Paper Length Sensor	Detects paper length
2	Paper Width Sensor	Detects paper width
3	Stacker Lift Sensor	Detects Stacker Position
4	Cam Release Sensor	Sensing 'Separation Roller' rotation
5	Detect Sensor	Detects if tray is empty
6	Position Sensor	Detects Stacker Position
7	Pickup Position Sensor	Sensing 'Pickup Roller' rotation
8	Cover Open Sensor	Detects if cover is open or closed
9	Pickup Sensor	Detects if there is a jam on the feed path
10	MSO Sensor	Detects mix size
11	Pre-Regi Sensor	Detects if there is a jam on the pre-regi path
12	Regi Sensor	Detects if there is a jam on the Regi path
13	SIM Scan Idle Sensor	Sensing 'Scan In Roller' rotation
14	SIM Scan Sensor	Detects if there is a jam on the Scan In path
15	DUP Scan Sensor	Detects if there is a jam on the Scan Out path
16	Exit Sensor	Paper Exit Sensing

Ultra Sonic Multi-feed (USM)

Figure 1-58 Flow ADF Ultra Sonic Multifeed

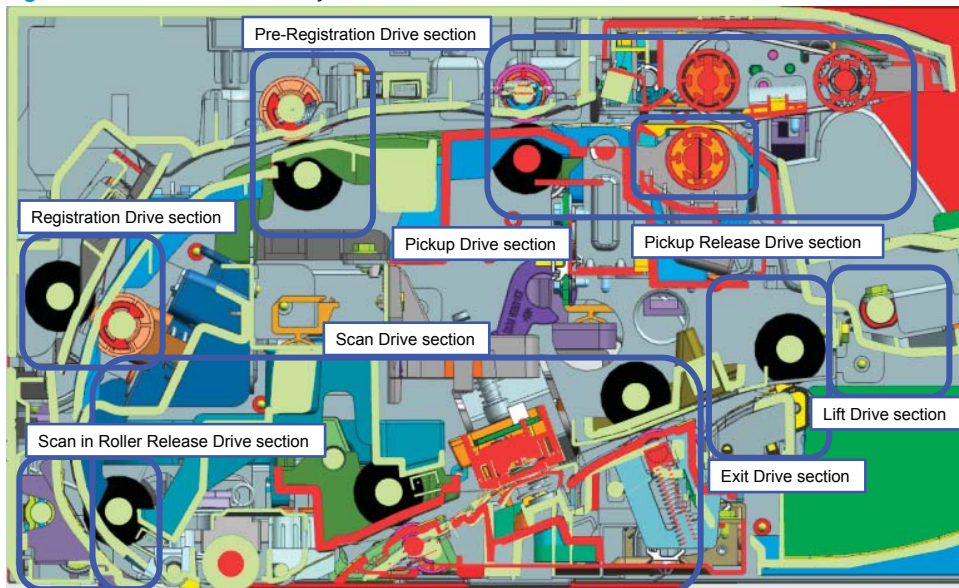


- This sensor detects multi-feeds.
- Component: Ultrasonic Sensor Tx Board, Rx Board , HIC Board (Amp and Filter)
- The Rx Sensor has a different level on each paper status: no paper, one paper, multiple papers.
- Detect the multi-feeding through the level change of Rx Sensor.
- Transmit and receive operation of 300 khz frequency.

Flow ADF drive system

The flow ADF drive system consists of eight motors.

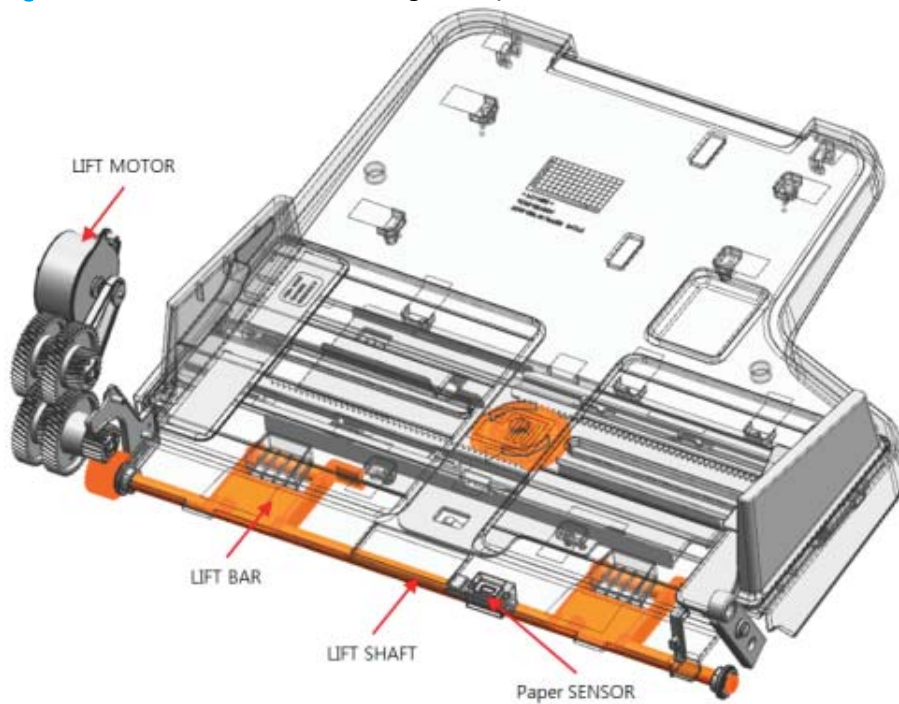
Figure 1-59 Flow ADF drive system



The Flow ADF drive system has eight sections: Pickup Release Drive, Pickup Drive, Pre-Regi Drive, Regi Drive, Scan-in Roller Release Drive, Scan Drive, Exit Drive, and Lift Drive sections.

Flow ADF document lifting drive system

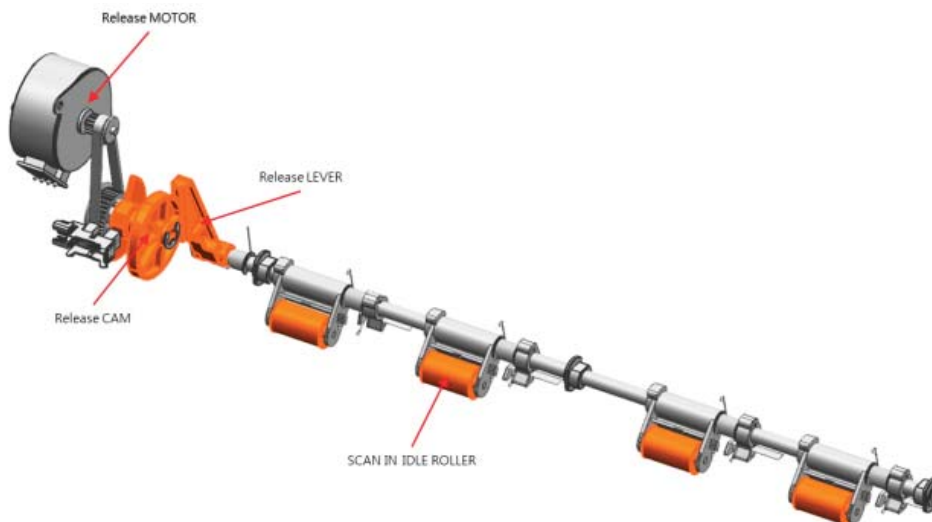
Figure 1-60 Flow ADF document lifting drive system



- Component: LIFT MOTOR, LIFT SHAFT, LIFT BAR, PAPER SENSOR
- LIFT MOTOR Starts > LIFT SHAFT and LIFT BAR lift Tray
- PAPER SENSOR detects paper in the Tray
- Paper contacts PICKUP ROLLER and stops movement
- Document is passed through SCAN OUT SENSOR. Duplex scanning starts.

Flow ADF Scan-In Roller Release Drive System

Figure 1-61 Flow ADF Scan-In Roller Release Drive System



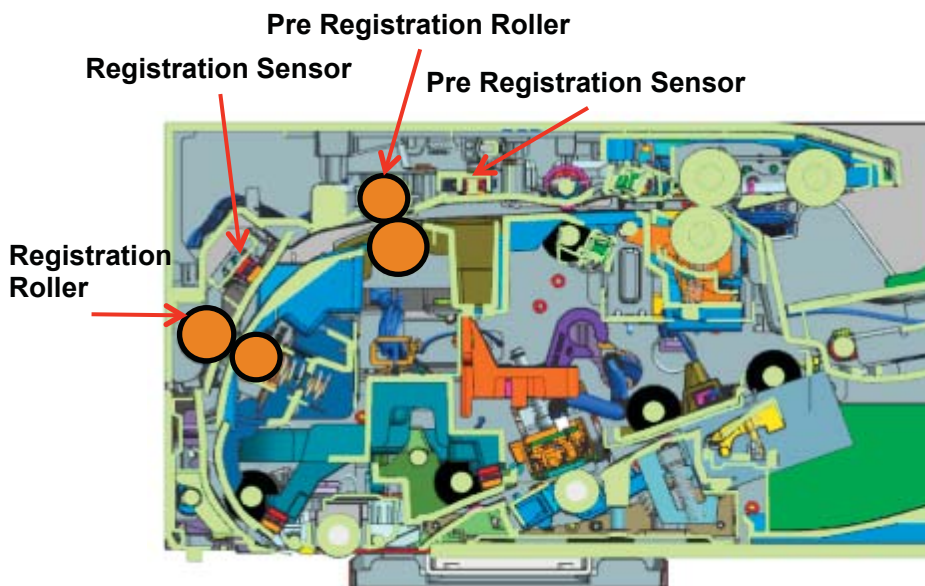
- Holds the rear of the paper using cam motion for improved scan quality
- Component: RELEASE MOTOR, RELEASE CAM, SCAN-IN IDLE ROLLER
- Motor and cam operation repeats for every piece of paper

Flow ADF specification

Capacity	250 pages (stacker lifting)
Scan Speed	120/240 ipm
Pickup	Semi-Retard
Registration	2 times registration
Motor	8 each
Stacker	Lifting
Scanning	White Roller/White Bar
MSO	Support

Flow ADF Registration

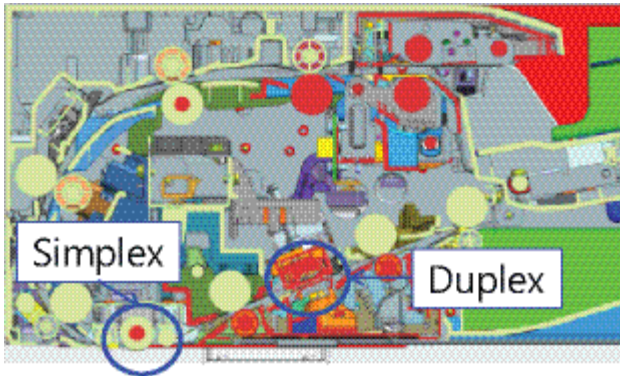
Figure 1-62 Flow ADF Registration



The Flow ADF has two times registration.

Flow ADF Scanning Position

Figure 1-63 Flow ADF Scanning Position



	Type	Simplex	Duplex
Scanning	Z-GX	White Roller	White Bar

Mixed Size Original (MSO)

The MSO detects the size of mixed size papers and sets the alignment of the papers to the rear.

Figure 1-64 MSO 1

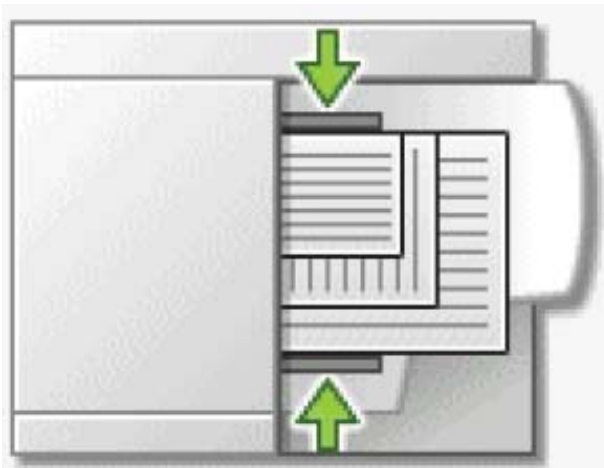


Figure 1-65 MSO 2

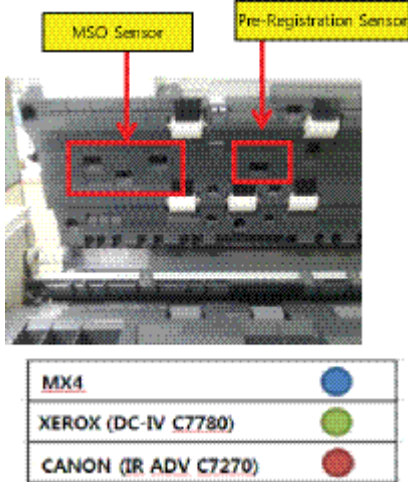


Figure 1-66 MSO 3

Max Width Length	A3 SEF (297mm)	A4 LEF (297mm)	B4 SEF (257mm)	B5 LEF (257mm)	A4 SEF (210mm)	A5 LEF (210mm)	B5 SEF (182mm)	A5 SEF (148mm)
A3 SEF (420mm)		● ● ●						
A4 LEF (210mm)	● ● ●							
B4 SEF (363mm)	● ● ●	● ● ●		● ● ●				
B5 LEF (182mm)	● ● ●	● ● ●	● ● ●	● ● ●				
A4 SEF (297mm)	● ● ●	● ● ●	● ● ●	● ● ●		● ● ●		
A5 LEF (148mm)	● ● ●	● ● ●	● ● ●	● ● ●	● ● ●			
B5 SEF (257mm)			● ● ●	● ● ●	● ● ●	● ● ●		
A5 SEF (210mm)					● ● ●	● ● ●		

Dual sensor cleaning method

- Component: LEVER GUIDE EXIT F, GUIDE-EXIT UPPER ASSEMBLY.
- Open LEVER GUIDE EXIT F.
- Cleans with a D-CIS GLASS in the direction indicated.
- Cleans the GUIDE EXIT UPPER ASSEMBLY in the direction indicated.

Figure 1-67 Dual sensor cleaning method

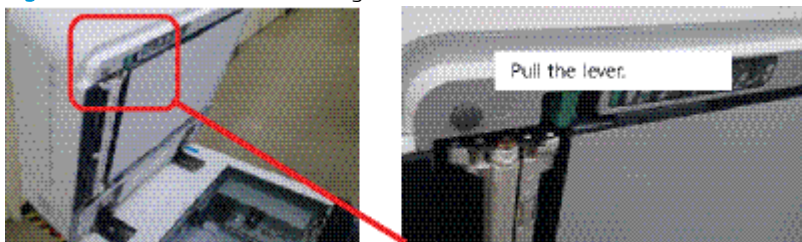
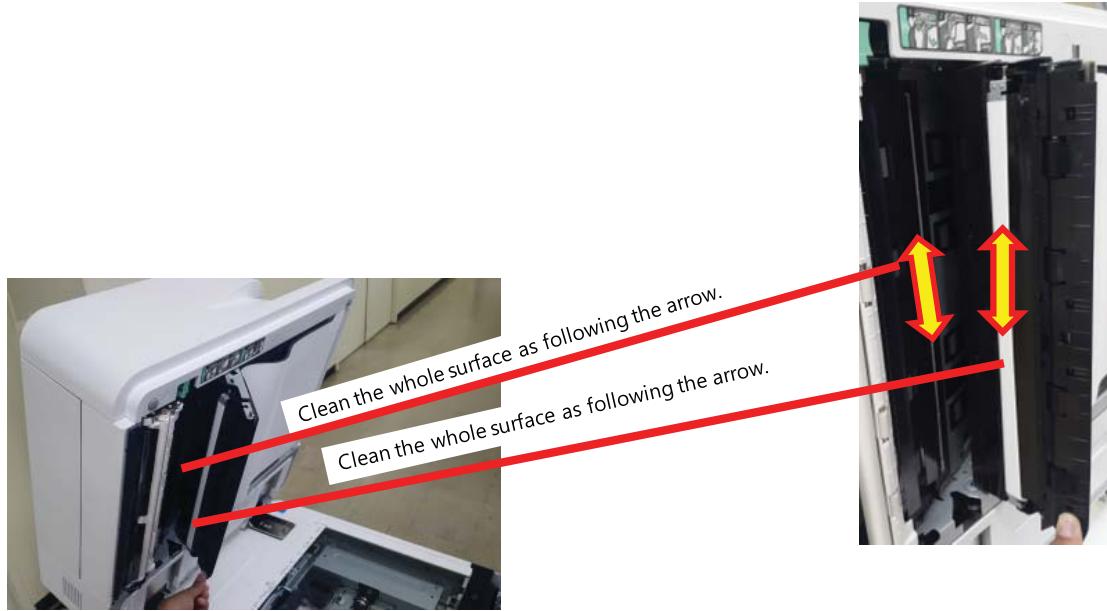


Figure 1-68 Dual sensor cleaning method



Flow ADF z bundles (GX)

Model	Engine	Scanner						
		Platen	DN-sGX			Z-GX		
Color	40 ppm	Same at whole model	Scan Speed	USM	Capacity	Scan Speed	USM	Capacity
	50 ppm		90/180 ipm	X	250 sheet	120/240 ipm	0	250 sheet
	60 ppm							
Mono	40 ppm							
	50 ppm							
	60 ppm							

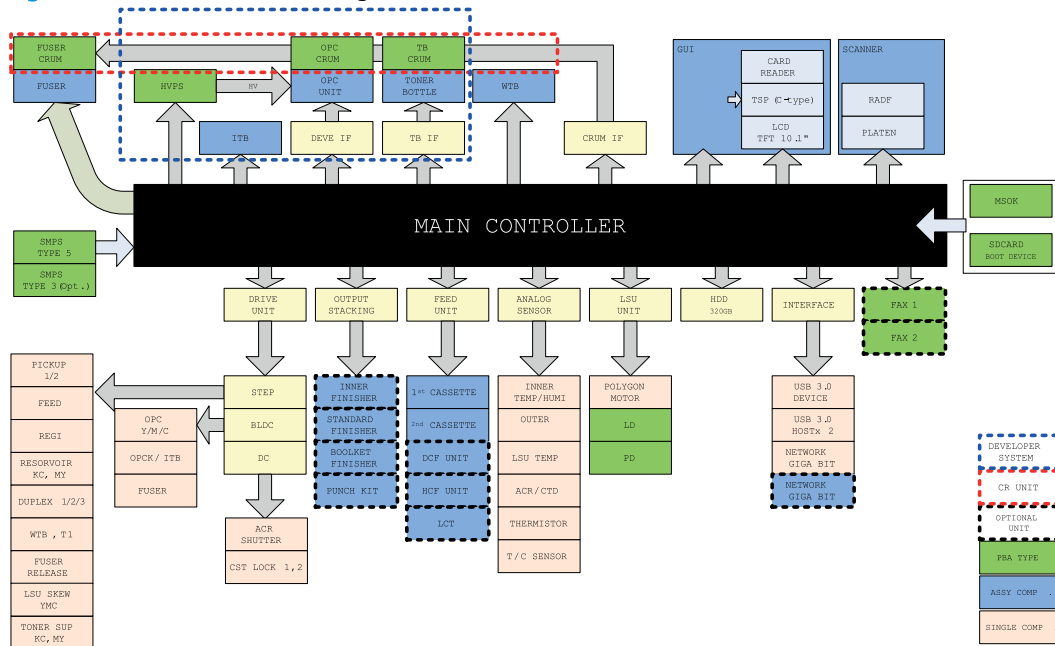
Hardware configuration

The electronic circuit system consists of the following:

- Main controller (main board)
- OPE unit
- ADF (flow ADF/ADF) controller
- HVPS board
- LVPS board
- Fuser drive assembly

Electronic circuit diagram

Figure 1-69 Electronic circuit diagram



The main controller handles the video controller, engine controller, and scan controller.

The main controller receives print data from the host through the network or USB port and receives copy data from the scan controller. The main controller uses this information to generate printable video bitmap data. It controls all modules required to print, including the laser scanner assembly, HVPS, FAN, fuser, and so on.

The main controller communicates with the drive system and other devices through Universal Asynchronous Receiver Transmitter (UART). The main controller communicates with and checks the life of the toner cartridge, drum, and developer units through I2C.

The main controller uses Quad Core CPU 1.5 GHz, DDR3 4 GB memory, Micro SD 4 GB, and a 320 GB SATA HDD to control the engine driving, video signal processing, and user interface.

A MICOM controls power to the fuser lamp and power to the system according to an optimized energy saving algorithm. The MICOM communicates with the OPE controller through the USB 3.0 protocol to display the system information on the control panel.

The OPE unit displays the status of the system using the control panel TFT LCD in response to user actions or the main controller.

The soft power switch in the OPE unit is used to safely shut down the system.

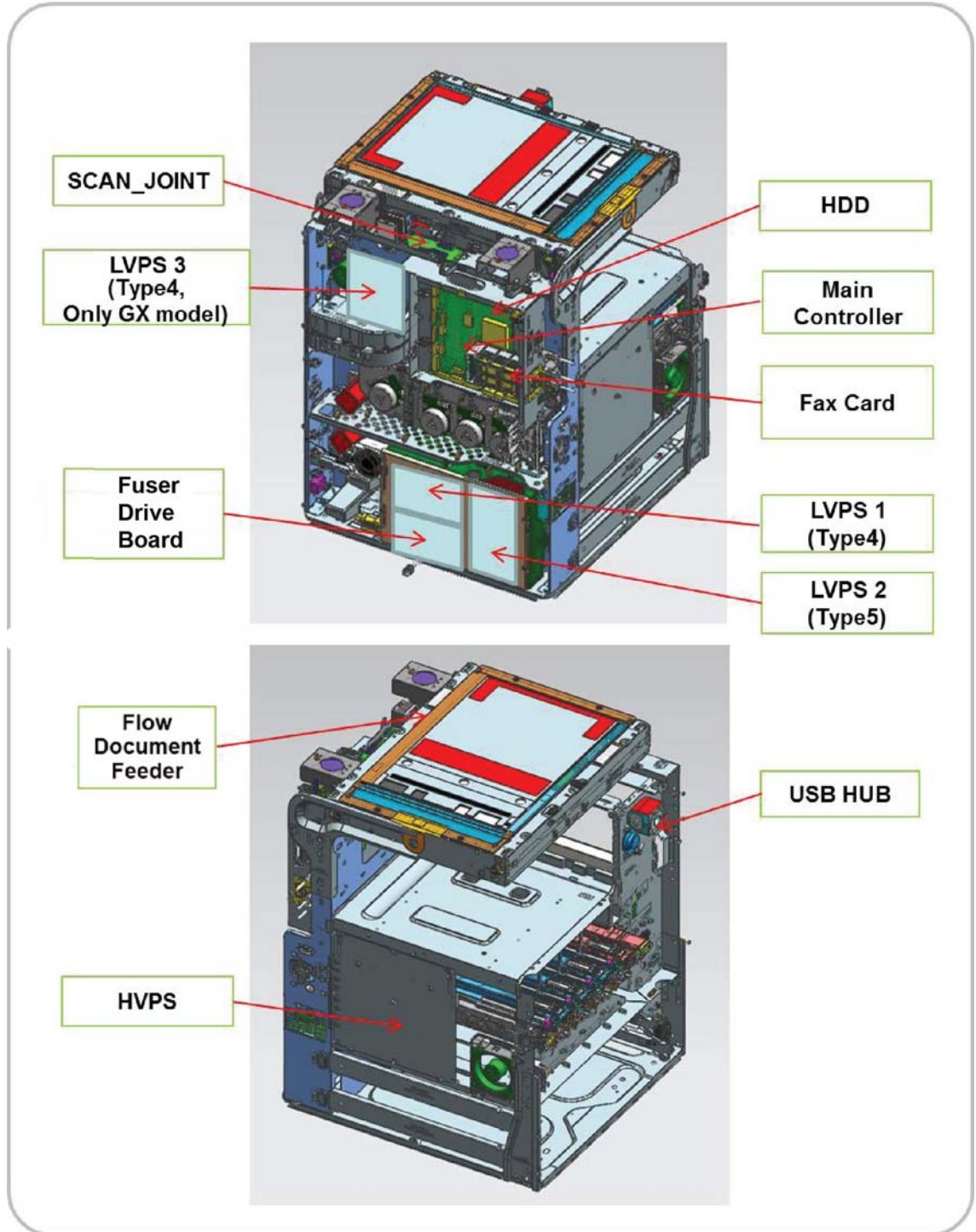
The ADF controller controls some mechanisms required to scan continuously from the ADF. The ADF controller communicates with the main controller to synchronize scan timing.

The HVPS board generates and controls high-voltage channels. The fuser drive assembly controls power to the fuser lamp. The LVPS board generates 5 V and 24 V power for the system.

Circuit board locations

The following diagrams show the locations of the printer circuit boards:

Figure 1-70 Circuit board locations



Main controller

 **NOTE:** The main controller for the previous model is not compatible with the new model (IR/UI). Take care to not use the incompatible Main Controller during replacement.

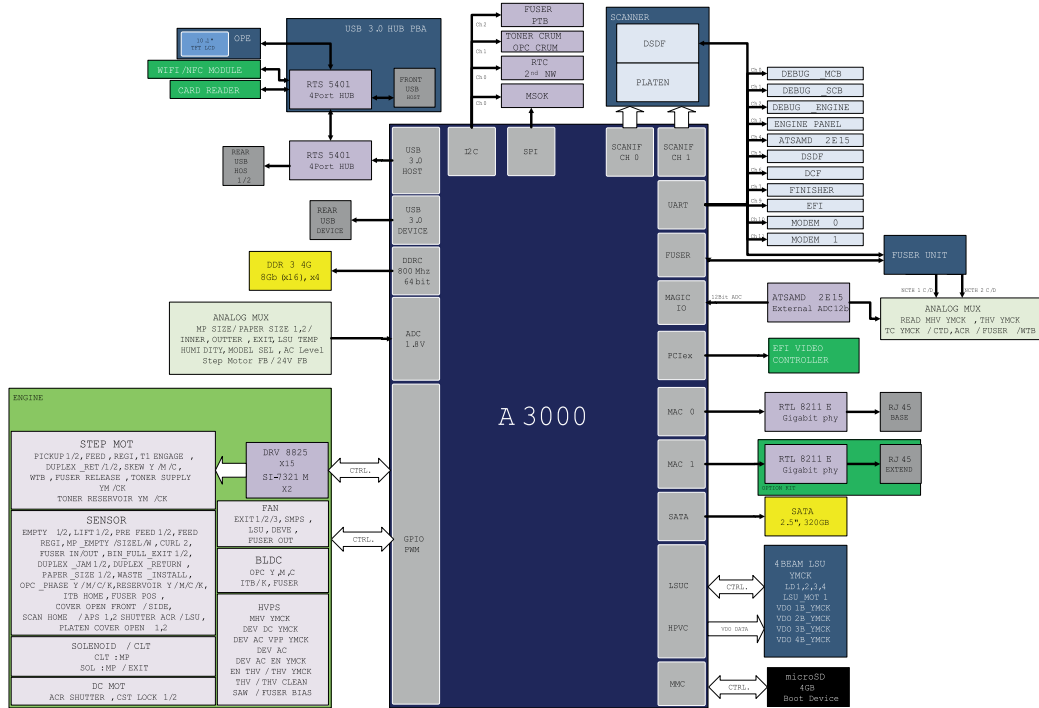
Main controller for previous model

The main controller consists of the main processor (A3000), memory (DDR3 4 GB), Micro SD (4 GB), 1 G Ethernet PHY, USB 3.0 HUB, and Microm (Power/Fuser control). It can control Video/UI/FAX signal interface connection, motor driving IC, engine signal interface connection, and power interface.

The main processor (Quad Core 1.5 GHz CPU) controls video, engine, UI display, and communicates with the various devices. The HDD is connected to the main controller by a SATA cable and connected to the other device (such as ADF, dual cassette feeder (DCF), Finisher, Modem) by UART.

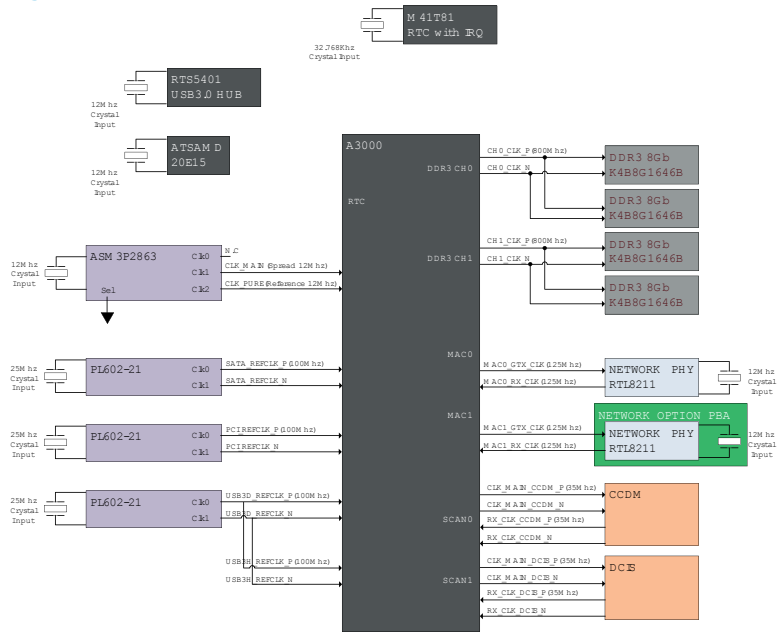
Main controller block diagram

Figure 1-71 Block diagram



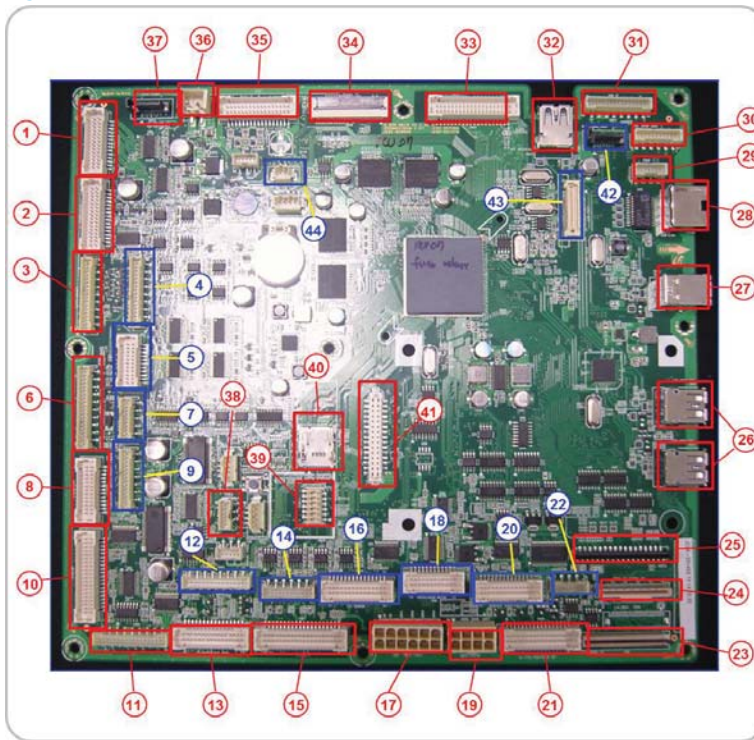
Main controller clock diagram

Figure 1-72 Clock diagram



Main controller connection information for previous model

Figure 1-73 Connection information



1	OUTPUT	12	FINISHER	23	Laser scanner assembly 1 COLOR	34	CCDM
2	FUSER DRIVE	13	OPC E-Label/T1	24	Laser scanner assembly 2 COLOR	35	Flow ADF
3	FUSER DRAWER	14	OPC HOME SENS	25	HVPS COLOR	36	HDD POWER
4	TB/E-Label	15	OPC BLDC COLOR	26	USB HOST 1/2	37	HDD SIGNAL
5	TONER SUP/RES	16	TC SENS/RES FULL	27	USB DEVICE	38	SIDE FAN
6	CPR/CTD COLOR	17	LVPS TYPE5	28	NETWORK	39	MSOK
7	Registration assembly/T1 POS SENS	18	HVPS POWER/ Laser scanner assembly SKEW	29	EFI POWER	40	SD CARD
8	PICKUP 1/2	19	LVPS TYPE4	30	FIH JOINT	41	FAX JOINT
9	FEED/Registration assembly MOT	20	FRONT IF COLOR	31	UI IF	42	2ND NETWORK
10	SIDE	21	Fuser drive assembly IF	32	USB HOST/HUB	43	EFI SIGNAL
11	dual cassette feeder (DCF) IF	22	Laser scanner assembly PD	33	DCIS	44	CPU FAN

Information

- Part Number: B5L47-60101
- Part Name: PBA-MAIN

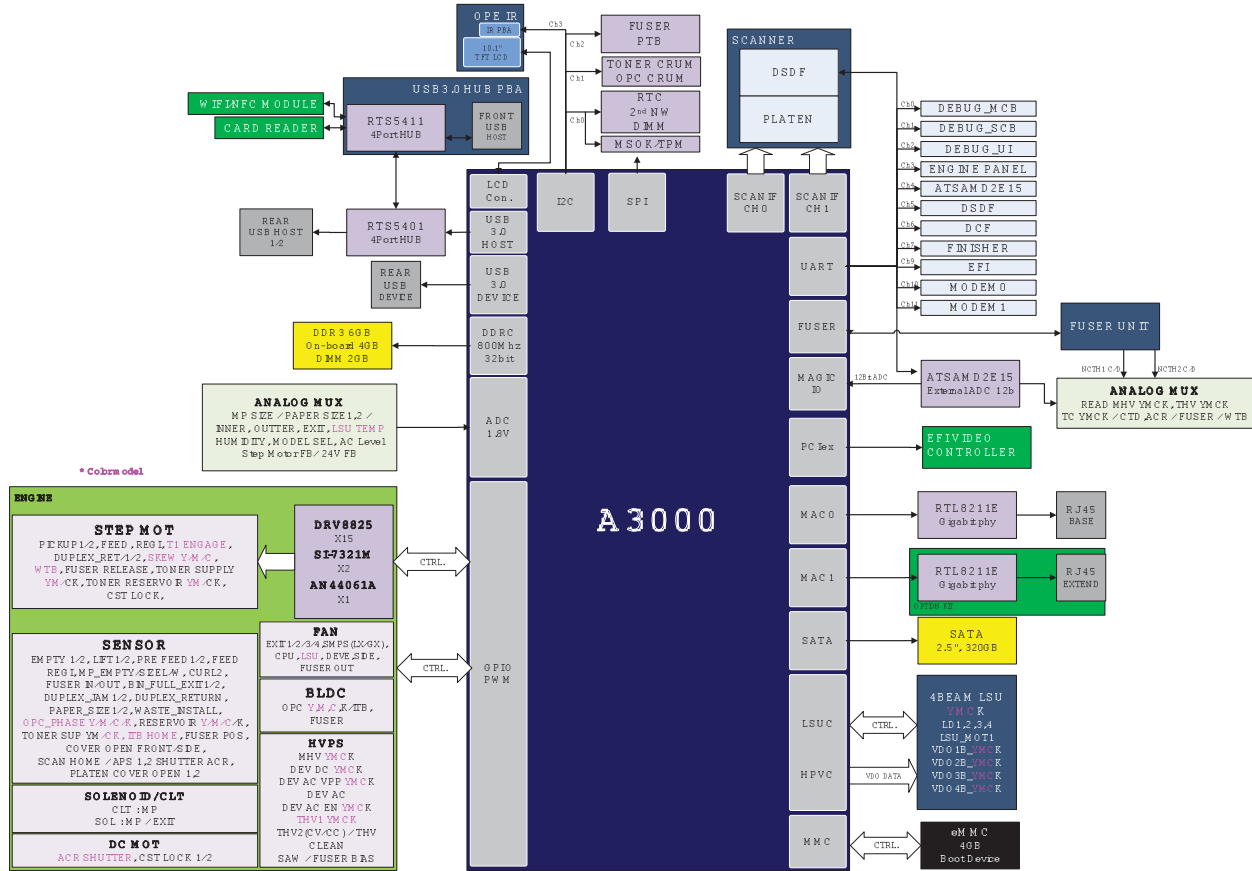
Main controller

The main controller consists of the main processor (A3000), memory (DDR3 6 GB), eMMC (4 GB) 1 G Ethernet PHY, USB 3.0 HUB, and Microm (Power/Fuser control). It can control Video/UI/FAX signal interface connection, motor driving IC, engine signal interface connection, and power interface.

The main processor (Quad Core 1.5 GHz CPU) controls video, engine, UI display, and communicates with the various devices. The HDD is connected to the main controller by a SATA cable and connected to the other device (such as ADF, dual cassette feeder (DCF), Finisher, and Modem) by UART.

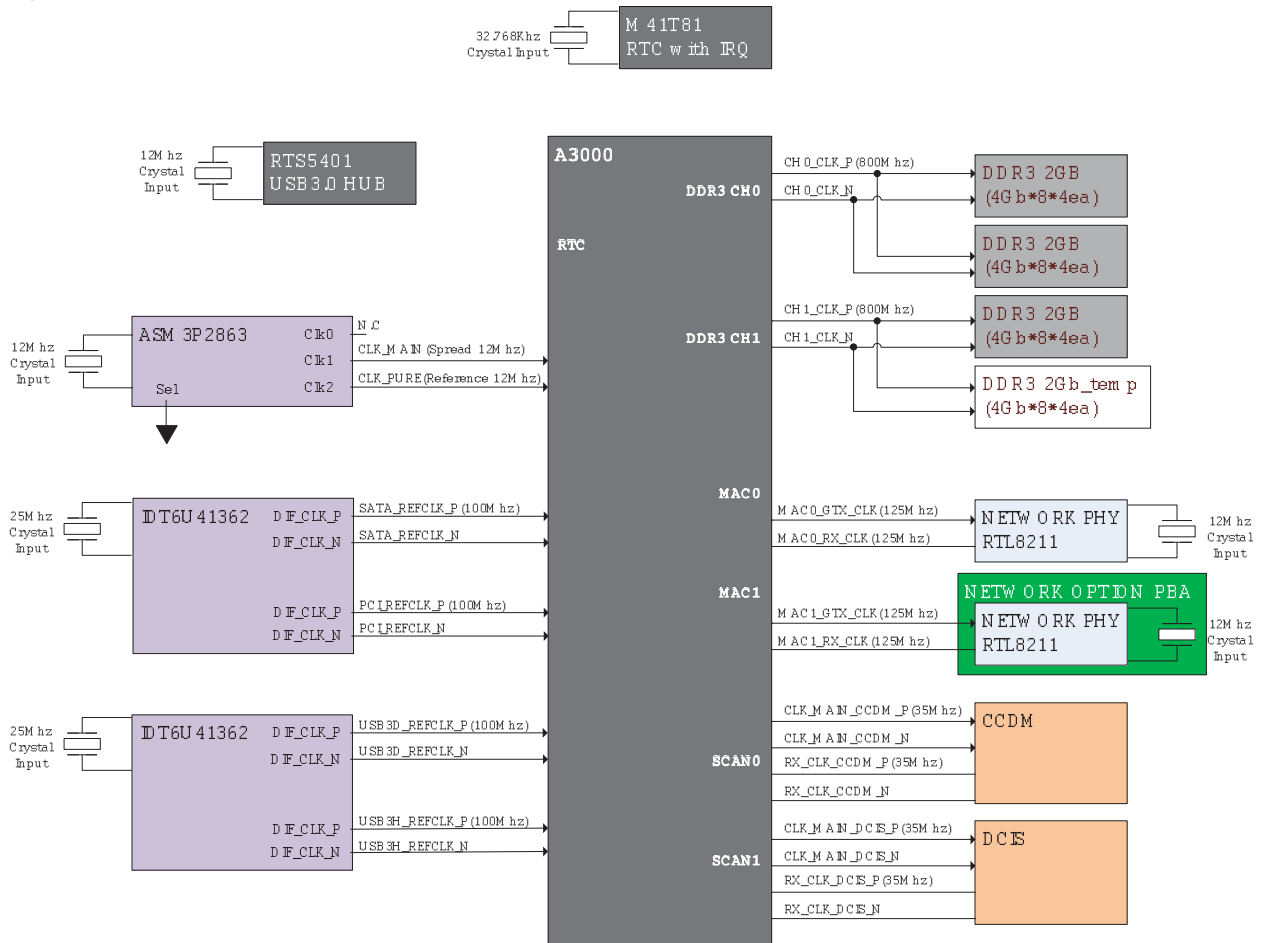
Main controller block diagram

Figure 1-74 Block diagram



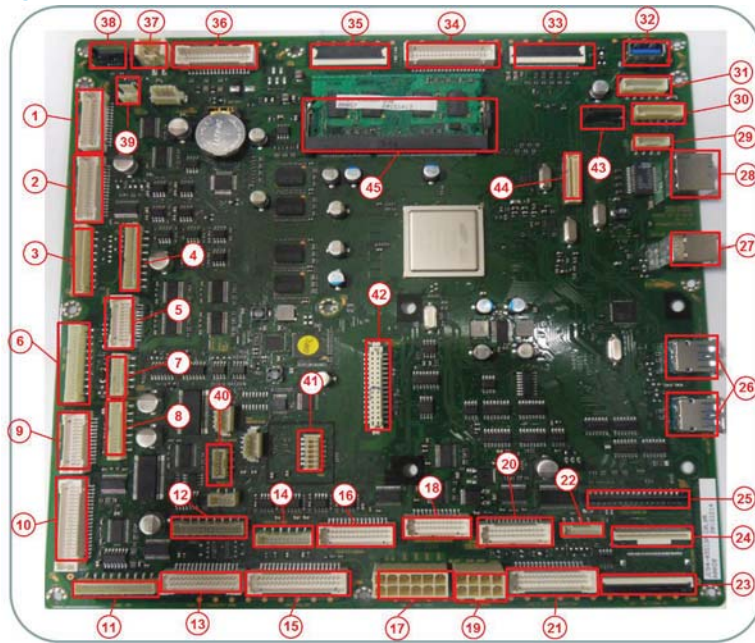
Main controller clock diagram

Figure 1-75 Clock diagram



Main controller connection information

Figure 1-76 Connection information



1	OUTPUT	12	FINISHER	23	Laser scanner assembly 1 COLOR	34	DCIS
2	FUSER DRIVE	13	OPC E-Label/T1	24	Laser scanner assembly 2 COLOR	35	CCDM
3	FUSER DRAWER	14	OPC HOME SENS	25	HVPS COLOR	36	Flow ADF
4	TB/E-Label	15	OPC BLDC COLOR	26	USB HOST 1/2	37	HDD POWER
5	TONER SUP/RES	16	TC SENS/RES FULL	27	USB DEVICE	38	HDD SIGNAL
6	CPR_CTD COLOR	17	LVPS TYPE5	28	NETWORK	39	CPU FAN
7	Registration assembly/T1 POS SENS	18	HVPS POWER/ Laser scanner assembly SKEW	29	EFI POWER	40	SIDE FAN
8	PICKUP 1/2	19	LVPS TYPE4	30	FIH JOINT	41	MSOK
9	FEED/Registration assembly MOT	20	FRONT IF COLOR	31	HUB IF	42	FAX JOINT
10	SIDE	21	Fuser drive assembly IF	32	USB HOST/HUB	43	EFI SIGNAL
11	dual cassette feeder (DCF) IF	22	Laser scanner assembly PD	33	UI IF	44	2ND NETWORK
						45	DDR3 DIMM

Information

- Part Number: JC92-02958A
- Part Name: PBA-MAIN

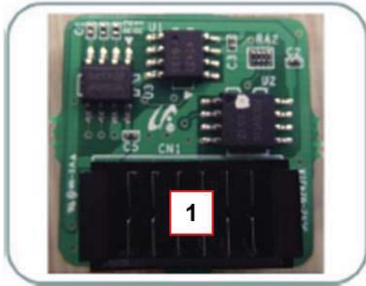
Master system operation key (MSOK)

MSOK PCA is used to store all system information and consists of serial flash memory, an EEPROM, and a X-E-Label. The flash memory (4 MB), EEPROM (256 KB) and X-E-Label are used for all system operations such as system parameter, device status, tech information, and service information.

NOTE: When a main board needs to be exchanged, reinstall the MSOK PCA to the new main board to retain the system information.

IMPORTANT: Do not lose or damage the MSOK chip. It must be installed on the replacement main board in the same orientation as when it was removed in order for the printer to function.

Figure 1-77 MSOK



1

Main PCA I/F connector

Formatter cabling

Figure 1-78 Formatter cabling (sGX/GX ADF only)

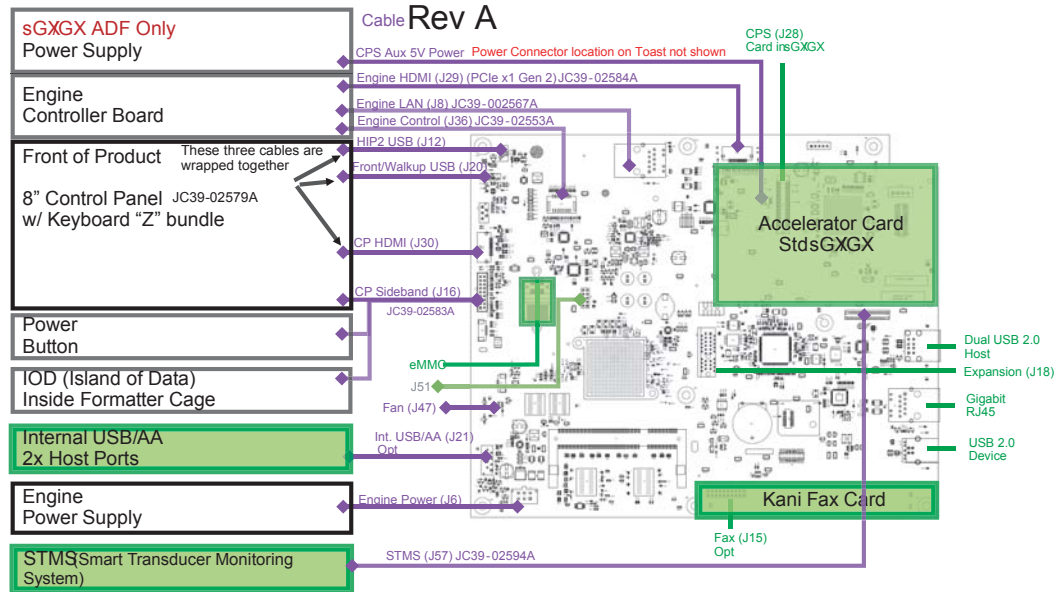


Figure 1-79 Formatter cabling E87640 DU (LX) models only

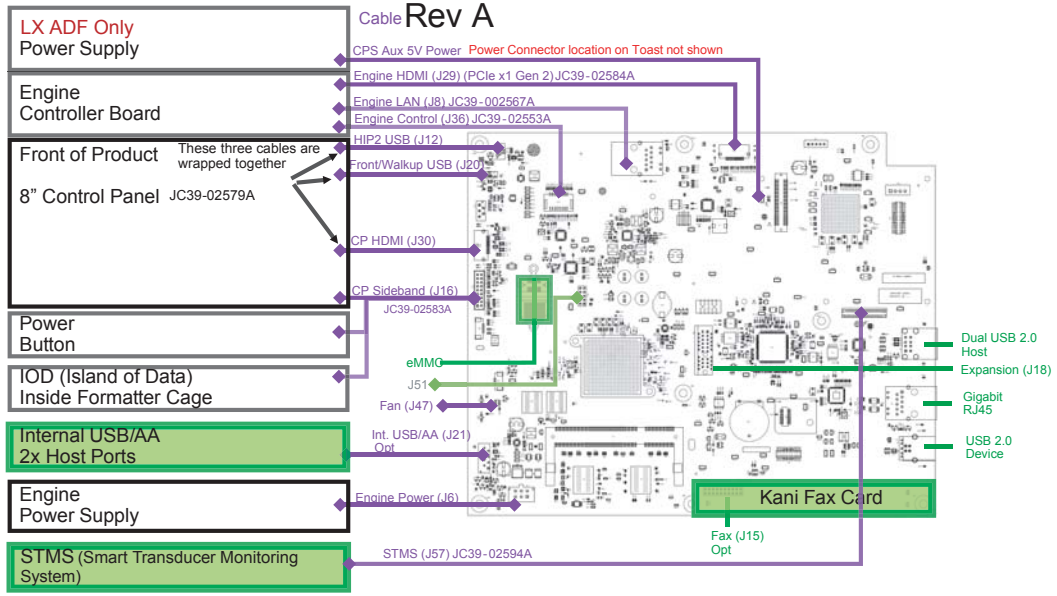


Figure 1-80 Formatter cabling E87640 (DU (LX) models only)

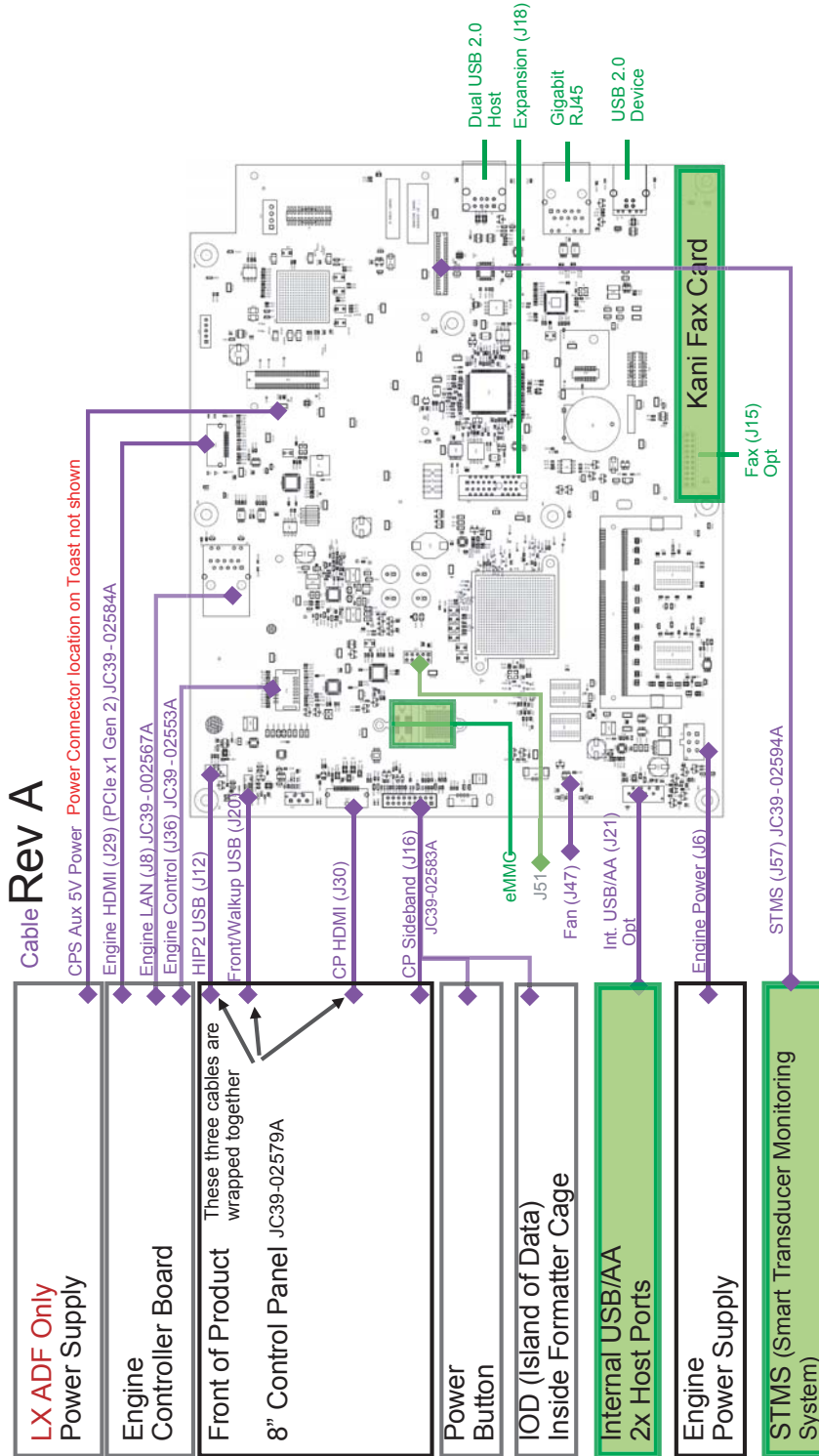


Figure 1-81 Formatter cabling (sGX and GX only)

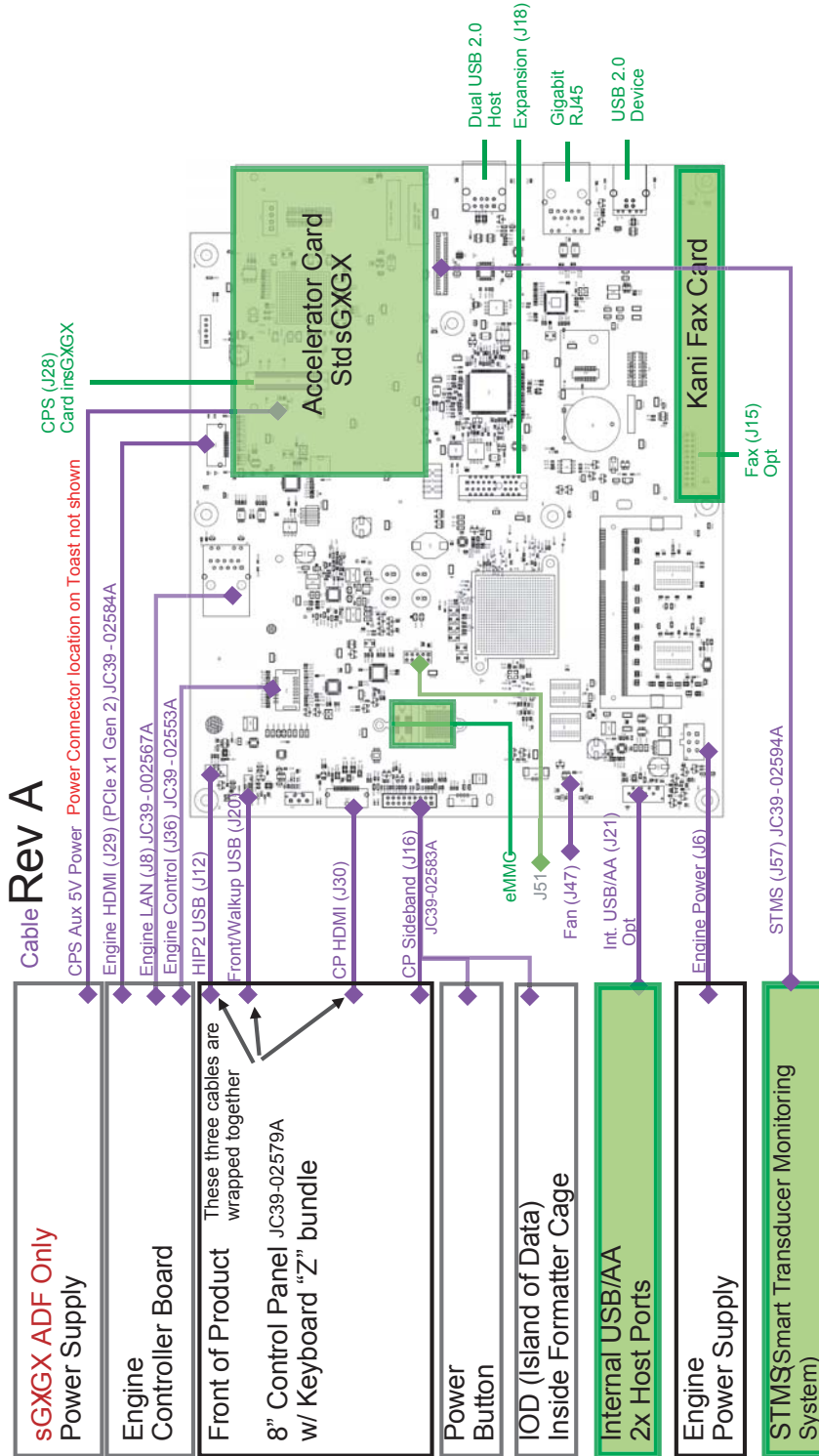


Table 1-39 Formatter cabling

Cable	Jxx	From	To	Purpose
Formatter cabling	NA	LVPS	Accelerator (sGX/GX ADF only)	Power for accelerator
Engine HDMI	J29	Main board	Formatter	High speed print data (JC39-02584A)

Table 1-39 Formatter cabling (continued)

Cable	Jxx	From	To	Purpose
Engine LAN	J8	Main board	Formatter	High speed print data (JC39-02584A)
Engine control	J36	Main board	Formatter	Low level engine control (JC39-02553A)
HIP2 USB	J12	Formatter	HIP	USB for HIP
Front walk-up USB	J20	Formatter	Front of printer	USB for walk up
CP HDMI	J30	Formatter	CP	Data to CP
CP side band	J16	Formatter	CP	Power, reset, wake lines, display power, keyboard (JC39-02583A)
Power button	J16	Formatter	Power button	Power ON/OFF
IOD	J16	Formatter	IOD	Data to/from Island of Data
Internal USB/AA	J21	Formatter	Accessory	Accessory
Engine power	J6	LVPS	Formatter	5V supply to formatter

¹ These cables are bundled together.

Low voltage power supply (LVPS) PCA (Type 5)

 **NOTE:** Some models have three LVPS boards. (Type5 x 1 each, Type4 x 2 each)

The low voltage power supply (LVPS) board supplies electric power to the main board and other boards. The voltage provided includes +5 V, and +24 V from a 110 V/220 V power input. It has safety protection modes for over current and overload.

Figure 1-82 LVPS PCA (Type 5)



1	INPUT_AC
2	OUTPUT_DC +24 V 1/2/3/4 (to Main PCA)
3	24 V on/off
4	OUTPUT_DC +5 V 1/2 (to Main PCA)

Specification

- General input/output voltage
 - AC 110 V (110 V — 127 V)
 - AC 220 V (220 V — 240 V)
 - Input current: 8.0 A (110 V)/5.0 A (220 V)
 - Output power: 275 W
 - DC 5 V: 35 W
 - DC 24 V: 240 W

Information

	110 V	220 V
Part number	JC44-00249A	JC44-00250A
Part name	LVPS 110V Type 5H	LVPS 220V Type 5H

Input/output connector

- AC input connector (CN1)

PIN assign	PIN name	Description
1	AC_L	AC input
2	AC_N	

- DC output connector (CN2)

PIN assign	PIN name	Description
1	+5V1	Power
2	GND	5 V ground
3	+5V2	Power
4	GND	5 V ground


- DC output connector (CN3)

PIN assign	PIN name	Description
1	+24V1	Power
2	GND	24 V ground
3	+24V2	Power
4	GND	24 V ground
5	+24V3	Power
6	GND	24 V ground
7	+24V4	Power
8	GND	24 V ground

- Signal Connector (CN4)

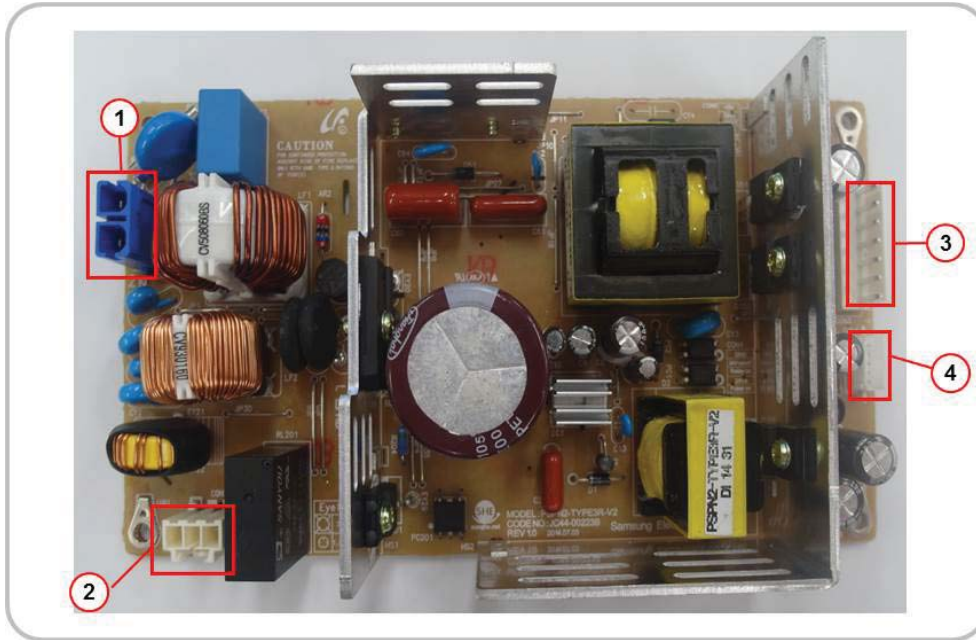
PIN assign	PIN name	Description
1	GND	Active Low
2	24 V On/Off	
3	GND	

Low voltage power supply (LVPS) PCA (Type 3R)

 **NOTE:** Some models have three LVPS boards. (Type5 x 1 each, Type4 x 1 each, Type3 x 1 each)

The low voltage power supply (LVPS) board supplies electric power to the main board and other boards. The voltage provided includes +5 V, and +24 V from a 110 V/220 V power input. It has safety protection modes for over current and overload.

Figure 1-83 LVPS PCA (Type 3R)



1	INPUT_AC Power (CON1)
2	Fuser AC Power (CON2)
3	OUTPUT_DC +24 V 1/2/3 and +5V1 (CON3)
4	Signal_24 V on/off, Relay on, Fuser on (CON4)

Specification

- General input/output voltage
 - AC 110 V (110 V — 127 V)
 - AC 220 V (220 V — 240 V)
 - Input current: 10.0 A (110 V)/8.0 A (220 V)
 - Output power: 164 W
 - DC 5 V: 20 W
 - DC 24 V: 144 W

Information

	110 V	220 V
Part number	JC44-00222E	JC39-01202A
Part name	LVPS 110V Type 3R	LVPS 220V Type 3R

Input/output connector

- AC input connector (CN1)

PIN assign	PIN name	Description
1	AC_L	AC input
2	AC_N	

- Fuser AC Power Connector (CN2)

PIN assign	PIN name	Description
1	AC_L	AC input for fuser
2	AC_N	

- DC output connector (CN3)

PIN assign	PIN name	Description
1	+5V1	DC 5 V
2	GND	Ground
3	+24V1	DC 24 V
4	GND	Ground
5	+24V2	DC 24 V
6	GND	Ground
7	+24V3	DC 24 V

- Signal Connector (CN4)

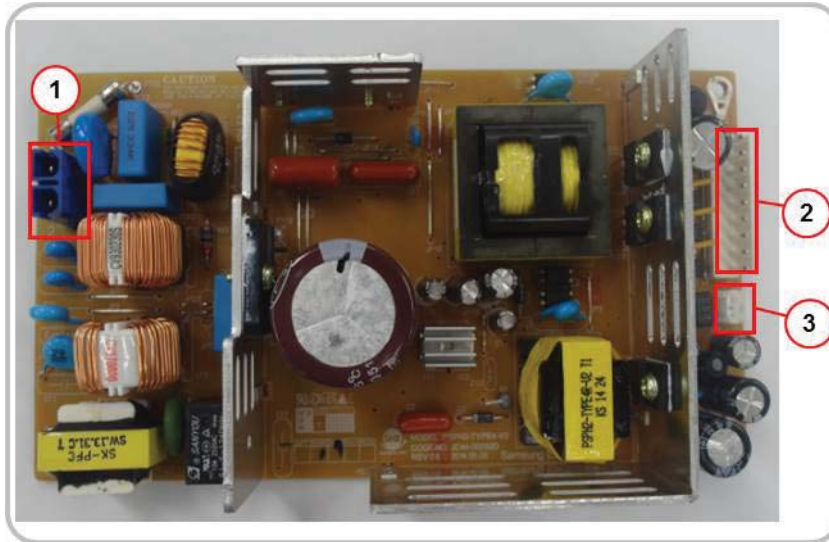
PIN assign	PIN name	Description
1	GND	Ground
2	24 V On/Off	Active Low
3	Relay on	Active High
4	24 V	Bias for photo triac, relay
5	Fuser on	Active High

Low voltage power supply (LVPS) PCA (Type 4)

 **NOTE:** Some models have three LVPS boards. (Type5 x 1 each, Type4 x 2 each)

The low voltage power supply (LVPS) board supplies electric power to the main board and other boards. The voltage provided includes +5 V, and +24 V from a 110 V/220 V power input. It has safety protection modes for over current and overload.

Figure 1-84 LVPS PCA (Type 4)



1	INPUT_AC
2	OUTPUT_DC +24 V 1/2/3 and DC +5 V 1/2 (to Main PCA)
3	24 V on/off

Specification

- General input/output voltage
 - AC 110 V (110 V — 127 V)
 - AC 220 V (220 V — 240 V)
 - Input current: 6.3 A (110 V)/5 A (220 V)
 - Output power: 205 W
 - DC 5 V: 25 W
 - DC 24 V: 180 W

Information

	110 V	220 V
Part number	JC44-00091D	JC44-00092D
Part name	LVPS 110V Type 4	LVPS 220V Type 4

Input/output connector

- AC input connector (CN1)

PIN assign	PIN name	Description
1	AC_L	AC input
2	AC_N	

- DC output connector (CN4)

PIN assign	PIN name	Description
1	+5V1	Power
2	GND	5 V ground
3	+5V2	Power
4	GND	5 V ground
5	+24V1	Power
6	GND	24 V ground
7	+24V2	Power
8	GND	24 V ground
9	+24V3	Power

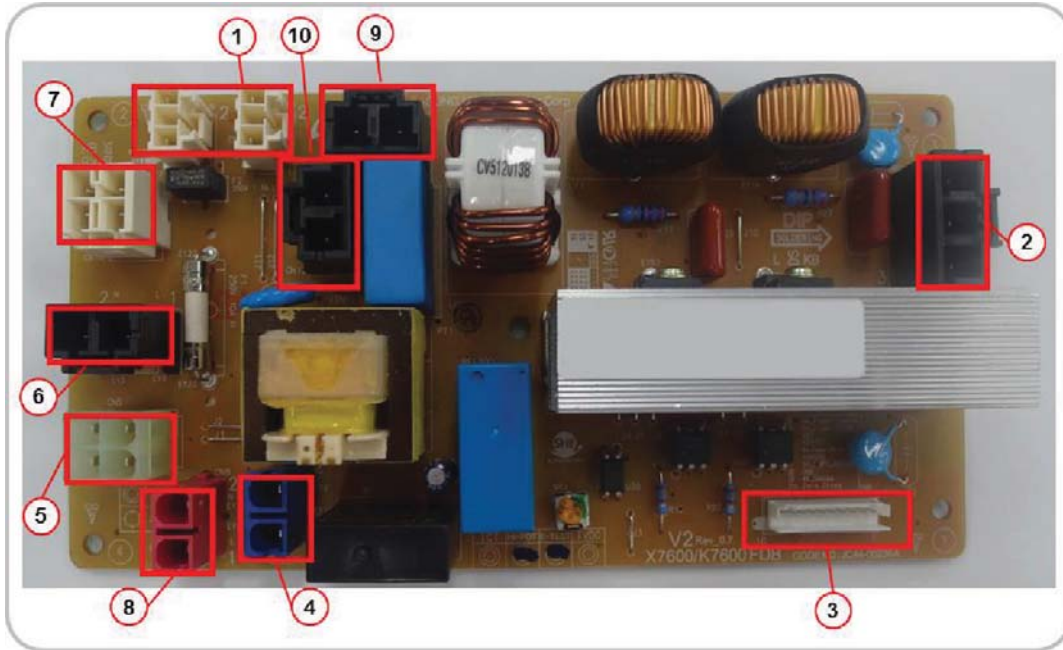
- Signal Connector (CN3)

PIN assign	PIN name	Description
1	GND	Active Low
2	24 V On/Off	
3	GND	

Fuser drive assembly

This board supplies voltage to the fuser AC, heater, and main board.

Figure 1-85 Fuser drive board



1	Option Heater
2	Fuser Lamp
3	Fuser drive assembly I/F
4	LVPS (Type 5)
5	Main Switch
6	AC Inlet
7	Option Heater Switch
8	LVPS (Type 4)
9/10	Reactor

Information

	110 V	220 V
Part number	JC44-00235B	JC44-00236B
Part name	Fuser Drive Board 110V	Fuser Drive Board 220V

High voltage power supply (HVPS) PCA

The HVPS board generates 15 high-voltage channels, including ITHV (4), MHV (4), DEV (4), FUSER, SAW, and 2THV(+/-).

Figure 1-86 HVPS PCA

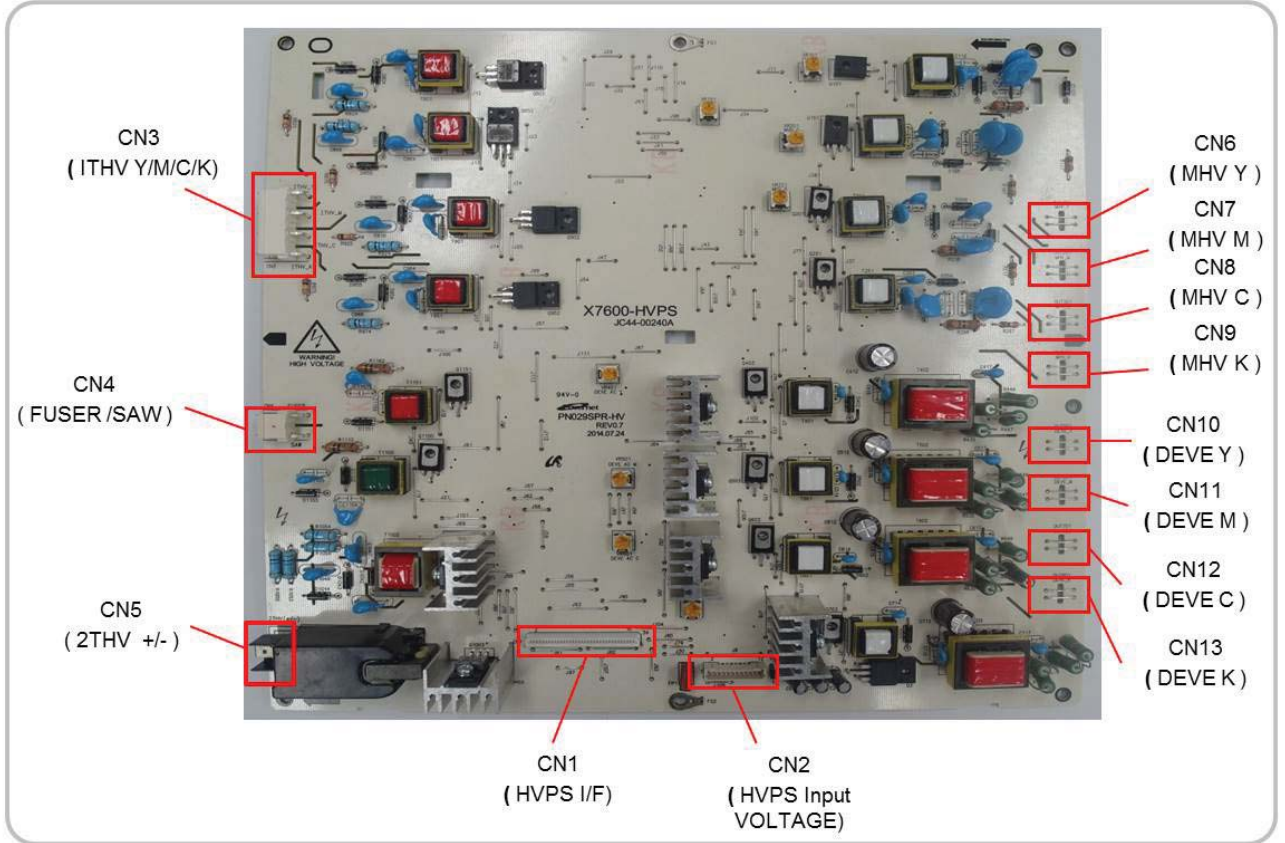


Table 1-44 HVPS PCA Connections

PIN assign	PIN name	Description
1	DETECT	
2	PWM_ITHV_C	PWM signal
3	PWM_ITHV_K	PWM signal
4	PWM_ITHV_M	PWM signal
5	READ_ITHV_C	Output voltage
6	PWM_ITHV_Y	PWM signal
7	READ_ITHV_K	Output voltage
8	READ_ITHV_M	Output voltage
9	PWM_FUSEBIAS	PWM signal
10	READ_ITHV_Y	Output voltage
11	PWM_SAW	PWM signal
12	READ_MHV_Y	Output voltage
13	PWM_THV2_MINUS	PWM signal
14	READ_MHV_M	Output voltage
15	PWM_THV2_P_CV	PWM signal

Table 1-44 HVPS PCA Connections (continued)

PIN assign	PIN name	Description
16	READ_MHV_C	Output voltage
17	READ_THV2	Output voltage
18	PWM_MHV_Y	PWM signal
19	PWM_DEVE_DC_K	PWM signal
20	PWM_MHV_M	PWM signal
21	PWM_DEVE_AC_VPP_K	PWM signal
22	PWM_MHV_C	PWM signal
23	PWM_DEVE_DC_C	PWM signal
24	PWM_MHV_K	PWM signal
25	PWM_DEVE_AC_VPP_C	PWM signal
26	PWM_THV2_P_CC	PWM signal
27	PWM_DEVE_DC_M	PWM signal
28	THV2_CV_SELECT	Input signal
29	PWM_DEVE_AC_VPP_M	PWM signal
30	N.C	
31	PWM_DEVE_DC_Y	PWM signal
32	READ_MHV_K	Output voltage
33	PWM_DEVE_AC_VPP_Y	PWM signal
34	PWM_DEVE_AC_VFREQ	PWM signal
35	DETECT	
CN2		
1	24 V	Input voltage
2	24 V	Input voltage
3	24 V	Input voltage
4	3.3 V	Input voltage
5	GND	GND
6	GND	GND
7	GND	GND
8	READ_HVPS_24	Output voltage
9	nEN_DEVE_AC_Y	nEN signal
10	nEN_DEVE_AC_M	nEN signal
11	nEN_DEVE_AC_C	nEN signal
12	nEN_DEVE_AC_K	nEN signal

Table 1-44 HVPS PCA Connections (continued)

PIN assign	PIN name	Description
Connections		
CN3	ITHV Y/M/C/K	Output voltage
CN5	2THV +/-	Output voltage
CN6	MHV Y	Output voltage
CN7	MHV M	Output voltage
CN8	MHV C	Output voltage
CN9	MHV K	Output voltage
CN10	DEVE Y	Output voltage
CN11	DEVE M	Output voltage
CN12	DEVE C	Output voltage
CN13	DEVE K	Output voltage
CN4		
1	FUSER_BIAS	Output voltage
2	SAW_PLATE	Output voltage

Specification

- Input voltage: DC 24 V, 3.3 V
- Output voltage:
 - MHV Y/M/C/K: -1395 V
 - DEVE DC Y/M/C/K: -606 V
 - DEV AC Y/M/C/K: Vpp 920 V
 - THV1 Y/M/C/K: 45.5 uA
 - THV2+(CV): 2020 V
 - THV2+(CC): 25.5 uA
 - THV2-: -1310 V
 - FUSER: 998 V
 - SAW: -998 V

Information

- Part number: JC44-00240B
- Part name: HVPS

Eraser PCA

The eraser PCA has one LED. The LED is used for erasing the negative charges on the surface of the drum after printing.

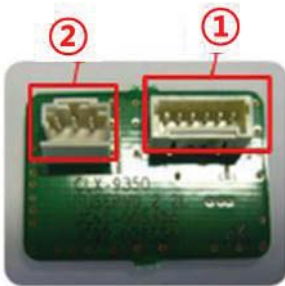
Figure 1-87 Eraser PCA



Fuser PCA

The Fuser PCA includes a CRU memory for Fuser Unit Life Cycle counting. The Fuser PCA provides a connection interface for the pressure sensor.

Figure 1-88 Fuser PCA



1	Fuser EEPROM, Pressure Sensor I/F
2	Pressure Sensor (Not used)

Information

- Part number:
- Part name: PBA-FUSER

Waste Sensor PCA

The waste sensor PCA detects the waste toner level inside the toner collection unit.

Figure 1-89 Waste sensor PCA



Information

- Part number:
- Part name: WASTE SENSOR RX

Paper Size sensor PCA

The paper size sensor PCA is used for detecting the size of the paper in the tray.

Figure 1-90 Paper size sensor PCA

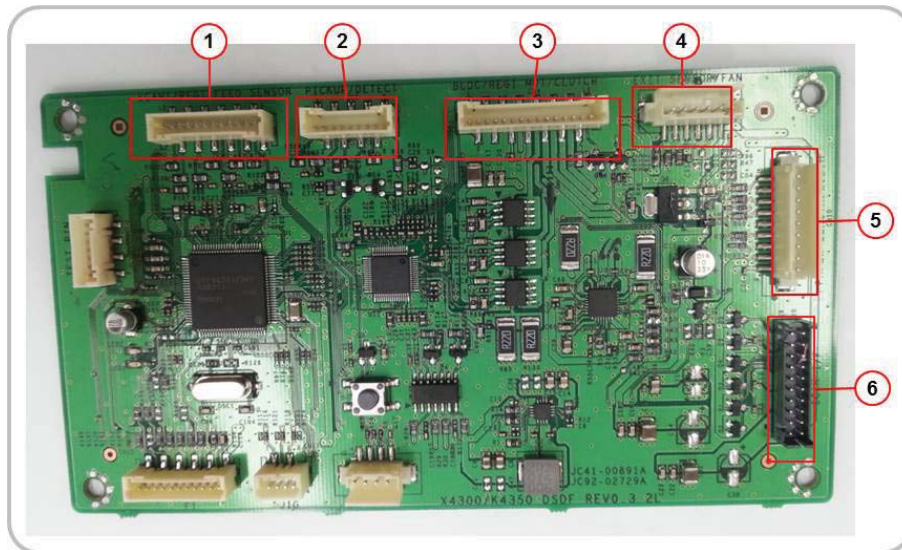


Flow ADF PCA

The flow ADF-PCA uses the R5F562TAEDFP (100 MHz Main Clock) for controlling the flow ADF unit and interfaces with the main board through UART.

The flow ADF-PCA has three motor driver ICs to control the BLDC/step motor and controls one BLDC motor, two step motors, one clutch, one fan, and 11 sensors.

Figure 1-91 Flow ADF PCA



1	Scan Position 1/2, Registration, Feed Sensor
2	Pickup, Paper Detect, Cover Open Sensor
3	BLDC Motor, Registration Motor, Pickup Clutch

4	Output Sensor, Fan
5	Paper Length 1/2, Width Sensor
6	Scan Joint PCA

Information

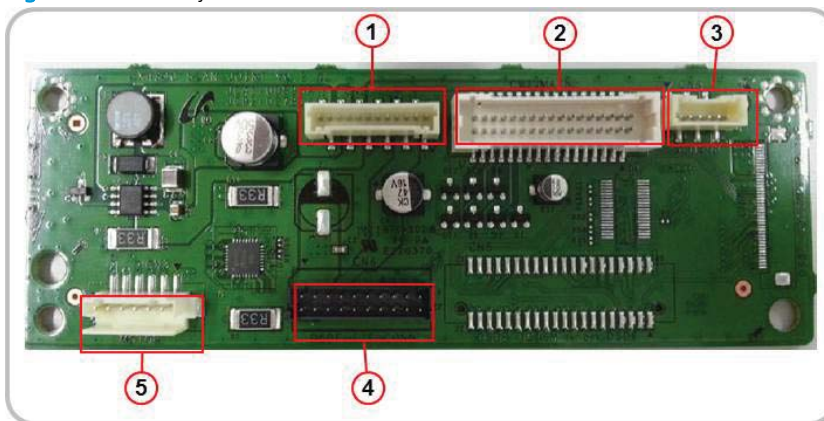
- Part number: JC92-02964A
- Part name: Flow ADF-PCA
- Part number: JC92-02964B
- Part name: Flow ADF-PCA (sGX)
- Part number: JC92-02962A
- Part name: LX (du models) ADF PCA

Scan joint PCA

The scan joint PCA has a Bipolar Step Motor driving IC and interfaces with the WLED, APS sensor (1, 2), cover open sensor (1, 2), home position sensor, and main board.

The scan joint PCA also functions as the relay board to interface with the ADF I/F and power board.

Figure 1-92 Scan joint PCA



1	WLED IF PCA
2	MAIN PCA
3	Cover Open 2, Home Sensor
4	ADF/flow ADF PCA
5	Image Scanner Motor

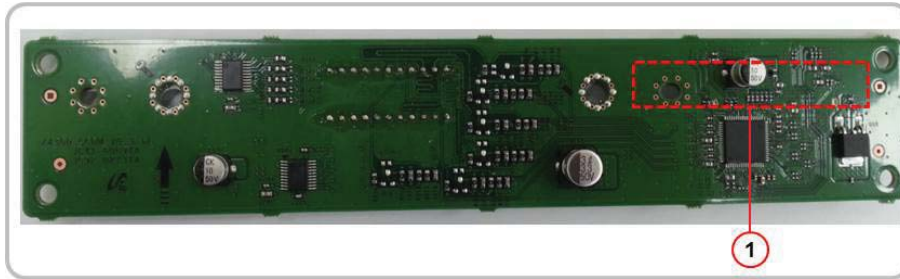
Information

- Part number: JC92-02781A
- Part name: PCA-SCAN JOINT

CCDM PCA

The CCDM PCA is used in the scanner unit and converts the reflected light from an original document to electrical signals. The reflected light from an original document is converted to three-color analog signals: red, green, and blue. The ADC converts each analog signal to digital. For a high speed data transmission, the digital data signal is converted to a LVDS format with serialization. The CCDM PCA includes the CCD, ADC, Logic IC, and so on.

Figure 1-93 CCDM PCA



1	MAIN PCA
---	----------

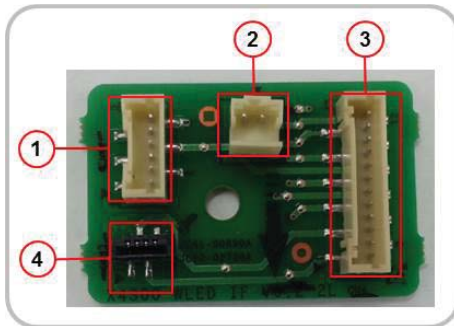
Information

- Part number:
- Part name: PBA-CCDM

WLED IF PCA

The WLED IF PCA interfaces with the WLED and sensors inside the Image Scanner unit.

Figure 1-94 WLED IF PCA



1	APS1, APS2 Sensor
2	Cover Open1 Sensor
3	SCAN JOINT PCA
4	WLED PCA

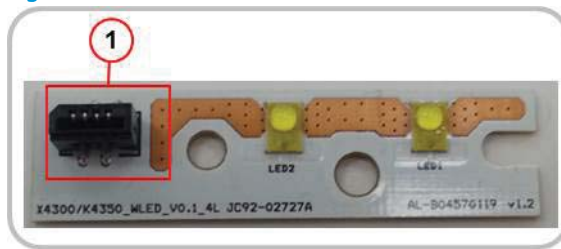
Information

- Part number:
- Part name: PBA-WLED IF

WLED PCA

The WLED PCA consists of two WLEDs used as scanner light.

Figure 1-95 WLED PCA



1

WLED PCA

Information

- Part number:
- Part name: PBA-WLED

Dual cassette feeder (DCF)

Paper feeding system (rollers and functions)

Figure 1-96 Paper feeding system

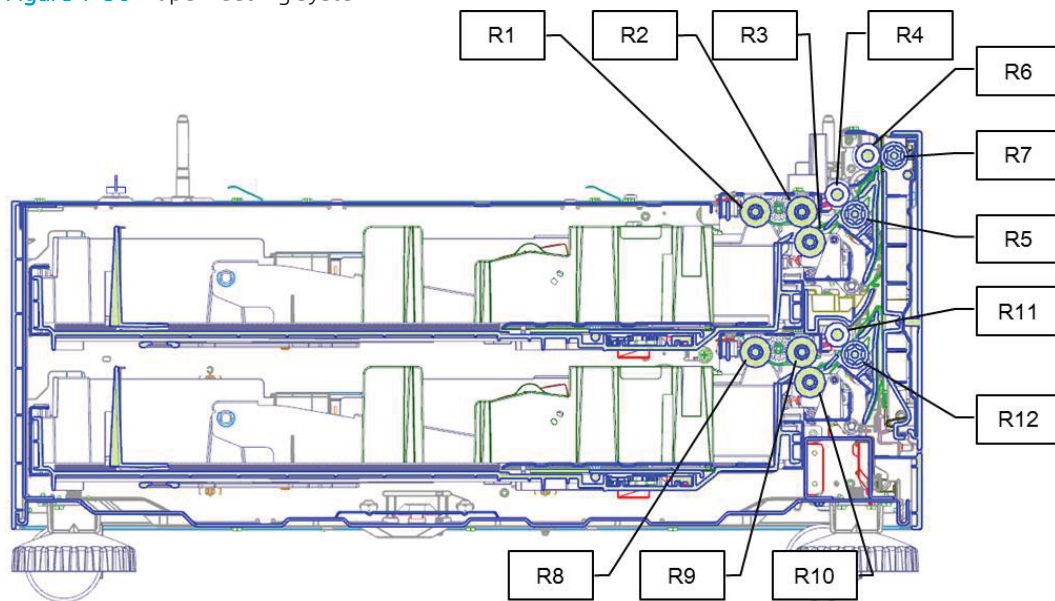
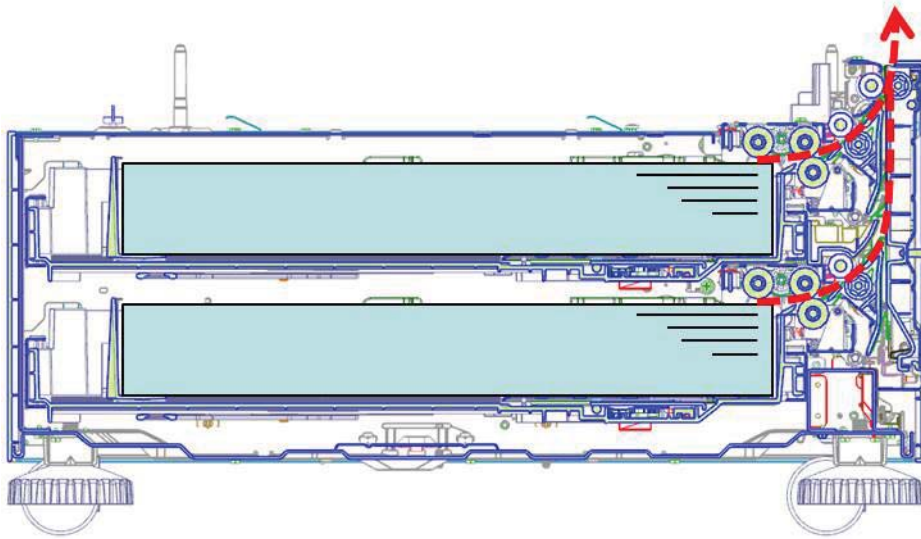


Table 1-51 DCF paper feeding system

Tray number	Roller number	Roller name	Function
4	R1	Pickup roller	Transports paper from the paper stack.
4	R2	Feed roller	Transports one sheet of paper to the prefeed roller.
4	R3	Reverse (separation) roller	Makes sure paper is moved one at a time.
4	R4	Prefeed roller	Transports paper to the feed roller.
4	R5	Idle roller	Makes paper transportation smooth.
4/5	R6	Feed roller	Transports one sheet of paper to the basic machine.
4/5	R7	Idle roller	Makes paper transportation smooth.
5	R8	Pickup roller	Transports paper from the paper stack.
5	R9	Feed roller	Transports one sheet of paper to the prefeed roller.
5	R10	Reverse (separation) roller	Makes sure paper is moved one at a time.
5	R11	Prefeed roller	Transports paper to the feed roller.
5	R12	Idle roller	Makes paper transportation smooth.

Paper path

Figure 1-97 Paper path



Electrical parts locations, descriptions, and functions

Figure 1-98 Electric parts locations, descriptions, and functions

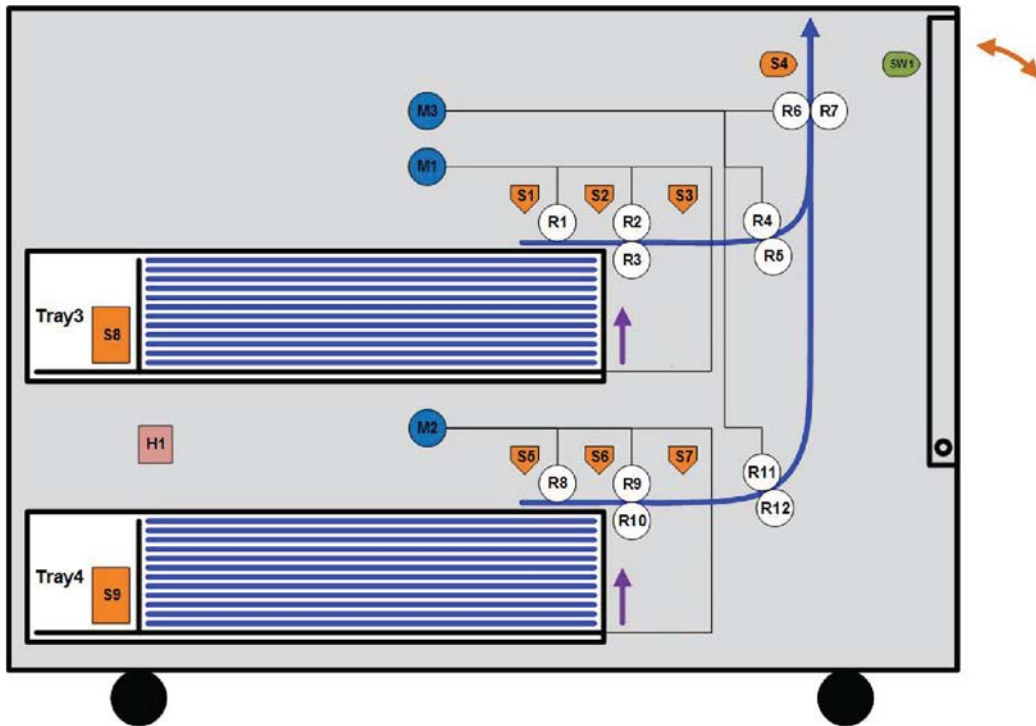


Table 1-52 DCF electric parts locations, descriptions, and functions

Tray number	Callouts	Description	Function
4	S1	Pickup no paper sensor	Detects paper empty in Tray 3.
4	S2	Pickup level sensor	Detects upper limit of lifting-up of Tray 3.
4	S3	Prefeed sensor	Detects paper between R2-R3 and R4-5.
4/5	S4	Path sensor	Detects paper passing through R6-R7.
5	S5	Pickup no paper sensor	Detects paper empty in Tray 4.
5	S6	Pickup level sensor	Detects upper limit of lifting-up of Tray 4.
5	S7	Prefeed sensor	Detects paper between R9-R10 and R11-12.
4	S8	Paper size sensor	Detects tray insertion and paper size in Tray 3.
5	S9	Paper size sensor	Detects tray insertion and paper size in Tray 4.
4/5	SW1	Side door open switch	Detects opening of right cover.
4	M1	Tray 3 pickup motor	
5	M2	Tray 4 pickup motor	
4/5	M3	Tray feed motor	

PCA connection

Figure 1-99 PCA connection and DCF

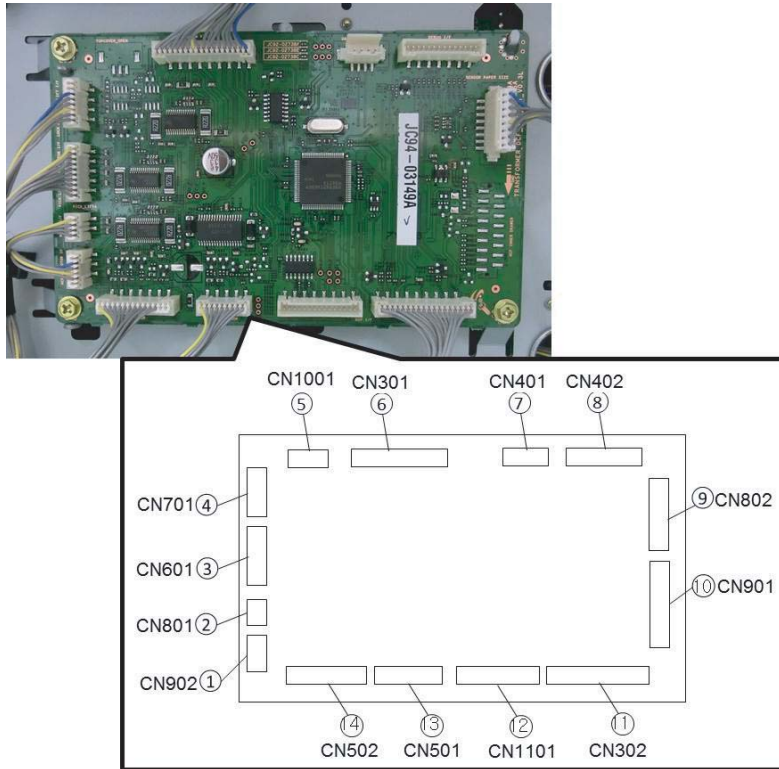


Table 1-53 DCF PCA connection

Connector number	Item number	Connection
CN902	1	DC MOTOR I/F
CN801	2	PICK/LIFT4 MOTOR I/F
CN601	3	PICK/LIFT3 & FEED MOTOR I/F
CN701	4	LOCKMOT/MOT LIFT/LCT HOME I/F
CN1001	5	TOPCOVER/OPEN INTERLOCK
CN301	6	MAIN I/F
CN401	7	UART DEBUG I/F
CN402	8	E1 JTAG DEBUG I/F
CN802	9	SENSOR PAPER SIZE
CN901	10	HCI INNER DRAWER
CN302	11	SUB I/F
CN1101	12	BBP I/F
CN501	13	T4 SENSOR
CN502	14	T3 SENSOR

High capacity input tray (HCI)

Paper feeding system (rollers and functions)

Figure 1-100 Paper feeding system

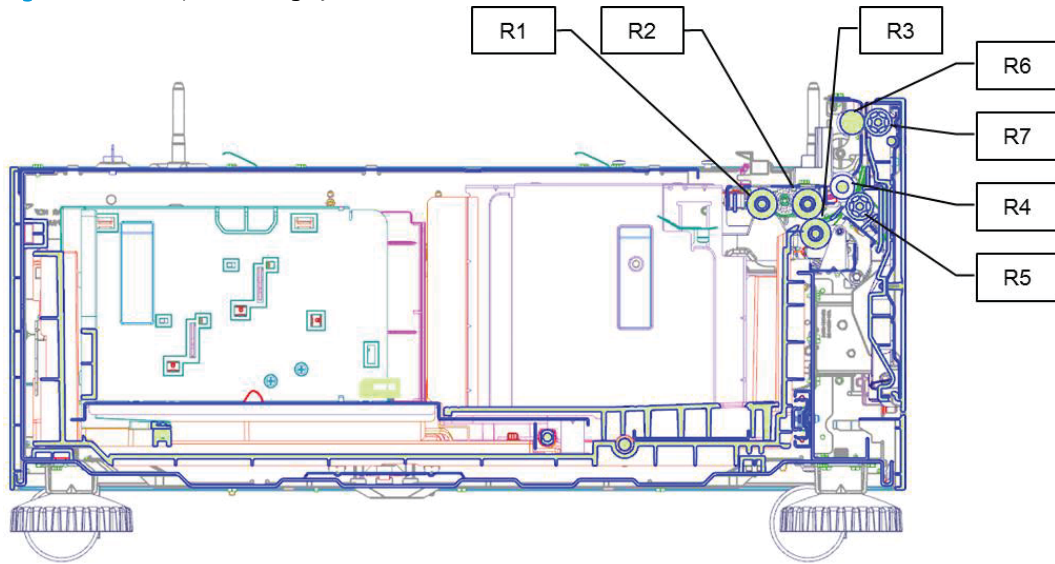
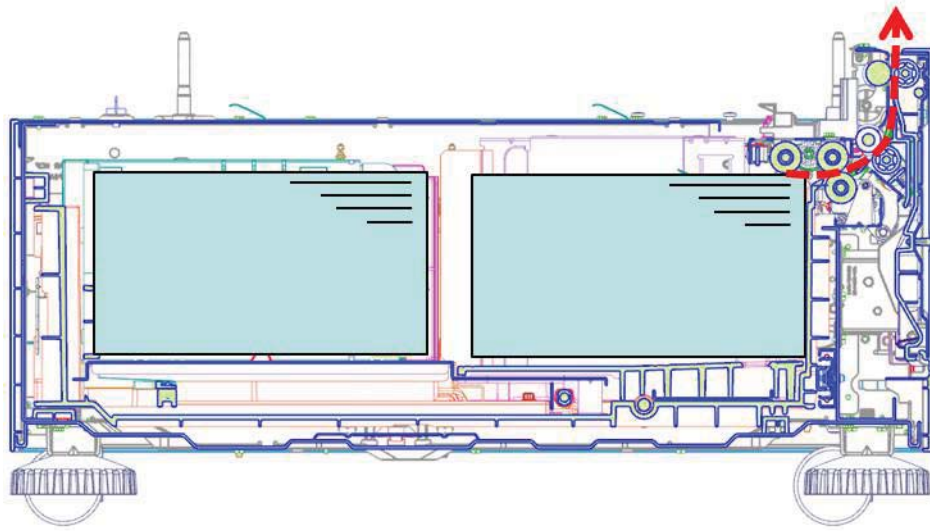


Table 1-54 HCI paper feeding system

Tray number	Roller number	Roller name	Function
4	R1	Pickup roller	Transports paper from the paper stack.
4	R2	Feed roller	Transports one sheet of paper to the prefeed roller.
4	R3	Reverse (separation) roller	Makes sure paper is moved one at a time.
4	R4	Prefeed roller	Transports paper to the feed roller.
4	R5	Idle roller	Makes paper transportation smooth.
4	R6	Feed roller	Transports one sheet of paper to the basic machine.
4	R7	Idle roller	Makes paper transportation smooth.

Paper path

Figure 1-101 HCI paper path



Electrical parts locations, descriptions, and functions

Figure 1-102 Electric parts locations, descriptions, and functions

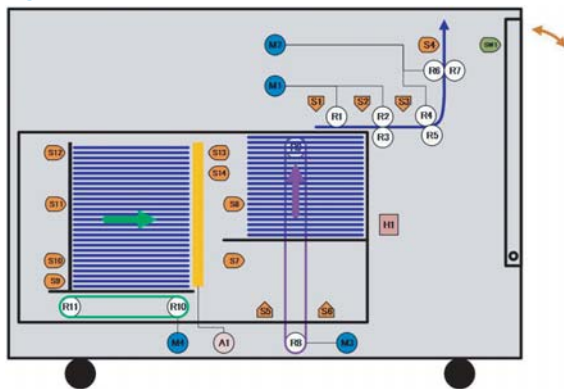


Table 1-55 HCl electric parts locations, descriptions, and functions

Tray number	Callouts	Description	Function
3/4	S1	Pickup no paper sensor	Detects paper empty in main tray.
3/4	S2	Pickup level sensor	Detects upper limit of lifting up of main tray.
3/4	S3	Prefeed sensor	Detects paper between R2-R3 and R4-5.
3/4	S4	Path sensor	Detects paper passing through R6-R7.
3/4	S5	Tray insertion sensor	Detects tray insertion.
3/4	S6	Knockup home sensor	Detects home position of knock-plate.
3/4	S7	Main tray level sensor 1	Detects paper residual paper quantity in main tray.
3/4	S8	Main tray level sensor 2	Detects paper residual paper quantity in main tray.
3/4	S9	Shift tray no paper sensor	Detects paper empty in sub tray.
3/4	S10	Shift tray level sensor 1	Detects paper residual quantity in sub tray.
3/4	S11	Shift tray level sensor 2	Detects paper residual quantity in sub tray.
3/4	S12	Shift plate home sensor	Detects home position of shift plate.
3/4	S13	Shift plate end sensor	Detects end position of shift plate.
3/4	S14	Solenoid home sensor	Detects home position of solenoid.
3/4	SW1	Side door open switch	Detects opening of solenoid.
3	M1	Tray pickup motor	
3	M2	Tray feed motor	
3	M3	Tray lift up motor	
3	M4	Paper shift motor	
3	A1	Solenoid	

PCA connection

Figure 1-103 HCI PCA connection

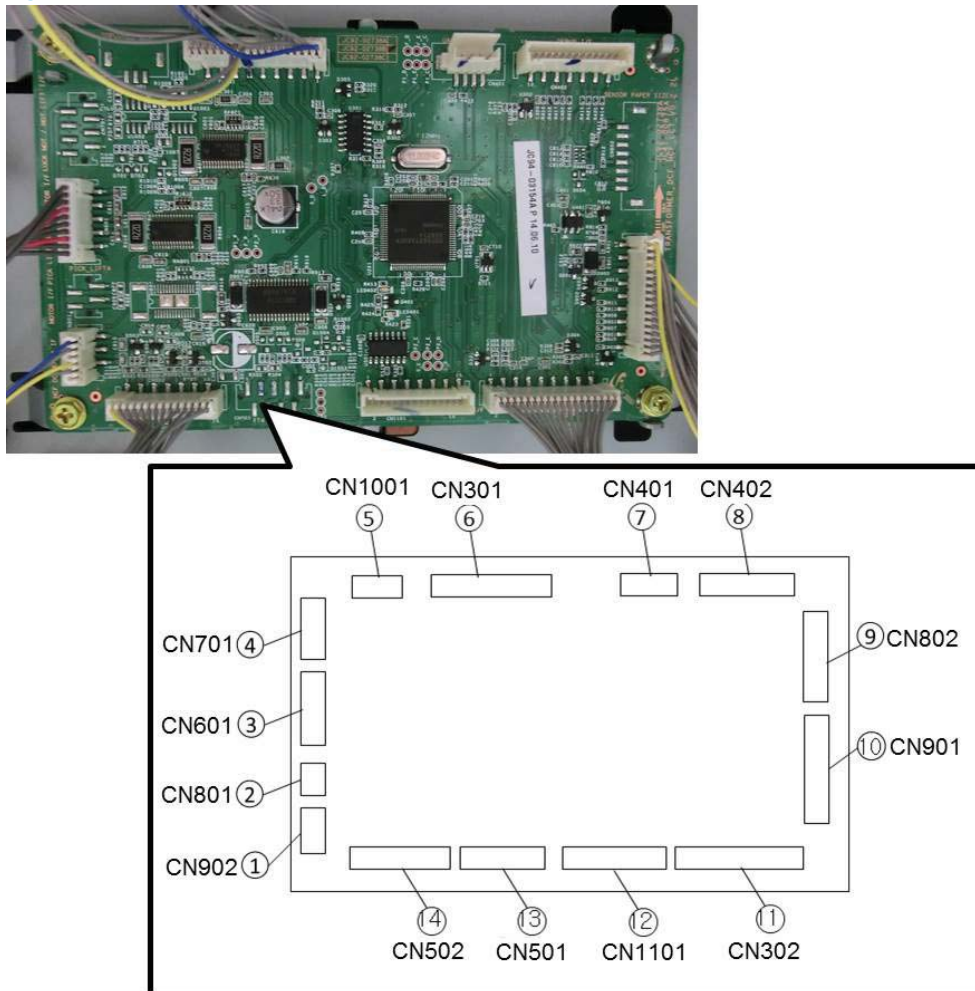


Table 1-56 HCI PCA connection

Connector number	Item number	Connection
CN902	1	DC MOTOR I/F
CN601	3	PICK/LIFT3 & FEED MOTOR I/F
CN301	6	MAIN I/F
CN401	7	UART DEBUG I/F
CN402	8	E1 JTAG DEBUG I/F
CN901	10	HCI INNER DRAWER
CN302	11	SUB I/F
CN1101	12	BBP I/F
CN502	14	T3 SENSOR

Side high capacity input tray (SHCI)

Paper feeding system (rollers and functions)

Figure 1-104 Paper feeding system

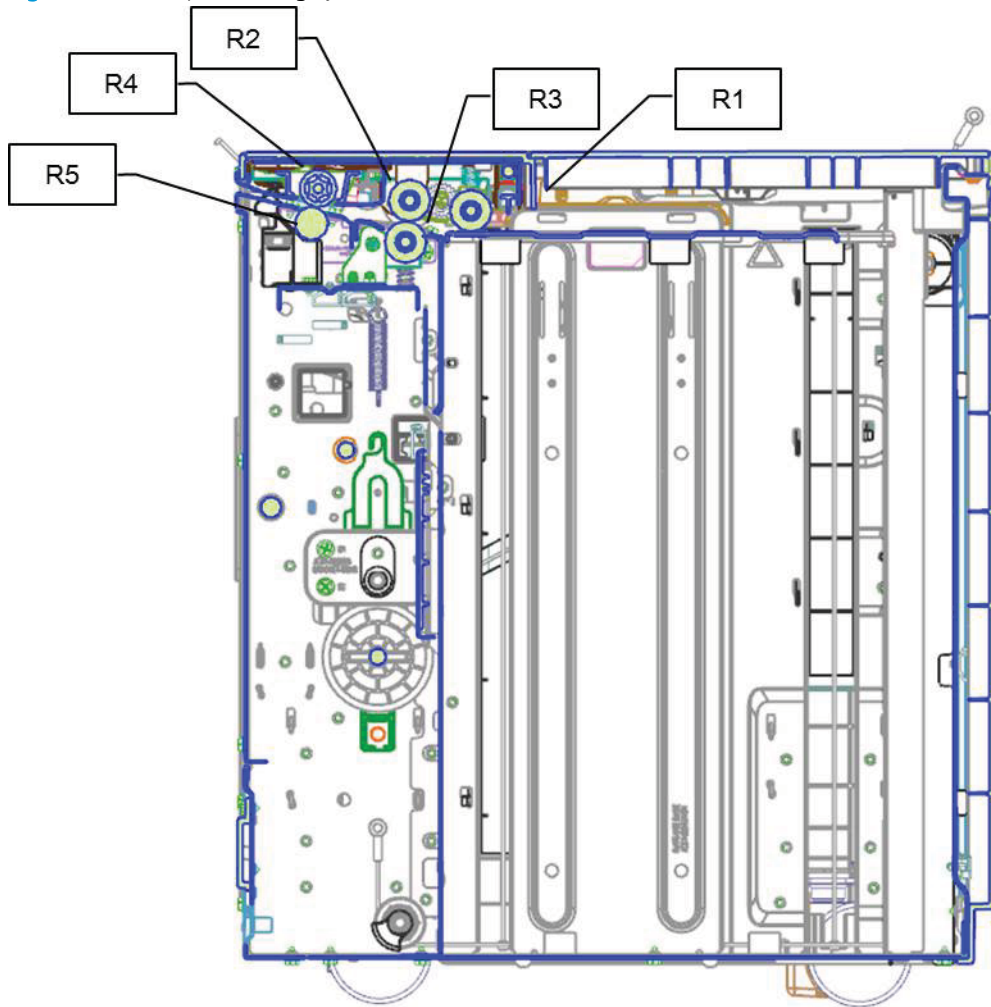
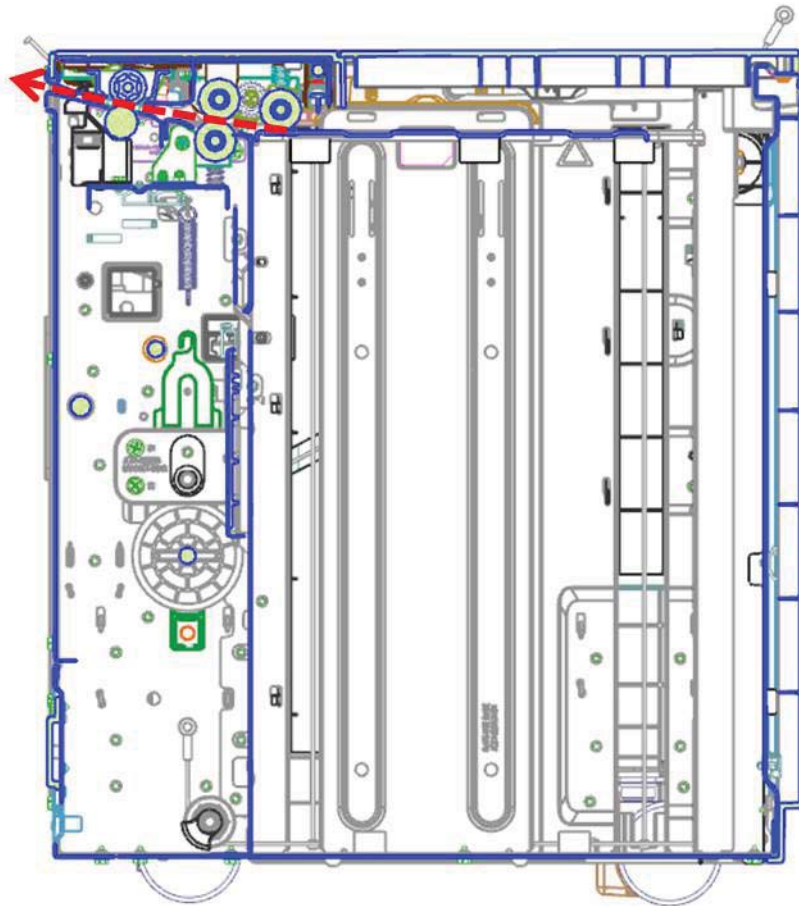


Table 1-57 SHCI paper feeding system

Roller number	Roller name	Function
R1	Pickup roller	Transports paper from the paper stack.
R2	Feed roller	Transports one sheet of paper to the prefeed roller.
R3	Reverse (separation) roller	Makes sure paper is moved one at a time.
R4	Idle roller	Transports paper to the feed roller.
R5	Feed roller	Makes paper transportation smooth.

Paper path

Figure 1-105 sHCI paper path



Electrical parts locations, descriptions, and functions

Figure 1-106 sHCI electric parts locations, descriptions, and functions

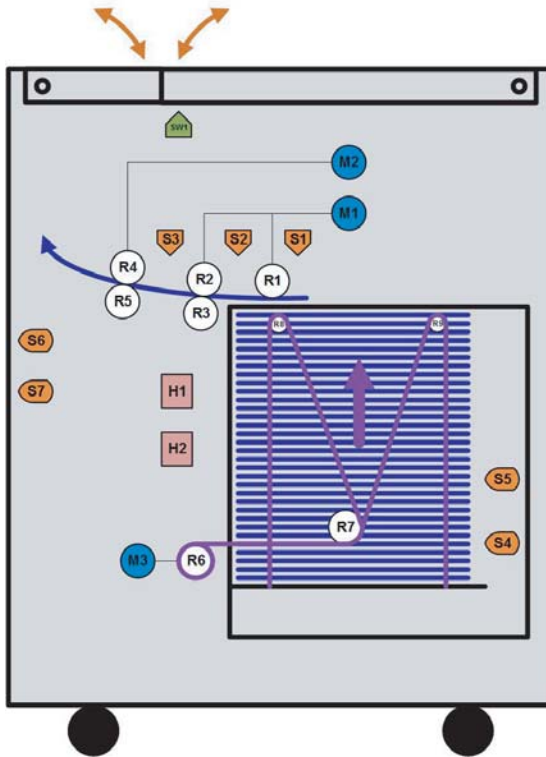


Table 1-58 sHCI electric parts locations, descriptions, and functions

Callouts	Description	Function
S1	Pickup no paper sensor	Detects paper empty in tray.
S2	Pickup level sensor	Detects upper limit of lifting up of main tray.
S3	Prefeed sensor	Detects paper between R2-R3 and R4-5.
S4	Paper level sensor 1	Detects paper residual paper quantity in tray.
S5	Paper level sensor 2	Detects paper residual paper quantity in tray.
S6	Install sensor 1	Detects installation of SL-sHCI501S to the basic machine.
S7	Install sensor 2	Detects installation of SL-sHCI501S to the basic machine.
SW1	Top door open switch	Detects opening of the top door.
M1	Tray pickup motor	Drives the pickup roller.
M2	Tray feed motor	Drives the feed roller
M3	Tray lift up motor	Lifts up the tray.

PCA connection

Figure 1-107 sHCI PCA connection

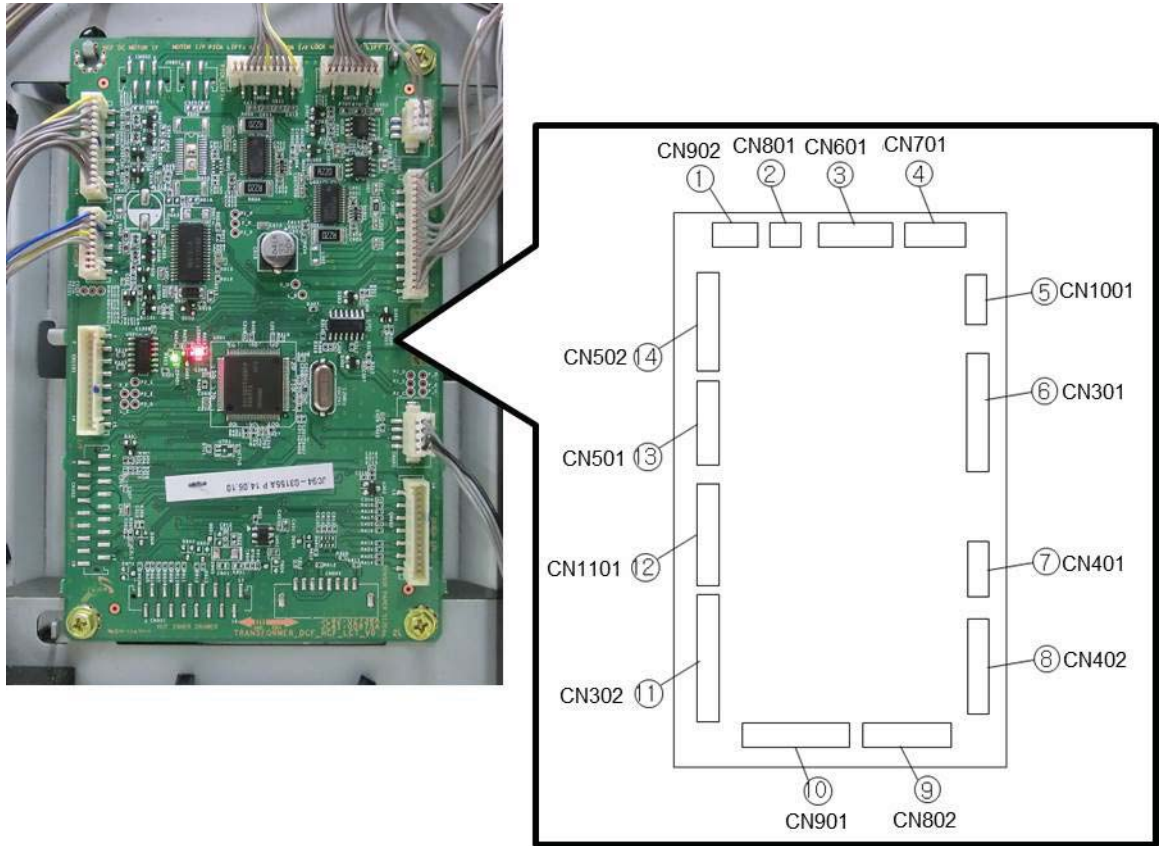


Table 1-59 sHCI PCA connection

Connector number	Item number	Connection
CN601	3	PICK/LIFT3 & FEED MOTOR I/F
CN701	4	LOCKMOT/MOT LIFT/sHCI HOME I/F
CN1001	5	TOPCOVER/OPEN INTERLOCK
CN301	6	MAIN I/F
CN401	7	UART DEBUG I/F
CN402	8	E1 JTAG DEBUG I/F
CN1101	12	BBP I/F
CN501	13	T4 SENSOR
CN502	14	T3 SENSOR

2 Parts, diagrams, removal and replacement

- [HP service and support](#)
- [Order parts, accessories, and supplies](#)
- [How to use the parts list and diagrams](#)
- [ESD precautions](#)
- [Service approach](#)
- [Maintenance](#)
- [Main parts](#)
- [Dual cassette feeder \(DCF\)](#)
- [2000-sheet HCI \(department\)](#)
- [3000-sheet sHCI \(department; E87640/50/60 only\)](#)

HP service and support

Learn about HP access to additional service and support information.

Additional service and support for channel partners

Channel partners, go to partner.hp.com, and then use the steps below to access the HP Web-based Interactive Search Engine (WISE).

Access WISE for Channel partners

1. Select **Services & Support**, and then select **Services Delivery**.
2. Select **Technical Support**, and then select **Technical Documentation**.

Find information about the following topics

- Service manuals
- Service advisories
- Up-to-date control panel message (CPMD) troubleshooting
- Install and configure
- Printer specifications
- Solutions for printer issues and emerging issues
- Remove and replace part instructions and videos
- Warranty and regulatory information

Additional service and support for HP internal personnel

HP internal personnel, go to one of the following Web-based Interactive Search Engine (WISE) sites:

Americas (AMS)

- <https://support.hp.com/wise/home/ams-enWISE> - English
- <https://support.hp.com/wise/home/ams-esWISE> - Spanish
- <https://support.hp.com/wise/home/ams-ptWISE> - Portuguese
- <https://support.hp.com/wise/home/ams-frWISE> - French

Asia Pacific / Japan (APJ)

- <https://support.hp.com/wise/home/apj-enWISE> - English
- <https://support.hp.com/wise/home/apj-jaWISE> - Japanese
- <https://support.hp.com/wise/home/apj-koWISE> - Korean
- <https://support.hp.com/wise/home/apj-zh-HansWISE> - Chinese (simplified)

- [https://support.hp.com/wise/home/apj-zh-HantWISE - Chinese \(traditional\)](https://support.hp.com/wise/home/apj-zh-HantWISE - Chinese (traditional))
- <https://support.hp.com/wise/home/apj-thWISE - Thai>

Europe / Middle East / Africa (EMEA)

- <https://support.hp.com/wise/home/emea-enWISE - English>

Order parts, accessories, and supplies

Ordering

Order supplies and paper	www.hp.com/go/suresupply
Order genuine HP parts or accessories	www.hp.com/buy/parts
	or
	partsurfer.hp.com
Order through service or support providers	Contact an HP-authorized service or support provider.
Order using the HP Embedded Web Server (EWS)	To access, in a supported Web browser on your computer, enter the printer IP address or host name in the address/URL field. The EWS contains a link to the HP SureSupply Web site, which provides options for purchasing Original HP supplies.

Orderable parts

Not all of the parts shown in the diagrams in this chapter can be ordered. Refer to the table following the diagram or the parts lists at the end of this chapter to determine if a part is orderable.



How to use the parts list and diagrams

The figures in this chapter show the major subassemblies in the printer and their component parts. A parts list table follows each exploded view assembly diagram. Each table lists the item number, the associated part number, and the description of each part. When the part listed in the table has a link and page number, clicking the link advances you to the Remove and Replace procedures for that part. If a part is not listed in the table, then it is not a field replacement unit (FRU).



NOTE: In this manual, the abbreviation “PCA” stands for “printed circuit-board assembly.” Components described as a PCA might consist of a single circuit board or a circuit board plus other parts, such as cables and sensors.

ESD precautions

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Look for the ESD reminder when removing printer parts. 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.

Service approach

Precautions when replacing parts

Precautions when assembling and disassembling

- Use only HP approved replacement parts. Make sure that the part number, product name, voltage, and current or temperature ratings are correct. Failure to do so might result in damage to the machine, circuit overload, fire, or electric shock.
- Do not make unauthorized changes or additions to the printer. Unauthorized changes might cause the printer to malfunction and create electric shock or fire hazards.
- Use caution when dismantling the unit. Take note of the location of each screw or other part. This printer contains 19 different screws. Using the wrong screw might lead to system failure, short circuit or electric shock.
- Do not disassemble the laser scanner assembly. Once the laser scanner assembly is disassembled, dust might enter the mirror chamber and will seriously degrade print quality. There are no serviceable parts inside the laser scanner assembly.
- Regularly check the condition of the power cable, plug and socket. Bad contacts might lead to overheating and fire. Damaged cables might lead to electric shock or unit malfunction.

Precautions when handling PCA

Static electricity might damage a PCA. Use approved, anti-static precautions when handling or storing a PCA. Service personnel should use grounded ESD straps and/or mats when handling PCAs.

- Precautions when moving and storing a PCA
 - Keep PCA in a conductive case, anti-static bag, or wrapped in aluminum foil.
 - Do not store a PCA where it is exposed to direct sunlight.
- Precautions when replacing a PCA
 - Disconnect power cables before disconnecting other cables.
 - Do not touch any soldered connections, connector terminals, or other electronic parts when handling insulated parts.
- Precautions when checking a PCA

- Touch a grounded area of the printer chassis to discharge static electric charge before touching a PCA.
- Do not touch a PCA with bare hands or metal objects. Doing so might create a short circuit or cause electric shock. Use caution when handling a PCA with moving parts such as sensors, motors, or lamps, as they might become very hot.
- Use caution when fitting and removing screws. Watch for hidden screens. Make sure that the correct screw is used and make sure that when toothed washers are removed, they are refitted in their original positions.
- Place the product on an ESD workstation or mat, or use an ESD strap (if one is available). If an ESD workstation, mat, or strap is not available, ground yourself by touching the sheet-metal chassis *before* touching an ESD-sensitive part.

Releasing plastic latches

Many of the parts are held in place with plastic latches. The latches can break easily; release them carefully. To remove such parts, press the hook end of the latch away from the part to which it is latched.



Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- Unplug the power cable and interface cable or cables.
- Remove any finishing devices and the side HCI, if they are installed.
- Place the product on an ESD workstation or mat, or use an ESD strap (if one is available). If an ESD workstation, mat, or strap is not available, ground yourself by touching the sheet-metal chassis *before* touching an ESD-sensitive part.
- Remove the toner cartridges, if needed.

After performing service

- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

- Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

Post-service test

Perform the following tests to verify that the repair or replacement was successful:

Print-quality test

1. Verify that you have completed the necessary reassembly steps.
2. Make sure that the tray contains clean, unmarked paper.
3. Attach the power cord and interface cable or interface cables, and then turn on the product.
4. Print a configuration page.
5. Print a print quality page, and then verify that there are no lines, streaks, banding, or other print quality defects.
6. Send a print job from the host computer, and then verify that the output meets expectations.

Copy-quality test

1. Place the configuration page in the document feeder, print a copy job, and then verify the results.
2. Place the configuration page on the flatbed glass, print a copy job, and then verify the results

Fax-quality test

1. Place the configuration page in the document feeder.
2. Type a valid fax number, and send the fax job.
3. Verify that the send quality and the receive quality meet expectations.

Parts removal order

For procedures and/or steps that require identifying the right, left, or rear side of the printer, face the front of the printer for correct orientation.

Maintenance

Machine cleaning for maintenance

Cleaning the laser scanner assembly window

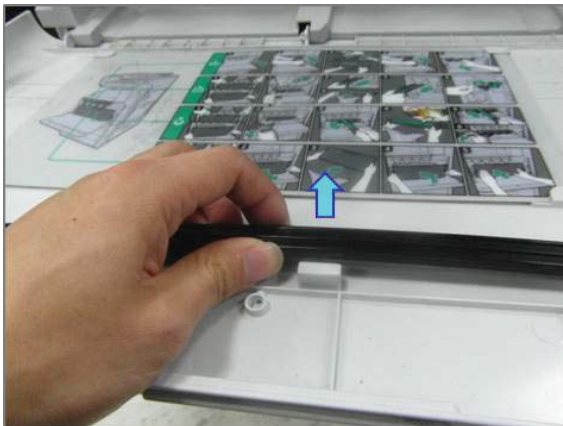
1. Open the front cover and push both hooks to remove the toner collection unit (TCU).

Figure 2-1 Remove the TCU



2. Remove the laser scanner assembly window cleaning tool located on the front cover.

Figure 2-2 Remove laser scanner assembly window cleaning tool

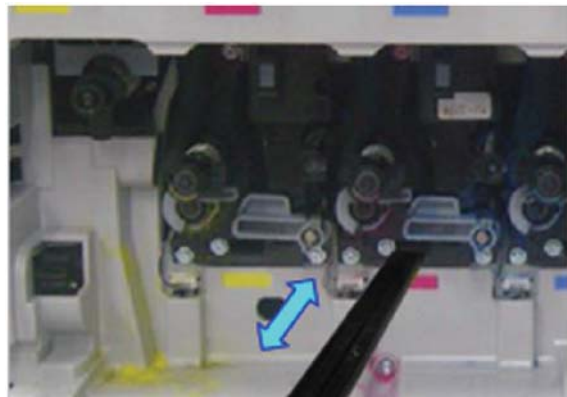


3. Insert the laser scanner assembly window cleaning tool into each color entrance.

Figure 2-3 Laser scanner assembly color entrances



Figure 2-4 Laser scanner assembly color entrances



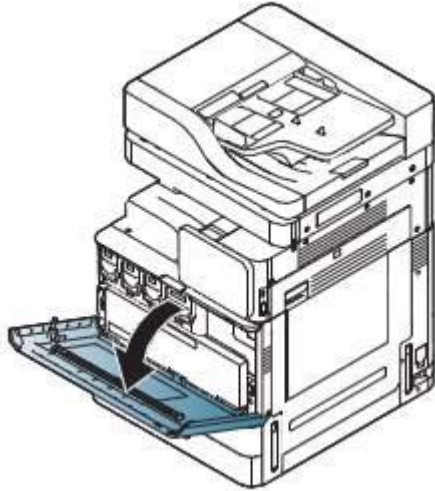
4. Slowly remove and reinsert the cleaning tool.
5. Repeat step 4 at least four times for each laser scanner assembly window.

Cleaning the paper dust stick

The paper dust stick needs to be cleaned after a specified number of pages are printed. A clean the paper dust stick message will appear. This is when the paper dust stick must be cleaned. Use the following procedure to complete this task.

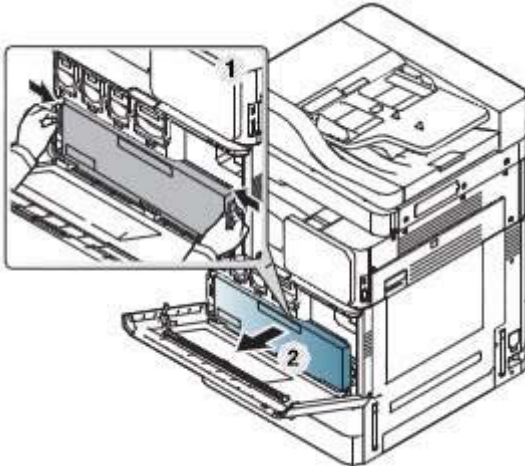
1. Open the front door.

Figure 2-5 Open the front door



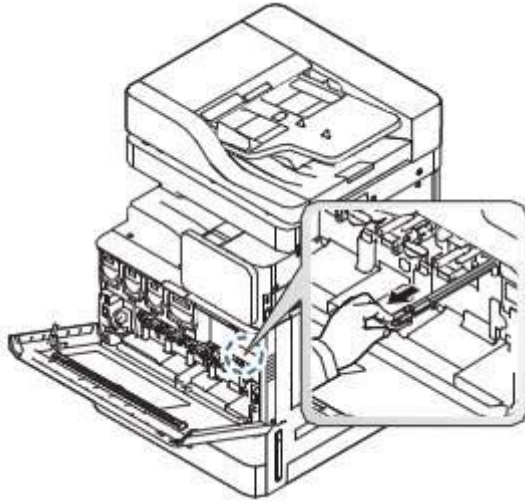
2. Remove the toner collection unit (TCU).

Figure 2-6 Remove the TCU



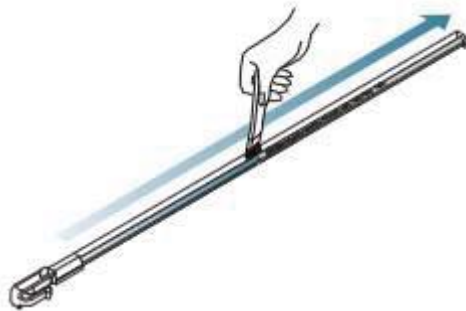
3. Pull out the paper dust stick.

Figure 2-7 Remove paper dust stick



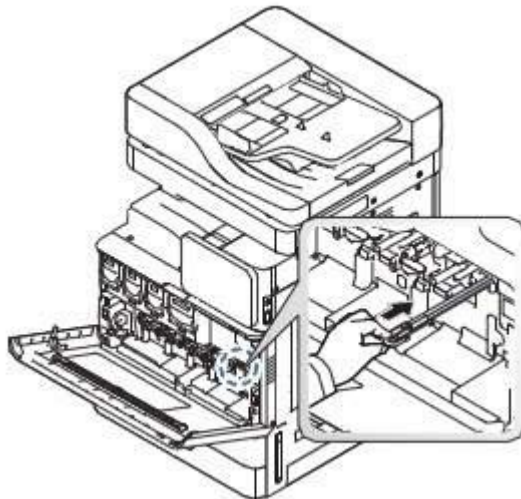
4. Remove the paper dust.

Figure 2-8 Remove the paper dust



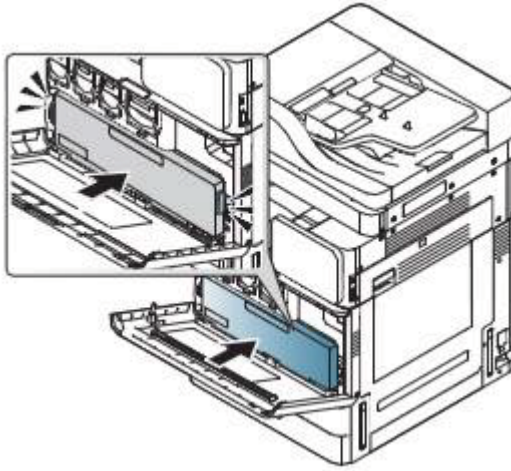
5. Insert the paper dust stick back into the slot.

Figure 2-9 Install the paper dust stick



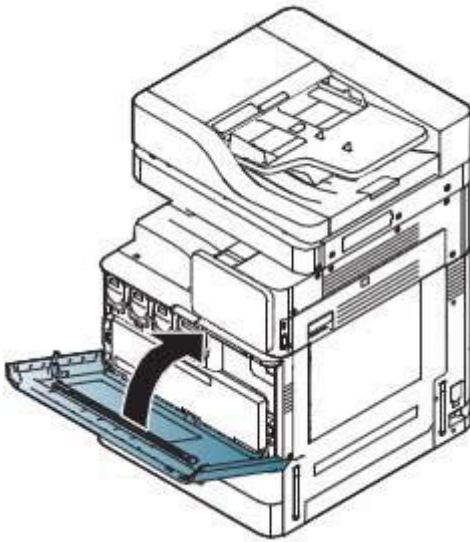
6. Insert the toner collection unit (TCU) until it locks in place on each side.

Figure 2-10 Install the TCU



7. Close the front door. Make sure the cover is securely closed. If the message still appears, repeat Steps 3 and 4.

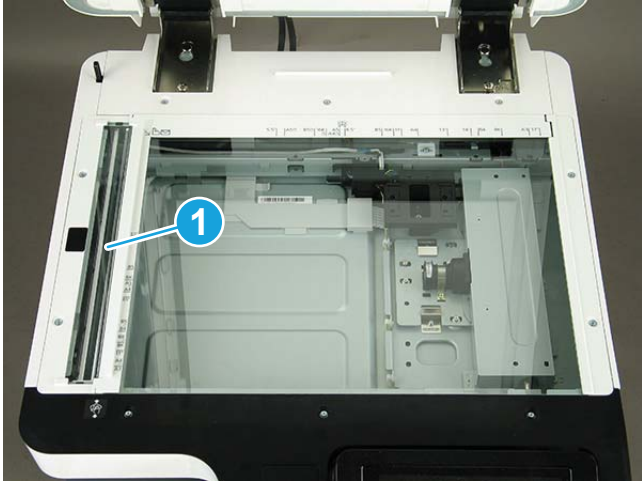
Figure 2-11 Close the front door



Cleaning the scan glass

- ▲ Open the flow ADF unit. Clean the scanner glass (callout 1) using a soft, lint-free, clean cloth.

Figure 2-12 Clean the scanner glass



Cleaning the document feeder white bar and CIS (LX/du models)

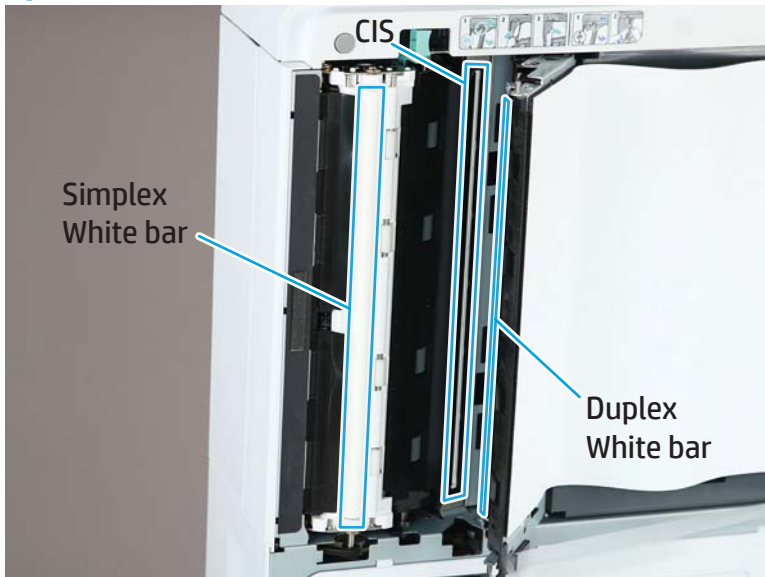
1. Open the document feeder unit.

Figure 2-13 Open document feeder unit



2. Clean the document feeder white bar and CIS using a lint-free cloth.

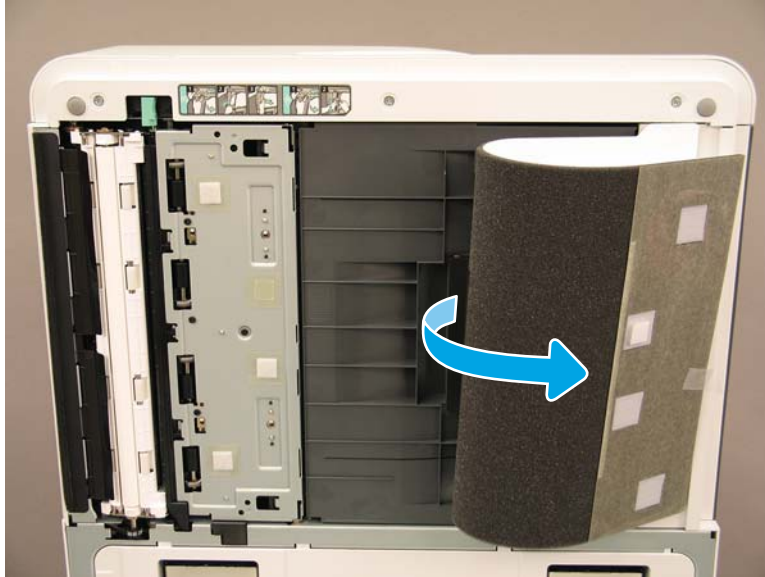
Figure 2-14 Clean document feeder white bar (LX/du models)



Cleaning the flow ADF white bar and CIS

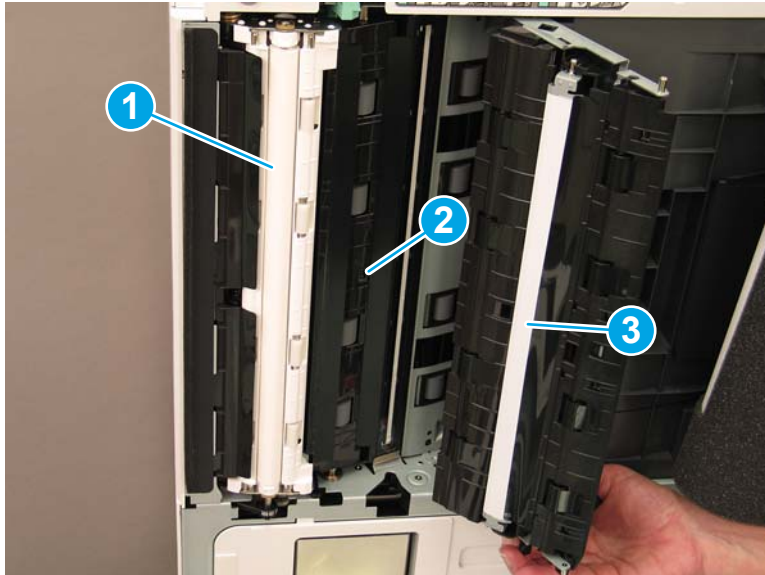
1. Open the ADF unit, peel back the white backing (callout 1), and then release the green tab (callout 2).

Figure 2-15 Peel back the white backing and release one tab



2. Open the access door. Clean the simplex white bar (callout 1), the CIS (callout 2), and the duplex white bar (callout 3) using a soft, lint-free, clean cloth.

Figure 2-16 Clean flow document feeder white bar



Main parts

Main assembly

Figure 2-17 Main assembly

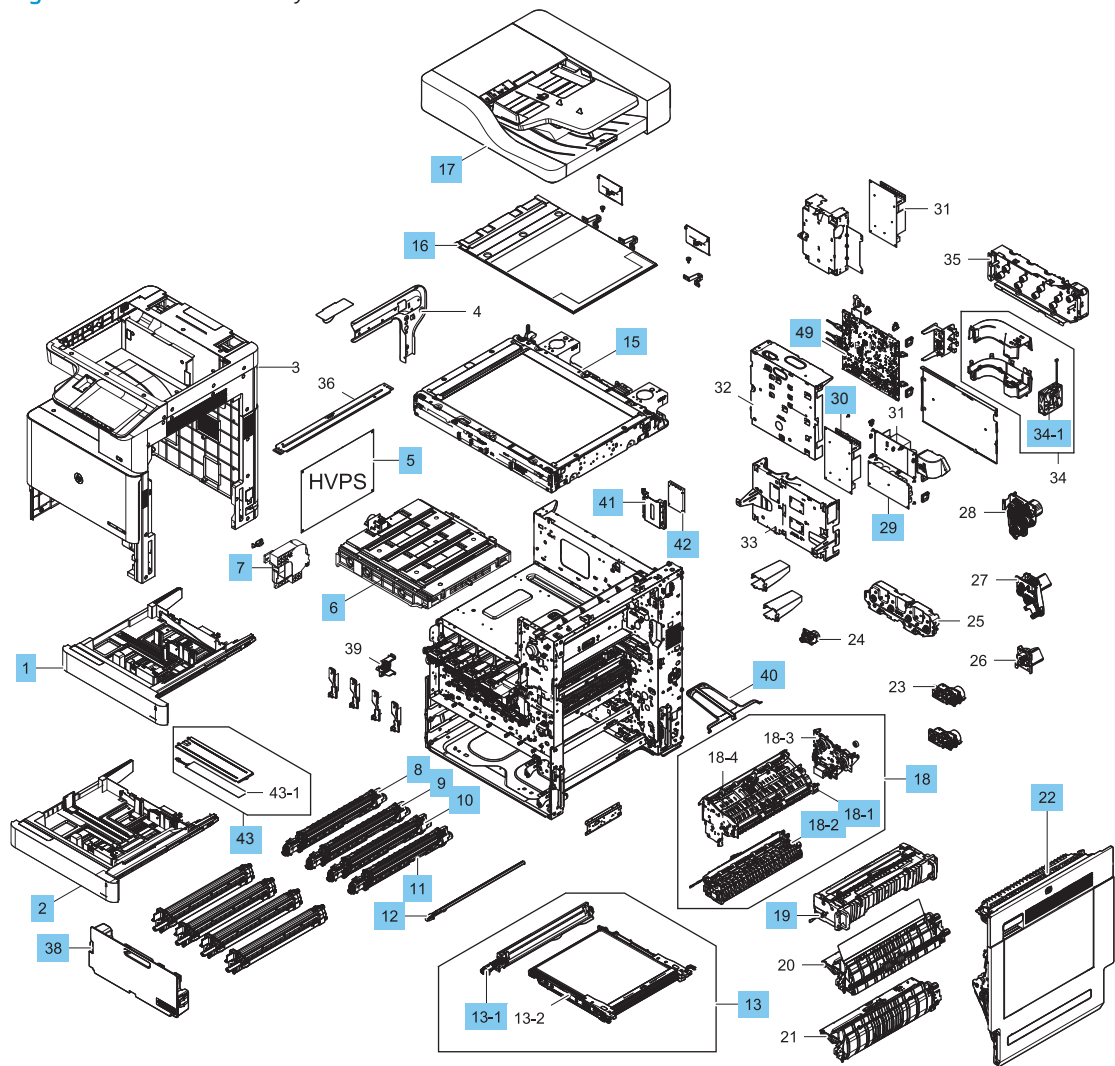


Table 2-1 Main assembly

Ref	Description	Part number	Qty
1	Cassette tray 2	JC90-01610A	1
2	Cassette tray 3	JC90-01611A	1
5	HVPS 24V	JC44-00240B on page 166	1
6	Laser scanner unit	JC97-04863A on page 170	1
7	Fan type 8	JC93-01414A on page 176	1
8	HP LaserJet yellow developer unit	JC96-11639A on page 179	1
9	HP LaserJet magenta developer unit	JC96-11640A on page 179	1
10	HP LaserJet cyan developer unit	JC96-11641A on page 179	1
11	HP LaserJet blk developer unit	JC96-11642A on page 179	1
12	Paper dust brush	JC93-01026B on page 184	1
13	Image transfer belt assembly	JC98-05425A on page 191	1
13-1	ITB cleaner blade	JC93-01377A on page 187	1
15	Image scanner assembly (flat bed)	JC97-04907A on page 197	1
16	White backing (LX)	JC63-05410A on page 211	1
16	White backing (GX)	JC63-05795A on page 214	1
17	ADF LX du model whole unit	JC97-05074A on page 769	1
17	Flow ADF-GX	JC97-04955A	1
17	Non-Flow ADF-sGX	JC97-04956A	1
18	Exit assembly	JC90-01369A on page 221	1
18-1	Exit assembly, second	JC90-01374A	1
18-2	Exit assembly, first	JC90-01370A	1
19	220V fuser assembly	JC82-00483A on page 230	1
19	110V fuser assembly	JC82-00477A on page 230	1
22	Right door assembly	JC95-02092A on page 216	1
29	Fuser drive board, 220V	JC44-00236B on page 233	1
29	Fuser drive board, 110V	JC44-00235B on page 233	1
30	LVPS 220V Type 5H	JC44-00250A on page 237	1
30	LVPS 110V Type 5H	JC44-00249A on page 237	1
34-1	Fan type 7	JC31-00161A on page 241	1
38	Toner collection unit	X3A92-67926 on page 164	1
40	Return guide	JC61-07088A	1
41	HDD bracket	JC93-01239B	1
42	HDD 320GB - Main PCA HDD	5851-6712 on page 248	1
43	Tray Heater (110v)	Y1G22-67901	1

Table 2-1 Main assembly (continued)

Ref	Description	Part number	Qty
43	Tray Heater (220v)	Y1G22-67902	1
49	PCA-Main Board w/heat sink	JC82-00543A on page 252	1
49	PCA-Main Board w/heat sink (du only)	5CM63-67001 on page 252	1
Not shown	Pulsar Control Panel	B5L47-60101 on page 282	1
Not shown	Formatter	X3A92-60003 on page 275	1
Not shown	Formatter	X3A92-60001 on page 278	1
Not shown	Accelerator PCA - Toast (GX ADF only)	X3A62-60001 on page 260	1
Not shown	Island of Data board (du models)	JC92-02971A on page 263	1
Not shown	Island of Data board	JC92-02971A on page 266	1
Not shown	Formatter HDD (du models)	5851-6712 on page 269	1
Not shown	Formatter HDD	5851-6712 on page 272	1
Not shown	US English Keyboard Assy	B5L47-60102 on page 286	1
Not shown	UK English Keyboard Assy	B5L47-60103 on page 286	1
Not shown	HP LaserJet Black Imaging Drum Unit	X3A92-67905 on page 291	1
Not shown	HP LaserJet CMY Imaging Drum Unit	X3A92-67906 on page 291	1
Not shown	Foreign interface harness	B5L31-67902 on page 294	1
Not shown	Jetdirect Wireless Print Server with NFC Kit	J8030-61001 on page 296	1
Not shown	PCA, front power switch	JC92-02969A on page 302	1
Not shown	Low voltage power supply (LVPS) fans (Type 7)	JC31-00161A on page 306	1
Not shown	LVPS 110V Type 4	JC44-00091D on page 310	1
Not shown	LVPS 220V Type 4	JC44-00092D on page 310	1
Not shown	Lower tray connector	JC39-02187A on page 315	1
Not shown	Developer fan	JC31-00130A on page 319	1
Not shown	Finisher sub-bridge unit	JC90-01401B on page 326	1
Not shown	Inductor unit 110V	JC27-00012A on page 328	1
Not shown	Inductor unit 220V	JC27-00009A on page 328	1
Not shown	Switch Assy - Right Door	JC93-01467A on page 333	1
Not shown	Drive, pickup	JC93-01063C on page 340	1
Not shown	TCU sensor	JC93-00492A on page 345	1
Not shown	Assy- Engine Side Crum Connector	JC93-01277A on page 352	1
Not shown	Duplex 1 sensor (photo interrupter)	0604-001393 on page 361	1
Not shown	Exit 1 bin full sensor (photo interrupter)	0604-001393 on page 371	1
Not shown	Prefeed sensor 2 (pickup unit 2)	0604-001381 on page 383	1
Not shown	Prefeed sensor 1 (pickup unit 1)	0604-001490 on page 391	1

Table 2-1 Main assembly (continued)

Ref	Description	Part number	Qty
Not shown	FFC Cable, Laser Scanner Unit	JC39-02253A	1
Not shown	Cable, SATA Main HDD	JC39-01202A	1
Not shown	Cable, PWR Main HDD	JC39-01943A	1
Not shown	Fan-type 3 24V LVPS/FDB	JC31-00154A	1
Not shown	Formatter PCA-Obsidian Blue Angel	X3A92-60003	1
Not shown	Accelerator PCA-toast Blue Angel	X3A62-60002	1

Toner collection unit (TCU)

- [Introduction](#)
- [Step 1: Remove the toner collection unit \(TCU\)](#)
- [Step 2: Unpack the replacement assembly](#)

Introduction

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

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

X3A92-67926

To order the part, go to www.hp.com/buy/parts.

- HP Managed LJ Toner Collection Unit

Required tools

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

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the toner collection unit (TCU)

1. Open the front cover.
2. Push both hooks to release the toner collection unit (TCU).


 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 2-18 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.

High voltage power supply (HVPS) board

- [Introduction](#)
- [Step 1: Remove the left cover](#)
- [Step 2: Remove the HVPS](#)
- [Step 3: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the high voltage power supply (HVPS) board.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- ⚠ **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC44-00240B

To order the part, go to www.hp.com/buy/parts.

- HVPS 24V

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the left cover

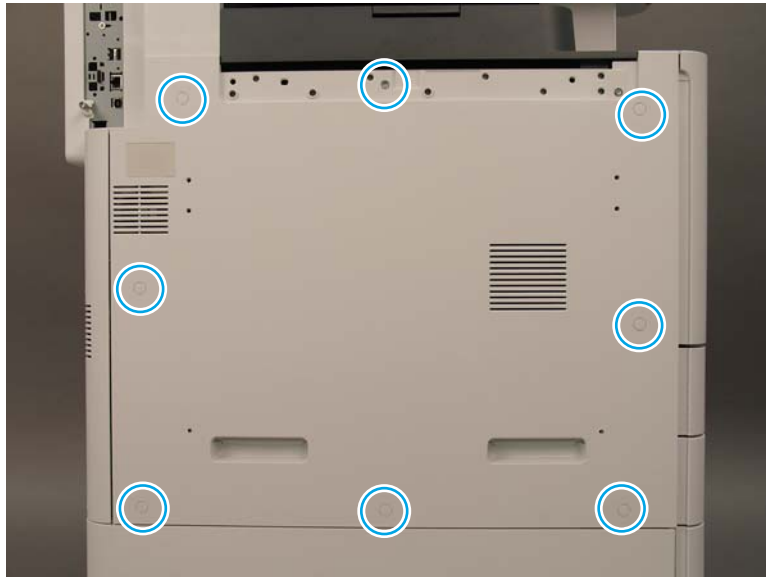
1. Remove the top left cover.

Figure 2-19 Top left cover



2. Remove seven screw-caps and eight screws, and lift the left cover off of the printer.

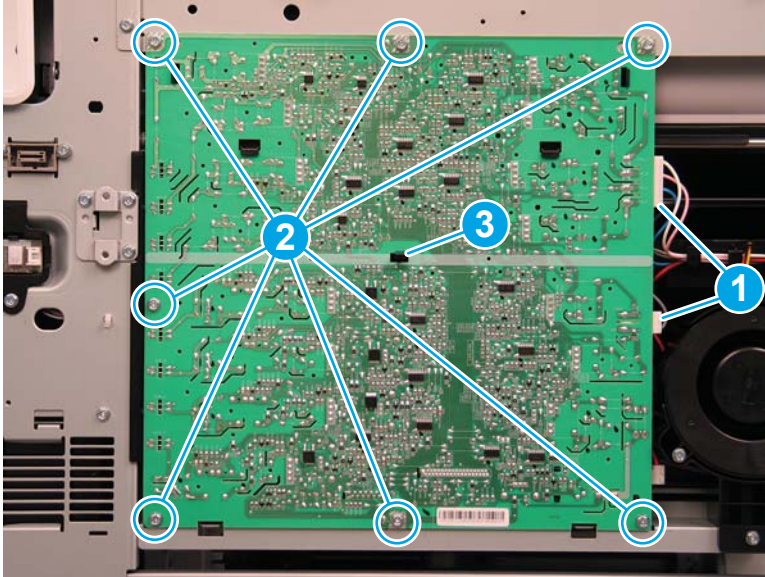
Figure 2-20 Remove the left cover



Step 2: Remove the HVPS

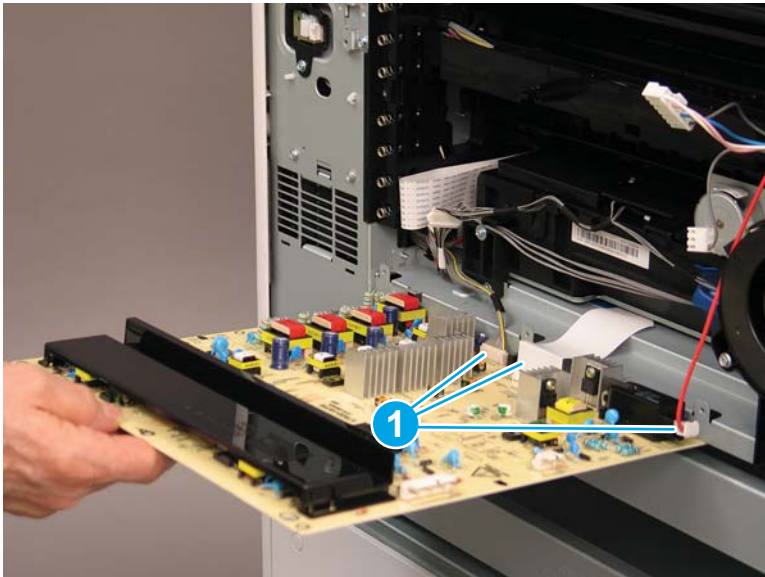
1. Disconnect two connectors (callout 1), remove seven screws (callout 2), and then release one retainer in the center of the board (callout 3).

Figure 2-21 Disconnect connectors and remove screws



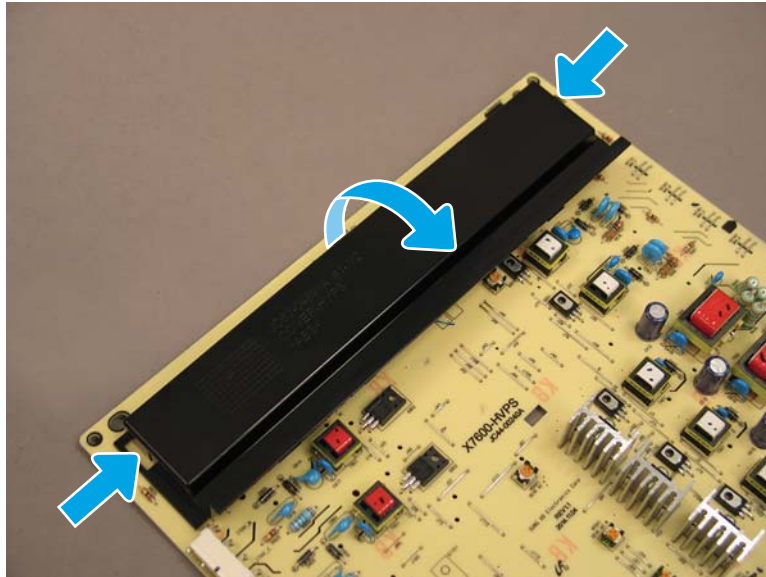
2. Tilt the board away from the printer, and then disconnect three connectors (callout 1).

Figure 2-22 Disconnect three connectors



3. If you are replacing the HVPS board, release two tabs and rotate the cover off of the board. Attach the cover to the replacement part before installing.

Figure 2-23 Remove the HVPS cover





Step 3: 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.

Laser scanner assembly

- [Introduction](#)
- [Step 1: Remove the left cover](#)
- [Step 2: Remove the high voltage power supply \(HVPS\) board](#)
- [Step 3: Remove the laser scanner assembly](#)
- [Step 4: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the laser scanner assembly.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- ⚠ **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC97-04863A

To order the part, go to www.hp.com/buy/parts.

- Laser Scanner Unit

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the left cover

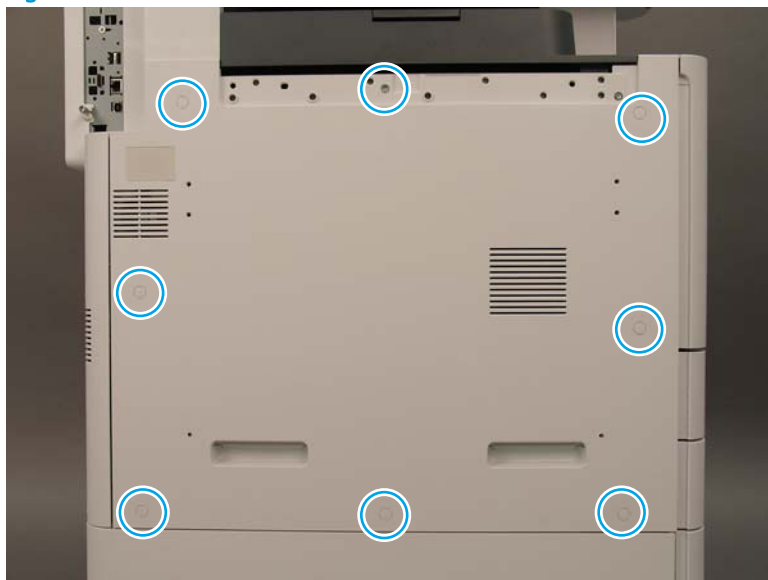
1. Remove the top left cover.

Figure 2-24 Top left cover



2. Remove seven screw-caps and eight screws, and lift the left cover off of the printer.

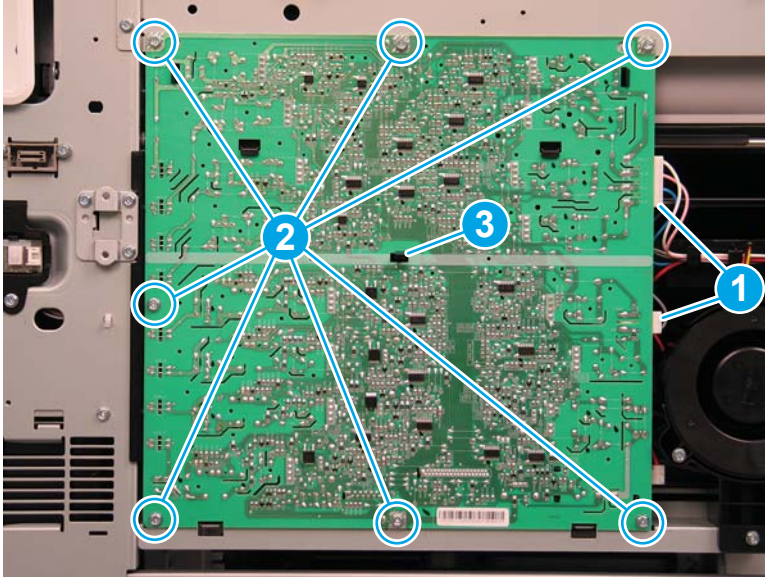
Figure 2-25 Remove the left cover



Step 2: Remove the high voltage power supply (HVPS) board

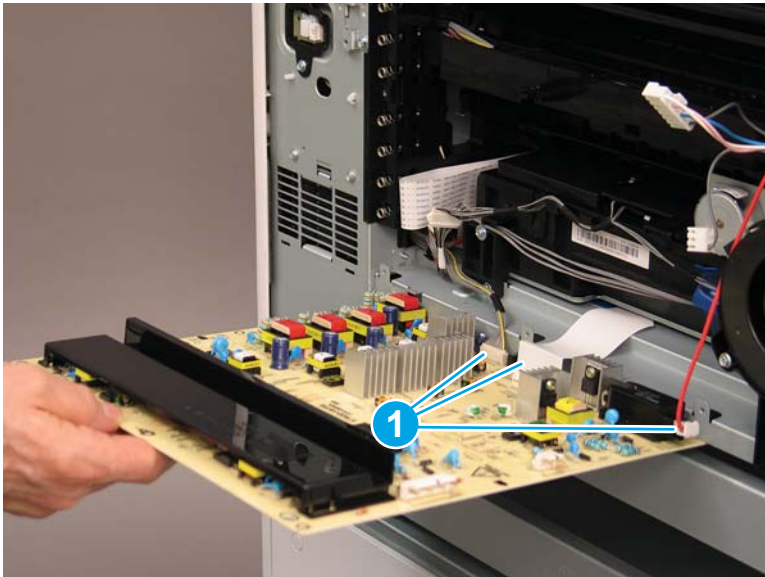
1. Disconnect two connectors (callout 1), remove seven screws (callout 2), and then release one retainer in the center of the board (callout 3).

Figure 2-26 Disconnect connectors and remove screws



2. Tilt the board away from the printer, and then disconnect three connectors (callout 1).

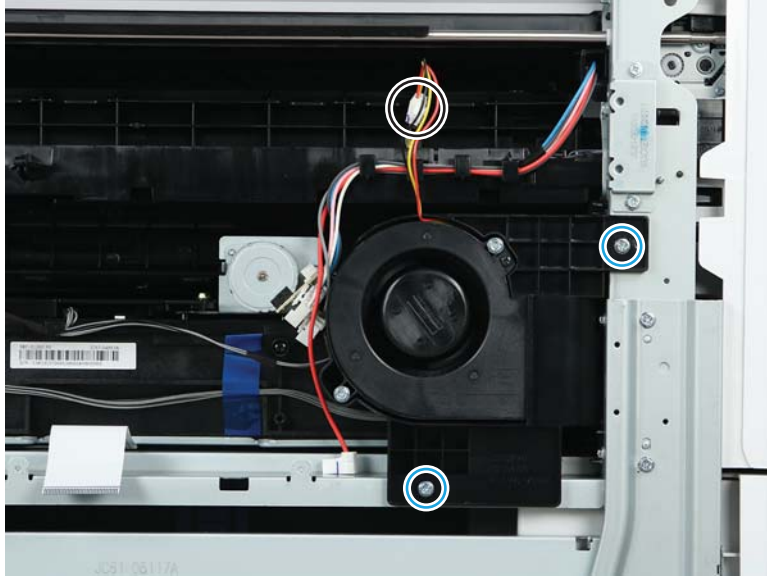
Figure 2-27 Disconnect three connectors



Step 3: Remove the laser scanner assembly

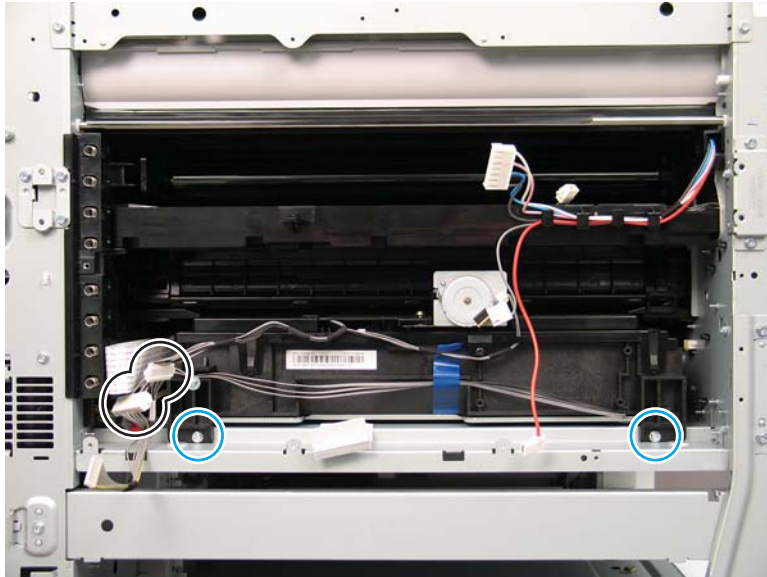
1. To remove the laser scanner fan and holder, disconnect one connector, and then remove two screws on the fan holder.

Figure 2-28 Remove the laser scanner fan and holder



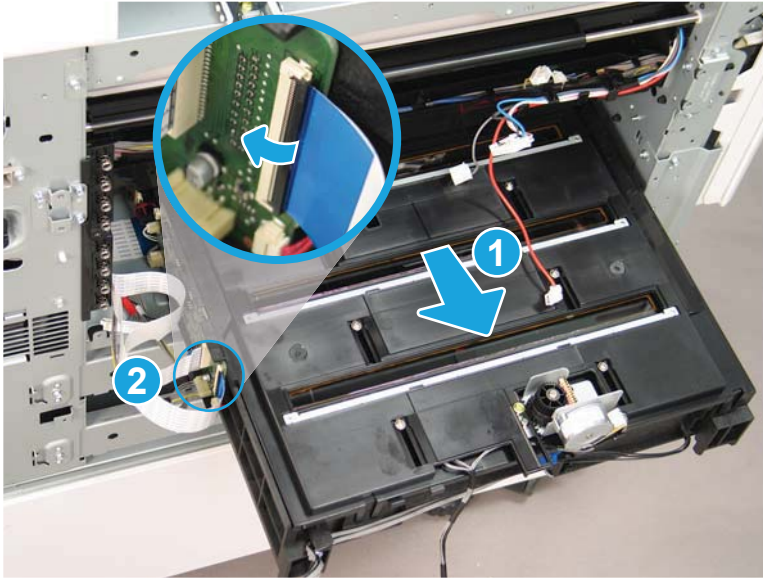
2. Remove two screws, and then disconnect two in-line connectors on the left.


Figure 2-29 Remove two screws and disconnect two connectors



3. Slide the laser scanner partially out of the printer (callout 1), and then disconnect two flat cables and one connector on the left. One of the flat cable connectors is a zero insertion force (ZIF) connector. Open the latch on the connector before removing the flat cable. After disconnecting the connectors, remove the laser scanner assembly from the printer.

Figure 2-30 Laser scanner assembly



 **Reinstallation tip:** Align the locator pin on the back of the assembly with the opening in the printer sheet metal frame to guide the assembly into place. The screw holes on the front of the assembly will line up with the screw holes in the sheet metal when the assembly is correctly installed.

Reinstallation tip: When reinstalling the laser scanner assembly, make sure that the flat cable that routes over the top of the assembly does not become trapped under the assembly.



Step 4: 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.

Laser scanner assembly fan

- [Introduction](#)
- [Step 1: Remove the left cover](#)
- [Step 2: Remove the laser scanner assembly fan](#)
- [Step 3: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the laser scanner assembly fan.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.



WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC93-01414A

Fan Type 8

- Laser Scanner Unit

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the left cover

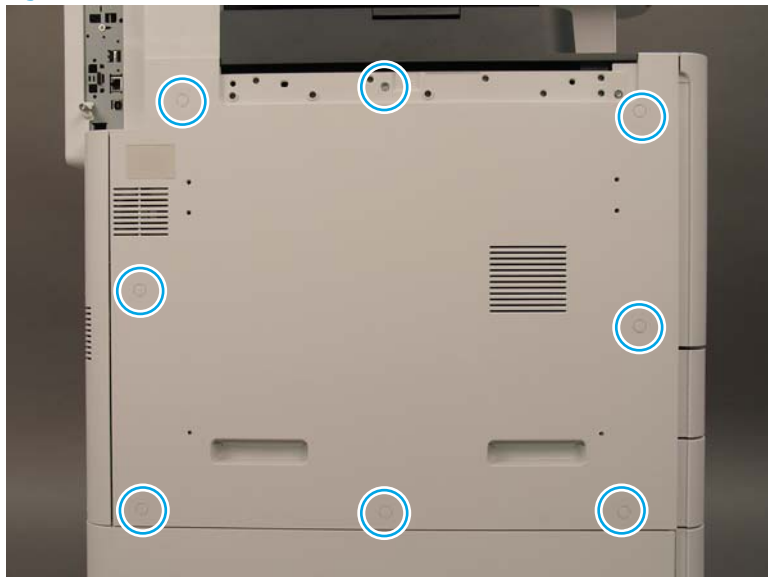
1. Remove the top left cover.

Figure 2-31 Top left cover



2. Remove seven screw-caps and eight screws, and lift the left cover off of the printer.

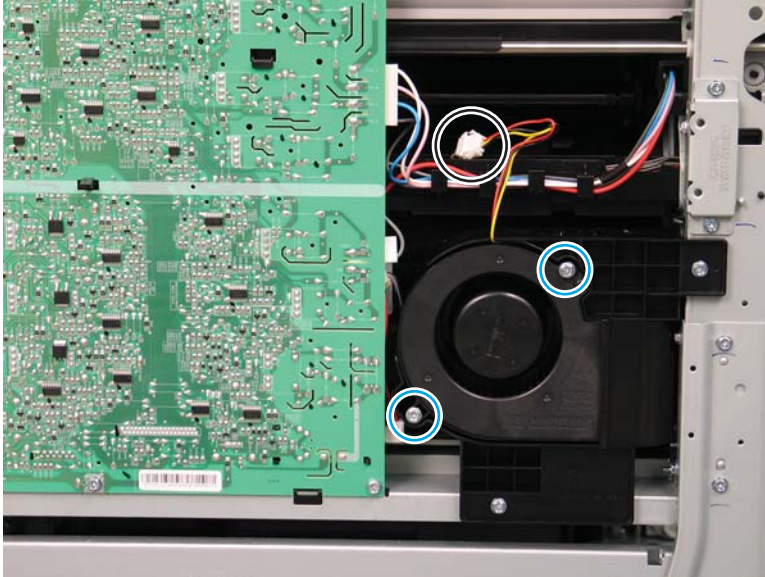
Figure 2-32 Remove the left cover



Step 2: Remove the laser scanner assembly fan

- ▲ Disconnect one connector, remove two screws, and then remove the laser scanner assembly fan.

Figure 2-33 Remove the laser scanner assembly fan





Step 3: 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.

Developer unit

- [Introduction](#)
- [Step 1: Remove the developer unit](#)
- [Step 2: Unpack the replacement assembly](#)
- [Step 3: Special installation instructions \(Developer unit\)](#)

Introduction

This document provides the procedures to remove and replace the developer unit.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.



WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC96-11642A

- HP LaserJet Blk Developer Unit

JC96-11641A

- HP LaserJet Cyan Developer Unit

JC96-11640A

- HP LaserJet Magenta Developer Unit

JC96-11639A

- HP LaserJet Yellow Developer Unit

To order the part, go to www.hp.com/buy/parts.

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.


Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the developer unit

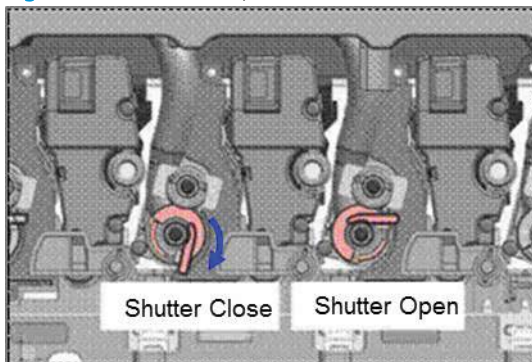
 **NOTE:** Update the firmware to the latest version before replacing the developer unit.

1. Remove the toner collection unit (TCU)
2. Remove the drum unit to the right of the developer to be replaced.

 **TIP:** Also remove the adjacent drum unit to allow better access to the toner supply pipe.

3. Rotate the reservoir shutter lever down to ensure it is closed.

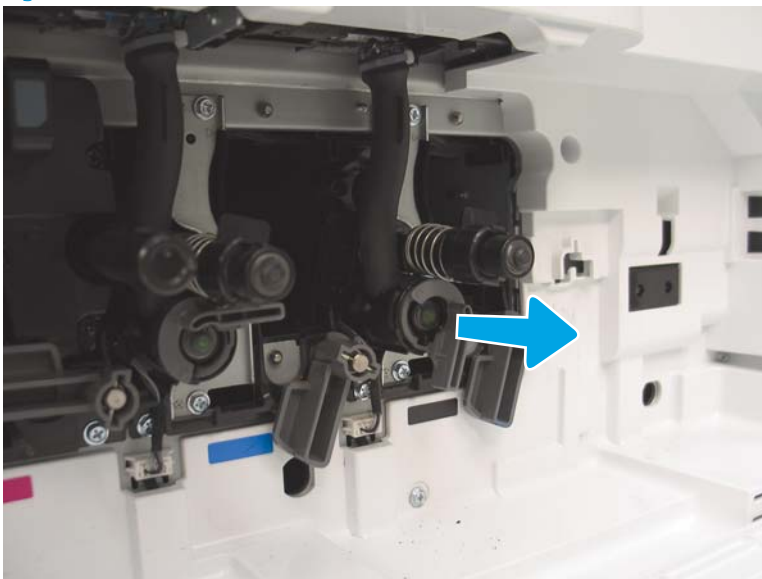
Figure 2-34 Shutter open/close



4. Release the valve from the developer by rotating the valve side-to-side while pulling it firmly away from the printer.

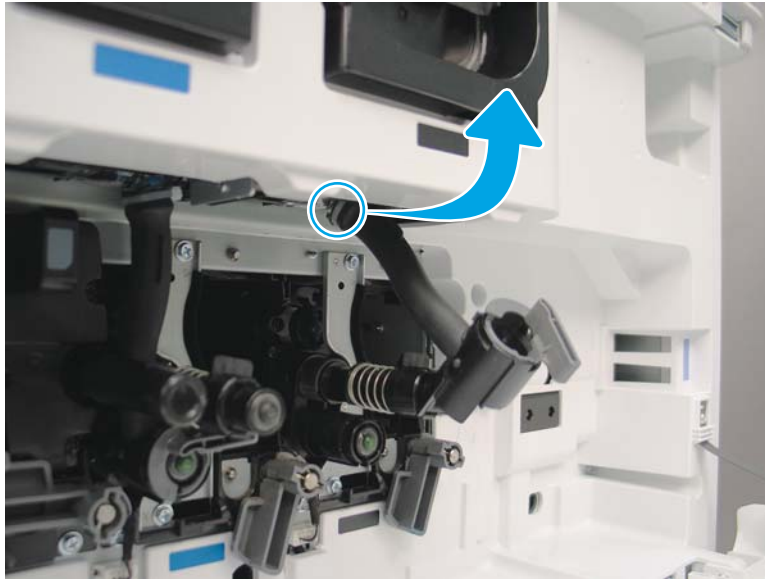
 **Reinstallation tip:** Make sure that the valve is fully installed on the developer before rotating it to the open position.

Figure 2-35 Release the toner collection valve



5. Reach to the top of the toner supply pipe, and then rotate it up.

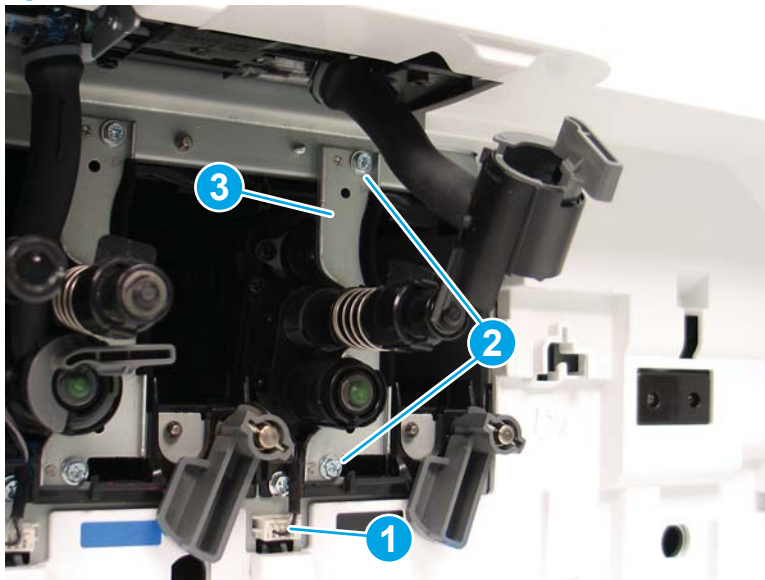
Figure 2-36 Tilt toner supply pipe up



6. Disconnect one connector (callout 1), remove two screws (callout 2), and then remove the metal bracket (callout 3).


 **Reinstallation tip:** Note the orientation of the bracket when reinstalling it.

Figure 2-37 Remove the metal bracket



 **Reinstallation tip:** Reinstall the bottom of the bracket first.

7. Hold the grip point of the developer unit and slide it away from the printer to remove it.

 **NOTE:** Do not grip the toner collection unit connection when removing the developer unit.


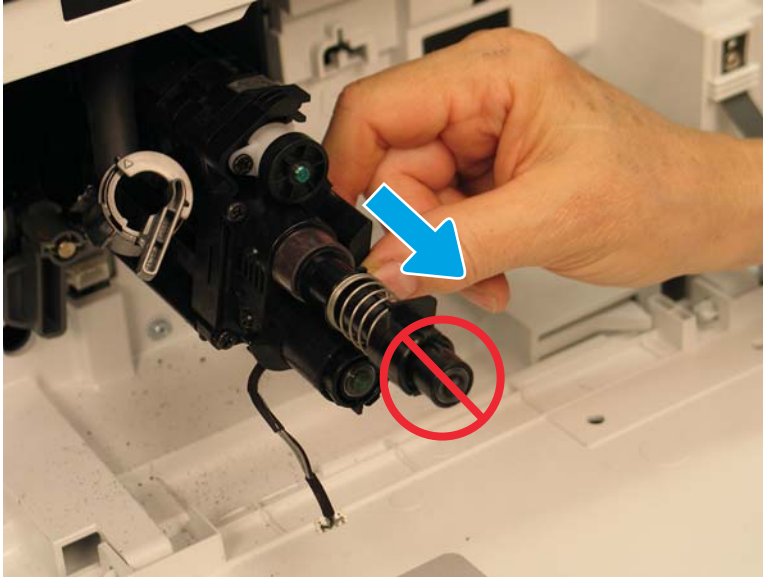
 **Reinstallation tip:** Hold the toner supply pipe up and out of the way when reinstalling the developer unit.

Figure 2-38 Developer unit removal





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: Special installation instructions (Developer unit)

Fill the developer unit


The replacement developer unit is empty and must be filled with developer powder prior to installation.

 **IMPORTANT:** During filling, place the developer unit on sheets of paper or a disposable cover to catch any spilled developer powder.

1. Unpack the new developer unit and silver packet of developer powder from the kit box.
2. Open the developer unit cover.

 **CAUTION:** Do not touch the silver roller.

3. Carefully open the developer packet, and then distribute the developer powder evenly into the developer unit.

 **IMPORTANT:** Before opening the packet, shake the it three or four times. This prevents the developer powder from scattering.

4. Close the developer unit cover.
5. Install the developer unit in the printer.

Firmware counter reset and toner concentration initialization

The front door must be open at the beginning of this procedure. Do not close the door until instructed.

1. From the [Home](#) screen on the printer control panel, select the [Support Tools](#) menu.
2. Select the [Service](#) menu.
3. Make sure that [Service Access Code](#) is selected in the drop-down menu, and then enter the service access code.
4. Select the [Service Tools](#) menu.
5. On the [Information](#) tab, select the [Supply Status](#) menu.
6. Select [Field Replacement Unit](#).
7. Select [Developer Unit \(Developer\) \(YMCK\)](#)
8. Select the check box on the right side of the screen for the replaced developer unit.
9. Select [Reset](#), to clear the counter and begin the toner concentration initialization.
10. Close the front door, wait for the toner concentration initialization process to complete, and then exit service mode (touch the [Home](#) button).

Paper dust brush

- [Introduction](#)
- [Step 1: Remove the toner collection unit](#)
- [Step 2: Remove the paper dust brush](#)
- [Step 3: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the paper dust brush.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.



WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC93-01026B

To order the part, go to www.hp.com/buy/parts.

- Paper Dust Brush

Required tools

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

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the toner collection unit

1. Open the front cover.
2. Push both hooks to release the toner collection unit (TCU).


 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 2-39 Remove the TCU



Step 2: Remove the paper dust brush

- ▲ Remove the paper dust brush.

Figure 2-40 Remove the paper dust brush





Step 3: 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.

Intermediate transfer belt (ITB) cleaner

- [Introduction](#)
- [Step 1: Remove the toner collection unit \(TCU\)](#)
- [Step 2: Remove the ITB cleaner](#)
- [Step 3: Unpack the replacement assembly](#)

Introduction

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

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- ⚠ **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC93-01377A

To order the part, go to www.hp.com/buy/parts.

- ITB Cleaner Blade

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the toner collection unit (TCU)

1. Open the front cover.
2. Push both hooks to release the toner collection unit (TCU).


 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 2-41 Remove the TCU



Step 2: Remove the ITB cleaner

1. Loosen the screw securing the ITB cleaner.

 **NOTE:** The screw is captive and cannot be completely removed.

Figure 2-42 ITB screw location



2. Grasp the ITB cleaner housing, and pull it out of the printer.

CAUTION: Do not grasp the waste toner connector.

Use care when removing the ITB cleaner as loose toner might be present on the metal shelf along the side of the cleaner.

Figure 2-43 ITB cleaner removal



Reinstallation tip: Reverse the removal steps to install the assembly.

3. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: ITB cleaner

- ▲ After the replacement cleaner is installed, follow these instructions to reset the firmware counter:
 - i. From the Home screen on the printer control panel, select the [Support Tools](#) menu.
 - ii. Select the [Service](#) menu.
 - iii. Make sure that [Service Access Code](#) is selected in the drop-down menu, and then enter the access code (04087617).
 - iv. Select the [Service Tools](#) menu.
 - v. Select the [Supply Status](#) menu.
 - vi. Select [Field Replacement Unit](#).
 - vii. Select [ITB Cleaner](#).
 - viii. Select [Transfer Cleaning Unit](#).
 - ix. Select [Reset](#).

Step 3: 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.

Intermediate transfer belt (ITB) unit

- [Introduction](#)
- [Step 1: Remove the toner collection unit \(TCU\)](#)
- [Step 2: Remove the intermediate transfer belt \(ITB\) cleaner](#)
- [Step 3: Remove the ITB](#)
- [Step 4: Unpack the replacement assembly](#)

Introduction

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

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- ⚠ **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC98-05425A

To order the part, go to www.hp.com/buy/parts.

- HP LaserJet Image Transfer Belt Assembly

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the toner collection unit (TCU)

1. Open the front cover.
2. Push both hooks to release the toner collection unit (TCU).


 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 2-44 Remove the TCU



Step 2: Remove the intermediate transfer belt (ITB) cleaner

1. Loosen the screw securing the ITB cleaner.

 **NOTE:** The screw is captive and cannot be completely removed.

Figure 2-45 ITB screw location



2. Grasp the ITB cleaner housing, and pull it out of the printer.

CAUTION: Do not grasp the waste toner connector.

Use care when removing the ITB cleaner as loose toner might be present on the metal shelf along the side of the cleaner.

Figure 2-46 ITB cleaner removal

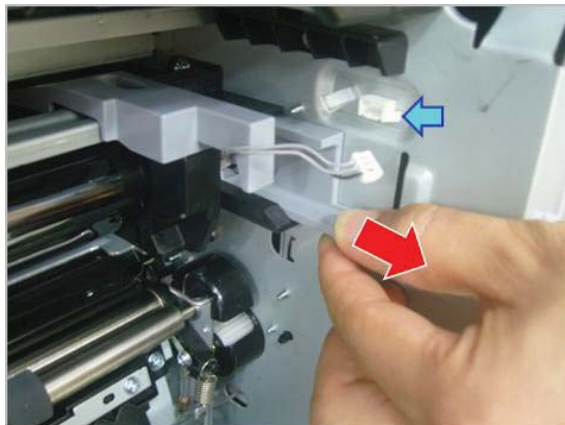


Reinstallation tip: Reverse the removal steps to install the assembly.

Step 3: Remove the ITB

1. Open the right door.
2. Remove the cable from the retainer, and then disconnect one connector. Slide the ITB latch toward the front of the printer to release the coupled drive.

Figure 2-47 Disconnect one connector and slide the latch



3. Remove two screws securing the ITB unit.

 **TIP:** Use a magnetized screwdriver to prevent the screws from falling into the printer.

Figure 2-48 Remove two screws



4. Pull the ITB unit partially out of the printer, and then lift it up and out of the printer.

 **CAUTION:** Do not touch the ITB belt and be careful not to damage it by hitting it on the door during removal.

Figure 2-49 Remove the ITB



5. While pushing the color plane registration (CPR) shutter toward the rear of the printer, clean the three CPR sensors with a damp, lint-free cloth.

Figure 2-50 Clean the CPR sensors

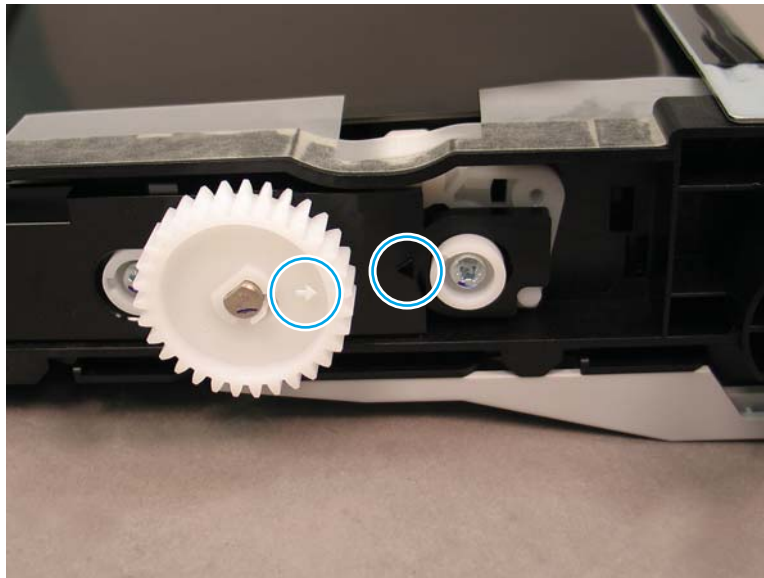


6. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: ITB unit

- a. Before reinstalling the ITB, align the arrow on the gear with the arrowhead on the ITB frame.

Figure 2-51 Align arrows



- b. After the replacement ITB is installed, follow these instructions to reset the firmware counter:
 - i. From the Home screen on the printer control panel, select the [Support Tools](#) menu.
 - ii. Select the [Service](#) menu.
 - iii. Make sure that [Service Access Code](#) is selected in the drop-down menu, and then enter the access code (04087617).
 - iv. Open the following menus:

- Maintenance count
 - Part replacement counts
- v. Select the ITB item.

 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

Step 4: Unpack the replacement assembly



 **NOTE:** After installing the replacement part, be sure to reset the firmware counter following the steps here: [7](#).

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.

Image scanner assembly (flat bed)

- [Introduction](#)
- [Step 1: Remove the formatter cover](#)
- [Step 2: Remove the upper rear cover](#)
- [Step 3: Remove the document feeder whole unit](#)
- [Step 4: Remove the flow ADF whole unit](#)
- [Step 5: Remove the control panel bezel](#)
- [Step 6: Remove the control panel](#)
- [Step 7: Remove the keyboard \(z bundles\)](#)
- [Step 8: Remove the scanner whole unit](#)
- [Step 9: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove the scanner whole unit.

[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.

JC97-04907A

To order the part, go to www.hp.com/buy/parts.

- Scanner whole unit part number

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the formatter cover

- ▲ Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

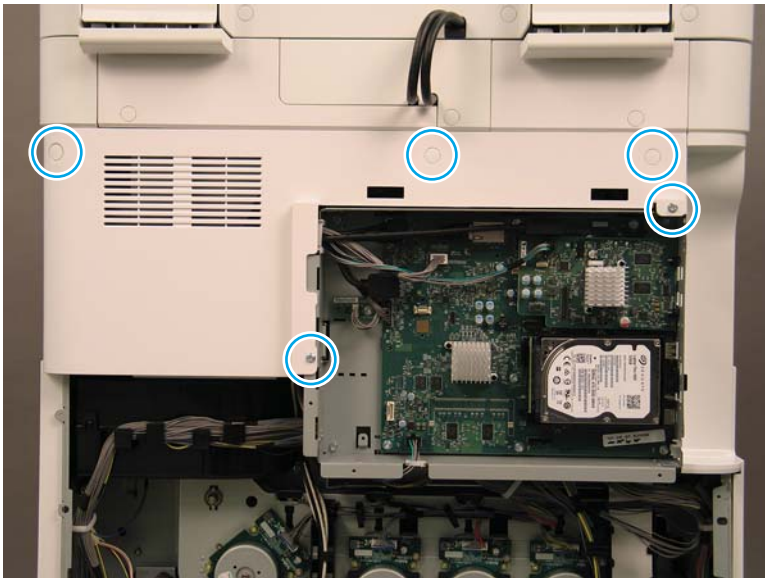
Figure 2-52 Remove the formatter cover



Step 2: Remove the upper rear cover

- ▲ Remove three screw-caps and five screws. Lift the upper rear cover away from the printer to remove it.

Figure 2-53 Remove the upper rear cover



Step 3: Remove the document feeder whole unit

 **NOTE:** LX/du models only. For all other models, skip this step.

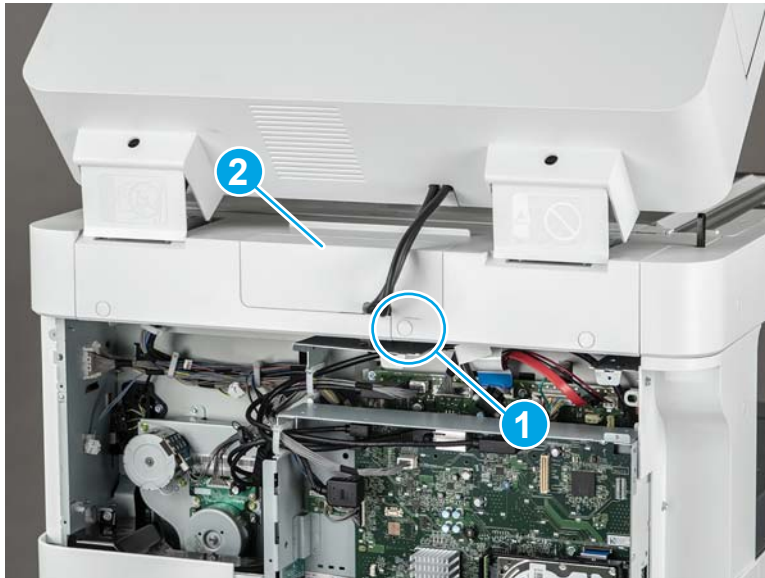
1. Remove the formatter cover and the upper rear cover.

Figure 2-54 Remove the formatter cover and the upper rear cover



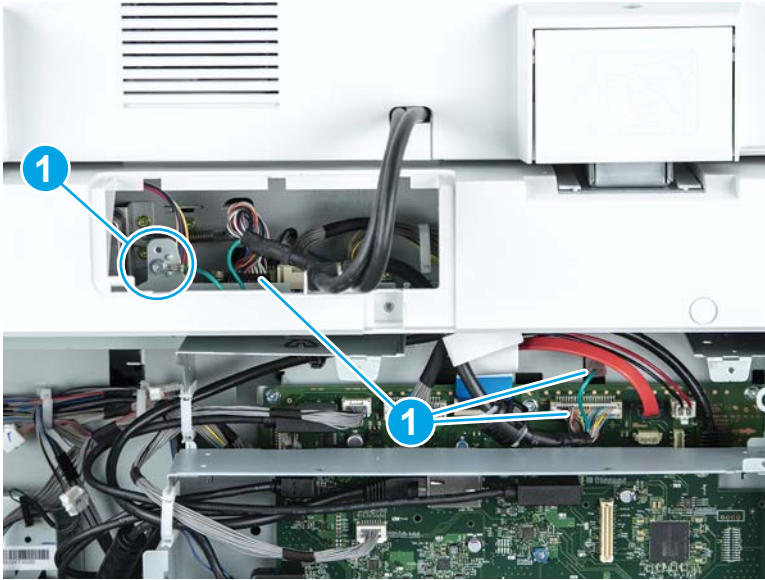
2. Remove one screw cap and screw (callout 1), and then remove the document feeder connector cover (callout 2).

Figure 2-55 Remove the document feeder connector cover



3. Remove one screw to release the ground wire (callout 1), and then disconnect three connectors (callout 2).

Figure 2-56 Remove the document feeder harness and ground wire



4. Disconnect the document feeder harness from the PCA - ADF HIC. Remove one connector and one grounding wire.
5. Release one screw on each hinge stop on the back of the document feeder.

Figure 2-57 Release the document feeder hinge screws



6. Remove two screws. Slide the assembly back, and then lift the document feeder to remove.

Figure 2-58 Lift and remove the document feeder



Step 4: Remove the flow ADF whole unit

 **NOTE:** GX/sGX models only. For all other models, skip this step.

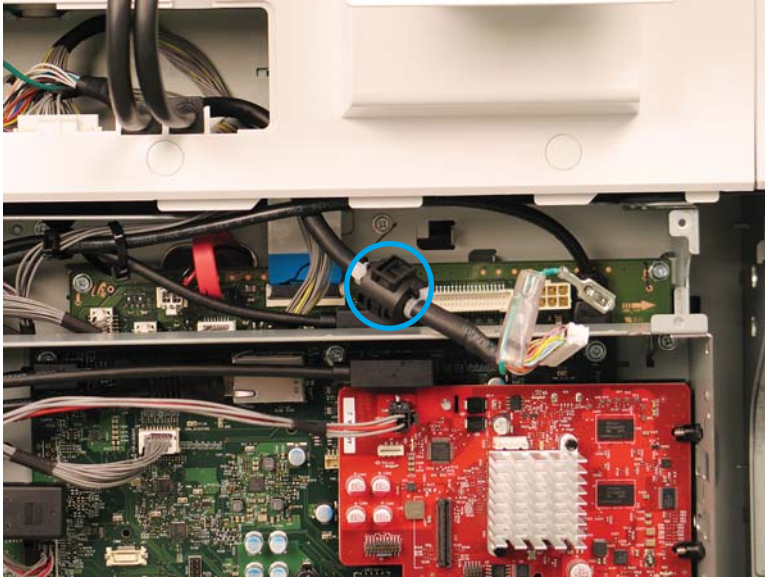
1. Open the document feeder cover, and then remove the document feeder connector cover.

Figure 2-59 Remove document feeder connector cover



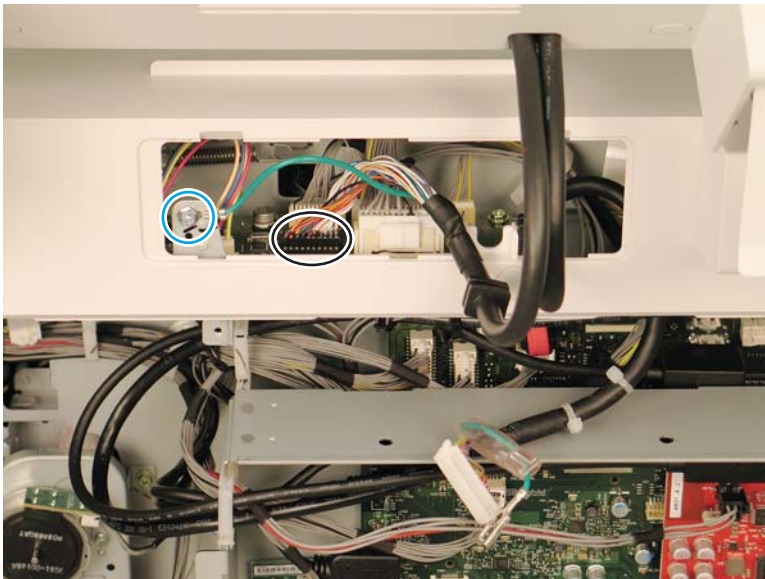
2. Remove the plastic cable choke from the wire harness, and then disconnect the document feeder harness from the main board. Disconnect the insulated ground wire from the chassis.

Figure 2-60 Remove the cable choke



3. Disconnect the document feeder harness from the scanner PCA. Remove one connector and one grounding wire.

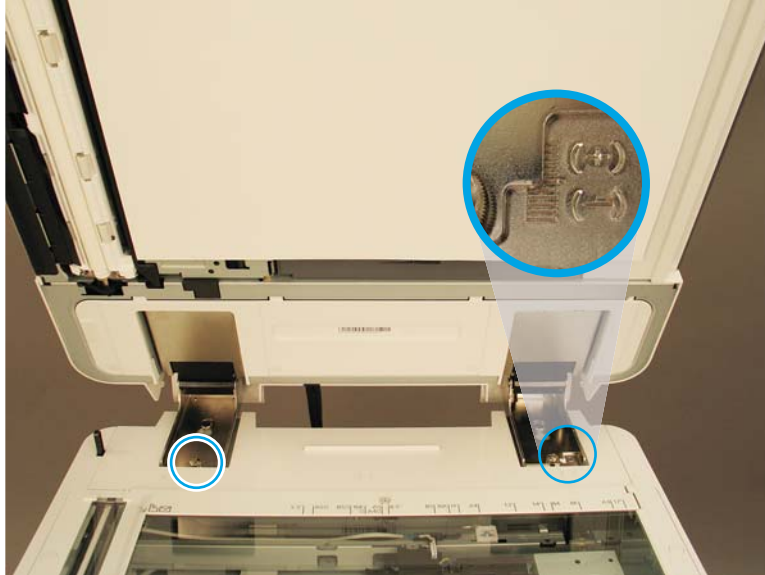
Figure 2-61 Disconnect document feeder harness



4. Release two hinge stops on the back of the document feeder to allow the document feeder to open to a full 90°.

 **IMPORTANT:** Note the alignment marks on the hinge stops. Any new document feeder must be reinstalled with the same alignment.

Figure 2-62 Alignment marks



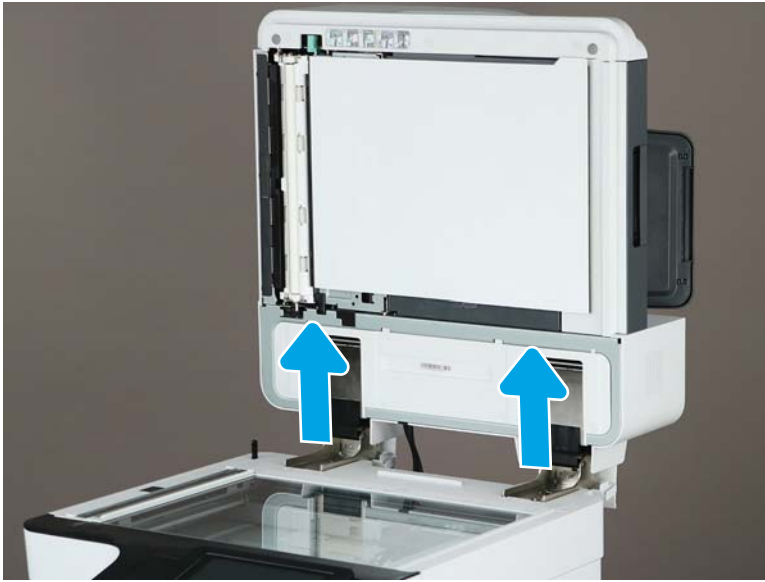
5. Remove the screw on each hinge stop.

Figure 2-63 Remove screws



6. Pull back and then lift up to release the document feeder unit.

Figure 2-64 Release the document feeder



 **NOTE:** Complete a shading test and a skew alignment after replacing the document feeder unit.


Step 5: Remove the control panel bezel

1. Open the document feeder, and then remove three screws.

Figure 2-65 Remove the document feeder bezel



2. Place the control panel in the upright position.
3. Gently pry the control-panel bezel from the center screw hole, and then pry from the center of the control-panel bezel to the edges to release.

 **CAUTION:** Do not pry against the scanner glass when removing the control-panel bezel.

Step 6: Remove the control panel

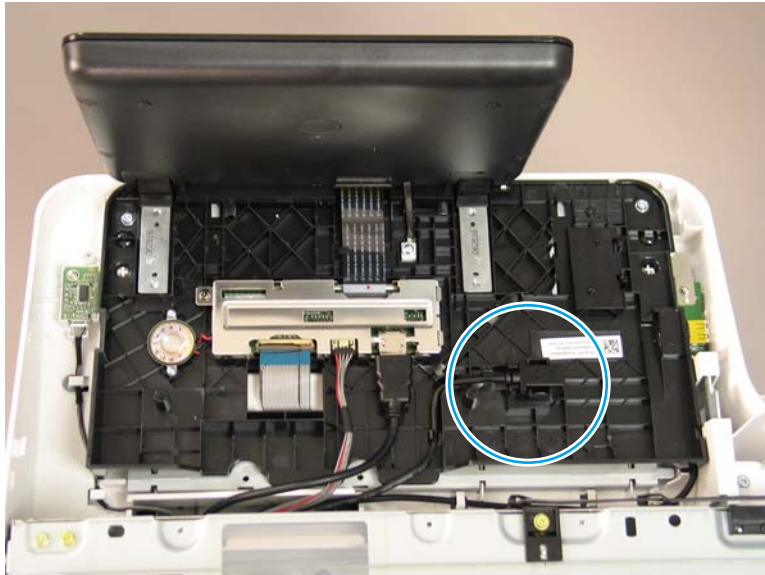
1. Place the control panel in the upright position.
2. Disconnect one FFC, one connector, and one HDMI connector (callout 1), and then remove two screws on the control-panel frame.

Figure 2-66 Remove the control panel screws and disconnect connectors




3. Remove the USB interconnect cable from its retainer and reroute out of the way.

Figure 2-67 Remove the USB interconnect cable



4. Lift the control panel up from the front to release the tabs at the rear, and then remove the control panel.

 **Reinstallation tip:** Align the four tabs at the rear of control panel, and then snap in the control panel.

Step 7: Remove the keyboard (z bundles)

1. Disconnect one FFC.

Figure 2-68 Disconnect one FFC



2. Slide the keyboard out, and then depress two latches to remove the keyboard.

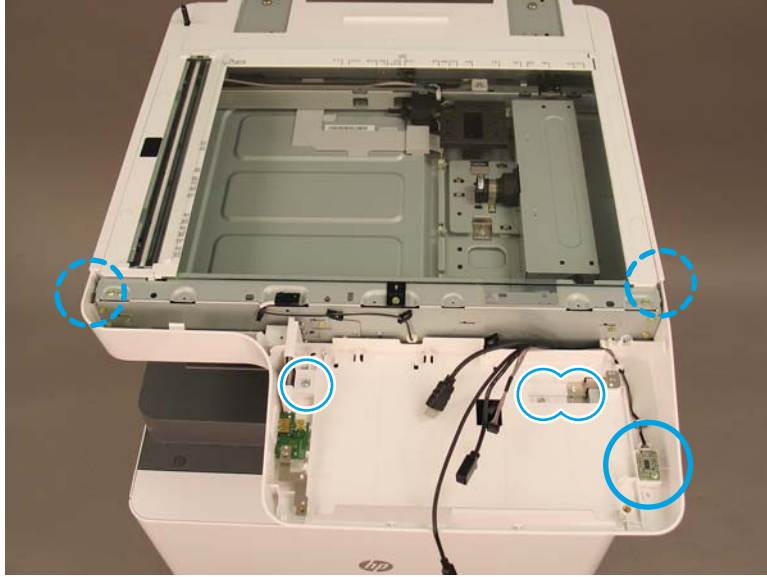
Figure 2-69 Remove the control-panel keyboard



Step 8: Remove the scanner whole unit

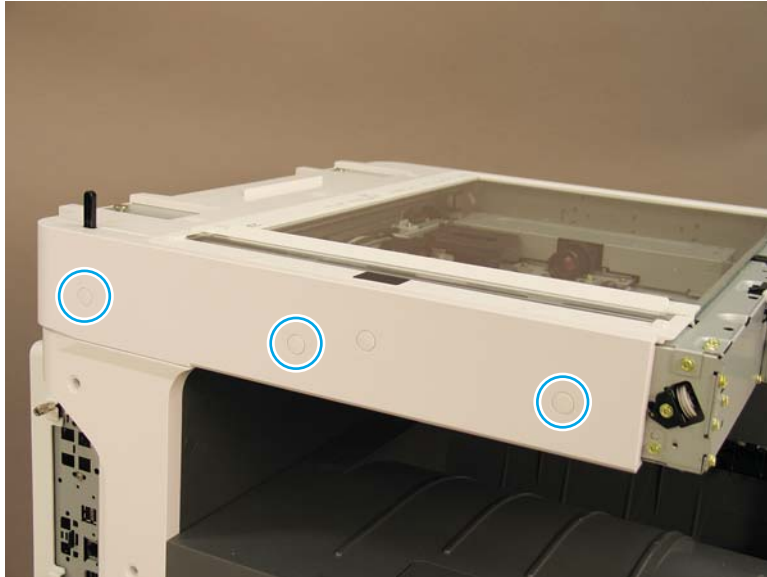
1. Remove six screw-caps and six screws. It might be necessary to use leverage near the left hinge and then pull the cover toward the back.

Figure 2-70 Remove screw-caps and screws and release scan-front cover



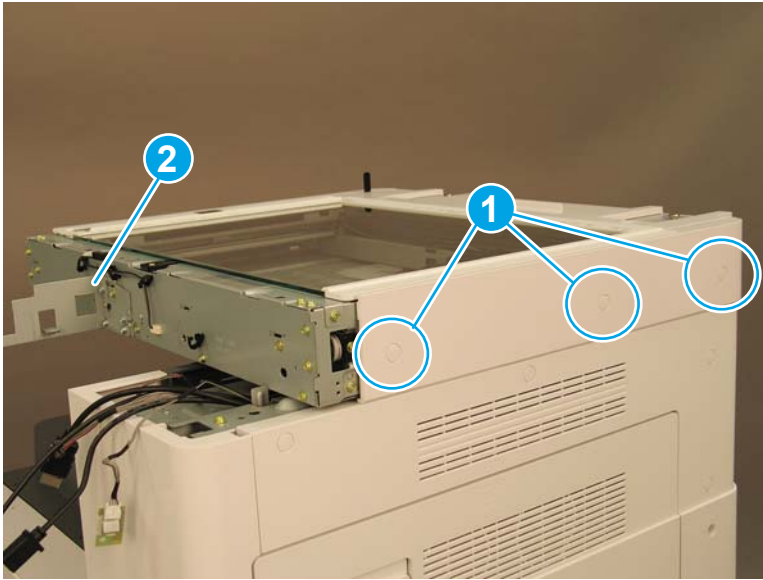
2. Remove three screw-caps and three screws. Release the scan-left cover.

Figure 2-71 Release scan-left cover



3. Remove three screw-caps and three screws (callout 1). Release the scan-right cover.

Figure 2-72 Remove scan-right cover



 **NOTE:** At the front of the scanner, remove the bracket (callout 2) and install it on the new scanner whole unit.

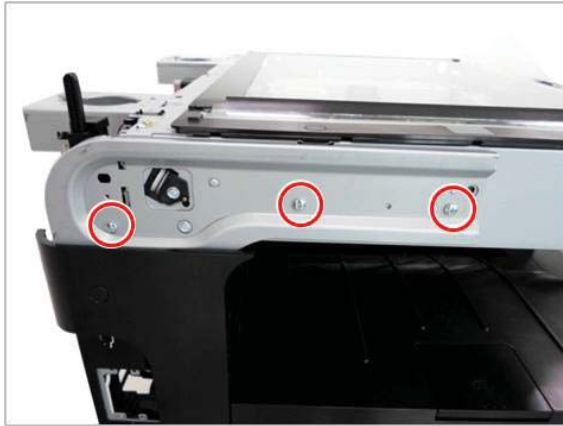
4. Disconnect the two scan cables and one FFC at the top of the main board.

Figure 2-73 Disconnect scan cables



5. Remove three screws from the left.

Figure 2-74 Remove screws



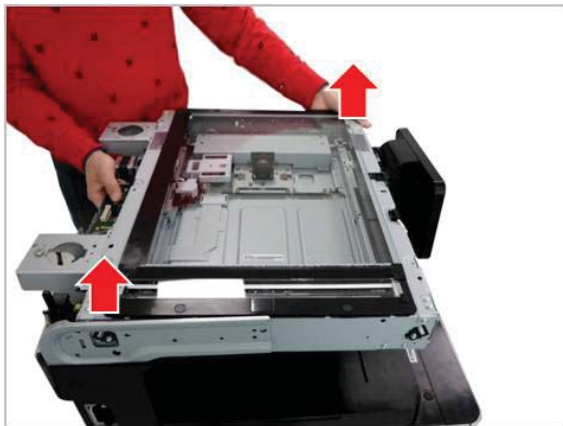
6. Remove two screws from the right.

Figure 2-75 Remove screws




7. Lift up and release the image scanner unit.

Figure 2-76 Lift up and release image scanner unit



 **NOTE:** After reassembly, utilize the target to adjust the scanner location as necessary.

 **Reinstallation tip:** Reinstall the scan bed by lowering the left side first and then lower the right. Align the screw holes on the right, and then install the screws.

Reinstallation tip: Reinstall the lower cover and ensure the cables are routed through the opening for the control panel and the bracket is properly aligned in the cover.



Step 9: 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.

ADF white backing (LX/du bundles)

- [Introduction](#)
- [Step 1: Remove the document feeder white backing](#)
- [Step 2: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove the white backing assembly.

[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.

JC63-05410A

To order the part, go to www.hp.com/buy/parts.

- ADF White backing (LX / du bundles)

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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


Post service test

Copy, scan, or print a document. Verify the document copies, scans, or prints correctly.

Step 1: Remove the document feeder white backing

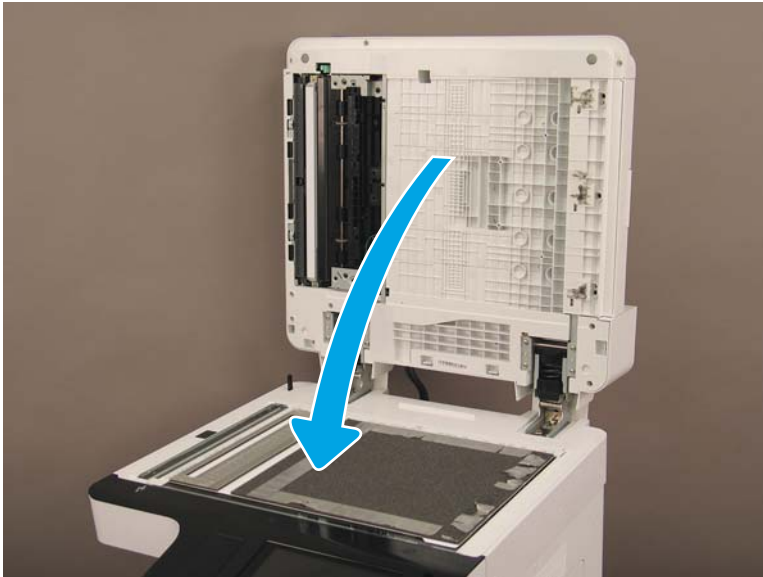
White backing

1. Open the document feeder cover.
2. Peel the white backing away to remove.

 **IMPORTANT:** Remove all the tape and foam from the bottom of the document feeder.

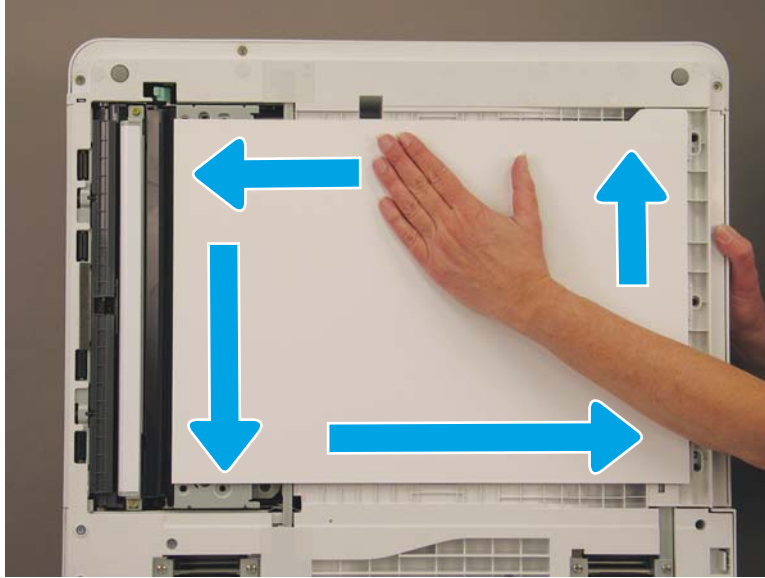
3. Position the new white backing on the scanner glass.
4. Peel the adhesive tape backing off the new white backing.
5. Close the document feeder cover to attach the white backing.

Figure 2-77 Close the document feeder cover



6. Open the cover again and smooth the white backing.

Figure 2-78 Smooth the white backing





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.

ADF white backing (GX)

- [Introduction](#)
- [Step 1: Remove the white backing](#)

- [Step 2: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove the ADF white backing.

[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.

JC63-05795A

To order the part, go to www.hp.com/buy/parts.

- ADF, white foam

Required tools

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

After performing service

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

Post service test

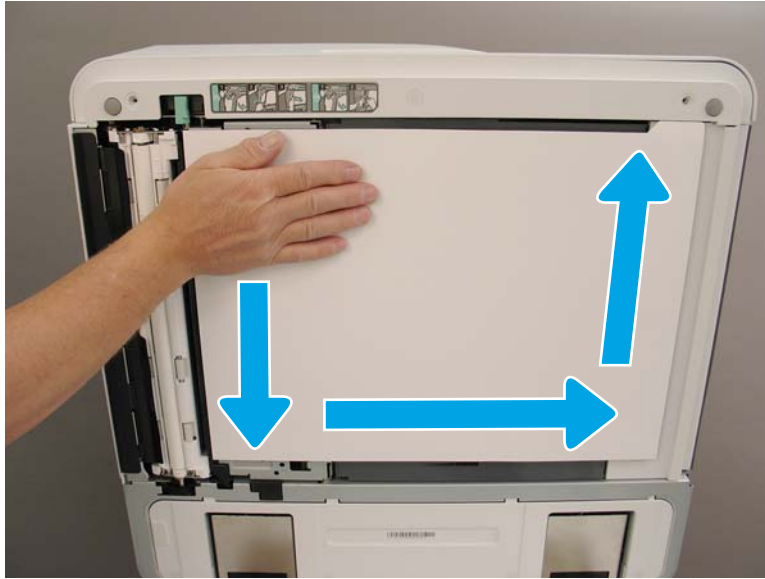
Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the white backing

White backing

1. Open the document feeder cover.
2. Peel the white backing away to remove.
3. Position the new white backing on the scanner glass.
4. Replace any damaged or missing velcro tabs by positioning them on the new white backing.
5. Close the document feeder cover to attach the white backing.

6. Open the cover again and smooth the white backing.





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.

Right door

- [Introduction](#)
- [Step 1: Remove the right rear cover](#)
- [Step 2: Remove the right door](#)
- [Step 3: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the right door.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.



WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC95-02092A

To order the part, go to www.hp.com/buy/parts.

- Right Door Assembly

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

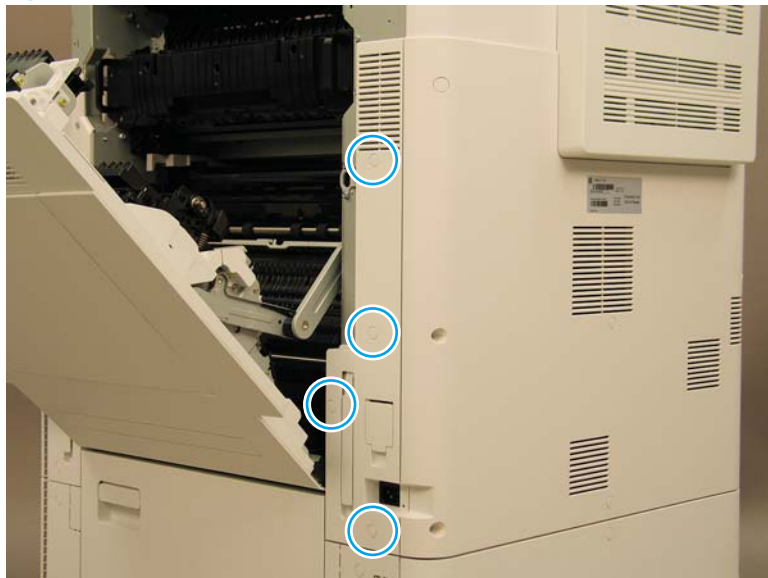
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the right rear cover

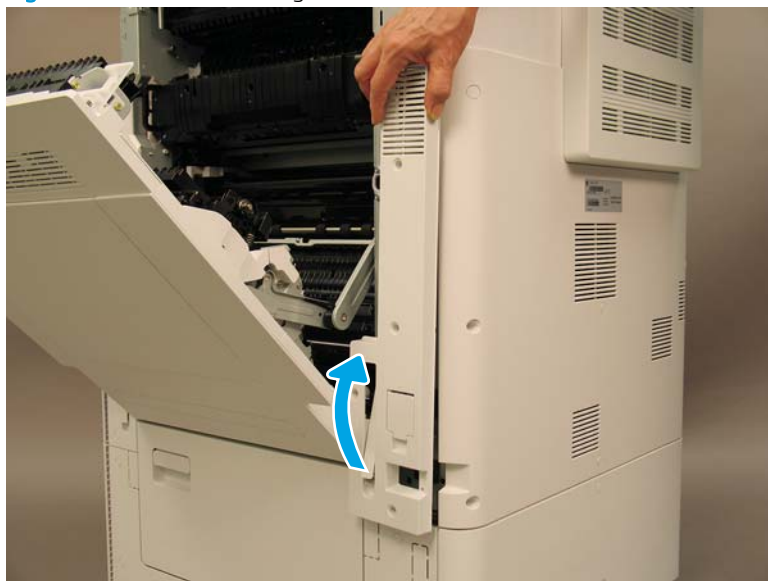
1. Open the right door.
2. Remove four screw-caps and four screws.

Figure 2-79 Remove four screws



3. Lift the handle and remove the right rear cover.

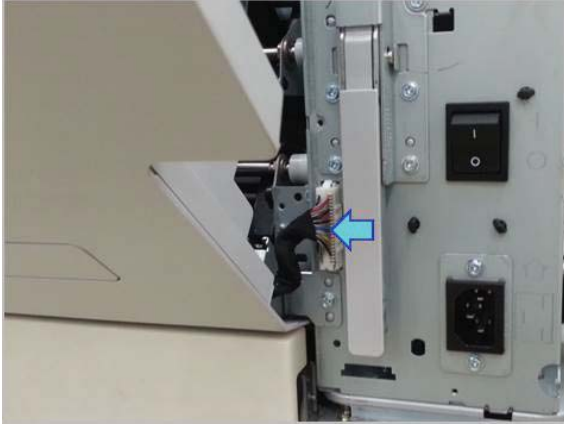
Figure 2-80 Remove the right rear cover



Step 2: Remove the right door

1. Disconnect the right door connector by moving it side-to-side until it releases.

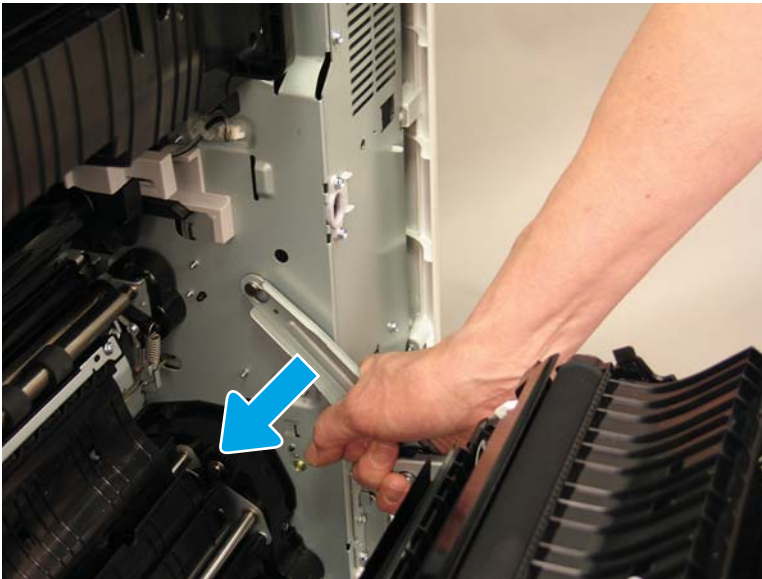
Figure 2-81 Disconnect one connector



2. Slightly raise the right door and carefully release the right hinge from the hinge pin.

⚠ CAUTION: The hinge is spring-loaded and might snap back forcefully. Raise the door to take the tension off of the spring, and then hold the hinge firmly while releasing it from the hinge pin.

Figure 2-82 Release the right hinge



3. Slightly raise the right door, and then release the left dampener.

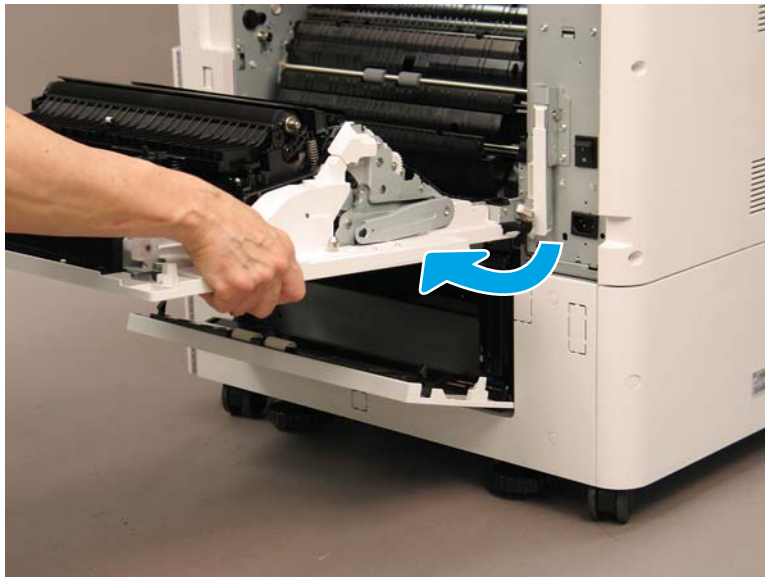
Figure 2-83 Release the left dampener



4. Open the lower paper feeder door. Lower the right door to 90°, and then rotate the rear side of the door away from the printer. Slide the door to the rear of the printer to remove it.

CAUTION: Do not lower the door more than 90°. This might result in damage to the door.

Figure 2-84 Remove the right door



Step 3: 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.

Exit unit

- [Introduction](#)
- [Step 1: Remove the right rear cover](#)
- [Step 2: Remove the right door](#)
- [Step 3: Remove the front top inner cover](#)
- [Step 4: Remove the front power cover](#)
- [Step 5: Remove the top right cover](#)
- [Step 6: Remove the fuser unit](#)
- [Step 7: Remove the exit unit](#)
- [Step 8: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the exit unit.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- ⚠ **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC90-01369A

To order the part, go to www.hp.com/buy/parts.

- Exit assembly

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.

- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

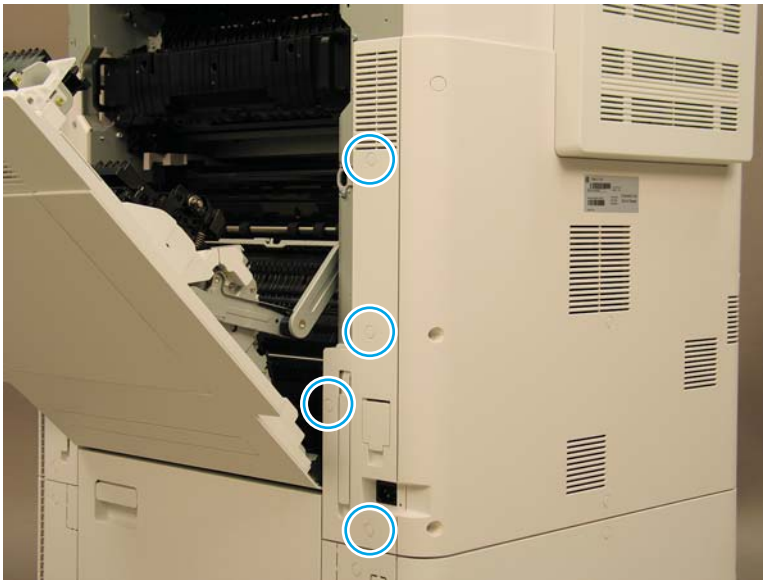
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the right rear cover

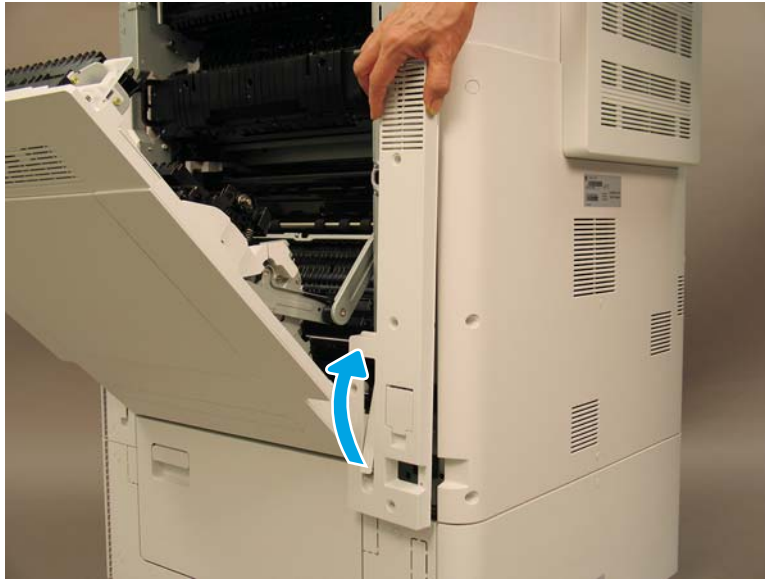
1. Open the right door.
2. Remove four screw-caps and four screws.

Figure 2-85 Remove four screws



3. Lift the handle and remove the right rear cover.

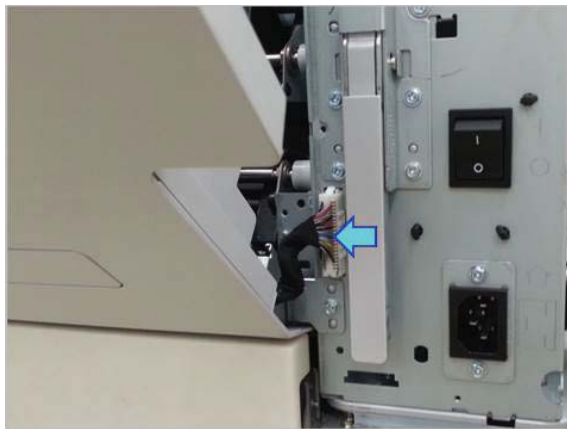
Figure 2-86 Remove the right rear cover



Step 2: Remove the right door

1. Disconnect the right door connector by moving it side-to-side until it releases.

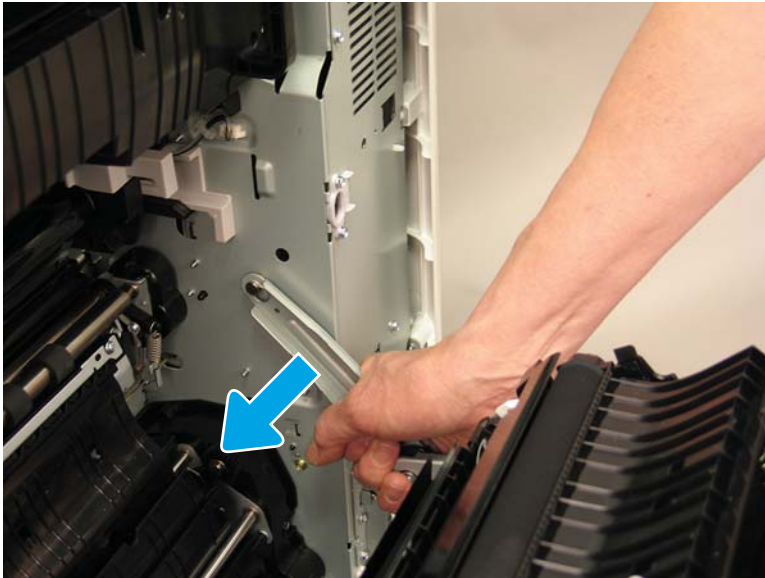
Figure 2-87 Disconnect one connector



2. Slightly raise the right door and carefully release the right hinge from the hinge pin.

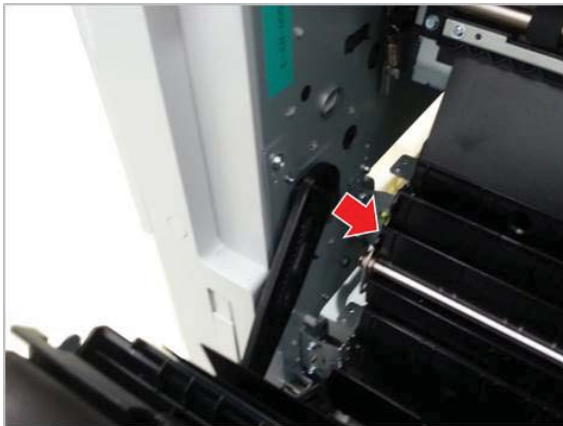
⚠ CAUTION: The hinge is spring-loaded and might snap back forcefully. Raise the door to take the tension off of the spring, and then hold the hinge firmly while releasing it from the hinge pin.

Figure 2-88 Release the right hinge



3. Slightly raise the right door, and then release the left dampener.

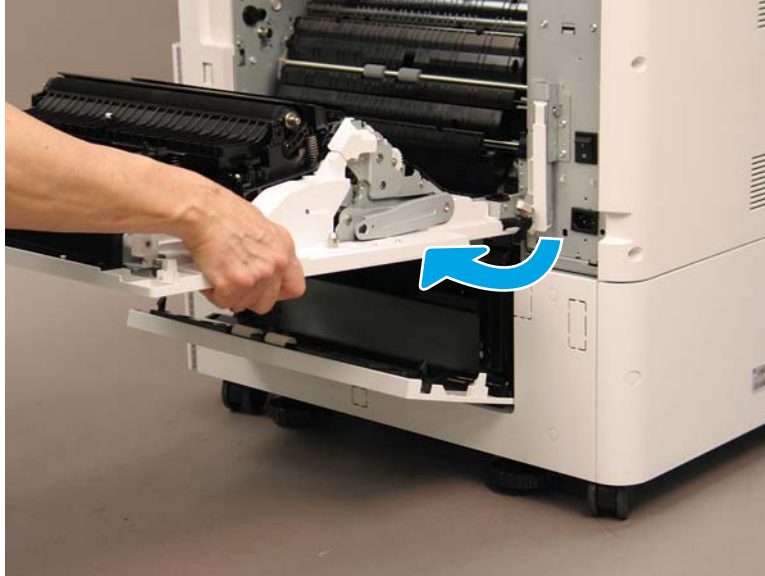
Figure 2-89 Release the left dampener



4. Open the lower paper feeder door. Lower the right door to 90°, and then rotate the rear side of the door away from the printer. Slide the door to the rear of the printer to remove it.

CAUTION: Do not lower the door more than 90°. This might result in damage to the door.

Figure 2-90 Remove the right door



Step 3: Remove the front top inner cover

- ▲ Remove two screw-caps and two screws. Lift the front top inner cover away from the printer to remove it.

Figure 2-91 Remove the front top inner cover



Step 4: Remove the front power cover

1. Remove two screw-caps and two screws. Release two tabs on the right, and then rotate the cover slightly away from the printer.

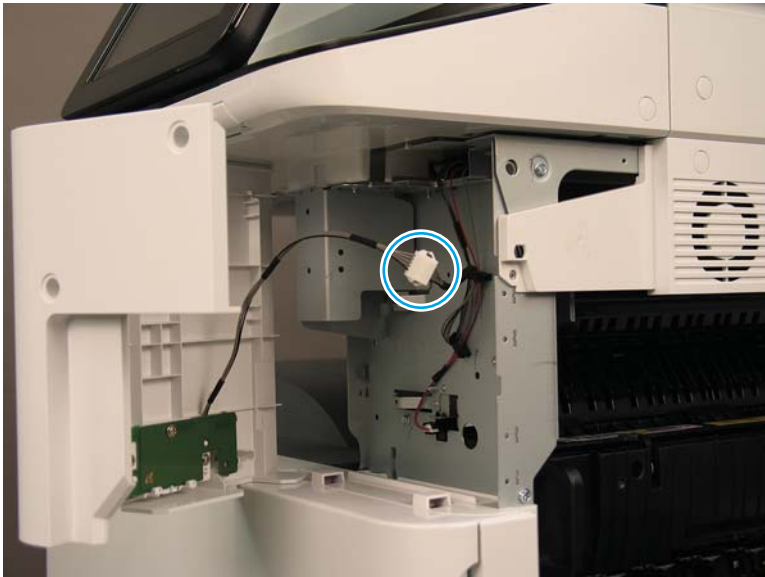
CAUTION: The cover is still attached to the printer by a cable. Do not completely remove the cover.

Figure 2-92 Remove two screws and rotate the cover



2. Disconnect one connector, and then remove the cover.

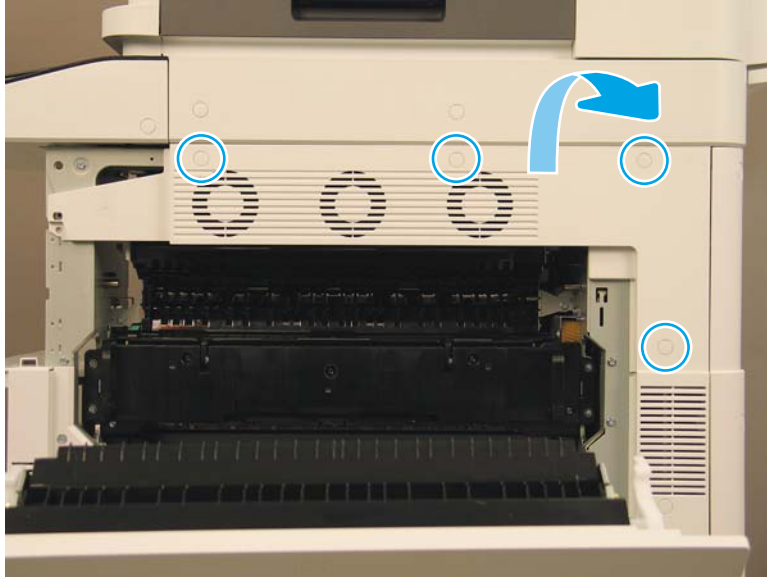
Figure 2-93 Remove the front power cover



Step 5: Remove the top right cover

- ▲ Remove four screw caps and four screws, and then rotate the upper right door cover away from the printer to remove it.

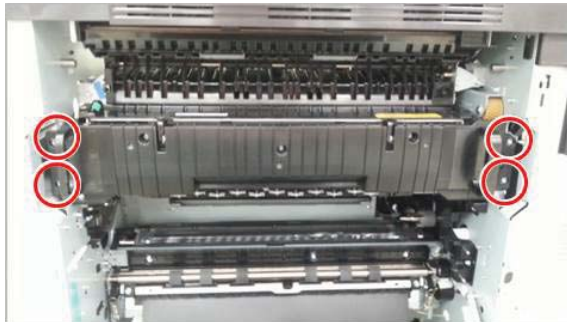
Figure 2-94 Remove the upper right door cover



Step 6: Remove the fuser unit

1. Remove four screws.

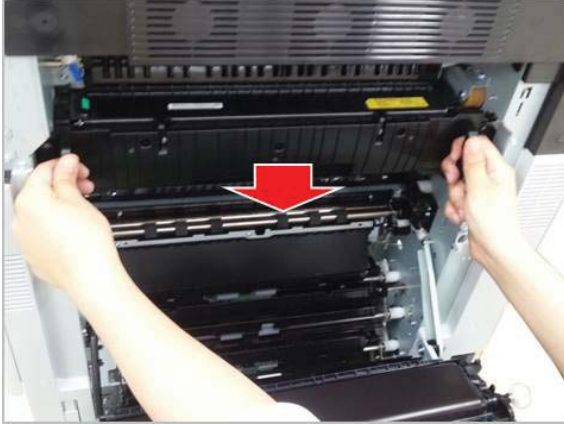
Figure 2-95 Fuser unit screw locations



2. Pull out the fuser unit.

⚠ CAUTION: The temperature in the vicinity of the fuser becomes heated. To prevent the potential of getting burned, make sure the fuser unit has cooled before replacing it.

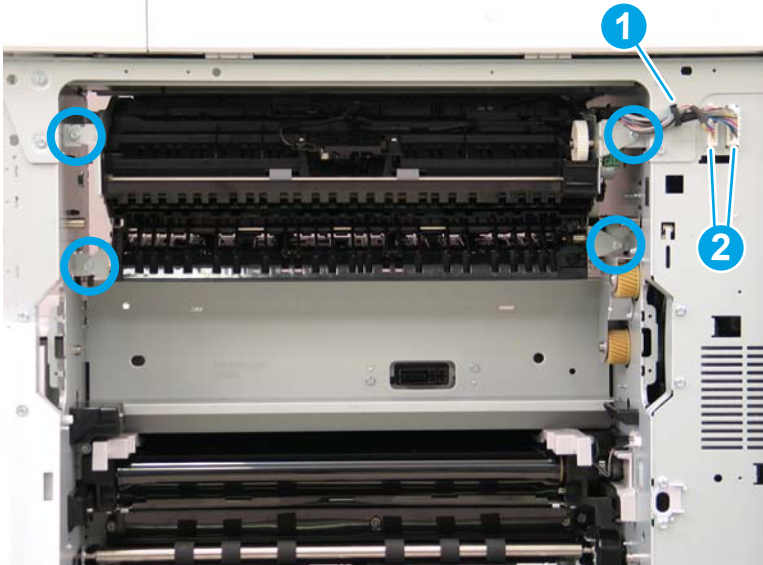
Figure 2-96 Fuser unit removal



Step 7: Remove the exit unit

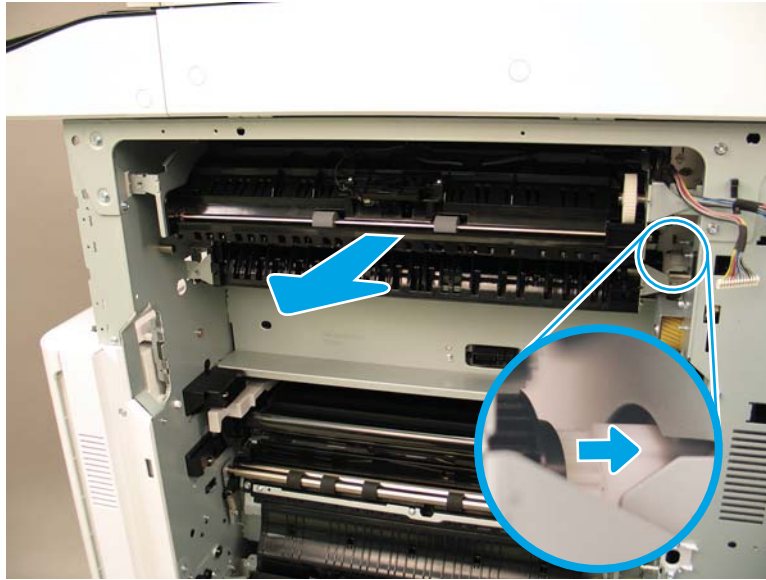
1. Release one retainer (callout 1), disconnect two connectors (callout 2), and then remove four screws (callout 3).

Figure 2-97 Disconnect two connectors and remove four screws



2. Remove the exit unit while pushing the coupler to the right.

Figure 2-98 Remove the exit unit





Step 8: 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.

Fuser unit

- [Introduction](#)
- [Step 1: Remove the fuser unit](#)
- [Step 2: Unpack the replacement assembly](#)

Introduction

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

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- ⚠ **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC82-00477A

- HP LaserJet 110V Fuser Assembly

JC82-00483A

- HP LaserJet 220V Fuser Assembly

To order the part, go to www.hp.com/buy/parts.

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

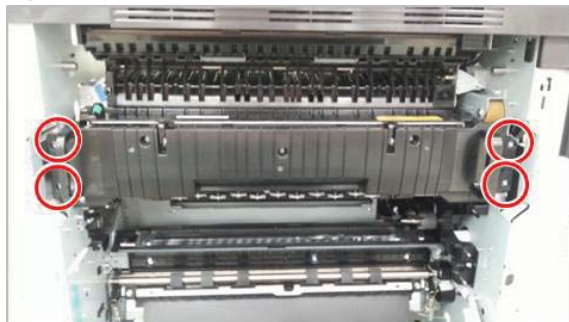
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the fuser unit

1. Open the right door.
2. Remove four screws.

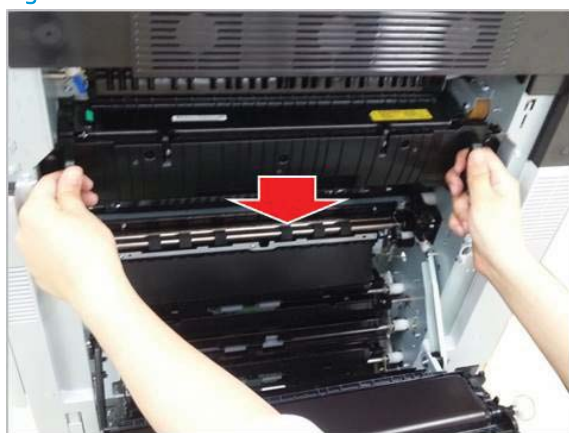
Figure 2-99 Fuser unit screw locations



3. Pull out the fuser unit.

⚠ CAUTION: The temperature in the vicinity of the fuser becomes heated. To prevent the potential of getting burned, make sure the fuser unit has cooled before replacing it.

Figure 2-100 Fuser unit removal



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.

Fuser drive board

- [Introduction](#)
- [Step 1: Remove the formatter cover](#)
- [Step 2: Remove the lower rear cover](#)
- [Step 3: Remove the LVPS cover](#)
- [Step 4: Remove the fuser drive board](#)
- [Step 5: Unpack the replacement assembly](#)

Introduction

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

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.



WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC44-00235B

- Fuser Drive Board 110V

JC44-00236B

- Fuser Drive Board 220V

To order the part, go to www.hp.com/buy/parts.

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.

- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the formatter cover

- ▲ Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

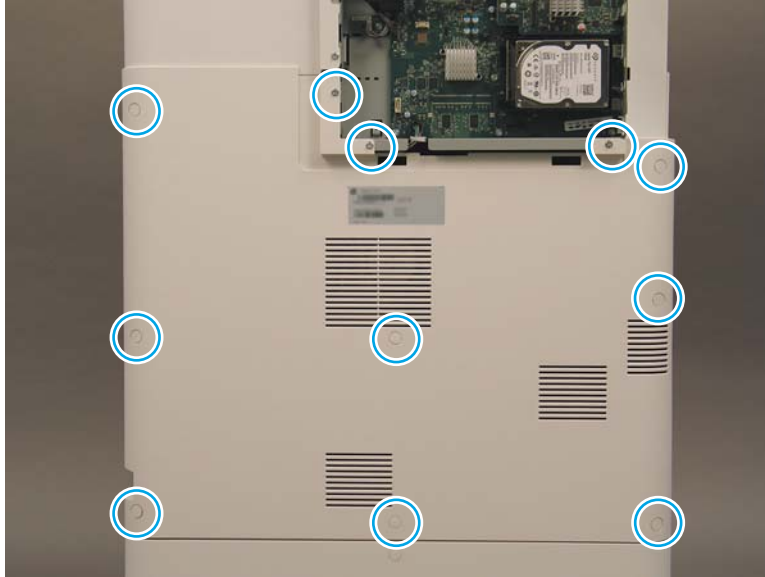
Figure 2-101 Remove the formatter cover



Step 2: Remove the lower rear cover

- ▲ Remove 8 screw-caps and 11 screws. Lift left side, and then pull the cover straight out on the right.

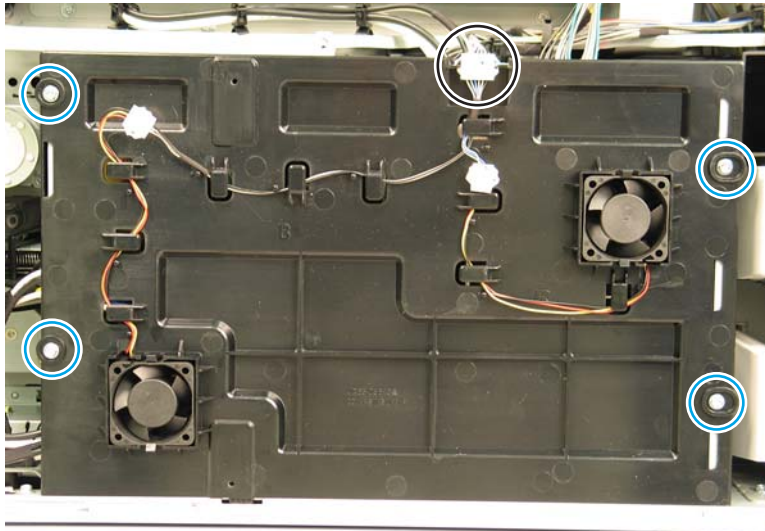
Figure 2-102 Remove the lower rear cover



Step 3: Remove the LVPS cover

- ▲ Disconnect one connector, and then remove four screws. Slide the LVPS cover to the left, and then remove the cover.

Figure 2-103 Remove the LVPS cover



Step 4: Remove the fuser drive board

-
- ⚠ **WARNING!** Wait five minutes after turning the printer off to allow the capacitors to dissipate any residual energy.
 - 📄 **NOTE:** Many of the connectors on this board have retainers attached. Be sure to release the retainer before attempting to disconnect the connector.
-
- ▲ Disconnect twelve connectors and release one retainer on the lower left. Remove four screws, and then remove the fuser drive board.


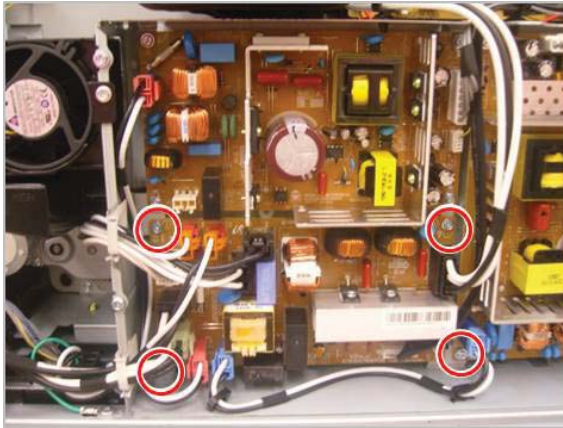

-
-  **Reinstallation tip:** Two of the connectors (callout 1) can be mistakenly switched and connected to the wrong connector on the fuser drive board. If this happens, the printer will not power on. Make sure that the cables are installed in the correct positions.
-

Figure 2-104 Fuser drive board





Step 5: 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.

Low voltage power supply (LVPS) type 5H

- [Introduction](#)
- [Step 1: Remove the formatter cover](#)
- [Step 2: Remove the lower rear cover](#)
- [Step 3: Remove the LVPS cover](#)
- [Step 4: Remove the LVPS type 5H](#)
- [Step 5: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the low voltage power supply (LVPS) type 5H.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.



WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC44-00249A

- LVPS 110V Type 5H

JC44-00250A

- LVPS 220V Type 5H

To order the part, go to www.hp.com/buy/parts.

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.

- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the formatter cover

- ▲ Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

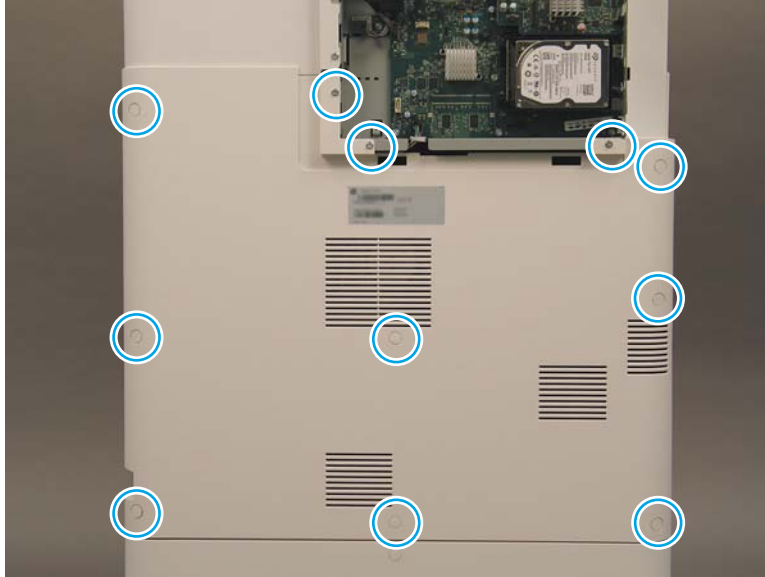
Figure 2-105 Remove the formatter cover



Step 2: Remove the lower rear cover

- ▲ Remove 8 screw-caps and 11 screws. Lift left side, and then pull the cover straight out on the right.

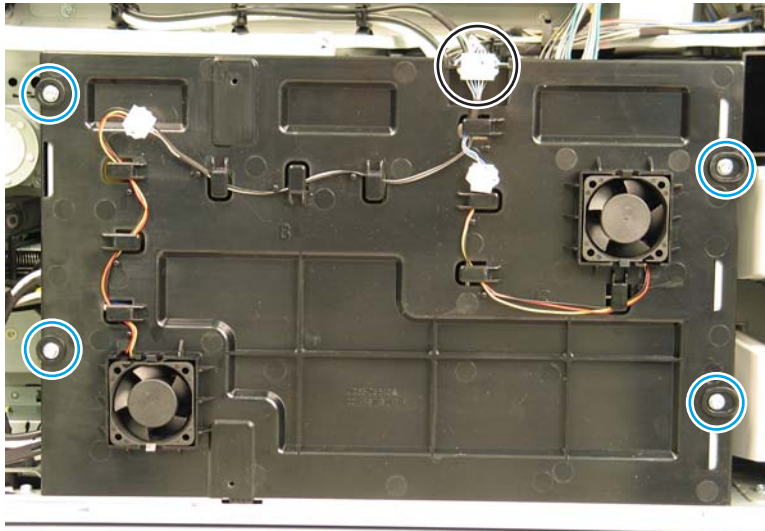
Figure 2-106 Remove the lower rear cover



Step 3: Remove the LVPS cover

- ▲ Disconnect one connector, and then remove four screws. Slide the LVPS cover to the left, and then remove the cover.

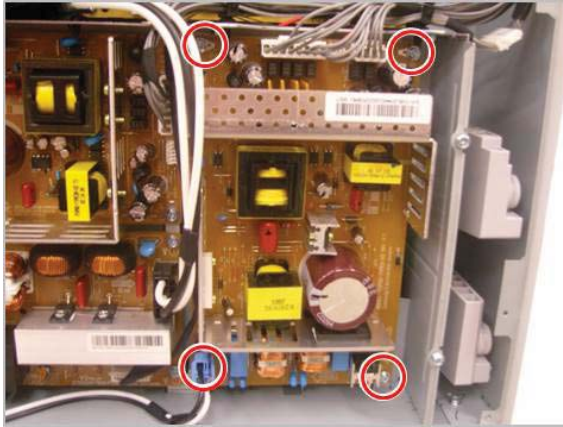
Figure 2-107 Remove the LVPS cover



Step 4: Remove the LVPS type 5H

-
- ⚠ **WARNING!** Wait five minutes after turning the printer off to allow the capacitors to dissipate any residual energy.
 - 📄 **NOTE:** Many of the connectors on this board have retainers attached. Be sure to release the retainer before attempting to disconnect the connector.
-
- ▲ Disconnect all connectors. Remove four screws, and then remove the LVPS type 5H.

Figure 2-108 LVPS type 5H





Step 5: 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.

Fuser fan

- [Introduction](#)
- [Step 1: Remove the formatter cover](#)
- [Step 2: Remove the lower rear cover](#)
- [Step 3: Remove the upper rear cover](#)
- [Step 4: Remove the LVPS type 4 and cage](#)
- [Step 5: Remove the fuser fan](#)
- [Step 6: Unpack the replacement assembly](#)

Introduction

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

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- ⚠ **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC31-00161A

To order the part, go to www.hp.com/buy/parts.

- Fan, type 7 fuser

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.

- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the formatter cover

- ▲ Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

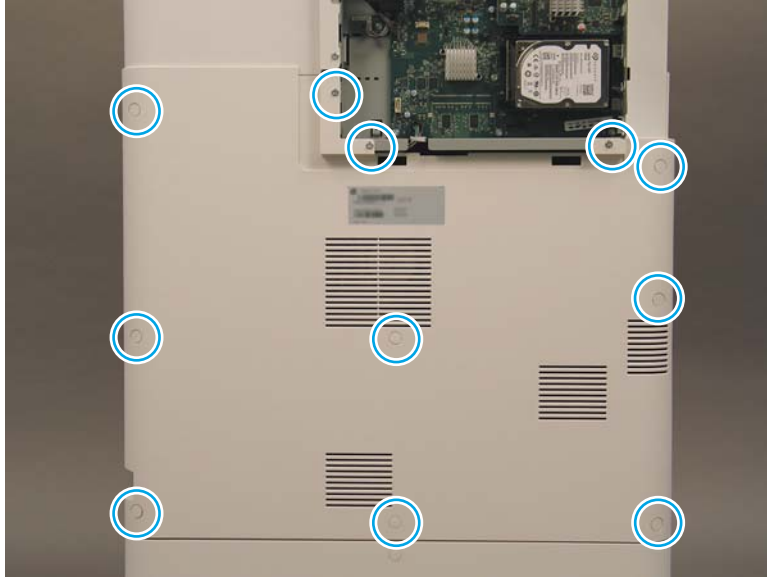
Figure 2-109 Remove the formatter cover



Step 2: Remove the lower rear cover

- ▲ Remove 8 screw-caps and 11 screws. Lift left side, and then pull the cover straight out on the right.

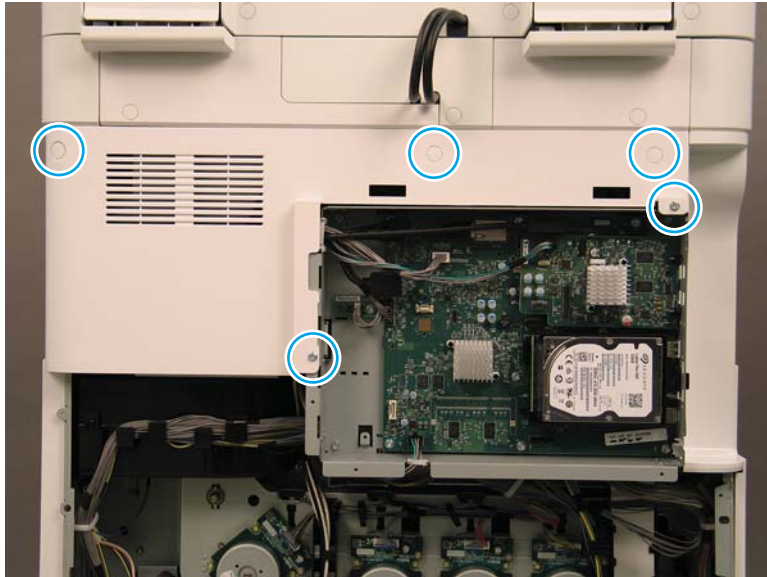
Figure 2-110 Remove the lower rear cover



Step 3: Remove the upper rear cover

- ▲ Remove three screw-caps and five screws. Lift the upper rear cover away from the printer to remove it.

Figure 2-111 Remove the upper rear cover

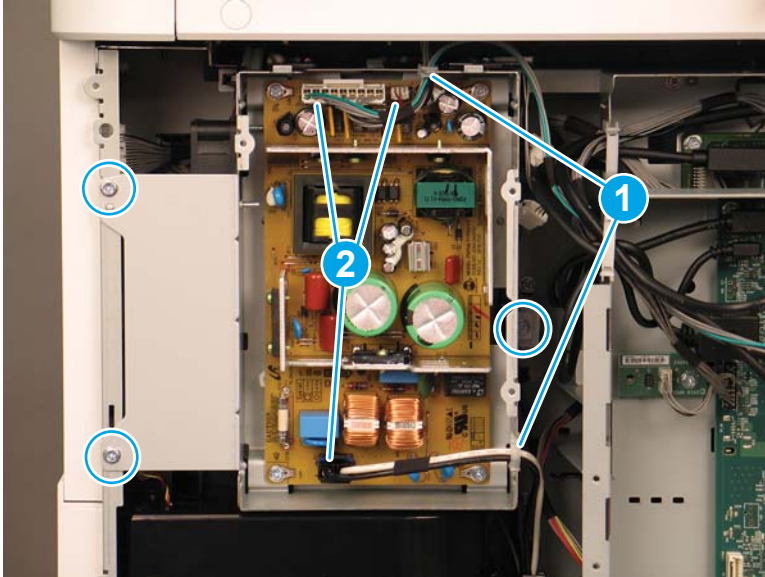


Step 4: Remove the LVPS type 4 and cage

⚠ WARNING! Wait five minutes after turning the printer off to allow the capacitors to dissipate any residual energy.

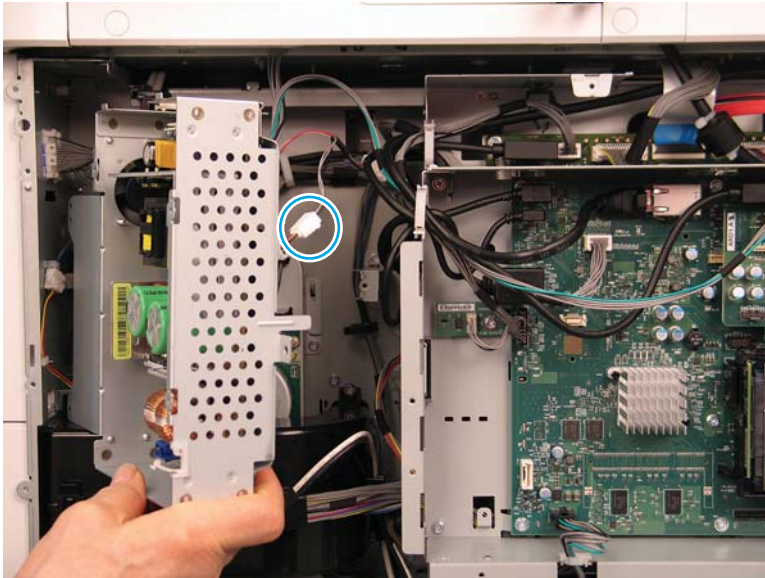
1. Release the cables from two retainers (callout 1), disconnect three connectors (callout 2), and then remove three screws.

Figure 2-112 Disconnect connectors and remove screws



2. Lift the LVPS board and cage slightly away from the printer, and disconnect one connector behind the cage. Remove the LVPS board and cage.

Figure 2-113 Disconnect one connector

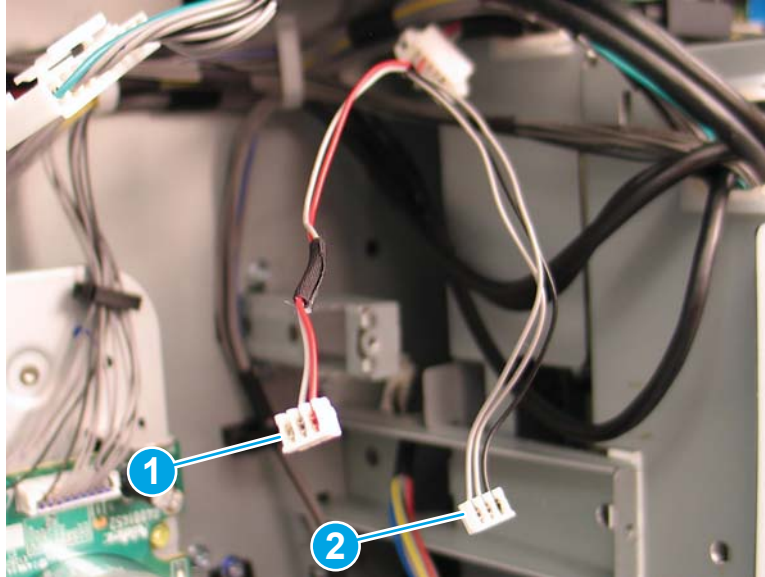


3. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: LVPS type 4 and cage

- ▲ Two of the connectors are the same size and might be installed in the incorrect positions. Make sure that the two-wire harness (callout 1) is installed on the LVPS Type 4 and the three-wire harness (callout 2) is installed in the fan connector behind the LVPS Type 4 cage.

Figure 2-114 LVPS connectors installation

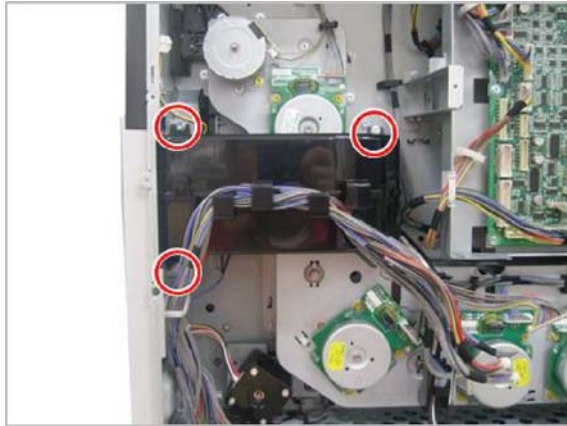


 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

Step 5: Remove the fuser fan

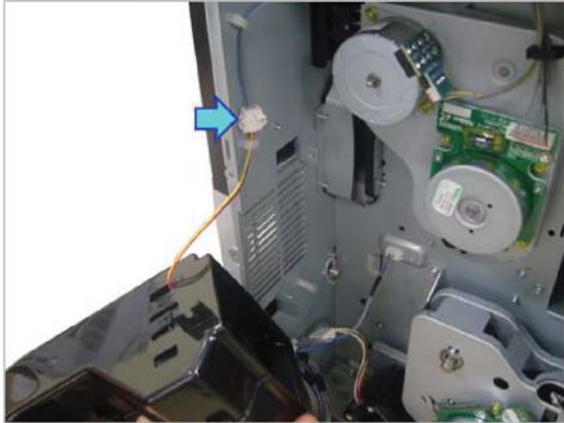
1. Release the cables (callout 1) from the cable guides (callout 2), and then remove three screws.

Figure 2-115 Release the cables and remove three screws



2. Pull the fuser fan housing slightly away from the printer, and then disconnect one connector.

Figure 2-116 Disconnect one connector



3. If you are replacing the fuser fan, release five tabs along the edges of the fan housing. If you are removing the fuser fan housing to access an assembly behind it, skip this step.

Figure 2-117 Release five tabs



4. If you are replacing the fuser fan, separate the fan housing, and then remove the fuser fan. If you are removing the fuser fan housing to access an assembly behind it, skip this step.


 **Reinstallation tip:** Note the orientation of the fan in the housing and install the replacement fan in the same orientation.

Figure 2-118 Remove the fuser fan





Step 6: 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.

Internal hard disk drive (HDD)

- [Introduction](#)
- [Step 1: Remove the front top inner cover](#)
- [Step 2: Remove the exit cover](#)
- [Step 3: Remove the HDD](#)
- [Step 4: Unpack the replacement assembly](#)

Introduction

This document provides the procedures for removing the 320 GB hard-disk drive installed beneath the rear-exit cover.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

5851-6712

To order the part, go to www.hp.com/buy/parts.

- HDD 320GB - Main PCA HDD

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the front top inner cover

- ▲ Remove two screw-caps and two screws. Lift the front top inner cover away from the printer to remove it.

Figure 2-119 Remove the front top inner cover



Step 2: Remove the exit cover

- ▲ Remove two screw-caps and two screws, and then lift the exit cover away from the printer to remove it.

Figure 2-120 Remove the exit cover



Step 3: Remove the HDD

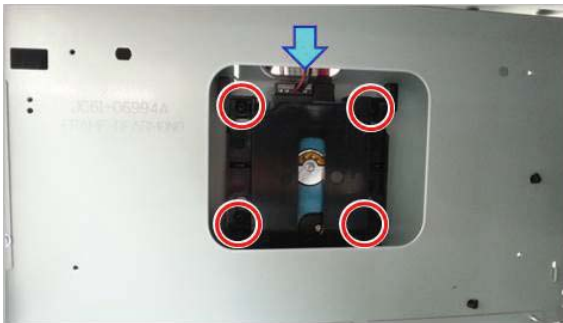
1. Remove four screws, and then release the HDD cover.

Figure 2-121 Remove the HDD cover



2. Remove four screws, disconnect the HDD cable, and then remove the HDD with its holder.

Figure 2-122 Remove the HDD





Step 4: 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.

Main board

- [Introduction](#)
- [Step 1: Remove the formatter cover](#)
- [Step 2: Remove the lower rear cover](#)
- [Step 3: Remove the upper rear cover](#)
- [Step 4: Remove the left rear corner cover](#)
- [Step 5: Remove the formatter and cage](#)
- [Step 6: Remove the main board](#)
- [Step 7: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the main board.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- ⚠ **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC82-00543A

To order the part, go to www.hp.com/buy/parts.

- Main PCA

5CM63-67001

- Main PCA (du only)

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the formatter cover

- ▲ Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

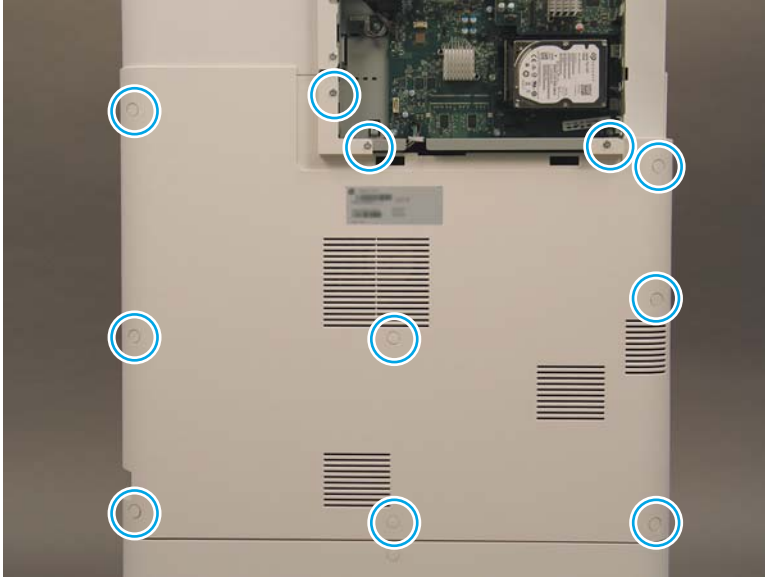
Figure 2-123 Remove the formatter cover



Step 2: Remove the lower rear cover

- ▲ Remove 8 screw-caps and 11 screws. Lift left side, and then pull the cover straight out on the right.

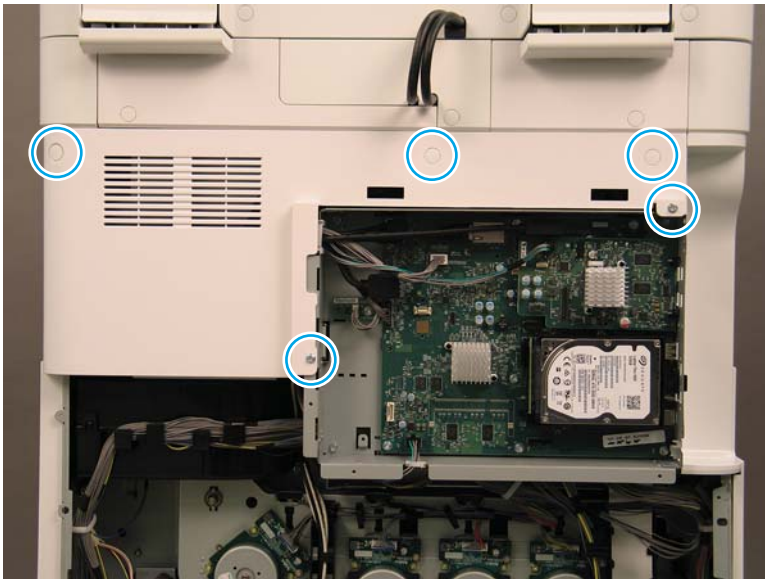
Figure 2-124 Remove the lower rear cover



Step 3: Remove the upper rear cover

- ▲ Remove three screw-caps and five screws. Lift the upper rear cover away from the printer to remove it.

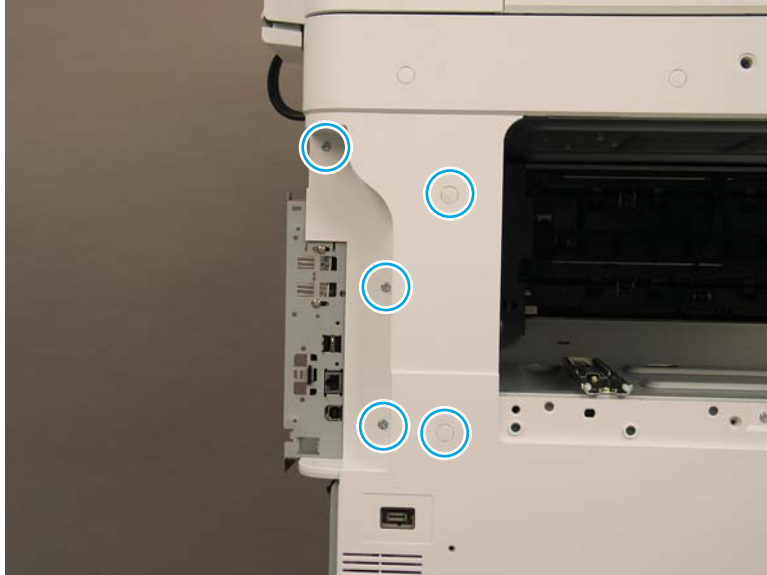
Figure 2-125 Remove the upper rear cover



Step 4: Remove the left rear corner cover

- ▲ Remove two screw caps and five screws. Slide the upper left cover up and away from the printer to remove it.

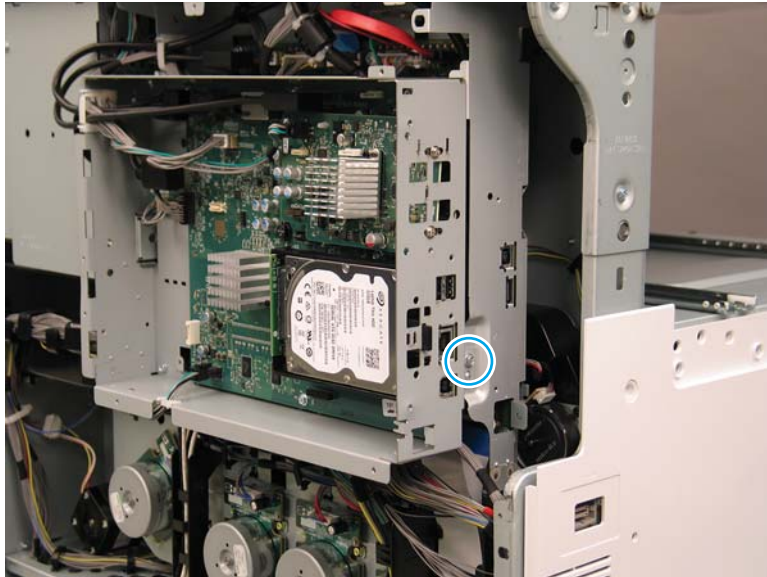
Figure 2-126 Remove the upper left cover



Step 5: Remove the formatter and cage

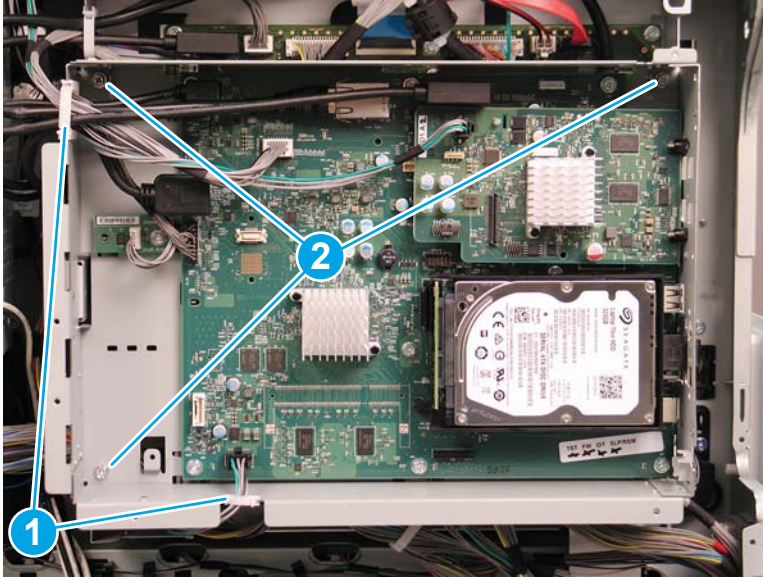
1. Remove one screw.

Figure 2-127 Remove one screw



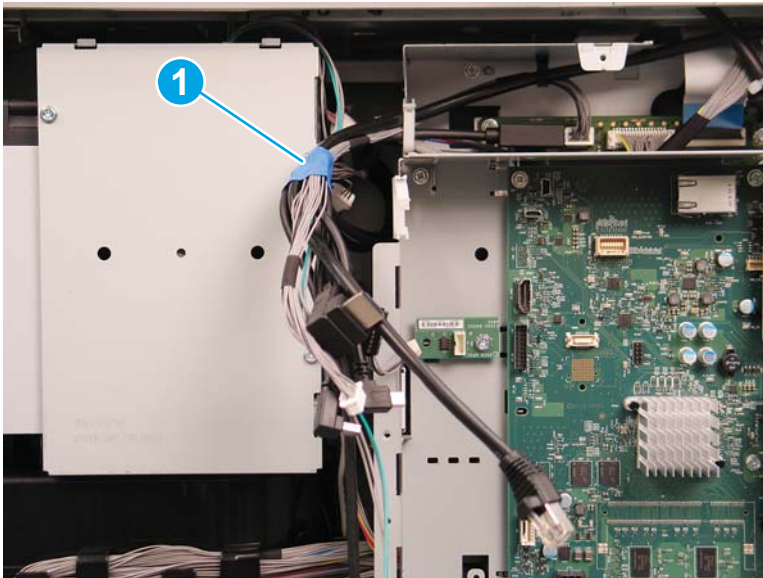
2. Disconnect all of the connectors on the formatter. Release the cables from two retainers on the sheet metal cage (callout 1), and then remove three screws (callout 2).

Figure 2-128 Disconnect formatter connectors and screws



3. Before removing the formatter cage, place a piece of tape or a wire tie (callout 1) around the cables disconnected from the formatter on the left side. This will identify the cables that will be connected to the formatter during reassembly.

Figure 2-129 Identify the formatter cables



4. Lift the formatter cage up, push it to the right to clear the boss on the right side, and then pull it away from the printer to remove it.

Step 6: Remove the main board

1. One of the connectors that must be released above the main board is a spade connector.


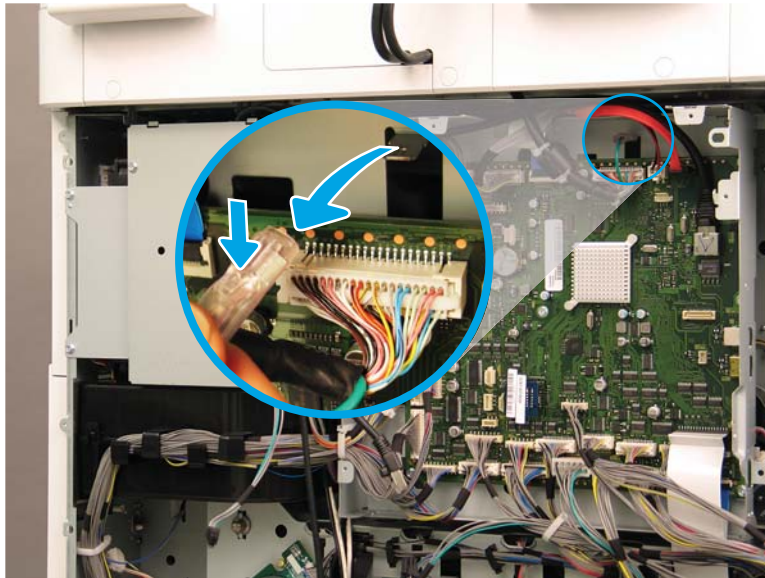
 **IMPORTANT:** Press in on the center part of the cable connector to release the latch, and then pull the cable away from the printer to disconnect it. Do not pull on connector without depressing the center latch.

Figure 2-130 Disconnect one connector



2. Disconnect all of the remaining connectors. Two of the flat cable connectors (callout 1) are zero insertion force (ZIF) connectors. Open the latch on the connectors before removing the flat cables. Remove the MSOK board (callout 2) and install it on the replacement main board. Remove nine screws, and then remove the main board.


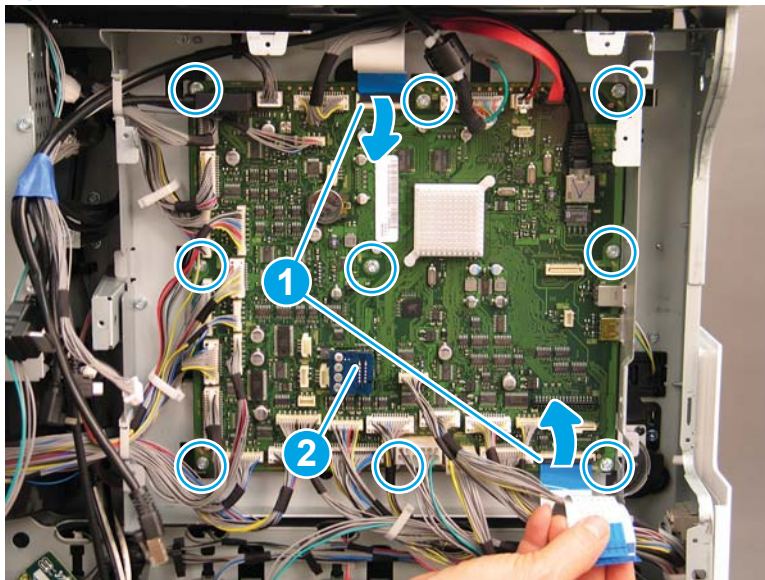
 **IMPORTANT:** Do not lose or damage the MSOK chip. It must be installed on the replacement main board in the correct orientation in order for the printer to function. The MSOK chip is extremely difficult to replace if it is lost or damaged.

Figure 2-131 Remove the main board

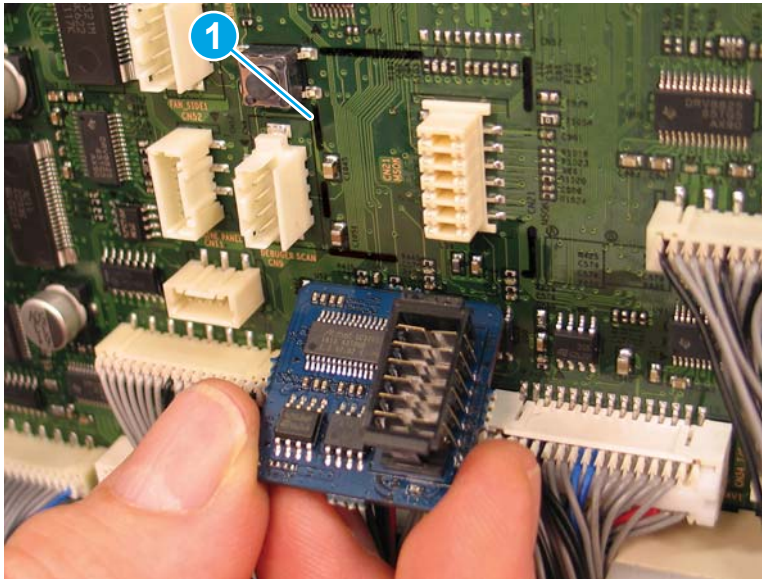


3. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Main board

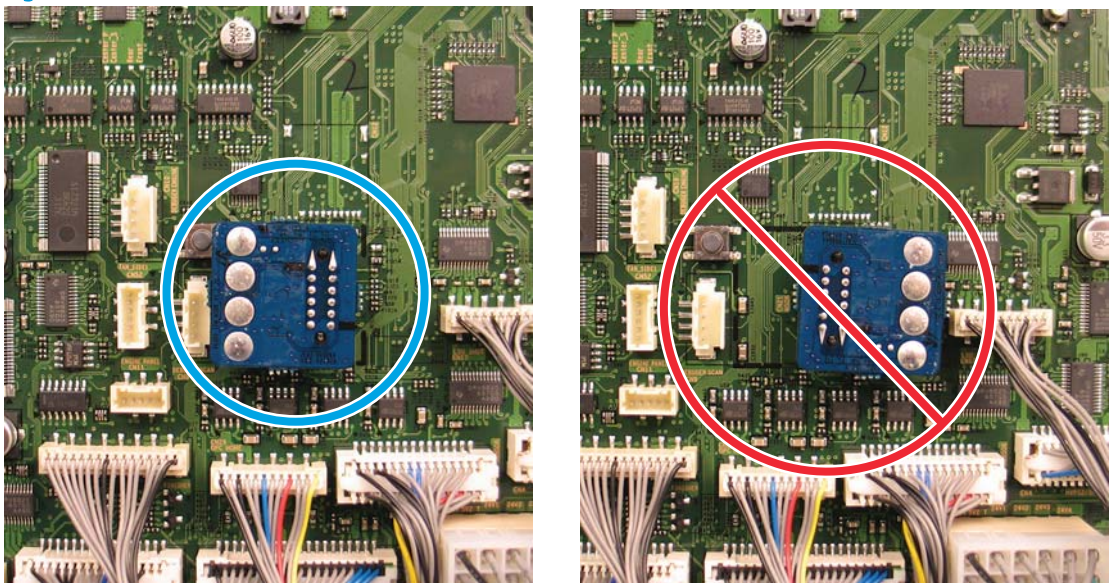
- a. When reinstalling the MSOK board, note the dashed outline (callout 1) on the main board. When the MSOK board is installed correctly, it fits within this outline.

Figure 2-132 Position of MSOK board



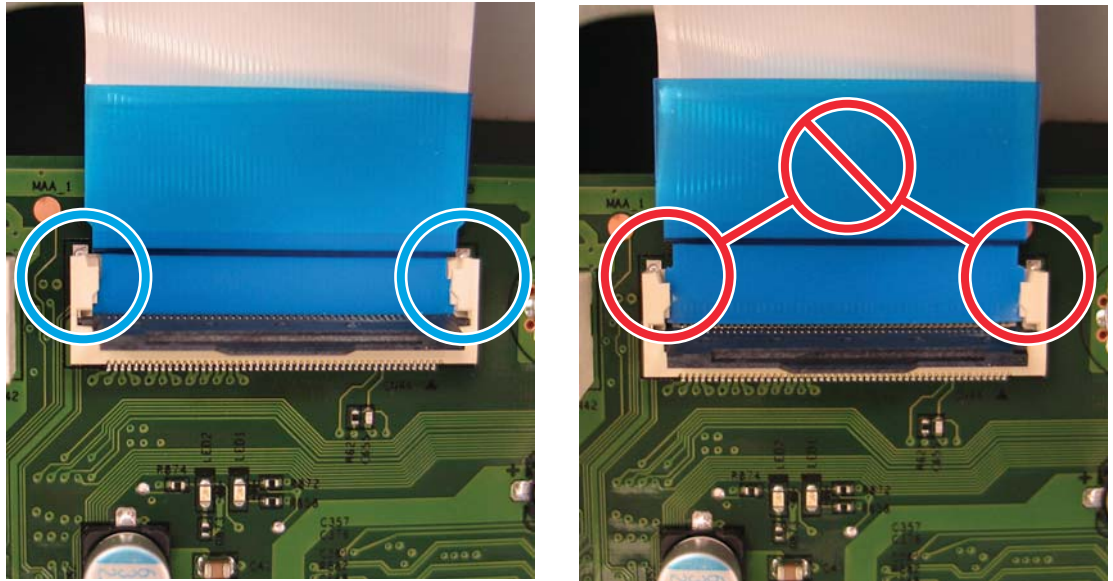
- b. Make sure that the MSOK board is installed correctly on the replacement main board.

Figure 2-133 Install the MSOK board



- c. When reinstalling the top flat cable, make sure that the cable is correctly installed in the ZIF connector before closing the latch to secure the cable.

Figure 2-134 Install the flat cable



 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.



Step 7: 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.

Accelerator board (GX ADF only)

- [Introduction](#)
- [Step 1: Remove the formatter cover](#)
- [Step 2: Remove the accelerator board](#)
- [Step 3: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the accelerator board.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.



WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

X3A62-60001

To order the part, go to www.hp.com/buy/parts.

- Accelerator PCA

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

Step 1: Remove the formatter cover

- ▲ Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

Figure 2-135 Remove the formatter cover



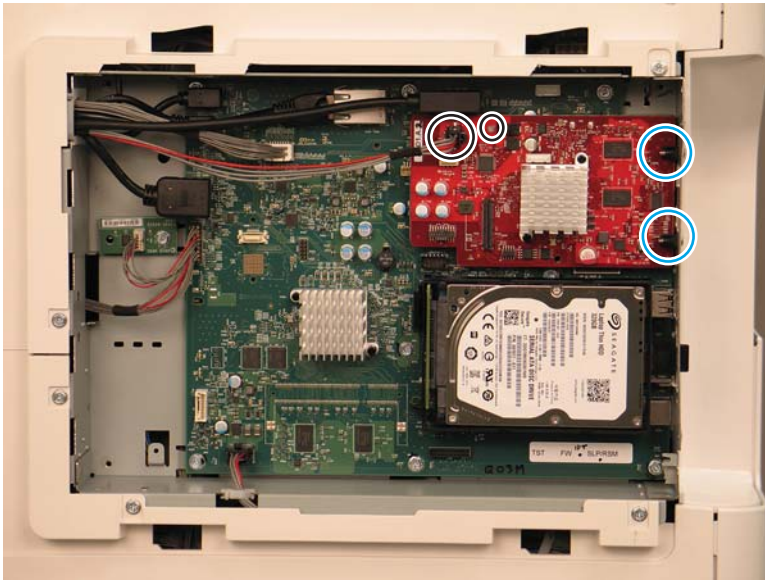
Step 2: Remove the accelerator board

⚠ **CAUTION:**  ESD sensitive part.

- ▲ Loosen two screws, retained in plastic clips, on the outside of the formatter cage. Disconnect one connector, release the plastic locator pin, and then gently lift the accelerator board away from the formatter by the edges.

 **NOTE:** A connector on the back of the accelerator board holds the board on the formatter.

 **IMPORTANT:** Do not lift the accelerator board by the heat sink.





Step 3: 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.

Island of data (IOD; du models)

- [Introduction](#)
- [Step 1: Remove the formatter cover](#)
- [Step 2: Remove the island of data \(IOD\)](#)
- [Step 3: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the island of data (IOD).

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- ⚠ **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC92-02971A

To order the part, go to www.hp.com/buy/parts.

- Island of Data Board (du models)

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the formatter cover

- ▲ Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.


Figure 2-136 Remove the formatter cover

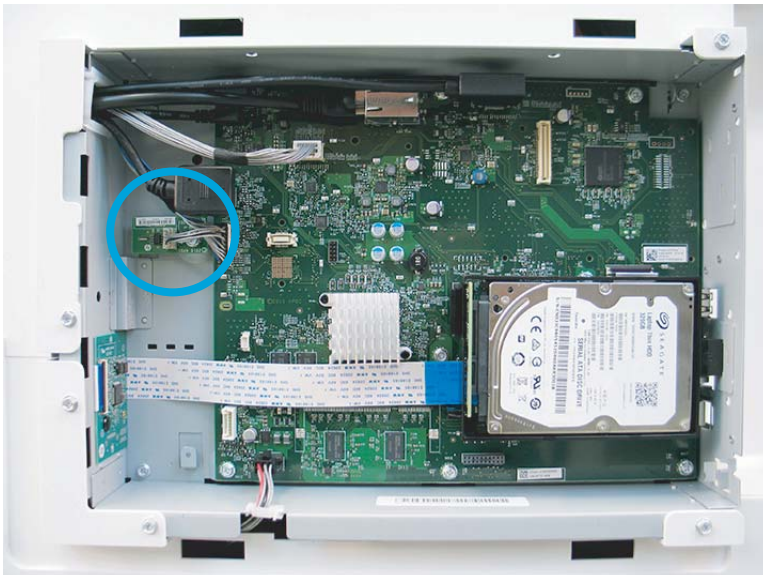


Step 2: Remove the island of data (IOD)

 **CAUTION:**  ESD sensitive part.

- ▲ Disconnect one connector, remove one screw, and then remove the IOD.

 **IMPORTANT:** Do not replace the HDD and the island of data (IOD) at the same time. Replace one component, turn the printer on and off, and then replace the second component.





Step 3: 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.

Island of data (IOD)

- [Introduction](#)
- [Step 1: Remove the formatter cover](#)
- [Step 2: Remove the island of data \(IOD\)](#)
- [Step 3: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the island of data (IOD).

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- ⚠ **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC92-02971A

To order the part, go to www.hp.com/buy/parts.

- Island of Data Board

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the formatter cover

- ▲ Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

Figure 2-137 Remove the formatter cover

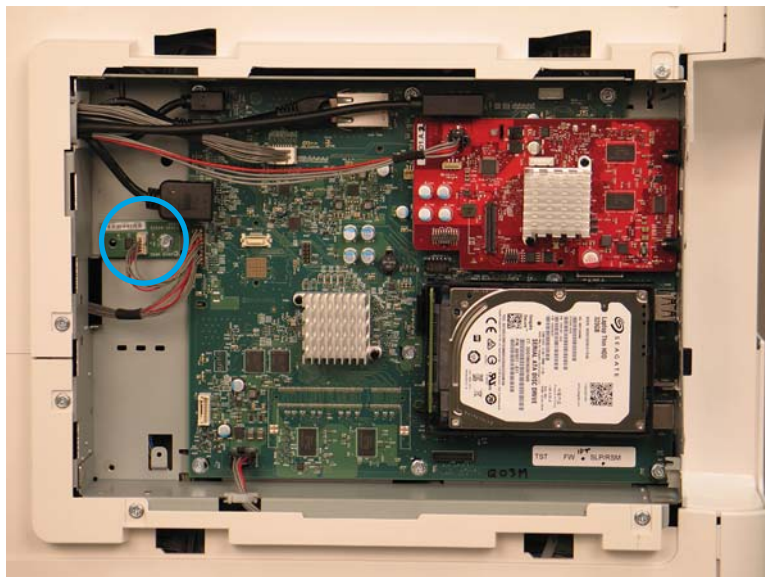


Step 2: Remove the island of data (IOD)

 **CAUTION:**  ESD sensitive part.

- ▲ Disconnect one connector, remove one screw, and then remove the IOD.

 **IMPORTANT:** Do not replace the HDD and the island of data (IOD) at the same time. Replace one component, turn the printer on and off, and then replace the second component.





Step 3: 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.

Formatter hard disk drive (HDD; du models)

- [Introduction](#)
- [Step 1: Remove the formatter cover](#)
- [Step 2: Remove the hard-disk drive \(HDD\)](#)
- [Step 3: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the hard disk drive (HDD) located on the formatter board.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- ⚠ **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

5851-6712

To order the part, go to www.hp.com/buy/parts.

- Formatter HDD - 320 GB SED (du models)

Required tools

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

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the formatter cover

- ▲ Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

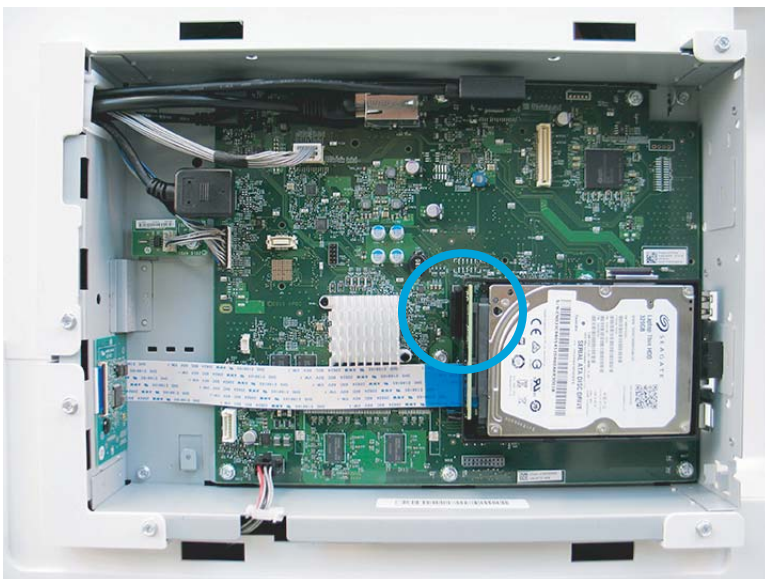
Figure 2-138 Remove the formatter cover



Step 2: Remove the hard-disk drive (HDD)

- ▲ Release one retainer, and then rotate the HDD away from the formatter to remove it.

 **IMPORTANT:** Do not replace the HDD and the island of data (IOD) at the same time. Replace one component, turn the printer on and off, and then replace the second component.



Step 3: 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.

Formatter hard disk drive (HDD)

- [Introduction](#)
- [Step 1: Remove the formatter cover](#)
- [Step 2: Remove the hard-disk drive \(HDD\)](#)
- [Step 3: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the hard disk drive (HDD) located on the formatter board.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.



WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

5851-6712

To order the part, go to www.hp.com/buy/parts.

- Formatter HDD - 320 GB SED

Required tools

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

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the formatter cover

- ▲ Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

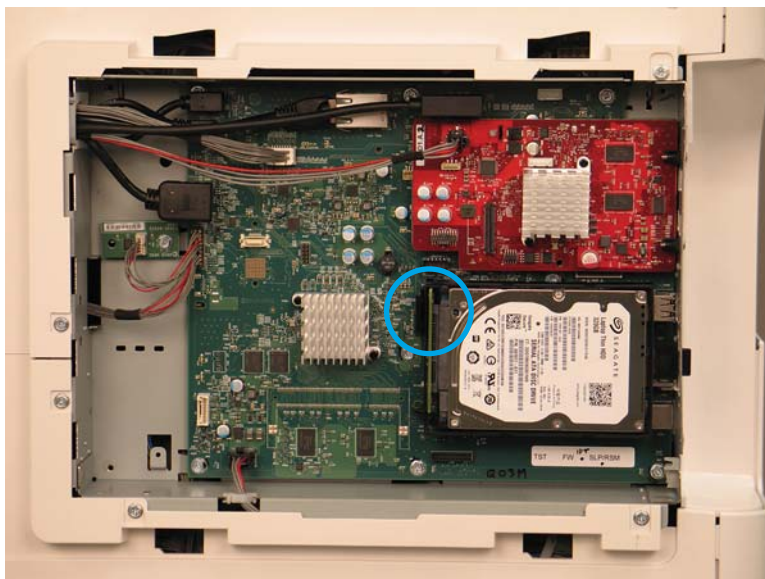
Figure 2-139 Remove the formatter cover



Step 2: Remove the hard-disk drive (HDD)

- ▲ Release one retainer, and then rotate the HDD away from the formatter to remove it.

 **IMPORTANT:** Do not replace the HDD and the island of data (IOD) at the same time. Replace one component, turn the printer on and off, and then replace the second component.





Step 3: 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.

Formatter (du models)

- [Introduction](#)
- [Step 1: Remove the formatter cover](#)
- [Step 2: Remove the hard-disk drive](#)
- [Step 3: Remove the formatter PCA \(du models\)](#)
- [Step 4: Unpack the replacement assembly](#)

Introduction

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

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- ⚠ **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

X3A92-60003

To order the part, go to www.hp.com/buy/parts.

- Formatter PCA (du models)

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the formatter cover

- ▲ Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

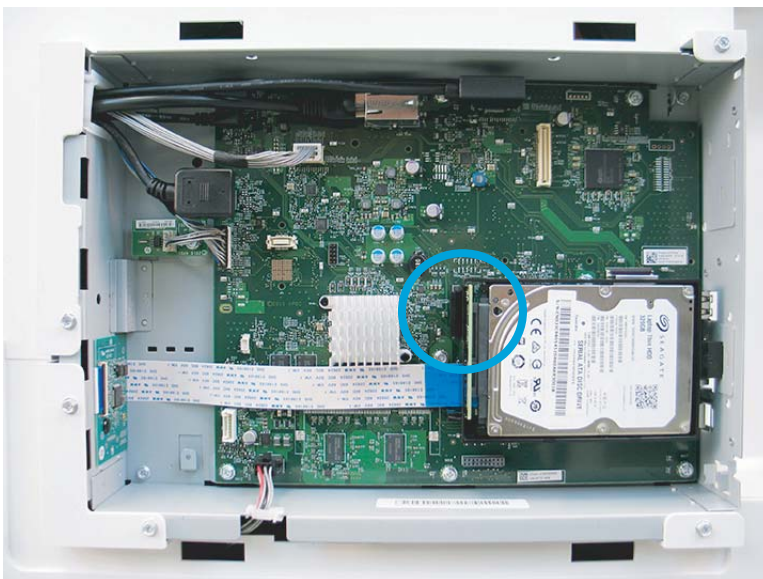
Figure 2-140 Remove the formatter cover



Step 2: Remove the hard-disk drive


- ▲ Release one retainer, and then rotate the HDD away from the formatter to remove it.

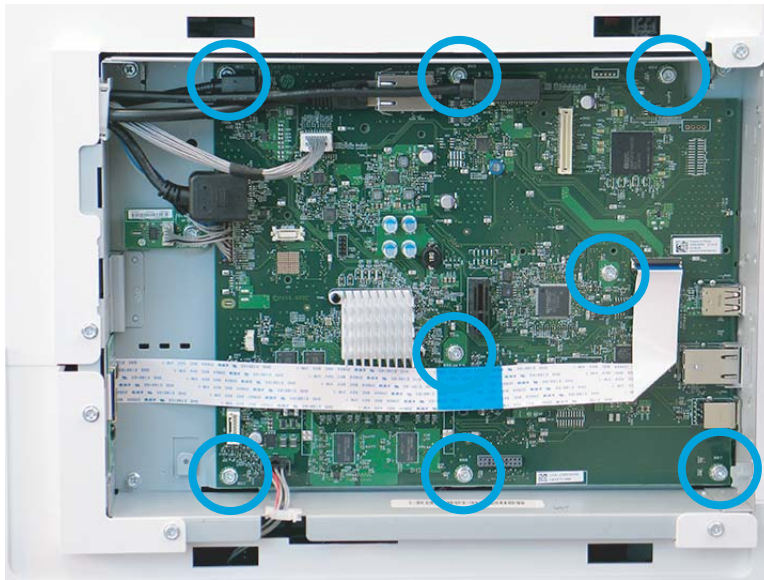
 **IMPORTANT:** Do not replace the HDD and the island of data (IOD) at the same time. Replace one component, turn the printer on and off, and then replace the second component.



Step 3: Remove the formatter PCA (du models)

- ▲ Disconnect all of the connectors on the formatter board, remove seven screws, and then remove the formatter PCA.

 **IMPORTANT:** Do not replace the formatter and the main PCA at the same time. Replace one component, turn the printer on and off, and then replace the second component.





Step 4: 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.

Formatter

- [Introduction](#)
- [Step 1: Remove the formatter cover](#)
- [Step 2: Remove the accelerator board](#)
- [Step 3: Remove the hard-disk drive](#)
- [Step 4: Remove the formatter PCA](#)
- [Step 5: Unpack the replacement assembly](#)

Introduction

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

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.



WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

X3A92-60001

To order the part, go to www.hp.com/buy/parts.

- Formatter PCA

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.

- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the formatter cover

- ▲ Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.


Figure 2-141 Remove the formatter cover

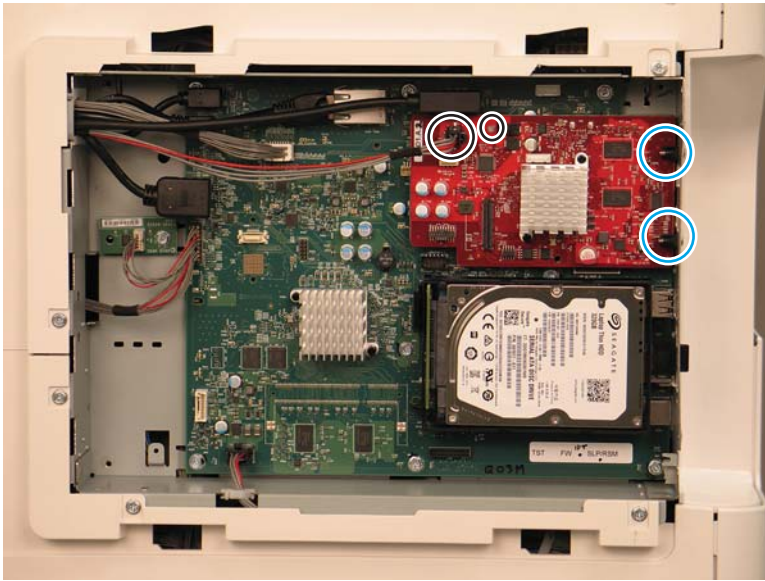


Step 2: Remove the accelerator board

- ▲ Loosen two screws, retained in plastic clips, on the outside of the formatter cage. Disconnect one connector, release the plastic locator pin, and then gently lift the accelerator board away from the formatter by the edges.

 **NOTE:** A connector on the back of the accelerator board holds the board on the formatter.

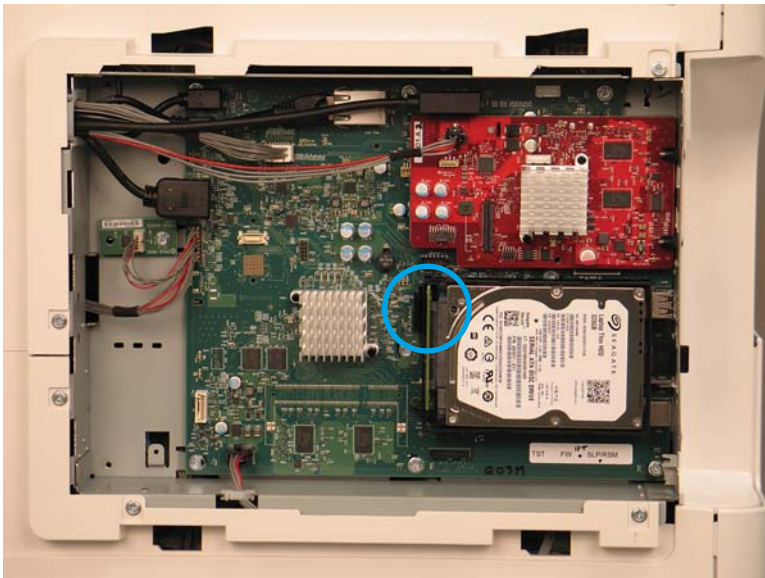
 **IMPORTANT:** Do not lift the accelerator board by the heat sink.



Step 3: Remove the hard-disk drive


- ▲ Release one retainer, and then rotate the HDD away from the formatter to remove it.

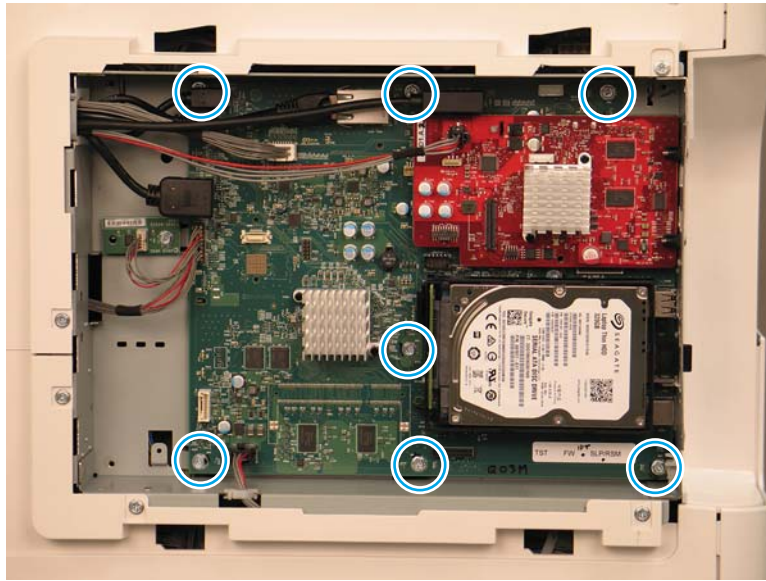
 **IMPORTANT:** Do not replace the HDD and the island of data (IOD) at the same time. Replace one component, turn the printer on and off, and then replace the second component.



Step 4: Remove the formatter PCA

- ▲ Disconnect all of the connectors on the formatter board, remove seven screws, and then remove the formatter PCA.

 **IMPORTANT:** Do not replace the formatter and the main PCA at the same time. Replace one component, turn the printer on and off, and then replace the second component.





Step 5: 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.

Control panel

- [Introduction](#)
- [Step 1: Remove the control-panel bezel](#)
- [Step 2: Remove the control-panel](#)
- [Step 3: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the control panel.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.



WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

B5L47-60101

To order the part, go to www.hp.com/buy/parts.

- Control panel

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

Post service test

Verify that the control panel illuminates and displays information while the printer is initializing. Verify control panel functionality after initialization.

Step 1: Remove the control-panel bezel

1. Open the document feeder, and then remove three screws.

Figure 2-142 Remove the document feeder bezel



2. Place the control panel in the upright position.
3. Gently pry the control-panel bezel from the center screw hole, and then pry from the center of the control-panel bezel to the edges to release.

⚠ CAUTION: Do not pry against the scanner glass when removing the control-panel bezel.

Step 2: Remove the control-panel

1. Place the control panel in the upright position.

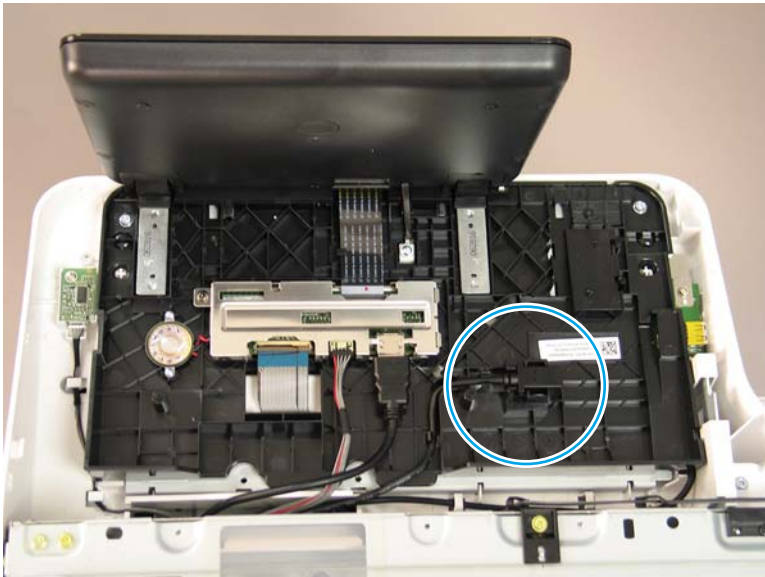
2. Disconnect one FFC, one connector, and one HDMI connector (callout 1), and then remove two screws on the control-panel frame.

Figure 2-143 Remove the control panel screws and disconnect connectors




3. Remove the USB interconnect cable from its retainer and reroute out of the way.

Figure 2-144 Remove the USB interconnect cable



4. Lift the control panel up from the front to release the tabs at the rear, and then remove the control panel.

 **Reinstallation tip:** Align the four tabs at the rear of control panel, and then snap in the control panel.



Step 3: 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.

Keyboard (z bundles)

- [Introduction](#)
- [Step 1: Remove the control-panel bezel](#)
- [Step 2: Remove the control-panel](#)
- [Step 3: Remove the keyboard](#)
- [Step 4: Unpack the replacement assembly](#)

Introduction

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

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.



WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

B5L47-60102

- US English Keyboard Assy

B5L47-60103

- UK English Keyboard Assy

To order the part, go to www.hp.com/buy/parts.

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.

- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

Post service test

Type on the keyboard and verify that it is recognized by the control panel.

Step 1: Remove the control-panel bezel

1. Open the document feeder, and then remove three screws.

Figure 2-145 Remove the document feeder bezel



2. Place the control panel in the upright position.
3. Gently pry the control-panel bezel from the center screw hole, and then pry from the center of the control-panel bezel to the edges to release.

⚠ CAUTION: Do not pry against the scanner glass when removing the control-panel bezel.

Step 2: Remove the control-panel

1. Place the control panel in the upright position.

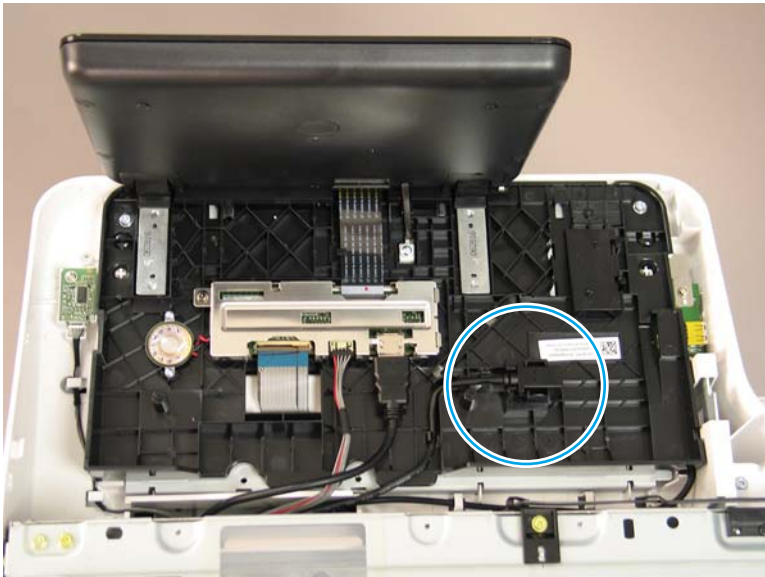
2. Disconnect one FFC, one connector, and one HDMI connector (callout 1), and then remove two screws on the control-panel frame.

Figure 2-146 Remove the control panel screws and disconnect connectors




3. Remove the USB interconnect cable from its retainer and reroute out of the way.

Figure 2-147 Remove the USB interconnect cable



4. Lift the control panel up from the front to release the tabs at the rear, and then remove the control panel.

 **Reinstallation tip:** Align the four tabs at the rear of control panel, and then snap in the control panel.

Step 3: Remove the keyboard

1. Disconnect one FFC.

Figure 2-148 Disconnect one FFC




2. Slide the keyboard out, and then depress two latches to remove the keyboard.

Figure 2-149 Remove the control-panel keyboard





Step 4: 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.

Imaging drum unit

- [Introduction](#)
- [Step 1: Remove the imaging drum](#)
- [Step 2: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the imaging drum unit.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- ⚠ **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

X3A92-67905

- HP LaserJet Black Imaging Drum Unit

X3A92-67906

- HP LaserJet CMY Imaging Drum Unit

To order the part, go to www.hp.com/buy/parts.

Required tools

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

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

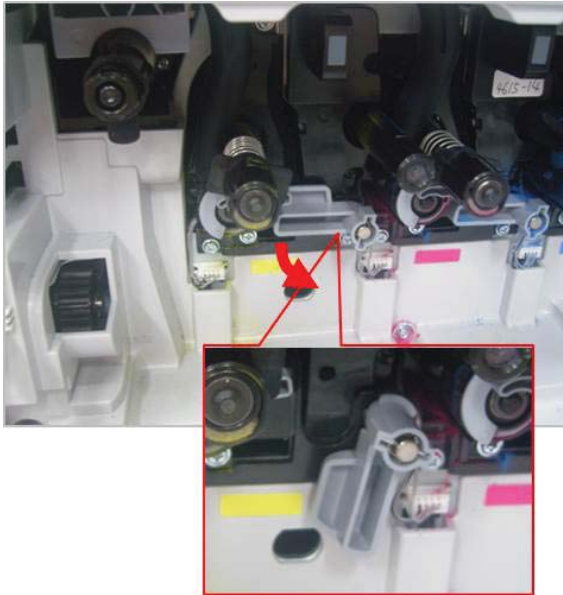
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.


Step 1: Remove the imaging drum


1. Remove the toner collection unit (TCU).
2. There are four locking levers, one for each color. Pull down on the locking lever for the color drum unit that is being replaced.

Figure 2-150 Release locking lever



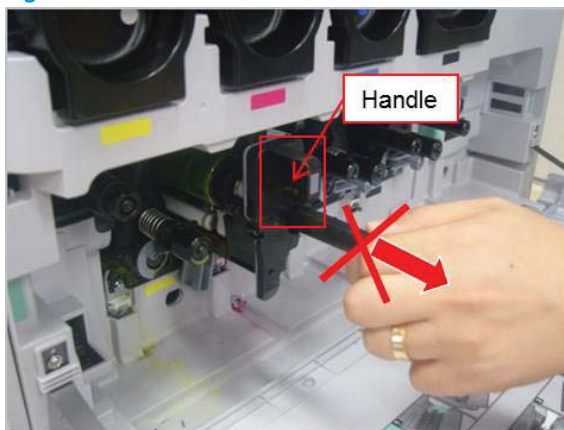
3. Grip the handle and remove the drum unit.


 **NOTE:** Open the right door to remove the black drum.

 **CAUTION:** Do not grip the waste toner connection when removing the drum unit.

CAUTION: Do not touch the shiny surface on the imaging drum. Cover the drum with a sheet of paper while it is out of the printer to limit light exposure.

Figure 2-151 Remove the drum unit



 **Reinstallation tip:** Reverse the removal steps to install the assembly.

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.

Install accessory: HP Foreign interface harness (FIH) solution

- [Introduction](#)
- [Step 1: Unpack the FIH accessory](#)
- [Step 2: Install the FIH accessory](#)

Introduction

This document provides the procedures to install the Foreign Interface Harness (FIH) accessory.

[Click here to view a video of this procedure.](#)

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- ⚠ **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

B5L31-67902

To order the part, go to www.hp.com/buy/parts.

- Foreign interface harness

Required tools

- No special tools are required to remove this part.

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.


Post service test


Make sure that the printer initializes to a **Ready** state.

Connect a third party solution to the FIH, and then verify it correctly functions.

Step 1: Unpack the FIH accessory

Unpack the accessory from the packaging.

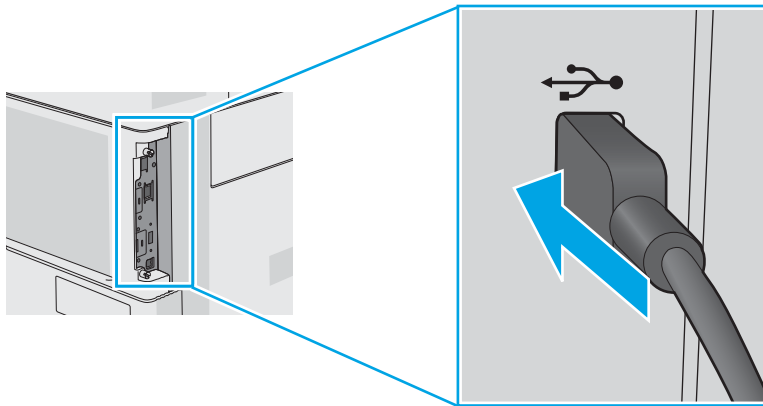
CAUTION:  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive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

IMPORTANT:  Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

Step 2: Install the FIH accessory

- ▲ Locate the USB connector on the printer formatter. Connect the FIH to this connector

Figure 2-152 Connect the FIH



NFC Kit Installation

- [Introduction](#)
- [Step 1: Unpack the NFC kit](#)
- [Step 2: Install the NFC kit](#)

Introduction


This document provides the procedures to install the NFC kit.

[Click here to view a video of this procedure.](#)

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 cable before attempting to service the printer.

J8030-61001

To order the part, go to www.hp.com/buy/parts.

- Jetdirect wireless print server with NFC kit

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.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

Post service test


Make sure that the printer initializes to a **Ready** state.


Verify that the light on the NFC accessory illuminates to confirm the installation is correct.

Verify that a wireless network icon appears on the control panel.

Step 1: Unpack the NFC kit

Unpack the kit from the packaging.

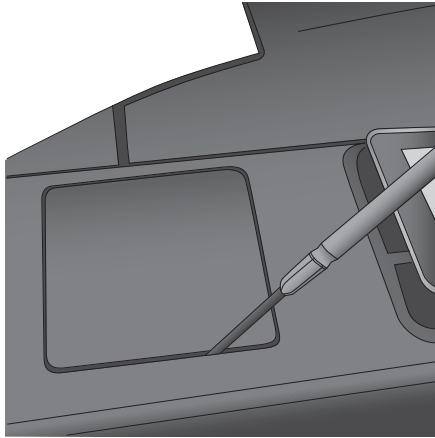
CAUTION:  Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive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

IMPORTANT:  Make sure that all of the shipping materials (for example shipping tape) are removed from the part prior to installation.

Step 2: Install the NFC kit

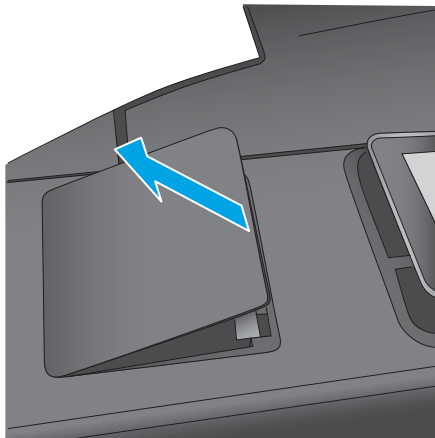
1. Use a small, flat-blade screwdriver to release the HIP cover.

Figure 2-153 Release the HIP cover



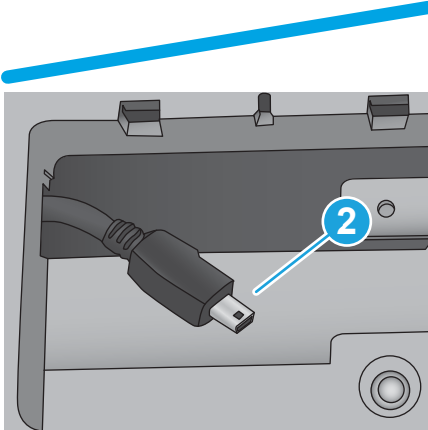
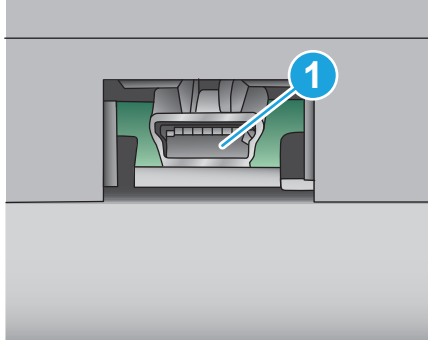
2. Remove the HIP cover.

Figure 2-154 Remove the HIP cover



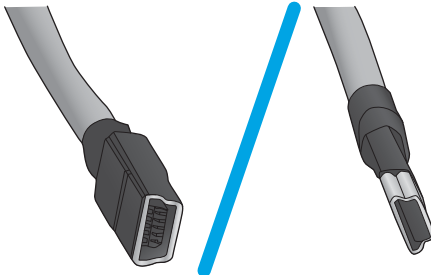
3. Identify the USB connector in the HIP, and then attach the appropriate USB cable:
 - a. Locate the USB connector that is along one of the short edges. A USB Mini B receptacle (callout 1) is the most common. However, on some models, a USB Mini B plug (callout 2) is used.

Figure 2-155 Identify USB connector



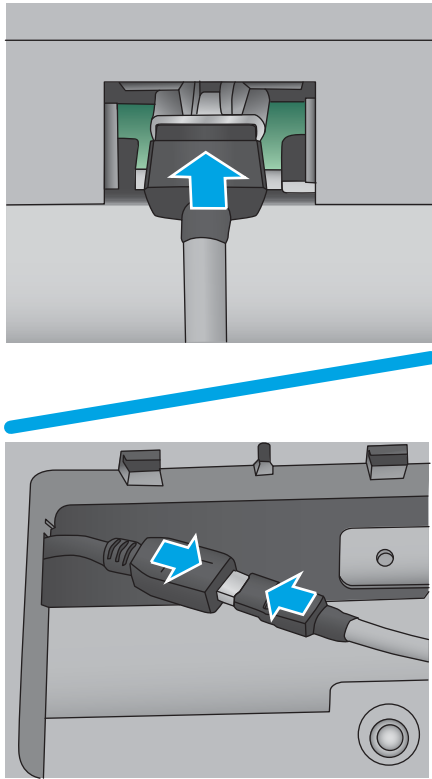
- b. Select the appropriate cable from the two that are provided.

Figure 2-156 Select USB cable



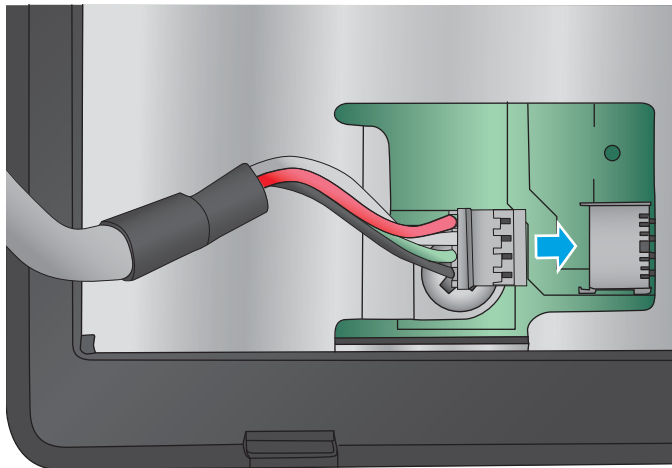
- c. Install the USB cable in the socket in the HIP. Note that the USB logo on the connector may face down on some models.

Figure 2-157 Install the USB cable



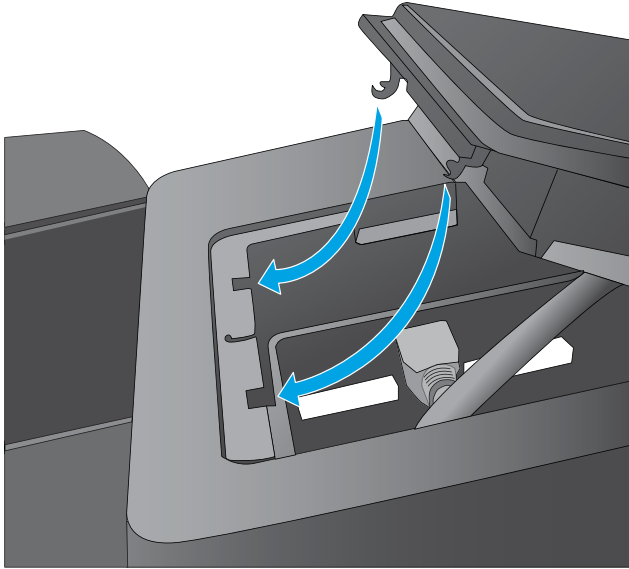
4. Attach the white power connector of the cable into the corresponding receptacle on the NFC accessory.

Figure 2-158 Install the white power connector



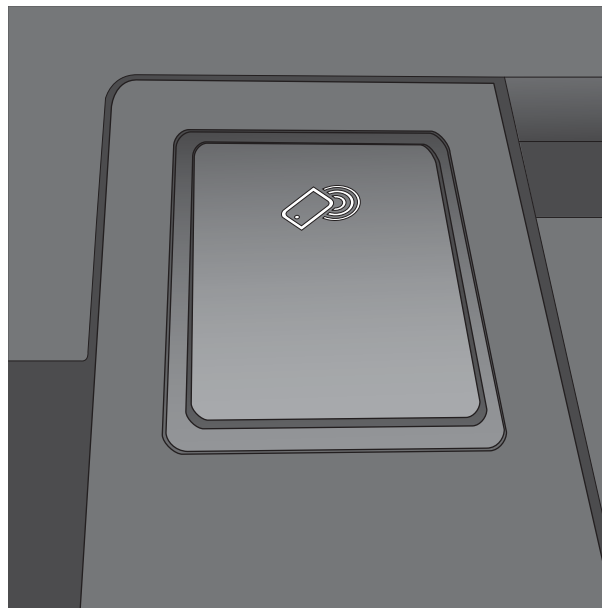
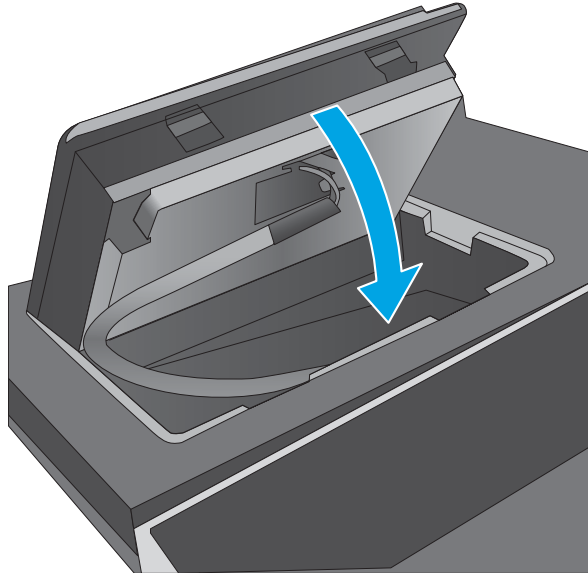
5. Install the NFC accessory into the HIP recess.
 - a. Install the hook-shaped clips on the NFC accessory into the HIP recess.

Figure 2-159 Position the NFC accessory in the HIP recess



- b. Gently push the NFC accessory onto the rounded clips so that it is held securely in place within the recess.

Figure 2-160 Install the NFC accessory



Front power switch

- [Introduction](#)
- [Step 1: Remove the front top inner cover](#)
- [Step 2: Remove the front power cover](#)
- [Step 3: Remove the front power switch](#)
- [Step 4: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the front power switch.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- ⚠ **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC92-02969A

To order the part, go to www.hp.com/buy/parts.

- Front power switch

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Press the power switch and verify that the printer turns on.

Step 1: Remove the front top inner cover

- ▲ Remove two screw-caps and two screws. Lift the front top inner cover away from the printer to remove it.

Figure 2-161 Remove the front top inner cover



Step 2: Remove the front power cover

1. Remove two screw-caps and two screws. Release two tabs on the right, and then rotate the cover slightly away from the printer.

⚠ CAUTION: The cover is still attached to the printer by a cable. Do not completely remove the cover.

Figure 2-162 Remove two screws and rotate the cover



2. Disconnect one connector, and then remove the cover.

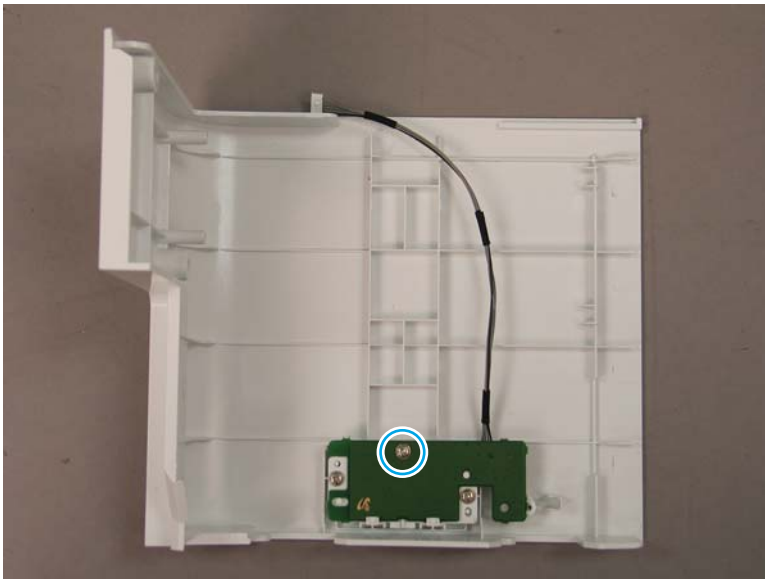
Figure 2-163 Remove the front power cover



Step 3: Remove the front power switch

- ▲ Remove one screw, and then remove the power switch board.

Figure 2-164 Remove one screw and the power switch board





Step 4: 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.

Low voltage power supply (LVPS) fans

- [Introduction](#)
- [Step 1: Remove the formatter cover](#)
- [Step 2: Remove the lower rear cover](#)
- [Step 3: Remove the LVPS fans](#)
- [Step 4: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the low voltage power supply (LVPS) fans.


[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

 **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC31-00161A

To order the part, go to www.hp.com/buy/parts.

- Low voltage power supply (LVPS) fans (Type 7)

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the formatter cover

- ▲ Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

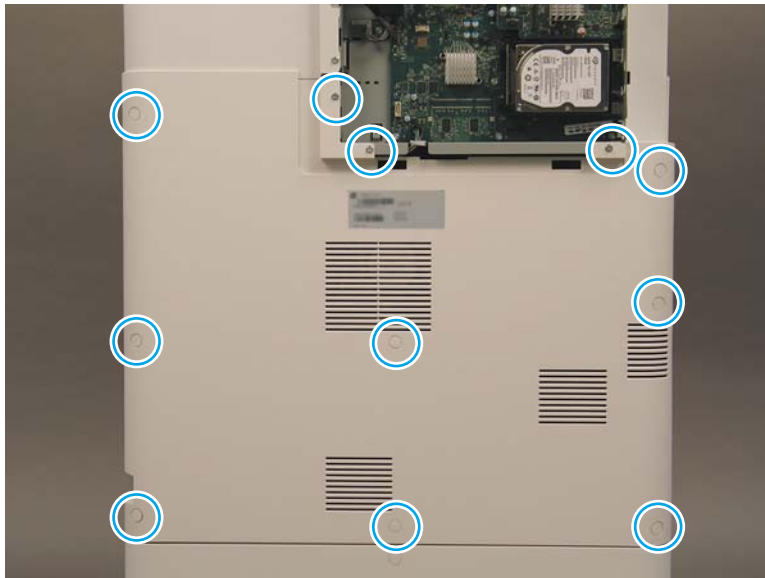
Figure 2-165 Remove the formatter cover



Step 2: Remove the lower rear cover

- ▲ Remove 8 screw-caps and 11 screws. Lift left side, and then pull the cover straight out on the right.

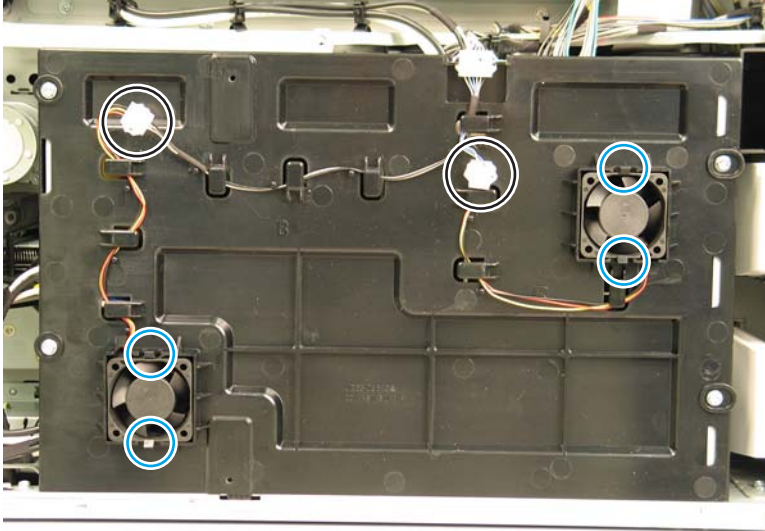
Figure 2-166 Remove the lower rear cover



Step 3: Remove the LVPS fans

1. Disconnect two connectors, release four tabs, and then remove the LVPS fans.

Figure 2-167 Remove the LVPS fans

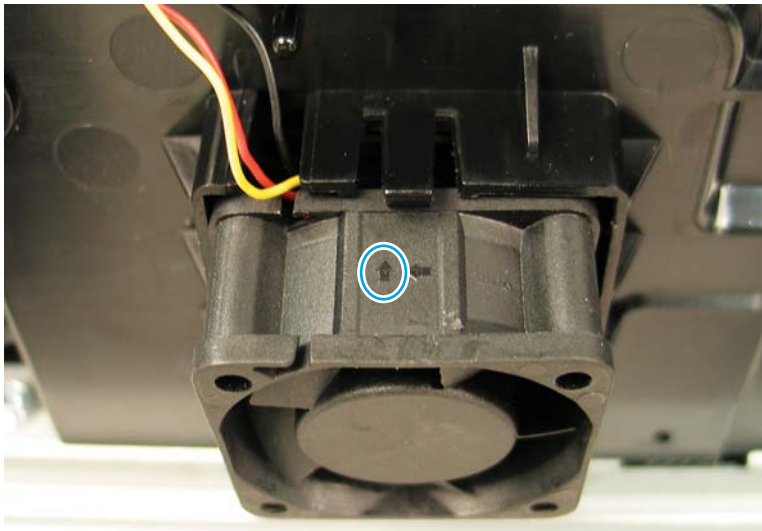


2. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: LVPS fans

- ▲ When installing the replacement fans, make sure that the embossed arrow on the fans point toward the printer.

Figure 2-168 Correct installation of LVPS fans



 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.



Step 4: 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.

Low voltage power supply (LVPS) type 4

- [Introduction](#)
- [Step 1: Remove the formatter cover](#)
- [Step 2: Remove the lower rear cover](#)
- [Step 3: Remove the upper rear cover](#)
- [Step 4: Remove the LVPS type 4](#)
- [Step 5: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the low voltage power supply (LVPS) board 3.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.



WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC44-00091D

- LVPS 110V Type 4

JC44-00092D

- LVPS 220V Type 4

To order the part, go to www.hp.com/buy/parts.

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.

- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the formatter cover

- ▲ Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

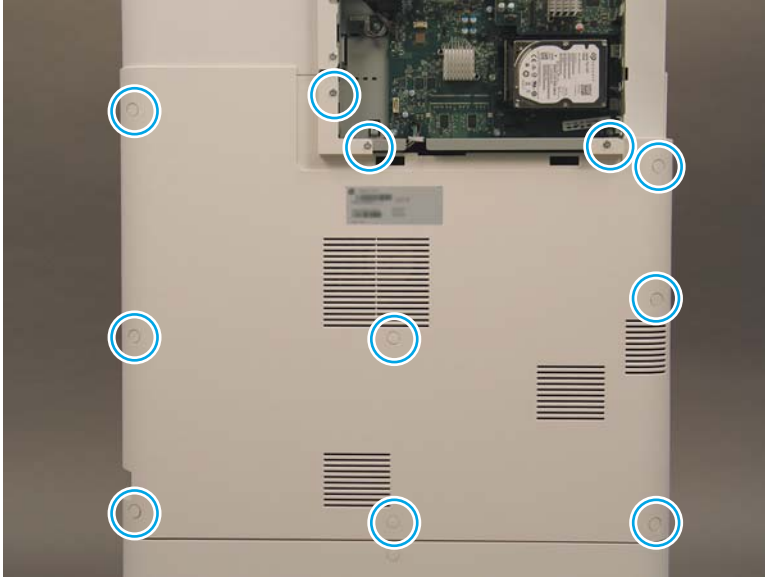
Figure 2-169 Remove the formatter cover



Step 2: Remove the lower rear cover

- ▲ Remove 8 screw-caps and 11 screws. Lift left side, and then pull the cover straight out on the right.

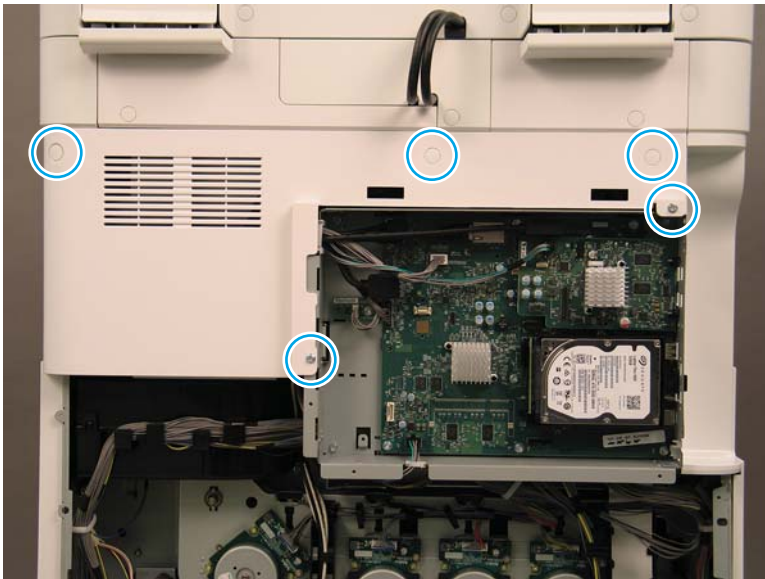
Figure 2-170 Remove the lower rear cover



Step 3: Remove the upper rear cover

- ▲ Remove three screw-caps and five screws. Lift the upper rear cover away from the printer to remove it.

Figure 2-171 Remove the upper rear cover



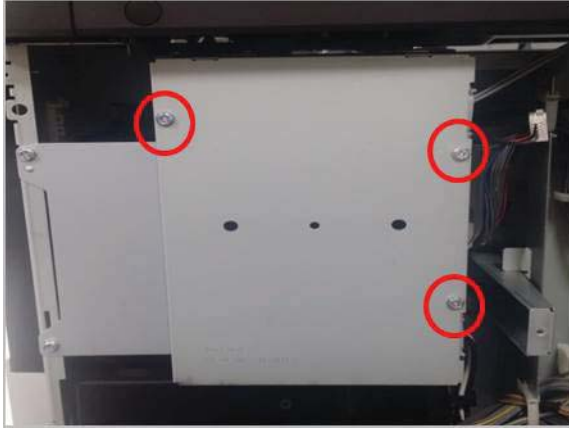
Step 4: Remove the LVPS type 4

⚠ WARNING! Wait five minutes after turning the printer off to allow the capacitors to dissipate any residual energy.

📝 NOTE: Many of the connectors on this board have retainers attached. Be sure to release the retainer before attempting to disconnect the connector.

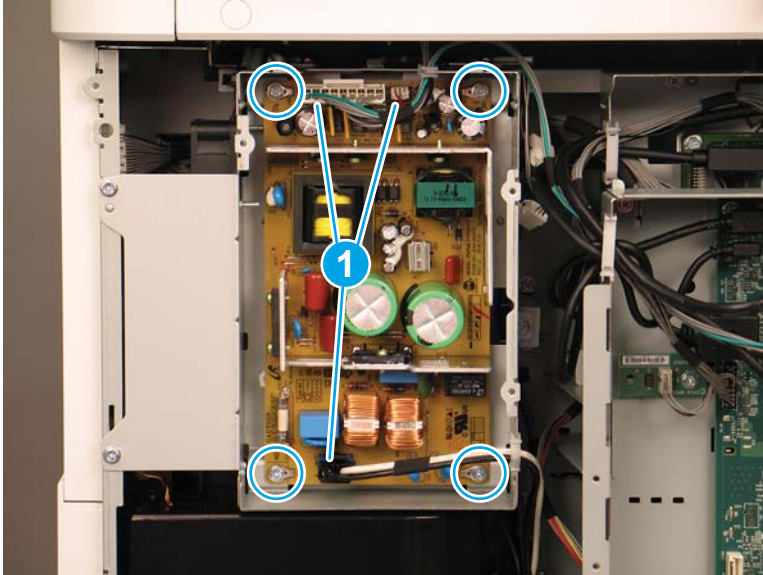
1. Remove three screws, then remove the shield-LVPS sub upper.

Figure 2-172 Remove the shield-LVPS sub upper



2. Disconnect three connectors (callout 1), remove four screws, and then remove the LVPS type 4.

Figure 2-173 LVPS Type 4





Step 5: 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.

Lower tray connector

- [Introduction](#)
- [Step 1: Remove the formatter cover](#)
- [Step 2: Remove the lower rear cover](#)
- [Step 3: Remove the LVPS cover](#)
- [Step 4: Remove the lower tray connector](#)
- [Step 5: Unpack the replacement assembly](#)

Introduction


This document provides the procedures to remove and replace the lower tray connector.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
 - A shutting-down message appears on the control-panel display.
-
-  **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
-
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC39-02187A

To order the part, go to www.hp.com/buy/parts.

- Lower tray connector

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the formatter cover

- ▲ Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

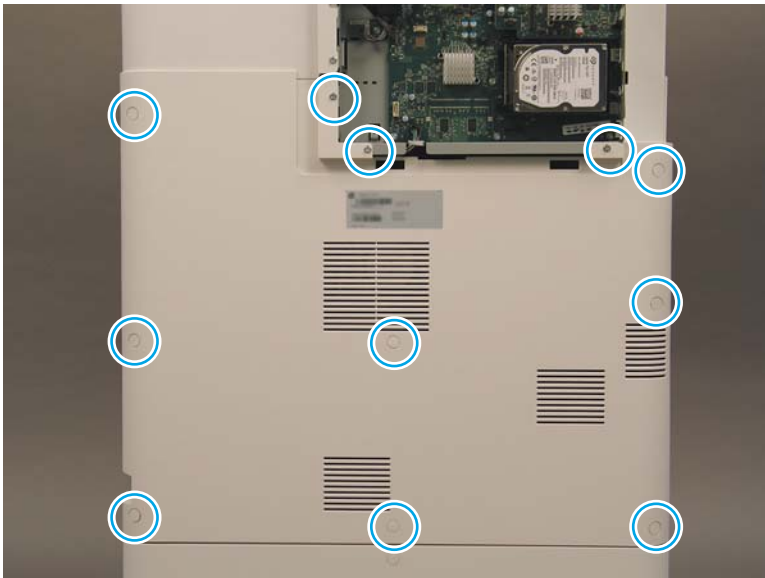
Figure 2-174 Remove the formatter cover



Step 2: Remove the lower rear cover

- ▲ Remove 8 screw-caps and 11 screws. Lift left side, and then pull the cover straight out on the right.

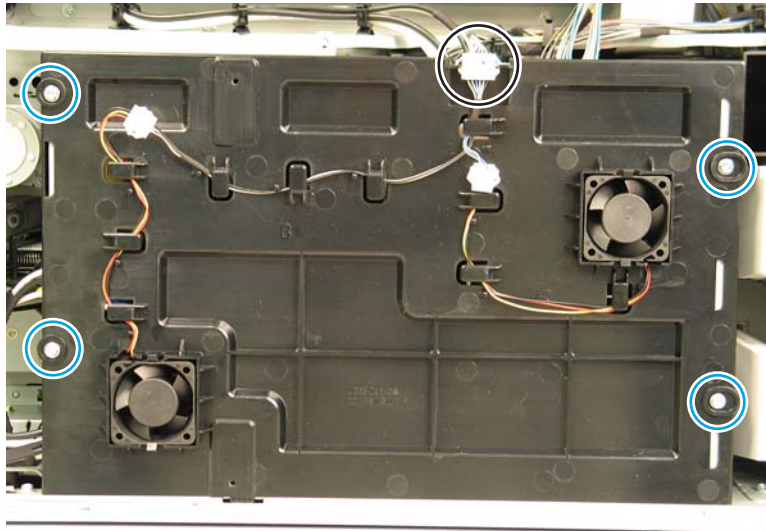
Figure 2-175 Remove the lower rear cover



Step 3: Remove the LVPS cover

- ▲ Disconnect one connector, and then remove four screws. Slide the LVPS cover to the left, and then remove the cover.

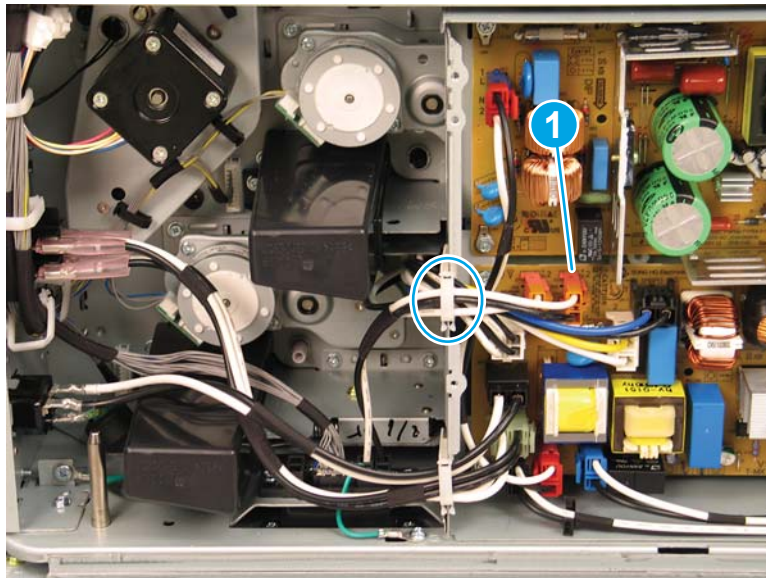
Figure 2-176 Remove the LVPS cover



Step 4: Remove the lower tray connector

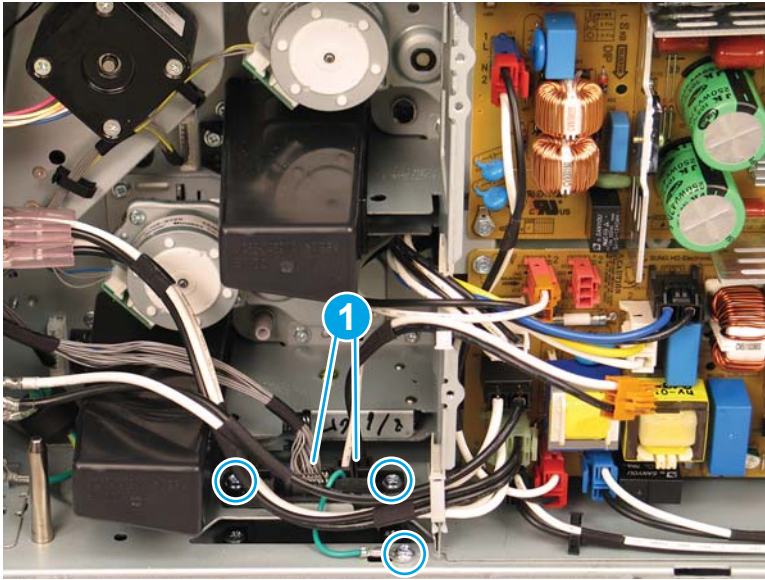
1. Release one retainer, and then disconnect one connector (callout 1).

Figure 2-177 Disconnect one connector



2. Disconnect two connectors (callout 1), remove three screws, and then remove the lower tray connector.

Figure 2-178 Disconnect two connectors and remove three screws





Step 5: 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.

Developer fan

- [Introduction](#)
- [Step 1: Remove the formatter cover](#)
- [Step 2: Remove the lower rear cover](#)
- [Step 3: Remove the LVPS cover](#)
- [Step 4: Remove the fuser drive and LVPS boards and cage](#)
- [Step 5: Remove the developer fan](#)
- [Step 6: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the developer fan.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- ⚠ **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC31-00130A

To order the part, go to www.hp.com/buy/parts.

- Developer fan

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.

- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the formatter cover

- ▲ Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

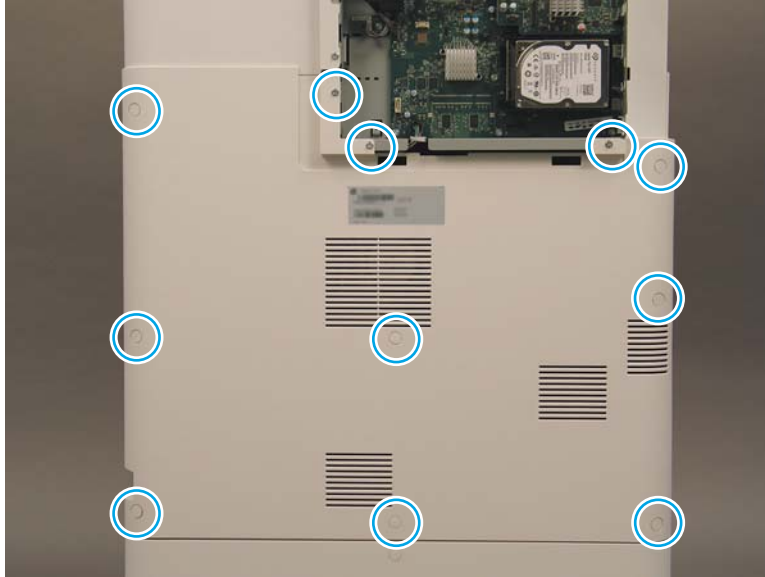
Figure 2-179 Remove the formatter cover



Step 2: Remove the lower rear cover

- ▲ Remove 8 screw-caps and 11 screws. Lift left side, and then pull the cover straight out on the right.

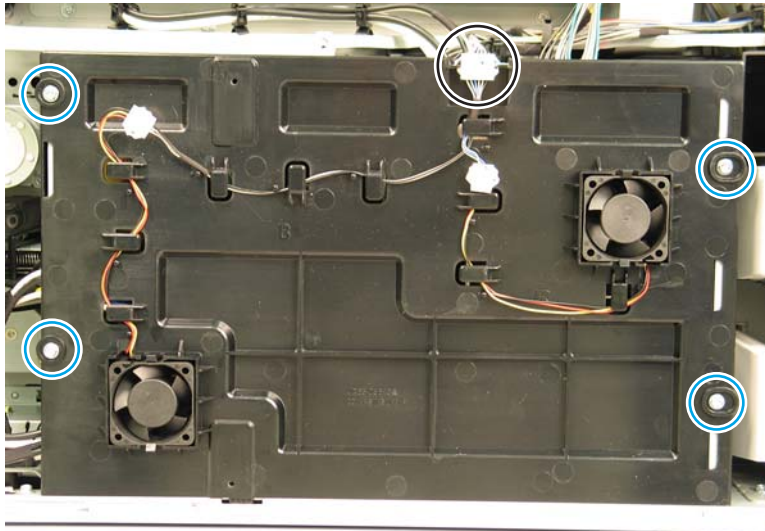
Figure 2-180 Remove the lower rear cover



Step 3: Remove the LVPS cover

- ▲ Disconnect one connector, and then remove four screws. Slide the LVPS cover to the left, and then remove the cover.

Figure 2-181 Remove the LVPS cover

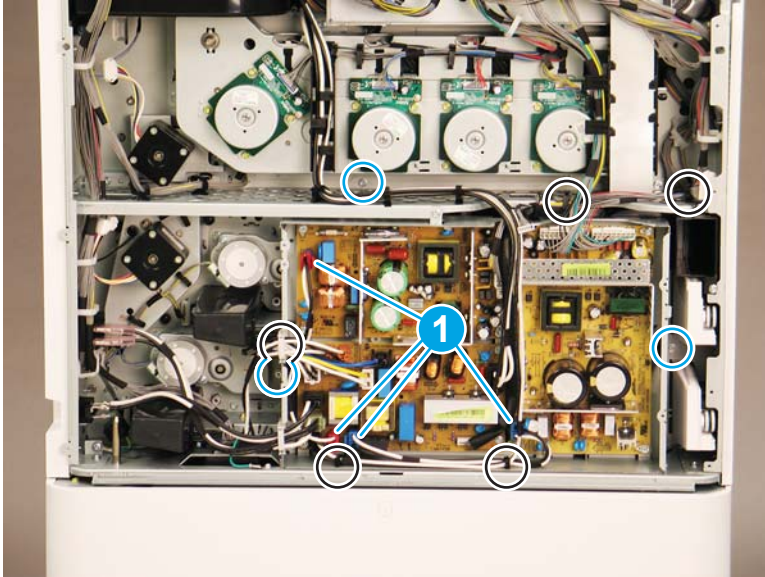


Step 4: Remove the fuser drive and LVPS boards and cage

⚠ WARNING! Wait five minutes after turning the printer off to allow the capacitors to dissipate any residual energy.

- ▲ Before removing the fuser drive and LVPS boards and cage, note the location of four connectors (callout 1) that do not have to be disconnected. Disconnect the remaining connectors on the LVPS and fuser drive boards, and then release the cables from five retainers. Remove three screws, and then tilt the top of the cage out to remove it.

Figure 2-182 Remove the fuser drive and LVPS boards and cage



Step 5: Remove the developer fan

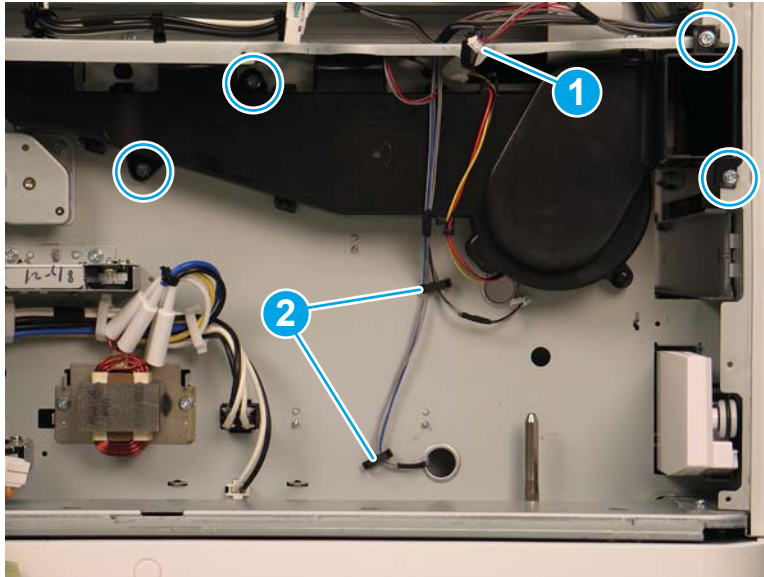
1. Remove Tray 2.
2. Inside the Tray 2 opening, disconnect one connector.

Figure 2-183 Disconnect one connector



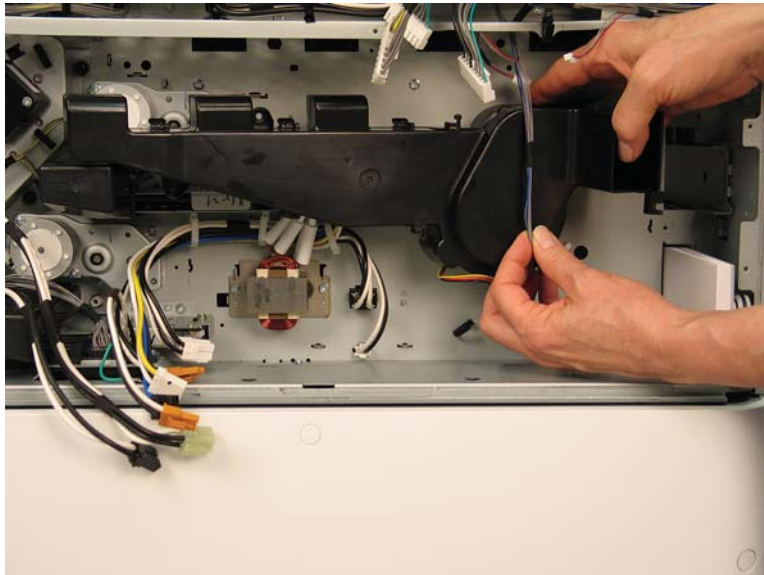
3. Disconnect one connector (callout 1), release two retainers (callout 2), and then remove four screws (callout 3).

Figure 2-184 Disconnect one connector and remove four screws



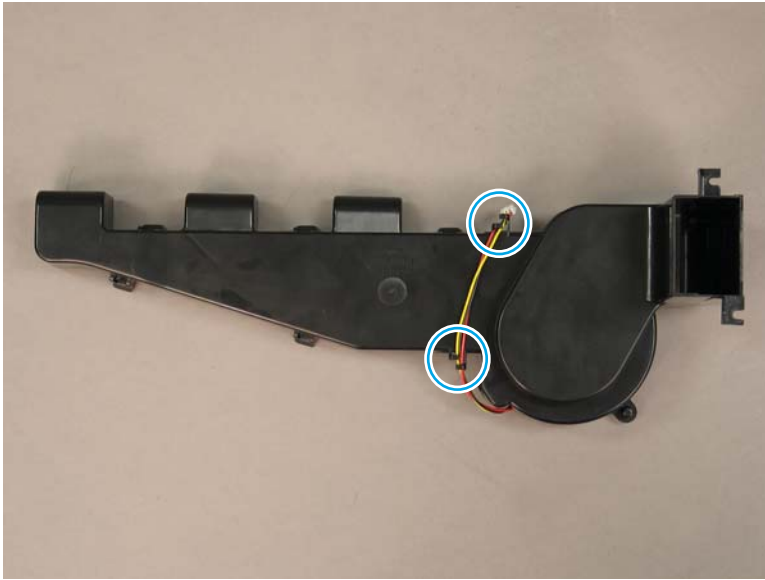
4. Remove the fan shroud under the cables.

Figure 2-185 Remove the fan shroud



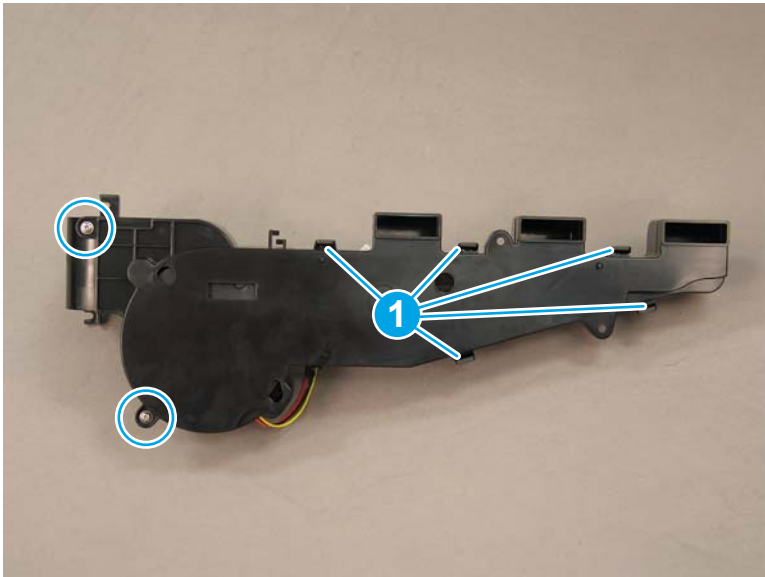
5. Release the cables from two retainers.

Figure 2-186 Release the cables



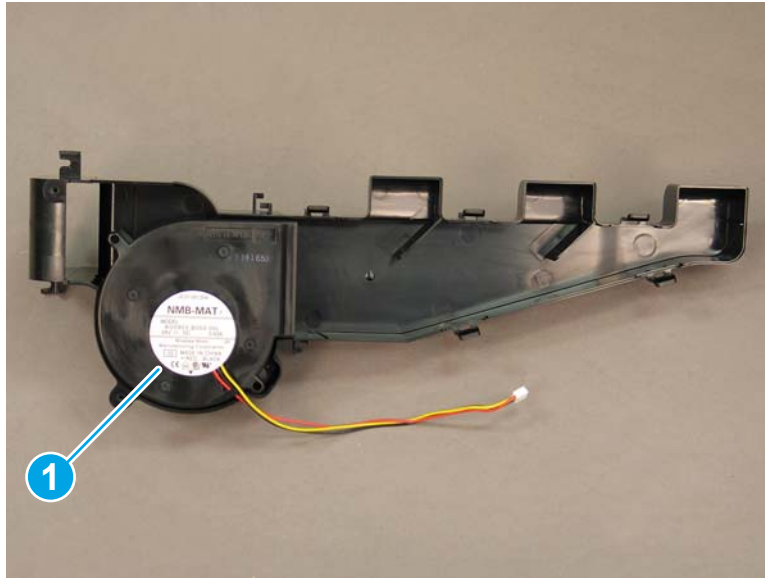
6. Turn the fan shroud over to the other side. Remove two screws, and then release five tabs (callout 1) to remove the fan cover.

Figure 2-187 Remove two screws and release five tabs



7. Remove the developer fan (callout 1).

Figure 2-188 Remove the developer fan





Step 6: 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.

Bridge unit

- [Introduction](#)
- [Step 1: Remove the bridge unit](#)
- [Step 2: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the bridge unit.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- ⚠ **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC90-01401B

To order the part, go to www.hp.com/buy/parts.

- Finisher sub-bridge unit

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

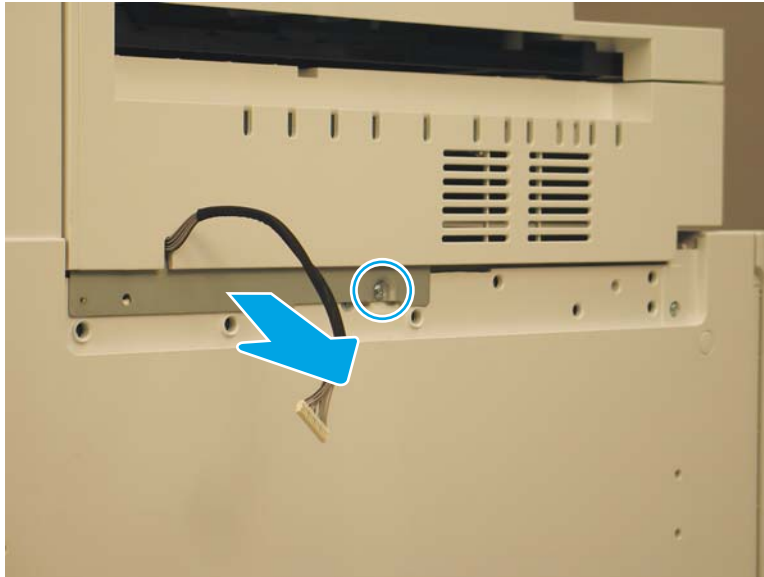
Post service test

Process a job through the finisher and verify that the finisher works correctly.

Step 1: Remove the bridge unit

- ▲ Remove one screw, and then slightly lift and slide the bridge unit away from the printer to remove it.

Figure 2-189 Remove the bridge unit





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.

Inductor unit

- [Introduction](#)
- [Step 1: Remove the formatter cover](#)
- [Step 2: Remove the lower rear cover](#)
- [Step 3: Remove the LVPS cover](#)
- [Step 4: Remove the fuser drive and low-voltage power supply \(LVPS\) boards and cage](#)
- [Step 5: Remove the inductor unit](#)
- [Step 6: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the inductor unit.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- ⚠ **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC27-00012A

- Inductor unit (110V)

JC27-00009A

- Inductor unit (220V)

To order the part, go to www.hp.com/buy/parts.

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.

- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the formatter cover

- ▲ Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

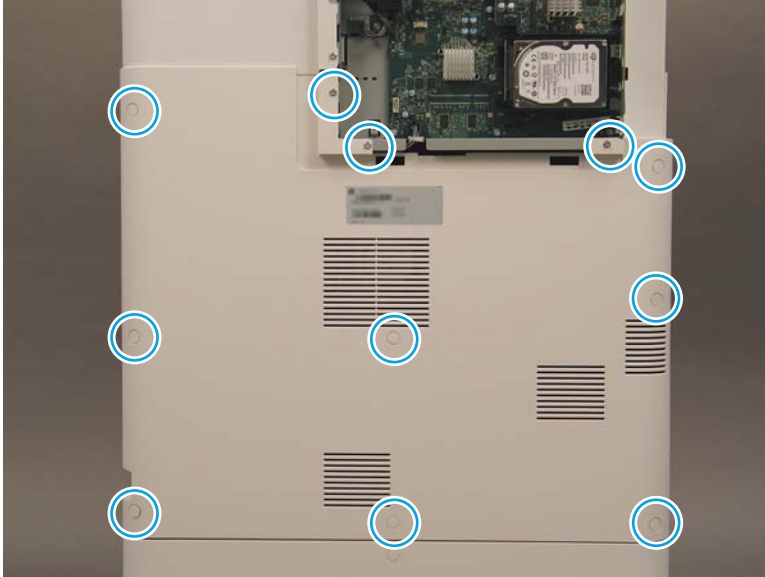
Figure 2-190 Remove the formatter cover



Step 2: Remove the lower rear cover

- ▲ Remove 8 screw-caps and 11 screws. Lift left side, and then pull the cover straight out on the right.

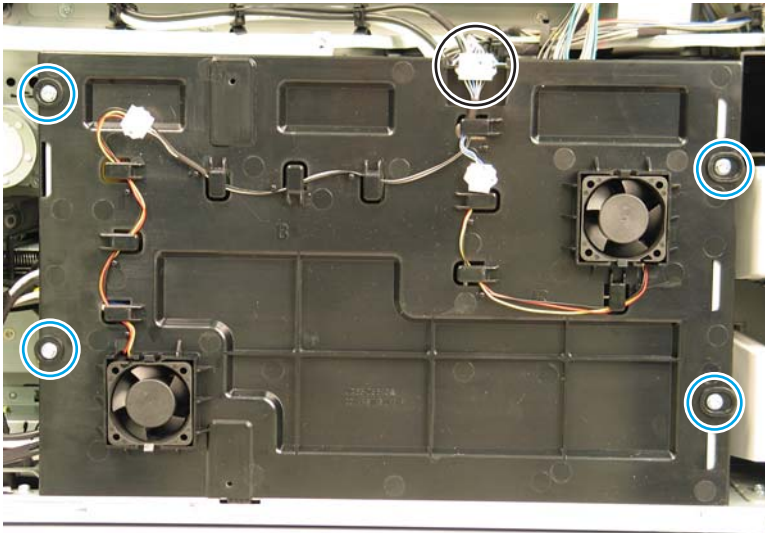
Figure 2-191 Remove the lower rear cover



Step 3: Remove the LVPS cover

- ▲ Disconnect one connector, and then remove four screws. Slide the LVPS cover to the left, and then remove the cover.

Figure 2-192 Remove the LVPS cover

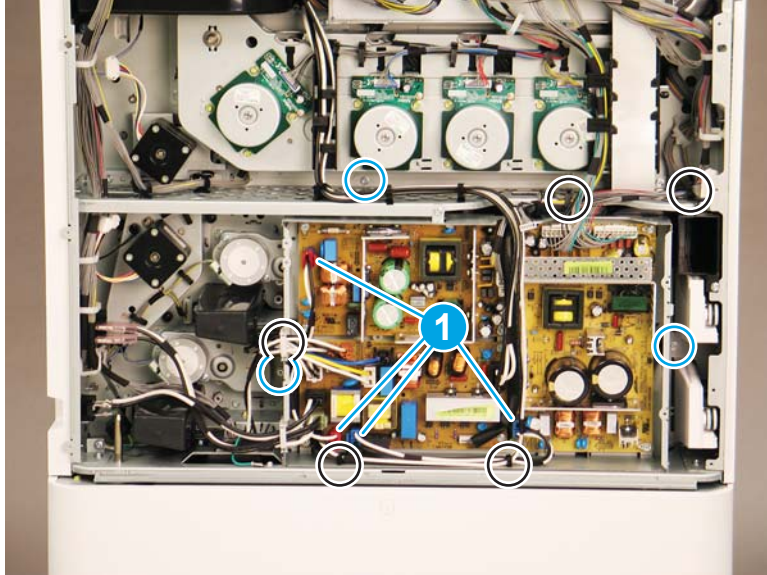


Step 4: Remove the fuser drive and low-voltage power supply (LVPS) boards and cage

⚠ WARNING! Wait five minutes after turning the printer off to allow the capacitors to dissipate any residual energy.

- ▲ Before removing the fuser drive and LVPS boards and cage, note the location of four connectors (callout 1) that do not have to be disconnected. Disconnect the remaining connectors on the LVPS and fuser drive boards, and then release the cables from five retainers. Remove three screws, and then tilt the top of the cage out to remove it.

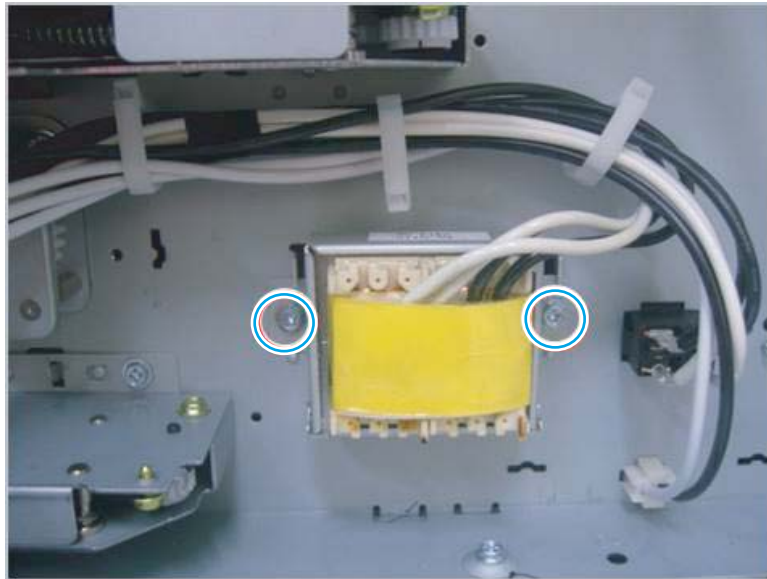
Figure 2-193 Remove the fuser drive and LVPS boards and cage



Step 5: Remove the inductor unit

- ▲ Disconnect the wire harness, remove two screws, and then remove the inductor unit.

Figure 2-194 Remove the inductor unit



Step 6: 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.

Right door switch assembly

- [Introduction](#)
- [Step 1: Remove the formatter cover](#)
- [Step 2: Remove the lower rear cover](#)
- [Step 3: Remove the upper rear cover](#)
- [Step 4: Remove the LVPS type 4 and cage](#)
- [Step 5: Remove the fuser fan](#)
- [Step 6: Remove the fuser/exit drive unit](#)
- [Step 7: Remove the right door switch assembly](#)
- [Step 8: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the right door open sensor.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- ⚠ **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC93-01467A

To order the part, go to www.hp.com/buy/parts.

- Switch assembly, right door

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.

- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the formatter cover

- ▲ Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

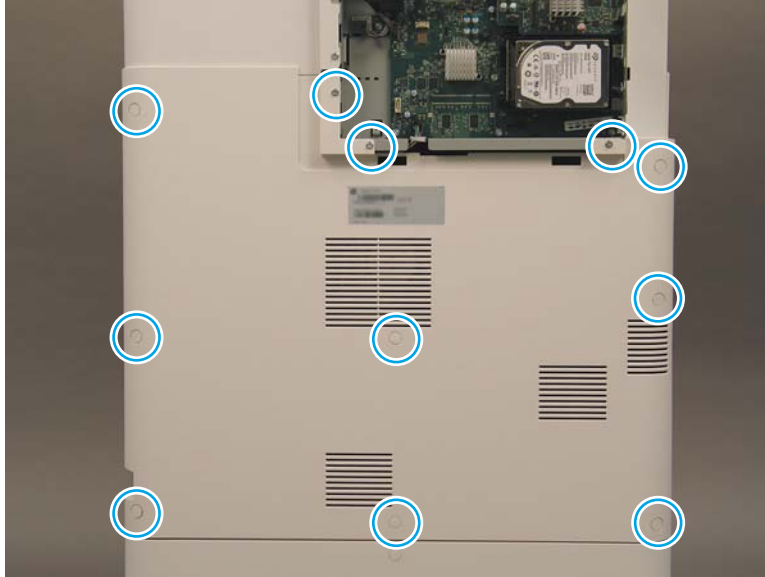
Figure 2-195 Remove the formatter cover



Step 2: Remove the lower rear cover

- ▲ Remove 8 screw-caps and 11 screws. Lift left side, and then pull the cover straight out on the right.

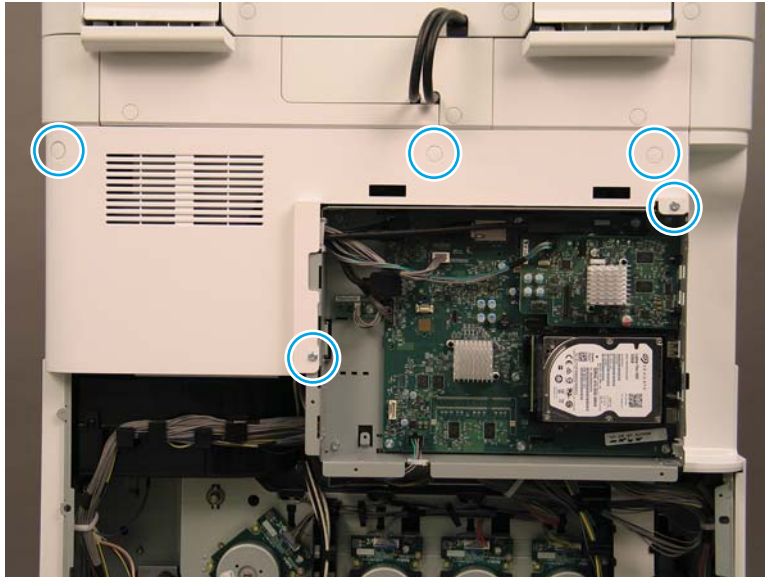
Figure 2-196 Remove the lower rear cover



Step 3: Remove the upper rear cover

- ▲ Remove three screw-caps and five screws. Lift the upper rear cover away from the printer to remove it.

Figure 2-197 Remove the upper rear cover

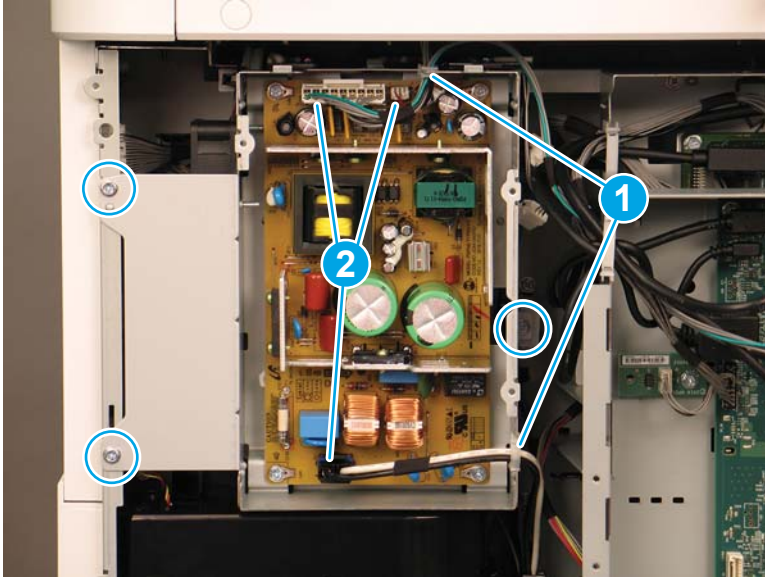


Step 4: Remove the LVPS type 4 and cage

⚠ WARNING! Wait five minutes after turning the printer off to allow the capacitors to dissipate any residual energy.

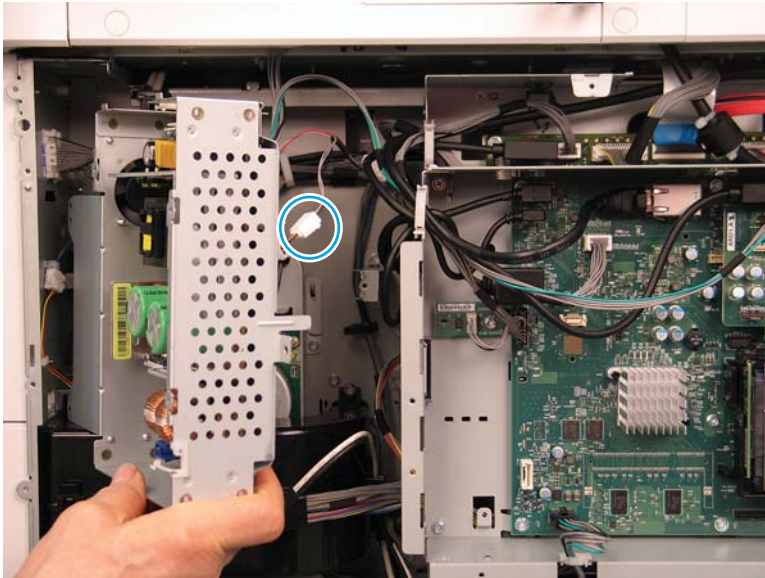
1. Release the cables from two retainers (callout 1), disconnect three connectors (callout 2), and then remove three screws.

Figure 2-198 Disconnect connectors and remove screws



2. Lift the LVPS board and cage slightly away from the printer, and disconnect one connector behind the cage. Remove the LVPS board and cage.

Figure 2-199 Disconnect one connector

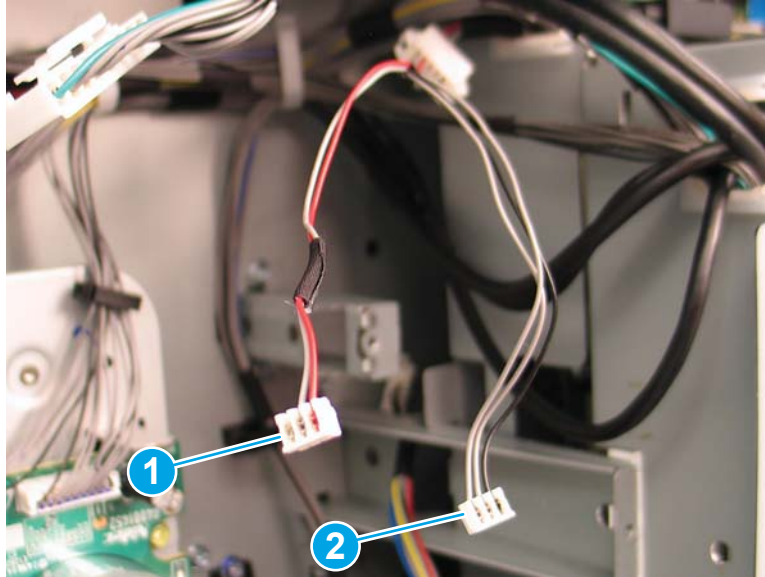


3. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: LVPS type 4 and cage

- ▲ Two of the connectors are the same size and might be installed in the incorrect positions. Make sure that the two-wire harness (callout 1) is installed on the LVPS Type 4 and the three-wire harness (callout 2) is installed in the fan connector behind the LVPS Type 4 cage.

Figure 2-200 LVPS connectors installation

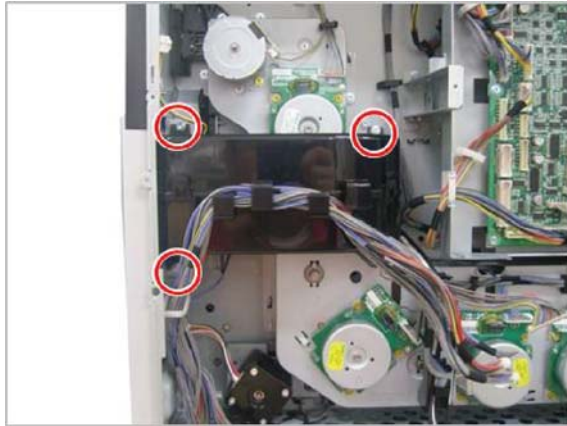


 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

Step 5: Remove the fuser fan

1. Release the cables (callout 1) from the cable guides (callout 2), and then remove three screws.

Figure 2-201 Release the cables and remove three screws



2. Pull the fuser fan housing slightly away from the printer, and then disconnect one connector.

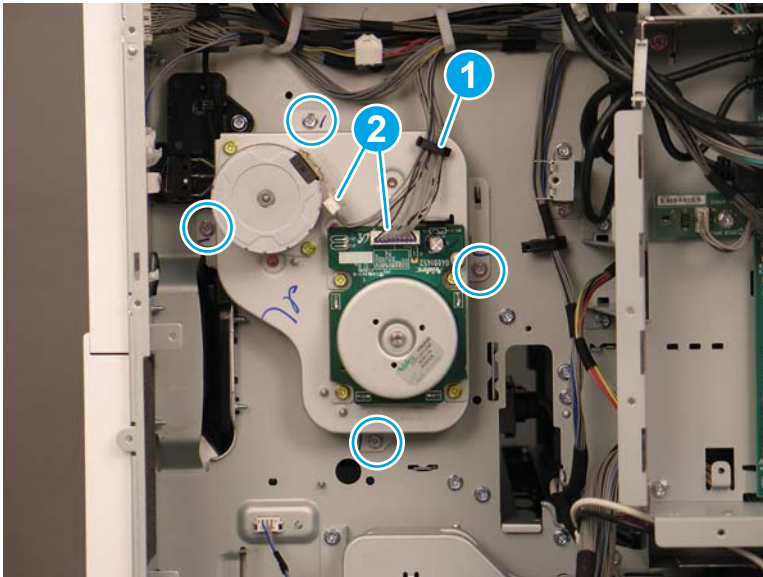
Figure 2-202 Disconnect one connector



Step 6: Remove the fuser/exit drive unit

- ▲ Release one retainer (callout 1), and then disconnect two connectors (callout 2). Remove four screws, and then remove the fuser/exit drive unit.

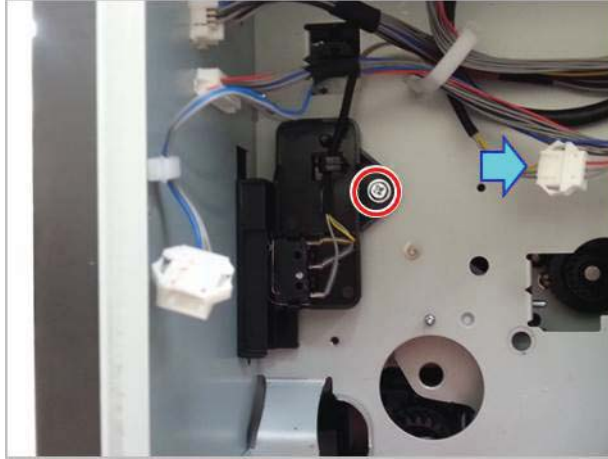
Figure 2-203 Remove the fuser/exit drive unit



Step 7: Remove the right door switch assembly

- ▲ Disconnect one connector. Remove one screw, and then remove the right door switch assembly.

Figure 2-204 Remove the side door open sensor





Step 8: 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.

Pickup drive (Tray 2)

- [Introduction](#)
- [Step 1: Remove the formatter cover](#)
- [Step 2: Remove the lower rear cover](#)
- [Step 3: Remove the LVPS cover](#)
- [Step 4: Remove the fuser drive and LVPS boards and cage](#)
- [Step 5: Remove the pickup drive \(Tray 2\)](#)
- [Step 6: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace pickup drive unit 1.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC93-01063C

To order the part, go to www.hp.com/buy/parts.

- Drive, Pick up

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.

- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the formatter cover

- ▲ Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

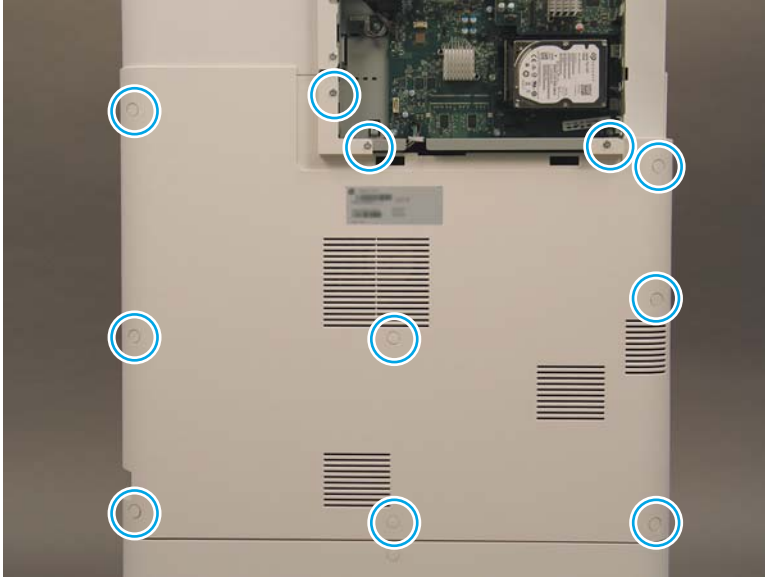
Figure 2-205 Remove the formatter cover



Step 2: Remove the lower rear cover

- ▲ Remove 8 screw-caps and 11 screws. Lift left side, and then pull the cover straight out on the right.

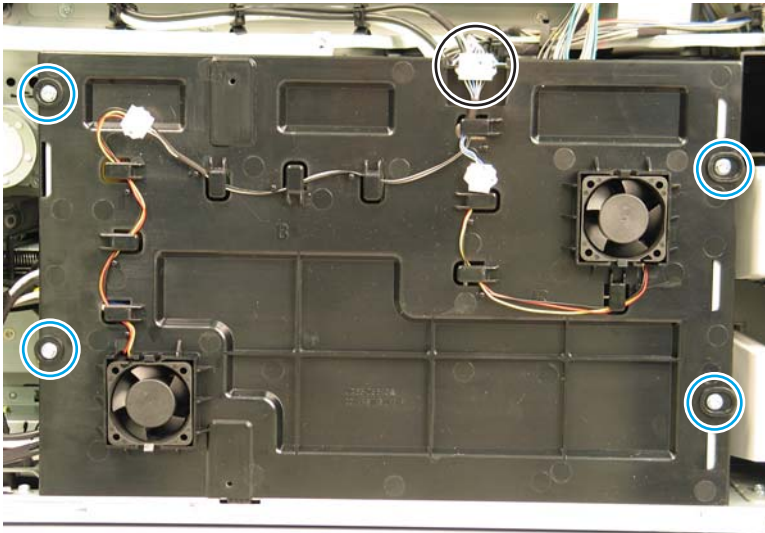
Figure 2-206 Remove the lower rear cover



Step 3: Remove the LVPS cover

- ▲ Disconnect one connector, and then remove four screws. Slide the LVPS cover to the left, and then remove the cover.

Figure 2-207 Remove the LVPS cover

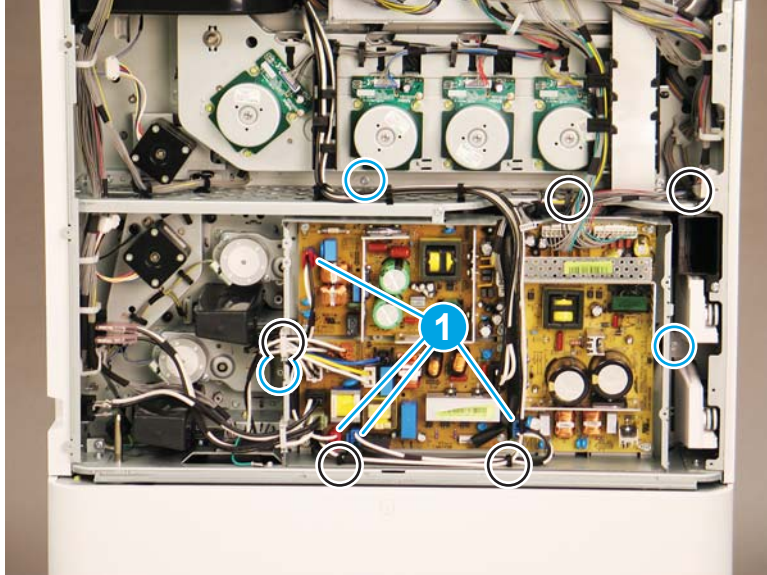


Step 4: Remove the fuser drive and LVPS boards and cage

⚠ WARNING! Wait five minutes after turning the printer off to allow the capacitors to dissipate any residual energy.

- ▲ Before removing the fuser drive and LVPS boards and cage, note the location of four connectors (callout 1) that do not have to be disconnected. Disconnect the remaining connectors on the LVPS and fuser drive boards, and then release the cables from five retainers. Remove three screws, and then tilt the top of the cage out to remove it.

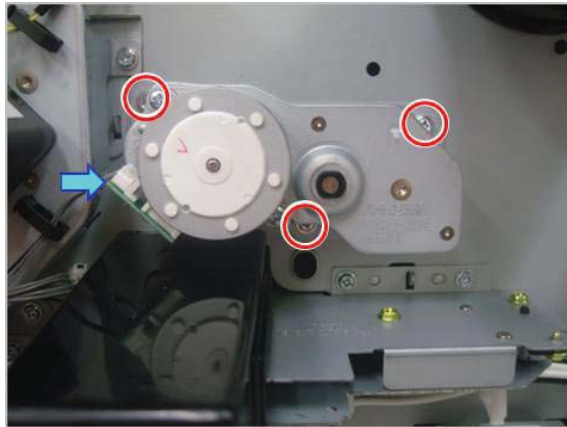
Figure 2-208 Remove the fuser drive and LVPS boards and cage



Step 5: Remove the pickup drive (Tray 2)

- ▲ Disconnect the motor connector. Remove three screws, and then remove the pickup drive (Tray 2).

Figure 2-209 Remove pickup drive (Tray 2)



Step 6: 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.

Toner collection unit (TCU) sensors

- [Introduction](#)
- [Step 1: Remove the TCU](#)
- [Step 2: Remove the paper dust brush](#)
- [Step 3: Remove the front cover.](#)
- [Step 4: Remove the front top inner cover](#)
- [Step 5: Remove the front power cover](#)
- [Step 6: Remove the exit cover](#)
- [Step 7: Remove the inner front cover](#)
- [Step 8: Remove the TCU sensors](#)
- [Step 9: Unpack the replacement assembly](#)

Introduction

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

[Click here to view a video of the toner collection unit level sensor procedure.](#)

[Click here to view a video of the toner collection unit detect sensor 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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- ⚠ **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC93-00492A

To order the part, go to www.hp.com/buy/parts.

- TCU sensor

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the TCU

1. Open the front cover.
2. Push both hooks to release the toner collection unit (TCU).

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 2-210 Remove the TCU



Step 2: Remove the paper dust brush

- ▲ Remove the paper dust brush.

Figure 2-211 Remove the paper dust brush



Step 3: Remove the front cover.

- ▲ Remove two screws securing the front cover. While pushing the right hook, remove the front cover.

Figure 2-212 Remove the front cover



Step 4: Remove the front top inner cover

- ▲ Remove two screw-caps and two screws. Lift the front top inner cover away from the printer to remove it.

Figure 2-213 Remove the front top inner cover



Step 5: Remove the front power cover

1. Remove two screw-caps and two screws. Release two tabs on the right, and then rotate the cover slightly away from the printer.

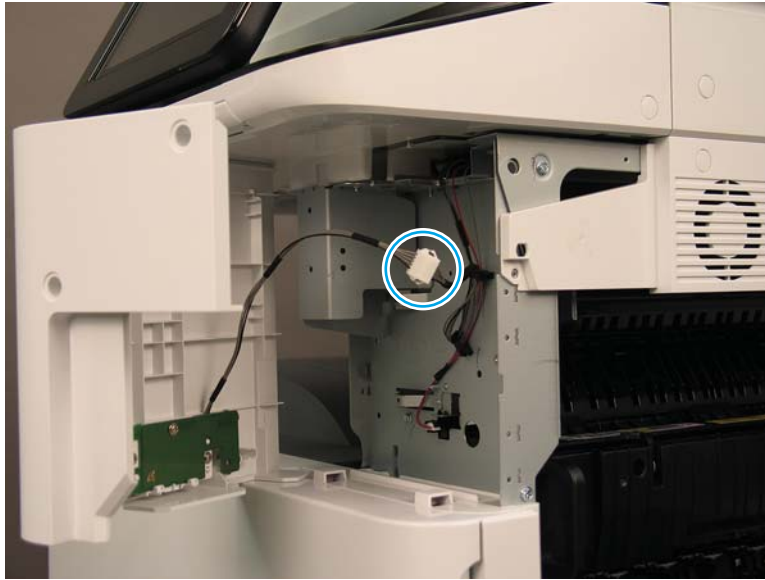
⚠ CAUTION: The cover is still attached to the printer by a cable. Do not completely remove the cover.

Figure 2-214 Remove two screws and rotate the cover



2. Disconnect one connector, and then remove the cover.

Figure 2-215 Remove the front power cover



Step 6: Remove the exit cover

- ▲ Remove two screw-caps and two screws, and then lift the exit cover away from the printer to remove it.

Figure 2-216 Remove the exit cover

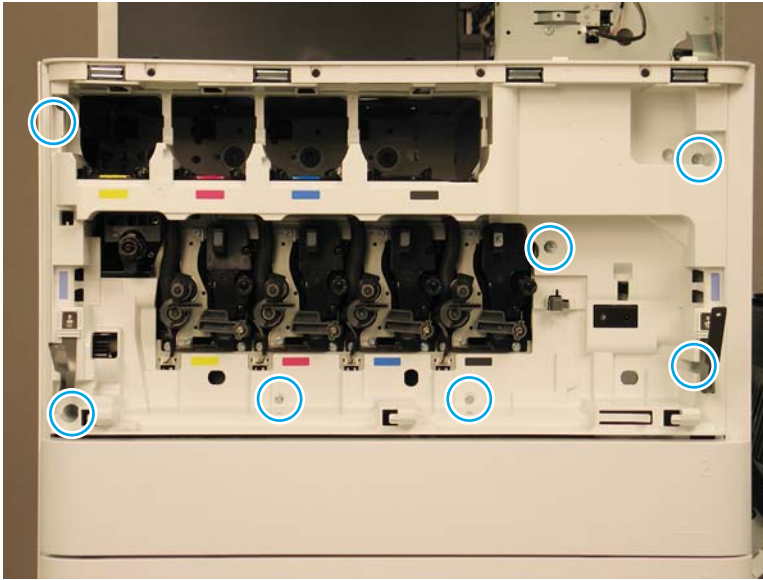


Step 7: Remove the inner front cover

1. Open the right door.
2. Remove the all of the toner cartridges.

3. Remove seven screws.

Figure 2-217 Remove seven screws



4. Lift the inner cover away from the printer to remove it.

Figure 2-218 Remove the inner cover

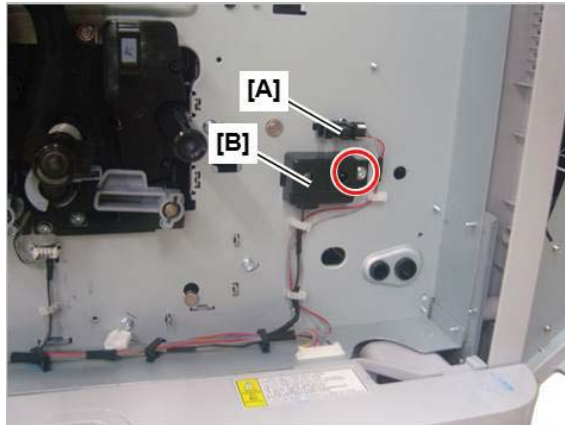


Step 8: Remove the TCU sensors

- ▲ Release the corresponding sensor.
 - a. [A]: Toner collection unit level sensor.


- b. [B]: Toner collection unit detect sensor.

Figure 2-219 Remove the TCU unit detect sensor





Step 9: 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.

CRUM connector

- [Introduction](#)
- [Step 1: Remove the formatter cover](#)
- [Step 2: Remove the lower rear cover](#)
- [Step 3: Remove the upper rear cover](#)
- [Step 4: Remove the left rear corner cover](#)
- [Step 5: Remove the formatter and cage](#)
- [Step 6: Remove the main board and cage](#)
- [Step 7: Remove the toner supply drive unit](#)
- [Step 8: Remove the CRUM connector](#)
- [Step 9: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the CRUM connector.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

⚠ WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC93-01277A

To order the part, go to www.hp.com/buy/parts.

- CRUM connector

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the formatter cover

- ▲ Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

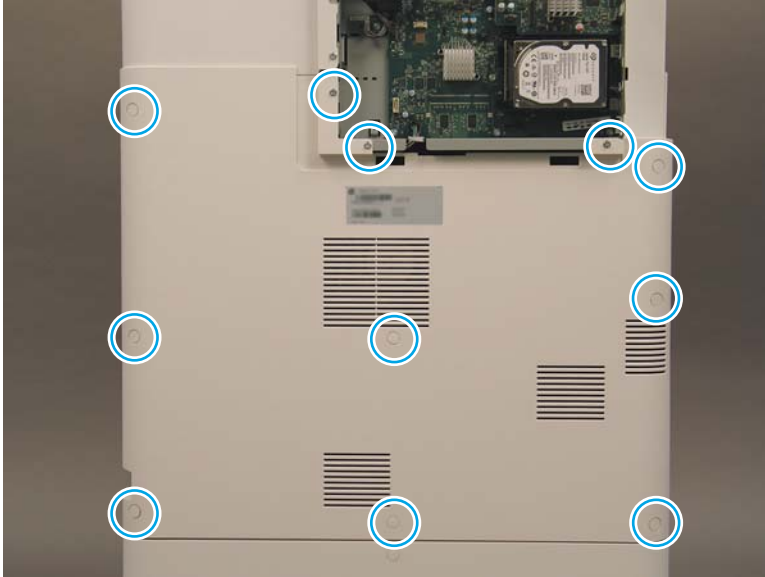
Figure 2-220 Remove the formatter cover



Step 2: Remove the lower rear cover

- ▲ Remove 8 screw-caps and 11 screws. Lift left side, and then pull the cover straight out on the right.

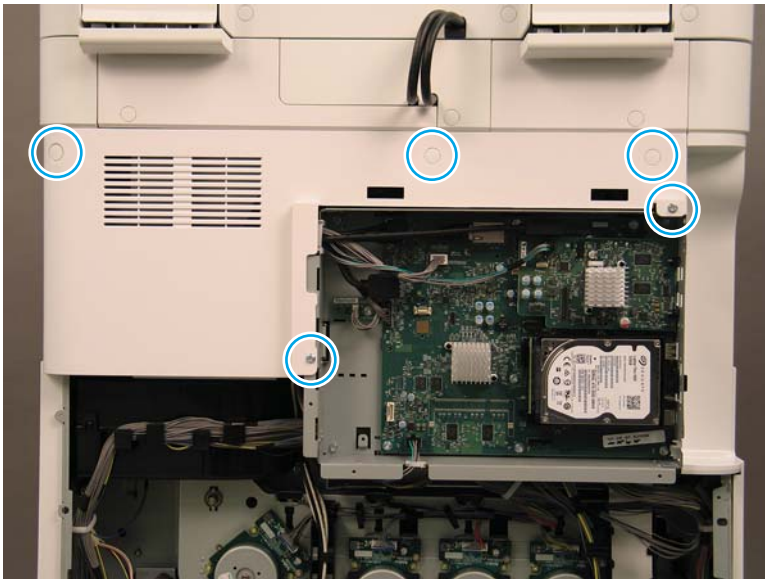
Figure 2-221 Remove the lower rear cover



Step 3: Remove the upper rear cover

- ▲ Remove three screw-caps and five screws. Lift the upper rear cover away from the printer to remove it.

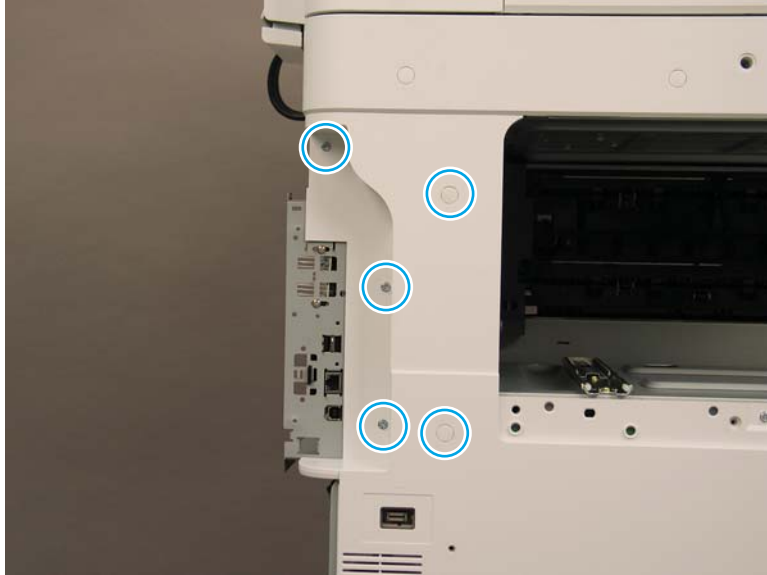
Figure 2-222 Remove the upper rear cover



Step 4: Remove the left rear corner cover

- ▲ Remove two screw caps and five screws. Slide the upper left cover up and away from the printer to remove it.

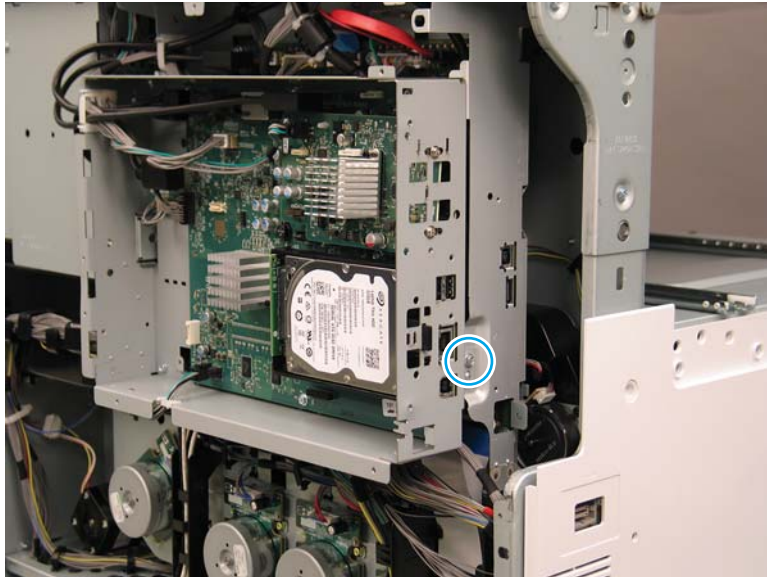
Figure 2-223 Remove the upper left cover



Step 5: Remove the formatter and cage

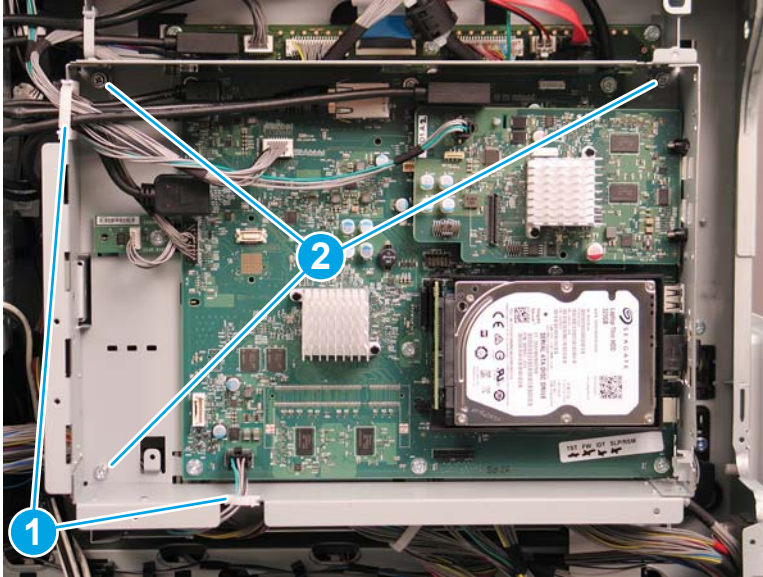
1. Remove one screw.

Figure 2-224 Remove one screw



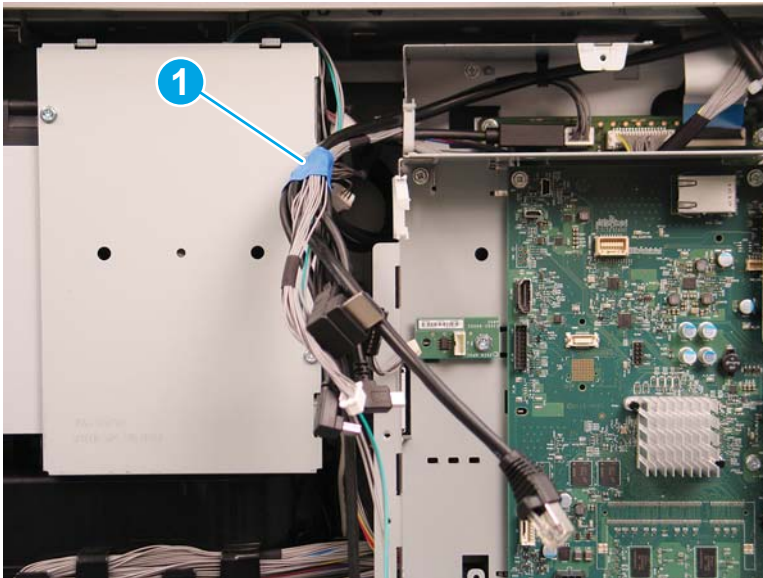
2. Disconnect all of the connectors on the formatter. Release the cables from two retainers on the sheet metal cage (callout 1), and then remove three screws (callout 2).

Figure 2-225 Disconnect formatter connectors and screws



3. Before removing the formatter cage, place a piece of tape or a wire tie (callout 1) around the cables disconnected from the formatter on the left side. This will identify the cables that will be connected to the formatter during reassembly.

Figure 2-226 Identify the formatter cables



4. Lift the formatter cage up, push it to the right to clear the boss on the right side, and then pull it away from the printer to remove it.

Step 6: Remove the main board and cage

1. One of the connectors that must be released above the main board is a spade connector.


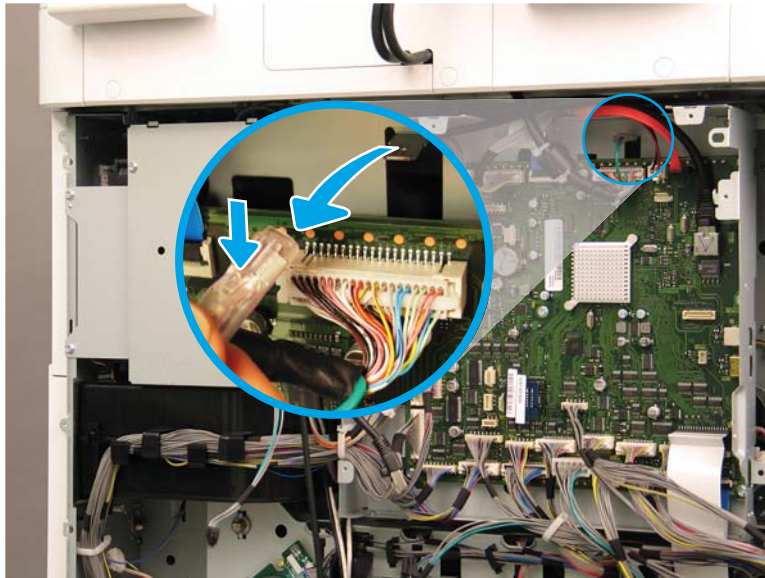
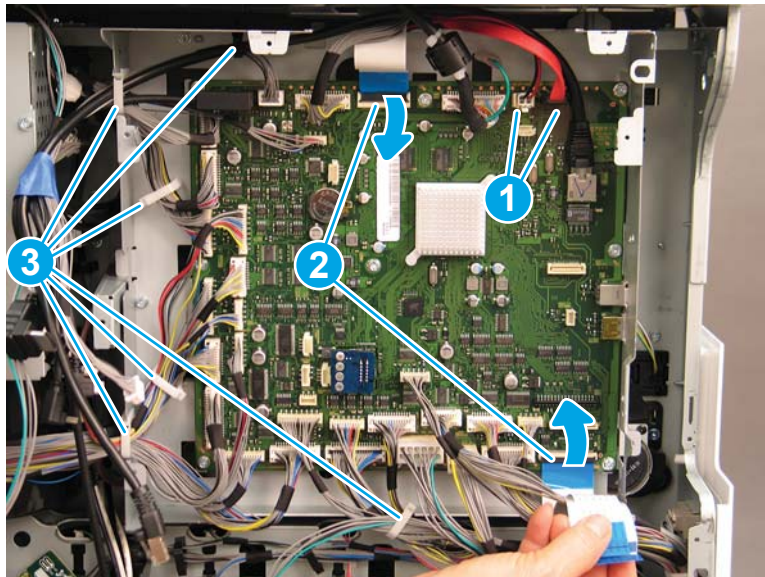
 **IMPORTANT:** Press in on the center part of the cable connector to release the latch, and then pull the cable away from the printer to disconnect it. Do not pull on connector without depressing the center latch.

Figure 2-227 Disconnect one connector



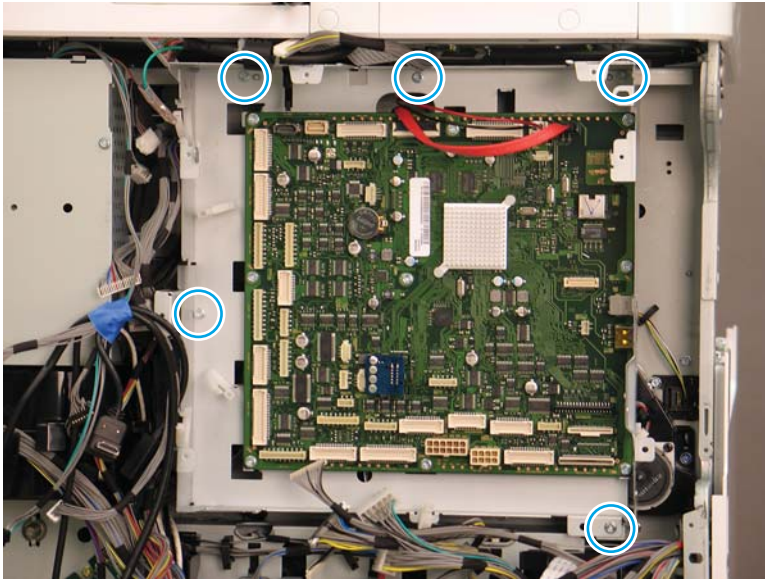
2. Do not disconnect the two hard disk drive (HDD) connectors at the top of the main board (callout 1). Disconnect all of the remaining connectors. Two of the flat cable connectors (callout 2) are zero insertion force (ZIF) connectors. Open the latch on the connectors before removing the flat cables. Release the cables from six retainers (callout 3).

Figure 2-228 Remove one screw



3. Remove five screws.

Figure 2-229 Remove five screws

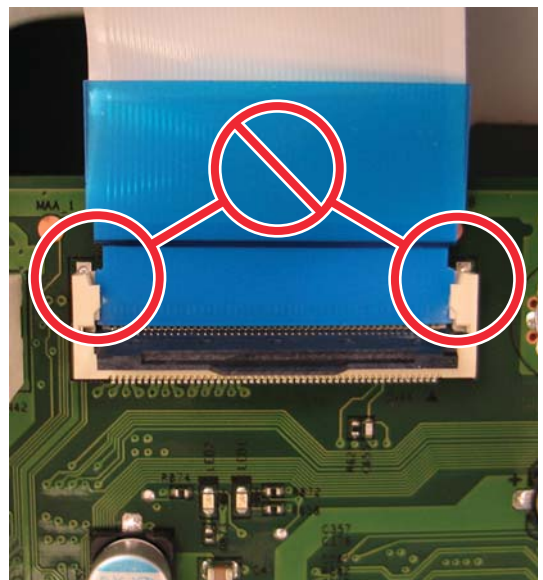
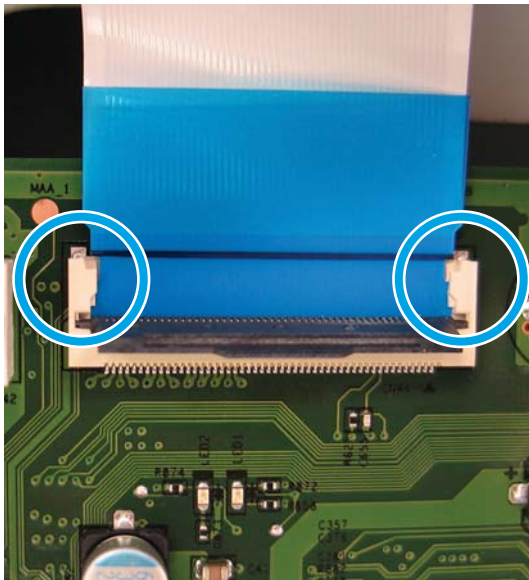


4. Lift the main board cage up, and then rotate the lower edge of the cage away from the printer to remove it.
5. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Main board and cage

- ▲ When reinstalling the top flat cable, make sure that the cable is correctly installed in the ZIF connector before closing the latch to secure the cable.

Figure 2-230 Install the flat cable



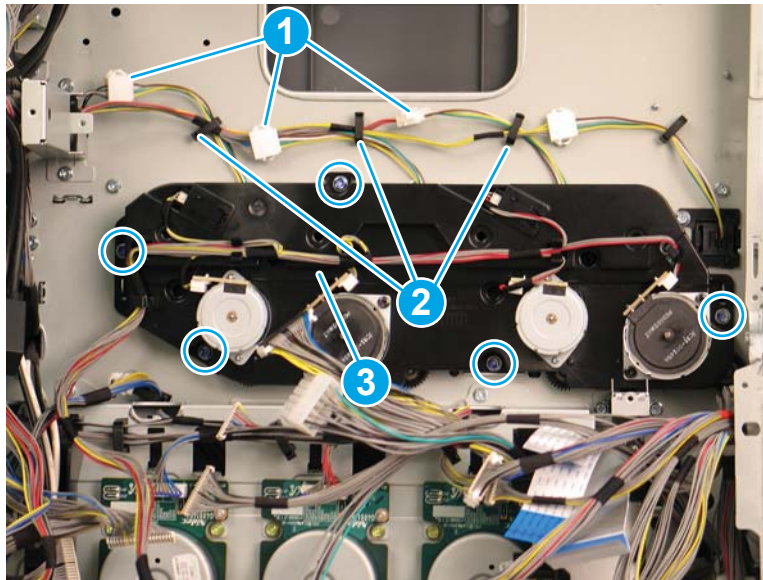
 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

Step 7: Remove the toner supply drive unit

- ▲ Disconnect three connectors (callout 1), and then release cables from three retainers (callout 2). Release the cables from the guides (callout 3). Remove five screws and then remove the toner supply drive unit.

💡 **Reinstallation tip:** Transfer the cables from the toner supply drive unit to the replacement part.

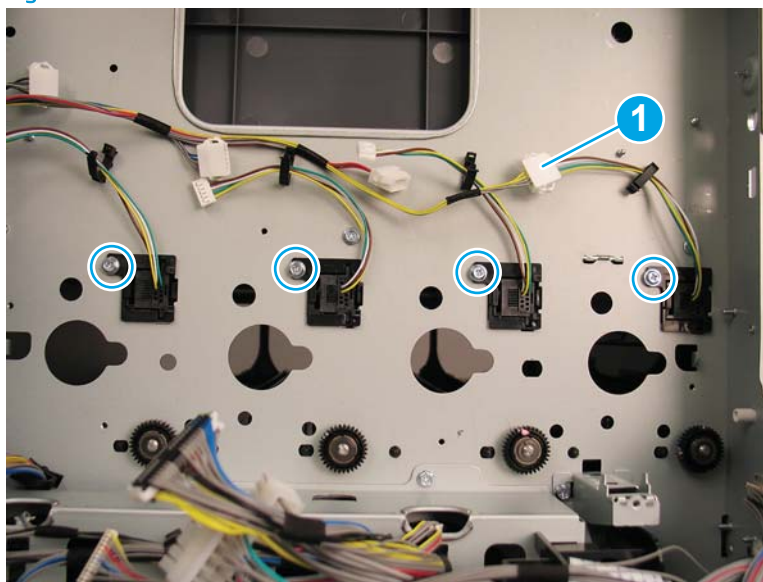
Figure 2-231 Remove the toner supply drive unit



Step 8: Remove the CRUM connector


- ▲ If replacing the yellow CRUM connector, disconnect one connector (callout 1). Remove the screw next to the defective CRUM connector. Release one tab on the right, and then remove the CRUM connector.

Figure 2-232 Remove the CRUM connector





Step 9: 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.

Duplex 1 sensor (on the exit unit)

- [Introduction](#)
- [Step 1: Remove the right rear cover](#)
- [Step 2: Remove the right door](#)
- [Step 3: Remove the front top inner cover](#)
- [Step 4: Remove the front power cover](#)
- [Step 5: Remove the top right cover](#)
- [Step 6: Remove the fuser unit](#)
- [Step 7: Remove the exit unit](#)
- [Step 8: Remove the duplex 1 sensor](#)
- [Step 9: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the duplex 1 sensor.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
 - A shutting-down message appears on the control-panel display.
-
- WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
-
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

0604-001393

To order the part, go to www.hp.com/buy/parts.

- Photo Interrupter

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

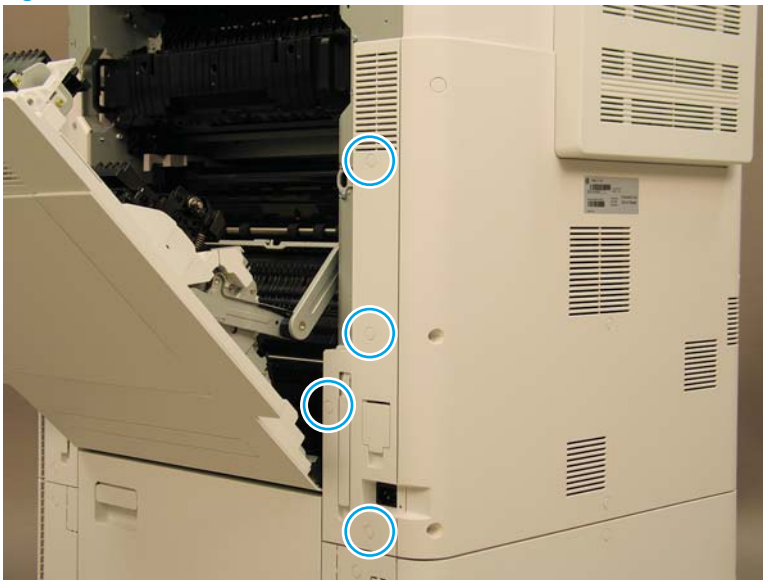
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the right rear cover

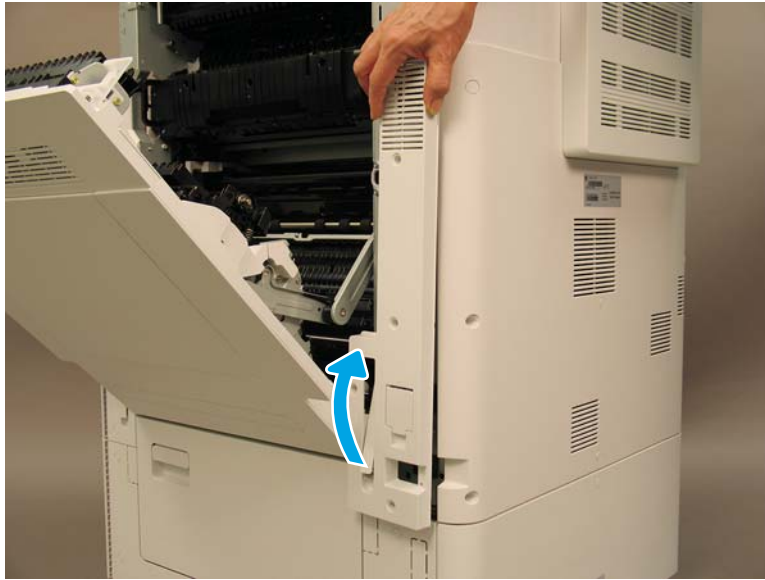
1. Open the right door.
2. Remove four screw-caps and four screws.

Figure 2-233 Remove four screws



3. Lift the handle and remove the right rear cover.

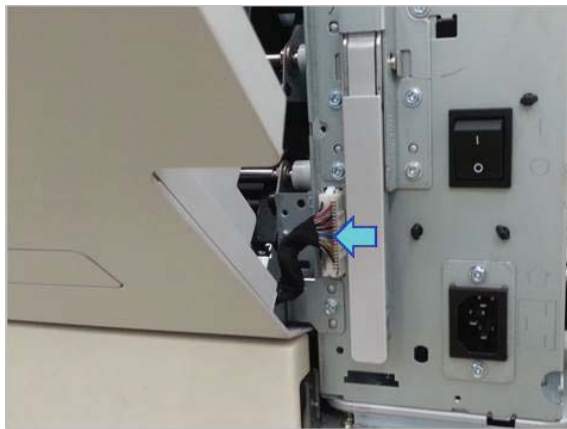
Figure 2-234 Remove the right rear cover



Step 2: Remove the right door

1. Disconnect the right door connector by moving it side-to-side until it releases.

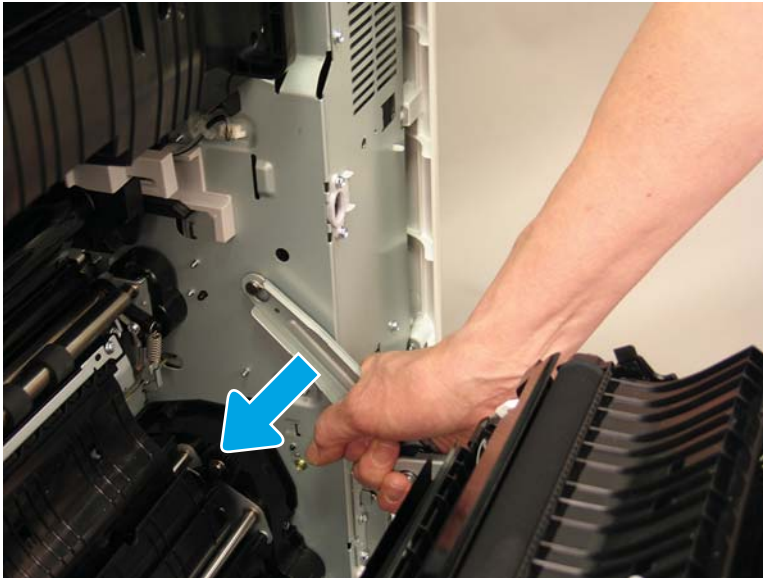
Figure 2-235 Disconnect one connector



2. Slightly raise the right door and carefully release the right hinge from the hinge pin.

⚠ CAUTION: The hinge is spring-loaded and might snap back forcefully. Raise the door to take the tension off of the spring, and then hold the hinge firmly while releasing it from the hinge pin.

Figure 2-236 Release the right hinge



3. Slightly raise the right door, and then release the left dampener.

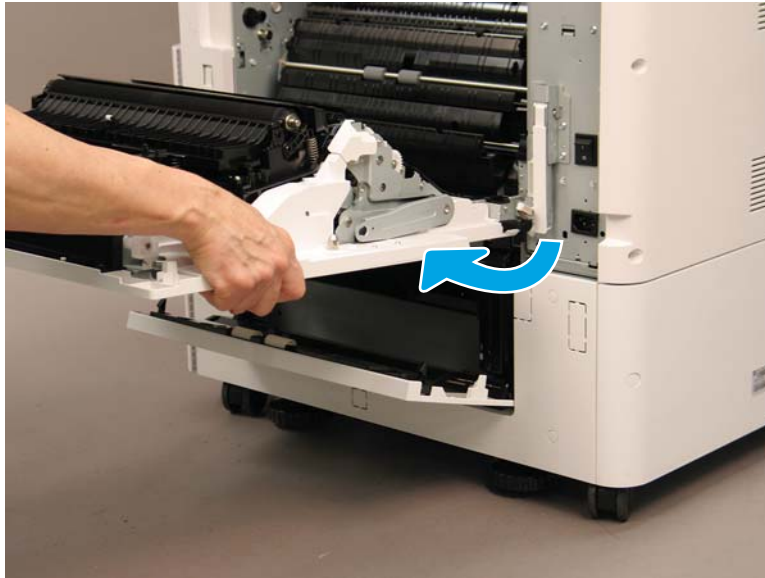
Figure 2-237 Release the left dampener



4. Open the lower paper feeder door. Lower the right door to 90°, and then rotate the rear side of the door away from the printer. Slide the door to the rear of the printer to remove it.

⚠ CAUTION: Do not lower the door more than 90°. This might result in damage to the door.

Figure 2-238 Remove the right door



Step 3: Remove the front top inner cover

- ▲ Remove two screw-caps and two screws. Lift the front top inner cover away from the printer to remove it.

Figure 2-239 Remove the front top inner cover



Step 4: Remove the front power cover

1. Remove two screw-caps and two screws. Release two tabs on the right, and then rotate the cover slightly away from the printer.

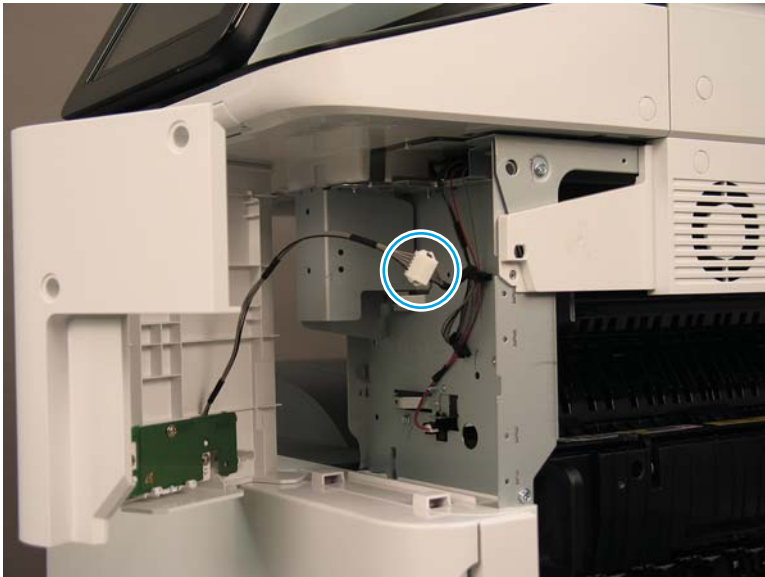
⚠ CAUTION: The cover is still attached to the printer by a cable. Do not completely remove the cover.

Figure 2-240 Remove two screws and rotate the cover



2. Disconnect one connector, and then remove the cover.

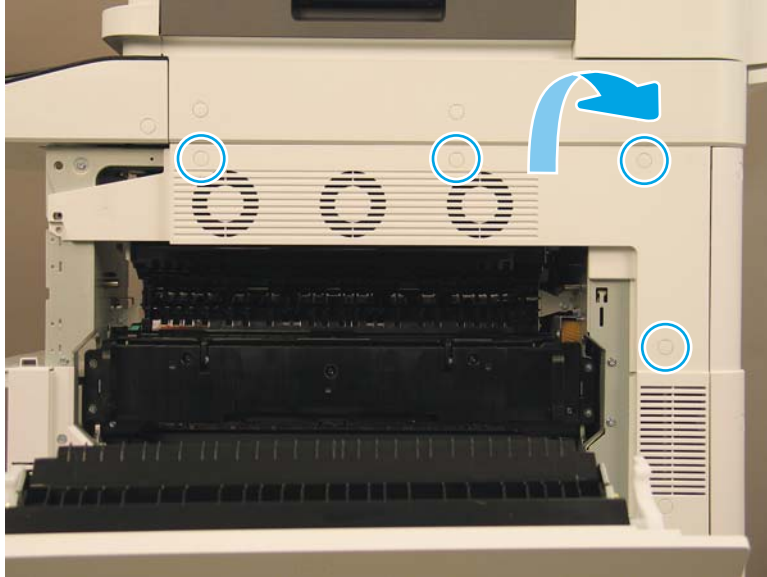
Figure 2-241 Remove the front power cover



Step 5: Remove the top right cover

- ▲ Remove four screw caps and four screws, and then rotate the upper right door cover away from the printer to remove it.

Figure 2-242 Remove the upper right door cover



Step 6: Remove the fuser unit

1. Remove four screws.

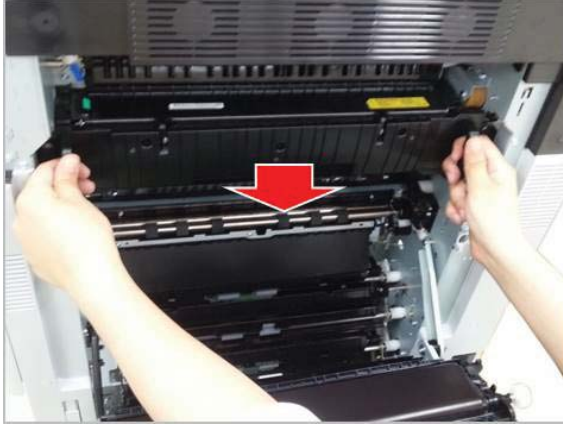
Figure 2-243 Fuser unit screw locations



2. Pull out the fuser unit.

⚠ CAUTION: The temperature in the vicinity of the fuser becomes heated. To prevent the potential of getting burned, make sure the fuser unit has cooled before replacing it.

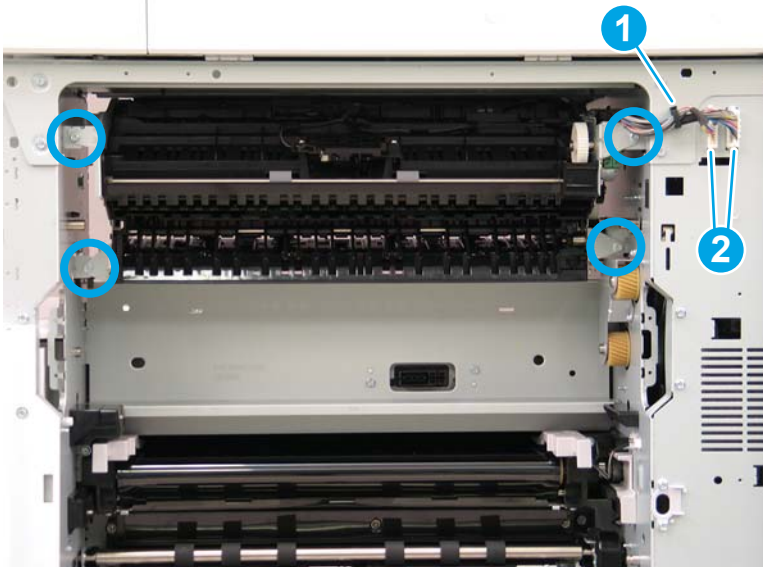
Figure 2-244 Fuser unit removal



Step 7: Remove the exit unit

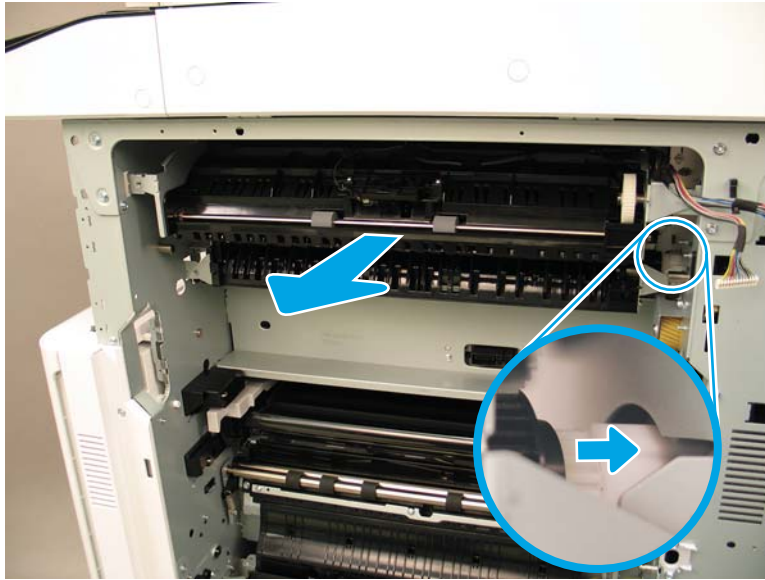
1. Release one retainer (callout 1), disconnect two connectors (callout 2), and then remove four screws (callout 3).

Figure 2-245 Disconnect two connectors and remove four screws



2. Remove the exit unit while pushing the coupler to the right.

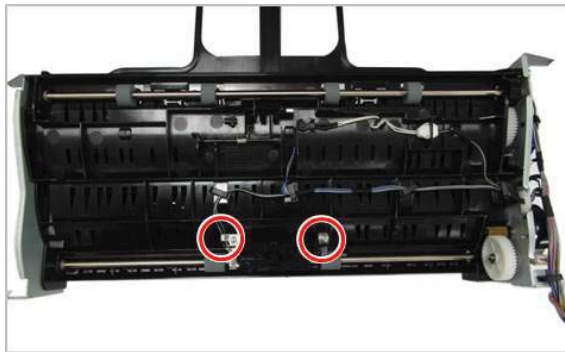
Figure 2-246 Remove the exit unit



Step 8: Remove the duplex 1 sensor

1. Locate the sensor on the exit unit. Remove two screws, and then lift the sensor holder up.

Figure 2-247 Remove two screws



2. Disconnect the connector, and then remove the duplex 1 sensor.

Figure 2-248 Remove the duplex 1 sensor





Step 9: 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.

Exit 1 bin full sensor (on the exit unit)

- [Introduction](#)
- [Step 1: Remove the right rear cover](#)
- [Step 2: Remove the right door](#)
- [Step 3: Remove the front top inner cover](#)
- [Step 4: Remove the front power cover](#)
- [Step 5: Remove the top right cover](#)
- [Step 6: Remove the fuser unit](#)
- [Step 7: Remove the exit unit](#)
- [Step 8: Remove the exit 1 bin full sensor](#)
- [Step 9: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the exit 1 bin full sensor.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
 - A shutting-down message appears on the control-panel display.
-
- WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
-
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

0604-001393

To order the part, go to www.hp.com/buy/parts.

- Photo Interrupter

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

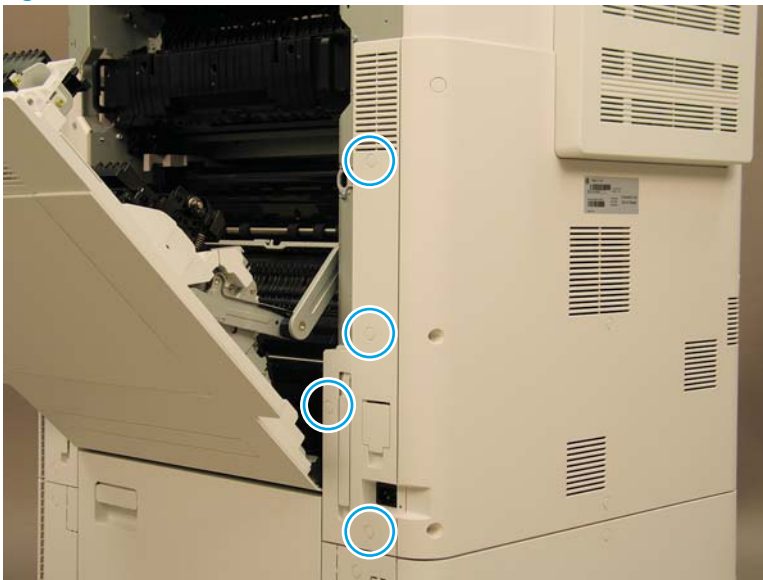
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the right rear cover

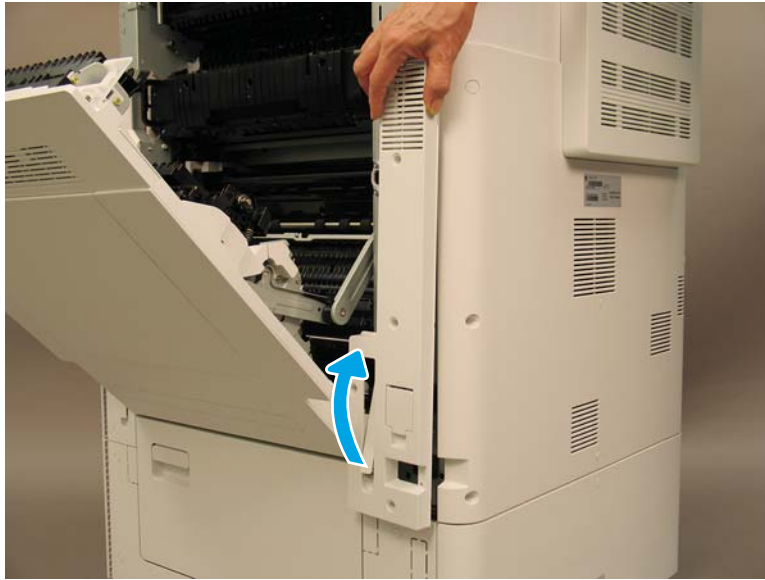
1. Open the right door.
2. Remove four screw-caps and four screws.

Figure 2-249 Remove four screws



3. Lift the handle and remove the right rear cover.

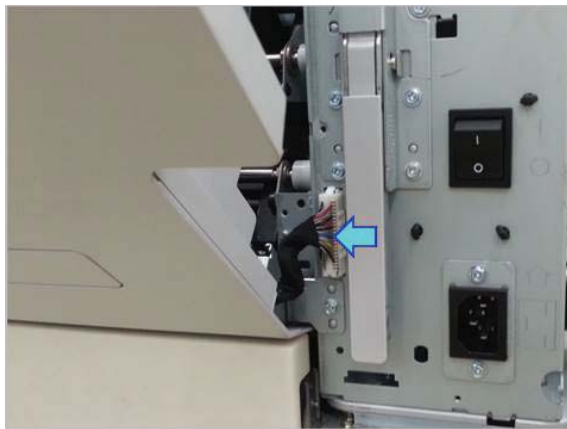
Figure 2-250 Remove the right rear cover



Step 2: Remove the right door

1. Disconnect the right door connector by moving it side-to-side until it releases.

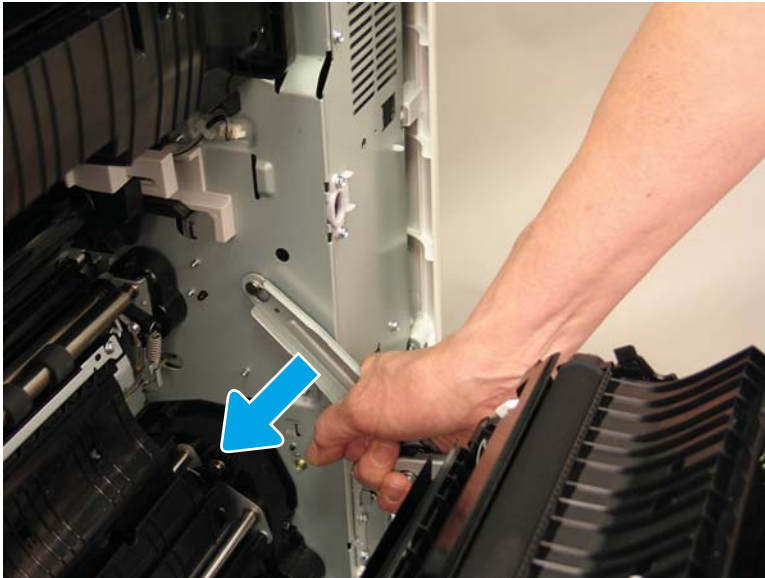
Figure 2-251 Disconnect one connector



2. Slightly raise the right door and carefully release the right hinge from the hinge pin.

⚠ CAUTION: The hinge is spring-loaded and might snap back forcefully. Raise the door to take the tension off of the spring, and then hold the hinge firmly while releasing it from the hinge pin.

Figure 2-252 Release the right hinge



3. Slightly raise the right door, and then release the left dampener.

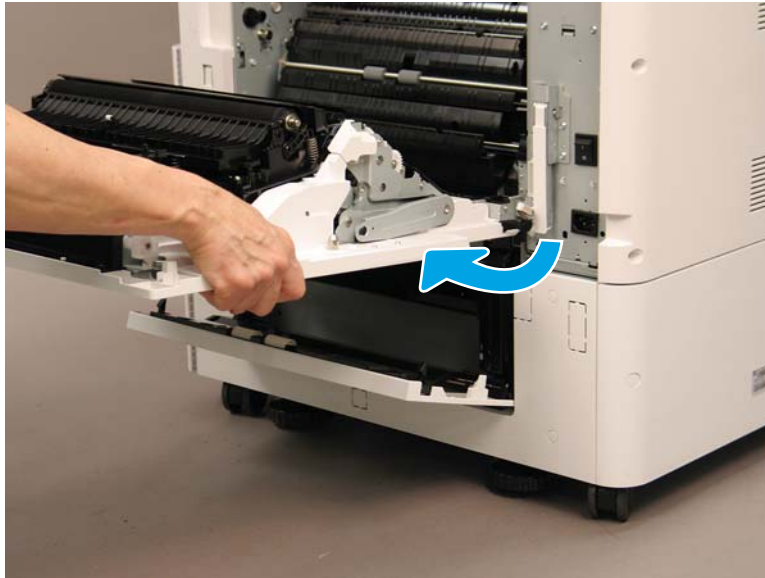
Figure 2-253 Release the left dampener



4. Open the lower paper feeder door. Lower the right door to 90°, and then rotate the rear side of the door away from the printer. Slide the door to the rear of the printer to remove it.

⚠ CAUTION: Do not lower the door more than 90°. This might result in damage to the door.

Figure 2-254 Remove the right door



Step 3: Remove the front top inner cover

- ▲ Remove two screw-caps and two screws. Lift the front top inner cover away from the printer to remove it.

Figure 2-255 Remove the front top inner cover



Step 4: Remove the front power cover

1. Remove two screw-caps and two screws. Release two tabs on the right, and then rotate the cover slightly away from the printer.

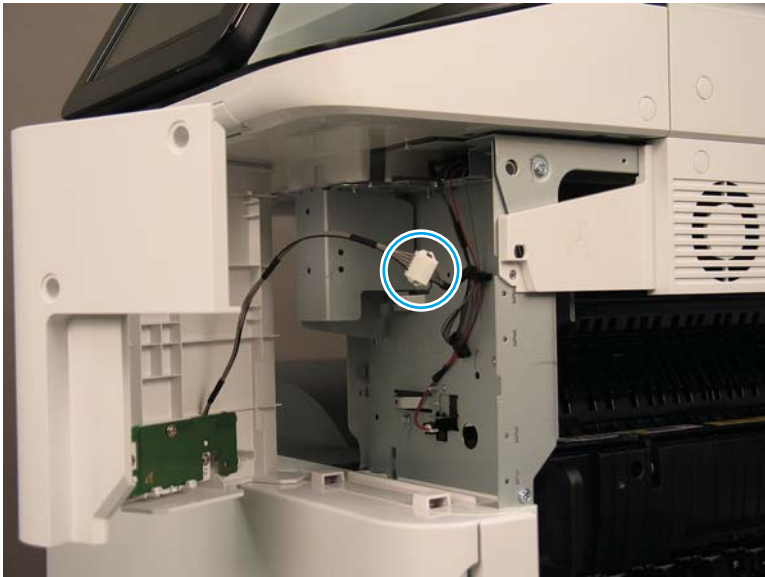
⚠ CAUTION: The cover is still attached to the printer by a cable. Do not completely remove the cover.

Figure 2-256 Remove two screws and rotate the cover



2. Disconnect one connector, and then remove the cover.

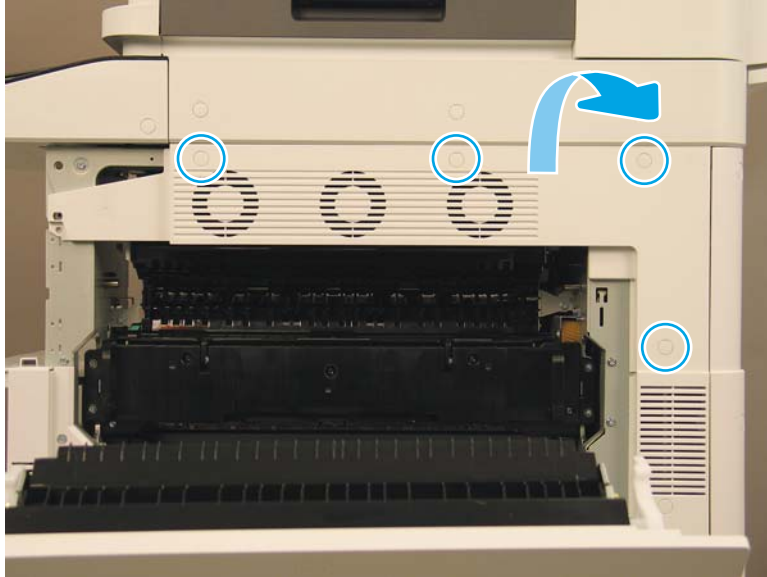
Figure 2-257 Remove the front power cover



Step 5: Remove the top right cover

- ▲ Remove four screw caps and four screws, and then rotate the upper right door cover away from the printer to remove it.

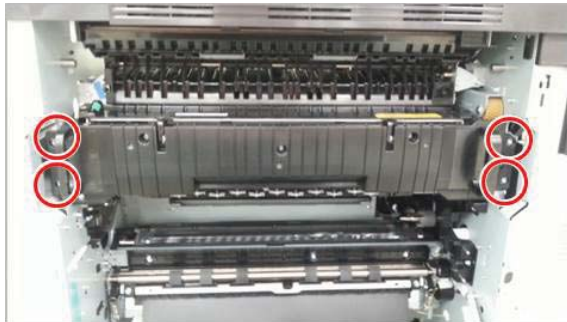
Figure 2-258 Remove the upper right door cover



Step 6: Remove the fuser unit

1. Remove four screws.

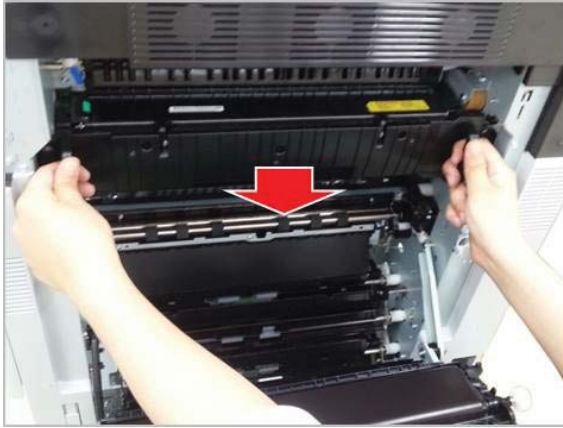
Figure 2-259 Fuser unit screw locations



2. Pull out the fuser unit.

⚠ CAUTION: The temperature in the vicinity of the fuser becomes heated. To prevent the potential of getting burned, make sure the fuser unit has cooled before replacing it.

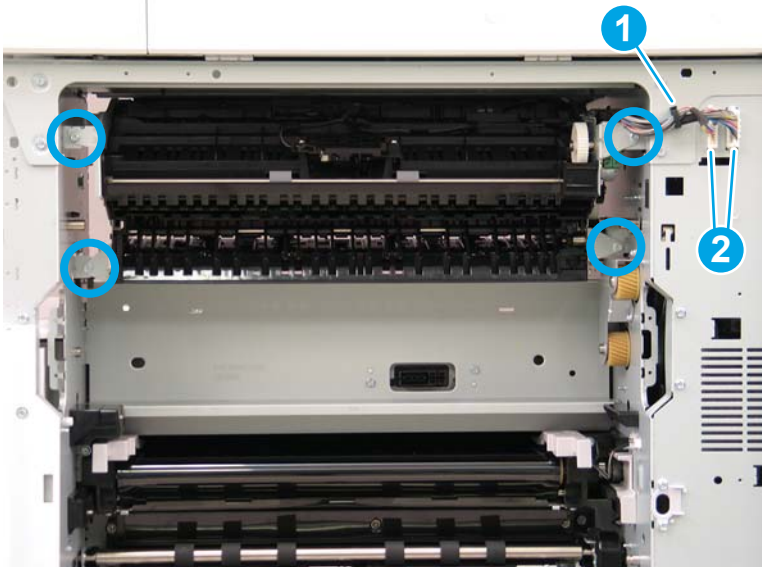
Figure 2-260 Fuser unit removal



Step 7: Remove the exit unit

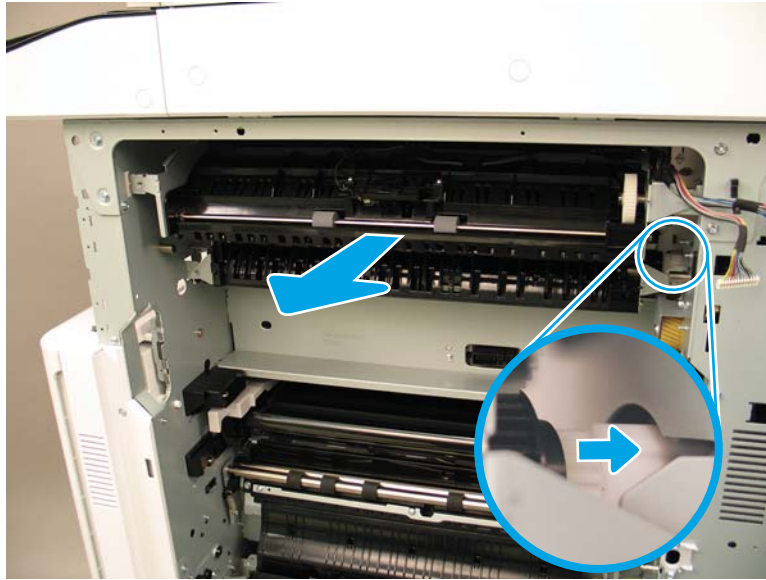
1. Release one retainer (callout 1), disconnect two connectors (callout 2), and then remove four screws (callout 3).

Figure 2-261 Disconnect two connectors and remove four screws



2. Remove the exit unit while pushing the coupler to the right.

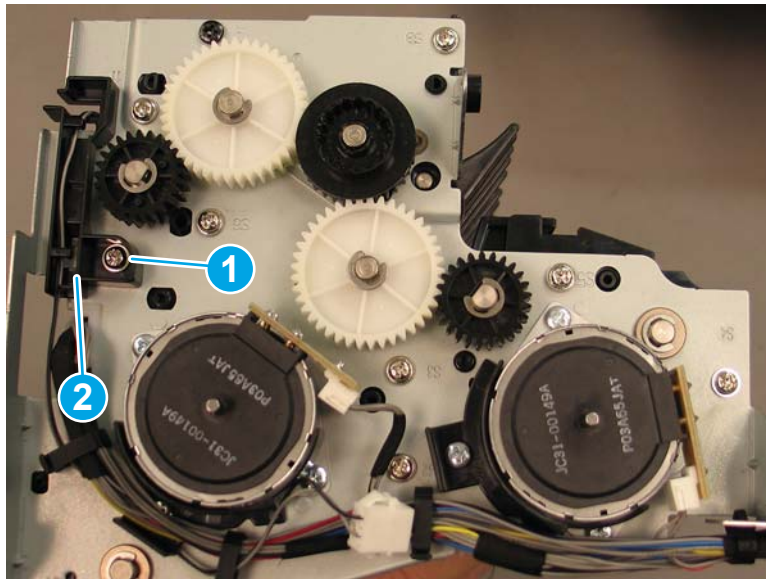
Figure 2-262 Remove the exit unit



Step 8: Remove the exit 1 bin full sensor

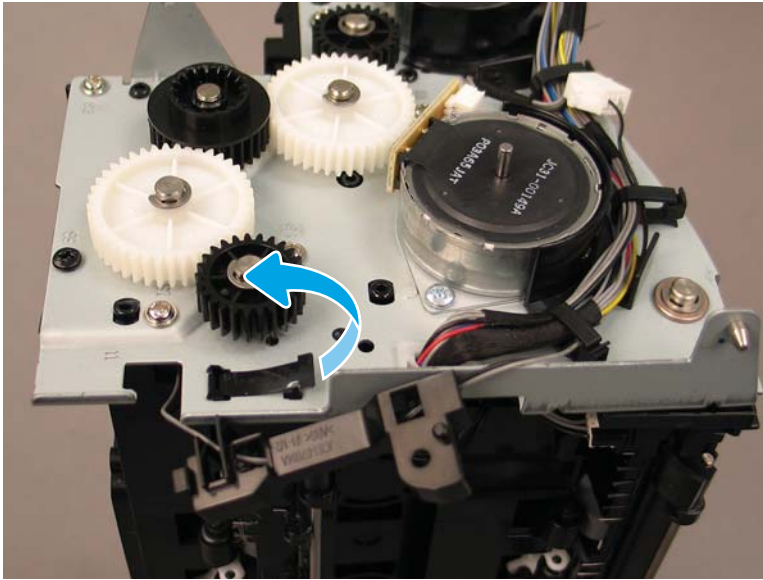
1. On the exit unit, remove one self-tapping screw (callout 1), and then remove the guide (callout 2).

Figure 2-263 Remove one screw and the guide



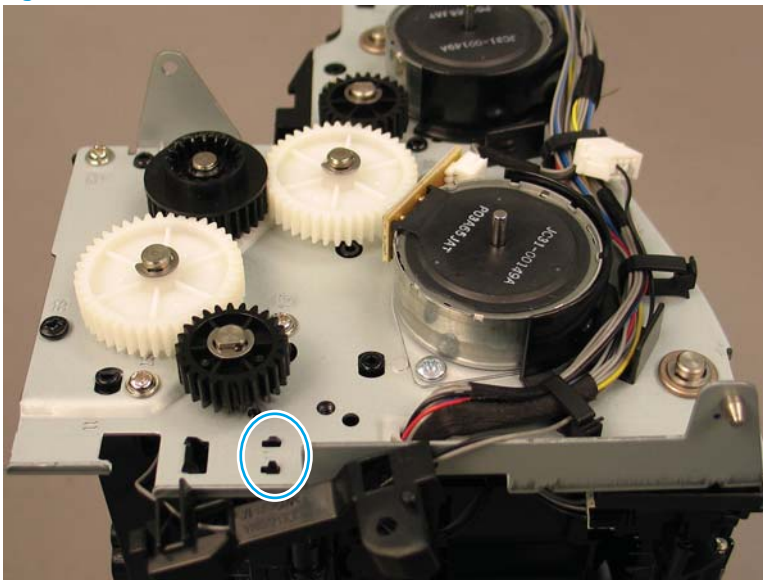
2. Remove the black adhesive strip from the exit unit.

Figure 2-264 Remove the black adhesive strip



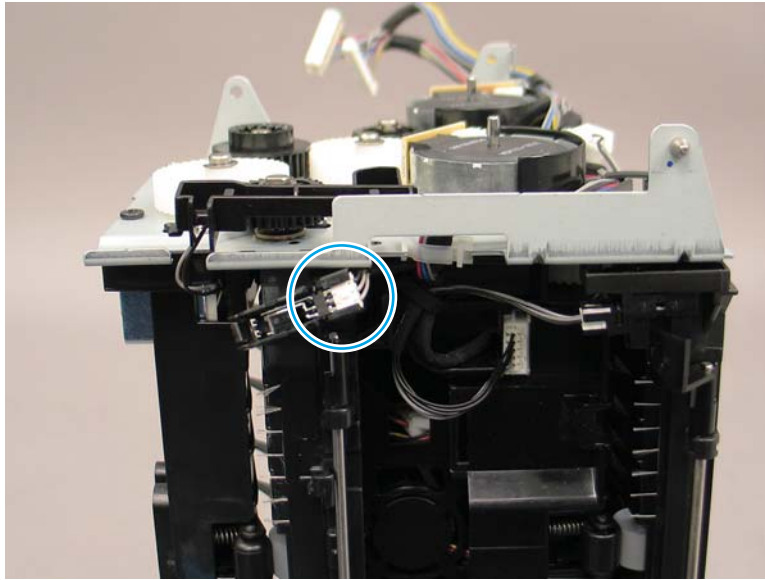
3. Release two tabs, and then unhook the sensor from the sheet metal.

Figure 2-265 Release two tabs



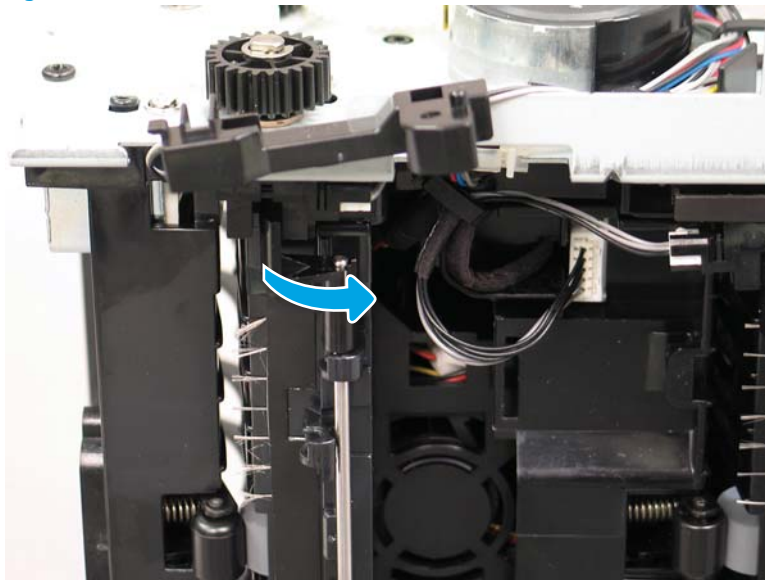
4. Disconnect one connector.

Figure 2-266 Disconnect one connector



5. Rotate the shaft to release the sensor, and then remove the sensor.

Figure 2-267 Remove the exit 1 bin full sensor



Step 9: 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.

Prefeed sensor 2 (pickup unit 2)

- [Introduction](#)
- [Step 1: Remove the right rear cover](#)
- [Step 2: Remove the right door](#)
- [Step 3: Remove pickup unit 2](#)
- [Step 4: Remove the prefeed sensor 2](#)
- [Step 5: Unpack the replacement assembly](#)

Introduction


This document provides the procedures to remove and replace the prefeed sensor 2 for pickup unit 2.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
 - A shutting-down message appears on the control-panel display.
-
-  **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
-
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

0604-001381

To order the part, go to www.hp.com/buy/parts.

- Photo Interrupter

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

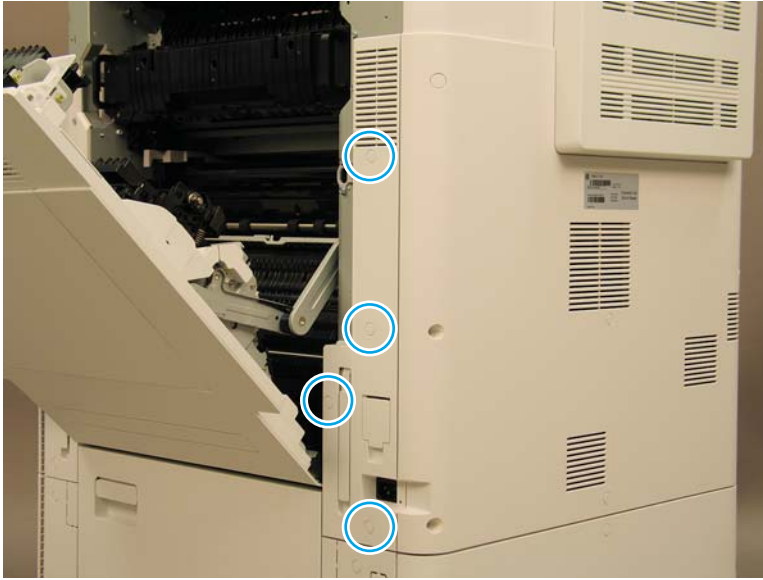
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the right rear cover

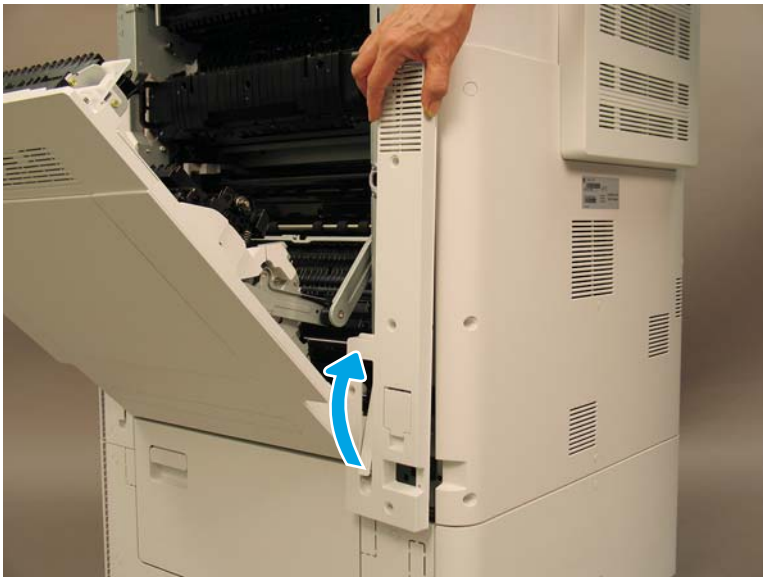
1. Open the right door.
2. Remove four screw-caps and four screws.

Figure 2-268 Remove four screws



3. Lift the handle and remove the right rear cover.

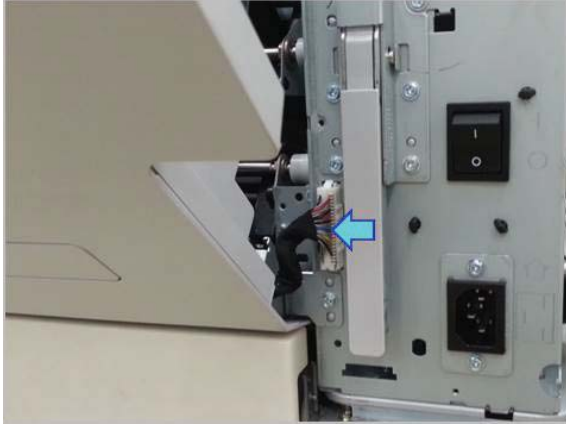
Figure 2-269 Remove the right rear cover



Step 2: Remove the right door

1. Disconnect the right door connector by moving it side-to-side until it releases.

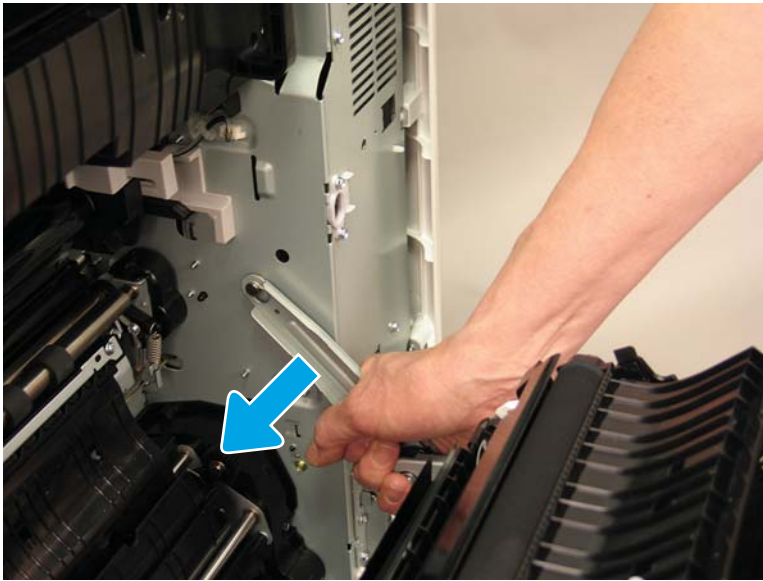
Figure 2-270 Disconnect one connector



2. Slightly raise the right door and carefully release the right hinge from the hinge pin.

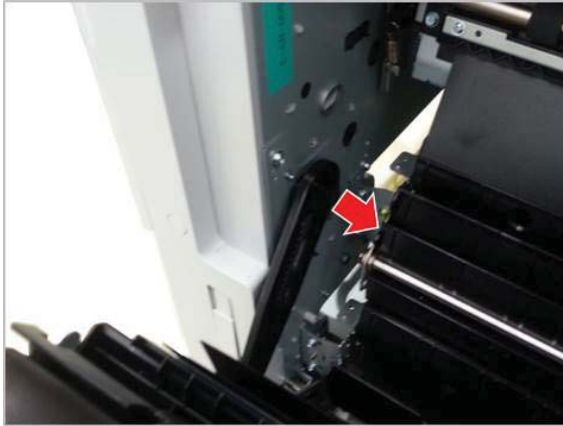
⚠ CAUTION: The hinge is spring-loaded and might snap back forcefully. Raise the door to take the tension off of the spring, and then hold the hinge firmly while releasing it from the hinge pin.

Figure 2-271 Release the right hinge



3. Slightly raise the right door, and then release the left dampener.

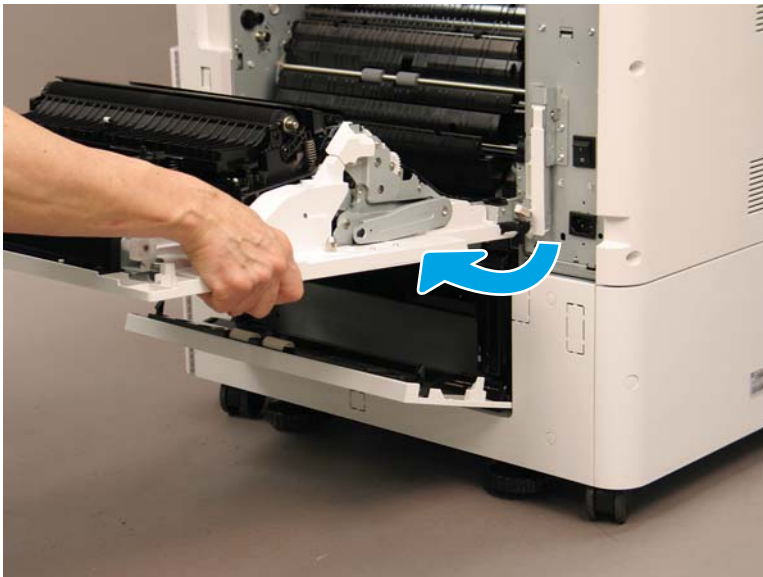
Figure 2-272 Release the left dampener



4. Open the lower paper feeder door. Lower the right door to 90°, and then rotate the rear side of the door away from the printer. Slide the door to the rear of the printer to remove it.

⚠ CAUTION: Do not lower the door more than 90°. This might result in damage to the door.

Figure 2-273 Remove the right door

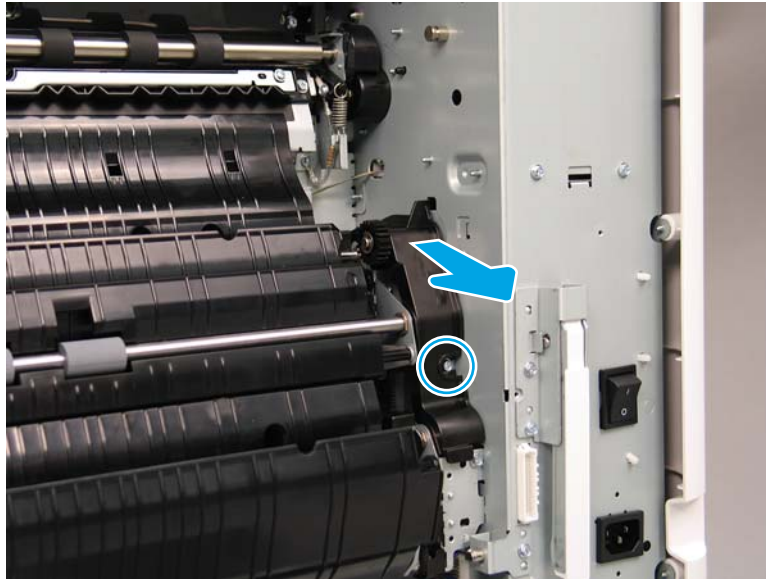


Step 3: Remove pickup unit 2

1. Remove the paper trays.

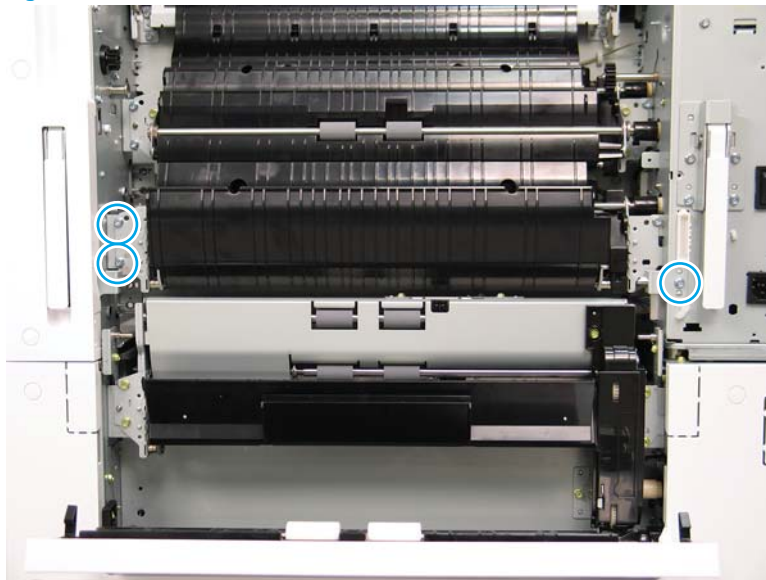
2. Remove one screw, and then remove the cover.

Figure 2-274 Remove one screw and the cover



3. Remove three screws.

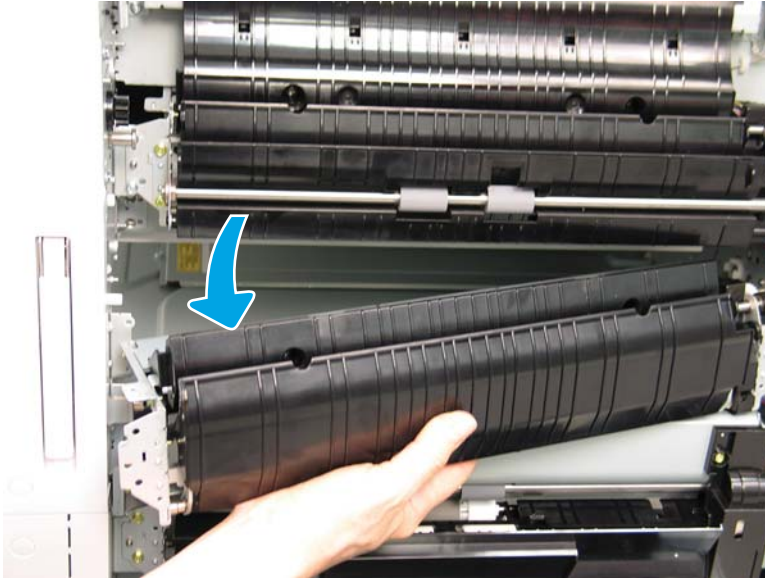
Figure 2-275 Remove three screws



4. Rotate the left side of pickup unit 2 away from the printer.

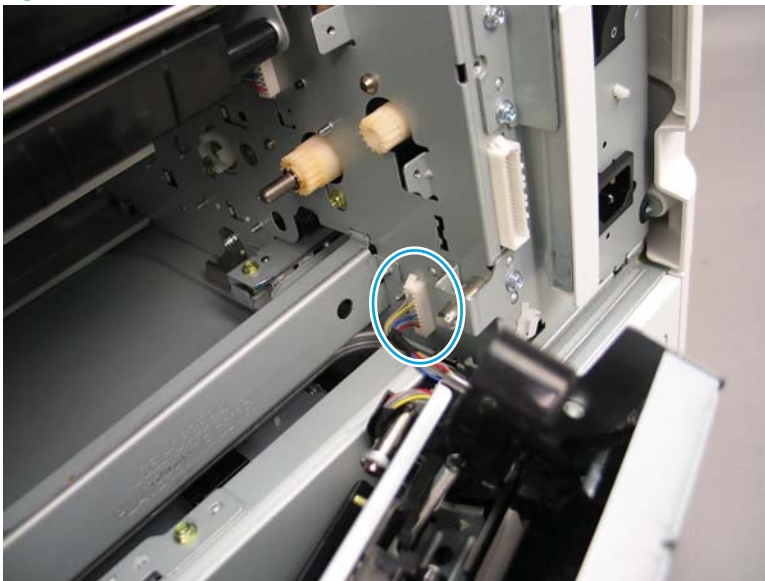
⚠ CAUTION: The pickup unit is still attached to the printer by a connector. Do not remove it completely

Figure 2-276 Rotate pickup unit 2



5. Disconnect one connector.

Figure 2-277 Disconnect one connector

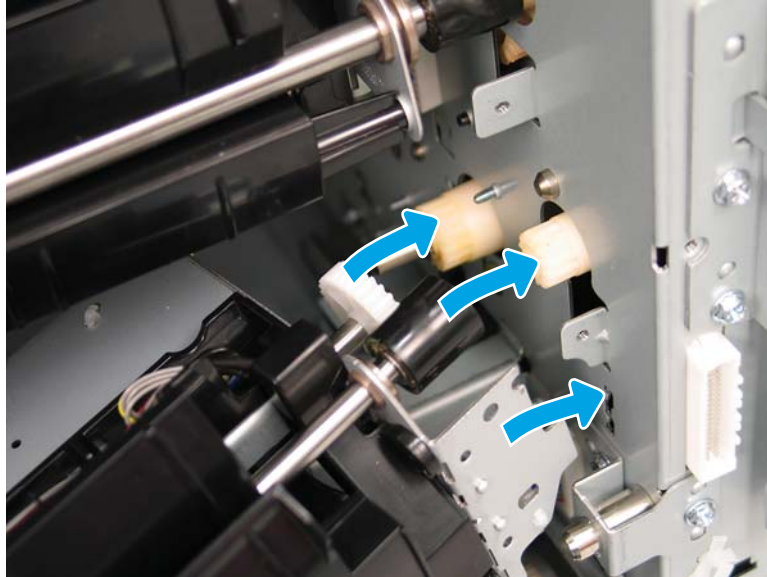


6. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Pickup unit 2

- ▲ When reinstalling pickup unit 2, align the gear, coupler, and bracket on the right side.

Figure 2-278 Align gear, coupler, and bracket



 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

Step 4: Remove the prefeed sensor 2

- ▲ Open the guide-pickup, and then remove the prefeed sensor 2.

Figure 2-279 Remove prefeed sensor 2



Step 5: 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.

Prefeed sensor 1 (pickup unit 1)

- [Introduction](#)
- [Step 1: Remove the right rear cover](#)
- [Step 2: Remove the right door](#)
- [Step 3: Remove pickup unit 2](#)
- [Step 4: Remove pickup unit 1](#)
- [Step 5: Remove the prefeed sensor 1](#)
- [Step 6: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the prefeed sensor 1 for pickup unit 1.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- ⚠ **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

0604-001490

To order the part, go to www.hp.com/buy/parts.

- Photo Interrupter

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.

- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

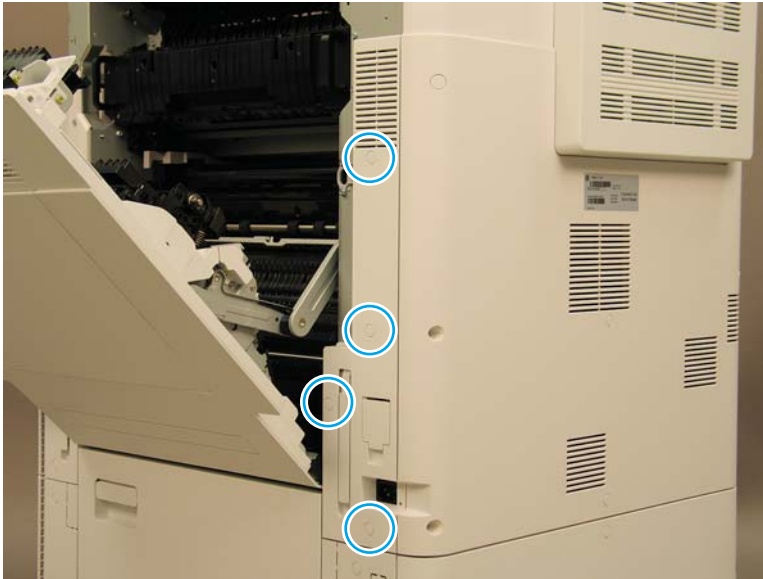
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the right rear cover

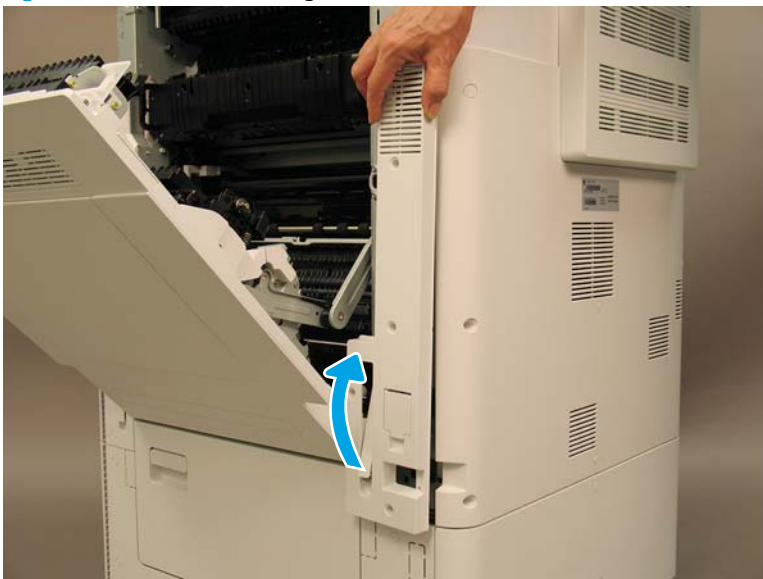
1. Open the right door.
2. Remove four screw-caps and four screws.

Figure 2-280 Remove four screws



3. Lift the handle and remove the right rear cover.

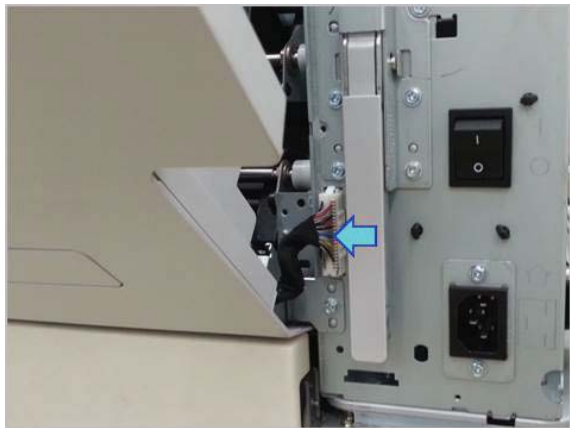
Figure 2-281 Remove the right rear cover



Step 2: Remove the right door

1. Disconnect the right door connector by moving it side-to-side until it releases.

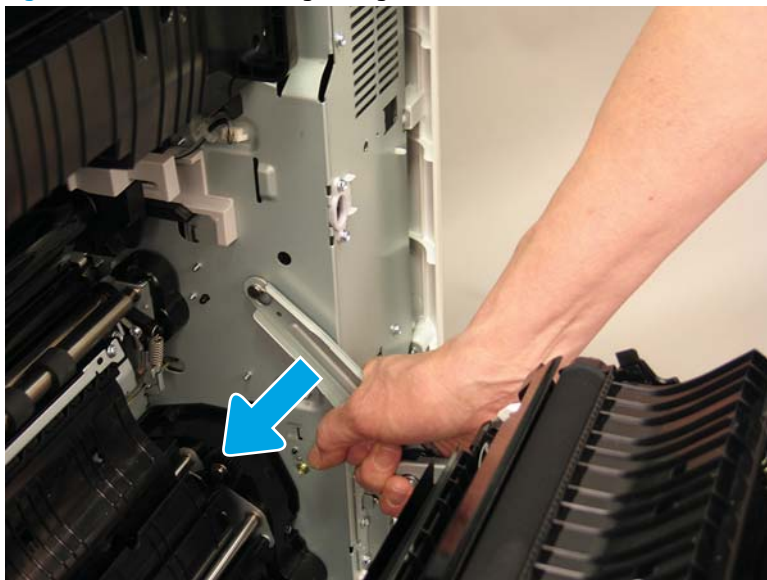
Figure 2-282 Disconnect one connector



2. Slightly raise the right door and carefully release the right hinge from the hinge pin.

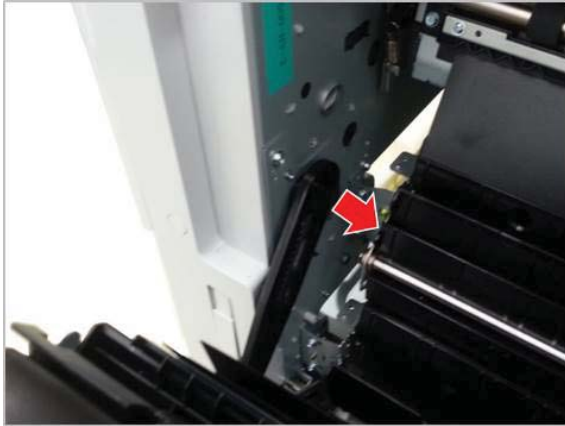
⚠ CAUTION: The hinge is spring-loaded and might snap back forcefully. Raise the door to take the tension off of the spring, and then hold the hinge firmly while releasing it from the hinge pin.

Figure 2-283 Release the right hinge



3. Slightly raise the right door, and then release the left dampener.

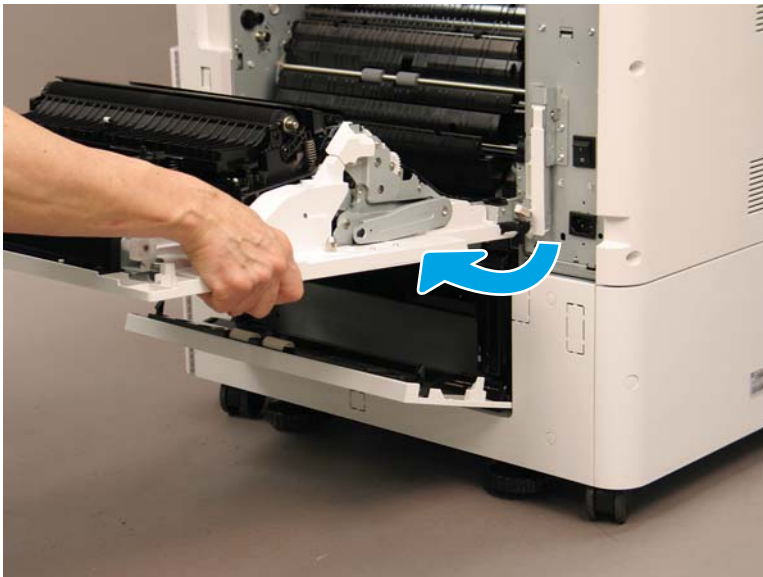
Figure 2-284 Release the left dampener



4. Open the lower paper feeder door. Lower the right door to 90°, and then rotate the rear side of the door away from the printer. Slide the door to the rear of the printer to remove it.

⚠ CAUTION: Do not lower the door more than 90°. This might result in damage to the door.

Figure 2-285 Remove the right door

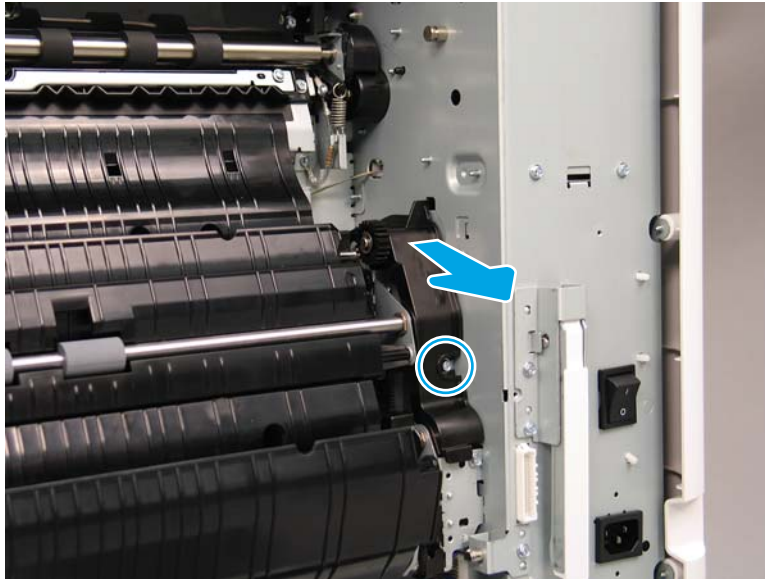


Step 3: Remove pickup unit 2

1. Remove the paper trays.

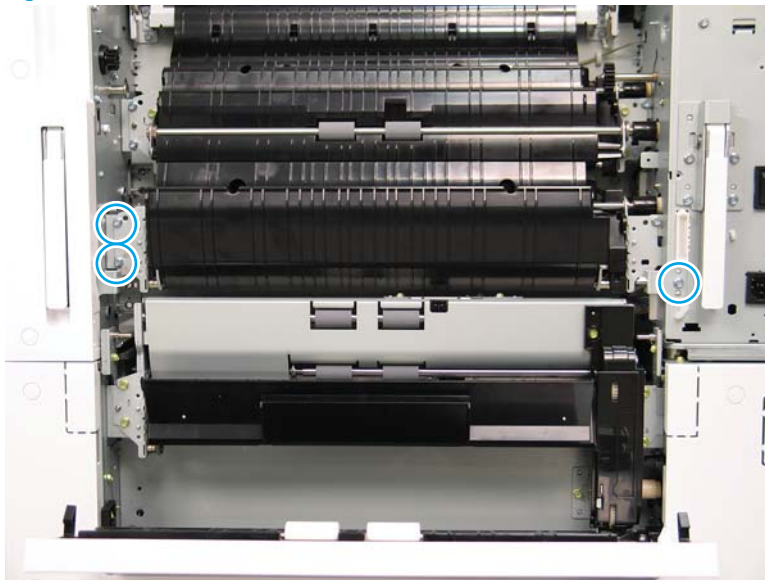
2. Remove one screw, and then remove the cover.

Figure 2-286 Remove one screw and the cover



3. Remove three screws.

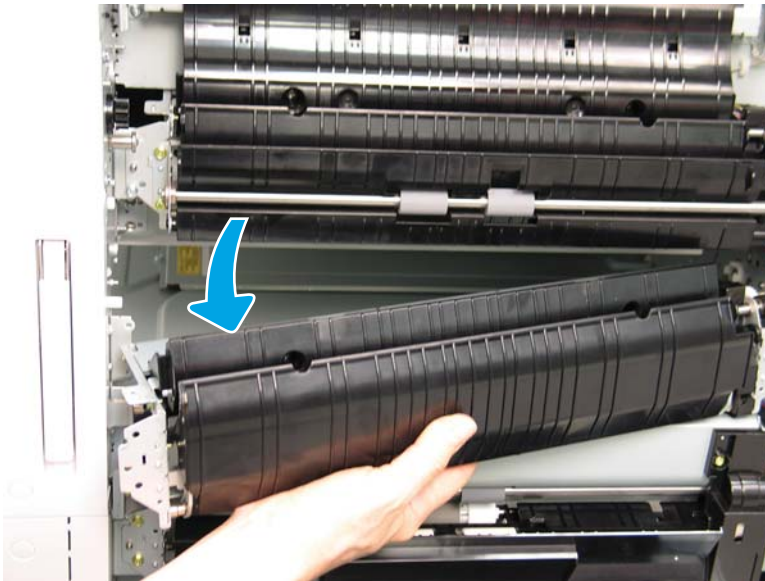
Figure 2-287 Remove three screws



4. Rotate the left side of pickup unit 2 away from the printer.

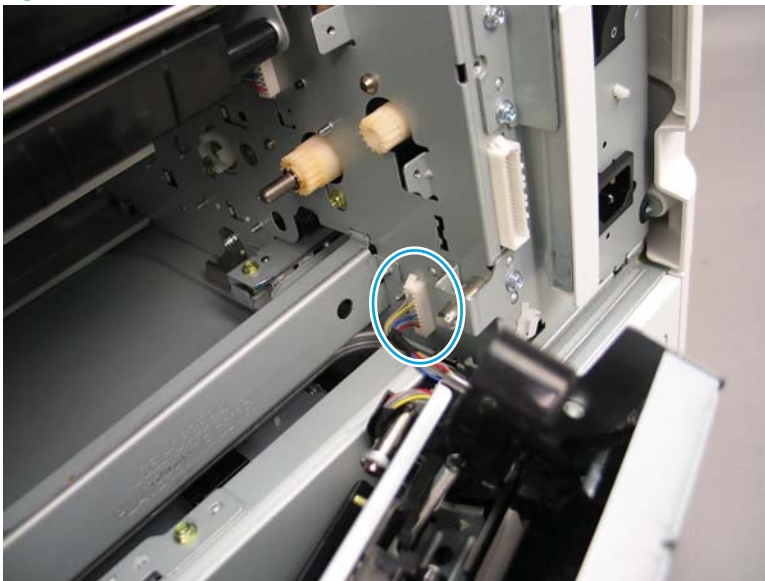
⚠ CAUTION: The pickup unit is still attached to the printer by a connector. Do not remove it completely

Figure 2-288 Rotate pickup unit 2



5. Disconnect one connector.

Figure 2-289 Disconnect one connector

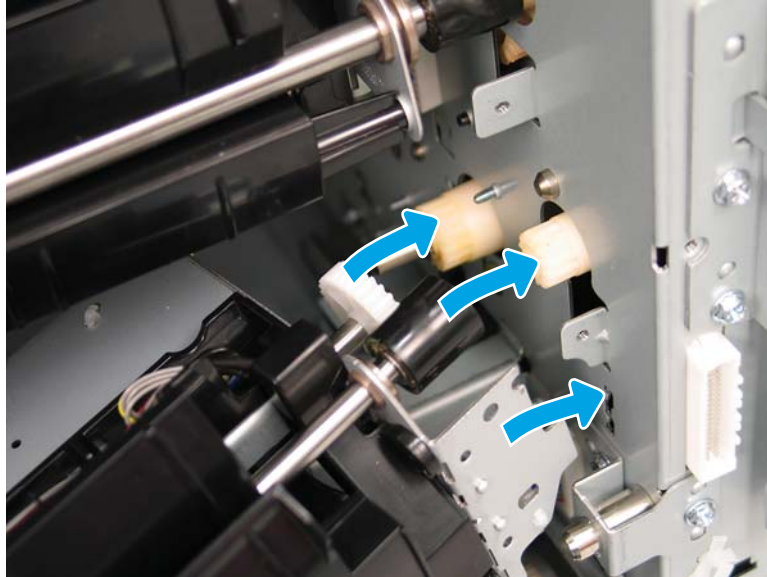


6. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Pickup unit 2

- ▲ When reinstalling pickup unit 2, align the gear, coupler, and bracket on the right side.

Figure 2-290 Align gear, coupler, and bracket



 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

Step 4: Remove pickup unit 1

1. Remove three screws.

Figure 2-291 Remove three screws



2. Rotate the left side of pickup unit 1 away from the printer.

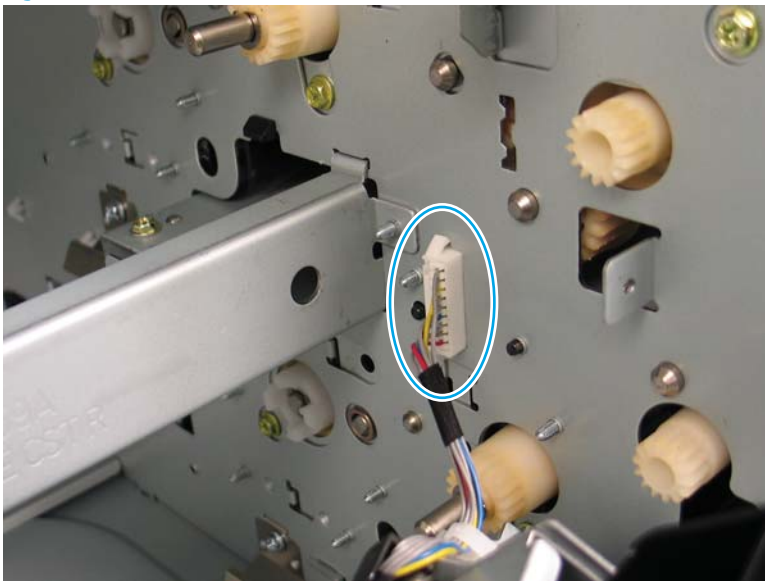
⚠ CAUTION: The pickup unit is still attached to the printer by a connector. Do not remove it completely

Figure 2-292 Rotate pickup unit 1



3. Disconnect one connector.

Figure 2-293 Disconnect one connector

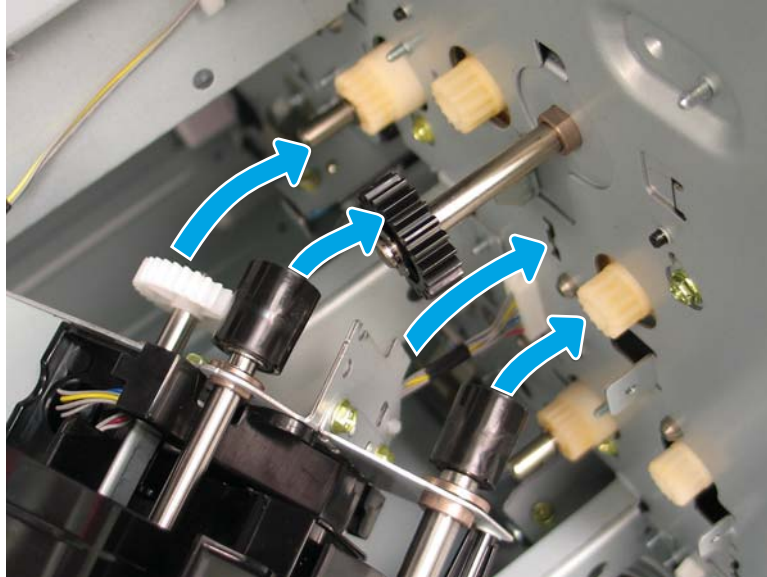


4. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Pickup unit 1

- ▲ When reinstalling pickup unit 1, align the gear, couplers, and bracket on the right side.

Figure 2-294 Align gear, coupler, and bracket

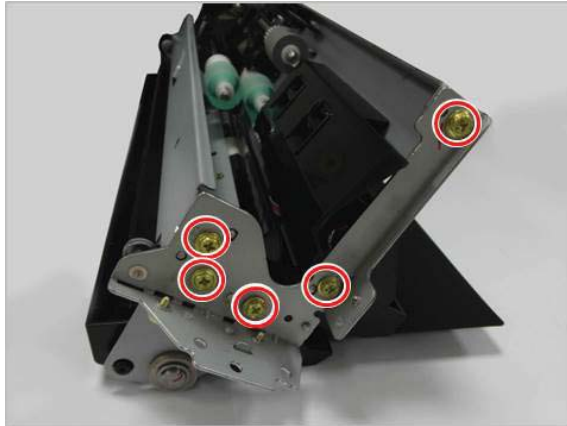


 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

Step 5: Remove the prefeed sensor 1

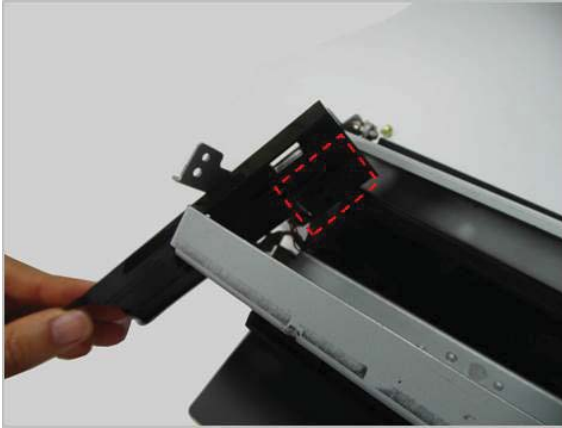
1. Remove five screws, and then remove the bracket.

Figure 2-295 Remove five screws and the bracket.



2. Remove the sensor from its holder.

Figure 2-296 Remove the sensor





Step 6: 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.

Exit assembly

Figure 2-297 Exit assembly

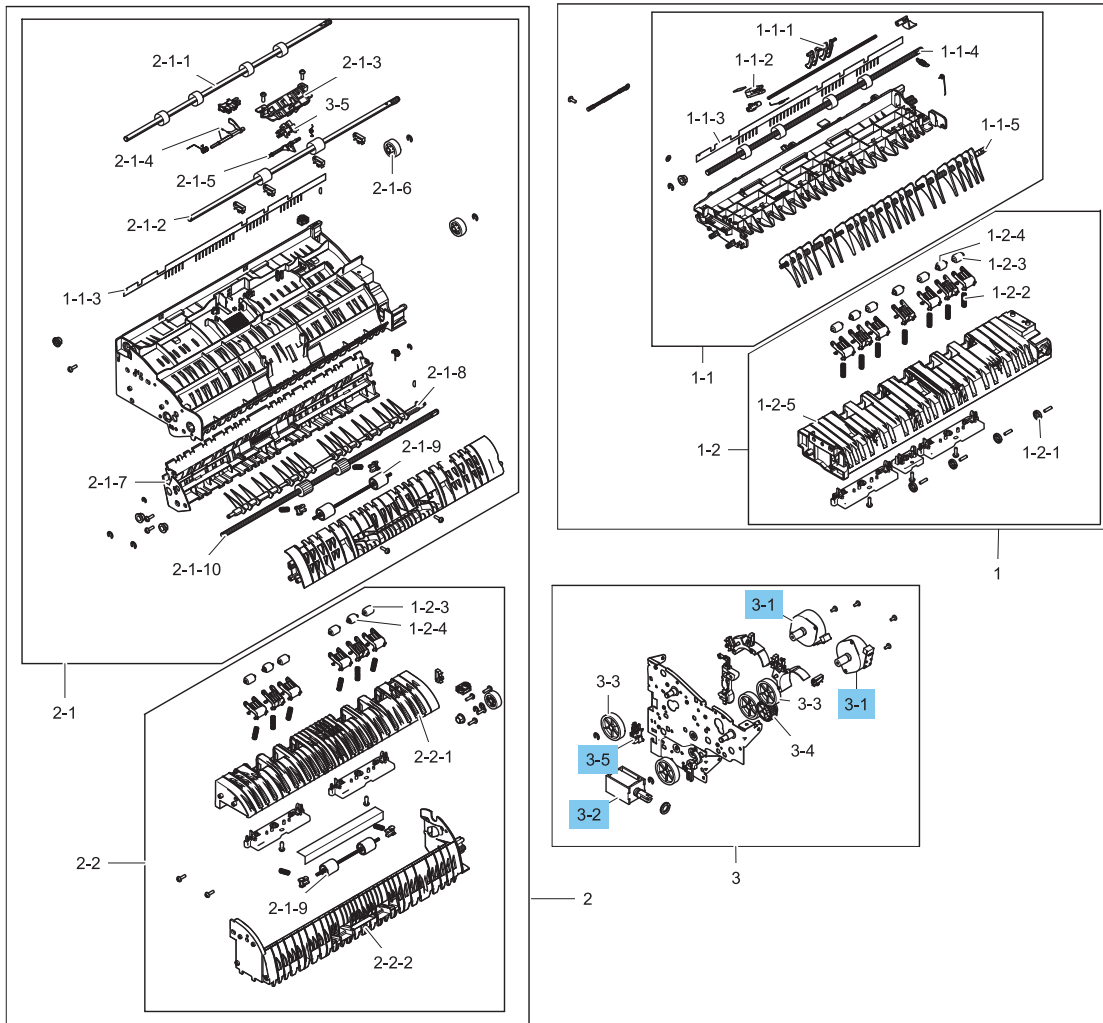


Table 2-2 Exit assembly

Ref	Description	Part number	Qty
3-1	Motor, step	JC93-00802A on page 403	2
3-2	Lifting solenoid	JC33-00031B on page 403	1
3-5	Photo interrupter	0604-001393 on page 403	1
3-5	Photo-interrupter	0604-001393 on page 413	1

Exit gate solenoid/motors/sensor (on the exit unit)

- [Introduction](#)
- [Step 1: Remove the right rear cover](#)
- [Step 2: Remove the right door](#)
- [Step 3: Remove the front top inner cover](#)
- [Step 4: Remove the front power cover](#)
- [Step 5: Remove the top right cover](#)
- [Step 6: Remove the fuser unit](#)
- [Step 7: Remove the exit unit](#)
- [Step 8: Remove the exit gate solenoid/motors/sensor](#)
- [Step 9: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the exit gate solenoid.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.



WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC93-00802A

- Drive, motor step (Qty 2)

JC33-00031B

To order the part, go to www.hp.com/buy/parts.

- Solenoid - Lifting

0604-001393

- Photo interrupter

To order the part, go to www.hp.com/buy/parts.

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

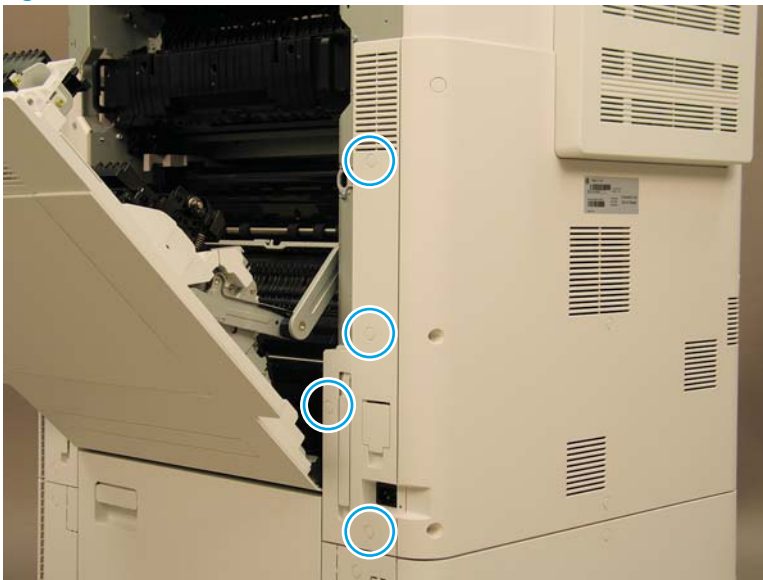
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the right rear cover

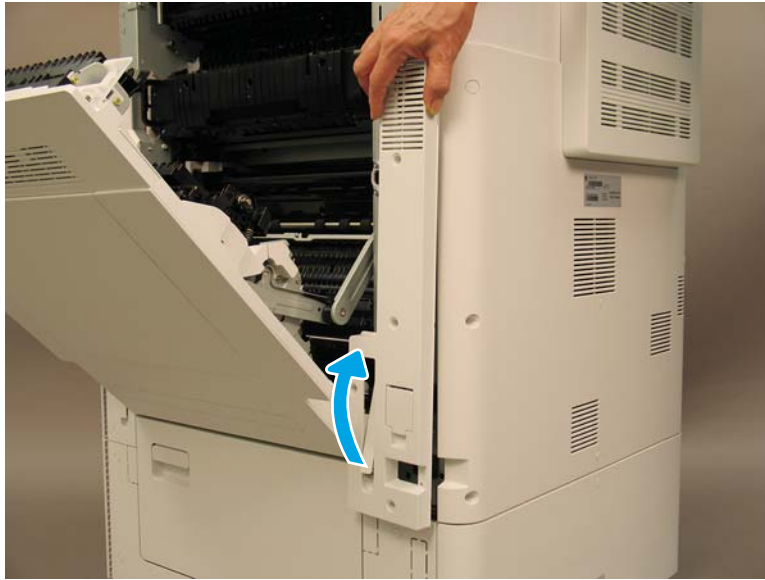
1. Open the right door.
2. Remove four screw-caps and four screws.

Figure 2-298 Remove four screws



3. Lift the handle and remove the right rear cover.

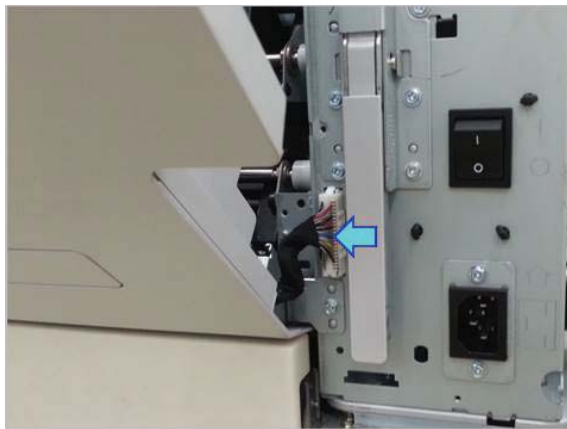
Figure 2-299 Remove the right rear cover



Step 2: Remove the right door

1. Disconnect the right door connector by moving it side-to-side until it releases.

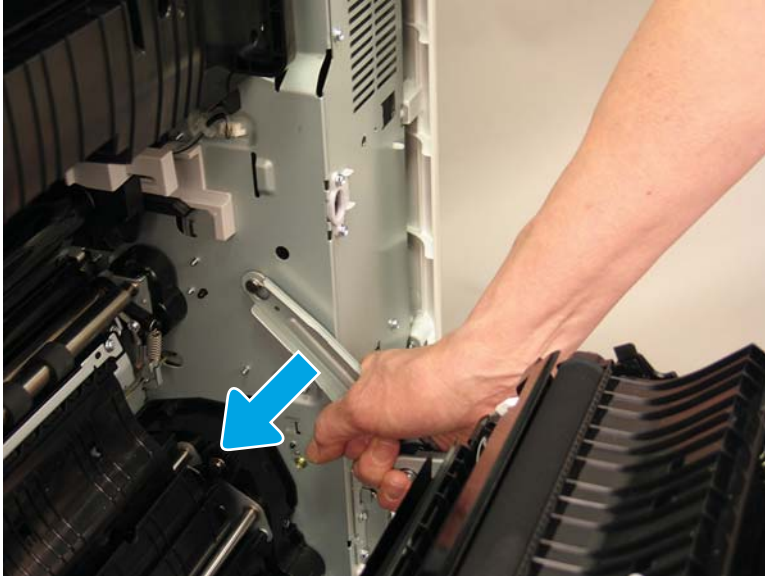
Figure 2-300 Disconnect one connector



2. Slightly raise the right door and carefully release the right hinge from the hinge pin.

⚠ CAUTION: The hinge is spring-loaded and might snap back forcefully. Raise the door to take the tension off of the spring, and then hold the hinge firmly while releasing it from the hinge pin.

Figure 2-301 Release the right hinge



3. Slightly raise the right door, and then release the left dampener.

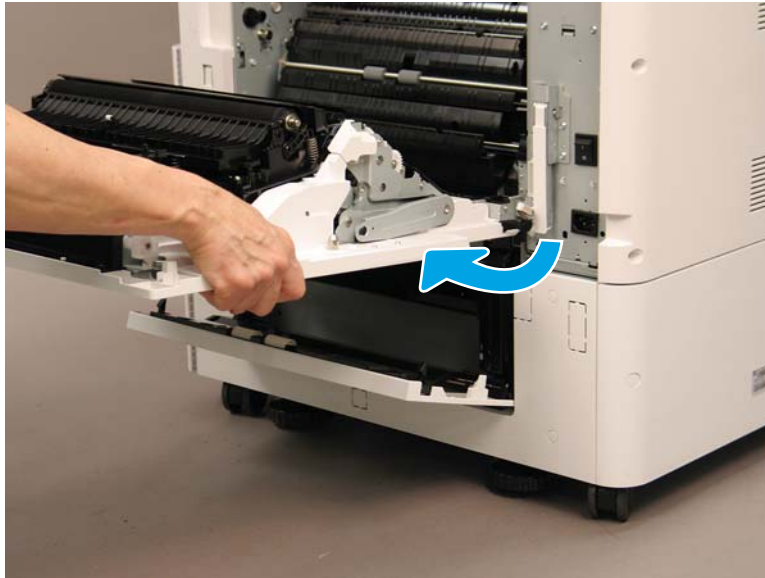
Figure 2-302 Release the left dampener



4. Open the lower paper feeder door. Lower the right door to 90°, and then rotate the rear side of the door away from the printer. Slide the door to the rear of the printer to remove it.

⚠ CAUTION: Do not lower the door more than 90°. This might result in damage to the door.

Figure 2-303 Remove the right door



Step 3: Remove the front top inner cover

- ▲ Remove two screw-caps and two screws. Lift the front top inner cover away from the printer to remove it.

Figure 2-304 Remove the front top inner cover



Step 4: Remove the front power cover

1. Remove two screw-caps and two screws. Release two tabs on the right, and then rotate the cover slightly away from the printer.

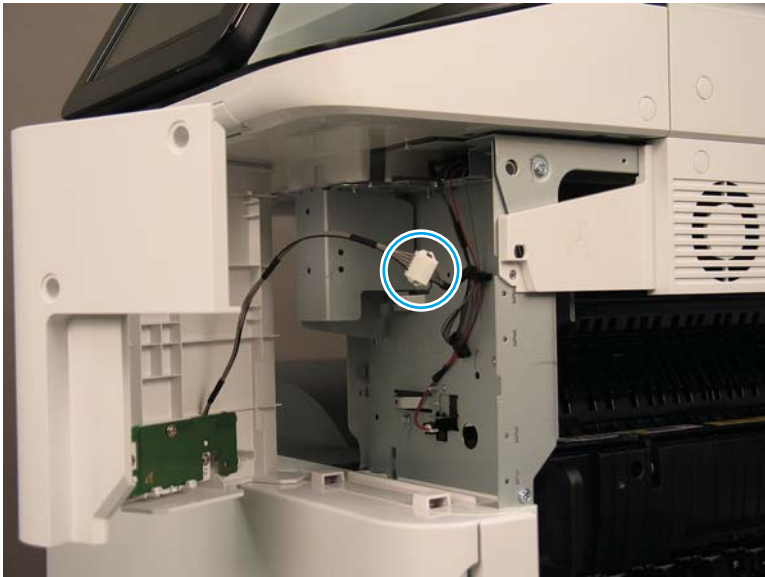
⚠ CAUTION: The cover is still attached to the printer by a cable. Do not completely remove the cover.

Figure 2-305 Remove two screws and rotate the cover



2. Disconnect one connector, and then remove the cover.

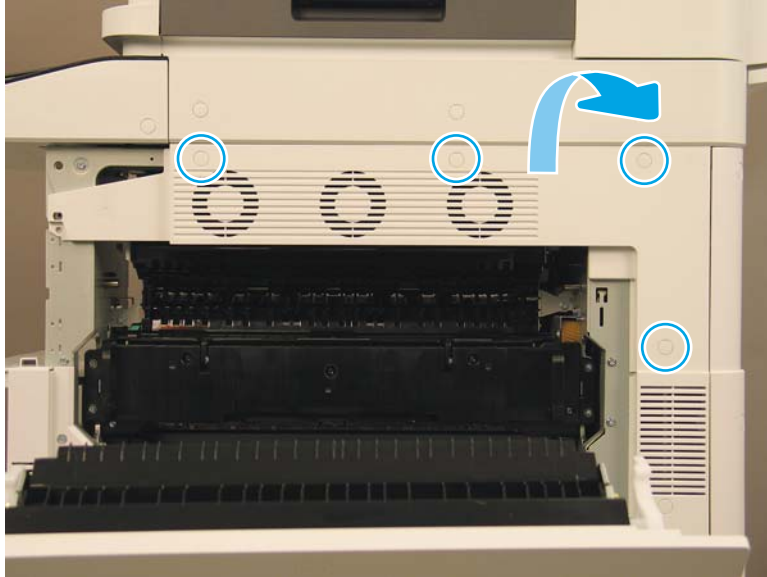
Figure 2-306 Remove the front power cover



Step 5: Remove the top right cover

- ▲ Remove four screw caps and four screws, and then rotate the upper right door cover away from the printer to remove it.

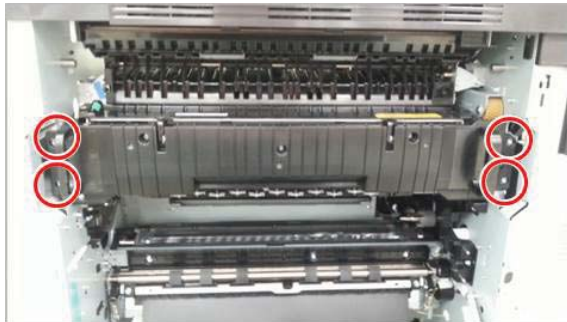
Figure 2-307 Remove the upper right door cover



Step 6: Remove the fuser unit

1. Remove four screws.

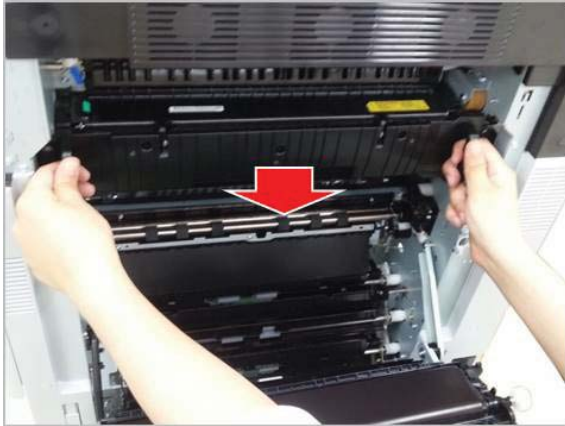
Figure 2-308 Fuser unit screw locations



2. Pull out the fuser unit.

⚠ CAUTION: The temperature in the vicinity of the fuser becomes heated. To prevent the potential of getting burned, make sure the fuser unit has cooled before replacing it.

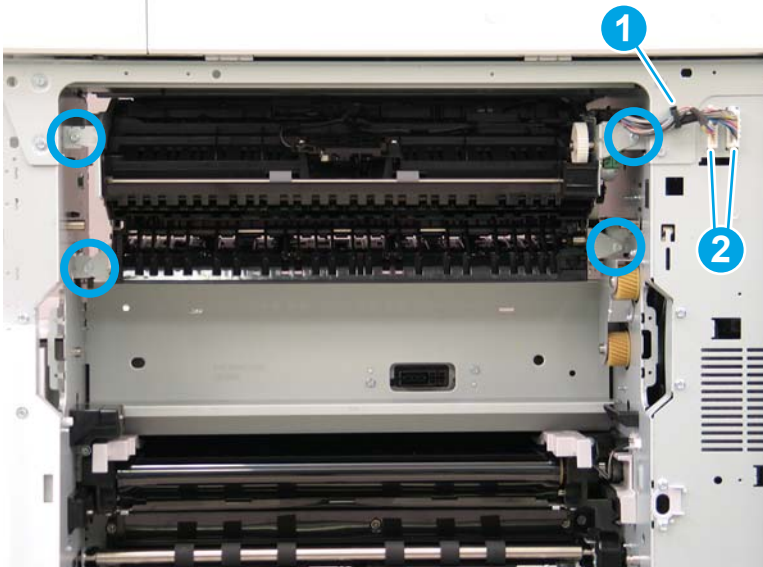
Figure 2-309 Fuser unit removal



Step 7: Remove the exit unit

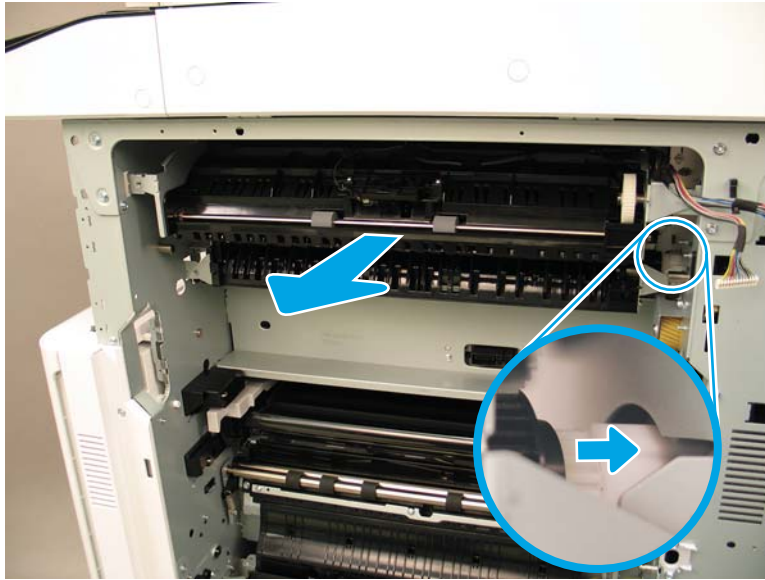
1. Release one retainer (callout 1), disconnect two connectors (callout 2), and then remove four screws (callout 3).

Figure 2-310 Disconnect two connectors and remove four screws



2. Remove the exit unit while pushing the coupler to the right.

Figure 2-311 Remove the exit unit

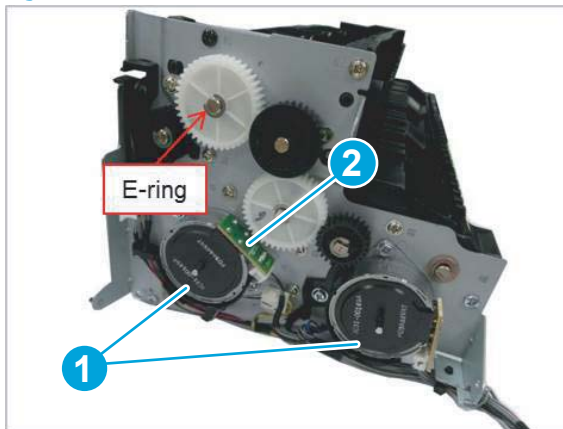


Step 8: Remove the exit gate solenoid/motors/sensor

1. Disconnect one connector. Gently pry the black gear from behind to remove it. Remove the e-ring, and then remove the white gear.

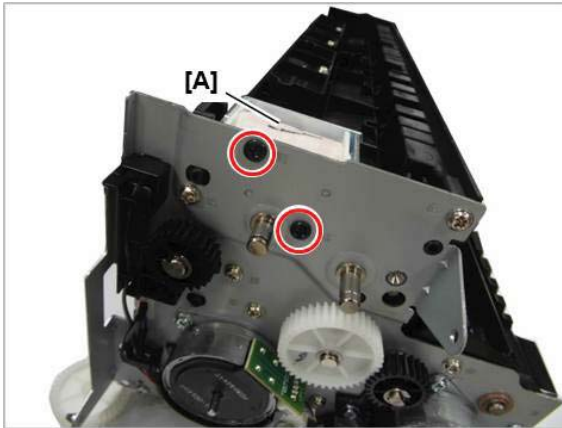
 **NOTE:** If necessary, remove two motors (callout 1), and then remove one sensor (callout 2).

Figure 2-312 On the exit unit, disconnect one connector and remove two gears



2. Remove two screws, and then remove the exit gate solenoid [A].

Figure 2-313 Exit gate solenoid





Step 9: 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.

Return sensor (on the exit unit)

- [Introduction](#)
- [Step 1: Remove the right rear cover](#)
- [Step 2: Remove the right door](#)
- [Step 3: Remove the front top inner cover](#)
- [Step 4: Remove the front power cover](#)
- [Step 5: Remove the top right cover](#)
- [Step 6: Remove the fuser unit](#)
- [Step 7: Remove the exit unit](#)
- [Step 8: Remove the return sensor](#)
- [Step 9: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the return sensor.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
 - A shutting-down message appears on the control-panel display.
-
- WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
-
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

0604-001393

To order the part, go to www.hp.com/buy/parts.

- Photo Interrupter

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

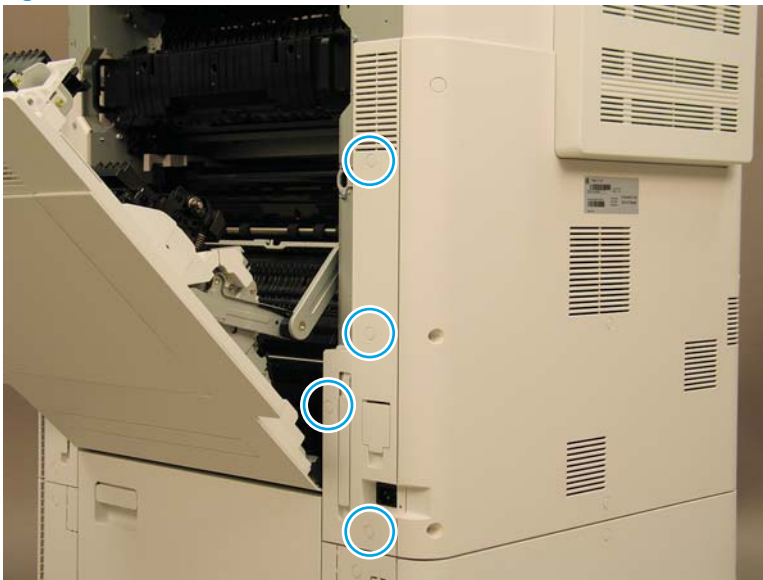
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the right rear cover

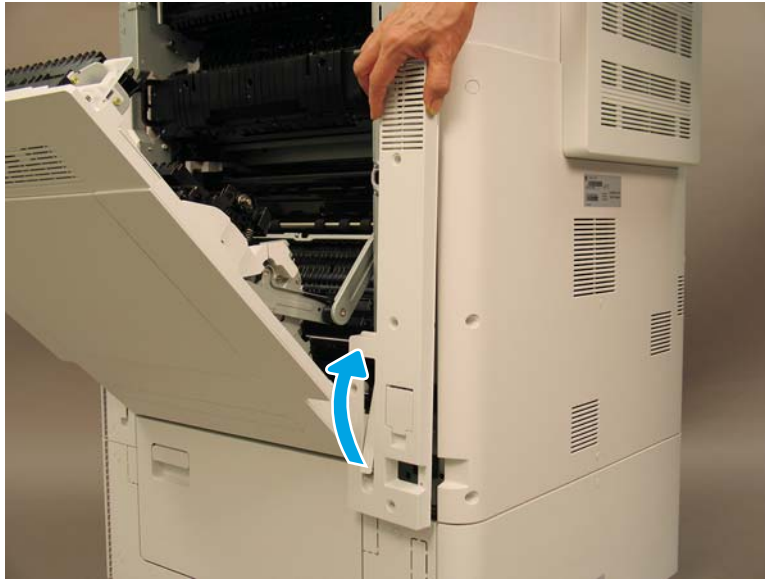
1. Open the right door.
2. Remove four screw-caps and four screws.

Figure 2-314 Remove four screws



3. Lift the handle and remove the right rear cover.

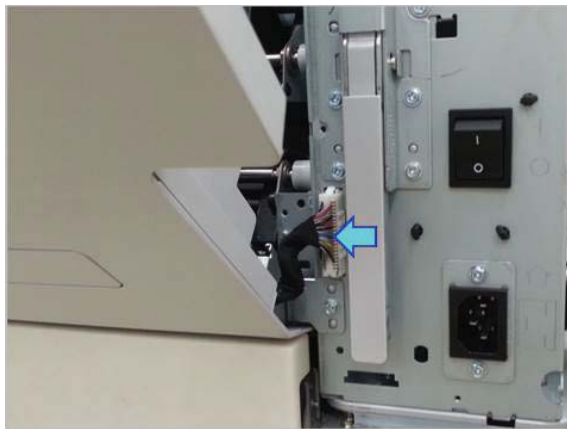
Figure 2-315 Remove the right rear cover



Step 2: Remove the right door

1. Disconnect the right door connector by moving it side-to-side until it releases.

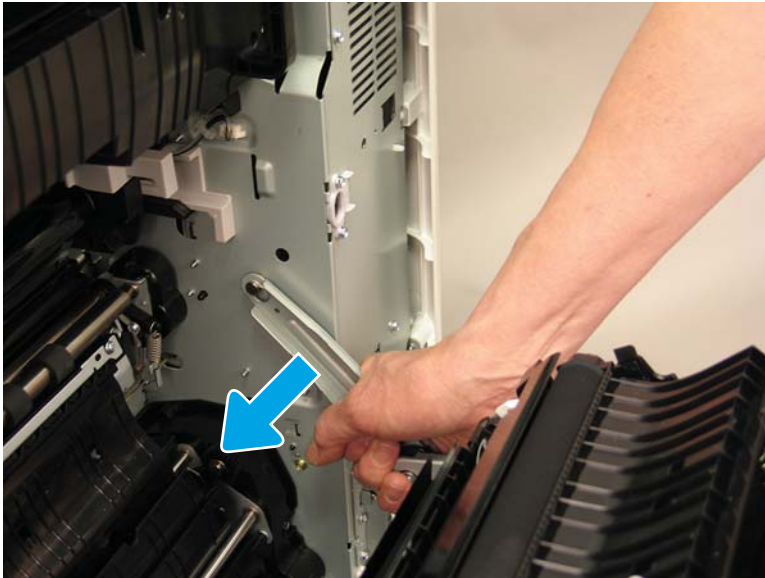
Figure 2-316 Disconnect one connector



2. Slightly raise the right door and carefully release the right hinge from the hinge pin.

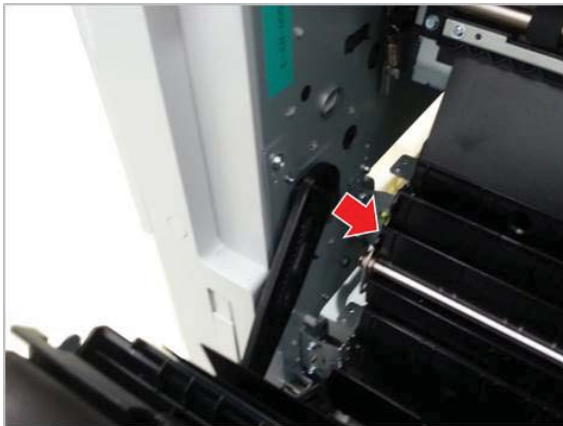
⚠ CAUTION: The hinge is spring-loaded and might snap back forcefully. Raise the door to take the tension off of the spring, and then hold the hinge firmly while releasing it from the hinge pin.

Figure 2-317 Release the right hinge



3. Slightly raise the right door, and then release the left dampener.

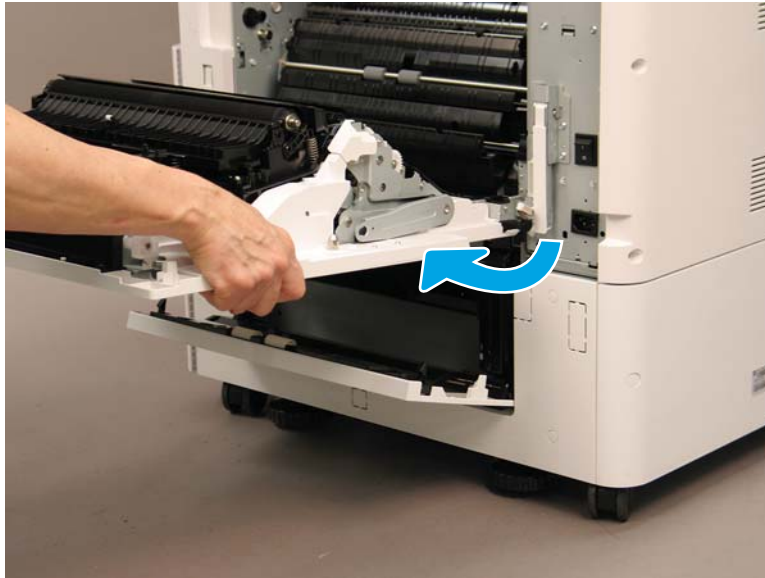
Figure 2-318 Release the left dampener



4. Open the lower paper feeder door. Lower the right door to 90°, and then rotate the rear side of the door away from the printer. Slide the door to the rear of the printer to remove it.

⚠ CAUTION: Do not lower the door more than 90°. This might result in damage to the door.

Figure 2-319 Remove the right door



Step 3: Remove the front top inner cover

- ▲ Remove two screw-caps and two screws. Lift the front top inner cover away from the printer to remove it.

Figure 2-320 Remove the front top inner cover



Step 4: Remove the front power cover

1. Remove two screw-caps and two screws. Release two tabs on the right, and then rotate the cover slightly away from the printer.

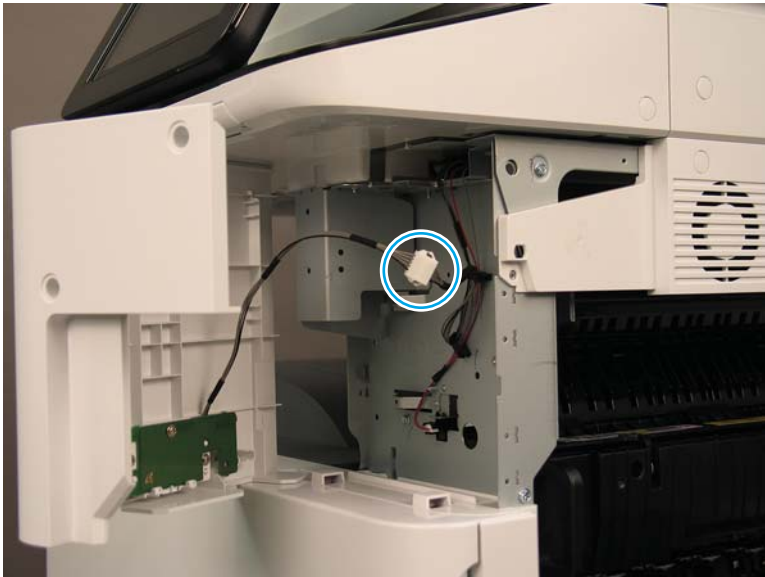
⚠ CAUTION: The cover is still attached to the printer by a cable. Do not completely remove the cover.

Figure 2-321 Remove two screws and rotate the cover



2. Disconnect one connector, and then remove the cover.

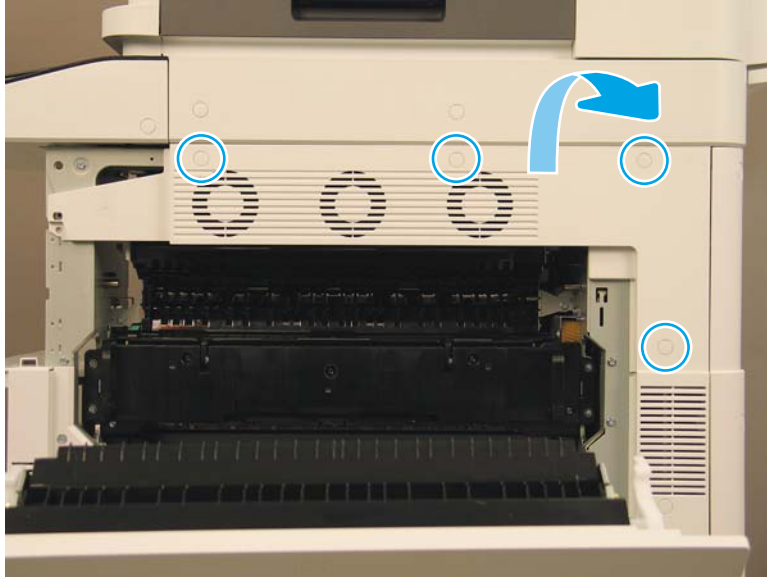
Figure 2-322 Remove the front power cover



Step 5: Remove the top right cover

- ▲ Remove four screw caps and four screws, and then rotate the upper right door cover away from the printer to remove it.

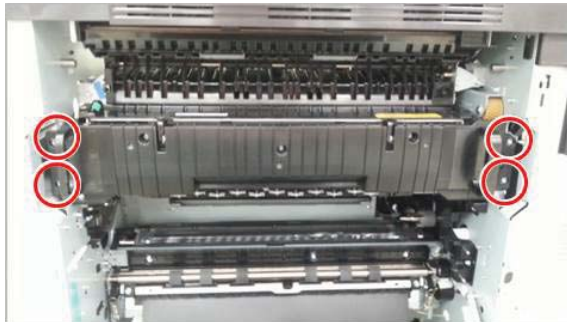
Figure 2-323 Remove the upper right door cover



Step 6: Remove the fuser unit

1. Remove four screws.

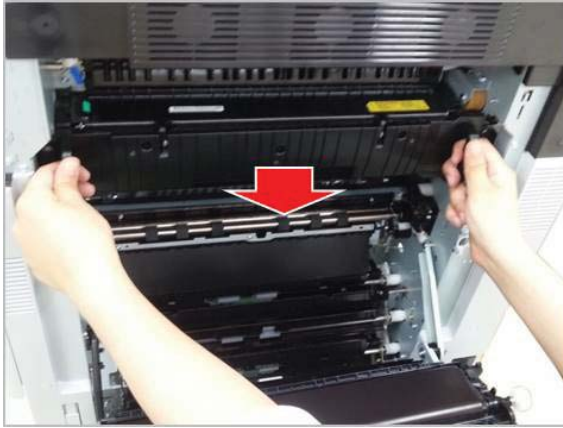
Figure 2-324 Fuser unit screw locations



2. Pull out the fuser unit.

⚠ CAUTION: The temperature in the vicinity of the fuser becomes heated. To prevent the potential of getting burned, make sure the fuser unit has cooled before replacing it.

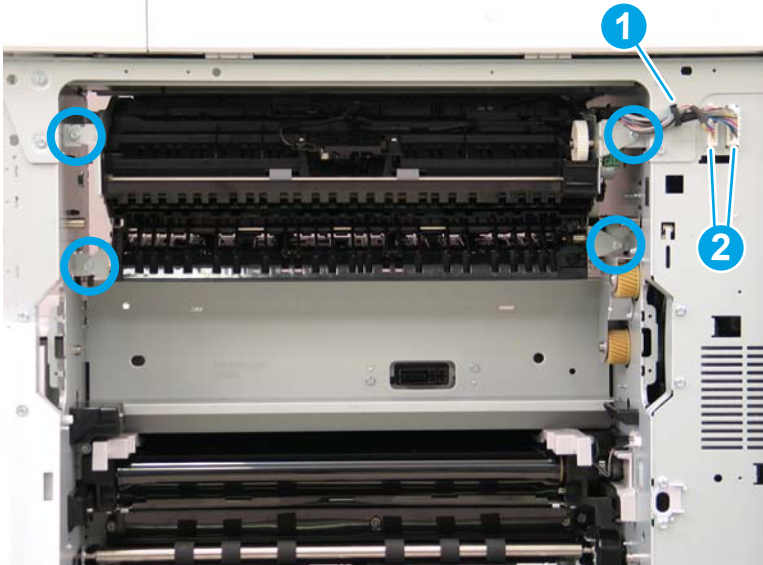
Figure 2-325 Fuser unit removal



Step 7: Remove the exit unit

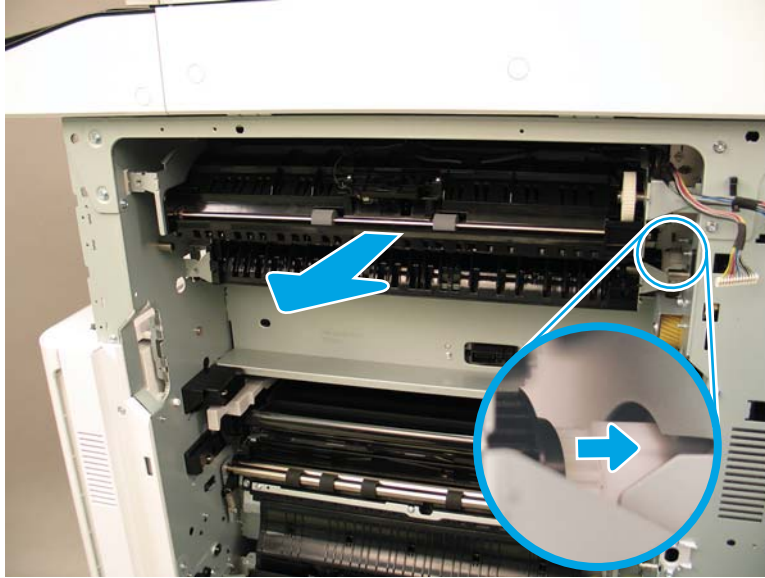
1. Release one retainer (callout 1), disconnect two connectors (callout 2), and then remove four screws (callout 3).

Figure 2-326 Disconnect two connectors and remove four screws



2. Remove the exit unit while pushing the coupler to the right.

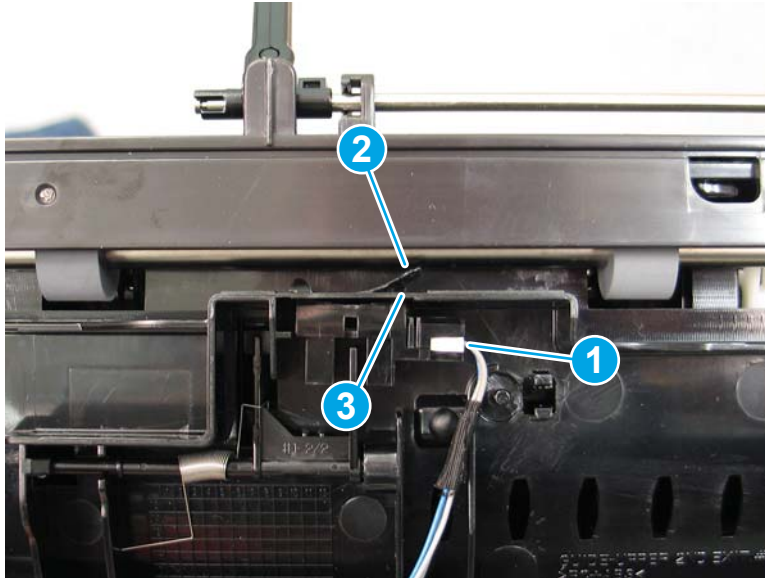
Figure 2-327 Remove the exit unit



Step 8: Remove the return sensor

- ▲ Locate the sensor on the exit unit. Disconnect one connector (callout 1), and then peel the black adhesive strip (callout 2) away from the top of the sensor. Release two small tabs (callout 3), and then remove the sensor.

Figure 2-328 Return sensor



Step 9: 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.

Tray 2/3

Figure 2-329 Tray 2

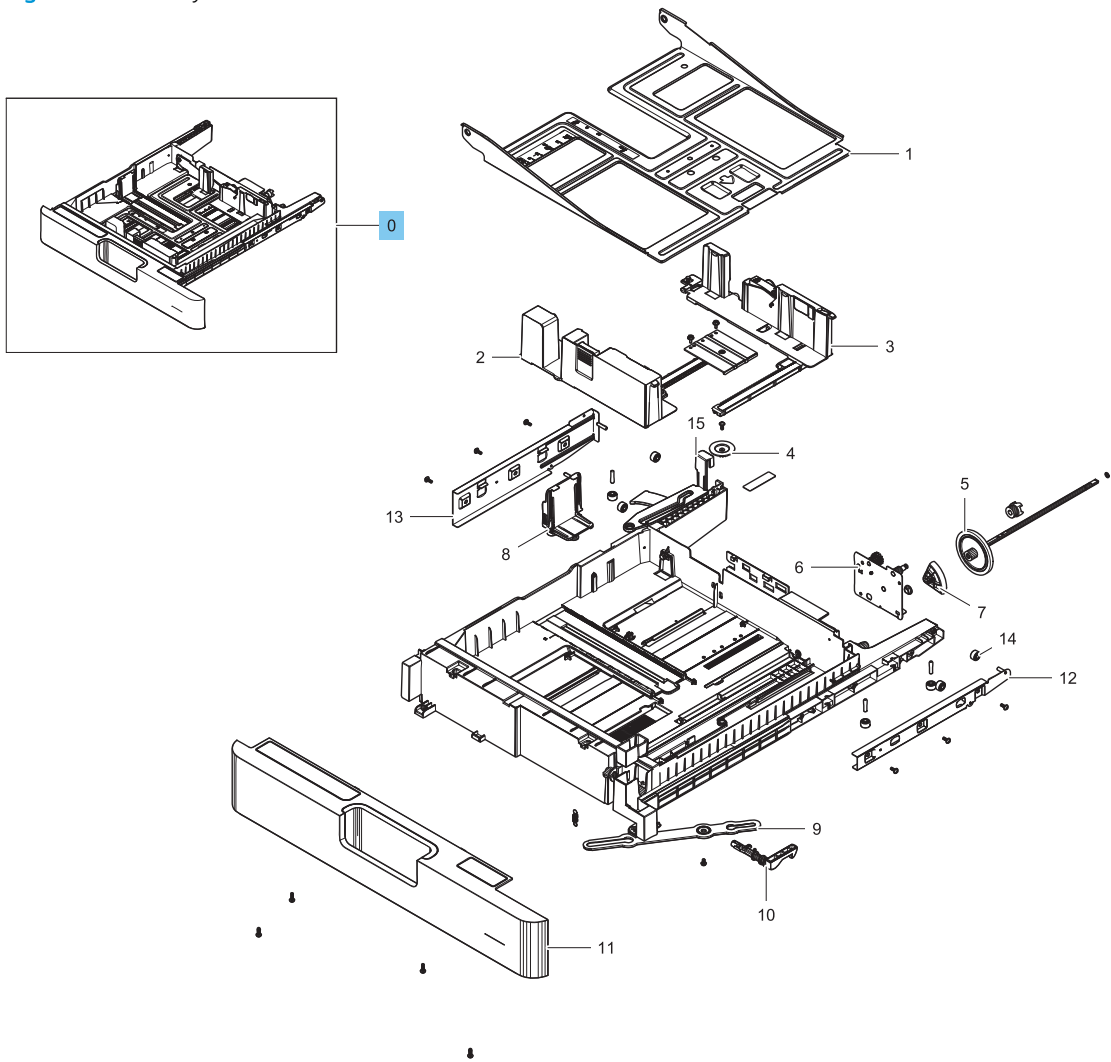


Table 2-3 Tray 2

Ref	Description	Part number	Qty
0	Tray 2	JC90-01610A	1
0	Tray 3	JC90-01611A	1

Main frame assembly

Figure 2-330 Main frame assembly

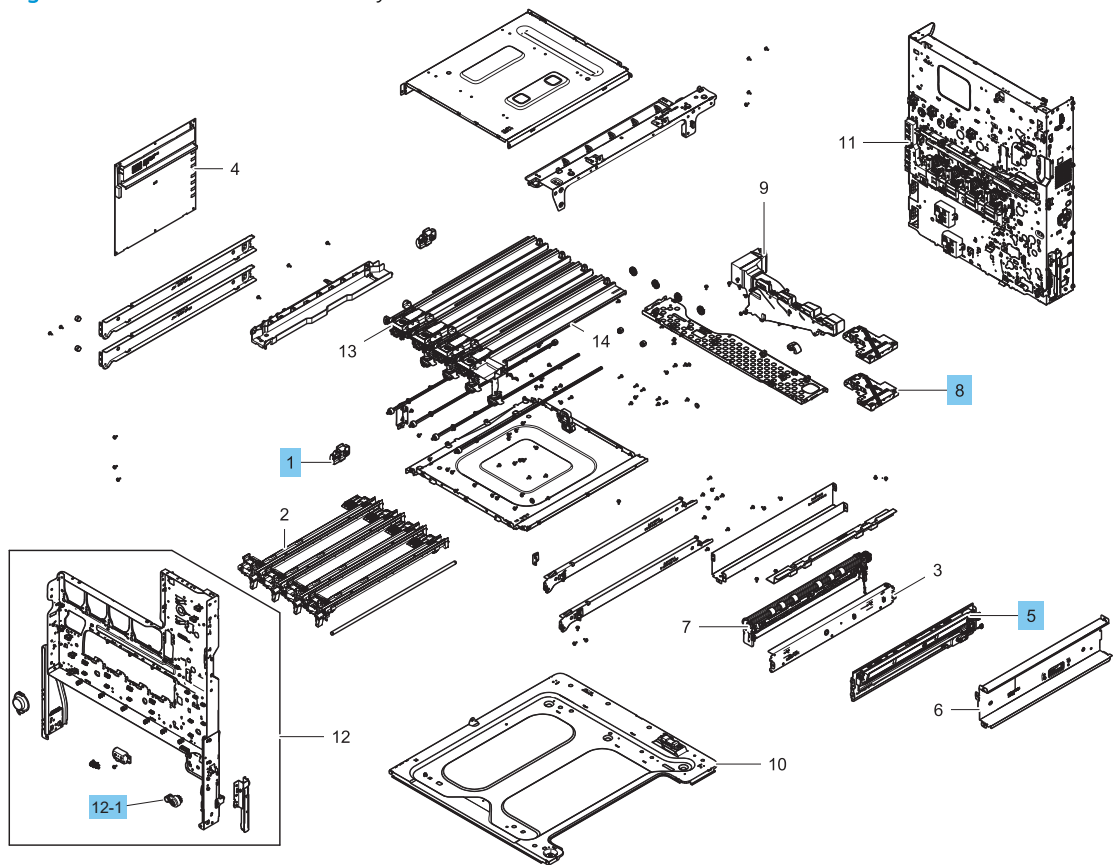


Table 2-4 Main frame assembly

Ref	Description	Part number	Qty
1	Front Door Switch Open	JC93-00466A on page 427	1
5	ACR assembly	JC93-01039A	1
8	Tray closing assembly	JC93-01370A on page 434	2
12-1	Right door damper and lever kit	5CM63-67901 on page 439	1
Not shown	Harness, fuser connector	JC39-02217A	1
Not shown	Harness, engine side for DCF + connector	JC39-02187A	1
Not shown	High-voltage rail assembly	High-voltage rail assembly on page 457	1

Front cover open sensor

- [Introduction](#)
- [Step 1: Remove the TCU](#)
- [Step 2: Remove the paper dust brush](#)
- [Step 3: Remove the front cover](#)
- [Step 4: Remove the front top inner cover](#)
- [Step 5: Remove the front power cover](#)
- [Step 6: Remove the exit cover](#)
- [Step 7: Remove the inner front cover](#)
- [Step 8: Remove the front cover open sensor](#)
- [Step 9: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove the front cover open sensor.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
 - A shutting-down message appears on the control-panel display.
-
- WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
-
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC93-00466A

To order the part, go to www.hp.com/buy/parts.

- Front door switch open

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the TCU

1. Open the front cover.
2. Push both hooks to release the toner collection unit (TCU).

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 2-331 Remove the TCU



Step 2: Remove the paper dust brush

- ▲ Remove the paper dust brush.

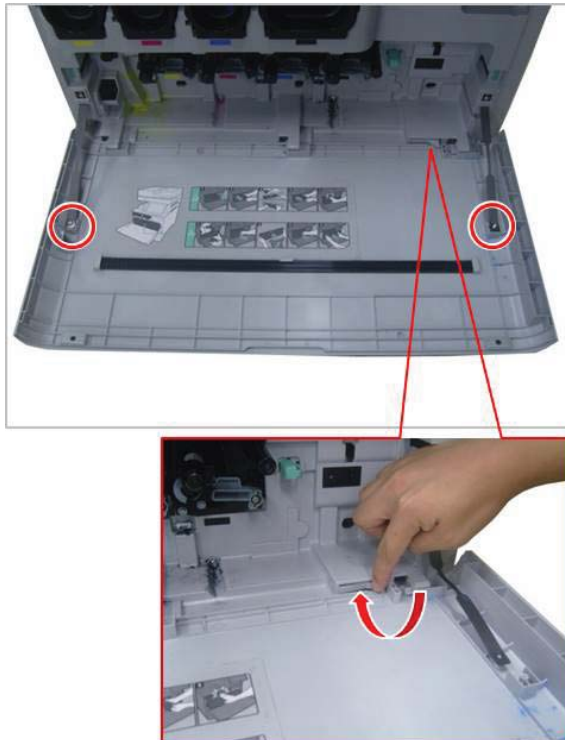
Figure 2-332 Remove the paper dust brush



Step 3: Remove the front cover

- ▲ Remove two screws securing the front cover. While pushing the right hook, remove the front cover.

Figure 2-333 Remove the front cover



Step 4: Remove the front top inner cover

- ▲ Remove two screw-caps and two screws. Lift the front top inner cover away from the printer to remove it.

Figure 2-334 Remove the front top inner cover



Step 5: Remove the front power cover

1. Remove two screw-caps and two screws. Release two tabs on the right, and then rotate the cover slightly away from the printer.

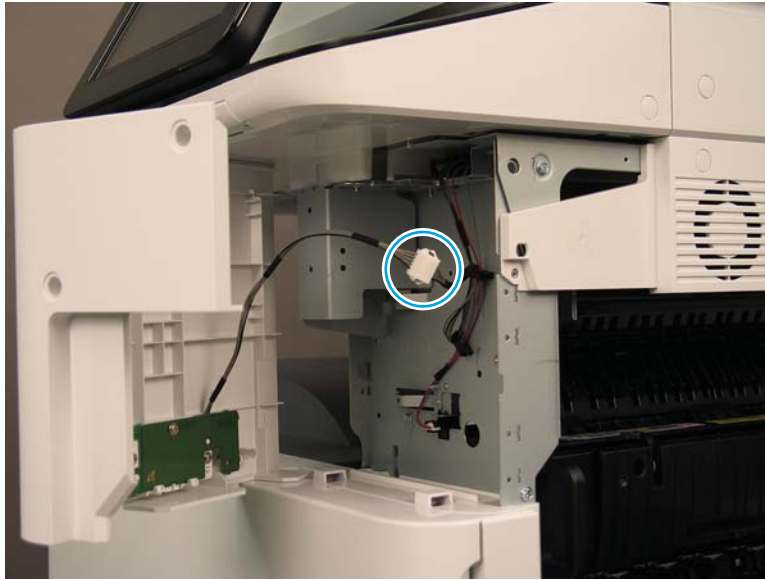
⚠ CAUTION: The cover is still attached to the printer by a cable. Do not completely remove the cover.

Figure 2-335 Remove two screws and rotate the cover



2. Disconnect one connector, and then remove the cover.

Figure 2-336 Remove the front power cover



Step 6: Remove the exit cover

- ▲ Remove two screw-caps and two screws, and then lift the exit cover away from the printer to remove it.

Figure 2-337 Remove the exit cover

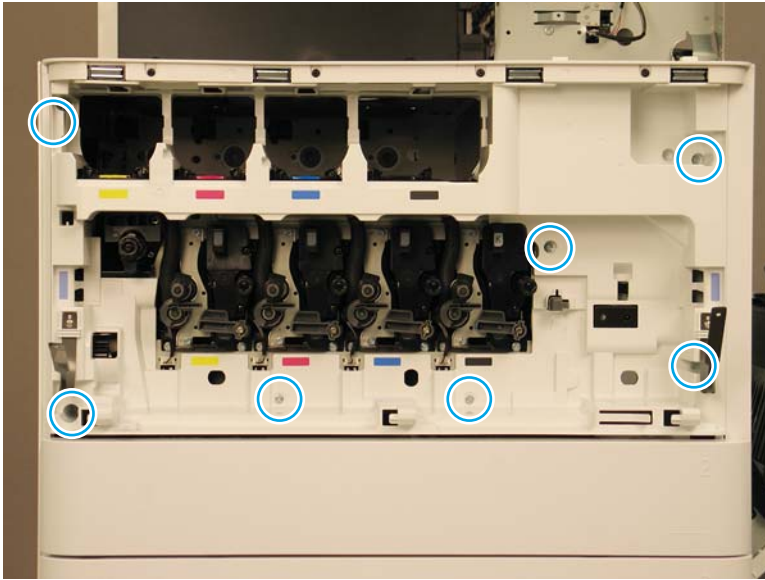


Step 7: Remove the inner front cover

1. Open the right door.
2. Remove the all of the toner cartridges.

3. Remove seven screws.

Figure 2-338 Remove seven screws



4. Lift the inner cover away from the printer to remove it.

Figure 2-339 Remove the inner cover



Step 8: Remove the front cover open sensor

1. Remove the toner cartridges.
2. Remove one screw, and then remove the front cover open sensor.

Figure 2-340 Remove one screw and the cover open sensor





Step 9: 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.

Tray closing assembly

- [Introduction](#)
- [Step 1: Remove the formatter cover](#)
- [Step 2: Remove the lower rear cover](#)
- [Step 3: Remove the LVPS cover](#)
- [Step 4: Remove the fuser drive board and low-voltage power supply \(LVPS\) boards and cage](#)
- [Step 5: Remove the auto closing unit](#)
- [Step 6: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the auto closing unit.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC93-01370A

To order the part, go to www.hp.com/buy/parts.

- Tray closing unit

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.

- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the formatter cover

- ▲ Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

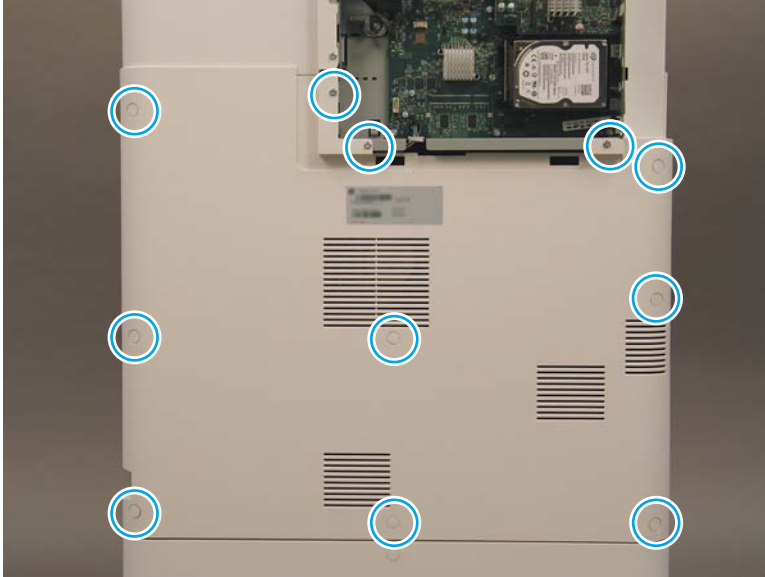
Figure 2-341 Remove the formatter cover



Step 2: Remove the lower rear cover

- ▲ Remove 8 screw-caps and 11 screws. Lift left side, and then pull the cover straight out on the right.

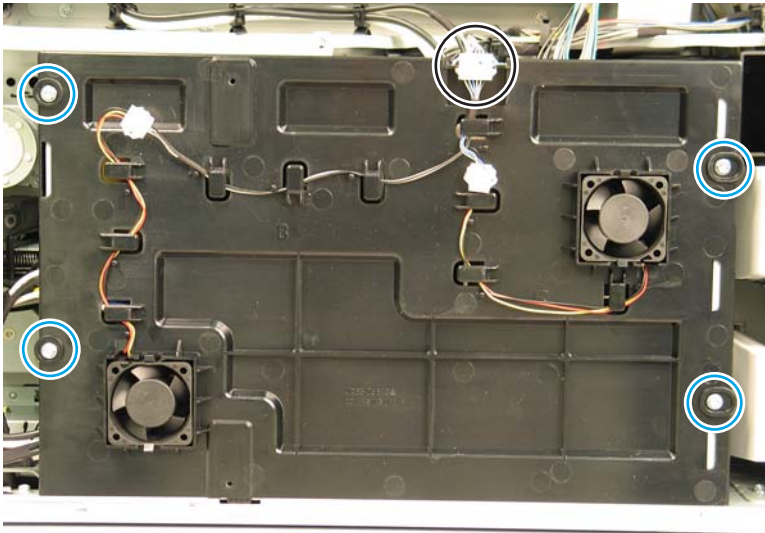
Figure 2-342 Remove the lower rear cover



Step 3: Remove the LVPS cover

- ▲ Disconnect one connector, and then remove four screws. Slide the LVPS cover to the left, and then remove the cover.

Figure 2-343 Remove the LVPS cover

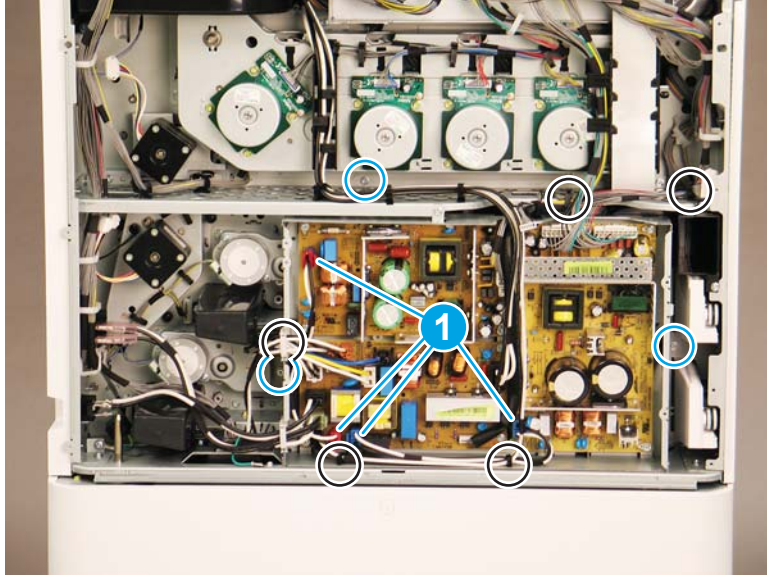


Step 4: Remove the fuser drive board and low-voltage power supply (LVPS) boards and cage

⚠ WARNING! Wait five minutes after turning the printer off to allow the capacitors to dissipate any residual energy.

- ▲ Before removing the fuser drive and LVPS boards and cage, note the location of four connectors (callout 1) that do not have to be disconnected. Disconnect the remaining connectors on the LVPS and fuser drive boards, and then release the cables from five retainers. Remove three screws, and then tilt the top of the cage out to remove it.

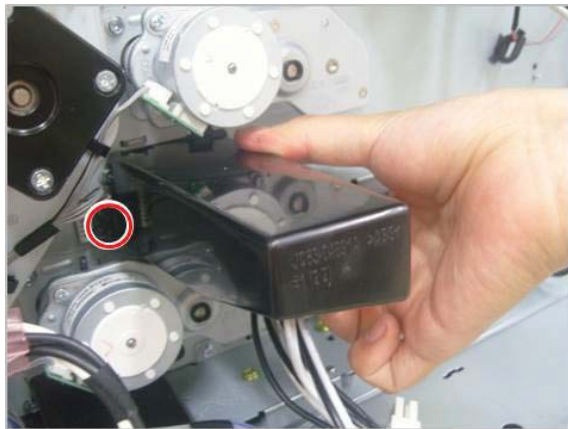
Figure 2-344 Remove the fuser drive and LVPS boards and cage



Step 5: Remove the auto closing unit

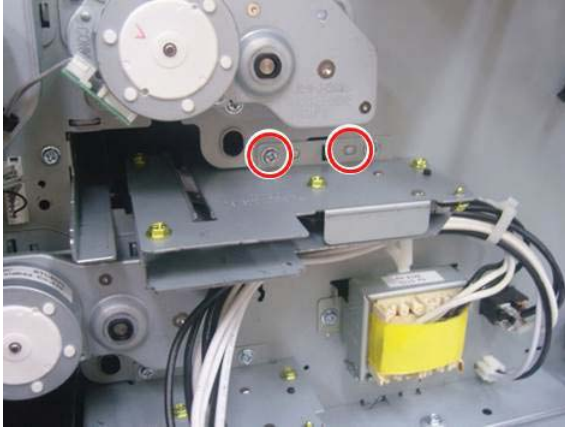
1. Remove Tray 2.
2. Remove one screw, and then remove the cassette rail cover.

Figure 2-345 Remove the CST rail cover



3. Remove two screws, and then remove the tray closing unit.

Figure 2-346 Remove the tray closing unit





Step 6: 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.

Right door dampener and lever kit

- [Introduction](#)
- [Step 1: Remove the front top inner cover](#)
- [Step 2: Remove the front power cover](#)
- [Step 3: Remove the exit cover](#)
- [Step 4: Remove the TCU](#)
- [Step 5: Remove the paper dust brush](#)
- [Step 6: Remove the front cover](#)
- [Step 7: Remove the inner cover](#)
- [Step 8: Remove the right rear cover](#)
- [Step 9: Remove the right door](#)
- [Step 10: Remove pickup unit 2](#)
- [Step 11: Remove pickup unit 1](#)
- [Step 12: Remove the right door dampener](#)
- [Step 13: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the right door dampener and lever kit.



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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- ⚠ **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

5CM63-67901

- Right door dampener and lever kit

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the front top inner cover

- ▲ Remove two screw-caps and two screws. Lift the front top inner cover away from the printer to remove it.

Figure 2-347 Remove the front top inner cover



Step 2: Remove the front power cover

1. Remove two screw-caps and two screws. Release two tabs on the right, and then rotate the cover slightly away from the printer.

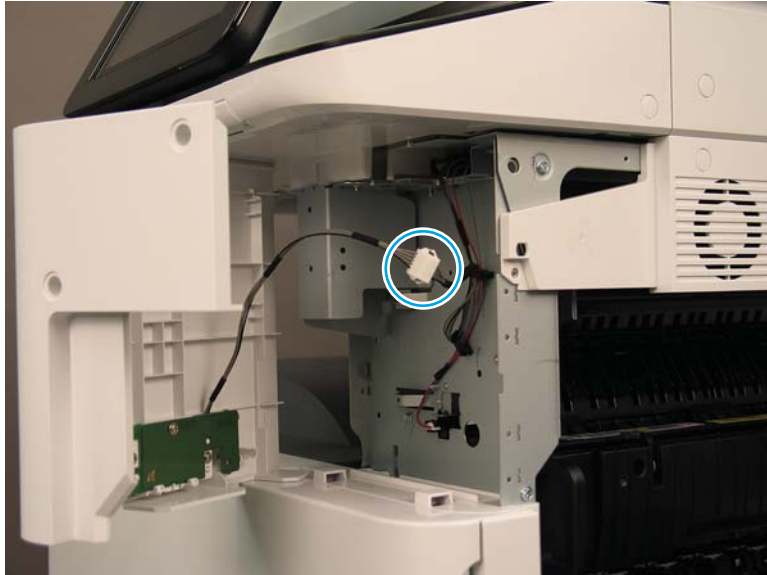
⚠ CAUTION: The cover is still attached to the printer by a cable. Do not completely remove the cover.

Figure 2-348 Remove two screws and rotate the cover



2. Disconnect one connector, and then remove the cover.

Figure 2-349 Remove the front power cover



Step 3: Remove the exit cover

- ▲ Remove two screw-caps and two screws, and then lift the exit cover away from the printer to remove it.

Figure 2-350 Remove the exit cover



Step 4: Remove the TCU

1. Open the front cover.
2. Push both hooks to release the toner collection unit (TCU).

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 2-351 Remove the TCU



Step 5: Remove the paper dust brush

- ▲ Remove the paper dust brush.

Figure 2-352 Remove the paper dust brush



Step 6: Remove the front cover.

- ▲ Remove two screws securing the front cover. While pushing the right hook, remove the front cover.

Figure 2-353 Remove the front cover



Step 7: Remove the inner cover

1. Open the right door.
2. Remove the all of the toner cartridges.

3. Remove seven screws.

Figure 2-354 Remove seven screws



4. Lift the inner cover away from the printer to remove it.

Figure 2-355 Remove the inner cover

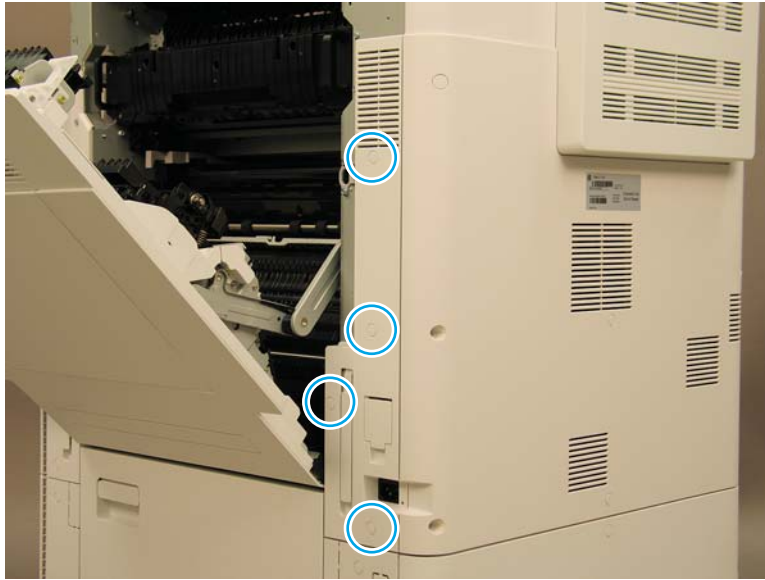


Step 8: Remove the right rear cover

1. Open the right door.

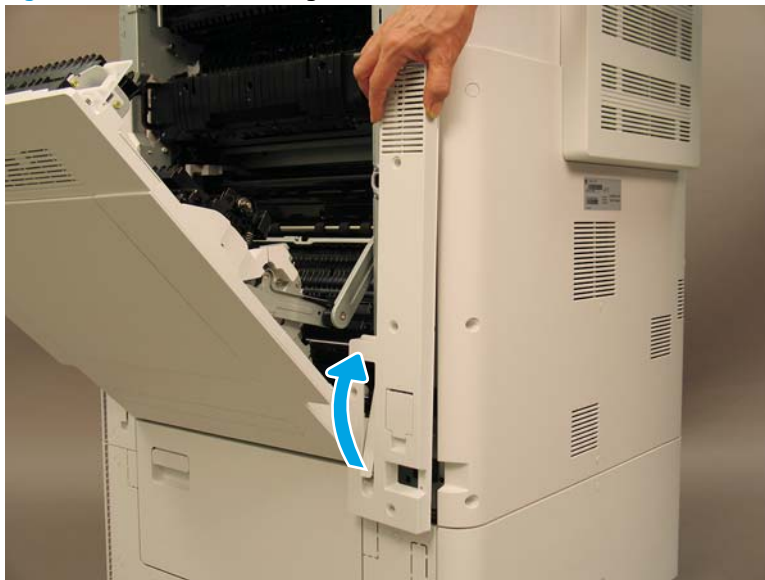
2. Remove four screw-caps and four screws.

Figure 2-356 Remove four screws



3. Lift the handle and remove the right rear cover.

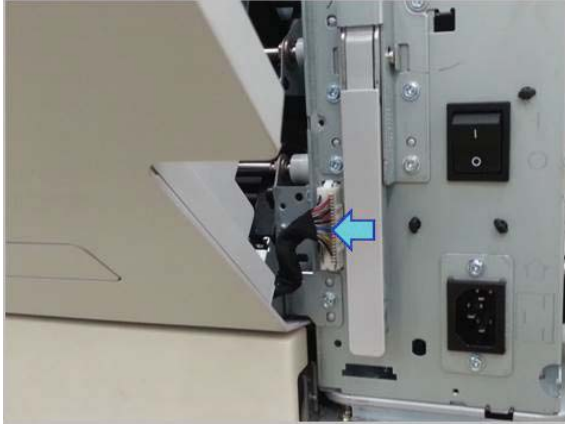
Figure 2-357 Remove the right rear cover



Step 9: Remove the right door

1. Disconnect the right door connector by moving it side-to-side until it releases.

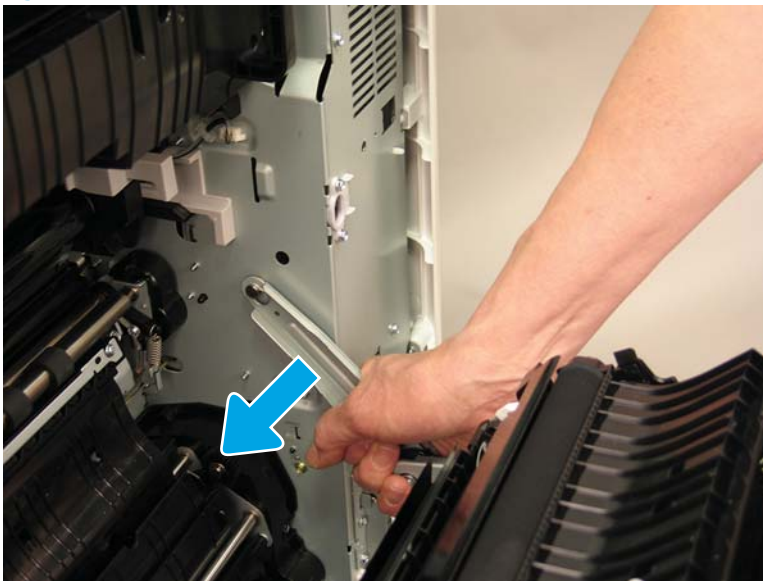
Figure 2-358 Disconnect one connector



2. Slightly raise the right door and carefully release the right hinge from the hinge pin.

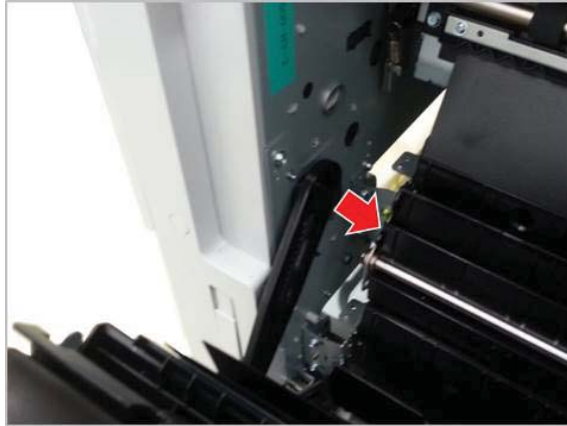
⚠ CAUTION: The hinge is spring-loaded and might snap back forcefully. Raise the door to take the tension off of the spring, and then hold the hinge firmly while releasing it from the hinge pin.

Figure 2-359 Release the right hinge



3. Slightly raise the right door, and then release the left dampener.

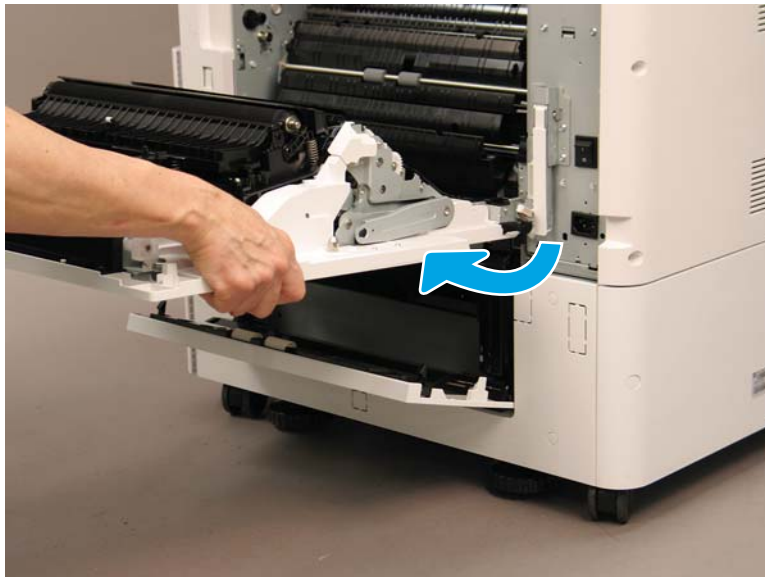
Figure 2-360 Release the left dampener



4. Open the lower paper feeder door. Lower the right door to 90°, and then rotate the rear side of the door away from the printer. Slide the door to the rear of the printer to remove it.

CAUTION: Do not lower the door more than 90°. This might result in damage to the door.

Figure 2-361 Remove the right door

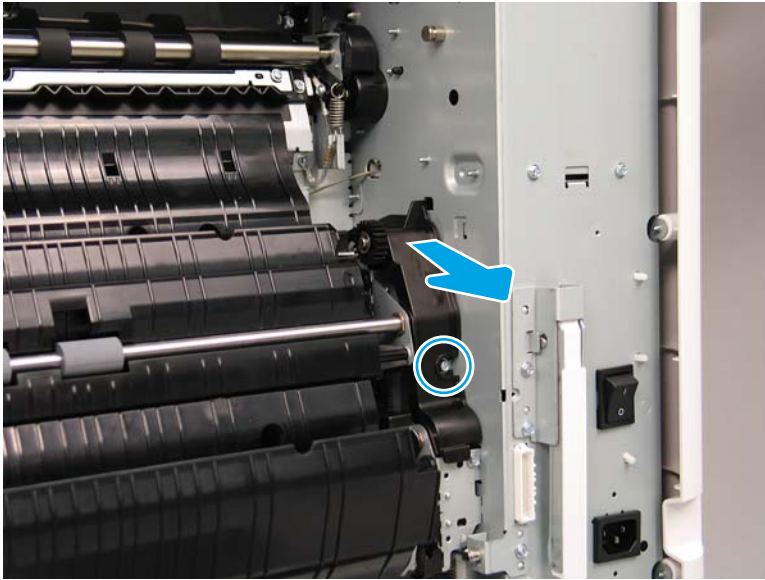


Step 10: Remove pickup unit 2

1. Remove the paper trays.

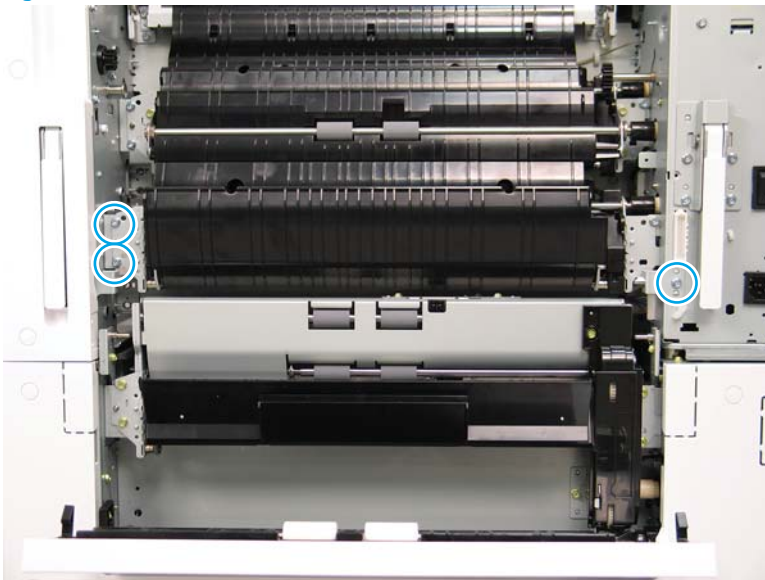
2. Remove one screw, and then remove the cover.

Figure 2-362 Remove one screw and the cover



3. Remove three screws.

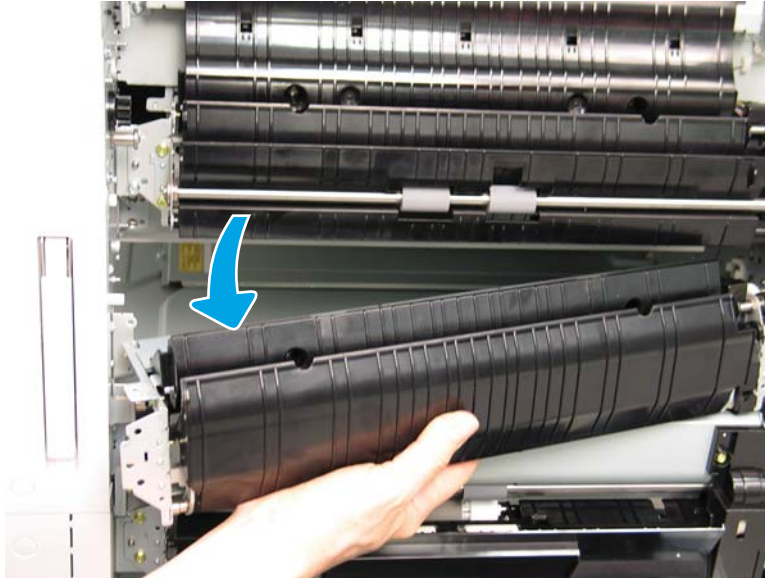
Figure 2-363 Remove three screws



4. Rotate the left side of pickup unit 2 away from the printer.

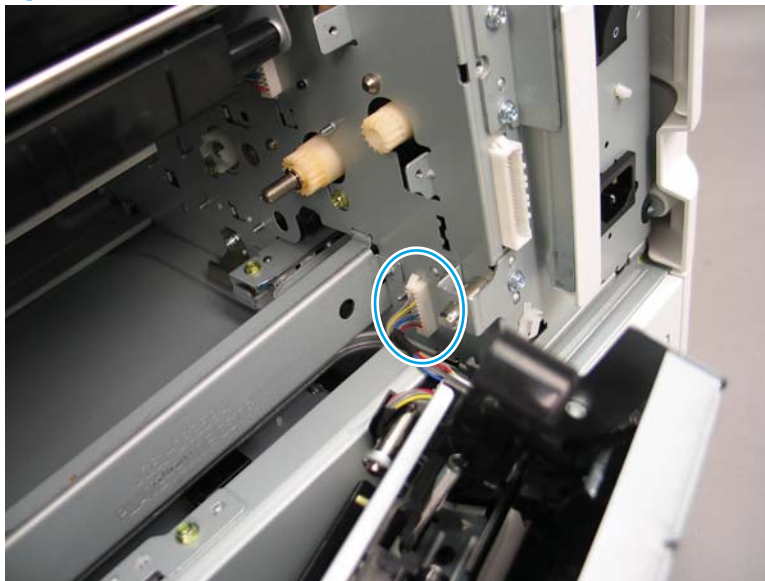
CAUTION: The pickup unit is still attached to the printer by a connector. Do not remove it completely

Figure 2-364 Rotate pickup unit 2



5. Disconnect one connector.

Figure 2-365 Disconnect one connector

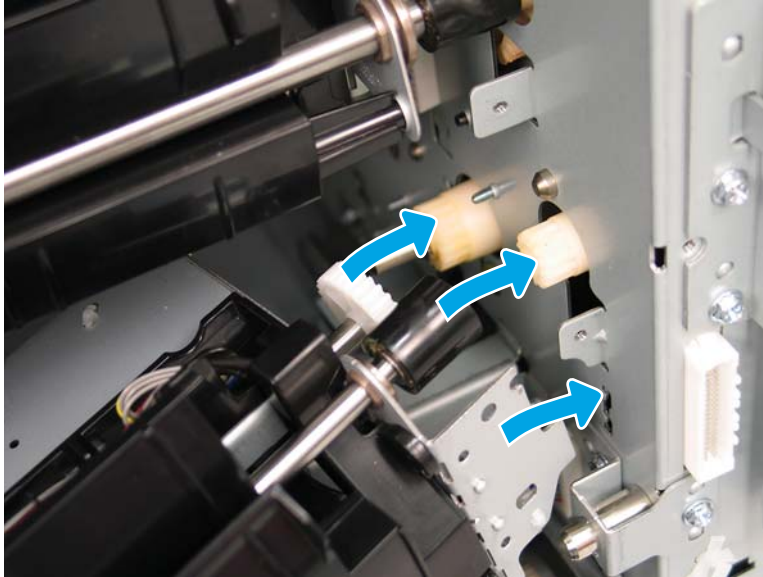


6. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Pickup unit 2

- ▲ When reinstalling pickup unit 2, align the gear, coupler, and bracket on the right side.

Figure 2-366 Align gear, coupler, and bracket



 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

Step 11: Remove pickup unit 1

1. Remove three screws.

Figure 2-367 Remove three screws



2. Rotate the left side of pickup unit 1 away from the printer.

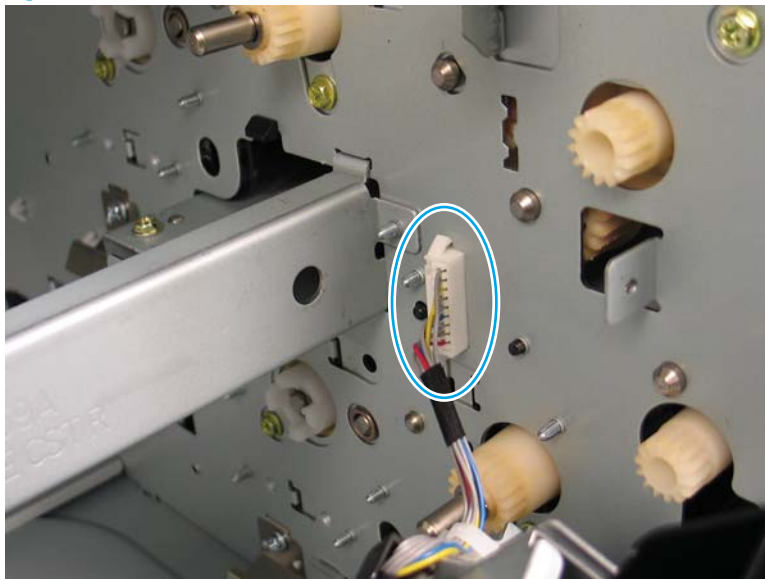
CAUTION: The pickup unit is still attached to the printer by a connector. Do not remove it completely

Figure 2-368 Rotate pickup unit 1



3. Disconnect one connector.

Figure 2-369 Disconnect one connector

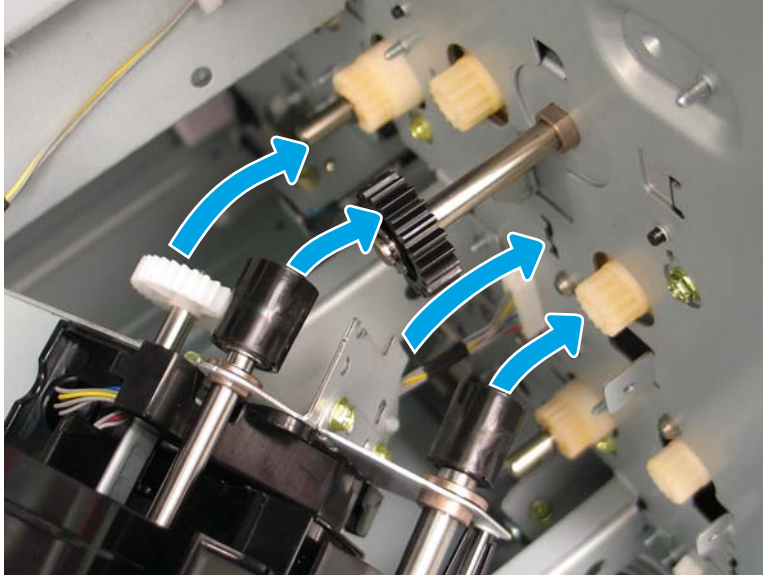


4. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Pickup unit 1

- ▲ When reinstalling pickup unit 1, align the gear, couplers, and bracket on the right side.

Figure 2-370 Align gear, coupler, and bracket

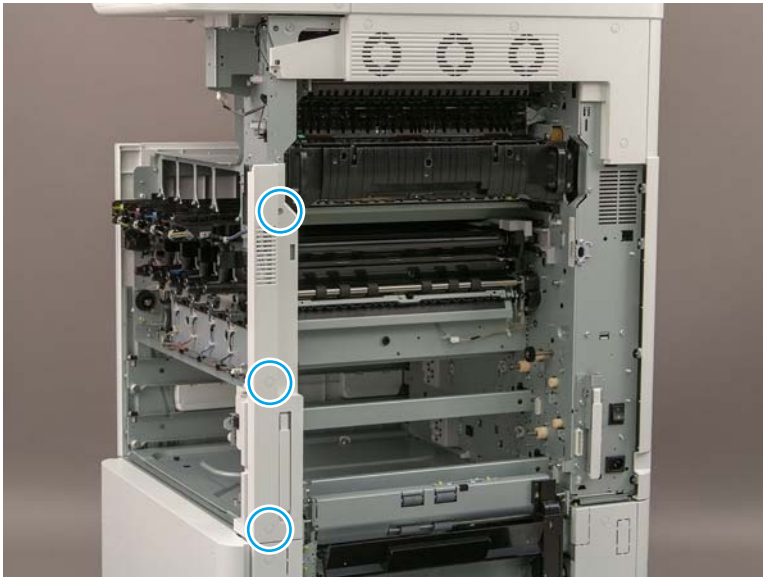


 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

Step 12: Remove the right door dampener

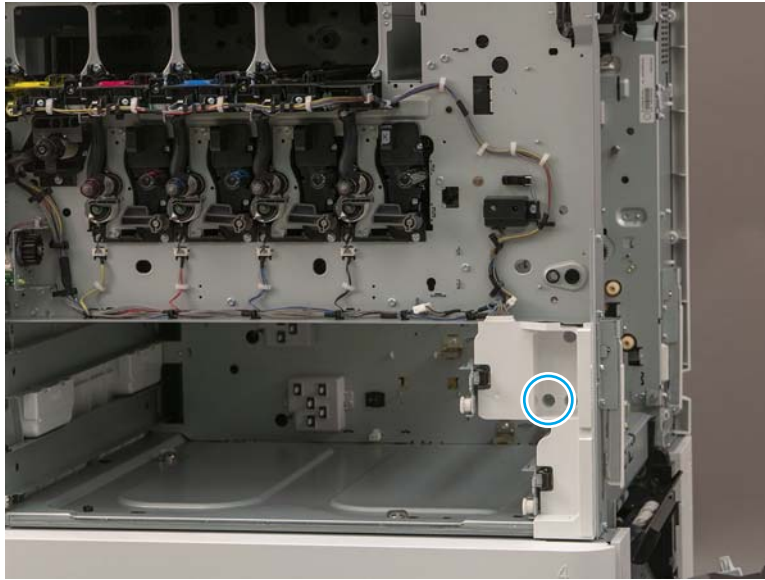
1. Remove two screw caps and three screws, and then remove the right front cover.

Figure 2-371 Remove the right front cover



2. Remove one screw, and then remove the front lower cover.

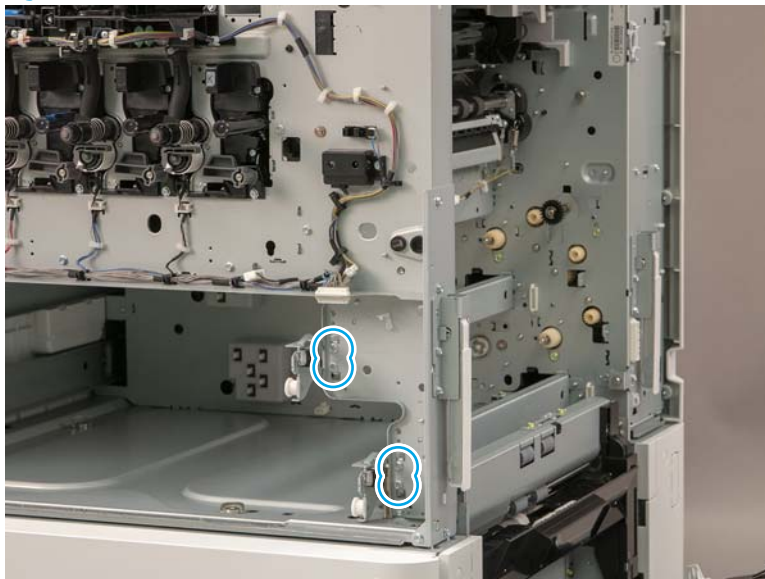
Figure 2-372 Remove the front lower cover



3. Remove four screws to detach the front end of the tray rails.

⚠ CAUTION: The rails can be easily damaged when tray rails are detached.

Figure 2-373 Detach the tray rails



4. Before proceeding, use paper reams to support the printer chassis.

⚠ CAUTION: When the sheet-metal corner bracket is removed the chassis will become misaligned if it is not supported.

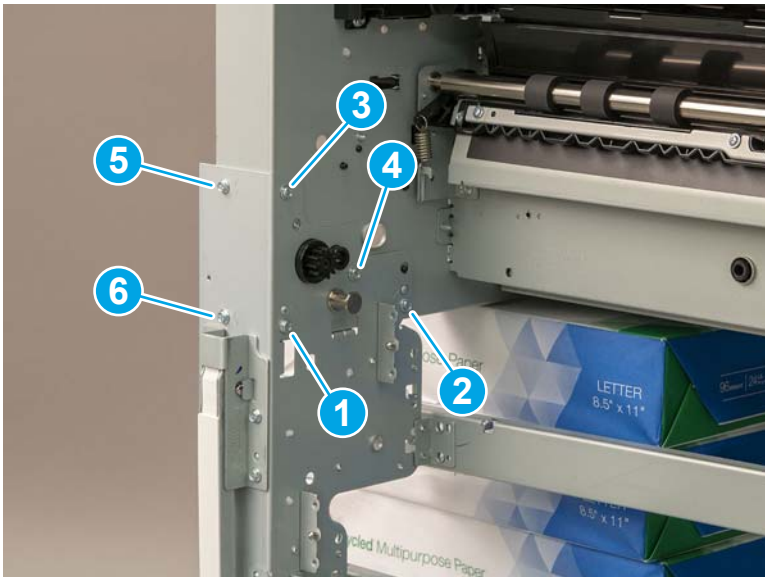
Figure 2-374 Support the chassis



5. Remove six screws (callouts 1-6).

💡 Reinstallation tip: These screws are labeled 1 to 6. When the bracket is reinstalled, make sure that the screws are installed in order (1 to 6).

Figure 2-375 Remove six screws



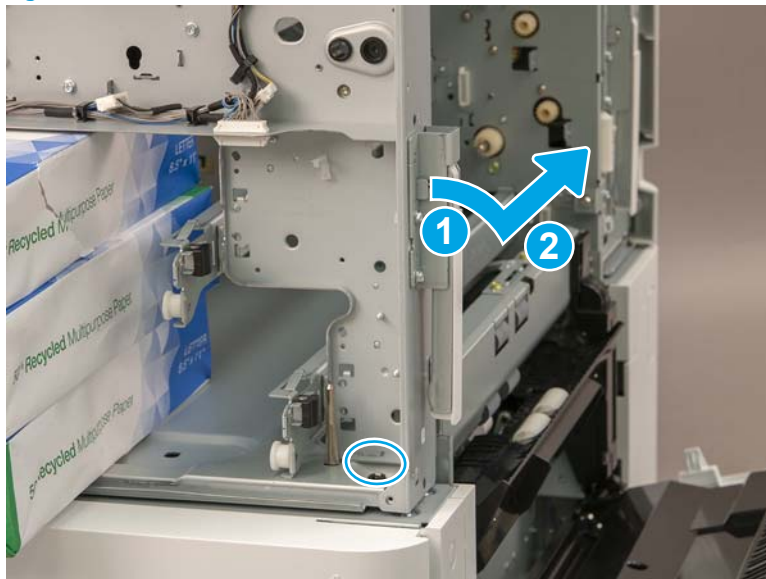
6. Remove three screws.

Figure 2-376 Remove three screws



7. Rotate the top of the bracket away from the printer (callout 1), and then lift it up (callout 2) to release the tab (callout 3) at the bottom of the bracket.

Figure 2-377 Remove the corner bracket



8. Remove the dampener gear assembly from the bracket.


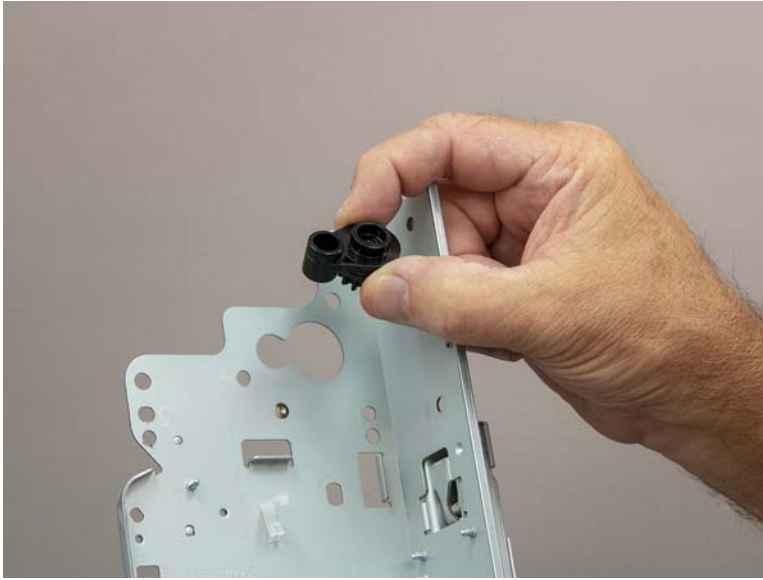

 **IMPORTANT:** Do not discard the failed dampener. Return the assembly to HP for failure analysis.

Figure 2-378 Remove the dampener assembly





Step 13: 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.

High-voltage rail assembly

- [Introduction](#)
- [Step 1: Remove the left cover](#)
- [Step 2: Remove the laser scanner assembly fan](#)
- [Step 3: Remove the HVPS](#)
- [Step 4: Remove the front top inner cover](#)
- [Step 5: Remove the front power cover](#)
- [Step 6: Remove the exit cover](#)
- [Step 7: Remove the toner cartridges and toner collection unit](#)
- [Step 8: Remove the ITB cleaner](#)
- [Step 9: Remove the ITB](#)
- [Step 10: Remove the imaging drum](#)
- [Step 11: Remove the developer unit](#)
- [Step 12: Remove the paper dust brush](#)
- [Step 13: Remove the front cover](#)
- [Step 14: Remove the inner front cover](#)
- [Step 15: Remove the reservoir unit](#)
- [Step 16: Remove the high-voltage rail assembly](#)
- [Step 17: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the high-voltage rail assembly.



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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
 - A shutting-down message appears on the control-panel display.
-
- ⚠ WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
-
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC93-01023A

- High-voltage rail assembly

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the left cover

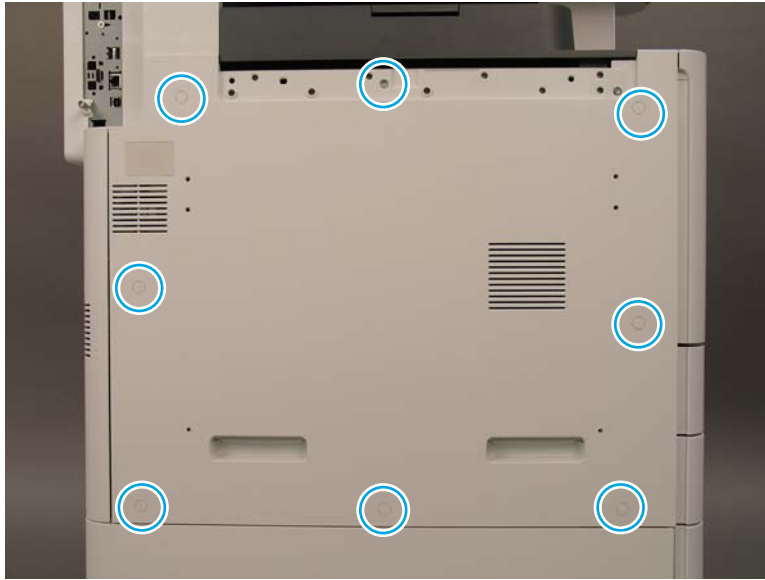
1. Remove the top left cover.

Figure 2-379 Top left cover



2. Remove seven screw-caps and eight screws, and lift the left cover off of the printer.

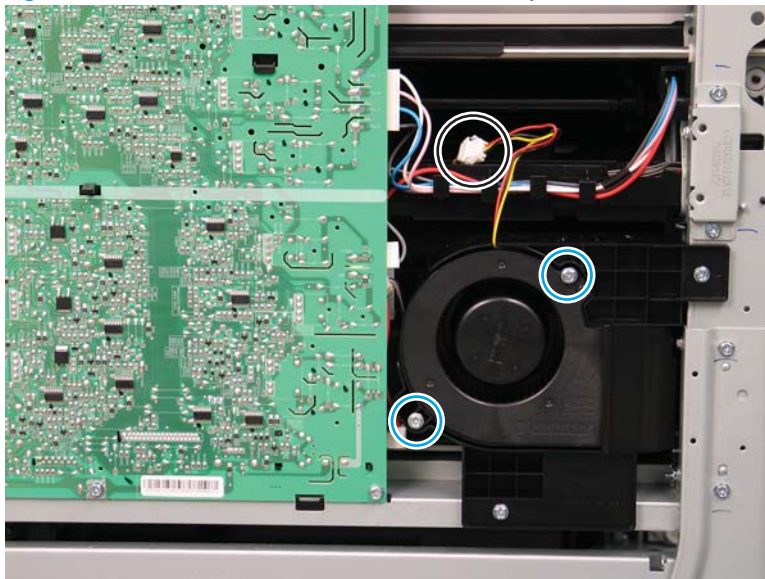
Figure 2-380 Remove the left cover



Step 2: Remove the laser scanner assembly fan

- ▲ Disconnect one connector, remove two screws, and then remove the laser scanner assembly fan.

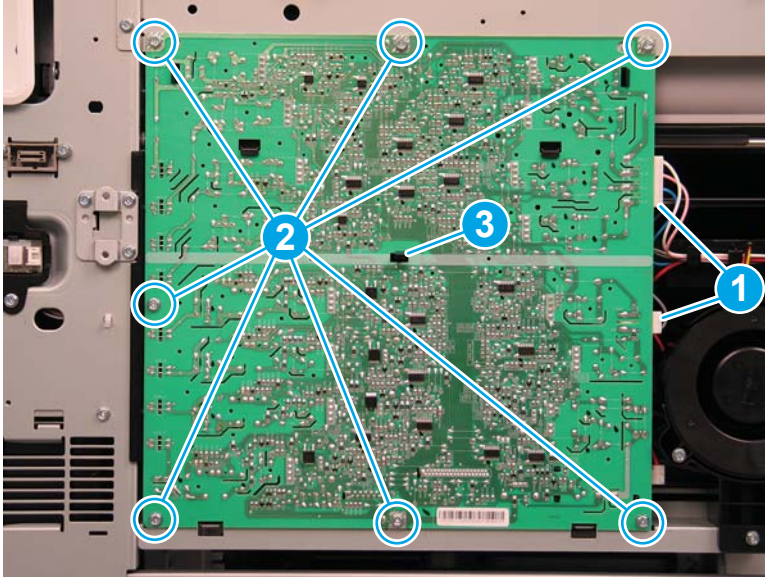
Figure 2-381 Remove the laser scanner assembly fan



Step 3: Remove the HVPS

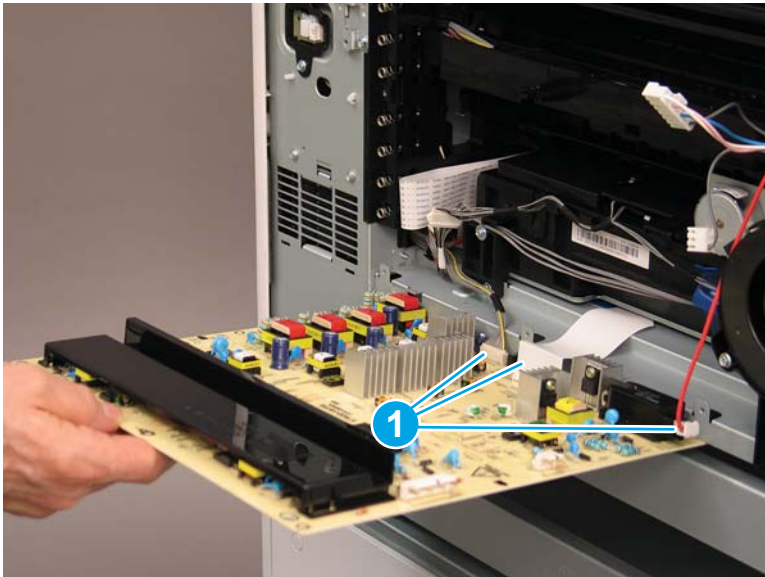
1. Disconnect two connectors (callout 1), remove seven screws (callout 2), and then release one retainer in the center of the board (callout 3).

Figure 2-382 Disconnect connectors and remove screws



2. Tilt the board away from the printer, and then disconnect three connectors (callout 1).

Figure 2-383 Disconnect three connectors



Step 4: Remove the front top inner cover

- ▲ Remove two screw-caps and two screws. Lift the front top inner cover away from the printer to remove it.

Figure 2-384 Remove the front top inner cover



Step 5: Remove the front power cover

1. Remove two screw-caps and two screws. Release two tabs on the right, and then rotate the cover slightly away from the printer.

⚠ CAUTION: The cover is still attached to the printer by a cable. Do not completely remove the cover.

Figure 2-385 Remove two screws and rotate the cover



2. Disconnect one connector, and then remove the cover.

Figure 2-386 Remove the front power cover



Step 6: Remove the exit cover

- ▲ Remove two screw-caps and two screws, and then lift the exit cover away from the printer to remove it.

Figure 2-387 Remove the exit cover



Step 7: Remove the toner cartridges and toner collection unit

1. Open the front cover.

2. Remove the toner cartridges (callout 1), and then push both hooks (callout 2) to release the toner collection unit (TCU).


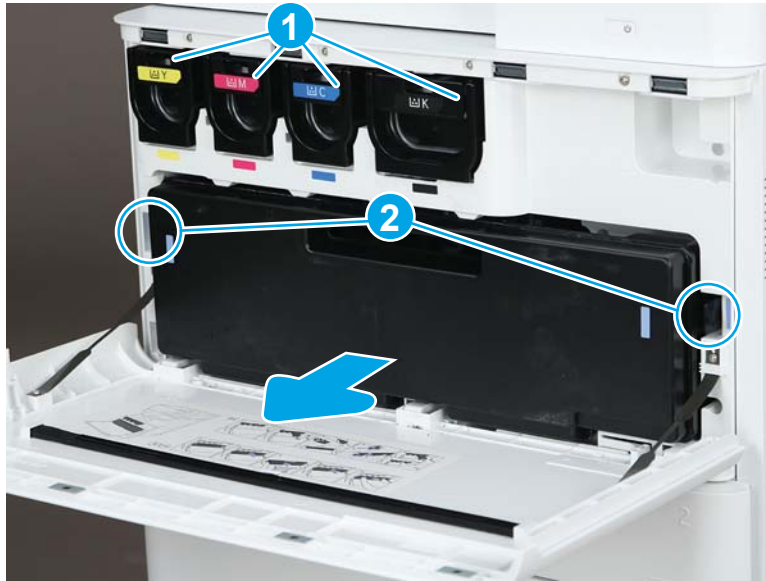
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 2-388 Remove the TCU



Step 8: Remove the ITB cleaner

1. Loosen the screw securing the ITB cleaner.


 **NOTE:** The screw is captive and cannot be completely removed.

Figure 2-389 ITB screw location



2. Grasp the ITB cleaner housing, and pull it out of the printer.

⚠ CAUTION: Do not grasp the waste toner connector.

Use care when removing the ITB cleaner as loose toner might be present on the metal shelf along the side of the cleaner.

Figure 2-390 ITB cleaner removal

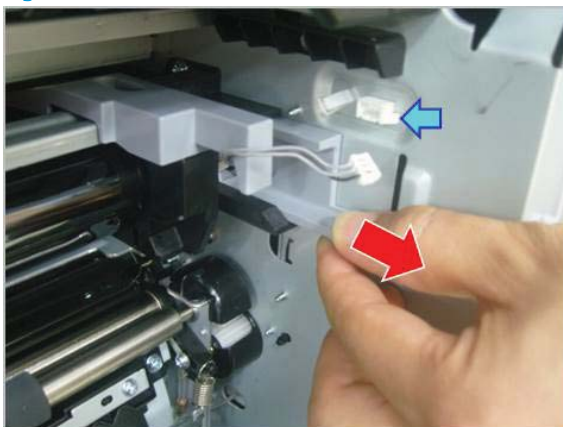


💡 Reinstallation tip: Reverse the removal steps to install the assembly.

Step 9: Remove the ITB

1. Open the right door.
2. Remove the cable from the retainer, and then disconnect one connector. Slide the ITB latch toward the front of the printer to release the coupled drive.

Figure 2-391 Disconnect one connector and slide the latch



3. Remove two screws securing the ITB unit.


 **TIP:** Use a magnetized screwdriver to prevent the screws from falling into the printer.

Figure 2-392 Remove two screws



4. Pull the ITB unit partially out of the printer, and then lift it up and out of the printer.


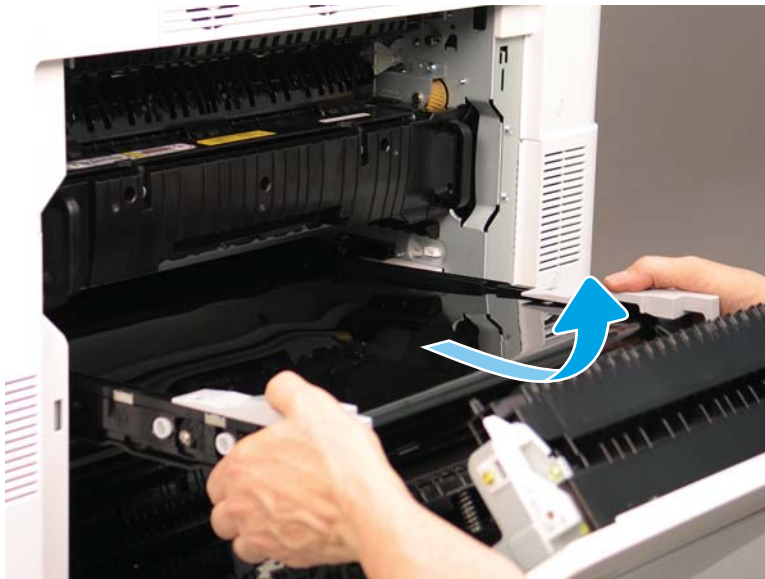
 **CAUTION:** Do not touch the ITB belt and be careful not to damage it by hitting it on the door during removal.

Figure 2-393 Remove the ITB



5. While pushing the color plane registration (CPR) shutter toward the rear of the printer, clean the three CPR sensors with a damp, lint-free cloth.

Figure 2-394 Clean the CPR sensors

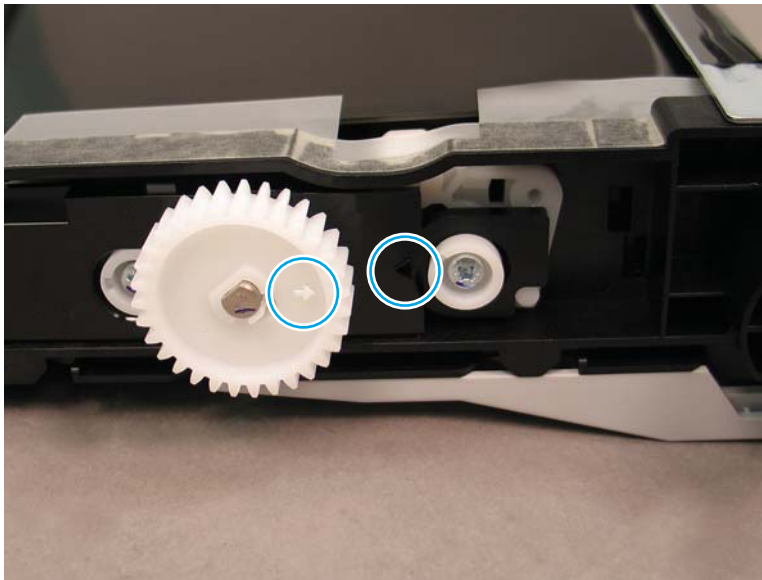


6. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: ITB unit

- ▲ Before reinstalling the ITB, align the arrow on the gear with the arrowhead on the ITB frame.

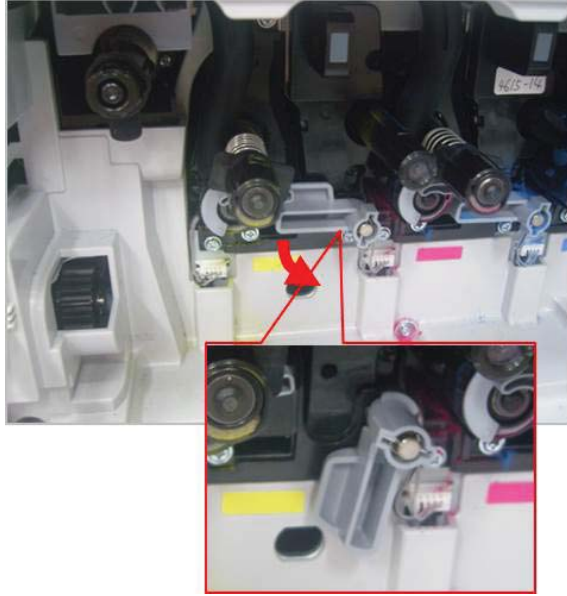
Figure 2-395 Align arrows




Step 10: Remove the imaging drum


1. There are four locking levers, one for each color. Pull down on the locking lever for the color drum unit that is being replaced.

Figure 2-396 Release locking lever



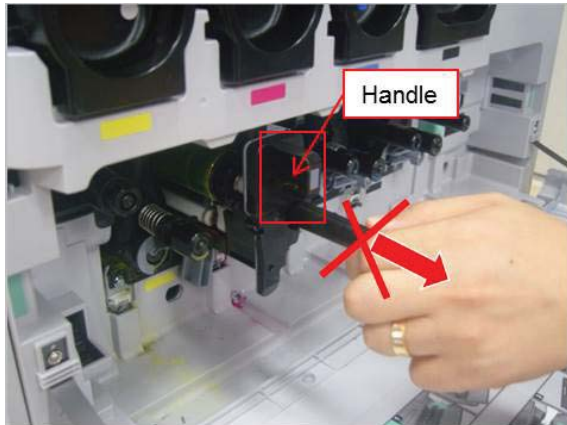
2. Grip the handle and remove the drum unit.

 **NOTE:** Open the right door to remove the black drum.

 **CAUTION:** Do not grip the waste toner connection when removing the drum unit.

CAUTION: Do not touch the shiny surface on the imaging drum. Cover the drum with a sheet of paper while it is out of the printer to limit light exposure.

Figure 2-397 Remove the drum unit

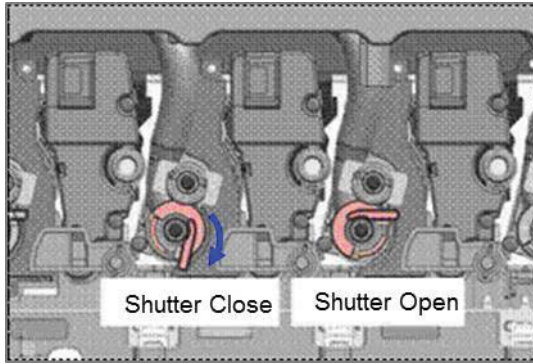


 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Step 11: Remove the developer unit

1. Rotate the reservoir shutter lever down to ensure it is closed.

Figure 2-398 Shutter open/close



2. Release the valve from the developer by rotating the valve side-to-side while pulling it firmly away from the printer.


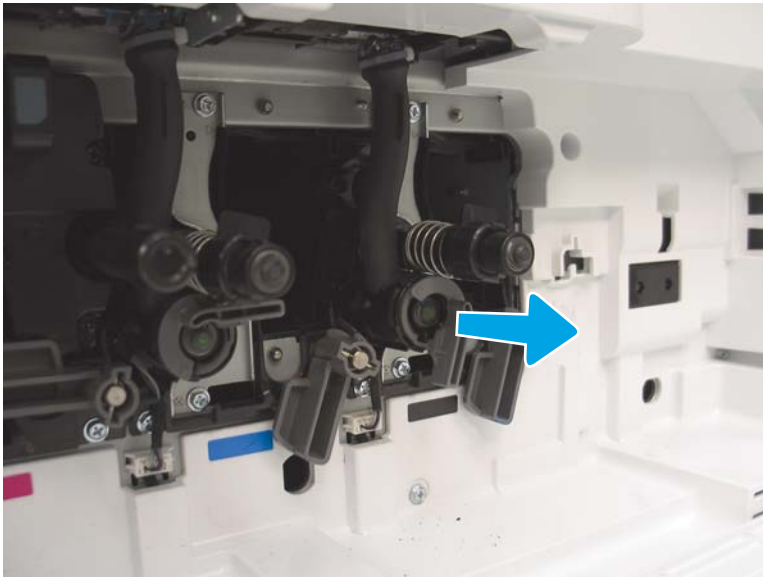
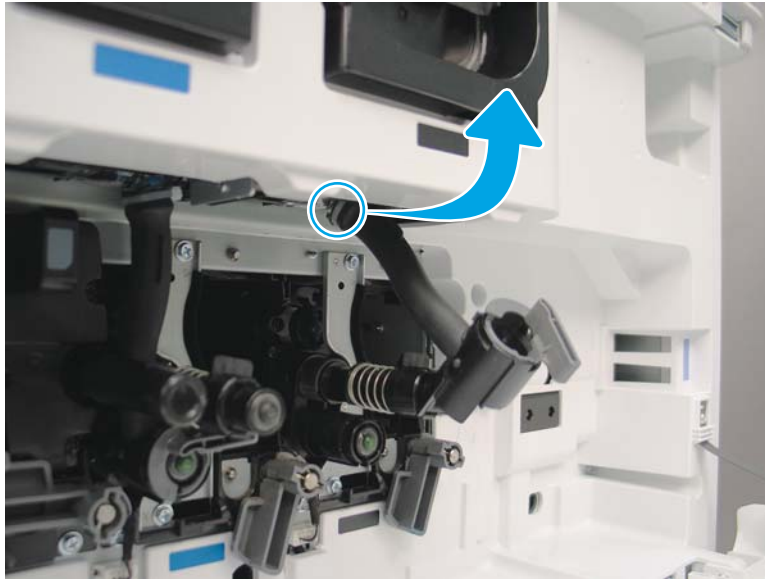
 **Reinstallation tip:** Make sure that the valve is fully installed on the developer before rotating it to the open position.

Figure 2-399 Release the toner collection valve



3. Reach to the top of the toner supply pipe, and then rotate it up.

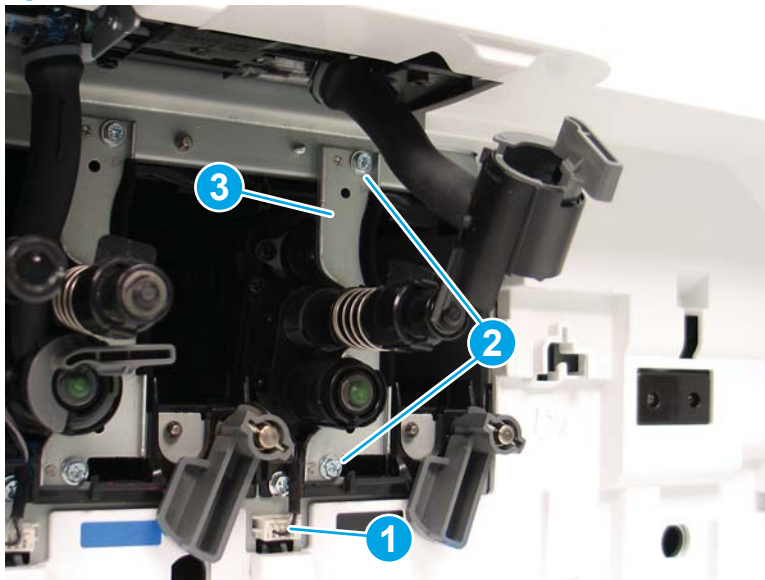
Figure 2-400 Tilt toner supply pipe up



4. Disconnect one connector (callout 1), remove two screws (callout 2), and then remove the metal bracket (callout 3).

 **Reinstallation tip:** Note the orientation of the bracket when reinstalling it.

Figure 2-401 Remove the metal bracket

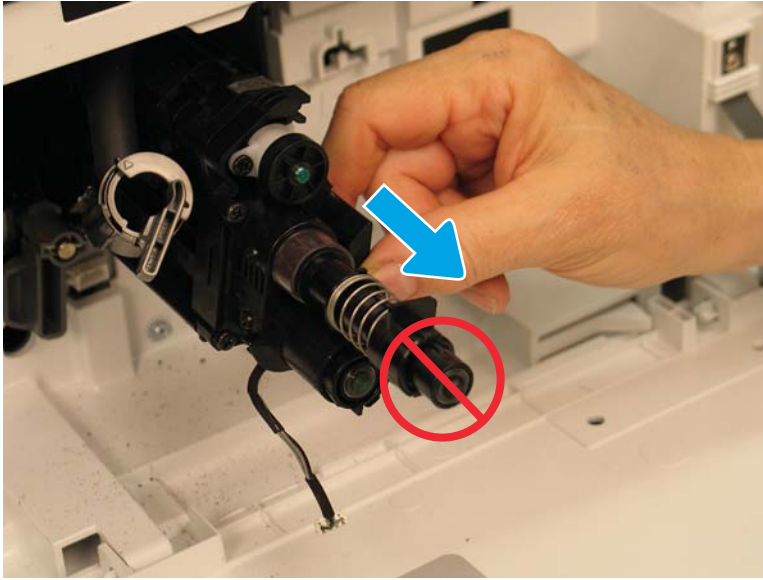



 **Reinstallation tip:** Reinstall the bottom of the bracket first.

5. Hold the grip point of the developer unit and slide it away from the printer to remove it.

 **NOTE:** Do not grip the toner collection unit connection when removing the developer unit.

Figure 2-402 Developer unit removal



 **Reinstallation tip:** Hold the toner supply pipe up and out of the way when reinstalling the developer unit.

Step 12: Remove the paper dust brush

- ▲ Remove the paper dust brush.

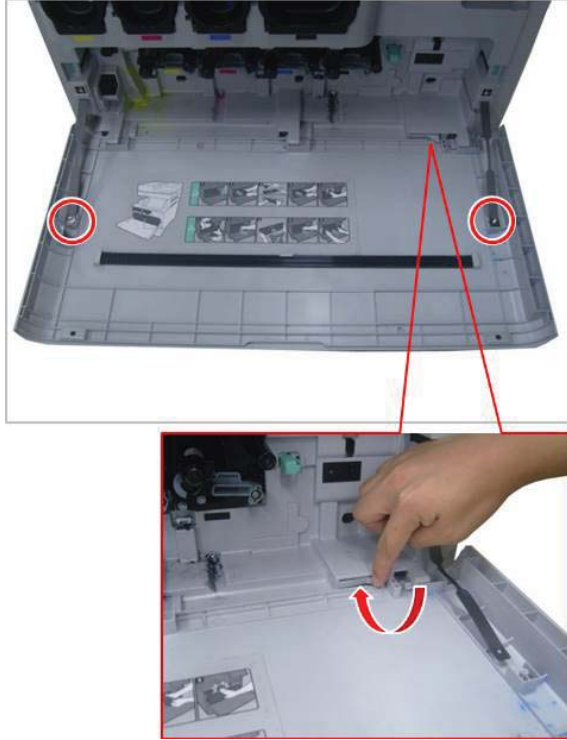
Figure 2-403 Remove the paper dust brush



Step 13: Remove the front cover

- ▲ Remove two screws securing the front cover. While pushing the right hook, remove the front cover.

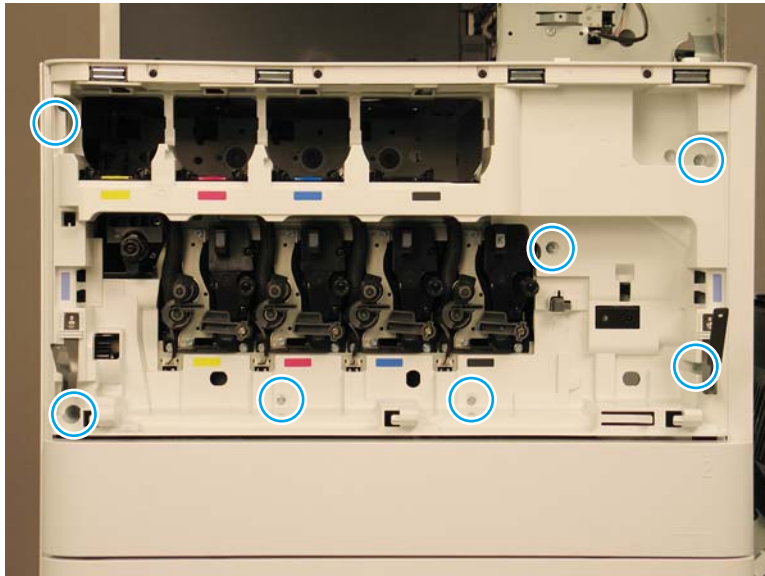
Figure 2-404 Remove the front cover



Step 14: Remove the inner front cover

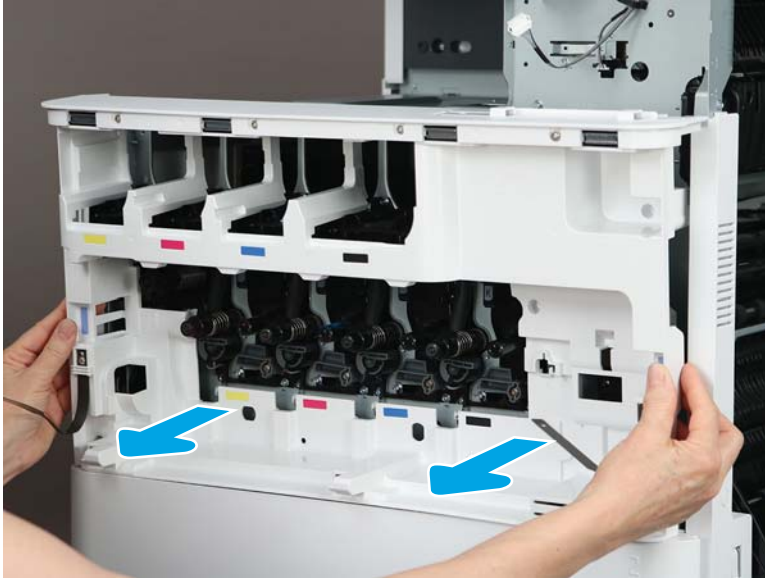
1. Open the right door.
2. Remove the all of the toner cartridges.
3. Remove seven screws.

Figure 2-405 Remove seven screws



4. Lift the inner cover away from the printer to remove it.

Figure 2-406 Remove the inner cover

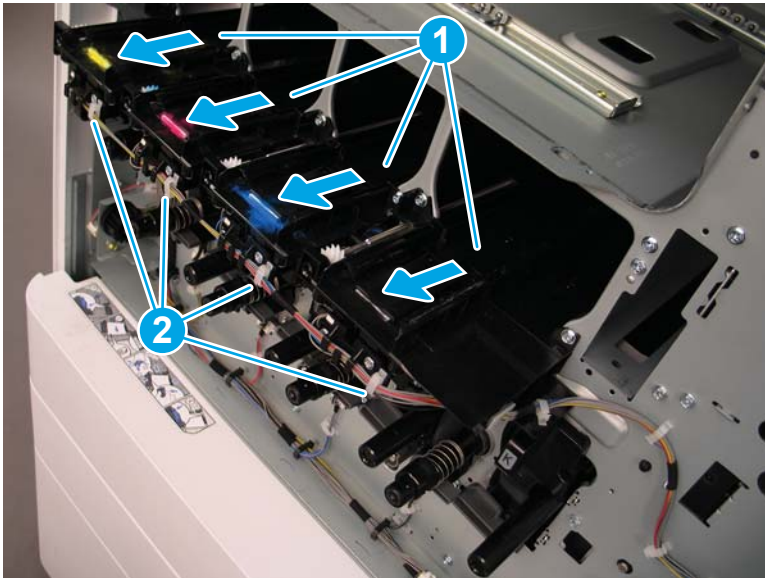


Step 15: Remove the reservoir unit

 **IMPORTANT:** The toner reservoirs must be **removed** in this order: black, cyan, magenta, and then yellow. The toner reservoirs must be **installed** in this order: yellow, magenta, cyan, and then black.

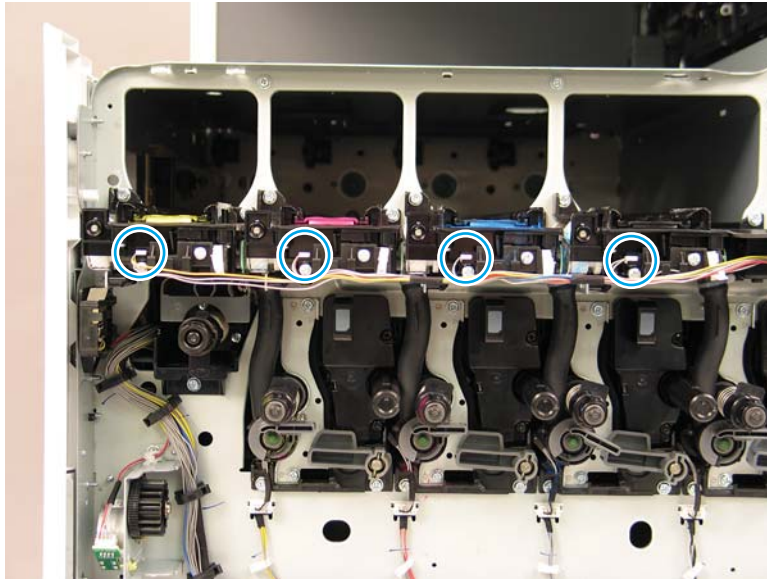
1. Close the toner reservoir shutters (callout 1), and then release the cables from the retainers (callout 2).

Figure 2-407 Close the shutters and release the cables



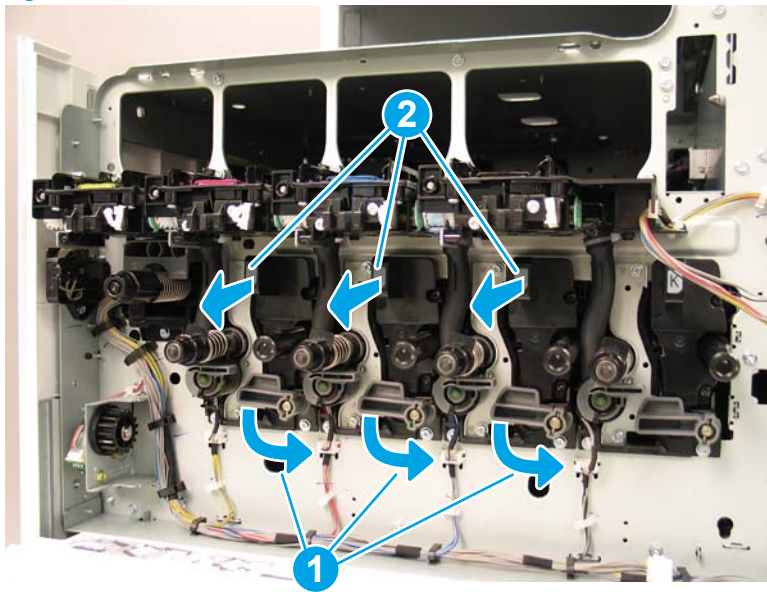
2. Disconnect four connectors.

Figure 2-408 Disconnect four connectors



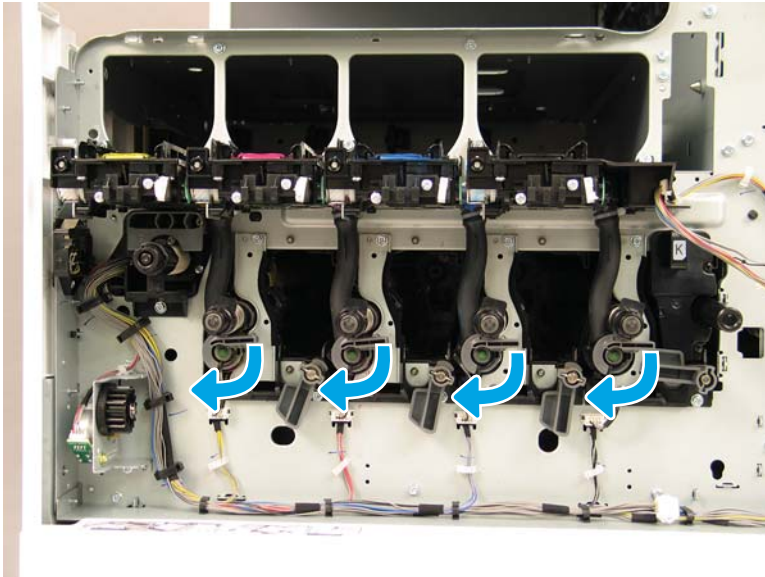
3. Lower the release levers (callout 1), and then remove the yellow, magenta, and cyan drum units (callout 2).

Figure 2-409 Remove drum units



4. Lower and close the release levers for all of the developer units. This stops the flow of toner from the toner reservoirs to the developer units.

Figure 2-410 Lower the developer release levers



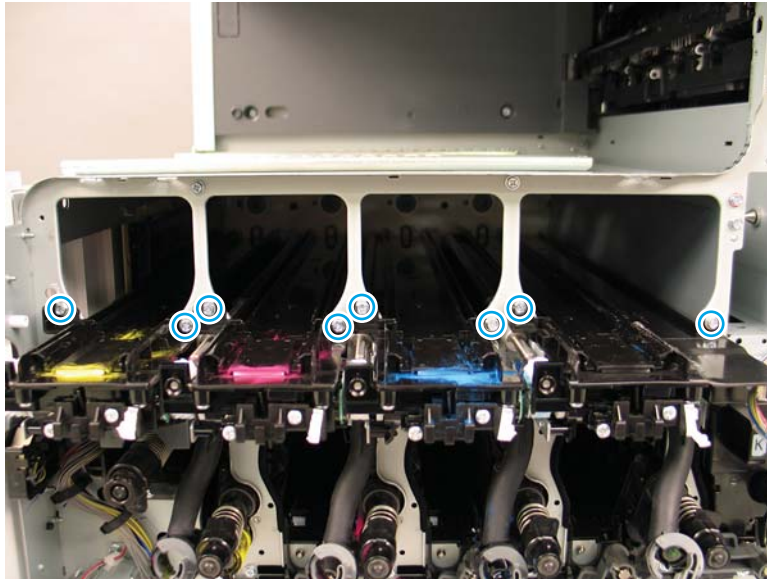
5. Release the valves from the toner connections by rotating the valves side-to-side while pulling them firmly away from the printer.

Figure 2-411 Release the toner supply pipes



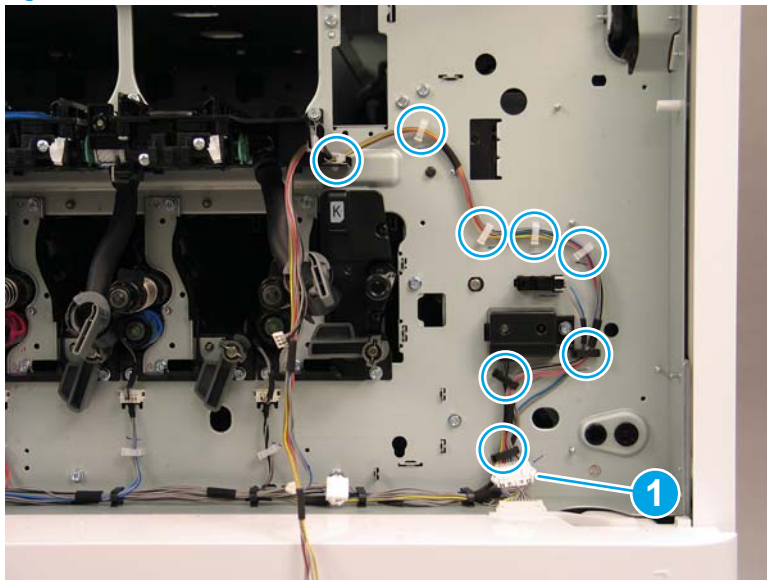
6. Remove eight screws.

Figure 2-412 Remove eight screws



7. Disconnect one connector (callout 1), and then release the cables from eight retainers.

Figure 2-413 Disconnect one connector and release the cables

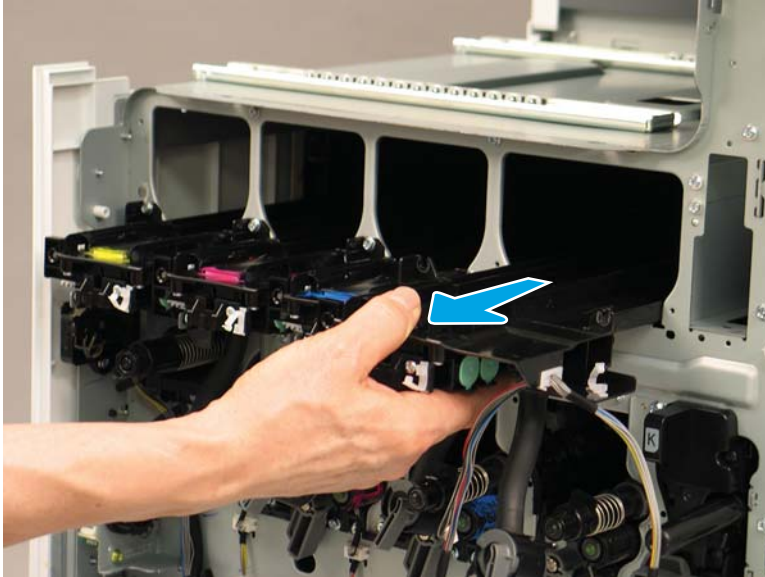


8. Remove the toner reservoir by sliding it out of the printer. The figure below shows the black toner reservoir. The procedure is the same for all of the toner reservoirs.

 **IMPORTANT:** The toner reservoirs must be **removed** in this order: black, cyan, magenta, and then yellow.

The toner reservoirs must be **installed** in this order: yellow, magenta, cyan, and then black.

Figure 2-414 Remove the black toner reservoir

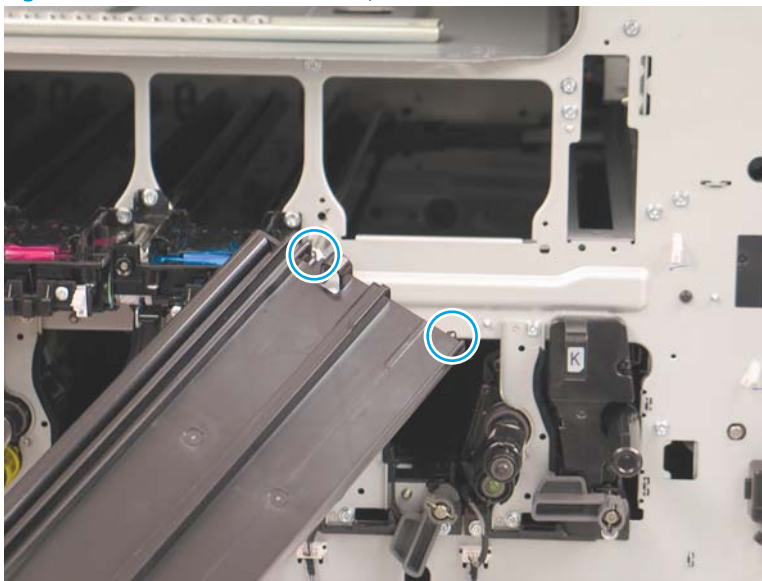


9. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Toner reservoir

- ▲ Position the locator pins on the toner reservoir into the openings in the sheet metal inside the printer.

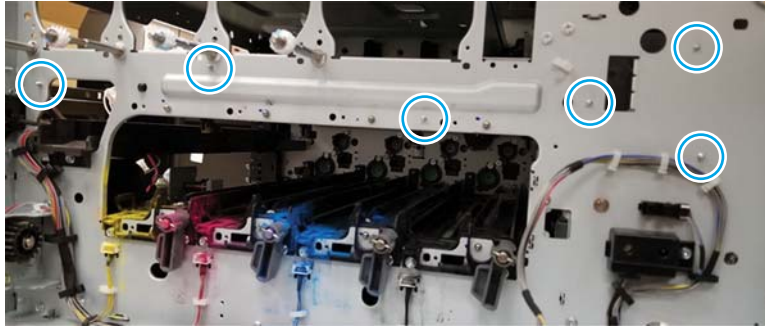
Figure 2-415 Position the locator pins



Step 16: Remove the high-voltage rail assembly

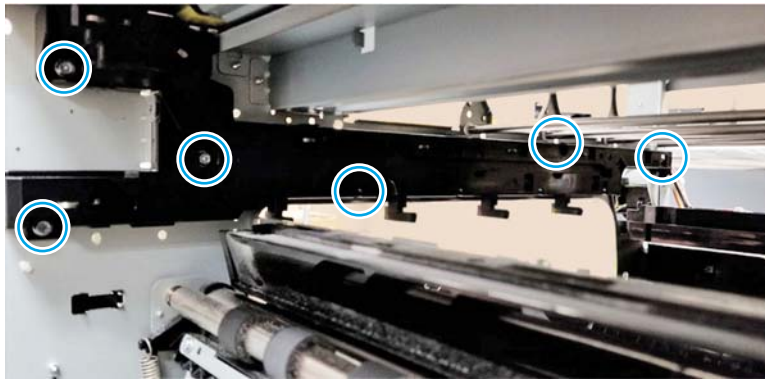
1. Before proceeding, take note from the front of the printer where the six high-voltage rail screws are located.

Figure 2-416 Locate six screws



2. From inside the printer remove six screws, and then remove the high-voltage rail assembly.

Figure 2-417 Remove the high-voltage rail assembly





Step 17: 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.

Registration assembly

Figure 2-418 Main frame registration

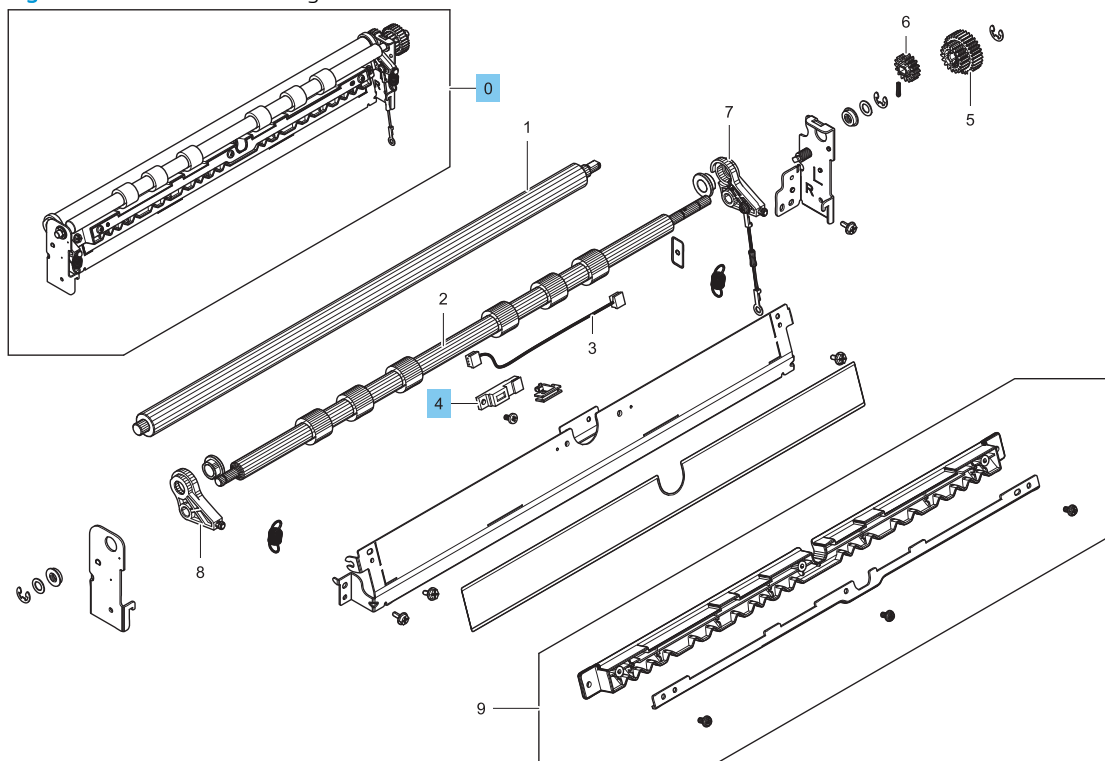


Table 2-5 Main frame registration

Ref	Description	Part number	Qty
0	Registration Assembly	JC93-01116A on page 481	1
4	Photo-interrupter	0604-001381 on page 491	1

Registration assembly

- [Introduction](#)
- [Step 1: Remove the TCU](#)
- [Step 2: Remove the paper dust brush](#)
- [Step 3: Remove the right rear cover](#)
- [Step 4: Remove the right door](#)
- [Step 5: Remove the registration assembly](#)
- [Step 6: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the registration assembly.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- ⚠ **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC93-01116A

To order the part, go to www.hp.com/buy/parts.

- Registration assembly

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.

- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the TCU

1. Open the front cover.
2. Push both hooks to release the toner collection unit (TCU).


 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 2-419 Remove the TCU



Step 2: Remove the paper dust brush

- ▲ Remove the paper dust brush.

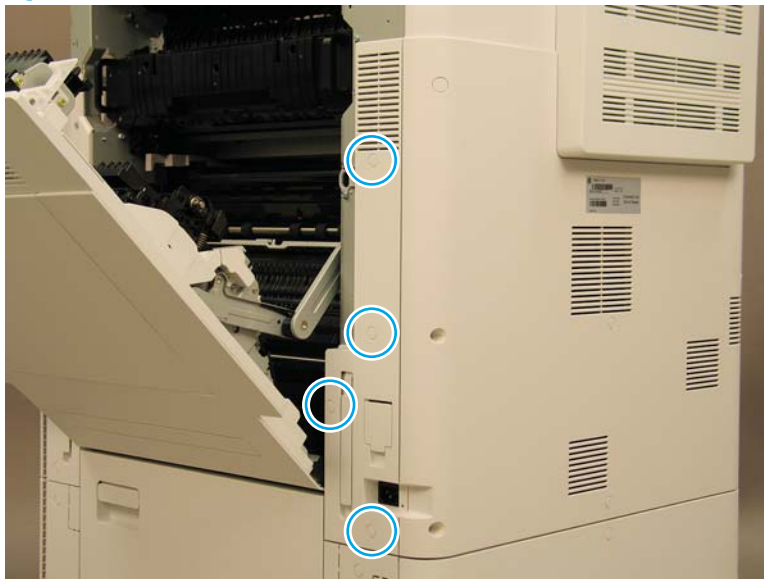
Figure 2-420 Remove the paper dust brush



Step 3: Remove the right rear cover

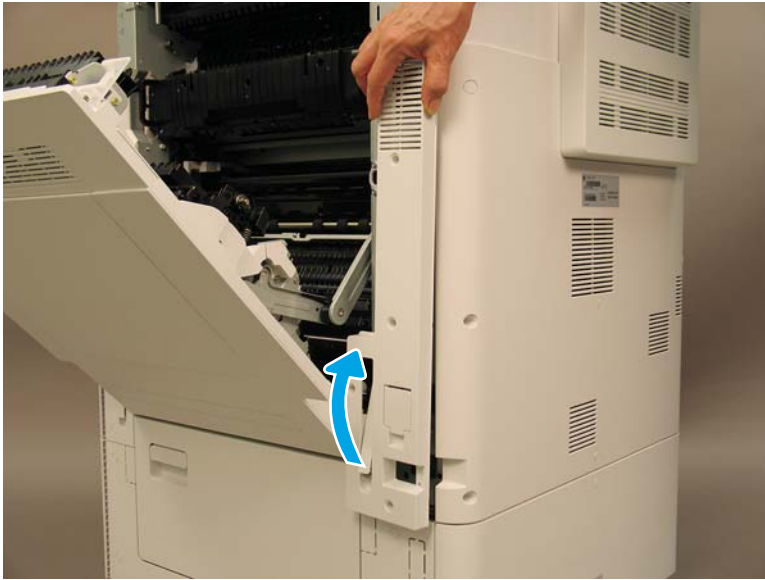
1. Open the right door.
2. Remove four screw-caps and four screws.

Figure 2-421 Remove four screws



3. Lift the handle and remove the right rear cover.

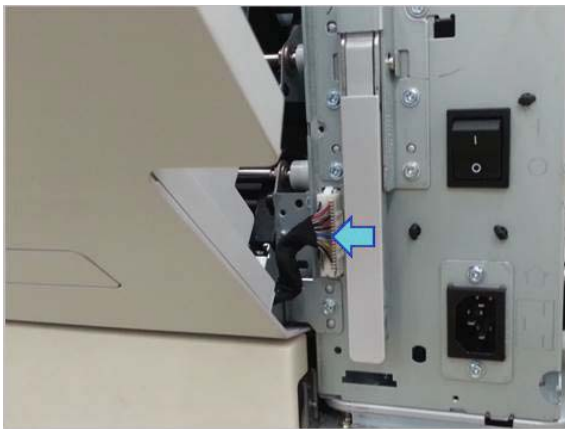
Figure 2-422 Remove the right rear cover



Step 4: Remove the right door

1. Disconnect the right door connector by moving it side-to-side until it releases.

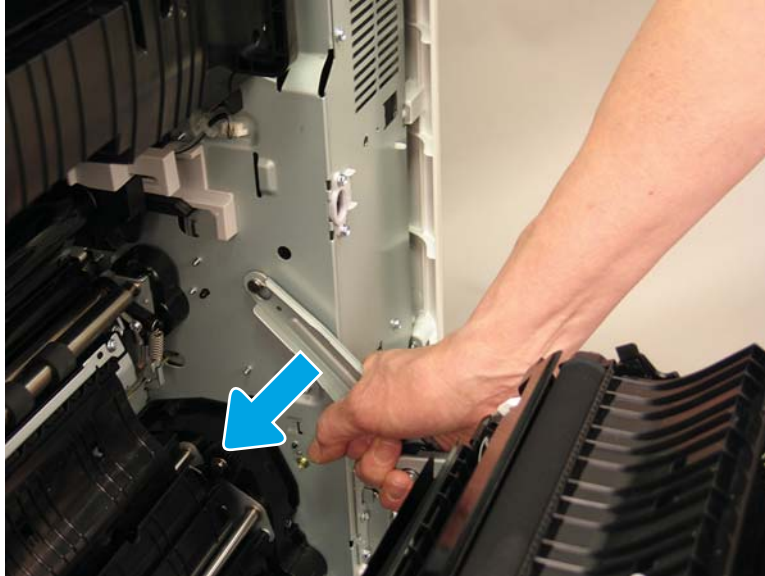
Figure 2-423 Disconnect one connector



2. Slightly raise the right door and carefully release the right hinge from the hinge pin.

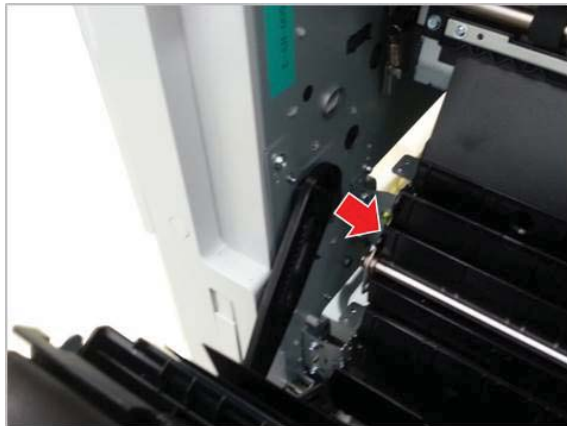
⚠ CAUTION: The hinge is spring-loaded and might snap back forcefully. Raise the door to take the tension off of the spring, and then hold the hinge firmly while releasing it from the hinge pin.

Figure 2-424 Release the right hinge



3. Slightly raise the right door, and then release the left dampener.

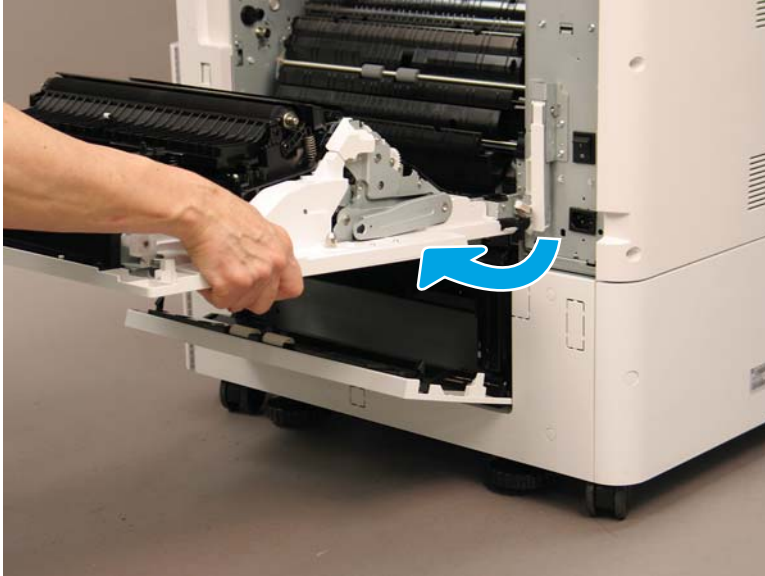
Figure 2-425 Release the left dampener



4. Open the lower paper feeder door. Lower the right door to 90°, and then rotate the rear side of the door away from the printer. Slide the door to the rear of the printer to remove it.

⚠ CAUTION: Do not lower the door more than 90°. This might result in damage to the door.

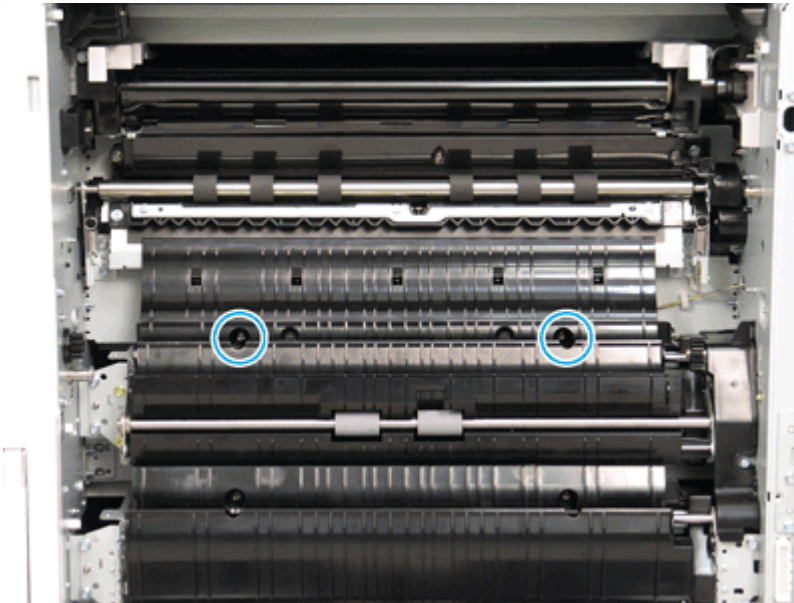
Figure 2-426 Remove the right door



Step 5: Remove the registration assembly

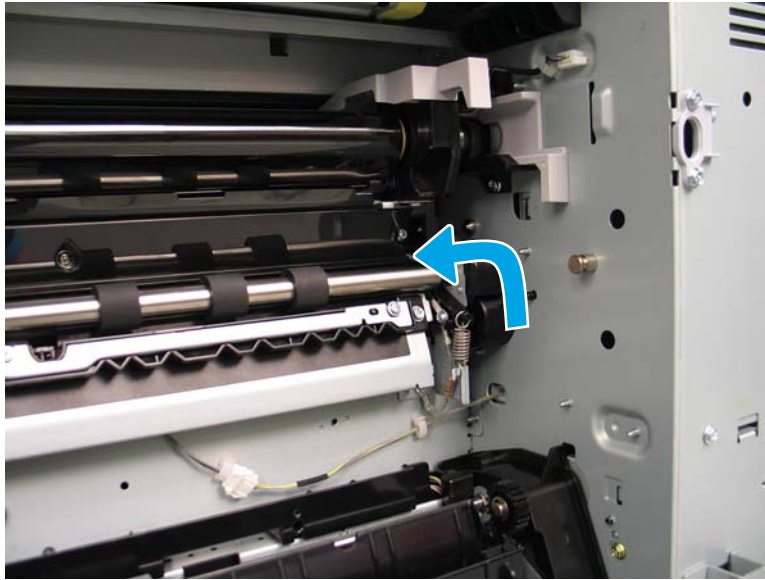
1. Remove two screws, and then remove the cover.

Figure 2-427 Remove two screws



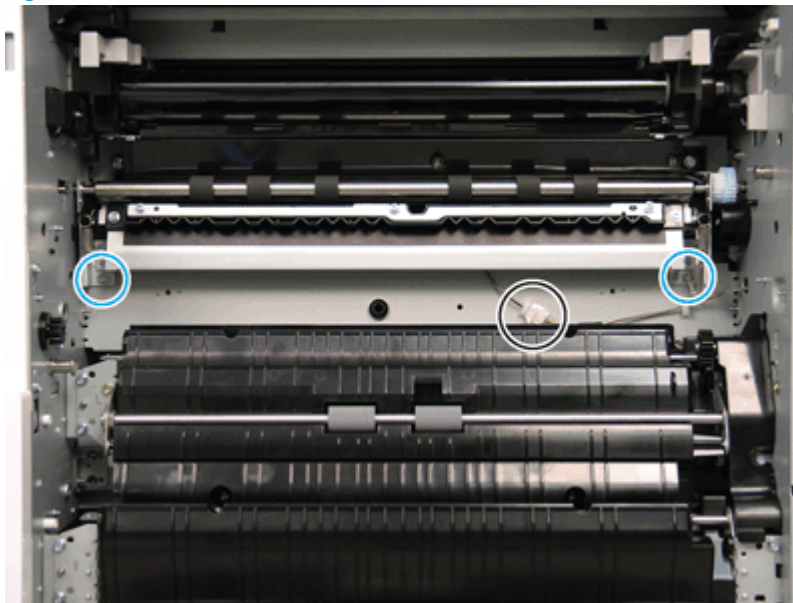
2. Remove the gear cover.

Figure 2-428 Remove the gear cover



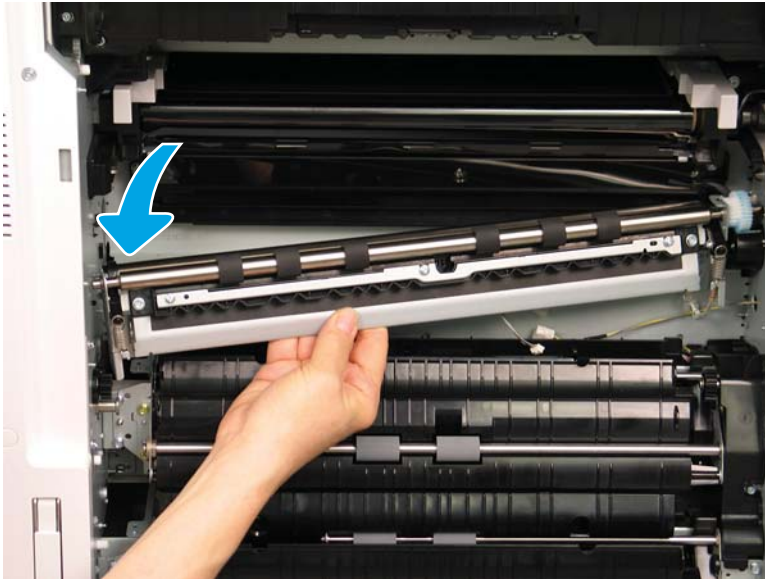
3. Disconnect one in-line connector, and then remove two screws.

Figure 2-429 Disconnect one connector and remove two screws



4. Rotate the left side of the registration assembly away from the printer, and then remove it.

Figure 2-430 Remove the registration assembly

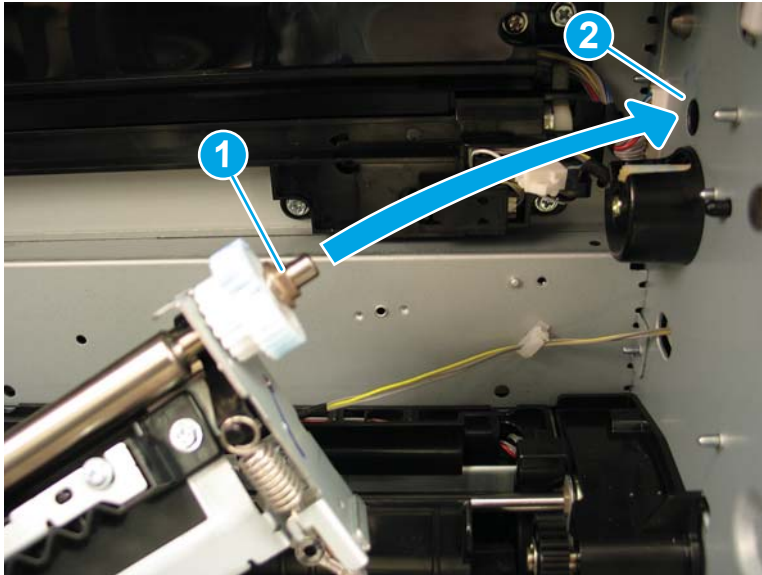


5. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Registration assembly

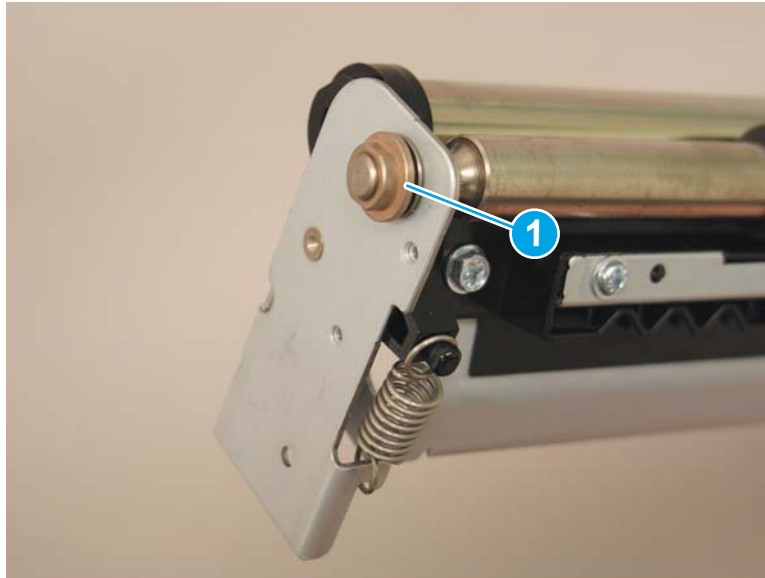
- a. Install the back, gear side of the shaft (callout 1) into the opening in the sheet metal (callout 2).

Figure 2-431 Install the gear side of the shaft



- b. Remove the bushing (callout 1) from the end of the front of the shaft.

Figure 2-432 Remove the bushing



- c. Install the bushing in the opening in the sheet metal.


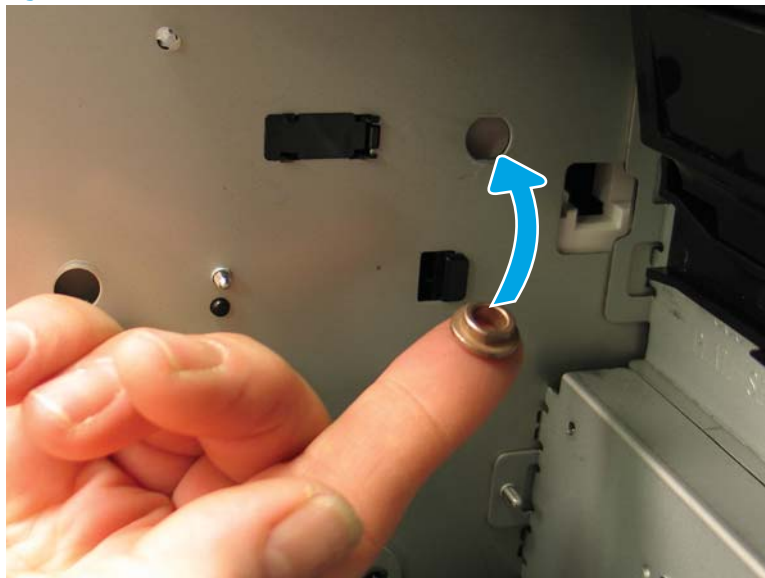
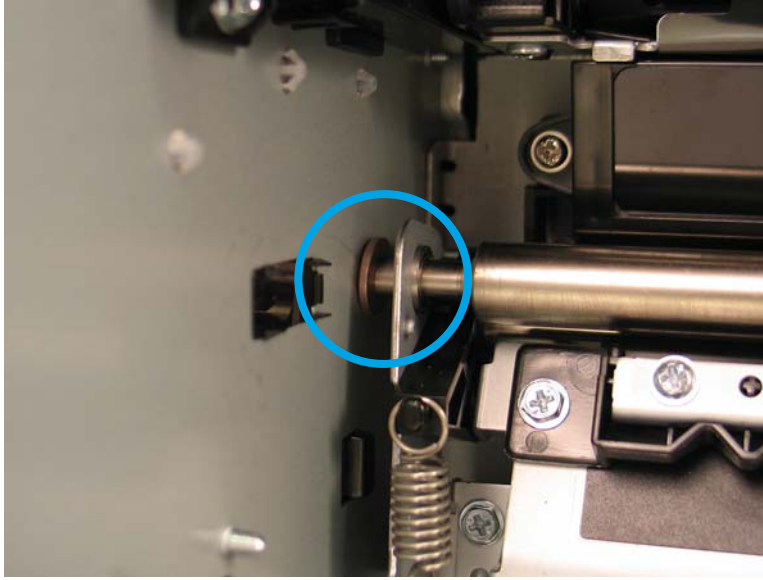
 **NOTE:** The bushing is flat along the top and bottom edges. Install the bushing so the flat edges match the keyed opening in the sheet metal.

Figure 2-433 Install the bushing



- d. Install the front of the shaft into the bushing.

Figure 2-434 Install the front of the shaft



 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.



Step 6: 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.

Registration sensor assembly

- [Introduction](#)
- [Step 1: Remove the TCU](#)
- [Step 2: Remove the paper dust brush](#)
- [Step 3: Remove the right rear cover](#)
- [Step 4: Remove the right door](#)
- [Step 5: Remove the registration assembly](#)
- [Step 6: Remove the registration sensor](#)
- [Step 7: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the registration sensor.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- ⚠ **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

0604-001381

To order the part, go to www.hp.com/buy/parts.

- Registration sensor

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.

- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the TCU

1. Open the front cover.
2. Push both hooks to release the toner collection unit (TCU).

💡 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 2-435 Remove the TCU



Step 2: Remove the paper dust brush

- ▲ Remove the paper dust brush.

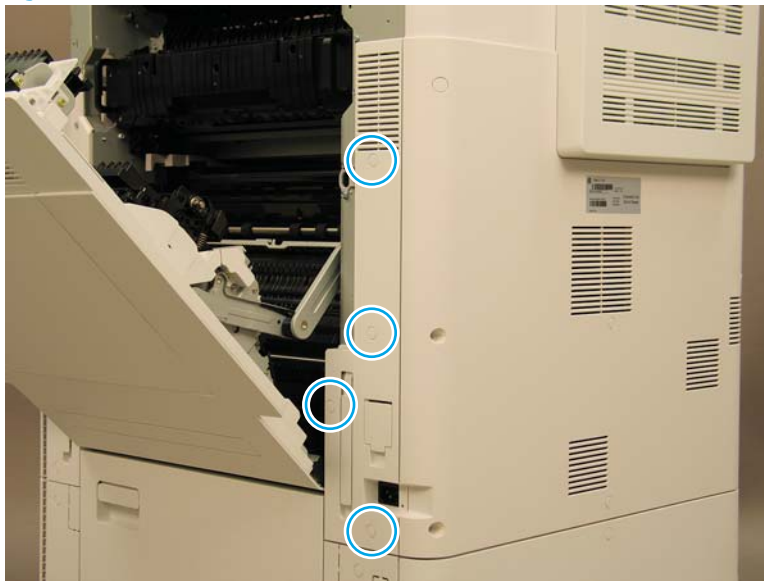
Figure 2-436 Remove the paper dust brush



Step 3: Remove the right rear cover

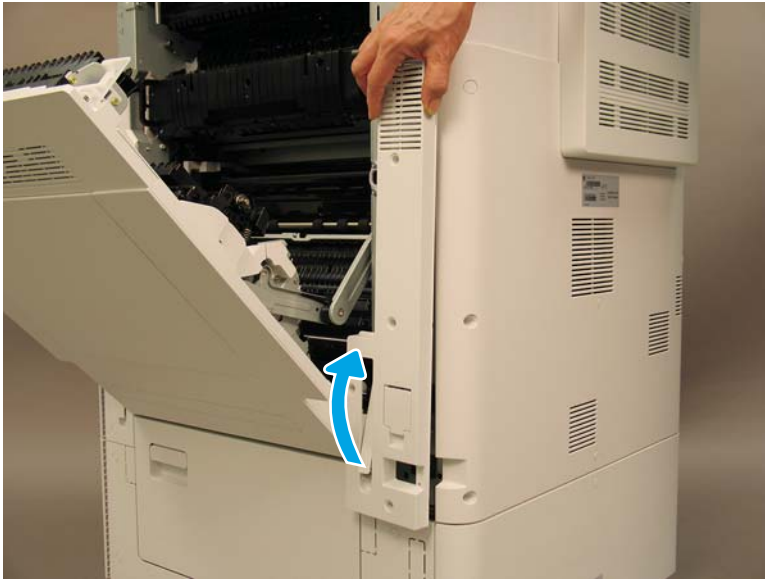
1. Open the right door.
2. Remove four screw-caps and four screws.

Figure 2-437 Remove four screws



3. Lift the handle and remove the right rear cover.

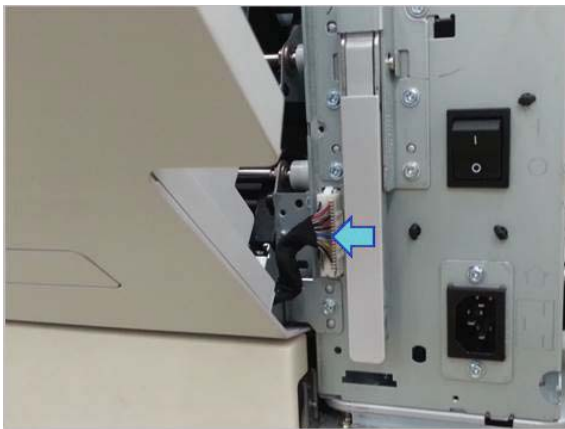
Figure 2-438 Remove the right rear cover



Step 4: Remove the right door

1. Disconnect the right door connector by moving it side-to-side until it releases.

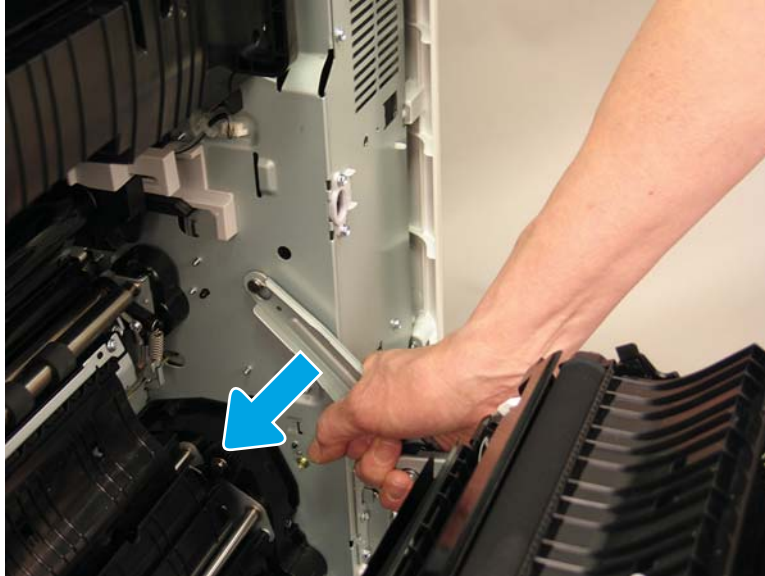
Figure 2-439 Disconnect one connector



2. Slightly raise the right door and carefully release the right hinge from the hinge pin.

⚠ CAUTION: The hinge is spring-loaded and might snap back forcefully. Raise the door to take the tension off of the spring, and then hold the hinge firmly while releasing it from the hinge pin.

Figure 2-440 Release the right hinge



3. Slightly raise the right door, and then release the left dampener.

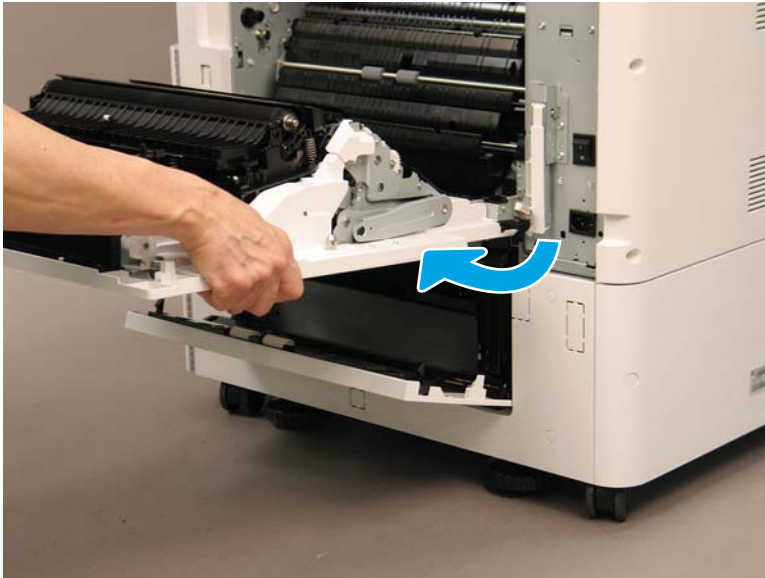
Figure 2-441 Release the left dampener



4. Open the lower paper feeder door. Lower the right door to 90°, and then rotate the rear side of the door away from the printer. Slide the door to the rear of the printer to remove it.

⚠ CAUTION: Do not lower the door more than 90°. This might result in damage to the door.

Figure 2-442 Remove the right door



Step 5: Remove the registration assembly

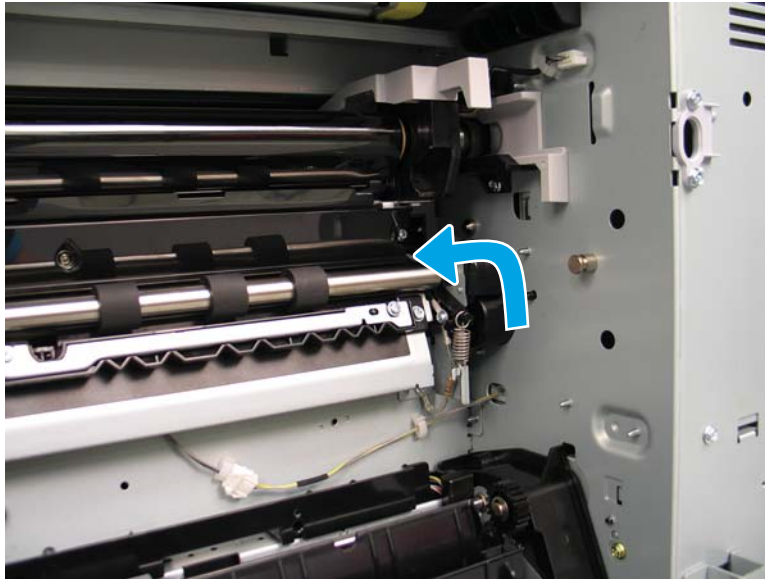
1. Remove two screws, and then remove the cover.

Figure 2-443 Remove two screws



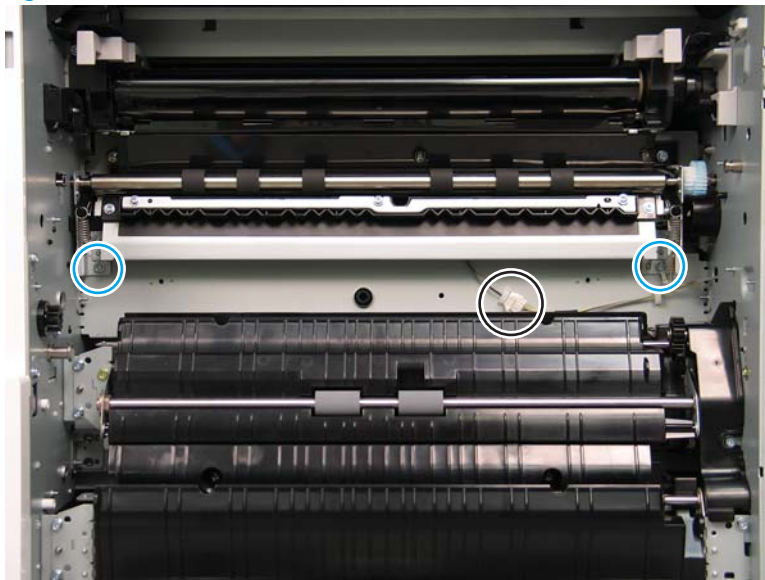
2. Remove the gear cover.

Figure 2-444 Remove the gear cover



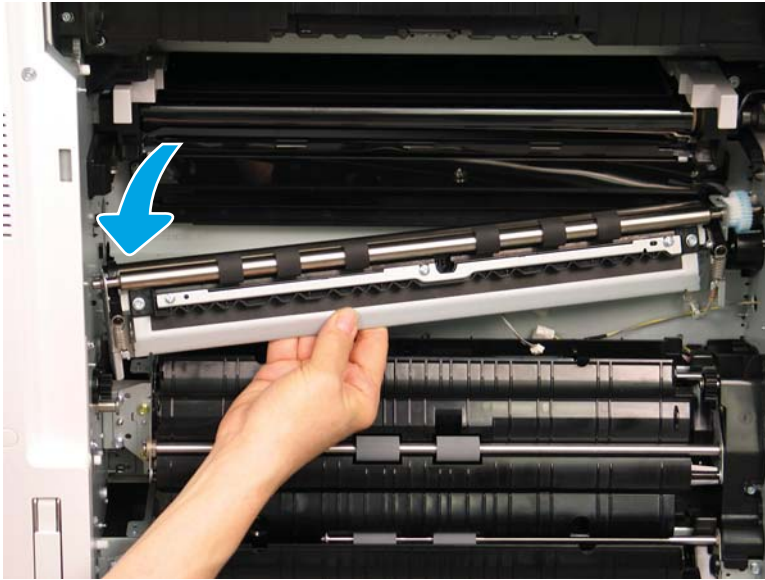
3. Disconnect one in-line connector, and then remove two screws.

Figure 2-445 Disconnect one connector and remove two screws



4. Rotate the left side of the registration assembly away from the printer, and then remove it.

Figure 2-446 Remove the registration assembly

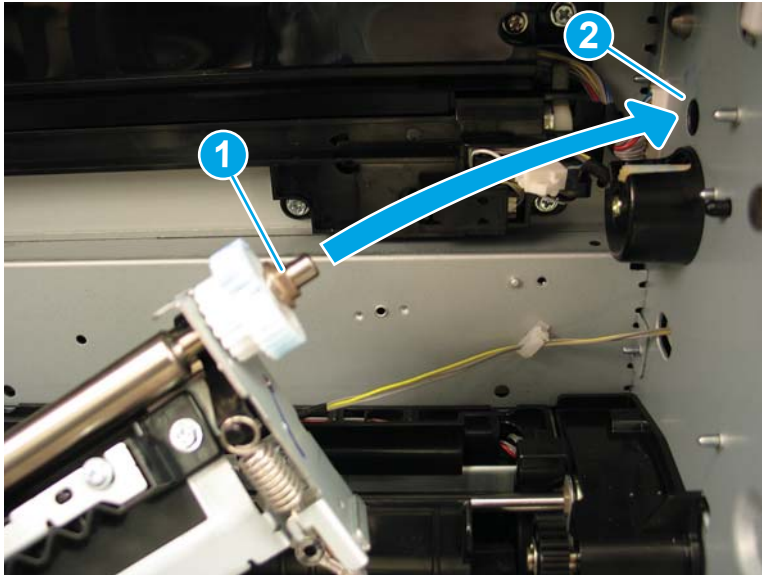


5. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Registration assembly

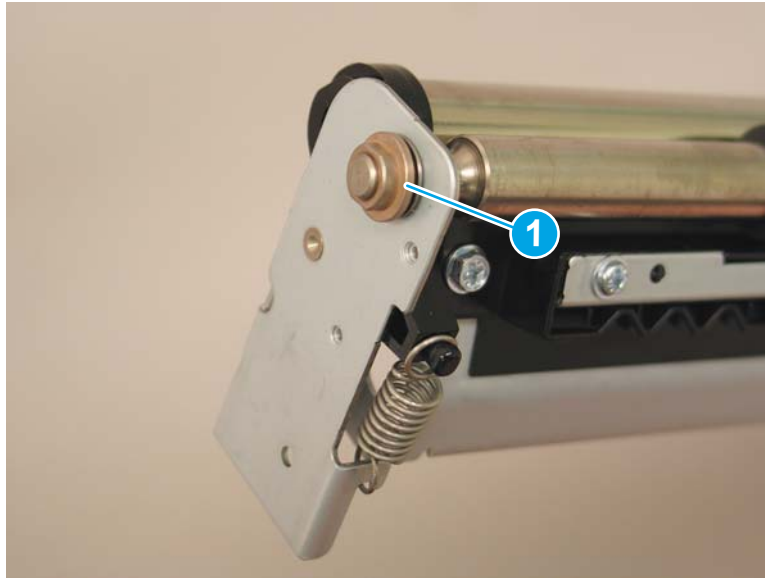
- a. Install the back, gear side of the shaft (callout 1) into the opening in the sheet metal (callout 2).

Figure 2-447 Install the gear side of the shaft



- b. Remove the bushing (callout 1) from the end of the front of the shaft.

Figure 2-448 Remove the bushing



- c. Install the bushing in the opening in the sheet metal.


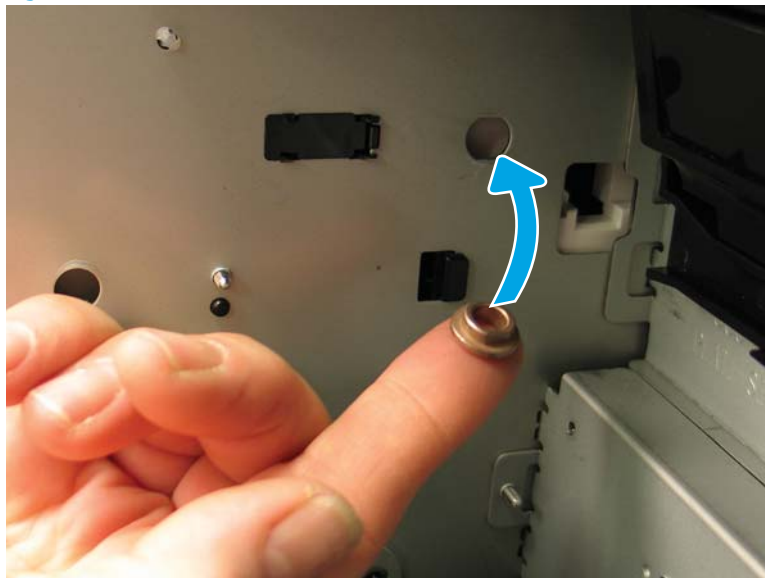
 **NOTE:** The bushing is flat along the top and bottom edges. Install the bushing so the flat edges match the keyed opening in the sheet metal.

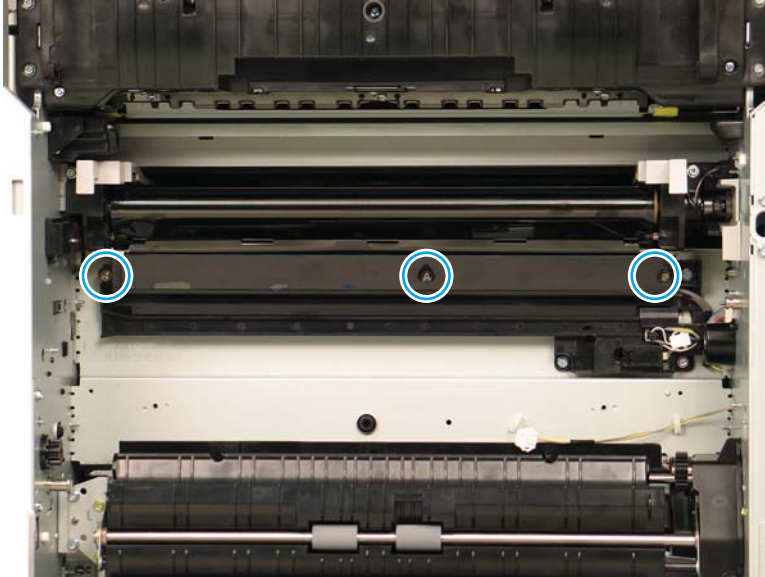
Figure 2-449 Install the bushing



Step 6: Remove the registration sensor

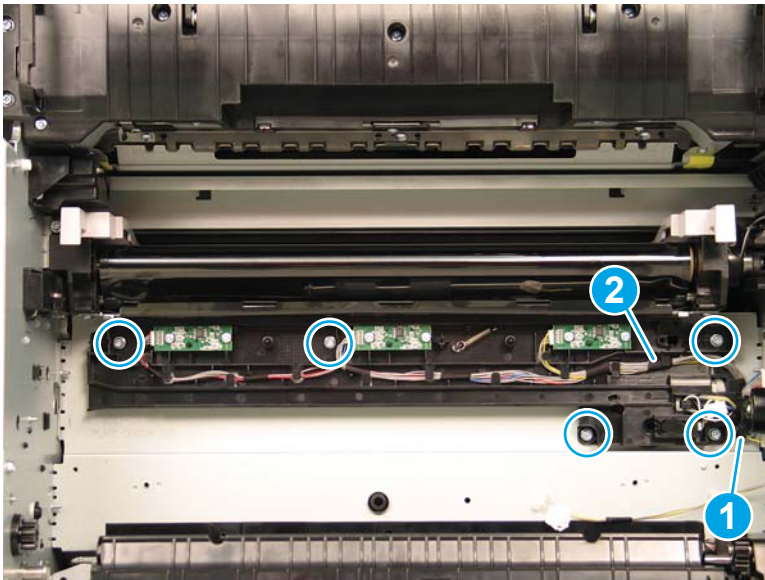
1. Remove three self-tapping screws, and then remove the cover.

Figure 2-450 Remove three screws and the cover



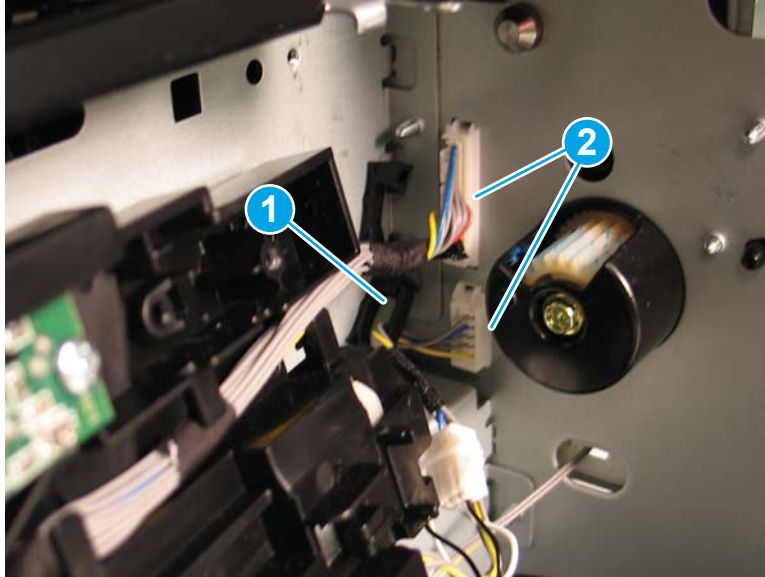
2. Release the cables from one lower retainer (callout 1) and one upper retainer (callout 2). Remove five screws.

Figure 2-451 Release retainers and remove five screws



- Carefully lift the registration sensor assembly slightly away from the printer. Release one retainer (callout 1), and then disconnect two connectors (callout 2).

Figure 2-452 Release one retainer and disconnect two connectors





Step 7: Unpack the replacement assembly

- 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>


- 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.

- 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.

ACR frame assembly

Figure 2-453 ACR frame assembly

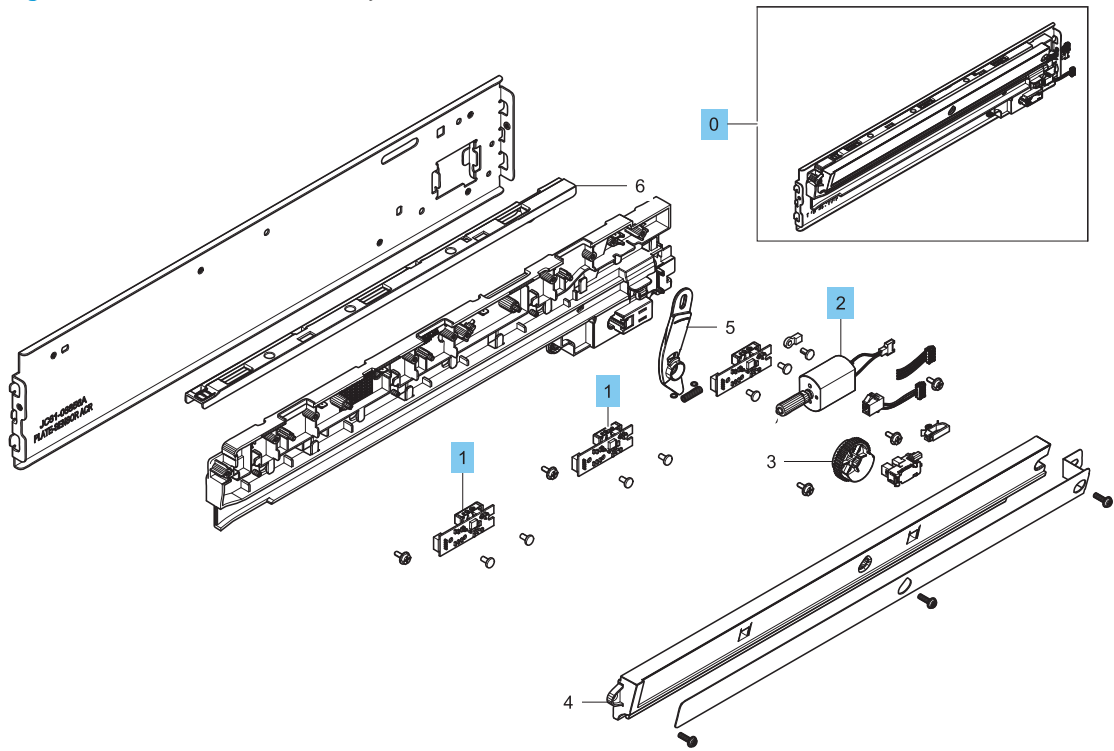


Table 2-6 ACR frame assembly

Ref	Description	Part number	Qty
0	ACR Assembly	JC93-01039A	1
1	CTD sensor	JC32-00014A	3
2	Motor, dc	JC31-00078A	1

Toner reservoir (CMYK)

Figure 2-454 Toner reservoir (CMYK)

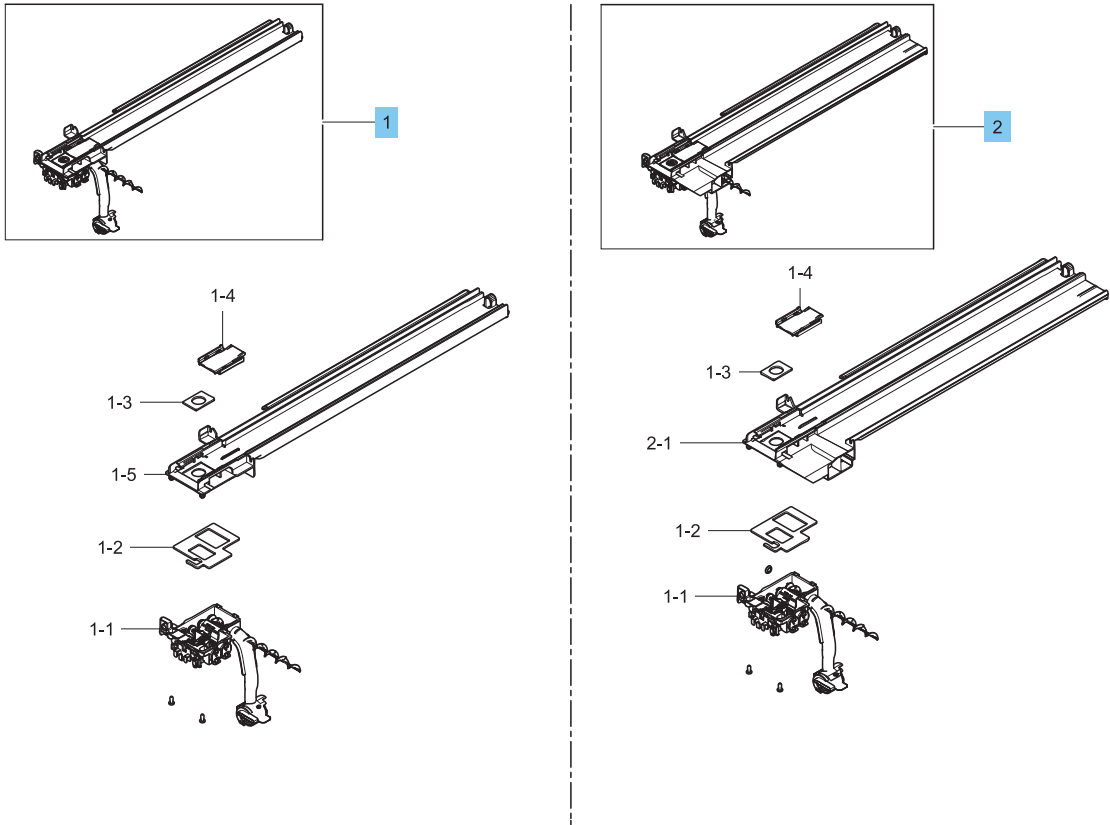


Table 2-7 Toner reservoir (CMYK)

Ref	Description	Part number	Qty
1	Toner Reservoir Assy C/M/Y	JC93-01089B on page 506	3
2	Toner Reservoir Assy K	JC93-01088B on page 506	1

Reservoir unit

- [Introduction](#)
- [Step 1: Remove the TCU](#)
- [Step 2: Remove the paper dust brush](#)
- [Step 3: Remove the front cover.](#)
- [Step 4: Remove the front top inner cover](#)
- [Step 5: Remove the front power cover](#)
- [Step 6: Remove the exit cover](#)
- [Step 7: Remove the inner front cover](#)
- [Step 8: Remove the reservoir unit](#)
- [Step 9: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the reservoir unit.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

⚠ WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC93-01089B

- Toner Reservoir Assy C/M/Y

JC93-01088B

- Toner Reservoir Assy K

To order the part, go to www.hp.com/buy/parts.

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the TCU

1. Open the front cover.
2. Push both hooks to release the toner collection unit (TCU).

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 2-455 Remove the TCU



Step 2: Remove the paper dust brush

- ▲ Remove the paper dust brush.

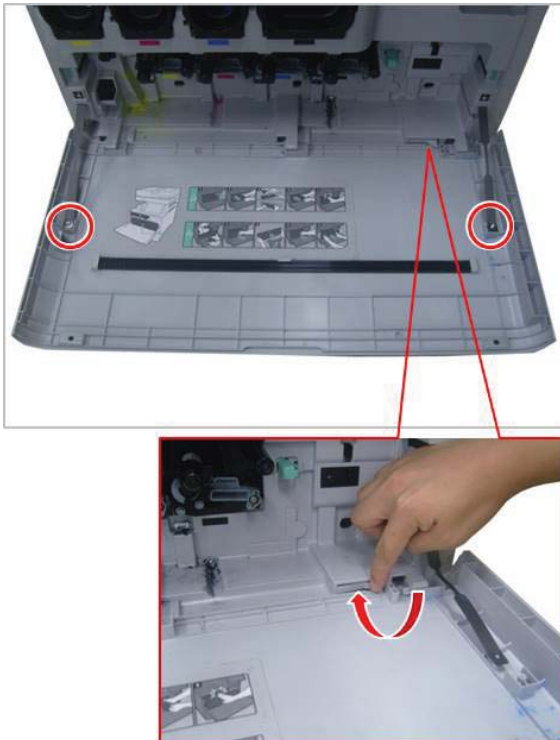
Figure 2-456 Remove the paper dust brush



Step 3: Remove the front cover.

- ▲ Remove two screws securing the front cover. While pushing the right hook, remove the front cover.

Figure 2-457 Remove the front cover



Step 4: Remove the front top inner cover

- ▲ Remove two screw-caps and two screws. Lift the front top inner cover away from the printer to remove it.

Figure 2-458 Remove the front top inner cover



Step 5: Remove the front power cover

1. Remove two screw-caps and two screws. Release two tabs on the right, and then rotate the cover slightly away from the printer.

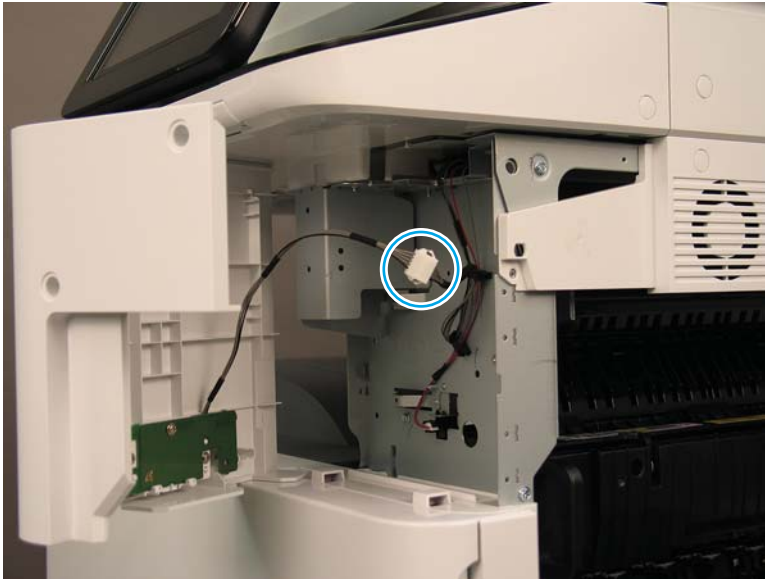
⚠ CAUTION: The cover is still attached to the printer by a cable. Do not completely remove the cover.

Figure 2-459 Remove two screws and rotate the cover



2. Disconnect one connector, and then remove the cover.

Figure 2-460 Remove the front power cover



Step 6: Remove the exit cover

- ▲ Remove two screw-caps and two screws, and then lift the exit cover away from the printer to remove it.

Figure 2-461 Remove the exit cover

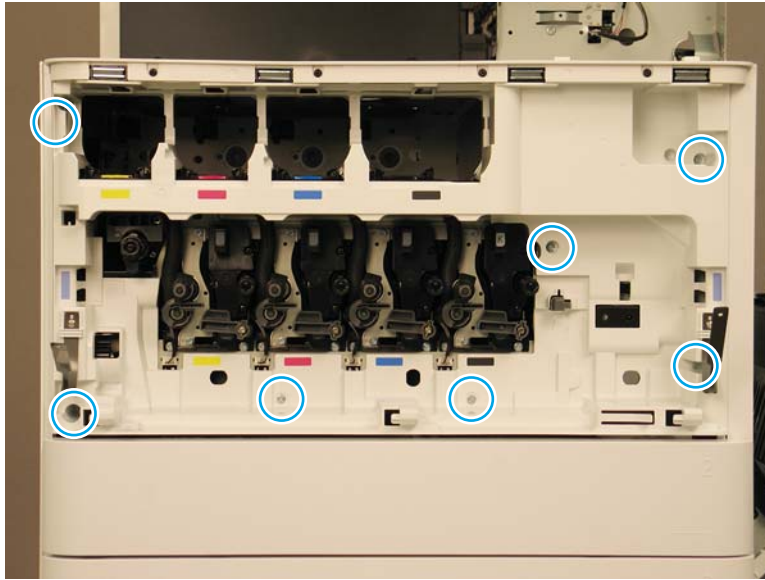


Step 7: Remove the inner front cover

1. Open the right door.
2. Remove the all of the toner cartridges.

3. Remove seven screws.

Figure 2-462 Remove seven screws




4. Lift the inner cover away from the printer to remove it.

Figure 2-463 Remove the inner cover

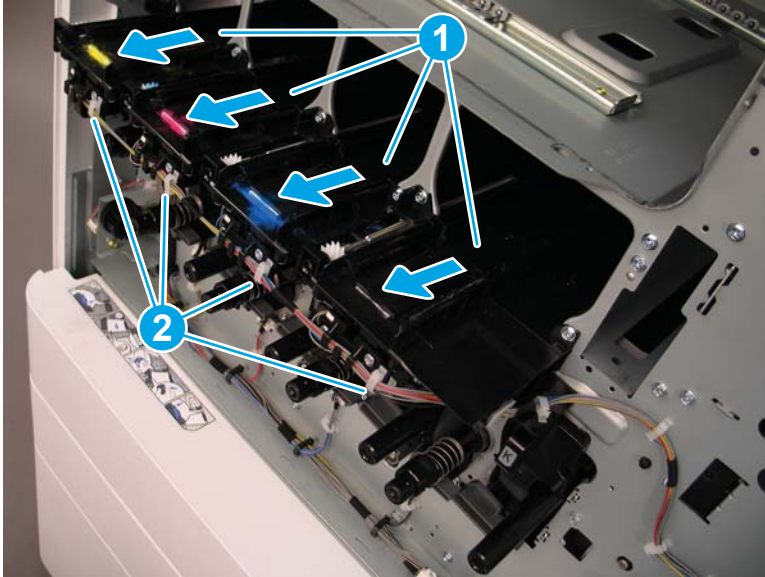


Step 8: Remove the reservoir unit

 **NOTE:** The toner reservoirs must be removed in this order: black, cyan, magenta, and yellow. If you are replacing the yellow reservoir, the black, cyan, and magenta reservoirs must all be removed first. Follow the instructions below to remove only those reservoirs required to reach the target reservoir.

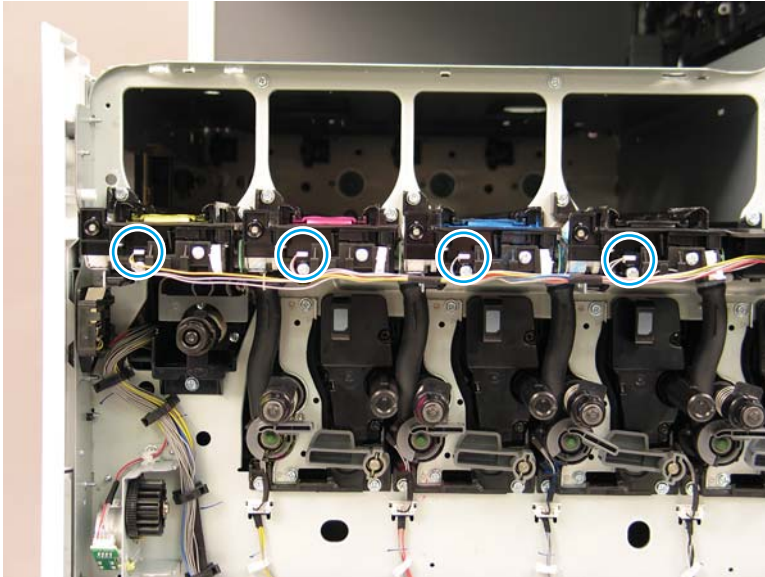
1. Close the toner reservoir shutters (callout 1), and then release the cables from the retainers (callout 2).

Figure 2-464 Close the shutters and release the cables



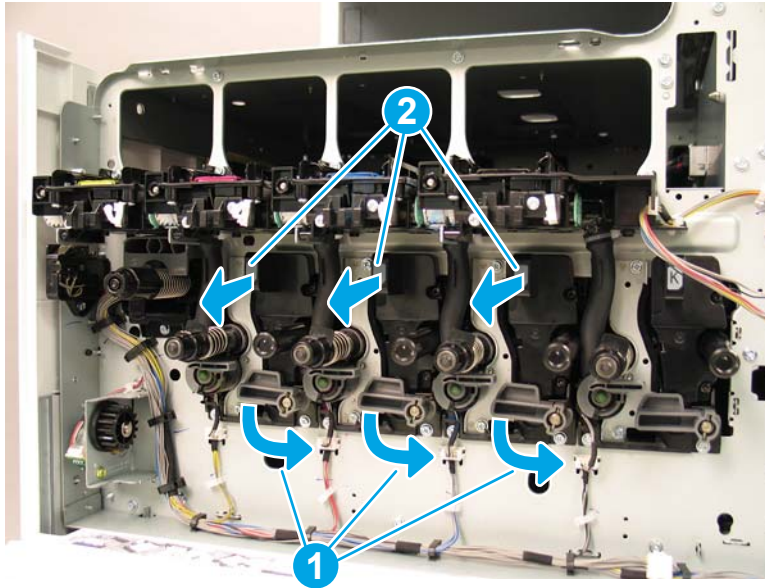
2. Disconnect four connectors.

Figure 2-465 Disconnect four connectors



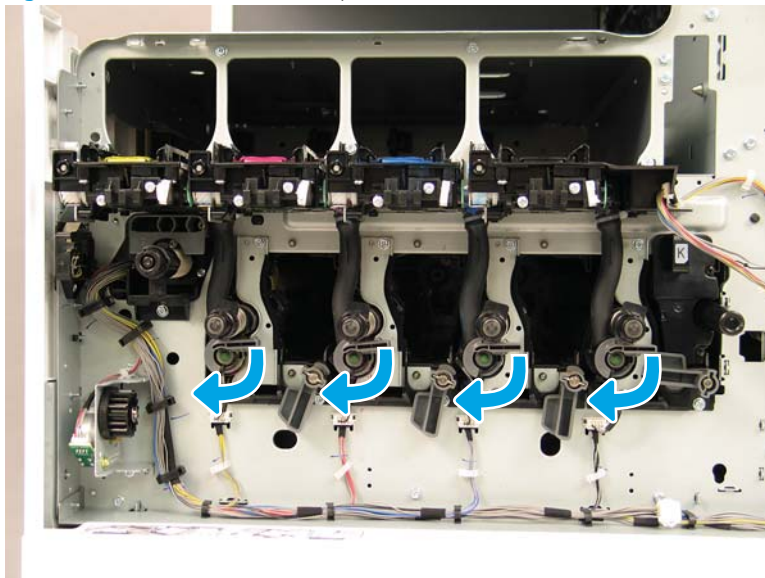
3. Lower the release levers (callout 1), and then remove the yellow, magenta, and cyan drum units (callout 2).

Figure 2-466 Remove drum units



4. Lower and close the release levers for all of the developer units. This stops the flow of toner from the toner reservoirs to the developer units.

Figure 2-467 Lower the developer release levers



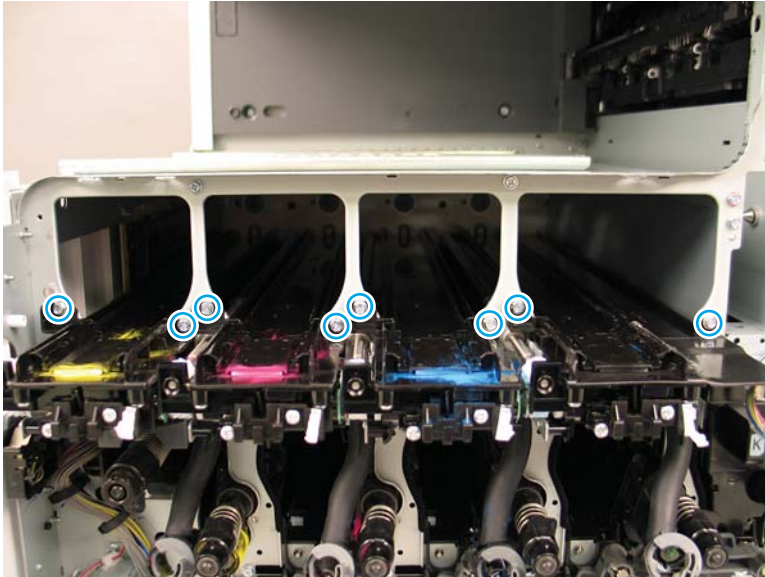
5. Release the valves from the toner connections by rotating the valves side-to-side while pulling them firmly away from the printer.

Figure 2-468 Release the toner supply pipes



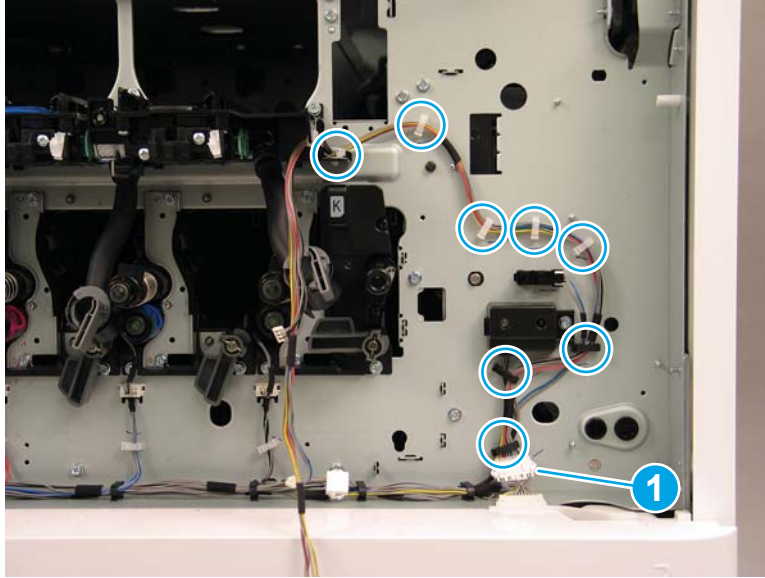
6. Remove eight screws.

Figure 2-469 Remove eight screws




7. Disconnect one connector (callout 1), and then release the cables from eight retainers.

Figure 2-470 Disconnect one connector and release the cables



8. Remove the toner reservoir by sliding it out of the printer. The figure below shows the black toner reservoir. The procedure is the same for all of the toner reservoirs.

 **NOTE:** The toner reservoirs must be removed in this order: black, cyan, magenta, and yellow. If you are replacing the yellow reservoir, the black, cyan, and magenta reservoirs must all be removed first.


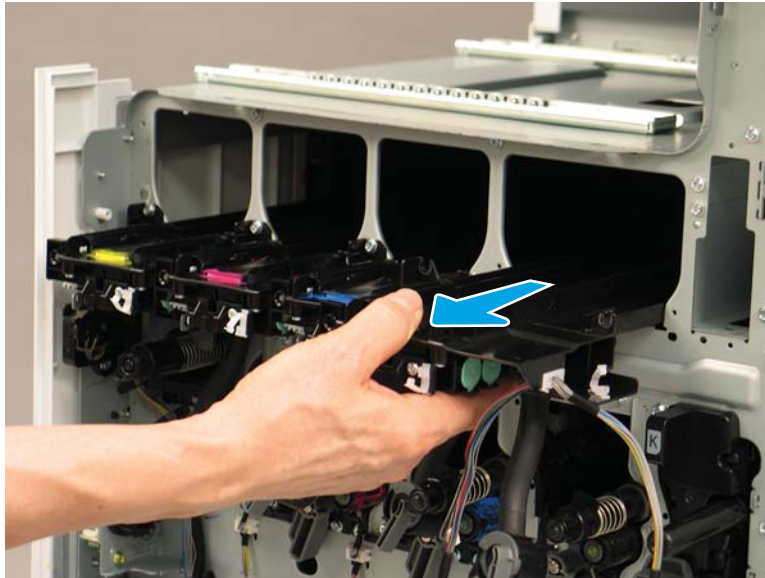
 **NOTE:** Removing the yellow toner reservoir requires removing the high voltage power supply.

Figure 2-471 Remove the black toner reservoir

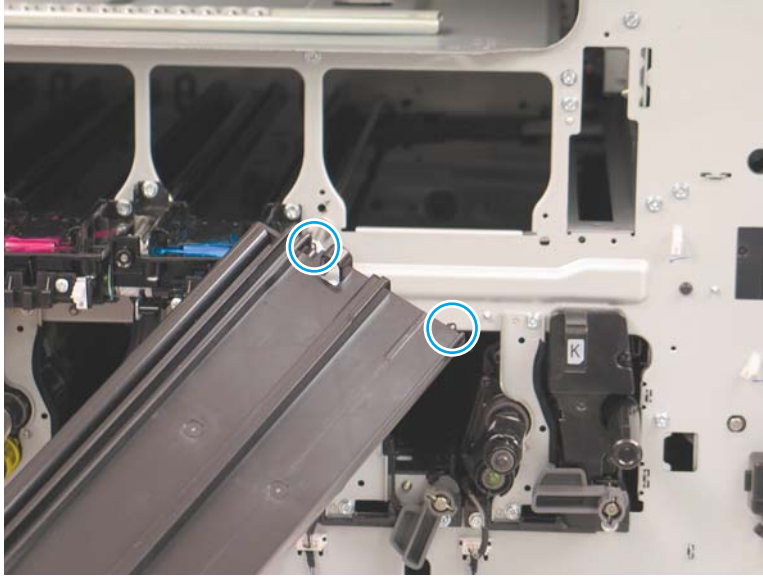


9. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Toner reservoir

- ▲ Position the locator pins on the toner reservoir into the openings in the sheet metal inside the printer.

Figure 2-472 Position the locator pins



 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.



Step 9: 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.

Rear frame assembly

Figure 2-473 Rear frame assembly

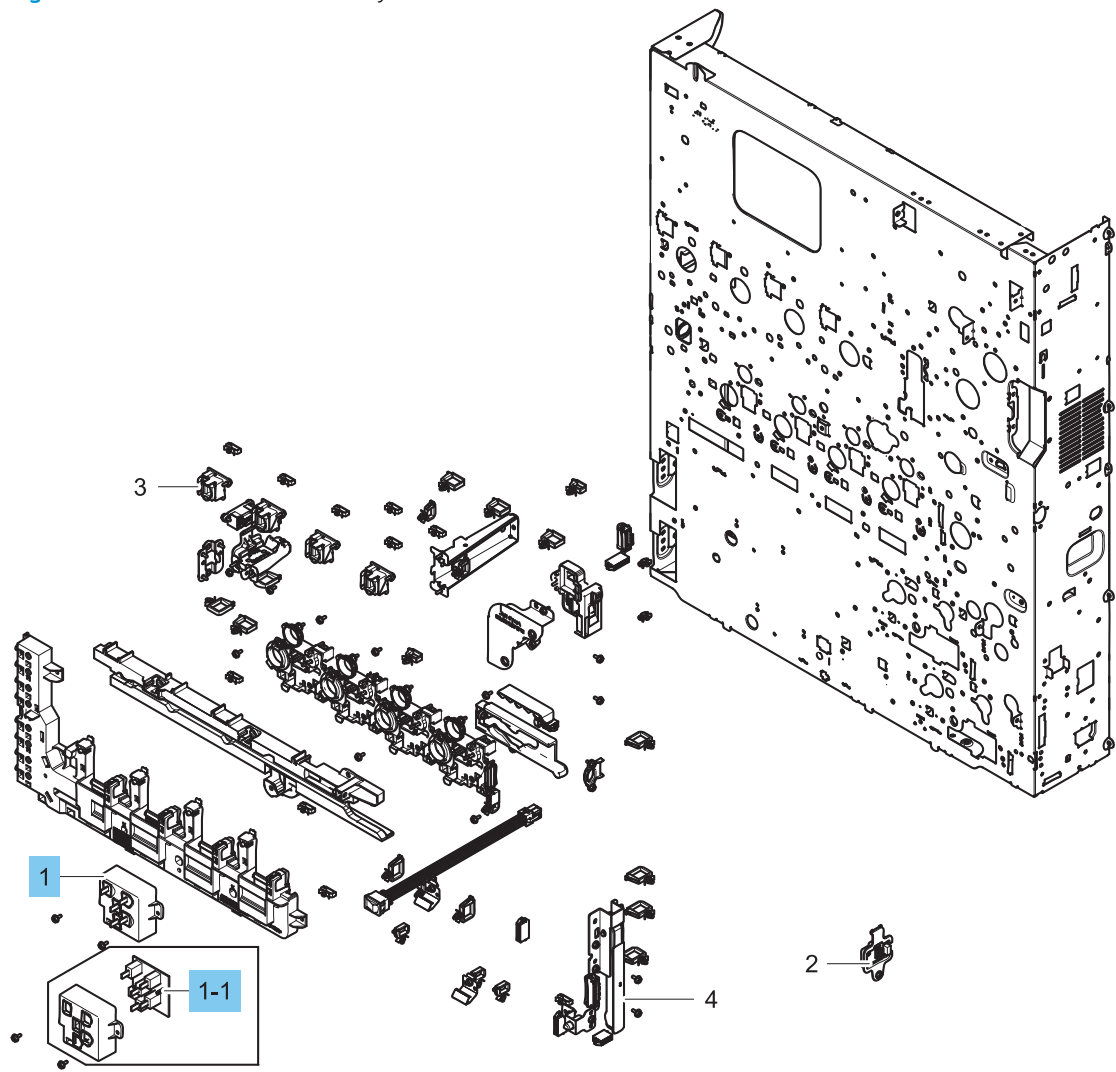


Table 2-8 Rear frame assembly

Ref	Description	Part number	Qty
1	Rear holder Autosize	JC93-00018A	2
1-1	PCA, paper size sensor	JC92-02622A on page 519	2
Not shown	Humidity sensor	JC93-00486A	1

Paper size sensor

- [Introduction](#)
- [Step 1: Remove the paper size sensor](#)
- [Step 2: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove the auto size sensor.

[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.

JC92-02622A

To order the part, go to www.hp.com/buy/parts.

- Paper size sensor

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

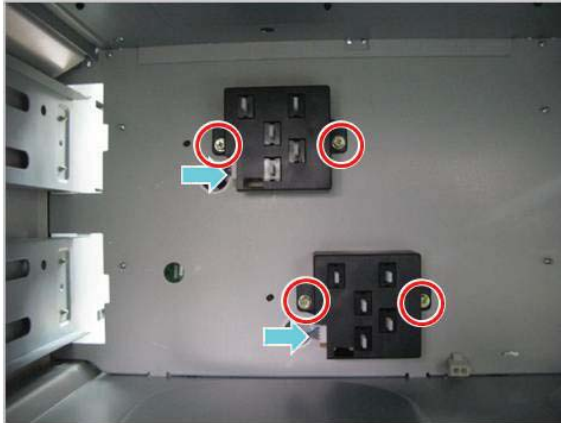
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the paper size sensor

- ▲ Do the following:
 - Remove all trays to access the inside of the printer.
 - Disconnect the connector. Remove two screws, and then remove the sensor.

Figure 2-474 Remove screws





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.

Drive system

Figure 2-475 Drive system

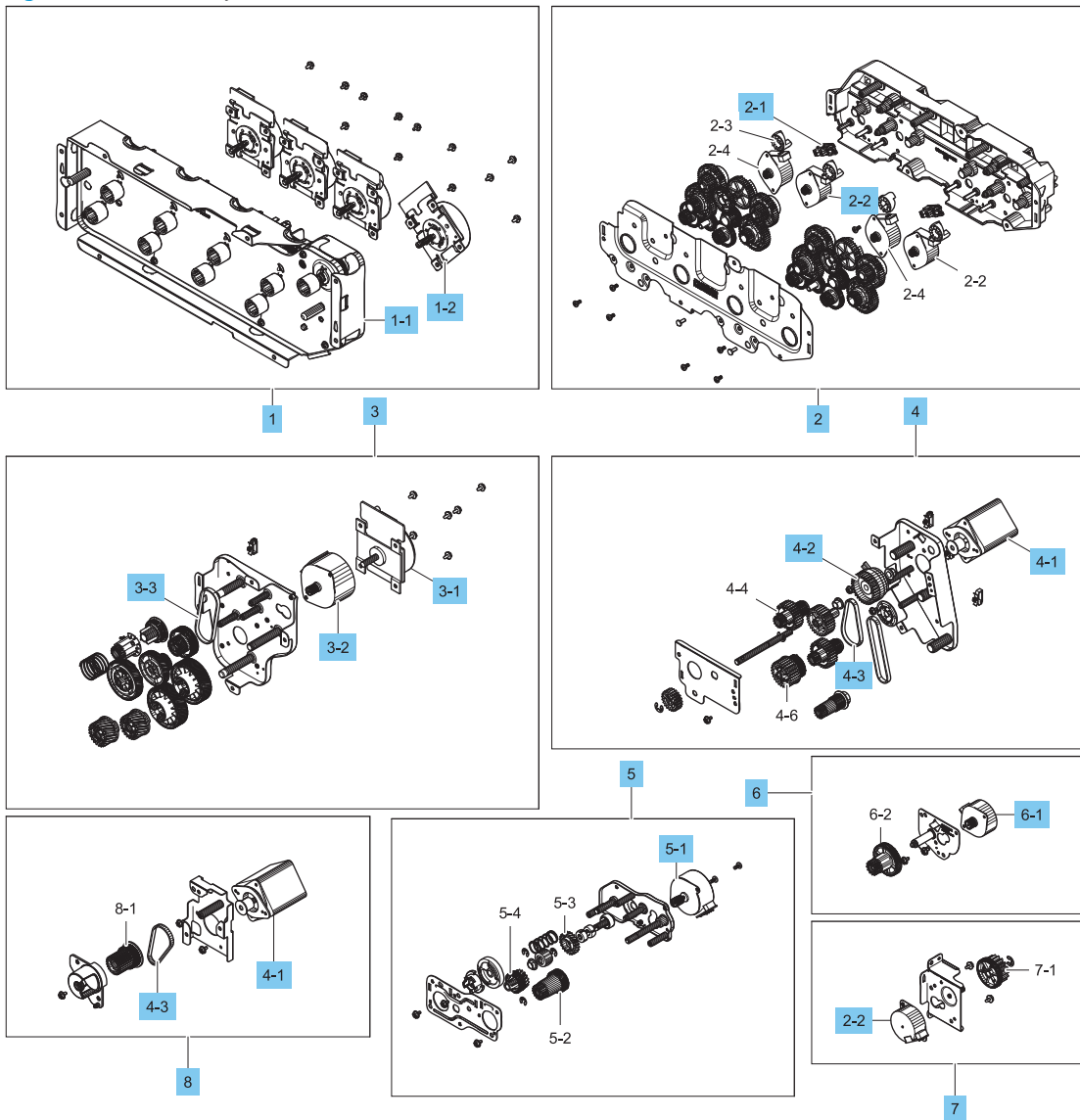


Table 2-9 Drive system

Ref	Description	Part number	Qty
1	Main drive assembly	JC93-01059C on page 523	1
1-1	Main drive	JC93-01048B	1
1-2	Motor, bldc	JC31-00123D	4
2	Toner drive	JC93-01065B on page 531	1
2-1	Photo-interrupter	0604-001393	2
2-2	Step motor, circuit	JC31-00110A on page 539	2
3	Fuser drive exit	JC93-01064A on page 547	1
3-1	Motor, bldc	JC31-00123B	1
3-2	Drive motor, step alienation	JC93-01084A	1
3-3	Timing belt	6602-001581	1
4	Feed drive	JC93-01062A on page 563	1
4-1	Step motor, ip	JC31-00132A on page 563	1
4-2	Electric clutch	JC47-00037A	1
4-3	Timing gear belt	6602-001730	1
5	Pickup drive	JC93-01063C on page 566	2
5-1	Drive motor, step	JC93-01083A on page 566	2
6	Engage T1	JC93-01068A on page 554	1
6-1	Step motor, circuit	JC31-00110B on page 554	1
7	Drive, Toner Collection Unit	JC93-01070A on page 569	1
8	Registration drive	JC93-01061A on page 576	1

Main drive unit

- [Introduction](#)
- [Step 1: Remove the formatter cover](#)
- [Step 2: Remove the lower rear cover](#)
- [Step 3: Remove the upper rear cover](#)
- [Step 4: Remove the left rear corner cover](#)
- [Step 5: Remove the formatter and cage](#)
- [Step 6: Remove the main drive unit](#)
- [Step 7: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the main drive unit.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- ⚠ **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC93-01059C

To order the part, go to www.hp.com/buy/parts.

- Main Drive Assembly

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.

- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the formatter cover

- ▲ Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

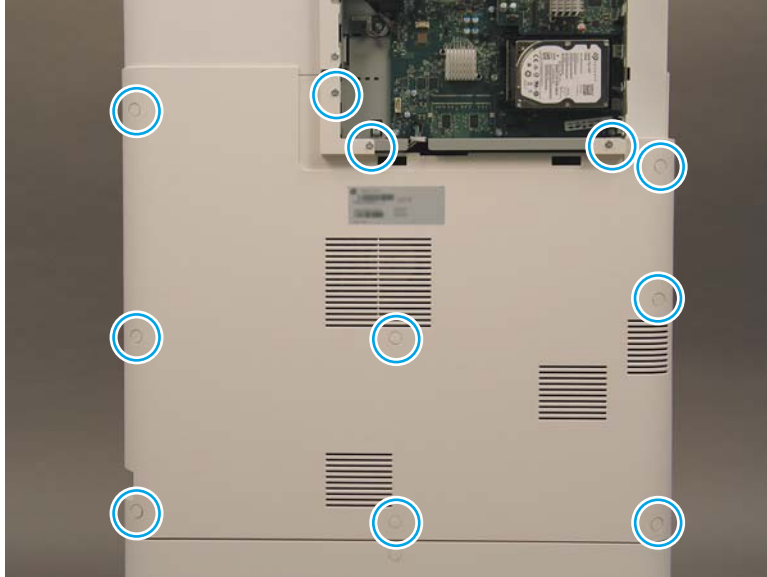
Figure 2-476 Remove the formatter cover



Step 2: Remove the lower rear cover

- ▲ Remove 8 screw-caps and 11 screws. Lift left side, and then pull the cover straight out on the right.

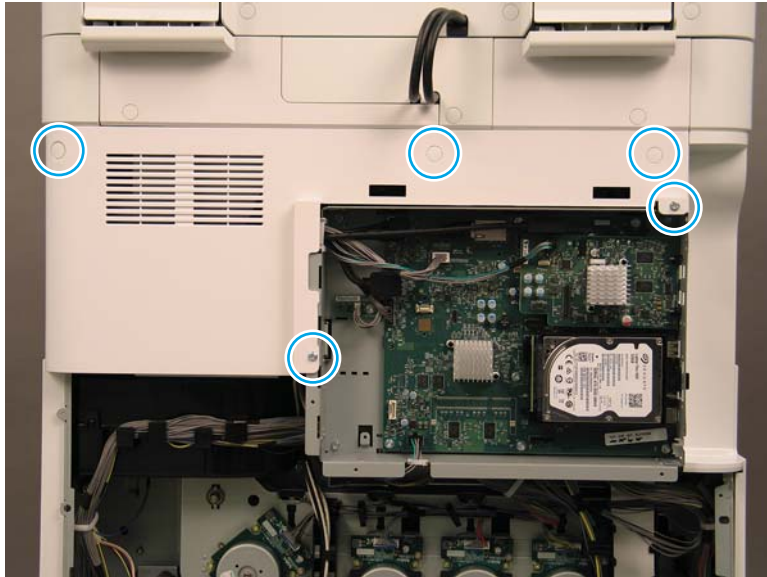
Figure 2-477 Remove the lower rear cover



Step 3: Remove the upper rear cover

- ▲ Remove three screw-caps and five screws. Lift the upper rear cover away from the printer to remove it.

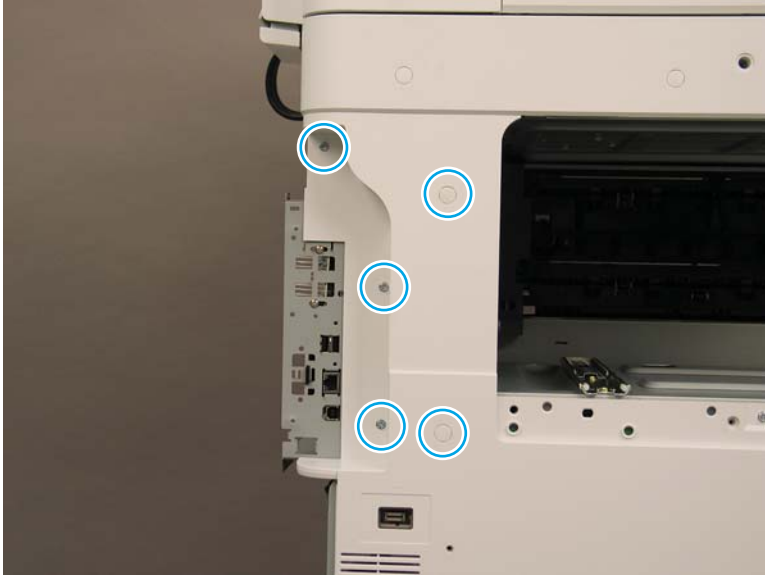
Figure 2-478 Remove the upper rear cover



Step 4: Remove the left rear corner cover

- ▲ Remove two screw caps and five screws. Slide the upper left cover up and away from the printer to remove it.

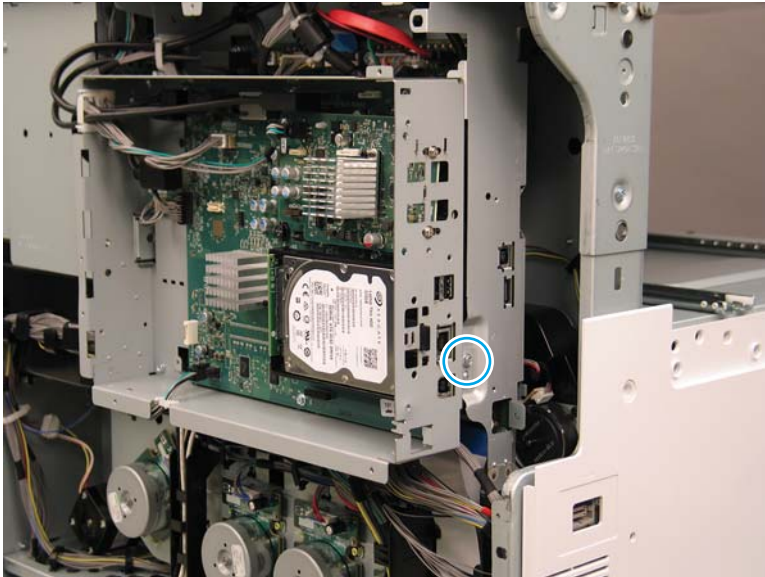
Figure 2-479 Remove the upper left cover



Step 5: Remove the formatter and cage

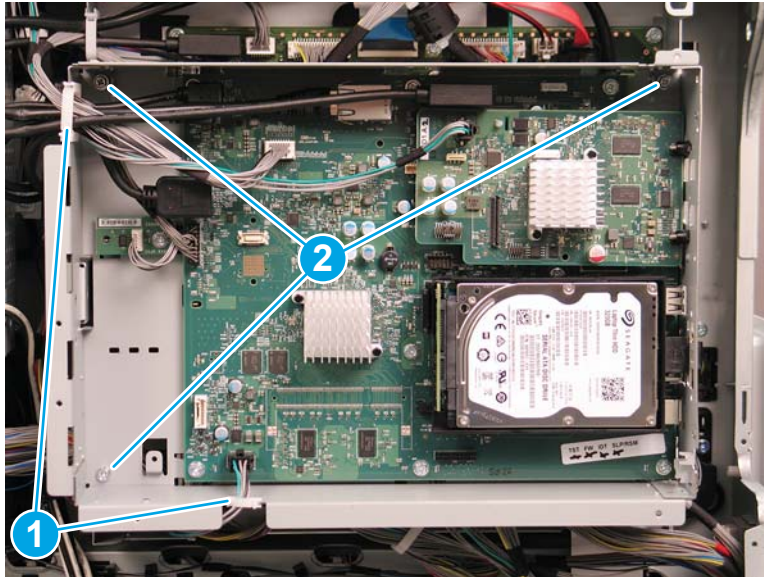
1. Remove one screw.

Figure 2-480 Remove one screw



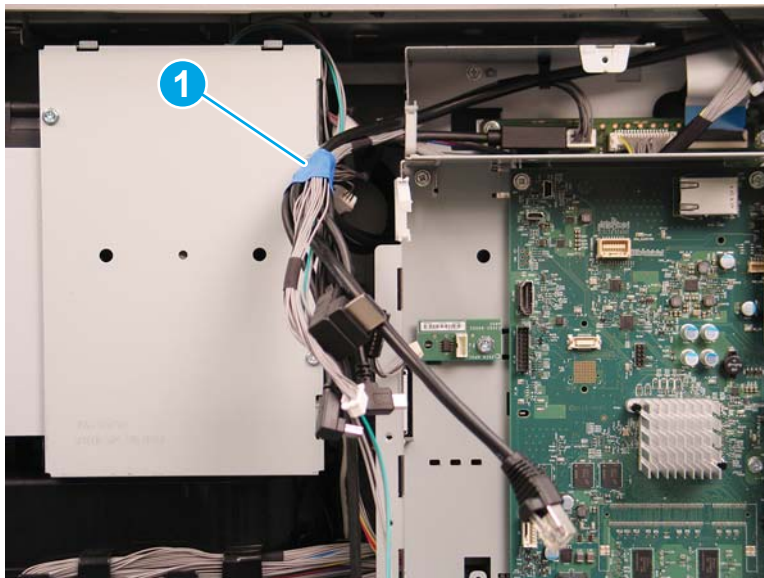
2. Disconnect all of the connectors on the formatter. Release the cables from two retainers on the sheet metal cage (callout 1), and then remove three screws (callout 2).

Figure 2-481 Disconnect formatter connectors and screws



3. Before removing the formatter cage, place a piece of tape or a wire tie (callout 1) around the cables disconnected from the formatter on the left side. This will identify the cables that will be connected to the formatter during reassembly.

Figure 2-482 Identify the formatter cables

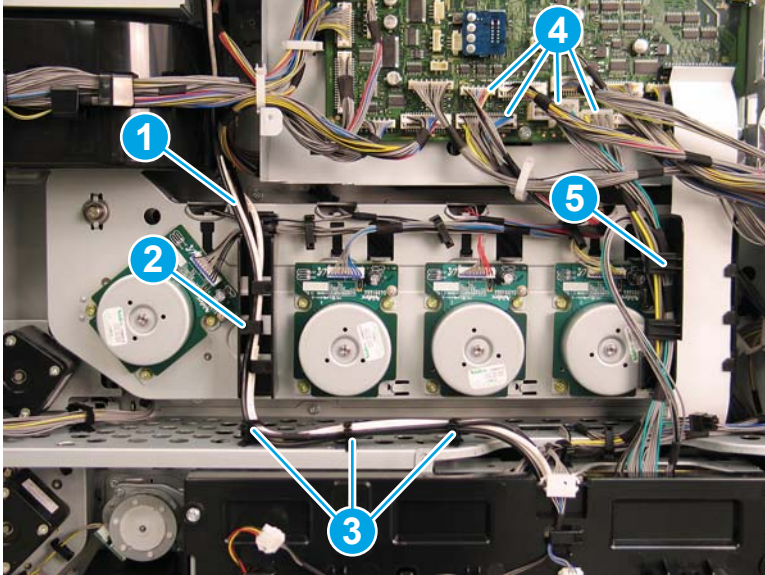


4. Lift the formatter cage up, push it to the right to clear the boss on the right side, and then pull it away from the printer to remove it.

Step 6: Remove the main drive unit

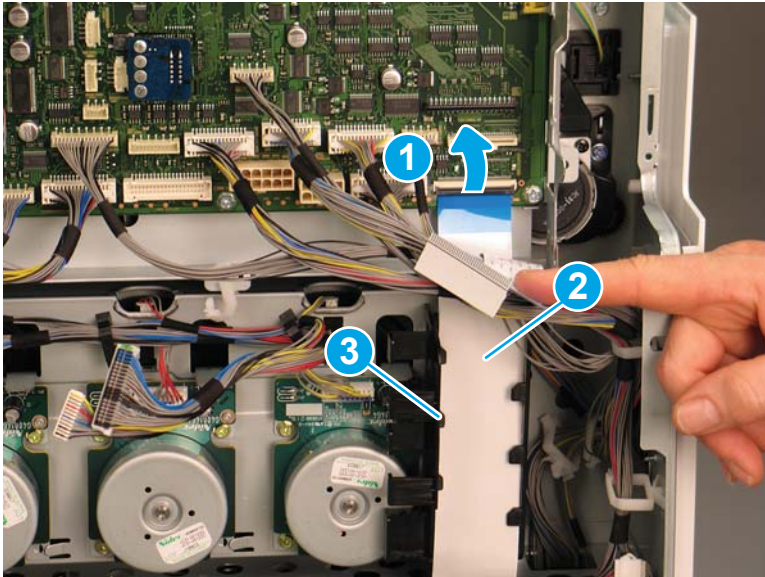
1. Remove the cables (callout 1) from the cable guide (callout 2), and then release three retainers (callout 3). Disconnect four connectors (callout 4), and then release the cables from the cable guide (callout 5).

Figure 2-483 Disconnect and release cables



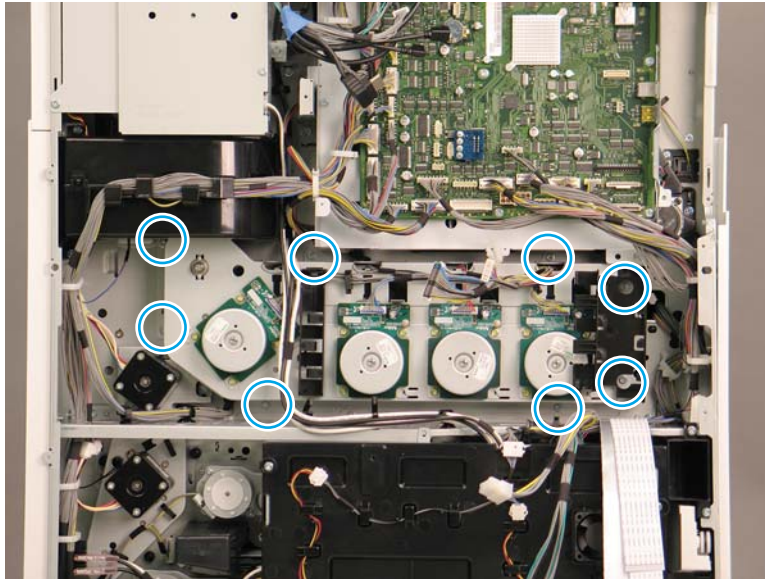
2. Disconnect three flat cables from the main board (callout 1). One of the flat cable connectors is a zero insertion force (ZIF) connector. Open the latch on the connector before removing the flat cable. Remove the flat cables (callout 2) from the cable guide (callout 3).

Figure 2-484 Disconnect flat cables



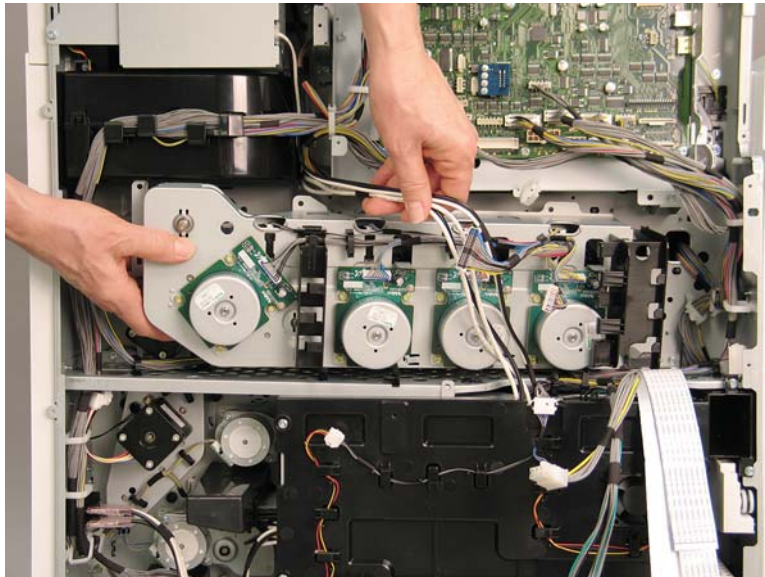
3. Remove eight screws.

Figure 2-485 Remove eight screws



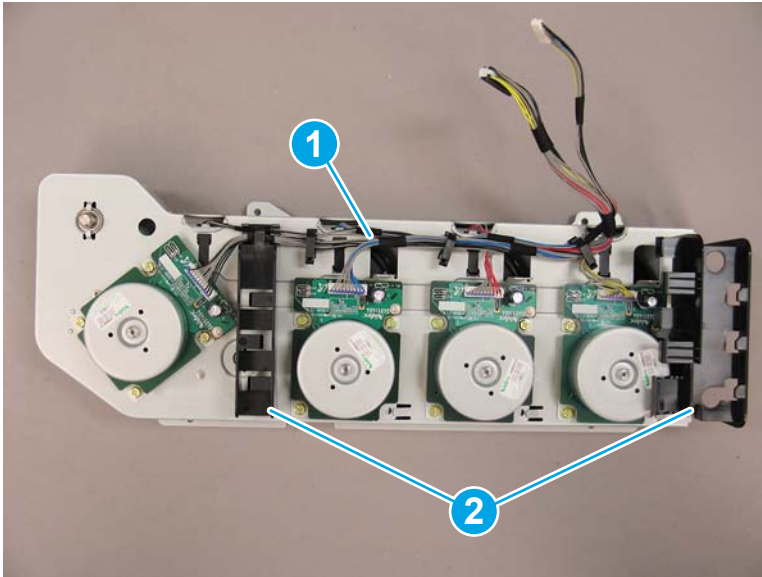
4. Lift the main drive unit up to release the hooks in the sheet metal, rotate it to the right, and then remove it from under the cables.

Figure 2-486 Remove the main drive unit




5. Move all the cables (callout 1) and cable guides (callout 2) from the old main drive unit and transfer them to the replacement unit.

Figure 2-487 Remove cables and guides





Step 7: 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.

Toner supply drive unit

- [Introduction](#)
- [Step 1: Remove the formatter cover](#)
- [Step 2: Remove the lower rear cover](#)
- [Step 3: Remove the upper rear cover](#)
- [Step 4: Remove the left rear corner cover](#)
- [Step 5: Remove the formatter and cage](#)
- [Step 6: Remove the main board and cage](#)
- [Step 7: Remove the toner supply drive unit](#)
- [Step 8: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the toner supply drive unit.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- ⚠ **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC93-01065B

To order the part, go to www.hp.com/buy/parts.

- Drive, Toner

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.

- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the formatter cover

- ▲ Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

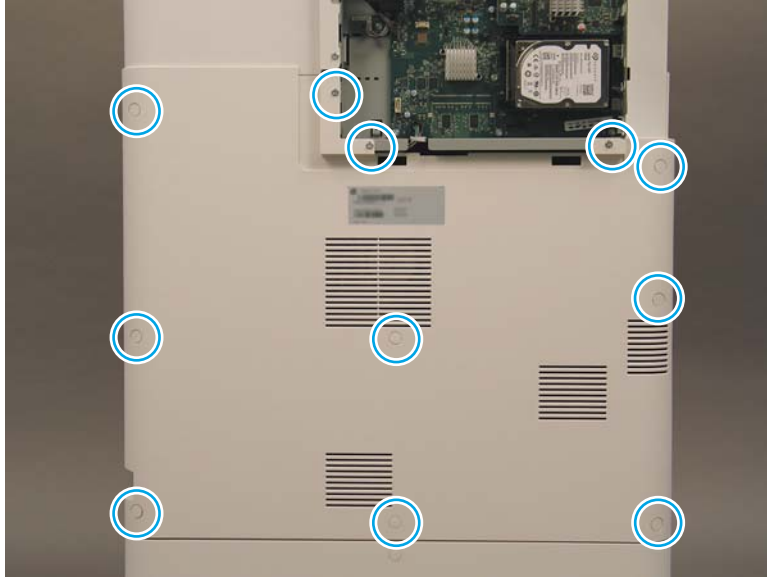
Figure 2-488 Remove the formatter cover



Step 2: Remove the lower rear cover

- ▲ Remove 8 screw-caps and 11 screws. Lift left side, and then pull the cover straight out on the right.

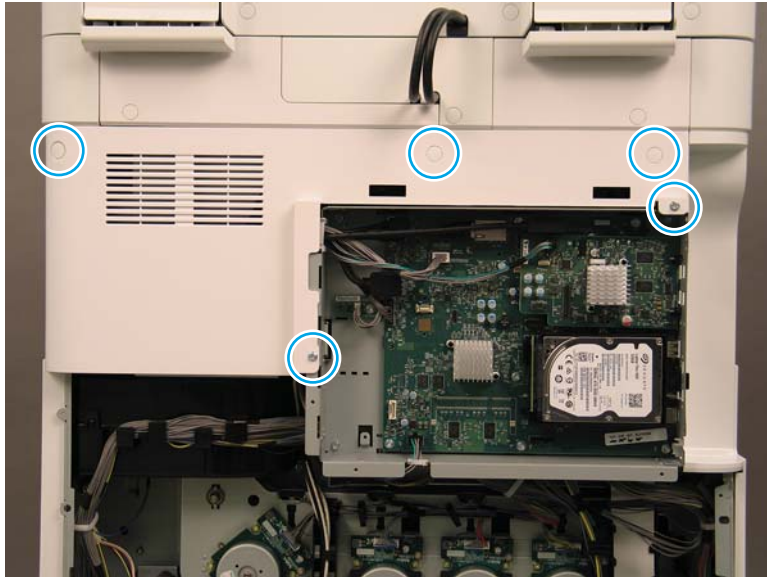
Figure 2-489 Remove the lower rear cover



Step 3: Remove the upper rear cover

- ▲ Remove three screw-caps and five screws. Lift the upper rear cover away from the printer to remove it.

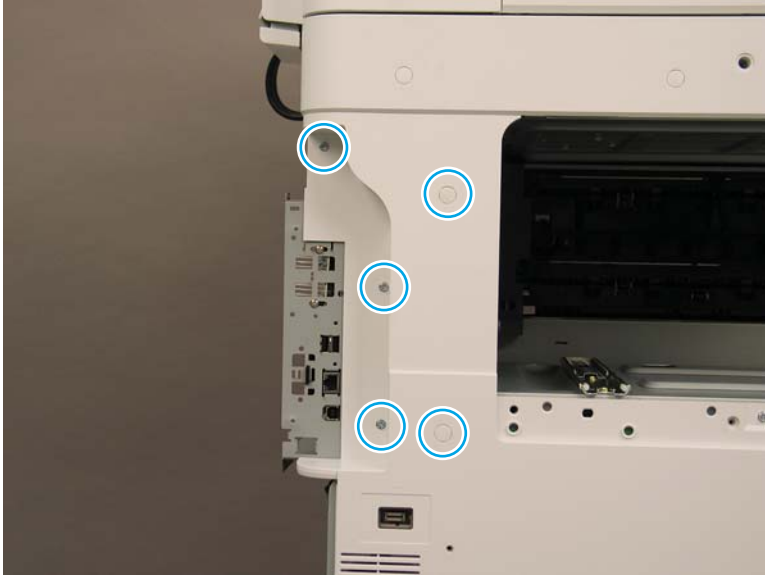
Figure 2-490 Remove the upper rear cover



Step 4: Remove the left rear corner cover

- ▲ Remove two screw caps and five screws. Slide the upper left cover up and away from the printer to remove it.

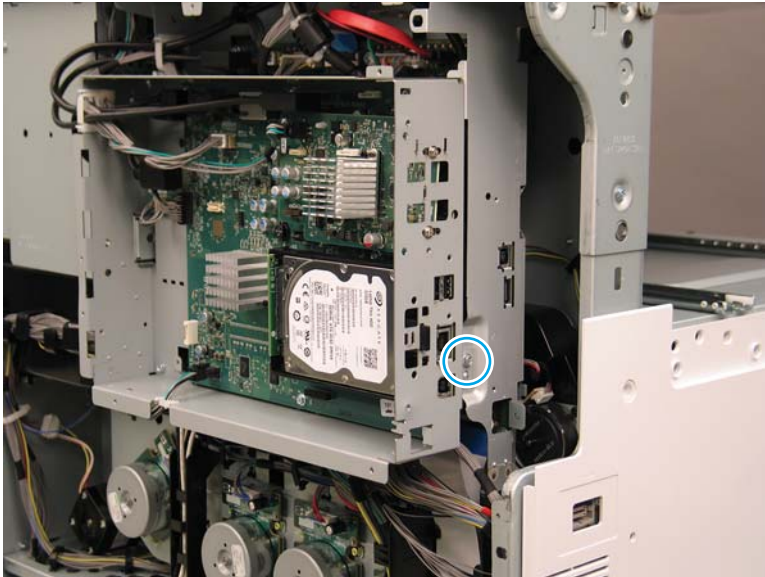
Figure 2-491 Remove the upper left cover



Step 5: Remove the formatter and cage

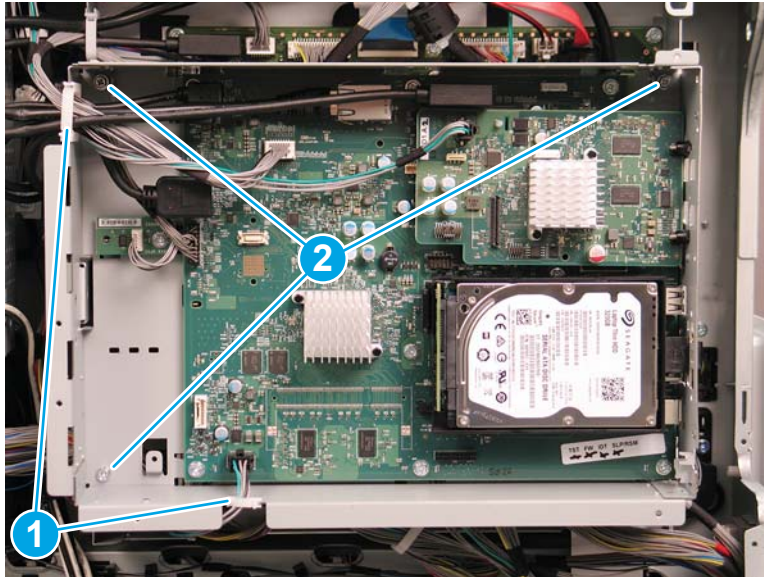
1. Remove one screw.

Figure 2-492 Remove one screw



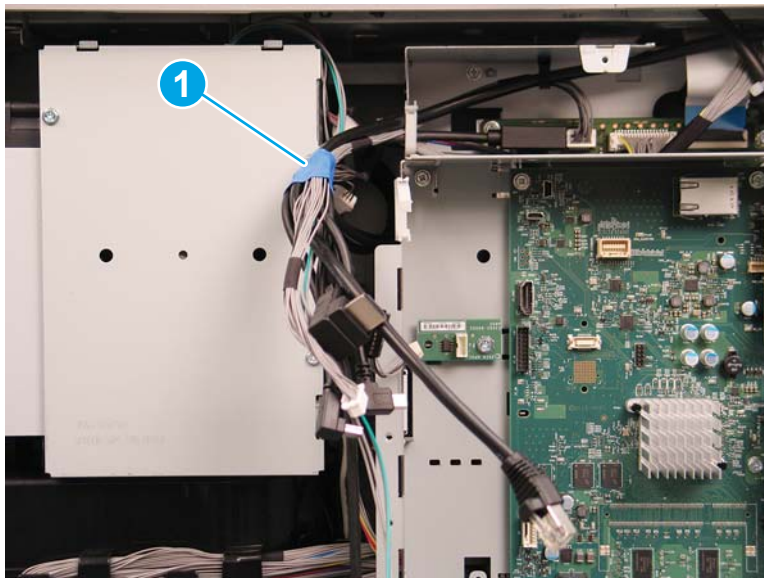
2. Disconnect all of the connectors on the formatter. Release the cables from two retainers on the sheet metal cage (callout 1), and then remove three screws (callout 2).

Figure 2-493 Disconnect formatter connectors and screws



3. Before removing the formatter cage, place a piece of tape or a wire tie (callout 1) around the cables disconnected from the formatter on the left side. This will identify the cables that will be connected to the formatter during reassembly.

Figure 2-494 Identify the formatter cables



4. Lift the formatter cage up, push it to the right to clear the boss on the right side, and then pull it away from the printer to remove it.

Step 6: Remove the main board and cage

1. One of the connectors that must be released above the main board is a spade connector.


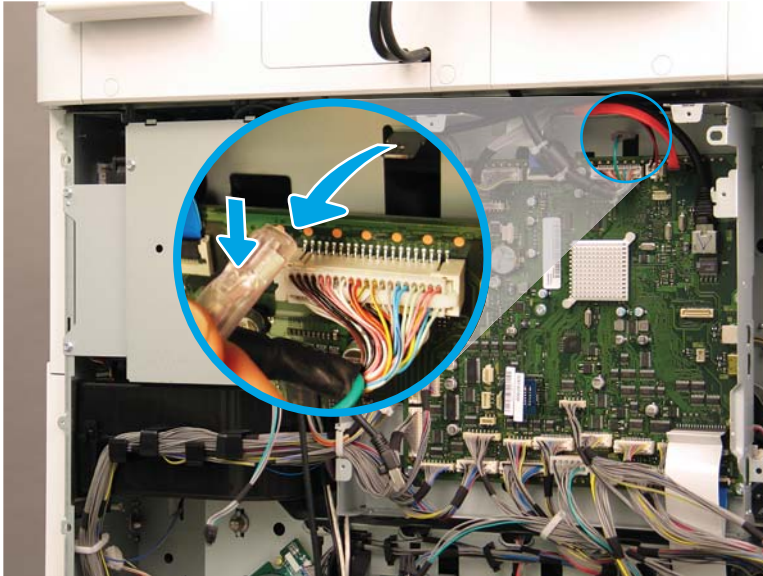
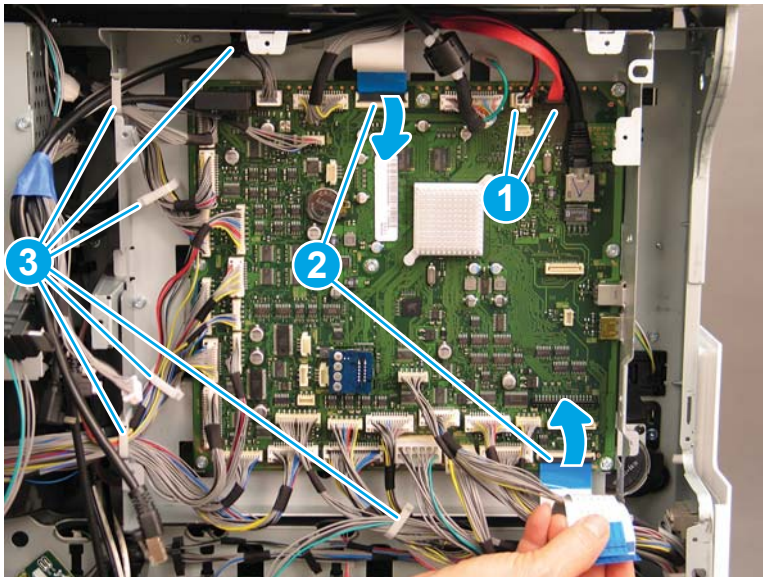
 **IMPORTANT:** Press in on the center part of the cable connector to release the latch, and then pull the cable away from the printer to disconnect it. Do not pull on connector without depressing the center latch.

Figure 2-495 Disconnect one connector



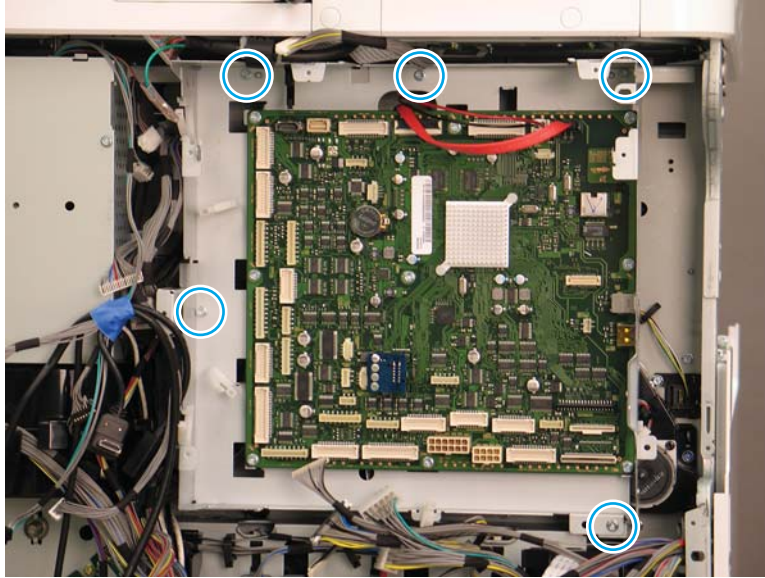
2. Do not disconnect the two hard disk drive (HDD) connectors at the top of the main board (callout 1). Disconnect all of the remaining connectors. Two of the flat cable connectors (callout 2) are zero insertion force (ZIF) connectors. Open the latch on the connectors before removing the flat cables. Release the cables from six retainers (callout 3).

Figure 2-496 Remove one screw



3. Remove five screws.

Figure 2-497 Remove five screws

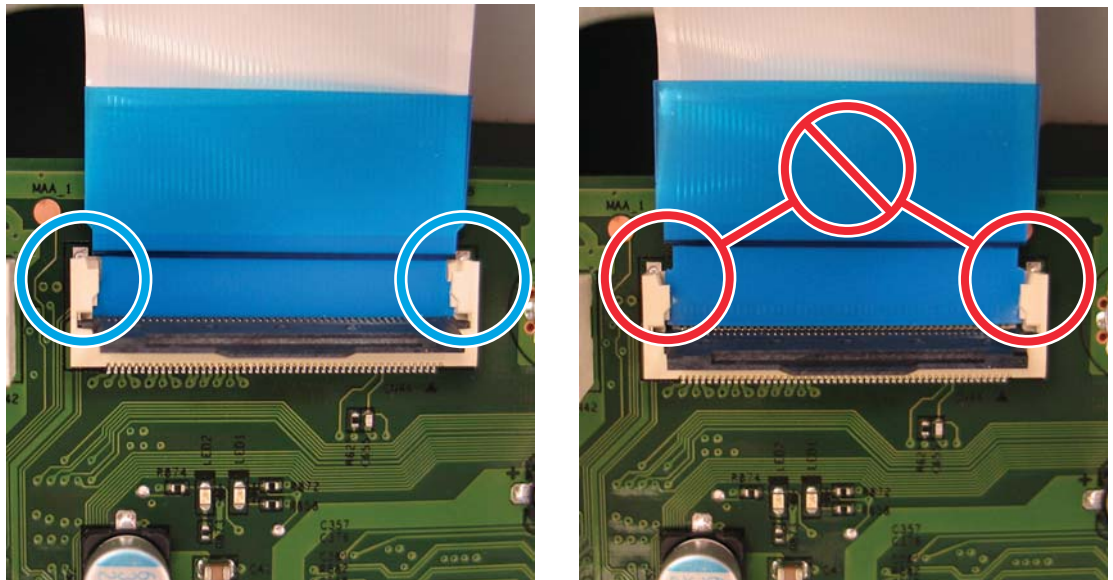


4. Lift the main board cage up, and then rotate the lower edge of the cage away from the printer to remove it.
5. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Main board and cage

- ▲ When reinstalling the top flat cable, make sure that the cable is correctly installed in the ZIF connector before closing the latch to secure the cable.

Figure 2-498 Install the flat cable



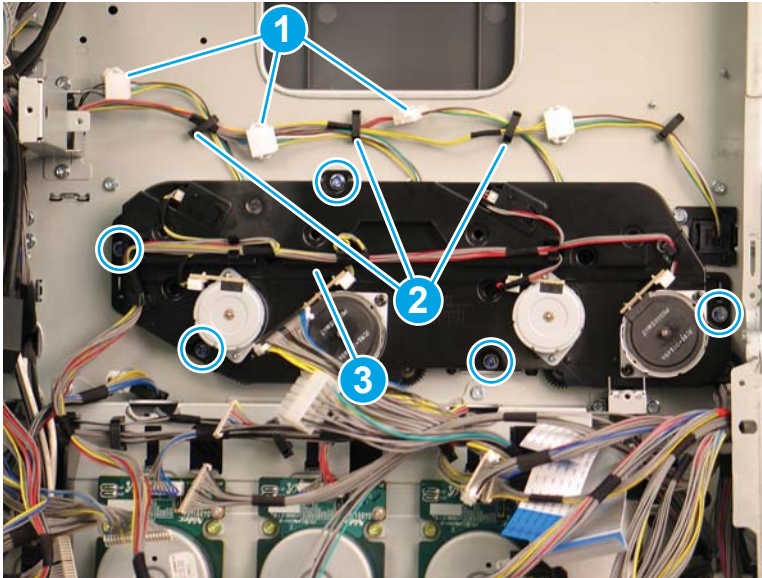
 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

Step 7: Remove the toner supply drive unit

- ▲ Disconnect three connectors (callout 1), and then release cables from three retainers (callout 2). Release the cables from the guides (callout 3). Remove five screws and then remove the toner supply drive unit.

💡 **Reinstallation tip:** Transfer the cables from the toner supply drive unit to the replacement part.

Figure 2-499 Remove the toner supply drive unit




Step 8: 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.

Toner supply and toner reservoir motors

- [Introduction](#)
- [Step 1: Remove the formatter cover](#)
- [Step 2: Remove the lower rear cover](#)
- [Step 3: Remove the upper rear cover](#)
- [Step 4: Remove the left rear corner cover](#)
- [Step 5: Remove the formatter and cage](#)
- [Step 6: Remove the main board and cage](#)
- [Step 7: Remove the toner supply and toner reservoir motors](#)
- [Step 8: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the toner supply and toner reservoir motors.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
 - A shutting-down message appears on the control-panel display.
-
- WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
-
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC31-00110A

To order the part, go to www.hp.com/buy/parts.

- Motor - Step

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.

- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the formatter cover

- ▲ Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

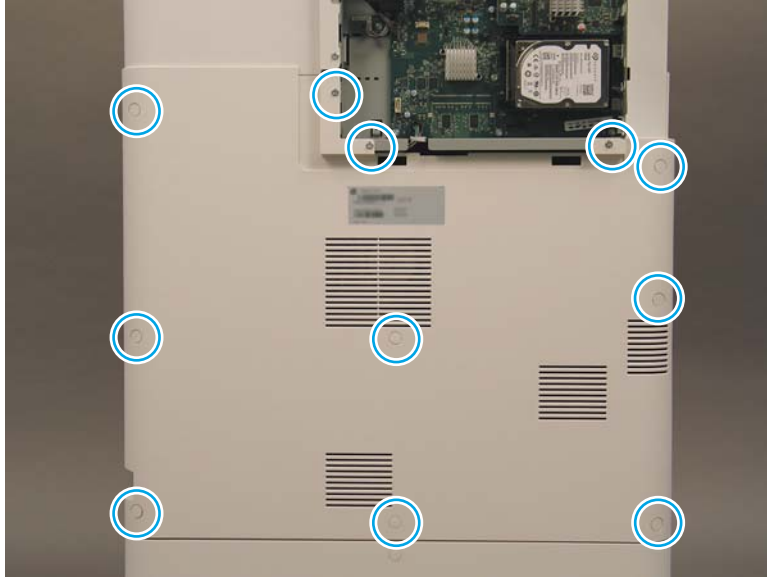
Figure 2-500 Remove the formatter cover



Step 2: Remove the lower rear cover

- ▲ Remove 8 screw-caps and 11 screws. Lift left side, and then pull the cover straight out on the right.

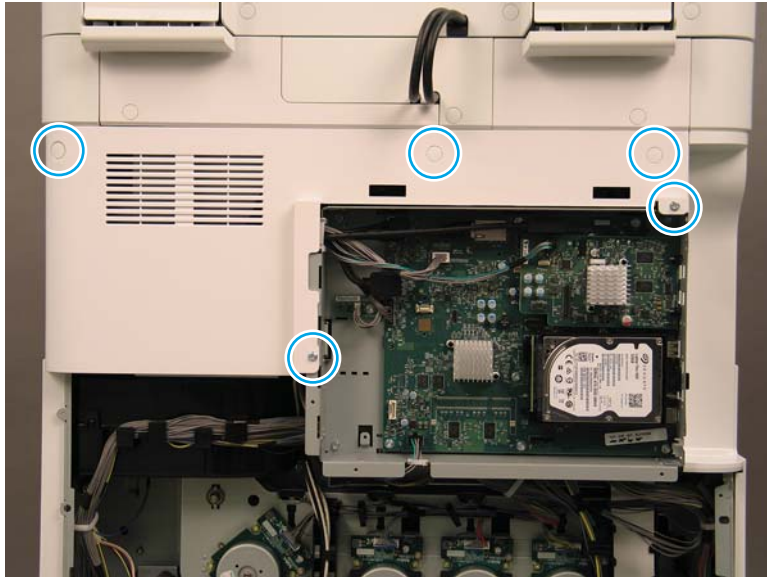
Figure 2-501 Remove the lower rear cover



Step 3: Remove the upper rear cover

- ▲ Remove three screw-caps and five screws. Lift the upper rear cover away from the printer to remove it.

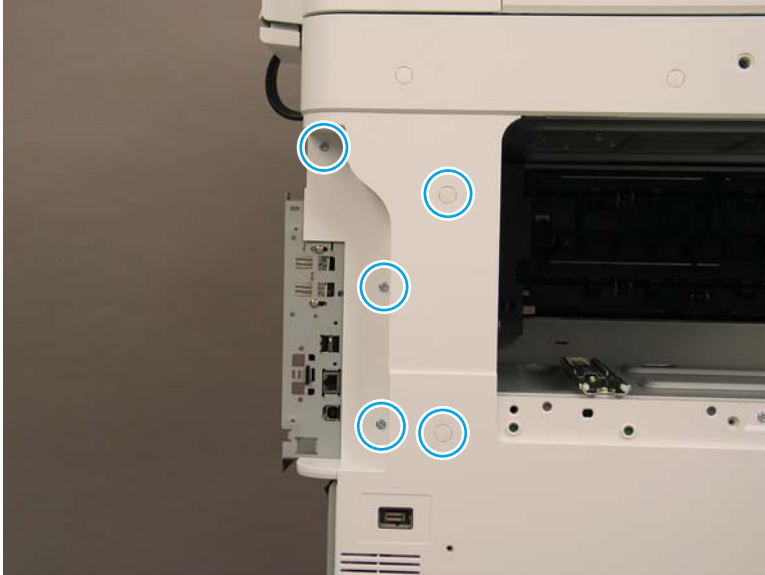
Figure 2-502 Remove the upper rear cover



Step 4: Remove the left rear corner cover

- ▲ Remove two screw caps and five screws. Slide the upper left cover up and away from the printer to remove it.

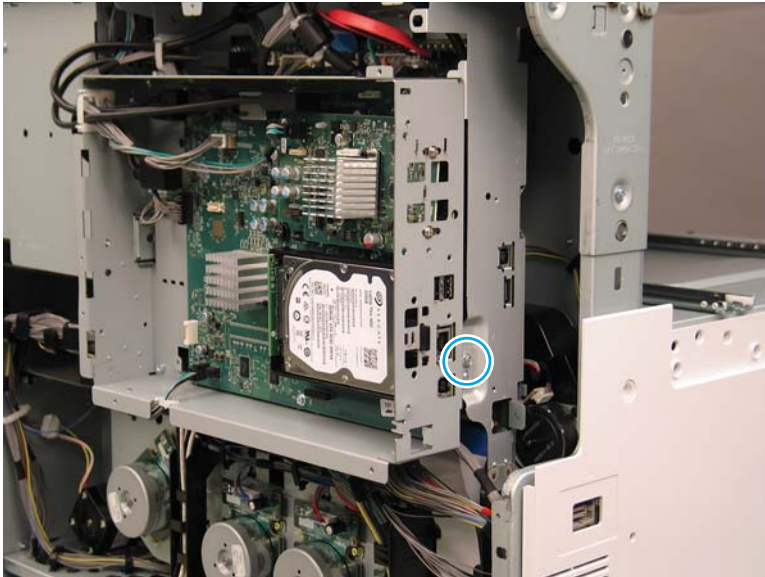
Figure 2-503 Remove the upper left cover



Step 5: Remove the formatter and cage

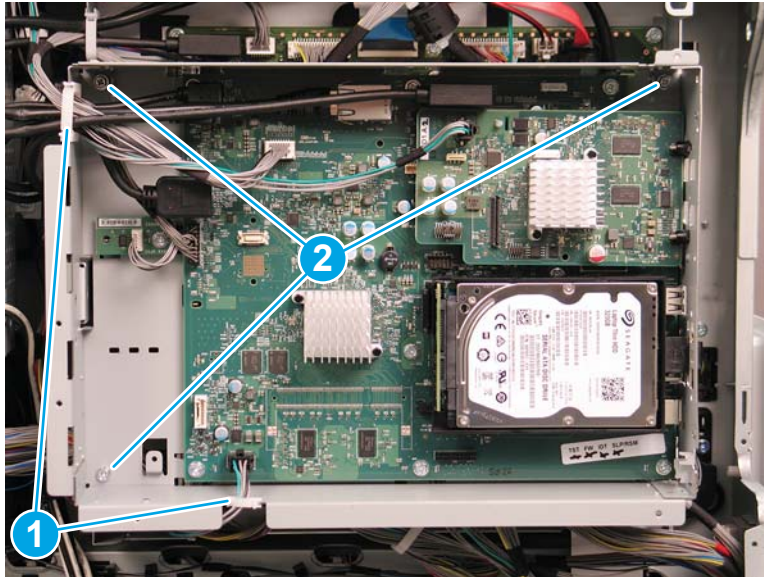
1. Remove one screw.

Figure 2-504 Remove one screw



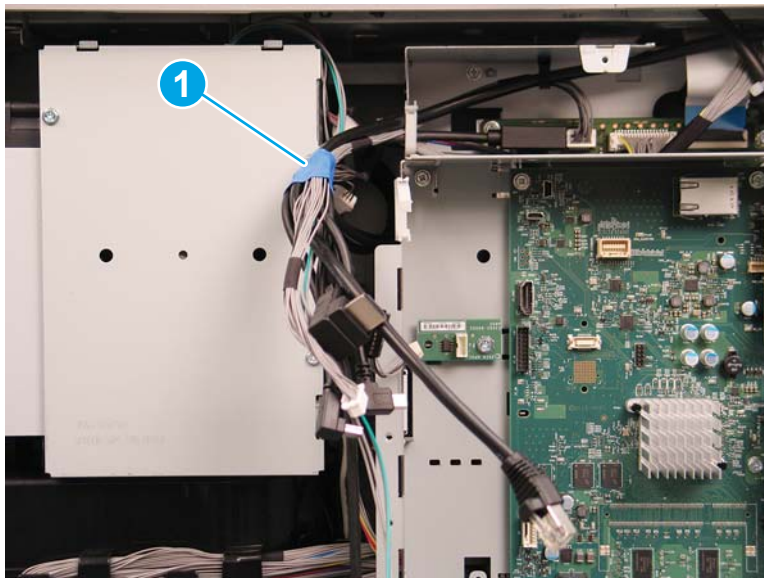
2. Disconnect all of the connectors on the formatter. Release the cables from two retainers on the sheet metal cage (callout 1), and then remove three screws (callout 2).

Figure 2-505 Disconnect formatter connectors and screws



3. Before removing the formatter cage, place a piece of tape or a wire tie (callout 1) around the cables disconnected from the formatter on the left side. This will identify the cables that will be connected to the formatter during reassembly.

Figure 2-506 Identify the formatter cables



4. Lift the formatter cage up, push it to the right to clear the boss on the right side, and then pull it away from the printer to remove it.

Step 6: Remove the main board and cage

1. One of the connectors that must be released above the main board is a spade connector.


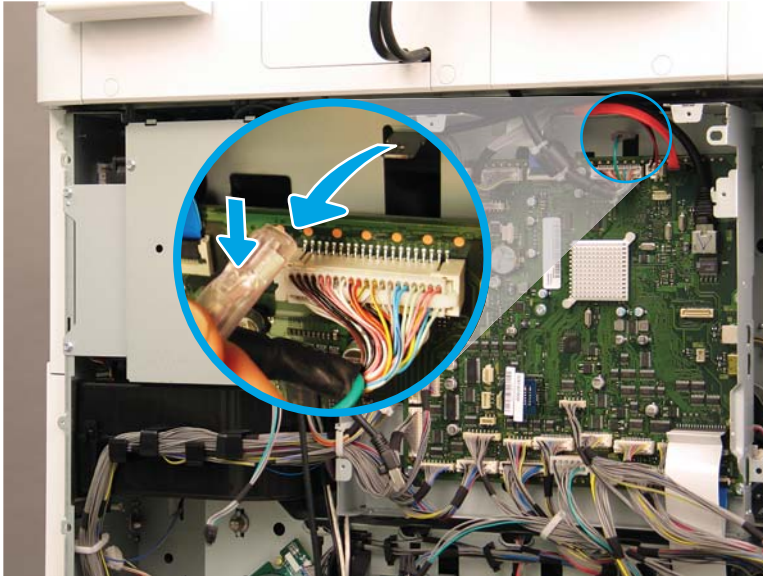
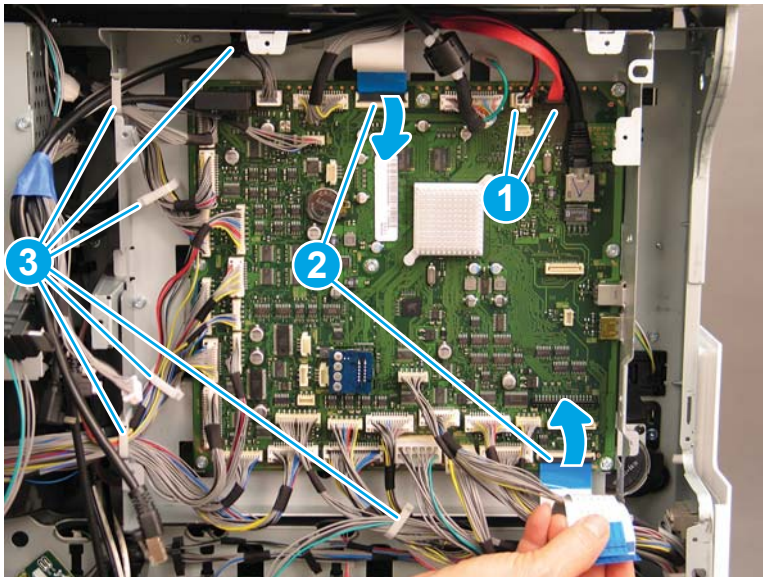
 **IMPORTANT:** Press in on the center part of the cable connector to release the latch, and then pull the cable away from the printer to disconnect it. Do not pull on connector without depressing the center latch.

Figure 2-507 Disconnect one connector



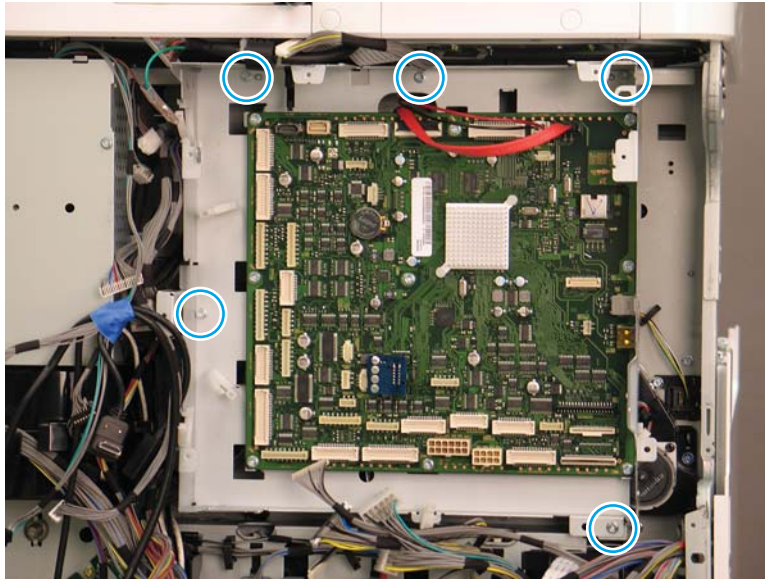
2. Do not disconnect the two hard disk drive (HDD) connectors at the top of the main board (callout 1). Disconnect all of the remaining connectors. Two of the flat cable connectors (callout 2) are zero insertion force (ZIF) connectors. Open the latch on the connectors before removing the flat cables. Release the cables from six retainers (callout 3).

Figure 2-508 Remove one screw



3. Remove five screws.

Figure 2-509 Remove five screws

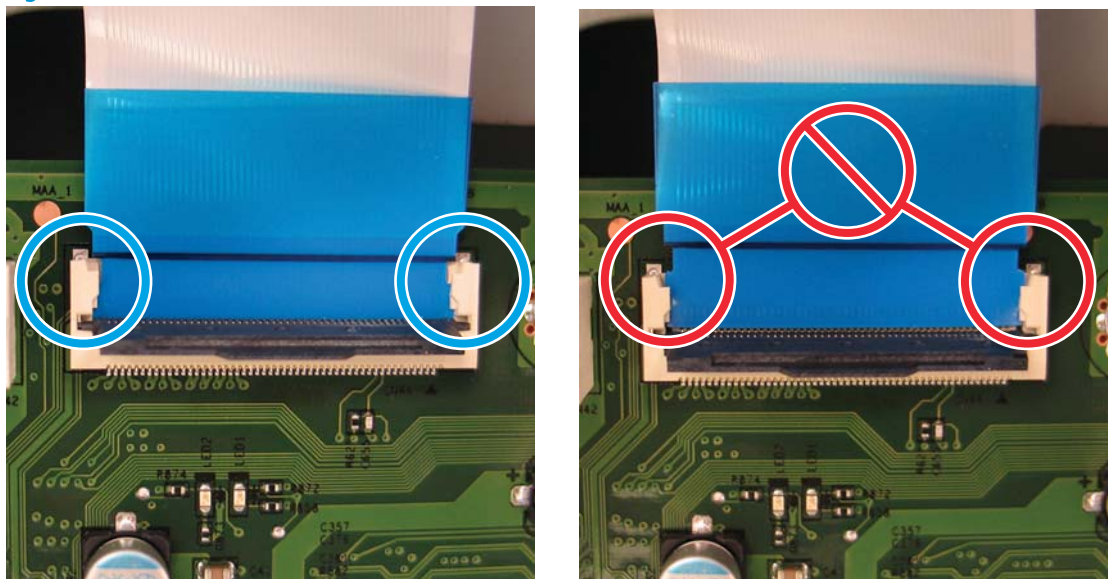


4. Lift the main board cage up, and then rotate the lower edge of the cage away from the printer to remove it.
5. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Main board and cage

- ▲ When reinstalling the top flat cable, make sure that the cable is correctly installed in the ZIF connector before closing the latch to secure the cable.

Figure 2-510 Install the flat cable

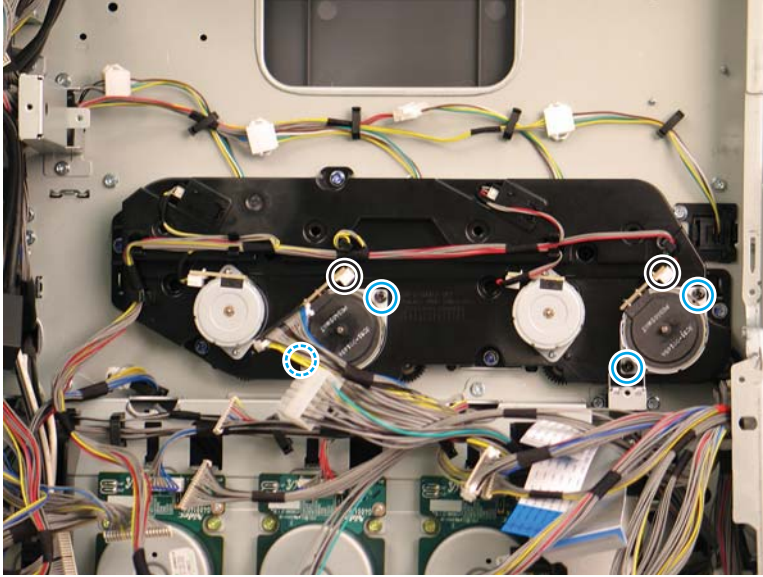


 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

Step 7: Remove the toner supply and toner reservoir motors

- ▲ Disconnect one connector and remove two screws for each motor that is replaced.

Figure 2-511 Remove the toner supply and toner reservoir motors





Step 8: 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.

Fuser/exit drive unit

- [Introduction](#)
- [Step 1: Remove the formatter cover](#)
- [Step 2: Remove the lower rear cover](#)
- [Step 3: Remove the upper rear cover](#)
- [Step 4: Remove the LVPS type 4 and cage](#)
- [Step 5: Remove the fuser fan](#)
- [Step 6: Remove the fuser/exit drive unit](#)
- [Step 7: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the fuser/exit drive unit.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- ⚠ **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC93-01064A

To order the part, go to www.hp.com/buy/parts.

- Drive, Fuser Exit

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.

- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the formatter cover

- ▲ Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

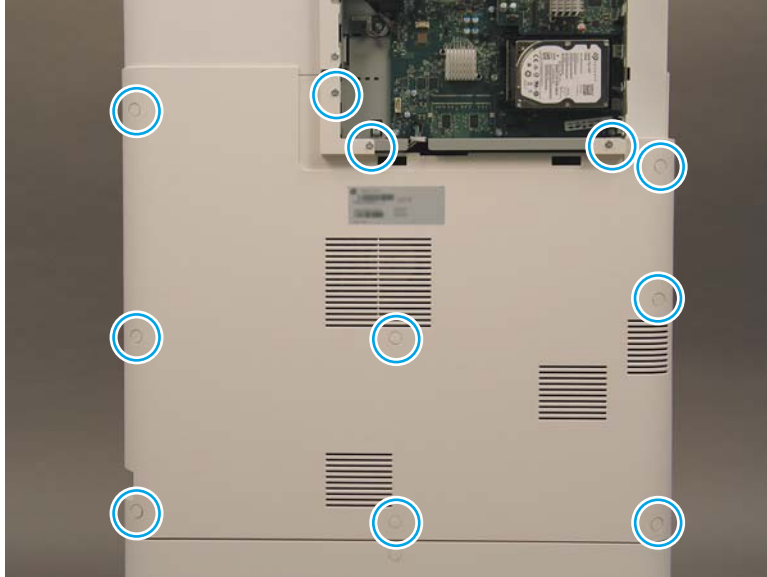
Figure 2-512 Remove the formatter cover



Step 2: Remove the lower rear cover

- ▲ Remove 8 screw-caps and 11 screws. Lift left side, and then pull the cover straight out on the right.

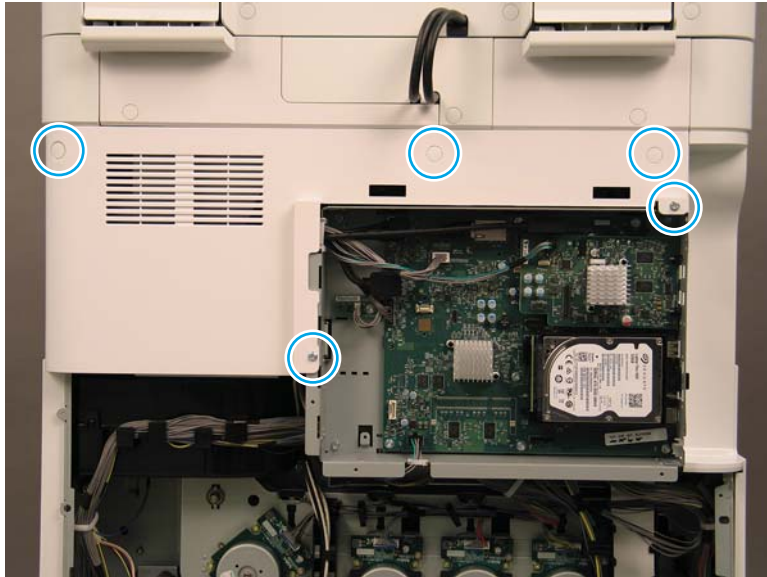
Figure 2-513 Remove the lower rear cover



Step 3: Remove the upper rear cover

- ▲ Remove three screw-caps and five screws. Lift the upper rear cover away from the printer to remove it.

Figure 2-514 Remove the upper rear cover

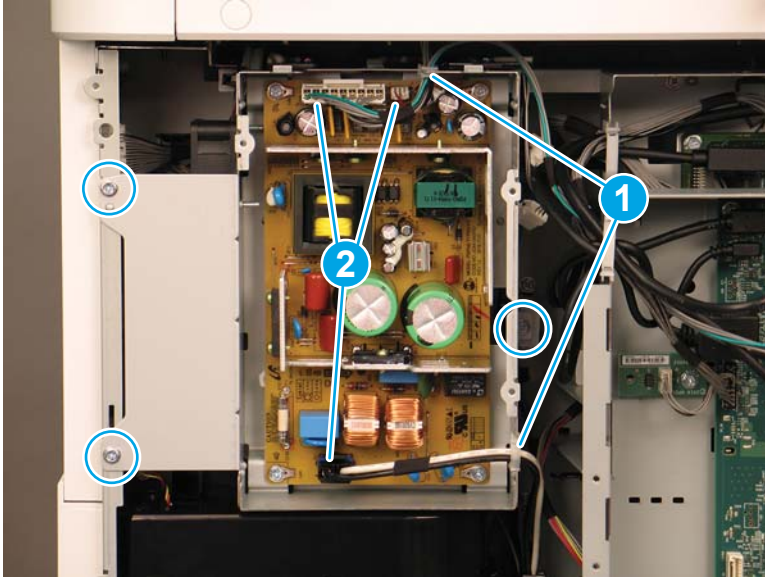


Step 4: Remove the LVPS type 4 and cage

⚠ WARNING! Wait five minutes after turning the printer off to allow the capacitors to dissipate any residual energy.

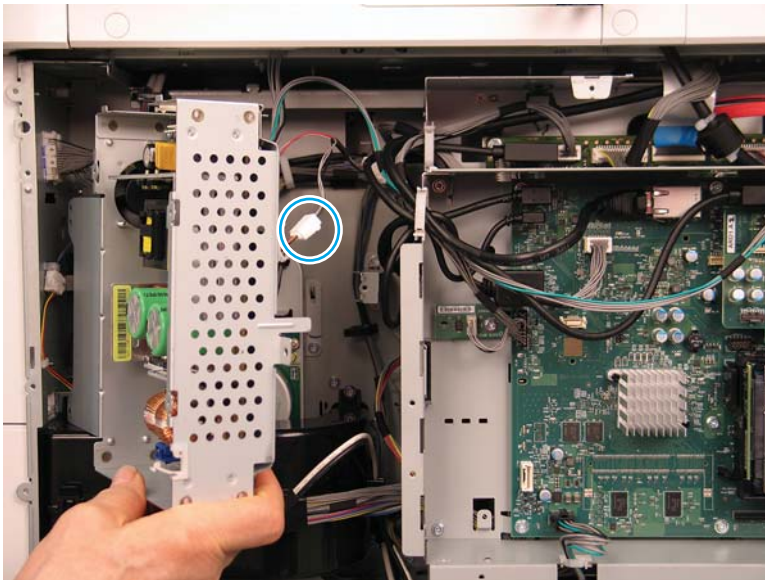
1. Release the cables from two retainers (callout 1), disconnect three connectors (callout 2), and then remove three screws.

Figure 2-515 Disconnect connectors and remove screws



2. Lift the LVPS board and cage slightly away from the printer, and disconnect one connector behind the cage. Remove the LVPS board and cage.

Figure 2-516 Disconnect one connector

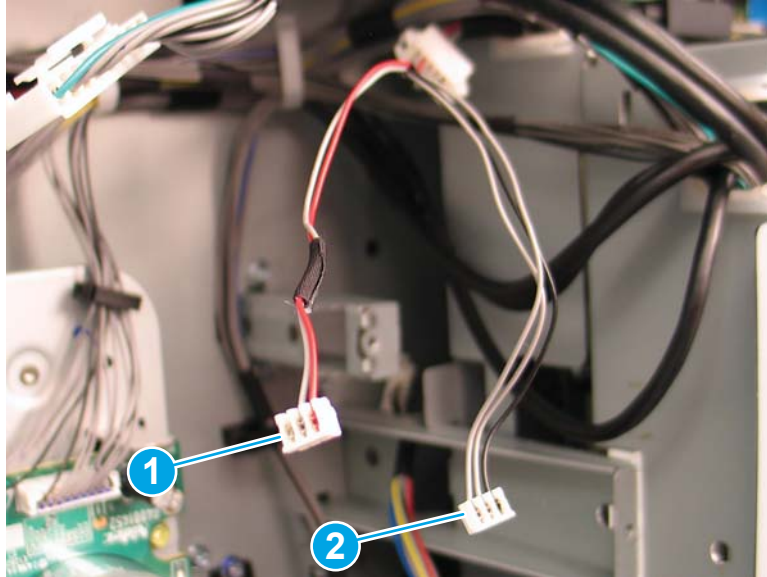


3. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: LVPS type 4 and cage

- ▲ Two of the connectors are the same size and might be installed in the incorrect positions. Make sure that the two-wire harness (callout 1) is installed on the LVPS Type 4 and the three-wire harness (callout 2) is installed in the fan connector behind the LVPS Type 4 cage.

Figure 2-517 LVPS connectors installation

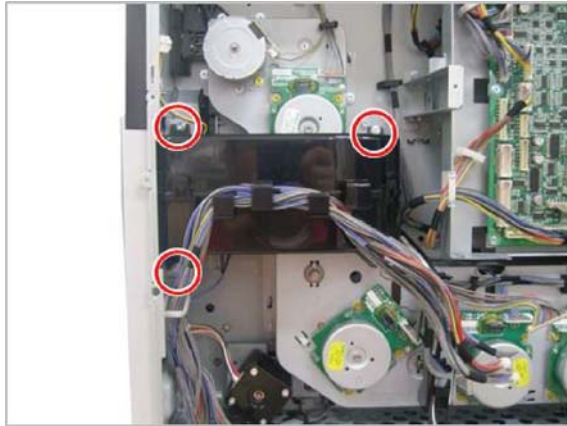


 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

Step 5: Remove the fuser fan

1. Release the cables (callout 1) from the cable guides (callout 2), and then remove three screws.

Figure 2-518 Release the cables and remove three screws



2. Pull the fuser fan housing slightly away from the printer, and then disconnect one connector.

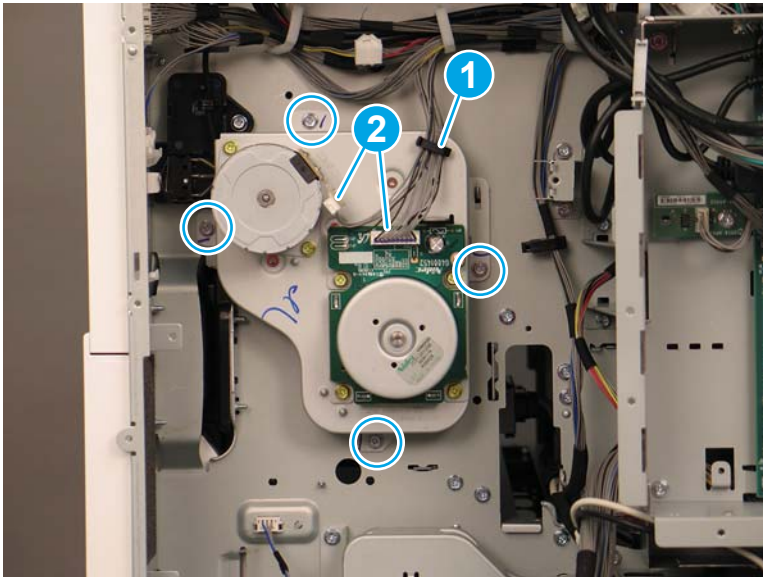
Figure 2-519 Disconnect one connector



Step 6: Remove the fuser/exit drive unit


- ▲ Release one retainer (callout 1), and then disconnect two connectors (callout 2). Remove four screws, and then remove the fuser/exit drive unit.

Figure 2-520 Remove the fuser/exit drive unit



Step 7: 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.

Alienation drive unit or motor

- [Introduction](#)
- [Step 1: Remove the formatter cover](#)
- [Step 2: Remove the lower rear cover](#)
- [Step 3: Remove the upper rear cover](#)
- [Step 4: Remove the left rear corner cover](#)
- [Step 5: Remove the formatter and cage](#)
- [Step 6: Remove the main drive unit](#)
- [Step 7: Remove the alienation drive unit](#)
- [Step 8: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the alienation motor.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.



WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC93-01068A

- Assembly (Drive, Engage T1)

JC31-00110B

- Motor Circuit Step

To order the part, go to www.hp.com/buy/parts.

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the formatter cover

- ▲ Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

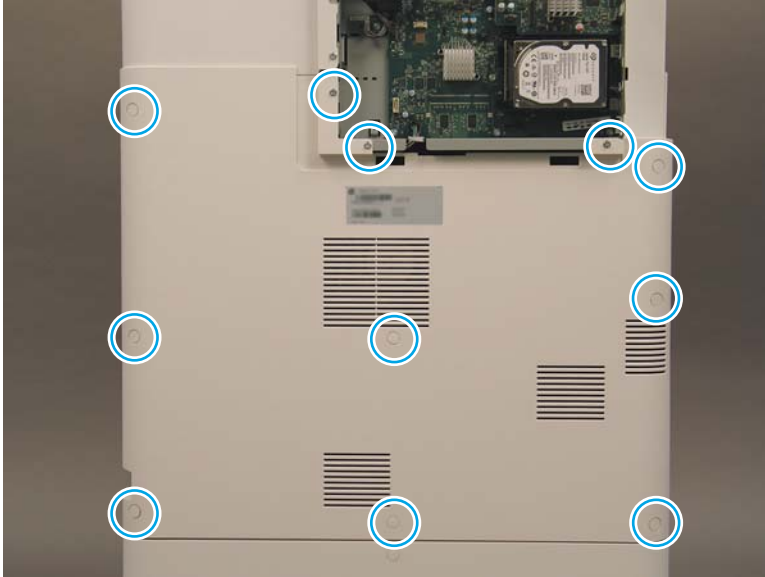
Figure 2-521 Remove the formatter cover



Step 2: Remove the lower rear cover

- ▲ Remove 8 screw-caps and 11 screws. Lift left side, and then pull the cover straight out on the right.

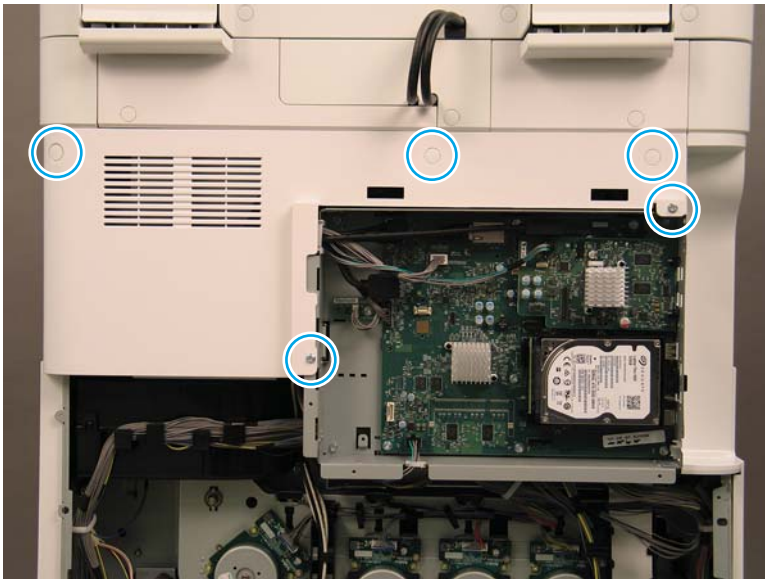
Figure 2-522 Remove the lower rear cover



Step 3: Remove the upper rear cover

- ▲ Remove three screw-caps and five screws. Lift the upper rear cover away from the printer to remove it.

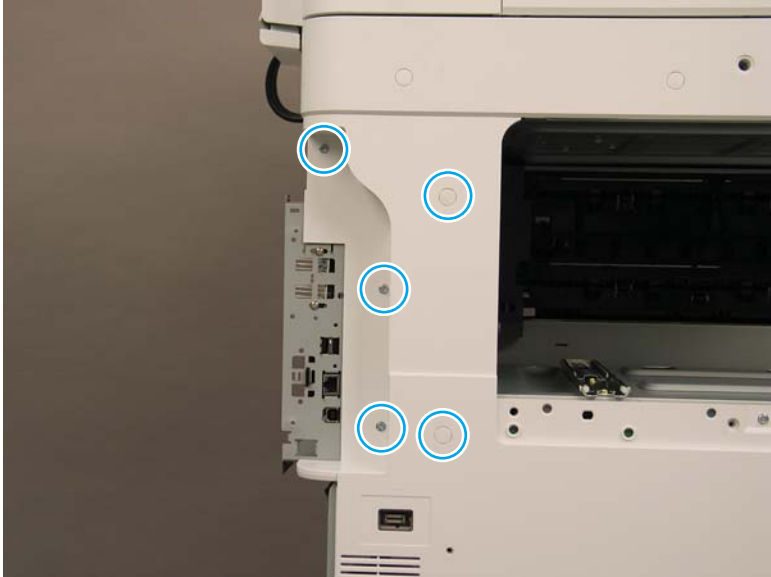
Figure 2-523 Remove the upper rear cover



Step 4: Remove the left rear corner cover

- ▲ Remove two screw caps and five screws. Slide the upper left cover up and away from the printer to remove it.

Figure 2-524 Remove the upper left cover



Step 5: Remove the formatter and cage

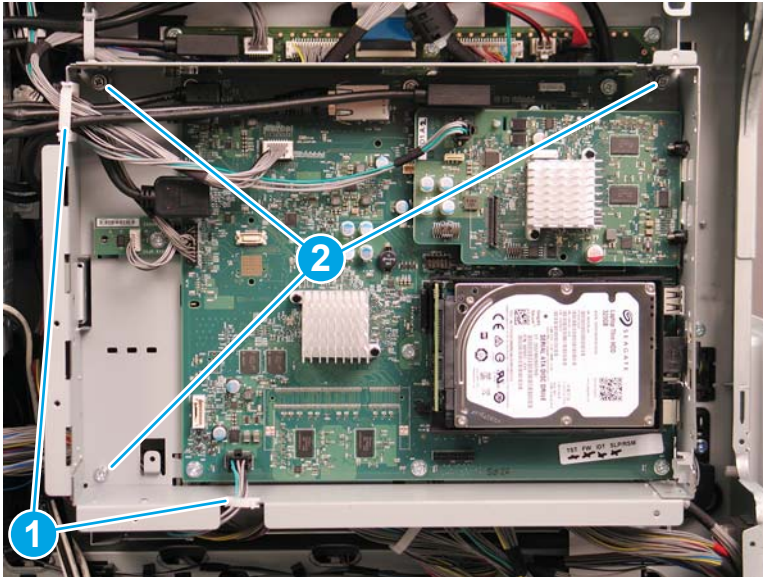
- 1. Remove one screw.

Figure 2-525 Remove one screw



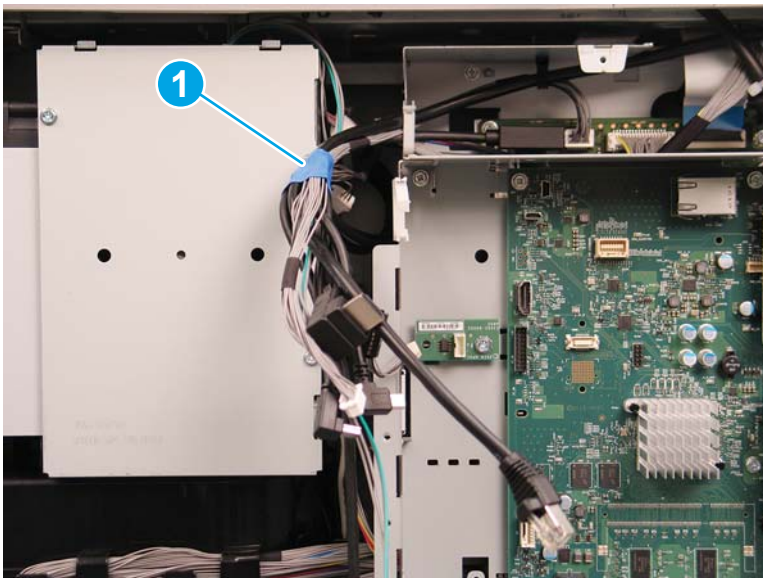
2. Disconnect all of the connectors on the formatter. Release the cables from two retainers on the sheet metal cage (callout 1), and then remove three screws (callout 2).

Figure 2-526 Disconnect formatter connectors and screws



3. Before removing the formatter cage, place a piece of tape or a wire tie (callout 1) around the cables disconnected from the formatter on the left side. This will identify the cables that will be connected to the formatter during reassembly.

Figure 2-527 Identify the formatter cables

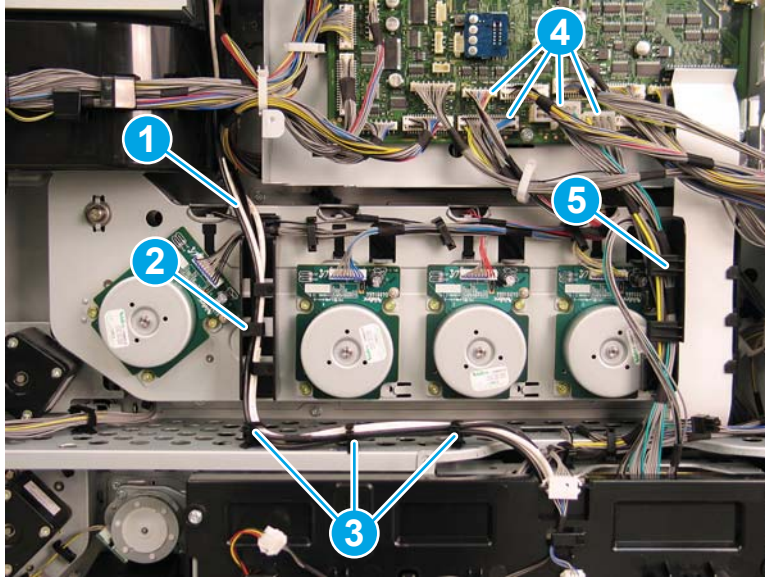


4. Lift the formatter cage up, push it to the right to clear the boss on the right side, and then pull it away from the printer to remove it.

Step 6: Remove the main drive unit

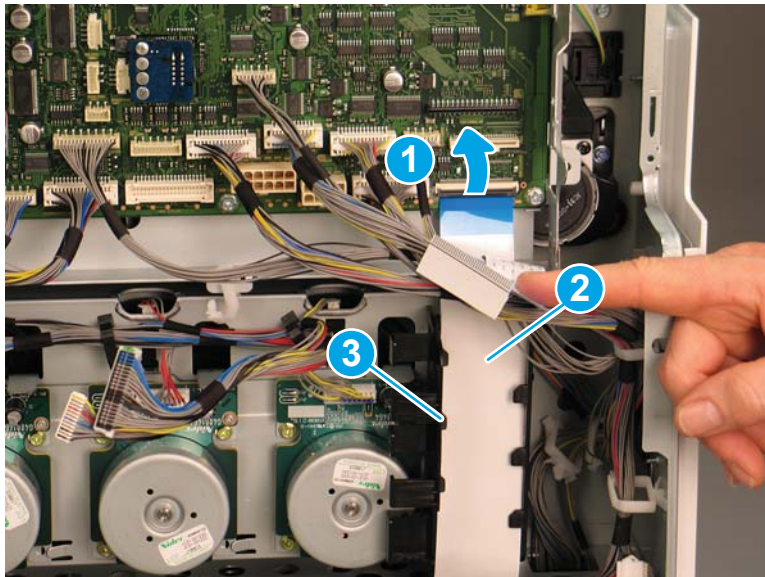
1. Remove the cables (callout 1) from the cable guide (callout 2), and then release three retainers (callout 3). Disconnect four connectors (callout 4), and then release the cables from the cable guide (callout 5).

Figure 2-528 Disconnect and release cables



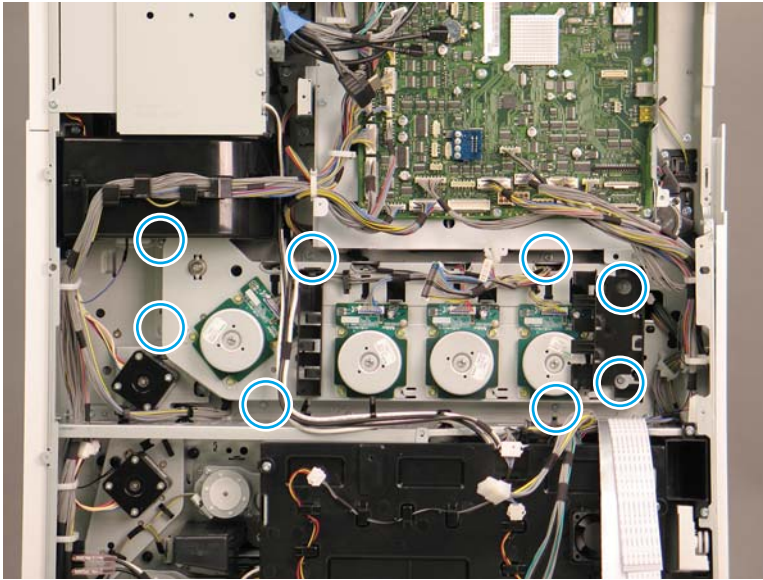
2. Disconnect three flat cables from the main board (callout 1). One of the flat cable connectors is a zero insertion force (ZIF) connector. Open the latch on the connector before removing the flat cable. Remove the flat cables (callout 2) from the cable guide (callout 3).

Figure 2-529 Disconnect flat cables



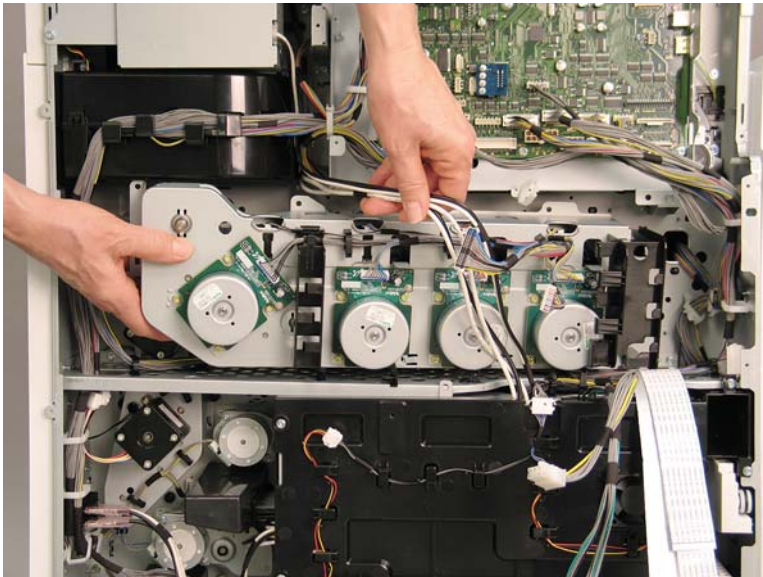
3. Remove eight screws.

Figure 2-530 Remove eight screws



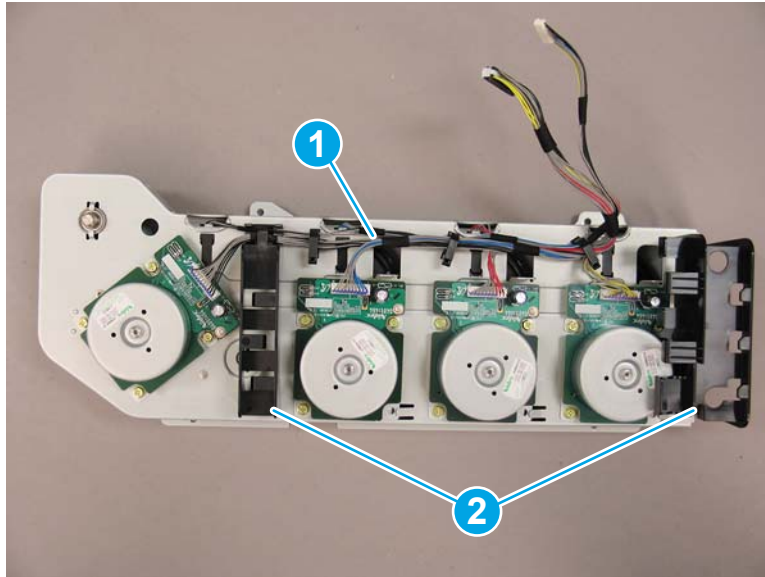
4. Lift the main drive unit up to release the hooks in the sheet metal, rotate it to the right, and then remove it from under the cables.

Figure 2-531 Remove the main drive unit



5. Move all the cables (callout 1) and cable guides (callout 2) from the old main drive unit and transfer them to the replacement unit.

Figure 2-532 Remove cables and guides

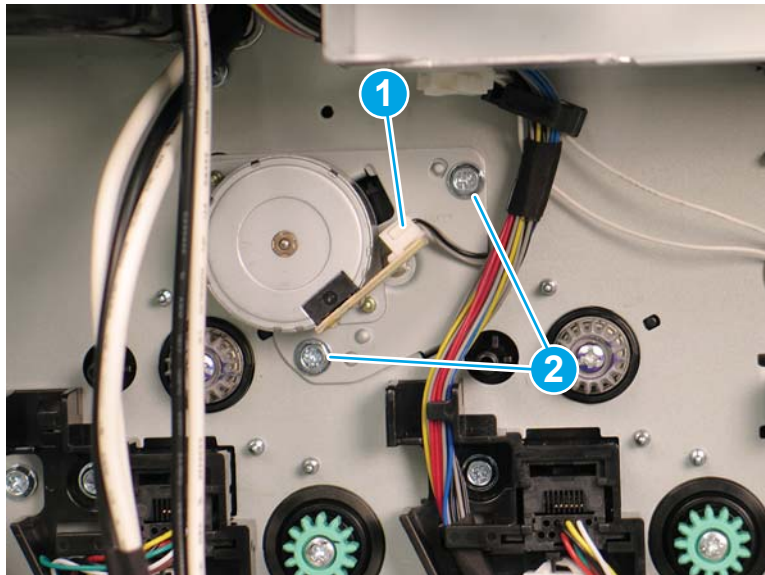


Step 7: Remove the alienation drive unit

- ▲ Disconnect one connector (callout 1), remove two screws (callout 2), and then remove the alienation drive unit.


 **NOTE:** If replacing only the motor, remove the drive unit from the printer and then remove the motor from the drive unit.

Figure 2-533 Remove the alienation motor





Step 8: 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.

Feed/Tray 1 drive unit or motor

- [Introduction](#)
- [Step 1: Remove the formatter cover](#)
- [Step 2: Remove the lower rear cover](#)
- [Step 3: Remove the feed/Tray 1 drive unit](#)
- [Step 4: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the feed/Tray 1 drive unit.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

⚠ WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC93-01062A

- Drive, Feed

JC31-00132A

- Step motor, ip

To order the part, go to www.hp.com/buy/parts.

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the formatter cover

- ▲ Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

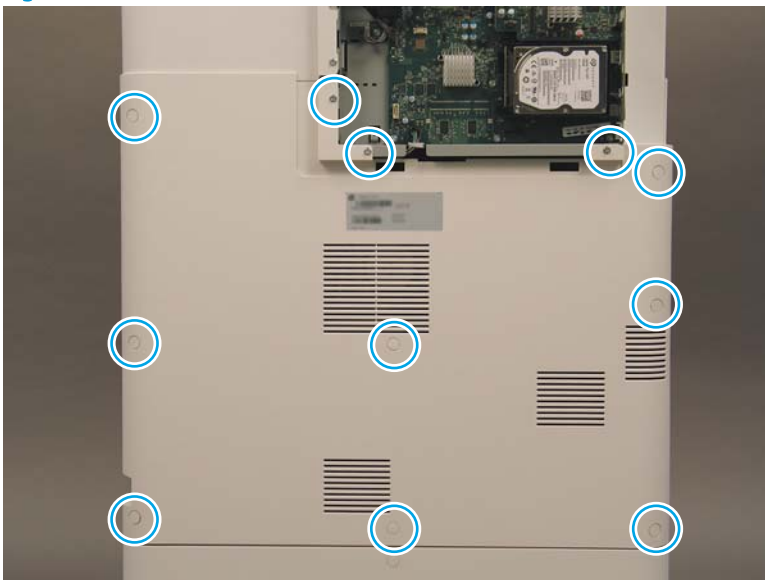
Figure 2-534 Remove the formatter cover



Step 2: Remove the lower rear cover

- ▲ Remove 8 screw-caps and 11 screws. Lift left side, and then pull the cover straight out on the right.

Figure 2-535 Remove the lower rear cover



Step 3: Remove the feed/Tray 1 drive unit

- ▲ Disconnect the motor connector. Remove four screws, and then remove the feed/Tray 1 drive unit.


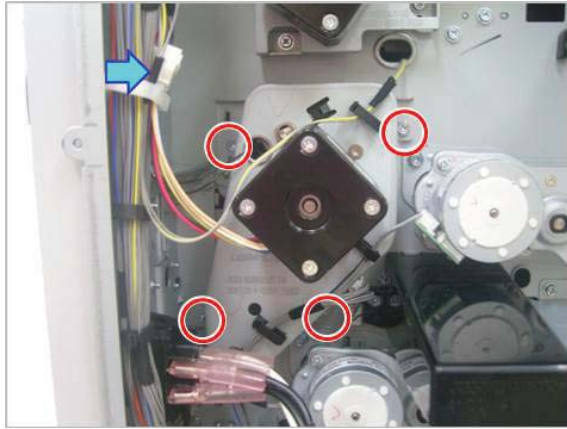
 **NOTE:** If replacing only the motor, remove the drive unit from the printer and then remove the motor from the drive unit.

Figure 2-536 Remove the feed/Tray 1 drive unit





Step 4: 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.

Pickup drive (Tray 3) or motor

- [Introduction](#)
- [Step 1: Remove the formatter cover](#)
- [Step 2: Remove the lower rear cover](#)
- [Step 3: Remove the pickup drive \(Tray 3\)](#)
- [Step 4: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace pickup drive unit 2.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.



WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC93-01063C

- Drive, Pick up 2

JC93-01083A

- Drive motor, step

To order the part, go to www.hp.com/buy/parts.

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the formatter cover

- ▲ Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

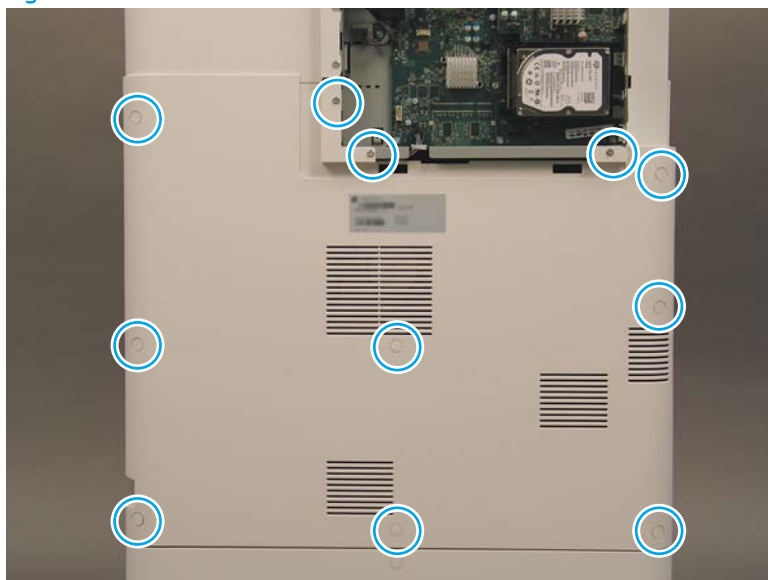
Figure 2-537 Remove the formatter cover



Step 2: Remove the lower rear cover

- ▲ Remove 8 screw-caps and 11 screws. Lift left side, and then pull the cover straight out on the right.

Figure 2-538 Remove the lower rear cover



Step 3: Remove the pickup drive (Tray 3)

- ▲ Disconnect the motor connector. Remove three screws, and then remove the pickup drive (Tray 3).


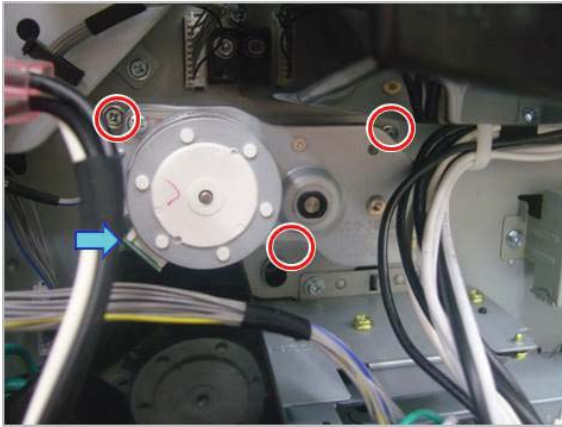
 **NOTE:** If replacing only the motor, remove the drive unit from the printer and then remove the motor from the drive unit.

Figure 2-539 Remove pickup drive unit 2





Step 4: 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.

Toner collection unit (TCU) drive and motor

- [Introduction](#)
- [Step 1: Remove the TCU](#)
- [Step 2: Remove the paper dust brush](#)
- [Step 3: Remove the front cover.](#)
- [Step 4: Remove the front top inner cover](#)
- [Step 5: Remove the front power cover](#)
- [Step 6: Remove the exit cover](#)
- [Step 7: Remove the inner front cover](#)
- [Step 8: Remove the TCU drive](#)
- [Step 9: Unpack the replacement assembly](#)

Introduction

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

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.



WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC93-01070A

- Drive, Toner Collection Unit

JC31-00110A

- Step motor, circuit

To order the part, go to www.hp.com/buy/parts.

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the TCU

1. Open the front cover.
2. Push both hooks to release the toner collection unit (TCU).

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 2-540 Remove the TCU



Step 2: Remove the paper dust brush

- ▲ Remove the paper dust brush.

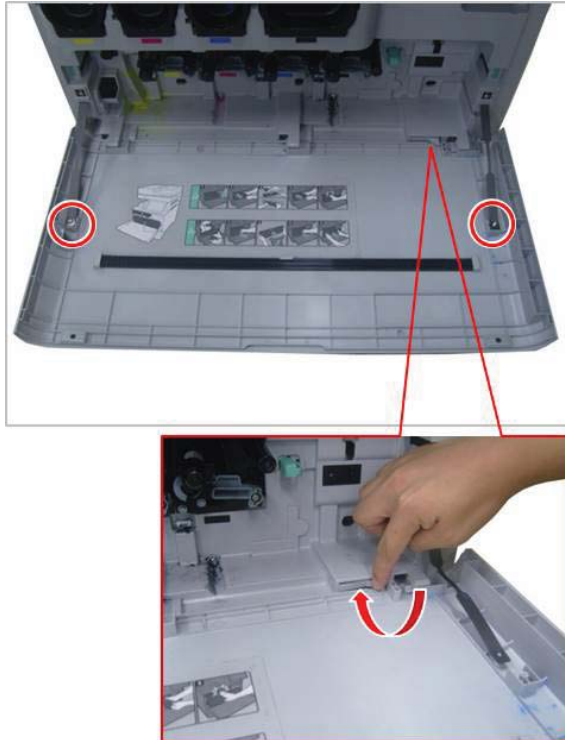
Figure 2-541 Remove the paper dust brush



Step 3: Remove the front cover.

- ▲ Remove two screws securing the front cover. While pushing the right hook, remove the front cover.

Figure 2-542 Remove the front cover



Step 4: Remove the front top inner cover

- ▲ Remove two screw-caps and two screws. Lift the front top inner cover away from the printer to remove it.

Figure 2-543 Remove the front top inner cover



Step 5: Remove the front power cover

1. Remove two screw-caps and two screws. Release two tabs on the right, and then rotate the cover slightly away from the printer.

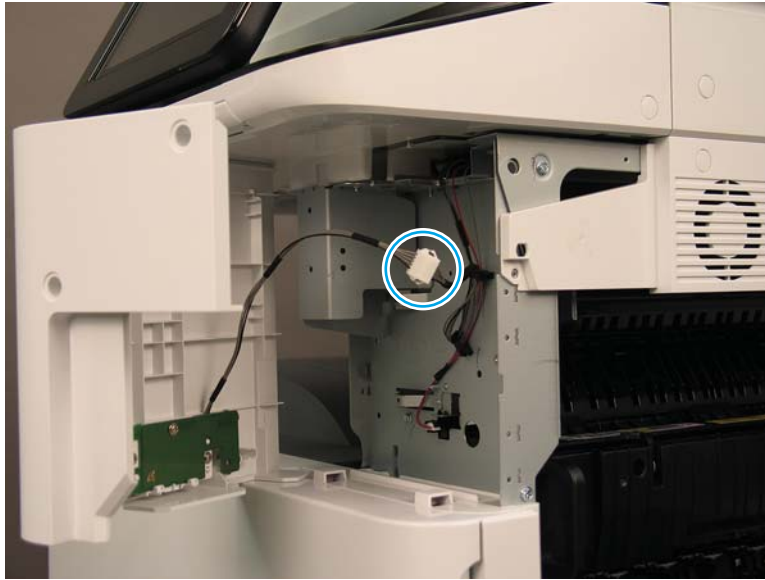
⚠ CAUTION: The cover is still attached to the printer by a cable. Do not completely remove the cover.

Figure 2-544 Remove two screws and rotate the cover



2. Disconnect one connector, and then remove the cover.

Figure 2-545 Remove the front power cover



Step 6: Remove the exit cover

- ▲ Remove two screw-caps and two screws, and then lift the exit cover away from the printer to remove it.

Figure 2-546 Remove the exit cover

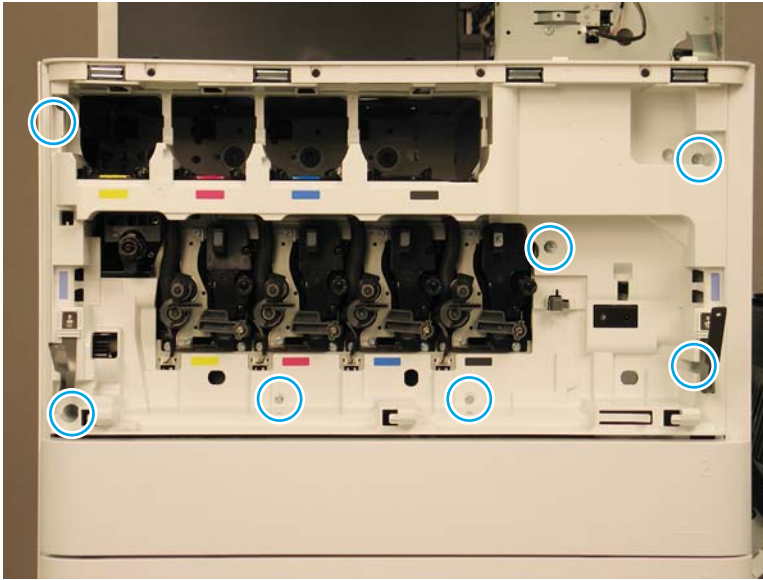


Step 7: Remove the inner front cover

1. Open the right door.
2. Remove the all of the toner cartridges.

3. Remove seven screws.

Figure 2-547 Remove seven screws



4. Lift the inner cover away from the printer to remove it.

Figure 2-548 Remove the inner cover



Step 8: Remove the TCU drive

- ▲ Disconnect the connector. Remove two screws, and then remove the TCU drive.


 **NOTE:** If replacing only the motor, remove the drive unit from the printer and then remove the motor from the drive unit.

Figure 2-549 Remove the TCU drive





Step 9: 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.

Registration drive assembly

- [Introduction](#)
- [Step 1: Remove the formatter cover](#)
- [Step 2: Remove the lower rear cover](#)
- [Step 3: Remove the upper rear cover](#)
- [Step 4: Remove the left rear corner cover](#)
- [Step 5: Remove the formatter and cage](#)
- [Step 6: Remove the main drive unit](#)
- [Step 7: Remove the registration drive assembly](#)
- [Step 8: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the registration drive assembly.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.



WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC93-01061A

- Drive, Registration

JC31-00132A

- Step motor, ip

To order the part, go to www.hp.com/buy/parts.

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the formatter cover

- ▲ Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

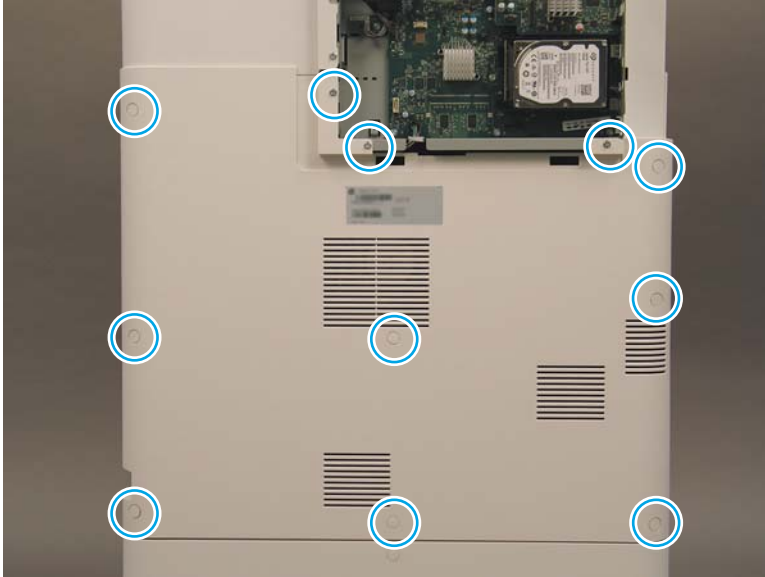
Figure 2-550 Remove the formatter cover



Step 2: Remove the lower rear cover

- ▲ Remove 8 screw-caps and 11 screws. Lift left side, and then pull the cover straight out on the right.

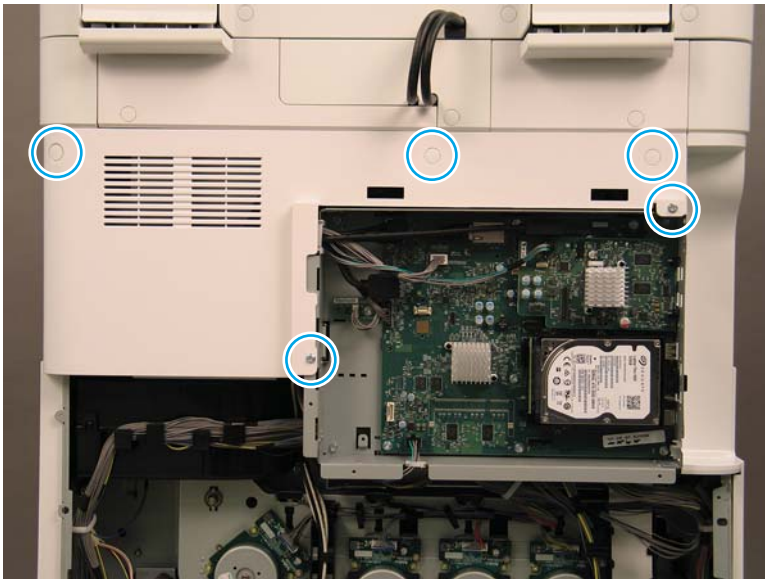
Figure 2-551 Remove the lower rear cover



Step 3: Remove the upper rear cover

- ▲ Remove three screw-caps and five screws. Lift the upper rear cover away from the printer to remove it.

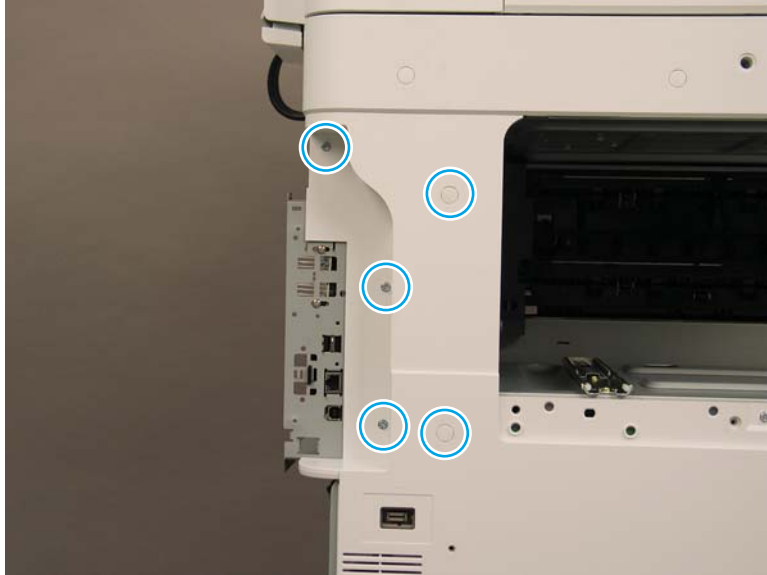
Figure 2-552 Remove the upper rear cover



Step 4: Remove the left rear corner cover

- ▲ Remove two screw caps and five screws. Slide the upper left cover up and away from the printer to remove it.

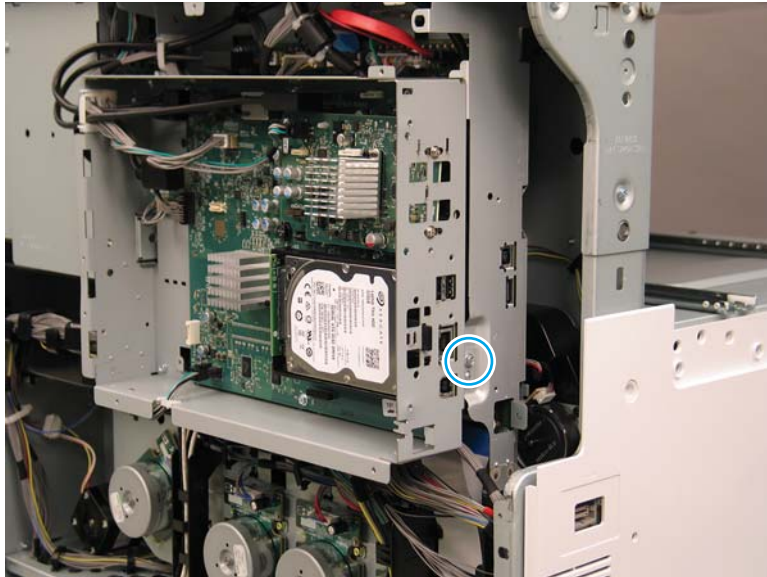
Figure 2-553 Remove the upper left cover



Step 5: Remove the formatter and cage

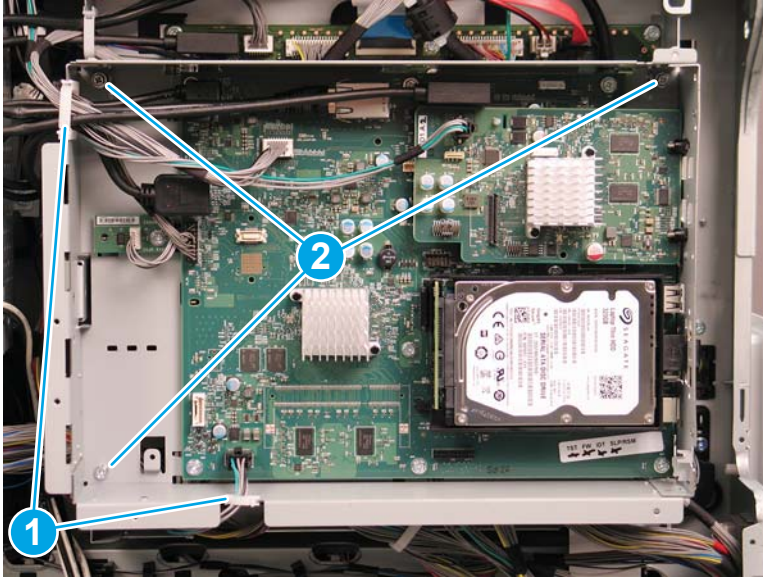
1. Remove one screw.

Figure 2-554 Remove one screw



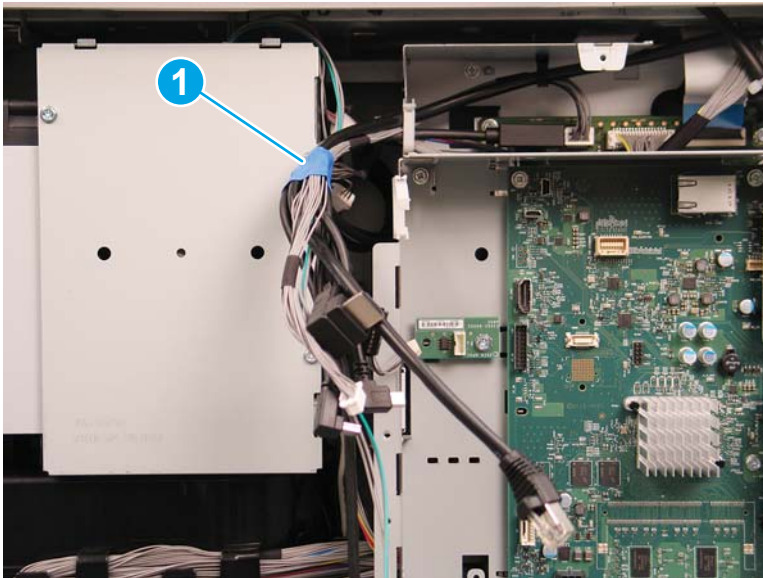
2. Disconnect all of the connectors on the formatter. Release the cables from two retainers on the sheet metal cage (callout 1), and then remove three screws (callout 2).

Figure 2-555 Disconnect formatter connectors and screws



3. Before removing the formatter cage, place a piece of tape or a wire tie (callout 1) around the cables disconnected from the formatter on the left side. This will identify the cables that will be connected to the formatter during reassembly.

Figure 2-556 Identify the formatter cables

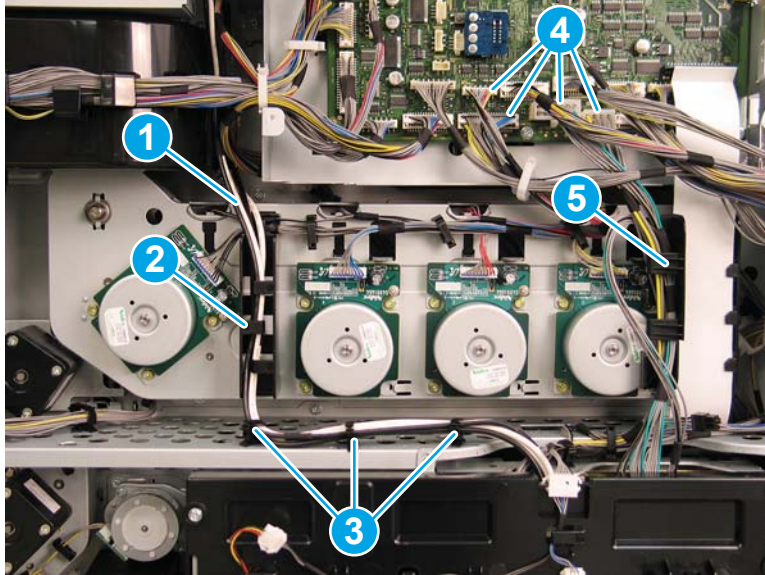


4. Lift the formatter cage up, push it to the right to clear the boss on the right side, and then pull it away from the printer to remove it.

Step 6: Remove the main drive unit

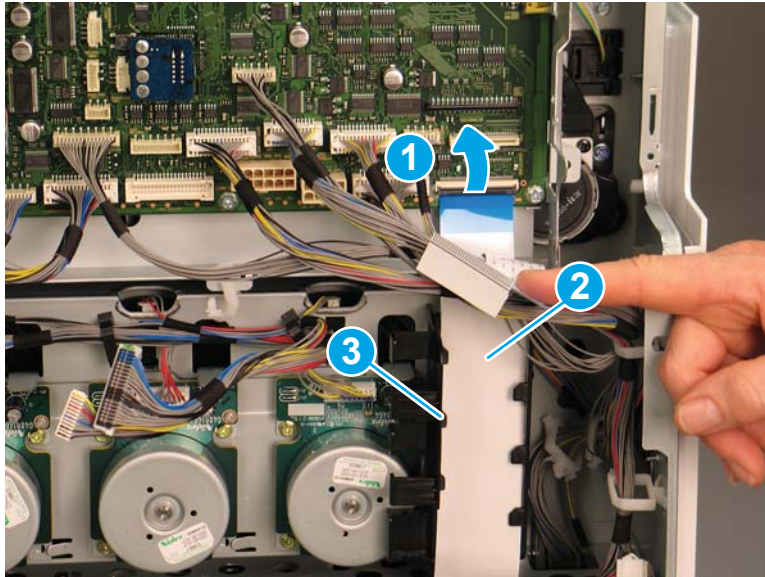
1. Remove the cables (callout 1) from the cable guide (callout 2), and then release three retainers (callout 3). Disconnect four connectors (callout 4), and then release the cables from the cable guide (callout 5).

Figure 2-557 Disconnect and release cables



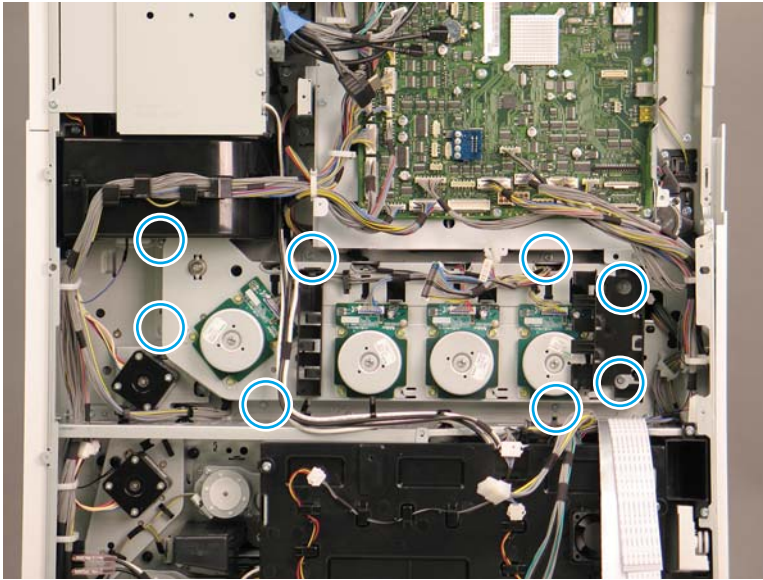
2. Disconnect three flat cables from the main board (callout 1). One of the flat cable connectors is a zero insertion force (ZIF) connector. Open the latch on the connector before removing the flat cable. Remove the flat cables (callout 2) from the cable guide (callout 3).

Figure 2-558 Disconnect flat cables



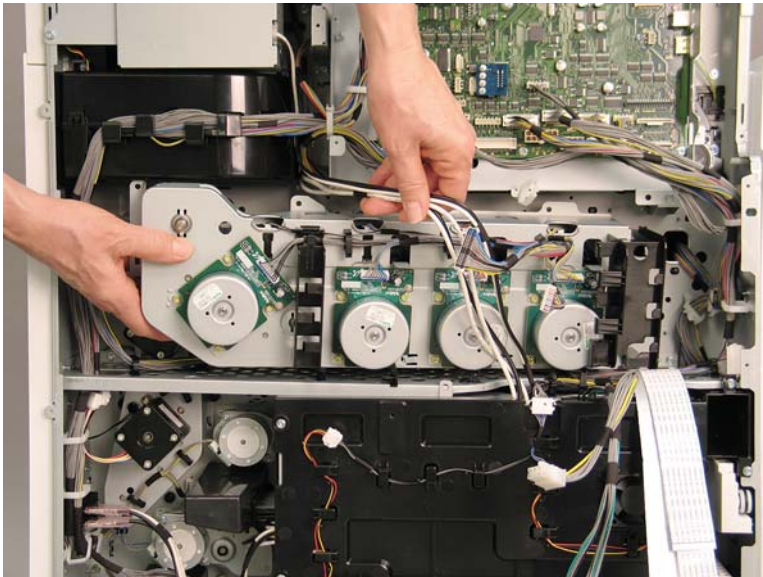
3. Remove eight screws.

Figure 2-559 Remove eight screws



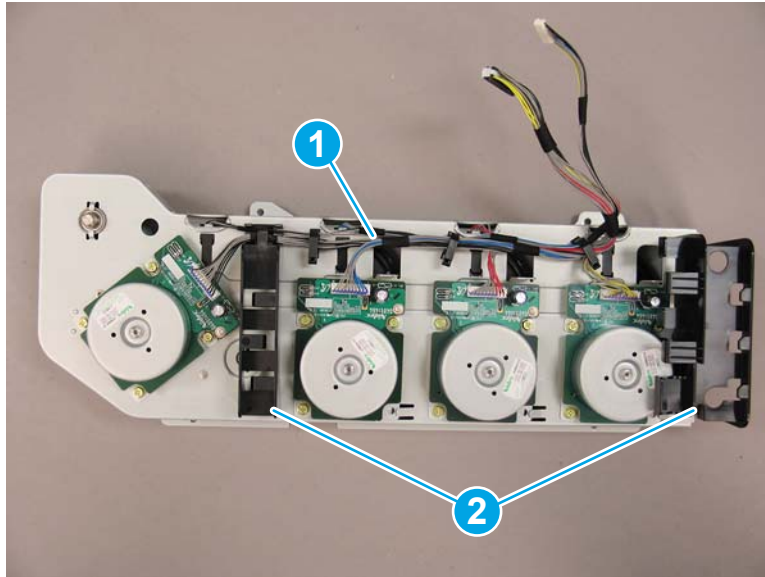
4. Lift the main drive unit up to release the hooks in the sheet metal, rotate it to the right, and then remove it from under the cables.

Figure 2-560 Remove the main drive unit



5. Move all the cables (callout 1) and cable guides (callout 2) from the old main drive unit and transfer them to the replacement unit.

Figure 2-561 Remove cables and guides



Step 7: Remove the registration drive assembly

- ▲ Disconnect one connector (callout 1). Remove three screws (callout 2), then remove the registration drive assembly.


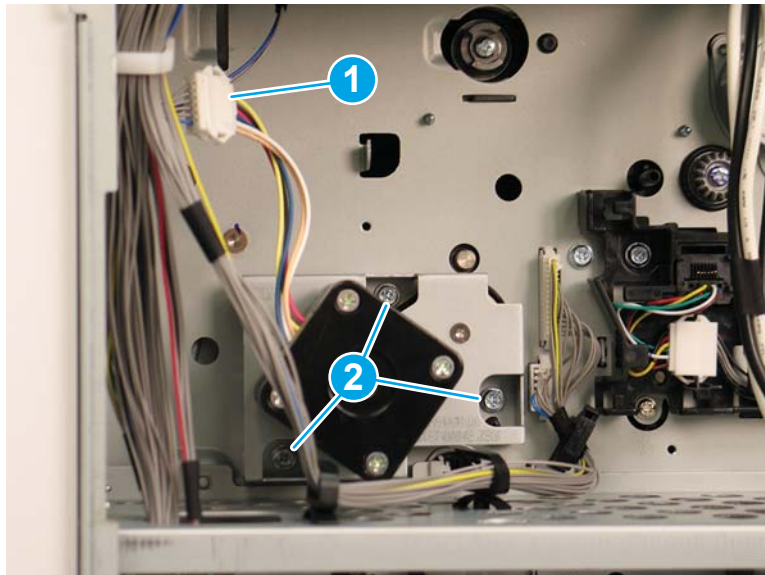

 **NOTE:** If replacing only the motor, remove the drive assembly from the printer and then remove the motor from the drive assembly.

Figure 2-562 Remove the registration drive assembly





Step 8: 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.

Main frame pickup 1 and 2

Figure 2-563 Main frame pickup 1 and 2

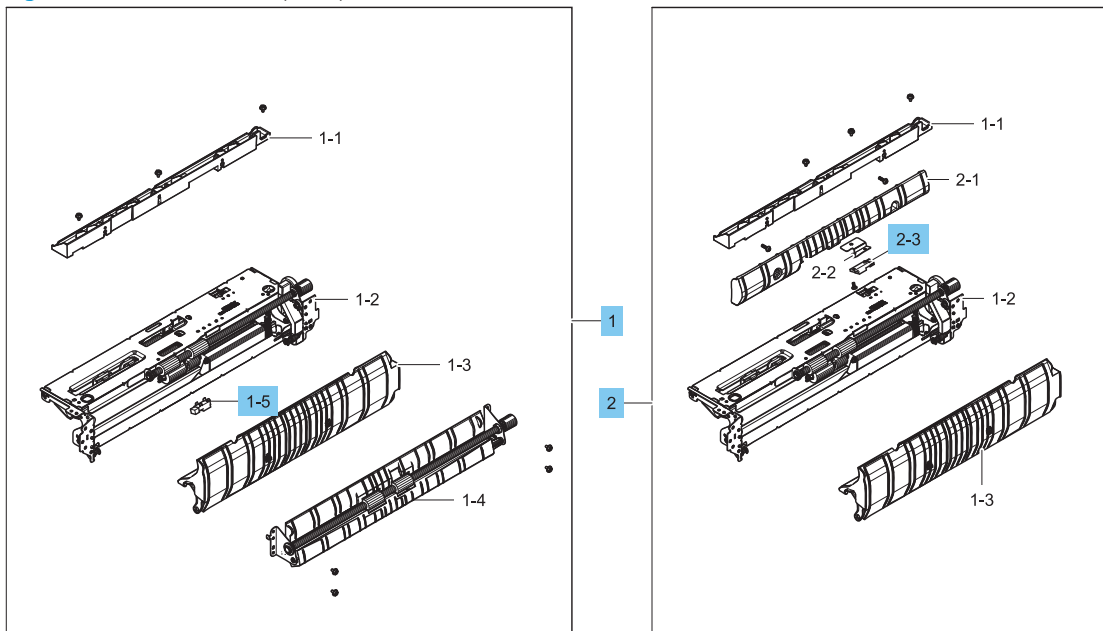


Table 2-10 Main frame pickup 1 and 2

Ref	Description	Part number	Qty
1	Main Pick Up 1st	JC93-01364A on page 587	1
1-5	Photo-interrupter	0604-001490 on page 596	1
2	Main Pick Up 2nd	JC93-01365A on page 606	1
2-3	Photo-interrupter	0604-001381 on page 613	1

Pickup unit 1

- [Introduction](#)
- [Step 1: Remove the right rear cover](#)
- [Step 2: Remove the right door](#)
- [Step 3: Remove pickup unit 2](#)
- [Step 4: Remove pickup unit 1](#)
- [Step 5: Unpack the replacement assembly](#)

Introduction

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

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
 - A shutting-down message appears on the control-panel display.
-
- WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
-
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC93-01364A

To order the part, go to www.hp.com/buy/parts.

- Main Pick Up 1st

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

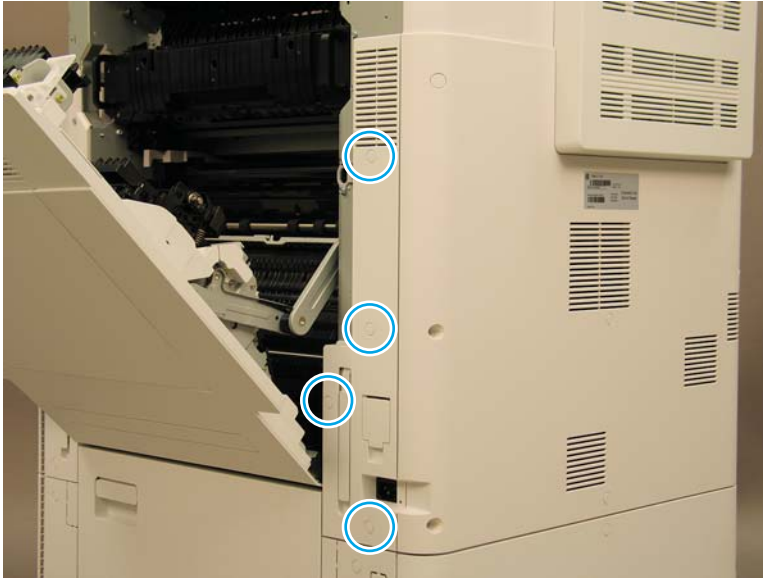
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the right rear cover

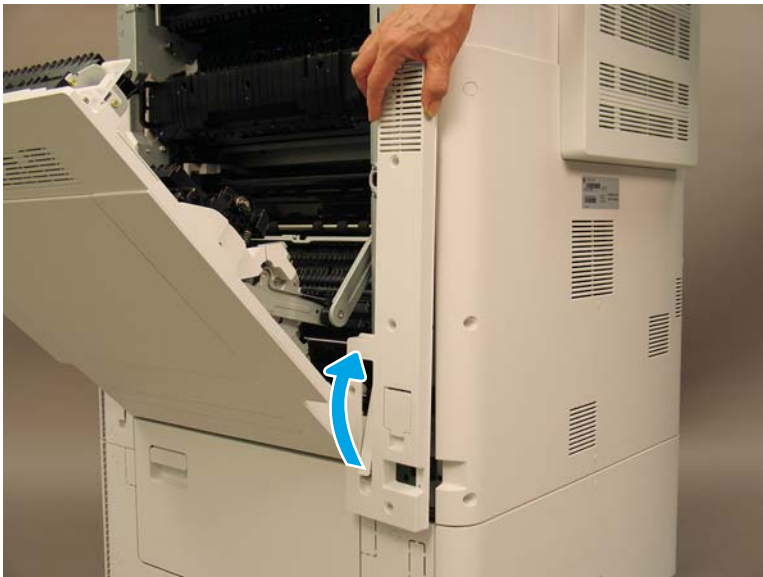
1. Open the right door.
2. Remove four screw-caps and four screws.

Figure 2-564 Remove four screws



3. Lift the handle and remove the right rear cover.

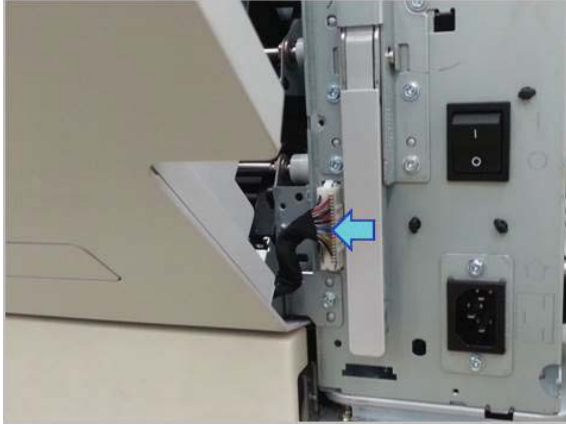
Figure 2-565 Remove the right rear cover



Step 2: Remove the right door

1. Disconnect the right door connector by moving it side-to-side until it releases.

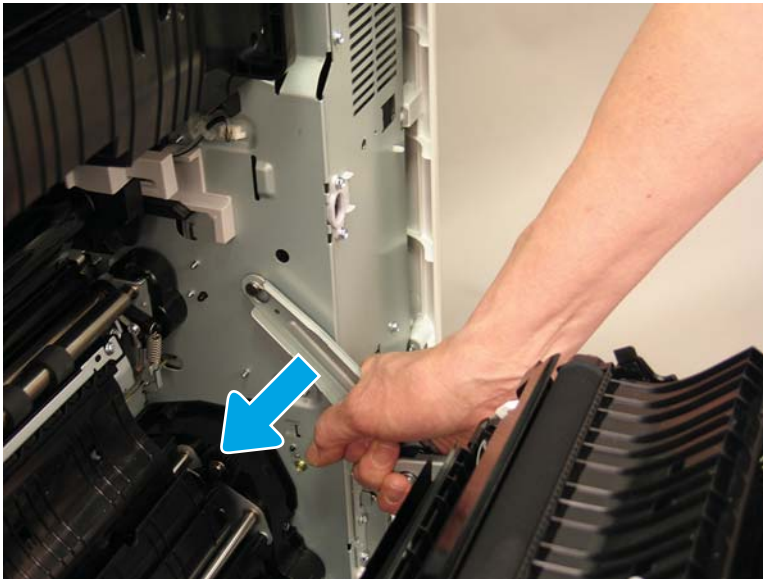
Figure 2-566 Disconnect one connector



2. Slightly raise the right door and carefully release the right hinge from the hinge pin.

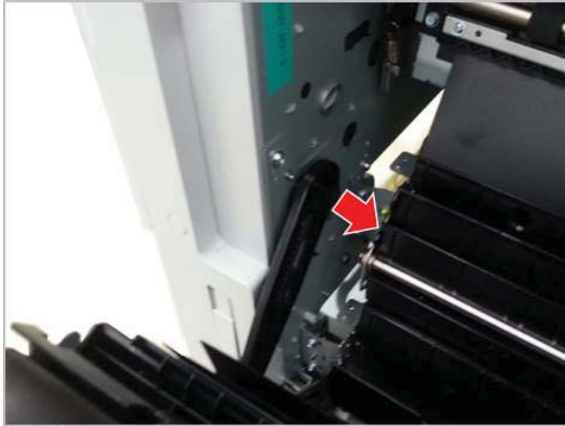
⚠ CAUTION: The hinge is spring-loaded and might snap back forcefully. Raise the door to take the tension off of the spring, and then hold the hinge firmly while releasing it from the hinge pin.

Figure 2-567 Release the right hinge



3. Slightly raise the right door, and then release the left dampener.

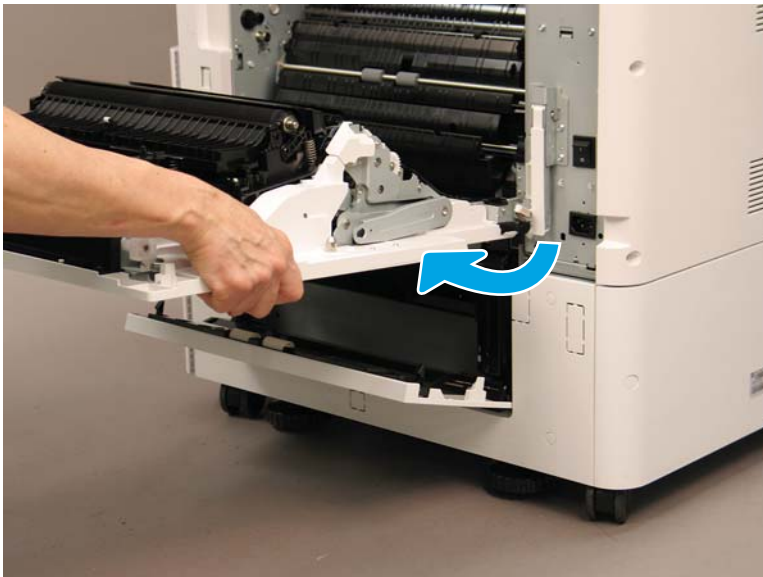
Figure 2-568 Release the left dampener



4. Open the lower paper feeder door. Lower the right door to 90°, and then rotate the rear side of the door away from the printer. Slide the door to the rear of the printer to remove it.

⚠ CAUTION: Do not lower the door more than 90°. This might result in damage to the door.

Figure 2-569 Remove the right door

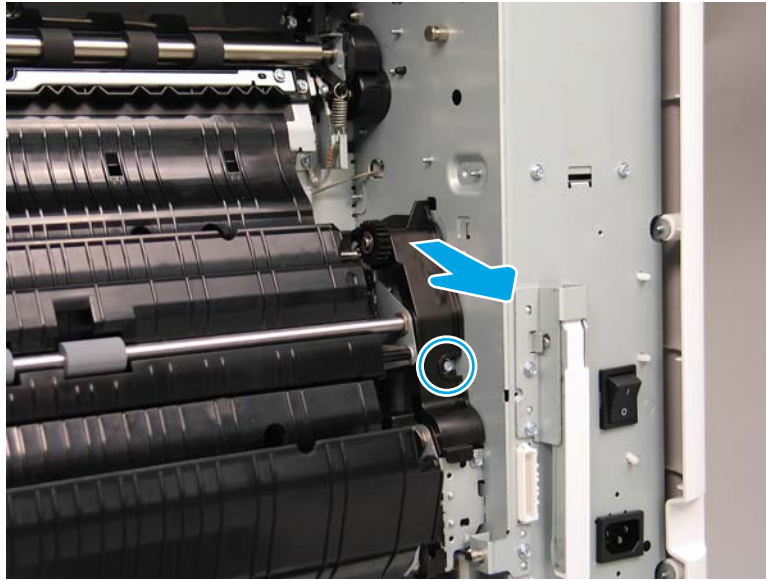


Step 3: Remove pickup unit 2

1. Remove the paper trays.

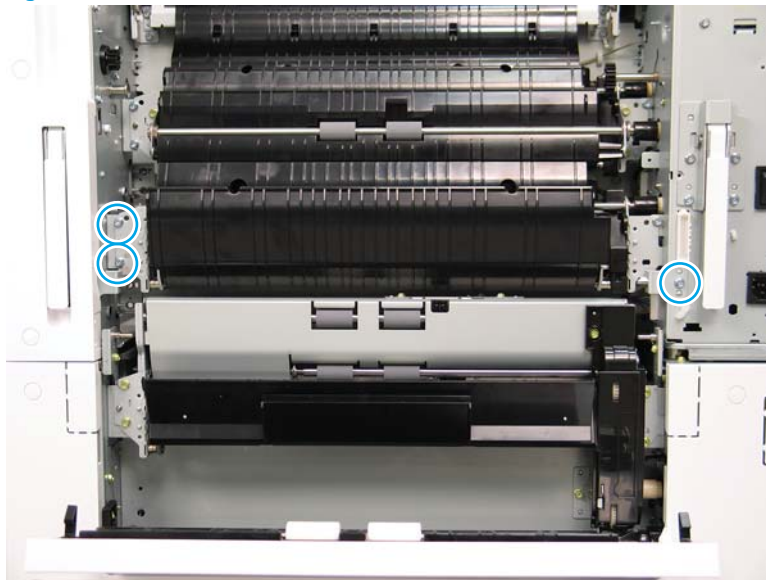
2. Remove one screw, and then remove the cover.

Figure 2-570 Remove one screw and the cover



3. Remove three screws.

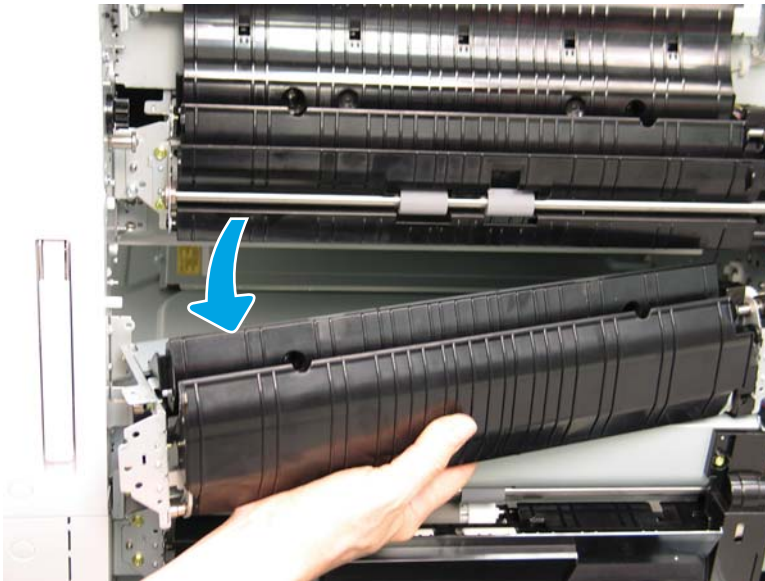
Figure 2-571 Remove three screws



4. Rotate the left side of pickup unit 2 away from the printer.

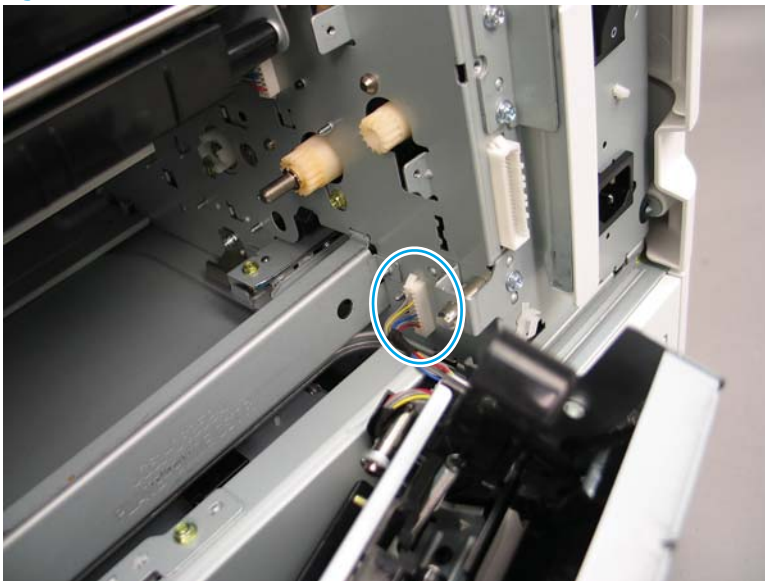
⚠ CAUTION: The pickup unit is still attached to the printer by a connector. Do not remove it completely

Figure 2-572 Rotate pickup unit 2



5. Disconnect one connector.

Figure 2-573 Disconnect one connector

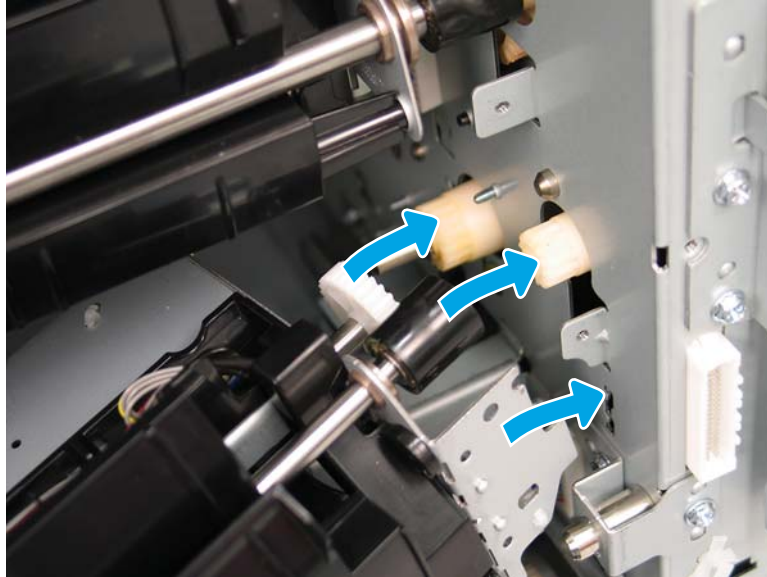


6. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Pickup unit 2

- ▲ When reinstalling pickup unit 2, align the gear, coupler, and bracket on the right side.

Figure 2-574 Align gear, coupler, and bracket



 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

Step 4: Remove pickup unit 1

1. Remove three screws.

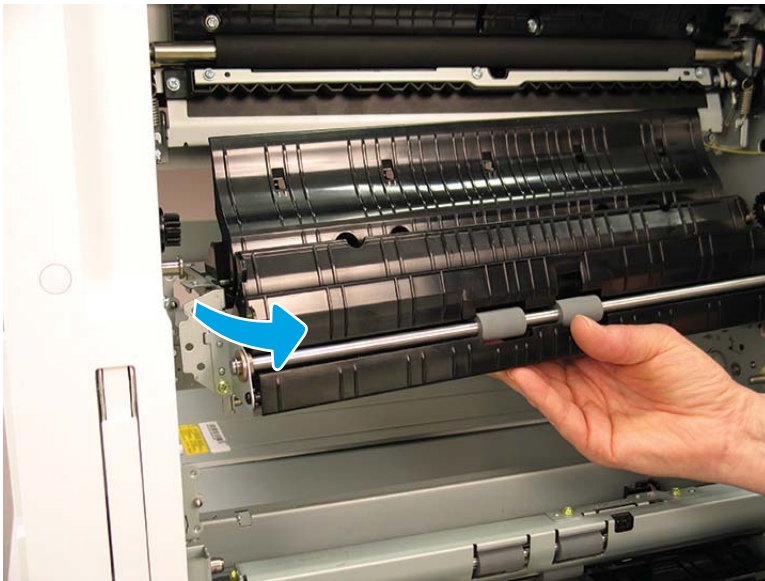
Figure 2-575 Remove three screws



2. Rotate the left side of pickup unit 1 away from the printer.

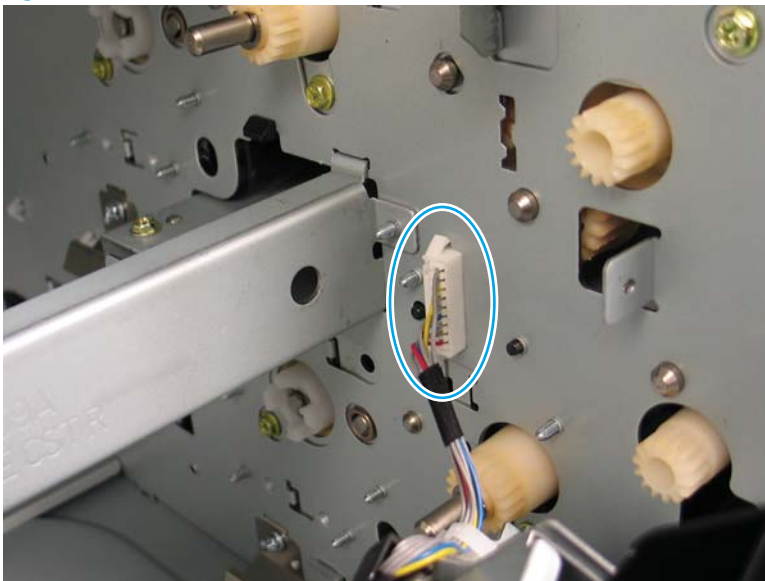
⚠ CAUTION: The pickup unit is still attached to the printer by a connector. Do not remove it completely

Figure 2-576 Rotate pickup unit 1



3. Disconnect one connector.

Figure 2-577 Disconnect one connector

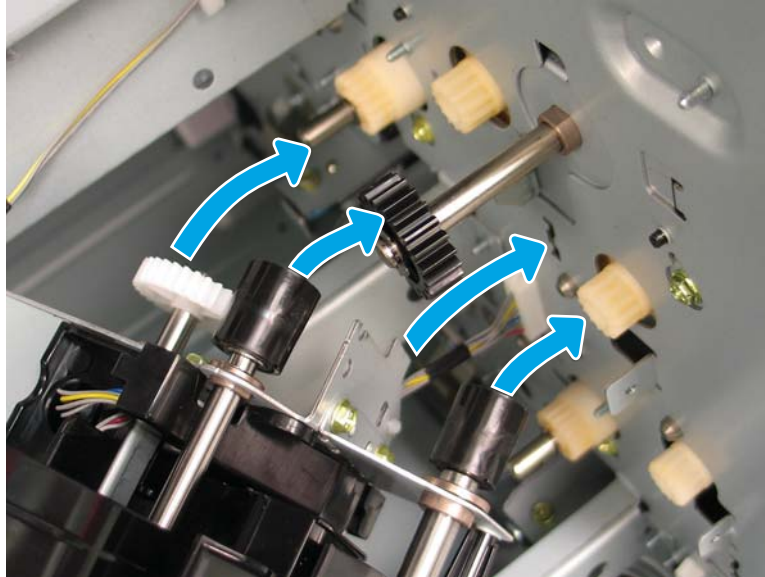


4. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Pickup unit 1

- ▲ When reinstalling pickup unit 1, align the gear, couplers, and bracket on the right side.


Figure 2-578 Align gear, coupler, and bracket



 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.



Step 5: 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.

Pickup lifting and empty sensor (pickup unit 1)

- [Introduction](#)
- [Step 1: Remove the right rear cover](#)
- [Step 2: Remove the right door](#)
- [Step 3: Remove pickup unit 2](#)
- [Step 4: Remove pickup unit 1](#)
- [Step 5: Remove the pickup lifting and empty sensor](#)
- [Step 6: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the pickup lifting and empty sensor for pickup unit 1.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

0604-001490

To order the part, go to www.hp.com/buy/parts.

- Photo interrupter

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.

- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

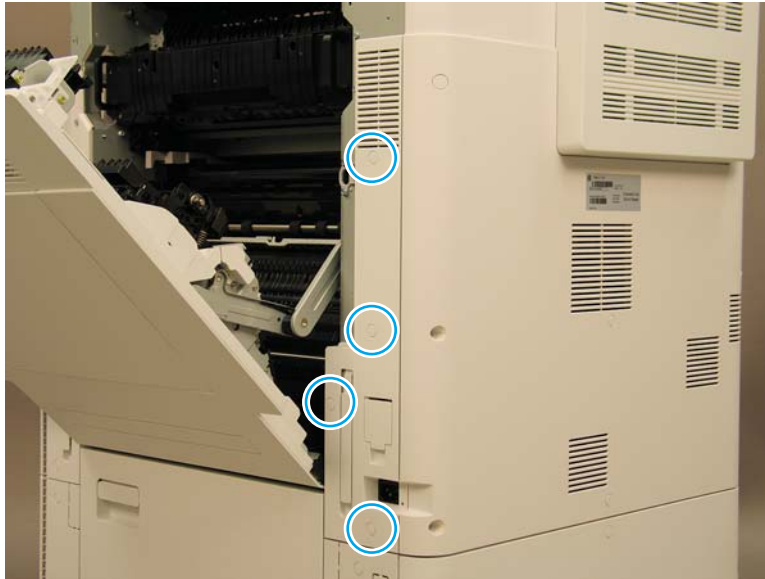
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the right rear cover

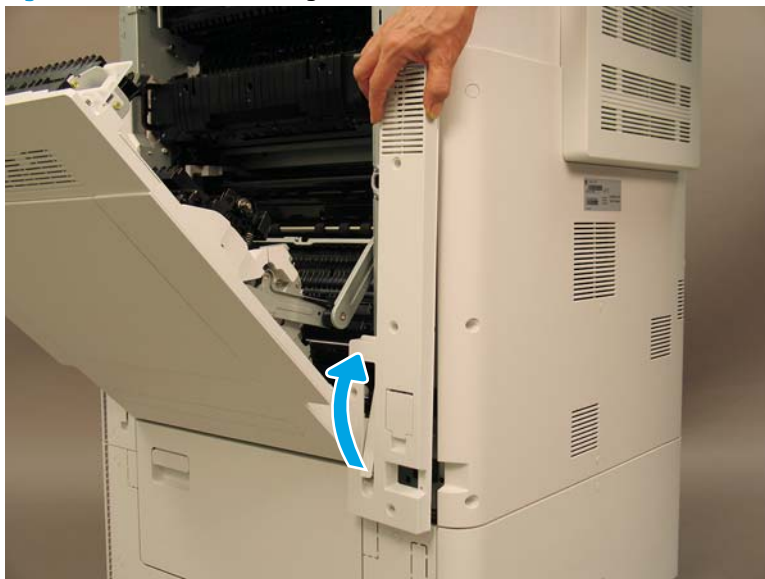
1. Open the right door.
2. Remove four screw-caps and four screws.

Figure 2-579 Remove four screws



3. Lift the handle and remove the right rear cover.

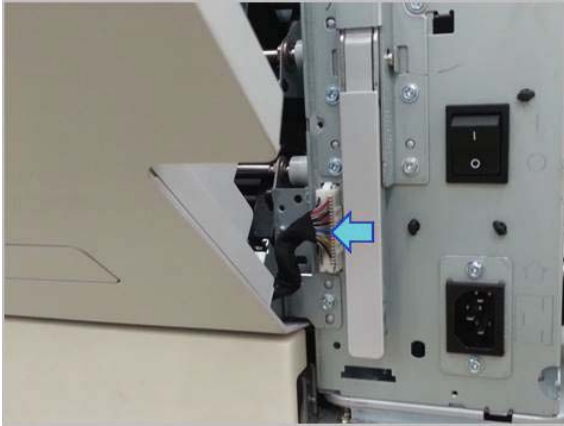
Figure 2-580 Remove the right rear cover



Step 2: Remove the right door

1. Disconnect the right door connector by moving it side-to-side until it releases.

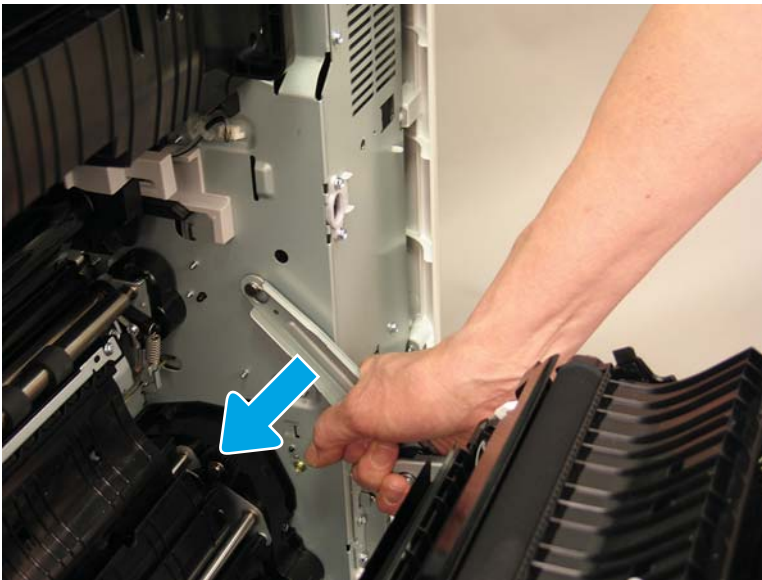
Figure 2-581 Disconnect one connector



2. Slightly raise the right door and carefully release the right hinge from the hinge pin.

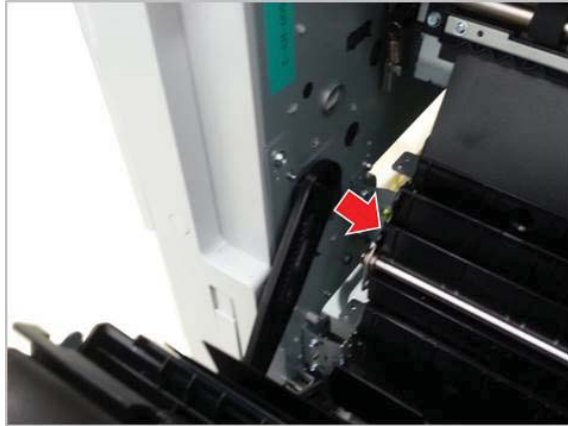
⚠ CAUTION: The hinge is spring-loaded and might snap back forcefully. Raise the door to take the tension off of the spring, and then hold the hinge firmly while releasing it from the hinge pin.

Figure 2-582 Release the right hinge



3. Slightly raise the right door, and then release the left dampener.

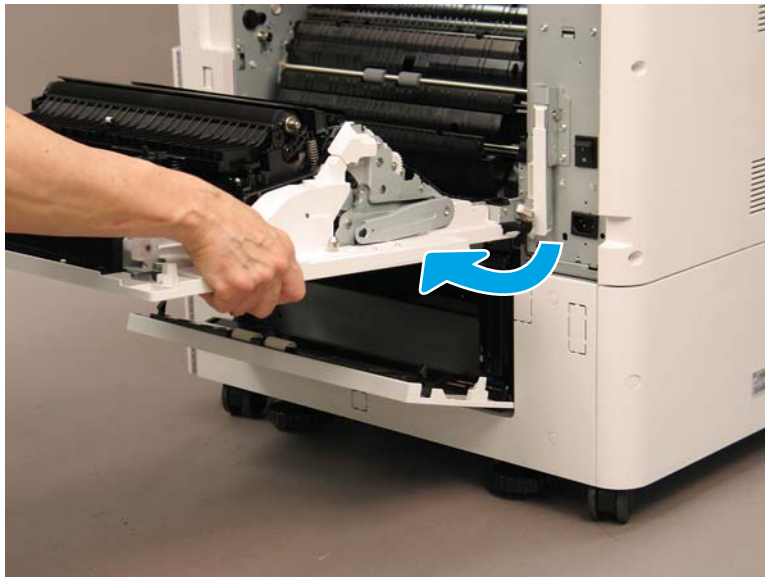
Figure 2-583 Release the left dampener



4. Open the lower paper feeder door. Lower the right door to 90°, and then rotate the rear side of the door away from the printer. Slide the door to the rear of the printer to remove it.

CAUTION: Do not lower the door more than 90°. This might result in damage to the door.

Figure 2-584 Remove the right door

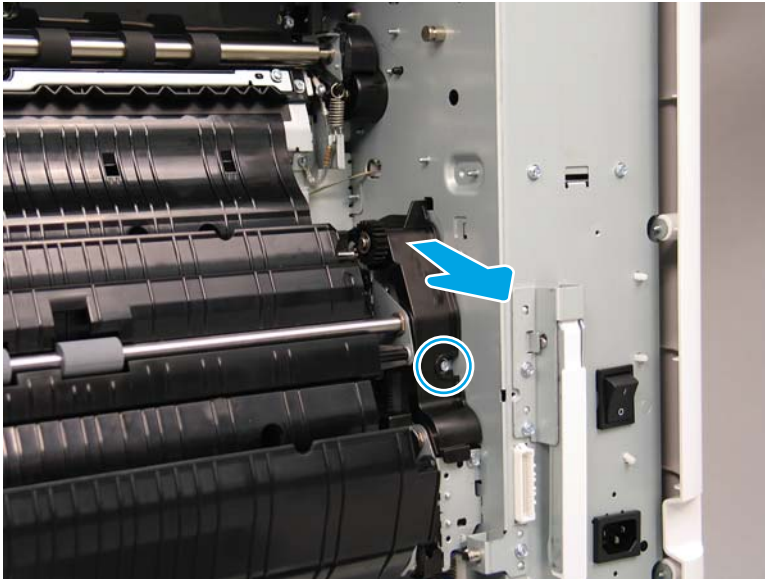


Step 3: Remove pickup unit 2

1. Remove the paper trays.

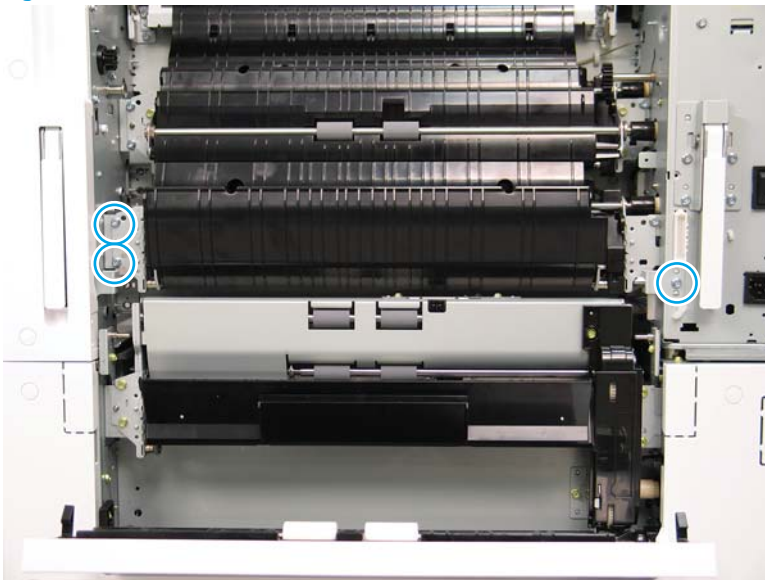
2. Remove one screw, and then remove the cover.

Figure 2-585 Remove one screw and the cover



3. Remove three screws.

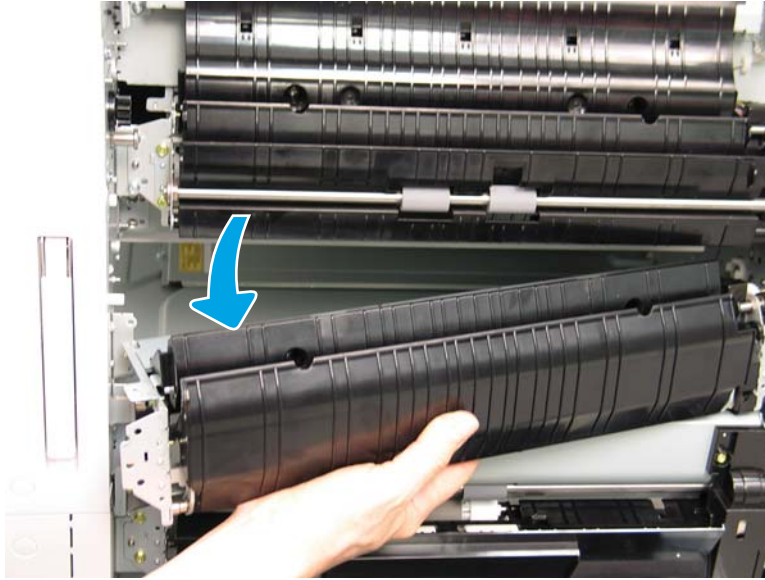
Figure 2-586 Remove three screws



4. Rotate the left side of pickup unit 2 away from the printer.

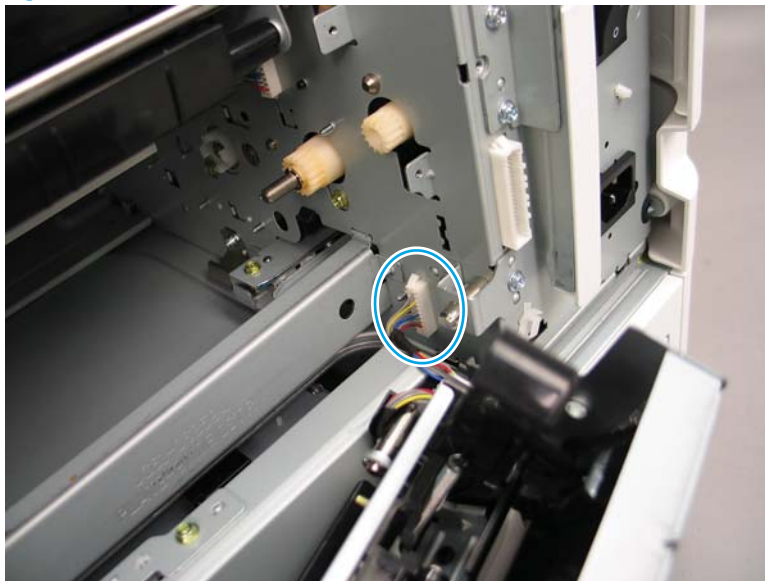
CAUTION: The pickup unit is still attached to the printer by a connector. Do not remove it completely

Figure 2-587 Rotate pickup unit 2



5. Disconnect one connector.

Figure 2-588 Disconnect one connector

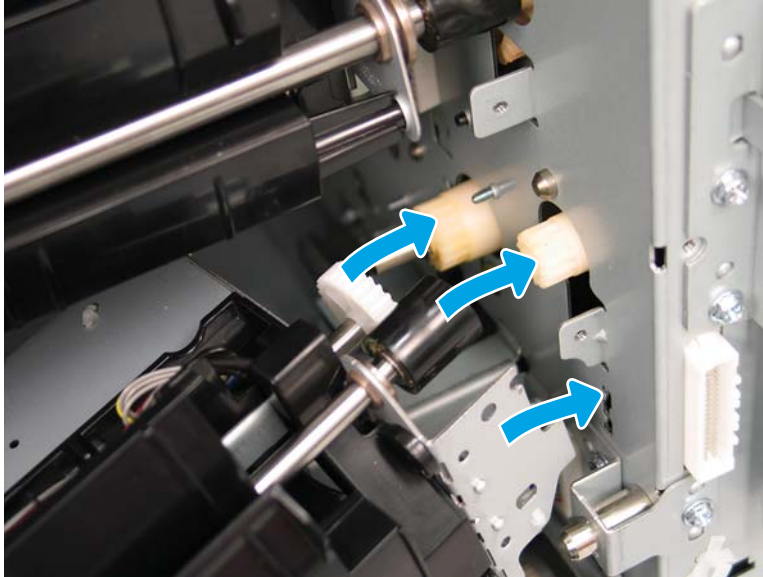


6. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Pickup unit 2

- ▲ When reinstalling pickup unit 2, align the gear, coupler, and bracket on the right side.

Figure 2-589 Align gear, coupler, and bracket



 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

Step 4: Remove pickup unit 1

1. Remove three screws.

Figure 2-590 Remove three screws



2. Rotate the left side of pickup unit 1 away from the printer.

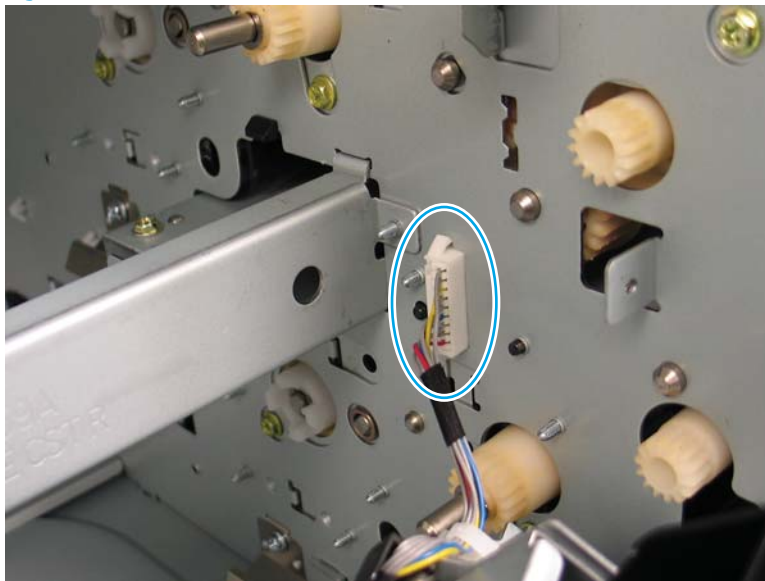
CAUTION: The pickup unit is still attached to the printer by a connector. Do not remove it completely

Figure 2-591 Rotate pickup unit 1



3. Disconnect one connector.

Figure 2-592 Disconnect one connector

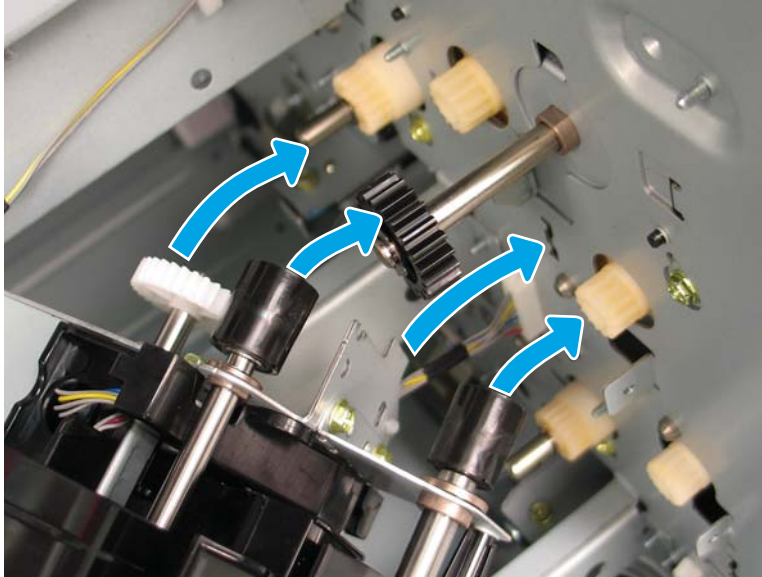


4. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Pickup unit 1

- ▲ When reinstalling pickup unit 1, align the gear, couplers, and bracket on the right side.

Figure 2-593 Align gear, coupler, and bracket

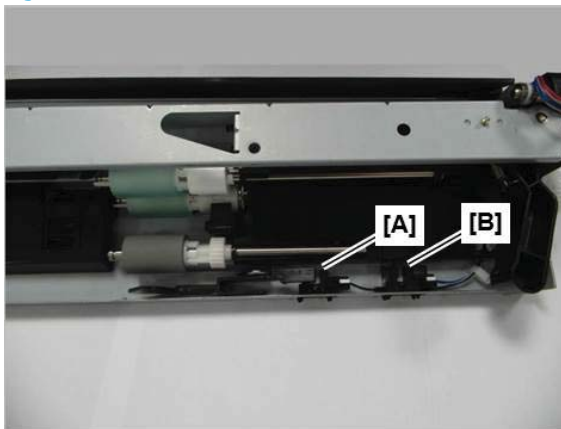


 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

Step 5: Remove the pickup lifting and empty sensor

- ▲ Disconnect the corresponding sensor connector, and then remove the sensor.
 - a. [A]: Empty sensor.
 - b. [B]: Pickup lifting sensor.

Figure 2-594 Remove the pickup lifting and empty sensor





Step 6: 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.

Pickup unit 2

- [Introduction](#)
- [Step 1: Remove the right rear cover](#)
- [Step 2: Remove the right door](#)
- [Step 3: Remove pickup unit 2](#)
- [Step 4: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace pickup unit 2.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
 - A shutting-down message appears on the control-panel display.
-
- WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
-
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC93-01365A

To order the part, go to www.hp.com/buy/parts.

- Main Pick Up 2cnd

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

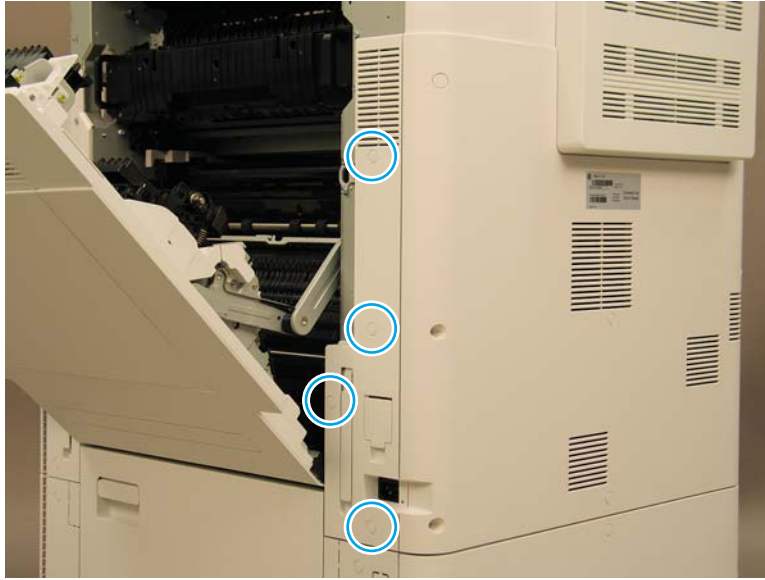
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the right rear cover

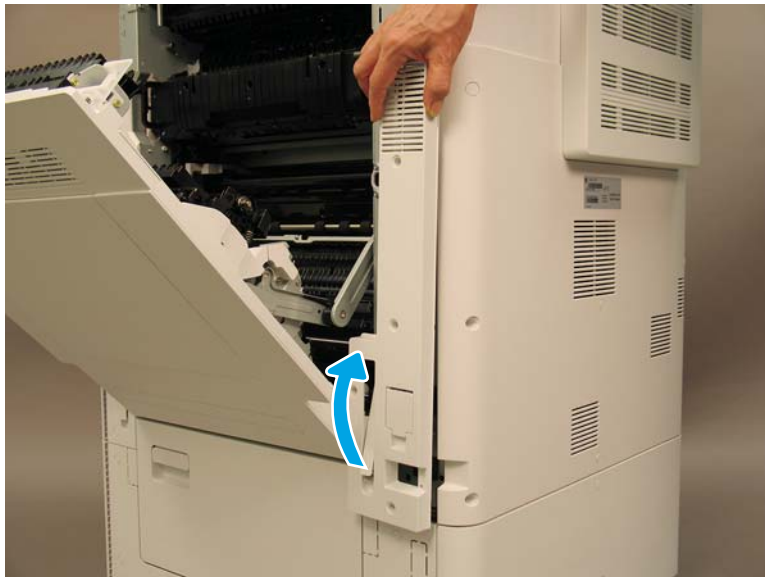
1. Open the right door.
2. Remove four screw-caps and four screws.

Figure 2-595 Remove four screws



3. Lift the handle and remove the right rear cover.

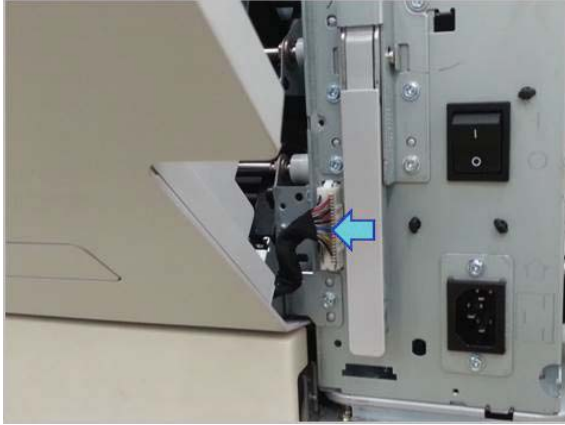
Figure 2-596 Remove the right rear cover



Step 2: Remove the right door

1. Disconnect the right door connector by moving it side-to-side until it releases.

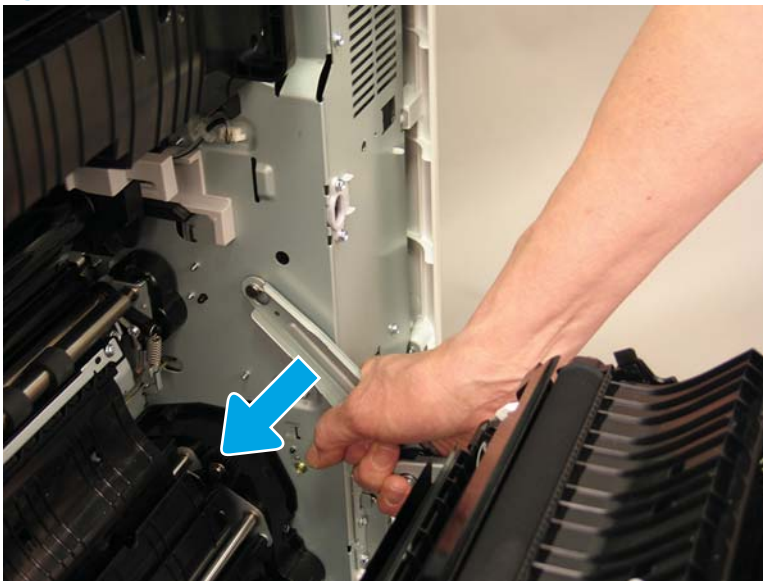
Figure 2-597 Disconnect one connector



2. Slightly raise the right door and carefully release the right hinge from the hinge pin.

⚠ CAUTION: The hinge is spring-loaded and might snap back forcefully. Raise the door to take the tension off of the spring, and then hold the hinge firmly while releasing it from the hinge pin.

Figure 2-598 Release the right hinge



3. Slightly raise the right door, and then release the left dampener.

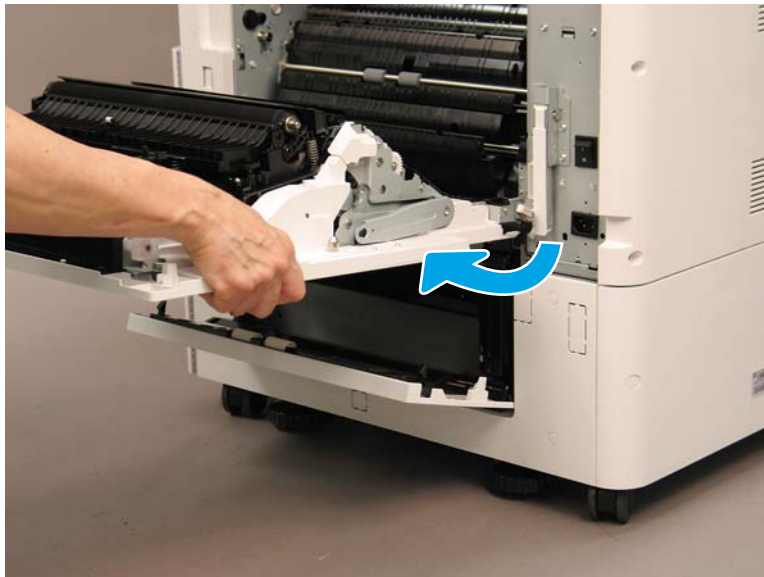
Figure 2-599 Release the left dampener



4. Open the lower paper feeder door. Lower the right door to 90°, and then rotate the rear side of the door away from the printer. Slide the door to the rear of the printer to remove it.

CAUTION: Do not lower the door more than 90°. This might result in damage to the door.

Figure 2-600 Remove the right door

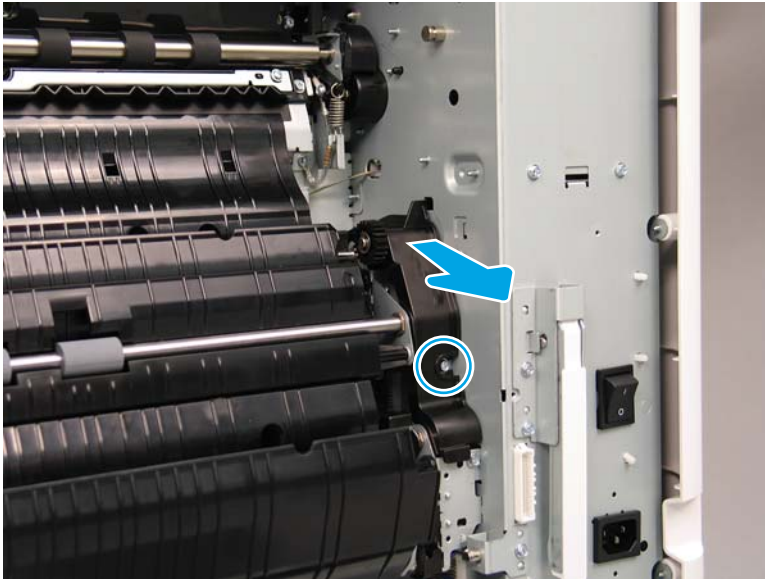


Step 3: Remove pickup unit 2

1. Remove the paper trays.

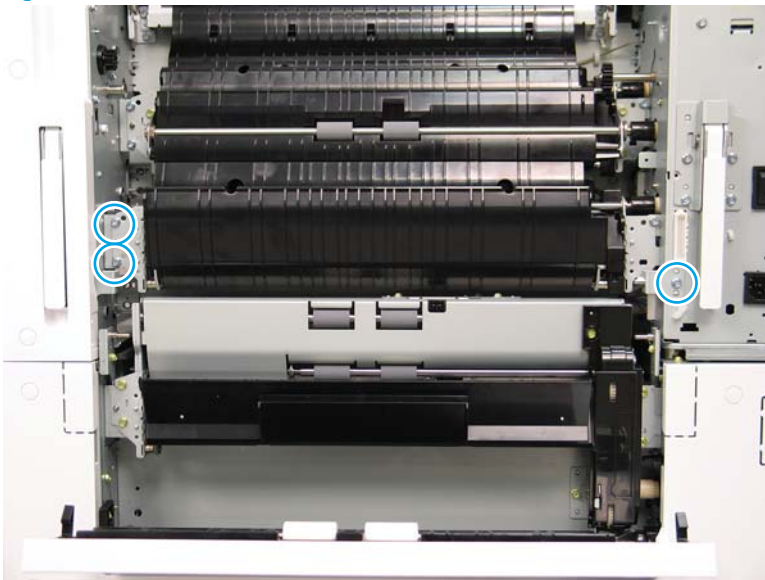
2. Remove one screw, and then remove the cover.

Figure 2-601 Remove one screw and the cover



3. Remove three screws.

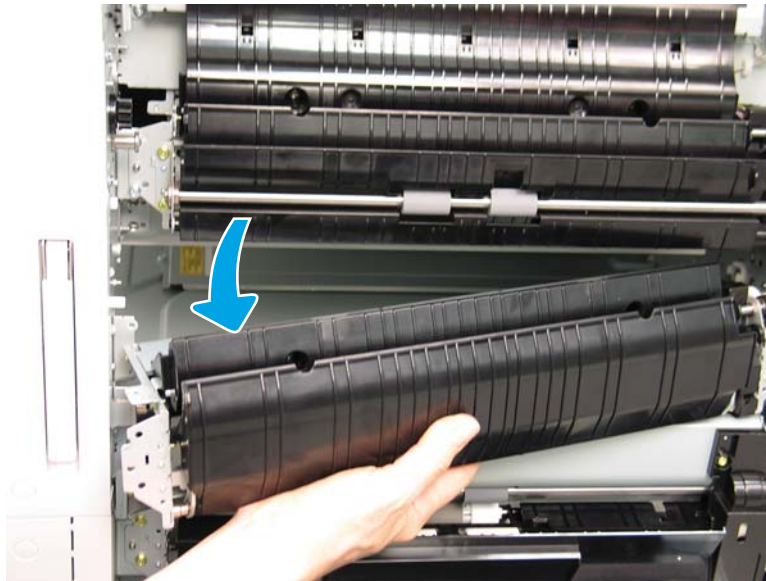
Figure 2-602 Remove three screws



4. Rotate the left side of pickup unit 2 away from the printer.

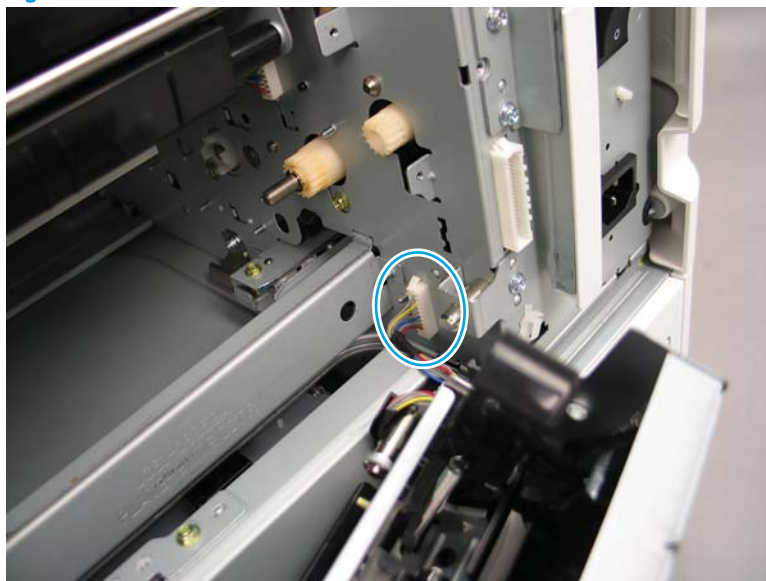
CAUTION: The pickup unit is still attached to the printer by a connector. Do not remove it completely

Figure 2-603 Rotate pickup unit 2



5. Disconnect one connector.

Figure 2-604 Disconnect one connector

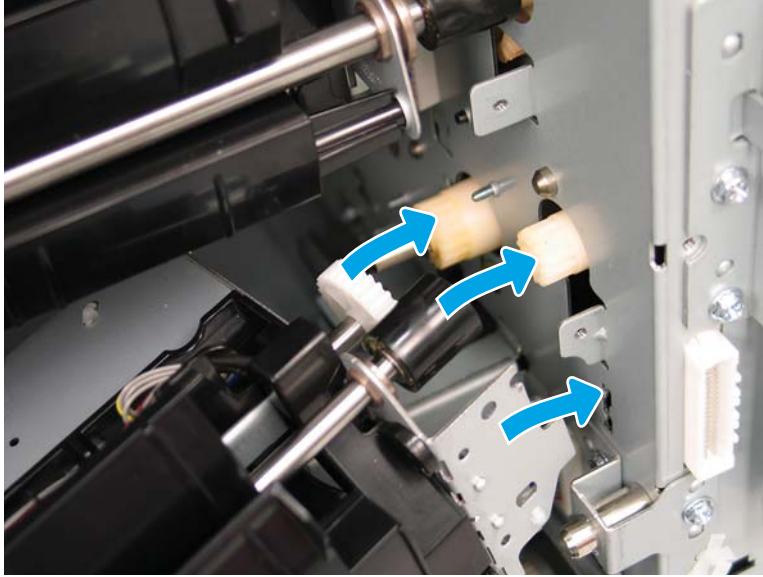


6. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Pickup unit 2

- ▲ When reinstalling pickup unit 2, align the gear, coupler, and bracket on the right side.


Figure 2-605 Align gear, coupler, and bracket



 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.



Step 4: 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.

Pickup lifting and empty sensor (pickup unit 2)

- [Introduction](#)
- [Step 1: Remove the right rear cover](#)
- [Step 2: Remove the right door](#)
- [Step 3: Remove pickup unit 2](#)
- [Step 4: Remove the pickup lifting and empty sensor](#)
- [Step 5: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the pickup lifting and empty sensor for pickup unit 2.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- ⚠ **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

0604-001381

To order the part, go to www.hp.com/buy/parts.

- Photo interrupter

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.

- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

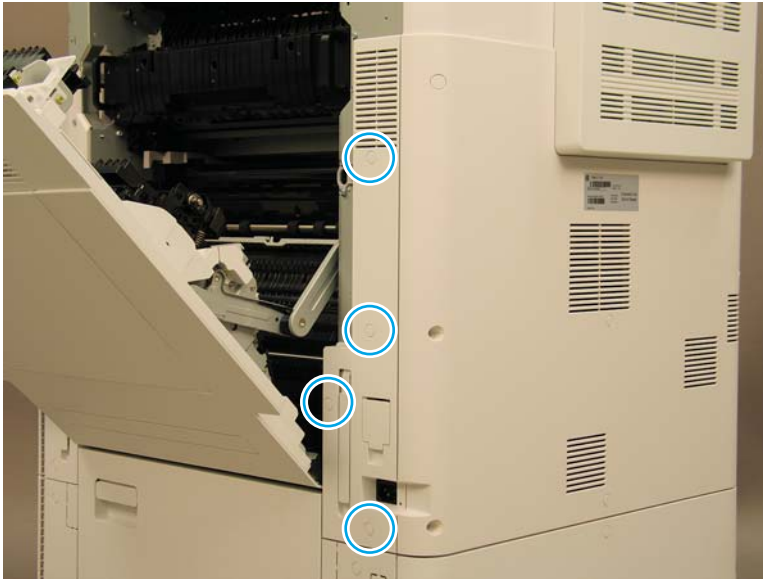
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the right rear cover

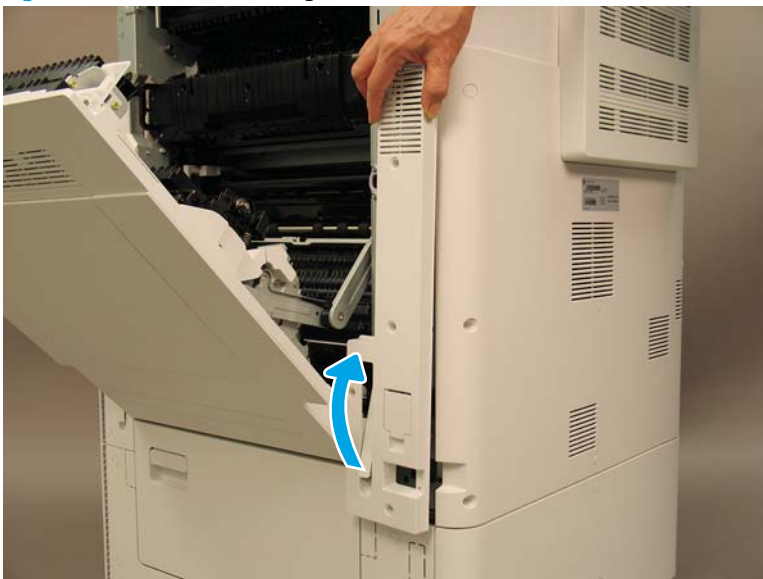
1. Open the right door.
2. Remove four screw-caps and four screws.

Figure 2-606 Remove four screws



3. Lift the handle and remove the right rear cover.

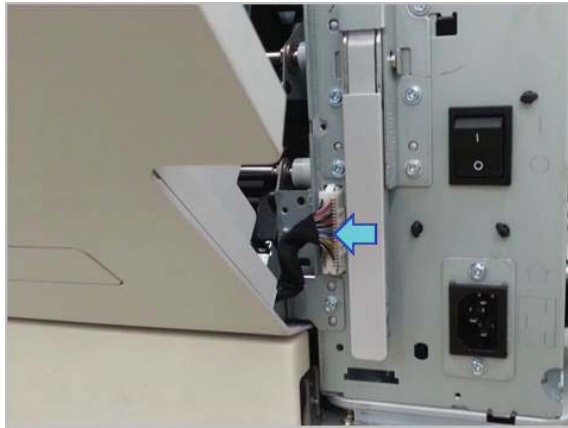
Figure 2-607 Remove the right rear cover



Step 2: Remove the right door

1. Disconnect the right door connector by moving it side-to-side until it releases.

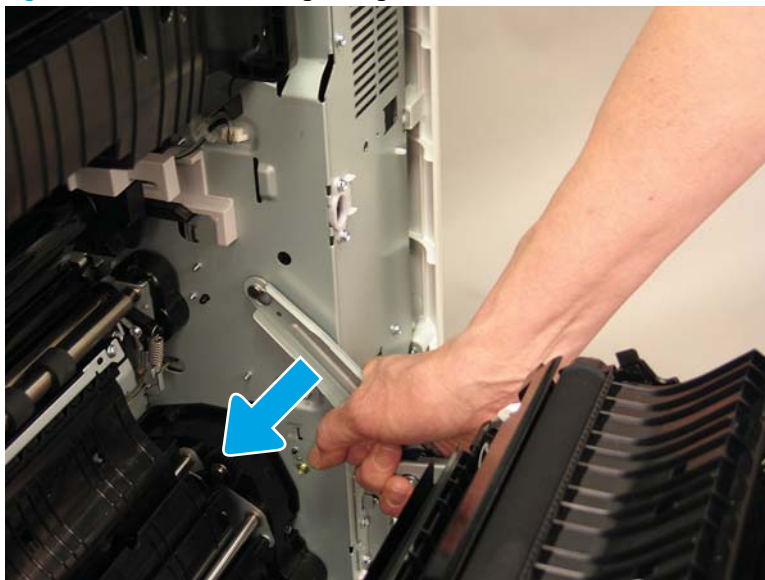
Figure 2-608 Disconnect one connector



2. Slightly raise the right door and carefully release the right hinge from the hinge pin.

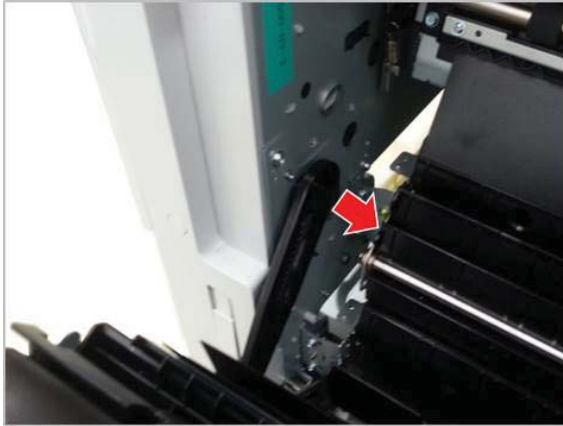
⚠ CAUTION: The hinge is spring-loaded and might snap back forcefully. Raise the door to take the tension off of the spring, and then hold the hinge firmly while releasing it from the hinge pin.

Figure 2-609 Release the right hinge



3. Slightly raise the right door, and then release the left dampener.

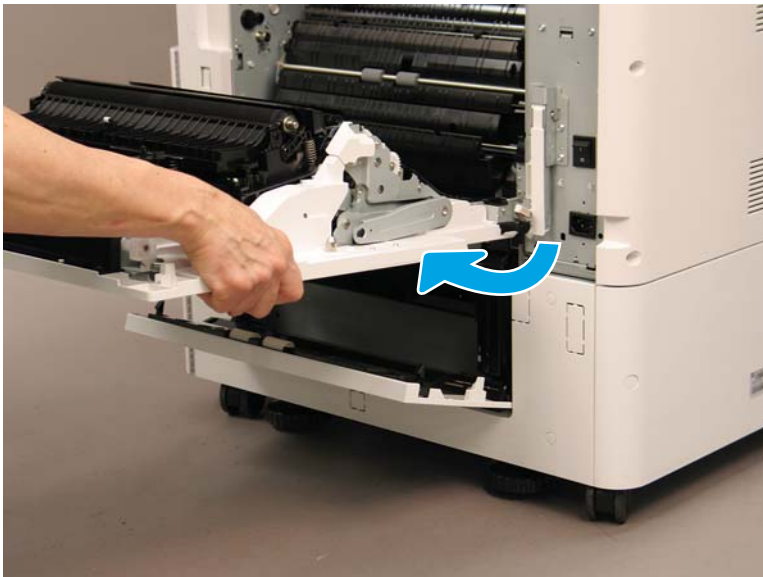
Figure 2-610 Release the left dampener



4. Open the lower paper feeder door. Lower the right door to 90°, and then rotate the rear side of the door away from the printer. Slide the door to the rear of the printer to remove it.

⚠ CAUTION: Do not lower the door more than 90°. This might result in damage to the door.

Figure 2-611 Remove the right door

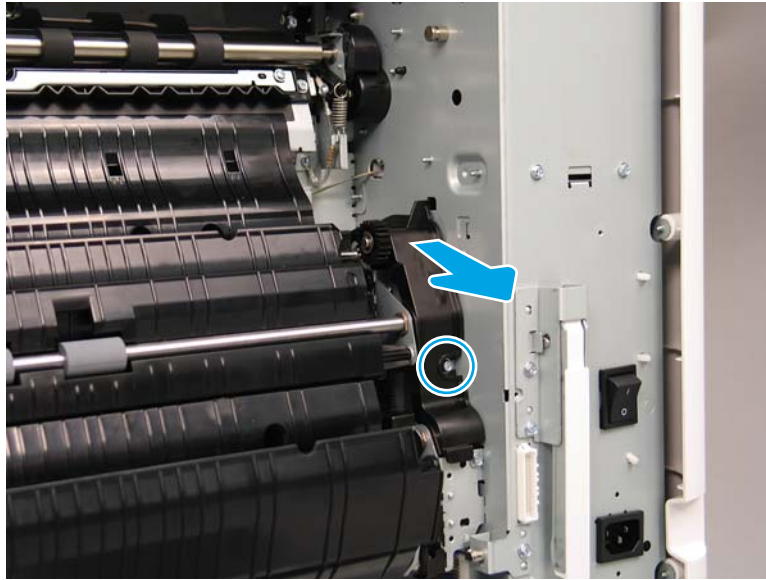


Step 3: Remove pickup unit 2

1. Remove the paper trays.

2. Remove one screw, and then remove the cover.

Figure 2-612 Remove one screw and the cover



3. Remove three screws.

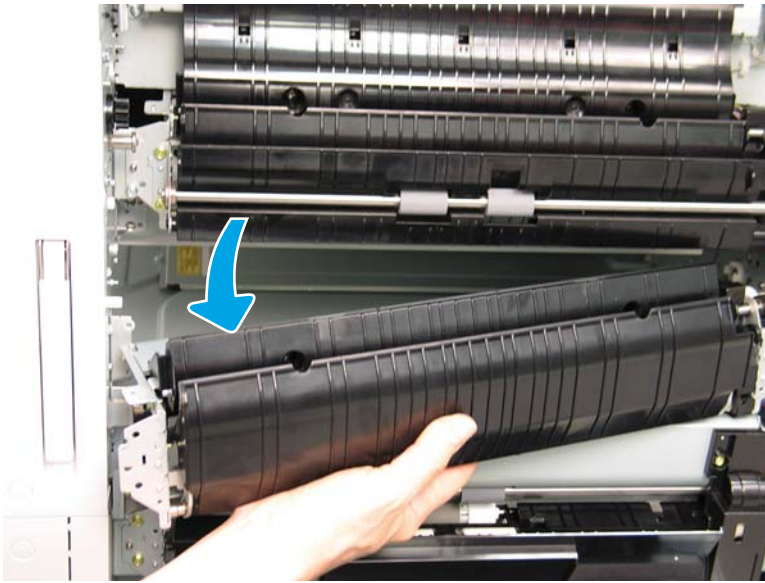
Figure 2-613 Remove three screws



4. Rotate the left side of pickup unit 2 away from the printer.

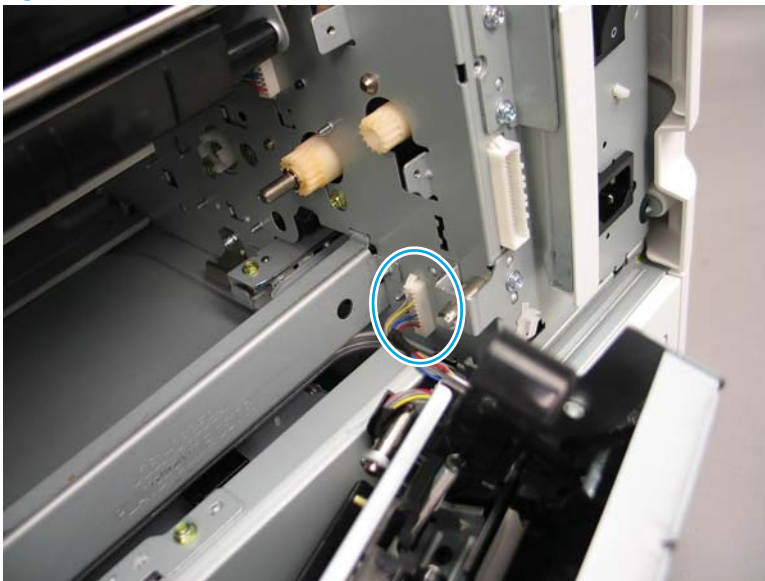
⚠ CAUTION: The pickup unit is still attached to the printer by a connector. Do not remove it completely

Figure 2-614 Rotate pickup unit 2



5. Disconnect one connector.

Figure 2-615 Disconnect one connector

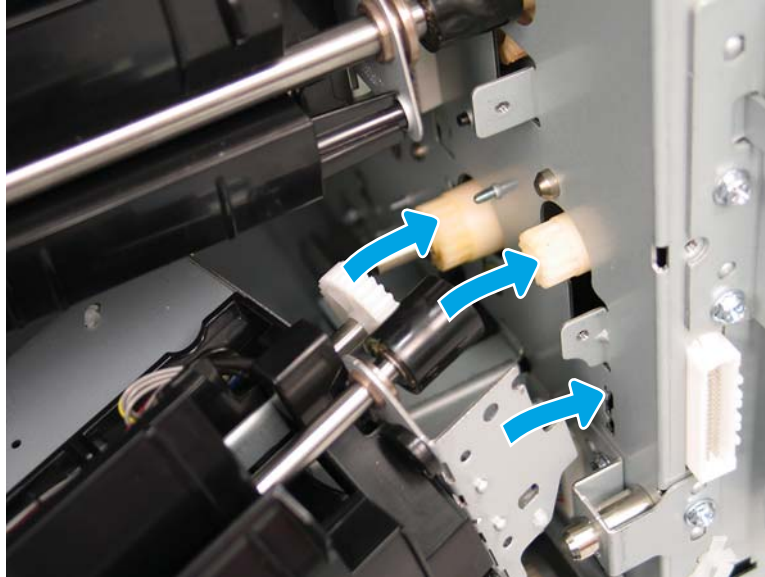


6. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Pickup unit 2

- ▲ When reinstalling pickup unit 2, align the gear, coupler, and bracket on the right side.

Figure 2-616 Align gear, coupler, and bracket



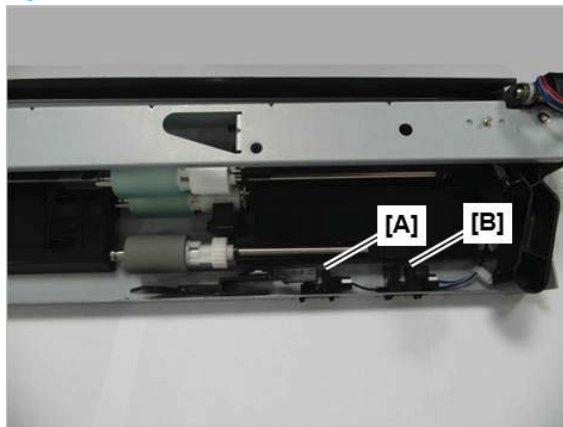
 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

Step 4: Remove the pickup lifting and empty sensor

▲ Disconnect the corresponding sensor connector, and then remove the sensor.


- a. [A]: Empty sensor.
- b. [B]: Pickup lifting sensor.

Figure 2-617 Remove the sensor





Step 5: 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.

Sub-Main frame pickup

Figure 2-618 Sub-Main frame paper pickup

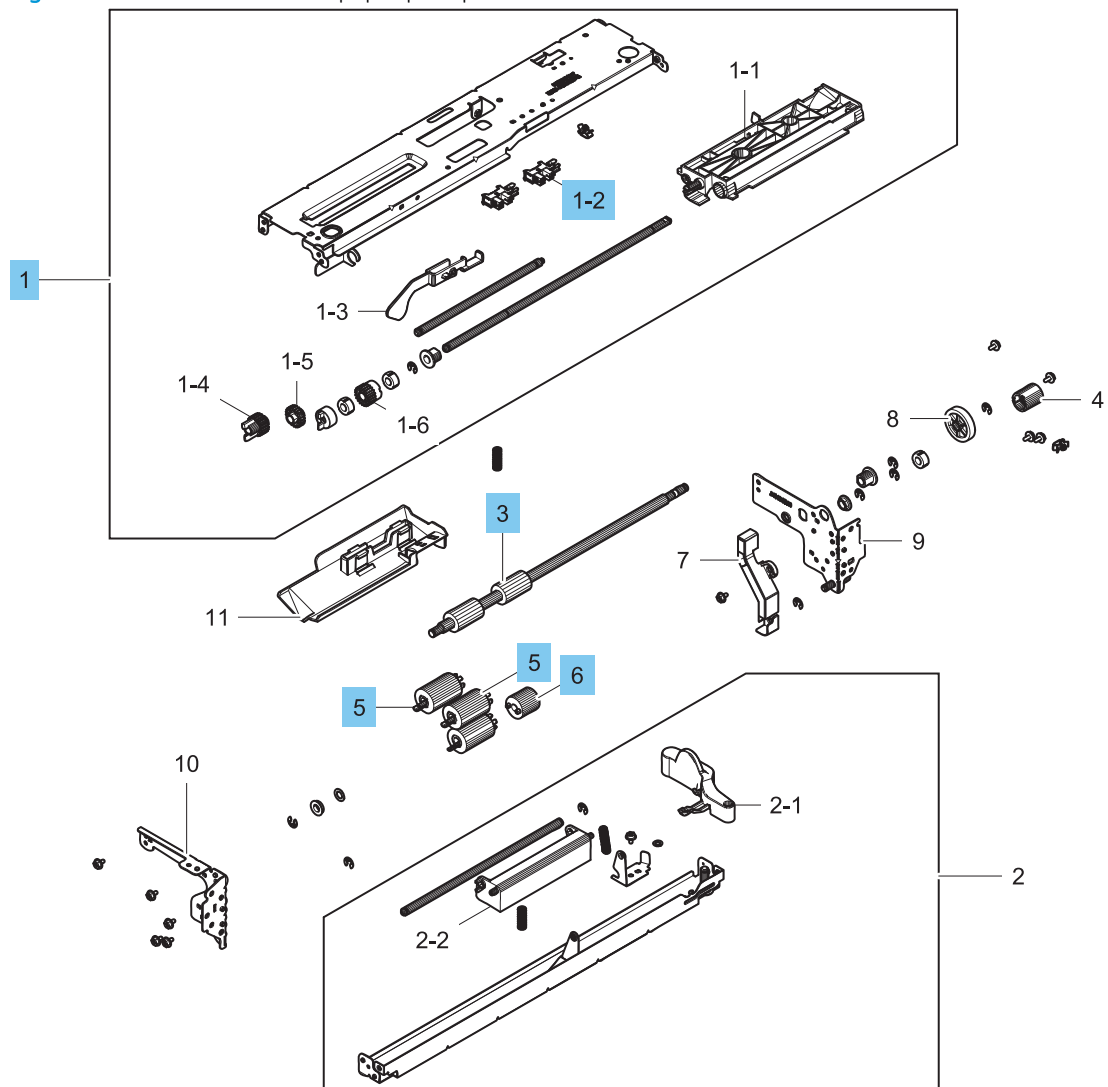


Table 2-11 Main frame paper pickup

Ref	Description	Part number	Qty
1	Sub Pick Up Upper	JC93-01421A	1
1-2	Photo-interrupter	0604-001393	2
3	Feed roller, first exit	JC66-04625A	1
5	Tray 2,3 Main rollers	JC93-01092A on page 623	3
6	Coupler, torque limiter	JC67-00455A	1

Trays 2–x pick, feed, and separation rollers

- [Introduction](#)
- [Step 1: Remove the Trays 2–x pick, feed, and separation rollers](#)
- [Step 2: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the Trays 2–x pick, feed, 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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- ⚠ **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC93-01092A

To order the part, go to www.hp.com/buy/parts.

- HP LaserJet Trays 2-x rollers

Required tools

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

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

Post service test

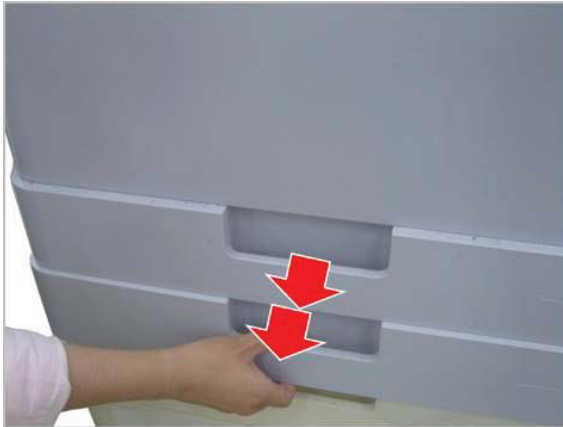
Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the Trays 2–x pick, feed, and separation rollers

 **NOTE:** HP recommends that all three rollers are replaced at the same time.

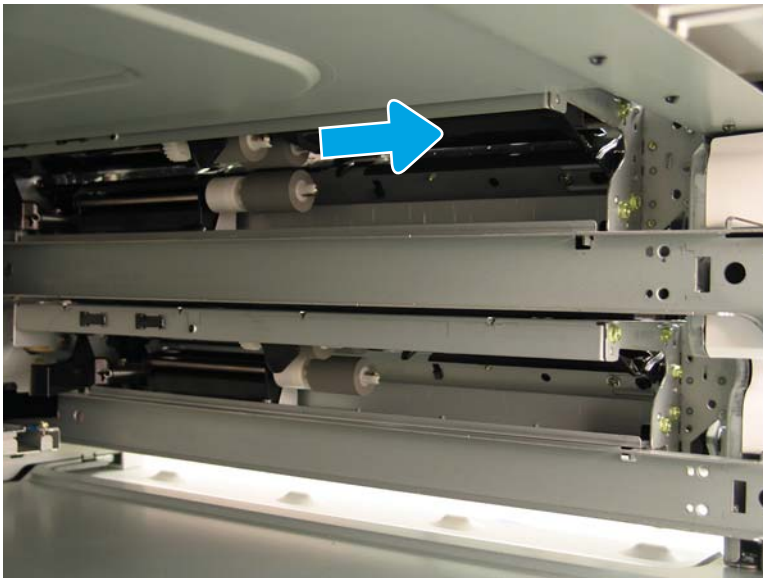
1. Open the right door.
2. Remove the two cassettes.

Figure 2-619 Remove the two cassettes



3. Inside the tray opening, slide the return guide toward the front of the printer until it stops.

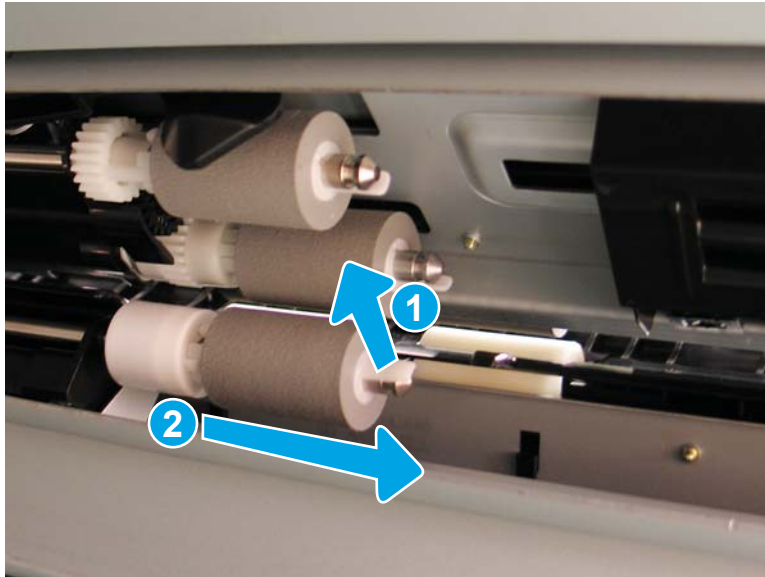
Figure 2-620 Slide the return guide



 **Reinstallation tip:** After installing the new rollers, slide the return guide toward the rear of the printer to prevent paper jams.

4. Release the latch at the end of the rollers (callout 1) by pulling the latch tab away from the shaft, and then slide the pick, feed, and separation rollers off of the shaft (callout 2) to remove them.

Figure 2-621 Remove rollers



5. When removing the rollers, make sure to leave the white couplers (callout 1) in place. If the couplers become dislodged, reinstall them as shown in the figure below.


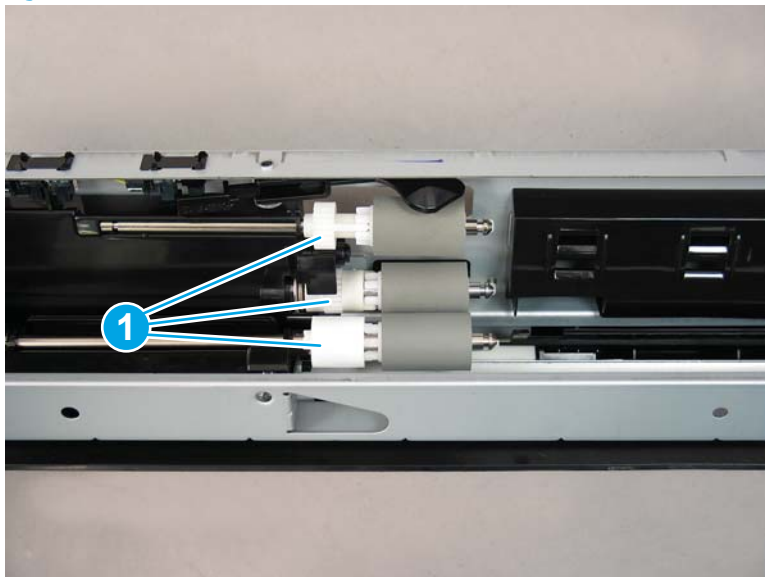
 **NOTE:** The figure shows the pickup assembly removed from the printer to more clearly show the positions of the couplers and rollers.

Figure 2-622 Coupler locations



6. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Trays 2-x pick, feed, and separation rollers

- ▲ After the replacement rollers are installed, follow these instructions to reset the firmware counter:

- i. From the Home screen on the printer control panel, select the [Support Tools](#) menu.
- ii. Select the [Service](#) menu.
- iii. Make sure that [Service Access Code](#) is selected in the drop-down menu, and then enter the access code (04087617).
- iv. Select the [Service Tools](#) menu.
- v. Select the [Supply Status](#) menu.
- vi. Select [Field Replacement Unit](#).
- vii. Select [Tray X Rollers](#).
- viii. Select the tray number for the rollers just replaced.
- ix. Select [Reset](#).

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.

Cover

Figure 2-623 Cover

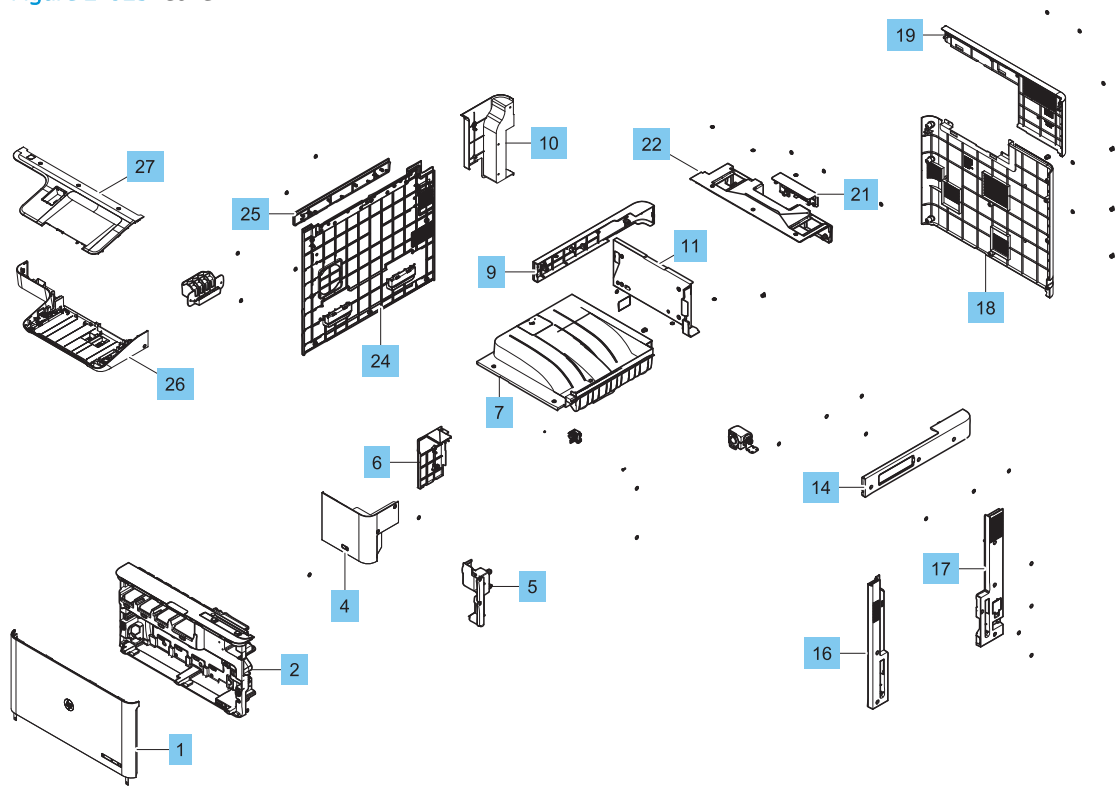


Table 2-12 Cover

Ref	Description	Part number	Qty
1	Front cover	JC95-02109A on page 629	1
2	Inner cover front	JC95-02110A on page 632	1
4	Right middle cover	JC63-02105A on page 639	1
5	Front cover, lower	JC63-04861B	1
6	Middle left cover	JC63-05635A on page 642	1
7	Cover, exit	JC95-02101A on page 644	1
9	Scan left cover	JC63-05587A	1
10	Left cover, upper	JC63-05638A on page 647	1
11	Cover, exit rear	JC63-04840B	1
14	Scan right cover	JC63-05571A	1
16	Right cover, front	JC63-04847C	1
17	Right cover, rear	JC95-02102A on page 650	1
18	Cover, lower rear	JC95-02117A on page 653	1
19	Rear cover, upper	JC63-05633A on page 656	1
21	Rear cover, dummy	JC63-04863B	1
22	Rear scan cover	JC63-04859C	1
22	Rear scan cover (du model only)	JC63-04859D	1
24	Left cover	JC95-02100A on page 659	1
25	Left cover, top	JC63-04862B	1
26	Cover, control panel bottom	JC63-05639A	1
27	Cover, control panel top	JC63-05640A	1
Not shown	Cover, upper right door	JC63-04916B on page 662	1
Not shown	Strap, front cover	JC61-04626A	1
Not shown	PCA, sub USB Host	JC41-00964A	1
Not shown	PCA, front power switch	JC92-02969A	1

Front cover

- [Introduction](#)
- [Step 1: Remove the front cover](#)
- [Step 2: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the front cover.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- ⚠ **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC95-02109A

To order the part, go to www.hp.com/buy/parts.

- Cover, front

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

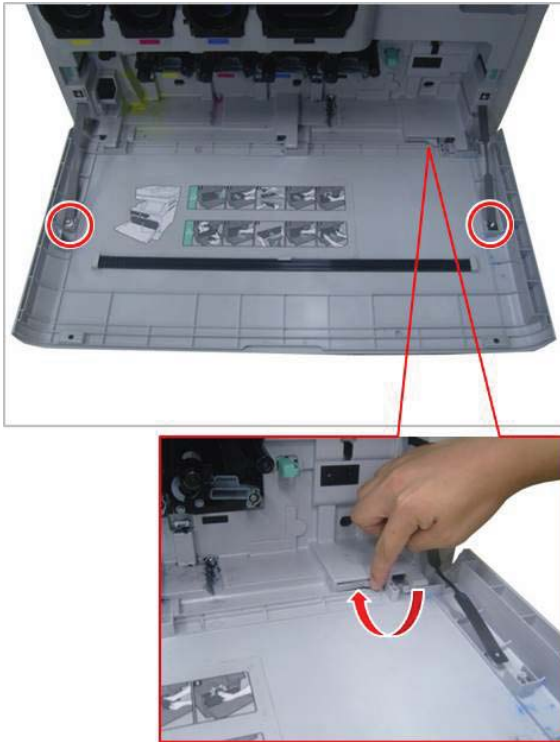
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the front cover

- ▲ Remove two screws securing the front cover. While pushing the right hook, remove the front cover.

Figure 2-624 Remove the front cover





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.

Inner front cover

- [Introduction](#)
- [Step 1: Remove the toner collection unit](#)
- [Step 2: Remove the paper dust brush](#)
- [Step 3: Remove the front cover](#)
- [Step 4: Remove the front top inner cover](#)
- [Step 5: Remove the front power cover](#)
- [Step 6: Remove the exit cover](#)
- [Step 7: Remove the inner front cover](#)
- [Step 8: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the inner front cover.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.



WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC95-02110A

To order the part, go to www.hp.com/buy/parts.

- Cover, Inner Front

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.

- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the toner collection unit

1. Open the front cover.
2. Push both hooks to release the toner collection unit (TCU).


 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 2-625 Remove the TCU



Step 2: Remove the paper dust brush

- ▲ Remove the paper dust brush.

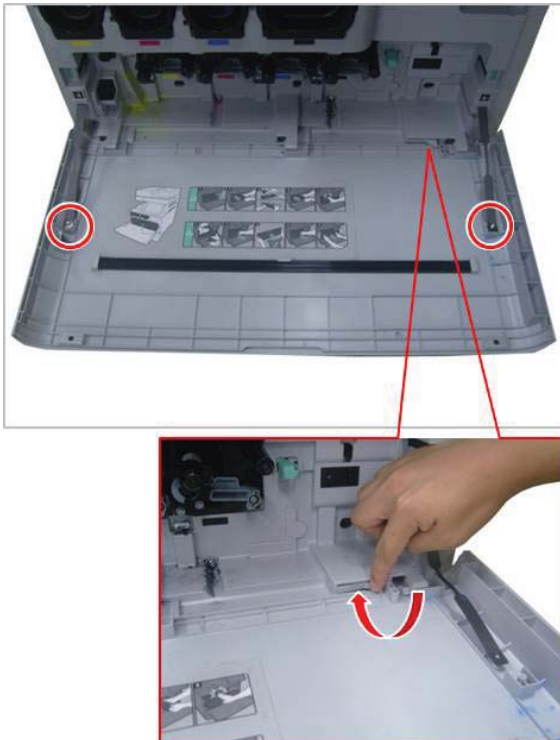
Figure 2-626 Remove the paper dust brush



Step 3: Remove the front cover

- ▲ Remove two screws securing the front cover. While pushing the right hook, remove the front cover.

Figure 2-627 Remove the front cover



Step 4: Remove the front top inner cover

- ▲ Remove two screw-caps and two screws. Lift the front top inner cover away from the printer to remove it.

Figure 2-628 Remove the front top inner cover



Step 5: Remove the front power cover

1. Remove two screw-caps and two screws. Release two tabs on the right, and then rotate the cover slightly away from the printer.

⚠ CAUTION: The cover is still attached to the printer by a cable. Do not completely remove the cover.

Figure 2-629 Remove two screws and rotate the cover



2. Disconnect one connector, and then remove the cover.

Figure 2-630 Remove the front power cover



Step 6: Remove the exit cover

- ▲ Remove two screw-caps and two screws, and then lift the exit cover away from the printer to remove it.

Figure 2-631 Remove the exit cover

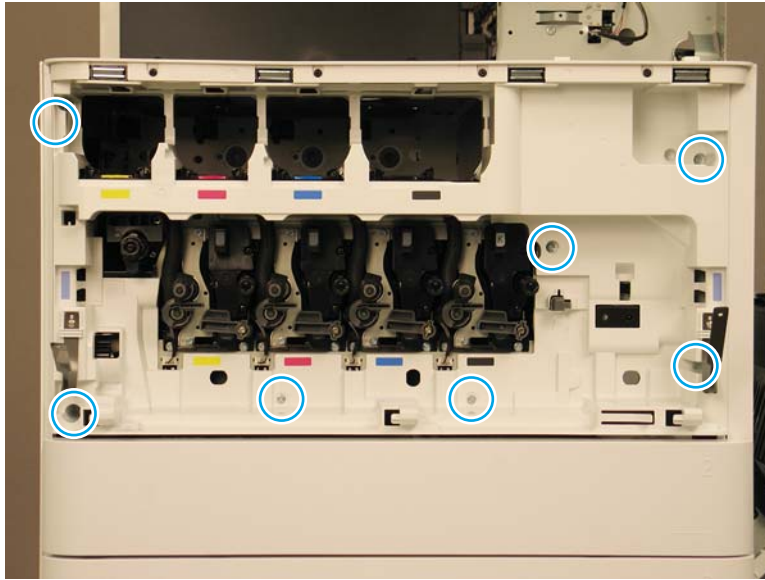


Step 7: Remove the inner front cover

1. Open the right door.
2. Remove the all of the toner cartridges.

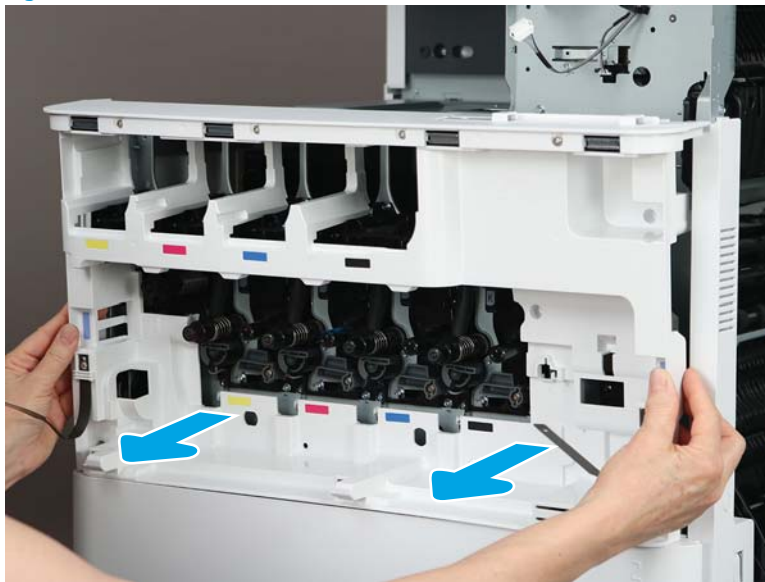
3. Remove seven screws.

Figure 2-632 Remove seven screws



4. Lift the inner cover away from the printer to remove it.

Figure 2-633 Remove the inner cover





Step 8: 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.

Front power cover

- [Introduction](#)
- [Step 1: Remove the front top inner cover](#)
- [Step 2: Remove the front power cover](#)
- [Step 3: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the front power cover.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- ⚠ **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC63-02105A

To order the part, go to www.hp.com/buy/parts.

- Cover, middle right

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

No post service test is available for this assembly.

Step 1: Remove the front top inner cover

- ▲ Remove two screw-caps and two screws. Lift the front top inner cover away from the printer to remove it.

Figure 2-634 Remove the front top inner cover



Step 2: Remove the front power cover

1. Remove two screw-caps and two screws. Release two tabs on the right, and then rotate the cover slightly away from the printer.

⚠ CAUTION: The cover is still attached to the printer by a cable. Do not completely remove the cover.

Figure 2-635 Remove two screws and rotate the cover




2. Disconnect one connector, and then remove the cover.

Figure 2-636 Remove the front power cover





Step 3: 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.

Front top inner cover

- [Introduction](#)
- [Step 1: Remove the front top inner cover](#)
- [Step 2: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the front top inner cover.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC63-05635A

To order the part, go to www.hp.com/buy/parts.

- Cover, Middle Left

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

No post service test is available for this assembly.

Step 1: Remove the front top inner cover

- ▲ Remove two screw-caps and two screws. Lift the front top inner cover away from the printer to remove it.

Figure 2-637 Remove the front top inner cover





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.

Exit cover

- [Introduction](#)
- [Step 1: Remove the front top inner cover](#)
- [Step 2: Remove the exit cover](#)
- [Step 3: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the exit cover.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- ⚠ **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC95-02101A

To order the part, go to www.hp.com/buy/parts.

- Cover, exit

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

No post service test is available for this assembly.

Step 1: Remove the front top inner cover

- ▲ Remove two screw-caps and two screws. Lift the front top inner cover away from the printer to remove it.

Figure 2-638 Remove the front top inner cover



Step 2: Remove the exit cover

- ▲ Remove two screw-caps and two screws, and then lift the exit cover away from the printer to remove it.

Figure 2-639 Remove the exit cover



Step 3: 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.

Left rear corner cover

- [Introduction](#)
- [Step 1: Remove the formatter cover](#)
- [Step 2: Remove the left rear corner cover](#)
- [Step 3: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the left rear corner cover.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- ⚠ **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC63-05638A

To order the part, go to www.hp.com/buy/parts.

- Cover, upper left

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

No post service test is available for this assembly.

Step 1: Remove the formatter cover

- ▲ Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

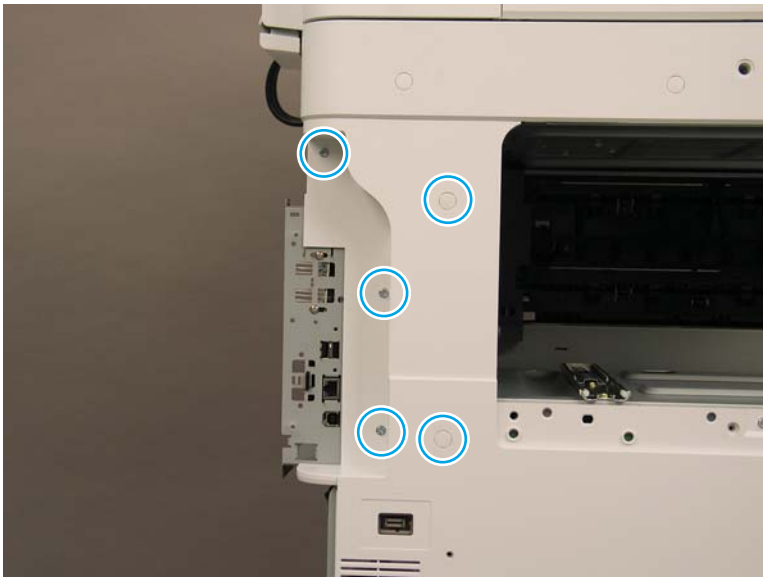
Figure 2-640 Remove the formatter cover



Step 2: Remove the left rear corner cover


- ▲ Remove two screw caps and five screws. Slide the upper left cover up and away from the printer to remove it.

Figure 2-641 Remove the upper left cover





Step 3: 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.

Right rear cover

- [Introduction](#)
- [Step 1: Remove the right rear cover](#)
- [Step 2: Unpack the replacement assembly](#)

Introduction


This document provides the procedures to remove and replace the right rear cover.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
-  **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC95-02102A

To order the part, go to www.hp.com/buy/parts.

- Cover, Right Rear

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

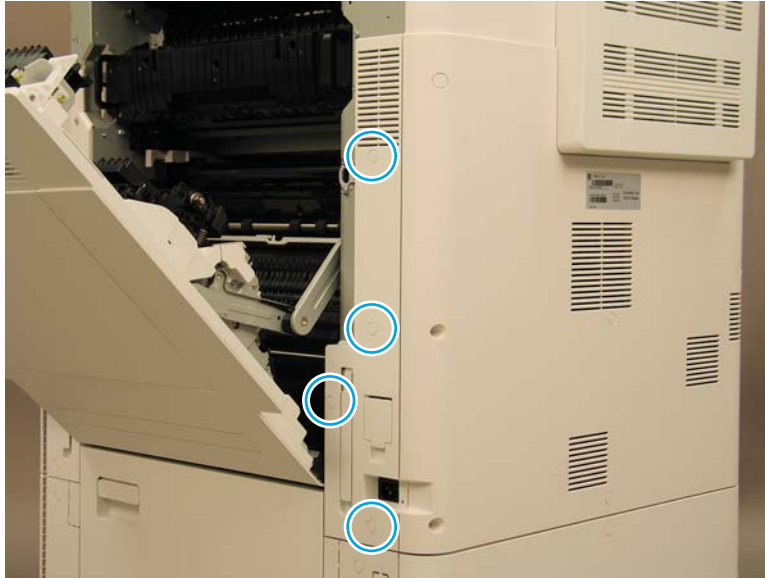
Post service test

No post service test is available for this assembly.

Step 1: Remove the right rear cover

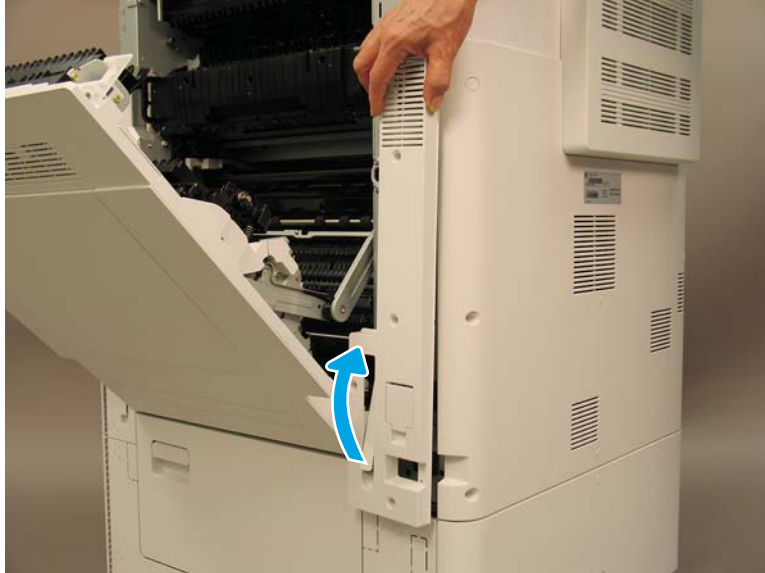
1. Open the right door.
2. Remove four screw-caps and four screws.

Figure 2-642 Remove four screws



3. Lift the handle and remove the right rear cover.

Figure 2-643 Remove the right rear cover





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.

Lower rear cover

- [Introduction](#)
- [Step 1: Remove the formatter cover](#)
- [Step 2: Remove the lower rear cover](#)
- [Step 3: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the lower rear cover.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- ⚠ **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC95-02117A

To order the part, go to www.hp.com/buy/parts.

- Cover, lower rear

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

No post service test is available for this assembly.

Step 1: Remove the formatter cover

- ▲ Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

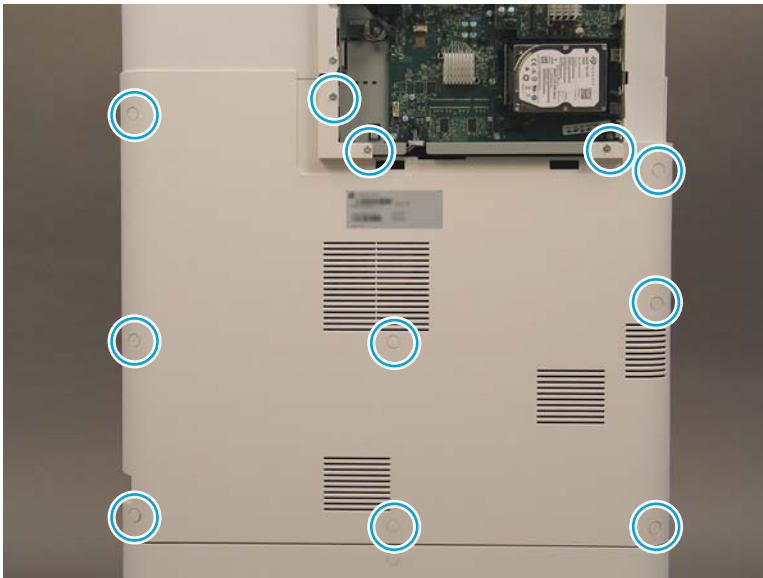
Figure 2-644 Remove the formatter cover



Step 2: Remove the lower rear cover

- ▲ Remove 8 screw-caps and 11 screws. Lift left side, and then pull the cover straight out on the right.

Figure 2-645 Remove the lower rear cover





Step 3: 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.

Upper rear cover

- [Introduction](#)
- [Step 1: Remove the formatter cover](#)
- [Step 2: Remove the lower rear cover](#)
- [Step 3: Remove the upper rear cover](#)
- [Step 4: Unpack the replacement assembly](#)

Introduction

[Click here to view a video of this procedure.](#)

This document provides the procedures to remove and replace the upper rear cover.



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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- ⚠ **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC63-05633A

To order the part, go to www.hp.com/buy/parts.

- Cover, rear upper

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

No post service test is available for this assembly.

Step 1: Remove the formatter cover

- ▲ Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

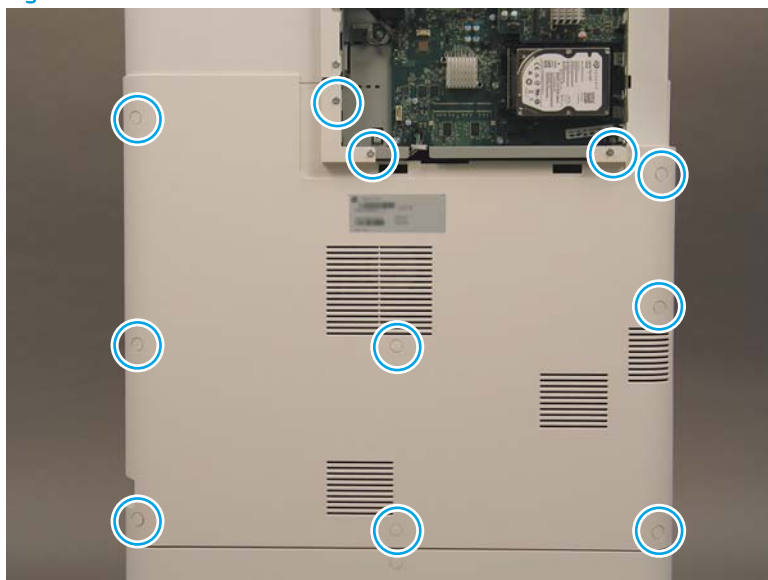
Figure 2-646 Remove the formatter cover



Step 2: Remove the lower rear cover

- ▲ Remove 8 screw-caps and 11 screws. Lift left side, and then pull the cover straight out on the right.

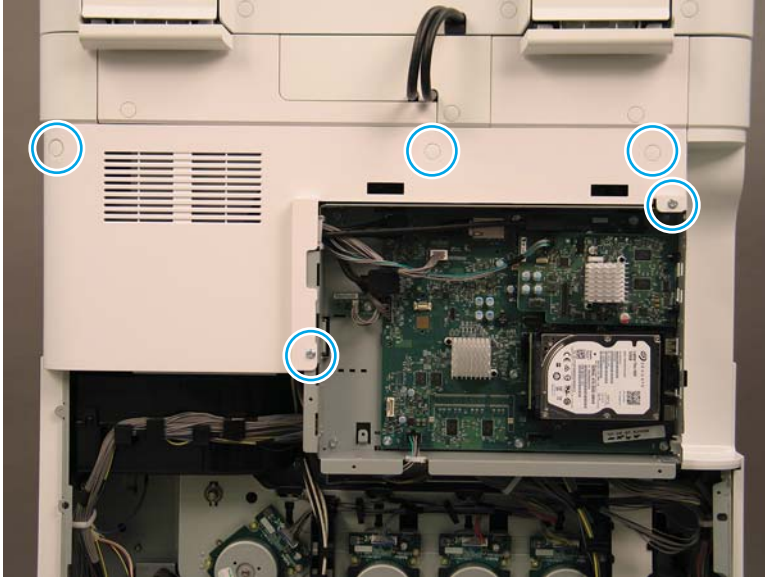
Figure 2-647 Remove the lower rear cover



Step 3: Remove the upper rear cover


- ▲ Remove three screw-caps and five screws. Lift the upper rear cover away from the printer to remove it.

Figure 2-648 Remove the upper rear cover





Step 4: 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.

Left cover

- [Introduction](#)
- [Step 1: Remove the left cover](#)
- [Step 2: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the left cover.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- ⚠ **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC95-02100A

To order the part, go to www.hp.com/buy/parts.

- Cover, left

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

No post service test is available for this assembly.

Step 1: Remove the left cover

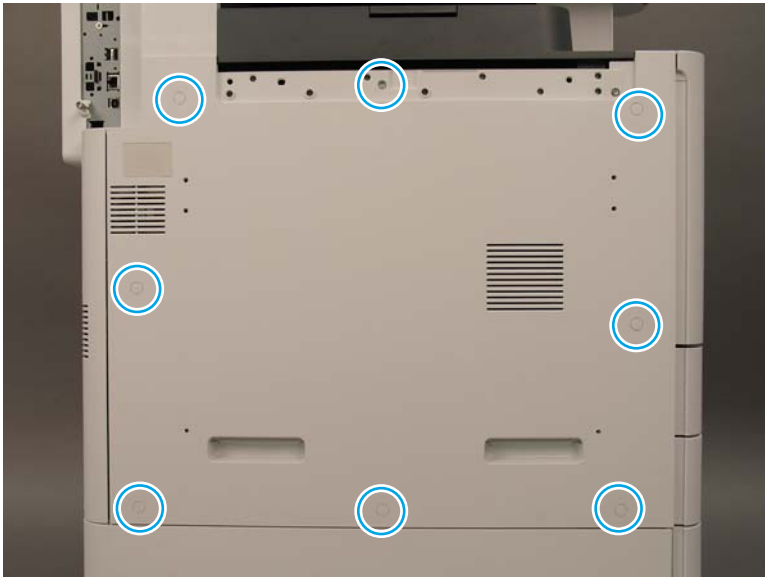
1. Remove the top left cover.

Figure 2-649 Top left cover



2. Remove seven screw-caps and eight screws, and lift the left cover off of the printer.

Figure 2-650 Remove the left cover





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.

Top right cover

- [Introduction](#)
- [Step 1: Remove the front top inner cover](#)
- [Step 2: Remove the front power cover](#)
- [Step 3: Remove the top right cover](#)
- [Step 4: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the top right cover.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- ⚠ **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC63-04916B

To order the part, go to www.hp.com/buy/parts.

- Cover, Right Upper

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

No post service test is available for this assembly.

Step 1: Remove the front top inner cover

- ▲ Remove two screw-caps and two screws. Lift the front top inner cover away from the printer to remove it.

Figure 2-651 Remove the front top inner cover



Step 2: Remove the front power cover

1. Remove two screw-caps and two screws. Release two tabs on the right, and then rotate the cover slightly away from the printer.

⚠ CAUTION: The cover is still attached to the printer by a cable. Do not completely remove the cover.

Figure 2-652 Remove two screws and rotate the cover



2. Disconnect one connector, and then remove the cover.

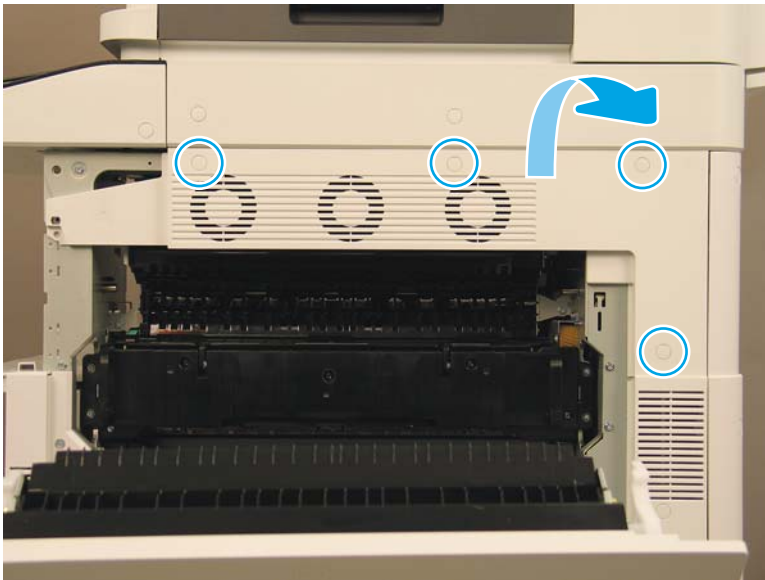
Figure 2-653 Remove the front power cover



Step 3: Remove the top right cover


- ▲ Remove four screw caps and four screws, and then rotate the upper right door cover away from the printer to remove it.

Figure 2-654 Remove the upper right door cover





Step 4: 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.

Right door

Figure 2-655 Right door

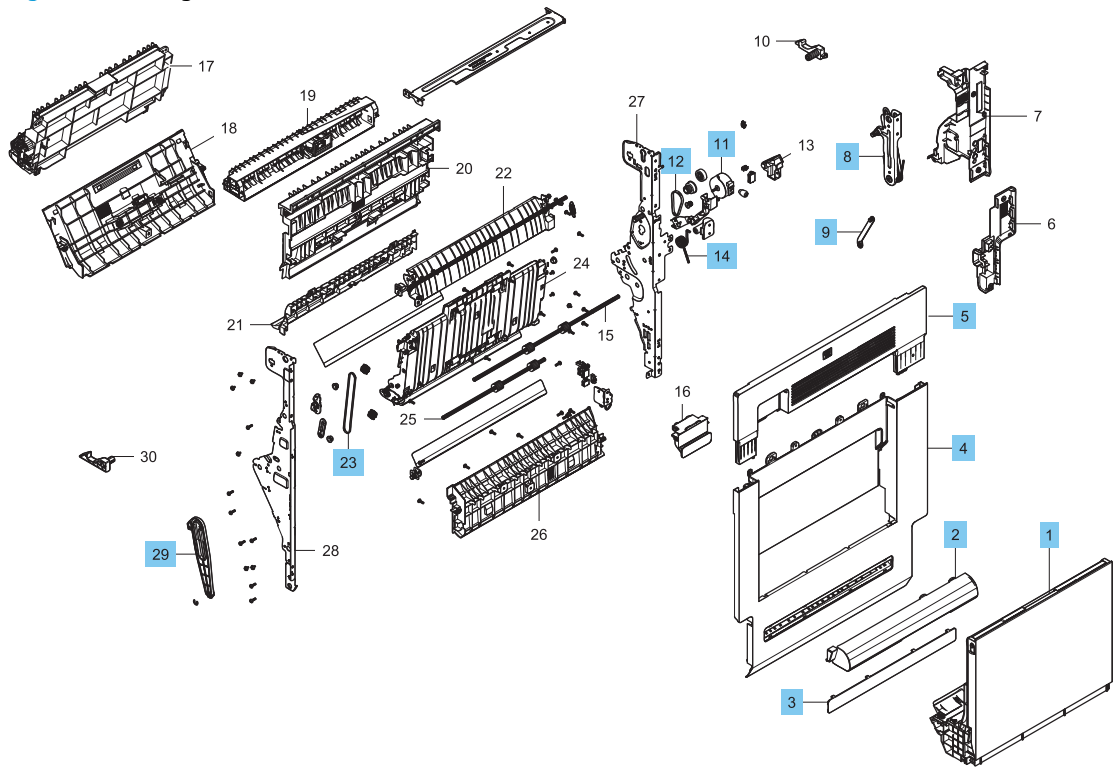


Table 2-13 Right door

Ref	Description	Part number	Qty
1	Tray 1, door	JC90-01352B on page 668	1
2	Cover, right door front	JC63-04910B	1
3	Cover, dummy LCT	JC63-04918B	1
4	Cover, right	JC63-04920B	1
5	Cover, upper right door	JC63-04916B	1
8	Right door, link	JC95-01970A	1
9	Right door, side hinge	JC66-04400A	1
11	Motor - step	JC93-01085A	1
12	Timing belt, gear	6602-001730	3
14	Spring, ts	JC61-07372A	1
23	Timing belt	6602-003183	1
29	Right door damper	JC66-04398A	1
Not shown	Tray 1 empty sensor	0604-001393 on page 685	1
Not shown	Tray 1 paper length sensor	0604-001393 on page 703	1
Not shown	Fuser out sensor (Photo Interruptor)	0604-001393 on page 721	1
Not shown	Feed 2 sensor	0604-001490 on page 727	1

Tray 1 unit (on the right door)

- [Introduction](#)
- [Step 1: Remove the right rear cover](#)
- [Step 2: Remove the right door](#)
- [Step 3: Remove the feed guide take away lower and feed guide take away upper](#)
- [Step 4: Remove the Tray 1 unit](#)
- [Step 5: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the Tray 1 unit on the right door.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.



WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC90-01352B

To order the part, go to www.hp.com/buy/parts.

- Tray 1, Door

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

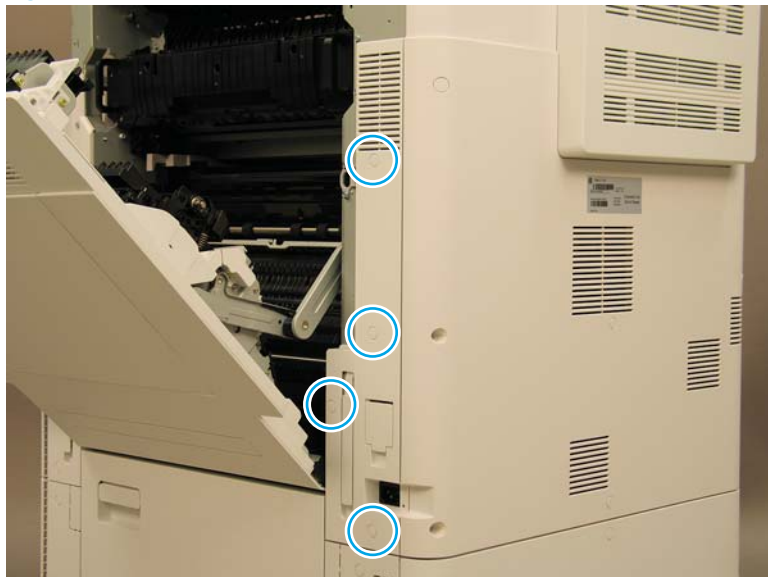
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the right rear cover

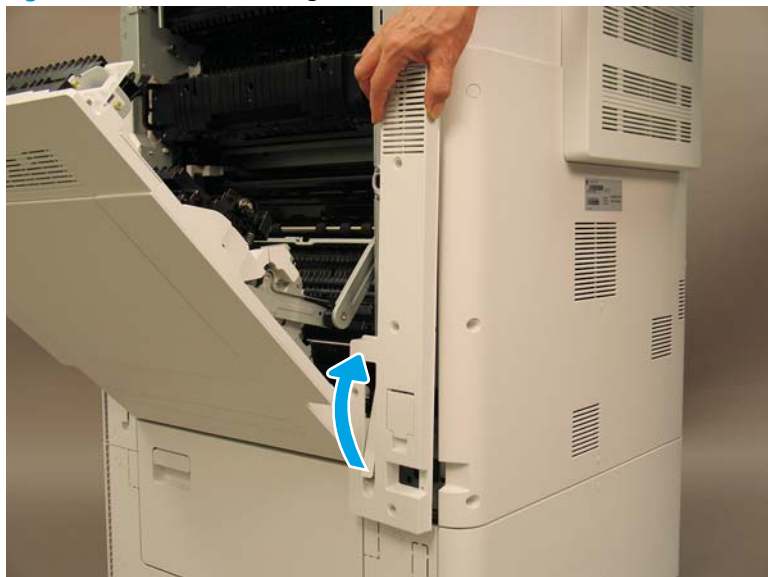
1. Open the right door.
2. Remove four screw-caps and four screws.

Figure 2-656 Remove four screws



3. Lift the handle and remove the right rear cover.

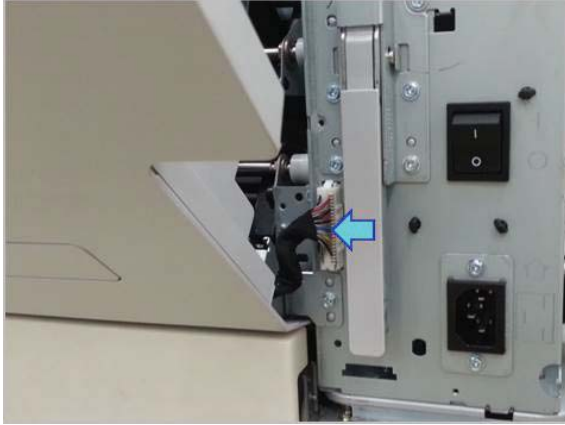
Figure 2-657 Remove the right rear cover



Step 2: Remove the right door

1. Disconnect the right door connector by moving it side-to-side until it releases.

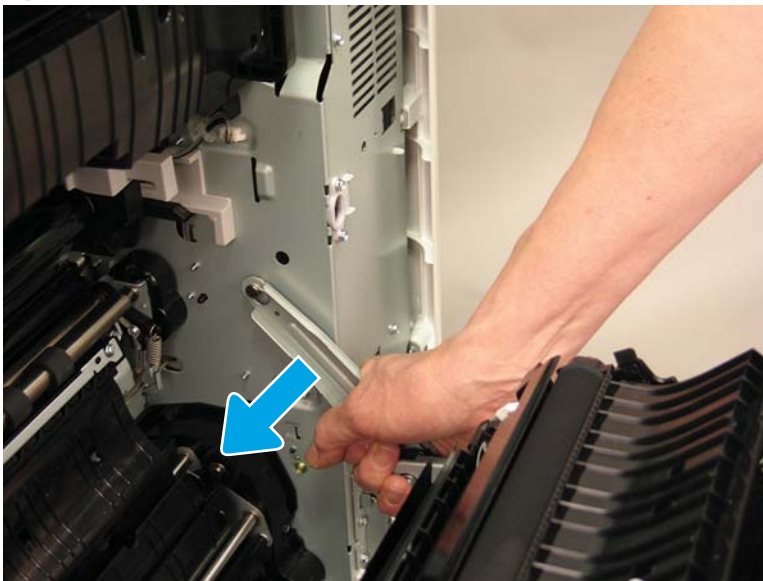
Figure 2-658 Disconnect one connector



2. Slightly raise the right door and carefully release the right hinge from the hinge pin.

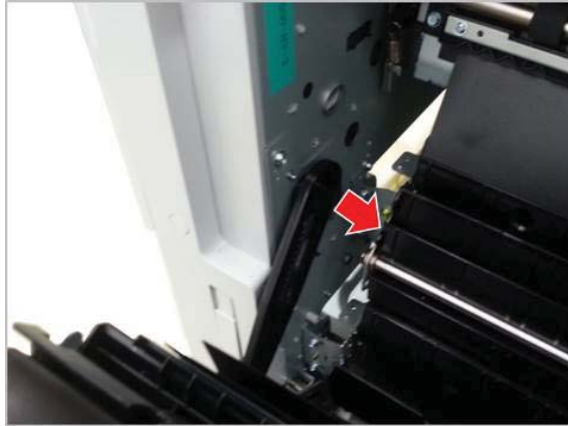
⚠ CAUTION: The hinge is spring-loaded and might snap back forcefully. Raise the door to take the tension off of the spring, and then hold the hinge firmly while releasing it from the hinge pin.

Figure 2-659 Release the right hinge



3. Slightly raise the right door, and then release the left dampener.

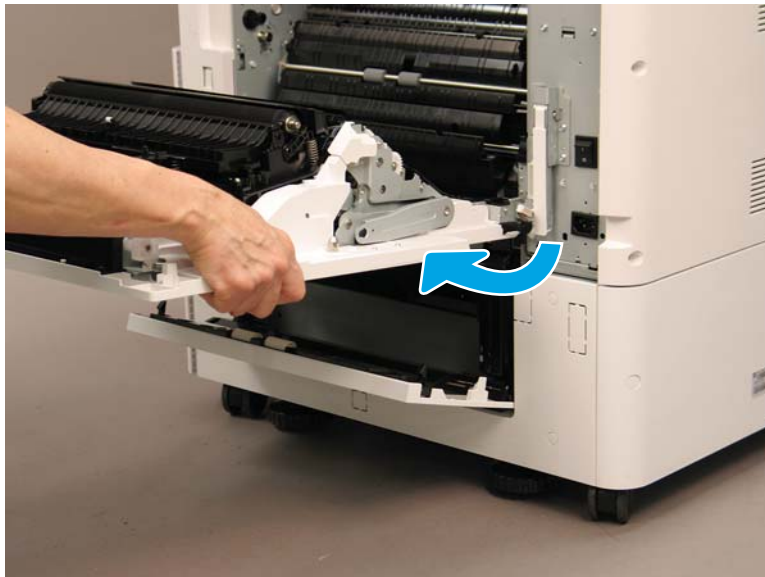
Figure 2-660 Release the left dampener



4. Open the lower paper feeder door. Lower the right door to 90°, and then rotate the rear side of the door away from the printer. Slide the door to the rear of the printer to remove it.

CAUTION: Do not lower the door more than 90°. This might result in damage to the door.

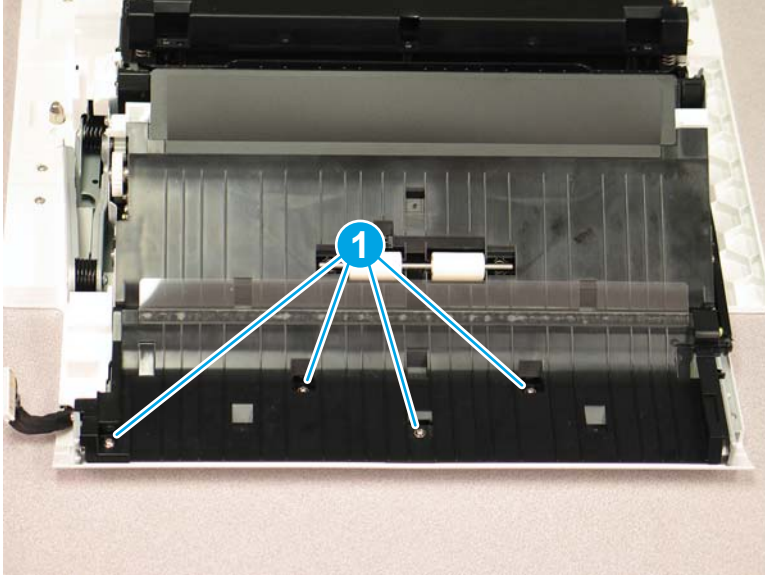
Figure 2-661 Remove the right door



Step 3: Remove the feed guide take away lower and feed guide take away upper

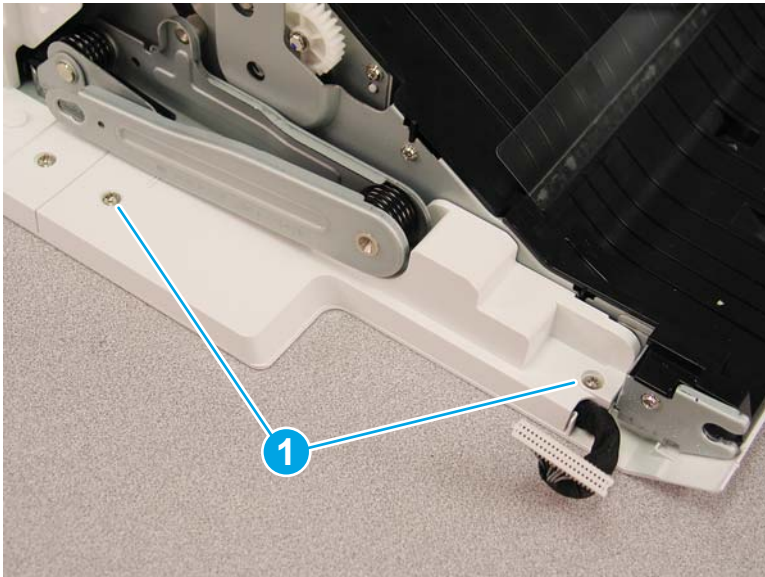
1. Remove four screws.

Figure 2-662 Remove four screws



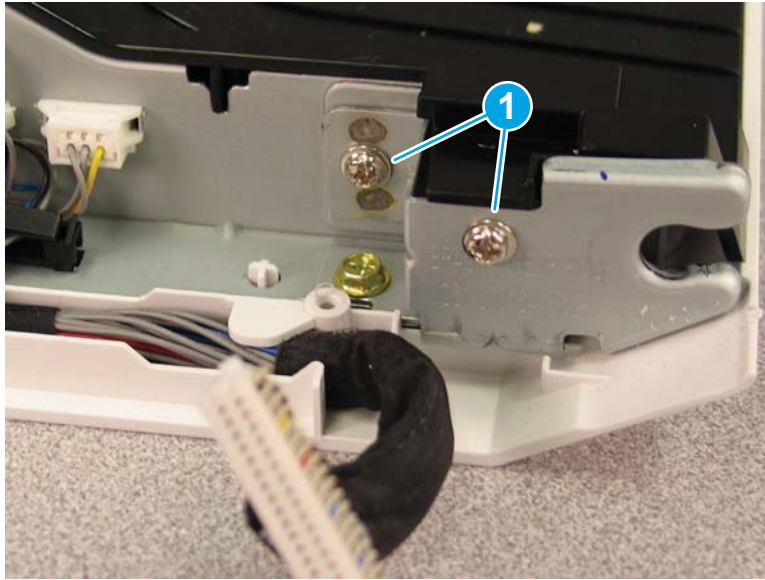
2. Remove two screws, and then remove the lower cable cover.

Figure 2-663 Remove two screws and the lower cable cover



3. Remove two screws.

Figure 2-664 Remove two screws



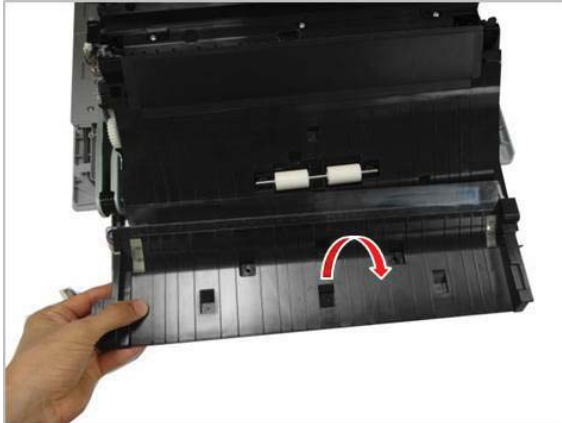
4. Remove one screw.

Figure 2-665 Remove one screw



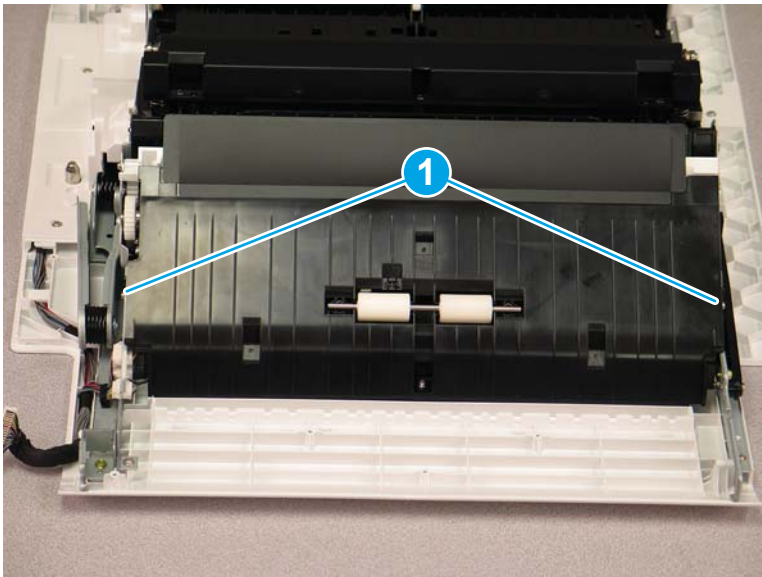
5. Remove the feed guide take away lower.

Figure 2-666 Remove the feed guide take away lower



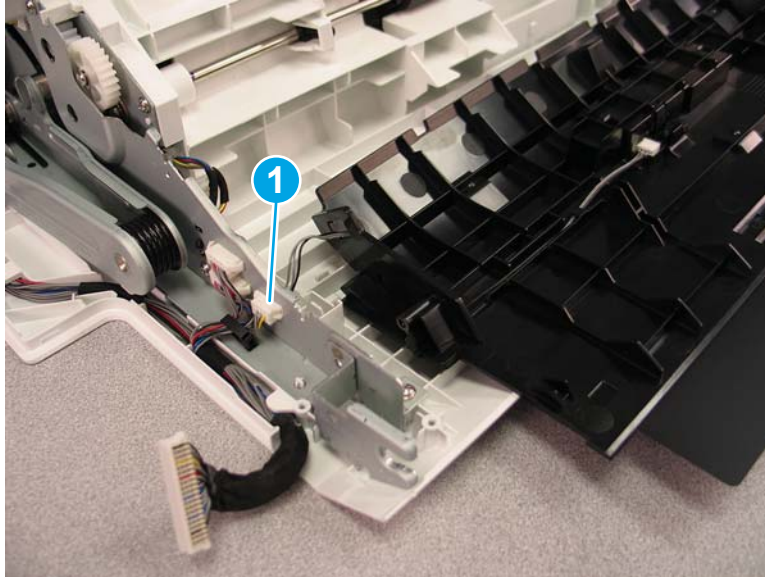
6. Remove two screws (callout 1).

Figure 2-667 Remove two screws



7. Lift the feed guide take away upper slightly away from the right door, and then disconnect one connector (callout 1).

Figure 2-668 Remove the feed guide take away upper



Step 4: Remove the Tray 1 unit

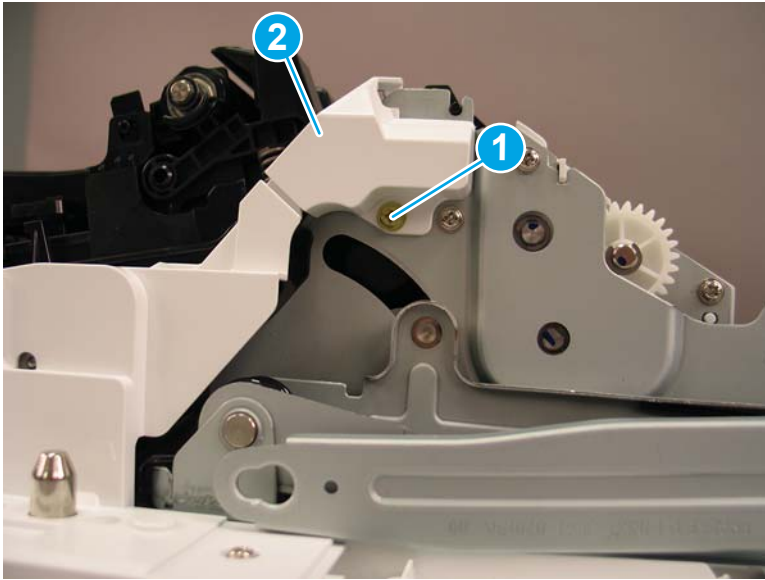
1. Hold the right door upright, open Tray 1, and then release the hinge arm (callout 1).

Figure 2-669 Release the hinge arm



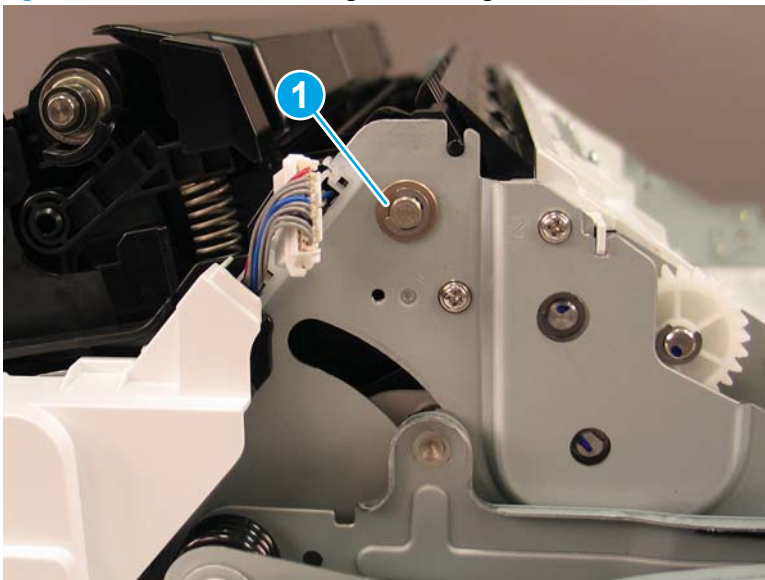
2. Remove one screw (callout 1), and then remove the bushing cover (callout 2).

Figure 2-670 Remove one screw and bushing cover



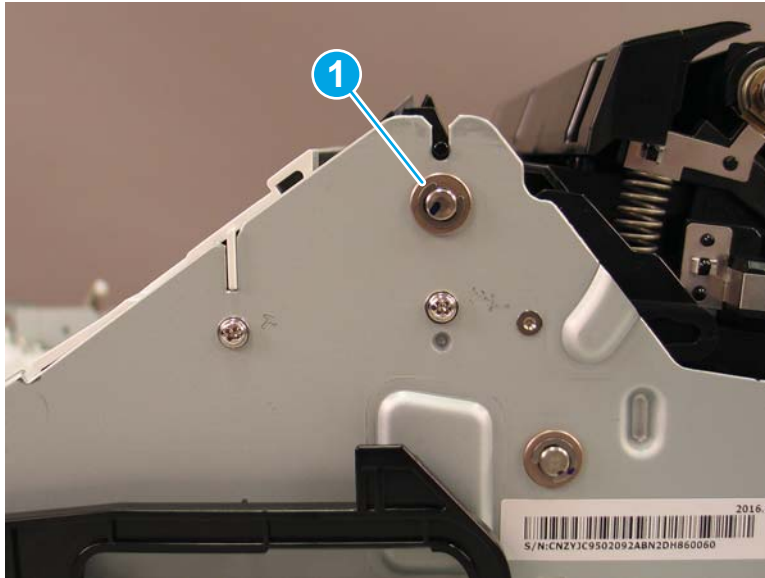
3. Remove one e-ring and bushing (callout 1).

Figure 2-671 Remove one e-ring and bushing



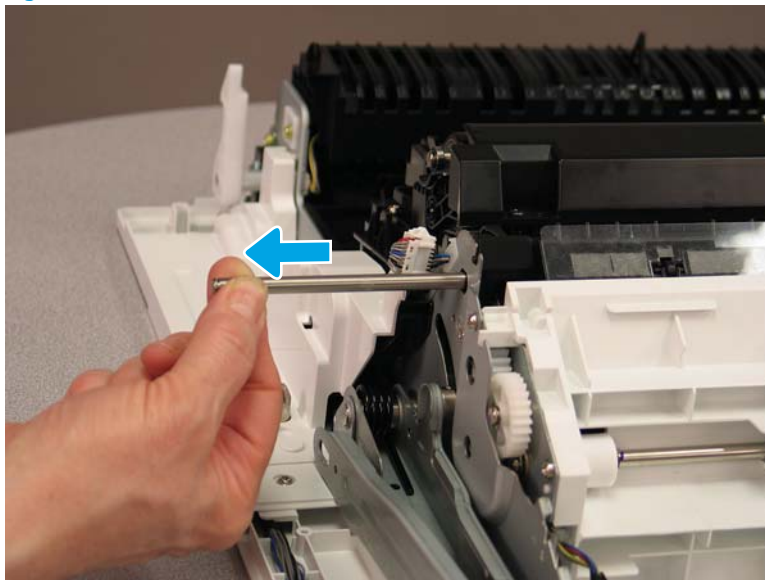
4. Remove one e-ring and bushing (callout 1).

Figure 2-672 Remove one e-ring and bushing



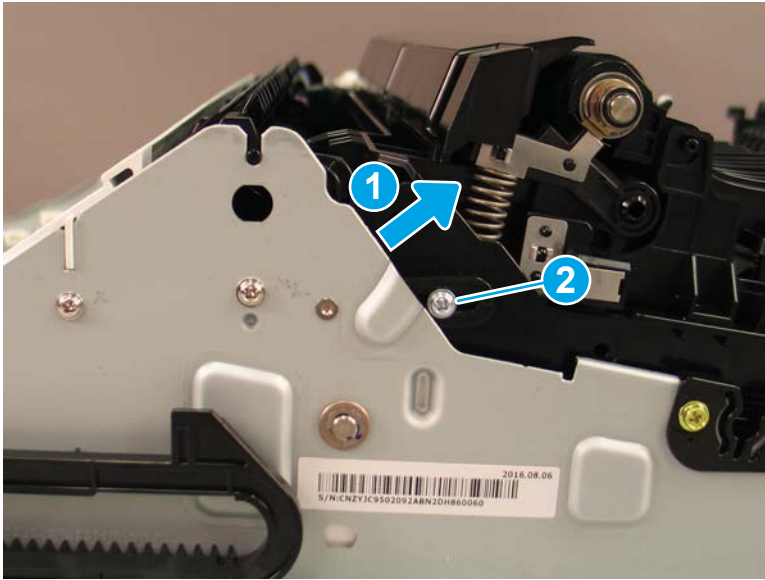
5. Remove the shaft.

Figure 2-673 Remove the shaft



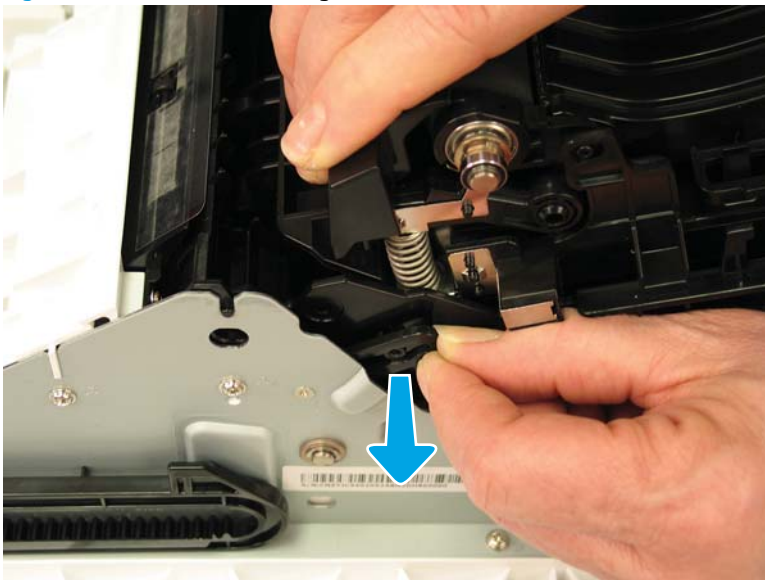
6. Pull the hinge arm up (callout 1), and then remove one screw (callout 2).

Figure 2-674 Remove one screw



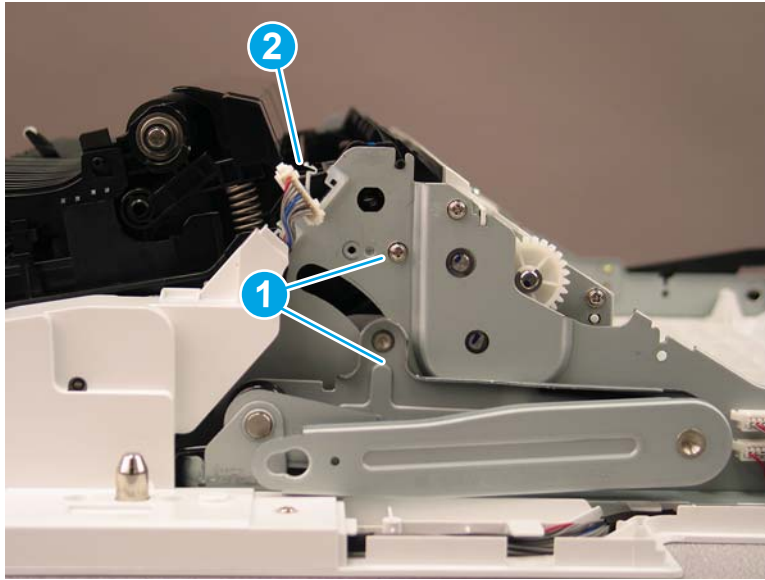
7. Release the hinge.

Figure 2-675 Release the hinge



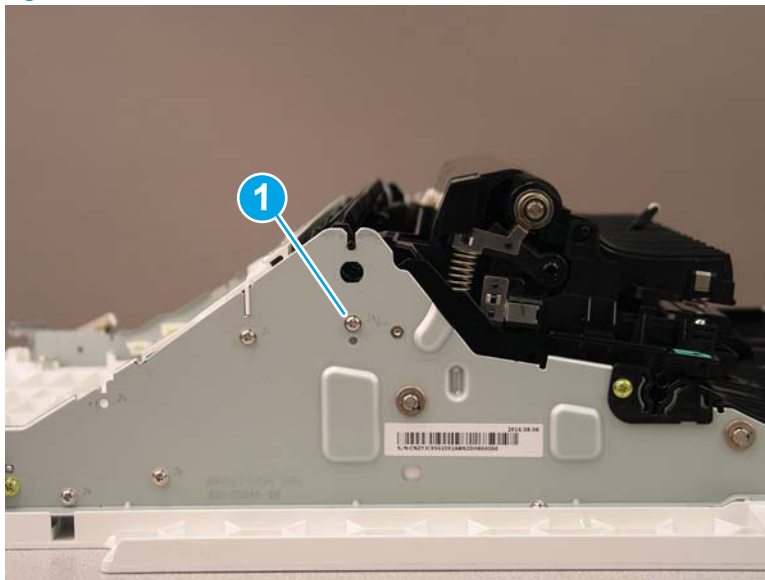
8. Remove one screw (callout 1), and then release one retainer (callout 2).

Figure 2-676 Remove one screw



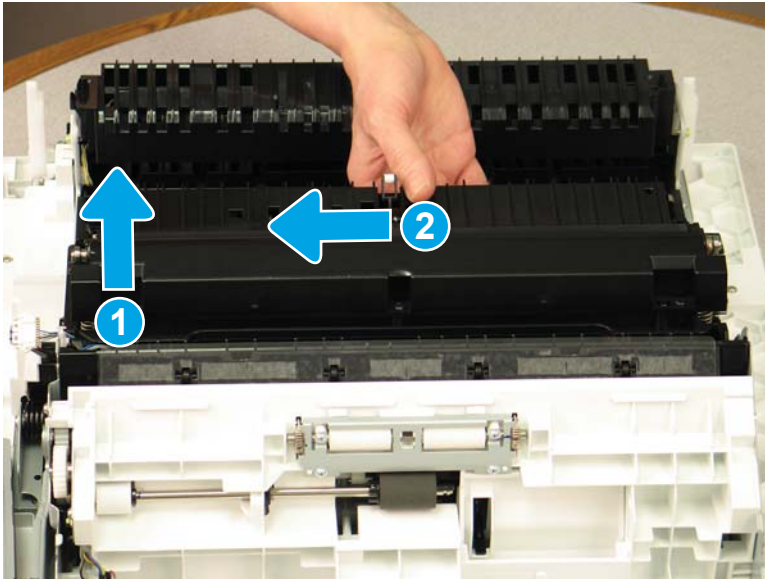
9. Remove one screw (callout 1).

Figure 2-677 Remove one screw



10. Lift up on the feed roller assembly (callout 1), and then slide it to the left (callout 2) to release it.

Figure 2-678 Release the feed roller assembly



11. Rotate the feed roller assembly to the side.

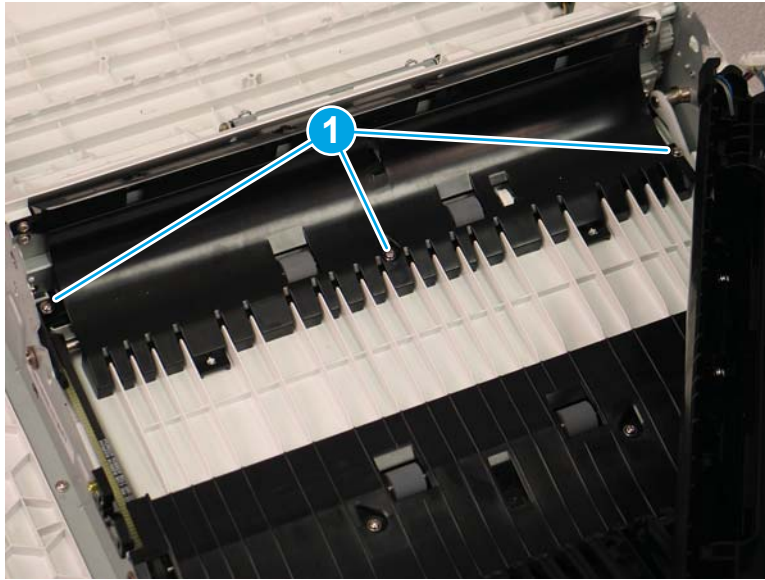
⚠ CAUTION: The feed roller assembly is still attached to the right door. Do not attempt to remove it completely.

Figure 2-679 Rotate the feed roller assembly



12. Remove three screws (callout 1).

Figure 2-680 Remove three screws



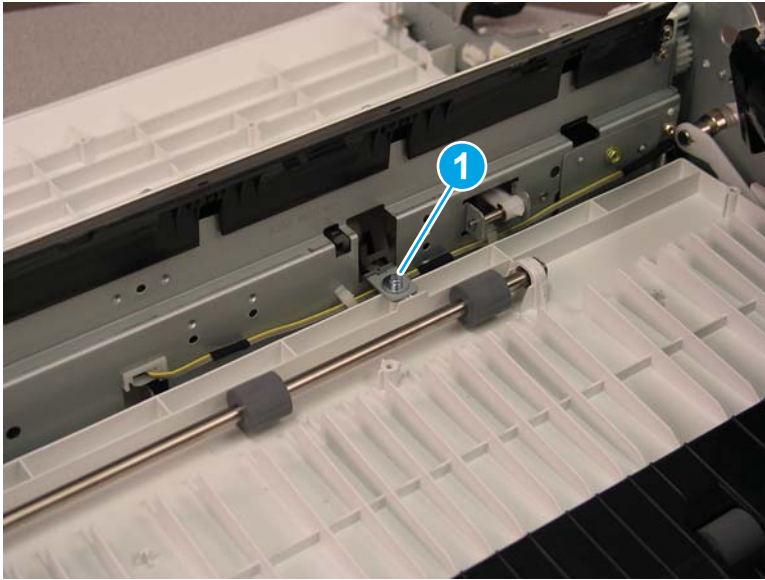
13. Remove the duplex lower guide.

Figure 2-681 Remove the duplex lower guide



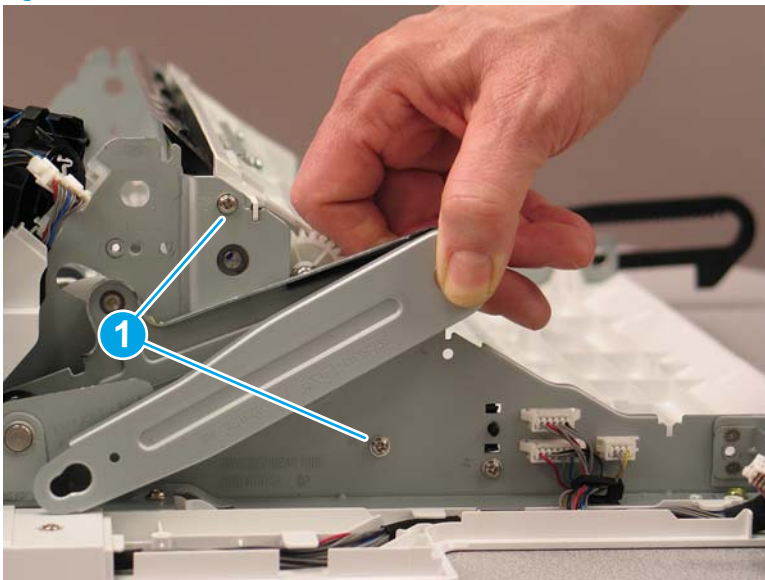
14. Remove one screw (callout 1).

Figure 2-682 Remove one screw



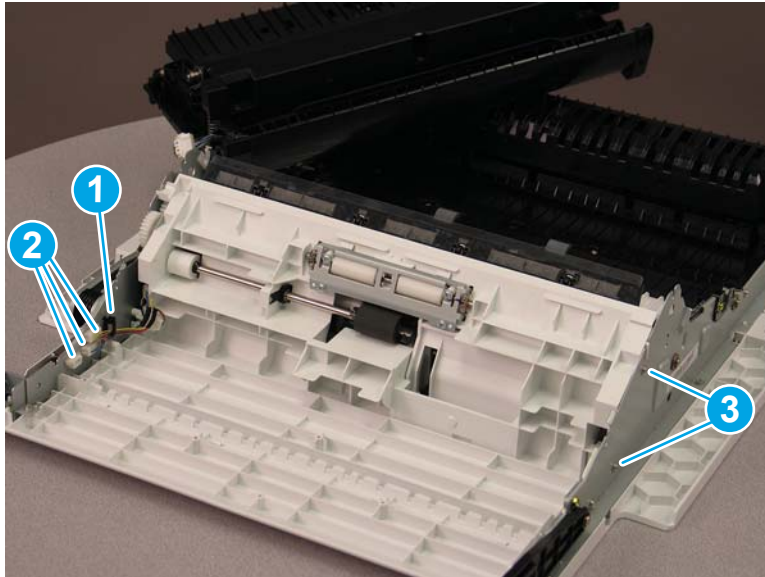
15. Remove two screws (callout 1).

Figure 2-683 Remove two screws



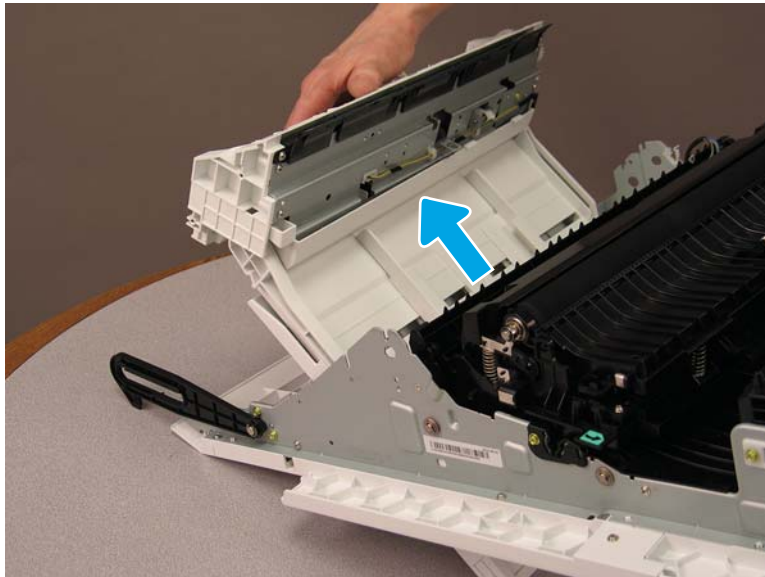
16. Release one retainer (callout 1), disconnect three connectors (callout 2), and then remove two screws (callout 3).

Figure 2-684 Disconnect three connectors and remove two screws



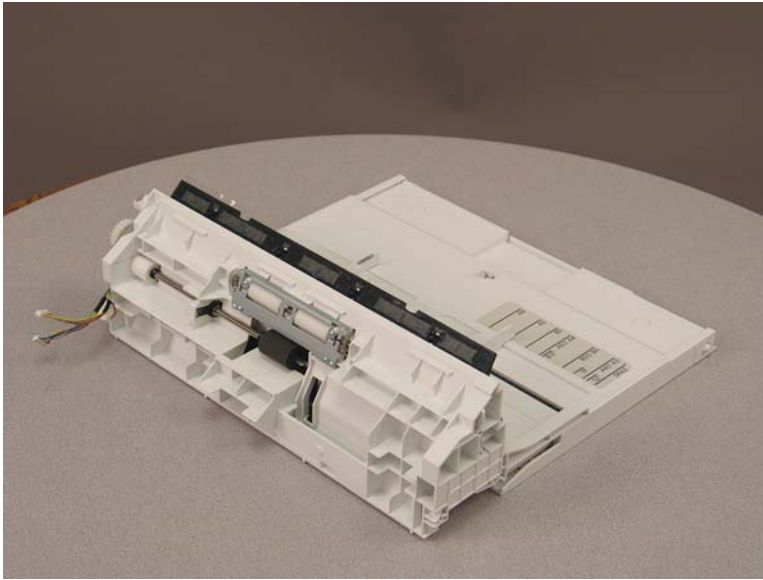
17. Release the Tray 1 unit from the right door.

Figure 2-685 Release the Tray 1 unit



18. Remove the Tray 1 unit.

Figure 2-686 Remove the Tray 1 unit





Step 5: 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.

Tray 1 empty sensor

- [Introduction](#)
- [Step 1: Remove the right rear cover](#)
- [Step 2: Remove the right door](#)
- [Step 3: Remove the feed guide take away lower and feed guide take away upper](#)
- [Step 4: Remove the Tray 1 unit](#)
- [Step 5: Remove the Tray 1 empty sensor](#)
- [Step 6: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the Tray 1 empty sensor.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- ⚠ **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

0604-001393

To order the part, go to www.hp.com/buy/parts.

- Photo Interrupter

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.

- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

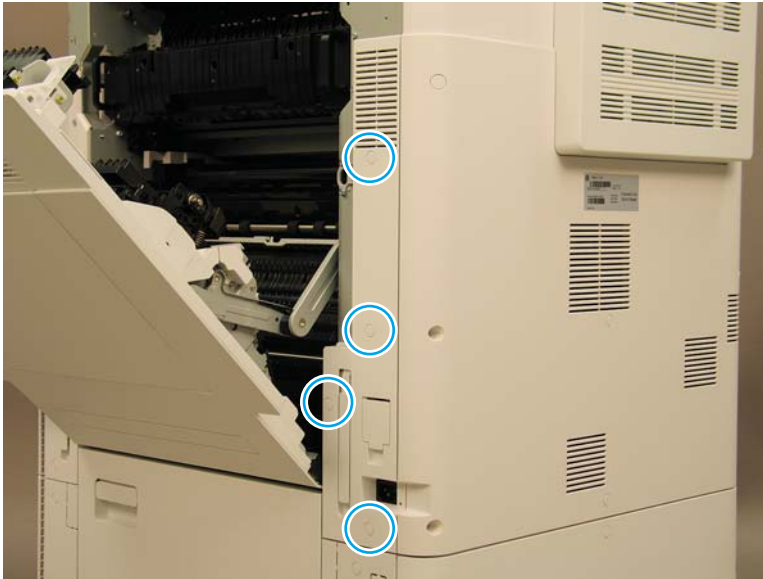
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the right rear cover

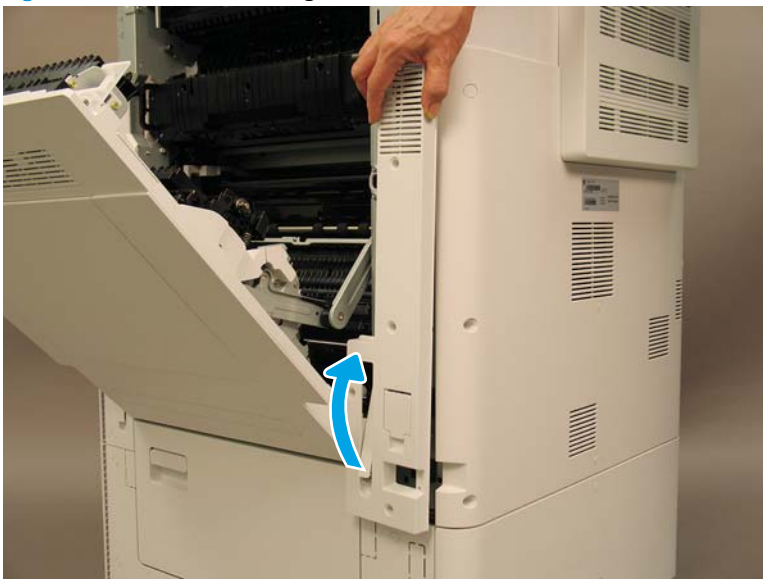
1. Open the right door.
2. Remove four screw-caps and four screws.

Figure 2-687 Remove four screws



3. Lift the handle and remove the right rear cover.

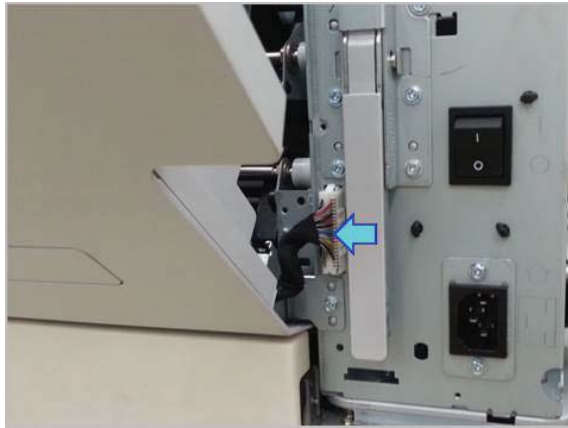
Figure 2-688 Remove the right rear cover



Step 2: Remove the right door

1. Disconnect the right door connector by moving it side-to-side until it releases.

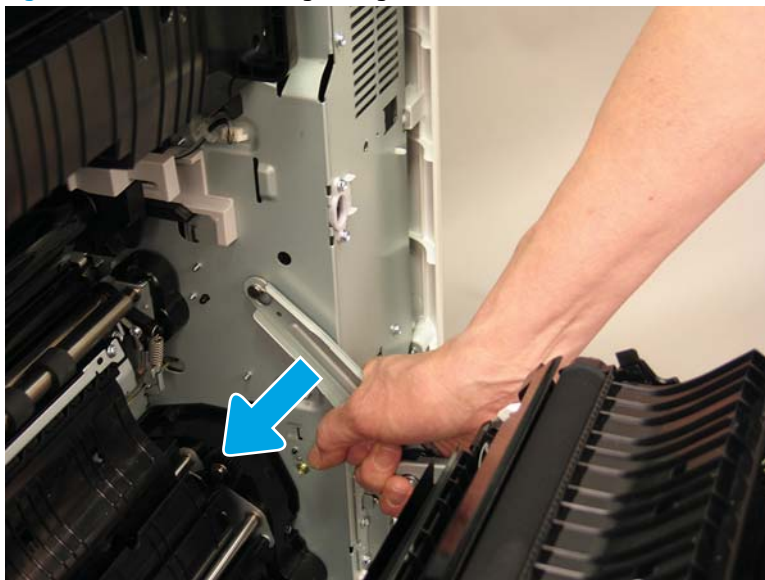
Figure 2-689 Disconnect one connector



2. Slightly raise the right door and carefully release the right hinge from the hinge pin.

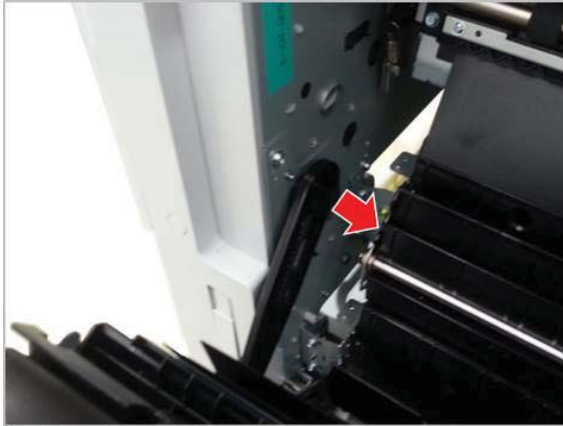
⚠ CAUTION: The hinge is spring-loaded and might snap back forcefully. Raise the door to take the tension off of the spring, and then hold the hinge firmly while releasing it from the hinge pin.

Figure 2-690 Release the right hinge



3. Slightly raise the right door, and then release the left dampener.

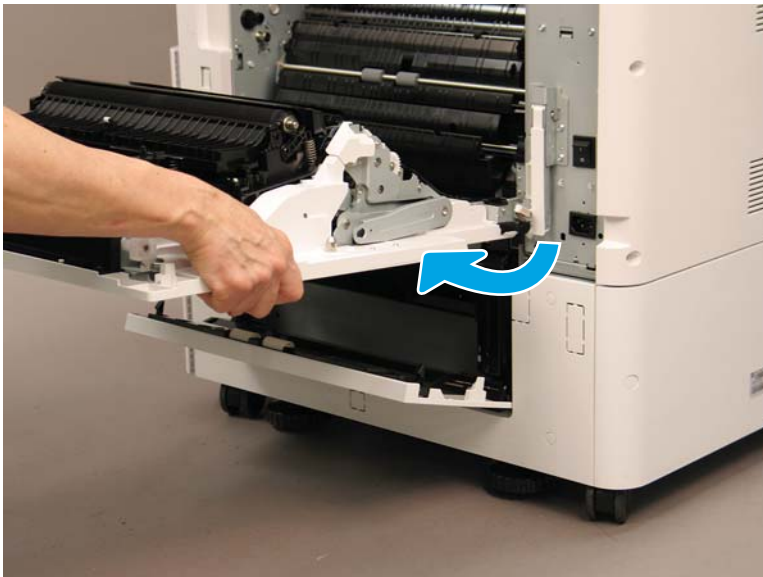
Figure 2-691 Release the left dampener



4. Open the lower paper feeder door. Lower the right door to 90°, and then rotate the rear side of the door away from the printer. Slide the door to the rear of the printer to remove it.

⚠ CAUTION: Do not lower the door more than 90°. This might result in damage to the door.

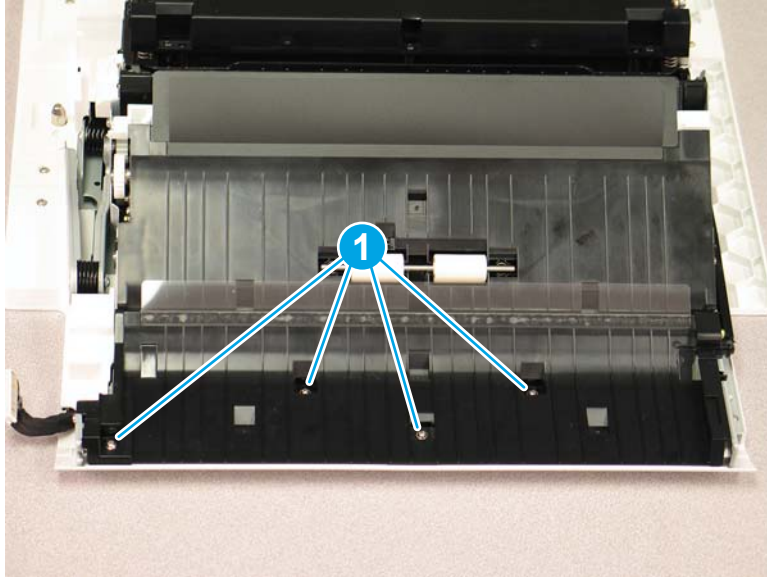
Figure 2-692 Remove the right door



Step 3: Remove the feed guide take away lower and feed guide take away upper

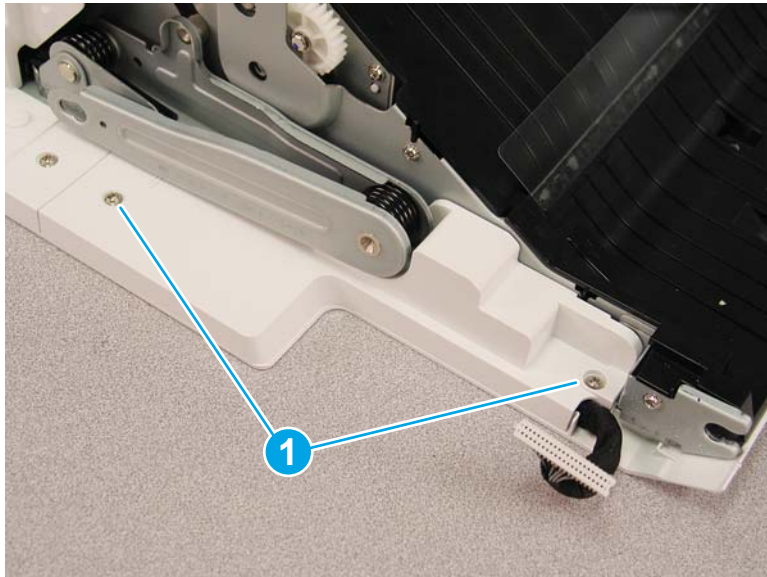
1. Remove four screws.

Figure 2-693 Remove four screws



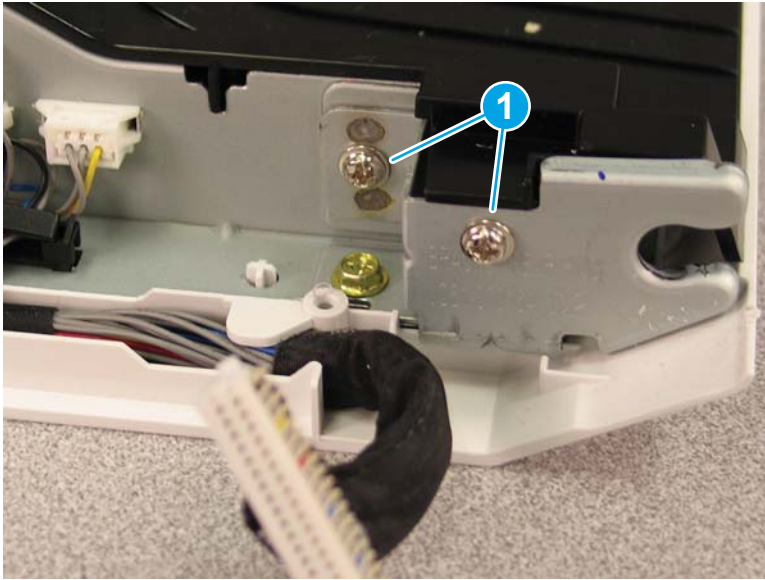
2. Remove two screws, and then remove the lower cable cover.

Figure 2-694 Remove two screws and the lower cable cover



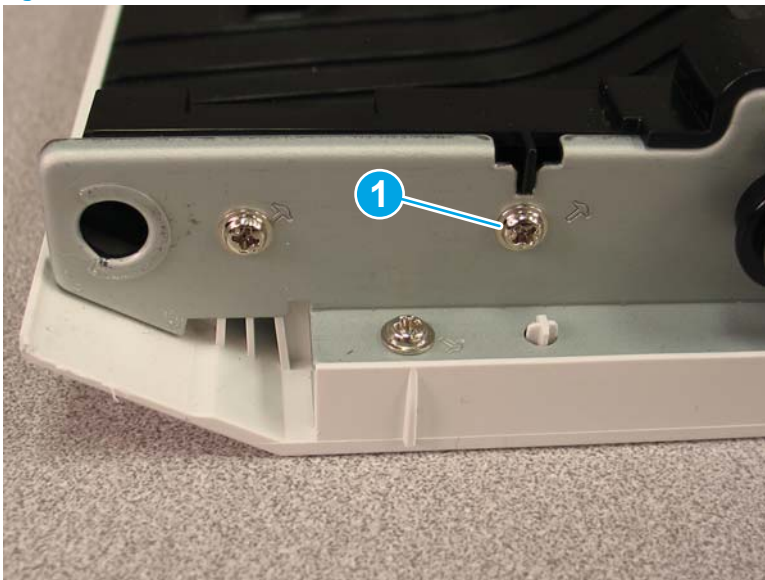
3. Remove two screws.

Figure 2-695 Remove two screws



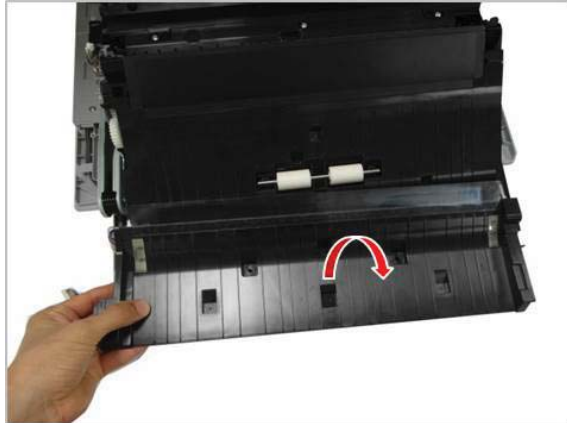
4. Remove one screw.

Figure 2-696 Remove one screw



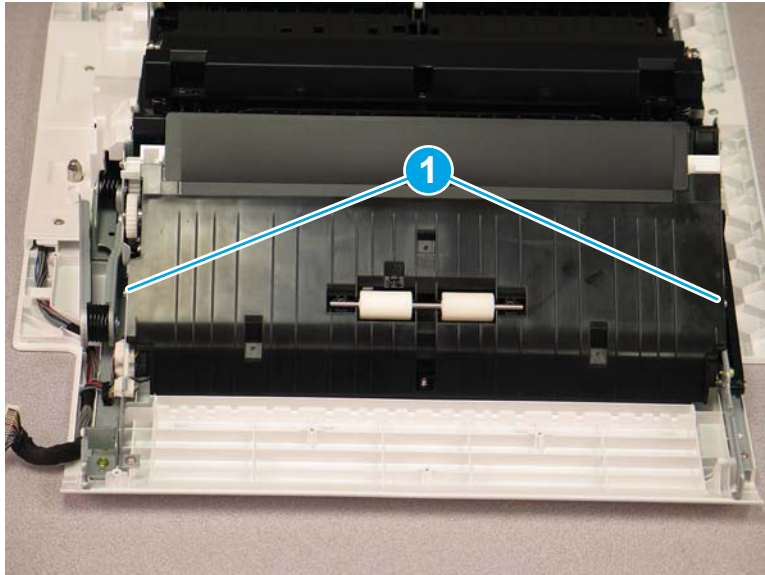
5. Remove the feed guide take away lower.

Figure 2-697 Remove the feed guide take away lower



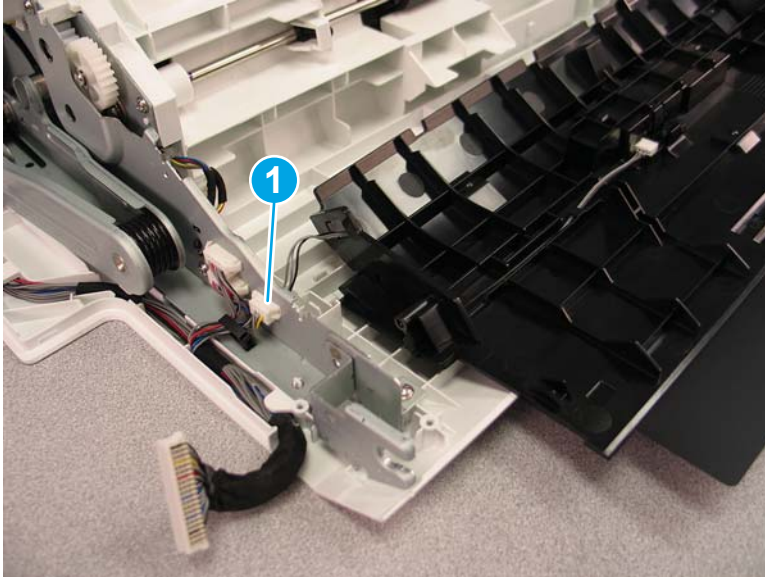
6. Remove two screws (callout 1).

Figure 2-698 Remove two screws



7. Lift the feed guide take away upper slightly away from the right door, and then disconnect one connector (callout 1).

Figure 2-699 Remove the feed guide take away upper



Step 4: Remove the Tray 1 unit

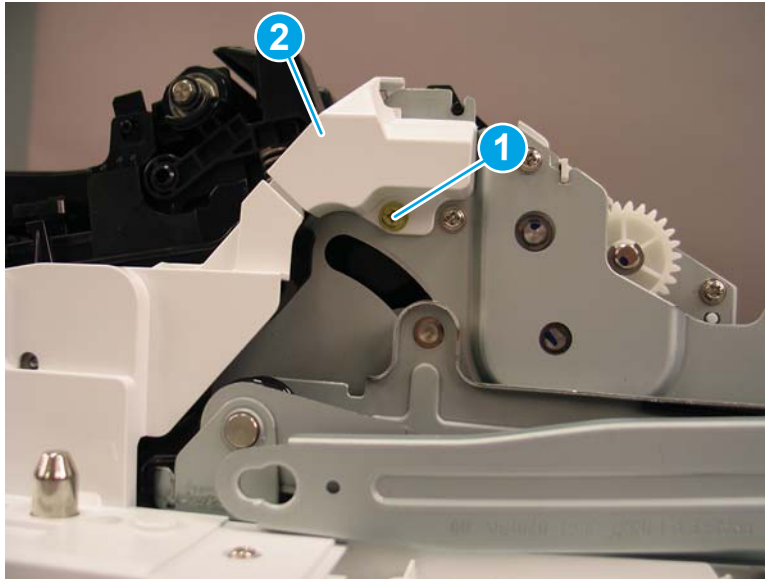
1. Hold the right door upright, open Tray 1, and then release the hinge arm (callout 1).

Figure 2-700 Release the hinge arm



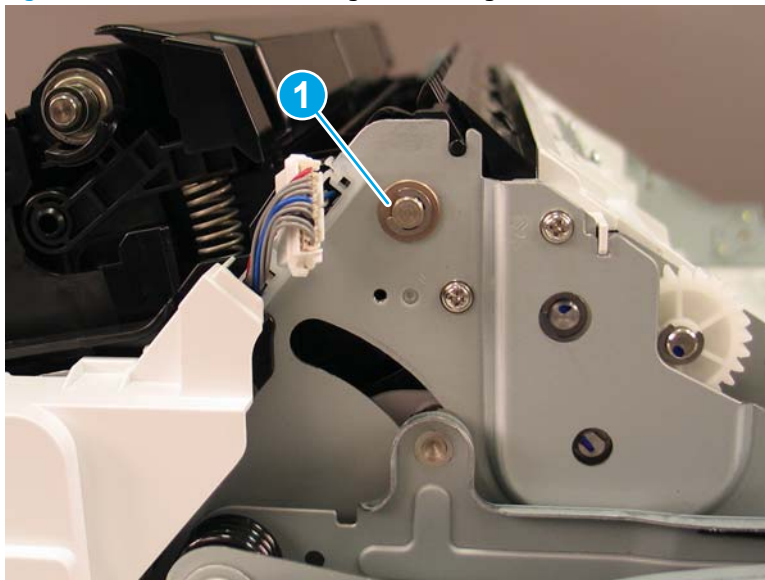
2. Remove one screw (callout 1), and then remove the bushing cover (callout 2).

Figure 2-701 Remove one screw and bushing cover



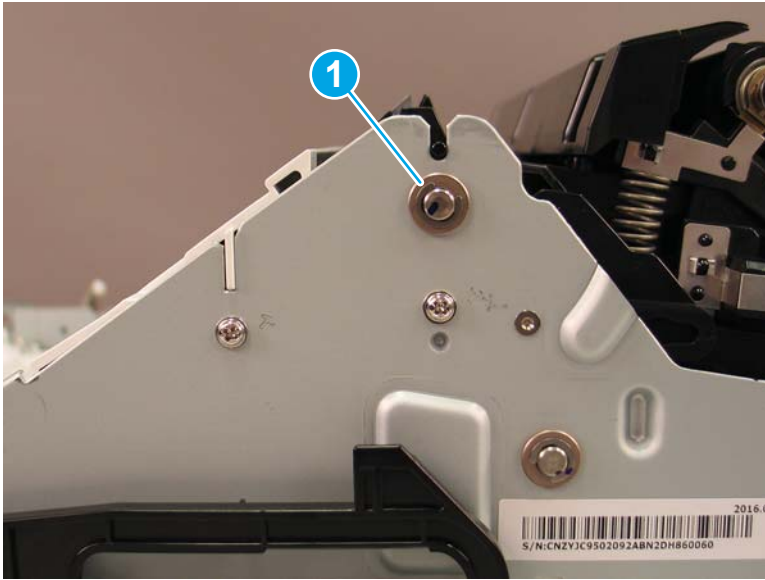
3. Remove one e-ring and bushing (callout 1).

Figure 2-702 Remove one e-ring and bushing



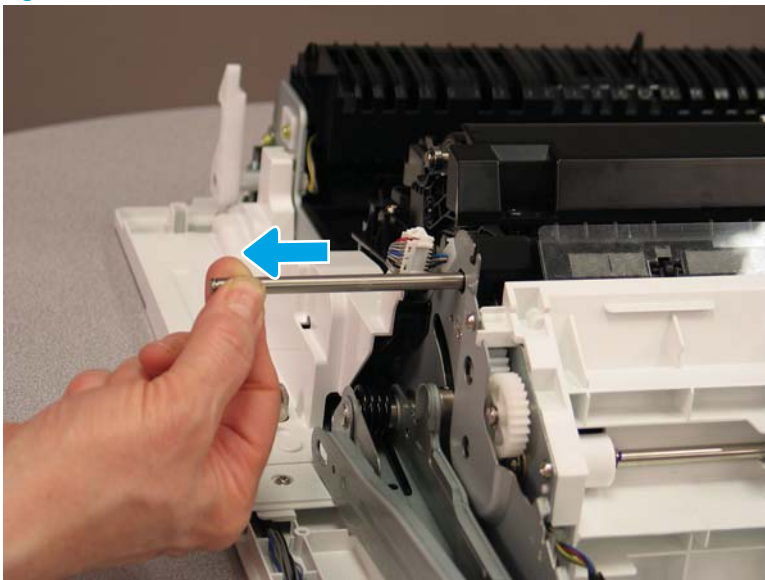
4. Remove one e-ring and bushing (callout 1).

Figure 2-703 Remove one e-ring and bushing



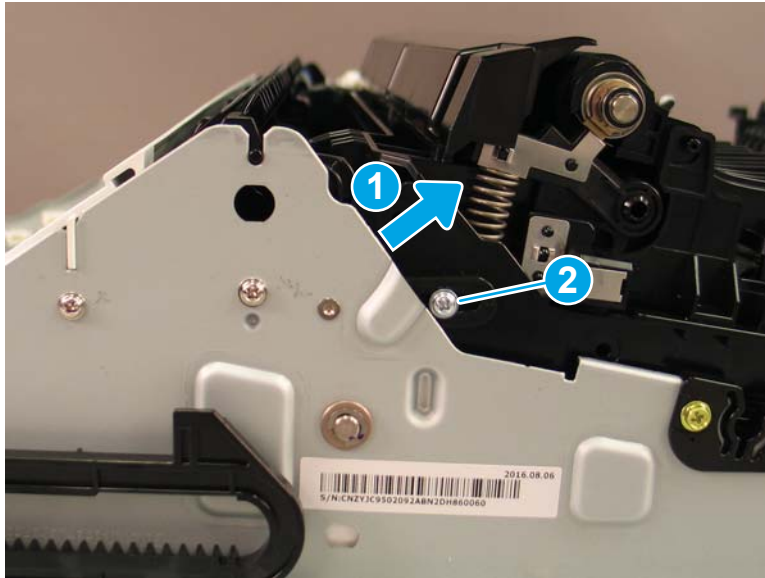
5. Remove the shaft.

Figure 2-704 Remove the shaft



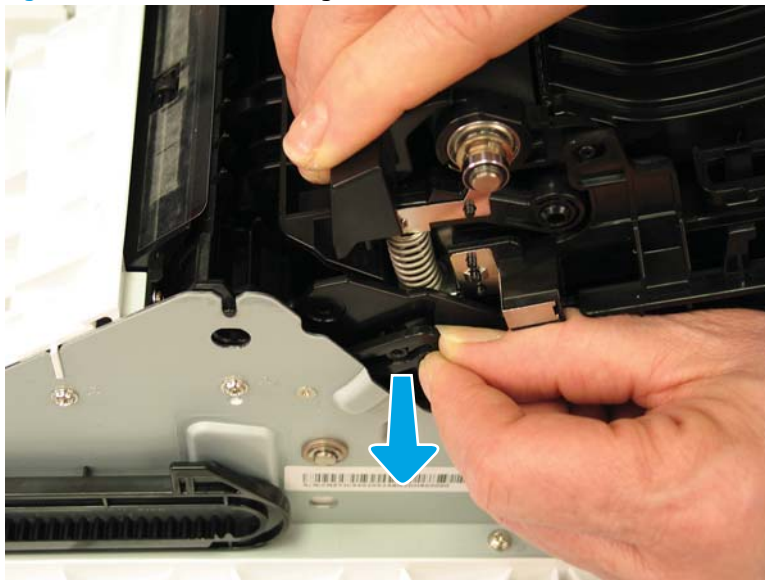
6. Pull the hinge arm up (callout 1), and then remove one screw (callout 2).

Figure 2-705 Remove one screw



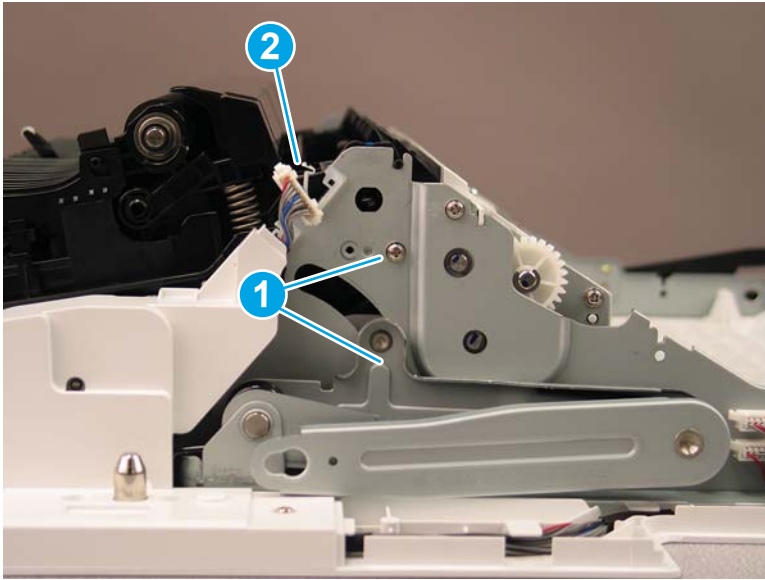
7. Release the hinge.

Figure 2-706 Release the hinge



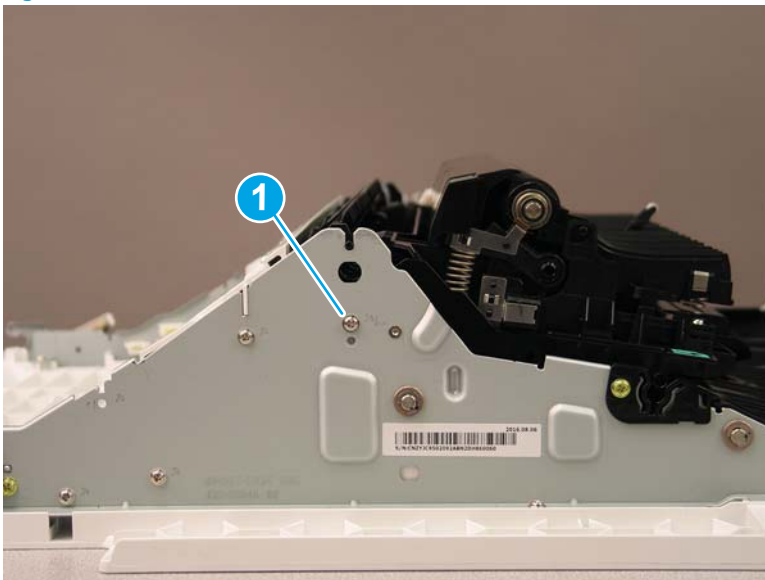
8. Remove one screw (callout 1), and then release one retainer (callout 2).

Figure 2-707 Remove one screw



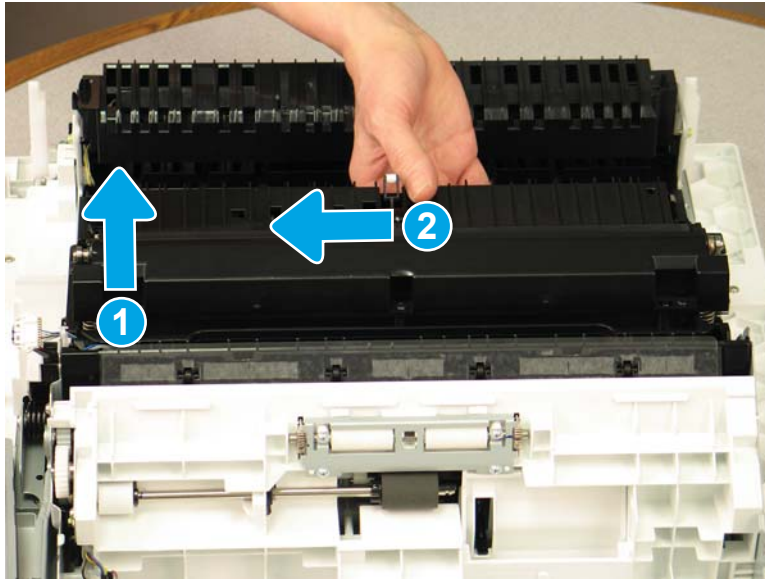
9. Remove one screw (callout 1).

Figure 2-708 Remove one screw



10. Lift up on the feed roller assembly (callout 1), and then slide it to the left (callout 2) to release it.

Figure 2-709 Release the feed roller assembly



11. Rotate the feed roller assembly to the side.

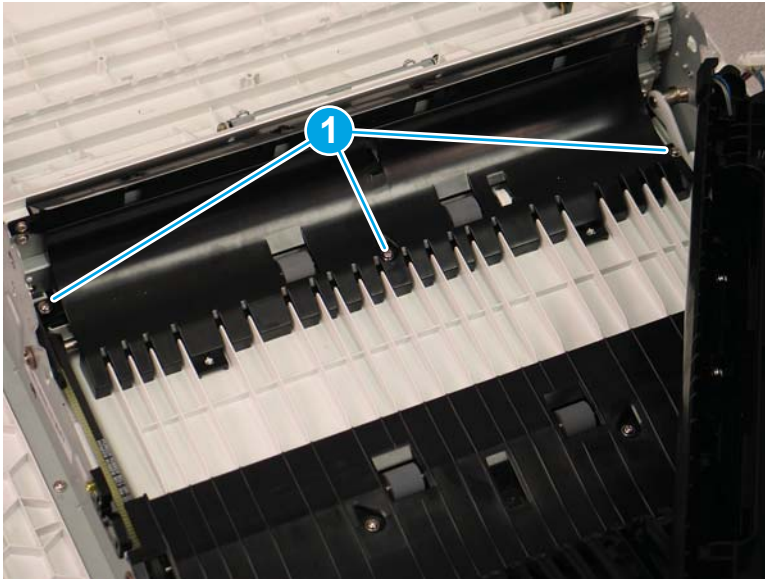
⚠ CAUTION: The feed roller assembly is still attached to the right door. Do not attempt to remove it completely.

Figure 2-710 Rotate the feed roller assembly



12. Remove three screws (callout 1).

Figure 2-711 Remove three screws



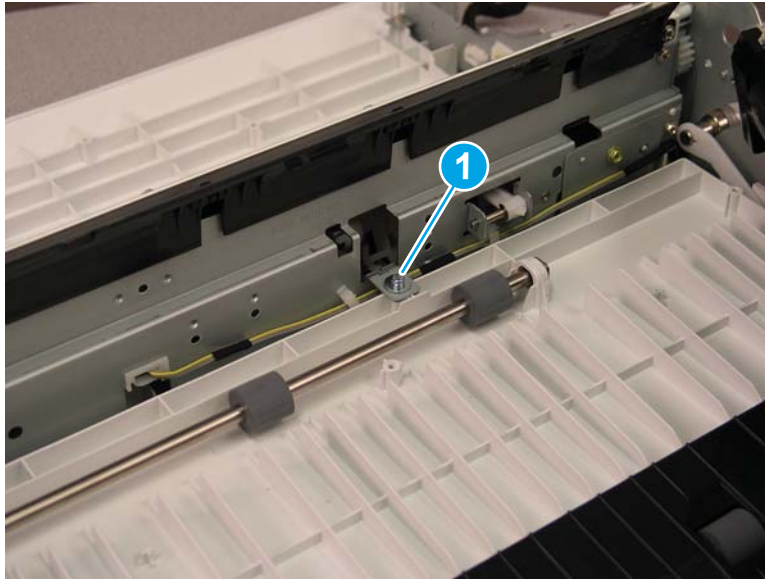
13. Remove the duplex lower guide.

Figure 2-712 Remove the duplex lower guide



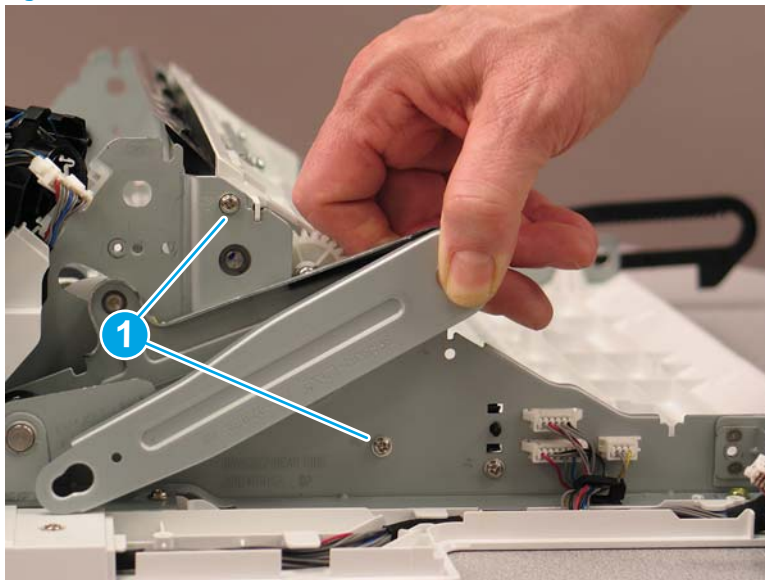
14. Remove one screw (callout 1).

Figure 2-713 Remove one screw



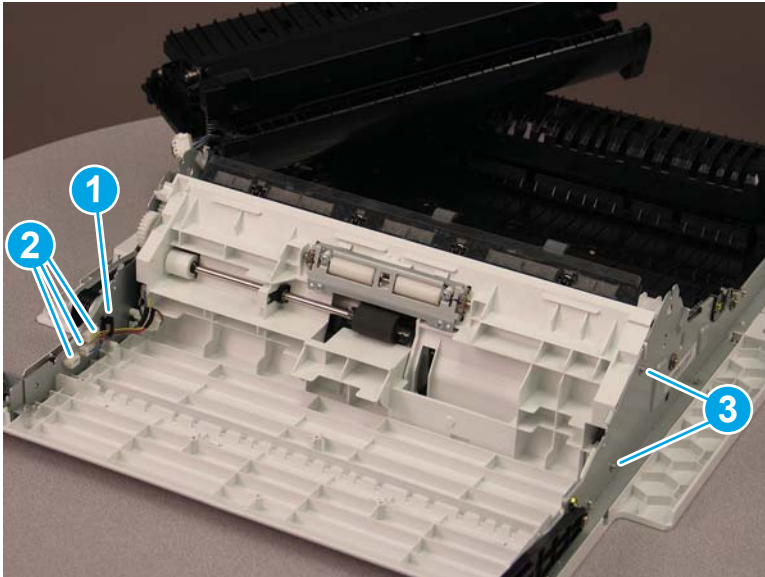
15. Remove two screws (callout 1).

Figure 2-714 Remove two screws



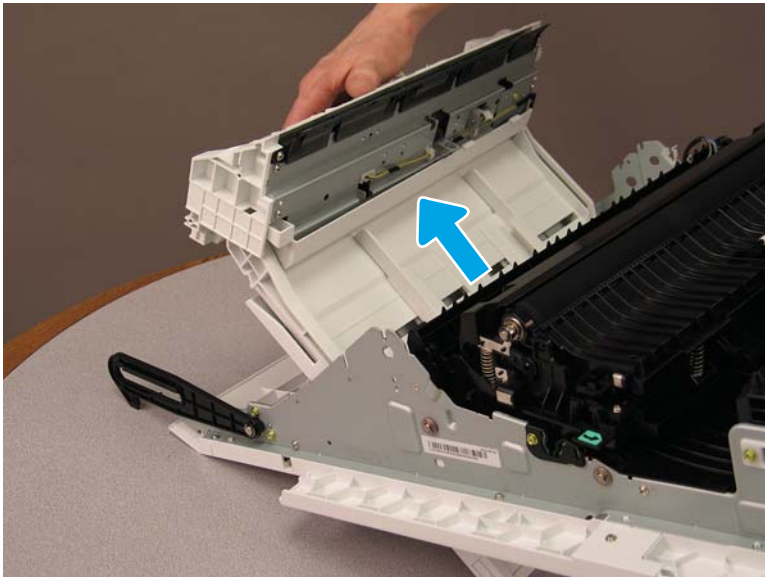
16. Release one retainer (callout 1), disconnect three connectors (callout 2), and then remove two screws (callout 3).

Figure 2-715 Disconnect three connectors and remove two screws



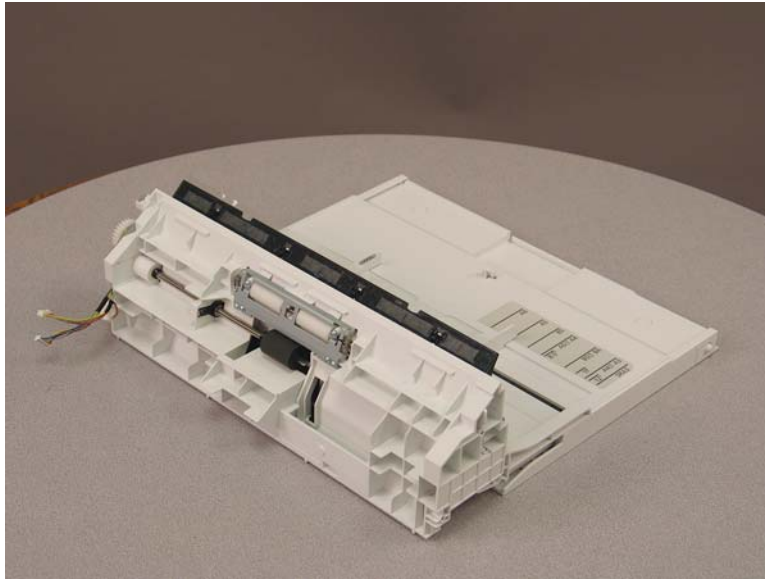
17. Release the Tray 1 unit from the right door.

Figure 2-716 Release the Tray 1 unit



18. Remove the Tray 1 unit.

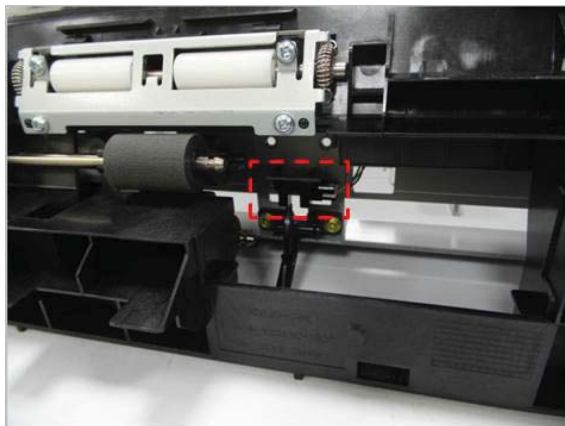
Figure 2-717 Remove the Tray 1 unit



Step 5: Remove the Tray 1 empty sensor

- ▲ Disconnect the connector, and then remove the Tray 1 empty sensor.

Figure 2-718 Remove the Tray 1 empty sensor



Step 6: 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.

Tray 1 paper length sensor

- [Introduction](#)
- [Step 1: Remove the right rear cover](#)
- [Step 2: Remove the right door](#)
- [Step 3: Remove the feed guide take away lower and feed guide take away upper](#)
- [Step 4: Remove the Tray 1 unit](#)
- [Step 5: Remove the Tray 1 paper length sensor](#)
- [Step 6: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the Tray 1 paper length sensor.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- ⚠ **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

0604-001393

To order the part, go to www.hp.com/buy/parts.

- Tray 1 paper length sensor

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.

- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

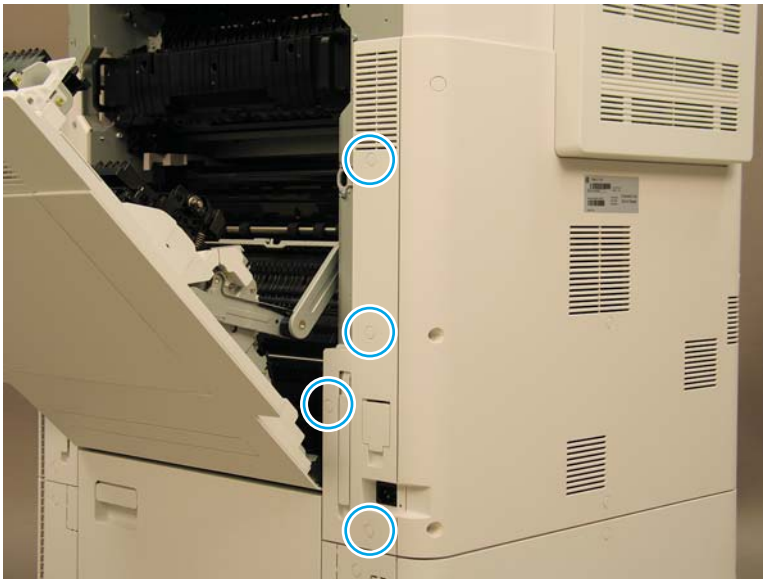
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the right rear cover

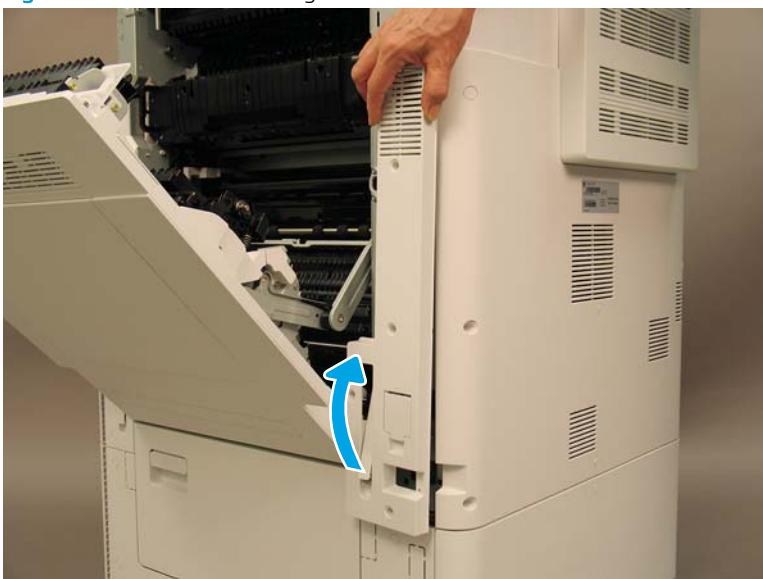
1. Open the right door.
2. Remove four screw-caps and four screws.

Figure 2-719 Remove four screws



3. Lift the handle and remove the right rear cover.

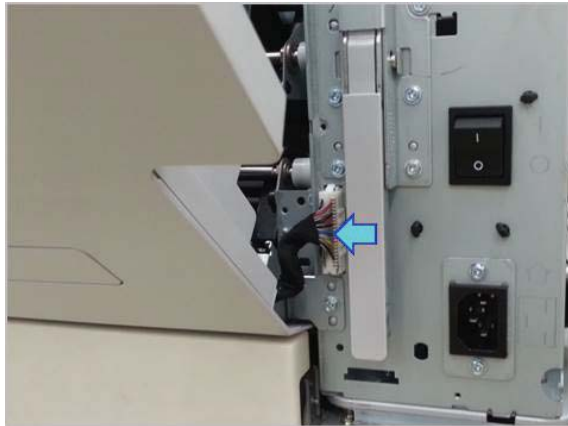
Figure 2-720 Remove the right rear cover



Step 2: Remove the right door

1. Disconnect the right door connector by moving it side-to-side until it releases.

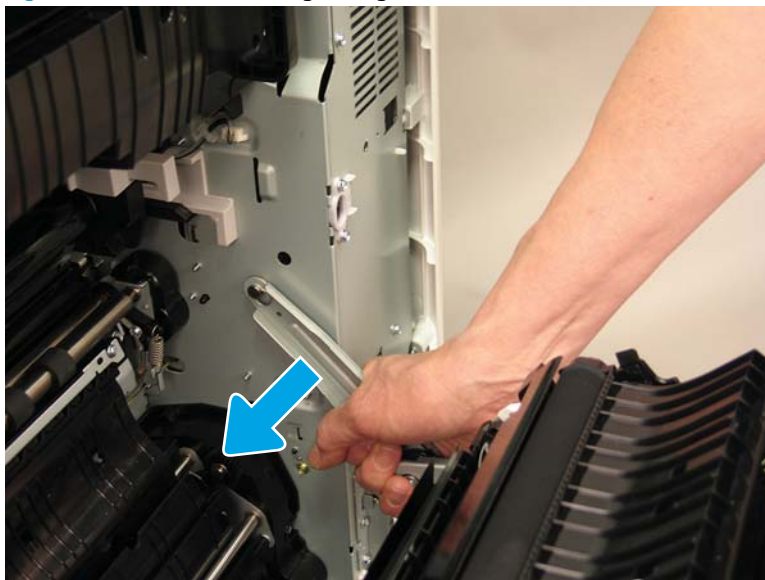
Figure 2-721 Disconnect one connector



2. Slightly raise the right door and carefully release the right hinge from the hinge pin.

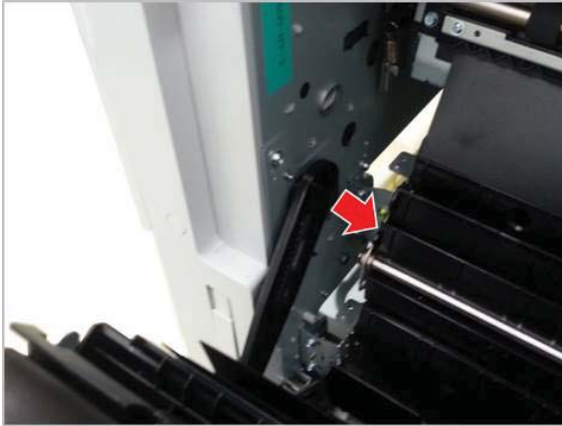
⚠ CAUTION: The hinge is spring-loaded and might snap back forcefully. Raise the door to take the tension off of the spring, and then hold the hinge firmly while releasing it from the hinge pin.

Figure 2-722 Release the right hinge



3. Slightly raise the right door, and then release the left dampener.

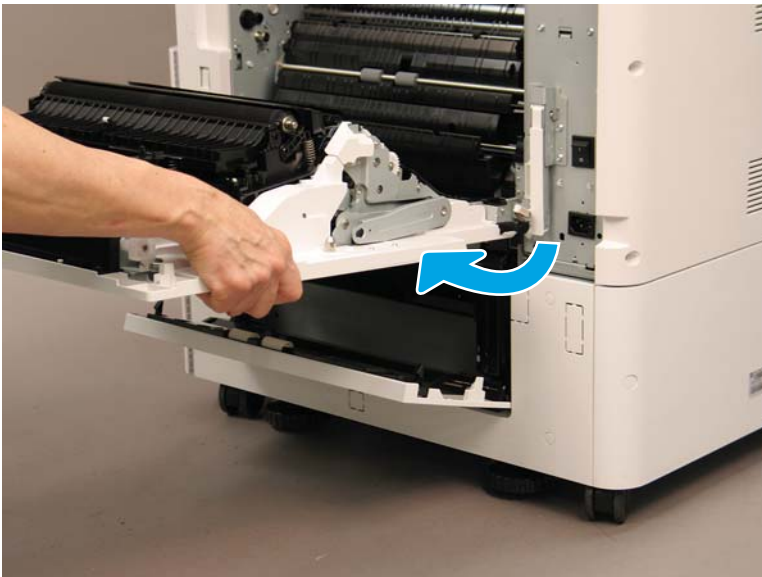
Figure 2-723 Release the left dampener



4. Open the lower paper feeder door. Lower the right door to 90°, and then rotate the rear side of the door away from the printer. Slide the door to the rear of the printer to remove it.

⚠ CAUTION: Do not lower the door more than 90°. This might result in damage to the door.

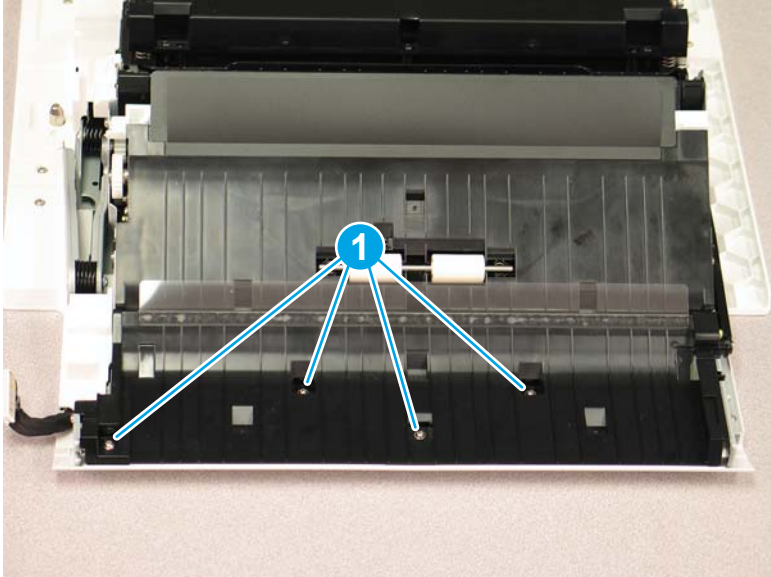
Figure 2-724 Remove the right door



Step 3: Remove the feed guide take away lower and feed guide take away upper

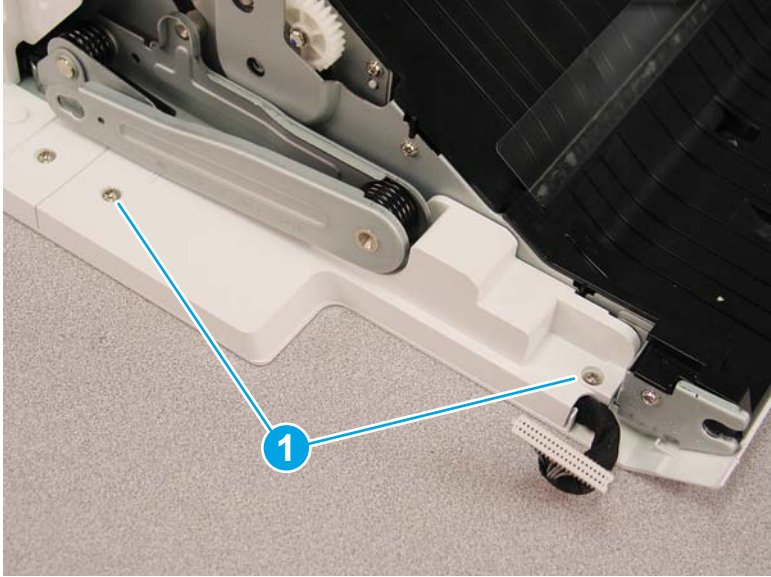
1. Remove four screws.

Figure 2-725 Remove four screws



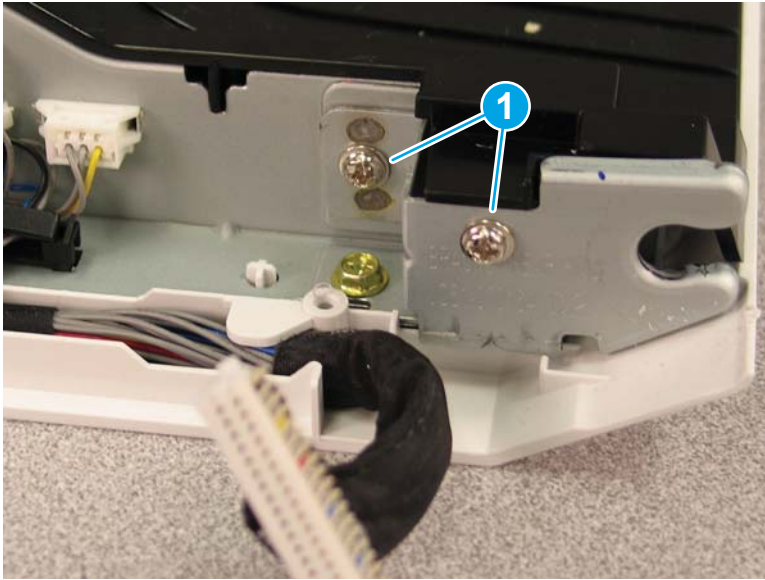
- 2. Remove two screws, and then remove the lower cable cover.

Figure 2-726 Remove two screws and the lower cable cover



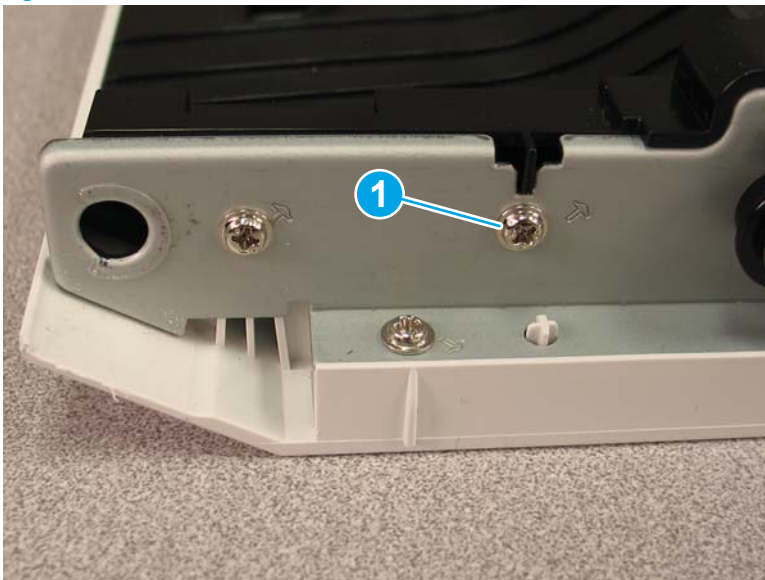
3. Remove two screws.

Figure 2-727 Remove two screws



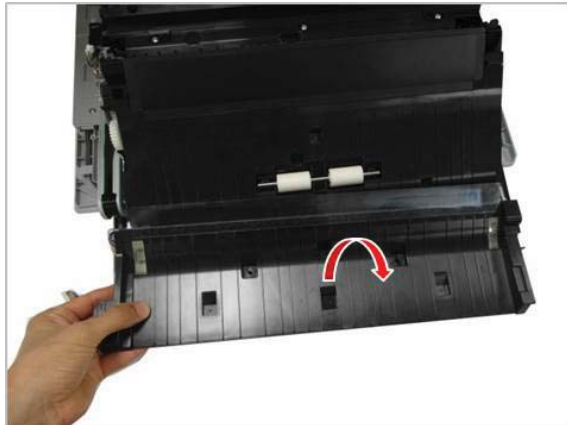
4. Remove one screw.

Figure 2-728 Remove one screw



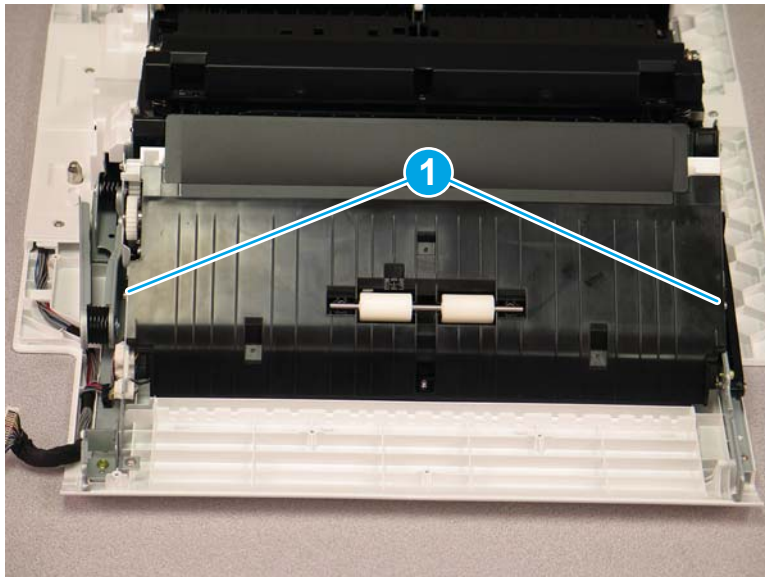
5. Remove the feed guide take away lower.

Figure 2-729 Remove the feed guide take away lower



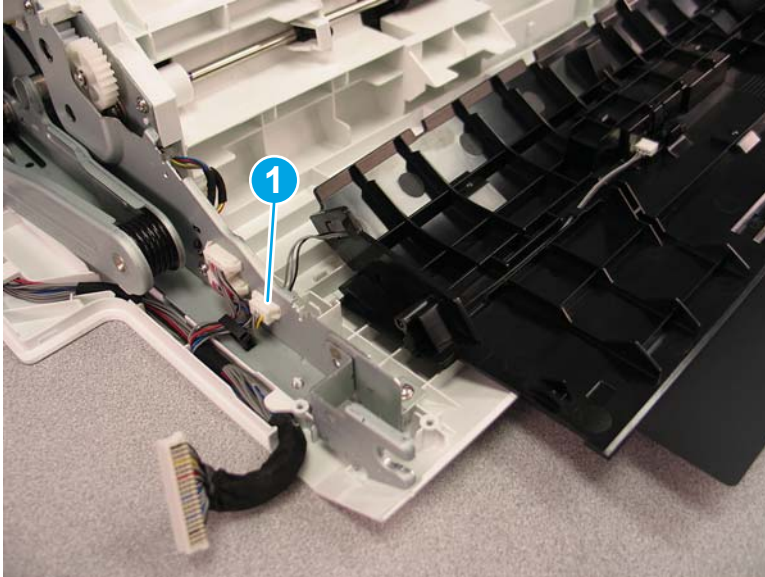
6. Remove two screws (callout 1).

Figure 2-730 Remove two screws



7. Lift the feed guide take away upper slightly away from the right door, and then disconnect one connector (callout 1).

Figure 2-731 Remove the feed guide take away upper



Step 4: Remove the Tray 1 unit

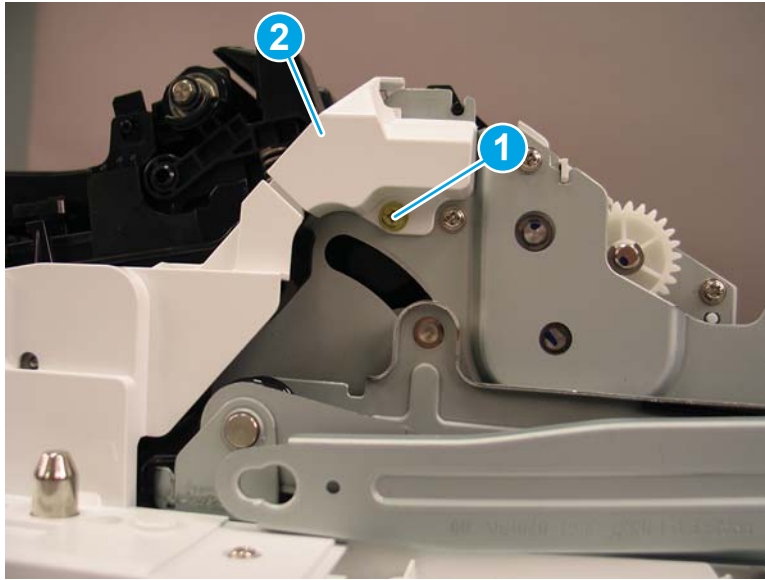
1. Hold the right door upright, open Tray 1, and then release the hinge arm (callout 1).

Figure 2-732 Release the hinge arm



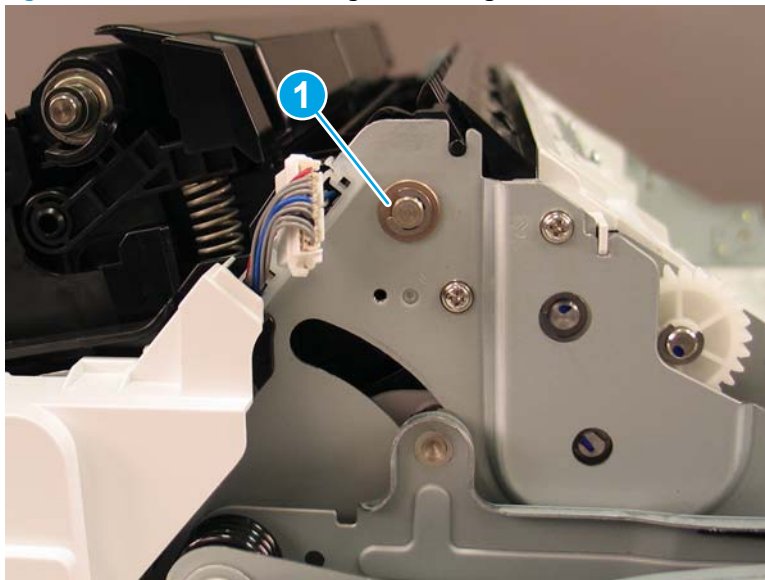
2. Remove one screw (callout 1), and then remove the bushing cover (callout 2).

Figure 2-733 Remove one screw and bushing cover



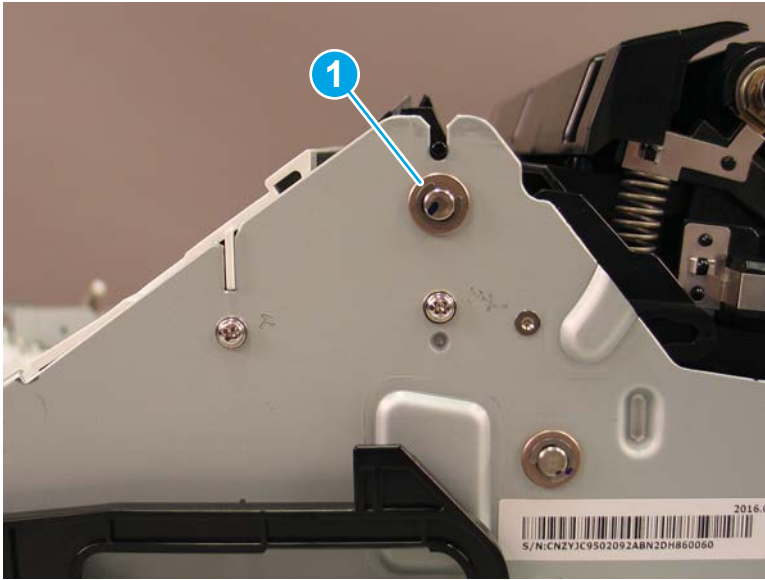
3. Remove one e-ring and bushing (callout 1).

Figure 2-734 Remove one e-ring and bushing



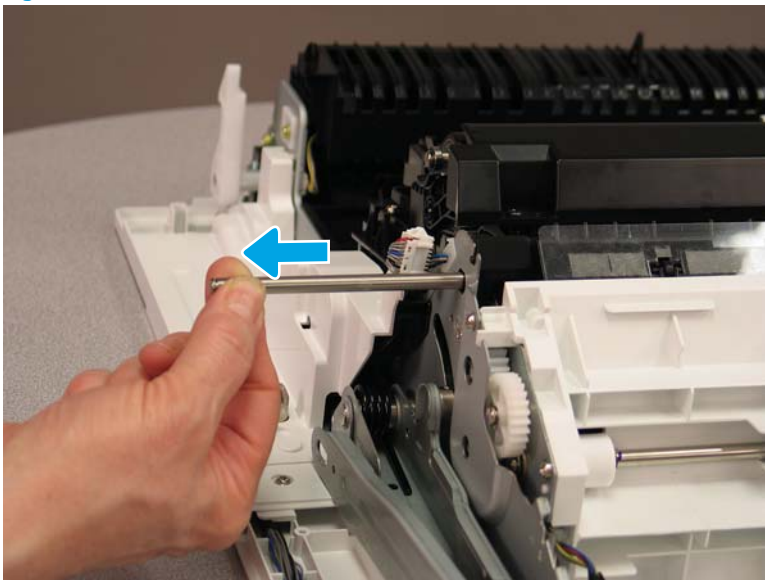
4. Remove one e-ring and bushing (callout 1).

Figure 2-735 Remove one e-ring and bushing



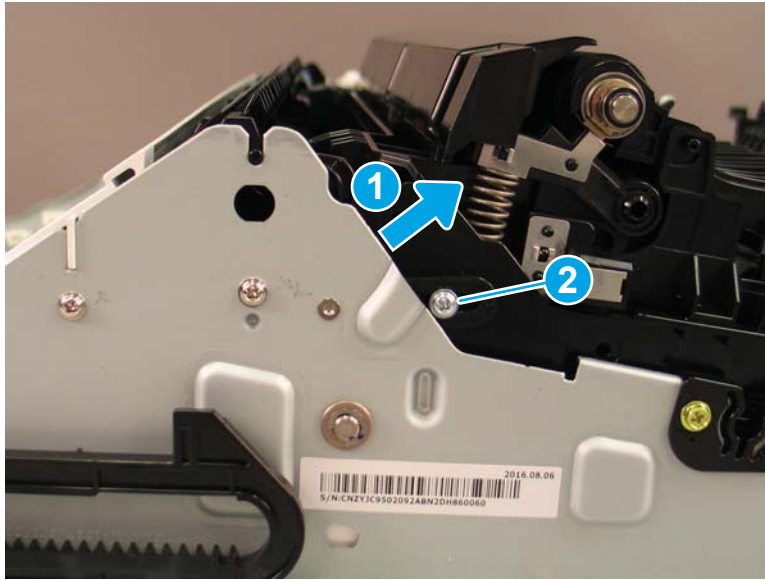
5. Remove the shaft.

Figure 2-736 Remove the shaft



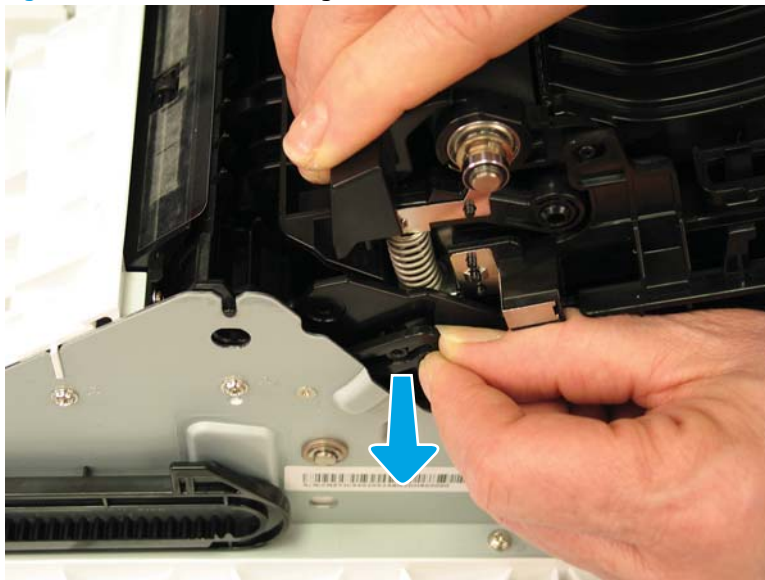
6. Pull the hinge arm up (callout 1), and then remove one screw (callout 2).

Figure 2-737 Remove one screw



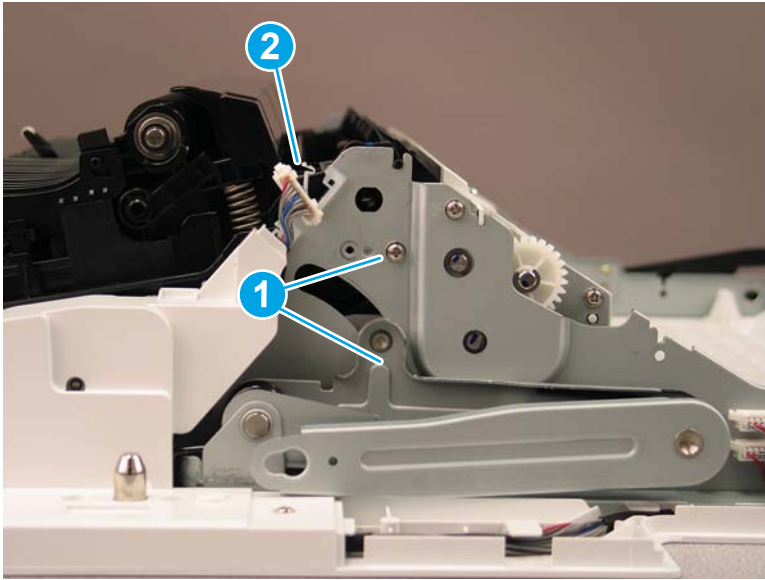
7. Release the hinge.

Figure 2-738 Release the hinge



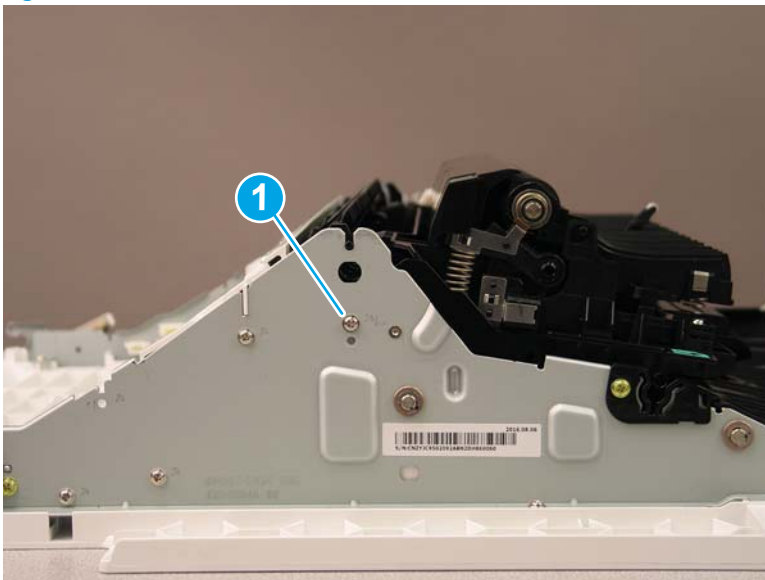
8. Remove one screw (callout 1), and then release one retainer (callout 2).

Figure 2-739 Remove one screw



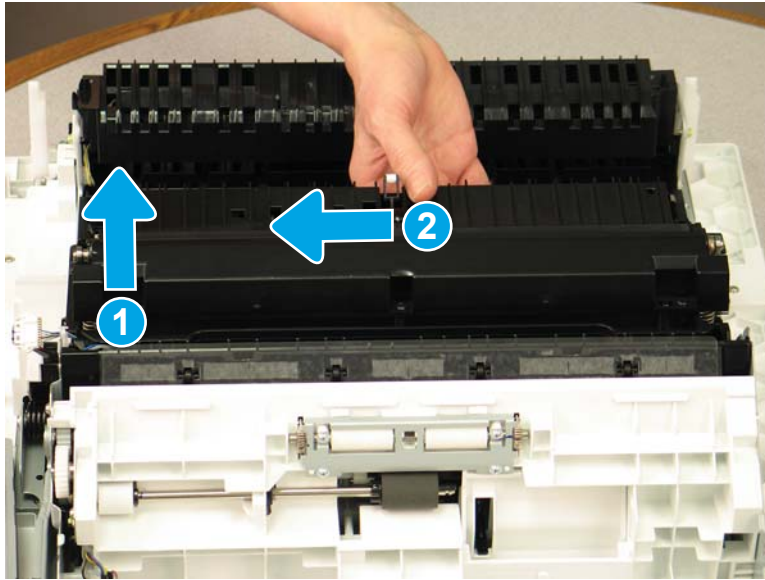
9. Remove one screw (callout 1).

Figure 2-740 Remove one screw



10. Lift up on the feed roller assembly (callout 1), and then slide it to the left (callout 2) to release it.

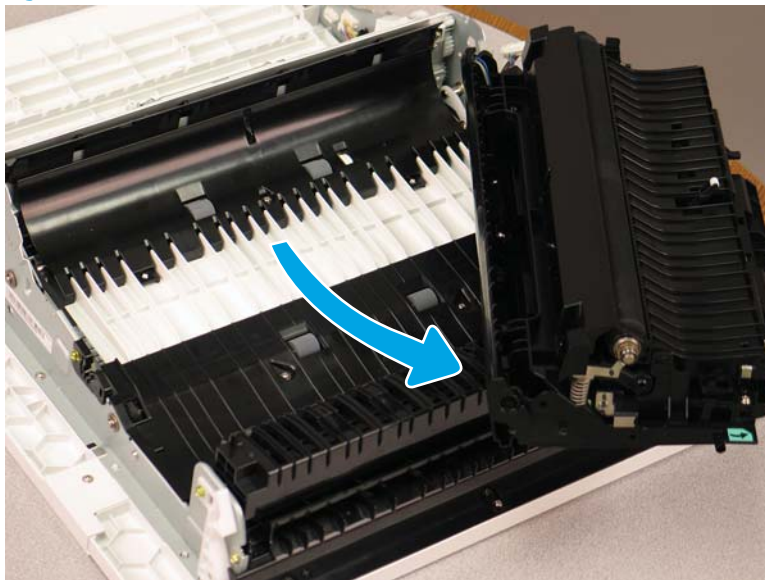
Figure 2-741 Release the feed roller assembly



11. Rotate the feed roller assembly to the side.

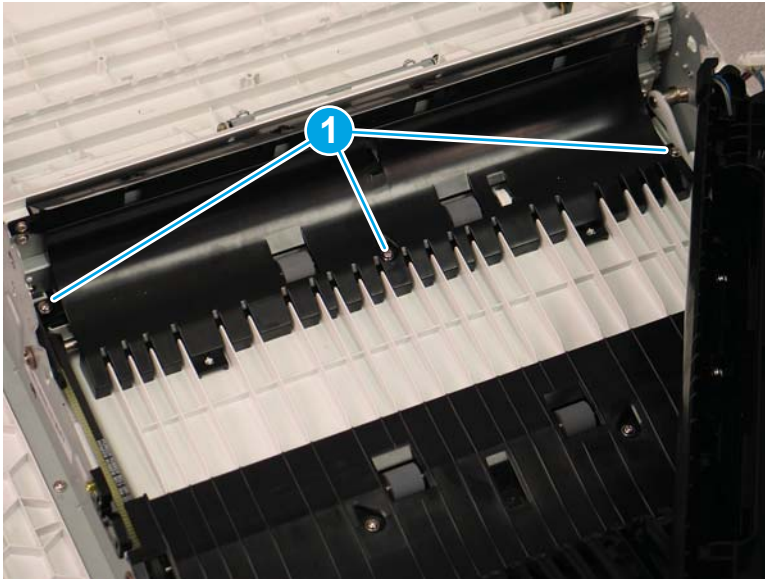
⚠ CAUTION: The feed roller assembly is still attached to the right door. Do not attempt to remove it completely.

Figure 2-742 Rotate the feed roller assembly



12. Remove three screws (callout 1).

Figure 2-743 Remove three screws



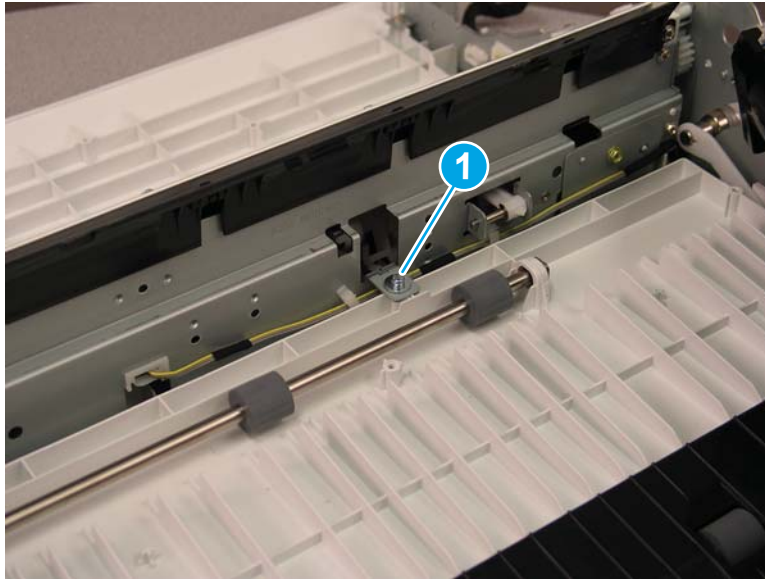
13. Remove the duplex lower guide.

Figure 2-744 Remove the duplex lower guide



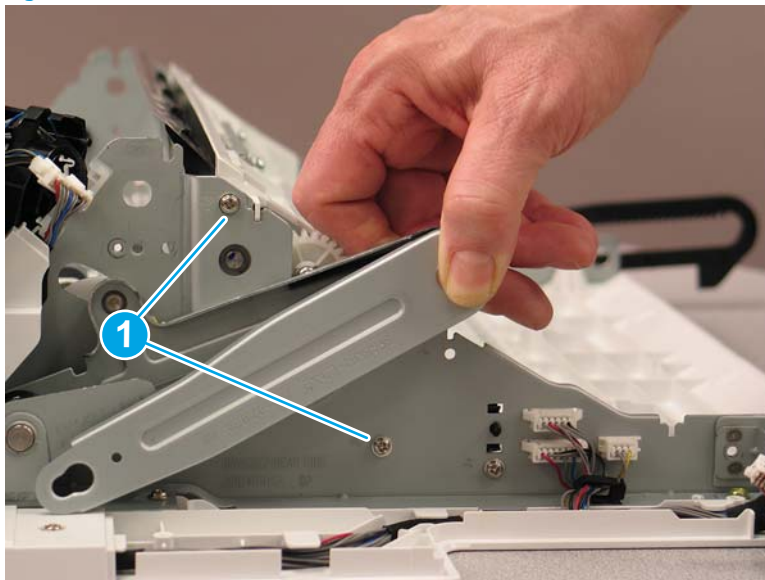
14. Remove one screw (callout 1).

Figure 2-745 Remove one screw



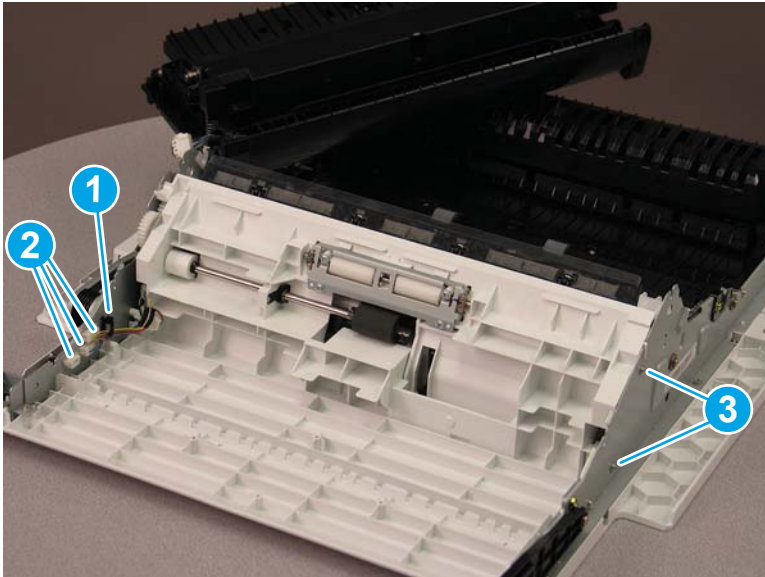
15. Remove two screws (callout 1).

Figure 2-746 Remove two screws



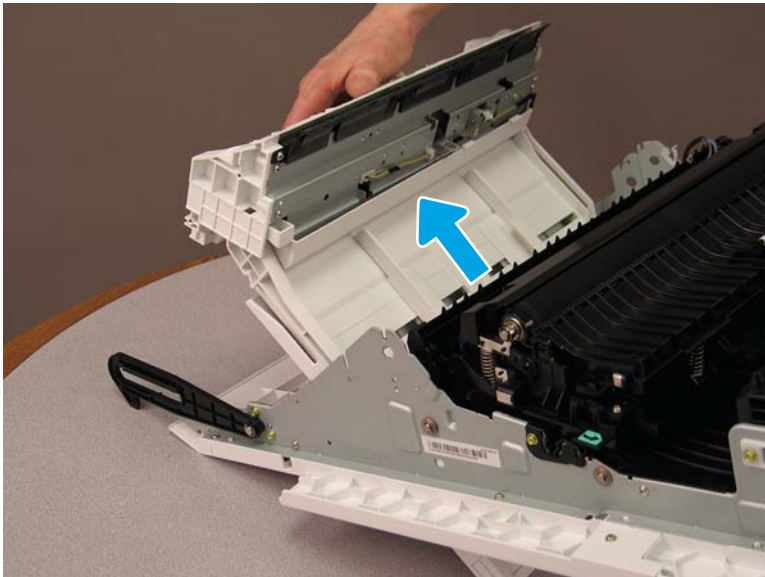
16. Release one retainer (callout 1), disconnect three connectors (callout 2), and then remove two screws (callout 3).

Figure 2-747 Disconnect three connectors and remove two screws



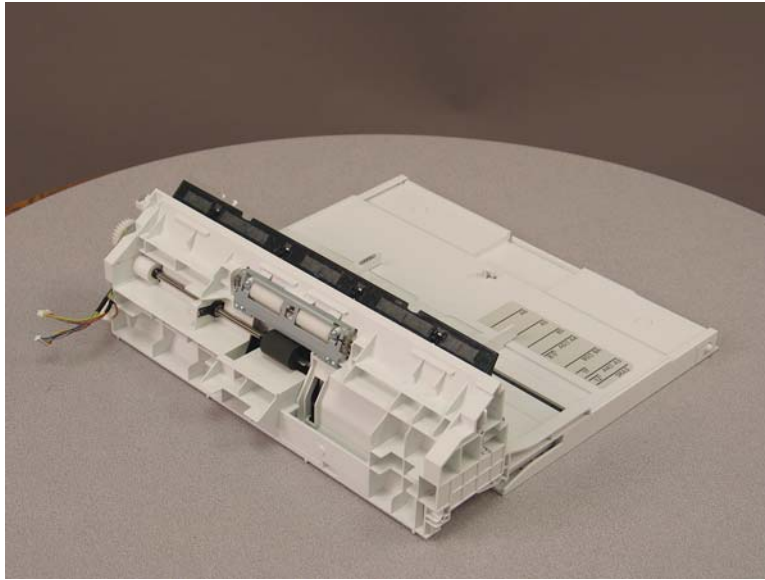
17. Release the Tray 1 unit from the right door.

Figure 2-748 Release the Tray 1 unit



18. Remove the Tray 1 unit.

Figure 2-749 Remove the Tray 1 unit



Step 5: Remove the Tray 1 paper length sensor

1. Remove the Tray 1 tray upper.

Figure 2-750 Remove the Tray 1 tray upper



2. Disconnect one connector, and then remove the Tray 1 paper length sensor.

Figure 2-751 Remove the Tray 1 paper length sensor



Step 6: 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.

Fuser out sensor (on the right door)

- [Introduction](#)
- [Step 1: Remove the right rear cover](#)
- [Step 2: Remove the right door](#)
- [Step 3: Remove the fuser out sensor](#)
- [Step 4: Unpack the replacement assembly](#)

Introduction

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

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- ⚠ **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

0604-001393

To order the part, go to www.hp.com/buy/parts.

- Fuser out sensor

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

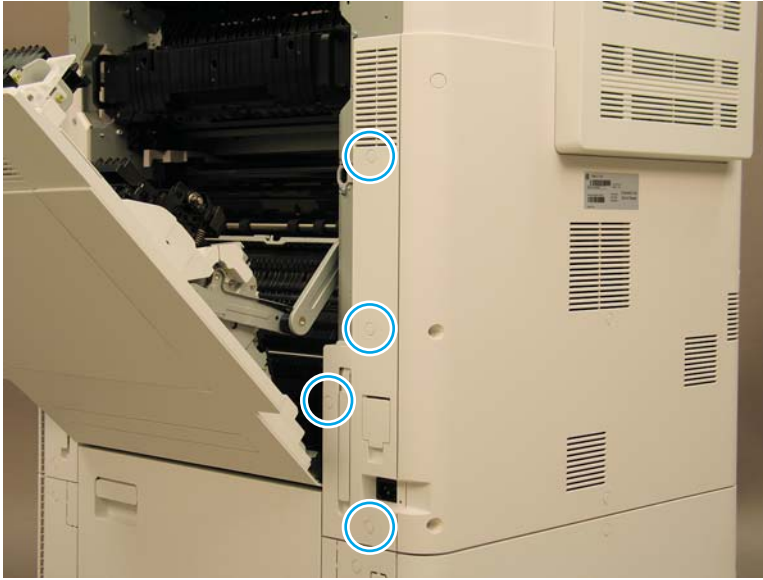
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the right rear cover

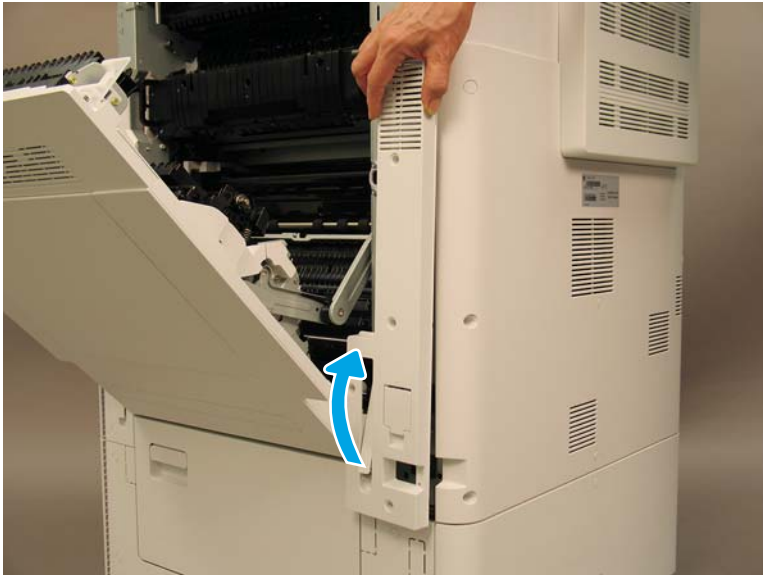
1. Open the right door.
2. Remove four screw-caps and four screws.

Figure 2-752 Remove four screws



3. Lift the handle and remove the right rear cover.

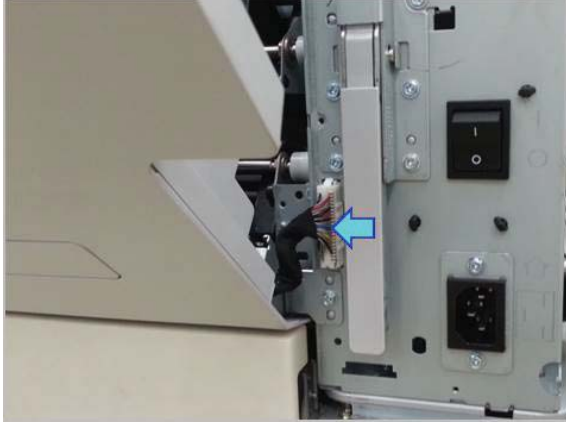
Figure 2-753 Remove the right rear cover



Step 2: Remove the right door

1. Disconnect the right door connector by moving it side-to-side until it releases.

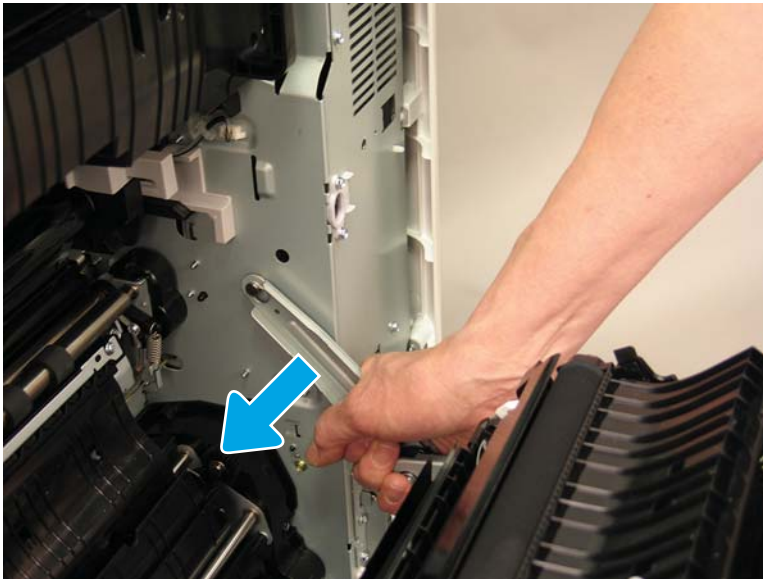
Figure 2-754 Disconnect one connector



2. Slightly raise the right door and carefully release the right hinge from the hinge pin.

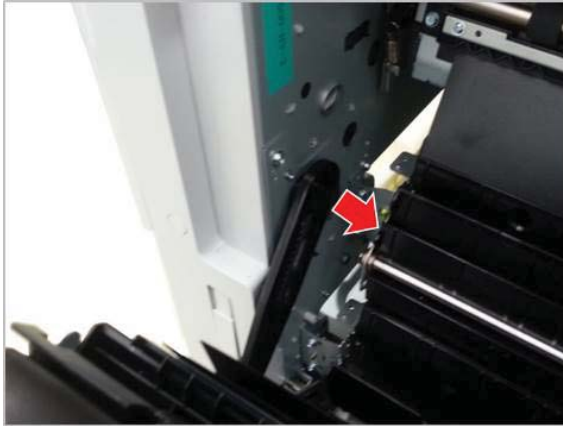
⚠ CAUTION: The hinge is spring-loaded and might snap back forcefully. Raise the door to take the tension off of the spring, and then hold the hinge firmly while releasing it from the hinge pin.

Figure 2-755 Release the right hinge



3. Slightly raise the right door, and then release the left dampener.

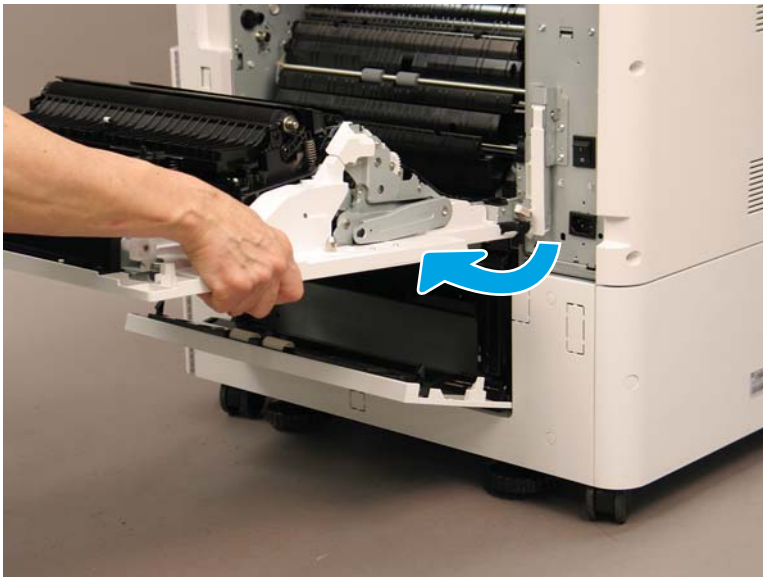
Figure 2-756 Release the left dampener



4. Open the lower paper feeder door. Lower the right door to 90°, and then rotate the rear side of the door away from the printer. Slide the door to the rear of the printer to remove it.

⚠ CAUTION: Do not lower the door more than 90°. This might result in damage to the door.

Figure 2-757 Remove the right door



Step 3: Remove the fuser out sensor

1. Remove the right rear cover.
2. Remove the right door.

3. Remove one screw on the back, top corner of the door.

Figure 2-758 Remove one screw



4. Remove one screw on the front, top corner of the door, and then open the cover-side exit.

Figure 2-759 Remove one screw



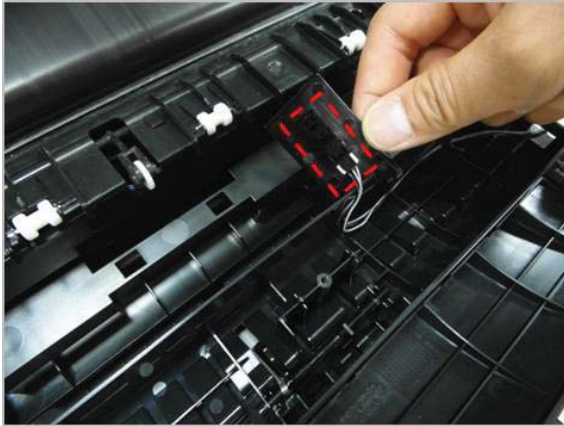
5. Remove one screw, and then rotate the sensor holder up.

Figure 2-760 Remove one screw



6. Disconnect the sensor connector, and then remove the fuser-out sensor from its holder.

Figure 2-761 Disconnect one connector



Step 4: 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.

Feed 2 sensor (on the right door)

- [Introduction](#)
- [Step 1: Remove the right rear cover](#)
- [Step 2: Remove the right door](#)
- [Step 3: Remove the feed guide take away lower and feed guide take away upper](#)
- [Step 4: Remove the feed 2 sensor](#)
- [Step 5: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the feed 2 sensor.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.



WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

0604-001490

To order the part, go to www.hp.com/buy/parts.

- Feed sensor

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

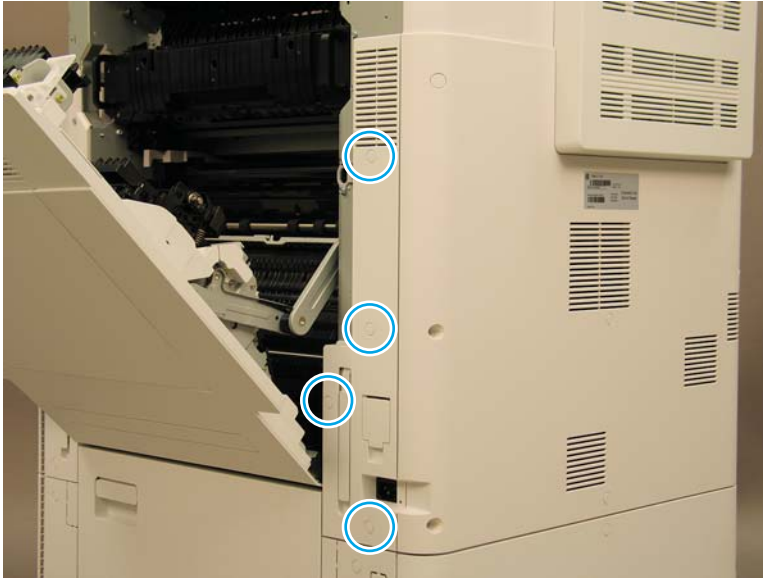
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the right rear cover

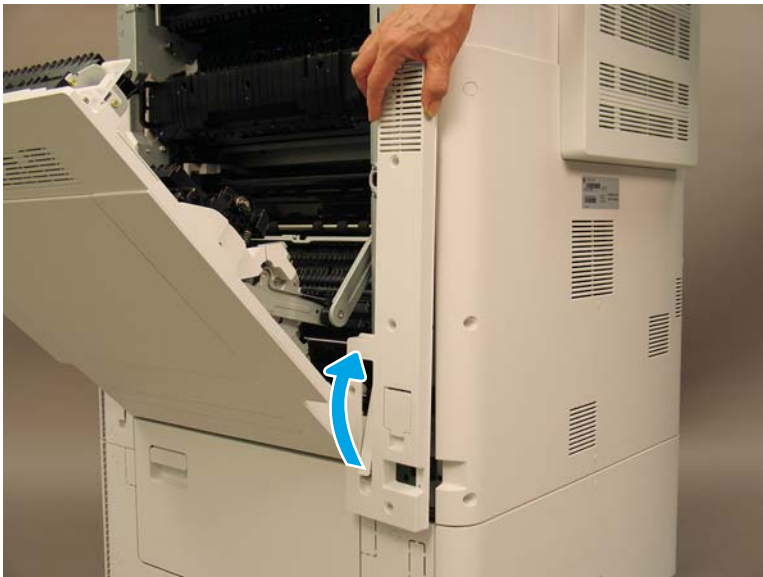
1. Open the right door.
2. Remove four screw-caps and four screws.

Figure 2-762 Remove four screws



3. Lift the handle and remove the right rear cover.

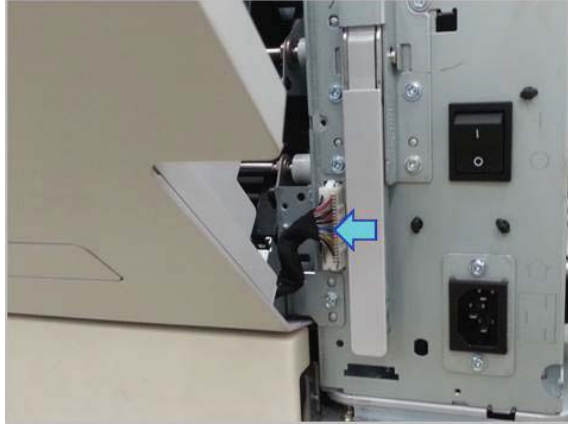
Figure 2-763 Remove the right rear cover



Step 2: Remove the right door

1. Disconnect the right door connector by moving it side-to-side until it releases.

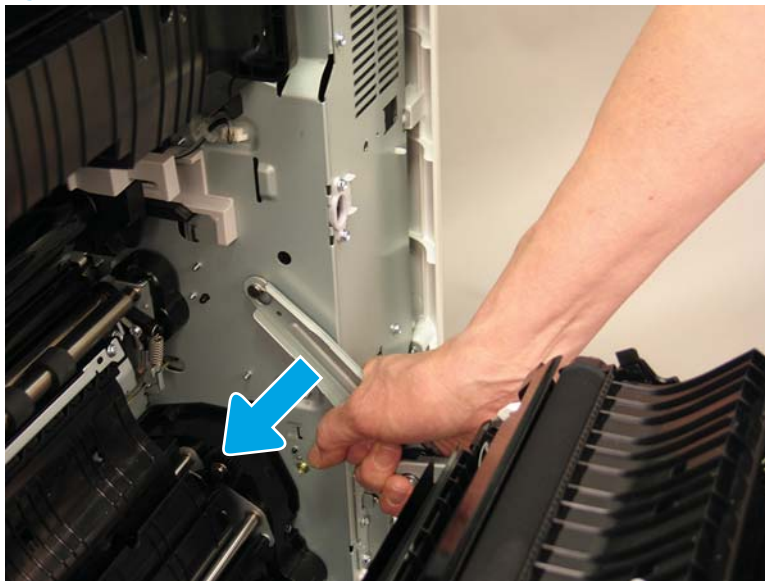
Figure 2-764 Disconnect one connector



2. Slightly raise the right door and carefully release the right hinge from the hinge pin.

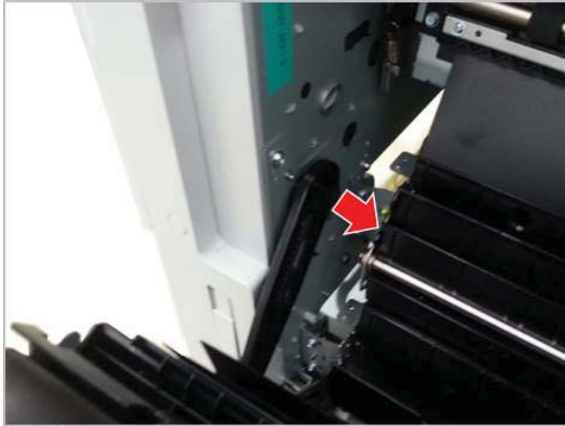
⚠ CAUTION: The hinge is spring-loaded and might snap back forcefully. Raise the door to take the tension off of the spring, and then hold the hinge firmly while releasing it from the hinge pin.

Figure 2-765 Release the right hinge



3. Slightly raise the right door, and then release the left dampener.

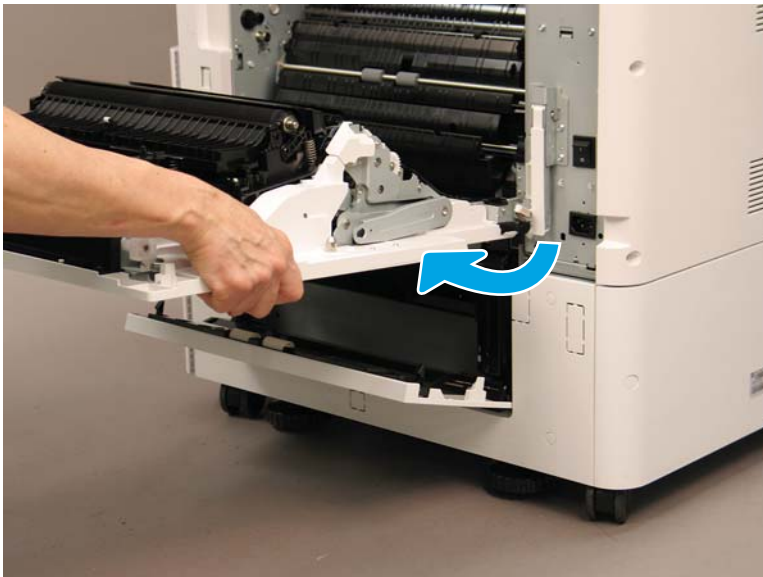
Figure 2-766 Release the left dampener



4. Open the lower paper feeder door. Lower the right door to 90°, and then rotate the rear side of the door away from the printer. Slide the door to the rear of the printer to remove it.

⚠ CAUTION: Do not lower the door more than 90°. This might result in damage to the door.

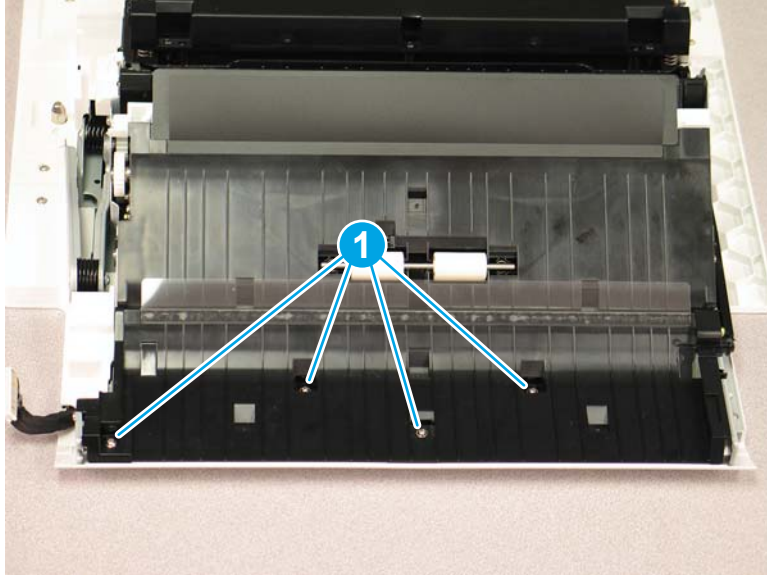
Figure 2-767 Remove the right door



Step 3: Remove the feed guide take away lower and feed guide take away upper

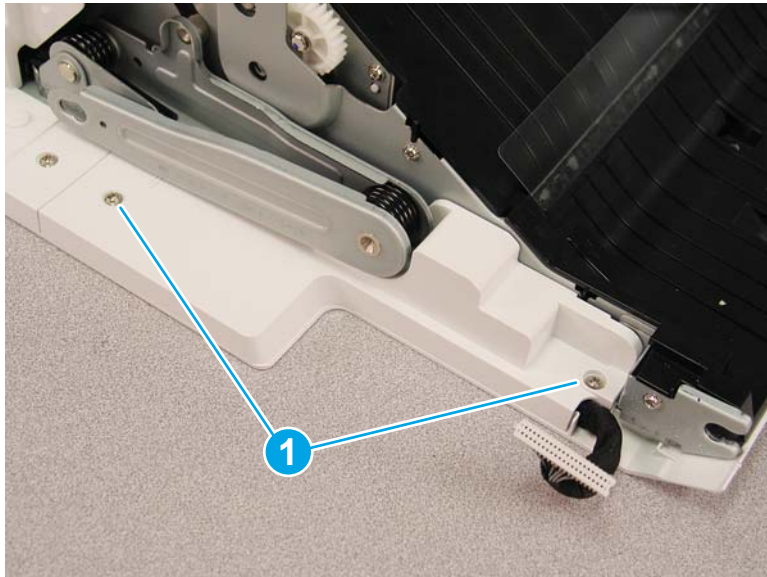
1. Remove four screws.

Figure 2-768 Remove four screws



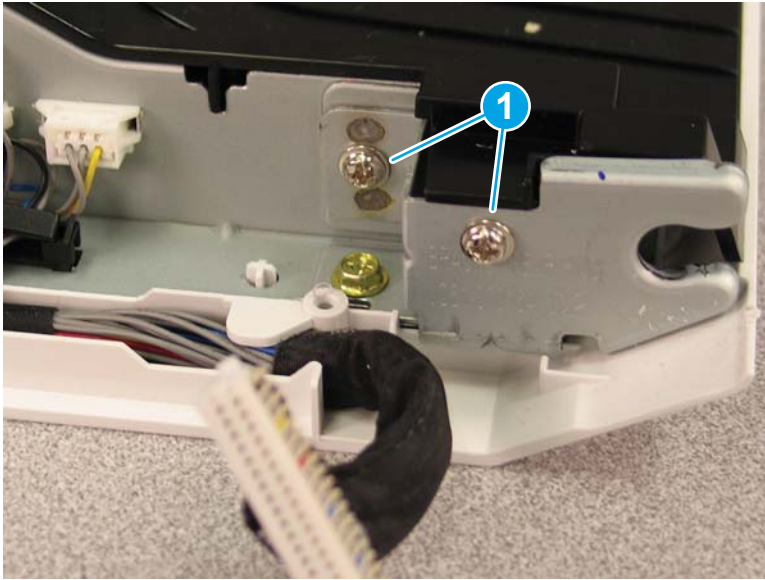
2. Remove two screws, and then remove the lower cable cover.

Figure 2-769 Remove two screws and the lower cable cover



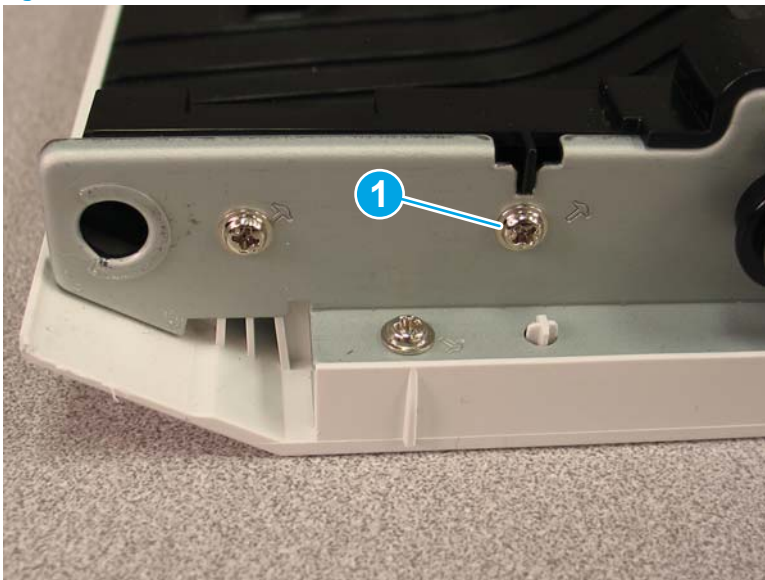
3. Remove two screws.

Figure 2-770 Remove two screws



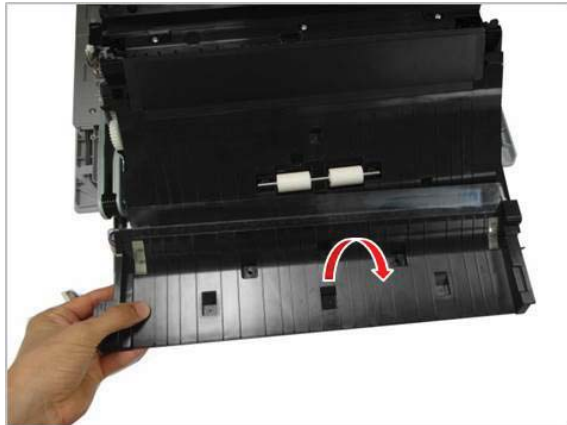
4. Remove one screw.

Figure 2-771 Remove one screw



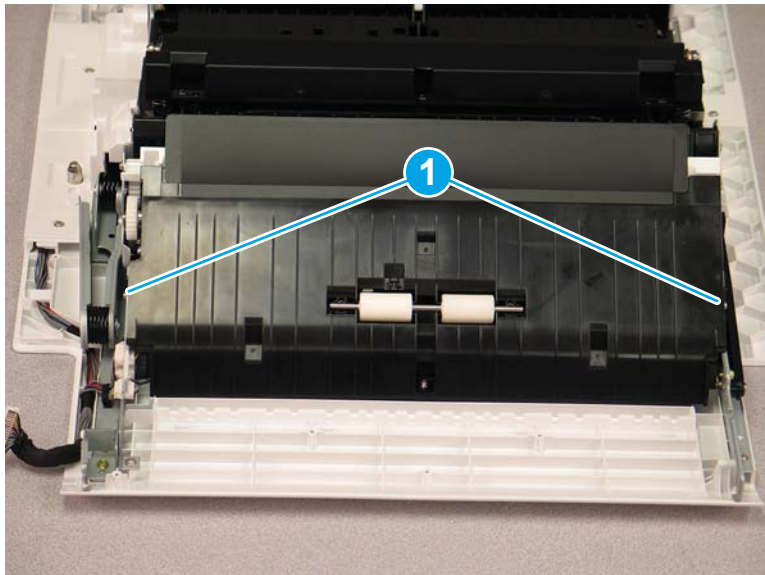
5. Remove the feed guide take away lower.

Figure 2-772 Remove the feed guide take away lower



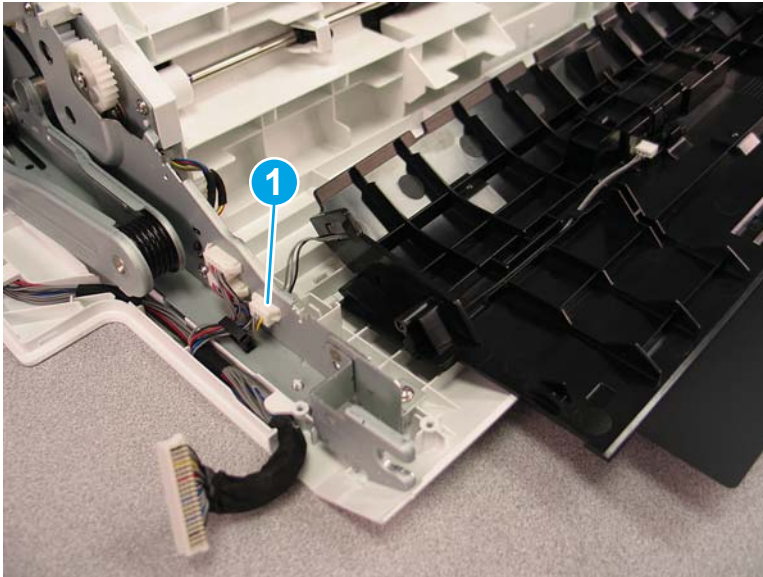
6. Remove two screws (callout 1).

Figure 2-773 Remove two screws



7. Lift the feed guide take away upper slightly away from the right door, and then disconnect one connector (callout 1).

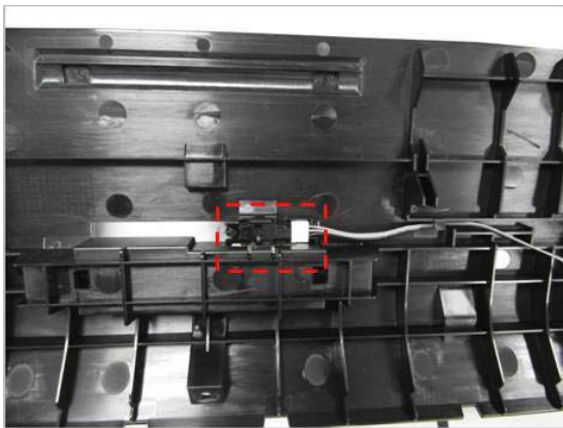
Figure 2-774 Remove the feed guide take away upper



Step 4: Remove the feed 2 sensor


- ▲ Disconnect the sensor connector, and then remove the feed sensor located on the feed guide take away upper.

Figure 2-775 Disconnect one connector and remove the feed sensor





Step 5: 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.

Tray 1

Figure 2-776 Tray 1

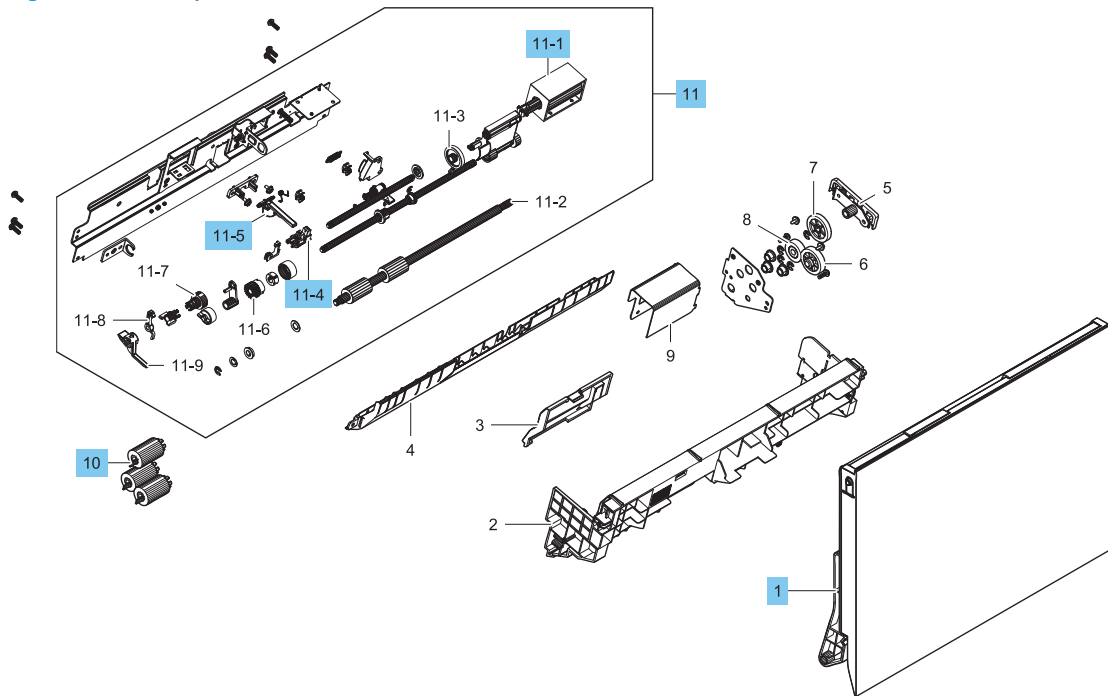


Table 2-14 Tray 1

Ref	Description	Part number	Qty
1	Tray 1, main pickup	JC90-01357B	1
10	Tray 1, main rollers	JC93-00540B on page 738	3
11	Tray 1, bracket pickup	JC90-01355A	1
11-1	Solenoid, tray 1	JC33-00029B on page 742	1
11-4	Photo-interrupter	0604-001393	1
11-5	Actuator lever, empty	JC66-04459A	1

Tray 1 pickup/reverse/feed roller

- [Introduction](#)
- [Step 1: Remove the Tray 1 pickup/reverse/feed roller](#)
- [Step 2: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the Tray 1 pickup/reverse/feed 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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- ⚠ **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC93-00540B

To order the part, go to www.hp.com/buy/parts.

- Tray 1 (MP) Roller

Required tools

- Small, flat-blade screwdriver

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the Tray 1 pickup/reverse/feed roller

1. Open Tray 1. Use a small flat blade screwdriver to release the tab on the right side of the cover.

 **NOTE:** The plastic tabs on the edges of the cover might require extra pressure to remove.

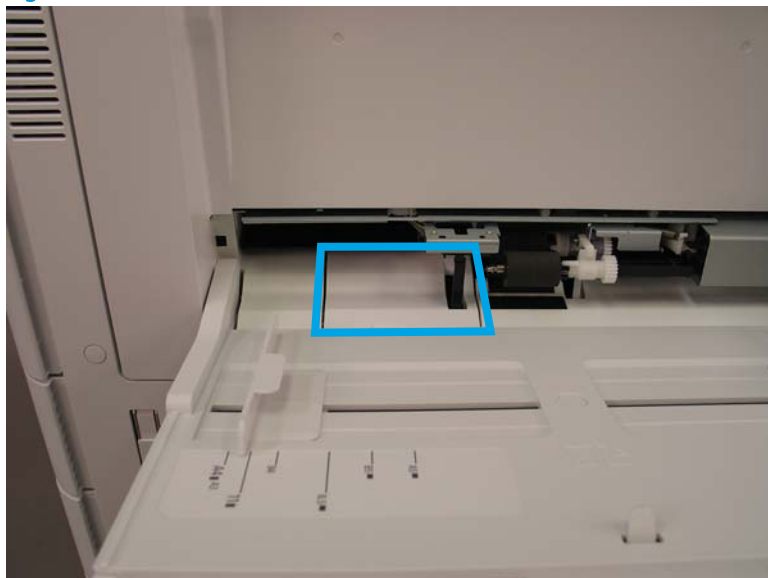
Figure 2-777 Remove the cover



2. Remove the cover shown using a small flat blade screwdriver to release the tab on the right side of the cover.

 **NOTE:** The flag, it will need to be moved out of the way to remove cover.

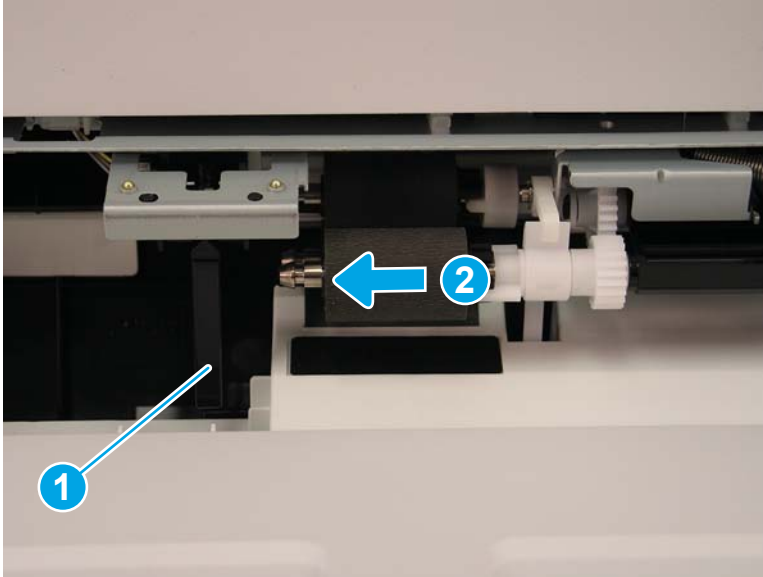
Figure 2-778 Remove cover



3. Release the small tab and remove the Tray 1 pick/reverse/feed roller (callout 2). The flag (callout 1) will need to be moved out of the way to release rollers. Use caution and remove slowly to avoid loosening the parts behind the rollers. If these parts come loose, they might fall into the printer and will be difficult to retrieve. Note the location of all components.

 **NOTE:** It is recommended to replace all three rollers at the same time.

Figure 2-779 Remove the Tray 1 pick/reverse/feed roller



4. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Tray 1 pick/reverse/feed roller

- ▲ After the replacement rollers are installed, follow these instructions to reset the firmware counter:
 - i. From the Home screen on the printer control panel, select the [Support Tools](#) menu.
 - ii. Select the [Service](#) menu.
 - iii. Make sure that [Service Access Code](#) is selected in the drop-down menu, and then enter the service access code.
 - iv. Select the [Service Tools](#) menu.
 - v. Select the [Supply Status](#) menu.
 - vi. Select [Field Replacement Unit](#).
 - vii. Select [Tray X Rollers](#).
 - viii. Select [Tray 1 Roller Kit](#).
 - ix. Select [Reset](#).



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.

Tray 1 solenoid

- [Introduction](#)
- [Step 1: Remove the right rear cover](#)
- [Step 2: Remove the right door](#)
- [Step 3: Remove the feed guide take away lower and feed guide take away upper](#)
- [Step 4: Remove the Tray 1 unit](#)
- [Step 5: Remove the Tray 1 solenoid](#)
- [Step 6: Unpack the replacement assembly](#)

Introduction


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

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
-  **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC33-00029B

To order the part, go to www.hp.com/buy/parts.

- Solenoid, Tray 1

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.

- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

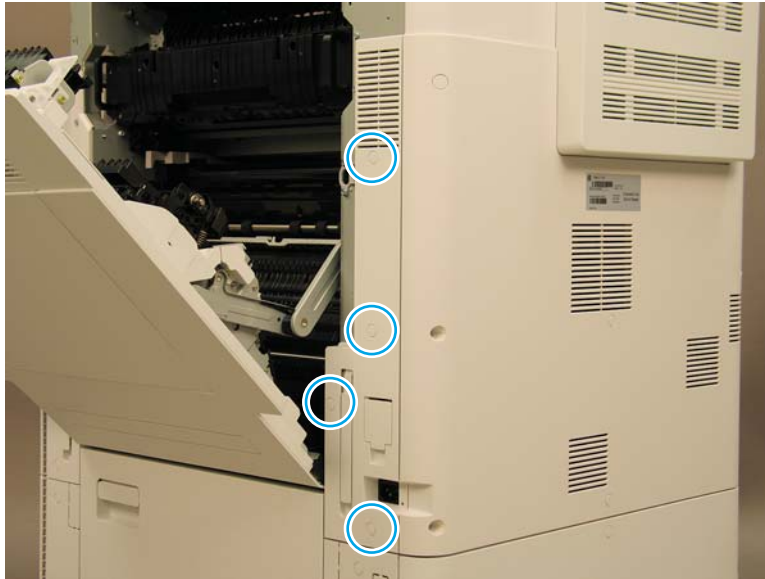
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the right rear cover

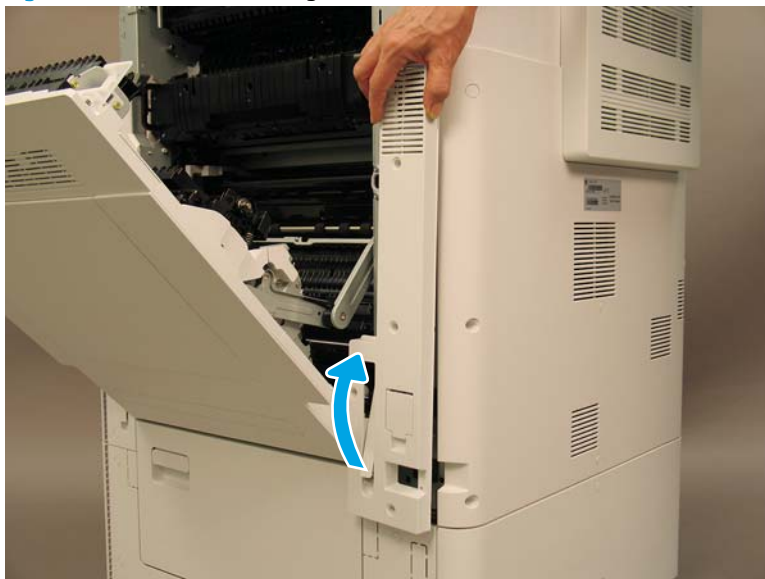
1. Open the right door.
2. Remove four screw-caps and four screws.

Figure 2-780 Remove four screws



3. Lift the handle and remove the right rear cover.

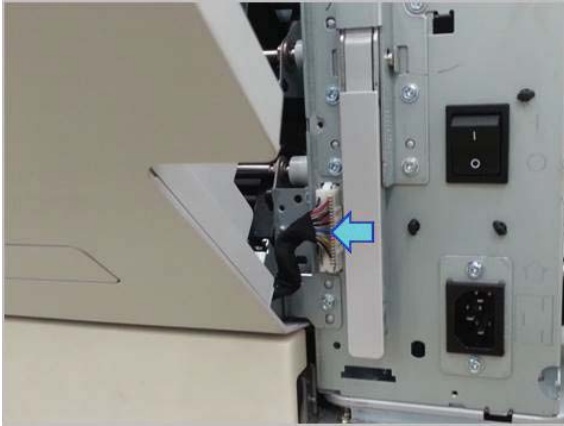
Figure 2-781 Remove the right rear cover



Step 2: Remove the right door

1. Disconnect the right door connector by moving it side-to-side until it releases.

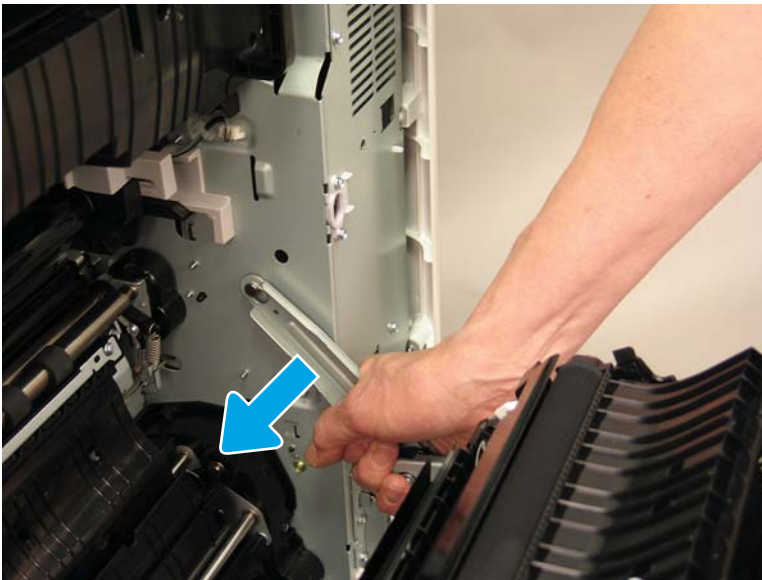
Figure 2-782 Disconnect one connector



2. Slightly raise the right door and carefully release the right hinge from the hinge pin.

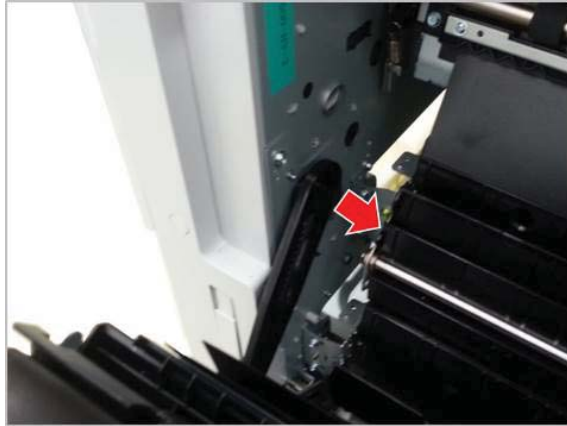
⚠ CAUTION: The hinge is spring-loaded and might snap back forcefully. Raise the door to take the tension off of the spring, and then hold the hinge firmly while releasing it from the hinge pin.

Figure 2-783 Release the right hinge



3. Slightly raise the right door, and then release the left dampener.

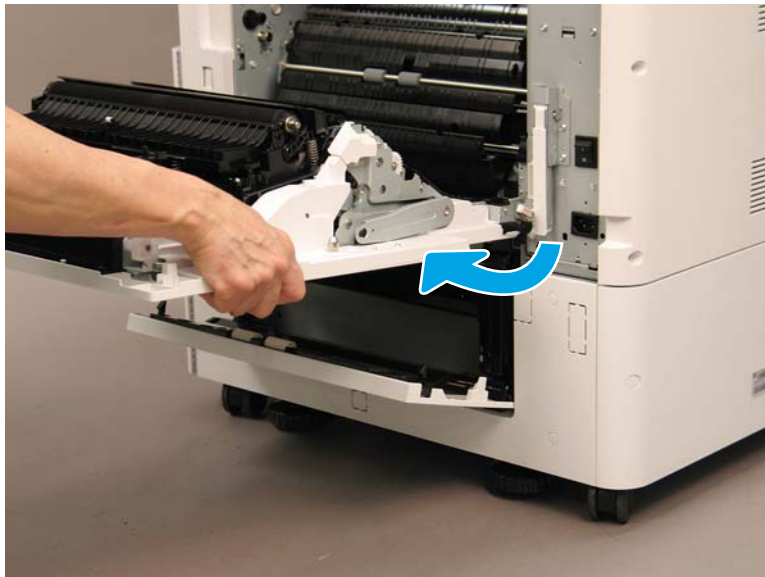
Figure 2-784 Release the left dampener



4. Open the lower paper feeder door. Lower the right door to 90°, and then rotate the rear side of the door away from the printer. Slide the door to the rear of the printer to remove it.

CAUTION: Do not lower the door more than 90°. This might result in damage to the door.

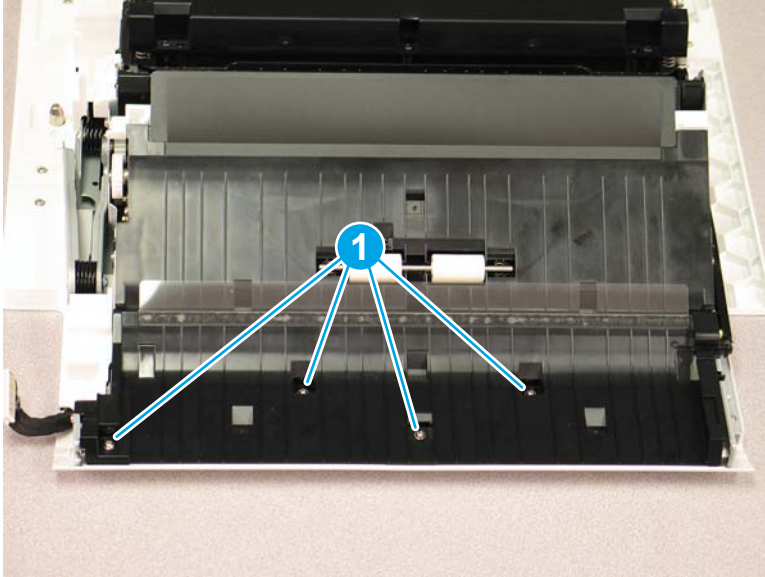
Figure 2-785 Remove the right door



Step 3: Remove the feed guide take away lower and feed guide take away upper

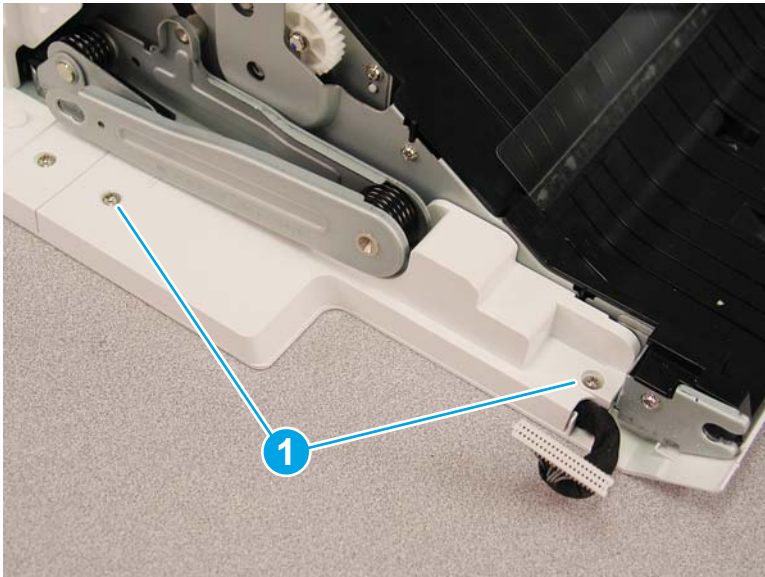
1. Remove four screws.

Figure 2-786 Remove four screws



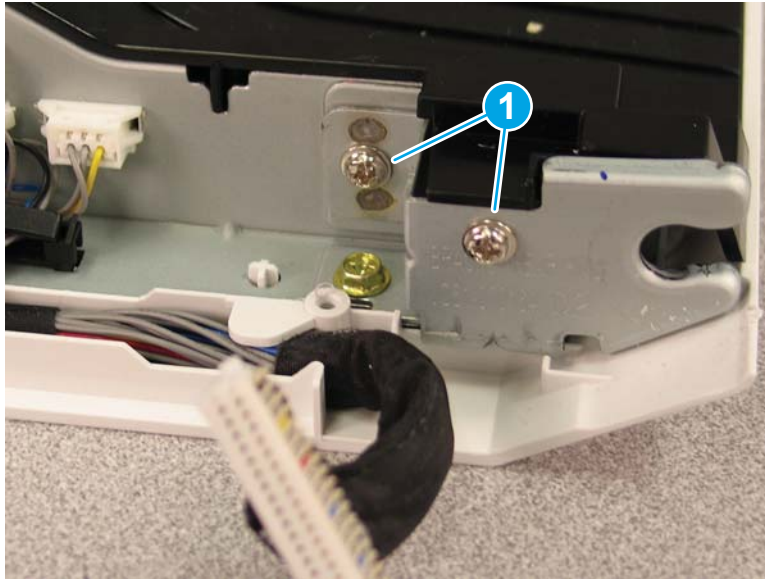
2. Remove two screws, and then remove the lower cable cover.

Figure 2-787 Remove two screws and the lower cable cover



3. Remove two screws.

Figure 2-788 Remove two screws



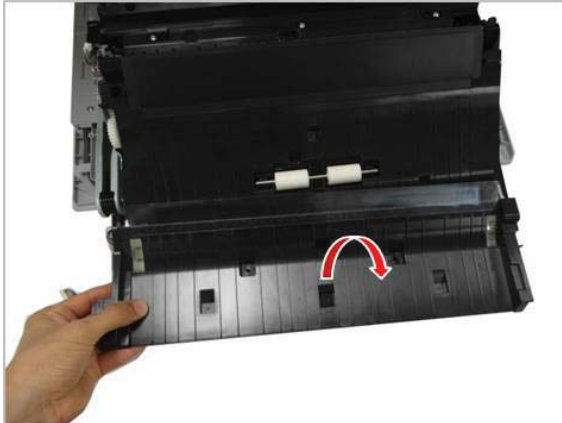
4. Remove one screw.

Figure 2-789 Remove one screw



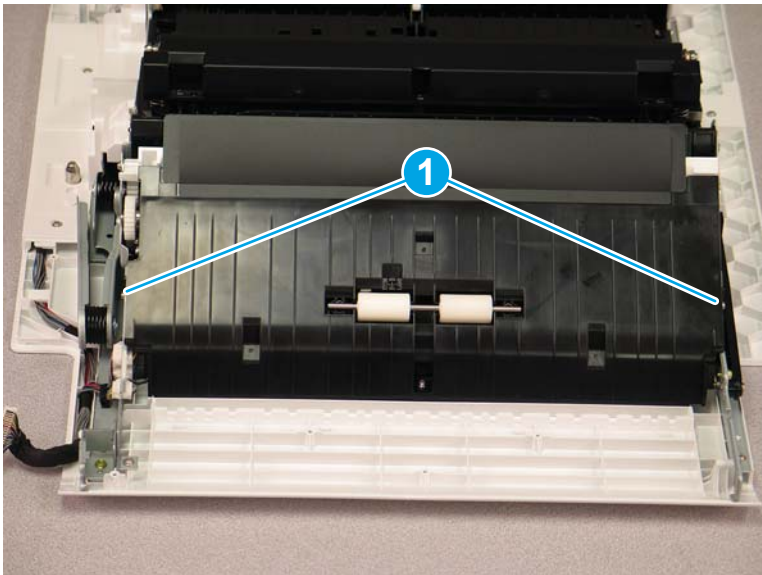
5. Remove the feed guide take away lower.

Figure 2-790 Remove the feed guide take away lower



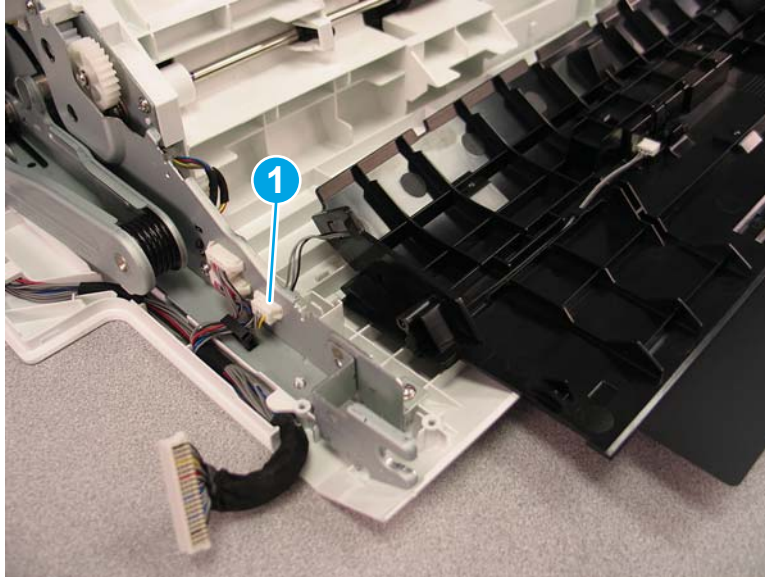
6. Remove two screws (callout 1).

Figure 2-791 Remove two screws



7. Lift the feed guide take away upper slightly away from the right door, and then disconnect one connector (callout 1).

Figure 2-792 Remove the feed guide take away upper



Step 4: Remove the Tray 1 unit

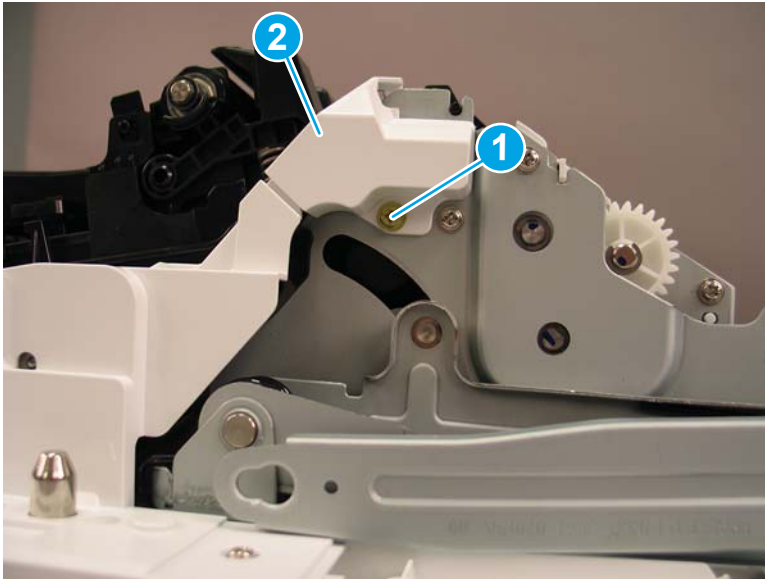
1. Hold the right door upright, open Tray 1, and then release the hinge arm (callout 1).

Figure 2-793 Release the hinge arm



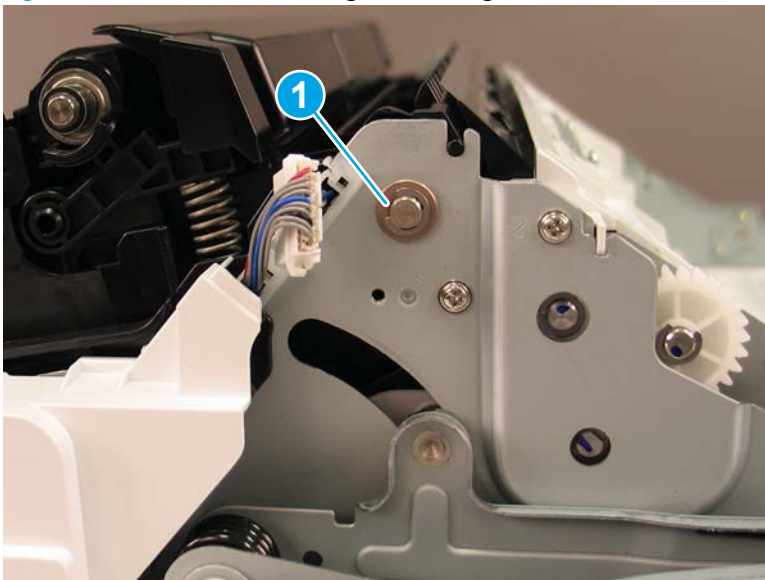
2. Remove one screw (callout 1), and then remove the bushing cover (callout 2).

Figure 2-794 Remove one screw and bushing cover



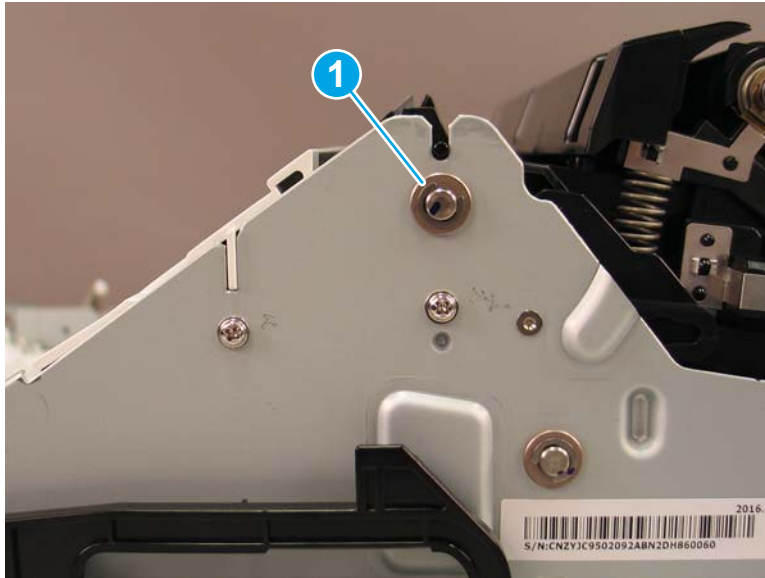
3. Remove one e-ring and bushing (callout 1).

Figure 2-795 Remove one e-ring and bushing



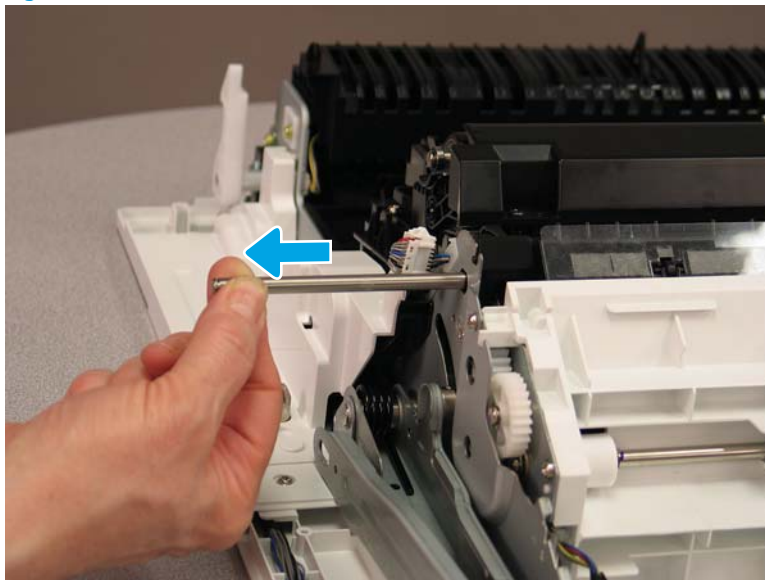
4. Remove one e-ring and bushing (callout 1).

Figure 2-796 Remove one e-ring and bushing



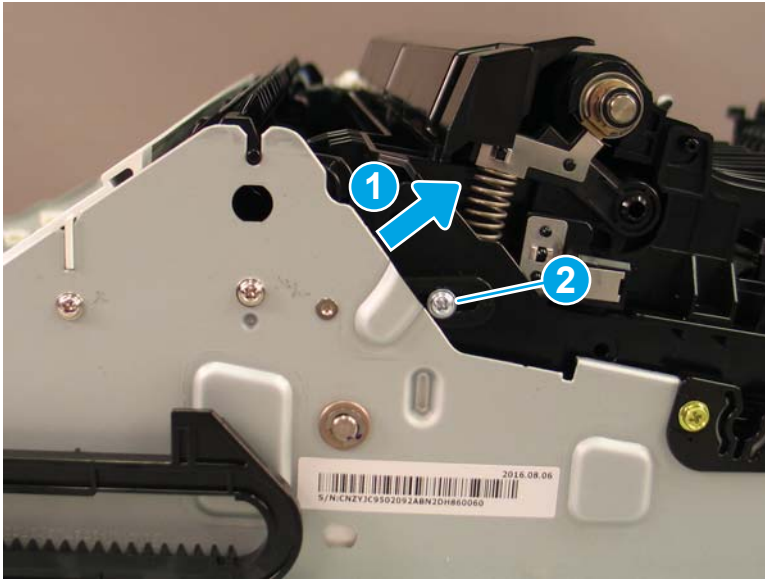
5. Remove the shaft.

Figure 2-797 Remove the shaft



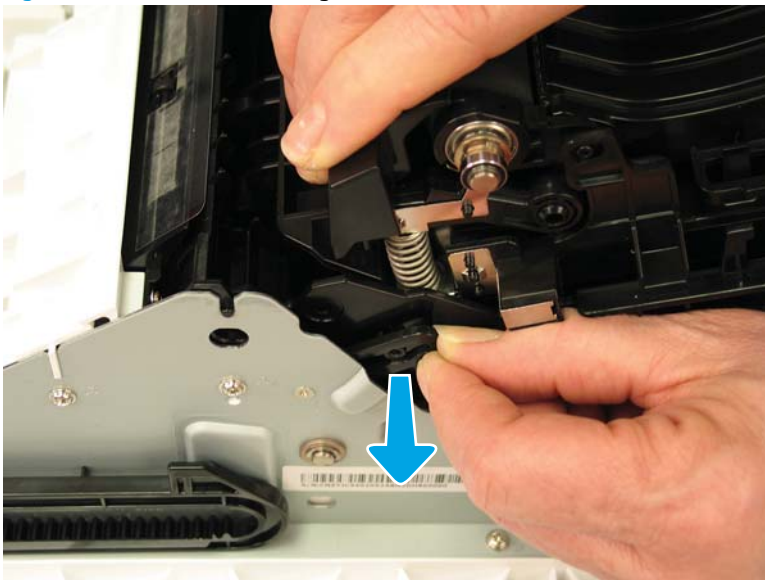
6. Pull the hinge arm up (callout 1), and then remove one screw (callout 2).

Figure 2-798 Remove one screw



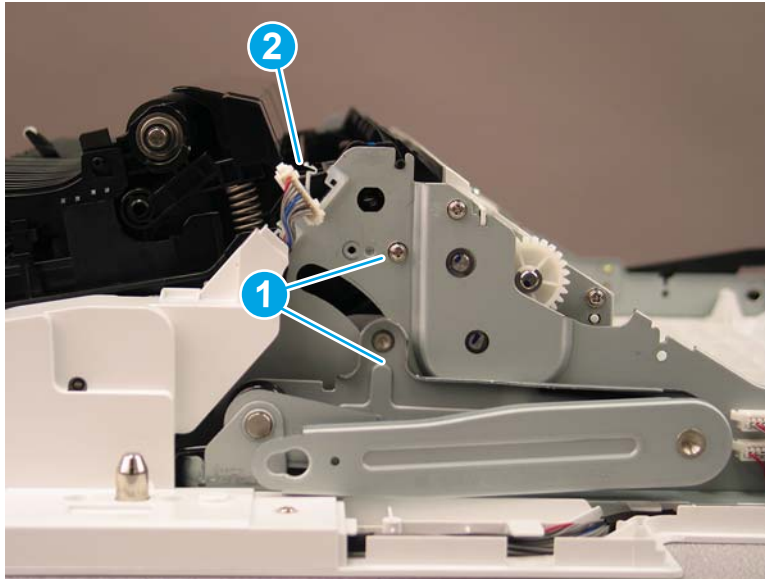
7. Release the hinge.

Figure 2-799 Release the hinge



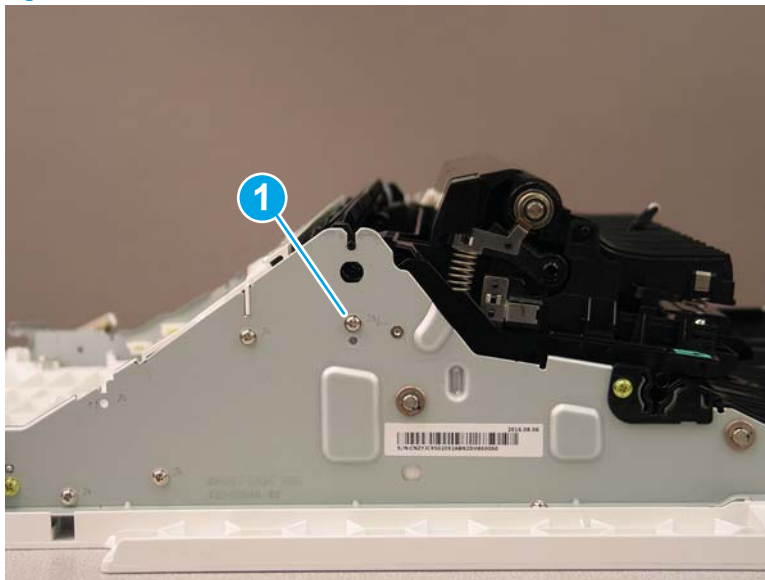
8. Remove one screw (callout 1), and then release one retainer (callout 2).

Figure 2-800 Remove one screw



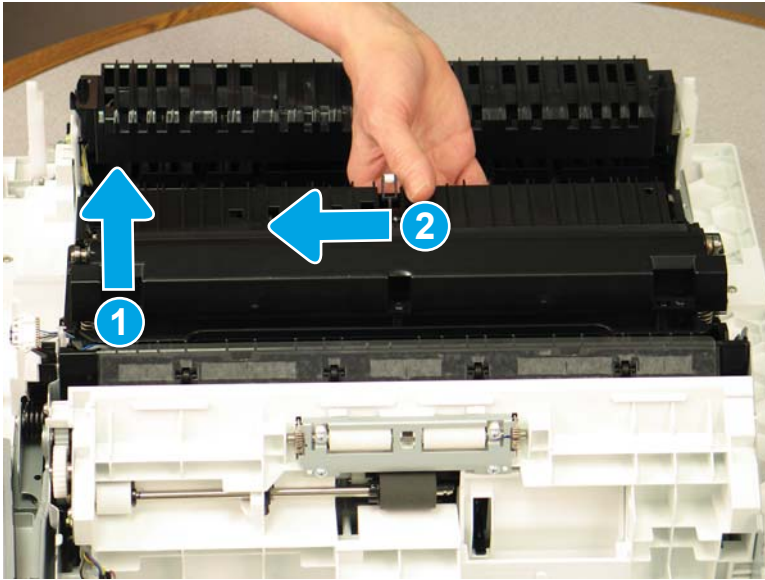
9. Remove one screw (callout 1).

Figure 2-801 Remove one screw



10. Lift up on the feed roller assembly (callout 1), and then slide it to the left (callout 2) to release it.

Figure 2-802 Release the feed roller assembly



11. Rotate the feed roller assembly to the side.

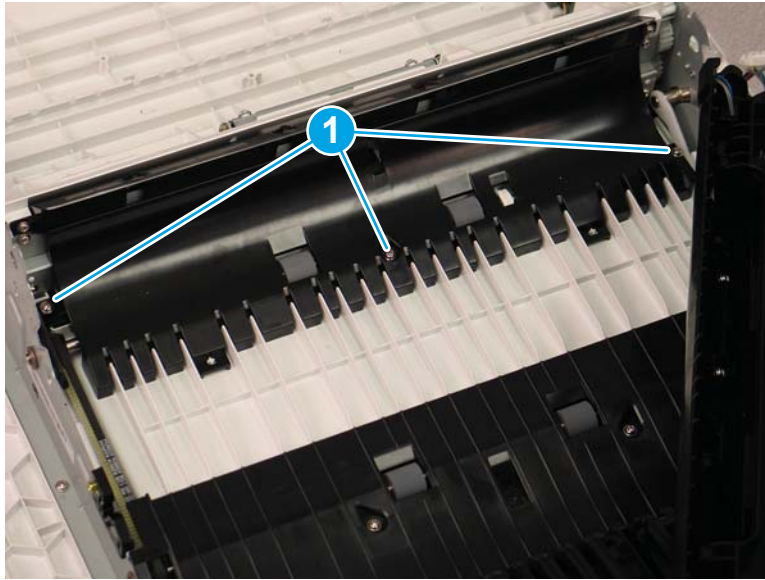
⚠ CAUTION: The feed roller assembly is still attached to the right door. Do not attempt to remove it completely.

Figure 2-803 Rotate the feed roller assembly



12. Remove three screws (callout 1).

Figure 2-804 Remove three screws



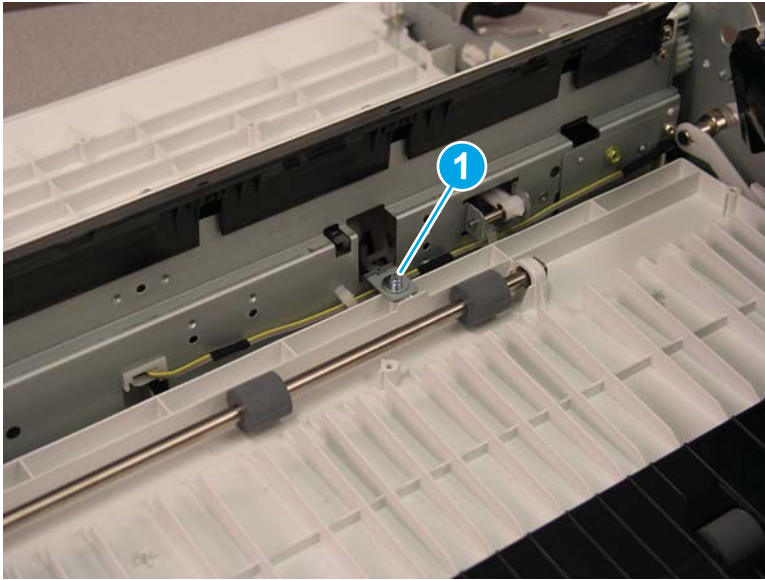
13. Remove the duplex lower guide.

Figure 2-805 Remove the duplex lower guide



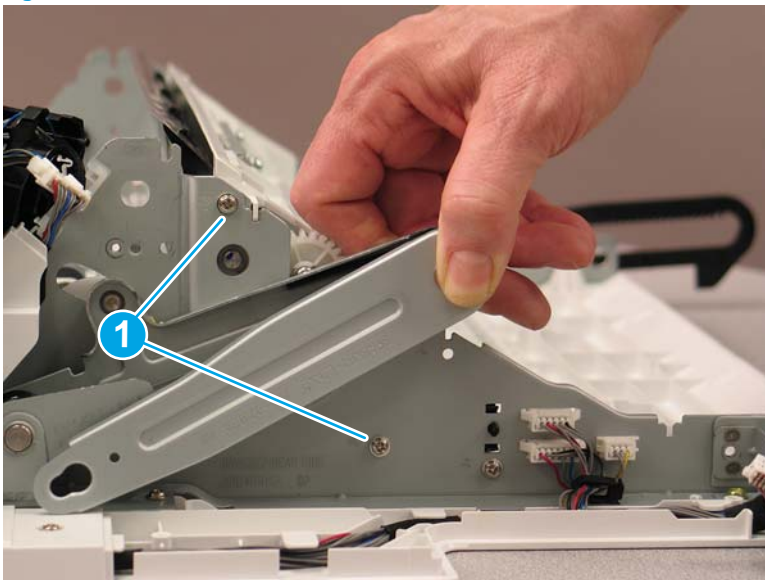
14. Remove one screw (callout 1).

Figure 2-806 Remove one screw



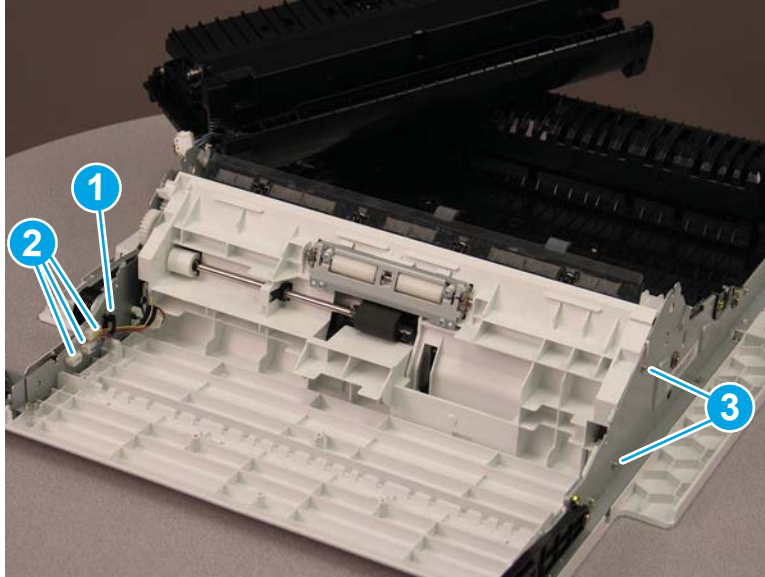
15. Remove two screws (callout 1).

Figure 2-807 Remove two screws



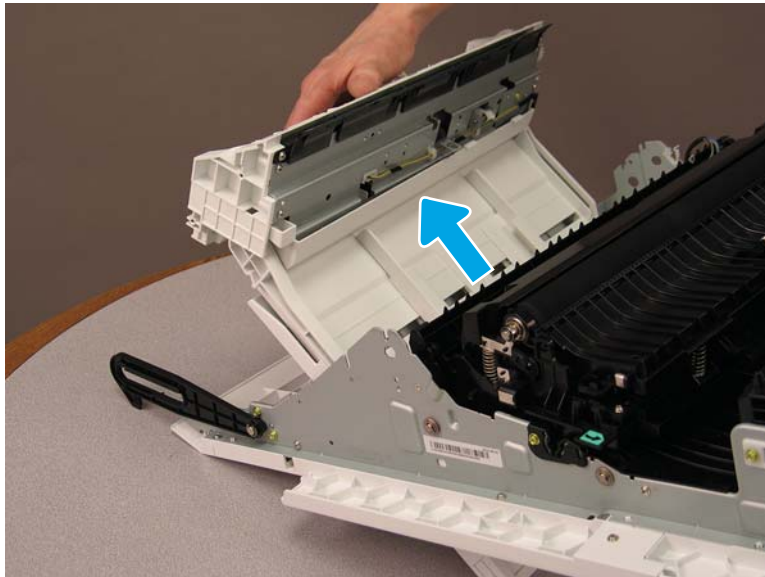
16. Release one retainer (callout 1), disconnect three connectors (callout 2), and then remove two screws (callout 3).

Figure 2-808 Disconnect three connectors and remove two screws



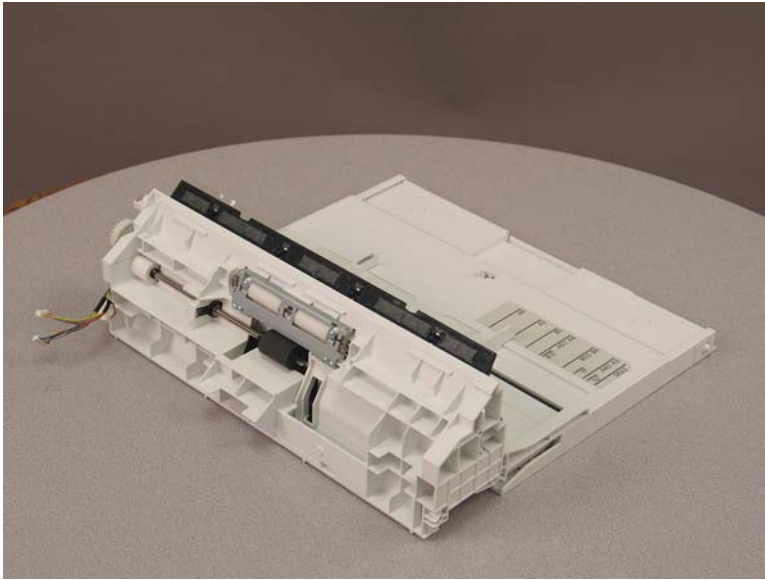
17. Release the Tray 1 unit from the right door.

Figure 2-809 Release the Tray 1 unit



18. Remove the Tray 1 unit.

Figure 2-810 Remove the Tray 1 unit



Step 5: Remove the Tray 1 solenoid

1. Remove two screws, remove three gears, and then release Tray 1.

Figure 2-811 Remove two screws and three gears



2. Remove two screws, three e-rings, and three bushings. Remove the bracket-rear.

Figure 2-812 Remove the bracket-rear



3. Remove seven screws, and then remove the frame-base.

Figure 2-813 Remove seven screws




4. Remove two screws, and then remove the Tray 1 solenoid.

Figure 2-814 Remove two screws





Step 6: 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.

Right door guide

Figure 2-815 Right door guide

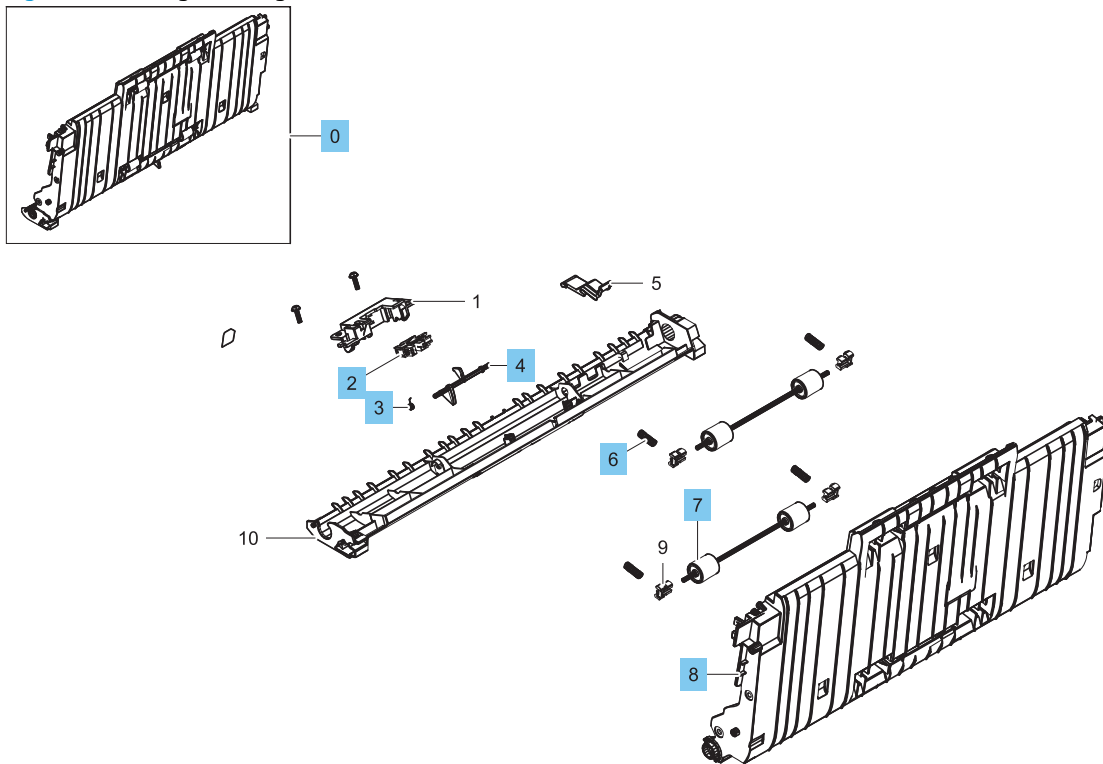


Table 2-15 Right door guide

Ref	Description	Part number	Qty
0	Right door side guide	JC95-01969A	1
2	Photo-interrupter	0604-001393	1
3	Spring, tension	6107-001737	1
4	Actuator lever, dup	JC66-04405A	1
6	Spring, cs	6107-001731	4
7	Idle roller, rubber	JC66-02289B	4
8	Feed guide	JC61-06988A	1

Right door side exit

Figure 2-816 Right door exit and takeaway

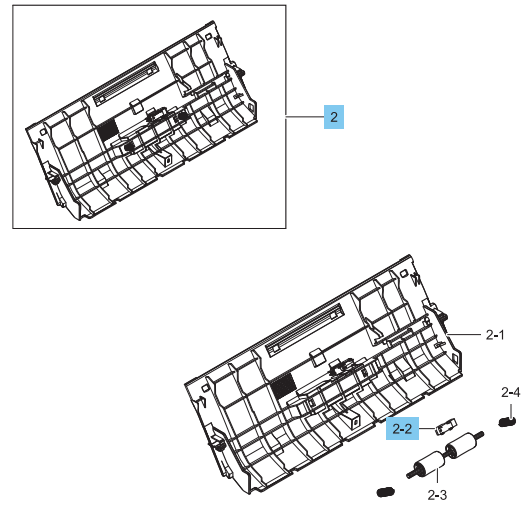
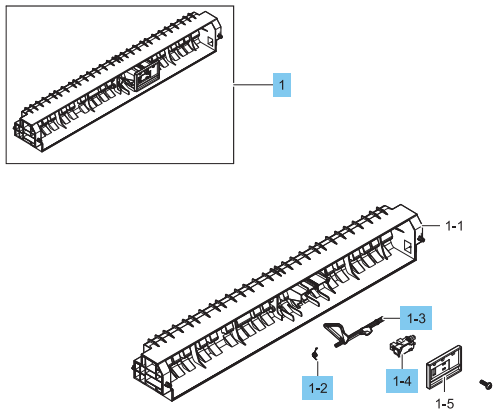


Table 2-16 Right door exit and takeaway

Ref	Description	Part number	Qty
1	Right door side exit	JC95-01968A	1
1-2	Spring, ts	6107-001737	1
1-3	Actuator lever, fuser out	JC66-04406A	1
1-4	Photo-interrupter	0604-001393	1
2	Right door, side takeaway	JC95-01972A	1
2-2	Photo-interrupter	0604-001490	1
Not shown	Switch assembly - right door	JC93-01467A	1

T2 transfer assembly

Figure 2-817 T2 transfer

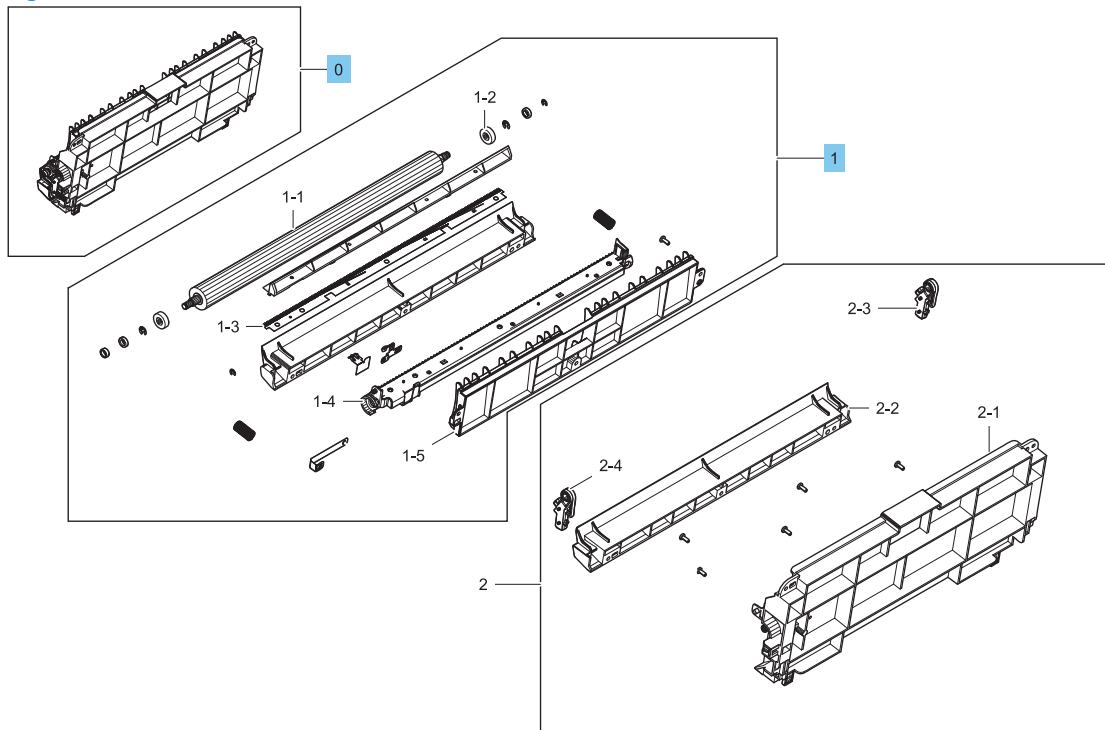


Table 2-17 T2 transfer

Ref	Description	Part number	Qty
0	T2 transfer	JC93-01078A	1
1	T2 transfer roller assy	JC93-01080A	1

ADF (LX/du models)

Figure 2-818 ADF (LX models)

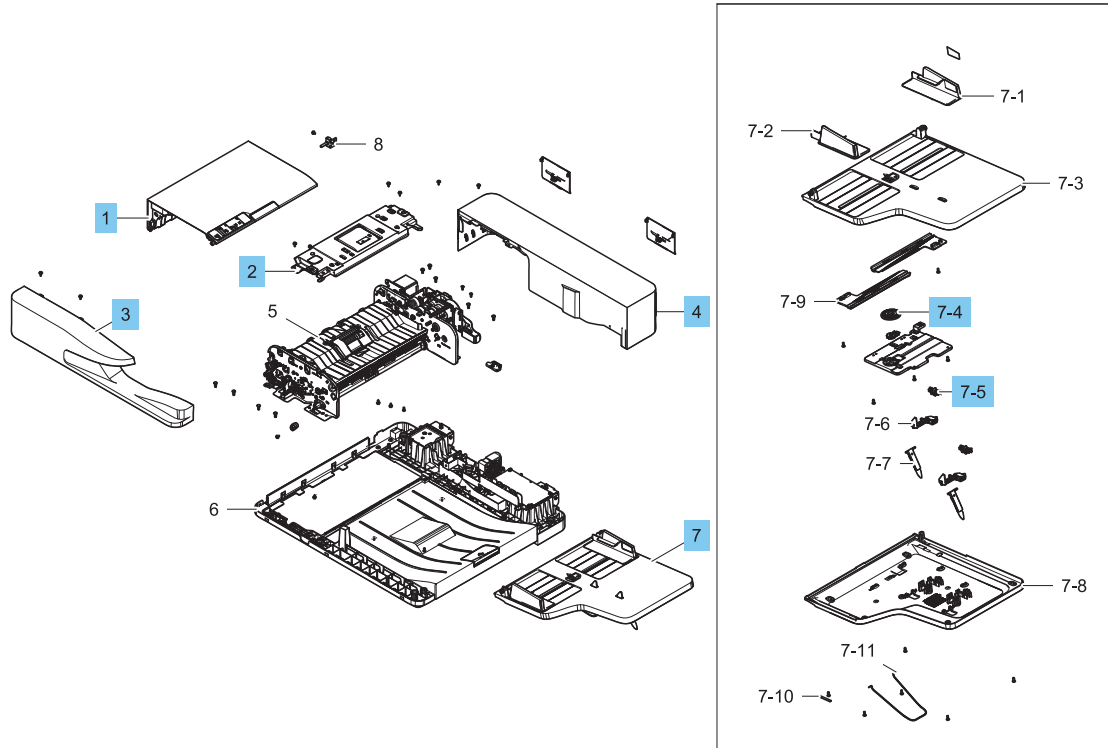


Table 2-18 ADF (LX models)

Ref	Description	Part number	Qty
1	ADF cover open (LX)	JC97-04853A on page 773	1
2	ADF pickup (LX)	JC97-04856A	1
3	ADF, front cover (LX)	JC63-05563A	1
4	ADF, cover rear (LX)	JC63-05561A	1
7	ADF stacker (LX)	JC97-04859A on page 779	1
7-4	ADF pinion gear (LX)	JC66-04079A	1
7-5	Photo interrupter	0604-001393	1

ADF whole unit (LX models)

- [Introduction](#)
- [Step 1: Remove the document feeder whole unit](#)
- [Step 2: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove the document feeder whole unit assembly.

[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.

JC97-05074A

To order the part, go to www.hp.com/buy/parts.

- Document feeder whole unit assembly (LX/du models)

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

Post service test

Copy, scan, or print a document. Verify the document copies, scans, or prints correctly.

Step 1: Remove the document feeder whole unit

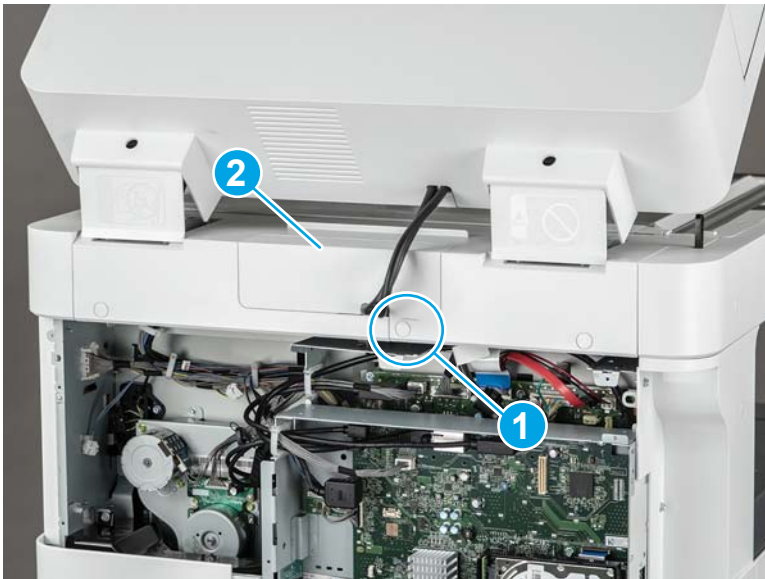
1. Remove the formatter cover and the upper rear cover.

Figure 2-819 Remove the formatter cover and the upper rear cover



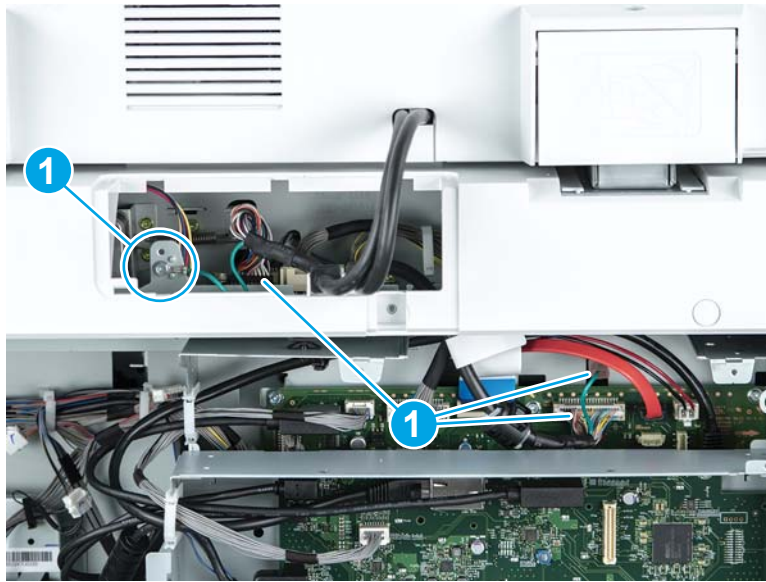
2. Remove one screw cap and screw (callout 1), and then remove the document feeder connector cover (callout 2).

Figure 2-820 Remove the document feeder connector cover



3. Remove one screw to release the ground wire (callout 1), and then disconnect three connectors (callout 2).

Figure 2-821 Remove the document feeder harness and ground wire



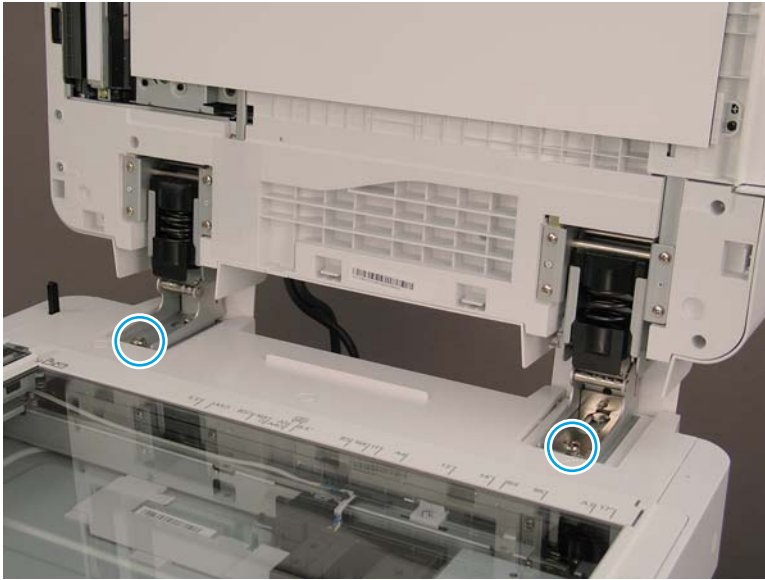
4. Disconnect the document feeder harness from the PCA - ADF HIC. Remove one connector and one grounding wire.
5. Release one screw on each hinge stop on the back of the document feeder.

Figure 2-822 Release the document feeder hinge screws



6. Remove two screws. Slide the assembly back, and then lift the document feeder to remove.

Figure 2-823 Lift and remove the document feeder





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.

Document feeder (ADF) jam access cover (LX/du models)

- [Introduction](#)
- [Step 1: Remove the document feeder \(ADF\) back cover \(LX models\)](#)
- [Step 2: Remove the document feeder \(ADF\) jam access cover](#)
- [Step 3: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove the jam access cover.

[Click here to view a video of this procedure for HP Color LaserJet MFP.](#)

[Click here to view a video of this procedure for HP LaserJet MFP](#)



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.

JC97-04853A

To order the part, go to www.hp.com/buy/parts.

- Jam access cover (LX)

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

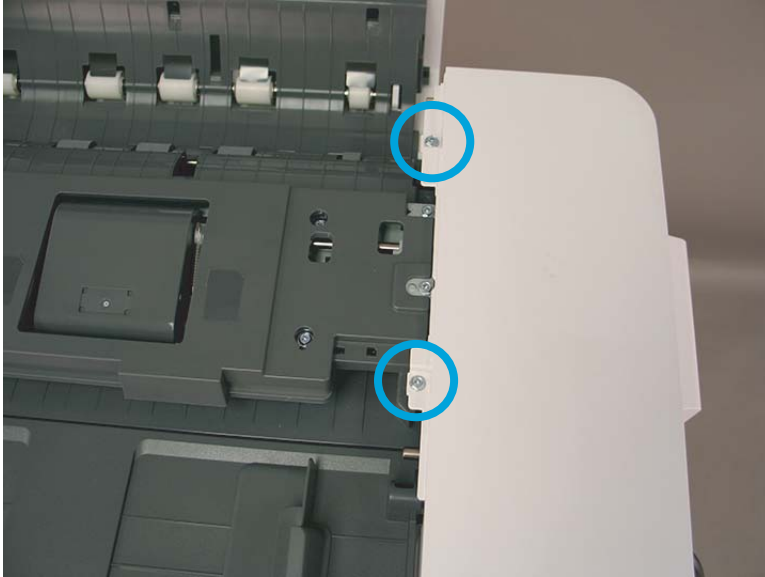
Post service test

Copy, scan, or print a document. Verify the document copies, scans, or prints correctly.

Step 1: Remove the document feeder (ADF) back cover (LX models)

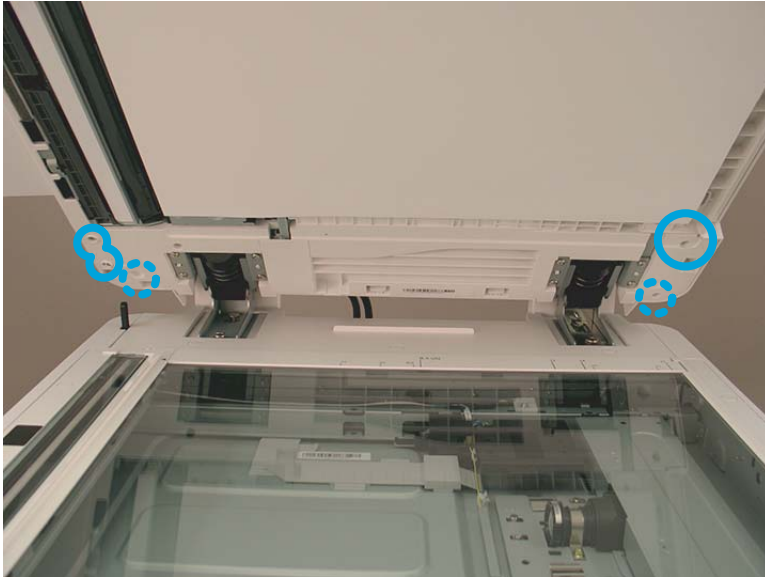
1. Remove two screws from the top of document feeder back cover.

Figure 2-824 Remove the document feeder back cover top screws



2. Using a JIS #2 stubby screwdriver, remove five screws from the bottom of the document feeder back cover.

Figure 2-825 Remove the document feeder back cover bottom screws



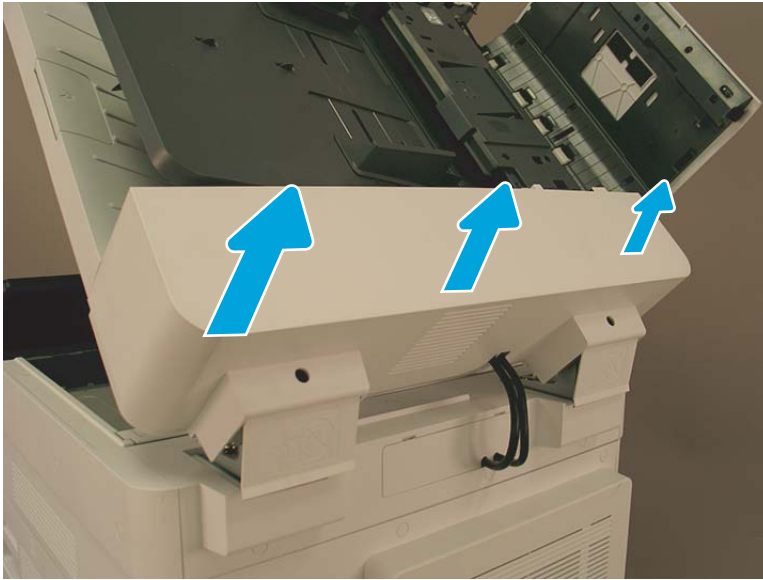
3. Release the tab on the right side of the back cover.


Figure 2-826 Release one tab on the right side of back cover.

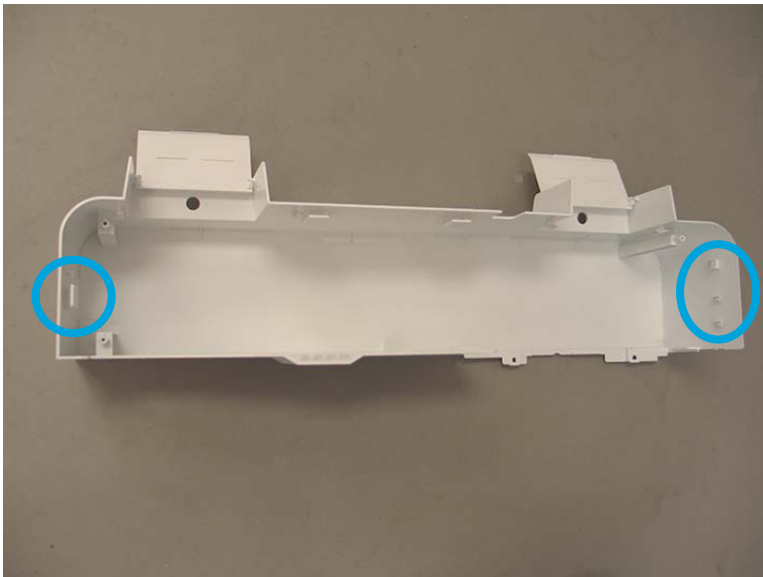


4. Release the three tabs on back cover to remove the back cover.

Figure 2-827 Release three tabs on the back cover.




 **NOTE:** The tabs on the underside of the cover.



5. Remove the back cover from the left to right as shown in the photo.

Figure 2-828 Remove back cover.

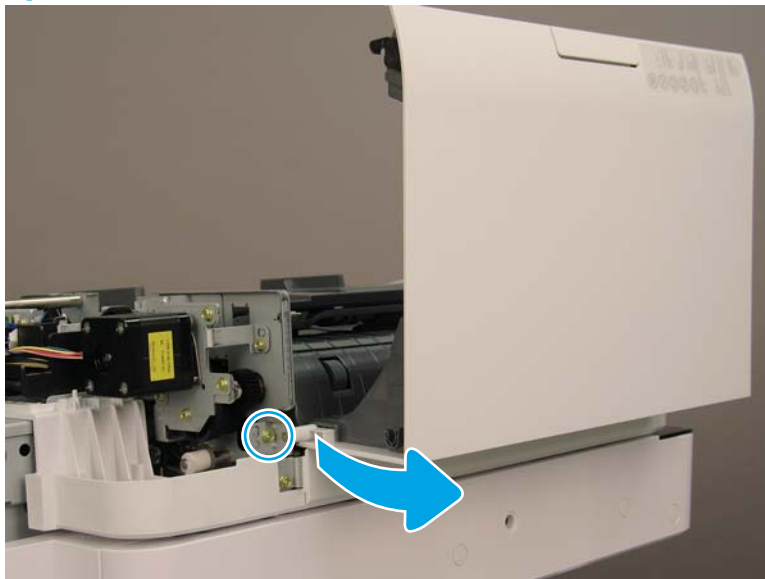


 **TIP:** To reinstall cover, install from the right to left.

Step 2: Remove the document feeder (ADF) jam access cover

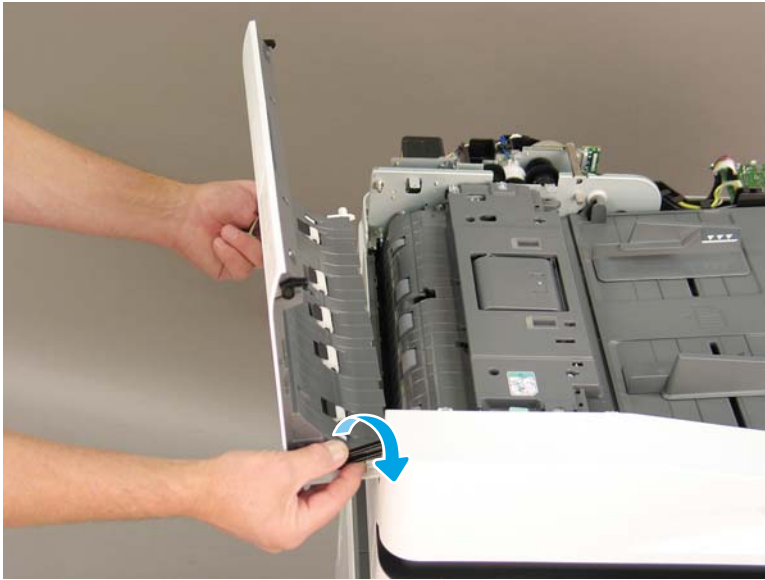
1. Open the jam access cover, and then remove one screw.

Figure 2-829 Remove the jam access cover screw



2. Remove the pivot pin, and then pivot the cover and release the hinge to remove the jam access cover.

Figure 2-830 Remove the jam access cover





Step 3: 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.

Document feeder (ADF) input tray (LX/du models)

- [Introduction](#)
- [Step 1: Remove the document feeder \(ADF\) front cover \(LX/du models\)](#)
- [Step 2: Remove the document feeder \(ADF\) back cover](#)
- [Step 3: Remove the document feeder \(ADF\) input tray](#)
- [Step 4: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove the document feeder input tray.

[Click here to view a video of this procedure for HP Color LaserJet MFP.](#)

[Click here to view a video of this procedure for HP LaserJet MFP](#)



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.

JC97-04859A

To order the part, go to www.hp.com/buy/parts.

- ADF stacker (LX)

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

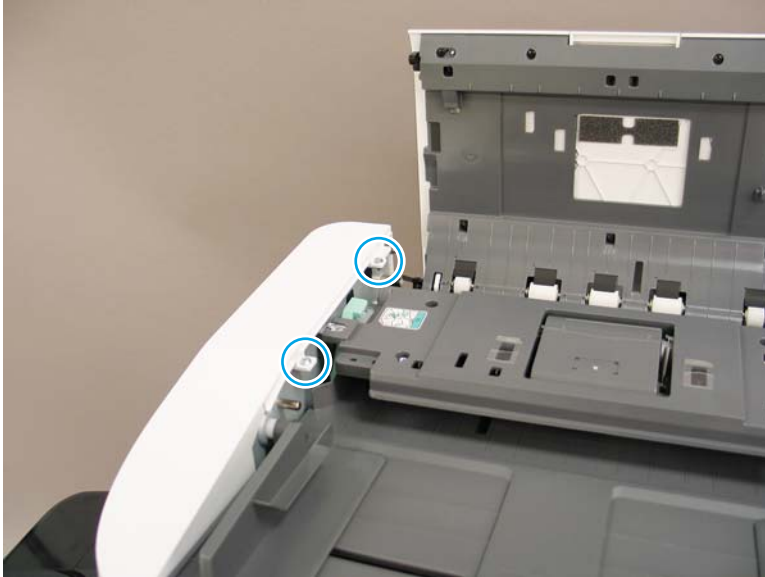
Post service test

Copy, scan, or print a document. Verify the document copies, scans, or prints correctly.

Step 1: Remove the document feeder (ADF) front cover (LX/du models)

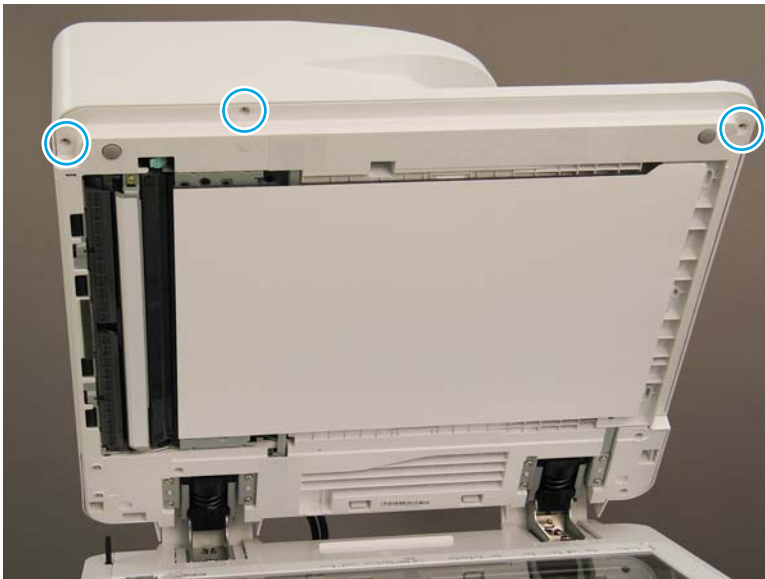
1. Remove two screws from the top of document feeder front cover.

Figure 2-831 Remove the document feeder front cover top screws



2. Remove three screws from the bottom of the document feeder front cover, and then remove the document feeder front cover.

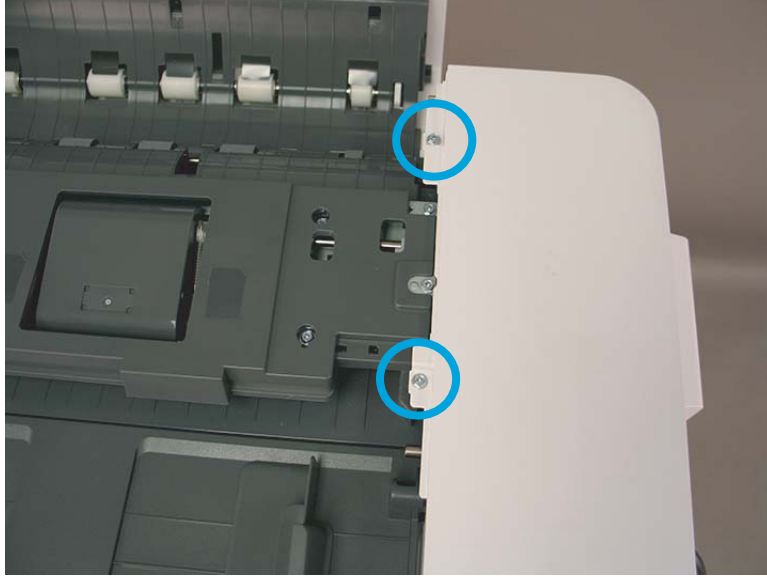
Figure 2-832 Remove the document feeder front cover bottom screws



Step 2: Remove the document feeder (ADF) back cover

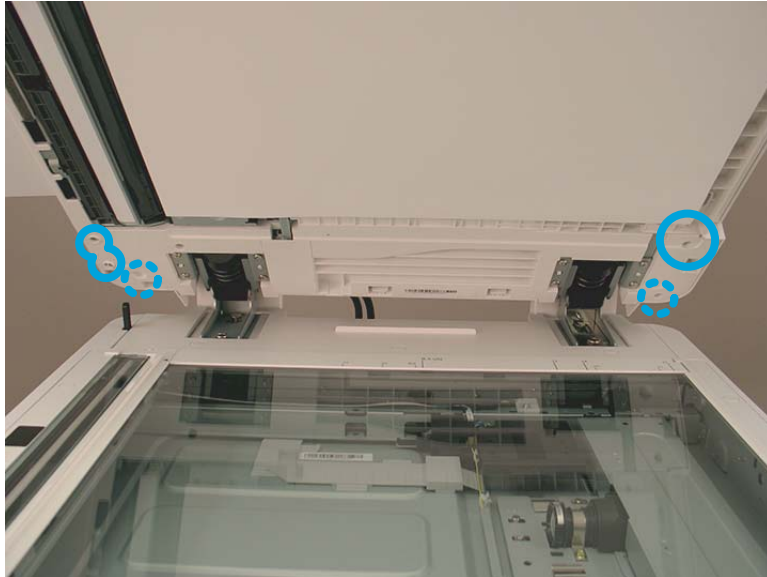
1. Remove two screws from the top of document feeder back cover.

Figure 2-833 Remove two screws from document back cover.



2. Using a JIS #2 stubby screwdriver, remove five screws from the bottom of the document feeder back cover.

Figure 2-834 Remove the document feeder back cover bottom screws



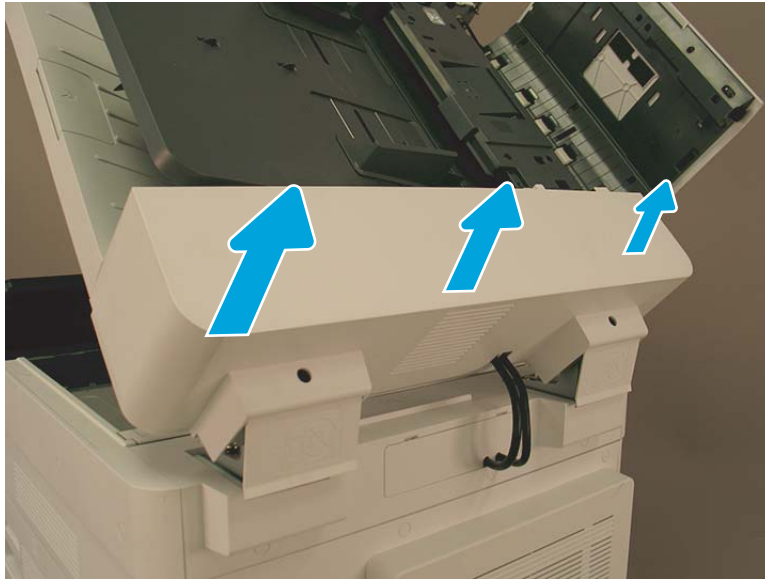
3. Release the tab on the right side of the back cover.


Figure 2-835 Release one tab on the right side of back cover.

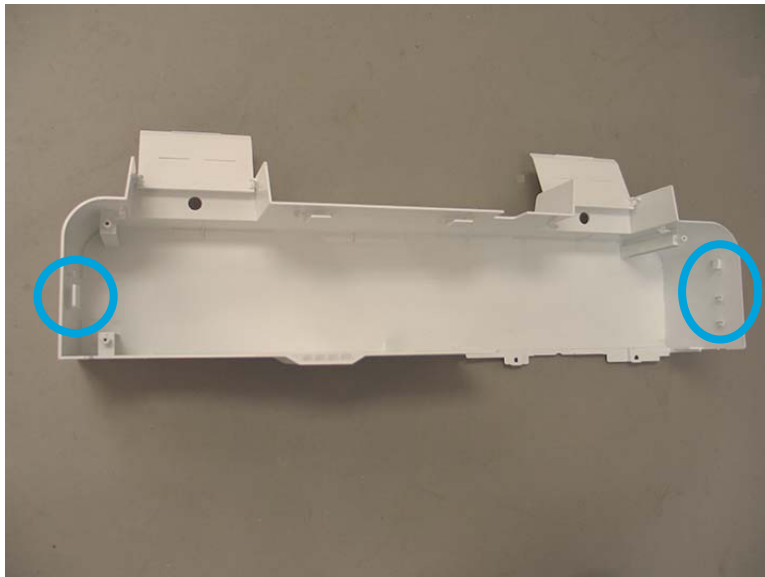


4. Release the three tabs on back cover to remove the back cover.

Figure 2-836 Release three tabs on the back cover.




 **NOTE:** The tabs on the underside of the cover.



5. Remove the back cover from the left to right as shown in the photo.

Figure 2-837 Remove back cover.

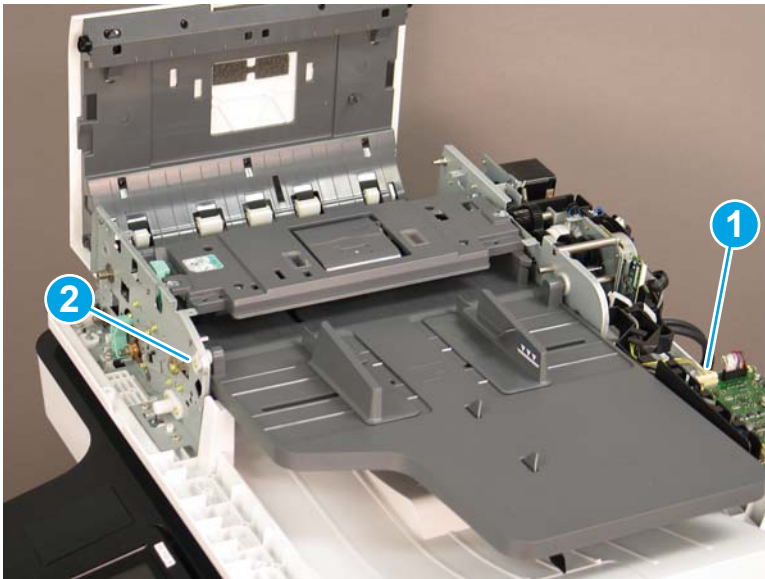


 **TIP:** To reinstall cover, install from the right to left.

Step 3: Remove the document feeder (ADF) input tray

1. Disconnect one connector on document feeder board (callout 1), remove one screw, and then remove the hinge pin (callout 2).

Figure 2-838 Remove the input tray connector, screw, and hinge pin



2. Remove the input tray. Carefully guide the cable out of the chassis while removing the tray.



Step 4: 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.

Document feeder (ADF) contact image sensor (CIS) (LX/du models)

- [Introduction](#)
- [Step 1: Remove the document feeder \(ADF\) front cover](#)
- [Step 2: Remove the document feeder \(ADF\) back cover](#)
- [Step 3: Remove the pick and feed roller assembly](#)
- [Step 5: Remove the CIS assembly](#)
- [Step 6: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove the CIS assembly.

[Click here to view a video of this procedure for HP Color LaserJet MFP.](#)

[Click here to view a video of this procedure for HP LaserJet MFP](#)



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.

JC97-04722A

To order the part, go to www.hp.com/buy/parts.

- Contact Image Sensor (CIS) (LX)

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

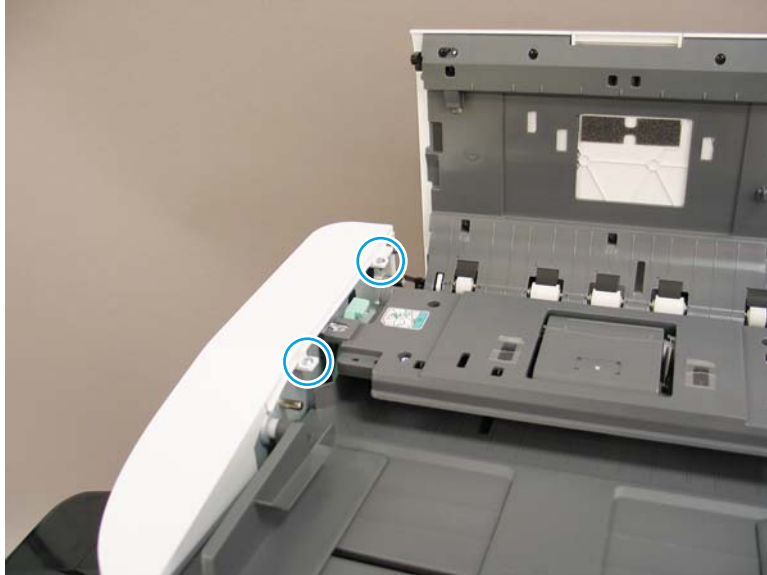
Post service test

Copy, scan, or print a document. Verify the document copies, scans, or prints correctly.

Step 1: Remove the document feeder (ADF) front cover

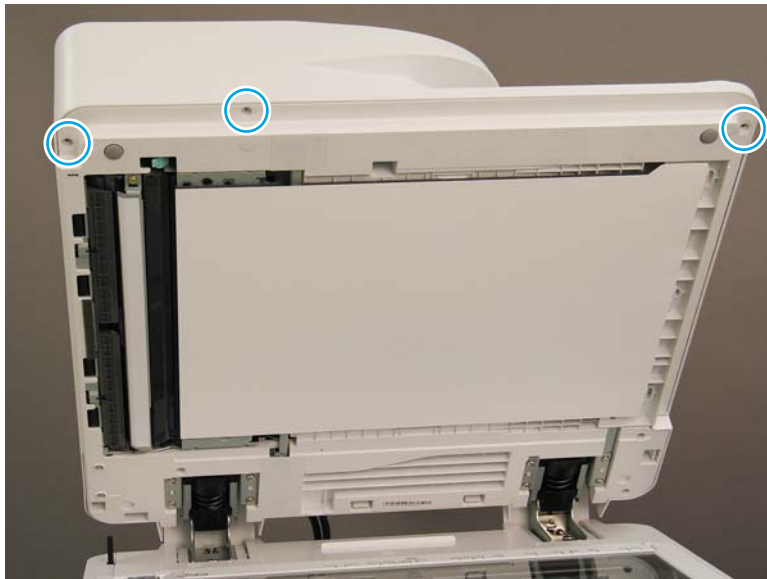
1. Remove two screws from the top of document feeder front cover.

Figure 2-839 Remove the document feeder front cover top screws



2. Remove three screws from the bottom of the document feeder front cover, and then remove the document feeder front cover.

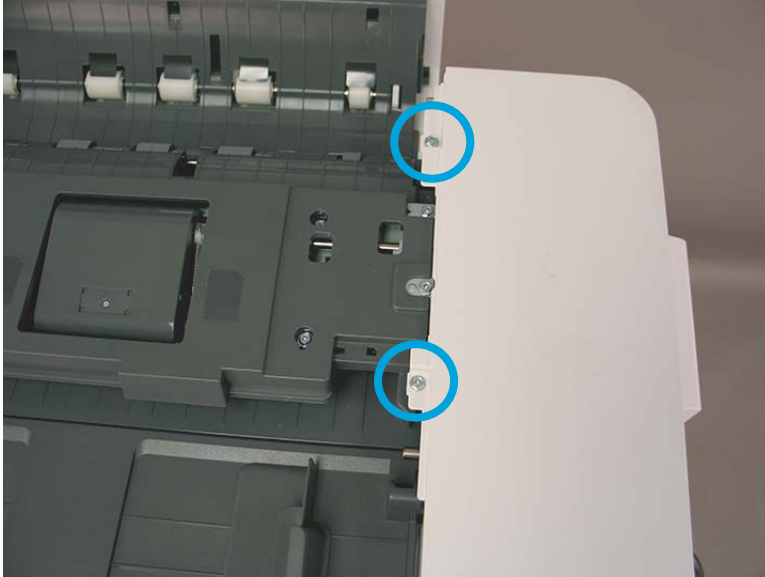
Figure 2-840 Remove the document feeder front cover bottom screws



Step 2: Remove the document feeder (ADF) back cover

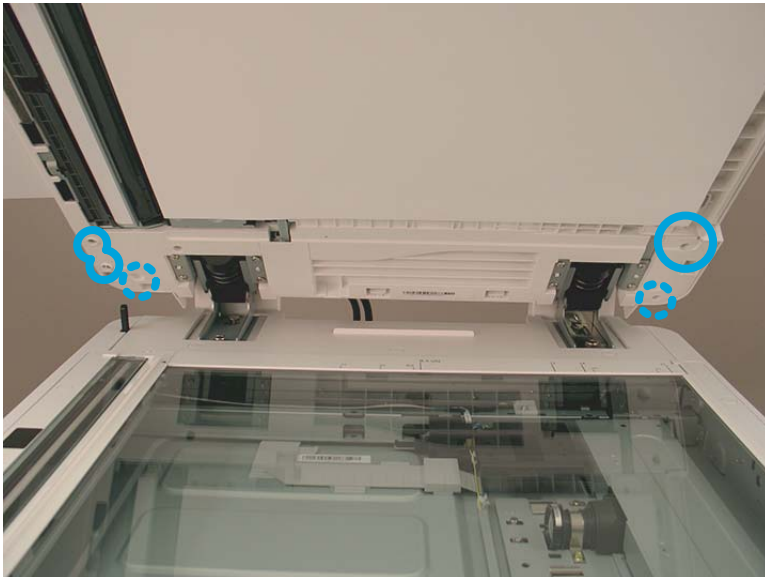
1. Remove two screws from the top of document feeder back cover.

Figure 2-841 Remove the document feeder back cover top screws



2. Using a JIS #2 stubby screwdriver, remove five screws from the bottom of the document feeder back cover.

Figure 2-842 Remove the document feeder back cover bottom screws



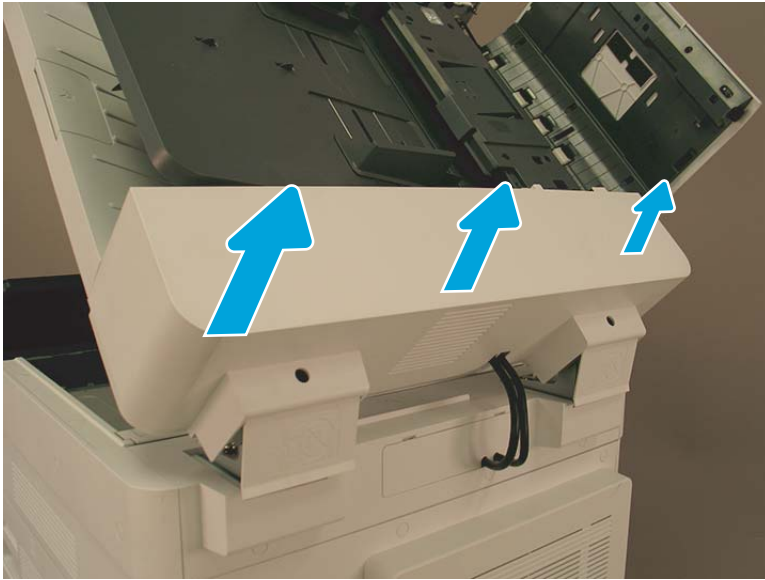
3. Release the tab on the right side of the back cover.


Figure 2-843 Release one tab on the right side of back cover.

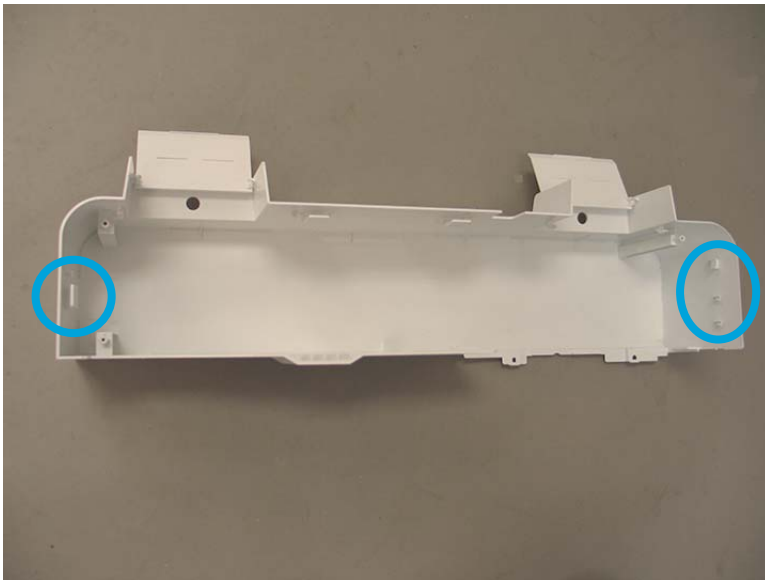


4. Release the three tabs on back cover to remove the back cover.

Figure 2-844 Release three tabs on the back cover.




 **NOTE:** The tabs on the underside of the cover.



5. Remove the back cover from the left to right as shown in the photo.

Figure 2-845 Remove back cover.



 **TIP:** To reinstall cover, install from the right to left.

Step 3: Remove the pick and feed roller assembly

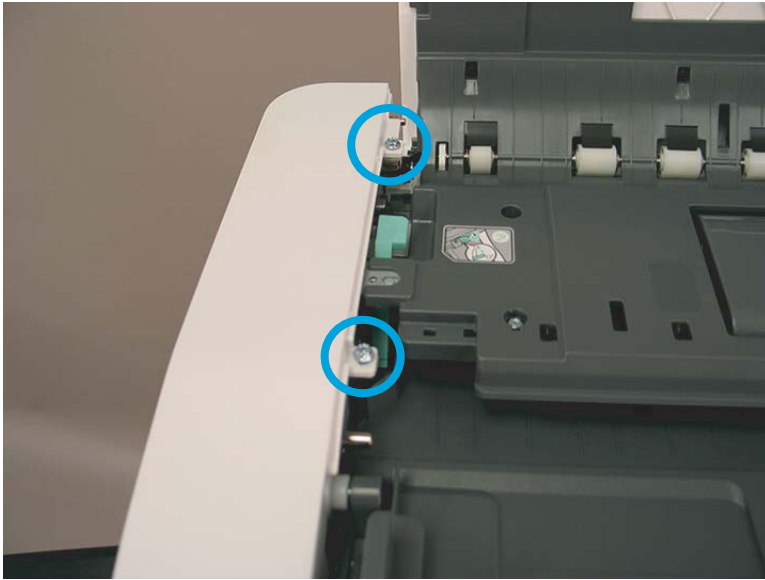
1. Remove four screws.

Figure 2-846 Remove four screws.



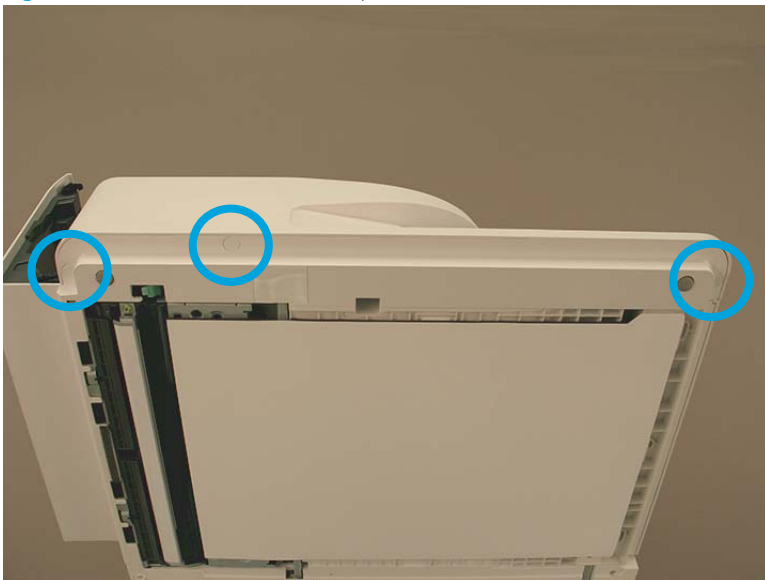
2. Remove two screws on the front cover.

Figure 2-847 Remove 2 screws on front cover.



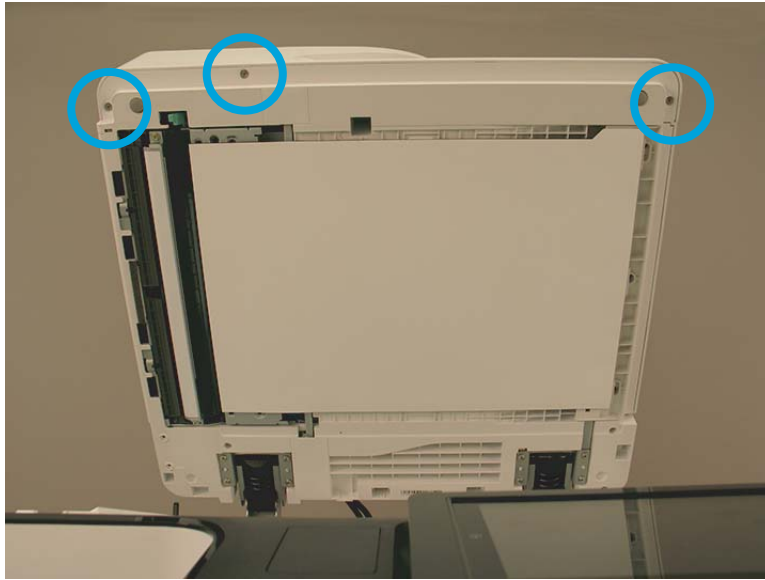
3. Open the ADF and then remove three screw caps.

Figure 2-848 Remove 2 screw caps.



4. Remove three screws and, then remove front cover.

Figure 2-849 Remove three screws and, then remove front cover.



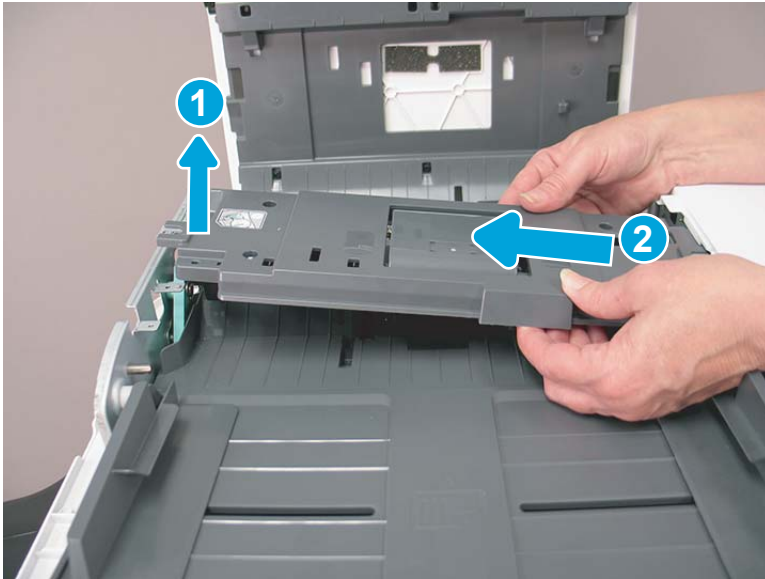
5. Rotate the pick/feed roller assembly to release the sheet metal tab from ADF frame.

Figure 2-850 Rotate pick/feed roller assembly to release sheet metal tab from ADF frame.



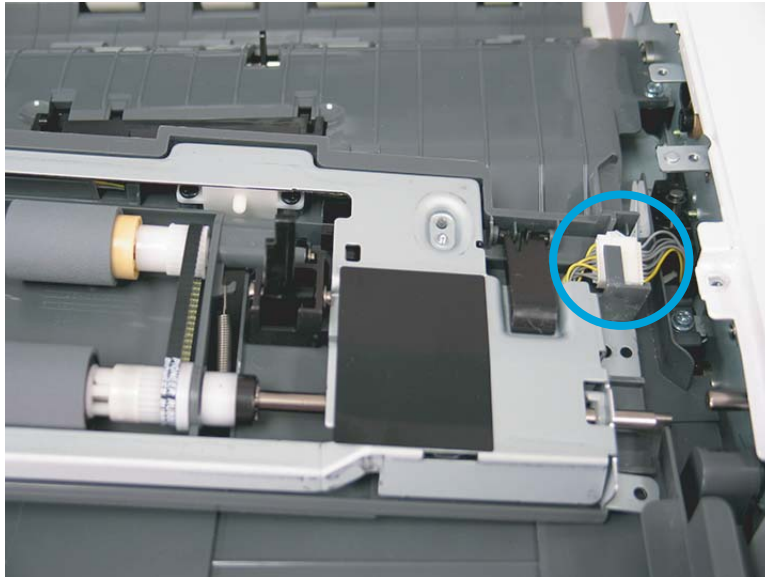
6. To remove the pick/feed roller assembly lift up on the front side (callout 1) and, then slide towards the front (callout 2) to release the pick/feed roller assy.

Figure 2-851 Release the pick/feed roller assembly.



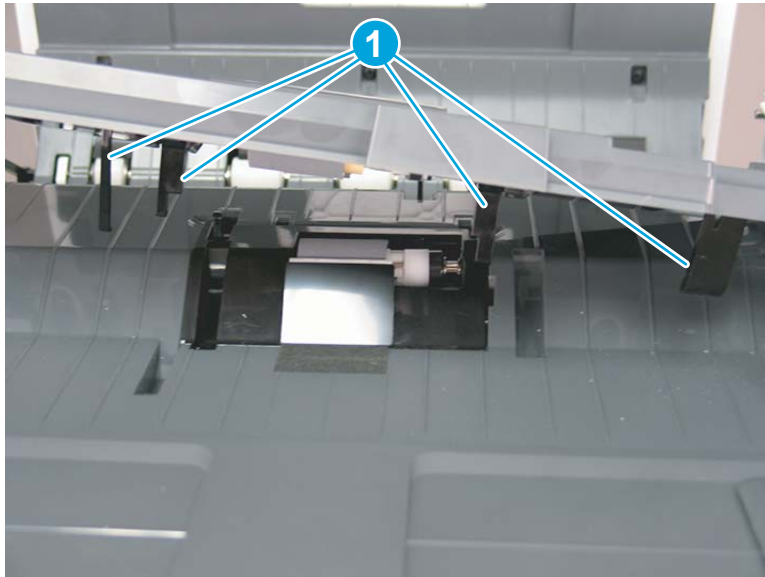
7. Rotate the roller assembly over, and then disconnect one connectors. Remove the document feeder pick roller assembly.

Figure 2-852 Remove the document feeder pick roller assembly



- TIP:** Note the four flags (callout 1) on the bottom of the pick/feed roller assembly. When reinstalling, hold up the flags while reinstall to allow for proper installation.

Figure 2-853 Pick/Feed roller assembly four flags.

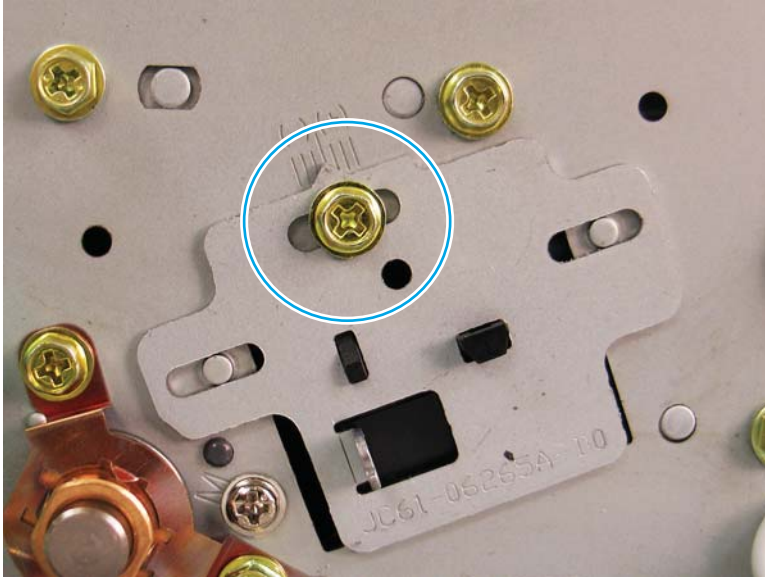


Step 5: Remove the CIS assembly

1. Remove one screw, and then remove the CIS front alignment cover.

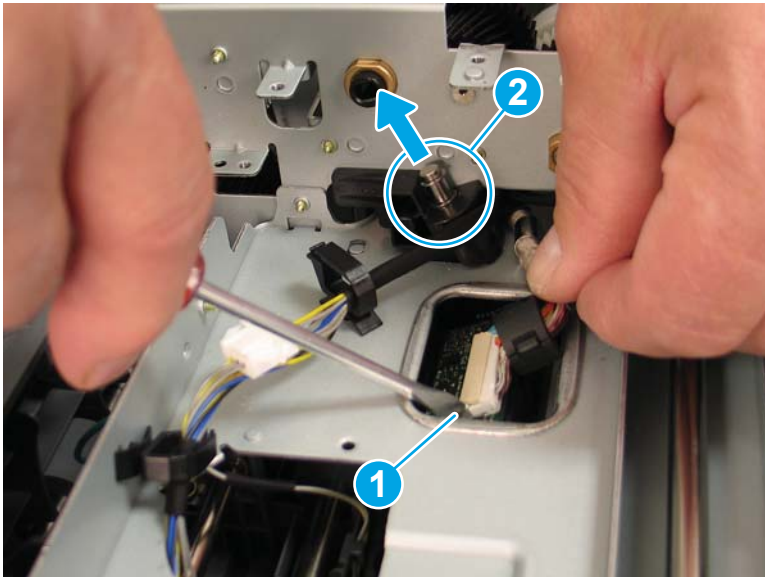
- Reinstallation tip:** Note the orientation of the CIS front alignment cover for reinstallation; the cover must be reinstalled with the same orientation.

Figure 2-854 Remove the CIS front alignment cover screws



2. Disconnect one connector (callout 1), and then lift the alignment pin to release the CIS assembly (callout 2).

Figure 2-855 Disconnect the CIS connector and lift the alignment pin



3. Remove the CIS assembly from the chassis.



Step 6: 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.

Document feeder (ADF) main motor (LX/du models)

- [Introduction](#)
- [Step 1: Remove the document feeder \(ADF\) back cover](#)
- [Step 2: Remove the main motor](#)
- [Step 3: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove the main motor assembly.

[Click here to view a video of this procedure for HP Color LaserJet MFP.](#)

[Click here to view a video of this procedure for HP LaserJet MFP](#)



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.

JC31-00163A

To order the part, go to www.hp.com/buy/parts.

- Main motor assembly (LX)

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

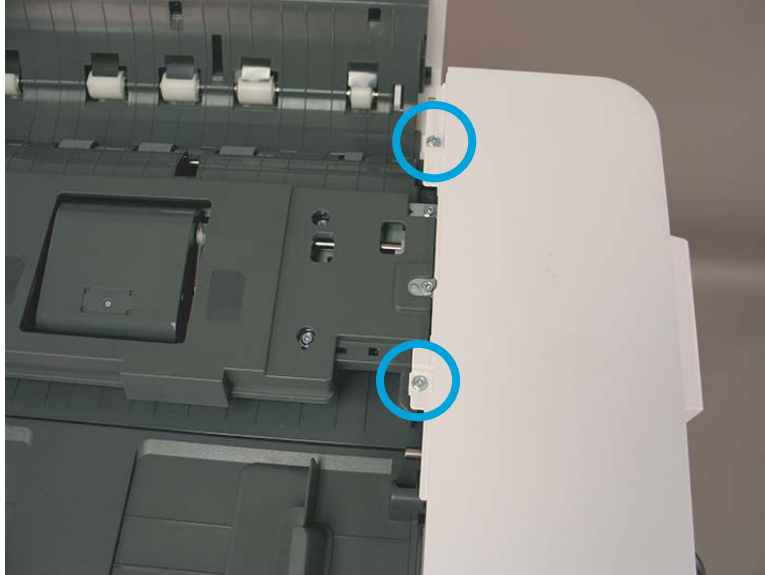
Post service test

Copy, scan, or print a document. Verify the document copies, scans, or prints correctly.

Step 1: Remove the document feeder (ADF) back cover

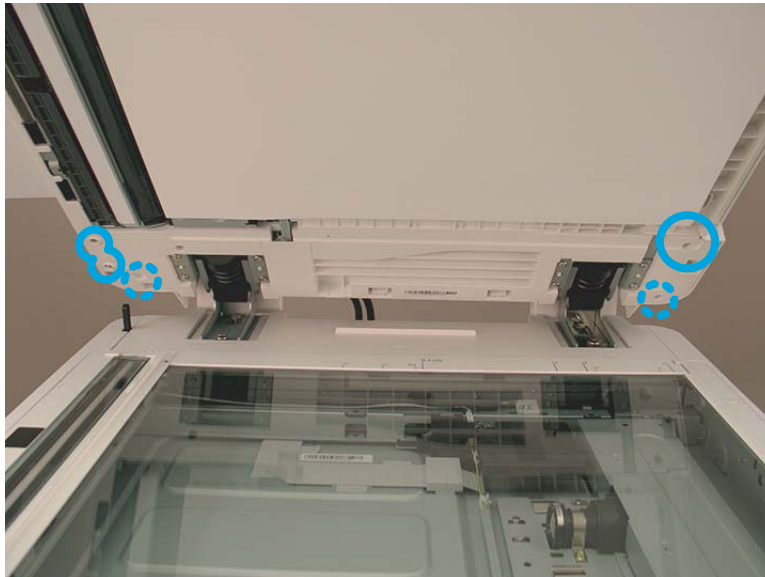
1. Remove two screws from the top of document feeder back cover.

Figure 2-856 Remove the document feeder back cover top screws



2. Using a JIS #2 stubby screwdriver, remove five screws from the bottom of the document feeder back cover.

Figure 2-857 Remove the document feeder back cover bottom screws



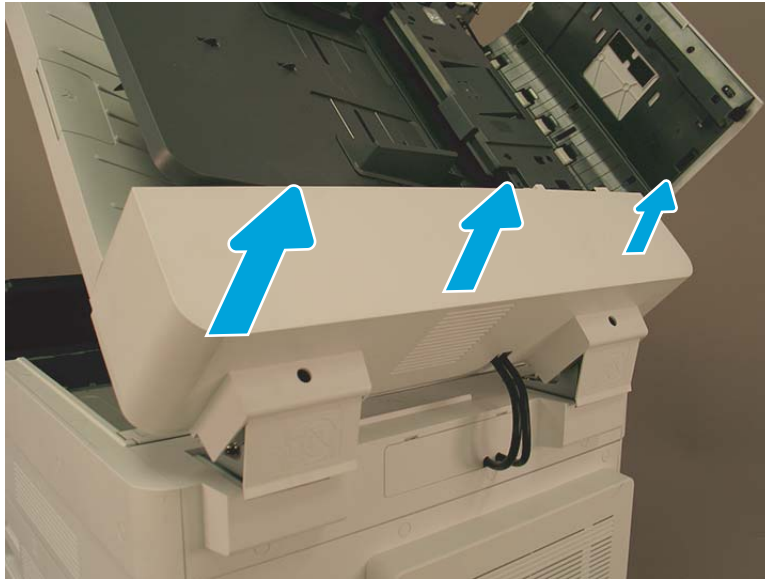
3. Release the tab on the right side of the back cover.


Figure 2-858 Release one tab on the right side of back cover.

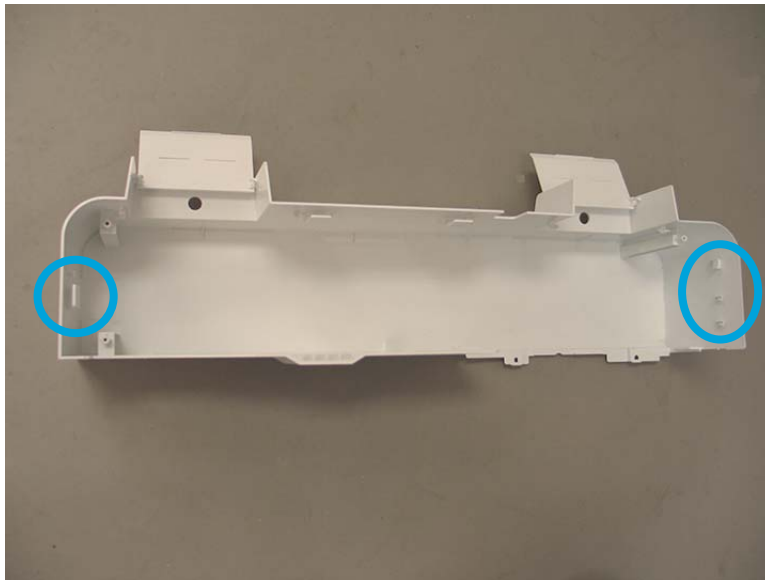


4. Release the three tabs on back cover to remove the back cover.

Figure 2-859 Release three tabs on the back cover.




 **NOTE:** The tabs on the underside of the cover.



5. Remove the back cover from the left to right as shown in the photo.

Figure 2-860 Remove back cover.

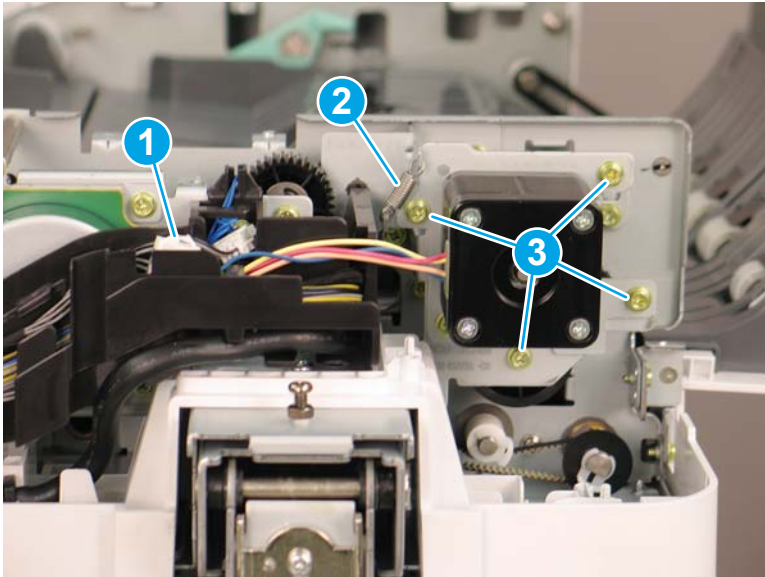


 **TIP:** To reinstall cover, install from the right to left.

Step 2: Remove the main motor

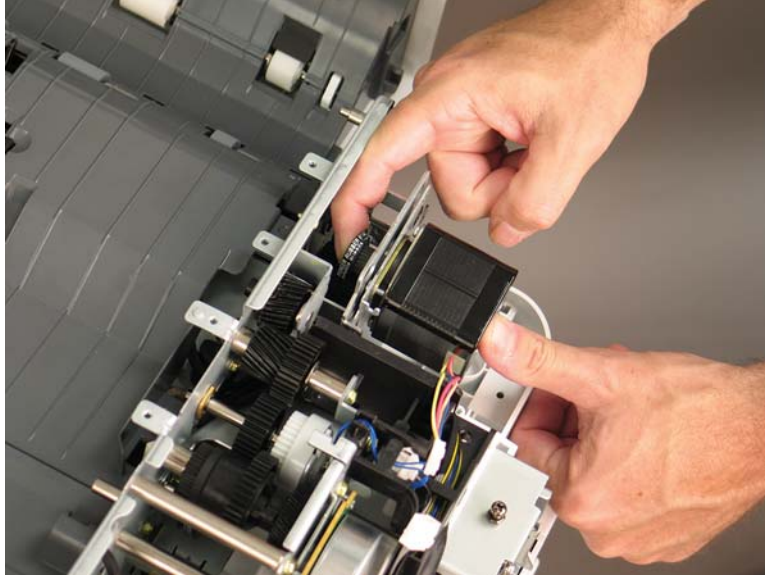
1. Disconnect one connector (callout 1), remove the tension spring (callout 2), and then remove four screws (callout 3).

Figure 2-861 Remove the main motor connector, spring, and screws



2. Carefully lift the motor out while releasing the gear belt.

Figure 2-862 Main motor and gear belt



 **Reinstallation tip:**

- a. Reinstall the motor and lift the gear belt up to engage the motor pulley.
- b. Loosely install the motor mount screws.
- c. Install the tension spring.
- d. Tighten the motor mount screws just enough so that the tension spring (not the motor mount screws) is providing the tension to the belt.



Step 3: 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.

ADF exterior and ADF pickup (LX/du models)

Figure 2-863 ADF exterior and ADF pickup (LX/dn models)

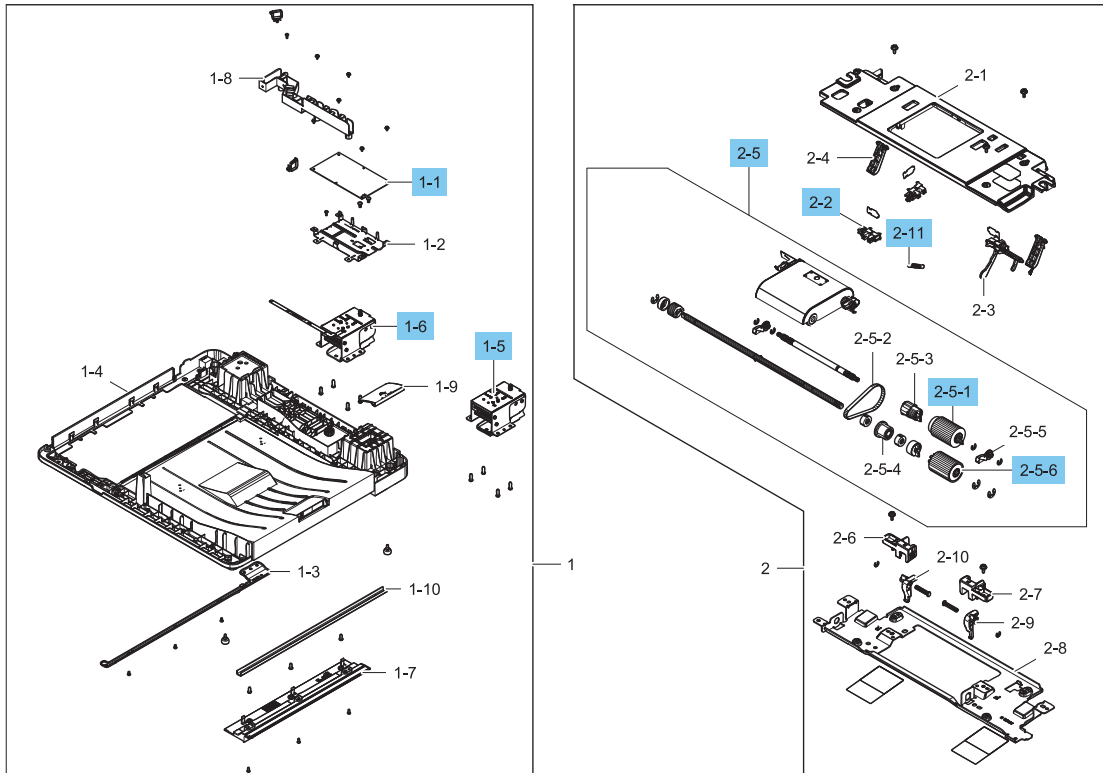


Table 2-19 ADF exterior and pickup (LX/dn models)

Ref	Description	Part number	Qty
1-1	LX/dn PCA	JC92-02962A on page 812	1
1-5	LX/dn, hinge r	JC97-04528A	1
1-6	LX/dn, hinge l	JC97-04527A	1
2-2	Photo interrupter	0604-001393	1
2-5	Pick Roller Assy - LX/dn	JC97-04857A on page 807	1
2-5-1	LX/dn pick roller	JC97-04099A	1
2-5-6	LX feed roller	JC97-04860A	1
2-11	LX/dn - Spring	6107-003581	1

Document feeder (ADF) pick/feed roller assembly (LX/du model)

- [Introduction](#)
- [Step 1: Remove the document feeder \(ADF\) \(LX/du models\) pick and feed roller assembly](#)
- [Step 2: Unpack the replacement assembly](#)

Introduction

Two document feeder types are available for this product. Products with “z” bundles are equipped with “Flow” document feeders. Products with “du” bundles are equipped with the standard document feeder.

This document provides the procedures to remove the document feeder pickup roller assembly.

[Click here to view a video of this procedure for HP Color LaserJet MFP.](#)

[Click here to view a video of this procedure for HP LaserJet MFP](#)



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.

JC97-04857A

To order the part, go to www.hp.com/buy/parts.

- Pick feed roller assy (LX)

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

Post service test

Copy, scan, or print a document. Verify the document copies, scans, or prints correctly.

Step 1: Remove the document feeder (ADF) (LX/du models) pick and feed roller assembly

1. Open the document feeder cover.

Figure 2-864 Open the document feeder cover



2. Remove four screws in the document feeder pick roller assembly cover.


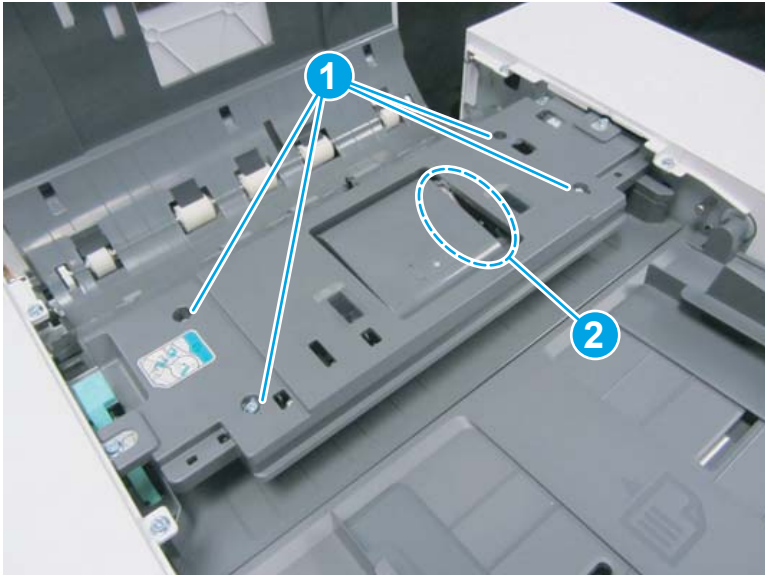
 **NOTE:** Remove one spring (callout 2; not shown)

Figure 2-865 Remove the document feeder cover screws



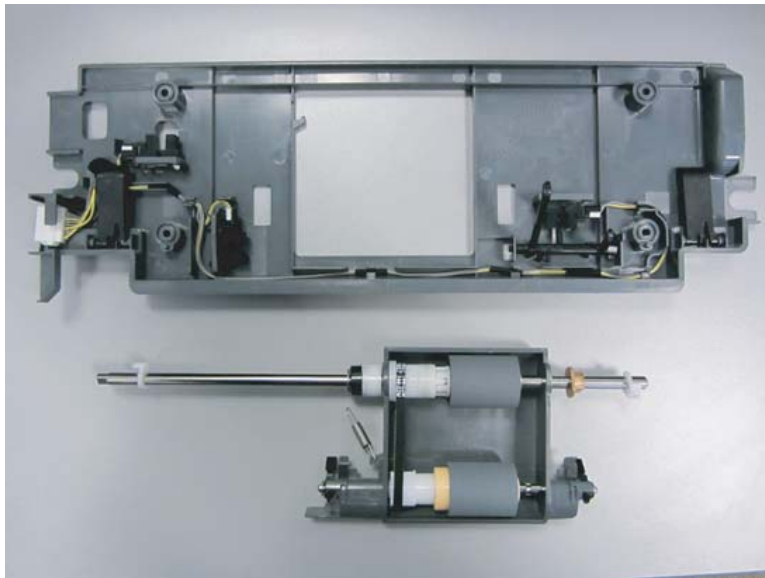
3. Rotate the document feeder pickup cover up, and then disconnect one connector (callout 1).

Figure 2-866 Turn the cover over and disconnect connector



4. **NOTE:** The figure below shows the roller cover and the roller assembly when removed.

Figure 2-867 Document feeder pick roller cover and roller assembly



5. Remove one screw (callout 1), and then remove the sensor flag bracket (callout 2).


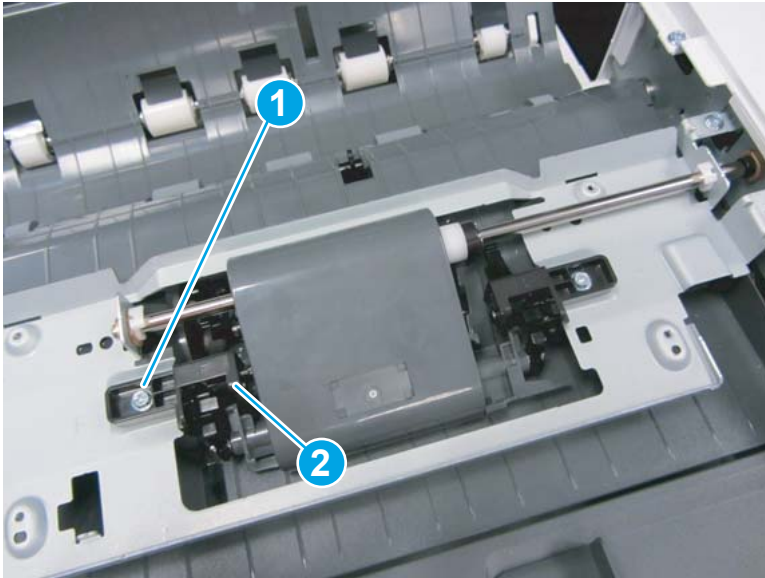
 **Reinstallation tip:** When the roller assembly is reinstalled, make sure that the sensor flags (on both sides of the assembly) are correctly installed and move freely.

Figure 2-868 Remove one screw and the sensor flag bracket



6. Release two plastic clips (callout 1), slide bushing toward roller assembly (callout 2), and then slide the shaft towards front of printer to release it (callout 3). Remove the roller assembly.

 **CAUTION:** Do not damage the sensor flags when handling the roller assembly.


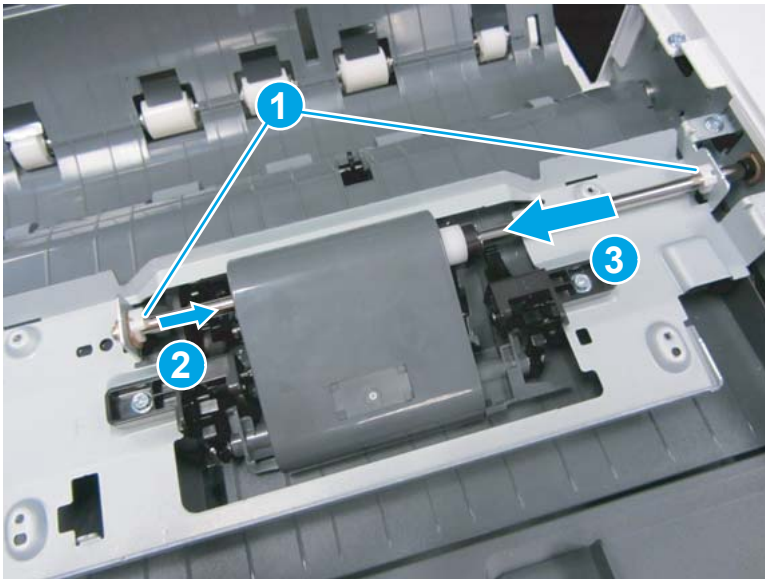
 **NOTE:** The bushing is not captive. Do not lose it when handling the roller assembly.

Figure 2-869 Remove the document feeder pick roller assembly clips.





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.

Document feeder (ADF) PCA (LX/du models)

- [Introduction](#)
- [Step 1: Remove the document feeder back cover](#)
- [Step 2: Remove the document feeder \(ADF\) PCA](#)
- [Step 3: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove the document feeder PCA.

[Click here to view a video of this procedure for HP Color LaserJet MFP.](#)

[Click here to view a video of this procedure for HP LaserJet MFP](#)



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.

JC92-02962A

To order the part, go to www.hp.com/buy/parts.

- LX ADF PCA assembly (du models only)

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

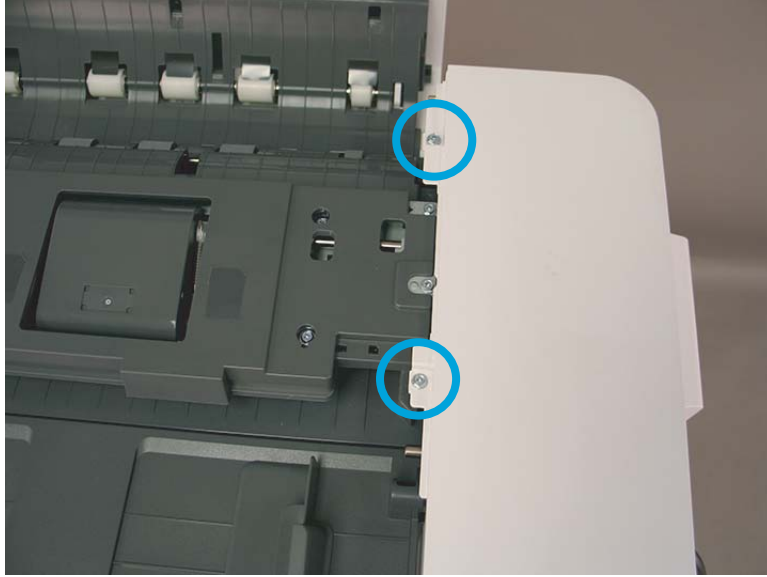
Post service test

Copy, scan, or print a document. Verify the document copies, scans, or prints correctly.

Step 1: Remove the document feeder back cover

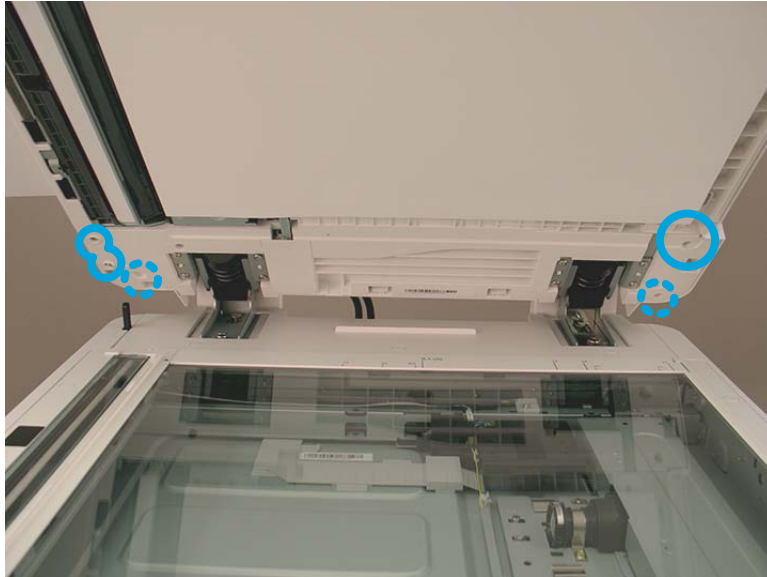
1. Remove two screws from the top of document feeder back cover.

Figure 2-870 Remove the document feeder back cover top screws



2. Using a JIS #2 stubby screwdriver, remove five screws from the bottom of the document feeder back cover.

Figure 2-871 Remove the document feeder back cover bottom screws



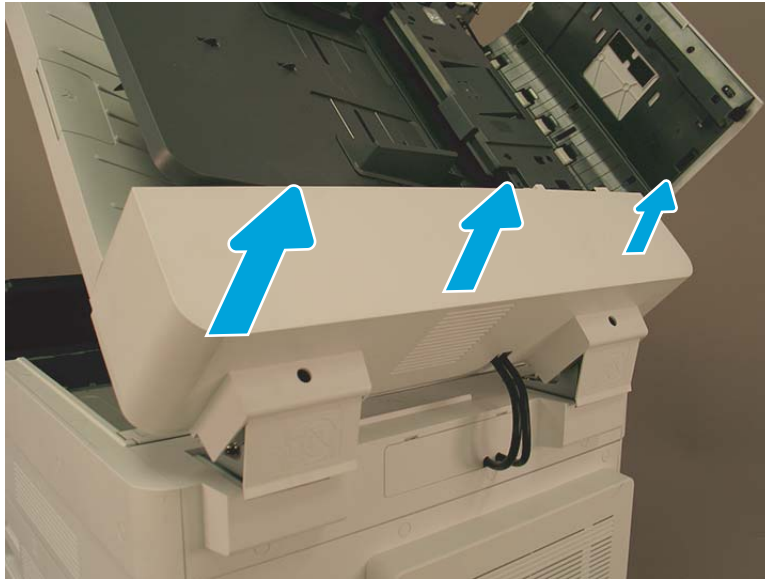
3. Release the tab on the right side of the back cover.


Figure 2-872 Release one tab on the right side of back cover.

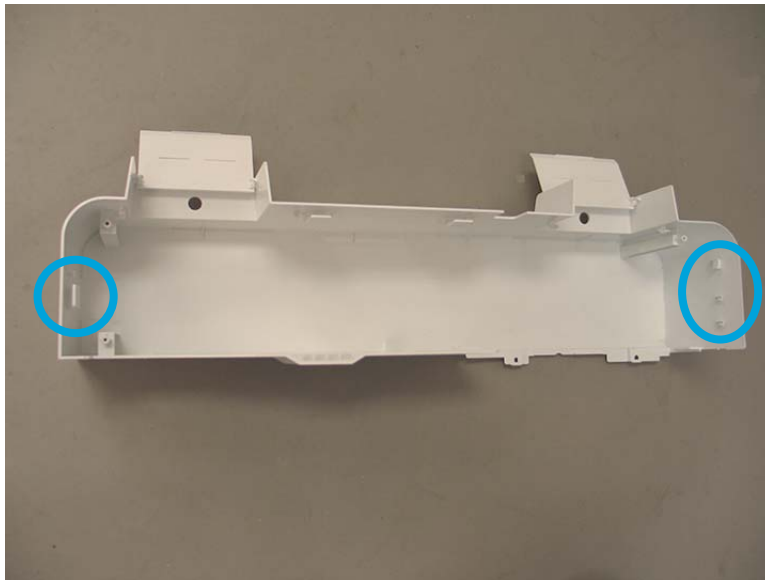


4. Release the three tabs on back cover to remove the back cover.

Figure 2-873 Release three tabs on the back cover.




 **NOTE:** The tabs on the underside of the cover.



5. Remove the back cover from the left to right as shown in the photo.

Figure 2-874 Remove back cover.

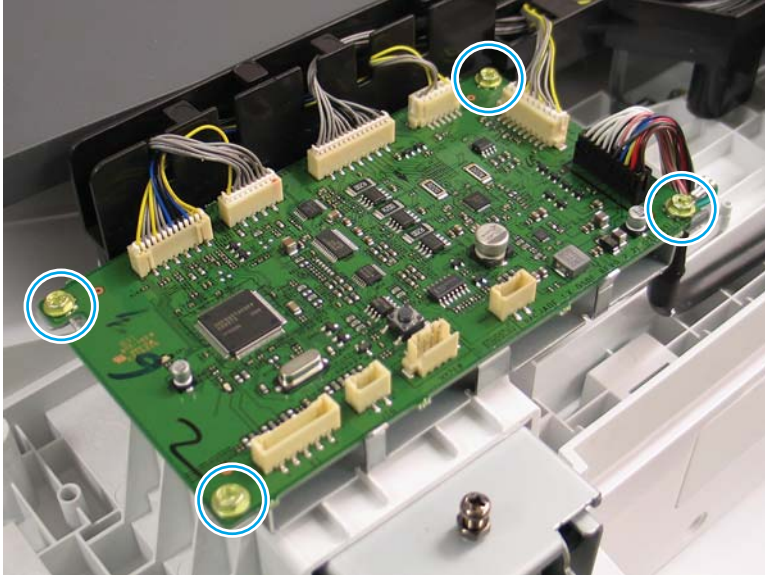


 **TIP:** To reinstall cover, install from the right to left.

Step 2: Remove the document feeder (ADF) PCA

1. Disconnect six connectors and the ground wire from PCA, and then remove four screws.


Figure 2-875 Document feeder PCA



2. Remove the document feeder PCA.



Step 3: 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.

ADF main frame assembly (LX/du models)

Figure 2-876 ADF main frame (LX/dn models)

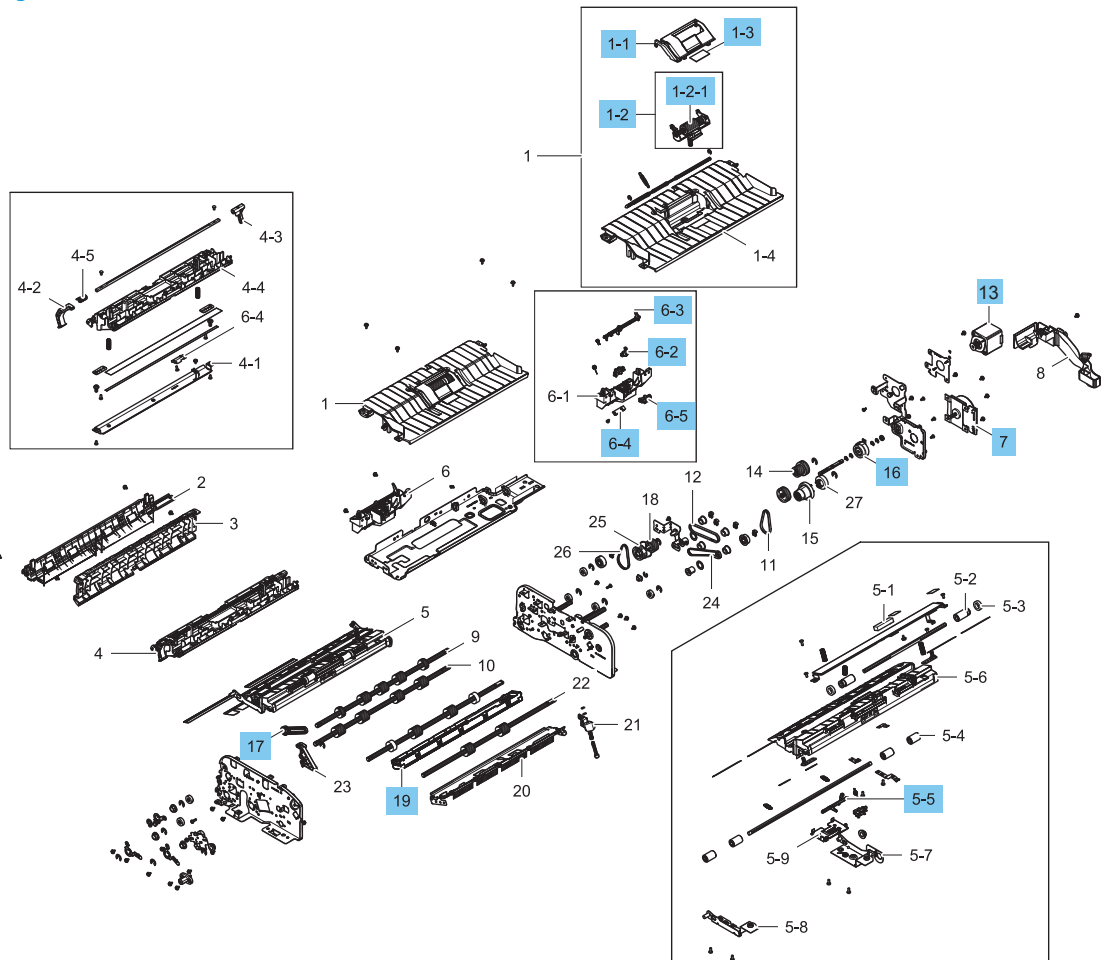


Table 2-20 ADF main frame assembly (LX/dn models)

Ref	Description	Part number	Qty
1-1	LX/dn separation housing	JC97-04586A	1
1-2	ADF separation roller	JC97-04852A on page 820	1
1-2-1	ADF separation sub roller	JC97-04861A	1
1-3	Friction pad	JC69-01326A	1
5-5	Actuator, output	JC66-04104A	1
6-2	Actuator, feed out	JC66-04105A	1
6-3	Actuator, registration	JC66-04103A	1
6-4	Photo interrupter	0604-001381	1
6-5	Photo interrupter	0604-001393	1
7	Motor, bldc type 1	JC31-00156A on page 827	1
13	Motor - Step main	JC31-00163A	1
16	LX/dn - Motor feed DC	JC47-00038A	1
17	LX/dn - Link Cover Open	JC66-04100A	1
19	LX/dn - Contact Image Sensor	JC97-04722A	1

Document feeder separation roller assembly (LX/du models)

- [Introduction](#)
- [Step 1: Remove the LX/du document feeder pickup/reverse/feed roller assembly](#)
- [Step 2: Remove the LX/du document feeder separation roller](#)
- [Step 3: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove the document feeder separation roller assembly.

[Click here to view a video of this procedure for HP Color LaserJet MFP.](#)

[Click here to view a video of this procedure for HP LaserJet MFP](#)



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.

JC97-04852A

To order the part, go to www.hp.com/buy/parts.

- ADF Separation roller assembly (LX)

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

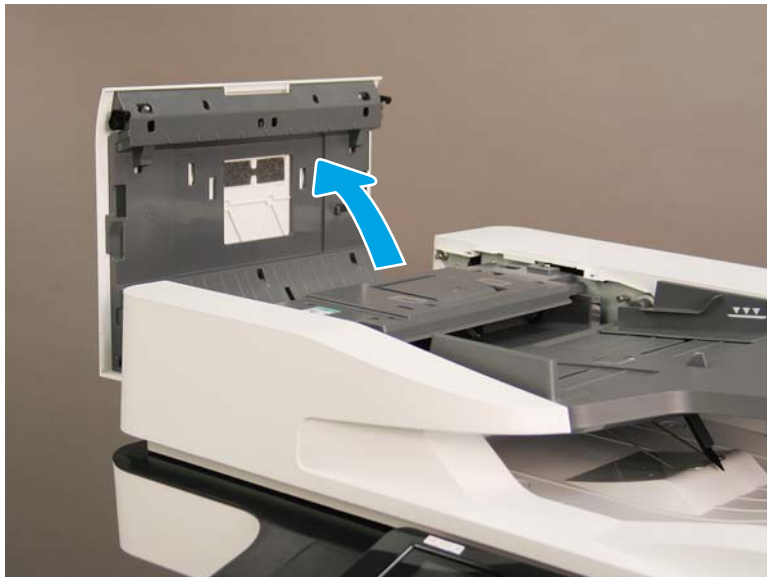
Post service test

Copy, scan, or print a document. Verify the document copies, scans, or prints correctly.

Step 1: Remove the LX/du document feeder pickup/reverse/feed roller assembly

1. Open the document feeder cover.

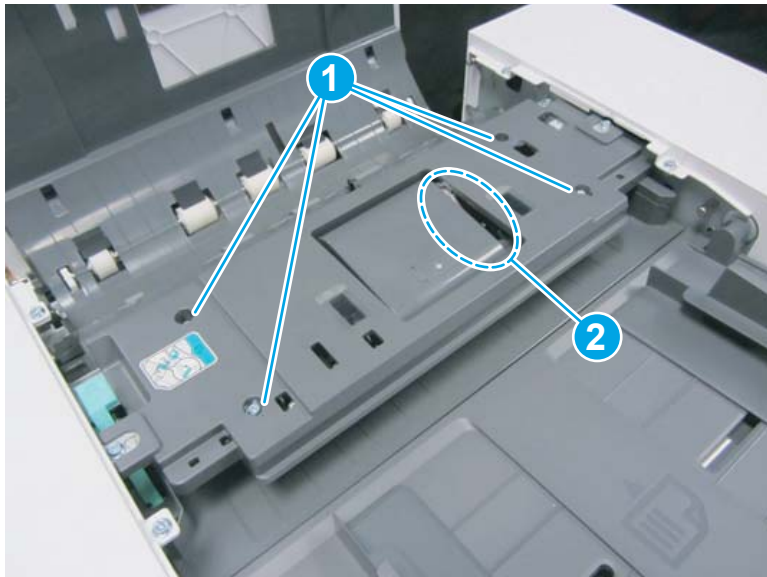
Figure 2-877 Open the document feeder cover



2. Remove four screws in the document feeder pick roller assembly cover.

 **NOTE:** Remove one spring (callout 2; not shown)

Figure 2-878 Remove the document feeder cover screws



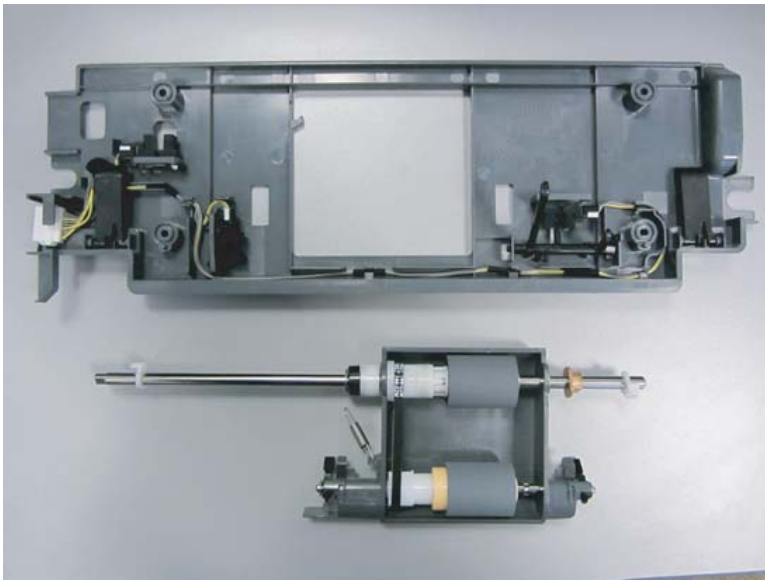
3. Rotate the document feeder pickup cover up, and then disconnect one connector (callout 1).

Figure 2-879 Turn the cover over and disconnect connector



4. **NOTE:** The figure below shows the roller cover and the roller assembly when removed.

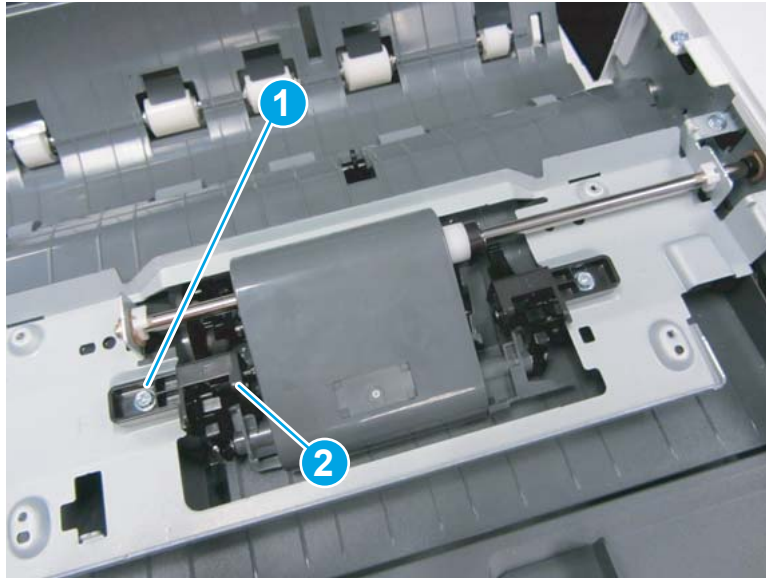
Figure 2-880 Document feeder pick roller cover and roller assembly



5. Remove one screw (callout 1), and then remove the sensor flag bracket (callout 2).

 **Reinstallation tip:** When the roller assembly is reinstalled, make sure that the sensor flags (on both sides of the assembly) are correctly installed and move freely.

Figure 2-881 Remove one screw and the sensor flag bracket



6. Release two plastic clips (callout 1), slide bushing toward roller assembly (callout 2), and then slide the shaft towards front of printer to release it (callout 3). Remove the roller assembly.

 **CAUTION:** Do not damage the sensor flags when handling the roller assembly.


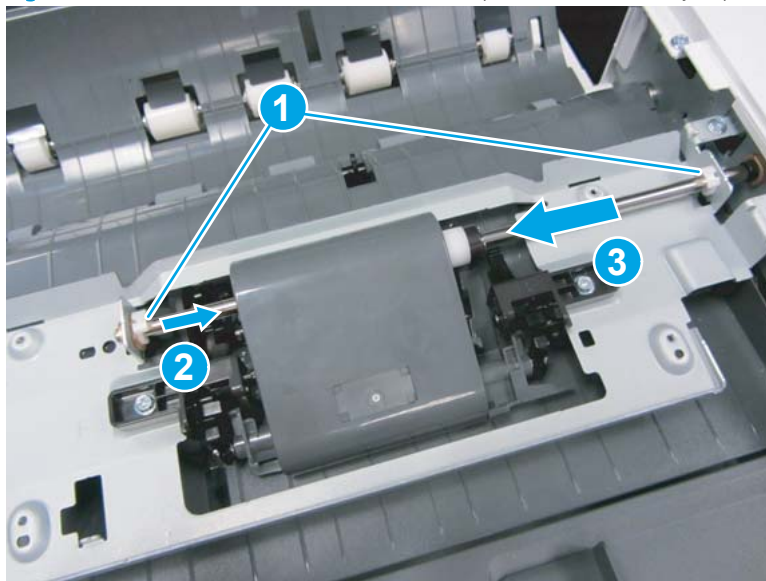
 **NOTE:** The bushing is not captive. Do not lose it when handling the roller assembly.

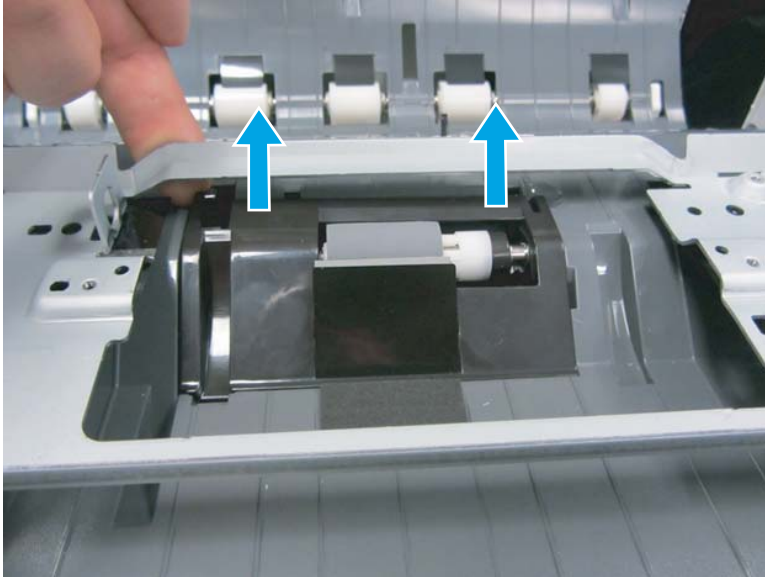
Figure 2-882 Remove the document feeder pick roller assembly clips.



Step 2: Remove the LX/du document feeder separation roller

1. Rotate the separation roller cover up to release it, and then remove the cover.

Figure 2-883 Remove the separation roller cover



2. **NOTE:** The figure below shows the roller cover and the roller assembly when removed.

Figure 2-884 Document feeder separation roller cover and roller assembly



3. Release two claws, and then remove the separation roller assembly.


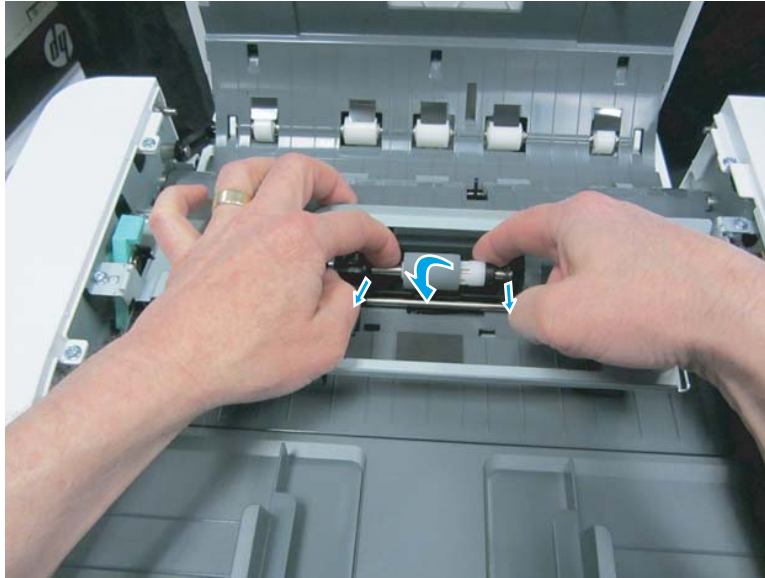
 **NOTE:** The separation roller assembly spring under the roller is not captive.

Figure 2-885 Remove the separation roller assembly



4. When the assembly is reinstalled, make sure that the spring is correctly seated in the holder.

Figure 2-886 Separation roller assembly spring



Step 3: 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.

Document feeder feed motor (LX models)

- [Introduction](#)
- [Step 1: Remove the document feeder back cover](#)
- [Step 2: Remove the feed motor](#)
- [Step 3: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove the feed motor assembly.

[Click here to view a video of this procedure for HP Color LaserJet MFP.](#)

[Click here to view a video of this procedure for HP LaserJet MFP](#)



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.

JC31-00156A

To order the part, go to www.hp.com/buy/parts.

- Feed motor assembly (LX)

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

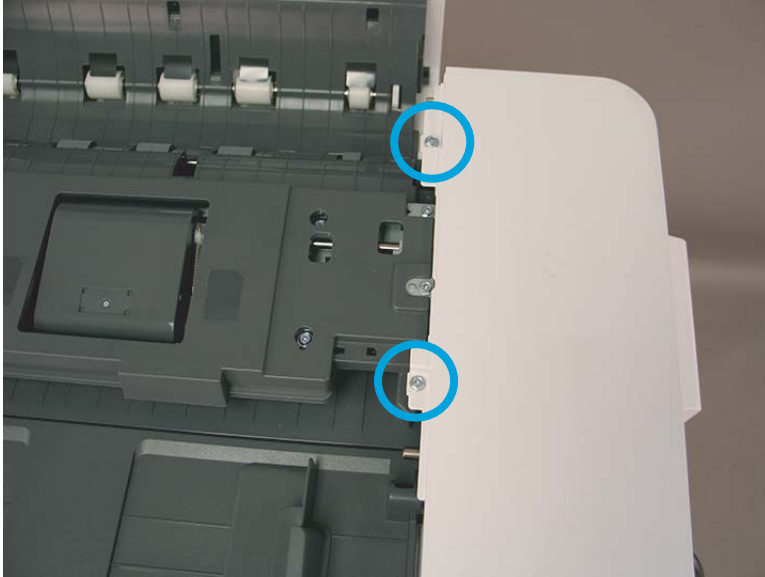
Post service test

Copy, scan, or print a document. Verify the document copies, scans, or prints correctly.

Step 1: Remove the document feeder back cover

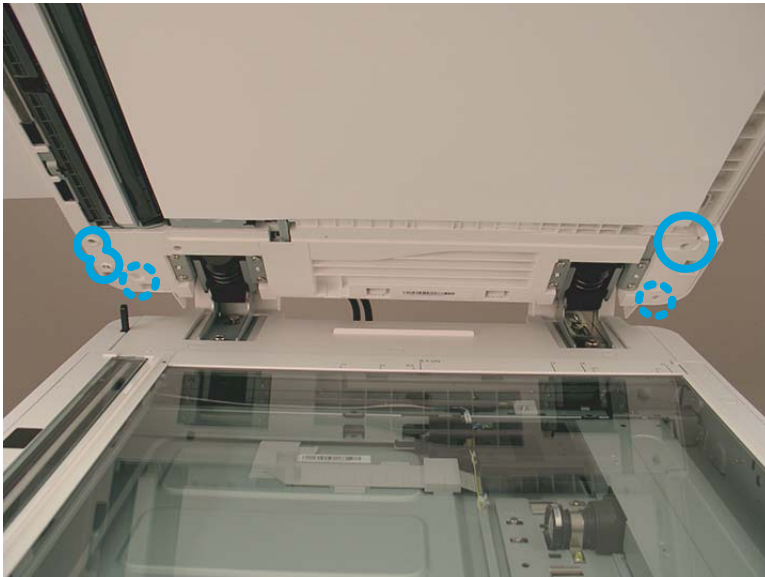
1. Remove two screws from the top of document feeder back cover.

Figure 2-887 Remove the document feeder back cover top screws



2. Using a JIS #2 stubby screwdriver, remove five screws from the bottom of the document feeder back cover.

Figure 2-888 Remove the document feeder back cover bottom screws



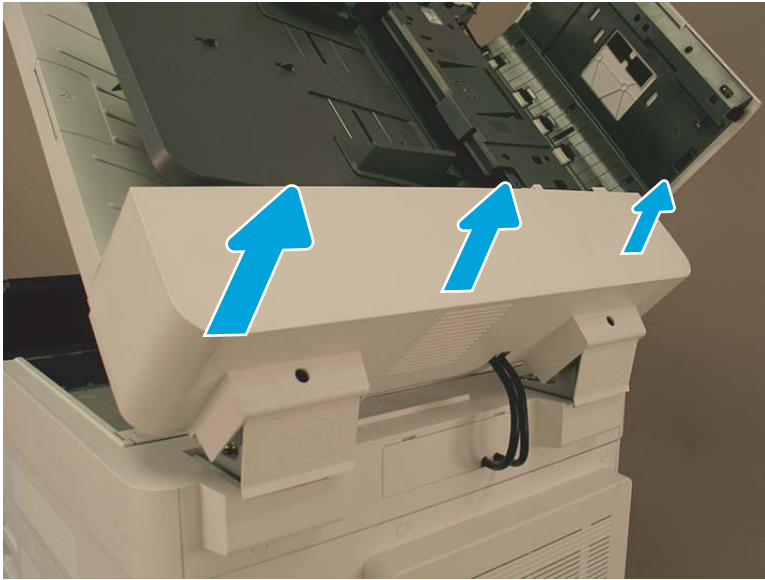
3. Release the tab on the right side of the back cover.

Figure 2-889 Release one tab on the right side of back cover.

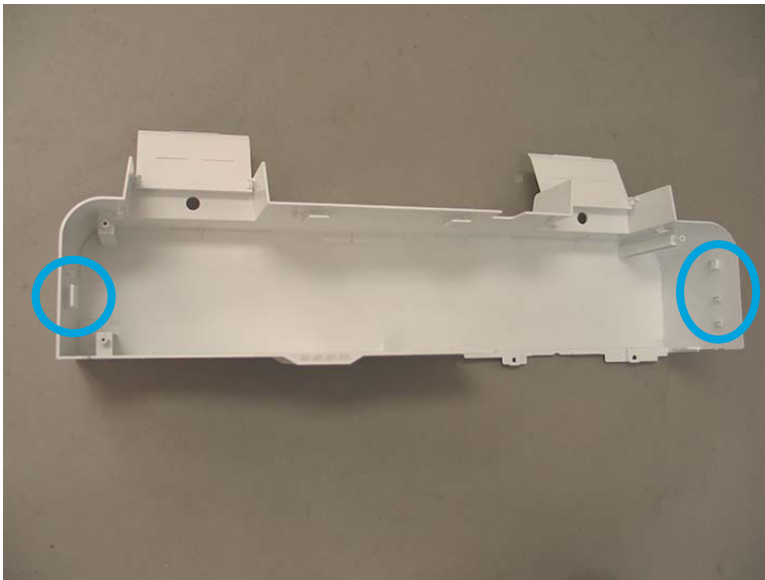


4. Release the three tabs on back cover to remove the back cover.

Figure 2-890 Release three tabs on the back cover.




 **NOTE:** The tabs on the underside of the cover.



5. Remove the back cover from the left to right as shown in the photo.

Figure 2-891 Remove back cover.

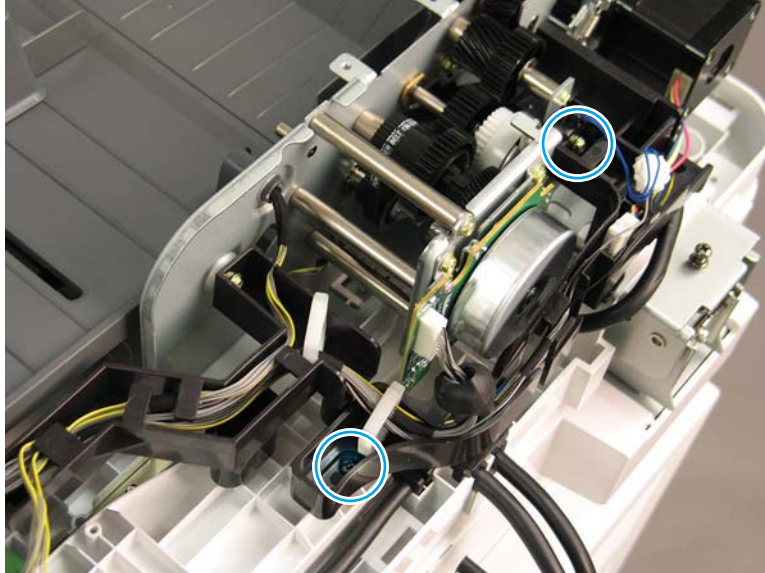


 **TIP:** To reinstall cover, install from the right to left.

Step 2: Remove the feed motor

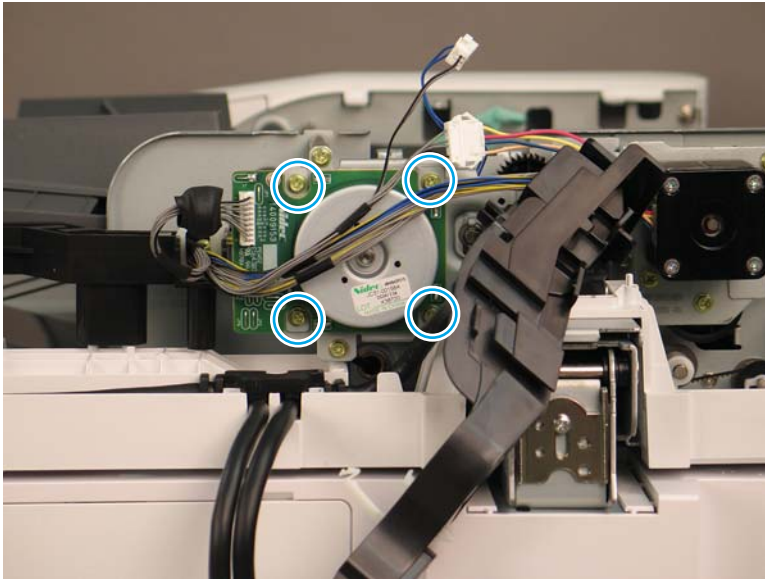
1. Loosen the cables in the cable guide, remove two screws and then move the cable guide out of the way.

Figure 2-892 Feed motor cable guide



2. Disconnect one connector, remove four screws, and then carefully lift the motor out to remove.

Figure 2-893 Remove the feed motor





Step 3: 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.

PCA-Scanner (LX/du models only)

- [Introduction](#)
- [Step 1: Remove the formatter cover](#)
- [Step 2: Remove the upper rear cover](#)
- [Step 1: Remove the document feeder whole unit](#)
- [Step 4: Remove the scan joint board](#)
- [Step 5: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove the Scanner PCA assembly.

[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.

JC92-02964A

To order the part, go to www.hp.com/buy/parts.

- PCA - ADF HIC (GX only)

JC92-02964B

To order the part, go to www.hp.com/buy/parts.

- PCA-ADF sGX (du models only)

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the formatter cover

- ▲ Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

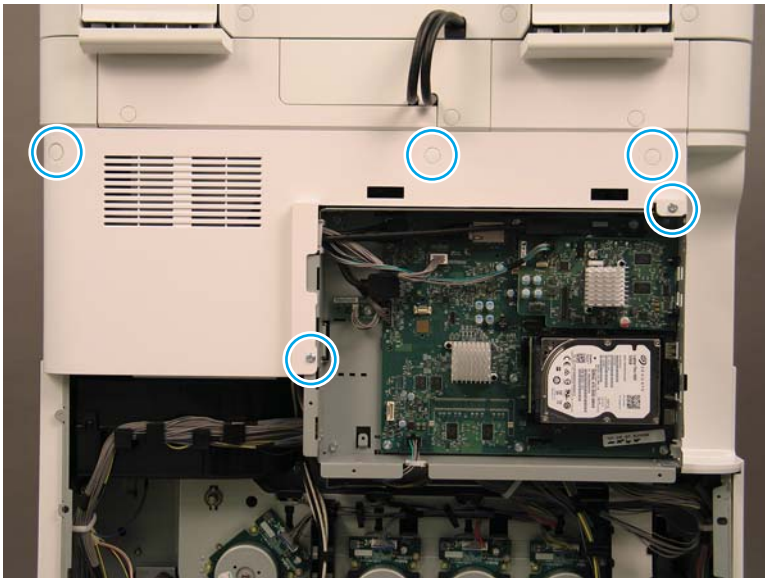
Figure 2-894 Remove the formatter cover



Step 2: Remove the upper rear cover

- ▲ Remove three screw-caps and five screws. Lift the upper rear cover away from the printer to remove it.

Figure 2-895 Remove the upper rear cover



Step 1: Remove the document feeder whole unit

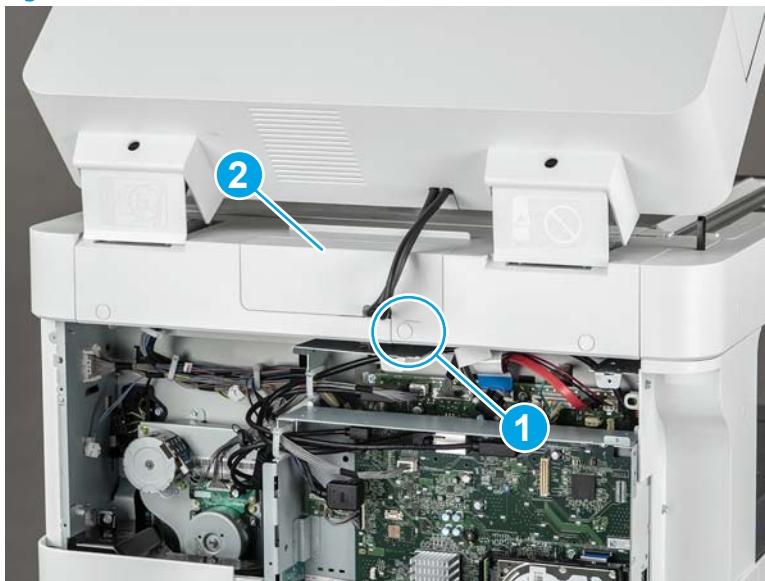
1. Remove the formatter cover and the upper rear cover.

Figure 2-896 Remove the formatter cover and the upper rear cover



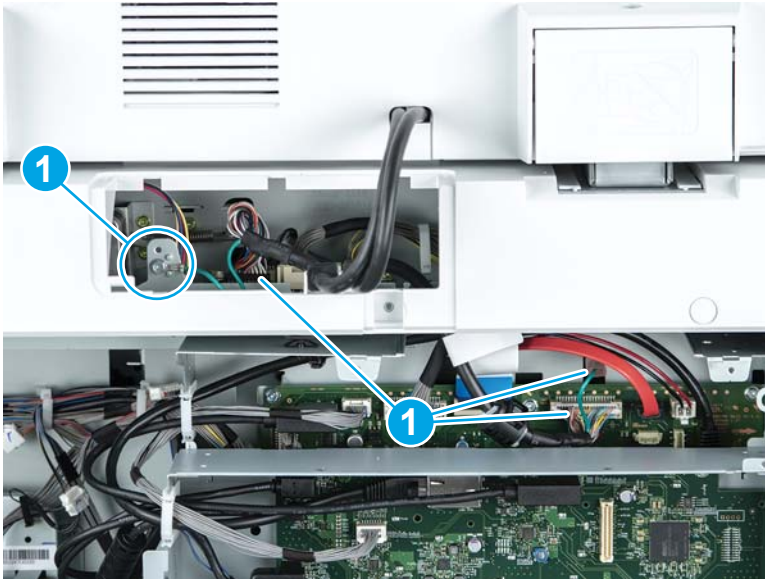
2. Remove one screw cap and screw (callout 1), and then remove the document feeder connector cover (callout 2).

Figure 2-897 Remove the document feeder connector cover



3. Remove one screw to release the ground wire (callout 1), and then disconnect three connectors (callout 2).

Figure 2-898 Remove the document feeder harness and ground wire



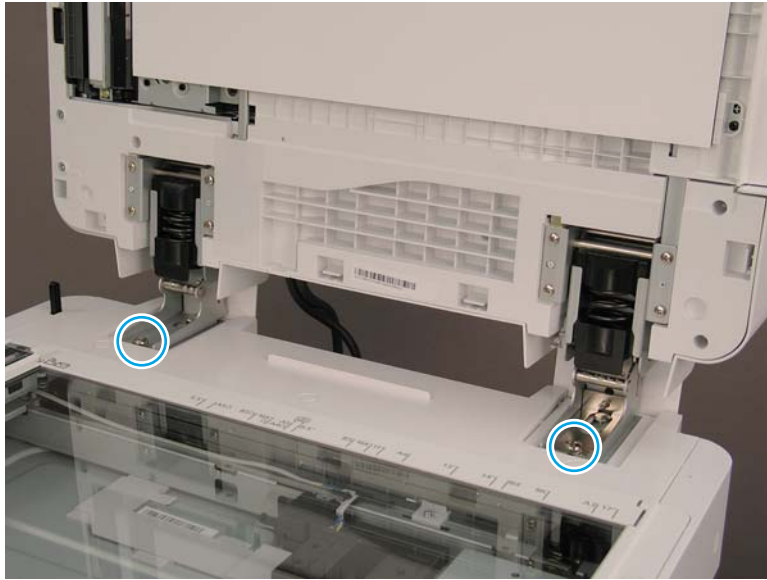
4. Disconnect the document feeder harness from the PCA - ADF HIC. Remove one connector and one grounding wire.
5. Release one screw on each hinge stop on the back of the document feeder.

Figure 2-899 Release the document feeder hinge screws



6. Remove two screws. Slide the assembly back, and then lift the document feeder to remove.

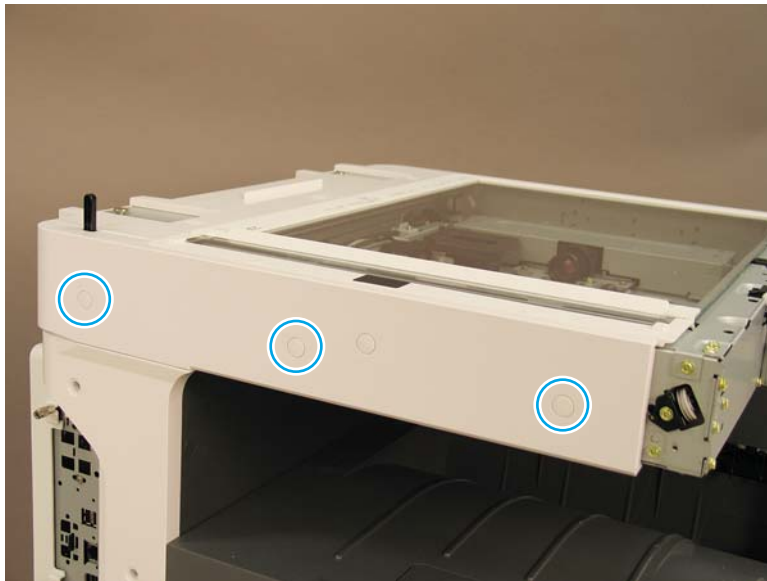
Figure 2-900 Lift and remove the document feeder



Step 4: Remove the scan joint board

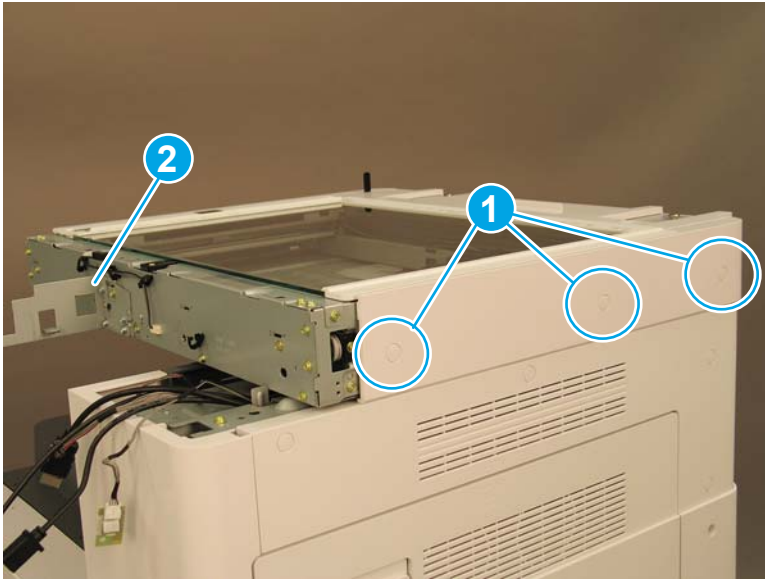
1. Remove three screw-caps and three screws. Release the scan-left cover.

Figure 2-901 Release scan-left cover



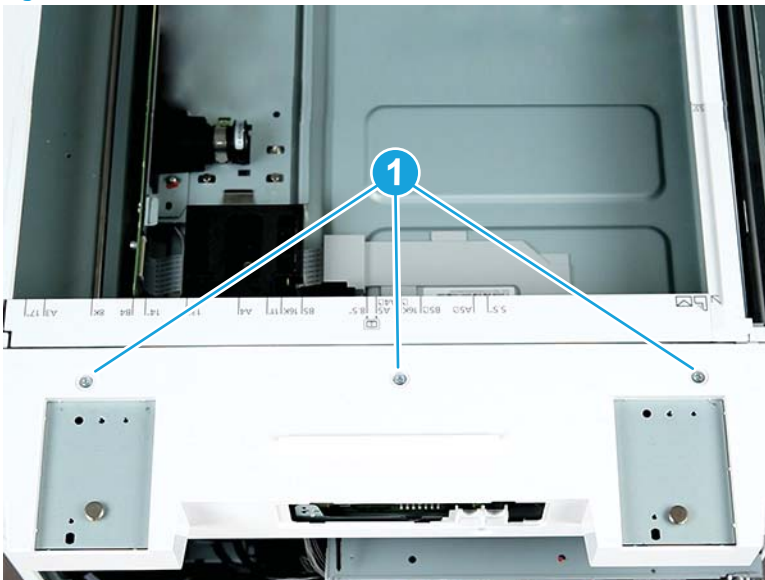
2. Remove three screw-caps and three screws, and then remove the scan-right cover.

Figure 2-902 Remove scan-right cover



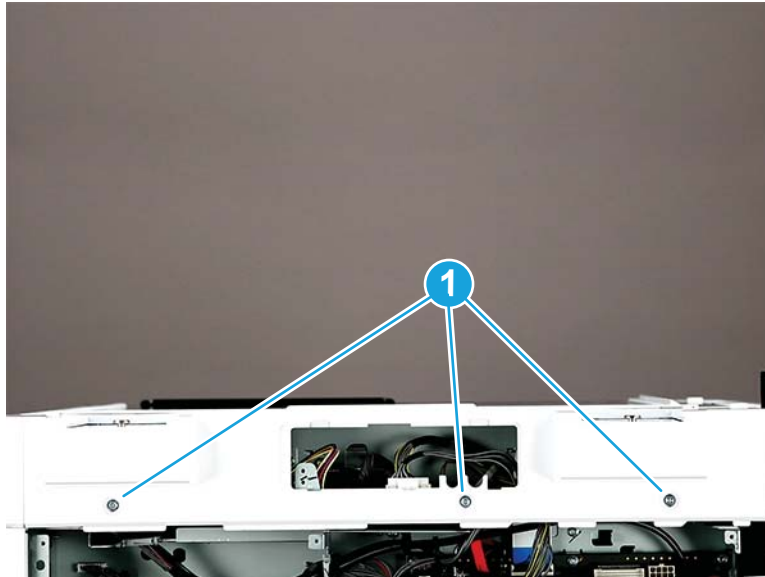
3. At the top of the scanner, remove three screw caps and three screws.

Figure 2-903 Remove three screws



4. At the back of the scanner, remove three screw caps and three screws, and then remove the scan-rear cover.

Figure 2-904 Remove three screws and the scanner rear cover



5. Disconnect all harnesses. Remove four screws, and then release the scanner PCA.

Figure 2-905 Remove screws and release scanner PCA



 **NOTE:** There are two empty connectors.

Step 5: 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.

Flow ADF (GX/sGX)



NOTE: Flow automatic document feeder: sGX; dn/z bundles: GX.

Figure 2-906 Flow ADF (GX/SGX)

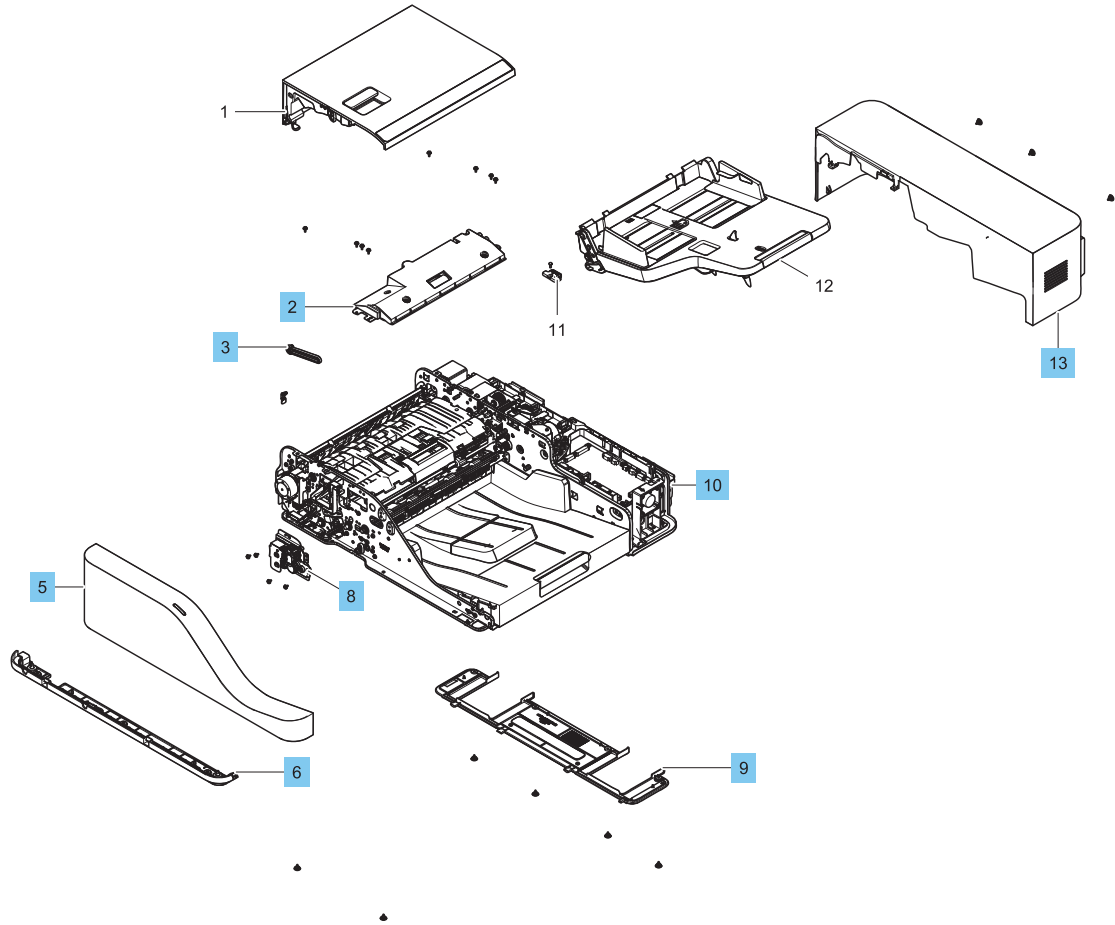


Table 2-21 ADF/ Scanner sGX/GX

Ref	Description	Part number	Qty
1	ADF Cover open	JC97-04869A	1
2	Pickup, upper - GX	JC97-04872A	1
2	Pickup, upper - sGX	JC97-04646B	1
3	Cover, hinge - GX/sGX	JC66-02270A	1
5	Cover, front - GX/sGX	JC97-04881A	1
6	Dummy, front - GX/sGX	JC97-04879A	1
8	Damper - GX/sGX	JC97-04692A	1
9	Cover, bottom - GX/sGX	JC97-04880A	1
10	Main frame - GX	JC97-04883A	1
10	Main frame sGX	JC97-04882A	1
13	Cover, rear - GX/sGX	JC63-05566A	1
Not shown	PCA - ADF receiver (ultrasonic) (GX only)	JC92-02967A on page 849	1
Not shown	PCA - ADF transmitter (ultrasonic) (GX only)	JC92-02966A on page 849	1
Complete	Flow ADF - GX	JC97-04955A on page 844	1
Complete	Non Flow ADF - sGX	JC97-04956A on page 844	1

Flow ADF whole unit (GX/sGX)

- [Introduction](#)
- [Step 1: Remove the ADF whole unit](#)
- [Step 2: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove the flow ADF whole unit assembly.

[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.

JC97-04955A

- Flow ADF - GX

JC97-04956A

- Non Flow ADF - sGX

To order the part, go to www.hp.com/buy/parts.

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the ADF whole unit

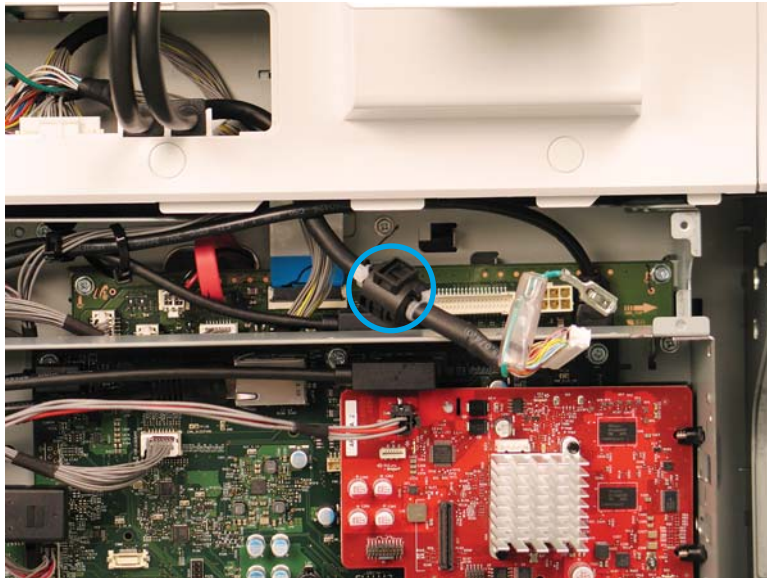
1. Open the document feeder cover, and then remove the document feeder connector cover.

Figure 2-907 Remove document feeder connector cover



2. Remove the plastic cable choke from the wire harness, and then disconnect the document feeder harness from the main board. Disconnect the insulated ground wire from the chassis.

Figure 2-908 Remove the cable choke



3. Disconnect the document feeder harness from the scanner PCA. Remove one connector and one grounding wire.

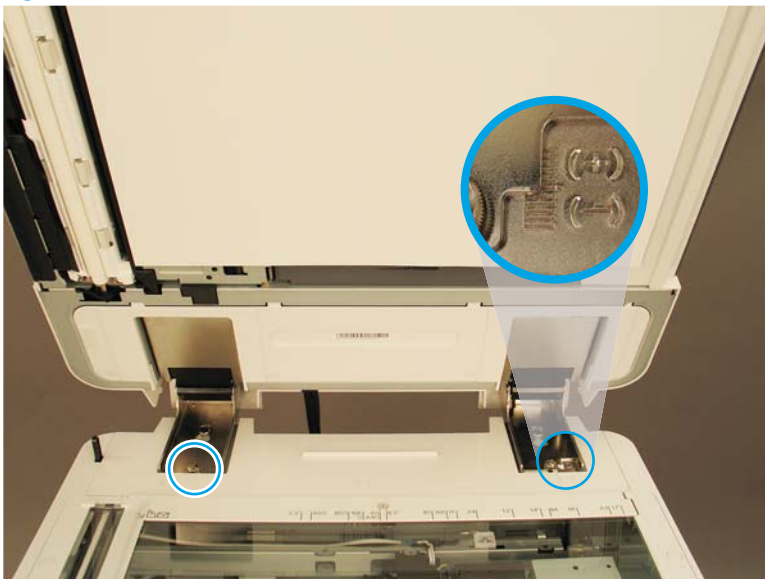
Figure 2-909 Disconnect document feeder harness



4. Release two hinge stops on the back of the document feeder to allow the document feeder to open to a full 90°.

 **IMPORTANT:** Note the alignment marks on the hinge stops. Any new document feeder must be reinstalled with the same alignment.

Figure 2-910 Alignment marks



5. Remove the screw on each hinge stop.

Figure 2-911 Remove screws



6. Pull back and then lift up to release the document feeder unit.

Figure 2-912 Release the document feeder



 **NOTE:** Complete a shading test and a skew alignment after replacing the document feeder unit.



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.

Flow ADF ultrasonic sensor with PCA (GX/sGX)

- [Introduction](#)
- [Step 1: Remove the document feeder front cover](#)
- [Step 2: Remove the document feeder back cover](#)
- [Step 3: Remove the document feeder pickup and feed assembly](#)
- [Step 4: Remove the paper path cover](#)
- [Step 5: Remove the ultrasonic sensor with PCA](#)
- [Step 6: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove the ultrasonic sensor with PCA assembly.

[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.

JC92-02967A

- PCA - ADF receiver (GX only)

JC92-02966A

- PCA - ADF transmitter (GX only)

To order the part, go to www.hp.com/buy/parts.

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

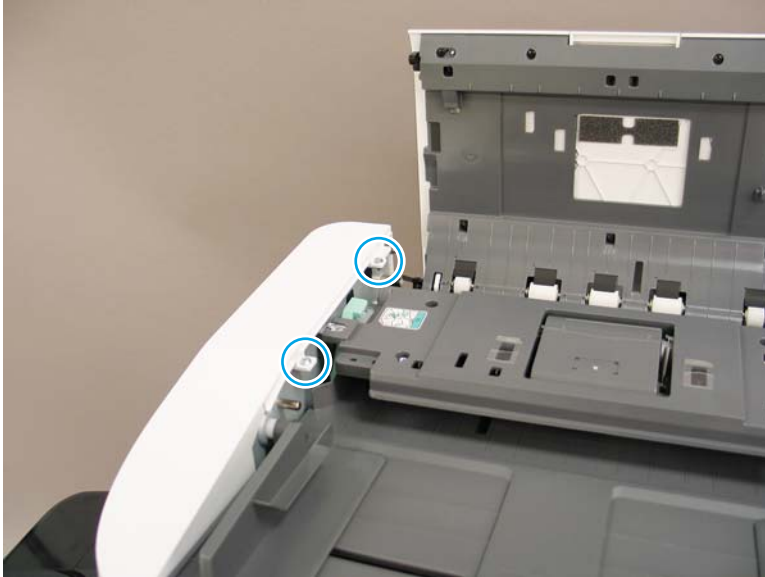
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the document feeder front cover

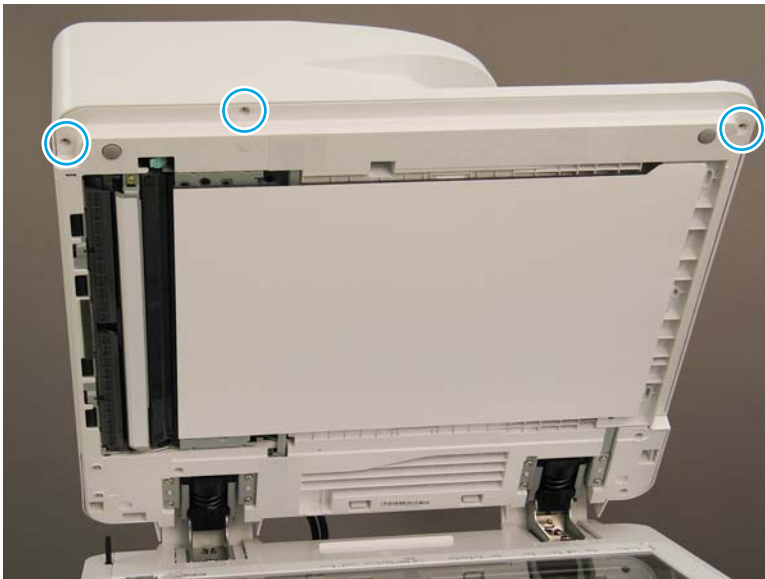
1. Remove two screws from the top of document feeder front cover.

Figure 2-913 Remove the document feeder front cover top screws



2. Remove three screws from the bottom of the document feeder front cover, and then remove the document feeder front cover.

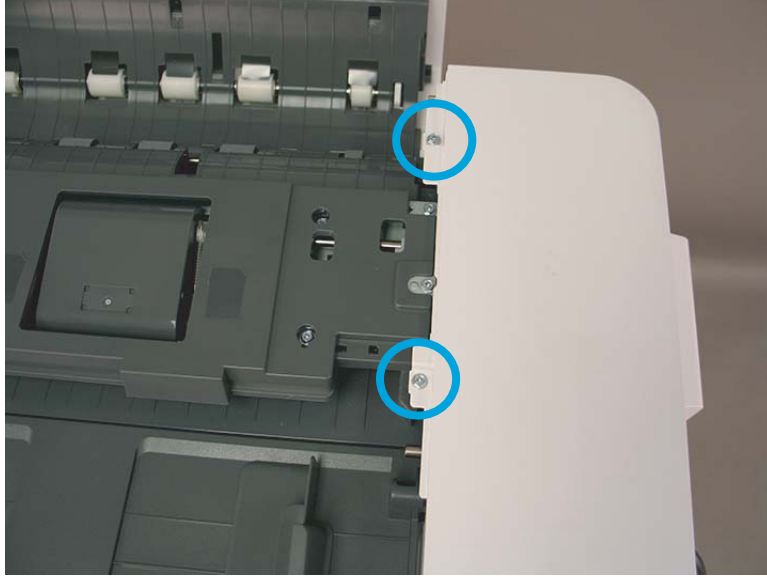
Figure 2-914 Remove the document feeder front cover bottom screws



Step 2: Remove the document feeder back cover

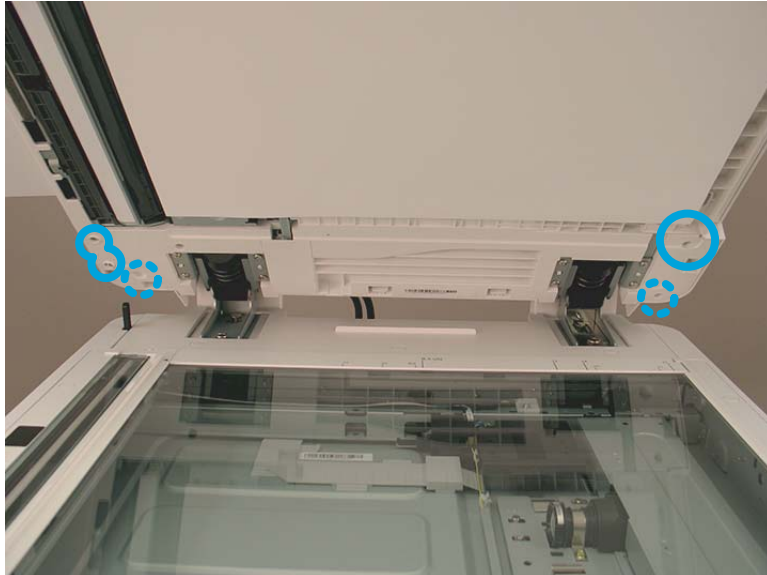
1. Remove two screws from the top of document feeder back cover.

Figure 2-915 Remove the document feeder back cover top screws



2. Using a JIS #2 stubby screwdriver, remove five screws from the bottom of the document feeder back cover.

Figure 2-916 Remove the document feeder back cover bottom screws



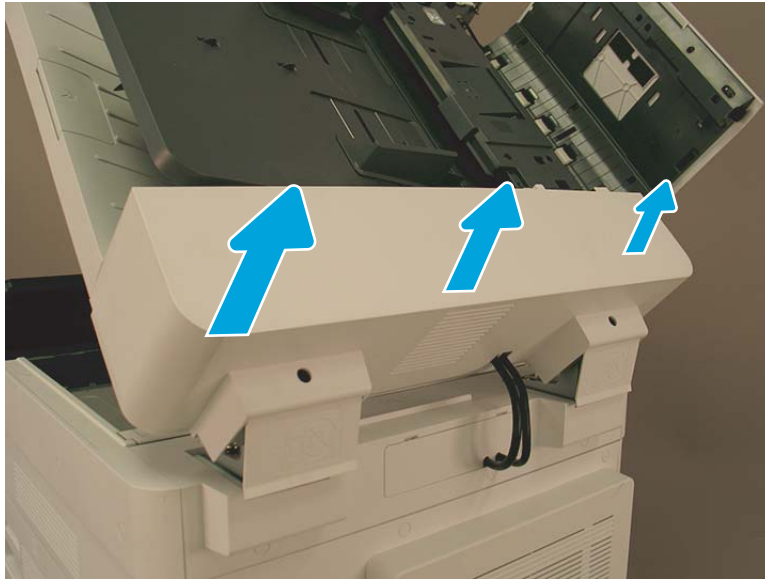
3. Release the tab on the right side of the back cover.


Figure 2-917 Release one tab on the right side of back cover.

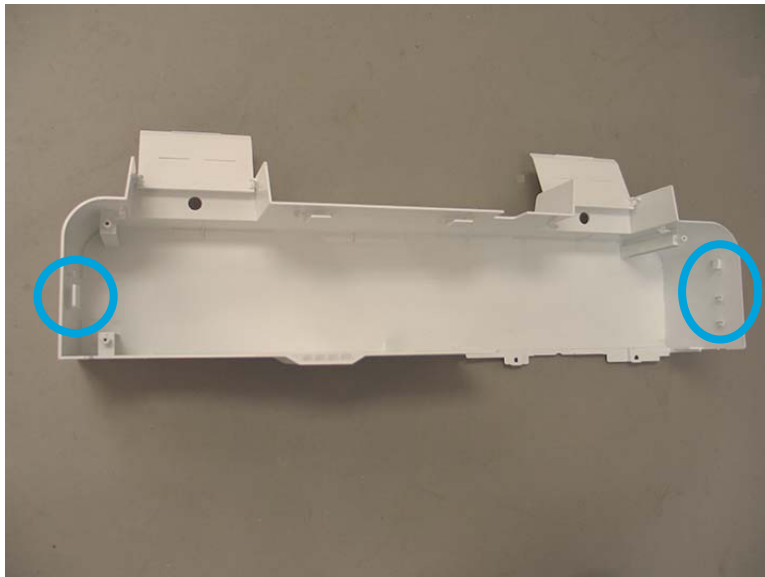


4. Release the three tabs on back cover to remove the back cover.

Figure 2-918 Release three tabs on the back cover.




 **NOTE:** The tabs on the underside of the cover.



5. Remove the back cover from the left to right as shown in the photo.

Figure 2-919 Remove back cover.

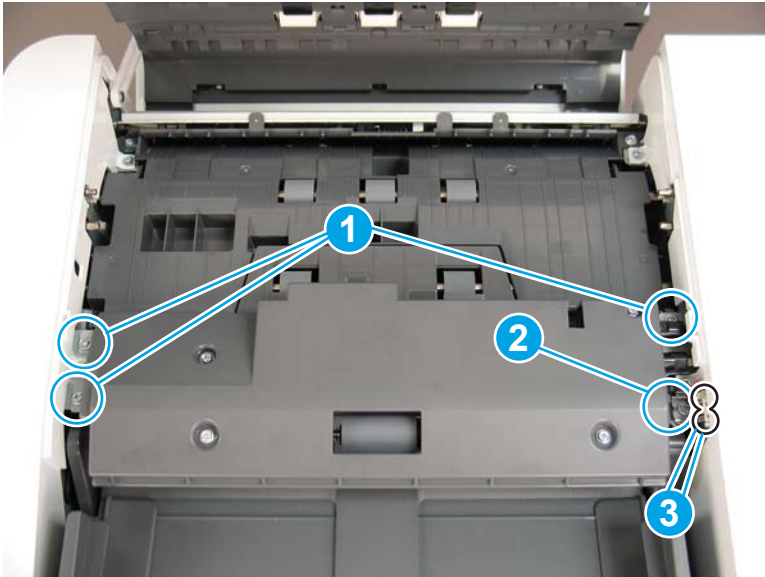


 **TIP:** To reinstall cover, install from the right to left.

Step 3: Remove the document feeder pickup and feed assembly

- ▲ Disconnect two connectors (callout 1), remove four screws (callout 2, including one ground wire), and then remove the pickup roller assembly.

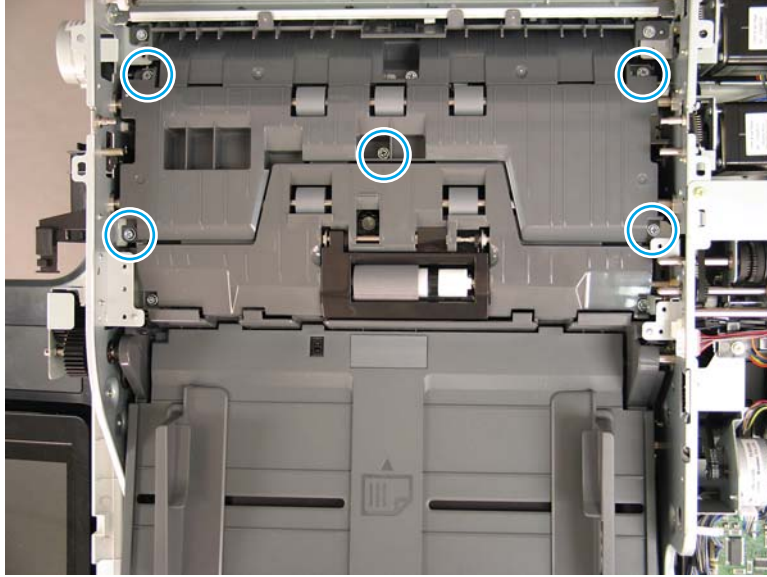
Figure 2-920 Remove the pickup roller assembly



Step 4: Remove the paper path cover

- ▲ Remove five screws, and then remove the paper path cover.

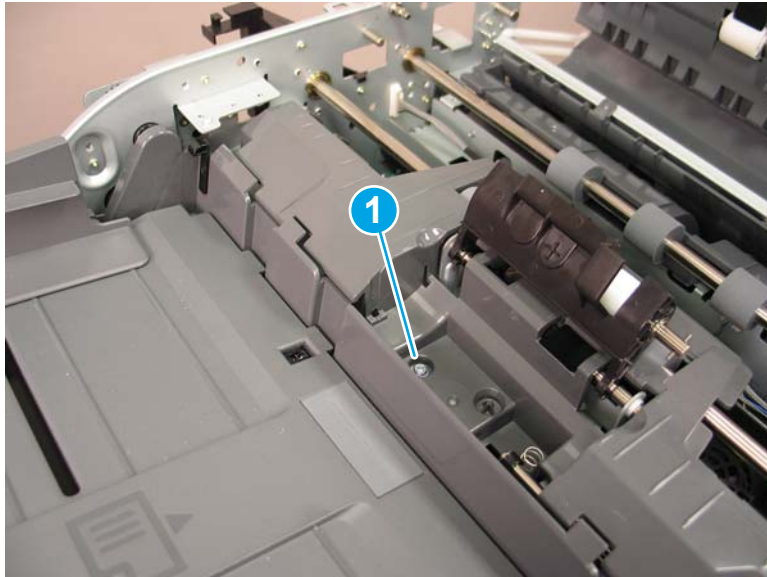
Figure 2-921 Remove the document feeder paper path cover



Step 5: Remove the ultrasonic sensor with PCA

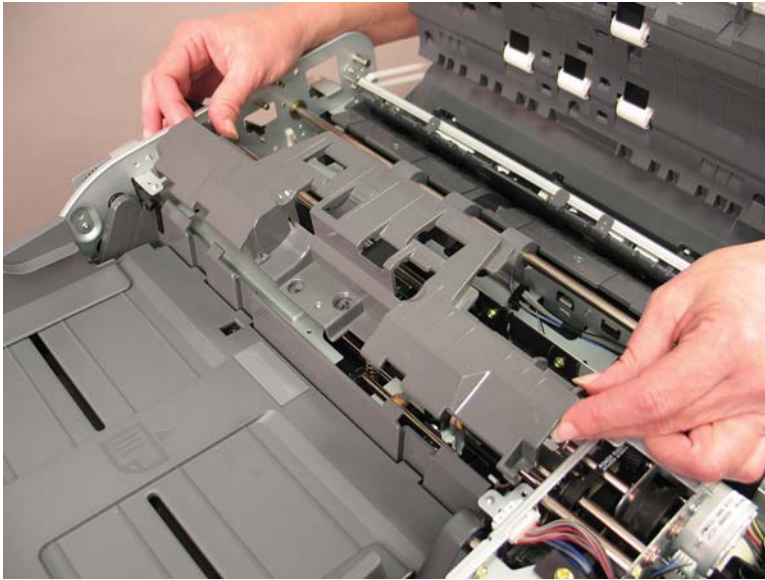
1. Remove the separation roller, and then remove one screw (callout 1).

Figure 2-922 Remove one screw



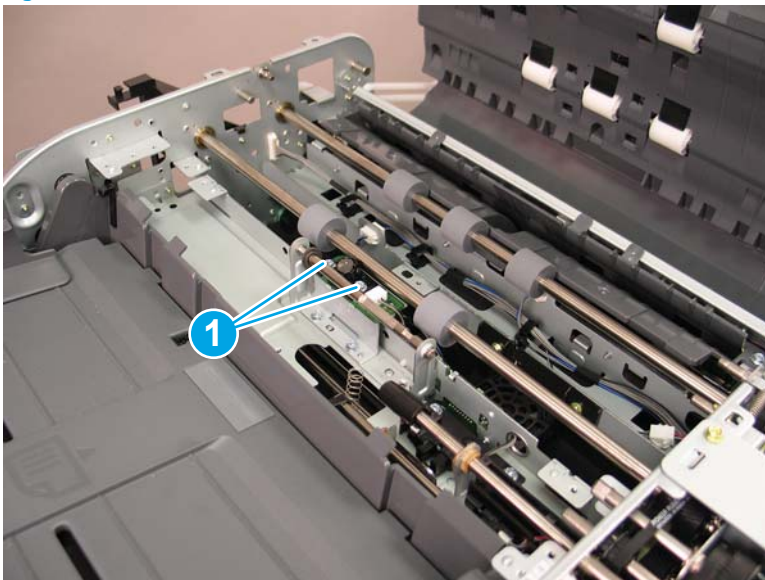
2. Remove the pick/feed cover.

Figure 2-923 Remove the pick/feed cover




3. Remove two screws (callout 1), and then remove the ultrasonic sensor.

Figure 2-924 Remove the ultrasonic sensor



Step 6: 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.

ADF open cover (GX/sGX)



NOTE: Flow automatic document feeder: sGX; dn/z bundles: GX.

Figure 2-925 ADF open cover (GX/sGX)

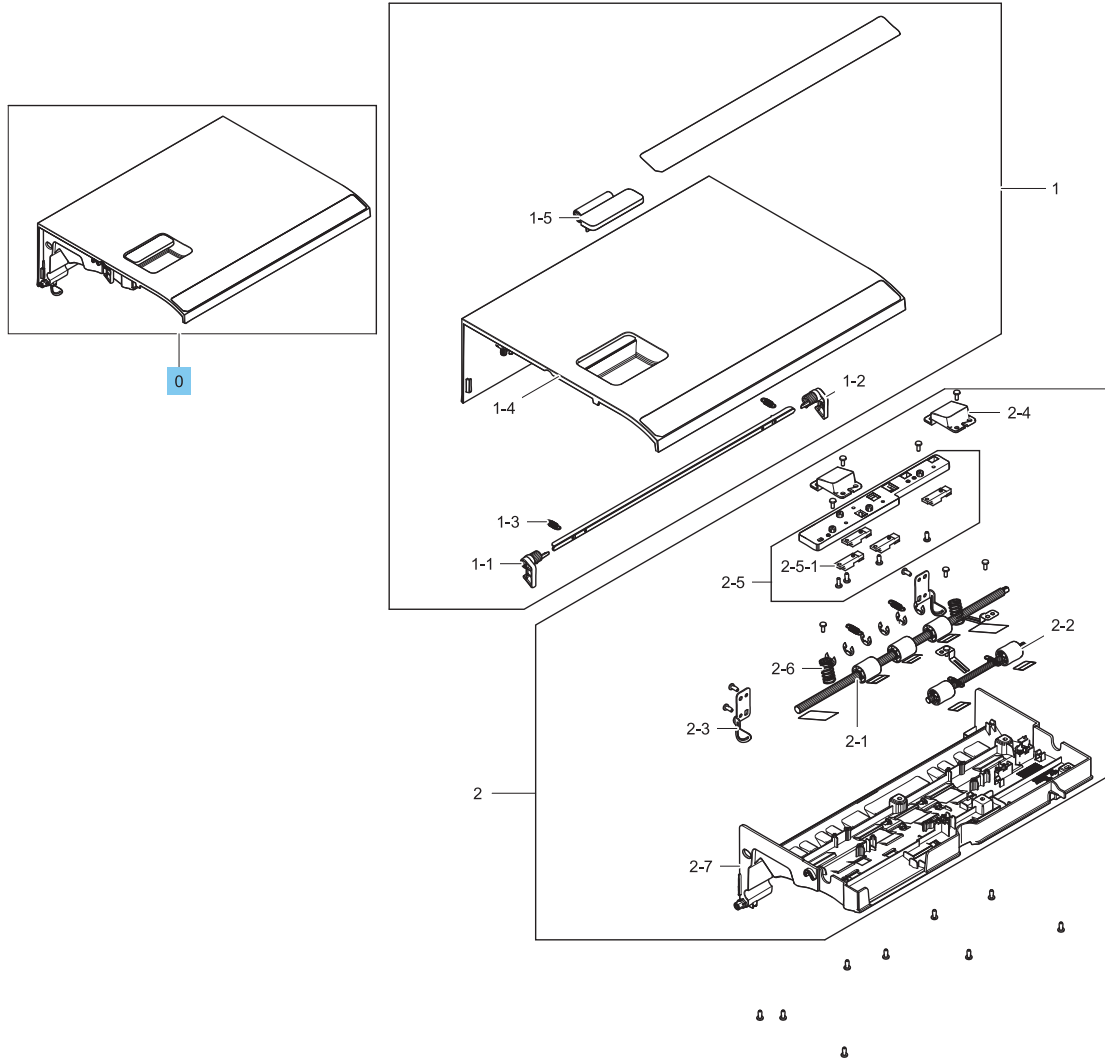


Table 2-22 Flow ADF open cover

Ref	Description	Part number	Qty
0	Cover, open (GX/sGX)	JC97-04869A on page 862	1
2	Cover, open lower (GX/sGX)	JC97-04696B	1
2-5-1	Photo-interrupter	0604-001381	4

ADF jam access cover (GX/sGX)

- [Introduction](#)
- [Step 1: Remove the document feeder front cover](#)
- [Step 2: Remove the document feeder back cover](#)
- [Step 3: Remove the document feeder jam access cover](#)
- [Step 4: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove the jam access cover assembly.

[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.

JC97-04869A

To order the part, go to www.hp.com/buy/parts.

- Open cover - GX/sGX

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

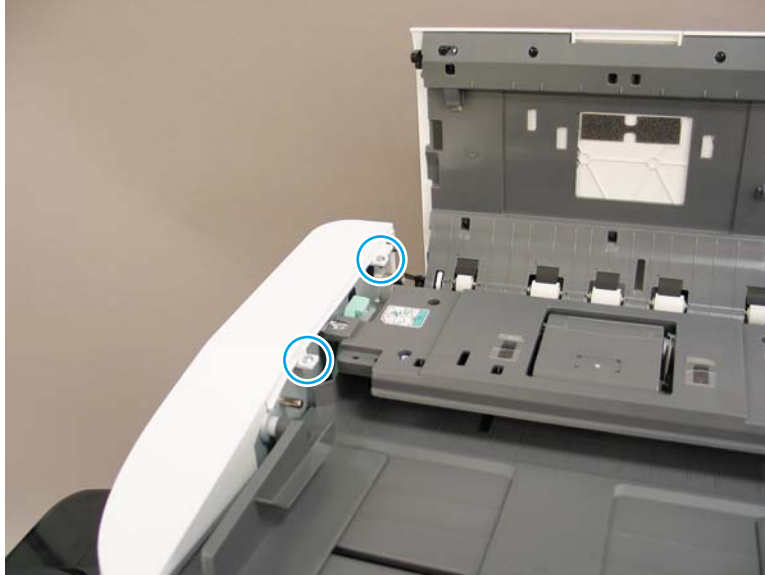
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the document feeder front cover

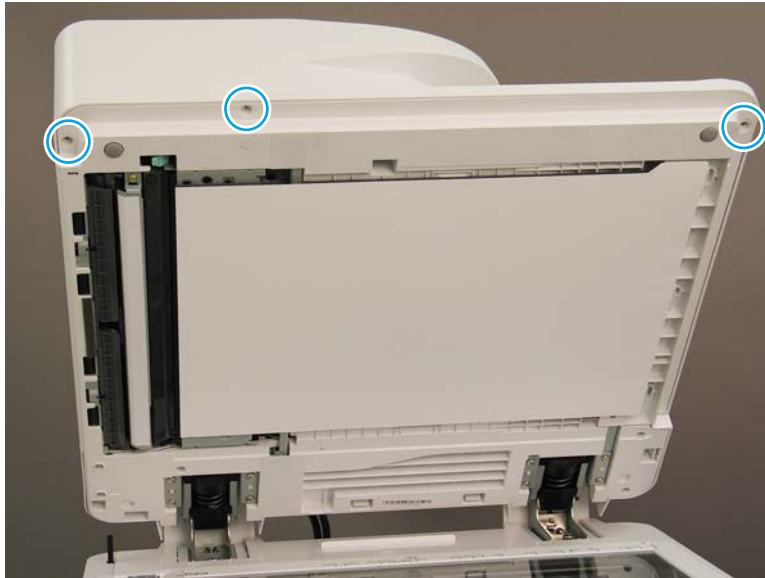
1. Remove two screws from the top of document feeder front cover.

Figure 2-926 Remove the document feeder front cover top screws



2. Remove three screws from the bottom of the document feeder front cover, and then remove the document feeder front cover.

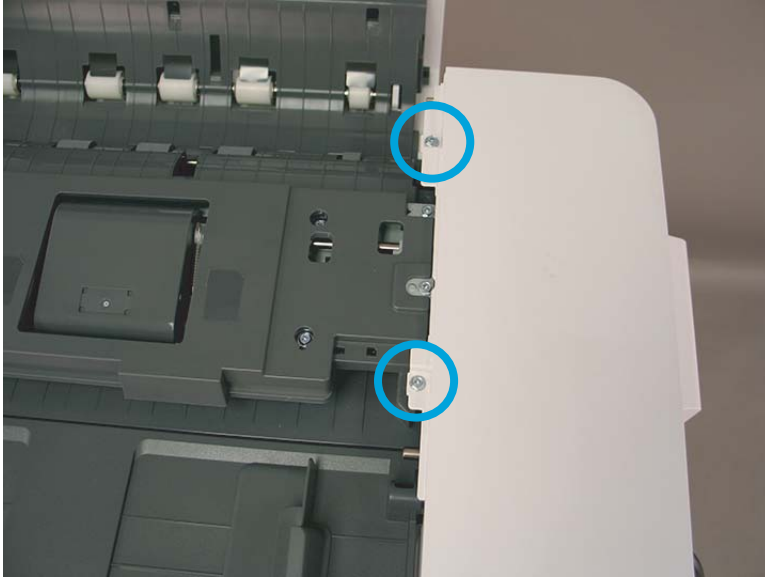
Figure 2-927 Remove the document feeder front cover bottom screws



Step 2: Remove the document feeder back cover

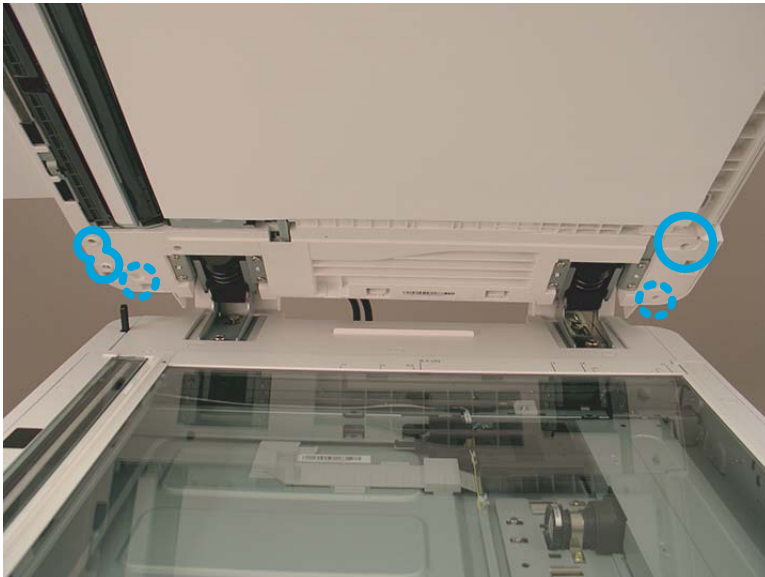
1. Remove two screws from the top of document feeder back cover.

Figure 2-928 Remove the document feeder back cover top screws



2. Using a JIS #2 stubby screwdriver, remove five screws from the bottom of the document feeder back cover.

Figure 2-929 Remove the document feeder back cover bottom screws



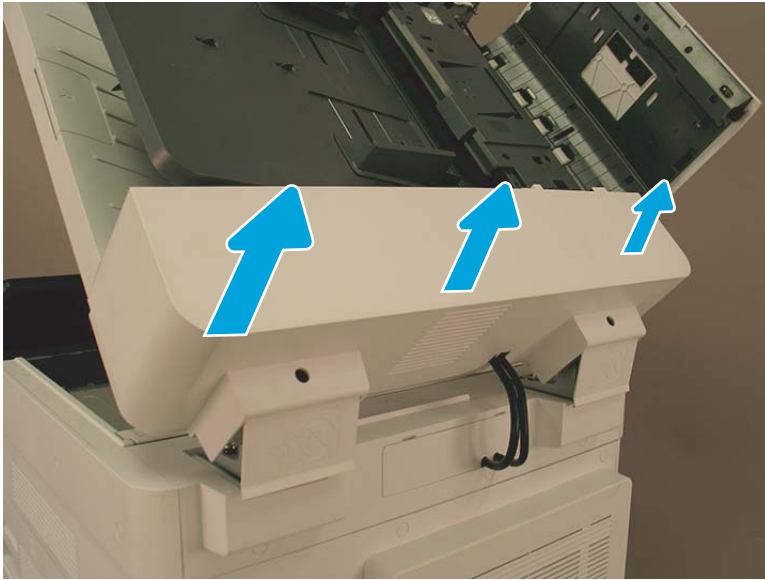
3. Release the tab on the right side of the back cover.


Figure 2-930 Release one tab on the right side of back cover.

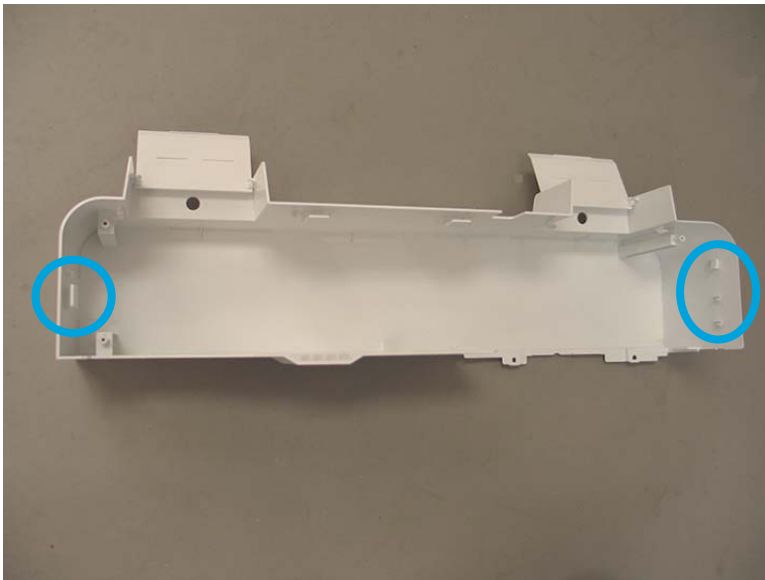


4. Release the three tabs on back cover to remove the back cover.

Figure 2-931 Release three tabs on the back cover.




 **NOTE:** The tabs on the underside of the cover.



5. Remove the back cover from the left to right as shown in the photo.

Figure 2-932 Remove back cover.



 **TIP:** To reinstall cover, install from the right to left.

Step 3: Remove the document feeder jam access cover

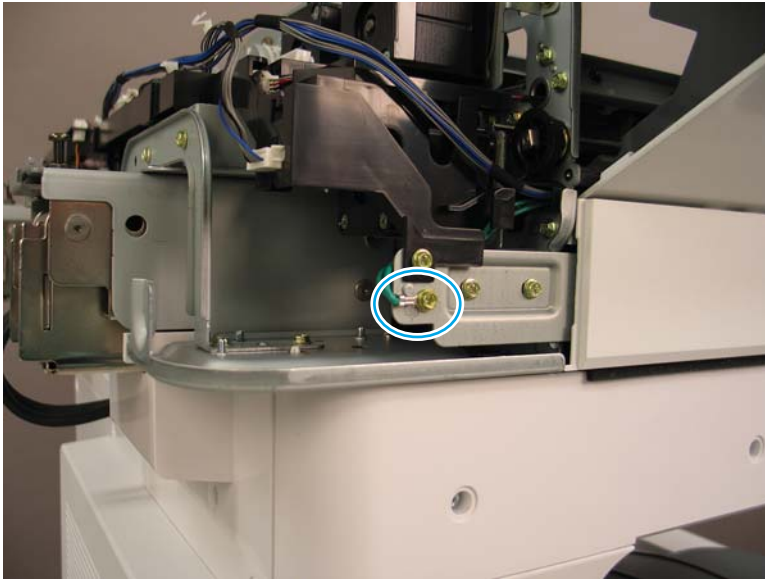
1. Disconnect connector at document feeder PCA and route cable out.

Figure 2-933 Disconnect one connector



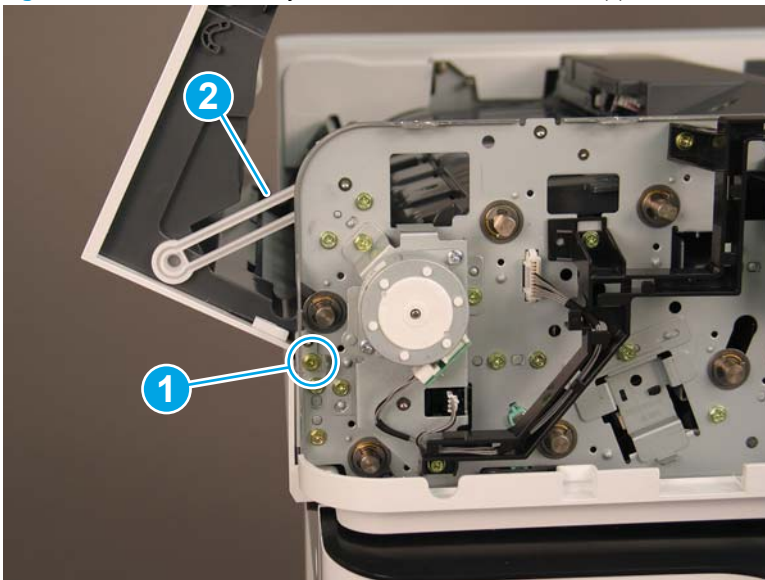
2. Disconnect the ground wire.

Figure 2-934 Remove the jam access cover ground wire



3. Remove one screw (callout 1), remove hinge (pivot) pin, and then remove door arm support (callout 2)

Figure 2-935 Remove the jam access cover door arm support



4. Remove the open cover.



Step 4: 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.

Flow ADF upper pickup (GX/sGX)



NOTE: Flow automatic document feeder: sGX; dn/z bundles: GX.

Figure 2-936 ADF upper pickup (GX/sGX)

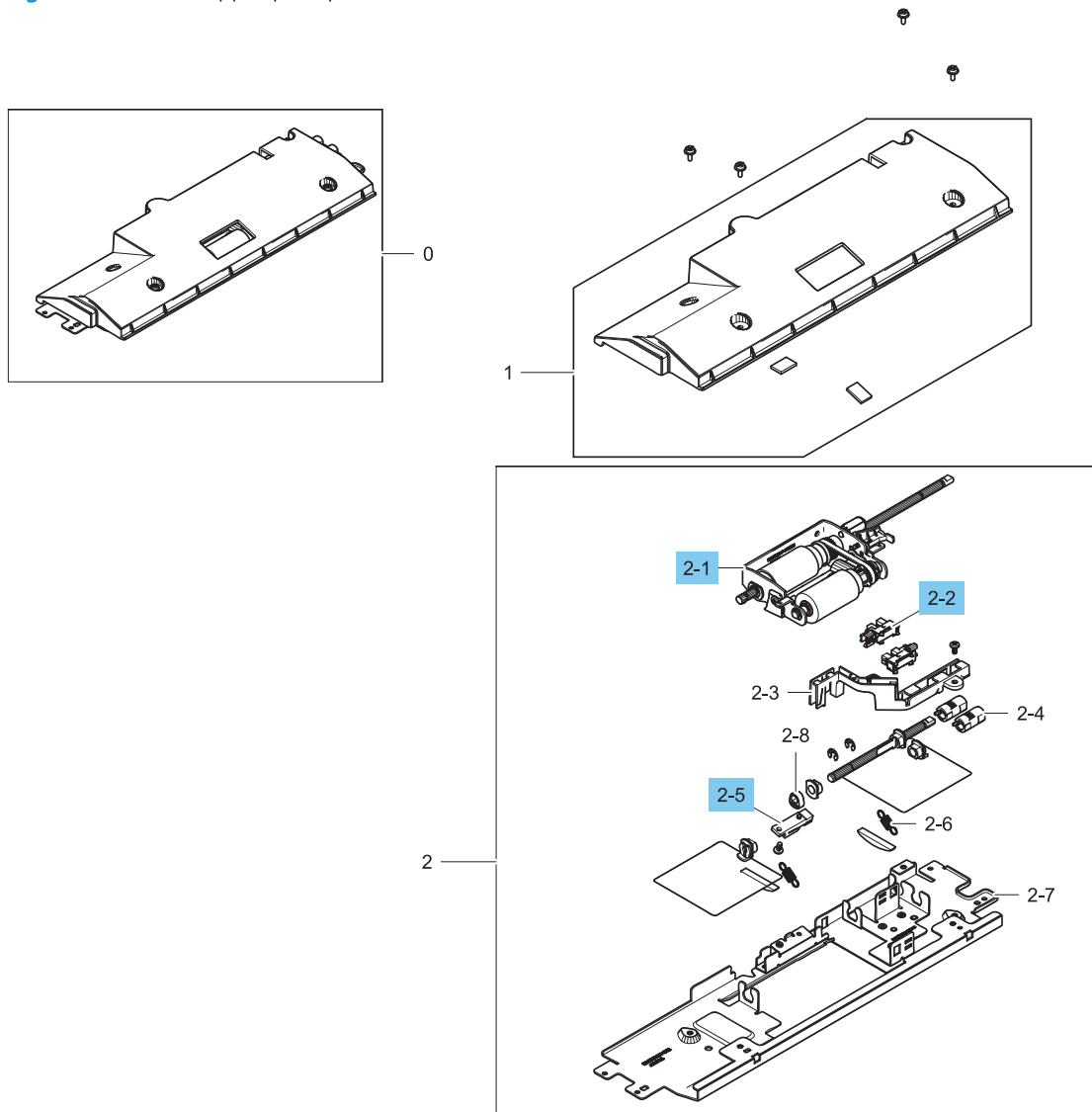


Table 2-23 ADF pickup roller assembly

Ref	Description	Part number	Qty
2-1	Pick feed roller assembly (GX/sGX)	JC97-04650A on page 874	1
2-2	Photo-interrupter	0604-001393	1
2-5	Photo-interrupter	0604-001381	1

ADF pickup roller assembly (GX/sGX)

- [Introduction](#)
- [Step 1: Remove the flow ADF pickup roller assembly](#)
- [Step 2: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the ADF pickup roller assembly.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC97-04650A

To order the part, go to www.hp.com/buy/parts.

- Pick feed roller assembly - GX/sGX

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

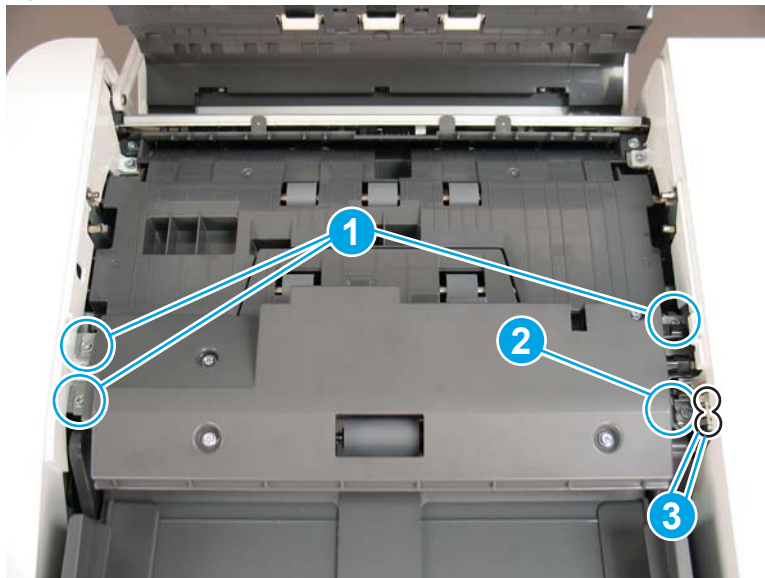
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the flow ADF pickup roller assembly

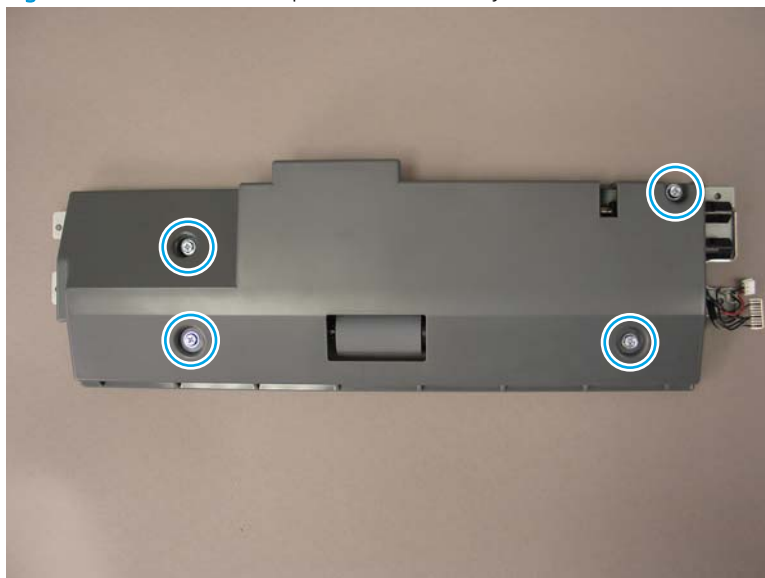
1. Open the document feeder top cover.
2. Remove the pick roller assembly:
 - ▲ Remove four screws (callout 1), disconnect two connectors (callout 2), and one ground wire (callout 3), and then remove the pick roller assembly.

Figure 2-937 Remove the pick roller assembly



3. Remove the pick rollers:
 - a. Remove four screws and then remove the cover.

Figure 2-938 Remove the pick roller assembly cover



- b. Remove two plastic clips and two bushings, disconnect two springs, and then remove the shaft coupler.


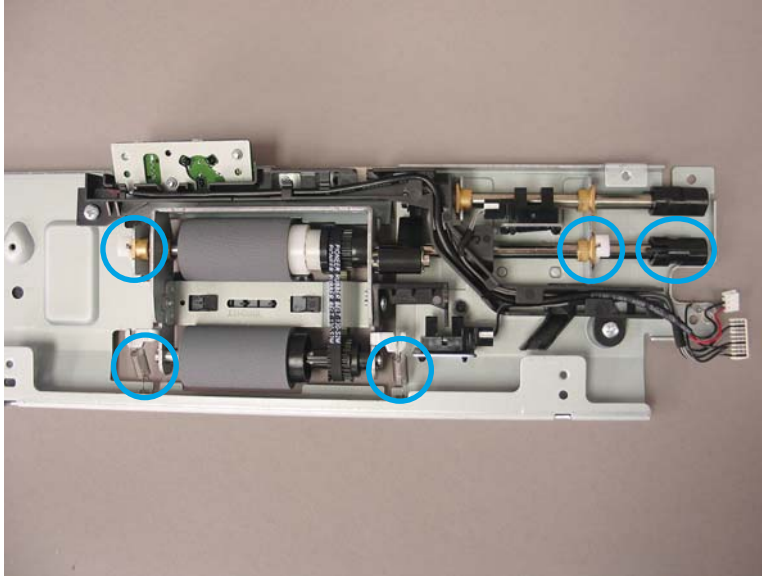
 **NOTE:** The shaft is engaged in the coupler.

Figure 2-939 Remove the pick roller components



- c. Slide the roller shaft and then remove the pick roller assembly.

Figure 2-940 Remove the pick roller assembly

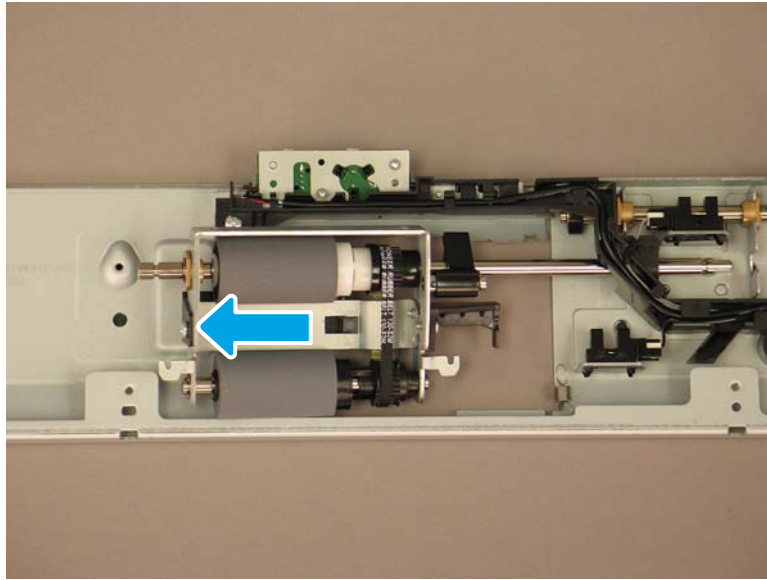
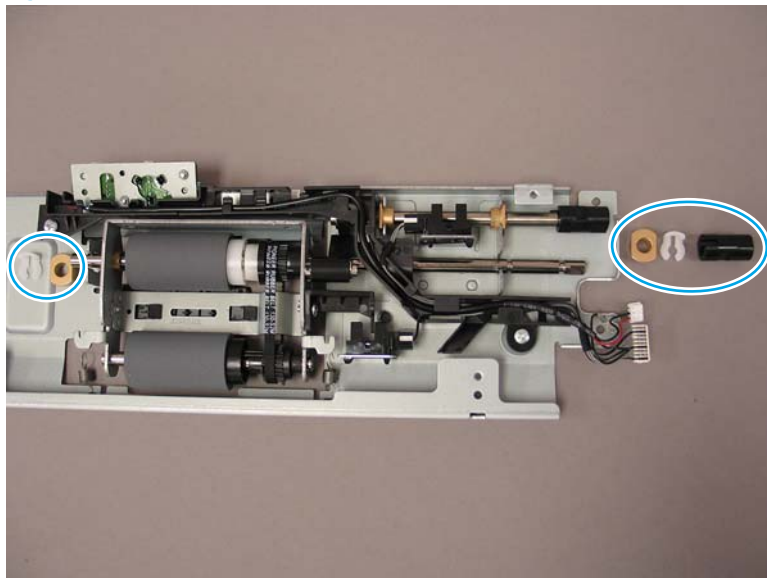


Figure 2-941 Pick roller components-disassembled



4. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: ADF pick roller

- ▲ After the replacement roller is installed, follow these instructions to reset the firmware counter:
 - i. From the Home screen on the printer control panel, select the [Support Tools](#) menu.
 - ii. Select the [Service](#) menu.
 - iii. Make sure that [Service Access Code](#) is selected in the drop-down menu, and then enter the service access code.
 - iv. Select the [Service Tools](#) menu.

- v. Select the [Supply Status](#) menu.
- vi. Select [Field Replacement Unit](#).
- vii. Select [ADF Pick Roller](#).
- viii. Select [ADF Pick Roller](#).
- ix. Select [Reset](#).

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.

Flow ADF stacker (GX/sGX)



NOTE: Flow automatic document feeder: sGX; dn/z bundles: GX.

Figure 2-942 ADF stacker (GX/sGX)

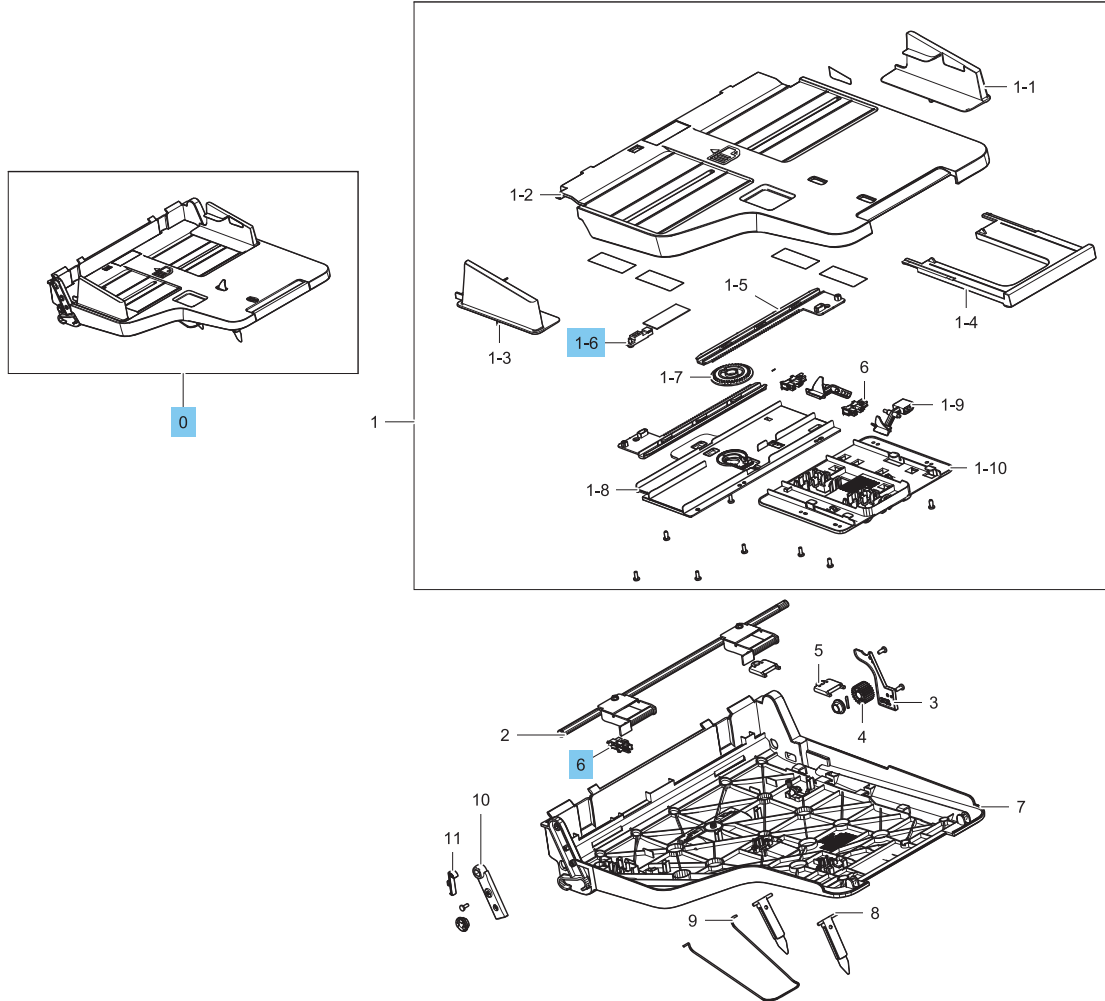


Table 2-24 ADF stacker (GX/SGX)

Ref	Description	Part number	Qty
0	Stacker -GX/SGX	JC97-04658B on page 882	1
1-6	Photo-interrupter	0604-001381	1
6	Photo-interrupter	0604-001393	1
Not shown	Flow ADF - stacker upper CM	JC82-00693A	1

ADF input tray (GX/sGX)

- [Introduction](#)
- [Step 1: Remove the document feeder front cover](#)
- [Step 2: Remove the document feeder back cover](#)
- [Step 3: Remove the dampening unit](#)
- [Step 4: Remove the pickup and feed unit](#)
- [Step 5: Remove the input tray](#)
- [Step 6: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove the input tray assembly.

[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.

JC97-04658B

To order the part, go to www.hp.com/buy/parts.

- Stacker - Gx/sGX

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

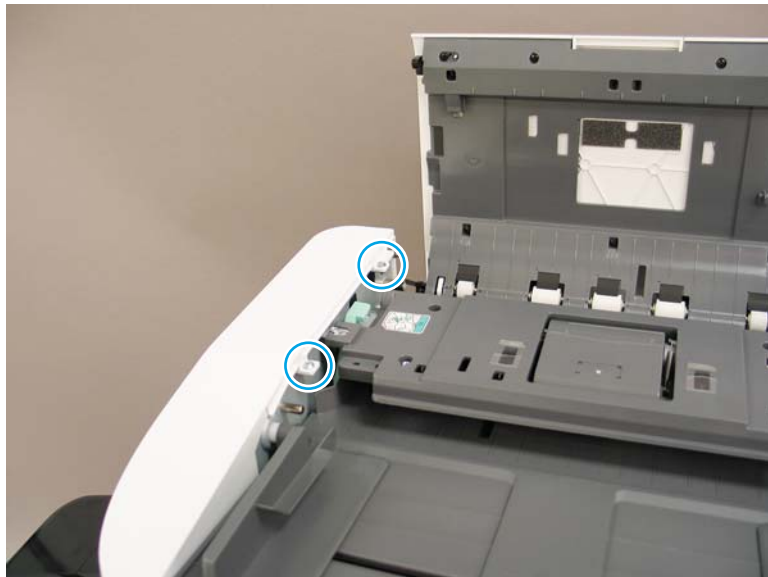
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the document feeder front cover

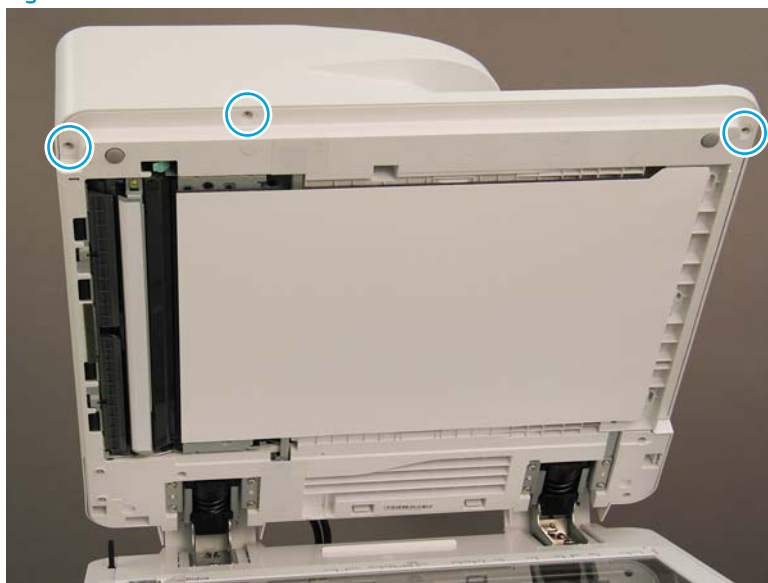
1. Remove two screws from the top of document feeder front cover.

Figure 2-943 Remove the document feeder front cover top screws



2. Remove three screws from the bottom of the document feeder front cover, and then remove the document feeder front cover.

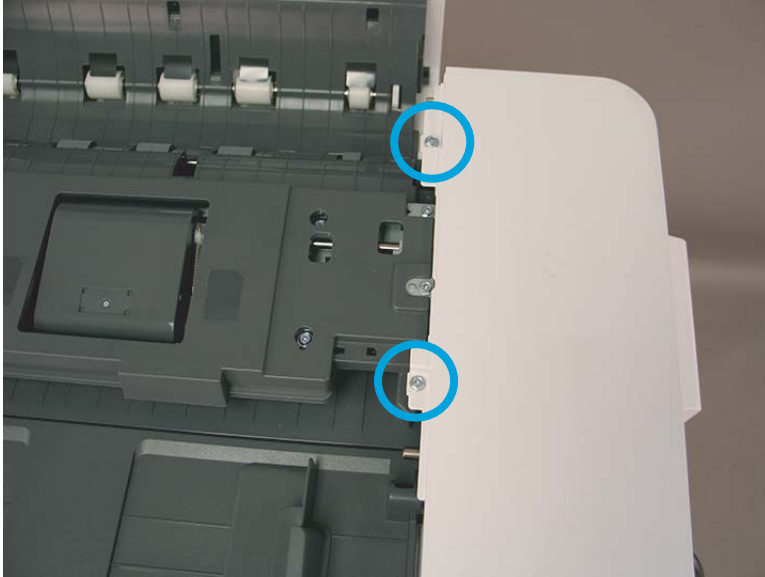
Figure 2-944 Remove the document feeder front cover bottom screws



Step 2: Remove the document feeder back cover

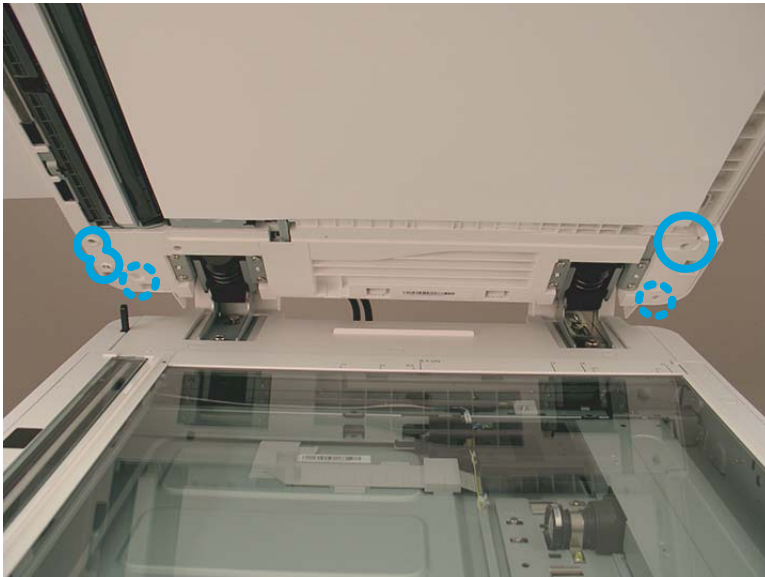
1. Remove two screws from the top of document feeder back cover.

Figure 2-945 Remove the document feeder back cover top screws



2. Using a JIS #2 stubby screwdriver, remove five screws from the bottom of the document feeder back cover.

Figure 2-946 Remove the document feeder back cover bottom screws



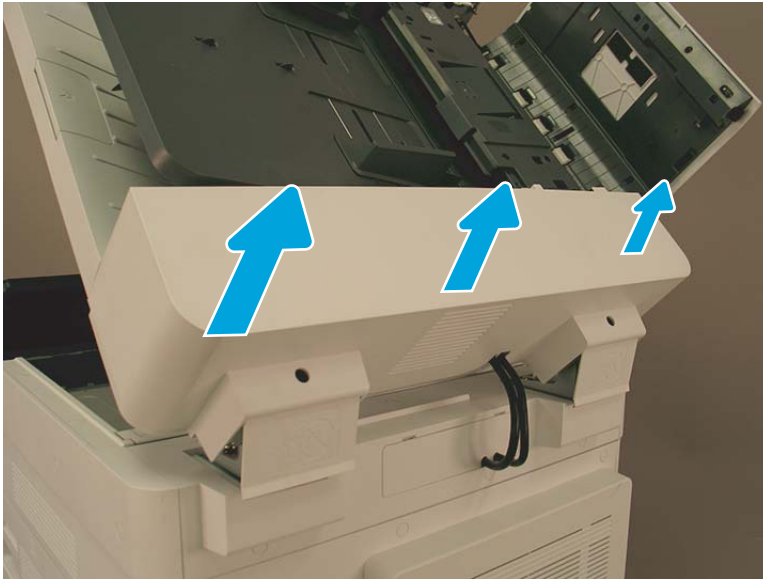
3. Release the tab on the right side of the back cover.

Figure 2-947 Release one tab on the right side of back cover.

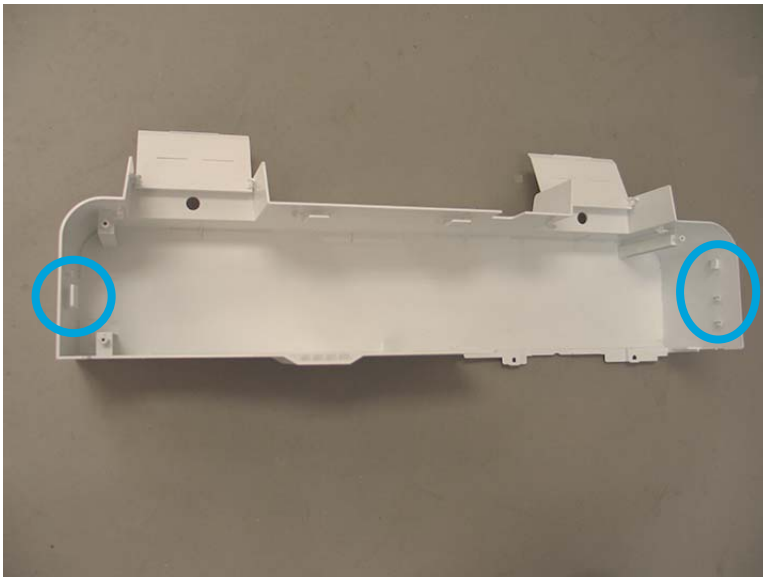


4. Release the three tabs on back cover to remove the back cover.

Figure 2-948 Release three tabs on the back cover.




 **NOTE:** The tabs on the underside of the cover.



5. Remove the back cover from the left to right as shown in the photo.

Figure 2-949 Remove back cover.



 **TIP:** To reinstall cover, install from the right to left.

Step 3: Remove the dampening unit

- ▲ Remove three screws, and then remove the damping unit.

Figure 2-950 Remove the document feeder damping unit



Step 4: Remove the pickup and feed unit

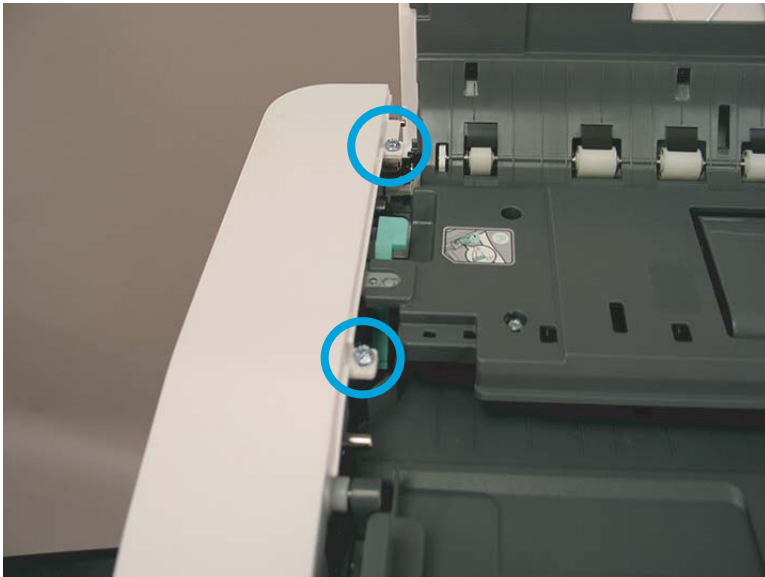
1. Remove four screws.

Figure 2-951 Remove four screws.



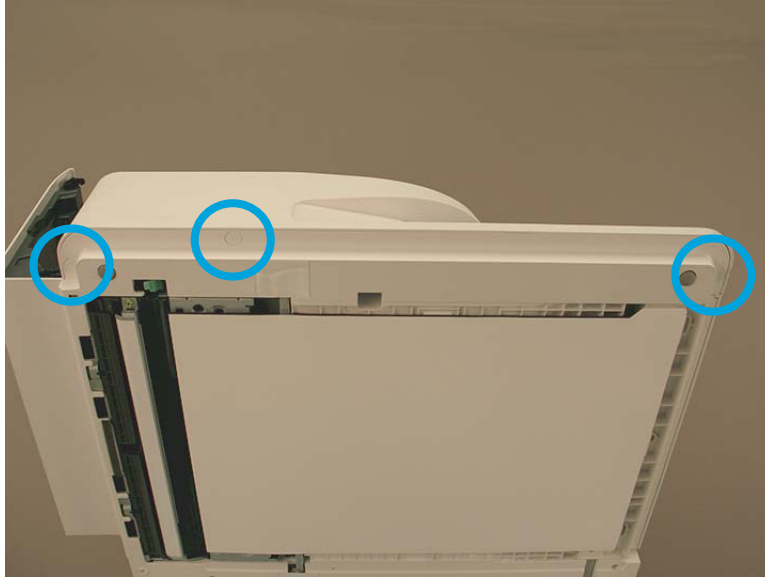
2. Remove two screws on the front cover.

Figure 2-952 Remove 2 screws on front cover.



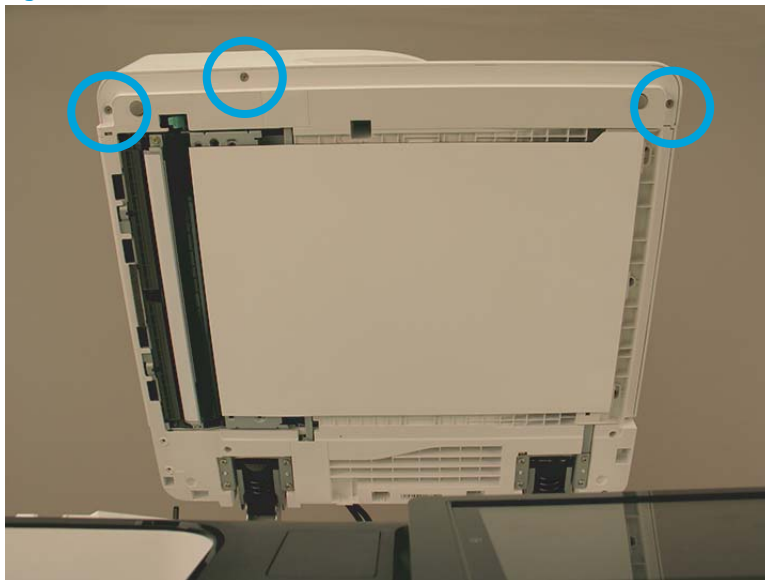
3. Open the ADF and then remove three screw caps.

Figure 2-953 Remove 2 screw caps.



4. Remove three screws and, then remove front cover.

Figure 2-954 Remove three screws and, then remove front cover.



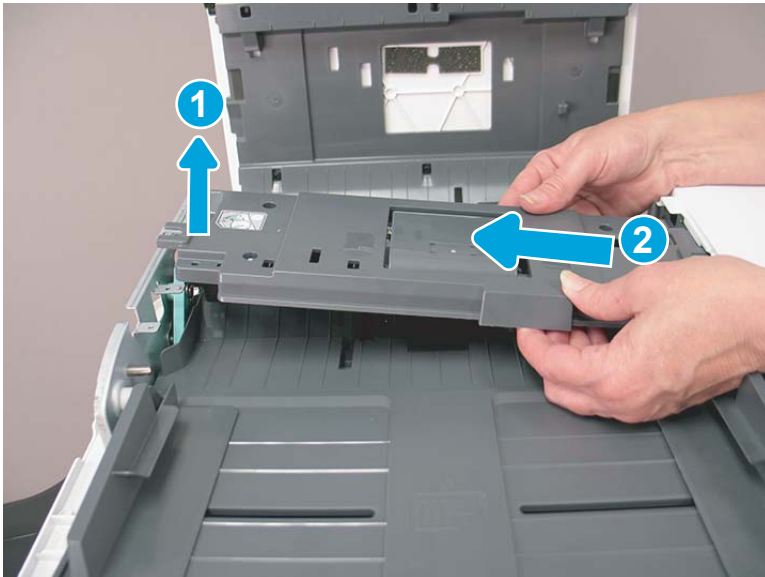
5. Rotate the pick/feed roller assembly to release the sheet metal tab from ADF frame.

Figure 2-955 Rotate pick/feed roller assembly to release sheet metal tab from ADF frame.



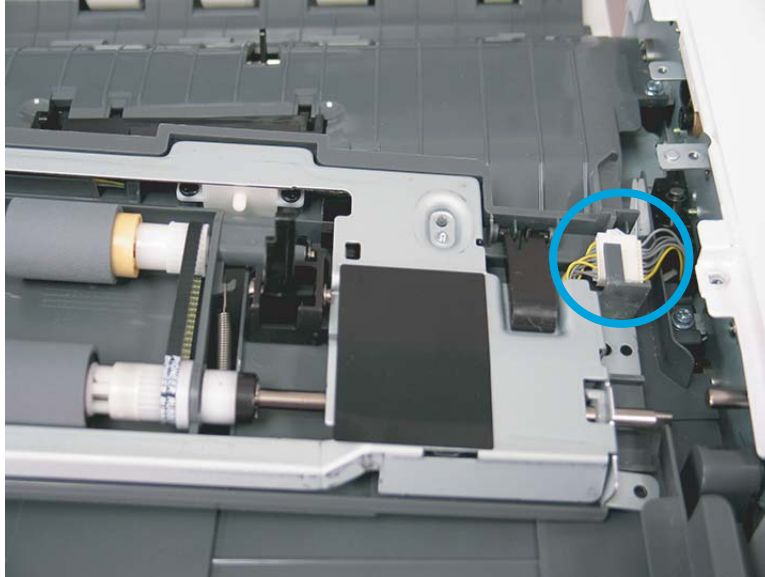
6. To remove the pick/feed roller assembly lift up on the front side (callout 1) and, then slide towards the front (callout 2) to release the pick/feed roller assy.

Figure 2-956 Release the pick/feed roller assembly.



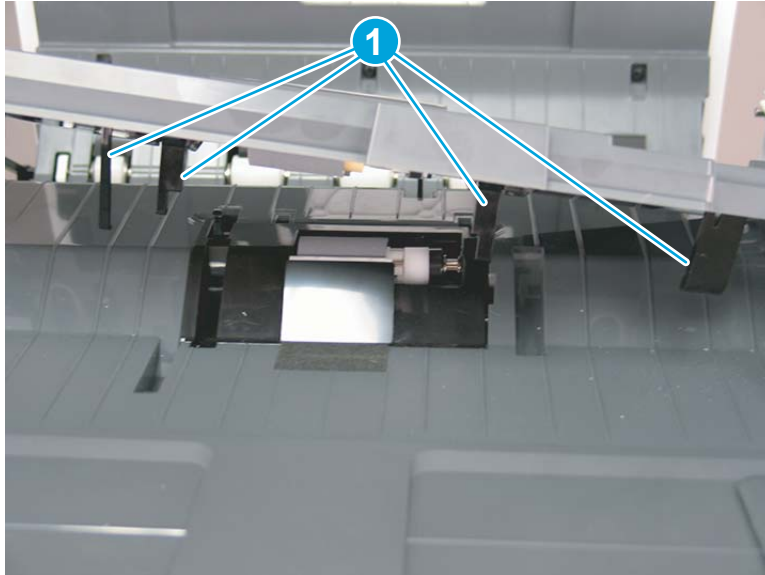
7. Rotate the roller assembly over, and then disconnect one connectors. Remove the document feeder pick roller assembly.

Figure 2-957 Remove the document feeder pick roller assembly



- TIP:** Note the four flags (callout 1) on the bottom of the pick/feed roller assembly. When reinstalling, hold up the flags while reinstall to allow for proper installation.

Figure 2-958 Pick/Feed roller assembly four flags.



Step 5: Remove the input tray

1. Disconnect the document feeder PCA connector, and then remove cable from guide.

Figure 2-959 Disconnect the document feeder PCA connector



2. Lift the tray from the front, and pivot the tray outward to remove.



Step 6: 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.

Flow ADF main frame (GX/sGX)



NOTE: Flow automatic document feeder: sGX; dn/z bundles: GX.

Figure 2-960 Flow ADF main frame (GX/sGX)

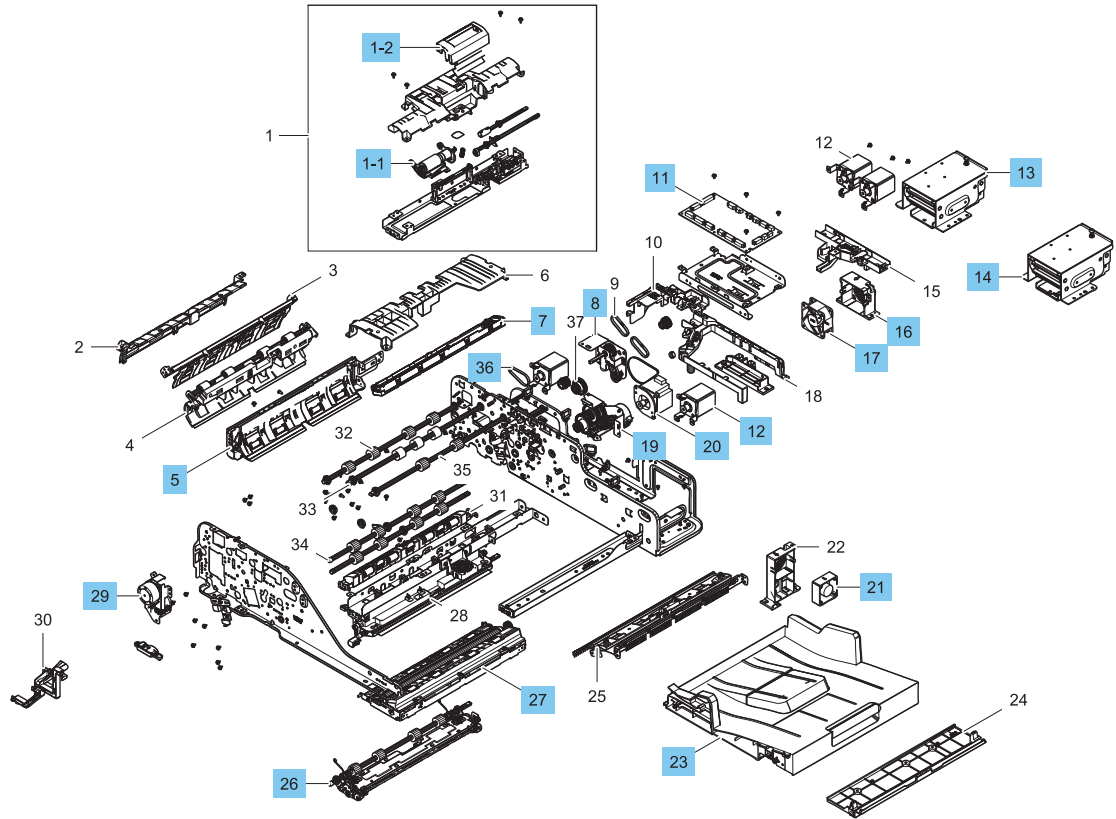


Table 2-25 Flow ADF main

Ref	Description	Part number	Qty
1-1	Separation roller assembly - GX/sGX	JC97-04915A on page 896	1
1-2	Cover, separation roller - GX/sGX	JC97-04652A	1
5	Scan in lower assembly - GX/sGX	JC97-04656B on page 939	1
7	Contact image sensor - GX/sGX	0609-001558 on page 900	1
8	Drive release pickup - GX/sGX	JC97-04681A on page 908	1
11	PCA - AF HIC (GX only)	JC92-02964A on page 833	1
11	PCA - sGX	JC92-02964B on page 833	1
12	Motor, feed drive - GX/sGX	JC97-04680A on page 908	4
13	Hinge L - GX/sGX	JC97-04640A	1
14	Hinge R - GX/sGX	JC97-04641A	1
16	Motor, ADF fan	JC61-07694A	1
17	Fan - GX/sGX (CIS)	JC31-00168A on page 933	1
19	Drive - GX/sGX	JC97-04679A on page 908	1
20	Step motor, ip	JC31-00177A on page 908	1
21	Fan type 4 ADF GX/sGX	JC31-00146A on page 921	1
23	Input tray - GX/sGX	JC97-04668B	1
26	White roller - GX/sGX	JC97-04687A	1
27	Scan out - GX/sGX	JC97-04830A	1
29	Motor, drive release scan	JC97-04682A	1
36	Timing belt gear - GX/sGX	6602-001730	3
Not shown	PCA - ADF receiver (GX only)	JC92-02967A	1
Not shown	PCA - ADF transmitter (GX only)	JC92-02966A	1

Flow ADF separation roller assembly (GX/sGX)

- [Introduction](#)
- [Step 1: Remove the flow ADF separation roller assembly](#)
- [Step 2: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the Flow ADF separation roller assembly.

[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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC97-04915A

To order the part, go to www.hp.com/buy/parts.

- Separation roller assembly - GX\sGX

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

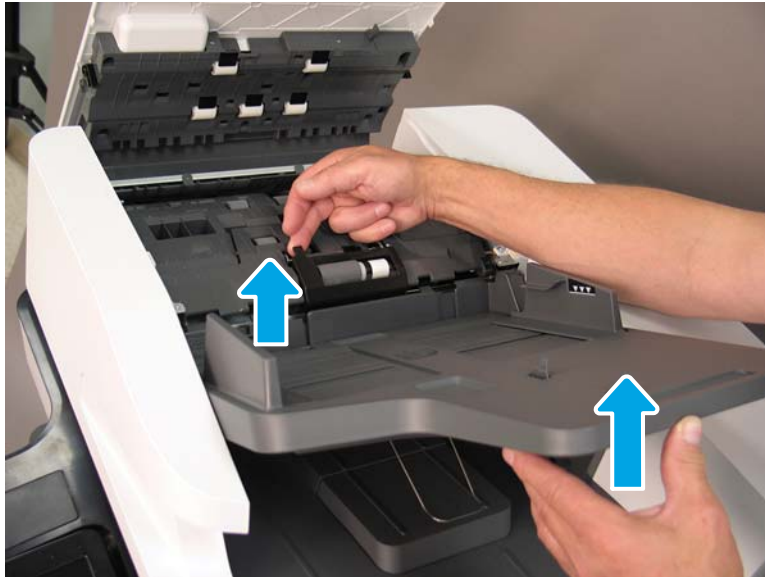
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the flow ADF separation roller assembly

1. Slightly lift the input tray, and then remove the separation roller cover.

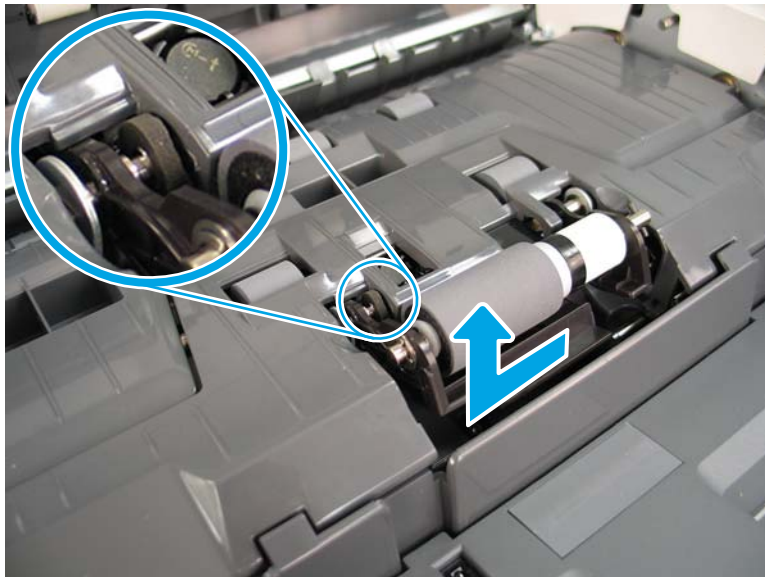
Figure 2-961 Remove the separation roller cover



2. Remove one plastic clip.

 **NOTE:** The shaft is engaged in the coupler.

Figure 2-962 Remove one plastic clip

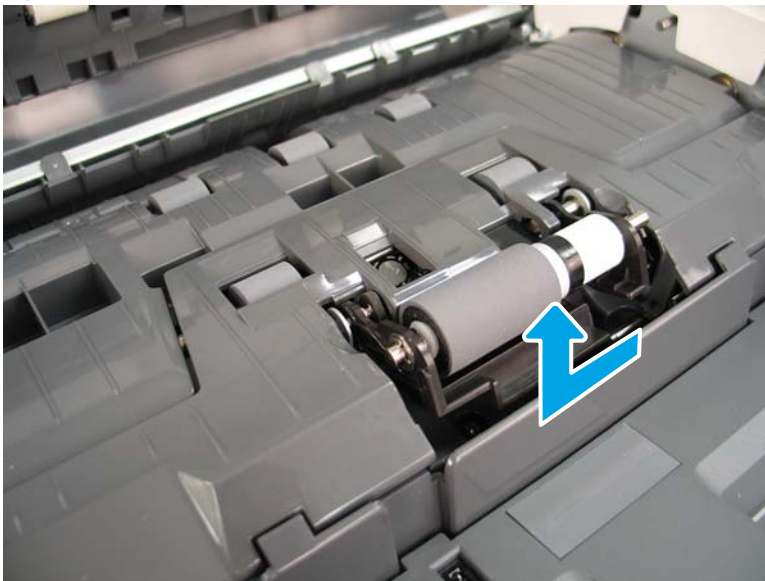



3. Slide the roller assembly to the front, and then pull up to release the claws from the shaft.


Figure 2-963 Remove the separation roller



Figure 2-964 Remove the separation roller



 **NOTE:** Ensure the sponge washer (circled above) is retained during the removal of the roller assembly—it may fall off.

 **Reinstallation tip:** Position the spring and shaft before attaching the claws to the shaft.

4. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Flow ADF separation roller

- ▲ After the replacement roller is installed, follow these instructions to reset the firmware counter:
 - i. From the Home screen on the printer control panel, select the [Support Tools](#) menu.
 - ii. Select the [Service](#) menu.

- iii. Make sure that [Service Access Code](#) is selected in the drop-down menu, and then enter the service access code.
- iv. Select the [Service Tools](#) menu.
- v. Select the [Supply Status](#) menu.
- vi. Select [Field Replacement Unit](#).
- vii. Select [ADF Separation \(Reverse\) Roller](#).
- viii. Select [ADF Separation Roller](#).
- ix. Select [Reset](#).

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.

Flow ADF contact image sensor (CIS) (GX/sGX)

- [Introduction](#)
- [Step 1: Remove the document feeder front cover](#)
- [Step 2: Remove the document feeder back cover](#)
- [Step 3: Remove the document feeder pickup and feed assembly](#)
- [Step 4: Remove the paper path cover](#)
- [Step 5: Remove the CIS assembly](#)
- [Step 6: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove the CIS assembly.

[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.

0609-001558

To order the part, go to www.hp.com/buy/parts.

- Contact image sensor - GX/sGX

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

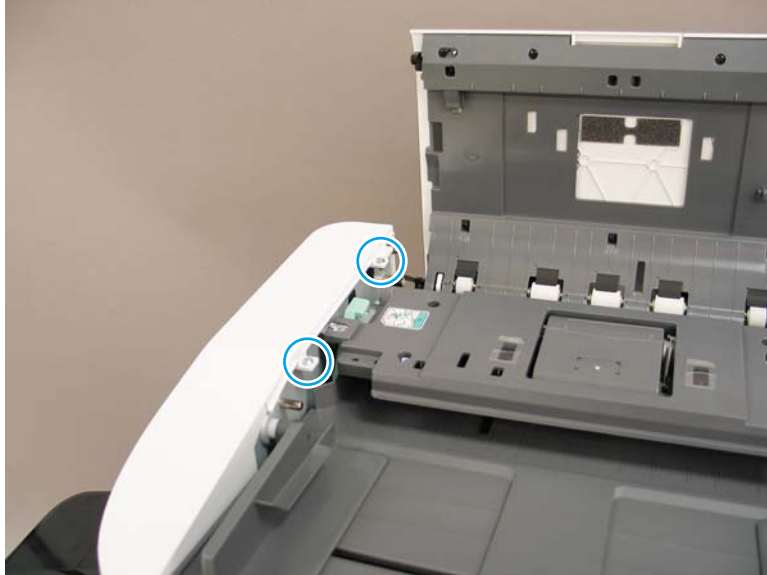
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the document feeder front cover

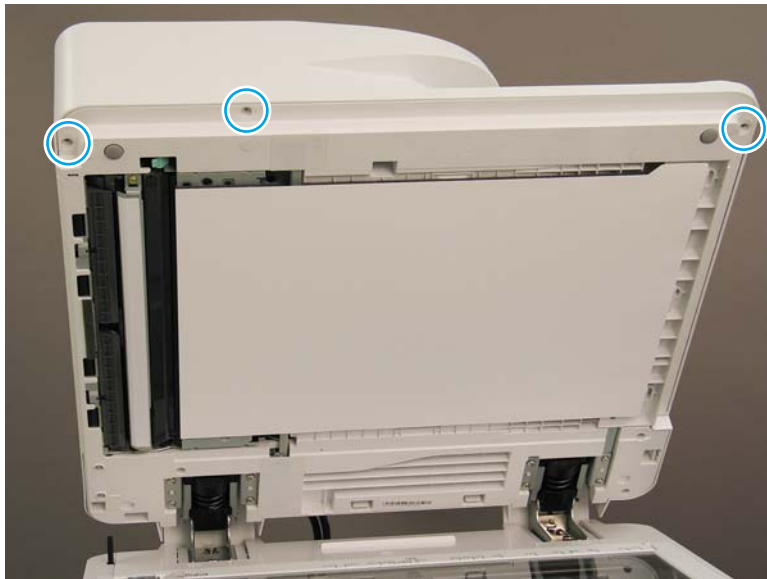
1. Remove two screws from the top of document feeder front cover.

Figure 2-965 Remove the document feeder front cover top screws



2. Remove three screws from the bottom of the document feeder front cover, and then remove the document feeder front cover.

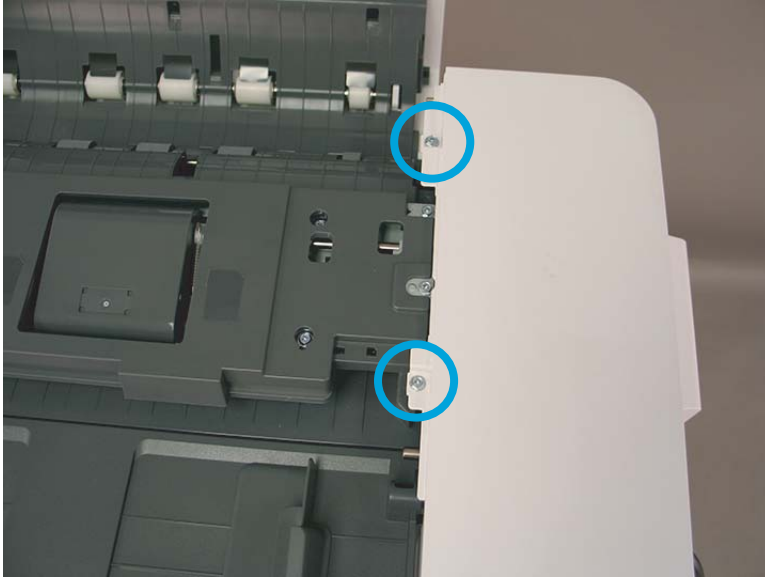
Figure 2-966 Remove the document feeder front cover bottom screws



Step 2: Remove the document feeder back cover

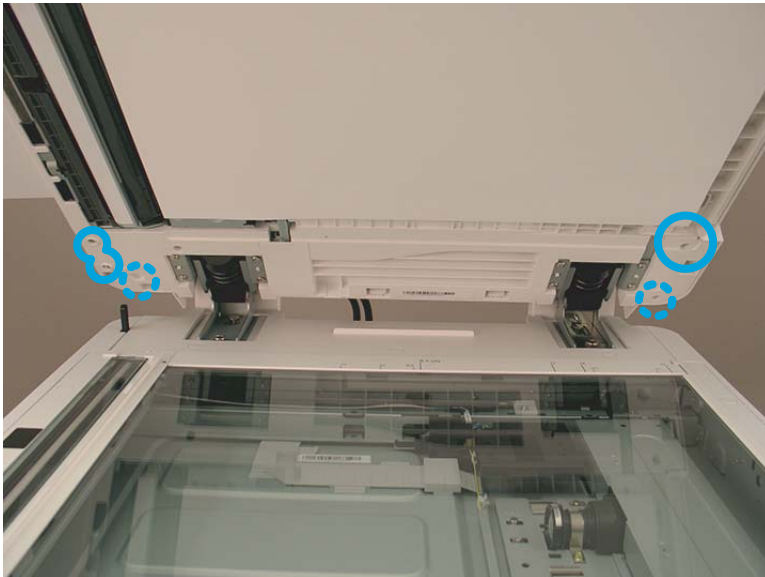
1. Remove two screws from the top of document feeder back cover.

Figure 2-967 Remove the document feeder back cover top screws



2. Using a JIS #2 stubby screwdriver, remove five screws from the bottom of the document feeder back cover.

Figure 2-968 Remove the document feeder back cover bottom screws



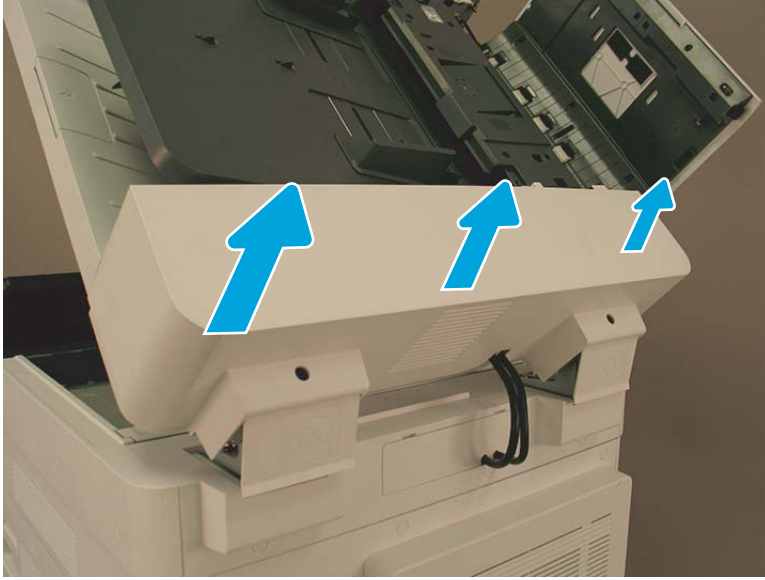
3. Release the tab on the right side of the back cover.


Figure 2-969 Release one tab on the right side of back cover.

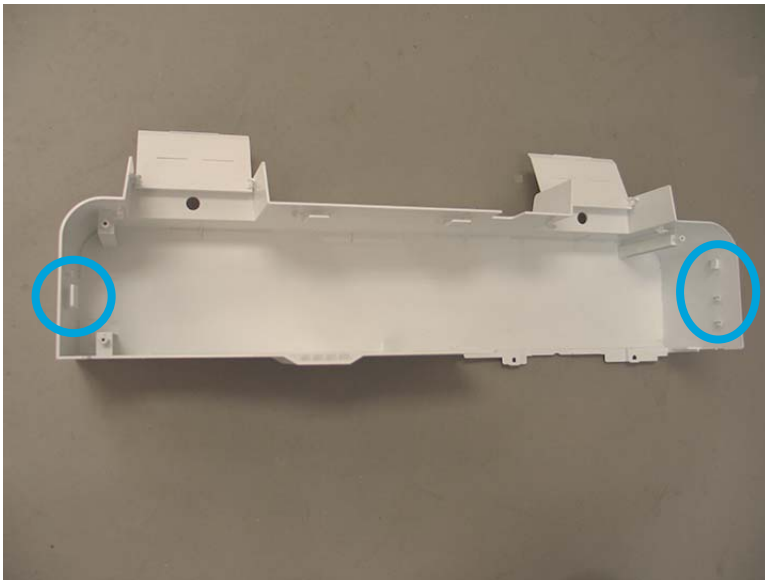


4. Release the three tabs on back cover to remove the back cover.

Figure 2-970 Release three tabs on the back cover.




 **NOTE:** The tabs on the underside of the cover.



5. Remove the back cover from the left to right as shown in the photo.

Figure 2-971 Remove back cover.

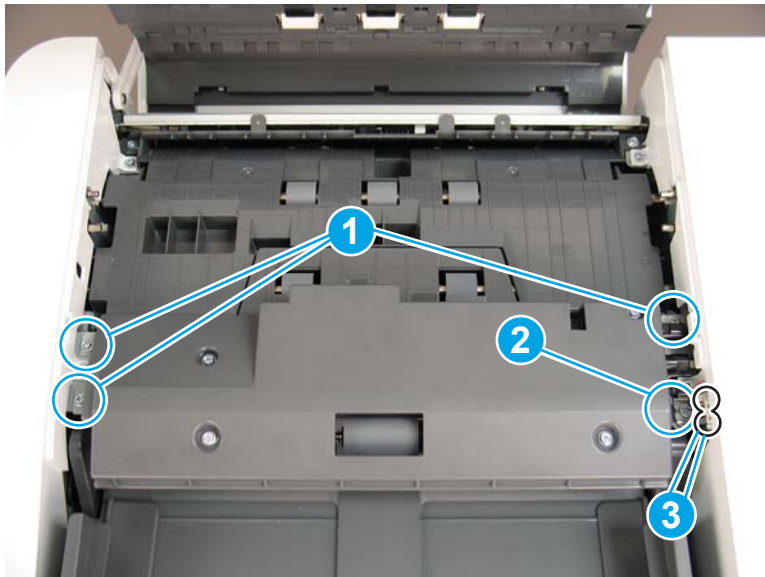


 **TIP:** To reinstall cover, install from the right to left.

Step 3: Remove the document feeder pickup and feed assembly

- ▲ Disconnect two connectors (callout 1), remove four screws (callout 2, including one ground wire), and then remove the pickup roller assembly.

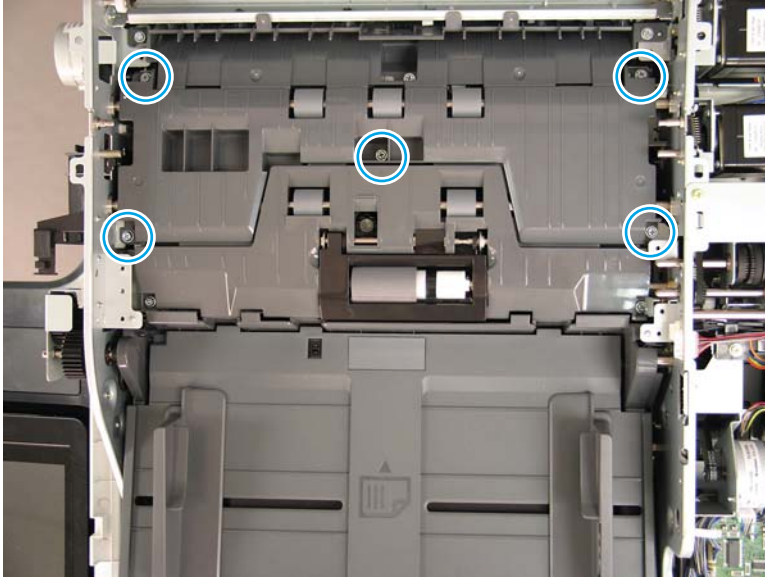
Figure 2-972 Remove the pickup roller assembly



Step 4: Remove the paper path cover

- ▲ Remove five screws, and then remove the paper path cover.

Figure 2-973 Remove the document feeder paper path cover

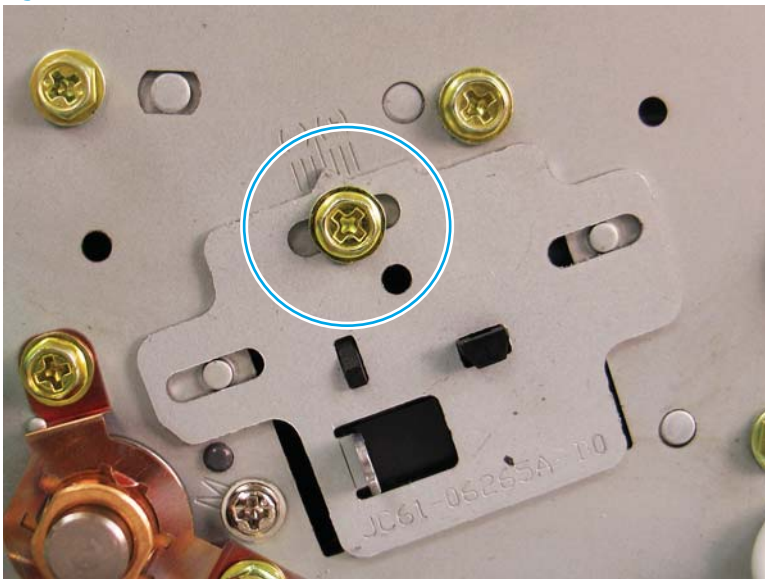


Step 5: Remove the CIS assembly

1. Remove one screw, and then remove the CIS front alignment cover.

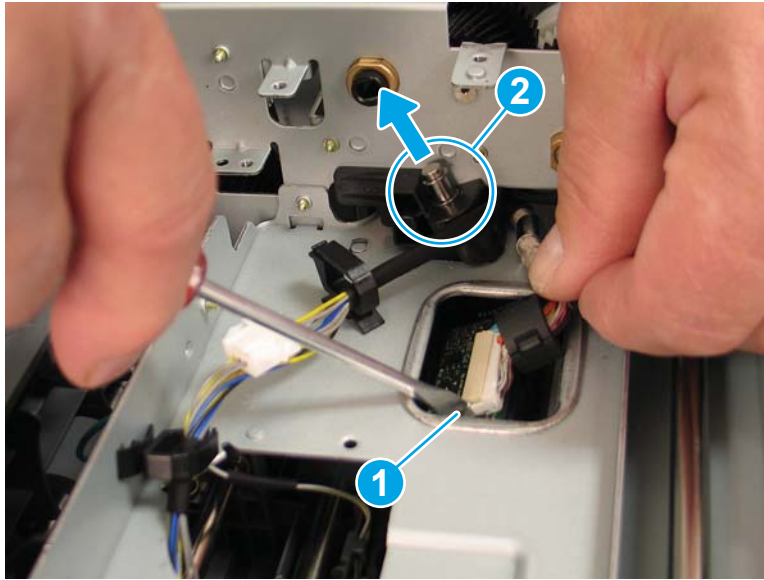
💡 **Reinstallation tip:** Note the orientation of the CIS front alignment cover for reinstallation; the cover must be reinstalled with the same orientation.

Figure 2-974 Remove the CIS front alignment cover screws



2. Disconnect one connector (callout 1), and then lift the alignment pin to release the CIS assembly (callout 2).

Figure 2-975 Disconnect the CIS connector and lift the alignment pin



3. Remove the CIS assembly from the chassis.



Step 6: 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.

Flow ADF rear motors (GX/sGX)

- [Introduction](#)
- [Step 1: Identify the document feeder motors](#)
- [Step 2: Remove the document feeder back cover](#)
- [Step 3: Remove motors 1 and 2](#)
- [Step 4: Remove the pickup and pre-REGI motors](#)
- [Step 5: Remove the exit motor](#)
- [Step 6: Remove the feed motor](#)
- [Step 7: Remove the REGI motor](#)
- [Step 8: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove the rear motor assemblies.

[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.

JC97-04679A

- Drive - GX/sGX

JC97-04681A

- Drive release pickup - GX/sGX

JC97-04680A

- Pickup motor

JC97-04680A

- Pre_REGI motor

JC97-04680A

- Exit motor

JC97-04680A

- Feed motor

JC31-00177A

- REGI motor

To order the part, go to www.hp.com/buy/parts.

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.

- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Identify the document feeder motors

- ▲ Use the figure below to locate the motor.

Figure 2-976 Document feeder motors

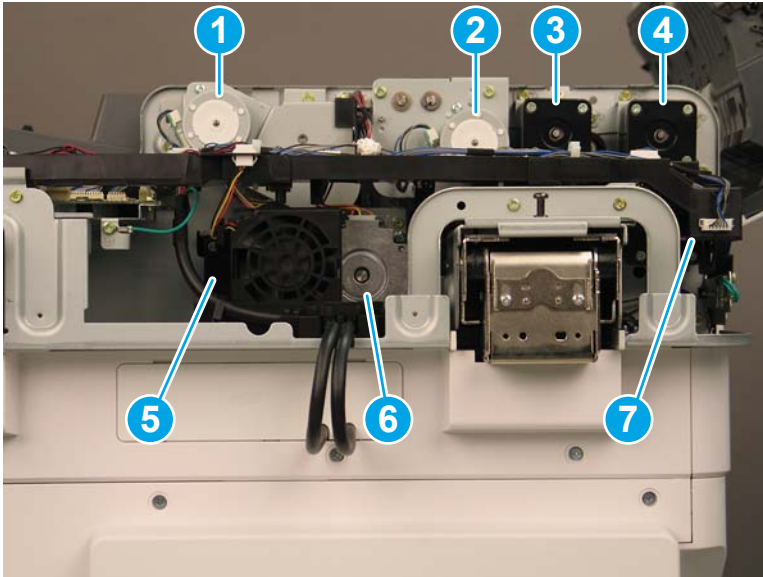


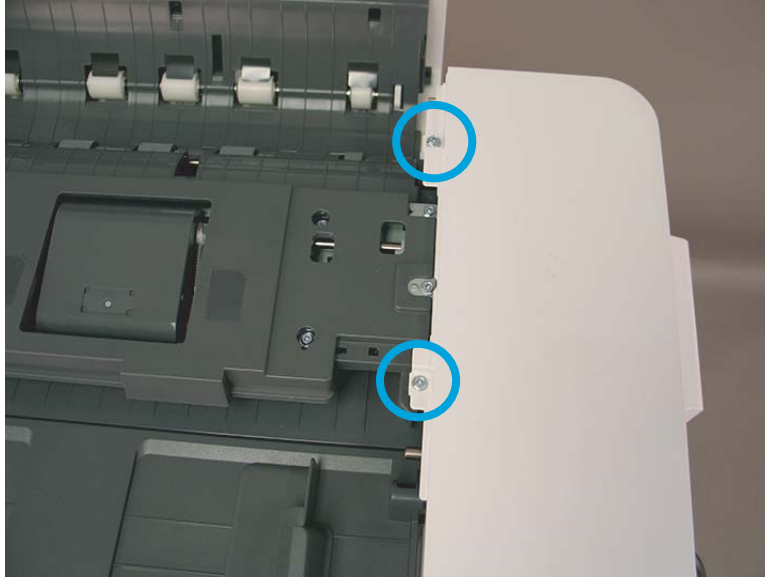
Table 2-26 Document feeder motors

Callout	Description
1	Motor 1
2	Motor 2
3	Pickup motor
4	Pre_REGI motor
5	Exit motor
6	Feed motor
7	REGI motor

Step 2: Remove the document feeder back cover

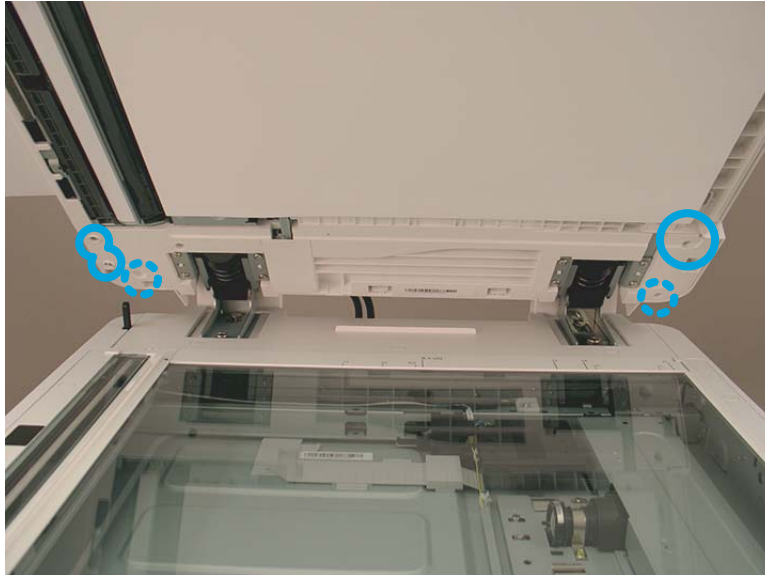
1. Remove two screws from the top of document feeder back cover.

Figure 2-977 Remove the document feeder back cover top screws



2. Using a JIS #2 stubby screwdriver, remove five screws from the bottom of the document feeder back cover.

Figure 2-978 Remove the document feeder back cover bottom screws



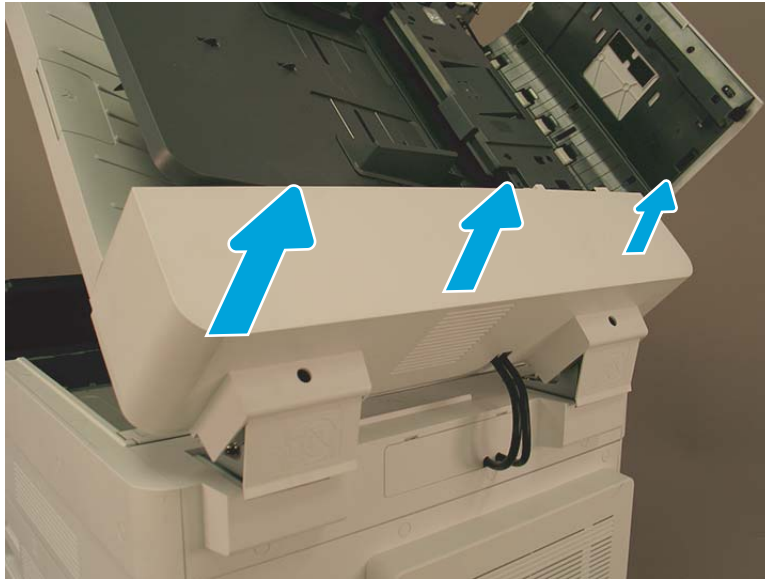
3. Release the tab on the right side of the back cover.


Figure 2-979 Release one tab on the right side of back cover.

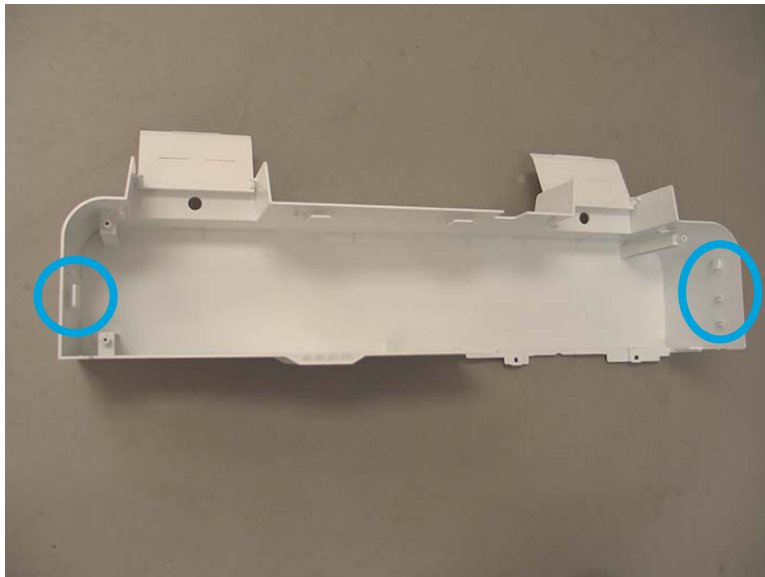


4. Release the three tabs on back cover to remove the back cover.

Figure 2-980 Release three tabs on the back cover.




 **NOTE:** The tabs on the underside of the cover.



5. Remove the back cover from the left to right as shown in the photo.

Figure 2-981 Remove back cover.



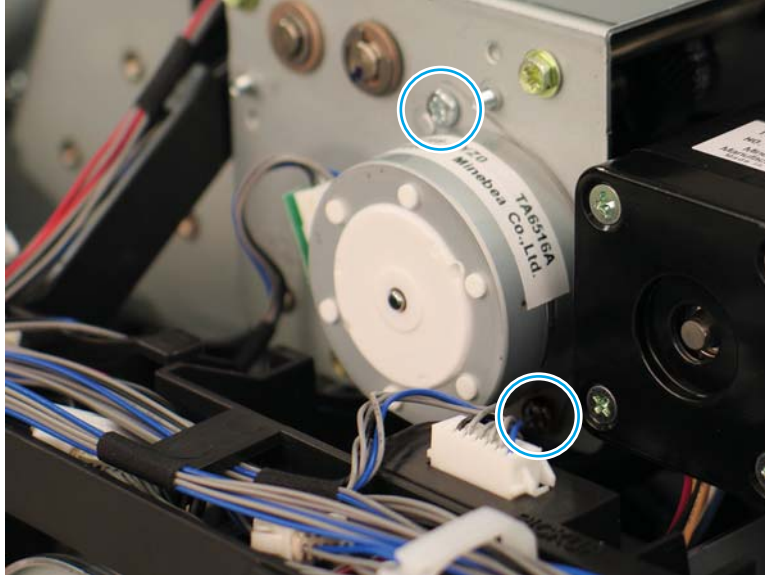
 **TIP:** To reinstall cover, install from the right to left.

Step 3: Remove motors 1 and 2

- ▲ Remove two screws and one connector, and then remove the motor.

💡 **Reinstallation tip:** Reinstall the motor and lift the gear belt up to engage the motor pulley.

Figure 2-982 Remove the motor



Step 4: Remove the pickup and pre-REGI motors

1. Loosen the cable guide
2. Disconnect one connector from the motor.


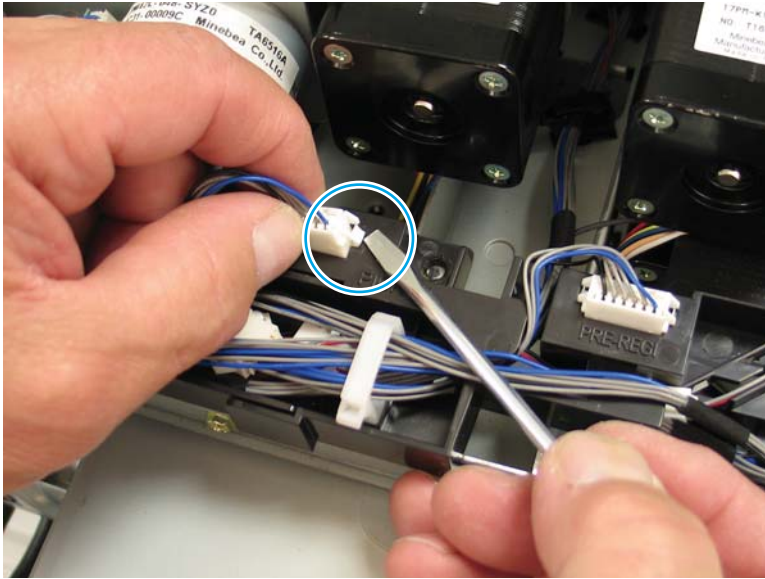
 **TIP:** Remove the connector harness from the cable retainer, and then disconnect the connector.

Figure 2-983 Disconnect one connector



3. Remove one spring (callout 1), and then loosen (but do not remove) three screws. Slide the motor off the screws to remove.

Figure 2-984 Pickup motor

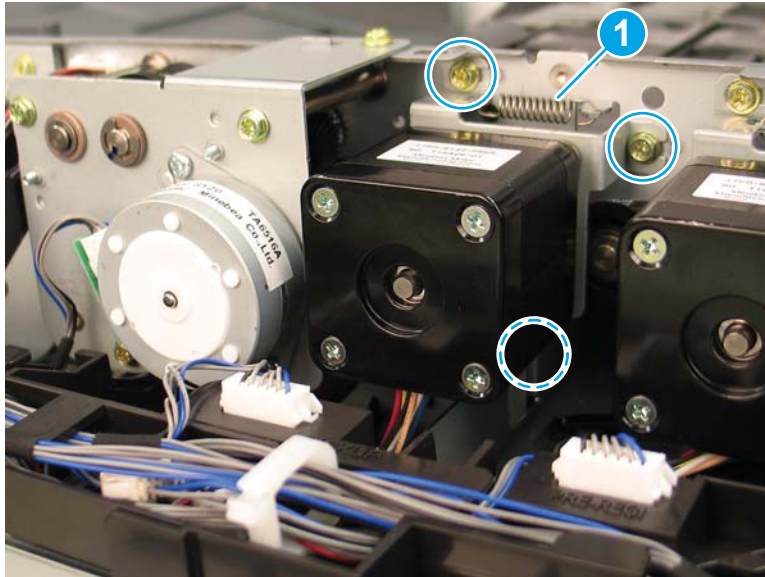
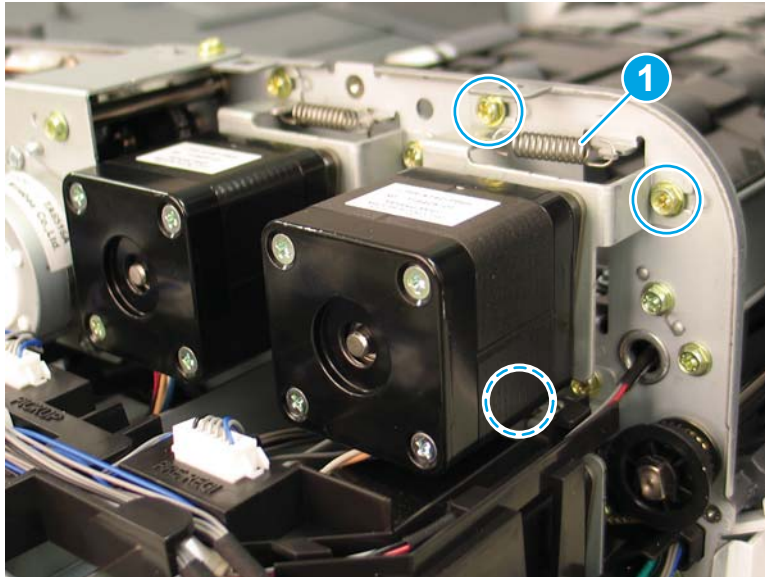


Figure 2-985 Pre-REGI motor

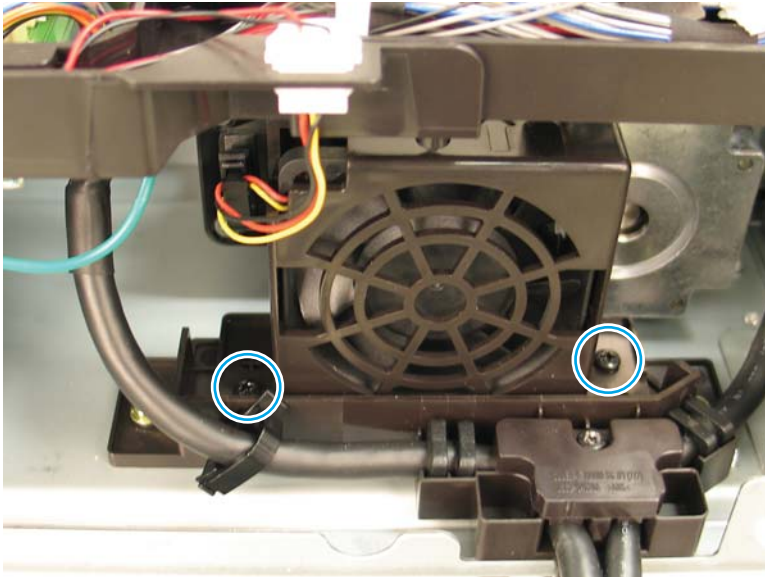


4. To reinstall the motor, do the following:
 - Reinstall the motor on the motor mounting screws, and then lift the gear belt up to engage the motor pulley.
 - Install the tension spring.
 - Tighten the motor mount screws just enough so that the tension spring (not the motor mount screws) is providing the tension to the belt.

Step 5: Remove the exit motor

1. Remove two screws and one connector, and then remove the main fan.

Figure 2-986 Remove the main fan

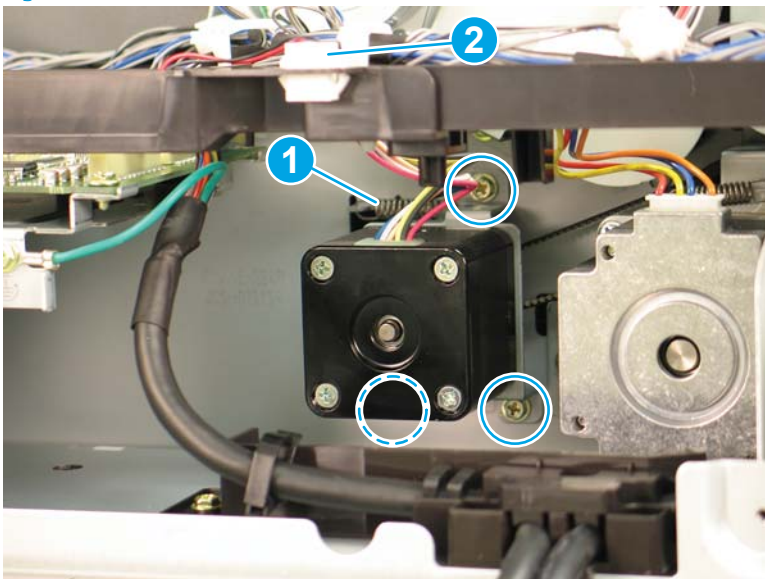


2. Remove the spring (callout 1), disconnect one connector (callout 2), loosen three screws, and then remove the exit motor.

 **Reinstallation tip:**

- a. Reinstall the motor and lift the gear belt up to engage the motor pulley.
- b. Install the tension spring.
- c. Tighten the motor mount screws just enough so that the tension spring (not the motor mount screws) is providing the tension to the belt.

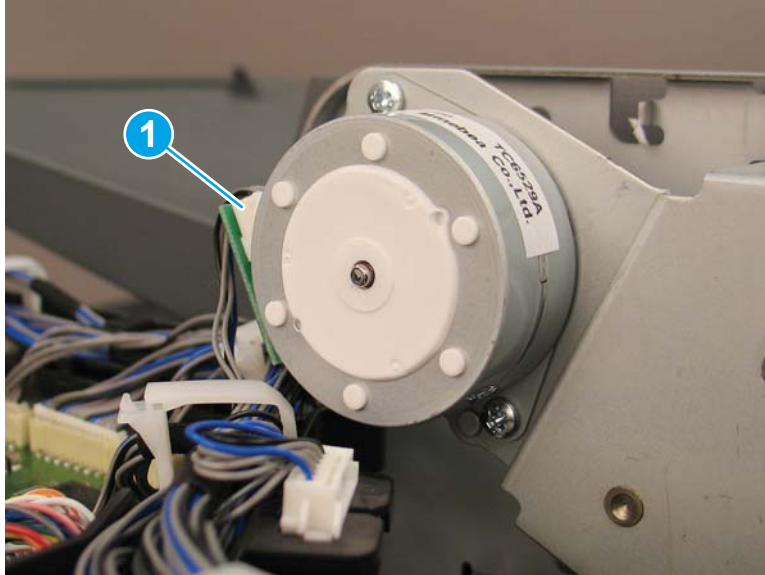
Figure 2-987 Remove the motor



Step 6: Remove the feed motor

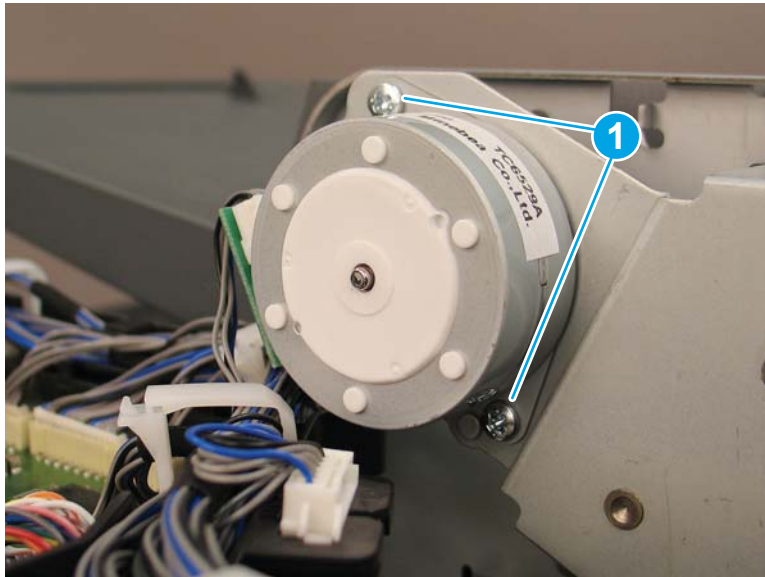
1. Disconnect one connector (callout 1).

Figure 2-988 Disconnect one connector



2. Remove two screws, and then remove motor.

Figure 2-989 Remove the motor



Step 7: Remove the REGI motor

1. Remove the rear cover
2. Remove the Pre-REGI motor
3. Disconnect one connector from the motor.

 **TIP:** Remove the connector harness from the cable retainer, and then disconnect the connector.

4. Remove one spring, loosen (do not remove) 3 screws, and then slide the motor off the screws to remove.

 **Reinstallation tip:**

- a. Reinstall the motor and lift the gear belt up to engage the motor pulley.
 - b. Install the tension spring.
 - c. Tighten the motor mount screws just enough so that the tension spring (not the motor mount screws) is providing the tension to the belt.
-



Step 8: 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.

Flow ADF PCA fan (GX/sGX)

- [Introduction](#)
- [Step 1: Remove the document feeder back cover](#)
- [Step 2: Remove the document feeder PCA fan](#)
- [Step 3: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove the document feeder PCA fan assembly.

[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.

JC31-00146A

To order the part, go to www.hp.com/buy/parts.

- Document feeder PCA fan assembly

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

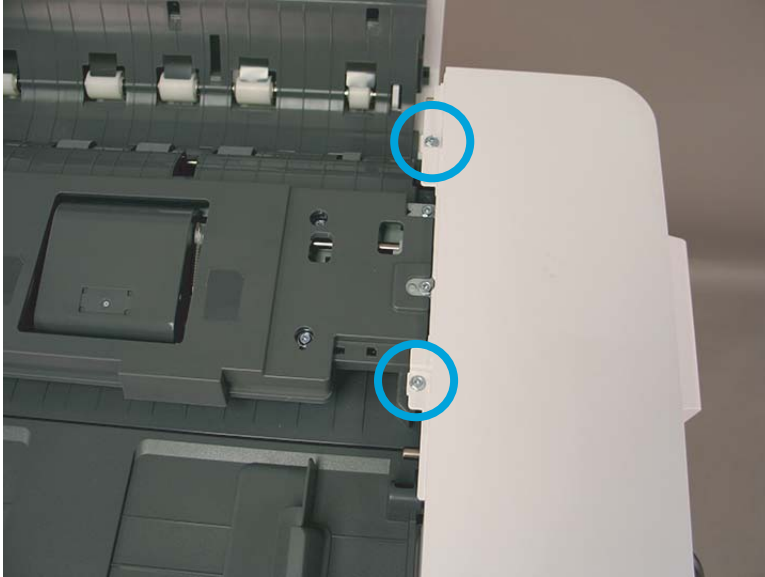
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the document feeder back cover

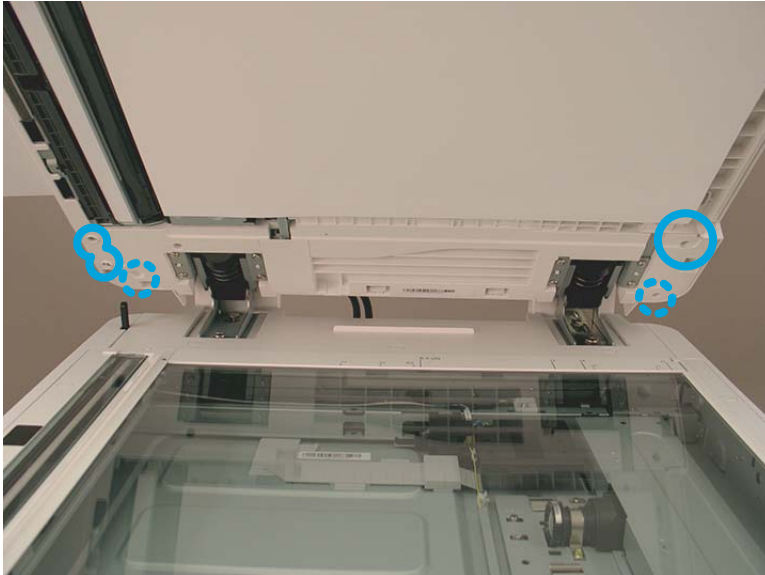
1. Remove two screws from the top of document feeder back cover.

Figure 2-990 Remove the document feeder back cover top screws



2. Using a JIS #2 stubby screwdriver, remove five screws from the bottom of the document feeder back cover.

Figure 2-991 Remove the document feeder back cover bottom screws



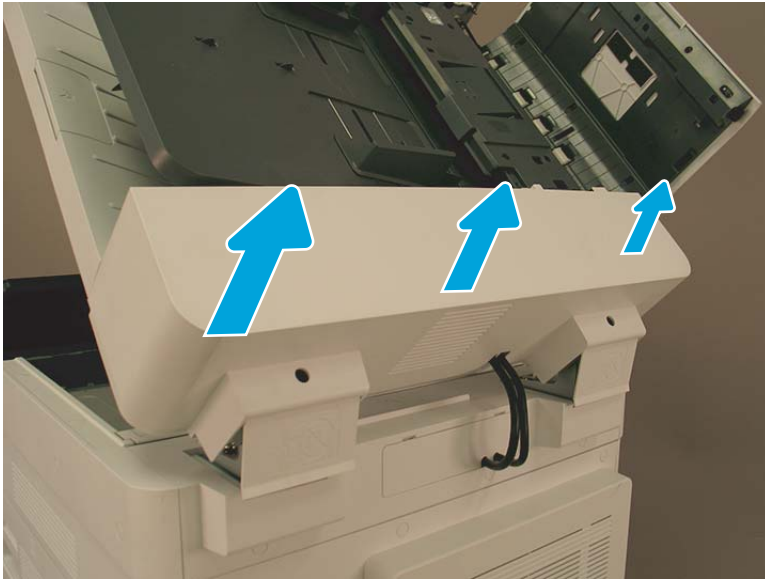
3. Release the tab on the right side of the back cover.


Figure 2-992 Release one tab on the right side of back cover.

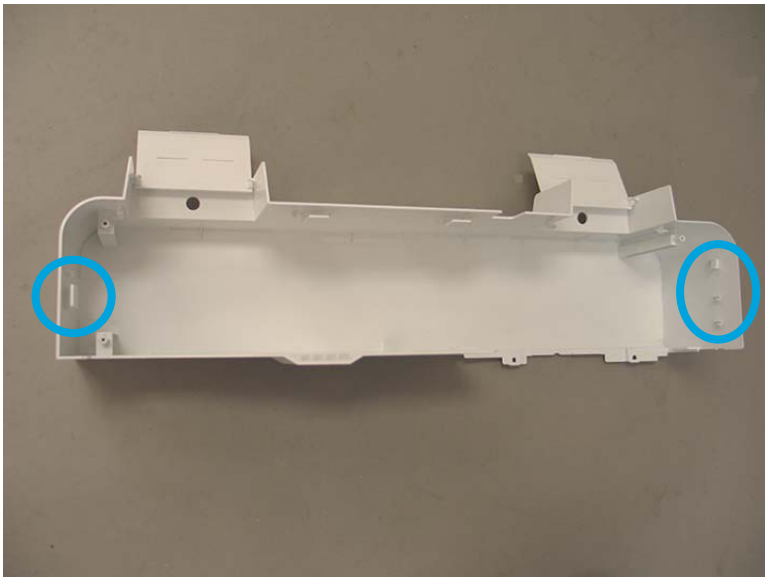


4. Release the three tabs on back cover to remove the back cover.

Figure 2-993 Release three tabs on the back cover.




 **NOTE:** The tabs on the underside of the cover.



5. Remove the back cover from the left to right as shown in the photo.

Figure 2-994 Remove back cover.

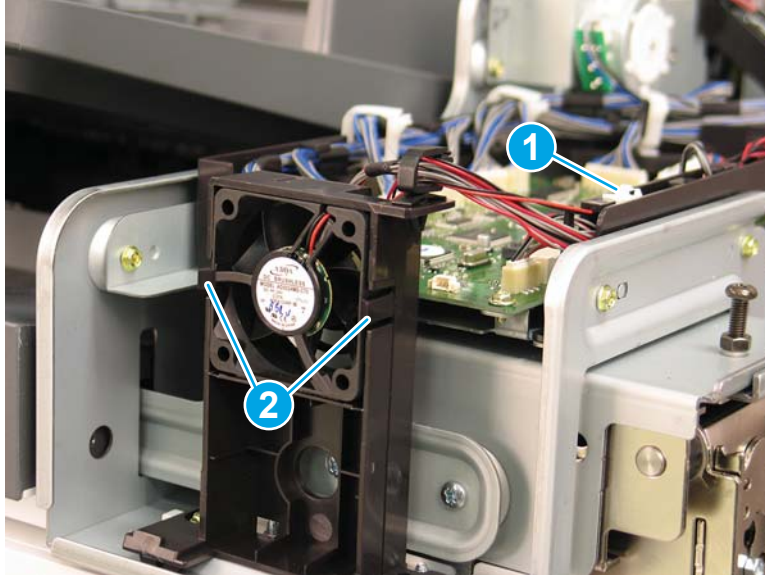


 **TIP:** To reinstall cover, install from the right to left.

Step 2: Remove the document feeder PCA fan

- ▲ Disconnect one connector (callout 1) and then release two tabs (callout 2) to remove the fan.

Figure 2-995 Remove the document feeder PCA fan connector



 **Reinstallation tip:** Install the fan with the correct orientation when reinstalling.

Step 3: 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.

Flow ADF front motor (GX/sGX)

- [Introduction](#)
- [Step 1: Remove the document feeder back cover](#)
- [Step 2: Remove the front motor](#)
- [Step 3: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove the front motor assembly.

[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.

JC31-00177A

To order the part, go to www.hp.com/buy/parts.

- Motor, step

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

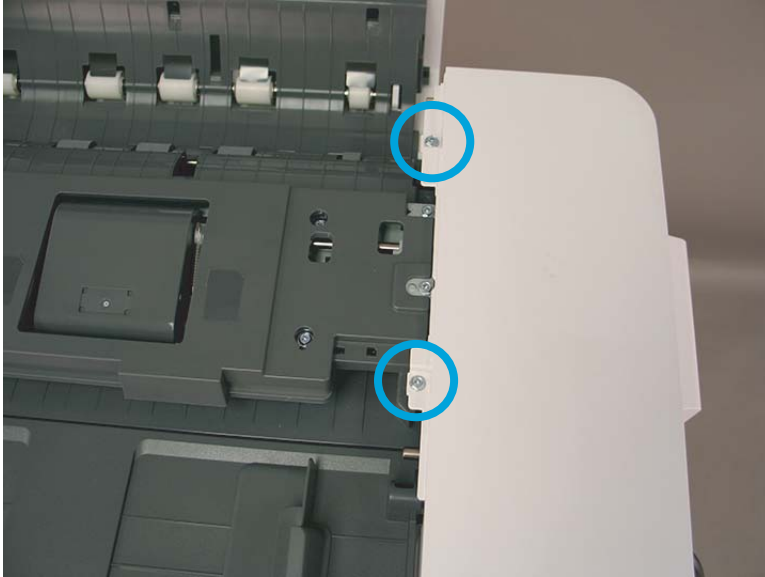
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the document feeder back cover

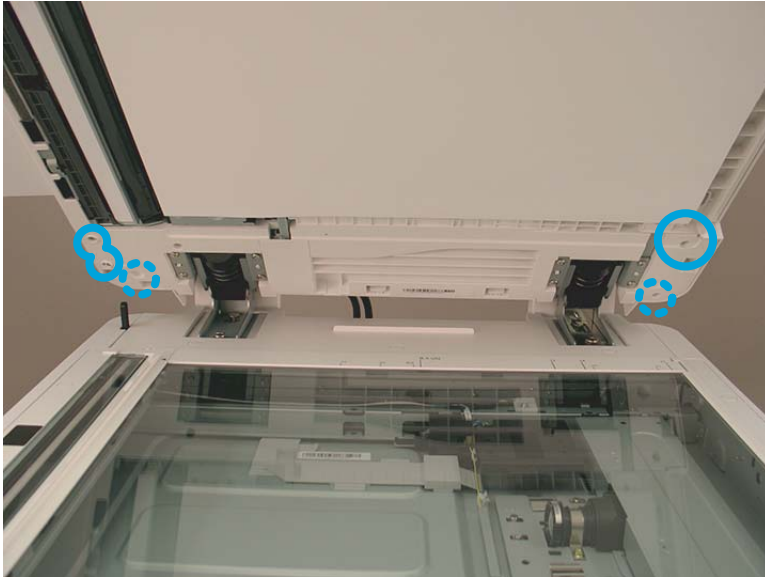
1. Remove two screws from the top of document feeder back cover.

Figure 2-996 Remove the document feeder back cover top screws



2. Using a JIS #2 stubby screwdriver, remove five screws from the bottom of the document feeder back cover.

Figure 2-997 Remove the document feeder back cover bottom screws



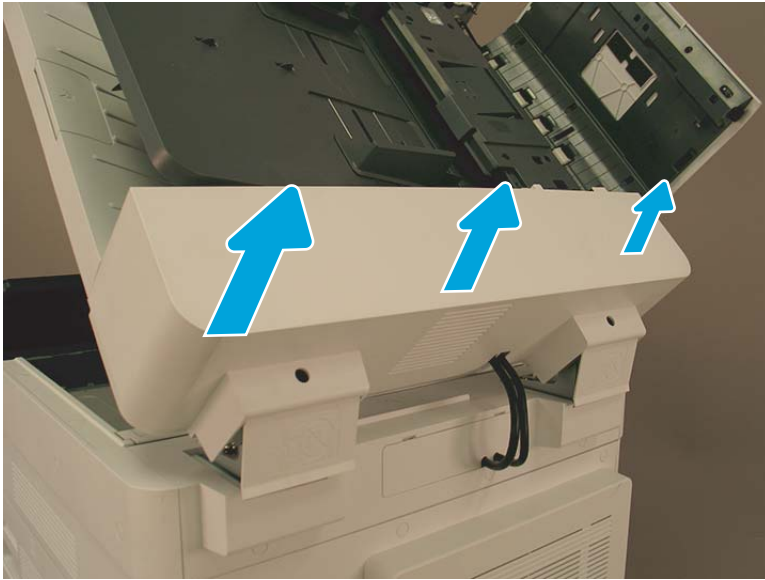
3. Release the tab on the right side of the back cover.


Figure 2-998 Release one tab on the right side of back cover.

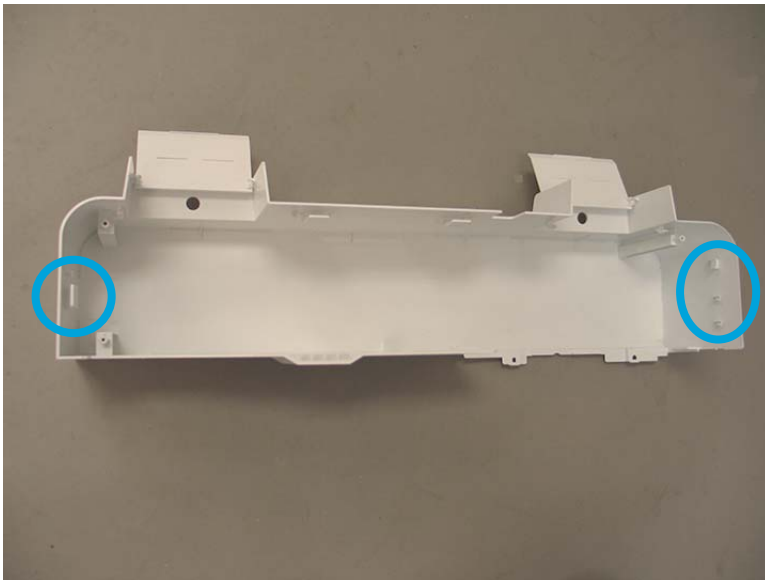


4. Release the three tabs on back cover to remove the back cover.

Figure 2-999 Release three tabs on the back cover.




 **NOTE:** The tabs on the underside of the cover.



5. Remove the back cover from the left to right as shown in the photo.

Figure 2-1000 Remove back cover.

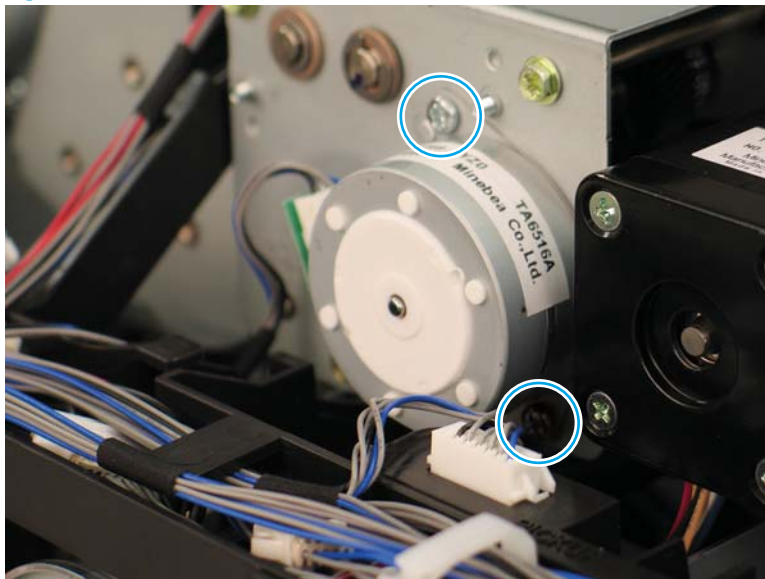


 **TIP:** To reinstall cover, install from the right to left.

Step 2: Remove the front motor

- ▲ Remove two screws and disconnect one connector, and then remove the motor.

Figure 2-1001 Remove the document feeder front motor




 **Reinstallation tip:**

- a. Reinstall the motor and lift the gear belt up to engage the motor pulley.
 - b. Loosely install the motor mount screws.
 - c. Install the tension spring.
 - d. Tighten the motor mount screws just enough so that the tension spring (not the motor mount screws) is providing the tension to the belt.
-



Step 3: 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.

Flow ADF contact image sensor fan (CIS) (GX/sGX)

- [Introduction](#)
- [Step 1: Remove the document feeder back cover](#)
- [Step 2: Remove the document feeder CIS fan](#)
- [Step 3: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove the CIS fan assembly.

[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.

JC31-00168A

To order the part, go to www.hp.com/buy/parts.

- CIS fan

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

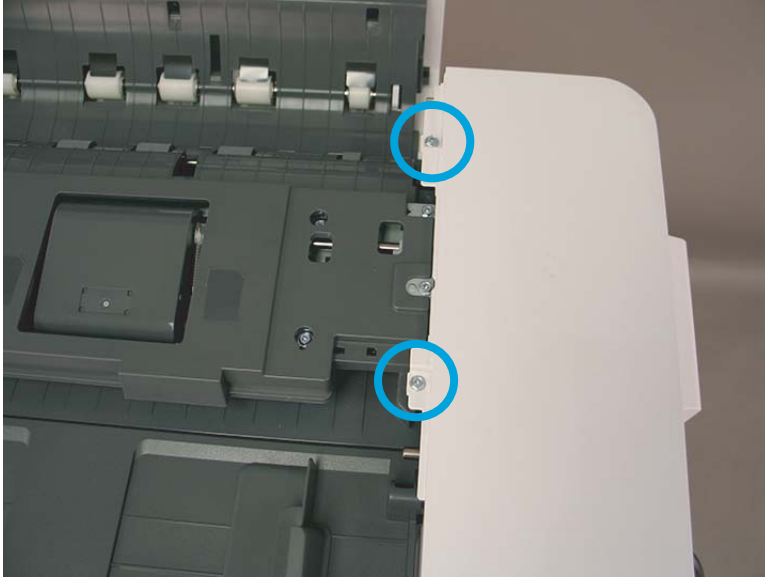
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the document feeder back cover

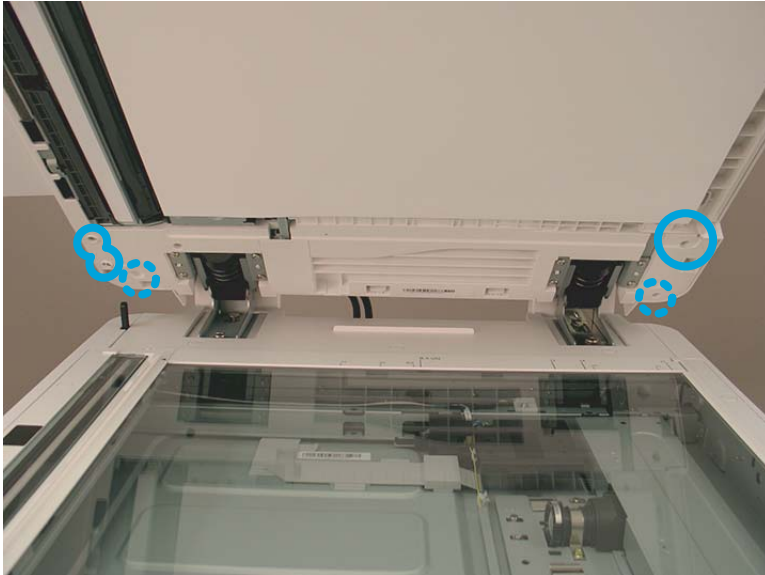
1. Remove two screws from the top of document feeder back cover.

Figure 2-1002 Remove the document feeder back cover top screws



2. Using a JIS #2 stubby screwdriver, remove five screws from the bottom of the document feeder back cover.

Figure 2-1003 Remove the document feeder back cover bottom screws



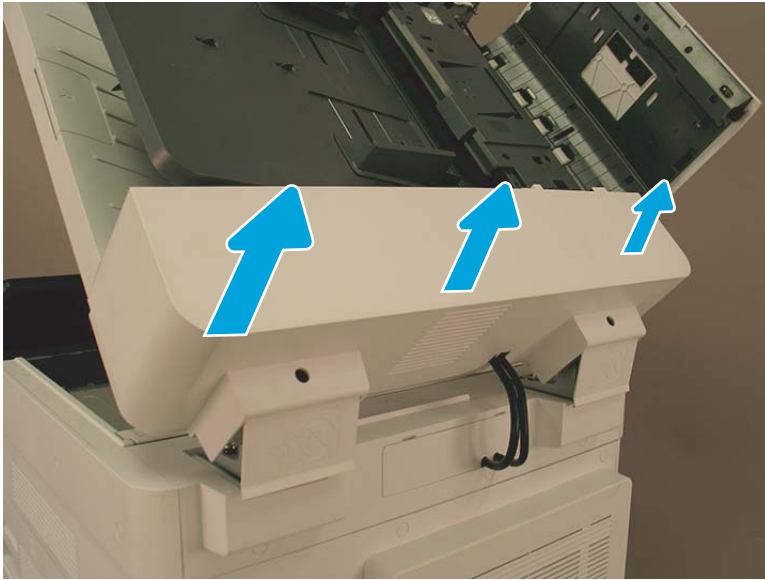
3. Release the tab on the right side of the back cover.


Figure 2-1004 Release one tab on the right side of back cover.

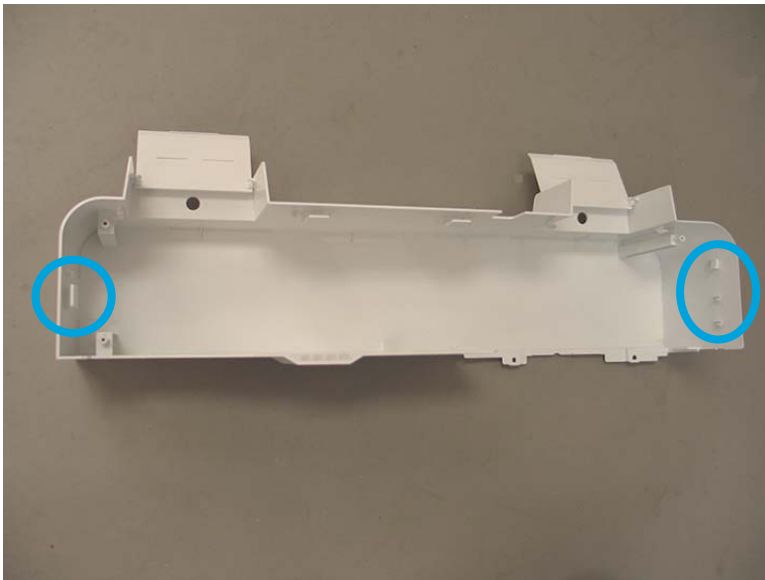


4. Release the three tabs on back cover to remove the back cover.

Figure 2-1005 Release three tabs on the back cover.



 **NOTE:** The tabs on the underside of the cover.



5. Remove the back cover from the left to right as shown in the photo.

Figure 2-1006 Remove back cover.

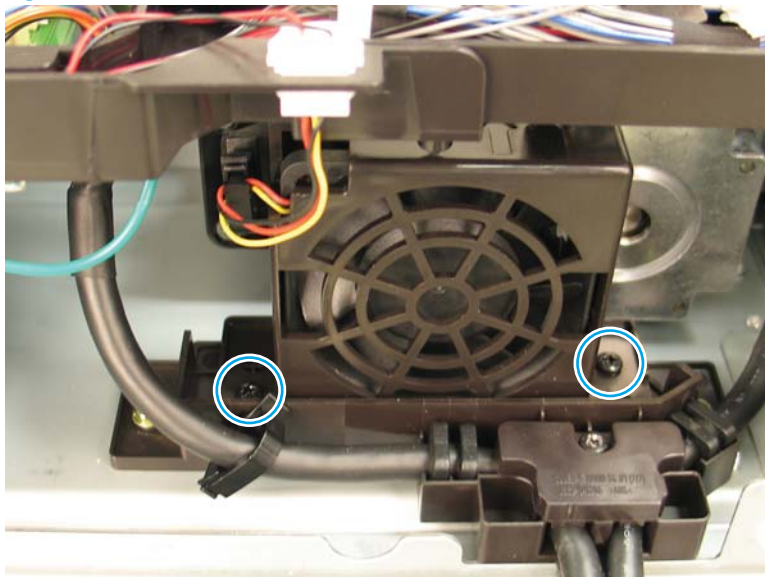


TIP: To reinstall cover, install from the right to left.

Step 2: Remove the document feeder CIS fan

- ▲ Remove one connector, and then remove two mounting screws to remove the fan.

Figure 2-1007 Remove the document feeder PCA fan



Step 3: 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.

Flow ADF scan in lower assembly (GX/sGX)

- [Introduction](#)
- [Step 1: Remove the document feeder front cover](#)
- [Step 2: Remove the document feeder back cover](#)
- [Step 3: Remove the scan in lower assembly](#)
- [Step 4: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove the ADF scan in lower assembly



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.

JC97-04656B

To order the part, go to www.hp.com/buy/parts.

- Scan in lower assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- #2 JIS stubby screwdriver with a magnetic tip

After performing service

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

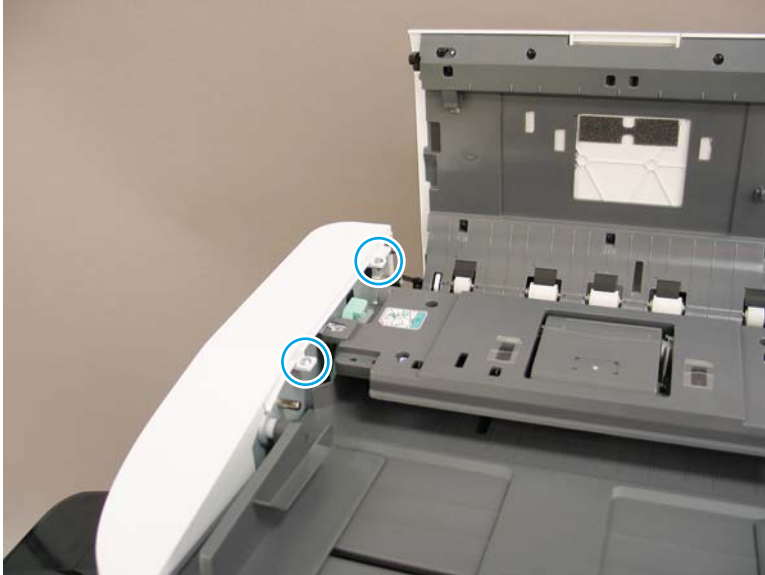
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the document feeder front cover

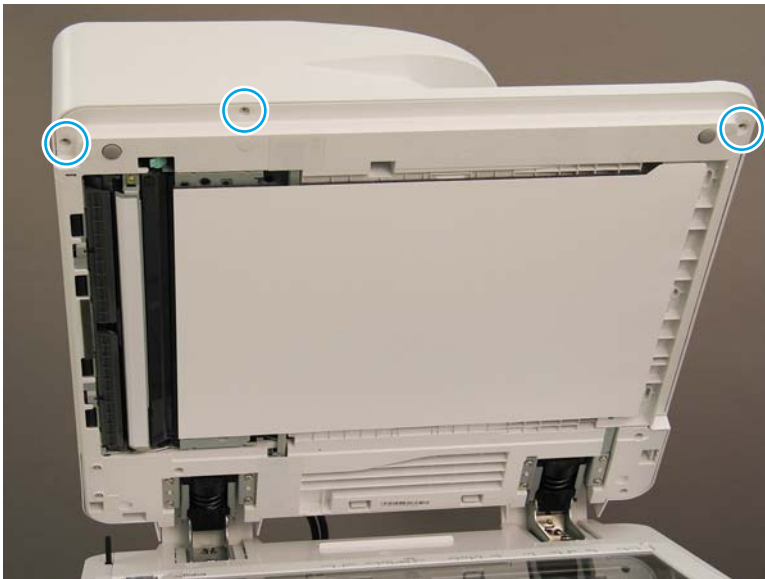
1. Remove two screws from the top of document feeder front cover.

Figure 2-1008 Remove the document feeder front cover top screws



2. Remove three screws from the bottom of the document feeder front cover, and then remove the document feeder front cover.

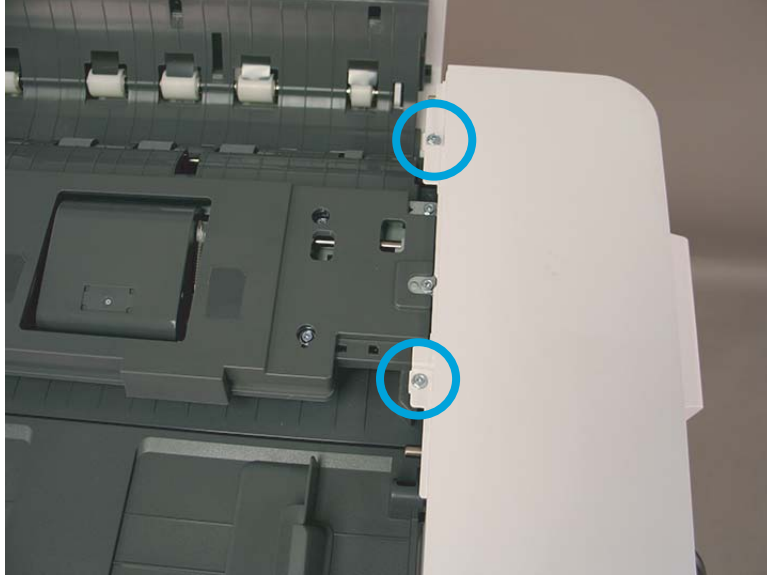
Figure 2-1009 Remove the document feeder front cover bottom screws



Step 2: Remove the document feeder back cover

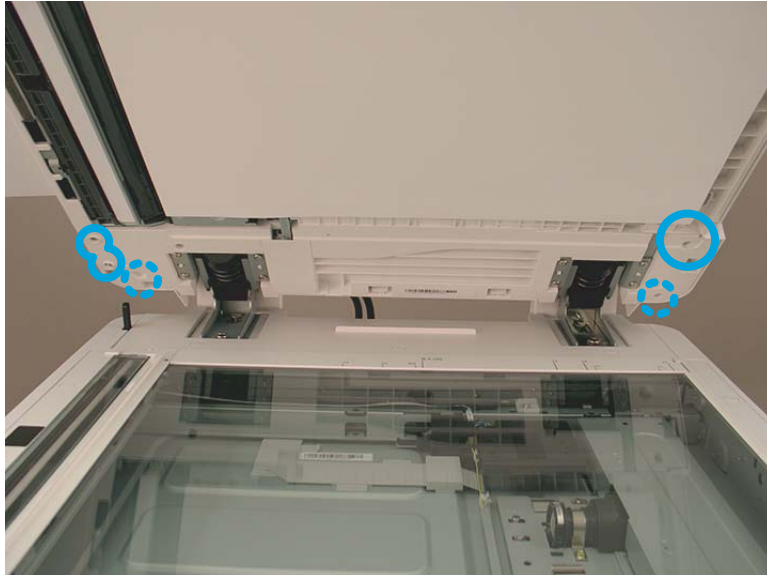
1. Remove two screws from the top of document feeder back cover.

Figure 2-1010 Remove the document feeder back cover top screws



2. Using a JIS #2 stubby screwdriver, remove five screws from the bottom of the document feeder back cover.

Figure 2-1011 Remove the document feeder back cover bottom screws



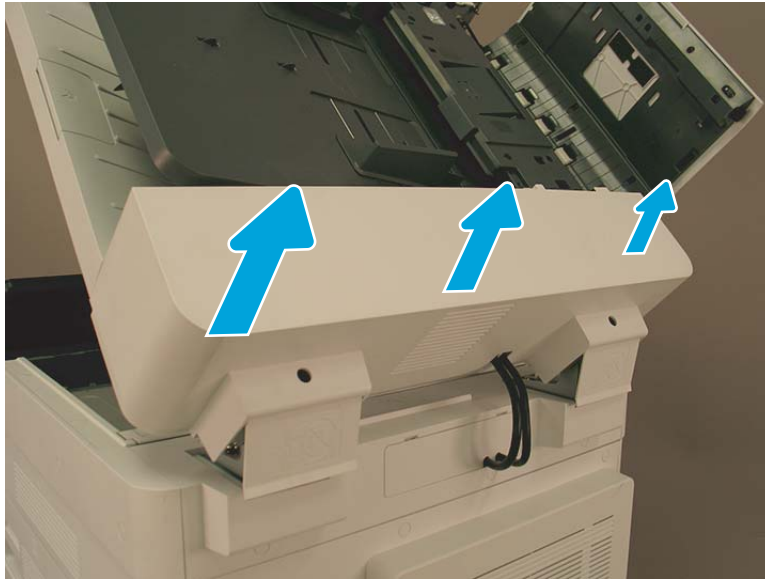
3. Release the tab on the right side of the back cover.


Figure 2-1012 Release one tab on the right side of back cover.

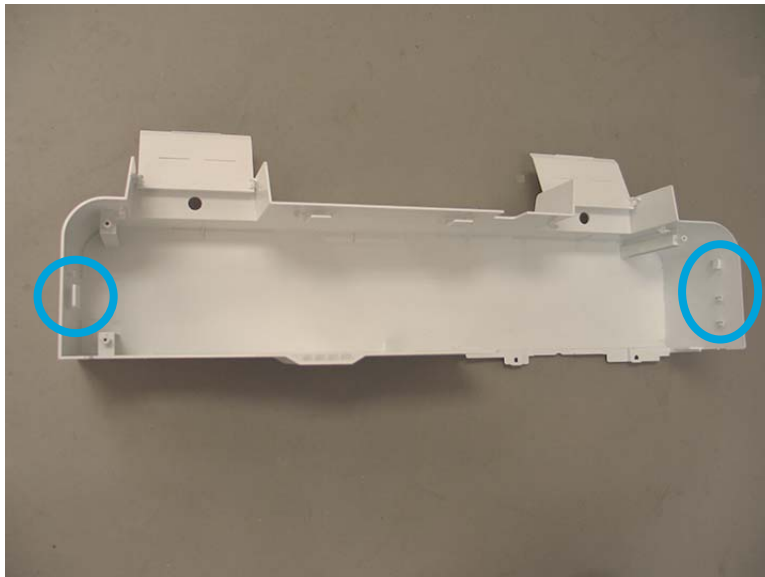


4. Release the three tabs on back cover to remove the back cover.

Figure 2-1013 Release three tabs on the back cover.




 **NOTE:** The tabs on the underside of the cover.



5. Remove the back cover from the left to right as shown in the photo.

Figure 2-1014 Remove back cover.



 **TIP:** To reinstall cover, install from the right to left.

Step 3: Remove the scan in lower assembly

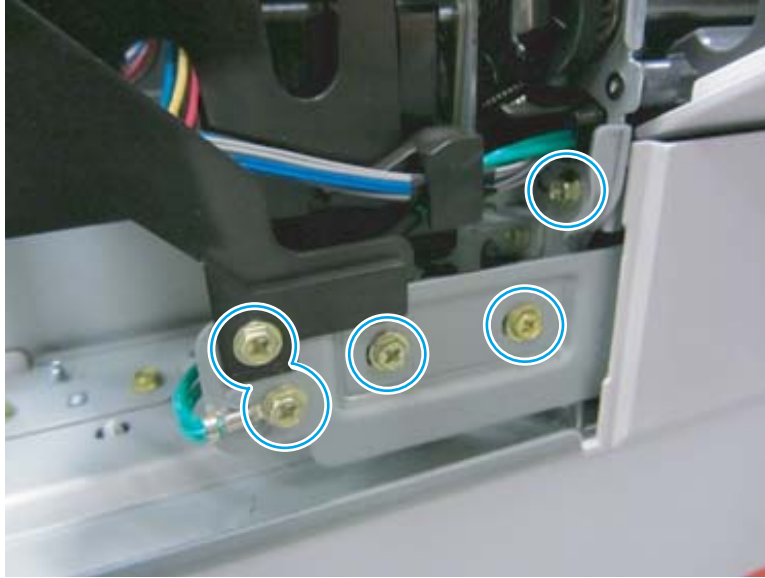
1. Remove two screws (ADF front).

Figure 2-1015 Remove two screws



2. Remove five screws (ADF back; four sheet-metal and one ground).

Figure 2-1016 Remove five screws





3. Remove one screw (ADF back).

Figure 2-1017 Remove one screw



4. At the front corner, carefully pry the scan in lower assembly away from the ADF frame.

 **IMPORTANT:** Locate the dimples in the scan in lower assembly. Separate the dimples from the ADF frame.

 **NOTE:** When installing a replacement scan in lower assembly, do not crease or wrinkle the attached Mylar.


 **TIP:** Reverse the removal steps to install the assembly

Figure 2-1018 Pry the scan in lower assembly away from the ADF





Step 4: 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.

PCA-Scanner sGX (DN models only)

- [Introduction](#)
- [Step 1: Remove the formatter cover](#)
- [Step 2: Remove the upper rear cover](#)
- [Step 3: Remove the document feeder whole unit](#)
- [Step 4: Remove the scan joint board](#)
- [Step 5: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove the Scanner PCA assembly.

[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.

JC92-02964A

To order the part, go to www.hp.com/buy/parts.

- PCA - ADF HIC (GX only)

JC92-02964B

To order the part, go to www.hp.com/buy/parts.

- PCA-ADF sGX (du models only)

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the formatter cover

- ▲ Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

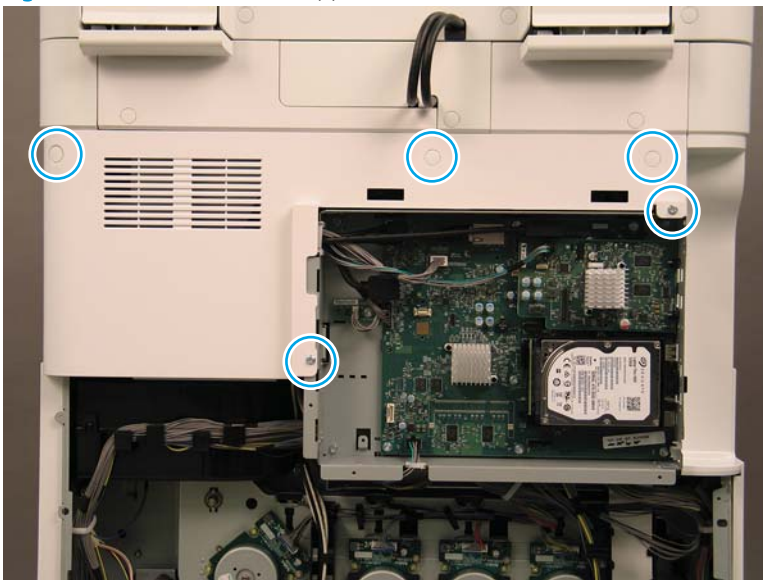
Figure 2-1019 Remove the formatter cover



Step 2: Remove the upper rear cover

- ▲ Remove three screw-caps and five screws. Lift the upper rear cover away from the printer to remove it.

Figure 2-1020 Remove the upper rear cover



Step 3: Remove the document feeder whole unit

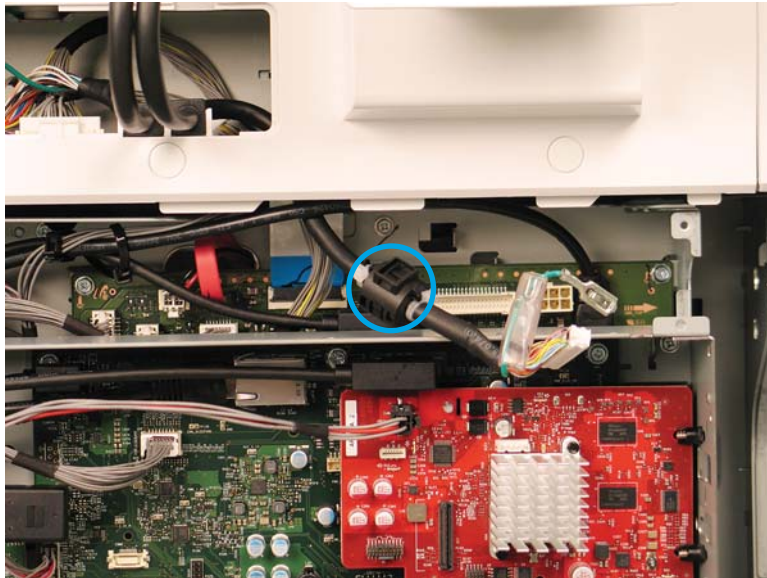
1. Open the document feeder cover, and then remove the document feeder connector cover.

Figure 2-1021 Remove document feeder connector cover



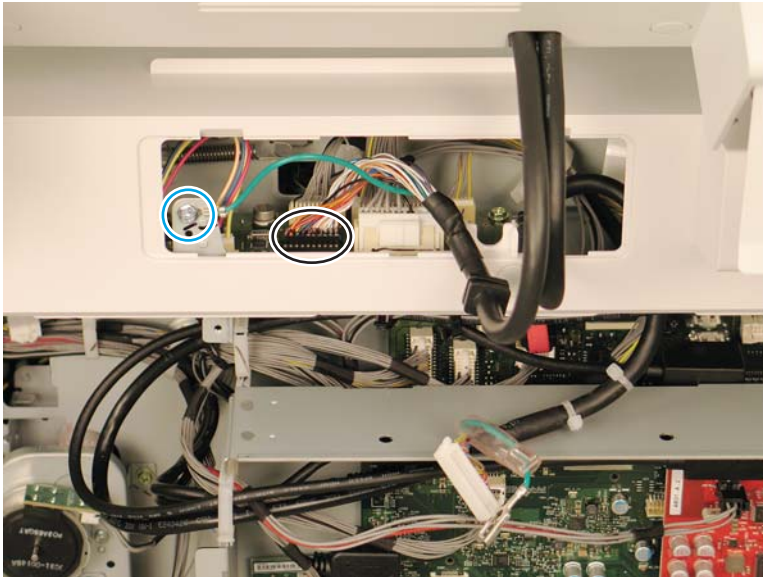
2. Remove the plastic cable choke from the wire harness, and then disconnect the document feeder harness from the main board. Disconnect the insulated ground wire from the chassis.

Figure 2-1022 Remove the cable choke



3. Disconnect the document feeder harness from the scanner PCA. Remove one connector and one grounding wire.

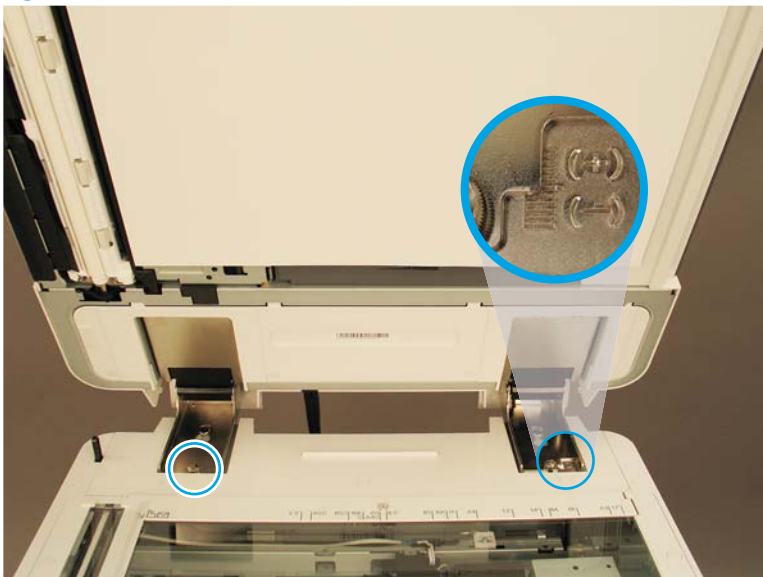
Figure 2-1023 Disconnect document feeder harness



4. Release two hinge stops on the back of the document feeder to allow the document feeder to open to a full 90°.

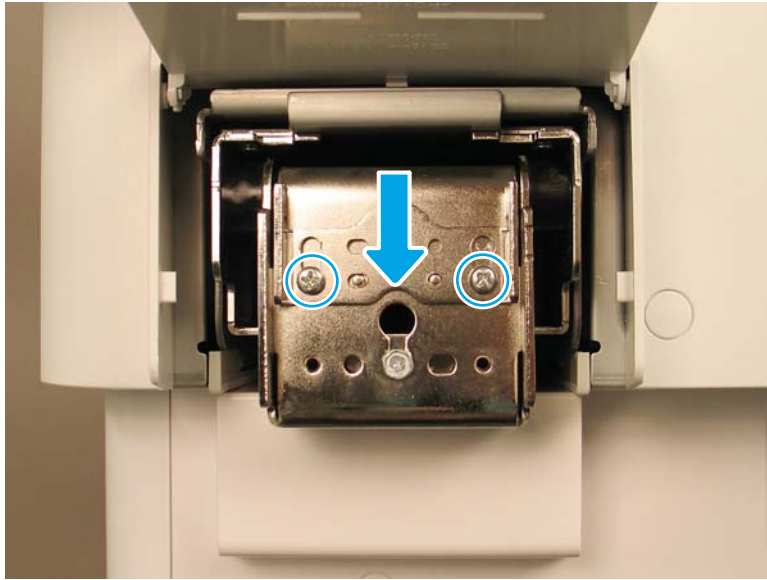
 **IMPORTANT:** Note the alignment marks on the hinge stops. Any new document feeder must be reinstalled with the same alignment.

Figure 2-1024 Alignment marks



5. Remove two screws on each hinge stop.

Figure 2-1025 Remove screws

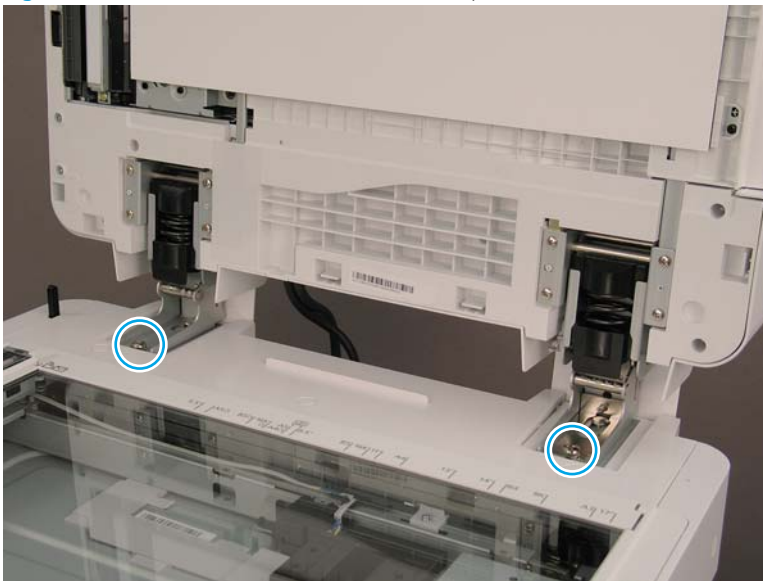


6. Pull back and then lift up to release the document feeder unit.

Figure 2-1026 Release the document feeder



Figure 2-1027 Remove two screw and lift up to remove ADF

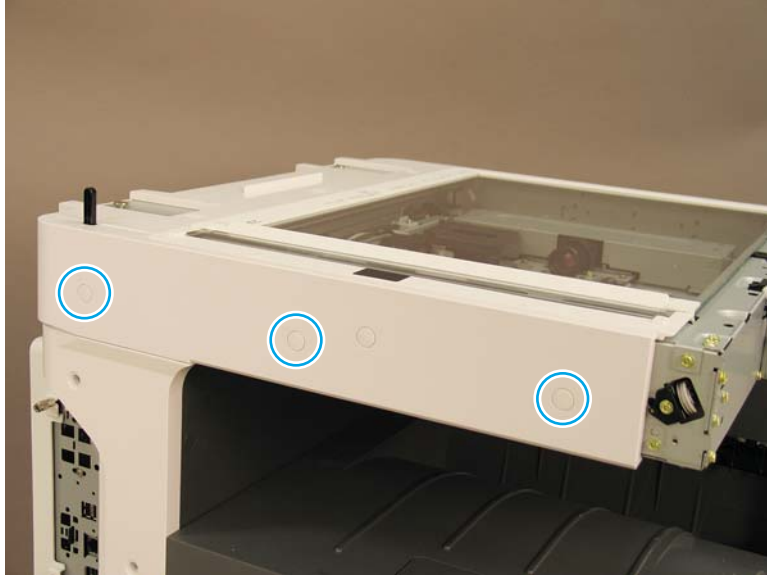


 **NOTE:** Complete a shading test and a skew alignment after replacing the document feeder unit.

Step 4: Remove the scan joint board

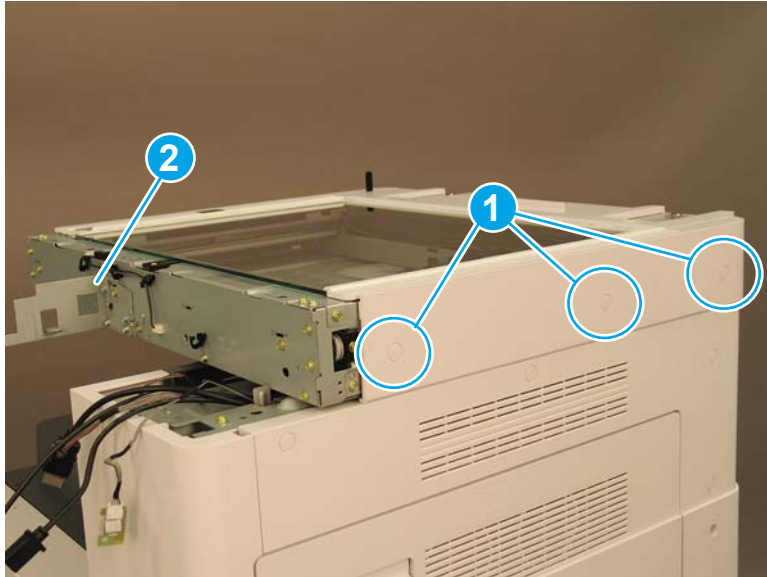
1. Remove three screw-caps and three screws. Release the scan-left cover.

Figure 2-1028 Release scan-left cover



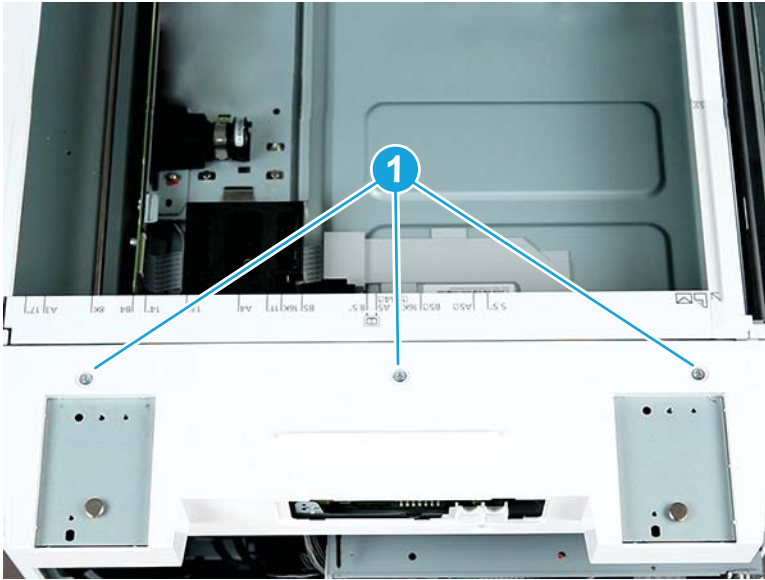
2. Remove three screw-caps and three screws, and then remove the scan-right cover.

Figure 2-1029 Remove scan-right cover



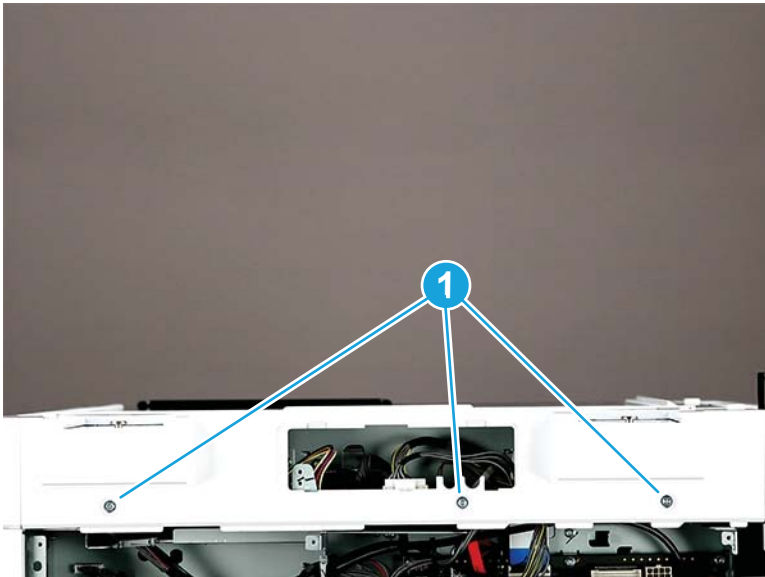
3. At the top of the scanner, remove three screw caps and three screws.

Figure 2-1030 Remove three screws



4. At the back of the scanner, remove three screw caps and three screws, and then remove the scan-rear cover.


Figure 2-1031 Remove three screws and the scanner rear cover



5. Disconnect all harnesses. Remove four screws, and then release the scanner PCA.

Figure 2-1032 Remove screws and release scanner PCA



 **NOTE:** There are two empty connectors.



Step 5: 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.

Image scanner

Figure 2-1033 Image scanner

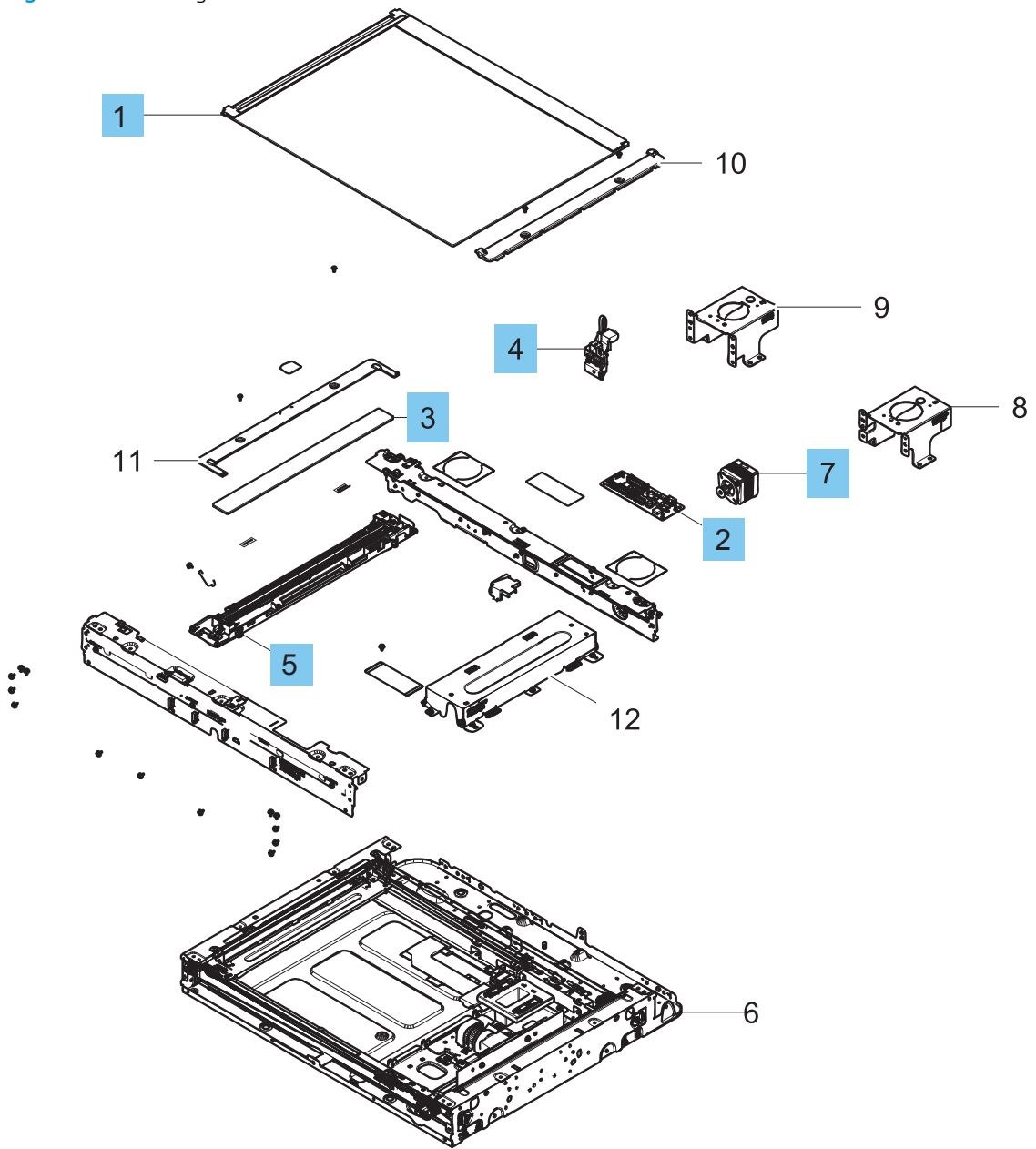


Table 2-27 Flow ADF image scanner

Ref	Description	Part number	Qty
1	Scanner glass	JC97-04522B on page 958	1
2	PCA scanner	JC92-02781A	1
3	Tempered scan glass	JC01-00101A	1
4	Scanner open sensor	JC97-04516A	1
5	Scanner front lamp	JC97-04521A on page 960	1
7	Motor, step	JC31-00158A	1

Scanner glass

- [Introduction](#)
- [Step 1: Remove the scanner glass](#)
- [Step 2: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove the scanner glass.

[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.

JC97-04522B

To order the part, go to www.hp.com/buy/parts.

- Scanner glass

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the scanner glass

- ▲ Open the document-feeder cover, remove two screws, and then slide the scanner glass to the right to remove it.

Figure 2-1034 Remove scanner glass





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.

LED lamp module

- [Introduction](#)
- [Step 1: Remove the formatter cover](#)
- [Step 2: Remove the upper rear cover](#)
- [Step 3: Remove the flow ADF whole unit](#)
- [Step 4: Remove the scanner glass](#)
- [Step 5: Remove the LED lamp module](#)
- [Step 6: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove the LED lamp module assembly.

[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.

JC97-04521A

To order the part, go to www.hp.com/buy/parts.

- Scanner - front lamp

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the formatter cover

- ▲ Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

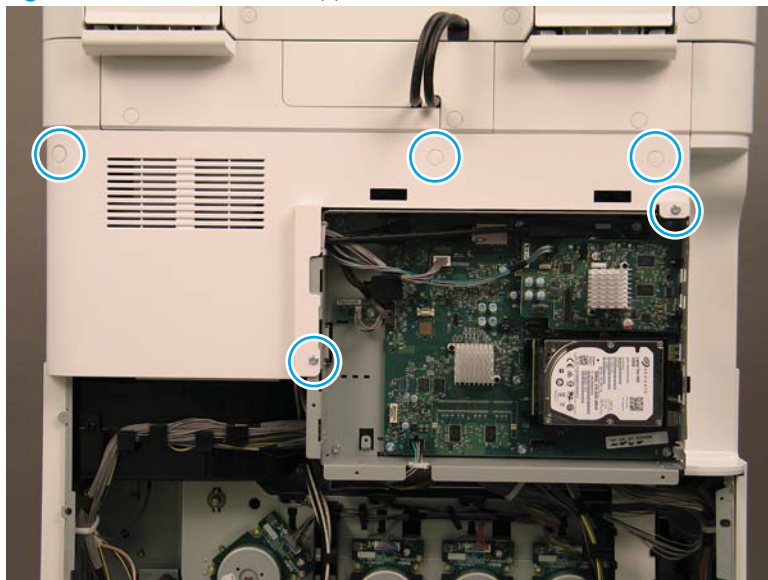
Figure 2-1035 Remove the formatter cover



Step 2: Remove the upper rear cover

- ▲ Remove three screw-caps and five screws. Lift the upper rear cover away from the printer to remove it.

Figure 2-1036 Remove the upper rear cover



Step 3: Remove the flow ADF whole unit

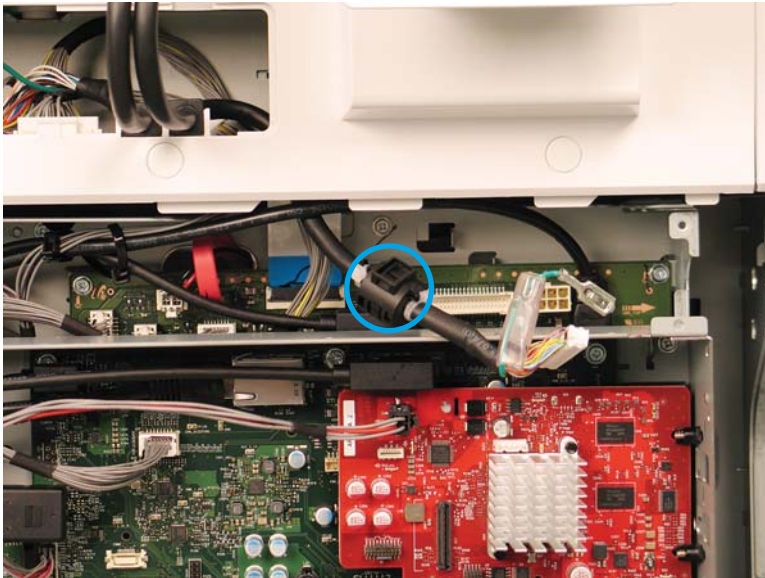
1. Open the document feeder cover, and then remove the document feeder connector cover.

Figure 2-1037 Remove document feeder connector cover



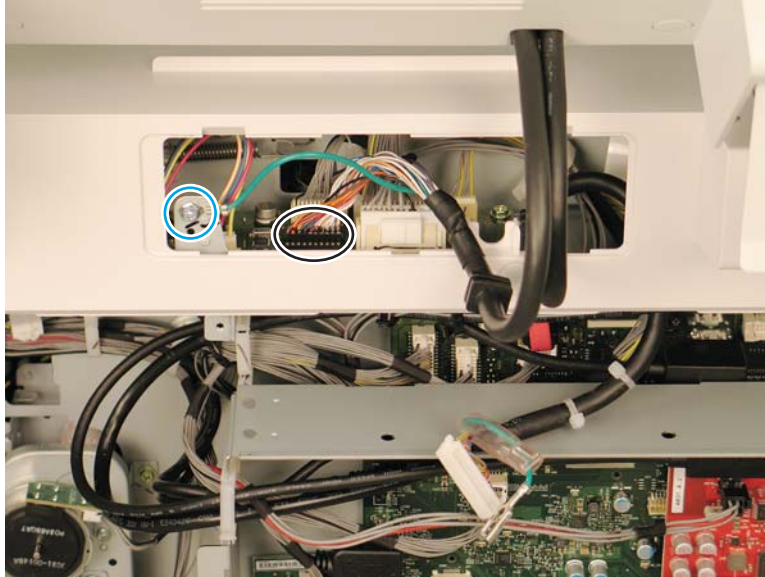
2. Remove the plastic cable choke from the wire harness, and then disconnect the document feeder harness from the main board. Disconnect the insulated ground wire from the chassis.

Figure 2-1038 Remove the cable choke



3. Disconnect the document feeder harness from the scanner PCA. Remove one connector and one grounding wire.

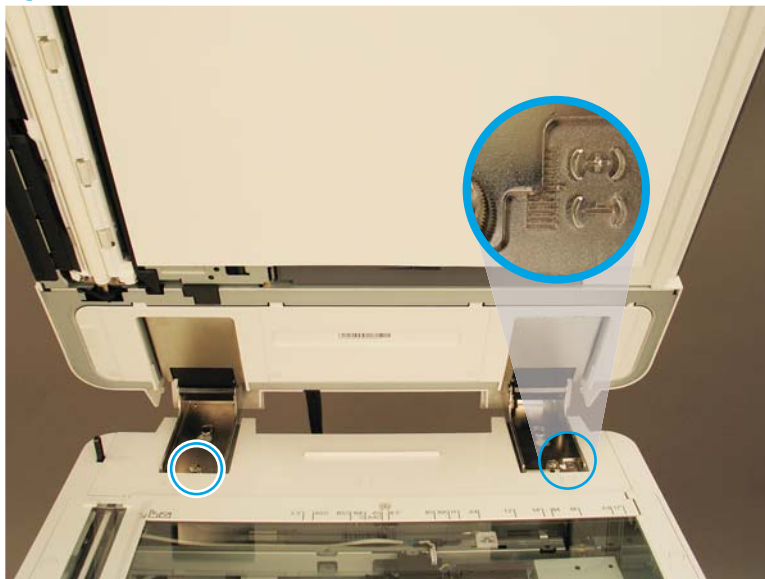
Figure 2-1039 Disconnect document feeder harness



4. Release two hinge stops on the back of the document feeder to allow the document feeder to open to a full 90°.

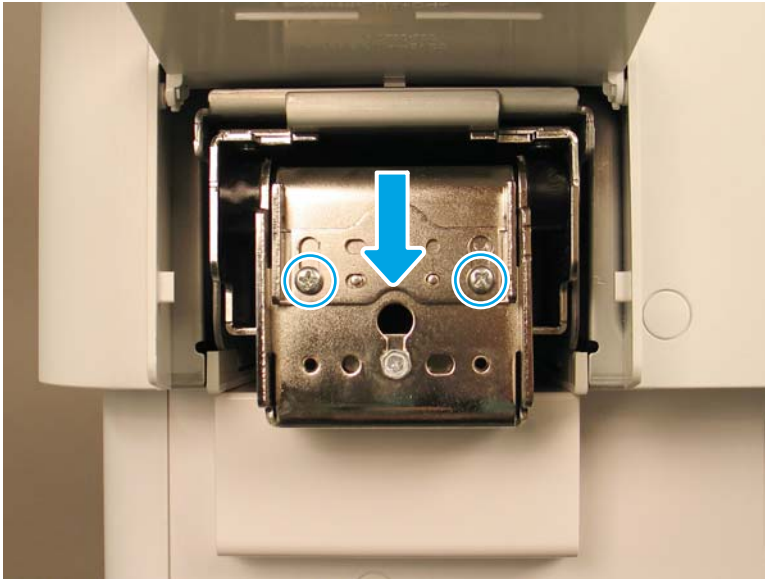
 **IMPORTANT:** Note the alignment marks on the hinge stops. Any new document feeder must be reinstalled with the same alignment.

Figure 2-1040 Alignment marks



5. Remove two screws on each hinge stop.

Figure 2-1041 Remove screws

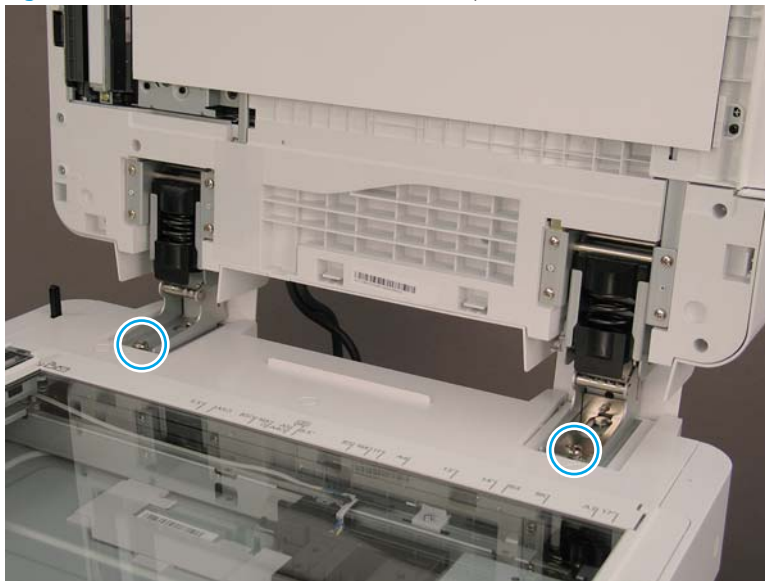


6. Pull back and then lift up to release the document feeder unit.

Figure 2-1042 Release the document feeder



Figure 2-1043 Remove two screw and lift up to remove ADF



 **NOTE:** Complete a shading test and a skew alignment after replacing the document feeder unit.

Step 4: Remove the scanner glass

- ▲ Open the document-feeder cover, remove two screws, and then slide the scanner glass to the right to remove it.

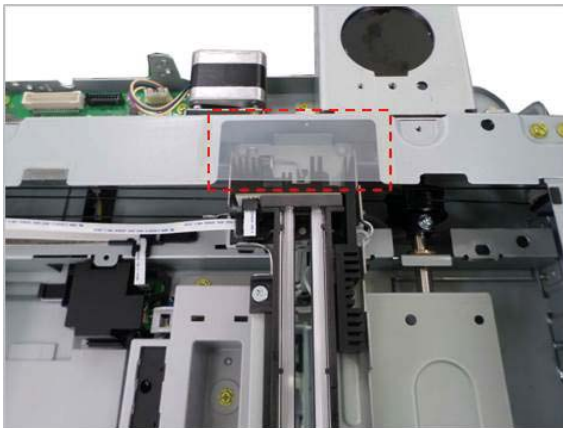
Figure 2-1044 Remove scanner glass



Step 5: Remove the LED lamp module

1. Remove the transparent tape.

Figure 2-1045 Remove transparent tape



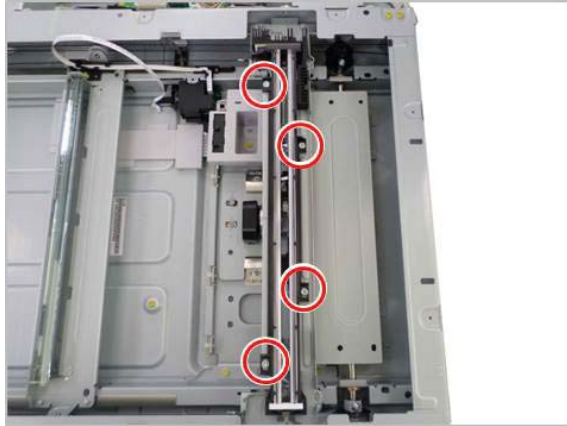
2. Disconnect the flat cable.

Figure 2-1046 Disconnect cable



3. Remove four screws. Release the LED lamp module.

Figure 2-1047 Remove screws and release LED lamp module





Step 6: 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.

Image scanner, lower

Figure 2-1048 Flow ADF image scanner, lower

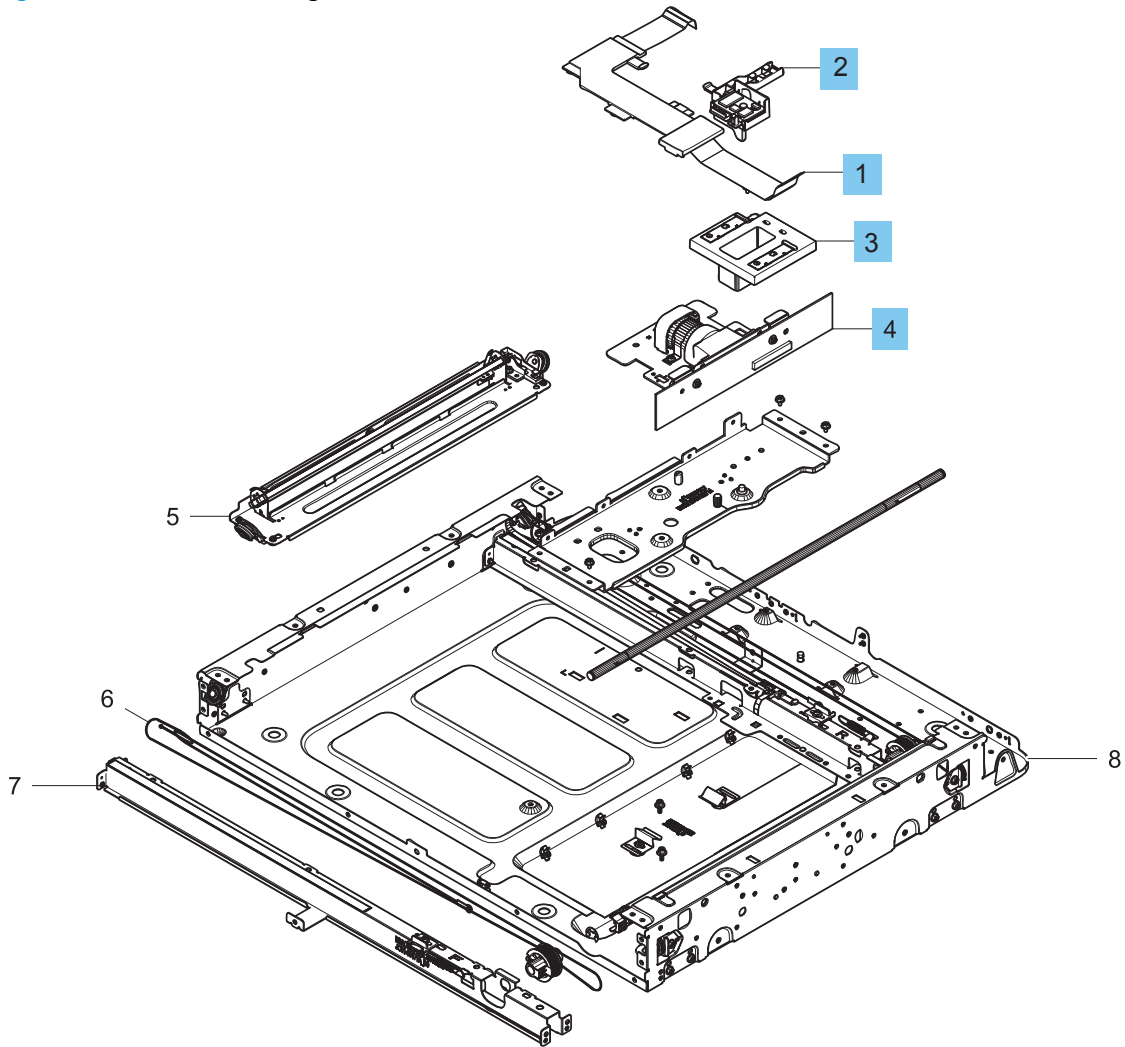


Table 2-28 Flow ADF image scanner, lower

Ref	Description	Part number	Qty
1	Scanner - FFC CCD	JC97-04509A	1
2	Scanner - guide harness	JC97-04512A	1
3	Scanner - APS	JC97-04507A on page 973	1
4	Scanner assembly - CCD and lens	JC97-04523B on page 970	1
Not shown	Photo interrupter	604-001453	1
Not shown	Auto adjustment chart A3 Ver. 1.0	JC81-09891A	1

Scanner assembly - CDD and lens

- [Introduction](#)
- [Step 1: Remove the scanner glass](#)
- [Step 2: Remove the scanner imaging unit](#)
- [Step 3: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove the scanner assembly - CDD and lens.

[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.

JC97-04523B

To order the part, go to www.hp.com/buy/parts.

- Scanner assembly - CDD and lens

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the scanner glass

- ▲ Open the document-feeder cover, remove two screws, and then slide the scanner glass to the right to remove it.

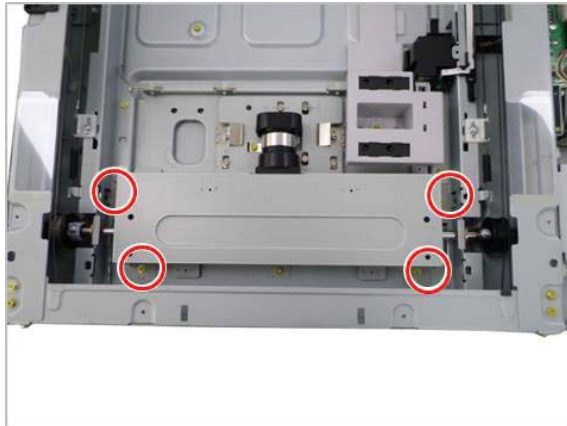
Figure 2-1049 Remove scanner glass



Step 2: Remove the scanner imaging unit

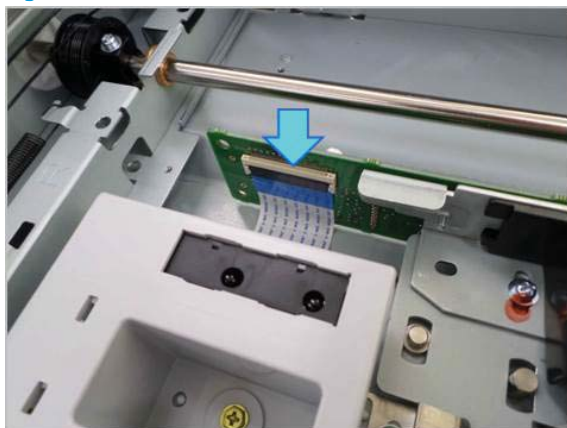
1. Remove four screws, and then release the imaging unit cover.

Figure 2-1050 Remove screws and release imaging unit cover



2. Disconnect the flat cable.

Figure 2-1051 Disconnect flat cable



3. Remove two screws and release the scanner assembly - CDD and lens.

⚠ CAUTION: Do not remove or adjust the other two screws shown as they require factory setting only.

Figure 2-1052 Remove screws and release scanner imaging unit




Step 3: 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.

APS sensor

- [Introduction](#)
- [Step 1: Remove the document feeder whole unit](#)
- [Step 2: Remove the scanner glass](#)
- [Step 3: Remove the APS sensor](#)
- [Step 4: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove the APS sensor assembly.

[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.

JC97-04507A

To order the part, go to www.hp.com/buy/parts.

- APS sensor assembly

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the document feeder whole unit

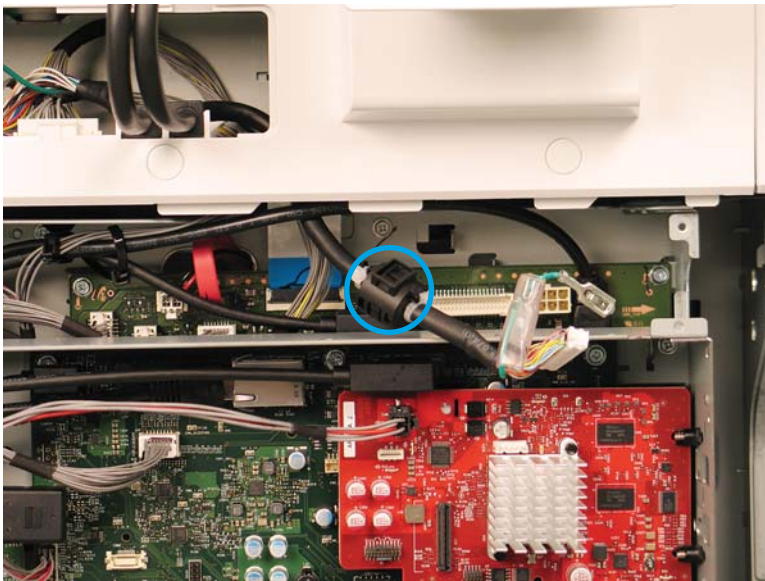
1. Open the document feeder cover, and then remove the document feeder connector cover.

Figure 2-1053 Remove document feeder connector cover



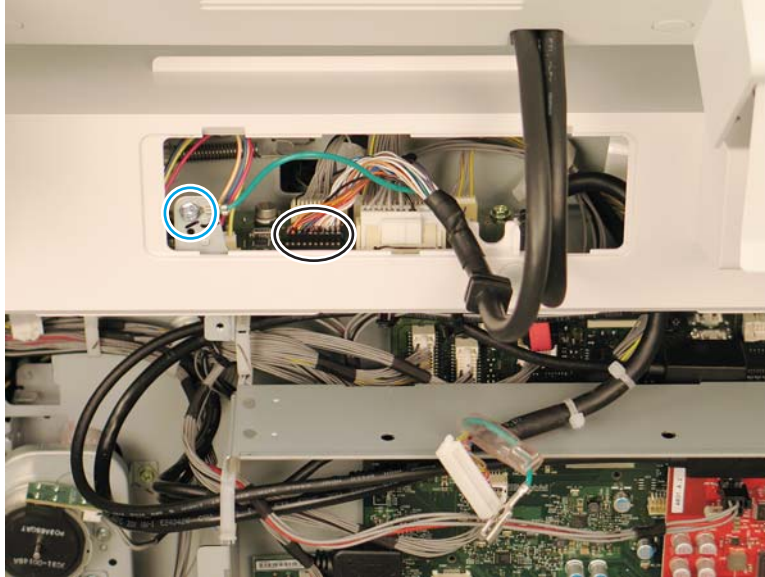
2. Remove the plastic cable choke from the wire harness, and then disconnect the document feeder harness from the main board. Disconnect the insulated ground wire from the chassis.

Figure 2-1054 Remove the cable choke



3. Disconnect the document feeder harness from the scanner PCA. Remove one connector and one grounding wire.

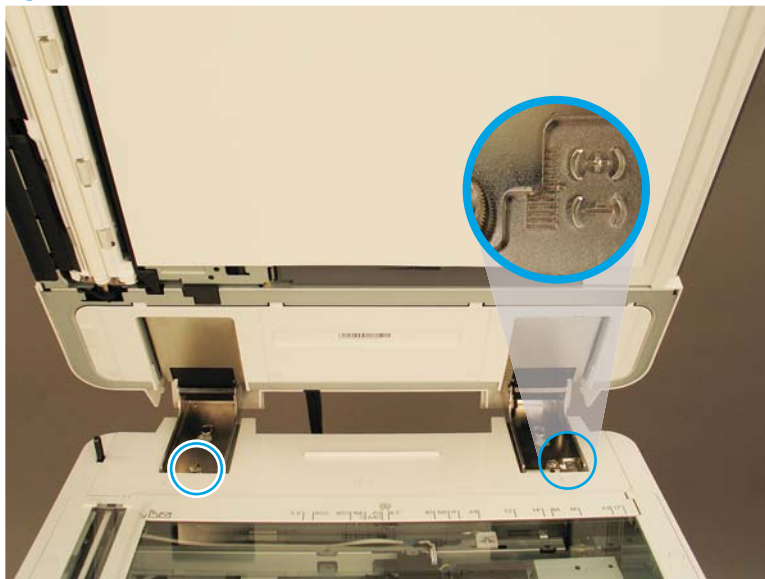
Figure 2-1055 Disconnect document feeder harness



4. Release two hinge stops on the back of the document feeder to allow the document feeder to open to a full 90°.

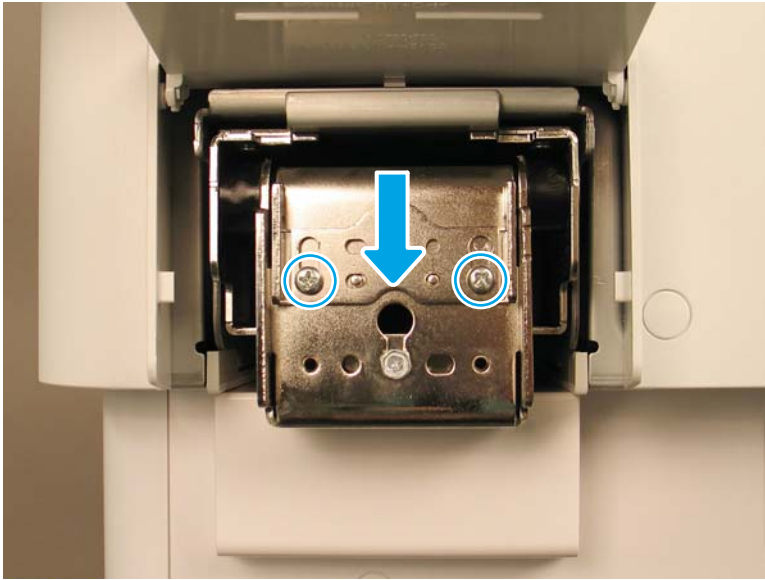
 **IMPORTANT:** Note the alignment marks on the hinge stops. Any new document feeder must be reinstalled with the same alignment.

Figure 2-1056 Alignment marks



5. Remove two screws on each hinge stop.

Figure 2-1057 Remove screws

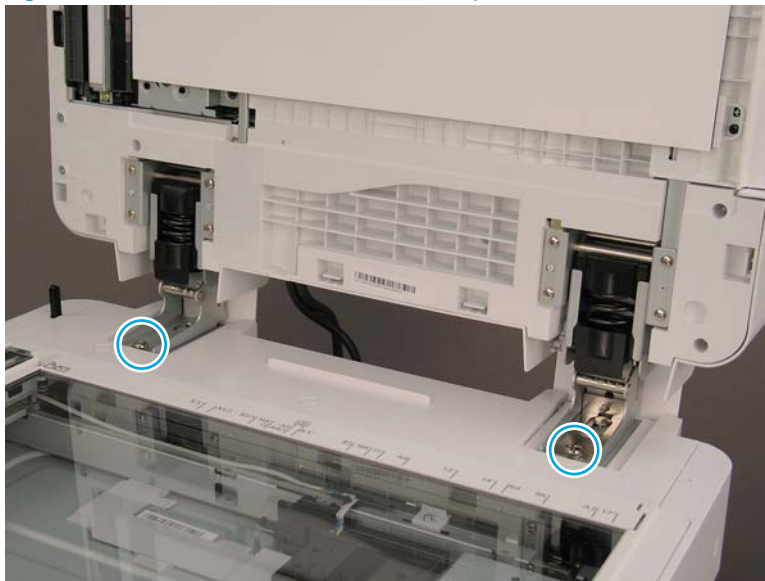


6. Pull back and then lift up to release the document feeder unit.

Figure 2-1058 Release the document feeder



Figure 2-1059 Remove two screw and lift up to remove ADF



 **NOTE:** Complete a shading test and a skew alignment after replacing the document feeder unit.

Step 2: Remove the scanner glass

- ▲ Open the document-feeder cover, remove two screws, and then slide the scanner glass to the right to remove it.

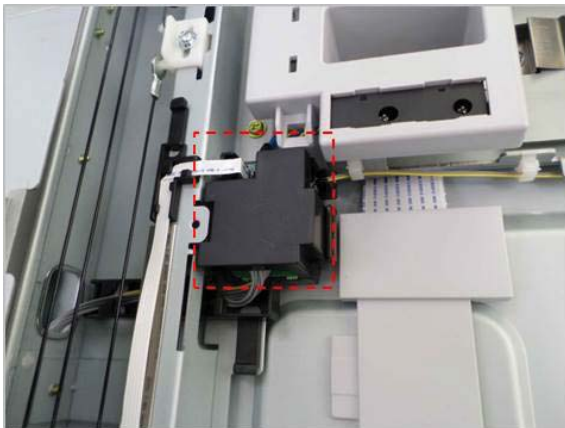
Figure 2-1060 Remove scanner glass



Step 3: Remove the APS sensor

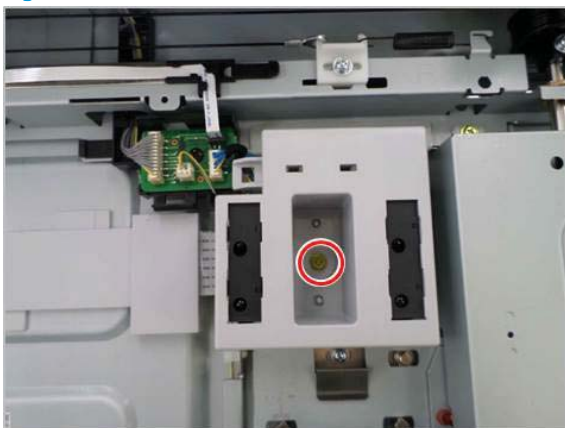
1. Remove the joint board cover.

Figure 2-1061 Remove joint board cover



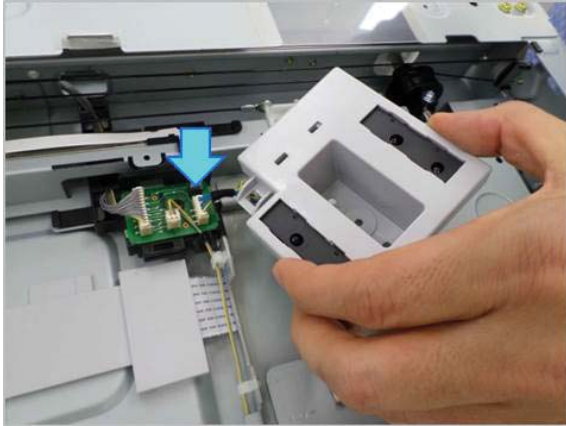
2. Remove one screw.

Figure 2-1062 Remove screw



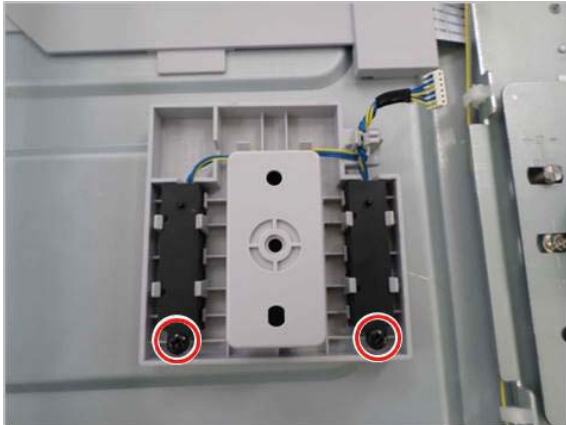
3. Disconnect the harness.

Figure 2-1063 Disconnect harness



4. Remove two screws. Release the APS sensor.

Figure 2-1064 Remove screws and release APS sensor



Step 4: 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.

Dual cassette feeder (DCF)

DCF main

Figure 2-1065 DCF main

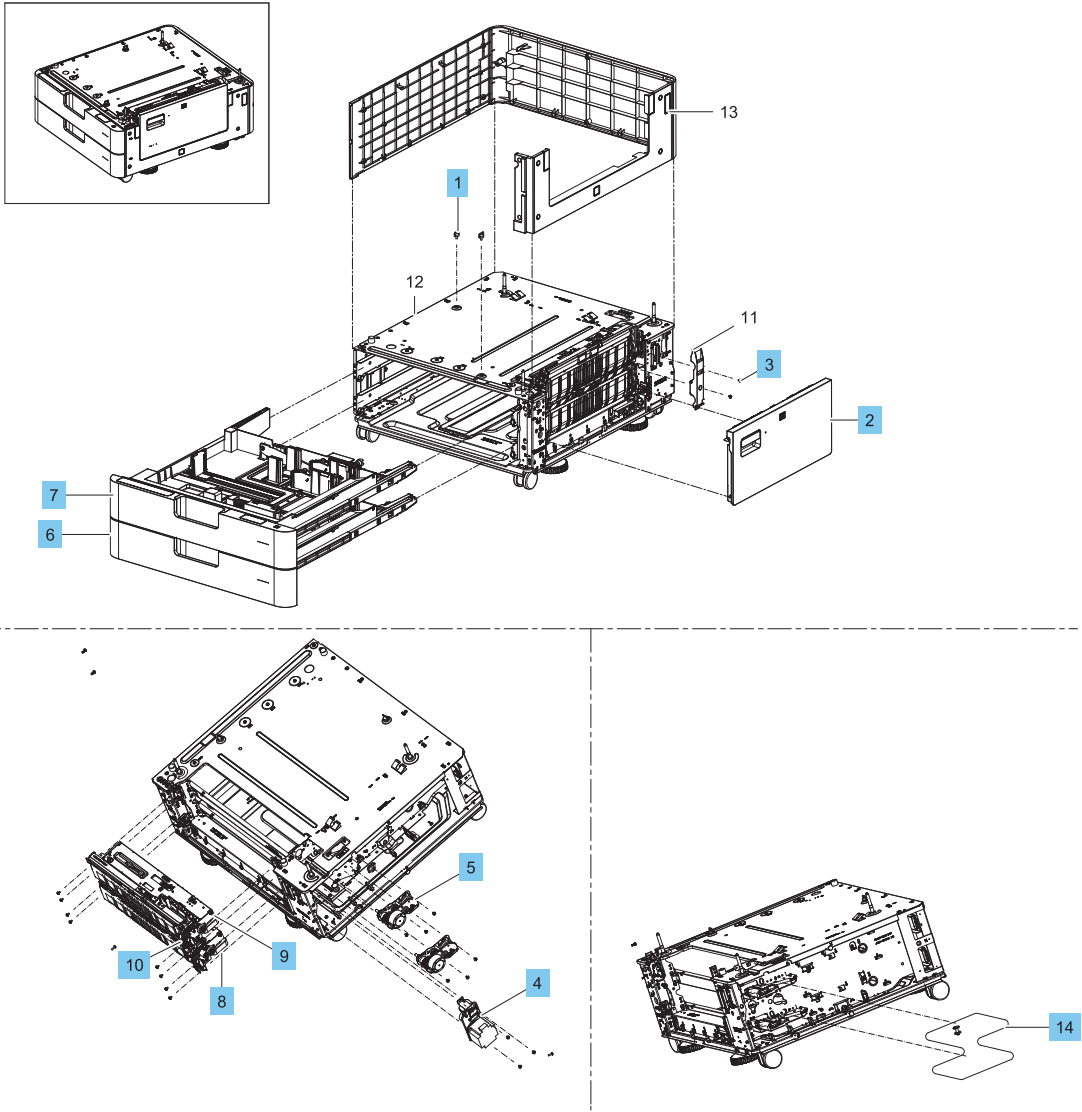


Table 2-29 DCF main

Ref	Description	Part number	Qty
1	Machinery, fastener screw	JC60-00078A	2
2	DCF, sub-takeaway (right door)	JC90-01649A on page 984	1
3	Hex screw	6009-001665	19
4	Feed drive opt	JC93-01135A on page 990	1
5	Drive pickup assembly	JC93-01063C on page 994	2
6	Cassette, fifth	JC90-01652A	1
7	Cassette, fourth	JC90-01654A	1
8	DCF second pickup	JC90-01680A on page 998	1
9	DCF first pickup	JC90-01679A on page 998	1
10	Timing belt	6602-003185	1
14	DCF, sub-auto closing	JC90-01677A	1
Not shown	Rollers - pick, feed, sep	JC93-01092A	2
Not shown	Photo-interrupter	0604-001490	1
Not shown	Clutch one way	JC66-00977A	1
Not shown	Coupler, torque limiter	JC67-00455A	1
Not shown	SF left cassette rail assembly	JC93-01435A	2
Not shown	SF right cassette rail assembly	JC93-01045A	2

Dual cassette feeder (DCF) right door

- [Introduction](#)
- [Step 1: Remove the printer right rear cover](#)
- [Step 2: Remove the printer right door](#)
- [Step 3: Remove the dual cassette feeder \(DCF\) right door](#)
- [Step 4: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove the DCF right door.



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.

JC90-01649A

To order the part, go to www.hp.com/buy/parts.

- DCF right door

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

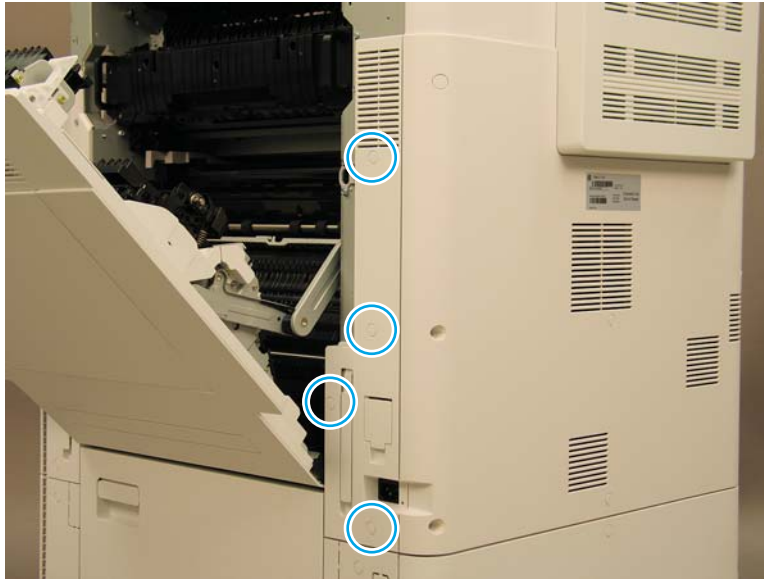
Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the printer right rear cover

1. Open the right door.

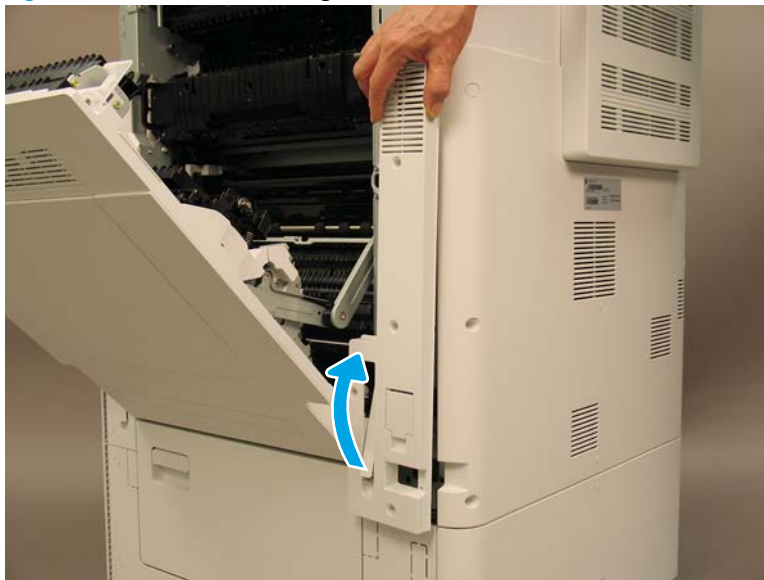
2. Remove four screw-caps and four screws.

Figure 2-1066 Remove four screws



3. Lift the handle and remove the right rear cover.

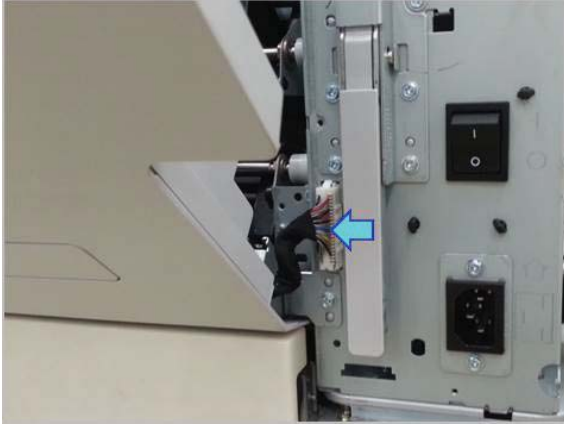
Figure 2-1067 Remove the right rear cover



Step 2: Remove the printer right door

1. Disconnect the right door connector by moving it side-to-side until it releases.

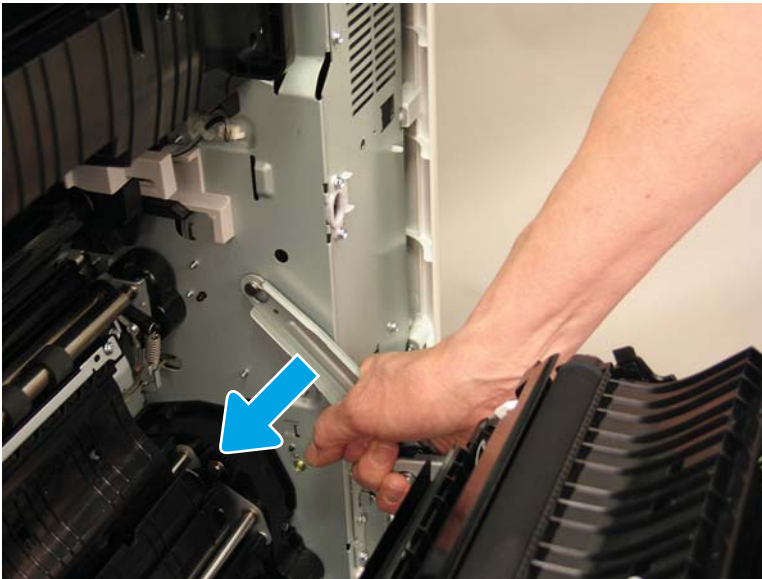
Figure 2-1068 Disconnect one connector



2. Slightly raise the right door and carefully release the right hinge from the hinge pin.

⚠ CAUTION: The hinge is spring-loaded and might snap back forcefully. Raise the door to take the tension off of the spring, and then hold the hinge firmly while releasing it from the hinge pin.

Figure 2-1069 Release the right hinge



3. Slightly raise the right door, and then release the left dampener.

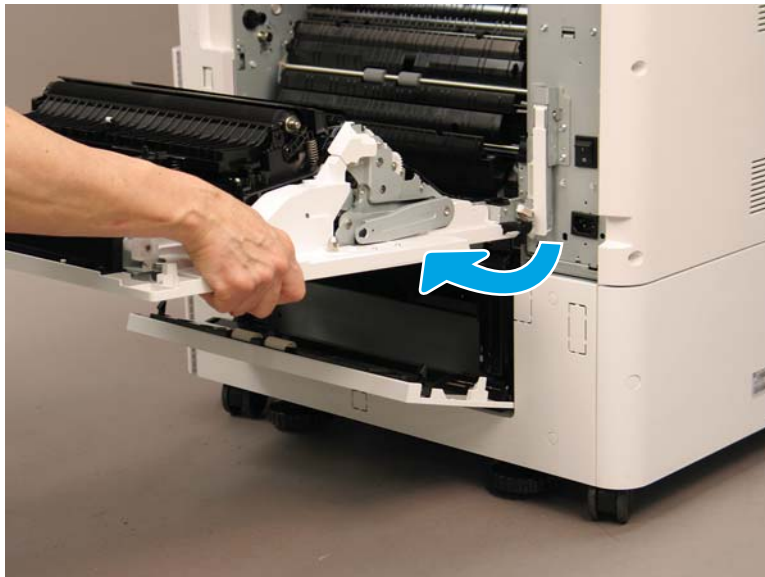
Figure 2-1070 Release the left dampener



4. Open the lower paper feeder door. Lower the right door to 90°, and then rotate the rear side of the door away from the printer. Slide the door to the rear of the printer to remove it.

CAUTION: Do not lower the door more than 90°. This might result in damage to the door.

Figure 2-1071 Remove the right door



Step 3: Remove the dual cassette feeder (DCF) right door

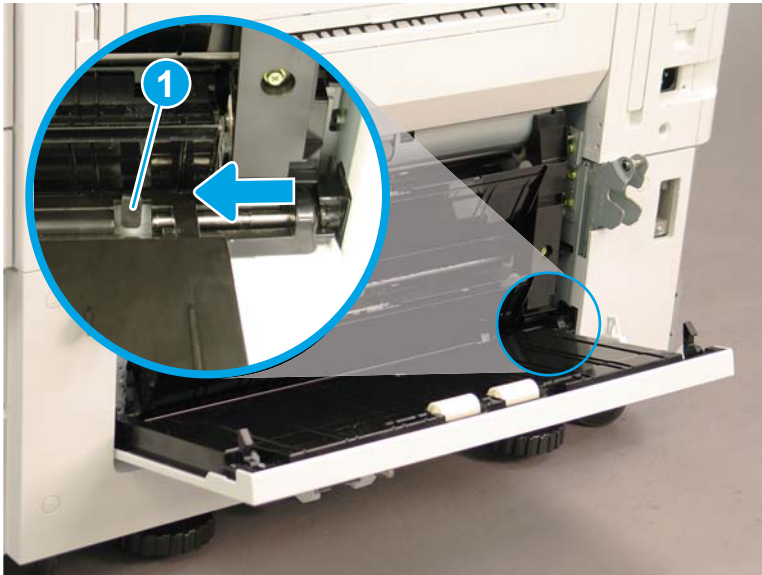
1. Remove four screw caps and four screws, and then remove the lower right cover.

Figure 2-1072 Remove the lower right cover



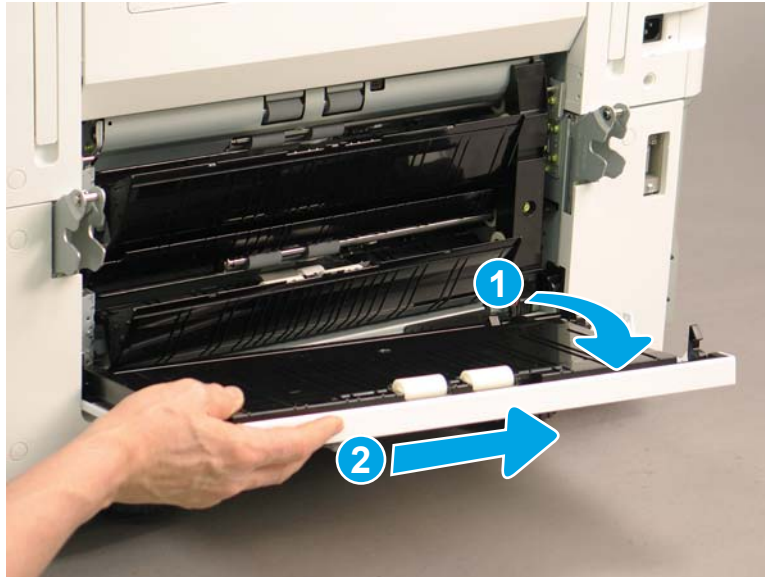
2. Open the DCF right door and slide the hinge pin to the left. Make sure that the pin slides under the tab (callout 1).

Figure 2-1073 Slide the hinge pin



3. Rotate the right edge of the door away from the feeder (callout 1), and then slide the door to the right to remove it (callout 2).

Figure 2-1074 Remove the DCF right door





Step 4: 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.

Dual cassette feeder (DCF) motor

- [Introduction](#)
- [Step 1: Remove the DCF rear cover](#)
- [Step 2: Remove the dual cassette feeder \(DCF\) motor](#)
- [Step 3: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove the DCF motor.



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.

JC93-01135A

To order the part, go to www.hp.com/buy/parts.

- SF Drive Feed Assy (Opt)

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the DCF rear cover

- ▲ Remove four screw caps and four screws, and then remove the rear cover.

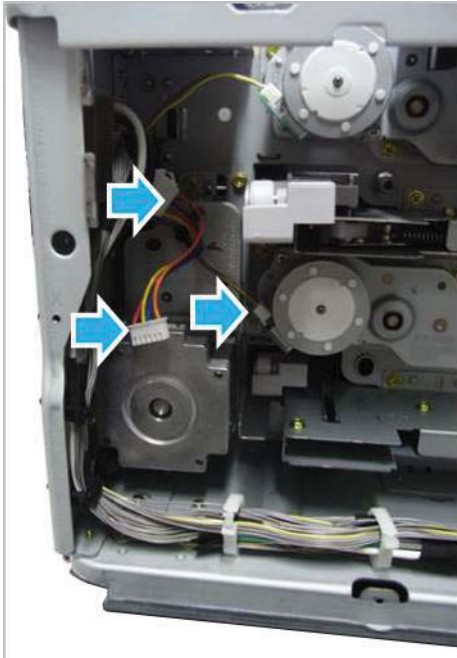
Figure 2-1075 Remove the DCF rear cover



Step 2: Remove the dual cassette feeder (DCF) motor

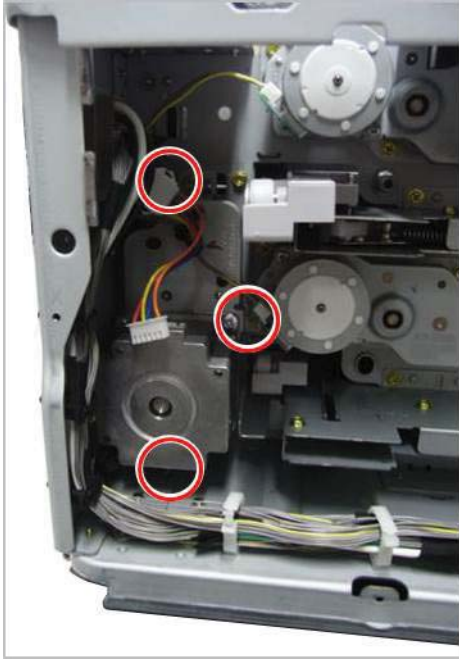
1. Disconnect two connectors, and then open one retainer.

Figure 2-1076 Disconnect two connectors and open one retainer



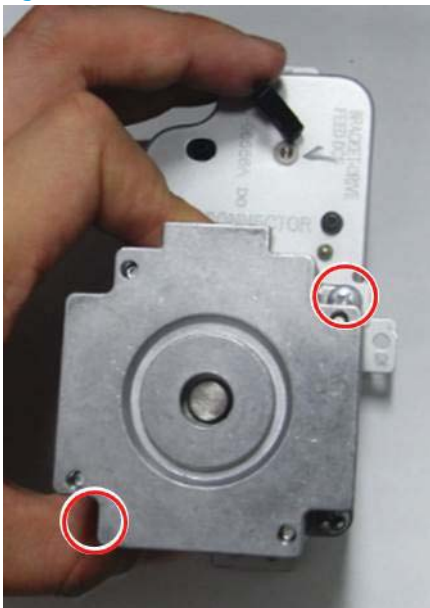
2. Remove three screws, and then remove the feed drive unit.

Figure 2-1077 Remove the feed drive unit



3. Remove two screws, and then remove the feed motor.

Figure 2-1078 Remove the feed motor





Step 3: 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.

Dual cassette feeder (DCF) pickup motor

- [Introduction](#)
- [Step 1: Remove the DCF rear cover](#)
- [Step 2: Remove the dual cassette feeder \(DCF\) pickup motor](#)
- [Step 3: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove the DCF pickup assembly.



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.

JC93-01063C

To order the part, go to www.hp.com/buy/parts.

- Drive pickup assembly

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the DCF rear cover

- ▲ Remove four screw caps and four screws, and then remove the rear cover.

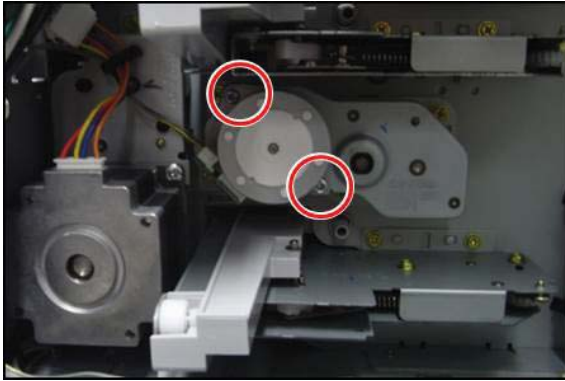
Figure 2-1079 Remove the DCF rear cover



Step 2: Remove the dual cassette feeder (DCF) pickup motor

- ▲ Disconnect the motor connector. Remove two screws, and then remove the DCF pickup assembly.

Figure 2-1080 Remove the DCF pickup assembly





Step 3: 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.

Dual cassette feeder (DCF) pickup assembly

- [Introduction](#)
- [Step 1: Remove the DCF rear cover](#)
- [Step 2: Remove the dual cassette feeder \(DCF\) pickup assembly](#)
- [Step 3: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove the DCF pickup assembly.



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.

JC93-01063C

To order the part, go to www.hp.com/buy/parts.

- Drive pickup assembly

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the DCF rear cover

- ▲ Remove four screw caps and four screws, and then remove the rear cover.

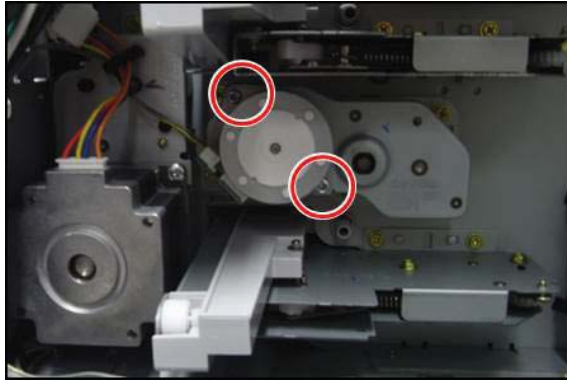
Figure 2-1081 Remove the DCF rear cover



Step 2: Remove the dual cassette feeder (DCF) pickup assembly

- ▲ Disconnect the motor connector. Remove two screws, and then remove the DCF pickup assembly.

Figure 2-1082 Remove the DCF pickup assembly



Step 3: 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.

Dual cassette feeder (DCF) pickup units

- [Introduction](#)
- [Step 1: Remove the printer right rear cover](#)
- [Step 2: Remove the printer right door](#)
- [Step 3: Remove the dual cassette feeder \(DCF\) right door](#)
- [Step 4: Remove the dual cassette feeder \(DCF\) pickup units](#)
- [Step 5: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove the DCF pickup units.



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.

JC90-01679A

- First pickup assembly

JC90-01680A

- Second pickup assembly

To order the part, go to www.hp.com/buy/parts.

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

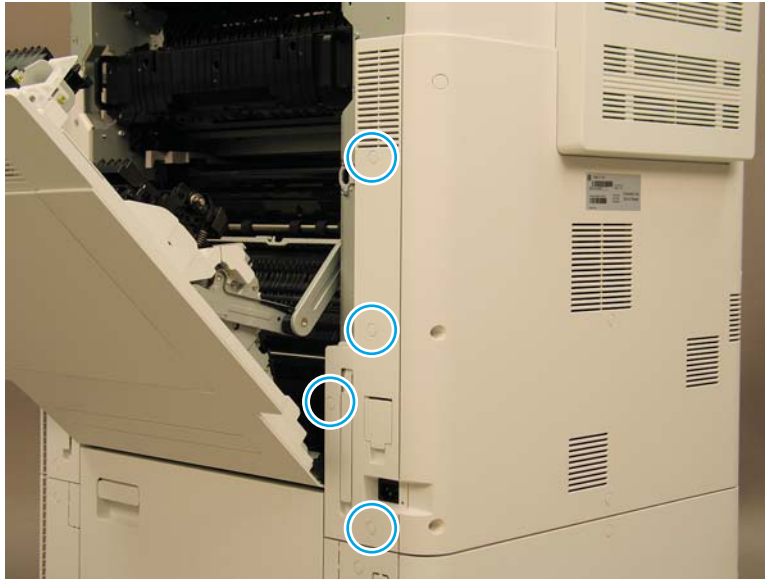
Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the printer right rear cover

1. Open the right door.

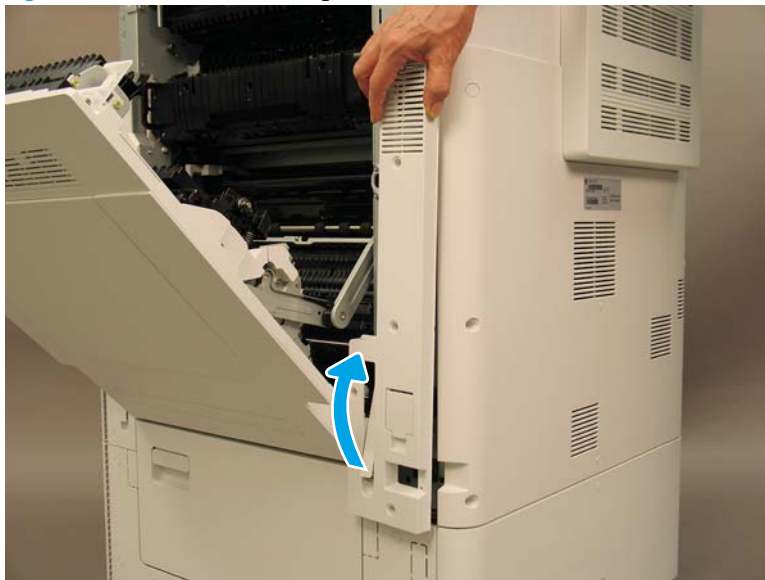
2. Remove four screw-caps and four screws.

Figure 2-1083 Remove four screws



3. Lift the handle and remove the right rear cover.

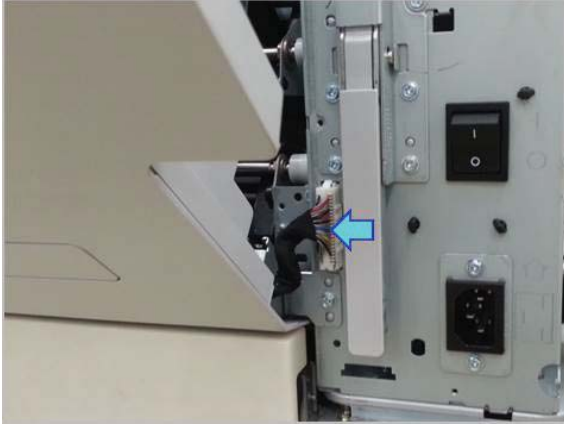
Figure 2-1084 Remove the right rear cover



Step 2: Remove the printer right door

1. Disconnect the right door connector by moving it side-to-side until it releases.

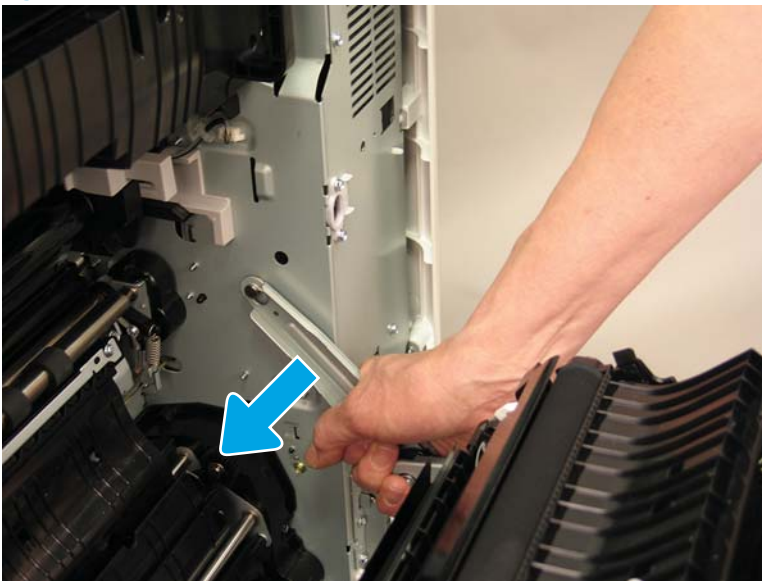
Figure 2-1085 Disconnect one connector



2. Slightly raise the right door and carefully release the right hinge from the hinge pin.

CAUTION: The hinge is spring-loaded and might snap back forcefully. Raise the door to take the tension off of the spring, and then hold the hinge firmly while releasing it from the hinge pin.

Figure 2-1086 Release the right hinge



3. Slightly raise the right door, and then release the left dampener.

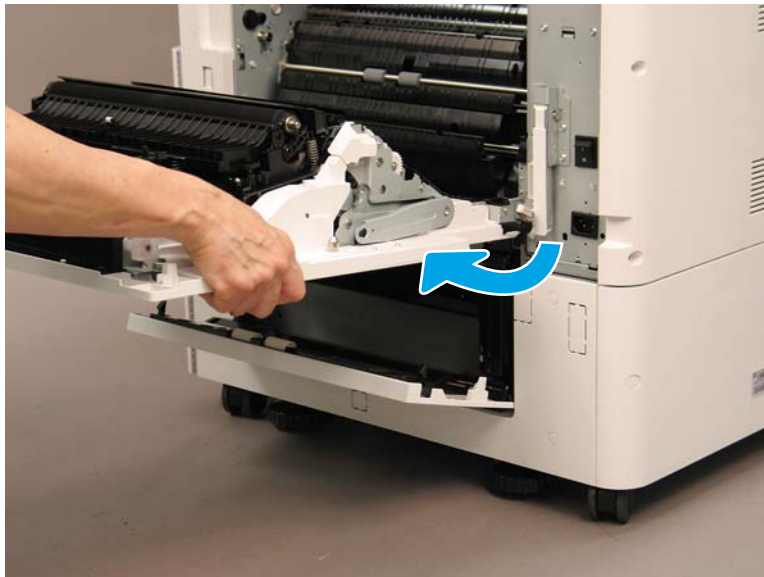
Figure 2-1087 Release the left dampener



4. Open the lower paper feeder door. Lower the right door to 90°, and then rotate the rear side of the door away from the printer. Slide the door to the rear of the printer to remove it.

CAUTION: Do not lower the door more than 90°. This might result in damage to the door.

Figure 2-1088 Remove the right door



Step 3: Remove the dual cassette feeder (DCF) right door

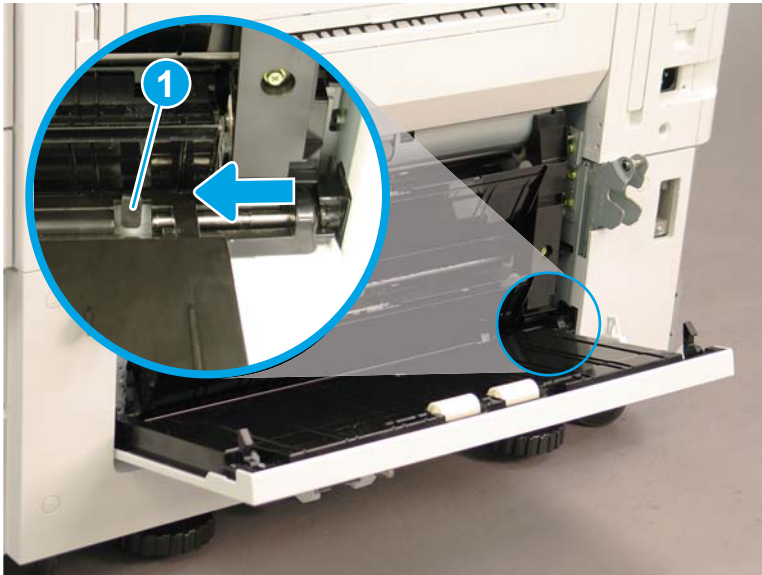
1. Remove four screw caps and four screws, and then remove the lower right cover.

Figure 2-1089 Remove the lower right cover



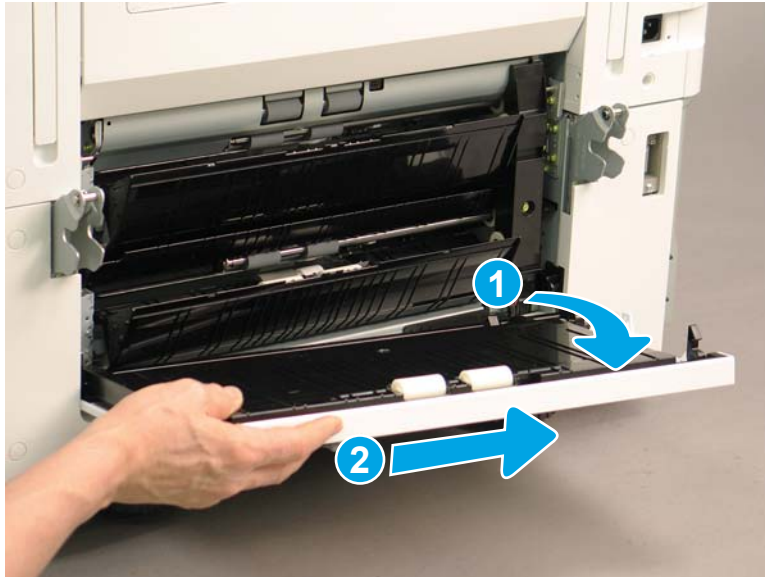
2. Open the DCF right door and slide the hinge pin to the left. Make sure that the pin slides under the tab (callout 1).

Figure 2-1090 Slide the hinge pin



3. Rotate the right edge of the door away from the feeder (callout 1), and then slide the door to the right to remove it (callout 2).

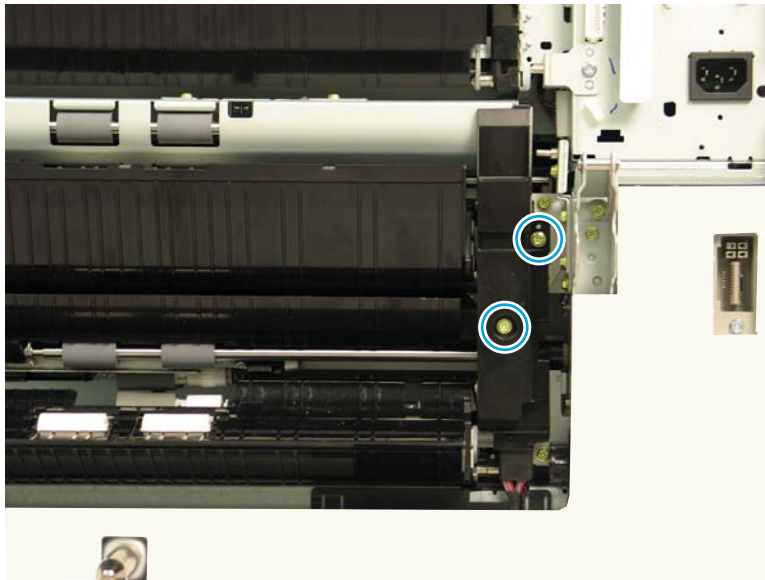
Figure 2-1091 Remove the DCF right door



Step 4: Remove the dual cassette feeder (DCF) pickup units

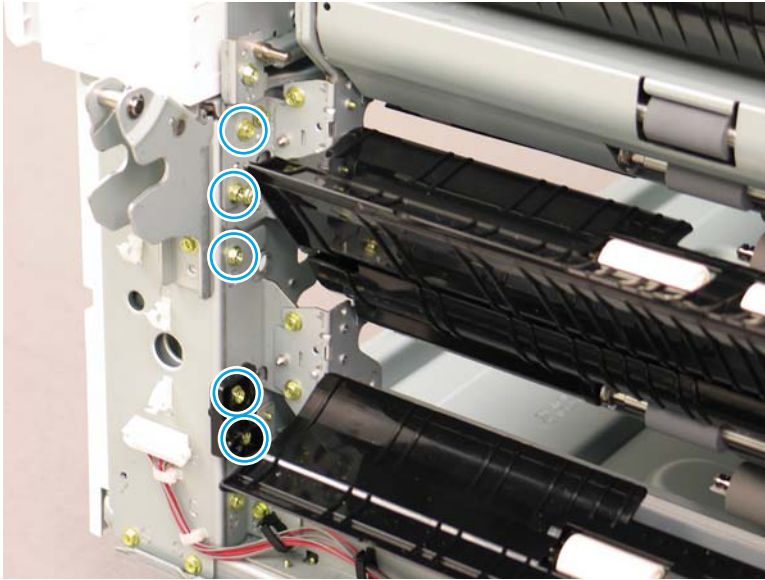
1. Remove two screws, and then remove the cable cover.

Figure 2-1092 Remove two screws and the cable cover



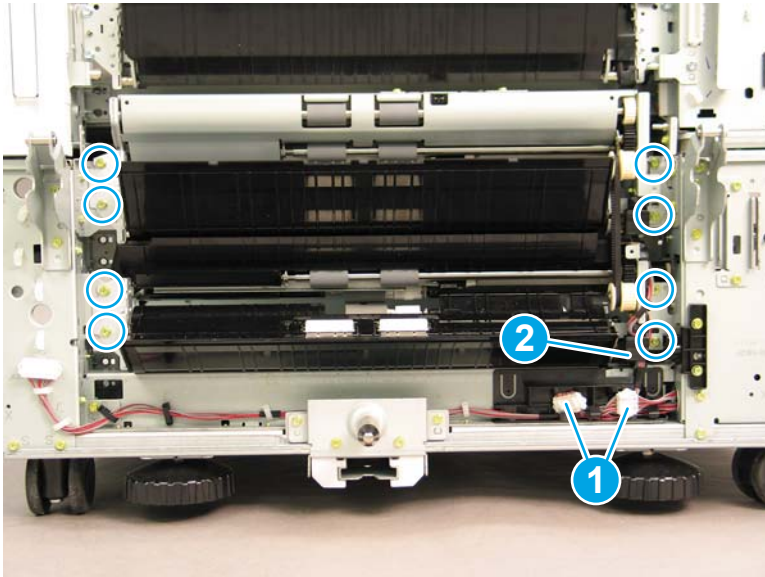
2. Remove five screws, and then remove two brackets.

Figure 2-1093 Remove five screws and two brackets



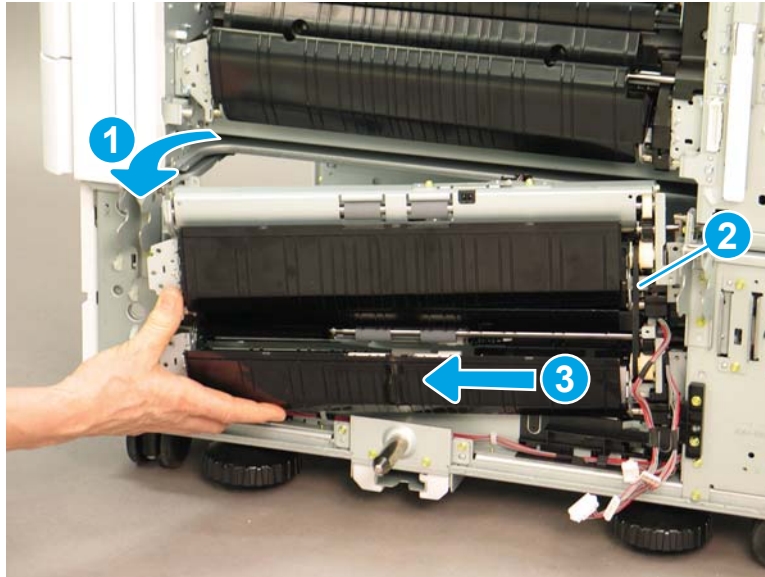
3. Disconnect two connectors (callout 1), and then remove the wire harness from the cable guide (callout 2). Remove eight screws (callout 3).

Figure 2-1094 Disconnect two connectors and remove eight screws



4. Rotate both pickup units away from the feeder on the left (callout 1). Release the belt (callout 2) that connects the two units. Slide the pickup units to the left (callout 3) to remove them.

Figure 2-1095 Remove the pickup units





Step 5: 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.

DCF frame

Figure 2-1096 DCF frame

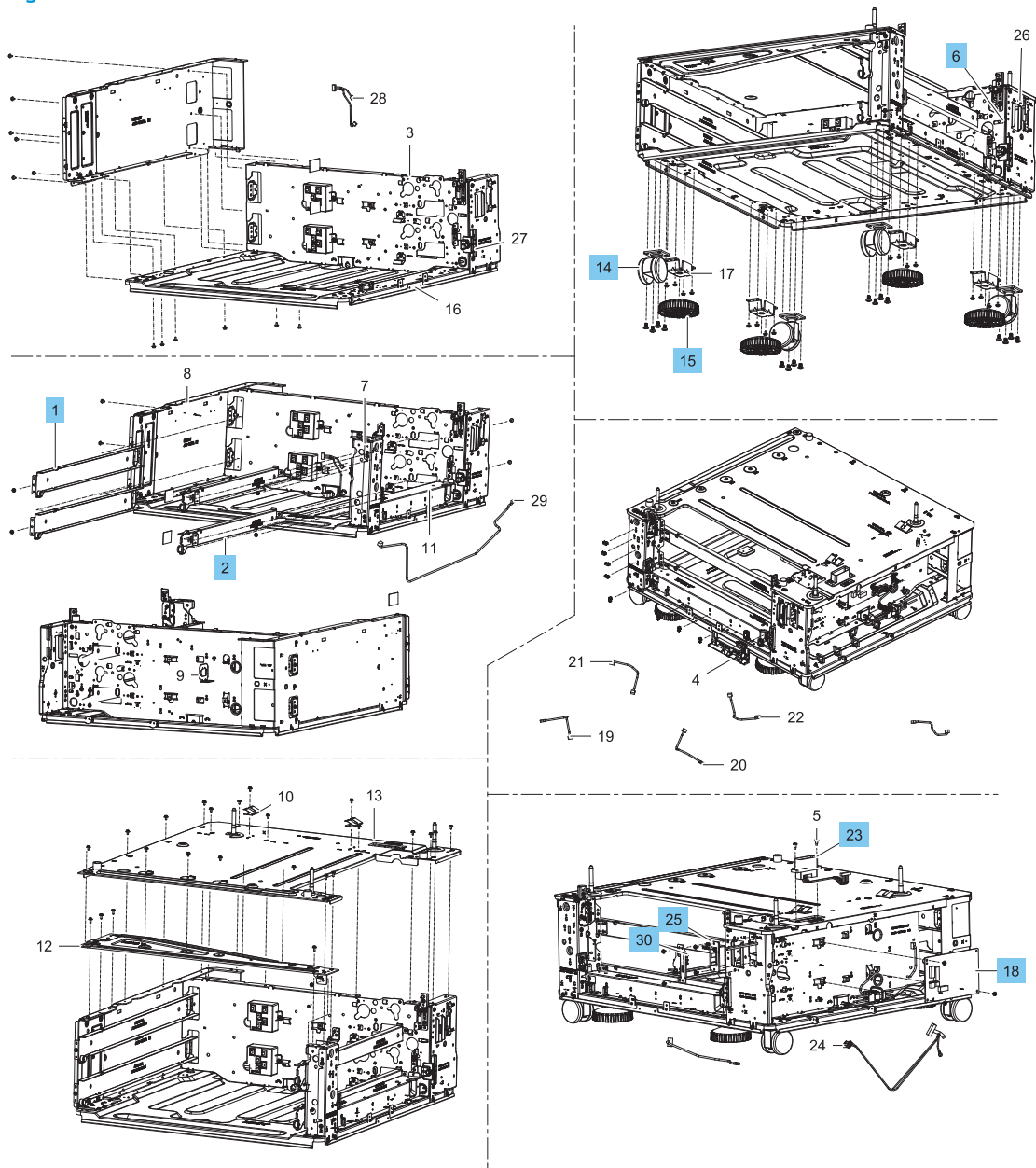


Table 2-30 DCF frame

Ref	Description	Part number	Qty
1	Frame, left cst rail assembly	JC93-01435A	2
2	Frame, right cst rail assembly	JC93-01045A	2
6	DCF sub-takeaway interlock	JC90-01385A	1
14	Caster	6109-001138	4
15	DCF guide adjust	JC61-04871A	4
18	DCF PCA	JC92-02738D on page 1008	1
23	DCF, main harness	JC39-02276A	1
25	DCF, sub harness	JC39-02278A	1
30	DCF, timeout harness	JC39-02268A	1

Dual cassette feeder (DCF) PCA

- [Introduction](#)
- [Step 1: Remove the DCF rear cover](#)
- [Step 2: Remove the dual cassette feeder \(DCF\) PCA](#)
- [Step 3: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove the DCF PCA.



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.

JC92-02738D

To order the part, go to www.hp.com/buy/parts.

- PCA-MX7 DCF

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the DCF rear cover

- ▲ Remove four screw caps and four screws, and then remove the rear cover.

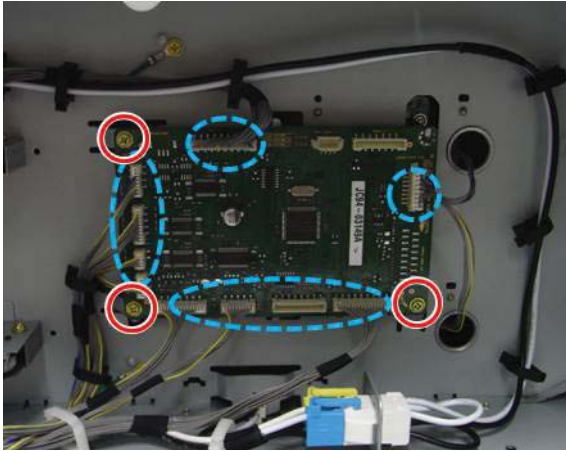
Figure 2-1097 Remove the DCF rear cover



Step 2: Remove the dual cassette feeder (DCF) PCA

- ▲ Disconnect eight connectors, remove three screws, and then remove the DCF PCA.

Figure 2-1098 Remove the DCF PCA





Step 3: 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.

DCF rear frame

Figure 2-1099 DCF rear frame

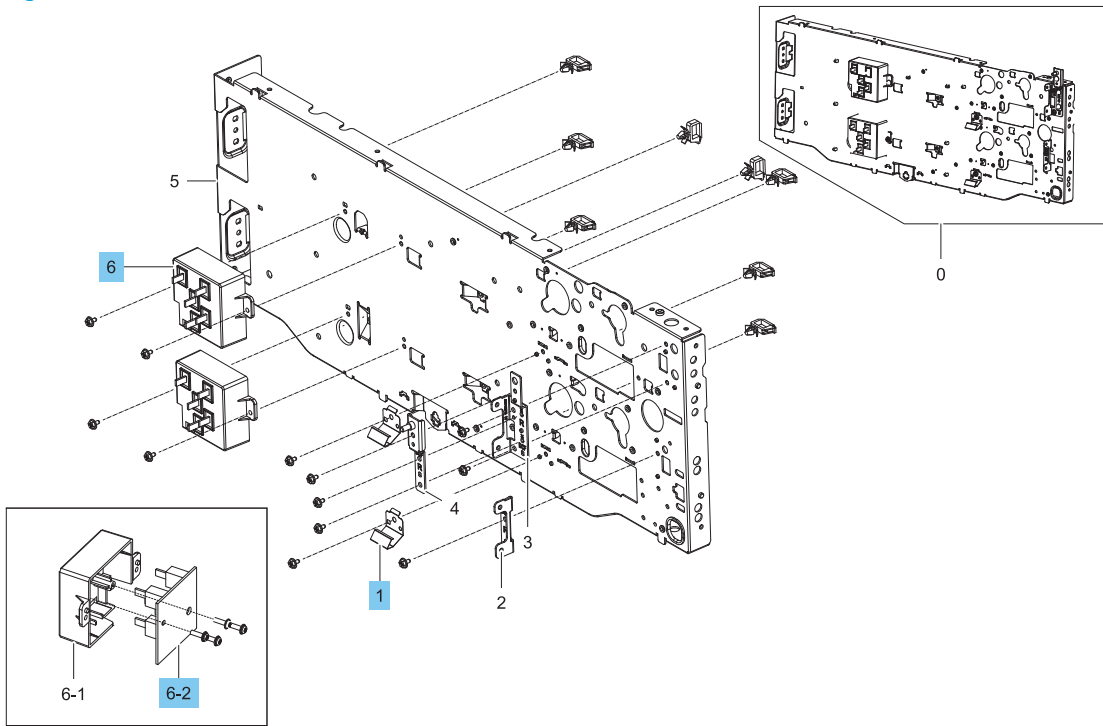


Table 2-31 DCF rear frame

Ref	Description	Part number	Qty
1	Ground plate	JC61-03002A	2
6	Main frame rear auto-size holder	JC93-00018A	2
6-2	PCA, paper size sensor	JC92-02622A on page 1013	2

Paper size sensor

- [Introduction](#)
- [Step 1: Remove the paper size sensor](#)
- [Step 2: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove the paper size sensor.

[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.

JC92-02622A

To order the part, go to www.hp.com/buy/parts.

- Paper size sensor

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

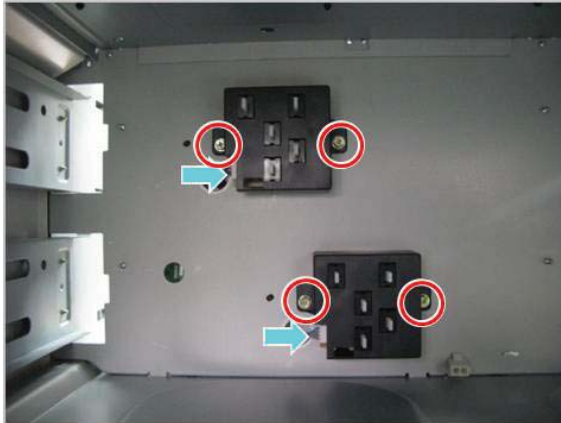
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the paper size sensor

- ▲ Do the following:
 - Remove all trays to access the inside of the printer.
 - Disconnect the connector. Remove two screws, and then remove the sensor.

Figure 2-1100 Remove screws





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.

Opt feed drive

Figure 2-1101 Opt feed drive

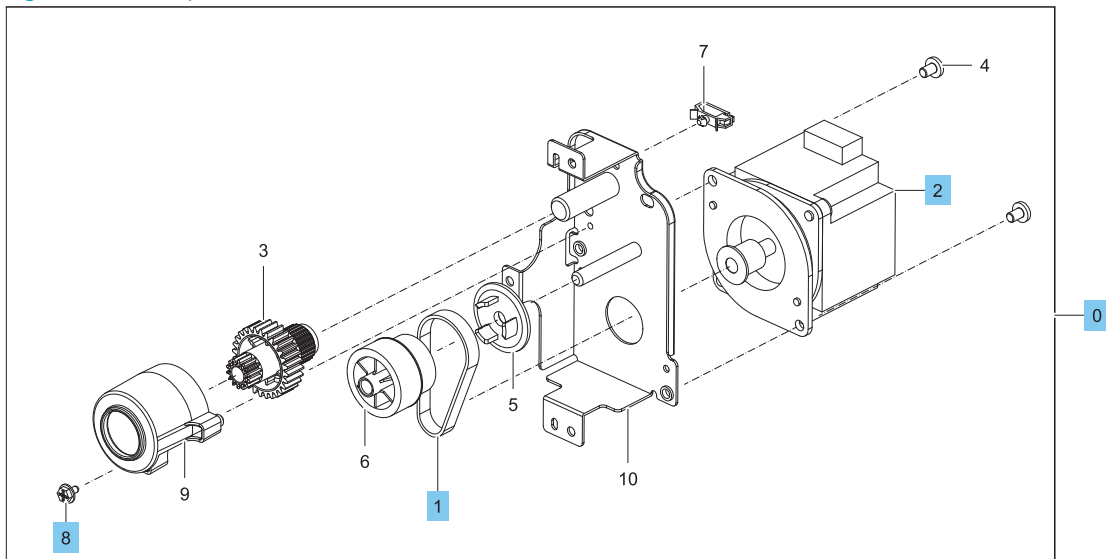


Table 2-32 Opt feed drive

Ref	Description	Part number	Qty
0	Opt feed drive	JC93-01135A on page 990	1
1	Timing belt, gear	6602-003670	1
2	Step motor, ip	JC31-00177A	1
8	Hex screw	6009-001665	1

Dual cassette feeder (DCF) motor

- [Introduction](#)
- [Step 1: Remove the DCF rear cover](#)
- [Step 2: Remove the dual cassette feeder \(DCF\) motor](#)
- [Step 3: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove the DCF motor.



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.

JC93-01135A

To order the part, go to www.hp.com/buy/parts.

- SF Drive Feed Assy (Opt)

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the DCF rear cover

- ▲ Remove four screw caps and four screws, and then remove the rear cover.

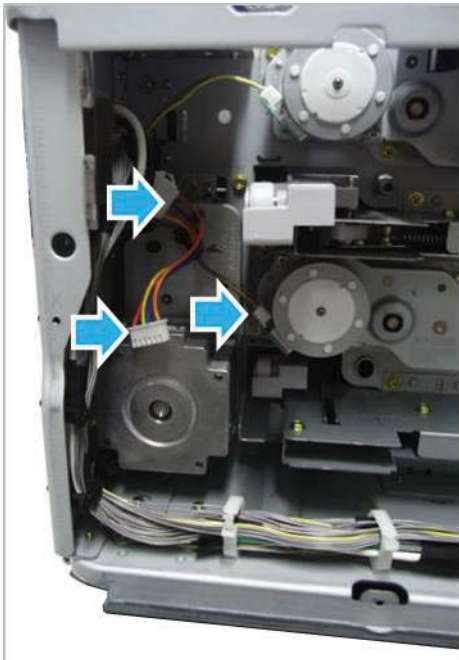
Figure 2-1102 Remove the DCF rear cover



Step 2: Remove the dual cassette feeder (DCF) motor

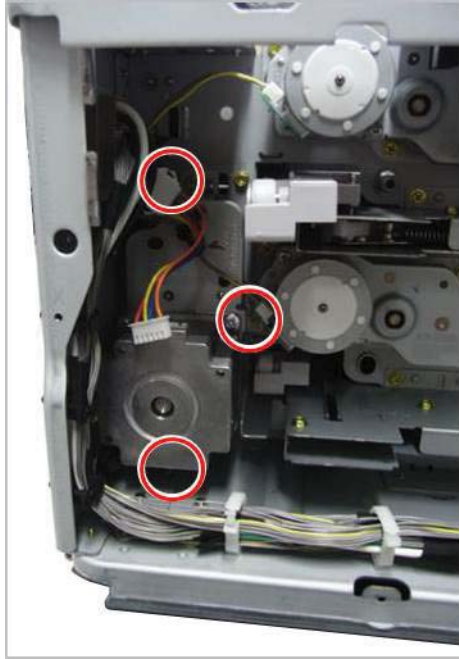
1. Disconnect two connectors, and then open one retainer.

Figure 2-1103 Disconnect two connectors and open one retainer



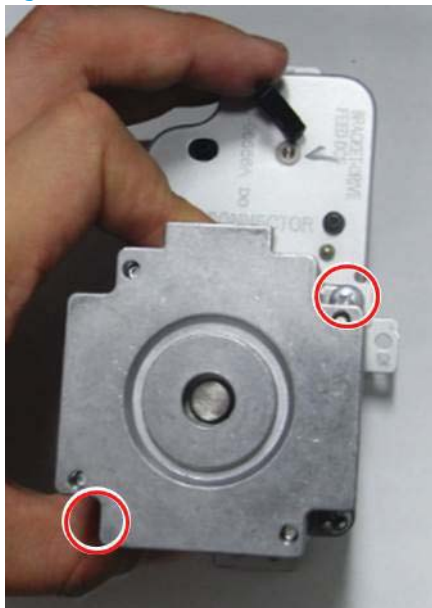
2. Remove three screws, and then remove the feed drive unit.

Figure 2-1104 Remove the feed drive unit



3. Remove two screws, and then remove the feed motor.

Figure 2-1105 Remove the feed motor



Step 3: 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.

DCF second pickup

Figure 2-1106 DCF second pickup

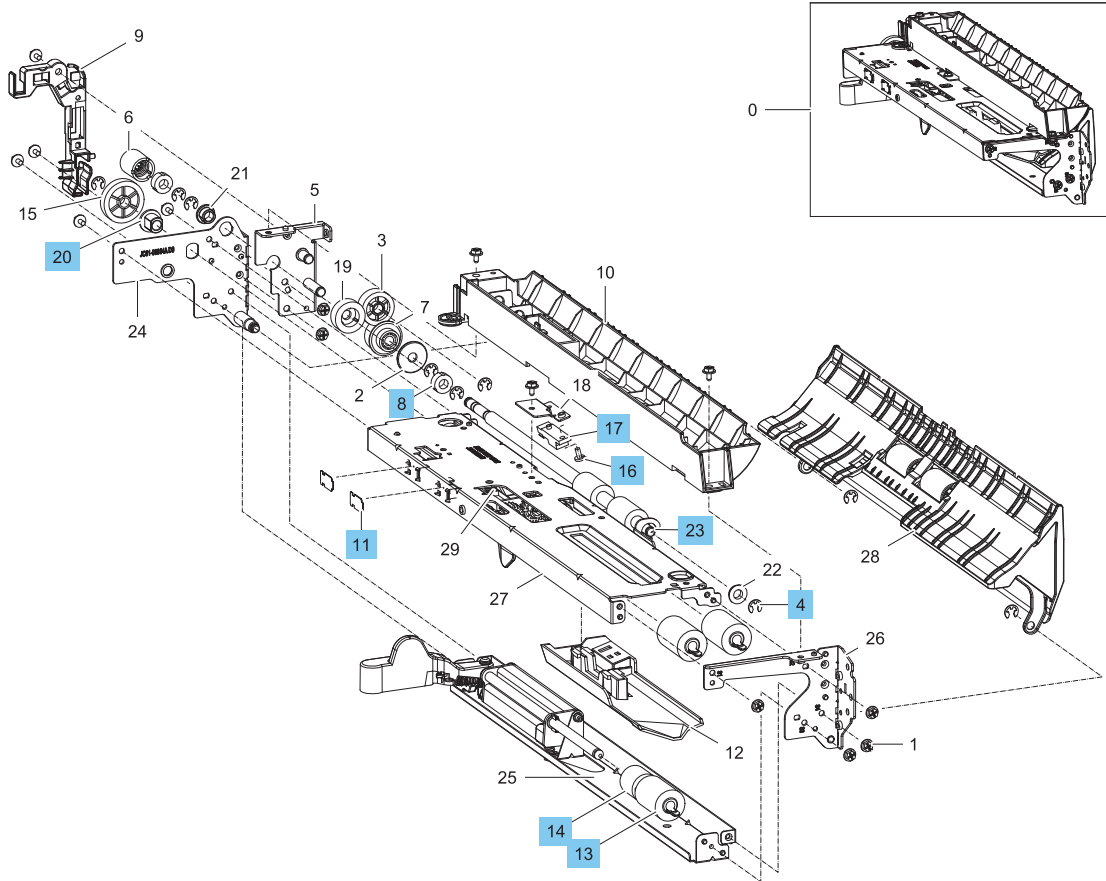


Table 2-33 DCF second pickup

Ref	Description	Part number	Qty
4	E-ring	6044-000125	6
8	Clutch one way	JC66-00977A	4
11	Sheet sensor	JC63-03776A	2
13	Frame, main pick roller	JC93-01092A	3
14	Coupler, torque limiter	JC67-00455A	1
16	Screw, tap type	6003-000269	4
17	Photo-interrupter	0604-001381	1
20	Bush-6, dl	JC61-00884A	2

2000-sheet HCI (department)

2K HCI main

Figure 2-1107 2K HCI main

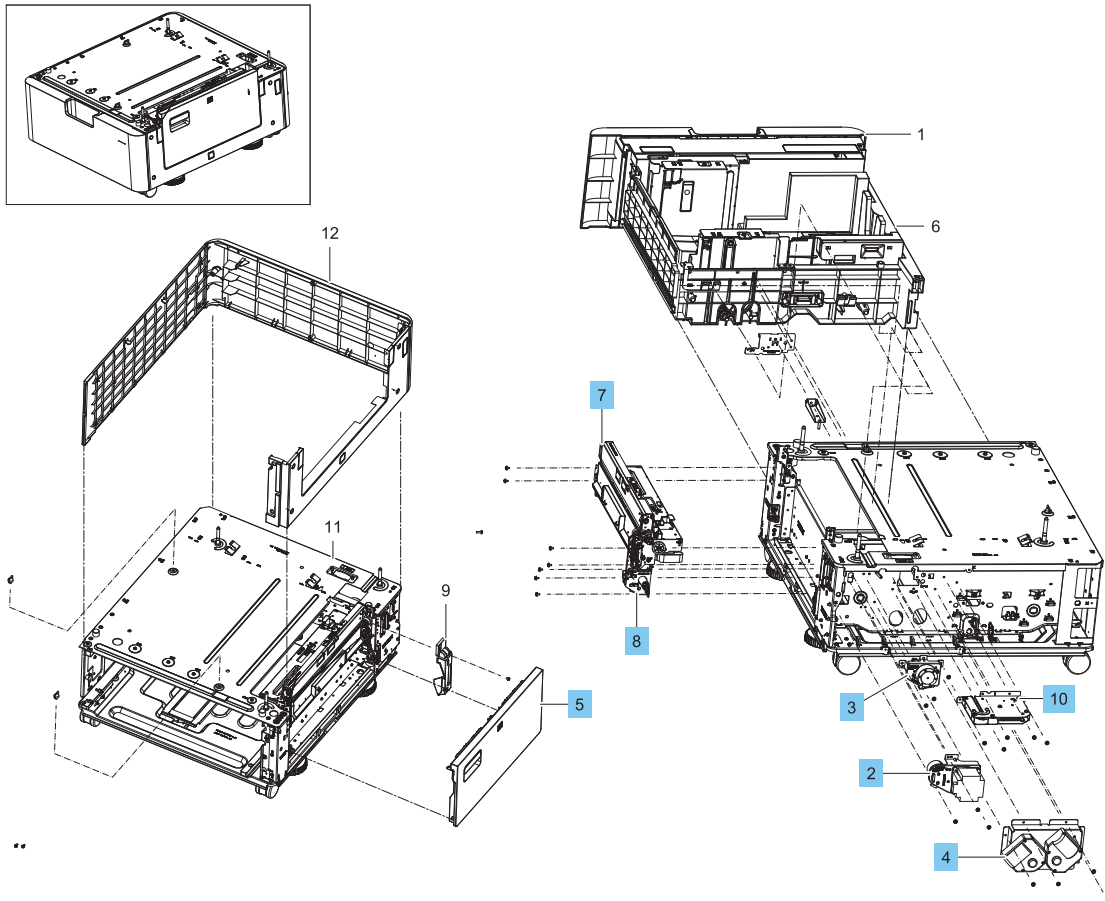


Table 2-34 2K HCI main

Ref	Description	Part number	Qty
2	Feed drive, HCI	JC93-01114A	1
3	Pickup drive	JC90-01115A	1
4	Lift drive, shift assembly	JC93-01118A	1
5	HCI right door (takeaway)	JC90-01646A	1
6	Cassette	JC90-01642A	1
7	Assy - main pickup	JC90-01736A	1
8	Drive takeaway roller	JC93-01119A	1
10	Sub-auto closer	JC90-01382A	1

2K HCI drive

Figure 2-1108 2K HCI drive

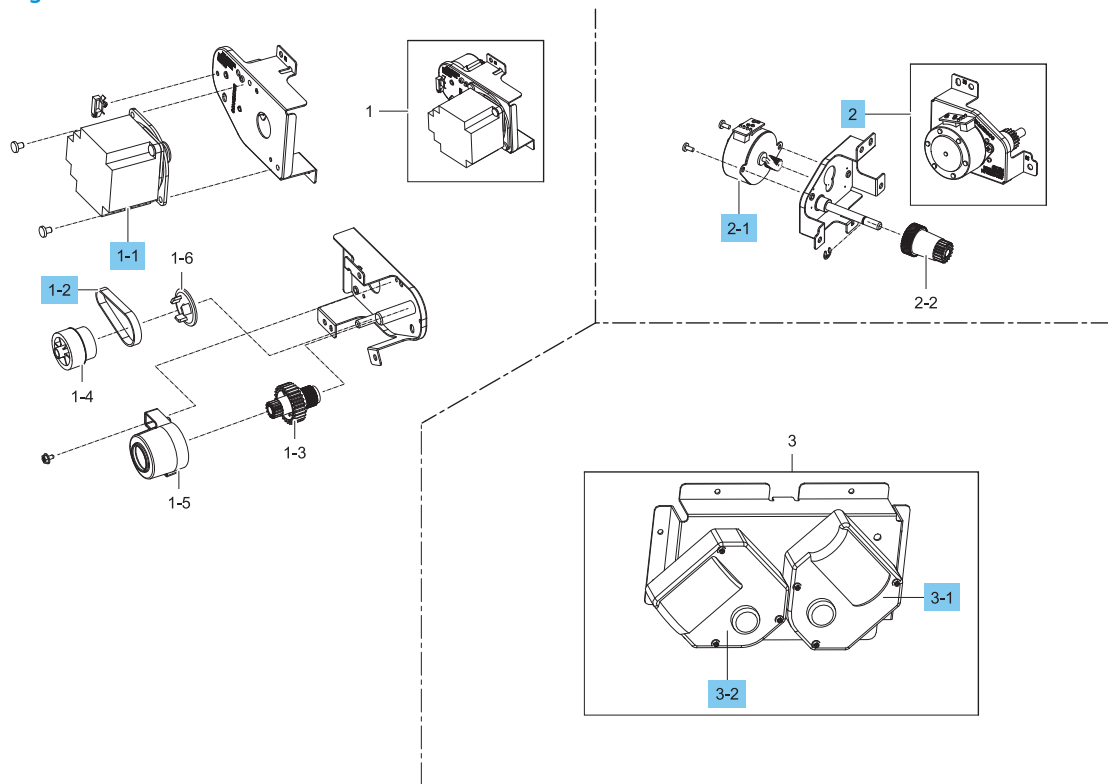


Table 2-35 2K HCI drive

Ref	Description	Part number	Qty
1-1	Motor step, 1p	JC31-00177A on page 1028	1
1-2	Timing belt, gear	6602-003670	1
2	Pickup drive	JC93-01115A	1
2-1	Drive motor, step	JC93-01083A on page 1031	1
3-1	Motor shift gear	JC31-00125A on page 1034	1
3-2	Motor geared	JC31-00109A on page 1036	1

Bottom HCl tray feed motor

- [Introduction](#)
- [Step 1: Remove the bottom HCl rear cover](#)
- [Step 2: Remove the bottom HCl tray feed motor](#)
- [Step 3: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove the bottom HCl tray feed motor.



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.

JC31-00177A

To order the part, go to www.hp.com/buy/parts.

- Bottom HCl tray feed motor

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the bottom HCl rear cover

- ▲ Remove four screw caps and four screws, and then remove the rear cover.

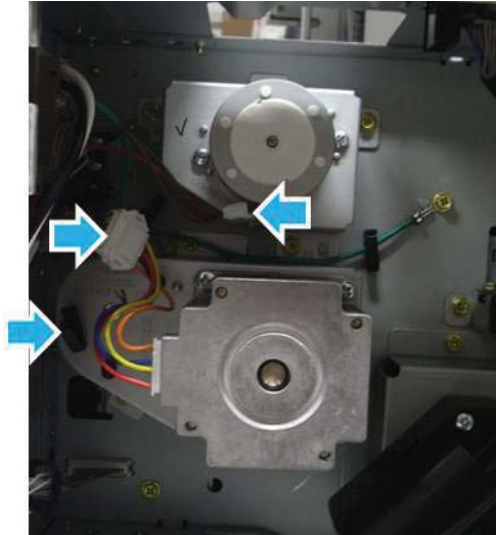
Figure 2-1109 Remove the rear cover



Step 2: Remove the bottom HCI tray feed motor

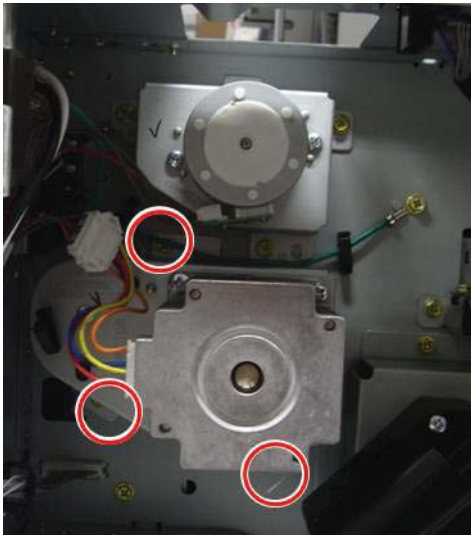
1. Disconnect two motor connectors, and open the harness clamp.

Figure 2-1110 Disconnect two connectors and open the clamp



2. Remove three screws, and then remove the feed drive unit.

Figure 2-1111 Remove the feed drive unit



3. Remove two screws, and then remove the feed motor.

Figure 2-1112 Remove the feed motor





Step 3: 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.

Bottom HCI tray pickup motor

- [Introduction](#)
- [Step 1: Remove the bottom HCI rear cover](#)
- [Step 2: Remove the bottom HCI tray pickup motor](#)
- [Step 3: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove the bottom HCI tray pickup motor.



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.

JC93-01083A

To order the part, go to www.hp.com/buy/parts.

- Bottom HCI tray pickup motor

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the bottom HCI rear cover

- ▲ Remove four screw caps and four screws, and then remove the rear cover.

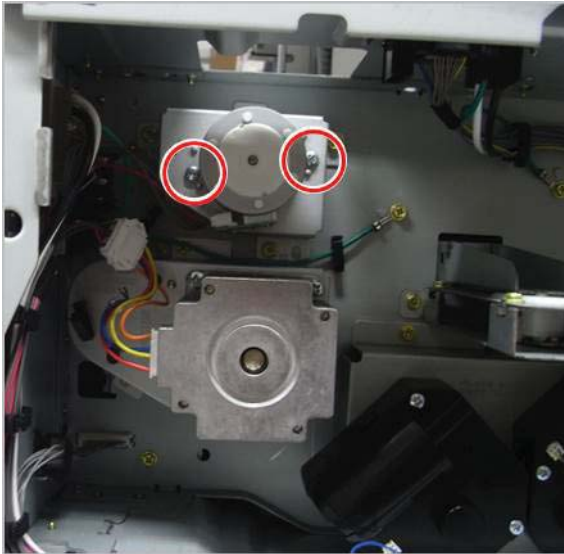
Figure 2-1113 Remove the rear cover



Step 2: Remove the bottom HCI tray pickup motor

- ▲ Disconnect the motor connector. Remove two screws, and remove the bottom HCI tray pickup motor.

Figure 2-1114 Remove the bottom HCI tray pickup motor





Step 3: 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.

Bottom HCl tray shaft motor

- [Introduction](#)
- [Step 1: Remove the bottom HCl rear cover](#)
- [Step 2: Remove the bottom HCl tray shaft motor](#)
- [Step 3: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove the bottom HCl tray shaft motor.



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.

JC31-00125A

To order the part, go to www.hp.com/buy/parts.

- Bottom HCl tray shaft motor

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the bottom HCl rear cover

- ▲ Remove four screw caps and four screws, and then remove the rear cover.

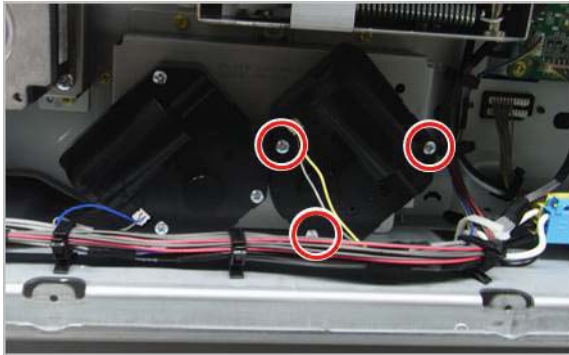
Figure 2-1115 Remove the rear cover



Step 2: Remove the bottom HCI tray shaft motor

- ▲ Disconnect the connector. Remove three screws, and then remove the bottom HCI tray shaft motor.

Figure 2-1116 Remove the shaft motor





Step 3: 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.

Bottom HCl tray lift-up motor

- [Introduction](#)
- [Step 1: Remove the bottom HCl rear cover](#)
- [Step 2: Remove the bottom HCl tray lift-up motor](#)
- [Step 3: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove the bottom HCl tray lift-up motor.



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.

JC31-00109A

To order the part, go to www.hp.com/buy/parts.

- Bottom HCl tray lift-up motor

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the bottom HCl rear cover

- ▲ Remove four screw caps and four screws, and then remove the rear cover.

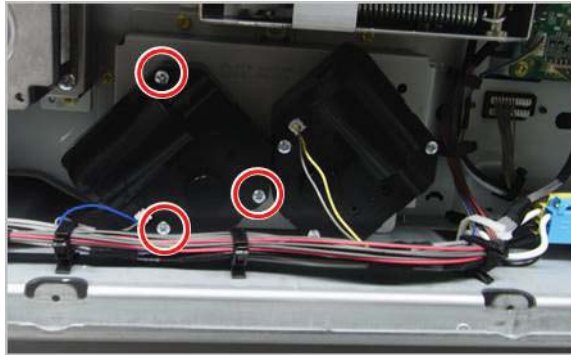
Figure 2-1117 Remove the rear cover



Step 2: Remove the bottom HCI tray lift-up motor

- ▲ Disconnect the connector. Remove three screws, and then remove the bottom HCI tray lift-up motor.

Figure 2-1118 Remove the bottom HCI tray lift-up motor



Step 3: 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.

2K HCI cassette

Figure 2-1119 2K HCI cassette

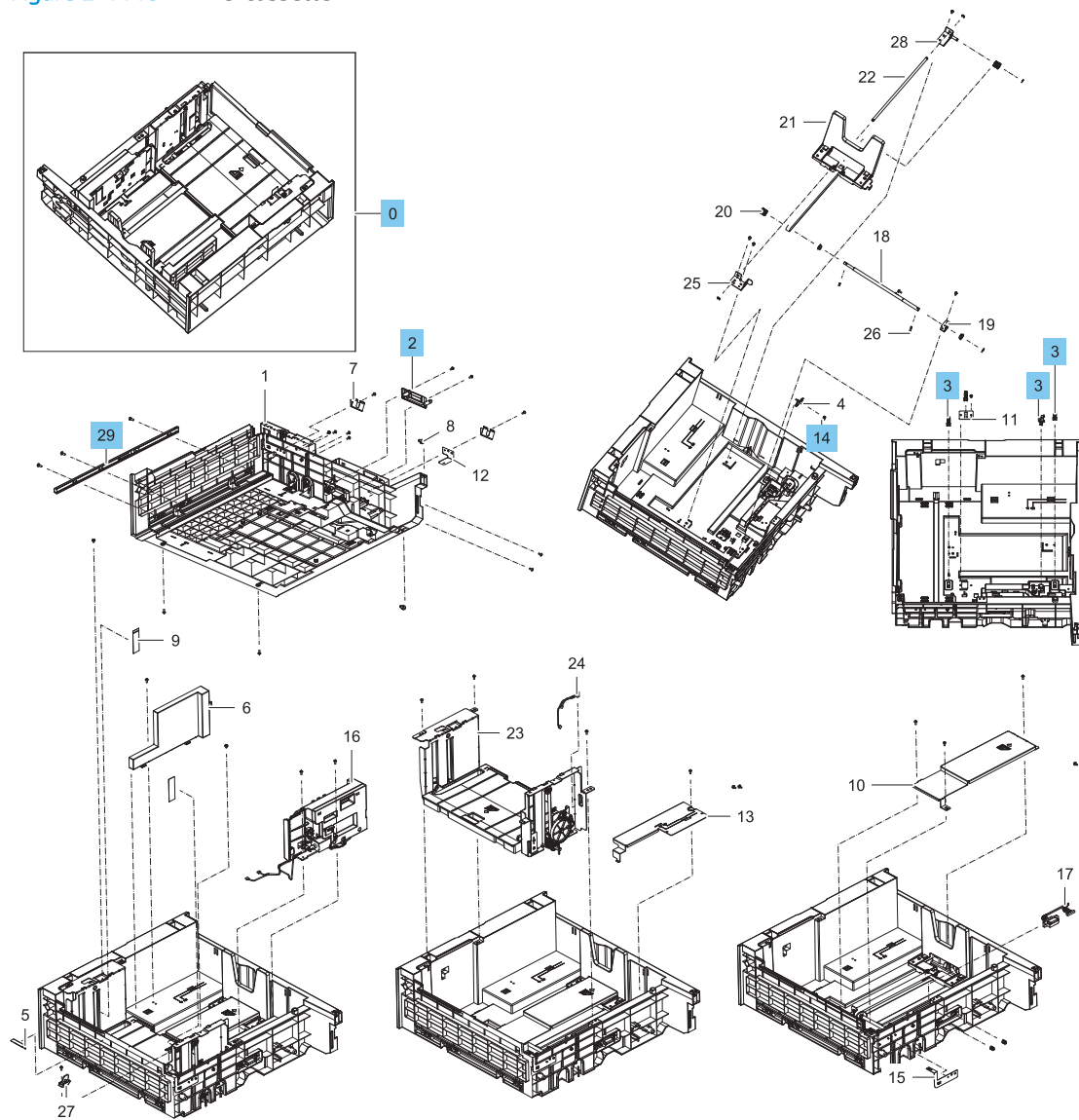


Table 2-36 2K HCI cassette

Ref	Description	Part number	Qty
0	Cassette	JC90-01642A	1
2	Connector holder, scf	JC61-01742A	1
3	Photo-interrupter	0604-001393	4
14	Spring, etc torsion doc (cc2-f)	JB61-00076A	1
29	Cassette guide rail	JC61-07471A	1

2K HCI frame

Figure 2-1120 2K HCI frame

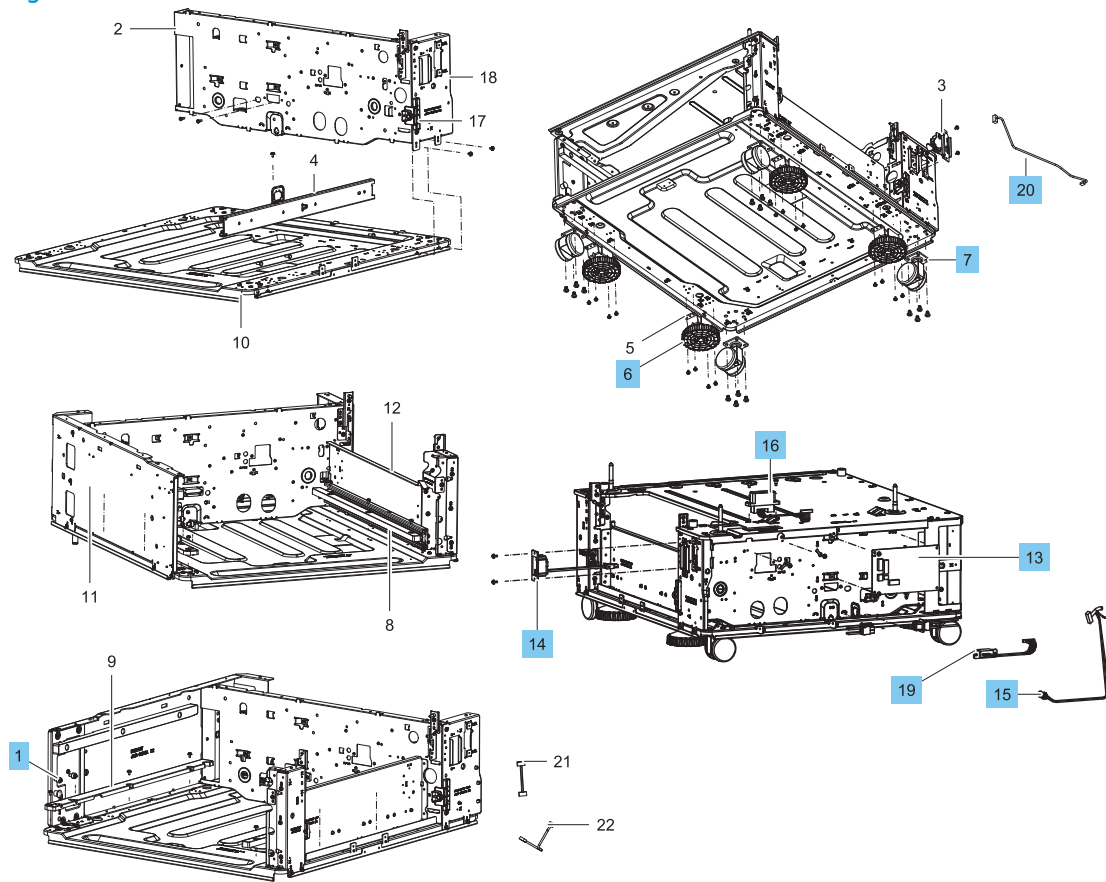


Table 2-37 2K HCI frame

Ref	Description	Part number	Qty
1	Idle roller, cst	JC61-03331A	2
6	Adjust feet (guide)	JC61-04871A	4
7	Caster	6109-001138	4
13	PCA - Department	JC92-02738B on page 1042	1
14	Cable harness, sub if	JC39-02285A	1
15	Cable harness, heater	JC39-02284A	1
16	Harness, main if	JC39-02283A	1
19	Harness, inner tray	JC39-02286A	1
20	Cable harness, motor	JC39-02279A	1

Bottom HCl tray PCA

- [Introduction](#)
- [Step 1: Remove the bottom HCl rear cover](#)
- [Step 2: Remove the bottom HCl tray PCA](#)
- [Step 3: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove the bottom HCl tray PCA.



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.

JC92-02738B

To order the part, go to www.hp.com/buy/parts.

- PCA - Department HCl

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the bottom HCl rear cover

- ▲ Remove four screw caps and four screws, and then remove the rear cover.

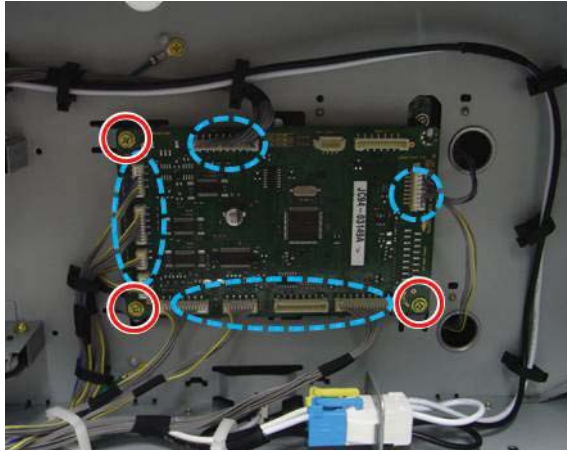
Figure 2-1121 Remove the rear cover



Step 2: Remove the bottom HCI tray PCA

- ▲ Disconnect eight connectors, remove three screws, and then remove the bottom HCI tray PCA.

Figure 2-1122 Remove the bottom HCI tray PCA





Step 3: 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.

2K HCI main pickup

Figure 2-1123 2K HCI main pickup

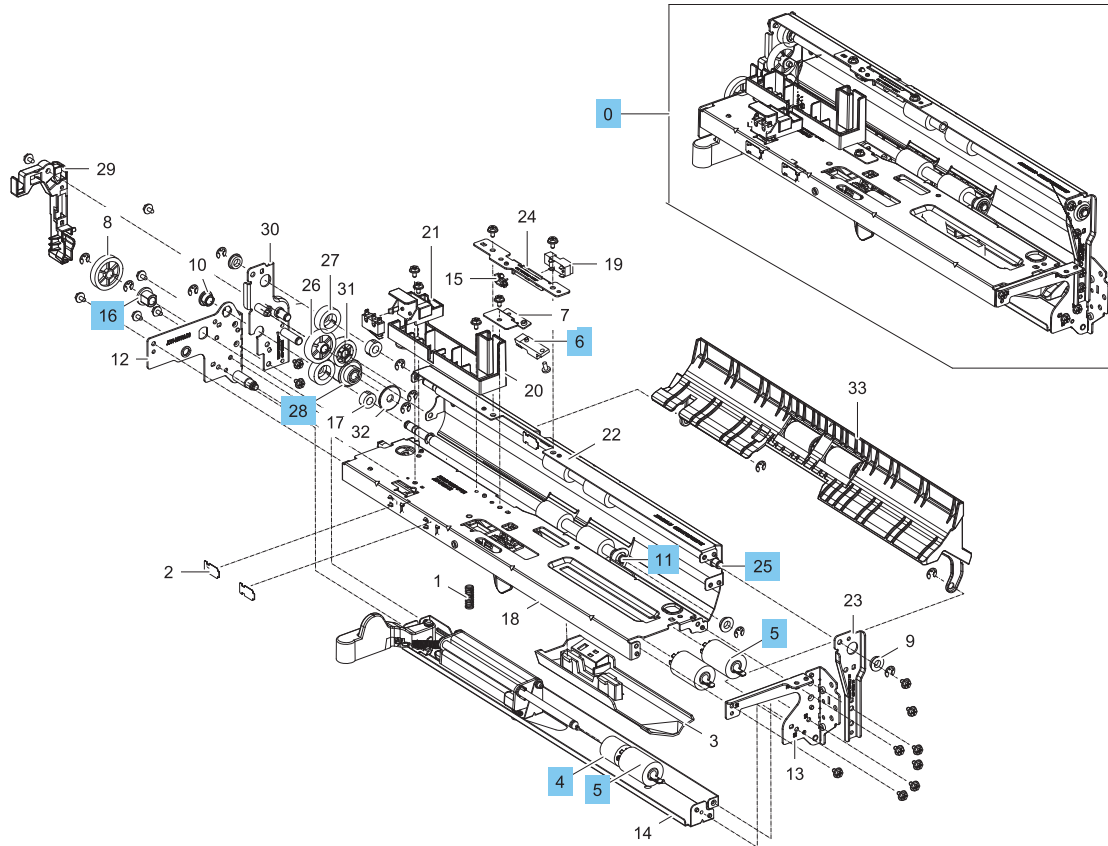


Table 2-38 2K HCI main pickup

Ref	Description	Part number	Qty
0	HCI main	JC93-01139A	1
4	Coupler, torque limiter	JC67-00455A	1
5	Roller, pick, feed, and separation	JC93-01092A	3
6	Photo-interrupter	0604-001381	1
11	Roller - feed takeaway	JC66-04607A	1
16	Bush-6, D (L)	JC61-00884A	1
25	Roller - right door feed takeaway	JC66-04670A	1
28	Pulley, belt	JC66-04281A	1

3000-sheet sHCI (department; E87640/50/60 only)

3K sHCI main 1

Figure 2-1124 3K sHCI main 1

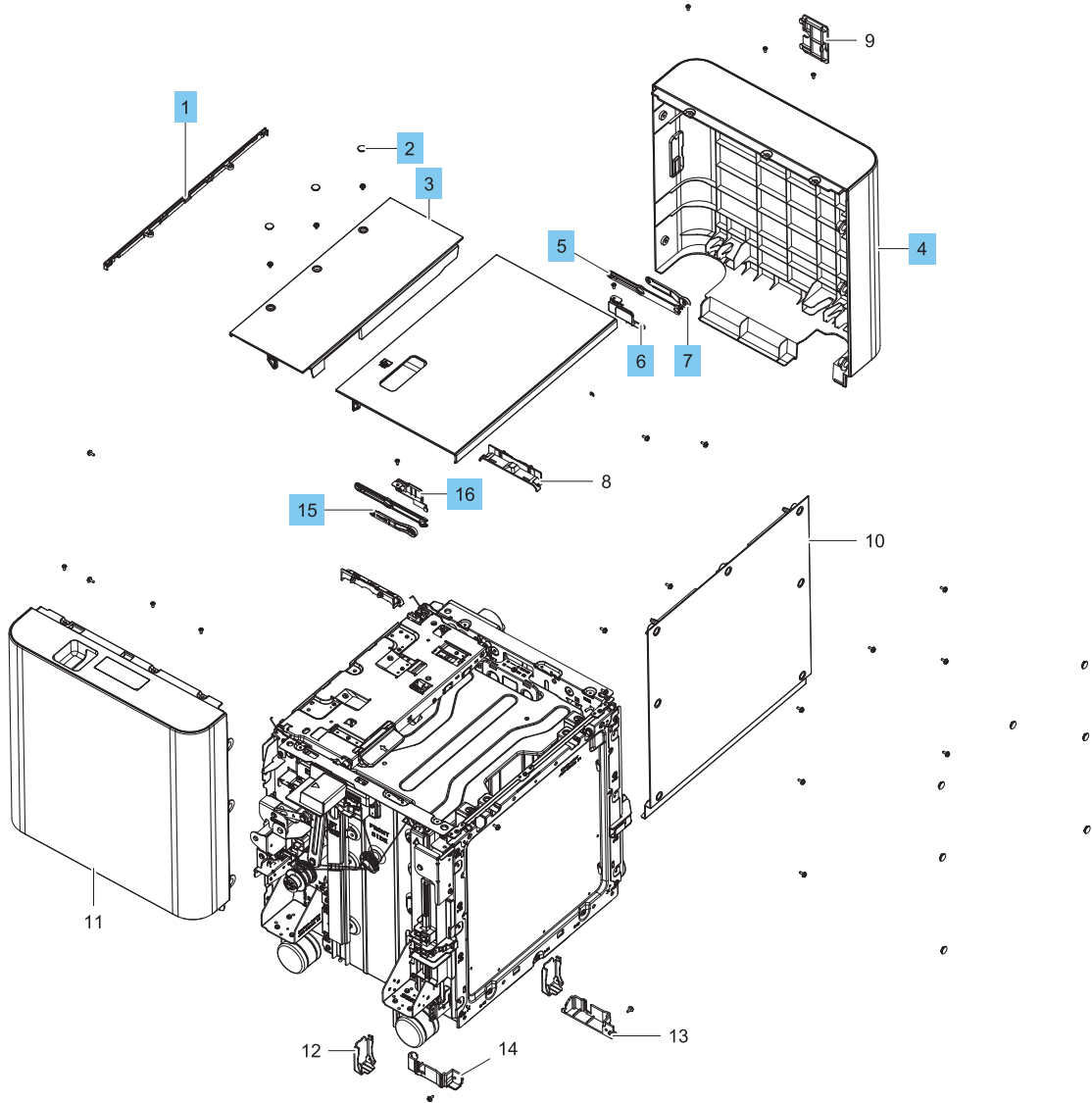


Table 2-39 3K HCI main 1

Ref	Description	Part number	Qty
1	Left cover	JC63-04797B	1
2	Screw cap	JC67-00711D	3
3	Pickup cover	JC63-04798B	1
4	Assermbly, rear cover LCT	JC90-01660A on page 1050	1
5	Link door	JC66-04279A	2
6	Link holder, hinge r	JC61-06568A	1
7	Link door, rear 2	JC66-04277A	1
15	Link door, front 2	JC66-04278A	1
16	Link holder, hinge f	JC61-06567A	1
Not shown	PCA - 3K sHCI	JC92-02738C on page 1052	1
Not shown	Screw, M3	6001-000130	1
Not shown	Screw, M4	6001-002284	1
Not shown	Screw, tap type M4	6003-001256	1
Not shown	Screw, M3	6009-001664	1
Not shown	Screw, M3	6009-001665	1

Side HCI rear cover

- [Introduction](#)
- [Step 1: Remove the side HCI rear cover](#)
- [Step 2: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove the side HCI rear cover.



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.

JC90-01660A

To order the part, go to www.hp.com/buy/parts.

- Assy - Cover, Rear LCT

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

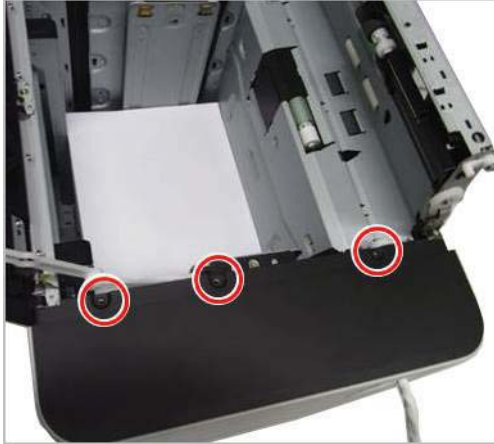
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the side HCI rear cover


- ▲ Remove three screws from the top, and then remove the sHCI rear cover.

Figure 2-1125 Remove the sHCI rear cover





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.

Side sHCI PCA

- [Introduction](#)
- [Step 1: Remove the side HCI right cover](#)
- [Step 2: Remove the side HCI cable cover](#)
- [Step 3: Remove the side HCI rear cover](#)
- [Step 4: Remove the side HCI PCA](#)
- [Step 5: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove the side HCI PCA.



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.

JC92-02738C

To order the part, go to www.hp.com/buy/parts.

- Side HCI PCA

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

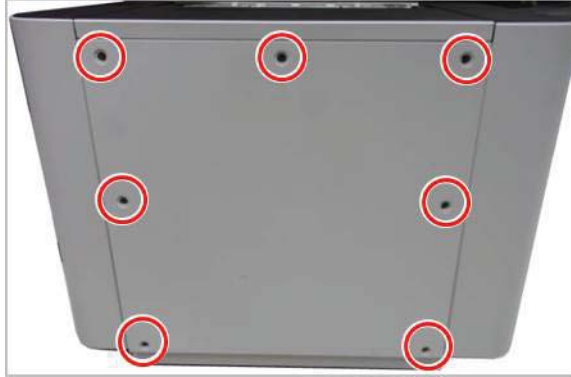
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the side HCI right cover

- ▲ Remove seven screw caps and seven screws, and then remove the sHCI right cover.

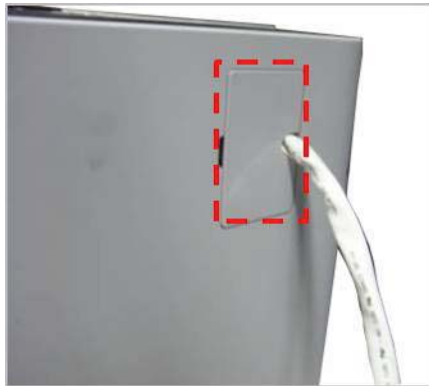
Figure 2-1126 Right sHCI cover



Step 2: Remove the side HCI cable cover

- ▲ Remove the side HCI cable cover.

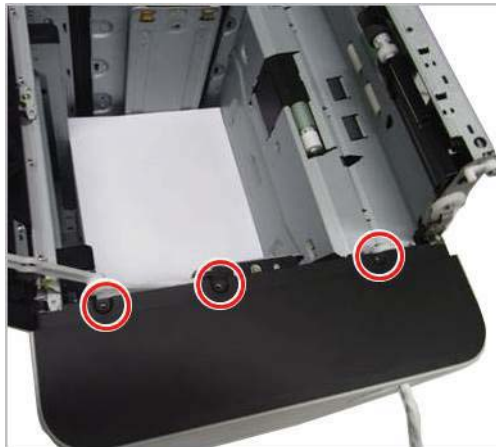
Figure 2-1127 Remove the sHCI cable cover



Step 3: Remove the side HCI rear cover

- ▲ Remove three screws from the top, and then remove the sHCI rear cover.

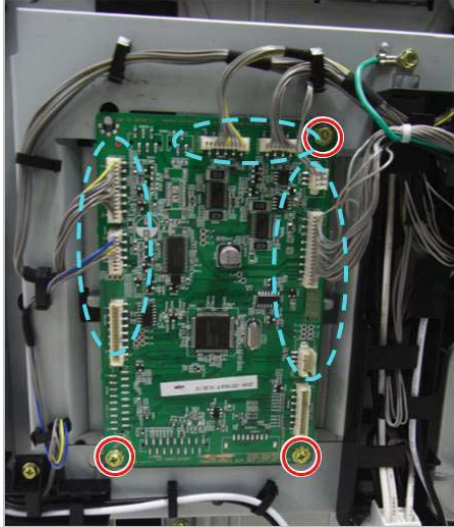
Figure 2-1128 Remove the sHCI rear cover



Step 4: Remove the side HCI PCA

- ▲ Disconnect all connectors. Remove three screws, and replace the sHCI PCA.

Figure 2-1129 sHCI PCA



Step 5: 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.

3K HCl main 3

Figure 2-1130 3K HCl main 3

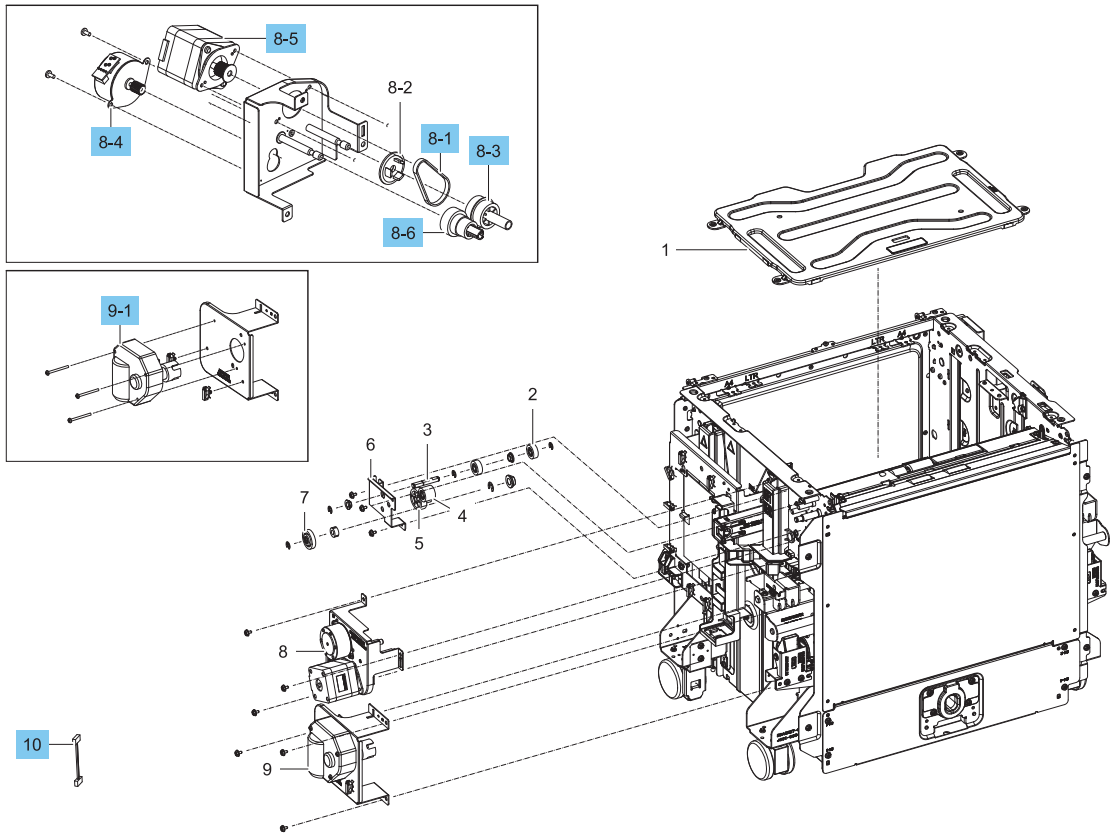


Table 2-40 3K HCI main 3

Ref	Description	Part number	Qty
8-1	Timing belt, gear	6602-001730	1
8-3	Feed pulley gear	JC66-04295A	1
8-4	Drive motor, step	JC93-01083A on page 1057	1
8-5	Step motor, IP	JC31-00163A on page 1060	1
8-6	Drive gear LCT PH	JC66-04294A	1
9-1	Gear motor	JC31-00109A on page 1064	1
10	Motor harness	JC39-02287A	1

Side HCl pickup motor

- [Introduction](#)
- [Step 1: Remove the side HCl right cover](#)
- [Step 2: Remove the side HCl cable cover](#)
- [Step 3: Remove the side HCl rear cover](#)
- [Step 4: Remove the side HCl pickup motor](#)
- [Step 5: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove the side HCl pickup motor.



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.

JC93-01083A

To order the part, go to www.hp.com/buy/parts.

- Side HCl pickup motor

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

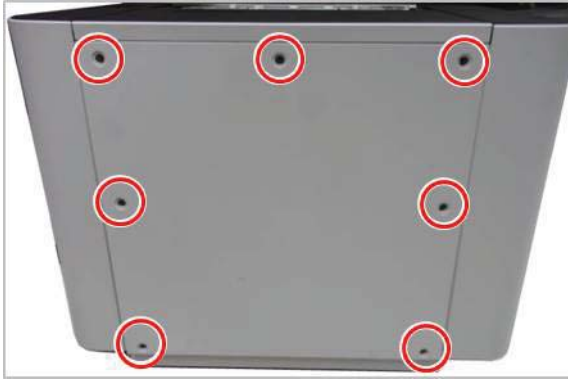
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the side HCl right cover

- ▲ Remove seven screw caps and seven screws, and then remove the sHCl right cover.

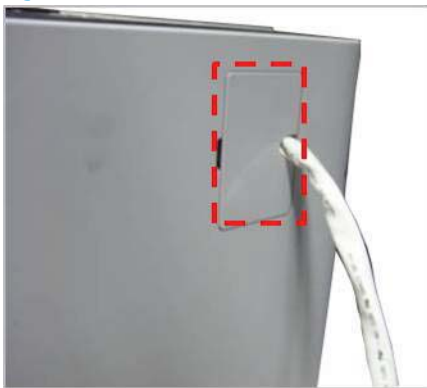
Figure 2-1131 Right sHCI cover



Step 2: Remove the side HCI cable cover

- ▲ Remove the side HCI cable cover.

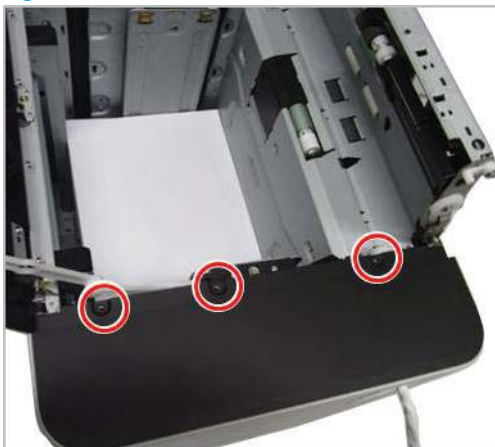
Figure 2-1132 Remove the sHCI cable cover



Step 3: Remove the side HCI rear cover

- ▲ Remove three screws from the top, and then remove the sHCI rear cover.

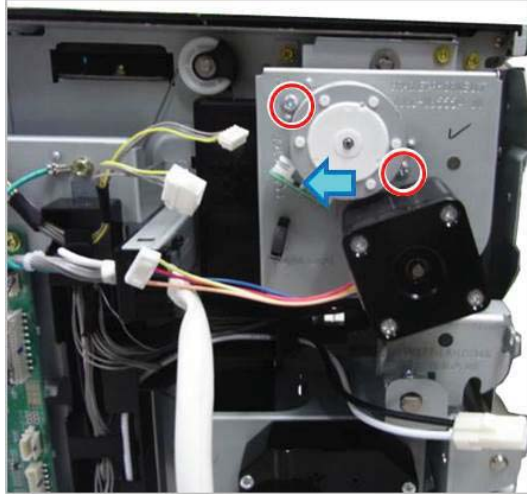
Figure 2-1133 Remove the sHCI rear cover



Step 4: Remove the side HCI pickup motor

- ▲ Disconnect the motor connector. Remove two screws, and then replace the pickup motor.

Figure 2-1134 Pickup motor





Step 5: 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.

Side HCI feed motor

- [Introduction](#)
- [Step 1: Remove the side HCI right cover](#)
- [Step 2: Remove the side HCI cable cover](#)
- [Step 3: Remove the side HCI rear cover](#)
- [Step 4: Remove the side HCI feed motor](#)
- [Step 5: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove the side HCI feed motor.



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.

JC31-00163A

To order the part, go to www.hp.com/buy/parts.

- Side HCI feed motor

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

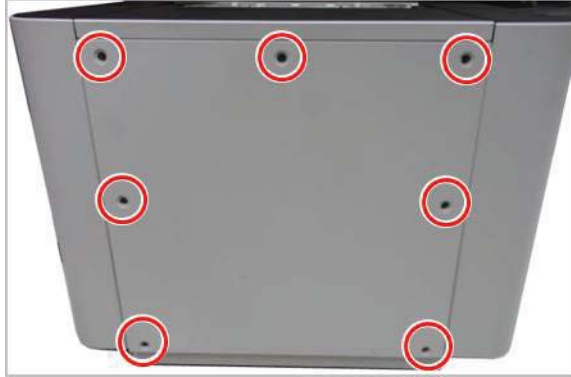
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the side HCI right cover

- ▲ Remove seven screw caps and seven screws, and then remove the sHCI right cover.

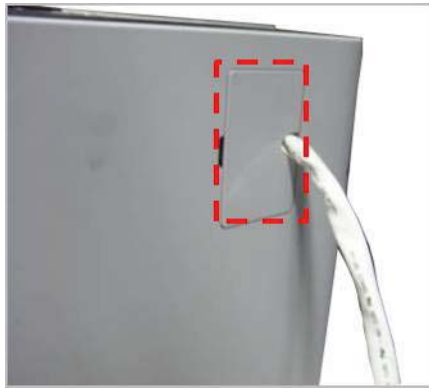
Figure 2-1135 Right sHCI cover



Step 2: Remove the side HCI cable cover

- ▲ Remove the side HCI cable cover.

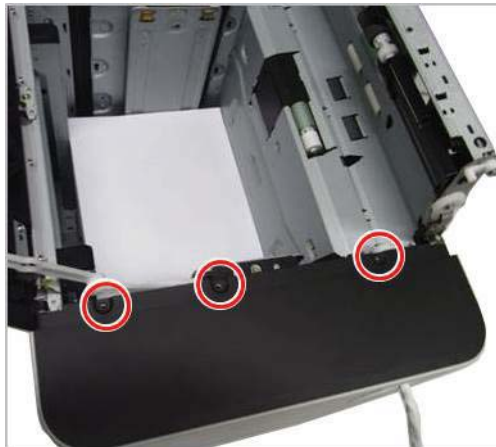
Figure 2-1136 Remove the sHCI cable cover



Step 3: Remove the side HCI rear cover

- ▲ Remove three screws from the top, and then remove the sHCI rear cover.

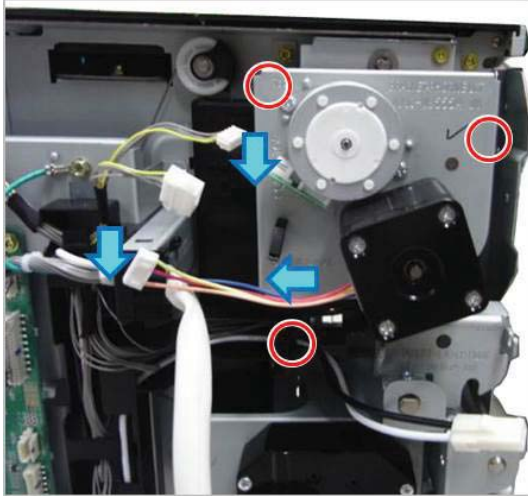
Figure 2-1137 Remove the sHCI rear cover



Step 4: Remove the side HCI feed motor

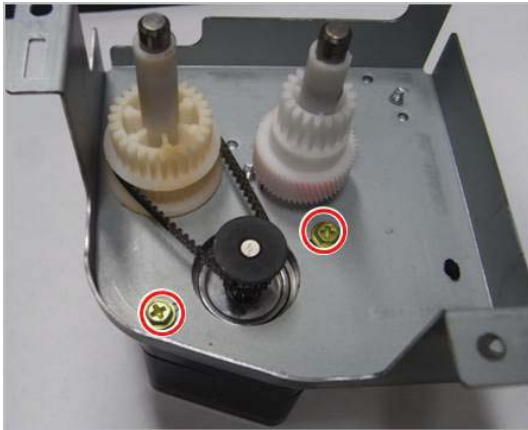
1. Disconnect two connectors. Open the cable clamp. Remove three screws, and then remove the Drive-PH

Figure 2-1138 Drive PH



2. Remove two screws, and then replace the feed motor.

Figure 2-1139 Feed motor





Step 5: 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.

Side HCI lift-up motor

- [Introduction](#)
- [Step 1: Remove the side HCI right cover](#)
- [Step 2: Remove the side HCI cable cover](#)
- [Step 3: Remove the side HCI rear cover](#)
- [Step 4: Remove the side HCI lift-up motor](#)
- [Step 5: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove the side HCI lift-up motor.



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.

JC31-00109A

To order the part, go to www.hp.com/buy/parts.

- Side HCI lift-up motor

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

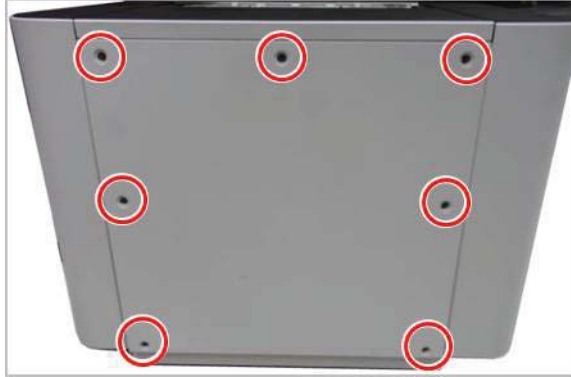
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the side HCI right cover

- ▲ Remove seven screw caps and seven screws, and then remove the sHCI right cover.

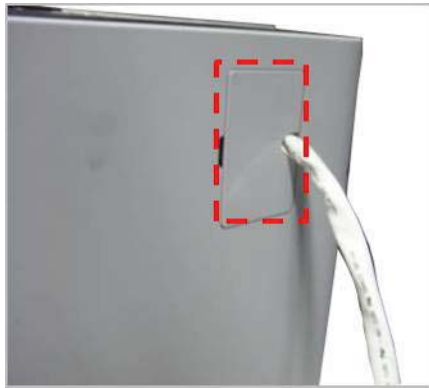
Figure 2-1140 Right sHCI cover



Step 2: Remove the side HCI cable cover

- ▲ Remove the side HCI cable cover.

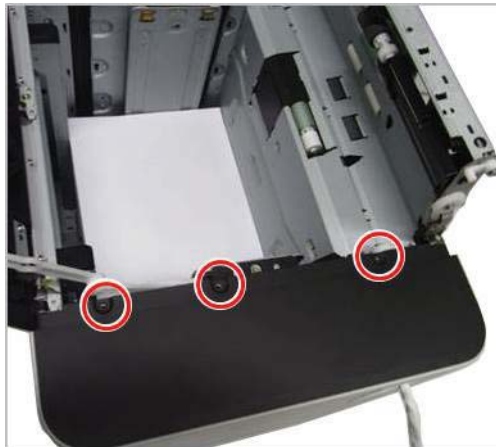
Figure 2-1141 Remove the sHCI cable cover



Step 3: Remove the side HCI rear cover

- ▲ Remove three screws from the top, and then remove the sHCI rear cover.

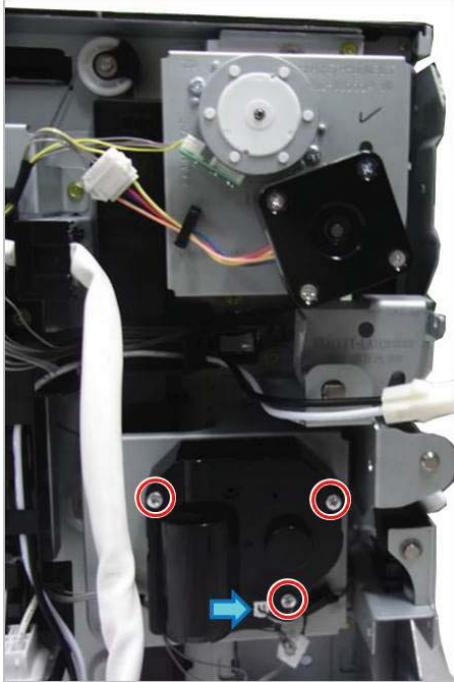
Figure 2-1142 Remove the sHCI rear cover



Step 4: Remove the side HCI lift-up motor

- ▲ Disconnect the motor connector. Remove three screws, and then replace the sHCI lift-up motor.

Figure 2-1143 sHCI lift-up motor



Step 5: 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.

3K HCl main 5

Figure 2-1144 3K HCl main 5

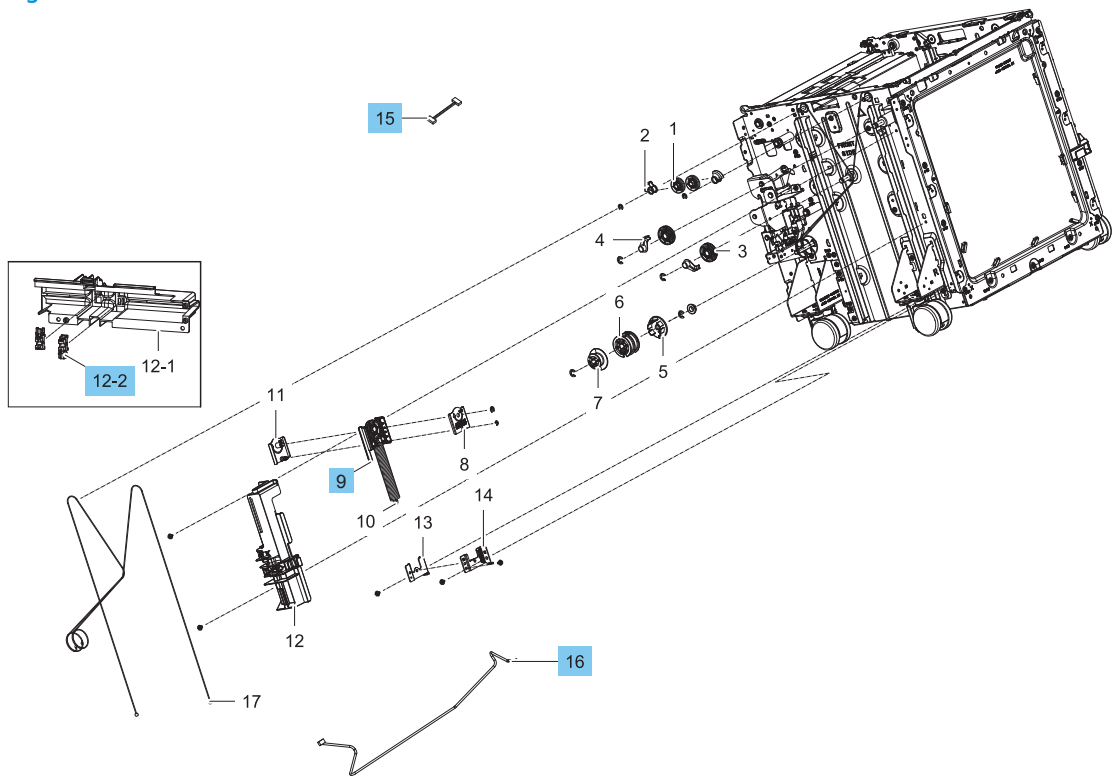


Table 2-41 3K HCl main 5

Ref	Description	Part number	Qty
9	Actuator SNS	JC66-04290A	1
12-2	Photo-interrupter	0604-001393	2
15	Connect sensor harness	JC39-02291A	1
16	Plow harness	JC39-02288A	1

3K HCl main 6

Figure 2-1145 3K HCl main 6

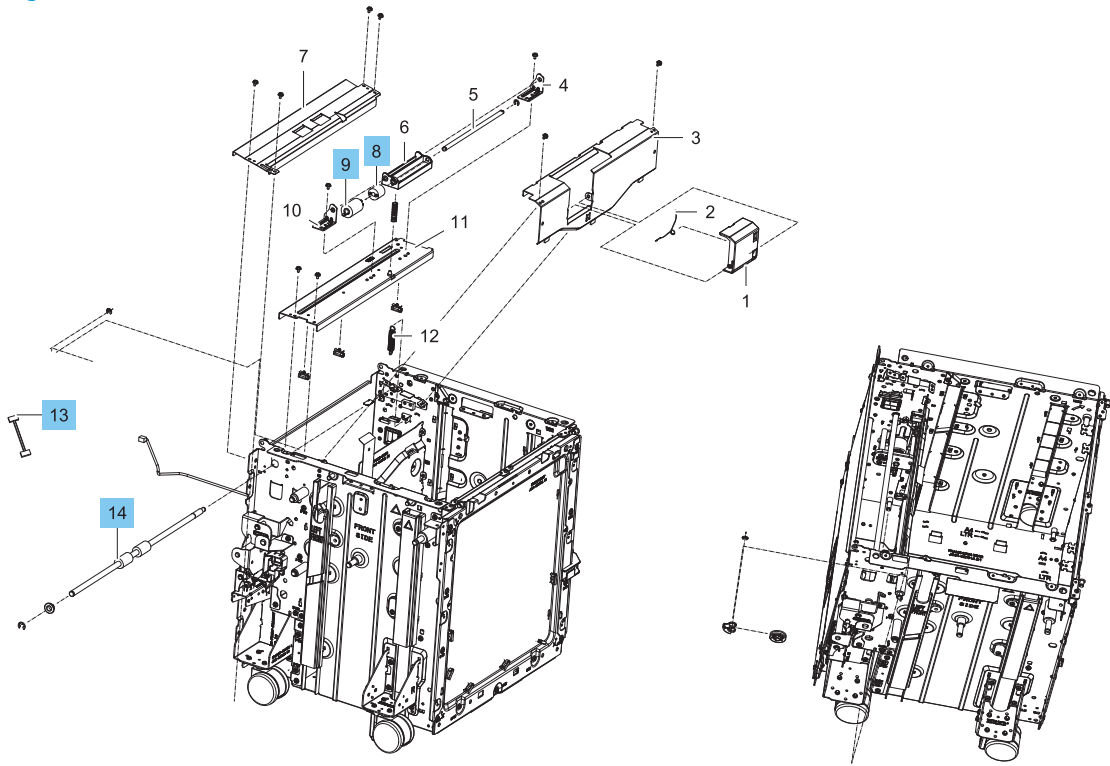


Table 2-42 3K HCl main 6

Ref	Description	Part number	Qty
8	Coupler, torque limiter	JC67-00455A	1
9	Frame, main pick roller	JC93-01092A	1
13	Plow harness	JC39-02288A	1

Pickup cover unit

Figure 2-1146 Pickup cover unit

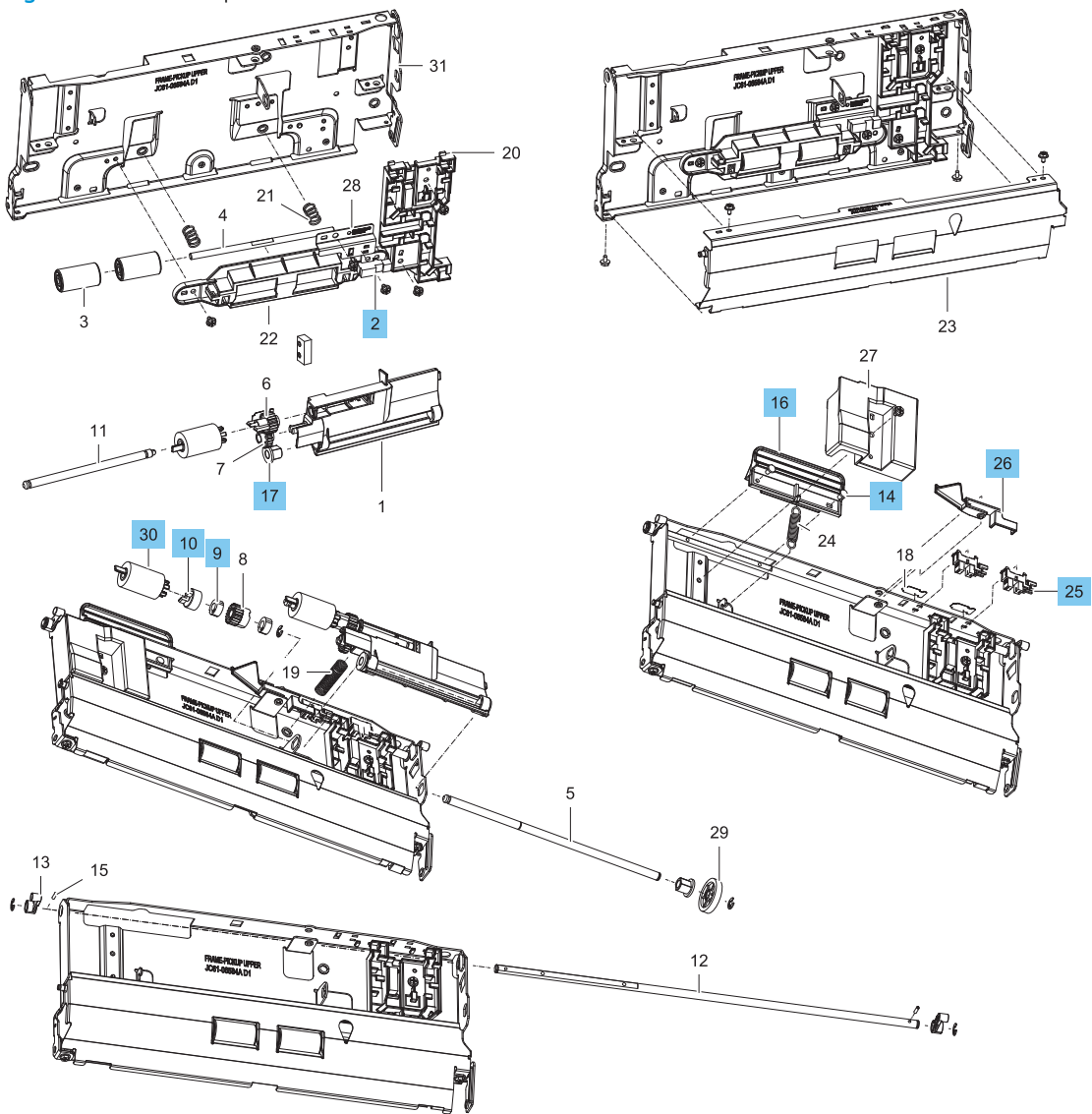


Table 2-43 Pickup cover unit

Ref	Description	Part number	Qty
2	Photo-interrupter	0604-001393	1
9	Clutch, one way	JC66-00977A	2
10	Idle holder, one way	JC61-01288A	1
16	Pickup cover lever	JC63-04799A	1
17	Bush-6, D (L)	JC61-00884A	2
25	Photo-interrupter	0604-001393	2
26	Actuator, empty pickup	JC66-04276A	1
30	Roller, pick, feed, sep	JC93-01092A	3

3K sHCI frame

Figure 2-1147 3K sHCI frame

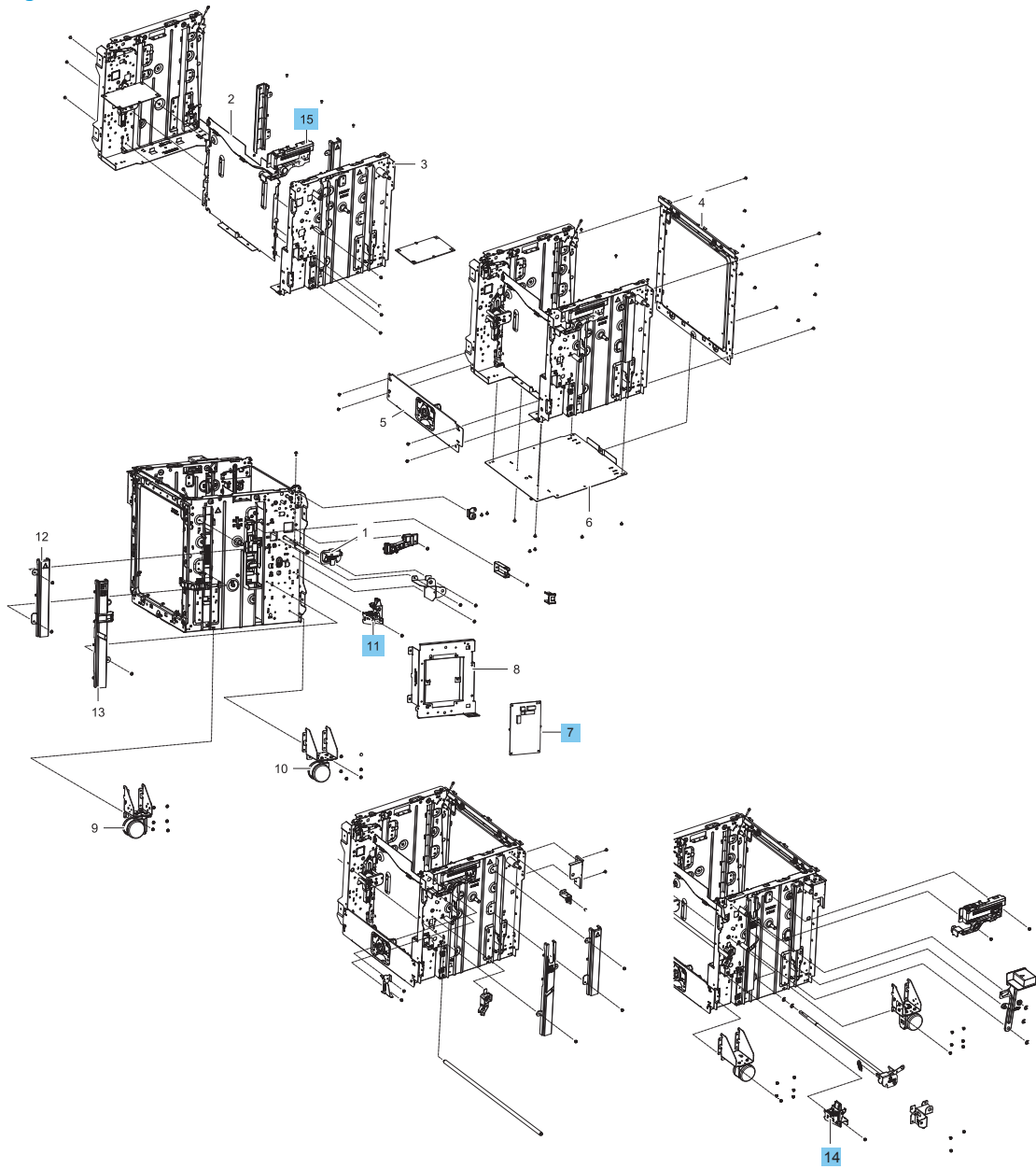


Table 2-44 3K sHCI frame

Ref	Description	Part number	Qty
7	PCA - 3K sHCI	JC92-02738C	1
11	Assembly, frame latch rear sensor	JC93-01124A	1
14	Assy - frame latch sensor front	JC93-01125A	1
15	Assembly, frame interlock	JC93-01123A	1

3 Problem solving

- [Error code and control panel message troubleshooting overview](#)
- [Troubleshooting process](#)
- [Tools for troubleshooting](#)
- [Clear paper jams](#)
- [Service mode \(tech mode; du models\)](#)
- [Print quality troubleshooting guide](#)
- [Adjusting the ADF/ADF skew \(LX du models\)](#)
- [Adjusting the Flow ADF skew](#)

Error code and control panel message troubleshooting overview

Error codes

Error codes and control-panel messages display on the printer control panel to indicate the current printer status or situations that might require action. Error codes are numerical, or alphanumeric, and have a set structure with six characters (example: 13.WX.YZ).

- The first two characters are numeric and represent the system component that is causing the error. For example, in error code 10 . 22 . 15, **10** = **Supplies** for HP LaserJets.
- The remaining four characters (WX, Y, and Z values) further define the error.

HP LaserJet and HP PageWide Enterprise error codes are documented in the control panel message document (CPMD) for each printer.

The CPMD is a comprehensive list of error codes, diagnostic and troubleshooting steps to clear or resolve the error, and other helpful information such as service mode pins and part numbers.

The CPMD is continually updated and republished with the latest information for the following error codes.

Table 3-1 ERROR CODES: The first two characters

Error code	System Component	System Error Description
10.WX.YZ	Supplies (LaserJet)	Supply error or supply memory error.
11.WX.YZ	Real-time clock	Internal error with the clock on the formatter.
13.WX.YZ	Jam (LaserJet)	Paper jam or open door jam error.
15.WX.YZ	Jam (PageWide)	Paper jam or open door jam error.
17.WX.YZ	Supplies (PageWide)	Supply error or supply memory error.
20.WX.YZ	Printer memory	Insufficient memory or buffering error.
21.WX.YZ	Page	Page complexity causing a decompression error when trying to process job.
30.WX.YZ	Scanner	Flatbed scanner error occurring inside the unit.
31.WX.YZ	Document feeder	Document feeder, scanner, or jam error.
32.WX.YZ	Backup, restore, or reset	Backup, restore, or reset notification or error.
33.WX.YZ	Security	Backup, Disk, EFI BIOS, Firmware integrity (SureStart), or error.
40.WX.YZ	Input/Output (I/O)	Partition manager, secure erase, or USB accessory error.
41.WX.YZ	Fuser, Laser scanner, or Paper path	Miscellaneous error including general and misprint or mismatch errors typically involving (but not limited to) the fuser, the laser scanner, or the paper path.
42.WX.YZ	Firmware	Firmware failure involving the Event Log, Shell, System Manager, or other component.

Table 3-1 ERROR CODES: The first two characters (continued)

44.WXYZ	Firmware	Firmware failure involving a digital sending component.
45.WXYZ	OXPd/Web Kit (PageWide)	Informational notifications involving the OXPd Web Kit (communications log).
46.WXYZ	Engine (LaserJet)	Engine communication error.
47.WXYZ	Firmware	Job parser or printer calibration error.
48.WXYZ	Firmware	PJA job accounting, job management, or job pipeline error.
49.WXYZ	Firmware	Firmware communication error.
50.WXYZ	Fuser (LaserJet)	Fuser error.
51.WXYZ	Laser scanner (LaserJet)	Laser scanner beam error.
52.WXYZ	Laser scanner (LaserJet)	Laser scanner startup error.
54.WXYZ	Sensor	Sensor error (not jam related).
55.WXYZ	DC controller (LaserJet)	DC controller communication error.
56.WXYZ	Paper handling (LaserJet)	Paper input/output or accessory error.
57.WXYZ	Fan	Fan error.
58.WXYZ	Sensor	Engine sensor failure.
59.WXYZ	Motor (LaserJet)	Motor error.
60.WXYZ	Tray motor error (LaserJet)	Tray lifting or pick up error.
61.WXYZ	Engine (PageWide and LaserJet)	Print engine error with the 8-bit data package.
62.WXYZ	System (LaserJet)	LaserJet internal system error.
	Print bar (PageWide)	PageWide print system error.
63.WXYZ	Engine (LaserJet)	General engine error (electrical, communication, etc.).
65.WXYZ	Connector	Output accessory connection error.
66.WXYZ	Output accessory	Output accessory error.
67.WXYZ	Input accessory	Input accessory connection error
69.WXYZ	Duplexer	Duplexer error.
70.WXYZ	DC controller (LaserJet)	DC controller firmware error.
80.WXYZ	Managed device	Embedded Jetdirect error.
81.WXYZ	Near Field Communication (NFC)	Wireless, Bluetooth or internal EIO error.
82.WXYZ	Memory (hard disk, EMMC, etc.)	Disk hardware error.
90.WXYZ	Internal diagnostics	Internal test of systems (i.e. disk, CPB, display) or interconnection error.
98.WXYZ	Hard disk	Hard disk partition error.
99.WXYZ	Firmware installer	Remote Firmware Upgrade (RFU), firmware install (engine or accessory), or disk error.

How to search for printer documentation

The CPMD, error codes, and other support documentation for each printer is found on the internal HP portals [GCSN](#) and [WISE](#) (formerly SAW). GCSN is available to HP channel partners and WISE is available to call agents, service technicians, and other HP internal users. The level of detail available will depend on your access credentials.

How to search WISE for printer documentation

These instructions are for HP internal use by call agents, service technicians, and other internal users. To learn how to find support content in WISE, watch the video [here](#).

To view a list of control panel message documents per printer in **WISE**, enter document ID **c05048451**, to locate CPMD list.

Go to **WISE** and enter this document ID **c05791539** for written instructions.

How to search GCSN for printer documentation

These instructions are for internal use by HP Channel Partners. To learn how to find support content in GCSN, watch the video [here](#) or follow these steps:

1. On the Home screen in GCSN, open **Technical information** using one of the following two methods:
 - Type **TINE** in the **Speedcode** field found in the upper right corner and press **Enter**, or
 - On the Home page, click **Technical information** in the left pane.

Contact HP CSN My favorites Tools Useful links Profile Logout **Speedcode**

HP Channel Services Network

Welcome

- HP service delivery
- HP Care Pack services
- HP Warranty lookup
- Unit configuration
- HP part catalog
- HP parts store
- Technical information**
- Service provider news
- Service Media Library Page

service delivery service sales Programs, training & documentation Reporting & administration

Entitlement

- > HP Warranty lookup
- > Unit configuration

Parts ordering & claims

- ☐ HP service delivery
- > HP part catalog

Technical support

- ☐ Support tools & information

Additional resources

- > Service Media Library Page
- > HP Unison Partner Portal

Message center
FAQ
Change partner
Printable version

- Under **Product Search**, select the **Type**, **Category**, **Family**, and **Series** that match your product model (leave the **Model** field as blank or the default).


 **NOTE:** Make sure to login to GCSN using your service-qualified credentials to access the most comprehensive content list available. To find out how to become service-qualified, contact your HP representative.

Figure 3-1 Sample product search criteria



Product Search **Add Favorites**

Type
Printers and Multifunction

Category
Multifunction and All-in-One

Family
HP LaserJet MFP and All-in-One Products

Series
HP Color LaserJet Enterprise MFP M682 series

Model
Select a Model

- Click **Add Favorites** and then click **Add** to add the printer to your Favorites list and allow you to bypass the **Product Search** fields next time for that particular model (Optional).



Product Search **Add Favorites**

Type
Printers and Multifunction

Category
Multifunction and All-in-One

Family
HP LaserJet MFP and All-in-One Products

- Clear all of the high-level check boxes.

Select the appropriate check boxes for the document types you wish to review.

<input type="checkbox"/> Support Communications	<input type="checkbox"/> Manuals and Guides	<input type="checkbox"/> Support Information
<input type="checkbox"/> Customer Advisory	<input type="checkbox"/> Illustrated Parts Map	<input type="checkbox"/> ActionProcedureMap
<input type="checkbox"/> Customer Bulletin	<input type="checkbox"/> Install Guide	<input type="checkbox"/> CPMDMap
<input type="checkbox"/> Customer Notice	<input type="checkbox"/> Maintenance/Service Guide	<input type="checkbox"/> Support Information
<input type="checkbox"/> Customer Work Instruction (CSR)	<input type="checkbox"/> Parts Guide	<input type="checkbox"/> Top Issue (Note: If you are selecting top issue it will return only top issue documents)
<input type="checkbox"/> Product Change Notification	<input type="checkbox"/> QuickSpec	<input type="checkbox"/> Software Support & Drivers Information
<input type="checkbox"/> Security Bulletin	<input type="checkbox"/> Reference Manual	<input type="checkbox"/> Product Bulletin/QuickSpec
<input type="checkbox"/> Service Action Advisory	<input type="checkbox"/> Service Guide/Manual	<input type="checkbox"/> Buy Care Packs
<input type="checkbox"/> Service Advisory	<input type="checkbox"/> Technical Reference Guide	
<input type="checkbox"/> Service Bulletin	<input type="checkbox"/> Training Material	


- Select the check boxes for the document types for which you want to search.

 **NOTE:** Select only the high-level **Manuals and Guides** search option if you are not sure in which type of manual or guide the content might be listed.

Select the appropriate check boxes for the document types you wish to review.

<input type="checkbox"/> Support Communications	<input type="checkbox"/> Manuals and Guides	<input type="checkbox"/> Support Information
<input type="checkbox"/> Customer Advisory	<input type="checkbox"/> Illustrated Parts Map	<input type="checkbox"/> ActionProcedureMap
<input type="checkbox"/> Customer Bulletin	<input type="checkbox"/> Install Guide	<input checked="" type="checkbox"/> CPMDMap
<input type="checkbox"/> Customer Notice	<input checked="" type="checkbox"/> Maintenance/Service Guide	<input checked="" type="checkbox"/> Support Information
<input type="checkbox"/> Customer Work Instruction (CSR)	<input type="checkbox"/> Parts Guide	<input type="checkbox"/> Top Issue (Note: If you are selecting top issue it will return only top issue documents)
<input type="checkbox"/> Product Change Notification	<input type="checkbox"/> QuickSpec	<input type="checkbox"/> Software Support & Drivers Information
<input type="checkbox"/> Security Bulletin	<input type="checkbox"/> Reference Manual	<input type="checkbox"/> Product Bulletin/QuickSpec
<input type="checkbox"/> Service Action Advisory	<input checked="" type="checkbox"/> Service Guide/Manual	<input type="checkbox"/> Buy Care Packs
<input type="checkbox"/> Service Advisory	<input type="checkbox"/> Technical Reference Guide	
<input type="checkbox"/> Service Bulletin	<input type="checkbox"/> Training Material	
<input type="checkbox"/> Service Notice	<input type="checkbox"/> Troubleshooting Guide	
<input type="checkbox"/> Service Product Announcement	<input type="checkbox"/> Upgrade Manual	
<input type="checkbox"/> Service Program Announcement	<input checked="" type="checkbox"/> User Guide	
<input type="checkbox"/> Technical Work Instruction (TWI)	<input type="checkbox"/> Warranty Statement	
	<input type="checkbox"/> White Papers	

- Select **Submit**.
- If needed, click **Back To selection Criteria** and narrow your search (the maximum allowed search result is 100 documents).

 **NOTE:** Do not select the **Top Issue** option unless you only want to view top issues for that model. All other available content will be filtered out.

Technical information type	Select this checkbox
CPMD	CPMD-Map
List of all CPMDs per product	Support Information
Installation Guide or Hardware Install Guide	Maintenance/Service Guide or Install Guide
Service cost document	Install Guide or Service Guide/Manual
Service guide or Service manual	Service Guide/Manual
Self-solve or troubleshooting document	Support Information
User manual or User guide	User Guide
Warranty and Legal Guide	Warranty Statement

Troubleshooting process

Determine the problem source

When the printer malfunctions or encounters an unexpected situation, the printer control panel alerts you to the situation. This section contains a pre-troubleshooting checklist to filter out many possible causes of the problem. A troubleshooting flowchart helps you diagnose the root cause of the problem. The remainder of this chapter provides steps for correcting problems.

- Use the troubleshooting flowchart to pinpoint the root cause of hardware malfunctions. The flowchart guides you to the section of this chapter that contains steps for correcting the malfunction.

Before beginning any troubleshooting procedure, check the following issues:

- Are supply items within their rated life?
- Are supply items Genuine HP supplies?
- Does the configuration page reveal any configuration errors?



NOTE: The customer or service provider is responsible for checking supplies and for using supplies that are in good condition.

Power subsystem

Power-on checks

The basic printer functions should start up when the printer is connected into an electrical outlet and the power switch is pushed to the *on* position. If the printer does not start, use the information in this section to isolate and solve the problem.

If the control-panel display remains blank, random patterns display, or asterisks remain on the control-panel display, perform power-on checks to find the cause of the problem.

Power-on troubleshooting overview

During normal operation, a cooling fan begins to spin briefly after the printer power is turned on. Place your hand over the vents at the rear of the printer, next to the formatter, or on the rear of the scanner. If the fan is operating, you will feel air passing out of the printer. You can lean close to the printer and hear the fan operating.

A fan begins to blow on the right door (fuser), and then the control panel goes through a series of set up functions. The main motor turns on (unless the left door or cartridge access door is open, a jam condition is sensed, or the paper-path sensors are damaged). You might be able to visually and audibly determine if the main motor is turned on.

If the fan and main motor are operating correctly, the next troubleshooting step is to isolate print engine, formatter, and control panel problems.

If the control panel is blank 1 minute after turning on the printer, check the following items:

1. Make sure that the printer is connected directly into an active electrical outlet (not a power strip) that delivers the correct voltage.
2. Make sure that the power switch is in the *on* position, and then verify that the LED is on.
3. Make sure that the fan runs briefly, which indicates that the power supply is operational.

4. Depress the button on the back of the control panel to test the control panel functionality.
5. Make sure that the control-panel display wire harness is connected.
6. Remove any external solutions, and then try to turn the printer on again.

Troubleshooting a blank display, black display, no display, or no power situation

Customers usually report that the control-panel display is not showing anything. It is very important to collect as much information as possible from the customer about the issue to help resolve it.

Following are some printer behaviors the customer might encounter:

- The control panel is completely blank (no LEDs or back light).
- The control Panel is blank, but there might be LEDs illuminated.
- The control Panel is blank (LEDs are on or flashing) and the back light is on (but no text visible).

Following are some possible causes of a blank control-panel display:

- No power to the printer.
- The control panel contrast setting is not correctly adjusted.
- The formatter connector(s) are not fully seated into the connector(s) on the DC controller, or the connectors are not fully seated on the formatter.
- A faulty component is installed on the formatter (for example a memory DIMM, fax PCA, network PCA, USB device, or other component).
- The formatter is defective.
- The control panel connector is not fully seated, or the control panel is defective.
- The DC controller is defective.

Following are some questions to ask the customer:

- Was the printer newly install or has the printer been properly functioning?
 - For a new install, investigate to see if there was any shipping damage to the printer.
 - Did the customer notice any damage to the shipping box or any visible damage to the printer?
- What happened just prior to the control panel going blank?
 - Was the printer serviced recently, a power outage occurred?
 - Has a lightning storm recently occurred?
 - Did the customer recently add a memory DIMM or install a third-party component?
- Make sure to get a complete description of the failure.
 - Is the control-panel display completely blank (might be faint text and no back light)?
 - Is the control-panel display back light on?
 - Has a print job been sent to the printer? The customer might report that their print jobs seemed to print but when they go to the printer the control-panel display is blank.

Recommended actions

If the control-panel display is completely blank (no LEDs illuminated or no back light) check to see if the printer is getting power. Listen for fans or any printer initialization sounds when the power is turned on.

If there are no signs of power, then perform the following:


1. Make sure that the printer is plugged directly into an active electrical outlet (not a power strip or interruptible power supply) that delivers the correct voltage.

 **TIP:** Try using a different power cable if possible.

2. Turn the printer power on, and make sure that the fan(s) run briefly (this indicates that the power supply is operational).
3. Check if the yellow LED on formatter is flashing. If so, there is a communication issue between the formatter and the control panel.
4. Turn the printer power off.
5. Make sure that the control-panel display wire harness (and/or flat cable) is properly connected (and fully seated), and then turn the printer power on again.
6. Check control panel diagnostics by pressing the button on the back of the control panel to run different diagnostic tests.
7. Verify the status LEDs are illuminated, but the control-panel display is blank. If applicable: Check if the contrast setting is adjusted to very low. If so, try turning the contrast knob to see if the control-panel display becomes visible.
8. From a host computer, send a print job to the printer.


 **NOTE:** If the print job correctly prints, then the problem is most likely to a defective control panel.

9. Turn the printer power off, and then make sure that the memory DIMM is installed in the correct slot and is fully seated.

 **NOTE:** For some printers, there may be more than one memory DIMM installed. Some printers have third-party solutions/applications or fonts that use memory.

10. Remove all of the components/accessories installed on the formatter (for example, hard drive, solid-state drive, memory DIMM(s), fax PCA, network PCA, USB devices, or other devices).

- Make sure that the formatter is fully seated.


 **IMPORTANT:** This is important because the formatter or a component on the formatter might be defective or shorted, which causes the printer to lose power.

11. Reinstall the formatter. Make sure that it makes a good connection and is fully seated.

Make sure that all of the connectors on the formatter are correctly connected and fully seated.

12. Turn the printer power on, and then check the control-panel display.

13. If the printer control panel is properly working, replace each removed component (one at a time) to determine which one is causing the problem.

 **CAUTION:** Turn the printer power off, and then on again, after replacing a component on the formatter.

14. If the control-panel display is still blank after performing the above troubleshooting steps, and the control panel diagnostics do not function, replace the control panel. If the control panel diagnostics are functioning, then replace the formatter.

Control panel checks

Control panel diagnostic flowcharts

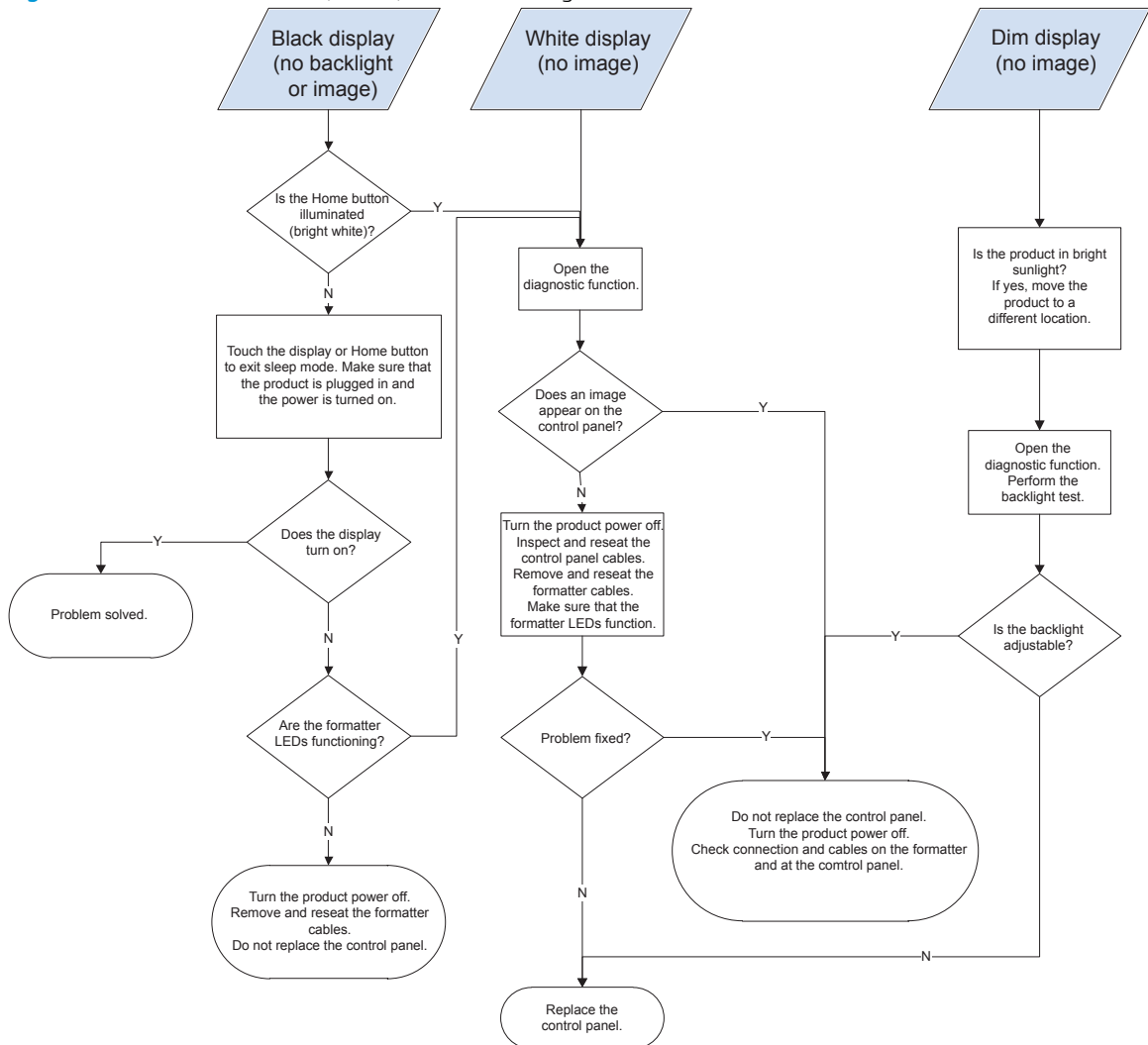
Use the flowcharts in this section to troubleshoot the following control panel problems.

- Touchscreen is blank, white, or dim (no image).
- Touchscreen is slow to respond or requires multiple presses to respond.
- Touchscreen has an unresponsive zone.
- No control panel sound.
- [Home](#) button is unresponsive.
- Hardware integration pocket (HIP) is not functioning (control panel functional).

Touchscreen black, white, or dim (no image)

 **NOTE:** To open the diagnostic function, press the button on the back of the control panel.

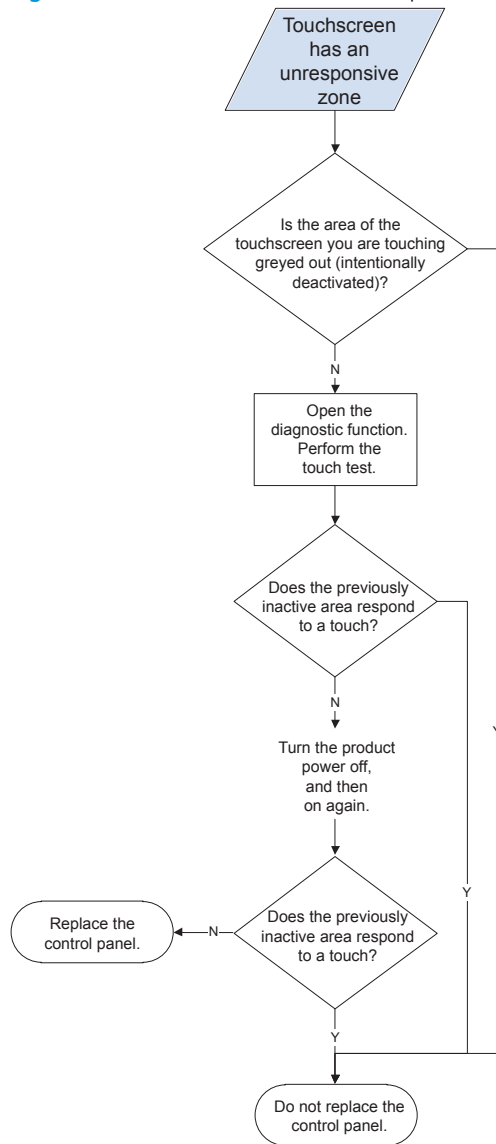
Figure 3-2 Touchscreen blank, white, or dim (no image)



Touchscreen has an unresponsive zone

 **NOTE:** To open the diagnostic function, press the button on the back of the control panel.

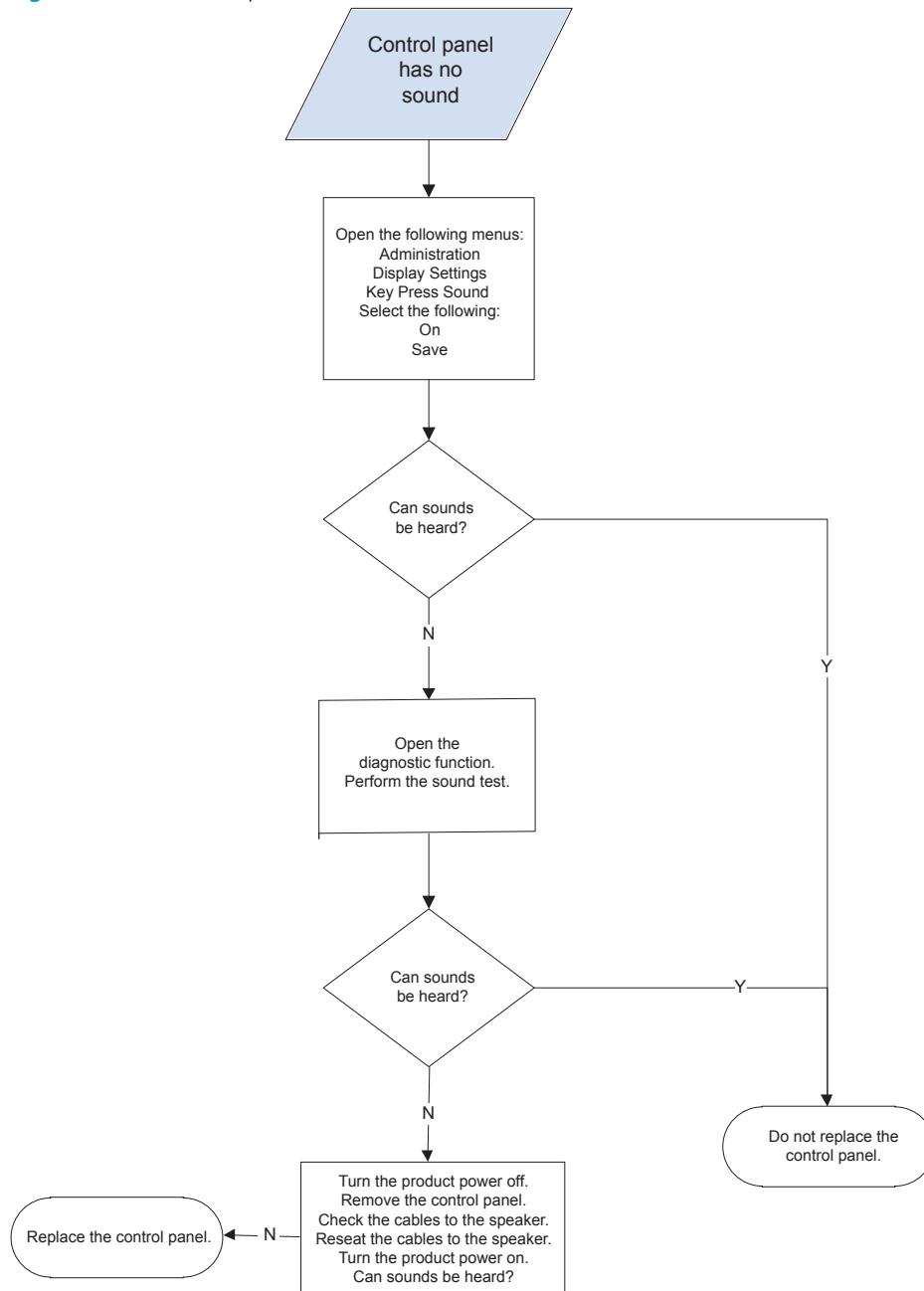
Figure 3-3 Touchscreen has an unresponsive zone



No control panel sound

 **NOTE:** To open the diagnostic function, press the button on the back of the control panel.

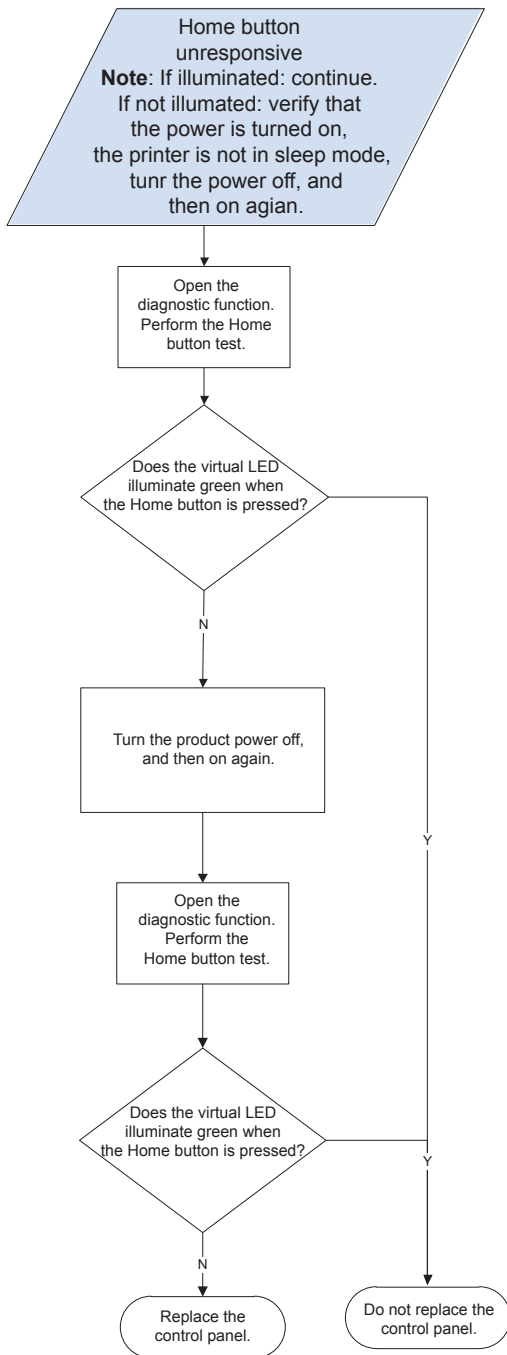
Figure 3-4 No control panel sound



Home button is unresponsive

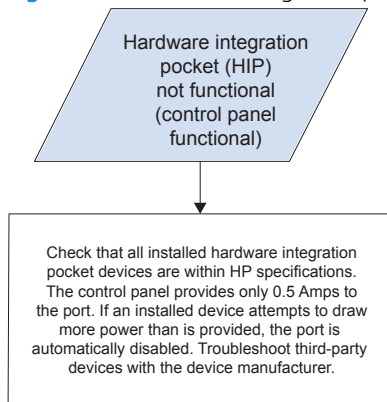
 **NOTE:** To open the diagnostic function, press the button on the back of the control panel.

Figure 3-5 Home button is unresponsive



Hardware integration pocket (HIP) is not functioning (control panel functional)

Figure 3-6 Hardware integration pocket (HIP) is not functioning (control panel functional)



Individual component diagnostics

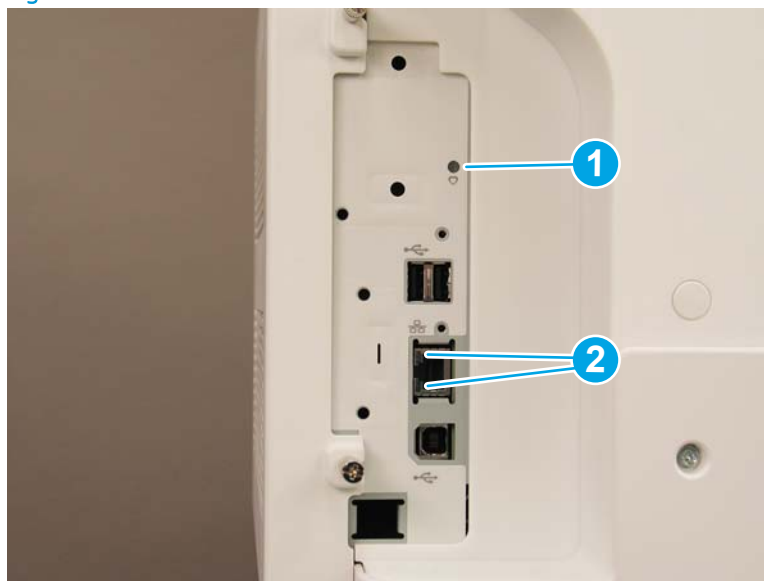
Tools for troubleshooting: LED diagnostics

LED, engine, and individual diagnostics can identify and troubleshoot printer problems.

Understand lights on the formatter

Three LEDs on the formatter indicate that the printer is functioning correctly.

Figure 3-7 LEDs



-
- | | |
|---|-------------------|
| 1 | Heartbeat LED |
| 2 | HP Jetdirect LEDs |
-

HP Jetdirect LEDs

The embedded HP Jetdirect print server has two LEDs. The yellow LED indicates network activity, and the green LED indicates the link status. A blinking yellow LED indicates network traffic. If the green LED is off, a link has failed.

For link failures, check all the network cable connections. In addition, try to manually configure the link settings on the embedded print server by using the printer control-panel menus.

1. From the Home screen on the printer control panel, select **Settings**.
2. Open the following menus:
 - **Networking**
 - **Ethernet**
 - **Link Speed**
3. Select the appropriate link speed, and then select **OK**.

Tools for troubleshooting: Engine diagnostics

The printer contains extensive internal engine diagnostics that help in troubleshooting print quality, paper path, noise, assembly, and timing issues.

Defeating interlocks

Different tests can be used to isolate different types of issues. For assembly or noise isolation, run the diagnostic test when the toner cartridge door or right door is open.

Defeating the door interlocks allows observation of the paper pick operation (and view the page enter registration).

⚠ WARNING! Be careful when performing printer diagnostics to avoid risk of injury. Only trained service personnel should open and run the diagnostics with a door open. Never touch any of the power supplies when the printer is turned on.

Defeat the toner cartridge door interlock

1. Open the toner cartridge door.
2. Insert a folded piece of paper into the slot.

💡 TIP: Fold a stiff piece of paper, for example a business card or index card, into two 10 mm (.375 in) strips, and insert the strips into the slot for the cartridge door logic switches.

Figure 3-8 Defeat the toner cartridge door interlock



Defeat the front door interlock

1. Open the front door.

2. Insert a folded piece of paper into the slot.


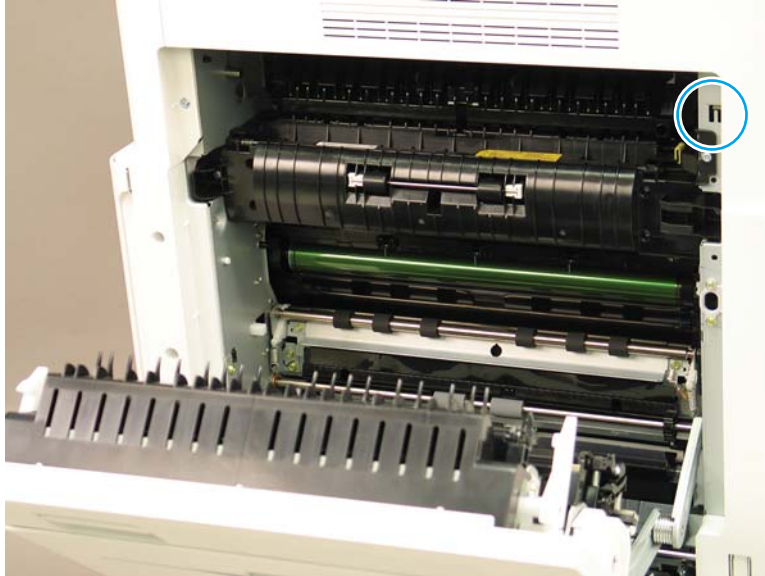
 **TIP:** Fold a stiff piece of paper, for example a business card or index card, into two 10 mm (.375 in) strips, and insert the strips into the slot for the front door logic switches.

Figure 3-9 Defeat the front door interlock



Tools for troubleshooting

Use the procedure below to test various printer mechanical and electromechanical assemblies.

Individual component diagnostics (special-mode test)

This test activates individual parts independently to isolate problems.

Each component test can be performed once or repeatedly.

Each component test can be performed once or repeatedly.



NOTE: The cartridge door interlocks must be defeated to run the component tests.

Access the individual component diagnostics from a touchscreen control panel

1. From the Home screen on the printer control panel, scroll to and touch the [Support Tools](#) button.
2. Select one of the following tests:
 - [Continuous Scan](#)
 - [Run Fax Test](#)
3. Select the component test options for the test.

Tools for troubleshooting

Problem-solving checklist

Follow these steps when trying to solve a problem with the printer.

- [Step 1: Check that the printer power is on](#)
- [Step 2: Check the control panel for error messages](#)
- [Step 3: Test print functionality](#)
- [Step 4: Test copy functionality](#)
- [Step 5: Test the fax sending functionality](#)
- [Step 6: Test the fax receiving functionality](#)
- [Step 7: Try sending a print job from a computer](#)
- [Step 8: Test the Plug and Print USB Drive printing functionality](#)
- [Factors that affect printer performance](#)

Step 1: Check that the printer power is on

1. Make sure that the printer is plugged in and turned on. The power button should be lit with a white light. If it is not, press the power button. If the power button does not light up, check the following conditions.
 - Make sure that the power cable is connected to the printer and the outlet.
 - Check the power source by connecting the power cable to a different outlet.
2. If the printer motors do not rotate, make sure that the toner cartridges are installed and that the doors are all closed. The control panel displays messages to indicate these problems.

Step 2: Check the control panel for error messages

The control panel should indicate ready status. If an error message appears, resolve the error.

Print a supplies status page to ensure that the supplies are not at or over end of life.

 **NOTE:** HP long-life consumable and maintenance kit life specifications are estimations. Actual individual life or yield during normal use will vary depending on usage, environment, media, and other factors. Estimated life is not an implied warranty.

Step 3: Test print functionality

1. From the control panel Home screen, touch the [Reports](#) button.
2. Open the [Reports](#) menu, touch the [Configuration/Status Pages](#) menu, select the [Configuration Page](#) item, and then touch the [Print](#) button to print the report.
3. If the report does not print, make sure that paper is loaded in the tray, and check the control panel to see if paper is jammed inside the printer.

 **NOTE:** Make sure that the paper in the tray meets specifications for this printer.

Step 4: Test copy functionality

1. Place the configuration page into the ADF and make a copy. If paper does not feed smoothly through the ADF, you might need to clean the ADF rollers and separation pad. Make sure that the paper meets specifications for this printer.
2. Place the configuration page onto the scanner glass and make a copy.
3. If the print quality on the copied pages is not acceptable, clean the scanner glass and the small glass strip.

Step 5: Test the fax sending functionality

1. From the control panel Home screen, touch the [Support Tools](#) button.
2. Open the [Troubleshooting](#) menu, and then open the [Diagnostics Tools](#) menu. Touch the [Run Fax Test](#) button to test the fax functionality.
3. Touch the [Fax](#) on the printer control panel, and then touch the [Start Fax](#) button.

Step 6: Test the fax receiving functionality

1. From the control panel Home screen, touch the [Support Tools](#) button.
2. Touch the [Troubleshooting](#) menu, and then open the [Diagnostics Tests](#) menu. Touch the [Run Fax Test](#) button to test the fax functionality.
3. Use another fax machine to send a fax to the printer.
4. Review and reset the printer fax settings.

Step 7: Try sending a print job from a computer

1. Use a word-processing program to send a print job to the printer.
2. If the job does not print, make sure that you selected the correct printer driver.
3. Uninstall and then reinstall the printer software.

Step 8: Test the Plug and Print USB Drive printing functionality

1. Load a .PDF document or .JPEG photo onto a USB flash drive, and insert it in the USB port near the control panel.
2. The [USB Flash Drive](#) menu opens. Try printing the document or photo.
3. If no documents are listed, try a different type of USB flash drive.

Factors that affect printer performance

Several factors affect the time it takes to print a job:

- The software program that you are using and its settings
- The use of special paper (such as heavy paper or custom-size paper)
- Printer processing and download time
- The complexity and size of graphics


- The speed of the computer you are using
- The USB or network connection
- Whether the printer is printing in color or in monochrome
- The type of USB drive, if you are using one
- Environmental factors, such as low temperature or high humidity

Print menu map

To more easily navigate individual settings, print a report of the complete [Reports](#) menu.

Print the menu map from a touchscreen control panel

1. From the [Home](#) screen on the printer control panel, scroll to and touch the [Reports](#) button.
2. Open the [Configuration/Status Pages](#) menu.
3. Select the [Settings Menu Map](#) option.
4. Touch the [Print](#) button to print the report.


 **TIP:** Multiple report pages can be selected, and then printed together.

Print current settings pages

Printing the current settings page provides a map of the user configurable settings that might be helpful in the troubleshooting process.

Print the current settings page from a touchscreen control panel

1. From the [Home](#) screen on the printer control panel, scroll to and touch the [Reports](#) button.
2. Open the [Configuration/Status Pages](#) menu.
3. Select the [Current Settings Page](#) option.
4. Touch the [Print](#) button to print the report.

 **TIP:** Multiple report pages can be selected, and then printed together.

Print event log

Printing the event log might be helpful in the troubleshooting process. For more information, see the Interpret control-panel messages and event log entries section in the printer troubleshooting manual.

Print the event log from the Reports menu from a touchscreen control panel

1. From the [Home](#) screen on the printer control panel, scroll to and touch the [Support Tools](#) button.
2. Open the following menus:
 - [Troubleshooting](#)
 - [Event Log](#)
3. The event log displays on the screen. To print it, touch the [Print](#) button.

Print the event log from the Service menu from a touchscreen control panel

1. From the [Home](#) screen on the printer control panel, scroll to and touch the [Support Tools](#) button.
2. Open the [Service](#) menu.
3. Enter the following service access code for the printer:

- Access code: 04087617
4. Touch the [Event Log](#) item.

Clear the event log from a touchscreen control panel

1. From the [Home](#) screen on the printer control panel, scroll to and touch the [Support Tools](#) button.
2. Open the [Service](#) menu.
3. On the sign-in screen, select the [Service Access Code](#) option from the drop-down list.
4. Enter the following service access code for the printer:
 - Access code: 04087617
5. Select the trash icon to clear the event log.

Pre-boot menu options

The **Pre-boot** menus are available prior to the printer initializing.

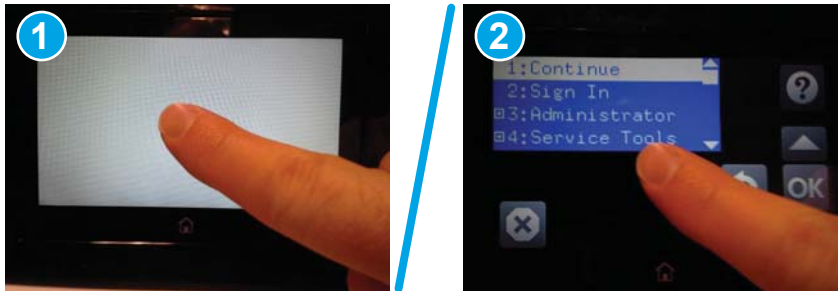
⚠ CAUTION: The **Format Disk** option (printers with a hard-disk drive only) performs a disk initialization for the entire disk. The operating system, firmware files, and third party files (among other files) will be completely lost. HP does not recommend this action.

💡 TIP: The Pre-boot menu can be remotely accessed by using a telnet network protocol to establish an administration connection to the printer. See [Remote Admin on page 1109](#).

Open the Pre-boot menu from a touchscreen control panel

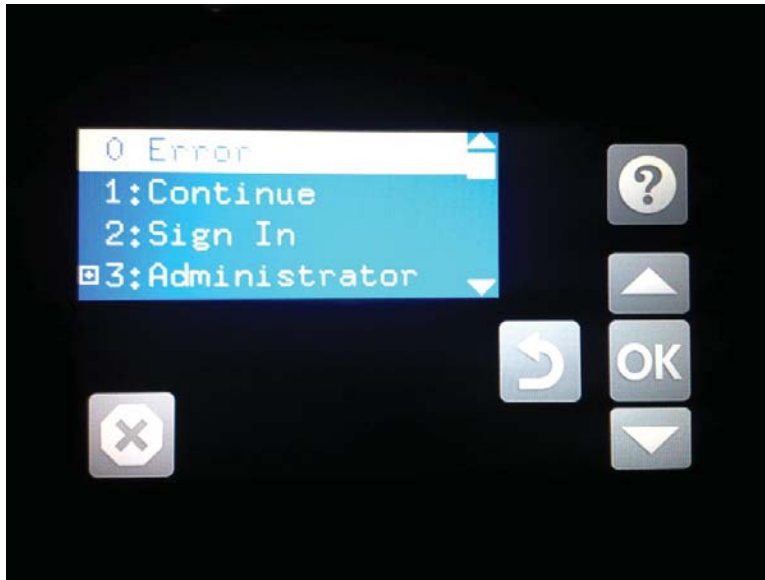
1. Touch the middle of the control-panel display when you see the **1/8** under the logo.

Figure 3-10 Open the Pre-boot menu



2. On the **Pre-boot** menu screen, use the following buttons to navigate the tests.

Figure 3-11 Pre-boot menu



Use this button to see more information about a selected item.



Use this button to scroll up through menu items.



Use this button to select a highlighted menu item.



Use this button to scroll down through menu items.



Use this button to go back to the previous menu.



Not used.



Use this button to exit a diagnostic test.

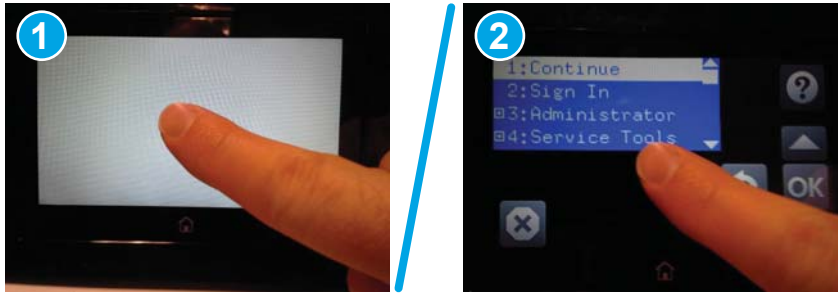
3. Use the arrow buttons on the touchscreen to navigate the [Pre-boot](#) menu.
4. Touch the [OK](#) button to select a menu item.

Cold reset using the Pre-boot menu from a touchscreen control panel

CAUTION: This procedure resets all printer configurations and settings to factory defaults (customer configurations and settings are lost).

1. Touch the middle of the control-panel display when you see the [1/8](#) under the logo.

Figure 3-12 Open the Pre-boot menu



2. Use the ▼ button to highlight the [+3:Administrator](#) item, and then touch the [OK](#) button.
3. Use the ▼ button to highlight the [+8:Startup Options](#) item, and then touch the [OK](#) button.
4. Use the ▼ button to highlight the [2 Cold Reset](#) item, and then touch the [OK](#) button to select it.
5. Touch the Home button to return to the main [Pre-boot](#) menu and highlight the [1:Continue](#) item, and then touch the [OK](#) button.

NOTE: The printer will initialize.

NOTE: Some of the pre-boot options in the following tables are not supported by the current version of the printer firmware and are included for information only. Future versions of firmware will support these options.

Table 3-2 Pre-boot menu options (1 of 7)

Menu option	First level	Second level	Third level	Description
Continue				<p>Selecting the Continue item exits the Pre-boot menu and continues the normal boot process.</p> <p>If a selection is not made in the initial menu within 30 seconds, the printer returns to a normal boot (the same as selecting Continue).</p> <p>If the user navigates to another menu, the timeout does not apply.</p>
Sign In				Enter the administrator PIN or service PIN if one is required to open the Pre-boot menu.
Administrator				<p>This item navigates to the Administrator submenus.</p> <p>If authentication is required (and the user is not already signed in) the Sign In prompt displays. The user is required to sign in.</p>

Table 3-2 Pre-boot menu options (1 of 7) (continued)

Menu option	First level	Second level	Third level	Description
	Download	Network USB USB Thumbdrive		This item initiates a Pre-boot firmware download process. A USB Thumbdrive option will work on all FutureSmart printers. USB or Network connections are not currently supported.
	Format Disk			This item reinitializes the disk and cleans all disk partitions. CAUTION: Selecting the Format Disk item removes all data. A delete confirmation prompt is not provided. The system is not bootable after this action and a 99.09.67 error displays on the control panel. A firmware download must be performed to return the system to a bootable state.
	Partial Clean			This item reinitializes the disk (removing all data except the firmware repository where the master firmware bundle is downloaded and saved). CAUTION: Selecting the Partial Clean item removes all data except the firmware repository. A delete confirmation prompt is not provided. CAUTION: This procedure resets all printer configurations and settings to factory defaults (customer configurations and settings are lost). This allows a user to reformat the disk by removing the firmware image from the active directory without having to download new firmware code (printer remains bootable).
	Change Password			Select this item to set or change the administrator password.
	Clear Password			Select the Clear Password item to remove a password from the Administrator menu. Before the password is actually cleared, a message will be shown asking to confirm that the password should be cleared. Press the OK button to confirm the action. When the confirmation prompt displays, press the OK button to clear the password.

Table 3-3 Pre-boot menu options (2 of 7)

Menu option	First level	Second level	Third level	Description
Administrator (continued)	Manage Disk	Clear disk		Select the Clear disk item to enable using an external device for job storage. Job storage is normally enabled only for the Boot device. This will be grayed out unless the 99.09.68 error is displayed.

Table 3-3 Pre-boot menu options (2 of 7) (continued)

Menu option	First level	Second level	Third level	Description
		Lock Disk		<p>Select the Lock Disk item to lock (mate) a new secure disk to this printer.</p> <p>The secure disk already locked to this printer will remain accessible to this printer. Use this function to have more than one encrypted disk accessible by the printer when using them interchangeably.</p> <p>The data stored on the secure disk locked to this printer always remains accessible to this printer.</p>
		Leave Unlocked		<p>Select the Leave Unlocked item to use a new secure disk in an unlocked mode for a single service event. The secure disk that is already locked to this printer will remain accessible to this printer and uses the old disk's encryption password with the new disk.</p> <p>The secure disk that is already locked to this printer remains accessible to this printer.</p>
		Clear Disk Pwd		<p>Select the Clear Disk Pwd item to continue using the non-secure disk and clear the password associated with the yet-to-be installed secure disk.</p> <p>CAUTION: Data on the missing secure disk will be permanently inaccessible.</p>
		Retain Password		<p>Select the Retain Password item to use the non-secure disk for this session only, and then search for the missing secure disk in future sessions.</p>
	Boot Device		Secure Erase	<p>Select the Secure Erase item to erase all of the data on the disk and unlock it if required.</p> <p>This might take a long time.</p> <p>NOTE: The system will be unusable until the system files are reinstalled. The ATA secure-erase command is a one-pass overwrite, which erases the entire disk including firmware. The disk remains an encrypted disk.</p>
			Erase/Unlock	<p>Select the Erase/Unlock item to cryptographically erase all data on the disk and unlock the disk to allow a user to gain access to it from any printer.</p> <p>NOTE: The system will be unusable until the system files are reinstalled. It erases the encryption key. The encryption key is erased, so the disk becomes a non-encrypted disk.</p>
			Get Status	<p>This item provides disk status information if any is available.</p>

Table 3-4 Pre-boot menu options (3 of 7)

Menu option	First level	Second level	Third level	Description
Administrator	Manage Disk	Internal Device		<p>Select the Internal Device item to erase the internal device or get a status about the internal device.</p>
(continued)	(continued)			

Table 3-4 Pre-boot menu options (3 of 7) (continued)

Menu option	First level	Second level	Third level	Description
			Secure Erase	Select the Secure Erase item to erase all of the data on the disk and unlock it if required. This might take a long time. NOTE: The system will be unusable until the system files are reinstalled. The ATA secure-erase command erases the entire disk, including firmware. The disk remains an encrypted disk.
			Erase/Unlock	Select the Erase/Unlock item to cryptographically erase all of the data on disk and unlock the disk to allow the user to gain access to it from any printer. NOTE: The system will be unusable until the system files are reinstalled. The HP High Performance Secure Hard Disk is erased.
			Get Status	This item provides disk status information if any is available.
		External Device		Select the External Device item to erase the external device or get status about the external device.
			Secure Erase	Select the Secure Erase item to erase all of the data on the disk and unlock it if required. This might take a long time. NOTE: The system will be unusable until the system files are reinstalled. The ATA secure-erase command erases the entire disk, including firmware. The disk remains an encrypted disk.
			Erase/Unlock	Select the Erase/Unlock item to cryptographically erase all of the data on disk and unlock the disk to allow a user to gain access to it from any printer. NOTE: The system will be unusable until the system files are reinstalled. The encryption key is erased, so the disk becomes a non-encrypted disk.
			Get Status	This item provides disk status information if any is available.

Table 3-5 Pre-boot menu options (4 of 7)

Menu option	First level	Second level	Third level	Description
Administrator (continued)	Configure LAN NOTE: This configuration is only active when the Pre-boot menu is open.	IP Mode [DHCP]		The network can be configured to obtain the network settings from a DHCP server or as static. Use this item for automatic IP address acquisition from the DHCP server.
		IP Mode [STATIC]		Use this item to manually assign the network addresses.
			IP Address	Use this item to manually enter the IP addresses.
			Subnet Mask	Use this item to manually enter the subnet mask.
			Default Gateway	Use this item to manually enter the default gateway.
			Save	Select the Save item to save the manual settings.

Table 3-6 Pre-boot menu options (5 of 7)

Menu option	First level	Second level	Third level	Description
Administrator (continued)	Startup Options			Select the Startup Options item to specify options that can be set for the next time the printer is turned on and initializes to the Ready state.
		Show Revision		Not currently functional: Select the Show Revision item to allow the printer to initialize and show the firmware version when the printer reaches the Ready state. Once the printer power is turned on the next time, the Show Revision item is unchecked so that the firmware revision is not shown.
		Cold Reset		Select the Cold Reset item to clear the IP address and all customer settings. (This item also returns all settings to factory defaults.) NOTE: Items in the Service menu are not reset.
		Skip Disk Load		Select the Skip Disk Load item to disable installed third-party applications.
		Skip Cal		Select the Skip Cal item to skip the printer calibration for the very next power-initialization cycle only.
		Lock Service		CAUTION: Select the Lock Service item to lock the Service menu access (both in the Pre-boot menu and the Device Maintenance menu). Service personnel must have the administrator remove the Lock Service setting before they can open the Service menu.
		Skip FSCK		Select the Skip FSCK item to disable Chkdisk/ScanVolume during startup.
Administrator (continued)	Startup Options (continued)	First Power		Not currently functional: This item allows the printer to initialize as if it is the first time it has been turned on. For example, the user is prompted to configure first-time settings like date/time, language, and other settings. Select this item so that it is enabled for the next time the printer power is turned on. When the printer power is turned on the next time, this item is unchecked so that the pre-configured settings are used during configuration, and the first-time setting prompt is not used.
		Embedded Jetdirect Off		Select the Embedded Jetdirect Off item to disable the embedded HP Jetdirect. By default this item is unchecked so that HP Jetdirect is always enabled.
		WiFi Accessory		Select the WiFi Accessory item to enable the wireless accessory.

Table 3-7 Pre-boot menu options (6 of 7)

Menu option	First level	Second level	Third level	Description	
Administrator (continued)	Diagnostics			Diagnostic items are useful to diagnose hardware components and their interface connections. Use these items to troubleshoot specific hardware components, and the interface between them and other components.	
			Memory	Do Not Run	Use the Do Not Run item to exclude the Memory diagnostic when executing multiple diagnostics.
				Short	Use the Short item to select a brief memory test. NOTE: This test requires about four minutes to execute.
				Long	Use the Long item to select an extended memory test. NOTE: This test requires about twenty minutes to execute.
			Disk	Do Not Run	Use the Do Not Run item to exclude the Disk diagnostic when executing multiple diagnostics.
				Short	Use the Short item to select a brief firmware self-test. NOTE: This test requires about two or three minutes to execute.
				Long	Use the Long item to select an extended firmware self-test. NOTE: This test requires about sixty minutes to execute.
				Optimized	Use the Optimized item to select a test that checks the active sectors on the disk. NOTE: This test requires about thirty minutes to execute.
				Raw	Use the Raw item to select a test that checks every sector on the disk. NOTE: This test requires about fifty minutes to execute.
				Smart	Use the Smart item to select a very brief test that checks the drive self-monitoring analysis and reporting technology (SMART) status—the drive detects and reports reliability indicators to help anticipate disk failures (SMART status).
			CPB		Use the CPB item to verify the integrity of the copy processor board (CPB) and the formatter PCA connections.

Table 3-7 Pre-boot menu options (6 of 7) (continued)

Menu option	First level	Second level	Third level	Description
		Interconnect		Use the Interconnect item to verify the integrity of the interconnect PCA (ICB) and its connections.
		Run Selected		Select the Run Selected item to execute a selected test. NOTE: If more than one test is selected, they are executed in sequence.

Table 3-8 Pre-boot menu options (7 of 7)

Menu option	First level	Second level	Third level	Description
Administrator (continued)	Remote Admin	Start Telnet		The Remote Admin item allows a service technician to access to the printer Pre-boot menu remotely, and to navigate the menu selections from a remote location. IMPORTANT: A Remote Admin connection must be initiated by a person that is physically present at the printer. This person will also need to provide a randomly generated PIN to the remote service technician. NOTE: For more information about using the Remote Admin function, see Remote Admin on page 1109 .
		Stop Telnet		
		Refresh IP		
	System Triage	Copy Logs		If the device will not boot to the Ready state, or the diagnostic log feature found in the Troubleshooting menu is not accessible, then use the System Triage item to copy the diagnostic logs to a USB flash drive at the next printer start up. The files can then be sent to HP to help diagnose the problem.
	Change Svc PWD			Use this item to change the Service menu personal identification number (PIN).
	Reset Svc PWD			If the Service menu personal identification number (PIN) has been changed. Use this item to reset it to the original PIN.
Service Tools	Reset Password			Use this item to reset the Pre-boot administrator password.
	Subsystems			For manufacturing use only. Do not change these values.
Developer Tools	Netexec			

Remote Admin

The Remote Admin feature allows remote access the printer Pre-boot menu (BIOS environment). The printer functions as a telnet server which uses the telnet networking protocol to transmit text data. Any computer (with telnet installed and enabled) can function as the telnet client to remotely display and interact with the Pre-boot menu.



IMPORTANT: While the Remote Admin function allows remote access the Pre-boot menu, for security reasons the Remote Admin connection must be initiated by a person that is physically present at the printer.

This section describes the following Remote Admin items.

- [Required software and network connection](#)
- [Connect a remote connection](#)
- [Disconnect a remote connection](#)

Required software and network connection

Before using the Remote Admin feature, make sure that the telnet network protocol is installed, and enabled, on the remote telnet client computer.




NOTE: This section describes enabling and configuring the telnet feature for computers using a Windows® operating system.

HP recommends that the telnet client computer be a Windows based system, however, there are other operating systems that support the telnet network protocol. For information about enabling and configuring the telnet network protocol for other operating systems, see the owner's manual for that operating system.

Telnet client

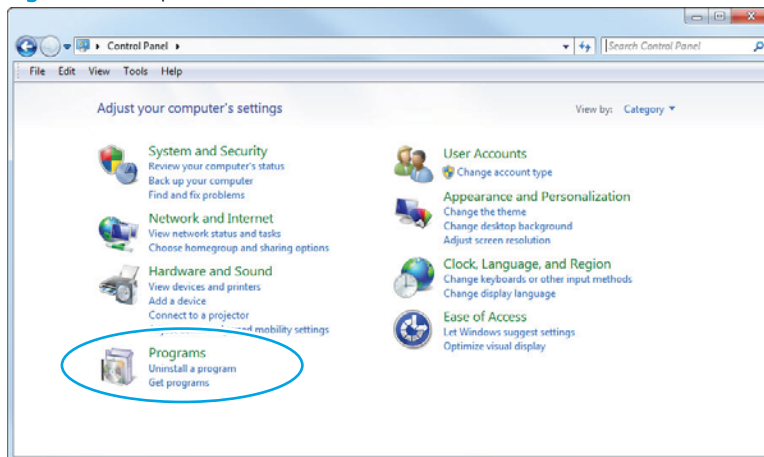
Enable the Windows telnet client

All computers using the Windows operating system have the telnet client installed, however, the telnet client function might not be enabled by default.

 **NOTE:** The figures and menus in this section are for the Windows 7 Enterprise® operating system. Screens and menu selections might vary slightly for other operating systems.

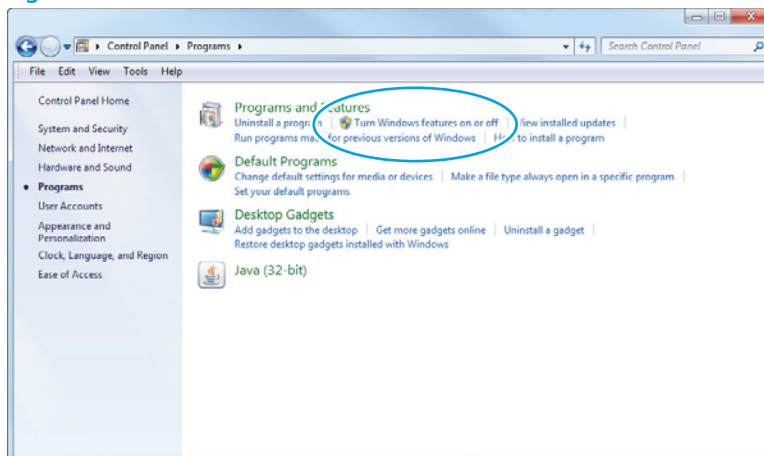
1. Use the **Start** menu to open the **Control Panel**, and then click the **Programs** item to select it.

Figure 3-13 Open the Control Panel



2. Click the **Turn Windows features on or off** item to select it.

Figure 3-14 Turn Windows features on or off



3. In the **Windows Features** box, scroll down to **Telnet Client**. If the check box is not checked, click the box to select it, and then click the **OK** button.


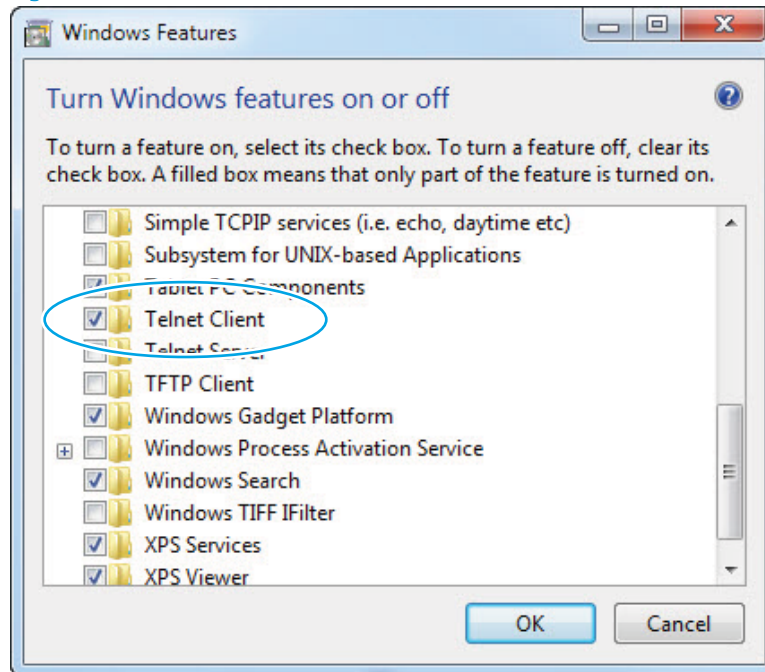
 **TIP:** If the check box is already checked then the telnet client function is already enabled. Click the **Cancel** button.

Figure 3-15 Enable the telnet client feature



Network connection


The remote telnet client computer must have direct network access to the printer for the Remote Admin function to operate. This means that the telnet client computer must be on the same network as the printer. The Remote Admin function cannot be accessed through a network firewall or other remote access network security programs.

If a private network is not accessible, ask the network administrator to set up a virtual private network (VPN) connection to the network.

Connect a remote connection

Start the telnet server function at the printer

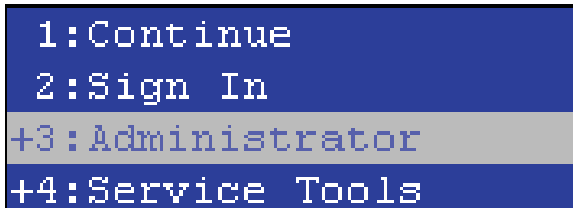
For security reasons the Remote Admin feature must be initiated by a person that is physically present at the printer. The following steps must be performed by a person that is physically present at the printer.

 **NOTE:** This person might need to sign in with an administrator or service password depending on how the printer is configured.

1. Turn the printer on.
2. The HP logo displays on the printer control panel. When a "1/8" with an underscore displays, touch the middle of the screen to open the **Pre-boot** menu.

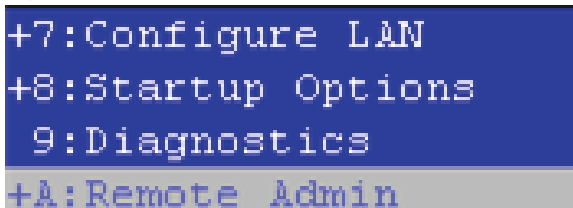
- Use the arrow buttons on the touchscreen to scroll down and highlight the **+3:Administrator** item, and then touch the **OK** button to select it.

Figure 3-16 Select the +3:Administrator item



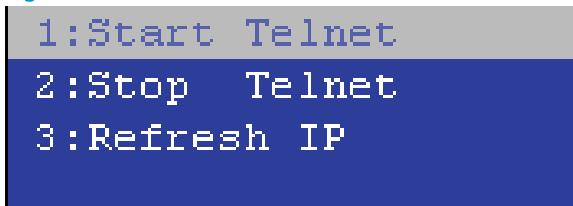
- Use the arrow buttons on the touchscreen to scroll down and highlight the **+A:Remote Admin** item, and then touch the **OK** button to select it.

Figure 3-17 Select the +A:Remote Admin item



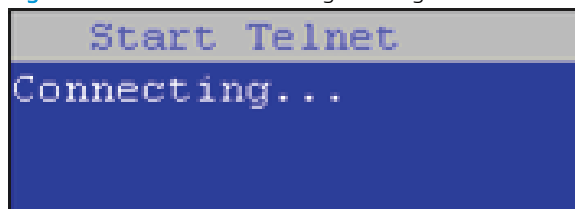
- Use the arrow buttons on the touchscreen to scroll down and highlight the **1:Start Telnet** item, and then touch the **OK** button to select it.

Figure 3-18 Select the 1:Start Telnet item



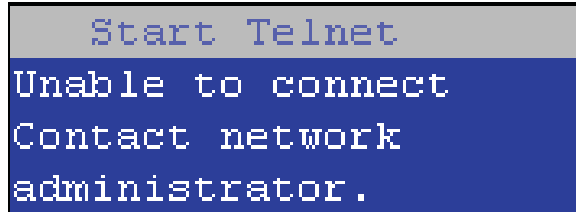
- Do one of the following
 - If a connecting message displays briefly, go to step [7](#).

Figure 3-19 Telnet connecting message



- If an error message displays, use the steps below to identify the problem.

Figure 3-20 Telnet error message

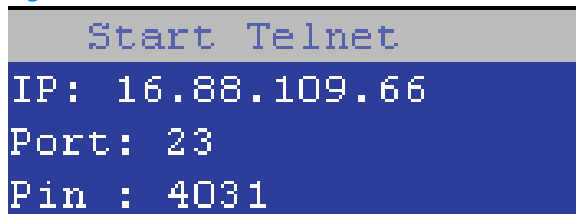


- a. The printer network cable is not correctly connected.
 - b. The BIOS LAN settings are incorrect.
 - o The printer should be configured to use a static IP address, but is configured to use DHCP instead.
 - o The printer is configured to use a static IP address, but the IP address is incorrect.
 - c. The printer is correctly configured to use DHCP, but the DHCP server is not turned on or is malfunctioning.
7. When the printer telnet server function is initialized, the following screen appears. Use the information on this screen to connect the remote telnet client computer to the printer.

 **NOTE:** The printer is now ready to receive remote telnet client commands.

- **IP:** The static or dynamically allocated IP address for the printer.
- **Port:** The standard telnet port (23).
- **Pin:** A randomly generated 4-digit personal identification number (PIN).

Figure 3-21 Telnet server function initialized

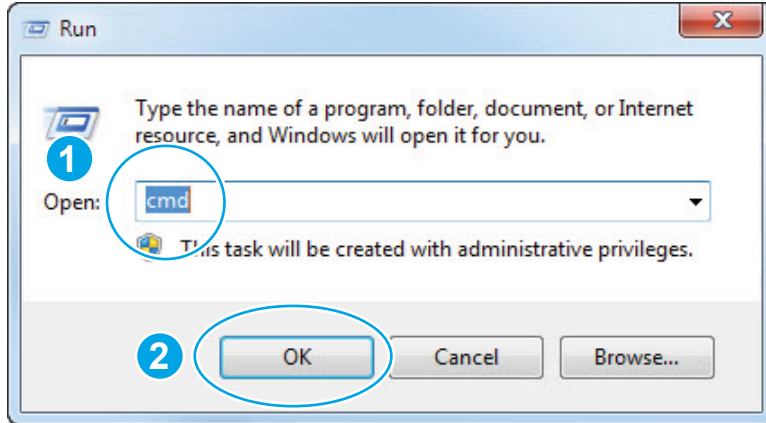


Start the telnet client function at the remote computer

The following steps establish a Remote Admin connection from a remote computer to the printer.

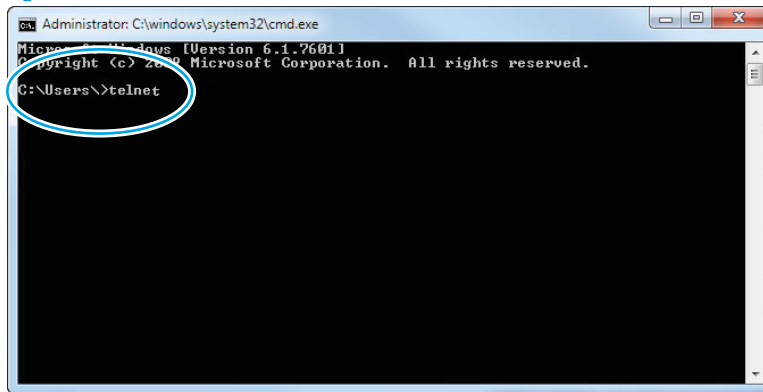
1. From the **Start** menu click **Run** to open a dialog box, type `cmd` in the **Open** field, and then click the **OK** button to open a Windows command window.

Figure 3-22 Open a command window



2. From any displayed directory, type `telnet` at the prompt, and then press the **Enter** key.

Figure 3-23 Start a telnet session



3. Type `<IP ADDRESS>` at the telnet prompt, and then press the **Enter** key.

 **NOTE:** For `<IP ADDRESS>`, substitute the IP address that was displayed in step 7 in [Start the telnet server function at the printer on page 1111](#).


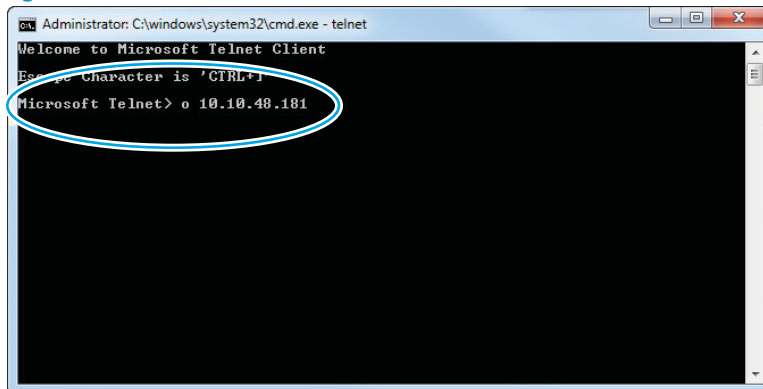
 **TIP:** If the telnet connection fails to establish a connection, the printer is probably behind a firewall or on a different network than the remote telnet client computer. See [Network connection on page 1111](#).

Figure 3-24 Establish a telnet connection



4. Type the PIN that was displayed in step 7 in [Start the telnet server function at the printer on page 1111](#) at the prompt, and then press the **Enter** key.


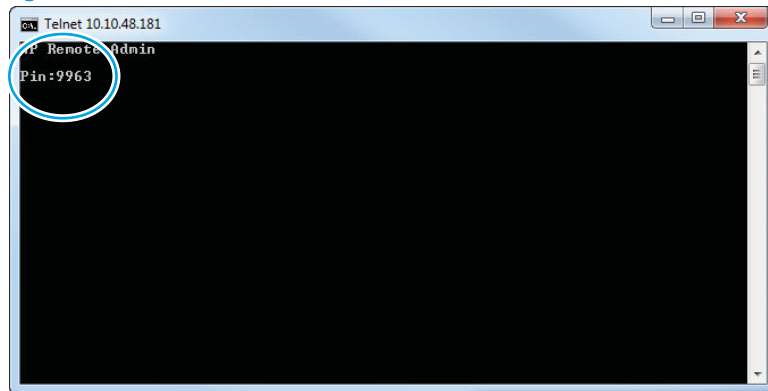

 **IMPORTANT:** Make sure to type the PIN correctly. After five incorrect PIN entries, the printer terminates the Remote Admin connection. The Remote Admin feature must be re-initiated at the printer. See [Start the telnet server function at the printer on page 1111](#).

Figure 3-25 Enter the PIN

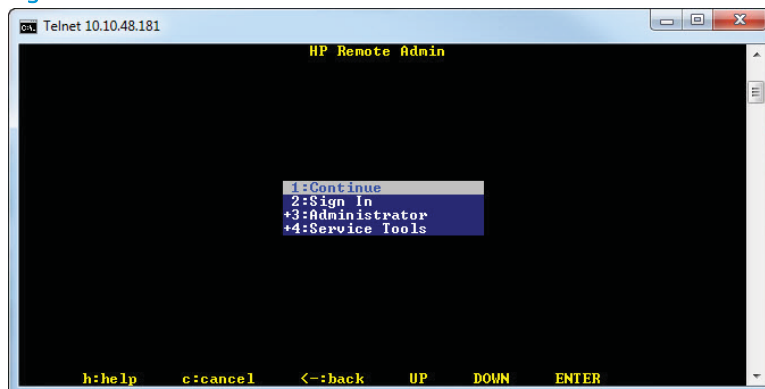


5. The following screen displays when the correct PIN is entered and the Remote Admin connection is successful. For information about the Pre-boot menu and options, see [Pre-boot menu options on page 1100](#).

 **NOTE:** Because a Remote Admin connection is an unsecure telnet network protocol connection, the following Pre-boot menu items are disabled for the remote telnet client computer.


- The +3:Administrator menu 4:Change Password item.
- The +3:Administrator menu 5:Clear Password item.
- The +3:Administrator menu 6:Disk Manage item.

Figure 3-26 Remote Admin window



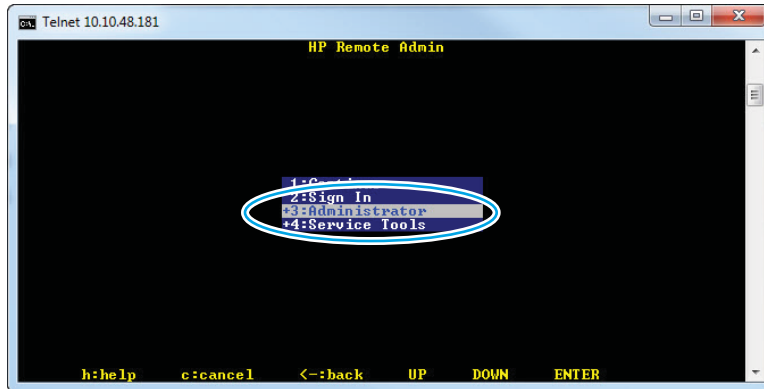
Disconnect a remote connection

The Remote Admin connection can be terminated from the printer control panel or the remote telnet client computer.

 **NOTE:** The following procedure describes terminating a Remote Admin connection from the remote telnet client computer.

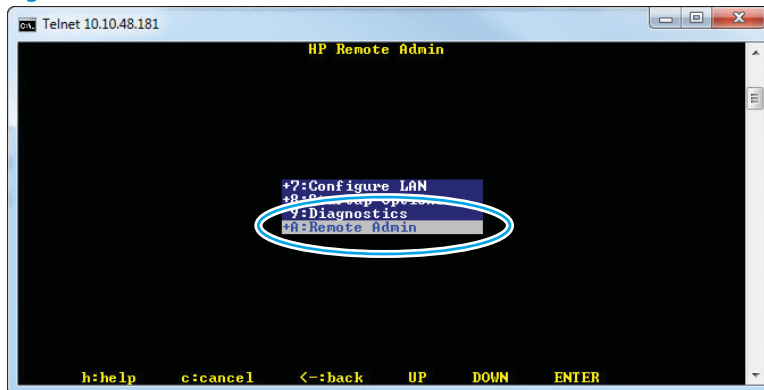
1. From the Pre-boot main menu, use the arrow buttons on the keyboard to scroll down to the **+3:Administrator** item, and then press the **Enter** key.

Figure 3-27 Access the administrator menu




2. Use the arrow buttons on the keyboard to scroll down to the **+A:Remote Admin** item, and then press the **Enter** key.

Figure 3-28 Access the remote admin menu

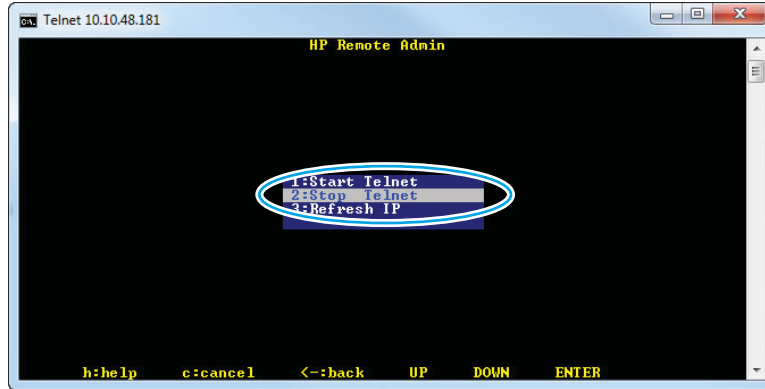


3. Use the arrow buttons on the keyboard to scroll down to the **2:Stop Telnet** item, and then press the **Enter** key. The Remote Admin connection between the printer and the remote telnet client computer terminates.

 **IMPORTANT:** The printer remains in the Pre-boot menu. Have the person that is physically present at the printer do the following:

- Touch the **Home** button to return to the main Pre-boot menu and highlight the **1:Continue** item, and then touch the **OK** button. The printer will continue to initialize.

Figure 3-29 Terminate the telnet connection



Control panel menus

You can perform basic printer setup by using the [Settings](#) menu. Use the HP Embedded Web Server for more advanced printer setup. To open the HP Embedded Web Server, enter the printer IP address or host name in the address bar of a web browser.

- [Reports menu](#)
- [Settings menu](#)
- [Copy menu \(MFP only\)](#)
- [Scan menu \(MFP only\)](#)
- [Fax menu \(fax models only\)](#)
- [Print menu](#)
- [Supplies menu](#)
- [Trays menu](#)
- [Troubleshooting menu](#)
- [Maintenance menu](#)

Reports menu

To display: At the printer control panel, select [Reports](#).

In the following table, asterisks (*) indicate the factory default setting.

Table 3-9 [Reports](#) menu

First level	Second level	Values	Description
Configuration/Status Pages	Settings Menu Map	Print	Shows a map of the entire control panel system and the selected values for each setting.
		View	
	Current Settings Page	Print	Shows a summary of the current settings for the printer. This might be helpful if you plan to make changes and need a record of the present configuration.
		View	

Table 3-9 Reports menu (continued)

First level	Second level	Values	Description
	Configuration Page	Print View	Shows the printer settings and installed accessories.
	How to Connect Page	Print View	Shows the network information typically needed to connect the printer to a network.
	Supplies Status Page	Print View	Shows the approximate remaining life for the supplies; reports statistics on total number of pages and jobs processed, serial number, page counts, and maintenance information. HP provides approximations of the remaining life for the supplies as a customer convenience. The actual remaining supply levels might be different from the approximations provided.
	Usage Page	Print View	Shows a count of all paper sizes that have passed through the printer; lists whether they were simplex, duplex, monochrome, or color; and reports the page count.
	File Directory	Print View	Shows the file name and folder name for files that are stored in the printer memory.
	Web Services Status Page	Print View	Shows the detected Web Services for the printer.
	Color Usage Job Log	Print View	Shows color jobs completed by the printer.
Fax Reports (MFP fax models only)	Fax Activity Log	Print View	Contains a list of the faxes that have been sent from or received by this printer.
	Billing Codes Report	Print View	Provides a list of billing codes that have been used for outgoing faxes. This report shows how many sent faxes were billed to each code.
	Blocked Fax List	Print View	A list of phone numbers that are blocked from sending faxes to this printer.
	Speed Dial List	Print View	Shows the speed dials that have been set up for this printer.
	Fax Call Report	Print View	A detailed report of the last fax operation, either sent or received.
Other Pages	Demonstration Page	Print	Prints a demonstration page.

Table 3-9 Reports menu (continued)

First level	Second level	Values	Description
	RGB samples	Print	Prints color samples for different RGB values. Use the samples as a guide for matching printed colors.
	CMYK samples	Print	Prints color samples for different CMYK values. Use the samples as a guide for matching printed colors.
	PCL Font List	Print	Prints the available PCL fonts.
	PS Font List	Print	Prints the available PS fonts.

Settings menu

To display: At the printer control panel, select the [Settings](#) menu.

In the following table, asterisks (*) indicate the factory default setting.

Table 3-10 Settings menu

First level	Second level	Third level	Fourth level	Fifth level	Values	Description		
General	Date/Time Settings	Date/Time Format	Date Format		DD/MMM/YYYY	Use the Date/Time Settings menu to specify the date and time and to configure date/time settings.		
					MMM/DD/YYYY			
					YYYY/MMM/DD			
					Time Format		12 hour (AM/PM) 24 hours	Select the format that the printer uses to show the date and time, for example 12-hour format or 24-hour format.
			Date/Time	Date			Select the time zone from a list.	Select the time zone, date, and time that the printer uses.
					Time		Select the date from a pop-up calendar.	
					Time Zone		Select the time from a pop-up keypad.	
			Energy Settings	Sleep Schedule	A list of scheduled events displays.		+ (Add) Edit Delete	Use to configure the printer to automatically wake up or go to sleep at specific times on specific days. Using this feature saves energy. NOTE: You must configure the date and time settings before you can use this feature.
					New event	Event Type		Select whether to add or edit a Wake event or a Sleep event, and then select the time and the days for the wake or sleep event.
						Time		Set the wake or sleep event time parameters.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
				Event Days	Select days of the week from a list.	Set the wake or sleep event day parameters.
		Sleep Settings	Auto Off After Sleep		Range: 1 to 110 minutes	Set the number of minutes after which the printer enters Sleep or Auto Off mode. Touch the existing number to open the virtual keypad, and then increase or decrease the number of minutes.
			Sleep After Inactivity		Default = 0 minutes	
			HP Auto Off/Auto On			
			Shut Down			
			Wake/Auto On to These Events		All Events*	
					Network port	
					Power button only	
	Display Settings	Display Brightness	Automatic*		The Manual setting uses a slider to manually control the display brightness.	Use to specify the intensity of the LCD control panel display.
			Manual			
		System Sound			On*	Use to specify whether you hear a sound when you touch the screen or press buttons on the control panel.
					Off	
		Language Settings	Language		Select from a list of languages that the printer supports.	Use to select a different language for control panel messages and specify the default keyboard layout. When you select a new language, the keyboard layout automatically changes to match the factory default for the selected language.
			Keyboard Layout		Each language has a default keyboard layout. To change it, select from a list of layouts.	Select the default keyboard layout that matches the language you want to use.
			M681z/M682z only			
		Information Screen			Show connection information*	Use this menu item to display or hide connection information on the Home screen.
					Hide connection information	

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Display Date and Time			Show Date and Time* Hide Date and Time	Select whether to display or hide the date and time on the control panel Home screen.
		M681/M682 only				
		Inactivity Timeout			Range: 10-300 seconds Default = 60 seconds	Specifies the amount of time that elapses between any activity on the control panel and when the printer resets to the default settings. When the timeout expires, the control panel display returns to the Home menu, and any user signed in to the printer is signed out.
		Clearable Warnings			On Job*	Use this feature to set the period that a clearable warning displays on the control panel. If the On setting is selected, clearable warnings appear until the Clearable Warnings button is pressed. If the Job setting is selected, clearable warnings stay on the display during the job that generated the warning and disappear from the display when the next job starts.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Continuable Events			Auto-continue (10 seconds)* Touch OK to continue	Use this option to configure the printer behavior when the printer encounters certain errors. If the Auto-continue (10 seconds) option is selected, the job will continue after 10 seconds. If the Touch OK to continue option is selected, the job will stop and require the user to touch the OK button before continuing.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
	Jam Recovery				Auto* Off On	<p>This printer provides a jam recovery feature that reprints jammed pages. Select one of the following options:</p> <p>Auto: The printer attempts to reprint jammed pages when sufficient memory is available. This is the default setting.</p> <p>Off: The printer does not attempt to reprint jammed pages. Because no memory is used to store the most recent pages, performance is optimal.</p> <p>NOTE: When using this option, if the printer runs out of paper and the job is being printed on both sides, some pages can be lost.</p> <p>On: The printer always reprints jammed pages. Additional memory is allocated to store the last few pages printed. This might cause a decrease in overall performance.</p>
	Auto Recovery				Enabled Disabled*	<p>The printer attempts to reprint jammed pages when sufficient memory is available. This is the default setting.</p>

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
	Hold Off Print Job				Enabled* Disabled	Enable this feature if you want to prevent print jobs from starting while a user is initiating a copy job from the control panel. Held print jobs start printing after the copy job is finished, provided that no other copy job is in the print queue.
	Restore Factory Settings				Restore Cancel	Use to restore all printer settings to their factory defaults.
Copy/Print	Copy Settings	Image Preview				Display a preview of the image before printing it.
	Enable Device USB				Enabled Disabled*	Enables the printer to open a file from a USB drive.
	Manage Stored Jobs	Job Sort Order			Job Name* Date	This option allows you list the jobs either alphabetically or chronologically.
		Retain Temporary Jobs After Reboot			Do not retain Personal jobs only All temporary jobs	Sets which temporary jobs will be retained in the event of a printer reboot.
		Temporary Job Storage Limit			1-300 Default = 32	Configure global settings for jobs that are stored in the printer memory. The Temporary Job Storage Limit feature specifies the number of temporary jobs that can be stored on the printer. The maximum allowed value is 300.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Temporary Stored Job Retention			1-300 Default = 32	Configure global settings for jobs that are stored in the printer memory. The Temporary Stored Job Retention feature specifies the number of temporary jobs that can be stored on the printer. The maximum allowed value is 300.
		Standard Stored Job Retention			1-300 Default = 32	Configure global settings for jobs that are stored in the printer memory. The Temporary Stored Job Retention feature specifies the number of standard jobs that can be stored on the printer. The maximum allowed value is 300.
	Default Print Options	Number of Copies			Range: 1-32000 Default = 1	Sets the default number of copies for a copy job. This default applies when the Copy function or the Quick Copy function is initiated from the printer Home screen.
		Paper Selection			Select from a list of sizes that the printer supports.	Configures the default paper size used for print jobs.
		Default Custom Paper Size	X Dimension		Range: 3-8.5 inches Default = 8.5 inches	Configures the default paper size that is used when the user selects Custom as the paper size for a print job.
			Y Dimension		Range: 5-14 inches Default = 14 inches	
			Use Inches		Enabled* Disabled	

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Output Sides		1-sided* 2-sided		Use to indicate whether the original document is printed on one or both sides, and whether the copies should be printed on one or both sides. For example, select the 1-sided original, 2-sided output option when the original is printed on one side, but you want to make two-sided copies.
		Staple			None Top left Top right Top left or right	Sets the position of the staple on the page.
		Output Bin			Automatically select Standard bin Upper bin Middle bin	
		Resolution			FastRes1200 1200x1200dpi	Sets the resolution for sent documents. Higher resolution images have more dots per inch (dpi), so they show more detail. Lower resolution images have fewer dots per inch and show less detail, but the file size is smaller. Some file types, for example a file that will be processed with OCR, require a specific resolution. When these file types are selected, the Resolution setting might automatically change to a valid value.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
	PCL and PostScript Settings	Courier Font			Regular* Dark	Select which version of the Courier font you want to use. The factory default setting is Regular , which uses an average stroke width. The Dark setting can be used if a heavier Courier font is needed.
		Wide A4			Enabled Disabled*	Changes the printable area of A4-size paper. If you enable this option, eighty 10-pitch characters can be printed on a single line of A4 paper.
		Print PS Errors			Enabled Disabled*	Use this feature to select whether a PostScript (PS) error page is printed when the printer encounters a PS error.
		Print PDF Errors			Enabled Disabled*	Selects whether a PDF error page is printed when the printer encounters a PDF error.
		Personality			Auto* PCL PS PDF	Configures the default print language or personality for the printer. Normally you should not change the printer language. If you change the setting to a specific printer language, the printer does not automatically switch from one language to another unless specific software commands are sent to it.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		PCL	Font Settings	Font Source	Internal Disk resident	Selects the font source for the user-soft default font. The list of available options varies depending on the installed printer options.
				Font Number	Range: 0-110 Default = 0	Specifies the font number for the user-soft default font using the source that is specified in the Font Source menu. The printer assigns a number to each font and lists it on the PCL font list. The font number displays in the Font # column of the printout.
				Font Pitch	Range: 0.44-99.99 Default = 10	If the Font Source option and the Font Number setting indicate a contour font, then use this feature to select a default pitch (for a fixed-spaced font).
			PCL Settings	Form Length	Range: 5-128 Default = 60	Controls the PCL print-command options. PCL is a set of printer commands that HP developed to provide access to printer features. Use the Form Length feature to select the user-soft default vertical form length.
				Orientation	Portrait* Landscape	Select the orientation that is most often used for copy or scan originals. Select the Portrait option if the short edge is at the top or select the Landscape option if the long edge is at the top.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
				Symbol Set	Select from a list of symbol sets.	Select any one of several available symbol sets from the control panel. A symbol set is a unique grouping of all the characters in a font. The factory default value for this option is PC-8. Either PC-8 or PC-850 are recommended for line-draw characters.
				Append CR to LF	No* Yes	Configure whether a carriage return (CR) is appended to each line feed (LF) encountered in backwards-compatible PCL jobs (pure text, no job control). Select Yes to append the carriage return. The default setting is No. Some environments, such as UNIX, indicate a new line by using only the line-feed control code. This option allows the user to append the required carriage return to each line feed.
				Suppress Blank Pages	No* Yes	This option is for users who are generating their own PCL, which could include extra form feeds that would cause blank pages to be printed. When the Yes option is selected, form feeds are ignored if the page is blank.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
				Media Source Mapping	Standard* Classic	Use to select and maintain input trays by number when you are not using the printer driver, or when the software program has no option for tray selection. The following options are available: Standard: Tray numbering is based on newer HP LaserJet models. Classic: Tray numbering is based on HP LaserJet 4 and older models.
	Print Quality	Adjust Color	Tonal Range	Highlights Midtones Shadows		
			Cyan Magenta Yellow Black			
		Image Registration	Tray	Tray 1 Tray 2 Tray 3 Tray 4 Tray 5 Depends upon number of trays installed		Specify tray to be adjusted

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
			Front-side Horizontal Shift		-5.00 mm to 5.00 mm	Shift the margin alignment to center the image on the page from top to bottom and from left to right. You can also align the image on the front with the image printed on the back.
			Front-side Vertical Shift			
			Back-side Horizontal Shift			
			Back-side Vertical Shift			
						The direction that is perpendicular to the way the paper passes through the printer is referred to as X. This is also known as the scan direction. X1 is the scan direction for a single-sided page or for the second side of a two-sided page. X2 is the scan direction for the first side of a two-sided page.
						The direction that the paper feeds through the printer is referred to as Y. Y1 is the feed direction for a single-sided page or for the second side of a two-sided page. Y2 is the feed direction for the first side of a two-sided page.
						Use the Adjust Tray <X> menu to adjust the registration settings for each tray. Before adjusting these values, print a registration test page. It provides alignment guides in the X and Y directions so you can determine which adjustments are necessary. You can adjust values for X1 Shift, X2 Shift, Y1 Shift, and Y2 Shift.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
				Print Test Page		Use the Print Test Page option to print a page to test the image registration. It provides alignment guides in the X and Y directions so you can determine which adjustments are necessary.
		Auto Sense Behavior	Tray 1		Sense every page Sense first page Sense transparency only	
			All Other Trays		Sense first page Sense transparency only	
		Adjust paper types			Select from a list of paper types Reset Paper Types	
		Optimize			Normal Paper Heavy paper Envelope control Tray 1 Background Background 1 Uniformity Control Tracking Control Registration Transfer Control Moisture Control Reset Optimize	
		Edge Control			Off Light Normal Maximum	

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
	Manage Trays	Use Requested Tray			Exclusively* First	<p>Controls how the printer handles jobs that have specified a specific input tray. Two options are available:</p> <p>Exclusively: The printer never selects a different tray when the user has indicated that a specific tray should be used, even if that tray is empty.</p> <p>First: The printer pulls from another tray if the specified tray is empty, even though the user specifically indicated a tray for the job.</p>
		Manually Feed Prompt			Always* Unless loaded	<p>Indicate whether a prompt should appear when the type or size for a job does not match the specified tray and the printer pulls from the multipurpose tray instead. Two options are available:</p> <p>Always: A prompt always displays before using the multipurpose tray.</p> <p>Unless loaded: A message displays only if the multipurpose tray is empty.</p>

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Size/Type Prompt			Display* Do not display	<p>Controls whether the tray configuration message displays whenever a tray is closed. Two options are available:</p> <p>Display: Shows the tray configuration message when a tray is closed. The user is able to configure the tray settings directly from this message.</p> <p>Do not display: Prevents the tray configuration message from automatically appearing.</p>
		Use Another Tray			Enabled* Disabled	<p>Use to turn on or off the control panel prompt to select another tray when the specified tray is empty. Two options are available:</p> <p>Enabled: When this option is selected, the user is prompted either to add paper to the selected tray or to choose a different tray.</p> <p>Disabled: When this option is selected, the user is not given the option of selecting a different tray. The printer prompts the user to add paper to the tray that was initially selected.</p>

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Alternative Letterhead Mode			Disabled* Enabled	Use to load letterhead or preprinted paper into the tray the same way for all print jobs, whether you are printing to one side of the sheet or to both sides of the sheet. When this option is selected, load the paper as you would for printing on both sides. See the user documentation that came with the printer for instructions about loading letterhead for printing on both sides. When this option is selected, the printer speed slows to the speed required for printing on both sides.
		Duplex Blank Pages			Auto* Yes	Controls how the printer handles two-sided jobs (duplexing). Two options are available: Auto: Enables Smart Duplexing, which instructs the printer not to process blank pages. Yes: Disables Smart Duplexing and forces the duplexer to flip the sheet of paper even if it is printed on only one side. This might be preferable for certain jobs that use paper types such as letterhead or prepunched paper.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Override A4/Letter			Yes* No	Prints on letter-size paper when an A4 job is sent but no A4-size paper is loaded in the printer (or to print on A4 paper when a letter-size job is sent but no letter-size paper is loaded). This option will also override A3 with ledger-size paper and ledger with A3-size paper.
Scan/Digital Send	E-mail Settings Network Folder Settings SharePoint Settings Scan to USB Drive Settings NOTE: The same options are available for each of these features, except where noted.	E-mail Setup NOTE: Email Settings only				Use to configure settings that apply to sending documents through email or saving documents to a folder on the network or on a USB multi-drive. The E-mail Setup Wizard feature configures the printer to send scanned images as email attachments. To open the printer HP Embedded Web Server and set up the email notification server, enter the printer IP address into a Web browser.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Image Preview			Make optional* Require preview Disable preview	<p>Defines the default job options for each function. If you do not specify the job options when creating the job, the default options are used. For complete setup, go to the HP Embedded Web Server by typing the IP address of the printer into a Web browser.</p> <p>Use the Image Preview feature to scan a document and display a preview before completing the job. Select whether this feature is available on the printer.</p> <p>Make optional: The feature is optional, depending on the user who is signed in.</p> <p>Require preview Previews are required for all users.</p> <p>Disable preview: Previews are disabled for all users.</p>

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Default File Name				The printer is shipped with a factory default file name of [Untitled] for any scanned files that are sent or saved. Use this feature to specify a different default file name. If you are saving a file to a network folder or USB storage printer and a file with the default file name already exists, a number is appended to the file name, for example, [Untitled]001.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Document File Type			Select from a list of file types.	<p>PDF provides the best overall image and text quality.</p> <p>JPEG is a good choice for most graphics. Most computers have a browser that can view .JPEG files. This file type produces one file per page.</p> <p>TIFF is a standard file format that many graphics programs support. This file type produces one file per page.</p> <p>MTIFF: stands for multi-page TIFF. This file type saves multiple scanned pages in a single file.</p> <p>XPS (XML Paper Specification) creates an XML file that preserves the original formatting of the document and supports color graphics and embedded fonts.</p> <p>NOTE: OCR file types are not supported on this printer unless attached to DSS.</p>

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Optimize Text/ Picture			Manually Adjust* Text Printed picture Photograph	<p>Use to optimize the output for a particular type of content. You can optimize the output for text, printed pictures, or a mixture.</p> <p>Manually Adjust: Use to manually optimize the setting for text or for pictures.</p> <p>Text: Use to optimize the text portion of the copy when text and/or pictures are on the original.</p> <p>Printed picture: Use for line drawings and preprinted images, such as magazine clippings or pages from books.</p> <p>Photograph: Best suited for making copies of printed pictures.</p>
		Output Quality			High (large file) Medium* Low (small file)	<p>Use to select the quality for the output. Higher-quality images require a larger file size than lower-quality images. Larger files take more time to send, and some recipients might have trouble receiving larger files.</p>

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Original Sides			1-sided 2-sided	Use to describe the layout for each side of the original document. First select whether the original document is printed on one side or both sides. Then touch the Orientation setting to indicate whether the original has portrait or landscape orientation. If it is printed on both sides, also select the 2-sided format that matches the original document.
			Orientation		Automatically detect Portrait* Landscape	For some features to work correctly, you must specify the way the content of the original document is placed on the page. Portrait orientation means the short edge of the page is along the top. Landscape orientation means the long edge of the page is along the top. In the Orientation area, select whether the original document has a portrait or landscape orientation.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
			2-Sided Format		Book-style Flip-style	<p>Book-style: The back side of the original is printed right-side-up, and the back side of the copy is printed the same way. Use this option for originals and copies that are bound along the left edge.</p> <p>Flip-style: The back side of the original is printed upside-down, and the back side of the copy is printed the same way. Use this option for originals and copies that are to be bound along the top edge.</p>
		Resolution			400 dpi 300 dpi 200 dpi 150 dpi* 75 dpi	<p>Sets the resolution for sent documents. Higher resolution images have more dots per inch (dpi), so they show more detail. Lower resolution images have fewer dots per inch and show less detail, but the file size is smaller. Some file types, for example a file that will be processed with OCR, require a specific resolution. When these file types are selected, the Resolution setting might automatically change to a valid value.</p>

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Content Orientation	Orientation		Auto Detect Portrait* Landscape	For some features to work correctly, you must specify the way the content of the original document is placed on the page. Portrait orientation means the short edge of the page is along the top. Landscape orientation means the long edge of the page is along the top. In the Orientation area, select whether the original document has a portrait or landscape orientation.
			2-Sided Format		Book-style* Flip-style	Use to configure the default style for 2-sided print jobs. If the Book-style option is selected, the back side of the page is printed the right way up. This option is for print jobs that are bound along the left edge. If the Flip-style option is selected, the back side of the page is printed upside-down. This option is for print jobs that are bound along the top edge.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Color/Black			Automatically detect*	Use to enable or disable color scanning.
					Color	
					Black/Gray	Automatically detect:
					Black	Automatically scans documents in color if at least one page has color.
						Color: Scans documents in color.
						Black/Gray: Scans documents in grayscale.
						Black: Scans documents in black and white with a compressed file size.
		Original Size			Select from a list of supported sizes.	Use to describe the page size of the original document.
		Notification			Do not notify*	Configure to receive notification about the status of a sent document.
					Notify when job completes	
					Notify only if job fails	Do not notify: Turns off this feature.
					Print	Notify when job completes: Select to receive notification for this job only.
					E-mail	Notify only if job fails: Select to receive notification only if the job is not sent successfully.
						Print: Select to print the notification at this printer.
						E-mail: Select to receive the notification to an email account.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
			Include Thumbnail			NOTE: When sending an analog fax, select Include Thumbnail to receive a thumbnail image of the first page of the fax in your notification.
			Notification E-mail address			E-mail: Select to receive the notification in an email. Touch the text box following Email Address , and then type the email address for the notification.
	Image Adjustment			Darkness		Use to improve the overall quality of the copy. Adjust the Darkness setting to increase or decrease the amount of white and black in the colors.
				Contrast		Adjust the Contrast setting to increase or decrease the difference between the lightest and darkest color on the page.
				Background Cleanup		Adjust the Background Cleanup setting if you are having trouble copying a faint image.
				Sharpness		Adjust the Sharpness setting to clarify or soften the image. For example, increasing the sharpness could make text appear crisper, but decreasing it could make photographs appear smoother.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
				Automatic Tone		The printer automatically adjusts the Darkness , Contrast , and Background Cleanup settings to the most appropriate for the scanned document.
				Default		Select this to make the selected Image Adjustment setting the default value.
		Job Build			Job Build off* Job Build on	Use to combine several original documents into one job. Also use to scan an original document that has more pages than the document feeder can accommodate at one time. The printer temporarily saves all the scanned images. After you have scanned all the pages for the job, touch Finish to finish the job.
		Cropping Options			Do not crop* Crop to content Crop to paper	Use this menu item to automatically crop the scan for digital sending. Use the Crop to content option to scan the smallest possible area that has detectable content.
		Erase Edges			Use inches Back side erase Front side erase	Use this menu item to remove blemishes, such as dark borders or staple marks, by cleaning the specified edges of the scanned image. In each of the text boxes enter the measurements, in millimeters or inches, for how much of the top edge, bottom edge, left edge, and right edge to clean.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Multi-feed Detection			Disabled Enabled*	This setting stops the scanning process if it detects multiple-page feeds through the document feeder.
		Blank Page Suppression			Disabled* Enabled	Use to prevent blank pages in the original document from being included in the output document.
		Create Multiple Files			Disabled* Enabled	Enable this item to scan pages into separate files based on a specified page limit. A page is one side of an original document. JPEG and TIFF have a limit of one page per file.
	Digital Sending Software Setup	Allow Use of a DSS Server Allow Transfer to New DSS server			Disabled Enabled*	Configure how the printer interacts with the HP Digital Sending Software (DSS) server. HP DSS handles digital sending tasks, such as faxing, emailing, and sending scanned documents to a network folder or USB storage device. Use the Allow Use of a DSS Server and Allow Transfer to New DSS server options to configure the printer to use HP DSS.
Fax	Internal Fax Modem Setup					
	Fax Send Settings	Image Preview				

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Fax Dialing Settings	Fax Dial Volume		Off Low* High	These settings control how the fax modem dials the outgoing fax number when faxes are sent.
			Dialing Mode		Tone* Pulse	
			Redial Interval		1-5 Minutes Default = 5 minutes	
			Fax Send Speed		Fast* Medium Slow	
			Dialing Prefix			
			Detect Dial Tone			
			Redial on Error		Range: 0-9 Default = 2	
			Redial on No Answer		Range: 0-2 Default = 0	
			Redial on Busy		Range: 0-9 Default = 3	
		General Fax Send Settings	Fax Number Confirmation		Enabled Disabled*	If this feature is enabled, you must enter the fax number twice.
			PC Fax Send		Enabled* Disabled	Enables users who have the correct driver installed to send faxes through the printer from their computers.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
			JBIG Compression		Enabled* Disabled	The JBIG compression reduces fax-transmission time, which can result in lower phone charges. However, using JBIG compression sometimes causes compatibility problems with older fax machines. If this occurs, turn off the JBIG compression.
			Error Correction Mode		Enabled* Disabled	When error-correction mode is enabled and an error occurs during fax transmission, the printer sends or receives the error portion again.
			Fax Header		Prepend* Overlay	Use to prepend or overlay the fax header page.
			Fax Number Speed Dial Matching		Enabled Disabled*	Use this item to match the fax number that you type to numbers that are saved as a speed dial.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Billing Code Settings	Enable Billing Codes		Off* On	<p>When billing codes are enabled, a prompt displays that asks the user to enter the billing code for an outgoing fax. This prompt does not appear if the Allow users to edit billing codes check box is not checked.</p> <p>You can also use the billing codes report in the Reports menu to view the list of the billing codes that have been used for faxes that have been sent from the printer. The list is grouped by billing code and also shows fax details. This feature can be used for billing or usage tracking.</p>
			Default Billing Code			Specify a default billing code for faxing. If you specify a default billing code, this code displays in the Billing Code field when the user sends an outgoing fax. If this field is blank, no default billing code is provided for the user.
			Minimum Length		Range: 1-16 Default = 1	Specify the required length of the billing code. Billing codes can be between 1 and 16 characters long.
			Allow users to edit billing codes		Off On*	
Fax Receive Settings	Fax Receive Setup	Ringer Volume			Off Low* High	Use to configure settings for receiving faxes.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
			Rings To Answer		Range: 1-6 Default = 1	
			Fax Receive Speed		Fast* Medium Slow	
			Ring Interval		Range: 220-600 ms Default = 600 ms	
			Ring Frequency		Range: 1-200 Default = 68hz	
		Fax Printing Schedule			Always store faxes Always print faxes* Use Fax Printing Schedule	If you have concerns about the security of private faxes, use this feature to store faxes rather than having them automatically print. Open the Fax Printing Schedule sub-menu, and then you can choose to always store faxes, always print them, or you can set up a schedule for each day of the week.
			Schedule	+ (Add) Edit Delete (trash can)	Print incoming faxes Store incoming faxes Time Event Days	If you are using a fax printing schedule, use this menu to configure when to print faxes.
			Touch this to set up a fax printing schedule if you selected the Use Fax Printing Schedule option.			

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Blocked Fax Numbers	Fax Number to Block			<p>The blocked fax list can contain up to 30 numbers. When the printer receives a call from one of the blocked fax numbers, it deletes the incoming fax. It also logs the blocked fax in the activity log along with job-accounting information.</p> <p>Add blocked numbers: Enter a fax number into the Fax Number to Block field, and then touch the arrow button to add a new number to the blocked fax list.</p> <p>To remove blocked numbers: Select a number and touch the Delete button to delete it from the blocked fax list.</p> <p>To clear all blocked numbers: Touch the Delete All button to clear all of the numbers from the blocked fax list.</p> <p>You also can use the Blocked Fax List report in the Information menu to view the list of the fax numbers that have been blocked on this printer.</p>

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Default Job Options	Notification		Do not notify* Notify when job completes Notify only if job fails	Configure to receive notification about the status of a sent document. Do not notify: Turns off this feature. Notify when job completes: Select to receive notification for this job only. Notify only if job fails: Select to receive notification only if the job is not sent successfully.
					Print E-mail*	E-mail: Select to receive the notification in an email. Touch the text box following Email Address , and then enter the email address for the notification.
				Include Thumbnail		NOTE: When sending an analog fax, select Include Thumbnail to receive a thumbnail image of the first page of the fax in your notification.
				Notification E-mail address		Touch this text field, provide the email address to which you want notifications sent, and then touch the OK button.
			Stamp Received Faxes		Enabled Disabled*	Use this option to add the date, time, sender's phone number, and page number to each page of the faxes that this printer receives.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
			Fit to Page		Enabled* Disabled	Use to shrink faxes that are larger than Letter-size or A4-size so that they can fit onto a Letter-size or A4-size page. If this feature set to Disabled, faxes larger than Letter or A4 will flow across multiple pages.
			Paper Tray		Automatic* Select from a list of the trays.	
			Output Bin		Automatically select Standard bin Upper bin Middle bin	
			Out Sides		1-sided* 2-sided	Use to describe the layout for each side of the original document. First select whether the original document is printed on one side or both sides.
	Fax Forwarding	Enable Fax Forwarding			Disabled* Enabled	Use to forward received faxes to another fax machine.
			Type of Fax Job to Forward		All faxes Sent faxes Received faxes	Use to select the type of fax jobs that you want forwarded.
			Fax Forwarding Number			Provide the forwarding phone number, and then touch the OK button.
	Clear Fax Activity Log					Clears all events from the fax activity log.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
Manage Supplies	Low Warning Thresholds			Black Cartridge	1-100%	Set the estimated percentage at which the printer notifies you when a toner cartridge is very low.
				Cyan Cartridge	Default = 5%	
				Magenta Cartridge		
				Yellow Cartridge		
	Low Warning Threshold Message				On	Displays a message on the control panel when a cartridge is very low.
					Off	
	Very Low Behavior	Black Cartridge			Stop	
		Color Cartridges			Continue	
		Transfer Kit			Prompt to continue	
		Fuser Kit				
		Document Feeder Kit				
		Staples			Stop	
					Prompt to continue	
	Restrict Color Use				Enable	Use this feature to enable, restrict, or disable color printing or copying.
					Disable Color	
					Color if allowed*	

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
	Color/Black Mix				Auto Mostly Color Pages Mostly Black Pages	<p>Instructs the printer when to switch between color and monochrome printing modes for the best overall performance.</p> <p>Auto: Uses the mode that is appropriate for the first page of the job. If necessary, the printer switches modes during the middle of a job and then stays in that mode until the job is finished.</p> <p>Mostly Color Pages: The printer uses color mode for all jobs, even if the job contains no color pages.</p> <p>Mostly Black Pages: The printer uses monochrome mode until it detects a color page. The printer switches back to monochrome mode when it detects a sequence of several monochrome pages.</p>

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
	Store Usage Data				On supplies Not on supplies	The Store Usage Data provides a way to suppress the toner cartridges from storing most of the information gathered exclusively for the purpose of understanding the usage of the printer. Select the On supplies setting to store the data on the toner cartridge memory chip. Select the Not on supplies setting to suppress the information from being stored on the memory chip.
	Cartridge Protection				Off* Protect Cartridges	Select to permanently protect cartridges so that they can be used only in this product or fleet of products.
	Cartridge Policy				Off* Authorized HP	Set Authorized HP to allow only genuine HP cartridges to be used in this product.
Manage Stapler/ Stacker	Operation Mode				Mailbox Stacker Function Separator	
	Job Offset				On Off	
Networking	Ethernet	Information	Print Security Report		Yes No*	Yes: Prints a page that contains the current security settings on the HP Jetdirect print server. No: A security settings page is not printed.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		TCP/IP	Host Name		Use the arrow buttons to edit the host name. NP1XXXXXX*	An alphanumeric string, up to 32 characters, used to identify the printer. This name is listed on the HP Jetdirect configuration page. The default host name is NP1XXXXXX, where XXXXXX is the last six digits of the LAN hardware (MAC) address.
			IPv4 Settings	Config Method	Bootp DHCP* Auto IP Manual	<p>Specifies the method that TCP/IPv4 parameters will be configured on the HP Jetdirect print server.</p> <p>Bootp (Bootstrap Protocol): Use for automatic configuration from a BootP server.</p> <p>DHCP (Dynamic Host Configuration Protocol): Use for automatic configuration from a DHCPv4 server. If selected and a DHCP lease exists, the DHCP Release menu and the DHCP Renew menu are available to set DHCP lease options.</p> <p>Auto IP: Use for automatic link-local IPv4 addressing. An address in the form 169.254.x.x is assigned automatically.</p> <p>If you set this option to the Manual setting, use the Manual Settings menu to configure TCP/IPv4 parameters.</p>

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
				Default IP	Auto IP* Legacy	Specify the IP address to default to when the print server is unable to obtain an IP address from the network during a forced TCP/IP reconfiguration (for example, when manually configured to use BootP or DHCP). NOTE: This feature assigns a static IP address that might interfere with a managed network. Auto IP: A link-local IP address 169.254.x.x is set. Legacy: The address 192.0.0.192 is set, consistent with older HP Jetdirect printers.
				Primary DNS	Range: 0-255 Default = xxx.xxx.xx.xx	Specify the IP address (n.n.n.n) of a Primary Domain Name System (DNS) Server.
				Secondary DNS	Range: 0-255 Default = 0.0.0.0	Specify the IP address (n.n.n.n) of a Secondary DNS Server.
		IPv6 Settings	Enable	Off On*		Use this item to enable or disable IPv6 operation on the print server. Off: IPv6 is disabled. On: IPv6 is enabled.
				Address	Manual Settings Enable Address	Use this item to enable and manually configure a TCP/IPv6 address.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
				DHCPv6 Policy	Router Specified Router Unavailable* Always	<p>Router Specified: The stateful auto-configuration method to be used by the print server is determined by a router. The router specifies whether the print server obtains its address, its configuration information, or both from a DHCPv6 server.</p> <p>Router Unavailable: If a router is not available, the print server should attempt to obtain its stateful configuration from a DHCPv6 server.</p> <p>Always: Whether a router is available, the print server always attempts to obtain its stateful configuration from a DHCPv6 server.</p>
				Primary DNS	Range: 0-255 Default = xxx.xxx.xx.xx	Specify the IP address (n.n.n.n) of a Primary Domain Name System (DNS) Server.
				Secondary DNS	Range: 0-255 Default = 0.0.0.0	Specify the IP address (n.n.n.n) of a Secondary DNS Server.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
			Proxy Server		Select from a provided list.	<p>Specifies the proxy server to be used by embedded applications in the printer. A proxy server is typically used by network clients for Internet access. It caches Web pages, and provides a degree of Internet security for those clients.</p> <p>To specify a proxy server, enter its IPv4 address or fully-qualified domain name. The name can be up to 255 octets.</p> <p>For some networks, you might need to contact your Internet Service Provider (ISP) for the proxy server address.</p>
			Proxy Port		Default = 0080	<p>Enter the port number used by the proxy server for client support. The port number identifies the port reserved for proxy activity on your network, and can be a value from 0 to 65535.</p>
			Idle Timeout		Default = 0270	<p>The time period, in seconds, after which an idle TCP print data connection is closed (default is 270 seconds, 0 disables the timeout).</p>

Copy menu (MFP only)

To display: At the printer control panel, select the [Copy](#) menu.

In the following table, asterisks (*) indicate the factory default setting.

Table 3-11 Copy menu (MFP only)

First level	Second level	Third level	Values	Description	
Sides	Original Sides		1-sided*	Use to indicate whether the original document is printed on one or both sides.	
			2-sided		
	Output Sides		1-sided	Use to indicate whether the copies should be printed on one or both sides.	
			2-sided		
Color/Black			Automatically detect*	Select how the copy should be printed.	
			Color	Automatically detect: Prints color documents in color, and black and white documents in black and white. For mixed documents, the printer will determine whether to print in color or black and white.	
			Black/Gray	Color: Prints documents in color. Black: Prints documents in black and white or grayscale.	
Quick Sets and Defaults			Load		
			Save		
Options	Sides	Original Sides	1-sided		
			2-sided		
	Output Sides	1-sided			
		2-sided			
	Color/Black			Automatically detect*	Select how the copy should be printed.
				Color	Automatically detect: Prints color documents in color, and black and white documents in black and white. For mixed documents, the printer will determine whether to print in color or black and white.
			Black/Gray	Color: Prints documents in color. Black: Prints documents in black and white or grayscale.	

Table 3-11 Copy menu (MFP only) (continued)

First level	Second level	Third level	Values	Description
	Staple		None Top left angled Top right angled	Sets the position of the staple on the page.
	Scan mode		Standard Document Book Mode 2-sided ID	Book Mode allows the user to scan pages from a book. 2-sided ID allows the user to scan both sides of an identification card onto one sheet.
	Reduce/Enlarge		Automatic* Manual	Use to scale the size of the document up or down. Select one of the predefined percentages, or select the Scaling field and type a percentage between 25 and 400. The Auto option automatically scales the image to fit the paper size in the tray. NOTE: To reduce the image, select a scaling percentage that is less than 100. To enlarge the image, select a scaling percentage that is greater than 100.
	Original Size		Select from a list of sizes that the printer supports.	Describes the page size of the original document.
	Paper Selection		Paper Size Paper Type Paper Tray	For the best color and image quality, select the appropriate paper type from the control panel menu or from the print driver.
	Booklet	Booklet Format	(Checkbox)	Use to copy two or more pages onto one sheet of paper so you can fold the sheets in the center to form a booklet. The printer arranges the pages in the correct order. For example, if the original document has eight pages, the printer prints pages 1 and 8 on the same sheet.

Table 3-11 Copy menu (MFP only) (continued)

First level	Second level	Third level	Values	Description
	Content Orientation		Auto Detect Portrait* Landscape	For some features to work correctly, you must specify the way the content of the original document is placed on the page. Portrait orientation means the short edge of the page is along the top. Landscape orientation means the long edge of the page is along the top. In the Orientation area, select whether the original document has a portrait or landscape orientation.
	Pages per Sheet		One (1) Two (2) Four (4)	Copies multiple pages onto one sheet of paper. NOTE: Before using this screen, use the Content Orientation screen to describe the original document orientation.
	Image Adjustment	Sharpness		Adjust the Sharpness setting to clarify or soften the image. For example, increasing the sharpness could make text appear crisper, but decreasing it could make photographs appear smoother.
		Darkness		Use to improve the overall quality of the copy. Adjust the Darkness setting to increase or decrease the amount of white and black in the colors.
		Contrast		Adjust the Contrast setting to increase or decrease the difference between the lightest and darkest color on the page.
		Background Cleanup		Adjust the Background Cleanup setting if you are having trouble copying a faint image.

Table 3-11 Copy menu (MFP only) (continued)

First level	Second level	Third level	Values	Description
	Optimize Text/Picture	Manually Adjust*	Optimize For: Text Mixed Printed picture Photograph	Optimizes the output for a particular type of content. You can optimize the output for text, printed pictures, or a mixture. Manually Adjust: Use to manually optimize the setting for text or for pictures. Text: Use to optimize the text portion of the copy where text and/or pictures are on the original. Printed picture: Use for line drawings and preprinted images, such as magazine clippings or pages from books. Photograph: Best suited for making copies of printed pictures.
	Erase Edges	Front Side	Use inches Apply same width to all edges Top edge Bottom edge Left edge Right edge	Use this menu item to remove blemishes, such as dark borders or staple marks, by cleaning the specified edges of the scanned image. In each of the text boxes enter the measurements, in millimeters or inches, for how much of the top edge, bottom edge, left edge, and right edge to clean.
		Back Side	Use inches Mirror front side Top edge Bottom edge Left edge Right edge	

Table 3-11 Copy menu (MFP only) (continued)

First level	Second level	Third level	Values	Description
	Collate		Collate on (Sets in page order)* Collate off (Pages grouped)	<p>If you are making more than one copy, select the Collate on (Sets in page order) option to assemble the pages in the correct order in each set of copies.</p> <p>Select the Collate off (Pages grouped) option to group the same pages together. For example, if you are making five copies of an original document that has two pages, all five first pages would be grouped together and all five second pages would be grouped together.</p>
	Multi-feed Detection		Enabled* Disabled	<p>This setting stops the scanning process if it detects multiple-page feeds through the document feeder.</p>
	Output Bin		Automatically select Standard bin Upper bin Middle bin	

Scan menu (MFP only)

To display: At the printer control panel, select the [Scan](#) menu.

In the following table, asterisks (*) indicate the factory default setting.

Table 3-12 Scan menu (MFP)

First level	Second level	Third level	Fourth level	Values	Description
Scan to Email					
Scan to Network Folder	Folder Paths				
	File Name				
	Quick Sets and Defaults				
	Options	File Type and Resolution			
		Original sides		1-sided 2-sided	Use to describe the layout for each side of the original document. First select whether the original document is printed on one side or both sides. Then touch the Orientation setting to indicate whether the original has portrait or landscape orientation. If it is printed on both sides, also select the 2-sided format that matches the original document.
		Color/Black		Automatically detect* Color Black/Gray Black	Use to enable or disable color scanning. Automatically detect : Automatically scans documents in color if at least one page has color. Color : Scans documents in color. Black/Gray : Scans documents in grayscale. Black : Scans documents in black and white with a compressed file size.
		Original Size		Select from a list of supported sizes.	Use to describe the page size of the original document.

Table 3-12 Scan menu (MFP) (continued)

First level	Second level	Third level	Fourth level	Values	Description
		Content Orientation	Orientation	Automatically Detect Portrait* Landscape	For some features to work correctly, you must specify the way the content of the original document is placed on the page. Portrait orientation means the short edge of the page is along the top. Landscape orientation means the long edge of the page is along the top. In the Orientation area, select whether the original document has a portrait or landscape orientation.
		Image Adjustment	Darkness		Use to improve the overall quality of the copy. Adjust the Darkness setting to increase or decrease the amount of white and black in the colors.
			Contrast		Adjust the Contrast setting to increase or decrease the difference between the lightest and darkest color on the page.
			Background Cleanup		Adjust the Background Cleanup setting if you are having trouble copying a faint image.
			Sharpness		Adjust the Sharpness setting to clarify or soften the image. For example, increasing the sharpness could make text appear crisper, but decreasing it could make photographs appear smoother.
			Automatic Tone		The printer automatically adjusts the Darkness , Contrast , and Background Cleanup settings to the most appropriate for the scanned document.

Table 3-12 Scan menu (MFP) (continued)

First level	Second level	Third level	Fourth level	Values	Description
			Default		Select this to make the selected Image Adjustment setting the default value.
		Optimize Text/Picture			
		Erase Edges		Use inches Back side erase Front side erase	Use this menu item to remove blemishes, such as dark borders or staple marks, by cleaning the specified edges of the scanned image. In each of the text boxes enter the measurements, in millimeters or inches, for how much of the top edge, bottom edge, left edge, and right edge to clean.
		Cropping Options		Do not crop Crop to content Crop to paper	Use this menu item to automatically crop the scan for digital sending. Use the Crop to content option to scan the smallest possible area that has detectable content.
		Automatically Straighten			
		Blank Page Suppression		Disabled Enabled	Use to prevent blank pages in the original document from being included in the output document.
		Multi-feed Detection		Disabled Enabled*	This setting stops the scanning process if it detects multiple-page feeds through the document feeder.
		Create Multiple Files		Disabled Enabled	Enable this item to scan pages into separate files based on a specified page limit. A page is one side of an original document. JPEG and TIFF have a limit of one page per file.

Table 3-12 Scan menu (MFP) (continued)

First level	Second level	Third level	Fourth level	Values	Description
		Notification		Do not notify Notify when job completes Notify only if job fails Print E-mail	Configure to receive notification about the status of a sent document. Do not notify: Turns off this feature. Notify when job completes: Select to receive notification for this job only. Notify only if job fails: Select to receive notification only if the job is not sent successfully. Print: Select to print the notification at this printer. E-mail: Select to receive the notification to an email account.
			Include Thumbnail		Select Include Thumbnail to receive a thumbnail image of the first page of the job in your notification.
			Notification Email		E-mail: Select to receive the notification in an email. Touch the text box following Email Address, and then type the email address for the notification.
Scan to USB Drive	Destination				
	Job Name				
	Options	File Type and Resolution			

Table 3-12 Scan menu (MFP) (continued)

First level	Second level	Third level	Fourth level	Values	Description
		Original sides		1-sided 2-sided	Use to describe the layout for each side of the original document. First select whether the original document is printed on one side or both sides. Then touch the Orientation setting to indicate whether the original has portrait or landscape orientation. If it is printed on both sides, also select the 2-sided format that matches the original document.
		Color/Black		Automatically detect* Color Black/Gray Black	Use to enable or disable color scanning. Automatically detect : Automatically scans documents in color if at least one page has color. Color : Scans documents in color. Black/Gray : Scans documents in grayscale. Black : Scans documents in black and white with a compressed file size.
		Original Size		Select from a list of supported sizes.	Use to describe the page size of the original document.
		Content Orientation		Automatically detect Portrait* Landscape	For some features to work correctly, you must specify the way the content of the original document is placed on the page. Portrait orientation means the short edge of the page is along the top. Landscape orientation means the long edge of the page is along the top. In the Orientation area, select whether the original document has a portrait or landscape orientation.

Table 3-12 Scan menu (MFP) (continued)

First level	Second level	Third level	Fourth level	Values	Description
		Image Adjustment	Darkness		Use to improve the overall quality of the copy. Adjust the Darkness setting to increase or decrease the amount of white and black in the colors.
			Contrast		Adjust the Contrast setting to increase or decrease the difference between the lightest and darkest color on the page.
			Background Cleanup		Adjust the Background Cleanup setting if you are having trouble copying a faint image.
			Sharpness		Adjust the Sharpness setting to clarify or soften the image. For example, increasing the sharpness could make text appear crisper, but decreasing it could make photographs appear smoother.
			Automatic Tone		The printer automatically adjusts the Darkness , Contrast , and Background Cleanup settings to the most appropriate for the scanned document.
			Default		Select this to make the selected Image Adjustment setting the default value.

Table 3-12 Scan menu (MFP) (continued)

First level	Second level	Third level	Fourth level	Values	Description
		Optimize Text/Picture		Manually Adjust* Text Printed picture Photograph	<p>Use to optimize the output for a particular type of content. You can optimize the output for text, printed pictures, or a mixture.</p> <p>Manually Adjust: Use to manually optimize the setting for text or for pictures.</p> <p>Text: Use to optimize the text portion of the copy when text and/or pictures are on the original.</p> <p>Printed picture: Use for line drawings and preprinted images, such as magazine clippings or pages from books.</p> <p>Photograph: Best suited for making copies of printed pictures.</p>
		Erase Edges		Use inches Back side erase Front side erase	<p>Use this menu item to remove blemishes, such as dark borders or staple marks, by cleaning the specified edges of the scanned image. In each of the text boxes enter the measurements, in millimeters or inches, for how much of the top edge, bottom edge, left edge, and right edge to clean.</p>
		Cropping Options		Do not crop Crop to content Crop to paper	<p>Use this menu item to automatically crop the scan for digital sending. Use the Crop to content option to scan the smallest possible area that has detectable content.</p>
		Automatically Straighten			
		Blank Page Suppression		Disabled Enabled	<p>Use to prevent blank pages in the original document from being included in the output document.</p>

Table 3-12 Scan menu (MFP) (continued)

First level	Second level	Third level	Fourth level	Values	Description
		Multi-feed Detection		Disabled Enabled*	This setting stops the scanning process if it detects multiple-page feeds through the document feeder.
		Create Multiple Files		Disabled Enabled	Enable this item to scan pages into separate files based on a specified page limit. A page is one side of an original document. JPEG and TIFF have a limit of one page per file.
		Notification		Do not notify Notify when job completes Notify only if job fails Print E-mail	Configure to receive notification about the status of a sent document. Do not notify: Turns off this feature. Notify when job completes: Select to receive notification for this job only. Notify only if job fails: Select to receive notification only if the job is not sent successfully. Print: Select to print the notification at this printer. E-mail: Select to receive the notification to an email account.
			Include Thumbnail		Select Include Thumbnail to receive a thumbnail image of the first page of the job in your notification.
			Notification Email		E-mail: Select to receive the notification in an email. Touch the text box following Email Address , and then type the email address for the notification.
Scan to Job Storage				Folder Job Name	

Fax menu (fax models only)

To display: At the printer control panel, select the [Fax](#) menu.

In the following table, asterisks (*) indicate the factory default setting.

Table 3-13 Fax menu (fax models only)

First level	Second level	Third level	Values	Description
Dialing Prefix				
Fax Recipients				
Quick Sets and Defaults				
Options	Original Sides		1-sided*	Use to describe the layout for each side of the original document. First select whether the original document is printed on one side or both sides. Then touch the Orientation setting to indicate whether the original has portrait or landscape orientation. If it is printed on both sides, also select the 2-sided format that matches the original document.
			2-sided	
	Resolution		Standard (100 x 200dpi)* Fine (200 x 200dpi) Superfine (300 x 300dpi)	Select the resolution for outgoing faxes. If you increase the resolution, faxes might be clearer but they could transmit more slowly. Some file types, for example a file that will be processed with OCR, require a specific resolution. When these file types are selected, the Resolution setting might be automatically changed to a valid value.
	Original Size		Select from a list of sizes that the printer supports.	Use to describe the page size of the original document.
	Content Orientation	Orientation	Portrait* Landscape	For some features to work correctly, you must specify the way the content of the original document is placed on the page. Portrait : This setting means the short edge of the page is along the top. Landscape : This setting means the long edge of the page is along the top.

Table 3-13 Fax menu (fax models only) (continued)

First level	Second level	Third level	Values	Description
	Image Adjustment	Darkness		Use to improve the overall quality of the copy. Adjust the Darkness setting to increase or decrease the amount of white and black in the colors.
		Contrast		Adjust the Contrast setting to increase or decrease the difference between the lightest and darkest color on the page.
		Background Cleanup		Adjust the Background Cleanup setting if you are having trouble copying a faint image.
		Sharpness		Adjust the Sharpness setting to clarify or soften the image. For example, increasing the sharpness could make text appear crisper, but decreasing it could make photographs appear smoother.
		Automatic Tone		The printer automatically adjusts the Darkness , Contrast , and Background Cleanup settings to the most appropriate for the scanned document.
		Default		Select this to make the selected Image Adjustment setting the default value.

Table 3-13 Fax menu (fax models only) (continued)

First level	Second level	Third level	Values	Description
	Optimize Text/Picture	Manually Adjust*	Optimize For: Text Printed picture Photograph	Optimizes the output for a particular type of content. You can optimize the output for text, printed pictures, or a mixture. Manually Adjust: Use to manually optimize the setting for text or for pictures. Text: Use to optimize the text portion of the copy where text and/or pictures are on the original. Printed picture: Use for line drawings and preprinted images, such as magazine clippings or pages from books. Photograph: Best suited for making copies of printed pictures.
	Blank Page Suppression		Disabled* Enabled	Prevents blank pages in the original document from being included in the output document.
	Multi-feed Detection		Disabled Enabled*	Use this feature to prevent multiple pages being fed through the document feeder during document scans.
	Notification		Do not notify* Notify when job completes Notify only if job fails Print E-mail	Use to receive notification about the status of a sent document. Do not notify: Turns off this feature. Notify when job completes: Select to receive notification for this job only. Notify only if job fails: Select to receive notification only if the job is not sent successfully. Print: Select to print the notification at this printer. E-mail: Select to receive the notification in an email. Touch the text box following Email Address , and then enter the email address for the notification.

Table 3-13 Fax menu (fax models only) (continued)

First level	Second level	Third level	Values	Description
		Include Thumbnail		When sending an analog fax, select Include Thumbnail to receive a thumbnail image of the first page of the fax in your notification.
		Notification E-mail address		Provide the email address that will receive notifications.
		2-Sided Format	Book-style* Flip-style	Use to configure the default style for 2-sided print jobs. If the Book-style option is selected, the back side of the page is printed the right way up. This option is for print jobs that are bound along the left edge. If the Flip-style option is selected, the back side of the page is printed upside-down. This option is for print jobs that are bound along the top edge.

Print menu

To display: At the printer control panel, select the [Print](#) menu.

In the following table, asterisks (*) indicate the factory default setting.

Table 3-14 Print Options menu

First level	Second level	Values	Description
Print from Job Storage	Stored Job to Print	Untitled Stored Faxes	Print a job stored on the printer.
Print from USB Drive	Stored Job to Print	Choose file to print on USB drive.	Print a job stored on a USB drive.
Fax Polling	Fax Polling Number		

Supplies menu

To display: At the printer control panel, select the [Supplies](#) menu.

In the following table, asterisks (*) indicate the factory default setting.

Table 3-15 Supplies menu

First level	Values	Description
Supplies Summary		
Black Cartridge	Status	
Cyan Cartridge	Order HP Part	
Magenta Cartridge	Pages Printed	
Yellow Cartridge	Approximate Pages Remaining	
Toner Collection Unit		
Transfer Kit	Order HP Part	
Fuser Kit		
Document Feeder Kit		
Stapler 1		

Trays menu

To display: At the printer control panel, select the [Trays](#) menu.

In the following table, asterisks (*) indicate the factory default setting.

Table 3-16 Trays menu

First level	Second level	Values	Description
Tray 1	Size	Select paper size from a list of supported sizes.	Choose the paper size for the tray
Tray 2-x	Type	Select paper type from a list of supported types.	Choose the paper type for the tray.

Troubleshooting menu

To display: At the product control panel, select the [Support Tools](#) menu, and then select the [Troubleshooting](#) menu.

In the following table, asterisks (*) indicate the factory default setting.

Table 3-17 Troubleshooting

First level	Second level	Third level	Fourth level	Values	Description
Configuration/Status Pages	•	Settings Menu Map			Select the configuration/Status reports to review, and then touch the Print or View button.
	•	Current Settings Page			
	•	Configuration Page			
	•	How to Connect Page			
	•	Supplies Status Page			
	•	sage Page			
	•	File Directory Page			
	•	Web Services Status Page			
<hr/>					
Reports					
<hr/>					
Other Pages	•	Demonstration Page			
	•	RGB Samples			
	•	CMYK Samples			
	•	PCL Font List			
	•	PS Font List			
<hr/>					
Event Log				Print	Prints the 50 most recent events in the Event Log. For each event, the printed log shows the error number, page count, error code, and description or personality.
<hr/>					
Paper Path Page				View Print	Shows how many pages were printed from each tray.
<hr/>					

Table 3-17 Troubleshooting (continued)

First level	Second level	Third level	Fourth level	Values	Description
Fax (Fax is optional)	Fax T.30 Trace	Print T.30 Report		Print	Use to print or configure the fax T.30 trace report. T.30 is the standard that specifies handshaking, protocols, and error correction between fax machines.
		When to Print Report		Never automatically print* Print after every fax Print only after fax send jobs Print after any fax error Print only after fax send errors Print only after fax receive errors	Configure the T.30 report to print after certain events. You can choose to print the report after every fax job, every fax job sent, every fax job received, every send error, or every receive error.
	Fax V.34			Normal* Off	Use to disable V.34 modulations if several fax failures have occurred or if phone line conditions require it.
	Fax Speaker Mode			Normal* Diagnostic	Used by a technician to evaluate and diagnose fax issues by listening to the sounds of fax modulations
	Fax Log Entries			On Off*	The standard fax log includes basic information such as the time and whether the fax was successful. The detailed fax log shows the intermediate results of the redial process not shown in the standard fax log.
Print Quality Pages	Print Fuser Test Page			Print	Use to print pages that help you resolve problems with print quality.
Diagnostic Tests					
	Continuous Scan			2-sided	

Table 3-17 Troubleshooting (continued)

First level	Second level	Third level	Fourth level	Values	Description
	Run Fax Test			Start	Use this menu to perform a test on specific components within the product to determine whether the components are functioning correctly.
Retrieve Diagnostic Data				Insert a US drive into the USB port. The exported data might contain personally identifiable information.	Create files that contain information about the product that can help identify the cause of problems.
Generate Debug Data				Start	

Maintenance menu

Backup/Restore menu

To display: At the product control panel, select [Support Tools](#) and then [Maintenance](#), and then select the [Backup/Restore](#) menu.

In the following table, asterisks (*) indicate the factory default setting.

Table 3-18 Backup/Restore menu

First level	Second level	Third level	Values	Description
Backup Data	Enable Scheduled Backups	Backup Time	Enter a time	
		Days Between Backups	Enter the number of days	
	Backup Now			
	Export Last Backup			
Restore Data			Insert a USB drive that contains the backup file.	

Calibration/Cleaning menu

To display: At the product control panel, select the [Maintenance](#) menu, and then select the [Calibrate/Cleaning](#) menu.

In the following table, asterisks (*) indicate the factory default setting.

Table 3-19 Calibrate/Cleaning menu

First level	Second level	Values	Description
Calibration/Cleaning Page		Print	Use to process the cleaning page that was created by using the Create Cleaning Page menu. The process takes up to 1.5 minutes.
Color Calibrations (color models)		Start	<p>The product automatically calibrates itself at various times. However, you can calibrate the product immediately if you see problems with print quality. Use this feature to perform a partial calibration. Use this calibration if color density or tone seems incorrect.</p> <p>Before calibrating the product, make sure that the Ready indicator displays on the control-panel display. If a job is in progress, the calibration occurs when that job is complete.</p>

Table 3-19 Calibrate/Cleaning menu (continued)

First level	Second level	Values	Description
Calibration		Start	<p>The product automatically calibrates itself at various times. However, you can calibrate the product immediately if you see problems with print quality. Use this feature to perform a full calibration, which can take up to three minutes. Use this calibration if the color layers seem to be shifted on the page.</p> <p>Before calibrating the product, make sure that the Ready indicator displays on the control-panel display. If a job is in progress, the calibration occurs when that job is complete.</p>
Delay Calibration at Wake/Power On		No Delay Delay 15 minutes	<p>Controls the timing of power-on calibration when the product wakes up or is turned on.</p> <p>Wake: Select if you are not using the feature and want to print jobs immediately when the product wakes up or is turned on, before calibration begins.</p> <p>No: The product will calibrate immediately when it wakes up or is turned on. The product will not print any jobs until it finishes calibrating.</p> <p>Yes: Enables the product that is asleep to accept print jobs before it calibrates. It might start calibrating before it has printed all the jobs it has received. This option allows quicker printing when coming out of sleep mode or when you turn the product on, but print quality might be reduced.</p> <p>NOTE: For the best results, allow the product to calibrate before printing. Print jobs performed before calibration might not be of the highest quality.</p>

USB Firmware Upgrade menu

To display: At the product control panel, select the [Maintenance](#) menu, and then select the **USB Firmware Upgrade** menu.

Insert a USB storage device with a firmware upgrade bundle into the USB port, and follow the on-screen instructions.

Clear paper jams

Paper jam locations



1	Tray 1
2	Tray 2
3	Tray 3

13.A1 tray 1 paper jam

Use the following procedure to check for paper in all possible jam locations related to the Tray 1. When a jam occurs, the control panel might display a message and an animation that assists in clearing the jam.

- 13.A1.XX Jam in tray 1

1. Gently remove the jammed paper.



2. Open and then close the front door to resume printing.

13.A2, 13.A3 tray 2, tray 3 paper jam

Use the following procedure to check for paper in all possible jam locations related to Tray 2 or Tray 3. When a jam occurs, the control panel might display a message and an animation that assists in clearing the jam.

- 13.A2.XX Jam in tray 2
- 13.A3.XX Jam in tray 3



CAUTION: The fuser can be hot while the printer is in use. Wait for the fuser to cool before handling it.



NOTE: The procedure to clear a paper jam in Tray 3 is the same as for Tray 2. Only Tray 2 is shown here.

1. Open the right door.



2. Gently remove any jammed paper.



3. Close the right door.



4. Open the tray.



5. Gently remove any jammed paper.



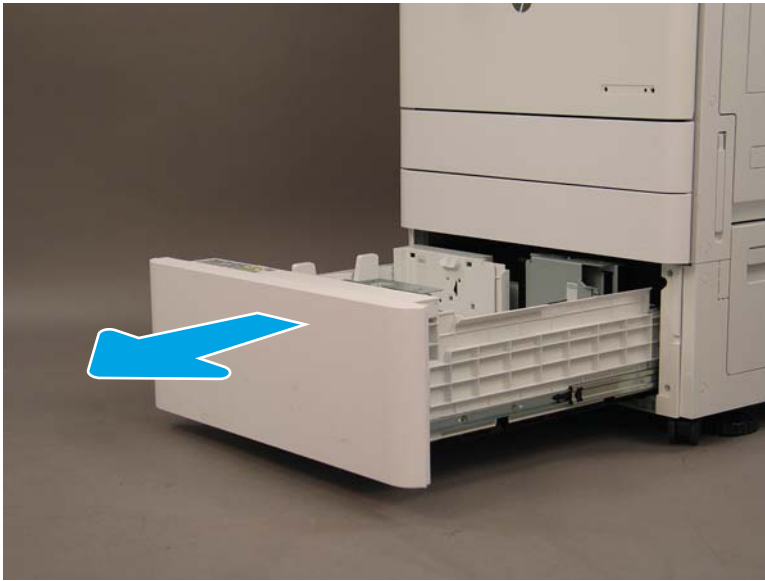
6. Close the tray. Printing automatically resumes.



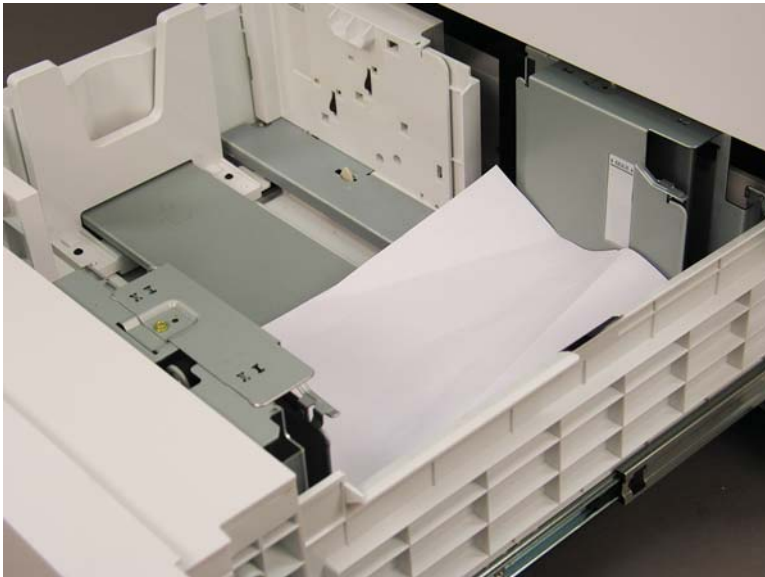
Clear paper jams in the Bottom HCI

Clear paper jams in the Bottom HCI

1. Open the HCI.



2. Remove any jammed paper.



3. Close the HCI.

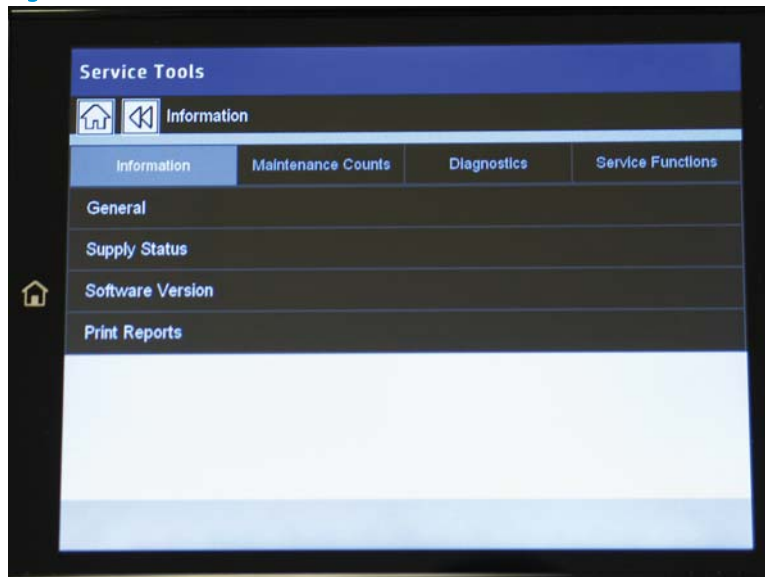
Service mode (tech mode; du models)

Entering service mode

To enter service mode

1. From the control panel, select **Support tools** and then **Service**.
2. Enter the Service PIN ID.
▲ ID: 04087617
3. Select **Service tools**.

Figure 3-30 Service tools view



Service mode menu tree

Figure 3-31 Information

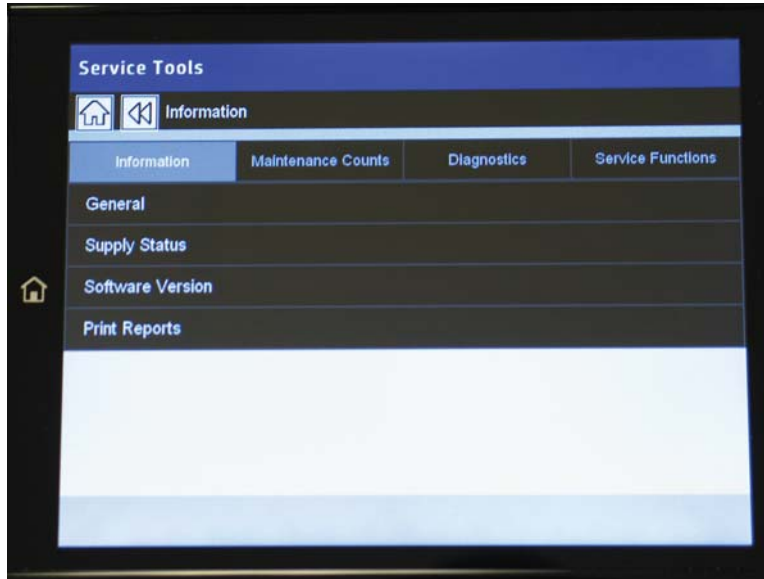


Table 3-20 Information

Level 1	Level 2	Level 3	Level 4
Information	General	Engine Board Serial Number	
		Supply Status	Customer Replacement Unit
	Field Replacement Unit		
			Development Unit (CMYK)
			TCU
	ITB		
	ITB cleaner		
	Transfer roller/T2 roller		
	Fuser		
	Tray x rollers		
	Flow ADF Roller		
	Software Version	System Firmware Version	
		Main Firmware Version	
		Engine Firmware Version	
Boot ROM Version			
File System Version			
Flow ADF Firmware Version			

Table 3-20 Information (continued)

Level 1	Level 2	Level 3	Level 4
		Finisher Version	
		Scanner Version	
		Scan Control Version	
		Tray 2 Version	
		Tray 3 Version	
		Tray 4 Version	
		Tray 5 Version	
		Tray 6 Version	
		EP Version	
		Fuser Version	
		TR Version	
		Toner Version	
		Print CMS Version	
		Copy CMS Version	
		Scan CMS Version	
	Print Reports	Supplies Information	
		Full Color Plane Registration	
		Color Plane Registration	

Figure 3-32 Maintenance counts

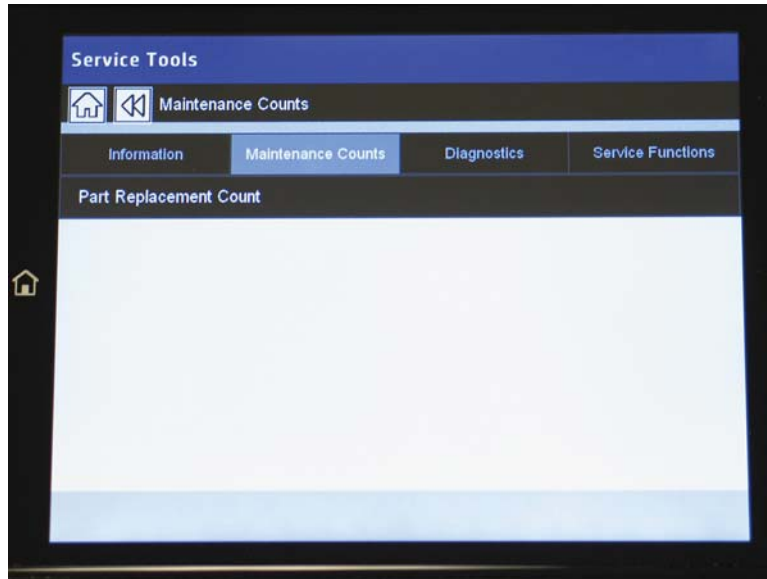


Table 3-21 Maintenance counts

Level 1	Level 2	Level 3	Level 4
Maintenance counts	Part Replacement Count	Toner Cartridge (CMKY)	
		Imaging Unit (CMKY)	
		Development Unit (CMKY)	
		Transfer roller/T2 roller	
		Image Transfer Belt (ITB)	
		ITB cleaner	
		Fuser	
		Tray x rollers	
		Flow ADF Pickup Roller	

Figure 3-33 Diagnostics

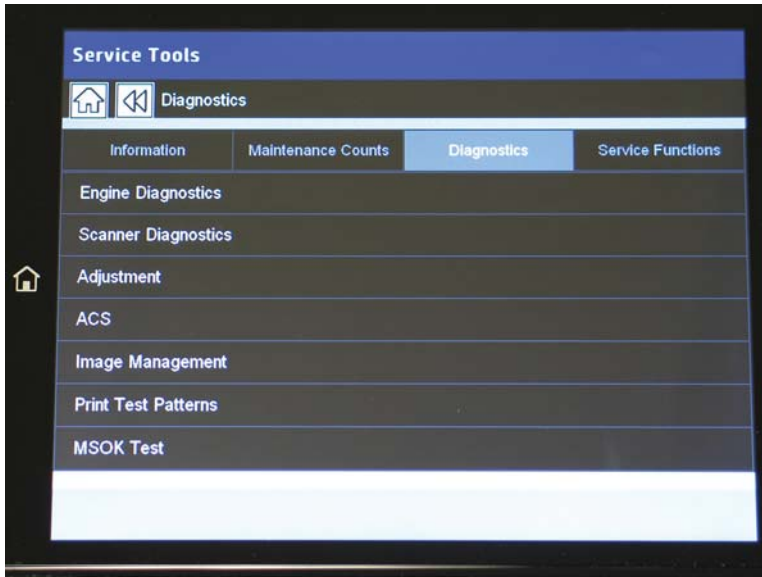


Table 3-22 Diagnostics

Level 1	Level 2	Level 3	Level 4	
Diagnostics	Engine Diagnostics	Engine NVM Initialization		
		Engine NVM Read/Write		
		Engine Test Routines		
	Scanner Diagnostics	Shading Test		Shade and Print Report
				Print Last Shade Report
			Shade and Print Report (Flow ADF)	
			Print Last Shade Report (Flow ADF)	
		Scanner/Flow ADF NVM Read/Write		
		Scanner/Flow ADF Test Routines		
	Adjustment	Print Adjustment		Image Position
			Print Test Patterns	
Copy Adjustment			Image Position	
Scan Area Adjustment			Automatic Adjustment	
			Manual Adjustment	
Flow ADF Adjustment		Automatic Adjustment		
		Manual Adjustment		
ACS	ACS Level Adjustment		[1-5]: 3*	
	ACS Page Adjustment		[1-5]: 5*	

Table 3-22 Diagnostics (continued)

Level 1	Level 2	Level 3	Level 4
	Image Management	Auto Tone Adjustment Activation	Normal Full
		Auto Tone Adjustment	Normal Full
	Print Test Patterns		

Figure 3-34 Service functions

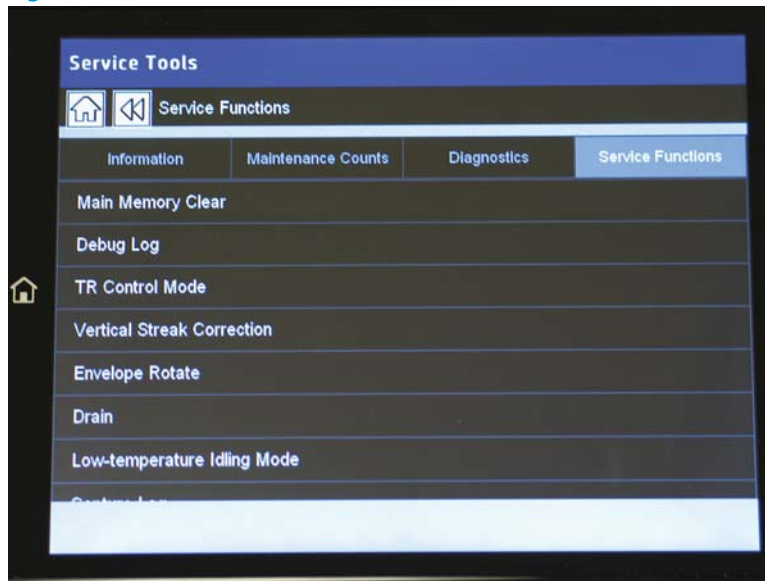


Table 3-23 Service functions

Level 1	Level 2	Level 3	Level 4
Service Functions	Main Memory Clear		
	Debug Log	Job Status Details	
	Capture Log	All Period	Start Date/End Date
	Transfer Assembly Control Mode	Transfer Assembly Control Mode T2 Control Mode	Process Speed/Paper for Driver/T1 PWM Paper Group/Paper Side/ Paper Direction/T2 PWM
	Envelope Rotate	Off 90 degrees 180 degrees	

Information

General

Information > General

This menu displays the following information:

- Machine serial number

Supply status

Customer replacement unit (CRU)

Information > Supply Status > Customer Replacement Unit

- This menu displays the printer's customer replacement unit status. Users can select one item in the list to check the information of the selected unit.

Field replacement unit (FRU)

Information > Supply Status > Field Replacement Unit

- This menu displays the printer's field replacement unit status. Users can select one item in the list to check the information of the selected unit.

In this menu, there are five columns: Item, Threshold, Status, Count, and Maximum Life.

- Status: This column shows the current status of the selected item.
 - OK: The current count is smaller than the default warning value.
 - Check: The current count is bigger than the default warning value.
 - OFF: The current count exceeds the maximum life.
- Count: This column shows the current count of the selected item.
- Maximum Life: This column shows the maximum capacity of the selected item.

The technician can edit the default warning value within the given threshold.

Selecting some items will enable the reset button to reset the current count to zero after replacing the unit.

Software version

Information > Software Version

- This menu displays the version of the software installed on the printer.

Print reports

Information > Print Reports

This menu displays reports that can be printed from the system. The following reports are available to print:

- Supplies Information
- Auto Toning History
- Full Color Plane Registration

Information > Print Reports > Auto Toning History



NOTE: TRC means Tone Reproduction Curve.

This report shows a history of execution of the TRC control. The TRC control preserves color consistency against changes in supplies resulting from long-time use and environmental change. The purpose of the history report is to check if the TRC control is working normally.

- If the TRC control performs normally, **Pass** count must be a non-zero value and **Fail** count must be zero.
- If **Fail** count is not zero, check the image density sensor.

Maintenance counts

Part replacement count

Maintenance Counts > Part Replacement Count

- This menu displays the replacement counts for the system parts. Users can select one group and press **OK** to see the exact name of the part and the occurrence of the replacement.

The following table shows replaceable parts groups of the system:

Unit	Item	Sensing Method
Toner Cartridge	Toner (C)	Auto Sensing
	Toner (M)	Auto Sensing
	Toner (Y)	Auto Sensing
	Toner (K)	Auto Sensing
Imaging Unit	Imaging Unit (C)	Auto Sensing
	Imaging Unit (M)	Auto Sensing
	Imaging Unit (Y)	Auto Sensing
	Imaging Unit (K)	Auto Sensing
Fuser	Fuser	Auto Sensing
Transfer	Transfer Roller	Count Clear
Roller	Tray 2 Roller	Count Clear
	Tray 3 Roller	Count Clear

Unit	Item	Sensing Method
	Tray 4 Roller	Count Clear
	Tray 5 Roller	Count Clear
Flow ADF Roller	Flow ADF Roller	Count Clear

Diagnostics

Engine diagnostics

Diagnostics > Engine Diagnostics > Engine NVM Initialization

- This menu initializes all engine NVM values to the default.

Diagnostics > Engine Diagnostics > Engine NVM Read/Write

Purpose	To change a configuration value for the engine firmware.
Operation procedure	<p>When the main NVM Read/Write window displays, users can navigate through the list of codes with descriptions and saved values.</p> <p>Users can also input a code through the text box to find a configuration value directly.</p> <p>After selecting one value, press the Edit button to open an interface for user input.</p>

Code	Display	Meaning	Default	Max/Min
112-0120	Manual Color Registration X-Offset Yellow	Distant from hsync to lsync (multi-hsync) for yellow	100	200/0
112-0130	Manual Color Registration X-Offset Magenta	Distant from hsync to lsync (multi-hsync) for magenta	100	200/0
112-0140	Manual Color Registration X-Offset Cyan	Distant from hsync to lsync (multi-hsync) for cyan	100	200/0
112-0150	Manual Color Registration X-Offset Black	Distant from hsync to lsync (multi-hsync) for black	100	200/0
112-0160	Manual Color Registration Y-Offset Yellow	Distant from psync to image area for yellow	200	400/0
112-0170	Manual Color Registration Y-Offset Magenta	Distant from psync to image area for magenta	200	400/0
112-0180	Manual Color Registration Y-Offset Cyan	Distant from psync to image area for cyan	200	400/0
112-0190	Manual Color Registration Y-Offset Black	Distant from psync to image area for black	200	400/0
112-0240	Manual Color Registration Left Width Yellow	Image area left width for yellow	500	1000/0
112-0250	Manual Color Registration Right Width Yellow	Image area right width for yellow	500	1000/0
112-0260	Manual Color Registration Left Width Magenta	Image area left width for magenta	500	1000/0

Code	Display	Meaning	Default	Max/Min
112-0270	Manual Color Registration Right Width Magenta	Image area right width for magenta	500	1000/0
112-0280	Manual Color Registration Left Width Cyan	Image area left width for cyan	500	1000/0
112-0290	Manual Color Registration Right Width Cyan	Image area right width for cyan	500	1000/0
112-0300	Manual Color Registration Left Width Black	Image area left width for black	500	1000/0
112-0310	Manual Color Registration Right Width Black	Image area right width for black	500	1000/0
112-0320	Color Registration Laser Scanner Assembly Skew Yellow	Laser scanner assembly skew for yellow	200	400/0
112-0330	Color Registration Laser Scanner Assembly Skew Magenta	Laser scanner assembly skew for magenta	200	400/0
112-0340	Color Registration Laser Scanner Assembly Skew Cyan	Laser scanner assembly skew for cyan	200	400/0

Engine test routines

- Diagnostics > Engine Diagnostics > Engine Test Routines

Purpose	To perform test routines for the engine
Operation procedure	<p>When the main Engine Test Routines window displays, users can navigate through the list of routines and descriptions that display. Users can directly input an EDC code through the text box to search for a routine. A maximum of three routines can be selected at the same time.</p> <p>After selecting one or more routines, press the OK button to open the test window. The selected routines will display and users can start/start the selected test routine.</p>
Verification	N/A
Specification	N/A
Reference	N/A

Code	Display	Meaning
100-0041	Yellow drum motor	Yellow drum BLDC motor is on/off
100-0042	Magenta drum motor	Magenta drum BLDC motor is on/off
100-0043	Cyan drum motor	Cyan drum BLDC motor is on/off
100-0044	Black drum motor	Black drum BLDC motor is on/off
100-0046	Yellow drum motor Ready	Detect if yellow drum BLDC motor runs at normal speed
100-0047	Magenta drum motor Ready	Detect if magenta drum BLDC motor runs at normal speed

Code	Display	Meaning
100-0048	Cyan drum motor Ready	Detect if cyan drum BLDC motor runs at normal speed
100-0049	Black drum Ready	Detect if black drum BLDC motor runs at normal speed
100-0080	ITB Engage Motor	ITB engage motor on/off
100-0090	ITB Engage Sensor	Detects if the ITB engage is on or off
100-0140	Duplex Motor Forward	Duplex motor forward on/off
100-0141	Duplex Motor Forward Slow	Duplex motor forward slow on/off
100-0142	Duplex Motor Forward Slowest	Duplex motor forward slowest on/off
100-0160	Duplex Fan 1 Run	Start/stop duplex fan 1 run
100-0180	Duplex Fan 1 Run Ready	Detects if duplex fan 1 runs at normal speed.
100-0200	Tray 2 Elevating Motor	Tray 2 elevate motor on/off (optional)
100-0210	Tray 3 Elevating Motor	Tray 3 elevate motor on/off (optional)
100-0220	Tray 4 Elevating Motor	Tray 4 elevate motor on/off (optional)
100-0230	Tray 5 Elevating Motor	Tray 5 elevate motor on/off (optional)
100-0231	Tray 6 Elevating Motor	Tray 6 elevate motor on/off (optional)
100-0240	Waste Toner Motor	Waste toner motor on/off
100-0241	Waste Toner LED	Waste toner LED on/off
100-0250	Waste Toner Full Sensor	Detects if the waste toner is full
100-0260	SMPS Fan Run	Start/stop SMPS fan run
100-0270	SMPS Fan Run Ready	Detects if SMPS S fan runs at normal speed
100-0340	Feed Motor	Feed motor is on/off
100-0341	Feed Motor Slow	Feed motor slow is on/off
100-0342	Feed Motor Slowest	Feed motor slowest is on/off
100-0370	Tray 2 Pickup Motor	Tray 2 motor is on/off
100-0371	Tray 2 Pickup Motor Slow	Tray 2 motor slow is on/off
100-0372	Tray 2 Pickup Motor Slowest	Tray 2 motor slowest is on/off
100-0380	Tray 3 Pickup Motor	Tray 3 motor is on/off
100-0381	Tray 3 Pickup Motor Slow	Tray 3 motor slow is on/off
100-0382	Tray 3 Pickup Motor Slowest	Tray 3 motor slowest is on/off
100-0390	Tray 4 Pickup Motor	Tray 4 motor is on/off
100-0391	Tray 4 Pickup Motor Slow	Tray 4 motor slow is on/off
100-0392	Tray 4 Pickup Motor Slowest	Tray 4 motor slowest is on/off
100-0400	Tray 5 Pickup Motor	Tray 5 motor is on/off
100-0401	Tray 5 Pickup Motor Slow	Tray 5 motor slow is on/off

Code	Display	Meaning
100-0402	Tray 5 Pickup Motor Slowest	Tray 5 motor slowest is on/off
100-0410	Registration Motor	Registration motor is on/off
100-0411	Registration Motor Slow	Registration motor slow is on/off
100-0412	Registration Motor Slowest	Registration motor slowest is on/off
100-0420	Tray 1 Feed Motor	Tray 1 feed motor is on/off
100-0421	Tray 1 Feed Motor Slow	Tray 1 feed motor slow is on/off
100-0422	Tray 1 Feed Motor Slowest	Tray 1 feed motor slowest is on/off
100-0430	Exit 2 Motor Forward	Exit 2 motor is on/off
100-0431	Exit 2 Motor Forward Slow	Exit 2 motor slow is on/off
100-0432	Exit 2 Motor Forward Slowest	Exit 2 motor slowest is on/off
100-0490	Duplex 2 Motor Forward	Duplex 2 motor forward is on/off
100-0491	Duplex 2 Motor Forward Slow	Duplex 2 motor forward slow is on/off
100-0492	Duplex 2 Motor Forward Slowest	Duplex 2 motor forward slowest is on/off
100-0600	Return Motor Forward	Return motor forward is on/off
100-0601	Return Motor Forward Slow	Return motor forward slow is on/off
100-0602	Return Motor Forward Slowest	Return motor forward slowest is on/off
100-0603	Return Motor Backward	Return motor backward is on/off
100-0604	Return Motor Backward Slow	Return motor backward slow is on/off
100-0605	Return Motor Backward Slowest	Return motor backward slowest is on/off
100-0700	Tray 6 Pickup Motor	Tray 6 motor is on/off
100-0701	Tray 6 Pickup Motor Slow	Tray 6 motor slow is on/off
100-0702	Tray 6 Pickup Motor Slowest	Tray 6 motor slowest is on/off
101-0101	Tray 4 Shift Gate Solenoid	Tray 4 shift gate solenoid on/off
101-0140	Tray 4 Feed Motor	Tray 4 feed motor on/off
101-0141	Tray 4 Feed Motor Slow	Tray 4 motor slow is on/off
101-0142	Tray 4 Feed Motor Slowest	Tray 4 motor slowest is on/off
101-0150	Tray 5 Feed Motor	Tray 5 feed motor on/off
101-0151	Tray 5 Feed Motor Slow	Tray 5 feed motor slow on/off
101-0152	Tray 5 Feed Motor Slowest	Tray 5 feed motor slowest on/off
101-0160	Tray 6 Feed Motor	Tray 6 feed motor slow on/off
101-0161	Tray 6 Feed Motor Slow	Tray 6 feed motor slow on/off
101-0162	Tray 6 Feed Motor Slowest	Tray 6 feed motor slowest on/off
101-0190	Output Bin Full Sensor	Detects when paper is at output bin full sensor
101-0191	Output Bin 2 Full Sensor	Detects when paper is at output bin 2 full sensor

Code	Display	Meaning
101-0206	Developer Suction Fan Run	Start/stop developer fan run
101-0207	Developer Suction Fan Run Ready	Detects if developer suction fan runs at normal speed
101-0270	Tray 1 Clutch	Tray 1 clutch is on/off
101-0271	Tray 1 Solenoid	Tray 1 solenoid is on/off
101-0280	Return Gate Solenoid	Return gate solenoid is on/off
101-1000	Power 24V 1	Power 24V
101-1001	Power 24V 2	Power 24V
101-1002	Power 24V 3	Power 24V
101-1003	Power 24V 4	Power 24V
102-0000	Tray 2 Home Position	Detects when Tray 2 is closed
102-0001	Tray 2 Lock Detect	Detect Tray 2 lock unit
102-0002	Tray 2 Lock Position	Check Tray 2 lock position
102-0010	Tray 2 Paper Empty Sensor	Detects when paper is in Tray 2
102-0041	Tray 2 Paper Size Read	Detects paper size in Tray 2
102-0050	Tray 2 Stack Height Sensor	Detects if paper in Tray 2 is elevated to the sensor
102-0070	Tray 3 Home Position	Detects when Tray 3 is closed
102-0071	Tray 3 Lock Detect	Detect Tray 3 lock unit
102-0072	Tray 3 Lock Position	Check Tray 3 lock position
102-0080	Tray 3 Paper Empty Sensor	Detects when paper is in Tray 3
102-0111	Tray 3 Paper Size Read	Detects paper size in Tray 3
102-0120	Tray 3 Stack Height Sensor	Detects if paper in Tray 3 is elevated to the sensor
102-0140	Tray 4 Home Position	Detects when Tray 4 is closed
102-0141	Tray 4 Lock Detect	Detect Tray 4 lock unit
102-0142	Tray 4 Lock Position	Check Tray 4 lock position
102-0150	Tray 4 Paper Empty Sensor	Detect when paper is in Tray 4
102-0181	Tray 4 Paper Size Read	Detects paper size in Tray 4
102-0190	Tray 4 Stack Height Sensor	Detects if paper in Tray 4 is elevated to the sensor
102-0201	Tray 4 Level Sensor 1	Detects when the stack height of Tray 4 is elevated to sensor 1
102-0202	Tray 4 Level Sensor 2	Detects when the stack height of Tray 4 is elevated to sensor 2
102-0210	Tray 5 Home Position	Detect when Tray 5 is closed.
102-0211	Tray 5 Lock Detect	Detect Tray 5 lock unit
102-0212	Tray 5 Lock Position	Check Tray 5 lock position

Code	Display	Meaning
102-0220	Tray 5 Paper Empty Sensor	Detects when paper is in Tray 5
102-0251	Tray 5 Paper Size Read	Detects paper size in Tray 5
102-0260	Tray 5 Stack Height Sensor	Detects if paper in Tray 5 is elevated to the sensor
102-0271	Tray 5 Level Sensor 1	Detects when the stack height of Tray 5 is elevated to sensor 1
102-0272	Tray 5 Level Sensor 2	Detects when the stack height of Tray 5 is elevated to sensor 2
102-0273	Tray 5 Install Sensor 1	Detects when Tray 5 install sensor 1
102-0274	Tray 5 Install Sensor 2	Detects when Tray 5 install sensor 2
102-0280	Tray 1 Paper Empty Sensor	Detects when paper is in Tray (Tray 1)
102-0281	Tray 1 Paper Size Read	Detects paper Tray 1 size
102-0292	Pre-feed 2 Sensor	Detects when paper is at the pre-feed 2 sensor
102-0300	Tray 3 Feed Sensor (or Door Open)	Detects when paper is at Tray 3 feed sensor (optional)
102-0301	Pre-feed 3 Sensor	Detects when paper is at the pre-feed 3 sensor
102-0320	Tray 4 Feed Sensor (or Door Open)	Detects when paper is at Tray 4 feed sensor (optional)
102-0321	Pre-feed 4 Sensor	Detects when paper is at the pre-feed 4 sensor
102-0330	Tray 4 Door Open Sensor	Detects when Tray 4 is closed
102-0343	Pre-feed 5 Sensor	Detects when paper is at the pre-feed 5 sensor
102-0350	Tray 5 Door Open Sensor	Detects when Tray 5 is closed
102-0351	Tray 6 Door Open Sensor	Detects when Tray 6 is closed
102-0353	Pre-feed 6 Sensor	Detects when paper is at the pre-feed 6 sensor (optional)
102-0360	Registration Sensor	Detects when paper is at the registration sensor
102-0361	Fuser Out Sensor	Detects when paper is at the fuser out sensor
102-0371	Exit 2 Sensor	Detects when paper is at the exit 2 sensor.
102-0380	Duplex Jam 1 Sensor	Detects when paper is at duplex jam 1 sensor.
102-0390	Duplex Jam 2 Sensor	Detects when paper is at duplex jam 2 sensor.
102-0435	Front Cover Sensor	Detects status of front cover
102-0436	Side Cover Sensor	Detects status of side cover
102-0480	Tray 6 Paper Empty Sensor	Detects when paper is in Tray 6
102-0520	Tray 6 Stack Height Sensor	Detects if paper in Tray 6 is elevated to the sensor
102-0531	Tray 6 Level Sensor 1	Detects when the stack height of Tray 6 is elevated to sensor 1
102-0532	Tray 6 Level Sensor 2	Detects when the stack height of Tray 6 is elevated to sensor 2

Code	Display	Meaning
102-0533	Tray 6 Install Sensor 1	Detects when Tray 6 install sensor 1
102-0534	Tray 6 Install Sensor 2	Detects when Tray 6 install sensor 2
102-0730	Tray 4 Knock Up Home Sensor	Detect when Tray 4 knock up home sensor
102-0731	Tray 4 Shift Tray Paper Empty Sensor	Detect when paper is in Tray 4 shift tray
102-0732	Tray 4 Shift Tray Level Sensor 1	Detects when the stack height of Tray 4 shift tray level sensor 1
102-0733	Tray 4 Shift Tray Level Sensor 2	Detects when the stack height of Tray 4 shift tray level sensor 2
102-0734	Tray 4 Shift Plate Home Sensor	Detect when Tray 4 shift plate home sensor
102-0735	Tray 4 Shift Plate End Sensor	Detect when Tray 4 shift plate end sensor
102-0736	Tray 4 Gate Solenoid Home Sensor	Detect when Tray 4 gate solenoid home sensor
104-0000	Waste Install Sensor	Detects if waste is installed
105-0000	Yellow MHV Bias	Yellow MHV bias voltage on at normal drive level
105-0010	Magenta MHV Bias	Magenta MHV bias voltage on at normal drive level
105-0020	Cyan MHV Bias	Cyan MHV bias voltage on at normal drive level
105-0030	Black MHV Bias	Black MHV bias voltage on at normal drive level
106-0000	Yellow Developer Bias	Yellow developer bias voltage on at normal drive level
106-0010	Magenta Developer Bias	Magenta developer bias voltage on at normal drive level
106-0020	Cyan Developer Bias	Cyan developer bias voltage on at normal drive level
106-0030	Black Developer Bias	Black developer bias voltage on at normal drive level
106-0031	Black Developer AC Bias	Black developer AC bias voltage on at normal drive level
106-0032	Cyan Developer AC Bias	Cyan developer AC bias voltage on at normal drive level
106-0033	Magenta Developer AC Bias	Magenta developer AC bias voltage on at normal drive level
106-0034	Yellow Developer AC Bias	Yellow developer AC bias voltage on at normal drive level
106-0200	HVPS Installed	Detect HVPS unit
107-0033	THV(-) Bias	THV minus bias voltage on at normal drive level
107-0034	THV CC Bias	THV constant current plus bias voltage
107-0035	THV CV Bias	THV constant voltage plus bias voltage
107-0162	Yellow Eraser On	Yellow eraser lamp on/off
107-0163	Magenta Eraser On	Magenta eraser lamp on/off
107-0164	Cyan Eraser On	Cyan eraser lamp on/off

Code	Display	Meaning
107-0165	Black Eraser On	Black eraser lamp on/off
107-0166	Yellow Eraser Detect	Detect yellow eraser status
107-0167	Magenta Eraser Detect	Detect magenta eraser status
107-0168	Cyan Eraser Detect	Detect cyan eraser status
107-0169	Black Eraser Detect	Detect black eraser status
107-0201	ITHV Yellow Bias	Transfer assembly yellow bias on/off
107-0202	ITHV Magenta Bias	Transfer assembly magenta bias on/off
107-0203	ITHV Cyan Bias	Transfer assembly cyan bias on/off
107-0204	ITHV Black Bias	Transfer assembly black bias on/off
109-0000	Fuser Temperature A	Detects what the temperature A is on the fuser
109-0010	Fuser Temperature B	Detects what the temperature B is on the fuser
109-0011	LSU Temperature	LSU temperature
109-0012	Inner Temperature	Inner temperature
109-0013	Outer Temperature	Outer temperature
109-0014	Humidity	Humidity
109-0020	Fuser Fan Run Ready	Detects if fuser fan motor runs at normal speed
109-0021	Exit 2 Fan Run	Start/stop exit 2 fan run
109-0022	Exit 2 Fan Run Ready	Detects if exit 2 fan runs at normal speed
109-0023	Exit 3 Fan Run	Start/stop exit 3 fan run
109-0024	Exit 3 Fan Run Ready	Detects if exit 3 fan runs at normal speed
109-0025	Exit 4 Fan Run	Start/Stop exit 4 fan run
109-0026	Exit 4 Fan Run Ready	Detects if exit 4 fan runs at normal speed
109-0030	Fuser Motor Forward	Fuser motor forward on/off
109-0034	Fuser Motor Ready	Detects if fuser fan runs at normal speed
109-0040	Fuser Fan Run	Fuser fan motor on/off
109-0046	Exit Fan Run	Exit fan motor on/off
109-0047	Exit Fan Run Ready	Detects if the exit fan runs at normal speed
109-0130	Fuser Gap Motor	Fuser press control motor on/off
109-0140	Fuser Gap Home Sensor	Detects if the fuser press is located in the home position
109-0200	Detect Fuser Relay	Detect fuser relay status
109-0210	Detect Zero Cross Period	Detect zero cross period
109-0300	Fuser Installed	Detect fuser unit
110-0000	LSU Motor 1 Run Ready	Detects if the LSU motor 1 runs at normal speed

Code	Display	Meaning
110-0020	LUS Motor Fan 1 Run Ready	Detects if the LSU fan motor 1 runs at normal speed
110-0060	LSU Motor 1 Run	LSU motor 1 on/off
110-0080	LSU LD Power 1	LSU LD 1 power on/off (yellow)
110-0090	LSU LD Power 2	LSU LD 2 power on/off (magenta)
110-0100	LSU LD Power 3	LSU LD 3 power on/off (cyan)
110-0110	LSU LD Power 4	LSU LD 4 power on/off (black)
110-0120	LSU Fan 1 Run	Start/stop the LSU fan run
110-0140	LSU HSync 1	Detect the LSU HSync 1 (yellow)
110-0150	LSU HSync 2	Detect the LSU HSync 2 (magenta)
110-0160	LSU HSync 3	Detect the LSU HSync 3 (cyan)
110-0170	LSU HSync 4	Detect the LSU HSync 4 (black)
110-0200	LSU Installed	Detect the LSU
110-0320	LSU Shutter Open	Detects if the LSU shutter is open
110-0330	LSU Shutter Closed	Detects if the LSU shutter is closed
111-0000	Toner Dispense Motor Yellow	Toner dispense (supply) motor on/off
111-0010	Toner Dispense Motor Magenta	Toner dispense (supply) motor on/off
111-0020	Toner Dispense Motor Cyan	Toner dispense (supply) motor on/off
111-0030	Toner Dispense Motor Black	Toner dispense (supply) motor on/off
111-0040	Toner Sensor Yellow	TC sensor in developer tank
111-0050	Toner Sensor Magenta	TC sensor in developer tank
111-0060	Toner Sensor Cyan	TC sensor in developer tank
111-0070	Toner Sensor Black	TC sensor in developer tank
111-0110	Toner Control Voltage Yellow	Yellow toner voltage on/off
111-0120	Toner Control Voltage Magenta	Magenta toner voltage on/off
111-0130	Toner Control Voltage Cyan	Cyan toner voltage on/off
111-0140	Toner Control Voltage Black	Black toner voltage on/off
111-0200	Toner Supply Lock Sensor Yellow	Yellow supply motor lock sensor
111-0210	Toner Supply Lock Sensor Magenta	Magenta supply motor lock sensor
111-0220	Toner Supply Lock Sensor Cyan	Cyan supply motor lock sensor
111-0230	Toner Supply Lock Sensor Black	Black supply motor lock sensor
111-0300	Toner Reservoir Motor Yellow	Yellow reservoir motor on/off
111-0310	Toner Reservoir Motor Magenta	Magenta reservoir motor on/off
111-0320	Toner Reservoir Motor Cyan	Cyan reservoir motor on/off
111-0330	Toner Reservoir Motor Black	Black reservoir motor on/off

Code	Display	Meaning
111-0340	Toner Reservoir Level Yellow	Yellow reservoir motor on/off
111-0350	Toner Reservoir Level Magenta	Magenta reservoir motor on/off
111-0360	Toner Reservoir Level Cyan	Cyan reservoir level display
111-0370	Toner Reservoir Level Black	Black reservoir level display
112-0010	Clear Manual Offset Value of Color Registration	Clear manual offset value of color registration
112-0101	Yellow Drum Home Sensor Status	Yellow drum home sensor status display
112-0111	Magenta Drum Home Sensor Status	Magenta drum home sensor status display
112-0121	Cyan Drum Home Sensor Status	Cyan drum home sensor status display
112-0131	Black Drum Home Sensor Status	Black drum home sensor status display
112-0200	ACR Shutter Motor Run	ACR shutter motor on/off
112-0210	ACR Shutter Detect	Detect ACR shutter
112-0220	ACR Shutter Open	ACR shutter open
112-0230	ACR Shutter Close	ACR shutter close
112-0300	Front ID Sensor P Read	Front ID sensor P value display
112-0310	Front ID Sensor S Read	Front ID sensor S value display
112-0320	Rear ID Sensor P Read	Rear ID sensor P value display
112-0330	Rear ID Sensor S Read	Rear ID sensor S value display
112-0340	Center ID Sensor P Read	Center ID sensor P value display
112-0350	Center ID Sensor S Read	Center ID sensor S value display
113-0000	Finisher Present Sensor	Detect if the finisher is in place
113-0350	Finisher Entrance Sensor	Detect when a paper is at entrance sensor
113-0360	Finisher Exit Sensor	Detect when a paper is at exit sensor
113-0361	Finisher Compile Paper Sensor	Detect when a paper is at compile sensor
113-0370	Finisher Paddle Home Sensor	Detect paddle home position
113-0380	Finisher Left Tamper Home Sensor	Detect lift tamper home position
113-0390	Finisher Right Tamper Home Sensor	Detect right tamper home position
113-0410	Finisher Stapler Door Sensor	Detect stapler door cover is closed
113-0420	Finisher Jam Cover Sensor	Detect jam door cover is closed
113-0430	Finisher Stapler Home Sensor	Detect stapler home position
113-0440	Finisher Stapler Low Sensor	Detect stapler level
113-0451	Finisher Stapler Ready Sensor	Detect stapler ready sensor
113-0461	Finisher Ejector 1 Home Sensor	Detect ejector 1 home position
113-0462	Finisher Ejector 2 Home Sensor	Detect ejector 2 home position
113-0463	Finisher Ejector 2 Encoder Sensor	Detect ejector 2 encoder Sensor

Code	Display	Meaning
113-0470	Finisher Main Tray Home Sensor	Detect main tray home position
113-0471	Finisher Main Tray Beam Sensor	Detect main tray beam sensor
113-0472	Finisher Main Tray Low Limit Sensor	Detect main tray low limit sensor
113-0473	Finisher Main Tray Encoder Sensor	Detect main tray encoder sensor
113-0481	Finisher Paper Support Sensor	Detect paper support home sensor
113-0491	Finisher Traverse Front Sensor	Detect traverse front home sensor
113-0492	Finisher Traverse Rear Sensor	Detect traverse rear home sensor
113-0501	Finisher Entrance Motor	Finisher entrance motor on/off
113-0502	Finisher Exit Motor	Finisher exit motor on/off
113-0510	Finisher Paddle Motor	Finisher paddle motor on/off
113-0520	Finisher Left Tamper Motor	Finisher left tamper motor on/off
113-0530	Finisher Right Tamper Motor	Finisher right tamper motor on/off
113-0550	Finisher Staple Unit Motor	Finisher staple unit motor on/off
113-0561	Finisher Ejector 1 Motor	Finisher ejector 1 motor on/off
113-0562	Finisher Ejector 2 Motor	Finisher ejector 2 motor on/off
113-0563	Finisher Ejector 2 Reverse Motor	Finisher ejector 2 reverse direction on/off
113-0570	Finisher Main Tray Motor	Finisher main tray motor on/off
113-0571	Finisher Paper Support Motor	Finisher paper support motor on/off
113-0581	Finisher Traverse Motor	Finisher staple unit traverse motor on/off
113-0591	Finisher Paper Hold Solenoid	Finisher paper hold solenoid on/off
113-0600	Finisher Punch Motor	Finisher punch motor on/off
113-0610	Finisher Punch Encoder Sensor	Detect finisher punch encoder sensor
113-0611	Finisher Punch Position Sensor	Detect finisher punch position sensor
113-0612	Finisher Punch Home Sensor	Detect finisher punch home sensor
113-0620	Finisher Hopper Install Sensor	Detect finisher hopper exit install sensor
113-0621	Finisher Hopper Full Sensor	Detect finisher hopper bin full sensor
113-2000	2 Bin Finisher Buffer Lift Sensor	Detect 2 bin finisher buffer lift sensor
113-2010	2 Bin Finisher Clamp Home Sensor	Detect 2 bin finisher clamp home sensor
113-2020	2 Bin Finisher Diverter Home Sensor	Detect 2 bin finisher diverter home sensor
113-2030	2 Bin Finisher Eject 1 Away Sensor	Detect 2 bin finisher eject 1 away sensor
113-2031	2 Bin Finisher Eject 1 Home Sensor	Detect 2 bin finisher eject 1 home sensor
113-2032	2 Bin Finisher Eject 1 Encoder Sensor	Detect 2 bin finisher eject 1 encoder sensor
113-2040	2 Bin Finisher Eject 2 Home Sensor	Detect 2 bin finisher eject 2 home sensor
113-2041	2 Bin Finisher Eject 2 Encoder Sensor	Detect 2 bin finisher eject 2 encoder sensor

Code	Display	Meaning
113-2050	2 Bin Finisher End Fence Sensor	Detect 2 bin finisher end fence sensor
113-2060	2 Bin Finisher Paddle Home Sensor	Detect 2 bin finisher Paddle home sensor
113-2070	2 Bin Finisher Bridge Entrance Sensor	Detect 2 bin finisher bridge entrance sensor
113-2071	2 Bin Finisher Bridge Middle Sensor	Detect 2 bin finisher bridge middle sensor
113-2080	2 Bin Finisher Entrance Sensor	Detect 2 bin finisher entrance sensor
113-2090	2 Bin Finisher Main Exit Sensor	Detect 2 bin finisher main exit sensor
113-2091	2 Bin Finisher Sub Exit Sensor	Detect 2 bin finisher sub exit sensor
113-2100	2 Bin Finisher Buffer Exit Sensor	Detect 2 bin finisher buffer exit sensor
113-2110	2 Bin Finisher Stapler Home Sensor	Detect 2 bin finisher stapler home sensor
113-2111	2 Bin Finisher Stapler Rear Sensor	Detect 2 bin finisher stapler rear sensor
113-2112	2 Bin Finisher Stapler Font Sensor	Detect 2 bin finisher stapler front sensor
113-2113	2 Bin Finisher Stapler Manual Sensor	Detect 2 bin finisher stapler manual sensor
113-2114	2 Bin Finisher Stapler Head Sensor	Detect 2 bin finisher stapler head sensor
113-2115	2 Bin Finisher Stapler Low Sensor	Detect 2 bin finisher stapler low sensor
113-2116	2 Bin Finisher Stapler Ready Sensor	Detect 2 bin finisher stapler ready sensor
113-2120	2 Bin Finisher Front Tamper Sensor	Detect 2 bin finisher front tamper sensor
113-2130	2 Bin Finisher Rear tamper Sensor	Detect 2 bin finisher rear tamper sensor
113-2140	2 Bin Finisher Main beam Sensor	Detect 2 bin finisher main beam sensor
113-2141	2 Bin Finisher Main Front Level Sensor	Detect 2 bin finisher main Front level sensor
113-2142	2 Bin Finisher Main Rear Level Sensor	Detect 2 bin finisher main rear level sensor
113-2143	2 Bin Finisher Main Encoder Sensor	Detect 2 bin finisher main encoder sensor
113-2144	2 Bin Finisher Main Full Sensor	Detect 2 bin finisher main full sensor
113-2145	2 Bin Finisher Sub Full Sensor	Detect 2 bin finisher sub full sensor
113-2150	2 Bin Finisher Booklet Paper Sensor	Detect 2 bin finisher booklet paper sensor
113-2160	2 Bin Finisher Staple Paper Sensor	Detect 2 bin finisher staple paper sensor
113-2161	2 Bin Finisher Staple Button Sensor	Detect 2 bin finisher staple button sensor
113-2170	2 Bin Finisher Compile Paper Sensor	Detect 2 bin finisher compile paper sensor
113-2180	2 Bin Finisher Bridge Cover Sensor	Detect 2 bin finisher bridge cover sensor
113-2181	2 Bin Finisher Top Cover Sensor	Detect 2 bin finisher top cover sensor
113-2182	2 Bin Finisher Front Door Sensor	Detect 2 bin finisher front door sensor
113-2190	2 Bin Finisher Stack Top Sensor	Detect 2 bin finisher stack top sensor
113-2200	2 Bin Finisher Bridge Detect Sensor	Detect 2 bin finisher bridge detect sensor
113-2201	2 Bin Finisher Punch Detect Sensor	Detect 2 bin finisher punch detect sensor
113-2202	2 Bin Finisher Booklet Detect Sensor	Detect 2 bin finisher booklet detect sensor

Code	Display	Meaning
113-2210	2 Bin Finisher BM exit cam home sensor	Detects 2 bin finisher booklet exit cam home sensor
113-2500	2 Bin Finisher Buffer Lift Motor	2 bin finisher buffer lift motor on/off
113-2510	2 Bin Finisher Clamp Motor	2 bin finisher clamp motor on/off
113-2520	2 Bin Finisher Diverter Motor	2 bin finisher diverter motor on/off
113-2530	2 Bin Finisher Eject 1 Motor	2 bin finisher eject 1 motor on/off
113-2540	2 Bin Finisher Eject 2 Motor	2 bin finisher eject 2 motor on/off
113-2560	2 Bin Finisher Bridge Feed Motor	2 bin finisher bridge feed motor on/off
113-2570	2 Bin Finisher Entrance Motor	2 bin finisher entrance motor on/off
113-2580	2 Bin Finisher Exit Feed Motor	2 bin finisher exit feed motor on/off
113-2590	2 Bin Finisher End Fence motor	2 bin finisher End fence motor on/off
113-2600	2 Bin Finisher Paddle Motor	2 bin finisher paddle motor on/off
113-2610	2 Bin Finisher Main Tray Motor	2 bin finisher main tray motor on/off
113-2620	2 Bin Finisher Staple Move Motor	2 bin finisher staple move motor on/off
113-2621	2 Bin Finisher Staple Head Motor	2 bin finisher staple head motor on/off
113-2630	2 Bin Finisher Front Tamper Motor	2 bin finisher front tamper motor on/off
113-2640	2 Bin Finisher Rear Tamper Motor	2 bin finisher Rear tamper motor on/off
113-2650	2 Bin Finisher Manual Blue LED	2 bin finisher Manual blue LED On/Off
113-2651	2 Bin Finisher Manual Red LED	2 bin finisher Manual red LED On/Off
113-3000	Booklet Stopper home Sensor	Detect booklet stopper home sensor
113-3010	Booklet Staple home Sensor	Detect booklet staple home sensor
113-3020	Booklet Front Staple Empty Sensor	Detect booklet front staple empty sensor
113-3030	Booklet Rear Staple Empty Sensor	Detect booklet rear staple empty sensor
113-3040	Booklet Knife Home Sensor	Detect booklet knife home sensor
113-3050	Booklet Guide Home Sensor	Detect booklet guide home sensor
113-3060	Booklet Diverter Home Sensor	Detect booklet diverter home sensor
113-3080	Booklet Tamper Home Sensor	Detect booklet tamper home sensor
113-3090	Booklet Paddle Home Sensor	Detect booklet paddle home sensor
113-3100	Booklet Entrance Paper Sensor	Detect booklet entrance paper sensor
113-3110	Booklet Tray Paper Sensor	Detect booklet tray paper sensor
113-3120	Booklet Fold Exit Paper Sensor	Detect booklet fold exit paper sensor
113-3130	Booklet Press home Sensor	Detect booklet press home sensor
113-3500	Booklet Feed Motor	Booklet feed motor on/off
113-3510	Booklet Fold Motor	Booklet fold motor on/off
113-3520	Booklet Stopper Solenoid	Booklet stopper solenoid on/off

Code	Display	Meaning
113-3530	Booklet Stopper Motor	Booklet stopper motor on/off
113-3540	Booklet Tamper Motor	Booklet tamper motor on/off
113-3550	Booklet Knife Motor	Booklet knife motor on/off
113-3560	Booklet Diverter Motor	Booklet diverter motor on/off
113-3570	Booklet Press Motor	Booklet press motor on/off
113-3580	Booklet Paddle Motor	Booklet paddle motor on/off
113-3590	Booklet Guide Motor	Booklet guide motor on/off
113-3600	Booklet Staple Motor	Booklet staple motor on/off
113-4000	Punch Scan Home Sensor	Detect punch scan home sensor
113-4010	Punch Scan Edge 1 Sensor	Detect punch scan edge 1 sensor
113-4011	Punch Scan Edge 2 Sensor	Detect punch scan edge 2 sensor
113-4012	Punch Scan Edge 3 Sensor	Detect punch scan edge 3 sensor
113-4013	Punch Scan Edge 4 Sensor	Detect punch scan edge 4 sensor
113-4020	Punch Home Sensor	Detect punch home sensor
113-4030	Punch Position A Sensor	Detect punch position A sensor
113-4031	Punch Position B Sensor	Detect punch position B sensor
113-4040	Punch Encoder Sensor	Detect punch encoder sensor
113-4050	Punch Hopper Full Sensor	Detect punch hopper full sensor
113-4060	Punch Type 1 Detect Sensor	Detect punch type 1 detect sensor
113-4061	Punch Type 2 Detect Sensor	Detect punch type 2 detect sensor
113-4500	Punch Scan Motor	Punch scan motor on/off
113-4510	Punch Motor	Punch motor on/off

Fax diagnostics

Fax NVM Read/Write

- Diagnostics > Fax Diagnostics Fax NVM Read/Write

Purpose	To change a configuration value for fax firmware.
Operation procedure	<p>When the main NVM Read/Write window displays, users can navigate through the list of configuration values and descriptions that display.</p> <p>Users can input a code through the text box to search for a configuration value.</p> <p>After selecting a value, press the Edit button to open an interface for user input.</p>
Verification	N/A
Specification	N/A
Reference	N/A

Code	Name	Description	Default	Range
20-200	Pause dial time	Pause time (value * 1000 ms)	Country/region value	0-200
20-210	Dial pulse M/B ratio	33/66 40/60	Country/region value	0 = OPTION_DP_33 1 = OPTION_DP_40 2 = OPTION_DP_37 3 = OPTION_DP_50
20-220	Auto dial start pause time	Pause time before auto-dialing (second)	1	0-10
20-300	Ring on time	Ring on time (ms)	170	90-800
20-310	Ring off time	Ring off time (ms)	560	90-800
20-320	Ring detection frequency	Sets the call indication frequency range that will be detected by LIU.	1	1 = 12-80 hz 2 = 16-55 hz 3 = 20-55 hz 4 = 22-55 hz
20-330	Ring on max time	Ring on max time (ms)	5100	3000-12000
20-340	Ring off max time	Ring off max time (ms)	11100	9000-22000
20-400	DTMF high-frequency level	DTMF high-frequency level (dBm)	Country/region value	0-15
20-410	DTMF low-frequency level	DTMF low-frequency level (dBm)	Country/region value	0-15
20-420	DTMF timing	DTMF duration of on/off output (ms)	8	1 = 80/80 2 = 70/70 3 = 70/150 4 = 60/60 5 = 80/100 6 = 150/50 7 = 150/240 8 = 100/100 9 = 100/80
20-500	Dial mode	Select tone/pulse	Country/region value	0 = OPTION_TONE_ MODE 1 = OPTION_PULSE_ MODE

Code	Name	Description	Default	Range
20-520	Error rate	Adjust error rate (Off/5%/10%/20%)	2	0 = OPTION_RATE_OFF 1 = OPTION_RATE_5 2 = OPTION_RATE_10 3 = OPTION_RATE_20
20-530	Dial tone detect	Detect dial tone prior to sending	Country/region value	0 = OPTION_OFF 1 = OPTION_ON
20-540	Loop current detect	Detect if loop current is present prior to sending	Country/region value	0 = OPTION_OFF 1 = OPTION_ON
20-550	Busy signal detect	Detect busy signal to allow redials	Country/region value	0 = OPTION_OFF 1 = OPTION_ON
20-560	TCF duration	Adjust TCF duration (ms)	1500	1000-3000
20-800	Modem speed	Select modem start speed	24	
20-810	Fax transmission level	Adjust fax transmission level (dBm)	Country/region value	Country/region value
20-830	Auto dial timeout	Adjust auto dial timeout (second)	Country/region value	30-150
20-920	CNG detection count	CNG tone detection check count during ANS/FAX mode	2	1-15
20-930	Caller ID	This option is needed to guide Caller ID off for user environment	Country/region value	0 = OPTION_OFF 1 = OPTION_ON
20-940	Ext. phone	Ext. phone detection enable/disable (default: enable 1)	1	0 = Disable 1 = Enable
21-999	Fax line setting	Fax test line setting (dual fax)	0	0 = Line 1 1 = Line 2
21-800	Modem speed line 2	Select modem start speed for line 2. This item will display only when a dual line fax kit is installed	24	

Fax test routines

- Diagnostics > Fax Diagnostics > Fax Test Routines

Purpose	To perform test routines for the fax machine.
Operation procedure	<p>When the main Fax Test Routines window displays, users can navigate through the list of routines and descriptions that display. Users can input a code through the text box to search for a routine.</p> <p>After selecting a routine, press OK to open the test window that lists the selected routine. Users can start/stop the selected test routine.</p>

Code	Name	Description	State Displayed
20-012	Single tone 1100Hz Ln1	Emits single tone 1100Hz on line 1	On/Off
20-014	Single tone 1650Hz Ln1	Emits single tone 1650Hz on line 1	On/Off
20-015	Single tone 1850Hz Ln1	Emits single tone 1850Hz on line 1	On/Off
20-016	Single tone 2100Hz Ln1	Emits single tone 2100Hz on line 1	On/Off
20-020	DTMF # Line1	Emits DTMF # on line 1	On/Off
20-021	DTMF * Line1	Emits DTMF * on line 1	On/Off
20-022	DTMF 0 Line1	Emits DTMF 0 on line 1	On/Off
20-023	DTMF 1 Line1	Emits DTMF 1 on line 1	On/Off
20-024	DTMF 2 Line1	Emits DTMF 2 on line 1	On/Off
20-025	DTMF 3 Line1	Emits DTMF 3 on line 1	On/Off
20-026	DTMF 4 Line1	Emits DTMF 4 on line 1	On/Off
20-027	DTMF 5 Line1	Emits DTMF 5 on line 1	On/Off
20-028	DTMF 6 Line1	Emits DTMF 6 on line 1	On/Off
20-029	DTMF 7 Line1	Emits DTMF 7 on line 1	On/Off
20-030	DTMF 8 Line1	Emits DTMF 8 on line 1	On/Off
20-031	DTMF 9 Line1	Emits DTMF 9 on line 1	On/Off
20-040	V.21 300 bps Line1	Emits V.21 300 bps Line 1	On/Off
20-041	V.27ter 2400 bps Line1	Emits V.27ter 2400 bps Line1	On/Off
20-042	V.27ter 4800 bps Line1	Emits V.27ter 4800 bps Line1	On/Off
20-043	V.29 7200 bps Line1	Emits V.29 7200 bps Line1	On/Off
20-044	V.29 9600 bps Line1	Emits V.29 9600 bps Line1	On/Off
20-045	V.17 7200 bps Line1	Emits V.17 7200 bps Line1	On/Off
20-046	V.17 9600 bps Line1	Emits V.17 9600 bps Line1	On/Off
20-047	V.17 12000 bps Line1	Emits V.17 12000 bps Line1	On/Off
20-048	V.17 14400 bps Line1	Emits V.17 14400 bps Line1	On/Off
20-049	V.34 2400 bps Line1	Emits V.34 2400 bps Line1	On/Off
20-050	V.34 4800 bps Line1	Emits V.34 4800 bps Line1	On/Off
20-051	V.34 7200 bps Line1	Emits V.34 7200 bps Line1	On/Off

Code	Name	Description	State Displayed
20-052	V.34 9600 bps Line1	Emits V.34 9600 bps Line1	On/Off
20-053	V.34 12000 bps Line1	Emits V.34 12000 bps Line1	On/Off
20-054	V.34 14400 bps Line1	Emits V.34 14400 bps Line1	On/Off
20-055	V.34 16800 bps Line1	Emits V.34 16800 bps Line1	On/Off
20-056	V.34 19200 bps Line1	Emits V.34 19200 bps Line1	On/Off
20-057	V.34 21600 bps Line1	Emits V.34 21600 bps Line1	On/Off
20-058	V.34 24000 bps Line1	Emits V.34 24000 bps Line1	On/Off
20-059	V.34 26400 bps Line1	Emits V.34 26400 bps Line1	On/Off
20-060	V.34 28800 bps Line1	Emits V.34 28800 bps Line1	On/Off
20-061	V.34 31200 bps Line1	Emits V.34 31200 bps Line1	On/Off
20-062	V.34 33600 bps Line1	Emits V.34 33600 bps Line1	On/Off
21-012	Single tone 1100Hz Ln2	Emits single tone 1100Hz on line 2	On/Off
21-014	Single tone 1650Hz Ln2	Emits single tone 1650Hz on line 2	On/Off
21-015	Single tone 1850Hz Ln2	Emits single tone 1850Hz on line 2	On/Off
21-016	Single tone 2100Hz Ln2	Emits single tone 2100Hz on line 2	On/Off
21-020	DTMF # Line2	Emits DTMF # on line 2	On/Off
21-021	DTMF * Line2	Emits DTMF * on line 2	On/Off
21-022	DTMF 0 Line2	Emits DTMF 0 on line 2	On/Off
21-023	DTMF 1 Line2	Emits DTMF 1 on line 2	On/Off
21-024	DTMF 2 Line2	Emits DTMF 2 on line 2	On/Off
21-025	DTMF 3 Line2	Emits DTMF 3 on line 2	On/Off
21-026	DTMF 4 Line2	Emits DTMF 4 on line 2	On/Off
21-027	DTMF 5 Line2	Emits DTMF 5 on line 2	On/Off
21-028	DTMF 6 Line2	Emits DTMF 6 on line 2	On/Off
21-029	DTMF 7 Line2	Emits DTMF 7 on line 2	On/Off
21-030	DTMF 8 Line2	Emits DTMF 8 on line 2	On/Off
21-031	DTMF 9 Line2	Emits DTMF 9 on line 2	On/Off
21-040	V.21 300 bps Line2	Emits V.21 300 bps Line2	On/Off
21-041	V.27ter 2400 bps Line2	Emits V.27ter 2400 bps Line2	On/Off
21-042	V.27ter 4800 bps Line2	Emits V.27ter 4800 bps Line2	On/Off
21-043	V.29 7200 bps Line2	Emits V.29 7200 bps Line2	On/Off
21-044	V.29 9600 bps Line2	Emits V.29 9600 bps Line2	On/Off
21-045	V.17 7200 bps Line2	Emits V.17 7200 bps Line2	On/Off
21-046	V.17 9600 bps Line2	Emits V.17 9600 bps Line2	On/Off

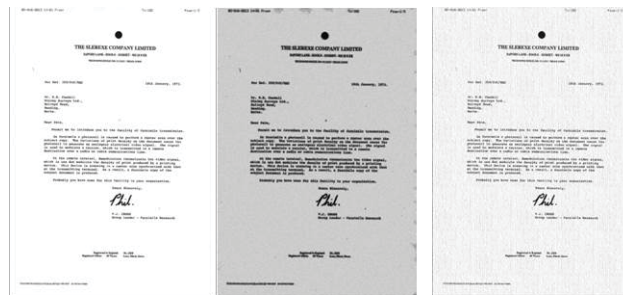
Code	Name	Description	State Displayed
21-047	V.17 12000 bps Line2	Emits V.17 12000 bps Line2	On/Off
21-048	V.17 14400 bps Line2	Emits V.17 14400 bps Line2	On/Off
21-049	V.34 2400 bps Line2	Emits V.34 2400 bps Line2	On/Off
21-050	V.34 4800 bps Line2	Emits V.34 4800 bps Line2	On/Off
21-051	V.34 7200 bps Line2	Emits V.34 7200 bps Line2	On/Off
21-052	V.34 9600 bps Line2	Emits V.34 9600 bps Line2	On/Off
21-053	V.34 12000 bps Line2	Emits V.34 12000 bps Line2	On/Off
21-054	V.34 14400 bps Line2	Emits V.34 14400 bps Line2	On/Off
21-055	V.34 16800 bps Line2	Emits V.34 16800 bps Line2	On/Off
21-056	V.34 19200 bps Line2	Emits V.34 19200 bps Line2	On/Off
21-057	V.34 21600 bps Line2	Emits V.34 21600 bps Line2	On/Off
21-058	V.34 24000 bps Line2	Emits V.34 24000 bps Line2	On/Off
21-059	V.34 26400 bps Line2	Emits V.34 26400 bps Line2	On/Off
21-060	V.34 28800 bps Line2	Emits V.34 28800 bps Line2	On/Off
21-061	V.34 31200 bps Line2	Emits V.34 31200 bps Line2	On/Off
21-062	V.34 33600 bps Line2	Emits V.34 33600 bps Line2	On/Off

Scanner diagnostics

Shading test

- Diagnostics > Scanner Diagnostics > Shading Test

- Purpose
- To check the quality of scanned images, especially if there might be defects in optical devices such as the lens, mirror, or lamp.
 - Check the quality problem as shown below:



Normal Image

Defected Image

Defected Image

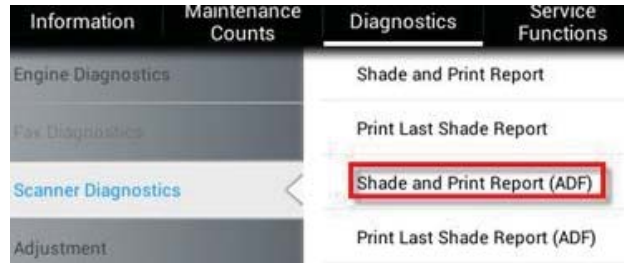
For the Image Scanner Unit

Press **Shade and Print report** to see if the current shading value is correct. Mono, red, green, and blue gray shading values will be shown on the printed report. When the previous shading value is needed, press “Print Last Shade Report”.

For the Flow ADF unit

1. Load the shading sheet on the Flow ADF tray.
2. Enter SCV mode. Select the following menu items:

Diagnostics > Scanner Diagnostics > Shading Test > Shade and Print Report (Flow ADF)



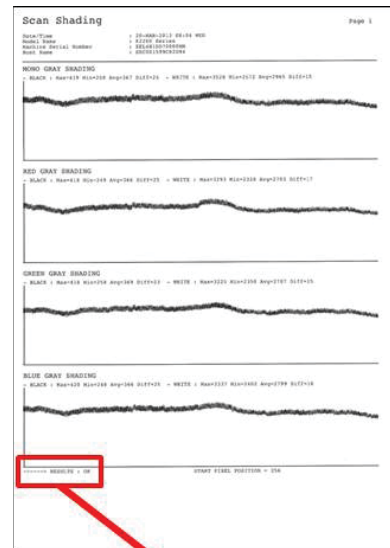
Press **Print Last Shade Report (ADF)** for the previous shading value report.

3. Check if the printed results are correct.

NOTE:

- When executing Flow ADF shading, use only the shading sheet (JC63-05055A).
- A Shading Test for the Flow ADF unit must be completed after replacing the Flow ADF unit or main board.

Verification



=====> **RESULTS : OK**

Scanner ADF NVM Read/Write

- Diagnostics > Scanner Diagnostics > Scanner ADF NVM Read/Write

Purpose	To read and/or write values in the scanner and ADF memory.
Operation procedure	<p>When the main NVM Read/Write window displays, users can navigate through the list of codes with descriptions and saved values. Users can also directly input a code through the text box to search for an NVM.</p> <p>After selecting a code, the Edit button will be enabled only if the code is writable.</p> <p>If the selected code is writable and the Edit button is enabled, press the button to configure the desired value for the code.</p>
Verification	N/A
Specification	N/A
Reference	N/A

Code	NVM description	Default	GX model
05-0000	Pick Up Count	0	0
05-0001	Separation Roller Count	0	0
05-0010	Document Duplex Reverse Point	0	0
05-0030	Simplex Registration Value (Registration 1)	0	0
05-0040	Duplex Registration Value (Registration 2)	0	0
05-0050	Width Guide Max Value	0	0
05-0060	Width Guide Min Value	0	0

Scanner ADF test routines

- Diagnostics > Scanner Diagnostics > Scanner ADF Test Routines

Purpose	To perform test routines for the scanner and ADF.
Operation procedure	<p>When the main Scanner ADF Test Routines window displays, users can navigation through the list of routines and descriptions that display. Users can input a code through the text box to search for a routine.</p> <p>After selecting a routine, press OK to open the test window that lists the selected routine. Users can start/stop the selected test routine.</p>
Verification	N/A
Specification	N/A
Reference	Table below

Code	Name	Value	GX model
06-0000	Scanner Original Size Detecting Sensor 1	High/Low	0

Code	Name	Value	GX model
06-0001	Scanner Original Size Detecting Sensor 2	High/Low	0
06-0010	Scanner Cover Open/Close Sensor 1	High/Low	0
06-0011	Scanner Cover Open/Close Sensor 2	High/Low	0
06-0020	Scanner Platen Scanner Motor Forward	Start/Stop	0
06-0030	Scanner Platen Scanner Motor Backward	Start/Stop	0
06-0040	Scanner Image Scanner Home Position Sensor	High/Low	0
05-0000	Document Length .1 Sensor	High/Low	0
05-0001	Document Length .2 Sensor	High/Low	0
05-0020	Document Cover Open Sensor	High/Low	0
05-0040	Document Detect Sensor	High/Low	0
05-0050	Document Feed Sensor	High/Low	0
05-0060	Document Simplex Registration Sensor	High/Low	0
05-0061	Document Duplex Registration Sensor	High/Low	0
05-0070	Document Scan Read Sensor 1	High/Low	0
05-0071	Document Scan Read Sensor 2	High/Low	0
05-0080	Document Exit Sensor	High/Low	0
05-0090	Document Pickup Clutch	Start/Stop	X
05-0110	Document Motor Forward	Start/Stop	0
05-0111	Document Motor Backward	Start/Stop	0
05-0123	Document width 1 MSO Sensor	High/Low	0
05-0124	Document width 2 MSO Sensor	High/Low	0
05-0125	Document width 3 MSO Sensor	High/Low	0
05-0130	Document Pickup Motor Forward	Start/Stop	0
05-0131	Document Pickup Motor Backward	Start/Stop	0
05-0140	Document Pickup Roller Detect Sensor	High/Low	X
05-0150	Document Stacker Lift Upper Sensor	High/Low	0

Code	Name	Value	GX model
05-0151	Document Stacker Lift Lower Sensor	High/Low	0
05-0152	Document Stacker Lift Home Position Sensor	High/Low	0
05-0153	Document Scan In Release Sensor	High/Low	0
05-0154	Document Separation Up Down Sensor	High/Low	0
05-0160	Document Registration 1 Motor Forward	Start/Stop	0
05-0162	Document Registration 1 Motor Backward	Start/Stop	0
05-0170	Document Registration 2 Motor Forward	Start/Stop	0
05-0171	Document Registration 2 Motor Backward	Start/Stop	0
05-0180	Document Stacker Lift Motor Forward	Start/Stop	0
05-0181	Document Stacker Lift Motor Backward	Start/Stop	0
05-0182	Document Exit Motor Forward	Start/Stop	0
05-0183	Document Exit Motor Backward	Start/Stop	0
05-0184	Document Pickup Release Motor Forward	Start/Stop	0
05-0185	Document Pickup Release Motor Backward	Start/Stop	0
05-0186	Document Scan In Release Motor Forward	Start/Stop	0
05-0187	Document Scan In Release Motor Backward	Start/Stop	0
05-0190	Document Width Guide ADC Sensor	10Bit (0~1023)	0
05-0210	Document Jig Test Low Speed Simplex	Start/Stop	0
05-0230	Document Jig Test High Speed Simplex	Start/Stop	0

Adjustment

Print adjustment

- Diagnostics > Adjustment > Print Adjustment > Image Position

Purpose	Manually adjust the position of the printed image on the paper in the print engine.
Operation procedure	<ol style="list-style-type: none"> 1. Select a tray to adjust. 2. Change the adjustment value using the + or - buttons, then press the OK button to save the changes. <ul style="list-style-type: none"> ○ Simplex Leading Edge ○ Simplex Side Edge ○ Duplex Leading Edge ○ Duplex Side Edge <p>NOTE:</p> <ul style="list-style-type: none"> ○ Adjustment must be done for each tray (Tray 1, 2, 3, 4, and 5). ○ Do not choose ALL for the tray selection. ○ Adjust for the tray with each new tray selection. 3. Print out the test pattern and check if the image is adjusted. If not, repeat Step 2.

- Diagnostics > Adjustment > Print Adjustment > Print Margin Test

This menu is used to print out the test pattern manually.

Copy adjustment

- Diagnostics > Adjustment > Copy Adjustment > Image Position

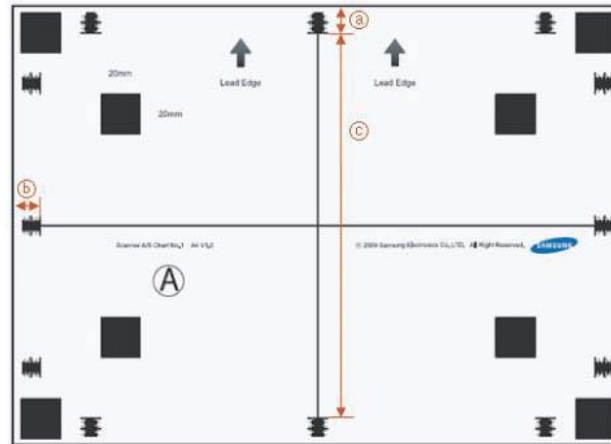
Purpose	Manually adjust the position of the copied image on the paper in the copy engine.
Operation procedure	<p>NOTE: Before copy adjustment:</p> <ul style="list-style-type: none"> – Make sure that the initial values of margin adjustment are the same as the values of the print adjustment. – Perform an adjustment for each tray. Do not choose All for tray selection, as this can confuse the adjustment. <p>NOTE:</p> <ul style="list-style-type: none"> – Complete adjustment for each tray (Tray 1, 2, 3, 4, and 5). – Do not choose All for tray selection. – Adjust for the tray with each new tray selection. <ol style="list-style-type: none"> 1. Locate the Scanner A/S Chart at the scanner glass. 2. Change the adjustment value using the + or - button, and then press OK to save the changes. <ul style="list-style-type: none"> ○ Simplex Leading Edge ○ Simplex Side Edge ○ Duplex Leading Edge ○ Duplex Side Edge 3. Print out the test pattern and check if the image has moved. If not, repeat Step 2.

Scan area adjustment

- Diagnostics > Adjustment > Scan Area Adjustment > Automatic Adjustment

Purpose	To correct the image position and magnification of scanned images automatically.
---------	--

Operation procedure	1. Locate the Scanner A/S chart on the scanner glass.
---------------------	---



A4 Scanner A/S Chart

Note that the **Lead Edge** arrows point to the left side of the scanner glass and are placed face down. The Scanner A/S Chart comes in two sizes, A4 and Letter.

2. Press **OK**. A scan begins and the system will automatically calculate the proper value based on the scanning result of the chart.
3. The new value saves to the system.
4. Scan the Scanner A/S Chart and send it to a PC. The chart must be scanned from the scanner glass.
5. To check the image position, compare the position of the scale marks (a, b) from the chart to the scanned image.
6. To check the magnification, compare the length of line **c** from the chart to the scanned image.

NOTE: Specifications:

- a, b: 10, ± 1.5 mm
- c: 190, ± 1.5 mm

-
- Diagnostics > Adjustment > Scan Area Adjustment > Manual Adjustment

Purpose	To correct the position and magnification of scanned images manually.
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Operation procedure	1. Choose one item from the table. There are three items to choose from:
---------------------	--

- Image Position — Leading Edge (Unit: mm, Scale: 0.1, Min/Max: -6/+6)
- Image Position — Side Edge (Unit: mm, Scale: 0.1, Min/Max: -6/+6)
- Magnification — Vertical Direction (Unit: %, Min/Max: 98.5/101.5)

2. Select one item and press the **Edit** button.
3. Change the adjustment value using the arrow button.
4. Image position (a, b): If the current value is smaller than the specification, press **+**, otherwise press **-**.
5. Magnification (c): If the current value is smaller than the specification, press **-**, otherwise, press **+**.
6. Press the **OK** button to apply the new value to the system.
7. Scan the Scanner A/S Chart and send it to a PC. The chart must be scanned from the scanner glass.
8. To check the image position, compare the position of the scale marks (a, b) from the chart to the scanned image.
9. To check the magnification, compare the length of line **c** from the chart to the scanned image.

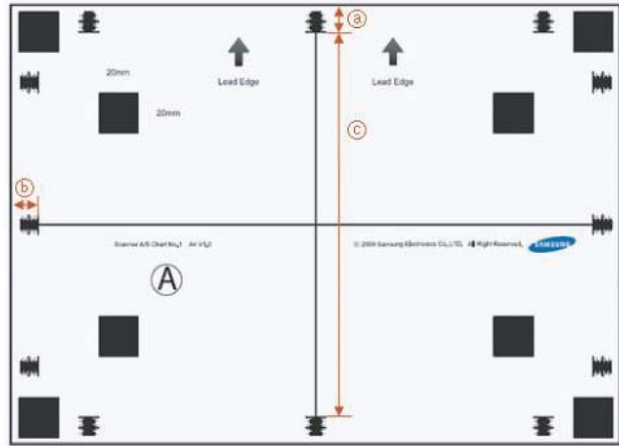
NOTE: Specifications:

- a, b: 10, ± 1.5 mm
- c: 190, ± 1.5 mm

Flow/non flow/LX ADF adjustment

- Diagnostics > Adjustment > ADF Adjustment > Automatic Adjustment

Purpose	To correct the image position and magnification of images scanned with the flow ADF automatically.
Operation procedure	<ol style="list-style-type: none"> 1. Locate the Scanner A/S chart should be on the Flow ADF tray.



A4 Scanner A/S Chart

2. Press **OK**. A scan begins and the system will automatically calculate the proper value based on the scanning result of the chart.
3. The new value saves to the system.
4. Scan the Scanner A/S Chart and send it to a PC. The chart must be scanned from the Flow ADF.
5. To check the image position, compare the position of the scale marks (a, b) from the chart to the scanned image.
6. To check the magnification, compare the length of line c from the chart to the scanned image.

NOTE: Specifications:

- a, b: 10, ± 1.5 mm
- c: 190, ± 1.5 mm

NOTE: After executing the Flow ADF adjustment, perform a shading test. Refer to Scanner Diagnostics.

- Diagnostics > Adjustment > ADF Adjustment > Manual Adjustment

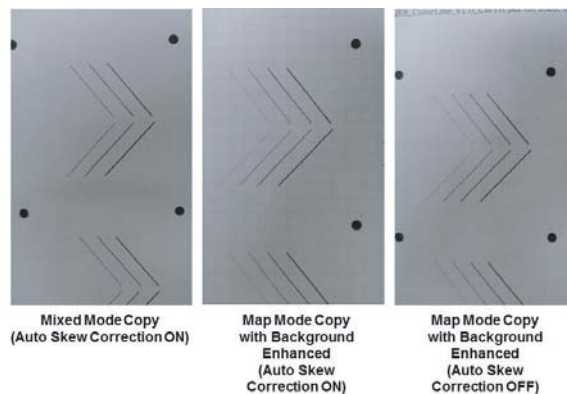
Purpose	To correct the position and magnification of scanned images manually.
Operation procedure	<ol style="list-style-type: none"> 1. Choose one item from the table. There are three items to choose from: <ul style="list-style-type: none"> ○ Image Position — Leading Edge (Unit: mm, Scale: 0.1, Min/Max: -6/+6) ○ Image Position — Side Edge (Unit: mm, Scale: 0.1, Min/Max: -6/+6) ○ Magnification — Vertical Direction (Unit: %, Min/Max: 98.5/101.5) 2. Select one item and press the Edit button. 3. Change the adjustment value using the arrow button. 4. Image position (a, b): If the current value is smaller than the specification, press +, otherwise press -. 5. Magnification (c): If the current value is smaller than the specification, press -, otherwise, press +.

NOTE: Specifications:

- a, b: 10, ± 1.5 mm
 - c: 190, ± 1.5 mm
6. Press the **OK** button to apply the new value to the system.
 7. Scan the Scanner A/S Chart and send it to a PC. The chart must be scanned from the Flow ADF.
 8. To check the image position, compare the position of the scale marks (a, b) from the chart to the scanned image.
 9. To check the magnification, compare the length of line **c** from the chart to the scanned image.
 10. If **Auto Skew Correction during job** box is checked, skewed image is corrected by digitally rotating the scanned images.



NOTE: When this function is enabled, visual artifact (like checkerboard patterns) might appear on the image depending on the original contents or copy option settings.



NOTE: After executing the Flow ADF adjustment, perform a shading test. Refer to Scanner Diagnostics.

Auto color sensing (ACS)

- Diagnostics > ACS

Purpose	To set the color coverage ratio of auto color mode in the copy function.
–	Color Coverage Ratio: The ratio of color contents in the original document.

Operation procedure	<p>Change the level from 1 to 5.</p> <ul style="list-style-type: none"> – Classifies a document as color, if color coverage of the document is higher than a predefined level. – Level 1 has a higher probability of classifying documents to color, while level 5 has lower probability.
Verification	Copy the mono copied original with auto color mode and check if the print out is monochrome.
Specification	<p>Color coverage</p> <ul style="list-style-type: none"> – Level 1: 0.01% – Level 2: 0.05%. – Level 3: 0.1% – Level 4: 0.25% – Level 5: 0.5%

Image management

Auto tone adjustment activation

- Diagnostics > Image Management > Auto Tone Adjustment Activation > Normal

Purpose	To correct image quality when density of the image is poor. Normal TRC Control is recommended after changing a unit, such as a toner cartridge, imaging unit, and ITB, or after restarting the printer.
Operation procedure	<ol style="list-style-type: none"> 1. Select On or Off for Normal TRC Control execution. <ul style="list-style-type: none"> ○ Off: Normal TRC Control will not execute. ○ On: Normal TRC Control will execute during the determined conditions, 2. Change the execution condition(s) of Normal TRC Control. <ul style="list-style-type: none"> ○ Page Count: The system executes Normal TRC Control based on the count of printed pages since the last execution. ○ Time Left Alone: The system executes Normal TRC Control when the system returns from a power save mode and the rest time exceeds the configured value.
Verification	Print out a test job and make sure the image quality has recovered.

- Diagnostics > Image Management > Auto Tone Adjustment Activation > Full

Purpose	To correct image quality when any OPC drum is replaced, the life of the OPC drum is changed, the density of the image is poor, or the temperature and/or humidity in the room changes suddenly.
Operation procedure	<ol style="list-style-type: none"> 1. Select On or Off for Full TRC Control execution. <ul style="list-style-type: none"> ○ Off: Full TRC Control will not execute. ○ On: Full TRC Control will execute during the determined conditions, 2. Change the execution condition(s) of Full TRC Control.

	<ul style="list-style-type: none"> ○ Page Count: The system executes Full TRC Control based on the count of printed pages since the last execution. ○ Time Left Alone: The system executes Full TRC Control when the system returns from a power save mode and the rest time exceeds the configured value.
Verification	Print out a test job and make sure the image quality has recovered.

Auto tone adjustment

- [Diagnostics > Image Management > Auto Tone Adjustment > Normal](#)

Purpose	To correct image quality when image density is poor. Normal TRC Control is recommended after changing a unit, such as toner cartridge, imaging unit, and ITB, or after restarting the printer.
Operation procedure	Select OK to execute Normal TRC.
Verification	Print out a test job and make sure the image quality has recovered.

- [Diagnostics > Image Management > Auto Tone Adjustment > Full](#)

Purpose	To correct image quality when any OPC drum is changed, the life of the OPC drum is changed, the image density is poor, or the temperature and/or humidity in the room changes suddenly.
Operation procedure	Select OK to execute Full TRC.
Verification	Print out a test job and make sure the image quality has recovered.

- [Diagnostics > Image Management > Auto Tone Adjustment > CTD Sensor Cleaning](#)

Purpose	To solve the CTD Sensor Failure error.
Operation procedure	After cleaning the CTD/CPR sensor, execute this menu.

Print test patterns

[Diagnostics > Print Test Patterns >](#)

- [EP Calibration Pattern1 Contone](#)

Service functions

Main memory clear

[Service Functions > Main Memory Clear](#)

- This function resets the main memory of the system to the factory default setting. This function can be used to reset the system to the initial value when the product is functioning abnormally. User configured values return to the default values.

To clear the main memory, select the country/region where the system is located, and restart the printer.

Debug log

Service Functions > Debug Log

- This function sets the system log message level. Users can select three options:
 - Off: This option disables the logging option.
 - Job Status: This option only enables the logging of user created jobs.
 - Details: This option enables all the logging options of the running tasks of the system. This option might effect the performance of certain system operations. Use this option when the system performs abnormally and engineers need to investigate the problem.

Capture log

Service Functions > Capture Log

- This function copies all the saved logs in the system to a USB flash drive as a .zip file. The size of the system log could reach up to 1 GB. If the system log size becomes very large, it will take a longer time to copy to the USB flash drive.
 1. Connect the USB flash drive to the printer.
 2. Tap the **Service Mode** app. When the pop-up displays, press the area below the pop-up until the password window appears. Enter **04087617** and press the **OK** button.
 3. Go to **Service Functions > Debug Log** and change the debug log level to **INFO**.
 4. Go to **Service Functions > Capture Log**.
 5. Select **All** or **Period**. If selecting **Period**, enter the start and end date.
 6. Press the **Capture Log** button.
 7. Once the log is completed, a completion message will display. Restore the debug log level to **JOB STATUS**.



NOTE: If the system log size becomes very large, it will take longer to copy to the USB flash drive.

8. Check that the Log File has been saved to the USB flash drive.

Transfer assembly control mode

Service Functions > Transfer Assembly Control Mode

- | | |
|---------------------|--|
| Purpose | To correct transfer related problems. This function can be used to change the transfer value to optimize image quality to a certain type of paper. |
| Operation procedure | <ul style="list-style-type: none">– Transfer Assembly Control Problems<ul style="list-style-type: none">○ Choose the process speed (Full, Half, Lower) based on the type of paper being used.○ Adjust T1 PWM value based on the problem type. |

- Gray Spot: Increase T1 PWM value of the issued color
 - Non Cyclic White Line: Decrease T1 PWM value of the issued color
 - OPC Cyclic Ghost: Decrease T1 PWM value of the issued color
- T2 Control Problems
- Choose the paper group, paper side, and paper direction.
 - Adjust T1 PWM value based on the problem type.
 - Blur: Increase T1 PWM value
 - Poor Transfer: Increase T1 PWM value
 - Re-transfer: Decrease T1 PWM value
 - White Spot: Decrease T1 PWM value

Verification	Print a test job and make sure the transfer problem has been resolved.
Specification	N/A
Reference	N/A

Envelope rotate

Service Functions > Envelope Rotate

- This menu enables rotation when printing on an envelope. The machine usually guides loaded envelopes with SEF direction. If this function is enabled, the user can load an envelope with LEF direction and the machine will rotate the image for printing on the envelope.

This function provides the following setting options:

- Off (default): Load envelope SEF direction
- 90 degrees: Load envelope LEF direction.
- 180 degrees: Load envelope SEF direction with flap on bottom side.



NOTE: If the paper source is **Auto**, the device will feed from the Tray 1 because the LEF envelope can only be loaded in the Tray 1 according to paper specification.

If the length of envelope is over the maximum size of the custom width, the device will not rotate the image and determine that the direction of the envelope is SEF. For example, the A4 model supports custom sizes like W 98–216 ~ L148–356. This model does not support C5 Env (162x229) DL Env (110x220), No 9 Env (98x225), No 10 Env (105x241) rotation.

Drain

Service Functions > Drain

- This menu recovers toner density. The printer prints grayed images after operating over 500 low coverage images. This menu supports ten levels.

This function provides the following setting options:

- Off (default)
- On

Print quality troubleshooting guide

Image quality problems and solutions

Print quality defects can be caused by printer components, consumables, media, internal software, external software applications, and environmental conditions.

To successfully troubleshoot print quality problems, eliminate as many variables as possible.

First, generate prints using printable pages using laser paper. Use paper from an unopened ream that has been acclimated to room temperature. Make sure that genuine HP toner is installed in the printer.

Figure 3-35 A/S chart (A3)

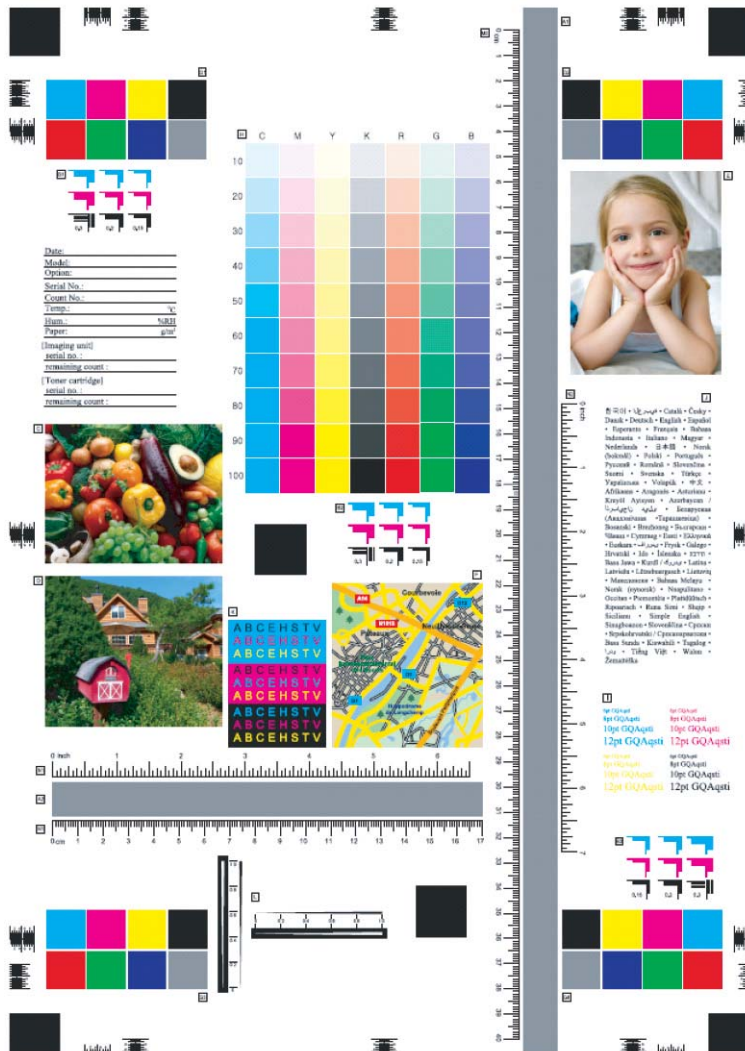
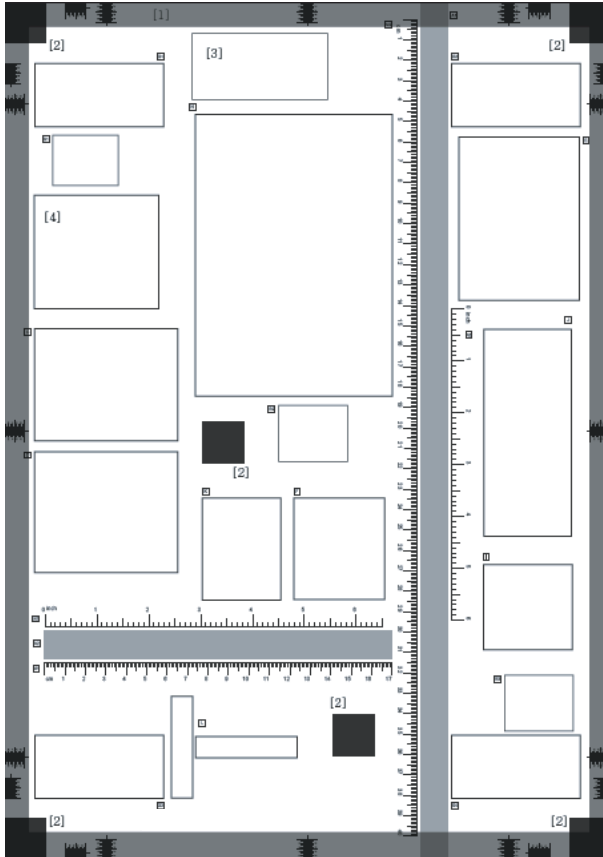


Figure 3-36 A/S chart



[1]	Grid pattern	For adjusting margin and magnification
[2]	Black patches	For adjusting skew error
[3]	Barcode	For checking the reproduction of the barcode
[4]	Note area	For recording the date, conditions, and so on
[A]	Halftone band	For checking banding and jitter (K 50%)
[B, L]	Resolution patterns	For checking resolution
[C, D, E]	Images	For checking color reproduction
[F]	Map image	For checking fine line reproduction
[G]	Color patches	For checking color reproduction and uniformity
[H]	Gradation pattern	For checking tone reproduction of seven colors (C, M, Y, K, R, G, B/ 10~100%)
[I]	Color/Mono text	For checking the reproduction of color, mono text
[J]	Multilingual feature	For checking the reproduction of small text
[K]	White gap pattern	For checking color to color, color to mono white gap
[M]	Rulers	For checking the magnification error (unit: cm)
[N]	Rulers	For checking the magnification error (unit: inch)

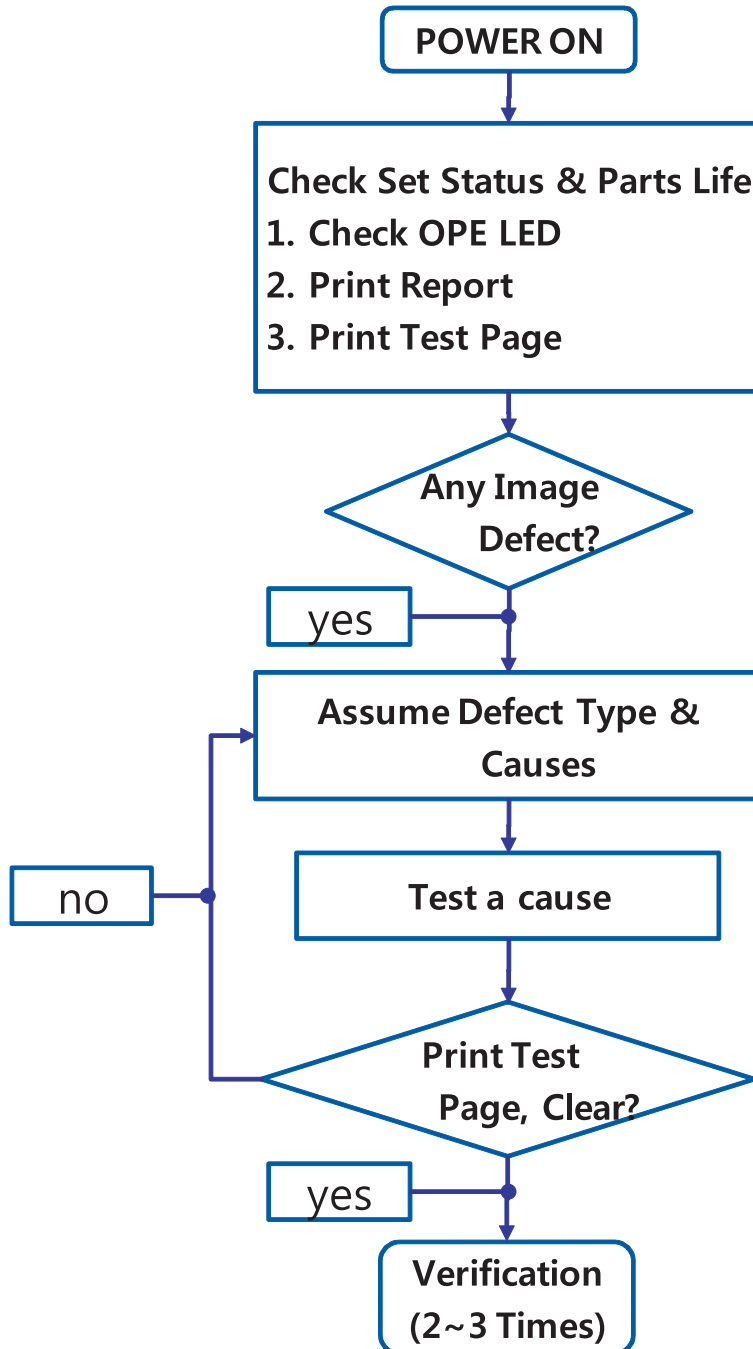
How to analyze image defects

See the following flowchart.

TIP: Depending on the remaining life of the part, the cause of the defect can vary. Check the remaining life of the part.

Check for defects even if the defect is not repeated.

Figure 3-37 Defect analysis flowchart



How to analyze image defects (rollers)

Use the following table to isolate rollers suspected of causing defects.

Table 3-24 Roller period table

Roller	Periodic
OPC/Drum	94.5 mm
Charge Roller (CR)	37.7 mm
Magnetic roller (MR)	32.3 mm
Transfer roller	44.0 mm
Transfer roller (T2)	75.4 mm
Fuser Belt (HR)	110 mm
Fuser Pressure Roller (PR)	114.7 mm

Vertical black band

Figure 3-38 Typical faulty images



Table 3-25 Troubleshooting procedure


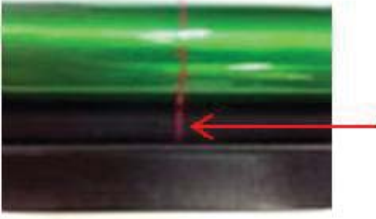

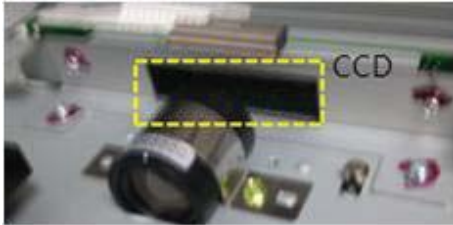
Step	Cause	Action
1	Charge roller (CR) is contaminated. 	Check if the CR is contaminated.  Replace the Drum unit if there are additional problems.

Table 3-25 Troubleshooting procedure (continued)


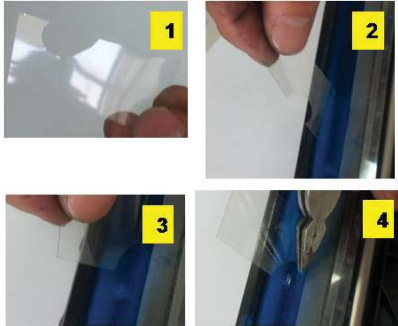
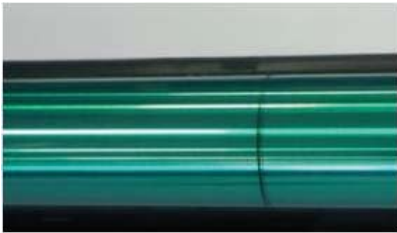
Step	Cause	Action
2	<p>ITB is contaminated.</p> <ul style="list-style-type: none"> The ITB cleaning is poor. The ITB clean-blade is partially broken. 	<p>Check if the ITB is contaminated.</p>  <p>Replace the ITB Cleaner if there are additional problems.</p>
3	<p>The scanner unit is contaminated.</p> <ul style="list-style-type: none"> Scan glass contamination Mirror contamination CCD sensor contamination 	<p>Wipe the contaminated part of the surface with a soft cloth.</p> <p>CAUTION: The scanner unit contains fragile parts. Use caution while cleaning.</p>

Vertical white band, light band

Figure 3-39 Typical faulty images



Table 3-26 Troubleshooting procedure

Step	Cause	Action
1	<p>A foreign substance is between the magnetic roller and blade.</p> <ul style="list-style-type: none"> The toner on the magnetic roller is partially empty. 	<p>Remove the foreign substance.</p> <ul style="list-style-type: none"> Make a hook shape using a sheet (transparency sheet is recommended). Place the hook into the gap between the magnetic roller and the blade. Pull out the foreign substance.
		
2	<p>The developer unit carrier is insufficient or the life of the developer unit has expired.</p>	<ul style="list-style-type: none"> Print the supplies information report. Check the remaining life of the developer unit. If it is expired, replace the developer unit. Check the developer layer on the magnetic roller. If it is short, replace the developer unit.
3	<p>The laser beam path is blocked.</p> <p>A foreign substance is on the laser scanner assembly window.</p>	<p>Clean the laser scanner assembly window.</p>
4	<p>OPC motor is scratched.</p> 	<p>Replace the drum unit.</p>

Horizontal periodic black band or dot

Figure 3-40 Typical faulty images



Table 3-27 Troubleshooting procedure

Step	Cause	Action
1	Horizontal periodic band or dot (CR, 38 mm) <ul style="list-style-type: none"> The surface of the charge roller (CR) is contaminated. CR is scratched. 	Clean the contaminated surface on the charge roller with a soft cloth. If the surface is scratched, replace the drum unit.
2	Horizontal periodic band or dot (OPC, 94 mm) <ul style="list-style-type: none"> The surface of the OPC drum is contaminated or scratched. 	Clean the contaminated surface on the OPC drum with a soft cloth. If the surface is scratched, replace the drum unit.
3	The charge roller contact plate has debris or is contaminated.	Clean the charge roller contact plate. If the problem persists, replace the drum unit. If the problem persists after replacing the drum unit, replace the HVPS board.

Horizontal periodic light/dark band or dot

Figure 3-41 Typical faulty images

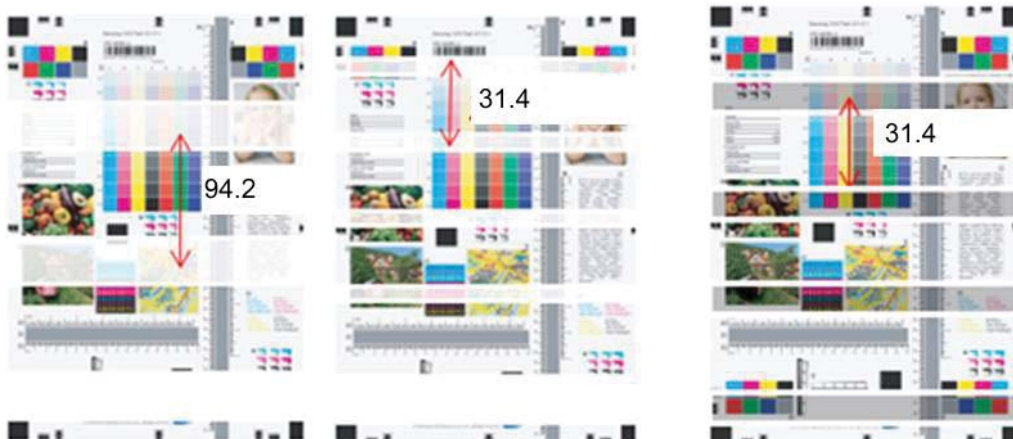
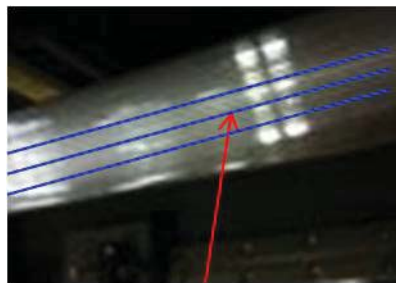


Table 3-28 Troubleshooting procedure

Step	Cause	Action
1	Horizontal periodic band (OPC, 94.2 mm) <ul style="list-style-type: none"> • OPC was left exposed for too long. • OPC is damaged by a high voltage in a short amount of time. 	This problem will resolve itself over time. If the problem is not resolved, replace the drum unit.
2	Horizontal periodic light/dark band (magnetic roller, 37 mm) <ul style="list-style-type: none"> • The magnetic roller is in poor condition. • V-groove of the magnetic roller surface is not uniform. 	Replace the developer unit.



V-groove in Roller-Magnetic

Foggy image

Figure 3-42 Typical faulty images



Table 3-29 Troubleshooting procedure

Step	Cause	Action
1	Voltage of OPC motor is abnormally low.	Replace the drum unit.
2	HVPS operates abnormally. <ul style="list-style-type: none"> • HVPS is damaged or broken. 	Replace the HVPS board.

Table 3-29 Troubleshooting procedure (continued)

Step	Cause	Action
3	Toner is over supplied. <ul style="list-style-type: none"> TC sensor operates abnormally. 	Replace the developer unit.
4	Voltage of OPC motor is abnormally low. <ul style="list-style-type: none"> Transfer assembly voltage is abnormally high. 	Check the transfer assembly connection in the HVPS. Check if the transfer assembly roller spring in the ITB is connected correctly. Replace the HVPS board.

Light image

Figure 3-43 Typical faulty images



Table 3-30 Troubleshooting procedure

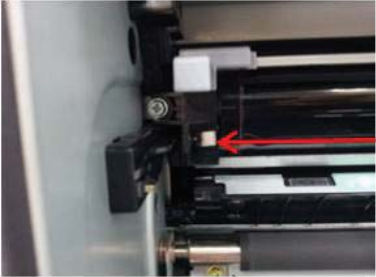

Step	Cause	Action
1	TRC operates abnormally.	Perform TRC three to four times.
2	Poor transfer has occurred.	Force a jam during the print job. Check the image on the transfer belt. If the image on the transfer belt is normal, refer to the Blurred image section.
3	Output voltage of the HVPS is abnormally low. <ul style="list-style-type: none"> Color density decreases. 	Replace the HVPS board.
4	TC down and toner spills.	Replace the developer unit.
5	Toner spills by eraser.	Check if the eraser is contaminated. Replace the drum unit.

Blurred image

Figure 3-44 Typical faulty images



Table 3-31 Troubleshooting procedure

Step	Cause	Action
1	High humidity and/or the quality of the paper.	Use new, higher quality paper.
2	T2 transfer voltage is low.	Turn up the T2 transfer voltage.
3	Connection between HVPS and THV is incorrect.	Check if the connection between T2 high voltage terminal and HVPS THV terminal is correct. Check if the connection between the HVPS and ITB is correct.
		 
4	HVPS operates abnormally.	Replace the HVPS.

Incorrect color registration

Figure 3-45 Typical faulty images

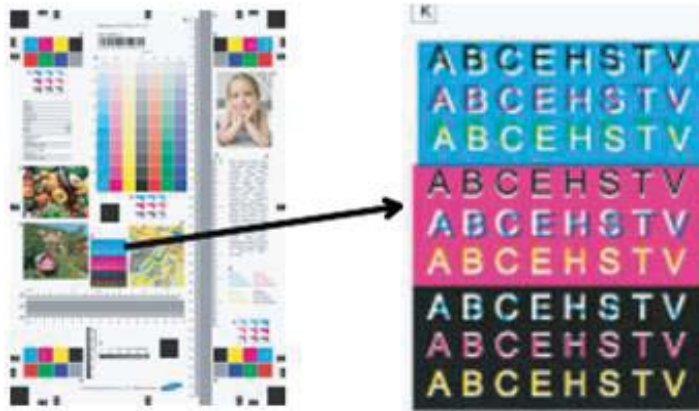


Table 3-32 Troubleshooting procedure

Step	Cause	Action
1	CPR sensor is contaminated.	Execute CPR manually.
2	Environment has changed.	To recognize the environment change, execute CPR after a certain amount of time.
3	Belt surface is contaminated.	Remove the ITB. If the surface of the belt is contaminated, clean it with soft cloth.

Uneven pitch and jitter image

Figure 3-46 Typical faulty images



Table 3-33 Troubleshooting procedure

Step	Cause	Action
1	Under 3 mm periodic jitters or horizontal bands have occurred.	<p>Check for foreign substance in the drive gears.</p> <p>Grease the drive gears.</p> <ul style="list-style-type: none"> • Developer unit gears • Drum unit gears • Main drive unit gears <p>If the problem persists, replace the abnormal units.</p> <ul style="list-style-type: none"> • Developer unit • Drum unit • Main drive unit
2	Under 1 mm periodic jitters or horizontal bands have occurred.	<p>Check if the laser scanner assembly is assembled correctly. If not, remove and tighten the screws.</p> <p>If the problem persists, replace the laser scanner assembly.</p>

Skewed image

Figure 3-47 Typical faulty images

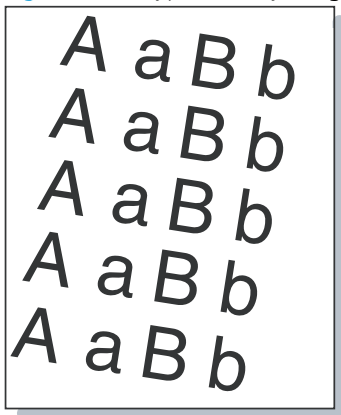
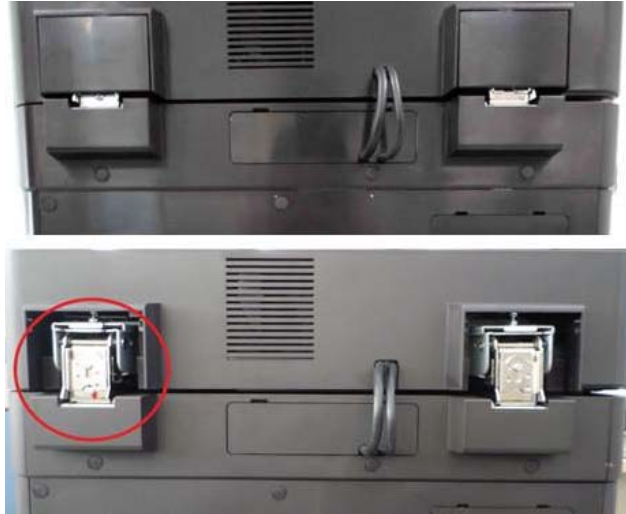


Table 3-34 Troubleshooting procedure

Step	Cause	Action
1	<ul style="list-style-type: none"> • Tray is not installed properly. • Too much paper is loaded in the tray. • The tray guide is not set properly. 	Reinstall the tray properly.

Table 3-34 Troubleshooting procedure (continued)

Step	Cause	Action
2	The surface of the pickup/reverse/feed roller is contaminated or worn out.	Clean or replace the contaminated roller.
3	If the skewed image occurs during a copy job, check the Flow ADF installation. installation.	Reinstall the Flow ADF unit. Adjust the Flow ADF skew.



Blank copy

Figure 3-48 Typical faulty images



Table 3-35 Troubleshooting procedure


Step	Cause	Action
1	Laser scanner assembly operation error	Check laser scanner assembly connections
2	All connections on the HVPS board are connected correctly	Reconnect all connections
3	Check if the related parts are damaged or broken	Replace the HVPS board, main board, or laser scanner assembly
4	Check the connection between the scanner PCA and the main board	Reconnect the harness If the connection is correct, replace the main board

Poor fusing performance

Figure 3-49 Typical faulty images



Table 3-36 Troubleshooting procedure

Step	Cause	Action
1	<p>Check the paper type.</p> <p>Depending on what type of paper is used, print speed varies.</p> <ul style="list-style-type: none"> • Plain (71~90g/), Thick (91~105g/): Full Speed • Heavy weight (106~175g/): Half Speed • Envelope (75~90 g/), Label (120~150 g/): Half Speed 	<p>Make sure the paper type displayed on the control panel is the same type of paper being used for the print job.</p>
2	The fuser unit is worn out.	Replace the fuser unit.
3	Check the surface of the fuser belt and pressure roller for scratches.	Replace the fuser unit.
4	<p>Check the temperature control system for problems.</p> <ul style="list-style-type: none"> • Thermistor is broken or operates abnormally • Halogen lamp is broken or operates abnormally 	<p>Check the non-contact thermistor sensor</p>  <p>Check the halogen lamp.</p> <p>If parts are broken, replace the broken parts or the fuser unit.</p>
5	Check if the pressure control system operates properly.	<p>Check the pressure control system.</p> <p>If the problem persists, replace the fuser unit.</p>
6	Paper is wrapped on the heating roller.	<p>Remove the wrapped paper and print a test page.</p> <p>If the problem persists, replace the fuser unit.</p>

Stain on back of paper

Figure 3-50 Typical faulty images

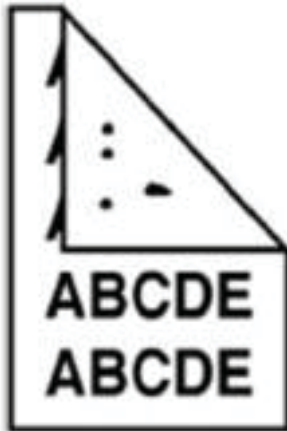

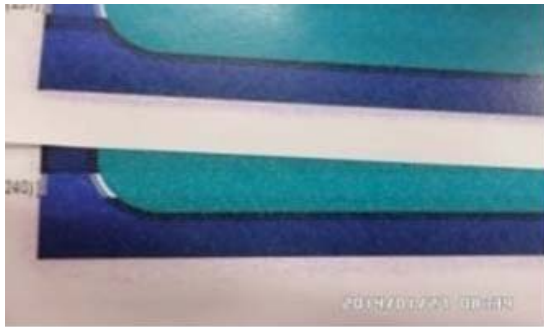


Table 3-37 Troubleshooting procedure

Step	Check item	Action
1	Is the transfer roller dirty or worn out?	Clean or replace the transfer roller assembly.
		
2	Is there any stain caused by poor cleaning on the transfer belt?	Clean the transfer belt. If the problem persists, replace the ITB unit.
3	Is the fuser belt and pressure roller dirty?	Clean the fuser belt and pressure roller.
4	Check the pressure roller surface for damage or scratches.	Replace the fuser unit.

Duplex blur, white spot blur on color print-out

Figure 3-51 Typical faulty images



Duplex Blur



Duplex W/Spot

Troubleshooting procedure

1. Enter **SVC Mode** → **Service Functions** → **TR Control Mode**.
2. Select **T2 Control Mode**.
3. Select the paper setting based on the site. (Paper Group, Paper Side, Paper Direction)
4. Increase value for T2 PWM and check if the blur problem is resolved.
5. When the problem persists after changing the **T2 Control Mode** values, change the **T1 Control Mode** values.
6. Decrease the value for each color and see whether the symptom disappears.
In this case, [-4] was applied and solved the blur.
7. As there can be variation for each device, change T1, T2 and observe the results.

Other errors

Image system problem

- [Toner cartridge detection error](#)
- [Image contamination \(pressure roller contamination\)](#)

Toner cartridge detection error

Symptom

- Toner cartridge is installed, but **Not Installed** message displays.

Cause

- Toner cartridge is not properly installed.
- Toner cartridge e-label harness is defective.
- E-label PCA or e-label Chip is defective.
- E-label connection (modular connector) is defective.

- E-label Joint PCA is defective.
- Bad connection between the main board and the e-label Joint PCA.

Troubleshooting

- Toner cartridge installation problem:
 - Check if the toner cartridge is properly installed.
 - If the cartridge comes out automatically, check the cartridge fixing hook.
 - If the cartridge fixing hook is damaged, replace the cartridge cap or cartridge.
- E-label harness problem:
 - Make sure the e-label harness is correctly connected.
Check the modular jack for damage or abnormal assembly.
 - If the modular jack harness is defective, replace it with a new one.
If the modular jack has moved into the toner cartridge, remove it.
- E-label PCA problem or e-label data problem:
 - Replace the toner cartridge.
- E-label connection (modular connector) installation problem:
 - Open the front cover. Remove the toner cartridge.
 - Make sure that the e-label connection (modular connector) is correctly installed.
 - If the modular connector is not installed correctly, open the rear cover and reinstall.
- E-label Joint PCA problem:
 - If the e-label Joint PCA, modular jack pin, or main board interface connector are damaged, replace the PCA (see the previous step).
- Bad connection between the main board and the e-label Joint PCA:
 - Check the connection between the main board and the e-label Joint PCA. If the connection is bad, replace the harness, the e-label Joint PCA, or the main board.

Image contamination (pressure roller contamination)

Symptom

- Image (front/back side of paper) is contaminated with toner

Cause

- Toner is contaminated on the surface of pressure roller with low coverage, mainly simplex, and low duty jobs.

Troubleshooting

1. Install Vx.D6.08 or latest version.

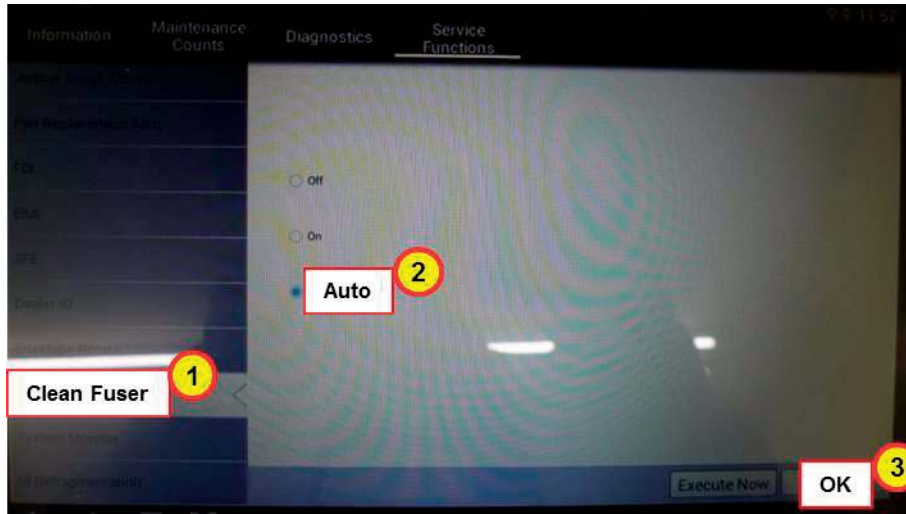
2. Make sure **Clean Fuser** function is set to **Auto**.

Vx.D6.08 or later version has **Clean Fuser: Auto** function as default.

If the previous setting used is **On** mode, that pre-existing setting value will be kept as before. Otherwise, it will be changed to **Auto**.

On mode can be set at desired intervals as required.

SVC mode → **Service Functions** → **Clean Fuser** → **Auto**



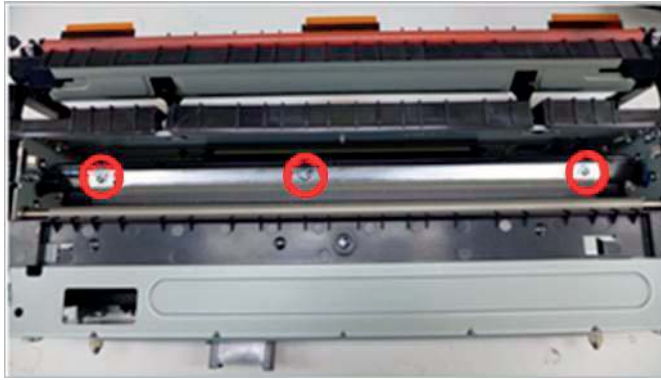
3. To execute fuser cleaning function manually, press **Execute Now**.



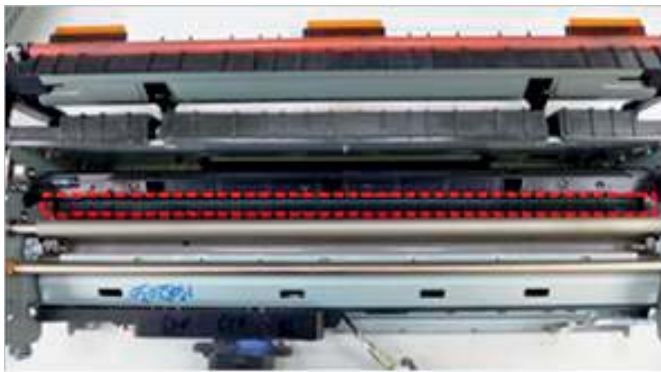
4. Repeat step 3 up to six times until you cannot find any contamination on the fuser cleaning sheet.

If the contamination on the fuser cleaning sheet still exists, clean the pressure-roller with soft brush or scraper with care.

- Open the fuser jam cover. Remove three screws, and then remove the brush.



- Check the surface of pressure roller and remove the toner contamination while carefully rotating the pressure roller one cycle.



Fuser problem

- [Acoustic noise in fuser uni](#)
- [Image hot offset problem](#)
- [Error “fusing unit not compatible” problem](#)

Acoustic noise in fuser uni

- **Symptom:** Acoustic noise from the fuser assembly in the early stages of printing.
- **Cause:** Fuser belt edges are damaged.

Troubleshooting

- ▲ Replace the fuser unit.

Image hot offset problem

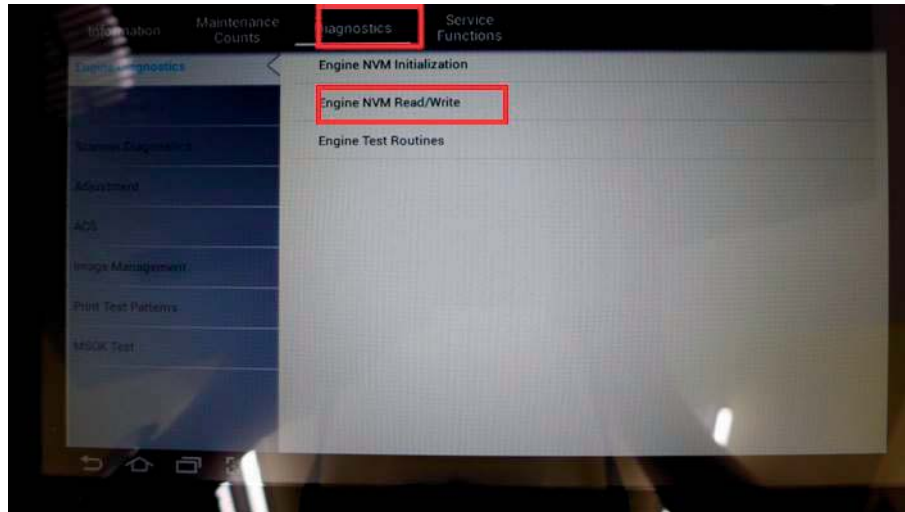
- **Symptom:** Image at the leading edge of the paper is duplicated after 110 mm.
- **Cause:** The fusing temperature is high.

Troubleshooting

- ▲ Lower the fusing temperature in SVC mode until the problem disappears. The default value is 10, and it is recommended to change the value up to 8.

How to change the plain temperature offset

- a. Enter SVC mode, and select **Engine NVM Rear/Write**.



- b. Select the **Plain Temperature offset** menu.



Code	NVM Name	Default	Value
103-0031	Regi Curl Length	10	10
103-0032	Duplex Regi Curl Length	10	10
103-0038	Regi Curl Fast Speed Length	10	10
109-0000	StandBy Temperature Offset	10	10
109-0005	Warmup Temperature offset	10	10
109-0055	Thin Temperature offset	10	10
109-0065	Plain Temperature offset	10	12
109-0070	Bond Temperature Offset	10	10
109-0071	Heavy Temperature offset	10	10
109-0072	Extra Heavy Temperature offset	10	10
109-0080	Transparency Temperature offset	10	10
109-0100	Envelopes Temperature Offset	10	10
109-0110	Labels Temperature Offset	10	10
109-0130	Thin Temperature Offset	10	10

- c. Press the **OK** button after adjusting the value. (1 = 2°C)
- d. Press the **Home** button to exit SVC mode.

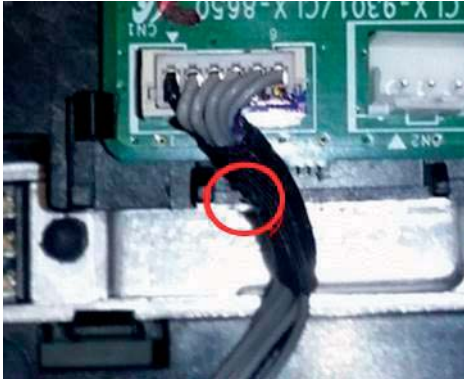
Error “fusing unit not compatible” problem


- **Symptom:** Error **Fusing unit not compatible** message appears.
- **Cause:** Harness for EEPROM signal is damaged by the sharp edge of the fuser frame.


Troubleshooting

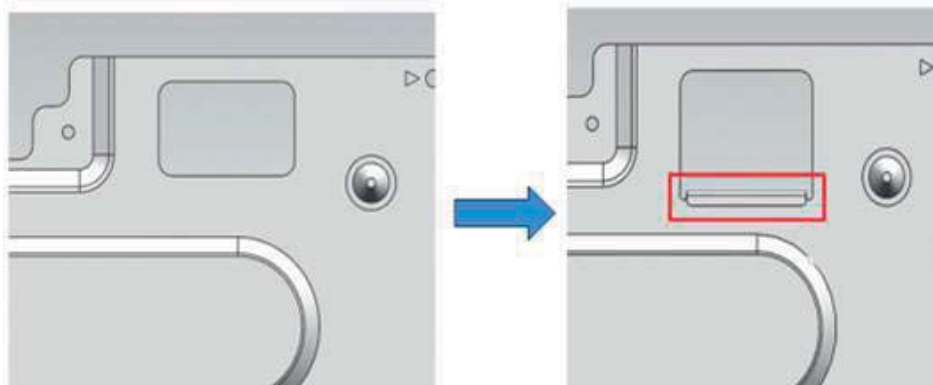
- ▲ Check if the EEPROM signal harness is damaged.

If so, replace the fuser unit (from 2015.08.11 the new part was applied) or insulate the damaged spot of harness by wrapping each harness up.



 **NOTE:** The pre-existing AT tape might need to be removed, and then re-apply the insulation for each damaged harness.

 **NOTE:** New design was applied from 2015.08.11 which doesn't have the sharp edge on the harness path



Scanner and Flow ADF problems

- [Noise of Flow ADF hinge/crack of Flow ADF/Flow ADF does not stay open](#)
- [Flow ADF is not recognized](#)
- [During copy or scan job, the original paper JAM and U3-3213 error occurs](#)

Noise of Flow ADF hinge/crack of Flow ADF/Flow ADF does not stay open

Symptom

- A noise comes from the Flow ADF hinges when it is opened or closed.
- The Flow ADF hinge is cracked.
- When the Flow ADF is opened to access the scanner glass, the unit should remain at a 50° angle ($\pm 10^\circ$). The Flow ADF does not remain open as expected.

Troubleshooting

1. Remove the Flow ADF connector cover.
2. Remove the connector and one screw.
3. Lift and remove the Flow ADF unit.
4. Remove four screws from the hinge unit. Remove and replace the hinge unit.
5. Reassemble the Flow ADF.

Flow ADF is not recognized

Symptom

- The Flow ADF installation is not recognized.

Cause

- The Flow ADF power cable fails.

Troubleshooting

1. Reassemble the Flow ADF power cable. If the problem is not resolved, replace the power cable.
2. Adjust the harness and fix it with a cable tie.

During copy or scan job, the original paper JAM and U3-3213 error occurs

Symptom

- During copy or scan job, the original paper JAM and U3-3213 error occurs.

Troubleshooting

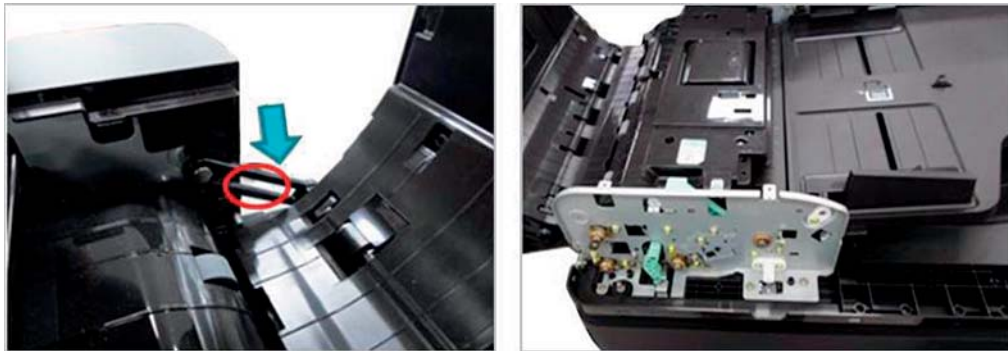
1. Check if the **Sponge-Damper Separation** has changed position.



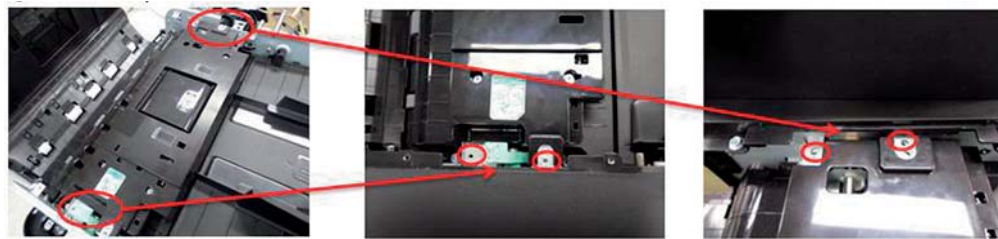
2. If yes, refer to following guide.
 - a. Remove three screws.



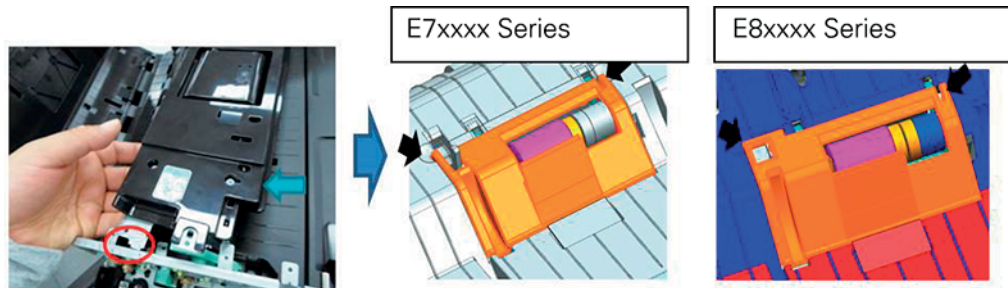
b. Remove the linker by pressing its upper side from an inner direction. Then remove the front cover.



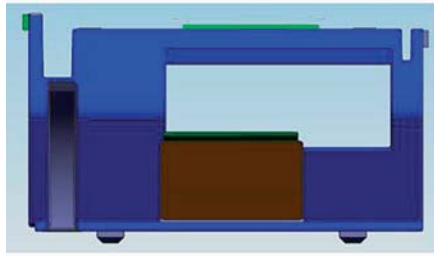
c. Remove four screws.



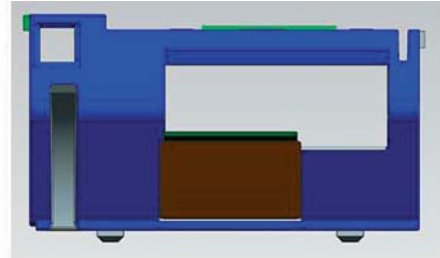
d. Remove the pickup assembly.



- e. Replace the Flow ADF housing separation.



E7xxx Series
JC97-04586A_Flow document feeder



E8xxx Series
JC97-04621A_Flow document feeder

Drive unit problem

- [Machine makes noise during print job](#)

Machine makes noise during print job

Symptom

- Machine makes noise during a print job.

Cause

- The gear train needs to be greased.
- An old type gear is assembled.

Troubleshooting

1. Enter service mode.
2. Execute a fuser motor test.
Service Mode > Diagnostics > Engine Diagnostics > Engine Test Routines > Fuser Motor Forward
3. Remove the fuser unit and execute the fuser motor test again.
4. If the printer still makes a noise during a print job, replace the fuser drive exit assembly.
5. If the problem is not resolved, replace the fuser unit.

Feeding system problem

- [Tray 1, Tray 2, and Tray 3 cannot pick up paper](#)
- [Printer cannot feed paper](#)
- [Envelope wrinkle](#)

Tray 1, Tray 2, and Tray 3 cannot pick up paper

Symptom

- Tray 1, Tray 2, and Tray 3 cannot pick up paper.

Cause

- Bad harness connection on the main board.
- Connector defect of the main board.

Troubleshooting

1. Check the harness connection. Reconnect the harness if it is not connected correctly.
2. Check the pickup connector on the main board.
If the connector has a problem with the soldering, replace the main board.

Printer cannot feed paper

Symptom

- The printer cannot feed paper from Tray 2 or Tray 3.

Cause

- Feed motor problem
- Feed motor connection problem
- Main board defect

Troubleshooting

- Check the feed motor operation.
 - Open the right door and push the cover switch forcibly.
 - Enter service mode.
 - Select the following menu items:
EDC Mode > Diagnostics > Engine Diagnostics > Engine Test Routine > Feed motor > On/Off
Check the operating status of the two feed rollers.
 - If the feed rollers cannot rotate, open the rear cover and check the motor and gears.
- Check the connection between the main board and the feed motor.
- If the problem persists, replace the main board.

Envelope wrinkle

Symptom

- Envelope is wrinkled when printed from Tray 1.

Troubleshooting

1. Enter service mode.
2. Select **Envelope Rotate**. (Service Functions > Envelope Rotate)
3. Select a menu item: **Off**, **90 degrees**, or **180 degrees**.

Laser scanner assembly problem

- [Laser scanner assembly](#)

Laser scanner assembly

Symptom

- The laser scanner assembly motor makes a loud noise while in printing mode.

Cause

- The laser scanner assembly motor is defective.

Troubleshooting

1. Enter service mode and execute the laser scanner assembly motor test.
2. If the laser scanner assembly motor running sound is loud, replace the laser scanner assembly.
3. If the laser scanner assembly motor running sound is not loud, check the other unit.

Electrical circuit problem

- [LVPS output voltage drop error](#)
- [Hard disk drive \(HDD\) makes a loud noise](#)
- [Networking not function](#)
- [Control panel malfunction](#)
- [Home screen icon is missing or control panel is broken](#)

LVPS output voltage drop error

Symptom

- An error message occurs on the control panel (C3–1312, S3–3121, M1–4111, M1–4211).

Cause

- 24V channel output voltage drops to under 21.6V and 5V channel output is normal.

Troubleshooting

1. Check all 24V output channels (24VS1, 24VS2, 24VS3, 24VS4) to determine if 24V voltage comes out.
2. If 24V voltage does not come out, check **24V on/off signal pin** on the main board.

- a. The voltage at **24V on/off signal pin** is 0V. → Main board and signal is normal.
- b. The voltage at signal pin is **4~5.3V** → Main board and signal is abnormal
3. If Main board and signal is normal and all 24V output channels are nearly 0V, check other parts (such as the fuser, motor, scanner harness, and so on) driven by 24V voltage before replacing the LVPS.
4. If Main board and signal is normal and just one or two or three 24V output channels are nearly 0V, inspect some harness from abnormal 24V output channel before replacing the LVPS.
5. If Main board and signal is abnormal and all 24V output channels are nearly 0V, inspect the harness, connector and main board.

Hard disk drive (HDD) makes a loud noise

Symptom

- The Hard disk drive (HDD) makes a loud noise.

Cause

- The HDD has defects.

Troubleshooting

- Replace the HDD.

Networking not function

Symptom

- Network is not functioning.

Cause

- Network line itself is not working properly.
- Network configuration is wrong.
- Some related electronic components in the main board have defects.

Troubleshooting

1. Connect a network line to the PC and complete a ping test.
2. Complete a ping test after connecting the network line to the SET. If the connection is working, check the network configuration which might have been set incorrectly.
3. If the ping test does not have a result, open the rear cover and check the main board for visible defects on the network related components such as the connector (CN16), capacitor (C192), and other close components. Surge voltage from the outside can cause defects.
4. If any of the components have visible defects, then replace the main board.

Control panel malfunction

Symptom

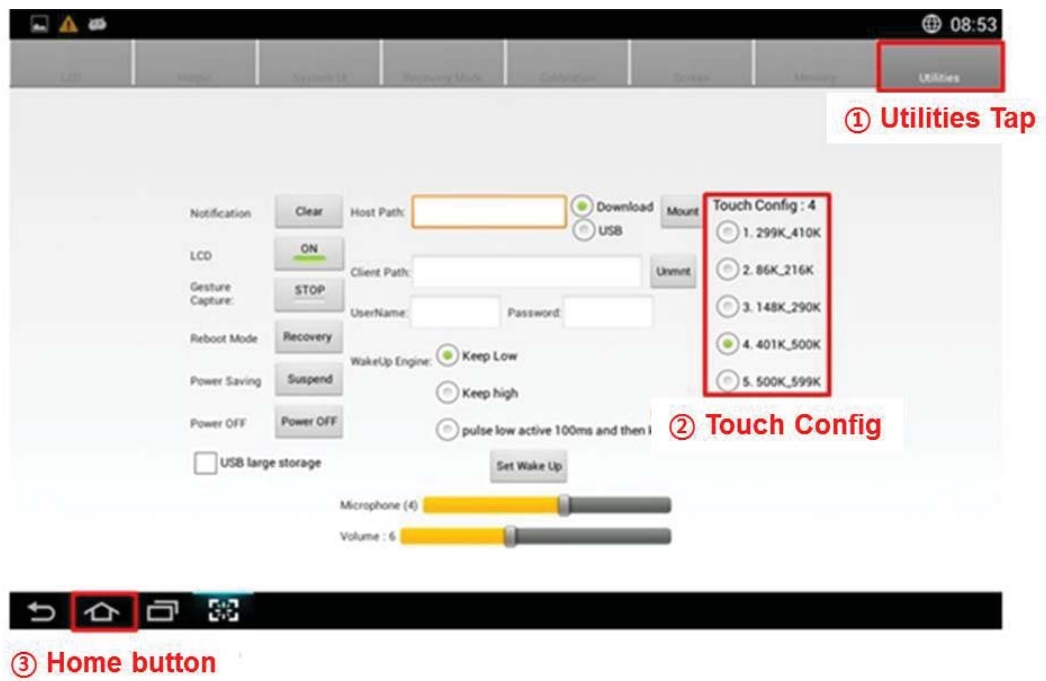
- When touching a button, another button is pressed. For example, when touching the Home button, another menu is executed, or when touching the "5" button, other items are entered, such as "4," "6," "cos," etc.

Cause

- Touch IC is influenced by the interference between TX frequency and power noise frequency.

Troubleshooting

1. If the power cable is connected to the multi-tap, unplug and plug it into an independent outlet.
2. If the touch malfunction persists, check the following:
 - Press the power button until a pop-up window displays.
 - Press and hold inside of the pop-up window area, avoiding the **Cancel** and **Turn Off** buttons, until the password window appears.
 - Enter **8378** and press **Done**.
 - Select **Utilities**.



- Change the **Touch Config** value:
 - After changing **Touch Config** value, select **Home**.
 - Priority: 1.(default) → 4. 401K_500K → 5. 500K_599K → 3. 148K_290K → 2. 86K_216K
- Check the touch operation.

- If the touch malfunction persists, change **Touch Config** to another value and test the touch operation again.

Home screen icon is missing or control panel is broken

Symptom

- Home screen icon is missing or the control panel screen is broken.

Cause

- UI software error.

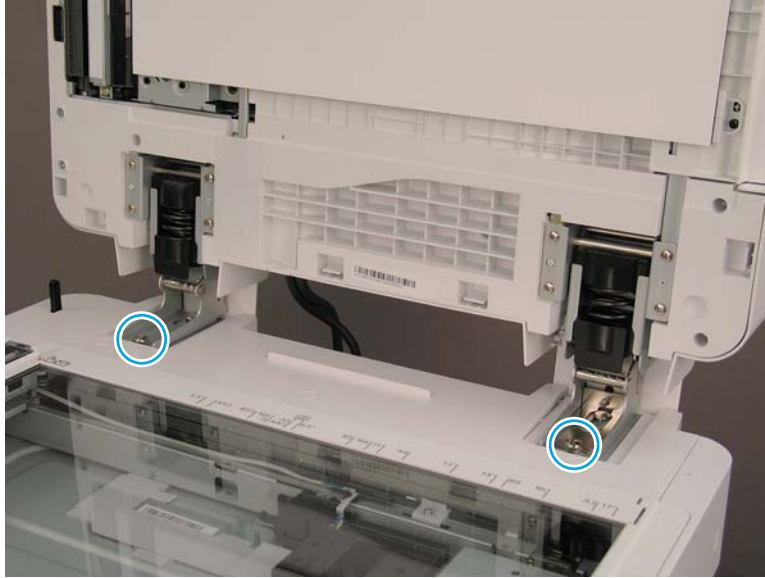
Troubleshooting

- Enter service mode.
- Execute **Main Memory Clear (Service Functions > Main Memory Clear)**

Adjusting the ADF/ADF skew (LX du models)

1. Open the ADF. Loosen the two screws securing both hinges.

Figure 3-52 Open ADF and loosen screws



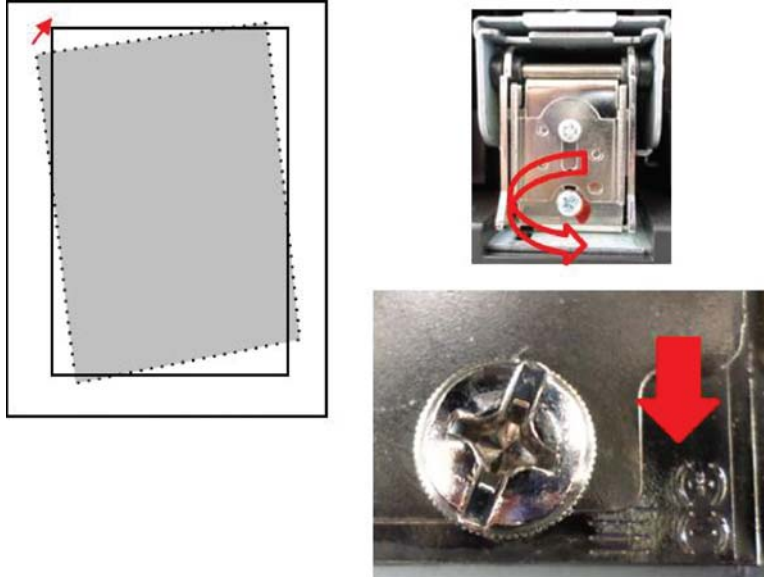
2. Adjust the position of the ADF hinge according to the skew status.

Figure 3-53 Adjust ADF hinge



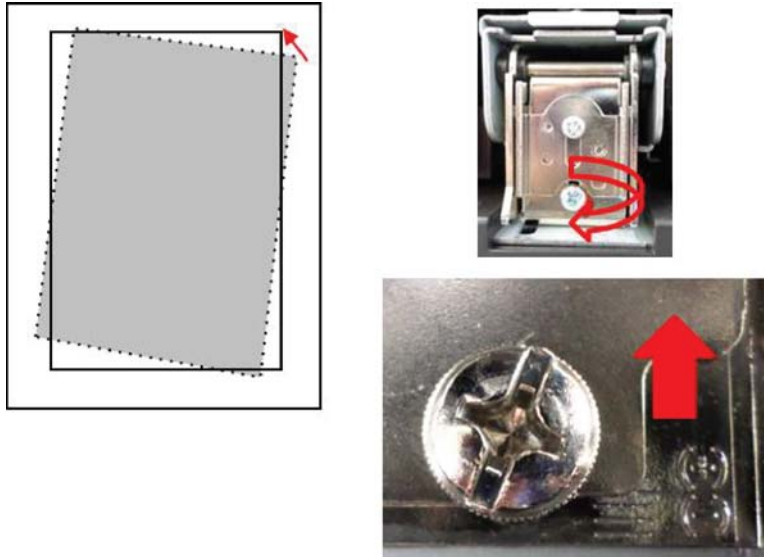
- a. If the skew image is similar to the following example, adjust the hinge unit in the direction of the arrow. (1 scale = > 1.0 mm skew adjustment)

Figure 3-54 Adjust hinge



- b. If the skew image is like the following example, adjust the hinge unit in the direction of the arrow. (1 scale = >1.0 mm skew adjustment)

Figure 3-55 Adjust hinge



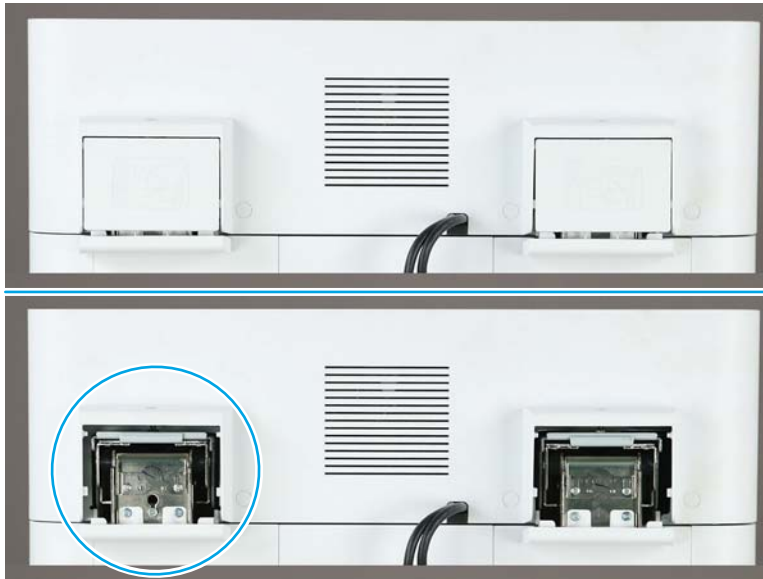
3. Detach the ADF sponge after adjusting the skew. Place the ADF sponge on the scanner glass. Close the ADF unit to attach the sponge.

Adjusting the Flow ADF skew

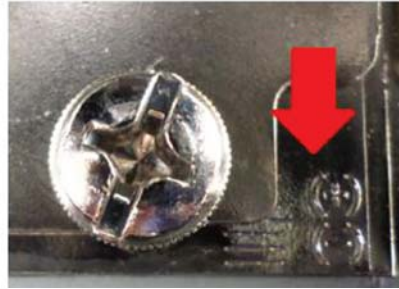
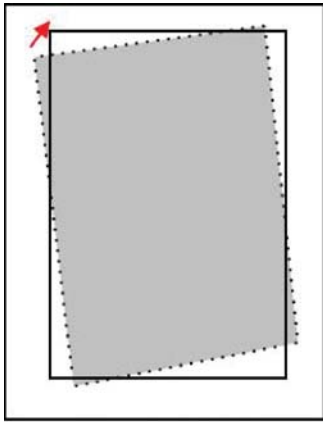
1. Open the Flow ADF. Loosen the two screws securing both hinges.



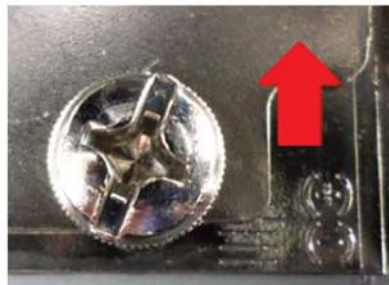
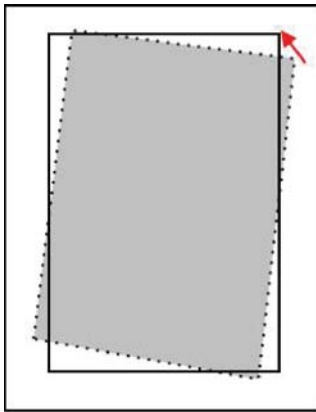
2. Adjust the position of the Flow ADF hinge according to the skew status.



- a. If the skew image is similar to the following example, adjust the hinge unit in the direction of the arrow. (1 scale = > 1.0 mm skew adjustment)



- b. If the skew image is like the following example, adjust the hinge unit in the direction of the arrow. (1 scale = >1.0 mm skew adjustment)



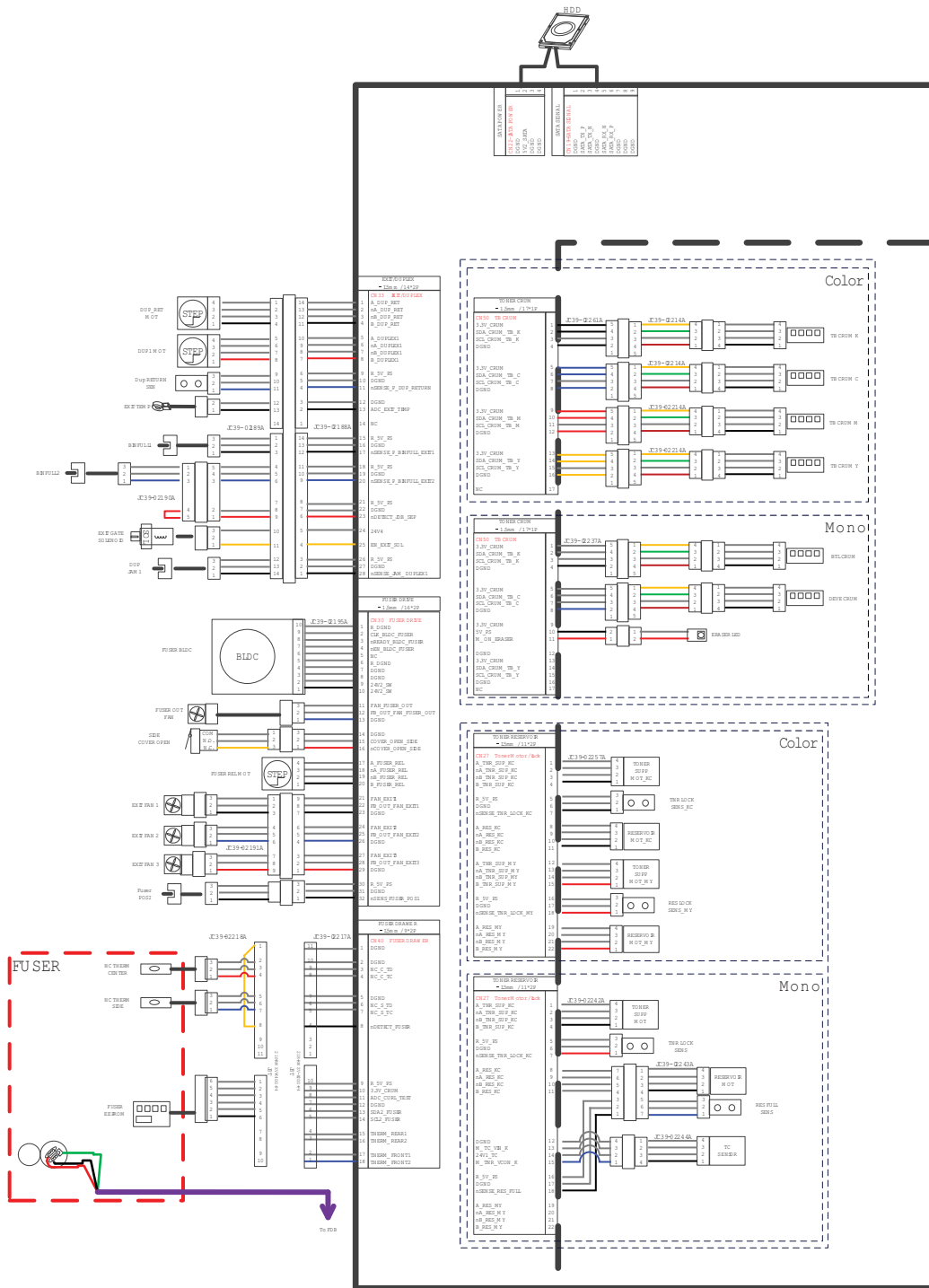
3. Detach the Flow ADF sponge after adjusting the skew. Place the Flow ADF sponge on the scanner glass. Close the Flow ADF unit to attach the sponge.



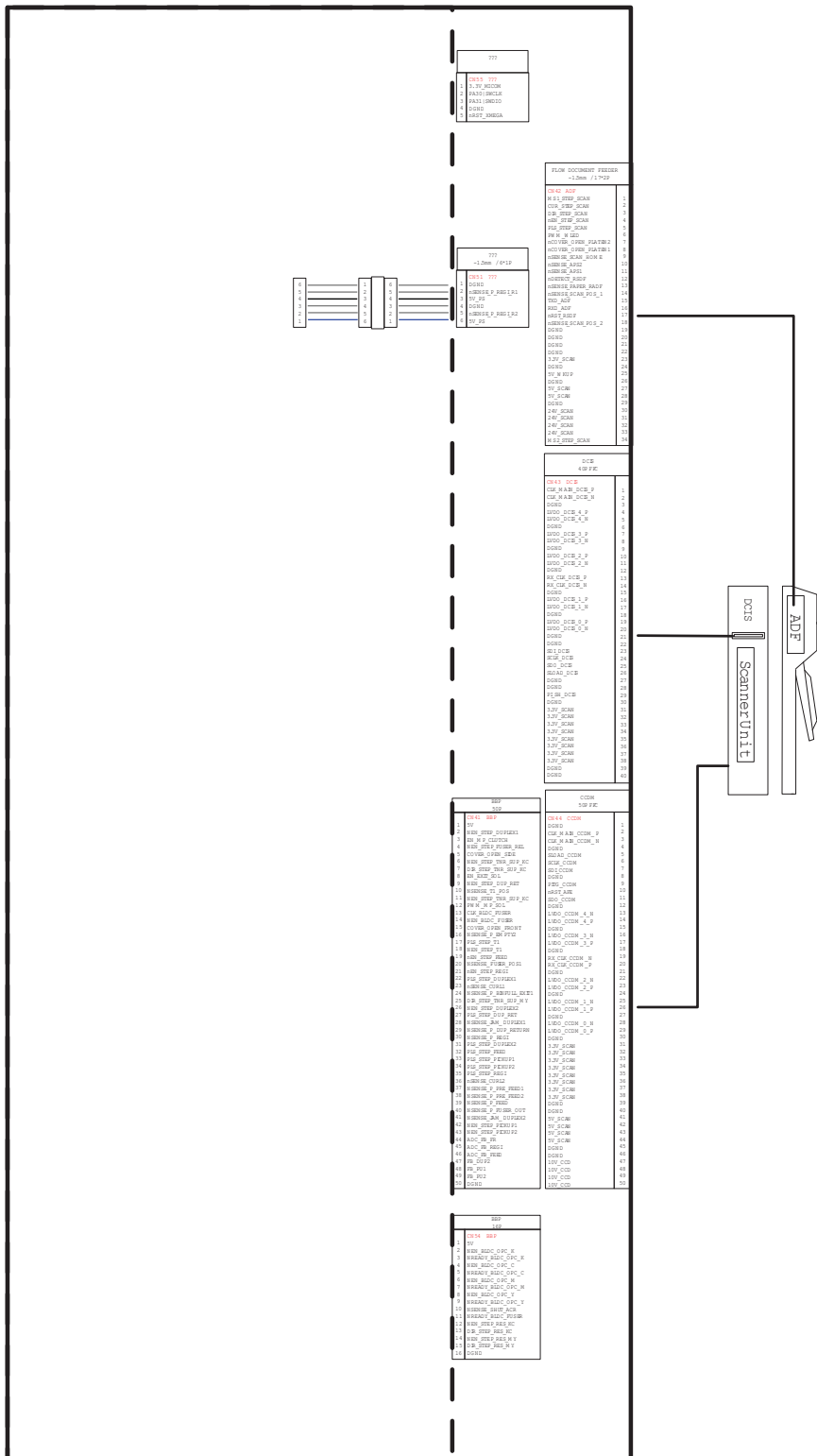
4 Connection diagrams

- [Connection Diagram \(FUSER/EXIT/DUPLEX/TONER\)](#)
- [Connection Diagram \(Scanner\)](#)
- [Connection Diagram \(Laser Scanner Assembly/OPE/USB\)](#)
- [Connection Diagram \(Side/Tray 1/Feed/Registration/Pickup\)](#)
- [Connection Diagram \(OPC/WTB/CST Lock\)](#)
- [Connection Diagram \(HVPS/LVPS/FDB\)](#)

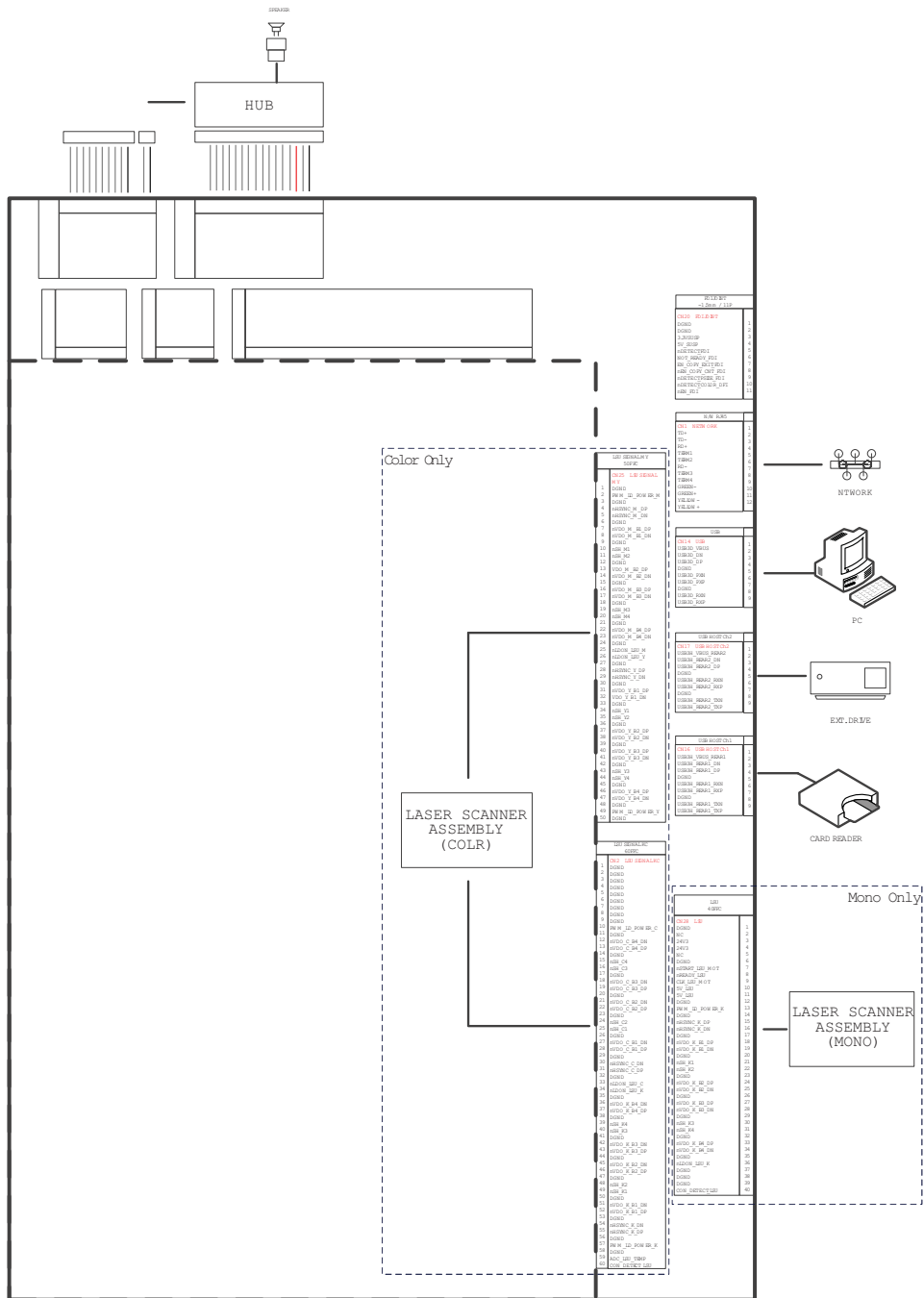
Connection Diagram (FUSER/EXIT/DUPLEX/TONER)



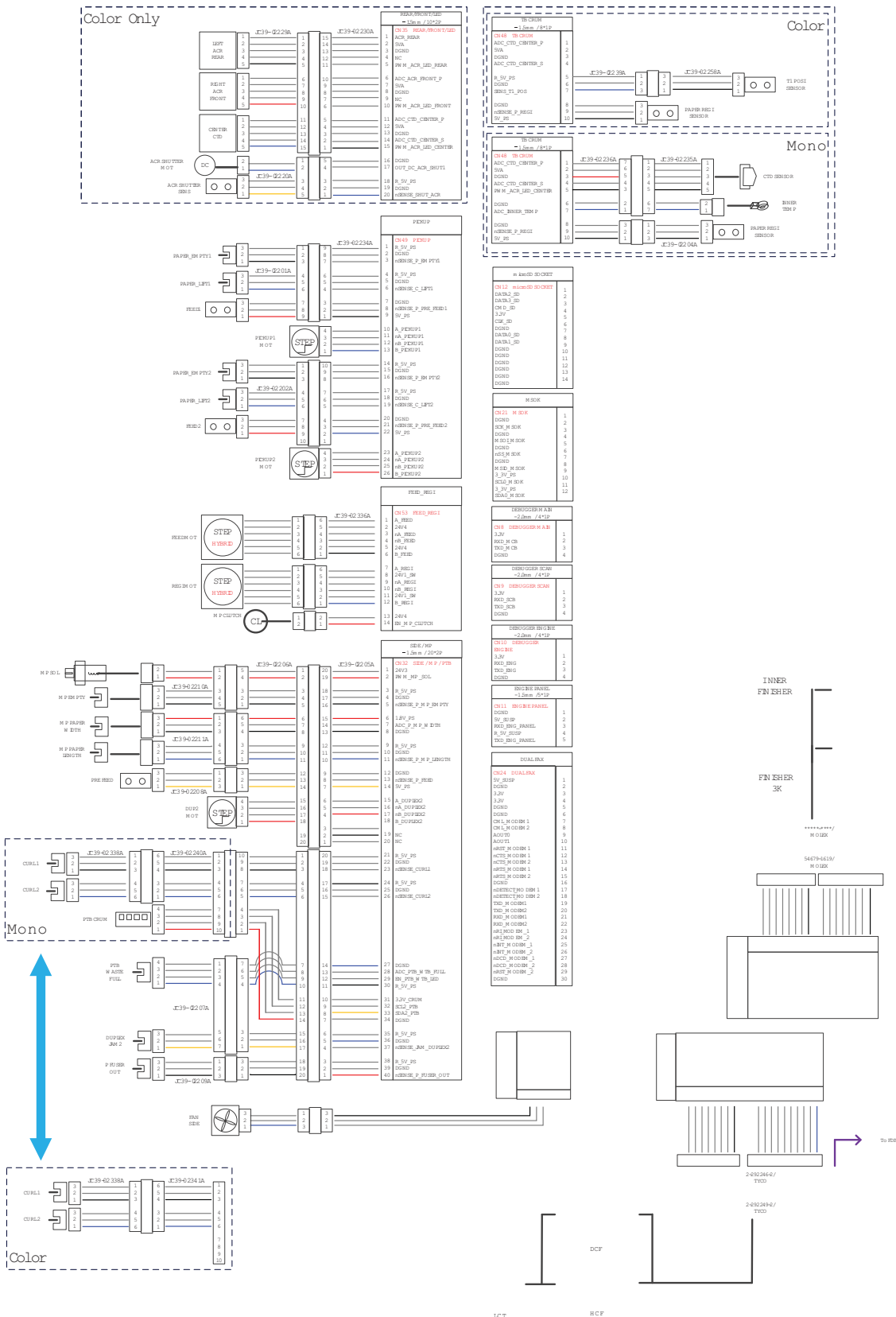
Connection Diagram (Scanner)



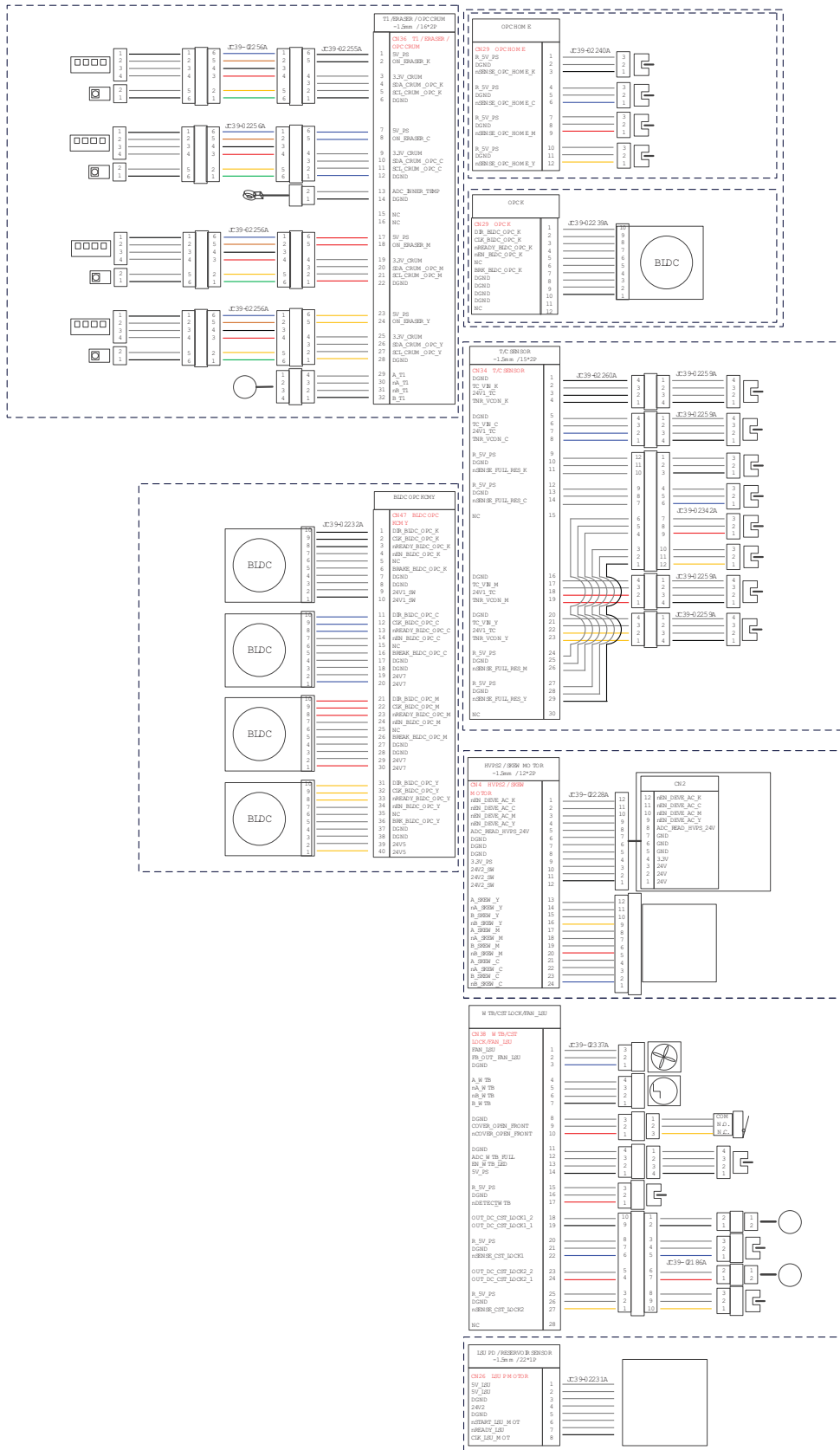
Connection Diagram (Laser Scanner Assembly/OPE/USB)



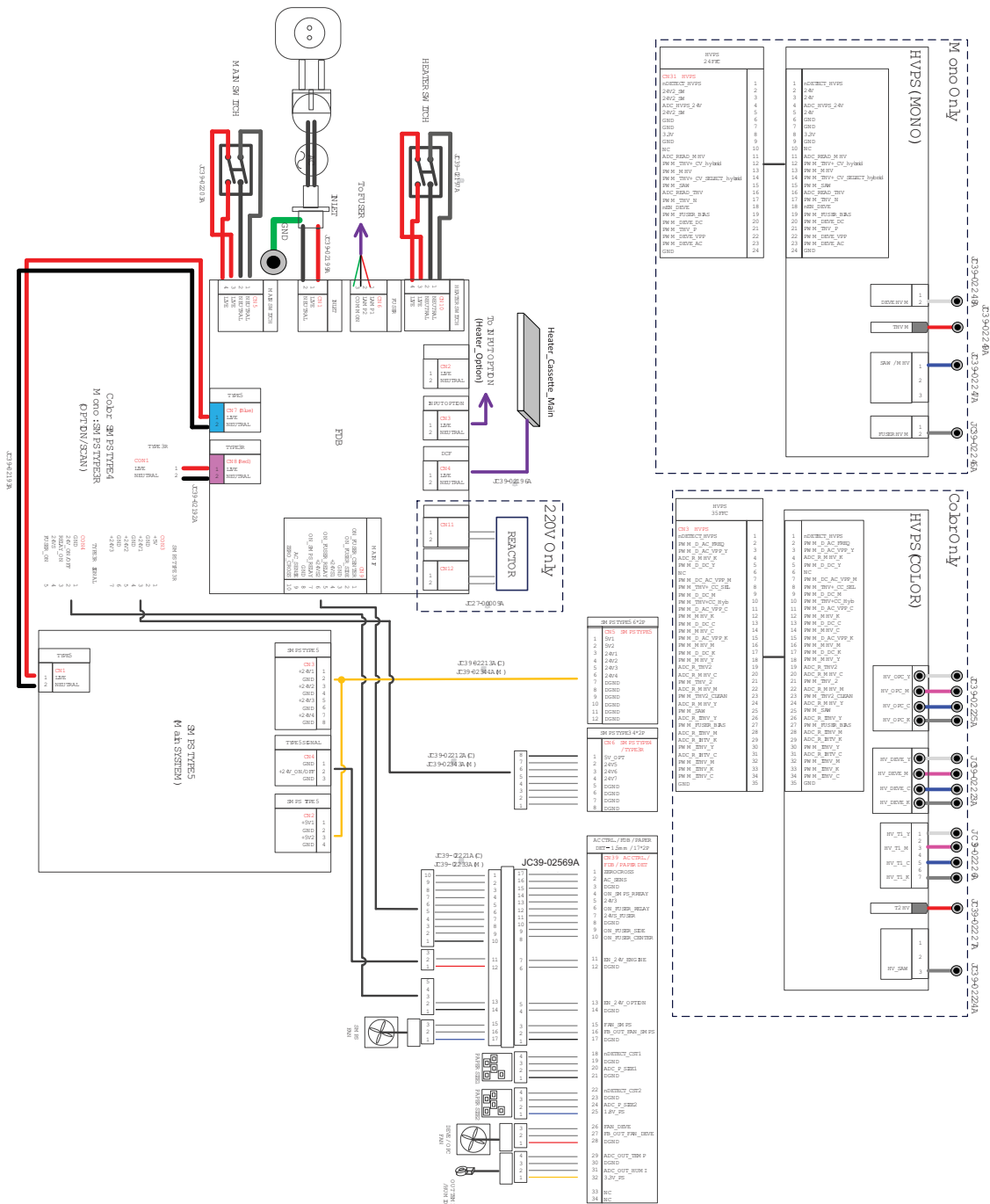
Connection Diagram (Side/Tray 1/Feed/Registration/Pickup)



Connection Diagram (OPC/WTB/CST Lock)



Connection Diagram (HVPS/LVPS/FDB)



5 Stapler/Stacker and booklet maker

- [Product specification and description](#)
- [Service approach](#)
- [Parts, diagrams, removal and replacement procedures \(stapler/stacker and booklet finishers\)](#)
- [Problem solving](#)
- [Finisher system diagram](#)
- [Stapler/Stacker Finisher and Booklet Finisher](#)

Product specification and description

Finisher system

Finisher sectional view

Sensor location

Figure 5-1 Sensor locations

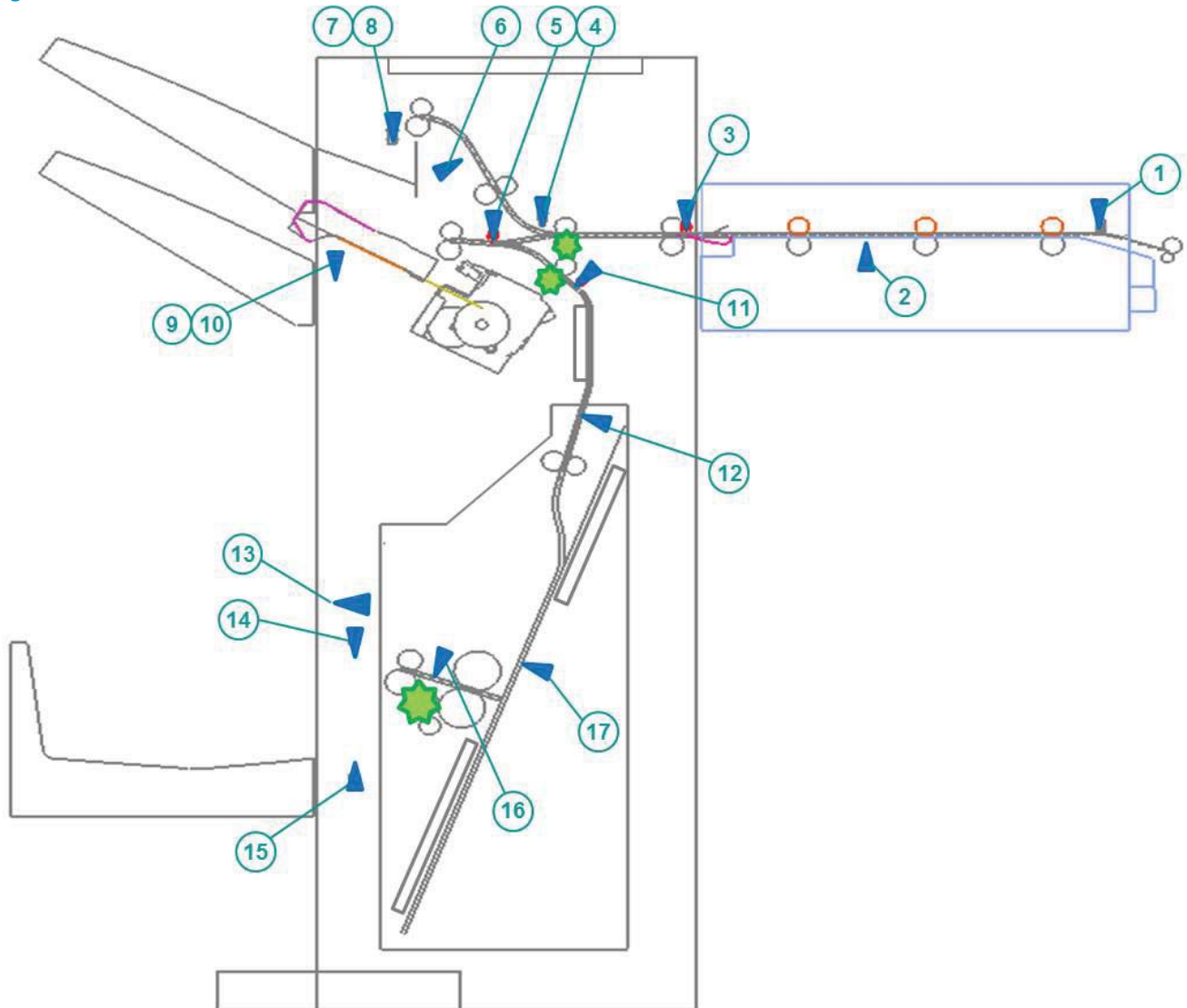


Table 5-1 Sensor locations

Item	Name	Item	Name
1	Bridge Unit Entrance Sensor	10	Main Tray Upper Level Sensor (Emitter)
2	Bridge Unit Output Sensor	11	Feed Buffer Output Sensor
3	Feed Entrance Paper Sensor	12	Feed Booklet Entrance Sensor
4	Diverter Home Sensor	13	Stacker Full Sensor

Table 5-1 Sensor locations (continued)

Item	Name	Item	Name
5	Feed Main Output Sensor	14	Booklet Tray Paper Sensor (Detector)
6	Feed Top Output Sensor	15	Booklet Tray Paper Sensor (Emitter)
7	Sub Tray Full Sensor (Detector)	16	Fold Output Paper Sensor
8	Sub Tray Full Sensor (Emitter)	17	Booklet Compile Paper Sensor
9	Main Tray Upper Level Sensor (Detector)		

Roller location

Figure 5-2 Roller location

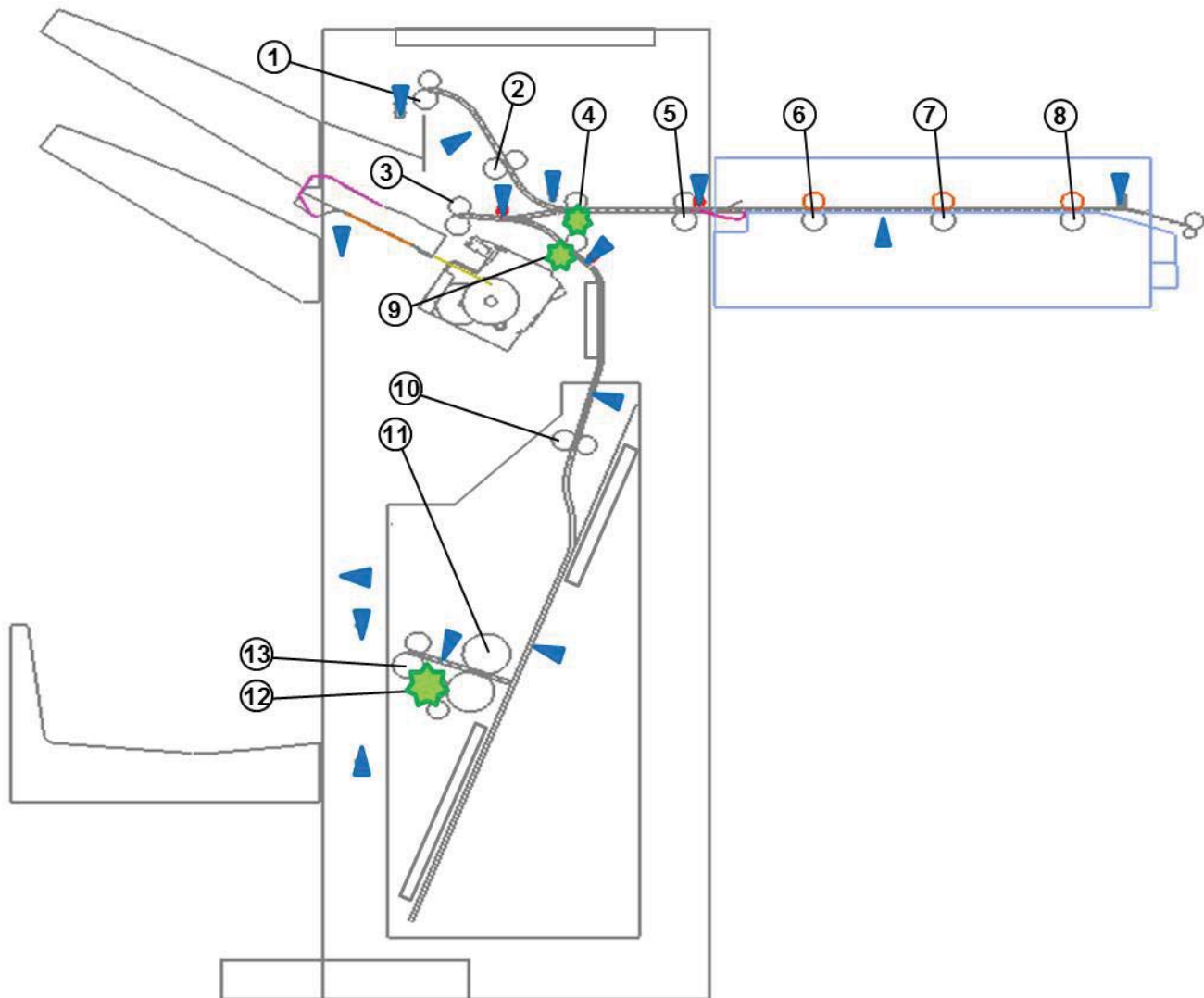


Table 5-2 Roller location

Item	Name	Item	Name
1	Top Output Roller	8	TB Entrance Roller

Table 5-2 Roller location (continued)

Item	Name	Item	Name
2	Top Middle Roller	9	Feed Buffer Output Roller
3	Finisher Compile Output Roller	10	BM Compile Output Roller
4	Middle Roller	11	BM Folding Roller
5	Entrance Roller	12	BM C-Folding Roller
6	TB Output Roller	13	BM Folding Output Roller
7	TB Middle Roller		

Jam removal guide

Figure 5-3 Jam removal guide

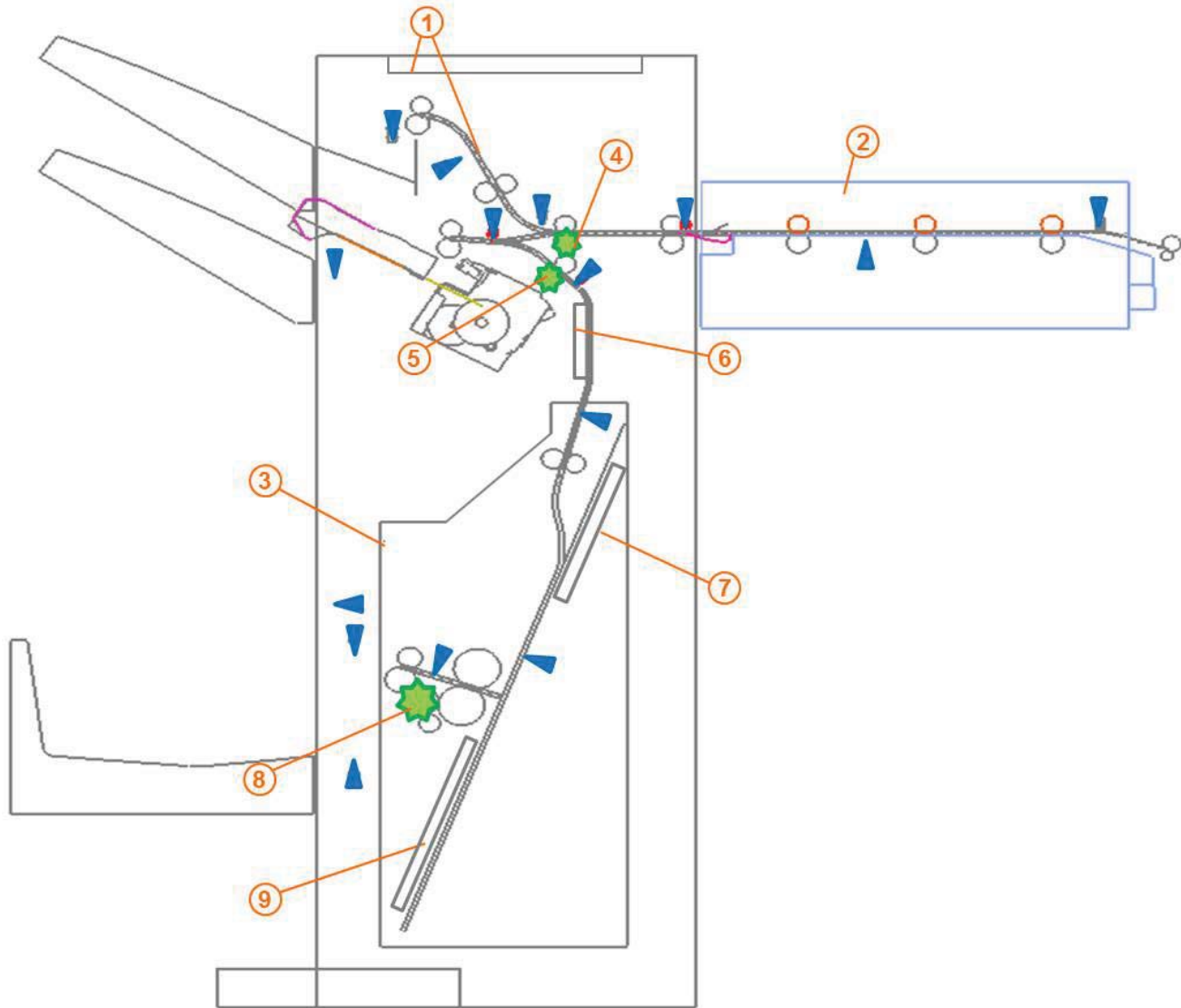


Table 5-3 Jam removal guide

Item	Name	Item	Name
1	Top Door Guide	6	SD Jam Clear Cover
2	Bridge Unit Door	7	Booklet Feed Jam Clear Cover
3	Booklet Module	8	BM C-Folding Roller Knob
4	Middle Roller Knob	9	Booklet Lower Feed Jam Clear Cover
5	Feed Buffer Output Roller Knob		

Paper path

Figure 5-4 Paper path

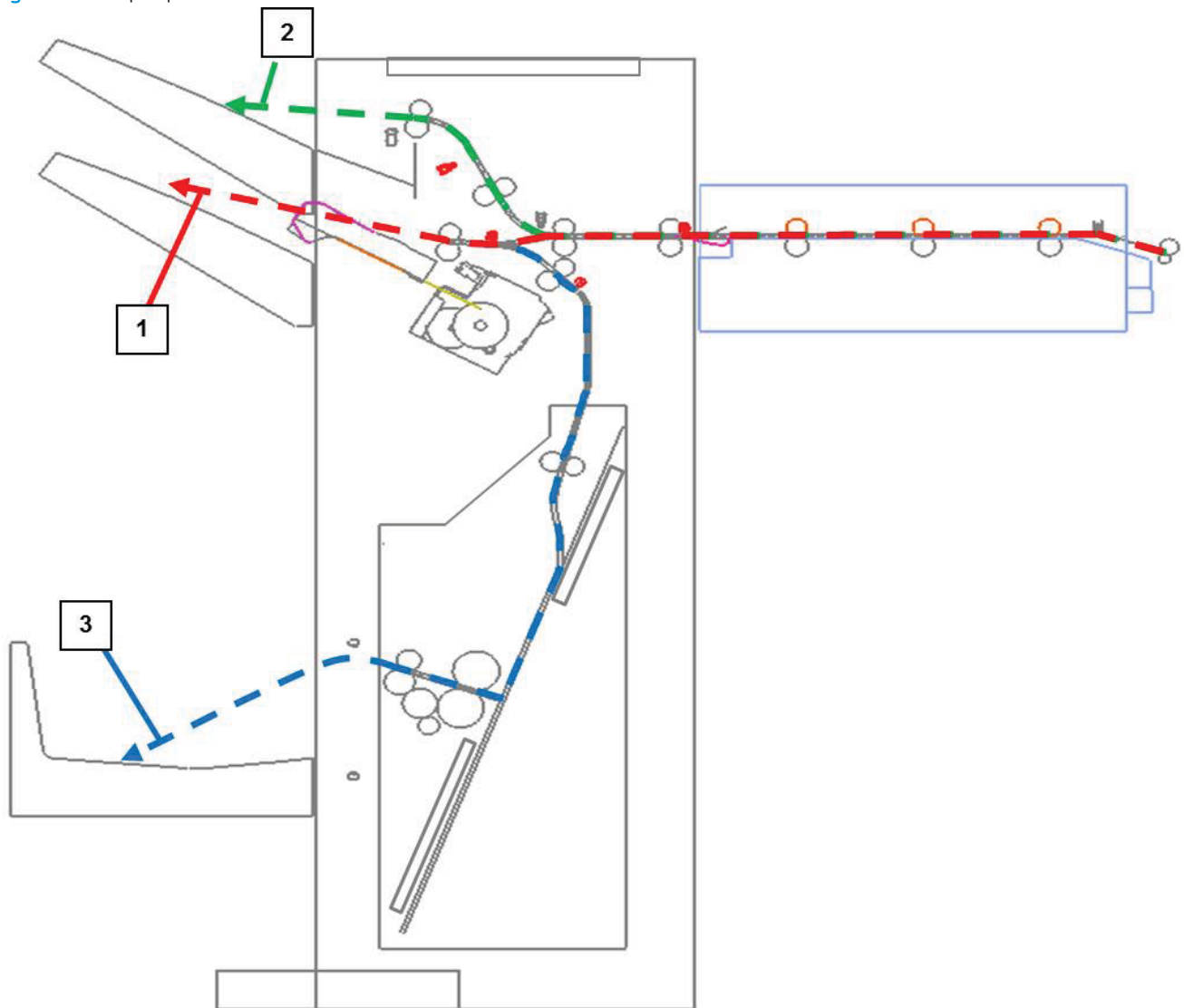


Table 5-4 Paper path

Item	Name
1	Finisher Main Tray - Staple & Punch (Optional)
2	Finisher Top Tray - Punch (Optional)
3	Booklet Tray – Folding & Staple

Electrical parts layout

Finisher and booklet module

Figure 5-5 Electrical parts layout (1 of 2)

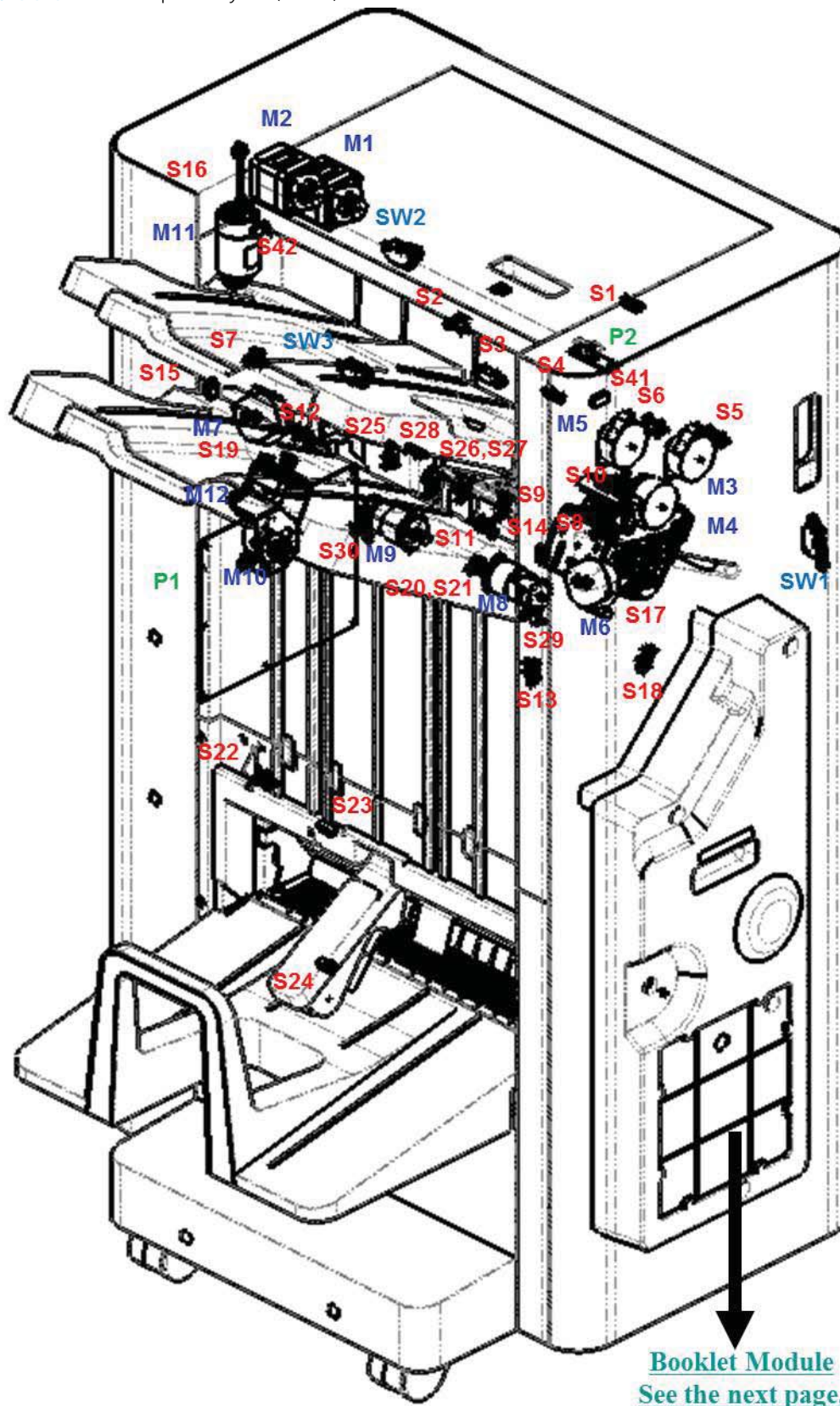


Figure 5-6 Electrical parts layout (2 of 2)

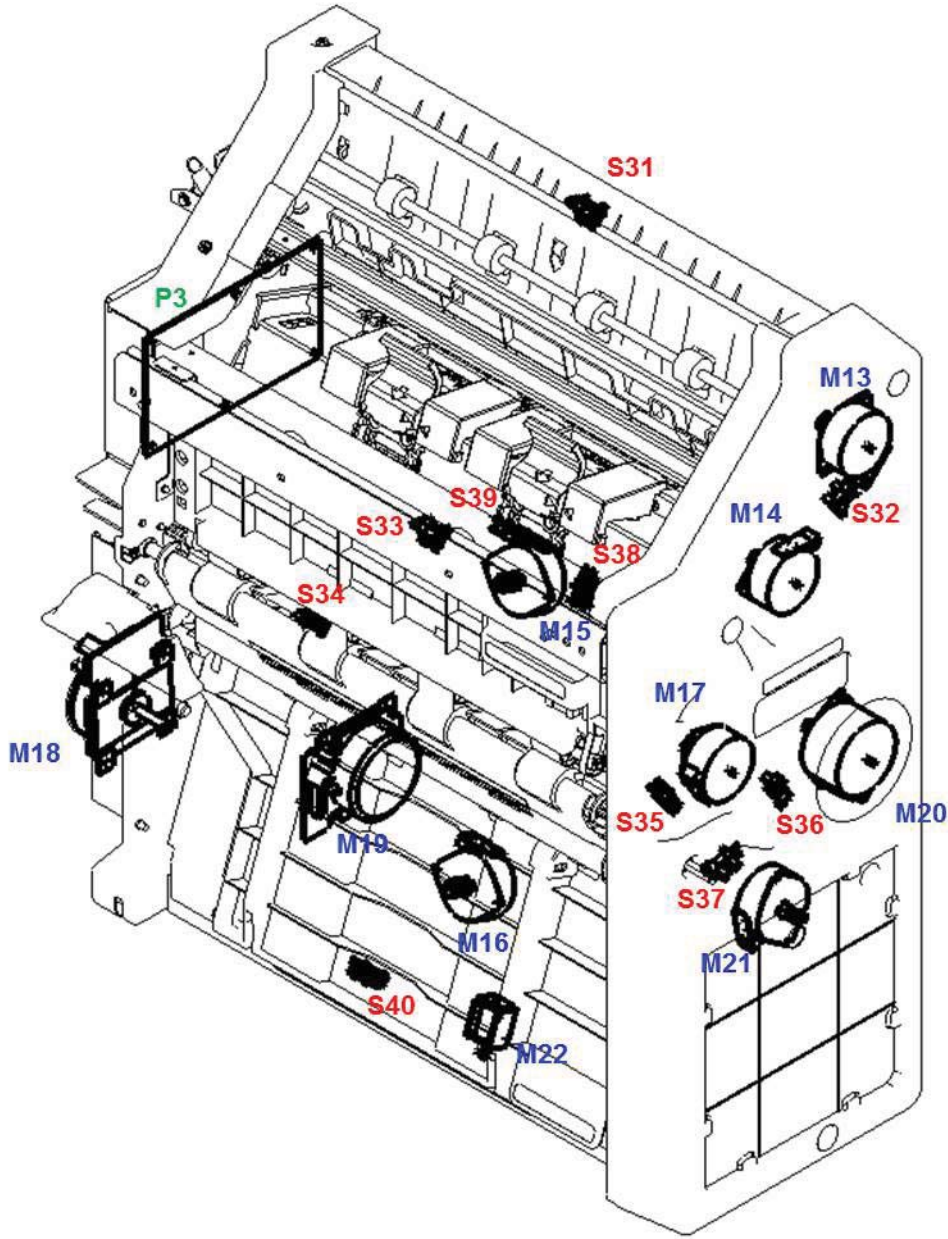


Table 5-5 Electrical parts layout

Item	Part code	Description	Function
S1		Sensor-RP A	Feed Entrance Paper Sensor
S2		Photo Sensor	Feed Top Output Sensor
S3		Sensor-RP A	Feed Main Output Sensor
S4		Sensor-RP A	Feed Buffer Output Sensor
S5		Photo Sensor	Diverter Home Sensor
S6		Photo Sensor	Buffer Home Sensor
S7		Photo Sensor	Rear Tamper Home Sensor

Table 5-5 Electrical parts layout (continued)

Item	Part code	Description	Function
S8		Photo Sensor	Front Tamper Home Sensor
S9		AS-Sensor	EF Home Sensor
S10		Photo Sensor	Main Paddle Home Sensor
S11		Photo Sensor	Main Tray Front Level Sensor
S12		Photo Sensor	Main Tray Rear Level Sensor
S13		Photo Sensor	SCU Home Sensor
S14		AS-Sensor	Main Tray Upper Level Sensor (Detector)
S15		AS-Sensor	Main Tray Upper Level Sensor (Emitter)
S16		Photo Sensor	Main Tray Encoder Sensor
S17		Photo Sensor	Offline Staple Position Sensor
S18		Photo Sensor	Stapler Move Offline Sensor
S19		Photo Sensor	Stapler Move Home Sensor
S20		Photo Sensor	Stapler Move Mid-Rear Sensor
S21		Photo Sensor	Stapler Move Mid-Front Sensor
S22		Photo Sensor	Stacker Full Sensor
S23		AS-Sensor	Booklet Tray Paper Sensor (Detector)
S24		AS-Sensor	Booklet Tray Paper Sensor (Emitter)
S25		Photo Sensor	Grip Home Sensor
S26		Photo Sensor	PE EJT Home Sensor
S27		Photo Sensor	PE EJT Away Sensor
S28		Sensor-RP A	Compile Paper Sensor
S29		Photo Sensor	GE Encoder Sensor
S30		Photo Sensor	PE Encoder Sensor
S31		Photo Sensor	Feed Booklet Entrance Sensor
S32		Photo Sensor	TE Presser Home Sensor
S33		Photo Sensor	Blade Home Sensor
S34		Sensor-RP A	Fold Output Paper Sensor
S35		Photo Sensor	Separate Pawl Home Sensor
S36		Photo Sensor	Guide Home Sensor
S37		Photo Sensor	Booklet Paddle Home Sensor
S38		Photo Sensor	Booklet Tamper Home Sensor
S39		Sensor-RP A	Booklet Compile Paper Sensor
S40		Photo Sensor	Stopper Home Sensor

Table 5-5 Electrical parts layout (continued)

Item	Part code	Description	Function
S41		AS-Sensor	Sub Tray Full Sensor (Detector)
S42		AS-Sensor	Sub Tray Full Sensor (Emitter)
SW1		Micro Switch	Front Door I/L Switch
SW2		Micro Switch	Top Door I/L Switch
SW3		Micro Switch	Stacker Upper Limit Switch
P1		3K Main PCA	Finisher Main PCA
P2		Switch PCA	Offline Staple OP PCA
P3		Booklet PCA	Booklet Main PCA
M1		Assembly, HB Motor	Feed Entrance Motor
M2		Assembly, HB Motor	Feed Output Motor
M3		Assembly, PM Motor	Buffer Motor
M4		Assembly, PM Motor	End Fence Motor
M5		Assembly, PM Motor	Main Paddle Motor
M6		Assembly, PM Motor	Front Tamper Motor
M7		Assembly, PM Motor	Rear Tamper Motor
M8		AS-Motor DC Ejector	Grip-Eject Motor
M9		AS-Motor DC Ejector	Pre-Eject Motor
M10		Assembly, PM Motor	SCU Motor
M11		Assembly, 3657 DC Motor	Main Tray Moving Motor
M12		Assembly, HB Motor	Stapler Move Motor
M13		Assembly, PM Motor	Booklet Feed Entrance Motor
M14		Assembly, PM Motor	TE Presser Motor
M15		Assembly, PM Motor	Booklet Tamper Motor
M16		Assembly, PM Motor	Stopper Moving Motor
M17		Assembly, PM Motor	Separate Pawl Motor
M18		Motor BLDC-Main	Folding Roller Motor
M19		Motor BLDC-Main	Blade Motor
M20		Assembly, PM Motor	C Fold Motor
M21		Assembly, PM Motor	Booklet Paddle Motor
M22		Solenoid	Stopper Solenoid

Bridge Unit

Figure 5-7 Bridge Unit

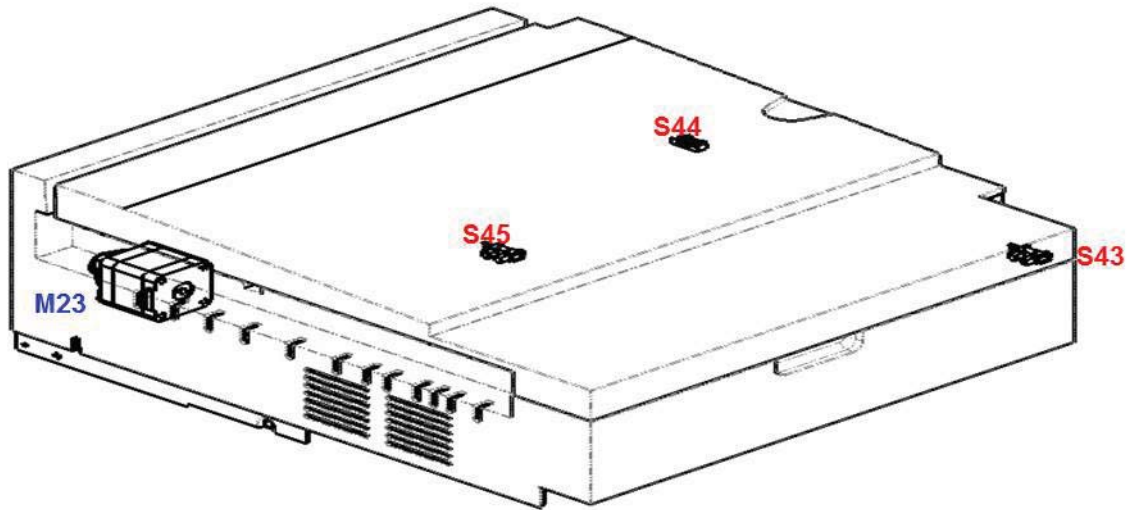


Table 5-6 Bridge Unit

Item	Part code	Description	Function
M23		Assembly, HB Motor	Bridge Unit
S43		Photo Sensor	Bridge Unit Door Sensor
S44		Sensor-RP A	Bridge Unit Entrance Sensor
S45		Photo Sensor	Bridge Unit Output Sensor

Punch unit

Figure 5-8 Punch unit

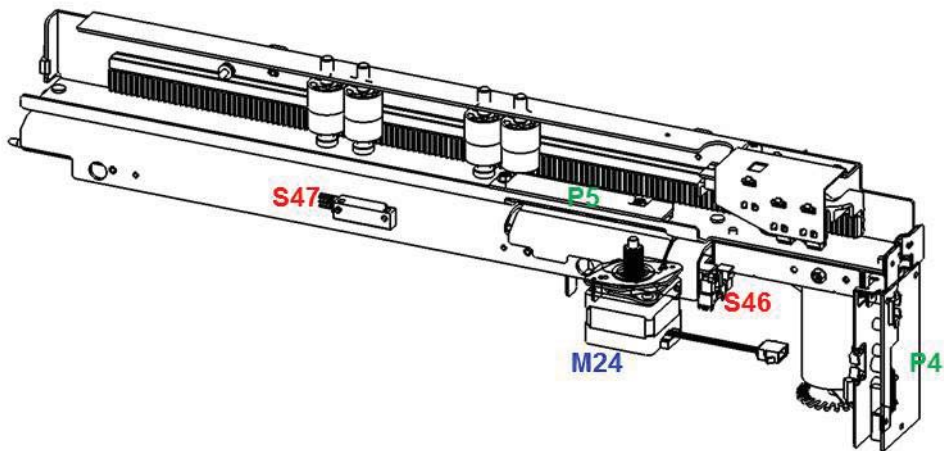


Table 5-7 Punch unit

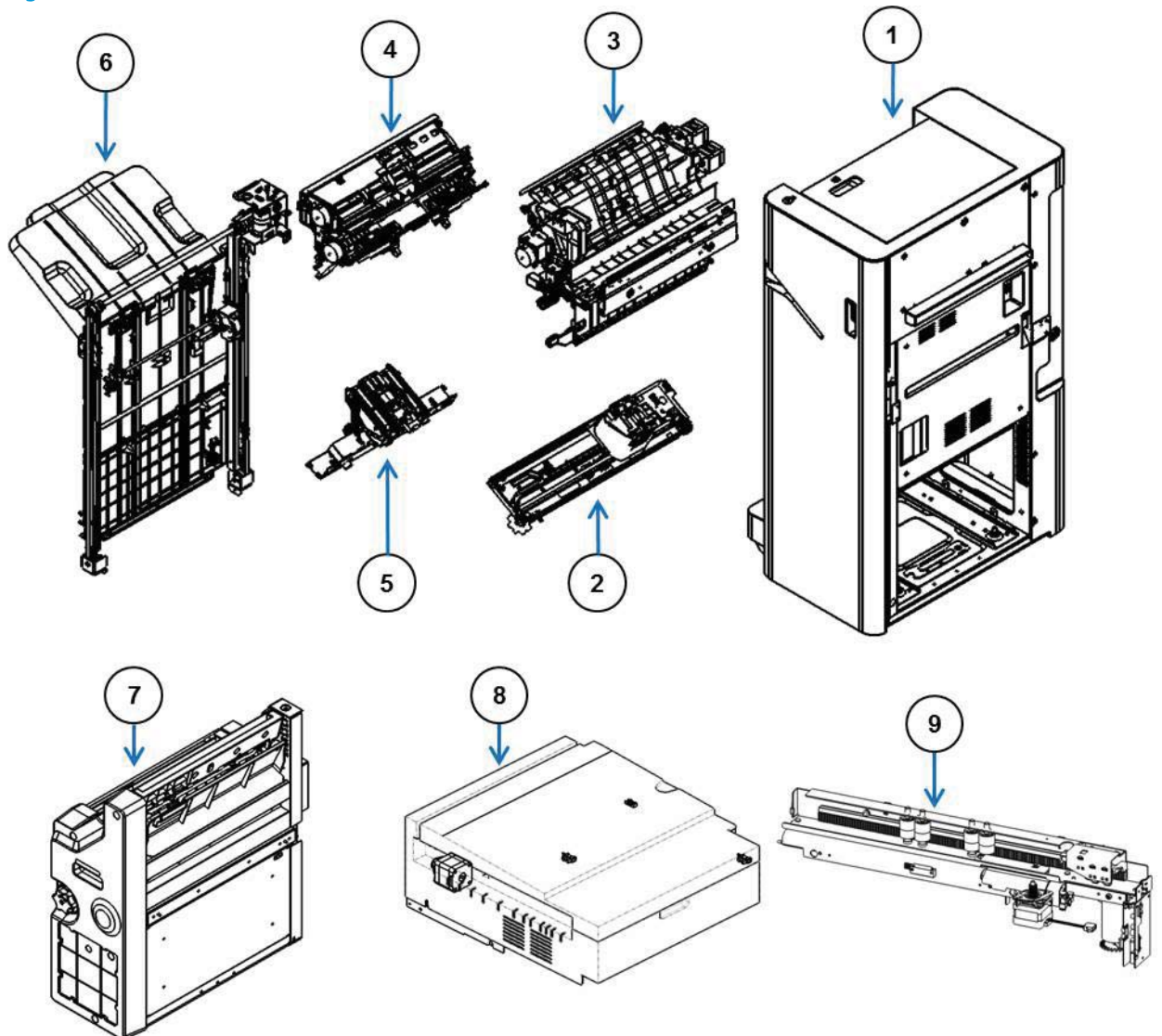
Item	Part code	Description	Function
M24		AS-HB Motor	Punch Scan Motor

Table 5-7 Punch unit (continued)

Item	Part code	Description	Function
S46		AS-Sensor	Punch Scan Home Motor
S47		AS-Sensor	Hole Punch Hopper Sensor
P4		AS-PCB Punch	Punch PCA
P5		AS-PCB Punch Sensor	Punch Scan Sensor PCA

Each unit functions

Figure 5-9



Item	Unit	Function
1	Frame unit	Finisher main frame and exterior.
2	Stapler unit	Device used for putting staples in to sheets of paper.

(continued)

Item	Unit	Function
3	Feed unit	Transports the paper to the compile and eject unit.
4	Compile unit	Compiles the paper.
5	Eject unit	Transports the stacked paper to the tray.
6	Stacker unit	Stacks the stapled papers on the tray.
7	Booklet unit	Folds paper, completes stapling jobs, and transports paper to the tray.
8	Bridge Unit	Transports the paper from the main machine to the finisher entrance.
9	Punch unit	Device used for punching on the paper.

PCA connection information

Finisher PCA

Figure 5-10 Finisher PCA

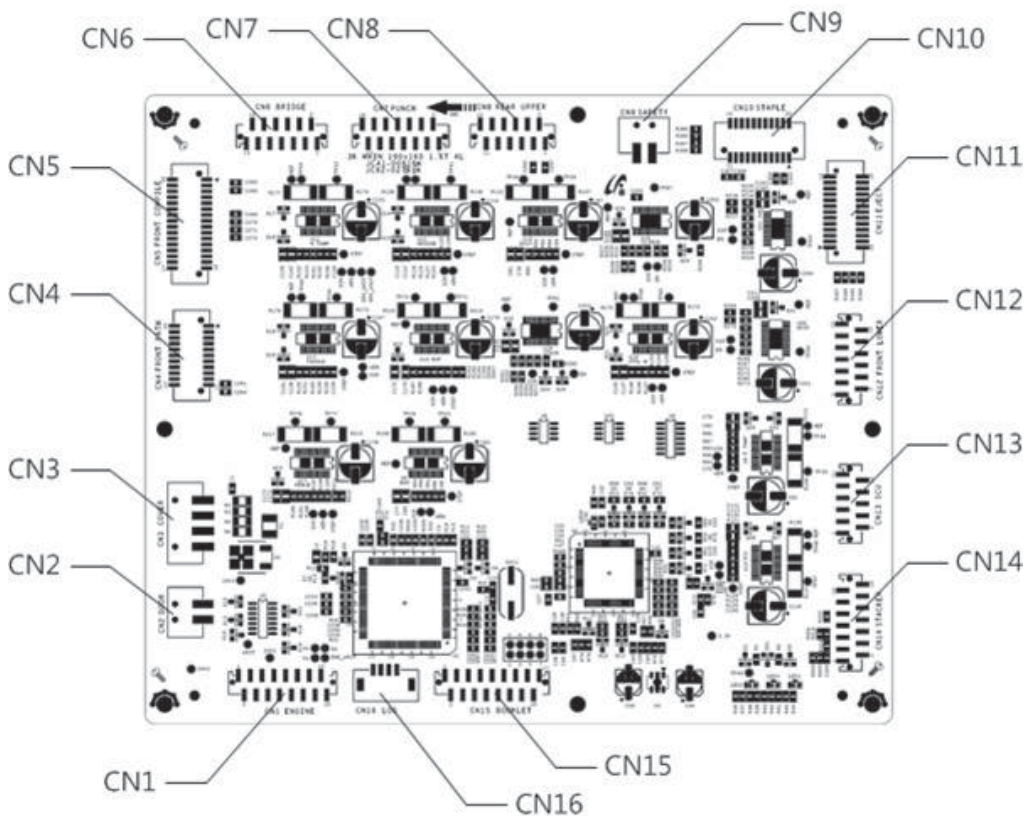


Table 5-9 Finisher PCA

CN No.	Connection	CN No.	Connection
CN1	PSU, ENGINE INTERFACE	CN9	SAFETY SWITCH
CN2	FRONT DOOR SWITCH	CN10	STAPLER

Table 5-9 Finisher PCA (continued)

CN No.	Connection	CN No.	Connection
CN3	TOP DOOR SWITCH	CN11	EJECTOR
CN4	FRONT PATH	CN12	FRONT LOWER
CN5	FRONT COMPILE	CN13	SCU
CN6	Bridge Unit	CN14	STACKER
CN7	PUNCH	CN15	BOOKLET
CN8	REAR UPPER	CN16	LOG

Switch PCA

Figure 5-11 Switch PCA



Table 5-10 Switch PCA

CN No.	Connection
CN1	Offline Staple LED and Button

Booklet maker PCA


Figure 5-12 Booklet maker PCA



CN No.	Connection
CN1	Finisher interface
CN3	Log

CN No.	Connection
CN4	Stapler/Feed Booklet Entrance Sensor
CN5	Booklet Feed Entrance Motor/TE Presser Motor
CN6	Blade Home Sensor/Booklet Tamper Home Sensor/ Booklet Compile Paper Sensor
CN7	Booklet Paddle Motor/Separate Pawl Motor
CN8	Fold Output Paper Sensor/Guide Home Sensor/C Fold Motor
CN9	Stopper Solenoid/Stopper Moving Motor
CN10	Folding Roller Motor/Blade Motor

Service approach

 **CAUTION:** When working on the product, do not pick up the unit by the output tray, which will detach under the weight of the product.

Precautions when replacing parts

Precautions when assembling and disassembling

- Use only HP approved replacement parts. Make sure that the part number, product name, voltage, and current or temperature ratings are correct. Failure to do so might result in damage to the printer, circuit overload, fire, or electric shock.
- Do not make unauthorized changes or additions to the printer. Unauthorized changes might cause the printer to malfunction and create electric shock or fire hazards.
- Use caution when dismantling the unit. Take note of the location of each screw or other part. This printer contains 19 different screws. Using the wrong screw might lead to system failure, short circuit or electric shock.
- Do not disassemble the laser scanner assembly. Once the laser scanner assembly is disassembled, dust might enter the mirror chamber and will seriously degrade print quality. There are no serviceable parts inside the laser scanner assembly.
- Regularly check the condition of the power cable, plug and socket. Bad contacts might lead to overheating and fire. Damaged cables might lead to electric shock or unit malfunction.

Precautions when handling PCA

Static electric might damage a PCA. Use approved, anti-static precautions when handling or storing a PCA. Service personnel should use grounded ESD straps and/or mats when handling PCAs.

- Precautions when moving and storing a PCA
 - Keep PCA in a conductive case, anti-static bag, or wrapped in aluminum foil.
 - Do not store a PCA where it is exposed to direct sunlight.
- Precautions when replacing a PCA

- Disconnect power cables before disconnecting other cables.
- Do not touch any soldered connections, connector terminals, or other electronic parts when handling insulated parts.
- Precautions when checking a PCA
 - Touch a grounded area of the printer chassis to discharge static electric charge before touching a PCA.
 - Do not touch a PCA with bare hands or metal objects. Doing so might create a short circuit or cause electric shock. Use caution when handling a PCA with moving parts such as sensors, motors, or lamps, as they might become very hot.
 - Use caution when fitting and removing screws. Watch for hidden screens. Make sure that the correct screw is used and make sure that when toothed washers are removed, they are refitted in their original positions.
 - Place the product on an ESD workstation or mat, or use an ESD strap (if one is available). If an ESD workstation, mat, or strap is not available, ground yourself by touching the sheet-metal chassis *before* touching an ESD-sensitive part.

Releasing plastic latches



Many of the parts are held in place with plastic latches. The latches can break easily; release them carefully. To remove such parts, press the hook end of the latch away from the part to which it is latched.



Before performing service

- Remove all paper from the product.
- Turn off the power using the power button.
- Unplug the power cable and interface cable or cables.
- Place the product on an ESD workstation or mat, or use an ESD strap (if one is available). If an ESD workstation, mat, or strap is not available, ground yourself by touching the sheet-metal chassis *before* touching an ESD-sensitive part.
- Remove the toner cartridges.
- Remove the Tray 2 cassette.

ESD precautions

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Look for the ESD reminder when removing printer parts. 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.

After performing service

- Plug in the power cable.
- Verify the functions of the printer that might have been impacted by service procedures. Make sure the printer is in complete working order.
- Replace any accessories removed for service.

Post-service test

Perform the following tests to verify that the repair or replacement was successful:

Print-quality test

1. Verify that you have completed the necessary reassembly steps.
2. Make sure that the tray contains clean, unmarked paper.
3. Attach the power cord and interface cable or interface cables, and then turn on the product.
4. Print a configuration page.
5. Print a print quality page, and then verify that there are no lines, streaks, banding, or other print quality defects.
6. Send a print job from the host computer, and then verify that the output meets expectations.

Order parts, accessories, and supplies

Ordering

Order supplies and paper	www.hp.com/go/suresupply
Order genuine HP parts or accessories	www.hp.com/buy/parts
	or
	partsurfer.hp.com
Order through service or support providers	Contact an HP-authorized service or support provider.
Order using the HP Embedded Web Server (EWS)	To access, in a supported Web browser on your computer, enter the printer IP address or host name in the address/URL field. The EWS contains a link to the HP SureSupply Web site, which provides options for purchasing Original HP supplies.

Orderable parts

Not all of the parts shown in the diagrams in this chapter can be ordered. Refer to the table following the diagram or the parts lists at the end of this chapter to determine if a part is orderable.

Parts, diagrams, removal and replacement procedures (stapler/stacker and booklet finishers)

- [ESD precautions](#)
- [Top output bin](#)
- [Right top cover](#)
- [Top cover](#)
- [Front door](#)
- [Rear cover](#)
- [Front cover](#)
- [Front lower cover](#)
- [Booklet tray](#)
- [Caster cover](#)
- [Lower shield assembly](#)
- [Upper shield assembly](#)
- [Controller PCA](#)
- [Stapler unit](#)
- [Dummy feed guide](#)
- [Top jam access cover](#)
- [Top lower feed assembly](#)
- [Ejector unit](#)
- [Front tamper unit](#)
- [Rear tamper unit](#)
- [Feed entrance motor \(M1\)](#)
- [Feed exit motor \(M2\)](#)
- [Buffer motor, gear, and sensor \(M3\)](#)
- [Front tamper motor \(M6\)](#)
- [Rear tamper motor \(M7\)](#)
- [SCU motor \(M10\)](#)
- [Main tray moving motor \(M11\)](#)
- [Booklet finisher front cover](#)
- [Booklet finisher](#)

- [Booklet finisher PCA](#)
- [Booklet finisher fold stopper unit](#)
- [Booklet feed entrance motor \(M13\)](#)
- [TE presser motor \(M14\)](#)
- [Stopper moving motor \(M16\)](#)
- [Separate pawl motor \(M17\)](#)
- [Folding roller motor \(M18\)](#)
- [Blade motor \(M19\)](#)
- [C fold motor \(M20\)](#)

ESD precautions



CAUTION:



Some parts are sensitive to electrostatic discharge (ESD). Look for the ESD reminder when removing printer parts. 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.

Top output bin

- [Introduction](#)
- [Step 1: Remove the top output bin](#)
- [Step 2: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the top output bin on the finisher.



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 power off. A shutting-down message appears on the control-panel display.
- △ **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC63-05002B

To order the part, go to www.hp.com/buy/parts.

- Cover, M Tray

Required tools

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

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

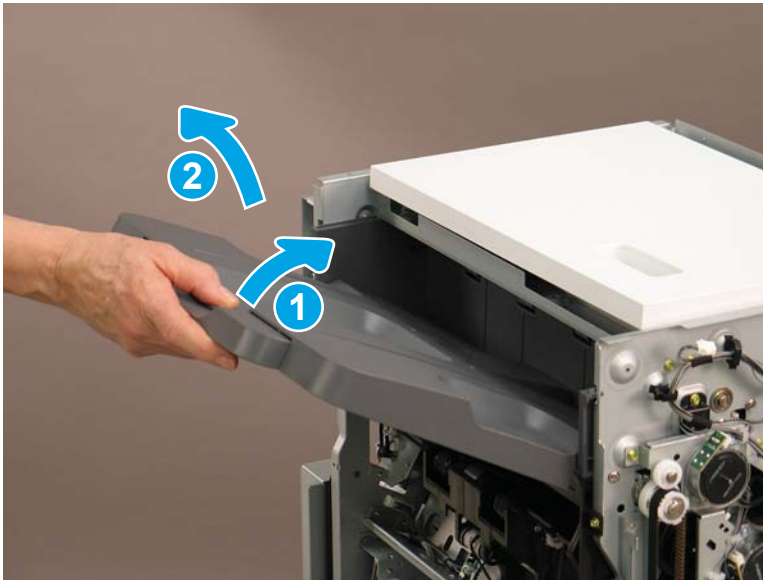
Post service test

Process a job through the finisher and verify that the finisher works correctly.

Step 1: Remove the top output bin

- ▲ Raise the end of the top output bin (callout 1), and then lift it away from the finisher (callout 2) to remove it.

Figure 5-13 Remove the top output bin





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.

Right top cover


- [Introduction](#)
- [Step 1: Remove the right top cover](#)
- [Step 2: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the right top cover of the finisher.

 **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 power off. A shutting-down message appears on the control-panel display.
-  **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC90-01448B

To order the part, go to www.hp.com/buy/parts.

- Finisher sub - Inlet guide

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service


- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

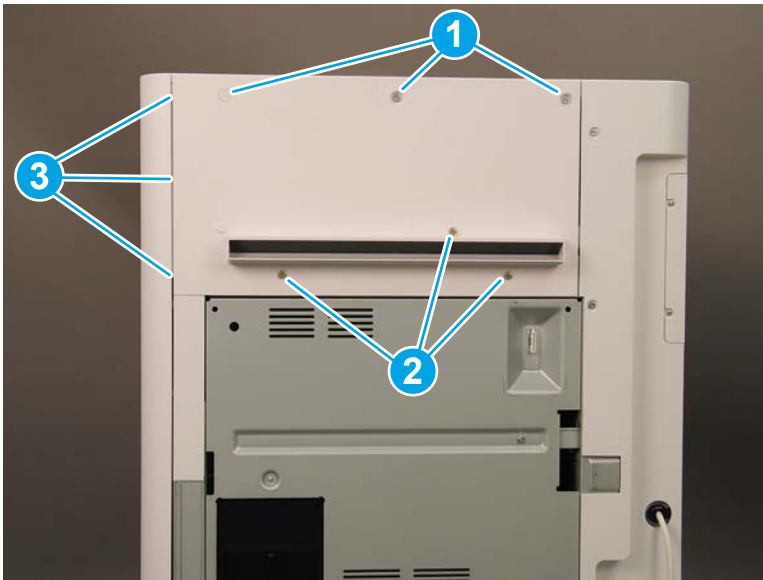
Step 1: Remove the right top cover

- ▲ Remove one screw cap and three machine screws on the upper edge of the cover (callout 1). Remove three sheet metal screws (callout 2) on the lower portion of the cover. Rotate the right edge of the cover away from the finisher, and then slide the cover right to release three tabs (callout 3).

 **Reinstallation tip:** The lower screws are shorter in length than the upper screws.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-14 Remove six screws and the right top cover





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.

Top cover

- [Introduction](#)
- [Step 1: Remove the right top cover \(finisher\)](#)
- [Step 2: Remove the top cover \(finisher\)](#)
- [Step 3: Unpack the replacement assembly](#)


Introduction

This document provides the procedures to remove and replace the top cover of the finisher.



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 power off. A shutting-down message appears on the control-panel display.
-  **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC90-01446B

To order the part, go to www.hp.com/buy/parts.

- Cover, top

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

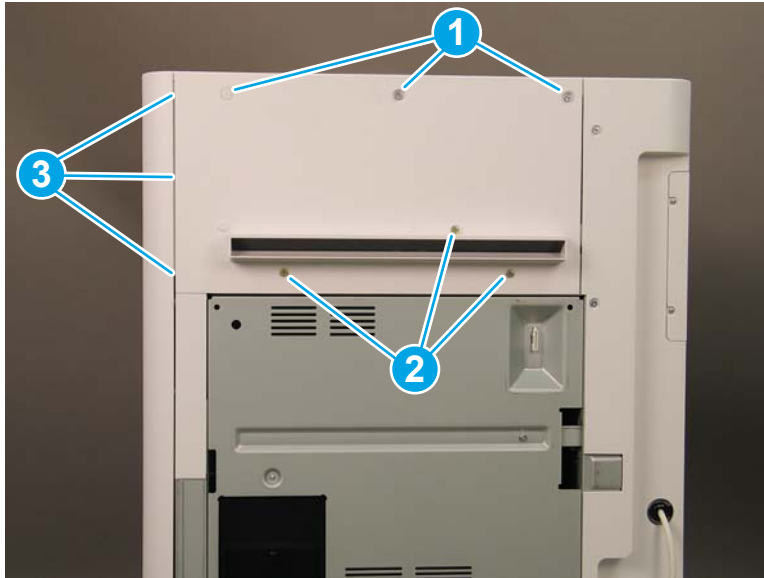
Step 1: Remove the right top cover (finisher)

- ▲ Remove one screw cap and three machine screws on the upper edge of the cover (callout 1). Remove three sheet metal screws (callout 2) on the lower portion of the cover. Rotate the right edge of the cover away from the finisher, and then slide the cover right to release three tabs (callout 3).

 **Reinstallation tip:** The lower screws are shorter in length than the upper screws.

Reinstallation tip: Reverse the removal steps to install the assembly.

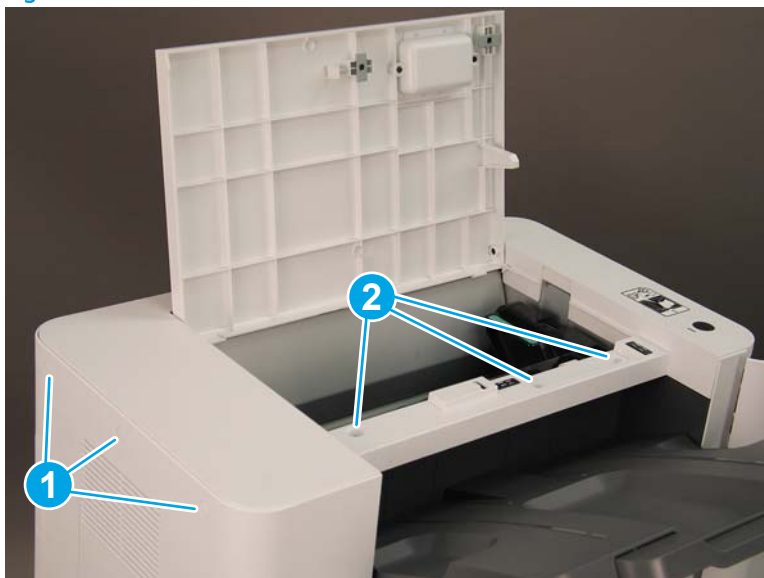
Figure 5-15 Remove six screws and the right top cover



Step 2: Remove the top cover (finisher)

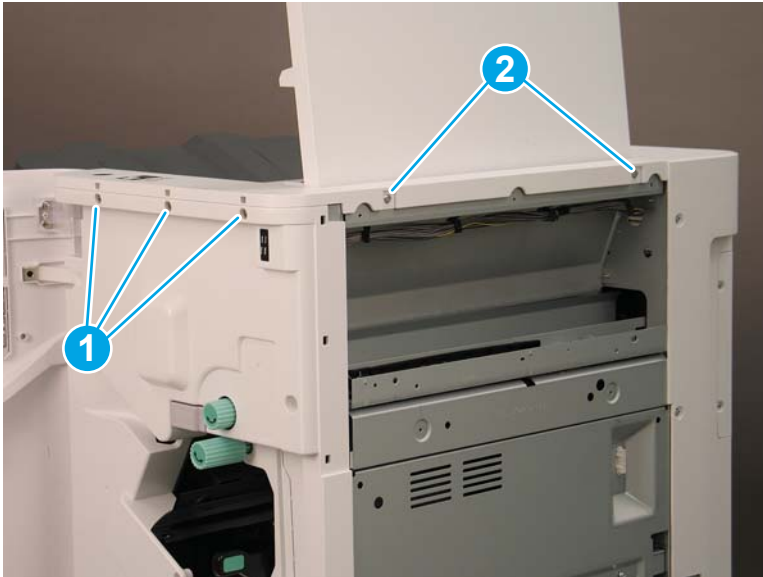
1. Remove three screw caps and three self-tapping screws at the top of the rear cover (callout 1), and then remove three machine screws (callout 2) on top of the cover.

Figure 5-16 Remove six screws



2. Remove three self-tapping screws at the top of the front cover (callout 1), and then remove two machine screws (callout 2) at the top of the right side.

Figure 5-17 Remove six screws



3. Lift the cover up slightly. Disconnect one in-line connector (callout 1), and then release one retainer (callout 2).


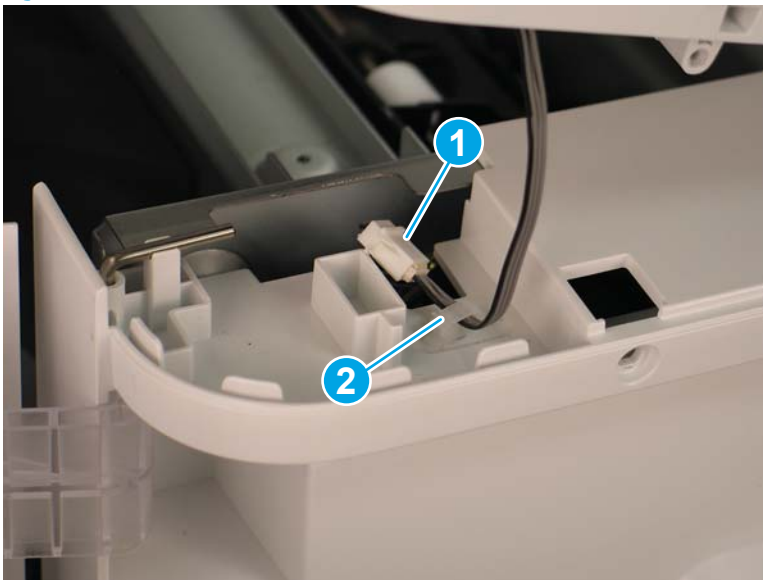
 **Reinstallation tip:** Reverse the removal steps to install the assembly.


Figure 5-18 Disconnect one connector and release retainer



 **Reinstallation tip:** Reverse the removal steps to install the assembly.



Step 3: 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.

Front door


- [Introduction](#)
- [Step 1: Remove the right top cover \(finisher\)](#)
- [Step 2: Remove the top cover \(finisher\)](#)
- [Step 3: Remove the front door \(finisher\)](#)
- [Step 4: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the front door for the finisher.

 **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 power off. A shutting-down message appears on the control-panel display.
-  **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC90-01444A

To order the part, go to www.hp.com/buy/parts.

- Finisher sub - door

Required tools

- #2 JIS screwdriver with a magnetic tip
- Small, flat-blade screwdriver

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

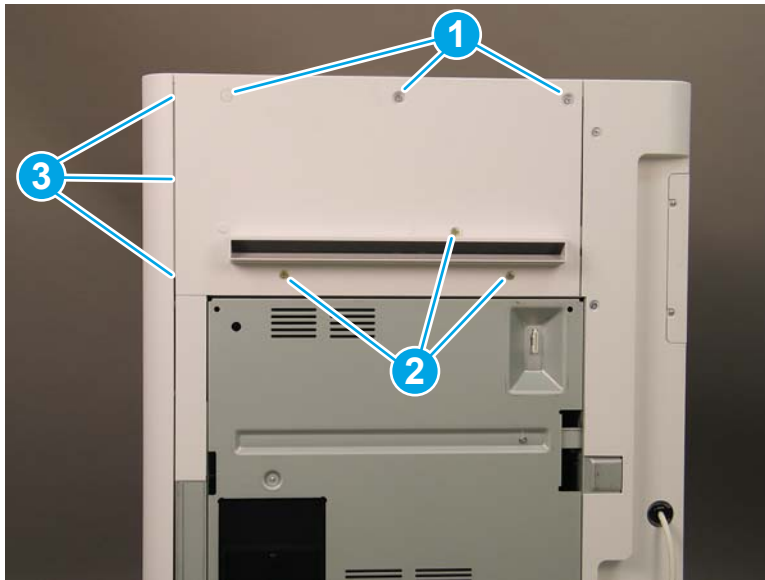
Step 1: Remove the right top cover (finisher)

- ▲ Remove one screw cap and three machine screws on the upper edge of the cover (callout 1). Remove three sheet metal screws (callout 2) on the lower portion of the cover. Rotate the right edge of the cover away from the finisher, and then slide the cover right to release three tabs (callout 3).

💡 **Reinstallation tip:** The lower screws are shorter in length than the upper screws.

Reinstallation tip: Reverse the removal steps to install the assembly.

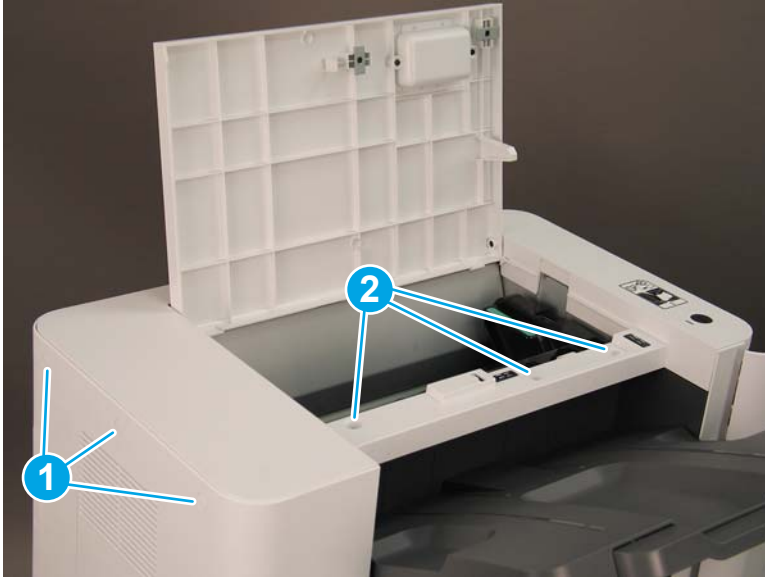
Figure 5-19 Remove six screws and the right top cover



Step 2: Remove the top cover (finisher)

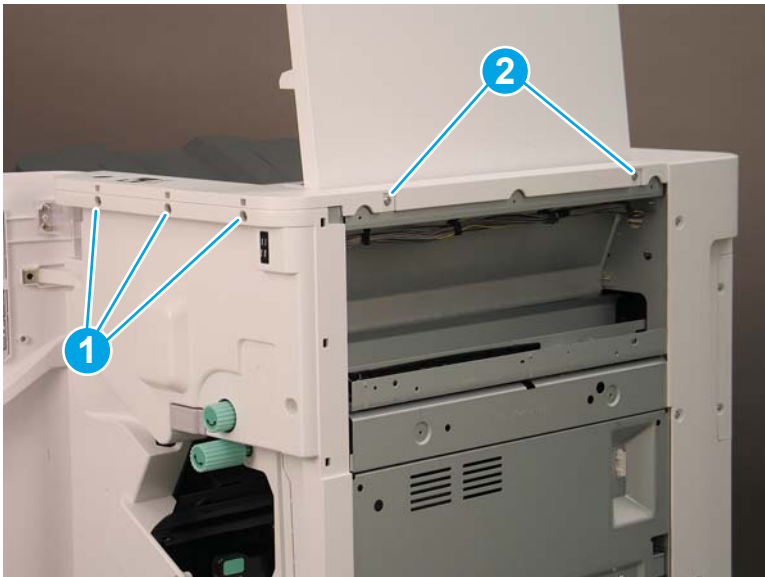
1. Remove three screw caps and three self-tapping screws at the top of the rear cover (callout 1), and then remove three machine screws (callout 2) on top of the cover.

Figure 5-20 Remove six screws



2. Remove three self-tapping screws at the top of the front cover (callout 1), and then remove two machine screws (callout 2) at the top of the right side.

Figure 5-21 Remove six screws



3. Lift the cover up slightly. Disconnect one in-line connector (callout 1), and then release one retainer (callout 2).


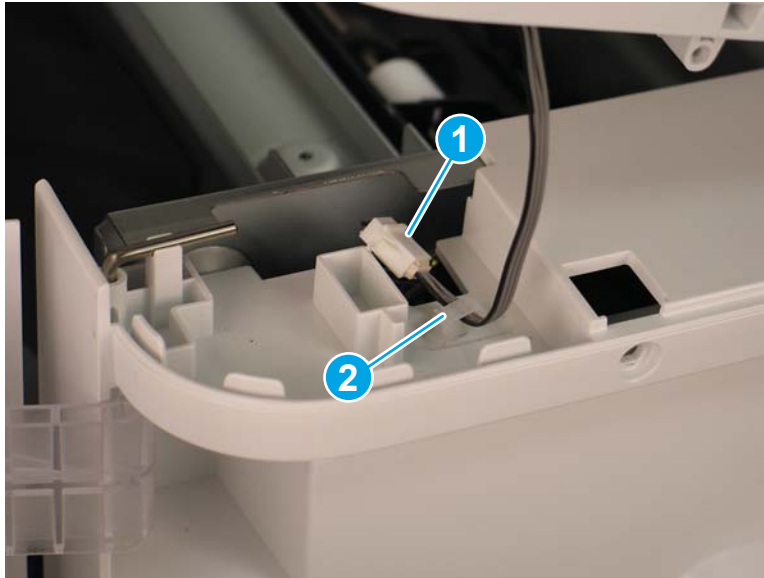

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-22 Disconnect one connector and release retainer

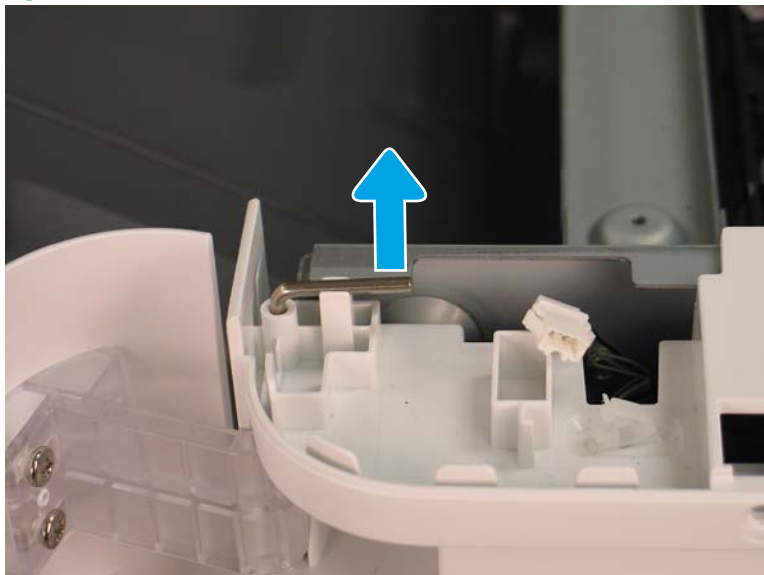


 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Step 3: Remove the front door (finisher)

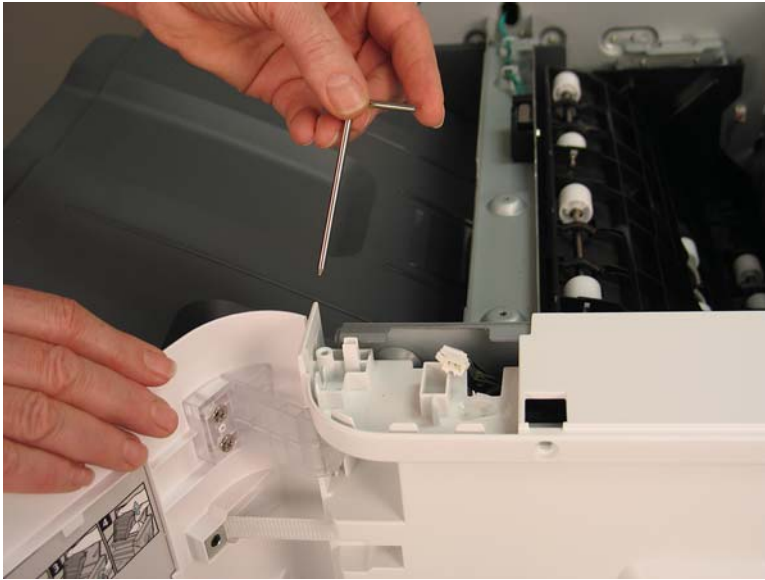
1. Lift the top hinge pin up to release it from the retainer.

Figure 5-23 Lift the top hinge pin



2. Pull the top hinge pin up to remove it.

Figure 5-24 Remove the top hinge pin



3. Use a small, flat-blade screwdriver to release the lower hinge pin from the retainer, and then rotate it away from the finisher.

Figure 5-25 Release the lower hinge pin



4. Support the door with one hand, and then pull the lower hinge pin straight up to remove it.

Figure 5-26 Remove the lower hinge pin



5. Support the door with one hand, and then remove one screw (callout 1) to release the strap. Remove the front door


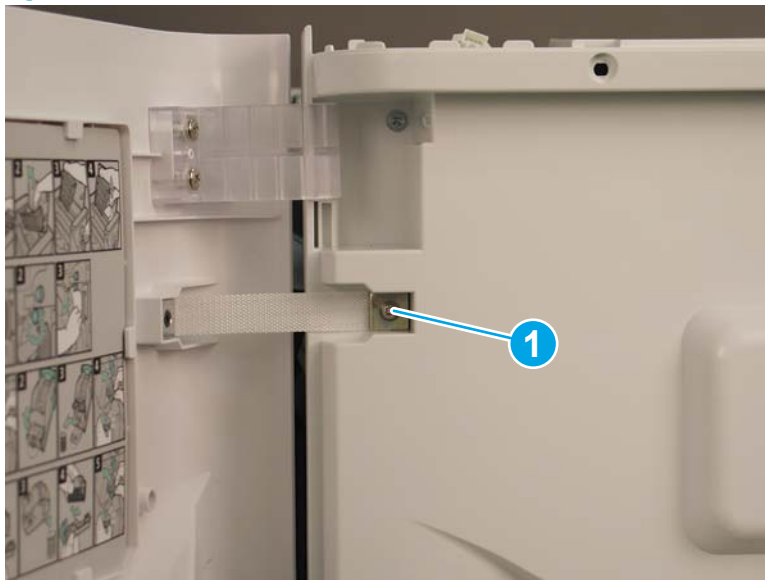

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-27 Remove one screw and the front door





Step 4: 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.

Rear cover


- [Introduction](#)
- [Step 1: Remove the right top cover \(finisher\)](#)
- [Step 2: Remove the top cover \(finisher\)](#)
- [Step 3: Remove the rear cover \(finisher\)](#)
- [Step 4: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the rear cover for the finisher.

 **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 power off. A shutting-down message appears on the control-panel display.
-
-  **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
-
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
 - Release the finisher from the printer by pulling out on the release latch inside the finisher door.
 - Disconnect the cable from the bridge unit to the finisher.
 - Disconnect the cable from the finisher to the printer.

JC63-04988B

To order the part, go to www.hp.com/buy/parts.

- Cover, rear

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

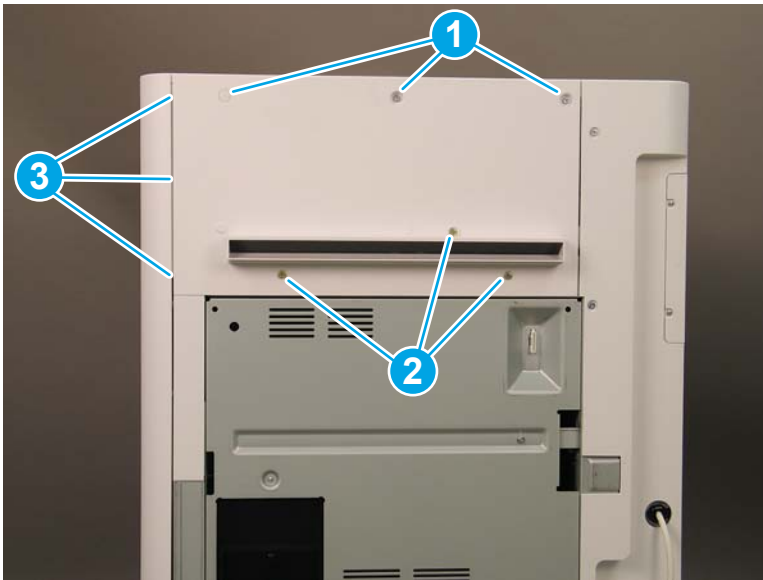
Step 1: Remove the right top cover (finisher)

- ▲ Remove one screw cap and three machine screws on the upper edge of the cover (callout 1). Remove three sheet metal screws (callout 2) on the lower portion of the cover. Rotate the right edge of the cover away from the finisher, and then slide the cover right to release three tabs (callout 3).

💡 **Reinstallation tip:** The lower screws are shorter in length than the upper screws.

Reinstallation tip: Reverse the removal steps to install the assembly.

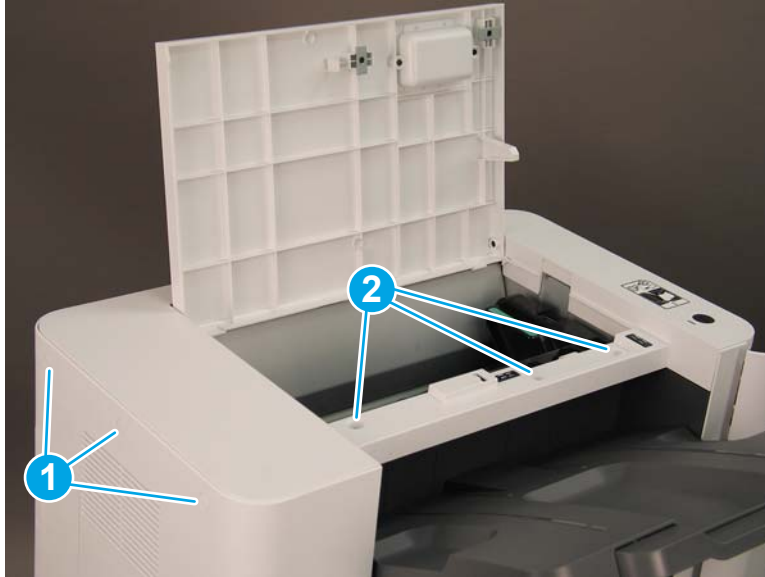
Figure 5-28 Remove six screws and the right top cover



Step 2: Remove the top cover (finisher)

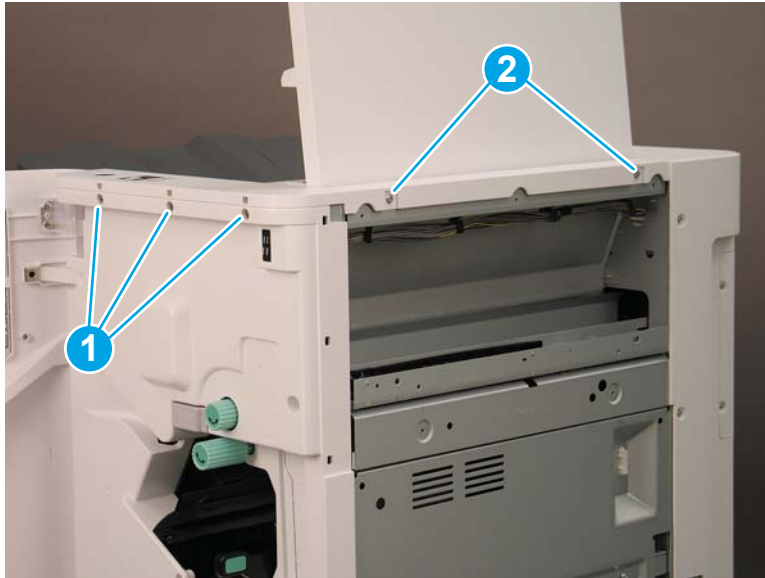
1. Remove three screw caps and three self-tapping screws at the top of the rear cover (callout 1), and then remove three machine screws (callout 2) on top of the cover.

Figure 5-29 Remove six screws



2. Remove three self-tapping screws at the top of the front cover (callout 1), and then remove two machine screws (callout 2) at the top of the right side.

Figure 5-30 Remove six screws



3. Lift the cover up slightly. Disconnect one in-line connector (callout 1), and then release one retainer (callout 2).


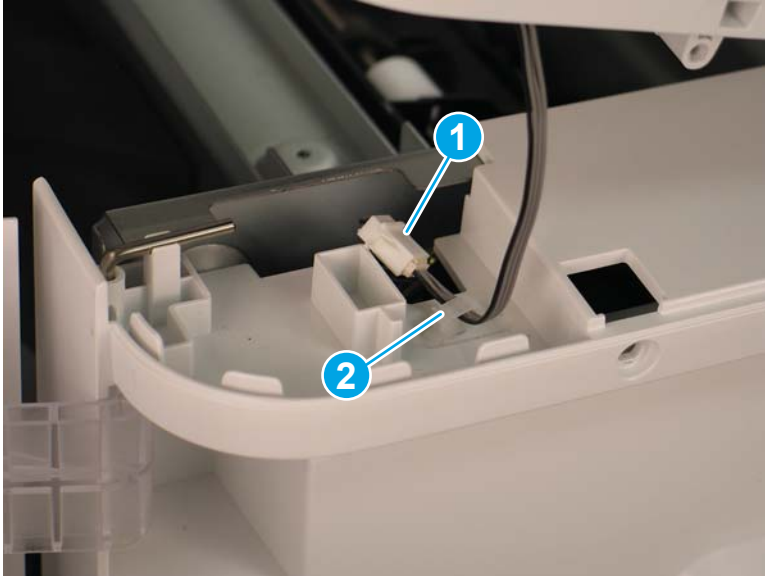

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-31 Disconnect one connector and release retainer

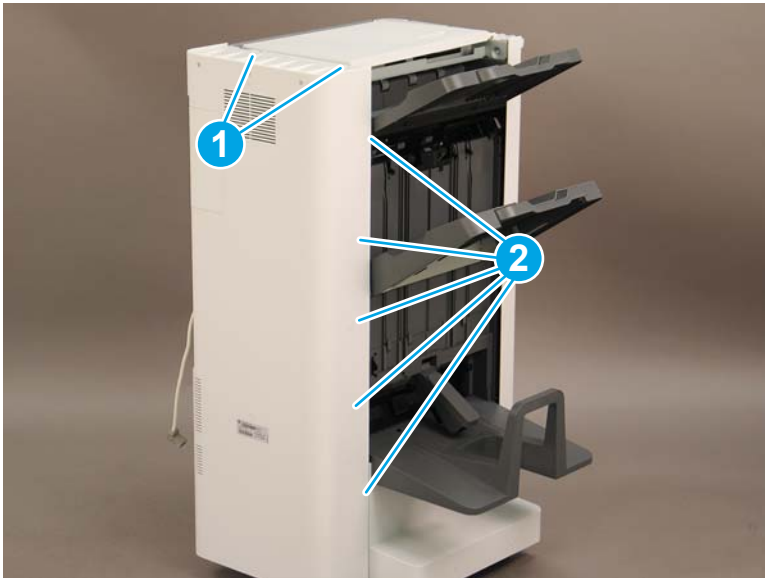


 **Reinstallation tip:** Reverse the removal steps to install the assembly.


Step 3: Remove the rear cover (finisher)

1. Remove two self-tapping screws (callout 1) on the top of the rear cover, and then remove five screw caps and five machine screws (callout 2) on the left side of the cover.

Figure 5-32 Remove seven screws



2. Remove one screw cap and four machine screws (callout 1) Remove the rear cover.

 **NOTE:** Make sure to thread the power cable (callout 2) through the opening in the cover.


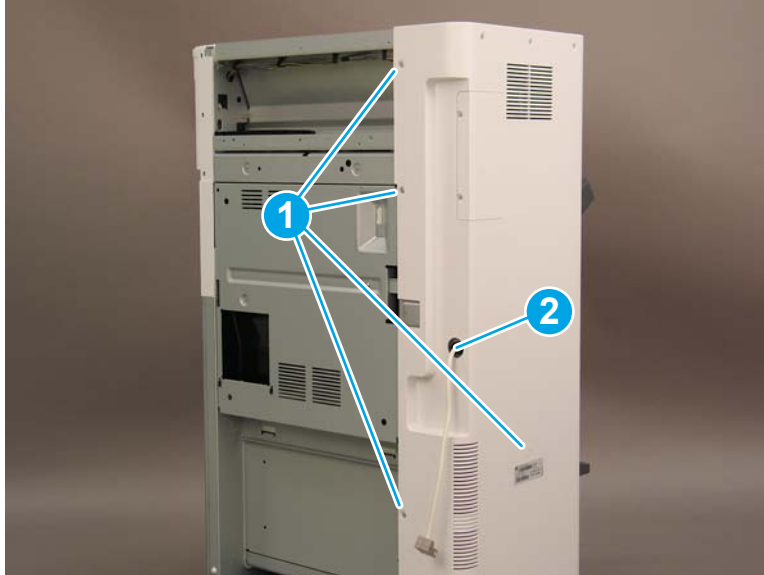
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-33 Remove four screws and the rear cover





Step 4: 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.

Front cover

- [Introduction](#)
- [Step 1: Remove the right top cover \(finisher\)](#)
- [Step 2: Remove the top cover \(finisher\)](#)
- [Step 3: Remove the front door \(finisher\)](#)
- [Step 4: Remove the front cover \(finisher\)](#)
- [Step 5: Unpack the replacement assembly](#)


Introduction

This document provides the procedures to remove and replace the front cover for the finisher.



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 power off. A shutting-down message appears on the control-panel display.
-  **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC63-04986B

To order the part, go to www.hp.com/buy/parts.

- Cover, front

Required tools

- #2 JIS screwdriver with a magnetic tip
- Small, flat-blade screwdriver

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.

- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

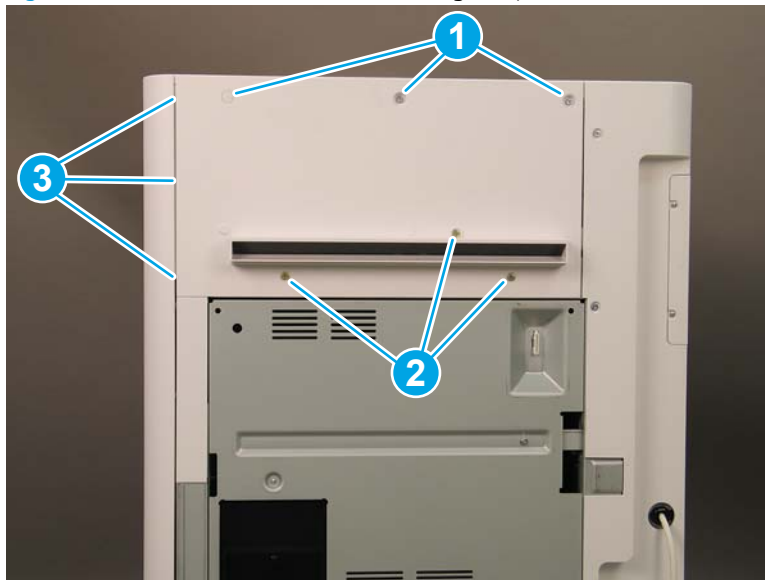
Step 1: Remove the right top cover (finisher)

- ▲ Remove one screw cap and three machine screws on the upper edge of the cover (callout 1). Remove three sheet metal screws (callout 2) on the lower portion of the cover. Rotate the right edge of the cover away from the finisher, and then slide the cover right to release three tabs (callout 3).

💡 **Reinstallation tip:** The lower screws are shorter in length than the upper screws.

Reinstallation tip: Reverse the removal steps to install the assembly.

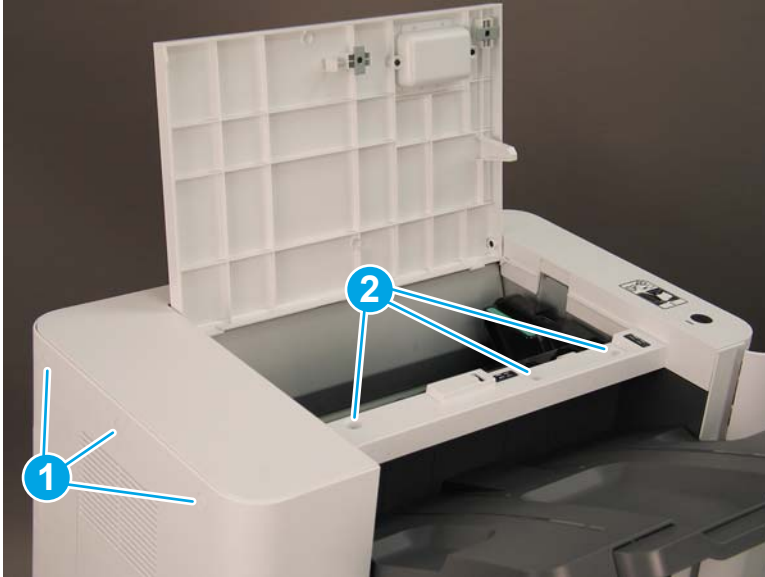
Figure 5-34 Remove six screws and the right top cover



Step 2: Remove the top cover (finisher)

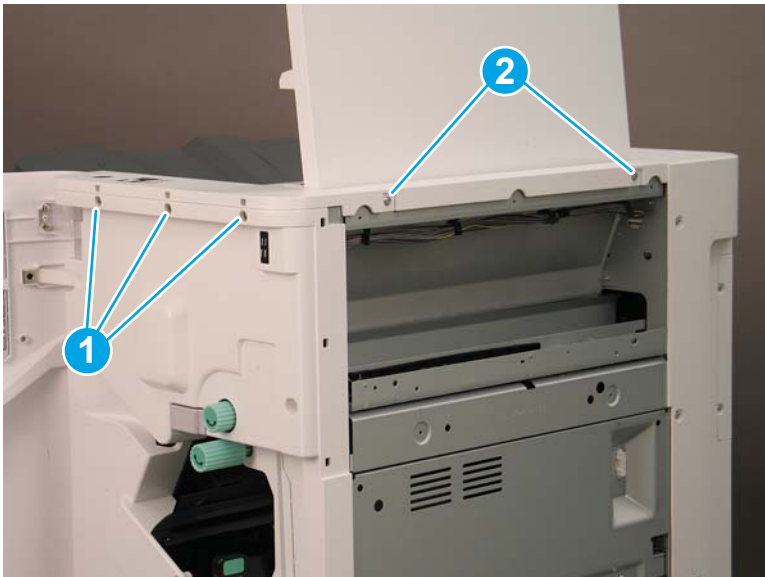
1. Remove three screw caps and three self-tapping screws at the top of the rear cover (callout 1), and then remove three machine screws (callout 2) on top of the cover.

Figure 5-35 Remove six screws



2. Remove three self-tapping screws at the top of the front cover (callout 1), and then remove two machine screws (callout 2) at the top of the right side.

Figure 5-36 Remove six screws



3. Lift the cover up slightly. Disconnect one in-line connector (callout 1), and then release one retainer (callout 2).


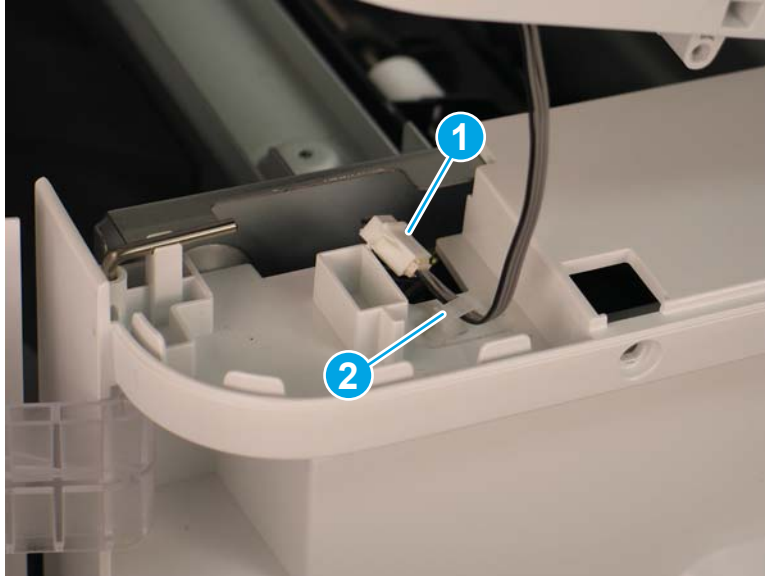

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-37 Disconnect one connector and release retainer

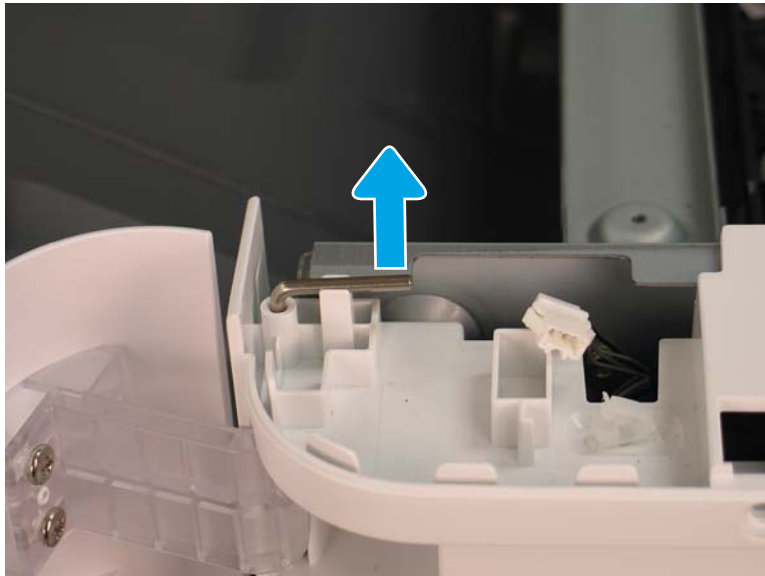


 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Step 3: Remove the front door (finisher)

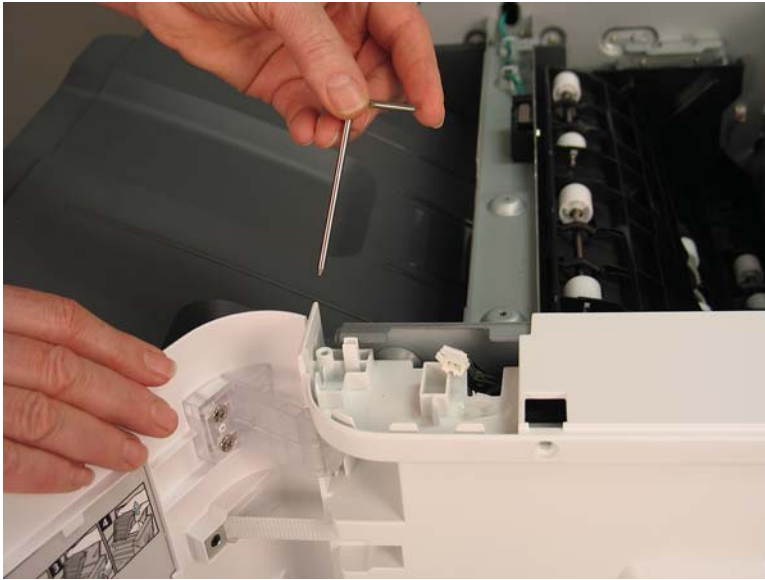
1. Lift the top hinge pin up to release it from the retainer.

Figure 5-38 Lift the top hinge pin



2. Pull the top hinge pin up to remove it.

Figure 5-39 Remove the top hinge pin



3. Use a small, flat-blade screwdriver to release the lower hinge pin from the retainer, and then rotate it away from the finisher.

Figure 5-40 Release the lower hinge pin



4. Support the door with one hand, and then pull the lower hinge pin straight up to remove it.

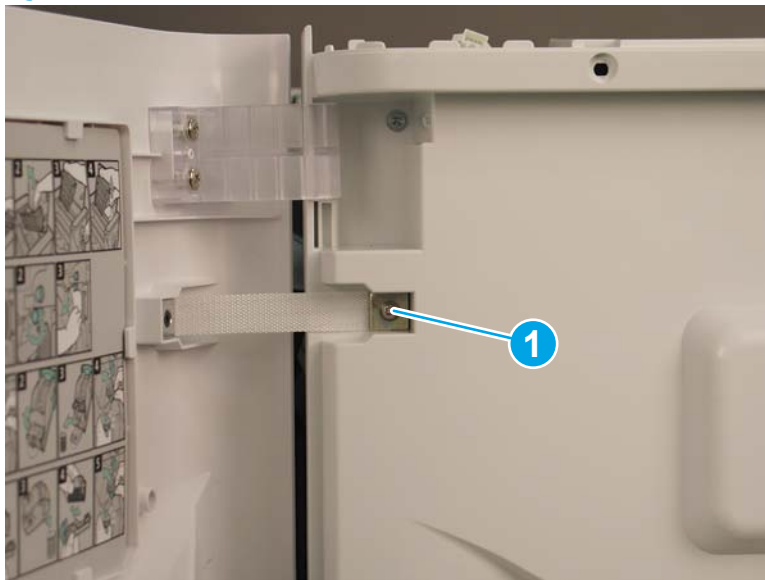
Figure 5-41 Remove the lower hinge pin



5. Support the door with one hand, and then remove one screw (callout 1) to release the strap. Remove the front door

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

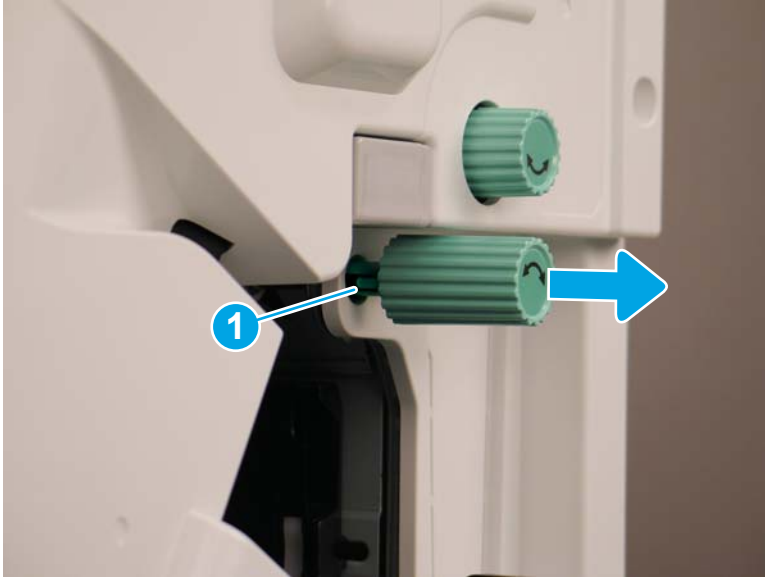
Figure 5-42 Remove one screw and the front door



Step 4: Remove the front cover (finisher)

1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-43 Remove the jam-access knob



2. If the punch unit is installed, remove the punch waste bin (callout 1).
3. Remove one screw (callout 1) on top of the front cover.

Figure 5-44 Remove one screw



4. Remove five machine screws (callout 1), and then remove the front cover.


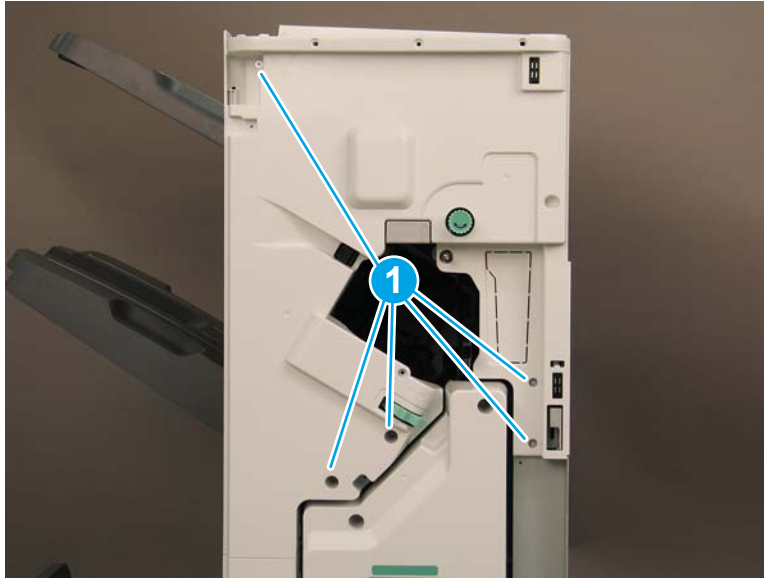
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-45 Remove five screws and the front cover





Step 5: 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.

Front lower cover

- [Introduction](#)
- [Step 1: Remove the right top cover \(finisher\)](#)
- [Step 2: Remove the top cover \(finisher\)](#)
- [Step 3: Remove the front door \(finisher\)](#)
- [Step 4: Remove the front cover \(finisher\)](#)
- [Step 5: Remove the front lower cover \(finisher\)](#)
- [Step 6: Unpack the replacement assembly](#)


Introduction

This document provides the procedures to remove and replace the front lower cover for the finisher.



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 power off. A shutting-down message appears on the control-panel display.
-  **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC63-04987B

To order the part, go to www.hp.com/buy/parts.

- Cover - tray booklet finisher

Required tools

- #2 JIS screwdriver with a magnetic tip
- Small, flat-blade screwdriver

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.

- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

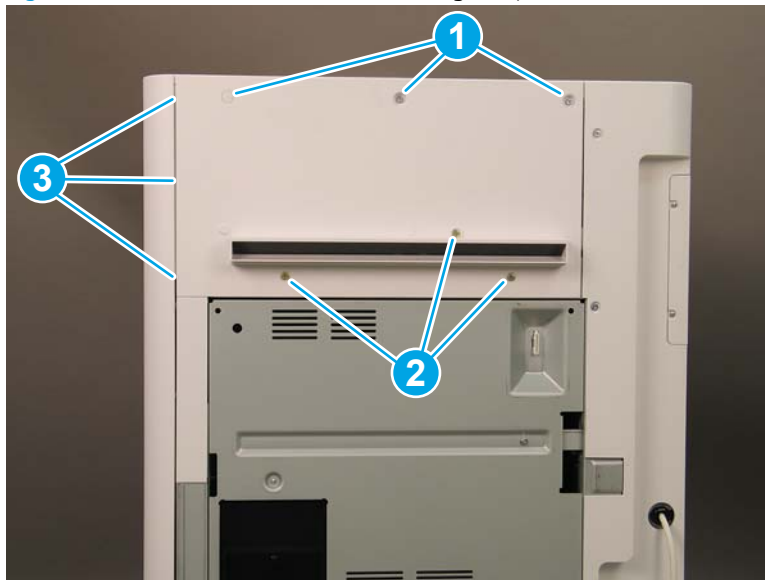
Step 1: Remove the right top cover (finisher)

- ▲ Remove one screw cap and three machine screws on the upper edge of the cover (callout 1). Remove three sheet metal screws (callout 2) on the lower portion of the cover. Rotate the right edge of the cover away from the finisher, and then slide the cover right to release three tabs (callout 3).

 **Reinstallation tip:** The lower screws are shorter in length than the upper screws.

Reinstallation tip: Reverse the removal steps to install the assembly.

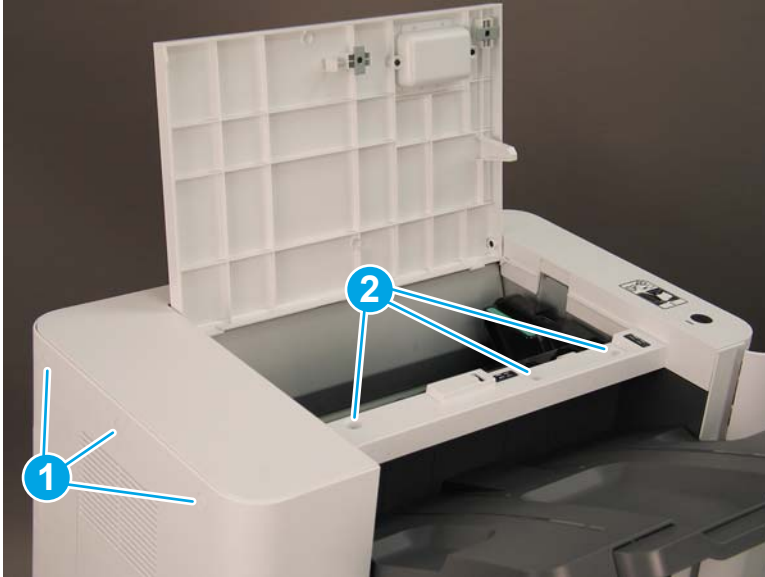
Figure 5-46 Remove six screws and the right top cover



Step 2: Remove the top cover (finisher)

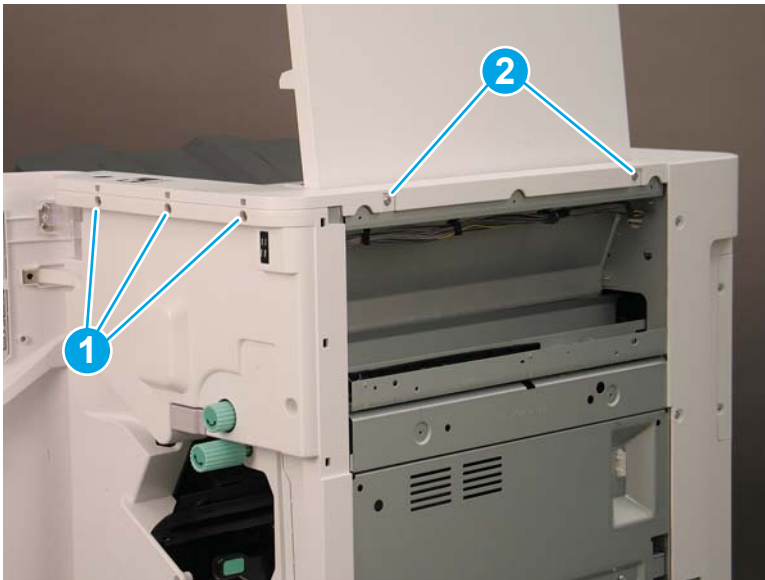
1. Remove three screw caps and three self-tapping screws at the top of the rear cover (callout 1), and then remove three machine screws (callout 2) on top of the cover.

Figure 5-47 Remove six screws



2. Remove three self-tapping screws at the top of the front cover (callout 1), and then remove two machine screws (callout 2) at the top of the right side.

Figure 5-48 Remove six screws



3. Lift the cover up slightly. Disconnect one in-line connector (callout 1), and then release one retainer (callout 2).


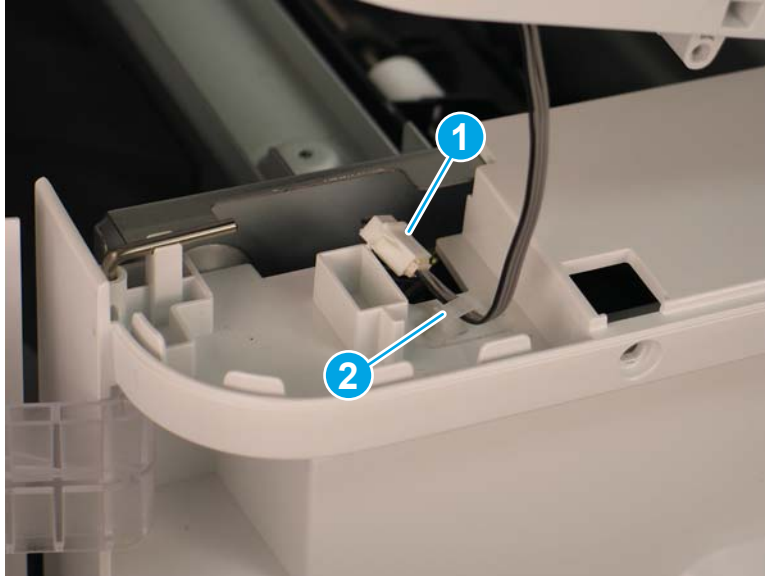

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-49 Disconnect one connector and release retainer

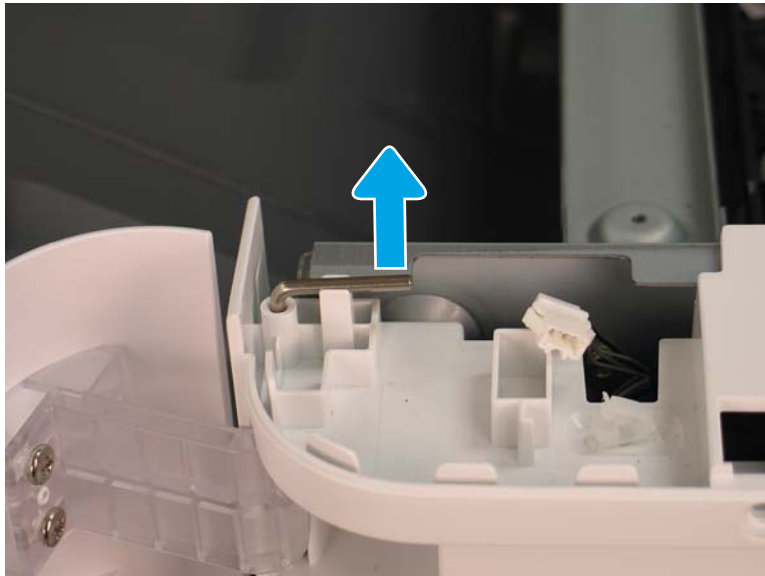


 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Step 3: Remove the front door (finisher)

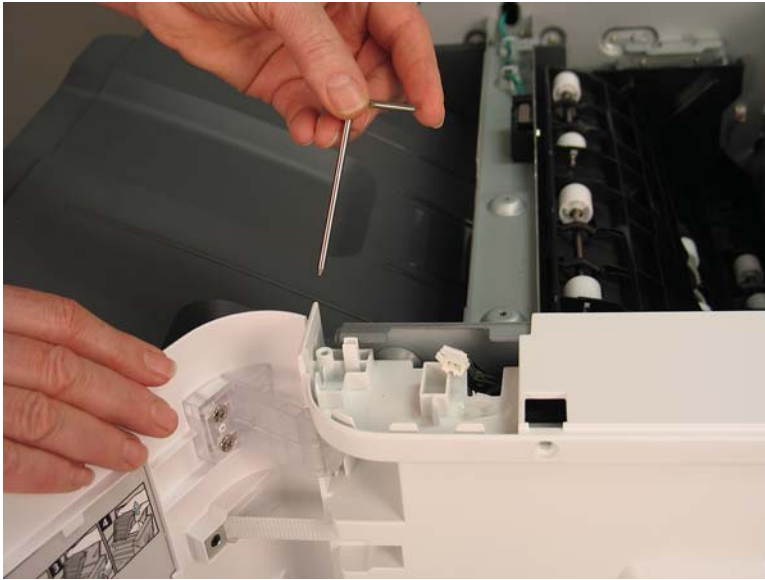
1. Lift the top hinge pin up to release it from the retainer.

Figure 5-50 Lift the top hinge pin



2. Pull the top hinge pin up to remove it.

Figure 5-51 Remove the top hinge pin



3. Use a small, flat-blade screwdriver to release the lower hinge pin from the retainer, and then rotate it away from the finisher.

Figure 5-52 Release the lower hinge pin



4. Support the door with one hand, and then pull the lower hinge pin straight up to remove it.

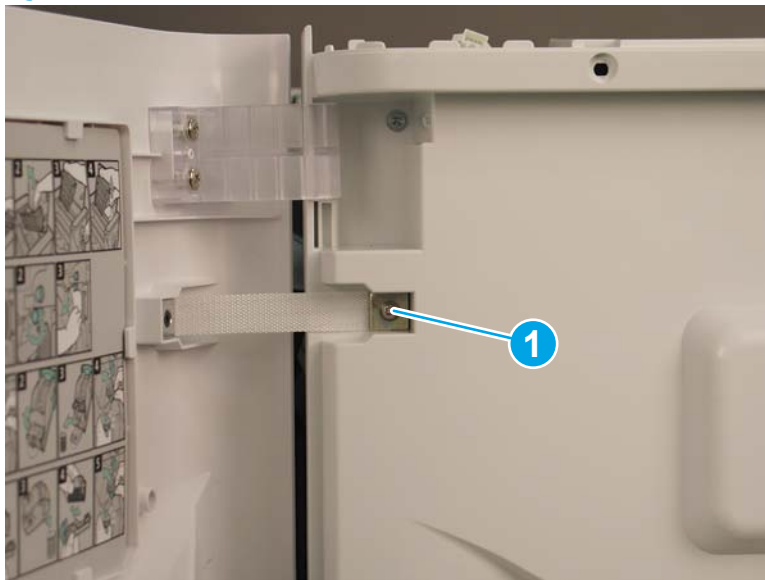
Figure 5-53 Remove the lower hinge pin



5. Support the door with one hand, and then remove one screw (callout 1) to release the strap. Remove the front door

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

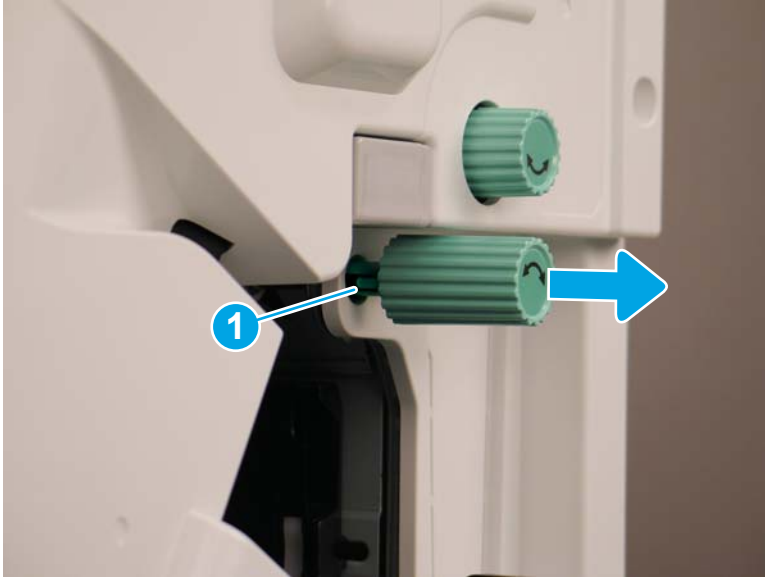
Figure 5-54 Remove one screw and the front door



Step 4: Remove the front cover (finisher)

1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-55 Remove the jam-access knob



2. If the punch unit is installed, remove the punch waste bin (callout 1).
3. Remove one screw (callout 1) on top of the front cover.

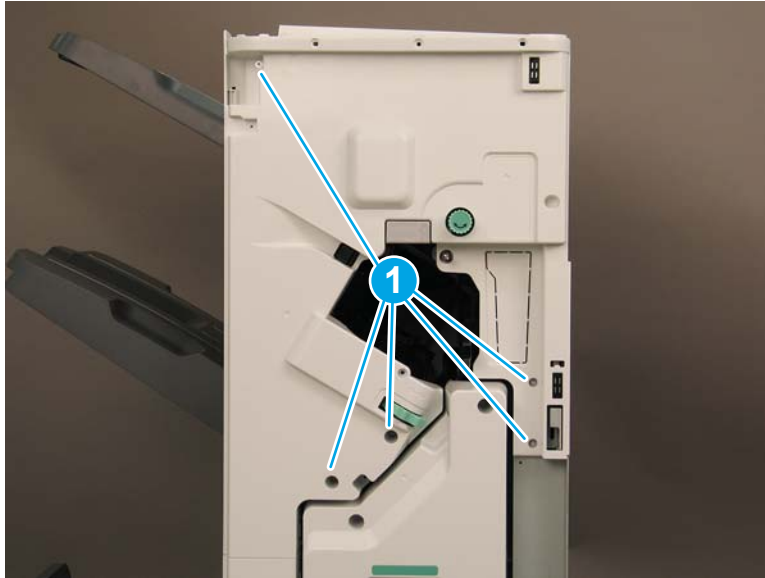
Figure 5-56 Remove one screw



4. Remove five machine screws (callout 1), and then remove the front cover.

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-57 Remove five screws and the front cover



Step 5: Remove the front lower cover (finisher)

- ▲ Remove three machine screws (callout 1), and then remove the front lower cover.


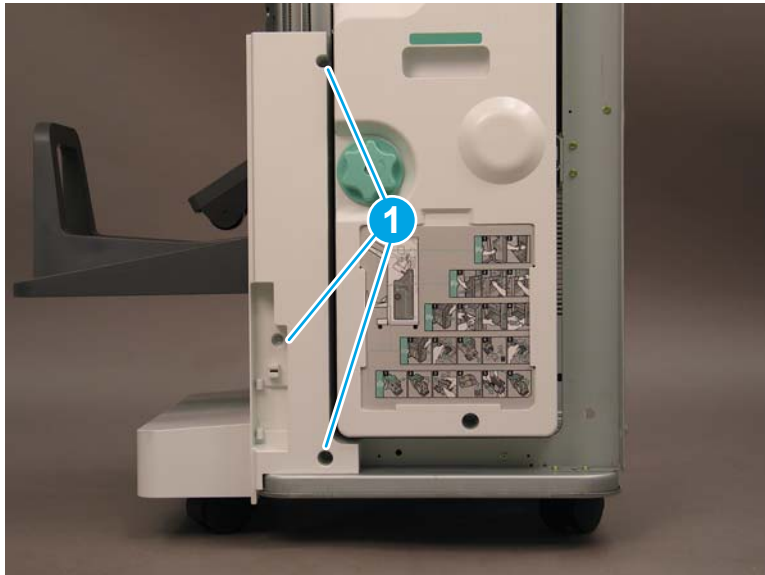

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-58 Remove three screws and the front lower cover





Step 6: 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.

Booklet tray


- [Introduction](#)
- [Step 1: Remove the booklet tray](#)
- [Step 2: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the booklet tray on the finisher.

 **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 power off. A shutting-down message appears on the control-panel display.
-  **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC61-07253B

To order the part, go to www.hp.com/buy/parts.

- Tray - guide booklet finisher

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

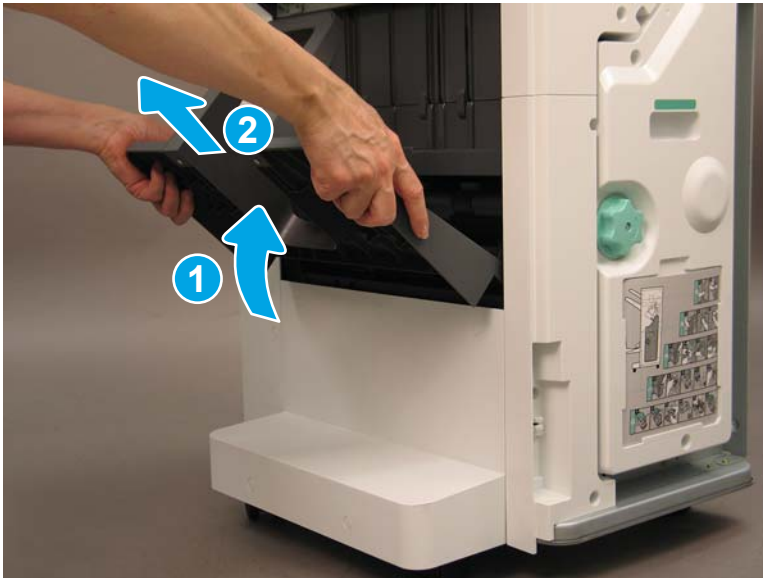
Post service test

Process a job through the finisher and verify that the finisher works correctly.

Step 1: Remove the booklet tray

1. Raise the booklet tray up (callout 1), and then pull it away from the finisher (callout 2) to remove it.

Figure 5-59 Remove the booklet tray



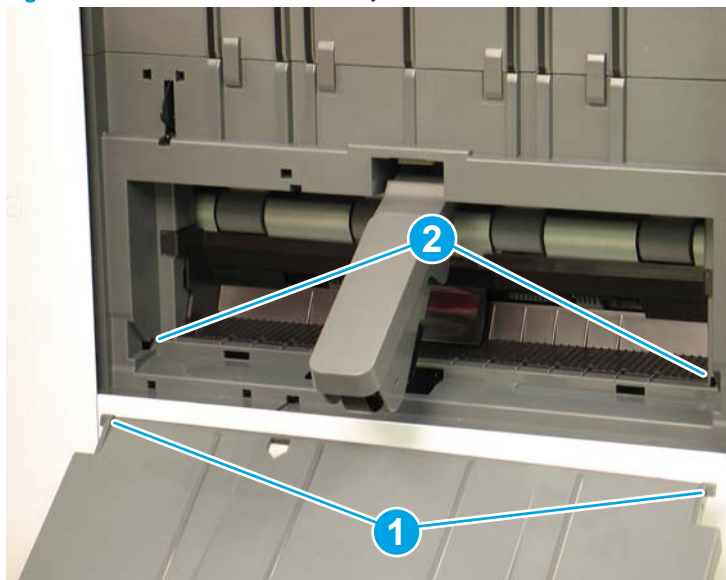
2. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

Special installation instructions: Booklet tray


- ▲ Position the tabs (callout 1) on the tray into the slots (callout 2) on the finisher.

Figure 5-60 Install the booklet tray





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.

Caster cover

- [Introduction](#)
- [Step 1: Remove the booklet tray \(booklet finishers only\)](#)
- [Step 2: Remove the caster cover](#)
- [Step 3: Unpack the replacement assembly](#)


Introduction

This document provides the procedures to remove and replace the caster cover on the finisher.



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 power off. A shutting-down message appears on the control-panel display.
-  **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC63-04985B

To order the part, go to www.hp.com/buy/parts.

- Caster cover

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

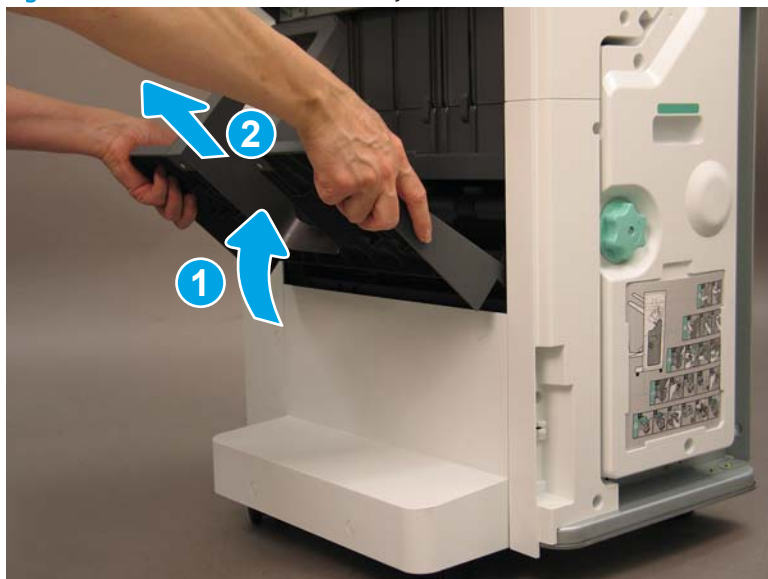
Post service test

Process a job through the finisher and verify that the finisher works correctly.

Step 1: Remove the booklet tray (booklet finishers only)

1. Raise the booklet tray up (callout 1), and then pull it away from the finisher (callout 2) to remove it.

Figure 5-61 Remove the booklet tray



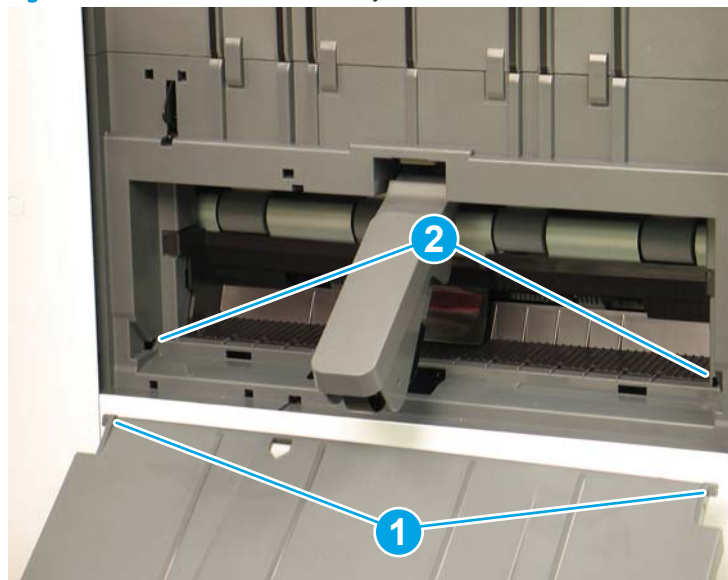
2. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

Special installation instructions: Booklet tray

- ▲ Position the tabs (callout 1) on the tray into the slots (callout 2) on the finisher.

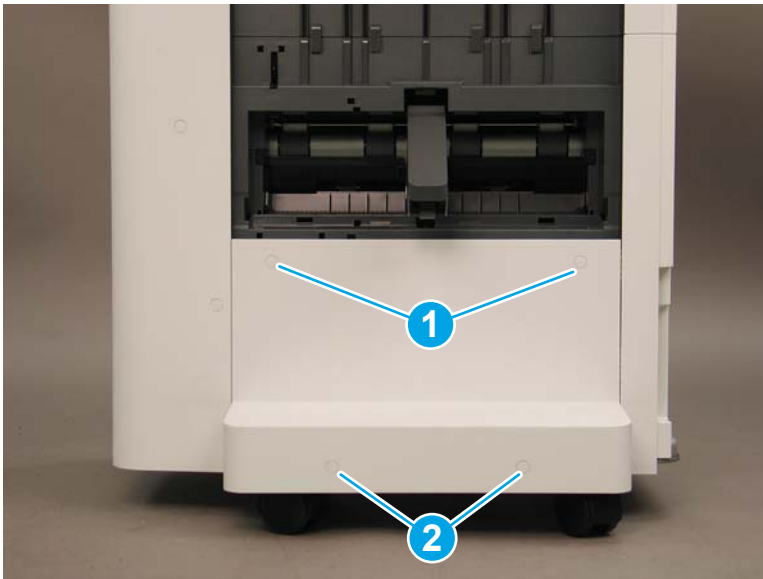
Figure 5-62 Install the booklet tray




Step 2: Remove the caster cover

1. Remove two screw caps and two self-tapping screws (callout 1). Remove two screw caps and two machine screws (callout 2).

Figure 5-63 Remove four screws

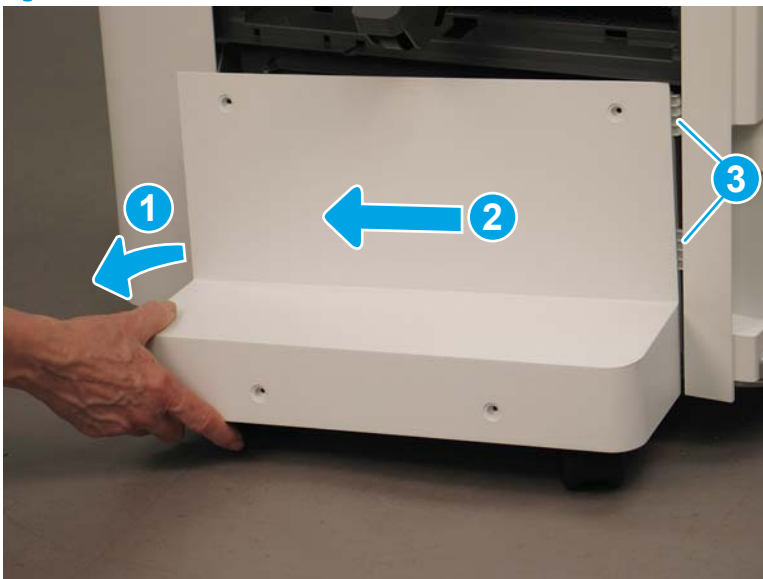


2. Rotate the left edge of the cover away from the finisher (callout 1), and then slide the cover to the left (callout 2) to remove it.

 **Reinstallation tip:** Make sure that two tabs (callout 3) are positioned under the front lower cover when reinstalling the caster cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-64 Remove the caster cover



Step 3: 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.

Lower shield assembly

- [Introduction](#)
- [Step 1: Remove the right top cover \(finisher\)](#)
- [Step 2: Remove the top cover \(finisher\)](#)
- [Step 3: Remove the front door \(finisher\)](#)
- [Step 4: Remove the front cover \(finisher\)](#)
- [Step 5: Remove the rear cover \(finisher\)](#)
- [Step 6: Remove the booklet tray](#)
- [Step 7: Remove the caster cover](#)
- [Step 8: Remove the lower shield assembly \(finisher\)](#)
- [Step 9: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the lower shield assembly on the finisher.



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 power off. A shutting-down message appears on the control-panel display.
- ⚠ **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC90-01417B

To order the part, go to www.hp.com/buy/parts.

- Lower shield assembly (finisher)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Small, flat-blade screwdriver

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

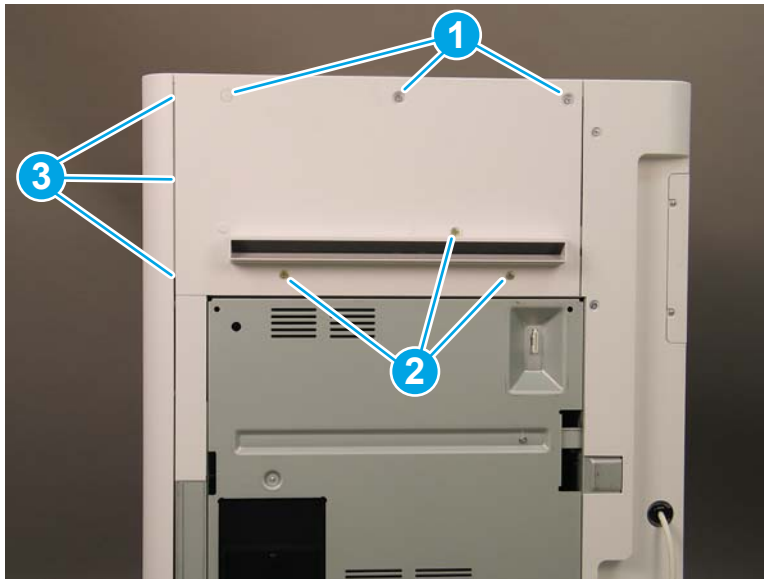
Step 1: Remove the right top cover (finisher)

- ▲ Remove one screw cap and three machine screws on the upper edge of the cover (callout 1). Remove three sheet metal screws (callout 2) on the lower portion of the cover. Rotate the right edge of the cover away from the finisher, and then slide the cover right to release three tabs (callout 3).

 **Reinstallation tip:** The lower screws are shorter in length than the upper screws.

Reinstallation tip: Reverse the removal steps to install the assembly.

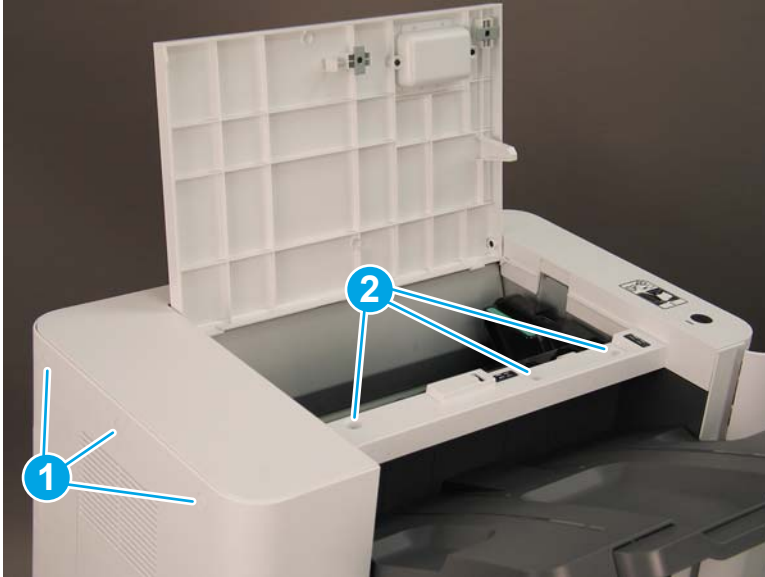
Figure 5-65 Remove six screws and the right top cover



Step 2: Remove the top cover (finisher)

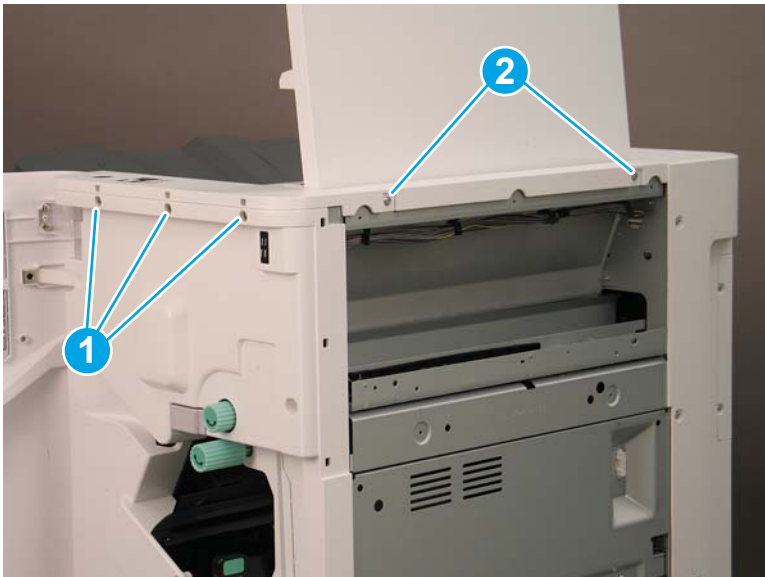
1. Remove three screw caps and three self-tapping screws at the top of the rear cover (callout 1), and then remove three machine screws (callout 2) on top of the cover.

Figure 5-66 Remove six screws



2. Remove three self-tapping screws at the top of the front cover (callout 1), and then remove two machine screws (callout 2) at the top of the right side.

Figure 5-67 Remove six screws



3. Lift the cover up slightly. Disconnect one in-line connector (callout 1), and then release one retainer (callout 2).


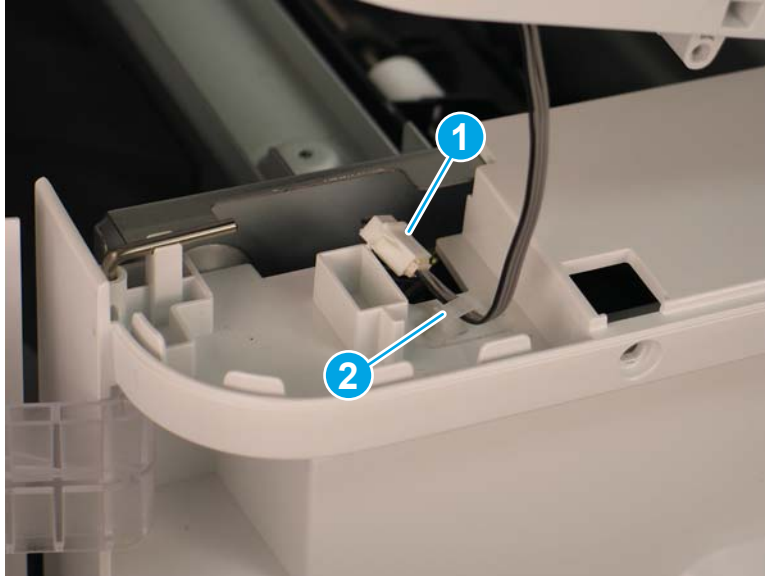

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-68 Disconnect one connector and release retainer

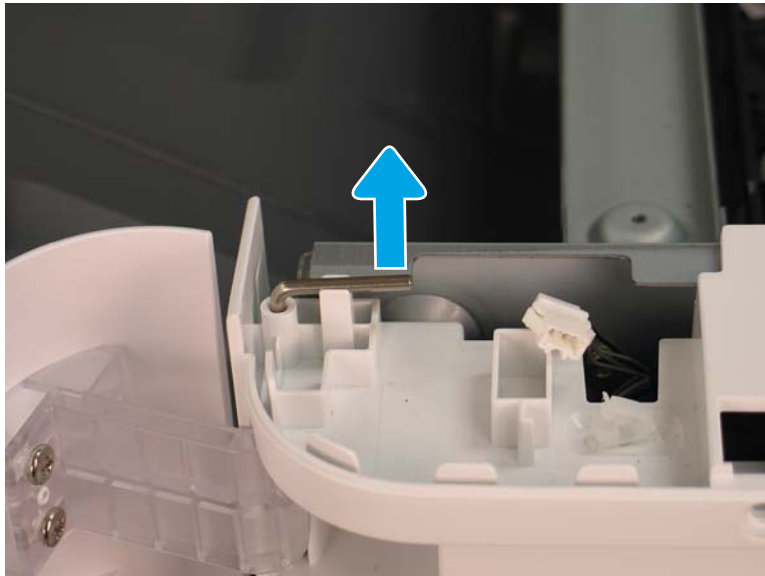


 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Step 3: Remove the front door (finisher)

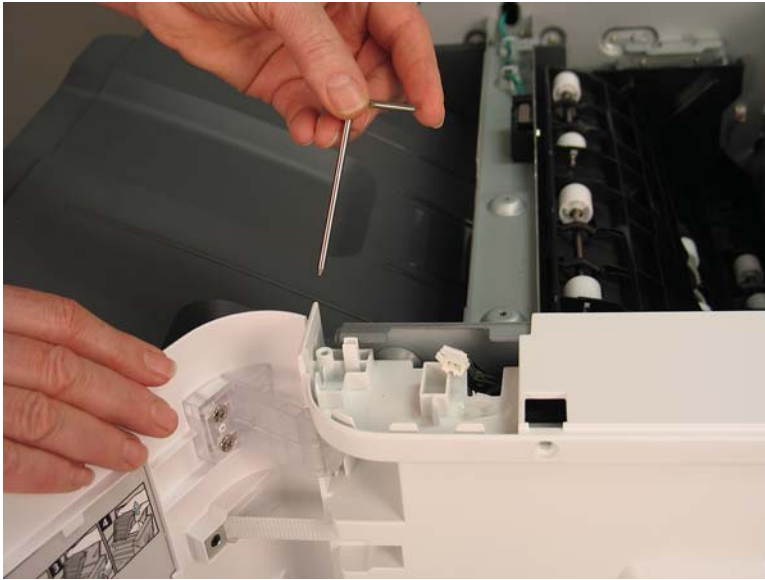
1. Lift the top hinge pin up to release it from the retainer.

Figure 5-69 Lift the top hinge pin



2. Pull the top hinge pin up to remove it.

Figure 5-70 Remove the top hinge pin



3. Use a small, flat-blade screwdriver to release the lower hinge pin from the retainer, and then rotate it away from the finisher.

Figure 5-71 Release the lower hinge pin



4. Support the door with one hand, and then pull the lower hinge pin straight up to remove it.

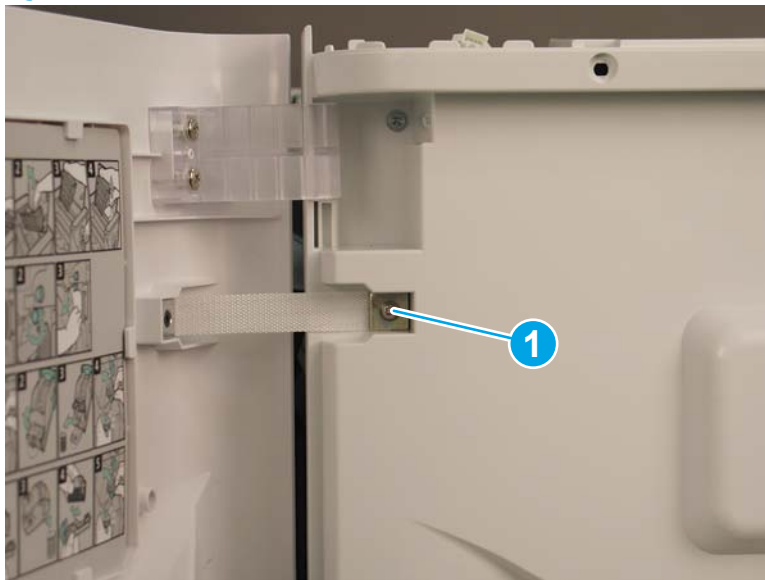
Figure 5-72 Remove the lower hinge pin



5. Support the door with one hand, and then remove one screw (callout 1) to release the strap. Remove the front door

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

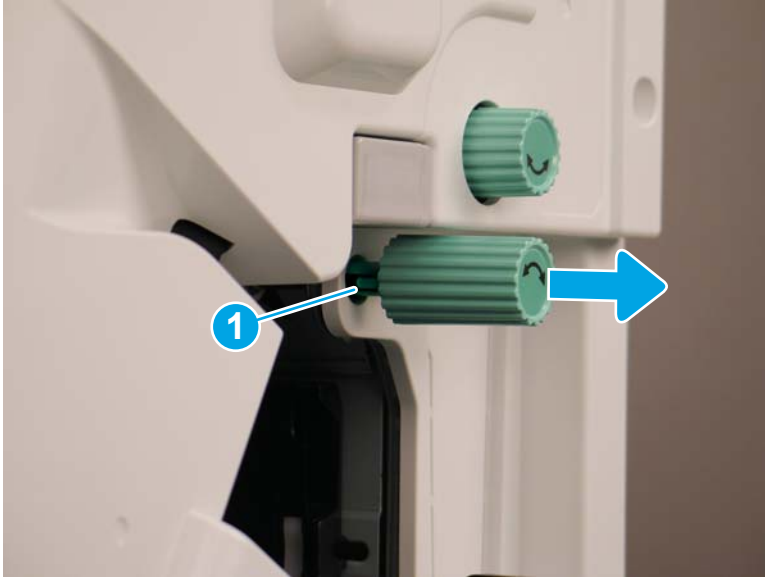
Figure 5-73 Remove one screw and the front door



Step 4: Remove the front cover (finisher)

1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-74 Remove the jam-access knob



2. If the punch unit is installed, remove the punch waste bin (callout 1).
3. Remove one screw (callout 1) on top of the front cover.

Figure 5-75 Remove one screw



4. Remove five machine screws (callout 1), and then remove the front cover.


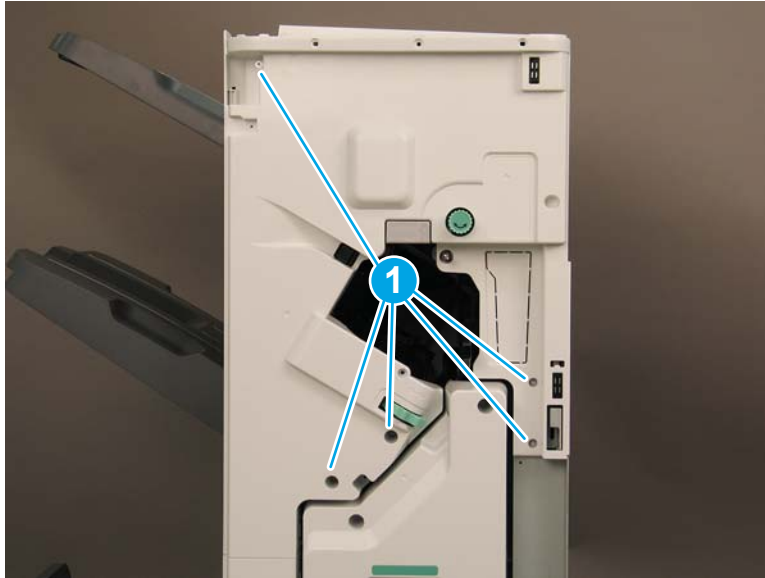
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

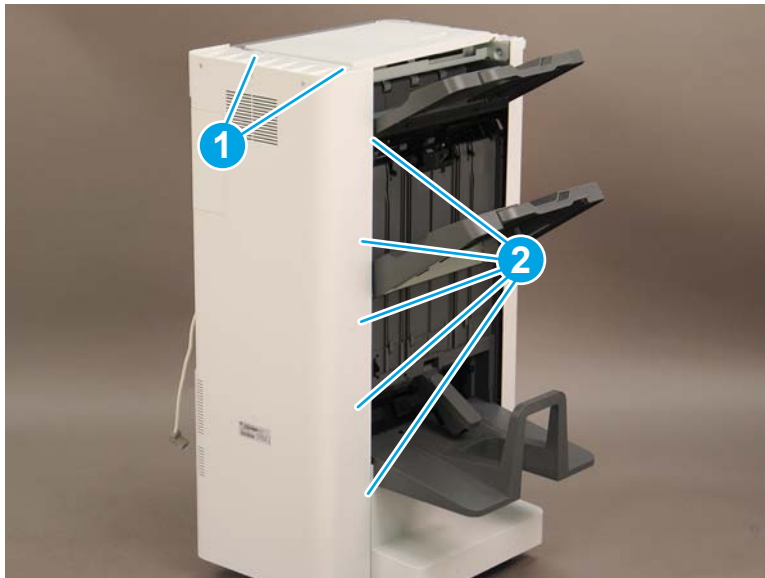
Figure 5-76 Remove five screws and the front cover




Step 5: Remove the rear cover (finisher)

1. Remove two self-tapping screws (callout 1) on the top of the rear cover, and then remove five screw caps and five machine screws (callout 2) on the left side of the cover.

Figure 5-77 Remove seven screws



2. Remove one screw cap and four machine screws (callout 1) Remove the rear cover.

 **NOTE:** Make sure to thread the power cable (callout 2) through the opening in the cover.


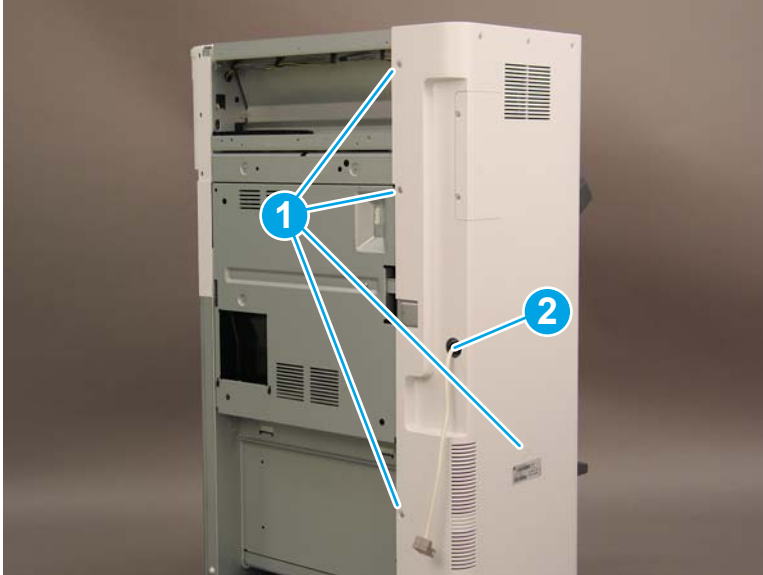
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

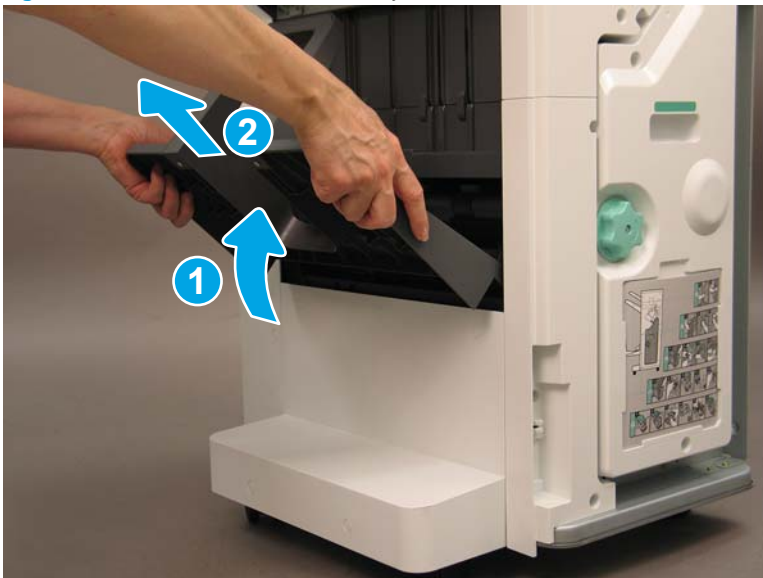
Figure 5-78 Remove four screws and the rear cover



Step 6: Remove the booklet tray

1. Raise the booklet tray up (callout 1), and then pull it away from the finisher (callout 2) to remove it.

Figure 5-79 Remove the booklet tray



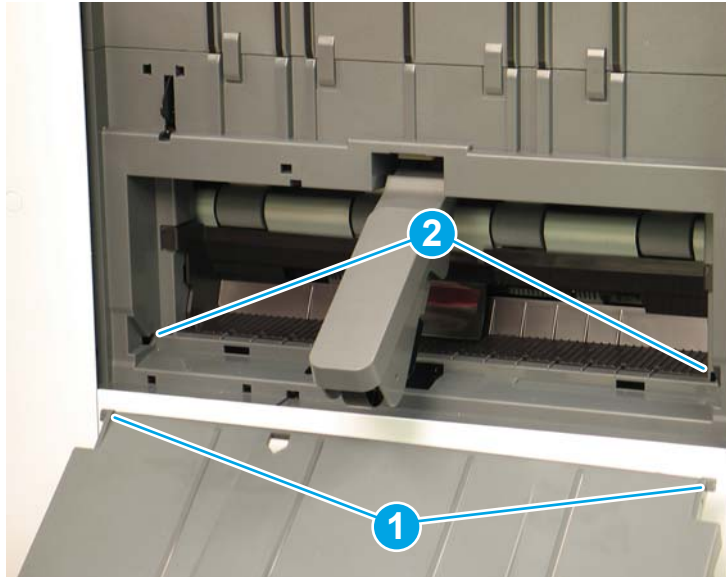
2. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

Special installation instructions: Booklet tray

- ▲ Position the tabs (callout 1) on the tray into the slots (callout 2) on the finisher.

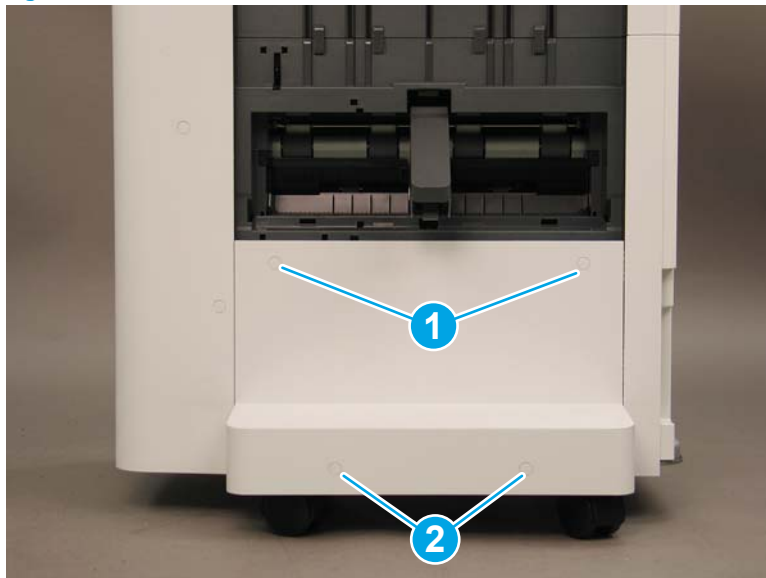
Figure 5-80 Install the booklet tray



Step 7: Remove the caster cover

1. Remove two screw caps and two self-tapping screws (callout 1). Remove two screw caps and two machine screws (callout 2).

Figure 5-81 Remove four screws

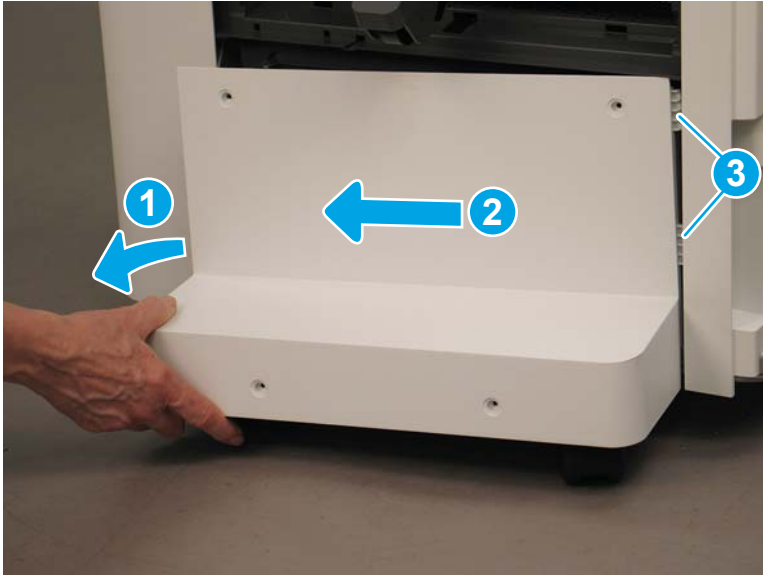


2. Rotate the left edge of the cover away from the finisher (callout 1), and then slide the cover to the left (callout 2) to remove it.

 **Reinstallation tip:** Make sure that two tabs (callout 3) are positioned under the front lower cover when reinstalling the caster cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-82 Remove the caster cover

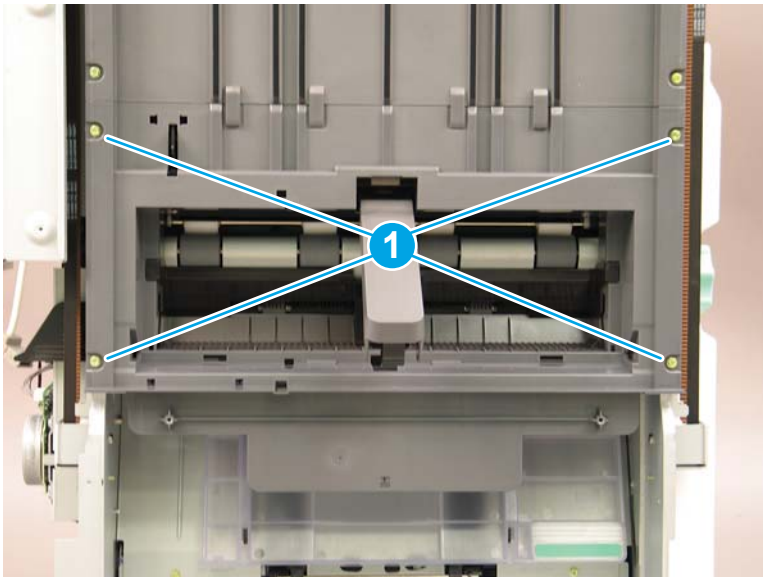


Step 8: Remove the lower shield assembly (finisher)

1. Remove four screws (callout 1).

 **NOTE:** Raise the lower output tray as needed to access the screws.

Figure 5-83 Remove four screws

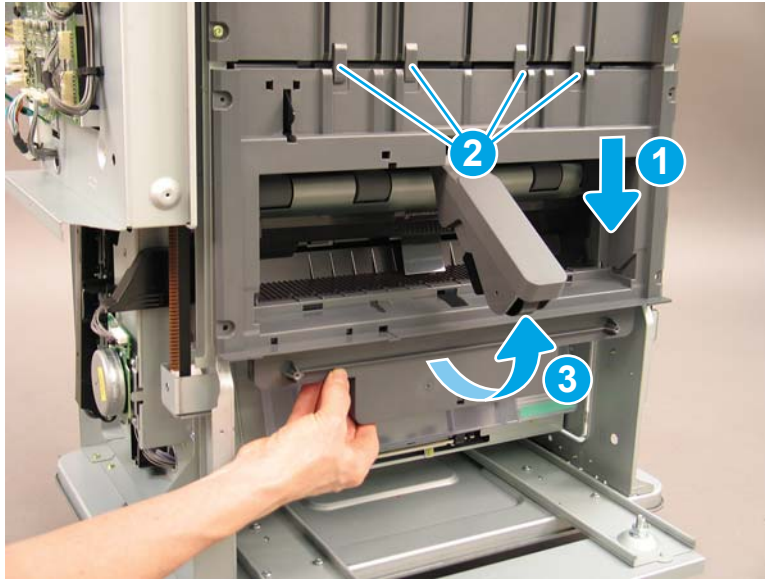


- Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

CAUTION: The shield is still attached to the finisher. Do not attempt to completely remove the shield.

Reinstallation tip: Position the shield under the four tabs (callout 2) when reinstalling it.

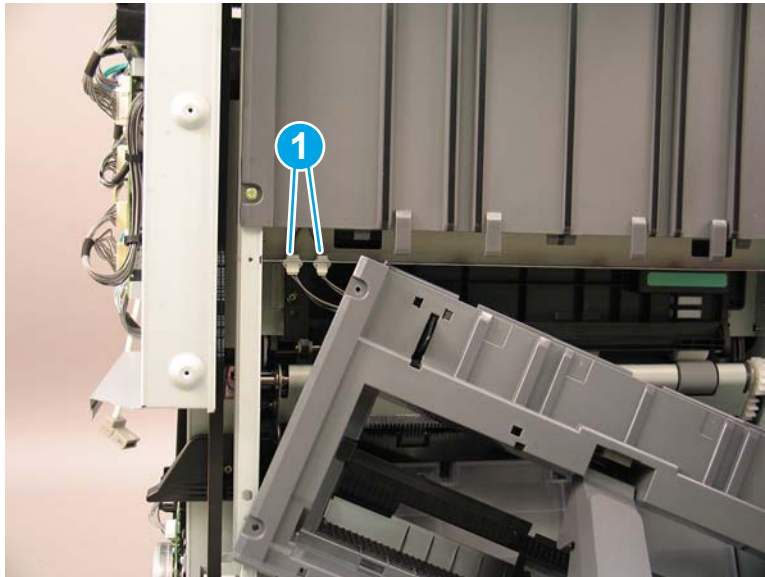
Figure 5-84 Release the lower shield



- Disconnect two connectors (callout 1), and then remove the shield.

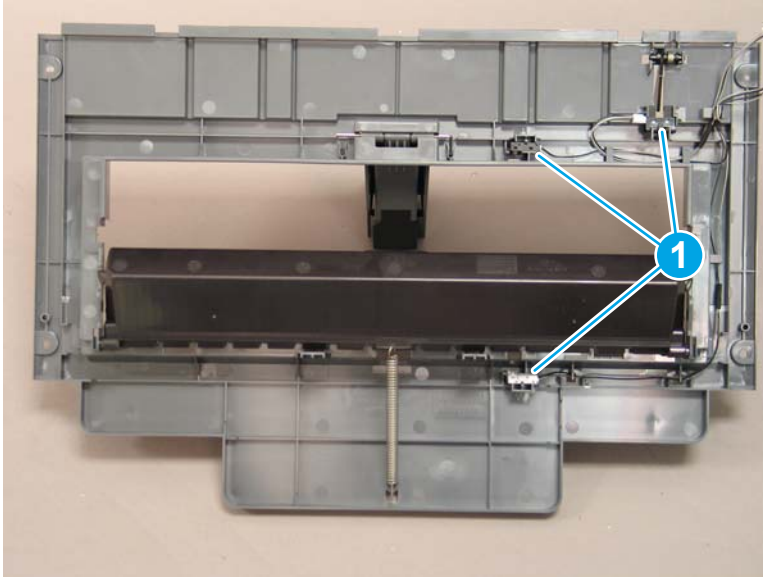
Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-85 Disconnect two connectors



4. If you are replacing the lower shield assembly, locate three sensors (callout 1) on the back of the lower shield. Remove these sensors and transfer them to the replacement part.

Figure 5-86 Locate sensors





Step 9: 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.

Upper shield assembly

- [Introduction](#)
- [Step 1: Remove the right top cover \(finisher\)](#)
- [Step 2: Remove the top cover \(finisher\)](#)
- [Step 3: Remove the front door \(finisher\)](#)
- [Step 4: Remove the front cover \(finisher\)](#)
- [Step 5: Remove the rear cover \(finisher\)](#)
- [Step 6: Remove the booklet tray](#)
- [Step 7: Remove the caster cover](#)
- [Step 8: Remove the lower shield assembly \(finisher\)](#)
- [Step 9: Remove the upper shield assembly \(finisher\)](#)
- [Step 10: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the upper shield assembly on the finisher.



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 power off. A shutting-down message appears on the control-panel display.
- ⚠ **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC90-01475A

To order the part, go to www.hp.com/buy/parts.

- Finisher sub - shield

Required tools

- #2 JIS screwdriver with a magnetic tip
- Small, flat-blade screwdriver

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

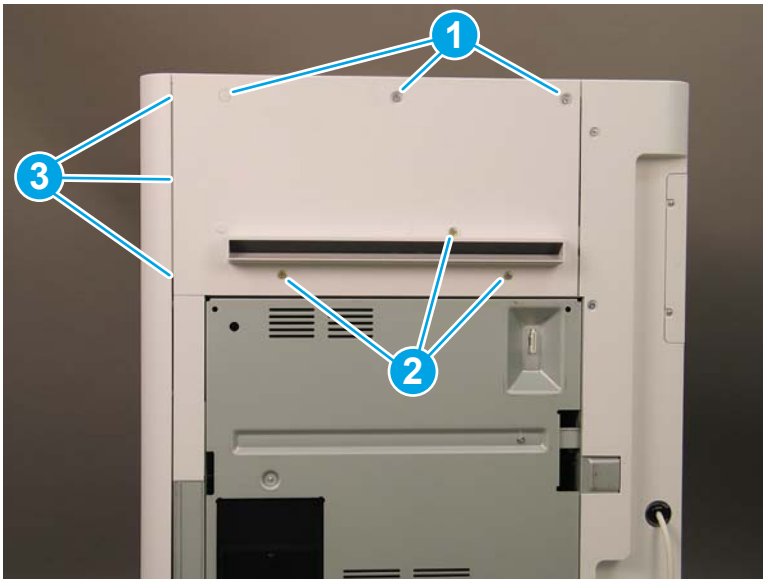
Step 1: Remove the right top cover (finisher)

- ▲ Remove one screw cap and three machine screws on the upper edge of the cover (callout 1). Remove three sheet metal screws (callout 2) on the lower portion of the cover. Rotate the right edge of the cover away from the finisher, and then slide the cover right to release three tabs (callout 3).

💡 **Reinstallation tip:** The lower screws are shorter in length than the upper screws.

Reinstallation tip: Reverse the removal steps to install the assembly.

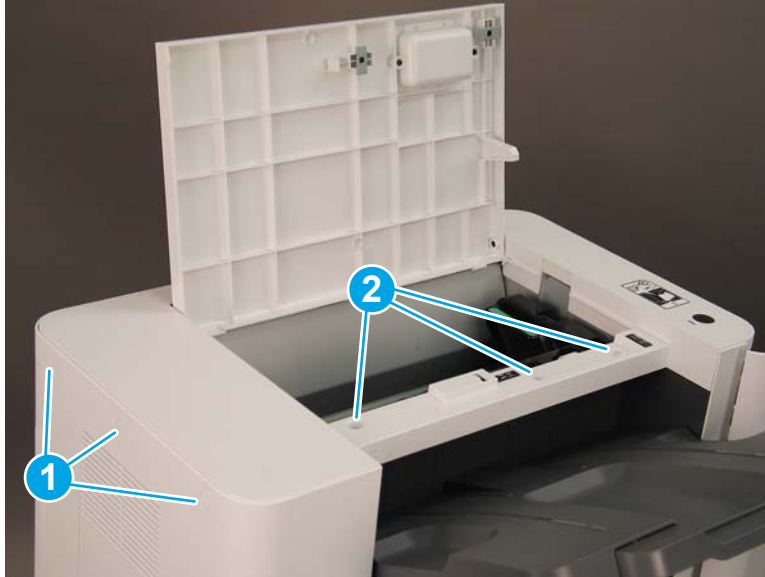
Figure 5-87 Remove six screws and the right top cover



Step 2: Remove the top cover (finisher)

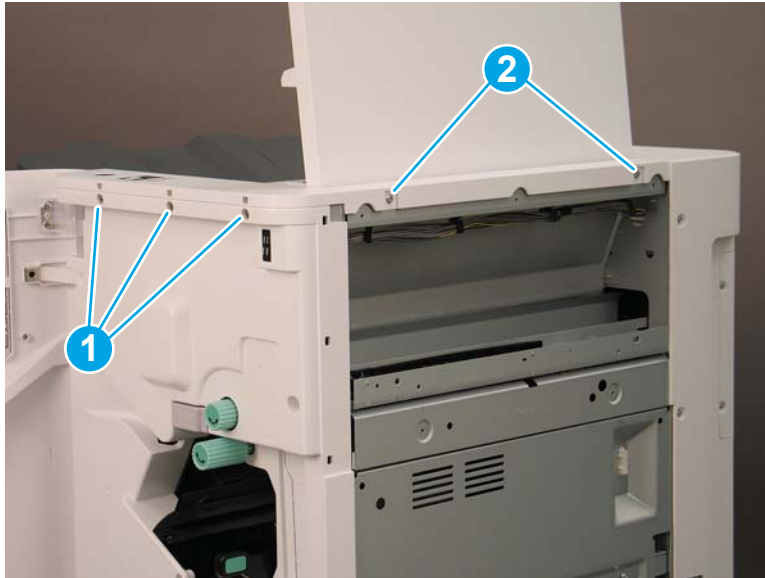
1. Remove three screw caps and three self-tapping screws at the top of the rear cover (callout 1), and then remove three machine screws (callout 2) on top of the cover.

Figure 5-88 Remove six screws



2. Remove three self-tapping screws at the top of the front cover (callout 1), and then remove two machine screws (callout 2) at the top of the right side.

Figure 5-89 Remove six screws



3. Lift the cover up slightly. Disconnect one in-line connector (callout 1), and then release one retainer (callout 2).


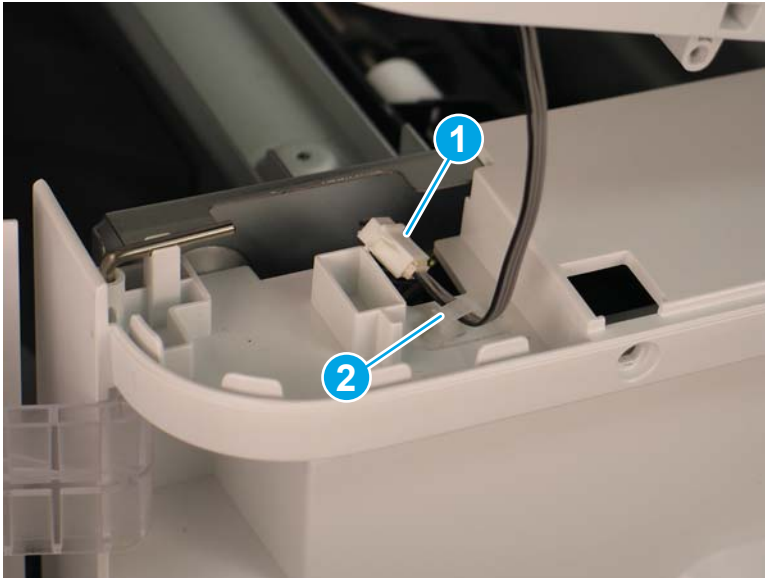

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-90 Disconnect one connector and release retainer

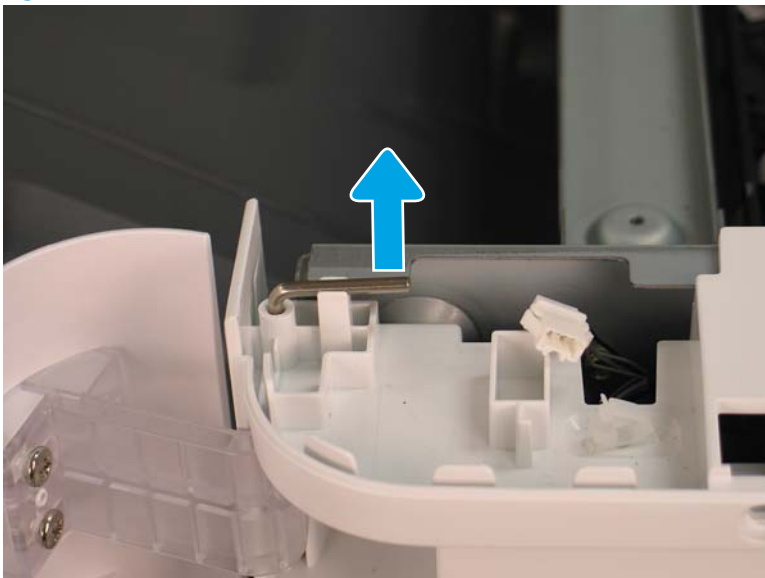


 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Step 3: Remove the front door (finisher)

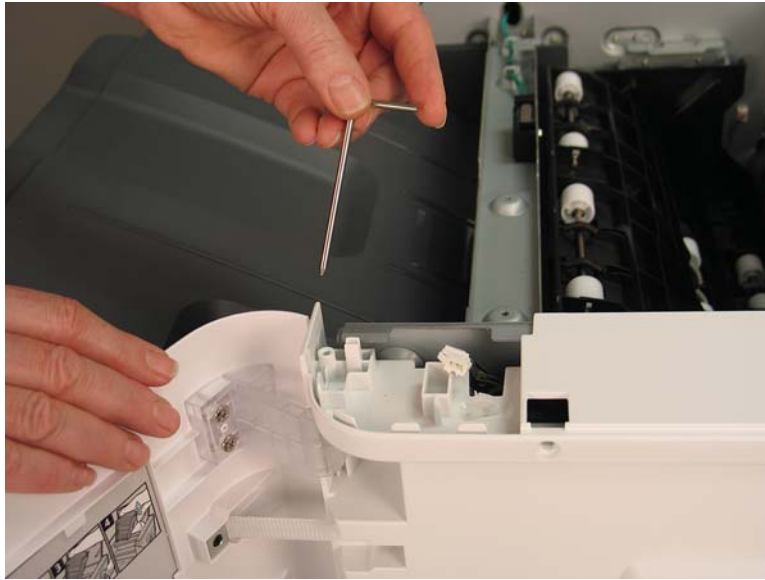
1. Lift the top hinge pin up to release it from the retainer.

Figure 5-91 Lift the top hinge pin



2. Pull the top hinge pin up to remove it.

Figure 5-92 Remove the top hinge pin



3. Use a small, flat-blade screwdriver to release the lower hinge pin from the retainer, and then rotate it away from the finisher.

Figure 5-93 Release the lower hinge pin



4. Support the door with one hand, and then pull the lower hinge pin straight up to remove it.

Figure 5-94 Remove the lower hinge pin



5. Support the door with one hand, and then remove one screw (callout 1) to release the strap. Remove the front door


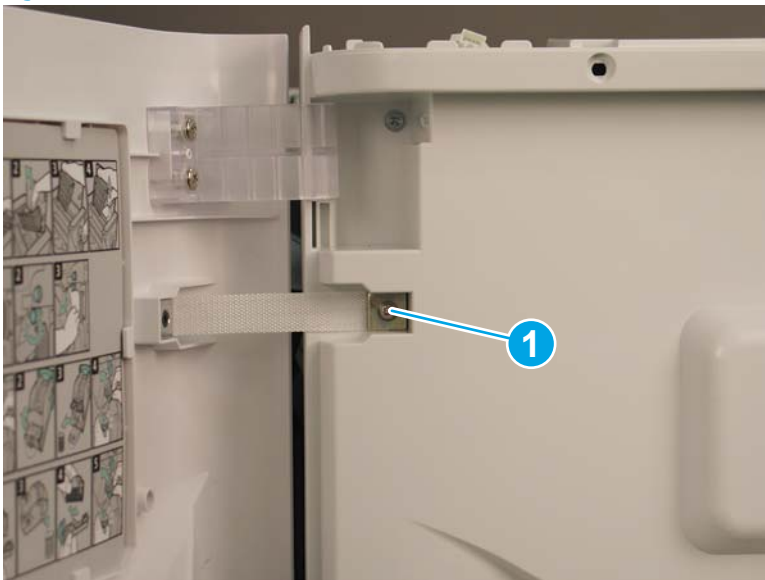
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

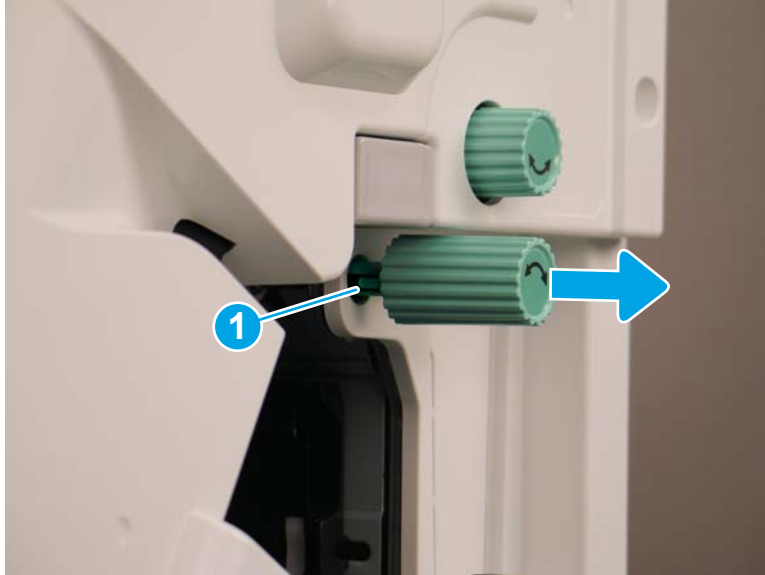
Figure 5-95 Remove one screw and the front door



Step 4: Remove the front cover (finisher)

1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-96 Remove the jam-access knob



2. If the punch unit is installed, remove the punch waste bin (callout 1).
3. Remove one screw (callout 1) on top of the front cover.

Figure 5-97 Remove one screw



4. Remove five machine screws (callout 1), and then remove the front cover.


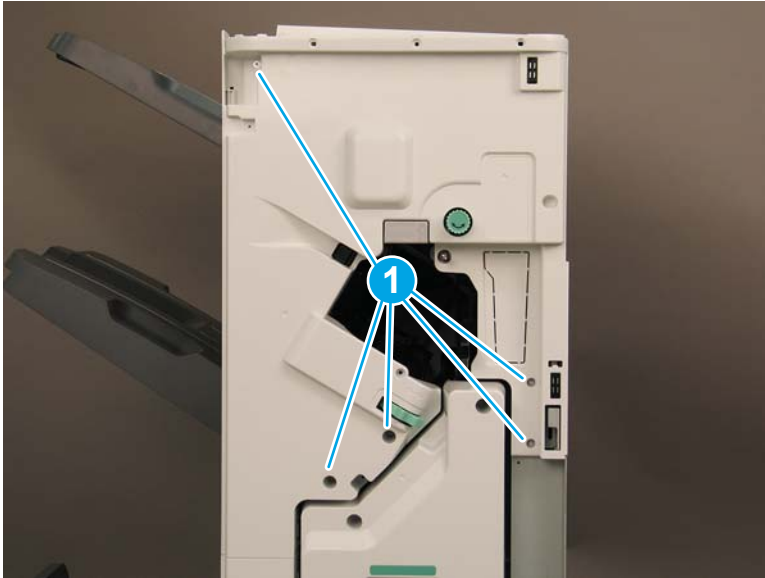
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

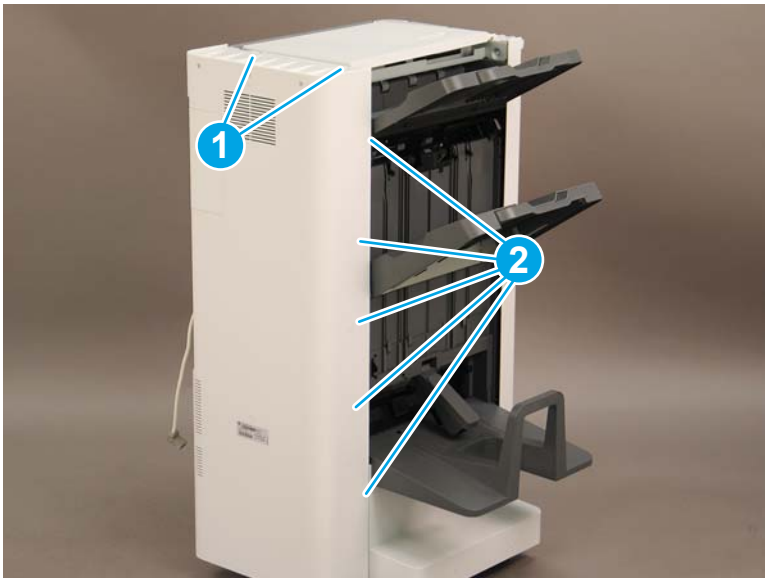
Figure 5-98 Remove five screws and the front cover




Step 5: Remove the rear cover (finisher)

1. Remove two self-tapping screws (callout 1) on the top of the rear cover, and then remove five screw caps and five machine screws (callout 2) on the left side of the cover.

Figure 5-99 Remove seven screws



2. Remove one screw cap and four machine screws (callout 1) Remove the rear cover.

 **NOTE:** Make sure to thread the power cable (callout 2) through the opening in the cover.


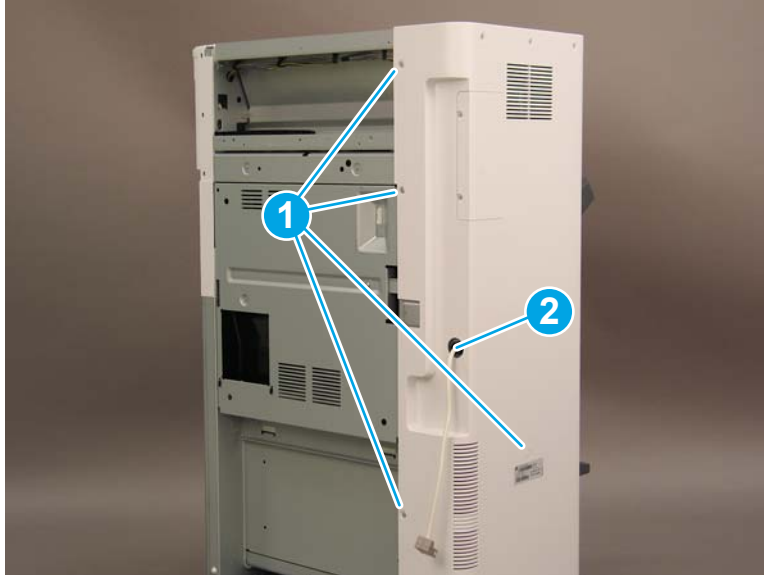
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

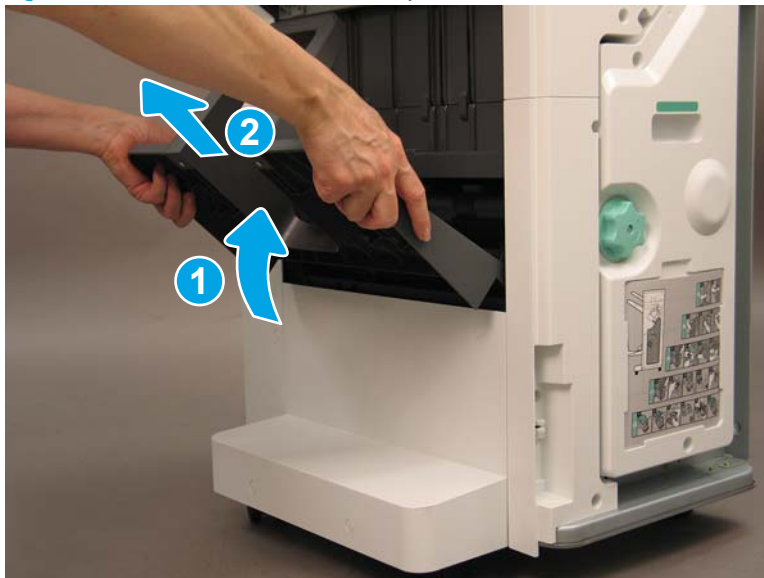
Figure 5-100 Remove four screws and the rear cover



Step 6: Remove the booklet tray

1. Raise the booklet tray up (callout 1), and then pull it away from the finisher (callout 2) to remove it.

Figure 5-101 Remove the booklet tray



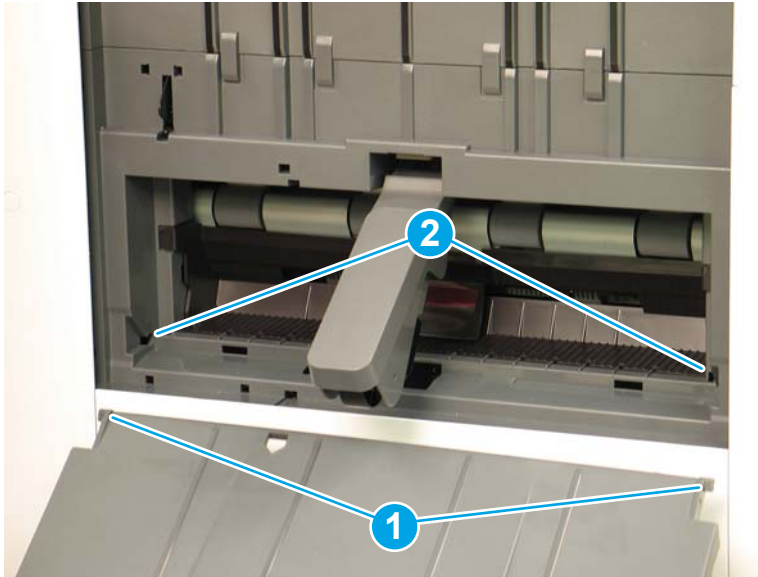
2. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

Special installation instructions: Booklet tray

- ▲ Position the tabs (callout 1) on the tray into the slots (callout 2) on the finisher.

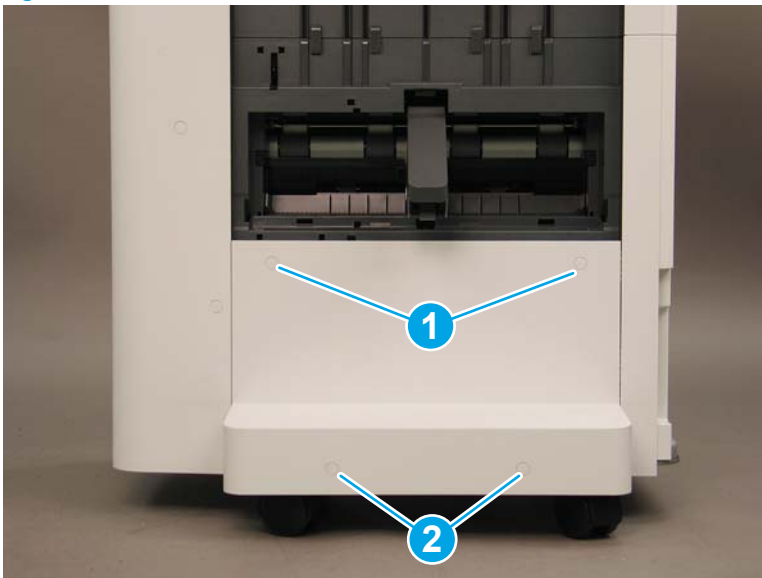
Figure 5-102 Install the booklet tray




Step 7: Remove the caster cover

1. Remove two screw caps and two self-tapping screws (callout 1). Remove two screw caps and two machine screws (callout 2).

Figure 5-103 Remove four screws

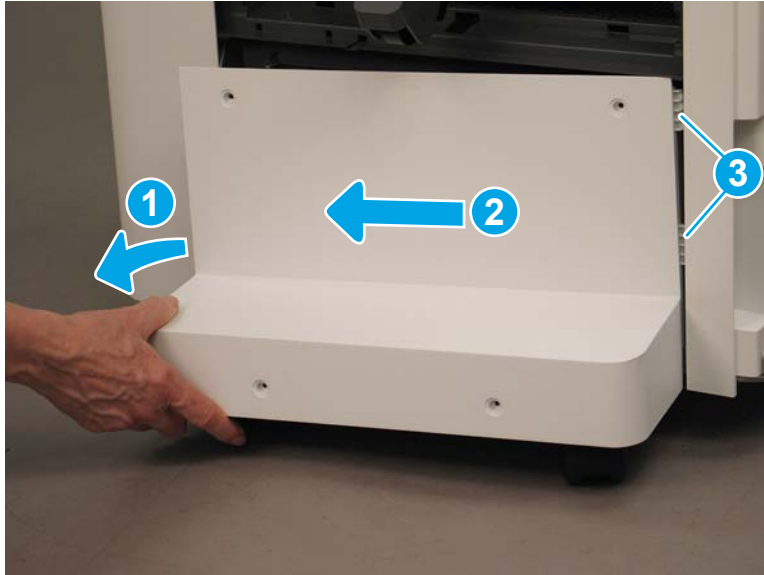


2. Rotate the left edge of the cover away from the finisher (callout 1), and then slide the cover to the left (callout 2) to remove it.

 **Reinstallation tip:** Make sure that two tabs (callout 3) are positioned under the front lower cover when reinstalling the caster cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-104 Remove the caster cover

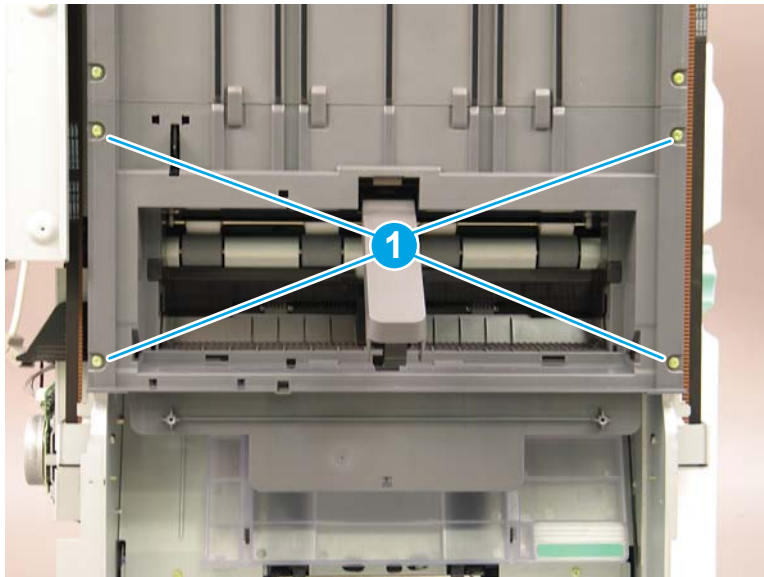


Step 8: Remove the lower shield assembly (finisher)

1. Remove four screws (callout 1).

 **NOTE:** Raise the lower output tray as needed to access the screws.

Figure 5-105 Remove four screws

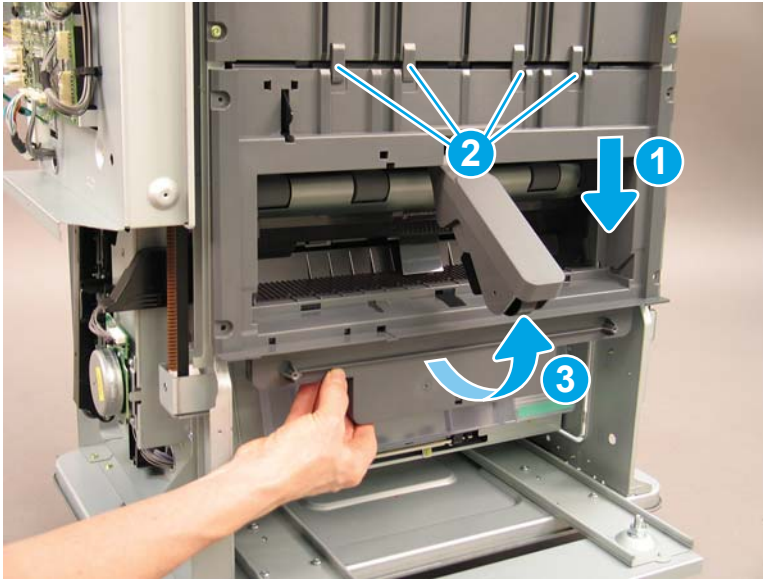


2. Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

⚠ CAUTION: The shield is still attached to the finisher. Do not attempt to completely remove the shield.

💡 Reinstallation tip: Position the shield under the four tabs (callout 2) when reinstalling it.

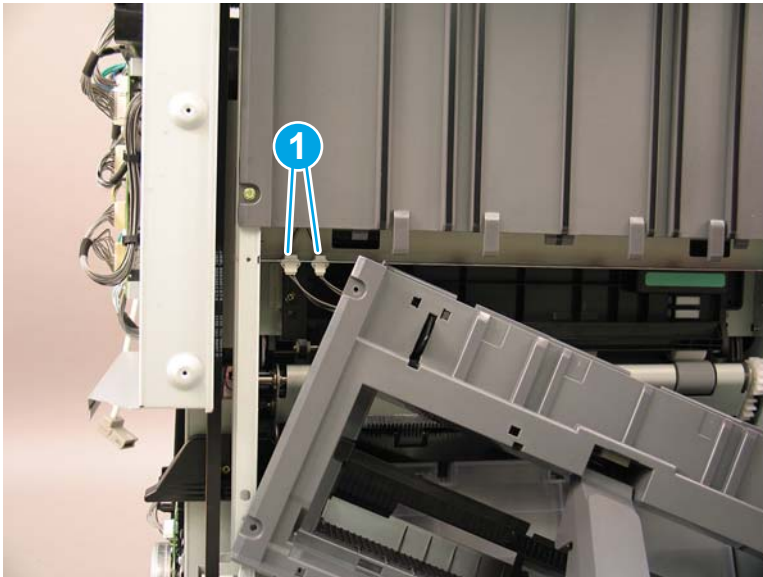
Figure 5-106 Release the lower shield



3. Disconnect two connectors (callout 1), and then remove the shield.

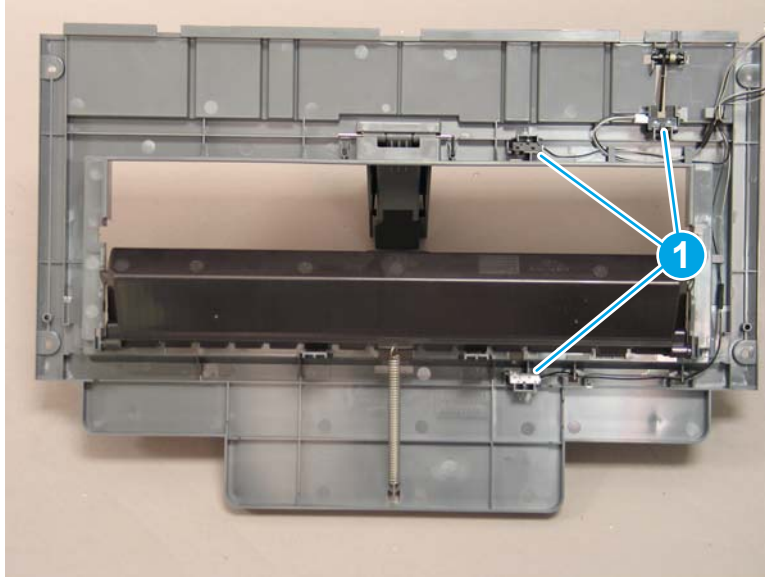
💡 Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-107 Disconnect two connectors



4. If you are replacing the lower shield assembly, locate three sensors (callout 1) on the back of the lower shield. Remove these sensors and transfer them to the replacement part.

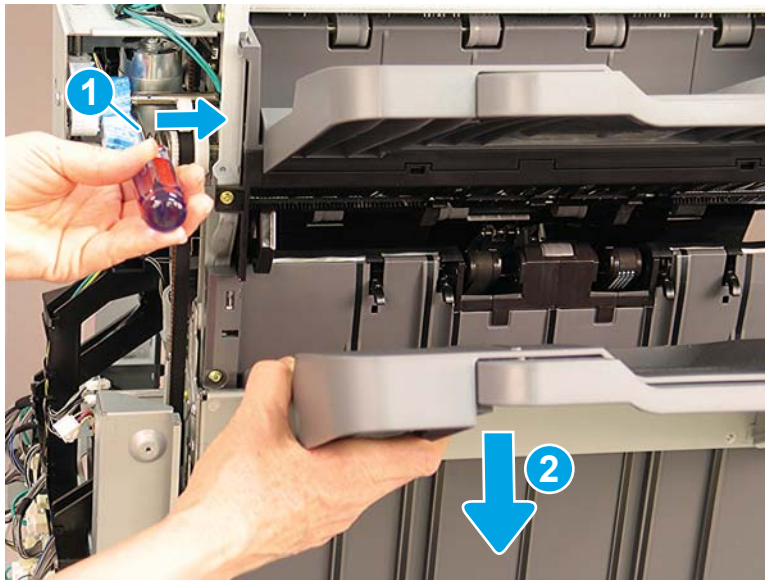
Figure 5-108 Locate sensors



Step 9: Remove the upper shield assembly (finisher)

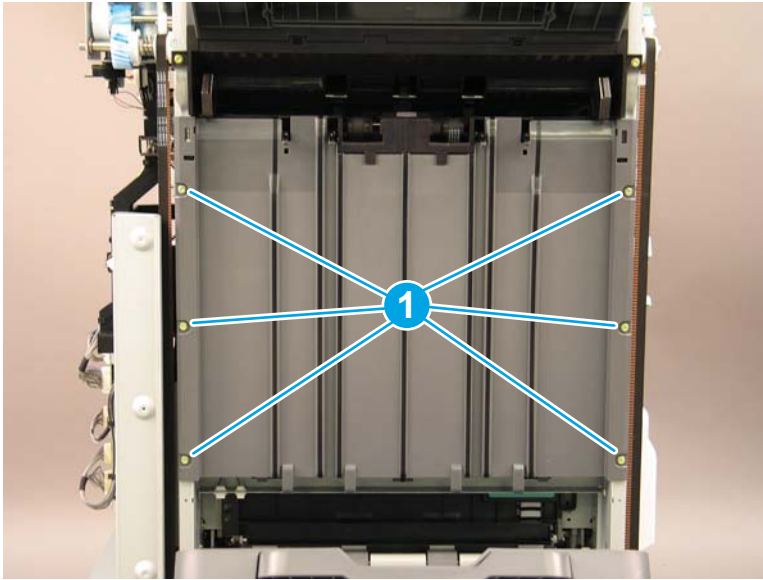
1. Bring the lower output tray down by positioning the shaft of a screwdriver on the clutch (callout 1) and gently pressing to the right to release the clutch. Hold the clutch in the released position and lower the tray (callout 2) to the lowest position.

Figure 5-109 Lower the output tray



2. Remove six machine screws (callout 1).

Figure 5-110 Remove six screws

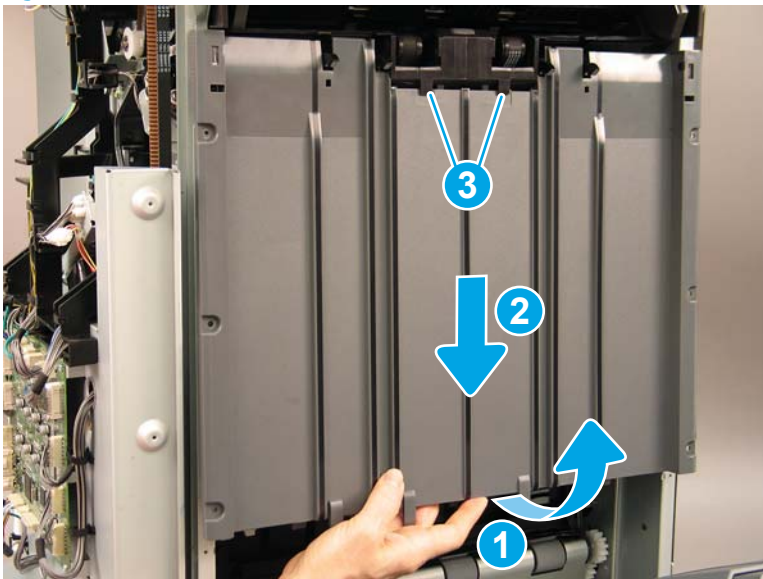


3. Rotate the lower edge of the shield away from the finisher (callout 1), and then slide the shield down (callout 2) to release it from two tabs (callout 3).

CAUTION: The shield is still attached to the finisher. Do not attempt to completely remove the shield.

Reinstallation tip: Position the shield under the two tabs (callout 3) when reinstalling it.

Figure 5-111 Release the shield



4. Disconnect one connector (callout 1), and then remove the upper shield assembly.


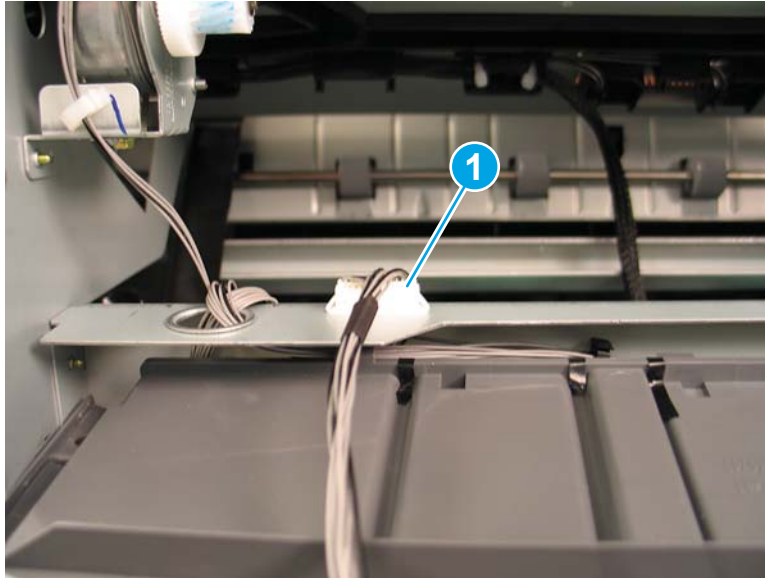
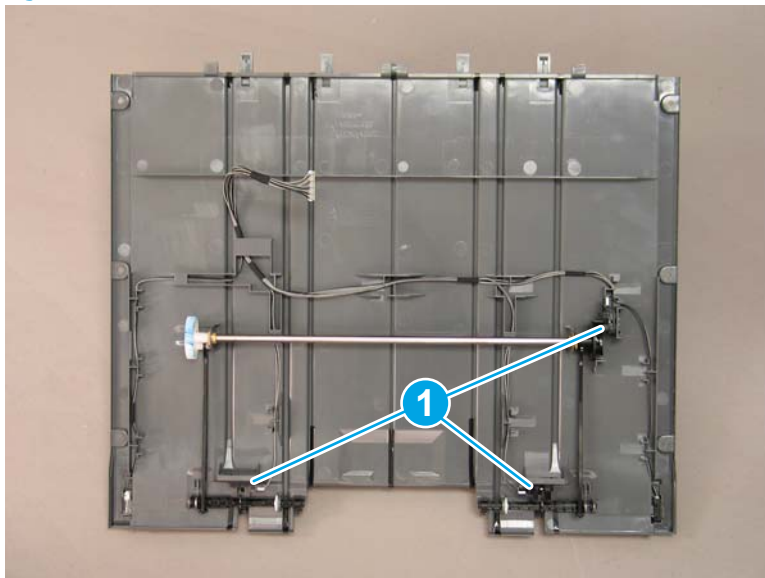
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-112 Disconnect one connector



5. If you are replacing the upper shield assembly, locate three sensors (callout 1) on the back of the upper shield. Remove these sensors and transfer them to the replacement part.

Figure 5-113 Locate sensors





Step 10: 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.

Controller PCA

- [Introduction](#)
- [Step 1: Remove the right top cover \(finisher\)](#)
- [Step 2: Remove the top cover \(finisher\)](#)
- [Step 3: Remove the rear cover \(finisher\)](#)
- [Step 4: Remove the controller PCA](#)
- [Step 5: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the controller PCA on the finisher.



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 power off. A shutting-down message appears on the control-panel display.
- ⚠ **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC92-02790B

To order the part, go to www.hp.com/buy/parts.

- Controller PCA (finisher)

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

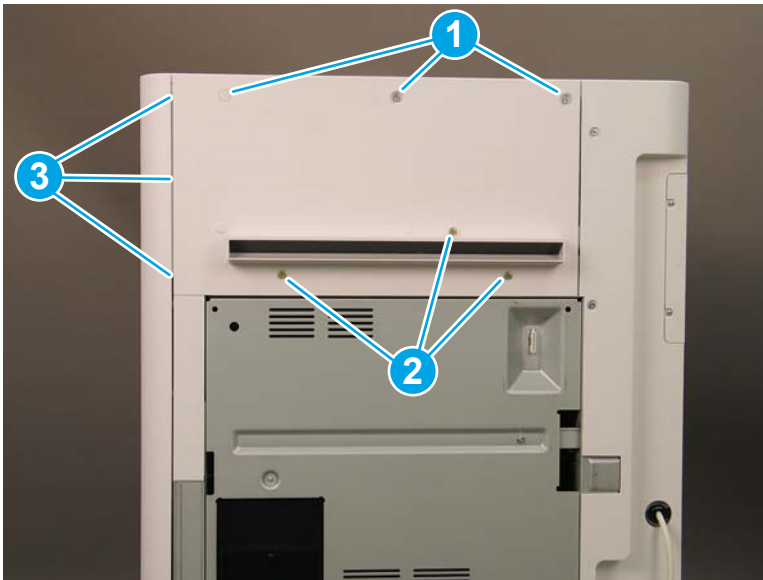
Step 1: Remove the right top cover (finisher)

- ▲ Remove one screw cap and three machine screws on the upper edge of the cover (callout 1). Remove three sheet metal screws (callout 2) on the lower portion of the cover. Rotate the right edge of the cover away from the finisher, and then slide the cover right to release three tabs (callout 3).

💡 **Reinstallation tip:** The lower screws are shorter in length than the upper screws.

Reinstallation tip: Reverse the removal steps to install the assembly.

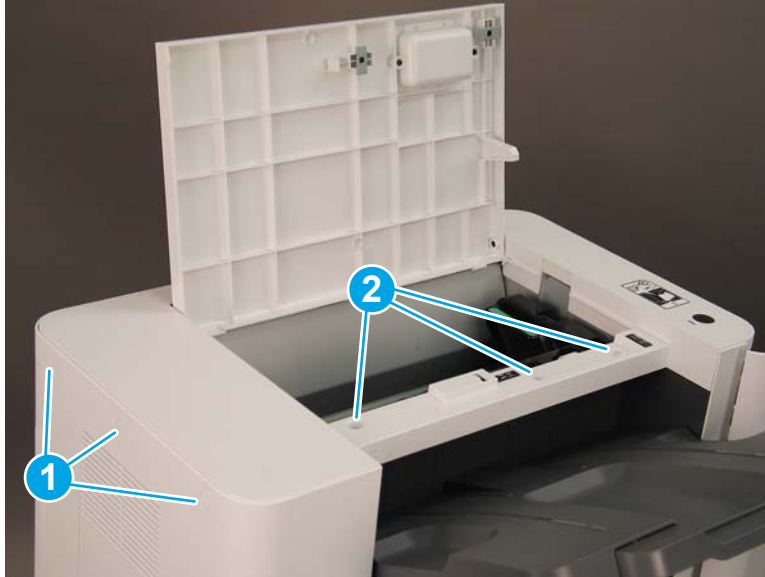
Figure 5-114 Remove six screws and the right top cover



Step 2: Remove the top cover (finisher)

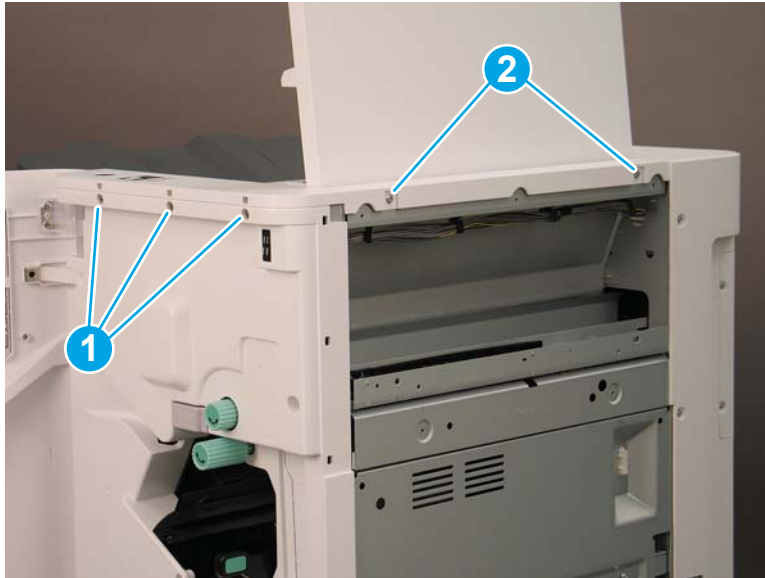
1. Remove three screw caps and three self-tapping screws at the top of the rear cover (callout 1), and then remove three machine screws (callout 2) on top of the cover.

Figure 5-115 Remove six screws



2. Remove three self-tapping screws at the top of the front cover (callout 1), and then remove two machine screws (callout 2) at the top of the right side.

Figure 5-116 Remove six screws



3. Lift the cover up slightly. Disconnect one in-line connector (callout 1), and then release one retainer (callout 2).


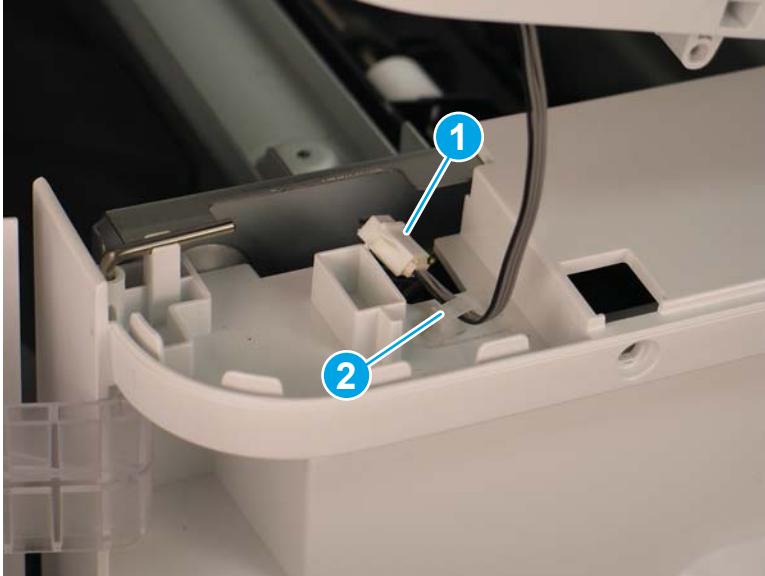

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-117 Disconnect one connector and release retainer

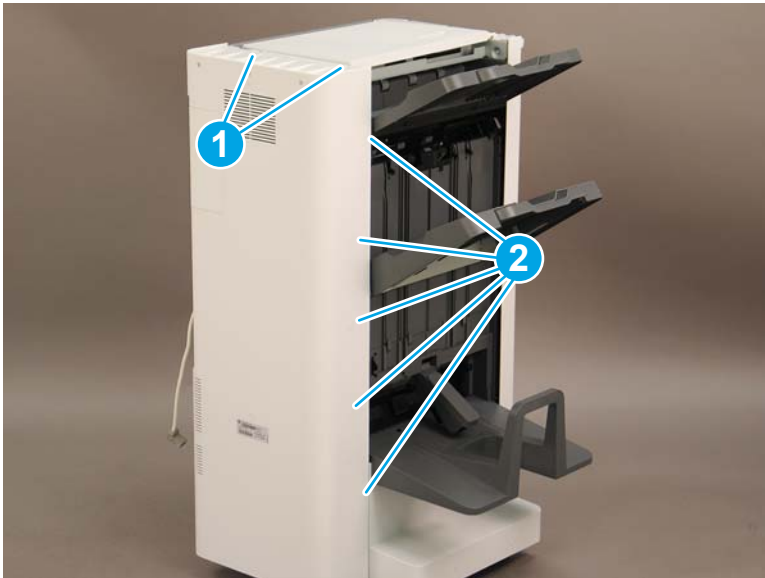


 **Reinstallation tip:** Reverse the removal steps to install the assembly.


Step 3: Remove the rear cover (finisher)

1. Remove two self-tapping screws (callout 1) on the top of the rear cover, and then remove five screw caps and five machine screws (callout 2) on the left side of the cover.

Figure 5-118 Remove seven screws



2. Remove one screw cap and four machine screws (callout 1) Remove the rear cover.

 **NOTE:** Make sure to thread the power cable (callout 2) through the opening in the cover.


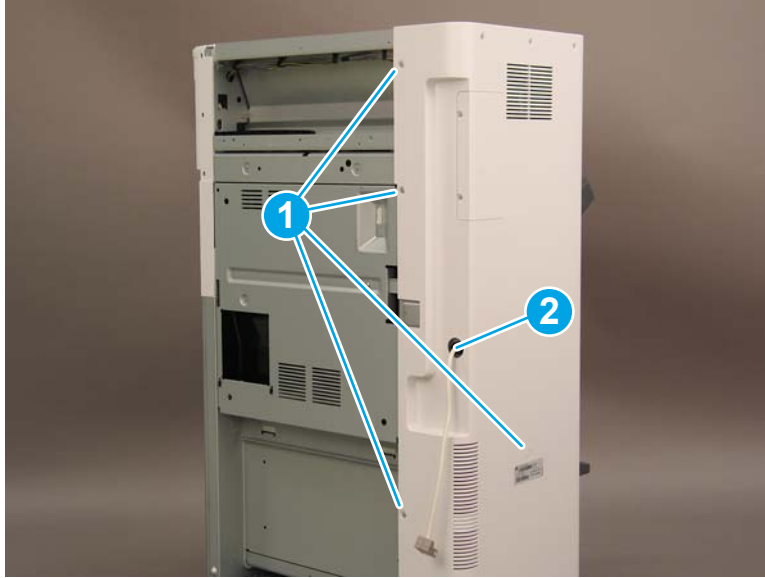

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-119 Remove four screws and the rear cover



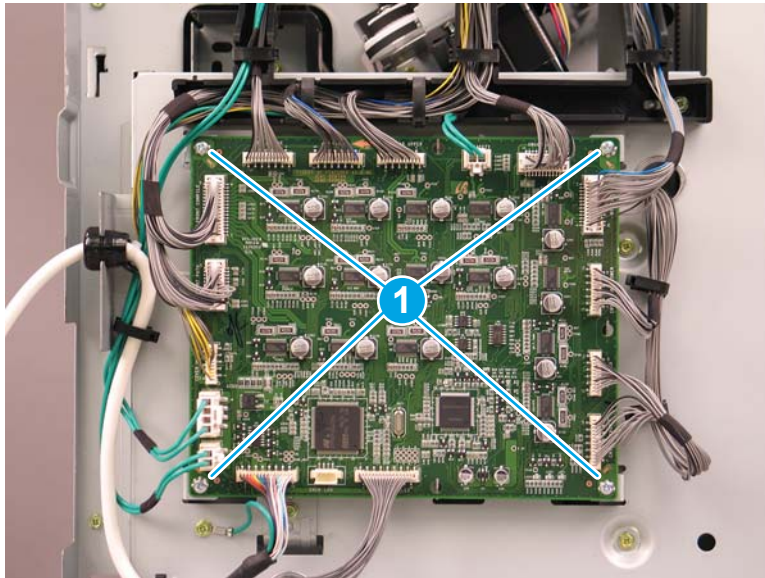
Step 4: Remove the controller PCA

- ▲ Disconnect all of the connectors, remove four screws (callout 1), and then remove the controller PCA.

 **Reinstallation tip:** Refer to the figure below for correct positioning and connection of the cables.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-120 Remove the controller PCA



Step 5: 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.

Stapler unit

- [Introduction](#)
- [Step 1: Remove the right top cover \(finisher\)](#)
- [Step 2: Remove the top cover \(finisher\)](#)
- [Step 3: Remove the front door \(finisher\)](#)
- [Step 4: Remove the front cover \(finisher\)](#)
- [Step 5: Remove the rear cover \(finisher\)](#)
- [Step 6: Remove the staple unit](#)
- [Step 7: Unpack the replacement assembly](#)


Introduction

This document provides the procedures to remove and replace the staple unit on the finisher.



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 power off. A shutting-down message appears on the control-panel display.
-
-  **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
-
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
 - Release the finisher from the printer by pulling out on the release latch inside the finisher door.
 - Disconnect the cable from the bridge unit to the finisher.
 - Disconnect the cable from the finisher to the printer.

JC90-01412A

To order the part, go to www.hp.com/buy/parts.

- Finisher Sub - Staple Unit

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.

- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

Staple a document and verify that the stapler functions correctly.

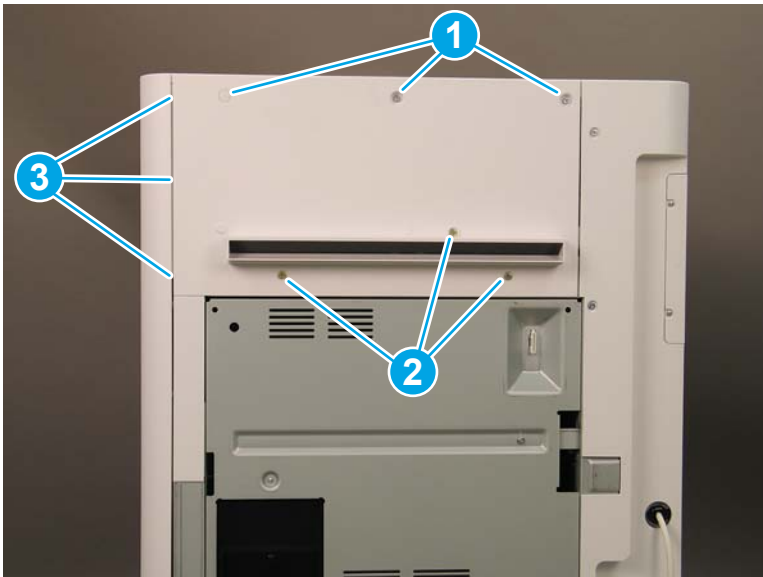
Step 1: Remove the right top cover (finisher)

- ▲ Remove one screw cap and three machine screws on the upper edge of the cover (callout 1). Remove three sheet metal screws (callout 2) on the lower portion of the cover. Rotate the right edge of the cover away from the finisher, and then slide the cover right to release three tabs (callout 3).

💡 **Reinstallation tip:** The lower screws are shorter in length than the upper screws.

Reinstallation tip: Reverse the removal steps to install the assembly.

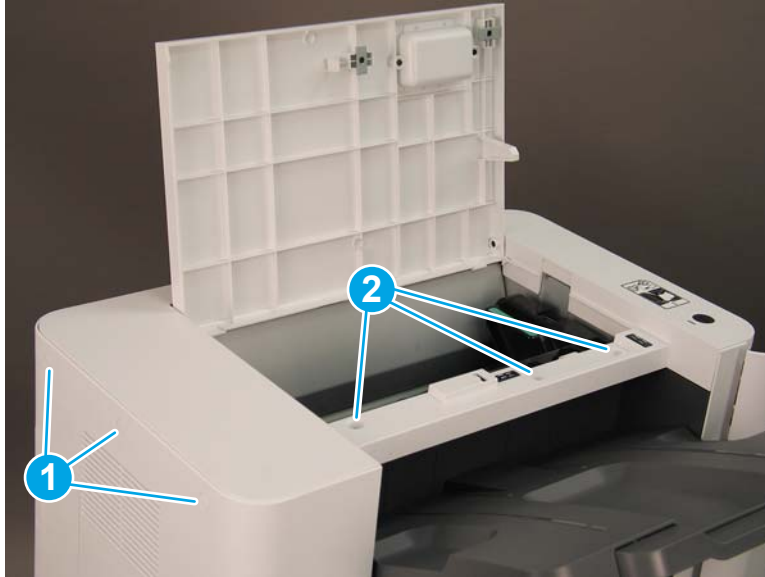
Figure 5-121 Remove six screws and the right top cover



Step 2: Remove the top cover (finisher)

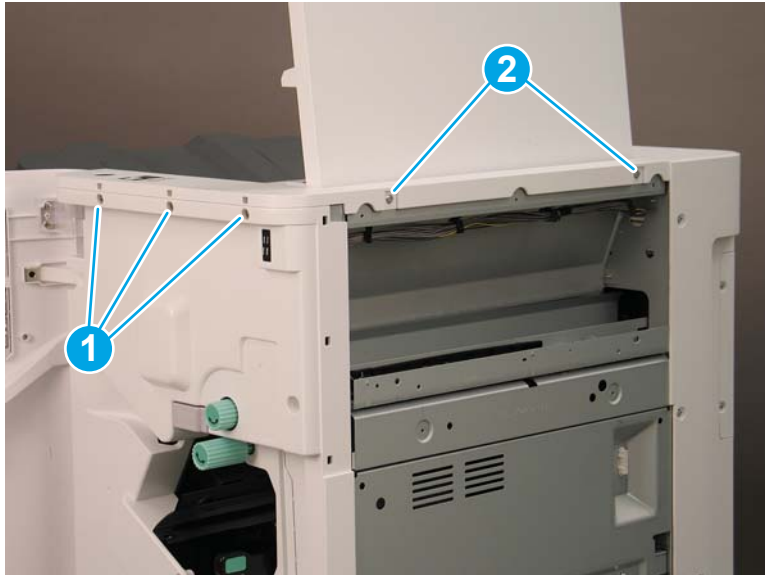
1. Remove three screw caps and three self-tapping screws at the top of the rear cover (callout 1), and then remove three machine screws (callout 2) on top of the cover.

Figure 5-122 Remove six screws



2. Remove three self-tapping screws at the top of the front cover (callout 1), and then remove two machine screws (callout 2) at the top of the right side.

Figure 5-123 Remove six screws



3. Lift the cover up slightly. Disconnect one in-line connector (callout 1), and then release one retainer (callout 2).


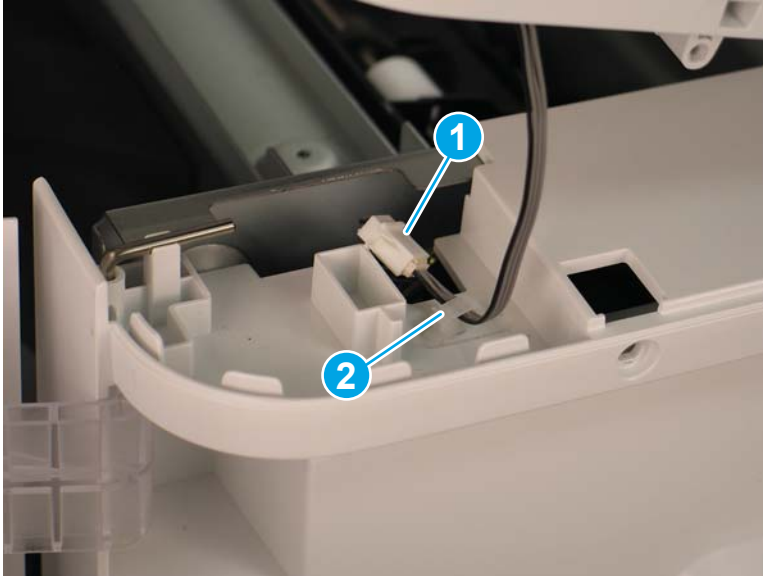
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-124 Disconnect one connector and release retainer

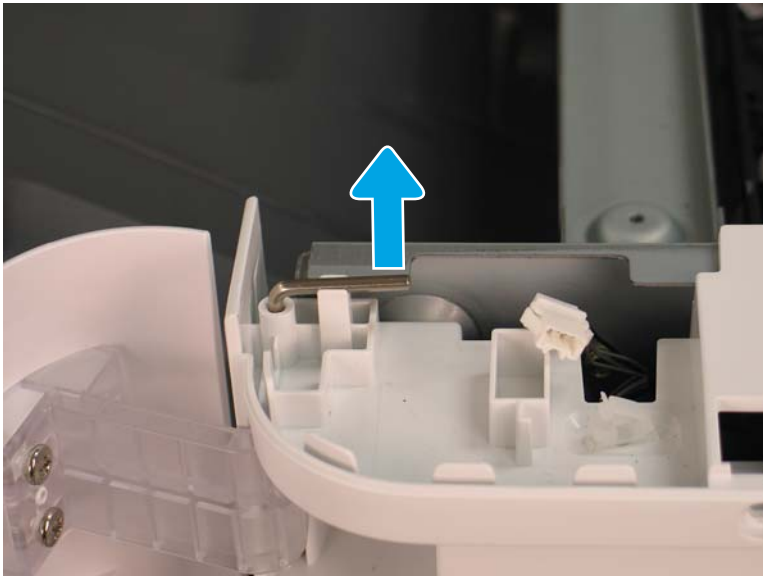


 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Step 3: Remove the front door (finisher)

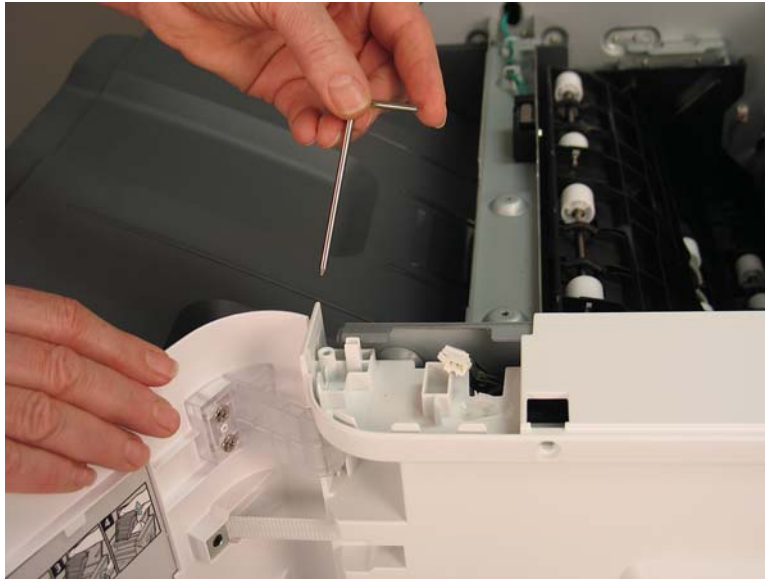
1. Lift the top hinge pin up to release it from the retainer.

Figure 5-125 Lift the top hinge pin



2. Pull the top hinge pin up to remove it.

Figure 5-126 Remove the top hinge pin



3. Use a small, flat-blade screwdriver to release the lower hinge pin from the retainer, and then rotate it away from the finisher.

Figure 5-127 Release the lower hinge pin



4. Support the door with one hand, and then pull the lower hinge pin straight up to remove it.

Figure 5-128 Remove the lower hinge pin



5. Support the door with one hand, and then remove one screw (callout 1) to release the strap. Remove the front door


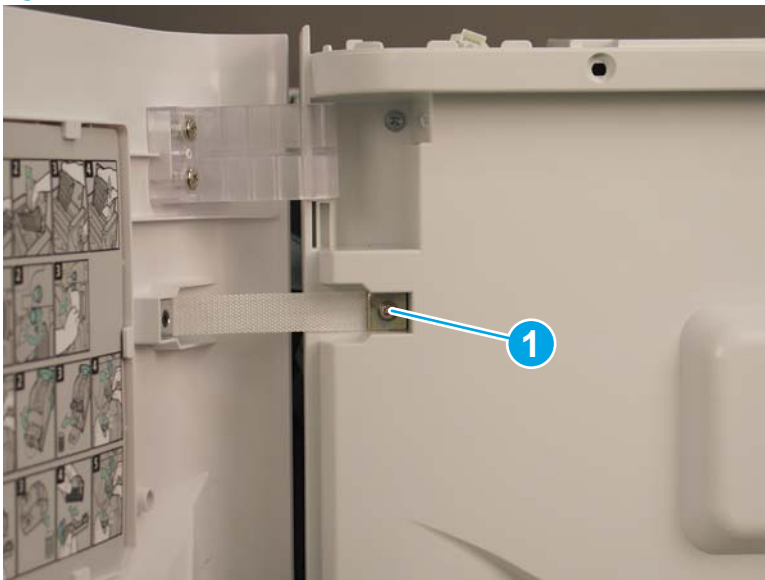
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

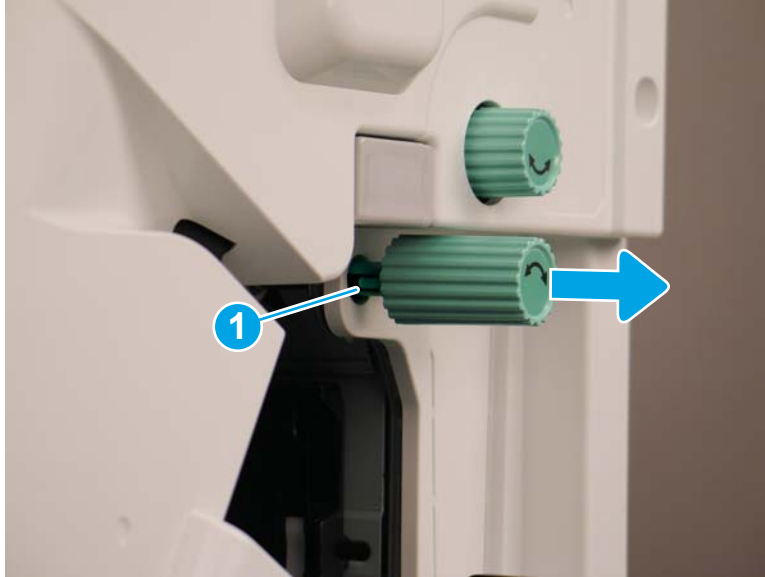
Figure 5-129 Remove one screw and the front door



Step 4: Remove the front cover (finisher)

1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-130 Remove the jam-access knob



2. If the punch unit is installed, remove the punch waste bin (callout 1).
3. Remove one screw (callout 1) on top of the front cover.

Figure 5-131 Remove one screw



4. Remove five machine screws (callout 1), and then remove the front cover.


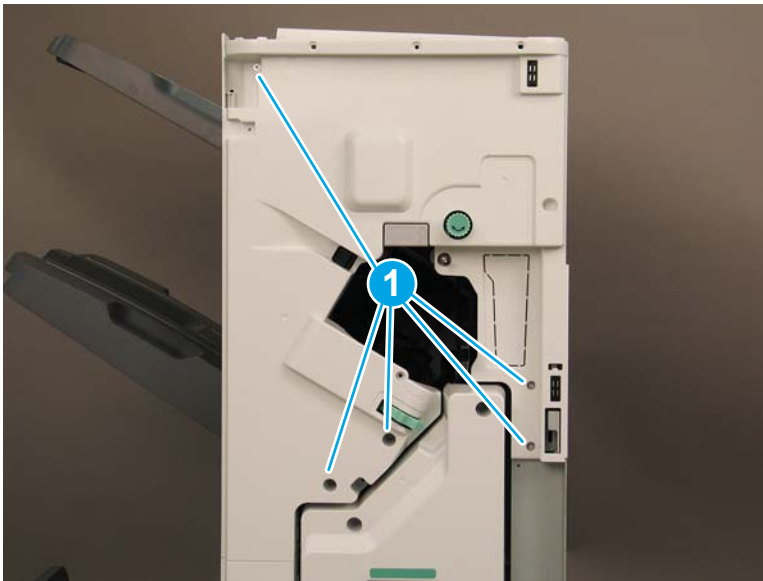
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

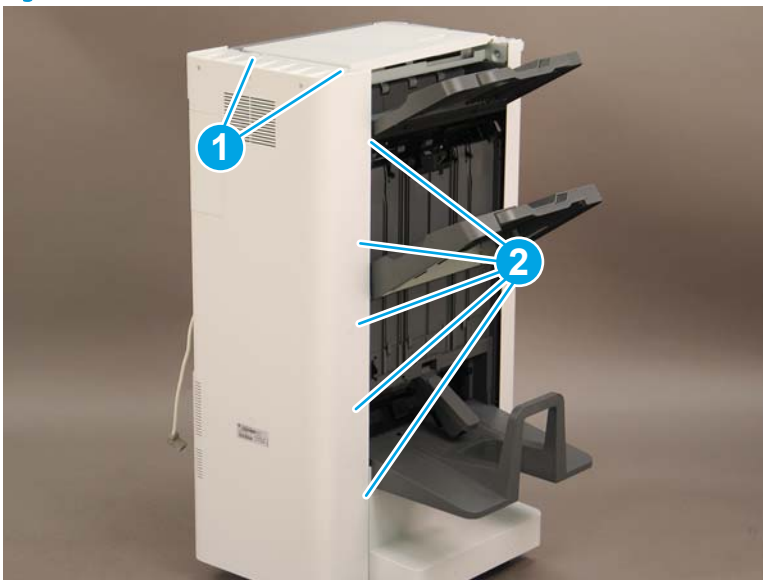
Figure 5-132 Remove five screws and the front cover




Step 5: Remove the rear cover (finisher)

1. Remove two self-tapping screws (callout 1) on the top of the rear cover, and then remove five screw caps and five machine screws (callout 2) on the left side of the cover.

Figure 5-133 Remove seven screws



2. Remove one screw cap and four machine screws (callout 1) Remove the rear cover.

 **NOTE:** Make sure to thread the power cable (callout 2) through the opening in the cover.


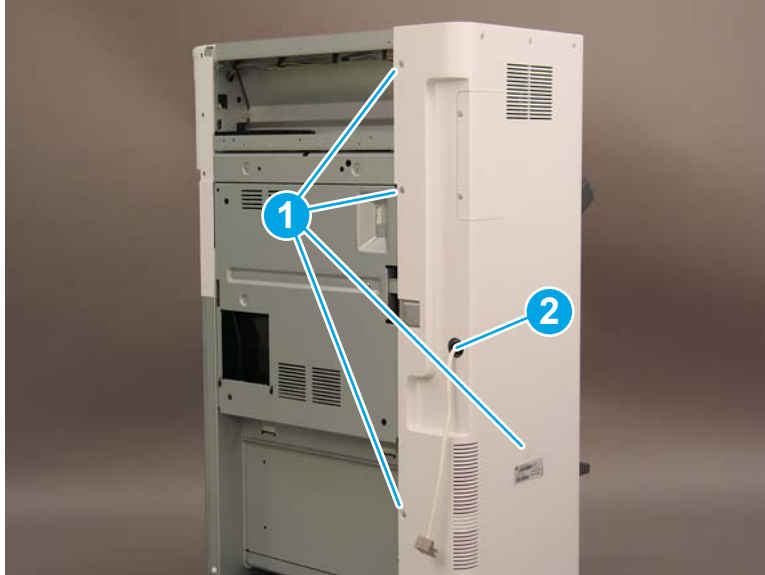
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

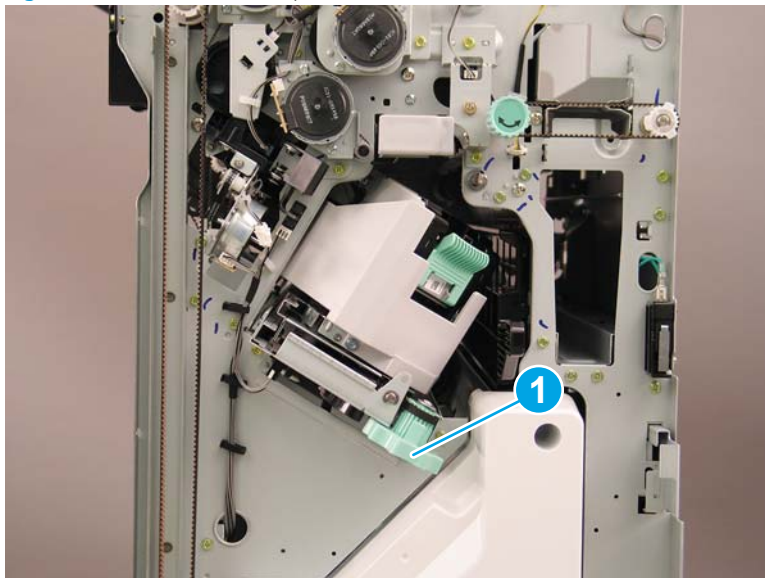
Figure 5-134 Remove four screws and the rear cover



Step 6: Remove the staple unit

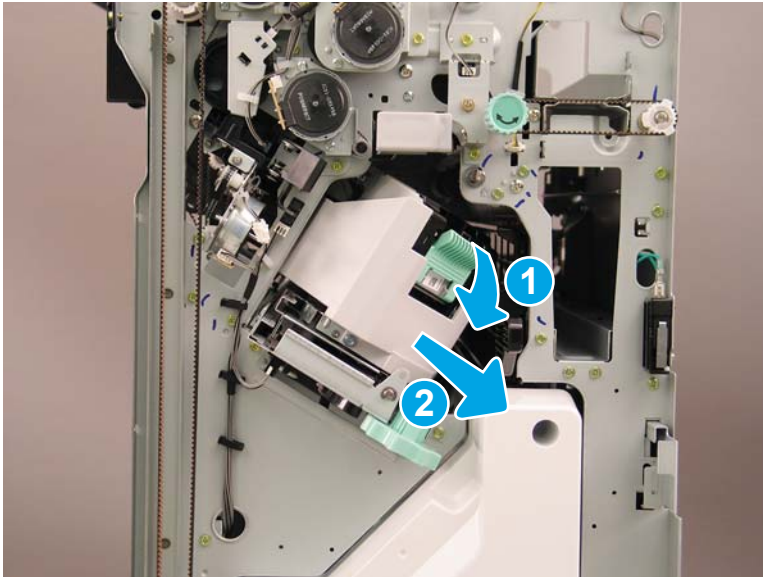
1. Rotate the green wheel to move the staple unit to the front until it stops.

Figure 5-135 Move the staple unit to the front



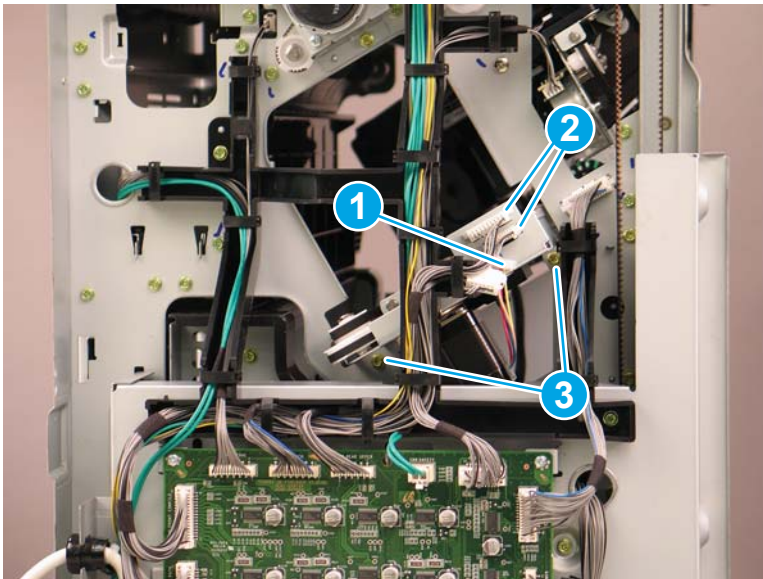
2. Lower the green latch (callout 1), and then slide the staple cartridge away from the finisher to remove it (callout 2).

Figure 5-136 Remove the staple cartridge



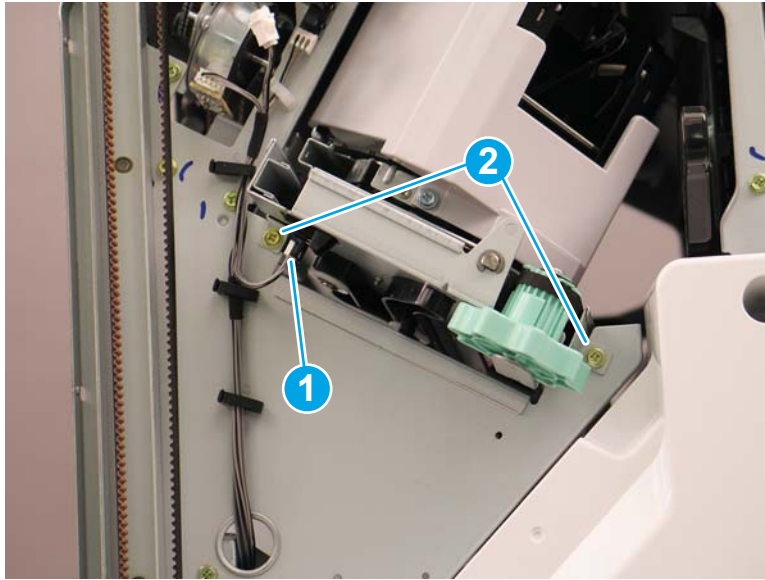
3. At the back of the finisher, release one retainer (callout 1), disconnect two connectors (callout 2), and then remove two screws (callout 3).

Figure 5-137 Disconnect three connectors and remove two screws



4. At the front of the finisher, disconnect one connector (callout 1), and then remove two screws (callout 2).

Figure 5-138 Disconnect one connector and remove two screws



5. Lift up, and then slide the staple unit to the front of the finisher to remove it.


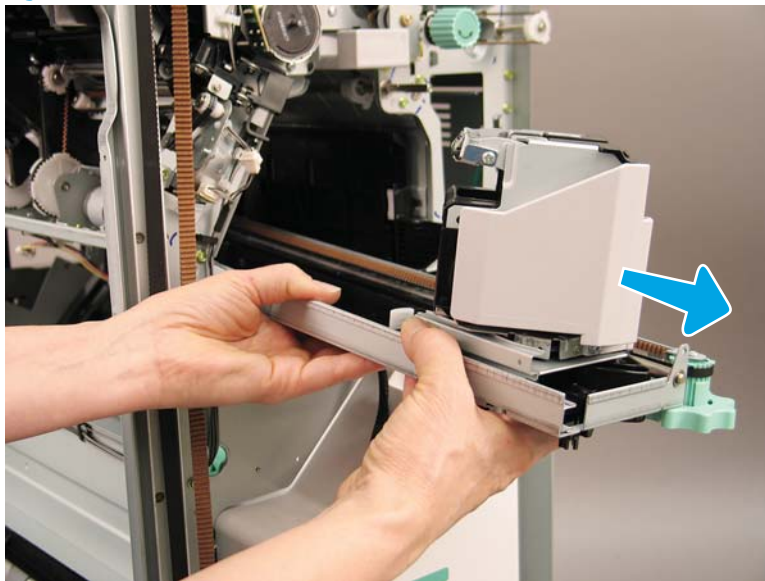

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-139 Remove the staple unit





Step 7: 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.

Dummy feed guide

- [Introduction](#)
- [Step 1: Remove the right top cover \(finisher\)](#)
- [Step 2: Remove the top cover \(finisher\)](#)
- [Step 3: Remove the rear cover \(finisher\)](#)
- [Step 4: Remove the dummy feed guide \(finisher\)](#)
- [Step 5: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the dummy feed guide on the finisher.



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 power off. A shutting-down message appears on the control-panel display.
- ⚠ **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC93-01161A

To order the part, go to www.hp.com/buy/parts.

- Assy-Guide Dummy-Feed

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

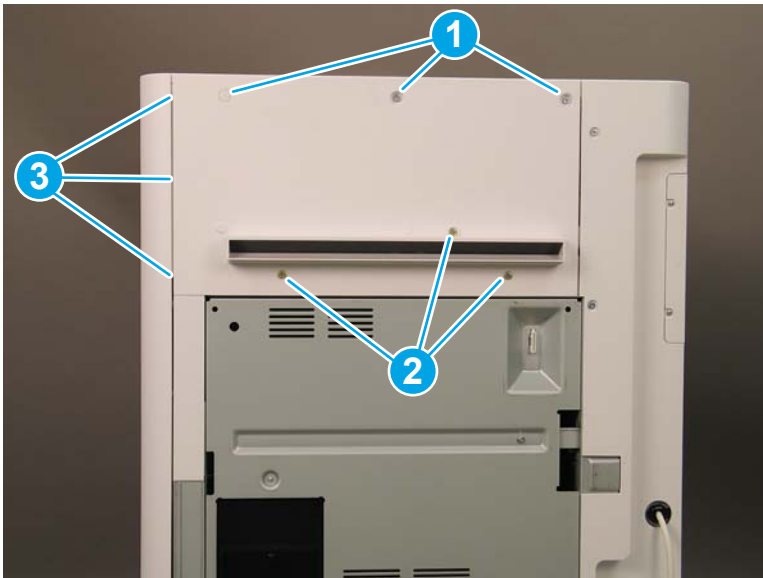
Step 1: Remove the right top cover (finisher)

- ▲ Remove one screw cap and three machine screws on the upper edge of the cover (callout 1). Remove three sheet metal screws (callout 2) on the lower portion of the cover. Rotate the right edge of the cover away from the finisher, and then slide the cover right to release three tabs (callout 3).

💡 **Reinstallation tip:** The lower screws are shorter in length than the upper screws.

Reinstallation tip: Reverse the removal steps to install the assembly.

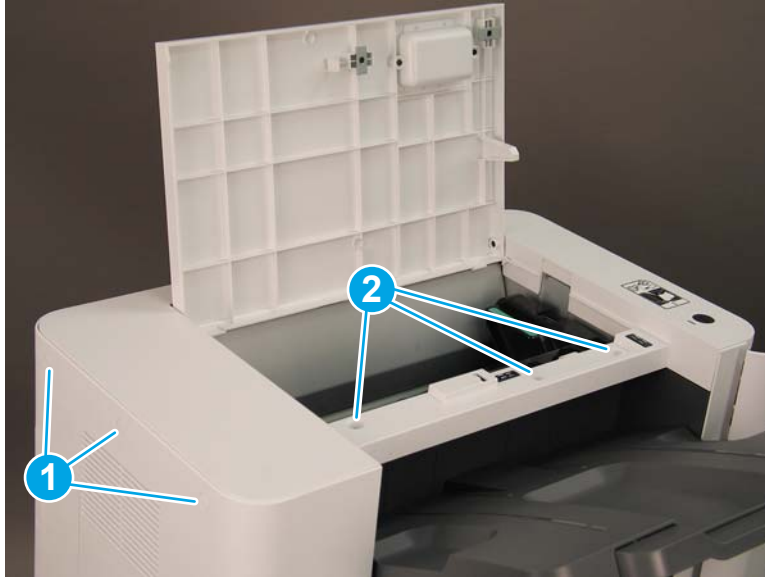
Figure 5-140 Remove six screws and the right top cover



Step 2: Remove the top cover (finisher)

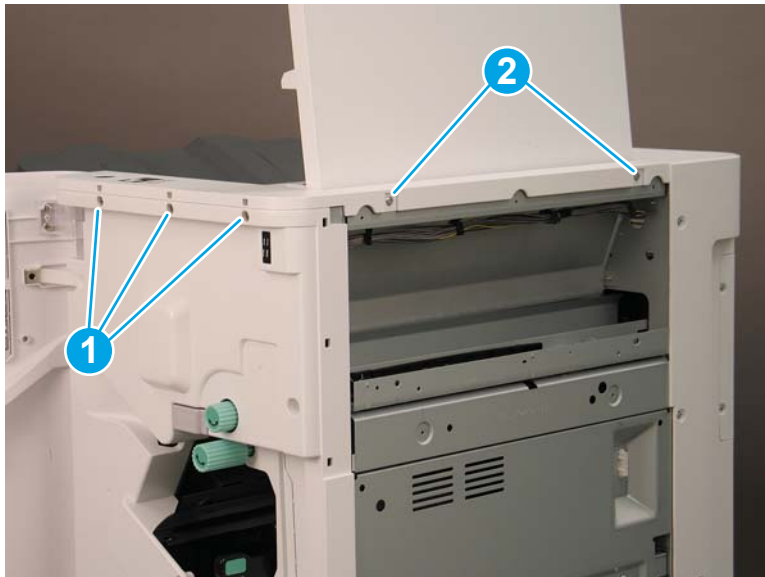
1. Remove three screw caps and three self-tapping screws at the top of the rear cover (callout 1), and then remove three machine screws (callout 2) on top of the cover.

Figure 5-141 Remove six screws



2. Remove three self-tapping screws at the top of the front cover (callout 1), and then remove two machine screws (callout 2) at the top of the right side.

Figure 5-142 Remove six screws



3. Lift the cover up slightly. Disconnect one in-line connector (callout 1), and then release one retainer (callout 2).


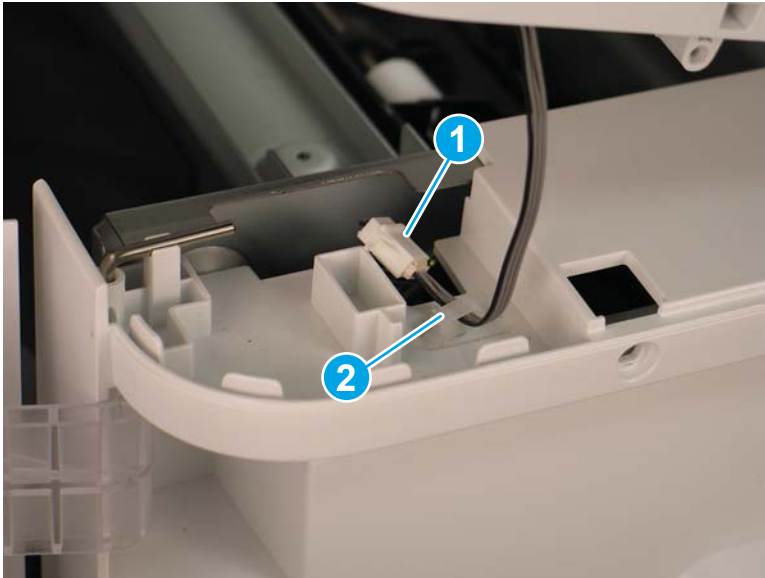
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-143 Disconnect one connector and release retainer

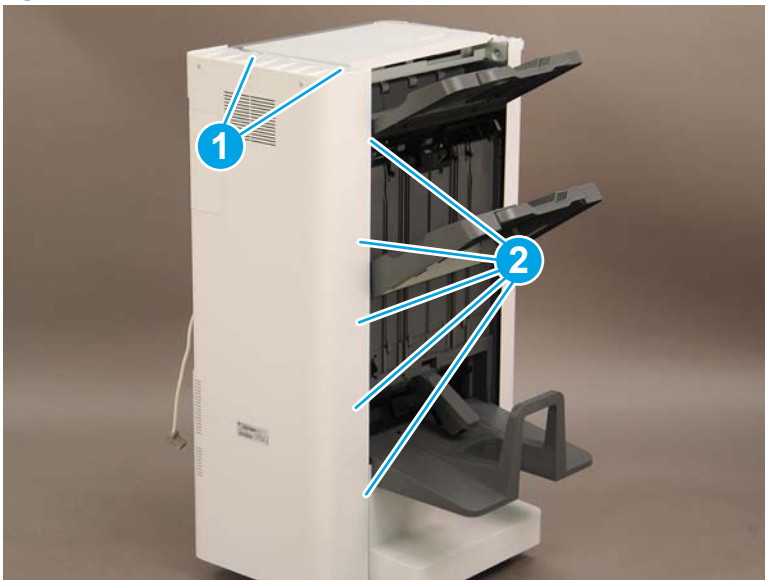


 **Reinstallation tip:** Reverse the removal steps to install the assembly.


Step 3: Remove the rear cover (finisher)

1. Remove two self-tapping screws (callout 1) on the top of the rear cover, and then remove five screw caps and five machine screws (callout 2) on the left side of the cover.

Figure 5-144 Remove seven screws



2. Remove one screw cap and four machine screws (callout 1) Remove the rear cover.

 **NOTE:** Make sure to thread the power cable (callout 2) through the opening in the cover.


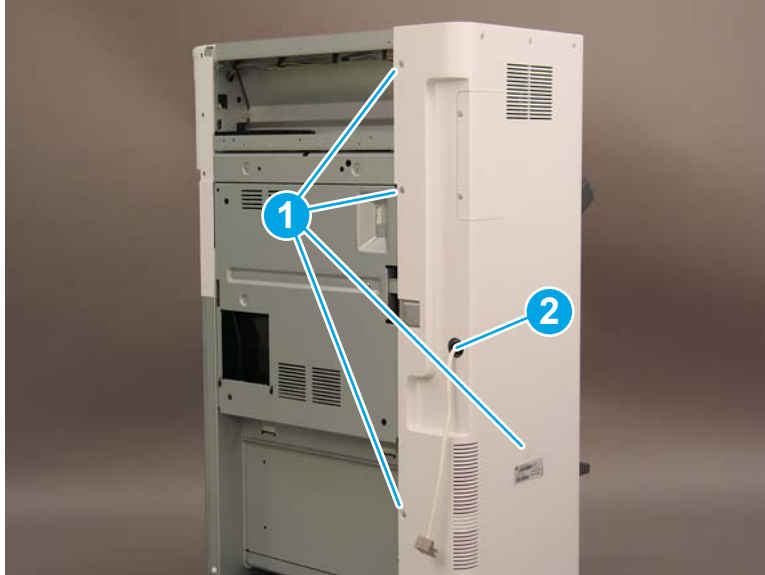
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-145 Remove four screws and the rear cover

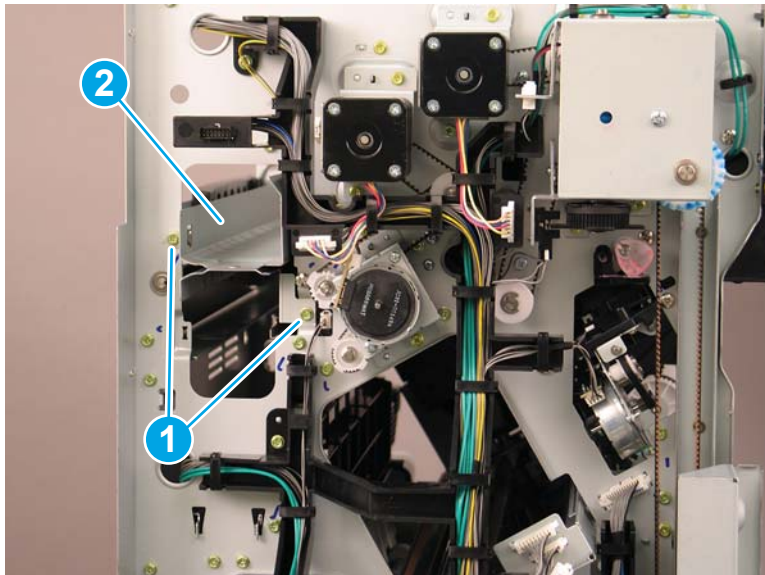


Step 4: Remove the dummy feed guide (finisher)

- ▲ At the rear of the finisher, remove two screws (callout 1), and then remove the dummy feed guide (callout 2).

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-146 Remove two screws and the feed guide



Step 5: 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.

Top jam access cover

- [Introduction](#)
- [Step 1: Remove the right top cover \(finisher\)](#)
- [Step 2: Remove the top cover \(finisher\)](#)
- [Step 3: Remove the front door \(finisher\)](#)
- [Step 4: Remove the front cover \(finisher\)](#)
- [Step 5: Remove the rear cover \(finisher\)](#)
- [Step 6: Remove the feed exit motor](#)
- [Step 7: Remove the top jam access cover](#)
- [Step 8: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the top jam access cover for the finisher.



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 power off. A shutting-down message appears on the control-panel display.



WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC90-01455A

To order the part, go to www.hp.com/buy/parts.

- Finisher Sub - Top Jam

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.

- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

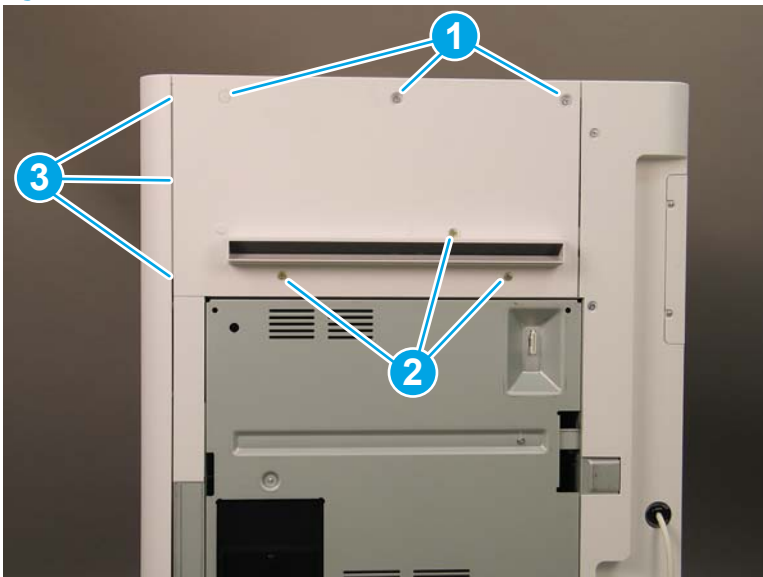
Step 1: Remove the right top cover (finisher)

- ▲ Remove one screw cap and three machine screws on the upper edge of the cover (callout 1). Remove three sheet metal screws (callout 2) on the lower portion of the cover. Rotate the right edge of the cover away from the finisher, and then slide the cover right to release three tabs (callout 3).

💡 **Reinstallation tip:** The lower screws are shorter in length than the upper screws.

Reinstallation tip: Reverse the removal steps to install the assembly.

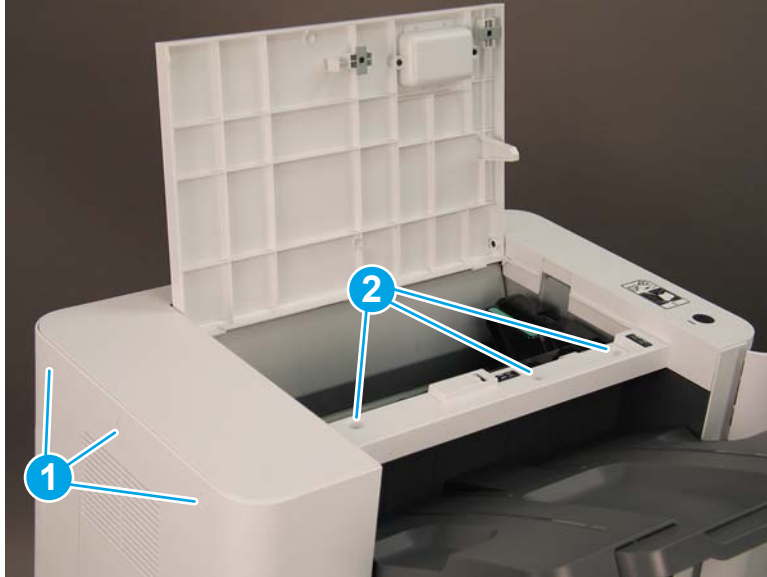
Figure 5-147 Remove six screws and the right top cover



Step 2: Remove the top cover (finisher)

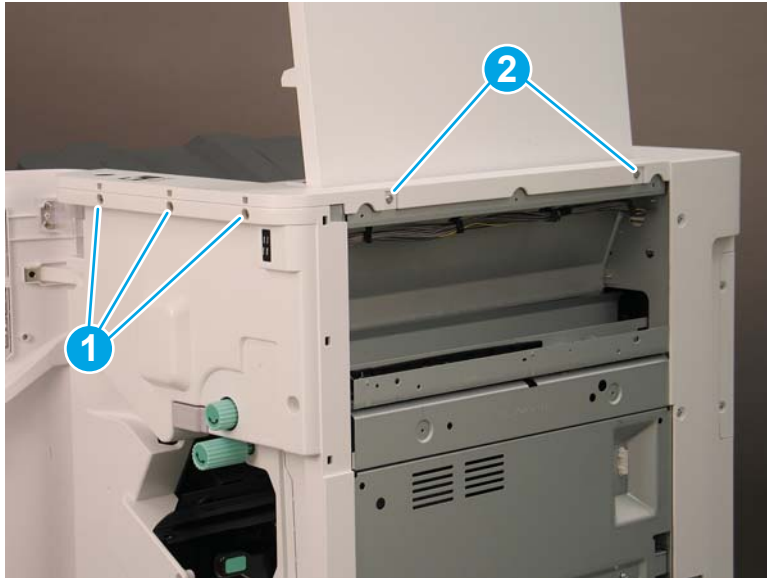
1. Remove three screw caps and three self-tapping screws at the top of the rear cover (callout 1), and then remove three machine screws (callout 2) on top of the cover.

Figure 5-148 Remove six screws



2. Remove three self-tapping screws at the top of the front cover (callout 1), and then remove two machine screws (callout 2) at the top of the right side.

Figure 5-149 Remove six screws



3. Lift the cover up slightly. Disconnect one in-line connector (callout 1), and then release one retainer (callout 2).


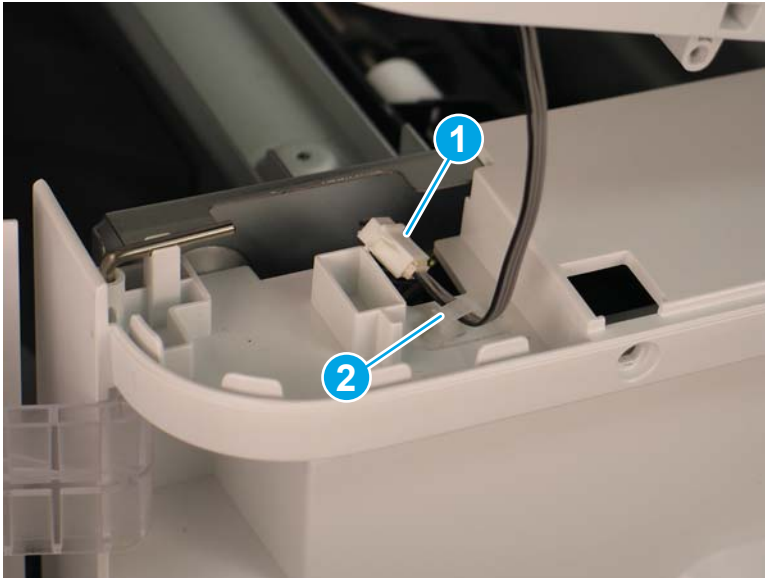

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-150 Disconnect one connector and release retainer

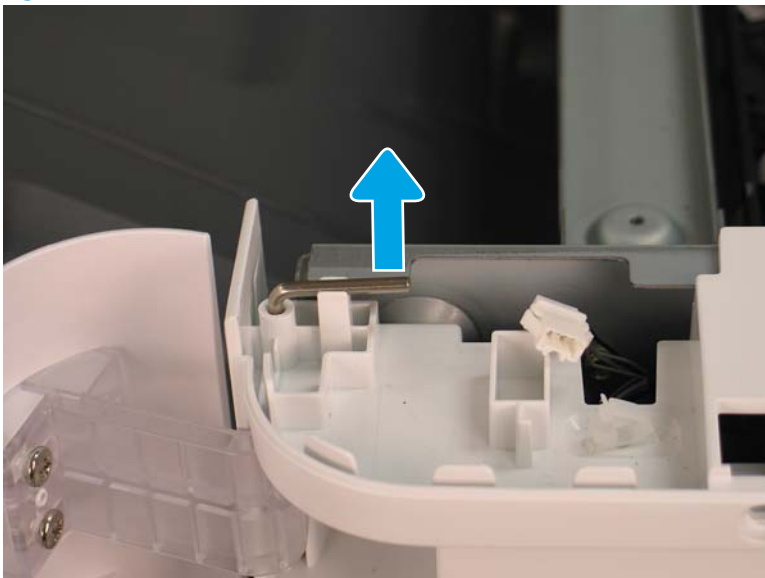


 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Step 3: Remove the front door (finisher)

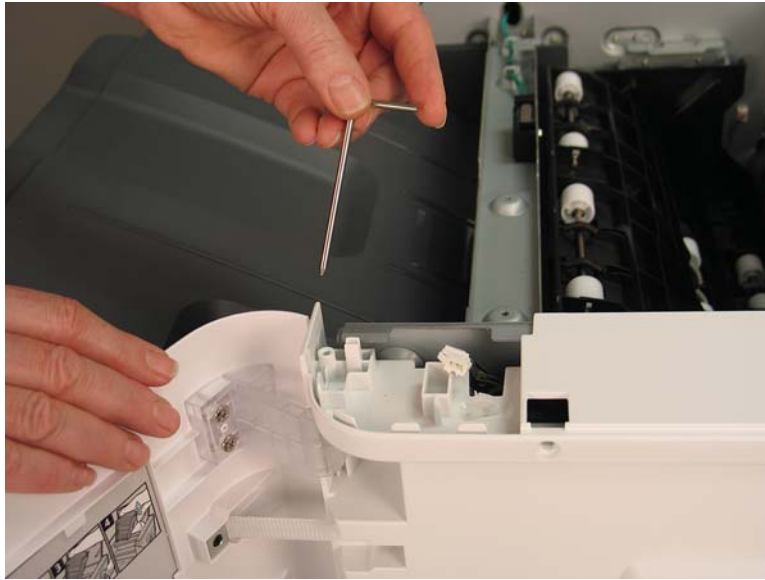
1. Lift the top hinge pin up to release it from the retainer.

Figure 5-151 Lift the top hinge pin



2. Pull the top hinge pin up to remove it.

Figure 5-152 Remove the top hinge pin



3. Use a small, flat-blade screwdriver to release the lower hinge pin from the retainer, and then rotate it away from the finisher.

Figure 5-153 Release the lower hinge pin



4. Support the door with one hand, and then pull the lower hinge pin straight up to remove it.

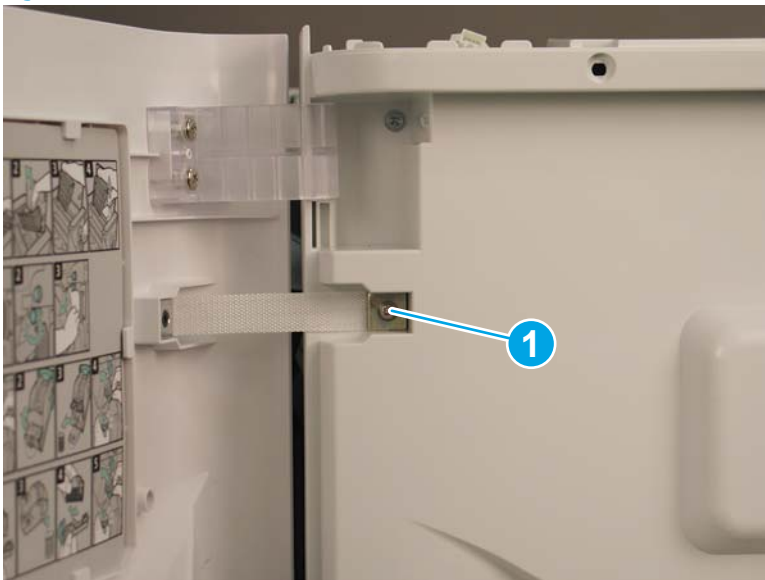
Figure 5-154 Remove the lower hinge pin



5. Support the door with one hand, and then remove one screw (callout 1) to release the strap. Remove the front door

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

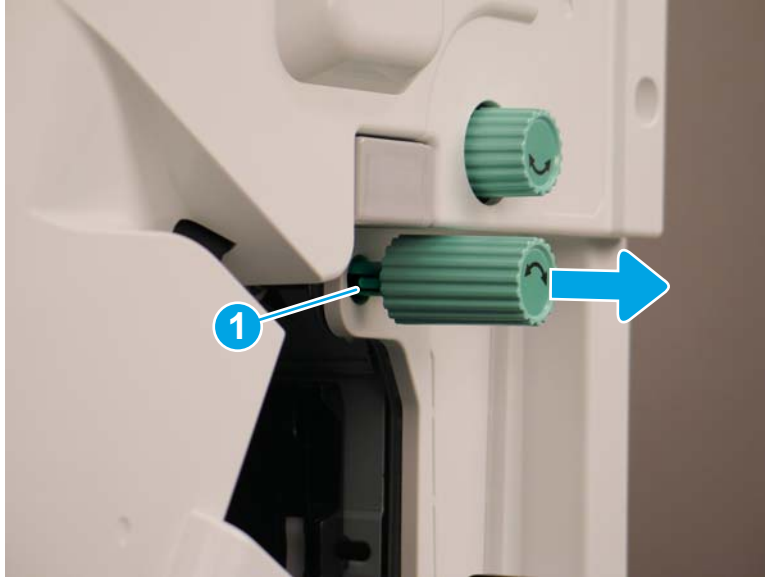
Figure 5-155 Remove one screw and the front door



Step 4: Remove the front cover (finisher)

1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-156 Remove the jam-access knob



2. If the punch unit is installed, remove the punch waste bin (callout 1).
3. Remove one screw (callout 1) on top of the front cover.

Figure 5-157 Remove one screw



4. Remove five machine screws (callout 1), and then remove the front cover.


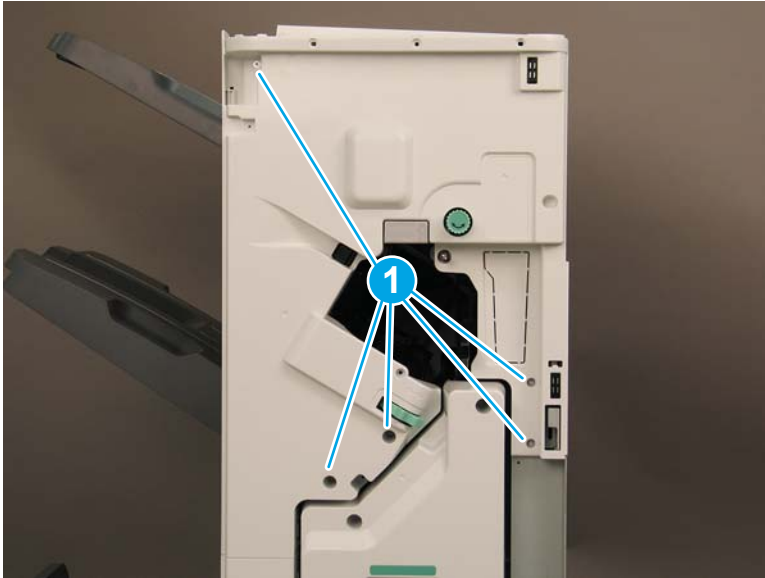
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

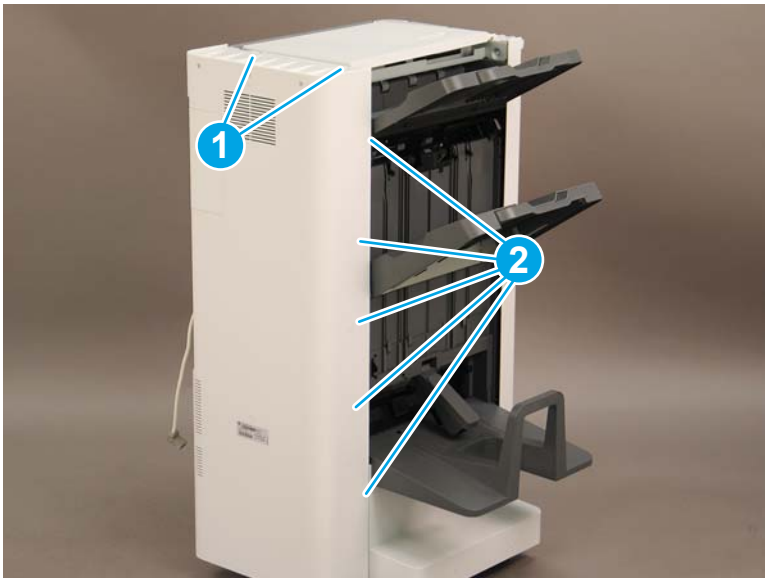
Figure 5-158 Remove five screws and the front cover



Step 5: Remove the rear cover (finisher)

1. Remove two self-tapping screws (callout 1) on the top of the rear cover, and then remove five screw caps and five machine screws (callout 2) on the left side of the cover.

Figure 5-159 Remove seven screws



2. Remove one screw cap and four machine screws (callout 1) Remove the rear cover.

 **NOTE:** Make sure to thread the power cable (callout 2) through the opening in the cover.


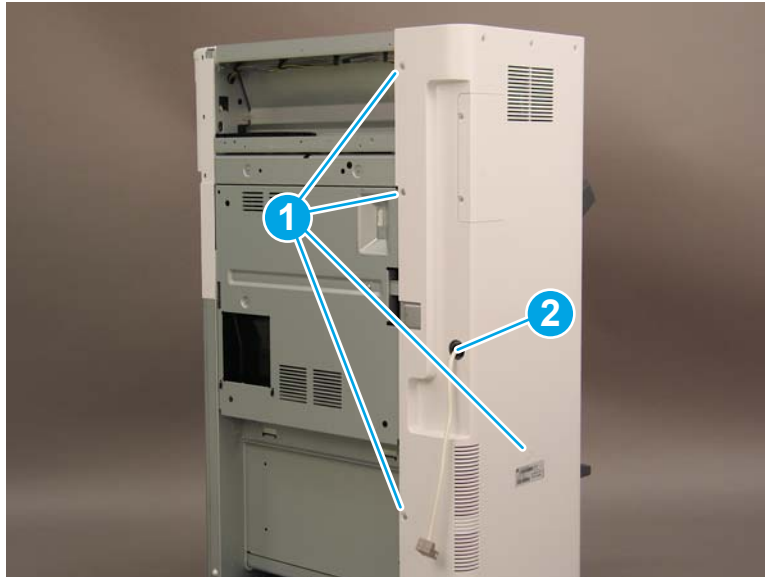
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-160 Remove four screws and the rear cover



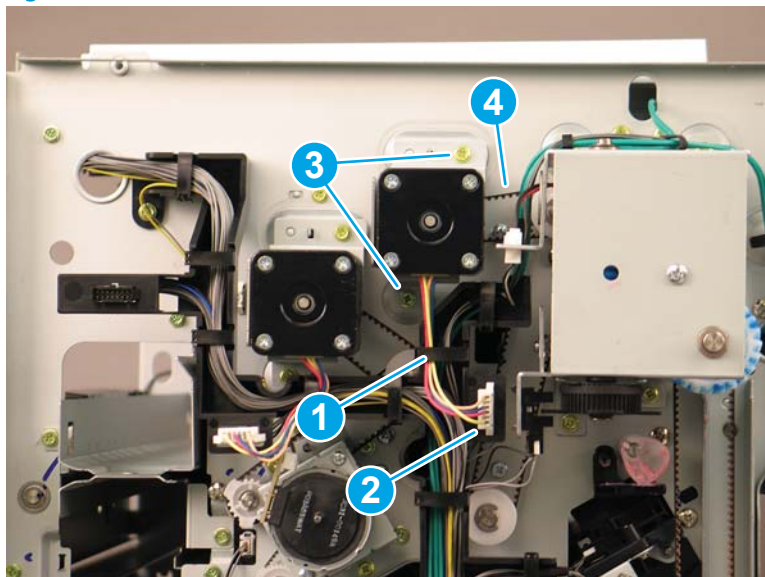
Step 6: Remove the feed exit motor

- ▲ Release one retainer (callout 1), and then disconnect one connector (callout 2). Remove two screws (callout 3), and then remove the feed exit motor.

 **Reinstallation tip:** Make sure that the belt (callout 4) is positioned on the gear behind the motor when reinstalling the motor.

Reinstallation tip: Reverse the removal steps to install the assembly.

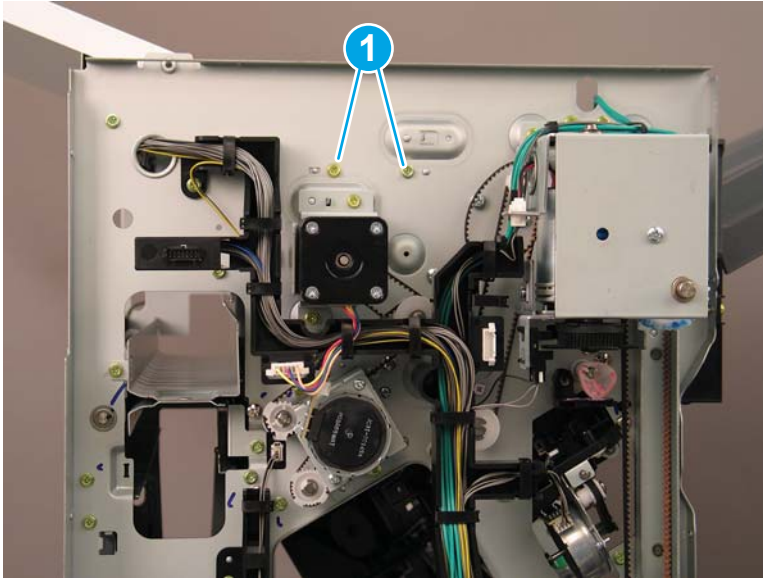
Figure 5-161 Remove the feed exit motor



Step 7: Remove the top jam access cover

1. At the rear of the finisher, remove two screws (callout 1).

Figure 5-162 Remove two screws



2. Remove the top jam access cover.


 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-163 Remove the top jam access cover





Step 8: 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.

Top lower feed assembly

- [Introduction](#)
- [Step 1: Remove the right top cover \(finisher\)](#)
- [Step 2: Remove the top cover \(finisher\)](#)
- [Step 3: Remove the front door \(finisher\)](#)
- [Step 4: Remove the front cover \(finisher\)](#)
- [Step 5: Remove the rear cover \(finisher\)](#)
- [Step 6: Remove the feed exit motor \(finisher\)](#)
- [Step 7: Remove the top jam access cover](#)
- [Step 8: Remove the top lower feed assembly \(finisher\)](#)
- [Step 9: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the top lower feed assembly for the finisher.



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 power off. A shutting-down message appears on the control-panel display.
- ⚠ **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC90-01454A

To order the part, go to www.hp.com/buy/parts.

- Finisher Sub-Top Lower

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

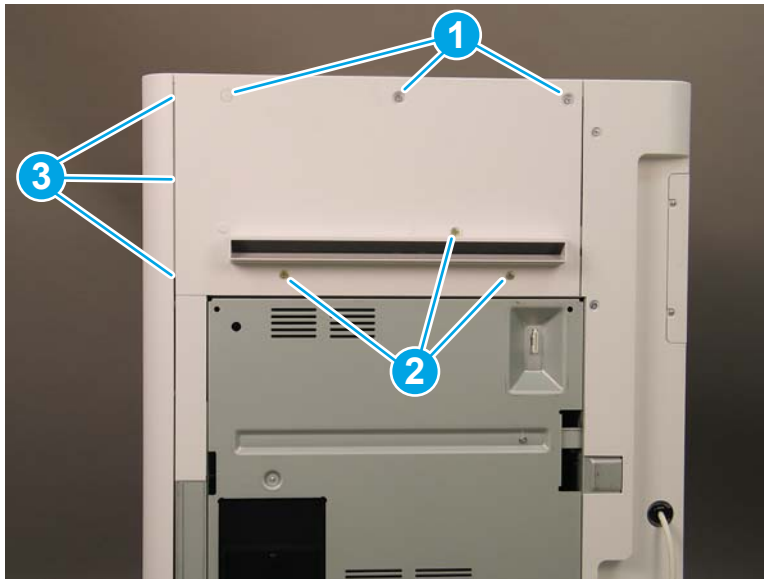
Step 1: Remove the right top cover (finisher)

- ▲ Remove one screw cap and three machine screws on the upper edge of the cover (callout 1). Remove three sheet metal screws (callout 2) on the lower portion of the cover. Rotate the right edge of the cover away from the finisher, and then slide the cover right to release three tabs (callout 3).

 **Reinstallation tip:** The lower screws are shorter in length than the upper screws.

Reinstallation tip: Reverse the removal steps to install the assembly.

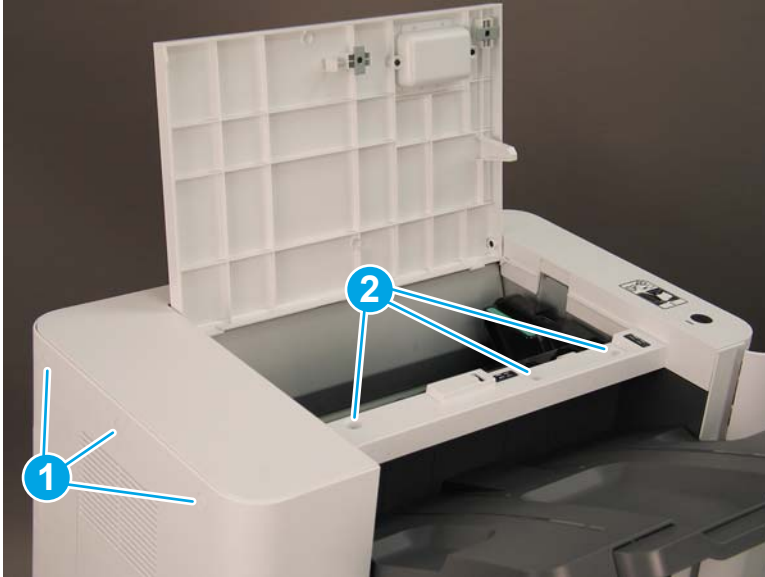
Figure 5-164 Remove six screws and the right top cover



Step 2: Remove the top cover (finisher)

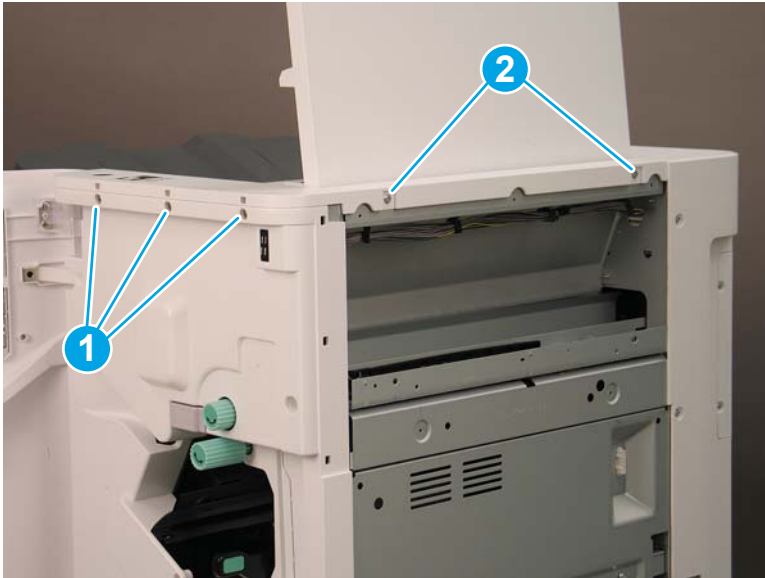
1. Remove three screw caps and three self-tapping screws at the top of the rear cover (callout 1), and then remove three machine screws (callout 2) on top of the cover.

Figure 5-165 Remove six screws



2. Remove three self-tapping screws at the top of the front cover (callout 1), and then remove two machine screws (callout 2) at the top of the right side.

Figure 5-166 Remove six screws



3. Lift the cover up slightly. Disconnect one in-line connector (callout 1), and then release one retainer (callout 2).


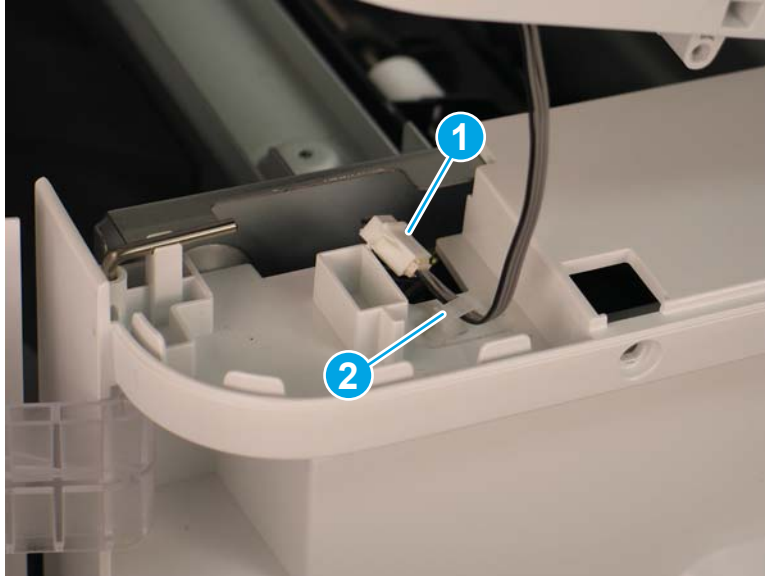

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-167 Disconnect one connector and release retainer

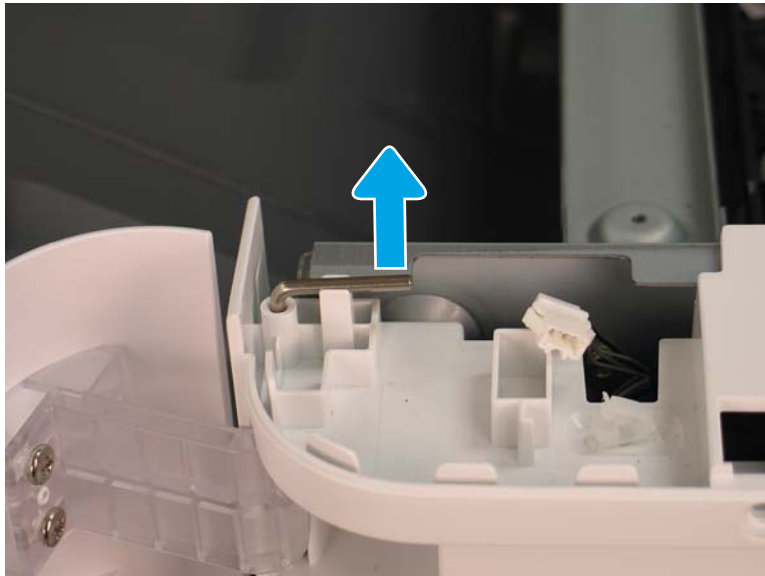


 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Step 3: Remove the front door (finisher)

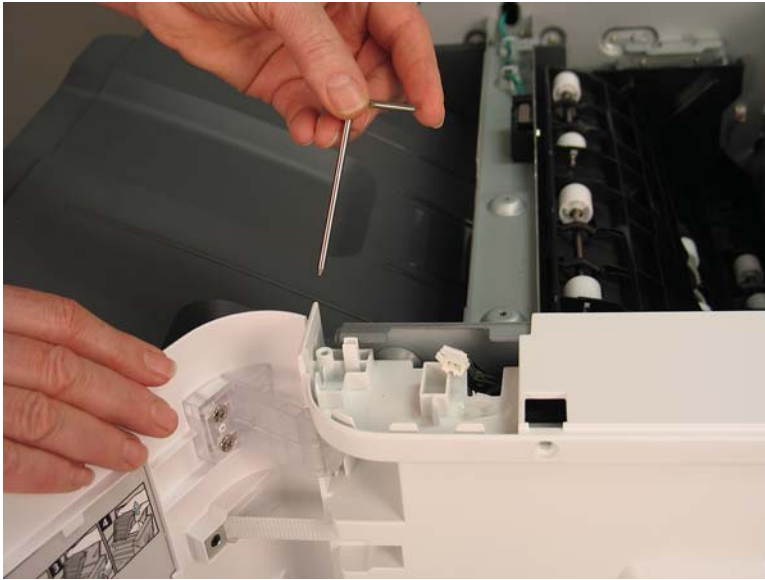
1. Lift the top hinge pin up to release it from the retainer.

Figure 5-168 Lift the top hinge pin



2. Pull the top hinge pin up to remove it.

Figure 5-169 Remove the top hinge pin



3. Use a small, flat-blade screwdriver to release the lower hinge pin from the retainer, and then rotate it away from the finisher.

Figure 5-170 Release the lower hinge pin



4. Support the door with one hand, and then pull the lower hinge pin straight up to remove it.

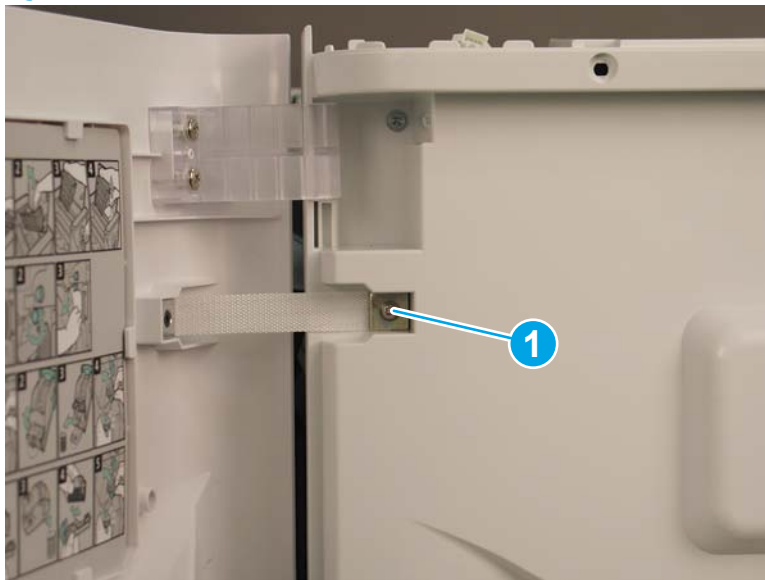
Figure 5-171 Remove the lower hinge pin



5. Support the door with one hand, and then remove one screw (callout 1) to release the strap. Remove the front door

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

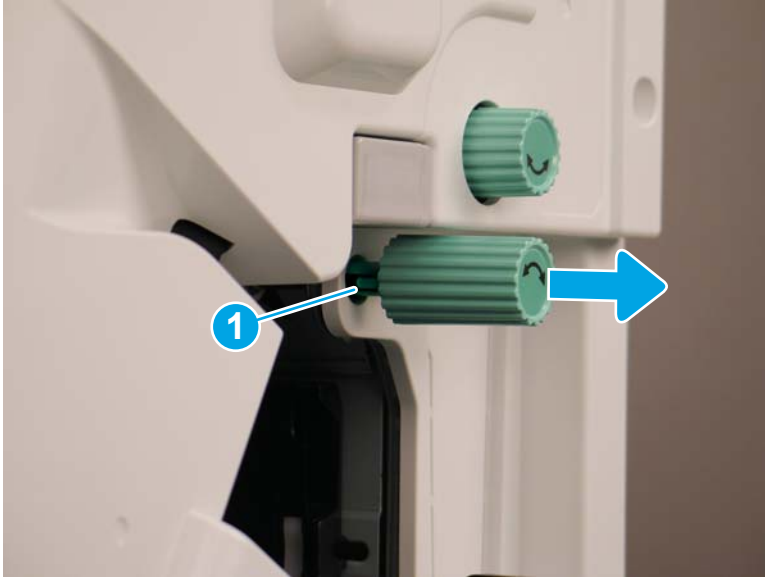
Figure 5-172 Remove one screw and the front door



Step 4: Remove the front cover (finisher)

1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-173 Remove the jam-access knob



2. If the punch unit is installed, remove the punch waste bin (callout 1).
3. Remove one screw (callout 1) on top of the front cover.

Figure 5-174 Remove one screw



4. Remove five machine screws (callout 1), and then remove the front cover.


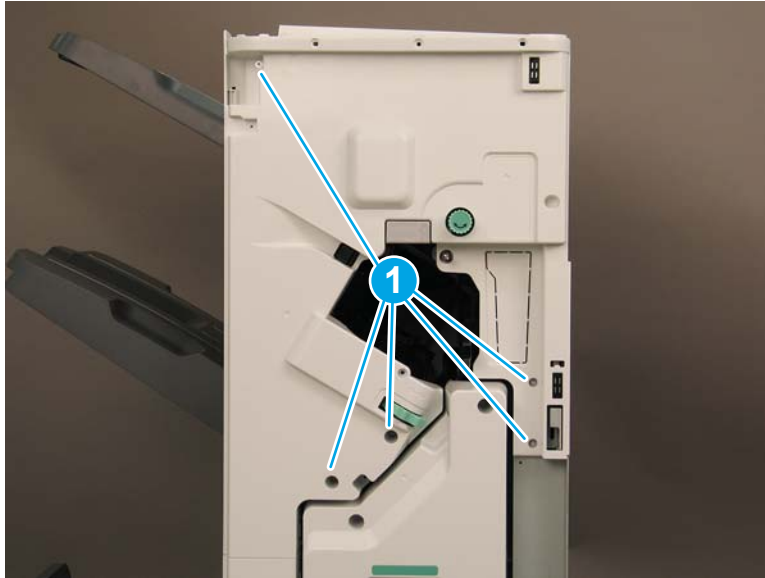
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

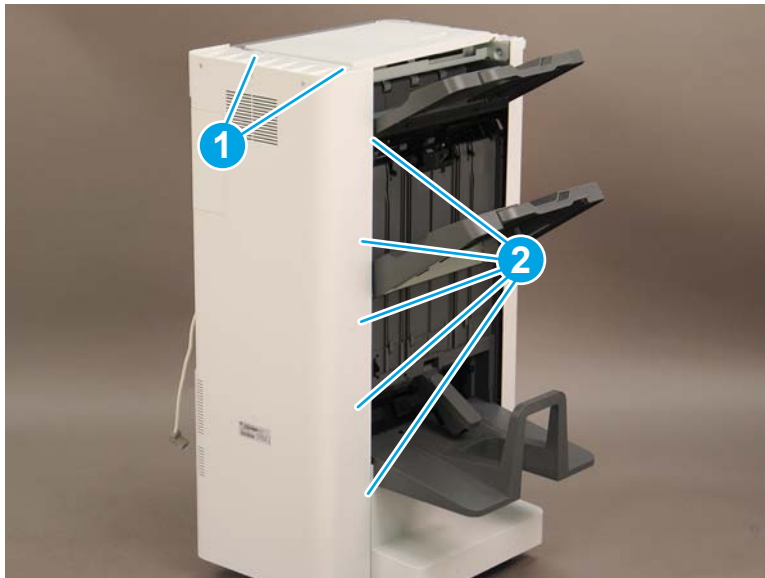
Figure 5-175 Remove five screws and the front cover




Step 5: Remove the rear cover (finisher)

1. Remove two self-tapping screws (callout 1) on the top of the rear cover, and then remove five screw caps and five machine screws (callout 2) on the left side of the cover.

Figure 5-176 Remove seven screws



2. Remove one screw cap and four machine screws (callout 1) Remove the rear cover.

 **NOTE:** Make sure to thread the power cable (callout 2) through the opening in the cover.


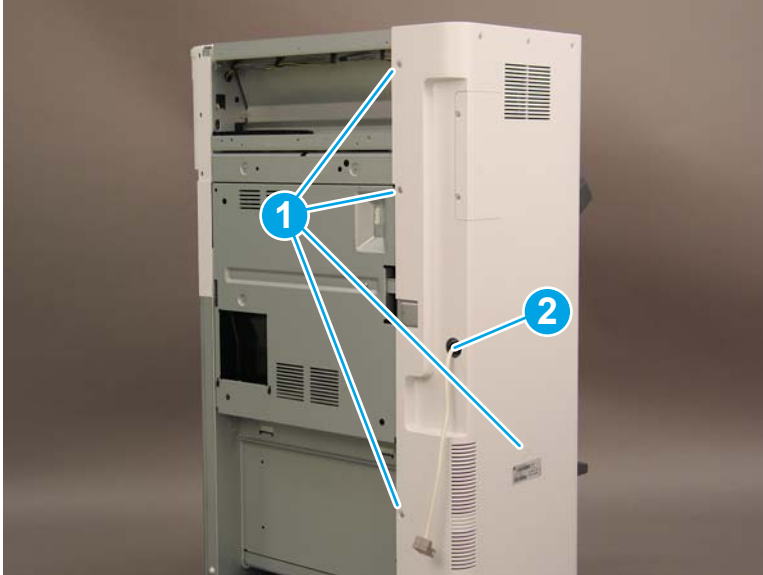
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-177 Remove four screws and the rear cover



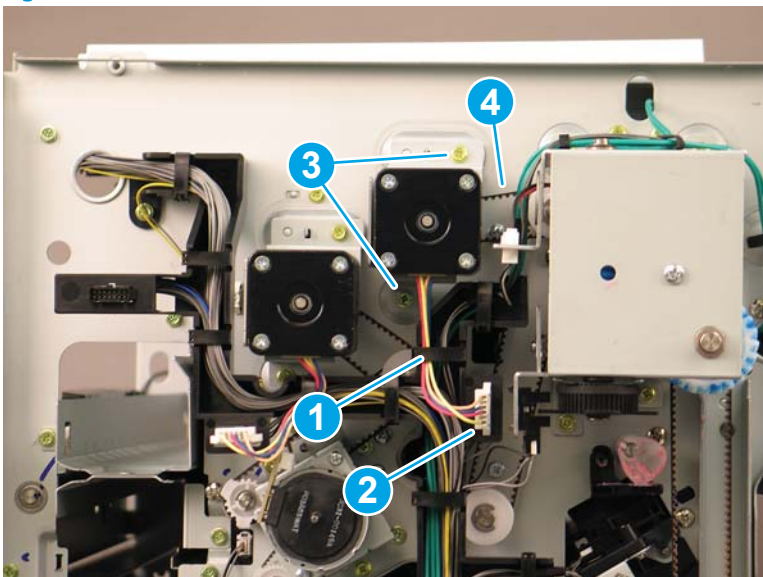
Step 6: Remove the feed exit motor (finisher)

- ▲ Release one retainer (callout 1), and then disconnect one connector (callout 2). Remove two screws (callout 3), and then remove the feed exit motor.

 **Reinstallation tip:** Make sure that the belt (callout 4) is positioned on the gear behind the motor when reinstalling the motor.

Reinstallation tip: Reverse the removal steps to install the assembly.

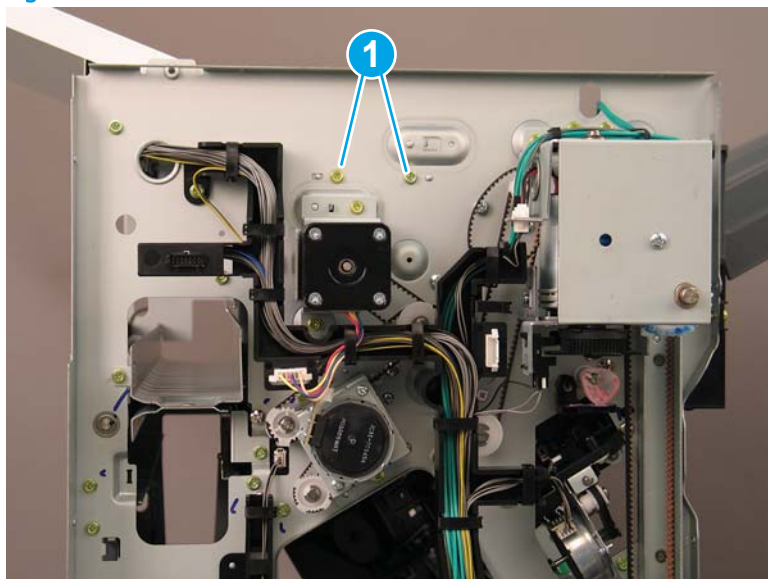
Figure 5-178 Remove the feed exit motor



Step 7: Remove the top jam access cover

1. At the rear of the finisher, remove two screws (callout 1).

Figure 5-179 Remove two screws



2. Remove the top jam access cover.


 **Reinstallation tip:** Reverse the removal steps to install the assembly.

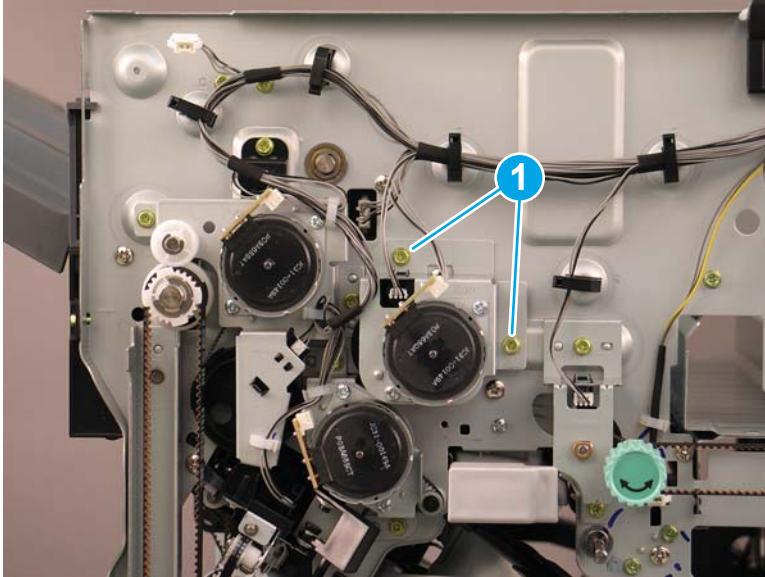
Figure 5-180 Remove the top jam access cover



Step 8: Remove the top lower feed assembly (finisher)

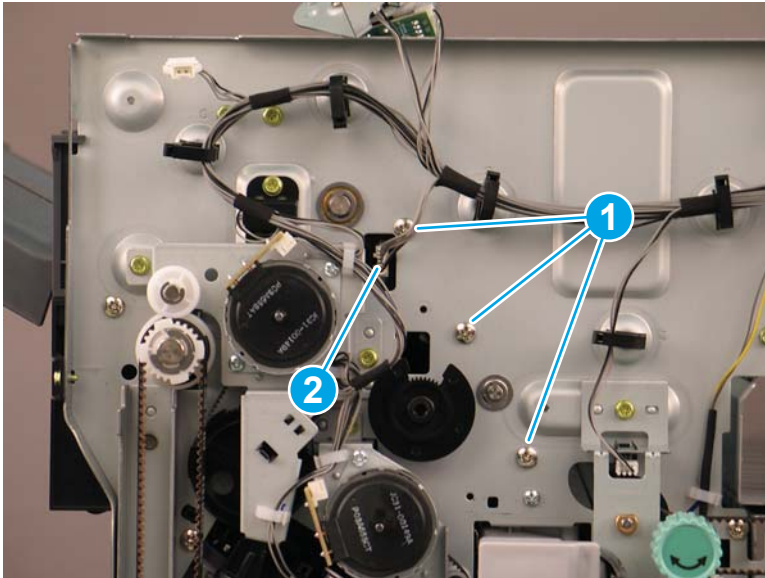
1. At the front of the printer, remove two screws (callout 1) on the buffer motor housing, and then tilt the motor aside to access the screws under it.

Figure 5-181 Remove two screws



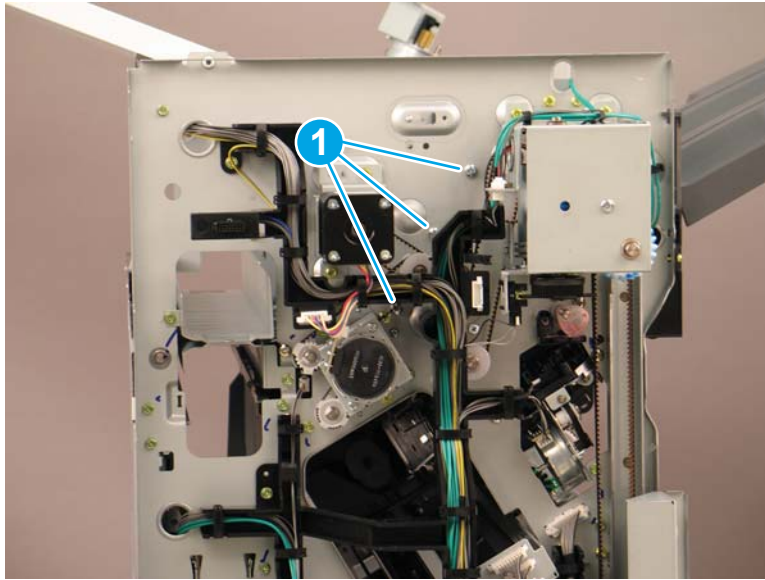
2. At the front of the finisher, remove three self-tapping screws (callout 1), and then disconnect one connector (callout 2).

Figure 5-182 Remove three screws and disconnect one connector



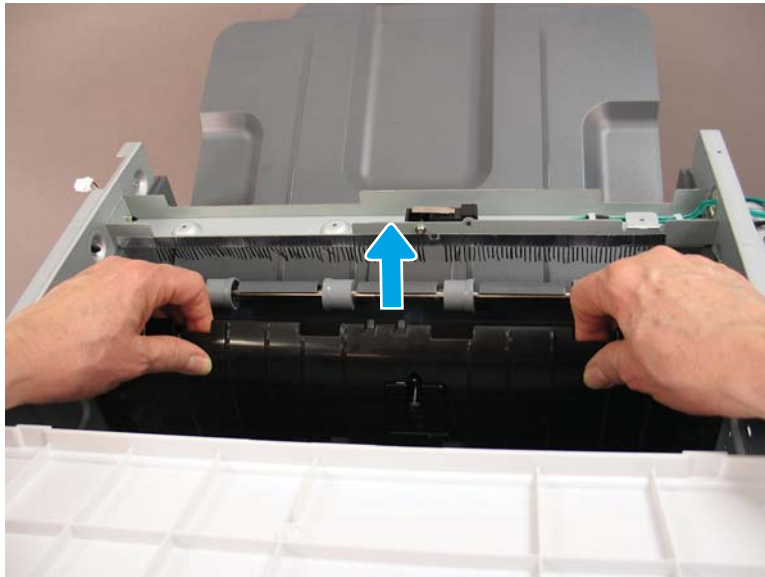
3. At the rear of the finisher, remove three machine screws (callout 1).

Figure 5-183 Remove three screws



4. At the top of the finisher, lift the feed assembly straight up to disengage two tabs on the bottom and remove the assembly.

Figure 5-184 Remove the feed assembly



5. If you are replacing the top lower feed assembly, locate two sensors (callout 1) and one connector (callout 2) on the back of the assembly. Remove these items and transfer them to the replacement part.


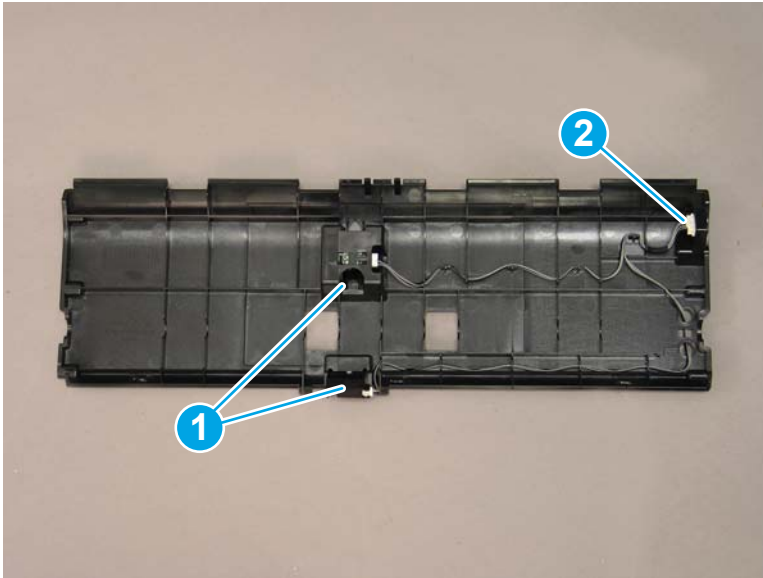
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-185 Locate sensors and connector





Step 9: 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.

Ejector unit

- [Introduction](#)
- [Step 1: Remove the right top cover \(finisher\)](#)
- [Step 2: Remove the top cover \(finisher\)](#)
- [Step 3: Remove the front door \(finisher\)](#)
- [Step 4: Remove the front cover \(finisher\)](#)
- [Step 5: Remove the rear cover \(finisher\)](#)
- [Step 6: Remove the booklet tray \(finisher\)](#)
- [Step 7: Remove the caster cover \(finisher\)](#)
- [Step 8: Remove the lower shield assembly \(finisher\)](#)
- [Step 9: Remove the upper shield assembly \(finisher\)](#)
- [Step 10: Remove the ejector unit \(finisher\)](#)
- [Step 11: Unpack the replacement assembly](#)


Introduction

This document provides the procedures to remove and replace the ejector unit on the finisher.



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 power off. A shutting-down message appears on the control-panel display.
-
-  **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
-
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
 - Release the finisher from the printer by pulling out on the release latch inside the finisher door.
 - Disconnect the cable from the bridge unit to the finisher.
 - Disconnect the cable from the finisher to the printer.

JC90-01409A

To order the part, go to www.hp.com/buy/parts.

- Finisher Sub - Ejector Unit

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

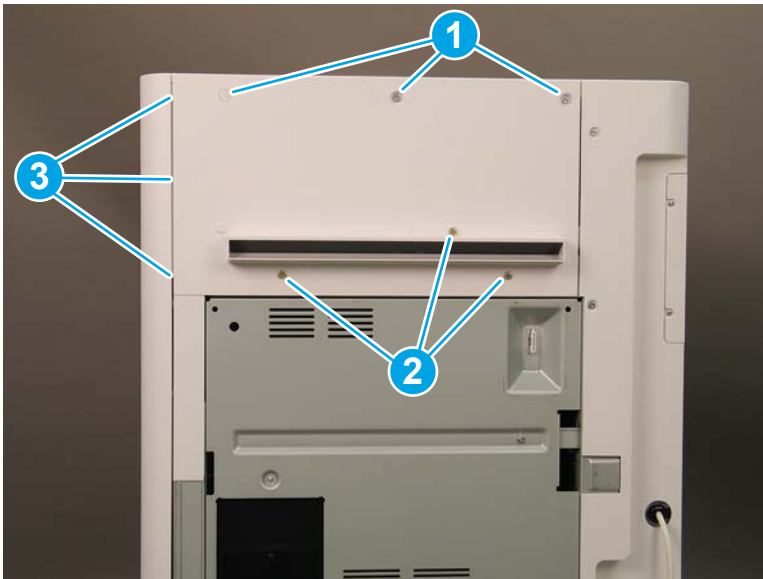
Step 1: Remove the right top cover (finisher)

- ▲ Remove one screw cap and three machine screws on the upper edge of the cover (callout 1). Remove three sheet metal screws (callout 2) on the lower portion of the cover. Rotate the right edge of the cover away from the finisher, and then slide the cover right to release three tabs (callout 3).

💡 **Reinstallation tip:** The lower screws are shorter in length than the upper screws.

Reinstallation tip: Reverse the removal steps to install the assembly.

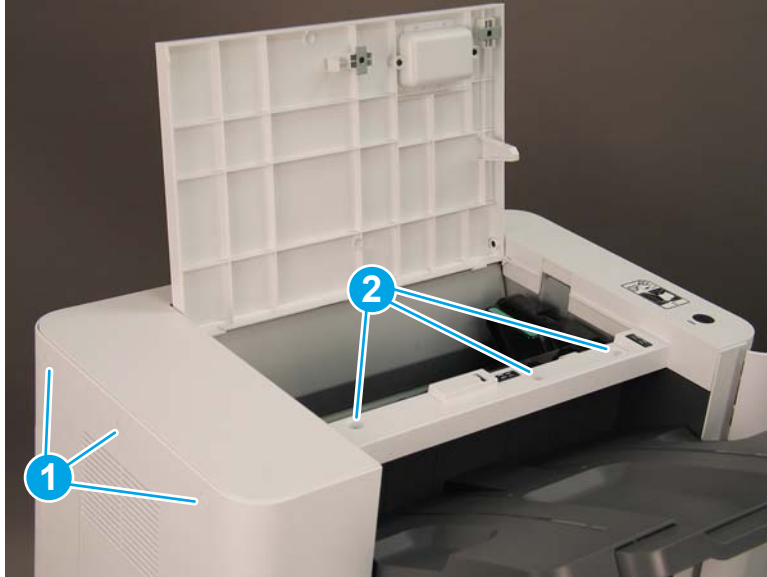
Figure 5-186 Remove six screws and the right top cover



Step 2: Remove the top cover (finisher)

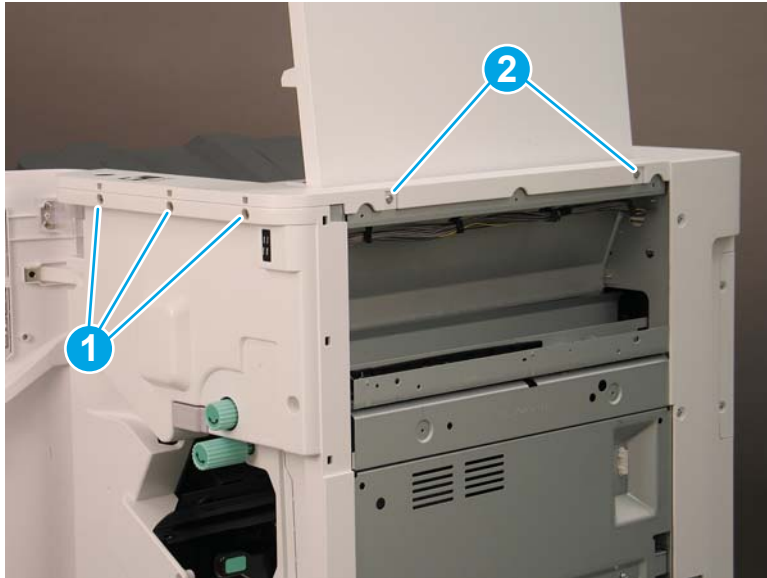
1. Remove three screw caps and three self-tapping screws at the top of the rear cover (callout 1), and then remove three machine screws (callout 2) on top of the cover.

Figure 5-187 Remove six screws



2. Remove three self-tapping screws at the top of the front cover (callout 1), and then remove two machine screws (callout 2) at the top of the right side.

Figure 5-188 Remove six screws



3. Lift the cover up slightly. Disconnect one in-line connector (callout 1), and then release one retainer (callout 2).


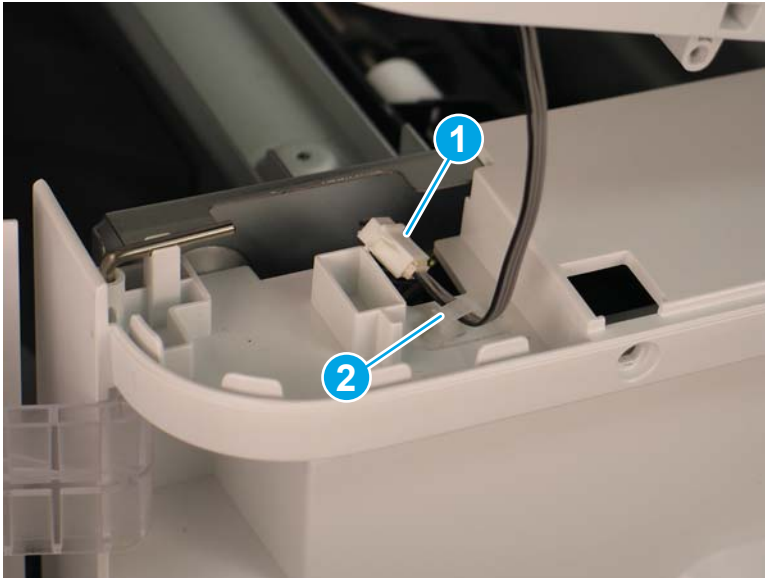

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-189 Disconnect one connector and release retainer

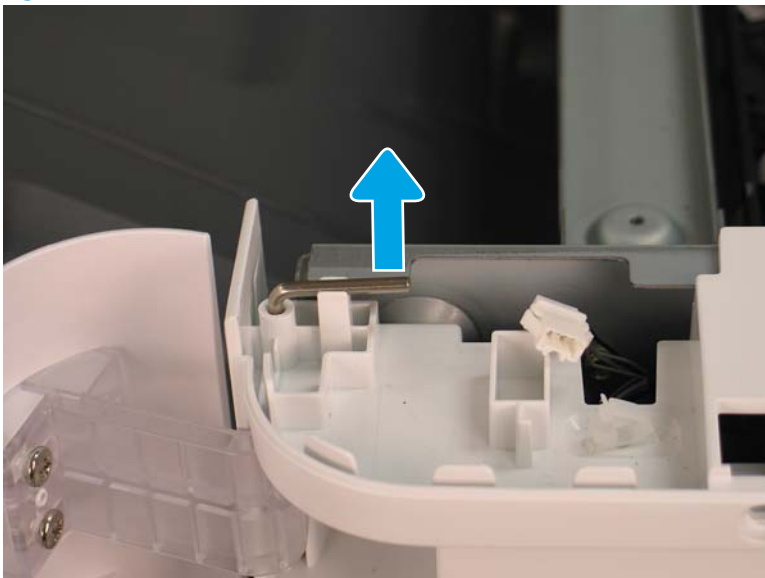


 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Step 3: Remove the front door (finisher)

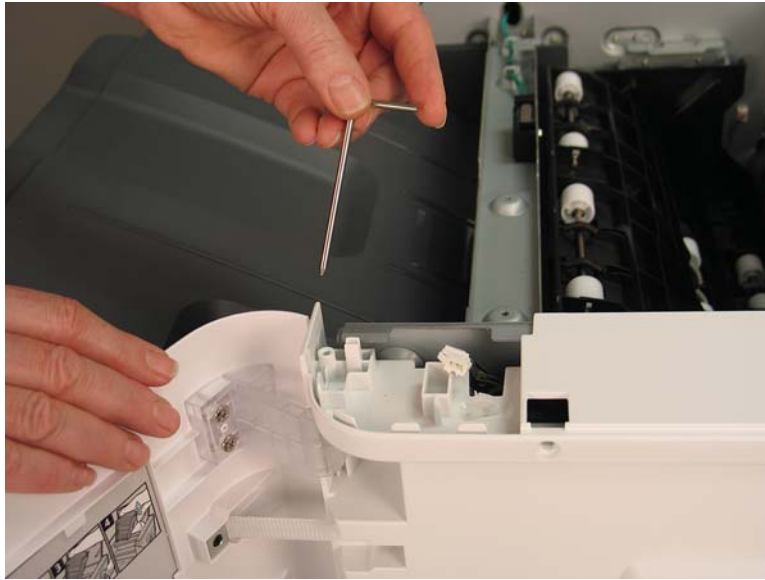
1. Lift the top hinge pin up to release it from the retainer.

Figure 5-190 Lift the top hinge pin



2. Pull the top hinge pin up to remove it.

Figure 5-191 Remove the top hinge pin



3. Use a small, flat-blade screwdriver to release the lower hinge pin from the retainer, and then rotate it away from the finisher.

Figure 5-192 Release the lower hinge pin



4. Support the door with one hand, and then pull the lower hinge pin straight up to remove it.

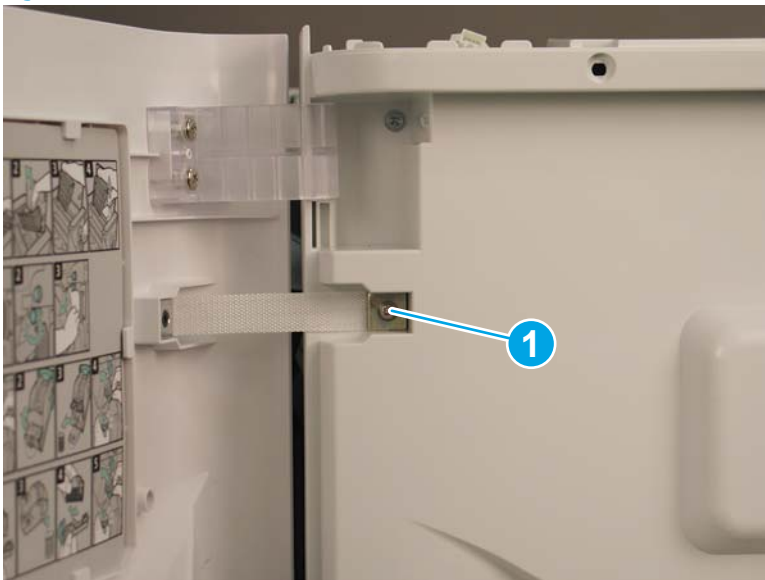
Figure 5-193 Remove the lower hinge pin



5. Support the door with one hand, and then remove one screw (callout 1) to release the strap. Remove the front door

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

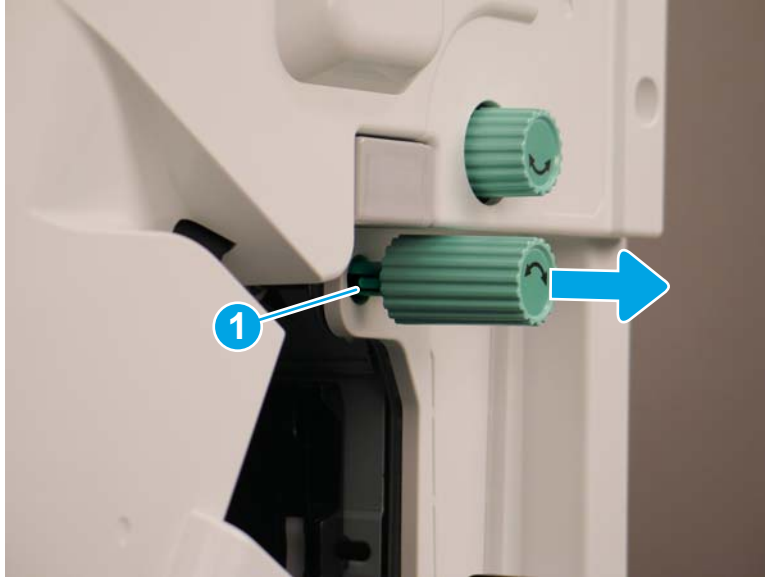
Figure 5-194 Remove one screw and the front door



Step 4: Remove the front cover (finisher)

1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-195 Remove the jam-access knob



2. If the punch unit is installed, remove the punch waste bin (callout 1).
3. Remove one screw (callout 1) on top of the front cover.

Figure 5-196 Remove one screw



4. Remove five machine screws (callout 1), and then remove the front cover.


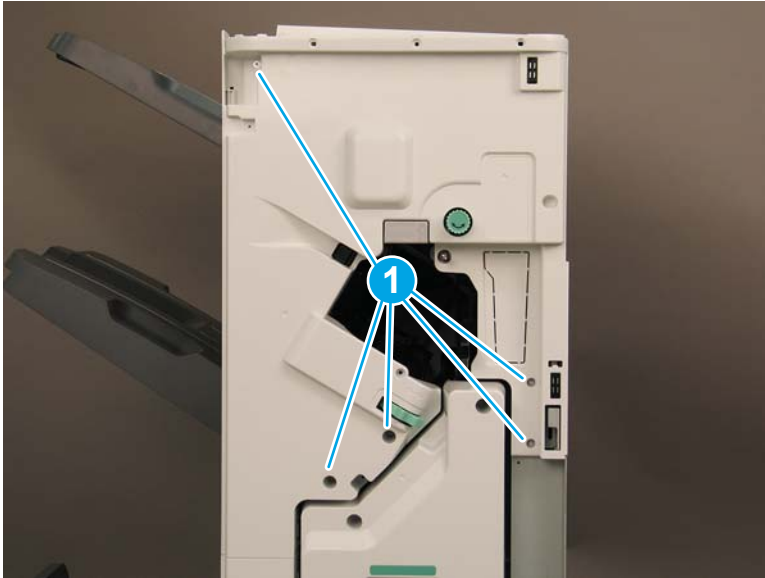
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

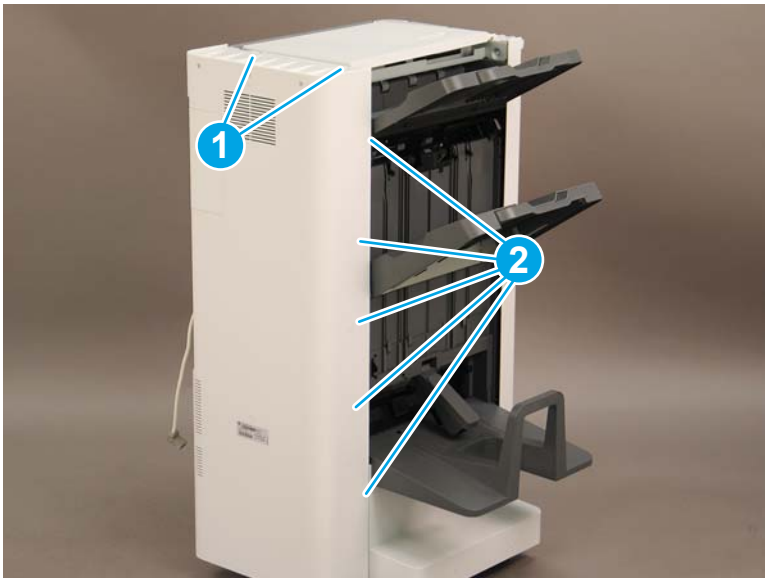
Figure 5-197 Remove five screws and the front cover



Step 5: Remove the rear cover (finisher)

1. Remove two self-tapping screws (callout 1) on the top of the rear cover, and then remove five screw caps and five machine screws (callout 2) on the left side of the cover.

Figure 5-198 Remove seven screws



2. Remove one screw cap and four machine screws (callout 1) Remove the rear cover.

 **NOTE:** Make sure to thread the power cable (callout 2) through the opening in the cover.


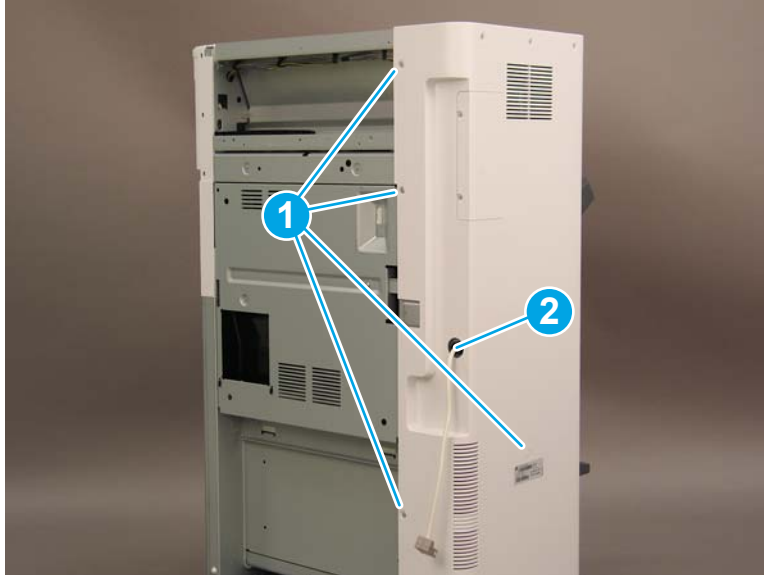
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

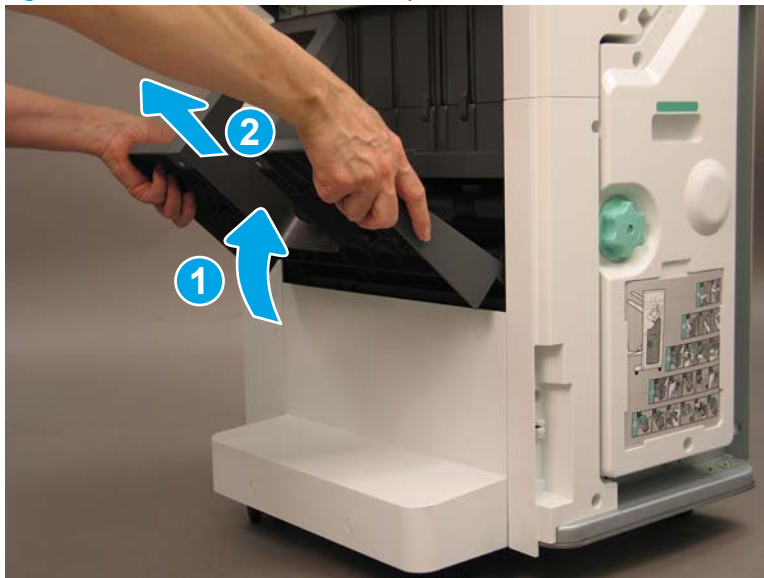
Figure 5-199 Remove four screws and the rear cover



Step 6: Remove the booklet tray (finisher)

1. Raise the booklet tray up (callout 1), and then pull it away from the finisher (callout 2) to remove it.

Figure 5-200 Remove the booklet tray



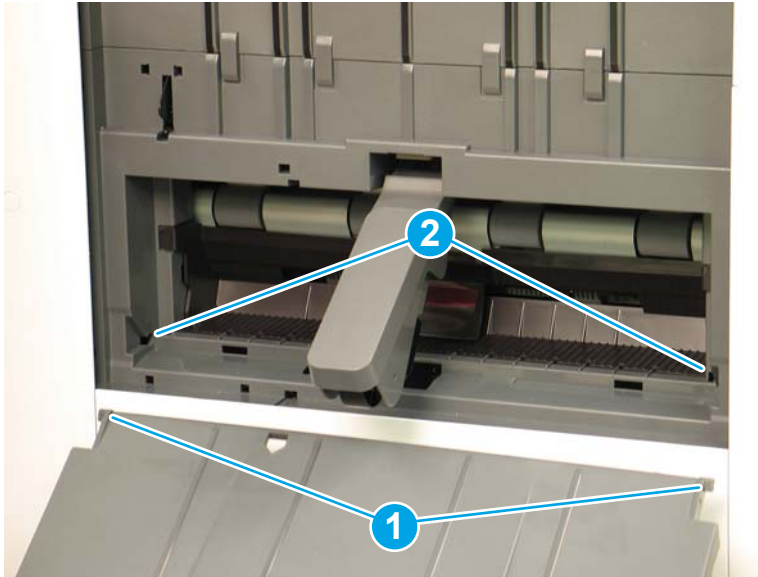
2. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

Special installation instructions: Booklet tray

- ▲ Position the tabs (callout 1) on the tray into the slots (callout 2) on the finisher.

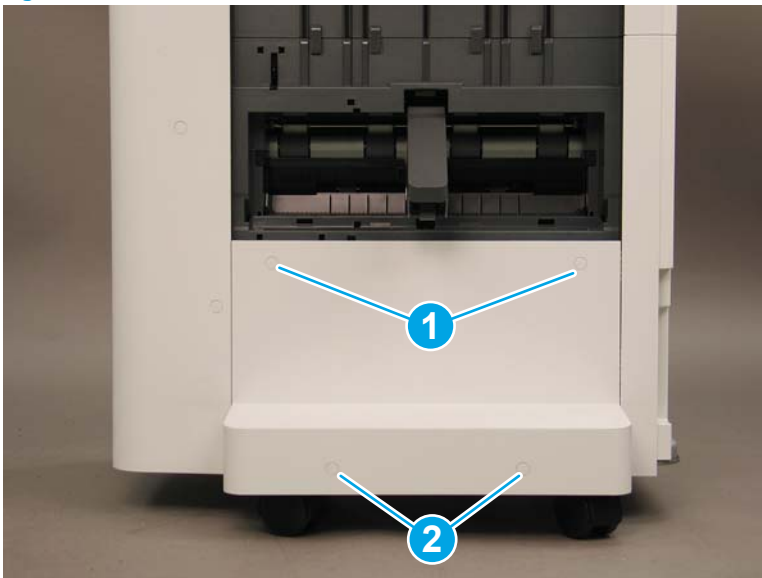
Figure 5-201 Install the booklet tray




Step 7: Remove the caster cover (finisher)

1. Remove two screw caps and two self-tapping screws (callout 1). Remove two screw caps and two machine screws (callout 2).

Figure 5-202 Remove four screws

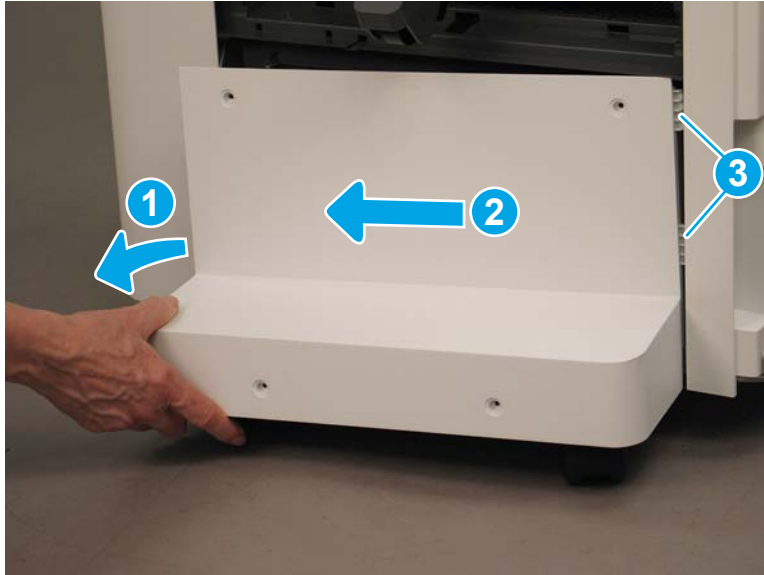


2. Rotate the left edge of the cover away from the finisher (callout 1), and then slide the cover to the left (callout 2) to remove it.

 **Reinstallation tip:** Make sure that two tabs (callout 3) are positioned under the front lower cover when reinstalling the caster cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-203 Remove the caster cover

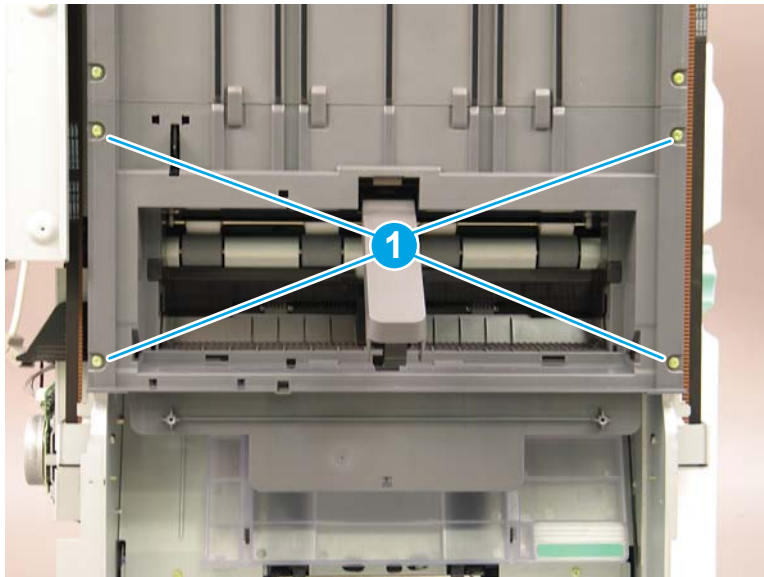


Step 8: Remove the lower shield assembly (finisher)

1. Remove four screws (callout 1).

 **NOTE:** Raise the lower output tray as needed to access the screws.

Figure 5-204 Remove four screws

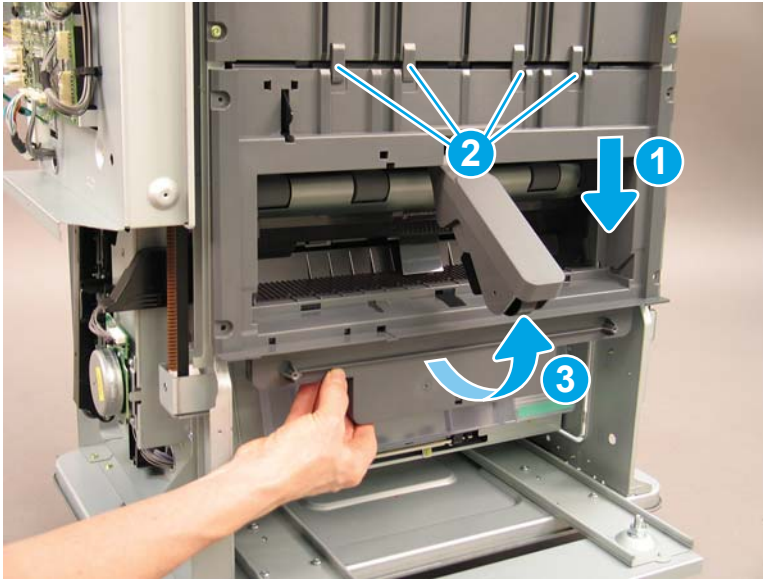


- Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

⚠ CAUTION: The shield is still attached to the finisher. Do not attempt to completely remove the shield.

💡 Reinstallation tip: Position the shield under the four tabs (callout 2) when reinstalling it.

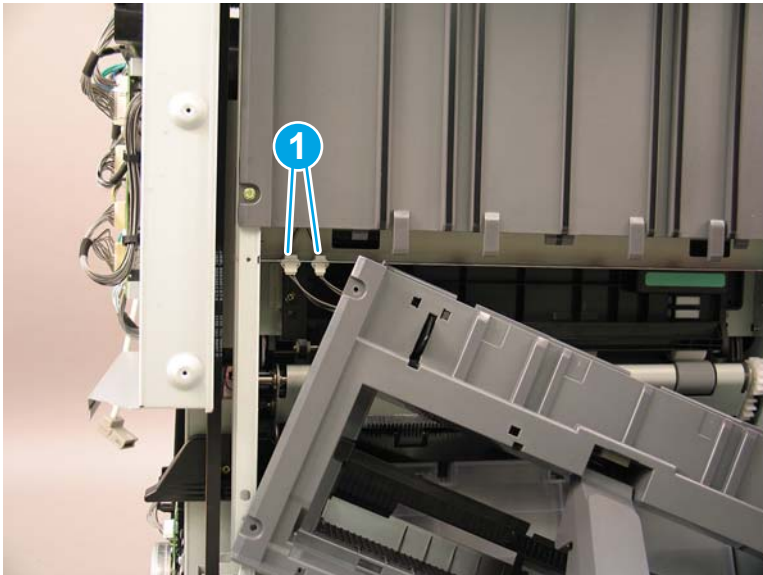
Figure 5-205 Release the lower shield



- Disconnect two connectors (callout 1), and then remove the shield.

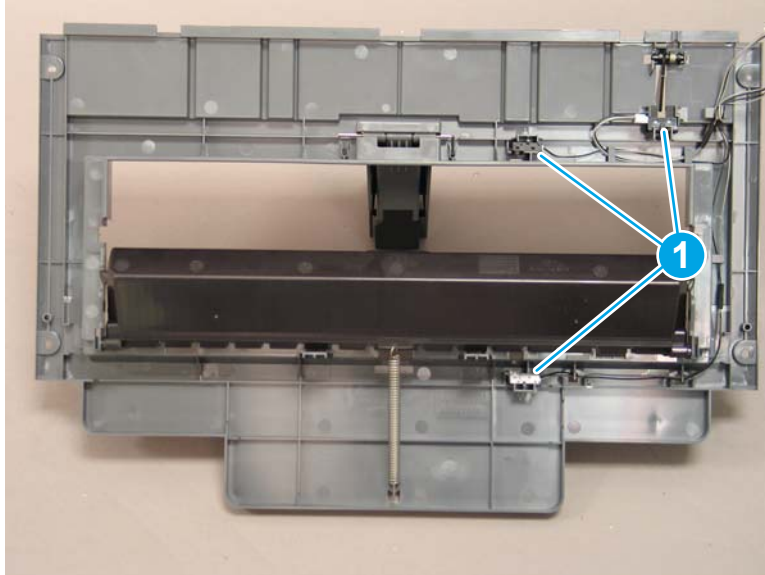
💡 Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-206 Disconnect two connectors



4. If you are replacing the lower shield assembly, locate three sensors (callout 1) on the back of the lower shield. Remove these sensors and transfer them to the replacement part.

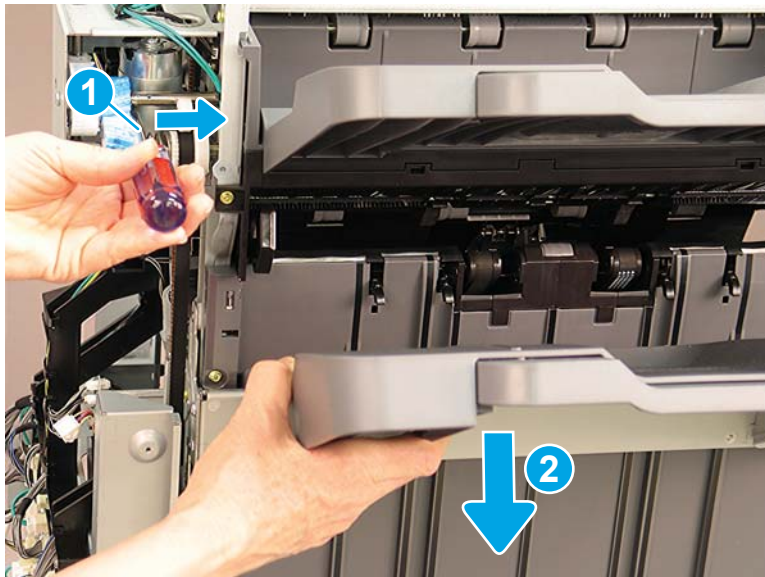
Figure 5-207 Locate sensors



Step 9: Remove the upper shield assembly (finisher)

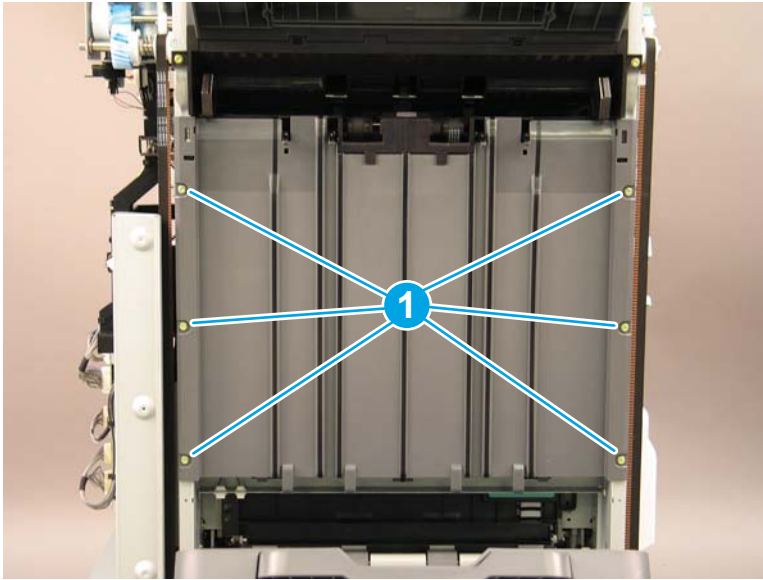
1. Bring the lower output tray down by positioning the shaft of a screwdriver on the clutch (callout 1) and gently pressing to the right to release the clutch. Hold the clutch in the released position and lower the tray (callout 2) to the lowest position.

Figure 5-208 Lower the output tray



2. Remove six machine screws (callout 1).

Figure 5-209 Remove six screws

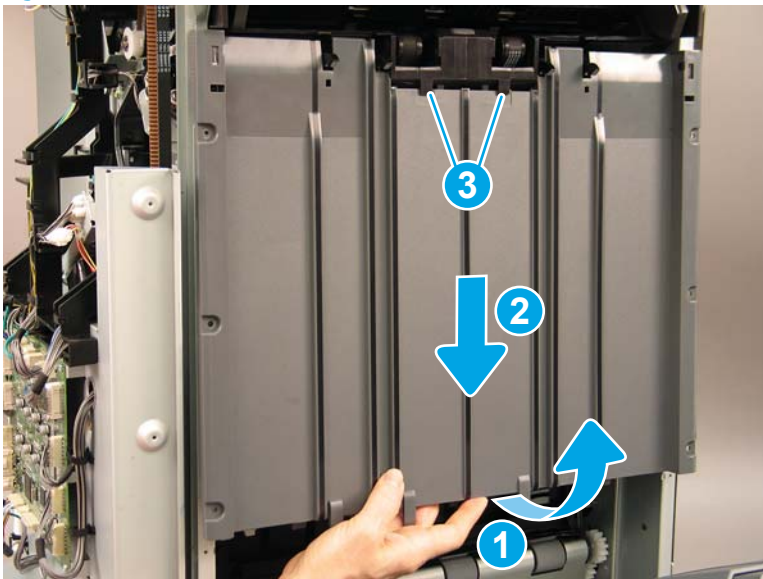


3. Rotate the lower edge of the shield away from the finisher (callout 1), and then slide the shield down (callout 2) to release it from two tabs (callout 3).

CAUTION: The shield is still attached to the finisher. Do not attempt to completely remove the shield.

Reinstallation tip: Position the shield under the two tabs (callout 3) when reinstalling it.

Figure 5-210 Release the shield



4. Disconnect one connector (callout 1), and then remove the upper shield assembly.


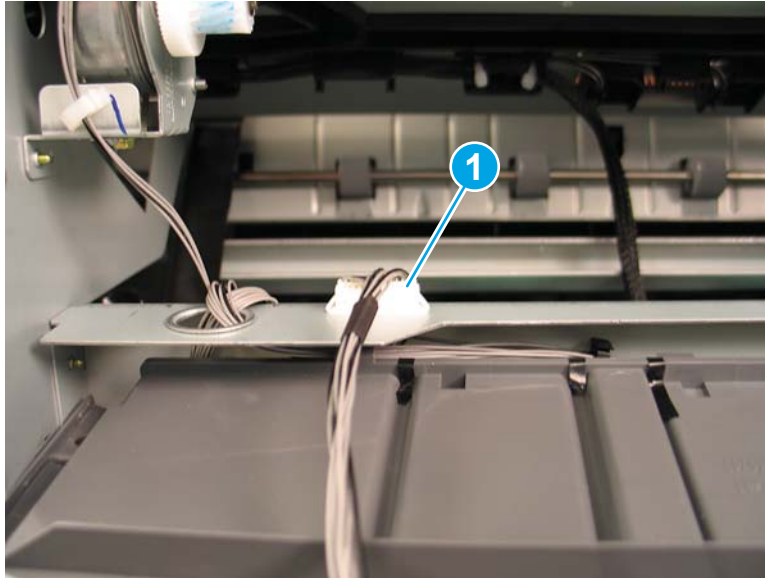
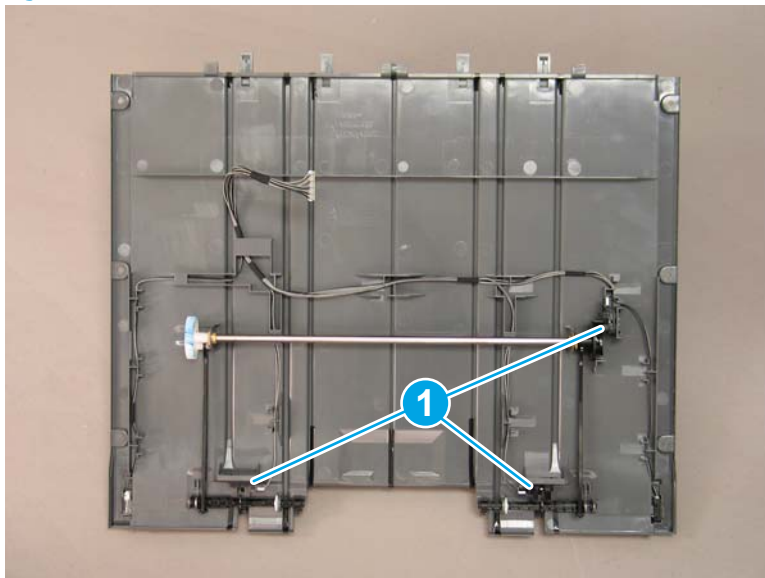
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-211 Disconnect one connector



5. If you are replacing the upper shield assembly, locate three sensors (callout 1) on the back of the upper shield. Remove these sensors and transfer them to the replacement part.

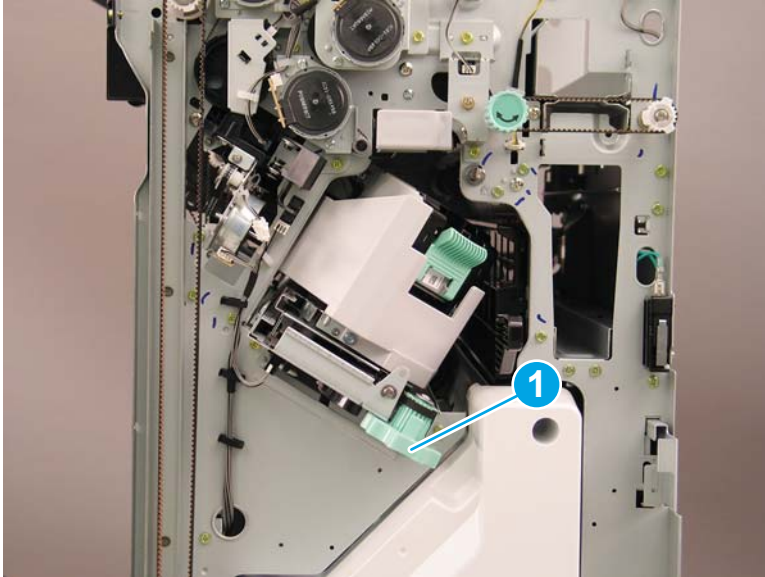
Figure 5-212 Locate sensors



Step 10: Remove the ejector unit (finisher)

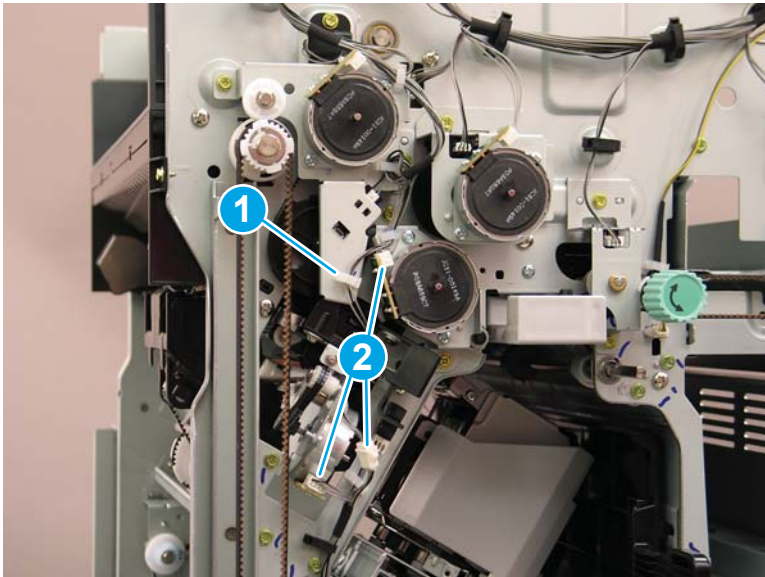
1. Rotate the green wheel to move the staple unit to the center of the finisher.

Figure 5-213 Move the staple unit to the center



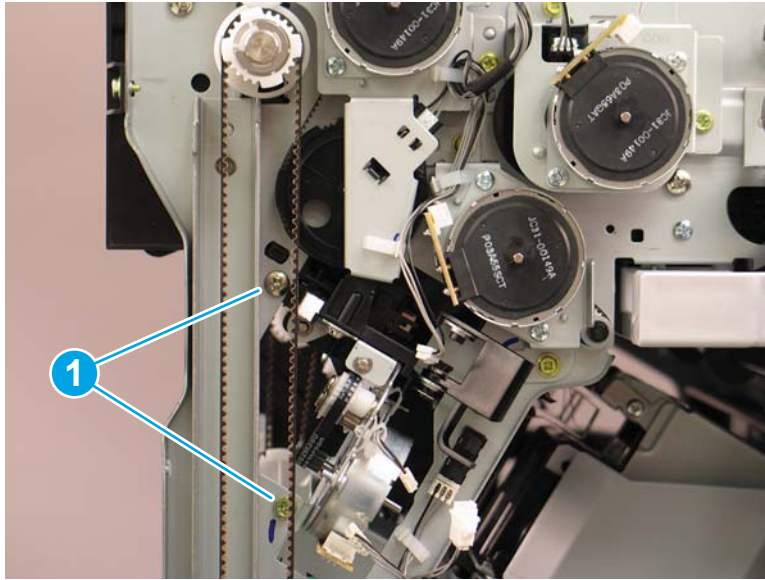
2. Release one retainer (callout 1), and then disconnect three connectors (callout 2).

Figure 5-214 Disconnect three connectors



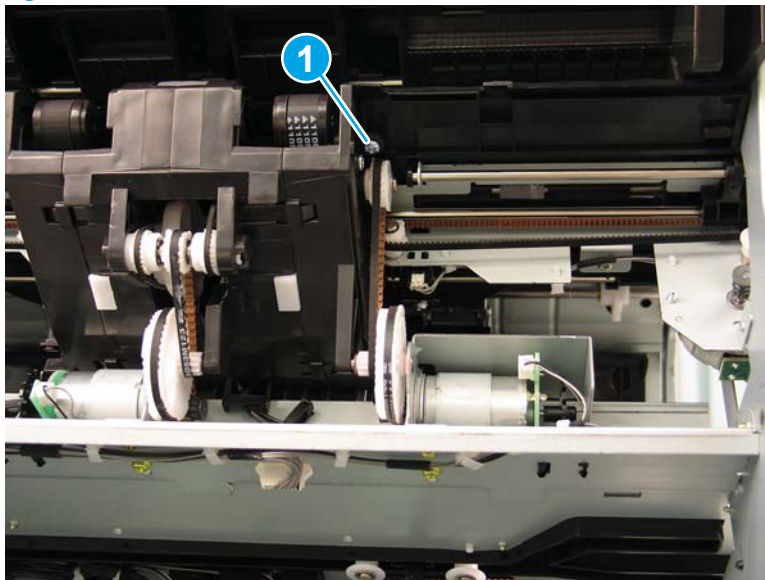
3. Remove two screws (callout 1).

Figure 5-215 Remove two screws



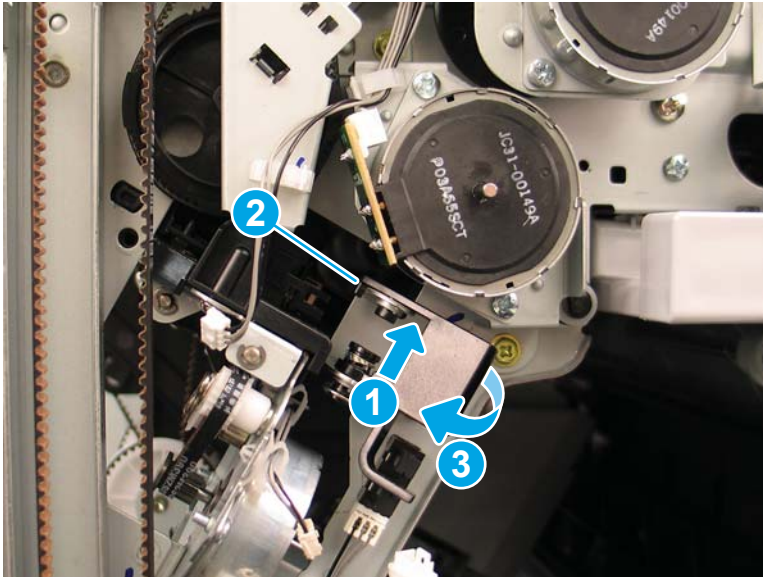
4. At the left side of the finisher, remove one screw (callout 1).

Figure 5-216 Remove one screw



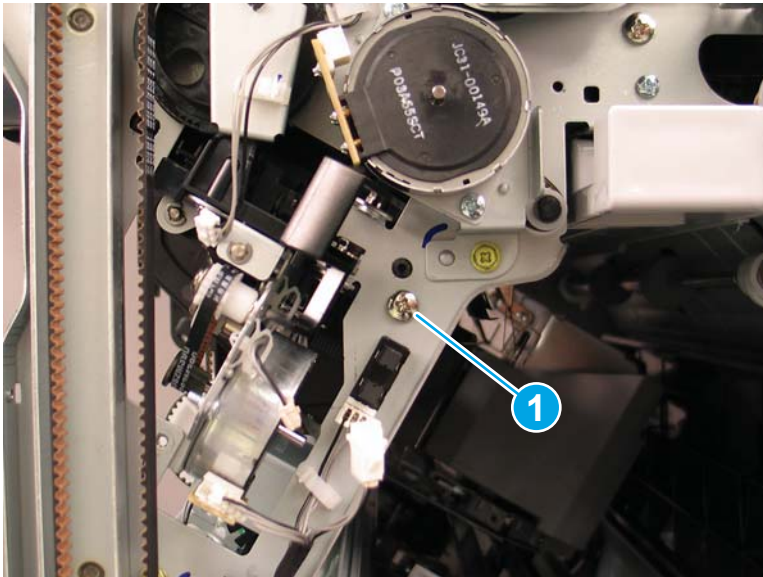
5. Press up on the hinge (callout 1), release one tab (callout 2), and then rotate the sensor away from the finisher (callout 3).

Figure 5-217 Rotate the sensor



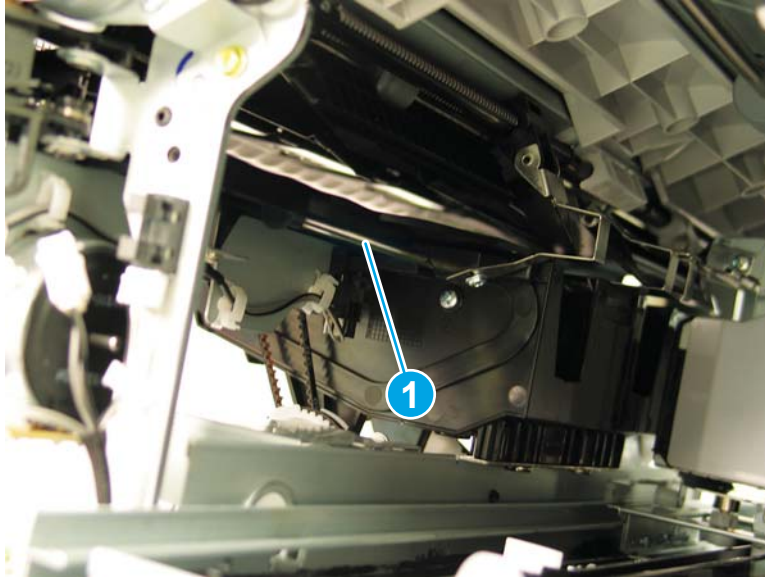
6. Remove one screw (callout 1).

Figure 5-218 Remove one screw



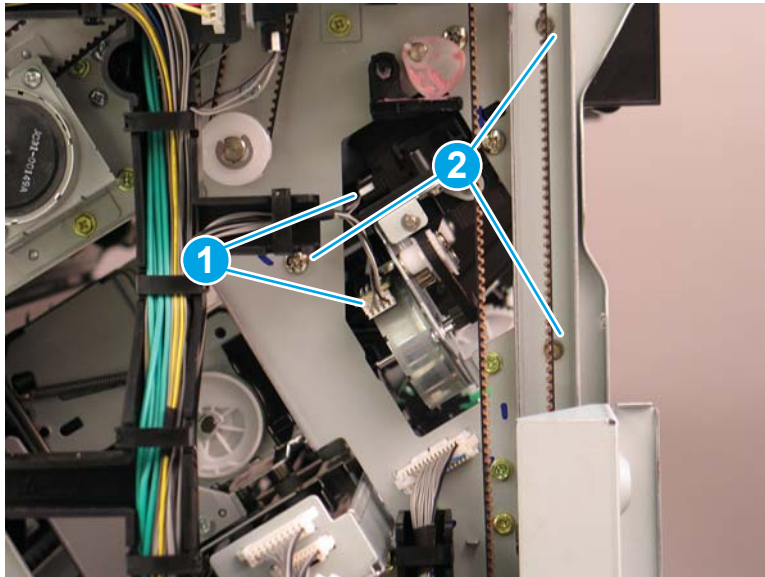
7. Look inside the finisher through the stapler opening in the front and pull down to release and remove one shaft (callout 1) on the front tamper unit.

Figure 5-219 Remove the front tamper shaft



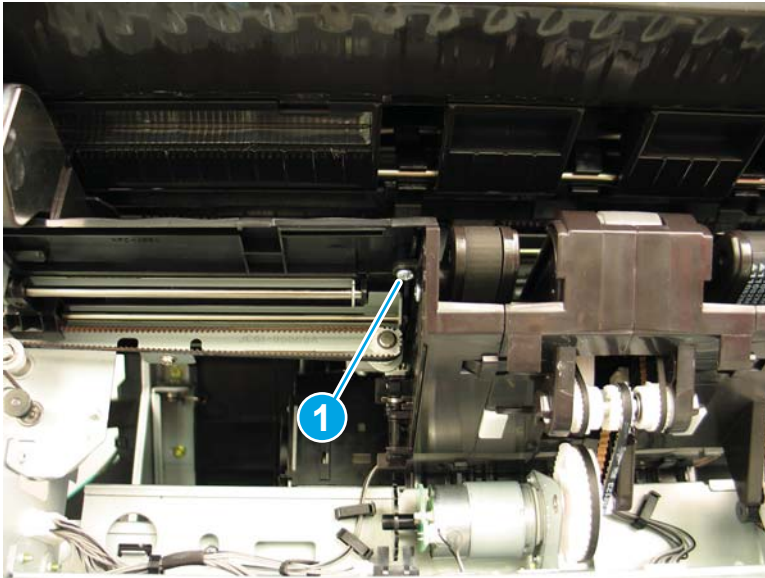
8. At the rear of the finisher, disconnect two connectors (callout 1), and then remove three screws (callout 2).

Figure 5-220 Disconnect two connectors and remove three screws



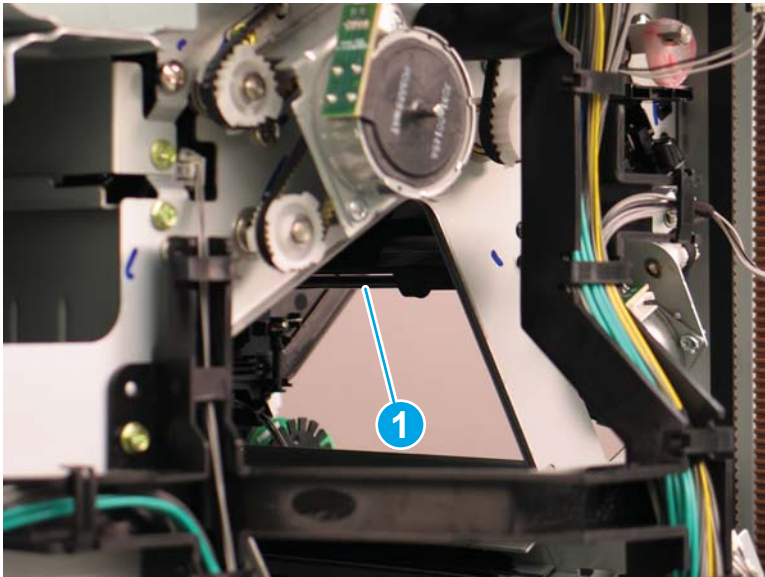
9. At the left side of the finisher, remove one screw (callout 1).

Figure 5-221 Remove one screw



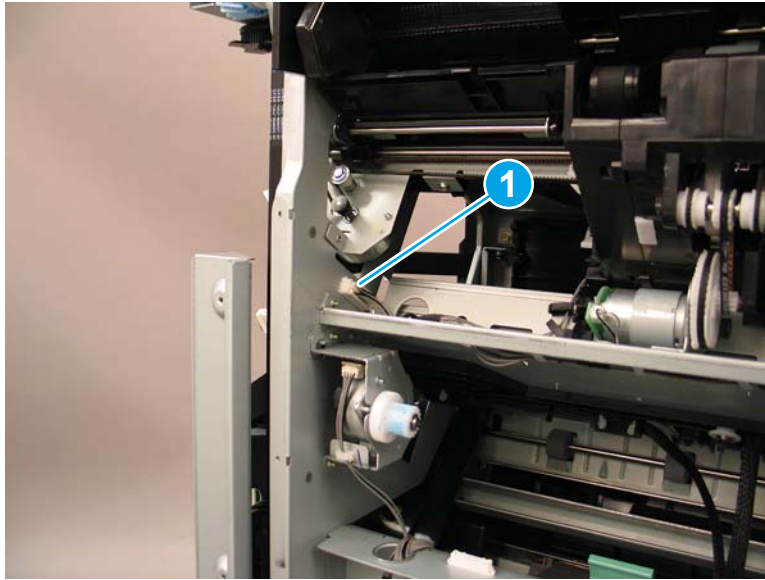
10. Look inside the finisher through the stapler opening in the rear and pull down to release and remove one shaft (callout 1) on the rear tamper unit.

Figure 5-222 Remove the rear tamper shaft



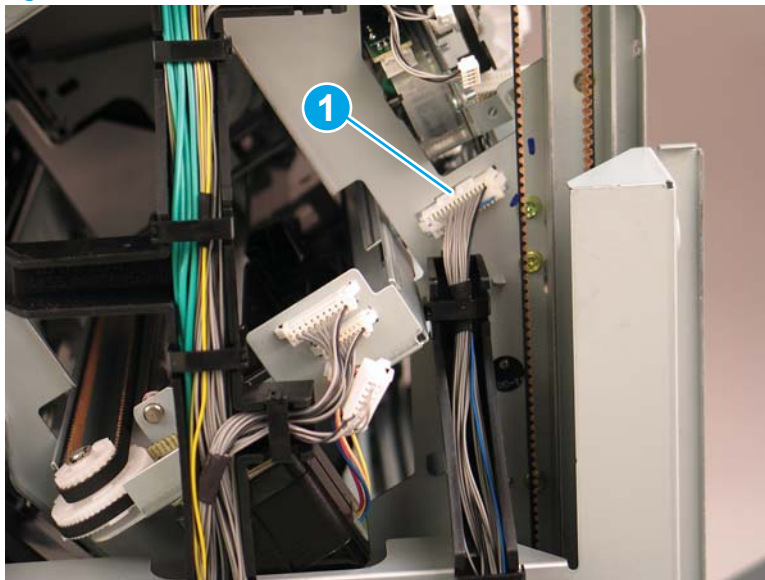
11. At the left side of the finisher, disconnect one connector (callout 1).

Figure 5-223 Disconnect one connector



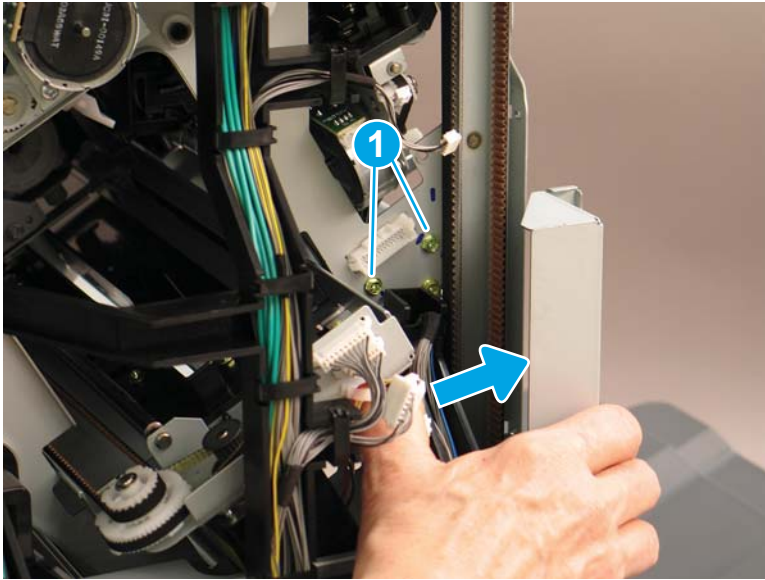
12. At the rear of the finisher, disconnect one connector (callout 1).

Figure 5-224 Disconnect one connector



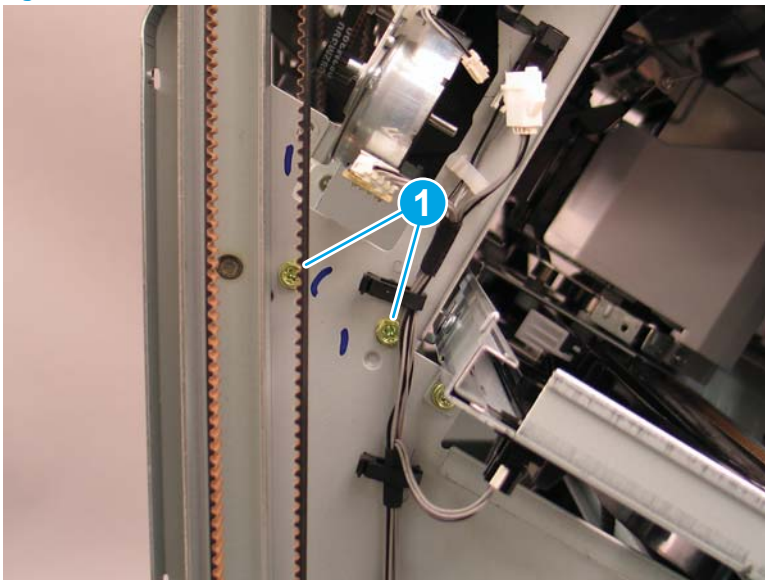
13. At the rear of the finisher, press the wire retainer to the right to access and remove two screws (callout 1).

Figure 5-225 Disconnect one connector



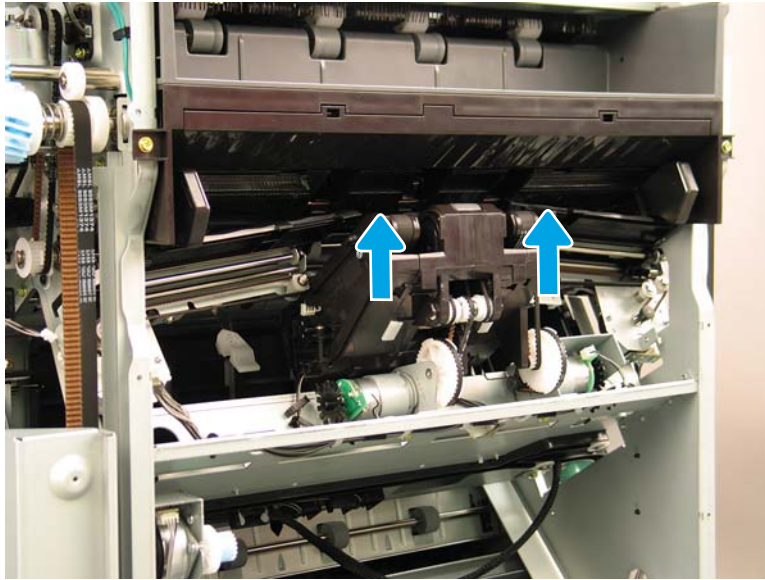
14. At the front of the finisher, remove two screws (callout 1).

Figure 5-226 Remove two screws



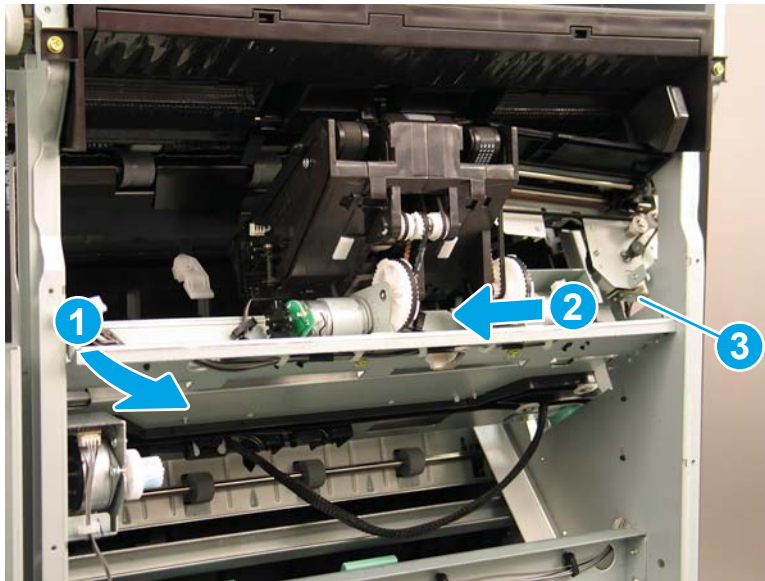
15. Lift the inside edges of the front and rear tampers up.

Figure 5-227 Lift the edges of the tampers



16. Rotate the rear edge of the ejector unit away from the finisher (callout 1), and then slide it toward the rear of the finisher (callout 2) to remove it. Make sure that the PCA (callout 3) stays clear of the sheet metal frame.

Figure 5-228 Remove the ejector unit



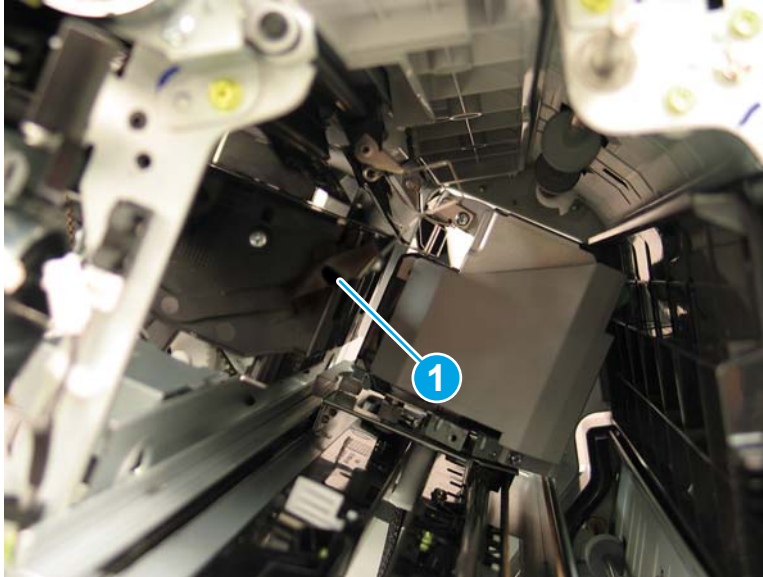
17. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

Special installation instructions: Ejector unit

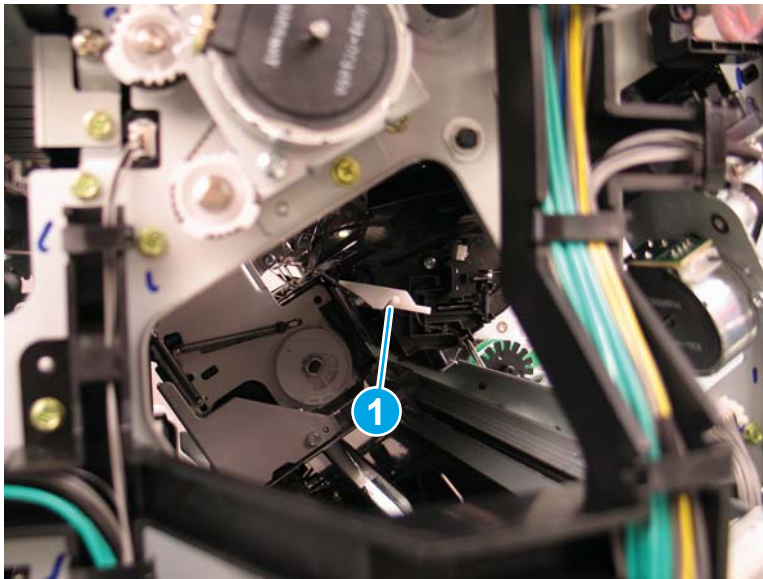
- a. When the front tamper shaft is removed, the retainer arm that held the one end of the shaft will drop down. When reinstalling the shaft, raise the retainer arm and position the end of the shaft in the notch (callout 1).

Figure 5-229 Reinstall the front tamper shaft




- b. When the rear tamper shaft is removed, the retainer arm that held the one end of the shaft will drop down. When reinstalling the shaft, raise the retainer arm and position the end of the shaft in the notch (callout 1).

Figure 5-230 Reinstall the rear tamper shaft





Step 11: 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.

Front tamper unit

- [Introduction](#)
- [Step 1: Remove the right top cover \(finisher\)](#)
- [Step 2: Remove the top cover \(finisher\)](#)
- [Step 3: Remove the front door \(finisher\)](#)
- [Step 4: Remove the front cover \(finisher\)](#)
- [Step 5: Remove the rear cover](#)
- [Step 6: Remove the booklet tray \(finisher\)](#)
- [Step 7: Remove the caster cover \(finisher\)](#)
- [Step 8: Remove the lower shield assembly \(finisher\)](#)
- [Step 9: Remove the upper shield assembly \(finisher\)](#)
- [Step 10: Remove the ejector unit \(finisher\)](#)
- [Step 11: Remove the front tamper unit](#)
- [Step 12: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the front tamper unit on the finisher.



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 power off. A shutting-down message appears on the control-panel display.
- ⚠ **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC82-00901A

To order the part, go to www.hp.com/buy/parts.

- Finisher Sub - Tamper Front

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

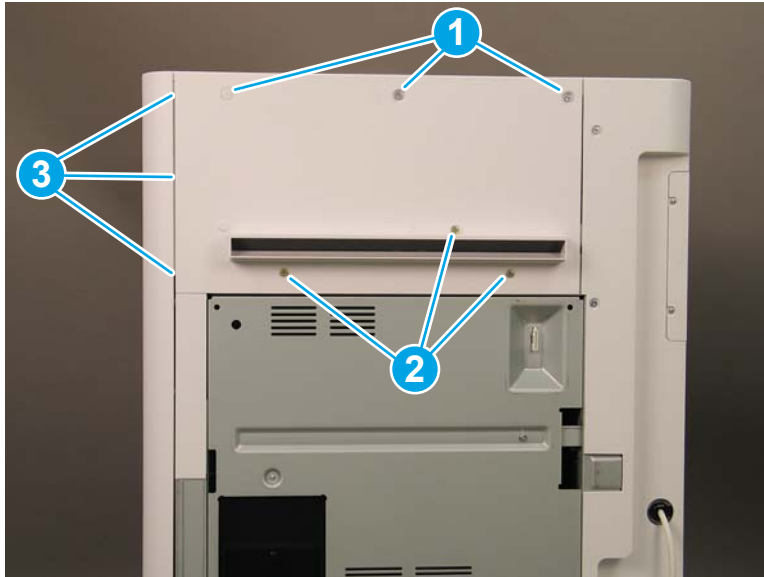
Step 1: Remove the right top cover (finisher)

- ▲ Remove one screw cap and three machine screws on the upper edge of the cover (callout 1). Remove three sheet metal screws (callout 2) on the lower portion of the cover. Rotate the right edge of the cover away from the finisher, and then slide the cover right to release three tabs (callout 3).

 **Reinstallation tip:** The lower screws are shorter in length than the upper screws.

Reinstallation tip: Reverse the removal steps to install the assembly.

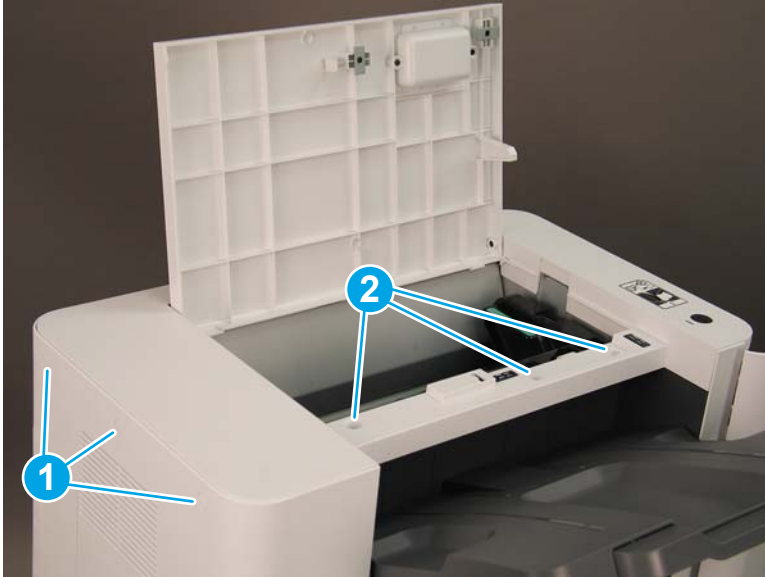
Figure 5-231 Remove six screws and the right top cover



Step 2: Remove the top cover (finisher)

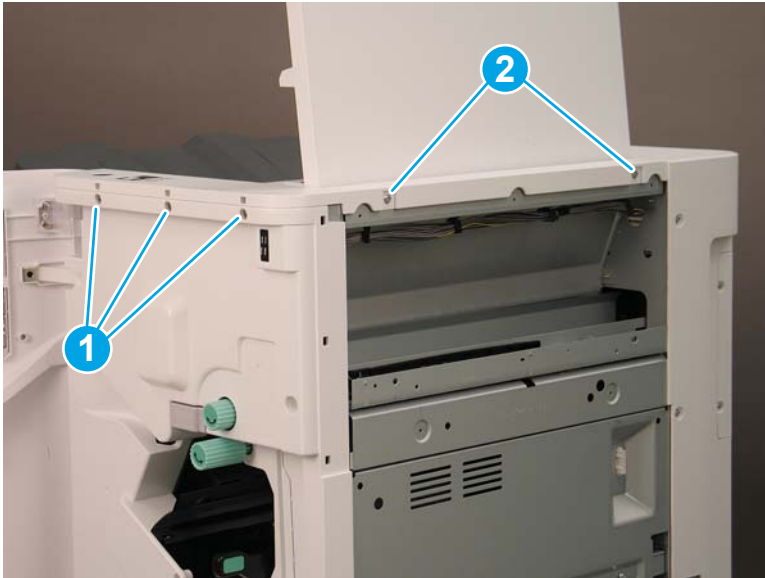
1. Remove three screw caps and three self-tapping screws at the top of the rear cover (callout 1), and then remove three machine screws (callout 2) on top of the cover.

Figure 5-232 Remove six screws



2. Remove three self-tapping screws at the top of the front cover (callout 1), and then remove two machine screws (callout 2) at the top of the right side.

Figure 5-233 Remove six screws



3. Lift the cover up slightly. Disconnect one in-line connector (callout 1), and then release one retainer (callout 2).


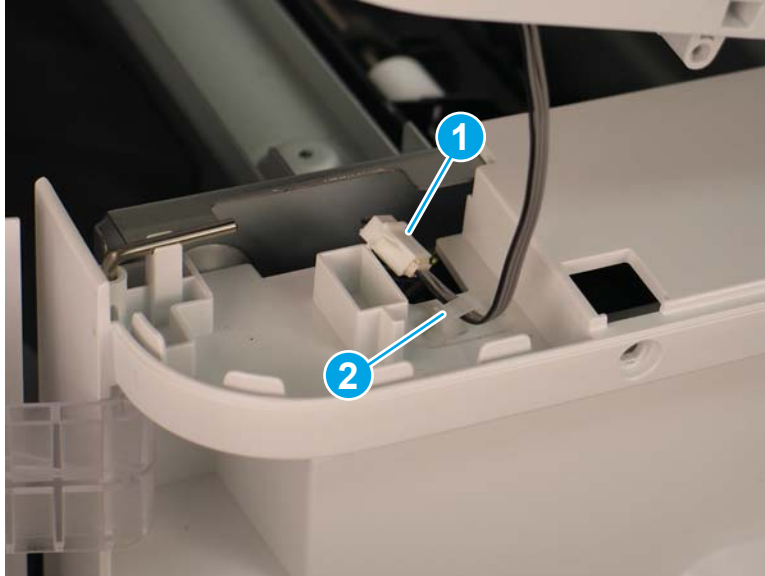

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-234 Disconnect one connector and release retainer

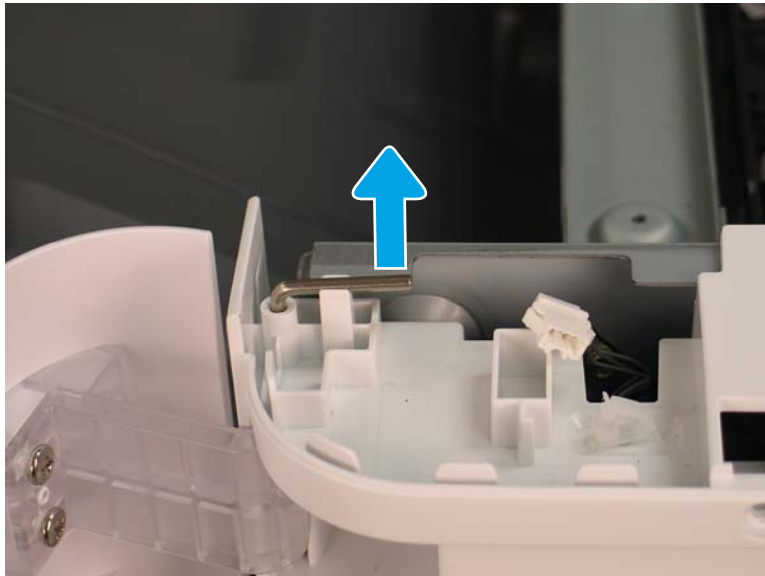


 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Step 3: Remove the front door (finisher)

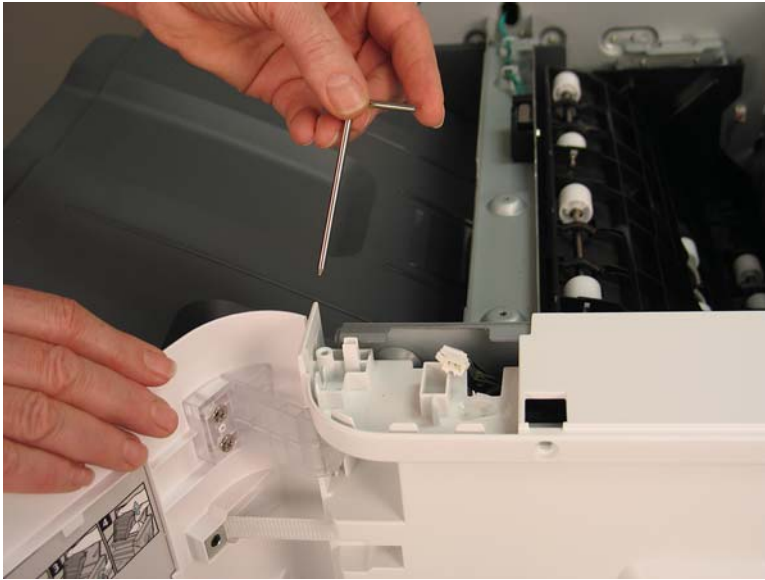
1. Lift the top hinge pin up to release it from the retainer.

Figure 5-235 Lift the top hinge pin



2. Pull the top hinge pin up to remove it.

Figure 5-236 Remove the top hinge pin



3. Use a small, flat-blade screwdriver to release the lower hinge pin from the retainer, and then rotate it away from the finisher.

Figure 5-237 Release the lower hinge pin



4. Support the door with one hand, and then pull the lower hinge pin straight up to remove it.

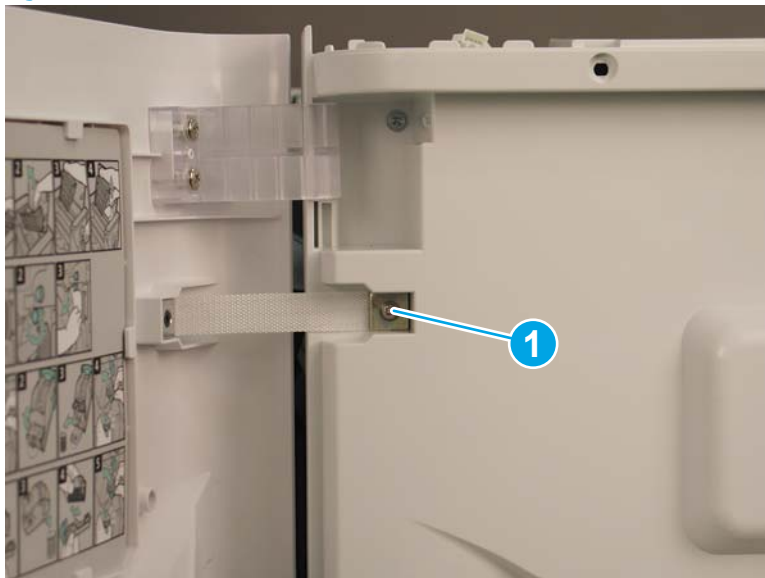
Figure 5-238 Remove the lower hinge pin



5. Support the door with one hand, and then remove one screw (callout 1) to release the strap. Remove the front door

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

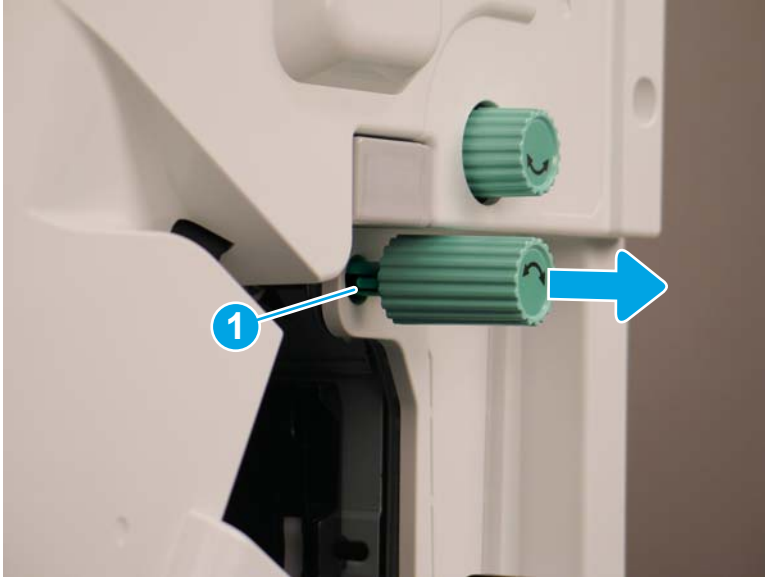
Figure 5-239 Remove one screw and the front door



Step 4: Remove the front cover (finisher)

1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-240 Remove the jam-access knob



2. If the punch unit is installed, remove the punch waste bin (callout 1).
3. Remove one screw (callout 1) on top of the front cover.

Figure 5-241 Remove one screw



4. Remove five machine screws (callout 1), and then remove the front cover.


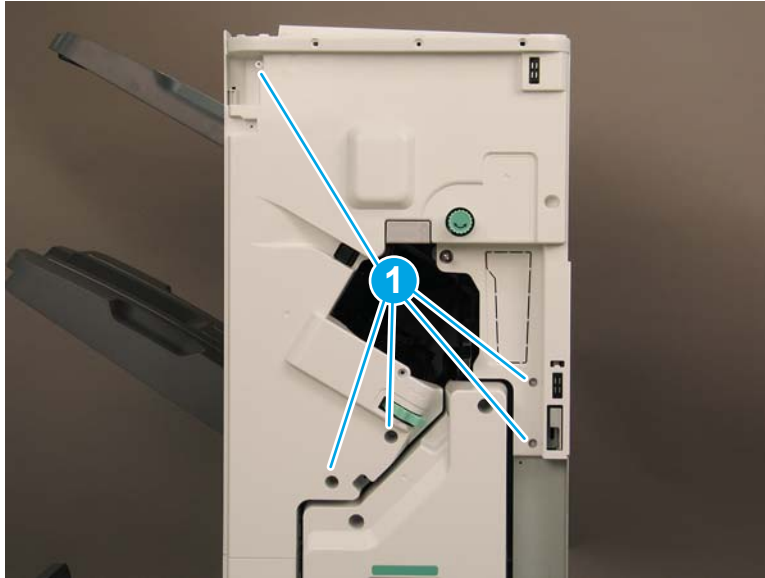
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

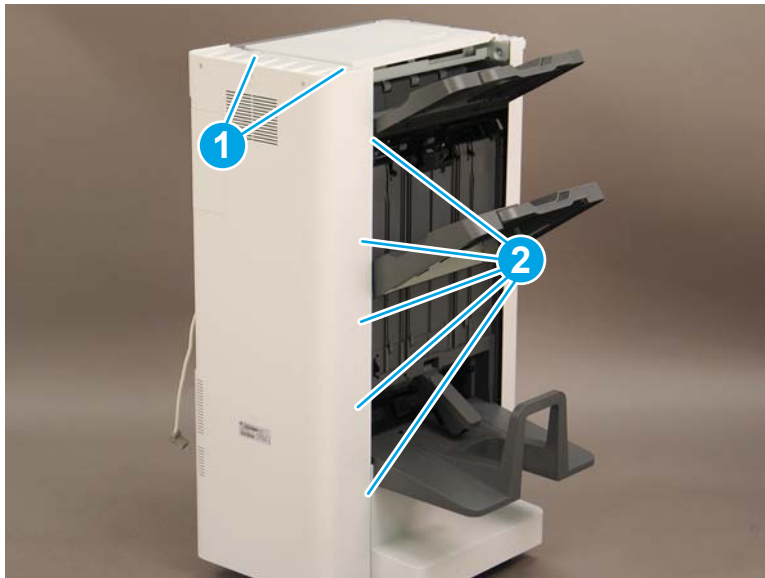
Figure 5-242 Remove five screws and the front cover



Step 5: Remove the rear cover

1. Remove two self-tapping screws (callout 1) on the top of the rear cover, and then remove five screw caps and five machine screws (callout 2) on the left side of the cover.

Figure 5-243 Remove seven screws



2. Remove one screw cap and four machine screws (callout 1) Remove the rear cover.

 **NOTE:** Make sure to thread the power cable (callout 2) through the opening in the cover.


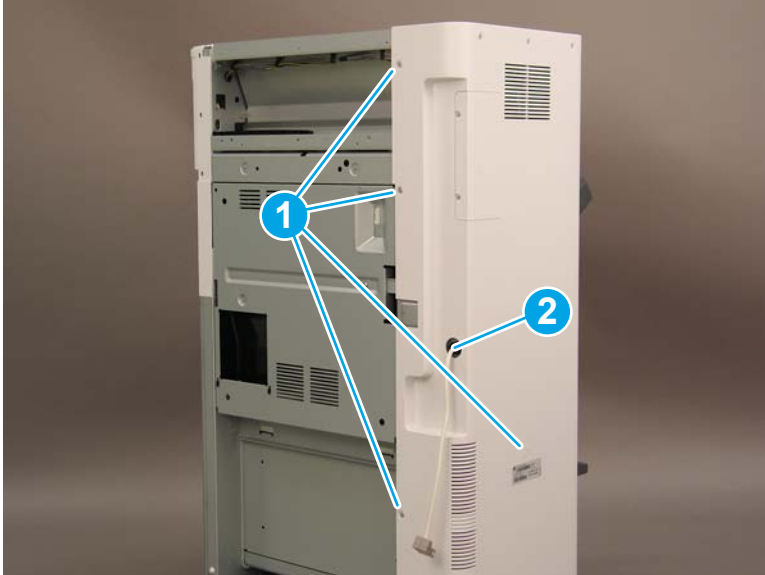
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

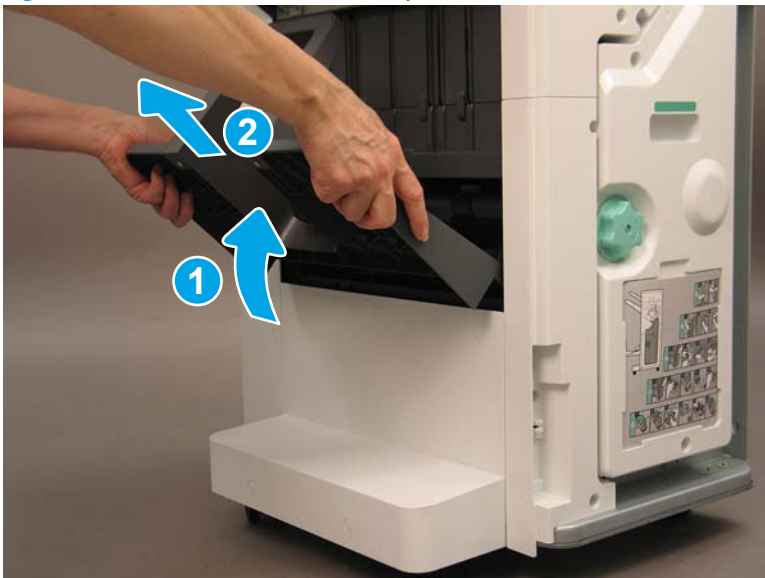
Figure 5-244 Remove four screws and the rear cover



Step 6: Remove the booklet tray (finisher)

1. Raise the booklet tray up (callout 1), and then pull it away from the finisher (callout 2) to remove it.

Figure 5-245 Remove the booklet tray



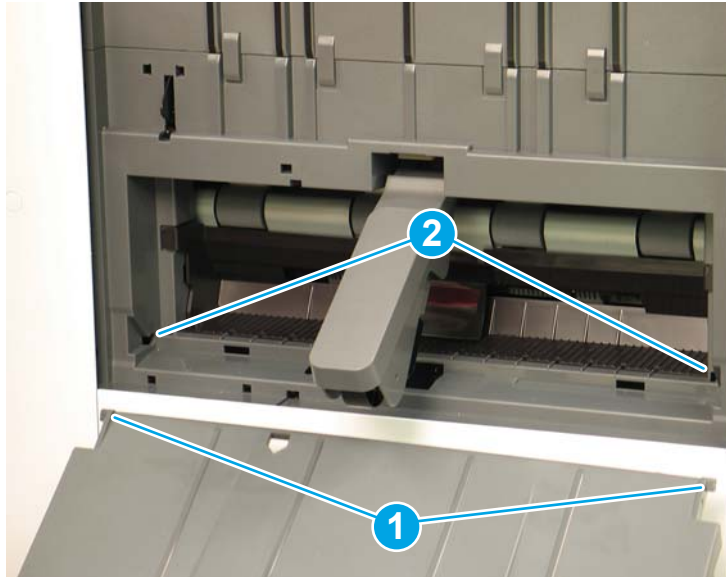
2. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

Special installation instructions: Booklet tray

- ▲ Position the tabs (callout 1) on the tray into the slots (callout 2) on the finisher.

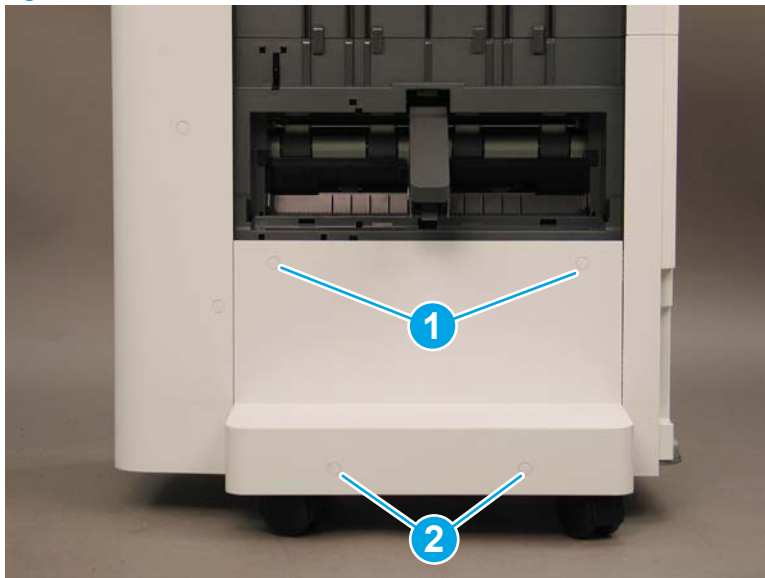
Figure 5-246 Install the booklet tray



Step 7: Remove the caster cover (finisher)

1. Remove two screw caps and two self-tapping screws (callout 1). Remove two screw caps and two machine screws (callout 2).

Figure 5-247 Remove four screws

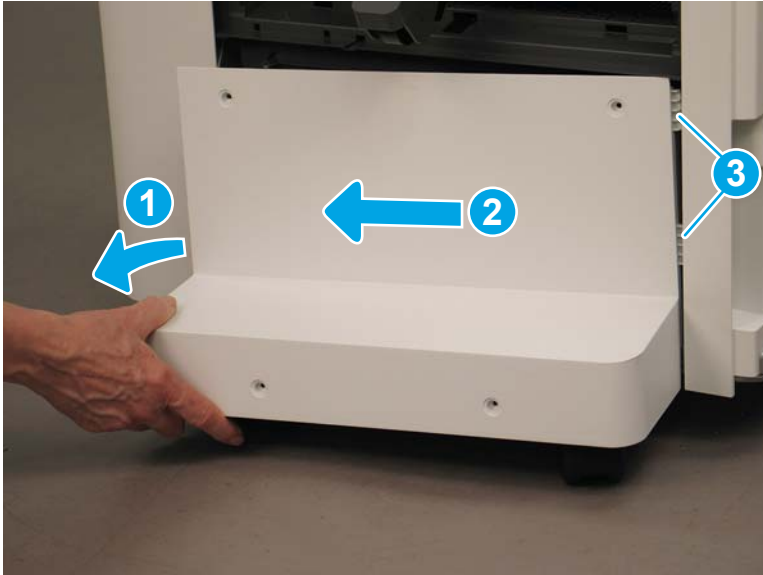


2. Rotate the left edge of the cover away from the finisher (callout 1), and then slide the cover to the left (callout 2) to remove it.

 **Reinstallation tip:** Make sure that two tabs (callout 3) are positioned under the front lower cover when reinstalling the caster cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-248 Remove the caster cover

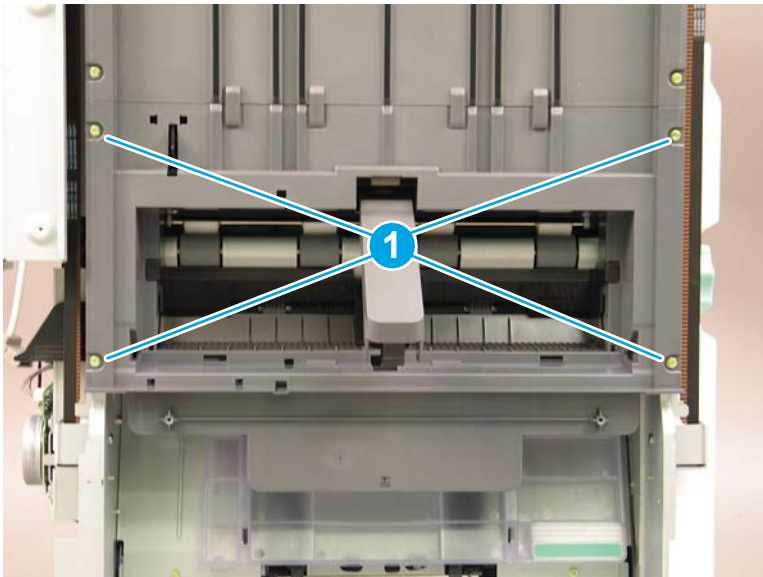


Step 8: Remove the lower shield assembly (finisher)

1. Remove four screws (callout 1).

 **NOTE:** Raise the lower output tray as needed to access the screws.

Figure 5-249 Remove four screws

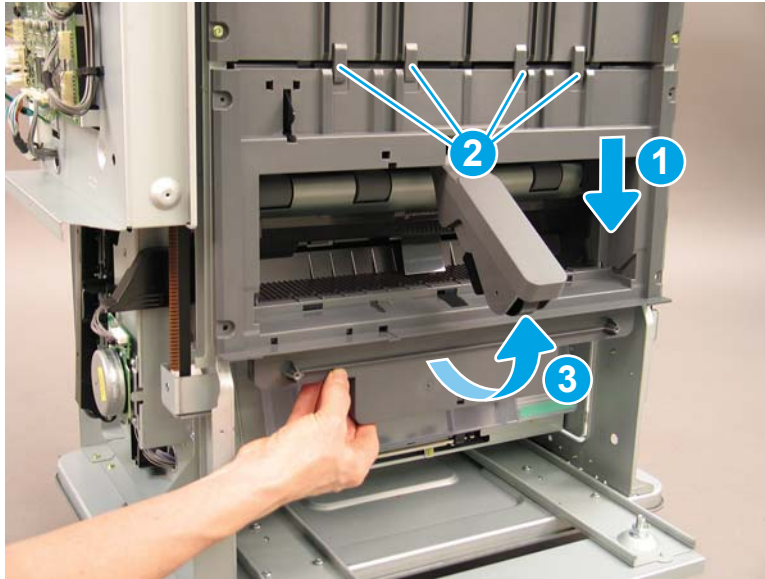


- Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

CAUTION: The shield is still attached to the finisher. Do not attempt to completely remove the shield.

Reinstallation tip: Position the shield under the four tabs (callout 2) when reinstalling it.

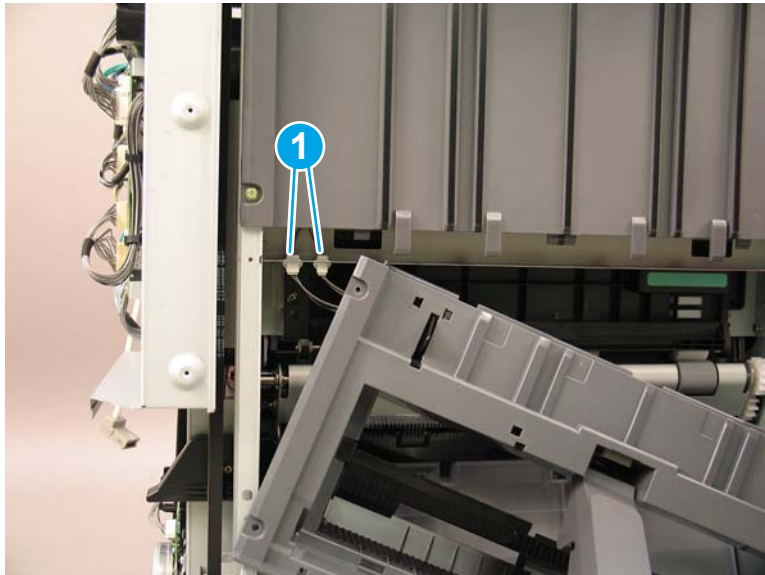
Figure 5-250 Release the lower shield



- Disconnect two connectors (callout 1), and then remove the shield.

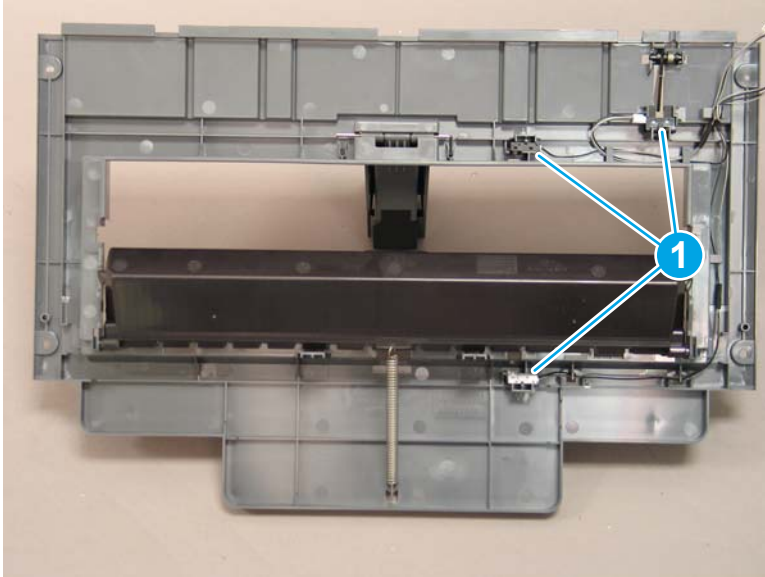
Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-251 Disconnect two connectors



4. If you are replacing the lower shield assembly, locate three sensors (callout 1) on the back of the lower shield. Remove these sensors and transfer them to the replacement part.

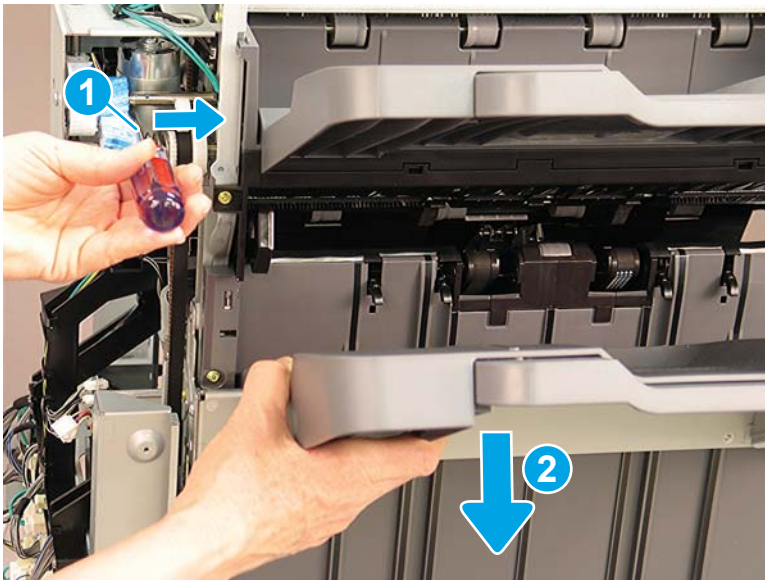
Figure 5-252 Locate sensors



Step 9: Remove the upper shield assembly (finisher)

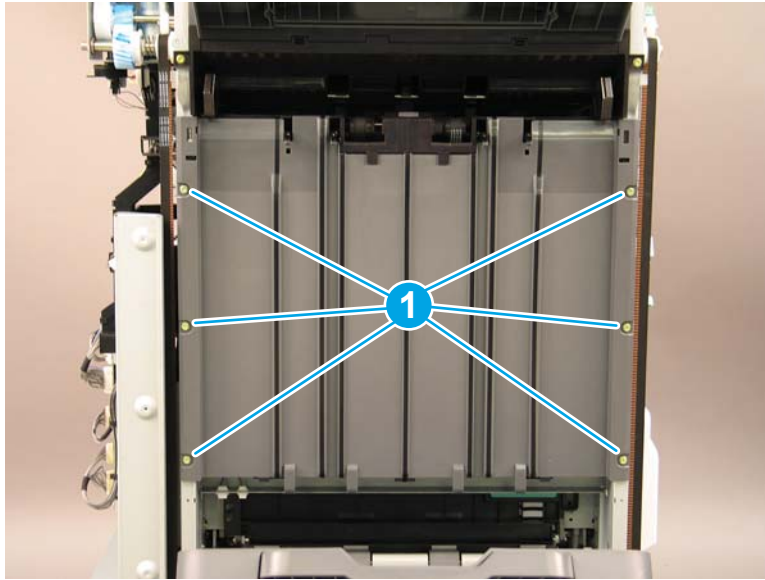
1. Bring the lower output tray down by positioning the shaft of a screwdriver on the clutch (callout 1) and gently pressing to the right to release the clutch. Hold the clutch in the released position and lower the tray (callout 2) to the lowest position.

Figure 5-253 Lower the output tray



2. Remove six machine screws (callout 1).

Figure 5-254 Remove six screws

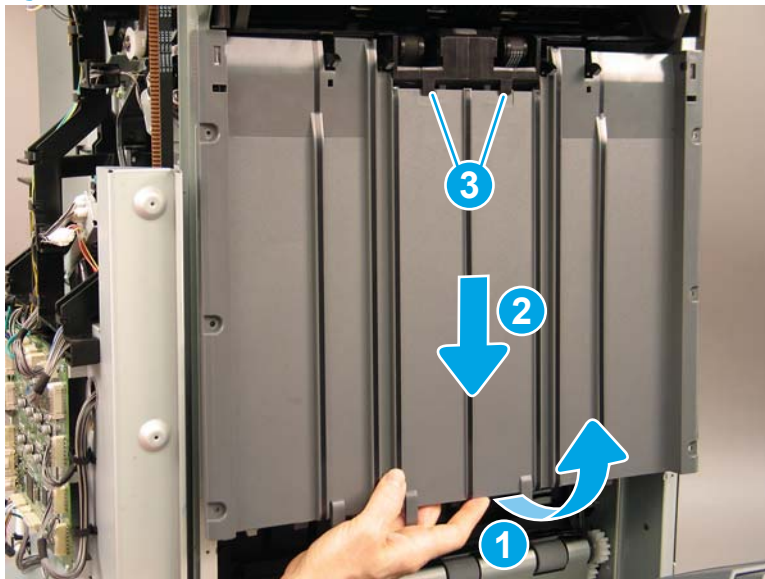


3. Rotate the lower edge of the shield away from the finisher (callout 1), and then slide the shield down (callout 2) to release it from two tabs (callout 3).

⚠ CAUTION: The shield is still attached to the finisher. Do not attempt to completely remove the shield.

💡 Reinstallation tip: Position the shield under the two tabs (callout 3) when reinstalling it.

Figure 5-255 Release the shield



4. Disconnect one connector (callout 1), and then remove the upper shield assembly.


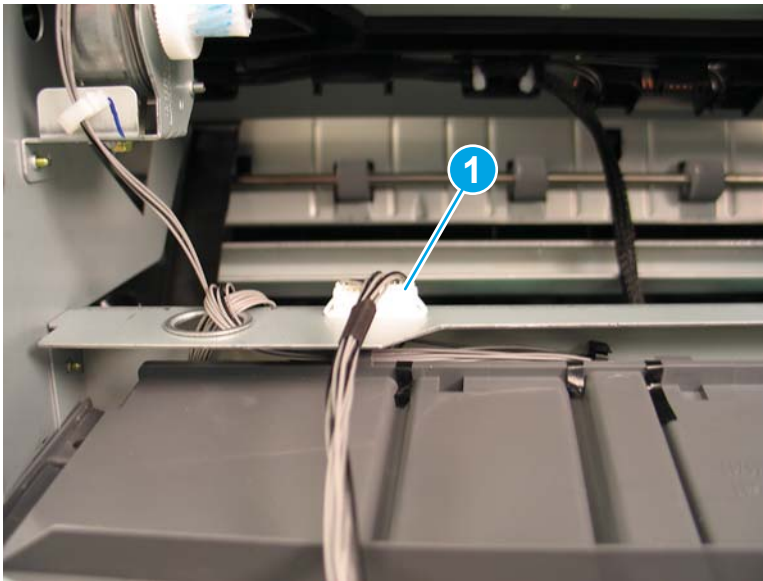
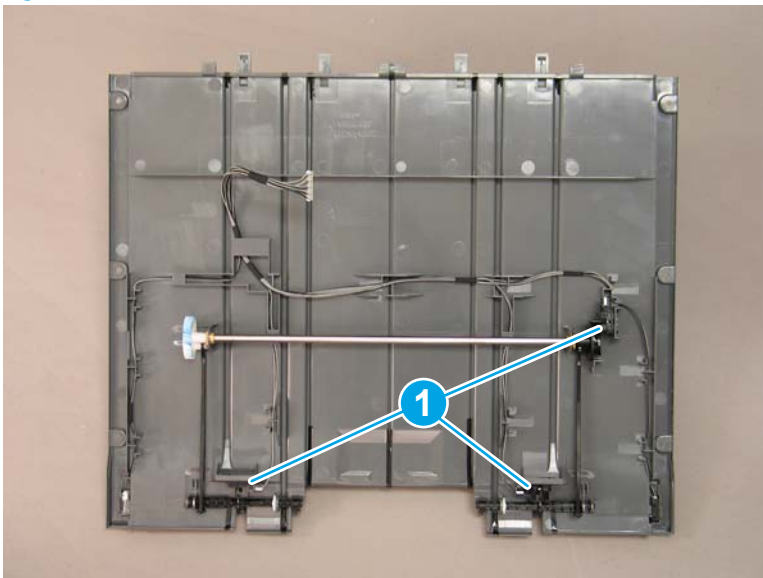
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-256 Disconnect one connector



5. If you are replacing the upper shield assembly, locate three sensors (callout 1) on the back of the upper shield. Remove these sensors and transfer them to the replacement part.

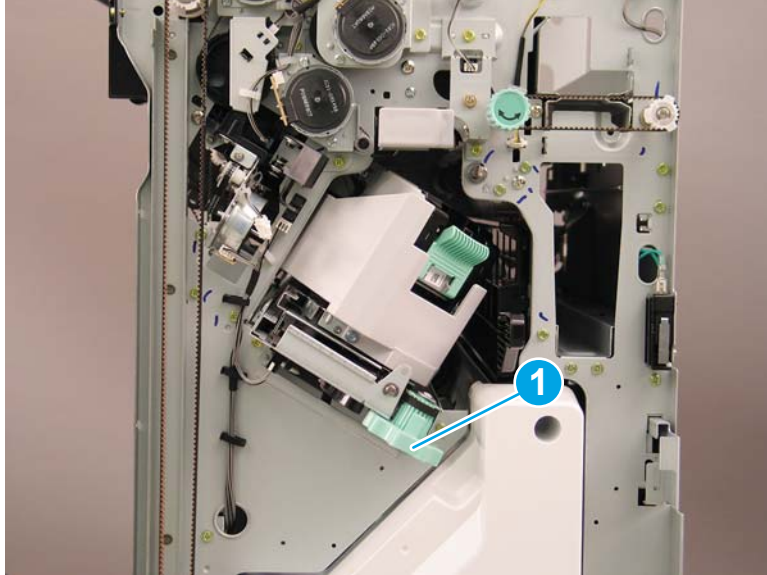
Figure 5-257 Locate sensors



Step 10: Remove the ejector unit (finisher)

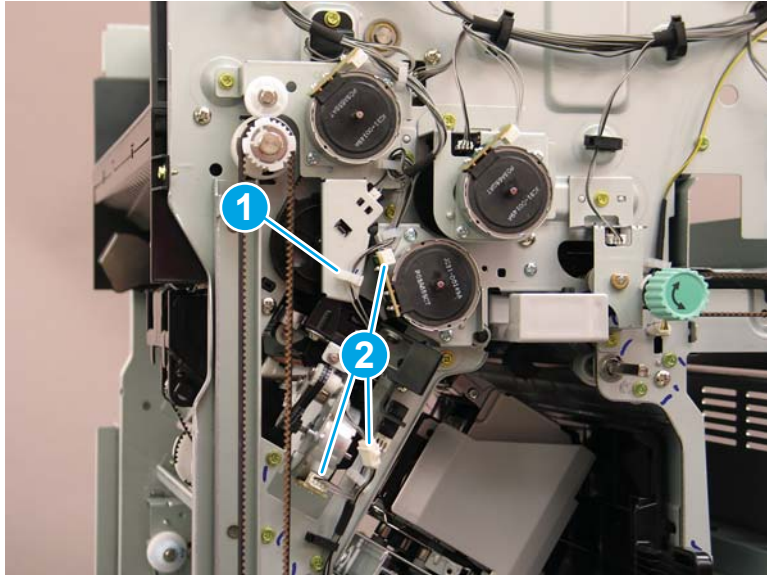
1. Rotate the green wheel to move the staple unit to the center of the finisher.

Figure 5-258 Move the staple unit to the center



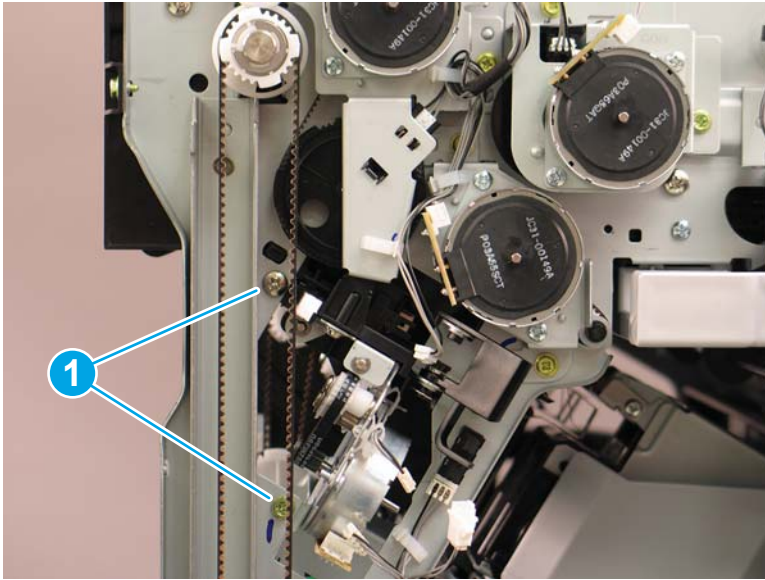
2. Release one retainer (callout 1), and then disconnect three connectors (callout 2).

Figure 5-259 Disconnect three connectors



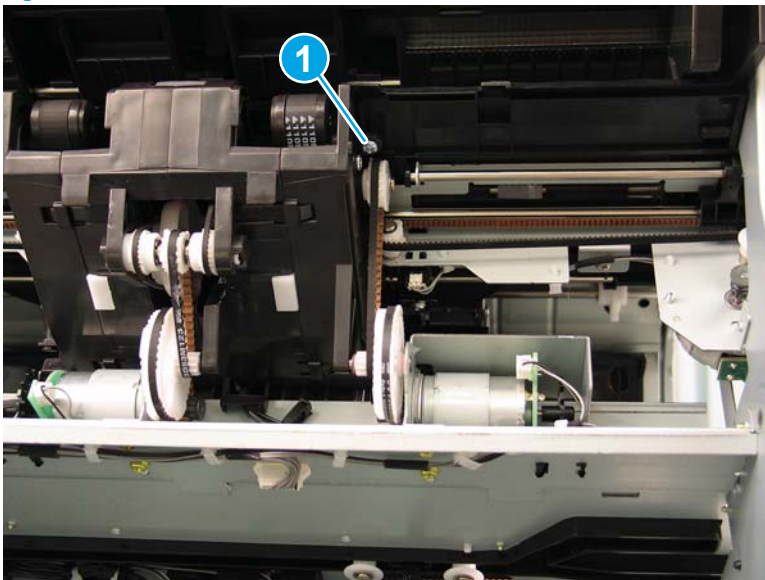
3. Remove two screws (callout 1).

Figure 5-260 Remove two screws



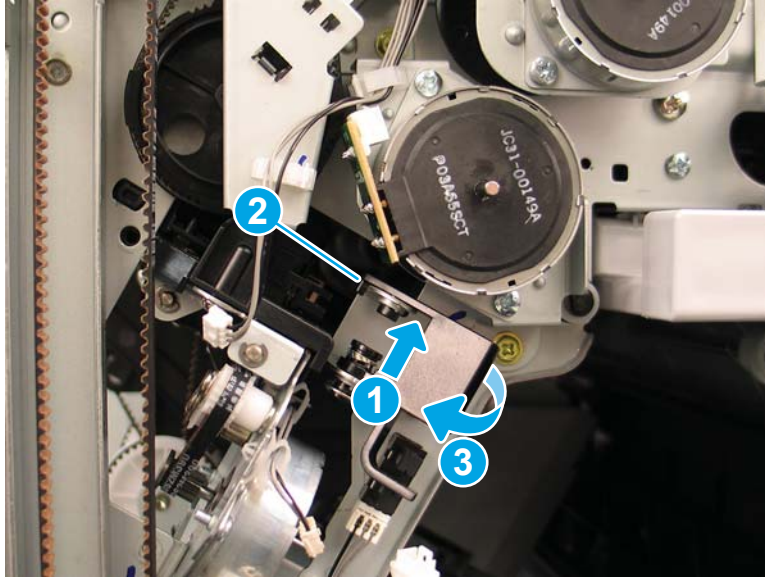
4. At the left side of the finisher, remove one screw (callout 1).

Figure 5-261 Remove one screw



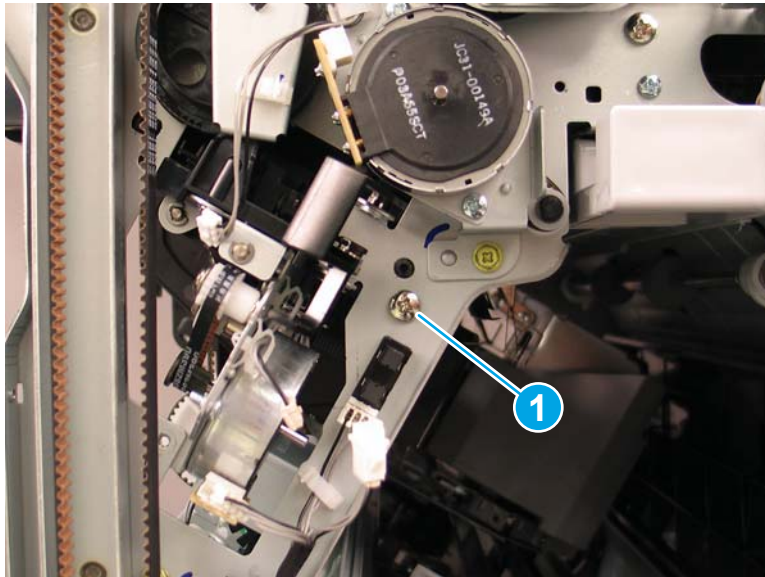
5. Press up on the hinge (callout 1), release one tab (callout 2), and then rotate the sensor away from the finisher (callout 3).

Figure 5-262 Rotate the sensor



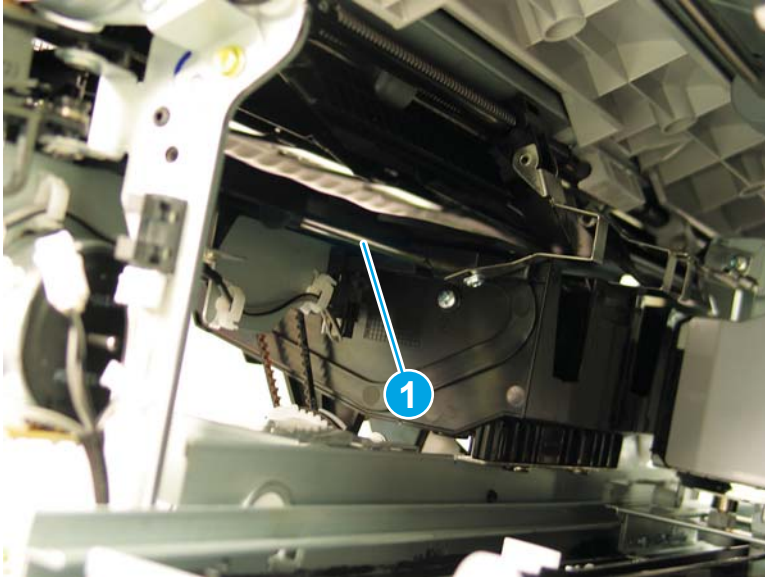
6. Remove one screw (callout 1).

Figure 5-263 Remove one screw



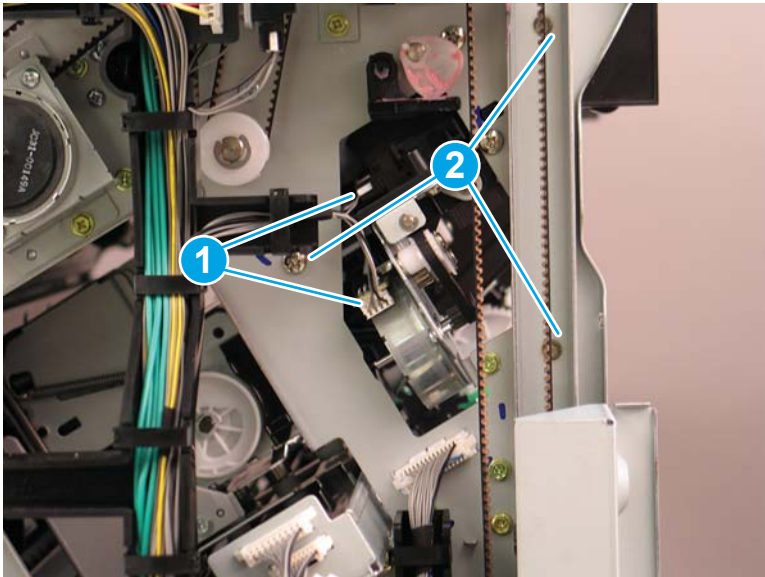
7. Look inside the finisher through the stapler opening in the front and pull down to release and remove one shaft (callout 1) on the front tamper unit.

Figure 5-264 Remove the front tamper shaft



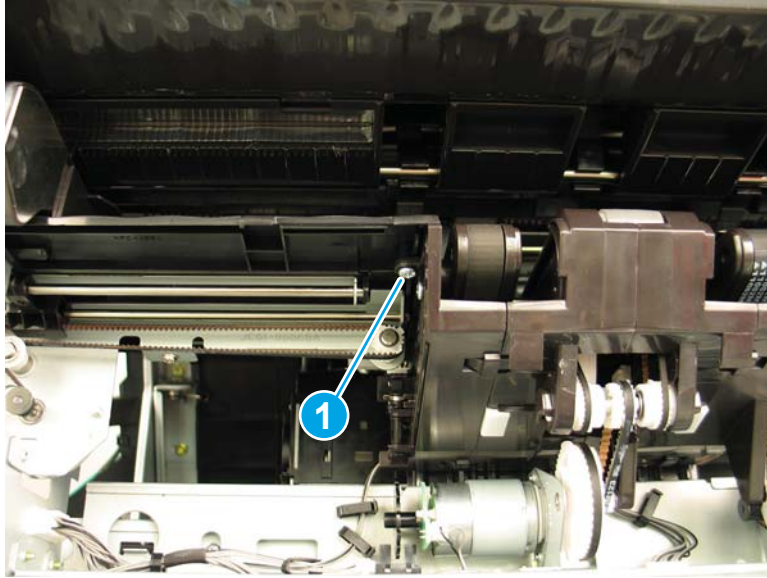
8. At the rear of the finisher, disconnect two connectors (callout 1), and then remove three screws (callout 2).

Figure 5-265 Disconnect two connectors and remove three screws



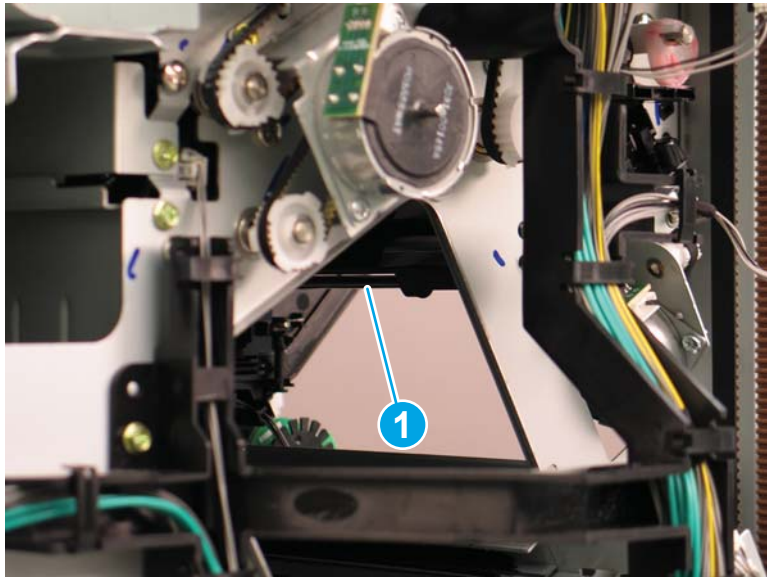
9. At the left side of the finisher, remove one screw (callout 1).

Figure 5-266 Remove one screw



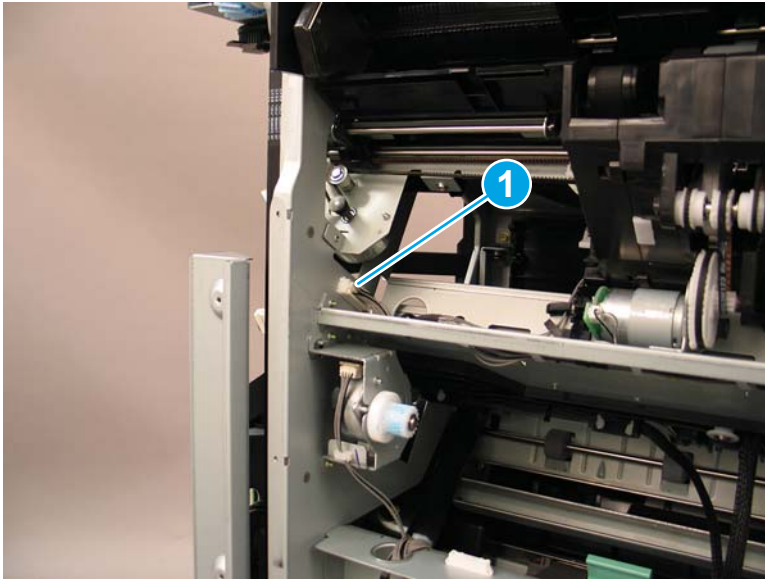
10. Look inside the finisher through the stapler opening in the rear and pull down to release and remove one shaft (callout 1) on the rear tamper unit.

Figure 5-267 Remove the rear tamper shaft



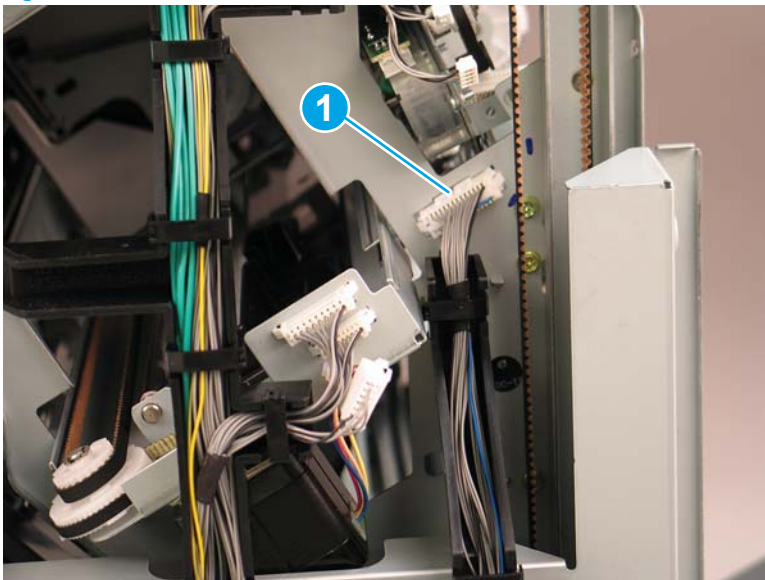
11. At the left side of the finisher, disconnect one connector (callout 1).

Figure 5-268 Disconnect one connector



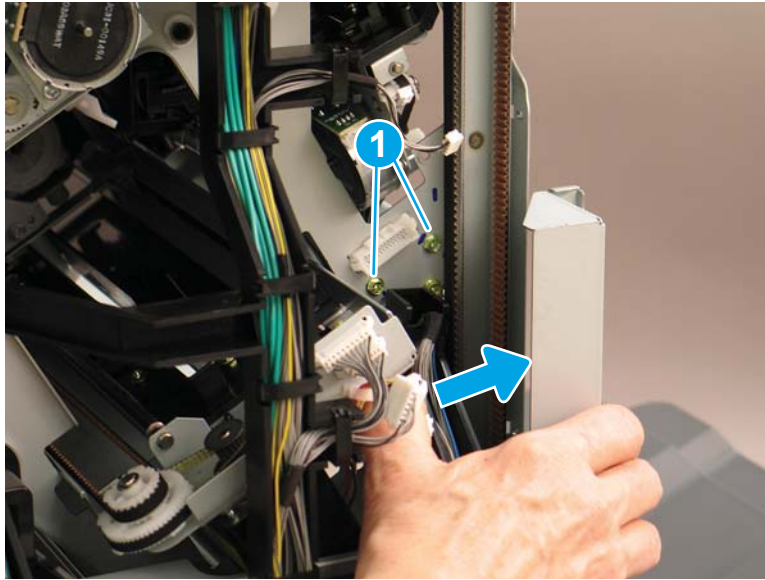
12. At the rear of the finisher, disconnect one connector (callout 1).

Figure 5-269 Disconnect one connector



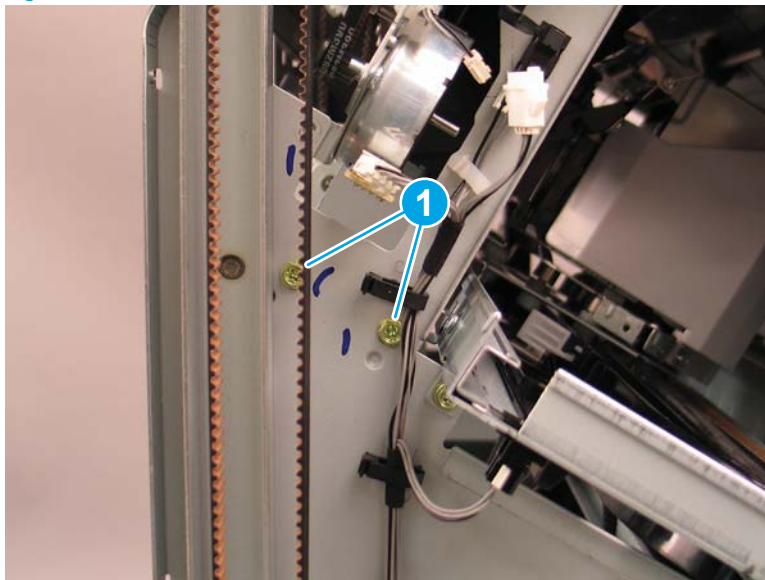
13. At the rear of the finisher, press the wire retainer to the right to access and remove two screws (callout 1).

Figure 5-270 Disconnect one connector



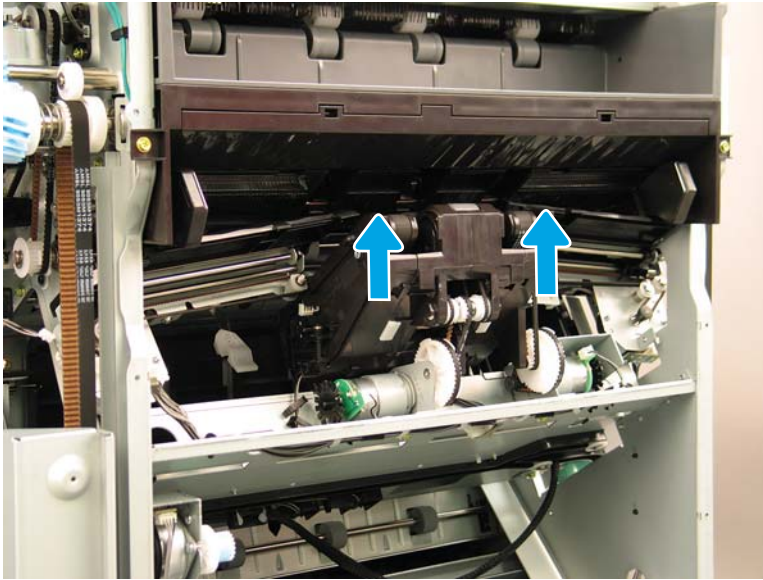
14. At the front of the finisher, remove two screws (callout 1).

Figure 5-271 Remove two screws



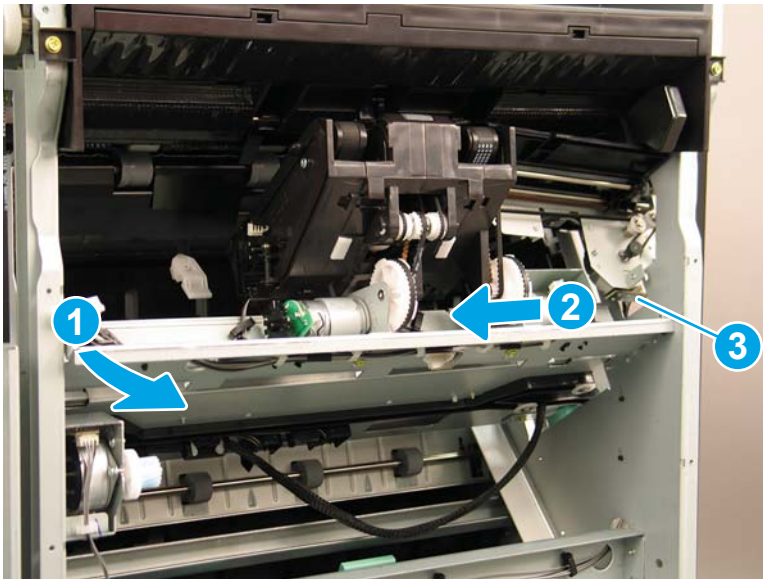
15. Lift the inside edges of the front and rear tampers up.

Figure 5-272 Lift the edges of the tampers



16. Rotate the rear edge of the ejector unit away from the finisher (callout 1), and then slide it toward the rear of the finisher (callout 2) to remove it. Make sure that the PCA (callout 3) stays clear of the sheet metal frame.

Figure 5-273 Remove the ejector unit



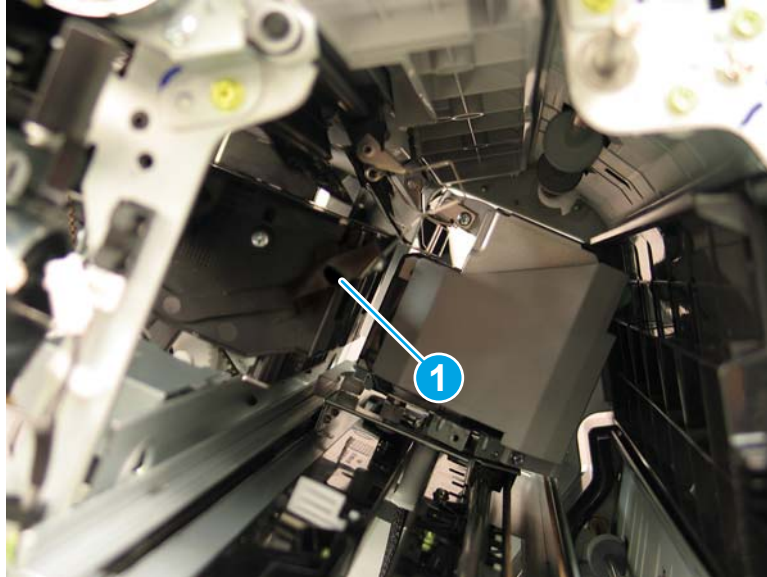
17. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

Special installation instructions: Ejector unit

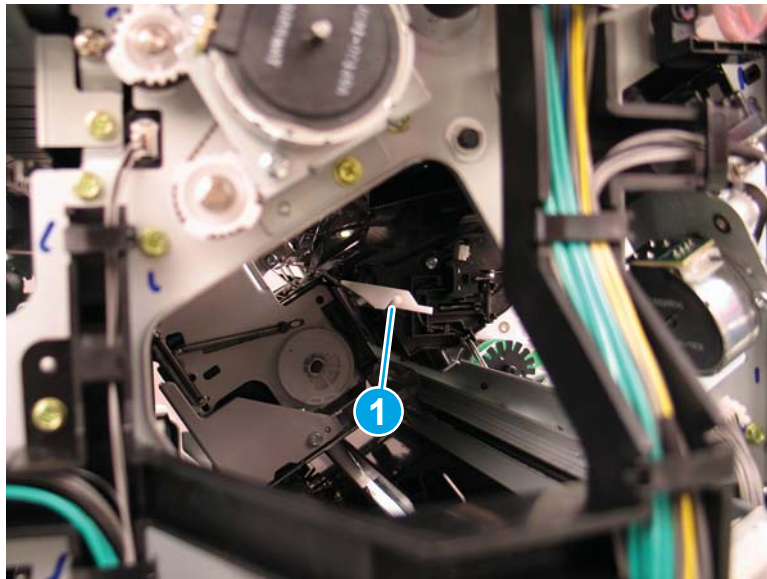
- a. When the front tamper shaft is removed, the retainer arm that held the one end of the shaft will drop down. When reinstalling the shaft, raise the retainer arm and position the end of the shaft in the notch (callout 1).

Figure 5-274 Reinstall the front tamper shaft



- b. When the rear tamper shaft is removed, the retainer arm that held the one end of the shaft will drop down. When reinstalling the shaft, raise the retainer arm and position the end of the shaft in the notch (callout 1).

Figure 5-275 Reinstall the rear tamper shaft



Step 11: Remove the front tamper unit

- ▲ Lift the front tamper away from the finisher to remove it


💡 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-276 Remove the front tamper





Step 12: 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.

Rear tamper unit


- [Introduction](#)
- [Step 1: Remove the right top cover \(finisher\)](#)
- [Step 2: Remove the top cover \(finisher\)](#)
- [Step 3: Remove the front door \(finisher\)](#)
- [Step 4: Remove the front cover \(finisher\)](#)
- [Step 5: Remove the rear cover](#)
- [Step 6: Remove the booklet tray \(finisher\)](#)
- [Step 7: Remove the caster cover \(finisher\)](#)
- [Step 8: Remove the lower shield assembly \(finisher\)](#)
- [Step 9: Remove the upper shield assembly \(finisher\)](#)
- [Step 10: Remove the ejector unit \(finisher\)](#)
- [Step 11: Remove the rear tamper unit](#)
- [Step 12: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the rear tamper unit on the finisher.

 **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 power off. A shutting-down message appears on the control-panel display.
-
-  **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
-
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
 - Release the finisher from the printer by pulling out on the release latch inside the finisher door.
 - Disconnect the cable from the bridge unit to the finisher.
 - Disconnect the cable from the finisher to the printer.

JC82-00898A

To order the part, go to www.hp.com/buy/parts.

- Finisher Sub - Tamper Rear

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

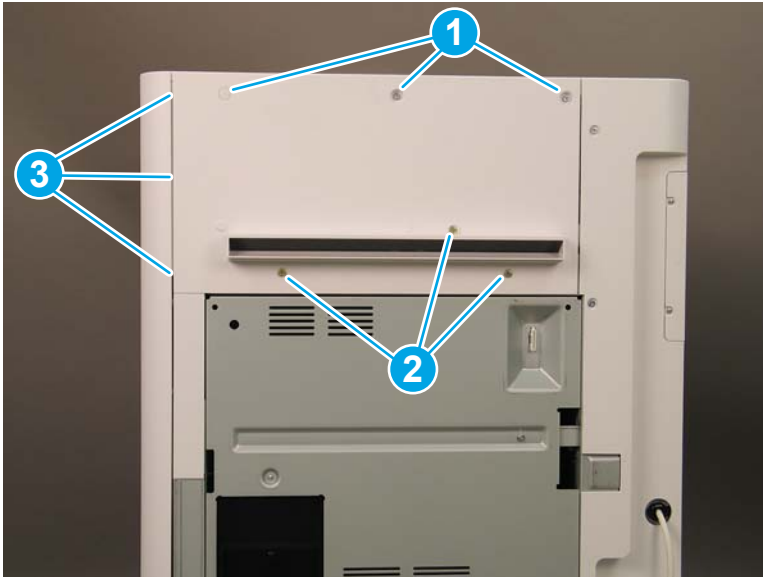
Step 1: Remove the right top cover (finisher)

- ▲ Remove one screw cap and three machine screws on the upper edge of the cover (callout 1). Remove three sheet metal screws (callout 2) on the lower portion of the cover. Rotate the right edge of the cover away from the finisher, and then slide the cover right to release three tabs (callout 3).

💡 **Reinstallation tip:** The lower screws are shorter in length than the upper screws.

Reinstallation tip: Reverse the removal steps to install the assembly.

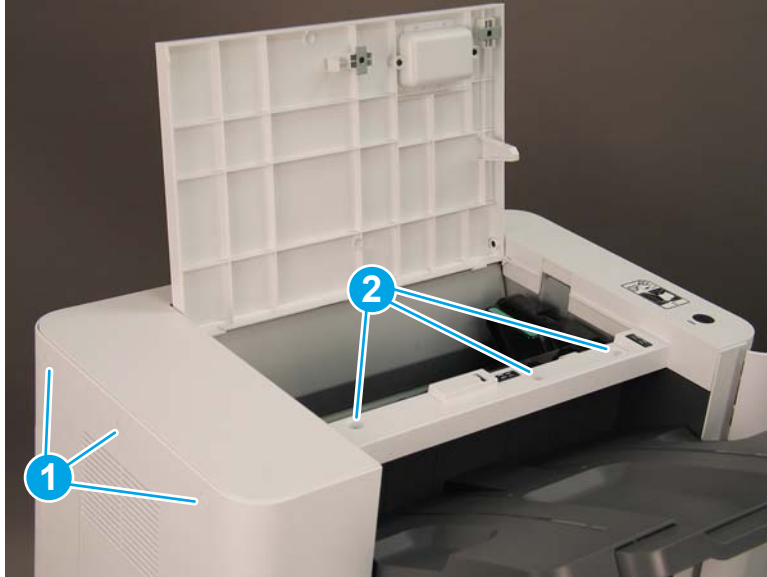
Figure 5-277 Remove six screws and the right top cover



Step 2: Remove the top cover (finisher)

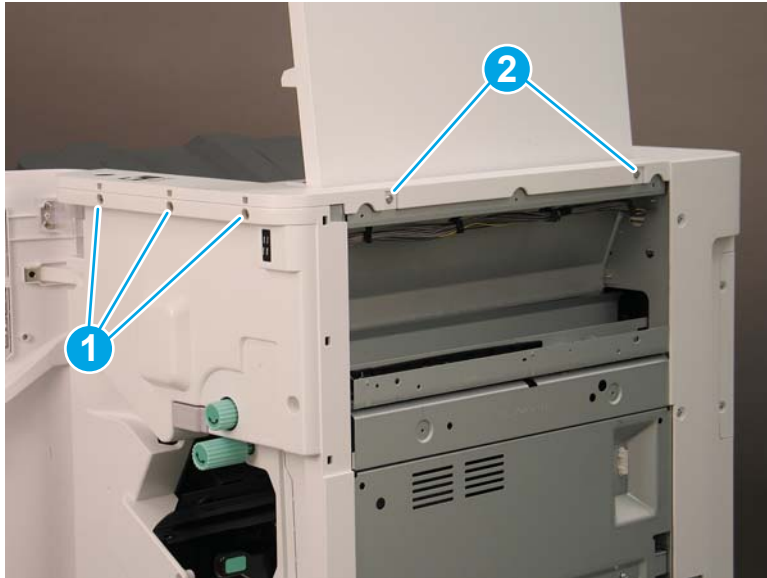
1. Remove three screw caps and three self-tapping screws at the top of the rear cover (callout 1), and then remove three machine screws (callout 2) on top of the cover.

Figure 5-278 Remove six screws



2. Remove three self-tapping screws at the top of the front cover (callout 1), and then remove two machine screws (callout 2) at the top of the right side.

Figure 5-279 Remove six screws



3. Lift the cover up slightly. Disconnect one in-line connector (callout 1), and then release one retainer (callout 2).


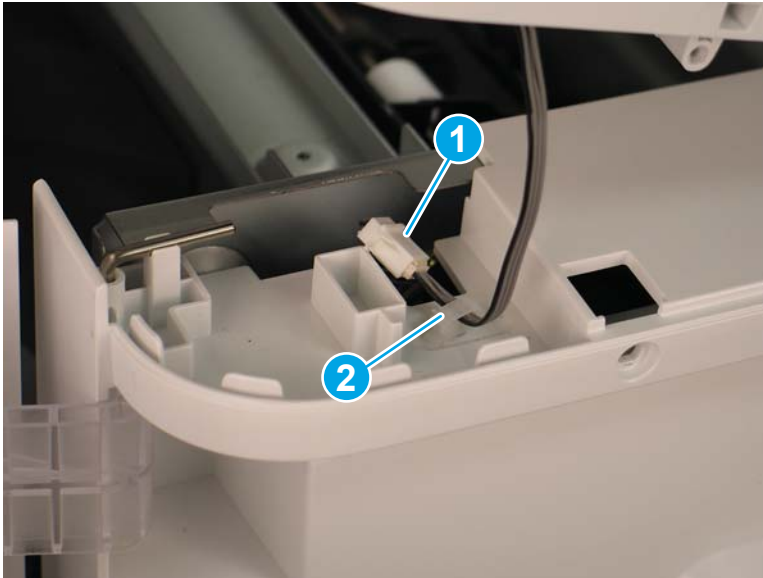

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-280 Disconnect one connector and release retainer

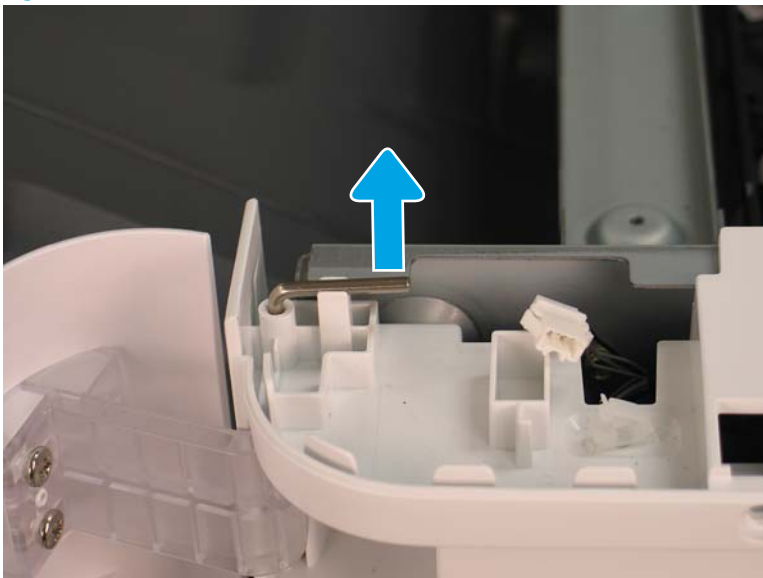


 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Step 3: Remove the front door (finisher)

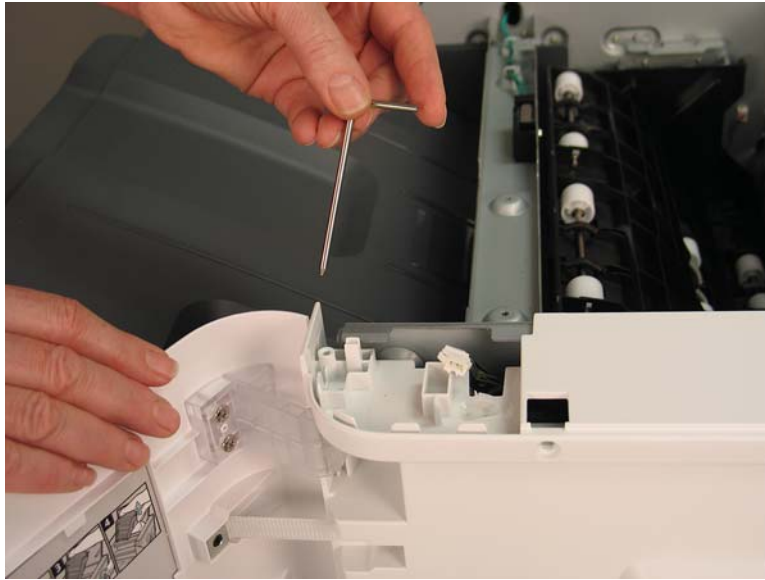
1. Lift the top hinge pin up to release it from the retainer.

Figure 5-281 Lift the top hinge pin



2. Pull the top hinge pin up to remove it.

Figure 5-282 Remove the top hinge pin



3. Use a small, flat-blade screwdriver to release the lower hinge pin from the retainer, and then rotate it away from the finisher.

Figure 5-283 Release the lower hinge pin



4. Support the door with one hand, and then pull the lower hinge pin straight up to remove it.

Figure 5-284 Remove the lower hinge pin



5. Support the door with one hand, and then remove one screw (callout 1) to release the strap. Remove the front door


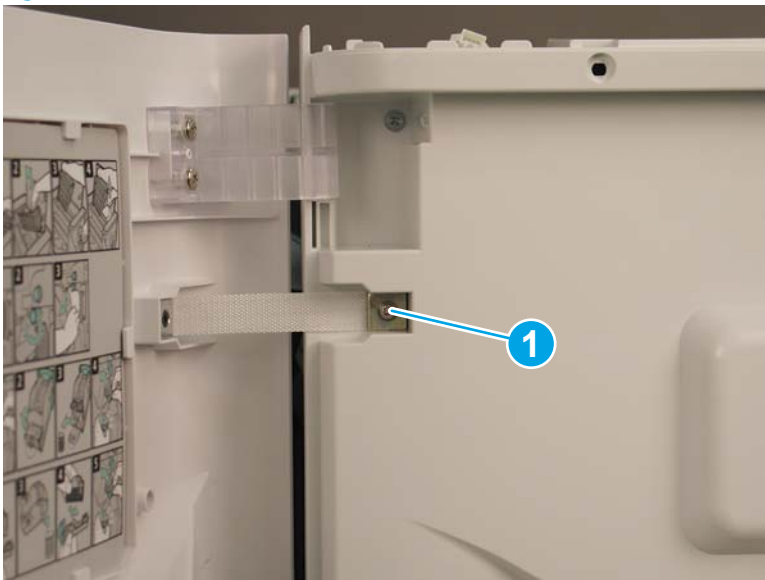
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

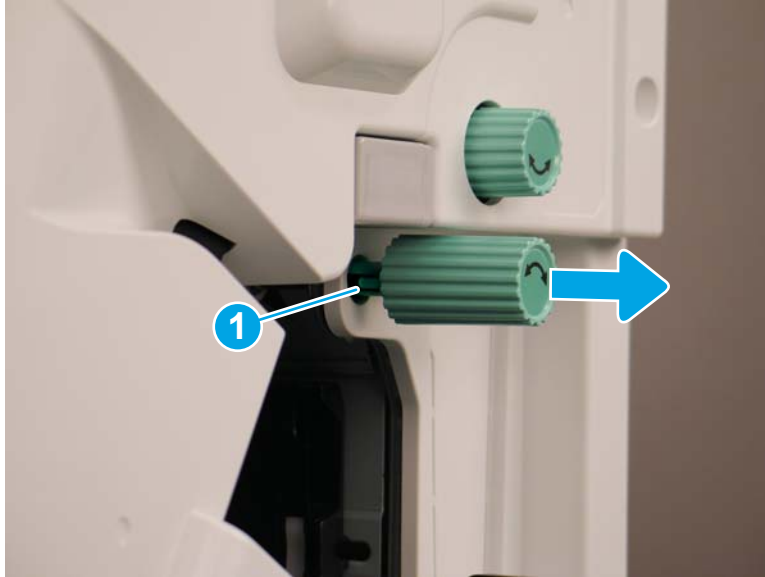
Figure 5-285 Remove one screw and the front door



Step 4: Remove the front cover (finisher)

1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-286 Remove the jam-access knob



2. If the punch unit is installed, remove the punch waste bin (callout 1).
3. Remove one screw (callout 1) on top of the front cover.

Figure 5-287 Remove one screw



4. Remove five machine screws (callout 1), and then remove the front cover.


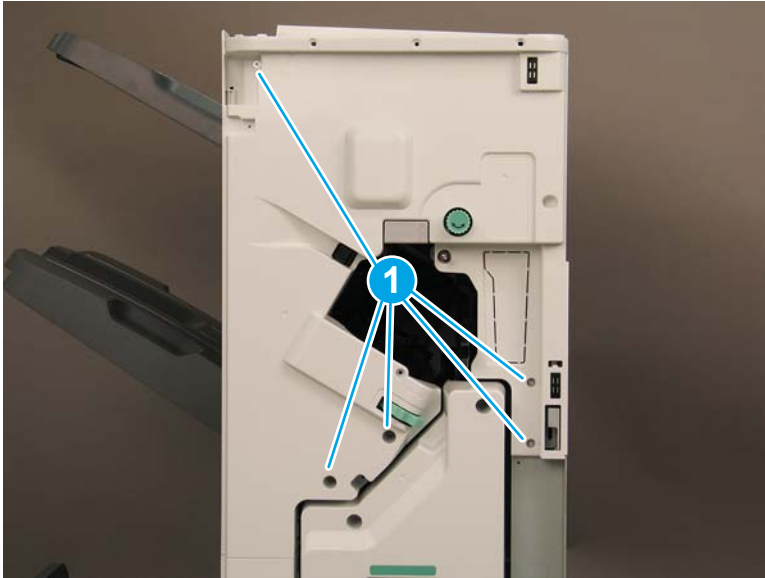
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

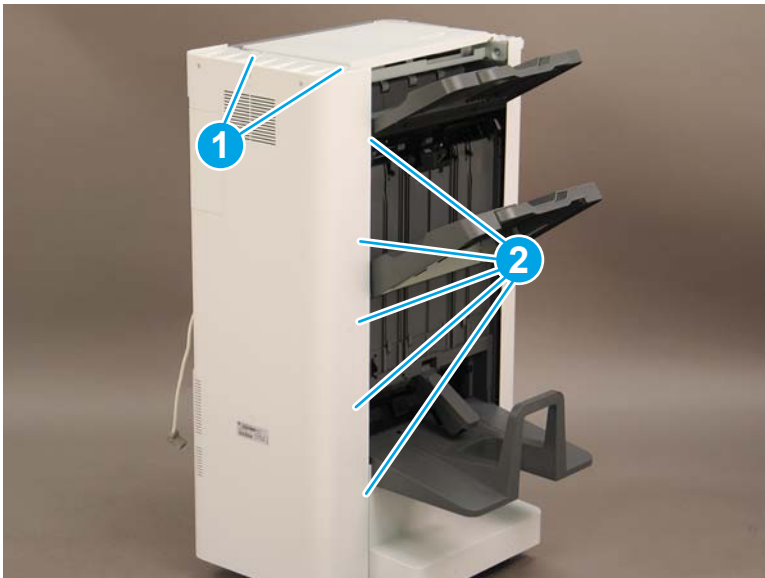
Figure 5-288 Remove five screws and the front cover



Step 5: Remove the rear cover

1. Remove two self-tapping screws (callout 1) on the top of the rear cover, and then remove five screw caps and five machine screws (callout 2) on the left side of the cover.

Figure 5-289 Remove seven screws



2. Remove one screw cap and four machine screws (callout 1) Remove the rear cover.

 **NOTE:** Make sure to thread the power cable (callout 2) through the opening in the cover.


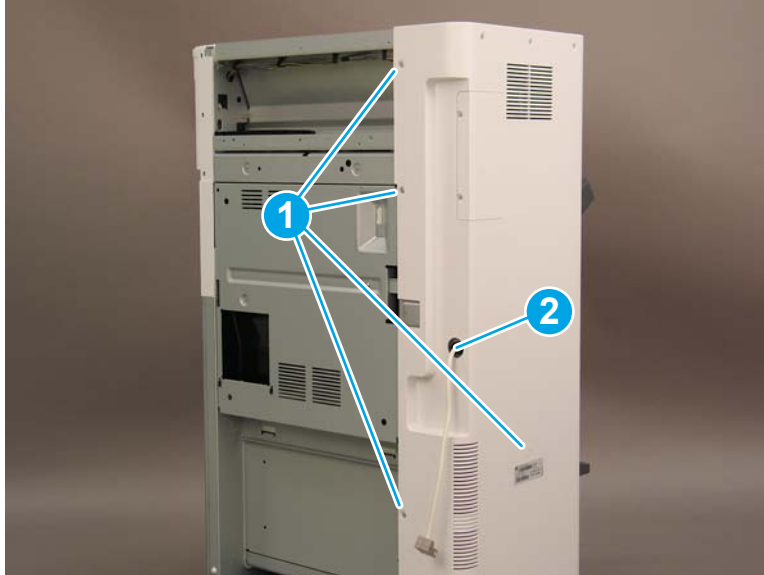
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

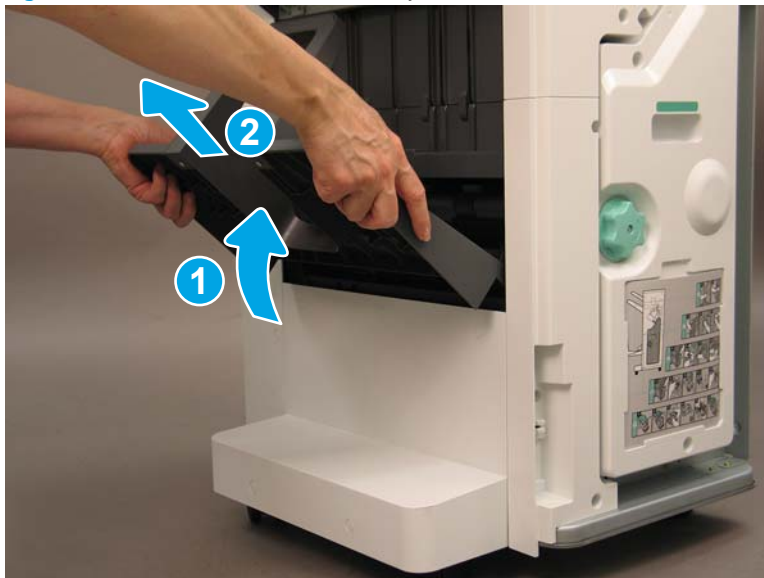
Figure 5-290 Remove four screws and the rear cover



Step 6: Remove the booklet tray (finisher)

1. Raise the booklet tray up (callout 1), and then pull it away from the finisher (callout 2) to remove it.

Figure 5-291 Remove the booklet tray



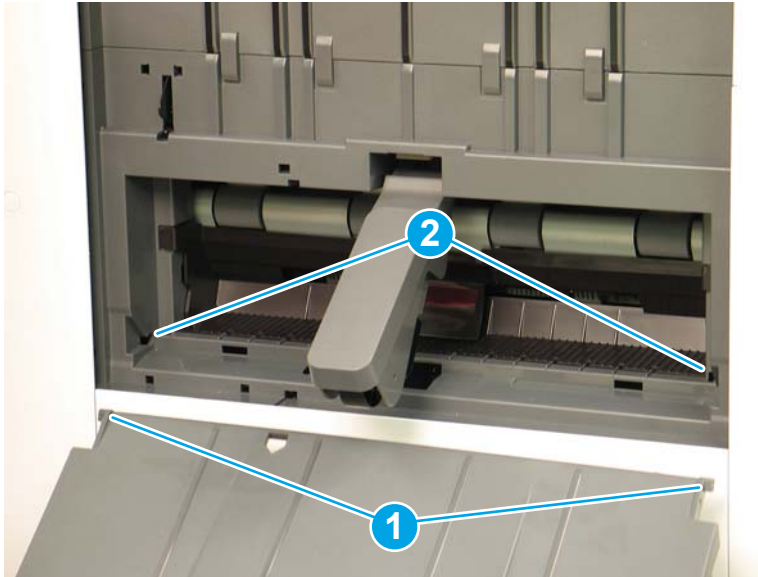
2. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

Special installation instructions: Booklet tray

- ▲ Position the tabs (callout 1) on the tray into the slots (callout 2) on the finisher.

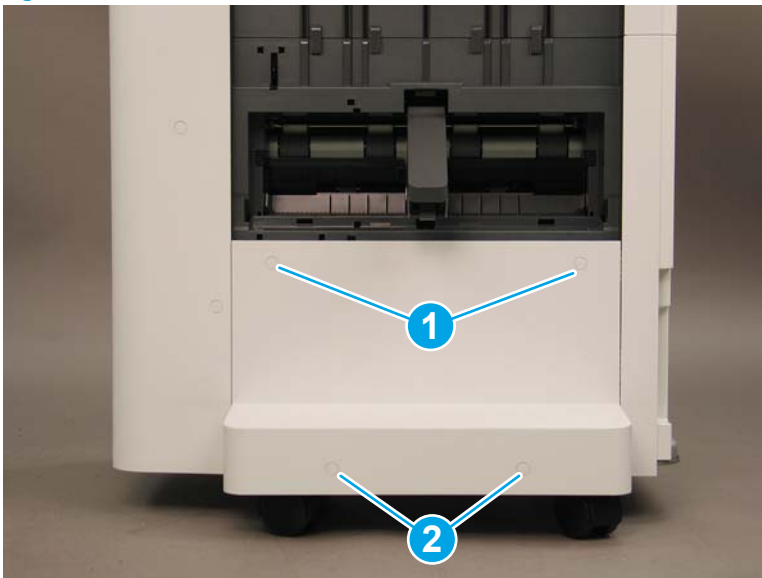
Figure 5-292 Install the booklet tray




Step 7: Remove the caster cover (finisher)

1. Remove two screw caps and two self-tapping screws (callout 1). Remove two screw caps and two machine screws (callout 2).

Figure 5-293 Remove four screws

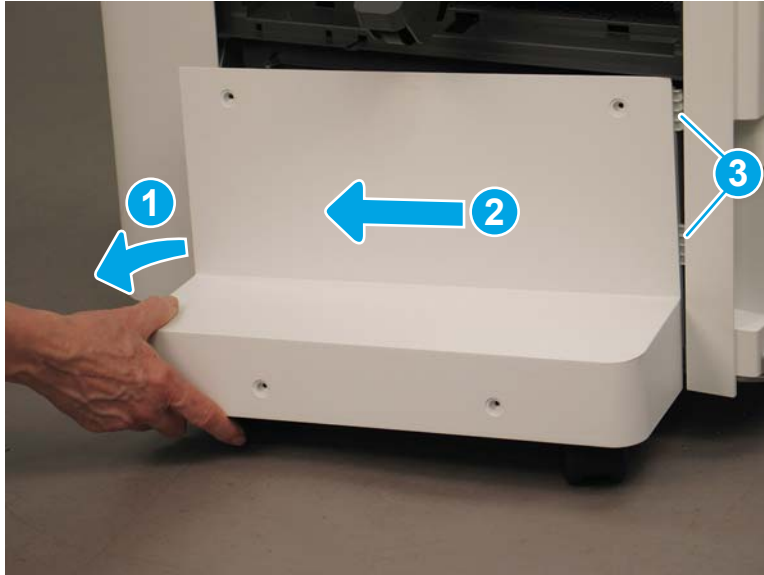


2. Rotate the left edge of the cover away from the finisher (callout 1), and then slide the cover to the left (callout 2) to remove it.

 **Reinstallation tip:** Make sure that two tabs (callout 3) are positioned under the front lower cover when reinstalling the caster cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-294 Remove the caster cover

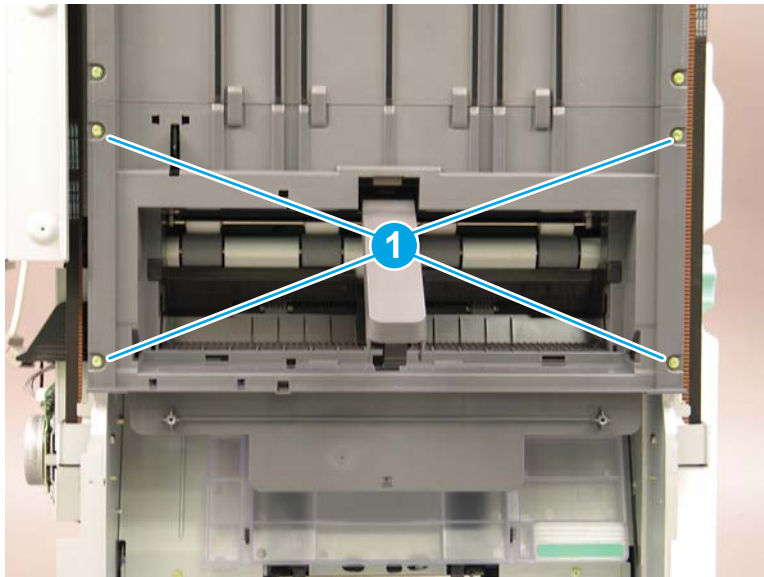


Step 8: Remove the lower shield assembly (finisher)

1. Remove four screws (callout 1).

 **NOTE:** Raise the lower output tray as needed to access the screws.

Figure 5-295 Remove four screws

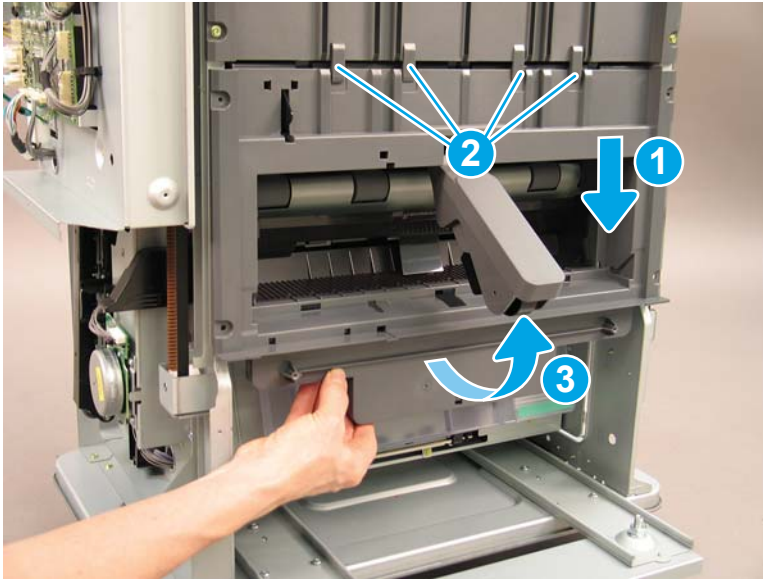


- Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

CAUTION: The shield is still attached to the finisher. Do not attempt to completely remove the shield.

Reinstallation tip: Position the shield under the four tabs (callout 2) when reinstalling it.

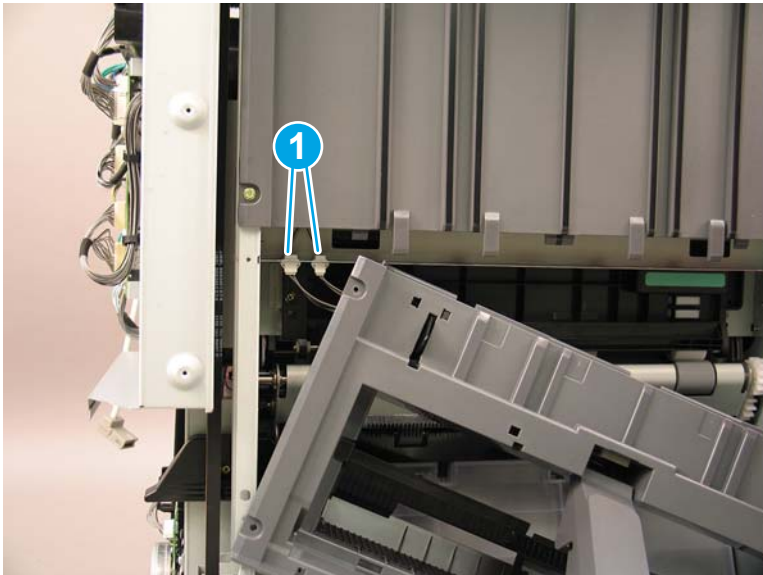
Figure 5-296 Release the lower shield



- Disconnect two connectors (callout 1), and then remove the shield.

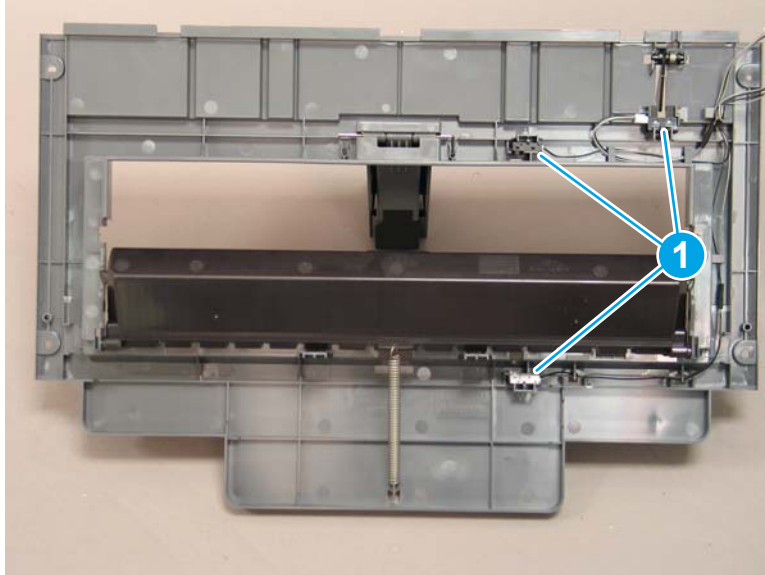
Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-297 Disconnect two connectors



4. If you are replacing the lower shield assembly, locate three sensors (callout 1) on the back of the lower shield. Remove these sensors and transfer them to the replacement part.

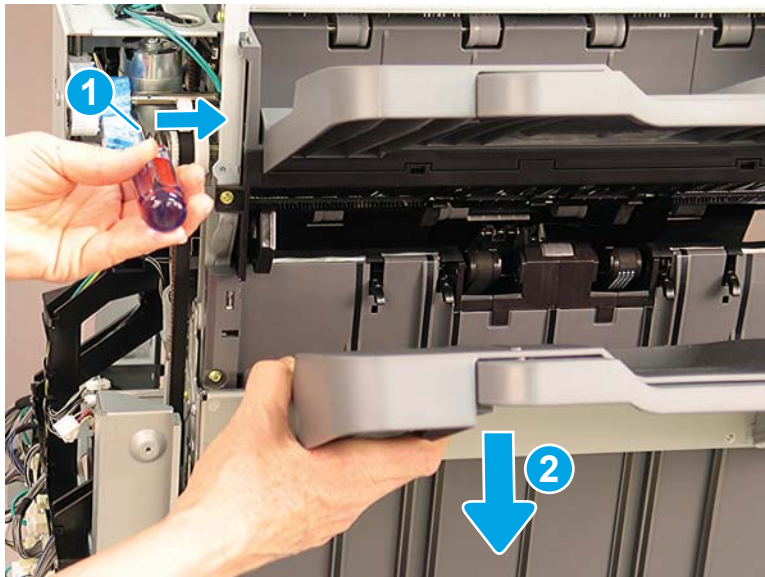
Figure 5-298 Locate sensors



Step 9: Remove the upper shield assembly (finisher)

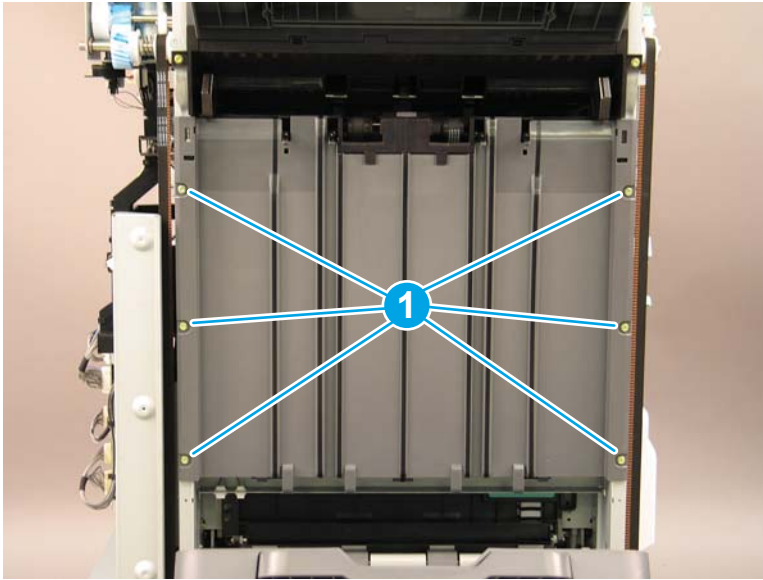
1. Bring the lower output tray down by positioning the shaft of a screwdriver on the clutch (callout 1) and gently pressing to the right to release the clutch. Hold the clutch in the released position and lower the tray (callout 2) to the lowest position.

Figure 5-299 Lower the output tray



2. Remove six machine screws (callout 1).

Figure 5-300 Remove six screws

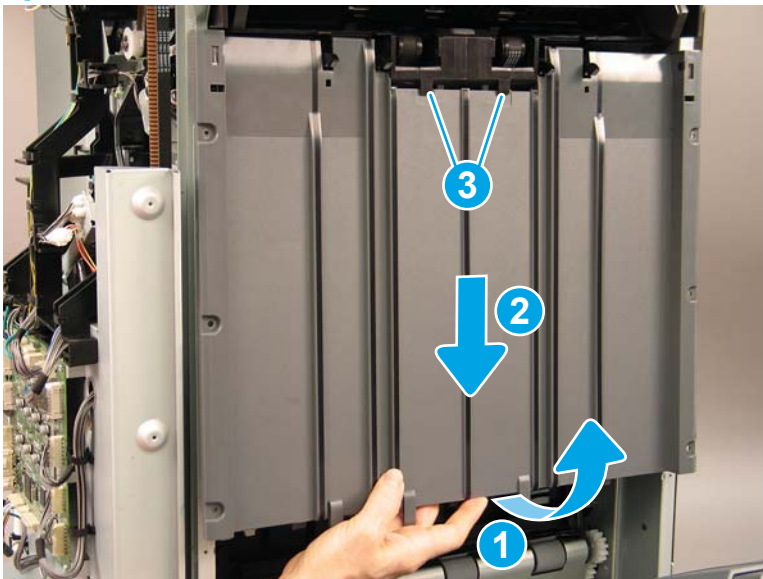


3. Rotate the lower edge of the shield away from the finisher (callout 1), and then slide the shield down (callout 2) to release it from two tabs (callout 3).

CAUTION: The shield is still attached to the finisher. Do not attempt to completely remove the shield.

Reinstallation tip: Position the shield under the two tabs (callout 3) when reinstalling it.

Figure 5-301 Release the shield



4. Disconnect one connector (callout 1), and then remove the upper shield assembly.


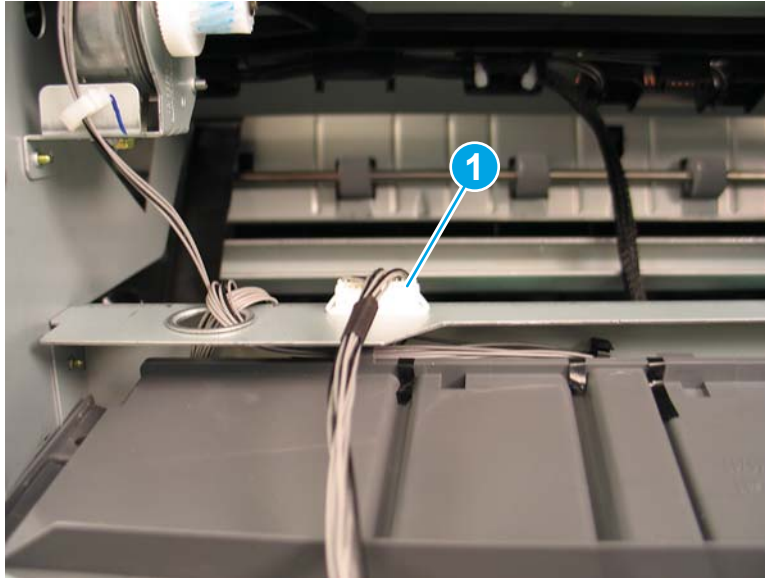
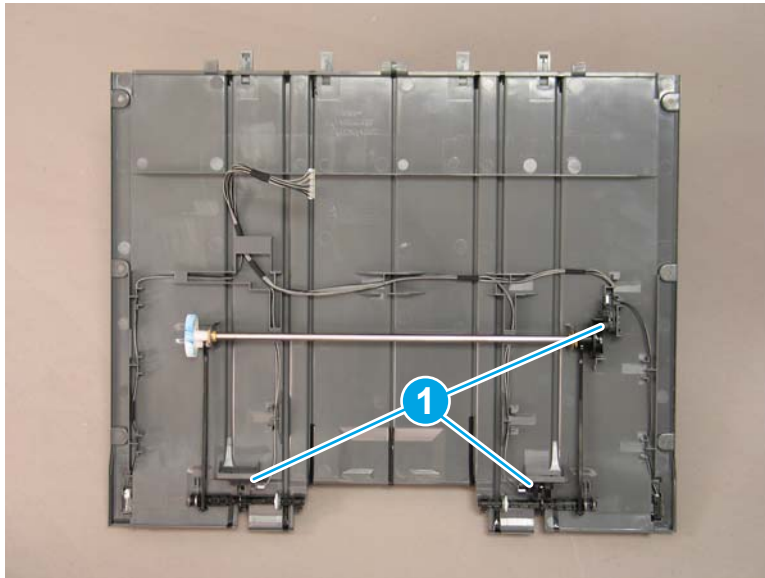
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-302 Disconnect one connector



5. If you are replacing the upper shield assembly, locate three sensors (callout 1) on the back of the upper shield. Remove these sensors and transfer them to the replacement part.

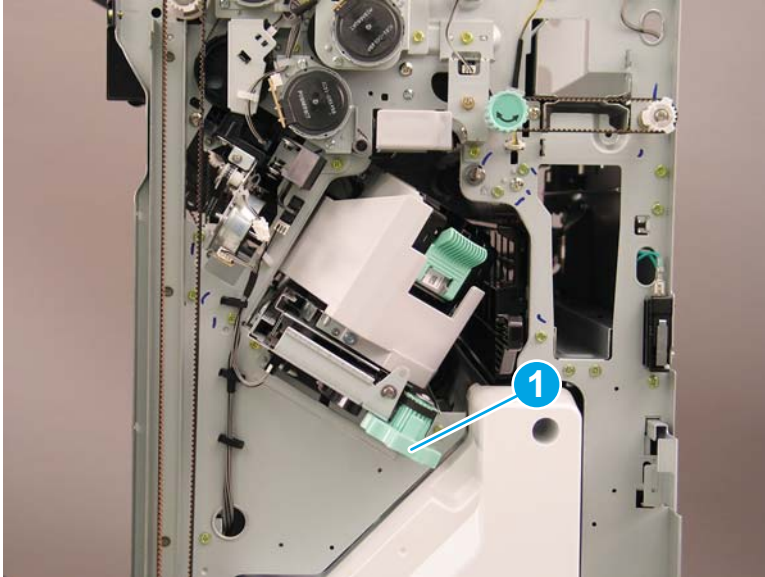
Figure 5-303 Locate sensors



Step 10: Remove the ejector unit (finisher)

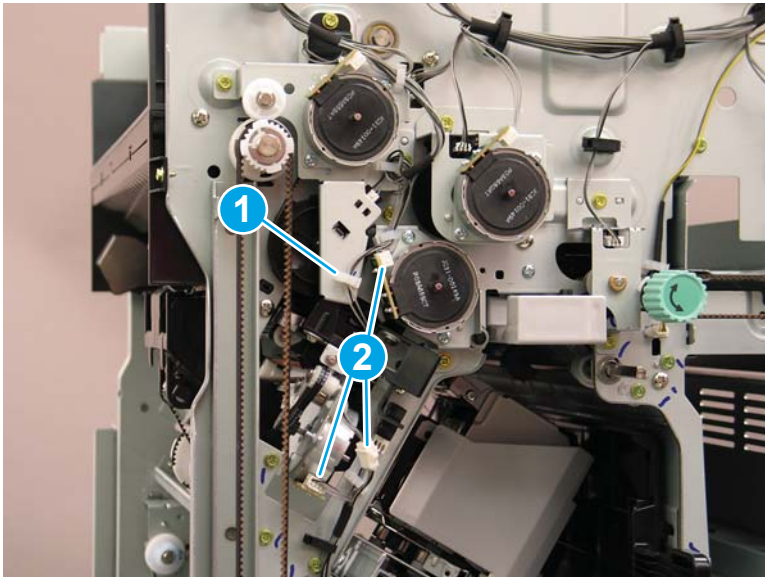
1. Rotate the green wheel to move the staple unit to the center of the finisher.

Figure 5-304 Move the staple unit to the center



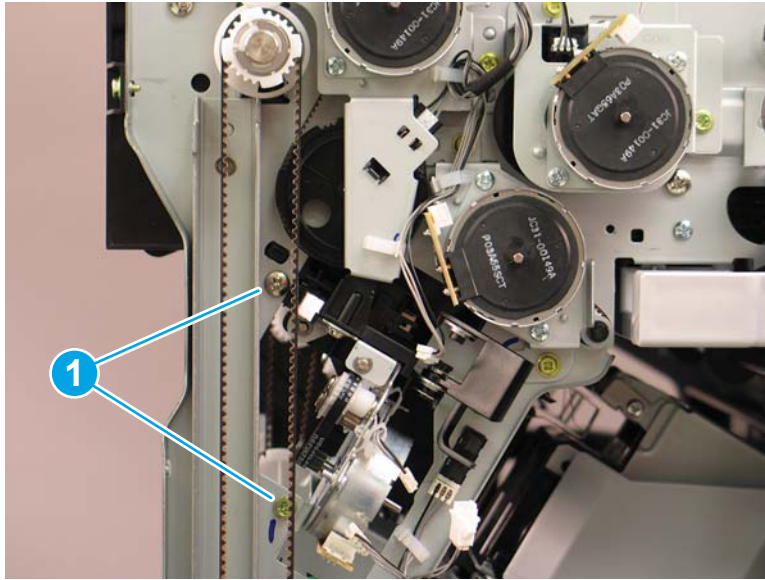
2. Release one retainer (callout 1), and then disconnect three connectors (callout 2).

Figure 5-305 Disconnect three connectors



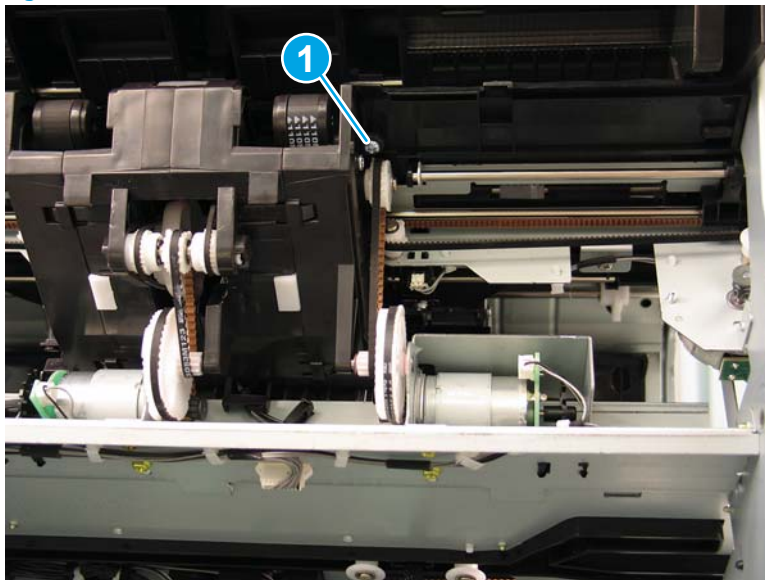
3. Remove two screws (callout 1).

Figure 5-306 Remove two screws



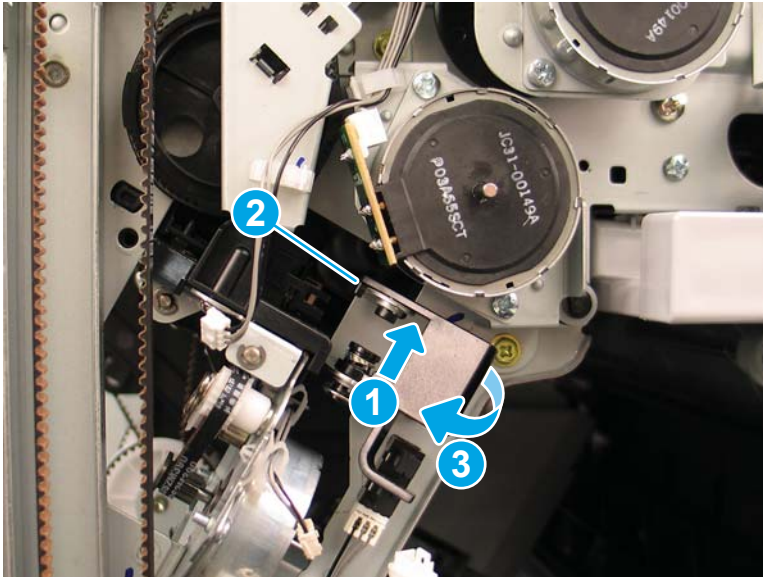
4. At the left side of the finisher, remove one screw (callout 1).

Figure 5-307 Remove one screw



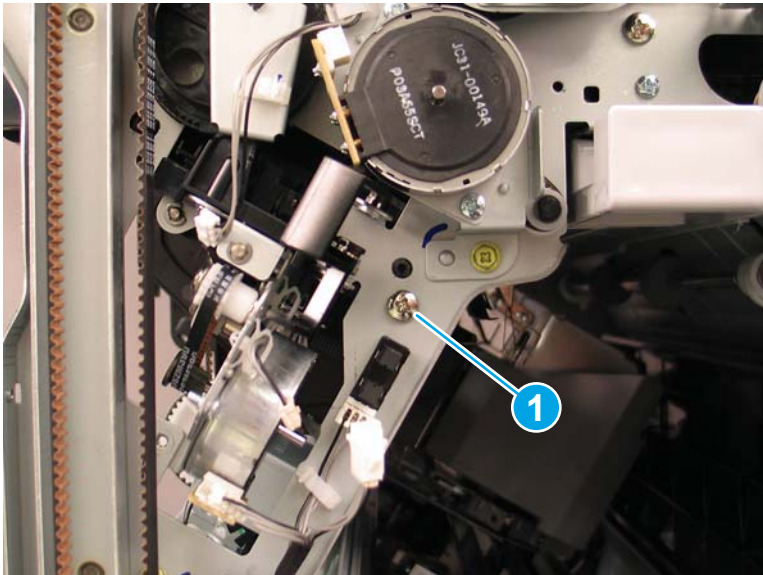
5. Press up on the hinge (callout 1), release one tab (callout 2), and then rotate the sensor away from the finisher (callout 3).

Figure 5-308 Rotate the sensor



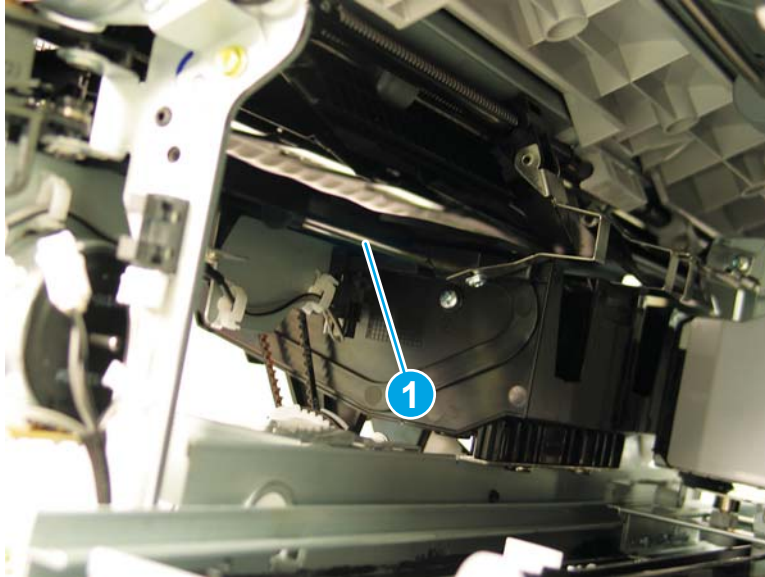
6. Remove one screw (callout 1).

Figure 5-309 Remove one screw



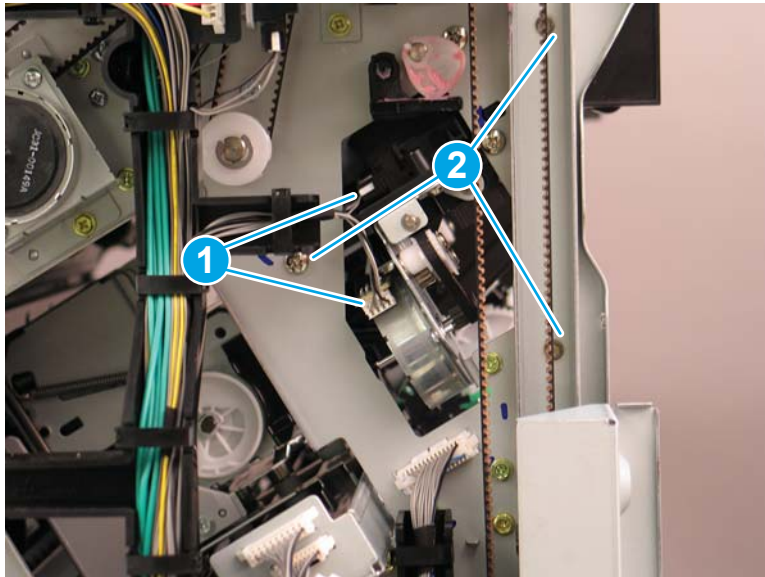
7. Look inside the finisher through the stapler opening in the front and pull down to release and remove one shaft (callout 1) on the front tamper unit.

Figure 5-310 Remove the front tamper shaft



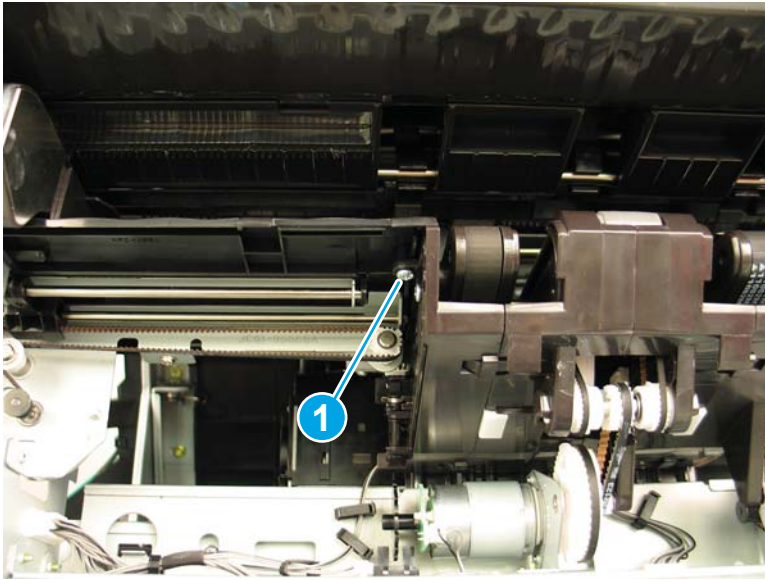
8. At the rear of the finisher, disconnect two connectors (callout 1), and then remove three screws (callout 2).

Figure 5-311 Disconnect two connectors and remove three screws



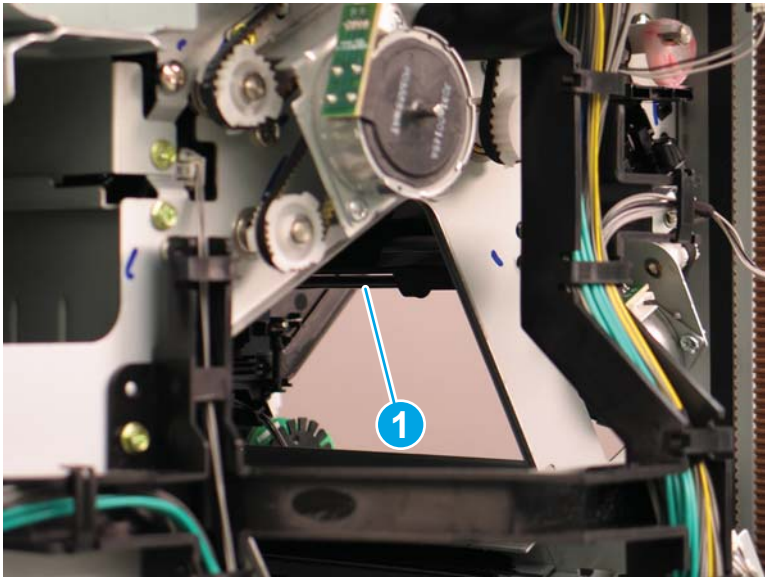
9. At the left side of the finisher, remove one screw (callout 1).

Figure 5-312 Remove one screw



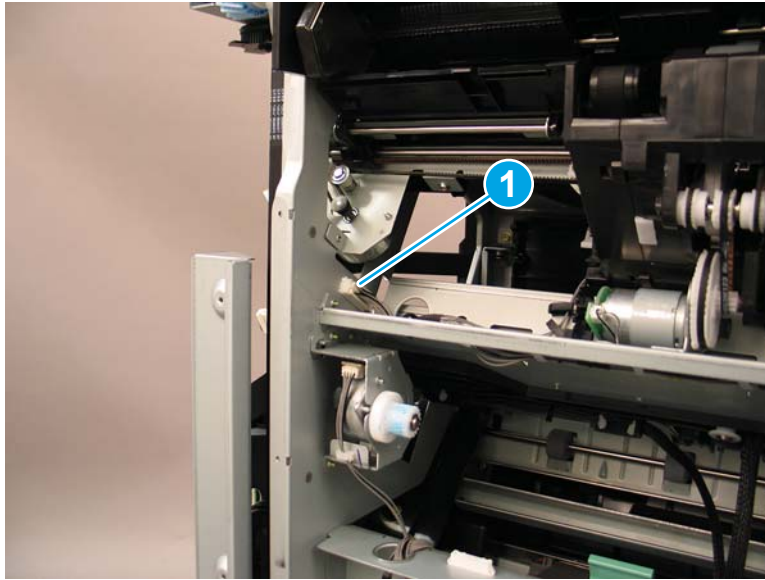
10. Look inside the finisher through the stapler opening in the rear and pull down to release and remove one shaft (callout 1) on the rear tamper unit.

Figure 5-313 Remove the rear tamper shaft



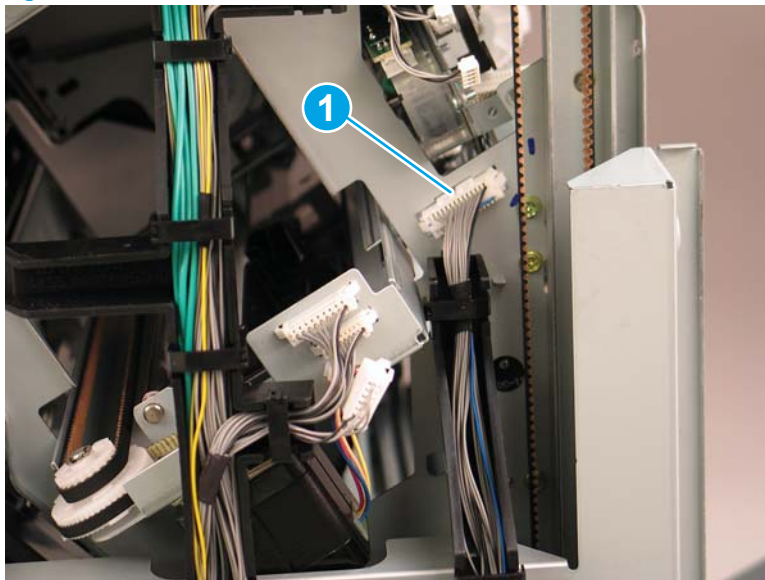
11. At the left side of the finisher, disconnect one connector (callout 1).

Figure 5-314 Disconnect one connector



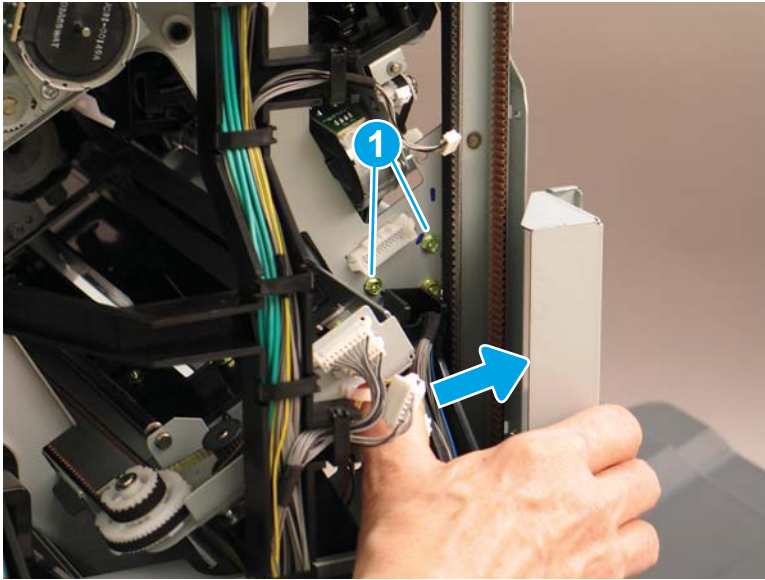
12. At the rear of the finisher, disconnect one connector (callout 1).

Figure 5-315 Disconnect one connector



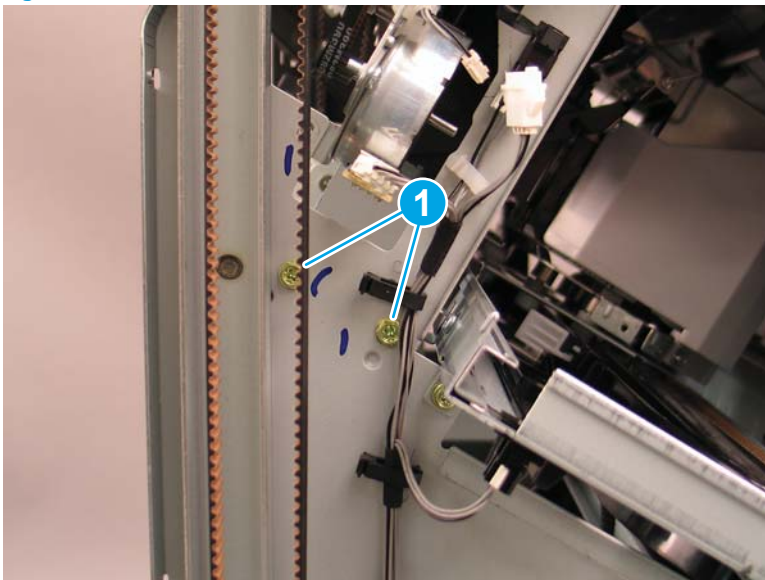
13. At the rear of the finisher, press the wire retainer to the right to access and remove two screws (callout 1).

Figure 5-316 Disconnect one connector



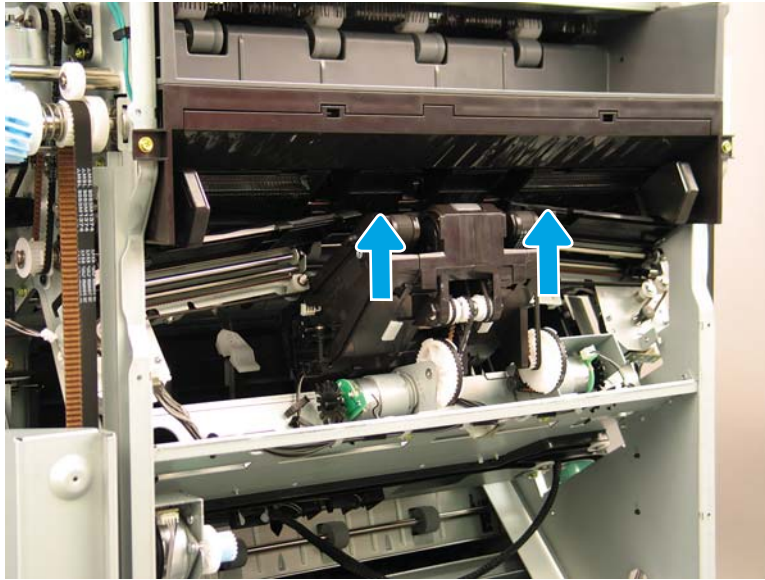
14. At the front of the finisher, remove two screws (callout 1).

Figure 5-317 Remove two screws



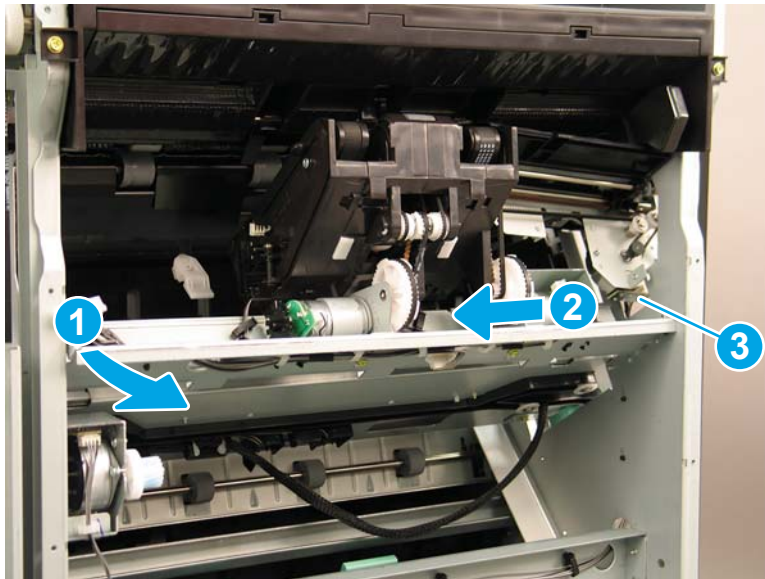
15. Lift the inside edges of the front and rear tampers up.

Figure 5-318 Lift the edges of the tampers



16. Rotate the rear edge of the ejector unit away from the finisher (callout 1), and then slide it toward the rear of the finisher (callout 2) to remove it. Make sure that the PCA (callout 3) stays clear of the sheet metal frame.

Figure 5-319 Remove the ejector unit



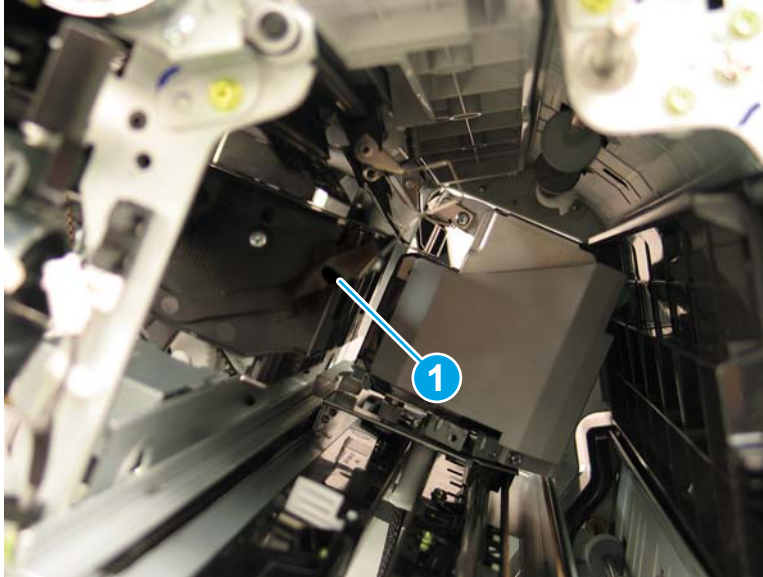
17. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

Special installation instructions: Ejector unit

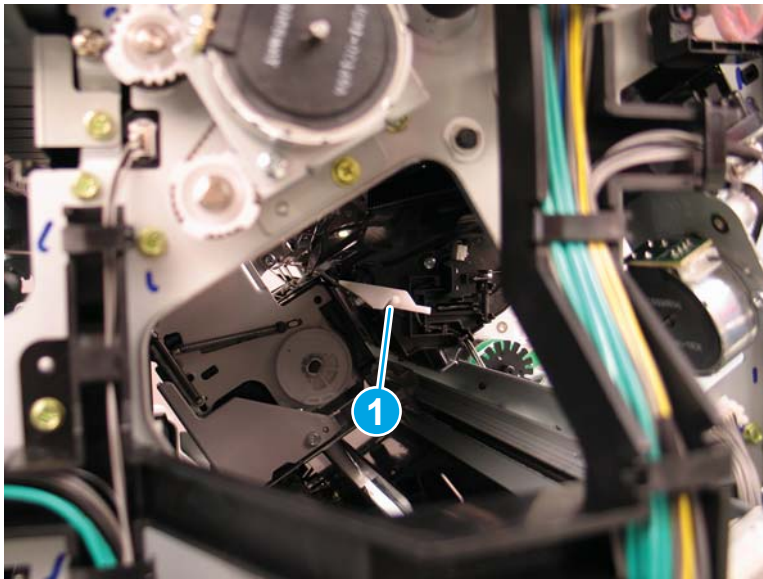
- a. When the front tamper shaft is removed, the retainer arm that held the one end of the shaft will drop down. When reinstalling the shaft, raise the retainer arm and position the end of the shaft in the notch (callout 1).

Figure 5-320 Reinstall the front tamper shaft



- b. When the rear tamper shaft is removed, the retainer arm that held the one end of the shaft will drop down. When reinstalling the shaft, raise the retainer arm and position the end of the shaft in the notch (callout 1).

Figure 5-321 Reinstall the rear tamper shaft

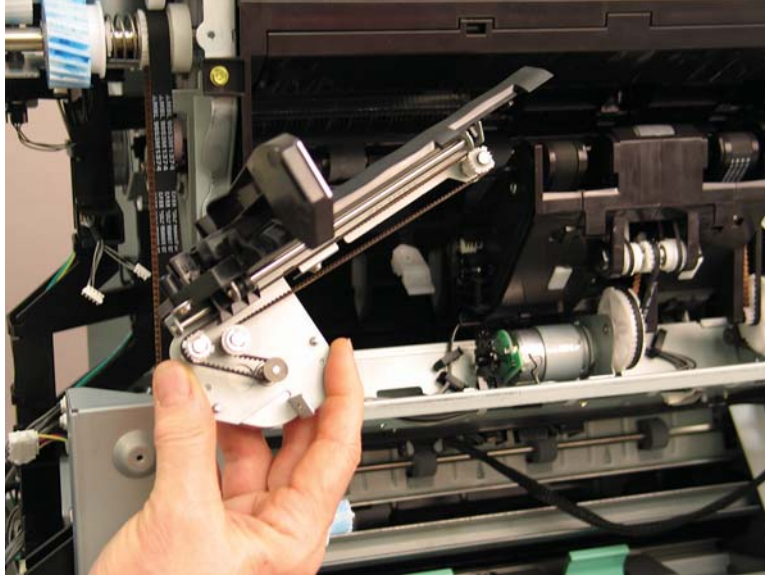


Step 11: Remove the rear tamper unit

- ▲ Lift the rear tamper away from the finisher to remove it

💡 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-322 Remove the rear tamper





Step 12: 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.

Feed entrance motor (M1)

- [Introduction](#)
- [Step 1: Remove the right top cover \(finisher\)](#)
- [Step 2: Remove the top cover \(finisher\)](#)
- [Step 3: Remove the rear cover \(finisher\)](#)
- [Step 4: Remove the feed entrance motor \(M1\)](#)
- [Step 5: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the feed entrance motor on the finisher.



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 power off. A shutting-down message appears on the control-panel display.
- **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC31-00163B

To order the part, go to www.hp.com/buy/parts.

- Motor, Step

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

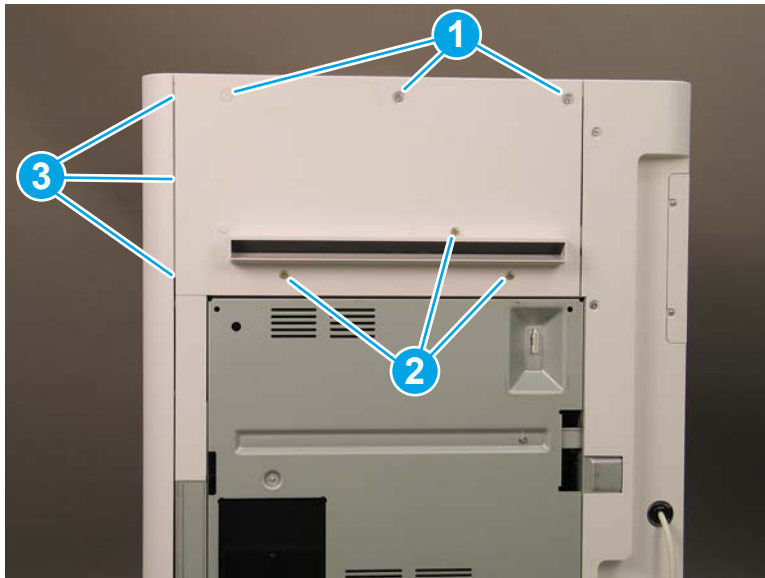
Step 1: Remove the right top cover (finisher)

- ▲ Remove one screw cap and three machine screws on the upper edge of the cover (callout 1). Remove three sheet metal screws (callout 2) on the lower portion of the cover. Rotate the right edge of the cover away from the finisher, and then slide the cover right to release three tabs (callout 3).

💡 **Reinstallation tip:** The lower screws are shorter in length than the upper screws.

Reinstallation tip: Reverse the removal steps to install the assembly.

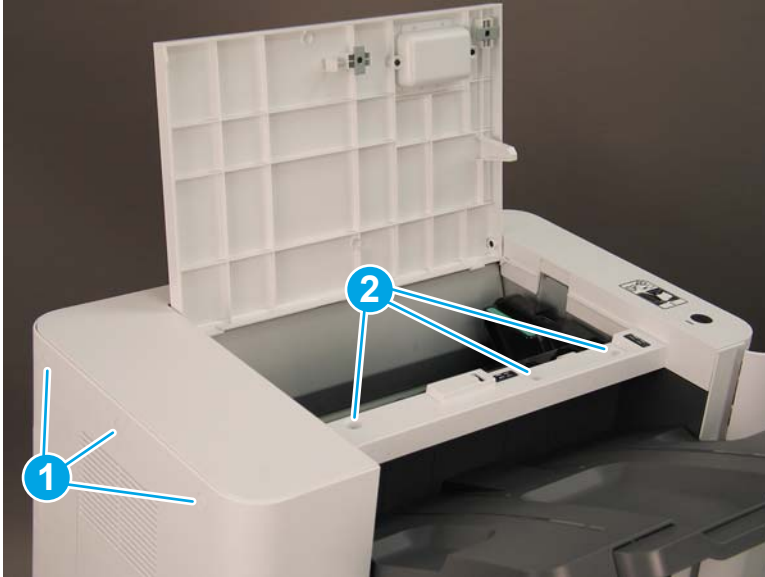
Figure 5-323 Remove six screws and the right top cover



Step 2: Remove the top cover (finisher)

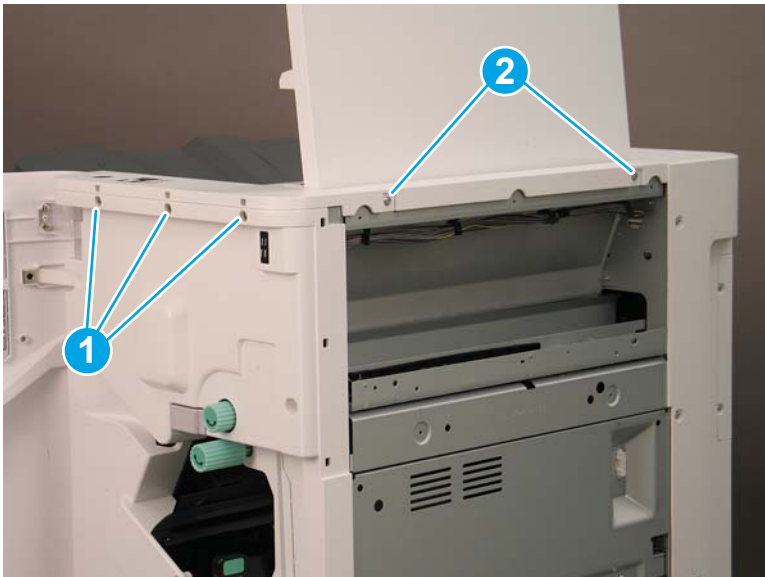
1. Remove three screw caps and three self-tapping screws at the top of the rear cover (callout 1), and then remove three machine screws (callout 2) on top of the cover.

Figure 5-324 Remove six screws



2. Remove three self-tapping screws at the top of the front cover (callout 1), and then remove two machine screws (callout 2) at the top of the right side.

Figure 5-325 Remove six screws



3. Lift the cover up slightly. Disconnect one in-line connector (callout 1), and then release one retainer (callout 2).


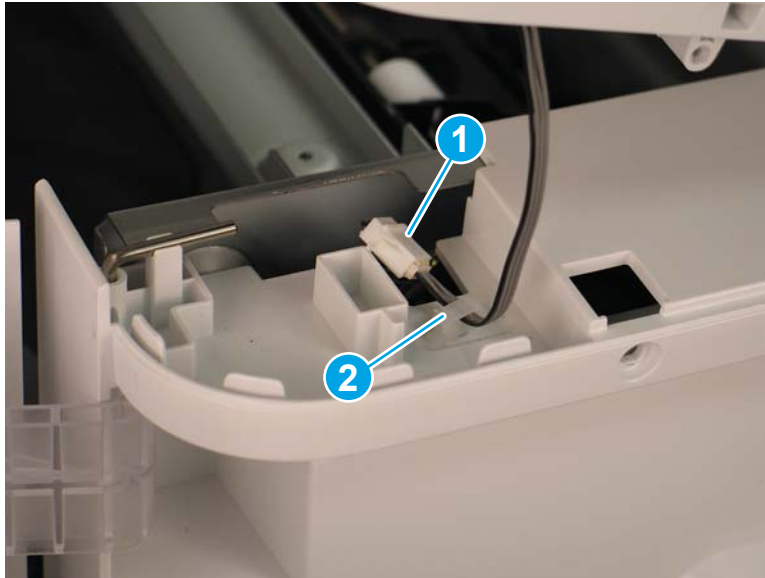

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-326 Disconnect one connector and release retainer

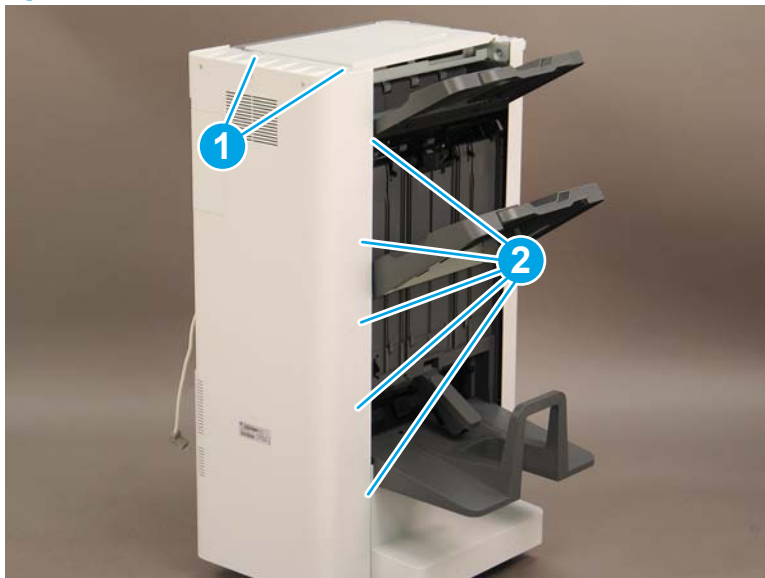


 **Reinstallation tip:** Reverse the removal steps to install the assembly.


Step 3: Remove the rear cover (finisher)

1. Remove two self-tapping screws (callout 1) on the top of the rear cover, and then remove five screw caps and five machine screws (callout 2) on the left side of the cover.

Figure 5-327 Remove seven screws



2. Remove one screw cap and four machine screws (callout 1) Remove the rear cover.

 **NOTE:** Make sure to thread the power cable (callout 2) through the opening in the cover.


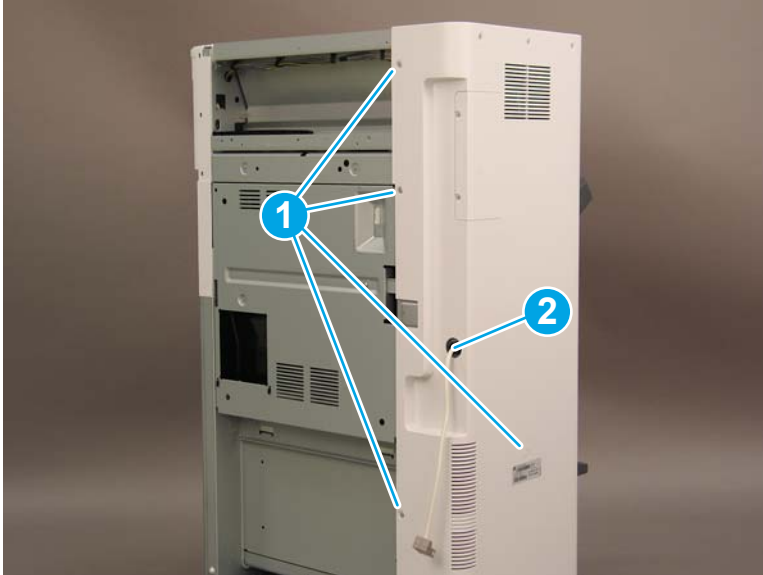
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-328 Remove four screws and the rear cover



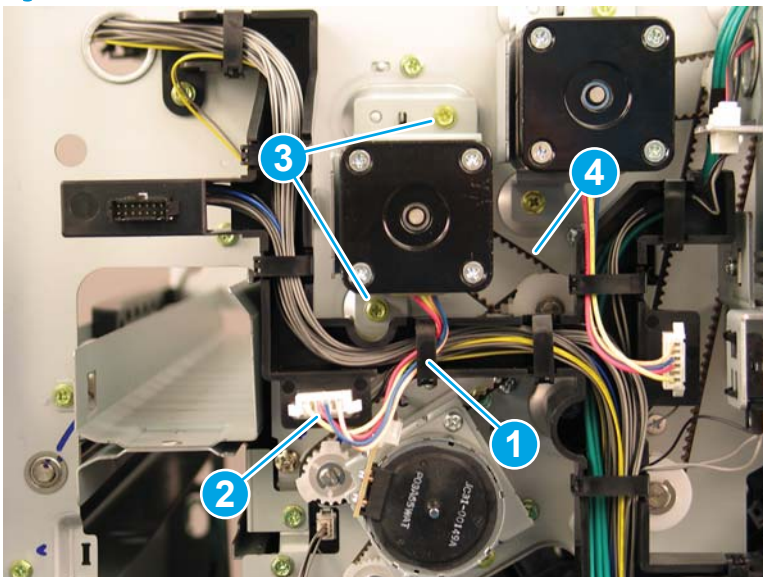
Step 4: Remove the feed entrance motor (M1)

- ▲ Release one retainer (callout 1), and then disconnect one connector (callout 2). Remove two screws (callout 3), and then remove the feed entrance motor.

 **Reinstallation tip:** Make sure that the belt (callout 4) is positioned on the gear behind the motor when reinstalling the motor.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-329 Remove the feed entrance motor



Step 5: 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.

Feed exit motor (M2)

- [Introduction](#)
- [Step 1: Remove the right top cover \(finisher\)](#)
- [Step 2: Remove the top cover \(finisher\)](#)
- [Step 3: Remove the rear cover \(finisher\)](#)
- [Step 4: Remove the feed exit motor \(M2\)](#)
- [Step 5: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the feed exit motor on the finisher.



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 power off. A shutting-down message appears on the control-panel display.
- ⚠ **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC31-00163B

To order the part, go to www.hp.com/buy/parts.

- Motor, Step

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

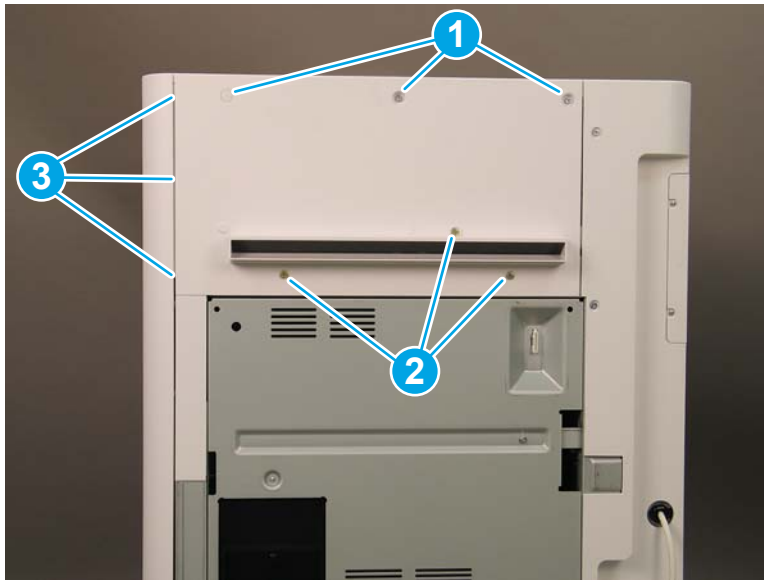
Step 1: Remove the right top cover (finisher)

- ▲ Remove one screw cap and three machine screws on the upper edge of the cover (callout 1). Remove three sheet metal screws (callout 2) on the lower portion of the cover. Rotate the right edge of the cover away from the finisher, and then slide the cover right to release three tabs (callout 3).

💡 **Reinstallation tip:** The lower screws are shorter in length than the upper screws.

Reinstallation tip: Reverse the removal steps to install the assembly.

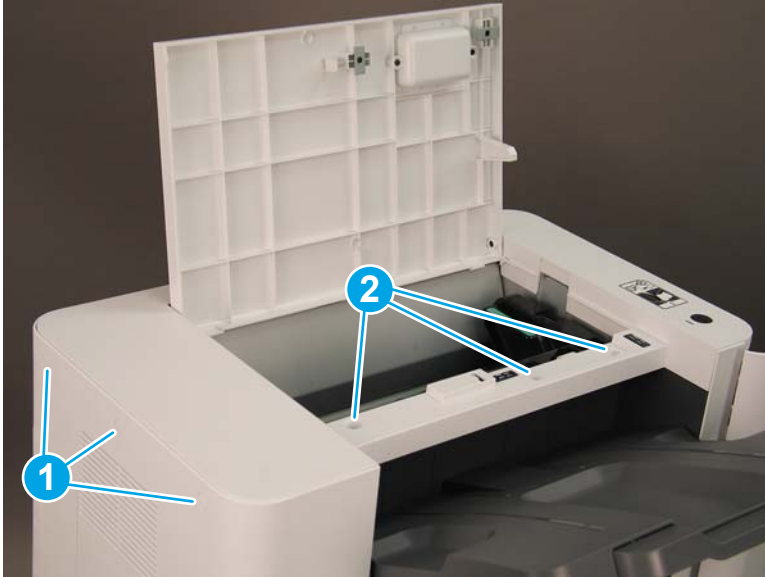
Figure 5-330 Remove six screws and the right top cover



Step 2: Remove the top cover (finisher)

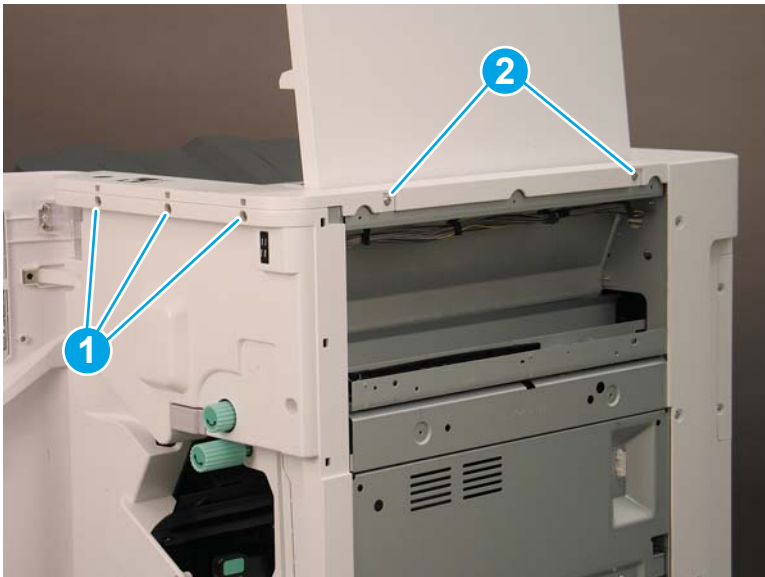
1. Remove three screw caps and three self-tapping screws at the top of the rear cover (callout 1), and then remove three machine screws (callout 2) on top of the cover.

Figure 5-331 Remove six screws



2. Remove three self-tapping screws at the top of the front cover (callout 1), and then remove two machine screws (callout 2) at the top of the right side.

Figure 5-332 Remove six screws



3. Lift the cover up slightly. Disconnect one in-line connector (callout 1), and then release one retainer (callout 2).


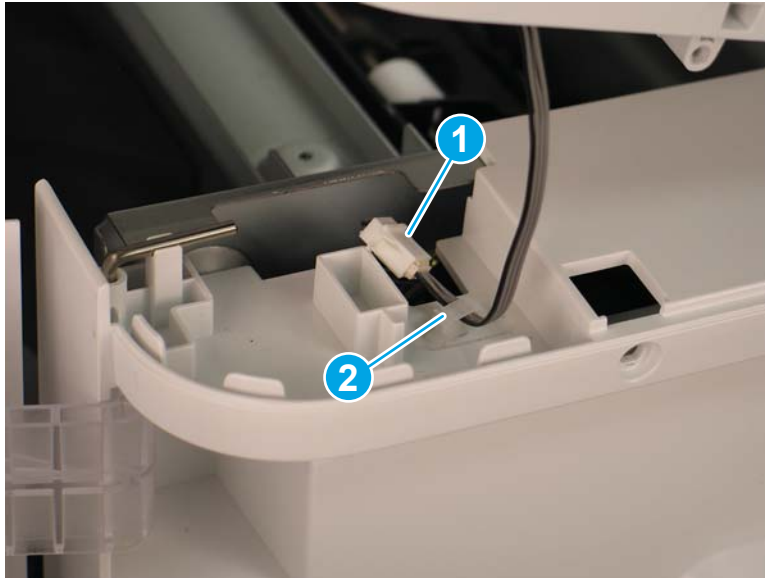

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-333 Disconnect one connector and release retainer

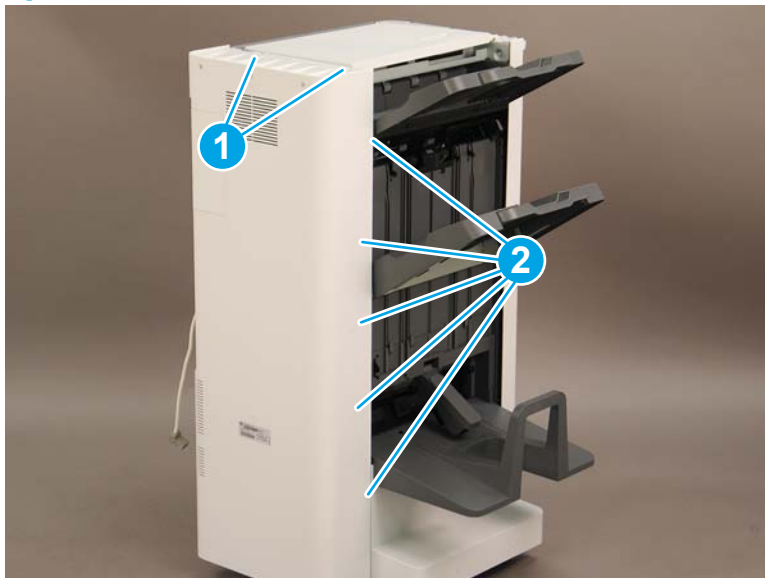


 **Reinstallation tip:** Reverse the removal steps to install the assembly.


Step 3: Remove the rear cover (finisher)

1. Remove two self-tapping screws (callout 1) on the top of the rear cover, and then remove five screw caps and five machine screws (callout 2) on the left side of the cover.

Figure 5-334 Remove seven screws



2. Remove one screw cap and four machine screws (callout 1) Remove the rear cover.

 **NOTE:** Make sure to thread the power cable (callout 2) through the opening in the cover.


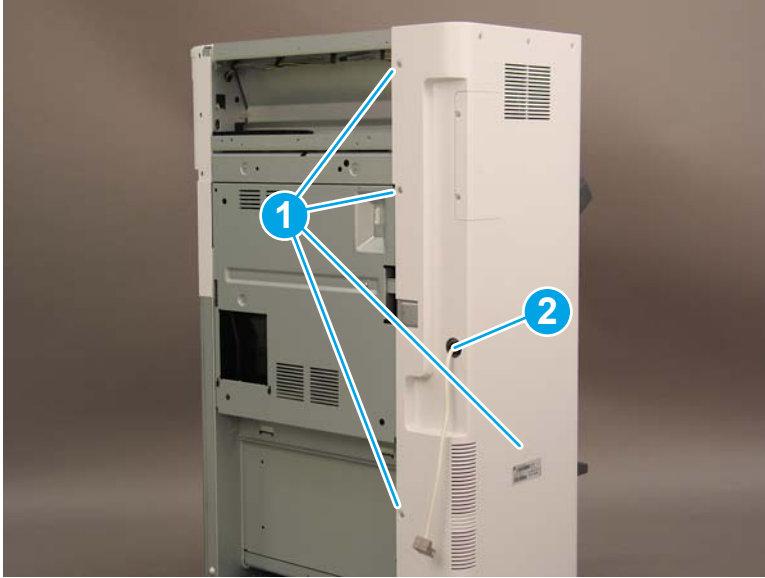
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-335 Remove four screws and the rear cover



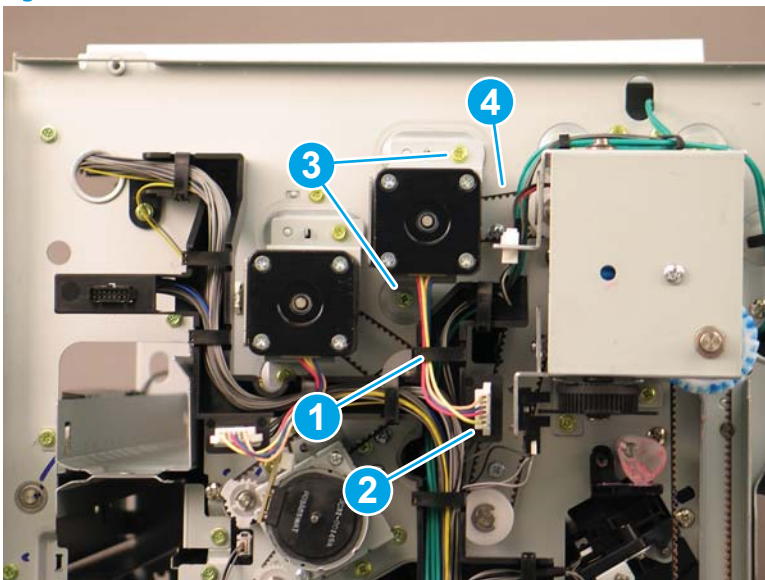
Step 4: Remove the feed exit motor (M2)

- ▲ Release one retainer (callout 1), and then disconnect one connector (callout 2). Remove two screws (callout 3), and then remove the feed exit motor.

 **Reinstallation tip:** Make sure that the belt (callout 4) is positioned on the gear behind the motor when reinstalling the motor.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-336 Remove the feed exit motor



Step 5: 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.

Buffer motor, gear, and sensor (M3)

- [Introduction](#)
- [Step 1: Remove the right top cover \(finisher\)](#)
- [Step 2: Remove the top cover \(finisher\)](#)
- [Step 3: Remove the front cover \(finisher\)](#)
- [Step 4: Remove the buffer motor, gear, and sensor](#)
- [Step 5: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the buffer motor, gear, and sensor on the finisher.



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 power off. A shutting-down message appears on the control-panel display.
- ⚠ **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC90-01453A

To order the part, go to www.hp.com/buy/parts.

- Finisher sub - drive buffer

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.


- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

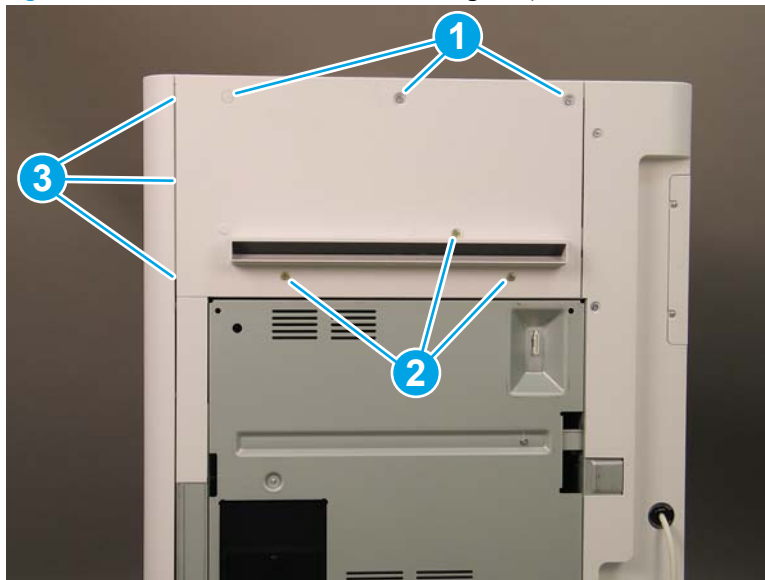
Step 1: Remove the right top cover (finisher)

- ▲ Remove one screw cap and three machine screws on the upper edge of the cover (callout 1). Remove three sheet metal screws (callout 2) on the lower portion of the cover. Rotate the right edge of the cover away from the finisher, and then slide the cover right to release three tabs (callout 3).

 **Reinstallation tip:** The lower screws are shorter in length than the upper screws.

Reinstallation tip: Reverse the removal steps to install the assembly.

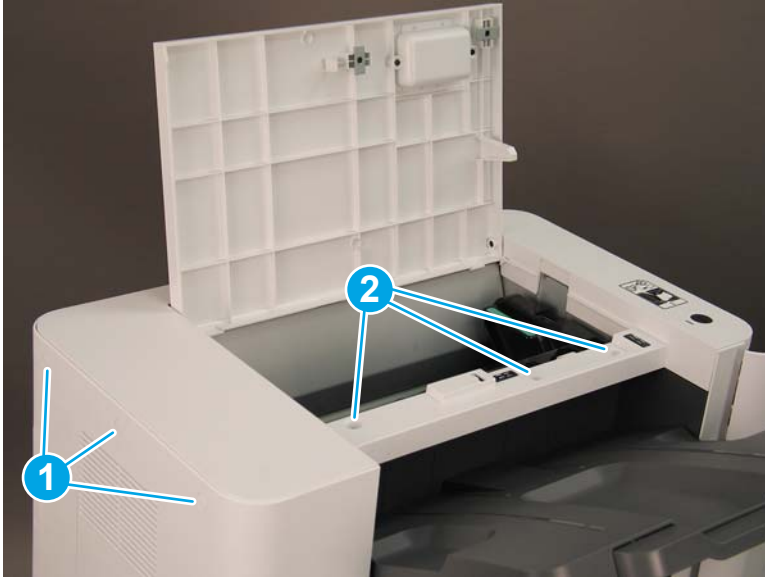
Figure 5-337 Remove six screws and the right top cover



Step 2: Remove the top cover (finisher)

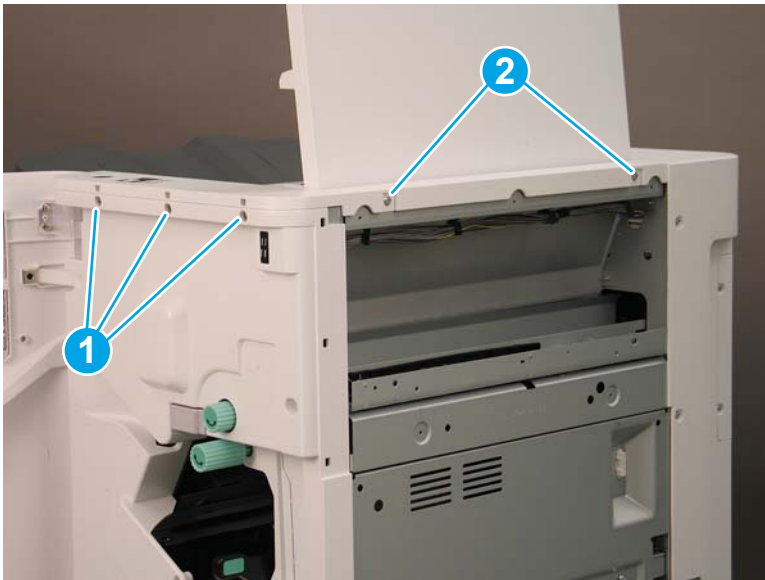
1. Remove three screw caps and three self-tapping screws at the top of the rear cover (callout 1), and then remove three machine screws (callout 2) on top of the cover.

Figure 5-338 Remove six screws



2. Remove three self-tapping screws at the top of the front cover (callout 1), and then remove two machine screws (callout 2) at the top of the right side.

Figure 5-339 Remove six screws



3. Lift the cover up slightly. Disconnect one in-line connector (callout 1), and then release one retainer (callout 2).


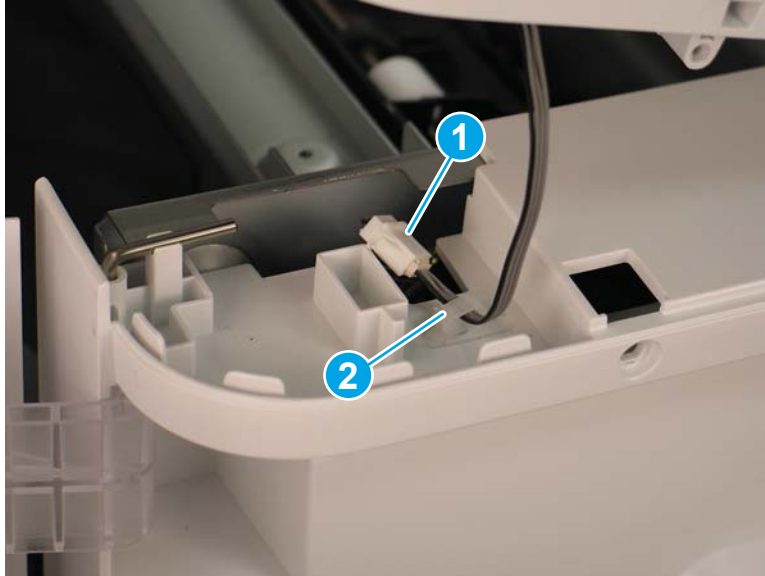

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-340 Disconnect one connector and release retainer

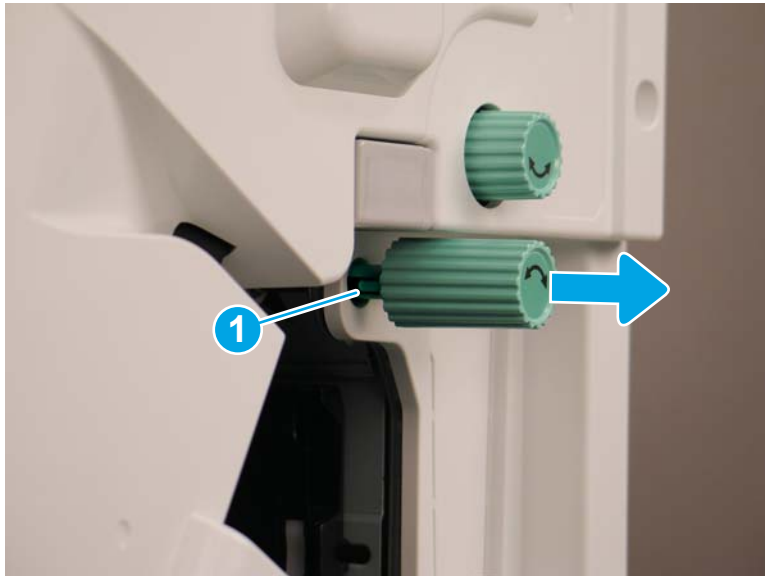


 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Step 3: Remove the front cover (finisher)

1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-341 Remove the jam-access knob



2. If the punch unit is installed, remove the punch waste bin (callout 1).

3. Remove one screw (callout 1) on top of the front cover.

Figure 5-342 Remove one screw



4. Remove five machine screws (callout 1), and then remove the front cover.


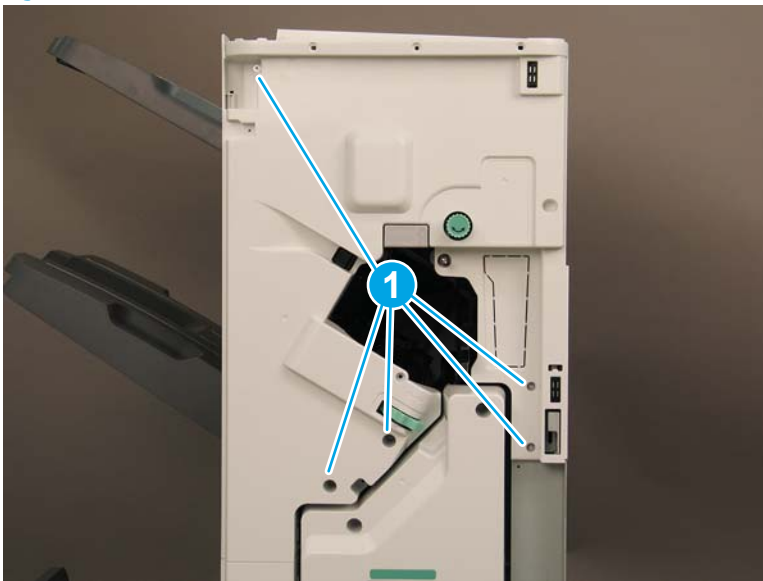
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

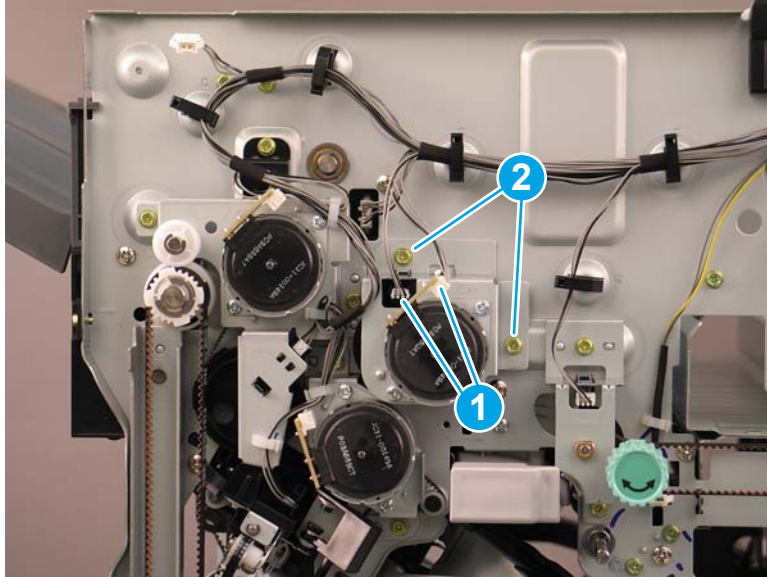
Figure 5-343 Remove five screws and the front cover



Step 4: Remove the buffer motor, gear, and sensor

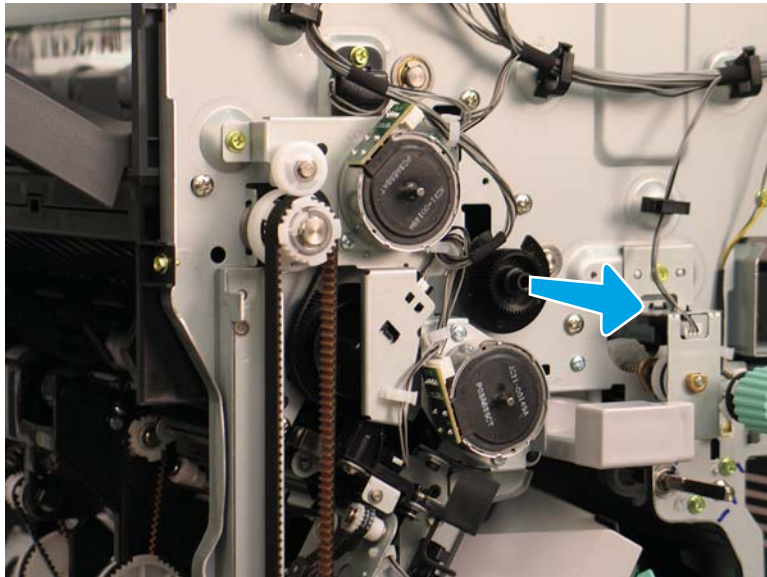
1. Disconnect two connectors (callout 1), and then remove two screws (callout 2).

Figure 5-344 Disconnect two connectors and remove two screws



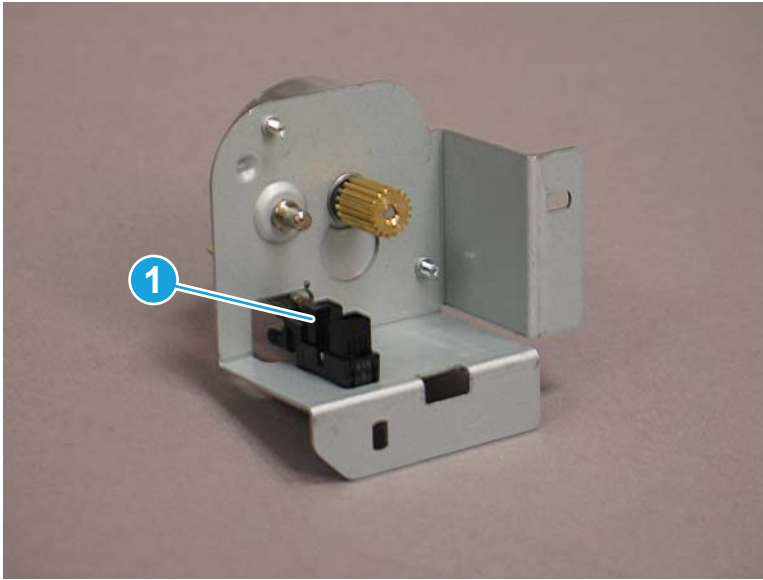
2. If you are replacing the gear, slide it off of the shaft.

Figure 5-345 Slide the gear off of the shaft




3. If you are replacing the sensor (callout 1), remove it from the motor housing.

Figure 5-346 Remove the sensor

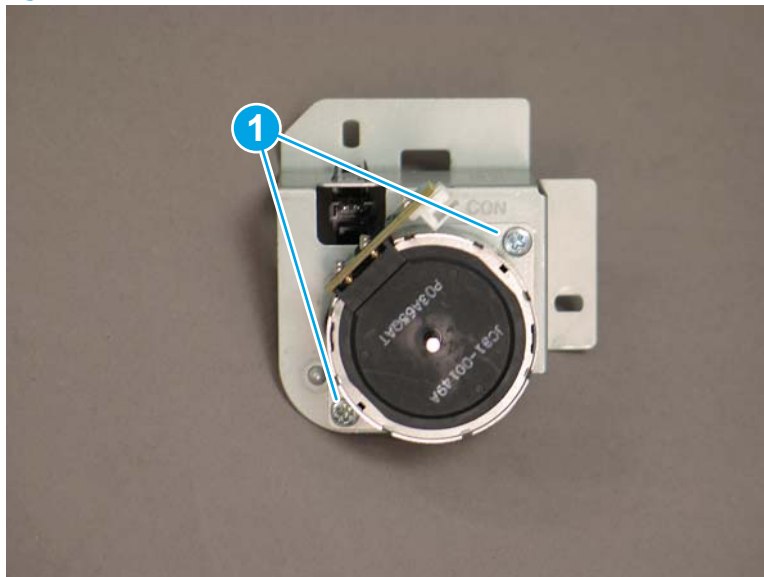


4. If you are replacing the motor, do the following:).

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

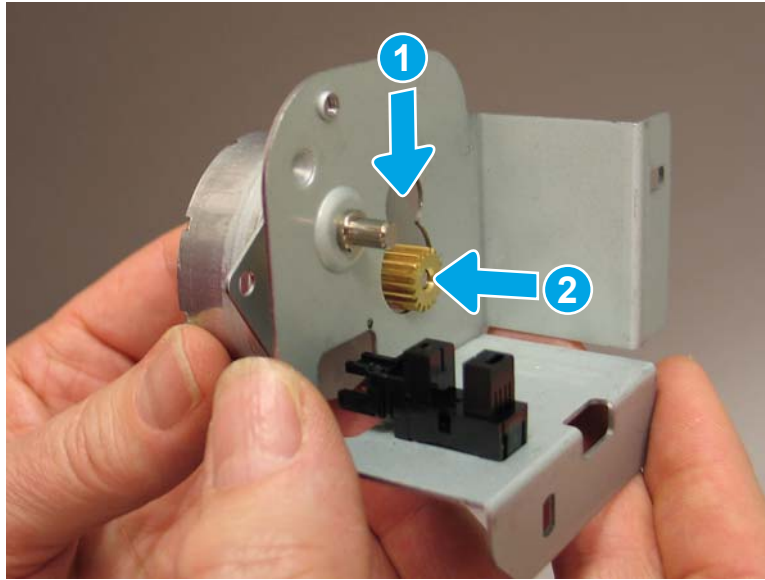
- a. Remove two screws (callout 1)

Figure 5-347 Remove two screws



- b. Lower the motor (callout 1) and then pull it away from the housing (callout 2) to remove it.

Figure 5-348 Remove the buffer motor





Step 5: 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.

Front tamper motor (M6)

- [Introduction](#)
- [Step 1: Remove the right top cover \(finisher\)](#)
- [Step 2: Remove the top cover \(finisher\)](#)
- [Step 3: Remove the front door \(finisher\)](#)
- [Step 4: Remove the front cover \(finisher\)](#)
- [Step 5: Remove the rear cover](#)
- [Step 6: Remove the booklet tray \(finisher\)](#)
- [Step 7: Remove the caster cover \(finisher\)](#)
- [Step 8: Remove the lower shield assembly \(finisher\)](#)
- [Step 9: Remove the upper shield assembly \(finisher\)](#)
- [Step 10: Remove the ejector unit \(finisher\)](#)
- [Step 11: Remove the front tamper \(finisher\)](#)
- [Step 12: Remove the front tamper motor \(M7\)](#)
- [Step 13: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the front tamper motor on the finisher.



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 power off. A shutting-down message appears on the control-panel display.
- ⚠ **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC93-01001A

To order the part, go to www.hp.com/buy/parts.

- Drive Motor, Step

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

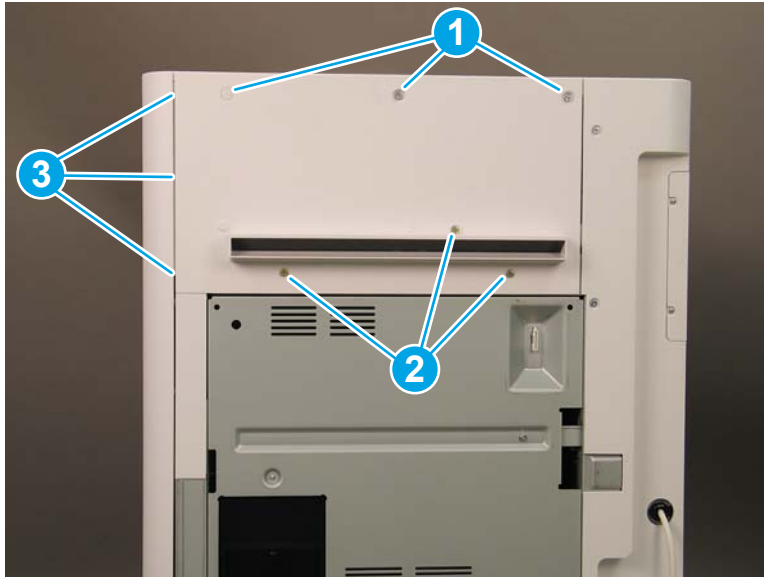
Step 1: Remove the right top cover (finisher)

- ▲ Remove one screw cap and three machine screws on the upper edge of the cover (callout 1). Remove three sheet metal screws (callout 2) on the lower portion of the cover. Rotate the right edge of the cover away from the finisher, and then slide the cover right to release three tabs (callout 3).

💡 **Reinstallation tip:** The lower screws are shorter in length than the upper screws.

Reinstallation tip: Reverse the removal steps to install the assembly.

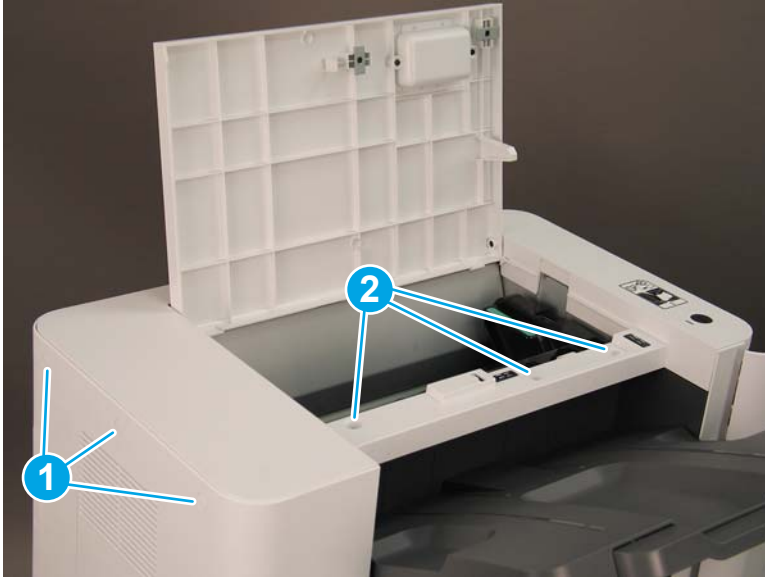
Figure 5-349 Remove six screws and the right top cover



Step 2: Remove the top cover (finisher)

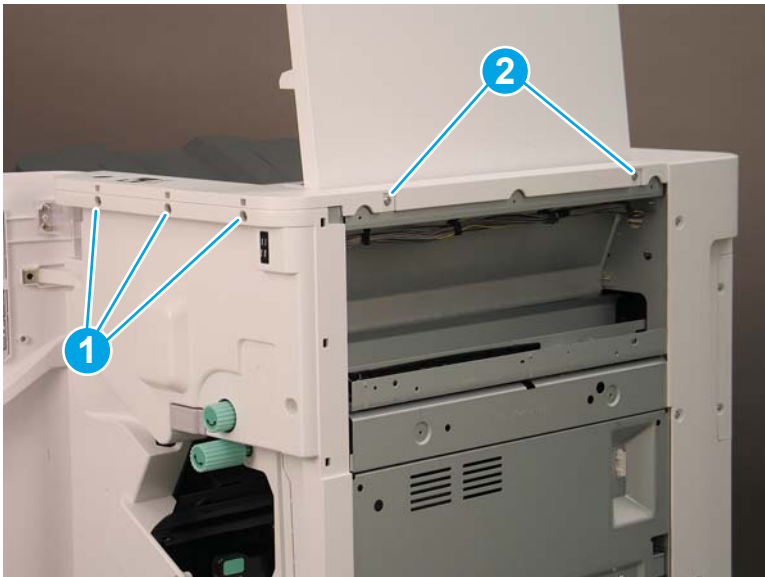
1. Remove three screw caps and three self-tapping screws at the top of the rear cover (callout 1), and then remove three machine screws (callout 2) on top of the cover.

Figure 5-350 Remove six screws



2. Remove three self-tapping screws at the top of the front cover (callout 1), and then remove two machine screws (callout 2) at the top of the right side.

Figure 5-351 Remove six screws



3. Lift the cover up slightly. Disconnect one in-line connector (callout 1), and then release one retainer (callout 2).


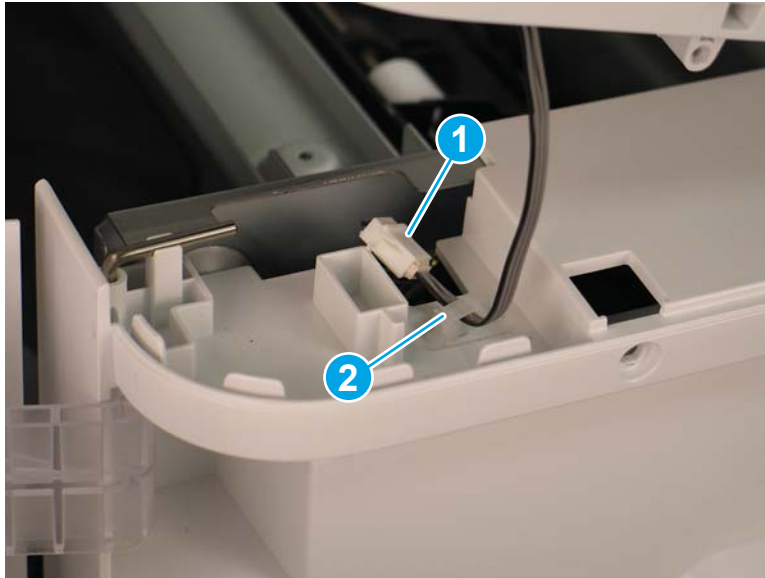

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-352 Disconnect one connector and release retainer

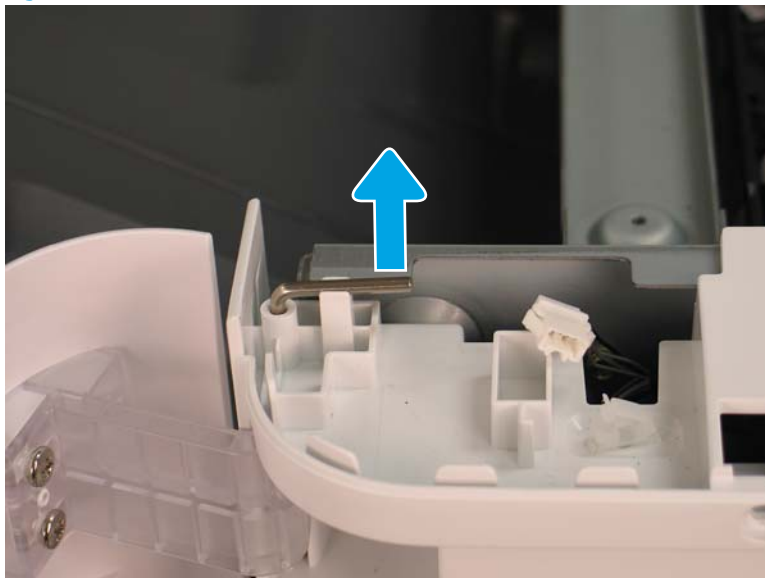


 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Step 3: Remove the front door (finisher)

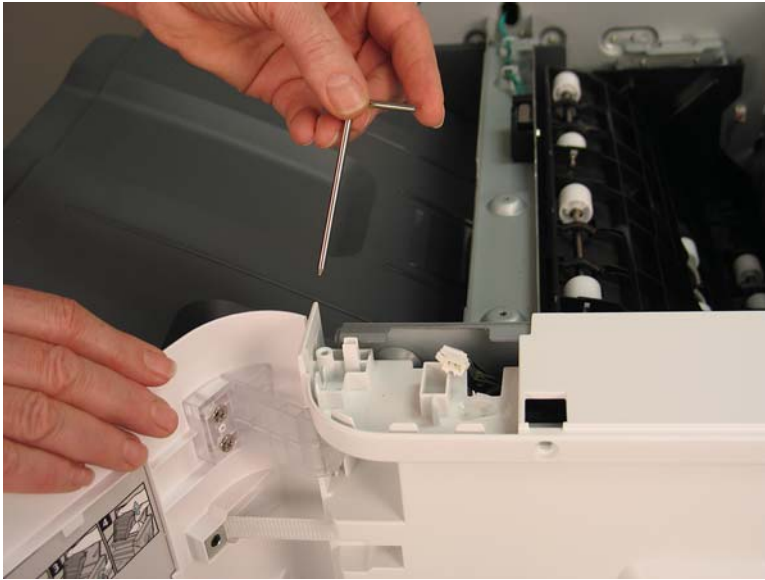
1. Lift the top hinge pin up to release it from the retainer.

Figure 5-353 Lift the top hinge pin



2. Pull the top hinge pin up to remove it.

Figure 5-354 Remove the top hinge pin



3. Use a small, flat-blade screwdriver to release the lower hinge pin from the retainer, and then rotate it away from the finisher.

Figure 5-355 Release the lower hinge pin



4. Support the door with one hand, and then pull the lower hinge pin straight up to remove it.

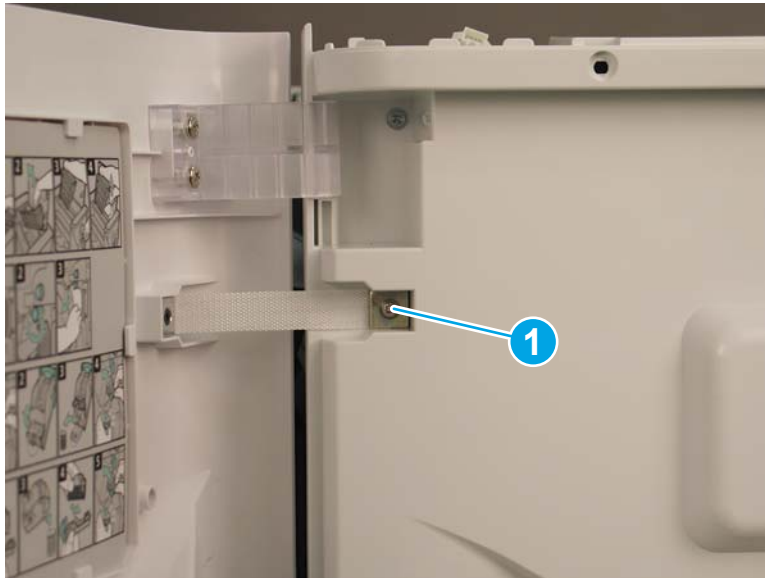
Figure 5-356 Remove the lower hinge pin



5. Support the door with one hand, and then remove one screw (callout 1) to release the strap. Remove the front door

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

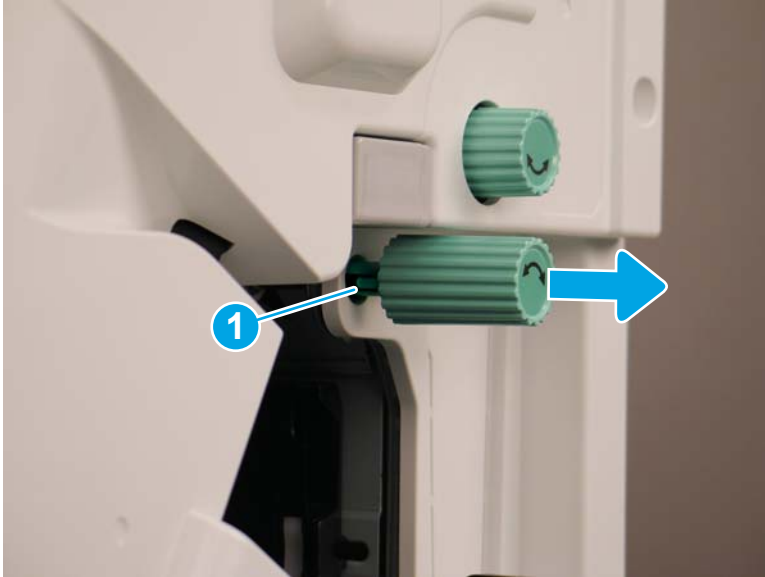
Figure 5-357 Remove one screw and the front door



Step 4: Remove the front cover (finisher)

1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-358 Remove the jam-access knob



2. If the punch unit is installed, remove the punch waste bin (callout 1).
3. Remove one screw (callout 1) on top of the front cover.

Figure 5-359 Remove one screw



4. Remove five machine screws (callout 1), and then remove the front cover.


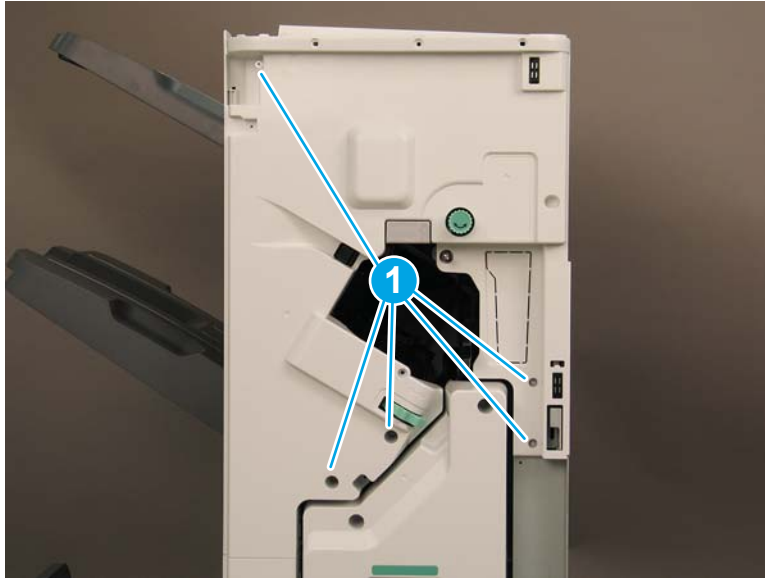
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

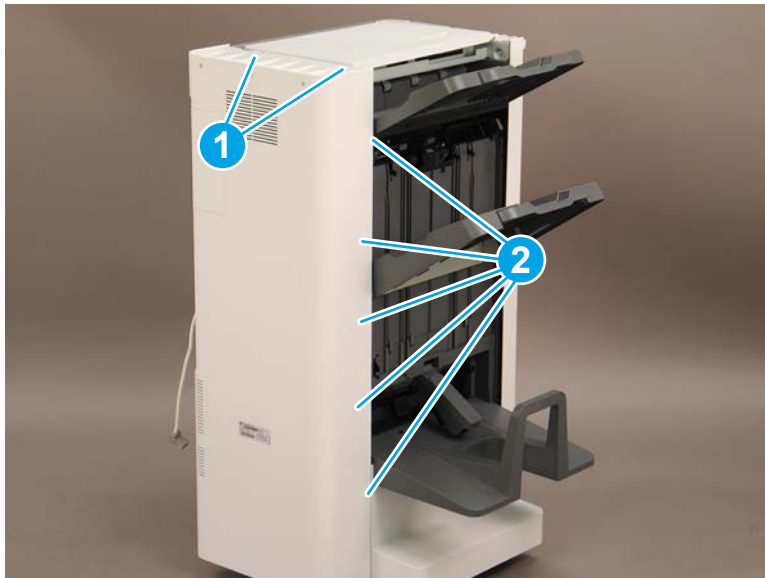
Figure 5-360 Remove five screws and the front cover




Step 5: Remove the rear cover

1. Remove two self-tapping screws (callout 1) on the top of the rear cover, and then remove five screw caps and five machine screws (callout 2) on the left side of the cover.

Figure 5-361 Remove seven screws



2. Remove one screw cap and four machine screws (callout 1) Remove the rear cover.

 **NOTE:** Make sure to thread the power cable (callout 2) through the opening in the cover.


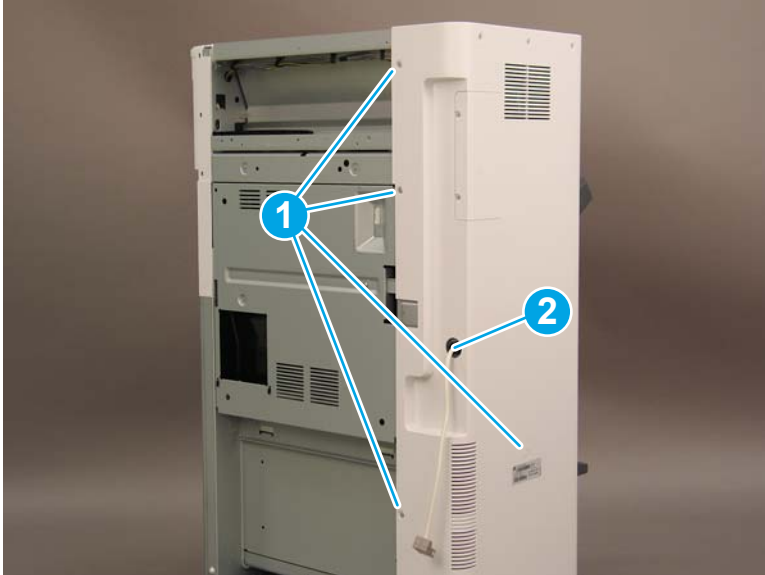
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

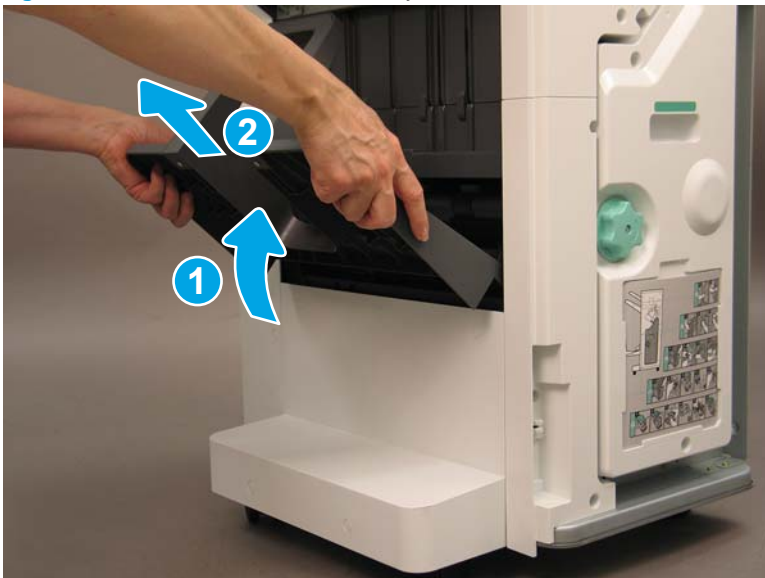
Figure 5-362 Remove four screws and the rear cover



Step 6: Remove the booklet tray (finisher)

1. Raise the booklet tray up (callout 1), and then pull it away from the finisher (callout 2) to remove it.

Figure 5-363 Remove the booklet tray



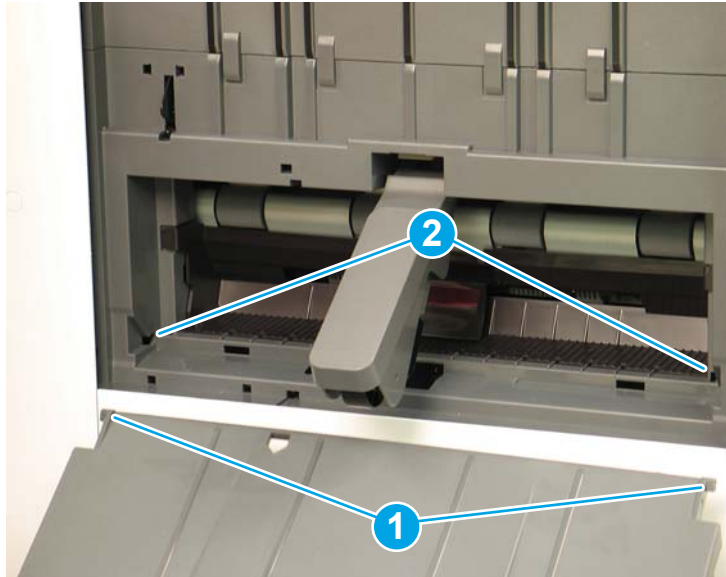
2. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

Special installation instructions: Booklet tray

- ▲ Position the tabs (callout 1) on the tray into the slots (callout 2) on the finisher.

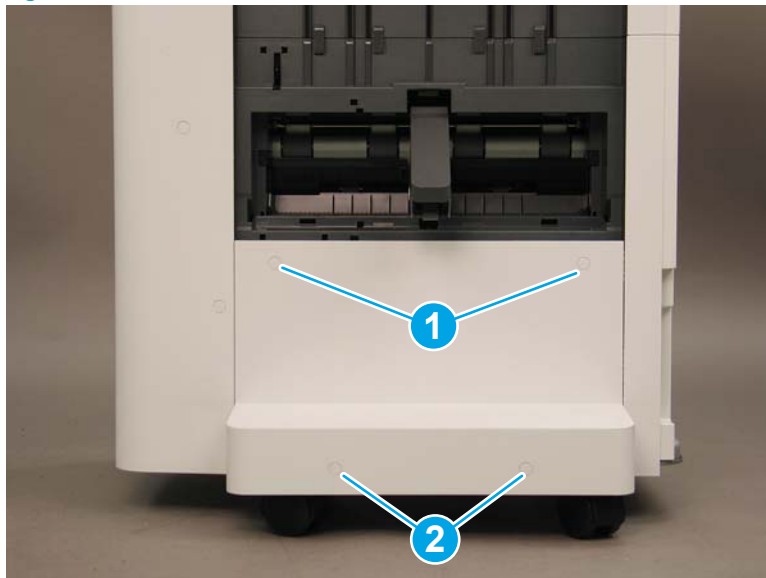
Figure 5-364 Install the booklet tray



Step 7: Remove the caster cover (finisher)

1. Remove two screw caps and two self-tapping screws (callout 1). Remove two screw caps and two machine screws (callout 2).

Figure 5-365 Remove four screws

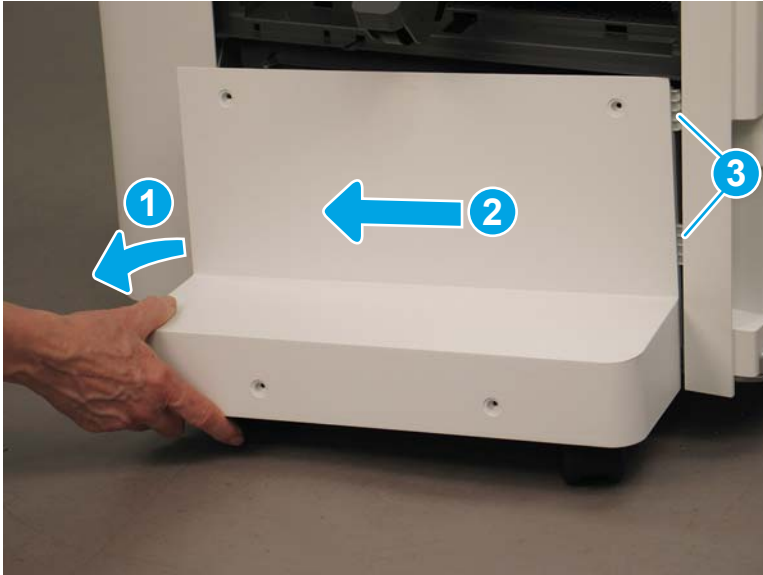


2. Rotate the left edge of the cover away from the finisher (callout 1), and then slide the cover to the left (callout 2) to remove it.

 **Reinstallation tip:** Make sure that two tabs (callout 3) are positioned under the front lower cover when reinstalling the caster cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-366 Remove the caster cover



Step 8: Remove the lower shield assembly (finisher)

1. Remove four screws (callout 1).


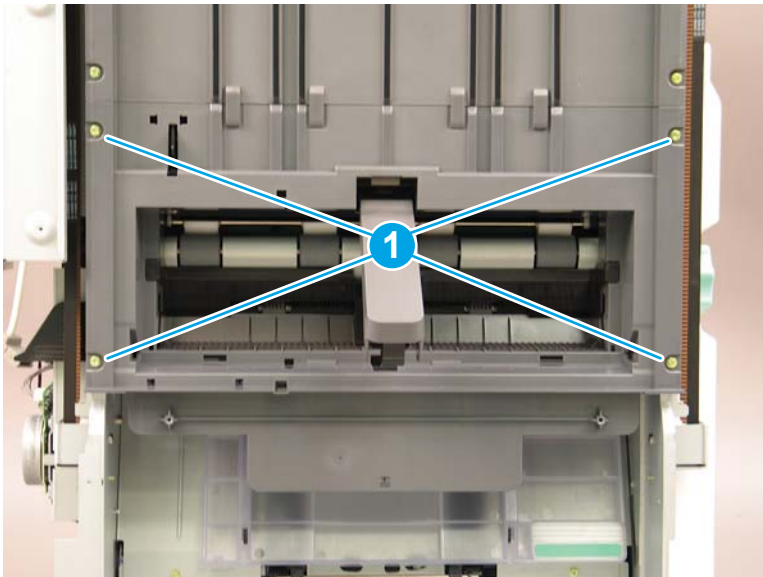
 **NOTE:** Raise the lower output tray as needed to access the screws.

Figure 5-367 Remove four screws

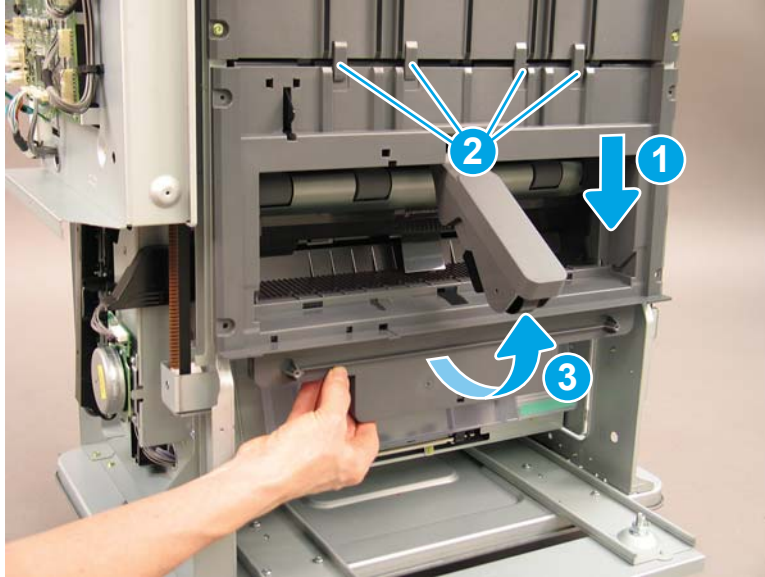


2. Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

CAUTION: The shield is still attached to the finisher. Do not attempt to completely remove the shield.

Reinstallation tip: Position the shield under the four tabs (callout 2) when reinstalling it.

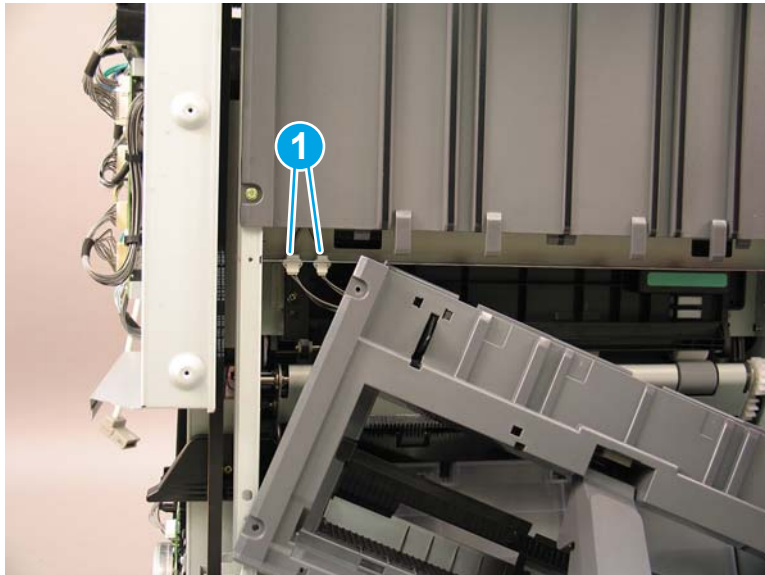
Figure 5-368 Release the lower shield



3. Disconnect two connectors (callout 1), and then remove the shield.

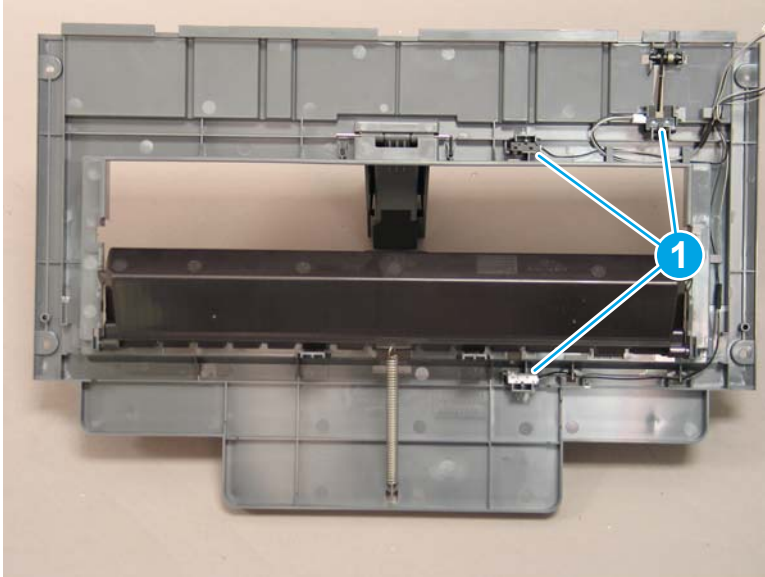
Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-369 Disconnect two connectors



4. If you are replacing the lower shield assembly, locate three sensors (callout 1) on the back of the lower shield. Remove these sensors and transfer them to the replacement part.

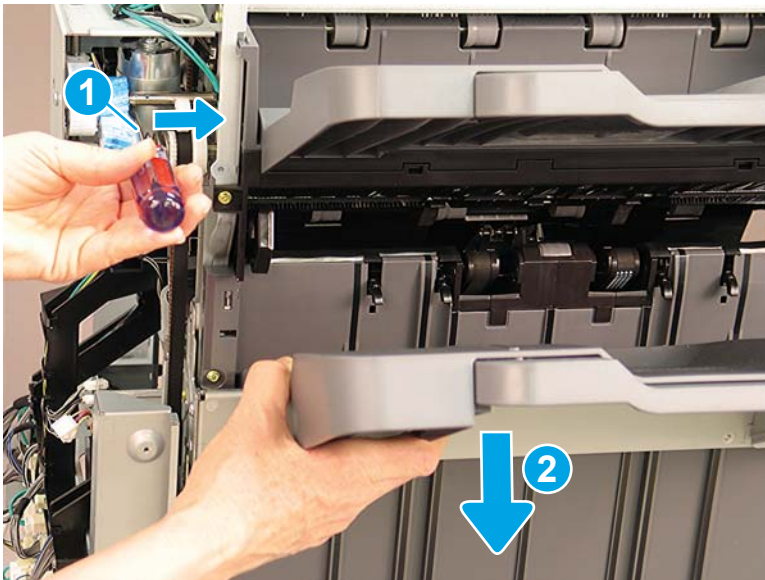
Figure 5-370 Locate sensors



Step 9: Remove the upper shield assembly (finisher)

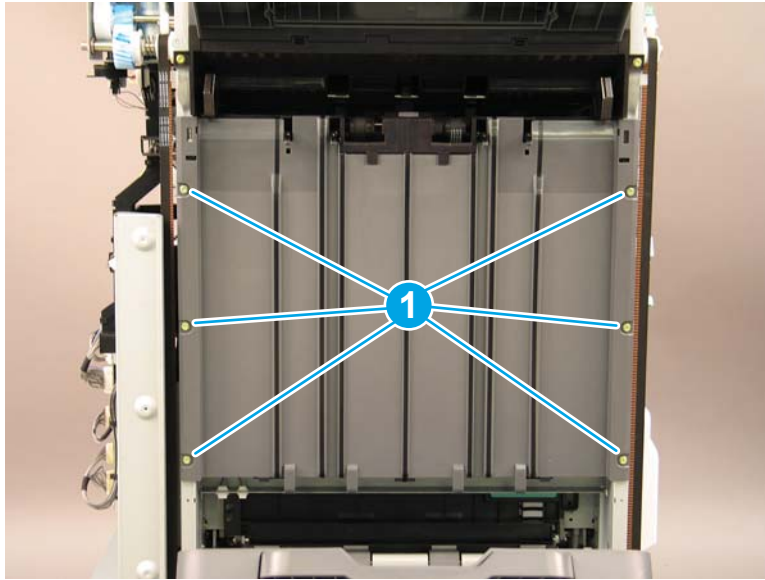
1. Bring the lower output tray down by positioning the shaft of a screwdriver on the clutch (callout 1) and gently pressing to the right to release the clutch. Hold the clutch in the released position and lower the tray (callout 2) to the lowest position.

Figure 5-371 Lower the output tray



2. Remove six machine screws (callout 1).

Figure 5-372 Remove six screws

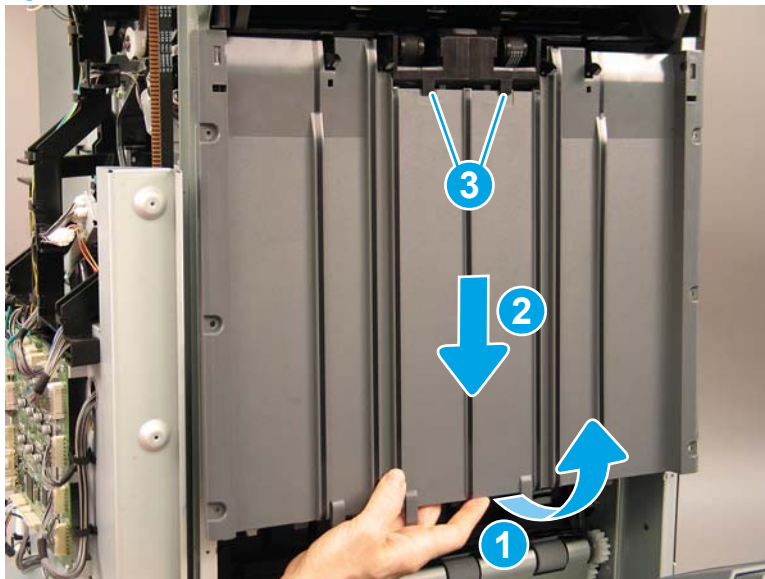


3. Rotate the lower edge of the shield away from the finisher (callout 1), and then slide the shield down (callout 2) to release it from two tabs (callout 3).

⚠ CAUTION: The shield is still attached to the finisher. Do not attempt to completely remove the shield.

💡 Reinstallation tip: Position the shield under the two tabs (callout 3) when reinstalling it.

Figure 5-373 Release the shield



4. Disconnect one connector (callout 1), and then remove the upper shield assembly.


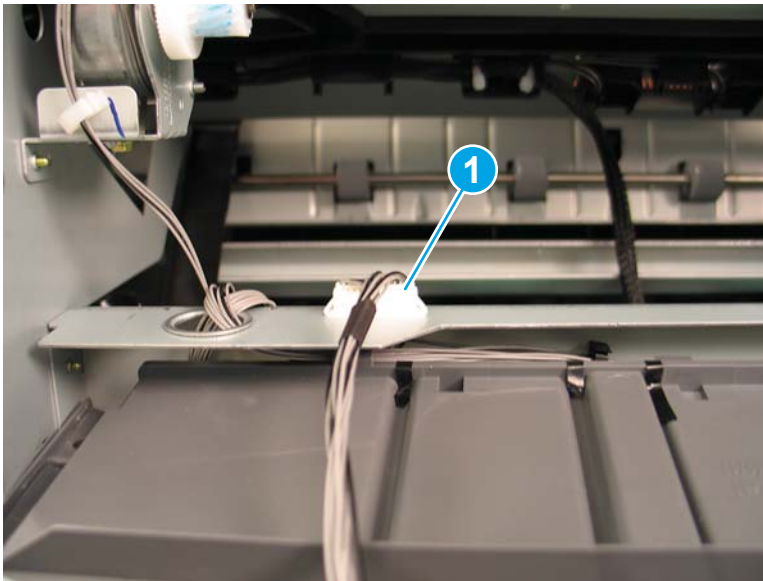
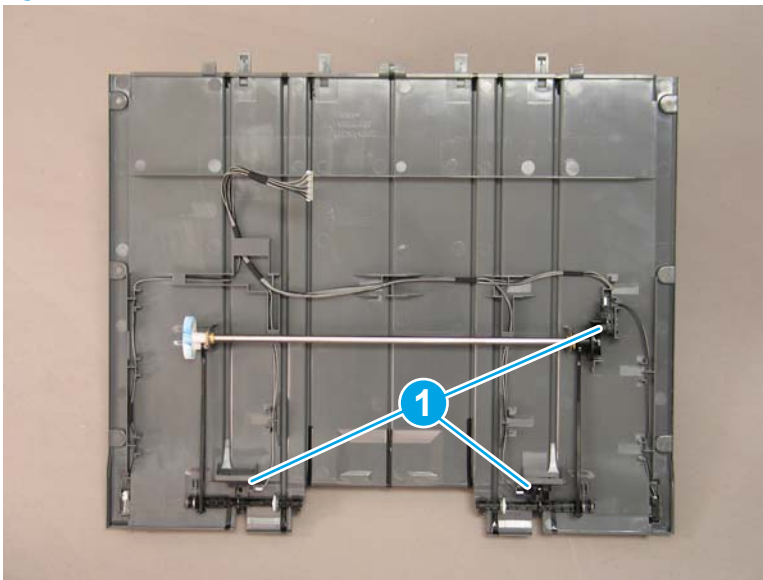
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-374 Disconnect one connector



5. If you are replacing the upper shield assembly, locate three sensors (callout 1) on the back of the upper shield. Remove these sensors and transfer them to the replacement part.

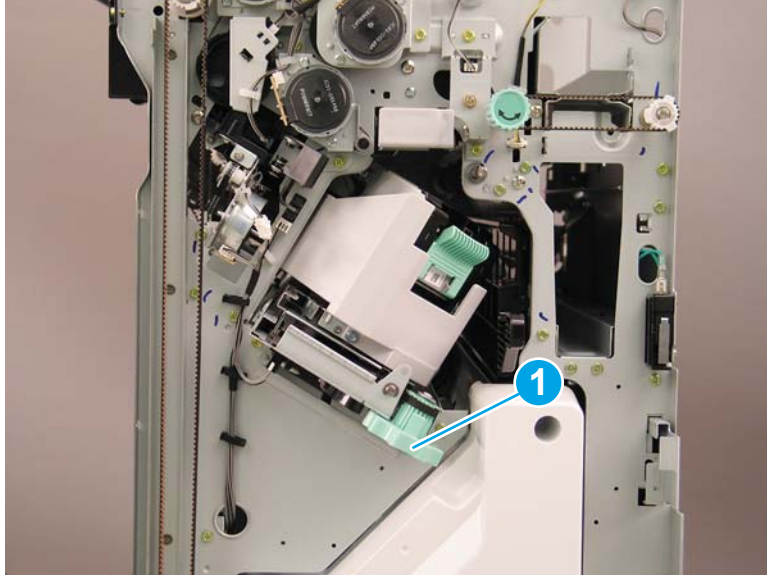
Figure 5-375 Locate sensors



Step 10: Remove the ejector unit (finisher)

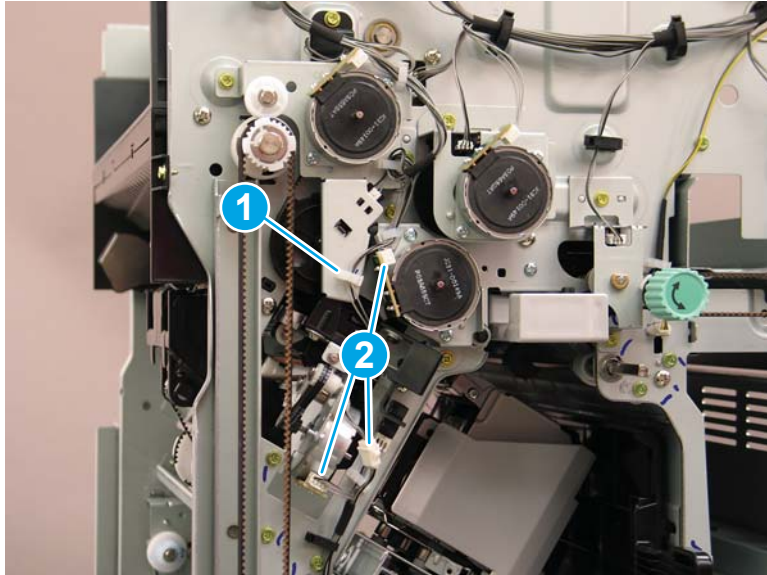
1. Rotate the green wheel to move the staple unit to the center of the finisher.

Figure 5-376 Move the staple unit to the center



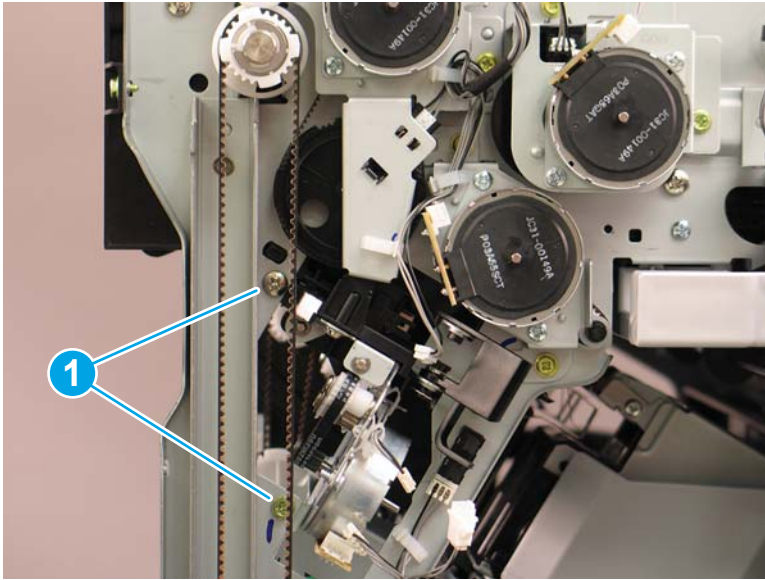
2. Release one retainer (callout 1), and then disconnect three connectors (callout 2).

Figure 5-377 Disconnect three connectors



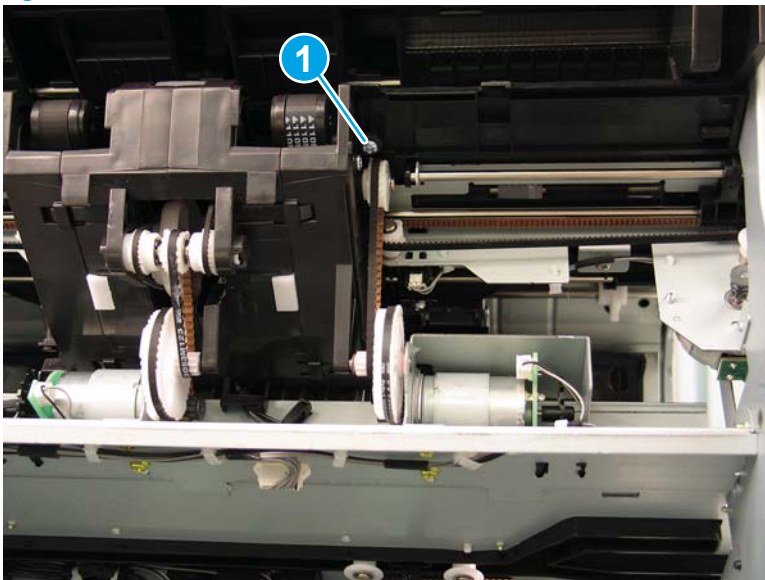
3. Remove two screws (callout 1).

Figure 5-378 Remove two screws



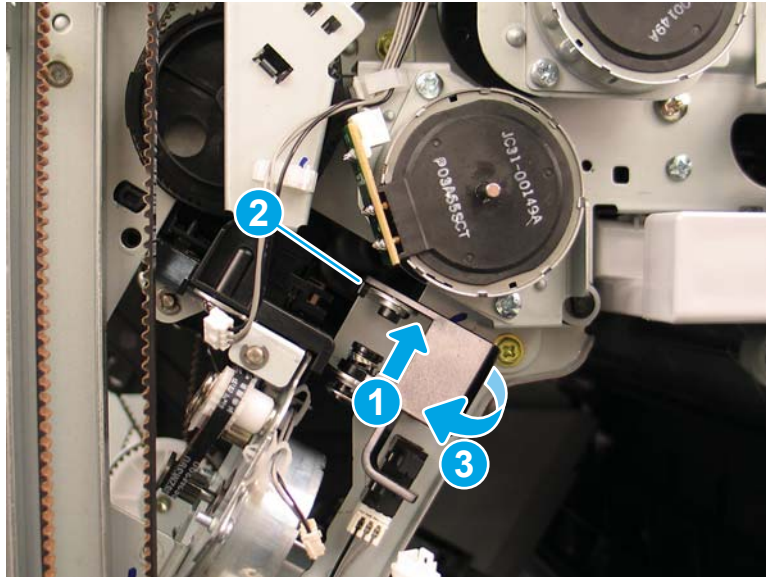
4. At the left side of the finisher, remove one screw (callout 1).

Figure 5-379 Remove one screw



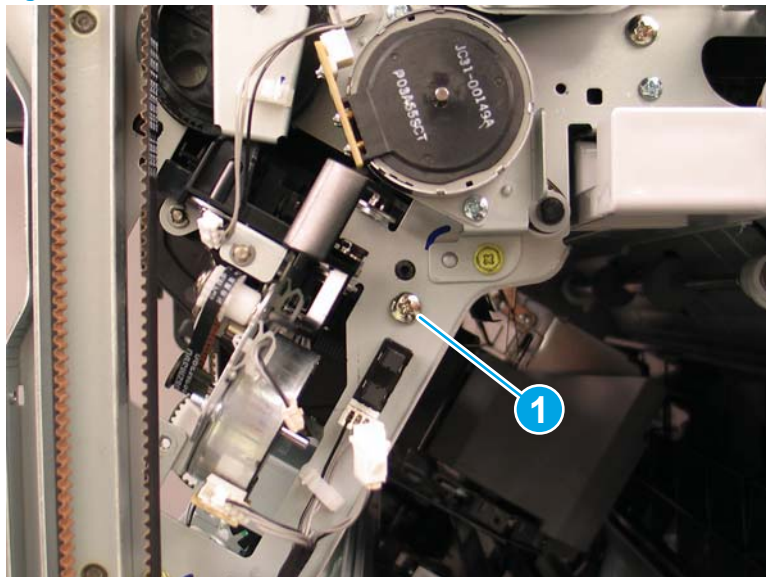
5. Press up on the hinge (callout 1), release one tab (callout 2), and then rotate the sensor away from the finisher (callout 3).

Figure 5-380 Rotate the sensor



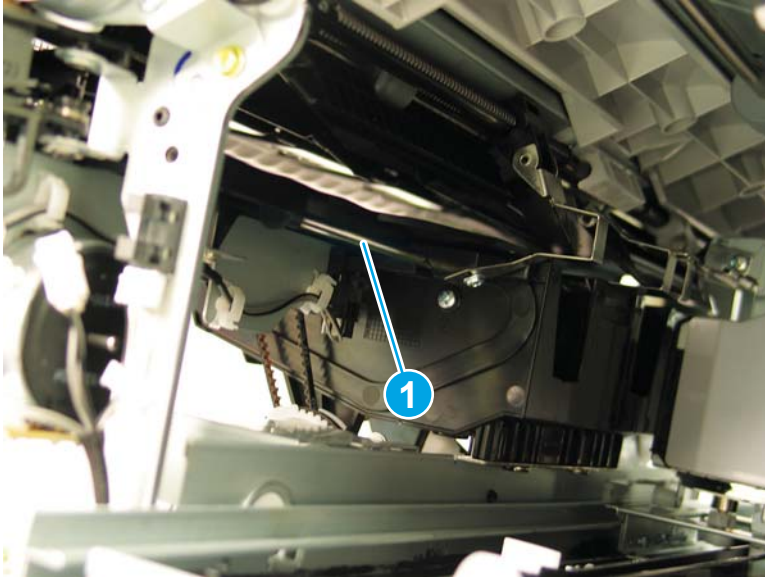
6. Remove one screw (callout 1).

Figure 5-381 Remove one screw



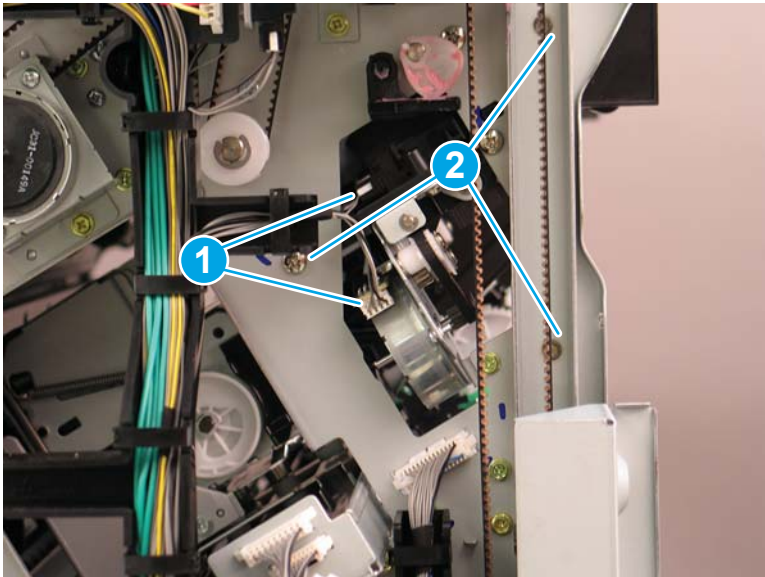
7. Look inside the finisher through the stapler opening in the front and pull down to release and remove one shaft (callout 1) on the front tamper unit.

Figure 5-382 Remove the front tamper shaft



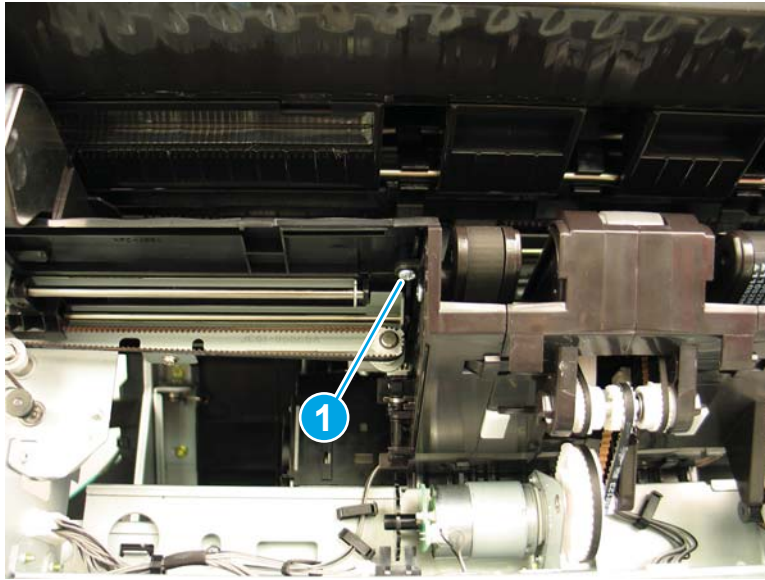
8. At the rear of the finisher, disconnect two connectors (callout 1), and then remove three screws (callout 2).

Figure 5-383 Disconnect two connectors and remove three screws



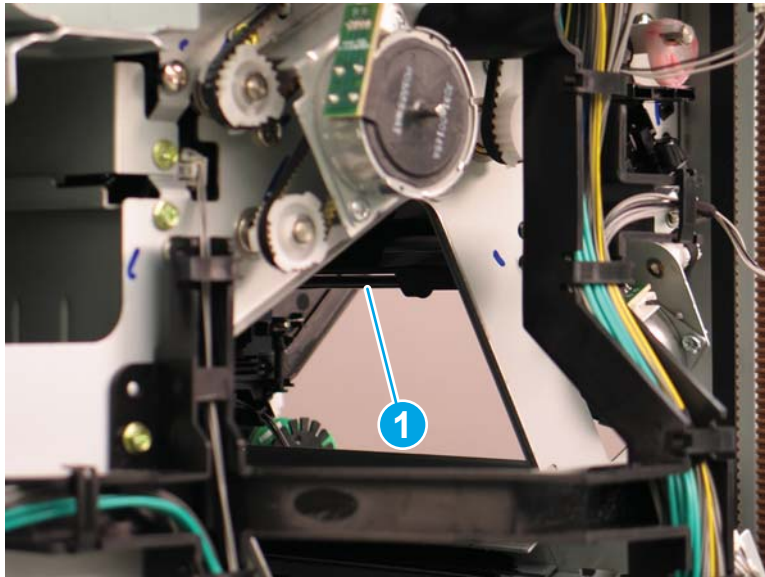
9. At the left side of the finisher, remove one screw (callout 1).

Figure 5-384 Remove one screw



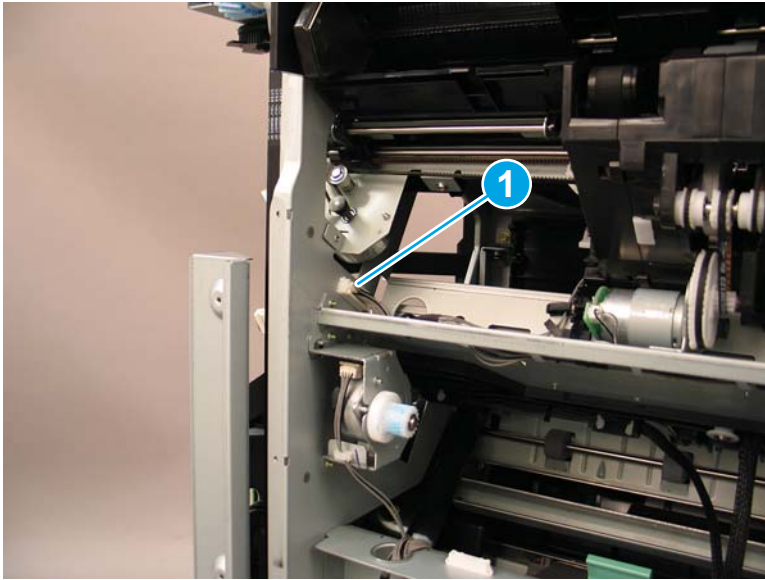
10. Look inside the finisher through the stapler opening in the rear and pull down to release and remove one shaft (callout 1) on the rear tamper unit.

Figure 5-385 Remove the rear tamper shaft



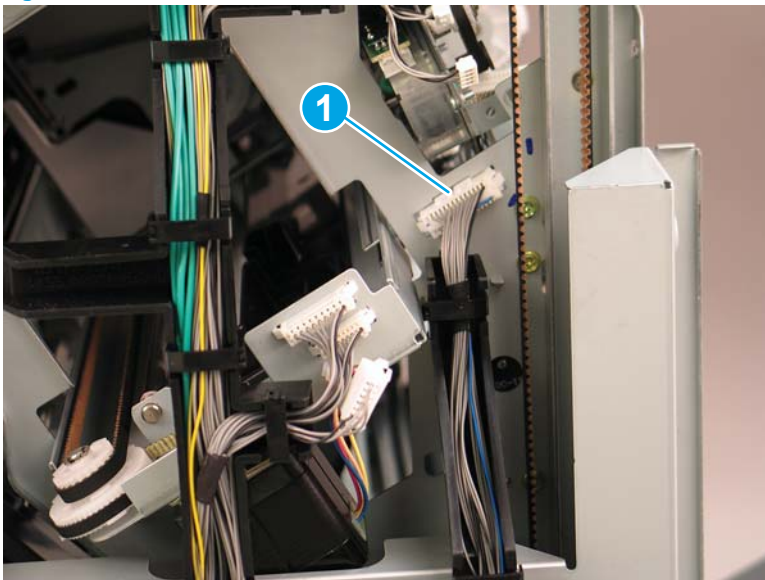
11. At the left side of the finisher, disconnect one connector (callout 1).

Figure 5-386 Disconnect one connector



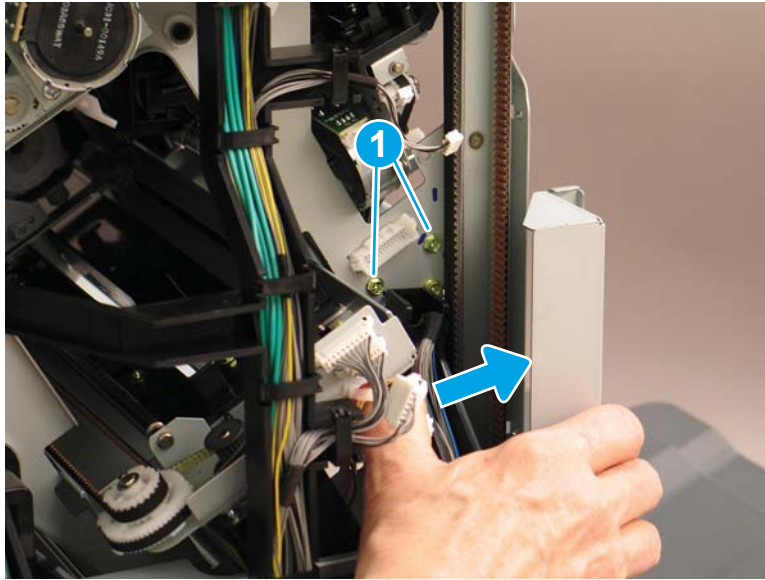
12. At the rear of the finisher, disconnect one connector (callout 1).

Figure 5-387 Disconnect one connector



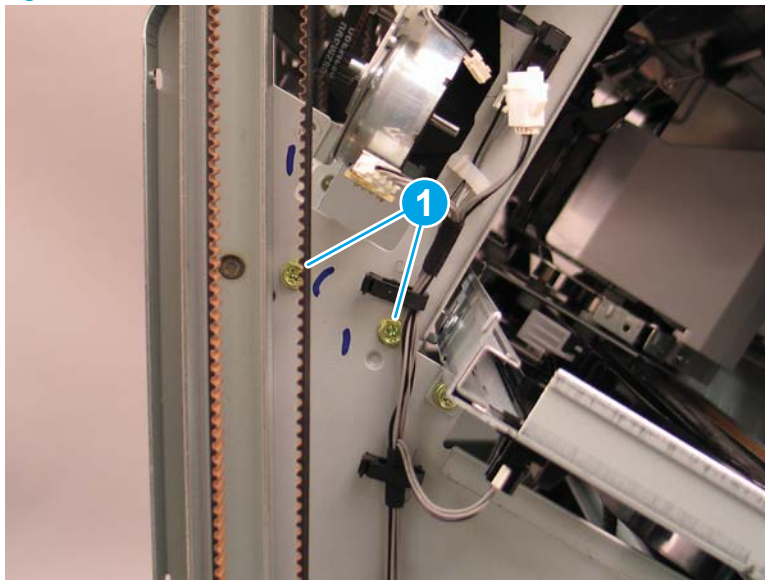
13. At the rear of the finisher, press the wire retainer to the right to access and remove two screws (callout 1).

Figure 5-388 Disconnect one connector



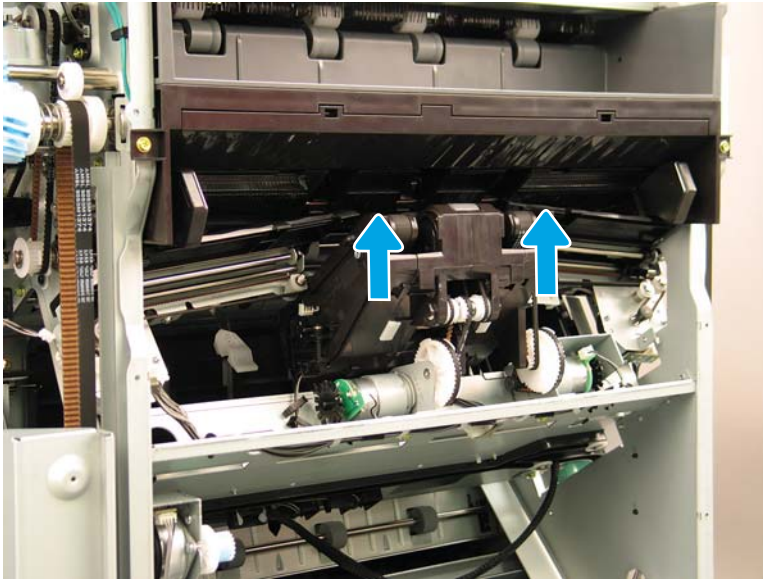
14. At the front of the finisher, remove two screws (callout 1).

Figure 5-389 Remove two screws



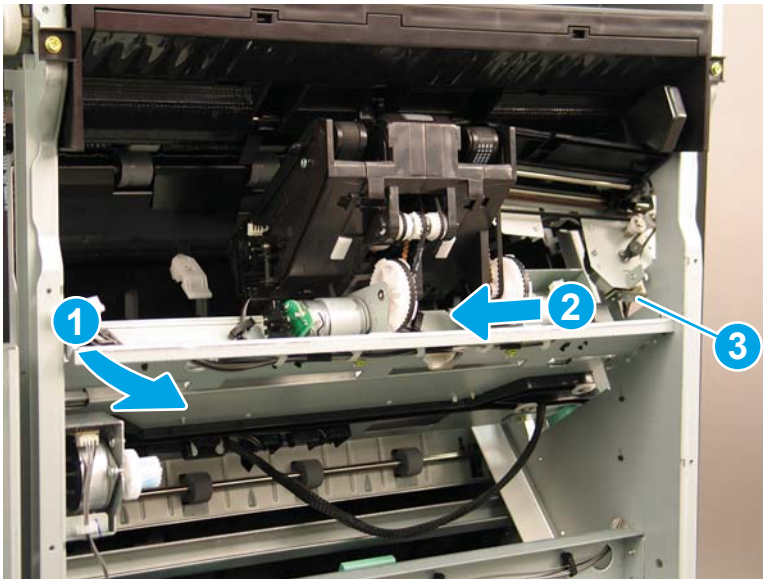
15. Lift the inside edges of the front and rear tampers up.

Figure 5-390 Lift the edges of the tampers



16. Rotate the rear edge of the ejector unit away from the finisher (callout 1), and then slide it toward the rear of the finisher (callout 2) to remove it. Make sure that the PCA (callout 3) stays clear of the sheet metal frame.

Figure 5-391 Remove the ejector unit



17. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

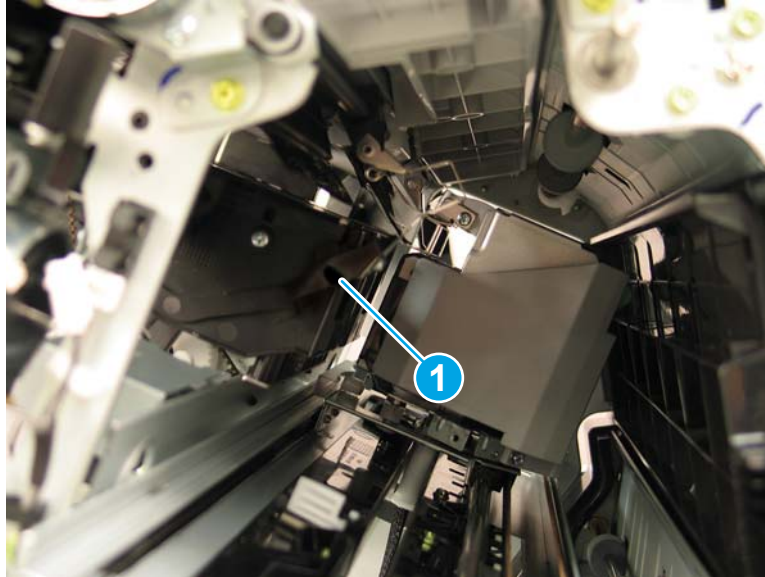


NOTE: Continue to reverse the removal steps to finish installing the assembly.

Special installation instructions: Ejector unit

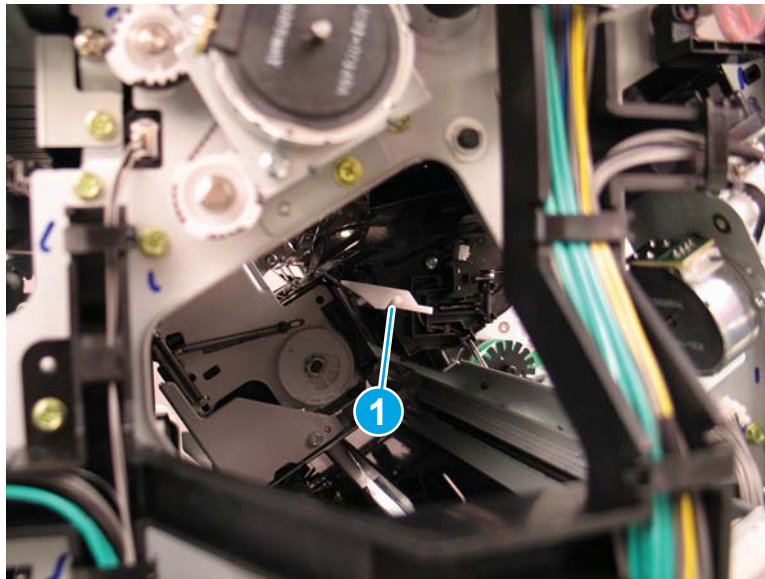
- a. When the front tamper shaft is removed, the retainer arm that held the one end of the shaft will drop down. When reinstalling the shaft, raise the retainer arm and position the end of the shaft in the notch (callout 1).

Figure 5-392 Reinstall the front tamper shaft



- b. When the rear tamper shaft is removed, the retainer arm that held the one end of the shaft will drop down. When reinstalling the shaft, raise the retainer arm and position the end of the shaft in the notch (callout 1).

Figure 5-393 Reinstall the rear tamper shaft



Step 11: Remove the front tamper (finisher)

- ▲ Lift the front tamper away from the finisher to remove it

💡 **Reinstallation tip:** Reverse the removal steps to install the assembly.

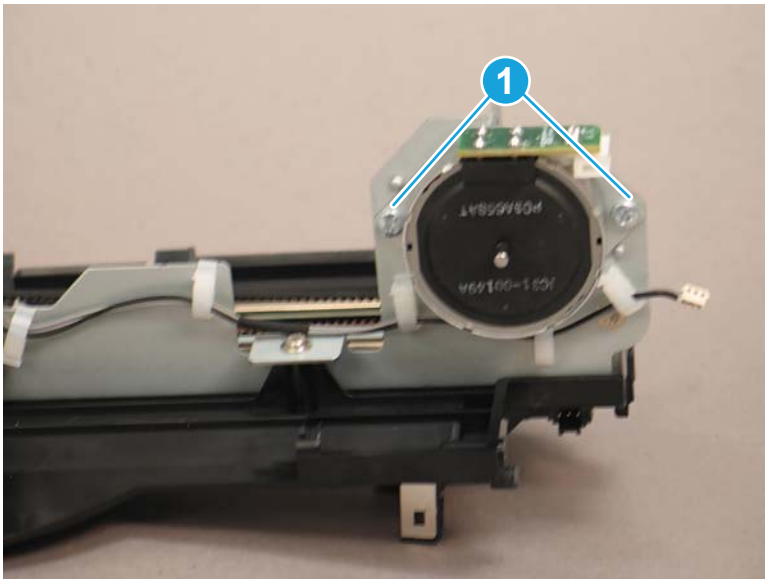
Figure 5-394 Remove the front tamper



Step 12: Remove the front tamper motor (M7)

1. Remove two screws (callout 1).

Figure 5-395 Remove two screws

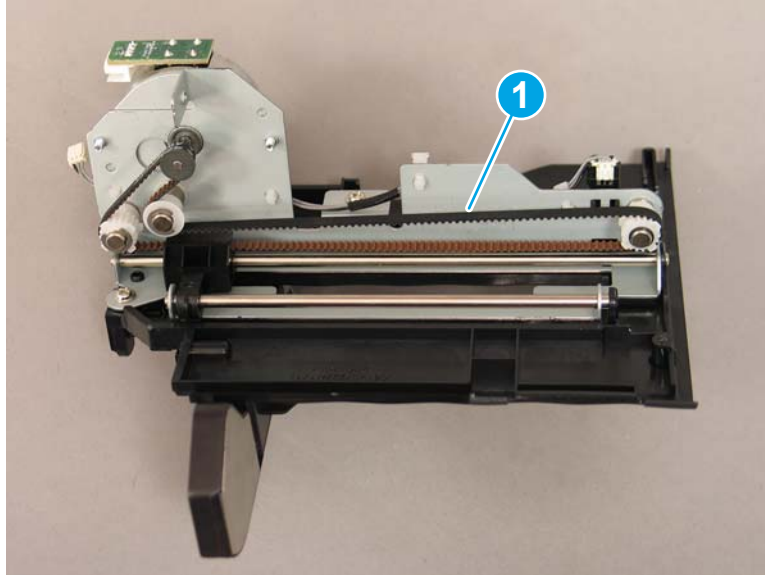


2. Release the belt (callout 1), and then remove the front tamper motor.

 **Reinstallation tip:** Make sure that the belt is routed correctly when reinstalling the motor.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-396 Release the belt and remove the motor





Step 13: 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.

Rear tamper motor (M7)

- [Introduction](#)
- [Step 1: Remove the right top cover \(finisher\)](#)
- [Step 2: Remove the top cover \(finisher\)](#)
- [Step 3: Remove the front door \(finisher\)](#)
- [Step 4: Remove the front cover \(finisher\)](#)
- [Step 5: Remove the rear cover](#)
- [Step 6: Remove the booklet tray \(finisher\)](#)
- [Step 7: Remove the caster cover \(finisher\)](#)
- [Step 8: Remove the lower shield assembly \(finisher\)](#)
- [Step 9: Remove the upper shield assembly \(finisher\)](#)
- [Step 10: Remove the ejector unit \(finisher\)](#)
- [Step 11: Remove the rear tamper \(finisher\)](#)
- [Step 12: Remove the rear tamper motor \(M7\)](#)
- [Step 13: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the rear tamper motor on the finisher.



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 power off. A shutting-down message appears on the control-panel display.
- ⚠ **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC93-01001A

To order the part, go to www.hp.com/buy/parts.

- Drive Motor, Step

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

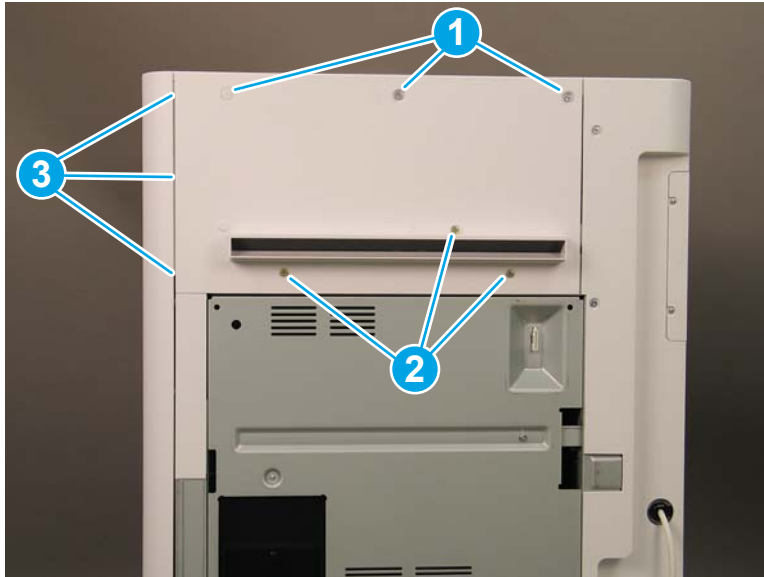
Step 1: Remove the right top cover (finisher)

- ▲ Remove one screw cap and three machine screws on the upper edge of the cover (callout 1). Remove three sheet metal screws (callout 2) on the lower portion of the cover. Rotate the right edge of the cover away from the finisher, and then slide the cover right to release three tabs (callout 3).

💡 **Reinstallation tip:** The lower screws are shorter in length than the upper screws.

Reinstallation tip: Reverse the removal steps to install the assembly.

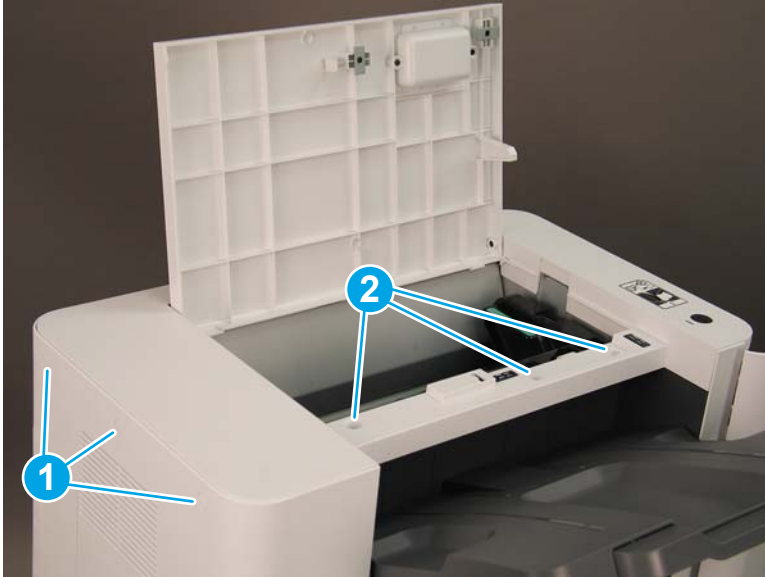
Figure 5-397 Remove six screws and the right top cover



Step 2: Remove the top cover (finisher)

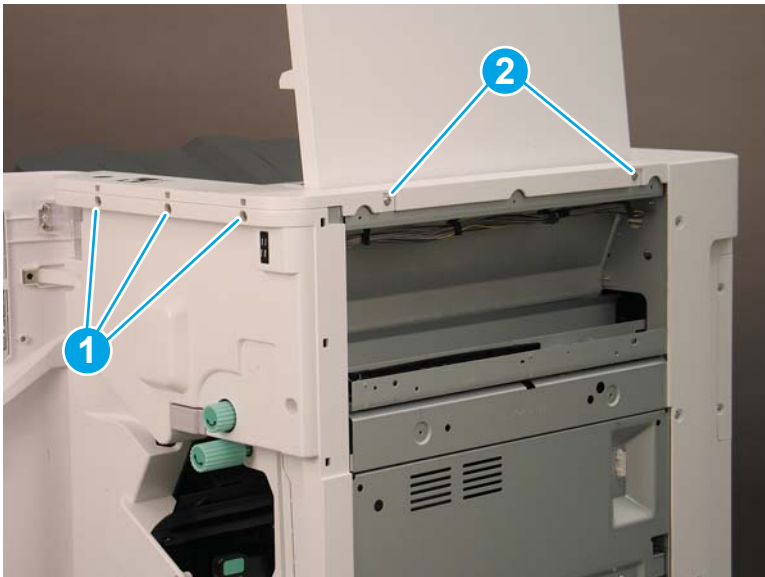
1. Remove three screw caps and three self-tapping screws at the top of the rear cover (callout 1), and then remove three machine screws (callout 2) on top of the cover.

Figure 5-398 Remove six screws



2. Remove three self-tapping screws at the top of the front cover (callout 1), and then remove two machine screws (callout 2) at the top of the right side.

Figure 5-399 Remove six screws



3. Lift the cover up slightly. Disconnect one in-line connector (callout 1), and then release one retainer (callout 2).


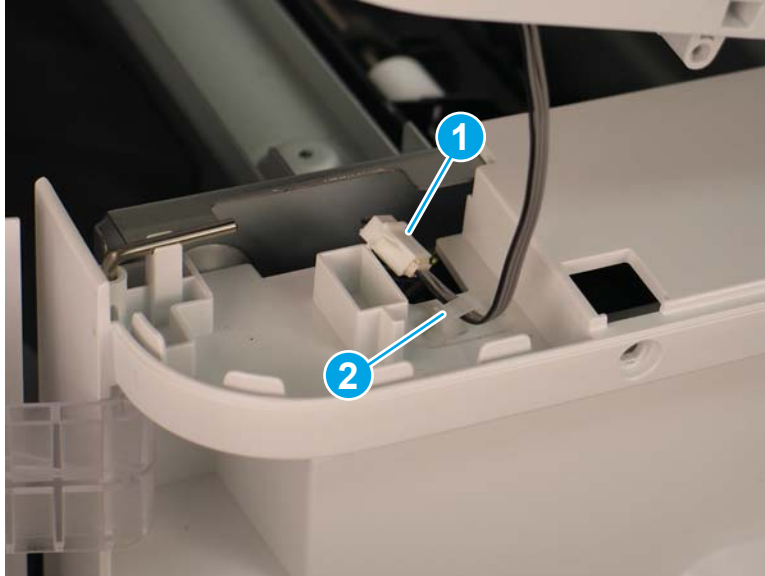

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-400 Disconnect one connector and release retainer

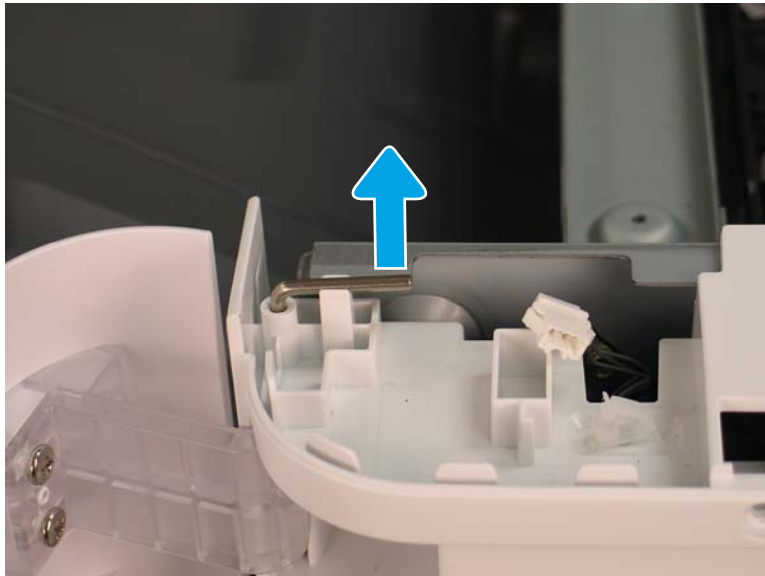


 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Step 3: Remove the front door (finisher)

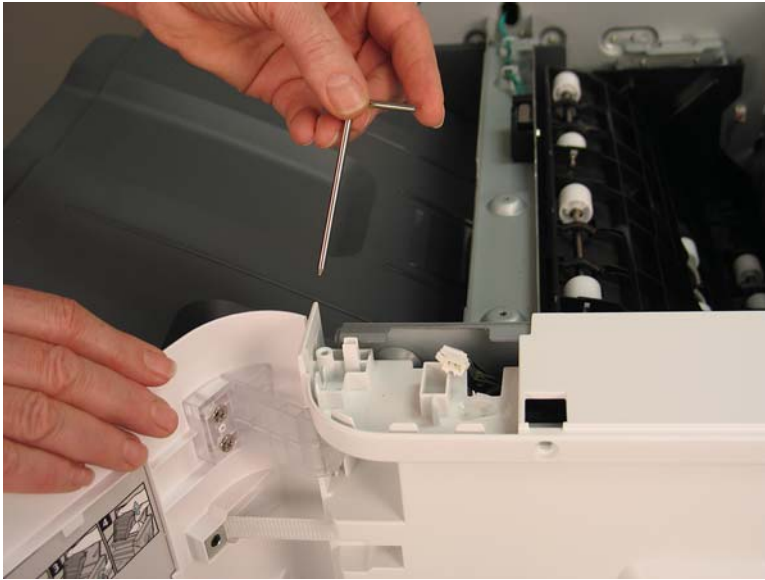
1. Lift the top hinge pin up to release it from the retainer.

Figure 5-401 Lift the top hinge pin



2. Pull the top hinge pin up to remove it.

Figure 5-402 Remove the top hinge pin



3. Use a small, flat-blade screwdriver to release the lower hinge pin from the retainer, and then rotate it away from the finisher.

Figure 5-403 Release the lower hinge pin



4. Support the door with one hand, and then pull the lower hinge pin straight up to remove it.

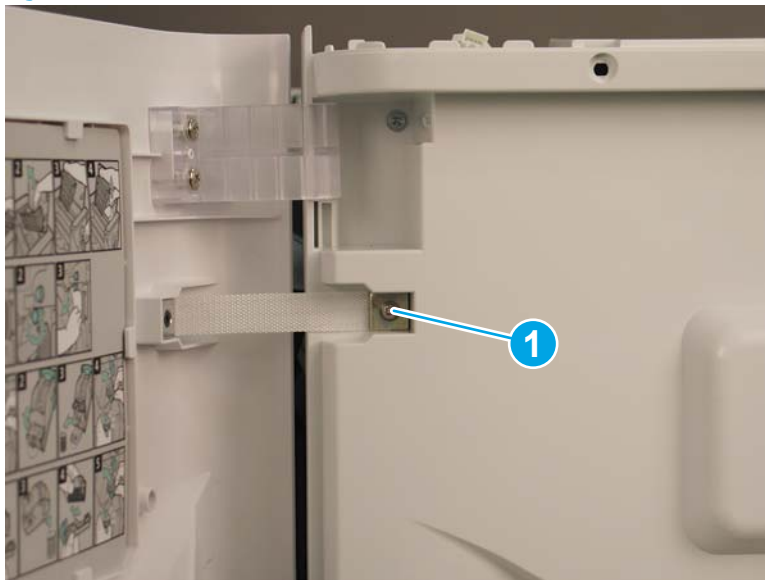
Figure 5-404 Remove the lower hinge pin



5. Support the door with one hand, and then remove one screw (callout 1) to release the strap. Remove the front door

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

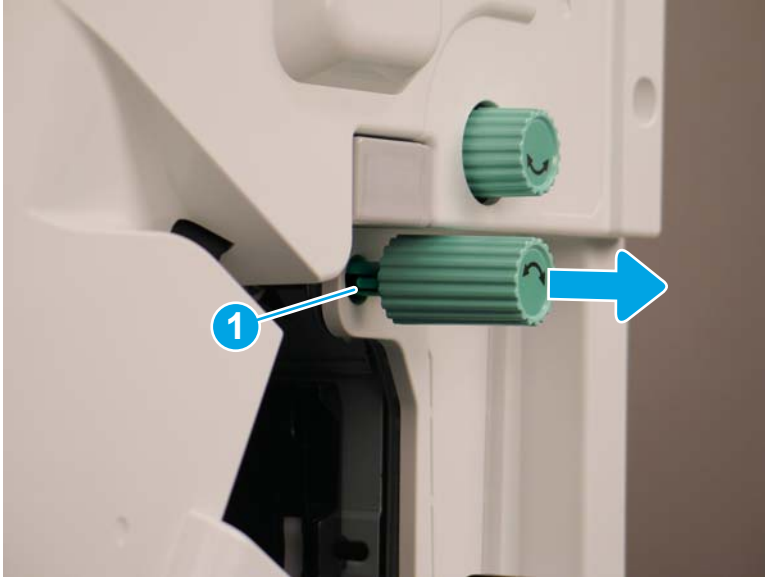
Figure 5-405 Remove one screw and the front door



Step 4: Remove the front cover (finisher)

1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-406 Remove the jam-access knob



2. If the punch unit is installed, remove the punch waste bin (callout 1).
3. Remove one screw (callout 1) on top of the front cover.

Figure 5-407 Remove one screw



4. Remove five machine screws (callout 1), and then remove the front cover.


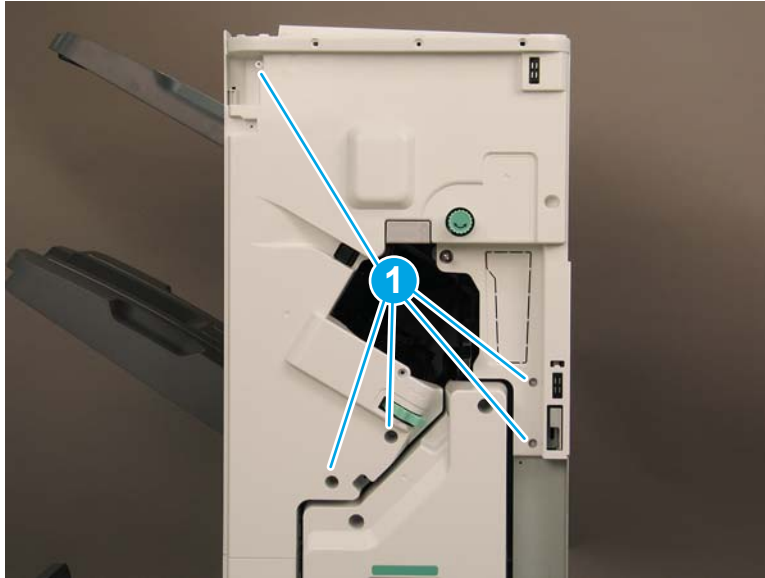
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

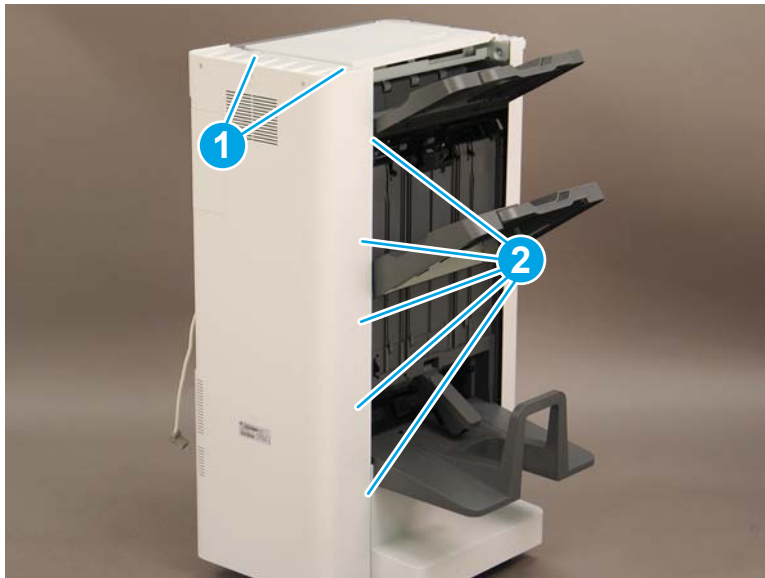
Figure 5-408 Remove five screws and the front cover



Step 5: Remove the rear cover

1. Remove two self-tapping screws (callout 1) on the top of the rear cover, and then remove five screw caps and five machine screws (callout 2) on the left side of the cover.

Figure 5-409 Remove seven screws



2. Remove one screw cap and four machine screws (callout 1) Remove the rear cover.

 **NOTE:** Make sure to thread the power cable (callout 2) through the opening in the cover.


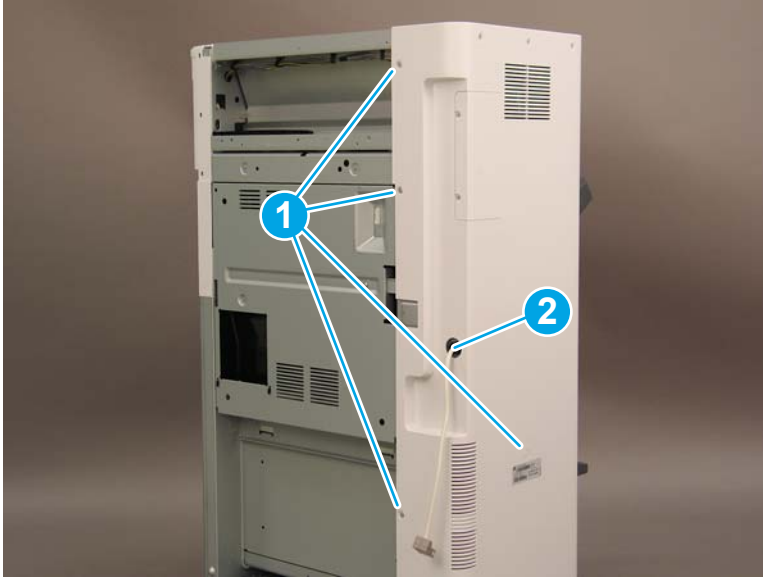
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

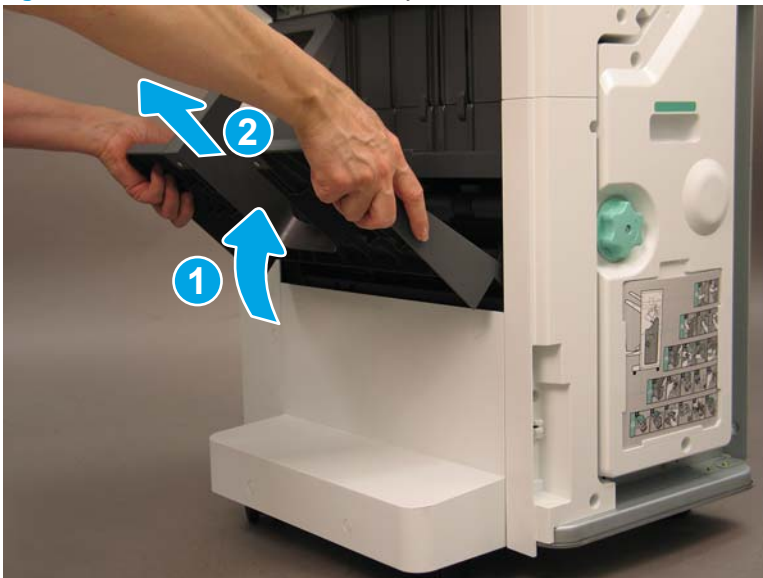
Figure 5-410 Remove four screws and the rear cover



Step 6: Remove the booklet tray (finisher)

1. Raise the booklet tray up (callout 1), and then pull it away from the finisher (callout 2) to remove it.

Figure 5-411 Remove the booklet tray



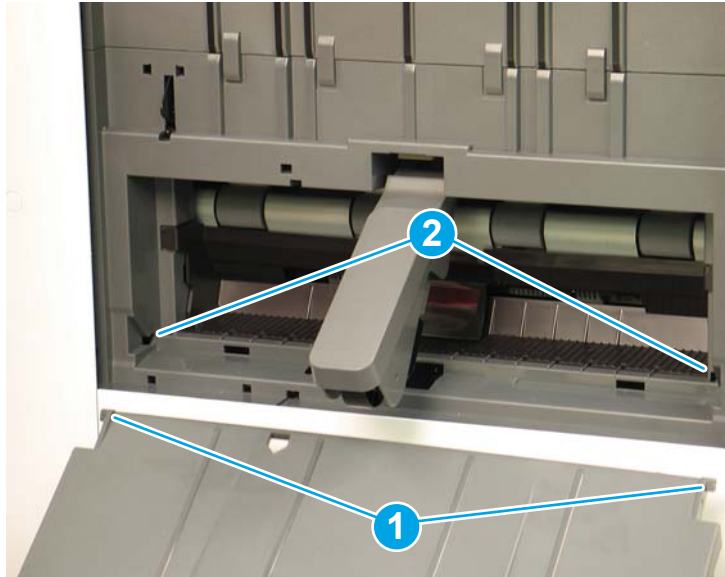
2. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

Special installation instructions: Booklet tray

- ▲ Position the tabs (callout 1) on the tray into the slots (callout 2) on the finisher.

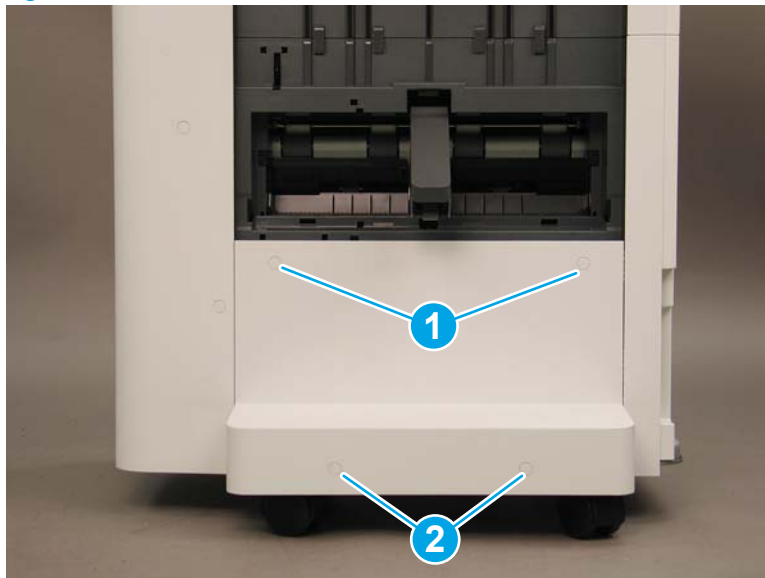
Figure 5-412 Install the booklet tray



Step 7: Remove the caster cover (finisher)

1. Remove two screw caps and two self-tapping screws (callout 1). Remove two screw caps and two machine screws (callout 2).

Figure 5-413 Remove four screws

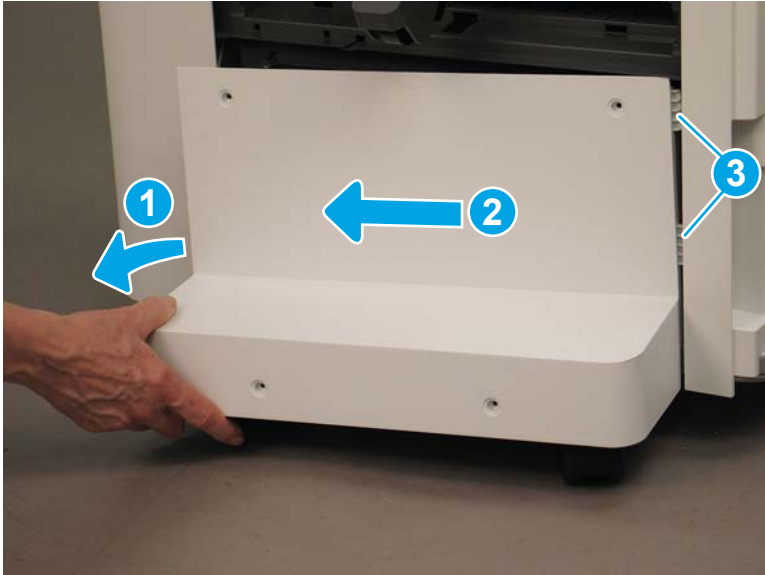


2. Rotate the left edge of the cover away from the finisher (callout 1), and then slide the cover to the left (callout 2) to remove it.

 **Reinstallation tip:** Make sure that two tabs (callout 3) are positioned under the front lower cover when reinstalling the caster cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-414 Remove the caster cover

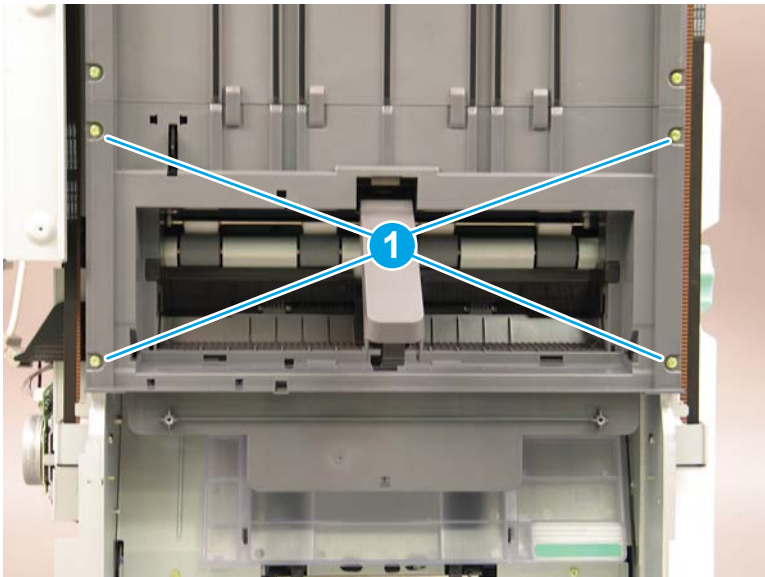


Step 8: Remove the lower shield assembly (finisher)

1. Remove four screws (callout 1).

 **NOTE:** Raise the lower output tray as needed to access the screws.

Figure 5-415 Remove four screws

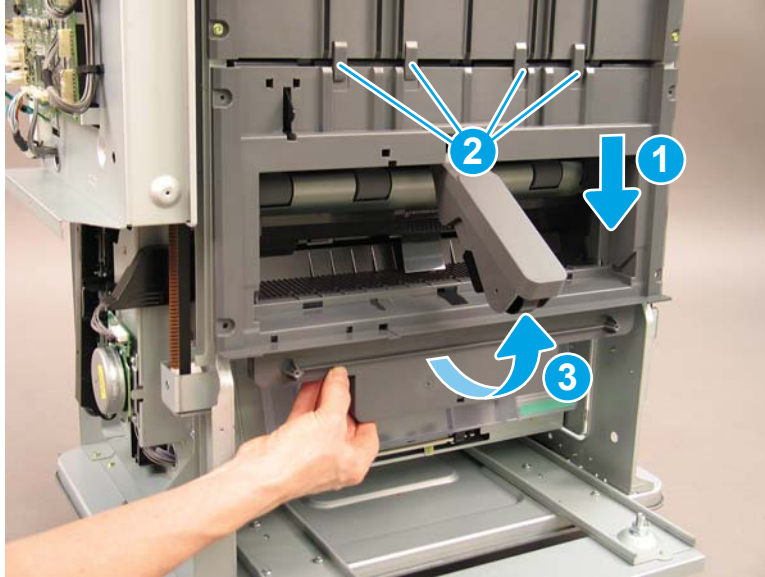


- Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

CAUTION: The shield is still attached to the finisher. Do not attempt to completely remove the shield.

Reinstallation tip: Position the shield under the four tabs (callout 2) when reinstalling it.

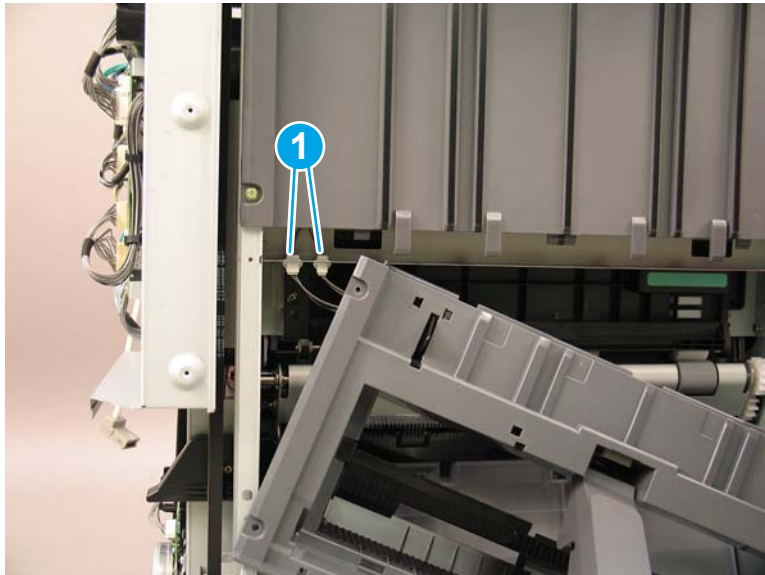
Figure 5-416 Release the lower shield



- Disconnect two connectors (callout 1), and then remove the shield.

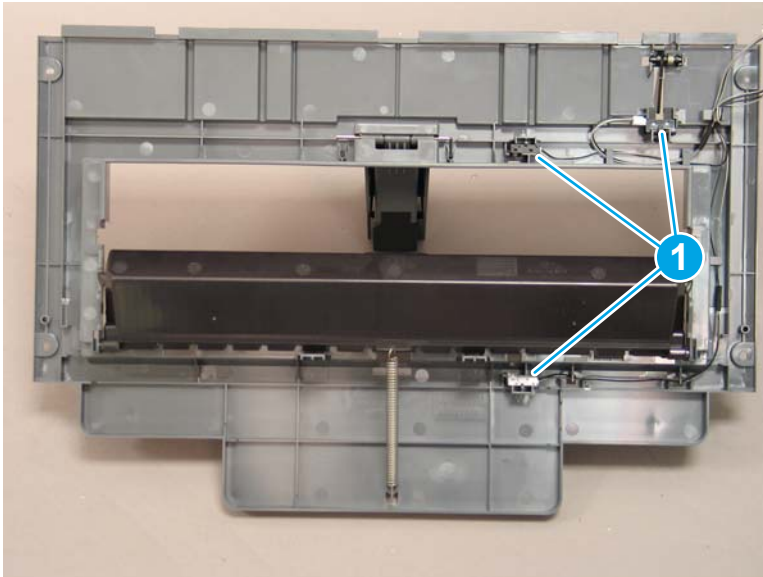
Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-417 Disconnect two connectors



4. If you are replacing the lower shield assembly, locate three sensors (callout 1) on the back of the lower shield. Remove these sensors and transfer them to the replacement part.

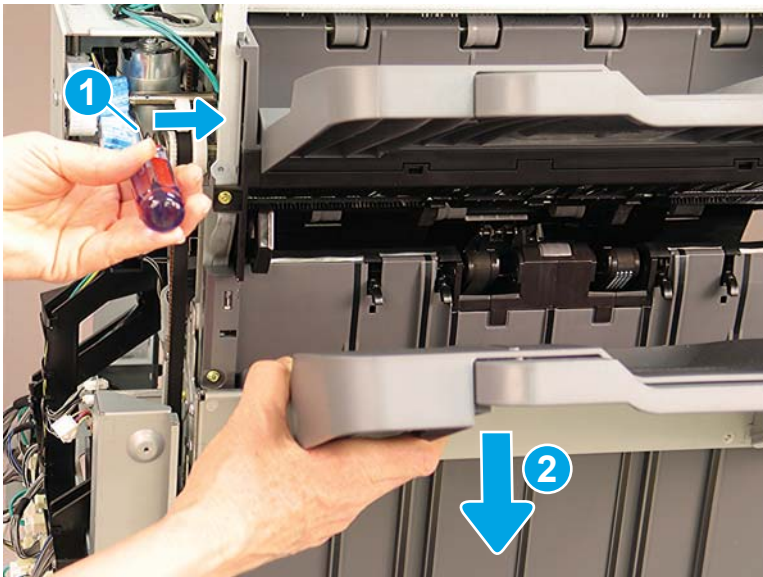
Figure 5-418 Locate sensors



Step 9: Remove the upper shield assembly (finisher)

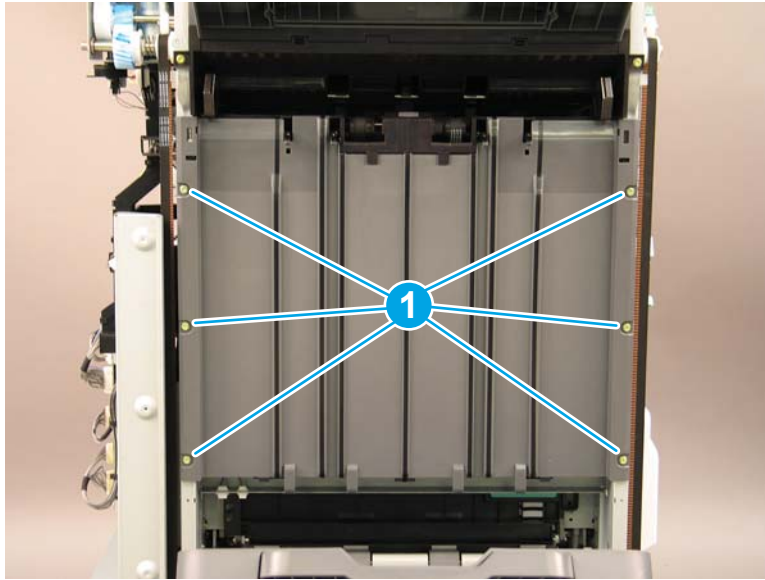
1. Bring the lower output tray down by positioning the shaft of a screwdriver on the clutch (callout 1) and gently pressing to the right to release the clutch. Hold the clutch in the released position and lower the tray (callout 2) to the lowest position.

Figure 5-419 Lower the output tray



2. Remove six machine screws (callout 1).

Figure 5-420 Remove six screws

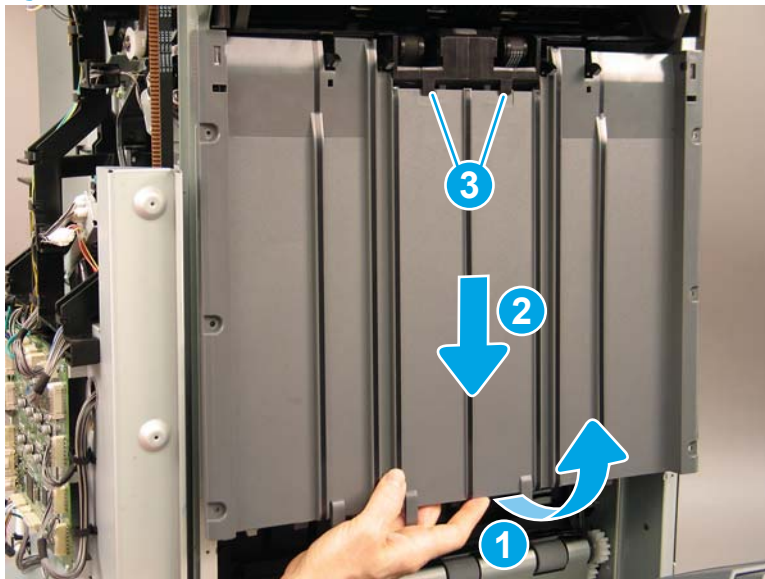


3. Rotate the lower edge of the shield away from the finisher (callout 1), and then slide the shield down (callout 2) to release it from two tabs (callout 3).

⚠ CAUTION: The shield is still attached to the finisher. Do not attempt to completely remove the shield.

💡 Reinstallation tip: Position the shield under the two tabs (callout 3) when reinstalling it.

Figure 5-421 Release the shield



4. Disconnect one connector (callout 1), and then remove the upper shield assembly.


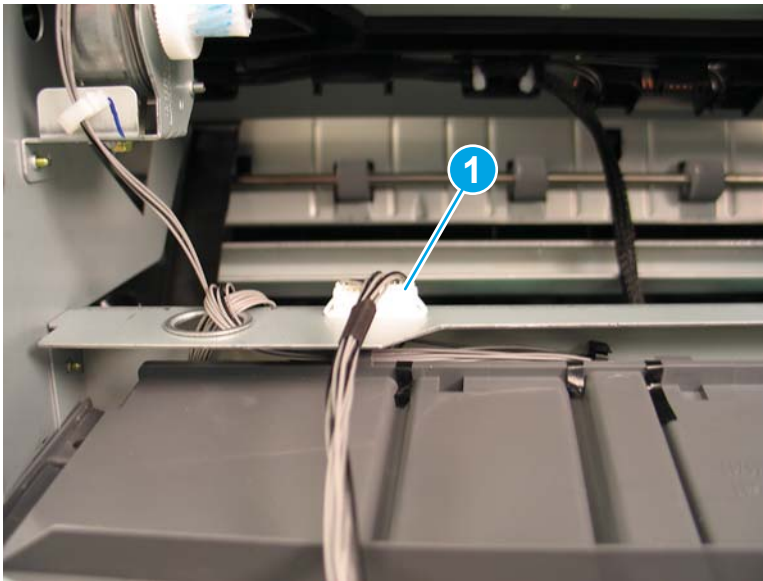
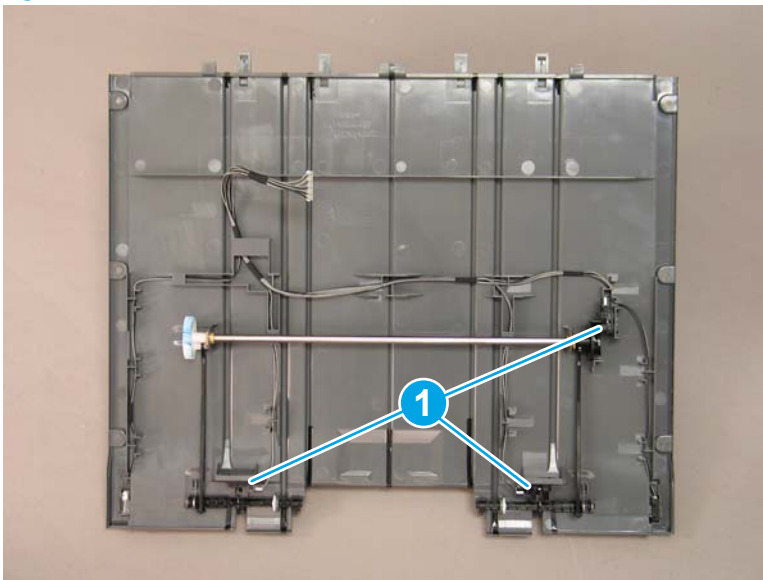
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-422 Disconnect one connector



5. If you are replacing the upper shield assembly, locate three sensors (callout 1) on the back of the upper shield. Remove these sensors and transfer them to the replacement part.

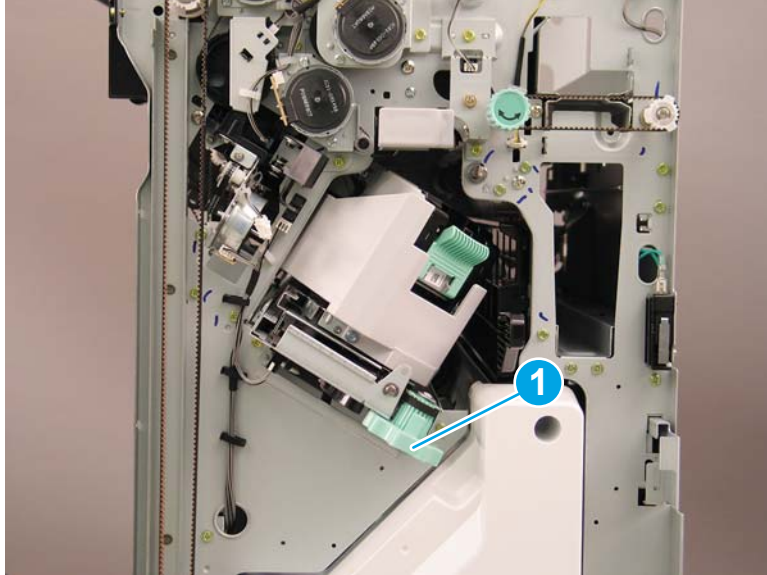
Figure 5-423 Locate sensors



Step 10: Remove the ejector unit (finisher)

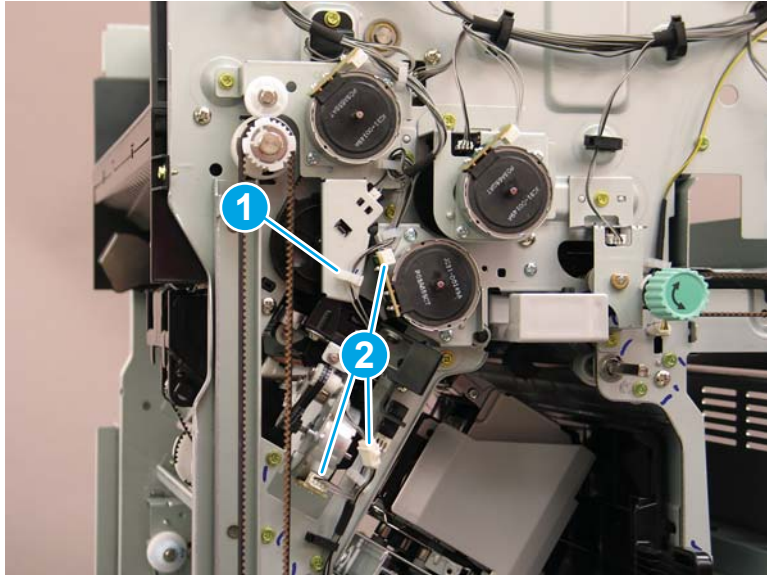
1. Rotate the green wheel to move the staple unit to the center of the finisher.

Figure 5-424 Move the staple unit to the center



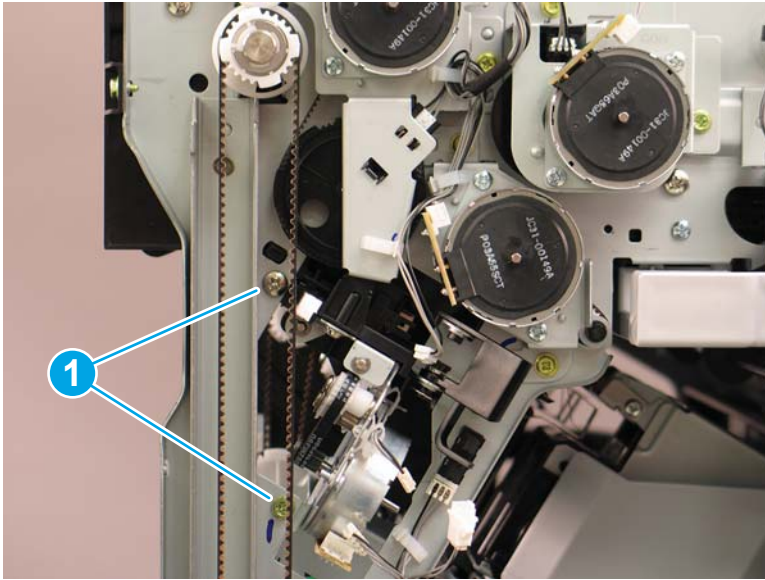
2. Release one retainer (callout 1), and then disconnect three connectors (callout 2).

Figure 5-425 Disconnect three connectors



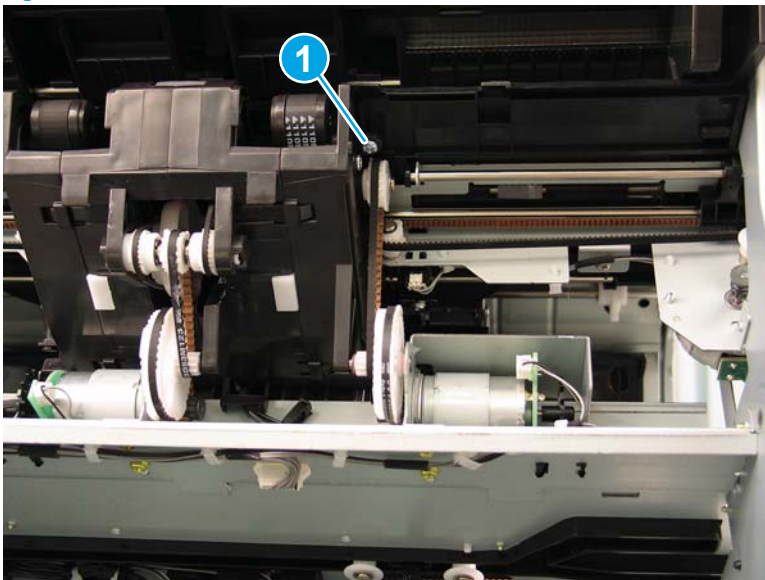
3. Remove two screws (callout 1).

Figure 5-426 Remove two screws



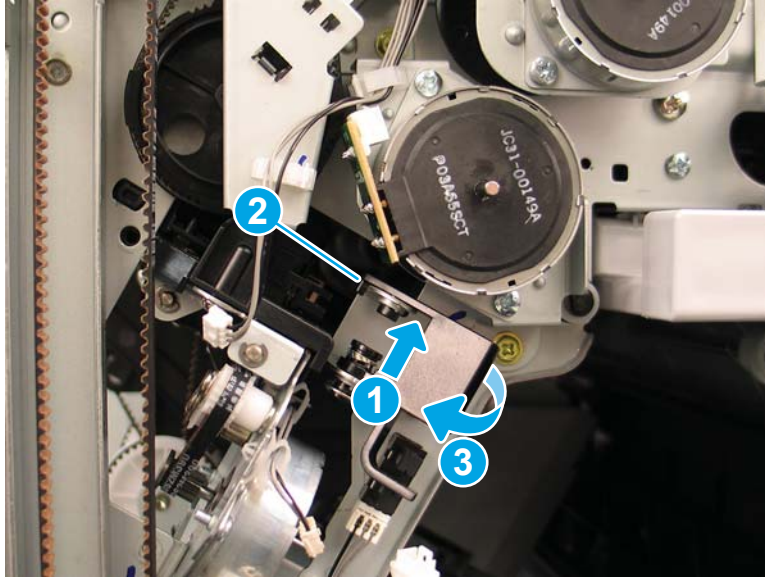
4. At the left side of the finisher, remove one screw (callout 1).

Figure 5-427 Remove one screw



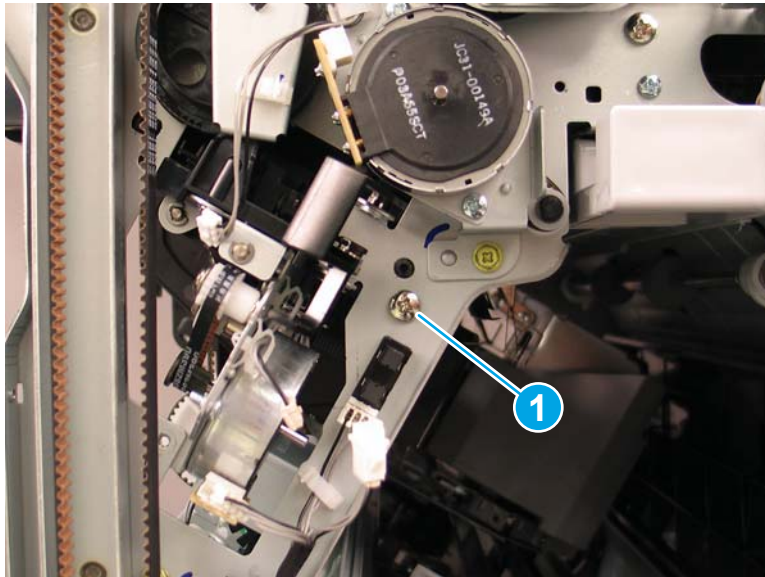
5. Press up on the hinge (callout 1), release one tab (callout 2), and then rotate the sensor away from the finisher (callout 3).

Figure 5-428 Rotate the sensor



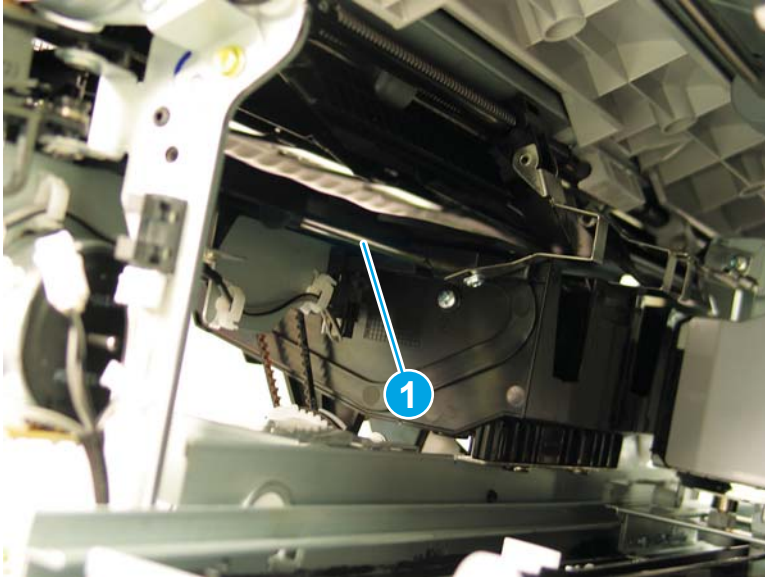
6. Remove one screw (callout 1).

Figure 5-429 Remove one screw



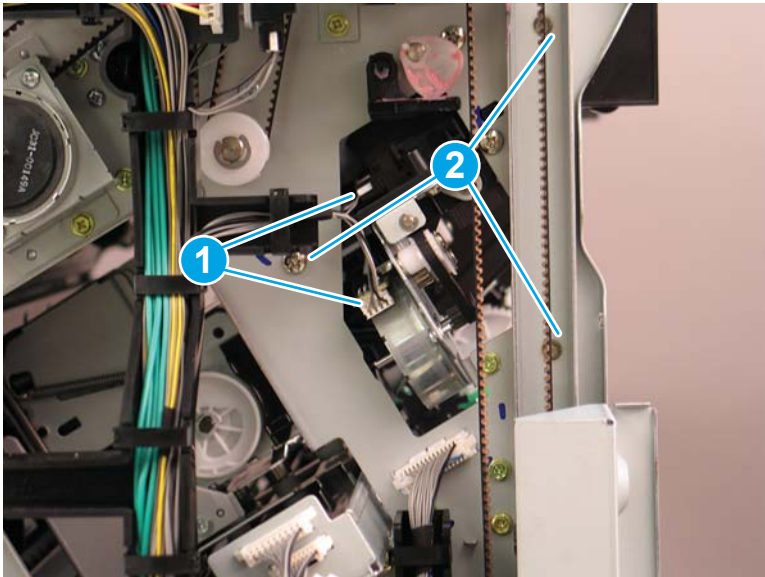
7. Look inside the finisher through the stapler opening in the front and pull down to release and remove one shaft (callout 1) on the front tamper unit.

Figure 5-430 Remove the front tamper shaft



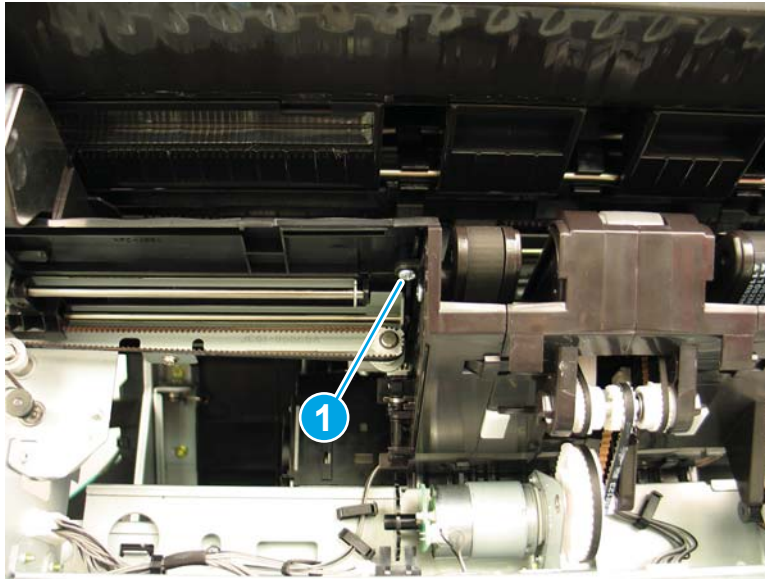
8. At the rear of the finisher, disconnect two connectors (callout 1), and then remove three screws (callout 2).

Figure 5-431 Disconnect two connectors and remove three screws



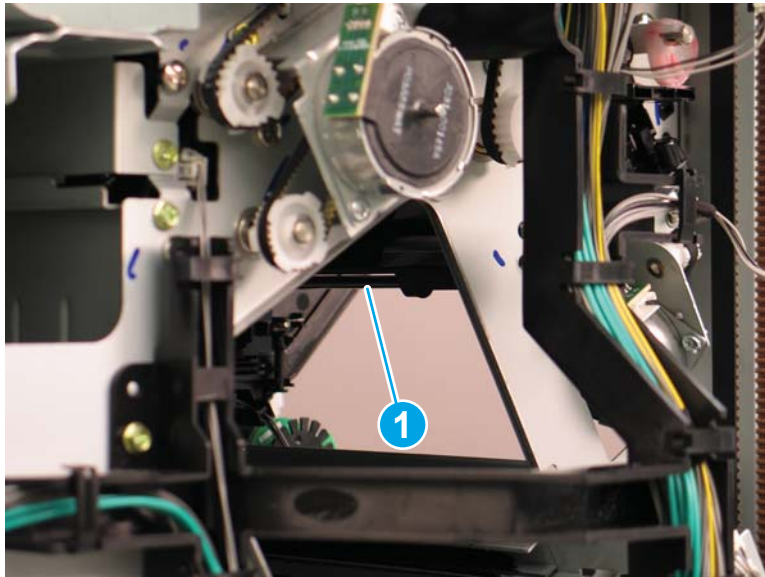
9. At the left side of the finisher, remove one screw (callout 1).

Figure 5-432 Remove one screw



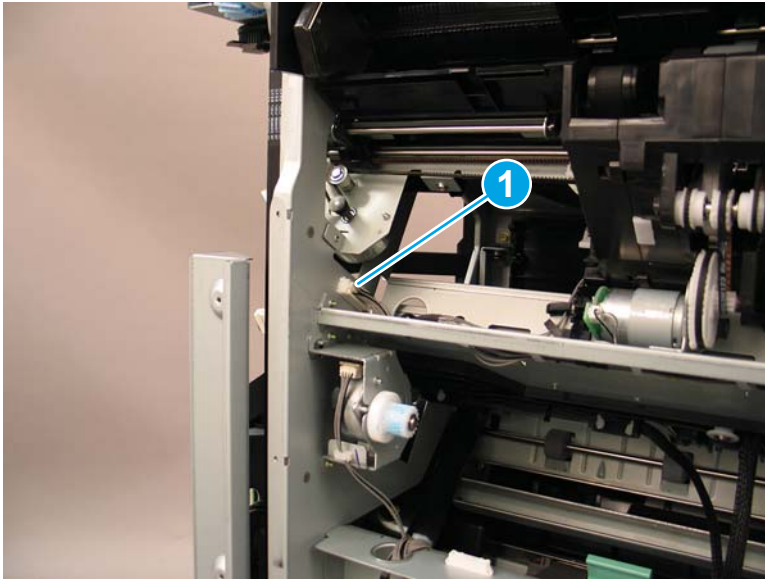
10. Look inside the finisher through the stapler opening in the rear and pull down to release and remove one shaft (callout 1) on the rear tamper unit.

Figure 5-433 Remove the rear tamper shaft



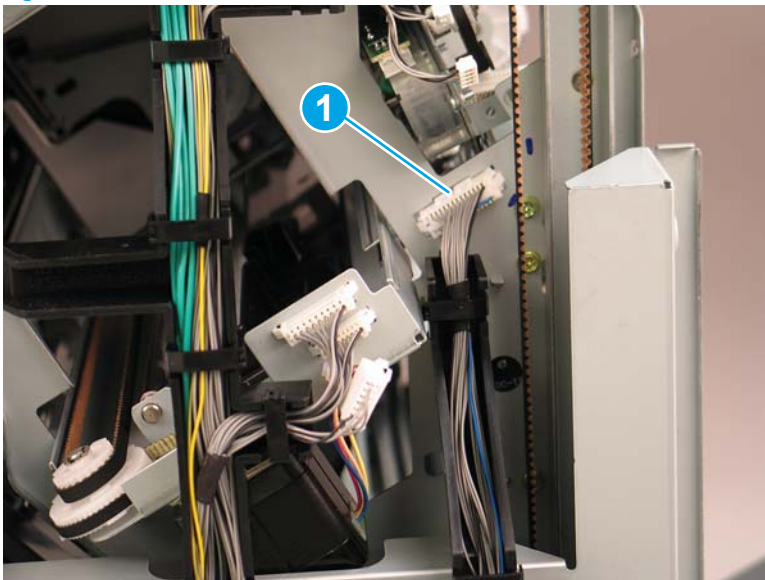
11. At the left side of the finisher, disconnect one connector (callout 1).

Figure 5-434 Disconnect one connector



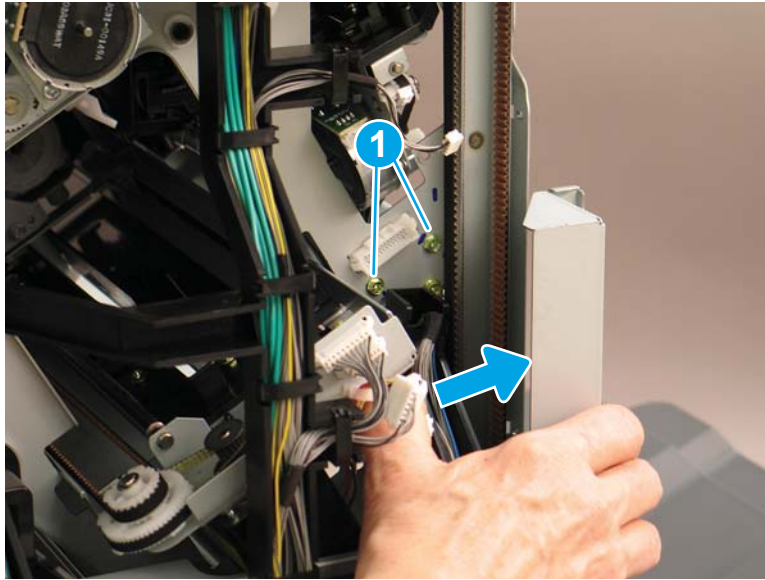
12. At the rear of the finisher, disconnect one connector (callout 1).

Figure 5-435 Disconnect one connector



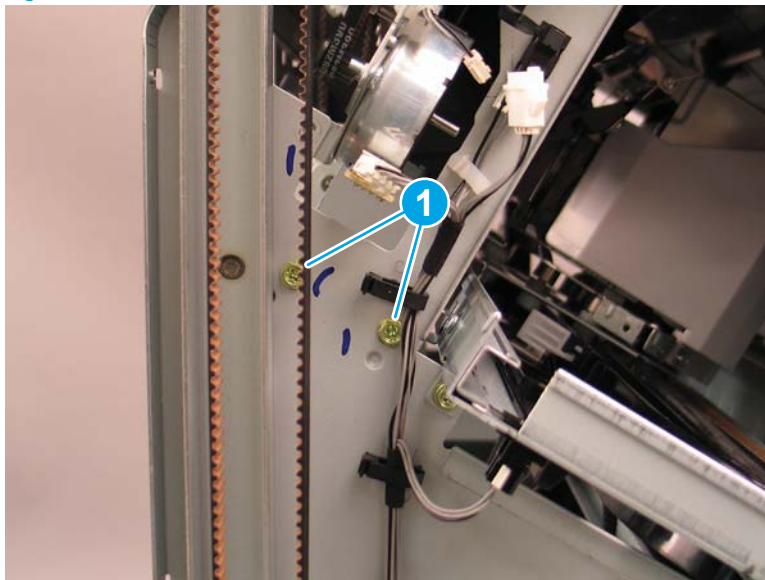
13. At the rear of the finisher, press the wire retainer to the right to access and remove two screws (callout 1).

Figure 5-436 Disconnect one connector



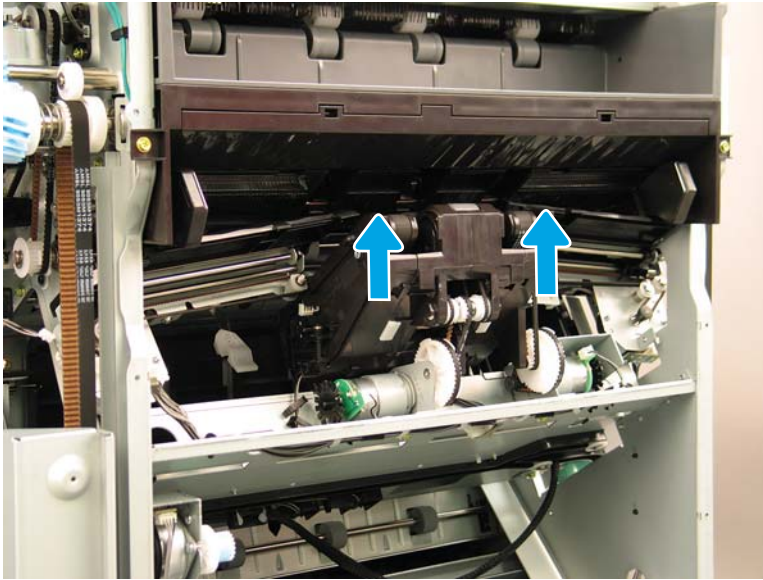
14. At the front of the finisher, remove two screws (callout 1).

Figure 5-437 Remove two screws



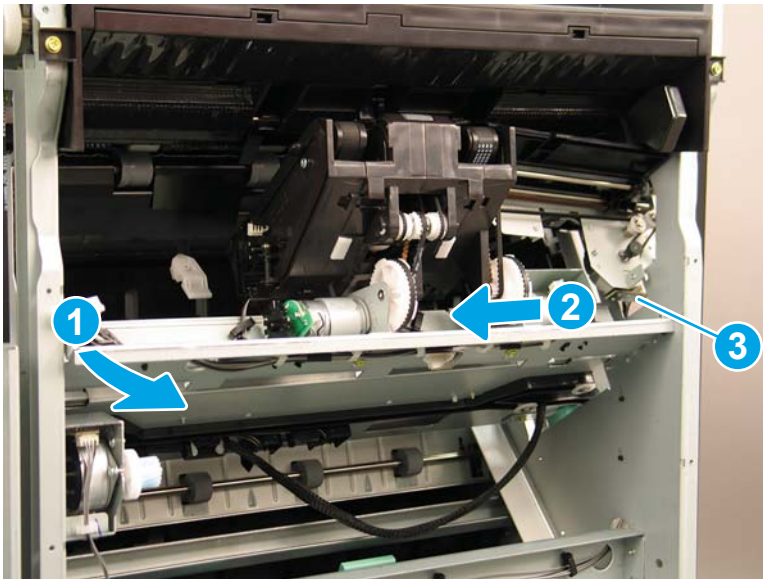
15. Lift the inside edges of the front and rear tampers up.

Figure 5-438 Lift the edges of the tampers



16. Rotate the rear edge of the ejector unit away from the finisher (callout 1), and then slide it toward the rear of the finisher (callout 2) to remove it. Make sure that the PCA (callout 3) stays clear of the sheet metal frame.

Figure 5-439 Remove the ejector unit



17. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

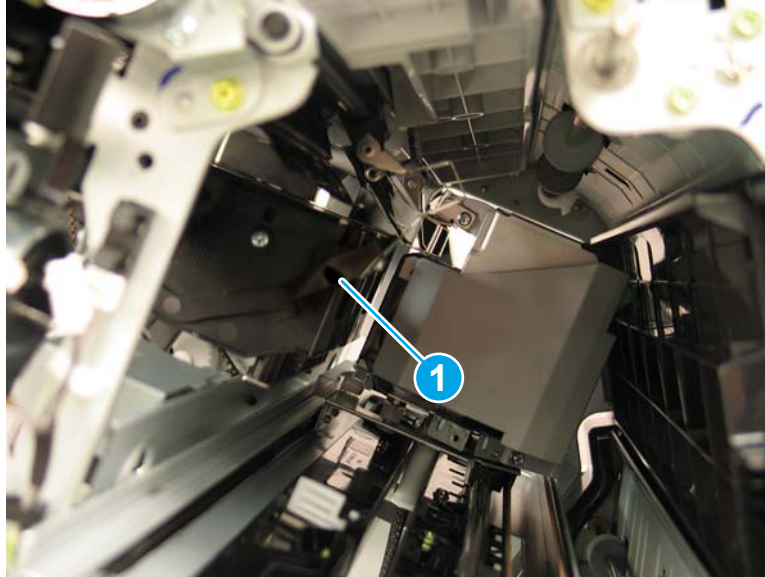


NOTE: Continue to reverse the removal steps to finish installing the assembly.

Special installation instructions: Ejector unit

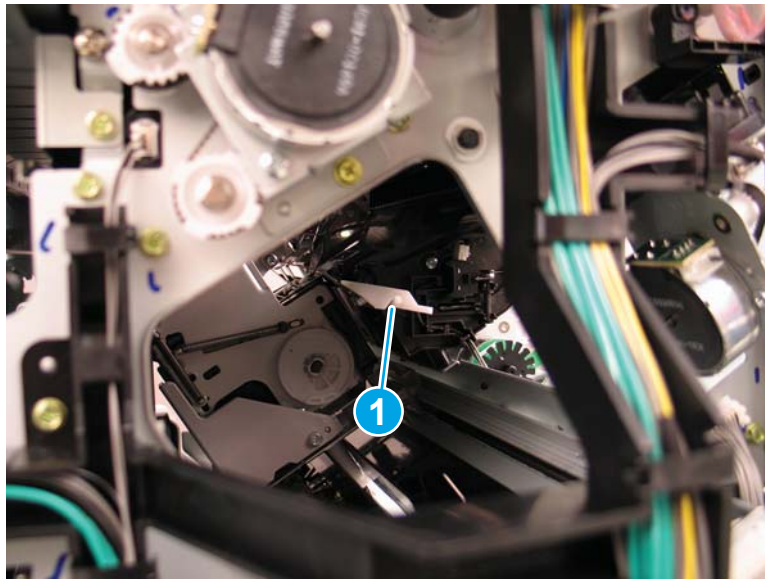
- a. When the front tamper shaft is removed, the retainer arm that held the one end of the shaft will drop down. When reinstalling the shaft, raise the retainer arm and position the end of the shaft in the notch (callout 1).

Figure 5-440 Reinstall the front tamper shaft



- b. When the rear tamper shaft is removed, the retainer arm that held the one end of the shaft will drop down. When reinstalling the shaft, raise the retainer arm and position the end of the shaft in the notch (callout 1).

Figure 5-441 Reinstall the rear tamper shaft



Step 11: Remove the rear tamper (finisher)

- ▲ Lift the rear tamper away from the finisher to remove it

💡 **Reinstallation tip:** Reverse the removal steps to install the assembly.

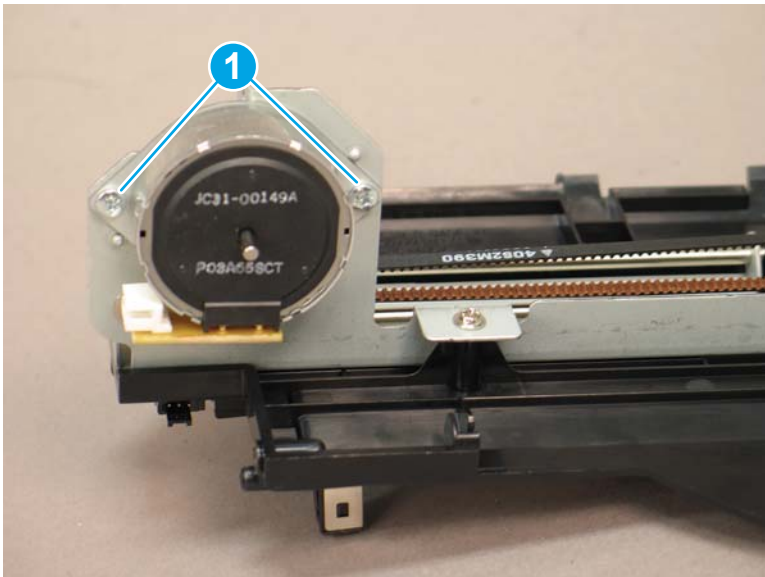
Figure 5-442 Remove the rear tamper



Step 12: Remove the rear tamper motor (M7)

1. Remove two screws (callout 1).

Figure 5-443 Remove two screws

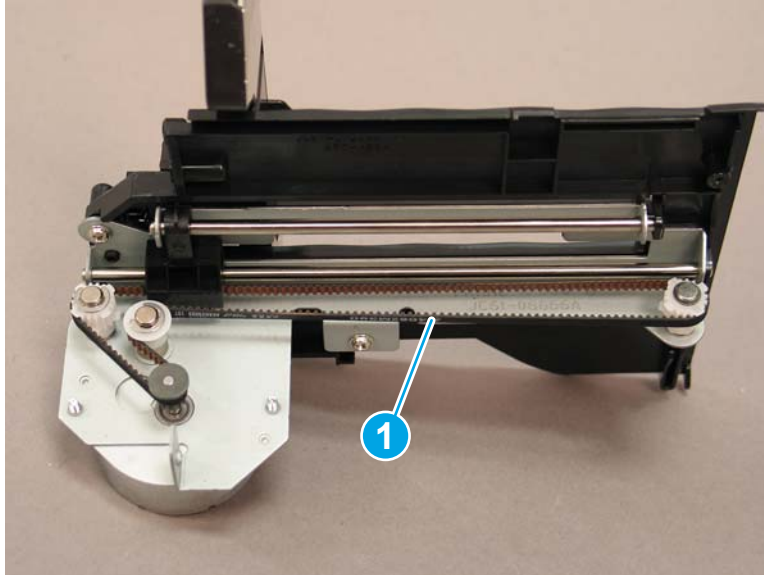


2. Release the belt (callout 1), and then remove the rear tamper motor.

 **Reinstallation tip:** Make sure that the belt is routed correctly when reinstalling the motor.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-444 Release the belt and remove the motor





Step 13: 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.

SCU motor (M10)

- [Introduction](#)
- [Step 1: Remove the right top cover \(finisher\)](#)
- [Step 2: Remove the top cover \(finisher\)](#)
- [Step 3: Remove the front door \(finisher\)](#)
- [Step 4: Remove the front cover \(finisher\)](#)
- [Step 5: Remove the rear cover](#)
- [Step 6: Remove the booklet tray \(finisher\)](#)
- [Step 7: Remove the caster cover \(finisher\)](#)
- [Step 8: Remove the lower shield assembly \(finisher\)](#)
- [Step 9: Remove the upper shield assembly \(finisher\)](#)
- [Step 10: Remove the SCU motor \(M10\)](#)
- [Step 11: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the SCU motor on the finisher.



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 power off. A shutting-down message appears on the control-panel display.
- ⚠ **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC93-01156A

To order the part, go to www.hp.com/buy/parts.

- Motor, Step

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

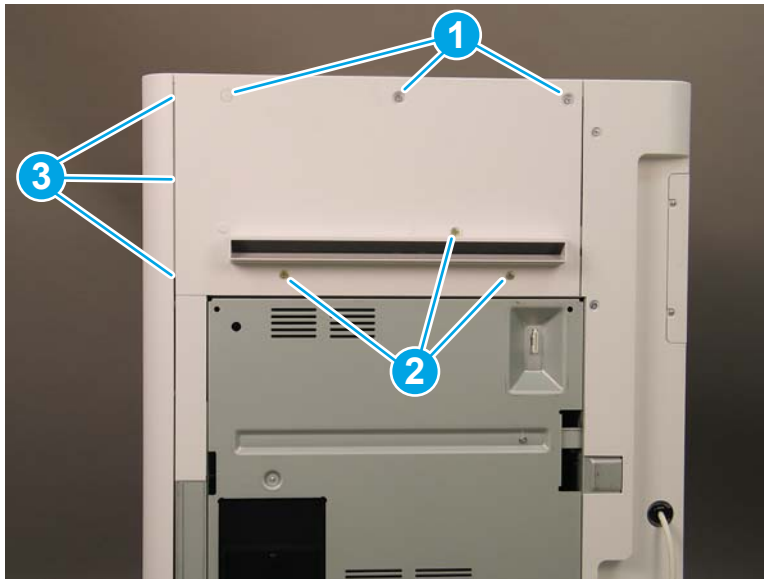
Step 1: Remove the right top cover (finisher)

- ▲ Remove one screw cap and three machine screws on the upper edge of the cover (callout 1). Remove three sheet metal screws (callout 2) on the lower portion of the cover. Rotate the right edge of the cover away from the finisher, and then slide the cover right to release three tabs (callout 3).

 **Reinstallation tip:** The lower screws are shorter in length than the upper screws.

Reinstallation tip: Reverse the removal steps to install the assembly.

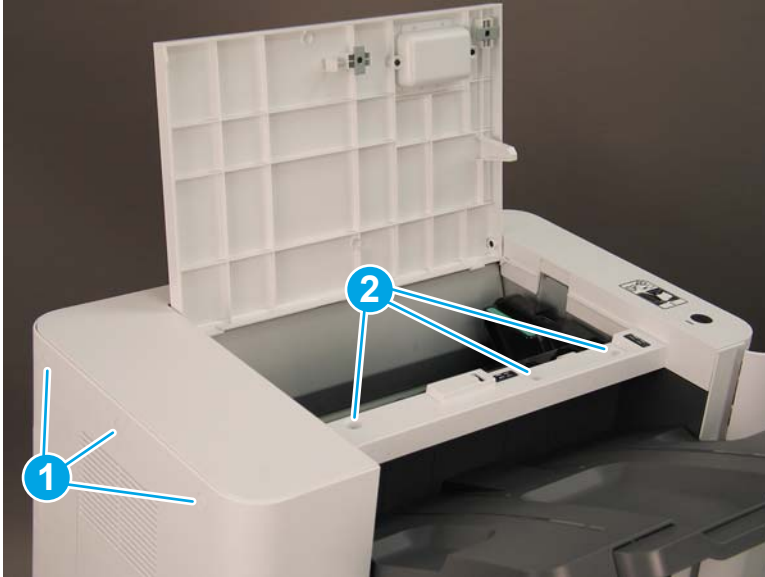
Figure 5-445 Remove six screws and the right top cover



Step 2: Remove the top cover (finisher)

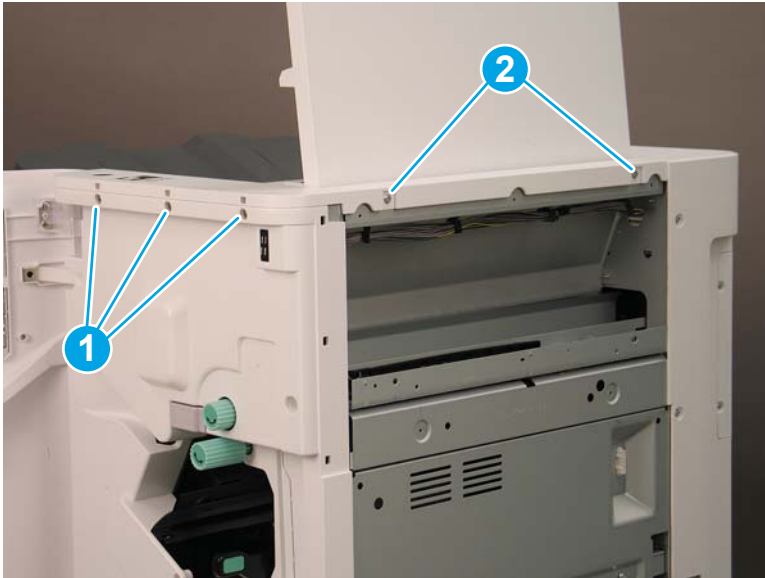
1. Remove three screw caps and three self-tapping screws at the top of the rear cover (callout 1), and then remove three machine screws (callout 2) on top of the cover.

Figure 5-446 Remove six screws



2. Remove three self-tapping screws at the top of the front cover (callout 1), and then remove two machine screws (callout 2) at the top of the right side.

Figure 5-447 Remove six screws



3. Lift the cover up slightly. Disconnect one in-line connector (callout 1), and then release one retainer (callout 2).


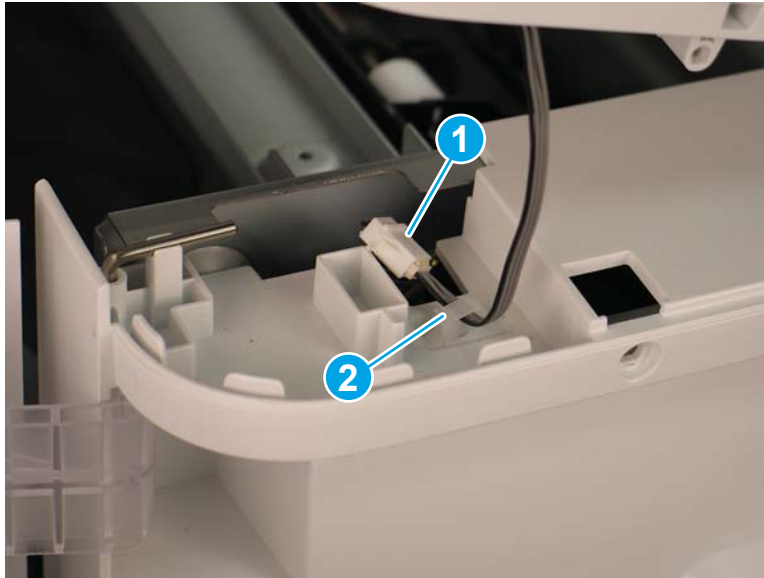

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-448 Disconnect one connector and release retainer

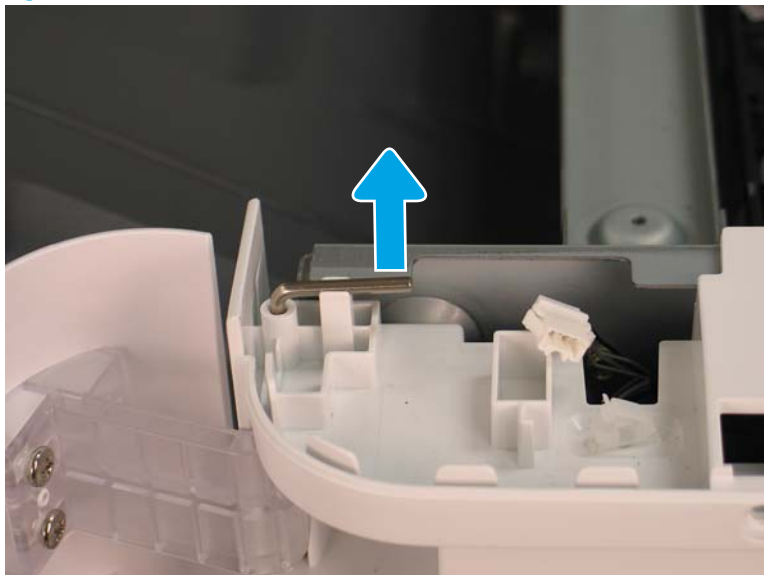


 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Step 3: Remove the front door (finisher)

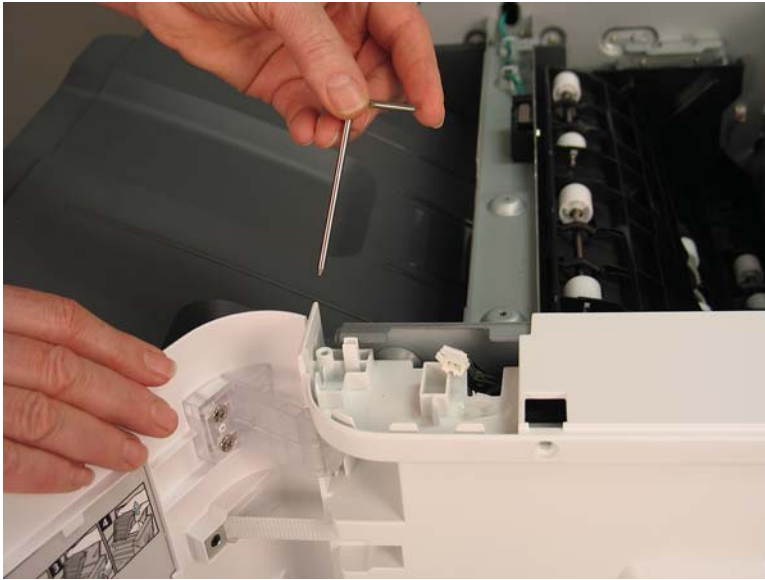
1. Lift the top hinge pin up to release it from the retainer.

Figure 5-449 Lift the top hinge pin



2. Pull the top hinge pin up to remove it.

Figure 5-450 Remove the top hinge pin



3. Use a small, flat-blade screwdriver to release the lower hinge pin from the retainer, and then rotate it away from the finisher.

Figure 5-451 Release the lower hinge pin



4. Support the door with one hand, and then pull the lower hinge pin straight up to remove it.

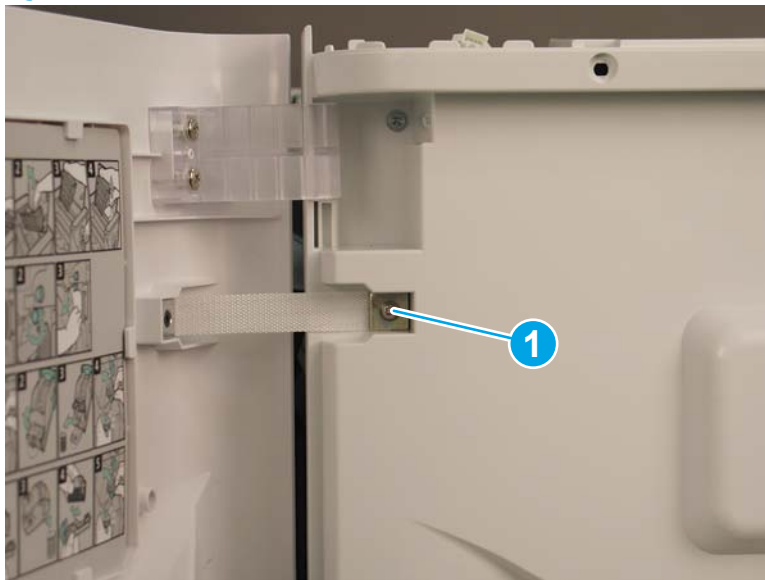
Figure 5-452 Remove the lower hinge pin



5. Support the door with one hand, and then remove one screw (callout 1) to release the strap. Remove the front door

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

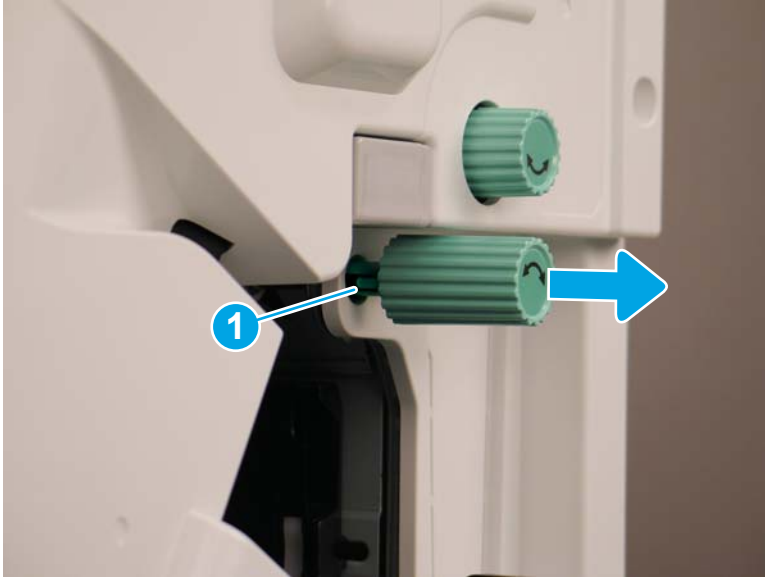
Figure 5-453 Remove one screw and the front door



Step 4: Remove the front cover (finisher)

1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-454 Remove the jam-access knob



2. If the punch unit is installed, remove the punch waste bin (callout 1).
3. Remove one screw (callout 1) on top of the front cover.

Figure 5-455 Remove one screw



4. Remove five machine screws (callout 1), and then remove the front cover.


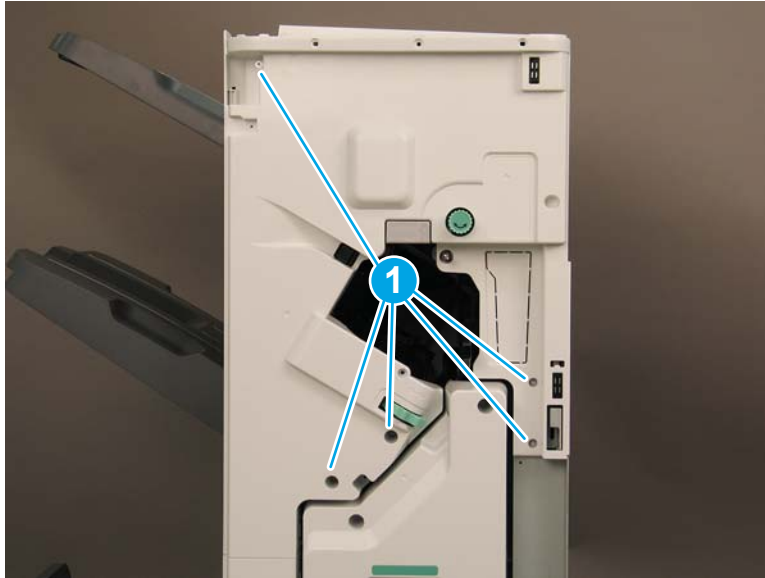
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

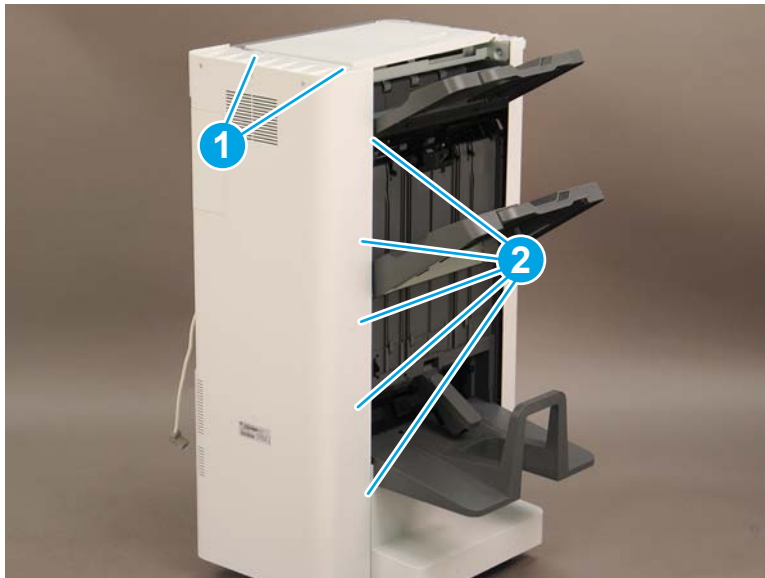
Figure 5-456 Remove five screws and the front cover




Step 5: Remove the rear cover

1. Remove two self-tapping screws (callout 1) on the top of the rear cover, and then remove five screw caps and five machine screws (callout 2) on the left side of the cover.

Figure 5-457 Remove seven screws



2. Remove one screw cap and four machine screws (callout 1) Remove the rear cover.

 **NOTE:** Make sure to thread the power cable (callout 2) through the opening in the cover.


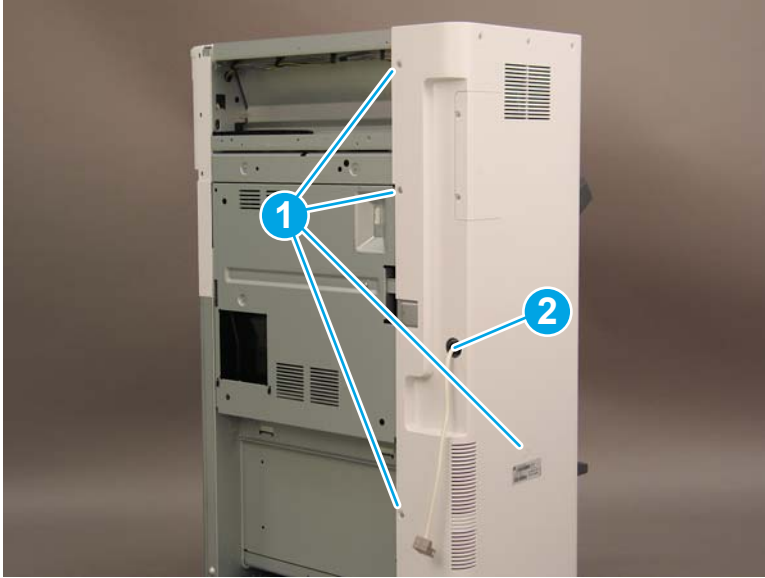
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

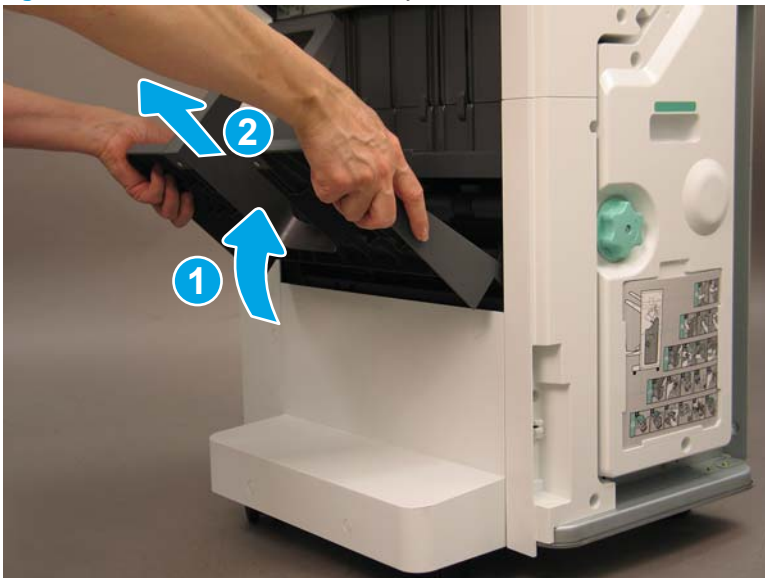
Figure 5-458 Remove four screws and the rear cover



Step 6: Remove the booklet tray (finisher)

1. Raise the booklet tray up (callout 1), and then pull it away from the finisher (callout 2) to remove it.

Figure 5-459 Remove the booklet tray



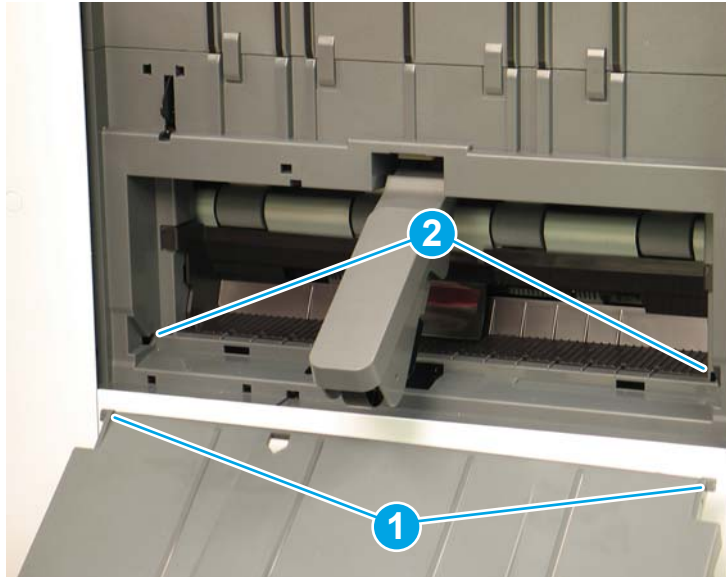
2. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

Special installation instructions: Booklet tray

- ▲ Position the tabs (callout 1) on the tray into the slots (callout 2) on the finisher.

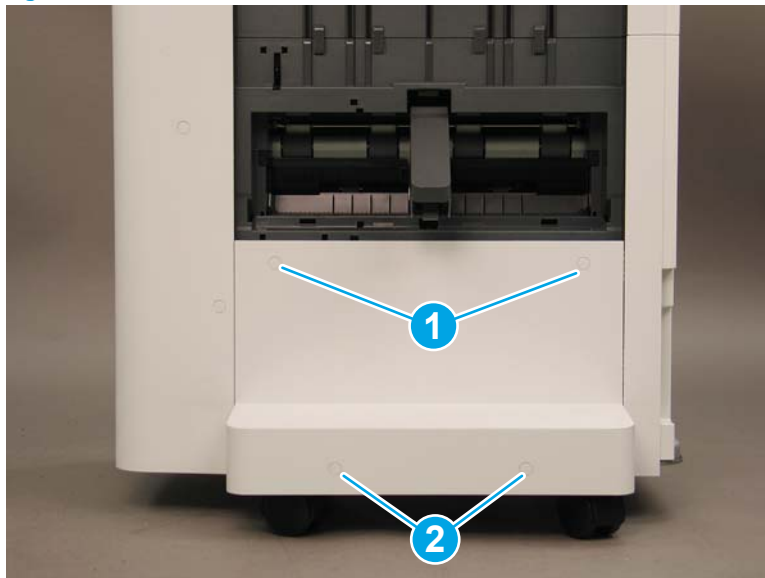
Figure 5-460 Install the booklet tray



Step 7: Remove the caster cover (finisher)

1. Remove two screw caps and two self-tapping screws (callout 1). Remove two screw caps and two machine screws (callout 2).

Figure 5-461 Remove four screws

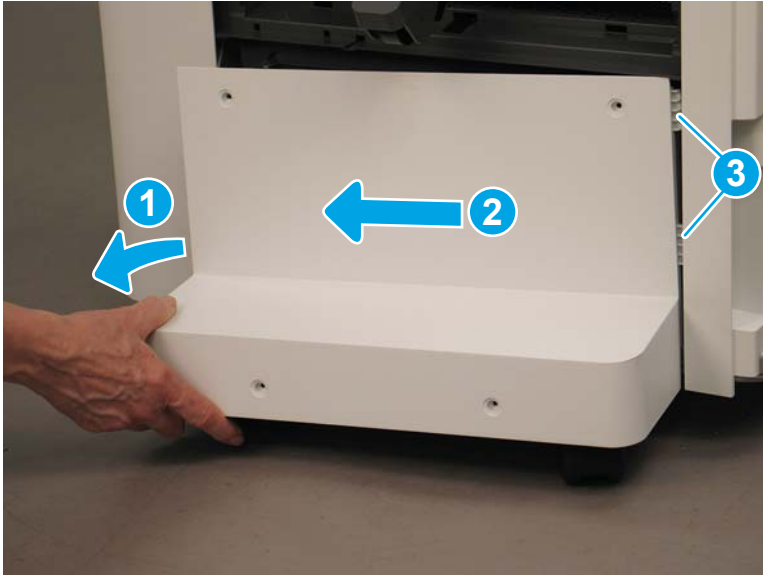


2. Rotate the left edge of the cover away from the finisher (callout 1), and then slide the cover to the left (callout 2) to remove it.

 **Reinstallation tip:** Make sure that two tabs (callout 3) are positioned under the front lower cover when reinstalling the caster cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-462 Remove the caster cover

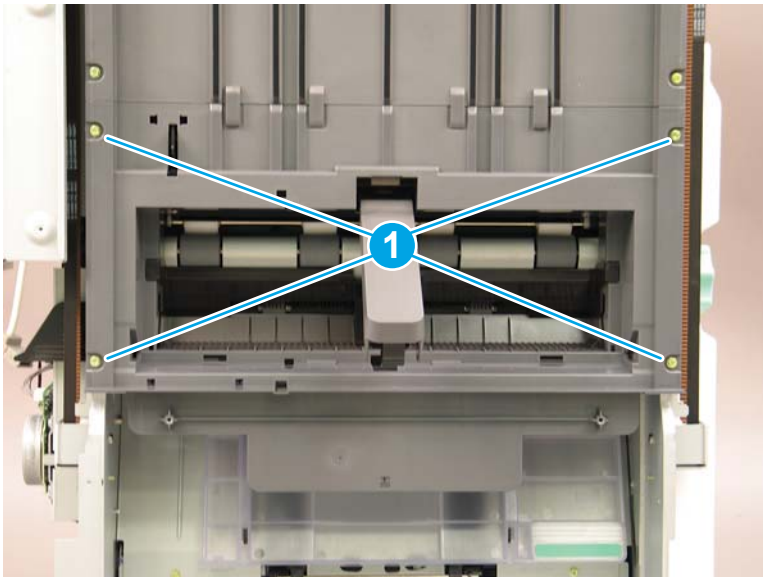


Step 8: Remove the lower shield assembly (finisher)

1. Remove four screws (callout 1).

 **NOTE:** Raise the lower output tray as needed to access the screws.

Figure 5-463 Remove four screws

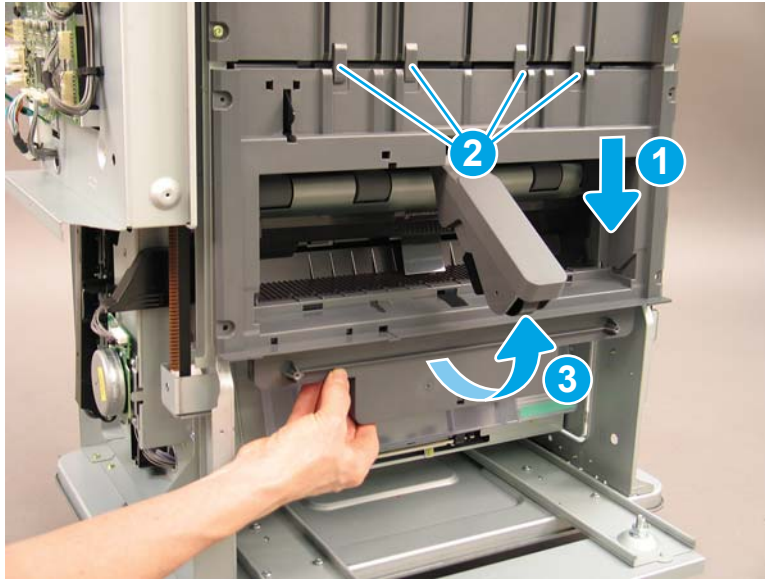


2. Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

CAUTION: The shield is still attached to the finisher. Do not attempt to completely remove the shield.

Reinstallation tip: Position the shield under the four tabs (callout 2) when reinstalling it.

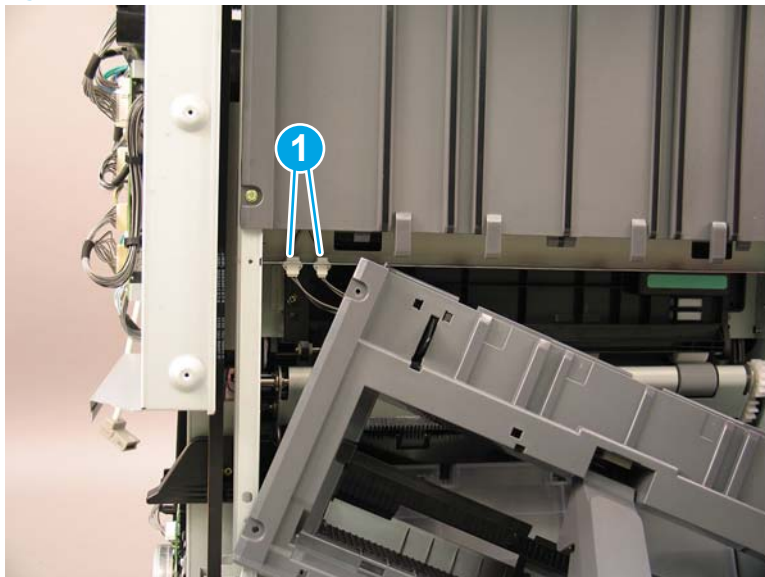
Figure 5-464 Release the lower shield



3. Disconnect two connectors (callout 1), and then remove the shield.

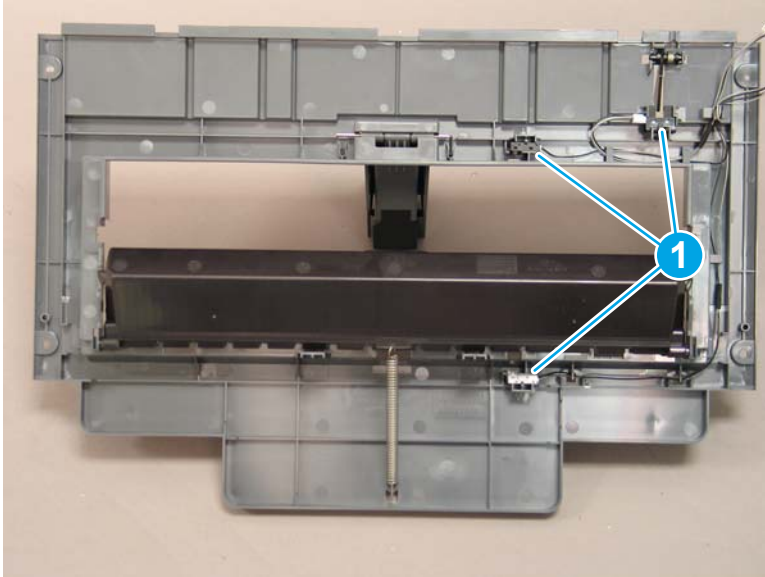
Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-465 Disconnect two connectors



4. If you are replacing the lower shield assembly, locate three sensors (callout 1) on the back of the lower shield. Remove these sensors and transfer them to the replacement part.

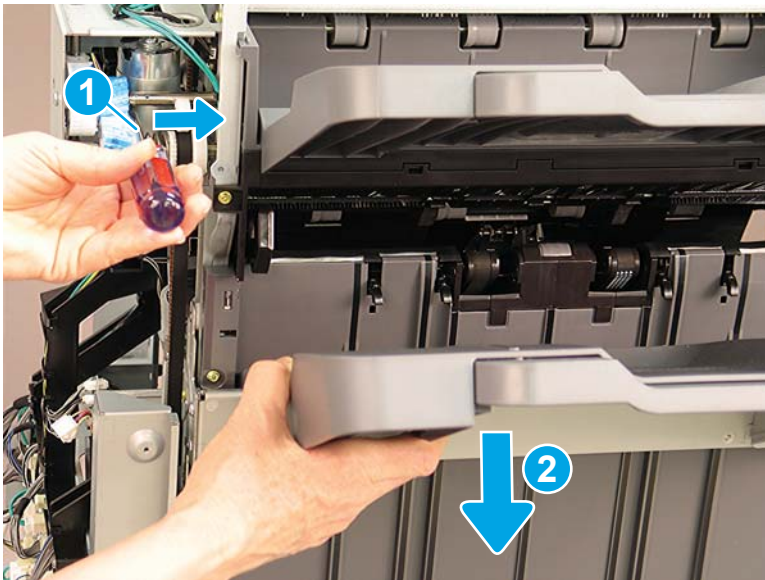
Figure 5-466 Locate sensors



Step 9: Remove the upper shield assembly (finisher)

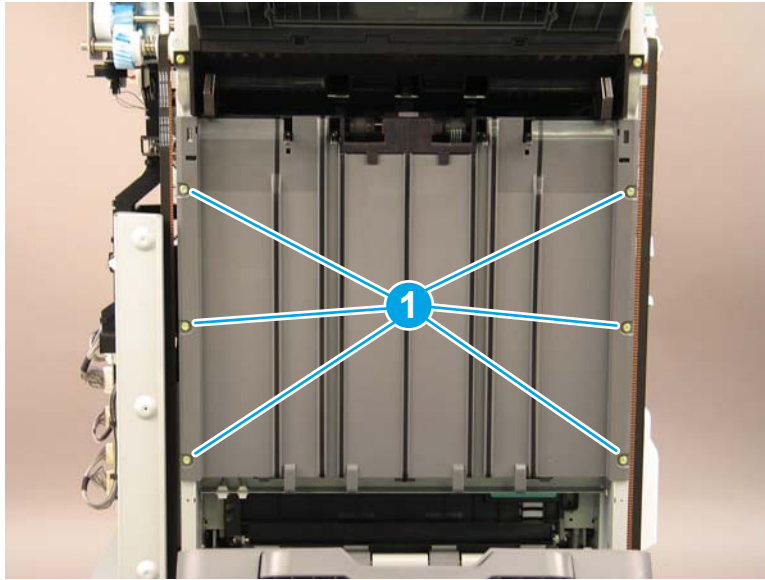
1. Bring the lower output tray down by positioning the shaft of a screwdriver on the clutch (callout 1) and gently pressing to the right to release the clutch. Hold the clutch in the released position and lower the tray (callout 2) to the lowest position.

Figure 5-467 Lower the output tray



2. Remove six machine screws (callout 1).

Figure 5-468 Remove six screws

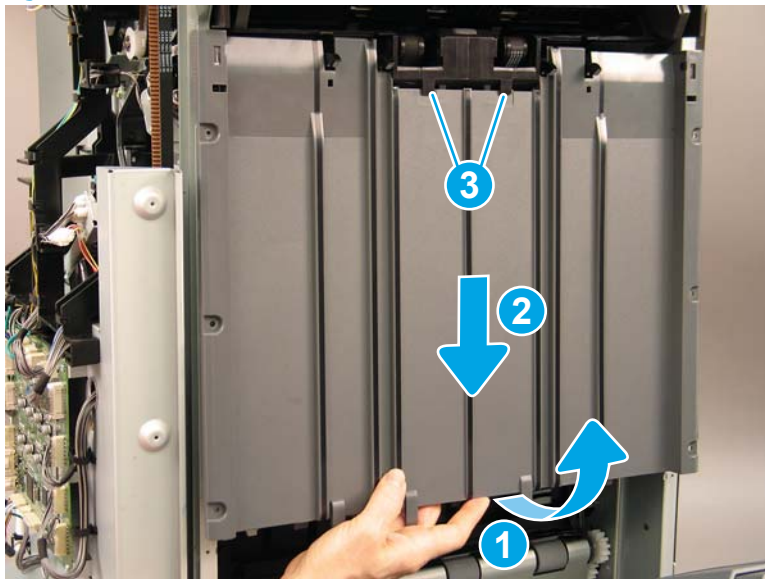


3. Rotate the lower edge of the shield away from the finisher (callout 1), and then slide the shield down (callout 2) to release it from two tabs (callout 3).

⚠ CAUTION: The shield is still attached to the finisher. Do not attempt to completely remove the shield.

💡 Reinstallation tip: Position the shield under the two tabs (callout 3) when reinstalling it.

Figure 5-469 Release the shield



4. Disconnect one connector (callout 1), and then remove the upper shield assembly.


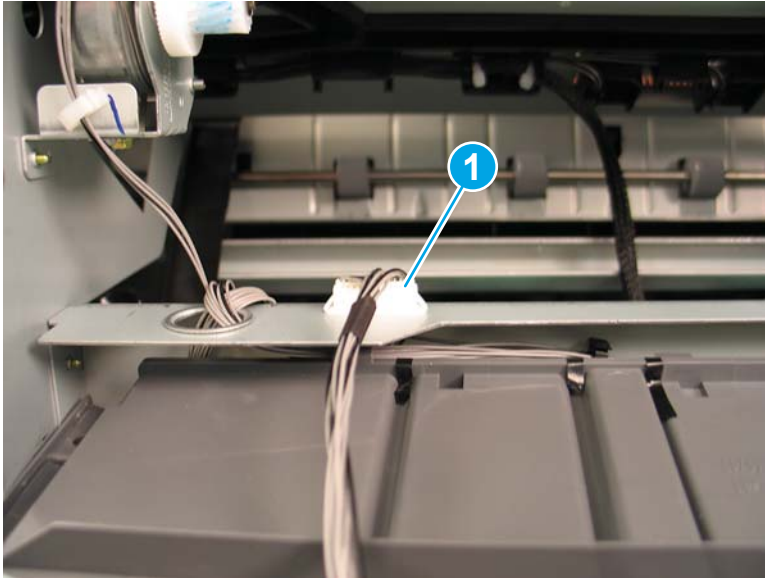
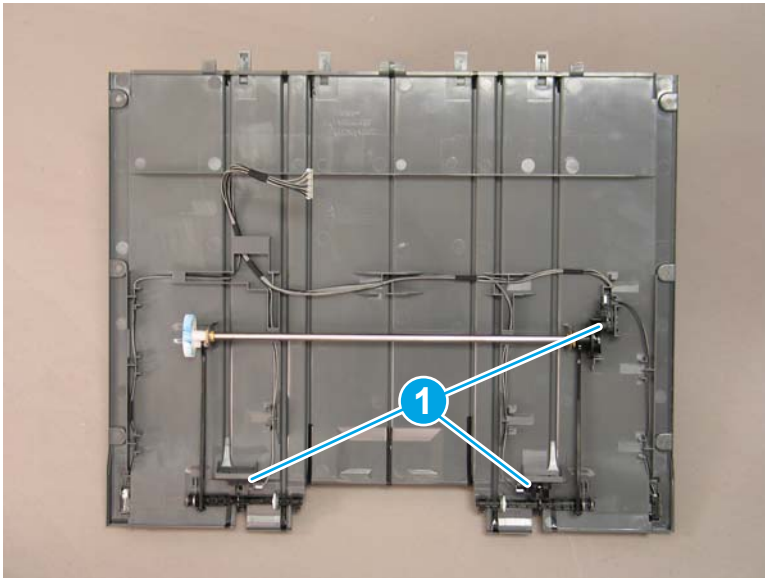
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-470 Disconnect one connector



5. If you are replacing the upper shield assembly, locate three sensors (callout 1) on the back of the upper shield. Remove these sensors and transfer them to the replacement part.

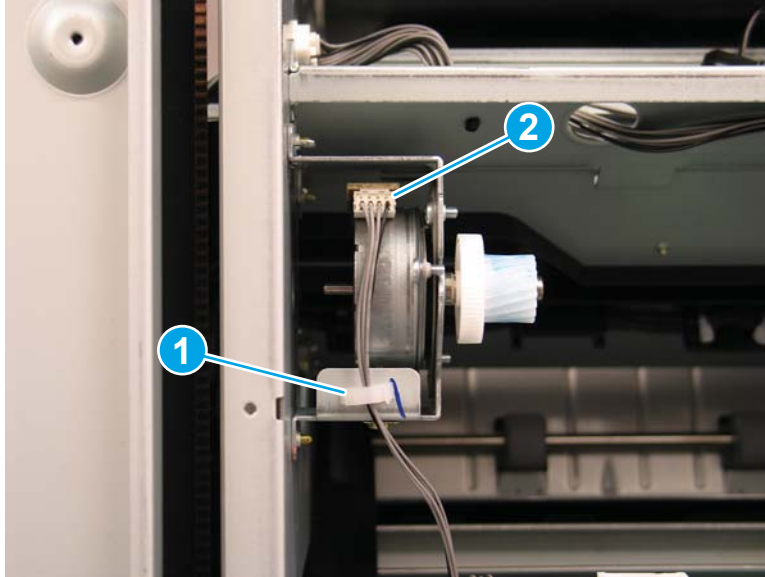
Figure 5-471 Locate sensors



Step 10: Remove the SCU motor (M10)

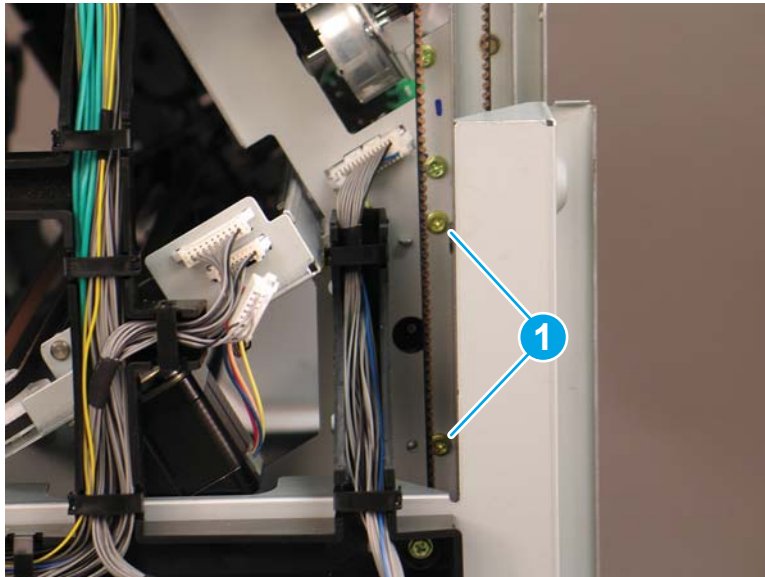
1. Release one retainer (callout 1), and then disconnect one connector (callout 2).

Figure 5-472 Disconnect one connector



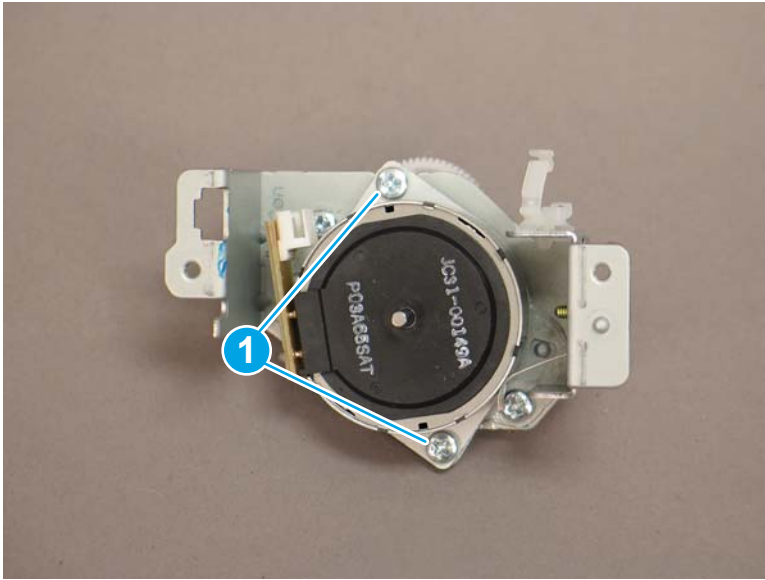
2. Remove two screws (callout 1), and then remove the motor and bracket.

Figure 5-473 Remove two screws



3. Remove two screws (callout 1), and then remove the motor.

Figure 5-474 Remove two screws and the motor



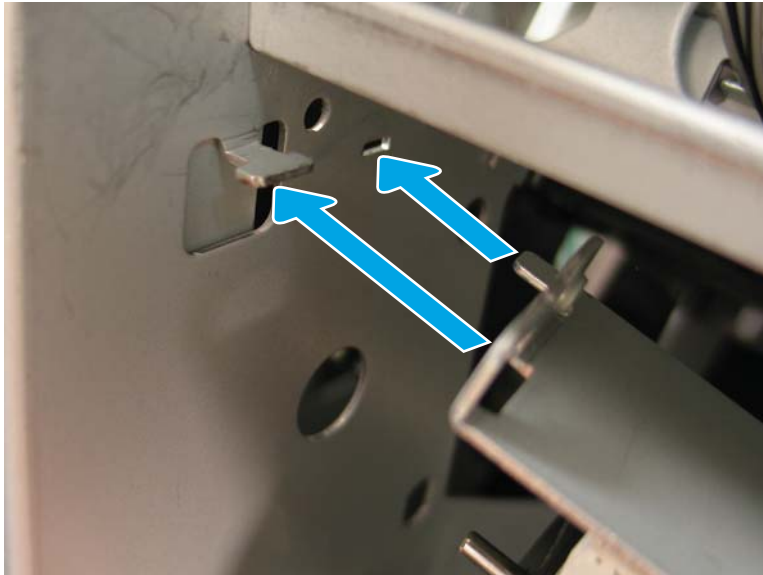
4. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

Special installation instructions: SCU motor (M10)


- ▲ When installing the motor and bracket, align the tab and slot on the motor bracket with the tab and slot in the printer.

Figure 5-475 Install the motor and bracket





Step 11: 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.

Main tray moving motor (M11)

- [Introduction](#)
- [Step 1: Remove the right top cover \(finisher\)](#)
- [Step 2: Remove the top cover \(finisher\)](#)
- [Step 3: Remove the rear cover \(finisher\)](#)
- [Step 4: Remove the main tray moving motor \(M11\)](#)
- [Step 5: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the main tray moving motor (M11) on the finisher.



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 power off. A shutting-down message appears on the control-panel display.
- ⚠ **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC90-01415B

To order the part, go to www.hp.com/buy/parts.

- Motor

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.

- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

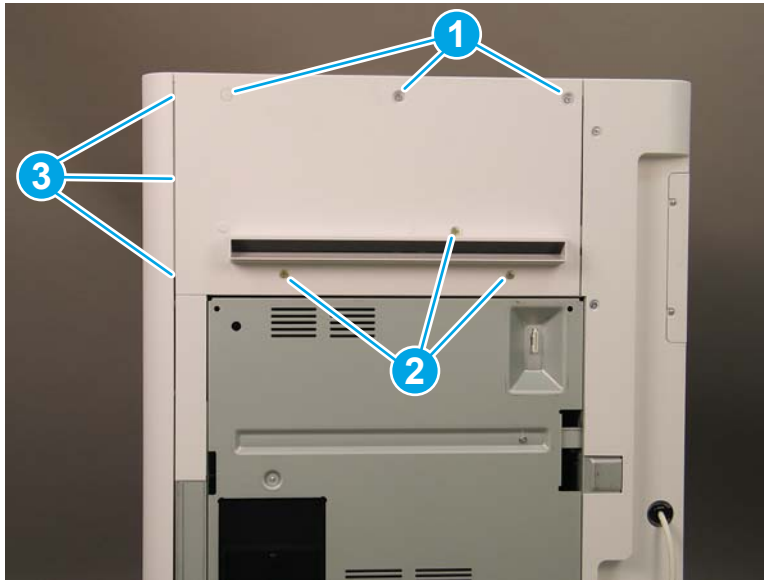
Step 1: Remove the right top cover (finisher)

- ▲ Remove one screw cap and three machine screws on the upper edge of the cover (callout 1). Remove three sheet metal screws (callout 2) on the lower portion of the cover. Rotate the right edge of the cover away from the finisher, and then slide the cover right to release three tabs (callout 3).

 **Reinstallation tip:** The lower screws are shorter in length than the upper screws.

Reinstallation tip: Reverse the removal steps to install the assembly.

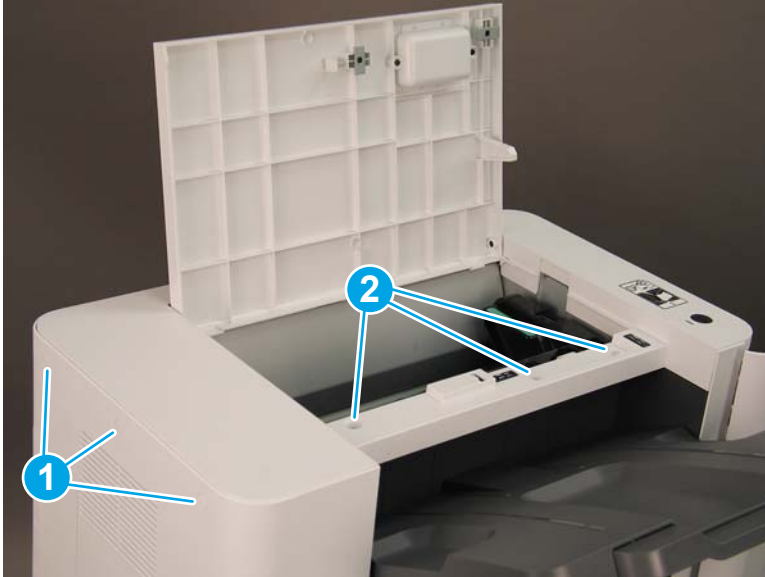
Figure 5-476 Remove six screws and the right top cover



Step 2: Remove the top cover (finisher)

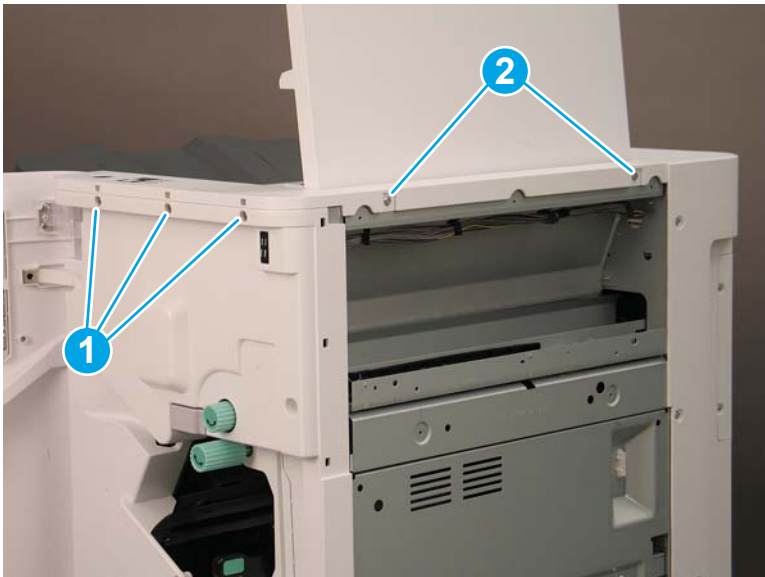
1. Remove three screw caps and three self-tapping screws at the top of the rear cover (callout 1), and then remove three machine screws (callout 2) on top of the cover.

Figure 5-477 Remove six screws



2. Remove three self-tapping screws at the top of the front cover (callout 1), and then remove two machine screws (callout 2) at the top of the right side.

Figure 5-478 Remove six screws



3. Lift the cover up slightly. Disconnect one in-line connector (callout 1), and then release one retainer (callout 2).


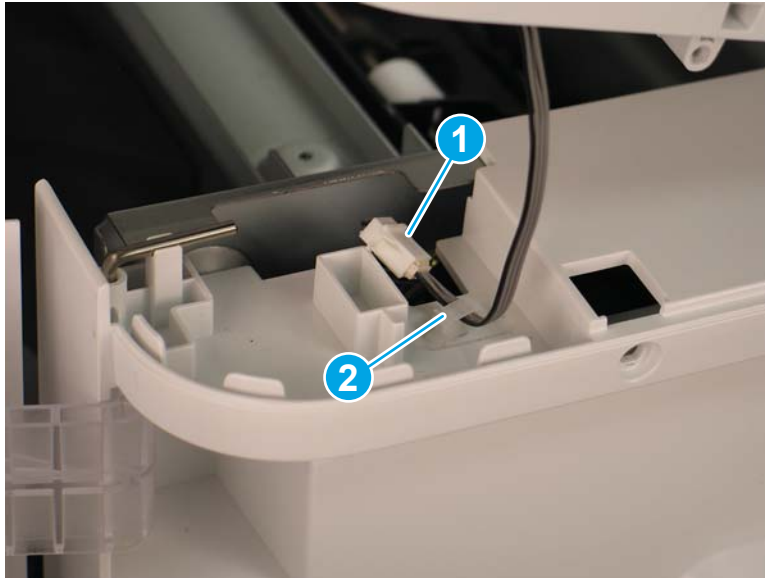

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-479 Disconnect one connector and release retainer

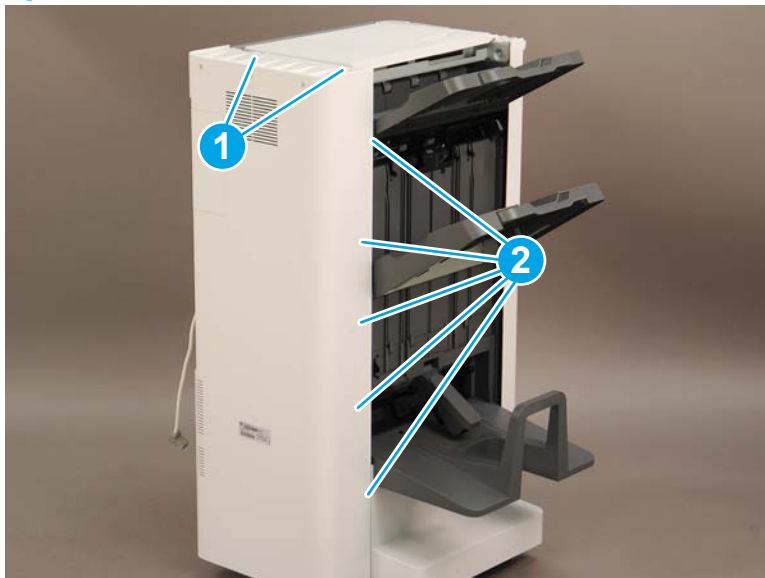


 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Step 3: Remove the rear cover (finisher)

1. Remove two self-tapping screws (callout 1) on the top of the rear cover, and then remove five screw caps and five machine screws (callout 2) on the left side of the cover.

Figure 5-480 Remove seven screws



2. Remove one screw cap and four machine screws (callout 1) Remove the rear cover.

 **NOTE:** Make sure to thread the power cable (callout 2) through the opening in the cover.


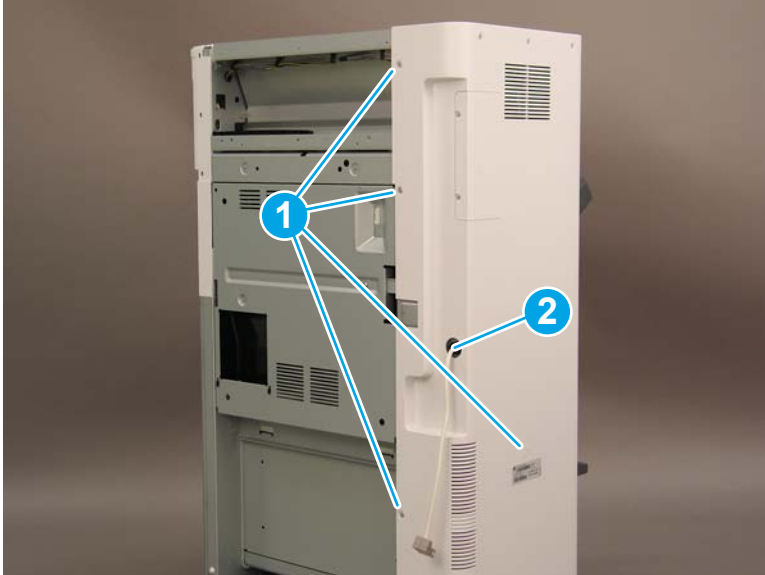
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

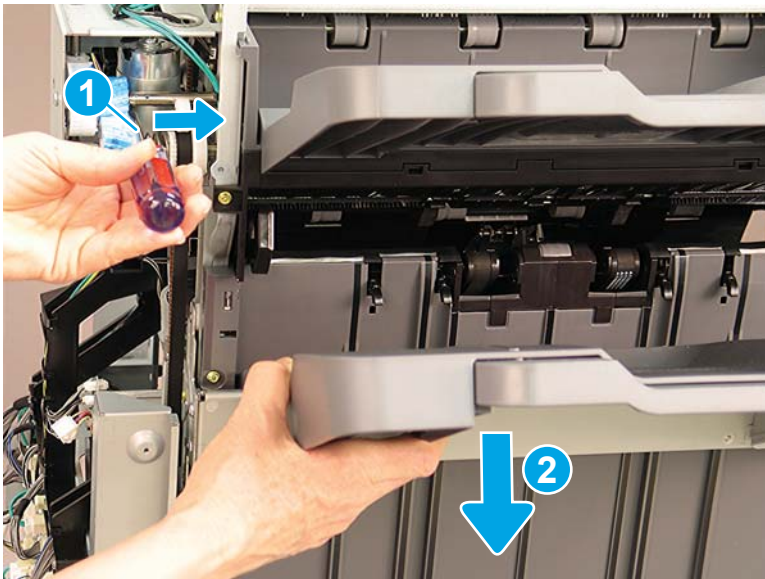
Figure 5-481 Remove four screws and the rear cover



Step 4: Remove the main tray moving motor (M11)

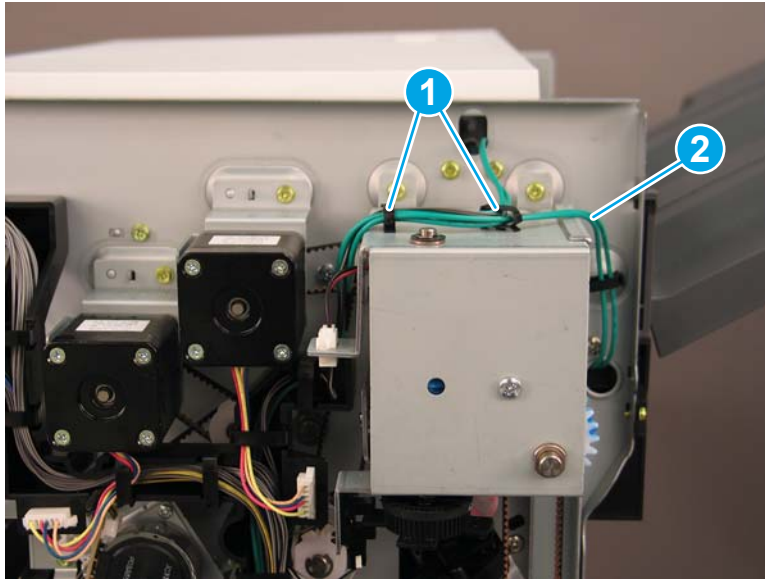
1. Bring the lower output tray down by positioning the shaft of a screwdriver on the clutch (callout 1) and gently pressing to the right to release the clutch. Hold the clutch in the released position and lower the tray (callout 2) to the lowest position.

Figure 5-482 Lower the output tray



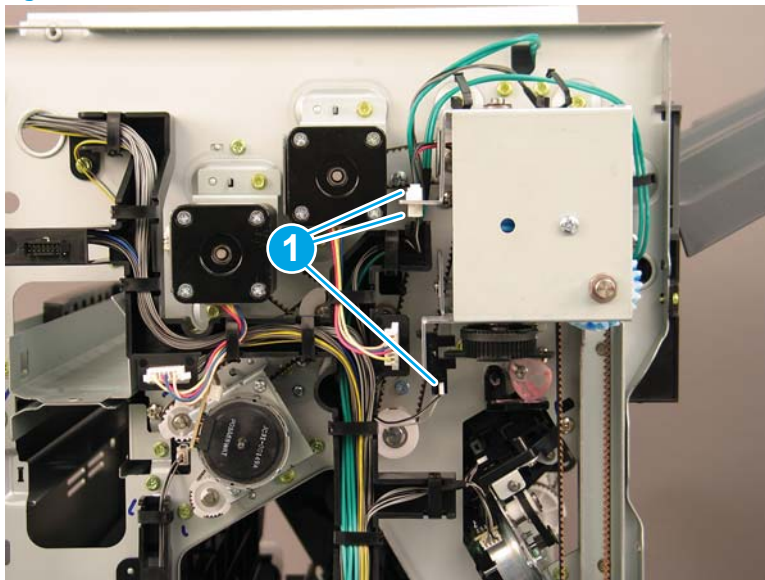
2. Open two retainers (callout 1), and then release the green wires (callout 2).

Figure 5-483 Open two retainers



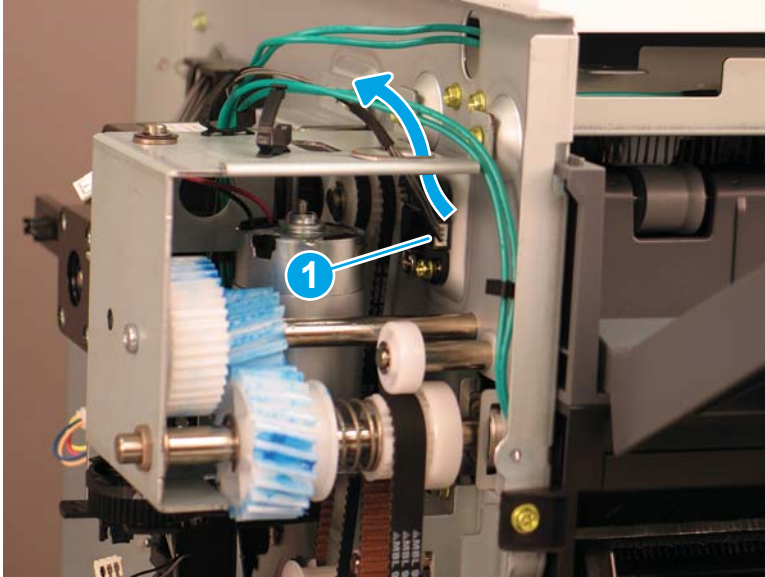
3. Disconnect three connectors (callout 1).

Figure 5-484 Disconnect three connectors



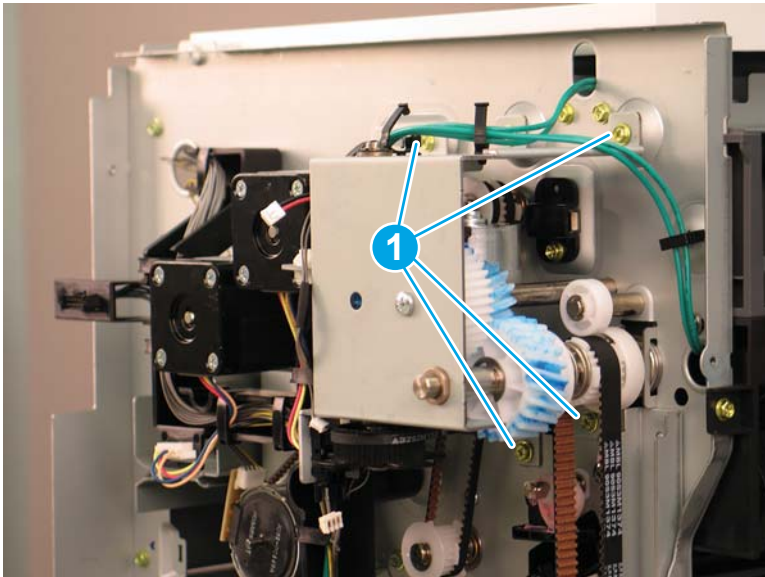
4. Disconnect one connector (callout 1), and then thread the cable up through the opening in the top of the bracket.

Figure 5-485 Disconnect one connector



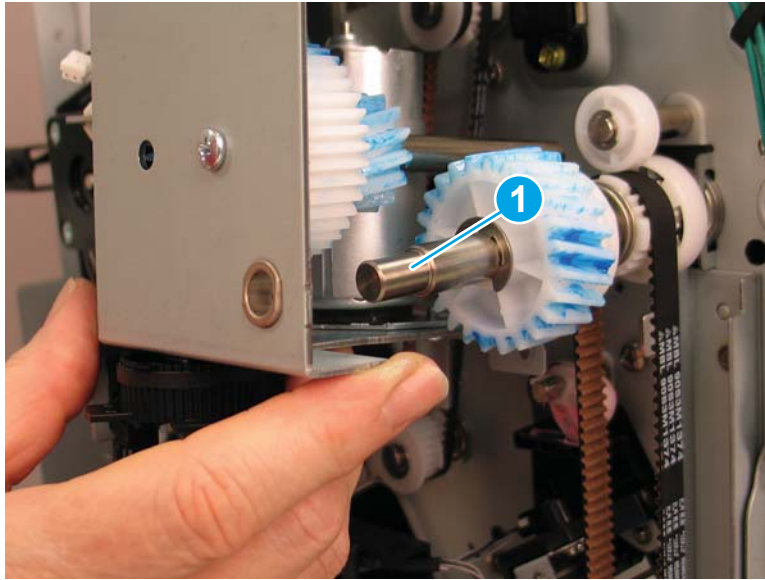
5. Remove four screws (callout 1), and then remove the motor assembly.

Figure 5-486 Remove four screws and the motor assembly



- Carefully pull the motor assembly away from the printer to remove it.

Figure 5-487 Remove the motor assembly



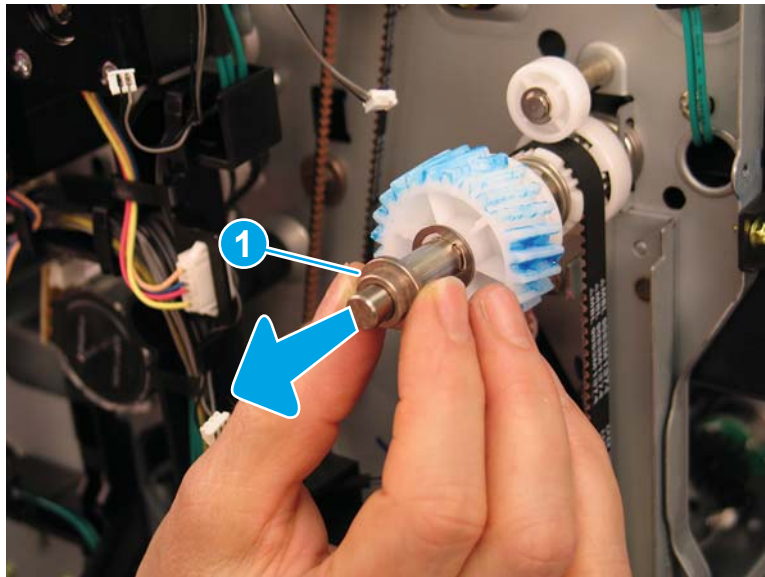
- Reverse the removal steps to install the assembly. Also use the following special installation instructions.

 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

Special installation instructions: Main tray moving motor (M11)

- Before installing the motor assembly, slide the bushing (callout 1) off of the shaft.

Figure 5-488 Remove the bushing



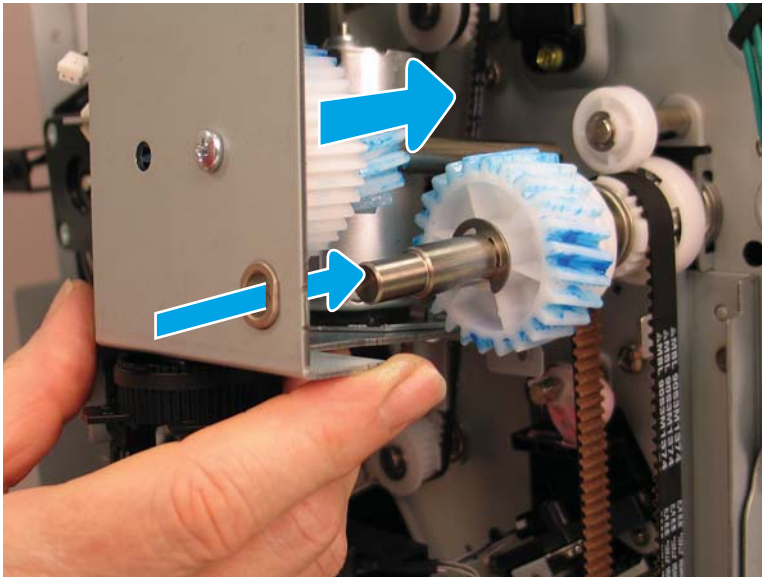
- b. Align the flat edges on the bushing with the flat edges on the opening in the motor assembly bracket, and then install the bushing.

Figure 5-489 Install the bushing




- c. Position the bushing over the shaft, and then install the motor assembly.

Figure 5-490 Install the motor assembly





Step 5: 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.

Booklet finisher front cover


- [Introduction](#)
- [Step 1: Remove the booklet finisher front cover](#)
- [Step 2: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the booklet finisher front cover.

 **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 power off. A shutting-down message appears on the control-panel display.
-  **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC90-01478B

To order the part, go to www.hp.com/buy/parts.

- Finisher Sub - Cover F Bm

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

Step 1: Remove the booklet finisher front cover

- ▲ Slide the booklet finisher slightly away from the finisher (callout 1). Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3). Remove four screws (callout 4), and then remove the booklet finisher front cover.


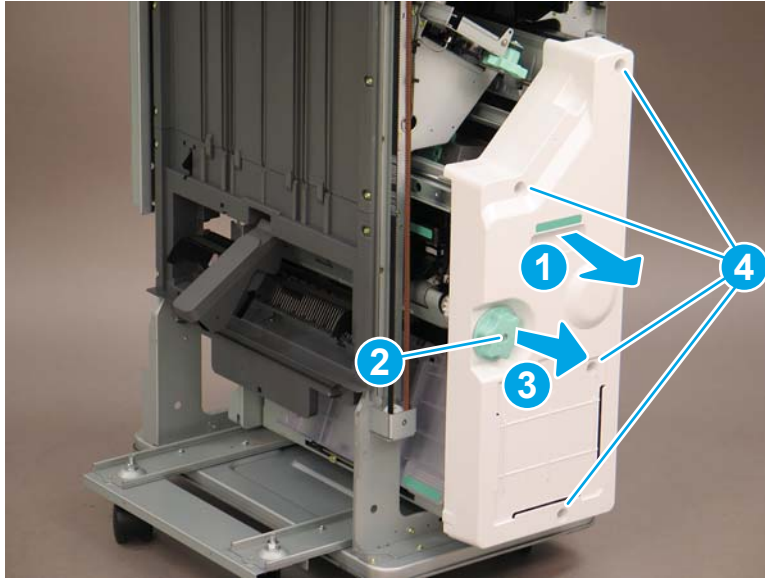
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-491 Remove five screws and the cover





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.

Booklet finisher

- [Introduction](#)
- [Step 1: Remove the right top cover \(finisher\)](#)
- [Step 2: Remove the top cover \(finisher\)](#)
- [Step 3: Remove the rear cover \(finisher\)](#)
- [Step 4: Remove the booklet finisher](#)
- [Step 5: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the booklet finisher.



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 power off. A shutting-down message appears on the control-panel display.
- **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC90-01416A

To order the part, go to www.hp.com/buy/parts.

- Finisher Sub - Booklet Unit

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

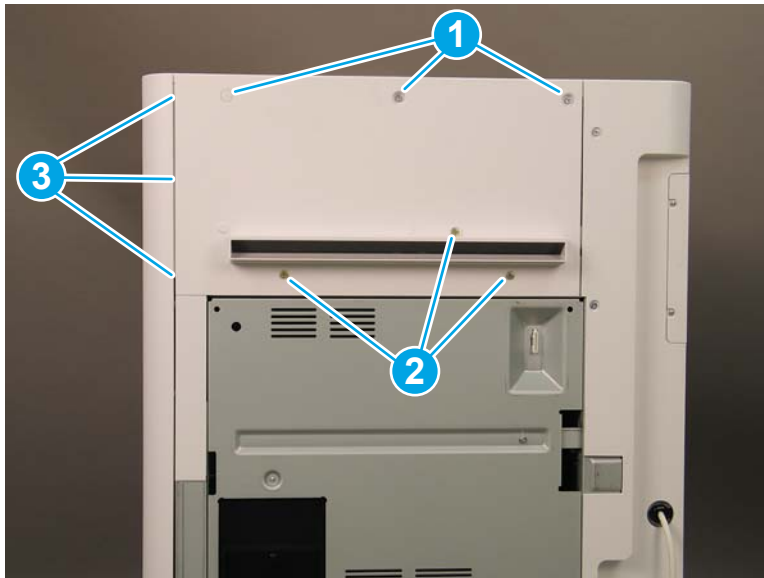
Step 1: Remove the right top cover (finisher)

- ▲ Remove one screw cap and three machine screws on the upper edge of the cover (callout 1). Remove three sheet metal screws (callout 2) on the lower portion of the cover. Rotate the right edge of the cover away from the finisher, and then slide the cover right to release three tabs (callout 3).

💡 **Reinstallation tip:** The lower screws are shorter in length than the upper screws.

Reinstallation tip: Reverse the removal steps to install the assembly.

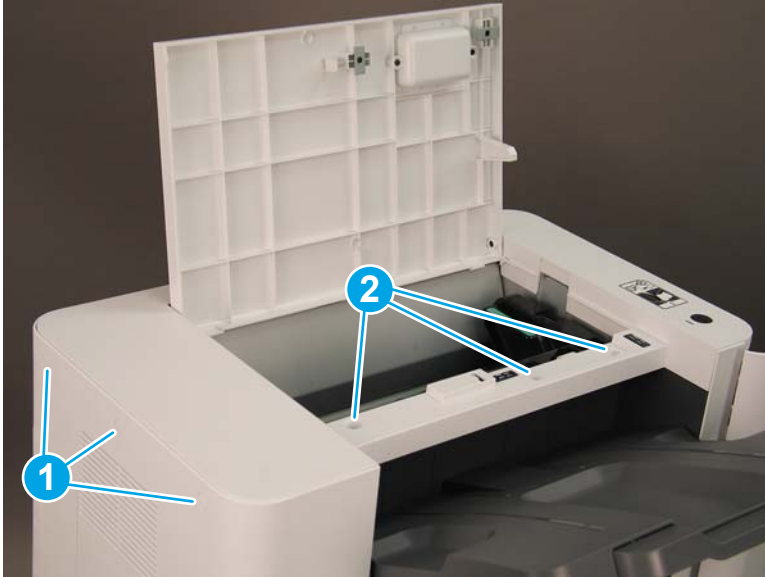
Figure 5-492 Remove six screws and the right top cover



Step 2: Remove the top cover (finisher)

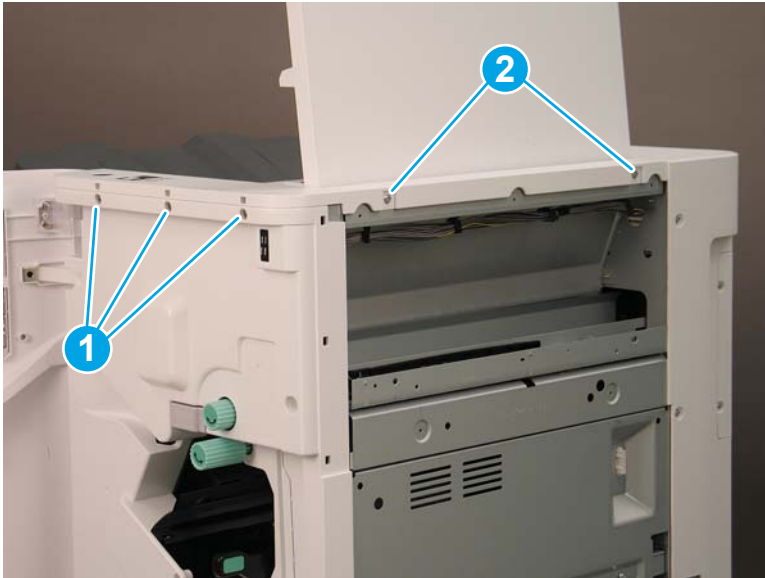
1. Remove three screw caps and three self-tapping screws at the top of the rear cover (callout 1), and then remove three machine screws (callout 2) on top of the cover.

Figure 5-493 Remove six screws



2. Remove three self-tapping screws at the top of the front cover (callout 1), and then remove two machine screws (callout 2) at the top of the right side.

Figure 5-494 Remove six screws



3. Lift the cover up slightly. Disconnect one in-line connector (callout 1), and then release one retainer (callout 2).


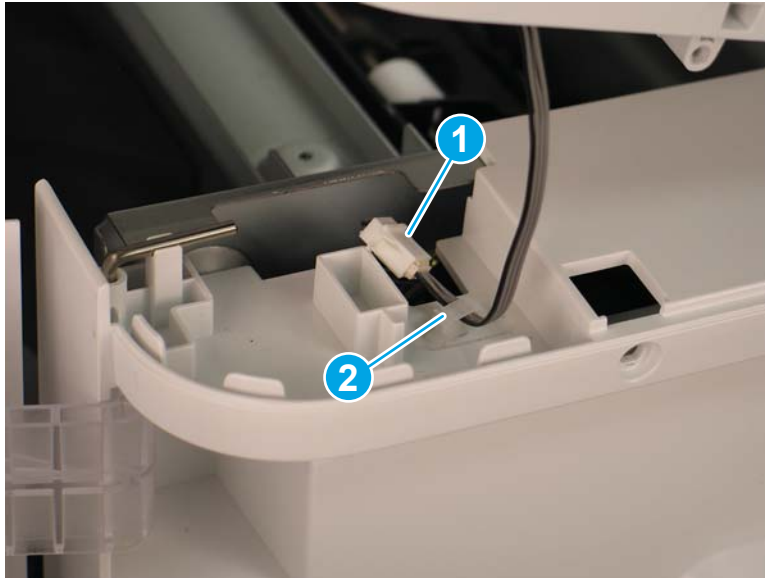

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-495 Disconnect one connector and release retainer

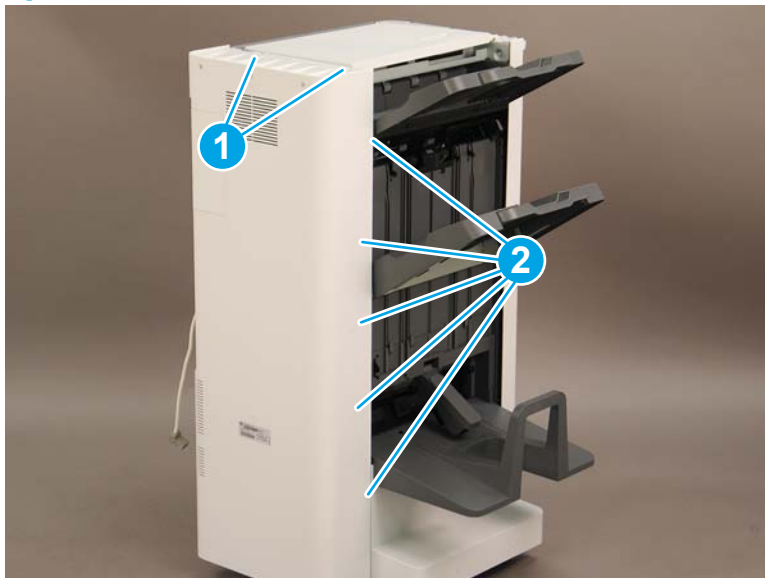


 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Step 3: Remove the rear cover (finisher)

1. Remove two self-tapping screws (callout 1) on the top of the rear cover, and then remove five screw caps and five machine screws (callout 2) on the left side of the cover.

Figure 5-496 Remove seven screws



2. Remove one screw cap and four machine screws (callout 1) Remove the rear cover.

 **NOTE:** Make sure to thread the power cable (callout 2) through the opening in the cover.


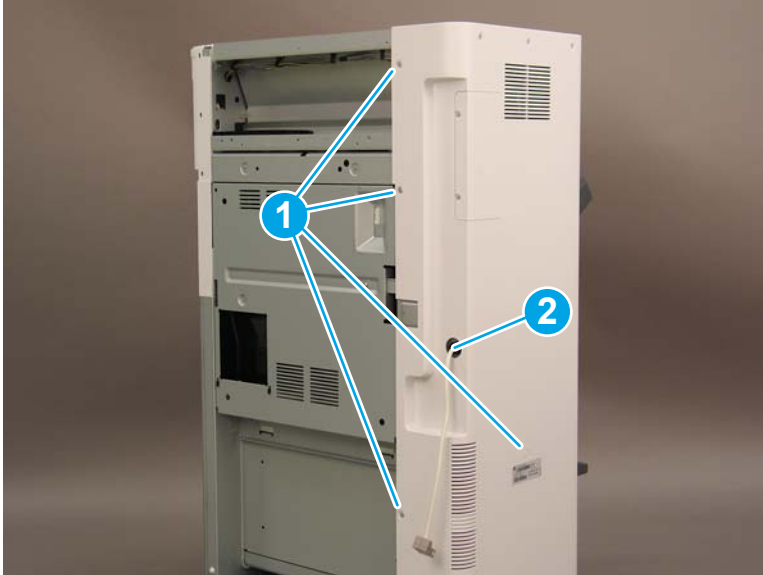
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-497 Remove four screws and the rear cover



Step 4: Remove the booklet finisher

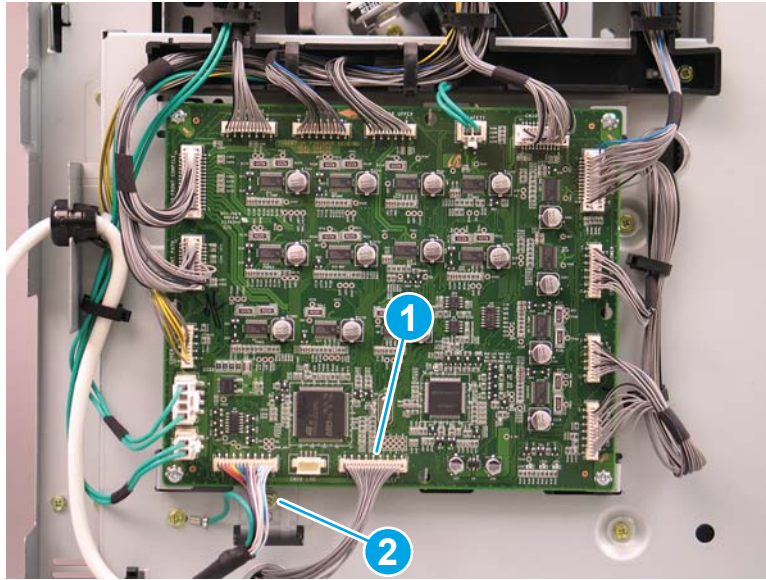
1. Slide the booklet finisher away from the finisher.

Figure 5-498 Slide the booklet finisher away from the finisher



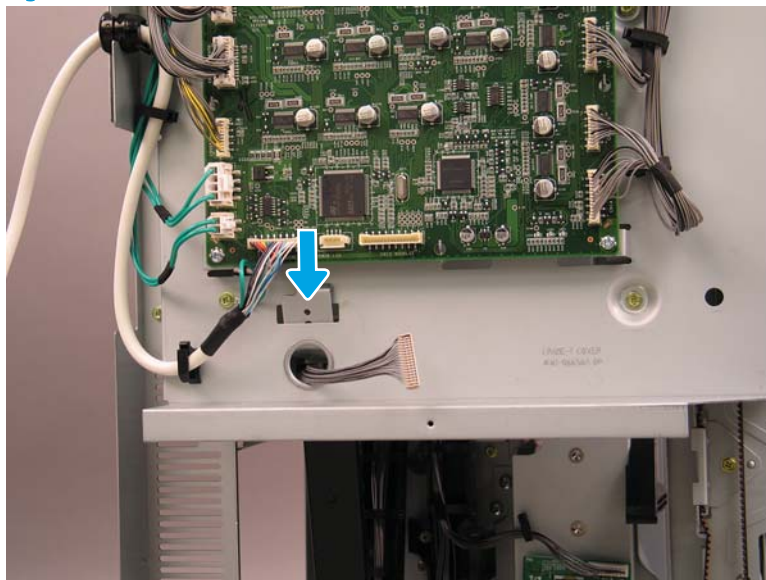
2. At the Disconnect one connector (callout 1), and then remove one screw (callout 2).

Figure 5-499 Disconnect one connector and remove one screw



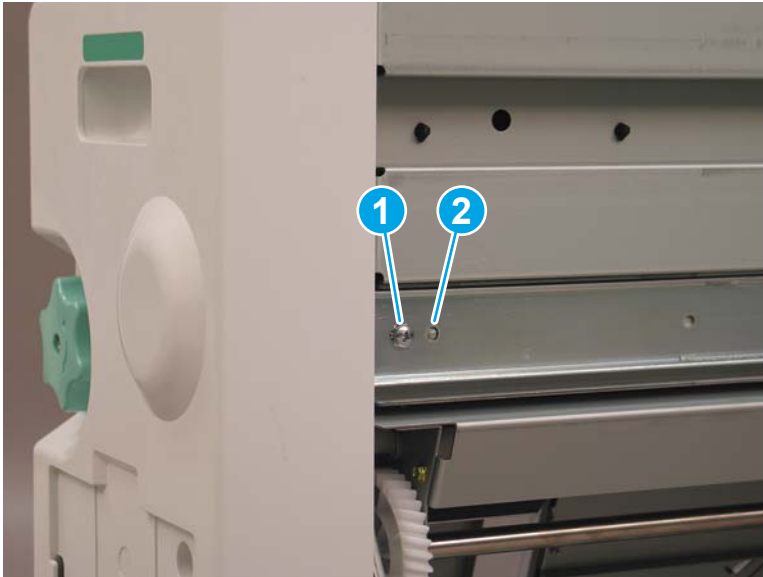
3. Release the metal bracket through the opening in the sheet metal.

Figure 5-500 Release the metal bracket



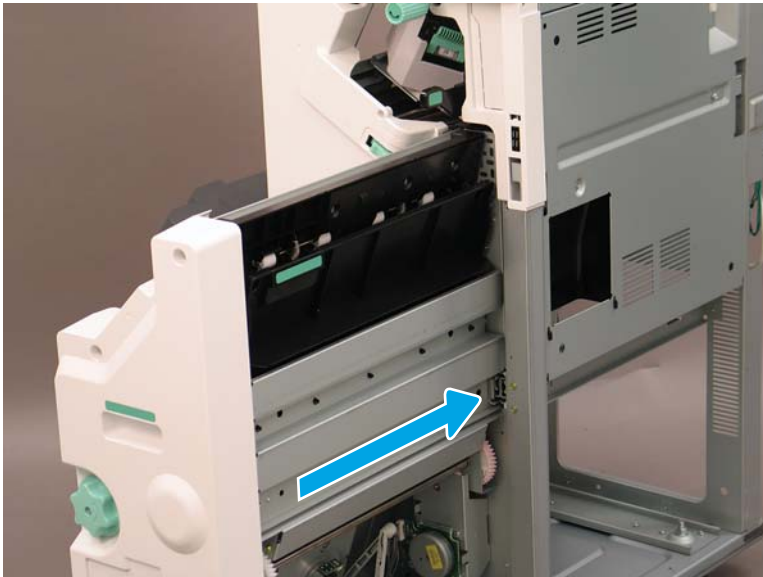
4. Remove one star-washer screw (callout 1), and then release the alignment pin (callout 2) on the right side of the booklet finisher.

Figure 5-501 Remove one screw



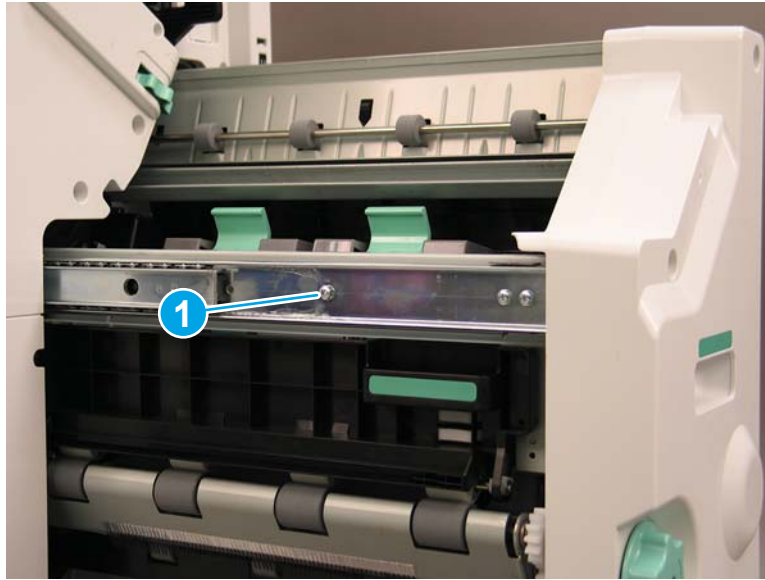
5. Slide the right rail toward the finisher.

Figure 5-502 Slide the right rail



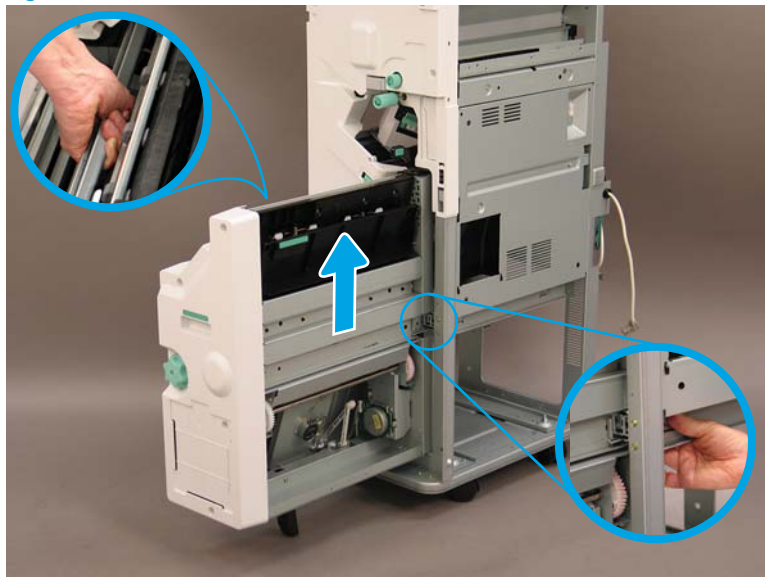
6. Remove one star-washer screw (callout 1) on the left side of the booklet finisher.

Figure 5-503 Remove one screw



7. Lift the booklet finisher up on the left side while squeezing the right rail away from the finisher slightly to clear the sheet metal. Remove the booklet finisher.

Figure 5-504 Remove the booklet finisher



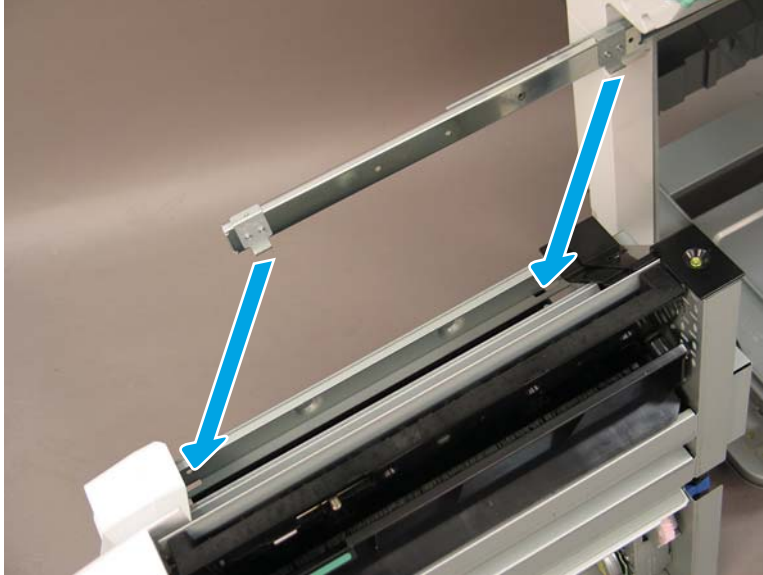
8. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

Special installation instructions: Booklet finisher

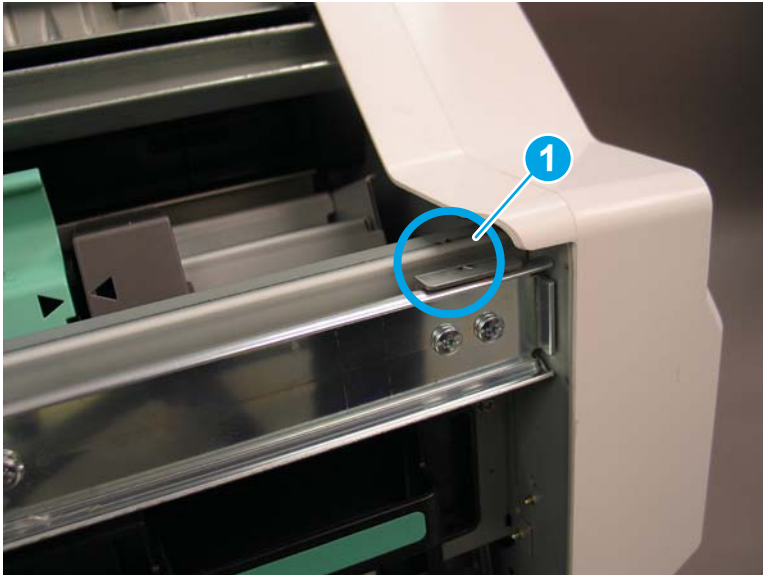
- ▲ When installing the booklet finisher, position the hooks on the rail under the slots on the booklet finisher.

Figure 5-505 Position the hooks



9. When installed correctly, the arrow on the front of the booklet finisher aligns with the arrow on the finisher rail.

Figure 5-506 Align arrows



10. When installed correctly, the arrow on the back of the booklet finisher aligns with the arrow on the finisher rail.

Figure 5-507 Align arrows




11. Extend the right rail away from the finisher and position it in the booklet finisher slot.

Figure 5-508 Extend the right rail





Step 5: 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.

Booklet finisher PCA

- [Introduction](#)
- [Step 1: Remove the right top cover \(finisher\)](#)
- [Step 2: Remove the top cover \(finisher\)](#)
- [Step 3: Remove the rear cover \(finisher\)](#)
- [Step 4: Remove the booklet finisher](#)
- [Step 5: Remove the booklet finisher PCA](#)
- [Step 6: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the booklet finisher PCA.



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 power off. A shutting-down message appears on the control-panel display.
- △ **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC92-02790B

To order the part, go to www.hp.com/buy/parts.

- Booklet finisher PCA

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.

- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

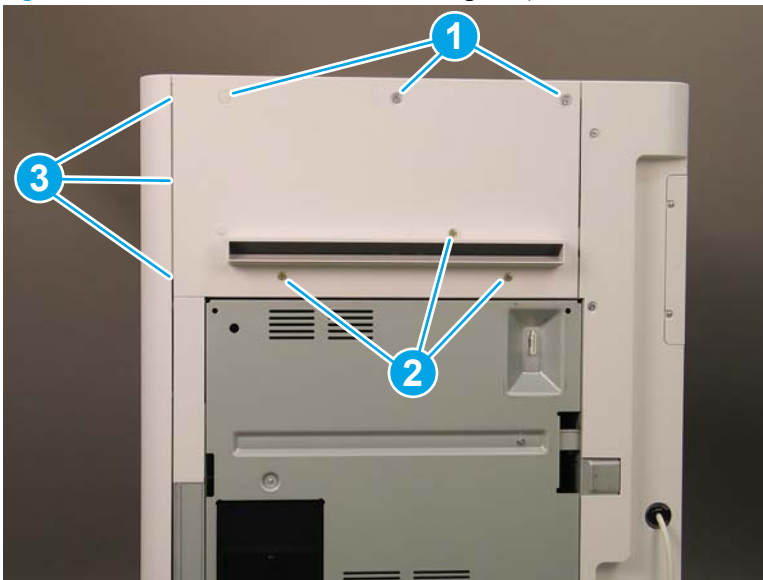
Step 1: Remove the right top cover (finisher)

- ▲ Remove one screw cap and three machine screws on the upper edge of the cover (callout 1). Remove three sheet metal screws (callout 2) on the lower portion of the cover. Rotate the right edge of the cover away from the finisher, and then slide the cover right to release three tabs (callout 3).

💡 **Reinstallation tip:** The lower screws are shorter in length than the upper screws.

Reinstallation tip: Reverse the removal steps to install the assembly.

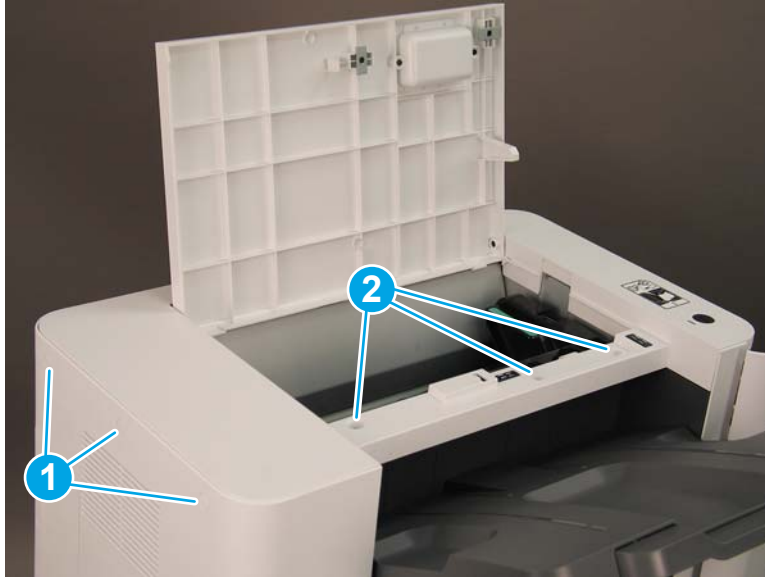
Figure 5-509 Remove six screws and the right top cover



Step 2: Remove the top cover (finisher)

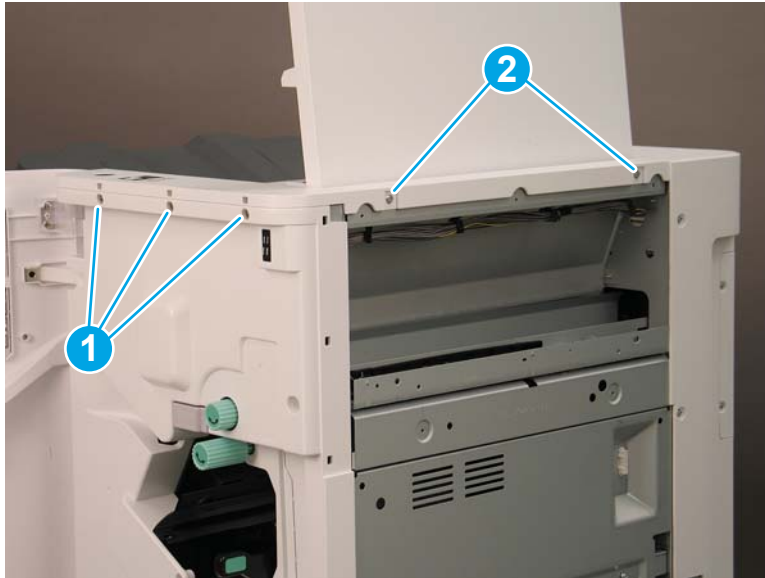
1. Remove three screw caps and three self-tapping screws at the top of the rear cover (callout 1), and then remove three machine screws (callout 2) on top of the cover.

Figure 5-510 Remove six screws



2. Remove three self-tapping screws at the top of the front cover (callout 1), and then remove two machine screws (callout 2) at the top of the right side.

Figure 5-511 Remove six screws



3. Lift the cover up slightly. Disconnect one in-line connector (callout 1), and then release one retainer (callout 2).


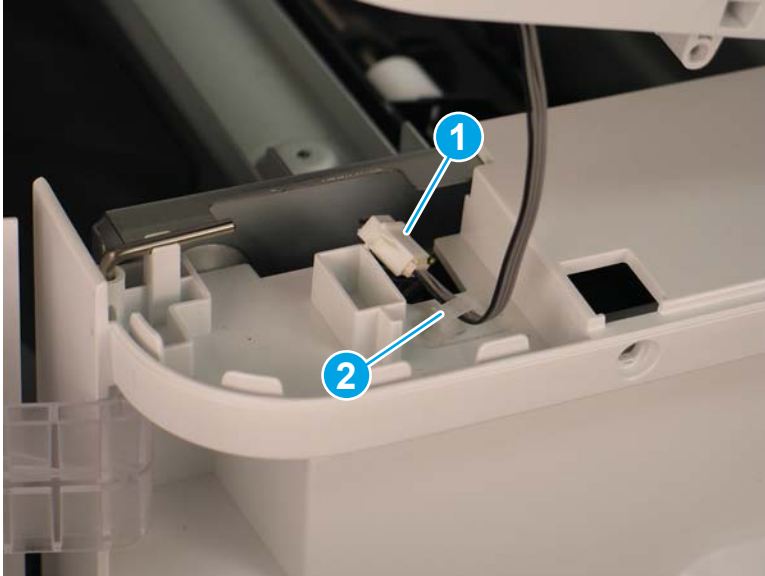

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-512 Disconnect one connector and release retainer

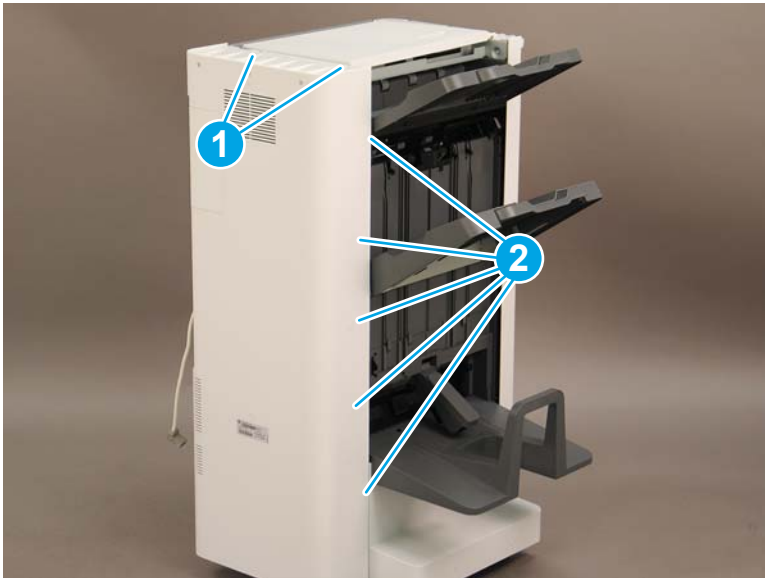


 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Step 3: Remove the rear cover (finisher)

1. Remove two self-tapping screws (callout 1) on the top of the rear cover, and then remove five screw caps and five machine screws (callout 2) on the left side of the cover.

Figure 5-513 Remove seven screws



2. Remove one screw cap and four machine screws (callout 1) Remove the rear cover.

 **NOTE:** Make sure to thread the power cable (callout 2) through the opening in the cover.


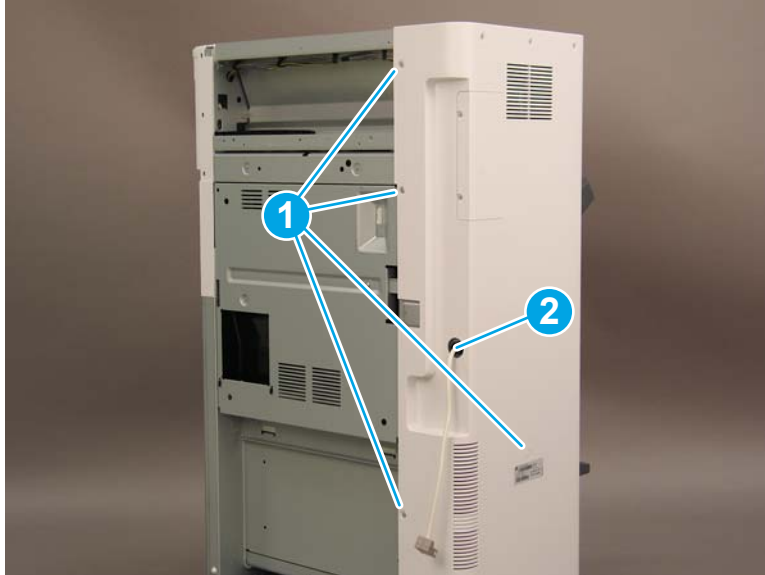
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

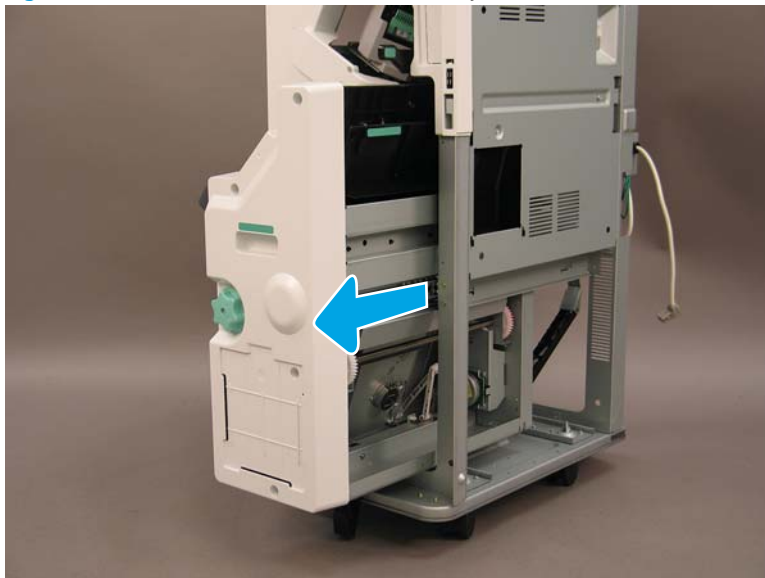
Figure 5-514 Remove four screws and the rear cover



Step 4: Remove the booklet finisher

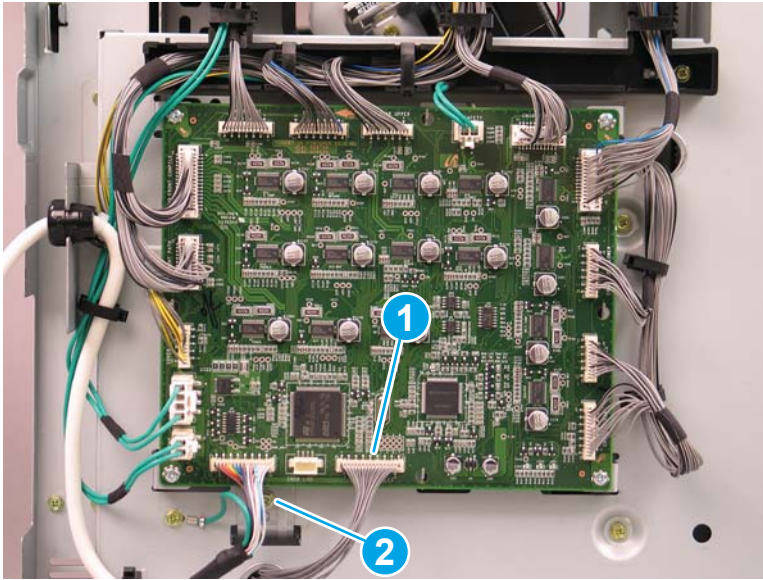
1. Slide the booklet finisher away from the finisher.

Figure 5-515 Slide the booklet finisher away from the finisher



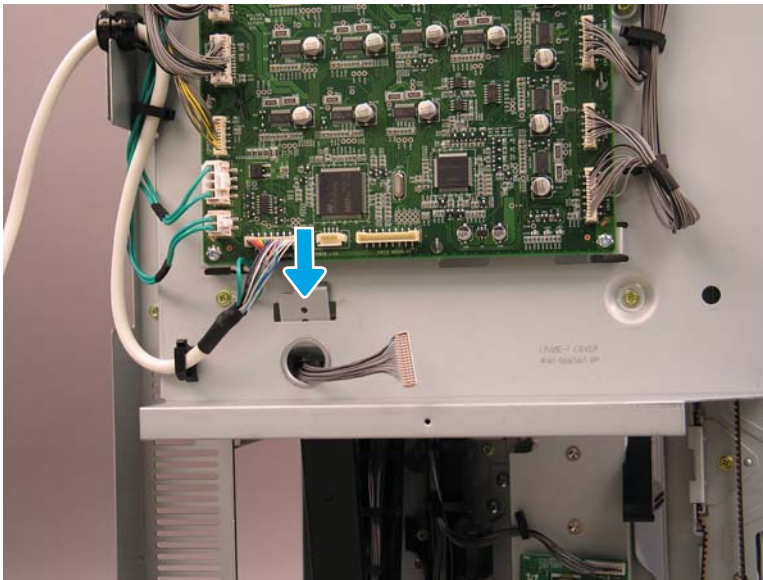
2. At the Disconnect one connector (callout 1), and then remove one screw (callout 2).

Figure 5-516 Disconnect one connector and remove one screw



3. Release the metal bracket through the opening in the sheet metal.

Figure 5-517 Release the metal bracket



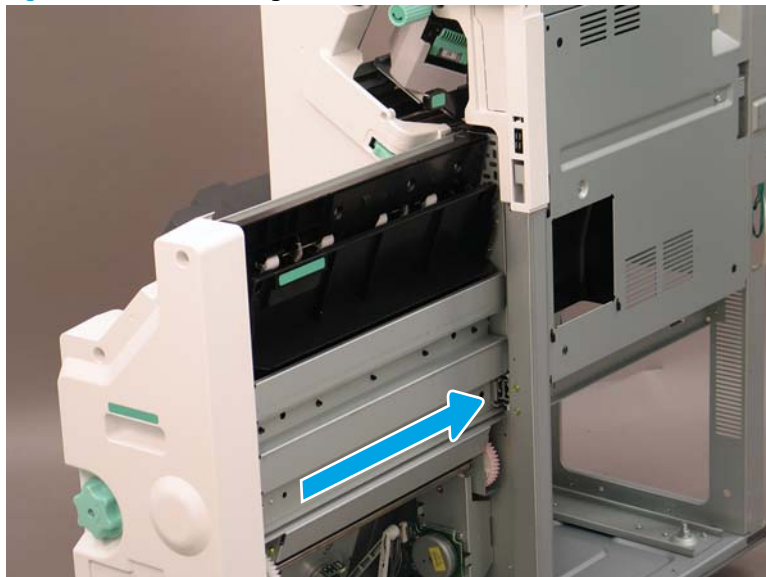
4. Remove one star-washer screw (callout 1), and then release the alignment pin (callout 2) on the right side of the booklet finisher.

Figure 5-518 Remove one screw



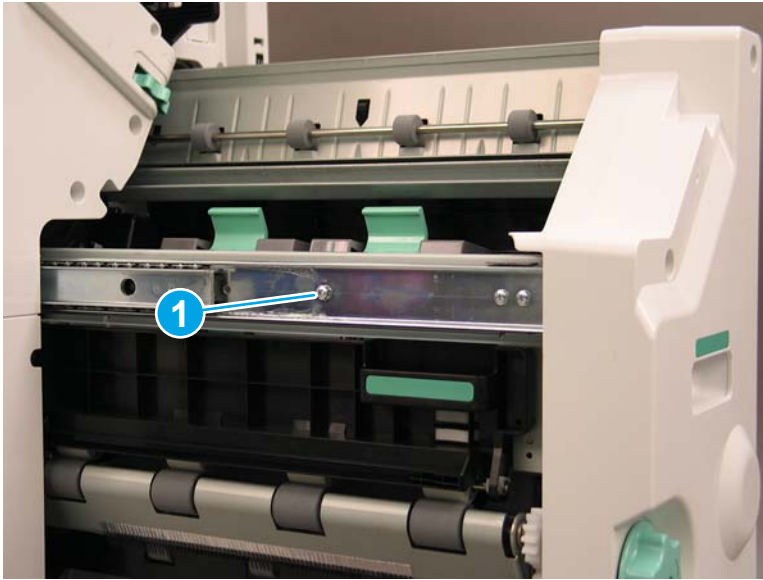
5. Slide the right rail toward the finisher.

Figure 5-519 Slide the right rail



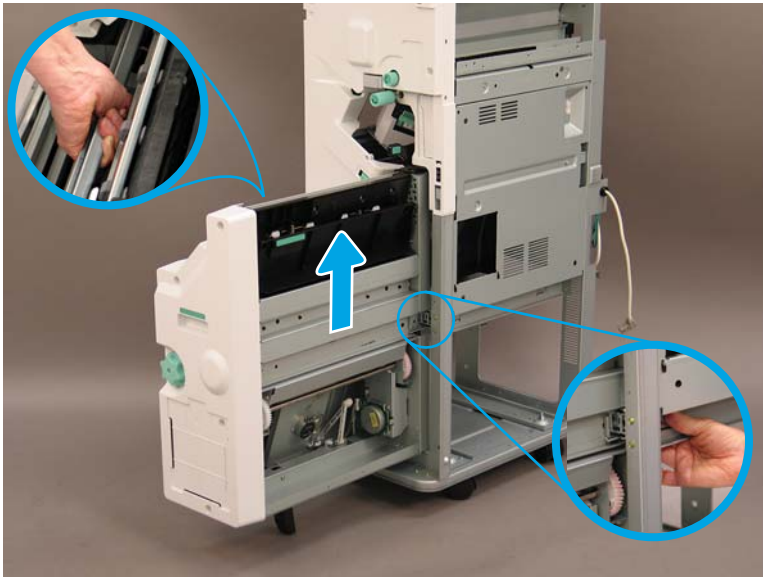
6. Remove one star-washer screw (callout 1) on the left side of the booklet finisher.

Figure 5-520 Remove one screw



7. Lift the booklet finisher up on the left side while squeezing the right rail away from the finisher slightly to clear the sheet metal. Remove the booklet finisher.

Figure 5-521 Remove the booklet finisher



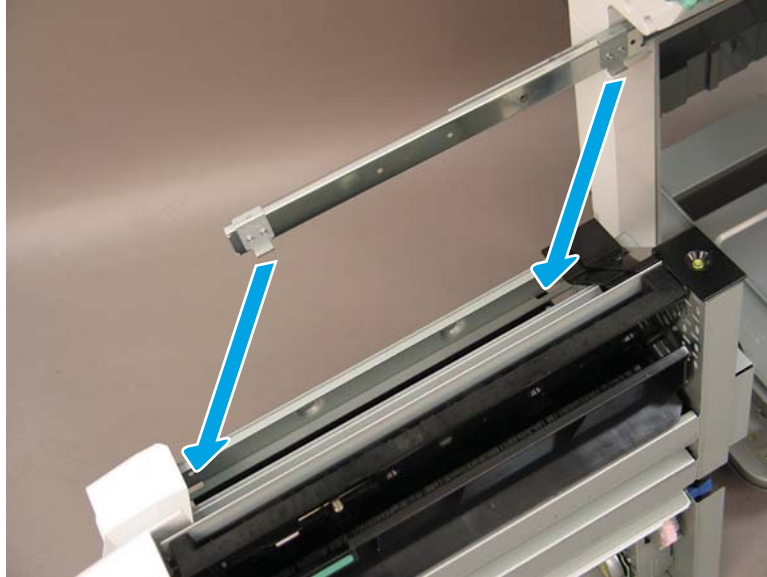
8. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

Special installation instructions: Booklet finisher

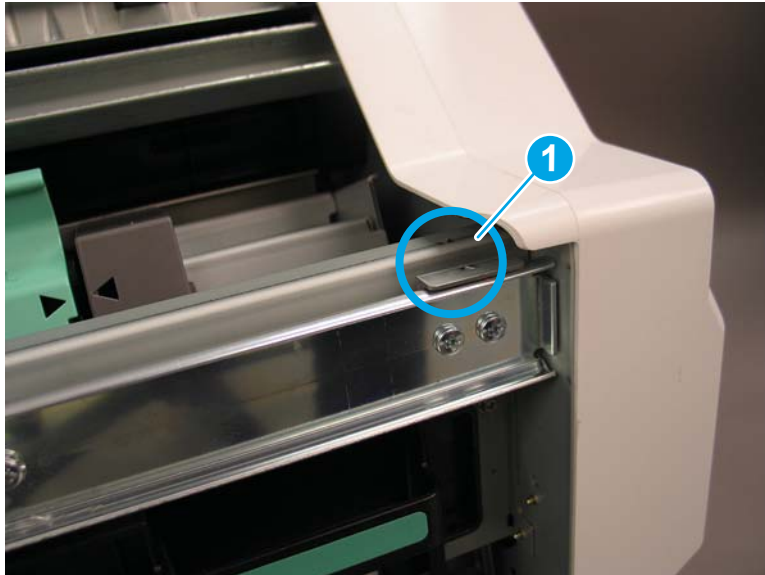
- ▲ When installing the booklet finisher, position the hooks on the rail under the slots on the booklet finisher.

Figure 5-522 Position the hooks



9. When installed correctly, the arrow on the front of the booklet finisher aligns with the arrow on the finisher rail.

Figure 5-523 Align arrows



10. When installed correctly, the arrow on the back of the booklet finisher aligns with the arrow on the finisher rail.

Figure 5-524 Align arrows



11. Extend the right rail away from the finisher and position it in the booklet finisher slot.

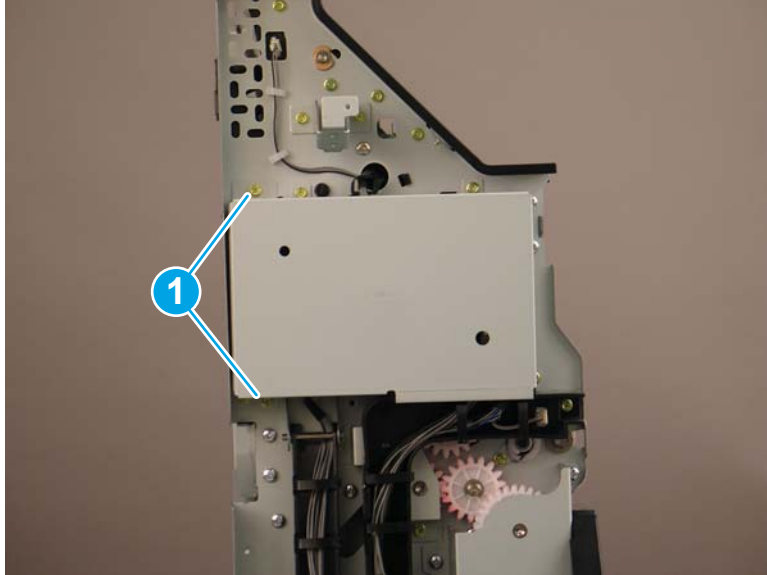
Figure 5-525 Extend the right rail



Step 5: Remove the booklet finisher PCA

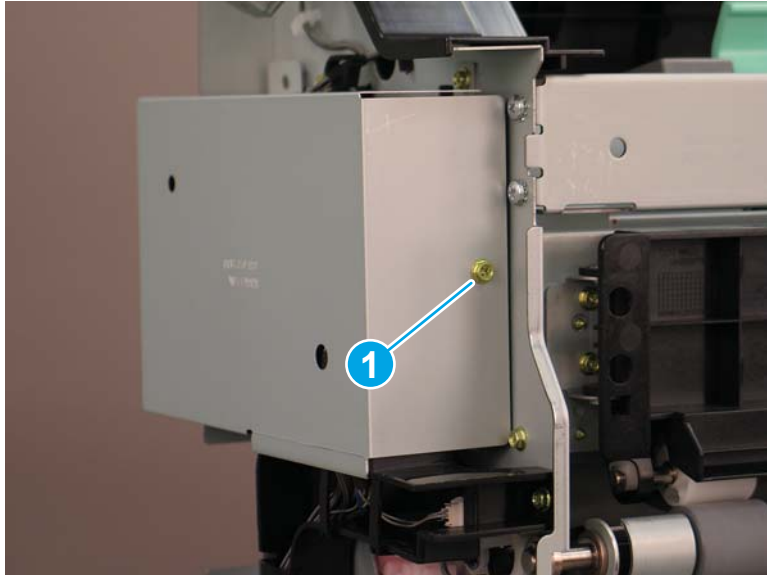
1. Remove two screws (callout 1).

Figure 5-526 Remove two screws



2. Remove one screw (callout 1), and then remove the metal cover.

Figure 5-527 Remove one screw and the metal cover



3. Disconnect all of the connectors, remove four screws (callout 1), and then remove the booklet finisher PCA.


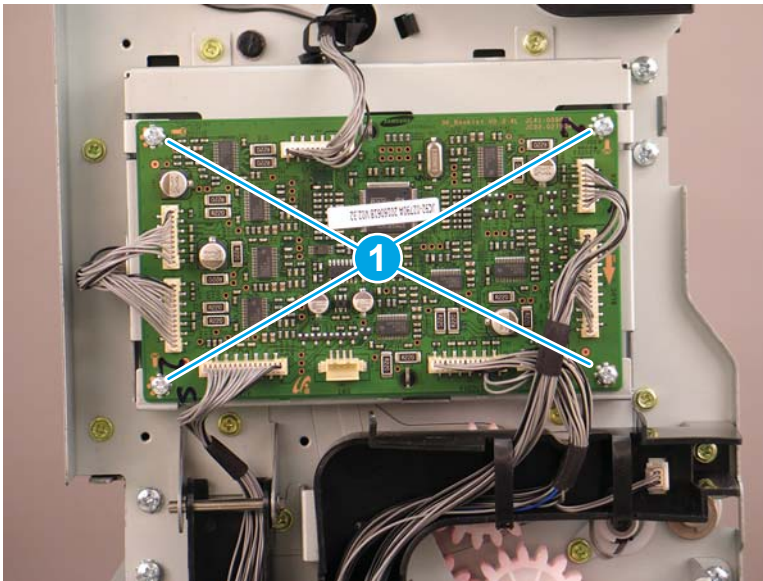
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-528 Remove four screws and the PCA





Step 6: 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.

Booklet finisher fold stopper unit

- [Introduction](#)
- [Step 1: Remove the right top cover \(finisher\)](#)
- [Step 2: Remove the top cover \(finisher\)](#)
- [Step 3: Remove the rear cover \(finisher\)](#)
- [Step 4: Remove the booklet finisher front cover](#)
- [Step 5: Remove the booklet finisher lower right shield](#)
- [Step 6: Remove the fold stopper unit](#)
- [Step 7: Unpack the replacement assembly](#)


Introduction

This document provides the procedures to remove and replace the booklet finisher fold stopper unit.



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 power off. A shutting-down message appears on the control-panel display.
-
-  **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
-
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
 - Release the finisher from the printer by pulling out on the release latch inside the finisher door.
 - Disconnect the cable from the bridge unit to the finisher.
 - Disconnect the cable from the finisher to the printer.

JC90-01432A

To order the part, go to www.hp.com/buy/parts.

- Finisher Sub - Face Down Stopper Unit

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.

- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

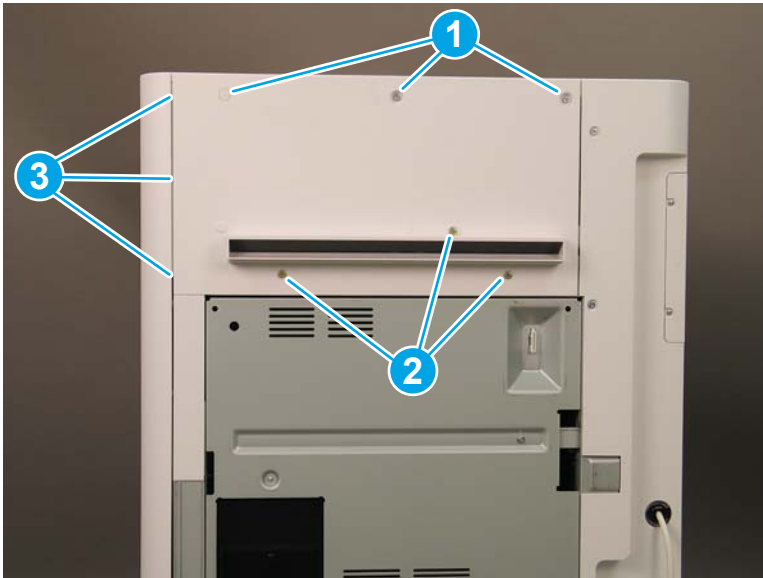
Step 1: Remove the right top cover (finisher)

- ▲ Remove one screw cap and three machine screws on the upper edge of the cover (callout 1). Remove three sheet metal screws (callout 2) on the lower portion of the cover. Rotate the right edge of the cover away from the finisher, and then slide the cover right to release three tabs (callout 3).

💡 **Reinstallation tip:** The lower screws are shorter in length than the upper screws.

Reinstallation tip: Reverse the removal steps to install the assembly.

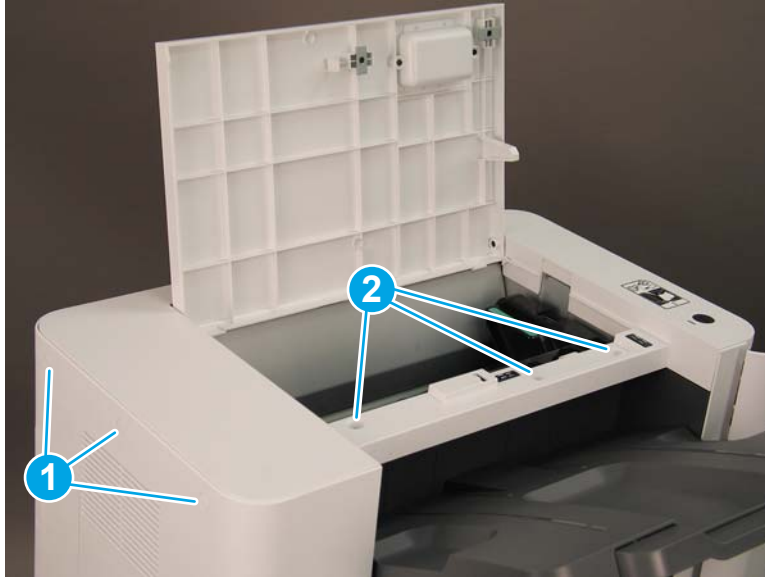
Figure 5-529 Remove six screws and the right top cover



Step 2: Remove the top cover (finisher)

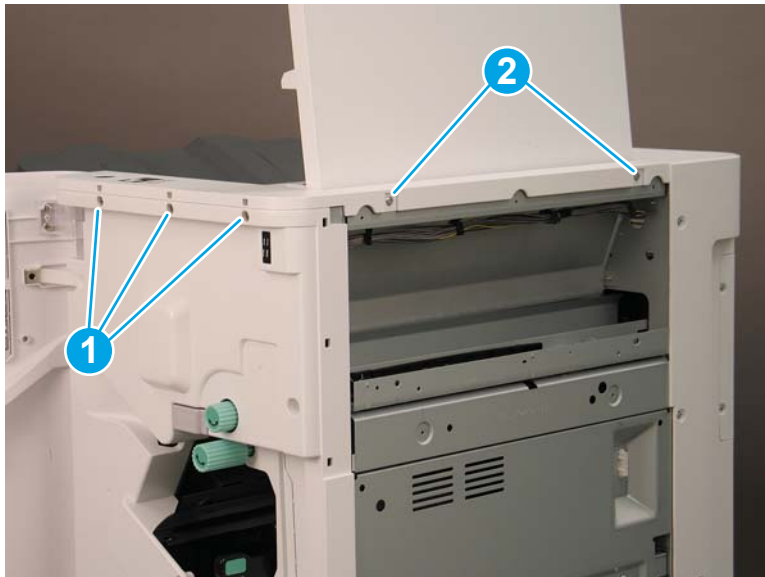
1. Remove three screw caps and three self-tapping screws at the top of the rear cover (callout 1), and then remove three machine screws (callout 2) on top of the cover.

Figure 5-530 Remove six screws



2. Remove three self-tapping screws at the top of the front cover (callout 1), and then remove two machine screws (callout 2) at the top of the right side.

Figure 5-531 Remove six screws



3. Lift the cover up slightly. Disconnect one in-line connector (callout 1), and then release one retainer (callout 2).


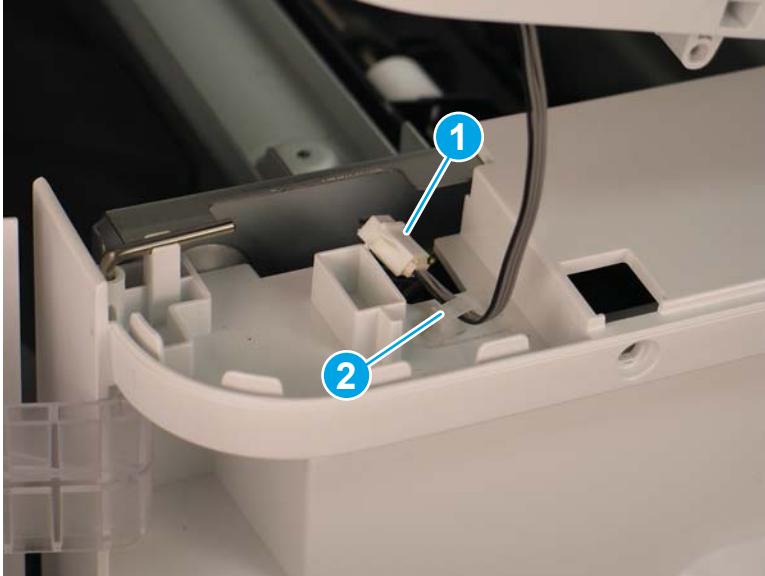

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-532 Disconnect one connector and release retainer

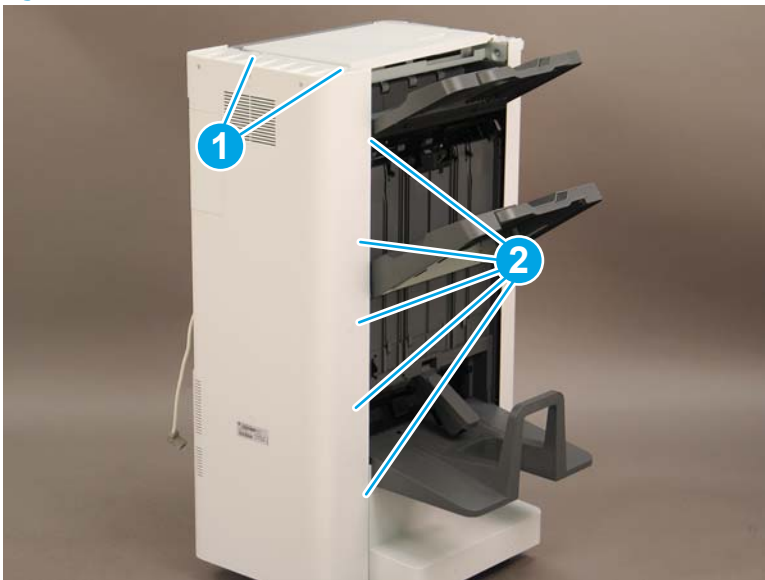


 **Reinstallation tip:** Reverse the removal steps to install the assembly.


Step 3: Remove the rear cover (finisher)

1. Remove two self-tapping screws (callout 1) on the top of the rear cover, and then remove five screw caps and five machine screws (callout 2) on the left side of the cover.

Figure 5-533 Remove seven screws



2. Remove one screw cap and four machine screws (callout 1) Remove the rear cover.

 **NOTE:** Make sure to thread the power cable (callout 2) through the opening in the cover.


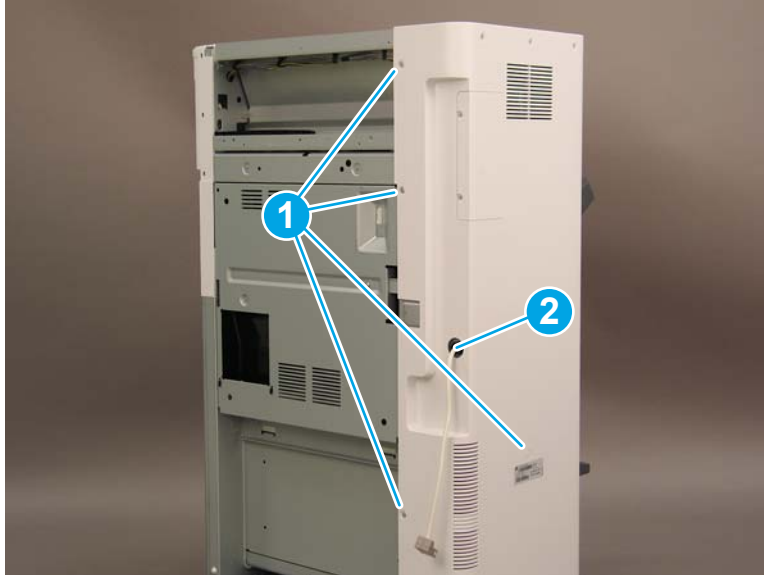
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-534 Remove four screws and the rear cover

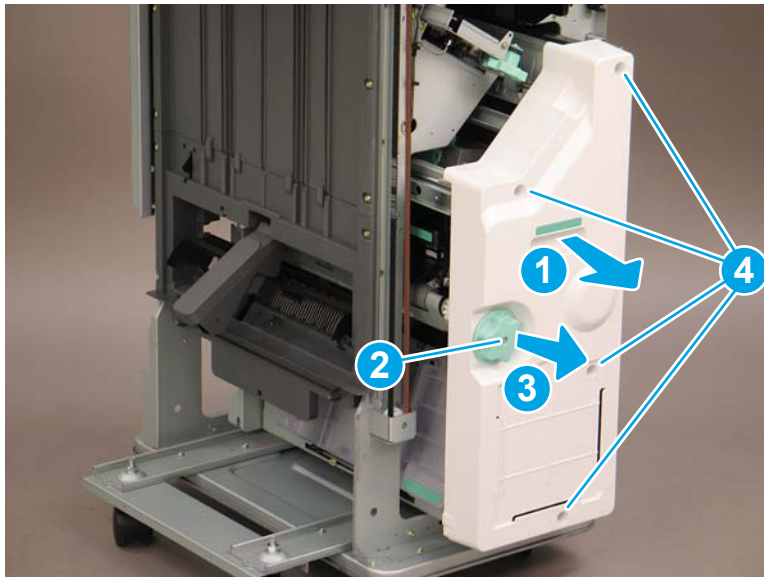


Step 4: Remove the booklet finisher front cover

- ▲ Slide the booklet finisher slightly away from the finisher (callout 1). Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3). Remove four screws (callout 4), and then remove the booklet finisher front cover.

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

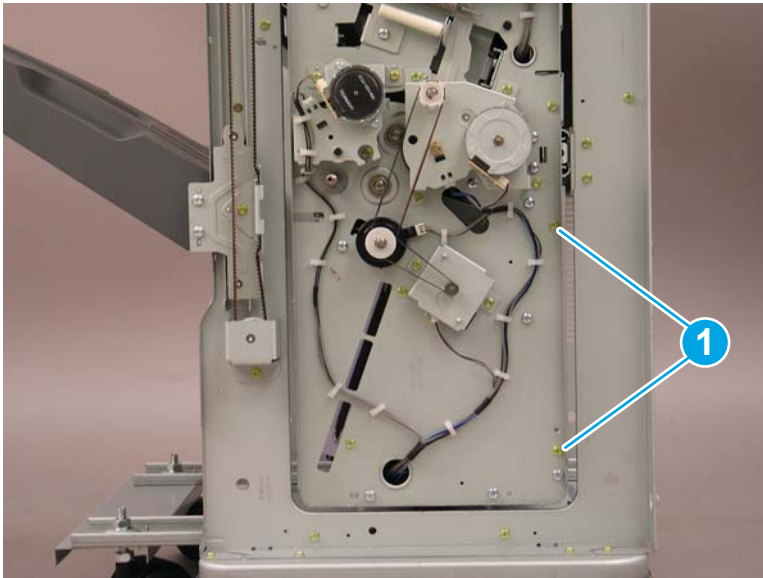
Figure 5-535 Remove five screws and the cover



Step 5: Remove the booklet finisher lower right shield

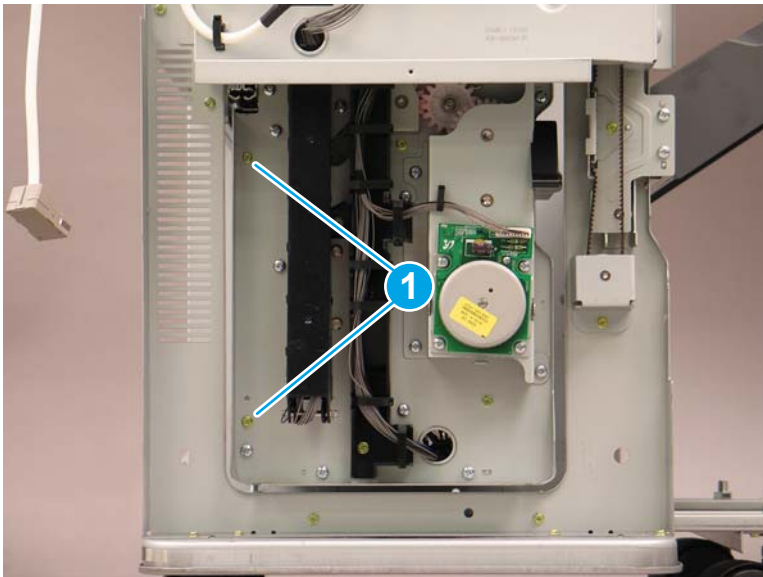
1. Remove two screws at the front of the booklet finisher (callout 1).

Figure 5-536 Remove two screws



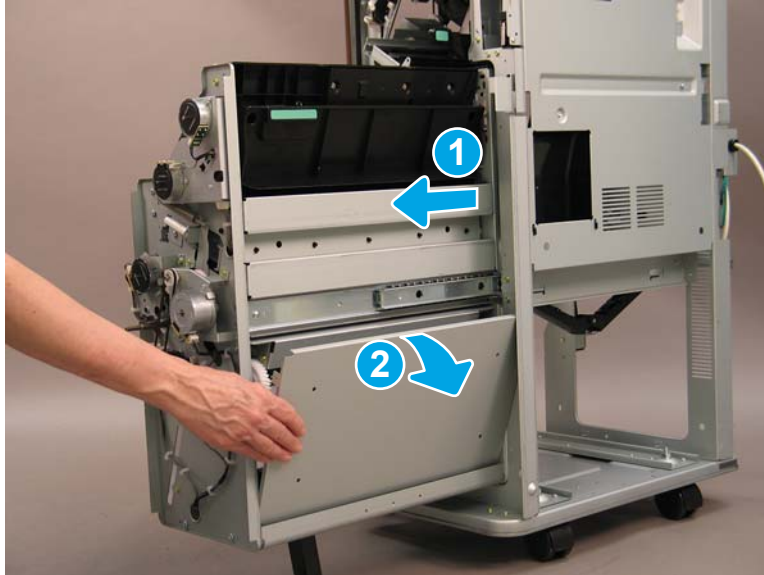
2. Remove two screws at the back of the booklet finisher (callout 1).

Figure 5-537 Remove two screws



3. Slide the booklet finisher out of the finisher (callout 1), and then rotate the top of the lower right shield (callout 2) away from the booklet finisher to remove it.

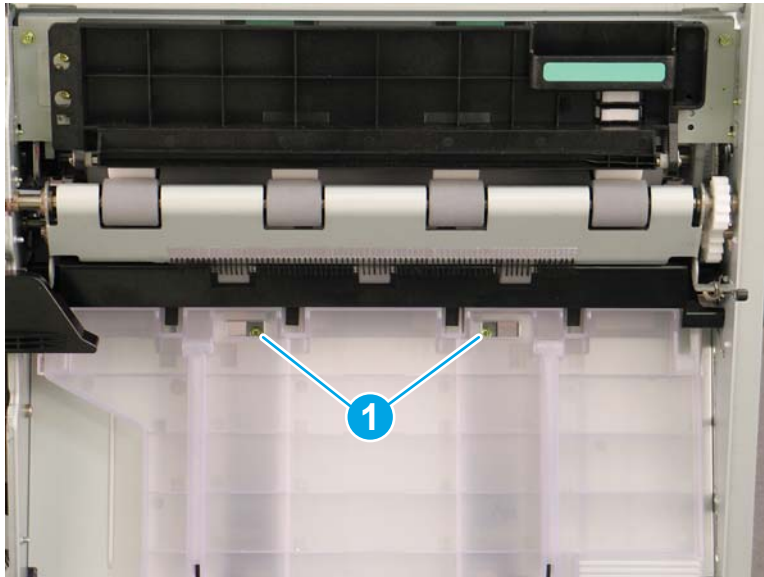
Figure 5-538 Remove the lower right shield



Step 6: Remove the fold stopper unit

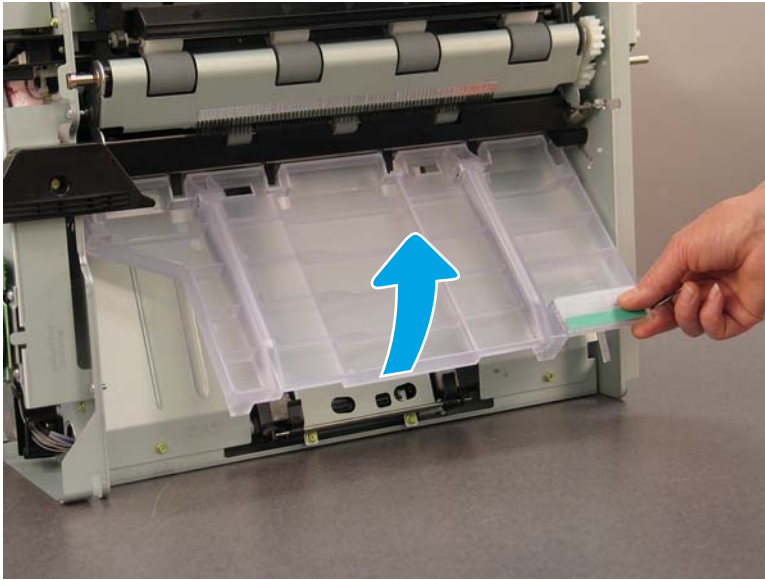
1. On the left side of the booklet finisher, remove two screws through access openings in the jam access cover (callout 1).

Figure 5-539 Remove two screws



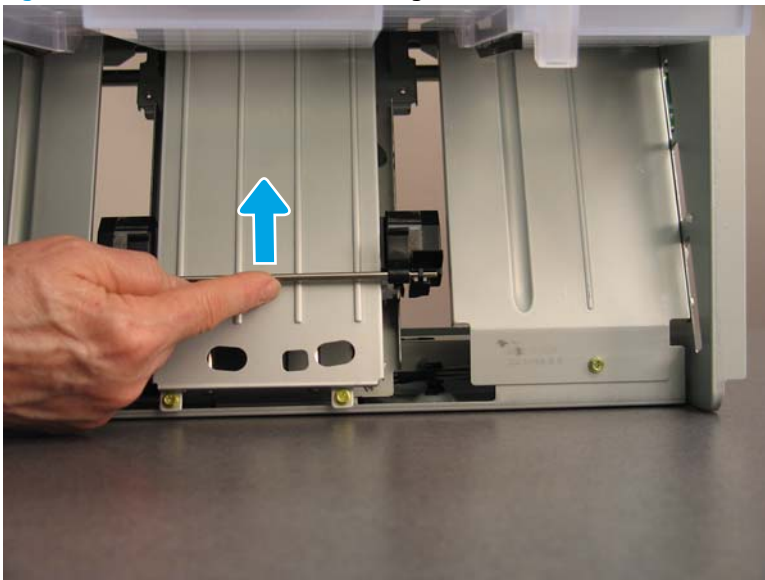
2. Raise the jam access cover.

Figure 5-540 Raise the jam access cover



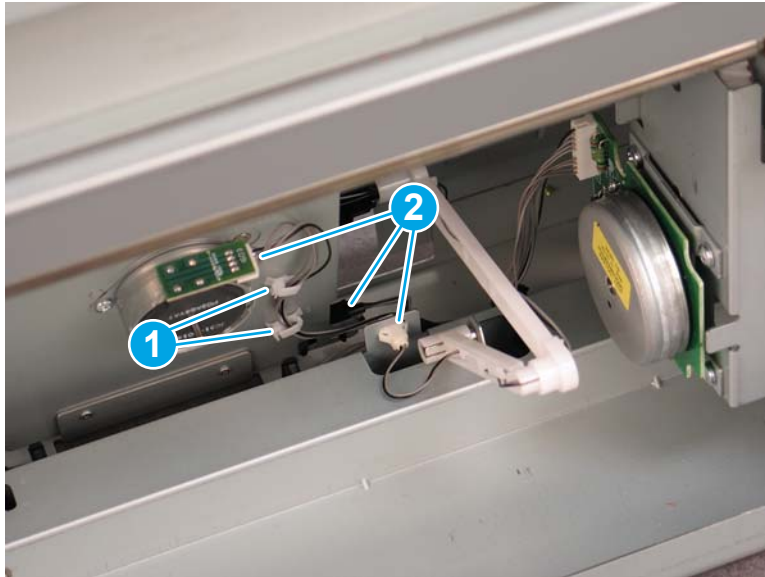
3. Raise the booklet width guide.

Figure 5-541 Raise the booklet width guide



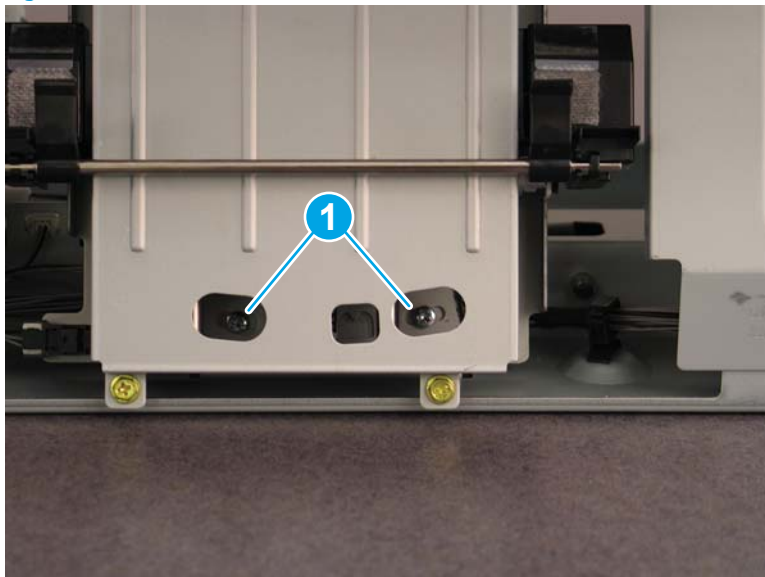
4. On the right side of the booklet finisher, open two retainers (callout 1), and then disconnect three connectors (callout 2).

Figure 5-542 Disconnect three connectors



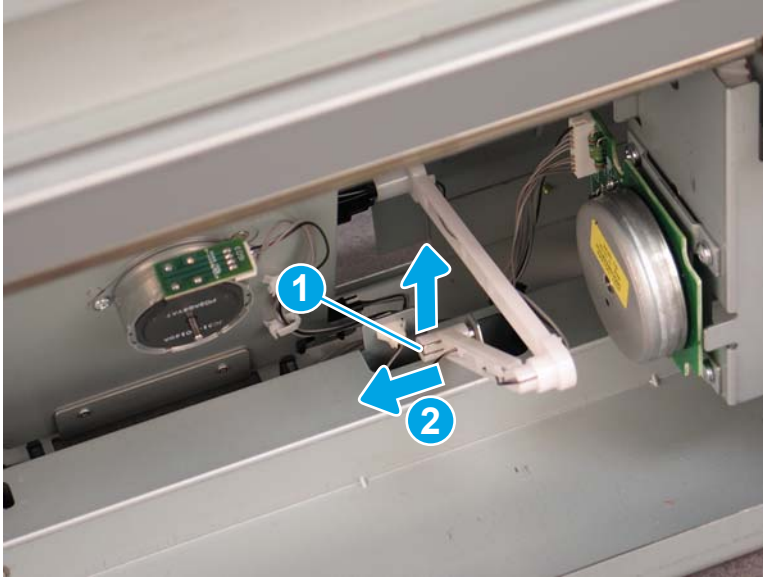
5. Remove two screws (callout 1).

Figure 5-543 Remove two screws



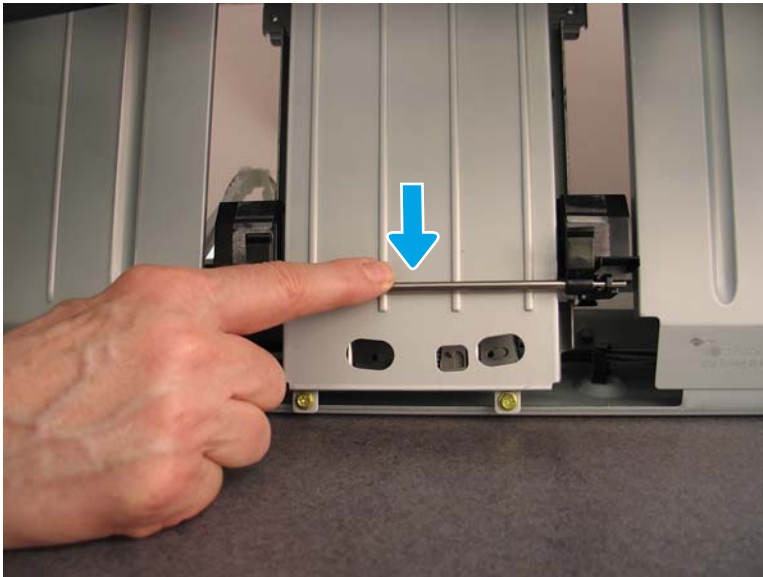
6. Release the tab (callout 1) on the guide arm, and then slide the guide off of the shaft (callout 2) to remove it.

Figure 5-544 Release the guide arm



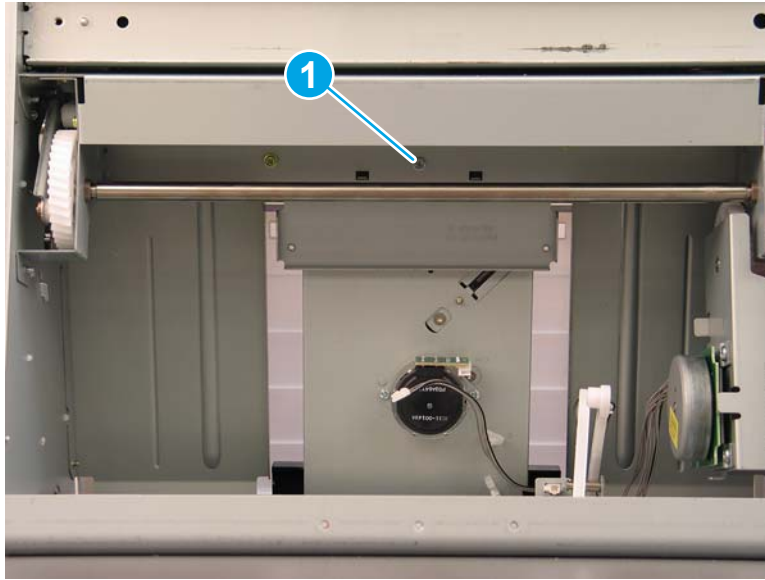
7. Lower the width guide to the lowest position.

Figure 5-545 Lower the width guide



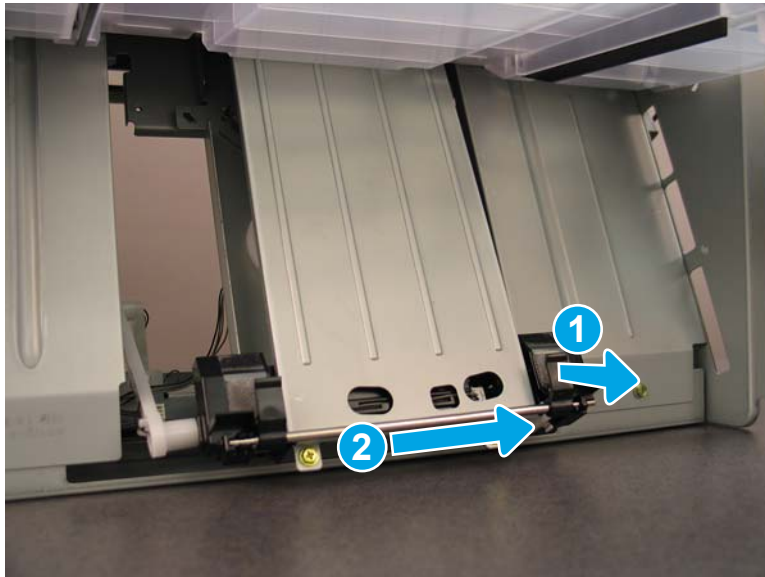
8. On the right side of the booklet finisher, remove one screw (callout 1).

Figure 5-546 Remove one screw



9. Lift the right lower corner (callout 1) to clear the cable guide, and then slide the assembly to the right (callout 2) to remove it.

Figure 5-547 Remove the fold stopper unit



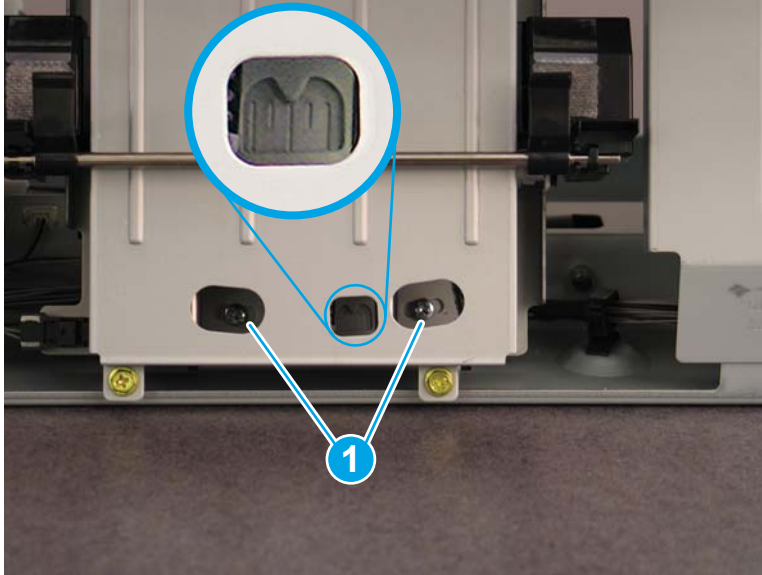
10. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

Special installation instructions: Fold stopper unit

- ▲ Loosen the two alignment screws (callout 1) and move the fold unit side to side until the alignment gauge is positioned on the center line. Tighten the screws and run a folded job through the finisher and verify that the fold is correct. If the fold is not correct, loosen the screws, adjust the alignment, and run another fold job. Continue this process until the fold is correct.

Figure 5-548 Adjust the alignment gauge





Step 7: 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.

Booklet feed entrance motor (M13)

- [Introduction](#)
- [Step 1: Remove the booklet finisher front cover](#)
- [Step 2: Remove the booklet feed entrance motor \(M13\)](#)
- [Step 3: Unpack the replacement assembly](#)


Introduction

This document provides the procedures to remove and replace the booklet feed entrance motor on the booklet finisher.



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 power off. A shutting-down message appears on the control-panel display.
-
-  **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
-
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
 - Release the finisher from the printer by pulling out on the release latch inside the finisher door.
 - Disconnect the cable from the bridge unit to the finisher.
 - Disconnect the cable from the finisher to the printer.

JC93-01152A

To order the part, go to www.hp.com/buy/parts.

- Drive Motor, Step

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

Post service test

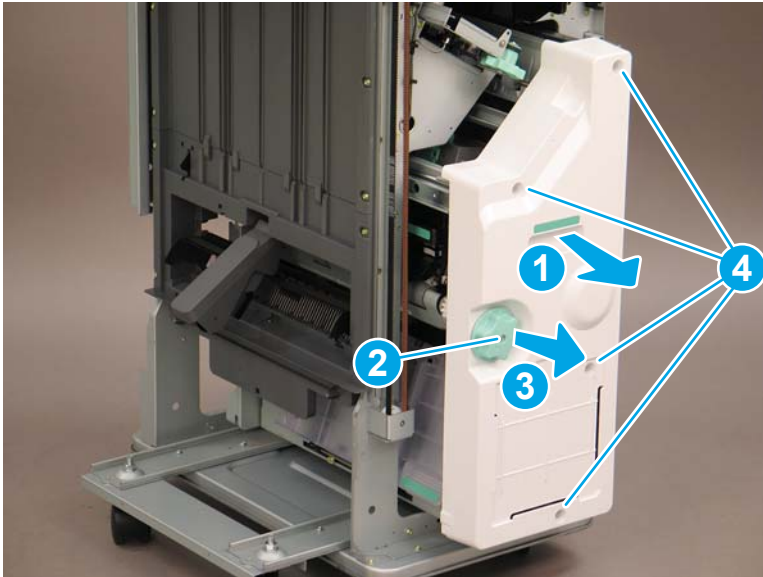
Process a job through the finisher and verify that the finisher works correctly.

Step 1: Remove the booklet finisher front cover

- ▲ Slide the booklet finisher slightly away from the finisher (callout 1). Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3). Remove four screws (callout 4), and then remove the booklet finisher front cover.

💡 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-549 Remove five screws and the cover

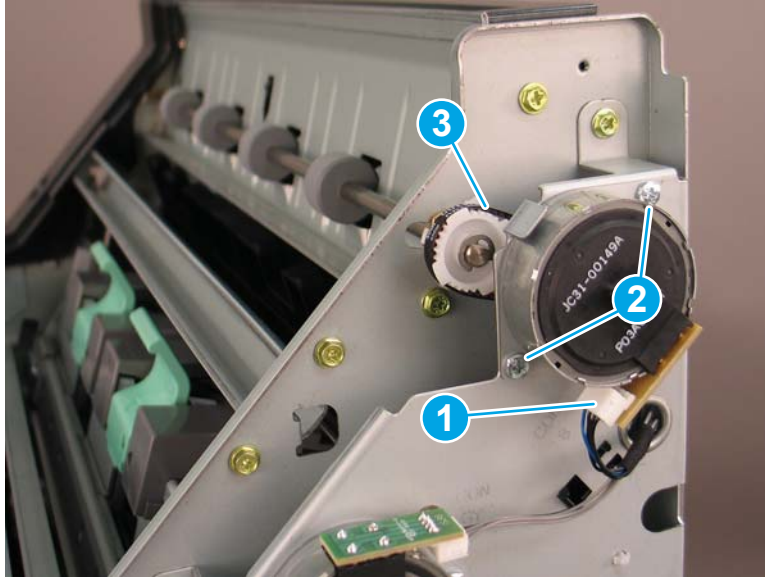


Step 2: Remove the booklet feed entrance motor (M13)

- ▲ Disconnect one connector (callout 1), and then remove two screws (callout 2). Lift the motor away from the booklet finisher and release the belt (callout 3) from the back of the motor.

💡 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-550 Remove the booklet feed entrance motor





Step 3: 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.

TE presser motor (M14)

- [Introduction](#)
- [Step 1: Remove the booklet finisher front cover](#)
- [Step 2: Remove the TE presser motor \(M14\)](#)
- [Step 3: Unpack the replacement assembly](#)


Introduction

This document provides the procedures to remove and replace the TE presser motor on the booklet finisher.



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 power off. A shutting-down message appears on the control-panel display.
-  **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC93-01155A

To order the part, go to www.hp.com/buy/parts.

- Drive Motor, Step

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

Step 1: Remove the booklet finisher front cover

- ▲ Slide the booklet finisher slightly away from the finisher (callout 1). Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3). Remove four screws (callout 4), and then remove the booklet finisher front cover.


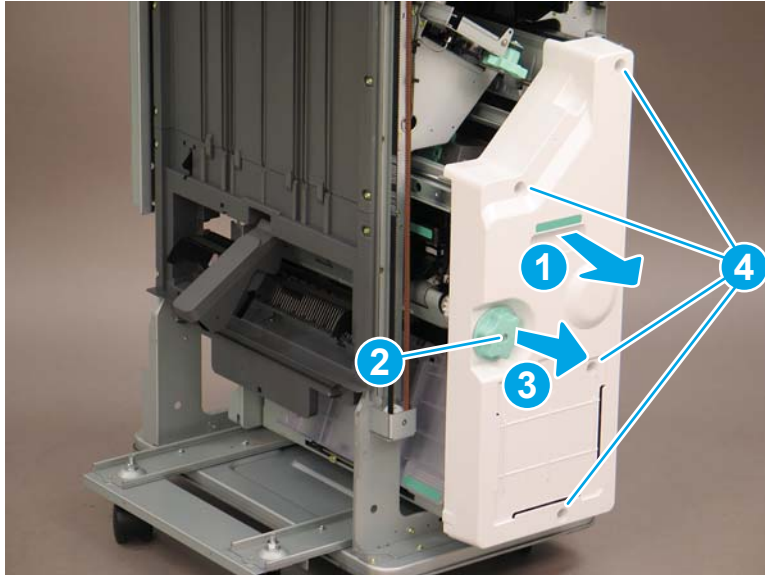
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-551 Remove five screws and the cover

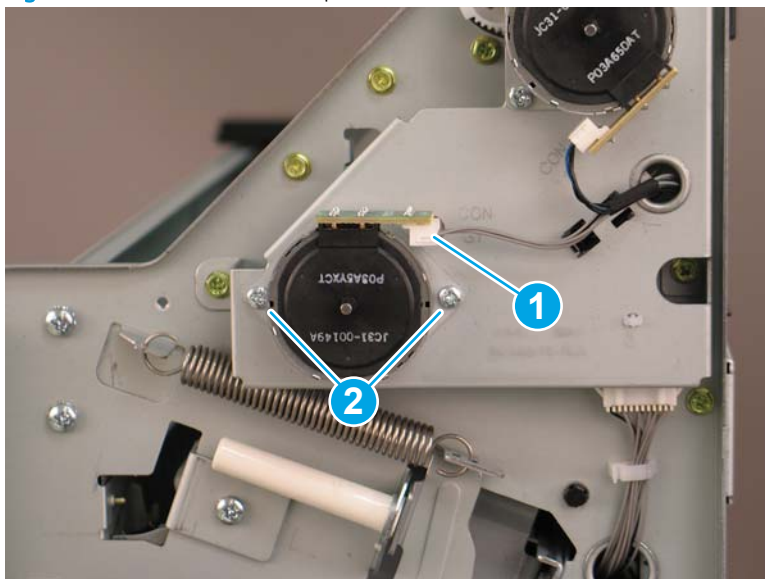


Step 2: Remove the TE presser motor (M14)

- ▲ Disconnect one connector (callout 1), remove two screws (callout 2), and then remove the TE presser motor.

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-552 Remove the TE presser motor



Step 3: 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.

Stopper moving motor (M16)


- [Introduction](#)
- [Step 1: Remove the booklet finisher front cover](#)
- [Step 2: Remove the booklet finisher lower right shield](#)
- [Step 3: Remove the stopper moving motor \(M16\)](#)
- [Step 4: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the stopper moving motor on the booklet finisher.

 **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 power off. A shutting-down message appears on the control-panel display.
-
-  **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
-
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
 - Release the finisher from the printer by pulling out on the release latch inside the finisher door.
 - Disconnect the cable from the bridge unit to the finisher.
 - Disconnect the cable from the finisher to the printer.

JC93-01155A

To order the part, go to www.hp.com/buy/parts.

- Drive Motor, Step

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

Post service test

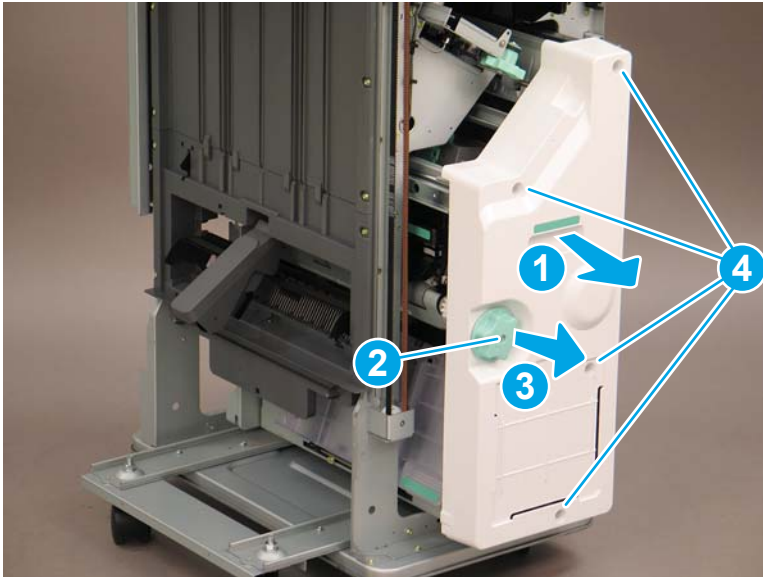
Process a job through the finisher and verify that the finisher works correctly.

Step 1: Remove the booklet finisher front cover

- ▲ Slide the booklet finisher slightly away from the finisher (callout 1). Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3). Remove four screws (callout 4), and then remove the booklet finisher front cover.

💡 **Reinstallation tip:** Reverse the removal steps to install the assembly.

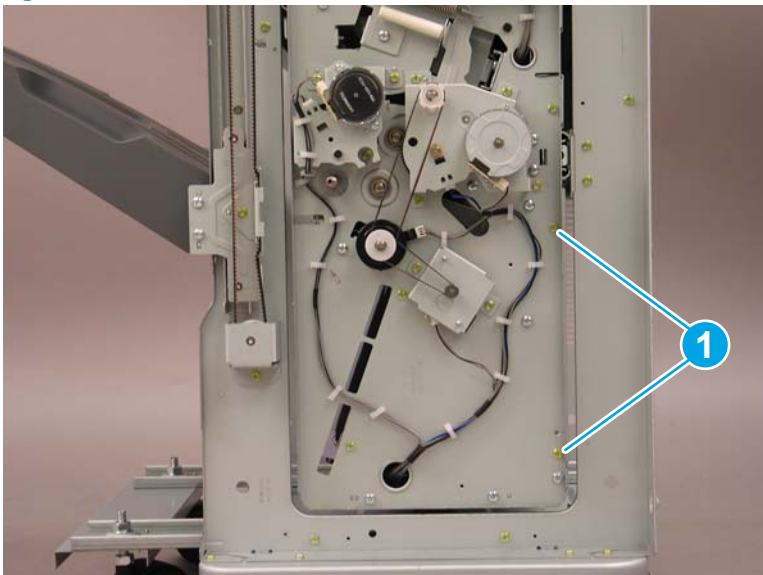
Figure 5-553 Remove five screws and the cover



Step 2: Remove the booklet finisher lower right shield

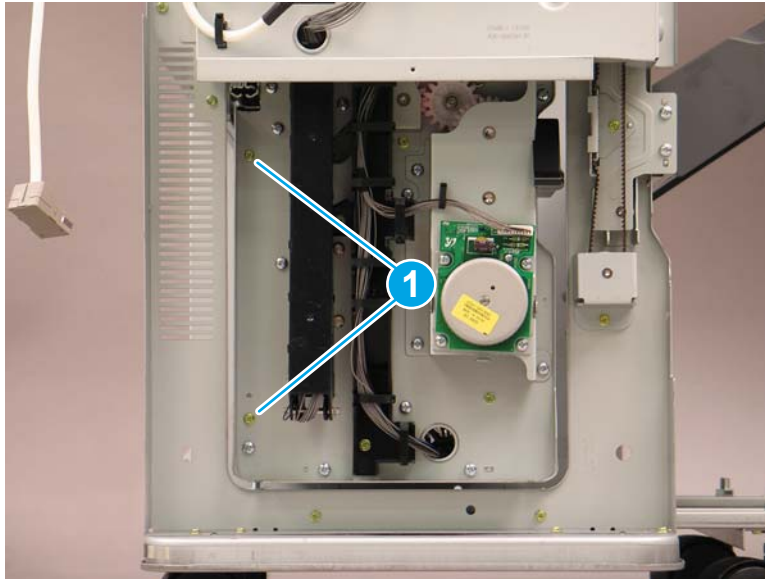
1. Remove two screws at the front of the booklet finisher (callout 1).

Figure 5-554 Remove two screws



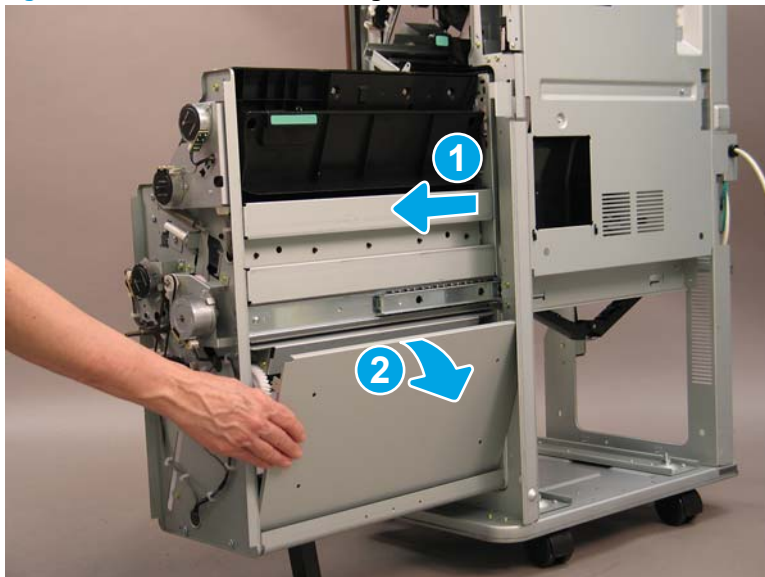
2. Remove two screws at the back of the booklet finisher (callout 1).

Figure 5-555 Remove two screws



3. Slide the booklet finisher out of the finisher (callout 1), and then rotate the top of the lower right shield (callout 2) away from the booklet finisher to remove it.

Figure 5-556 Remove the lower right shield



Step 3: Remove the stopper moving motor (M16)

- ▲ Disconnect one connector (callout 1), remove two screws (callout 2), and then remove the stopper moving motor.


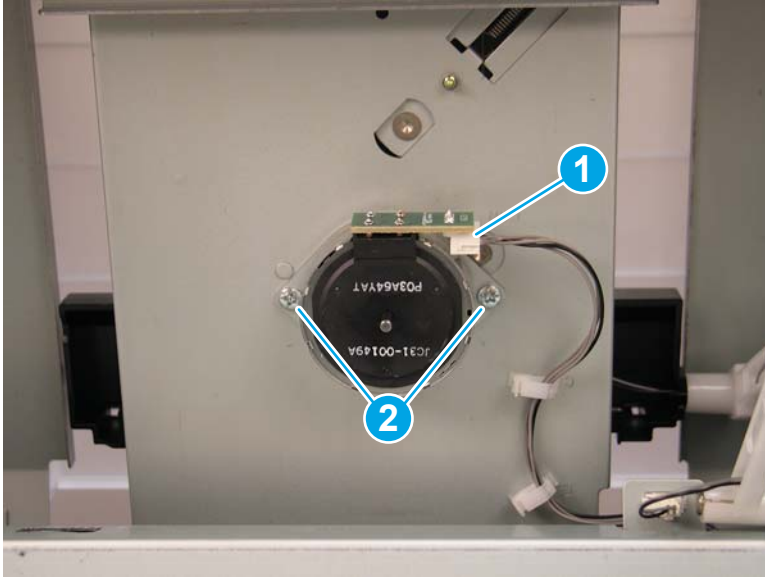
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-557 Remove the stopper moving motor





Step 4: 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.

Separate pawl motor (M17)


- [Introduction](#)
- [Step 1: Remove the booklet finisher front cover](#)
- [Step 2: Remove the separate pawl motor \(M17\)](#)
- [Step 3: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the separate pawl motor on the booklet finisher.

 **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 power off. A shutting-down message appears on the control-panel display.
-
-  **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
-
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
 - Release the finisher from the printer by pulling out on the release latch inside the finisher door.
 - Disconnect the cable from the bridge unit to the finisher.
 - Disconnect the cable from the finisher to the printer.

JC93-01001A

To order the part, go to www.hp.com/buy/parts.

- Drive, motor step

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

Post service test

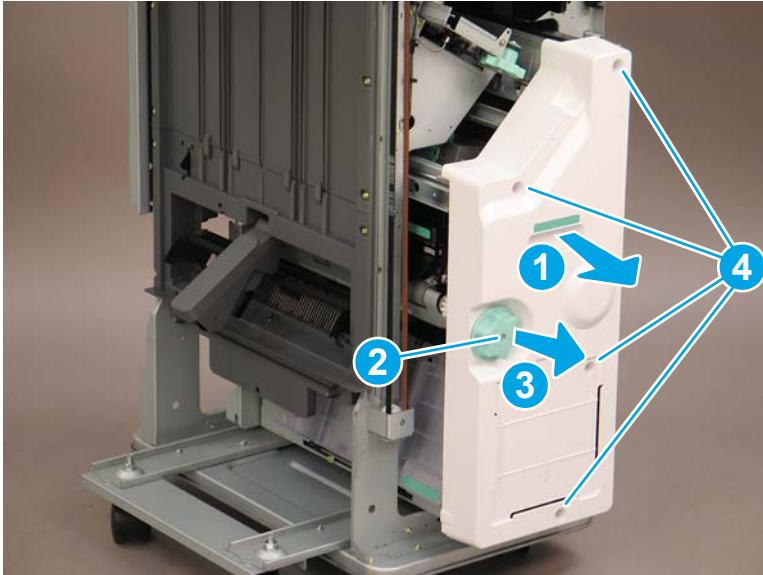
Process a job through the finisher and verify that the finisher works correctly.

Step 1: Remove the booklet finisher front cover

- ▲ Slide the booklet finisher slightly away from the finisher (callout 1). Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3). Remove four screws (callout 4), and then remove the booklet finisher front cover.

💡 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-558 Remove five screws and the cover

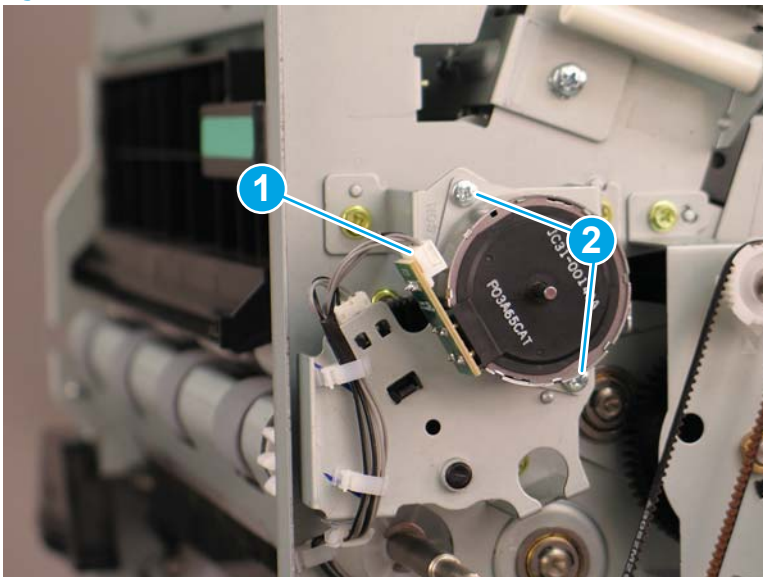


Step 2: Remove the separate pawl motor (M17)

- ▲ Disconnect one connector (callout 1), remove two screws (callout 2), and then remove the separate pawl motor.

💡 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-559 Remove the separate pawl motor



Step 3: 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.

Folding roller motor (M18)

- [Introduction](#)
- [Step 1: Remove the right top cover \(finisher\)](#)
- [Step 2: Remove the top cover \(finisher\)](#)
- [Step 3: Remove the rear cover \(finisher\)](#)
- [Step 4: Remove the folding roller motor \(M18\)](#)
- [Step 5: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the folding roller motor on the booklet finisher.



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 power off. A shutting-down message appears on the control-panel display.
- **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC31-00144A

To order the part, go to www.hp.com/buy/parts.

- Folding roller motor

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

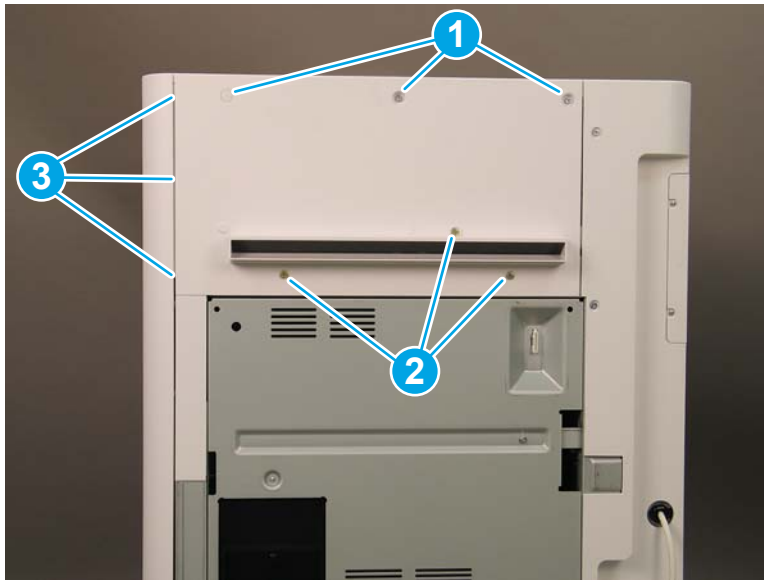
Step 1: Remove the right top cover (finisher)

- ▲ Remove one screw cap and three machine screws on the upper edge of the cover (callout 1). Remove three sheet metal screws (callout 2) on the lower portion of the cover. Rotate the right edge of the cover away from the finisher, and then slide the cover right to release three tabs (callout 3).

💡 **Reinstallation tip:** The lower screws are shorter in length than the upper screws.

Reinstallation tip: Reverse the removal steps to install the assembly.

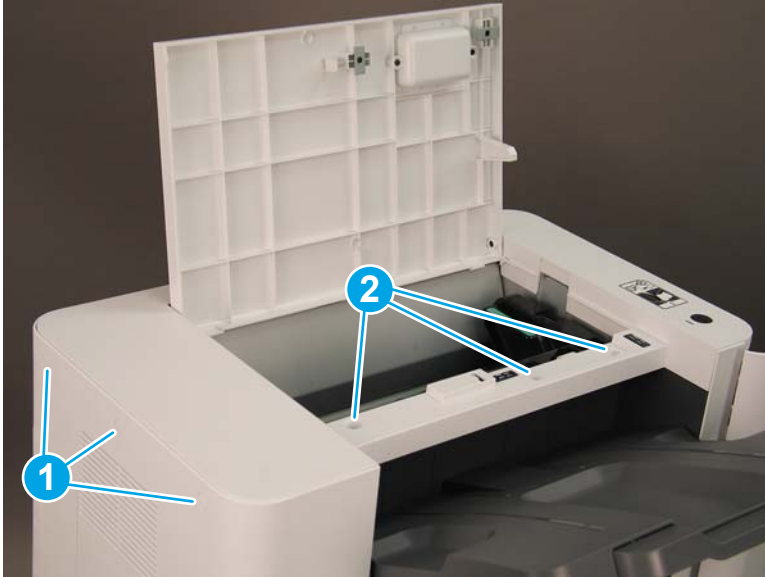
Figure 5-560 Remove six screws and the right top cover



Step 2: Remove the top cover (finisher)

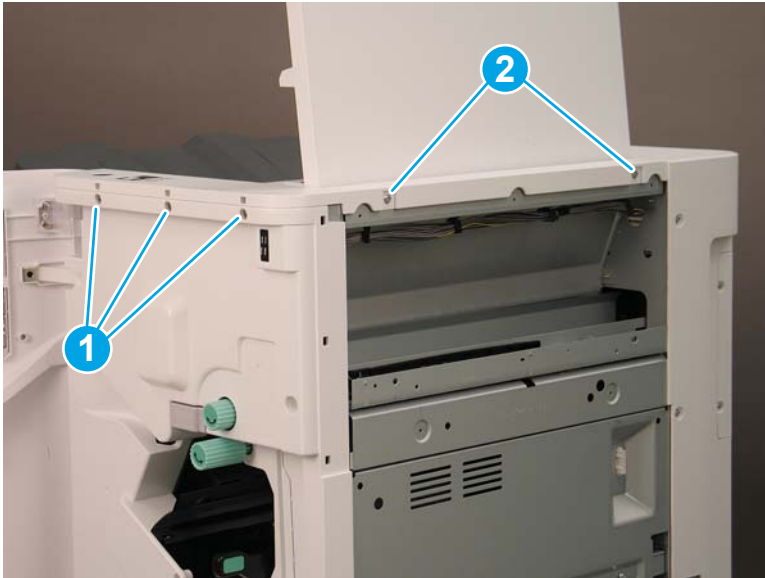
1. Remove three screw caps and three self-tapping screws at the top of the rear cover (callout 1), and then remove three machine screws (callout 2) on top of the cover.

Figure 5-561 Remove six screws



2. Remove three self-tapping screws at the top of the front cover (callout 1), and then remove two machine screws (callout 2) at the top of the right side.

Figure 5-562 Remove six screws



3. Lift the cover up slightly. Disconnect one in-line connector (callout 1), and then release one retainer (callout 2).


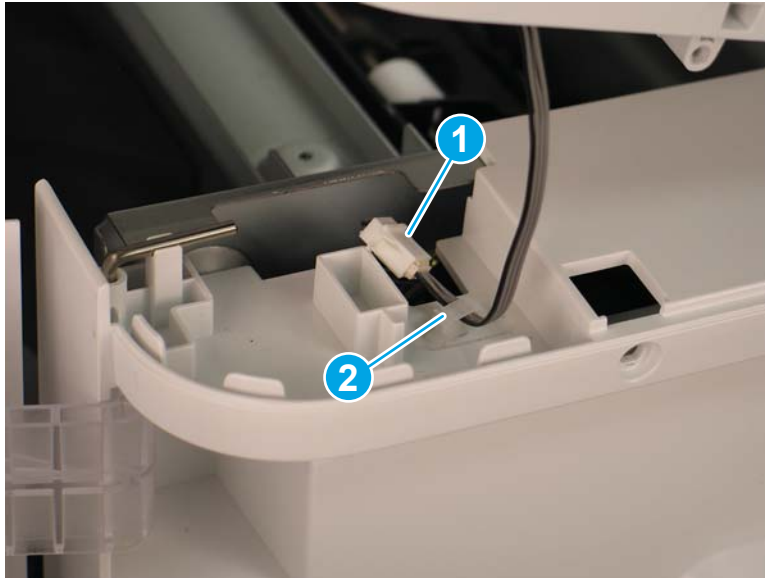

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-563 Disconnect one connector and release retainer

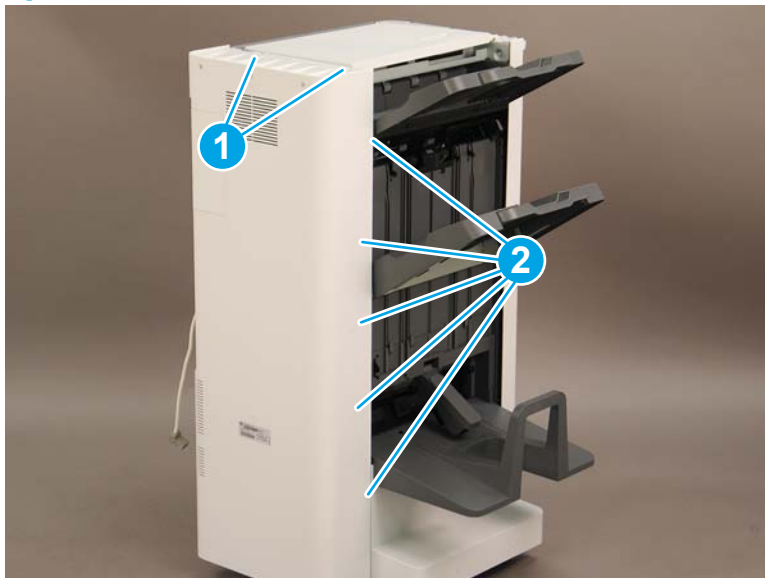


 **Reinstallation tip:** Reverse the removal steps to install the assembly.


Step 3: Remove the rear cover (finisher)

1. Remove two self-tapping screws (callout 1) on the top of the rear cover, and then remove five screw caps and five machine screws (callout 2) on the left side of the cover.

Figure 5-564 Remove seven screws



2. Remove one screw cap and four machine screws (callout 1) Remove the rear cover.

 **NOTE:** Make sure to thread the power cable (callout 2) through the opening in the cover.


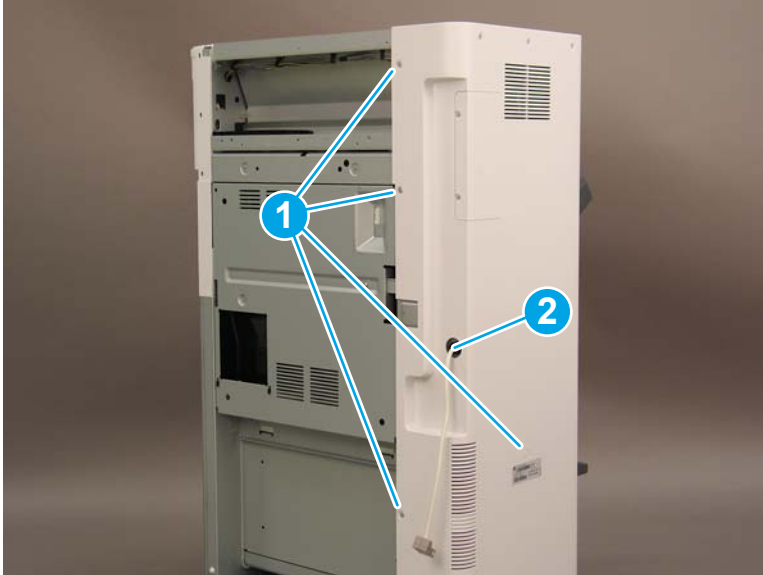
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-565 Remove four screws and the rear cover



Step 4: Remove the folding roller motor (M18)

- ▲ Disconnect one connector (callout 1), remove four screws (callout 2), and then remove the folding roller motor.


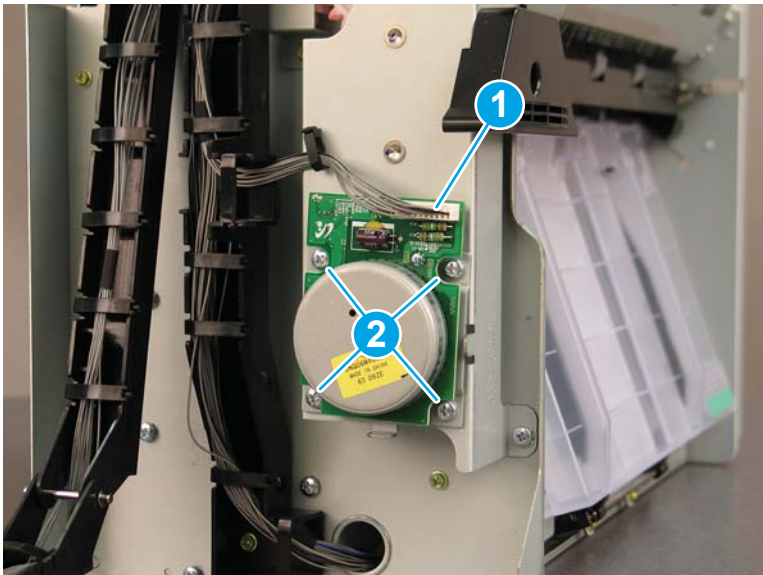
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-566 Remove the folding roller motor



Step 5: 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.

Blade motor (M19)


- [Introduction](#)
- [Step 1: Remove the booklet finisher front cover](#)
- [Step 2: Remove the booklet finisher lower right shield](#)
- [Step 3: Remove the blade motor \(M19\)](#)
- [Step 4: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the blade motor on the booklet finisher.

 **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 power off. A shutting-down message appears on the control-panel display.
-  **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC90-01435A

To order the part, go to www.hp.com/buy/parts.

- Finisher sub - bm main blade

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

Post service test

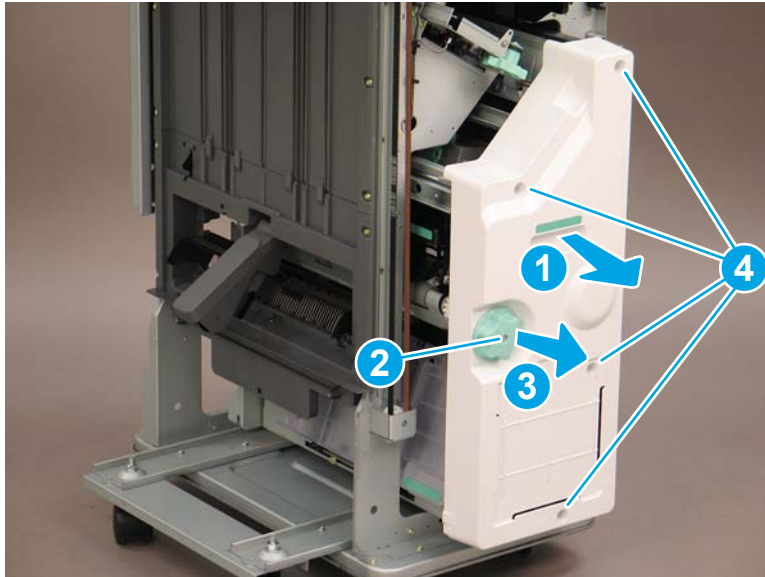
Process a job through the finisher and verify that the finisher works correctly.

Step 1: Remove the booklet finisher front cover

- ▲ Slide the booklet finisher slightly away from the finisher (callout 1). Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3). Remove four screws (callout 4), and then remove the booklet finisher front cover.

💡 **Reinstallation tip:** Reverse the removal steps to install the assembly.

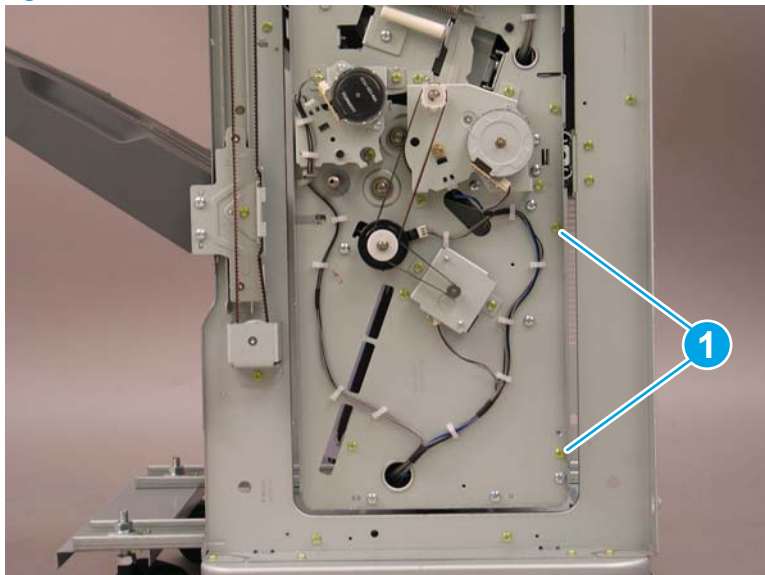
Figure 5-567 Remove five screws and the cover



Step 2: Remove the booklet finisher lower right shield

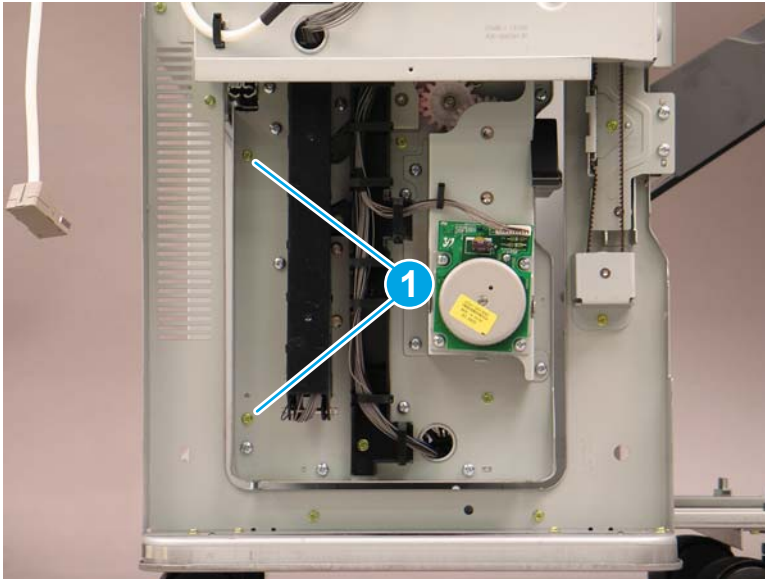
1. Remove two screws at the front of the booklet finisher (callout 1).

Figure 5-568 Remove two screws



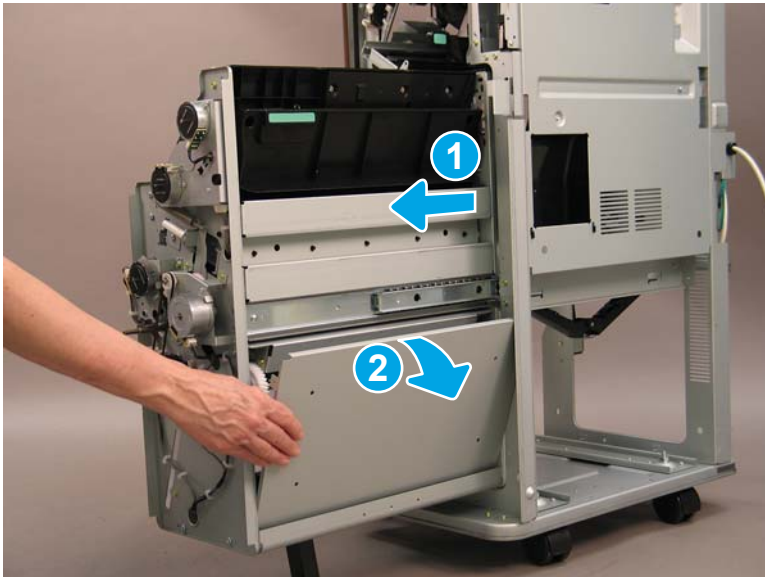
2. Remove two screws at the back of the booklet finisher (callout 1).

Figure 5-569 Remove two screws



3. Slide the booklet finisher out of the finisher (callout 1), and then rotate the top of the lower right shield (callout 2) away from the booklet finisher to remove it.

Figure 5-570 Remove the lower right shield

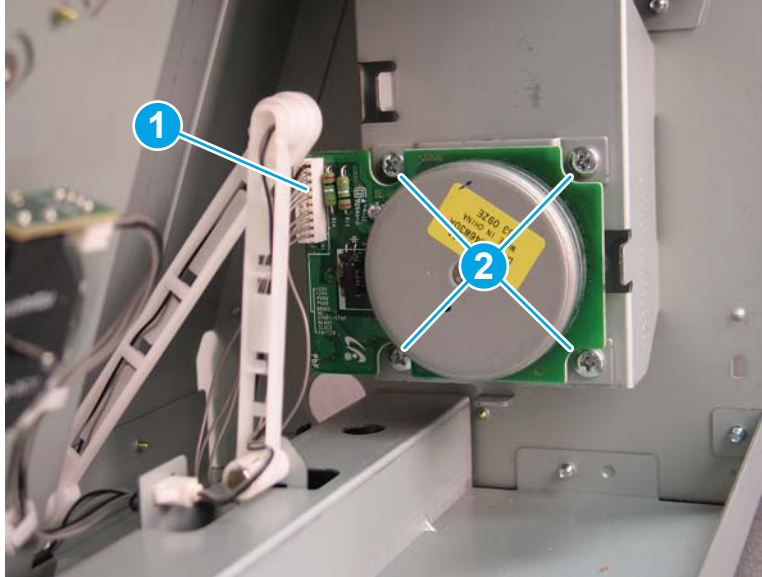


Step 3: Remove the blade motor (M19)

- ▲ Disconnect one connector (callout 1), remove four screws (callout 2), and then remove the blade motor.

💡 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 5-571 Remove the blade motor





Step 4: 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.

C fold motor (M20)

- [Introduction](#)
- [Step 1: Remove the booklet finisher front cover](#)
- [Step 2: Remove the C fold motor](#)
- [Step 3: Unpack the replacement assembly](#)


Introduction

This document provides the procedures to remove and replace the C fold motor on the booklet finisher.



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 power off. A shutting-down message appears on the control-panel display.
-  **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC93-01154A

To order the part, go to www.hp.com/buy/parts.

- Drive Motor, Step

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

Step 1: Remove the booklet finisher front cover

- ▲ Slide the booklet finisher slightly away from the finisher (callout 1). Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3). Remove four screws (callout 4), and then remove the booklet finisher front cover.


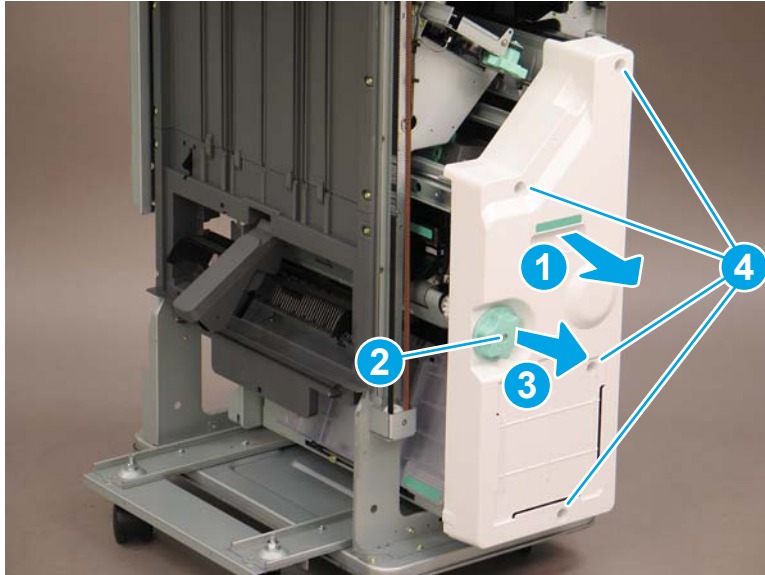
 **Reinstallation tip:** Reverse the removal steps to install the assembly.

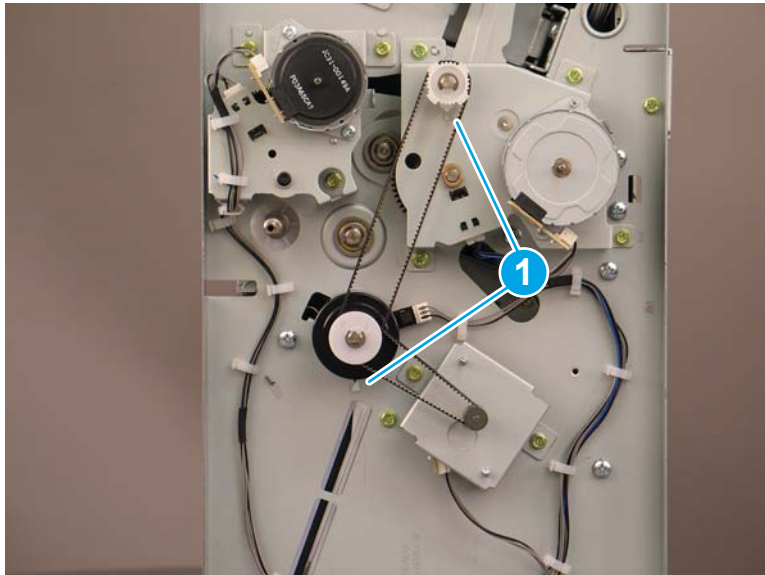
Figure 5-572 Remove five screws and the cover



Step 2: Remove the C fold motor

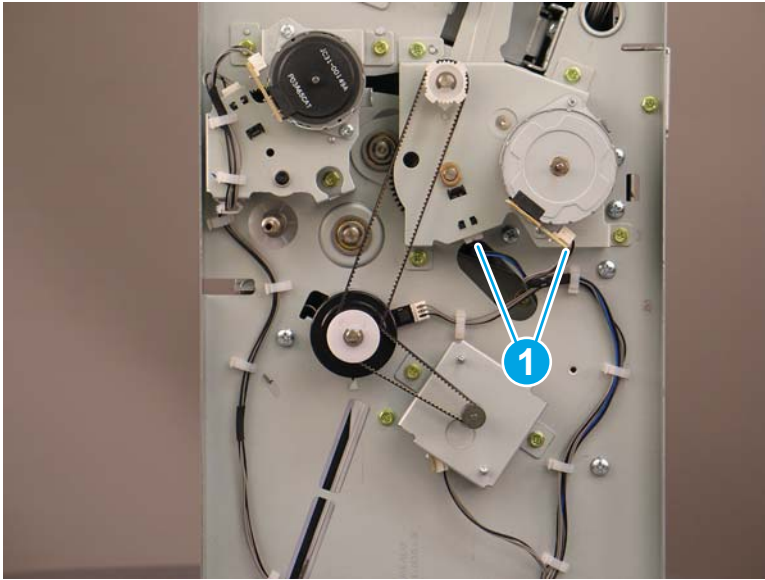
1. Note the position of the alignment arrows on the upper white gear and the lower motor (callout 1). These arrows must be aligned in these positions when the motor is reinstalled.

Figure 5-573 Check arrow alignment



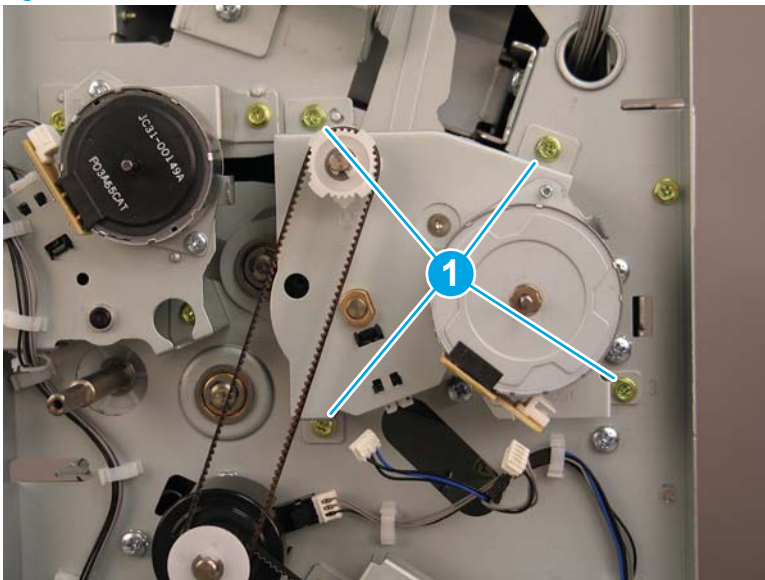
2. Disconnect two connectors (callout 1).

Figure 5-574 Disconnect two connectors



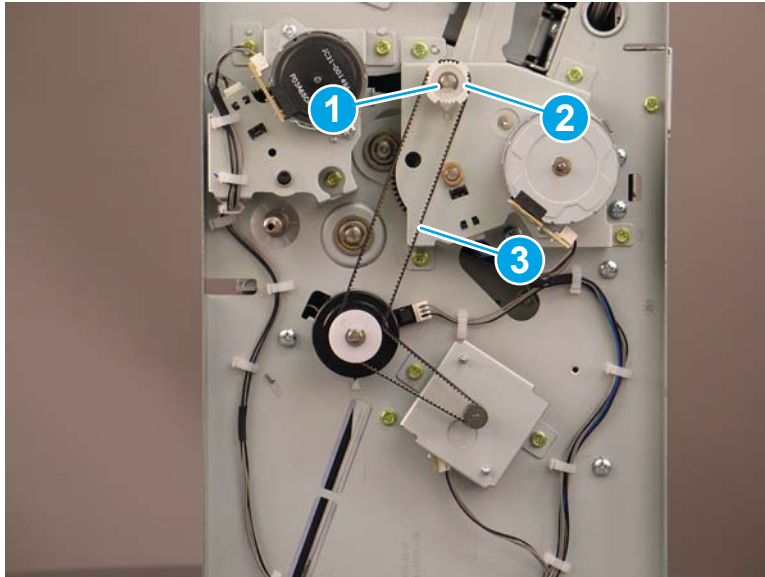
3. Remove four screws (callout 1).

Figure 5-575 Remove four screws



4. Remove one e-clip (callout 1) on top of the white gear. Remove the white gear (callout 2) and release the belt (callout 3).

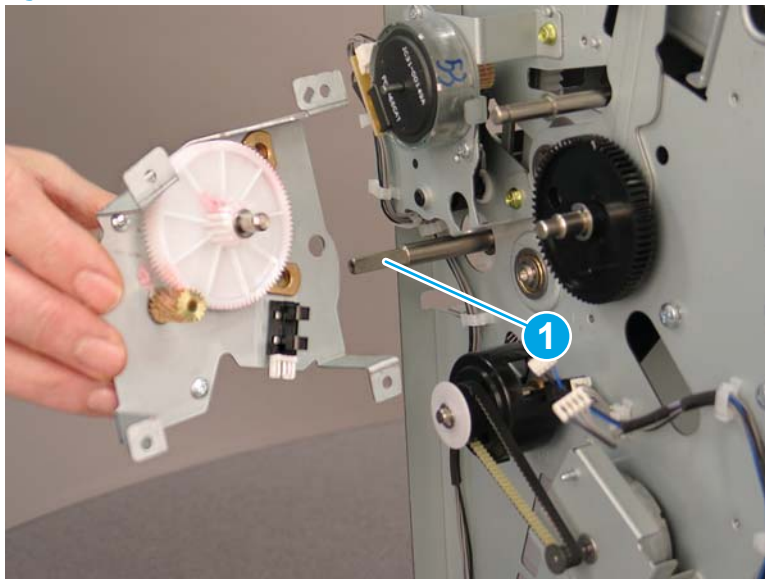
Figure 5-576 Remove one e-clip, gear, and belt



5. Remove the bracket and motor from the booklet finisher.

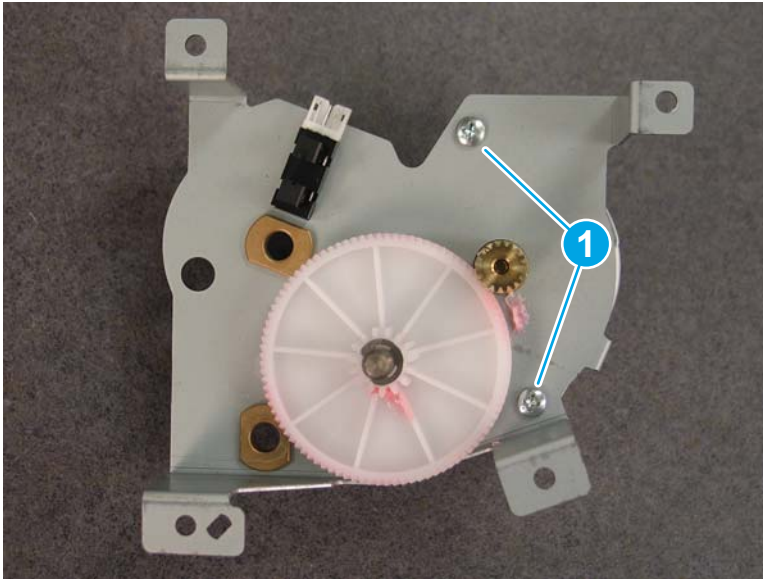
⚠ CAUTION: Do not pull on the shaft (callout 1) while removing the bracket and motor. The shaft might become dislodged at the other end. If the shaft becomes dislodged, remove the booklet finisher PCA shield and PCA bracket to reinstall the shaft.

Figure 5-577 Remove the bracket and motor



6. Remove two screws (callout 1), and then remove the C fold motor.

Figure 5-578 Remove two screws



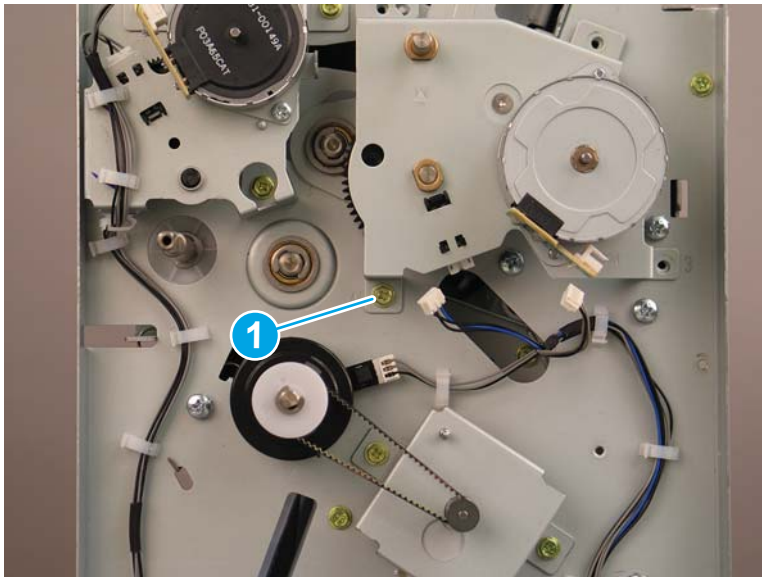
7. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

Special installation instructions: C fold motor

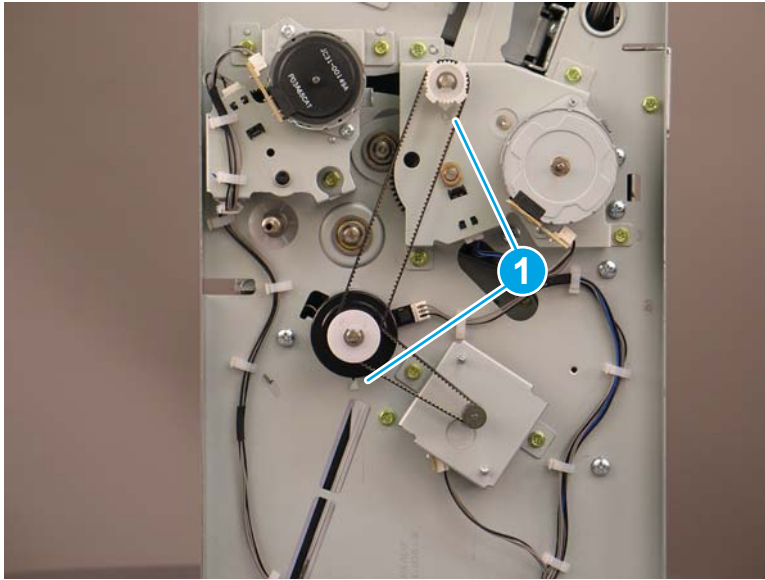
- a. When installing the motor, install one screw (callout 1) to hold the bracket in place while installing the gear and belt.

Figure 5-579 Install one screw



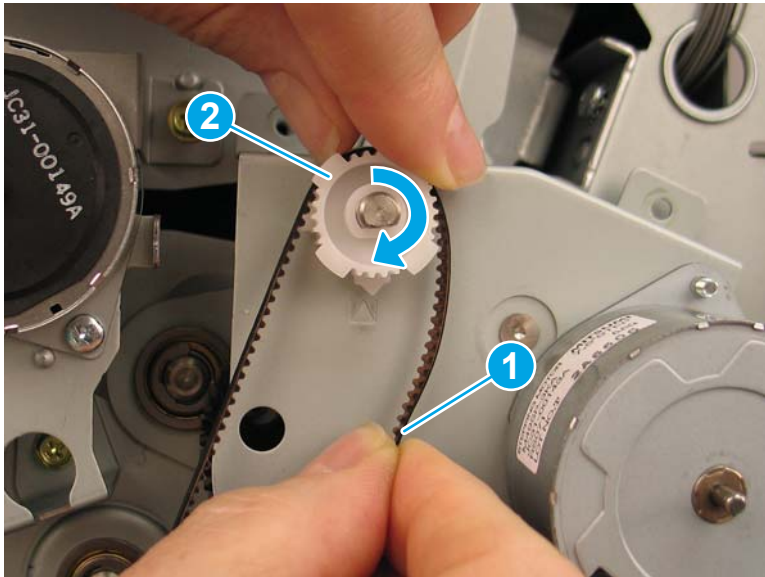
- b. Check the position of the alignment arrows on the upper white gear and the lower motor (callout 1).

Figure 5-580 Check arrow alignment



- c. If the arrows are not aligned, slightly pull up on the belt to create some slack around the gear (callout 1), and then rotate the gear (callout 2) until the arrows align.

Figure 5-581 Align arrows



Step 3: 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.

Problem solving

Control panel message document (CPMD)

Refer to [Error code and control panel message troubleshooting overview on page 1076](#) for more details.

Clear paper jams

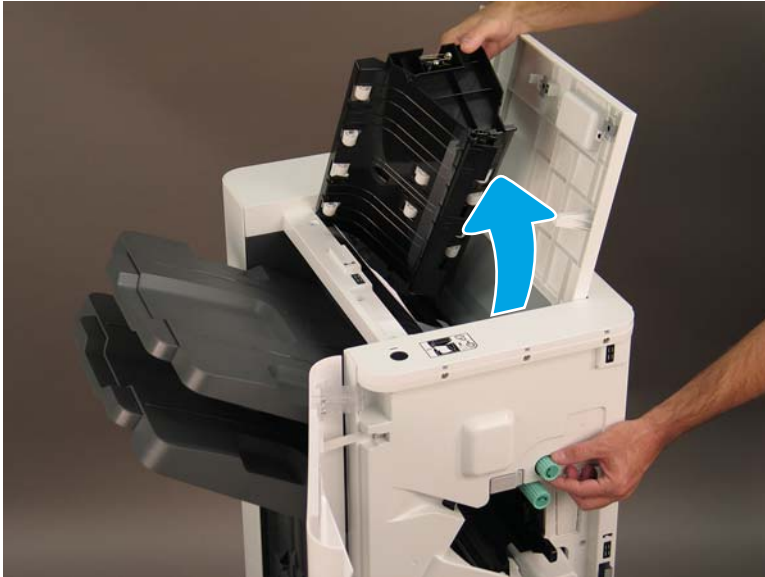
Clear paper jams in the Booklet maker

Clear jams in the top output area

1. Open the top cover.



2. Lift the TF feeder, and then turn the knob while the TF feeder is lifted.



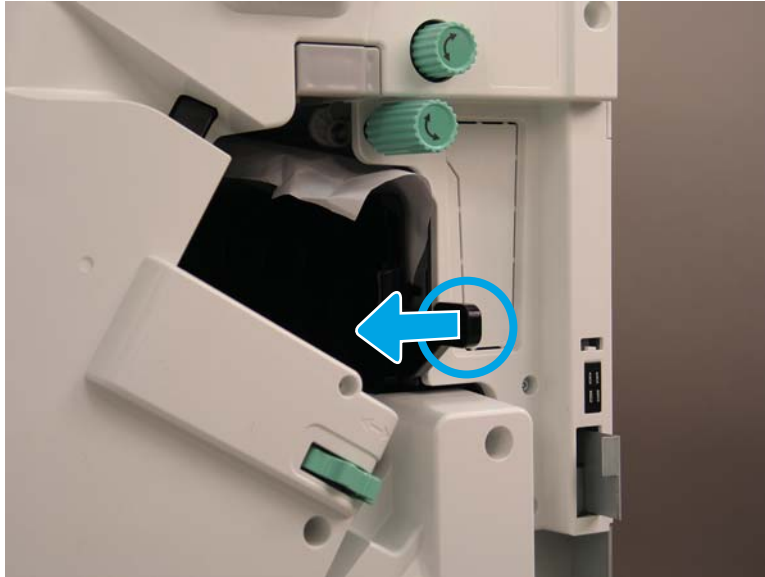
3. Remove any jammed paper.

Clear jams in the booklet maker paper path

1. Open the booklet maker door.



2. Release the lever.



3. Turn the knob.



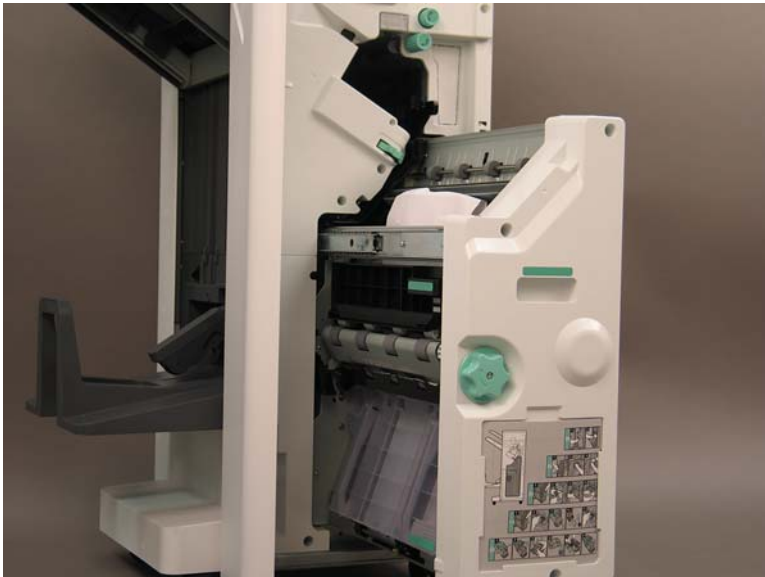
4. Remove the jammed paper.

Clear jams in the booklet maker booklet output area

1. Open the booklet maker door.



2. Pull out the booklet maker assembly until it stops.



3. Turn the knob to advance the jammed paper.



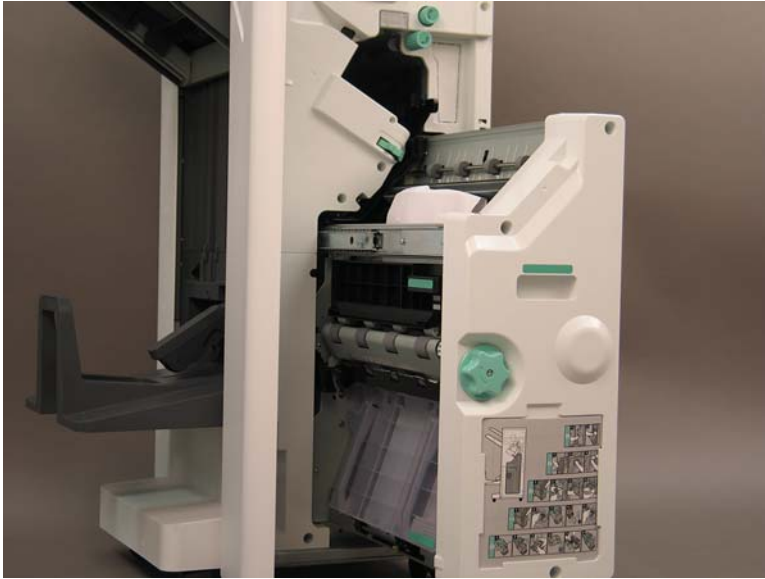
4. Remove the jammed paper/booklet from the output area.

Clear jams in the booklet maker assembly-right-upper area

1. Open the booklet maker door.



2. Pull out the booklet maker assembly until it stops.



3. Open the vertical tray by pulling outward on the green tab.



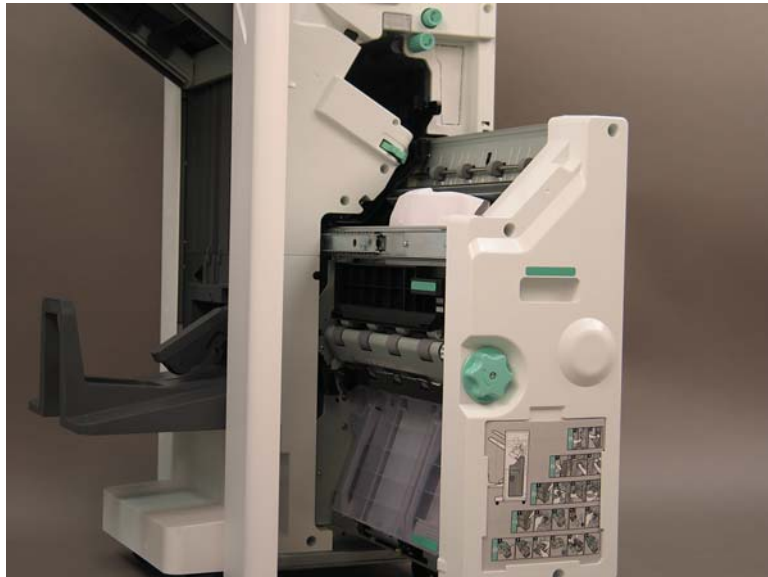
4. Remove the jammed paper.

Clear jams in the booklet maker assembly left middle area

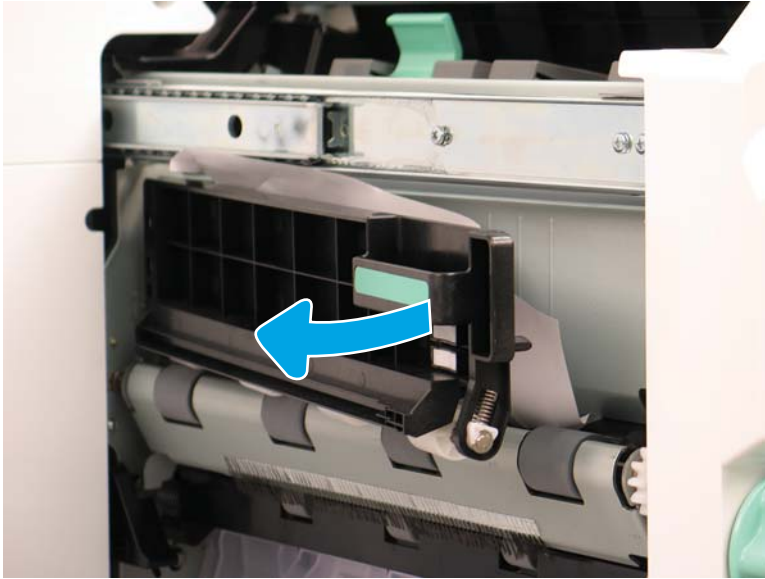
1. Open the booklet maker door.



2. Pull out the booklet maker assembly until it stops.



3. Pull the green tab.



4. Remove the jammed paper.
5. Open the clear plastic door at the left bottom.



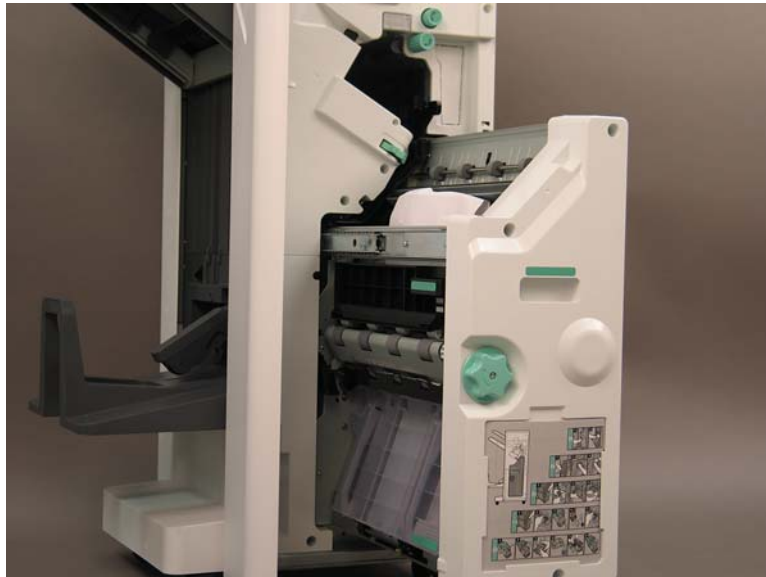
6. Remove the jammed paper.

Clear jams in the booklet maker assembly left lower area

1. Open the booklet maker door.



2. Pull out the booklet maker assembly until it stops.



3. Open the roller door.
4. Remove the jammed paper.

5. Open the clear plastic door at the left bottom.



6. Remove the jammed paper.

Clear jams in the IPTU

1. Lift the IPTU cover and clear any jammed paper inside the IPTU.



2. Close the IPTU cover.

Clear jams in the inner finisher (IF)

1. Open the staple cartridge access door.



2. Rotate the lever to the left to release the hooks that secure the inner finisher (they hold the IF in place).

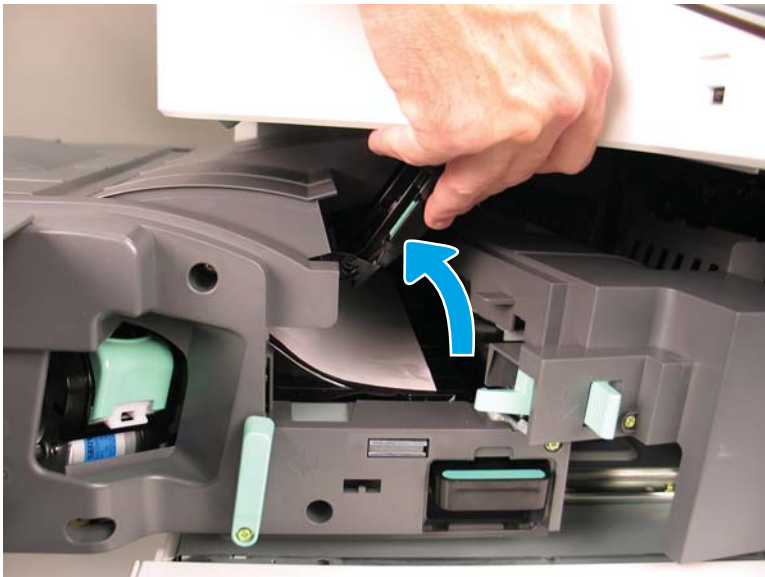


3. Slide the inner finisher partially out.

4. Release the lever to open the right cover on the inner finisher.



5. Lift the inner finisher jam access cover, and then remove any jammed paper inside the rear of the inner finisher.



6. Close the inner finisher jam access cover.
7. Close the inner finisher right cover.

8. Open the output side jam access cover, and then remove any jammed paper.



9. Close the output side jam access cover.
10. Slide the inner finisher in until it clicks into place.
11. Close the staple cartridge access door.

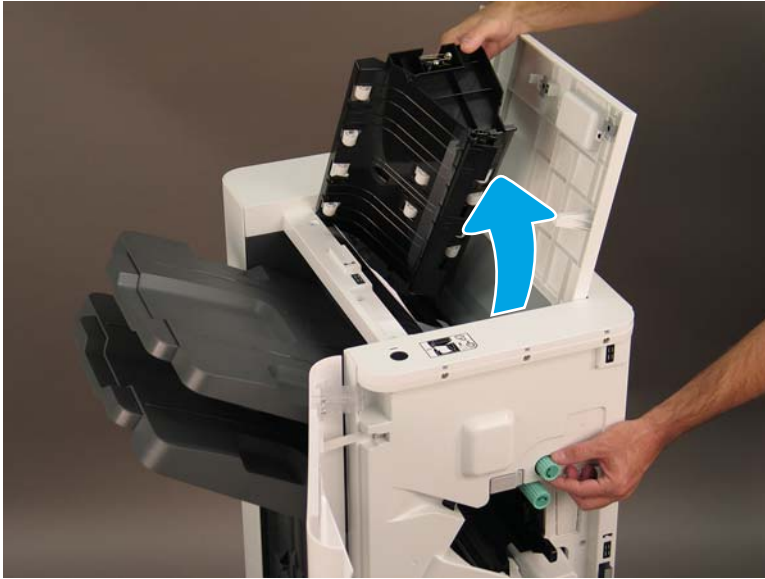
Clear paper jams in the High-volume finisher

Clear jams in the High-volume finisher output area

1. Open the top cover.



2. Lift the TF feeder, and then turn the knob while the TF feeder is lifted.



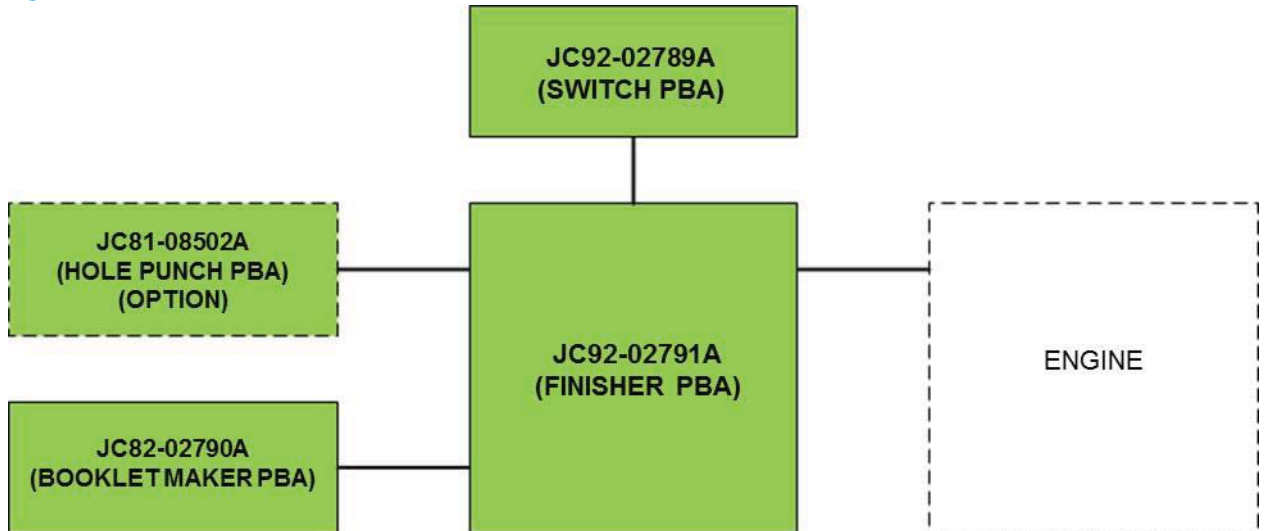
3. Remove any jammed paper.

Finisher system diagram

PCA structure diagram

Finisher system consists of the FINISHER PCA, BOOKLET MAKER PCA, SWITCH PCA, and HOLE PUNCH PCA.

Figure 5-582 Finisher system diagram



PCA function

- **FINISHER PCA**
This PCA controls the finisher modules and consists of the micro-controller and driver ICs.
- **SWITCH PCA**
This PCA shows the manual stapling condition and accepts the button input for manual staple operation.
- **BOOKLET MAKER PCA**
This PCA controls the booklet maker module and consists of the micro-controller and driver ICs.
- **HOLE PUNCH PCA**
This PCA controls the hole punch module and consists of the micro-controller and driver ICs.

Stapler/Stacker Finisher and Booklet Finisher

Booklet finisher 1

Figure 5-583 Booklet finisher 1

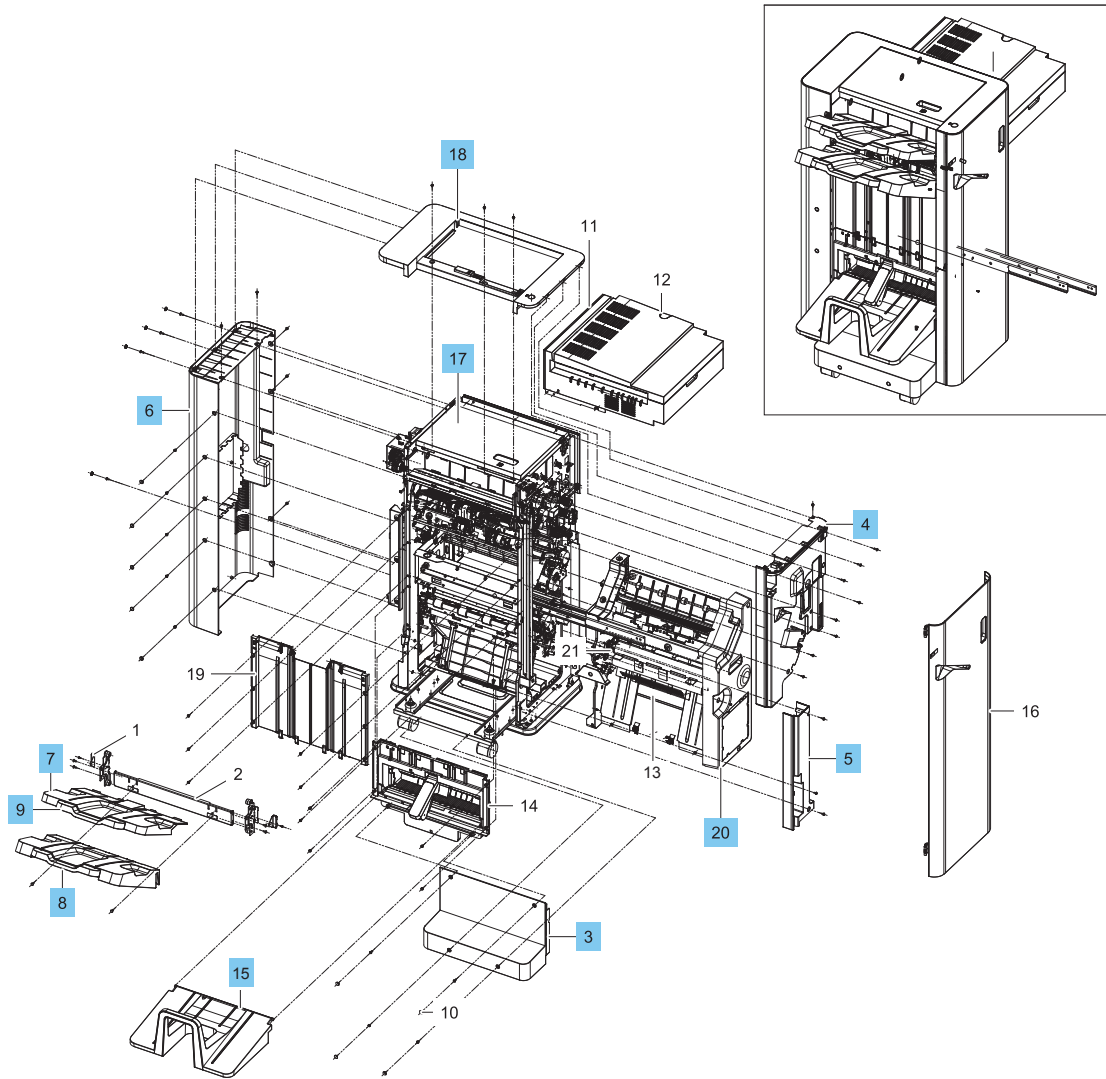


Table 5-11 Booklet finisher 1

Ref	Description	Part number	Qty
3	Caster cover	JC63-04985B	1
4	Cover, front	JC63-04986B	1
5	Cover-f, lower	JC63-04987B	1
6	Cover, rear	JC63-04988B	1
7	Cover-t, tray 2	JC63-04996B	1
8	Cover-m, tray	JC63-05002B	1
9	Cover-s, tray	JC63-05003B	2
15 (1)	Tray - guide booklet finisher	JC61-07253B	1
15 (2)	Cover - tray booklet finisher	JC63-04978B	1
17	Finisher sub-top door	JC90-01445B	1
18	Finisher sub-top cover	JC90-01446B	1
20	Finisher sub-cover f bm	JC90-01417B	1
Not shown	Harness, finisher to copier PWR	JC39-02308A	1

Booklet finisher 2

Figure 5-584 Booklet finisher 2

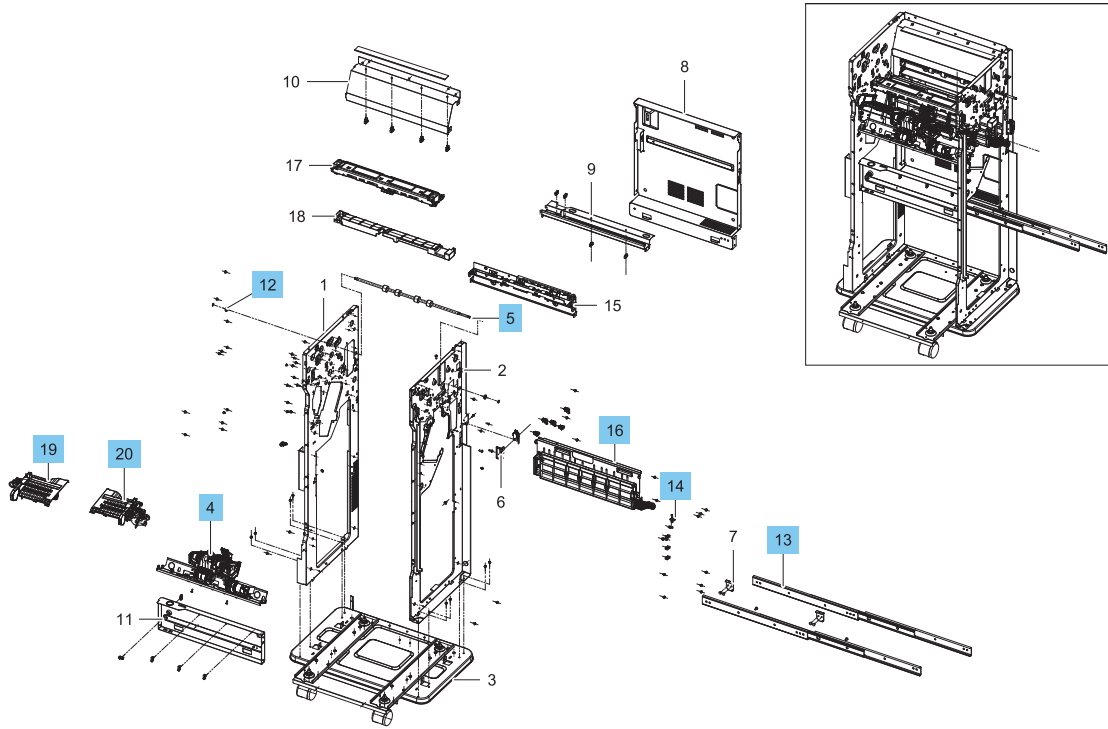


Table 5-12 Booklet finisher 2

Ref	Description	Part number	Qty
4	Finisher sub-ejector unit	JC90-01409A	1
5	Roller, main-feed entrance	JC66-04722A	1
12	Bearing ball	6601-001478	6
13	Rail	6102-003369	2
14	Photo-interrupter	0604-001415	1
16	Finisher sub-right jam	JC90-01457A	1
19	Finisher sub-tamper rear	JC82-00898A	1
20	Finisher sub-tamper front	JC82-00901A	1
Not shown	Finisher sub-exit main	JC90-01451A	1
Not shown	Harness, top cover	JC39-02310A	1
Not shown	Finisher sub-booklet unit	JC909-01416A	1

Booklet finisher 3

Figure 5-585 Booklet finisher 3

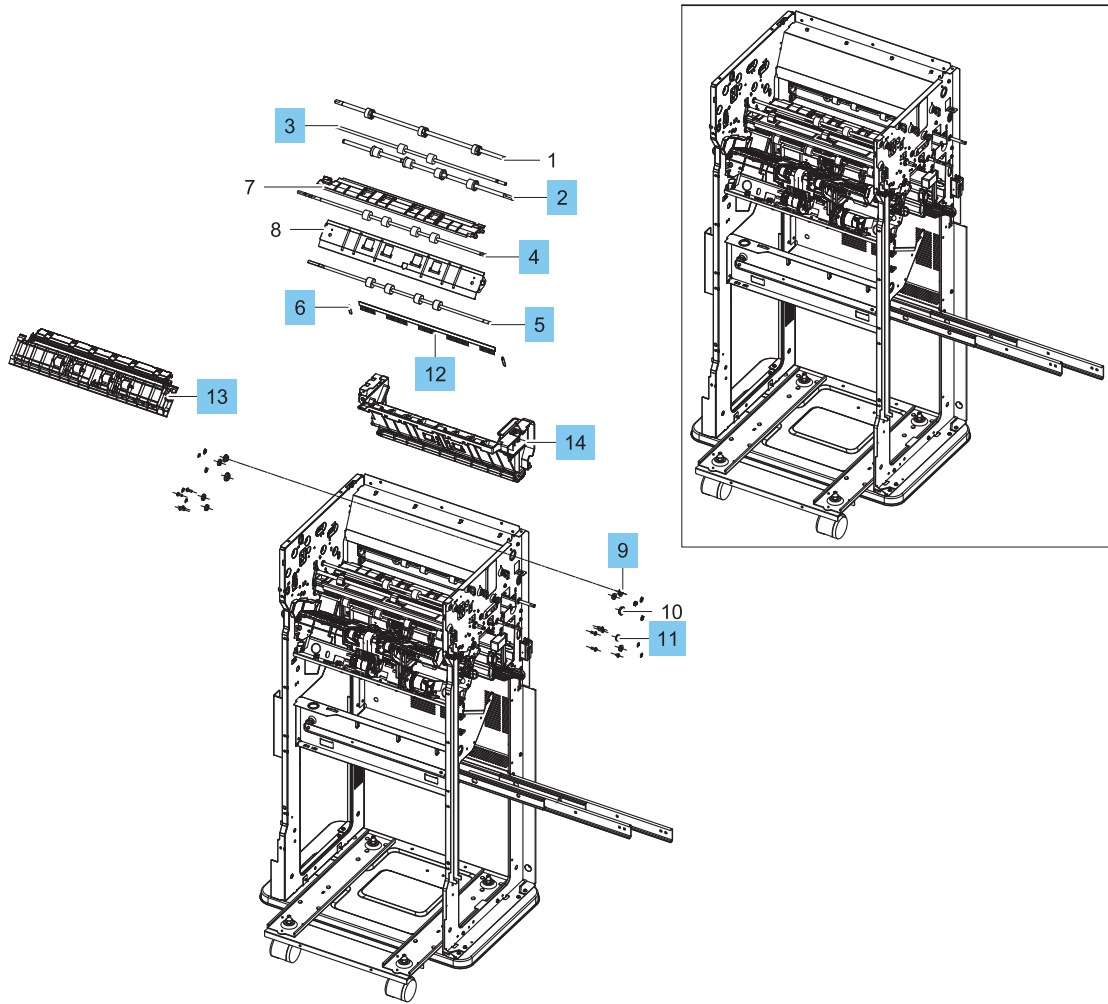


Table 5-13 Booklet finisher 3

Ref	Description	Part number	Qty
2	Feed roller main exit	JC66-04726A	1
3	Feed roller top-mid exit	JC66-04725A	1
4	Feed roller mid-exit	JC66-04724A	1
5	Finisher sub feed	JC90-01672A	1
6	Spring	JC61-07414A	2
9	Bushing	JC61-00426A	2
11	Bearing ball	6601-001478	6
12	Main-brush, exit	JC67-00817A	1
13	Finisher sub exit	JC90-01674A	1
14	Finisher sub-top jam	JC90-01455A	1

Booklet finisher 4

Figure 5-586 Booklet finisher 4

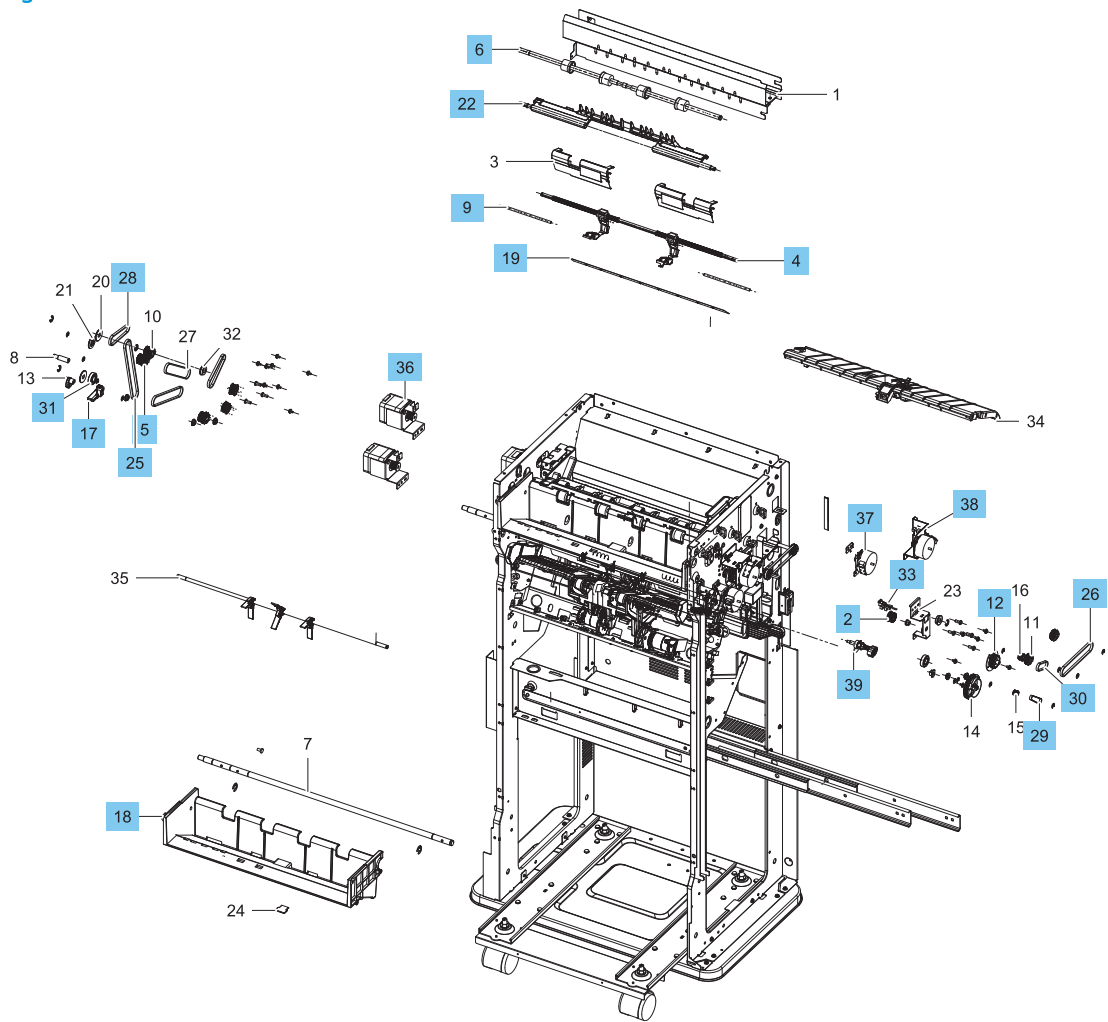


Table 5-14 Booklet finisher 4

Ref	Description	Part number	Qty
2	Finisher sub-clutch div	JC90-01474A	1
4	Finisher sub-end fence	JC90-01466A	1
5	Clutch drive	JC90-01404A	1
6	Roller, top-feed exit	JC66-04727A	1
9	Roller, feed	JC66-04523A	1
12	Gear	JC66-04602A	1
17	Actuator	JC66-04526A	1
18	Cover-t, tray	JC63-04995B	1
19	Seal	JC62-01328A	1
22	Guide	JC61-07206A	1
25	Timing-belt, gear	6602-003649	1
26	Timing-belt, gear	6602-003647	2
28	Timing-belt, gear	6602-003645	2
29	Timing-belt, gear	6602-003640	1
30	Timing-belt, gear	6602-003639	1
31	Bearing ball	6601-003062	2
33	Photo-interrupter	0604-001415	1
36	Finisher sub-hb mtr	JC90-01459A	2
37	Finisher sub-ef mtr	JC90-01467A	1
38	Finisher sub-drv buff	JC90-01453A	1
39	Finisher sub-div cam	JC90-01458A	1
43	Solenoid	JC90-01675A	1
44	Motor - BM exit cam	JC90-01673A	1

Booklet finisher 5

Figure 5-587 Booklet finisher 5

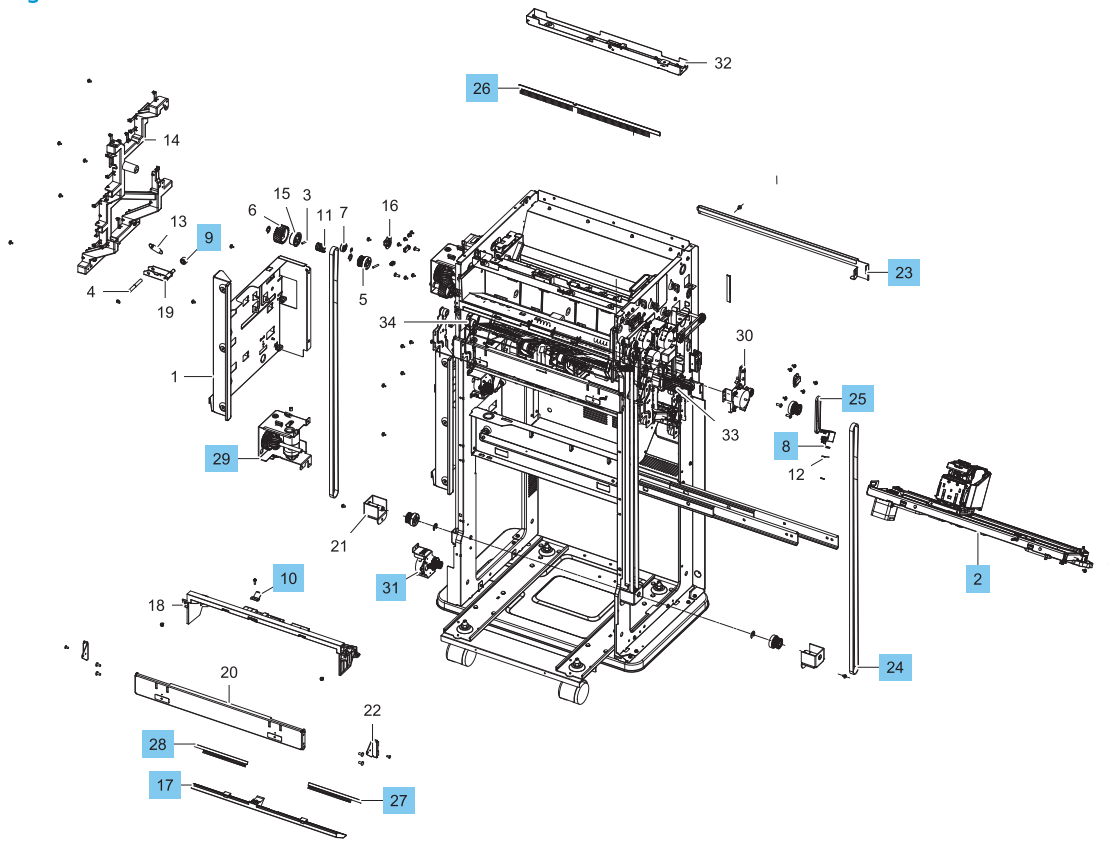


Table 5-15 Booklet finisher 5

Ref	Description	Part number	Qty
2	Finisher sub-staple unit	JC90-01412A	1
8	Actuator	JC66-04528A	1
9	Roller, feed	JC66-04523A	1
10	Ground	JC63-04984A	1
17	Guide	JC61-07192A	1
18	Guide	JC61-07189A	1
23	Frame mount	JC61-06663A	1
24	Timing-belt, gear	6602-003652	2
25	Timing-belt, gear	6602-003270	1
26	Top-brush exit	JC67-00818A	1
27	Compiler-brush, ceiling front	JC67-00820A	1
28	Compiler-brush, ceiling rear	JC67-00819A	1
29	Tray motor	JC90-01415B	1
31	Motor	JC90-01414A	1
Not shown	PCA - 3K main	JC92-02791A	1
Not shown	E ring	6044-000125	1
Not shown	Cable clamp	6502-001131	1
Not shown	Harness, 3K finisher rear upper	JC39-02312A	1
Not shown	Harness, 3K finisher front upper	JC39-02313A	1
Not shown	Harness, 3K finisher punch relay	JC39-02314A	1
Not shown	Harness, 3K finisher staple relay	JC39-02315A	1
Not shown	Harness, 3K finisher staple safety	JC39-02316A	1
Not shown	Harness, 3K finisher eject relay	JC39-02317A	1
Not shown	Harness, 3K finisher front lower	JC39-02318A	1
Not shown	Harness, 3K finisher stack relay	JC39-02319A	1
Not shown	Harness, 3K finisher to copier PWR	JC39-02308A	1

Booklet finisher 6

Figure 5-588 Booklet finisher 6

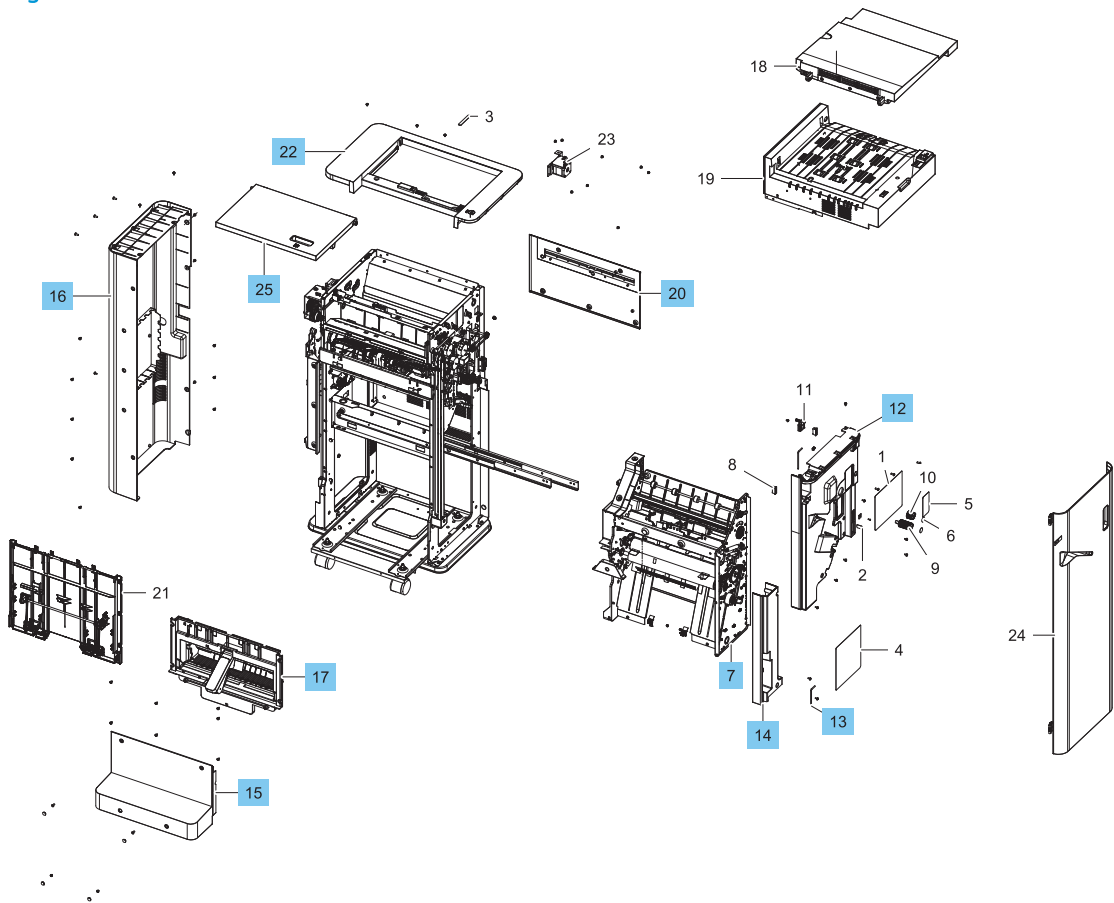


Table 5-16 Booklet finisher 6

Ref	Description	Part number	Qty
8	Magnet	JC81-08263A	1
7	Finisher sub-booklet unit	JC90-01416A	1
12	Front cover	JC63-04986B	1
13	Hinge	JC66-04767A	2
14	Cover-f, lower	JC63-04987B	1
15	Caster	JC63-04985B	1
16	Rear cover	JC63-04988B	1
17	Finisher sub-tray bm unit	JC90-01417B	1
20	Finisher sub-inlet guide	JC90-01448B	1
22	Finisher sub-top cover	JC90-01446B	1
23	Finisher sub-HB mtr	JC90-01402B	1
25	Finisher sub-top door	JC90-01445B	1
Not shown	Stack full harness	JC39-02331A	1
Not shown	Csp acuator duplex	JC81-07930A	1
Not shown	CS spring acuator stack	JC81-09396A	1

Booklet finisher 7

Figure 5-589 Booklet finisher 7

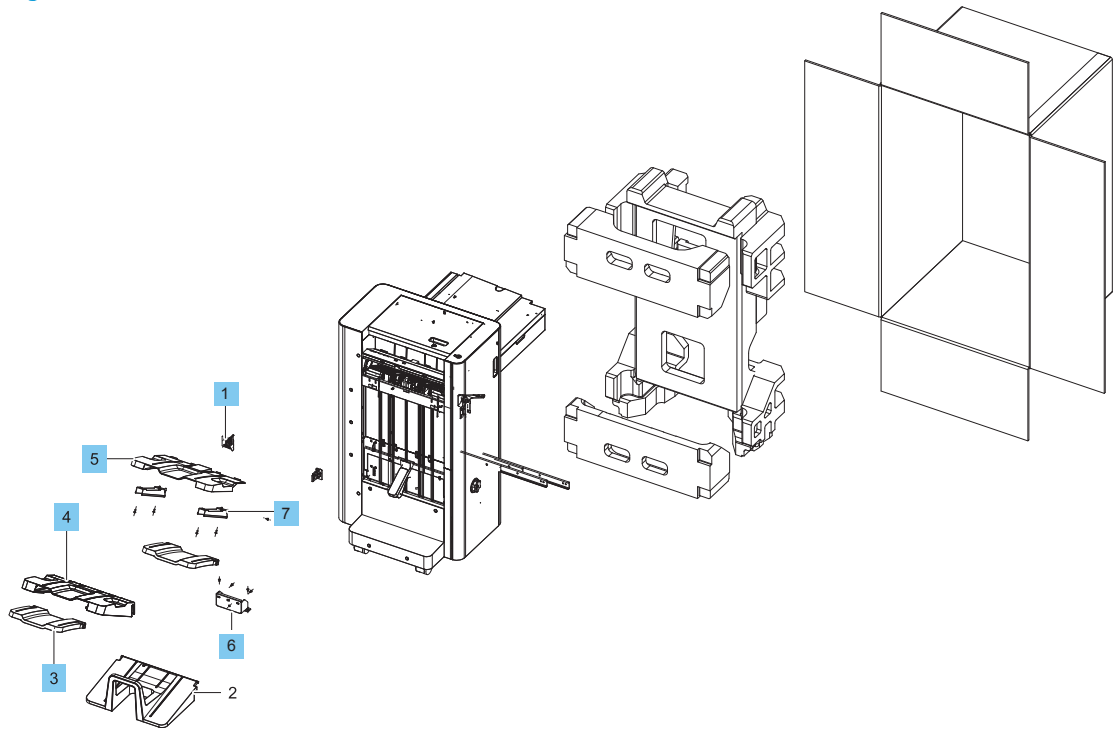


Table 5-17 Booklet finisher 7

Ref	Description	Part number	Qty
1	Finisher - engine side bracket	JC90-01442A	2
3	Cover-s, tray	JC63-05003B	2
4	Cover-m, tray	JC63-05002B	1
5	Cover-t, tray 2	JC63-04996B	1
6	Shipping lock for booklet	JC61-007149A	1
7	Tray support	JC61-06668A	2

Three fold motor, curl pawl motor, curl pawl, and three fold exit

Figure 5-590 Three fold motor, curl pawl motor, curl pawl, and three fold exit

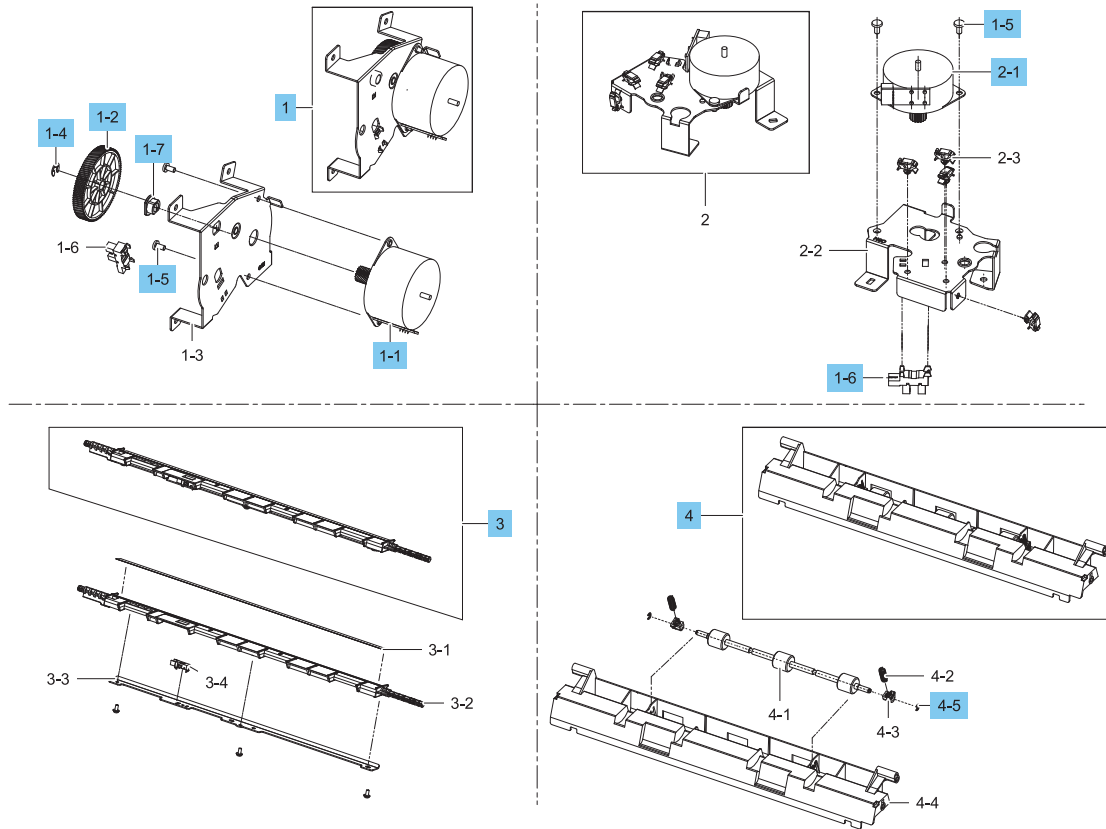


Table 5-18 Three fold motor, curl pawl motor, curl pawl, and three fold exit

Ref	Description	Part number	Qty
1	Finisher sub-3 fold motor	JC90-01396A	1
1-1	Drive motor, step	JC93-01154A	1
1-2	Gear	JC66-04579A	1
1-4	E-ring	6044-000125	2
1-5	Screw, machine M3	6001-000130	4
1-6	Photo-interrupter	0604-001415	1
1-7	Bushing	JC61-00423A	1
2-1	Drive motor, step	JC93-01153A	1
3	Finisher sub-curl pawl	JC90-01398A	1
4	Finisher sub - 3 fold exit	JC90-01399A	1
4-5	C-ring	6044-000159	1

Low exit, hb motor, and top guide

Figure 5-591 Low exit, hb motor, and top guide, floor standing finisher

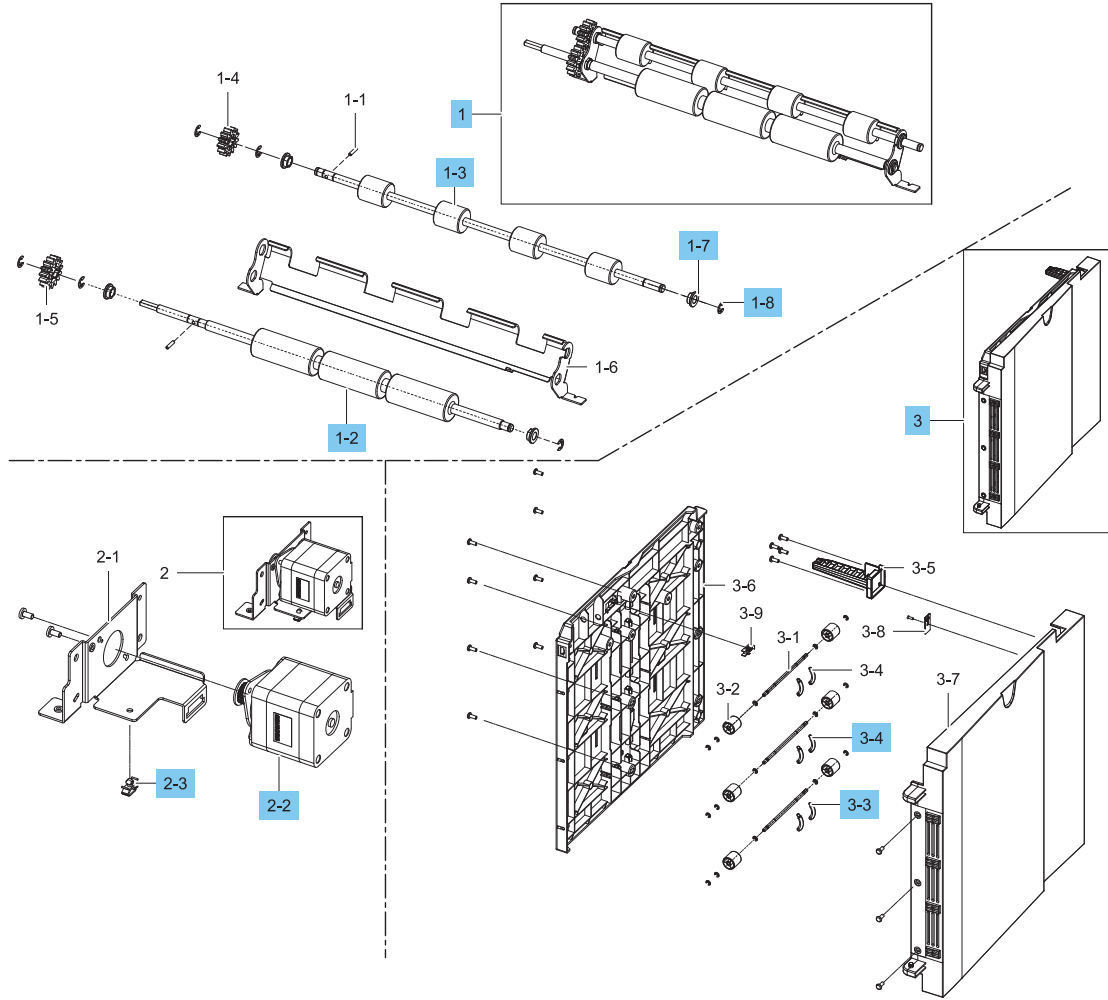


Table 5-19 Low exit, hb motor, and top guide, floor standing finisher

Ref	Description	Part number	Qty
1	Finisher sub-low exit	JC90-01400A	1
1-2	Roller, exit, fold	JC66-04744A	1
1-3	Roller, feed-fold exit	JC66-04721A	1
1-7	Bushing	JC61-00426A	4
1-8	E-ring	6044-000129	2
2-2	Motor, step	JC31-00163B	2
2-3	Cable clamp	6502-001131	1
3	Finisher sub-guide top	JC90-01406A	1
3-3	Spring, es	JC61-07431A	2
3-4	Spring, es	JC61-07430A	4

SCU motor, STK motor, and entrance guide

Figure 5-592 SCU motor, STK motor, and entrance guide

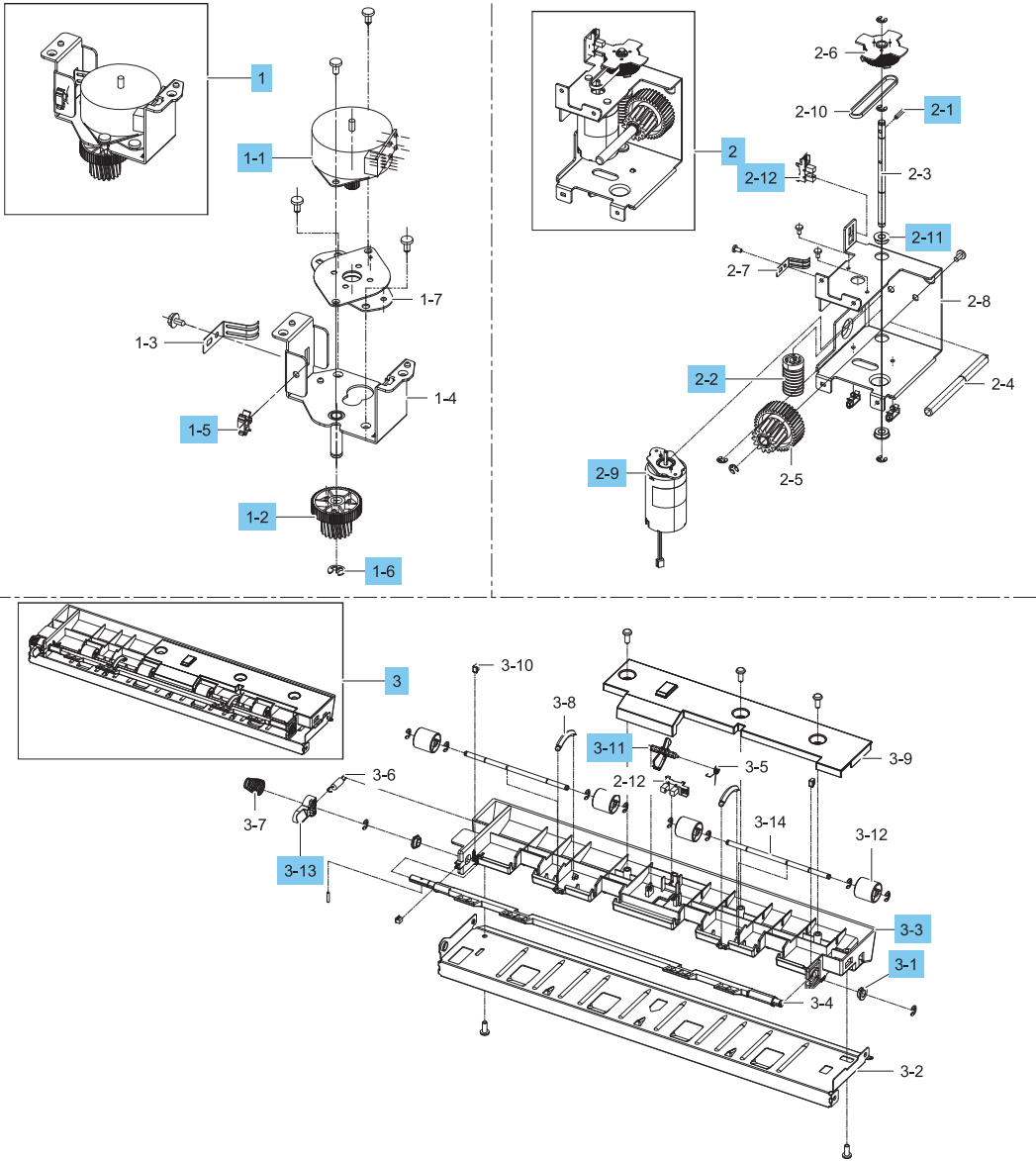


Table 5-20 SCU motor, STK motor, and entrance guide

Ref	Description	Part number	Qty
1	Motor, lift assembly	JC90-01414A	1
1-1	Motor, step	JC93-01156A	1
1-2	Gear	JC66-04604A	1
1-5	Cable clamp	6502-001131	1
1-6	E-ring	6044-000125	2
2	Motor, tray	JC90-01415B	1
2-1	Cartridge, ICT-PIN	JC70-40542A	1
2-2	Stacker, CSP-worm	JC81-07637A	1
2-9	Motor, lift	JC31-00178B	1
2-11	Bearing ball	6601-001478	3
2-12	Photo-interrupter	0604-001415	1
3	Finisher sub-entrance guide	JC90-01424A	1
3-1	Bushing	JC61-02372A	2
3-3	Harness, 3K finisher top cover	JC39-02310A	2
3-11	Actuator	JC66-04520A	1
3-13	Actuator	JC66-04644A	1

Entrance motor, low paddle, alignment, and paddle motor

Figure 5-593 Entrance motor, low paddle, alignment, and paddle motor

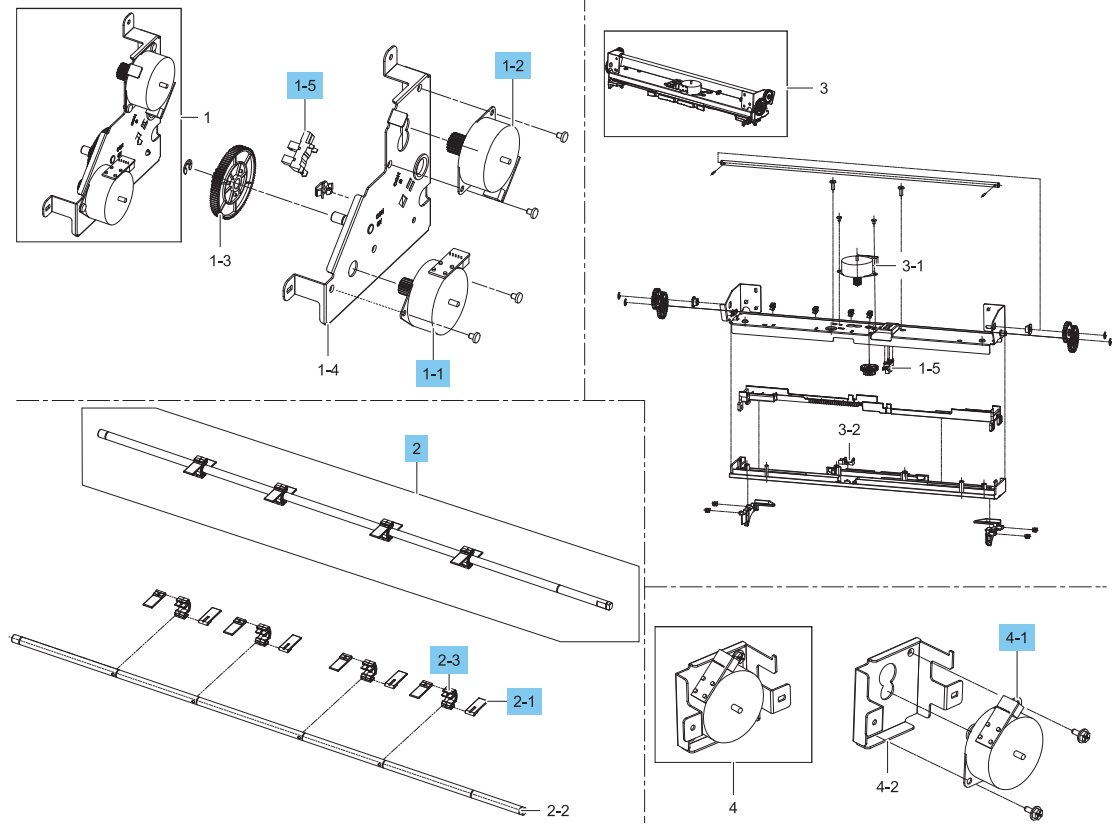


Table 5-21 Entrance motor, low paddle, alignment, and paddle motor

Ref	Description	Part number	Qty
1-1	Drive motor, step	JC93-01155A	1
1-2	Driver motor, step	JC93-01152A	1
1-5	Photo-interrupter	0604-001415	1
2	Finisher sub-low paddle	JC90-01429A	1
2-1	Roller, feed	JC66-04719A	8
2-3	Paddle holder	JC61-07225A	4
4-1	Drive motor, step	JC93-01001A	1

Drive buffer, top lower, and top jam

Figure 5-594 Drive buffer, top lower, and top jam

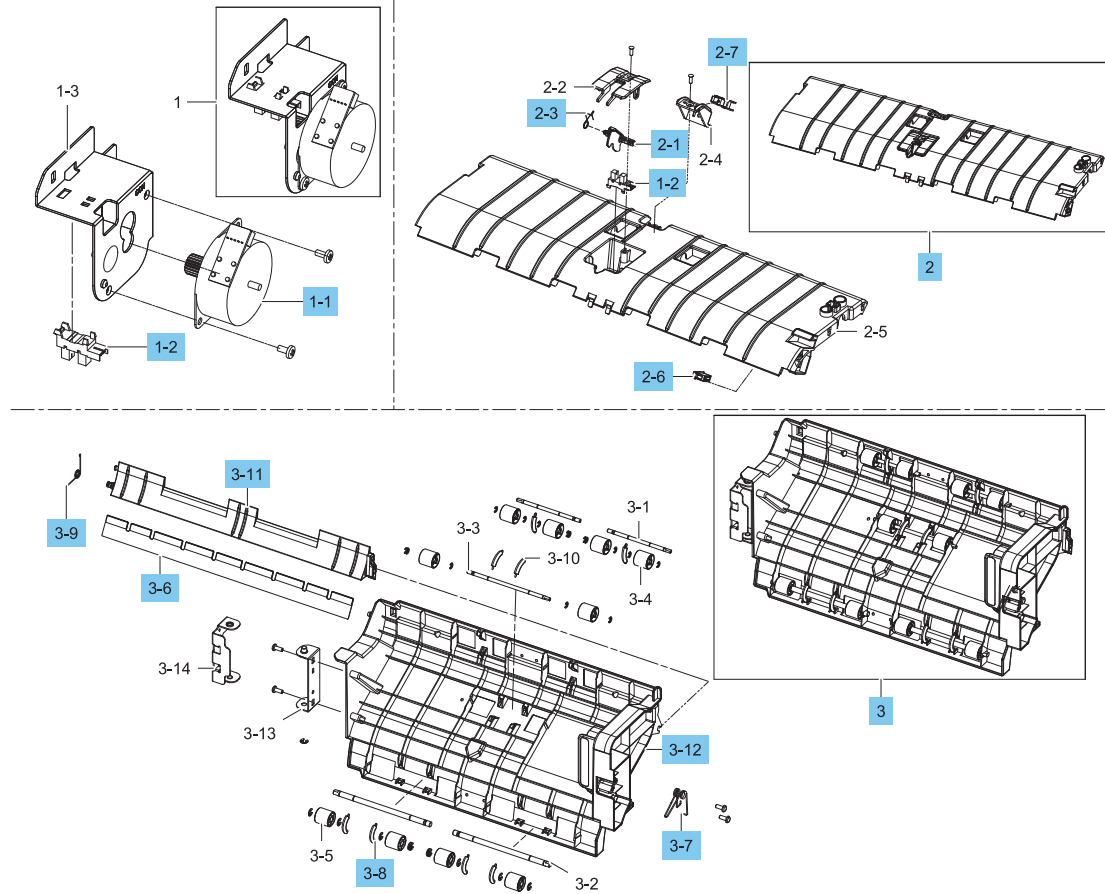


Table 5-22 Drive buffer, top lower, and top jam

Ref	Description	Part number	Qty
1-1	Drive motor, step	JC93-01155A	1
1-2	Photo-interrupter	0604-001415	1
2	Finisher sub-top lower	JC90-01454A	1
2-1	Actuator, top exit	JC66-04525A	1
2-3	Spring, TS	JC61-07411A	1
2-6	Harness, 3k finisher exit path	JC39-02322A	1
2-7	Sensor	JC32-00020A	1
3	Finisher sub-top jam	JC90-01455A	2
3-6	Seal	JC62-01328A	1
3-7	Spring, ts	JC61-07417A	1
3-8	Spring, es	JC61-07415A	4
3-9	Spring, ts	JC61-07410A	1
3-10	Spring, es	JC61-07409A	2
3-11	Guide, diverter	JC61-07205A	1
3-12	Guide, top jam	JC61-07196A	1

FD stopper unit, jam clear, and BKT main blade

Figure 5-595 FD stopper unit, jam clear, and BKT main blade

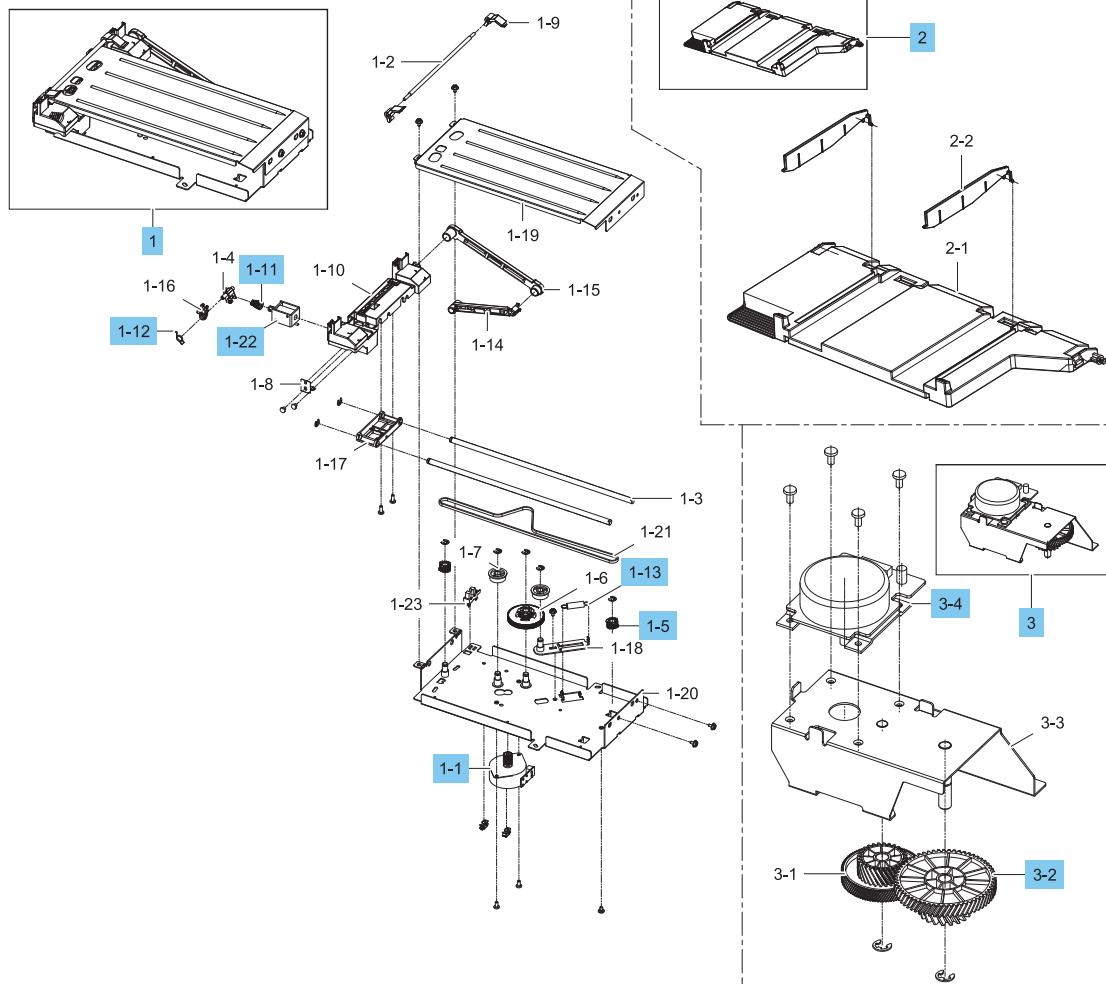


Table 5-23 FD stopper unit, jam clear, and BKT main blade

Ref	Description	Part number	Qty
1	Finisher sub-fd stopper unit	JC90-01432A	1
1-1	Drive motor, step	JC93-01155A	1
1-5	Timing pulley	JC66-04583A	2
1-11	Spring, cs	JC61-07403A	1
1-12	Spring, ts	JC61-07401A	1
1-13	Spring, es	JC61-07400A	1
1-22	Solenoid	JC33-00038A	1
2	Finisher sub-jam clear	JC90-01433A	1
3	Finisher sub-bkt main blade	JC90-01435A	1
3-1	Gear, helical 4	JC66-04595A	1
3-2	Gear, helical 3	JC66-04594A	1
3-4	Motor BLDC, Type 2	JC31-00144A	1

Fold roller, main blade, and top frame

Figure 5-596 Fold roller, main blade, and top frame

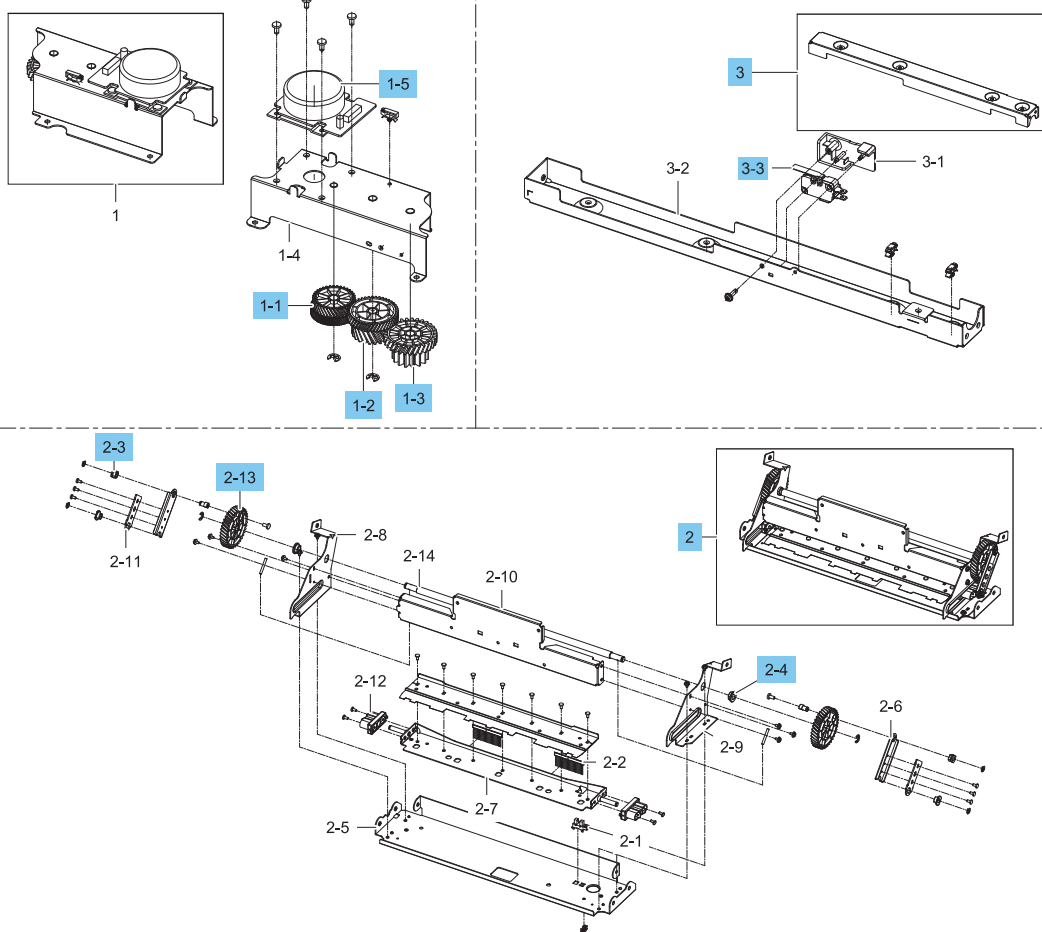


Table 5-24 Fold roller, main blade, and top frame

Ref	Description	Part number	Qty
1-1	Gear, helical 2	JC66-04593A	1
1-2	Gear, helical 1	JC66-04592A	1
1-3	Gear, double	JC66-04573A	1
1-5	Motor BLDC, Type 2	JC31-00144A	1
2	Finisher sub-main blade	JC90-01437A	1
2-3	Bushing	JC61-00423A	1
2-4	Bushing	JC61-00426A	2
2-13	Gear, helical	JC66-04591A	2
3	Finisher sub-top frame	JC90-01440A	1
3-3	Harness, 3k finisher top cover	JC39-02310A	1

Three fold blade

Figure 5-597 Three fold blade

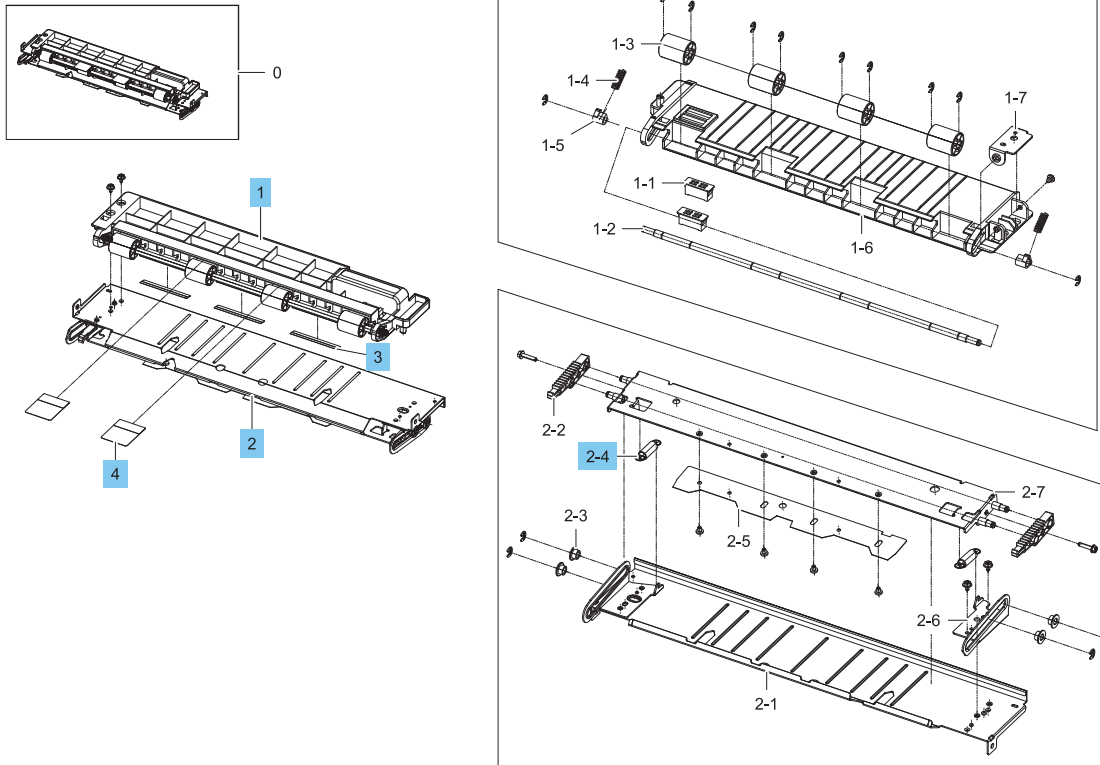


Table 5-25 Three fold blade

Ref	Description	Part number	Qty
0	Finisher sub-3 fold blade	JC90-01438A	1
1	Finisher sub-exit roller	JC90-01395A	1
2	Finisher sub-guide three fold	JC90-01394A	1
2-4	Spring, es	JC61-07391A	2
3	Sheet-jam guide	JC63-05044A	3
4	Sheet-fold exit	JC63-05041A	2

Door, top door, top cover, and registration guide

Figure 5-598 Door, top door, top cover, and registration guide

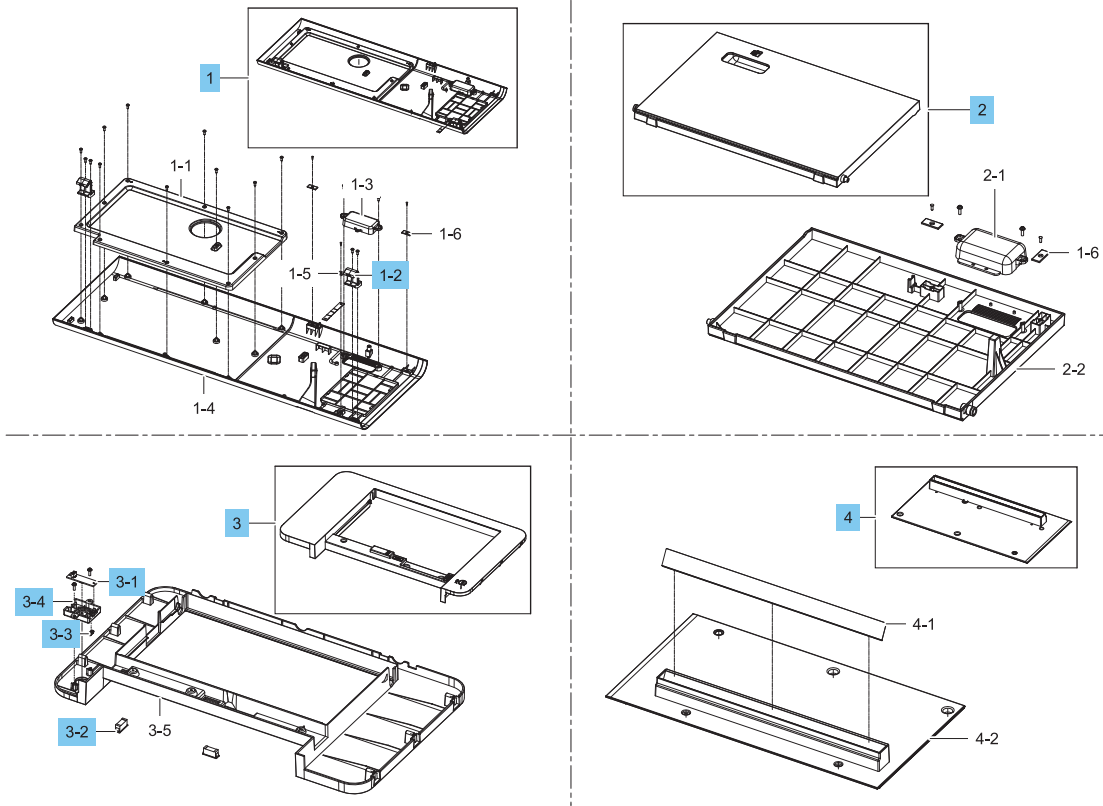


Table 5-26 Door, top door, top cover, and registration guide

Ref	Description	Part number	Qty
1	Finisher sub-door	JC90-01444A	1
1-2	Cover, link	JC63-05004A	2
2	Finisher sub-top door	JC90-01445B	1
3	Finisher sub-top cover	JC90-01446B	1
3-1	PCA, 3k switch	JC92-02789A	1
3-2	Magnet, as	JC81-08263A	1
3-3	Button lens	JC64-00996A	1
3-4	Button, staple	JC64-00995A	1
4	Finisher Sub - Inlet Guide	JC90-01448B	1

Entrance guide, mid jam, and main exit

Figure 5-599 Entrance guide, mid jam, and main exit

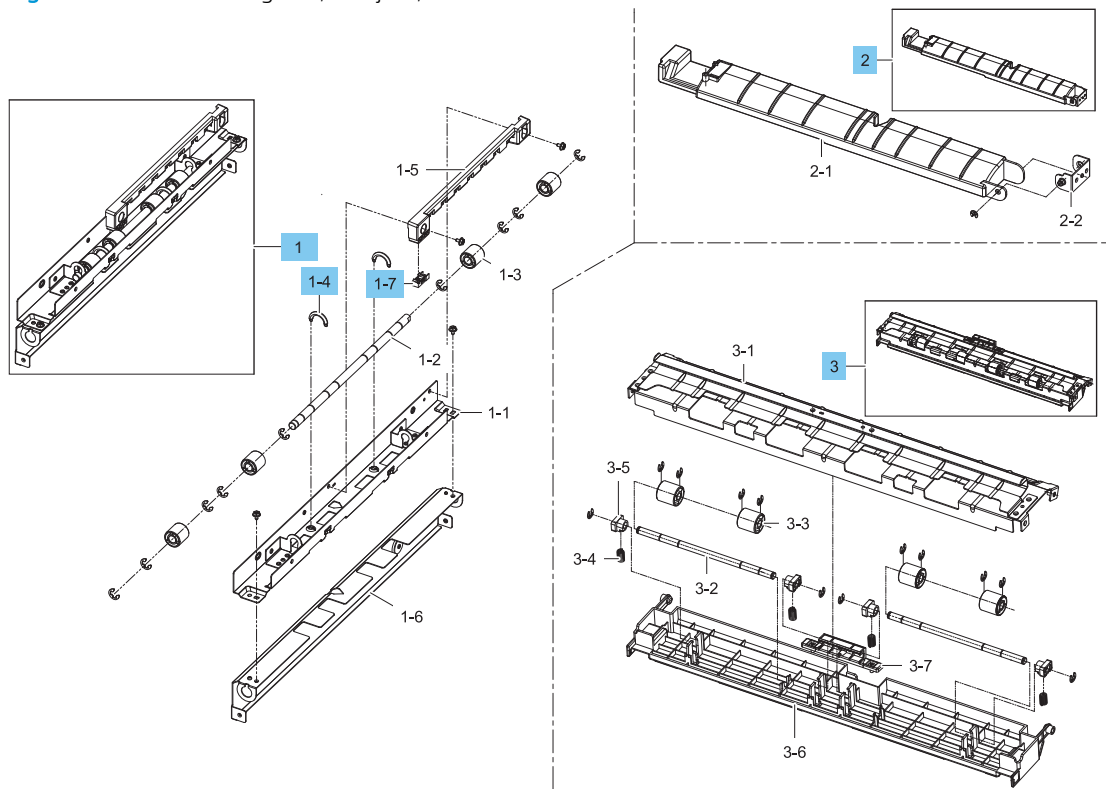


Table 5-27 Entrance guide, mid jam, and main exit

Ref	Description	Part number	Qty
1	Finisher sub-ent guide	JC90-01449A	2
1-4	Spring, ES	JC61-07408A	2
1-7	Sensor, rp	JC32-00020A	1
2	Finisher sub-mid jam	JC90-01450A	1
3	Finisher sub-exit main	JC90-01451A	1

Transfer buffer, right jam, div cam, hb motor, and paddle motor

Figure 5-600 Transfer buffer, right jam, div cam, hb motor, and paddle motor

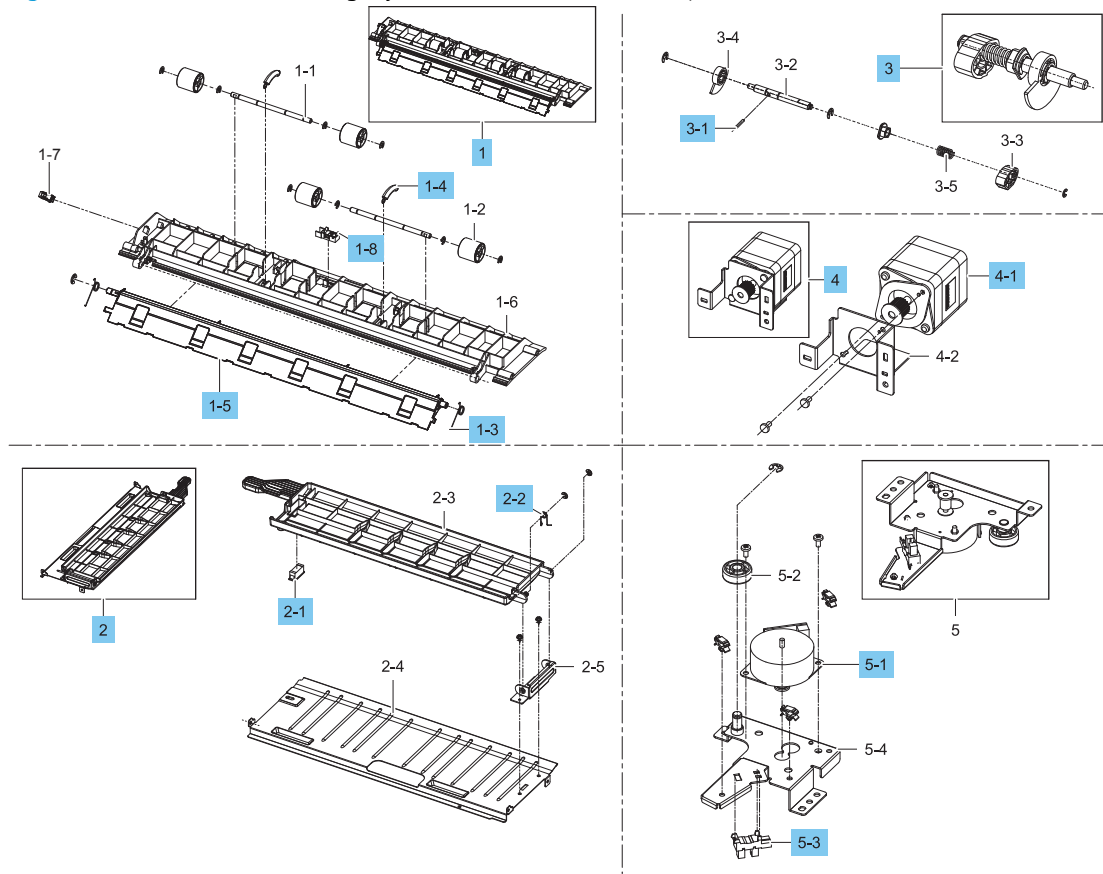


Table 5-28 Transfer buffer, right jam, div cam, hb motor, and paddle motor

Ref	Description	Part number	Qty
1	Finisher sub exit	JC90-01674A	1
1-3	Spring, TS	JC61-07413A	2
1-4	Spring, ES	JC61-07409A	2
1-5	Guide, buff div	JC61-07204A	1
1-8	Sensor, rp	JC32-00020A	1
2	Finisher sub-right jam	JC90-01457A	1
2-1	Magnet	JC81-08263A	1
2-2	Spring, TS	JC61-07418A	1
3	Finisher sub-div cam	JC90-01458A	1
3-1	lct-pin, paralld, p/u	JC70-40360A	1
4	Finisher sub-hb motor	JC90-01459A	2
4-1	Motor step, ip	JC31-00163B	2
5-1	Drive motor, step	JC93-01001A	1
5-3	Photo-interrupter	0604-001415	1

Front alignment (tamper)

Figure 5-601 Front alignment (tamper)

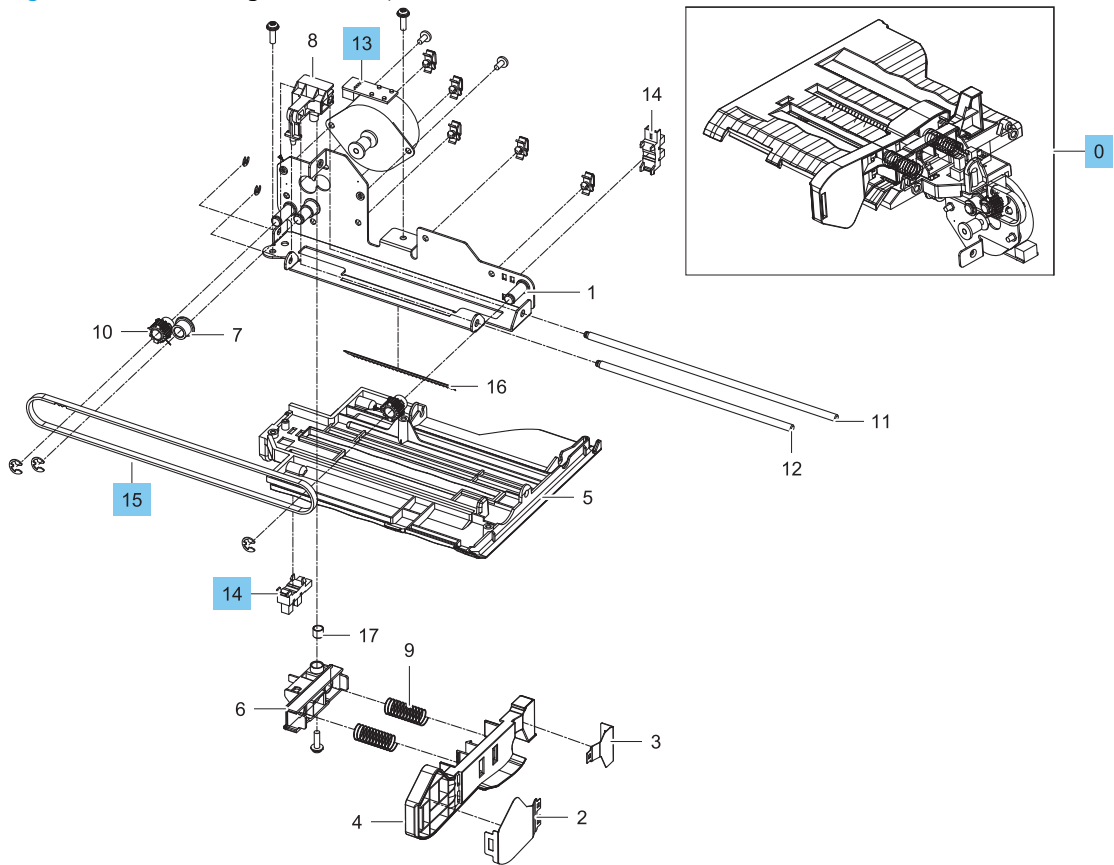


Table 5-29 Front alignment (tamper)

Ref	Description	Part number	Qty
0	Finisher sub-tamper, front	JC90-01464A	1
13	Driver motor, step	JC93-01001A	1
14	Photo-interrupter	0604-001415	1
15	Timing belt, gear	6602-003644	1

Rear alignment (tamper)

Figure 5-602 Rear alignment (tamper)

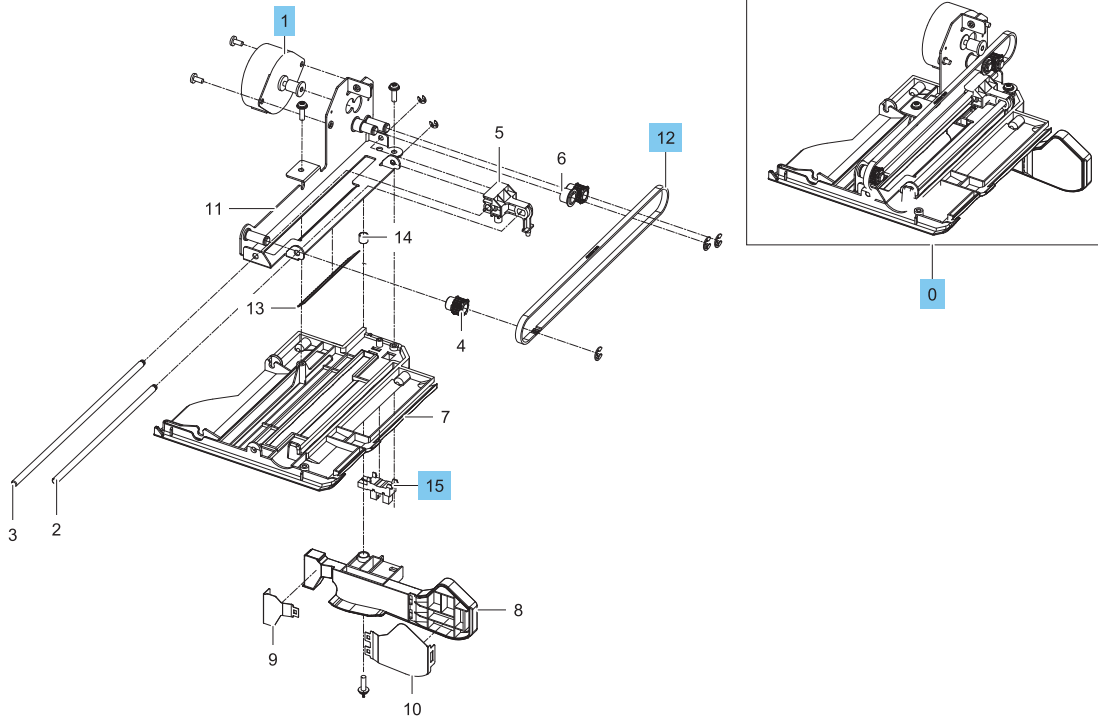


Table 5-30 Rear alignment (tamper)

Ref	Description	Part number	Qty
0	Finisher sub-tamper, rear	JC90-01465A	1
1	Driver motor, step	JC93-01001A	1
12	Timing belt, gear	6602-003644	1
15	Photo-interrupter	0604-001415	1

Shield

Figure 5-603 Shield

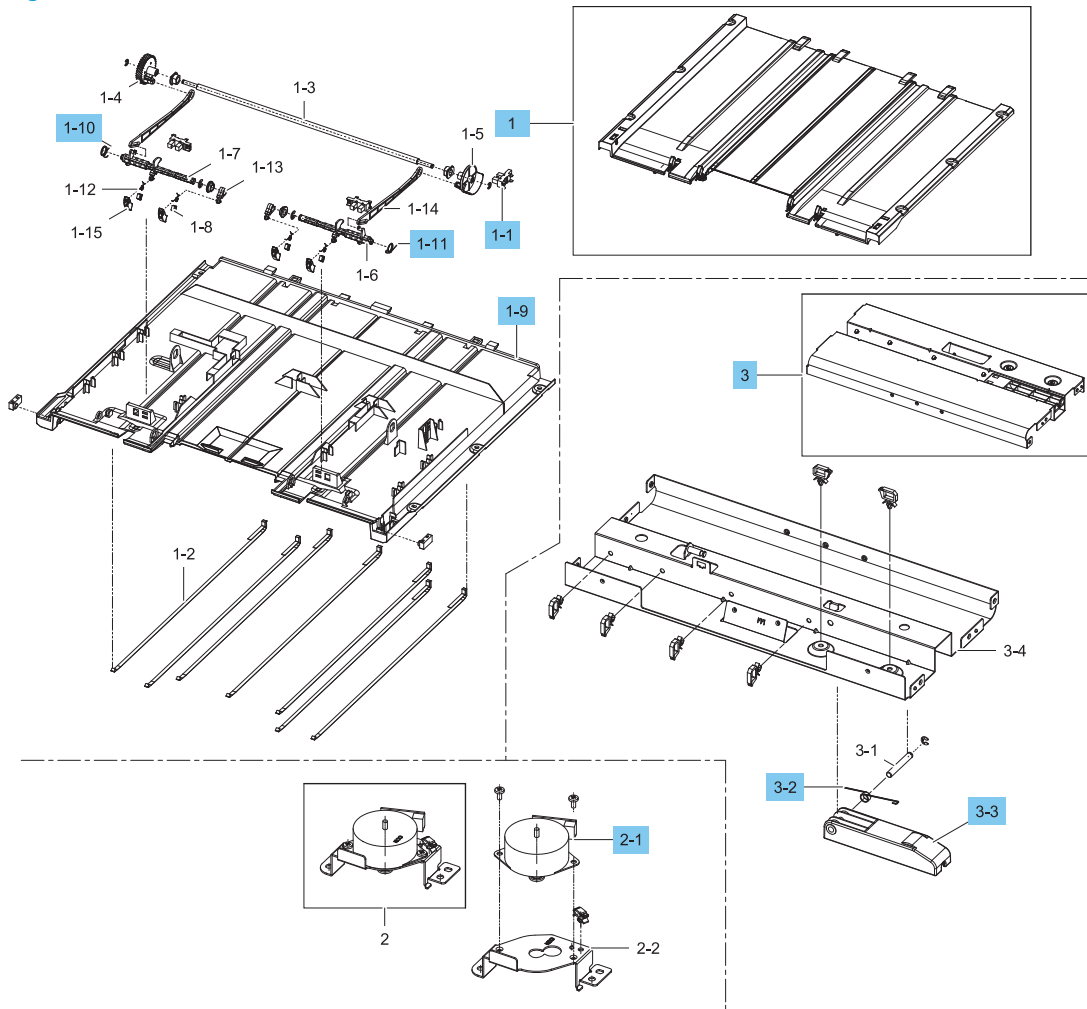


Table 5-31 Shield

Ref	Description	Part number	Qty
1	Finisher sub-shield	JC90-01475A	1
1-1	Photo-interrupter	0604-001415	1
1-9	Cover, stacker	JC63-04999B	1
1-10	Spring, ts	JC61-07428A	1
1-11	Spring, ts	JC61-07427A	1
2-1	Drive motor, step	JC93-01001A	1
3	Finisher sub-base low	JC90-01476A	1
3-2	Spring, ts	JC61-07392A	1
3-3	Leg bracket	JC61-07279A	1

PCA bm, cover f bm, idle fold, and paddle

Figure 5-604 PCA bm, cover f bm, idle fold, and paddle

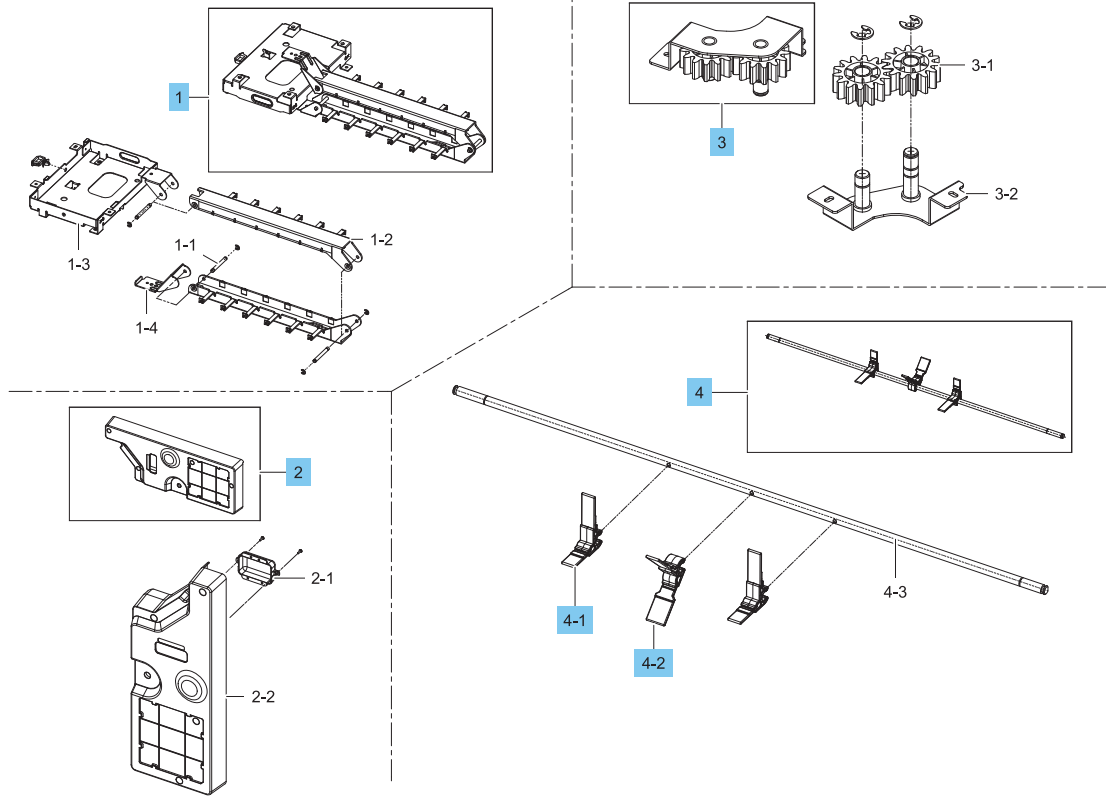


Table 5-32 PCA bm, cover f bm, idle fold, and paddle

Ref	Description	Part number	Qty
1	BM PCA wiring loom assy	JC90-01477A	1
2	Finisher sub-cover f bm	JC90-01478B	1
3	Finisher sub-idle fold	JC90-01479A	1
4	Finisher sub-paddle	JC90-01480A	1
4-1	Finisher sub-paddle, wing	JC90-01463A	2
4-2	Finisher sub-paddle, mid	JC90-01462A	1

Finisher sub booklet

Figure 5-605 Finisher sub booklet

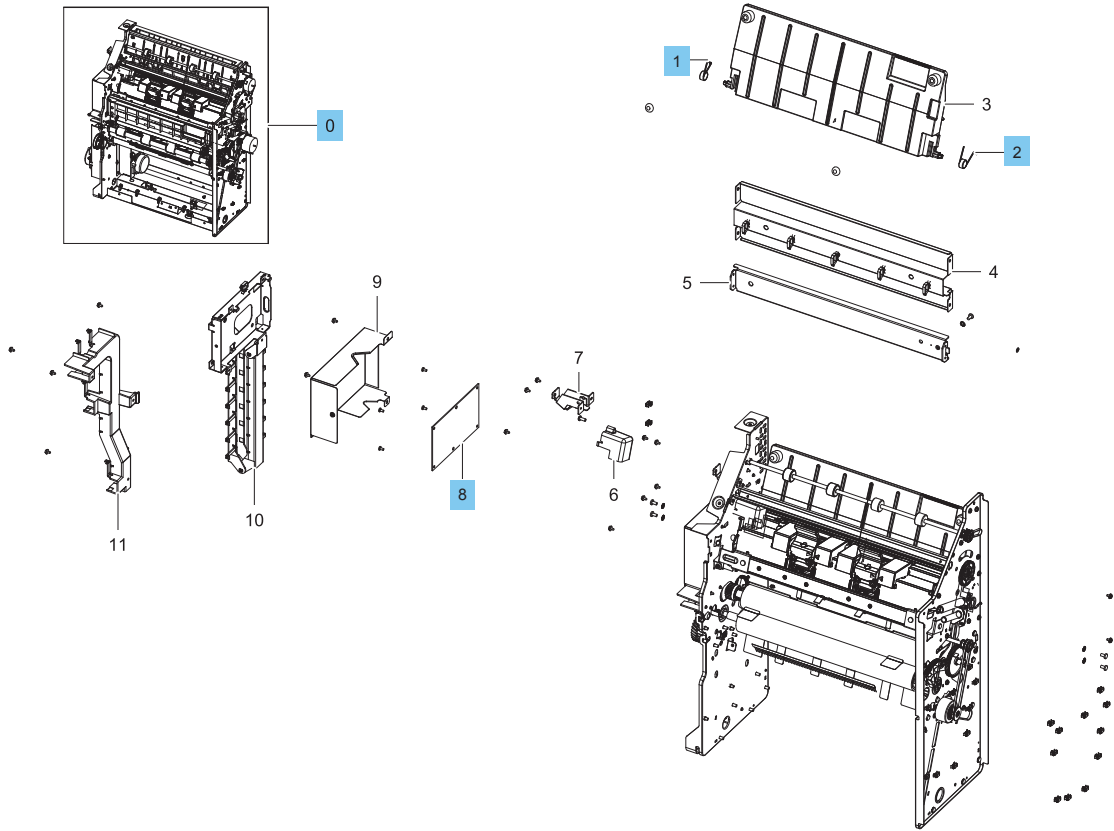


Table 5-33 Finisher sub booklet

Ref	Description	Part number	Qty
0	Finisher sub-booklet 4	JC90-01502A	1
1	Spring TS	JC61-07398A	1
2	Spring TS	JC61-07397A	1
8	PCA, bookletmaker	JC92-02790B	1
Not shown	Saddle staple unit	JC81-09881B	1
Not shown	Corner staple unit	JC81-09882B	1

Bridge Unit

Figure 5-606 Bridge Unit

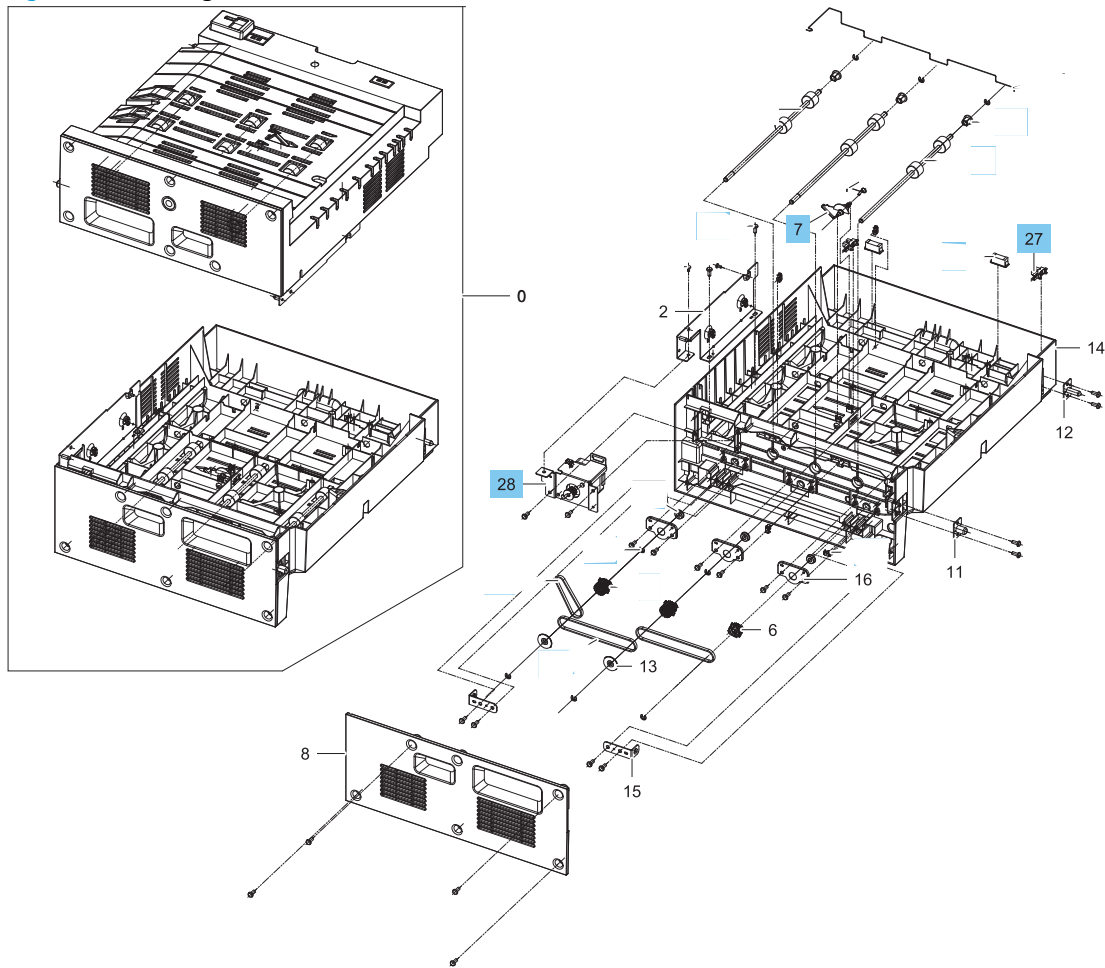


Table 5-34 Bridge Unit

Ref	Description	Part number	Qty
3	Magnet	JC81-08263A	1
4	Roller, brg-feed entrance	JC66-04733A	1
5	Roller, brg-feed	JC66-04732A	2
7	Actuator, sensor	JC66-04569A	1
10	Spring, ts	JC61-07432A	1
17	Bush-6, d(l)	JC61-00884A	3
18	Harness, 3K Finisher Bridge Pa	JC39-02328A	1
19	Harness, 3K Finisher Bridge Sub	JC39-02327A	1
20	Timing-belt, gear	6602-003648	2
21	Timing-belt, gear	6602-003645	1
22	Bearing ball	6601-001478	2
23	Cable clamp	6502-001131	1
24	E-ring	6044-000125	2
25	Screw, tap type m4	6003-001256	4
26	Screw, machine m3	6001-000130	4
27	Photo-interrupter	0604-001415	1
28	Finisher sub-hb mtr	JC90-01402A	1
Not shown	Clutch drive	JC90-01404A	1

6 Inner finisher

- [Product Specification and Description](#)
- [Service approach](#)
- [Parts, diagrams, removal and replacement \(inner finisher\)](#)
- [Problem solving](#)
- [Schematic diagrams \(inner finisher\)](#)

Product Specification and Description

- [Inner finisher view](#)
- [Specifications](#)
- [Inner finisher system](#)

Inner finisher view

Learn about the front view and rear view of the inner finisher.

Front & rear view

Figure 6-1 Inner finisher - front view

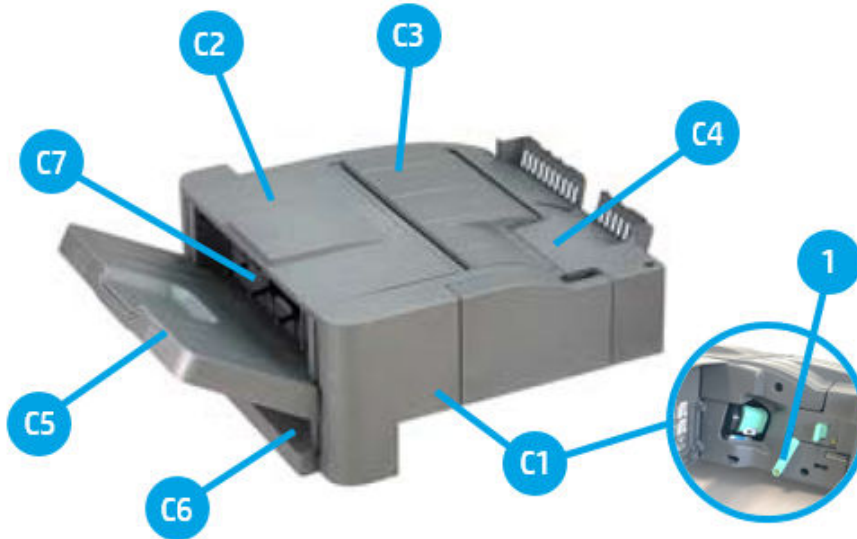


Figure 6-2 Inner finisher - rear view

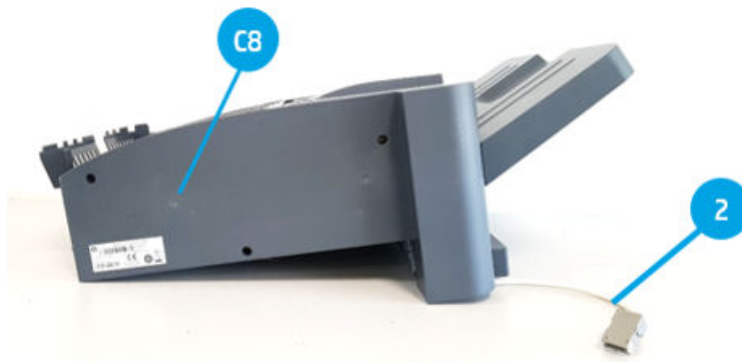


Table 6-1 Inner finisher - entrance unit parts information

Item	Part name	Part number	Orderable
C1	Front cover	JC90-1321B	Yes
C2	Top cover	JC90-01323B	Yes
C3	Middle cover	JC90-01322B	Yes
C4	Punch cover	JC90-01343A	Yes
C5	Output tray	JC90-01337B	Yes
C6	PCA cover	JC63-04792	Yes
C7	Left cover	JC90-01324B	Yes

Table 6-1 Inner finisher - entrance unit parts information (continued)

Item	Part name	Part number	Orderable
C8	Rear cover	JC63-04750B	Yes
1	Lock release handle	JC66-04233A	Yes
2	Main interface harness	JC39-02169A	Yes

Specifications

Learn about the inner finisher specifications.

Table 6-2 General specifications

Item	Description
Capacity	550 Sheets (Main 500, Top 50) @ 80gsm
Sensing	Paper Jam/Tray Sensing/Stapler/Cover Open
Media Sizes	<ul style="list-style-type: none"> Main: 148 - 320 mm x 140-457.2 mm (58.3-126 inch x 55.1-180 inch) Top: 98 - 297 mm x 140-432 mm (38.6-116.9 inch x 55.1-170.1 inch)
Media types	Plain/Thick/Heavy weight/Thin/Cotton/Colored/Recycled/Bond/Archive/Pre-Punched/Cardstock/Glossy/Envelope
Media Weight	<ul style="list-style-type: none"> Main: 52-256 gsm (13.9-68.3 lb.) Top: 52-325 gsm (13.9-86.7 lb.)
Number of Bin	2 (Main/Top)
Dimension (W X D X H)	458 x 491 x 173 mm (18.0 X 19.3 X 6.8 inch)
Weight	15 kg (33 lb.)
Tray1 Finishing Capacity	50 Sheets @ 80gsm
Tray1 Finishing Mode	Stapling (Left, Right, Center)/Punch (2/3, 2/4, Swedish)
Tray2 Finishing Capacity	500 Sheets @ 80 gsm

Table 6-3 Paper size specifications (1 of 2)

Name	Paper size		Orientation	Output			Staple position		DUAL	
	mm	Inches		Direction	Main tray		Top tray	Corner		
					52-256 g	Offset	52-325 g	45°		Flat
A5	210 x 148	8.3 x 5.8	LEF	0	0	0	X	F/R ¹	0	
Statement	216 x 140	8.5 x 5.5	LEF	0	0	0	X	F/R ¹	0	
Lt	279 x 216	11 x 8.5	LEF	0	0	0	F/R ¹	X	0	
A4	297 x 210	8.3 x 11.7	LEF	0	0	0	F/R ¹	X	0	
B5(JIS)	257 x 182	10.1 x 7.2	LEF	0	0	0	F/R ¹	X	0	

Table 6-3 Paper size specifications (1 of 2) (continued)

Name	Paper size		Orientation	Output			Staple position			
	mm	Inches		Direction	Main tray		Top tray	Corner		DUAL
					52-256 g	Offset	52-325 g	45°	Flat	
B5(ISO)	250 x 176	9.8 x 6.9	LEF	0	0	0	F/R ¹	X	0	
Executive	267 x 184	10.5 x 7.3	LEF	0	0	0	F/R ¹	X	0	
No 9 Env	98 x 225	3.9 x 8.9	SEF	X	X	0	X	X	X	
Monarch Env	98.4 x 190.5	3.9 x 7.5	SEF	X	X	0	X	X	X	
PostCard 4X6	101.6 x 152.4	4.0 x 6.0	SEF	X	X	0	X	X	X	
A6	105 x 148	4.1 x 5.8	SEF	X	X	0	X	X	X	
No 10 Env	105 x 241	4.1 x 9.5	SEF	X	X	0	X	X	X	
DL Env	110 x 220	4.3 x 8.7	SEF	X	X	0	X	X	X	
C6 Env	114 x 162	4.5 x 6.4	SEF	X	X	0	X	X	X	
B6	128 x 182	5.0 x 7.2	SEF	X	X	0	X	X	X	
Statement	140 x 216	5.5 x 8.5	SEF	X	X	0	X	X	X	
A5	148 x 210	5.8 x 8.3	SEF	0	X	0	X	X	X	
C5 Env	162 x 229	6.4 x 9.0	SEF	X	X	0	X	X	X	
B5(ISO)	176 x 250	6.9 x 9.8	SEF	0	0	0	X	F/R ¹	X	
B5(JIS)	182 x 257	6.9 x 9.8	SEF	0	0	0	X	F/R ¹	X	
Executive	184 x 267	7.3 x 10.5	SEF	0	0	0	X	F/R ¹	X	
16k	195 x 270	7.7 x 10.6	SEF	0	0	0	X	F/R ¹	0	
A4	210 x 297	8.3 x 11.7	SEF	0	0	0	X	F/R ¹	0	
Legal	216 x 356	8.5 x 14	SEF	0	0	0	X	F/R ¹	0	
Letter	216 x 279	8.5 x 11	SEF	0	0	0	X	F/R ¹	0	
Folio	216 x 330	8.5 x 13	SEF	0	0	0	X	F/R ¹	0	
Oficio	215.9 x 342.9	8.5 x 13.5	SEF	0	0	0	X	F/R ¹	0	
C4	229 x 324	9.1 x 12.8	SEF	X	X	0	X	X	X	
Tabloid	254 x 374	10 x 14.7	SEF	0	0	0	F/R ¹	X	0	
B4	257 x 364	10 x 14.3	SEF	0	0	0	F/R ¹	X	0	
8K	270 x 390	10.6 x 15.4	SEF	0	0	0	F/R ¹	X	0	
Ledger	279 x 432	11 x 17	SEF	0	0	0	F/R ¹	X	0	
A3	297 x 420	11.7 x 16.5	SEF	0	0	0	F/R ¹	X	0	
Tabloid Extra	304.8 x 457.2	12 x 18	SEF	0	X	X	X	X	X	

Table 6-3 Paper size specifications (1 of 2) (continued)

Name	Paper size		Orientation	Output			Staple position		
	mm	Inches		Direction	Main tray		Top tray	Corner	
			52-256 g		Offset	52-325 g	45°	Flat	
SRA3	320 x 450	12.6 x 17.7	SEF	0	0	X	X	X	X
Custom	W 98-320 ~ L 140-1200	W3.9-12.6 ~ L 5.5-47	—	W 148-320 - L 140-1200	X	W 98-297 - L 140-1200	X	X	X

¹ "F/R" means front side and rear side can be supported.

Table 6-4 Paper size specifications (2 of 2)

Name	Paper size		Orientation	Punch				
	mm	Inches		Direction	NA 2/3		EU 2/4H	
			2H		3H	2H	4H	4H
A5	210 x 148	8.3 x 5.8	LEF	0	X	0	X	0
Statement	216 x 140	8.5 x 5.5	LEF	0	X	0	X	0
Lt	279 x 216	11 x 8.5	LEF	0	0	0	0	0
A4	297 x 210	8.3 x 11.7	LEF	0	0	0	0	0
B5 (JIS)	257 x 182	10.1 x 7.2	LEF	0	0	0	X	0
B5 (ISO)	250 x 176	9.8 x 6.9	LEF	0	0	0	X	0
Executive	267 x 184	10.5 x 7.3	LEF	0	0	0	0	0
No 9 Env	98 x 225	3.9 x 8.9	SEF	X	X	X	X	X
Monarch Env	98.4 x 190.5	3.9 x 7.5	SEF	X	X	X	X	X
PostCard 4X6	101.6 x 152.4	4.0 x 6.0	SEF	X	X	X	X	X
A6	105 x 148	4.1 x 5.8	SEF	X	X	X	X	X
No 10 Env	105 x 241	4.1 x 9.5	SEF	X	X	X	X	X
DL Env	110 x 220	4.3 x 8.7	SEF	X	X	X	X	X
C6 Env	114 x 162	4.5 x 6.4	SEF	X	X	X	X	X
B6	128 x 182	5.0 x 7.2	SEF	X	X	X	X	X
Statement	140 x 216	5.5 x 8.5	SEF	X	X	X	X	X
A5	148 x 210	5.8 x 8.3	SEF	0	X	0	X	0
C5 Env	162 x 229	6.4 x 9.0	SEF	X	X	X	X	X
B5(ISO)	176 x 250	6.9 x 9.8	SEF	0	X	0	X	0
B5(JIS)	182 x 257	6.9 x 9.8	SEF	0	X	0	X	0

Table 6-4 Paper size specifications (2 of 2) (continued)

Name	Paper size		Orientation	Punch				
	mm	Inches		Direction	NA 2/3		EU 2/4H	
			2H		3H	2H	4H	4H
Executive	184 x 267	7.3 x 10.5	SEF	0	X	0	X	0
16k	195 x 270	7.7 x 10.6	SEF	0	X	0	X	0
A4	210 x 297	8.3 x 11.7	SEF	0	X	0	X	0
Legal	216 x 356	8.5 x 14	SEF	0	X	0	X	0
Letter	216 x 279	8.5 x 11	SEF	0	X	0	X	0
Folio	216 x 330	8.5 x 13	SEF	0	X	0	X	0
Oficio	215.9 x 342.9	8.5 x 13.5	SEF	0	X	0	X	0
C4	229 x 324	9.1 x 12.8	SEF	X	X	X	X	X
Tabloid	254 x 374	10 x 14.7	SEF	0	0	0	X	0
B4	257 x 364	10 x 14.3	SEF	0	0	0	X	0
8K	270 x 390	10.6 x 15.4	SEF	0		0	0	0
Ledger	279 x 432	11 x 17	SEF	0	0	0	0	0
A3	297 x 420	11.7 x 16.5	SEF	0	0	0	0	0
Tabloid Extra	304.8 x 457.2	12 x 18	SEF	X	X	X	X	X
SRA3	320 x 450	12.6 x 17.7	SEF	X	X	X	X	X
Custom	W 98-320 ~ L 140-1200	W3.9-12.6 ~ L 5.5-47	-	X	X	X	X	X

Table 6-5 Media performance

Paper Type	Function			
	Main Tray	Top Tray	Staple	Punch
Plain (71-90 g/m ²)	0	0	0	0
Thick (91-105 g/m ²)	0	0	0	0
Heavy weight (106-175 g/m ²)	0	0	0	0
Extra Heavy weight 1 (176-216 g/m ²)	0	0	0	0
Extra Heavy weight 2 (217-256 g/m ²)	0	0	0	0
Extra Heavy weight 3 (257-300 g/m ²)	X	0	X	X
Extra Heavy weight 4 (301-325 g/m ²)	X	0	X	X
Thin (60-70 g/m ²)	0	0	0	0
Cotton (75-90 g/m ²)	0	0	0	0

Table 6-5 Media performance (continued)

Paper Type	Function			
	Main Tray	Top Tray	Staple	Punch
Colored (75-90 g/m ²)	0	0	0	0
Pre-Printed (75-90 g/m ²)	0	0	0	0
Recycled (60-90 g/m ²)	0	0	0	0
Bond	0	0	0	0
Archive (75-105 g/m ²)	0	0	0	0
LetterHead	0	0	0	0
Pre-Punched	0	0	0	X
Thin Cardstock (105-163 g/m ²)	0	0	0	0
Thick Cardstock (170-216 g/m ²)	0	0	0	X
Heavy Cardstock (217-256 g/m ²)	0	0	0	X
Extra Heavy Cardstock 1(257-300 g/m ²)	X	0	X	X
Extra Heavy Cardstock 2(301-325 g/m ²)	X	0	X	X
Thin Glossy (106-169 g/m ²)	0	0	0	0
Thick Glossy (170-216 g/m ²)	0	0	0	X
Heavy Glossy (217-256 g/m ²)	0	X	X	X
Envelope (75-90 g/m ²)	X	0	X	X
Thick Envelope (217-256 g/m ²)	0	X	X	X
Tab	0	X	X	0
Perforated Paper (75-90 g/m ²)	X	0	X	X

Inner finisher system

Learn about the inner finisher system.

- [Work flow](#)
- [Sensors](#)
- [Motors and solenoid](#)
- [Rollers](#)
- [PCAs](#)
- [Punch \(optional\)](#)
- [Entrance unit](#)
- [Diverter unit](#)
- [Exit unit](#)
- [Paper support unit](#)
- [Paddle unit](#)
- [Tamper unit](#)
- [End fence unit](#)
- [Stapler unit](#)
- [Ejector unit](#)
- [Output tray and paper holding unit](#)
- [PCA connection information](#)

Work flow

Learn about inner finisher operation.

Figure 6-3 Inner finisher system - work flow overview

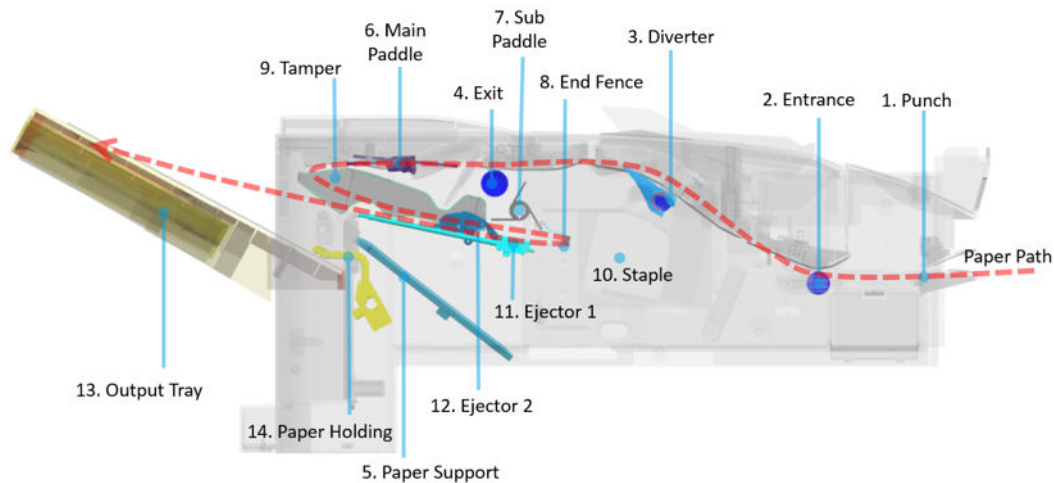


Table 6-6 Inner finisher system - work flow overview

Item	Unit	Description
1	Punch unit	Holes at a specific location on a sheet of paper
2	Entrance unit	Allows paper to move into the finisher
3	Diverter unit	Holds paper so that the newly printed paper can stay out for seconds while the stapled bundle of paper moves to the output tray
4	Exit unit	Moves paper from the diverter unit to the ejector unit
5	Paper support unit	Prevents paper from falling down or being bent when the long length paper such as A3 is ejected from the exit unit
6	Main paddle unit	Moves paper to the sub paddle
7	Sub paddle unit	Moves paper to the end fence
8	End fence unit	Sets the standard position of the paper to be aligned towards top and bottom of the paper
9	Tamper unit	Aligns the paper on the right and left side of the paper
10	Stapler unit	Performs stapling to a bundle of aligned documents
11	Ejector 1 unit	Transfers a stapled paper loaded at the end fence unit to the ejector 2 unit
12	Ejector 2 unit	Grips a stack of paper up and ejects it onto the output tray
13	Output tray unit	Stacks the job ended paper
14	Paper holding unit	Controls the output tray movement

Sensors

Learn about inner finisher sensors.

Figure 6-4 Inner finisher system - sensor

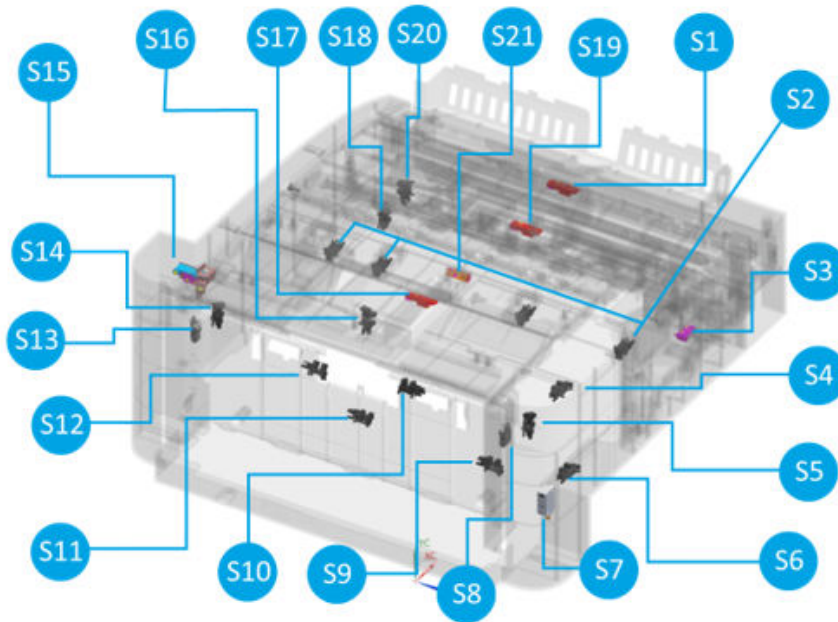


Table 6-7 Inner finisher system - sensor

Number	Name	Part number	Orderable	Diagnostics	Type	Description
S1	Entrance sensor	0604-001381	Yes	113-0350	Photo emitter, detector	Checks paper coming into the entrance unit
S2	Stapler position sensor	0604-001393	No	113-0491 113-0492	Photo interrupter	Makes the stapler be positioned in the exact stapling position
S3	Front cover switch	JC39-01610A	No	113-0410	Cover open switch	Checks whether the front cover is closed or opened
S4	Main paddle home sensor	0604-001393	No	113-0370	Photo interrupter	Checks the main paddle locates at the home position
S5	Front tamper home sensor	0604-001393	No	113-0390	Photo interrupter	Checks the front tamper locates at the home position
S6	Output tray motor sensor	0604-001393	No	113-0473	Photo interrupter	Checks the output tray motor is operational

Table 6-7 Inner finisher system - sensor (continued)

Number	Name	Part number	Orderable	Diagnostics	Type	Description
S7	Output tray lower limit switch	JC90-01320A	Yes	113-0472	Lower limit switch assembly	Checks the lower limit (=Output tray is full) of the output tray
S8	Output tray top of stack sensor (receiver)	0603-001309	Yes	113-0471	Photo interrupter	Checks the upper limit of output tray
S9	Paper holding sensor	0604-001393	No	113-0470	Photo interrupter	Checks the location of the paper holding actuator
S10	Ejector 2 home sensor	0604-001393	No	113-0462	Photo interrupter	Checks the ejector 2 locates at the home position
S11	Ejector 2 motor sensor	0604-001393	No	113-0463	Photo interrupter	Checks the ejector 2 motor is operational
S12	Paper support home sensor	0604-001393	No	113-0481	Photo interrupter	Checks the paper support locates at the home position
S13	Output tray top of stack sensor (LED)	0601-003440	No	113-0471	LED IR	Checks the upper limit of output tray
S14	Rear tamper home sensor	0604-001393	No	113-0380	Photo interrupter	Checks the rear tamper locates at the home position
S15	Top cover switch	JC39-01610A	Yes	113-0420	Cover open switch assembly	Checks whether the top cover is closed or opened
S16	Ejector 1 home sensor	0604-001393	No	113-0461	Photo interrupter	Checks the ejector 1 locates at the home position
S17	End fence sensor	0604-001381	Yes	113-0361	Photo emitter, detector	Check paper comes into the end fence unit
S18	Punch waste box sensor	0604-001393	No	113-0620	Photo interrupter	Detects the punch waste box is installed
S19	Punch waste full sensor	0604-001381	Yes	113-0621	Photo emitter, detector	Checks the punch waste box is full

Table 6-7 Inner finisher system - sensor (continued)

Number	Name	Part number	Orderable	Diagnostics	Type	Description
S20	Finisher docking sensor	0604-001393	No	113-0000	Photo interrupter	Checks the finisher is installed
S21	Exit sensor	0604-001415	No	113-0360	Photo interrupter	Checks paper comes into the exit unit

Figure 6-5 Inner finisher system - Photo interrupter (0604-001393)

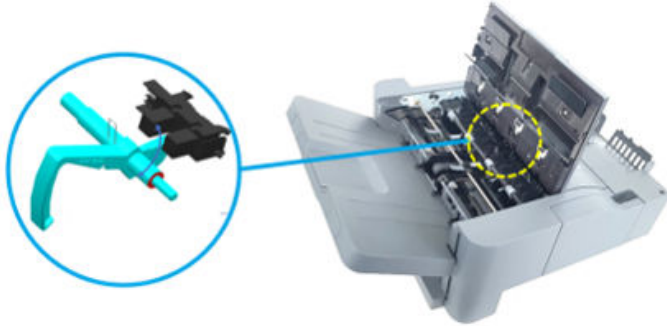
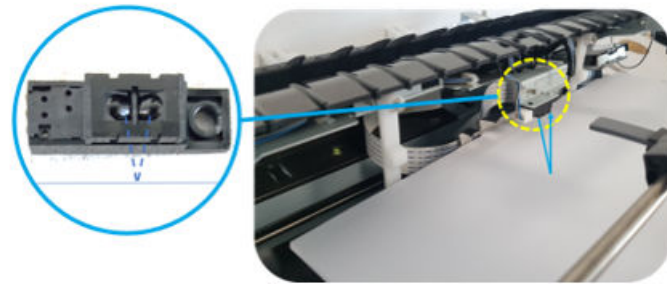


Figure 6-6 Inner finisher system - Photo emitter, detector (0604-001381)



Motors and solenoid

Learn about inner finisher motors and solenoid.

Figure 6-7 Inner finisher system - motor, solenoid

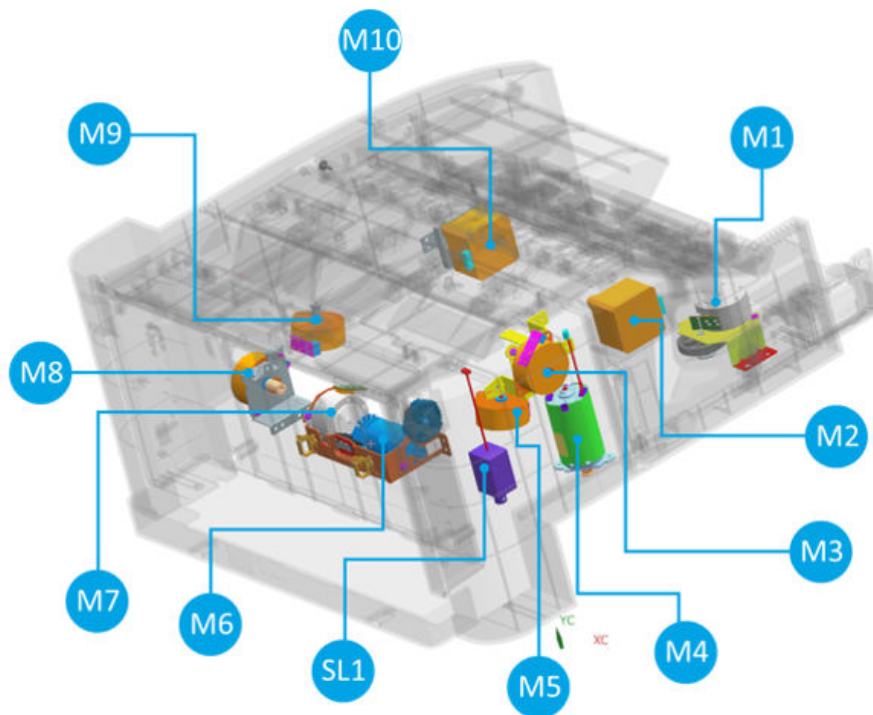


Table 6-8 Inner finisher system - motor, solenoid

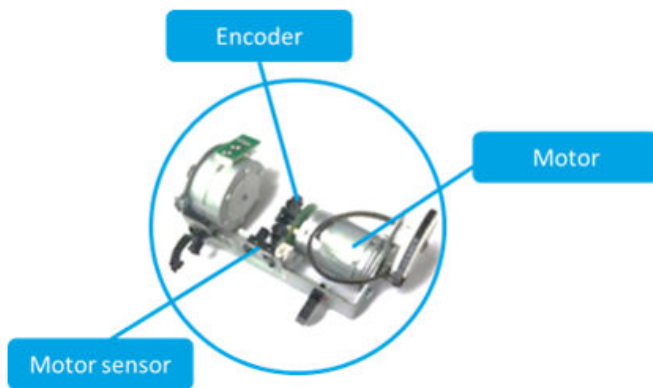
Number	Name	Part number	Orderable	Diagnostics	Type	Motor sensor	Description
M1	Stapler position motor	JC93-00999A	Yes	113-0581	Step motor	Not applicable	Drives the stapler unit
M2	Exit motor	JC31-00169B	Yes	113-0502	Step motor	Not applicable	Drives the exit roller and the sub paddle unit
M3	Main paddle motor assembly	JC93-01001A	Yes	113-0510	Step motor	Home	Drives the main paddle unit
M4	Output tray motor assembly	JC90-01334B	Yes	113-0570	DC motor	Encoder	Drives the output tray unit
M5	Rear tamper motor assembly	JC93-01001A	Yes	113-0520	Step motor	Home	Drives the rear tamper unit
M6	Ejector 2 motor assembly	JC93-01168A	No	113-0562	DC motor	Home, encoder	Drives the ejector 2 unit
M7	Ejector 1 motor assembly	JC93-00998	No	113-0561	Step motor	Home	Drives the ejector 1 unit

Table 6-8 Inner finisher system - motor, solenoid (continued)

Number	Name	Part number	Orderable	Diagnostics	Type	Motor sensor	Description
M8	Paper support motor assembly	JC93-00802B	No	113-0571	Step motor	Home	Drives paper support unit
M9	Front tamper motor assembly	JC93-01001A	Yes	113-0530	Step motor	Home	Drives the front tamper unit
M10	Entrance motor assembly	JC90-01344A	Yes	113-0501	Step motor	Not applicable	Drives the entrance roller and the middle roller
SL1	Paper holding solenoid	JC33-00037A	Yes	113-0591	Solenoid	Not applicable	Drives paper holding unit

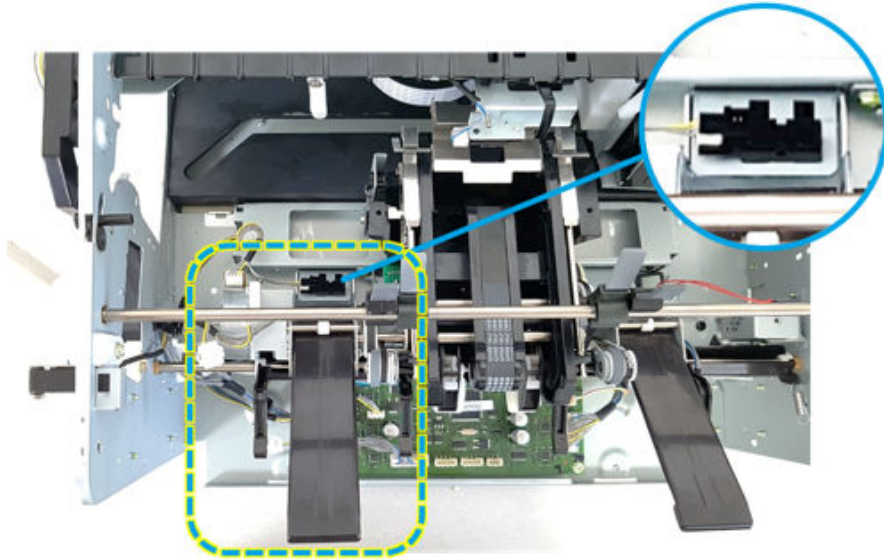
The sensor mounted at the driving motor detects motor operation. If a motor doesn't work properly, an event code only for the motor displays.

Figure 6-8 Inner finisher system - motor sensor



The home position sensor is installed for the purpose of checking the reference point when the specific unit is operating.

Figure 6-9 Inner finisher system - home sensor



Rollers

Learn about inner finisher rollers.

Figure 6-10 Inner finisher system - roller

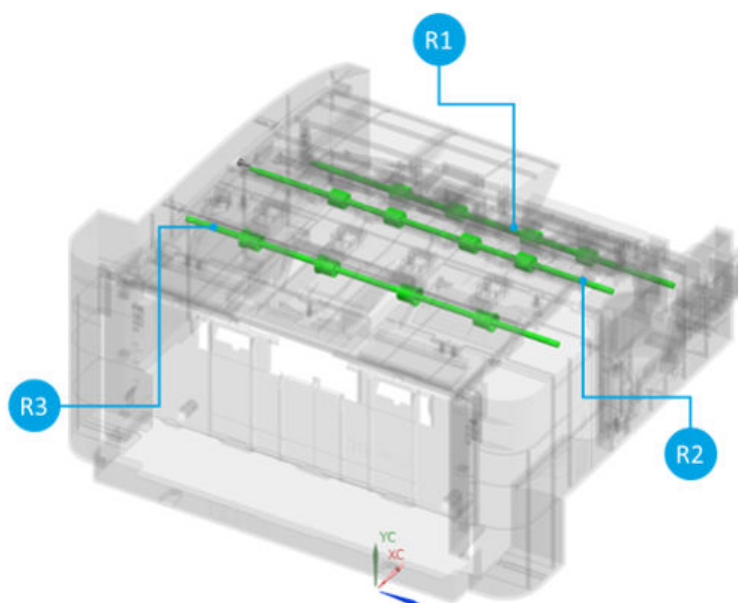


Table 6-9 Inner finisher system - roller

Number	Name	Part number	Orderable	Diagnostic	Type	Description
R1	Entrance roller	JC66-04243A	Yes	Not applicable	Roller	Moves paper forward
R2	Middle roller	JC66-04243A	Yes	Not applicable	Roller	Moves paper forward
R3	Exit roller	JC66-04244A	Yes	Not applicable	Roller	Moves paper forward

PCAs

Learn about inner finisher PCAs.

Figure 6-11 Inner finisher system - PCA

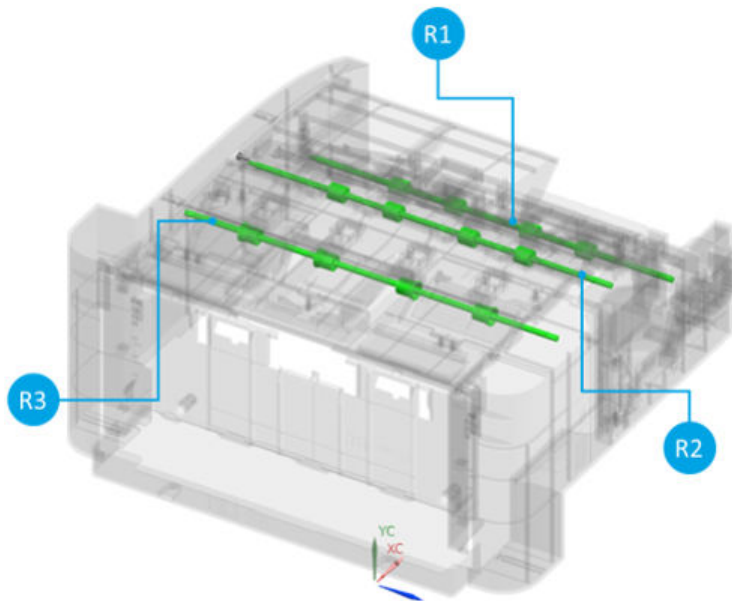


Table 6-10 Inner finisher system - PCA

Number	Name	Part number	Orderable	Diagnostic	Type	Description
1	Main PCA	JC92-02774B	Yes	Not applicable	Not applicable	Main inner finisher PCA
2	Rear joint PCA	JC92-02780A	Yes	Not applicable	Not applicable	Joint PCA between main PCA and several parts punch, stapler, entrance, and front door

Punch (optional)

Learn about inner finisher punch.

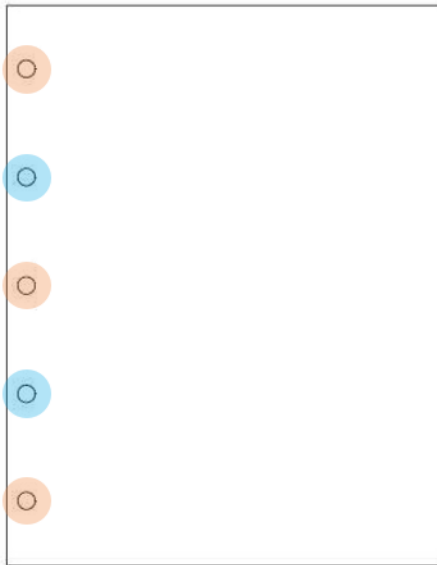
The punch unit is a device that punches holes in a specific location on a sheet of paper. The punch unit is located immediately before the entrance unit and punches holes onto a paper.

- HP LaserJet Inner Finisher Hole 2/3 Punch : Y1G02A-67901
- HP LaserJet Inner Finisher Hole 2/4 Punch : Y1G03A-67901
- HP LaserJet Inner Finisher Swedish Punch : Y1G04A-679

 **NOTE:** Punch types vary depending on country or region.

For the 2/3 hole punch, the five hole-punches are mounted in the punch unit. As the punch motor rotates clockwise, the inner gear moves to the right and the three hole-punches are moved downward to make holes. When making two holes, the motor rotates in the counterclockwise direction and the inner gear rotates to the left to drill two holes. The travel distance and position of the motor are detected and controlled by the hole punch home sensor and the hole punch motor sensor.

Figure 6-12 Inner finisher system - punched hole location and pair



Click [HP LaserJet Managed MFP - How to use the hole punch](#) for more information.

Figure 6-13 Inner finisher system - punch unit overview

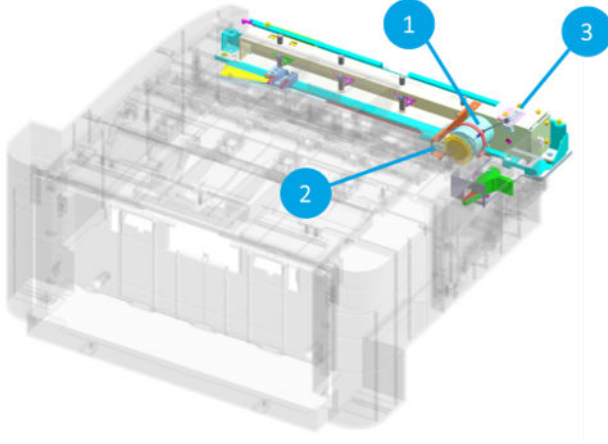


Figure 6-14 Inner finisher system - punch unit detail view

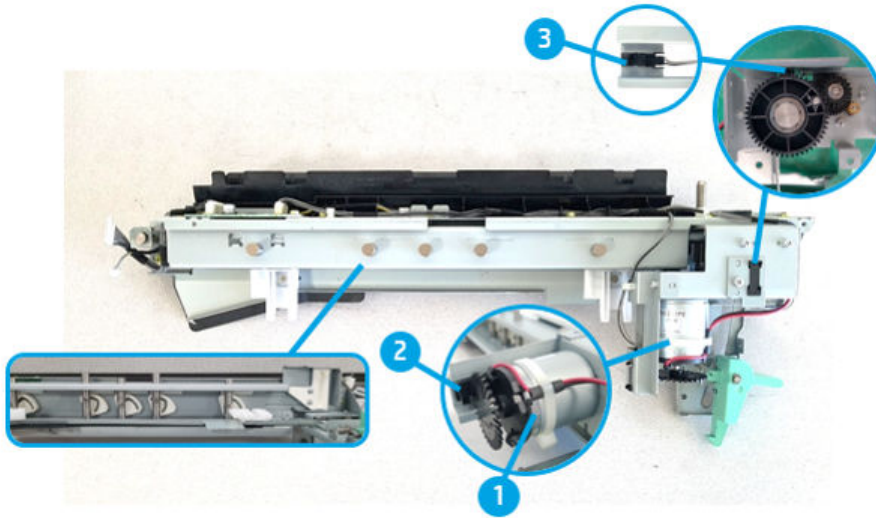


Table 6-11 Inner finisher system - punch unit parts information

Item	Part name	Part number	Orderable	Diagnostics	Description
Whole unit	Hole 2/3 Punch	Y1G02A-67901	Yes	Not applicable	Punch unit assembly for hole 2/3
	Hole 2/4 Punch	Y1G03A-67901			Punch unit assembly for hole 2/4
	Swedish Punch	Y1G04A-67901			Punch unit assembly for Swedish
	Punch cover	JC90-01343A			Punch cover (used when the finisher punch is not installed)
1	Punch motor	Not applicable	No	113-0610	Drives the entrance roller connected by a belt
2	Punch motor sensor	Not applicable	No	113-0600	Detects punch motor operation
3	Punch home sensor	Not applicable	No	113-0612	Detects punchers' home position

Figure 6-15 Inner finisher system - punch unit operation (3 holes)

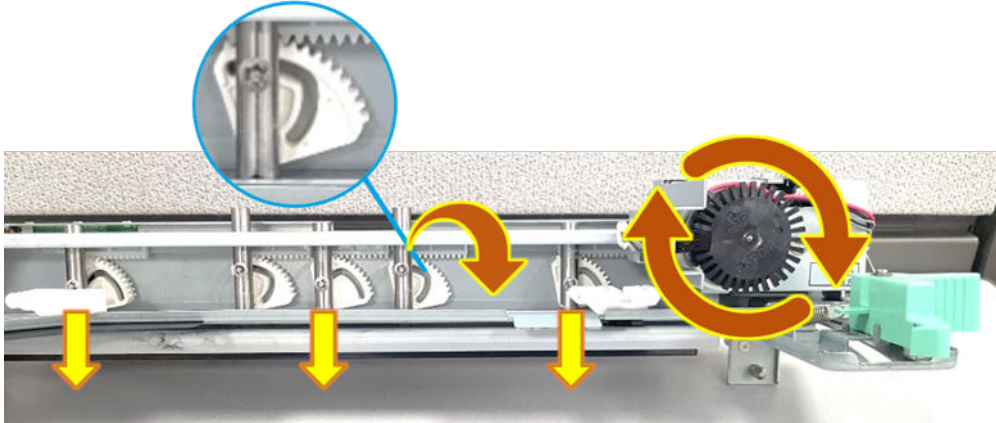
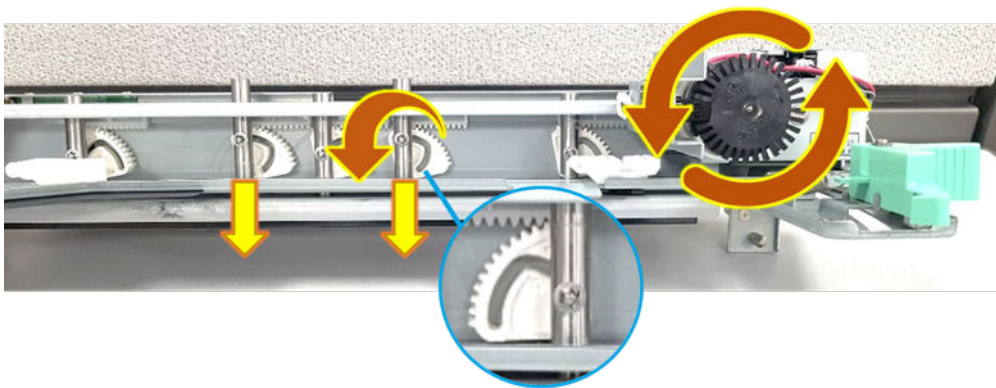


Figure 6-16 Inner finisher system - punch unit operation (2 holes)



Entrance unit

Learn about the inner finisher entrance unit.

The entrance unit is located right after the punch unit. This unit is driven by entrance motor which is installed on the rear of the finisher. This motor is connected to the entrance roller by a belt, which transfers driving force to move paper from the printer to the finisher inside. If an error such as paper jam occurs in the entrance unit, the entrance sensor detects the error and generates an event code (13.60.xx).

Figure 6-17 Inner finisher system - entrance unit overview

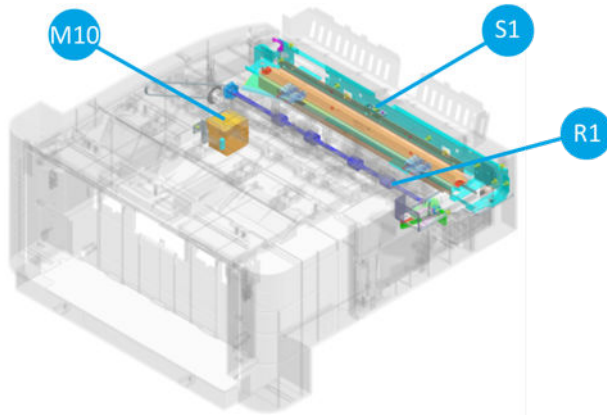


Figure 6-18 Inner finisher system - entrance unit detail view

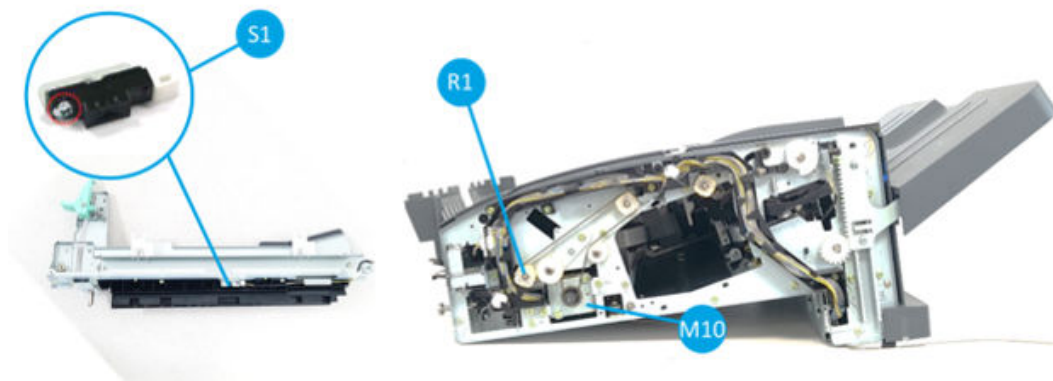


Table 6-12 Inner finisher system - entrance unit parts information

Item	Part name	Part number	Orderable	Diagnostics	Description
S1	Entrance sensor	0604-001381	Yes	113-0350	Detects paper if it comes into the entrance unit
M10	Entrance motor assembly	JC90-01344A	Yes	113-0351	Drives the entrance roller connected by a belt
Not applicable	Entrance motor	JC31-00169B	Yes	Not applicable	Not applicable
R1	Entrance roller	JC66-04243A	Yes	Not applicable	Moves paper forward

Diverter unit

Learn about the inner finisher diverter unit.

The diverter unit holds paper so that the newly printed paper can wait for a few seconds until the stapled bundle moves to the output tray. The diverter unit is used to change paper path, which is done by a spring mounted on the diverter unit. When paper exit from the unit, it goes through the upper path of the diverter. When the paper rolls back, it passes the lower paper path created by the diverter. Here, the paper sits for a while until the next paper is ready to come out together.

Figure 6-19 Inner finisher system - diverter unit overview

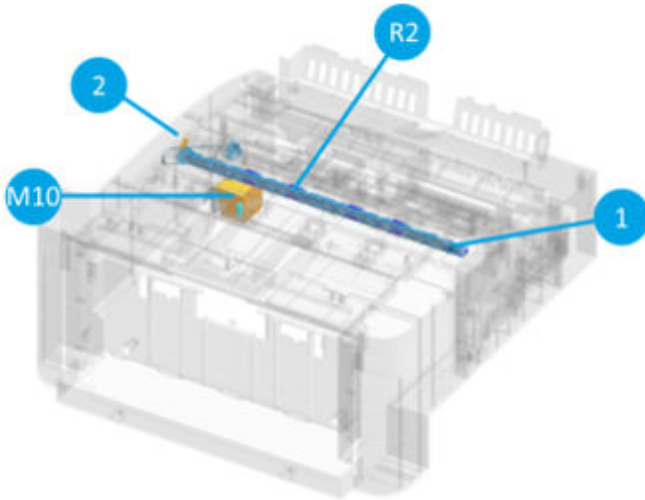


Figure 6-20 Inner finisher system - diverter unit detail view

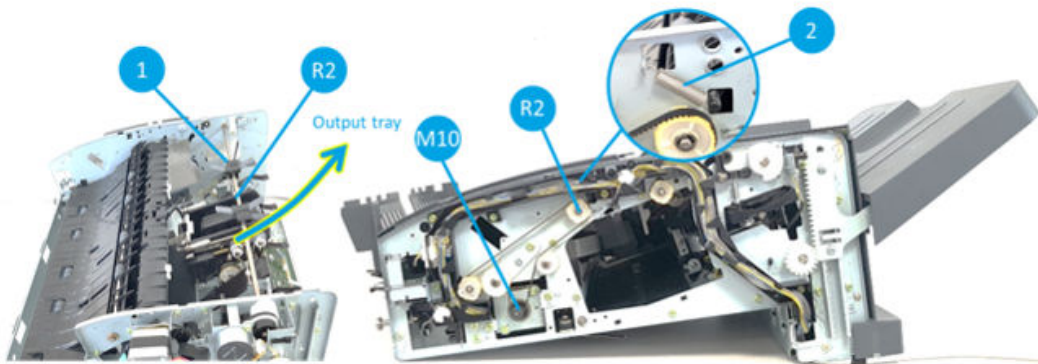


Table 6-13 Inner finisher system - diverter unit parts information

Item	Part name	Part number	Orderable	Diagnostics	Description
M10	Entrance motor assembly	JC90-01344A	Yes	113-0351	Drives the entrance roller connected by a belt
Not applicable	Entrance motor	JC31-00169B	Yes	Not applicable	Not applicable
R2	Middle roller	JC66-04243A	Yes	Not applicable	Drives paper forward installed in front of the diverter

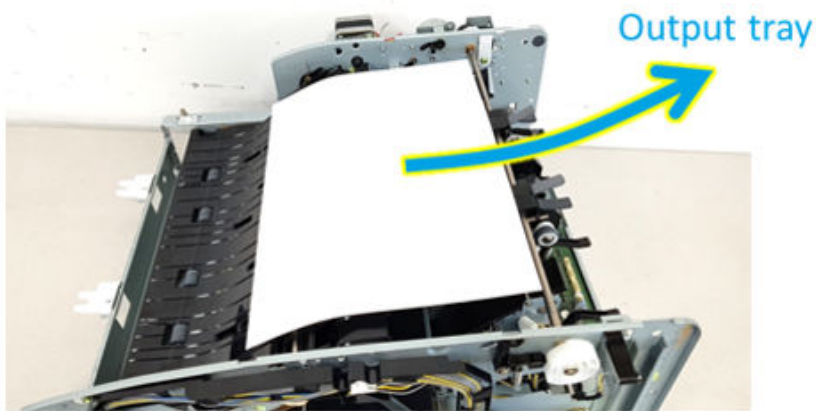
Table 6-13 Inner finisher system - diverter unit parts information (continued)

Item	Part name	Part number	Orderable	Diagnostics	Description
1	Diverter	JC61-06392A	No	Not applicable	Changes paper path when paper goes backward
2	Diverter spring	JC61-07269A	No	Not applicable	Pulls the diverter to upward so that it makes paper path to the lower of the diverter

Diverter unit operation

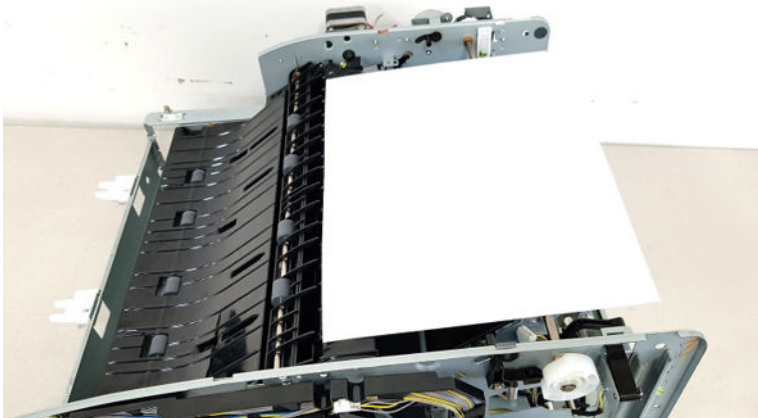
1. Paper goes forward to the output tray.

Figure 6-21 Inner finisher - diverter operation 1



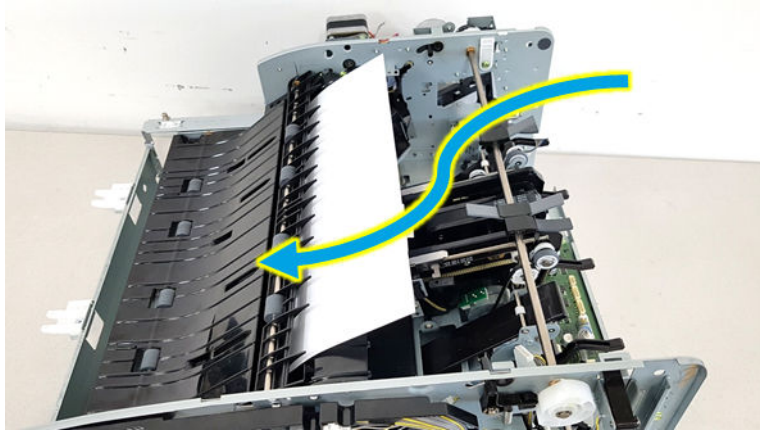
2. Exit roller stops after paper passes by the diverter unit.

Figure 6-22 Inner finisher - diverter operation 2



3. Paper goes backward under the diverter unit.

Figure 6-23 Inner finisher - diverter operation 3



Exit unit

Learn about the inner finisher exit unit.

The exit unit is the part that moves paper from the diverter unit to the ejector unit. The exit unit is powered by an exit motor installed on the front of the finisher. The motor and the exit roller are connected by a single belt. The exit motor rotates in both the forward and reverse directions, since it serves to return paper to a new paper path created by the diverter unit. The exit sensor is installed right in front of exit roller. It generates an event code when a paper jam occurred.

Figure 6-24 Inner finisher system - exit unit overview

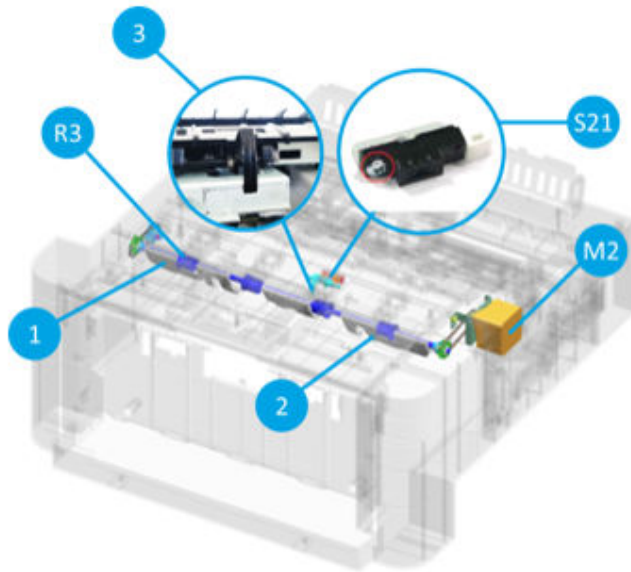


Figure 6-25 Inner finisher system - exit unit detail view

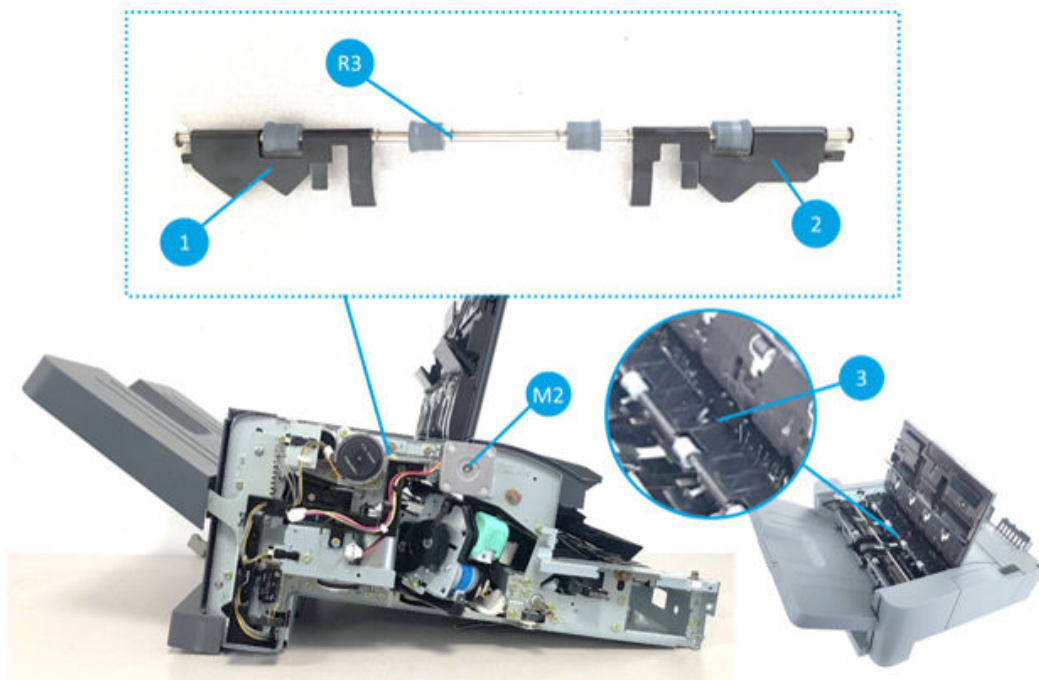


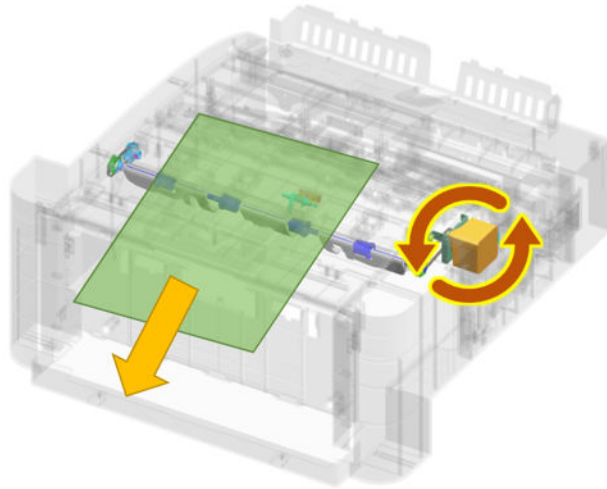
Table 6-14 Inner finisher system - exit unit parts information

Item	Part name	Part number	Orderable	Diagnostics	Description
1	Rear compile guide	JC61-07450A	Yes	Not applicable	Guides to help paper move through the paper path
2	Front compile guide	JC61-07449A	Yes	Not applicable	Guides to help paper move through the paper path
3	Exit sensor actuator	JC66-04199A	Yes	113-0360	Makes the sensor on and off by checking paper
S21	Exit sensor	0604-001415	Yes	113-0360	Detects paper if it passes through the exit unit
M2	Exit motor assembly	JC90-01331A	No	113-0502	Drives the exit roller connected by a belt
Not applicable	Exit motor	JC31-00169B	Yes	Not applicable	Not applicable
R3	Exit roller	JC66-04244A	Yes	Not applicable	Moves paper to the ejector unit

Exit unit operation

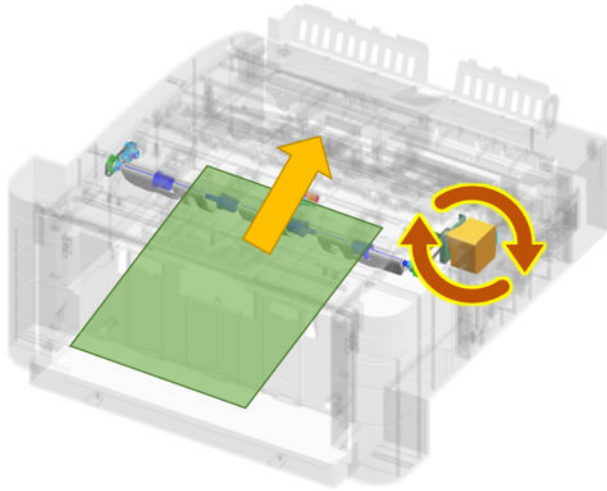
1. When rotating the exit motor counter clockwise, paper goes forward to the output tray.

Figure 6-26 Inner finisher - exit operation 1



2. When rotating the exit motor clockwise, paper goes backward to the end fence unit.

Figure 6-27 Inner finisher - exit operation 2



Paper support unit

Learn about the inner finisher paper support unit.

Paper support unit works to prevent the paper from falling out or being folded. Also, the newly printed paper will not scatter papers already sitting on the output tray. Paper guides are installed on each front and rear side of the finisher, these guides move towards the output tray when the paper exits, then the guides return to the original position after the support operation is completed. The paper support home sensor confirms the original position of the guide.

Figure 6-28 Inner finisher system - paper support unit overview

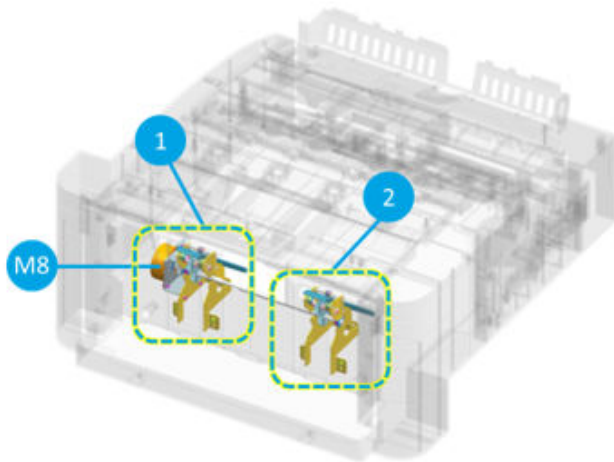


Figure 6-29 Inner finisher system - paper support unit detail view

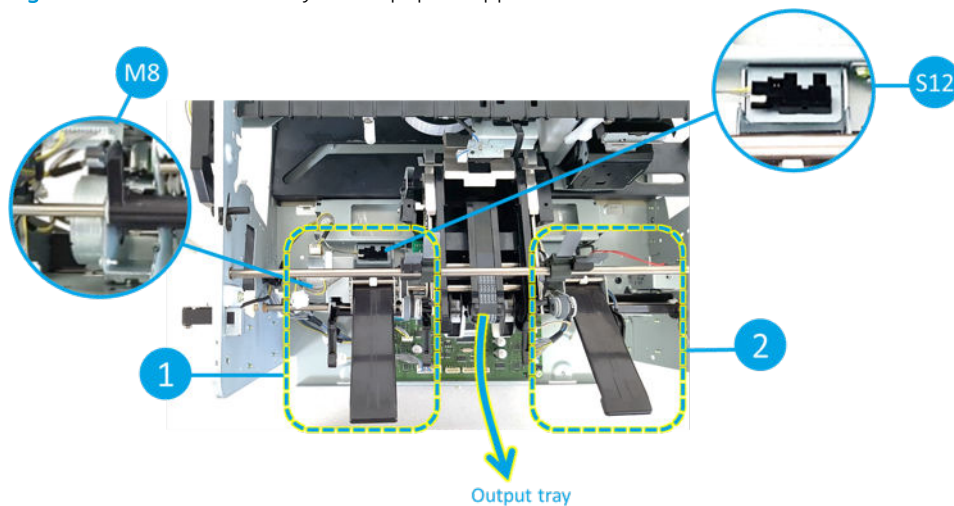


Table 6-15 Inner finisher system - paper support unit parts information

Item	Part name	Part number	Orderable	Diagnostics	Description
1	Rear paper support	JC90-01311A	Yes	Not applicable	Supports paper to prevent bending
2	Front paper support	JC90-01310A	Yes	Not applicable	Supports paper to prevent bending
S12	Paper support home sensor	0604-001393	No	113-0481	Detects the paper support guides locate at the home position

Table 6-15 Inner finisher system - paper support unit parts information (continued)

Item	Part name	Part number	Orderable	Diagnostics	Description
M8	Paper support motor assembly	JC93-00802B	No	113-0571	Drives paper support guides from the home position to the forward direction
Not applicable	Paper support motor	JC31-00149A	No	Not applicable	Not applicable

Paper support unit operation

- ▲ Paper support unit is extended to the arrow direction to help paper is bent of fallen to the output tray.

Figure 6-30 Inner finisher - paper support operation



Paddle unit

Learn about the inner finisher paddle unit.

The paddle unit consists of two paddle systems, a main paddle and a sub paddle. First, when paper is discharged from the exit unit, the main paddle unit moves paper to the sub paddle. Then the sub paddle unit moves paper to the end fence unit so that it can be ready to be stapled.

The main paddle unit is operated by the main paddle motor. The main paddle sensor detects the main paddle position. The sub paddle unit rotates by the exit motor.

Figure 6-31 Inner finisher system - paddle unit driving system overview (main paddle unit)

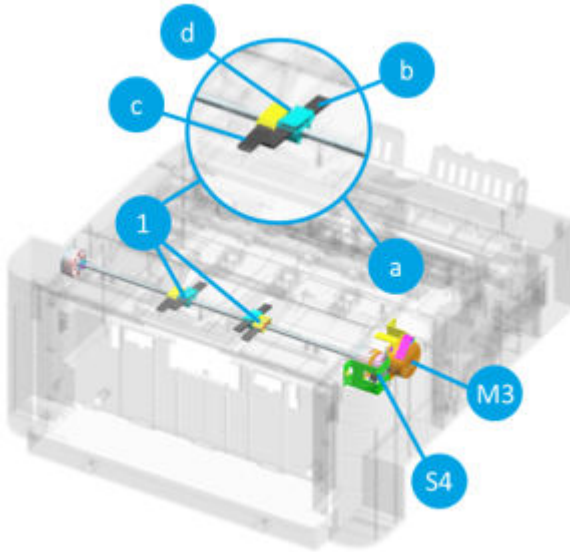


Figure 6-32 Inner finisher system - paddle unit driving system overview (sub paddle unit)

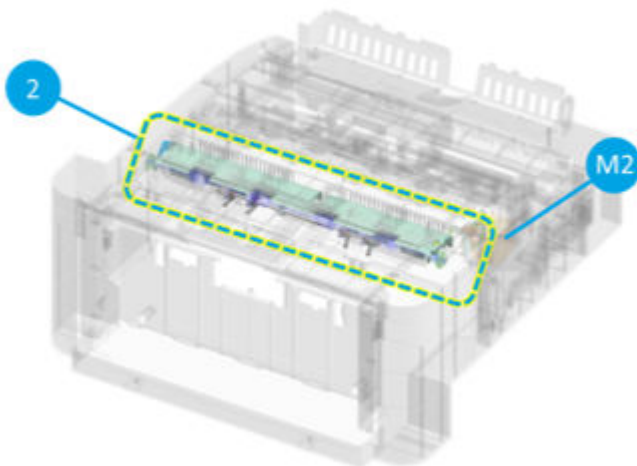


Figure 6-33 Inner finisher system - paddle unit driving system detail view (1 of 2)

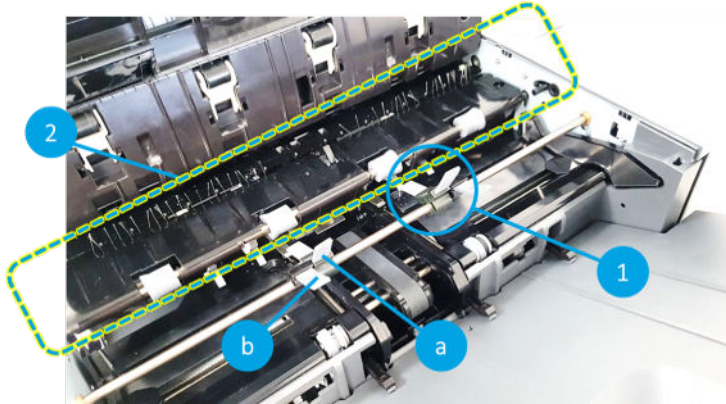


Figure 6-34 Inner finisher system - paddle unit driving system detail view (2 of 2)

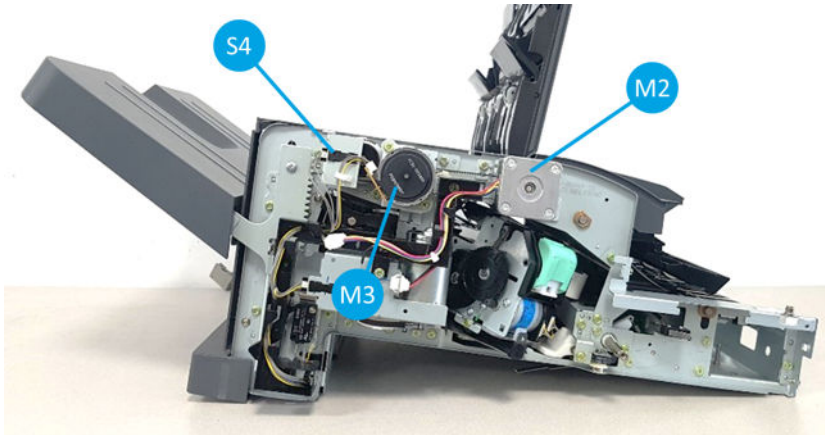


Table 6-16 Inner finisher system - paddle unit parts information

Item	Part name	Part number	Orderable	Diagnostics	Description
1	Main paddle	JC90-01327A	Yes	Not applicable	Moves paper to the sub paddle unit
1-a	Main paddle kit	JC82-01038A	Yes	Not applicable	Not applicable
1-b	Main paddle A	JC63-04957A3	Yes	Not applicable	Not applicable
1-c	Main paddle B	JC63-04958A	Yes	Not applicable	Not applicable
1-d	Main paddle holder	JC81-07560A	Yes	Not applicable	Not applicable
2	Sub paddle	JC90-01336A	Yes	Not applicable	Moves pages to the end fence and arranges them to be correctly stapled
S4	Main paddle home sensor	0604-001393	No	113-0370	Detects the home position of the main paddle
M3	Main paddle motor assembly	JC90-01331A	Yes	113-0510	Drives the main paddle unit connected by a belt

Table 6-16 Inner finisher system - paddle unit parts information (continued)

Item	Part name	Part number	Orderable	Diagnostics	Description
Not applicable	Main paddle motor	JC31-00149A	No	Not applicable	Not applicable
M2	Exit motor	JC31-00169B	Yes	113-0502	Drives the sub paddle unit connected by a belt

Paddle unit operation

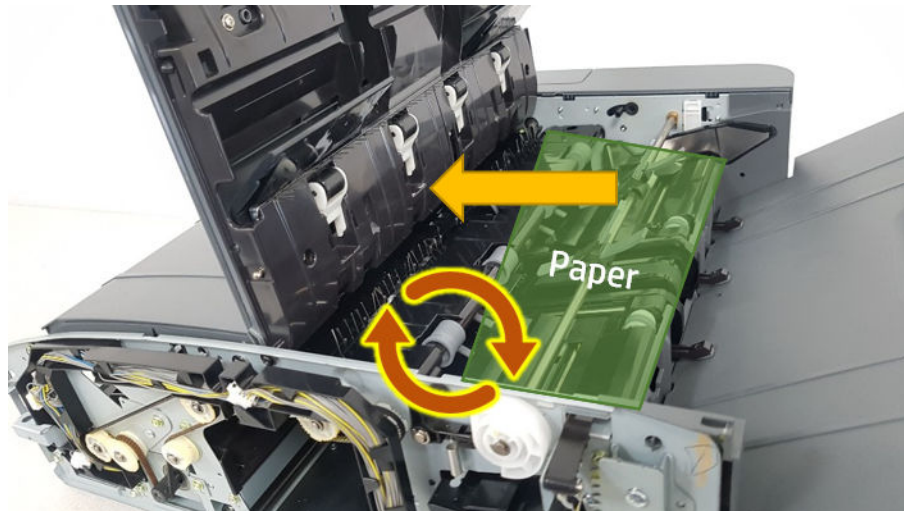
1. Main paddles get paper moves to the sub paddle unit.

Figure 6-35 Inner finisher - paddle operation 1



2. Main paddles get paper moves to the sub paddle unit.

Figure 6-36 Inner finisher - paddle operation 2



Tamper unit

Learn about the inner finisher tamper unit.

The tamper unit functions to align the left and right sides of a bundle of paper in order to staple it to the correct position. When a certain amount of paper for stapling is collected after printing, the tamper unit hits the left and right ends of the paper to align the paper correctly.

Each temper has a motor on the back side that delivers driving force to move. The temper unit sensors are mounted on the back side of the unit, to check the position of the temper unit.

Figure 6-37 Inner finisher system - tamper unit overview

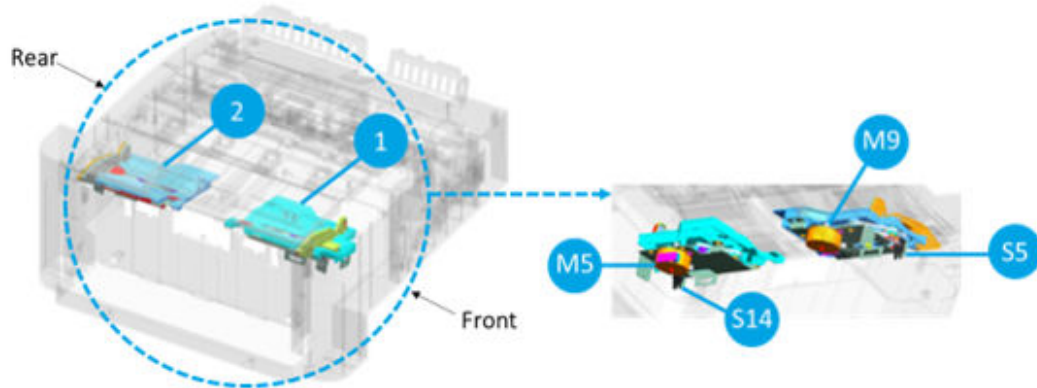


Figure 6-38 Inner finisher system - tamper unit detail view (1 of 3)

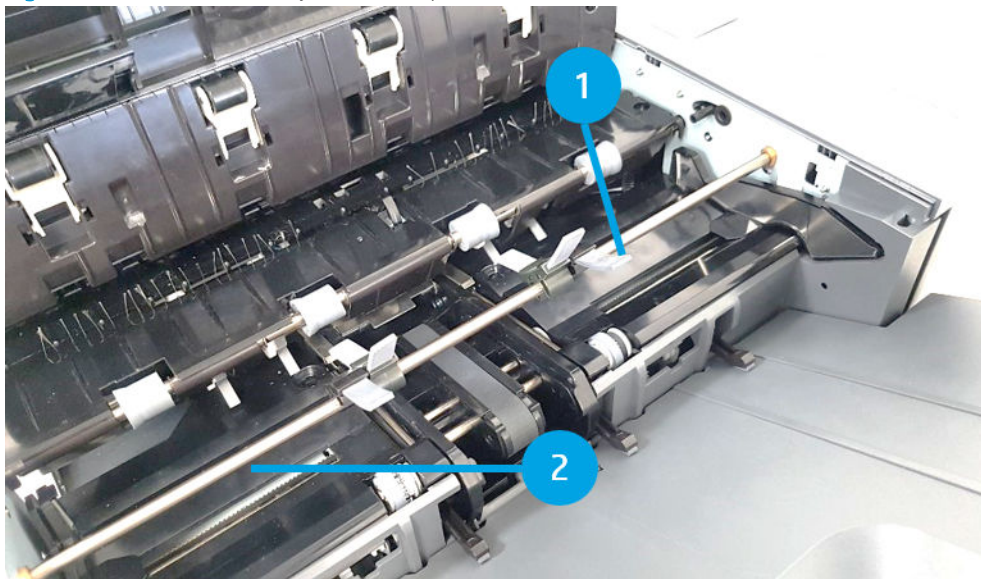


Figure 6-39 Inner finisher system - tamper unit detail view (2 of 3)

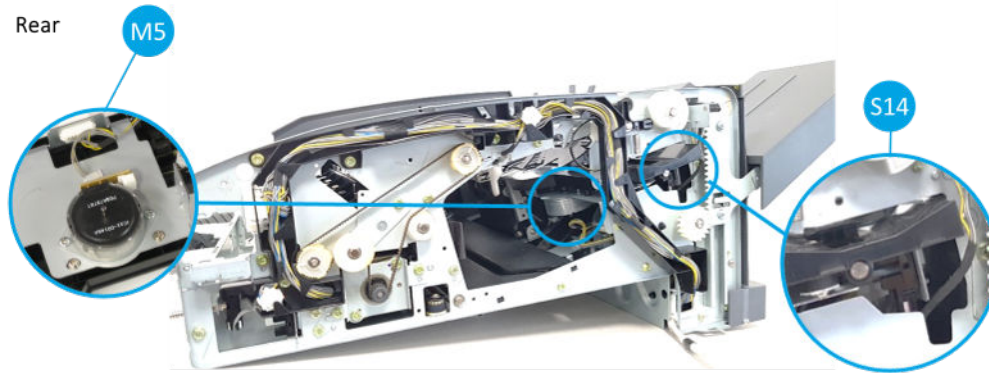


Figure 6-40 Inner finisher system - tamper unit detail view (3 of 3)

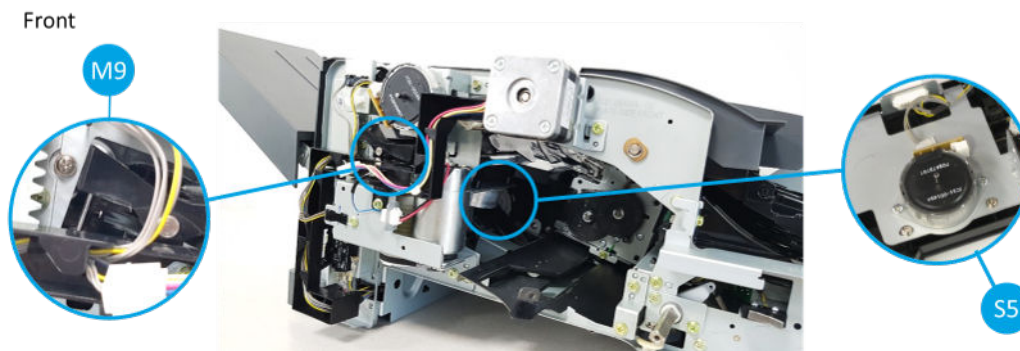


Table 6-17 Inner finisher system - tamper unit parts information

Item	Part name	Part number	Orderable	Diagnostics	Description
1	Front tamper	JC82-00899A	Yes	Not applicable	Aligns left and right side of paper
2	Rear tamper	JC82-00900A	Yes	Not applicable	Aligns left and right side of paper
M5	Rear tamper motor assembly	JC93-01001A	Yes	113-0520	Drives the rear tamper unit
Not applicable	Rear tamper motor	JC31-00149A	No	Not applicable	Not applicable
S14	Rear tamper home sensor	0604-001393	No	113-0380	Detects the reference position of the tamper unit
M9	Front tamper motor assembly	JC93-01001A	Yes	113-0530	Drives the front tamper unit
Not applicable	Front tamper motor	JC31-00149A	No	Not applicable	Not applicable
S5	Front tamper home sensor	0604-001393	No	113-0390	Detects the reference position of the tamper unit

Tamper unit operation

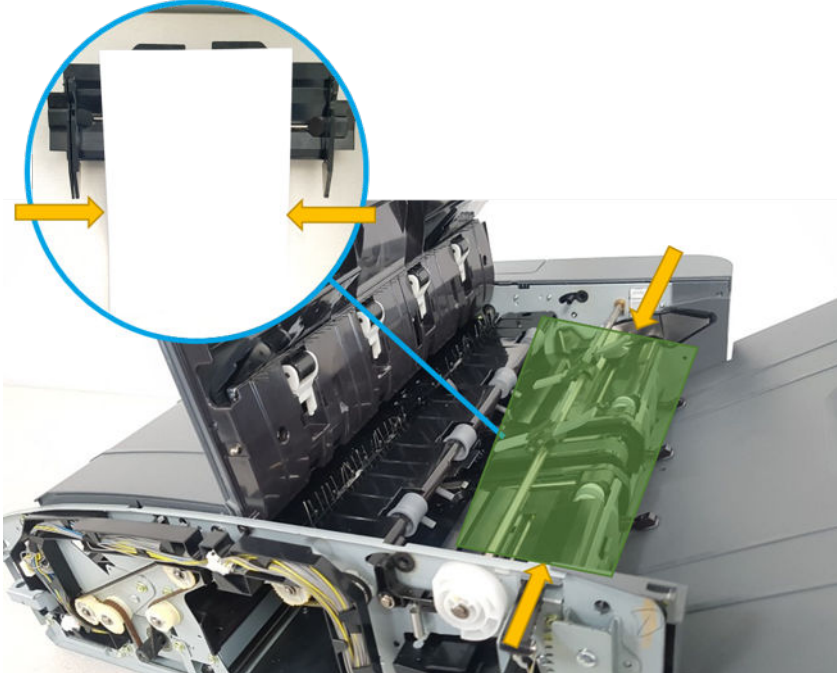
1. Paper is arranged at the end of the end fence unit.

Figure 6-41 Inner finisher - tamper operation 1



2. The left and right tampers arrange a stack of paper.

Figure 6-42 Inner finisher - tamper operation 2



End fence unit

Learn about the inner finisher end fence unit.

The paddle unit moves paper to the end fence unit. The end fence unit sets the standard position of the paper to be aligned towards top and bottom of the paper. The end fence is fixed onto the finisher, and the end fence sensor can sense any paper entering the end fence unit.

Figure 6-43 Inner finisher system - end fence unit overview



Figure 6-44 Inner finisher system - end fence unit detail view

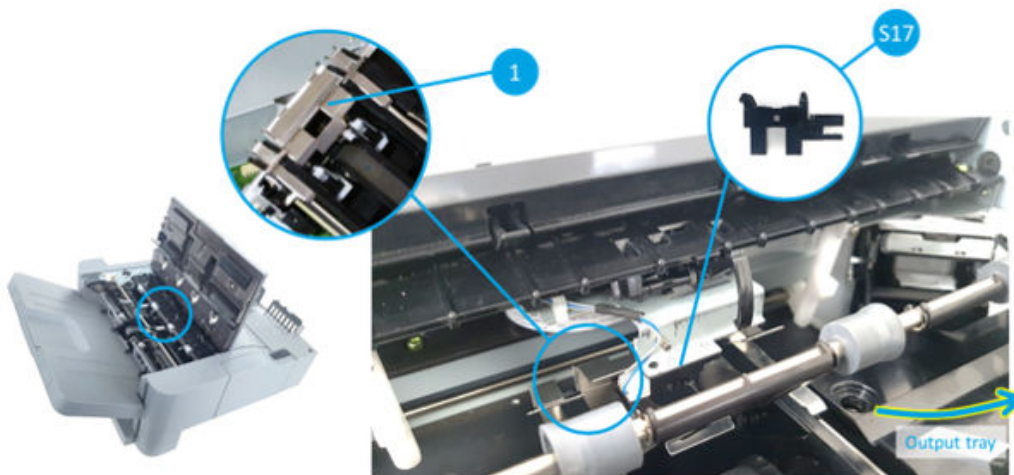


Table 6-18 Inner finisher system - tamper unit parts information

Item	Part name	Part number	Orderable	Diagnostics	Description
1	End fence	JC61-06428A	No	Not applicable	Aligns paper toward top and bottom direction
2	End fence sensor	0604-001381	Yes	113-0361	Detects paper whether paper exists in the end fence unit

End fence unit operation

1. Paper goes into the end fence unit through the main paddle unit and sub paddle unit. At the same time the end fence unit is aligned paper to the direction of yellow line.

Figure 6-45 Inner finisher - end fence operation 1



2. The end fence sensor is checking whether paper goes into the end fence sensor.

Figure 6-46 Inner finisher - end fence operation 2



Stapler unit

Learn about the inner finisher stabler unit.

Stapler unit is a device installed inside the finisher that staples a bundle of aligned documents. Documents are collected as a bundle by the tamper unit and the end fence unit for stapling, then stapler assembly staples the bundle. There are 6 options to make a bundle.

Figure 6-47 Inner finisher system - stapling options



The stapler unit moves using the stapler motor installed inside. The four stapler position sensors are mounted so that the stapler can be positioned in the exact stapling position whether it is stapled on the left, the right, or at the center of the document. Stapling is done by the motor inside the stapler assembly.

Figure 6-48 Inner finisher system - stapler unit overview

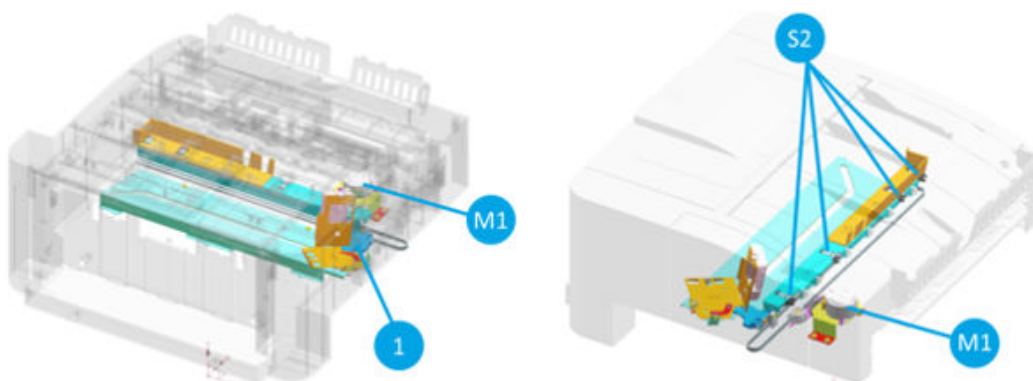


Figure 6-49 Inner finisher system - stapler unit detail view (1 of 2)

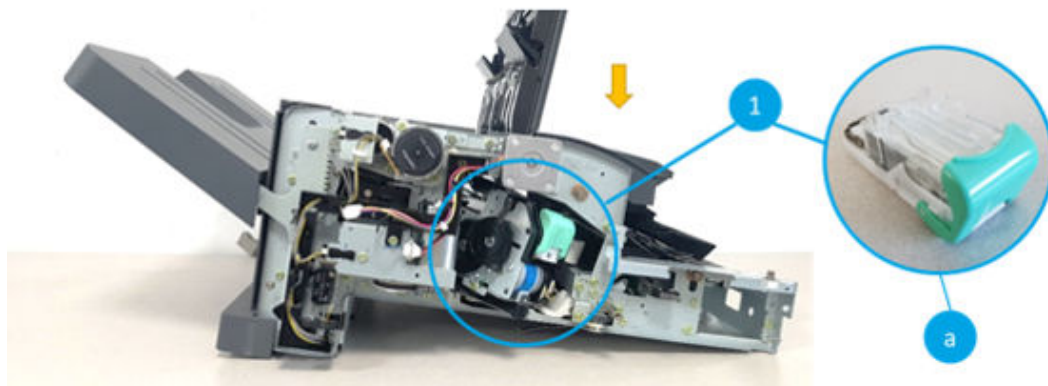


Figure 6-50 Inner finisher system - stapler unit detail view (2 of 2)

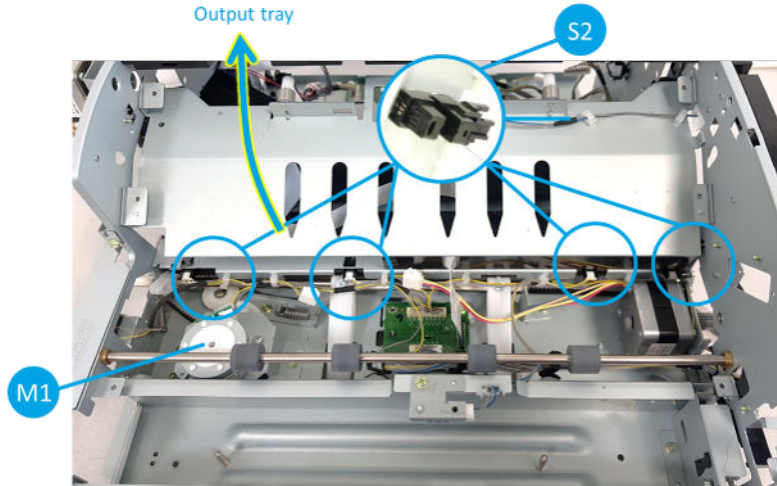


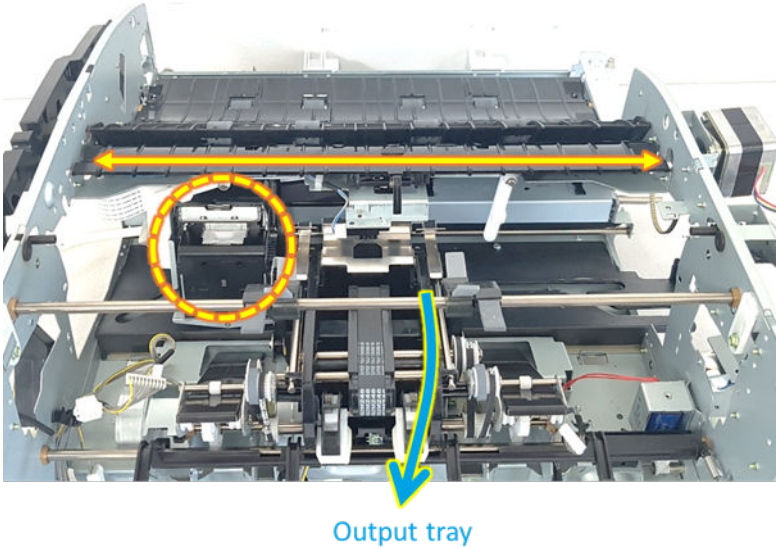
Table 6-19 Inner finisher system - stapler unit parts information

Item	Part name	Part number	Orderable	Diagnostics	Description
1	Stapler assembly	JC90-01342A	Yes	Not applicable	Staples a bundle of paper
Not applicable	Staple motor module	JC59-00040A	Yes	113-0550	Not applicable
1-a	Staple cartridge	Y1G14-67901	Yes	Not applicable	Staple cartridge
Not applicable	Stapler kit	JC81-07408B	No	Not applicable	Stapler motor and staple cartridge
S2	Stapler position sensor	0604-001393	Yes	113-0491 113-0492	Detects and moves the staple assembly position to make a bundle of paper at the exact location
M1	Stapler position motor	JC93-00999A	Yes	13-0581	Gets the staple assembly move toward top and down direction of paper

Stapler unit operation

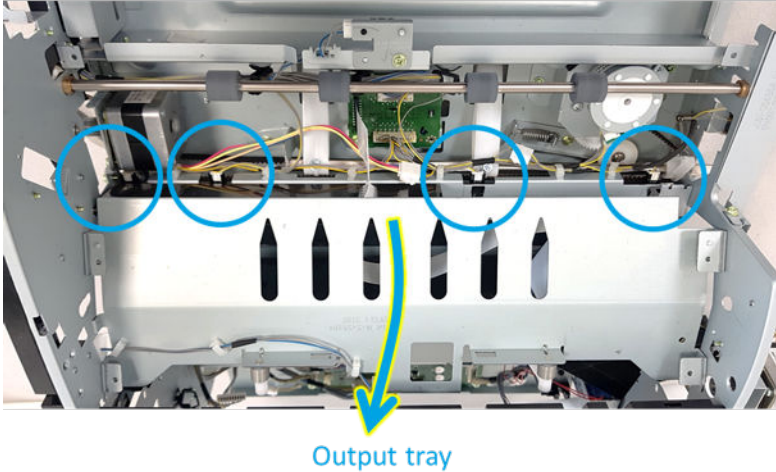
1. The stapler position motor delivers the stapler assembly to the horizontal direction (yellow line).

Figure 6-51 Inner finisher - stapler operation 1



- 2. The stapler assembly checks front and rear home position and moves where the stapler position sensors are located depending on stapling types.

Figure 6-52 Inner finisher - stapler operation 2



Ejector unit

Learn about the inner finisher ejector unit.

The ejector unit moves a bundle of stapled paper out. The ejector unit consists of ejector 1 and ejector 2. The ejector 1 transfers a stapled paper loaded at the end fence unit to the ejector 2 unit. During this process, the ejector 1 motor transmits the driving force to the ejector 1 unit. And the ejector 1 home position sensor controls the movement of the ejector 1.

When the paper arrives at the ejector 2 unit, the ejector 2 grabs a stack of paper and ejects it onto the output tray. The ejector 2 motor is responsible for this process, and the ejector 2 motor sensor helps it to be controlled correctly. In addition, the ejector 2 home position sensor is mounted to check the location of the ejector 2.

Figure 6-53 Inner finisher system - ejector unit overview

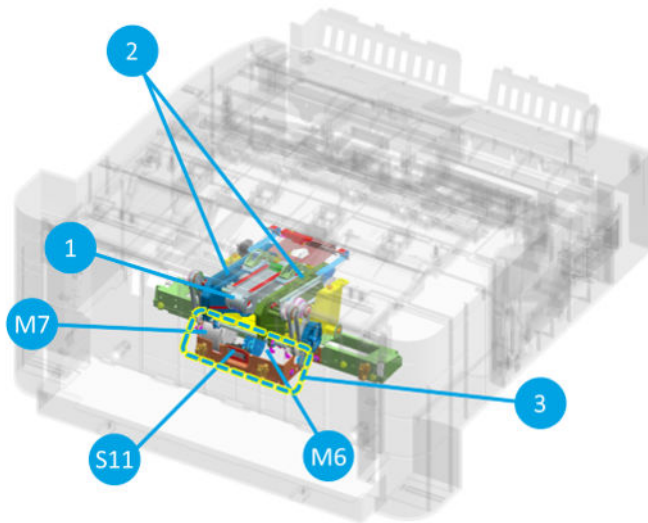


Figure 6-54 Inner finisher system - ejector unit detail view (1 of 3)

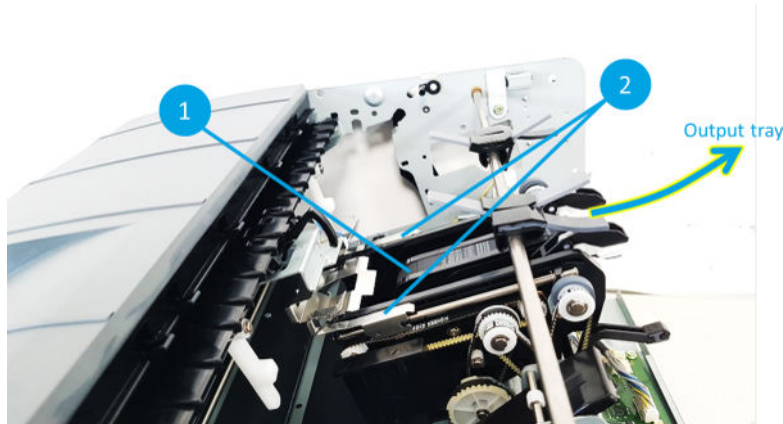


Figure 6-55 Inner finisher system - ejector unit detail view (2 of 3)

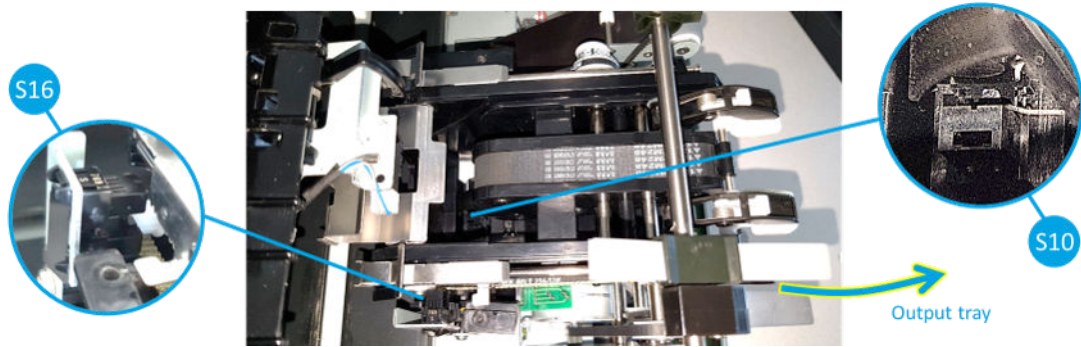


Figure 6-56 Inner finisher system - ejector unit detail view (3 of 3)

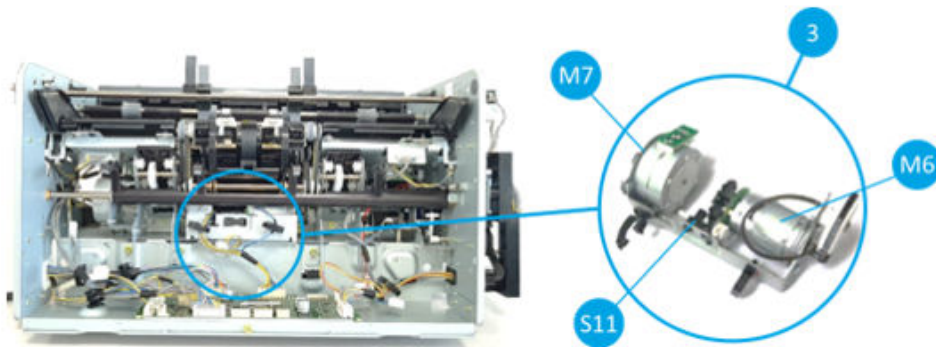


Table 6-20 Inner finisher system - stapler unit parts information

Item	Part name	Part number	Orderable	Diagnostics	Description
Not applicable	Ejector	SS456-61001	Yes	Not applicable	Not applicable
1	Ejector 2	Not applicable	No	Not applicable	Moves paper from the ejector 1 to the output tray
2	Ejector 1	Y1G14-67901	No	Not applicable	Moves the stack of paper from the end fence to the ejector 2
S10	Ejector 2 home sensor	0604-001393	No	113-0462	Detects the home position of the ejector 2
S16	Ejector 1 home sensor	0604-001393	No	113-0461	Detects the home position of the ejector 1
3	Ejector motor assembly	JC90-01309A	No	Not applicable	Moves the ejector 1 and ejector 2
M6	Ejector 2 motor assembly	JC93-01168A	No	113-0562	Moves the ejector 2 forward and backward
Not applicable	Ejector 2 motor	JC31-00175A	No	Not applicable	Not applicable
S11	Ejector 2 motor sensor	0604-001393	No	113-0463	Detects the ejector 2 motor rotation

Table 6-20 Inner finisher system - stapler unit parts information (continued)

Item	Part name	Part number	Orderable	Diagnostics	Description
M7	Ejector 1 motor assembly	JC93-00998A	No	113-0561	Grabs a stack of paper, then move it to the output tray
Not applicable	Ejector 1 motor	JC31-00009C	No	Not applicable	Not applicable

Ejector unit operation

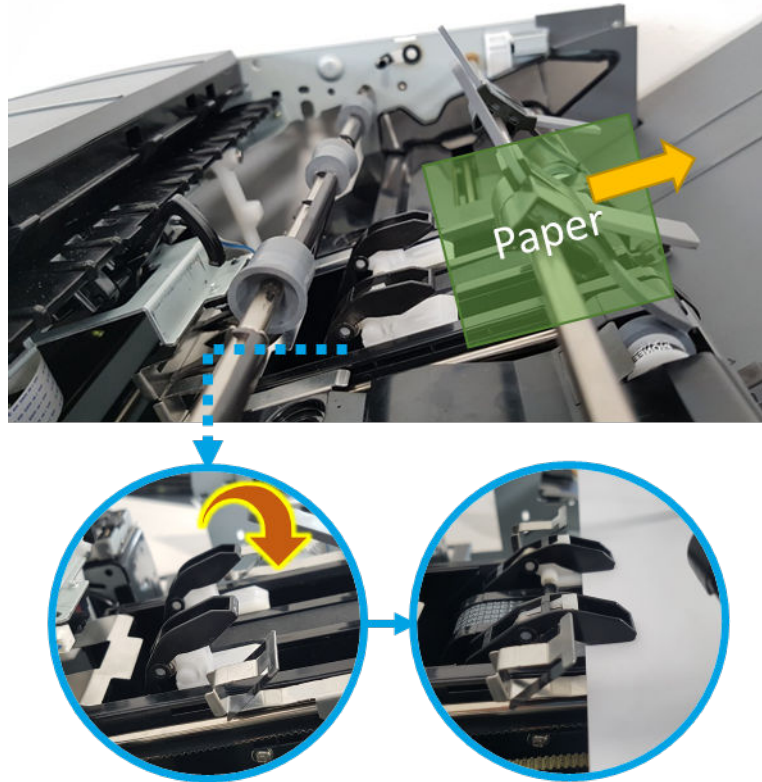
1. Ejector 1 pushes aligned paper at the end fence unit to ejector 2 unit.

Figure 6-57 Inner finisher - ejector operation 1



- Ejector 2 grabs paper, then moves forward to the output tray unit direction.

Figure 6-58 Inner finisher - ejector operation 2



- Ejector 2 draws off paper on the output tray.

Figure 6-59 Inner finisher - ejector operation 3



Output tray and paper holding unit

Learn about the inner finisher output tray and paper holding unit.

The output tray moves up and down along the rails inside the finisher, and the output tray motor controls those movement according to the signals sent from the paper holding sensor. As paper stacks up on the output tray, the paper holding unit is lifted by papers. When the paper holding sensor is touched, the output tray moves downward.

The machine detects when the output tray is full as the output tray hits the lower limit switch. The output tray top of stack sensor is mounted on both left and right sides for the case that the paper holding sensor breaks down.

The paper holding solenoid lifts the paper holding actuator up when a new bundle of paper come to the output tray.

Figure 6-60 Inner finisher system - output tray unit overview

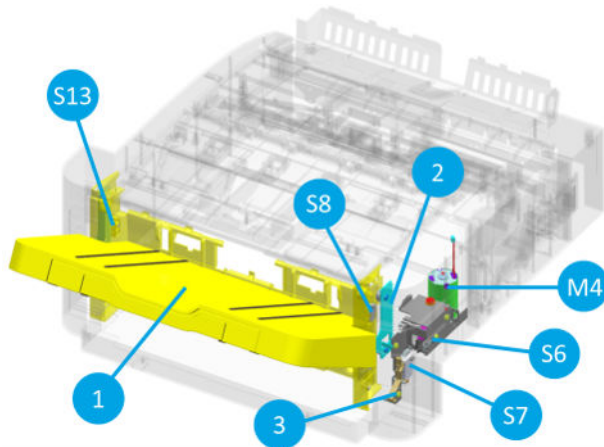


Figure 6-61 Inner finisher system - output tray unit detail view (1 of 2)

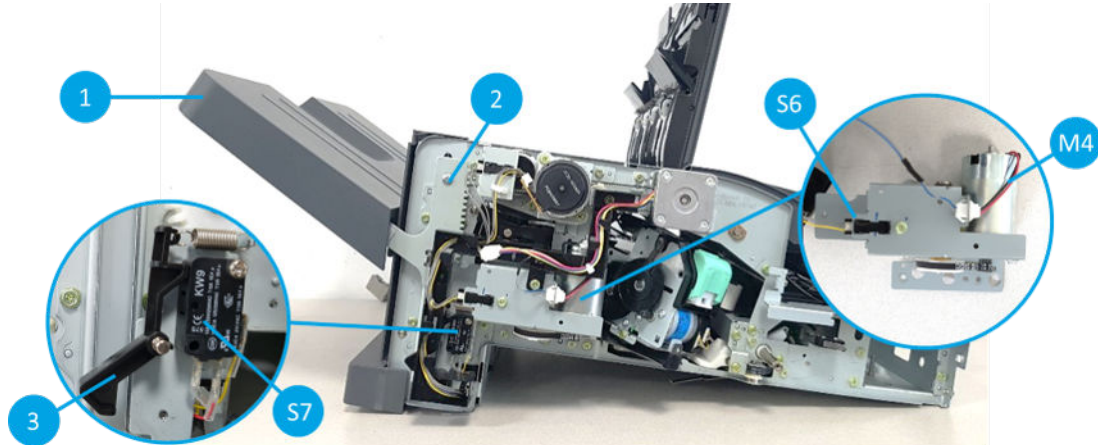


Figure 6-62 Inner finisher system - output tray unit detail view (2 of 2)

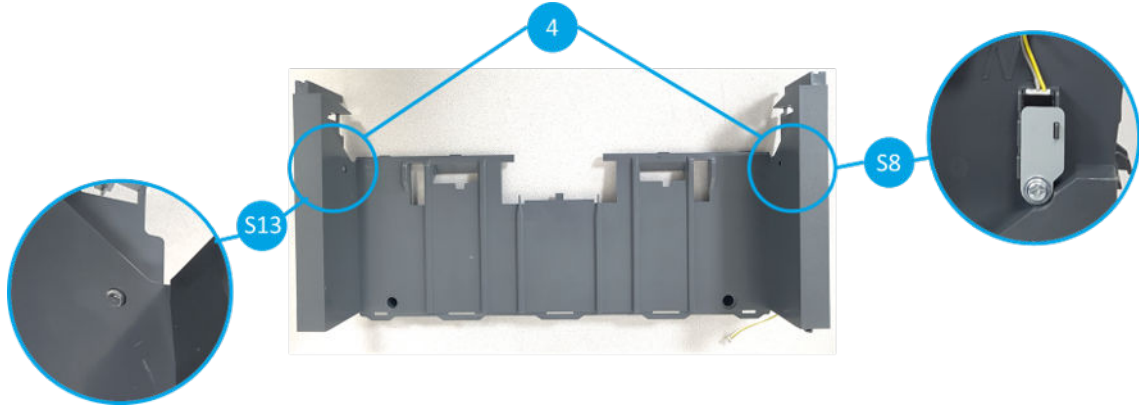


Table 6-21 Inner finisher system - output tray unit parts information

Item	Part name	Part number	Orderable	Diagnostics	Description
1	Output tray	JC90-01337B	Yes	Not applicable	Stacking plate for ejected paper
M4	Output tray motor assembly	JC90-01334B	Yes	113-0570	Moves the output tray up and down
Not applicable	Output tray motor	JC31-00178B	Yes	Not applicable	Not applicable
S6	Output tray motor sensor	0604-001393	No	113-0473	Detects if the output tray motor is operational
2	Output tray frame	JC90-01319A	Yes	Not applicable	Not applicable
S7	Output tray lower limit switch	JC90-01320A	Yes	113-0472	Detects the lowest position of the output tray
3	Output tray lower actuator	JC66-04200A	Yes	113-0472	Detects the lowest position of the output tray
4	Output tray top of stack sensor kit	JC82-01039A	Yes	113-0471	Detects abnormal movement of output tray (Output tray top of stack sensor receiver and led)
S8	Output tray top of stack sensor (receiver)	0603-001309	Yes	Not applicable	Not applicable
S13	Output tray top of stack sensor (led)	0601-003440	No	Not applicable	Not applicable

Figure 6-63 Inner finisher system - paper holding unit overview

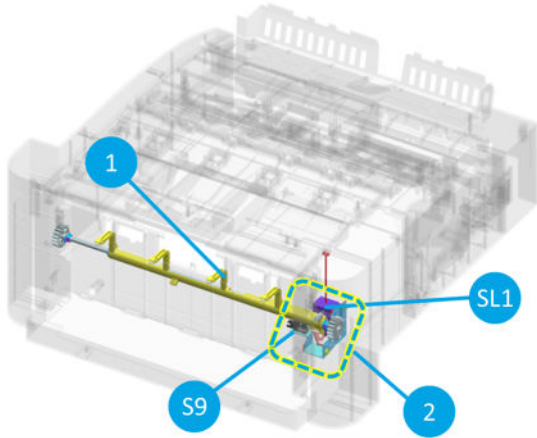


Figure 6-64 Inner finisher system - paper holding unit detail view

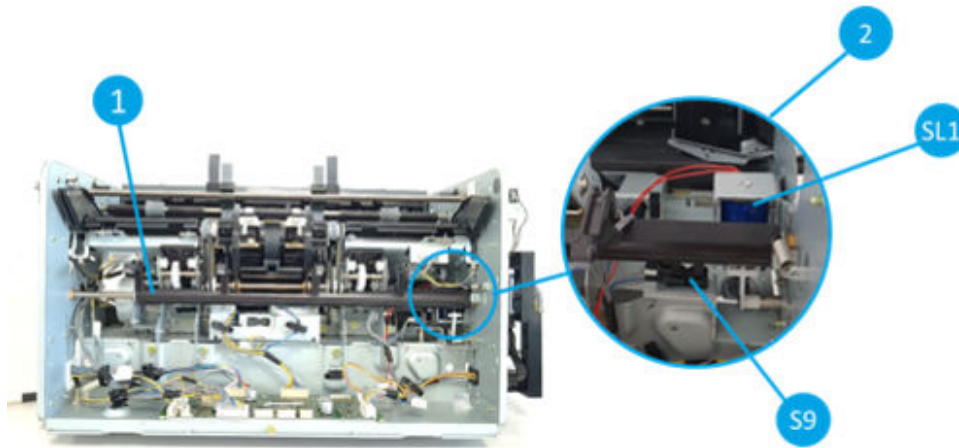


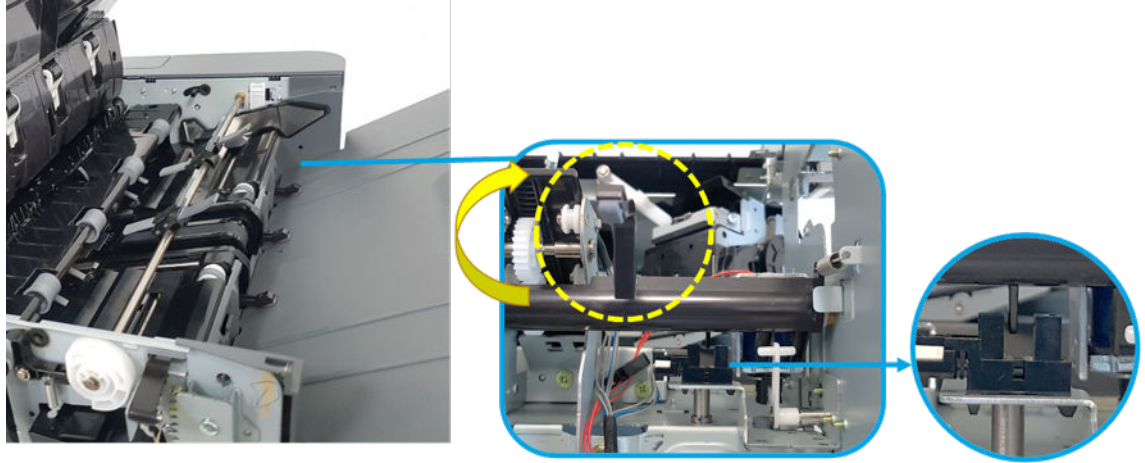
Table 6-22 Inner finisher system - output tray unit parts information

Item	Part name	Part number	Orderable	Diagnostics	Description
1	Paper holding actuator	JC90-01313A	Yes	Not applicable	Controls the output tray height, and grabs stacked paper not to be scattered
2	Paper holding kit	JC90-01314A	Yes	Not applicable	Paper holding solenoid and paper holding sensor
SL1	Paper holding solenoid	JC33-00037A	Yes	113-0591	Moves paper holding actuator up when paper goes out to the output tray
S9	Paper holding sensor	0604-001393	Not applicable	113-0470	Detects stacked paper position

Output tray and paper holding unit operation

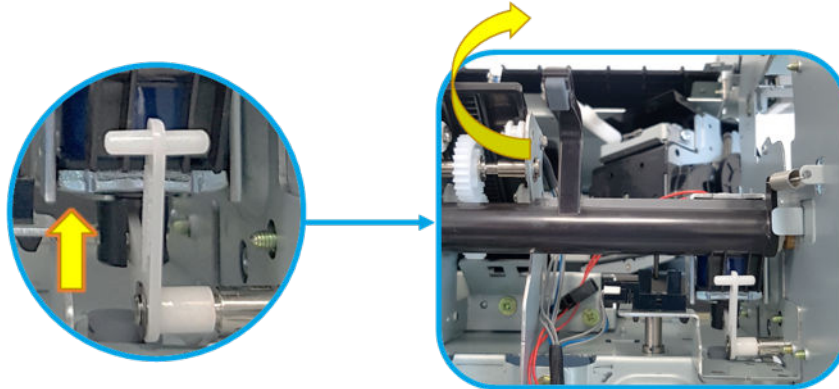
1. Paper holding unit helps paper stores stable on the output tray. Besides it detects amount of stacked paper and get the output tray moves downward.

Figure 6-65 Inner finisher - output tray and paper holding operation 1



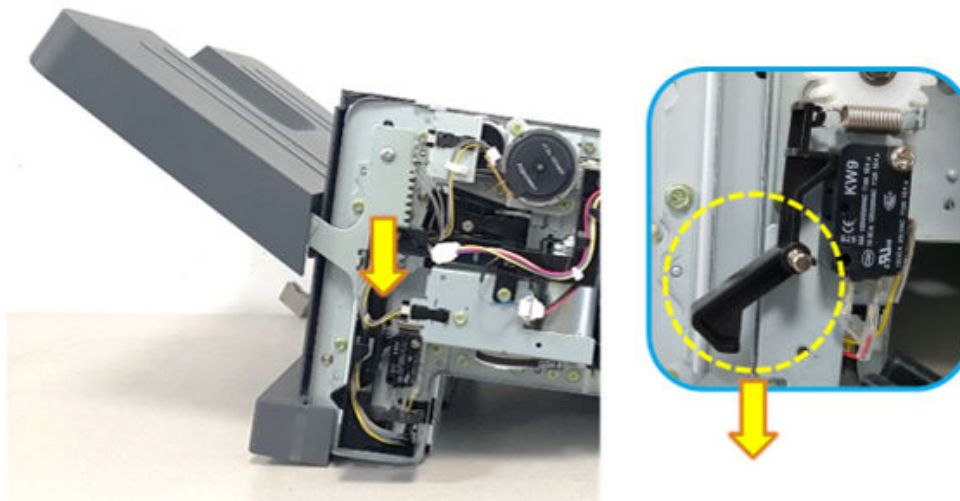
2. When paper goes out to the output tray, paper holding solenoid forcibly make paper holding actuator goes upward to create the paper passage not to be jammed by the paper holding actuator.

Figure 6-66 Inner finisher - output tray and paper holding operation 2



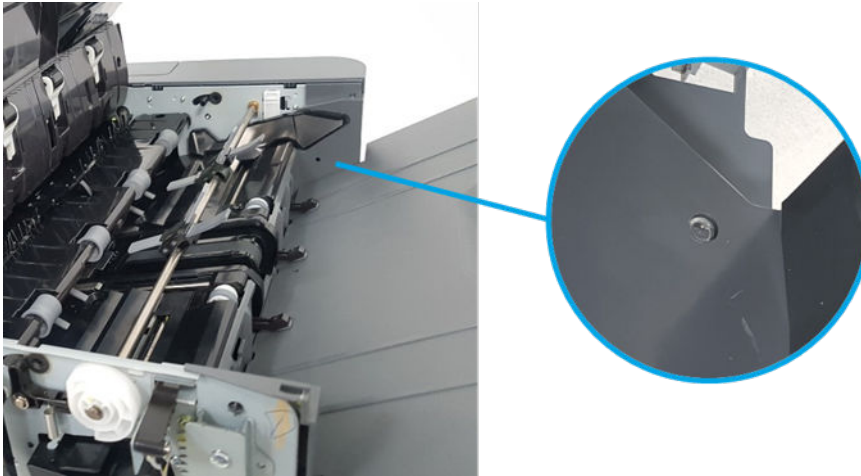
3. As the paper accumulates, output tray moves downward. When it reaches at the end of the moving range, output tray lower limit switch is pressed. The switch detects paper stacks full on the output tray.

Figure 6-67 Inner finisher - output tray and paper holding operation 3



4. In case of fatal error in the output tray unit and paper holding unit, output tray top of stack sensor makes the machine emergency stop so that output tray unit does not move upward.

Figure 6-68 Inner finisher - output tray and paper holding operation 4



PCA connection information

Learn about the inner finisher PCA connections.

Figure 6-69 Inner finisher system - PCA connection information

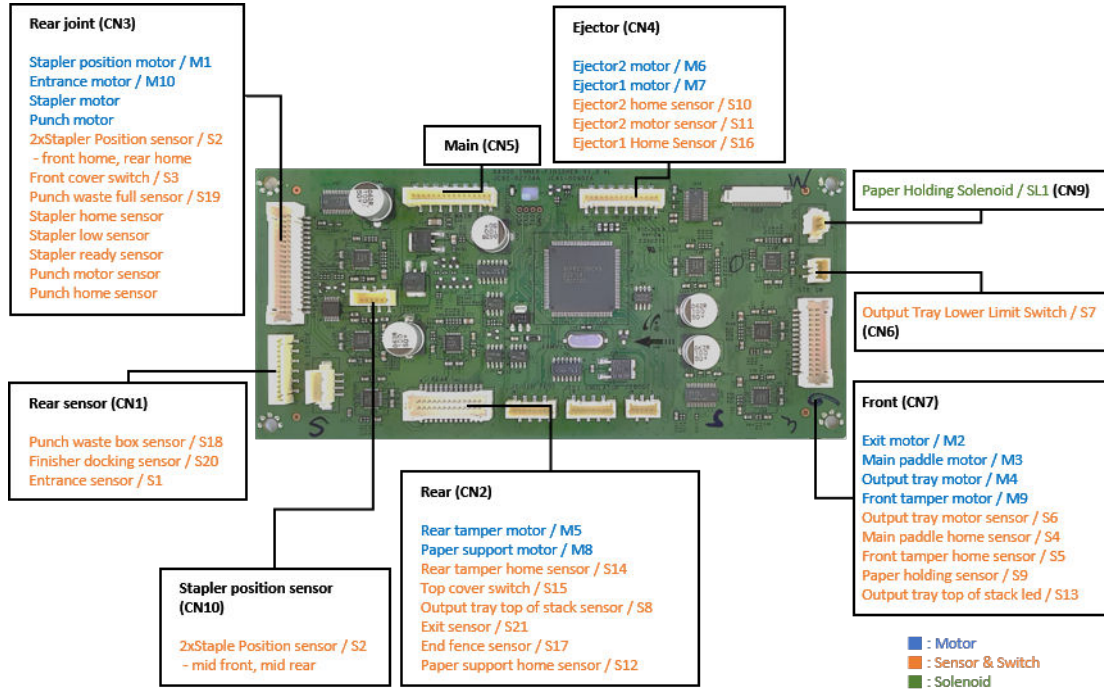


Table 6-23 Inner finisher system - PCA connectors, parts, and diagnostics information

CN number	Connector name	Motor (Diagnostics)	Sensor (Diagnostics)	Switch and Solenoid (Diagnostics)
CN1	Rear sensor	Not applicable	<ul style="list-style-type: none"> Punch waste box sensor (113-0620) Finisher docking sensor (113-0000) Entrance sensor (113-0350) 	Not applicable
CN2	Rear	<ul style="list-style-type: none"> Rear tamper motor (113-0520) Paper support motor (113-0571) 	<ul style="list-style-type: none"> Rear tamper home sensor (113-0380) Output tray top of stack sensor (113-0471) Exit sensor (113-0360) End fence sensor (113-0361) Paper support home sensor (113-0481) 	<ul style="list-style-type: none"> Top cover switch (113-0420)


Table 6-23 Inner finisher system - PCA connectors, parts, and diagnostics information (continued)

CN number	Connector name	Motor (Diagnostics)	Sensor (Diagnostics)	Switch and Solenoid (Diagnostics)
CN3	Rear joint	<ul style="list-style-type: none"> • Stapler motor (113-0550) • Stapler position motor (113-0581) • Entrance motor (113-0501) • Punch motor (113-0610) 	<ul style="list-style-type: none"> • Stapler low sensor(113-0440) • Stapler ready sensor (113-0451) • Stapler home sensor(113-0430) • Stapler position sensor (front home) (113-0491) • Stapler position sensor (rear home) (113-0492) • Punch waste full sensor (113-0621) • Punch motor sensor(113-0600) • Punch home sensor (113-0612) 	<ul style="list-style-type: none"> • Front cover switch (113-0420)
CN4	Ejector	<ul style="list-style-type: none"> • Ejector 2 motor (113-0562) • Ejector 1 motor (113-0561) 	<ul style="list-style-type: none"> • Ejector 2 motor sensor (113-0463) • Ejector 2 home sensor (113-0462) • Ejector 1 home sensor (113-0461) 	Not applicable
CN5	Main (to the main PBA)	Not applicable	Not applicable	Not applicable
CN6	Output tray lower limit switch	Not applicable	Not applicable	<ul style="list-style-type: none"> • Output tray lower limit switch (113-0472)
CN7	Front	<ul style="list-style-type: none"> • Exit motor (113-0502) • Main paddle motor (113-0510) • Output tray motor (113-0570) • Front tamper motor (113-0530) 	<ul style="list-style-type: none"> • Output tray motor sensor (113-0473) • Main paddle home sensor (113-0370) • Front tamper home sensor (113-0390) • Paper holding sensor (113-0470) • Output tray top of stack sensor (113-0471) 	Not applicable

Table 6-23 Inner finisher system - PCA connectors, parts, and diagnostics information (continued)

CN number	Connector name	Motor (Diagnostics)	Sensor (Diagnostics)	Switch and Solenoid (Diagnostics)
CN9	Paper holding solenoid	Not applicable	Not applicable	<ul style="list-style-type: none"> Paper holding solenoid (113-0591)
CN10	Stapler position sensor	Not applicable	<ul style="list-style-type: none"> Stapler position sensor (mid front) (-) Stapler position sensor (mid rear) (-) 	Not applicable



Service approach

 **CAUTION:** When working on the product, do not pick up the unit by the output tray, which will detach under the weight of the product.

Before performing service

- Remove all paper from the product.
- Turn off the power using the power button.
- Unplug the power cable and interface cable or cables.
- Place the product on an ESD workstation or mat, or use an ESD strap (if one is available). If an ESD workstation, mat, or strap is not available, ground yourself by touching the sheet-metal chassis *before* touching an ESD-sensitive part.
- Remove the toner cartridges.
- Remove the Tray 2 cassette.

ESD precautions

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Look for the ESD reminder when removing printer parts. 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.

After performing service

- Plug in the power cable.
- Verify the functions of the printer that might have been impacted by service procedures. Make sure the printer is in complete working order.
- Replace any accessories removed for service.

Post-service test

Perform the following tests to verify that the repair or replacement was successful:

Print-quality test

1. Verify that you have completed the necessary reassembly steps.
2. Make sure that the tray contains clean, unmarked paper.
3. Attach the power cord and interface cable or interface cables, and then turn on the product.
4. Print a configuration page.
5. Print a print quality page, and then verify that there are no lines, streaks, banding, or other print quality defects.
6. Send a print job from the host computer, and then verify that the output meets expectations.

Order parts, accessories, and supplies

Ordering

Order supplies and paper	www.hp.com/go/suresupply
Order genuine HP parts or accessories	www.hp.com/buy/parts
	or
	partsurfer.hp.com
Order through service or support providers	Contact an HP-authorized service or support provider.
Order using the HP Embedded Web Server (EWS)	To access, in a supported Web browser on your computer, enter the printer IP address or host name in the address/URL field. The EWS contains a link to the HP SureSupply Web site, which provides options for purchasing Original HP supplies.

Orderable parts

Not all of the parts shown in the diagrams in this chapter can be ordered. Refer to the table following the diagram or the parts lists at the end of this chapter to determine if a part is orderable.

Parts, diagrams, removal and replacement (inner finisher)

Learn about parts, diagrams, removal and replacement (inner finisher)

- [Parts and diagrams \(inner finisher\)](#)
- [Covers](#)
- [Entrance unit](#)
- [Exit unit](#)
- [Paper support unit](#)
- [Paddle unit](#)
- [Tamper unit](#)
- [Stapler](#)
- [Ejector unit](#)
- [End fence unit](#)
- [Output tray unit](#)
- [Paper holding unit](#)
- [Punch unit](#)



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.

Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

Parts and diagrams (inner finisher)

View inner finisher exploded diagrams and parts lists.

Inner finisher (main)

Parts diagram and parts list for the inner finisher (main).

Figure 6-70 Inner finisher (main)

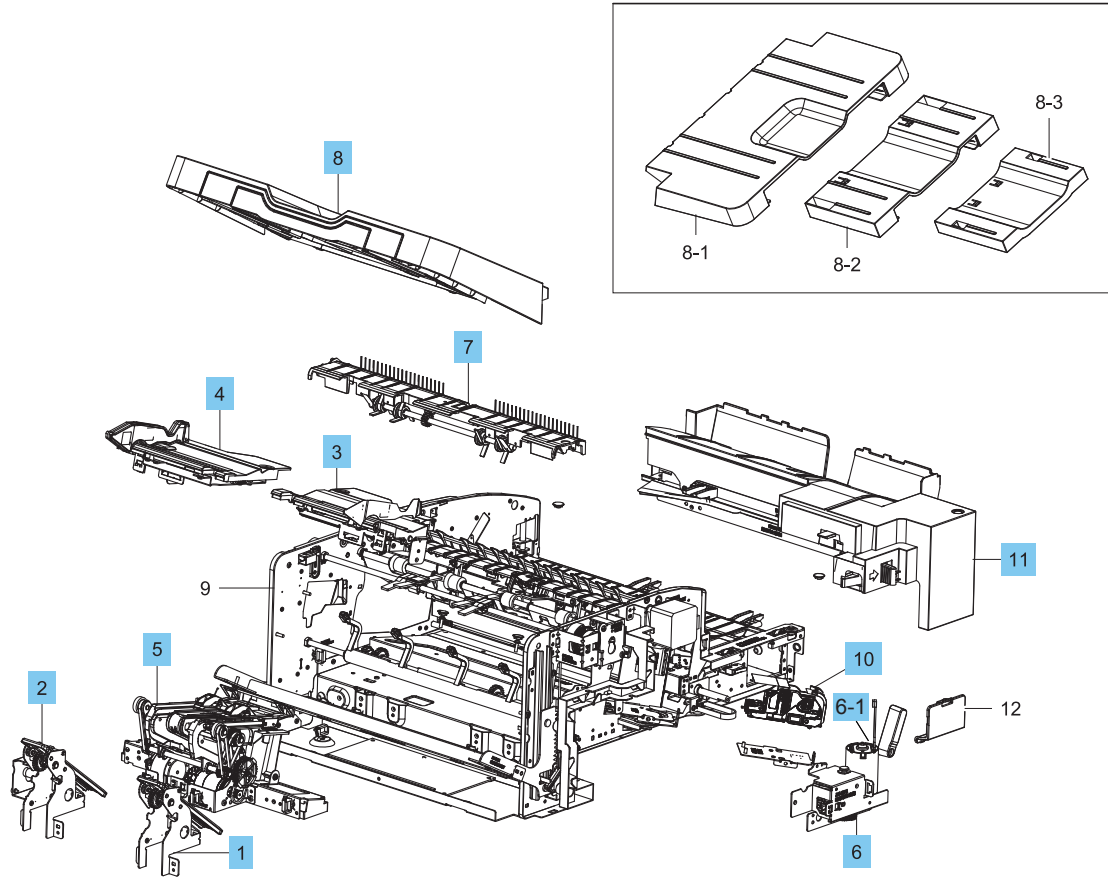


Table 6-24 Inner finisher (main)

Ref	Description	Part number	Qty
Complete	Inner finisher whole unit	Y1G00-67901	1
1	Front paper support	JC90-01310A	1
2	Rear paper support	JC90-01311A	1
3	Front tamper unit assembly	JC82-00899A	1
4	Rear tamper unit assembly	JC82-00900A	1
5	Ejector	SS456-61001	1
6	Output tray motor assembly	JC90-01334B	1
6-1	Lock release handle	JC66-04233A	1
7	Sub paddle unit	JC90-01336A	1
8	Output tray	JC90-01337B	1
10	Staple cartridge	Y1G14-67901	1
11	Punch cover	JC90-01343A	1
Not shown	Main interface harness	JC39-02169A	1

Inner finisher (covers)

Parts diagram and parts list for the inner finisher (covers)

Figure 6-71 Inner finisher (covers)

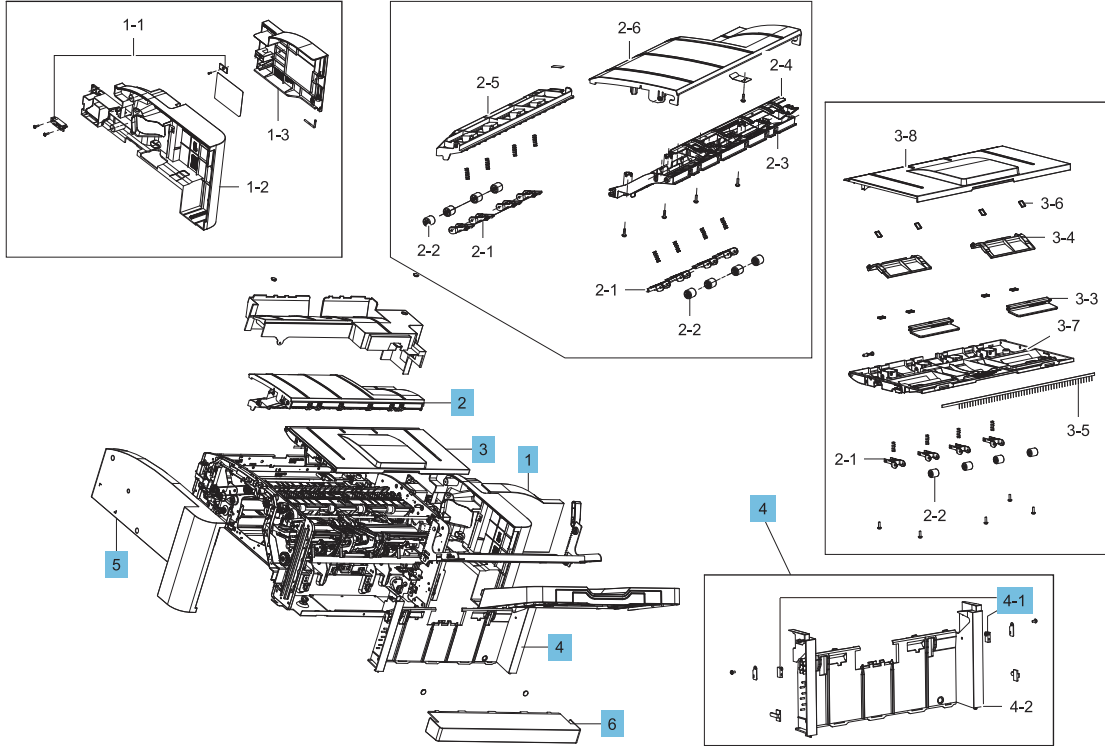


Table 6-25 Inner finisher (covers)

Ref	Description	Part number	Qty
1	Front cover	JC90-01321B	1
2	Middle cover	JC90-01322B	1
3	Top cover	JC90-01323B	1
4	Left cover	JC90-01324B	1
4-1	Output tray top of stack sensor kit	0603-001309	1
5	Rear cover	JC63-04750B	1
6	PCA cover	JC63-04792B	1

Inner finisher (main paddle unit, entrance unit, exit unit, paper holding unit, and output tray unit)

Parts diagram and parts list for the inner finisher (main paddle unit, entrance unit, exit unit, paper holding unit, and output tray unit).

Figure 6-72 Inner finisher (main paddle unit, entrance unit, exit unit, paper holding unit, and output tray unit)

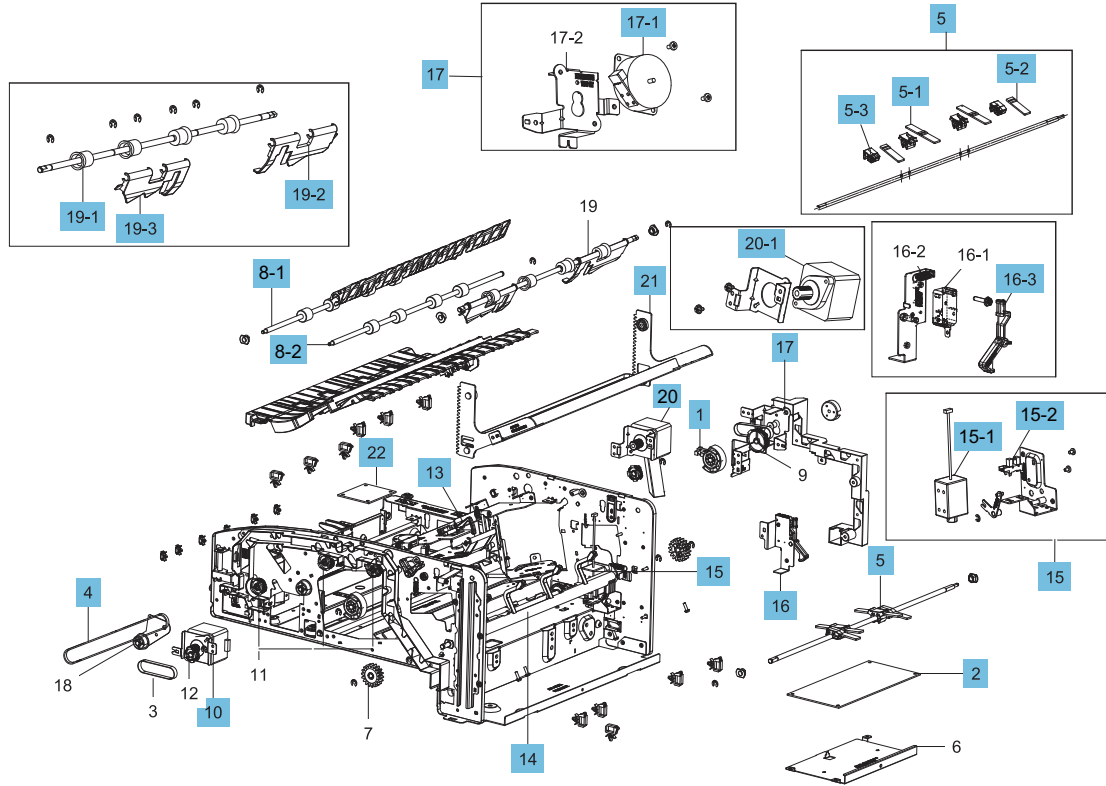


Table 6-26 Inner finisher (main paddle unit, entrance unit, exit unit, paper holding unit, and output tray unit)

Ref	Description	Part number	Qty
1	Main paddle home sensor	0604-001393	2
2	Main PCA	JC92-02774B	1
4	Entrance motor timing belt	6602-003644	1
5	Paddle kit	JC82-01038A	1
5-1	Paddle A	JC63-04957A	2
5-2	Paddle B	JC63-04958A	2
5-3	Paddle holder	JC81-07560A	4
8-1	Entrance roller	JC66-04243A	1
8-2	Middle roller	JC66-04243A	1
10	Entrance motor assembly	JC90-01344A	1
13	Exit sensor actuator	JC66-04199A	1
14	Paper holding actuator	JC90-01313A	1
15	Paper holding kit	JC90-01314A	1
15-1	Paper holding solenoid	JC33-00037A	1
15-2	Paper holding sensor	0604-001393	1
16	Output tray lower limit switch	JC90-01320A	1
16-3	Output tray lower limit switch actuator	JC66-04200A	1
17	Main paddle motor assembly	JC93-01001A	1
17-1	Main paddle motor	JC31-00149A	1
19-1	Exit roller	JC66-04244A	1
19-2	Front compile guide	JC61-07449A	1
19-3	Rear compile guide	JC61-07450A	1
20	Exit motor assembly	JC90-01331A	1
20-1	Exit motor	JC31-00169B	1
21	Output tray frame	JC90-01319A	1
22	Rear joint PCA	JC92-02780A	1
Not shown	Output tray motor assembly	JC90-01334B	1
Not shown	Exit sensor	0604-001415	1

Inner finisher (paper support unit)

Parts diagram and parts list for the inner finisher (paper support unit).

Figure 6-73 Inner finisher (paper support unit)

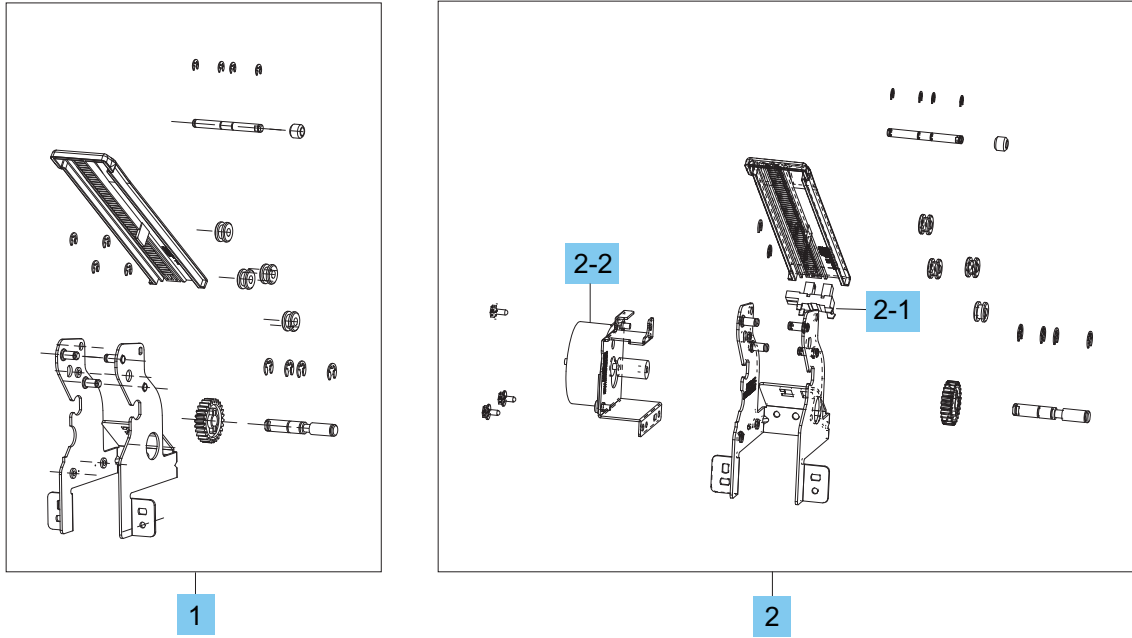


Table 6-27 Inner finisher (paper support unit)

Ref	Description	Part number	Qty
1	Front paper support	JC90-01310A	1
2	Rear paper support	JC90-01311A	1
2-1	Paper support home sensor	0604-001393	1
2-2	Paper support motor assembly	JC93-00802B	1

Inner finisher (tamper unit)

Parts diagram and parts list for the inner finisher (tamper unit).

Figure 6-74 Inner finisher (tamper unit)

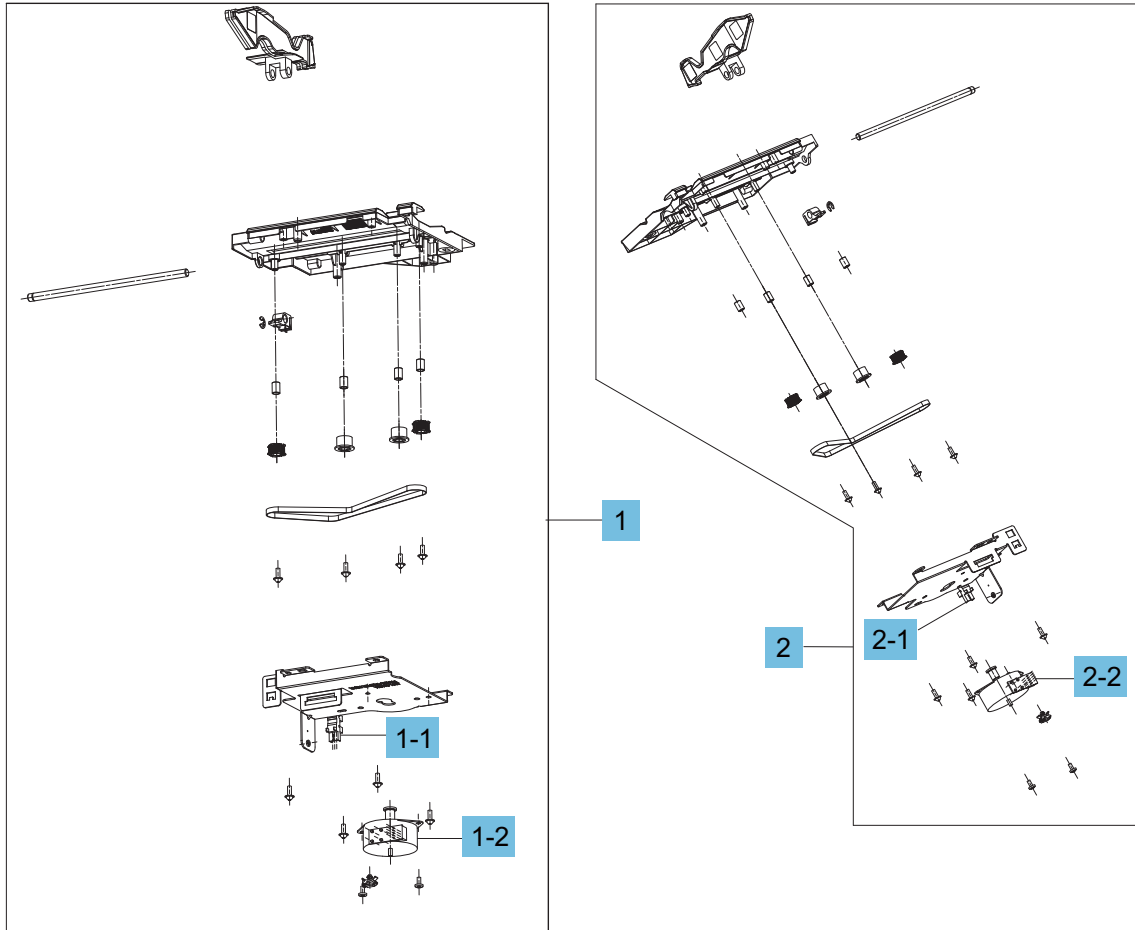


Table 6-28 Inner finisher (tamper unit)

Ref	Description	Part number	Qty
1	Rear tamper unit	JC82-00900A	1
1-1	Rear tamper home sensor	0604-001393	1
1-2	Rear tamper motor assembly	JC93-01001A	1
2	Front tamper unit	JC82-00899A	1
2-1	Front tamper home sensor	0604-001393	1
2-2	Front tamper motor assembly	JC93-01001A	1

Inner finisher (stapler unit, end fence unit)

Parts diagram and parts list for the inner finisher (stapler unit, end fence unit).

Figure 6-75 Inner finisher (stapler unit, end fence unit)

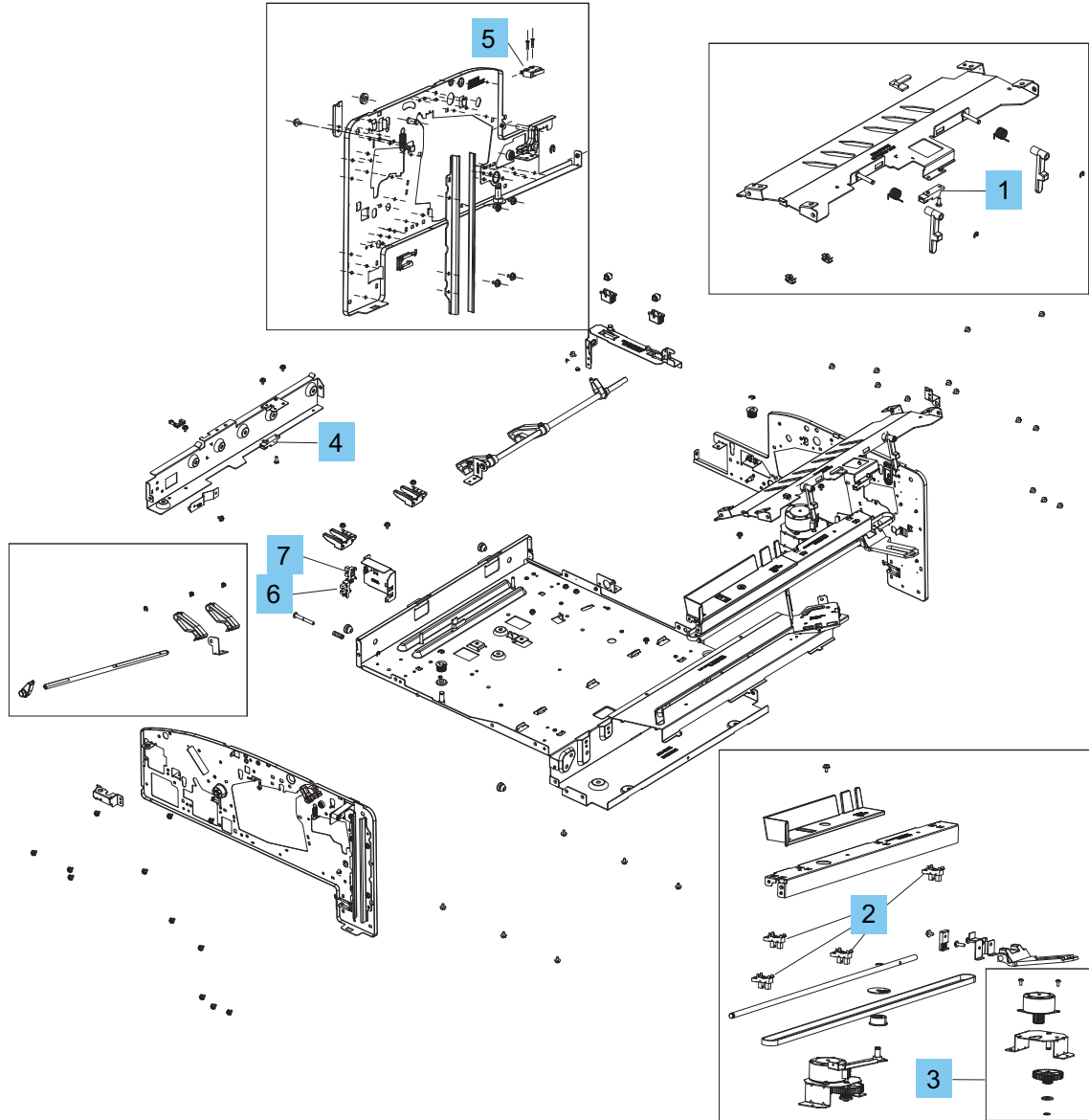


Table 6-29 Inner finisher (stapler unit, end fence unit)

Ref	Description	Part number	Qty
1	End fence sensor	0604-001381	1
2	Stapler position sensor	0604-001393	1
3	Stapler position motor	JC93-00999A	1
4	Punch waste full sensor	0604-001381	1
5	Top cover switch	JC39-01610A	1
6	Finisher docking sensor	0604-001393	1
7	Punch waste box sensor	0604-001393	1

Inner finisher (stapler assembly, entrance unit)

Parts diagram and parts list for the inner finisher (stapler assembly, entrance unit).

Figure 6-76 Inner finisher (stapler assembly, entrance unit)

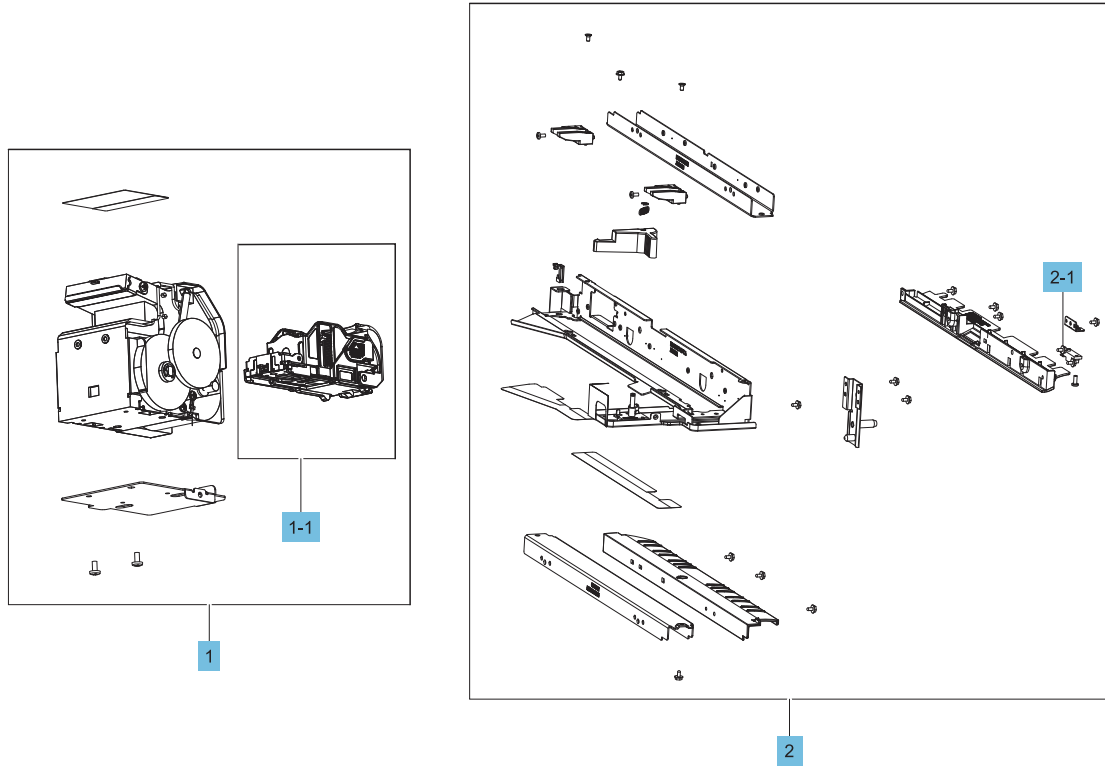


Table 6-30 Inner finisher (stapler assembly, entrance unit)

Ref	Description	Part number	Qty
1	Stapler assembly	JC90-01342A	1
1-1	Staple cartridge	JC59-00040A	1
2	Punch cover	JC90-01343A	1
2-1	Entrance sensor	0604-001381	1

Inner finisher (ejector unit)

Parts diagram and parts list for the inner finisher (ejector unit).

Figure 6-77 Inner finisher (ejector unit)

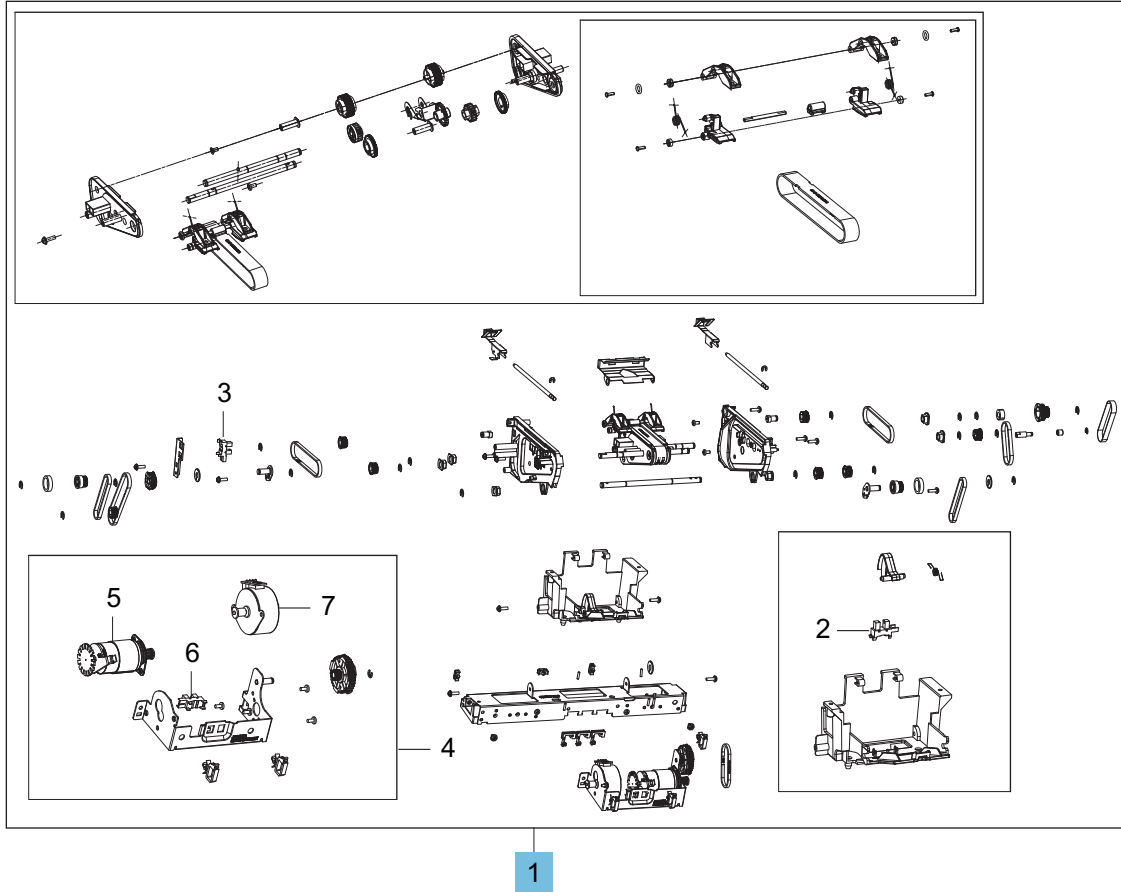


Table 6-31 Inner finisher (ejector unit)

Ref	Description	Part number	Qty
1	Ejector	SS456-61001	1
2	Ejector 2 home sensor	0604-001393	1
3	Ejector 1 home sensor	0604-001393	1
4	Ejector motor assembly	JC90-01309A	1
5	Ejector 2 motor assembly	JC93-01168A	1
6	Ejector 2 motor sensor	0604-001393	1
7	Ejector 1 motor assembly	JC93-00998A	1

Covers

- [Front cover \(C1\)](#)
- [Rear cover \(C8\)](#)
- [Middle cover \(C3\)](#)
- [Top cover \(C2\)](#)
- [PCA cover \(C6\)](#)
- [Left cover \(C7\)](#)

Front cover (C1)

- [Introduction](#)
- [Step 1: Remove the front cover](#)
- [Step 2: Unpack the replacement assembly](#)

Introduction

Learn how to remove and replace the front cover.

[View a video of removing the inner finisher.](#)

[View a video of installing the inner finisher.](#)



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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.



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.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

Use the table below to identify the correct part number for your printer. To order the part, go to

www.hp.com/buy/parts

Table 6-32 Part information

Part number	Part description
JC90-01321B	Front cover

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

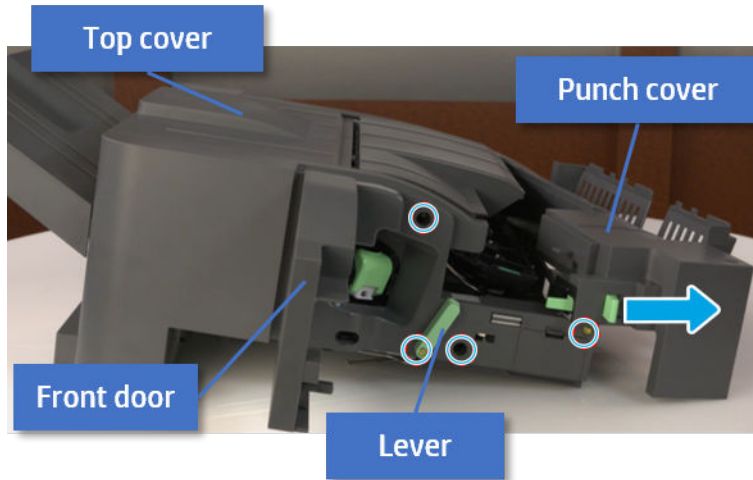
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the front cover

1. Open the front door and open the punch cover.
2. Remove three screws in the front.
3. Remove the lever.
4. Open the top cover.
5. From the right side of the front cover, carefully lift and pry toward the top-left corner to remove the front cover.

Figure 6-78 Remove the front cover





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.

Rear cover (C8)

- [Introduction](#)
- [Step 1: Remove the rear cover](#)
- [Step 2: Unpack the replacement assembly](#)

Introduction

Learn how to remove and replace the rear cover.

[View a video of removing the inner finisher.](#)

[View a video of installing the inner finisher.](#)



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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.



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.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

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

Table 6-33 Part information

Part number	Part description
JC63-047508	Rear cover

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

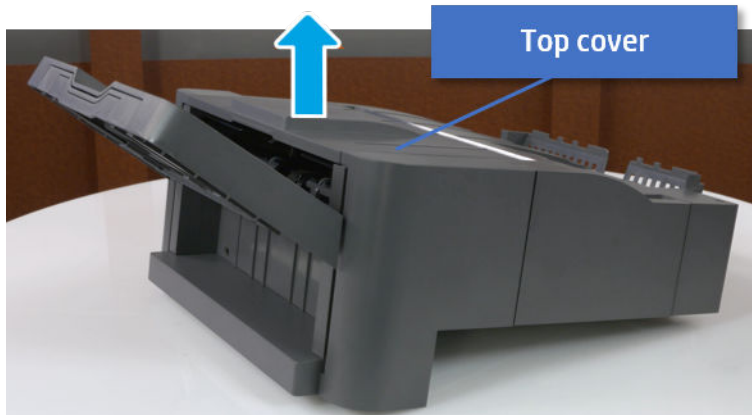
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the rear cover

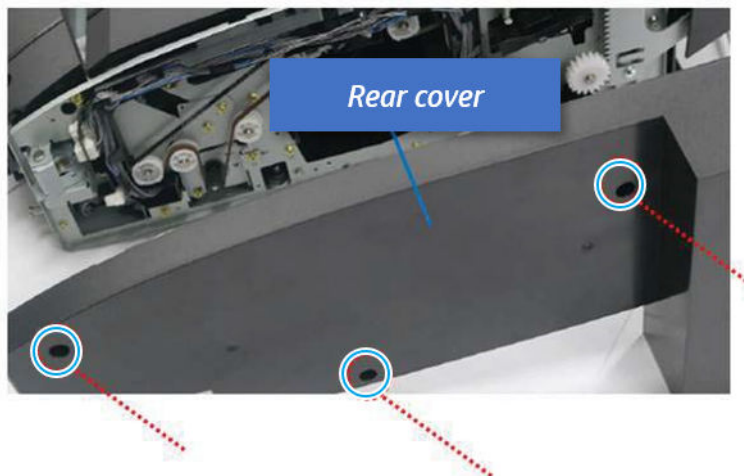
1. Open the top cover.

Figure 6-79 Open the top cover



2. Remove three screws.
3. Release hooks carefully and remove the rear cover.

Figure 6-80 Remove the rear cover





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.

Middle cover (C3)

- [Introduction](#)
- [Step 1: Remove the rear cover](#)
- [Step 2: Remove the middle cover](#)
- [Step 3: Unpack the replacement assembly](#)

Introduction

Learn how to remove and replace the middle cover.

[View a video of removing the inner finisher.](#)

[View a video of installing the inner finisher.](#)



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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

⚠ 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.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

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

Table 6-34 Part information

Part number	Part description
JC90-01322B	Middle cover

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

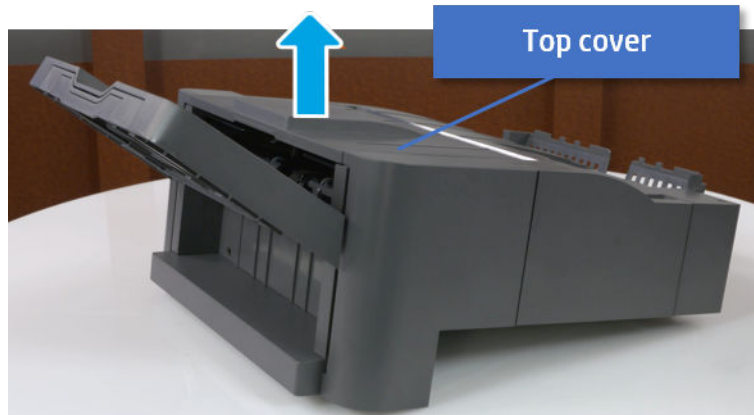
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the rear cover

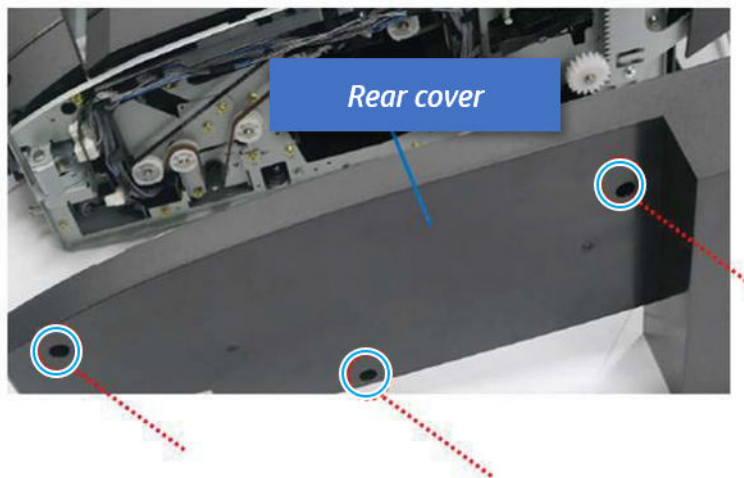
1. Open the top cover.

Figure 6-81 Open the top cover



2. Remove three screws.
3. Release hooks carefully and remove the rear cover.

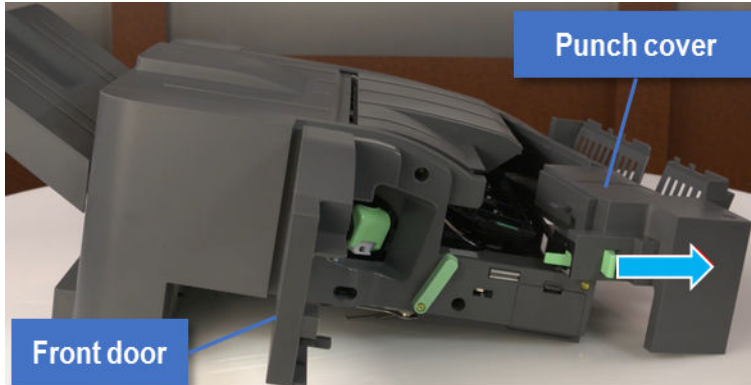
Figure 6-82 Remove the rear cover



Step 2: Remove the middle cover

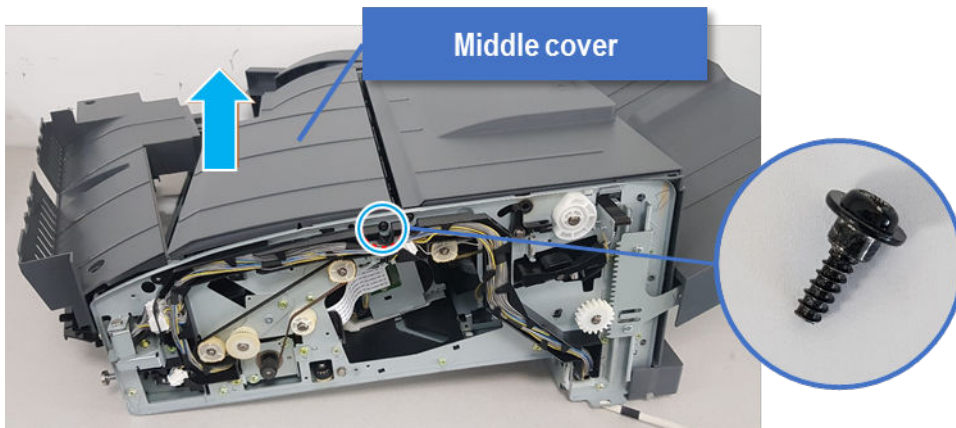
1. Open the front door and then open the punch cover.

Figure 6-83 Open the front door and punch cover




2. Remove left-side one screw at the rear of the inner finisher, and then remove the middle cover by lifting off the hinge pins at the front.

Figure 6-84 Remove the middle cover





Step 3: 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.

Top cover (C2)

- [Introduction](#)
- [Step 1: Remove the rear cover](#)
- [Step 2: Remove the top cover](#)
- [Step 3: Unpack the replacement assembly](#)

Introduction

Learn how to remove and replace the top cover.

[View a video of removing the inner finisher.](#)

[View a video of installing the inner finisher.](#)



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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- ⚠ **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.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

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

Table 6-35 Part information

Part number	Part description
JC90-01323B	Top cover

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

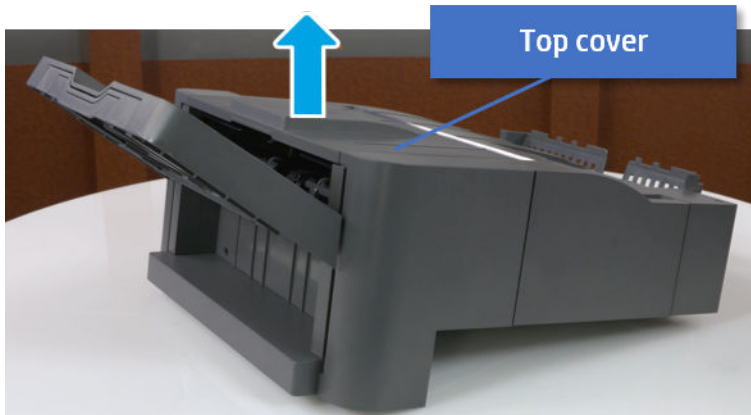
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the rear cover

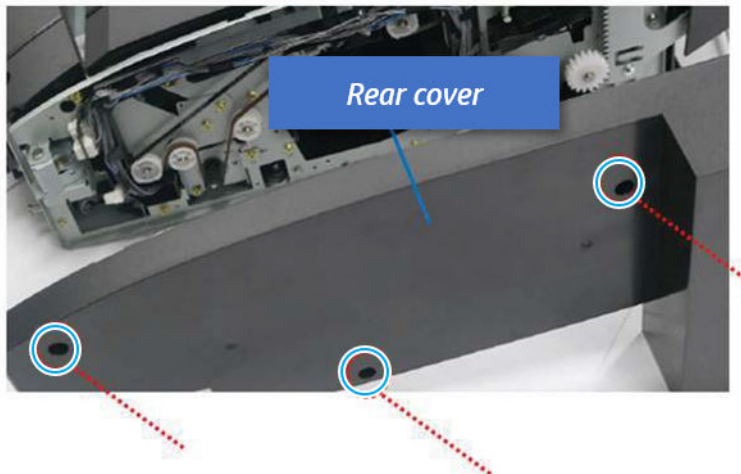
1. Open the top cover.

Figure 6-85 Open the top cover



2. Remove three screws.
3. Release hooks carefully and remove the rear cover.

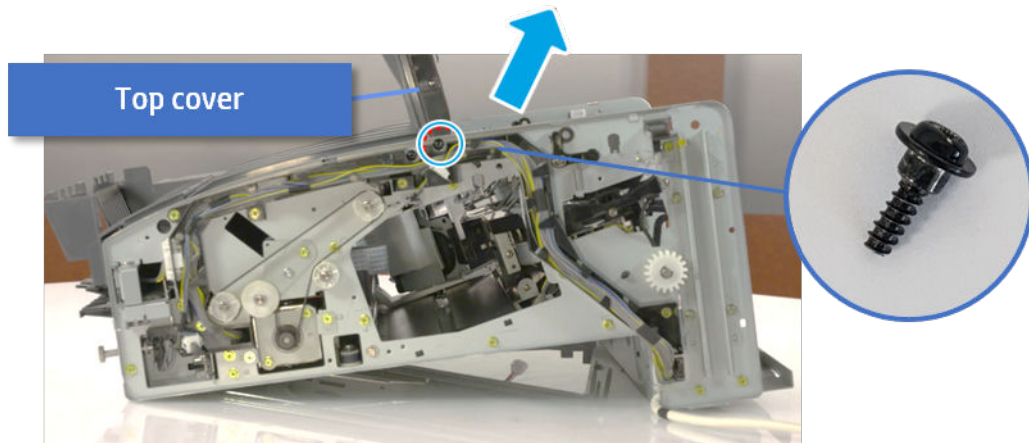
Figure 6-86 Remove the rear cover



Step 2: Remove the top cover

- ▲ Remove one screw at the rear of the inner finisher, and then remove the top cover by lifting off the hinge pins at the front.

Figure 6-87 Remove the top cover





Step 3: 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.

PCA cover (C6)

- [Introduction](#)
- [Step 1: Remove the PCA cover](#)
- [Step 2: Unpack the replacement assembly](#)

Introduction

Learn how to remove and replace the PCA cover.

[View a video of removing the inner finisher.](#)

[View a video of installing the inner finisher.](#)



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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.



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.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

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

Table 6-36 Part information

Part number	Part description
JC63-04792B	PCA cover

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

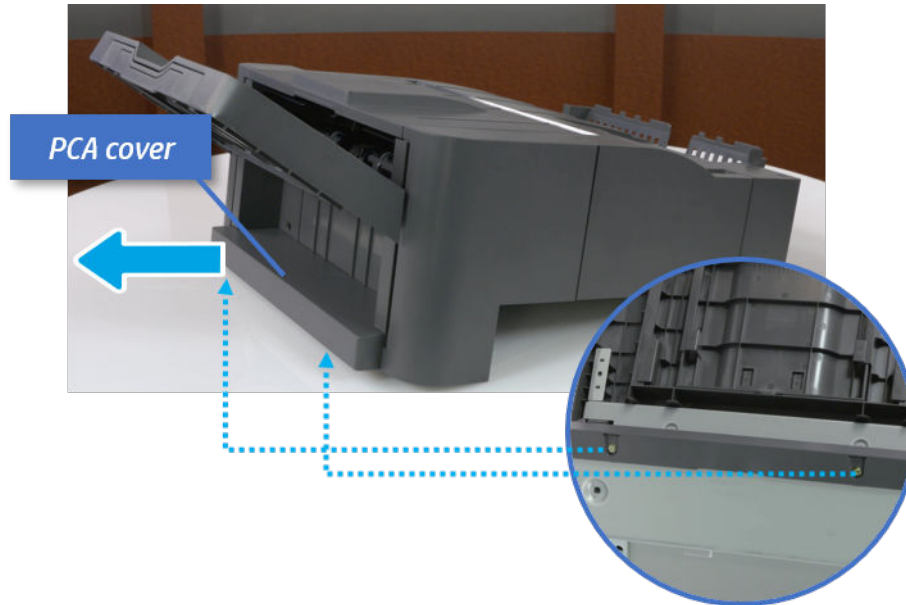
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the PCA cover

- ▲ Remove two screws, and then remove the PCA cover.

Figure 6-88 Remove the PCA cover





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.

Left cover (C7)

- [Introduction](#)
- [Step 1: Remove the front cover](#)
- [Step 2: Remove the rear cover](#)
- [Step 3: Remove the output tray](#)
- [Step 4: Remove the output tray frame](#)
- [Step 5: Remove the PCA cover](#)
- [Step 6: Remove the left cover](#)
- [Step 7: Unpack the replacement assembly](#)

Introduction

Learn how to remove and replace the left cover.

[View a video of removing the inner finisher.](#)


[View a video of installing the inner finisher.](#)



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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

 **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.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

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

Table 6-37 Part information

Part number	Part description
JC90-01324B	Left cover

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

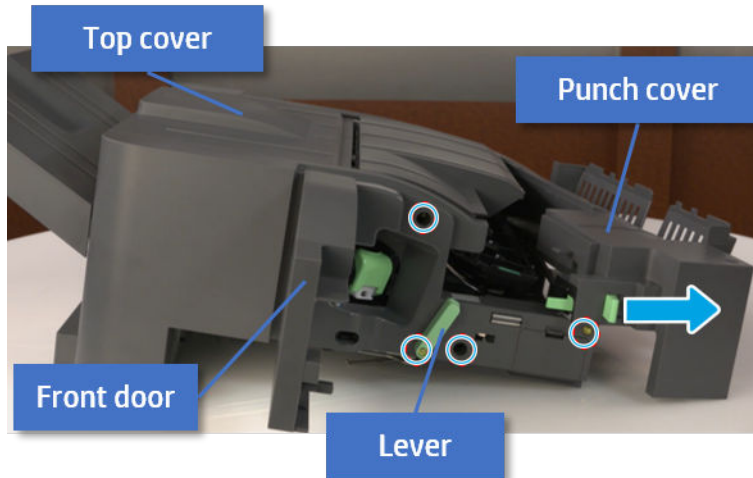
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the front cover

1. Open the front door and open the punch cover.
2. Remove three screws in the front.
3. Remove the lever.
4. Open the top cover.
5. From the right side of the front cover, carefully lift and pry toward the top-left corner to remove the front cover.

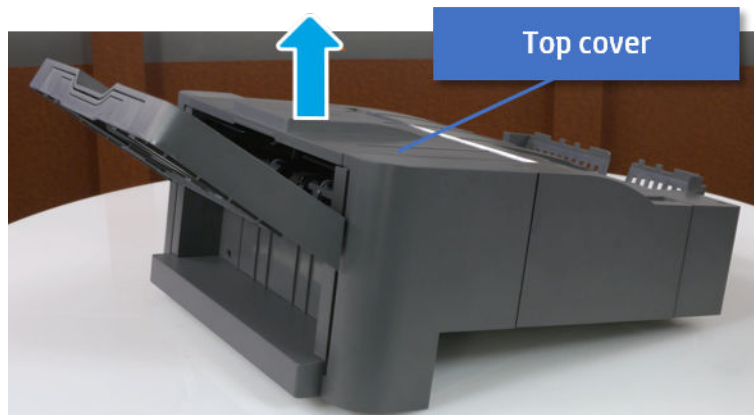
Figure 6-89 Remove the front cover



Step 2: Remove the rear cover

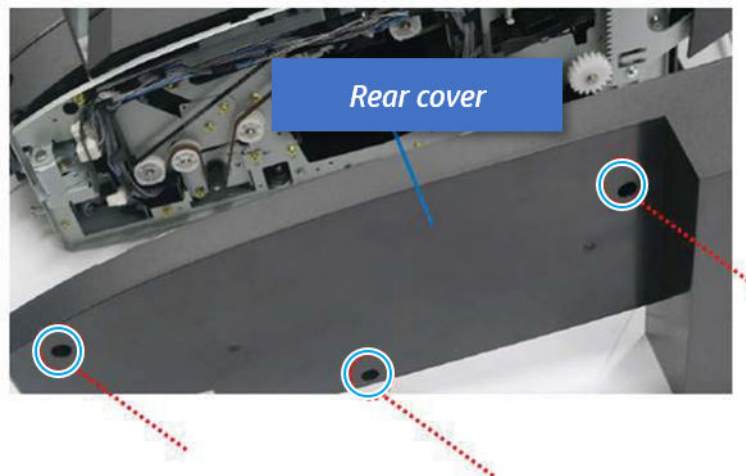
1. Open the top cover.

Figure 6-90 Open the top cover



2. Remove three screws.
3. Release hooks carefully and remove the rear cover.

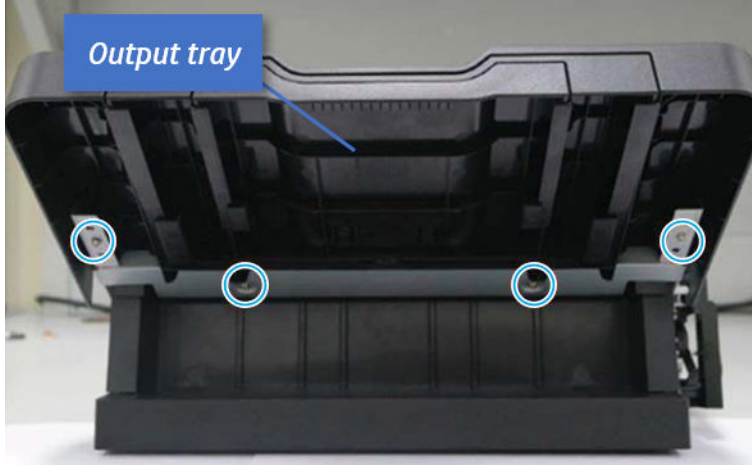
Figure 6-91 Remove the rear cover



Step 3: Remove the output tray

1. Remove four screws.

Figure 6-92 Remove four screws



2. Push the paper holding actuator into the inner finisher, and then remove the output tray.

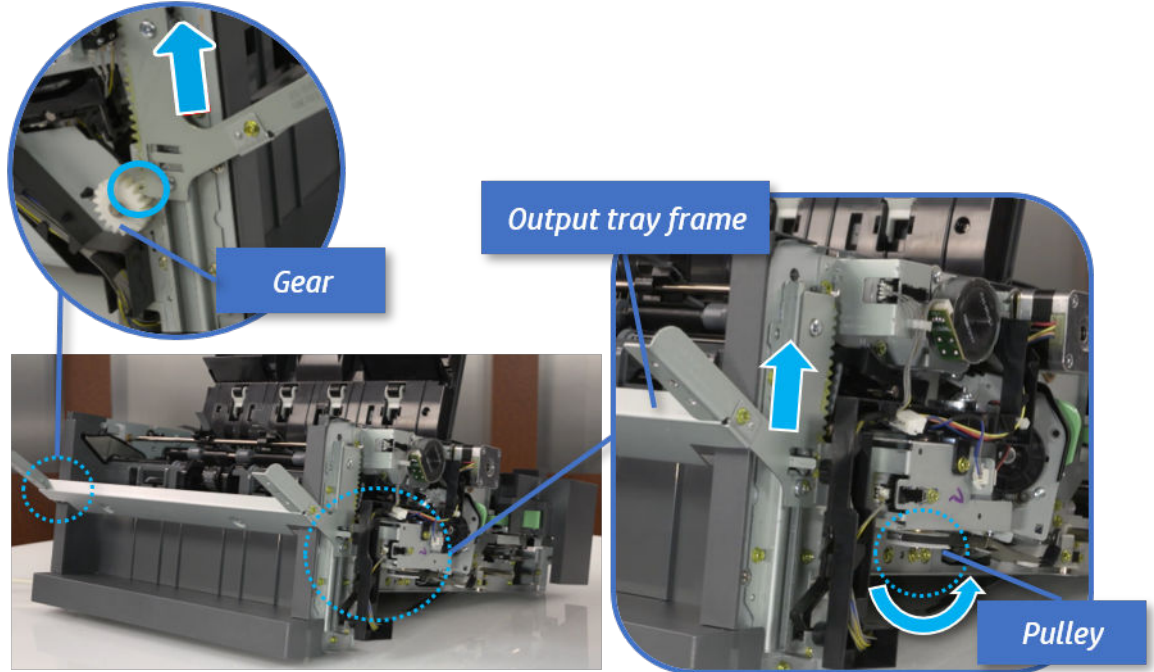
Figure 6-93 Remove the output tray



Step 4: Remove the output tray frame

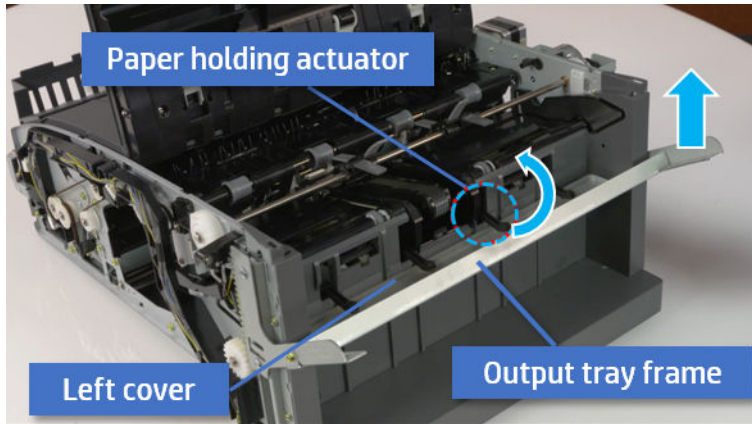
1. Rotate the pulley until the output tray frame depart from the gear.

Figure 6-94 Remove the pulley



2. Push the paper holding actuator into the inner finisher, and then remove the output tray frame.

Figure 6-95 Remove the output tray frame



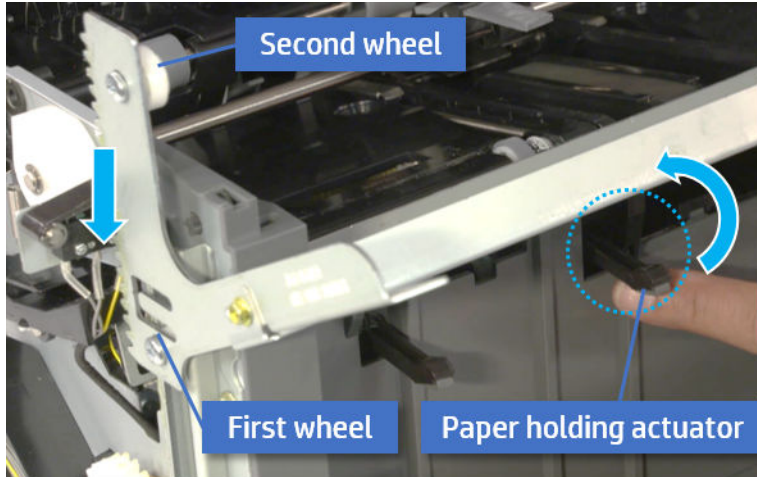
TIP: Push the paper holding actuator into the inner finisher when reassembling. Be sure to level the output tray.

Reinstall the output tray frame

Use the following special instructions when the reinstalling the assembly.

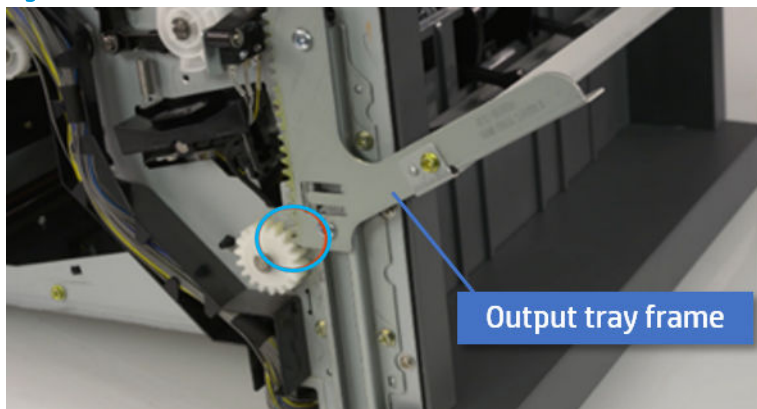
- a. Position the first wheel into the channel on both sides while pushing the paper holding actuator.

Figure 6-96 Install the wheel (1 of 2)



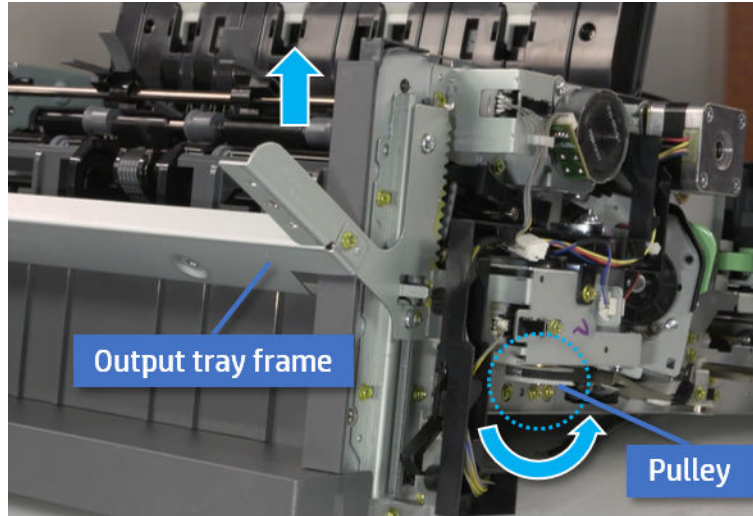
- b. Let the second wheel rest on the channel on both sides simultaneously.
- c. Gently squeeze the wheels into channel until the output tray frame meet the gear.

Figure 6-97 Install the wheel (2 of 2)



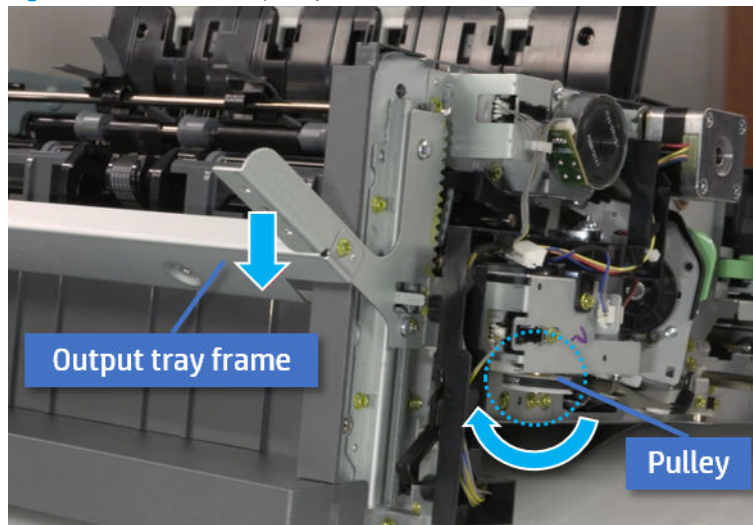
- d. Rotate the pulley until the output tray frame is no longer lifted. It can make to level the output tray frame.

Figure 6-98 Rotate the pulley (1 of 2)



- e. Rotate the pulley in the opposite direction.

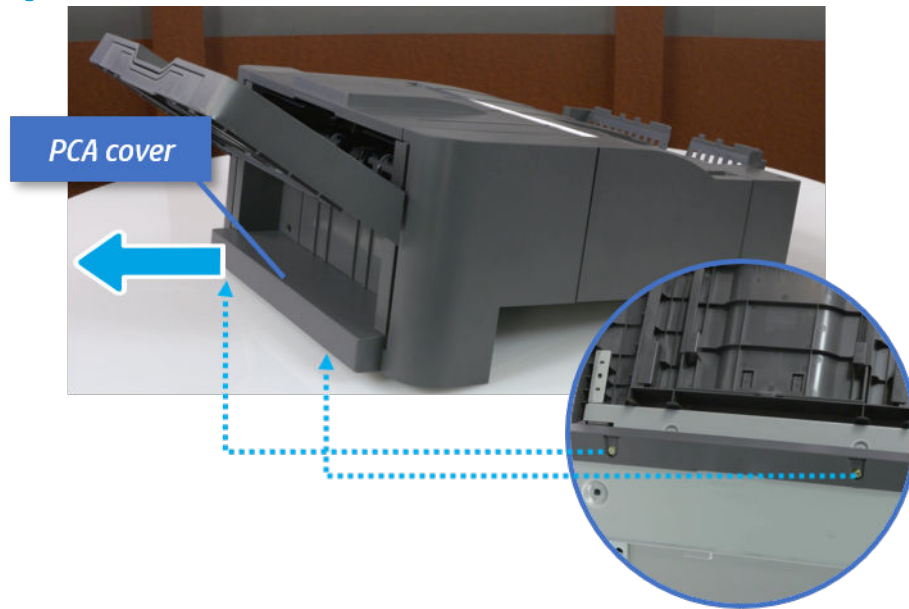
Figure 6-99 Rotate the pulley (2 of 2)



Step 5: Remove the PCA cover

- ▲ Remove two screws, and then remove the PCA cover.

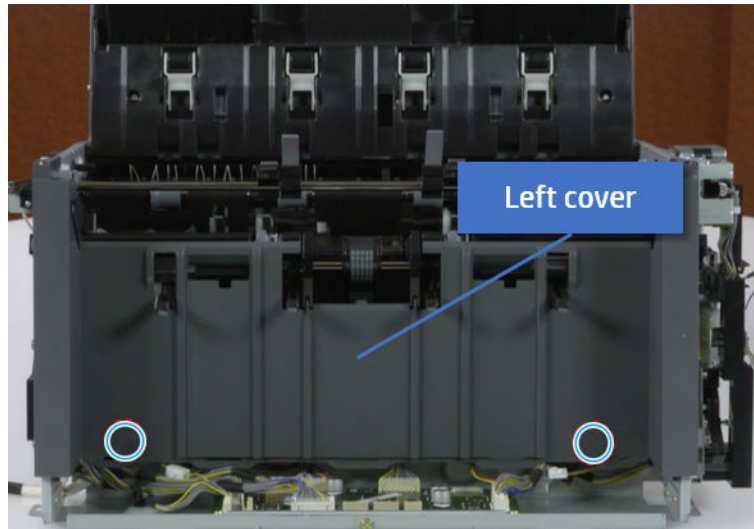
Figure 6-100 Remove the PCA cover



Step 6: Remove the left cover

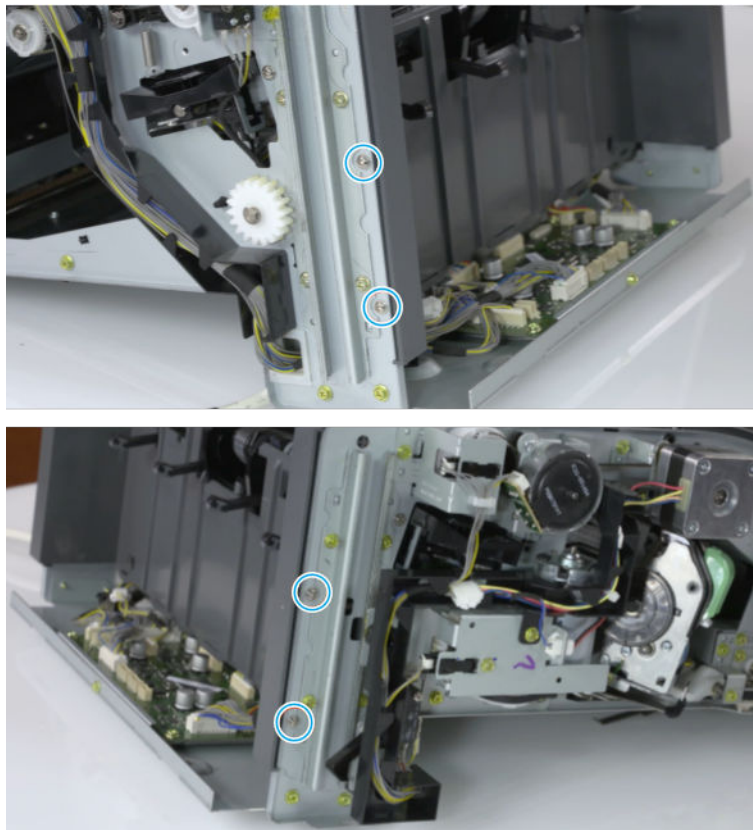
1. Remove two screws.

Figure 6-101 Remove two screws



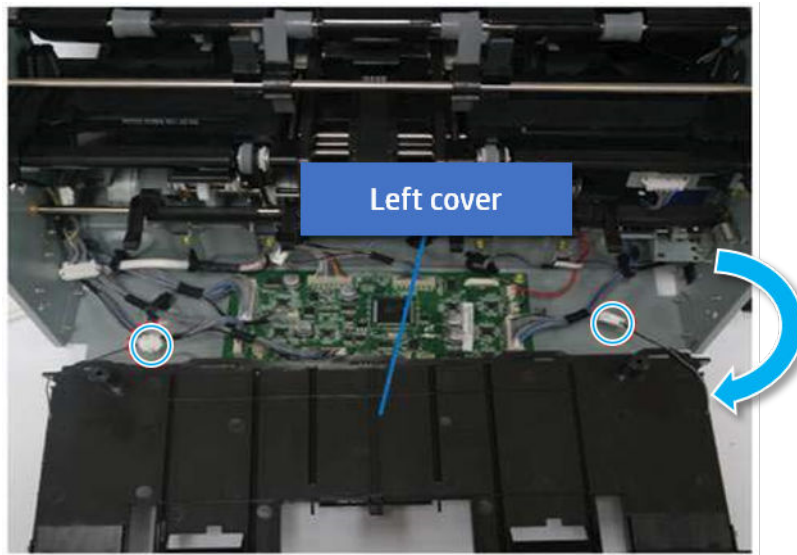
2. Remove four screws from both front and rear sides


Figure 6-102 Remove four screws

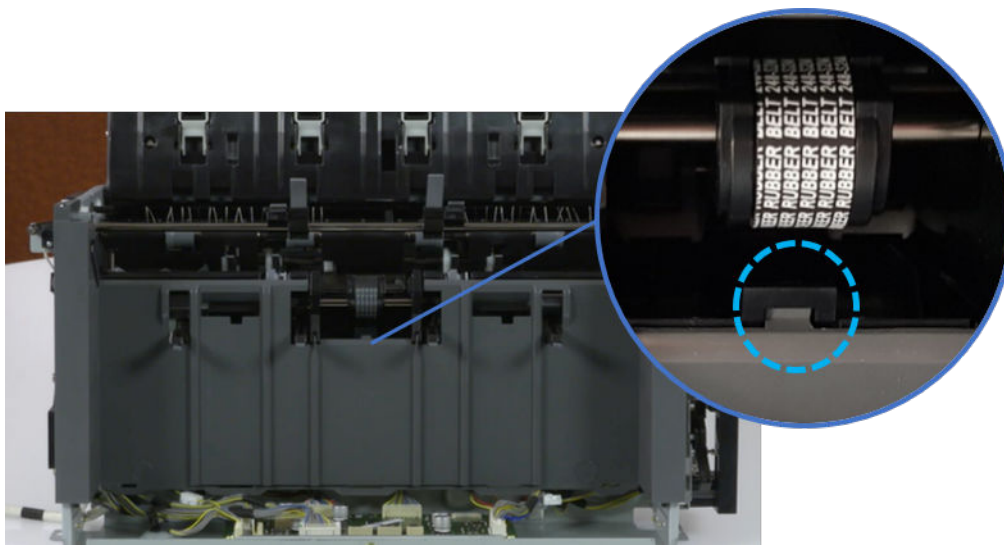


3. Unplug two inline connectors, and then remove the left cover.

Figure 6-103 Unplug two connectors




 **TIP:** Be sure to check the hook when reassembling.





Step 7: 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.

Entrance unit

- [Entrance sensor \(S1\)](#)
- [Entrance motor \(M10\)](#)

Entrance sensor (S1)

- [Introduction](#)
- [Step 1: Remove the rear cover](#)
- [Step 2: Remove the punch cover](#)
- [Step 3: Remove the entrance sensor](#)
- [Step 4: Unpack the replacement assembly](#)

Introduction

Learn how to remove and replace the entrance sensor.

[View a video of removing the inner finisher.](#)

[View a video of installing the inner finisher.](#)



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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.



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.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

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

Table 6-38 Part information

Part number	Part description
0604-001381	Entrance sensor

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

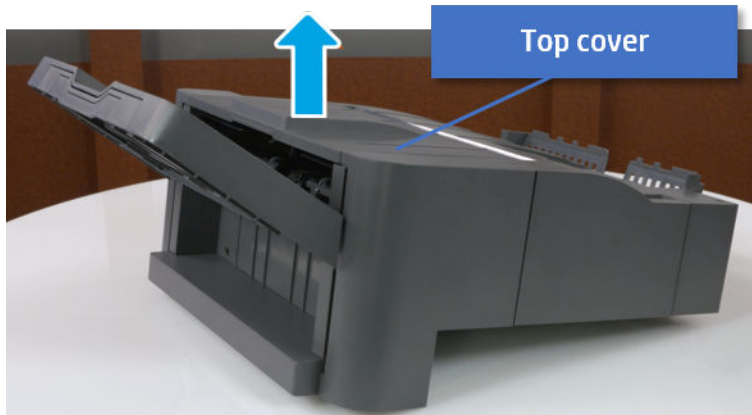
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the rear cover

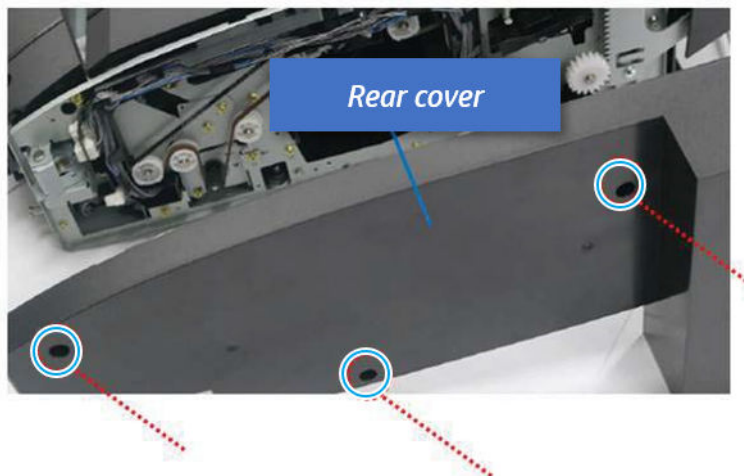
1. Open the top cover.

Figure 6-104 Open the top cover



2. Remove three screws.
3. Release hooks carefully and remove the rear cover.

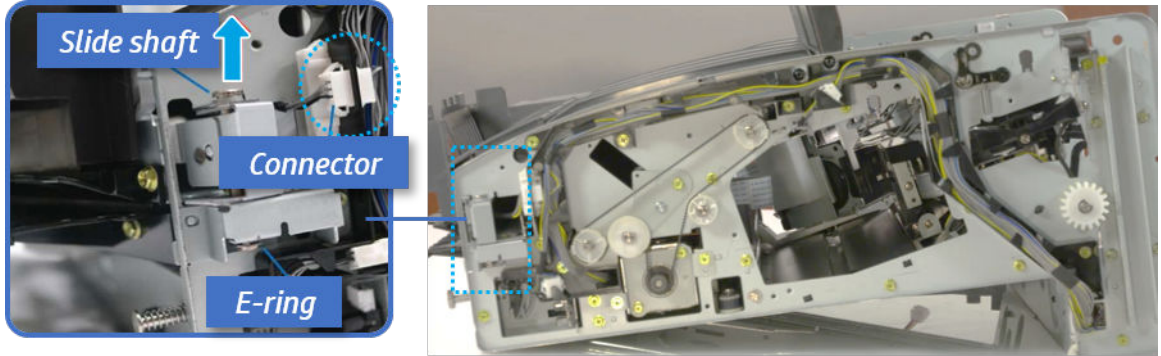
Figure 6-105 Remove the rear cover



Step 2: Remove the punch cover

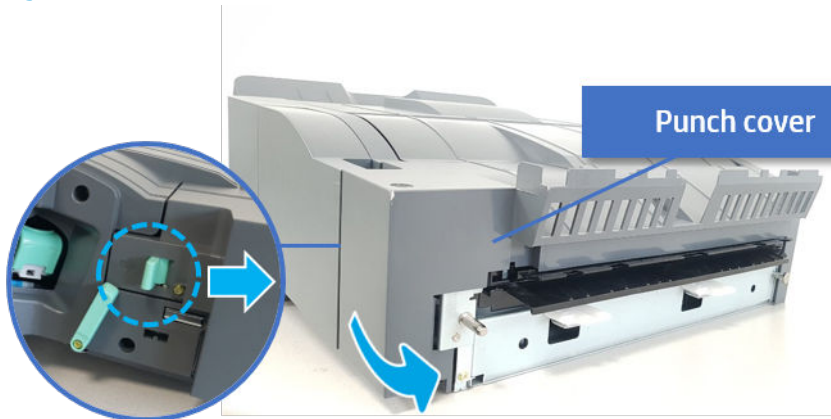
1. Unplug the connector. Remove the e-ring, and then remove the slide shaft at the rear of the inner finisher.

Figure 6-106 Remove the slide shaft



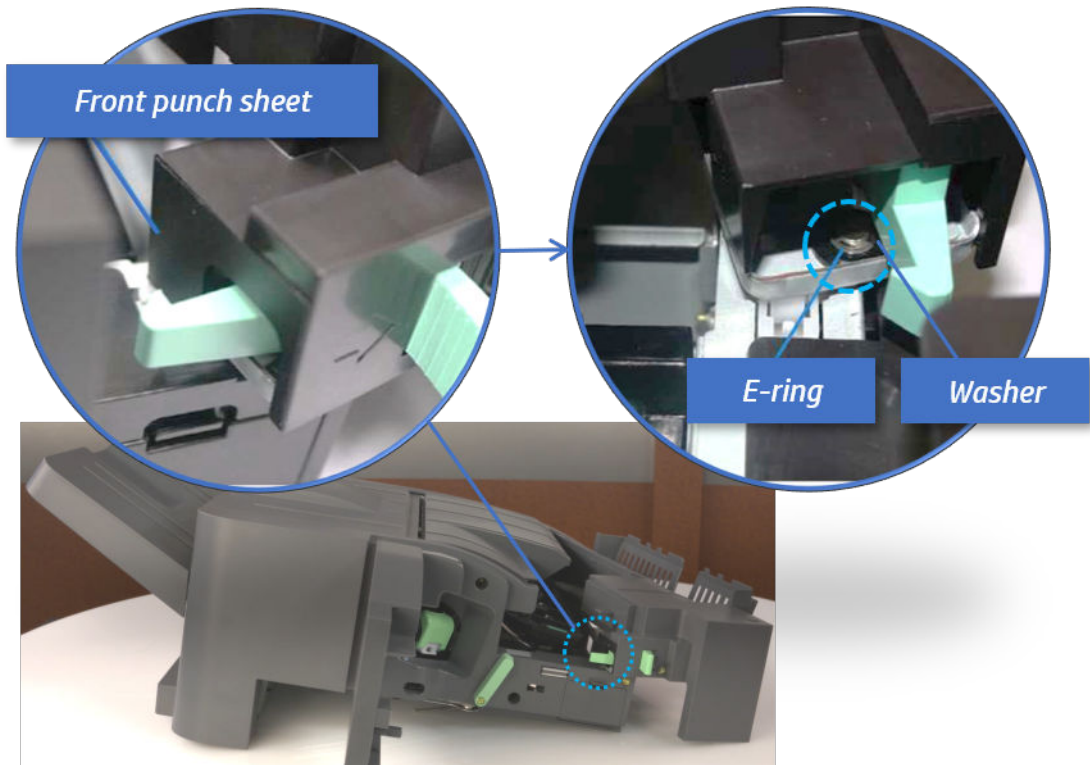
2. Open the punch cover.

Figure 6-107 Open the punch cover



3. Remove the front punch sheet, and then remove the e-ring and the washer. And then remove the punch cover.

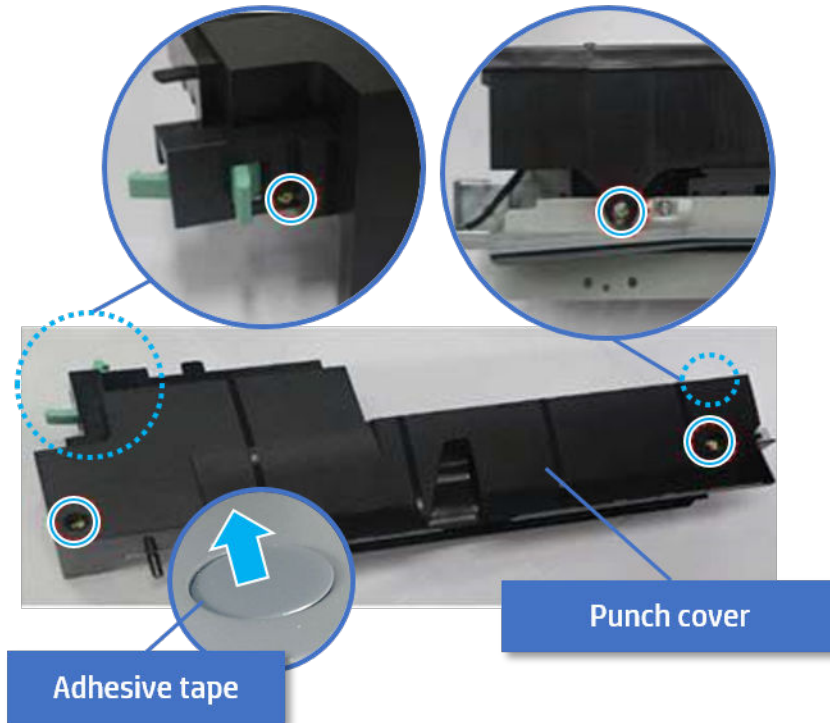
Figure 6-108 Remove the punch cover



Step 3: Remove the entrance sensor

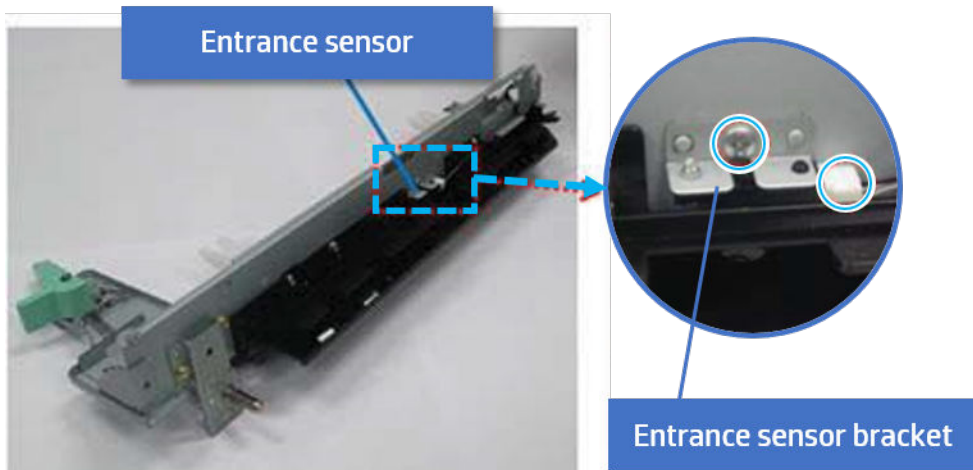
1. Loosen the adhesive tape around, and then remove four screws. And then remove the punch cover.

Figure 6-109 Remove the punch cover.



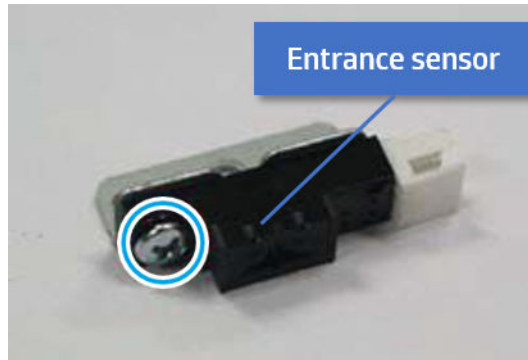
2. Remove one screw, unplug the connector, and then remove the entrance sensor bracket.

Figure 6-110 Remove the entrance sensor bracket.



3. Remove one screw, and then remove the sensor.

Figure 6-111 Remove the entrance sensor.





Step 4: 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.

Entrance motor (M10)

- [Introduction](#)
- [Step 1: Remove the front cover](#)
- [Step 2: Remove the rear cover](#)
- [Step 3: Remove the middle cover](#)
- [Step 4: Remove the punch cover](#)
- [Step 5: Remove the diverter guide and the middle roller](#)
- [Step 6: Remove the middle paper guide](#)
- [Step 7: Remove the entrance motor](#)
- [Step 8: Unpack the replacement assembly](#)

Introduction

Learn how to remove and replace the entrance motor.

[View a video of removing the inner finisher.](#)

[View a video of installing the inner finisher.](#)



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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.



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.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

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

Table 6-39 Part information

Part number	Part description
JC90-01344A	Entrance motor assembly

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

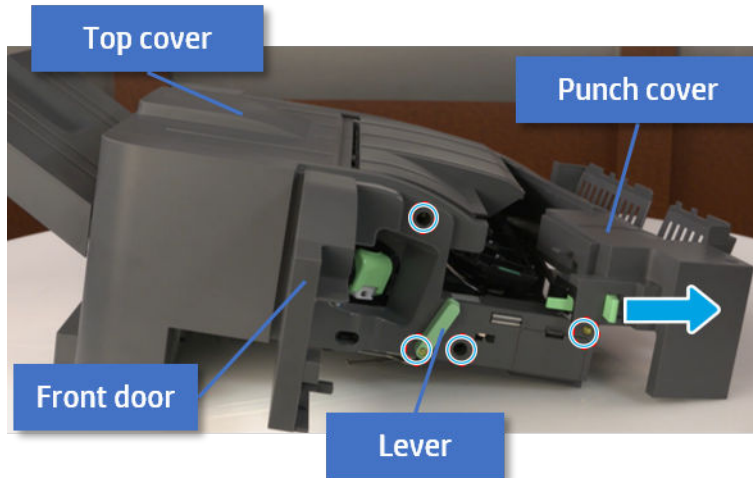
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the front cover

1. Open the front door and open the punch cover.
2. Remove three screws in the front.
3. Remove the lever.
4. Open the top cover.
5. From the right side of the front cover, carefully lift and pry toward the top-left corner to remove the front cover.

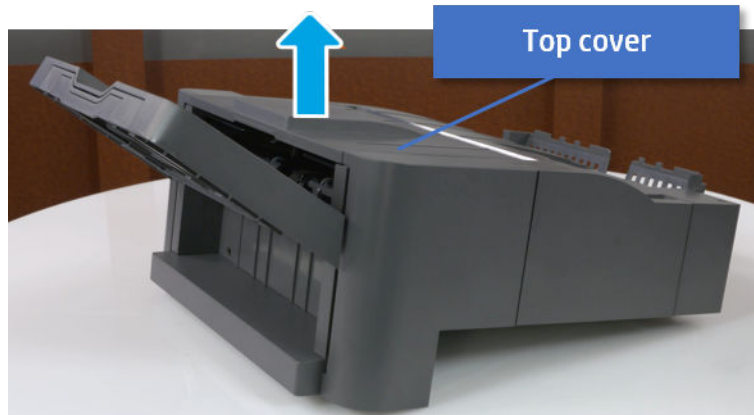
Figure 6-112 Remove the front cover



Step 2: Remove the rear cover

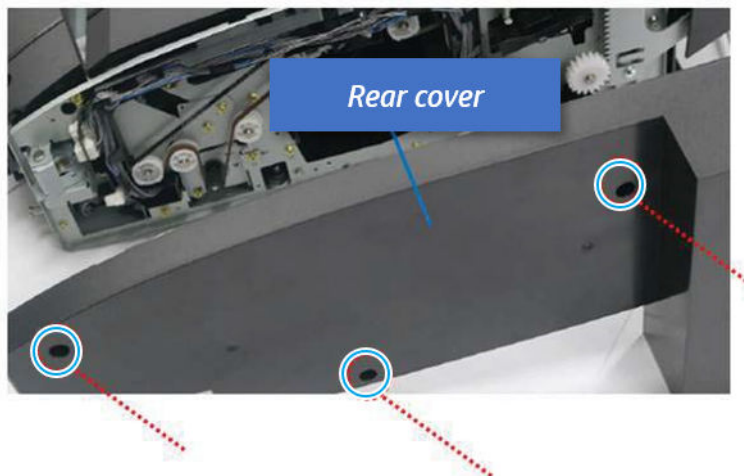
1. Open the top cover.

Figure 6-113 Open the top cover



2. Remove three screws.
3. Release hooks carefully and remove the rear cover.

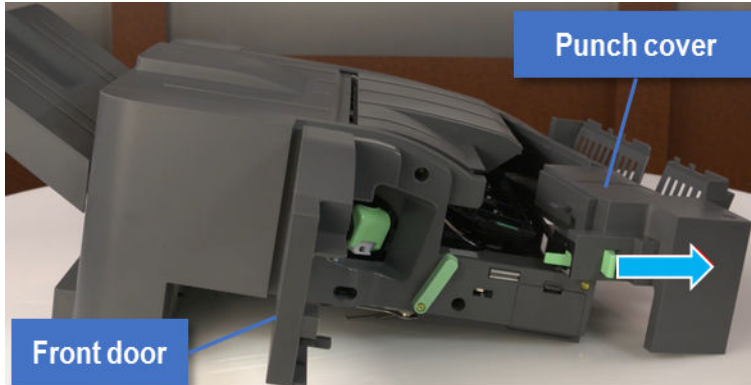
Figure 6-114 Remove the rear cover



Step 3: Remove the middle cover

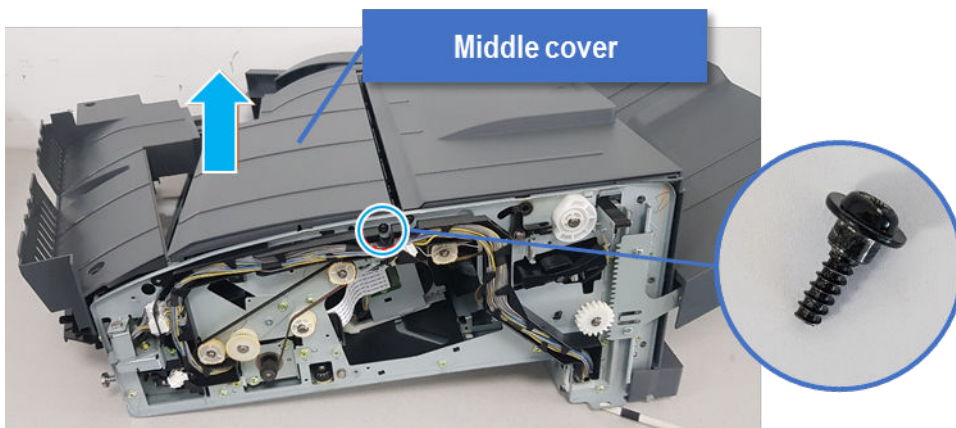
1. Open the front door and then open the punch cover.

Figure 6-115 Open the front door and punch cover



2. Remove left-side one screw at the rear of the inner finisher, and then remove the middle cover by lifting off the hinge pins at the front.

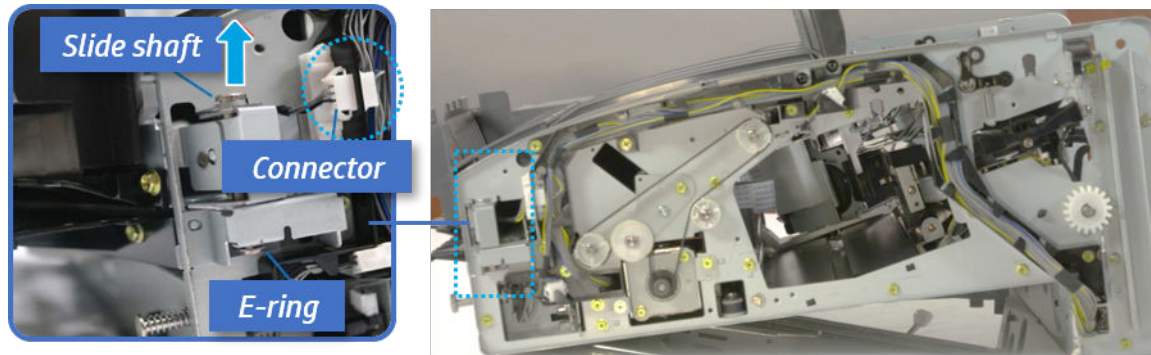
Figure 6-116 Remove the middle cover



Step 4: Remove the punch cover

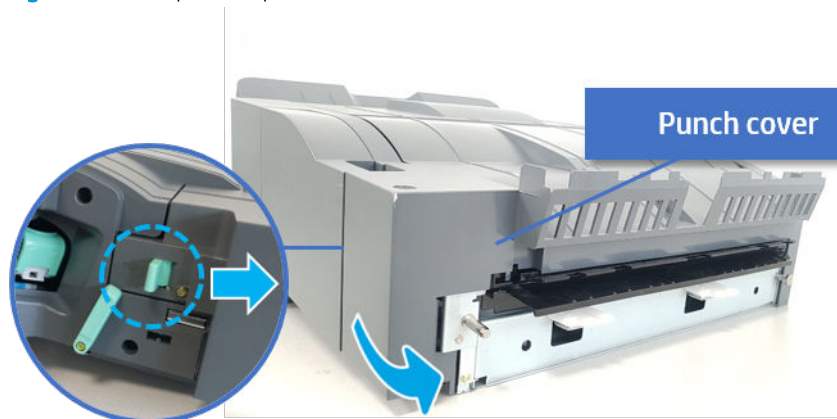
1. Unplug the connector. Remove the e-ring, and then remove the slide shaft at the rear of the inner finisher.

Figure 6-117 Remove the slide shaft



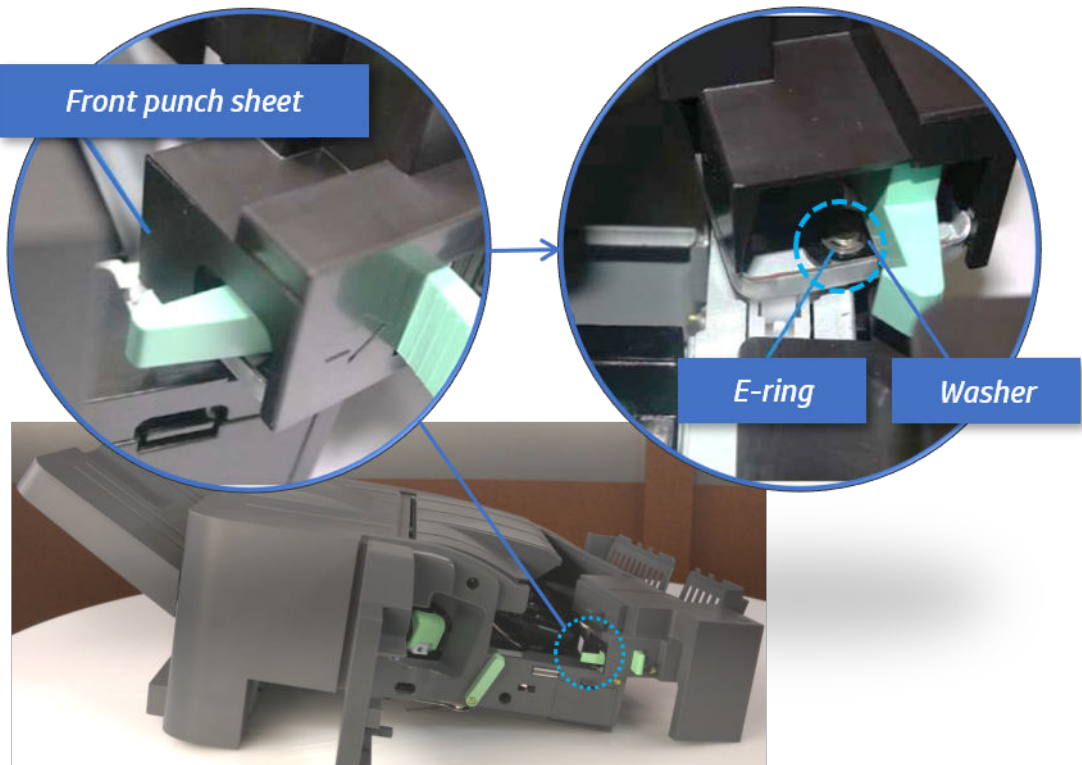
2. Open the punch cover.

Figure 6-118 Open the punch cover



3. Remove the front punch sheet, and then remove the e-ring and the washer. And then remove the punch cover.

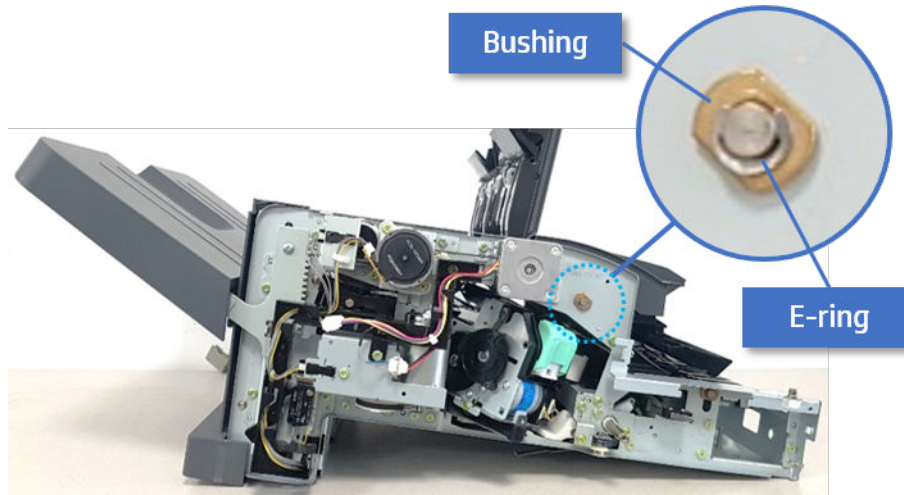
Figure 6-119 Remove the punch cover



Step 5: Remove the diverter guide and the middle roller

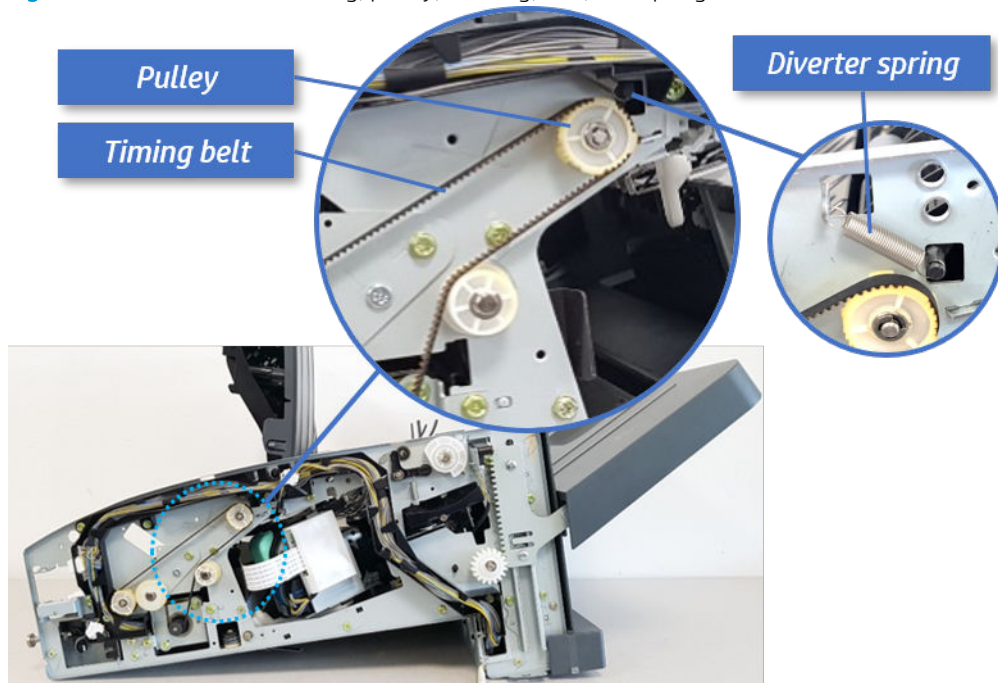
1. On the front of the inner finisher, remove the e-ring and bushing.

Figure 6-120 Remove the e-ring and bushing



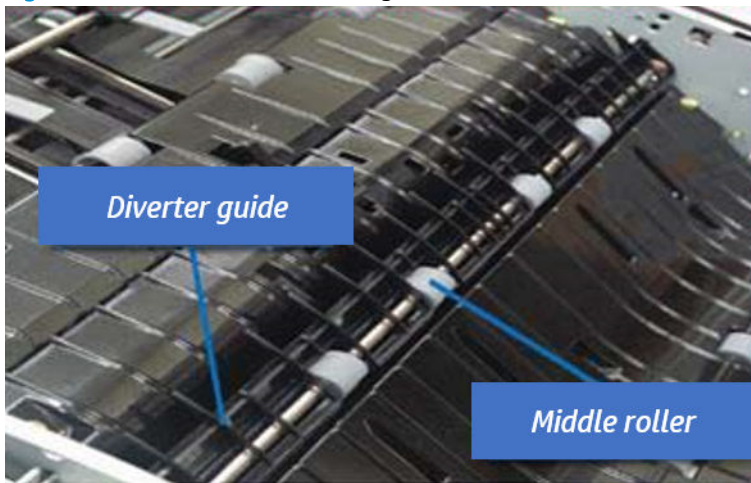
2. On the rear of the inner finisher, remove the e-ring, pulley, bushing, belt, and spring (slightly hidden from view).

Figure 6-121 Remove the e-ring, pulley, bushing, belt, and spring



3. Remove the diverter guide and the middle roller.

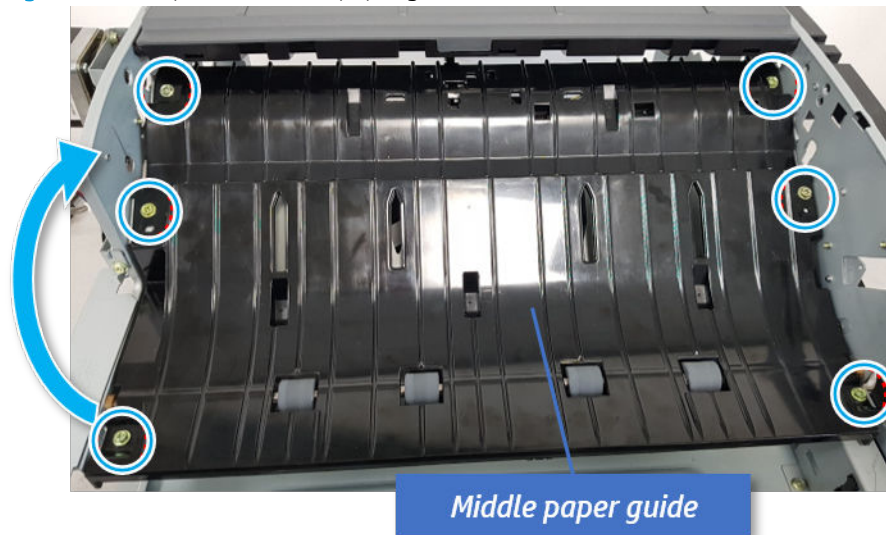
Figure 6-122 Remove the diverter guide and middle roller



Step 6: Remove the middle paper guide

1. Remove six screws, and then open the middle paper guide in the direction of the arrow.

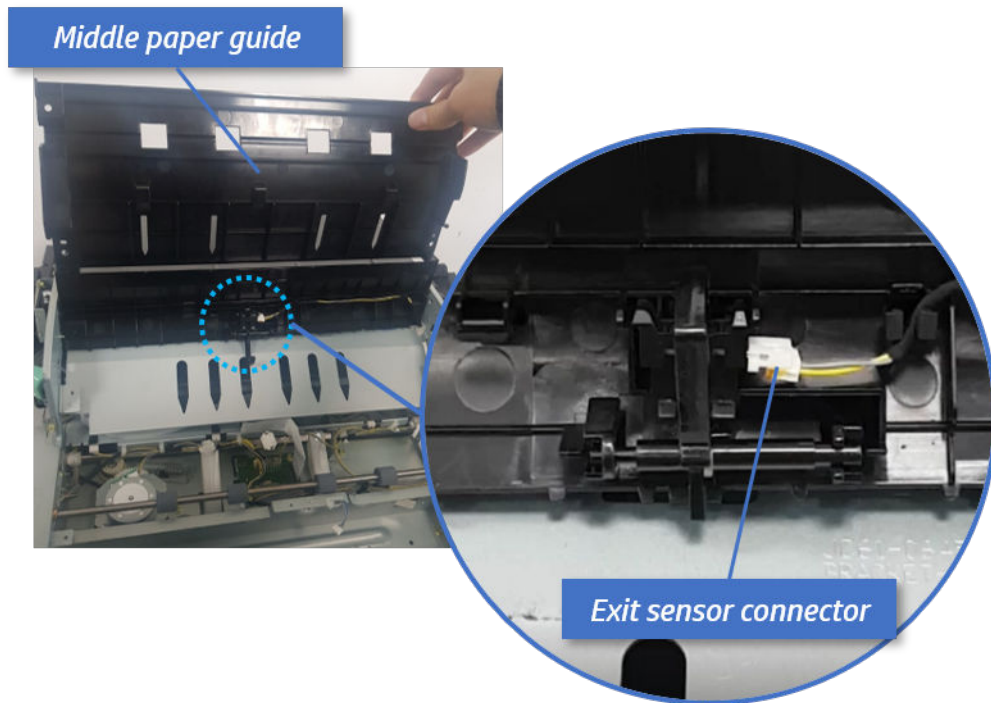
Figure 6-123 Open the middle paper guide



 **NOTE:** Be careful not to damage the sensor connector.

2. Unplug the connector under the middle paper guide. And then, remove the middle paper guide.

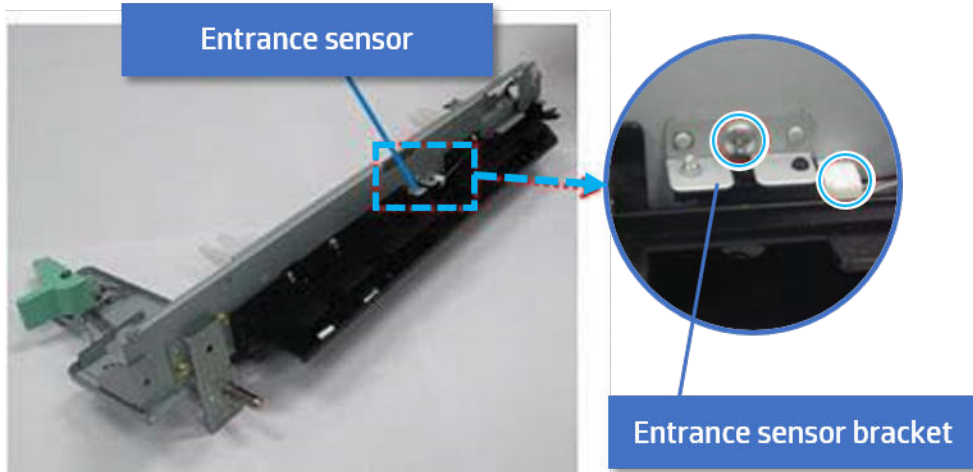
Figure 6-124 Remove the middle paper guide



Step 7: Remove the entrance motor

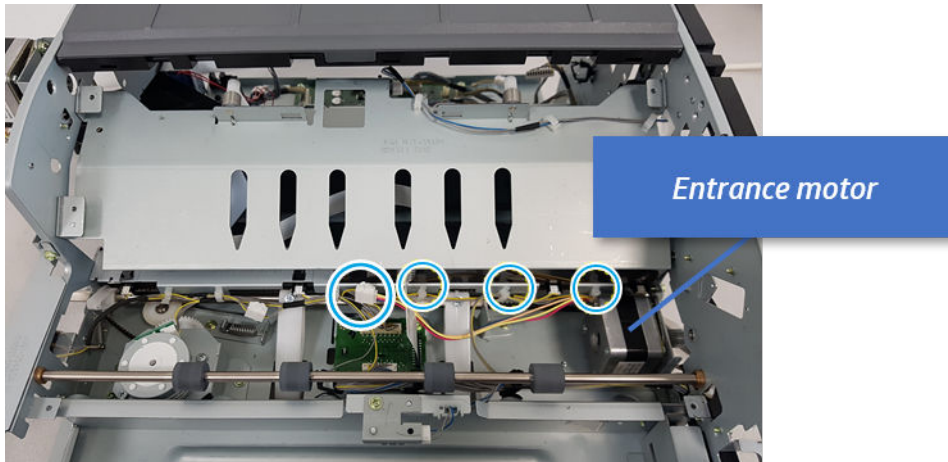
1. Remove two screws.

Figure 6-125 Remove two screws



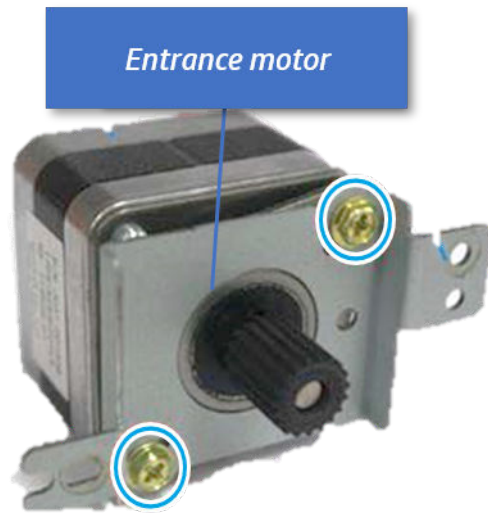
2. Open the clamps, and then unplug the connector.

Figure 6-126 Unplug the connector



3. Remove two screws, and then remove the motor.

Figure 6-127 Remove the entrance motor





Step 8: 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.

Exit unit

- [Exit sensor \(S21\)](#)
- [Exit motor \(M2\)](#)
- [Exit roller \(R3\)](#)

Exit sensor (S21)

- [Introduction](#)
- [Step 1: Remove the front cover](#)
- [Step 2: Remove the rear cover](#)
- [Step 3: Remove the middle cover](#)
- [Step 4: Remove the punch cover](#)
- [Step 5: Remove the diverter guide and the middle roller](#)
- [Step 6: Remove the middle paper guide](#)
- [Step 7: Remove the exit sensor](#)
- [Step 8: Unpack the replacement assembly](#)

Introduction

Learn how to remove and replace the exit sensor.

[View a video of removing the inner finisher.](#)

[View a video of installing the inner finisher.](#)



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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.



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.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

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

Table 6-40 Part information

Part number	Part description
0604-001415	Feed actuator sensor

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

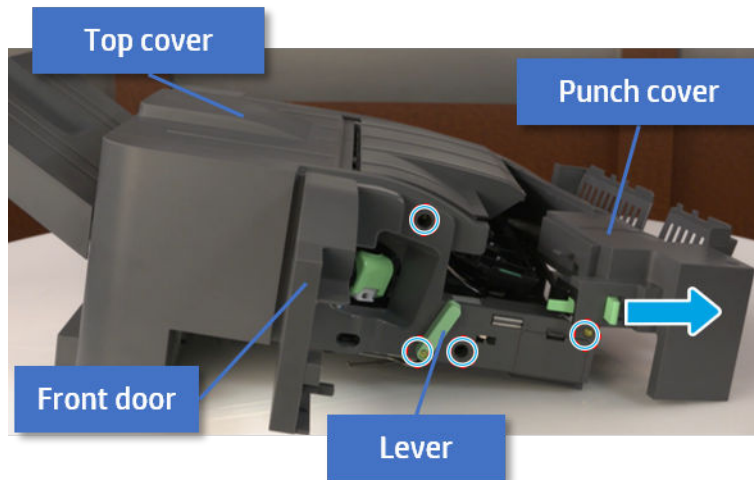
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the front cover

1. Open the front door and open the punch cover.
2. Remove three screws in the front.
3. Remove the lever.
4. Open the top cover.
5. From the right side of the front cover, carefully lift and pry toward the top-left corner to remove the front cover.

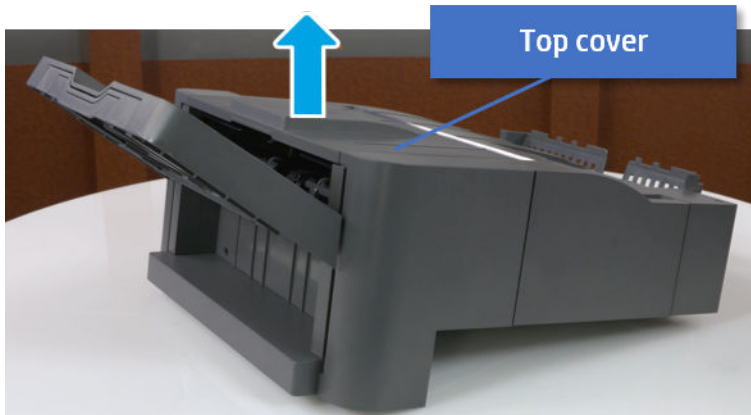
Figure 6-128 Remove the front cover



Step 2: Remove the rear cover

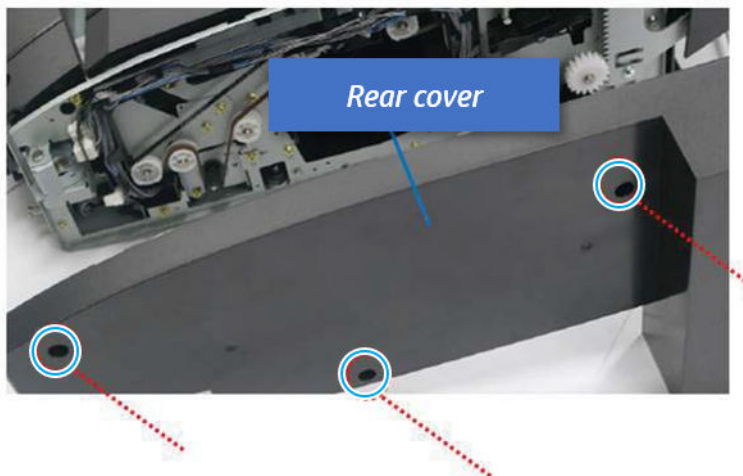
1. Open the top cover.

Figure 6-129 Open the top cover



2. Remove three screws.
3. Release hooks carefully and remove the rear cover.

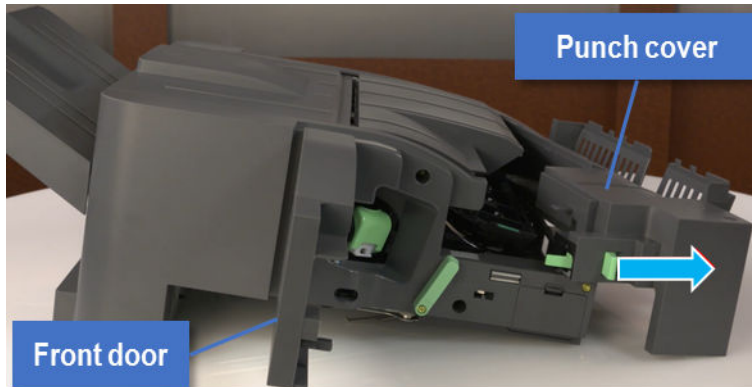
Figure 6-130 Remove the rear cover



Step 3: Remove the middle cover

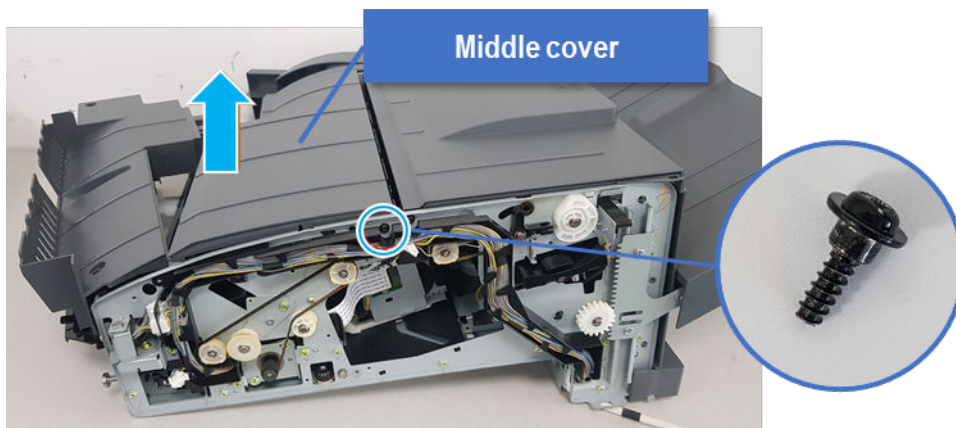
1. Open the front door and then open the punch cover.

Figure 6-131 Open the front door and punch cover



2. Remove left-side one screw at the rear of the inner finisher, and then remove the middle cover by lifting off the hinge pins at the front.

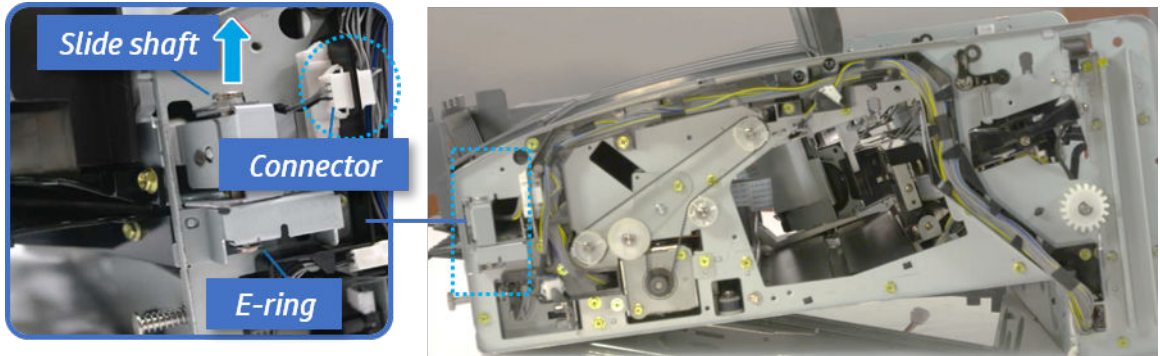
Figure 6-132 Remove the middle cover



Step 4: Remove the punch cover

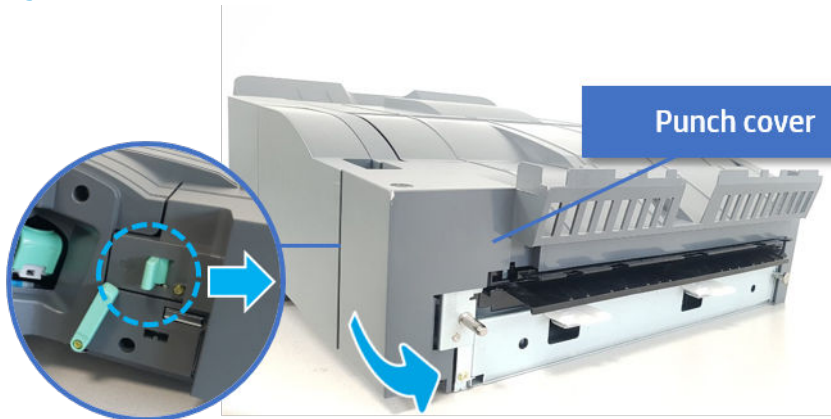
1. Unplug the connector. Remove the e-ring, and then remove the slide shaft at the rear of the inner finisher.

Figure 6-133 Remove the slide shaft



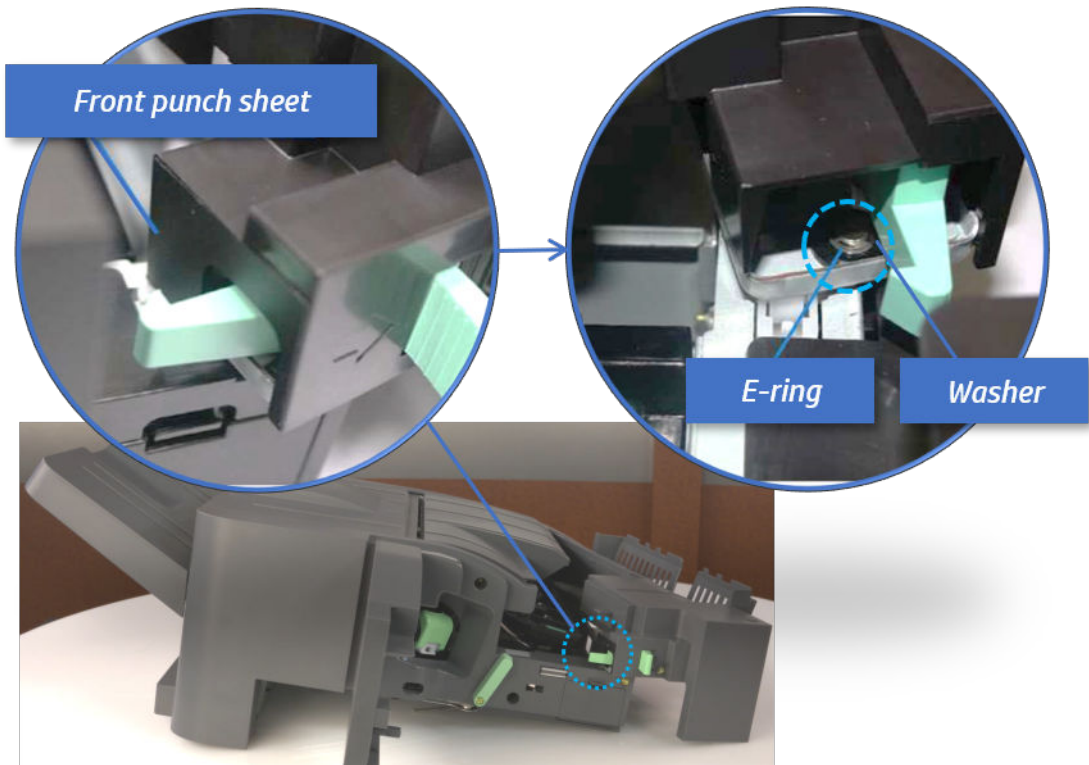
2. Open the punch cover.

Figure 6-134 Open the punch cover



3. Remove the front punch sheet, and then remove the e-ring and the washer. And then remove the punch cover.

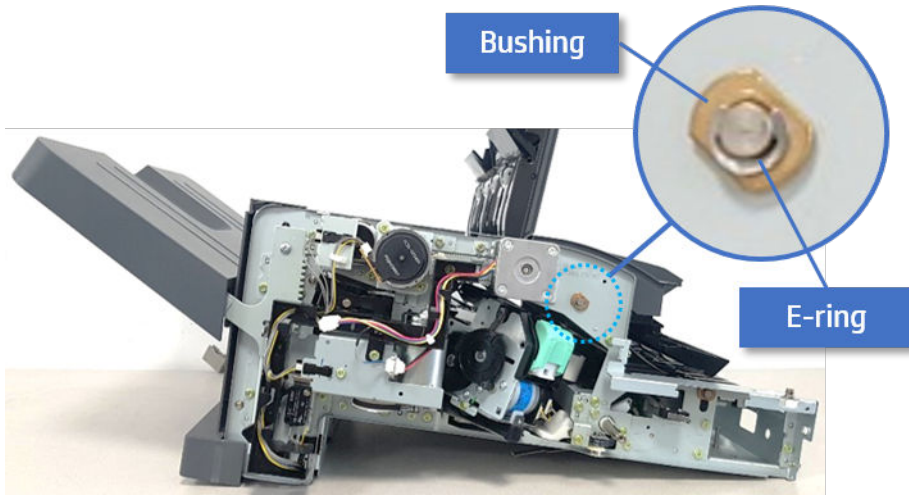
Figure 6-135 Remove the punch cover



Step 5: Remove the diverter guide and the middle roller

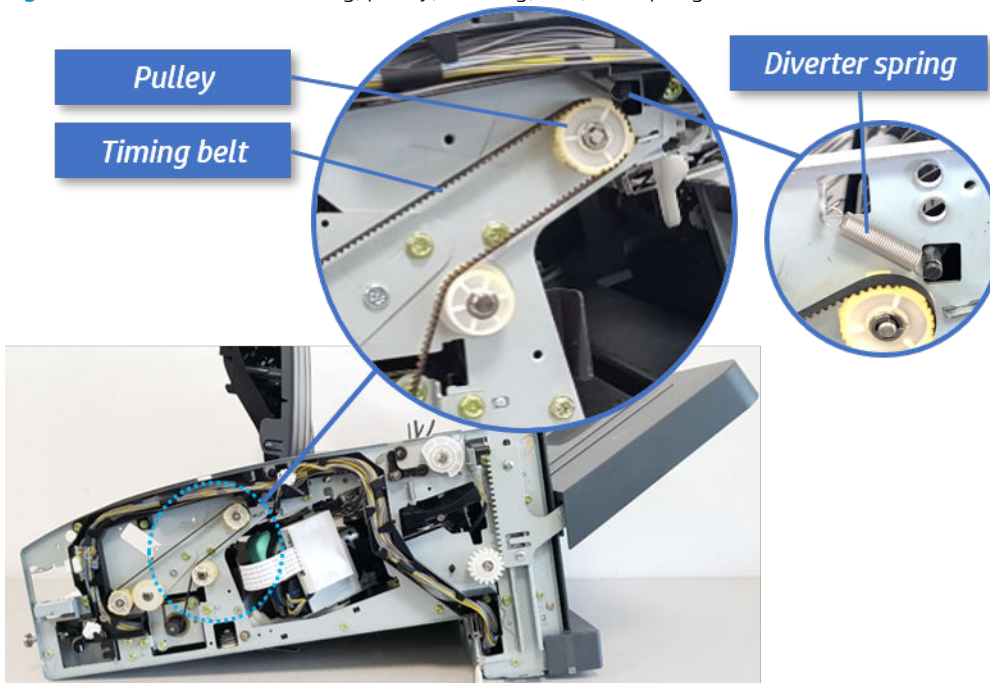
1. On the front of the inner finisher, remove the e-ring and bushing.

Figure 6-136 Remove the e-ring and bushing



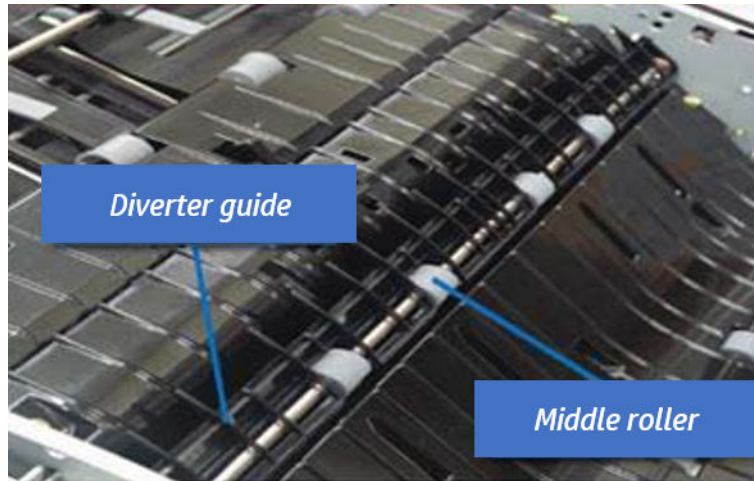
2. On the rear of the inner finisher, remove the e-ring, pulley, bushing, belt, and spring (slightly hidden from view).

Figure 6-137 Remove the e-ring, pulley, bushing, belt, and spring



3. Remove the diverter guide and the middle roller.

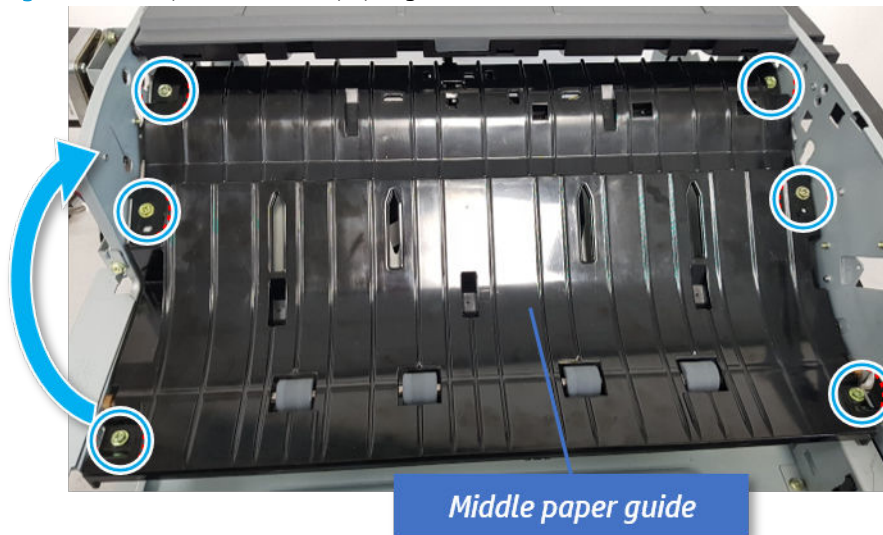
Figure 6-138 Remove the diverter guide and middle roller




Step 6: Remove the middle paper guide

1. Remove six screws, and then open the middle paper guide in the direction of the arrow.

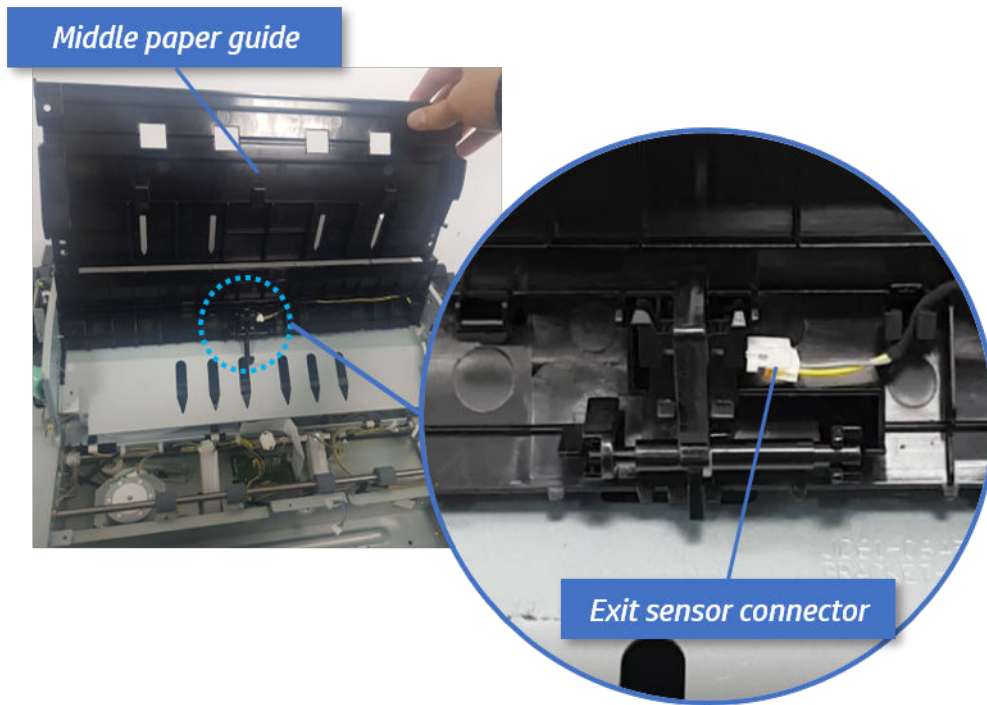
Figure 6-139 Open the middle paper guide



 **NOTE:** Be careful not to damage the sensor connector.

2. Unplug the connector under the middle paper guide. And then, remove the middle paper guide.

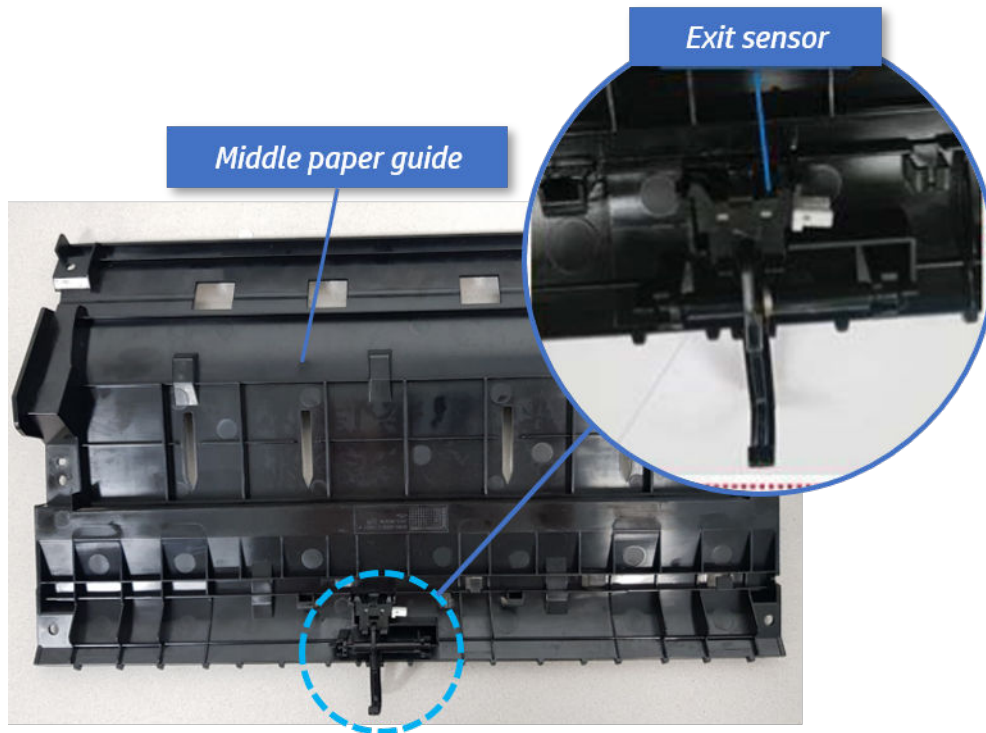
Figure 6-140 Remove the middle paper guide



Step 7: Remove the exit sensor

- ▲ Remove the exit sensor from the middle paper guide.

Figure 6-141 Remove the exit sensor





Step 8: 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.

Exit motor (M2)

- [Introduction](#)
- [Step 1: Remove the front cover](#)
- [Step 2: Remove the exit motor bracket](#)
- [Step 3: Remove the exit motor](#)
- [Step 4: Unpack the replacement assembly](#)

Introduction

Learn how to remove and replace the exit motor.

[View a video of removing the inner finisher.](#)

[View a video of installing the inner finisher.](#)



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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.



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.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

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

Table 6-41 Part information

Part number	Part description
JC31-00169B	Exit motor

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

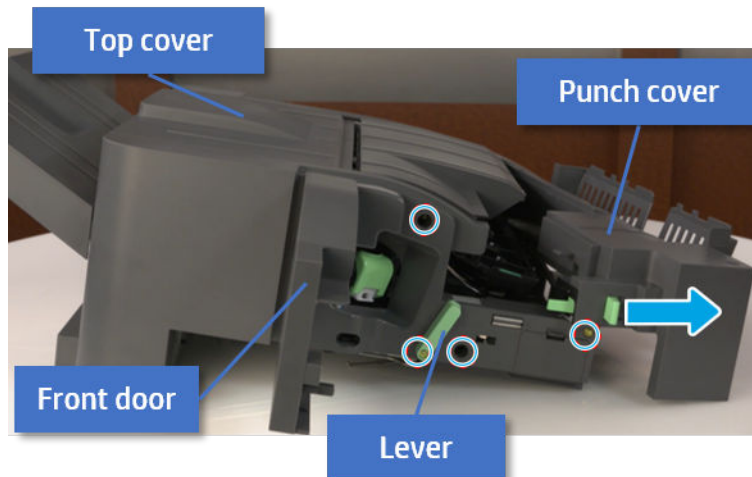
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the front cover

1. Open the front door and open the punch cover.
2. Remove three screws in the front.
3. Remove the lever.
4. Open the top cover.
5. From the right side of the front cover, carefully lift and pry toward the top-left corner to remove the front cover.

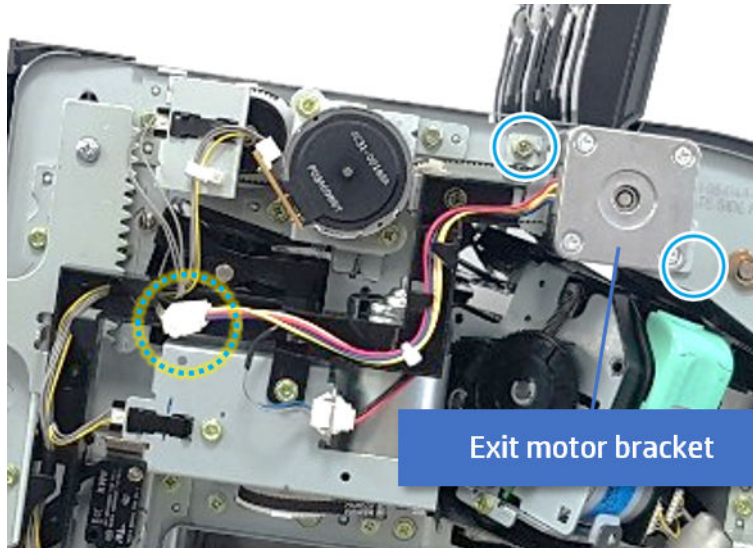
Figure 6-142 Remove the front cover



Step 2: Remove the exit motor bracket

- ▲ Remove two screws, unplug the motor connector, and remove the exit motor bracket.

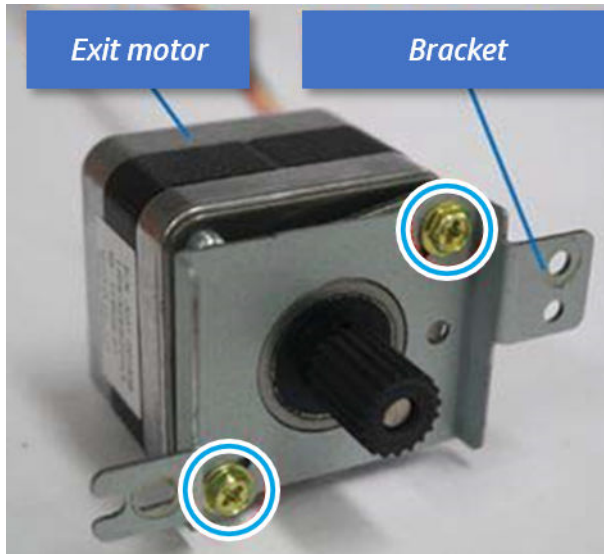
Figure 6-143 Remove the exit motor bracket



Step 3: Remove the exit motor


- ▲ Remove two screws, and then remove the exit motor from the bracket.

Figure 6-144 Remove the exit motor





Step 4: 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.

Exit roller (R3)

- [Introduction](#)
- [Step 1: Remove the front cover](#)
- [Step 2: Remove the rear cover](#)
- [Step 3: Remove the sub paddle unit](#)
- [Step 4: Remove the exit roller](#)
- [Step 5: Unpack the replacement assembly](#)

Introduction

Learn how to remove and replace the exit roller.

[View a video of removing the inner finisher.](#)

[View a video of installing the inner finisher.](#)



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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- ⚠ **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.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

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

Table 6-42 Part information

Part number	Part description
JC66-04244A	Exit roller
JC61-07449A	Front compile guide
JC61-07450A	Rear compile guide

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

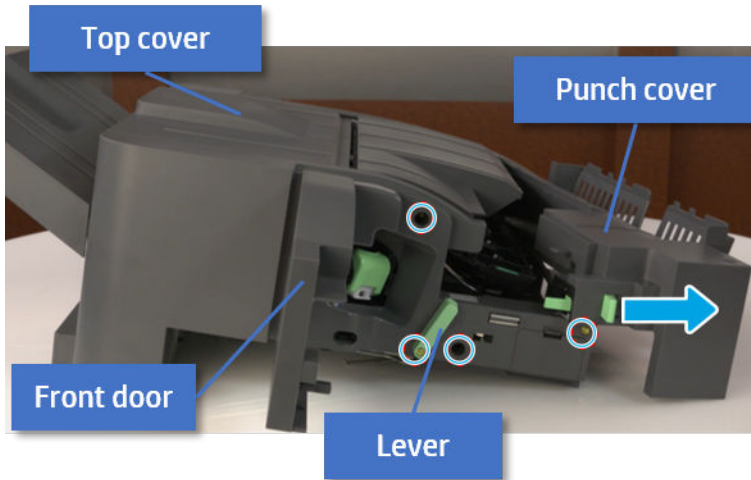
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the front cover

1. Open the front door and open the punch cover.
2. Remove three screws in the front.
3. Remove the lever.
4. Open the top cover.
5. From the right side of the front cover, carefully lift and pry toward the top-left corner to remove the front cover.

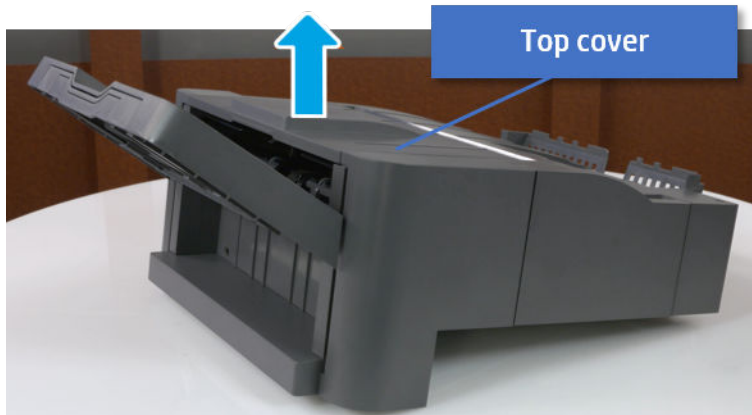
Figure 6-145 Remove the front cover



Step 2: Remove the rear cover

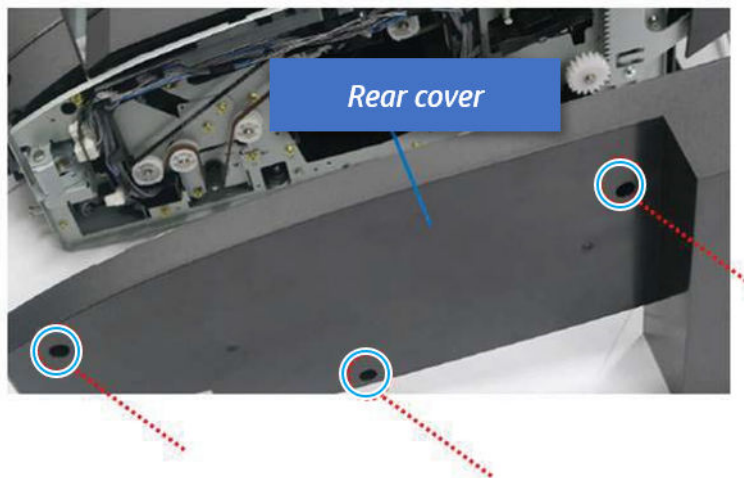
1. Open the top cover.

Figure 6-146 Open the top cover



2. Remove three screws.
3. Release hooks carefully and remove the rear cover.

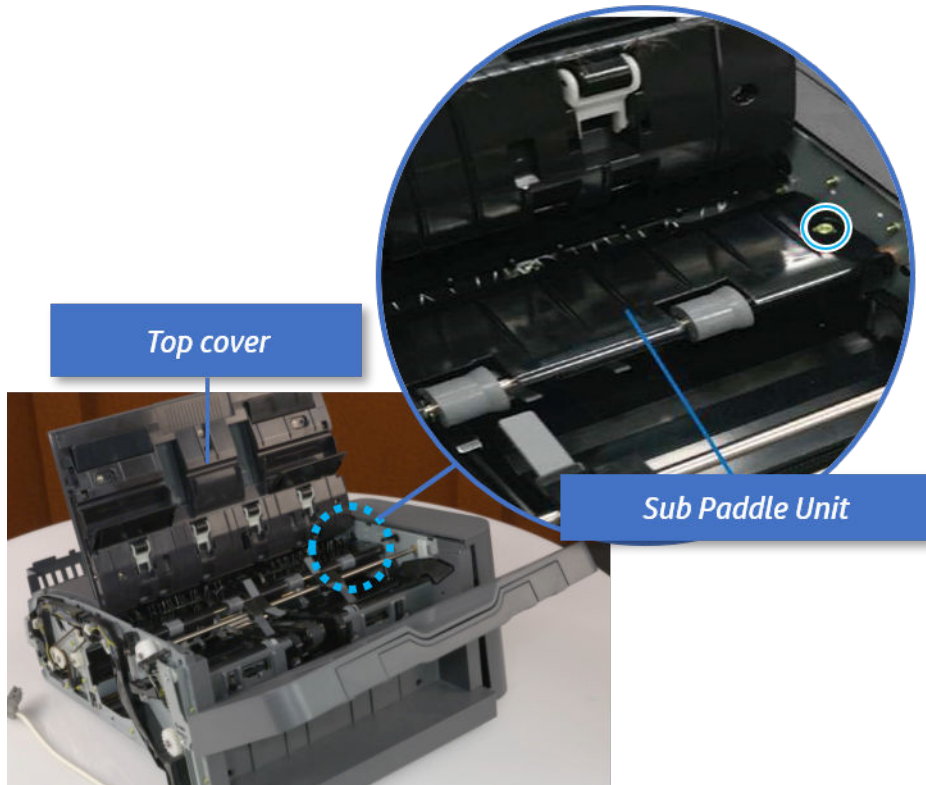
Figure 6-147 Remove the rear cover



Step 3: Remove the sub paddle unit

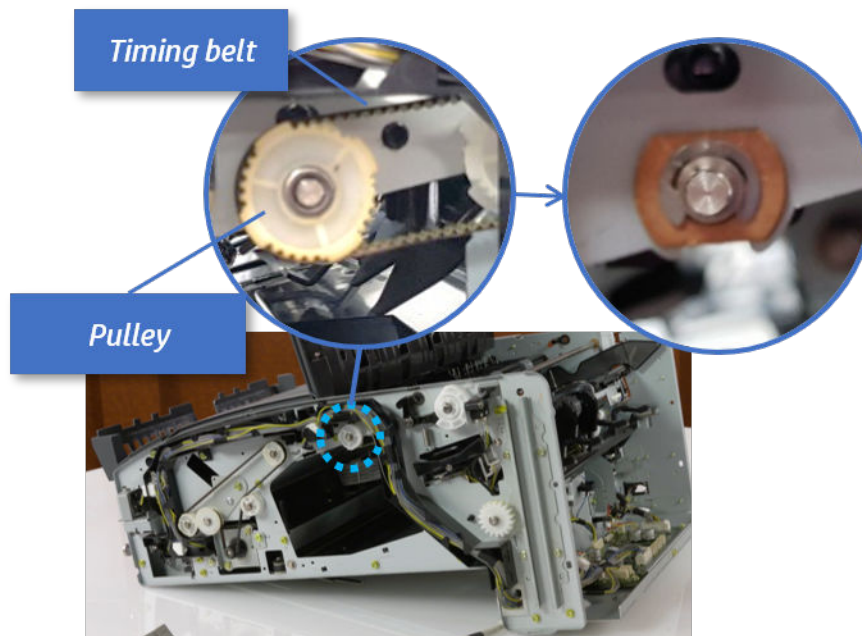
1. Open the top cover, and then remove one screw securing the sub paddle unit.

Figure 6-148 Remove one screw



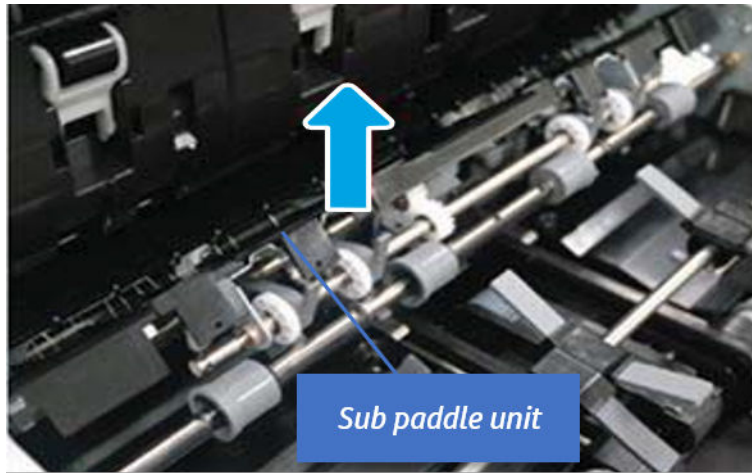
2. Remove the e-ring, and then remove the pulley and timing belt. And then remove the e-ring and the bushing.

Figure 6-149 Remove the e-ring, pulley, timing belt, and bushing



3. Lift up and remove the sub paddle unit.

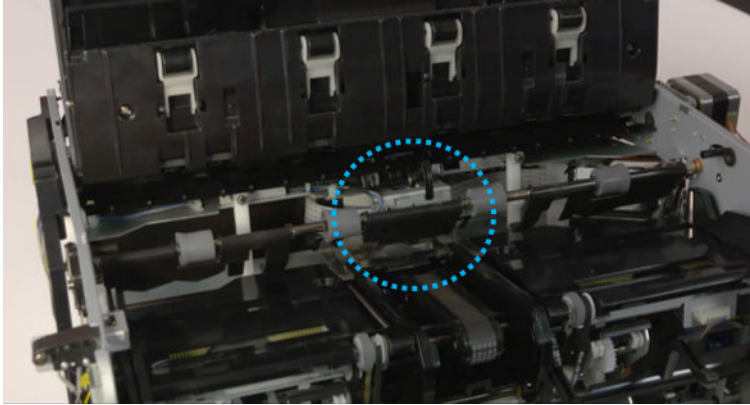
Figure 6-150 Remove the sub paddle unit



Step 4: Remove the exit roller

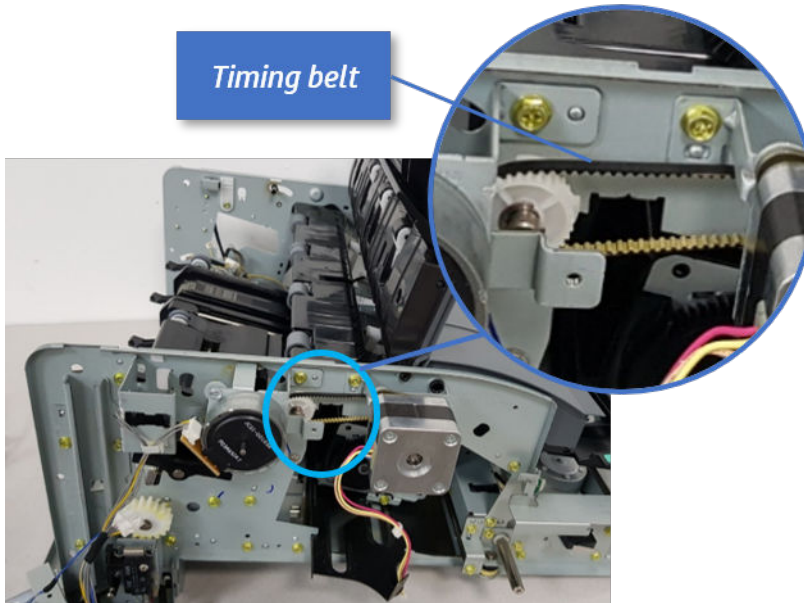
1. Remove the guide on the center of the exit roller.

Figure 6-151 Remove the guide



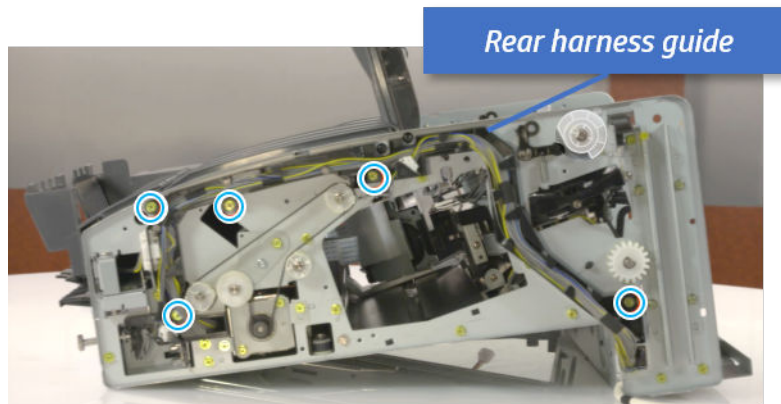
2. On the front of the inner finisher, release the timing belt connected to the exit motor.

Figure 6-152 Release the timing belt



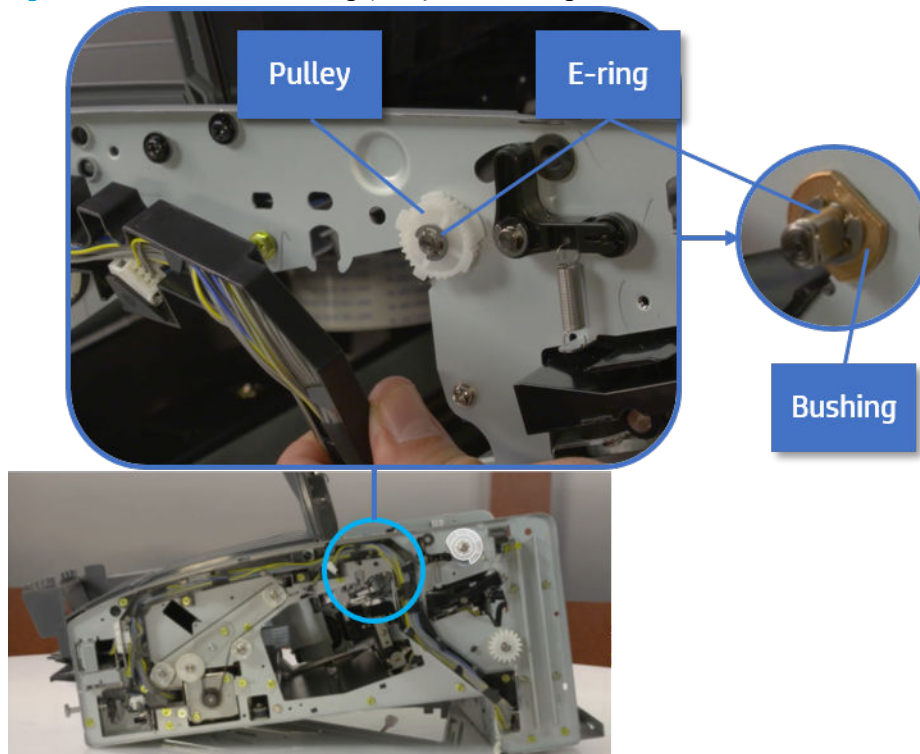
3. Remove five screws securing the rear harness guide.

Figure 6-153 Remove five screws



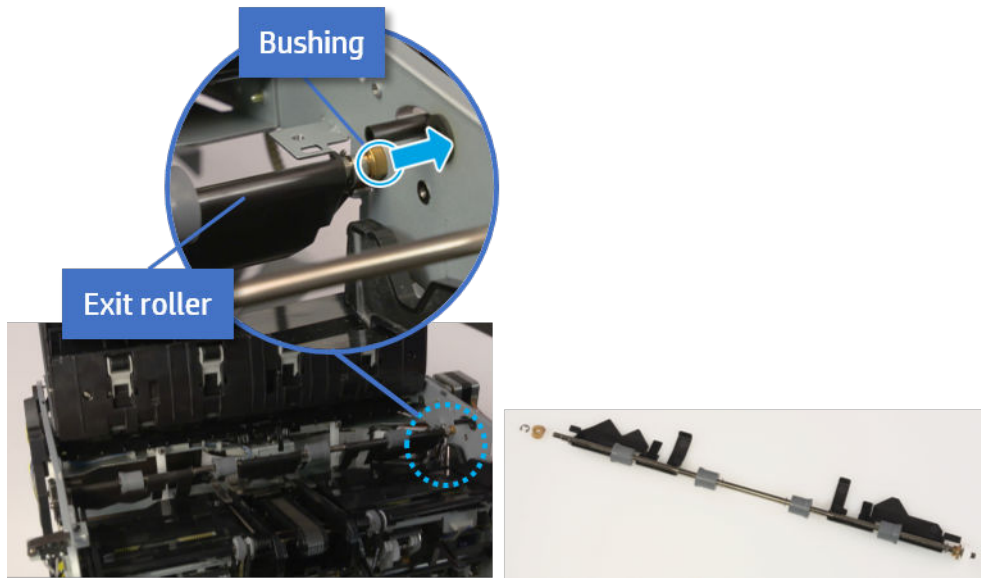
4. On the rear of the inner finisher, remove the e-ring and the pulley and then remove the e-ring and the bushing.

Figure 6-154 Remove the e-ring, pulley, and bushing



5. Push the bushing to detach it, and then remove the exit roller.

Figure 6-155 Remove the exit roller





Step 5: 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.

Paper support unit

- [Front paper support](#)
- [Rear paper support unit](#)

Front paper support

- [Introduction](#)
- [Step 1: Remove the front cover](#)
- [Step 2: Remove the rear cover](#)
- [Step 3: Remove the output tray](#)
- [Step 4: Remove the output tray frame](#)
- [Step 5: Remove the PCA cover](#)
- [Step 6: Remove the left cover](#)
- [Step 7: Remove the front harness guide](#)
- [Step 8: Remove the output tray motor assembly](#)
- [Step 9: Remove the output tray lower limit switch](#)
- [Step 10: Remove the paper holding](#)
- [Step 11: Remove the sub paddle unit](#)
- [Step 12: Remove the exit roller](#)
- [Step 13: Remove the front tamper](#)
- [Step 14: Remove the rear tamper](#)
- [Step 15: Remove the ejector and paper support assembly](#)
- [Step 16: Remove the front paper support](#)
- [Step 17: Unpack the replacement assembly](#)

Introduction

Learn how to remove and replace the front paper support.

[View a video of removing the inner finisher.](#)

[View a video of installing the inner finisher.](#)



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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- ⚠ **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.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

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

Table 6-43 Part information

Part number	Part description
JC90-01310A	Front paper support

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

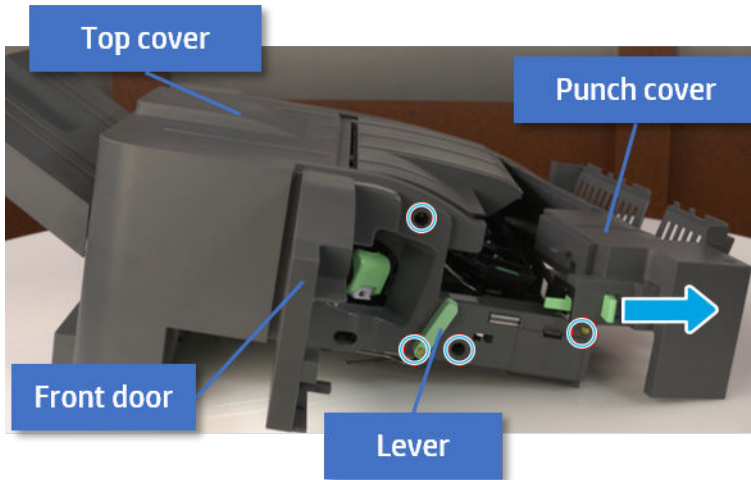
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the front cover

1. Open the front door and open the punch cover.
2. Remove three screws in the front.
3. Remove the lever.
4. Open the top cover.
5. From the right side of the front cover, carefully lift and pry toward the top-left corner to remove the front cover.

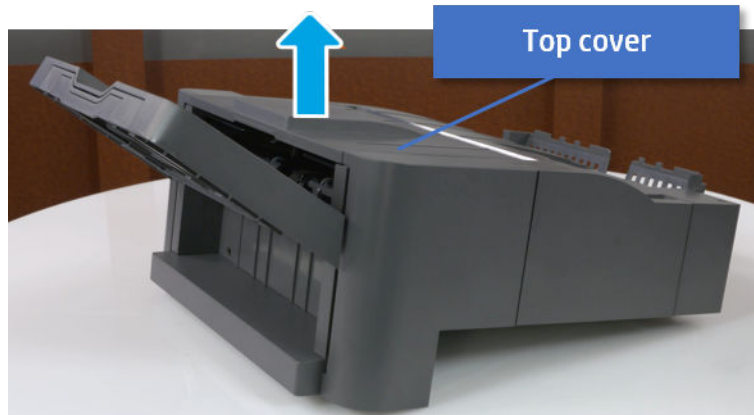
Figure 6-156 Remove the front cover



Step 2: Remove the rear cover

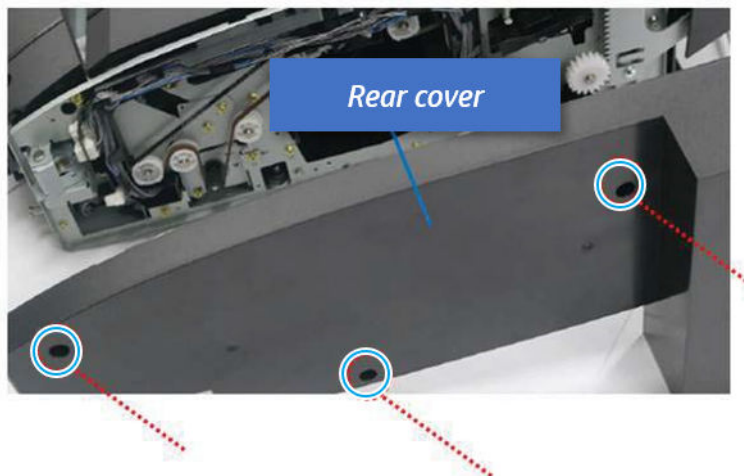
1. Open the top cover.

Figure 6-157 Open the top cover



2. Remove three screws.
3. Release hooks carefully and remove the rear cover.

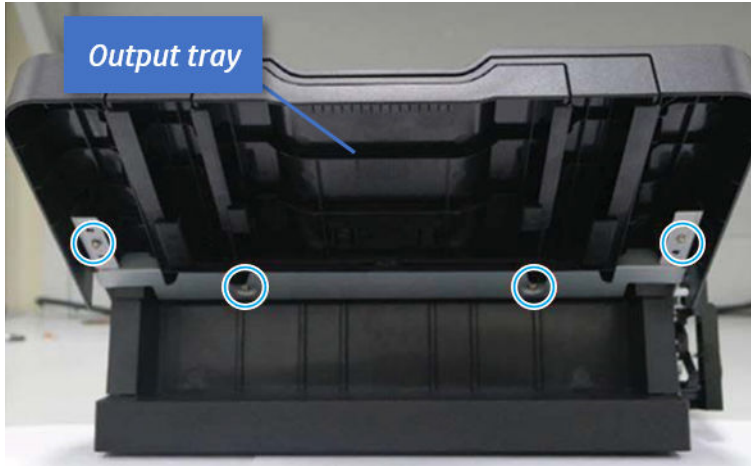
Figure 6-158 Remove the rear cover



Step 3: Remove the output tray

1. Remove four screws.

Figure 6-159 Remove four screws



2. Push the paper holding actuator into the inner finisher, and then remove the output tray.

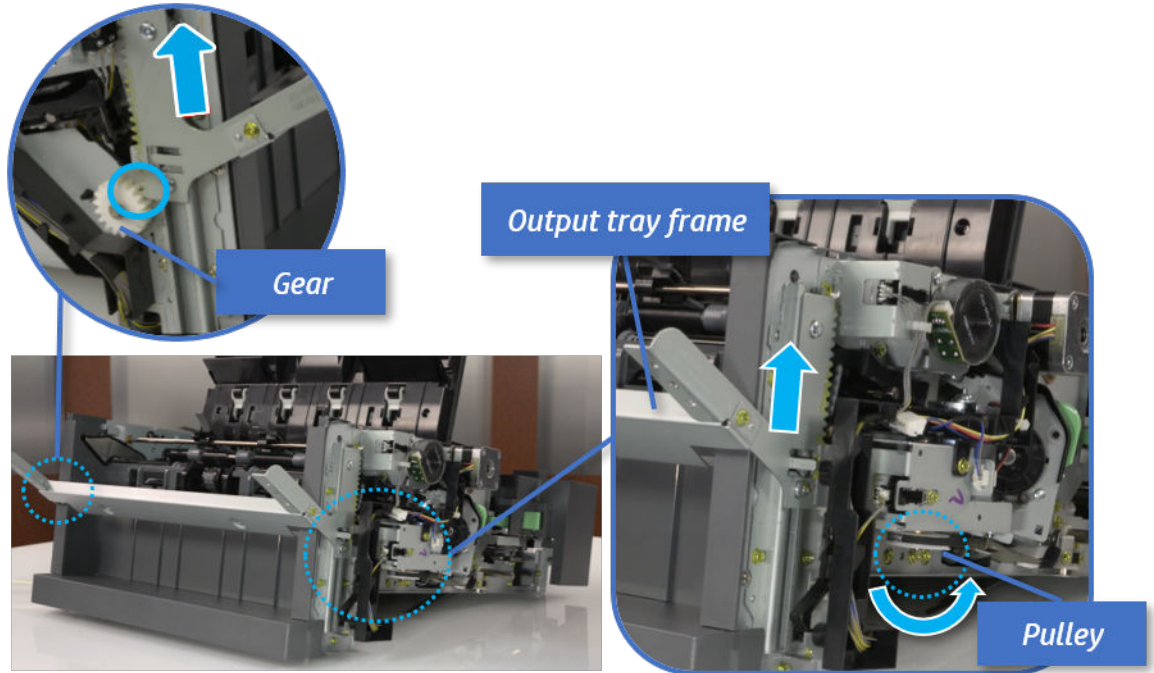
Figure 6-160 Remove the output tray



Step 4: Remove the output tray frame

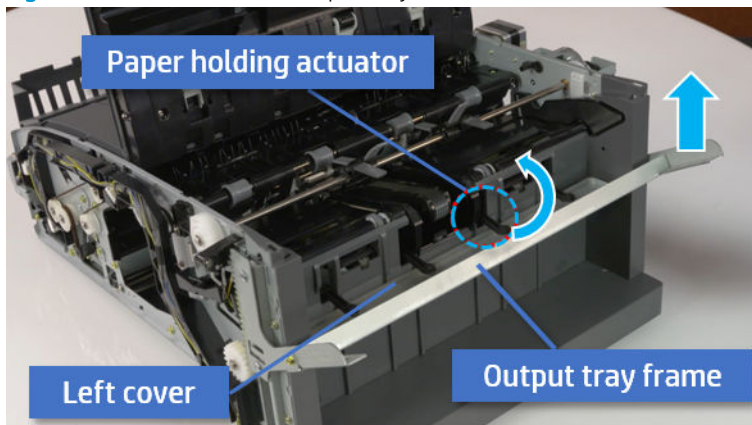
1. Rotate the pulley until the output tray frame depart from the gear.

Figure 6-161 Remove the pulley



2. Push the paper holding actuator into the inner finisher, and then remove the output tray frame.

Figure 6-162 Remove the output tray frame



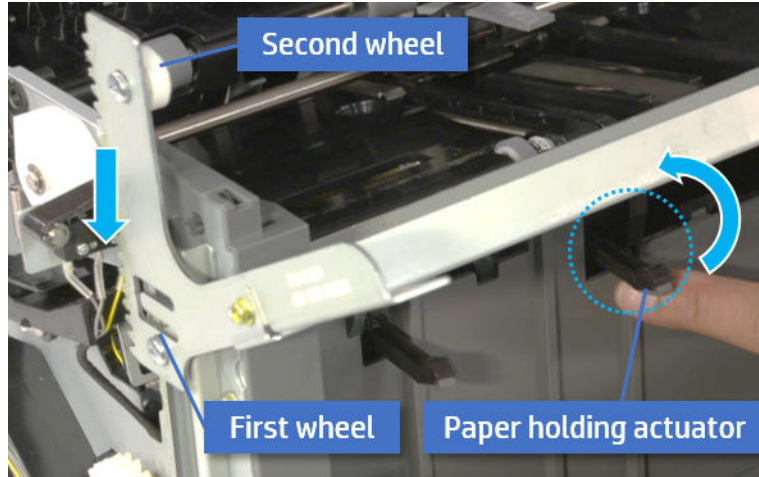
TIP: Push the paper holding actuator into the inner finisher when reassembling. Be sure to level the output tray.

Reinstall the output tray frame

Use the following special instructions when the reinstalling the assembly.

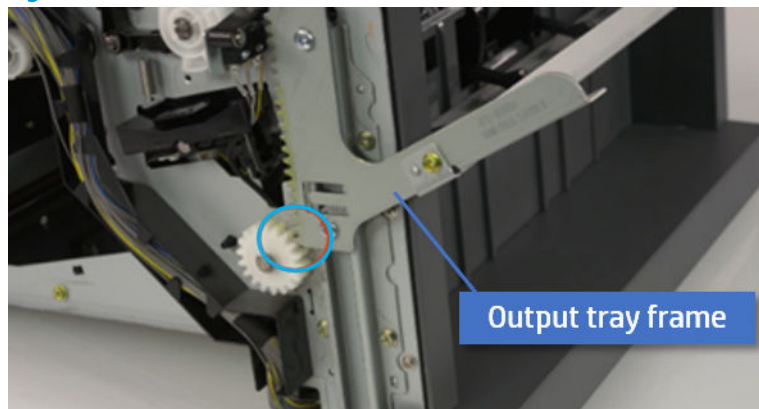
- a. Position the first wheel into the channel on both sides while pushing the paper holding actuator.

Figure 6-163 Install the wheel (1 of 2)



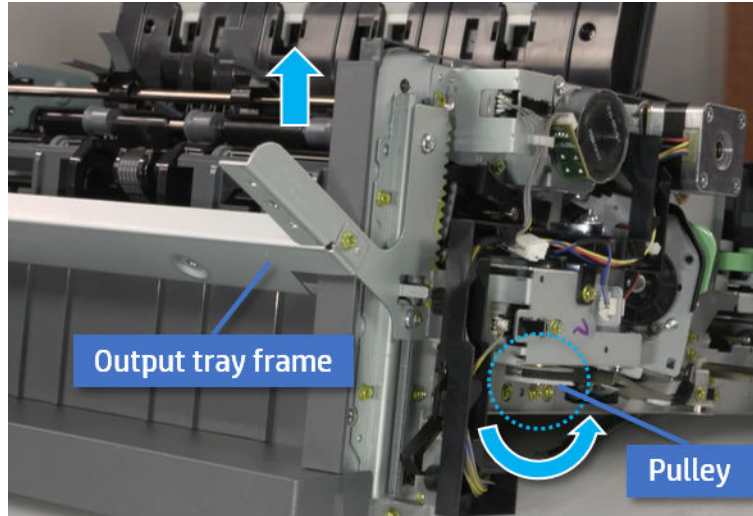
- b. Let the second wheel rest on the channel on both sides simultaneously.
- c. Gently squeeze the wheels into channel until the output tray frame meet the gear.

Figure 6-164 Install the wheel (2 of 2)



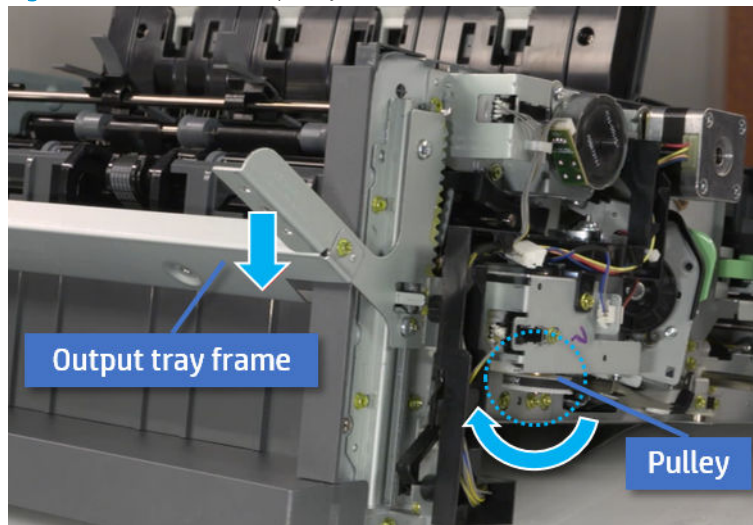
- d. Rotate the pulley until the output tray frame is no longer lifted. It can make to level the output tray frame.

Figure 6-165 Rotate the pulley (1 of 2)



- e. Rotate the pulley in the opposite direction.

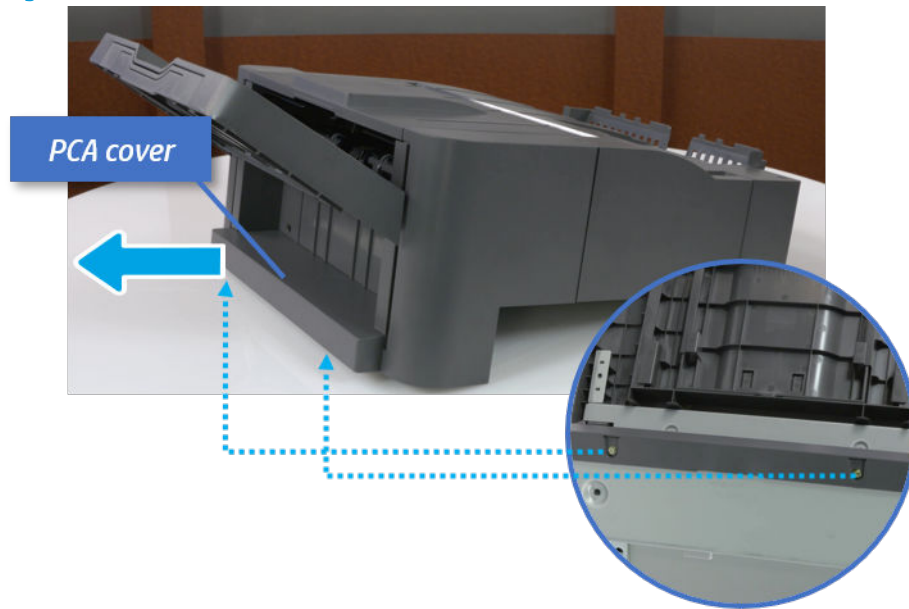
Figure 6-166 Rotate the pulley (2 of 2)



Step 5: Remove the PCA cover

- ▲ Remove two screws, and then remove the PCA cover.

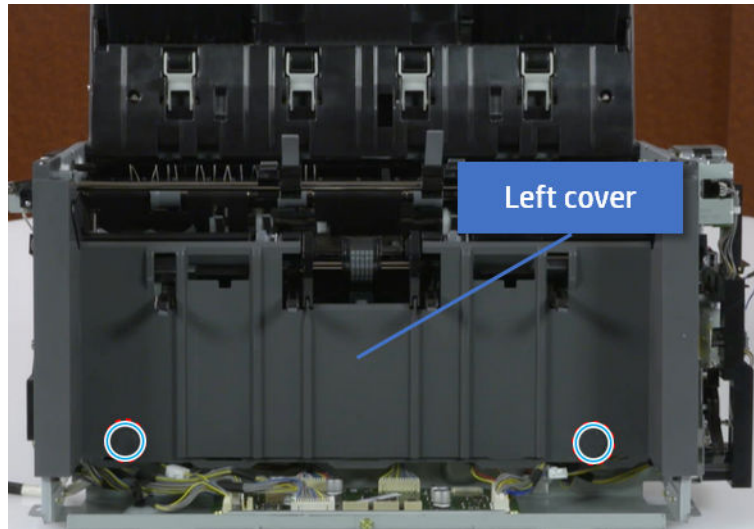
Figure 6-167 Remove the PCA cover



Step 6: Remove the left cover

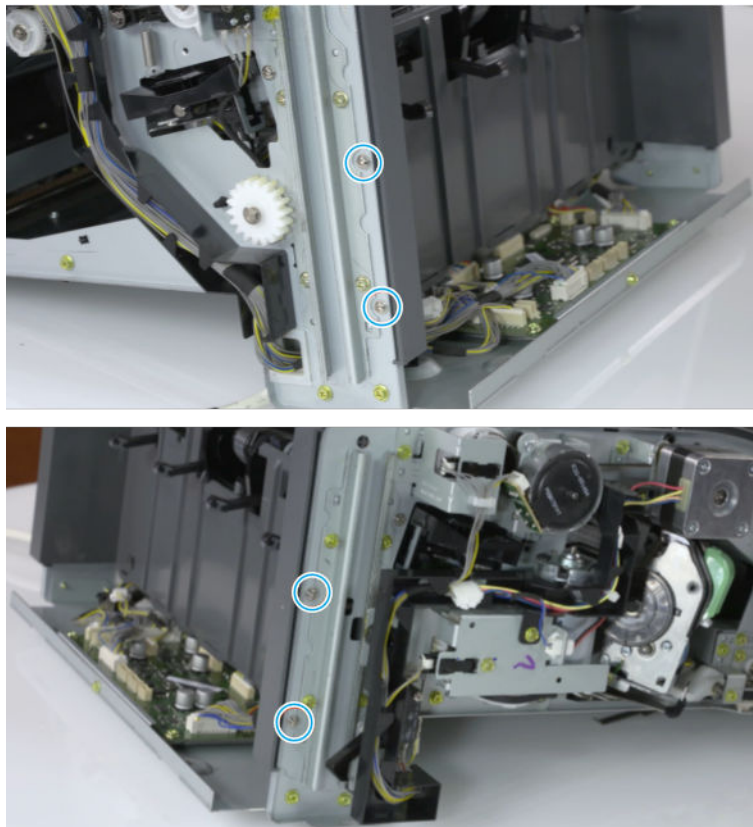
1. Remove two screws.

Figure 6-168 Remove two screws



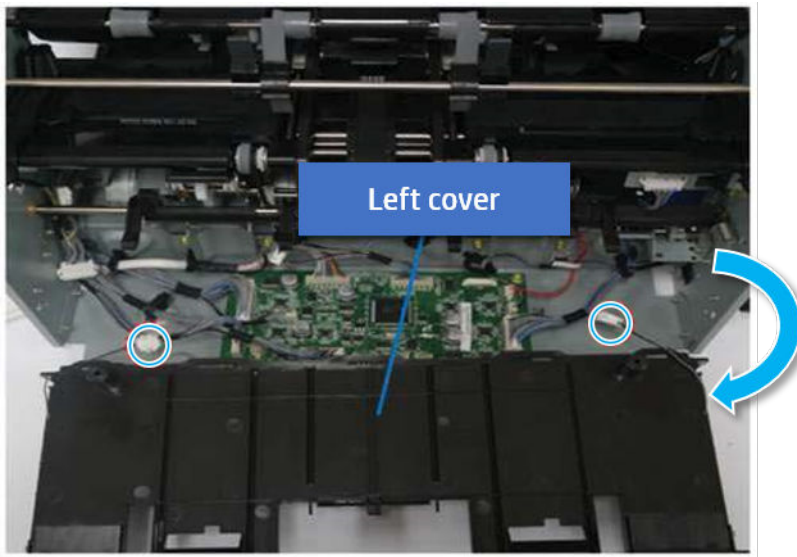
2. Remove four screws from both front and rear sides


Figure 6-169 Remove four screws

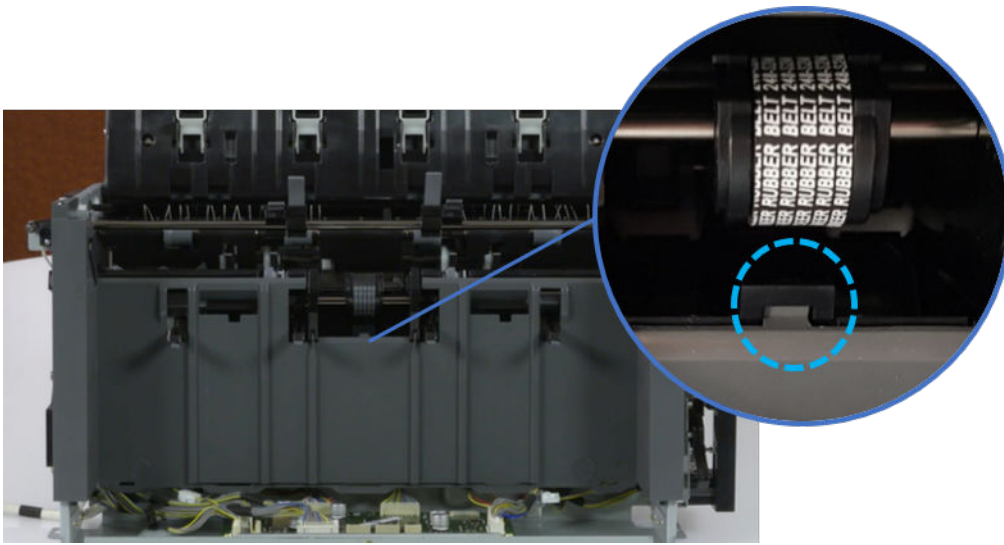


3. Unplug two inline connectors, and then remove the left cover.

Figure 6-170 Unplug two connectors



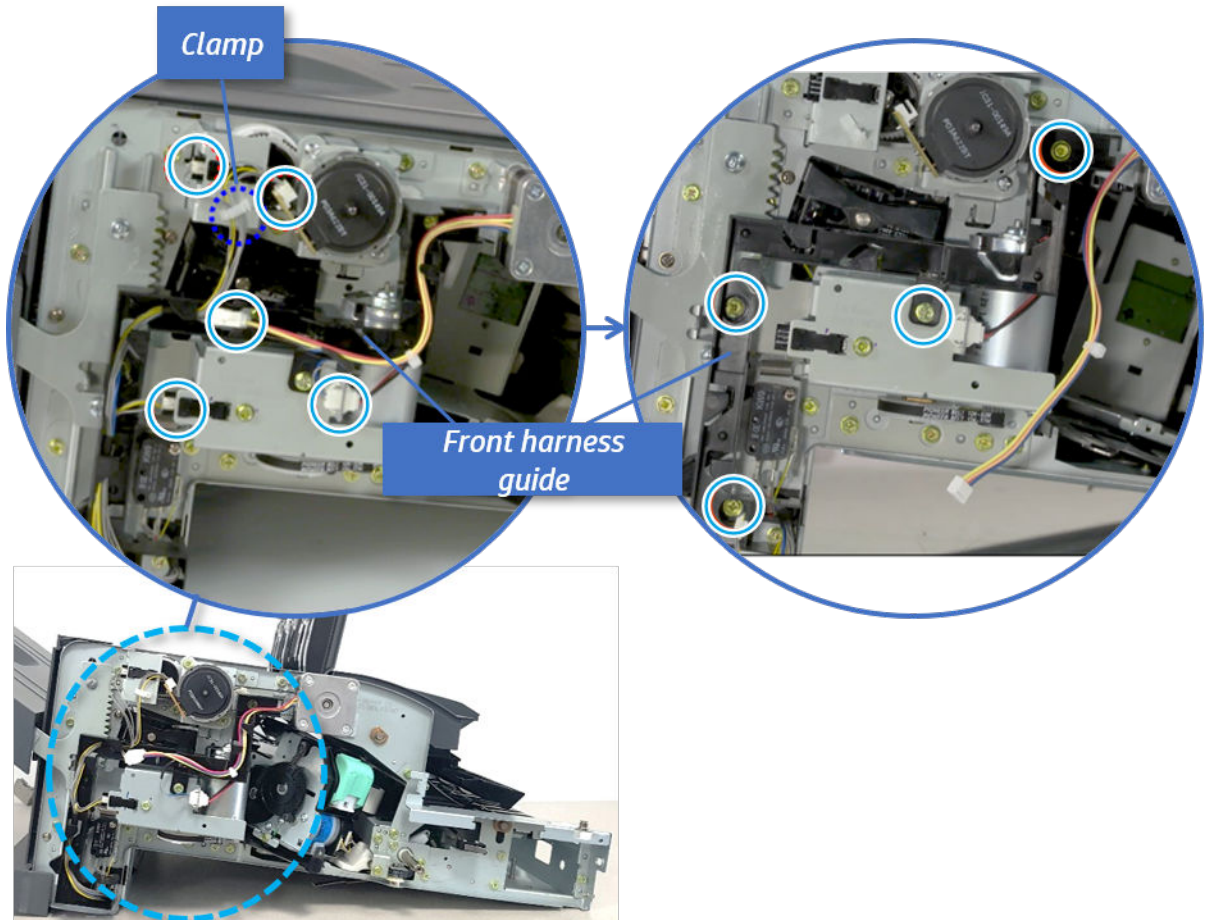
 **TIP:** Be sure to check the hook when reassembling.



Step 7: Remove the front harness guide

1. Open one clamp, unplug five connectors, and then remove the wire harness from the front harness guide.
2. Remove four screws, and then remove the front harness guide.

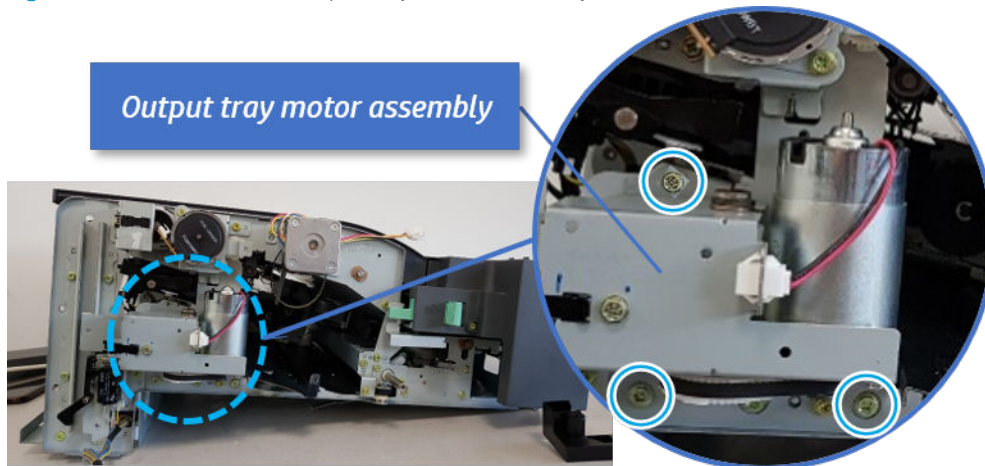
Figure 6-171 Remove the front harness guide



Step 8: Remove the output tray motor assembly

- ▲ Remove three screws, and then remove the output tray motor assembly.

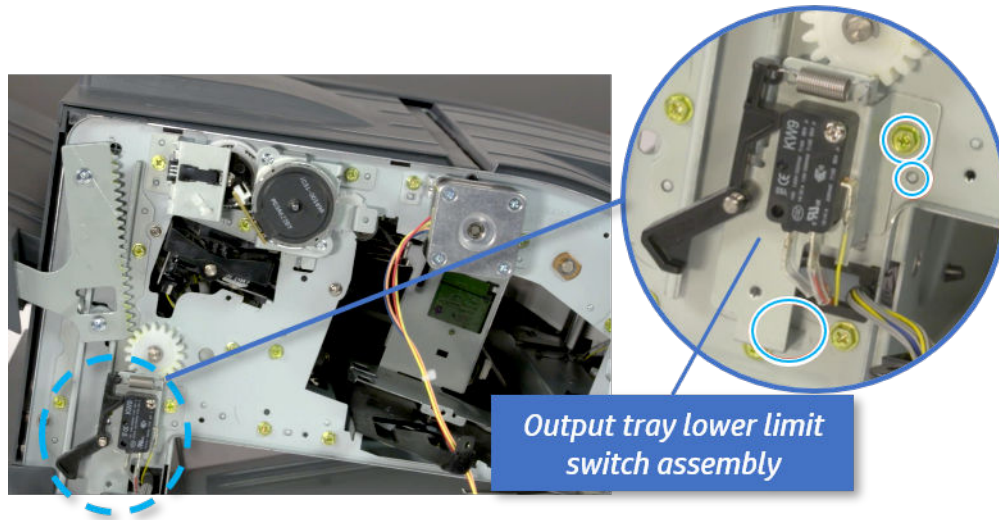
Figure 6-172 Remove the output tray motor assembly



Step 9: Remove the output tray lower limit switch

- ▲ Remove one screw, and then remove the output tray lower limit switch.

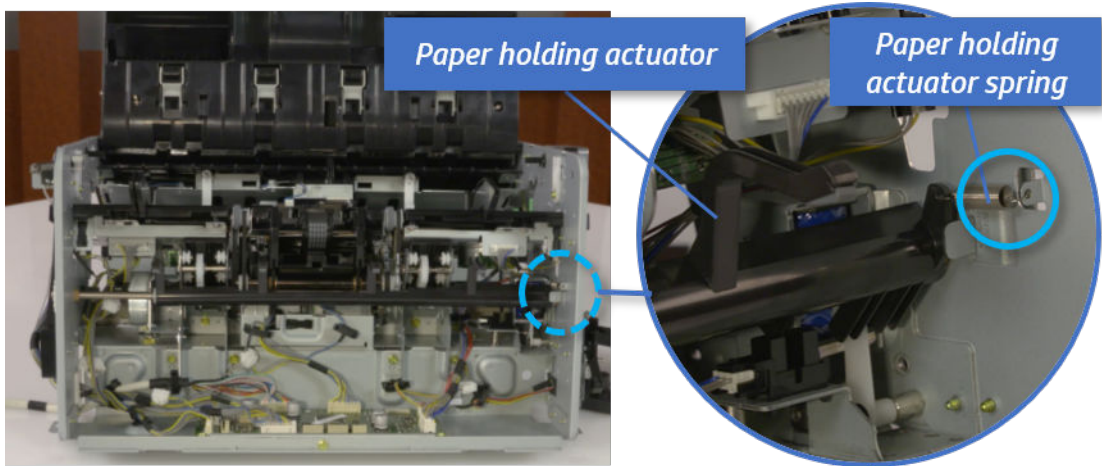
Figure 6-173 Remove the output tray lower limit switch



Step 10: Remove the paper holding

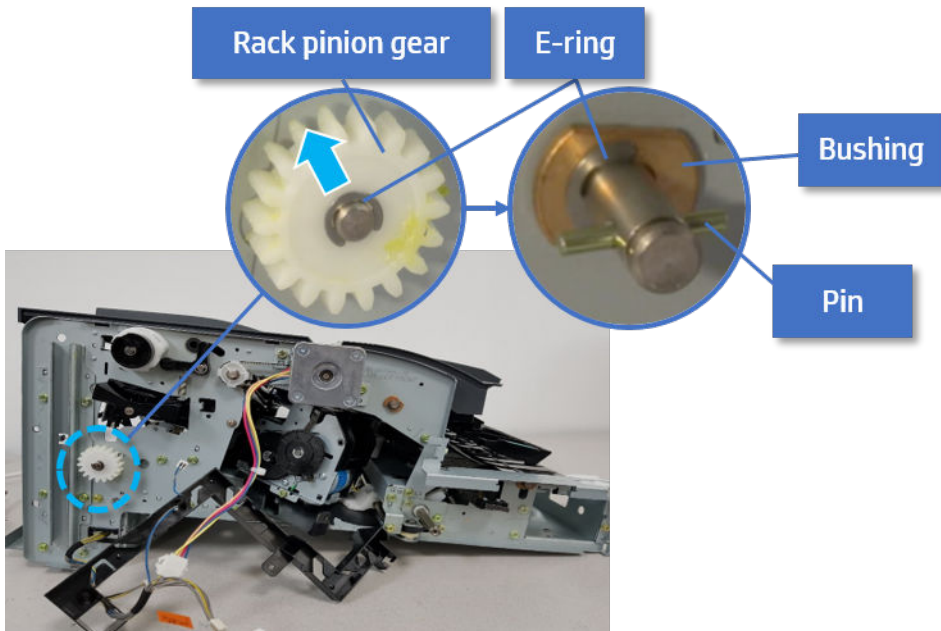
1. Remove the paper holding actuator spring.

Figure 6-174 Remove the paper holding actuator spring



2. Remove the e-ring and the rack pinion gear. Remove the pin and the e-ring, and then remove the bushing.

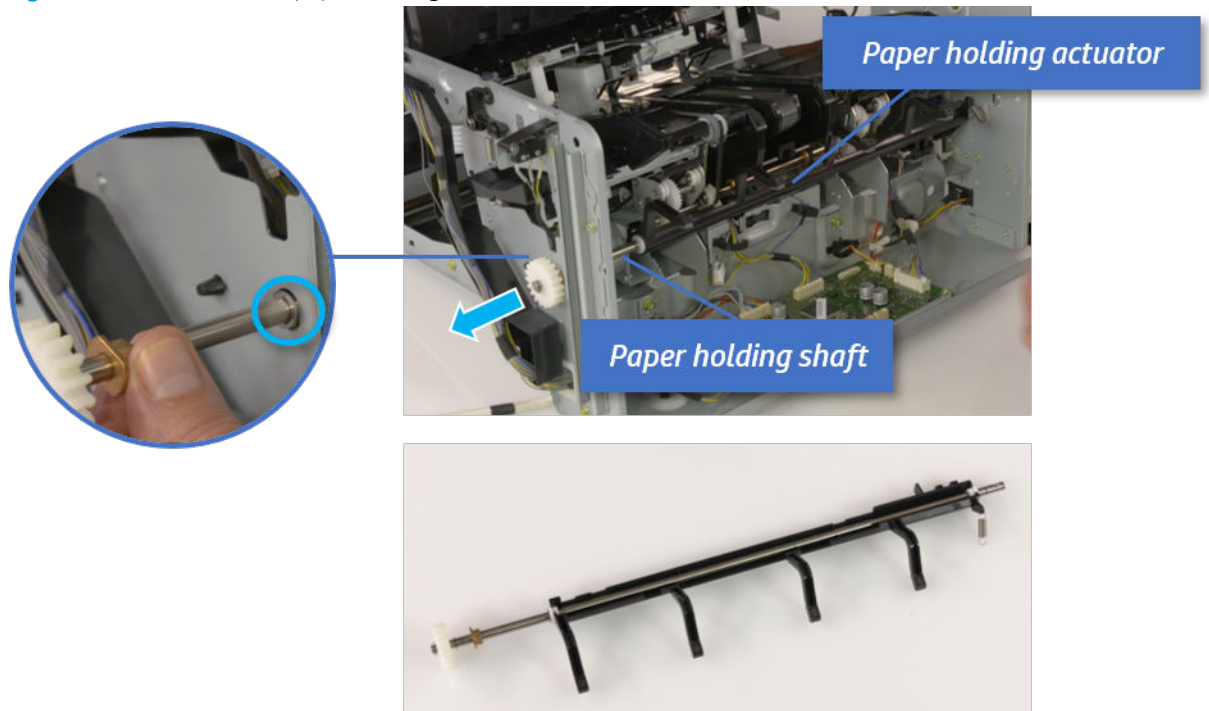
Figure 6-175 Remove e-ring, rack pinion gear, pin, and bushing



 **NOTE:** Be sure not to lose the pin.

- Carefully remove the paper holding shaft and the actuator.

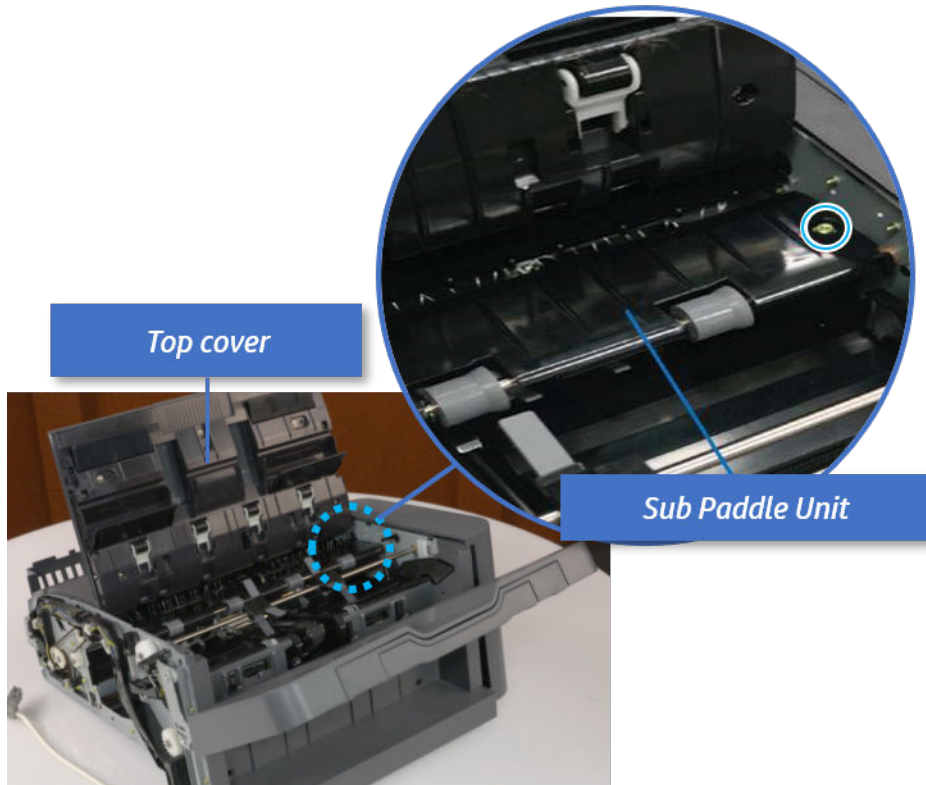
Figure 6-176 Remove the paper holding shaft and the actuator



Step 11: Remove the sub paddle unit

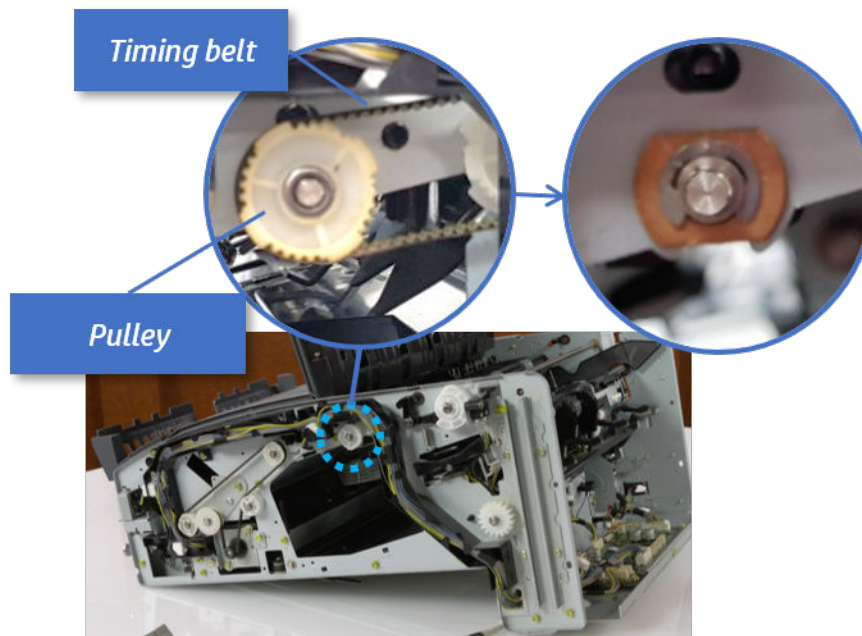
1. Open the top cover, and then remove one screw securing the sub paddle unit.

Figure 6-177 Remove one screw



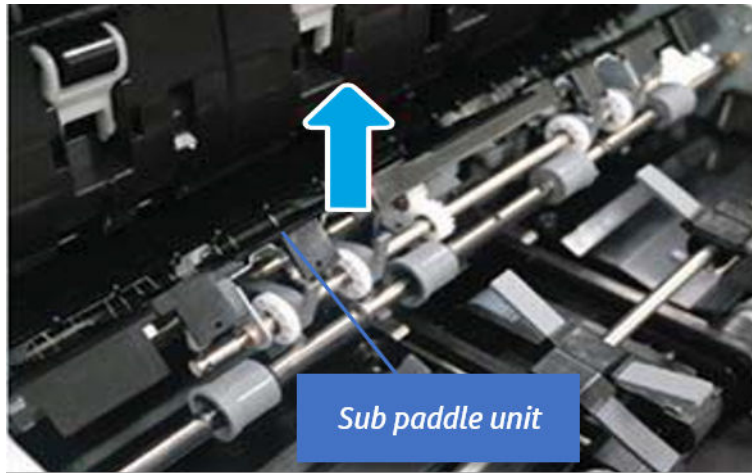
2. Remove the e-ring, and then remove the pulley and timing belt. And then remove the e-ring and the bushing.

Figure 6-178 Remove the e-ring, pulley, timing belt, and bushing



3. Lift up and remove the sub paddle unit.

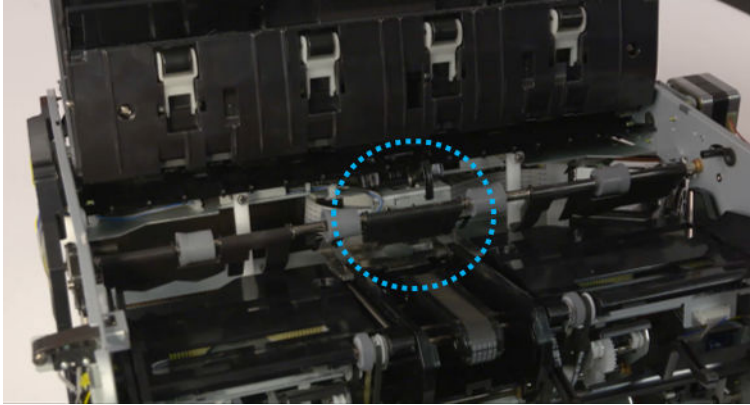
Figure 6-179 Remove the sub paddle unit



Step 12: Remove the exit roller

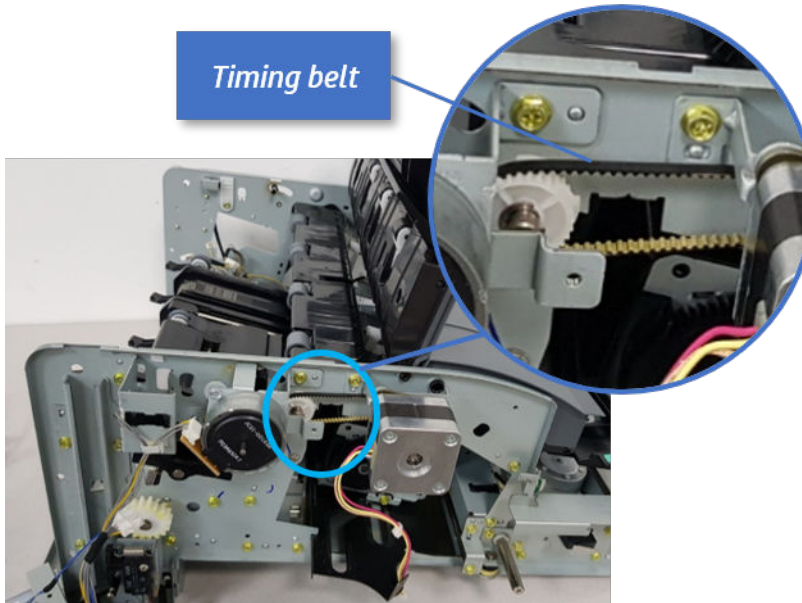
1. Remove the guide on the center of the exit roller.

Figure 6-180 Remove the guide



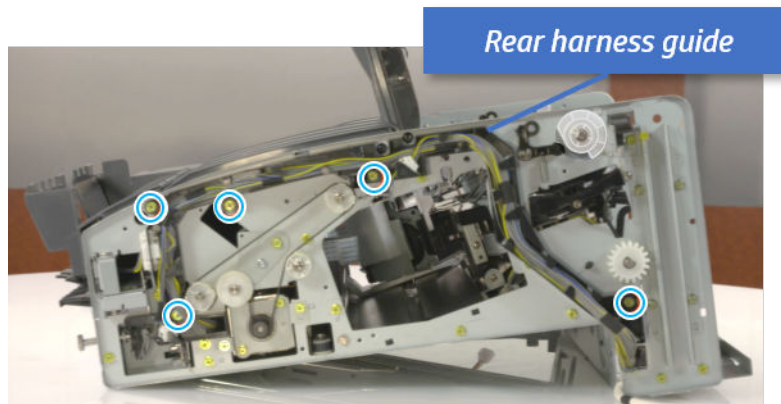
2. On the front of the inner finisher, release the timing belt connected to the exit motor.

Figure 6-181 Release the timing belt



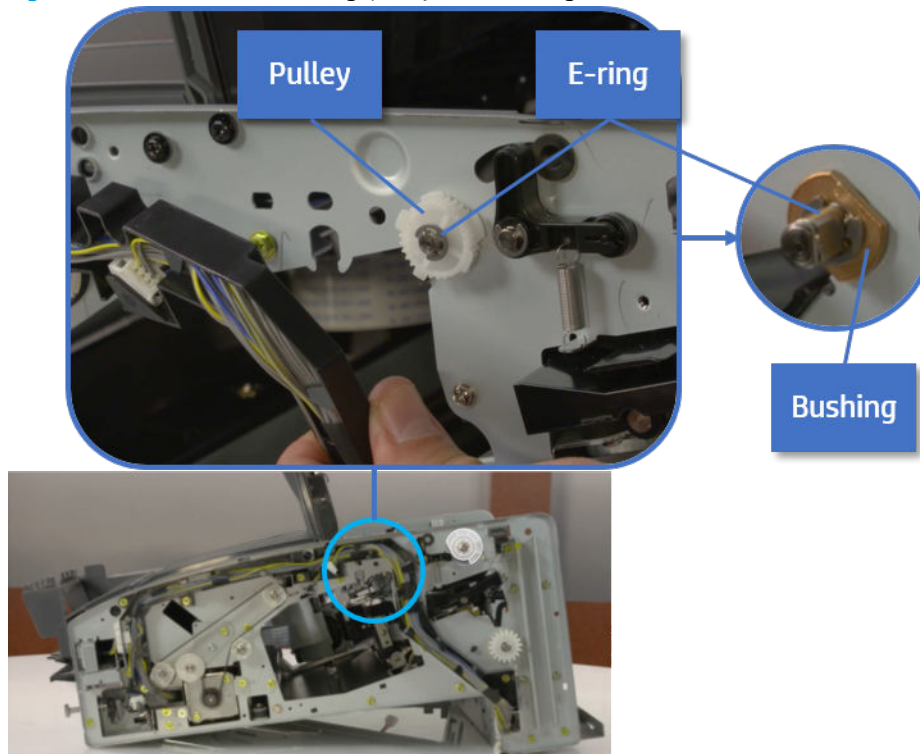
3. Remove five screws securing the rear harness guide.

Figure 6-182 Remove five screws



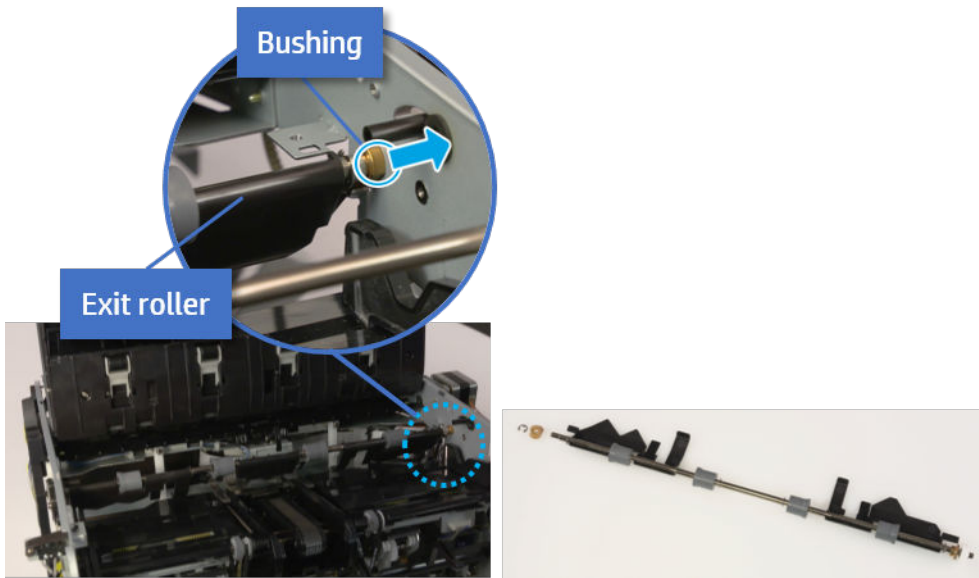
4. On the rear of the inner finisher, remove the e-ring and the pulley and then remove the e-ring and the bushing.

Figure 6-183 Remove the e-ring, pulley, and bushing



5. Push the bushing to detach it, and then remove the exit roller.

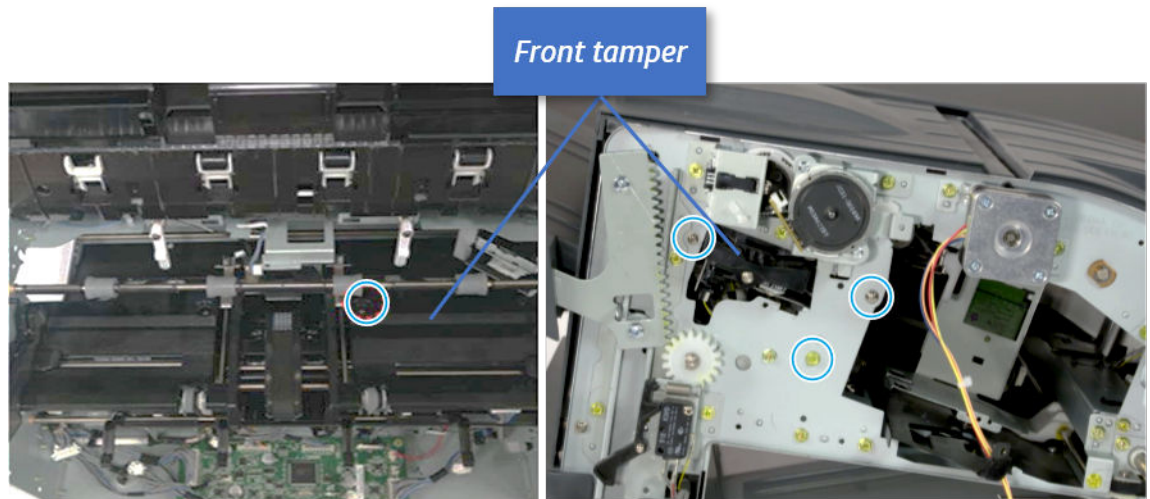
Figure 6-184 Remove the exit roller



Step 13: Remove the front tamper

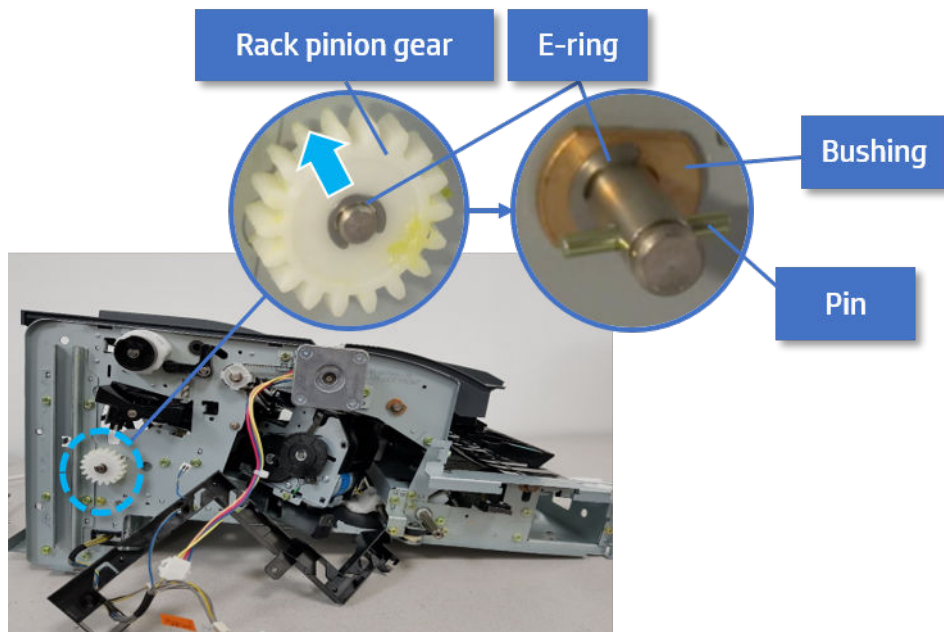
1. Remove four screws.

Figure 6-185 Remove four screws



2. Unplug the connector and release the hook, and then pull the front tamper up to remove.

Figure 6-186 Remove the front tamper



Step 14: Remove the rear tamper

1. Remove the rear tamper.


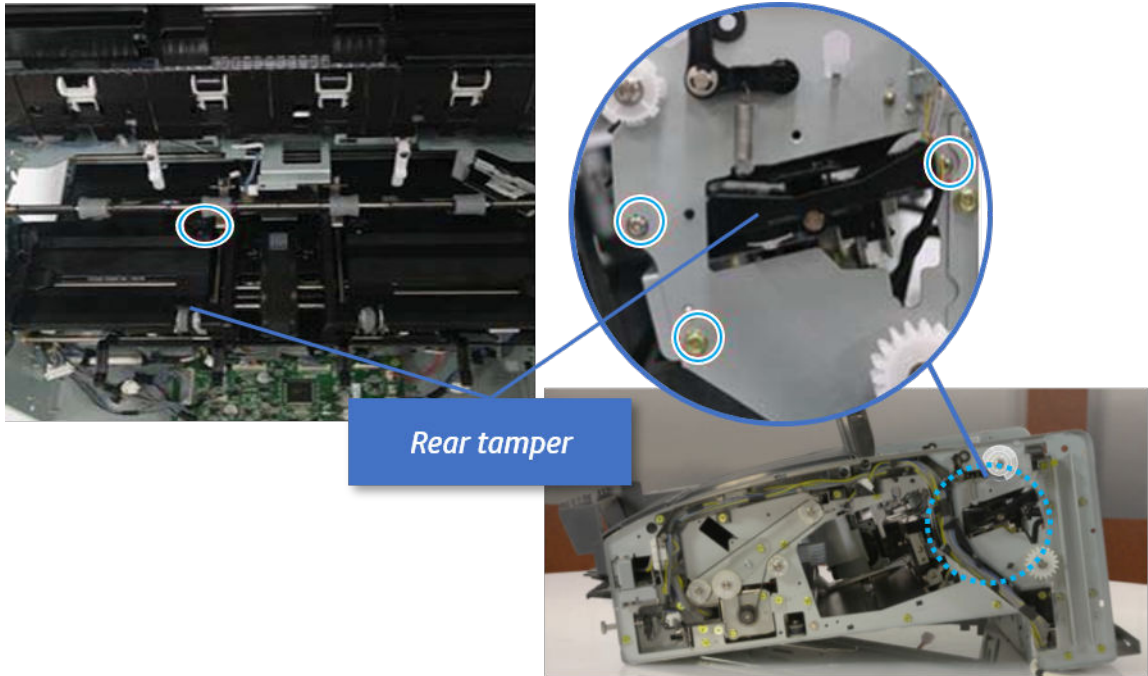
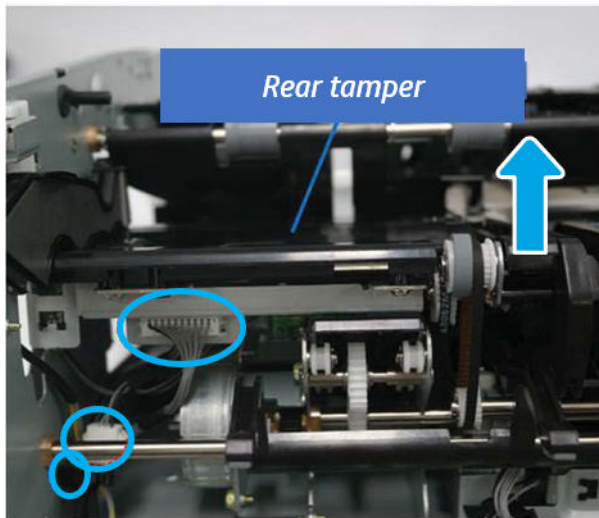
 **NOTE:** Move cable guide out of position to access the screws.

Figure 6-187 Remove four screws



2. Unplug two connectors and release the hook, and then remove the rear tamper.

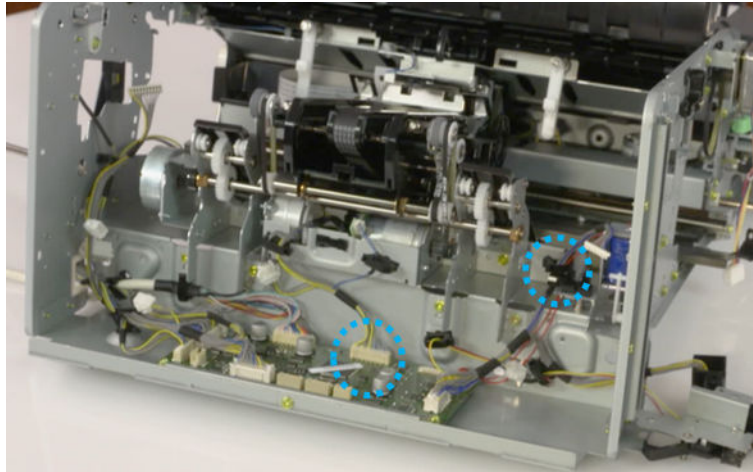
Figure 6-188 Remove the rear tamper



Step 15: Remove the ejector and paper support assembly

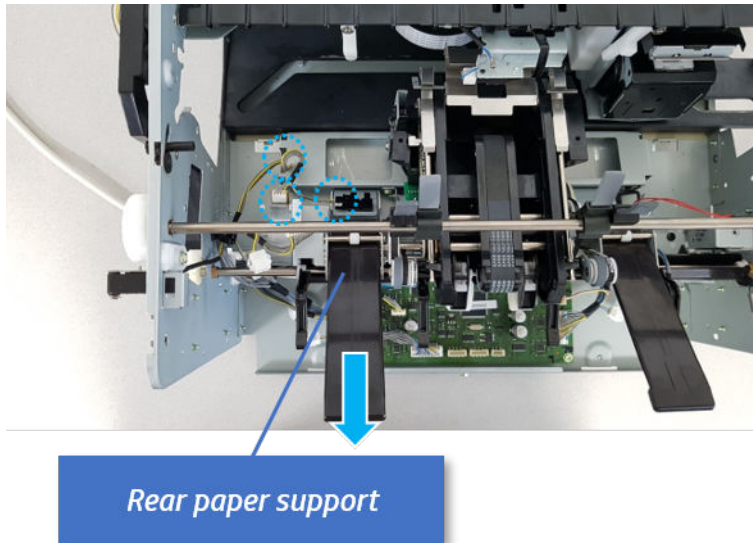
1. Open one clamp, disconnect one connector.

Figure 6-189 Disconnect one connector



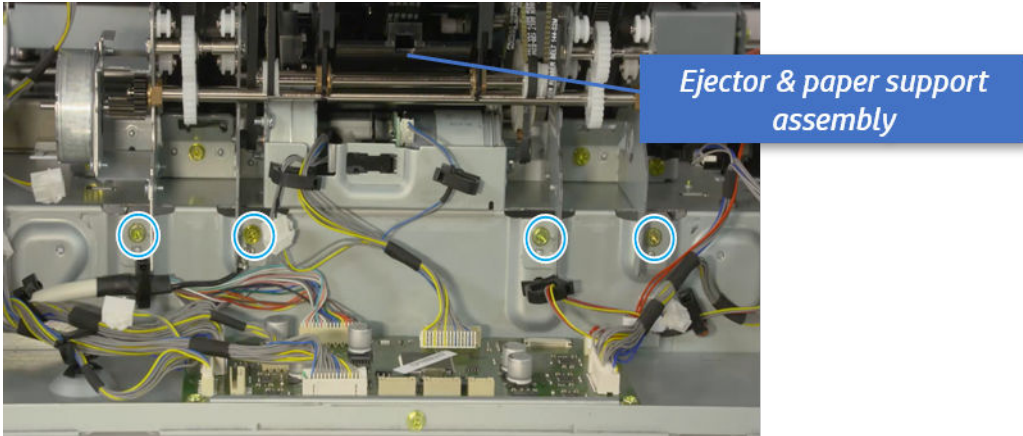
2. Pull the rear paper support up, and then release one clamp and disconnect two connectors.

Figure 6-190 Remove the ejector assembly



3. Remove four screws, and then remove the ejector & paper support assembly

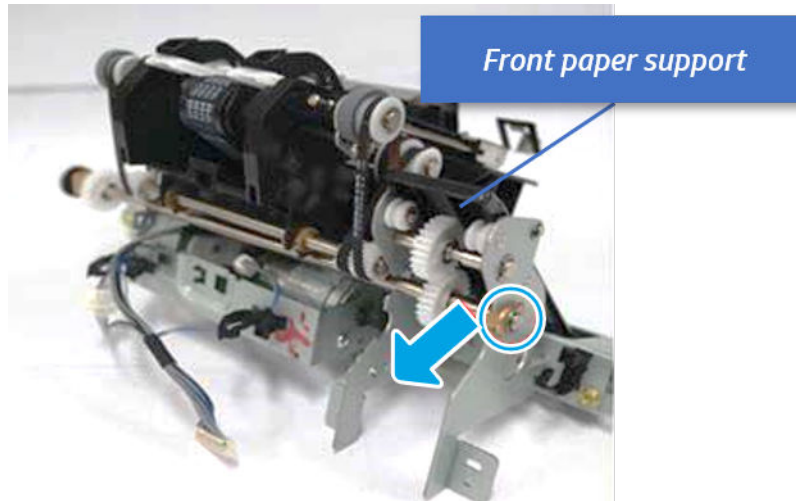
Figure 6-191 Remove the ejector & paper support assembly



Step 16: Remove the front paper support

1. Remove the e-ring and the bushing, and then pull and remove the drive shaft.

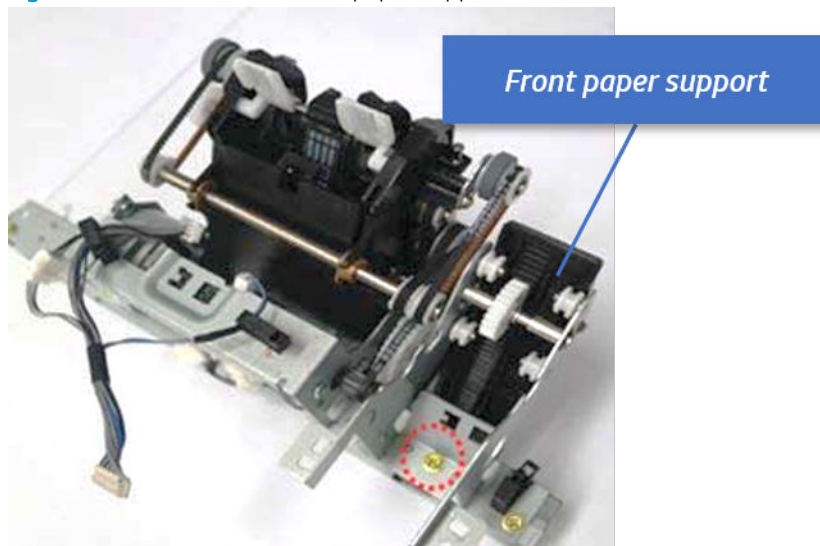
Figure 6-192 Remove the drive shaft



TIP: When reassembling the drive shaft, ensure the paper supports are in the full down position (against the stops).

2. Remove one screw, and then remove the front paper support.

Figure 6-193 Remove the front paper support



Step 17: 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.

Rear paper support unit

- [Rear paper support](#)
- [Paper support home sensor \(S12\)](#)
- [Paper support motor \(M8\)](#)

Rear paper support

- [Introduction](#)
- [Step 1: Remove the front cover](#)
- [Step 2: Remove the rear cover](#)
- [Step 3: Remove the output tray](#)
- [Step 4: Remove the output tray frame](#)
- [Step 5: Remove the PCA cover](#)
- [Step 6: Remove the left cover](#)
- [Step 7: Remove the front harness guide](#)
- [Step 8: Remove the output tray motor assembly](#)
- [Step 9: Remove the output tray lower limit switch](#)
- [Step 10: Remove the paper holding](#)
- [Step 11: Remove the sub paddle unit](#)
- [Step 12: Remove the exit roller](#)
- [Step 13: Remove the front tamper](#)
- [Step 14: Remove the rear tamper](#)
- [Step 15: Remove the ejector and paper support assembly](#)
- [Step 16: Remove the rear paper support](#)
- [Step 17: Unpack the replacement assembly](#)

Introduction

Learn how to remove and replace the rear paper support.

[View a video of removing the inner finisher.](#)

[View a video of installing the inner finisher.](#)



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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

⚠ 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.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

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

Table 6-44 Part information

Part number	Part description
JC90-01311A	Rear paper support

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

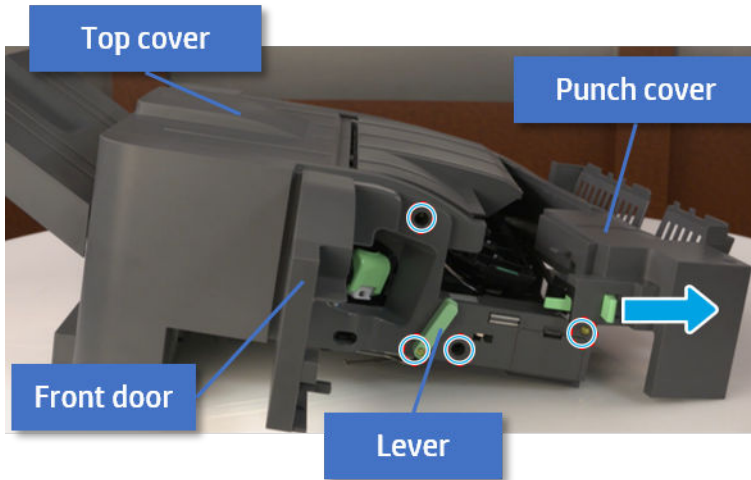
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the front cover

1. Open the front door and open the punch cover.
2. Remove three screws in the front.
3. Remove the lever.
4. Open the top cover.
5. From the right side of the front cover, carefully lift and pry toward the top-left corner to remove the front cover.

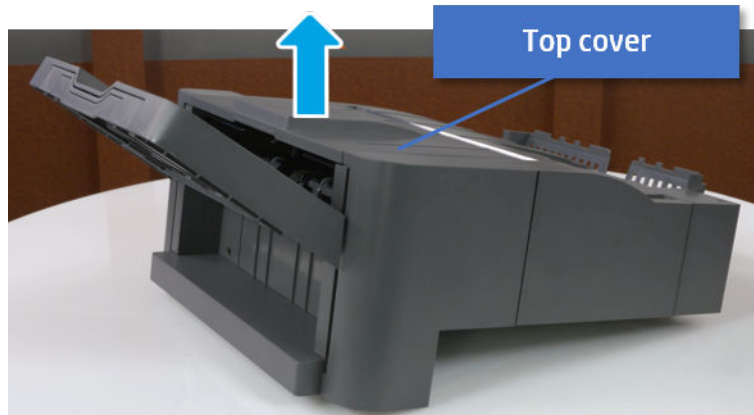
Figure 6-194 Remove the front cover



Step 2: Remove the rear cover

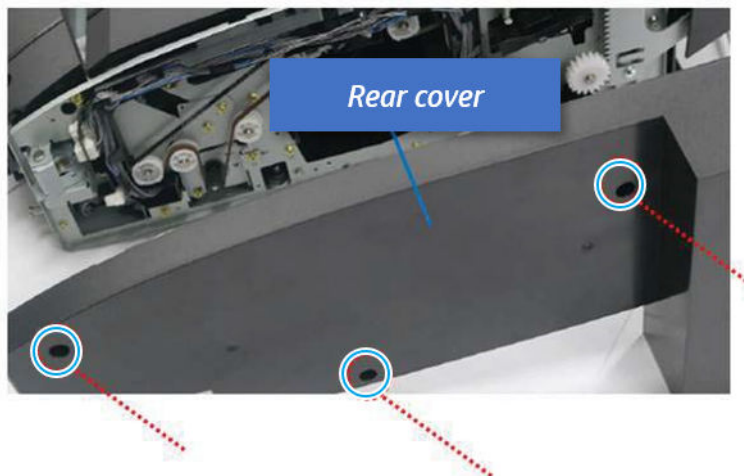
1. Open the top cover.

Figure 6-195 Open the top cover



2. Remove three screws.
3. Release hooks carefully and remove the rear cover.

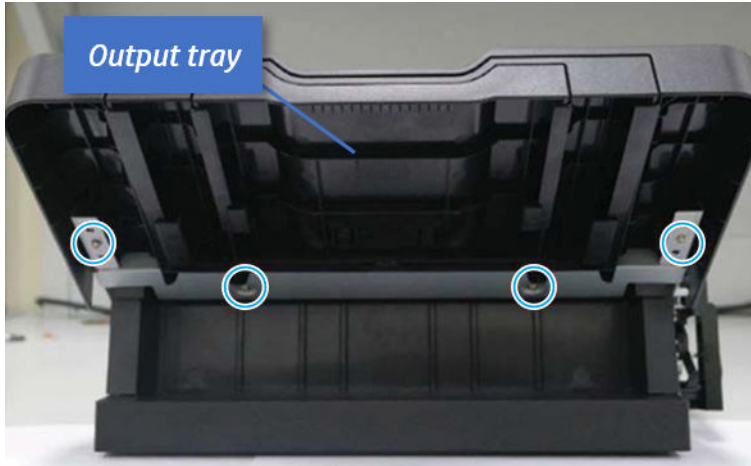
Figure 6-196 Remove the rear cover



Step 3: Remove the output tray

1. Remove four screws.

Figure 6-197 Remove four screws



2. Push the paper holding actuator into the inner finisher, and then remove the output tray.

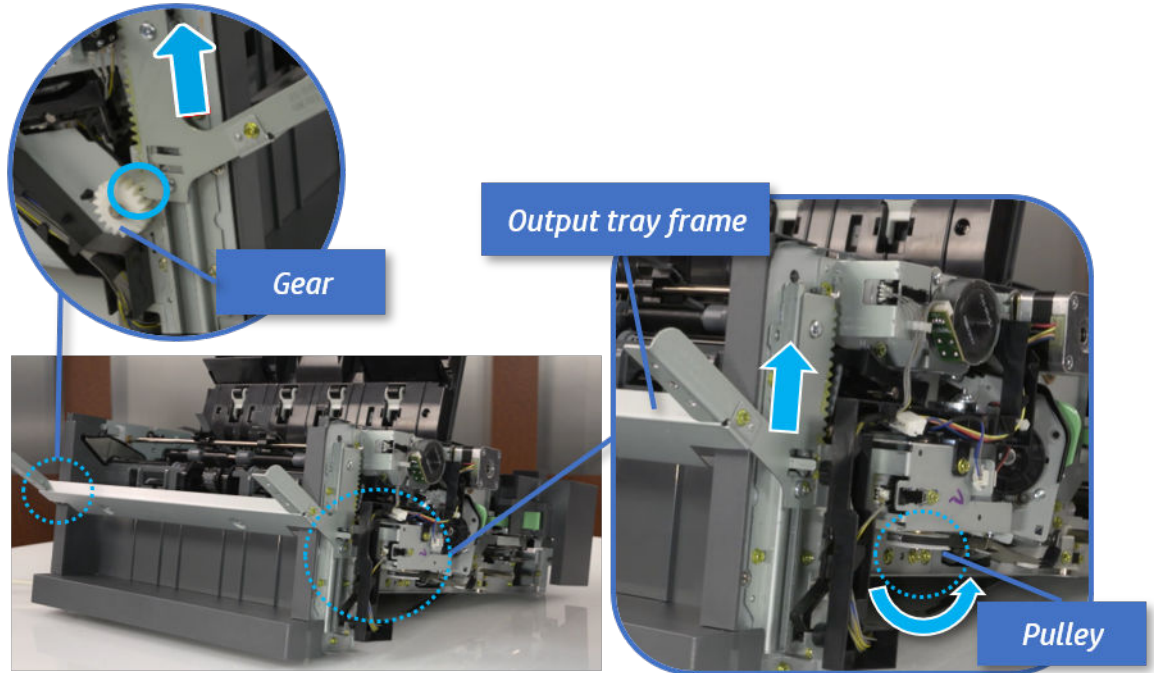
Figure 6-198 Remove the output tray



Step 4: Remove the output tray frame

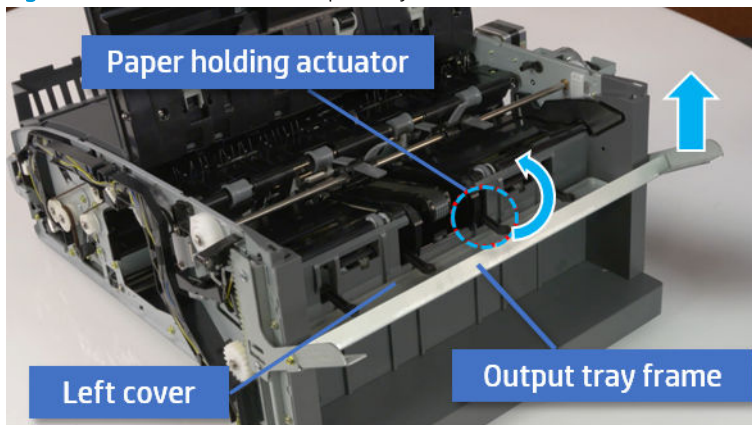
1. Rotate the pulley until the output tray frame depart from the gear.

Figure 6-199 Remove the pulley



2. Push the paper holding actuator into the inner finisher, and then remove the output tray frame.

Figure 6-200 Remove the output tray frame



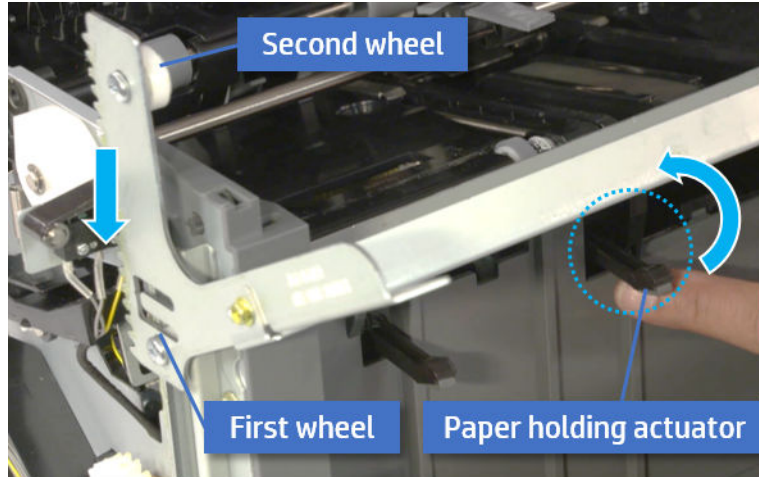
TIP: Push the paper holding actuator into the inner finisher when reassembling. Be sure to level the output tray.

Reinstall the output tray frame

Use the following special instructions when the reinstalling the assembly.

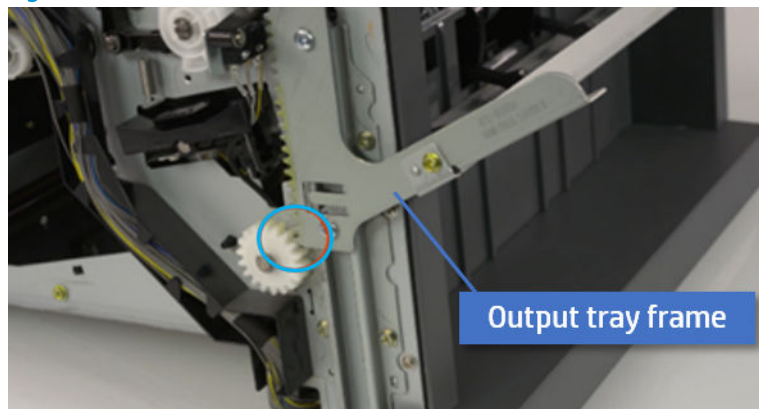
- a. Position the first wheel into the channel on both sides while pushing the paper holding actuator.

Figure 6-201 Install the wheel (1 of 2)



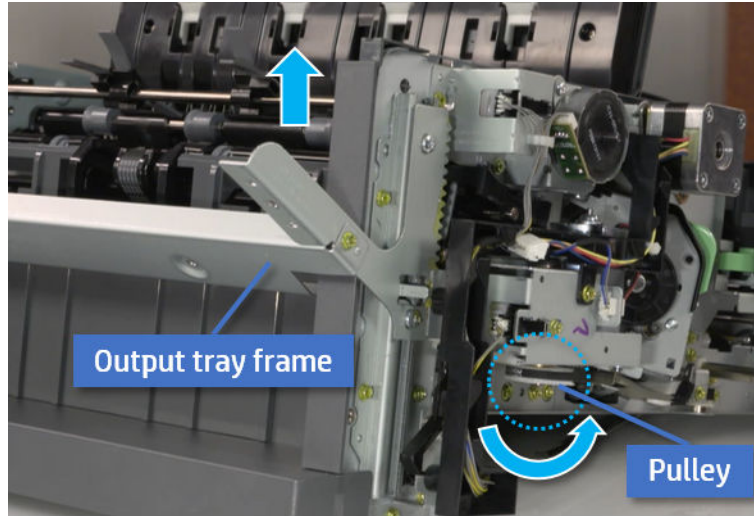
- b. Let the second wheel rest on the channel on both sides simultaneously.
- c. Gently squeeze the wheels into channel until the output tray frame meet the gear.

Figure 6-202 Install the wheel (2 of 2)



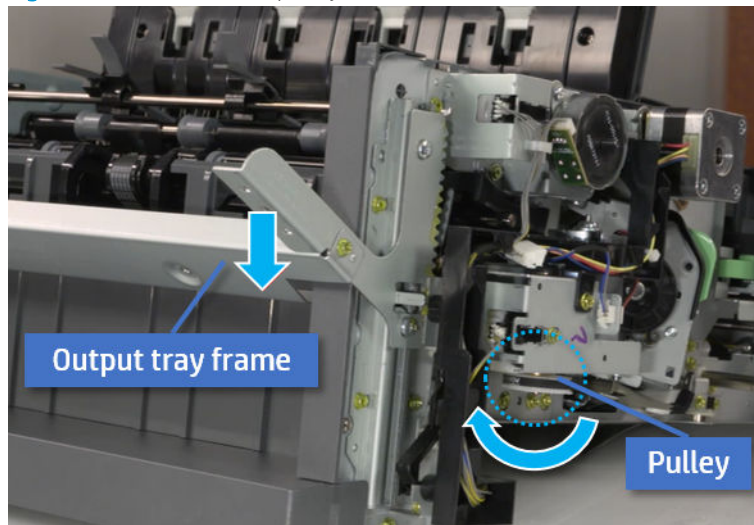
- d. Rotate the pulley until the output tray frame is no longer lifted. It can make to level the output tray frame.

Figure 6-203 Rotate the pulley (1 of 2)



- e. Rotate the pulley in the opposite direction.

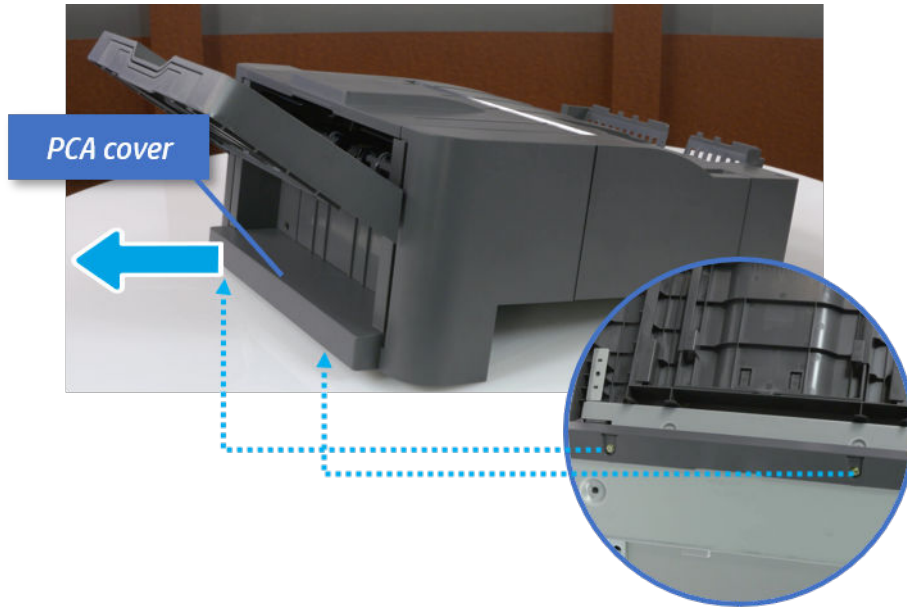
Figure 6-204 Rotate the pulley (2 of 2)



Step 5: Remove the PCA cover

- ▲ Remove two screws, and then remove the PCA cover.

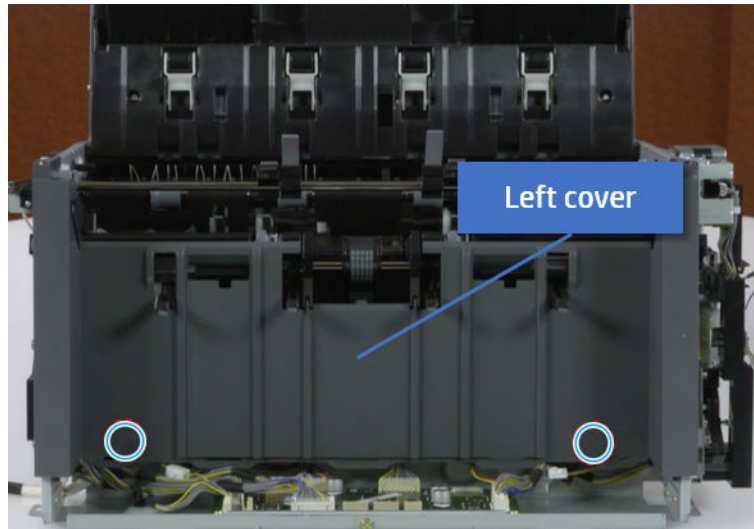
Figure 6-205 Remove the PCA cover



Step 6: Remove the left cover

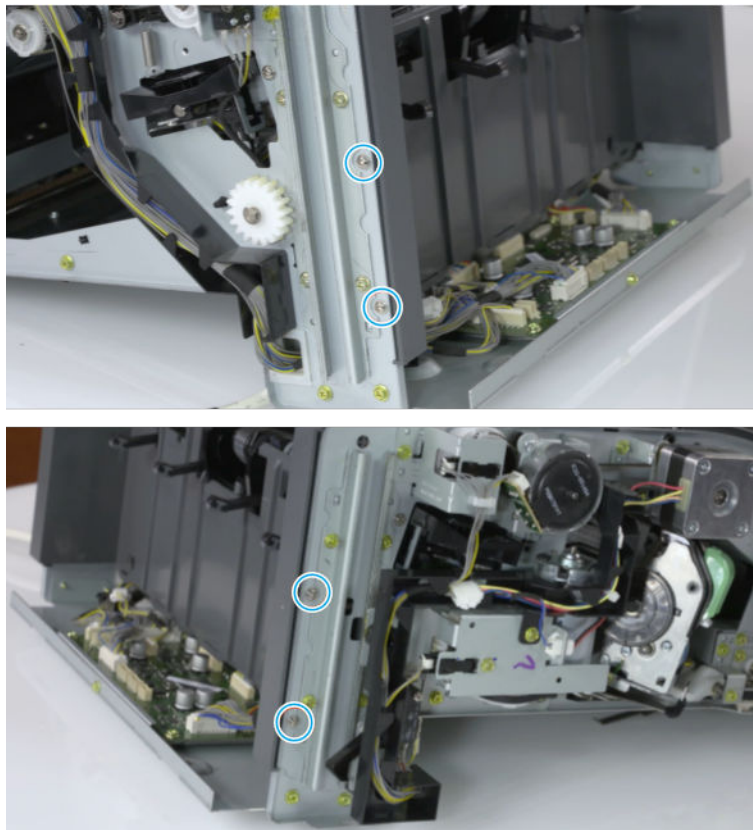
1. Remove two screws.

Figure 6-206 Remove two screws



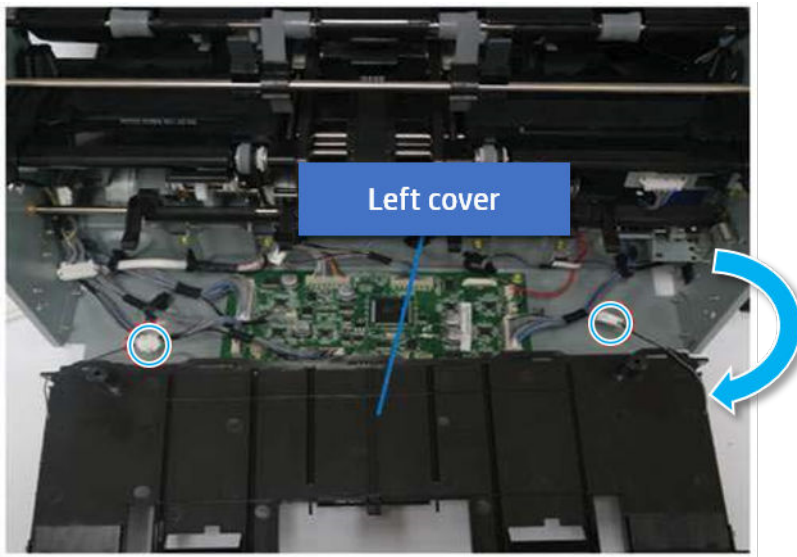
2. Remove four screws from both front and rear sides


Figure 6-207 Remove four screws

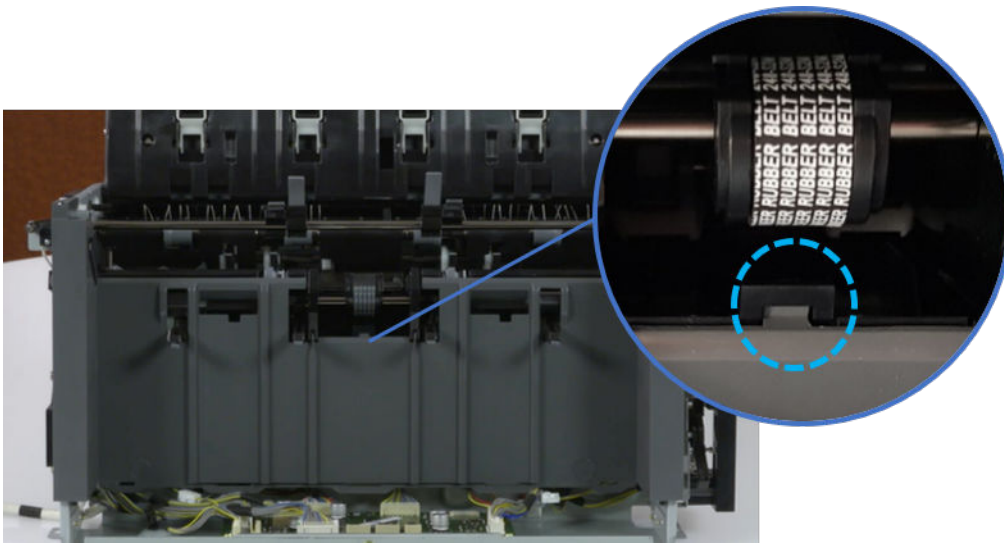


3. Unplug two inline connectors, and then remove the left cover.

Figure 6-208 Unplug two connectors



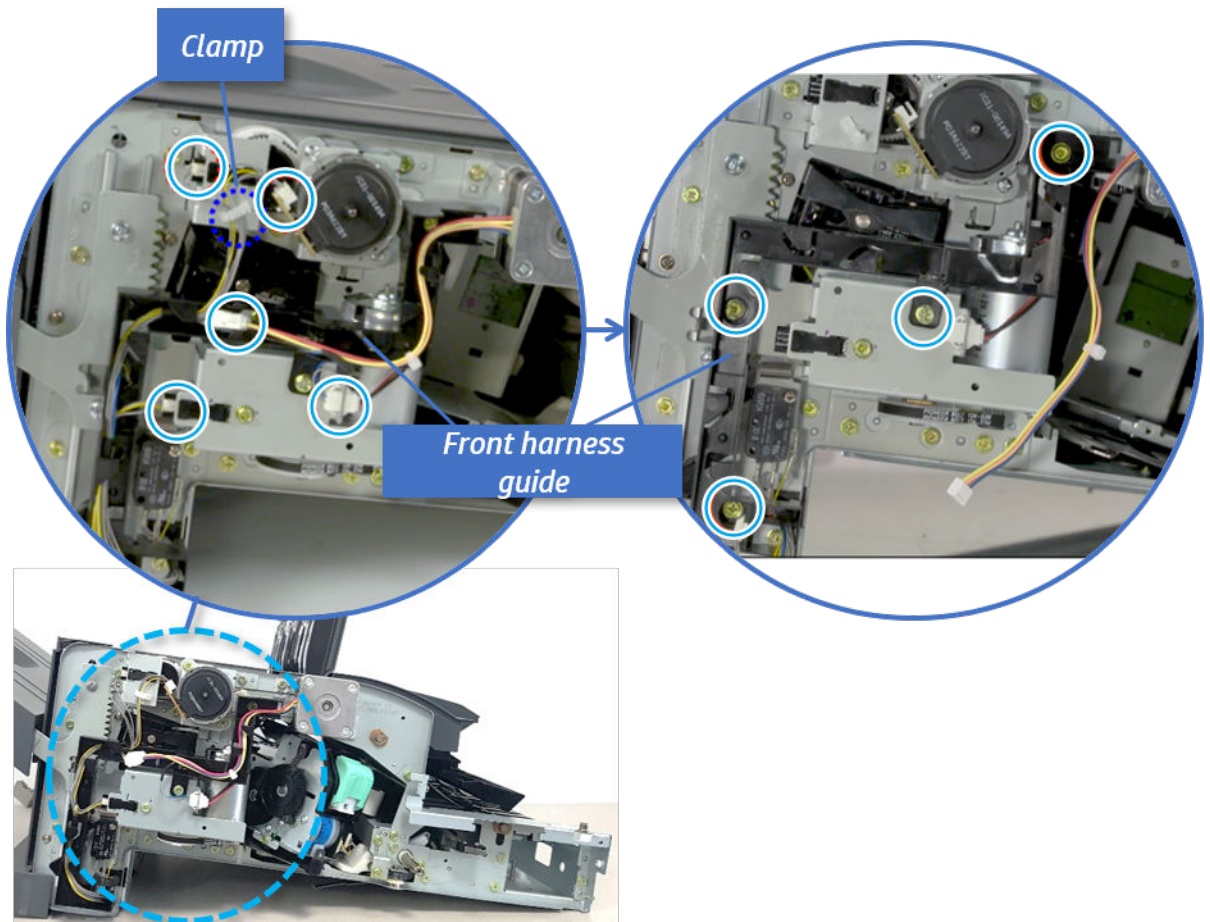
 **TIP:** Be sure to check the hook when reassembling.



Step 7: Remove the front harness guide

1. Open one clamp, unplug five connectors, and then remove the wire harness from the front harness guide.
2. Remove four screws, and then remove the front harness guide.

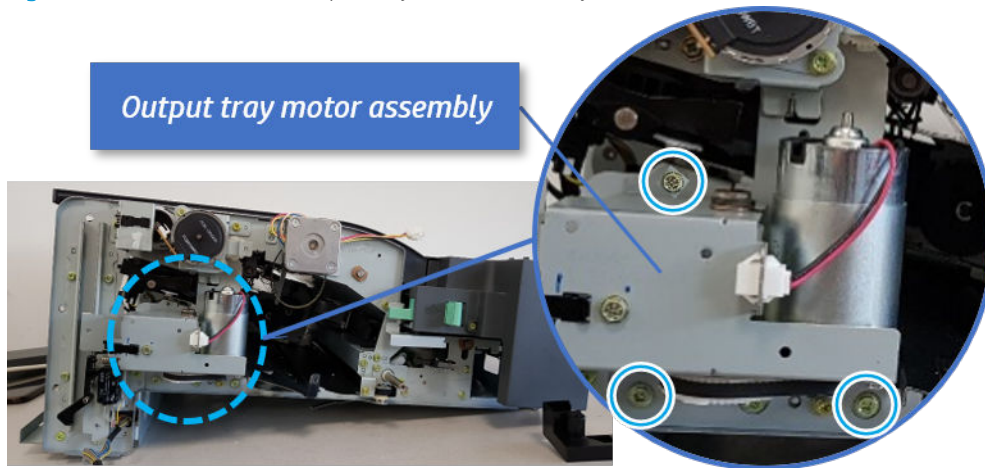
Figure 6-209 Remove the front harness guide



Step 8: Remove the output tray motor assembly

- ▲ Remove three screws, and then remove the output tray motor assembly.

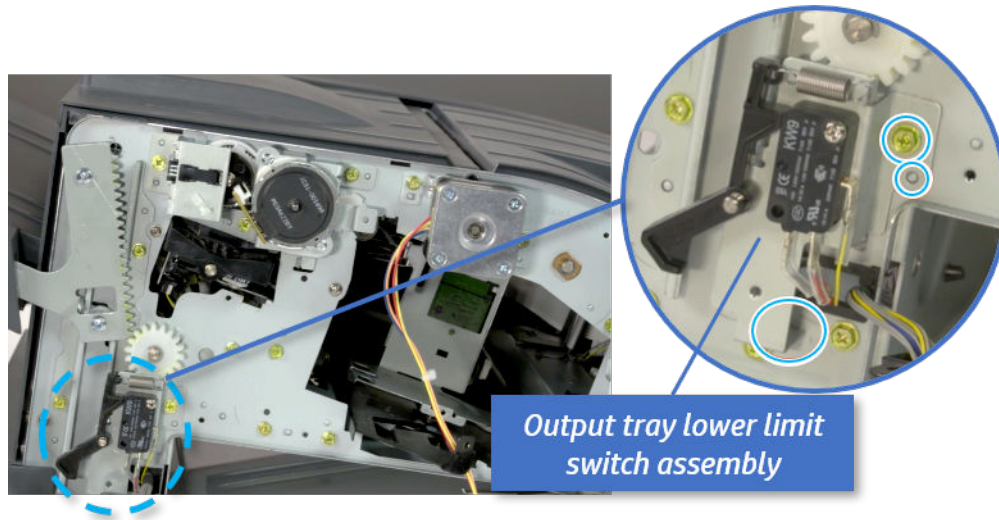
Figure 6-210 Remove the output tray motor assembly



Step 9: Remove the output tray lower limit switch

- ▲ Remove one screw, and then remove the output tray lower limit switch.

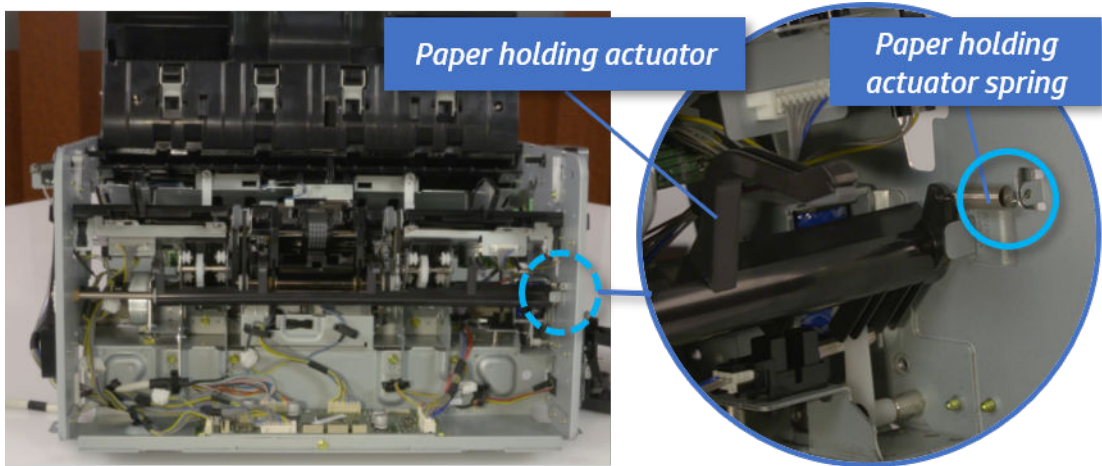
Figure 6-211 Remove the output tray lower limit switch



Step 10: Remove the paper holding

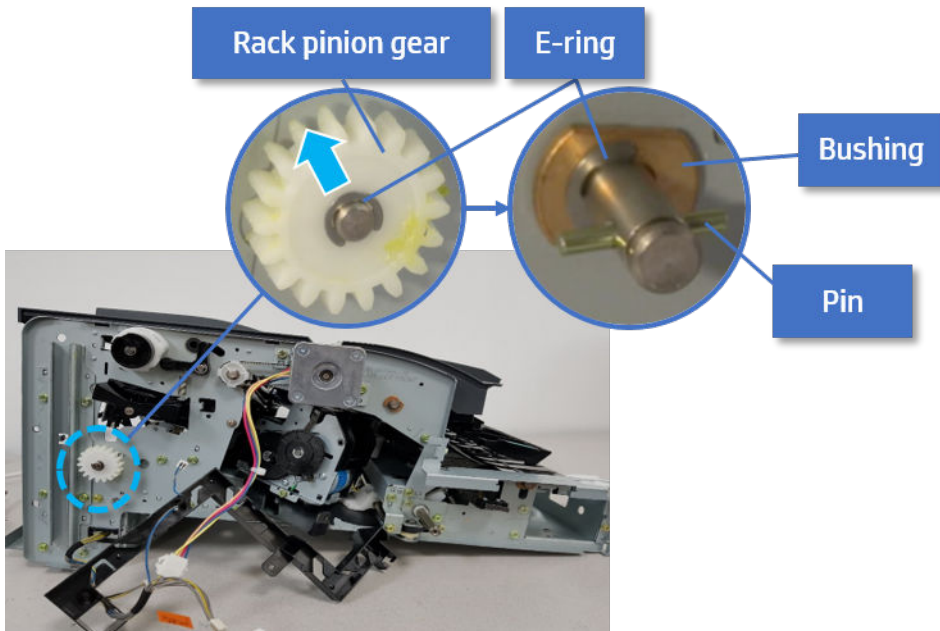
1. Remove the paper holding actuator spring.

Figure 6-212 Remove the paper holding actuator spring



2. Remove the e-ring and the rack pinion gear. Remove the pin and the e-ring, and then remove the bushing.

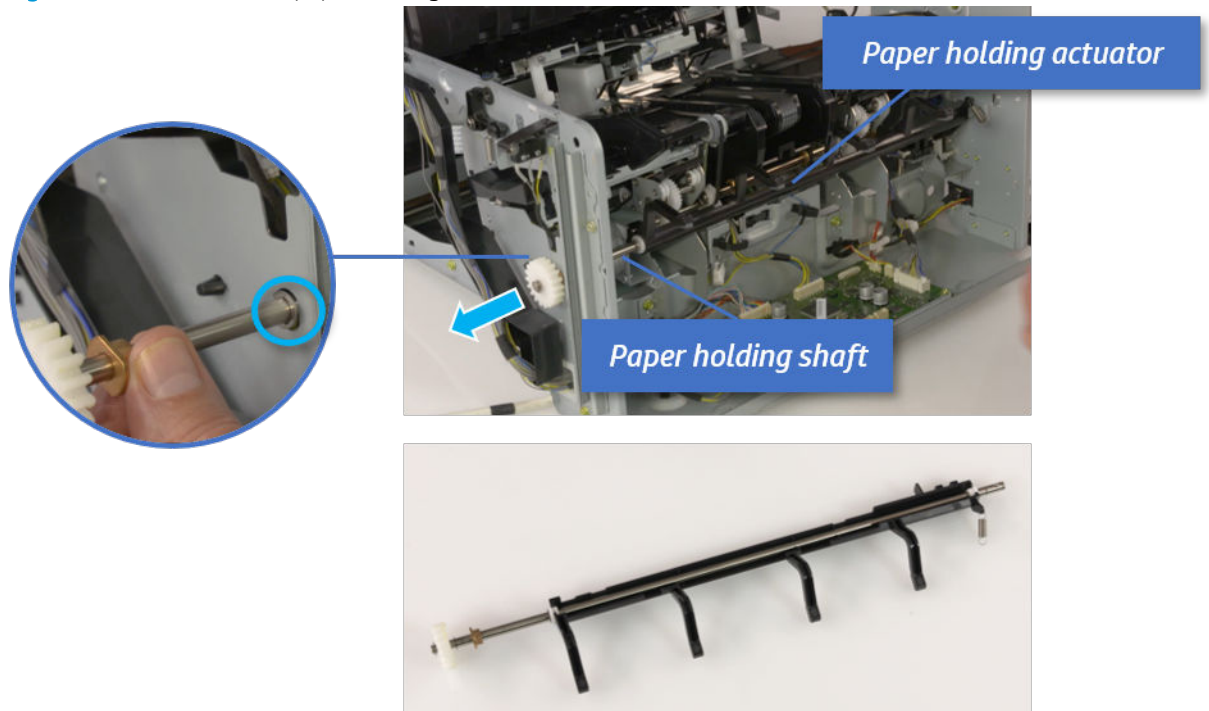
Figure 6-213 Remove e-ring, rack pinion gear, pin, and bushing



 **NOTE:** Be sure not to lose the pin.

- Carefully remove the paper holding shaft and the actuator.

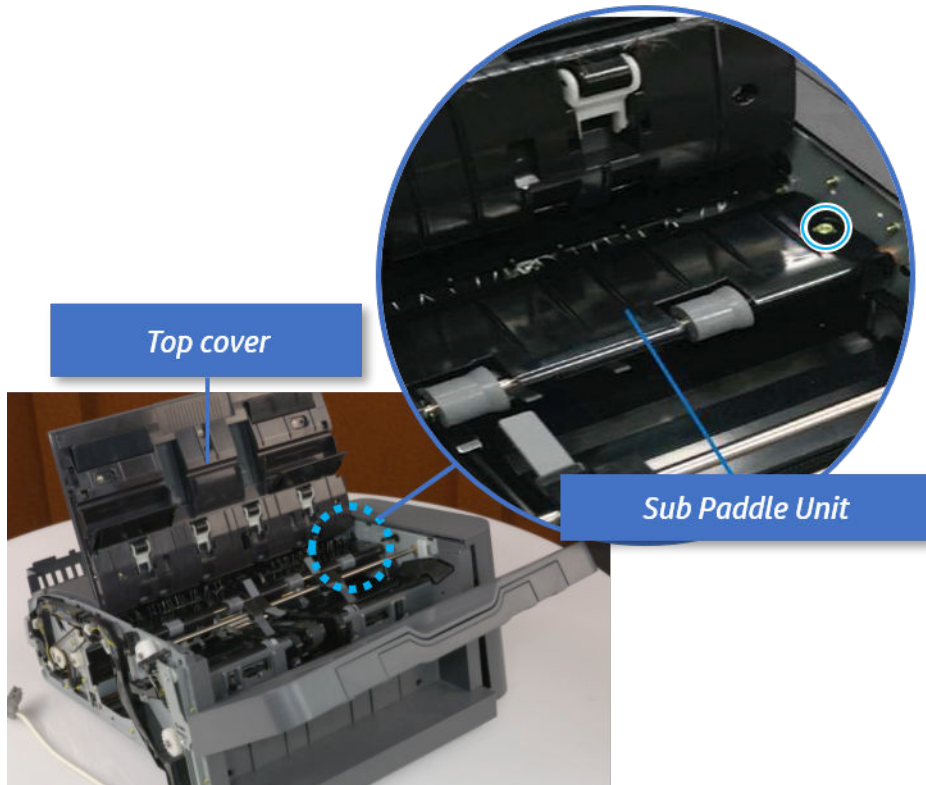
Figure 6-214 Remove the paper holding shaft and the actuator



Step 11: Remove the sub paddle unit

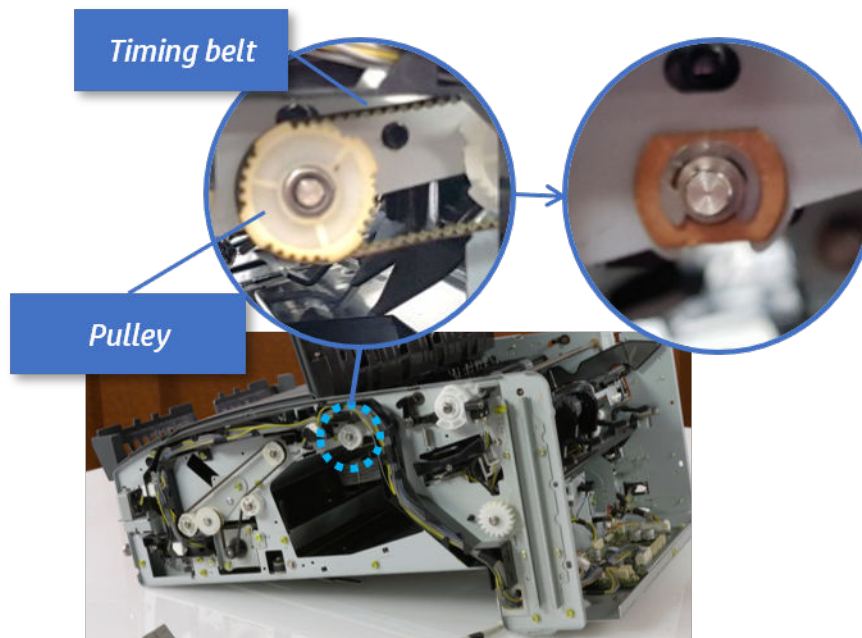
1. Open the top cover, and then remove one screw securing the sub paddle unit.

Figure 6-215 Remove one screw



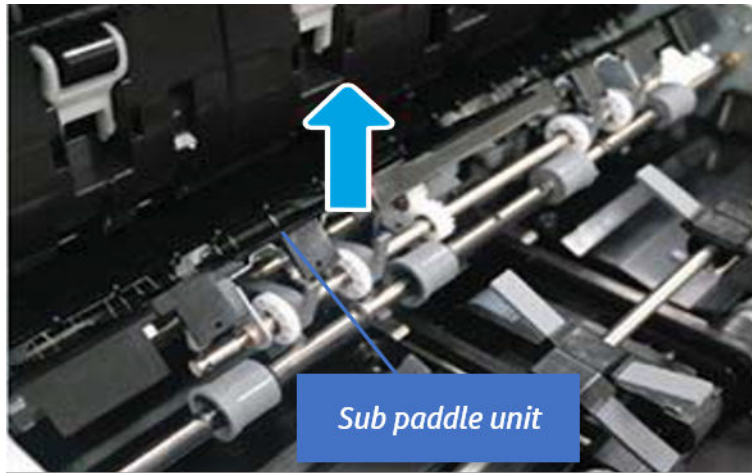
2. Remove the e-ring, and then remove the pulley and timing belt. And then remove the e-ring and the bushing.

Figure 6-216 Remove the e-ring, pulley, timing belt, and bushing



3. Lift up and remove the sub paddle unit.

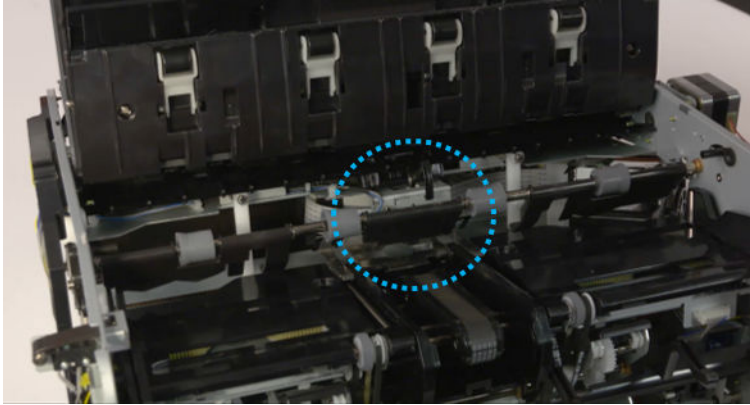
Figure 6-217 Remove the sub paddle unit



Step 12: Remove the exit roller

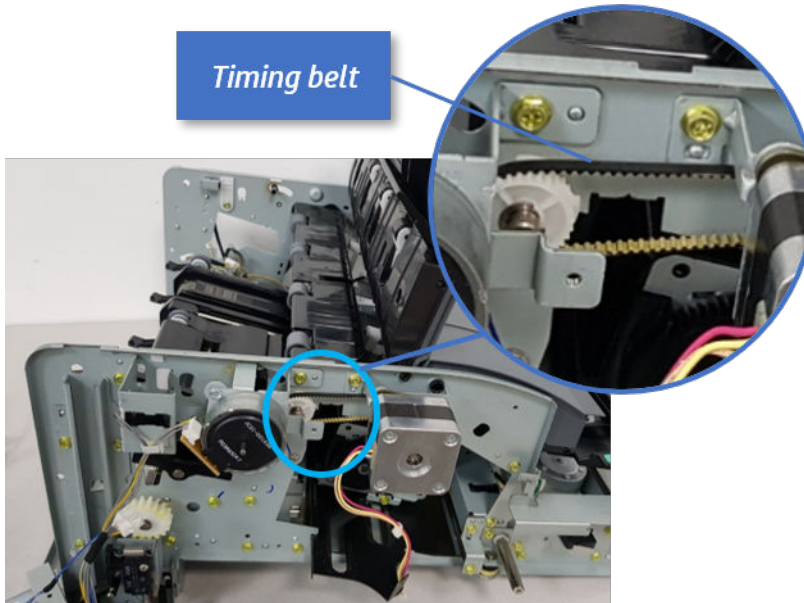
1. Remove the guide on the center of the exit roller.

Figure 6-218 Remove the guide



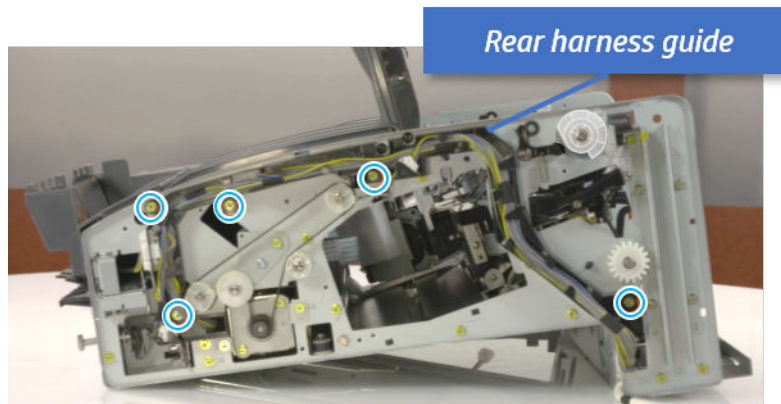
2. On the front of the inner finisher, release the timing belt connected to the exit motor.

Figure 6-219 Release the timing belt



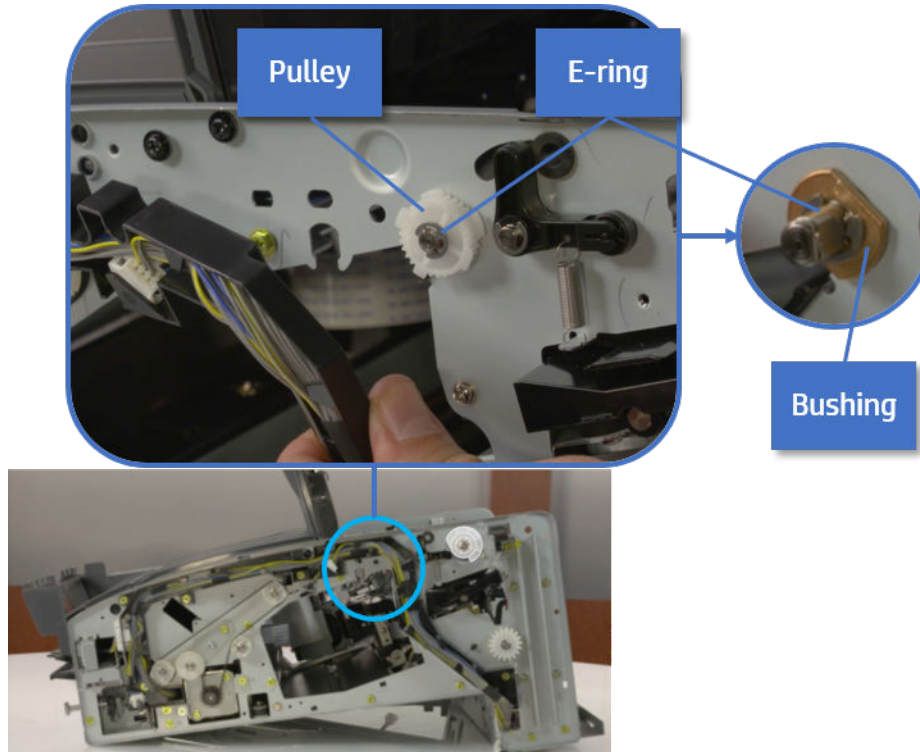
3. Remove five screws securing the rear harness guide.

Figure 6-220 Remove five screws



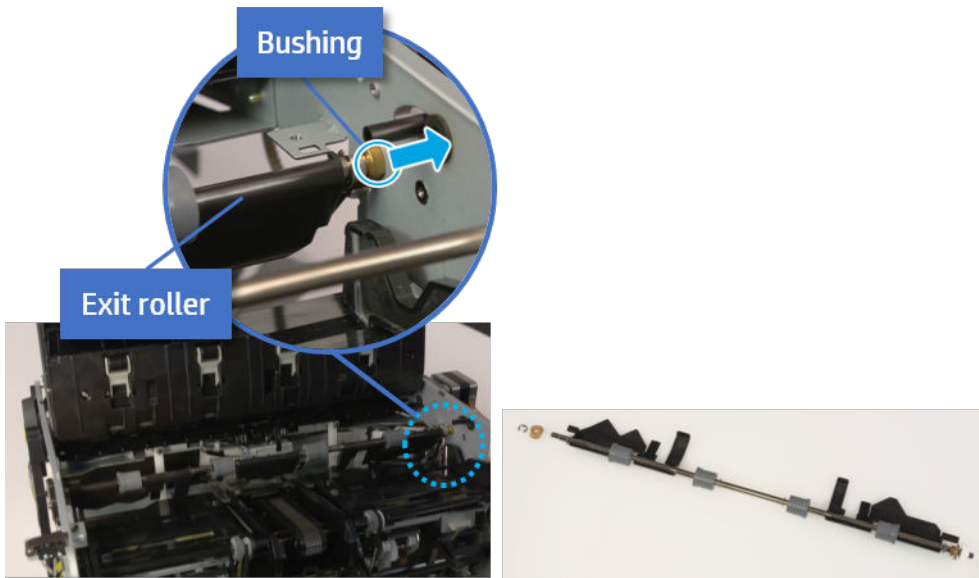
4. On the rear of the inner finisher, remove the e-ring and the pulley and then remove the e-ring and the bushing.

Figure 6-221 Remove the e-ring, pulley, and bushing



5. Push the bushing to detach it, and then remove the exit roller.

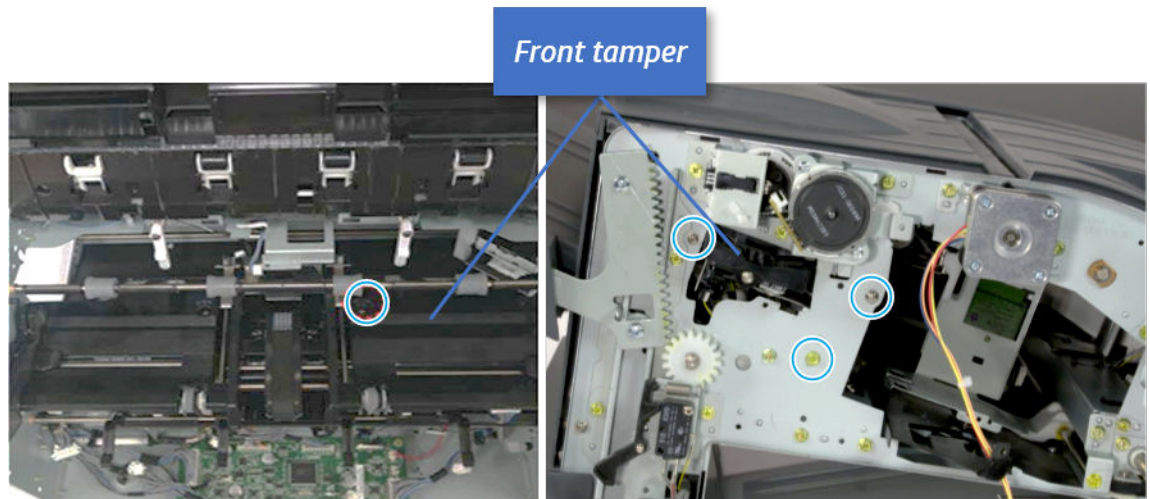
Figure 6-222 Remove the exit roller



Step 13: Remove the front tamper

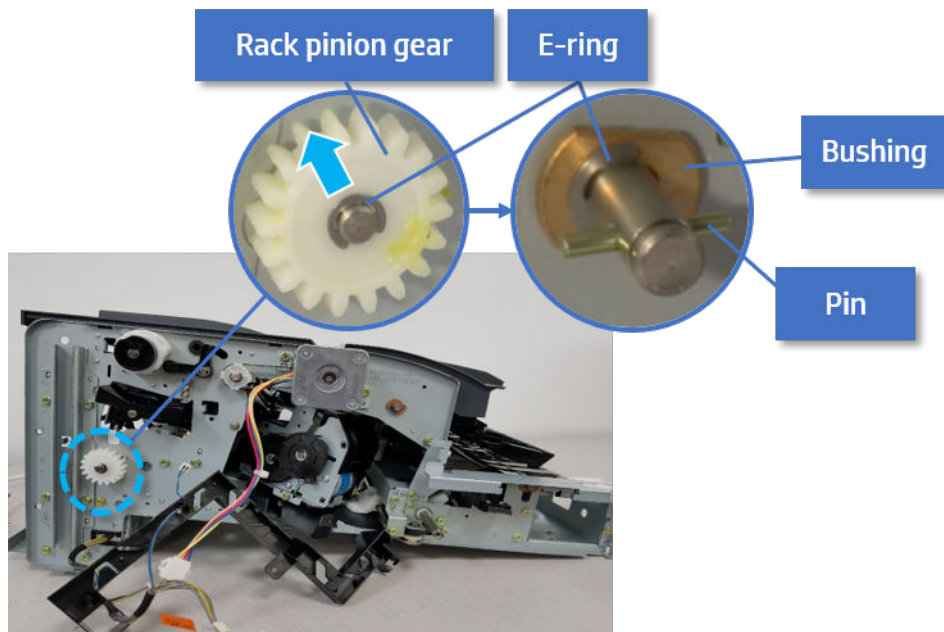
1. Remove four screws.

Figure 6-223 Remove four screws



2. Unplug the connector and release the hook, and then pull the front tamper up to remove.

Figure 6-224 Remove the front tamper



Step 14: Remove the rear tamper

1. Remove the rear tamper.


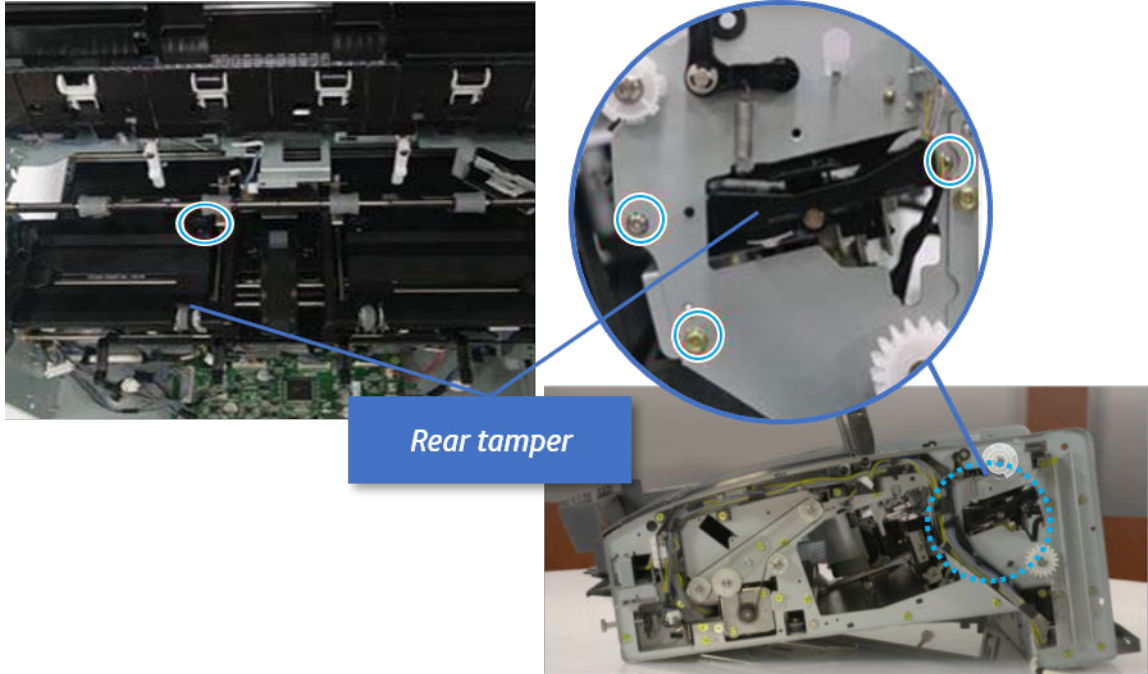
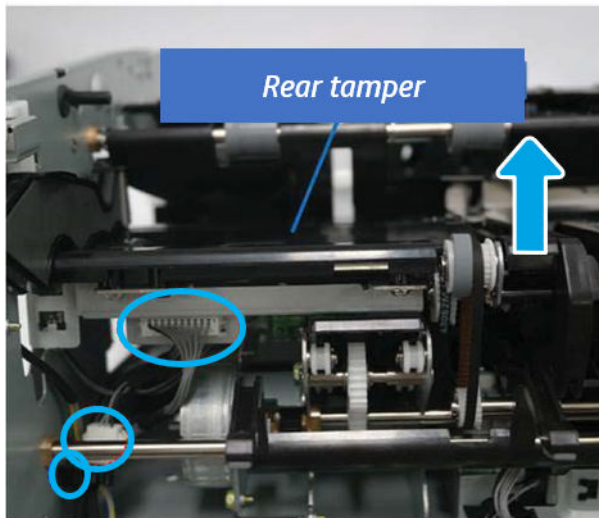
 **NOTE:** Move cable guide out of position to access the screws.

Figure 6-225 Remove four screws



2. Unplug two connectors and release the hook, and then remove the rear tamper.

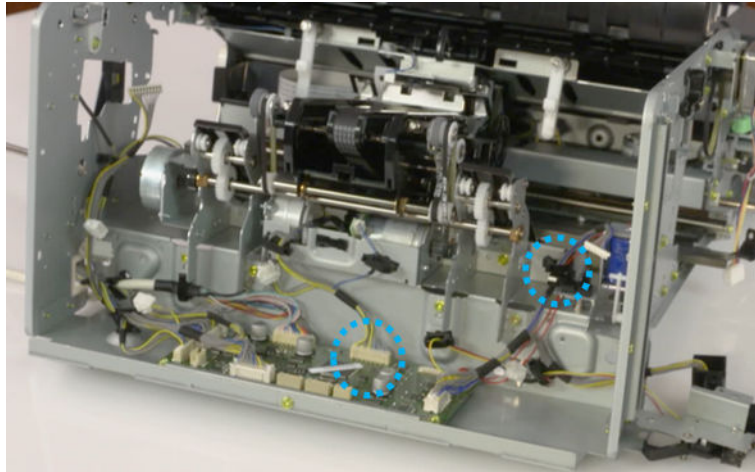
Figure 6-226 Remove the rear tamper



Step 15: Remove the ejector and paper support assembly

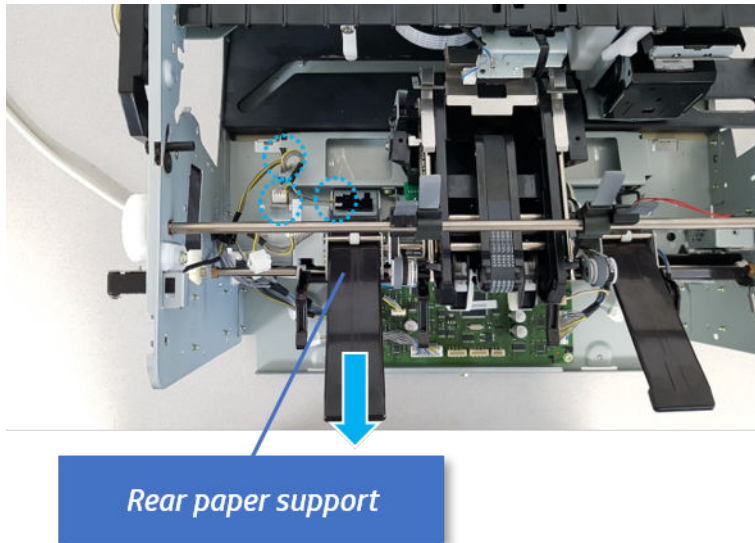
1. Open one clamp, disconnect one connector.

Figure 6-227 Disconnect one connector



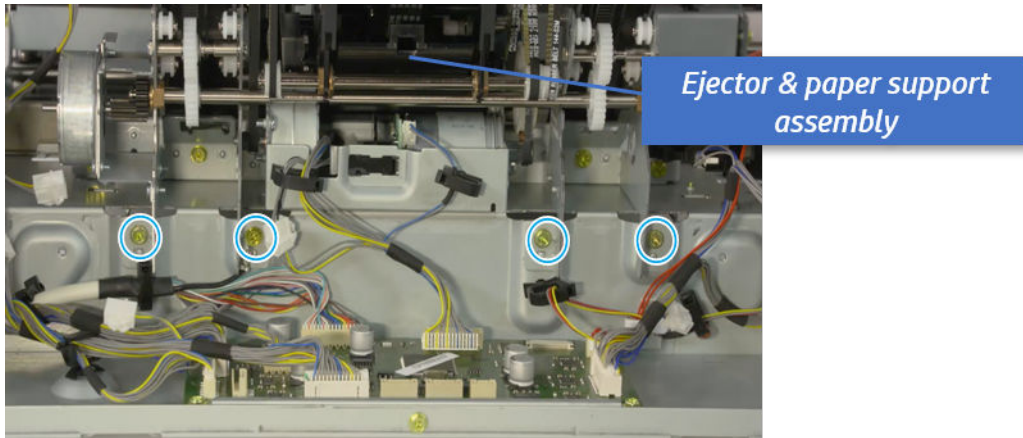
2. Pull the rear paper support up, and then release one clamp and disconnect two connectors.

Figure 6-228 Remove the ejector assembly



3. Remove four screws, and then remove the ejector & paper support assembly

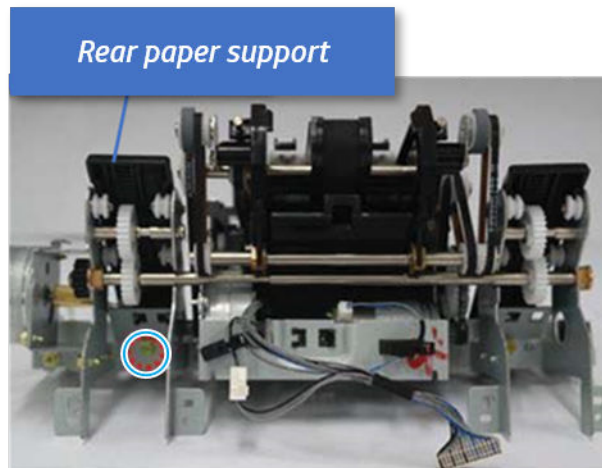
Figure 6-229 Remove the ejector & paper support assembly



Step 16: Remove the rear paper support

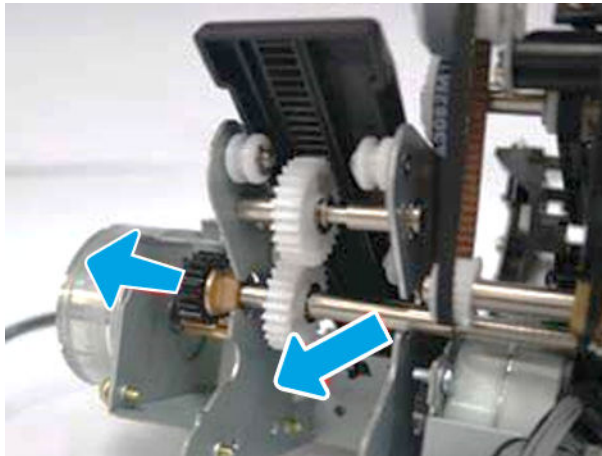
1. Remove one screw.

Figure 6-230 Remove one screw



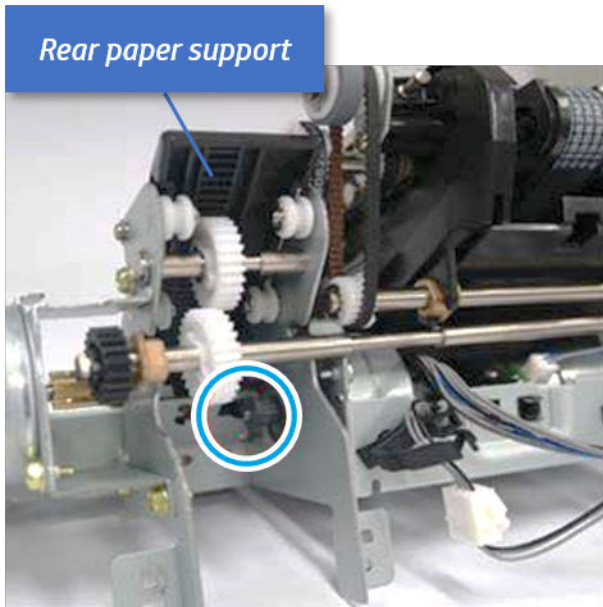
2. Remove the shaft while pulling the bushing in the direction of the arrow.

Figure 6-231 Remove the shaft



3. Remove the rear paper support with attention for pinion.

Figure 6-232 Remove the rear paper support





Step 17: 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.

Paper support home sensor (S12)

- [Introduction](#)
- [Step 1: Remove the front cover](#)
- [Step 2: Remove the rear cover](#)
- [Step 3: Remove the output tray](#)
- [Step 4: Remove the output tray frame](#)
- [Step 5: Remove the PCA cover](#)
- [Step 6: Remove the left cover](#)
- [Step 7: Remove the front harness guide](#)
- [Step 8: Remove the output tray motor assembly](#)
- [Step 9: Remove the output tray lower limit switch](#)
- [Step 10: Remove the paper holding](#)
- [Step 11: Remove the sub paddle unit](#)
- [Step 12: Remove the exit roller](#)
- [Step 13: Remove the front tamper](#)
- [Step 14: Remove the rear tamper](#)
- [Step 15: Remove the ejector and paper support assembly](#)
- [Step 16: Remove the rear paper support](#)
- [Step 17: Remove the paper support home sensor](#)
- [Step 18: Unpack the replacement assembly](#)

Introduction

Learn how to remove and replace the paper support home sensor.

[View a video of removing the inner finisher.](#)

[View a video of installing the inner finisher.](#)



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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- ⚠ **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.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

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

Table 6-45 Part information

Part number	Part description
0604-001393	Paper support home sensor

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

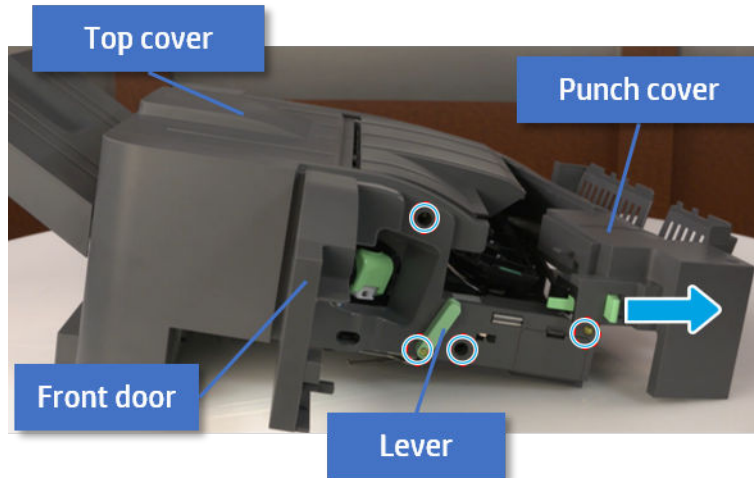
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the front cover

1. Open the front door and open the punch cover.
2. Remove three screws in the front.
3. Remove the lever.
4. Open the top cover.
5. From the right side of the front cover, carefully lift and pry toward the top-left corner to remove the front cover.

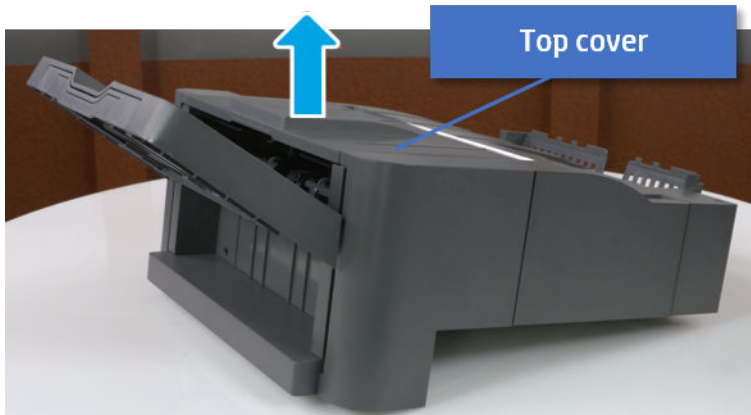
Figure 6-233 Remove the front cover



Step 2: Remove the rear cover

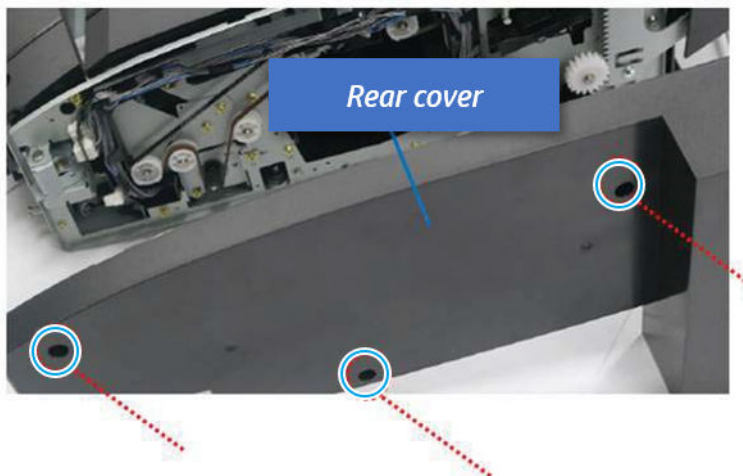
1. Open the top cover.

Figure 6-234 Open the top cover



2. Remove three screws.
3. Release hooks carefully and remove the rear cover.

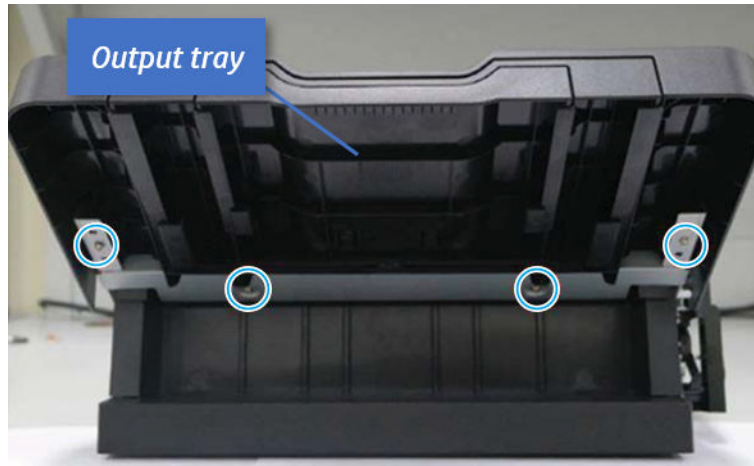
Figure 6-235 Remove the rear cover



Step 3: Remove the output tray

1. Remove four screws.

Figure 6-236 Remove four screws



2. Push the paper holding actuator into the inner finisher, and then remove the output tray.

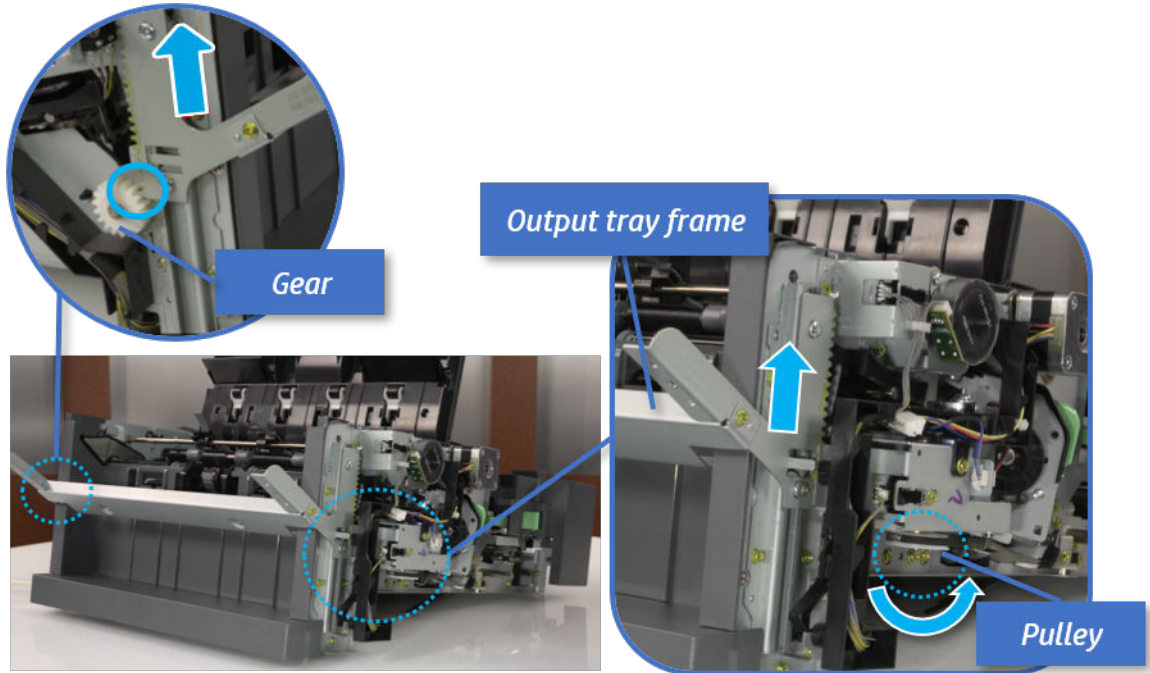
Figure 6-237 Remove the output tray



Step 4: Remove the output tray frame

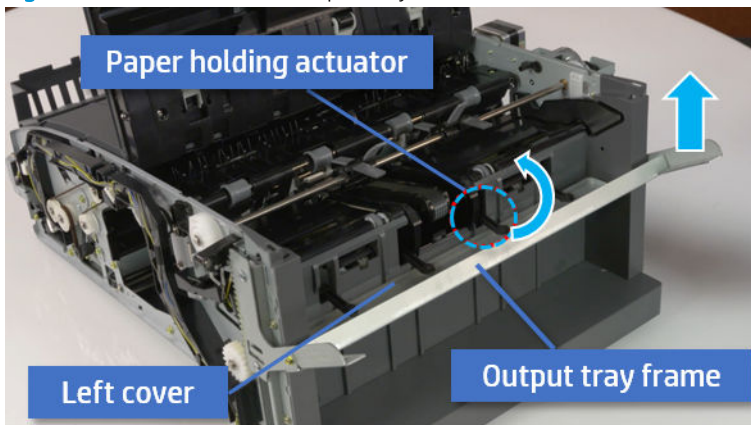
1. Rotate the pulley until the output tray frame depart from the gear.


Figure 6-238 Remove the pulley



2. Push the paper holding actuator into the inner finisher, and then remove the output tray frame.

Figure 6-239 Remove the output tray frame



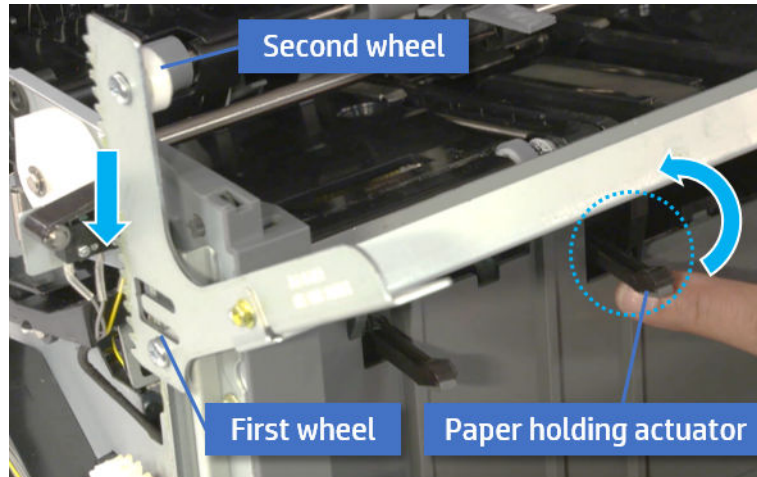
 **TIP:** Push the paper holding actuator into the inner finisher when reassembling. Be sure to level the output tray.

Reinstall the output tray frame

Use the following special instructions when the reinstalling the assembly.

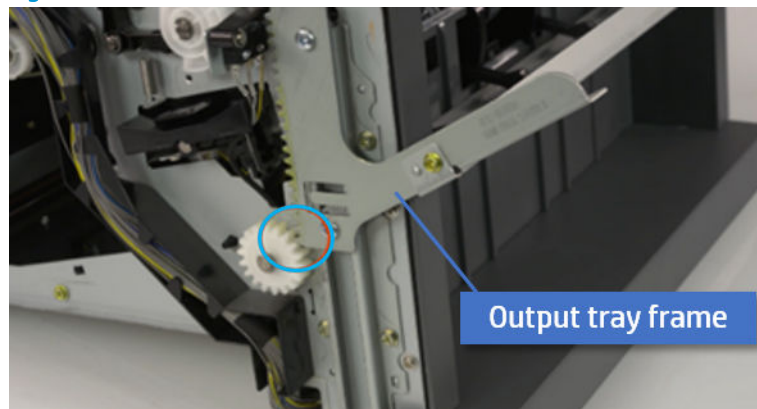
- a. Position the first wheel into the channel on both sides while pushing the paper holding actuator.

Figure 6-240 Install the wheel (1 of 2)



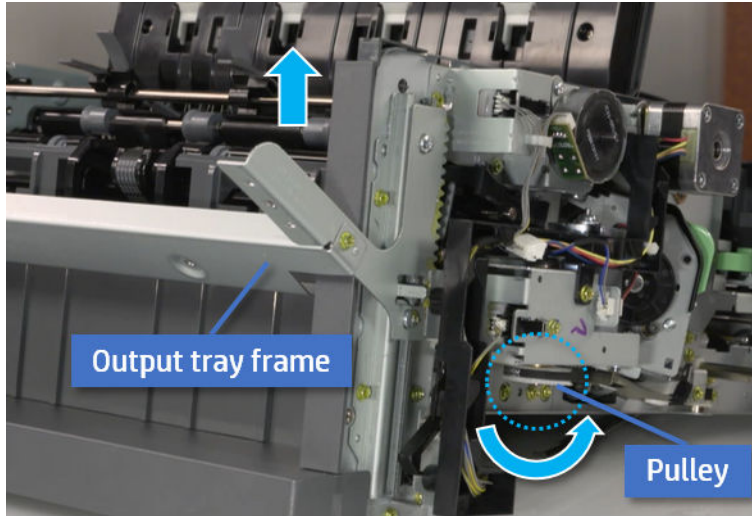
- b. Let the second wheel rest on the channel on both sides simultaneously.
- c. Gently squeeze the wheels into channel until the output tray frame meet the gear.

Figure 6-241 Install the wheel (2 of 2)



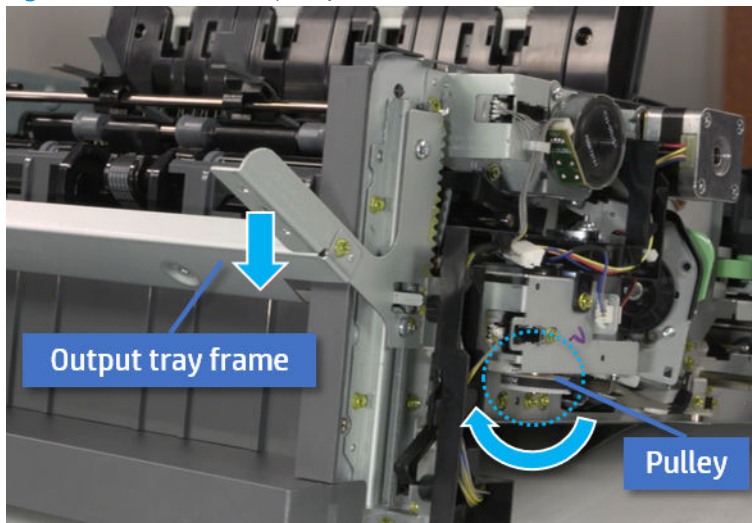
- d. Rotate the pulley until the output tray frame is no longer lifted. It can make to level the output tray frame.

Figure 6-242 Rotate the pulley (1 of 2)



- e. Rotate the pulley in the opposite direction.

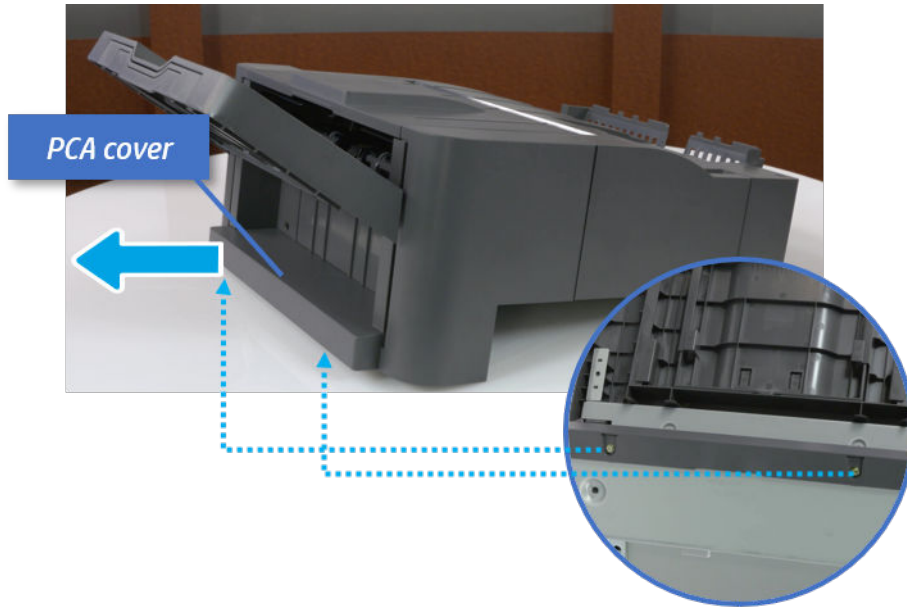
Figure 6-243 Rotate the pulley (2 of 2)



Step 5: Remove the PCA cover

- ▲ Remove two screws, and then remove the PCA cover.

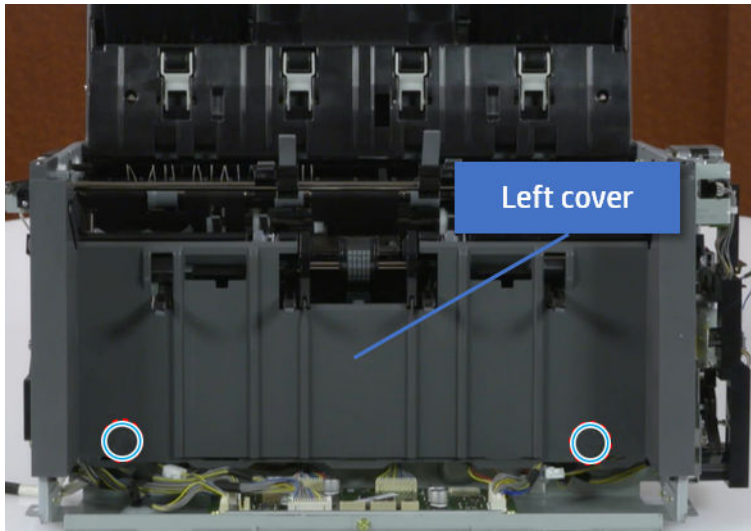
Figure 6-244 Remove the PCA cover



Step 6: Remove the left cover

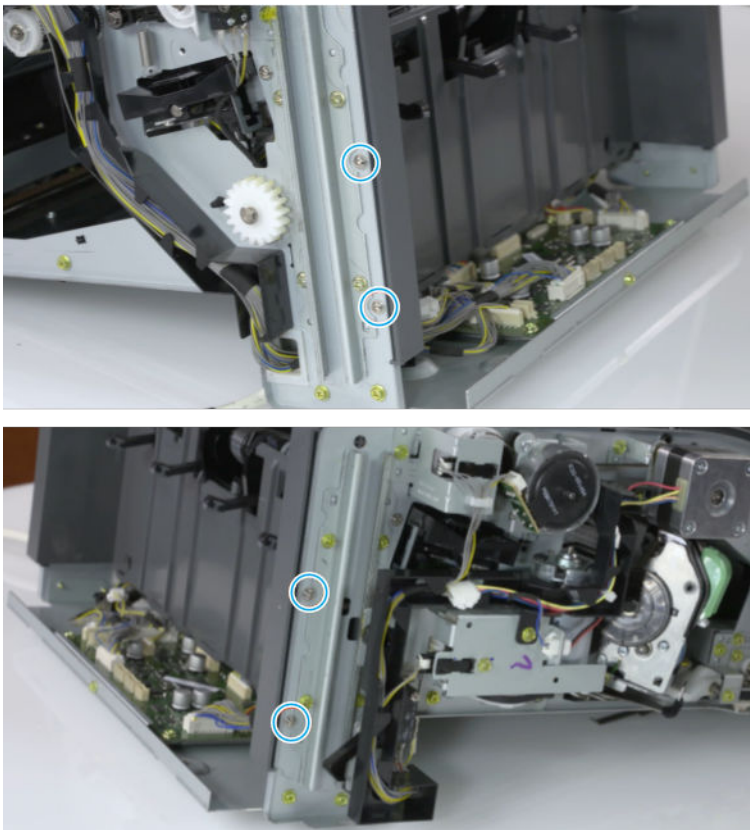
1. Remove two screws.

Figure 6-245 Remove two screws



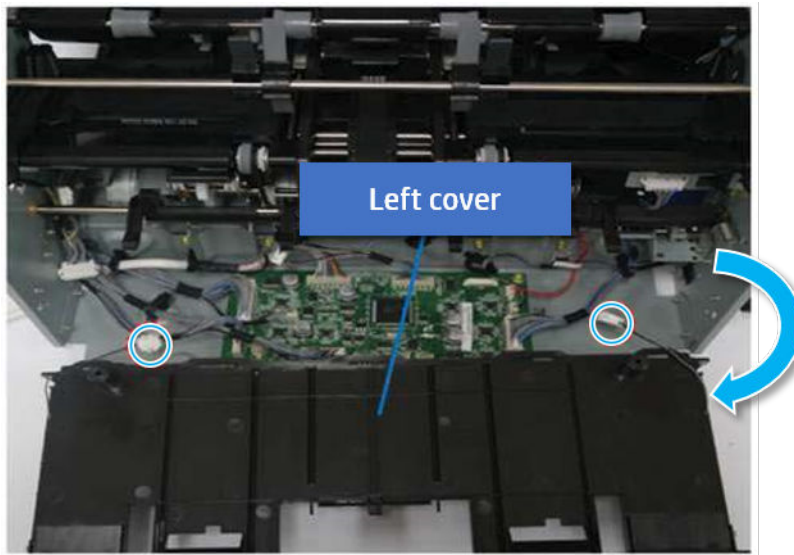
2. Remove four screws from both front and rear sides


Figure 6-246 Remove four screws

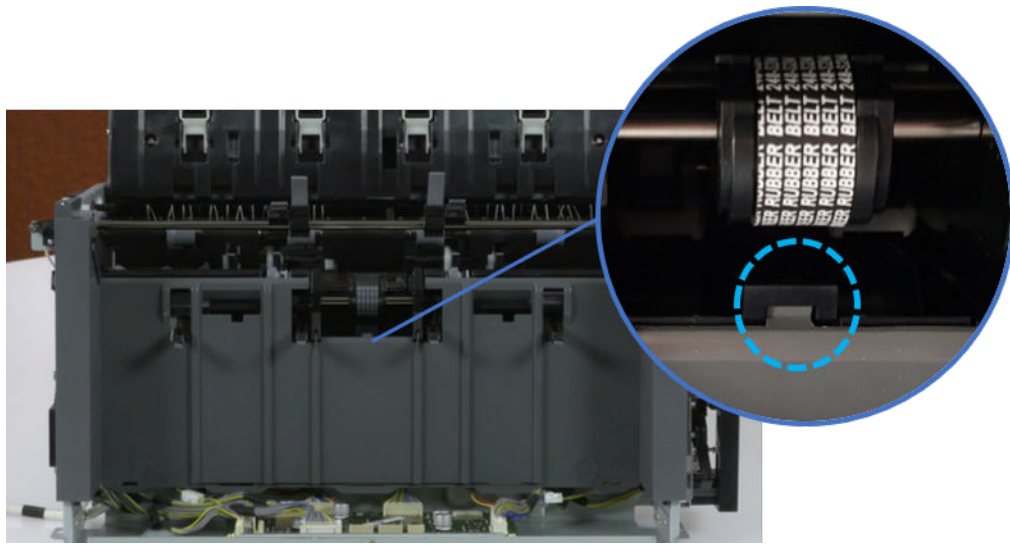


3. Unplug two inline connectors, and then remove the left cover.

Figure 6-247 Unplug two connectors



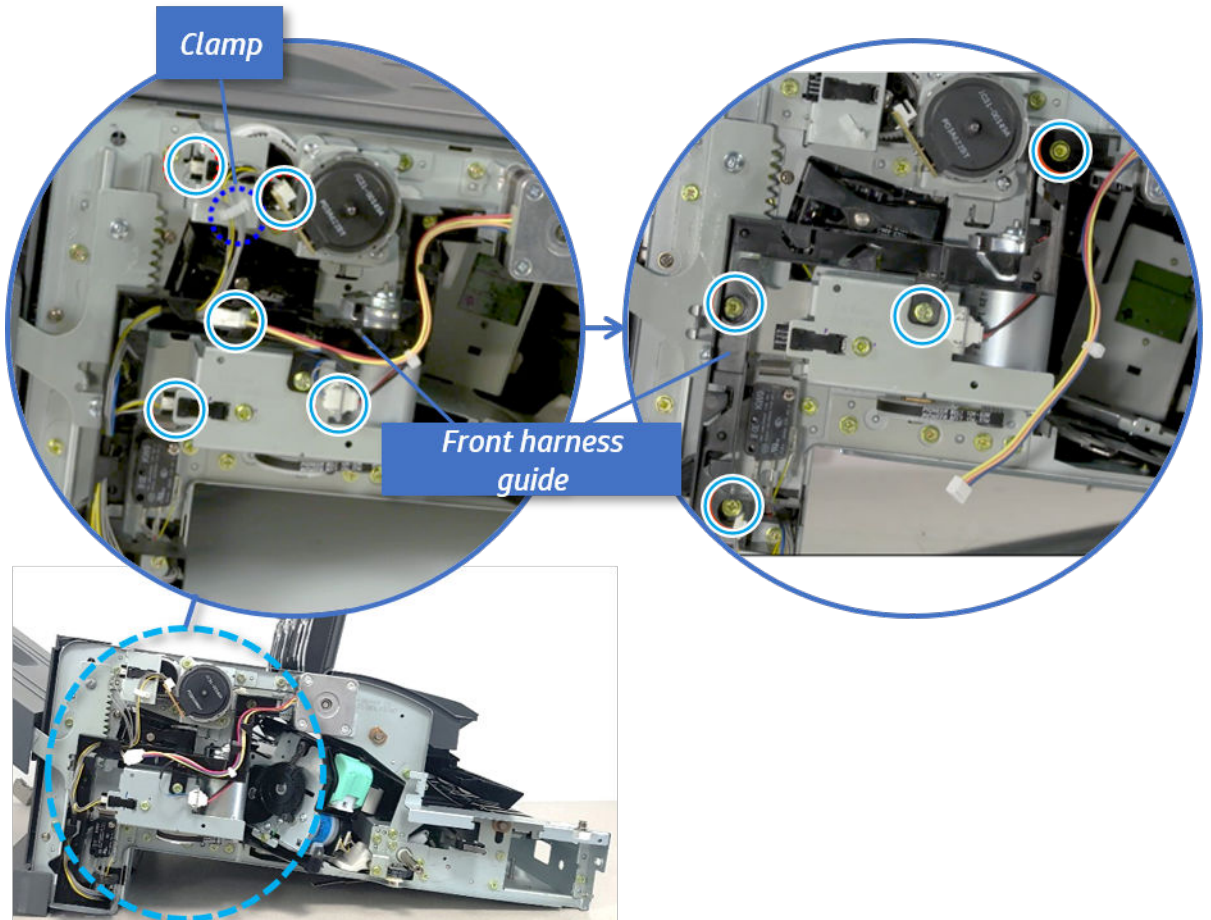
 **TIP:** Be sure to check the hook when reassembling.



Step 7: Remove the front harness guide

1. Open one clamp, unplug five connectors, and then remove the wire harness from the front harness guide.
2. Remove four screws, and then remove the front harness guide.

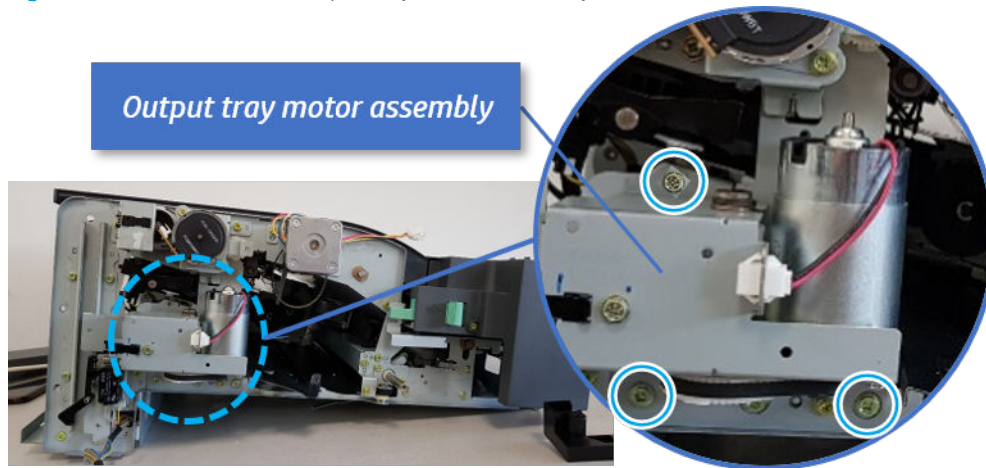
Figure 6-248 Remove the front harness guide



Step 8: Remove the output tray motor assembly

- ▲ Remove three screws, and then remove the output tray motor assembly.

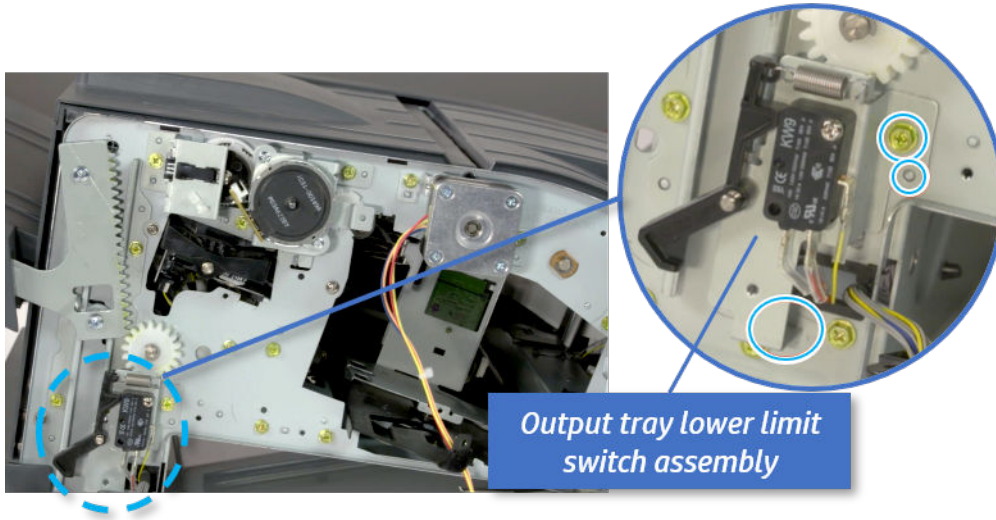
Figure 6-249 Remove the output tray motor assembly



Step 9: Remove the output tray lower limit switch

- ▲ Remove one screw, and then remove the output tray lower limit switch.

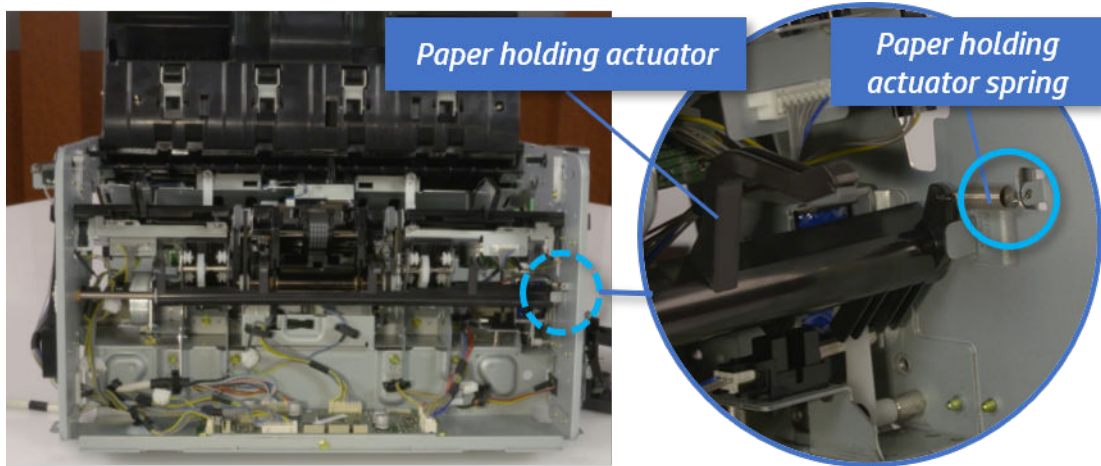
Figure 6-250 Remove the output tray lower limit switch



Step 10: Remove the paper holding

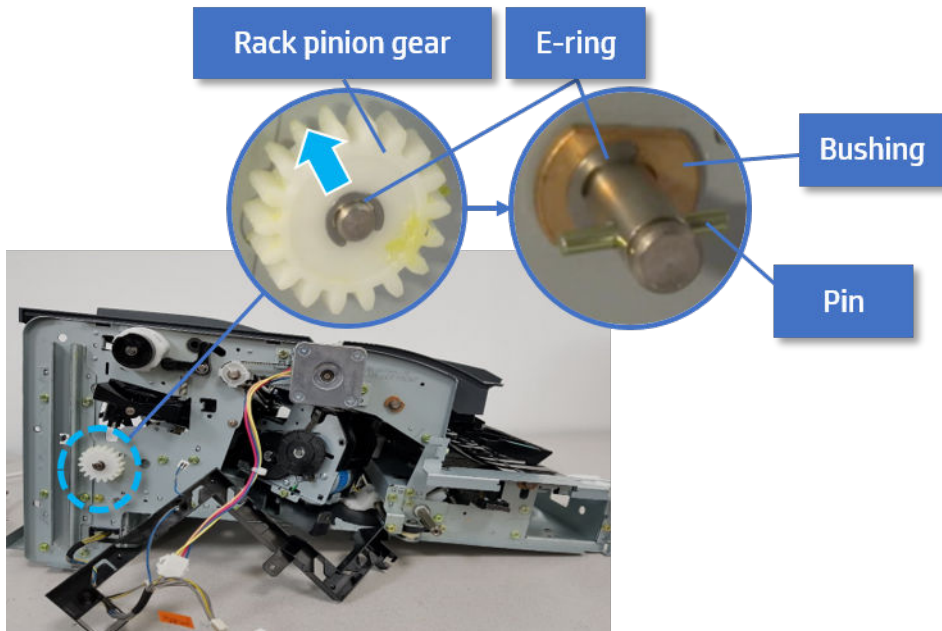
1. Remove the paper holding actuator spring.


Figure 6-251 Remove the paper holding actuator spring



2. Remove the e-ring and the rack pinion gear. Remove the pin and the e-ring, and then remove the bushing.

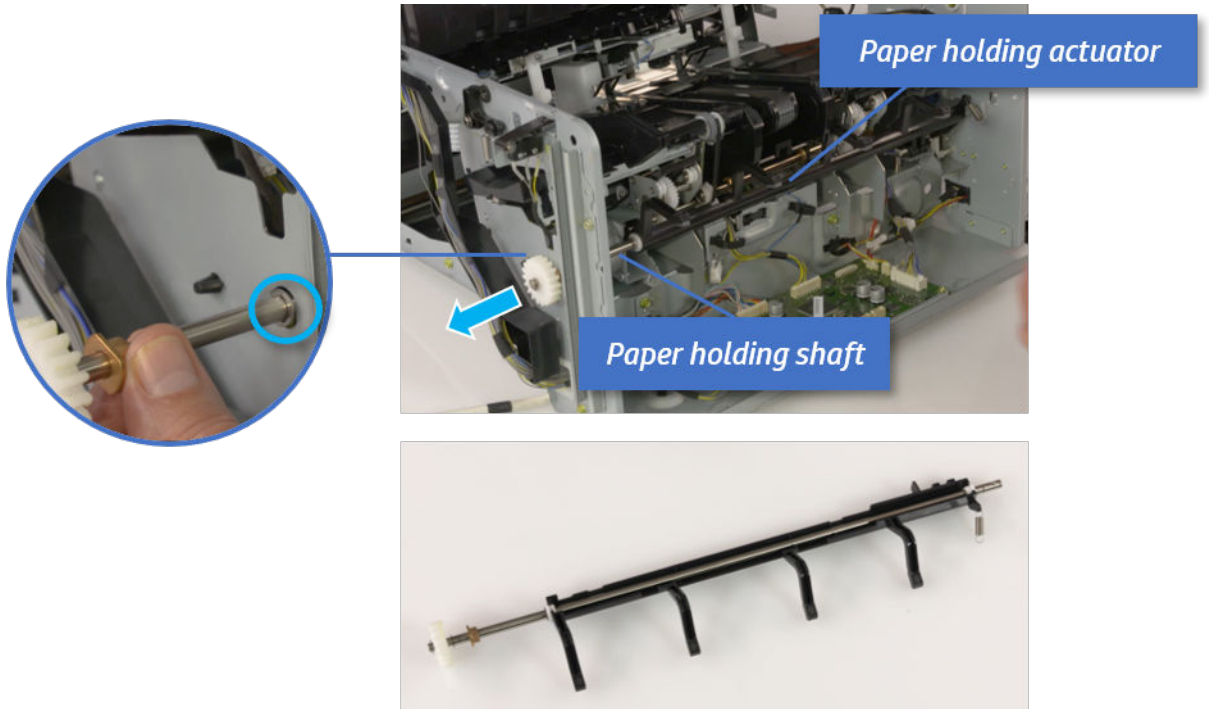
Figure 6-252 Remove e-ring, rack pinion gear, pin, and bushing



 **NOTE:** Be sure not to lose the pin.

- Carefully remove the paper holding shaft and the actuator.

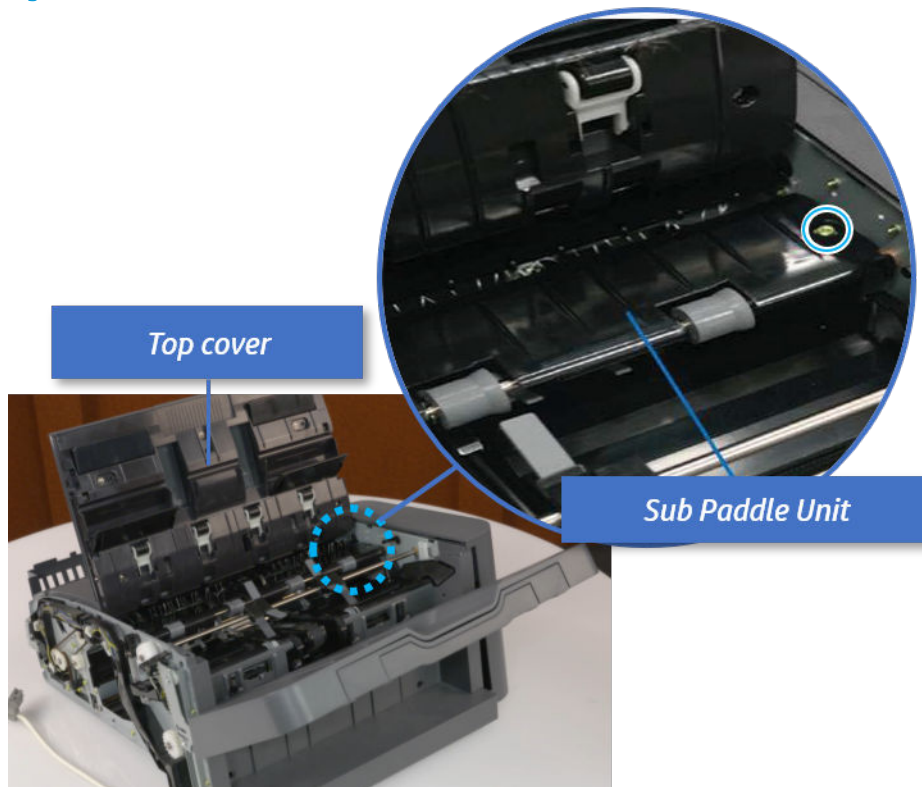
Figure 6-253 Remove the paper holding shaft and the actuator



Step 11: Remove the sub paddle unit

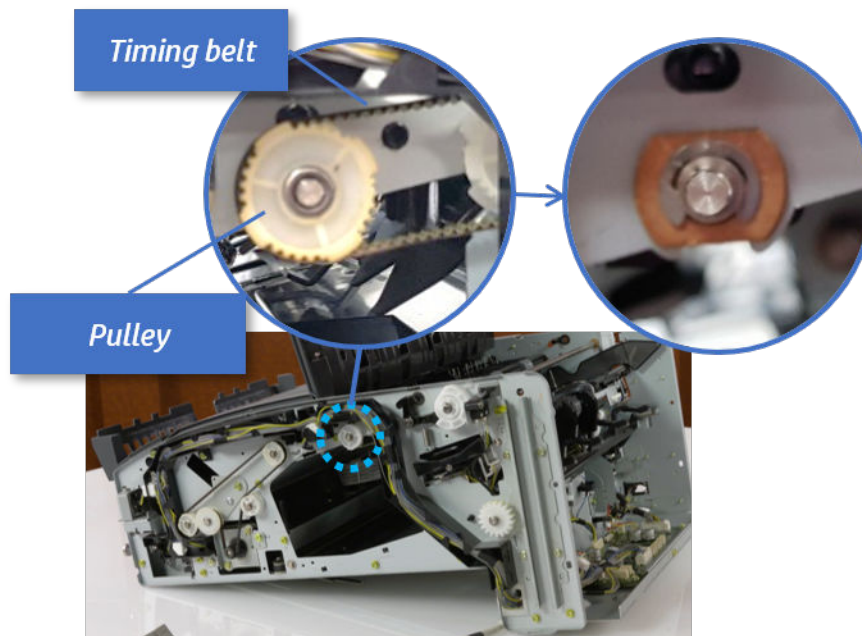
1. Open the top cover, and then remove one screw securing the sub paddle unit.

Figure 6-254 Remove one screw



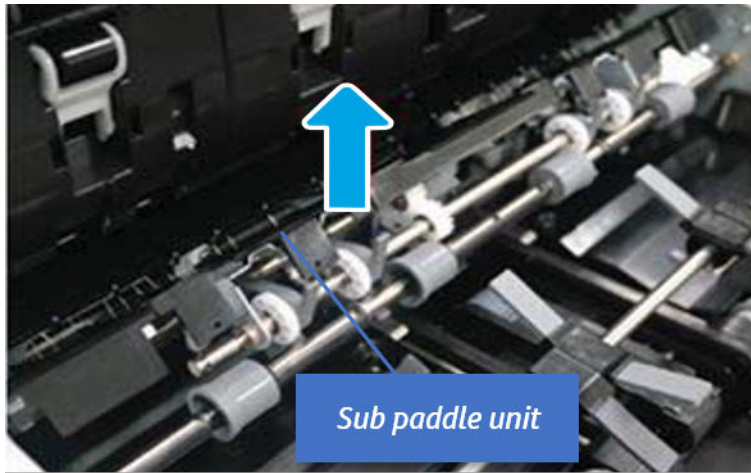
2. Remove the e-ring, and then remove the pulley and timing belt. And then remove the e-ring and the bushing.

Figure 6-255 Remove the e-ring, pulley, timing belt, and bushing



3. Lift up and remove the sub paddle unit.

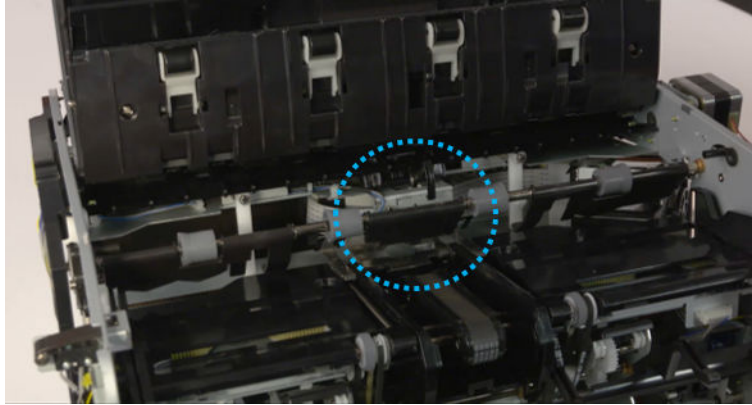
Figure 6-256 Remove the sub paddle unit



Step 12: Remove the exit roller

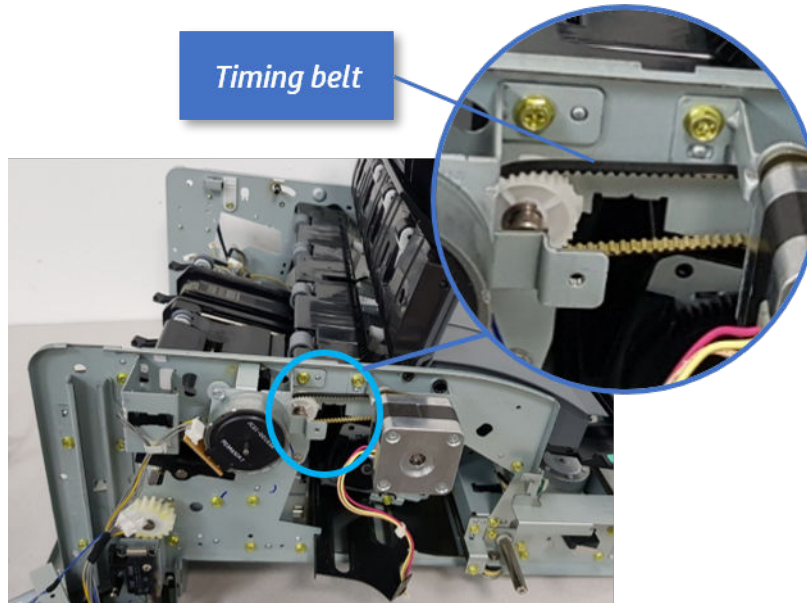
1. Remove the guide on the center of the exit roller.

Figure 6-257 Remove the guide



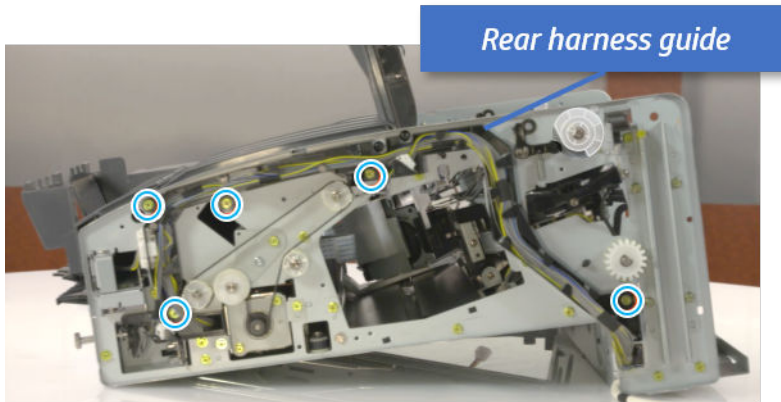
2. On the front of the inner finisher, release the timing belt connected to the exit motor.

Figure 6-258 Release the timing belt



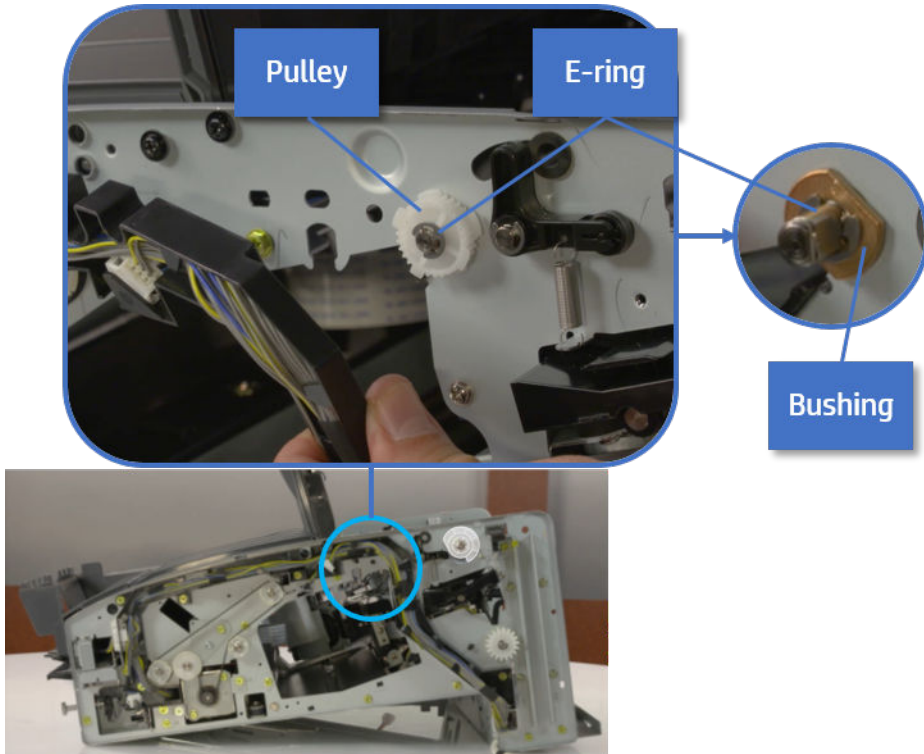
3. Remove five screws securing the rear harness guide.

Figure 6-259 Remove five screws



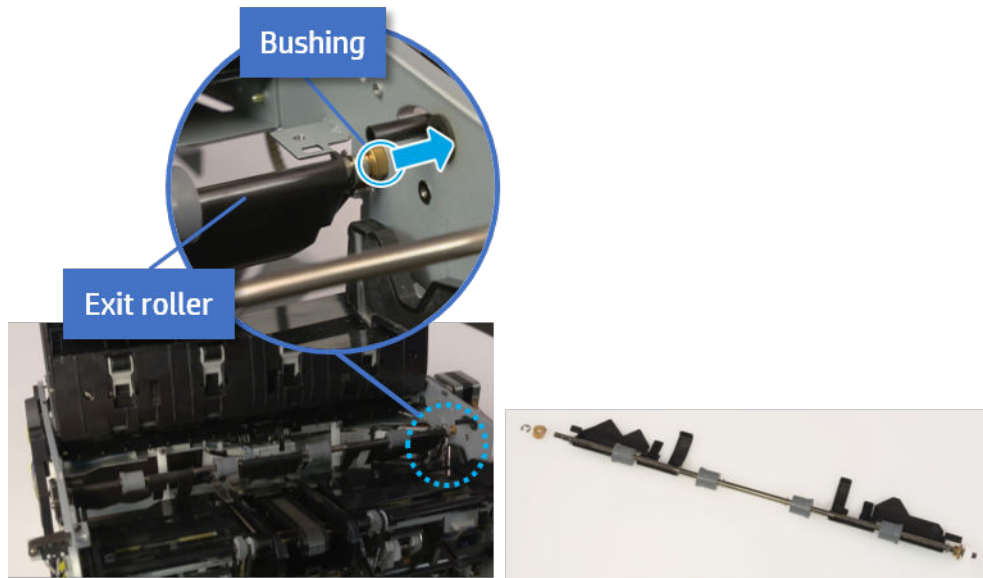
4. On the rear of the inner finisher, remove the e-ring and the pulley and then remove the e-ring and the bushing.

Figure 6-260 Remove the e-ring, pulley, and bushing



5. Push the bushing to detach it, and then remove the exit roller.

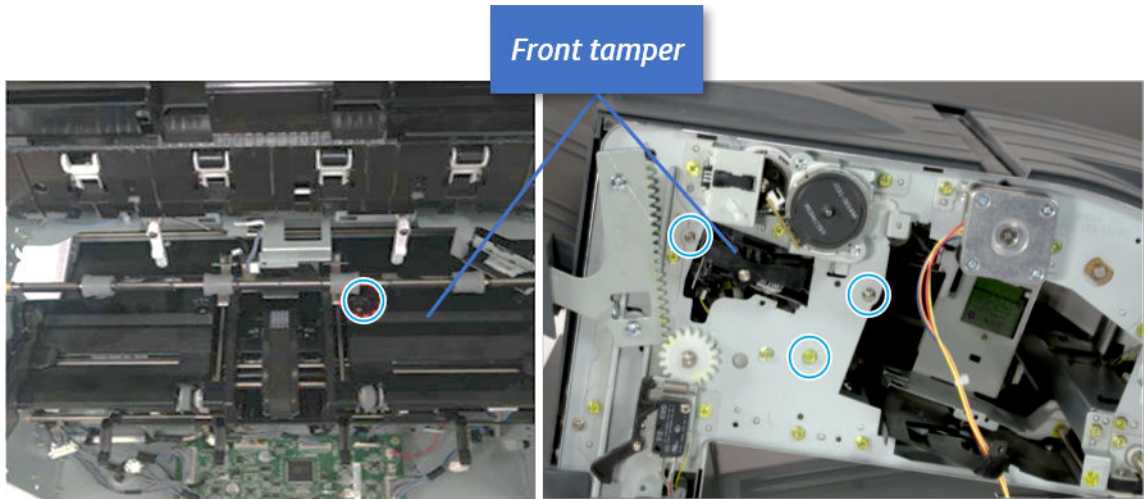
Figure 6-261 Remove the exit roller



Step 13: Remove the front tamper

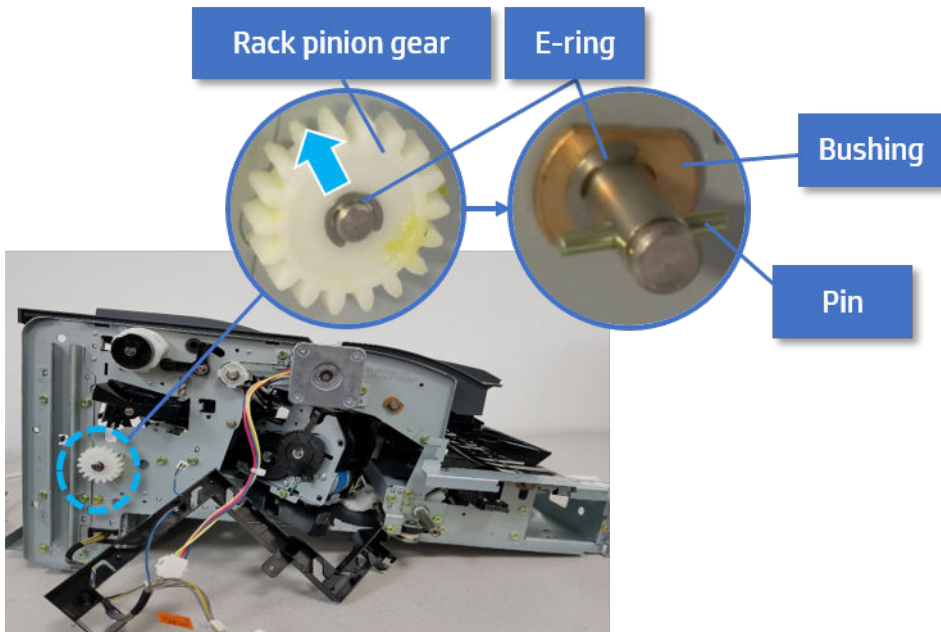
1. Remove four screws.

Figure 6-262 Remove four screws



2. Unplug the connector and release the hook, and then pull the front tamper up to remove.

Figure 6-263 Remove the front tamper



Step 14: Remove the rear tamper

1. Remove the rear tamper.


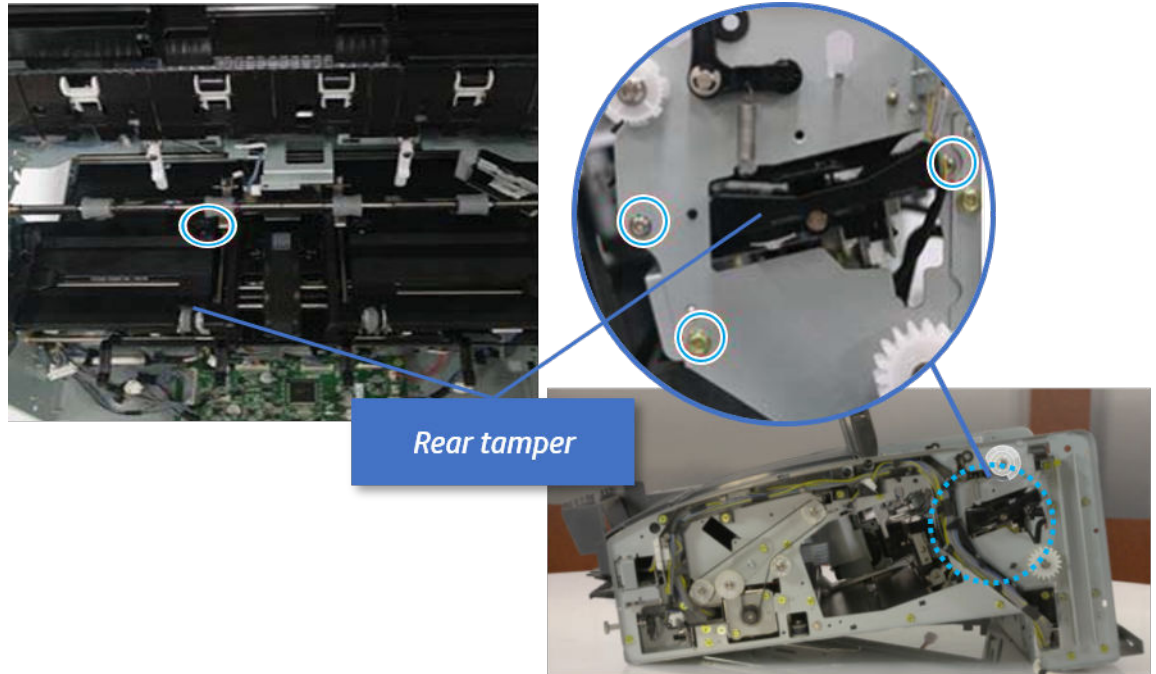
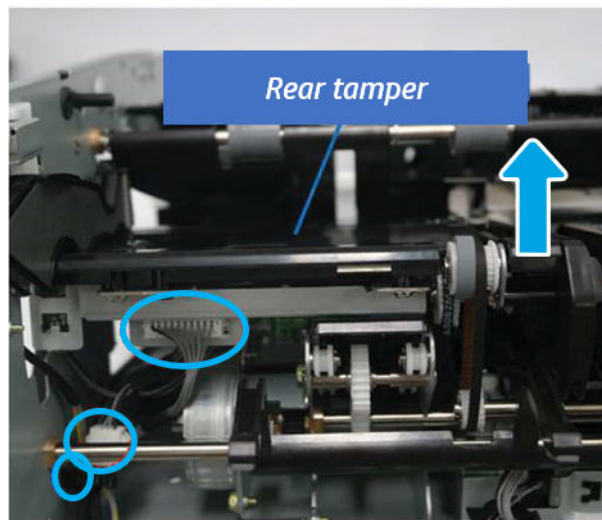
 **NOTE:** Move cable guide out of position to access the screws.

Figure 6-264 Remove four screws



2. Unplug two connectors and release the hook, and then remove the rear tamper.

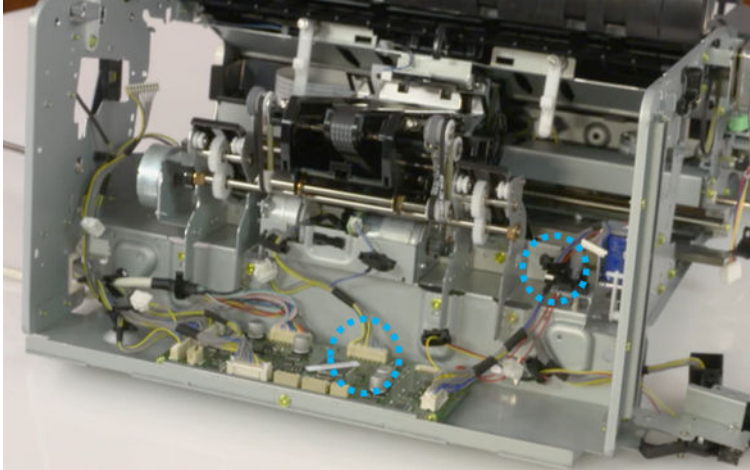
Figure 6-265 Remove the rear tamper



Step 15: Remove the ejector and paper support assembly

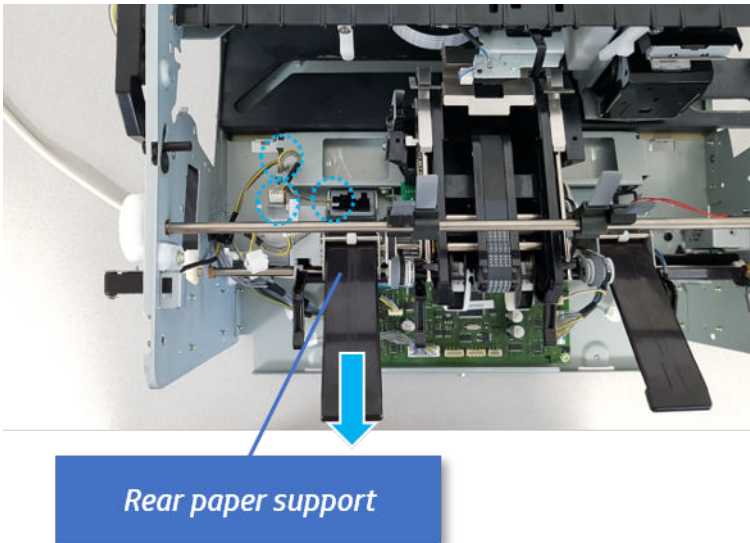
1. Open one clamp, disconnect one connector.

Figure 6-266 Disconnect one connector



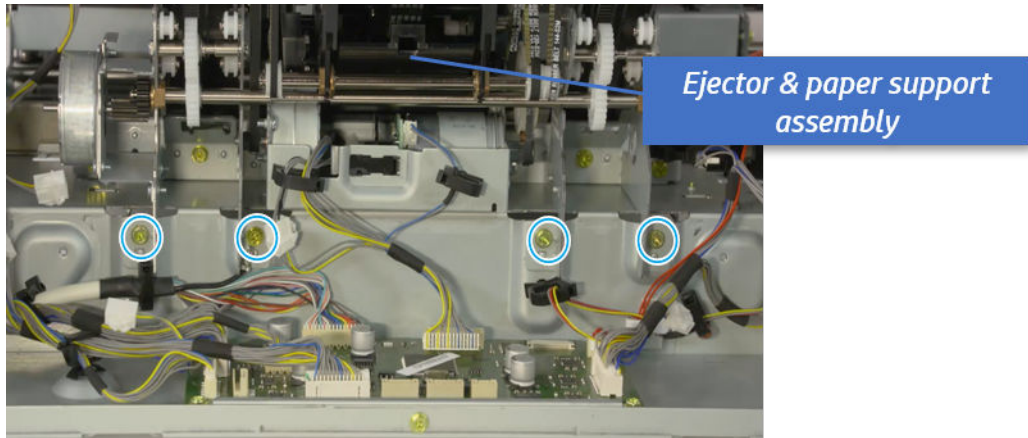
2. Pull the rear paper support up, and then release one clamp and disconnect two connectors.

Figure 6-267 Remove the ejector assembly



3. Remove four screws, and then remove the ejector & paper support assembly

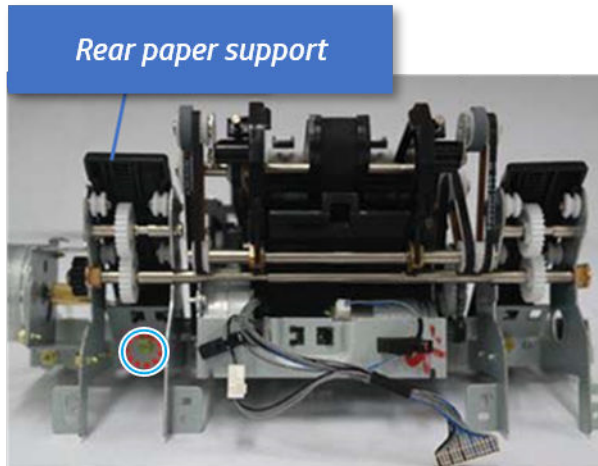
Figure 6-268 Remove the ejector & paper support assembly



Step 16: Remove the rear paper support

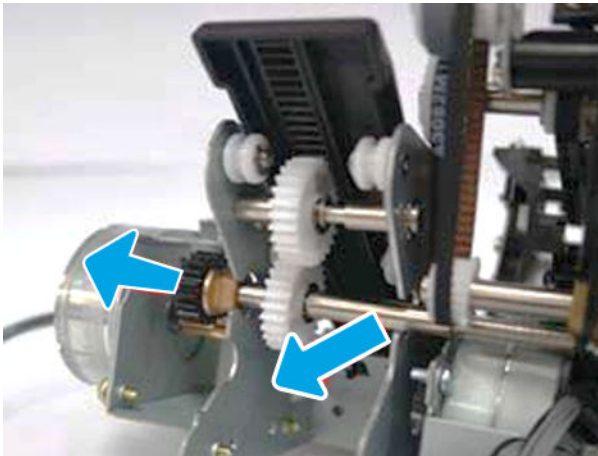
1. Remove one screw.

Figure 6-269 Remove one screw



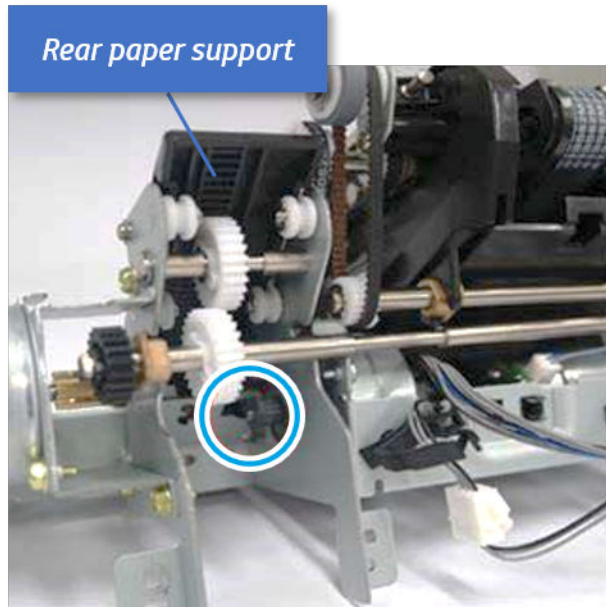
2. Remove the shaft while pulling the bushing in the direction of the arrow.

Figure 6-270 Remove the shaft



3. Remove the rear paper support with attention for pinion.

Figure 6-271 Remove the rear paper support



Step 17: Remove the paper support home sensor

- ▲ Remove the sensor from the rear paper support.

Figure 6-272 Remove the paper support home sensor





Step 18: 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.

Paper support motor (M8)


- [Introduction](#)
- [Step 1: Remove the front cover](#)
- [Step 2: Remove the rear cover](#)
- [Step 3: Remove the output tray](#)
- [Step 4: Remove the output tray frame](#)
- [Step 5: Remove the PCA cover](#)
- [Step 6: Remove the left cover](#)
- [Step 7: Remove the front harness guide](#)
- [Step 8: Remove the output tray motor assembly](#)
- [Step 9: Remove the output tray lower limit switch](#)
- [Step 10: Remove the paper holding](#)
- [Step 11: Remove the sub paddle unit](#)
- [Step 12: Remove the exit roller](#)
- [Step 13: Remove the front tamper](#)
- [Step 14: Remove the rear tamper](#)
- [Step 15: Remove the ejector and paper support assembly](#)
- [Step 16: Remove the paper support motor](#)
- [Step 17: Unpack the replacement assembly](#)

Introduction

Learn how to remove and replace the paper support motor.

[View a video of removing the inner finisher.](#)

[View a video of installing the inner finisher.](#)

 **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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- ⚠ **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.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

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

Table 6-46 Part information

Part number	Part description
JC93-00802B (not orderable)	Paper support motor assembly
JC31-00149A (not orderable)	Paper support motor

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

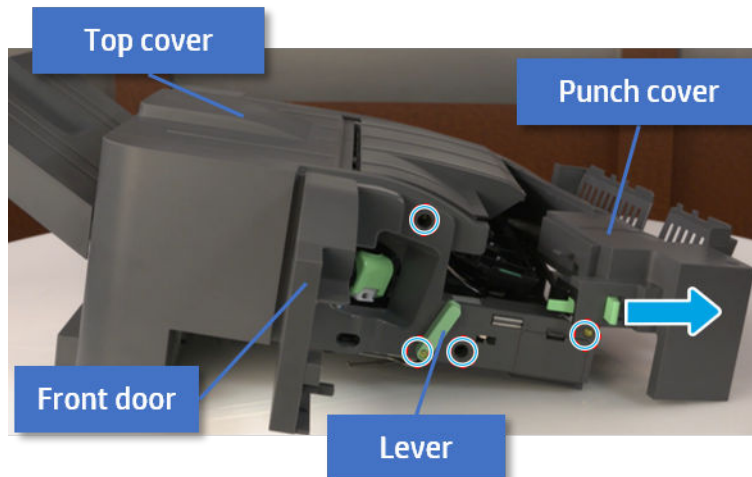
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the front cover

1. Open the front door and open the punch cover.
2. Remove three screws in the front.
3. Remove the lever.
4. Open the top cover.
5. From the right side of the front cover, carefully lift and pry toward the top-left corner to remove the front cover.

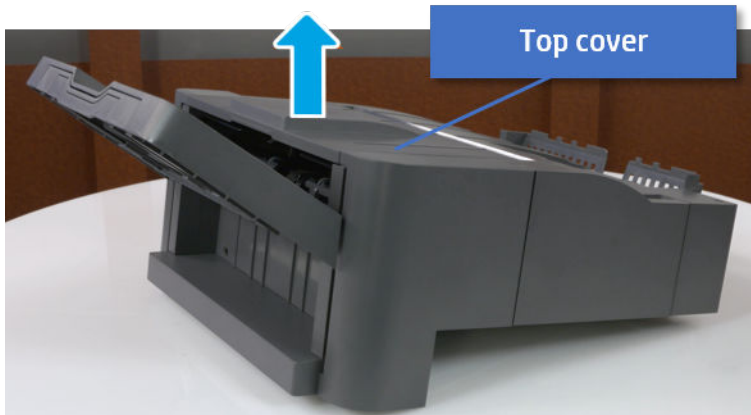
Figure 6-273 Remove the front cover



Step 2: Remove the rear cover

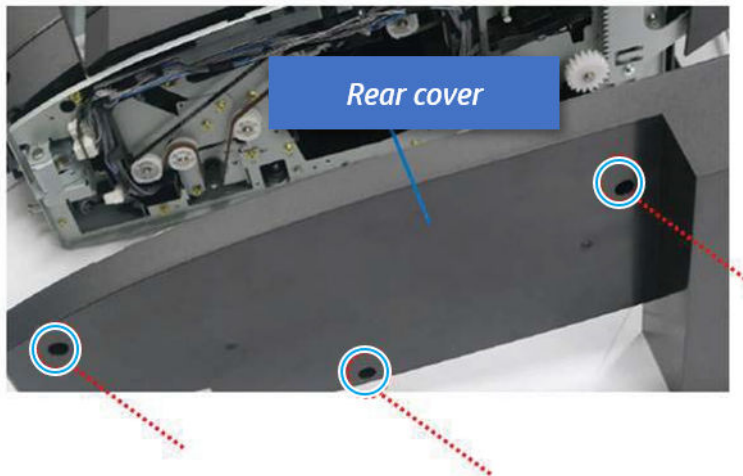
1. Open the top cover.

Figure 6-274 Open the top cover



2. Remove three screws.
3. Release hooks carefully and remove the rear cover.

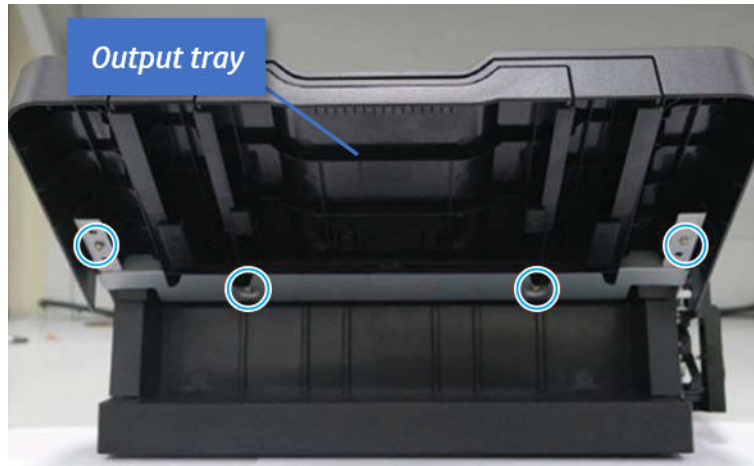
Figure 6-275 Remove the rear cover



Step 3: Remove the output tray

1. Remove four screws.

Figure 6-276 Remove four screws



2. Push the paper holding actuator into the inner finisher, and then remove the output tray.

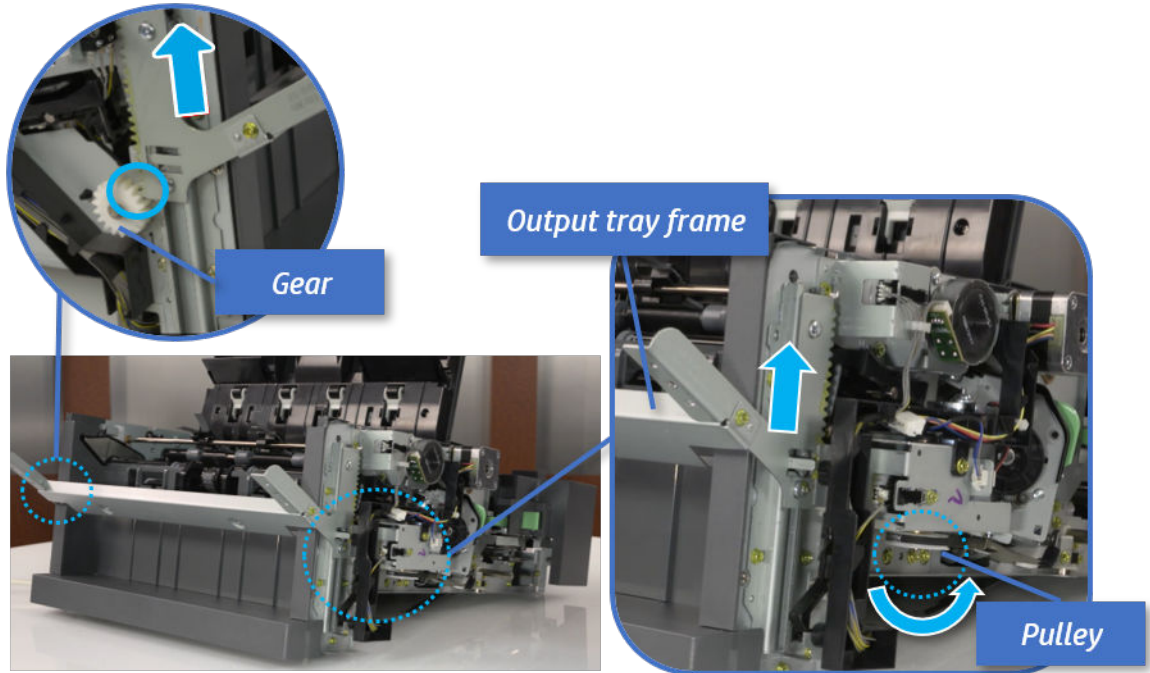
Figure 6-277 Remove the output tray



Step 4: Remove the output tray frame

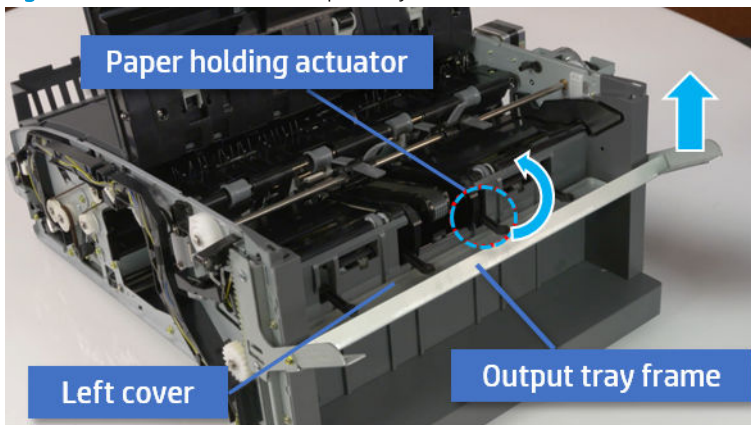
1. Rotate the pulley until the output tray frame depart from the gear.


Figure 6-278 Remove the pulley



2. Push the paper holding actuator into the inner finisher, and then remove the output tray frame.

Figure 6-279 Remove the output tray frame



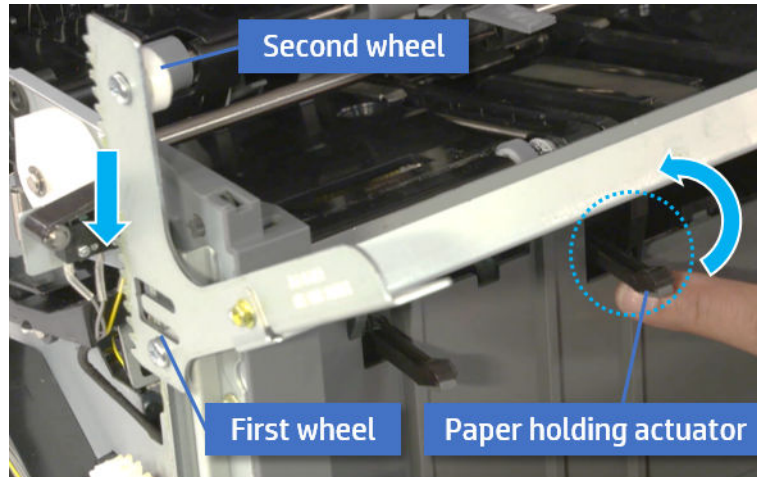
 **TIP:** Push the paper holding actuator into the inner finisher when reassembling. Be sure to level the output tray.

Reinstall the output tray frame

Use the following special instructions when the reinstalling the assembly.

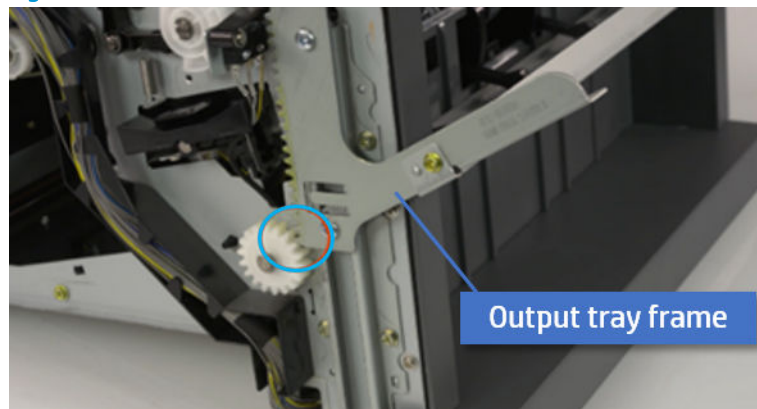
- a. Position the first wheel into the channel on both sides while pushing the paper holding actuator.

Figure 6-280 Install the wheel (1 of 2)



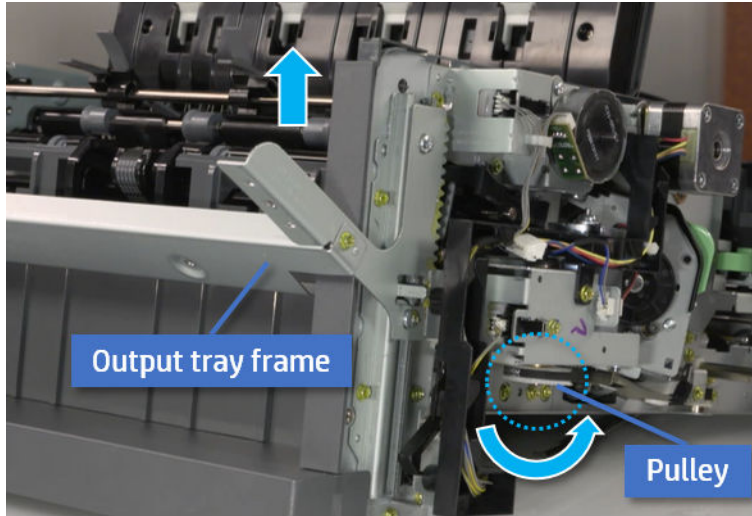
- b. Let the second wheel rest on the channel on both sides simultaneously.
- c. Gently squeeze the wheels into channel until the output tray frame meet the gear.

Figure 6-281 Install the wheel (2 of 2)



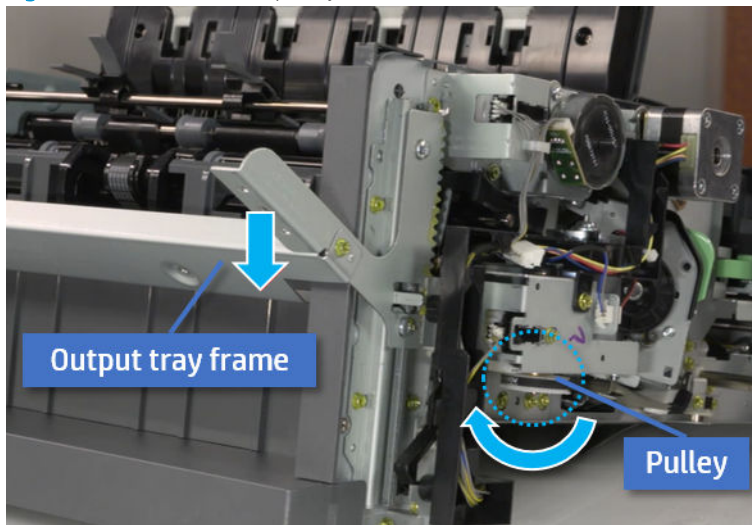
- d. Rotate the pulley until the output tray frame is no longer lifted. It can make to level the output tray frame.

Figure 6-282 Rotate the pulley (1 of 2)



- e. Rotate the pulley in the opposite direction.

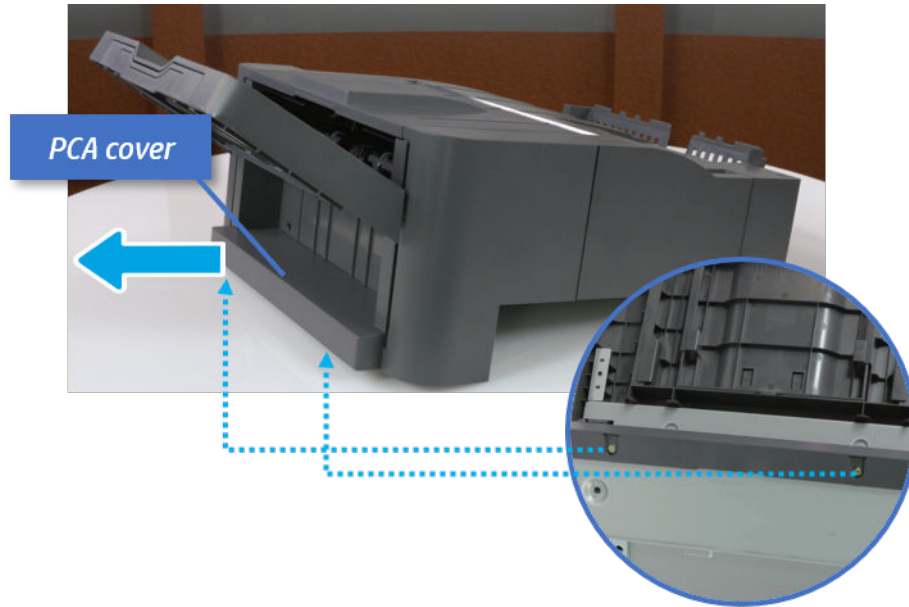
Figure 6-283 Rotate the pulley (2 of 2)



Step 5: Remove the PCA cover

- ▲ Remove two screws, and then remove the PCA cover.

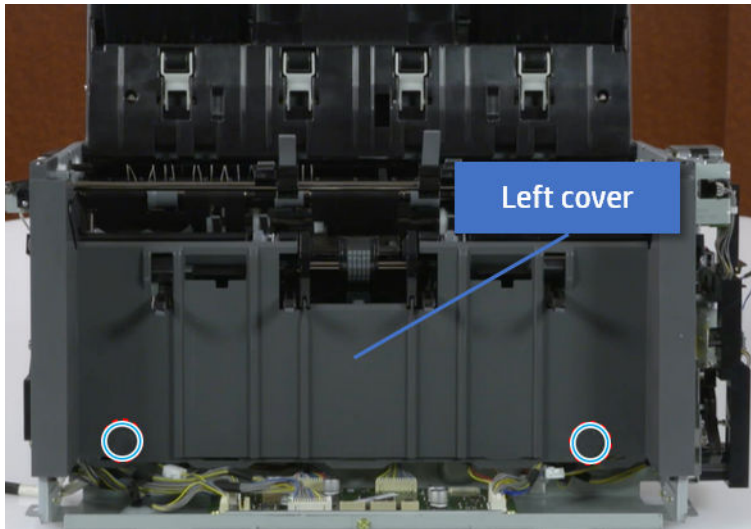
Figure 6-284 Remove the PCA cover



Step 6: Remove the left cover

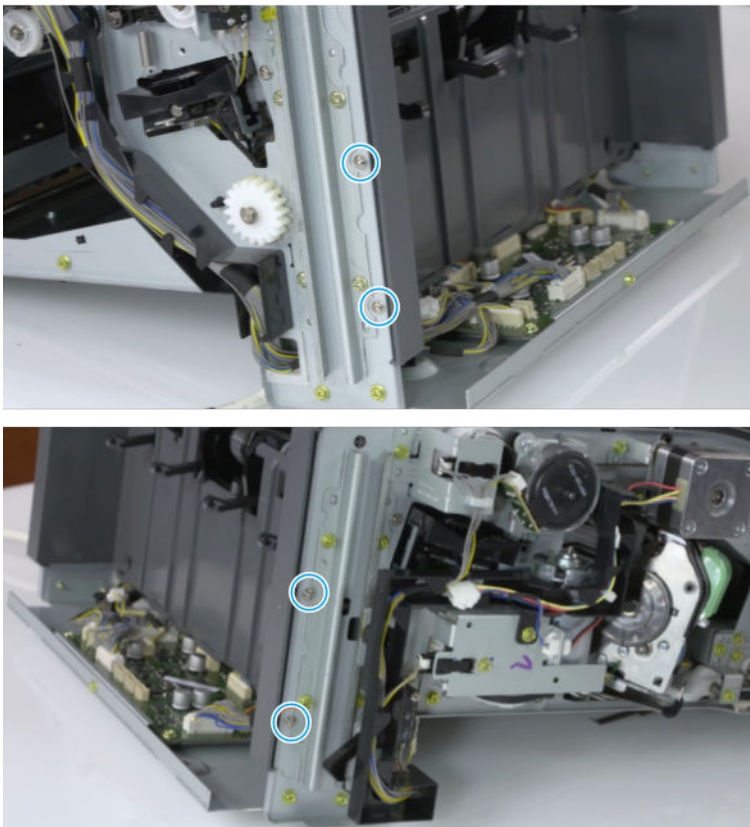
1. Remove two screws.

Figure 6-285 Remove two screws



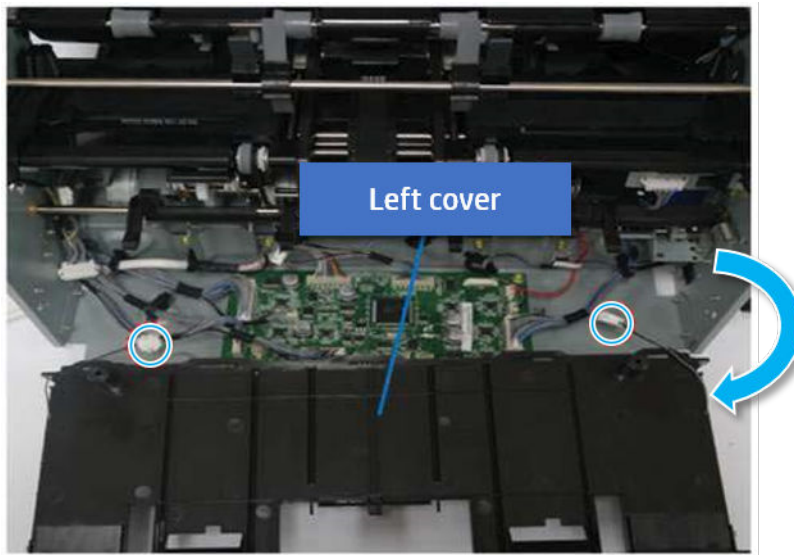
2. Remove four screws from both front and rear sides


Figure 6-286 Remove four screws

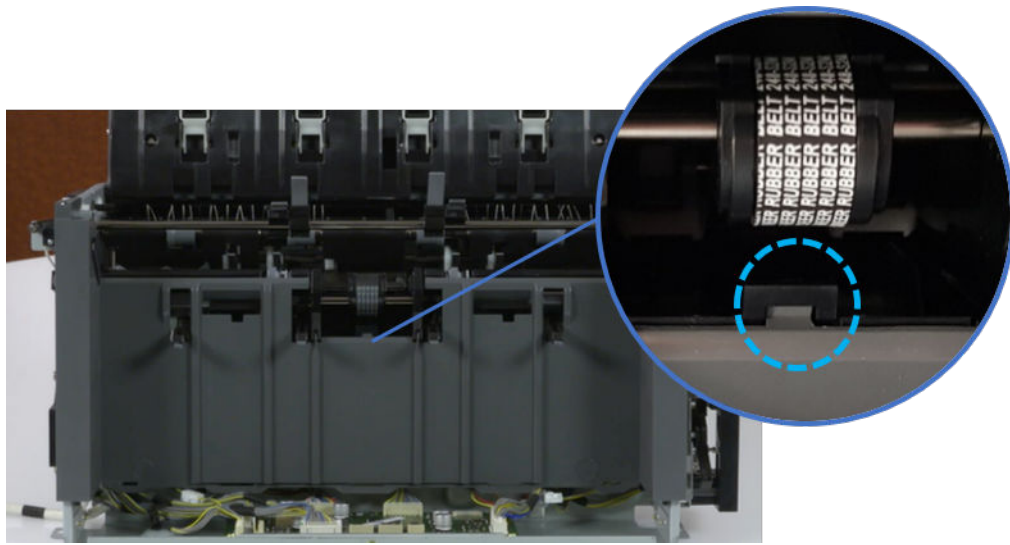


3. Unplug two inline connectors, and then remove the left cover.

Figure 6-287 Unplug two connectors



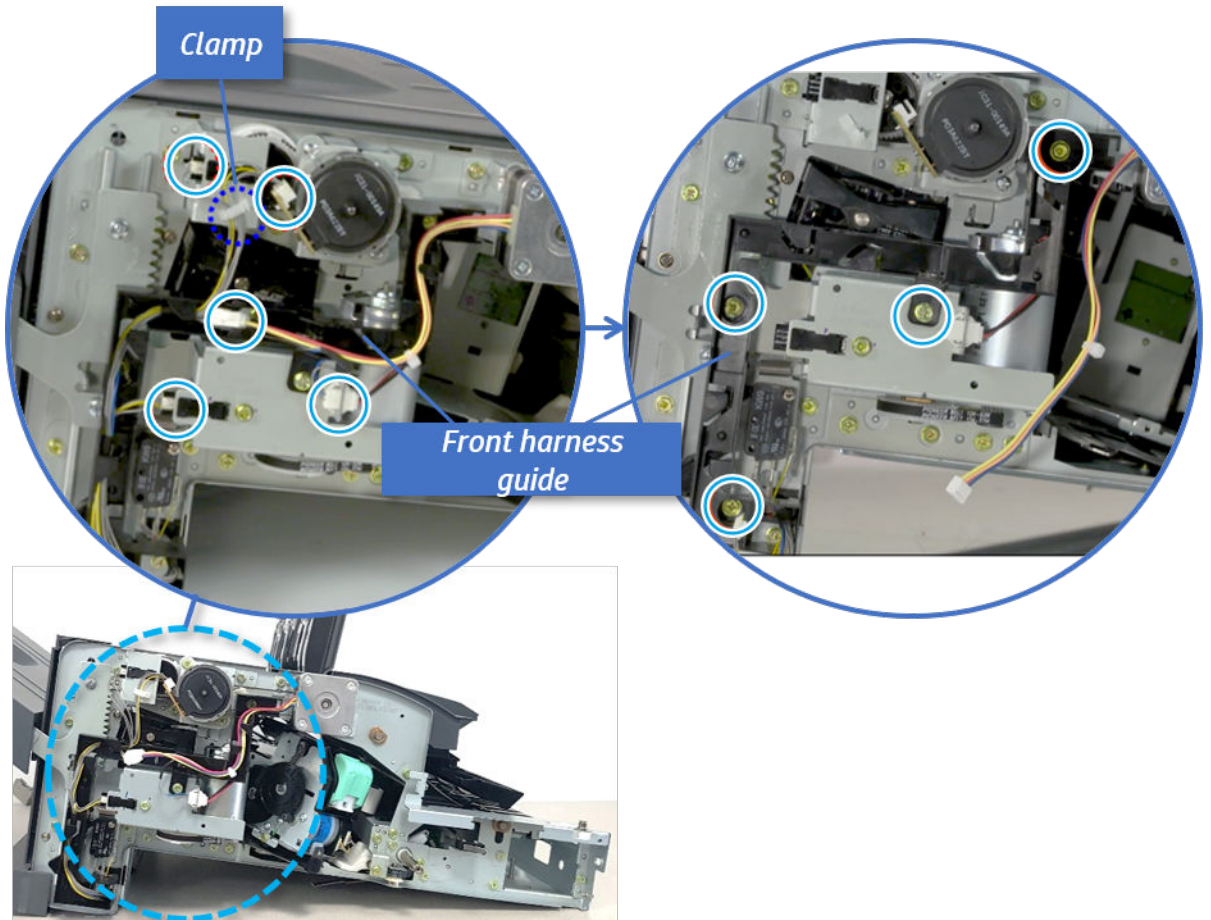
 **TIP:** Be sure to check the hook when reassembling.



Step 7: Remove the front harness guide

1. Open one clamp, unplug five connectors, and then remove the wire harness from the front harness guide.
2. Remove four screws, and then remove the front harness guide.

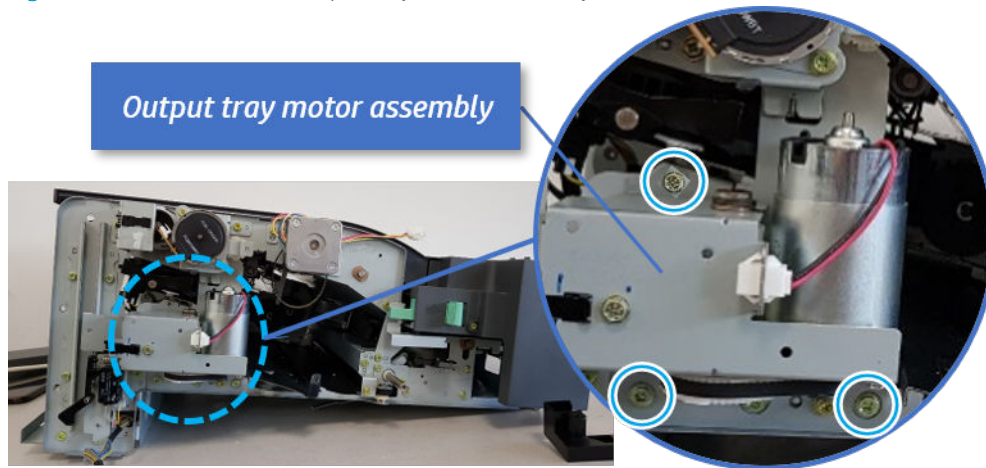
Figure 6-288 Remove the front harness guide



Step 8: Remove the output tray motor assembly

- ▲ Remove three screws, and then remove the output tray motor assembly.

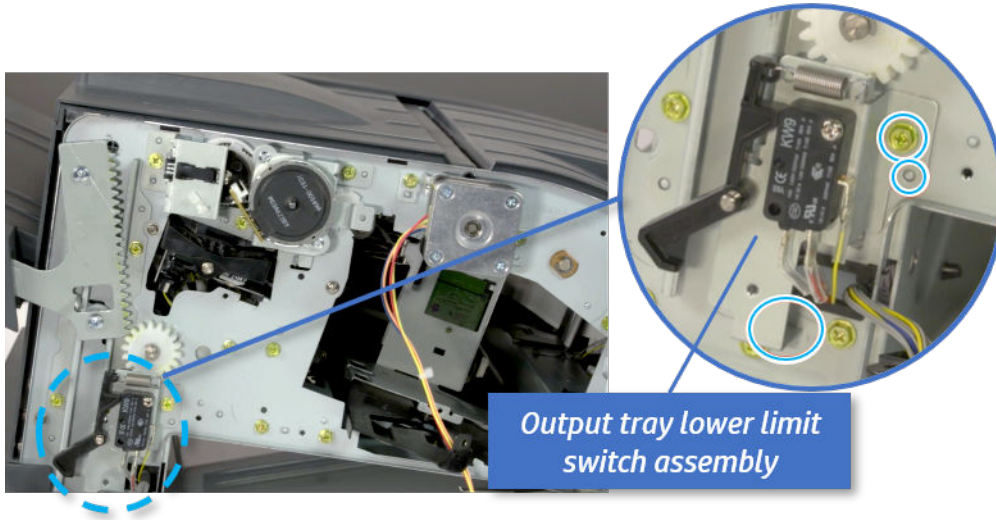
Figure 6-289 Remove the output tray motor assembly



Step 9: Remove the output tray lower limit switch

- ▲ Remove one screw, and then remove the output tray lower limit switch.

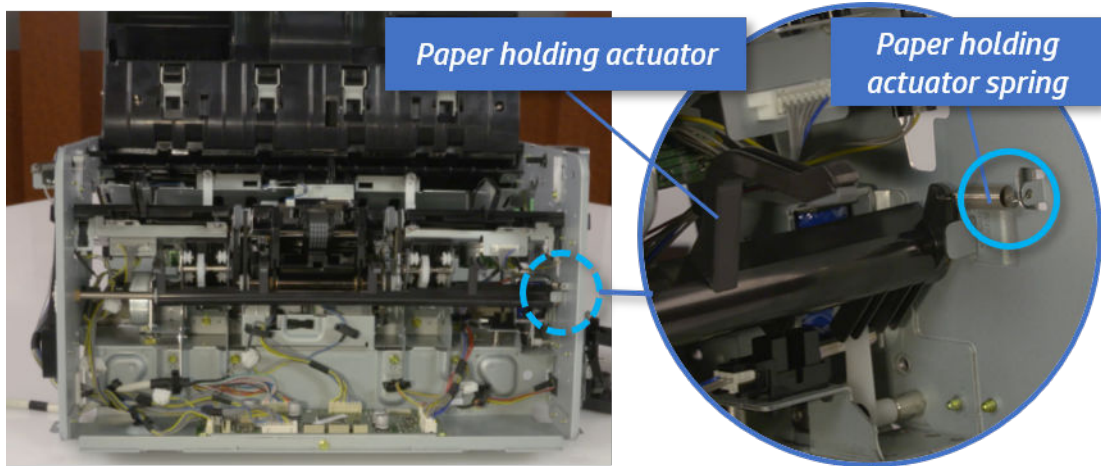
Figure 6-290 Remove the output tray lower limit switch



Step 10: Remove the paper holding

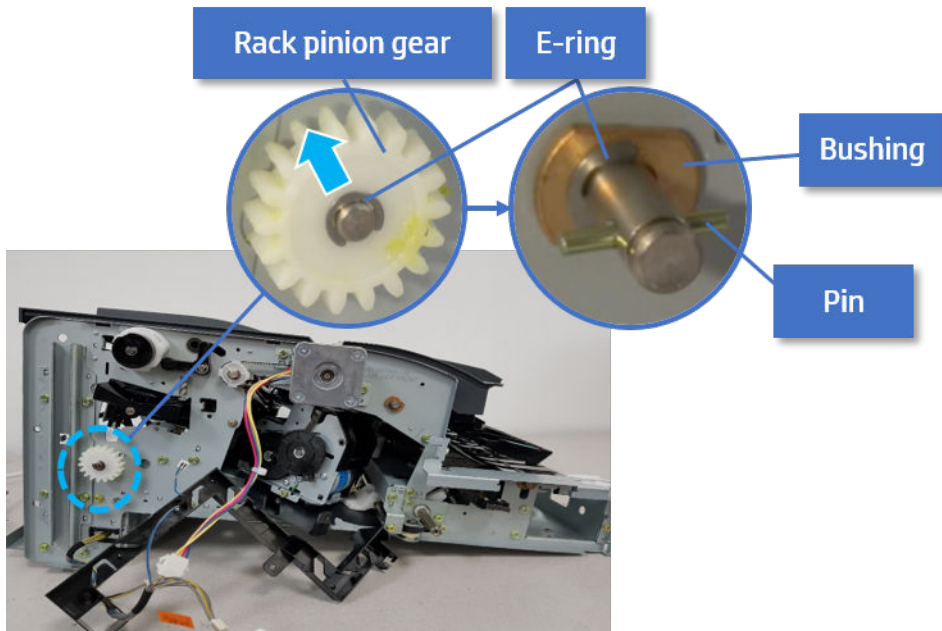
1. Remove the paper holding actuator spring.

Figure 6-291 Remove the paper holding actuator spring



2. Remove the e-ring and the rack pinion gear. Remove the pin and the e-ring, and then remove the bushing.

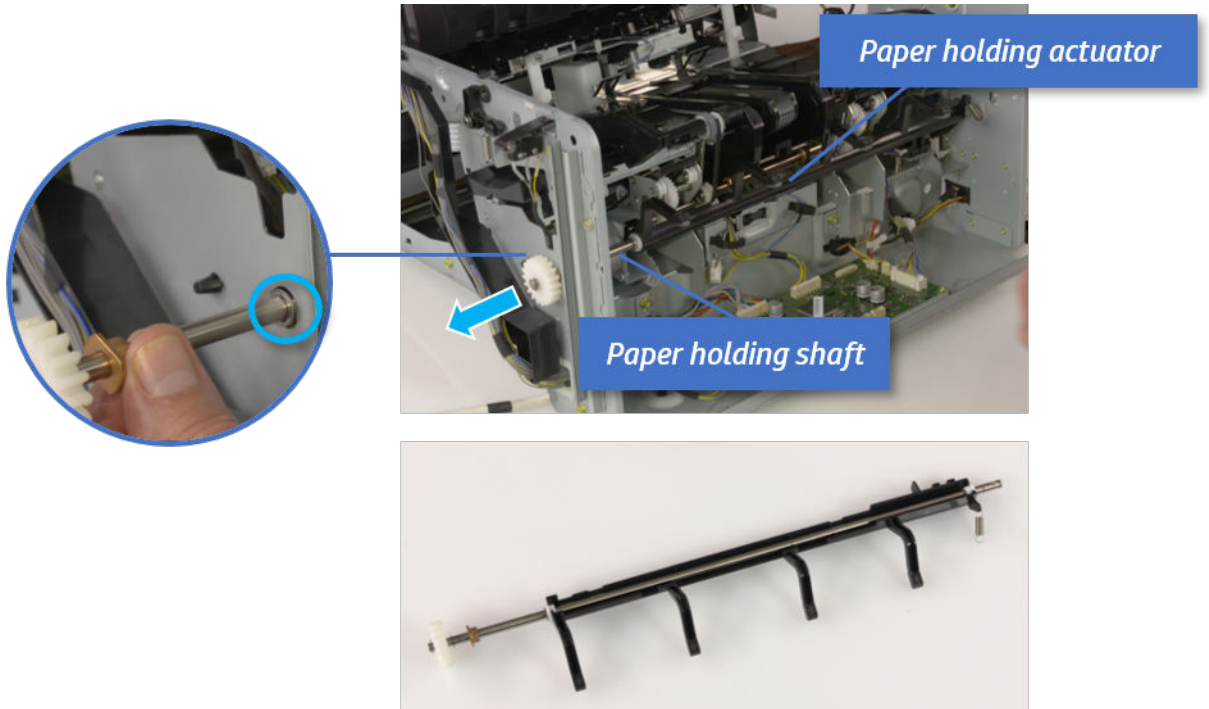
Figure 6-292 Remove e-ring, rack pinion gear, pin, and bushing



 **NOTE:** Be sure not to lose the pin.

3. Carefully remove the paper holding shaft and the actuator.

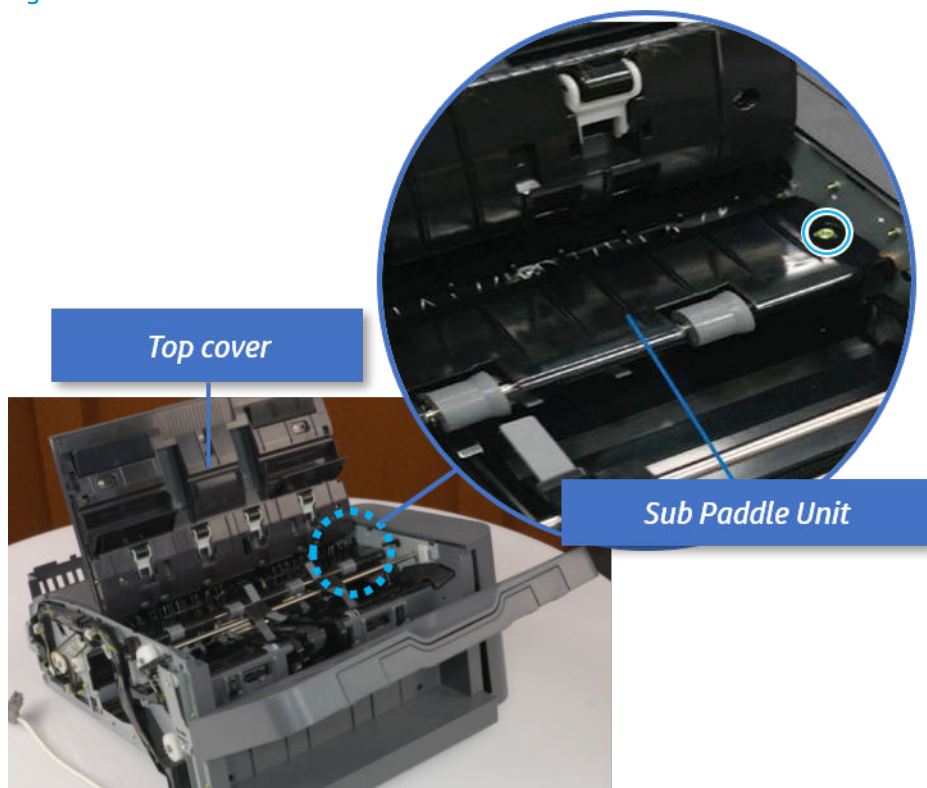
Figure 6-293 Remove the paper holding shaft and the actuator



Step 11: Remove the sub paddle unit

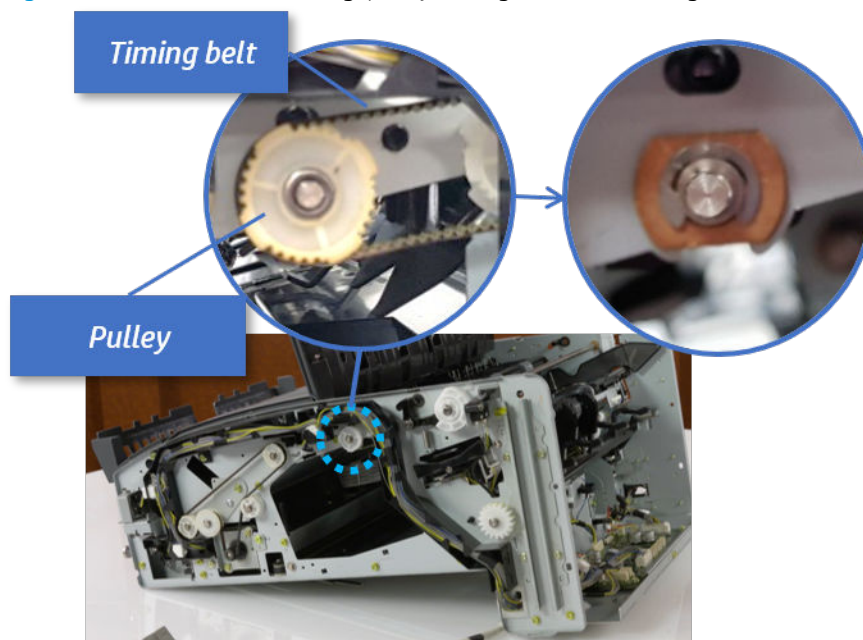
1. Open the top cover, and then remove one screw securing the sub paddle unit.

Figure 6-294 Remove one screw



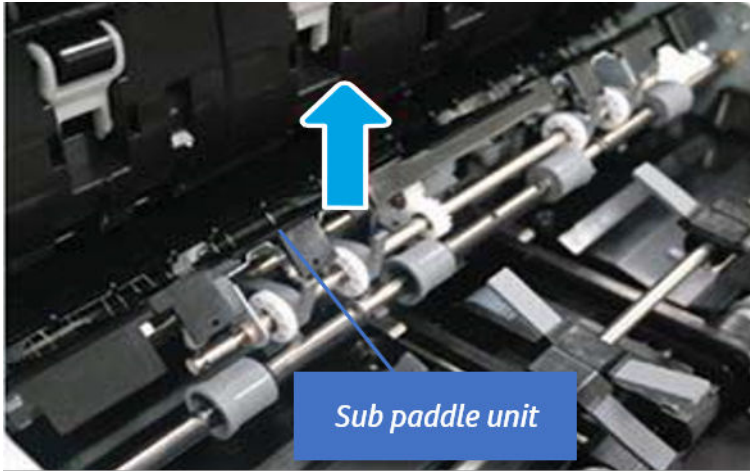
2. Remove the e-ring, and then remove the pulley and timing belt. And then remove the e-ring and the bushing.

Figure 6-295 Remove the e-ring, pulley, timing belt, and bushing



3. Lift up and remove the sub paddle unit.

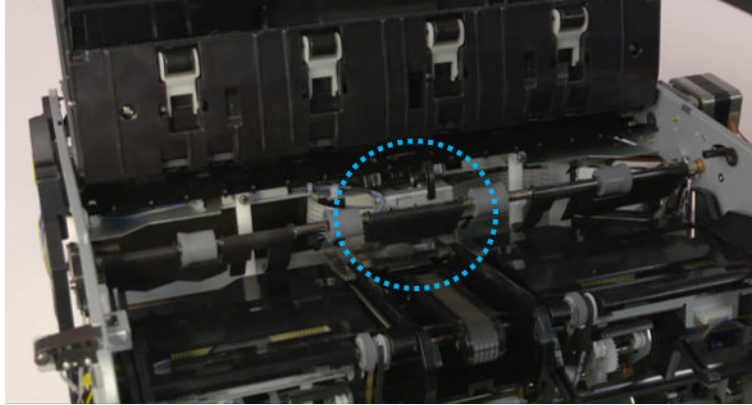
Figure 6-296 Remove the sub paddle unit



Step 12: Remove the exit roller

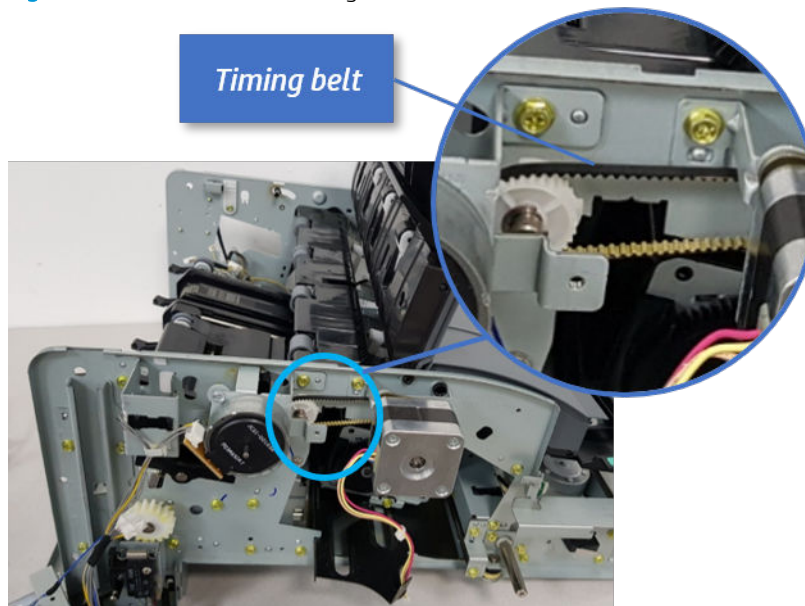
1. Remove the guide on the center of the exit roller.

Figure 6-297 Remove the guide



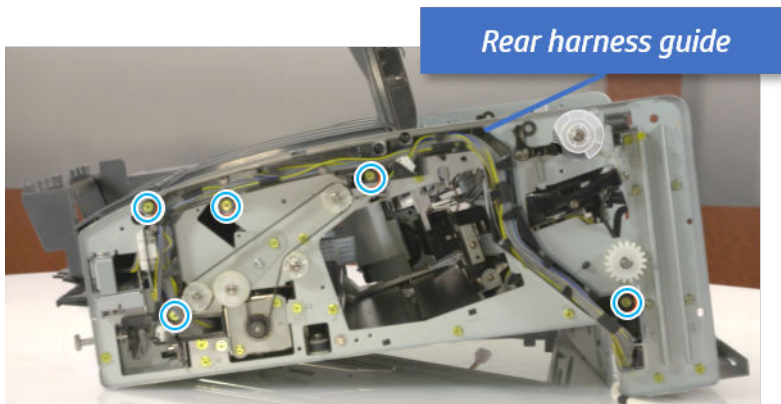
2. On the front of the inner finisher, release the timing belt connected to the exit motor.

Figure 6-298 Release the timing belt



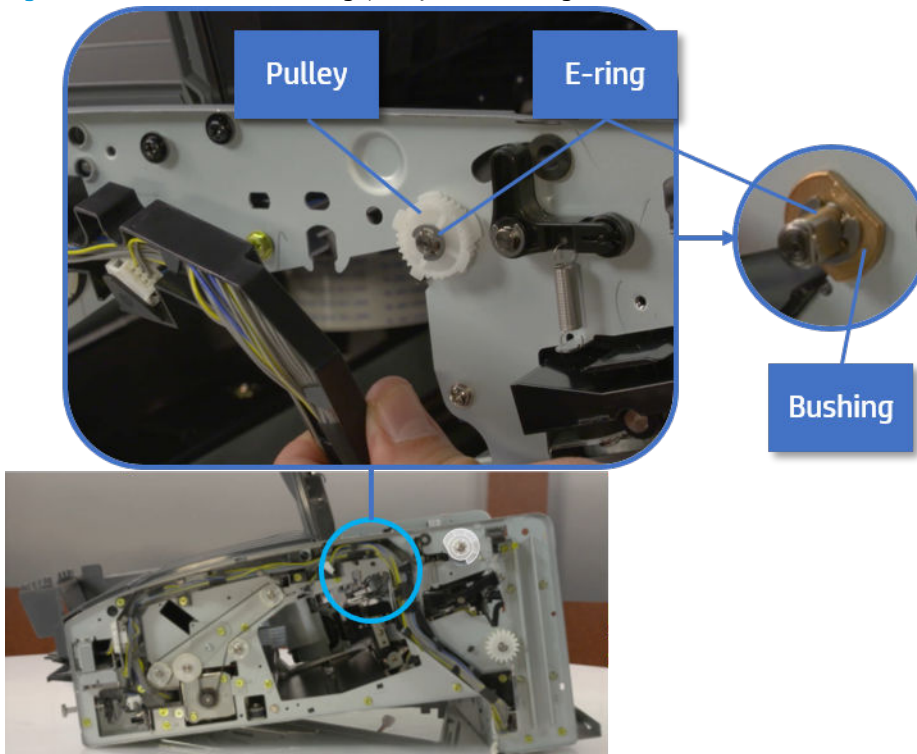
3. Remove five screws securing the rear harness guide.

Figure 6-299 Remove five screws



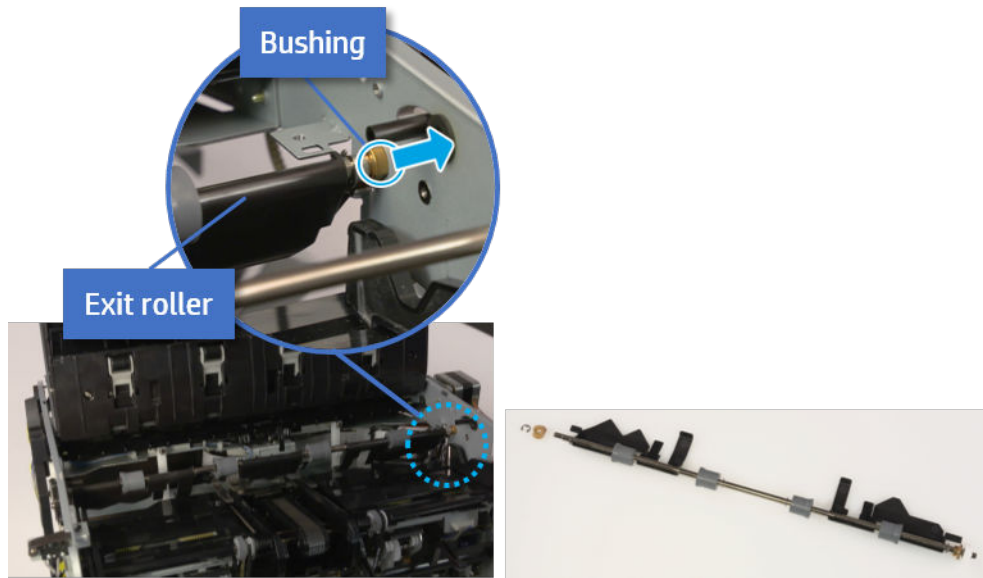
4. On the rear of the inner finisher, remove the e-ring and the pulley and then remove the e-ring and the bushing.

Figure 6-300 Remove the e-ring, pulley, and bushing



5. Push the bushing to detach it, and then remove the exit roller.

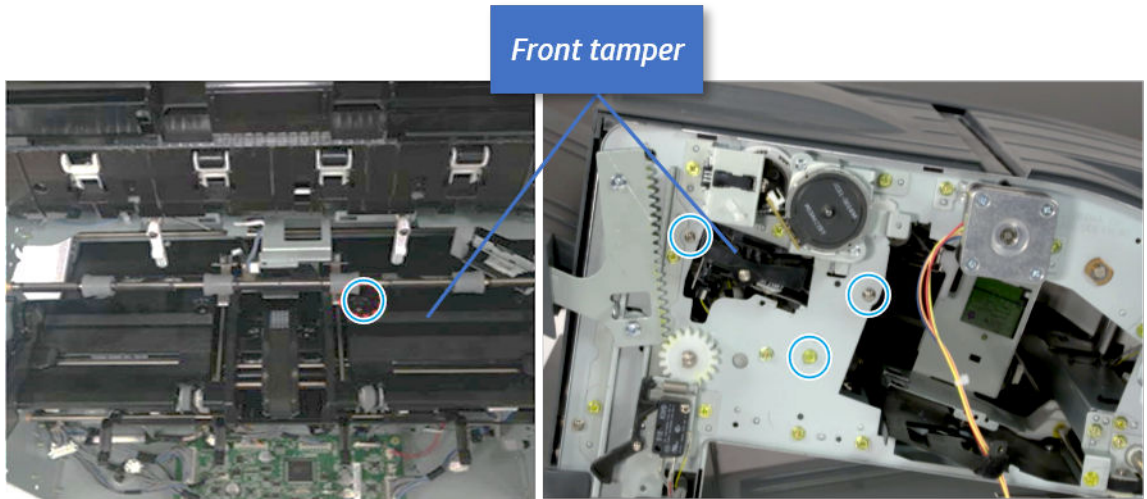
Figure 6-301 Remove the exit roller



Step 13: Remove the front tamper

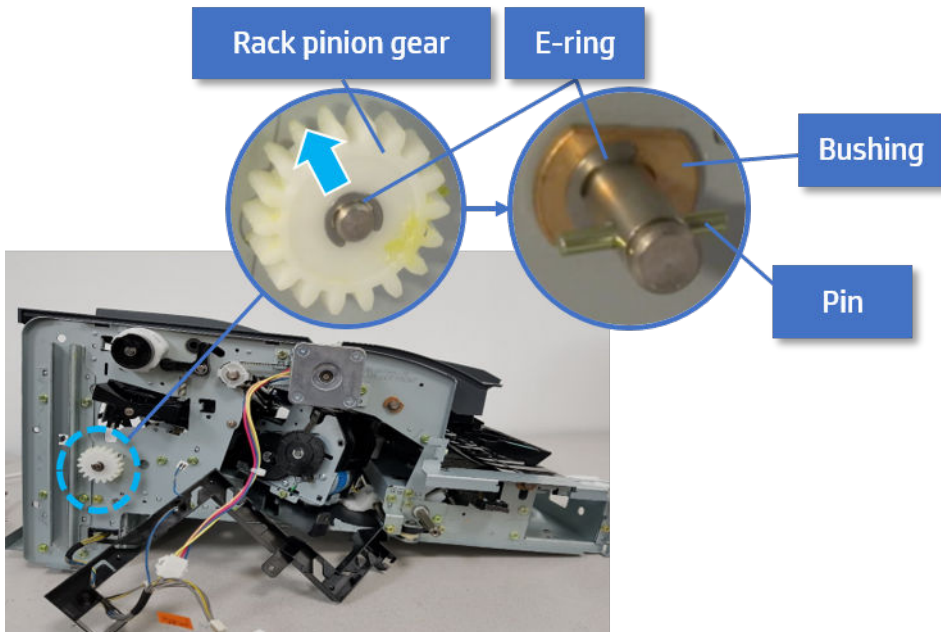
1. Remove four screws.

Figure 6-302 Remove four screws



2. Unplug the connector and release the hook, and then pull the front tamper up to remove.

Figure 6-303 Remove the front tamper



Step 14: Remove the rear tamper

1. Remove the rear tamper.


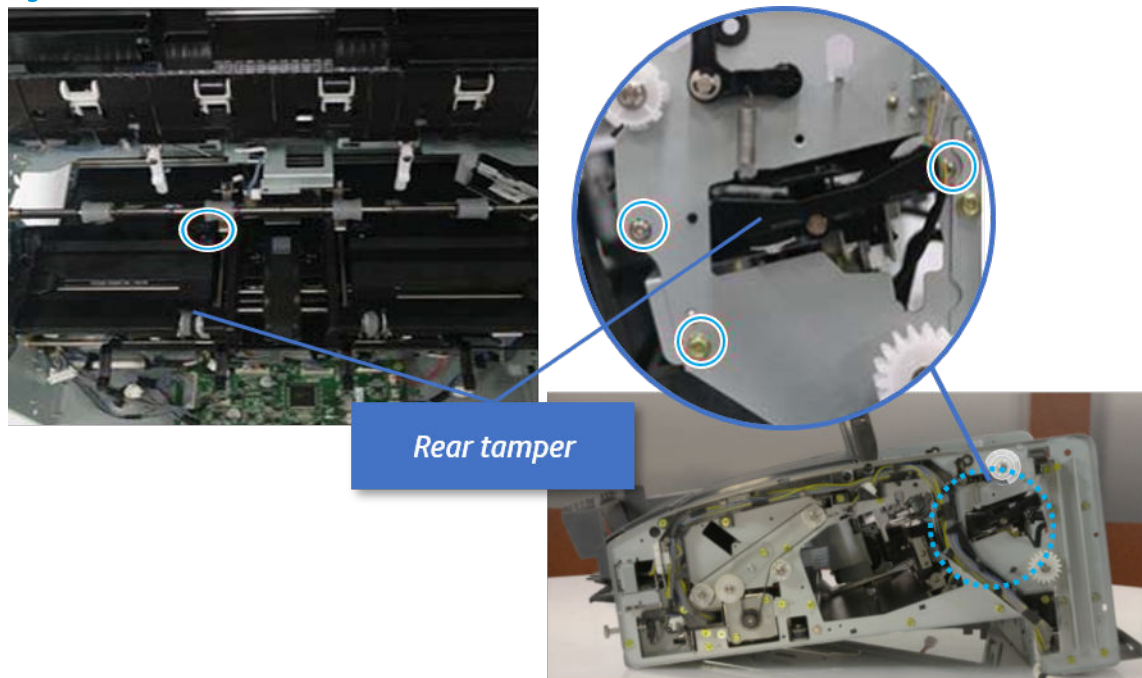
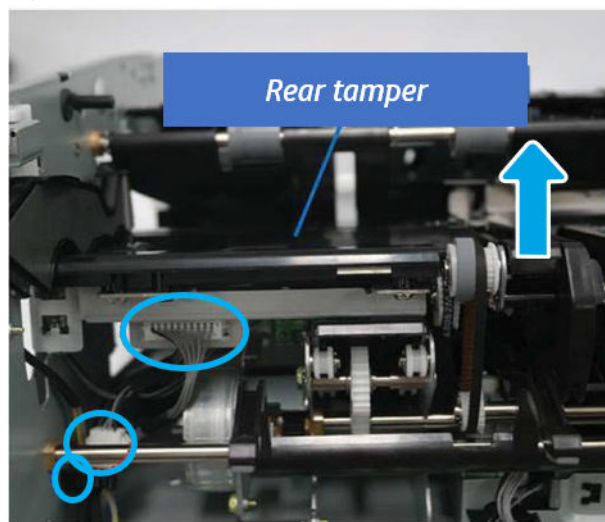
 **NOTE:** Move cable guide out of position to access the screws.

Figure 6-304 Remove four screws



2. Unplug two connectors and release the hook, and then remove the rear tamper.

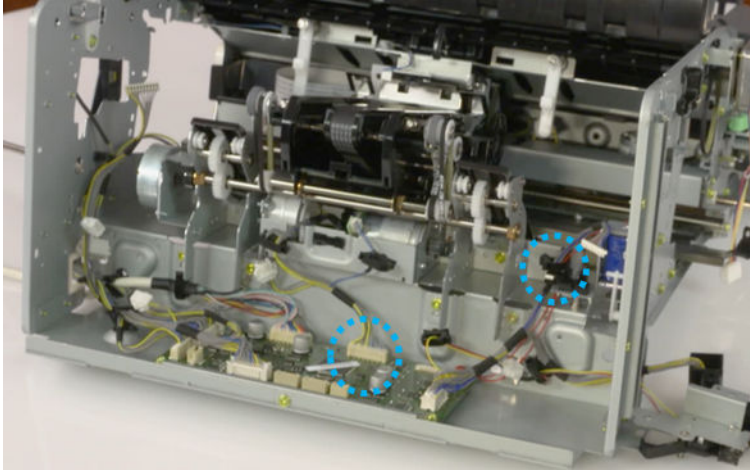
Figure 6-305 Remove the rear tamper



Step 15: Remove the ejector and paper support assembly

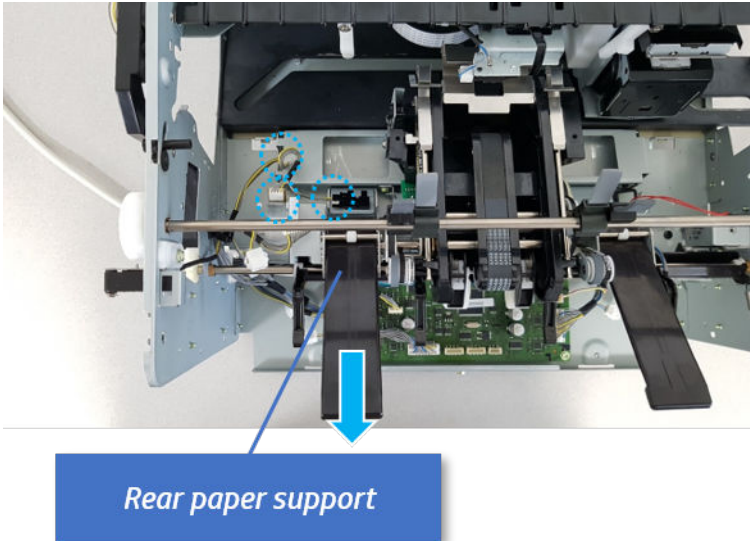
1. Open one clamp, disconnect one connector.

Figure 6-306 Disconnect one connector



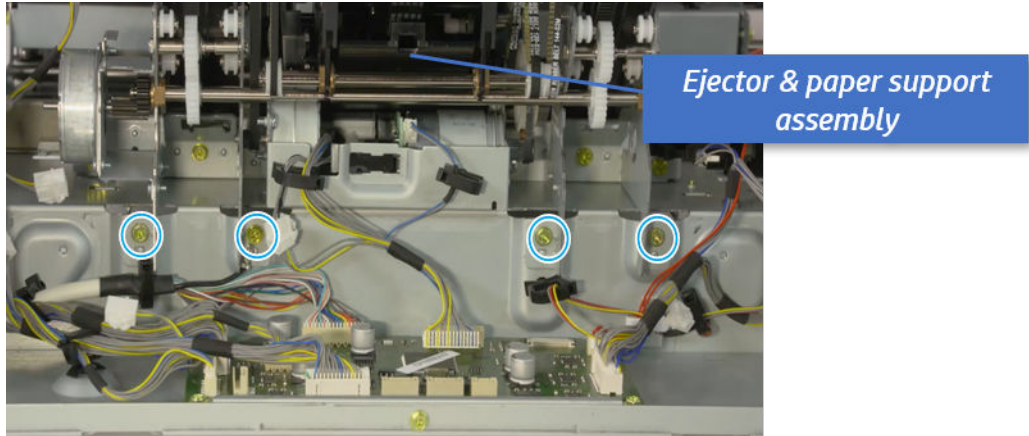
2. Pull the rear paper support up, and then release one clamp and disconnect two connectors.

Figure 6-307 Remove the ejector assembly



3. Remove four screws, and then remove the ejector & paper support assembly

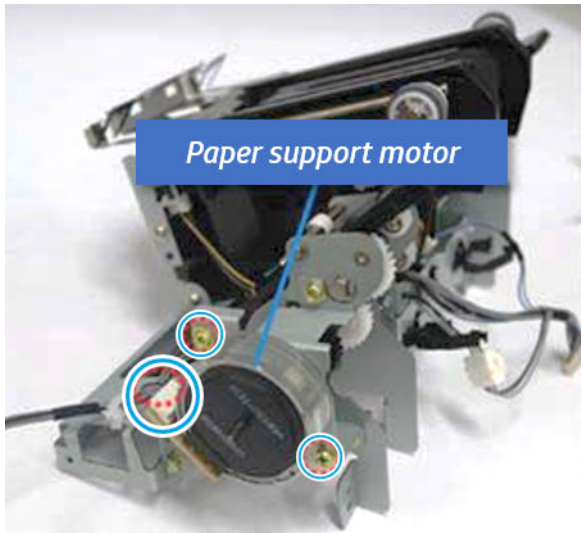
Figure 6-308 Remove the ejector & paper support assembly



Step 16: Remove the paper support motor

- ▲ Remove two screws, disconnect one connect, and then remove the paper support motor.

Figure 6-309 Remove the paper support motor





Step 17: 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.

Paddle unit

- [Main Paddle](#)
- [Main paddle home sensor \(S4\)](#)
- [Main paddle motor \(M3\)](#)
- [Main paddle assembly](#)
- [Sub paddle unit](#)

Main Paddle

- [Introduction](#)
- [Step 1: Remove the main paddle](#)
- [Step 2: Unpack the replacement assembly](#)

Introduction

Learn how to remove and replace the main paddle.

[View a video of removing the inner finisher.](#)

[View a video of installing the inner finisher.](#)



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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.



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.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

Use the table below to identify the correct part number for your printer. To order the part, go to

www.hp.com/buy/parts

Table 6-47 Part information

Part number	Part description
JC90-1327A	Main paddle
JC82-01038A	Main paddle kit
JC63-04957A	Main paddle A
JC63-04958A	Main paddle B
JC81-07560A	Main paddle holder

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

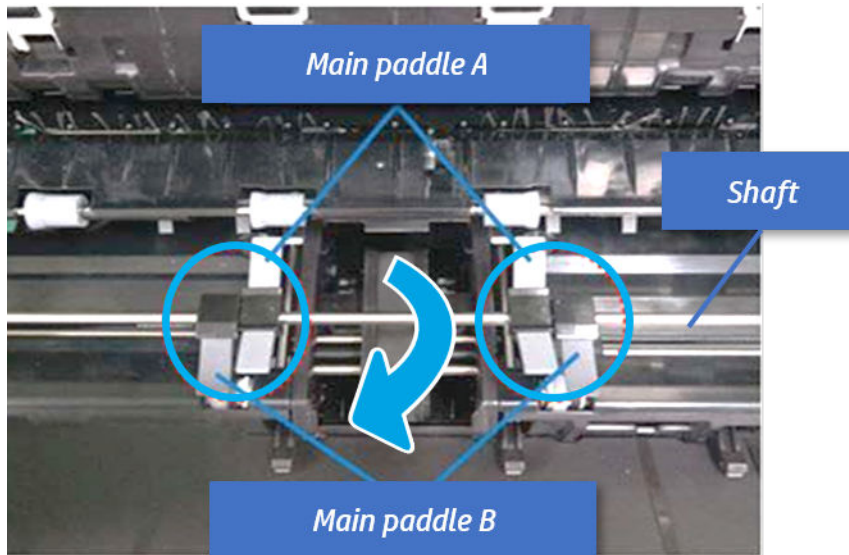
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the main paddle

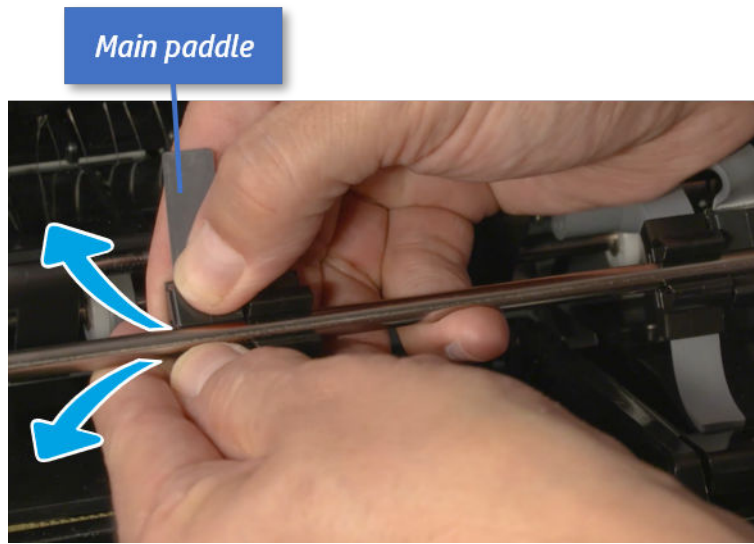
1. Open the top cover.
2. Rotate the main paddle shaft to see the lower side of the main paddle.


Figure 6-310 Rotate the main paddle shaft

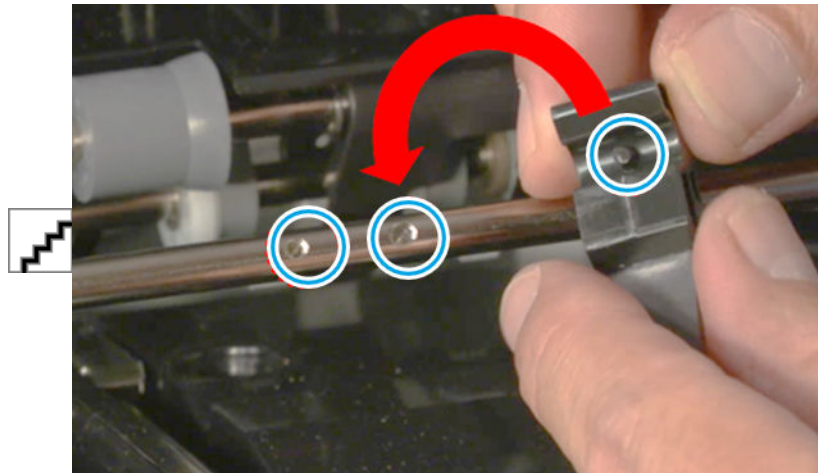


3. Remove the main paddle by pushing both sides.

Figure 6-311 Remove the main paddle




 **TIP:** When reassembling the main paddle, check the pin position of the paddle and the hole position of the shaft, and then assemble them.





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.

Main paddle home sensor (S4)

- [Introduction](#)
- [Step 1: Remove the front cover](#)
- [Step 2: Remove the main paddle home sensor](#)
- [Step 3: Unpack the replacement assembly](#)

Introduction

Learn how to remove and replace the main paddle home sensor.

[View a video of removing the inner finisher.](#)

[View a video of installing the inner finisher.](#)



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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

⚠ 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.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

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

Table 6-48 Part information

Part number	Part description
0604-001393	Main paddle home sensor

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

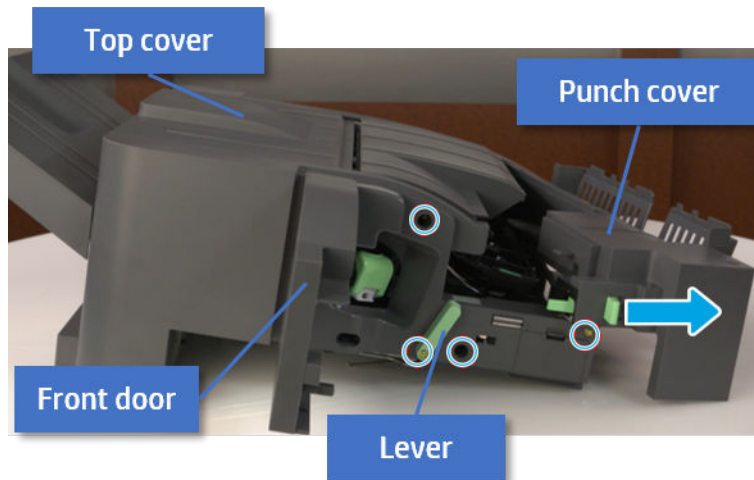
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the front cover

1. Open the front door and open the punch cover.
2. Remove three screws in the front.
3. Remove the lever.
4. Open the top cover.
5. From the right side of the front cover, carefully lift and pry toward the top-left corner to remove the front cover.

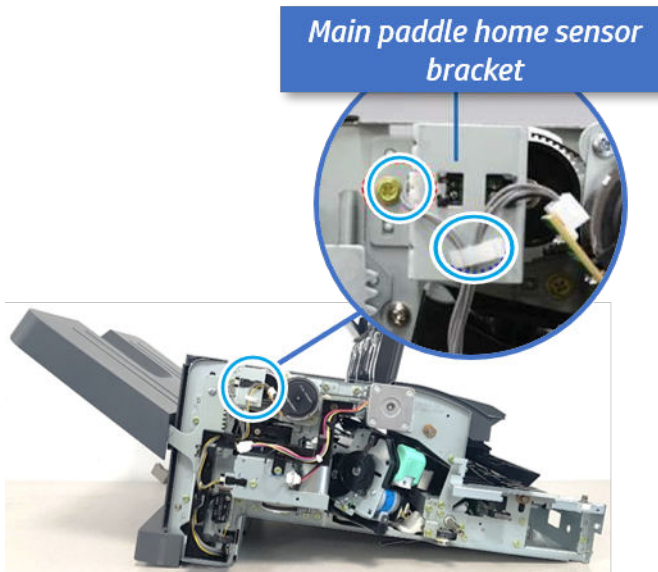
Figure 6-312 Remove the front cover



Step 2: Remove the main paddle home sensor

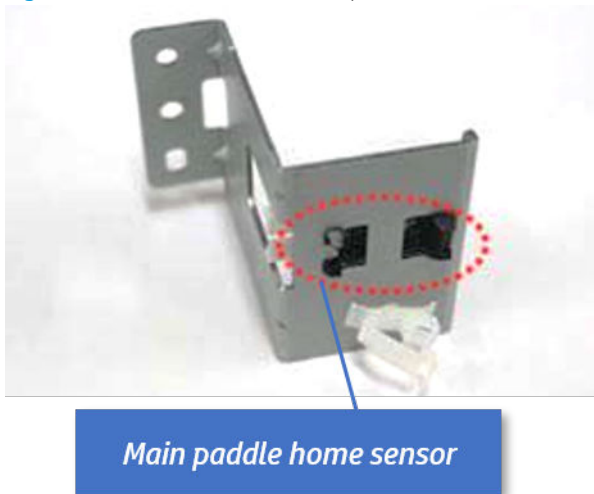
1. Remove one screw. Open the clamp and unplug one connector, and then remove the main paddle home sensor bracket.

Figure 6-313 Remove the main paddle home sensor bracket




2. Remove the main paddle home sensor from the bracket.

Figure 6-314 Remove the main paddle home sensor





Step 3: 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.

Main paddle motor (M3)

- [Introduction](#)
- [Step 1: Remove the front cover](#)
- [Step 2: Remove the main paddle motor](#)
- [Step 3: Unpack the replacement assembly](#)

Introduction

Learn how to remove and replace the main paddle motor.

[View a video of removing the inner finisher.](#)

[View a video of installing the inner finisher.](#)



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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- ⚠ **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.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

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

Table 6-49 Part information

Part number	Part description
JC93-01001A	Main paddle motor assembly

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

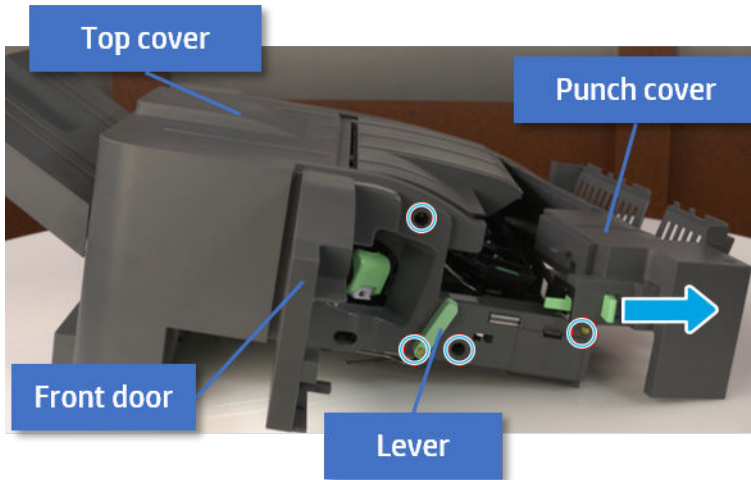
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the front cover

1. Open the front door and open the punch cover.
2. Remove three screws in the front.
3. Remove the lever.
4. Open the top cover.
5. From the right side of the front cover, carefully lift and pry toward the top-left corner to remove the front cover.

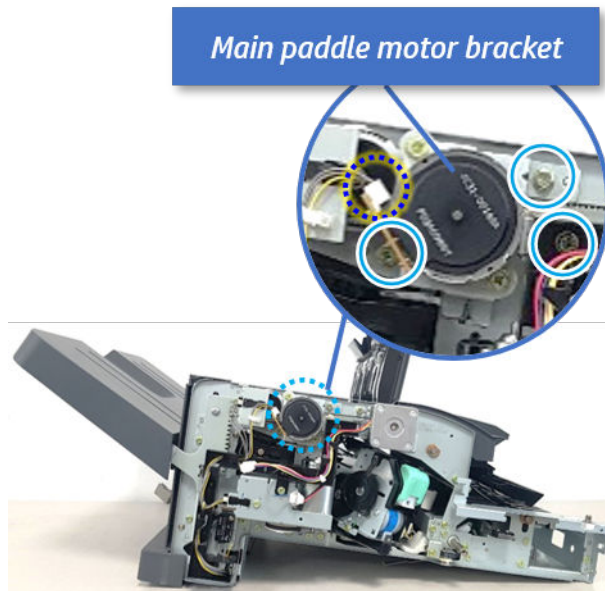
Figure 6-315 Remove the front cover



Step 2: Remove the main paddle motor

1. Remove three screws, unplug the connector, and then remove the main paddle motor bracket.

Figure 6-316 Remove the main paddle motor bracket



2. Remove two screws, and then remove the motor from the bracket.


Figure 6-317 Remove the main paddle motor



Main paddle motor



Step 3: 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.

Main paddle assembly

- [Introduction](#)
- [Step 1: Remove the front cover](#)
- [Step 2: Remove the rear cover](#)
- [Step 3: Remove the main paddle home sensor bracket](#)
- [Step 4: Remove the main paddle motor bracket](#)
- [Step 5: Remove the main paddle](#)
- [Step 6: Remove the main paddle assembly](#)
- [Step 7: Unpack the replacement assembly](#)

Introduction

Learn how to remove and replace the main paddle assembly.

[View a video of removing the inner finisher.](#)

[View a video of installing the inner finisher.](#)



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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

⚠ 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.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

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

Table 6-50 Part information

Part number	Part description
JC90-01327A (not orderable)	Main paddle assembly

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

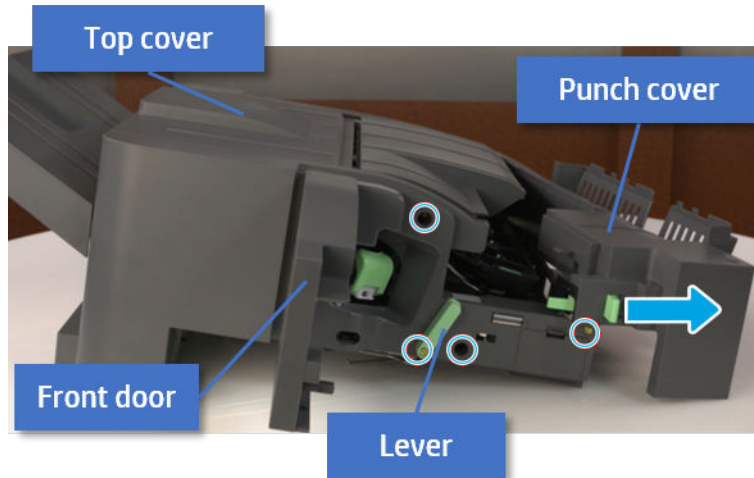
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the front cover

1. Open the front door and open the punch cover.
2. Remove three screws in the front.
3. Remove the lever.
4. Open the top cover.
5. From the right side of the front cover, carefully lift and pry toward the top-left corner to remove the front cover.

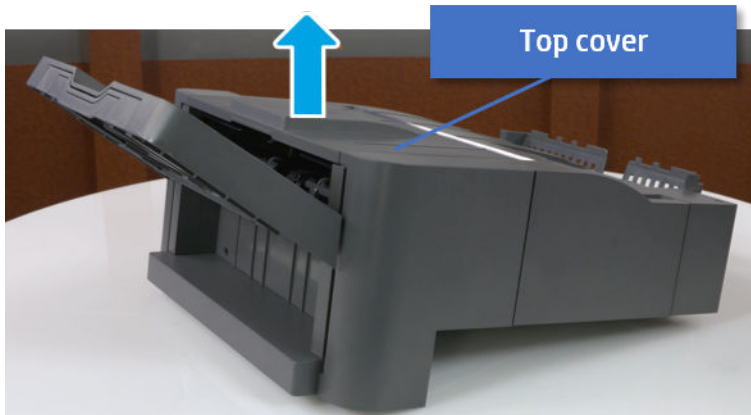
Figure 6-318 Remove the front cover



Step 2: Remove the rear cover

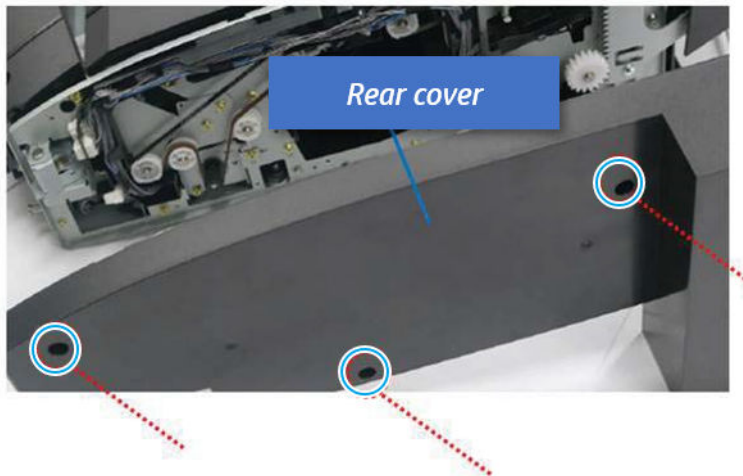
1. Open the top cover.

Figure 6-319 Open the top cover



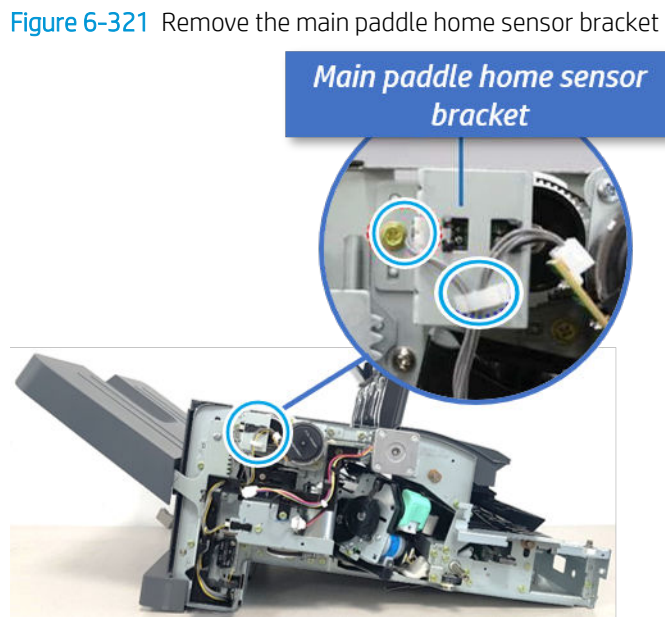
2. Remove three screws.
3. Release hooks carefully and remove the rear cover.

Figure 6-320 Remove the rear cover



Step 3: Remove the main paddle home sensor bracket

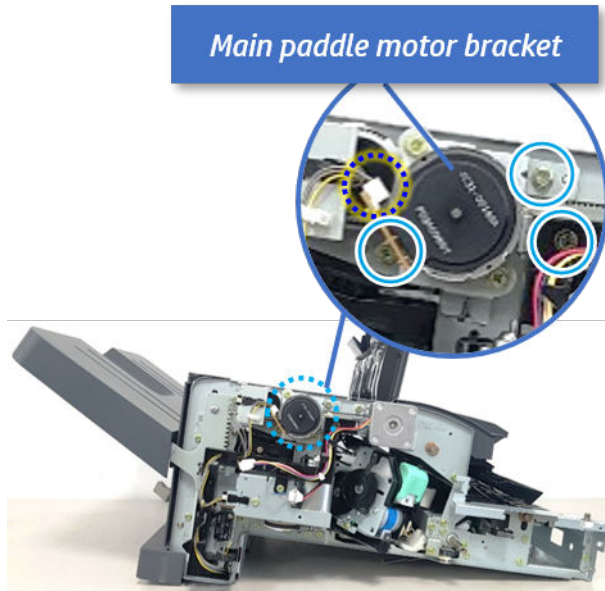
- ▲ Remove one screw. Open the clamp and unplug one connector, and then remove the main paddle home sensor bracket.



Step 4: Remove the main paddle motor bracket

- ▲ Remove three screws, unplug the connector, and then remove the main paddle motor bracket.

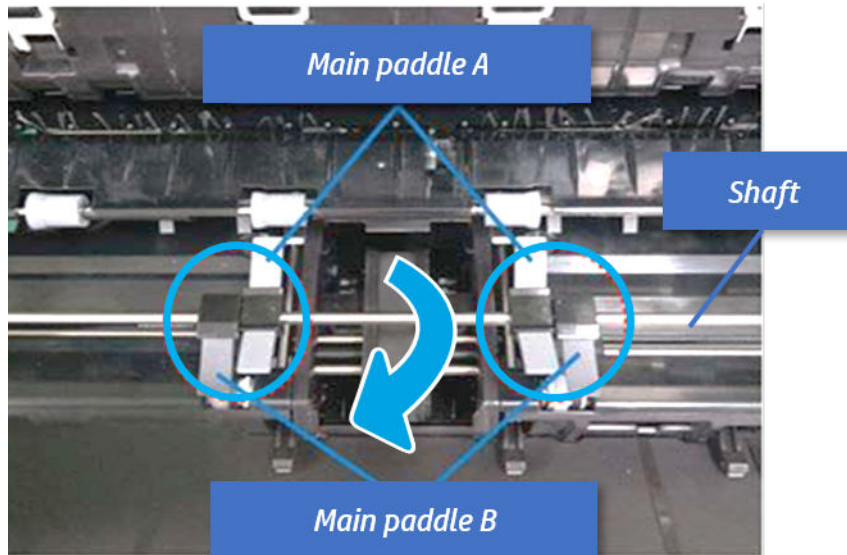
Figure 6-322 Remove the main paddle motor bracket



Step 5: Remove the main paddle

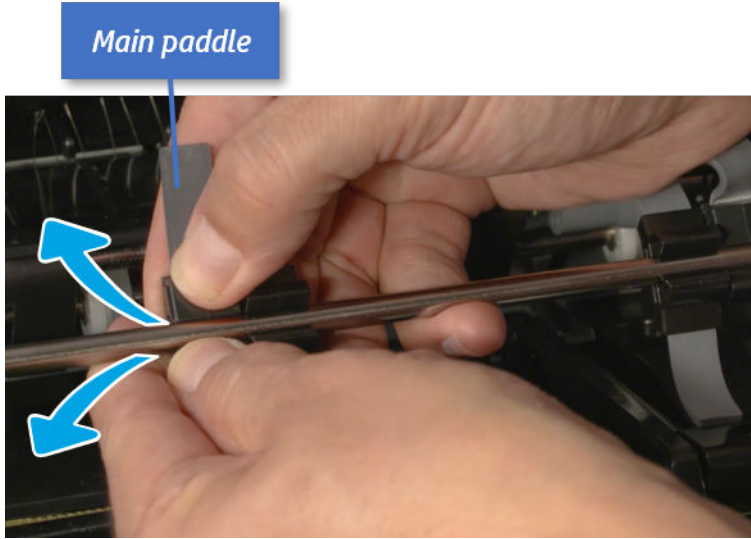
1. Open the top cover.
2. Rotate the main paddle shaft to see the lower side of the main paddle.


Figure 6-323 Rotate the main paddle shaft

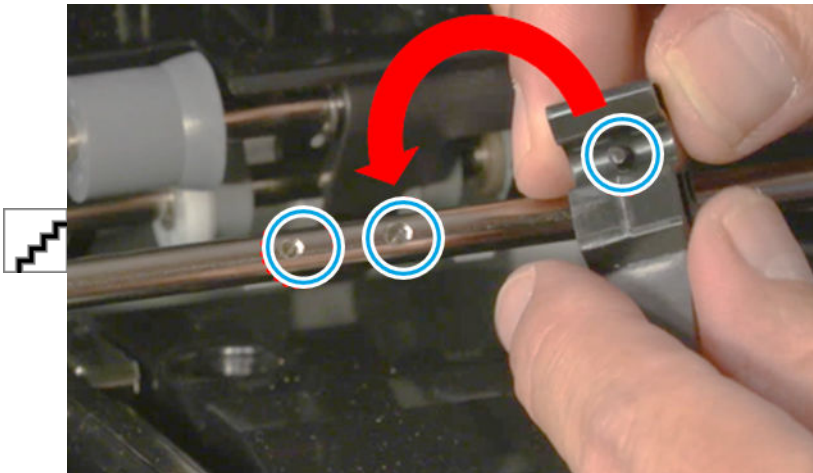


3. Remove the main paddle by pushing both sides.

Figure 6-324 Remove the main paddle



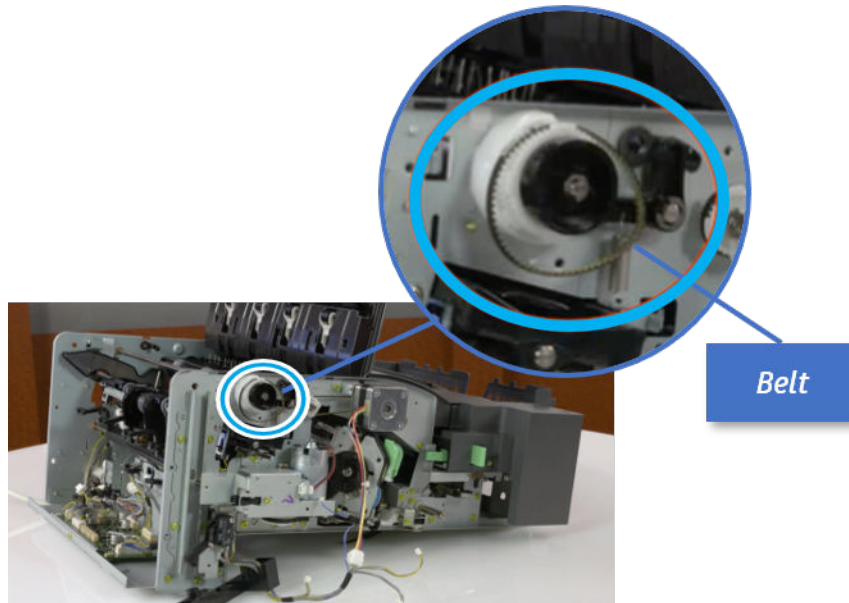
 **TIP:** When reassembling the main paddle, check the pin position of the paddle and the hole position of the shaft, and then assemble them.



Step 6: Remove the main paddle assembly

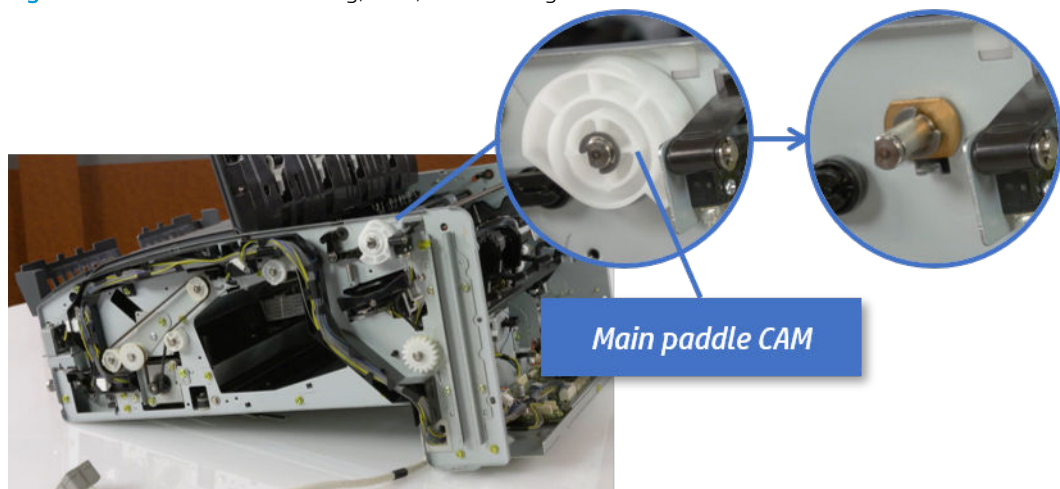
1. Remove the belt in the front.

Figure 6-325 Remove the belt



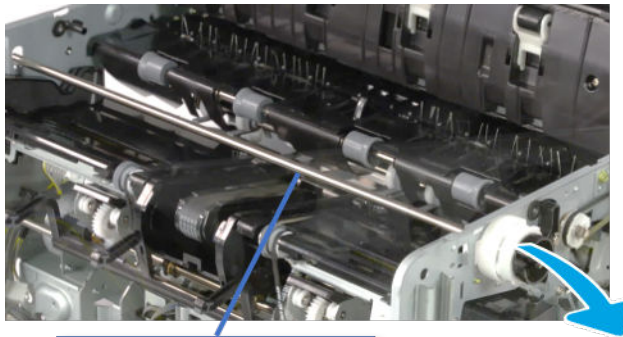
2. Remove the e-ring and the main paddle CAM in the rear. And then remove the e-ring and the bushing.

Figure 6-326 Remove the e-ring, cam, and bushing



3. Push the shaft to remove the main paddle shaft.

Figure 6-327 Remove the main paddle shaft



Main paddle shaft



Step 7: 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.

Sub paddle unit

- [Introduction](#)
- [Step 1: Remove the rear cover](#)
- [Step 2: Remove the sub paddle unit](#)
- [Step 3: Unpack the replacement assembly](#)

Introduction

Learn how to remove and replace the sub paddle.

[View a video of removing the inner finisher.](#)

[View a video of installing the inner finisher.](#)



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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

⚠ 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.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

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

Table 6-51 Part information

Part number	Part description
JC90-01336A	Sub paddle unit

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

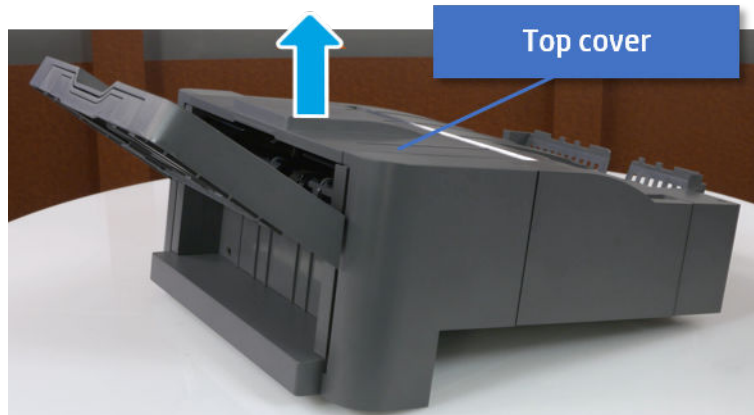
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the rear cover

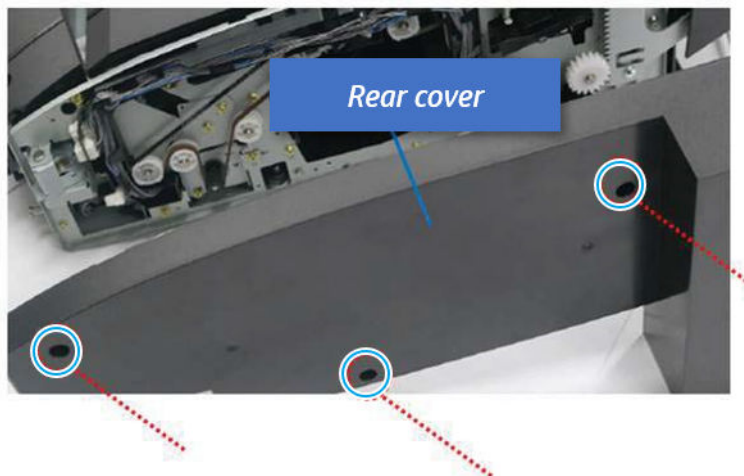
1. Open the top cover.

Figure 6-328 Open the top cover



2. Remove three screws.
3. Release hooks carefully and remove the rear cover.

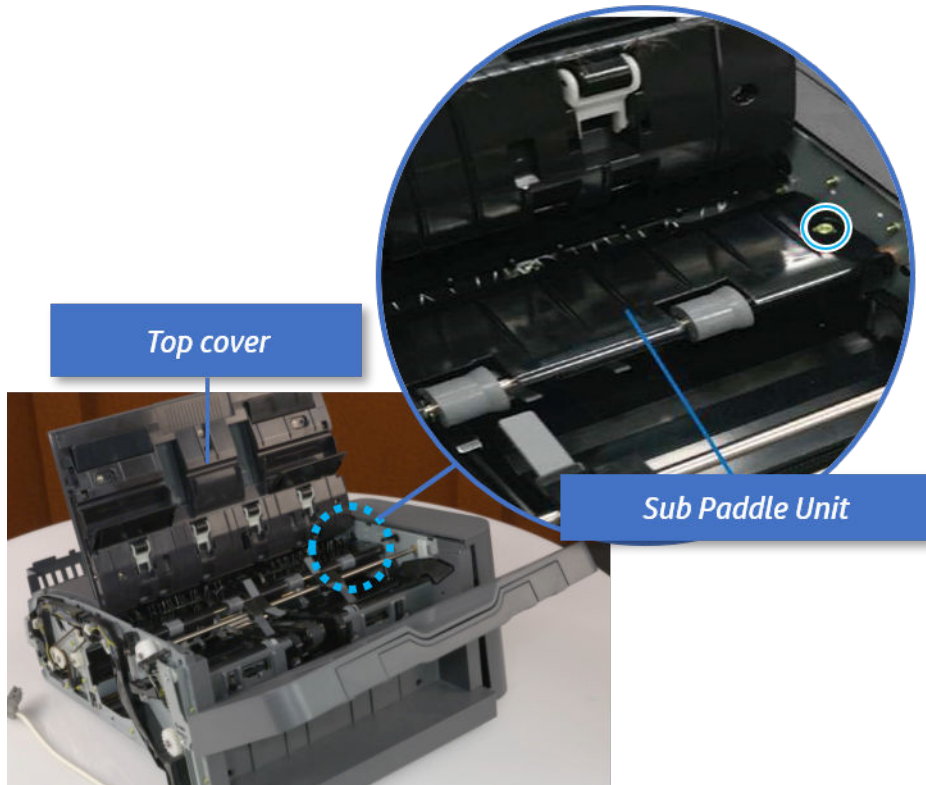
Figure 6-329 Remove the rear cover



Step 2: Remove the sub paddle unit

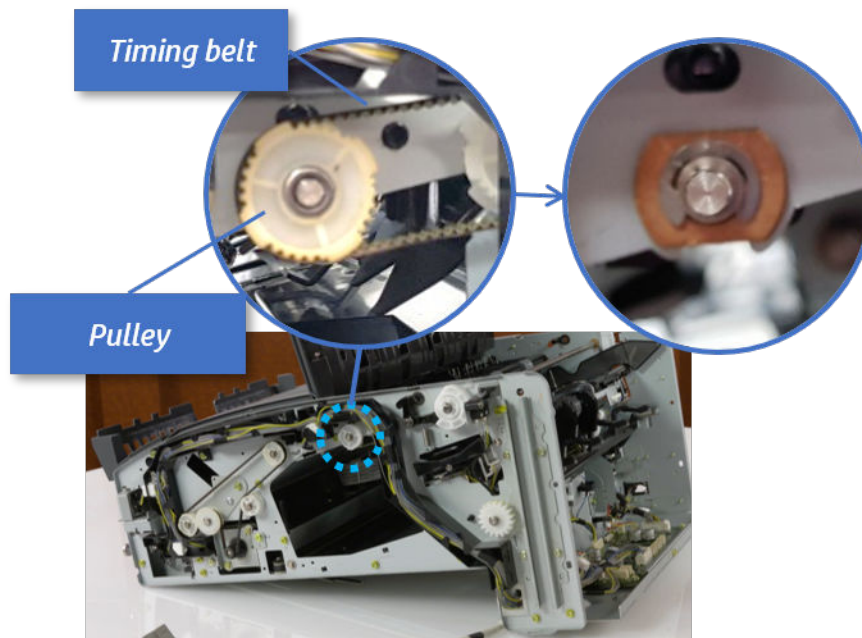
1. Open the top cover, and then remove one screw securing the sub paddle unit.

Figure 6-330 Remove one screw



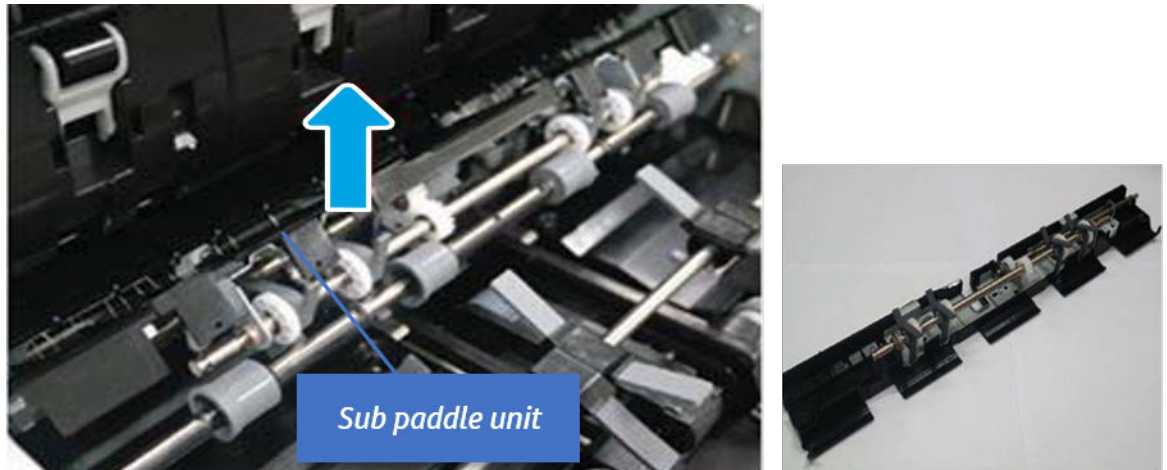
2. Remove the e-ring, and then remove the pulley and timing belt. And then remove the e-ring and the bushing.

Figure 6-331 Remove the e-ring, pulley, timing belt, and bushing



3. Lift up and remove the sub paddle unit.

Figure 6-332 Remove the sub paddle unit





Step 3: 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.

Tamper unit

- [Front tamper](#)
- [Rear tamper](#)

Front tamper

- [Front tamper](#)
- [Front tamper home sensor \(S5\)](#)
- [Front tamper motor \(M9\)](#)

Front tamper

Introduction

Learn how to remove and replace the front tamper.

[View a video of removing the inner finisher.](#)

[View a video of installing the inner finisher.](#)



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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.



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.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

Use the table below to identify the correct part number for your printer. To order the part, go to

www.hp.com/buy/parts

Table 6-52 Part information

Part number	Part description
JC82-00899A	Front tamper

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

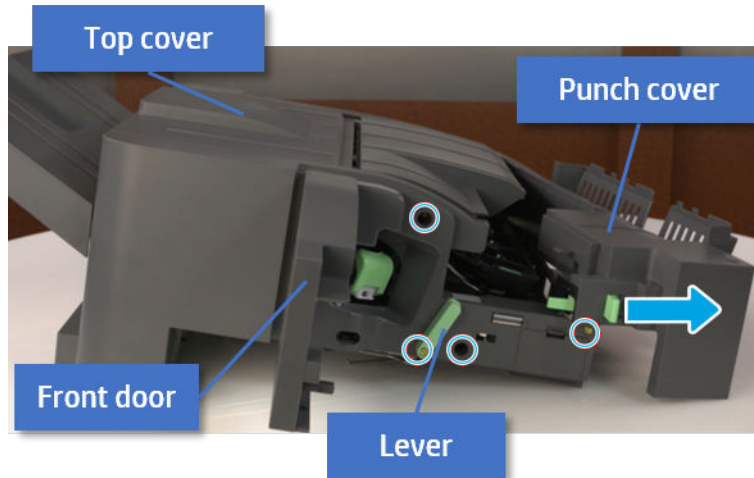
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the front cover

1. Open the front door and open the punch cover.
2. Remove three screws in the front.
3. Remove the lever.
4. Open the top cover.
5. From the right side of the front cover, carefully lift and pry toward the top-left corner to remove the front cover.

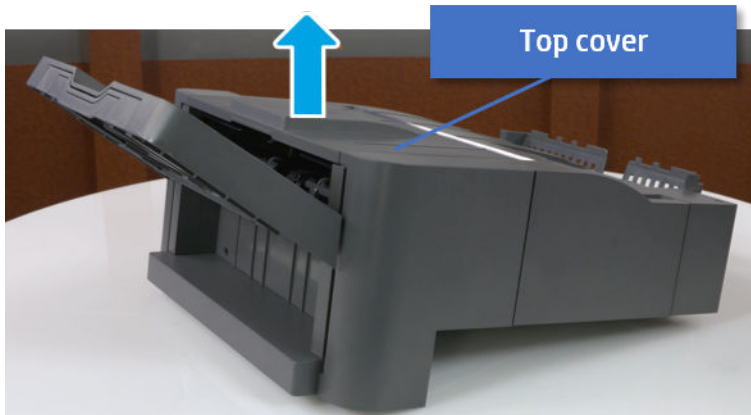
Figure 6-333 Remove the front cover



Step 2: Remove the rear cover

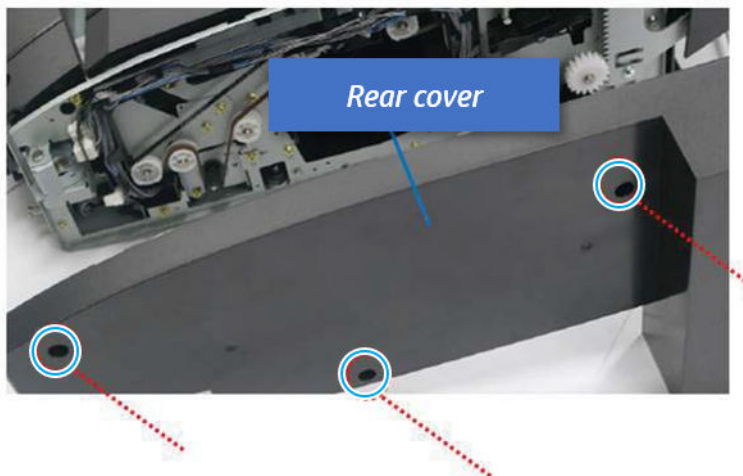
1. Open the top cover.

Figure 6-334 Open the top cover



2. Remove three screws.
3. Release hooks carefully and remove the rear cover.

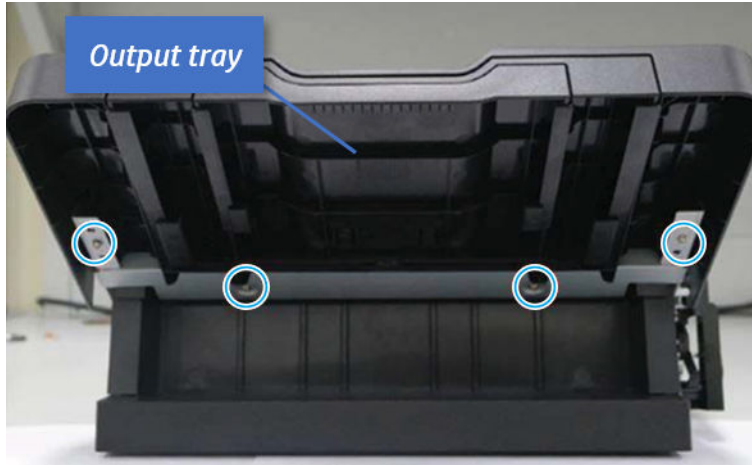
Figure 6-335 Remove the rear cover



Step 3: Remove the output tray

1. Remove four screws.

Figure 6-336 Remove four screws



2. Push the paper holding actuator into the inner finisher, and then remove the output tray.

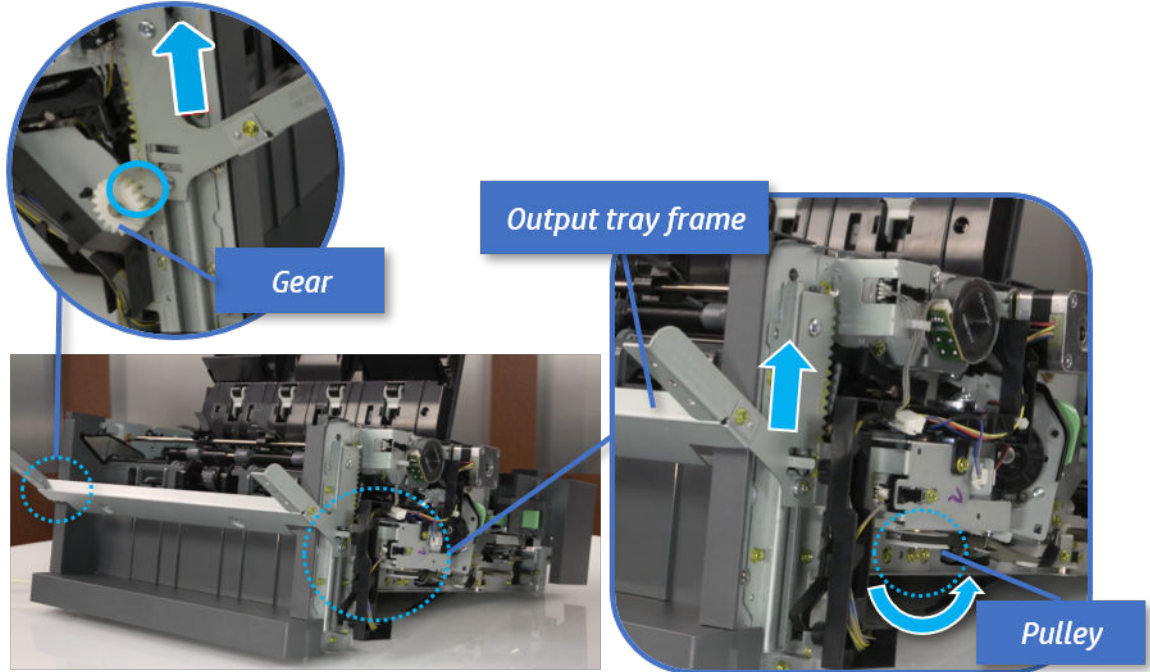
Figure 6-337 Remove the output tray



Step 4: Remove the output tray frame

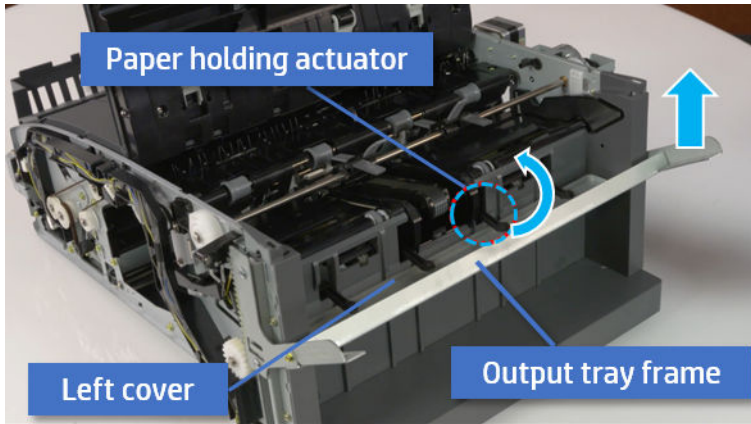
1. Rotate the pulley until the output tray frame depart from the gear.

Figure 6-338 Remove the pulley



2. Push the paper holding actuator into the inner finisher, and then remove the output tray frame.

Figure 6-339 Remove the output tray frame



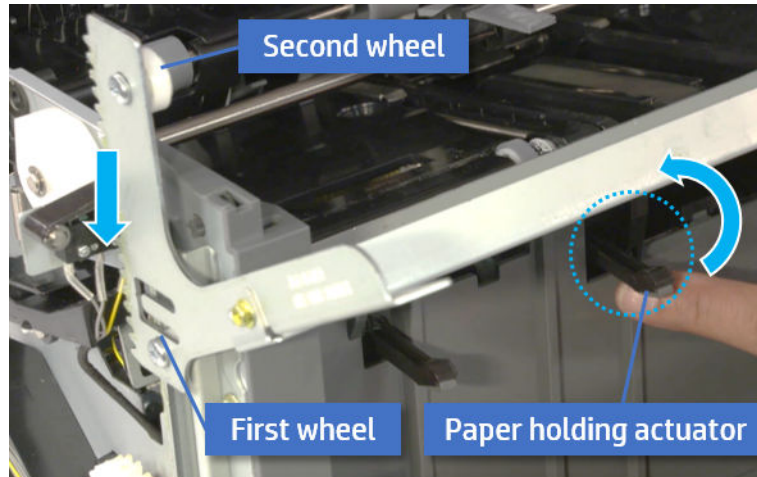
TIP: Push the paper holding actuator into the inner finisher when reassembling. Be sure to level the output tray.

Reinstall the output tray frame

Use the following special instructions when the reinstalling the assembly.

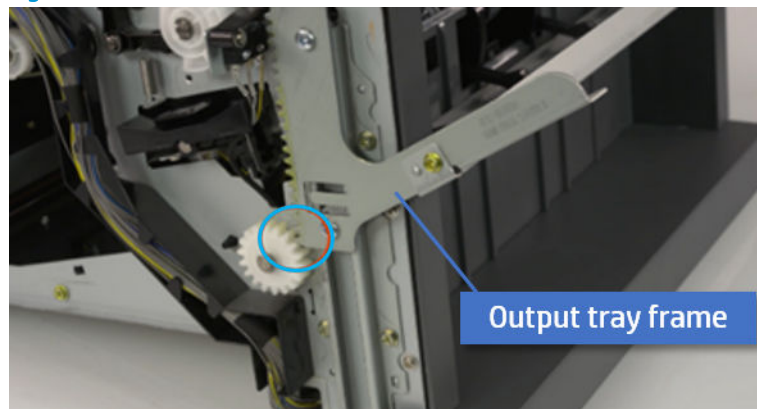
- a. Position the first wheel into the channel on both sides while pushing the paper holding actuator.

Figure 6-340 Install the wheel (1 of 2)



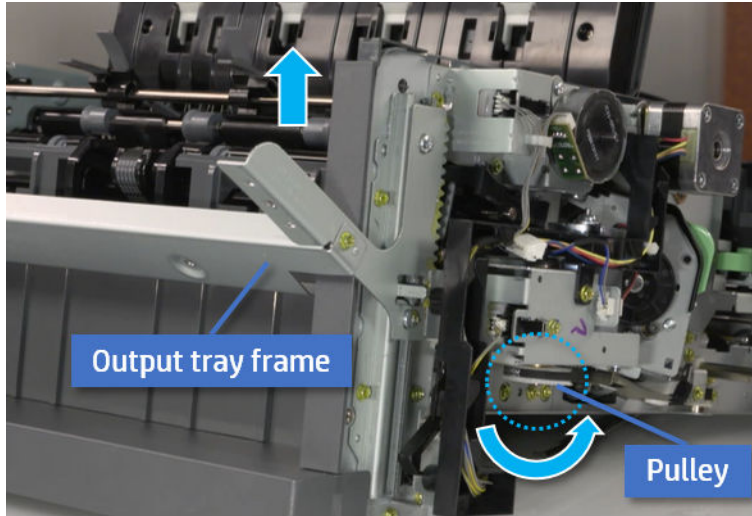
- b. Let the second wheel rest on the channel on both sides simultaneously.
- c. Gently squeeze the wheels into channel until the output tray frame meet the gear.

Figure 6-341 Install the wheel (2 of 2)



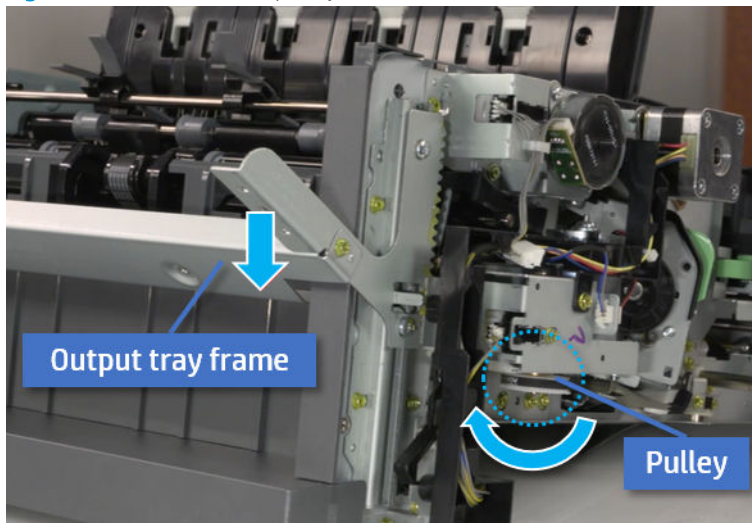
- d. Rotate the pulley until the output tray frame is no longer lifted. It can make to level the output tray frame.

Figure 6-342 Rotate the pulley (1 of 2)



- e. Rotate the pulley in the opposite direction.

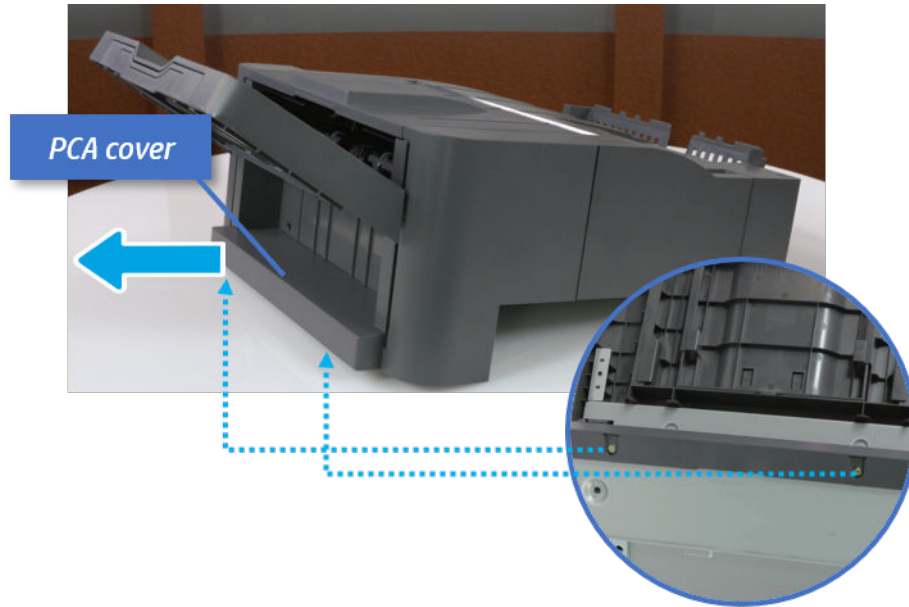
Figure 6-343 Rotate the pulley (2 of 2)



Step 5: Remove the PCA cover

- ▲ Remove two screws, and then remove the PCA cover.

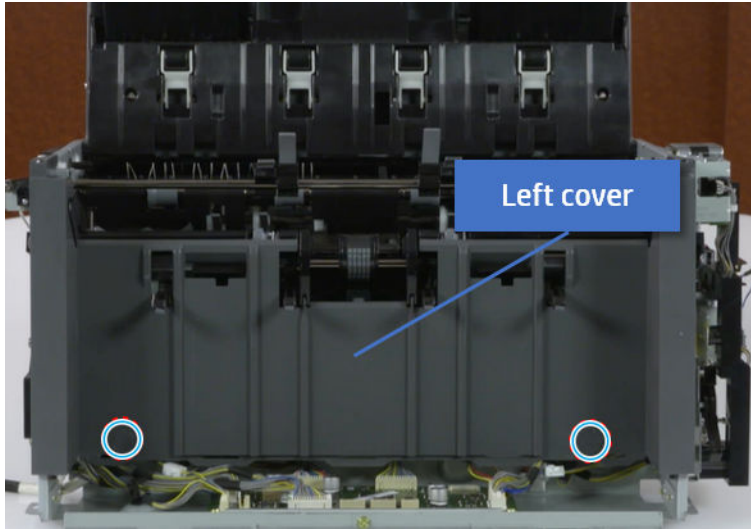
Figure 6-344 Remove the PCA cover



Step 6: Remove the left cover

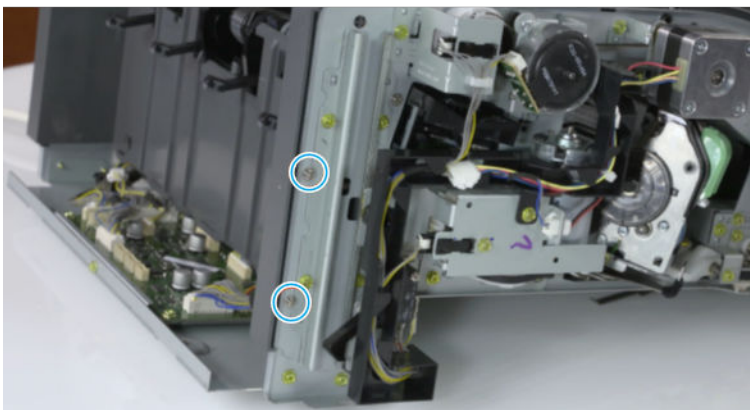
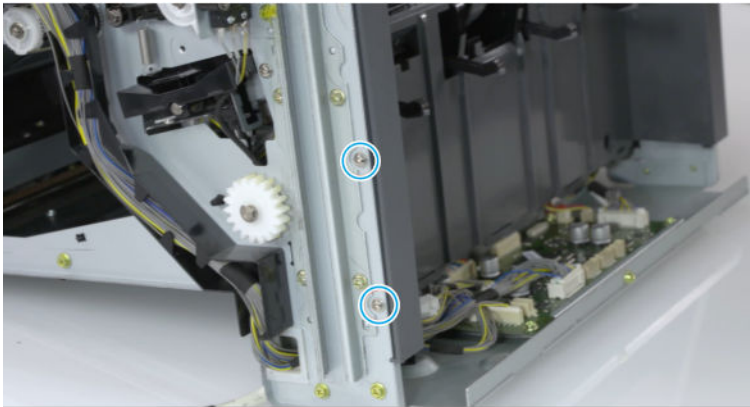
1. Remove two screws.

Figure 6-345 Remove two screws



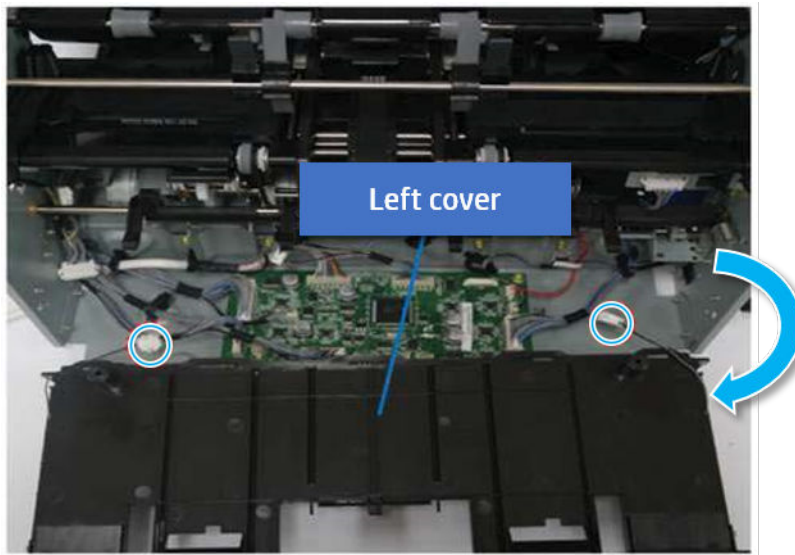
2. Remove four screws from both front and rear sides


Figure 6-346 Remove four screws

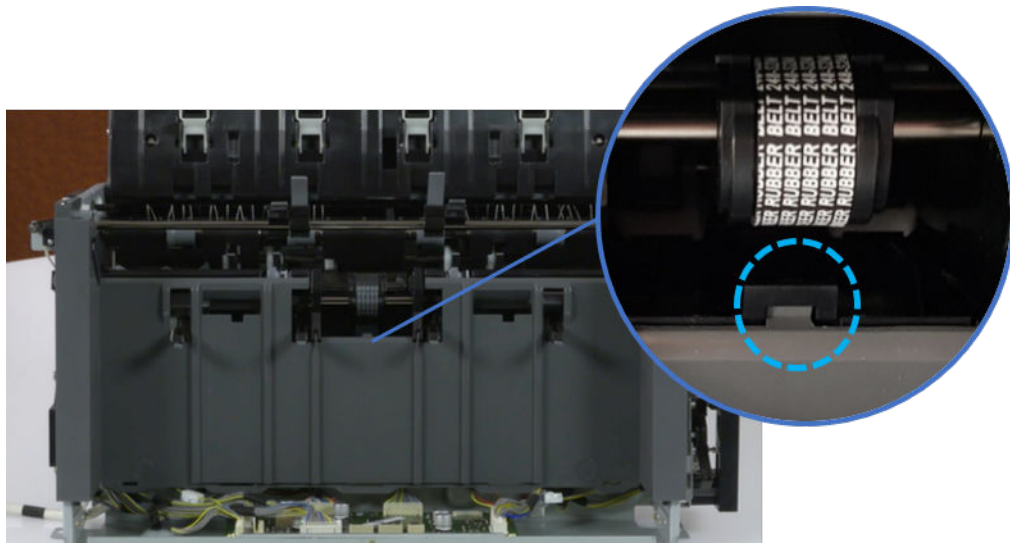


3. Unplug two inline connectors, and then remove the left cover.

Figure 6-347 Unplug two connectors



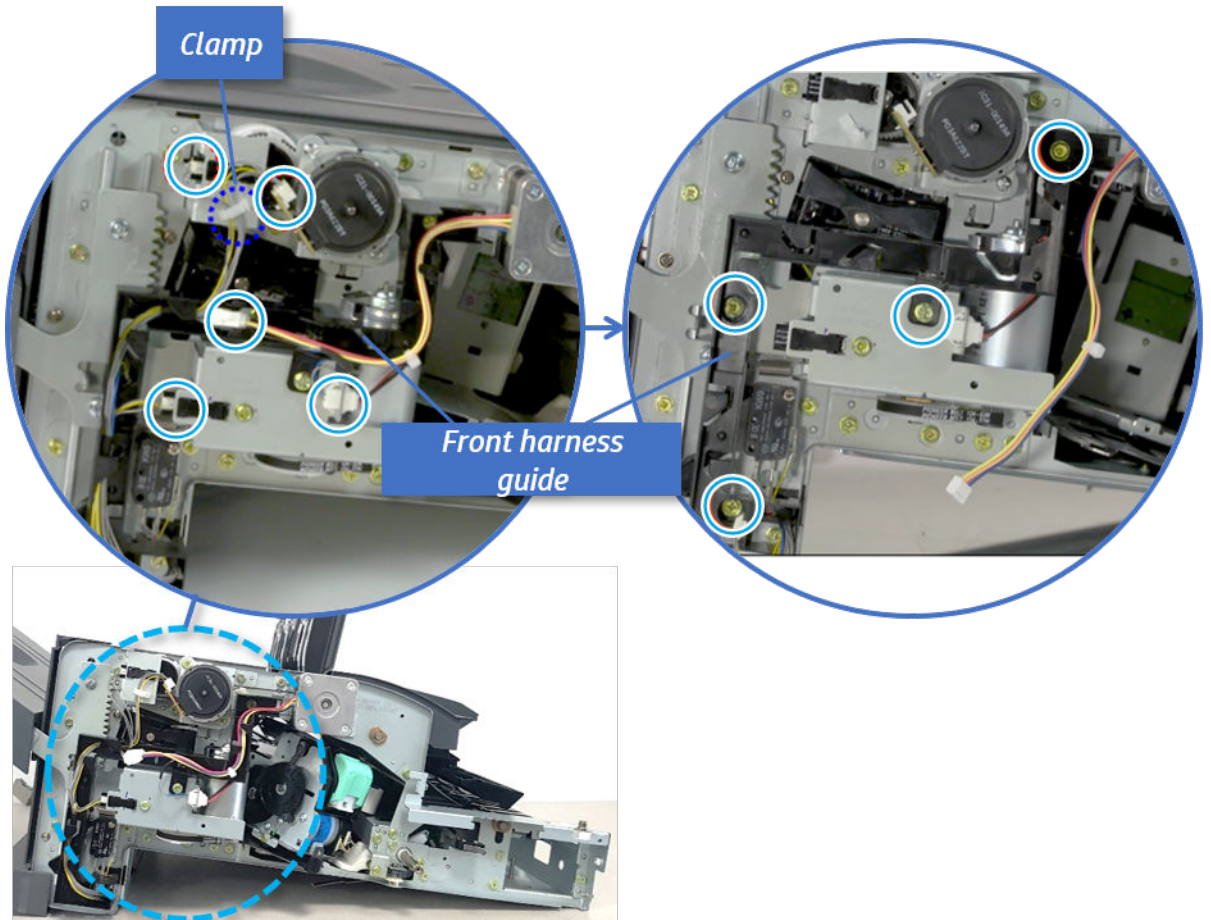
 **TIP:** Be sure to check the hook when reassembling.



Step 7: Remove the front harness guide

1. Open one clamp, unplug five connectors, and then remove the wire harness from the front harness guide.
2. Remove four screws, and then remove the front harness guide.

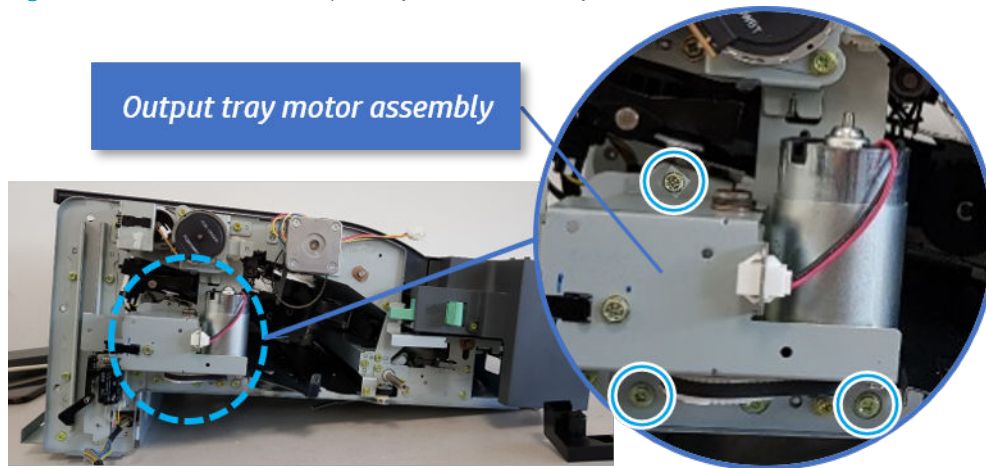
Figure 6-348 Remove the front harness guide



Step 8: Remove the output tray motor assembly

- ▲ Remove three screws, and then remove the output tray motor assembly.

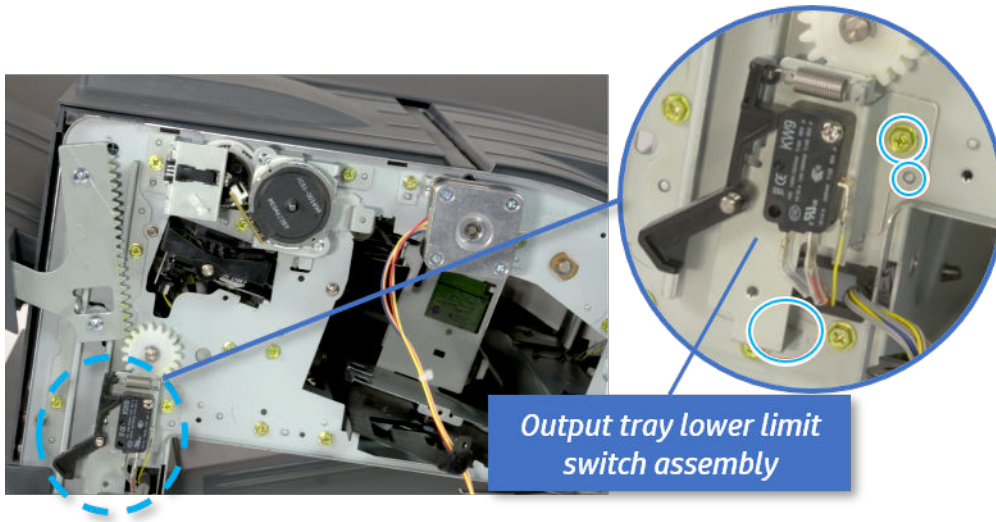
Figure 6-349 Remove the output tray motor assembly



Step 9: Remove the output tray lower limit switch

- ▲ Remove one screw, and then remove the output tray lower limit switch.

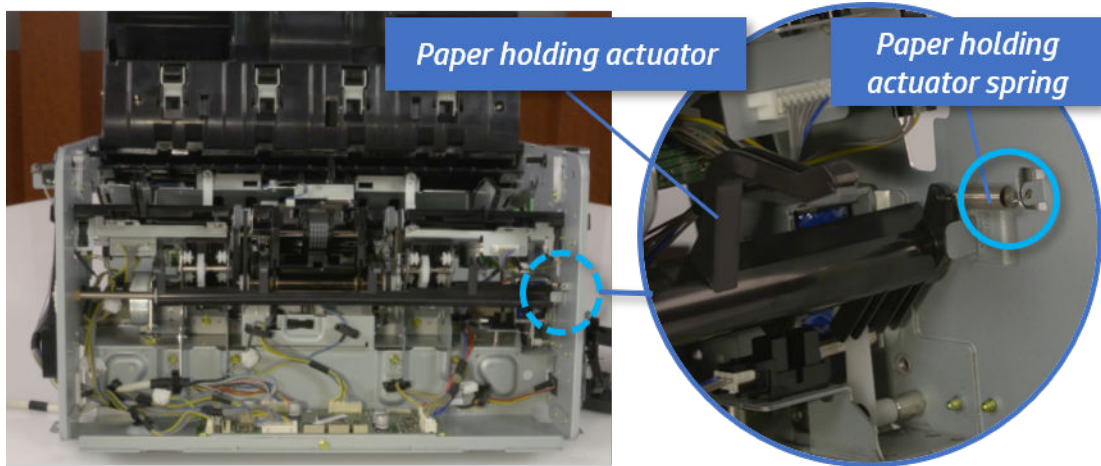
Figure 6-350 Remove the output tray lower limit switch



Step 10: Remove the paper holding

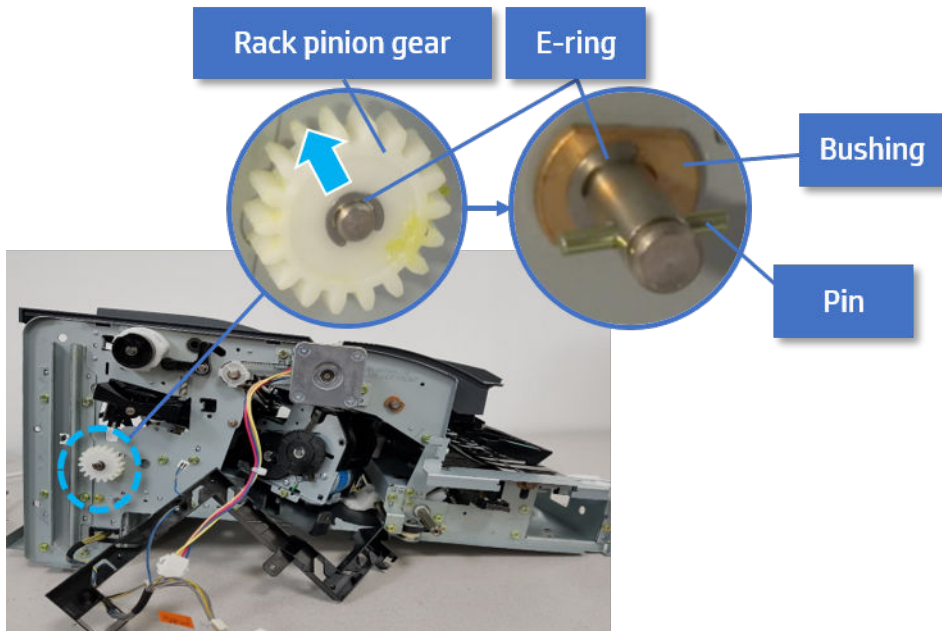
1. Remove the paper holding actuator spring.

Figure 6-351 Remove the paper holding actuator spring



2. Remove the e-ring and the rack pinion gear. Remove the pin and the e-ring, and then remove the bushing.

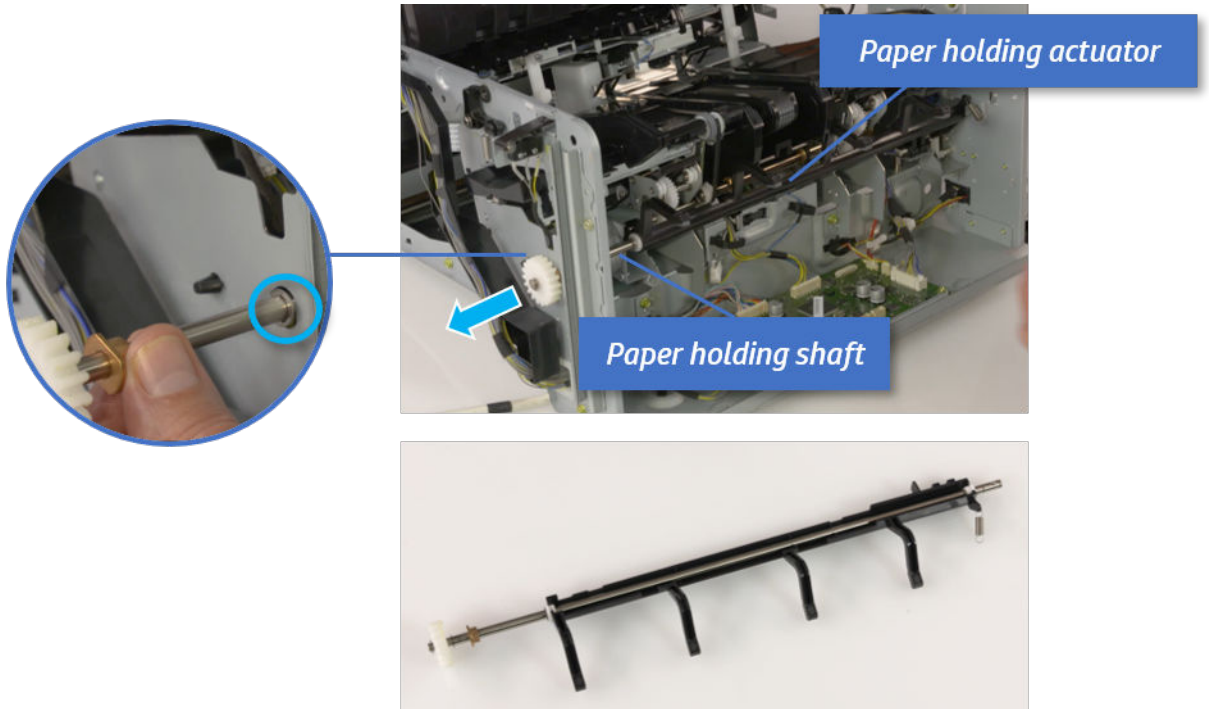
Figure 6-352 Remove e-ring, rack pinion gear, pin, and bushing



 **NOTE:** Be sure not to lose the pin.

- Carefully remove the paper holding shaft and the actuator.

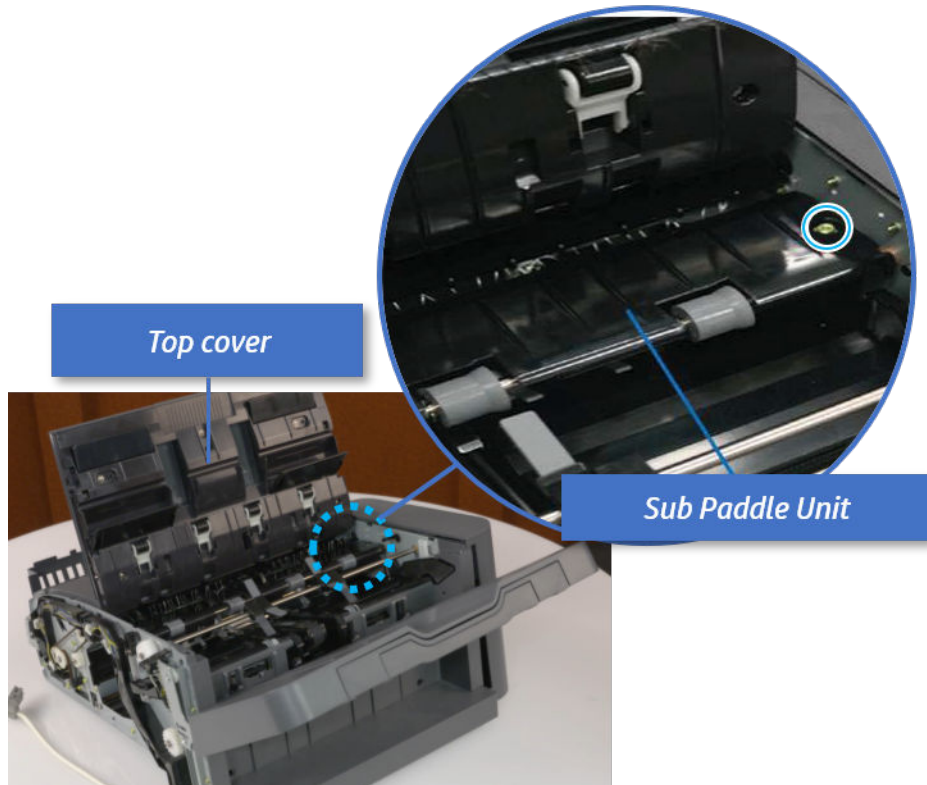
Figure 6-353 Remove the paper holding shaft and the actuator



Step 11: Remove the sub paddle unit

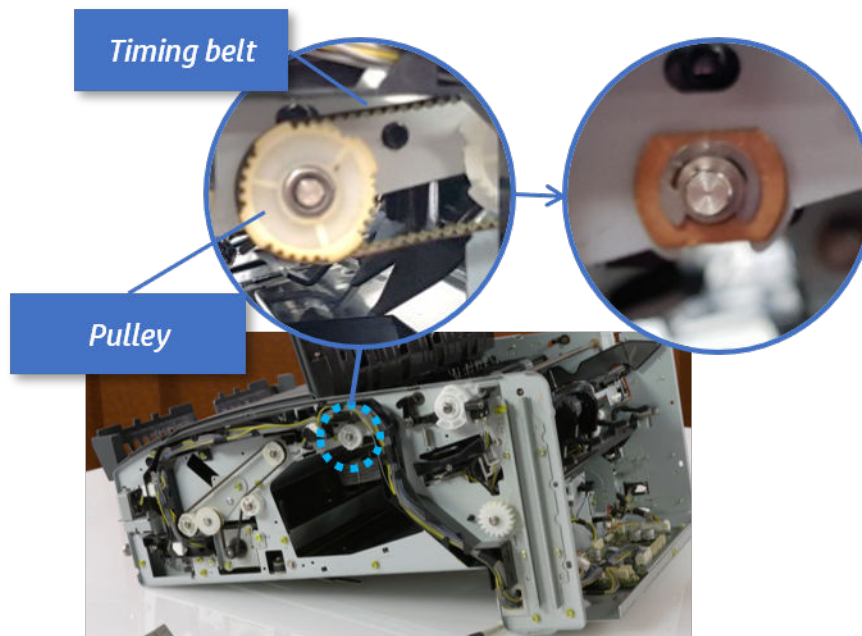
1. Open the top cover, and then remove one screw securing the sub paddle unit.

Figure 6-354 Remove one screw



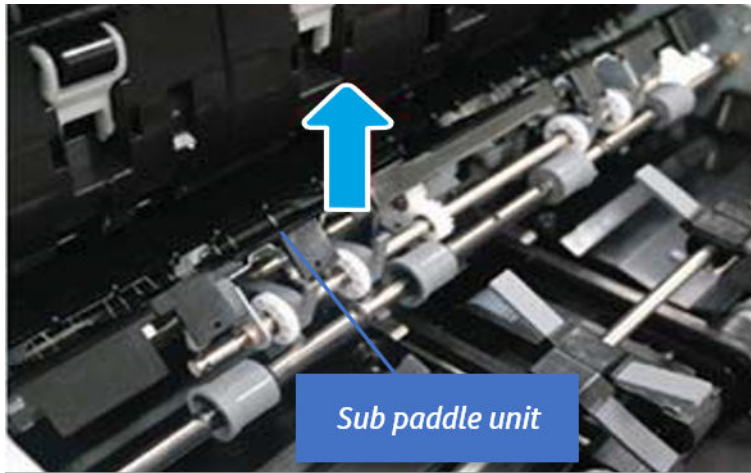
2. Remove the e-ring, and then remove the pulley and timing belt. And then remove the e-ring and the bushing.

Figure 6-355 Remove the e-ring, pulley, timing belt, and bushing



3. Lift up and remove the sub paddle unit.

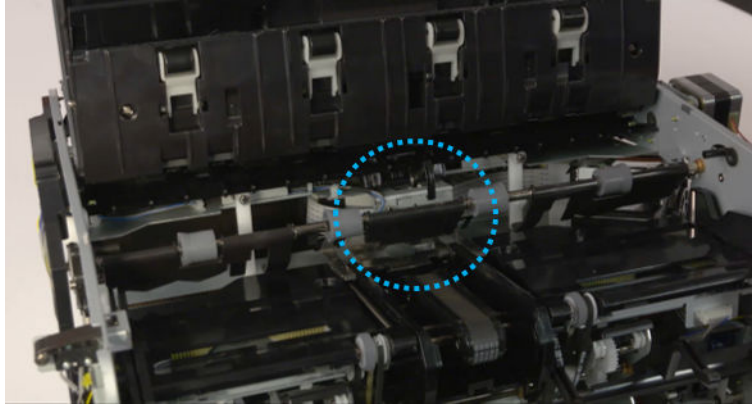
Figure 6-356 Remove the sub paddle unit



Step 12: Remove the exit roller

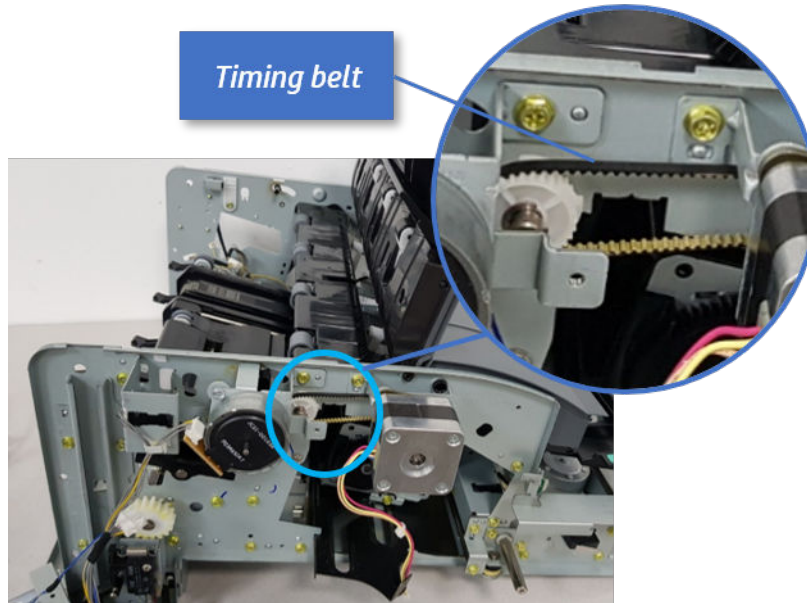
1. Remove the guide on the center of the exit roller.

Figure 6-357 Remove the guide



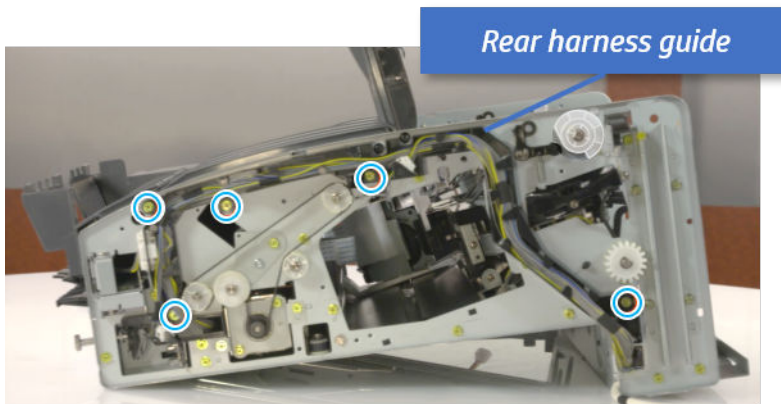
2. On the front of the inner finisher, release the timing belt connected to the exit motor.

Figure 6-358 Release the timing belt



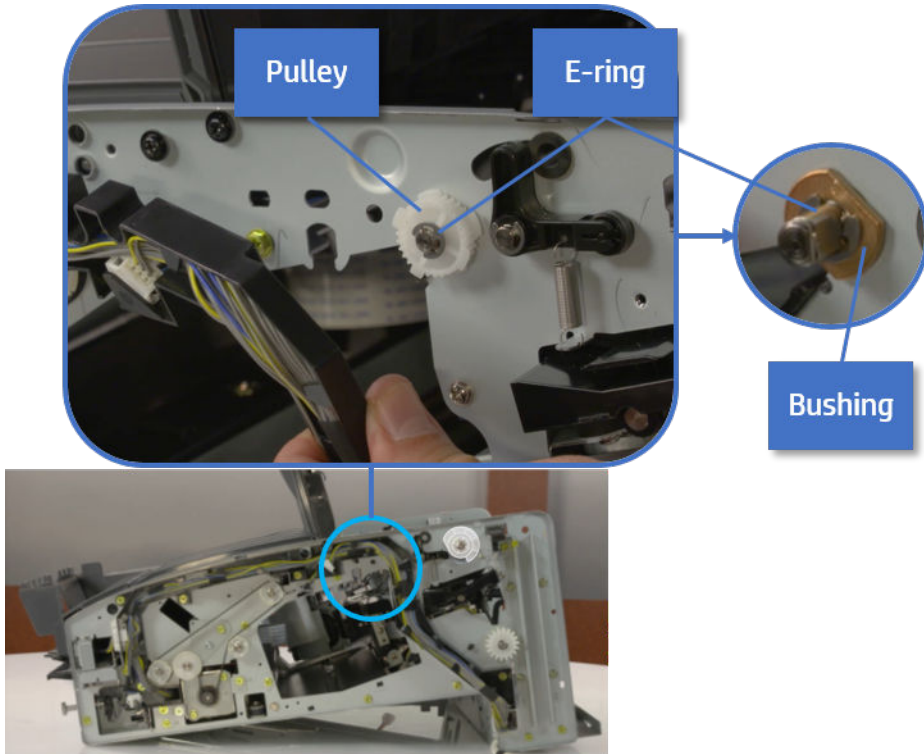
3. Remove five screws securing the rear harness guide.

Figure 6-359 Remove five screws



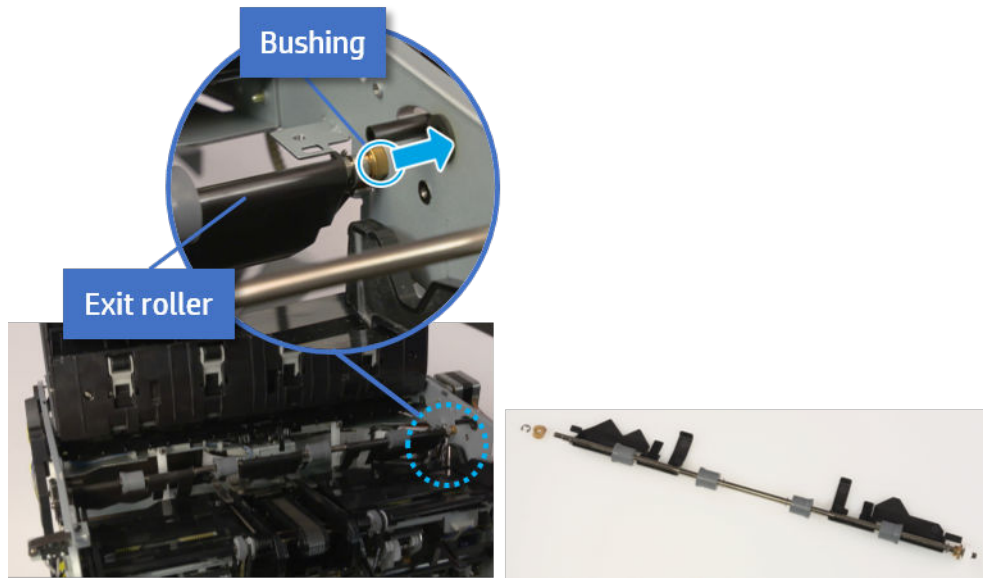
4. On the rear of the inner finisher, remove the e-ring and the pulley and then remove the e-ring and the bushing.

Figure 6-360 Remove the e-ring, pulley, and bushing



5. Push the bushing to detach it, and then remove the exit roller.

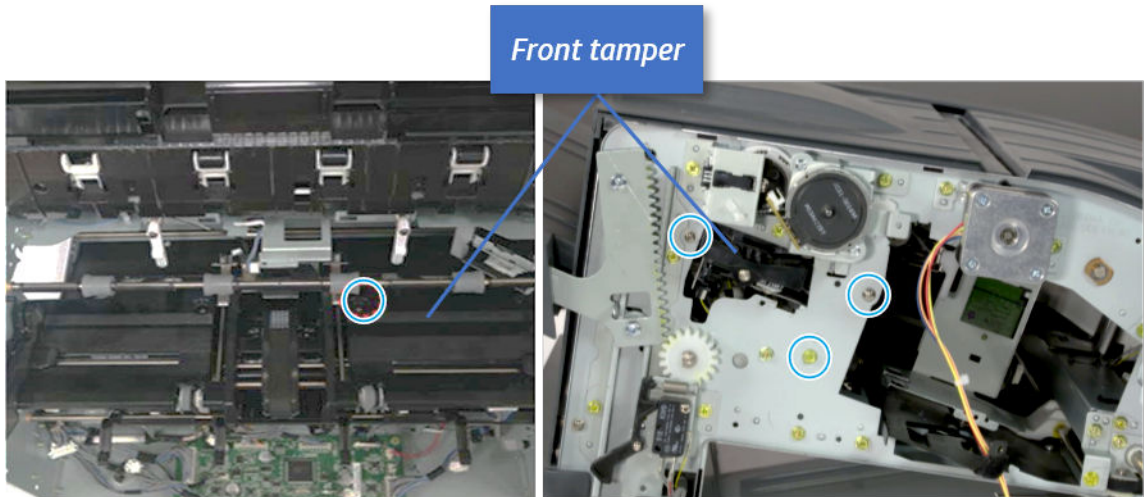
Figure 6-361 Remove the exit roller



Step 13: Remove the front tamper

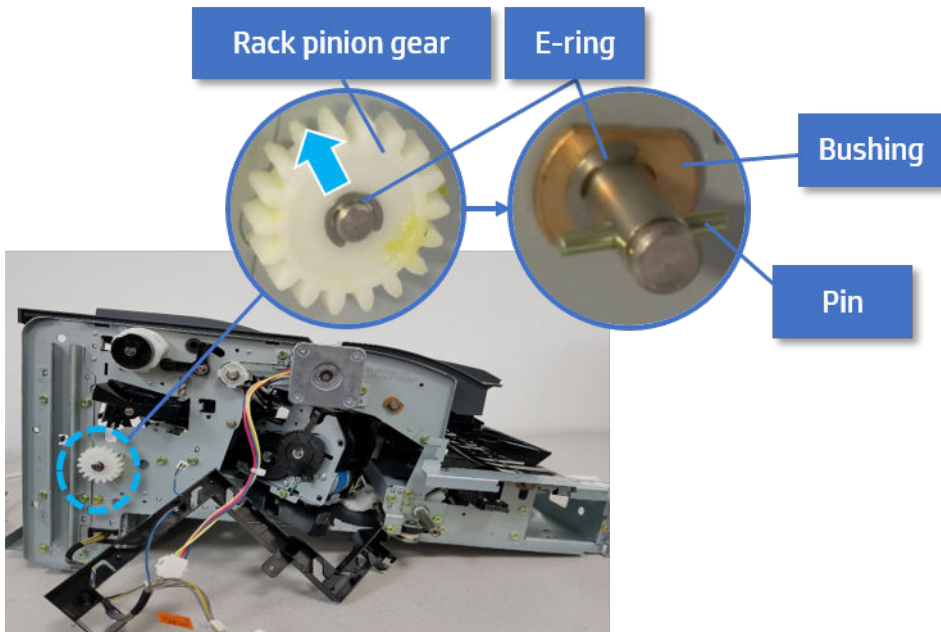
1. Remove four screws.

Figure 6-362 Remove four screws




2. Unplug the connector and release the hook, and then pull the front tamper up to remove.

Figure 6-363 Remove the front tamper





Step 14: 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.

Front tamper home sensor (S5)


- [Introduction](#)
- [Step 1: Remove the front cover](#)
- [Step 2: Remove the rear cover](#)
- [Step 3: Remove the output tray](#)
- [Step 4: Remove the output tray frame](#)
- [Step 5: Remove the PCA cover](#)
- [Step 6: Remove the left cover](#)
- [Step 7: Remove the front harness guide](#)
- [Step 8: Remove the output tray motor assembly](#)
- [Step 9: Remove the output tray lower limit switch](#)
- [Step 10: Remove the paper holding](#)
- [Step 11: Remove the sub paddle unit](#)
- [Step 12: Remove the exit roller](#)
- [Step 13: Remove the front tamper](#)
- [Step 14: Remove the front tamper home sensor](#)
- [Step 14: Unpack the replacement assembly](#)

Introduction

Learn how to remove and replace the front tamper home sensor.

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

 **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.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

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

Table 6-53 Part information

Part number	Part description
0604-001393	Front tamper home sensor

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

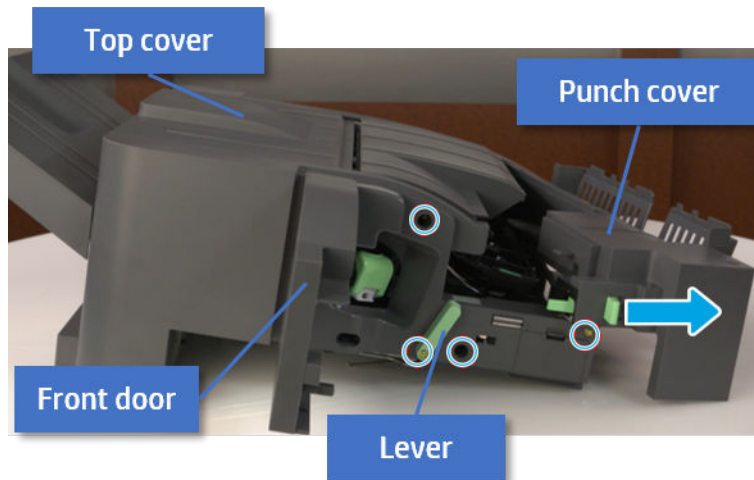
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the front cover

1. Open the front door and open the punch cover.
2. Remove three screws in the front.
3. Remove the lever.
4. Open the top cover.
5. From the right side of the front cover, carefully lift and pry toward the top-left corner to remove the front cover.

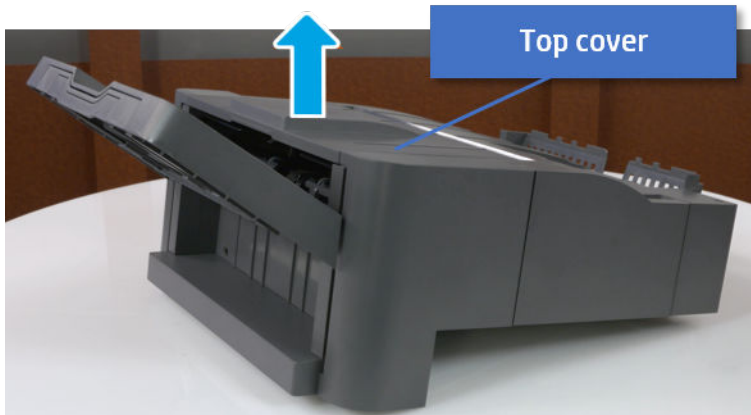
Figure 6-364 Remove the front cover



Step 2: Remove the rear cover

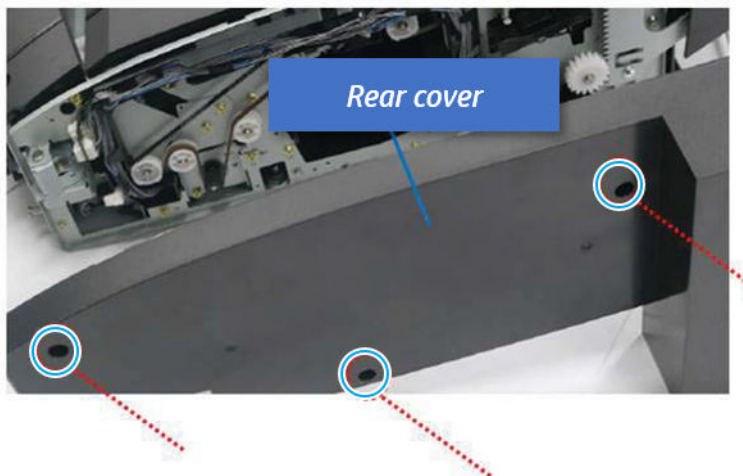
1. Open the top cover.

Figure 6-365 Open the top cover



2. Remove three screws.
3. Release hooks carefully and remove the rear cover.

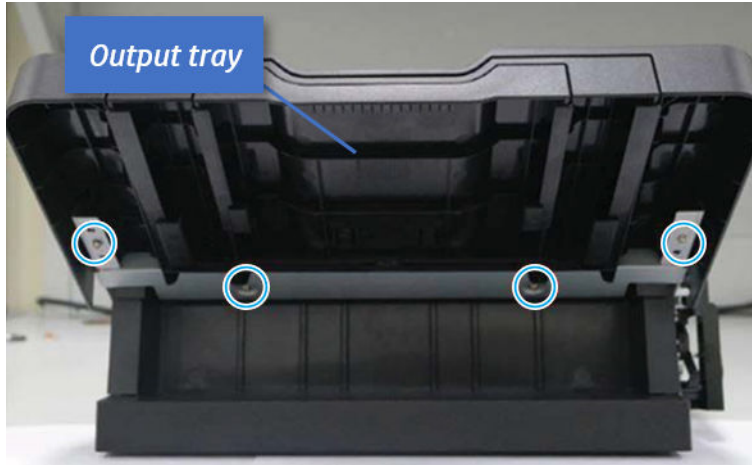
Figure 6-366 Remove the rear cover



Step 3: Remove the output tray

1. Remove four screws.

Figure 6-367 Remove four screws



2. Push the paper holding actuator into the inner finisher, and then remove the output tray.

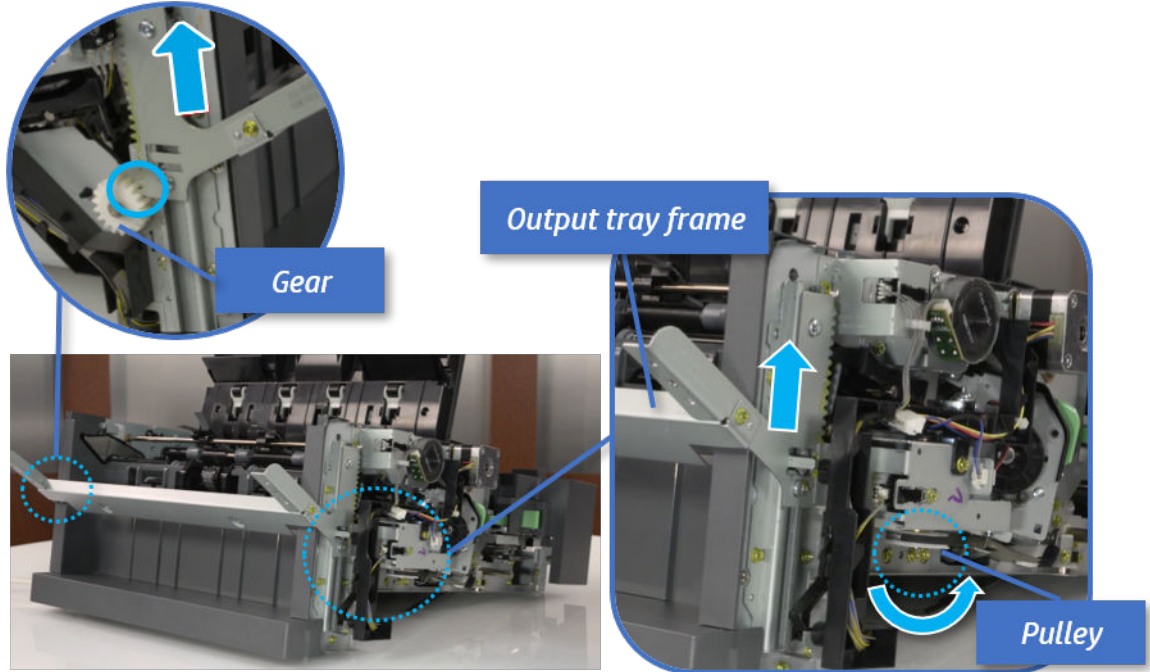
Figure 6-368 Remove the output tray



Step 4: Remove the output tray frame

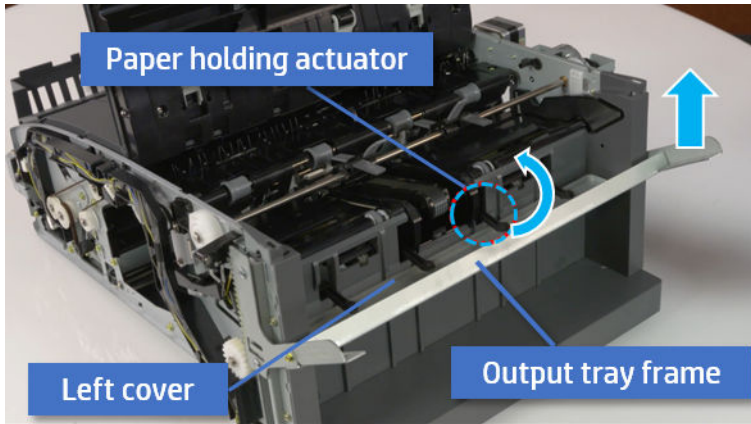
1. Rotate the pulley until the output tray frame depart from the gear.

Figure 6-369 Remove the pulley



2. Push the paper holding actuator into the inner finisher, and then remove the output tray frame.

Figure 6-370 Remove the output tray frame



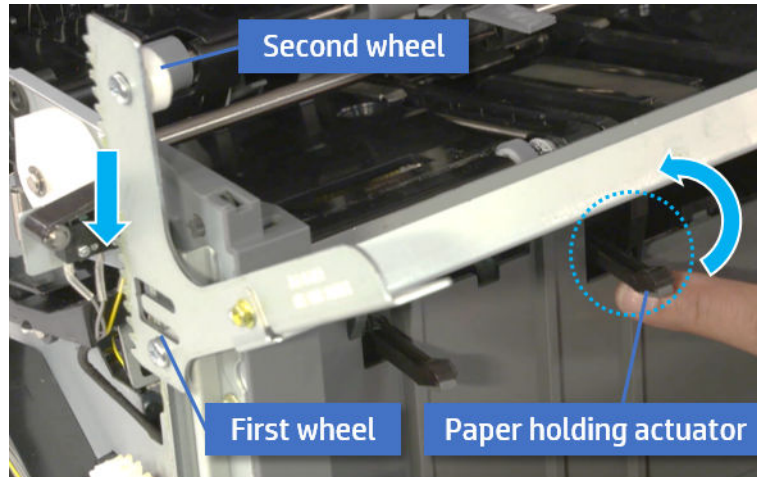
TIP: Push the paper holding actuator into the inner finisher when reassembling. Be sure to level the output tray.

Reinstall the output tray frame

Use the following special instructions when the reinstalling the assembly.

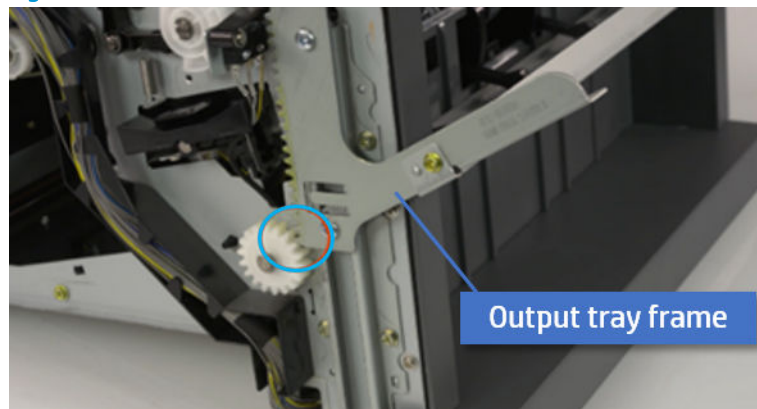
- a. Position the first wheel into the channel on both sides while pushing the paper holding actuator.

Figure 6-371 Install the wheel (1 of 2)



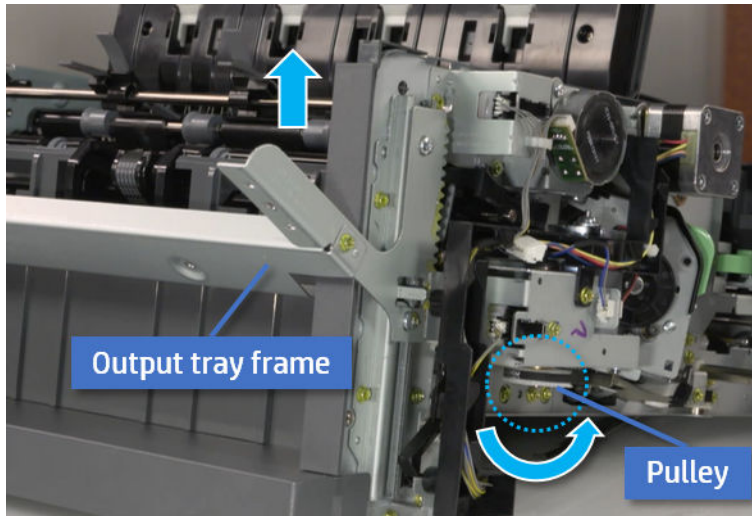
- b. Let the second wheel rest on the channel on both sides simultaneously.
- c. Gently squeeze the wheels into channel until the output tray frame meet the gear.

Figure 6-372 Install the wheel (2 of 2)



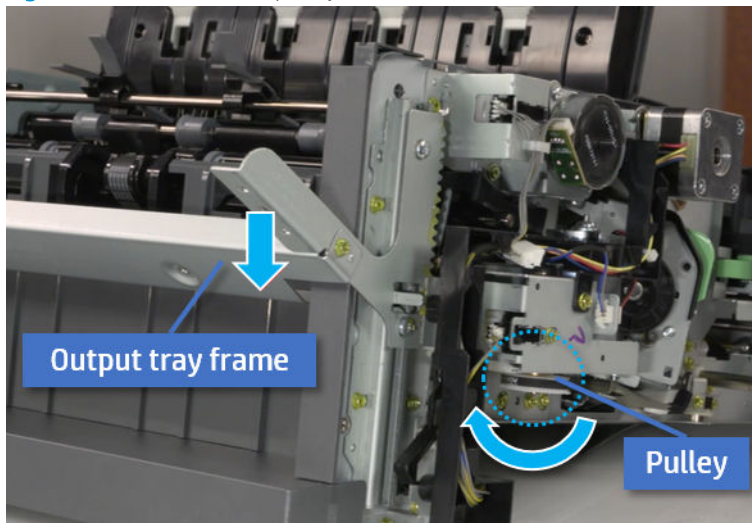
- d. Rotate the pulley until the output tray frame is no longer lifted. It can make to level the output tray frame.

Figure 6-373 Rotate the pulley (1 of 2)



- e. Rotate the pulley in the opposite direction.

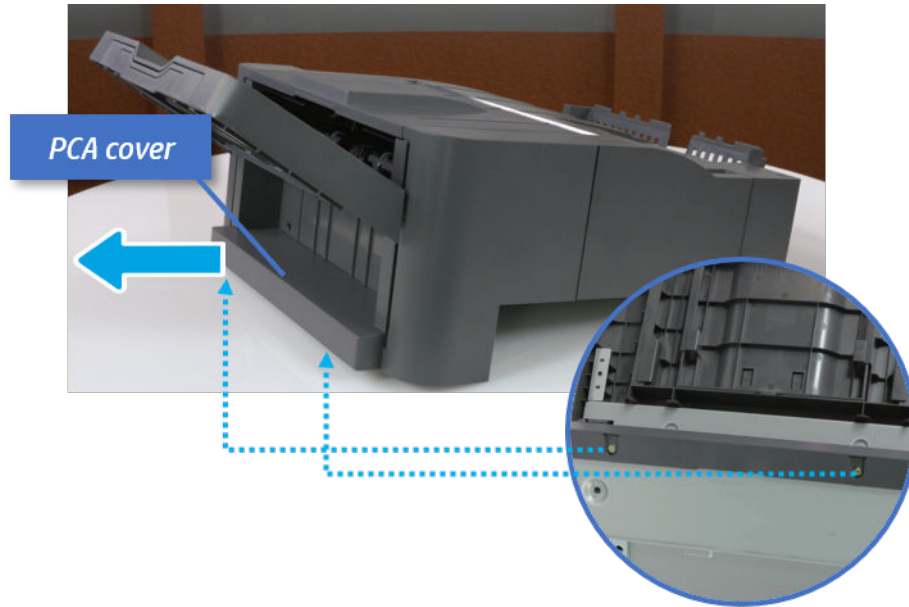
Figure 6-374 Rotate the pulley (2 of 2)



Step 5: Remove the PCA cover

- ▲ Remove two screws, and then remove the PCA cover.

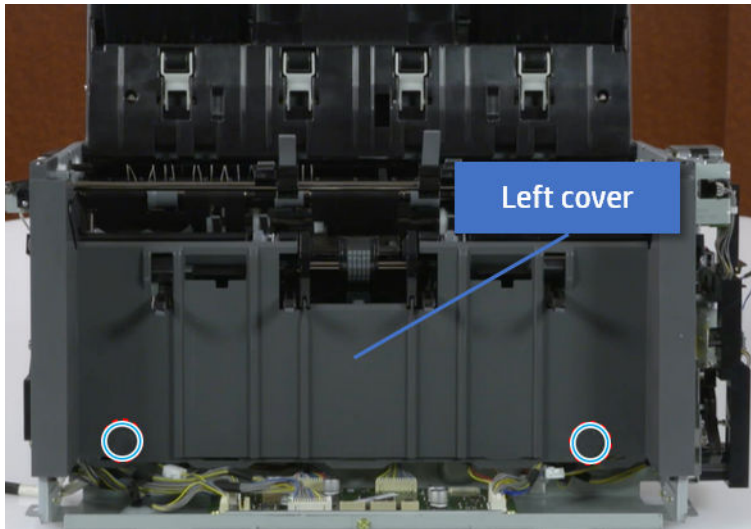
Figure 6-375 Remove the PCA cover



Step 6: Remove the left cover

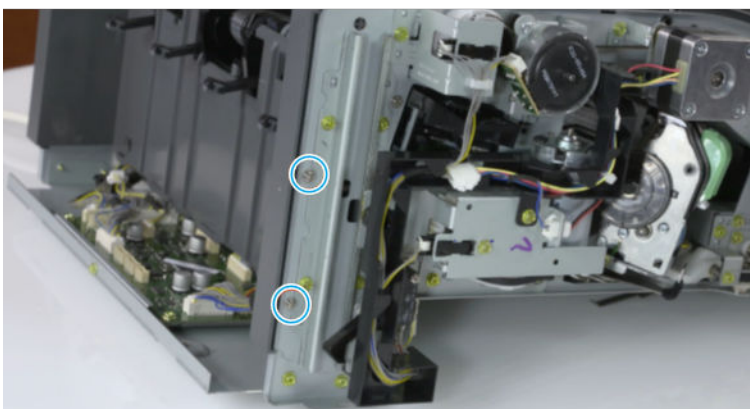
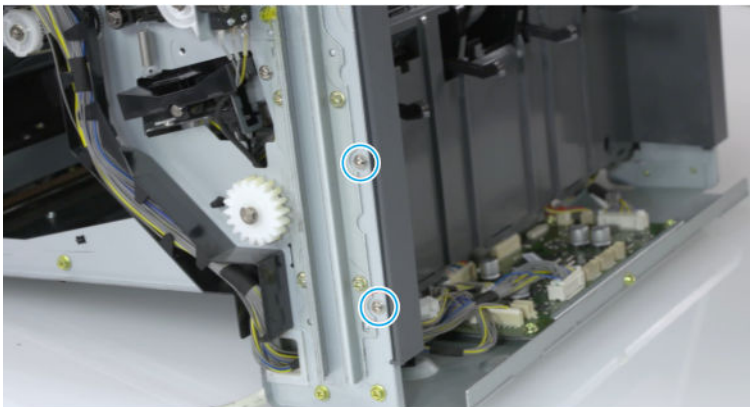
1. Remove two screws.

Figure 6-376 Remove two screws



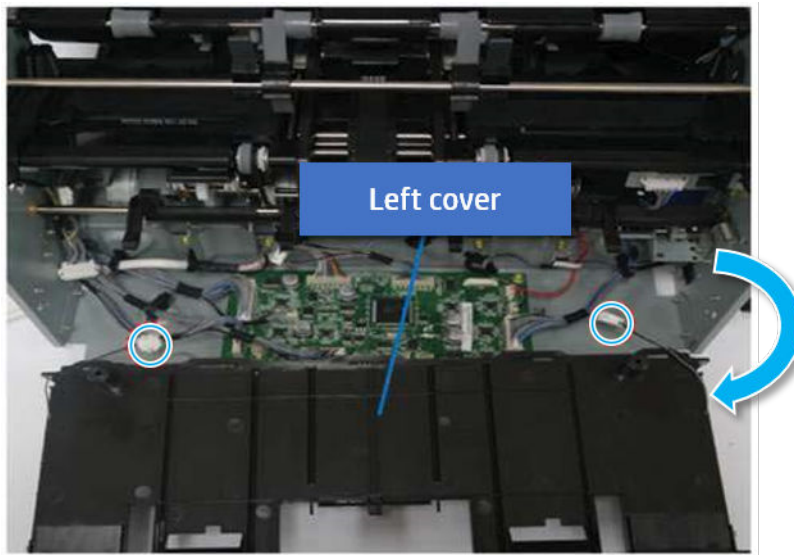
2. Remove four screws from both front and rear sides


Figure 6-377 Remove four screws

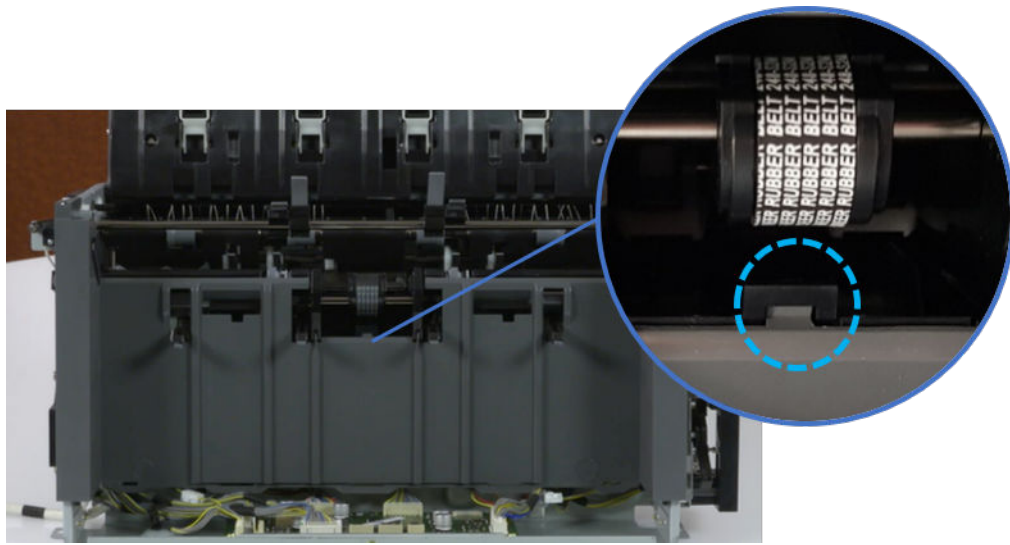


3. Unplug two inline connectors, and then remove the left cover.

Figure 6-378 Unplug two connectors



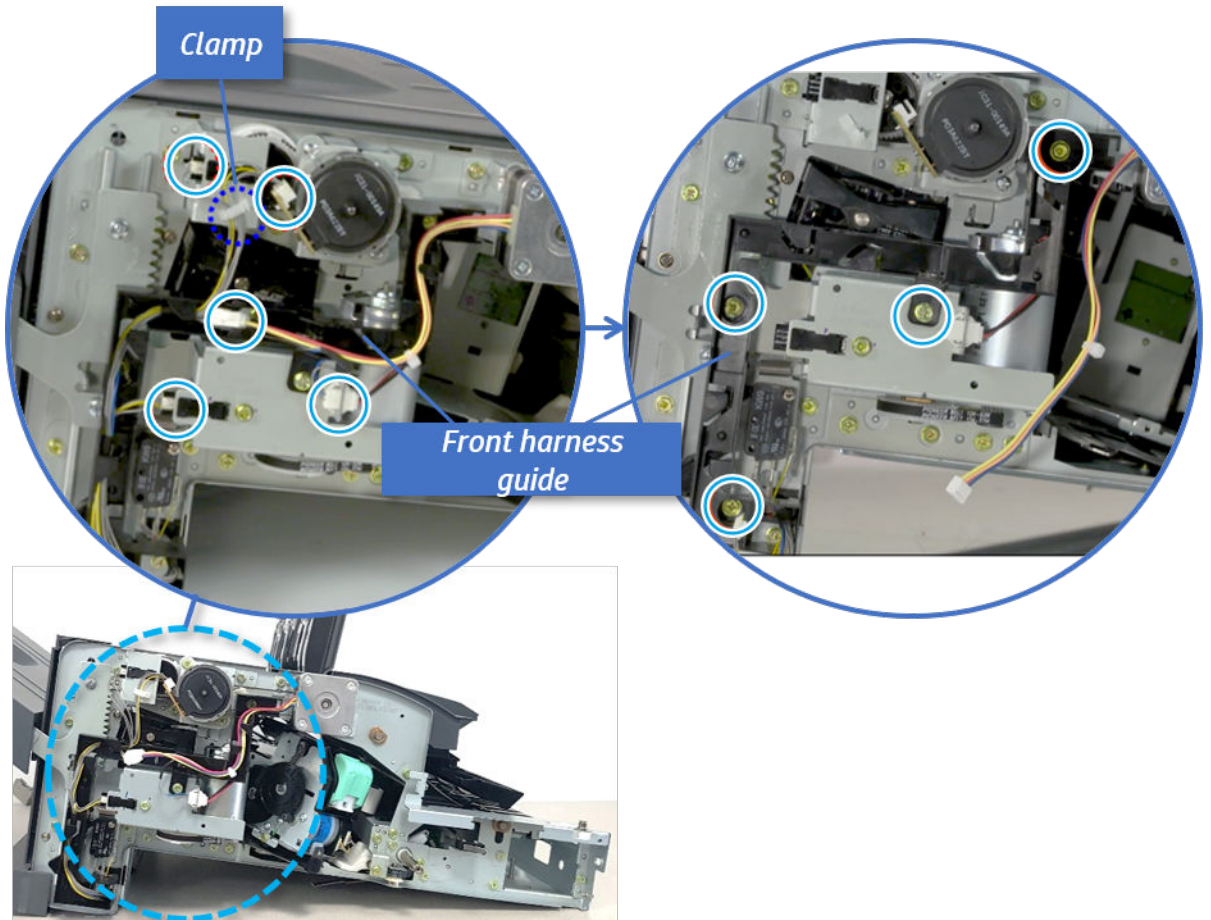
 **TIP:** Be sure to check the hook when reassembling.



Step 7: Remove the front harness guide

1. Open one clamp, unplug five connectors, and then remove the wire harness from the front harness guide.
2. Remove four screws, and then remove the front harness guide.

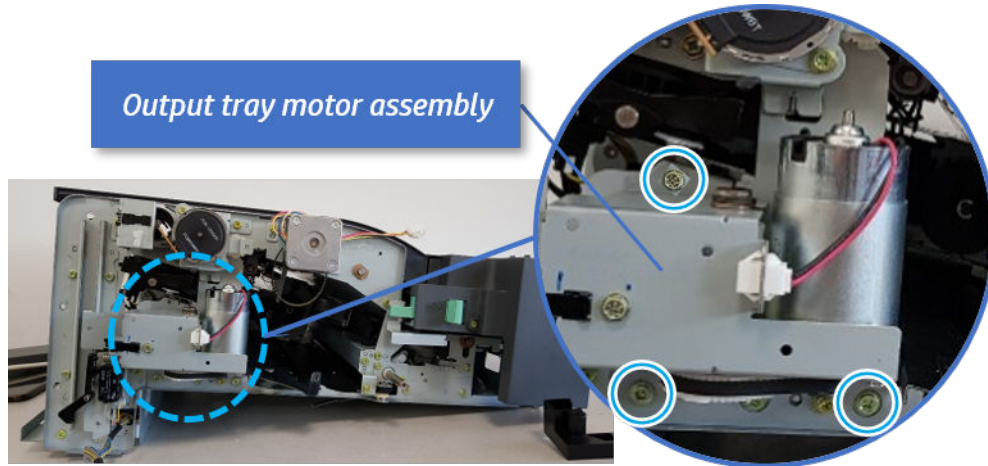
Figure 6-379 Remove the front harness guide



Step 8: Remove the output tray motor assembly

- ▲ Remove three screws, and then remove the output tray motor assembly.

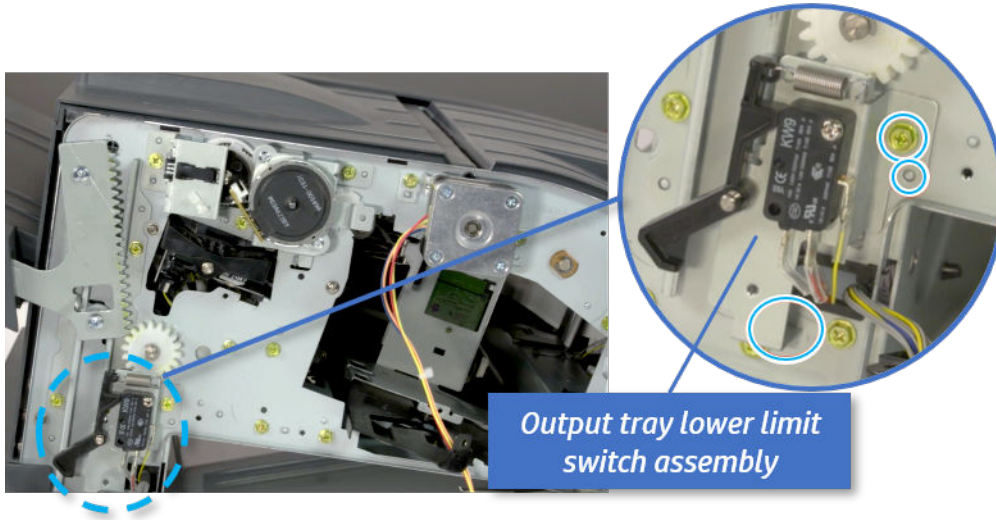
Figure 6-380 Remove the output tray motor assembly



Step 9: Remove the output tray lower limit switch

- ▲ Remove one screw, and then remove the output tray lower limit switch.

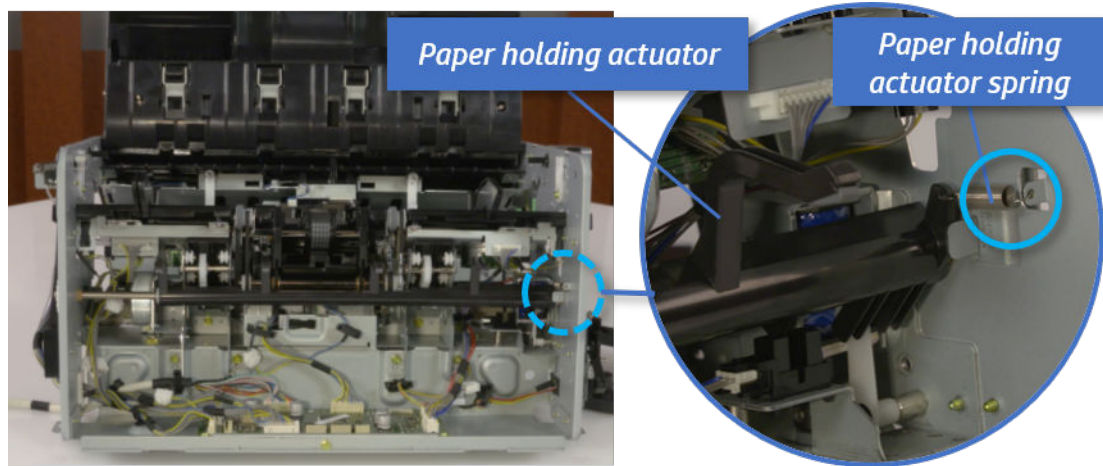
Figure 6-381 Remove the output tray lower limit switch



Step 10: Remove the paper holding

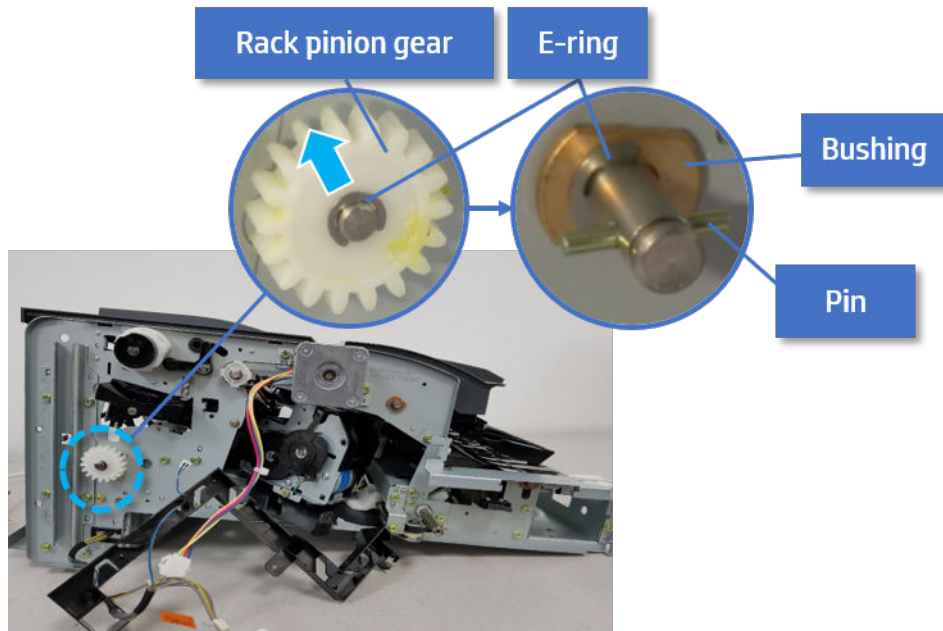
1. Remove the paper holding actuator spring.

Figure 6-382 Remove the paper holding actuator spring



2. Remove the e-ring and the rack pinion gear. Remove the pin and the e-ring, and then remove the bushing.

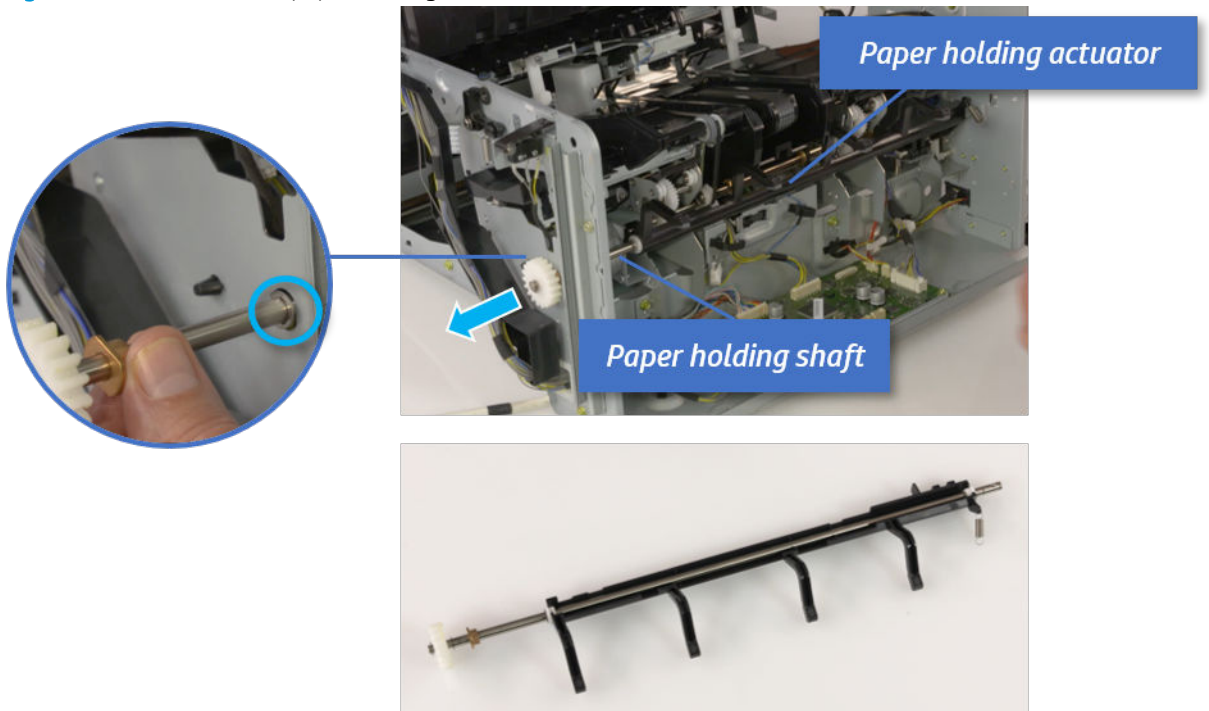
Figure 6-383 Remove e-ring, rack pinion gear, pin, and bushing



 **NOTE:** Be sure not to lose the pin.

3. Carefully remove the paper holding shaft and the actuator.

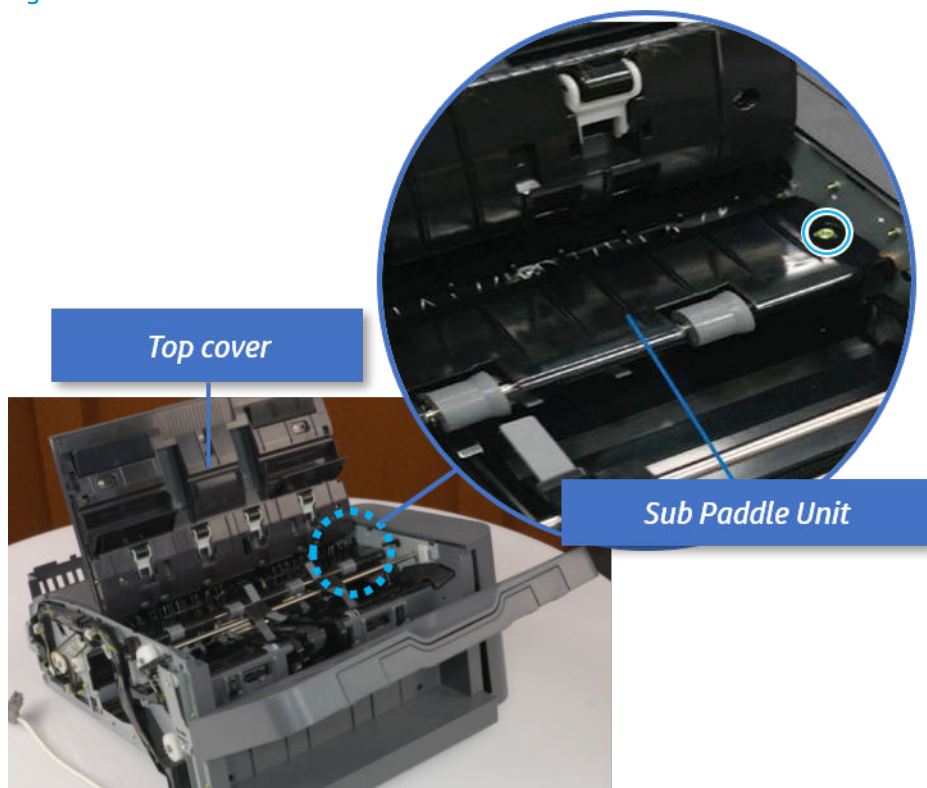
Figure 6-384 Remove the paper holding shaft and the actuator



Step 11: Remove the sub paddle unit

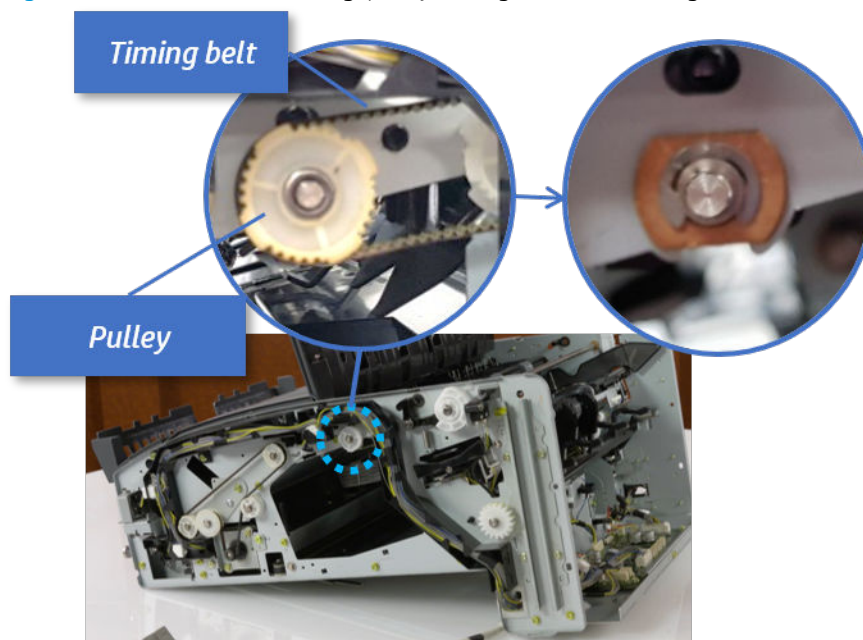
1. Open the top cover, and then remove one screw securing the sub paddle unit.

Figure 6-385 Remove one screw



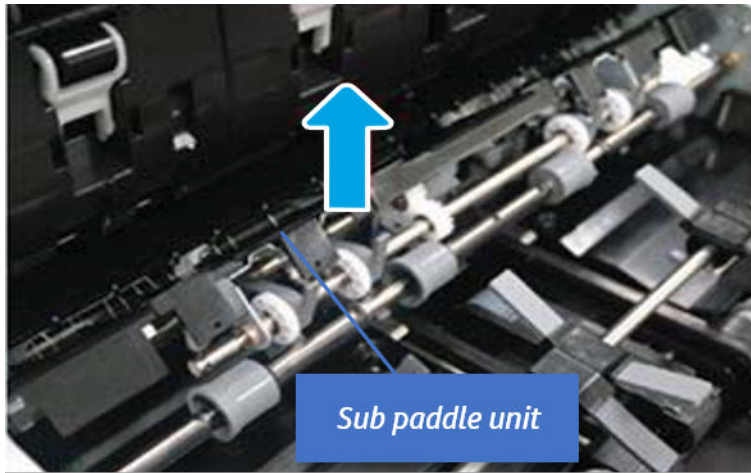
2. Remove the e-ring, and then remove the pulley and timing belt. And then remove the e-ring and the bushing.

Figure 6-386 Remove the e-ring, pulley, timing belt, and bushing



3. Lift up and remove the sub paddle unit.

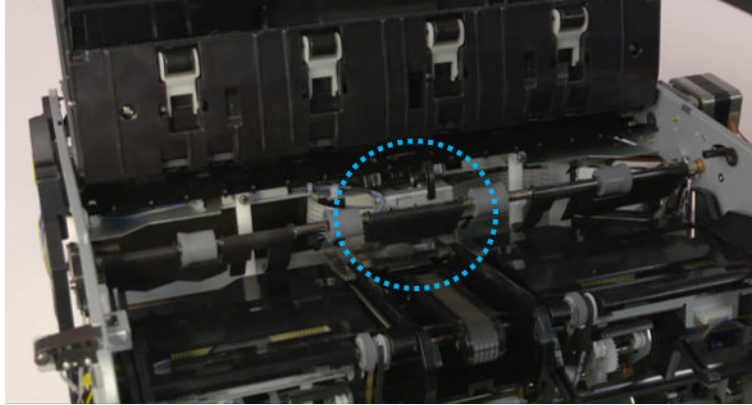
Figure 6-387 Remove the sub paddle unit



Step 12: Remove the exit roller

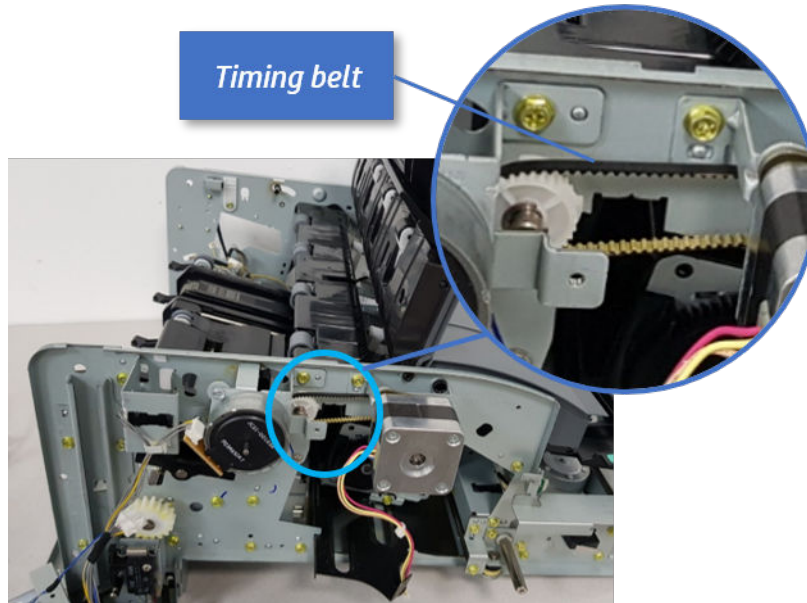
1. Remove the guide on the center of the exit roller.

Figure 6-388 Remove the guide



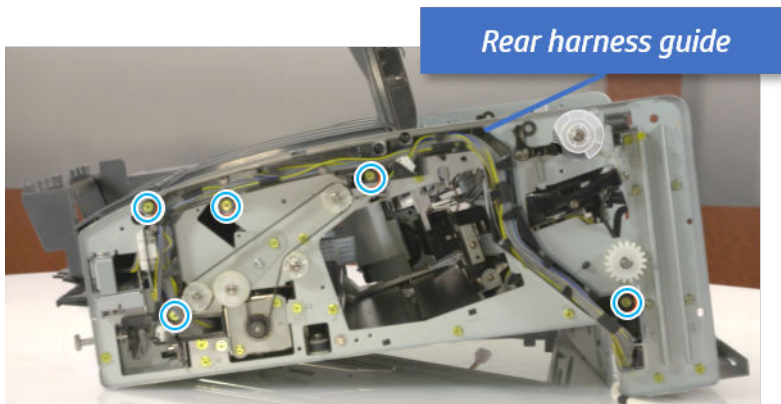
2. On the front of the inner finisher, release the timing belt connected to the exit motor.

Figure 6-389 Release the timing belt



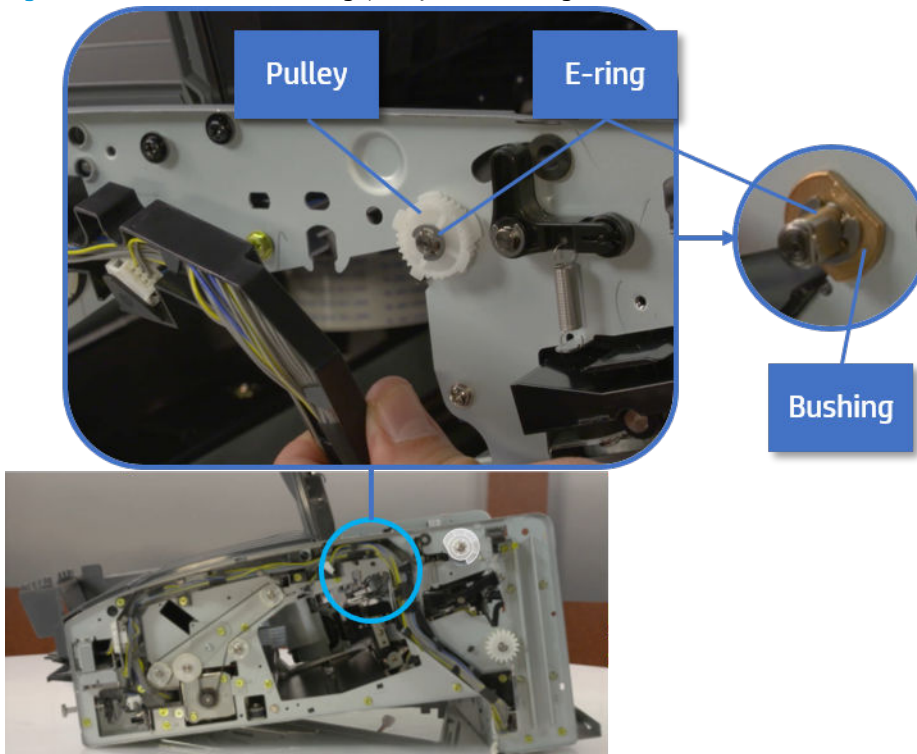
3. Remove five screws securing the rear harness guide.

Figure 6-390 Remove five screws



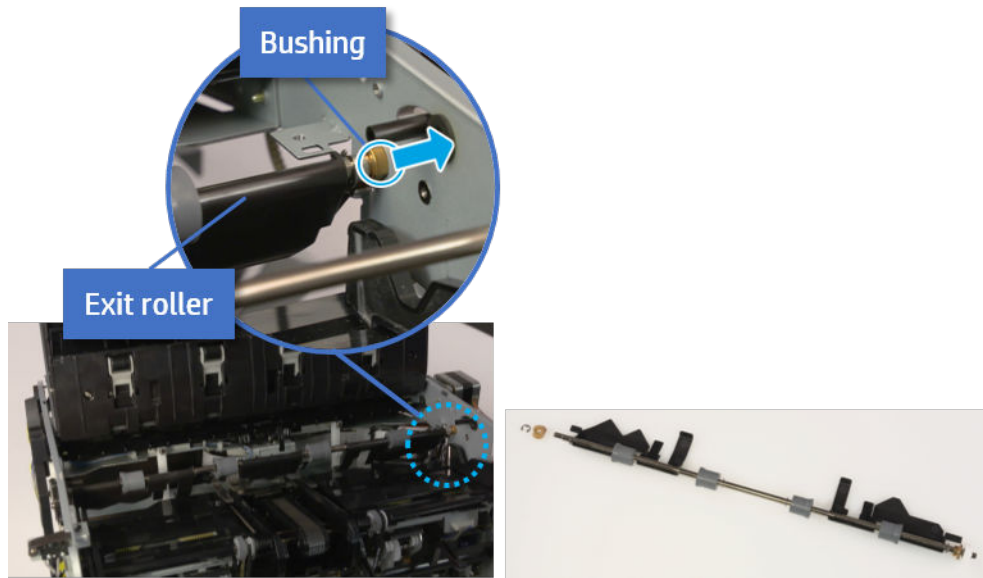
4. On the rear of the inner finisher, remove the e-ring and the pulley and then remove the e-ring and the bushing.

Figure 6-391 Remove the e-ring, pulley, and bushing



5. Push the bushing to detach it, and then remove the exit roller.

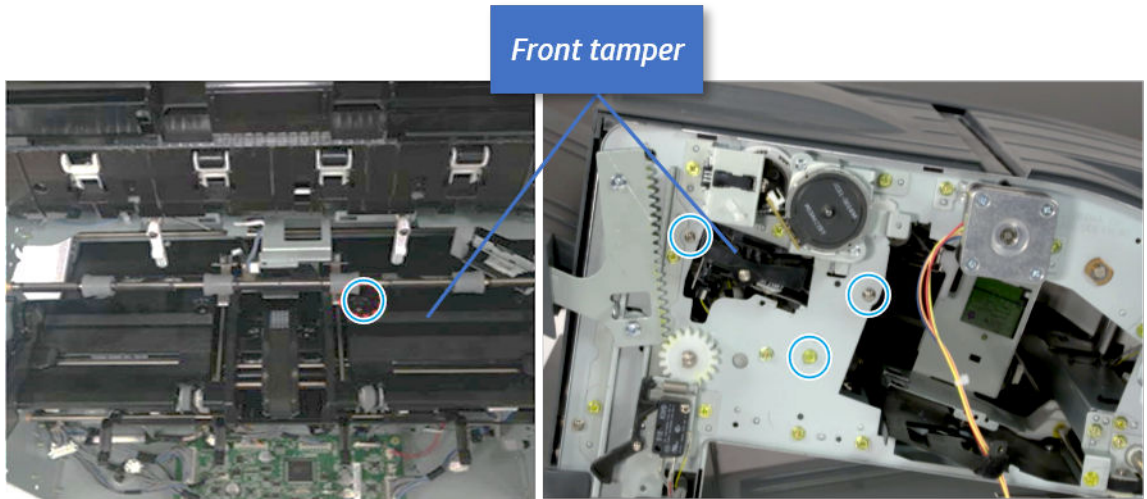
Figure 6-392 Remove the exit roller



Step 13: Remove the front tamper

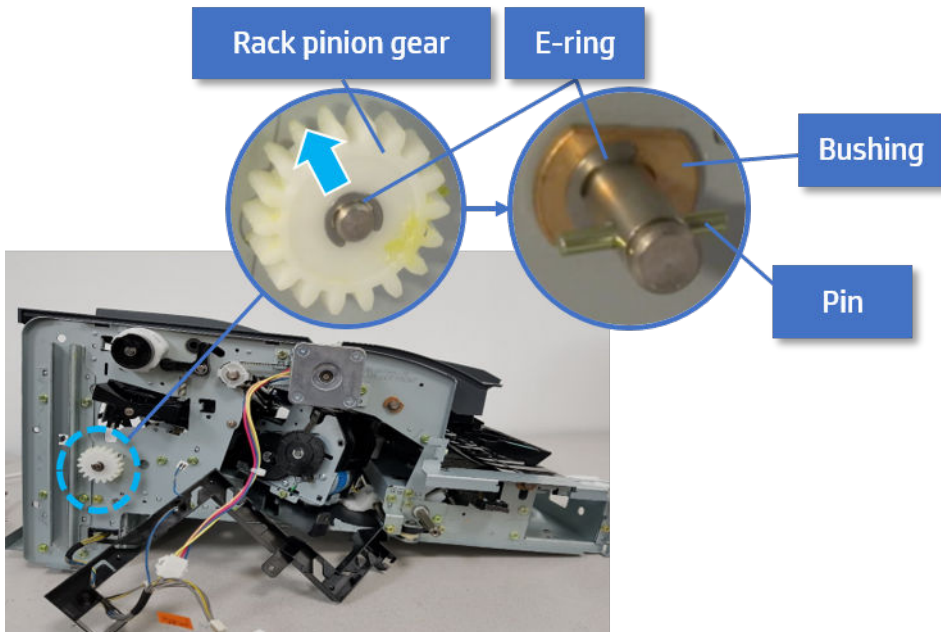
1. Remove four screws.

Figure 6-393 Remove four screws



2. Unplug the connector and release the hook, and then pull the front tamper up to remove.

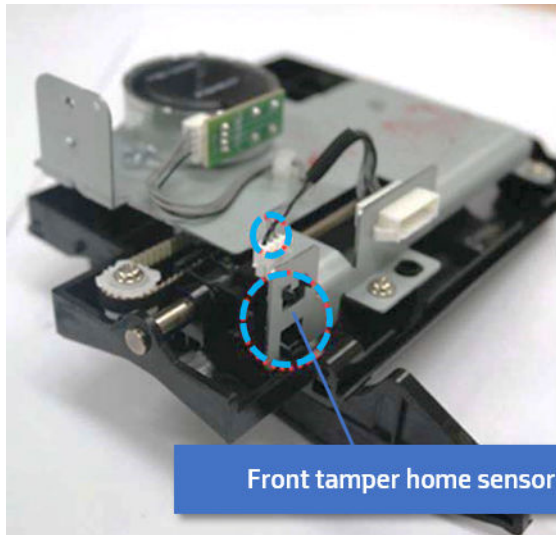
Figure 6-394 Remove the front tamper



Step 14: Remove the front tamper home sensor

- ▲ Unplug the connector, and then remove the front tamper home sensor.

Figure 6-395 Remove the front tamper home sensor





Step 14: 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.

Front tamper motor (M9)

- [Introduction](#)
- [Step 1: Remove the front cover](#)
- [Step 2: Remove the rear cover](#)
- [Step 3: Remove the output tray](#)
- [Step 4: Remove the output tray frame](#)
- [Step 5: Remove the PCA cover](#)
- [Step 6: Remove the left cover](#)
- [Step 7: Remove the front harness guide](#)
- [Step 8: Remove the output tray motor assembly](#)
- [Step 9: Remove the output tray lower limit switch](#)
- [Step 10: Remove the paper holding](#)
- [Step 11: Remove the sub paddle unit](#)
- [Step 12: Remove the exit roller](#)
- [Step 13: Remove the front tamper](#)
- [Step 14: Remove the front tamper motor](#)
- [Step 15: Unpack the replacement assembly](#)

Introduction

Learn how to remove and replace the front tamper motor.

[View a video of removing the inner finisher.](#)

[View a video of installing the inner finisher.](#)



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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.



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.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

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

Table 6-54 Part information

Part number	Part description
JC93-01001A	Front tamper motor

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

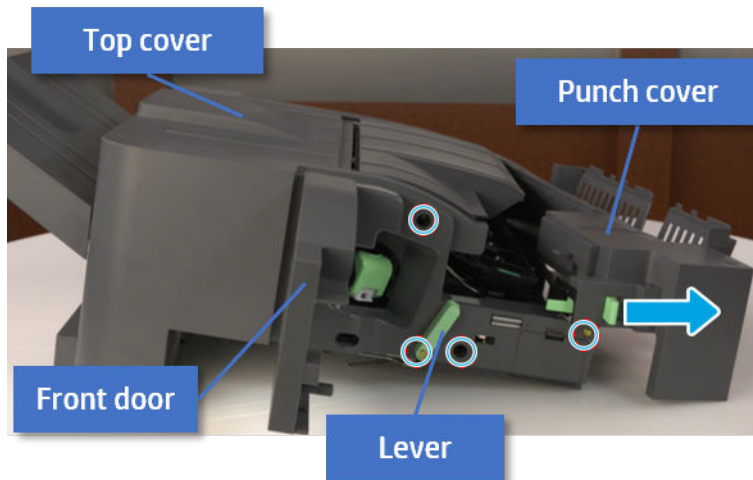
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the front cover

1. Open the front door and open the punch cover.
2. Remove three screws in the front.
3. Remove the lever.
4. Open the top cover.
5. From the right side of the front cover, carefully lift and pry toward the top-left corner to remove the front cover.

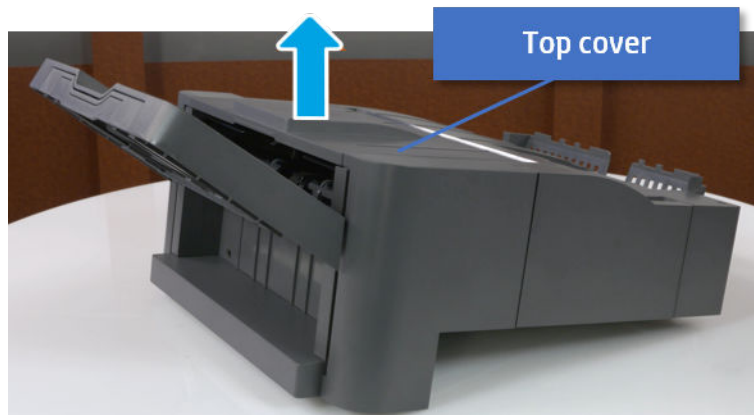
Figure 6-396 Remove the front cover



Step 2: Remove the rear cover

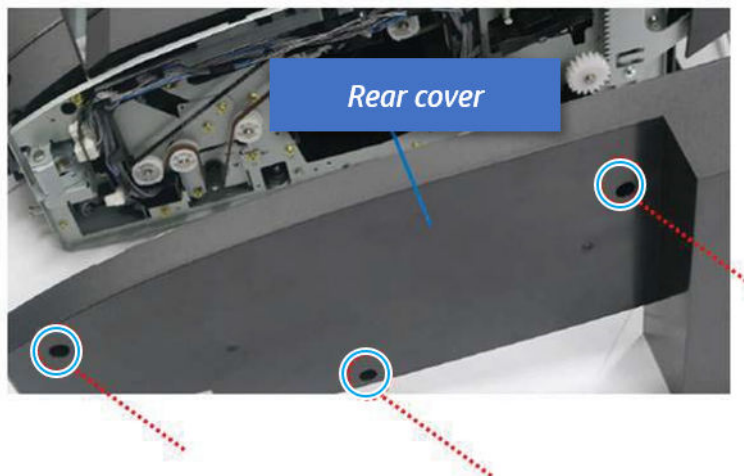
1. Open the top cover.

Figure 6-397 Open the top cover



2. Remove three screws.
3. Release hooks carefully and remove the rear cover.

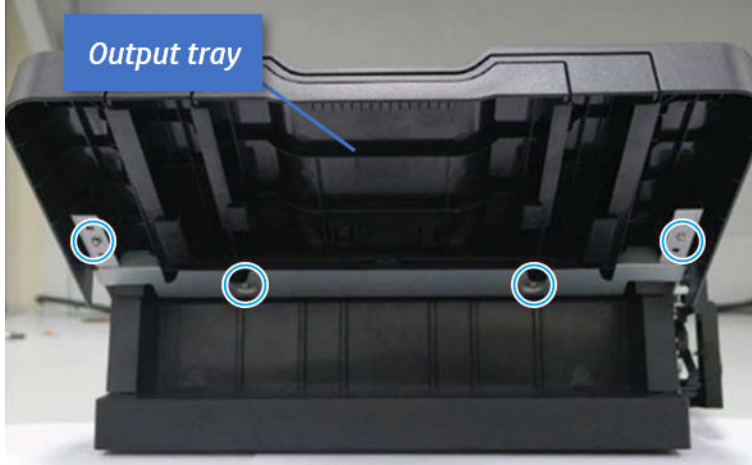
Figure 6-398 Remove the rear cover



Step 3: Remove the output tray

1. Remove four screws.

Figure 6-399 Remove four screws



2. Push the paper holding actuator into the inner finisher, and then remove the output tray.

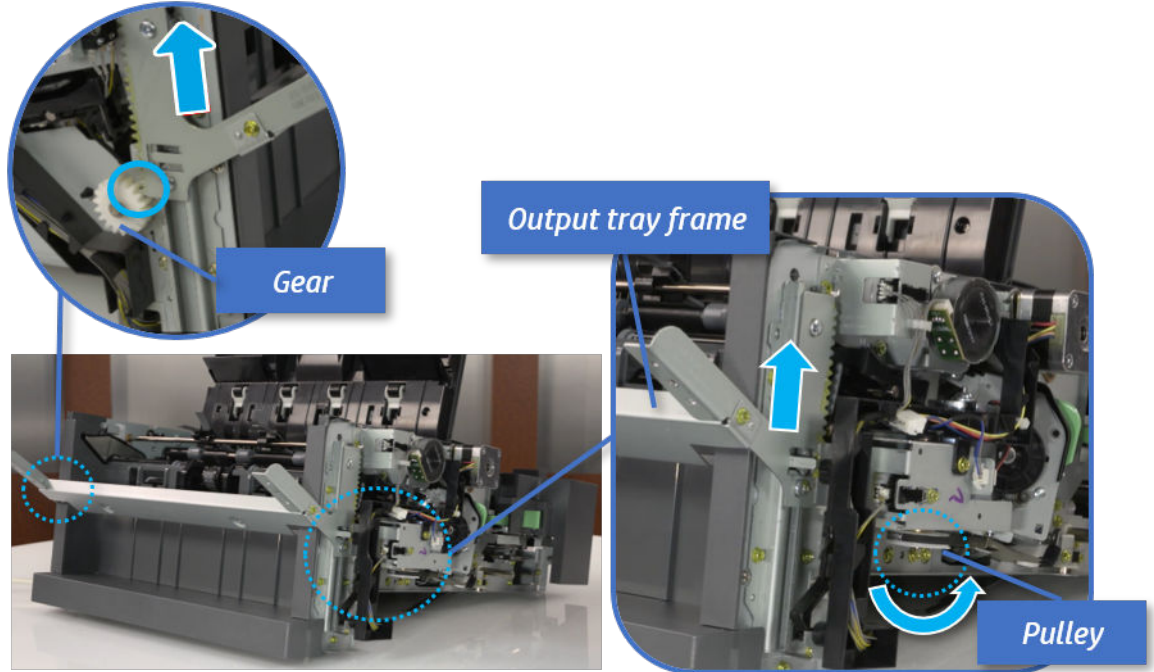
Figure 6-400 Remove the output tray



Step 4: Remove the output tray frame

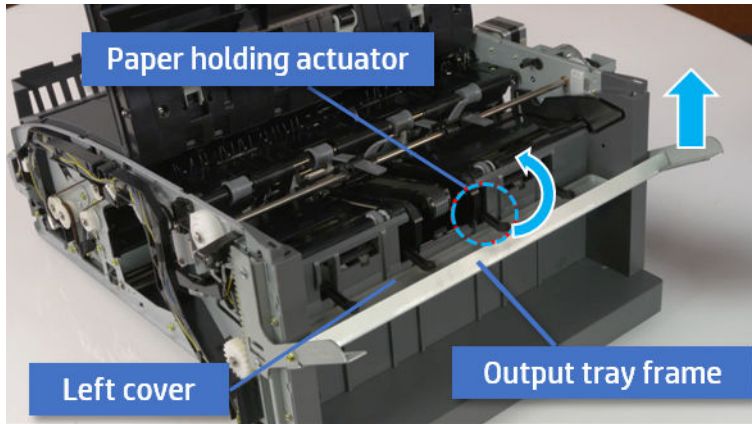
1. Rotate the pulley until the output tray frame depart from the gear.

Figure 6-401 Remove the pulley



2. Push the paper holding actuator into the inner finisher, and then remove the output tray frame.

Figure 6-402 Remove the output tray frame



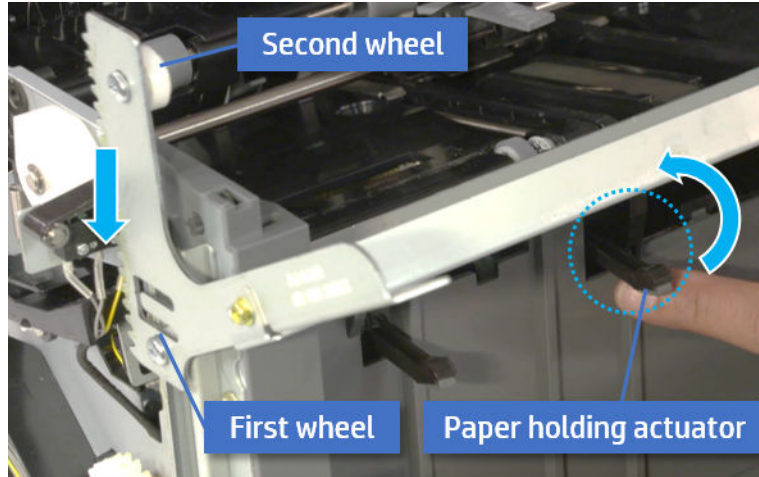
TIP: Push the paper holding actuator into the inner finisher when reassembling. Be sure to level the output tray.

Reinstall the output tray frame

Use the following special instructions when the reinstalling the assembly.

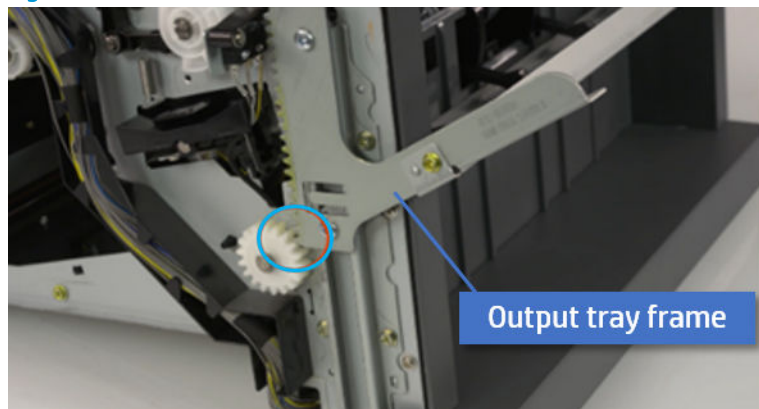
- a. Position the first wheel into the channel on both sides while pushing the paper holding actuator.

Figure 6-403 Install the wheel (1 of 2)



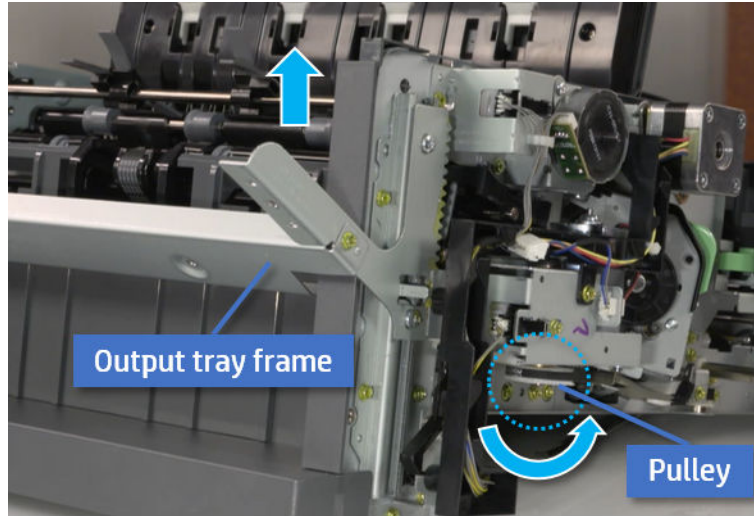
- b. Let the second wheel rest on the channel on both sides simultaneously.
- c. Gently squeeze the wheels into channel until the output tray frame meet the gear.

Figure 6-404 Install the wheel (2 of 2)



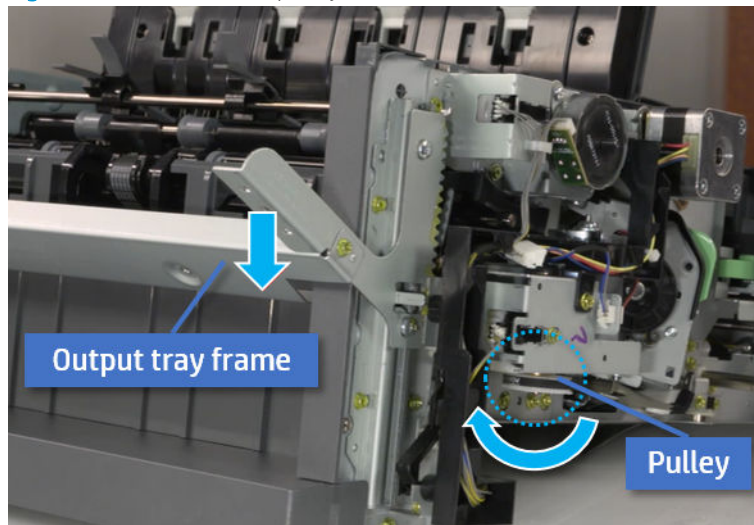
- d. Rotate the pulley until the output tray frame is no longer lifted. It can make to level the output tray frame.

Figure 6-405 Rotate the pulley (1 of 2)



- e. Rotate the pulley in the opposite direction.

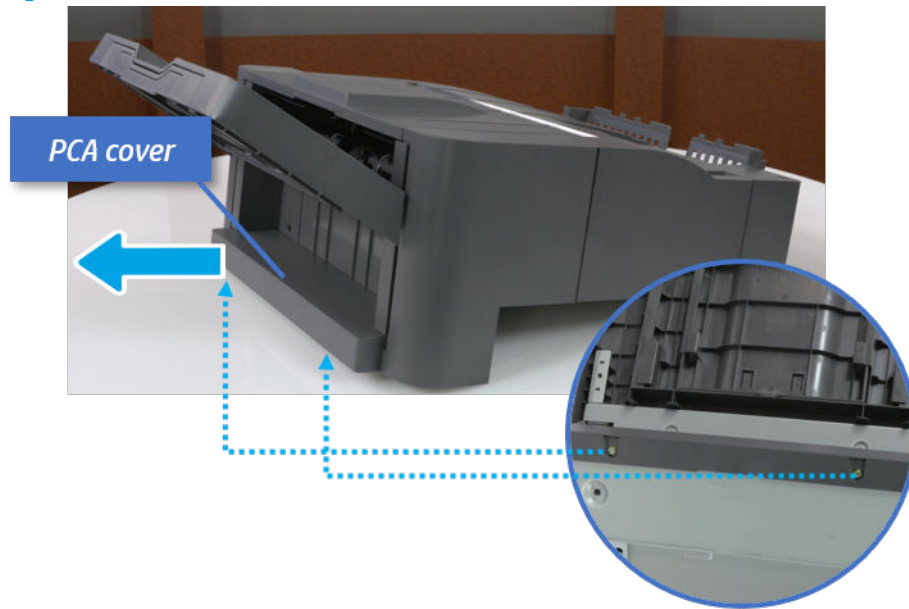
Figure 6-406 Rotate the pulley (2 of 2)



Step 5: Remove the PCA cover

- ▲ Remove two screws, and then remove the PCA cover.

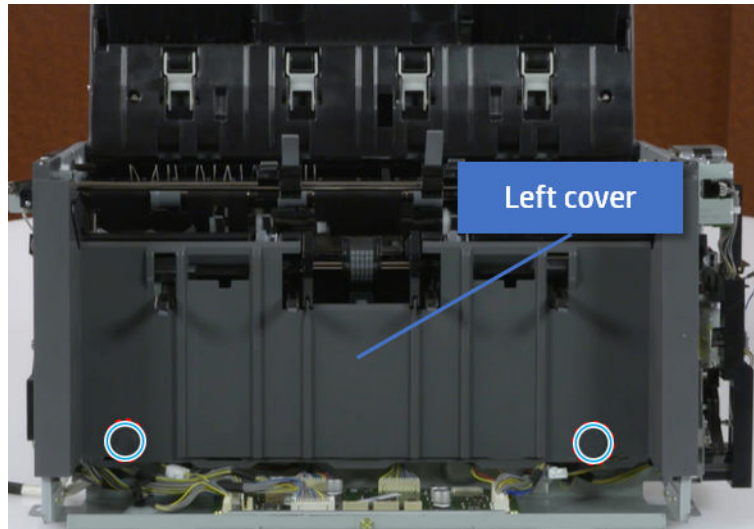
Figure 6-407 Remove the PCA cover



Step 6: Remove the left cover

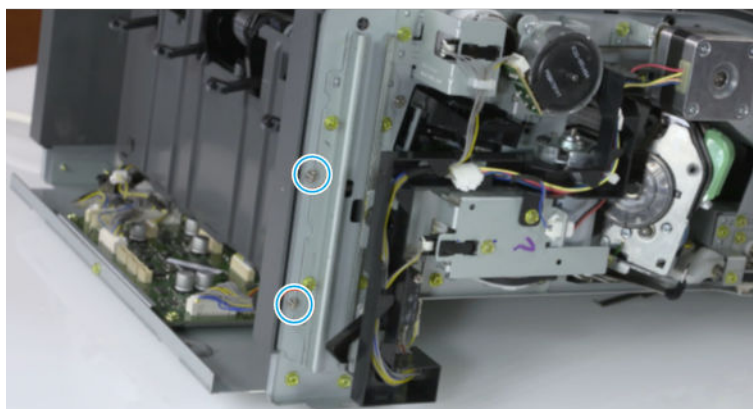
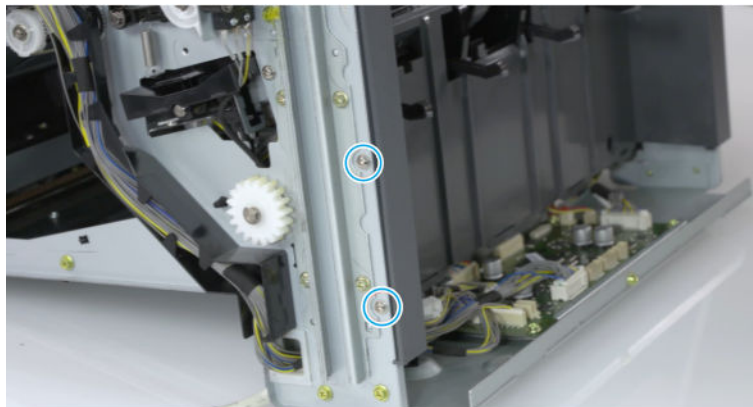
1. Remove two screws.

Figure 6-408 Remove two screws



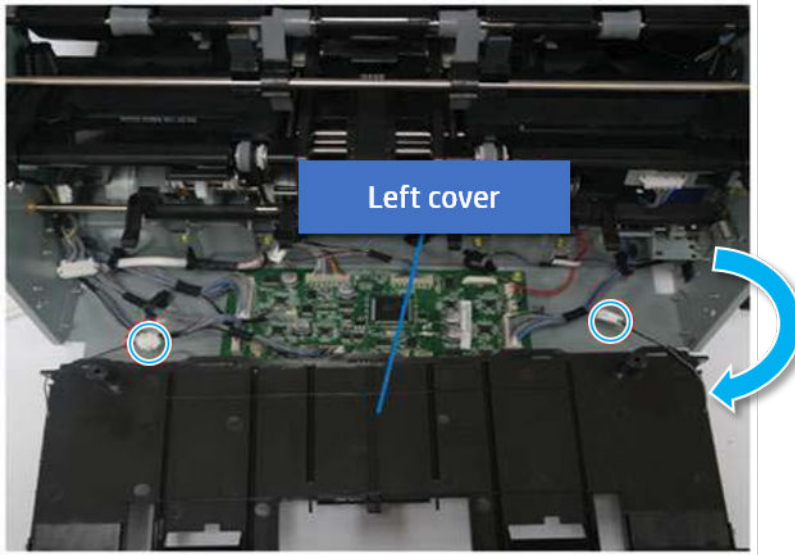
2. Remove four screws from both front and rear sides


Figure 6-409 Remove four screws

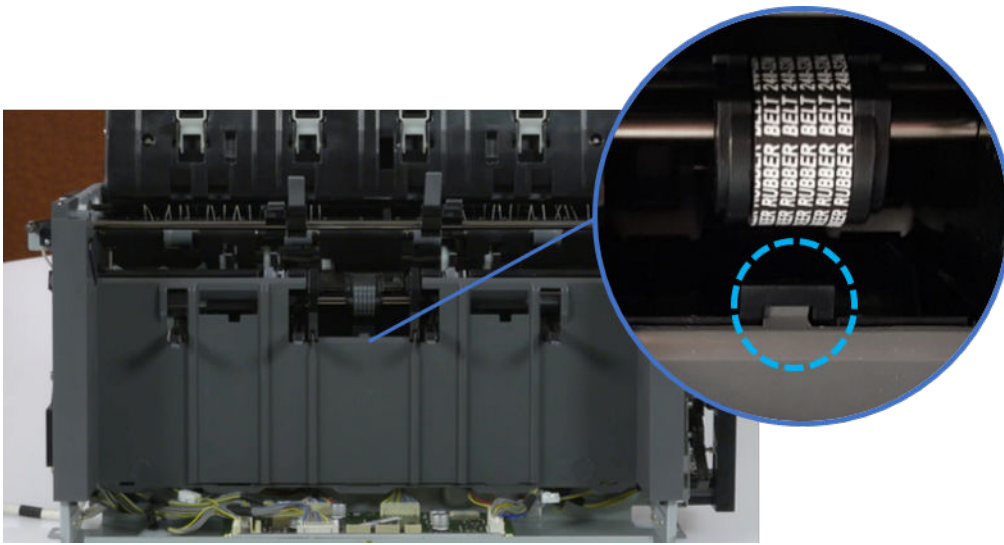


3. Unplug two inline connectors, and then remove the left cover.

Figure 6-410 Unplug two connectors



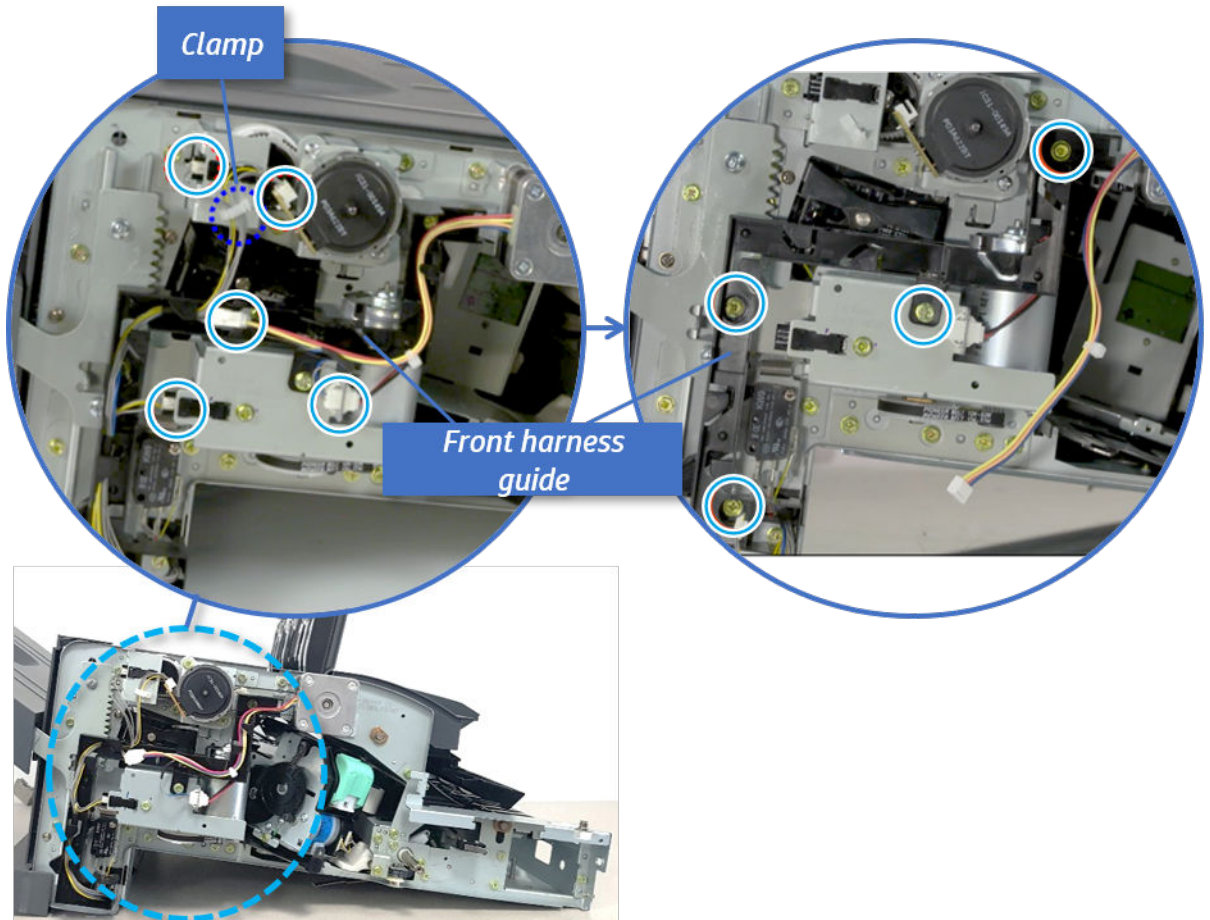
 **TIP:** Be sure to check the hook when reassembling.



Step 7: Remove the front harness guide

1. Open one clamp, unplug five connectors, and then remove the wire harness from the front harness guide.
2. Remove four screws, and then remove the front harness guide.

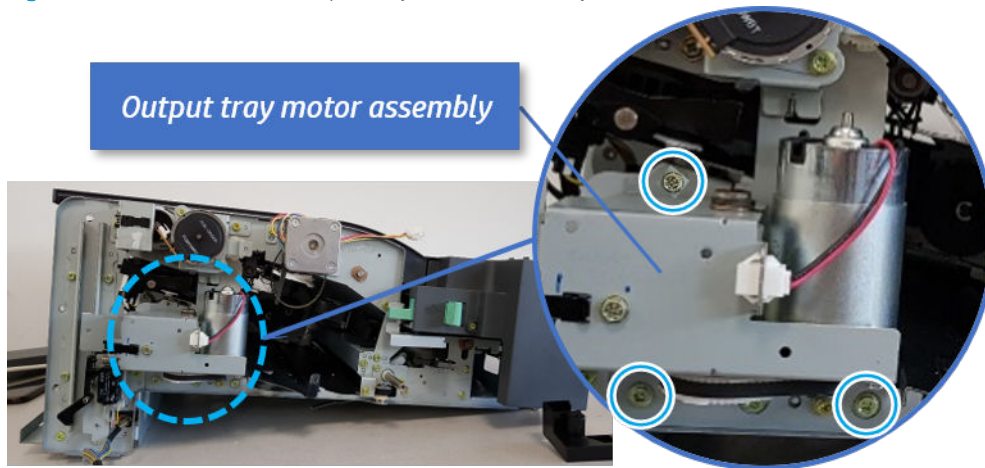
Figure 6-411 Remove the front harness guide



Step 8: Remove the output tray motor assembly

- ▲ Remove three screws, and then remove the output tray motor assembly.

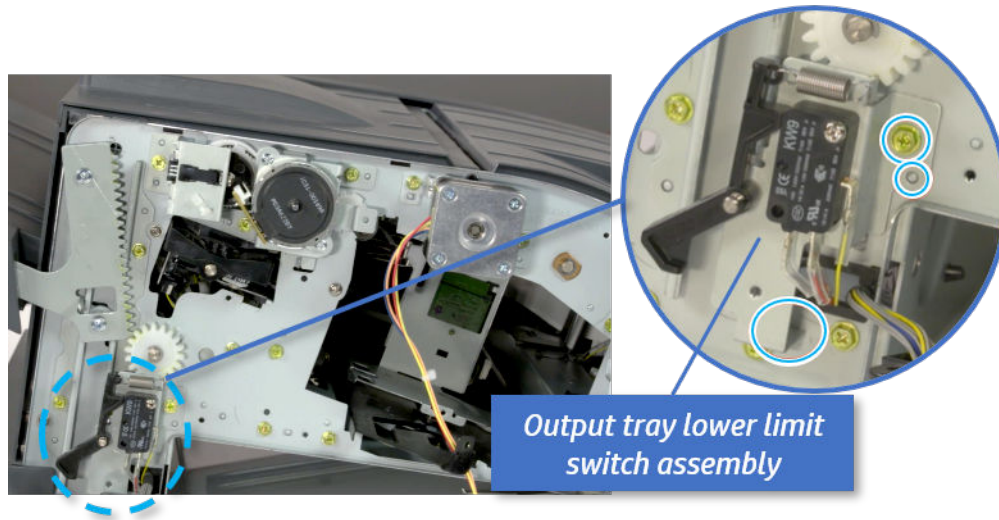
Figure 6-412 Remove the output tray motor assembly



Step 9: Remove the output tray lower limit switch

- ▲ Remove one screw, and then remove the output tray lower limit switch.

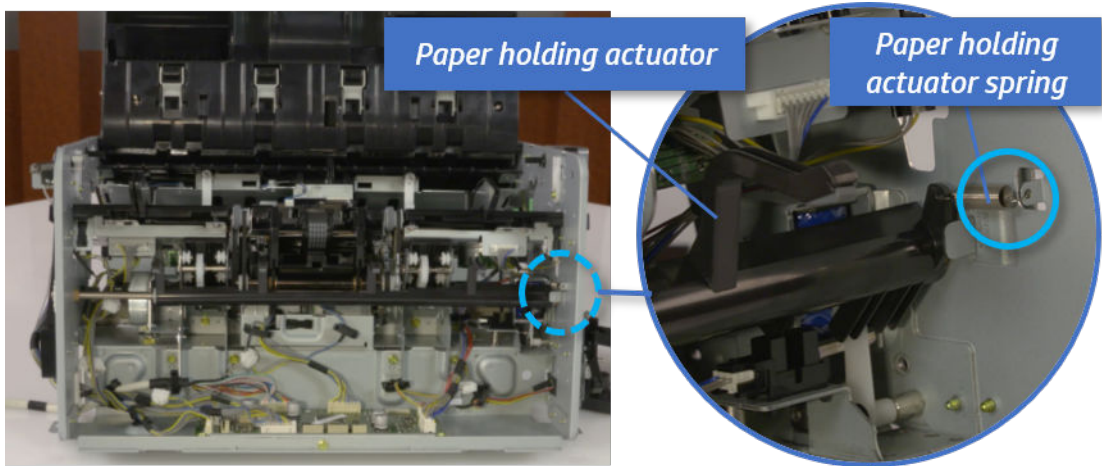
Figure 6-413 Remove the output tray lower limit switch



Step 10: Remove the paper holding

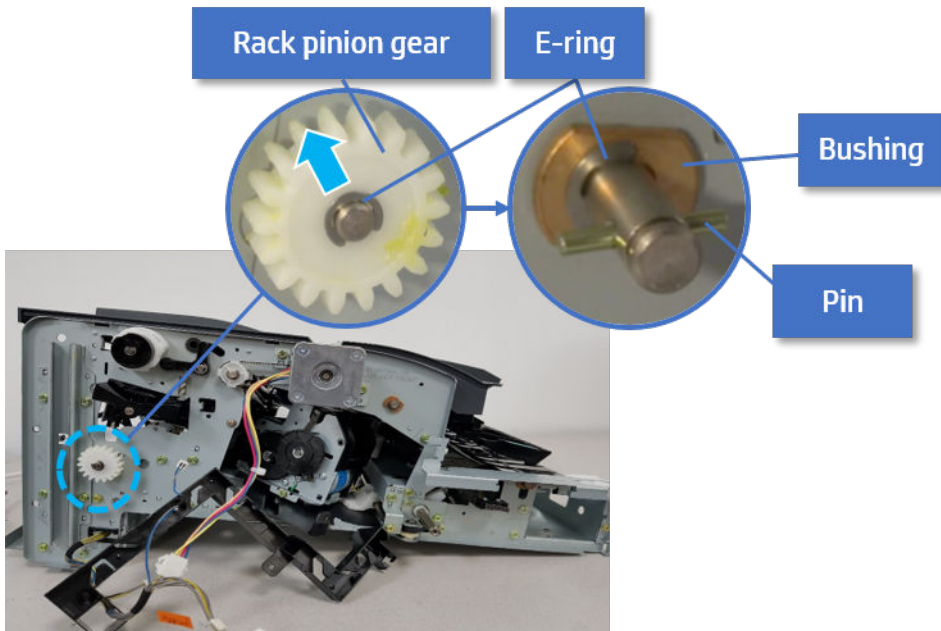
1. Remove the paper holding actuator spring.

Figure 6-414 Remove the paper holding actuator spring



2. Remove the e-ring and the rack pinion gear. Remove the pin and the e-ring, and then remove the bushing.

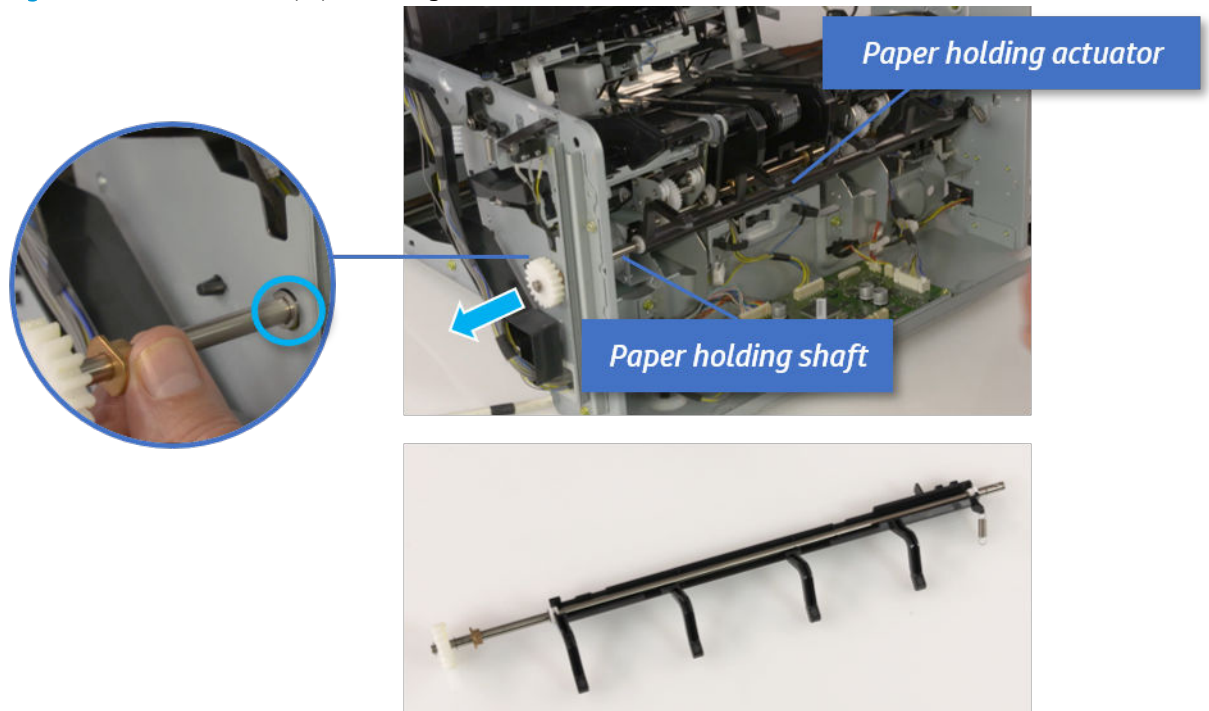
Figure 6-415 Remove e-ring, rack pinion gear, pin, and bushing



 **NOTE:** Be sure not to lose the pin.

- Carefully remove the paper holding shaft and the actuator.

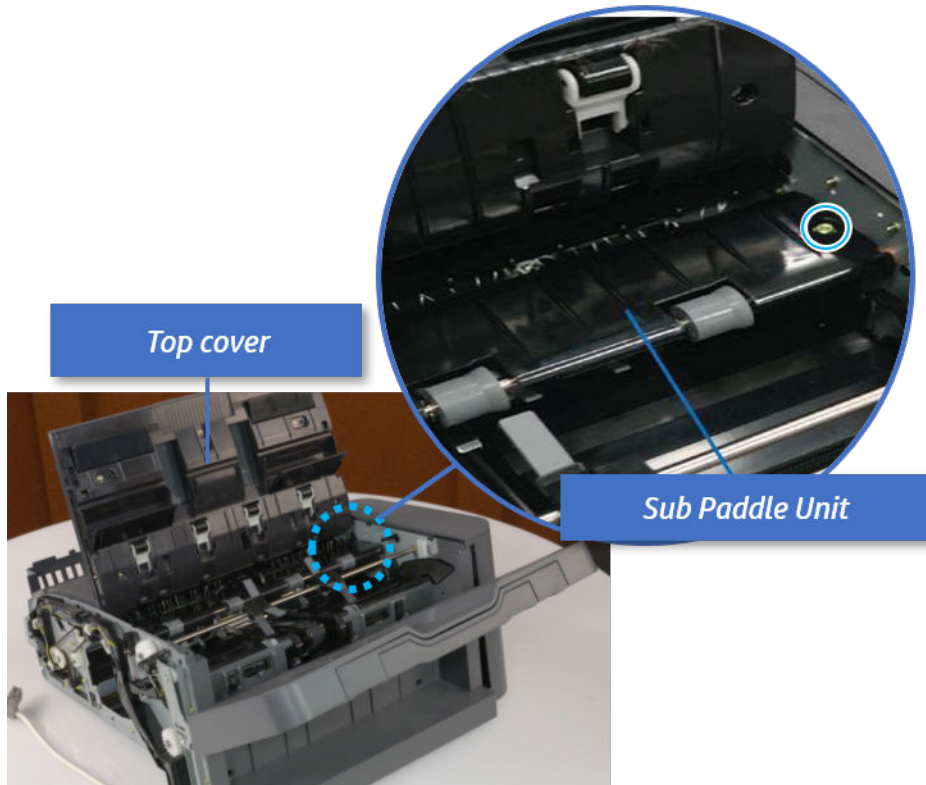
Figure 6-416 Remove the paper holding shaft and the actuator



Step 11: Remove the sub paddle unit

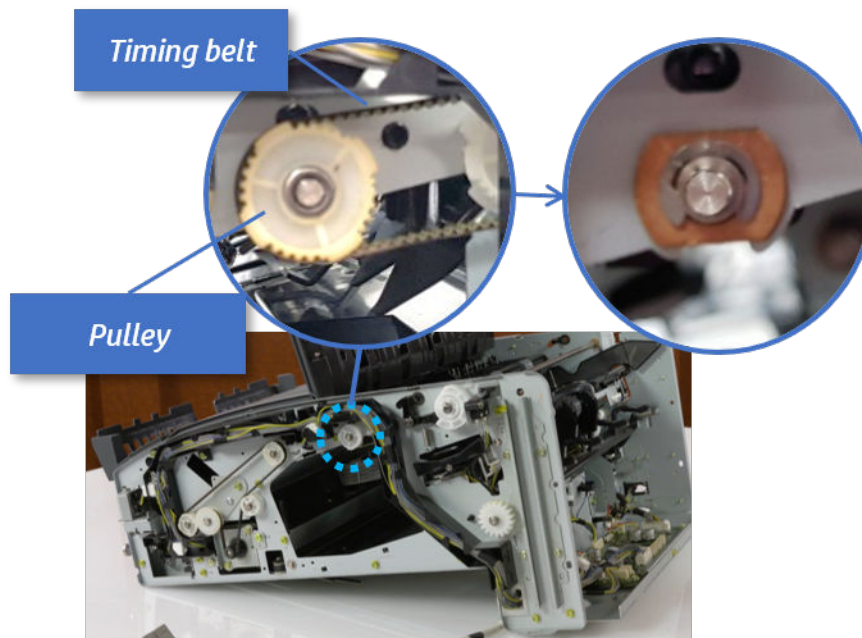
1. Open the top cover, and then remove one screw securing the sub paddle unit.

Figure 6-417 Remove one screw



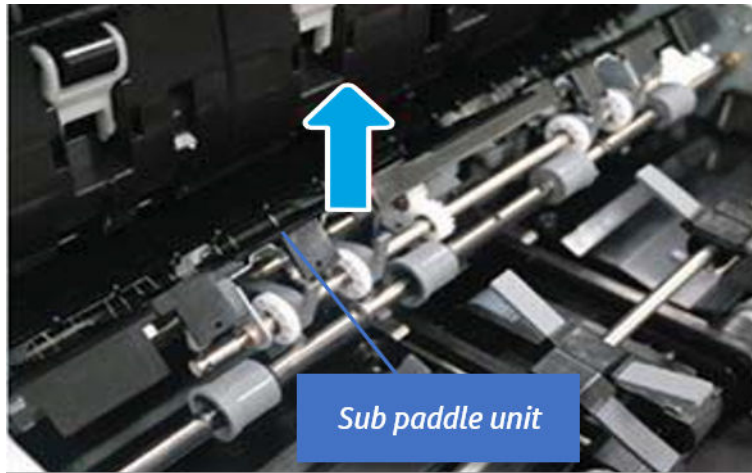
2. Remove the e-ring, and then remove the pulley and timing belt. And then remove the e-ring and the bushing.

Figure 6-418 Remove the e-ring, pulley, timing belt, and bushing



3. Lift up and remove the sub paddle unit.

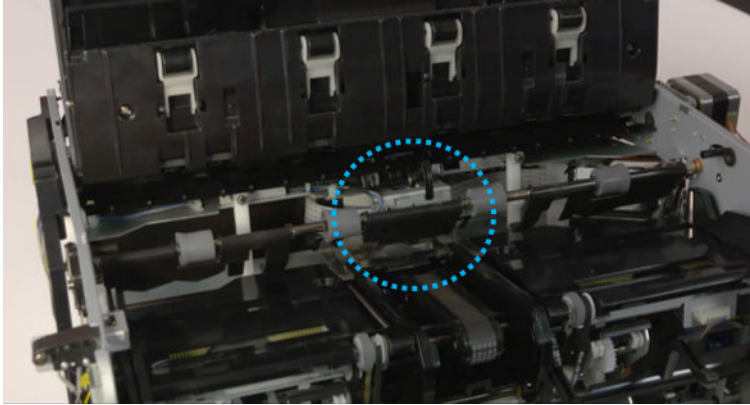
Figure 6-419 Remove the sub paddle unit



Step 12: Remove the exit roller

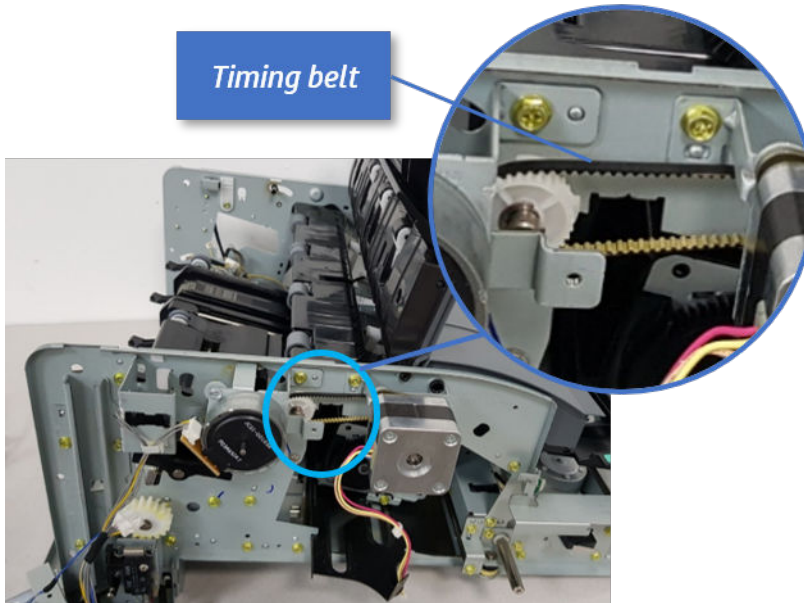
1. Remove the guide on the center of the exit roller.

Figure 6-420 Remove the guide



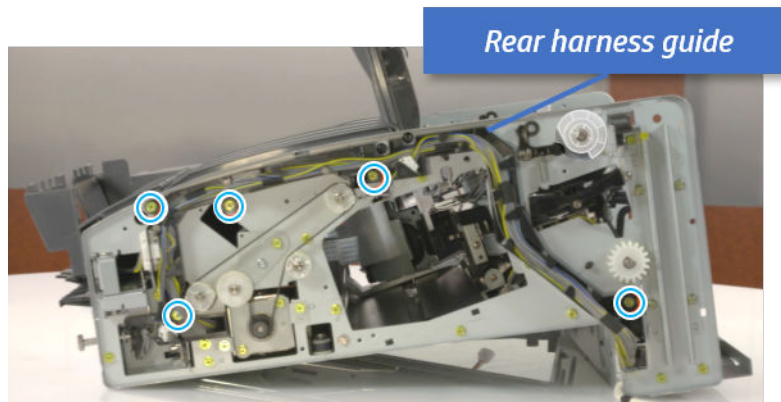
2. On the front of the inner finisher, release the timing belt connected to the exit motor.

Figure 6-421 Release the timing belt



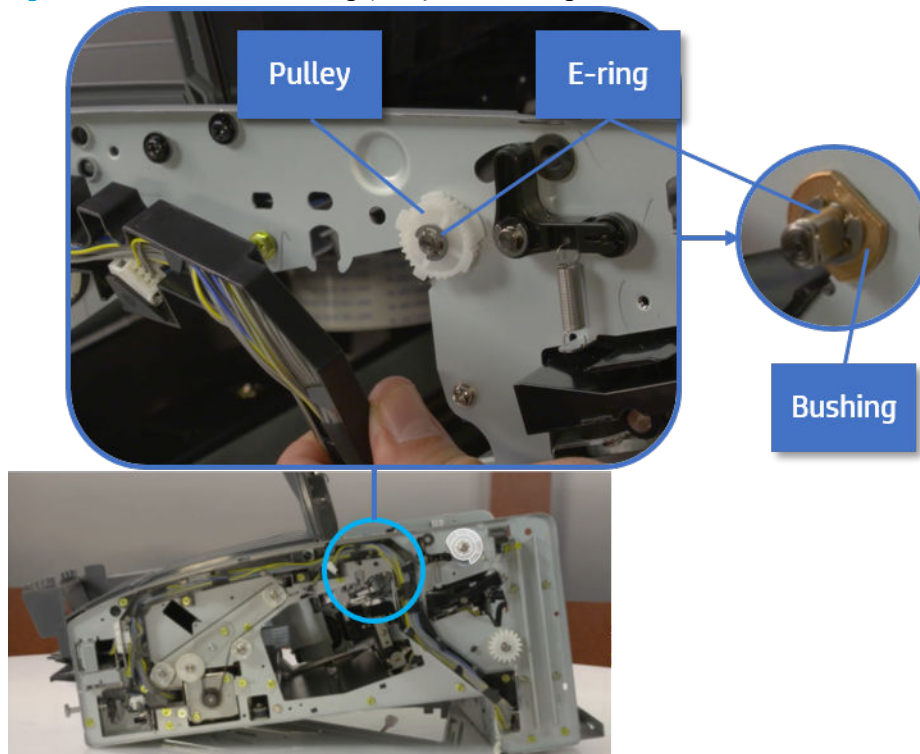
3. Remove five screws securing the rear harness guide.

Figure 6-422 Remove five screws



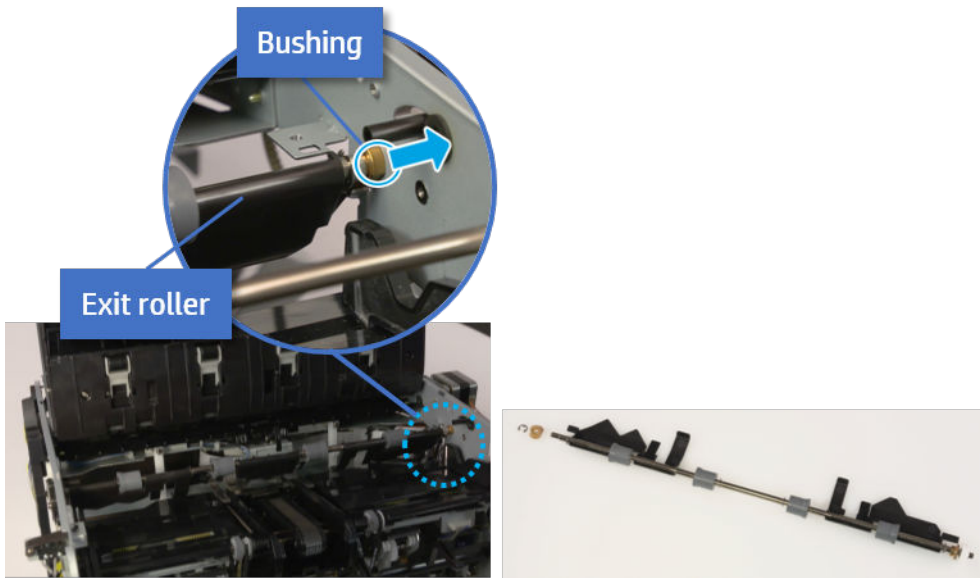
4. On the rear of the inner finisher, remove the e-ring and the pulley and then remove the e-ring and the bushing.

Figure 6-423 Remove the e-ring, pulley, and bushing



5. Push the bushing to detach it, and then remove the exit roller.

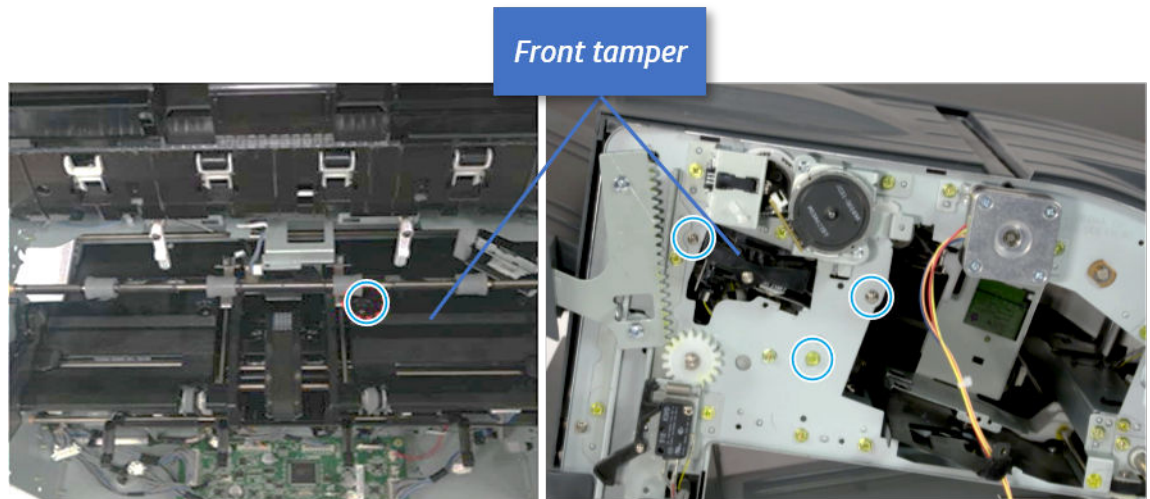
Figure 6-424 Remove the exit roller



Step 13: Remove the front tamper

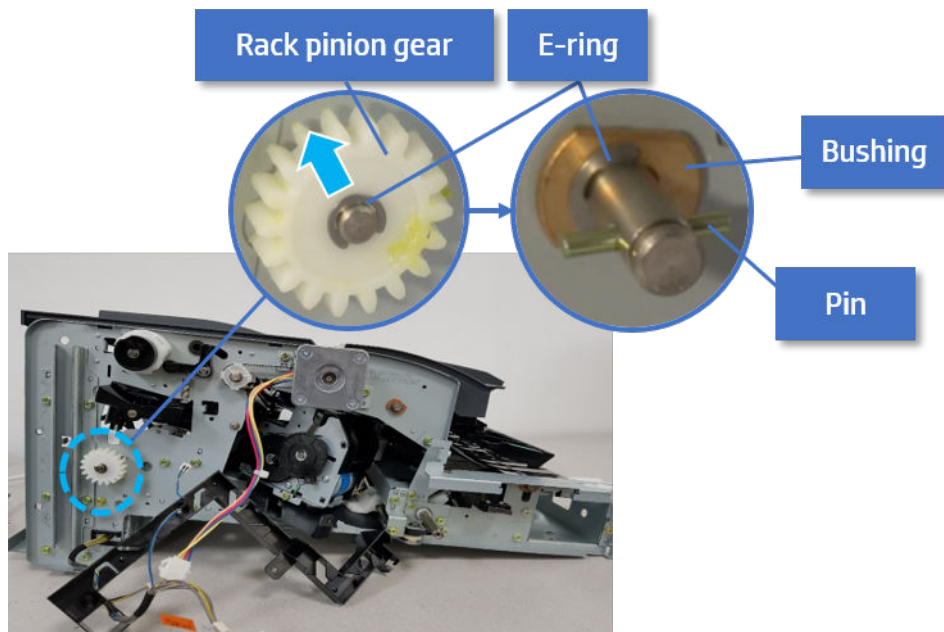
1. Remove four screws.

Figure 6-425 Remove four screws



2. Unplug the connector and release the hook, and then pull the front tamper up to remove.

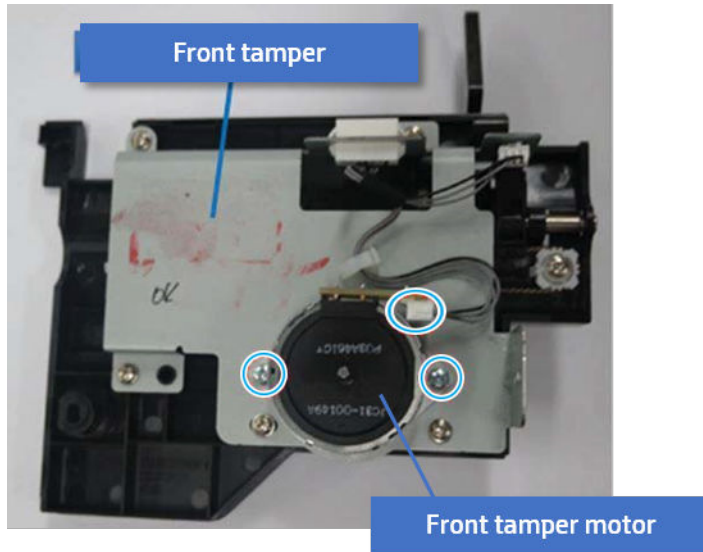
Figure 6-426 Remove the front tamper



Step 14: Remove the front tamper motor

- ▲ Remove two screws, unplug the connector, and then remove the motor.

Figure 6-427 Remove the front tamper motor





Step 15: 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.

Rear tamper

- [Rear tamper](#)
- [Rear tamper home sensor \(S14\)](#)
- [Rear tamper motor \(M5\)](#)

Rear tamper

- [Introduction](#)
- [Step 1: Remove the front cover](#)
- [Step 2: Remove the rear cover](#)
- [Step 3: Remove the output tray](#)
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- [Step 5: Remove the PCA cover](#)
- [Step 6: Remove the left cover](#)
- [Step 7: Remove the front harness guide](#)
- [Step 8: Remove the output tray motor assembly](#)
- [Step 9: Remove the output tray lower limit switch](#)
- [Step 10: Remove the paper holding](#)
- [Step 11: Remove the sub paddle unit](#)
- [Step 12: Remove the exit roller](#)
- [Step 13: Remove the rear tamper](#)
- [Step 14: Unpack the replacement assembly](#)

Introduction

Learn how to remove and replace the rear tamper.

[View a video of removing the inner finisher.](#)

[View a video of installing the inner finisher.](#)



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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.



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.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

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

Table 6-55 Part information

Part number	Part description
JC82-00900A	Rear tamper

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

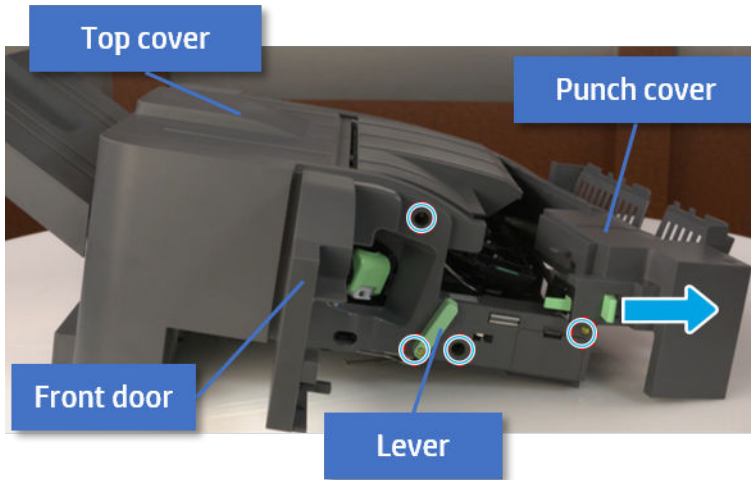
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the front cover

1. Open the front door and open the punch cover.
2. Remove three screws in the front.
3. Remove the lever.
4. Open the top cover.
5. From the right side of the front cover, carefully lift and pry toward the top-left corner to remove the front cover.

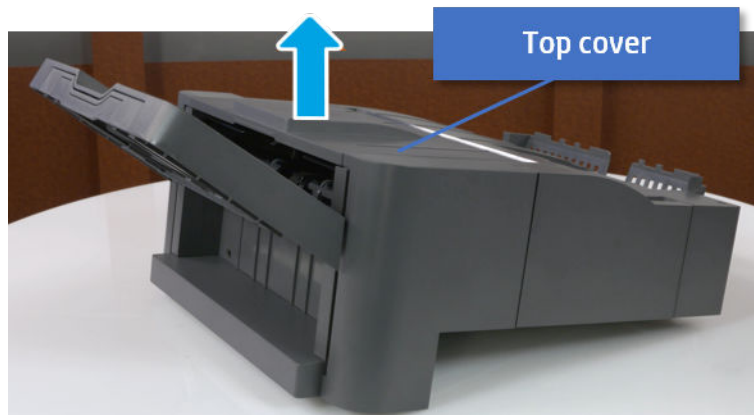
Figure 6-428 Remove the front cover



Step 2: Remove the rear cover

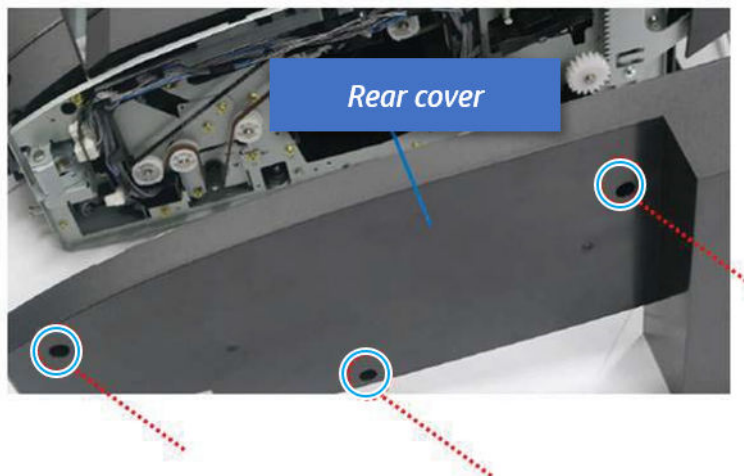
1. Open the top cover.

Figure 6-429 Open the top cover



2. Remove three screws.
3. Release hooks carefully and remove the rear cover.

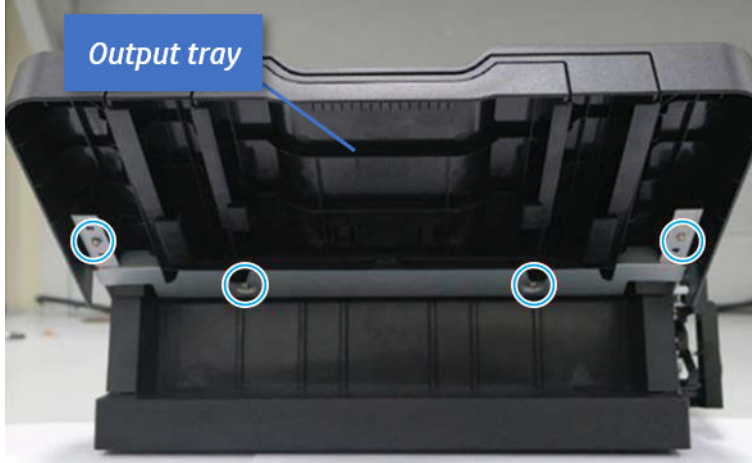
Figure 6-430 Remove the rear cover



Step 3: Remove the output tray

1. Remove four screws.

Figure 6-431 Remove four screws



2. Push the paper holding actuator into the inner finisher, and then remove the output tray.

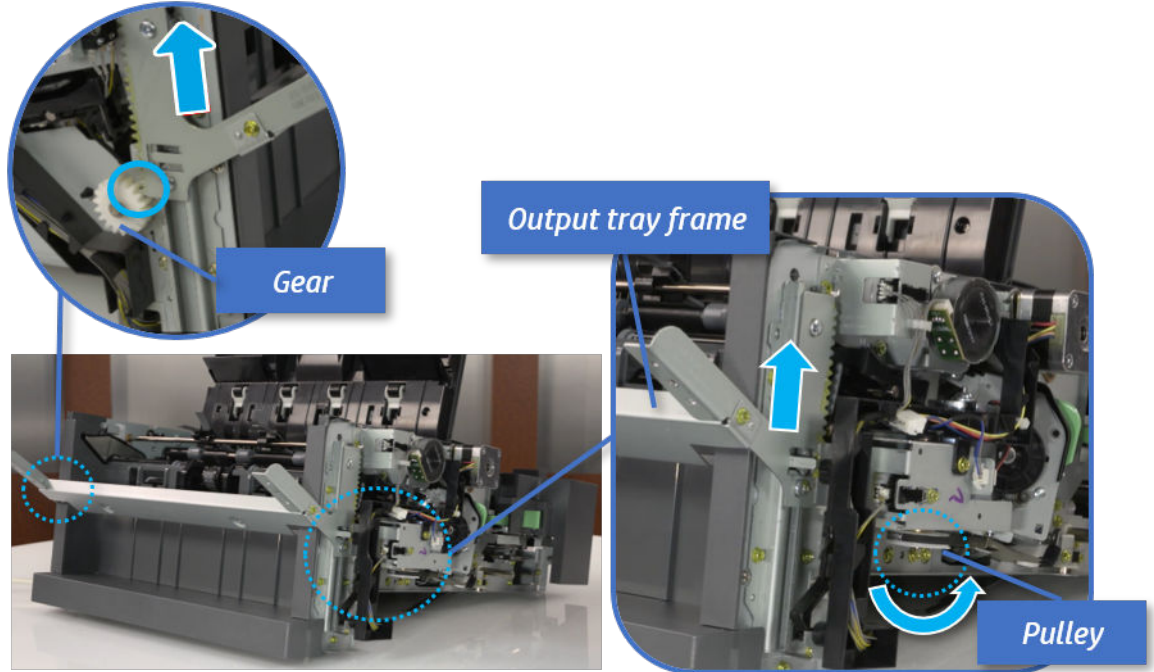
Figure 6-432 Remove the output tray



Step 4: Remove the output tray frame

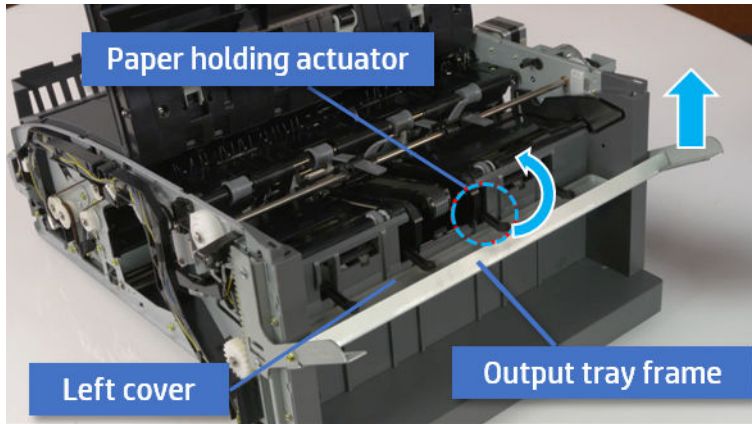
1. Rotate the pulley until the output tray frame depart from the gear.

Figure 6-433 Remove the pulley



2. Push the paper holding actuator into the inner finisher, and then remove the output tray frame.

Figure 6-434 Remove the output tray frame



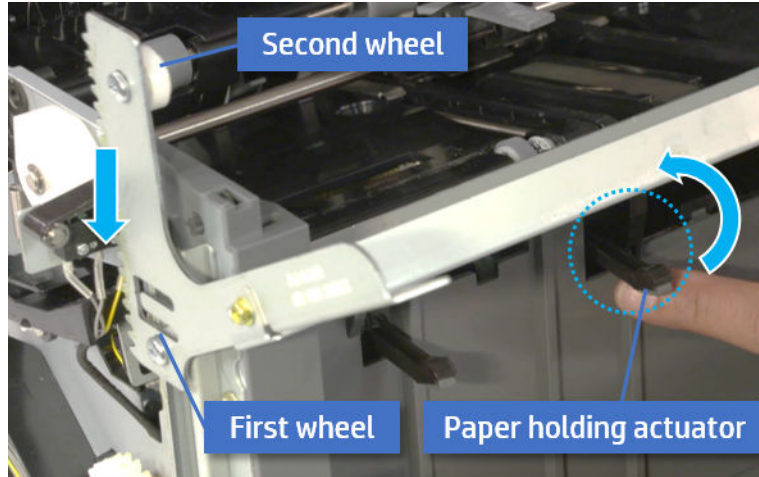
TIP: Push the paper holding actuator into the inner finisher when reassembling. Be sure to level the output tray.

Reinstall the output tray frame

Use the following special instructions when the reinstalling the assembly.

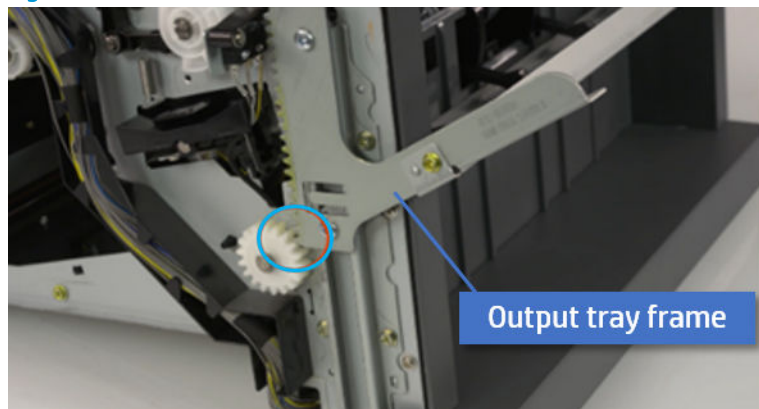
- a. Position the first wheel into the channel on both sides while pushing the paper holding actuator.

Figure 6-435 Install the wheel (1 of 2)



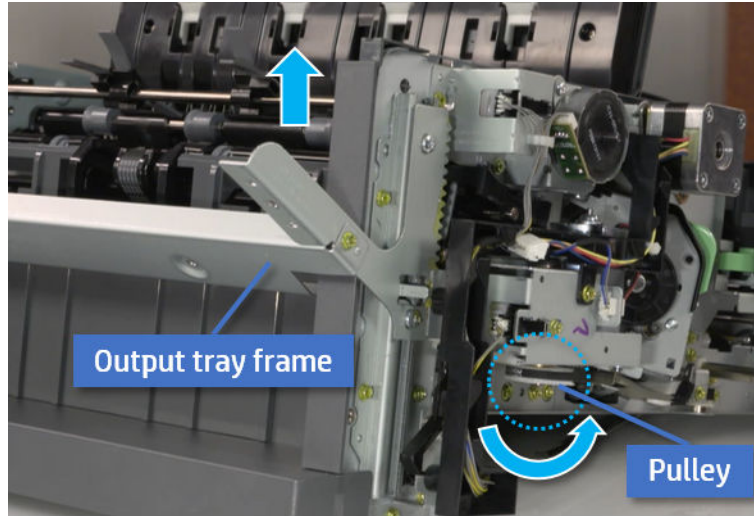
- b. Let the second wheel rest on the channel on both sides simultaneously.
- c. Gently squeeze the wheels into channel until the output tray frame meet the gear.

Figure 6-436 Install the wheel (2 of 2)



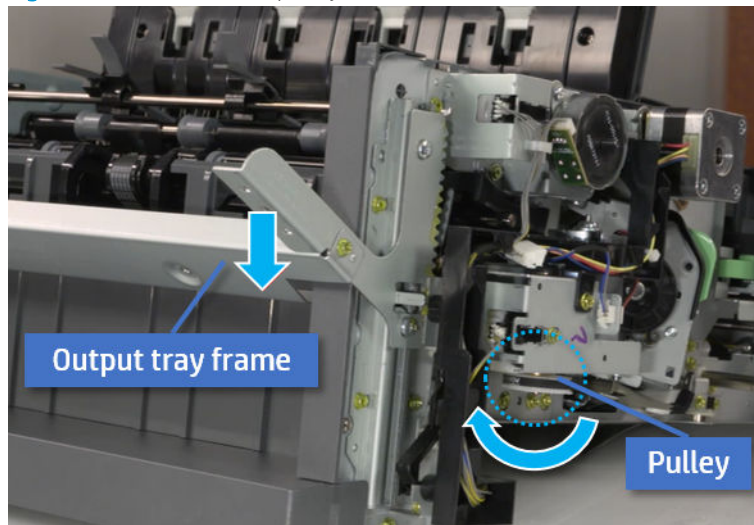
- d. Rotate the pulley until the output tray frame is no longer lifted. It can make to level the output tray frame.

Figure 6-437 Rotate the pulley (1 of 2)



- e. Rotate the pulley in the opposite direction.

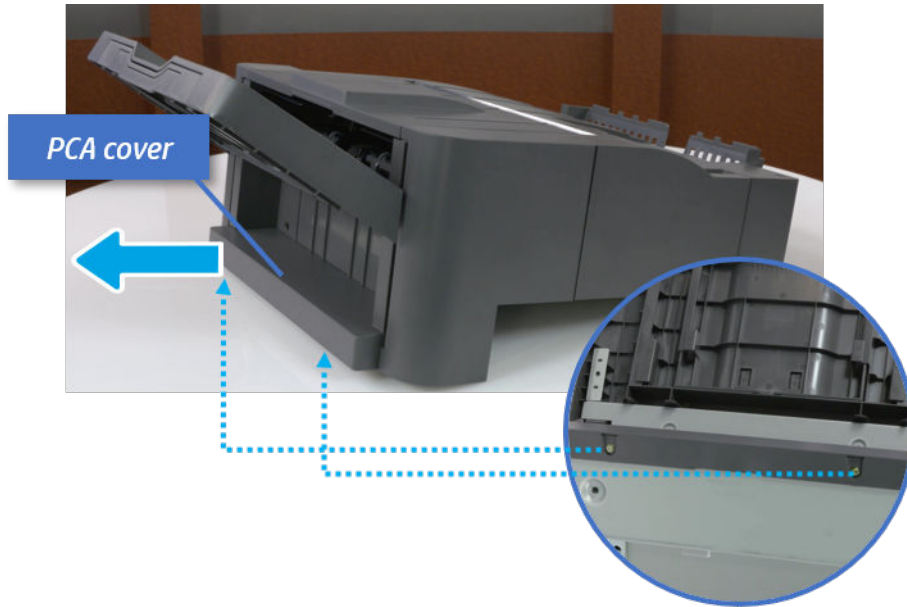
Figure 6-438 Rotate the pulley (2 of 2)



Step 5: Remove the PCA cover

- ▲ Remove two screws, and then remove the PCA cover.

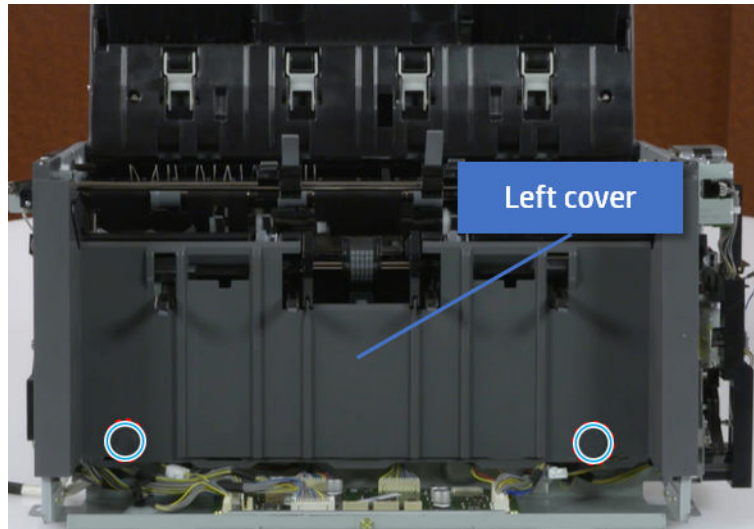
Figure 6-439 Remove the PCA cover



Step 6: Remove the left cover

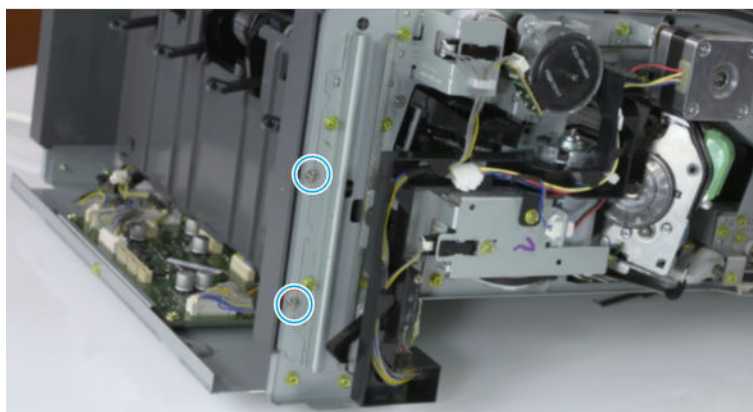
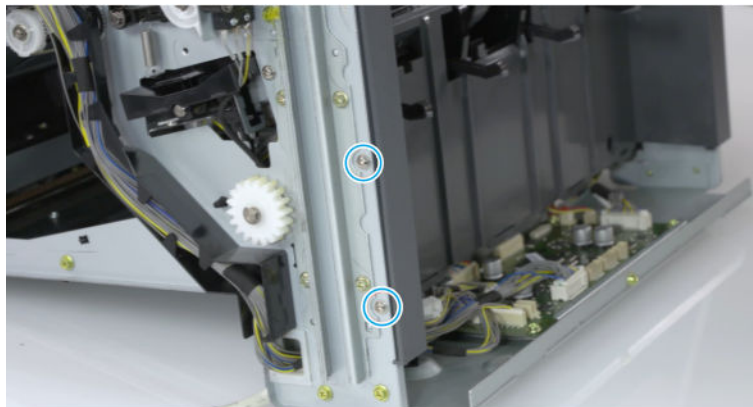
1. Remove two screws.

Figure 6-440 Remove two screws



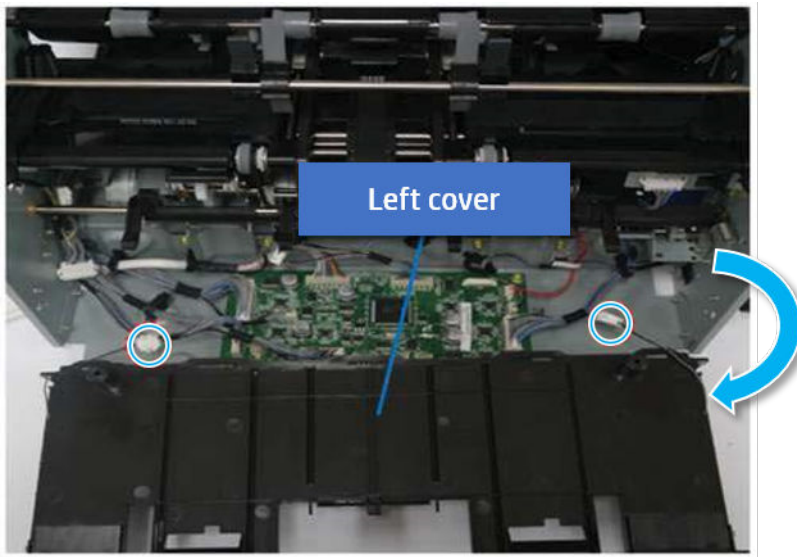
2. Remove four screws from both front and rear sides


Figure 6-441 Remove four screws

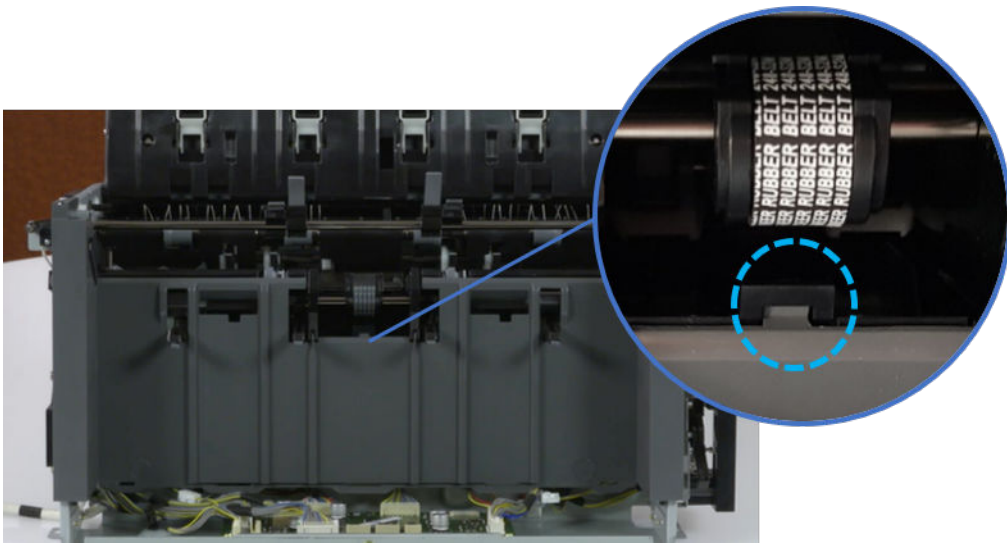


3. Unplug two inline connectors, and then remove the left cover.

Figure 6-442 Unplug two connectors



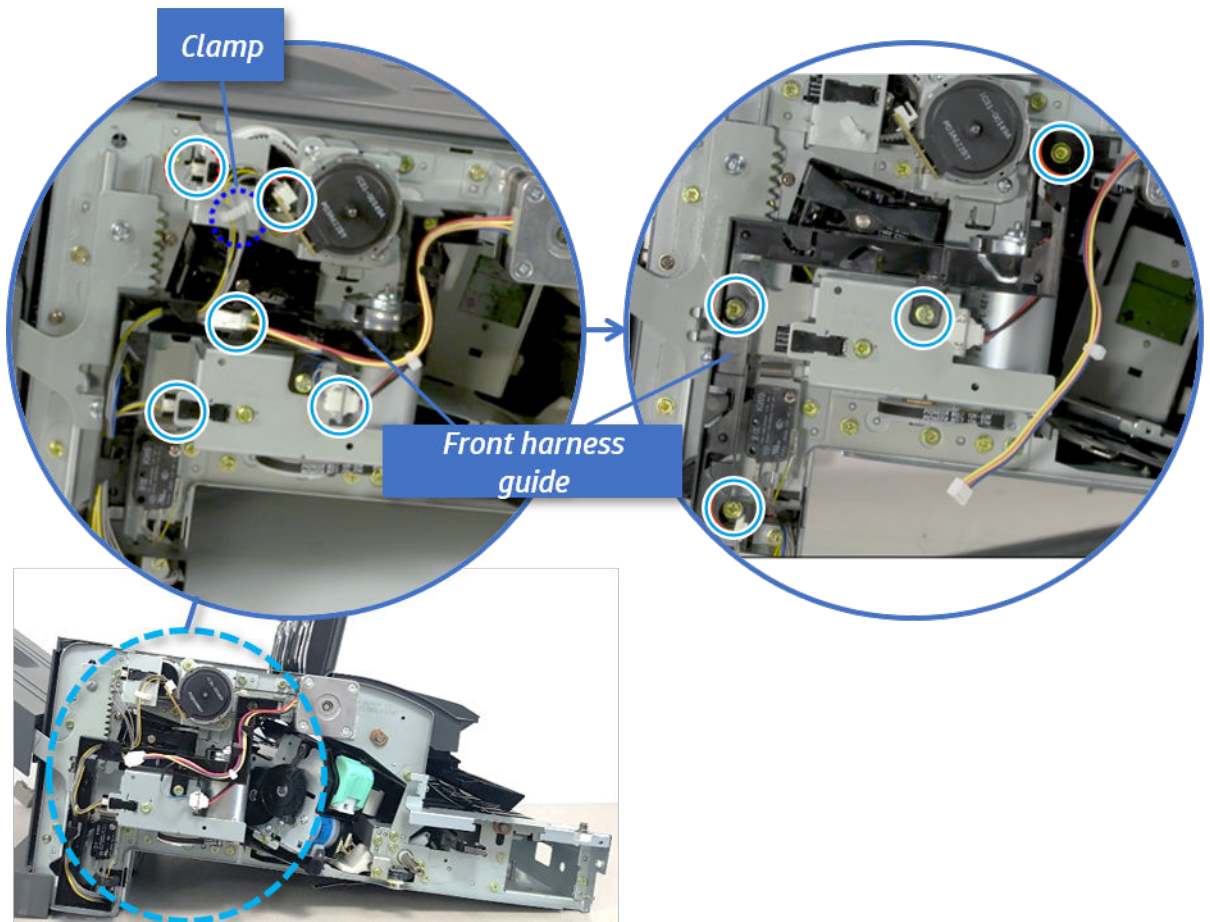
 **TIP:** Be sure to check the hook when reassembling.



Step 7: Remove the front harness guide

1. Open one clamp, unplug five connectors, and then remove the wire harness from the front harness guide.
2. Remove four screws, and then remove the front harness guide.

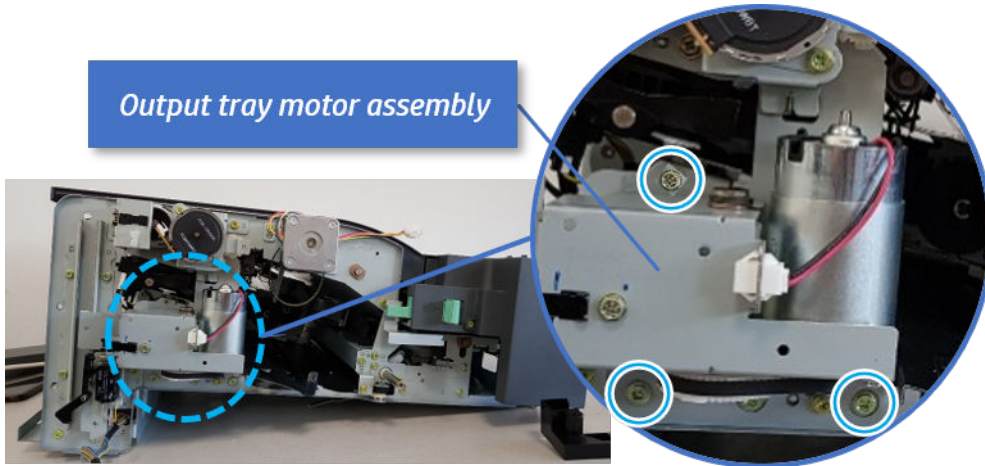
Figure 6-443 Remove the front harness guide



Step 8: Remove the output tray motor assembly

- ▲ Remove three screws, and then remove the output tray motor assembly.

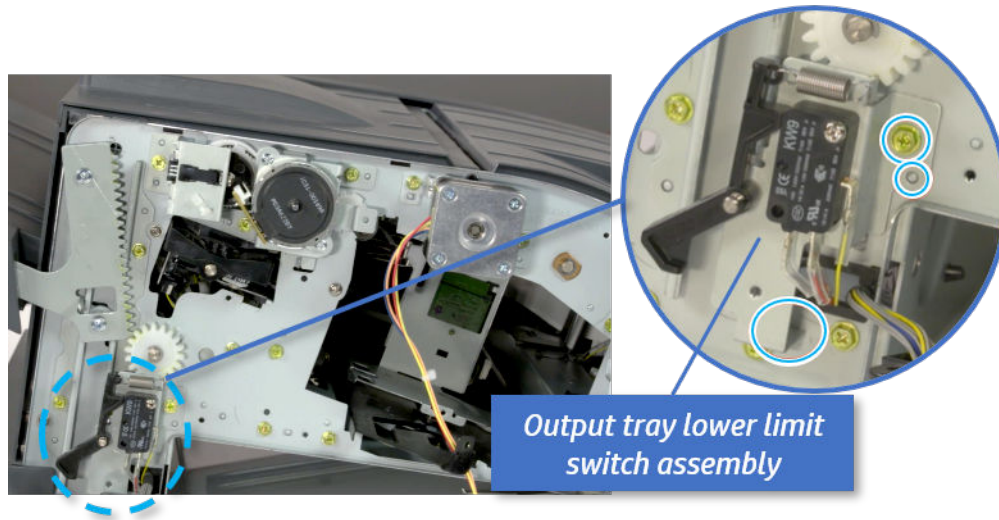
Figure 6-444 Remove the output tray motor assembly



Step 9: Remove the output tray lower limit switch

- ▲ Remove one screw, and then remove the output tray lower limit switch.

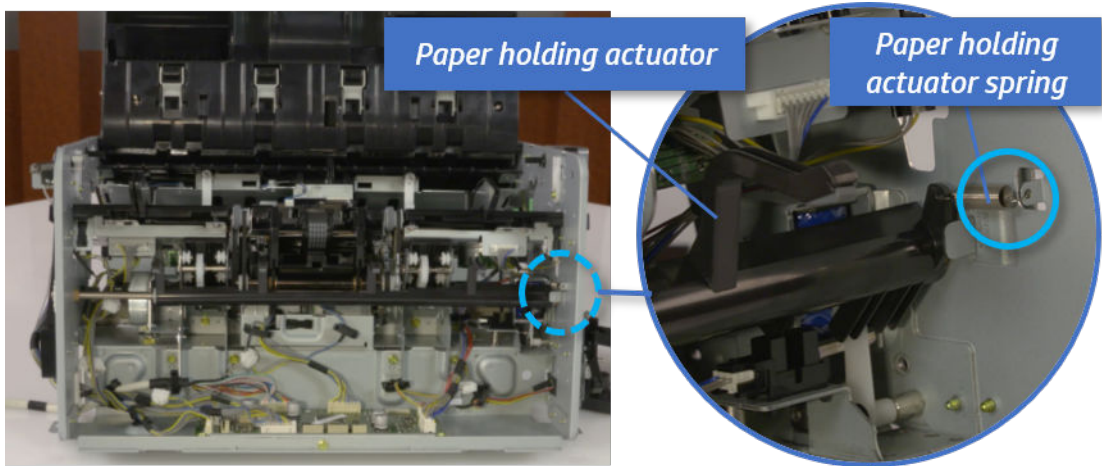
Figure 6-445 Remove the output tray lower limit switch



Step 10: Remove the paper holding

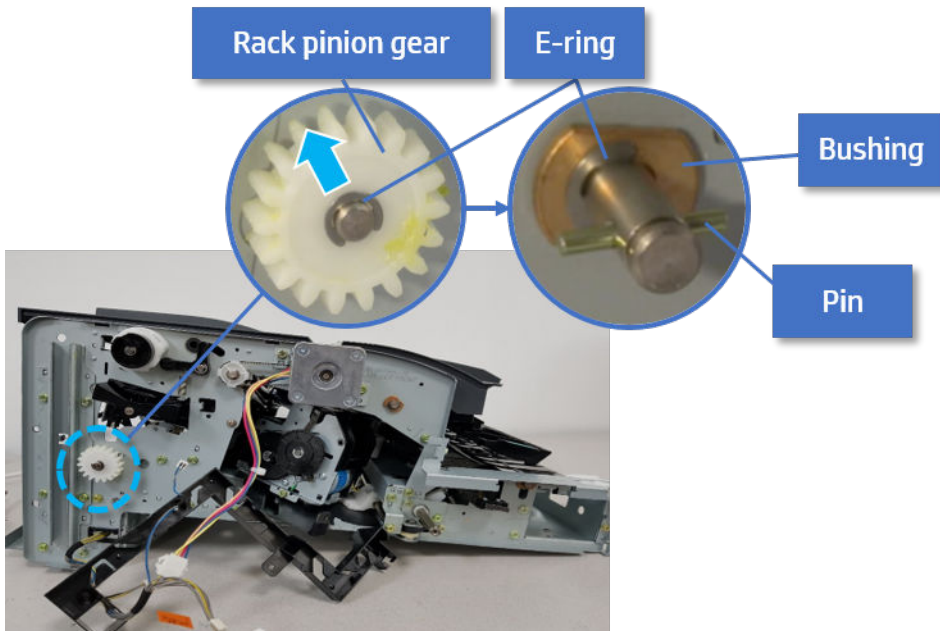
1. Remove the paper holding actuator spring.

Figure 6-446 Remove the paper holding actuator spring



2. Remove the e-ring and the rack pinion gear. Remove the pin and the e-ring, and then remove the bushing.

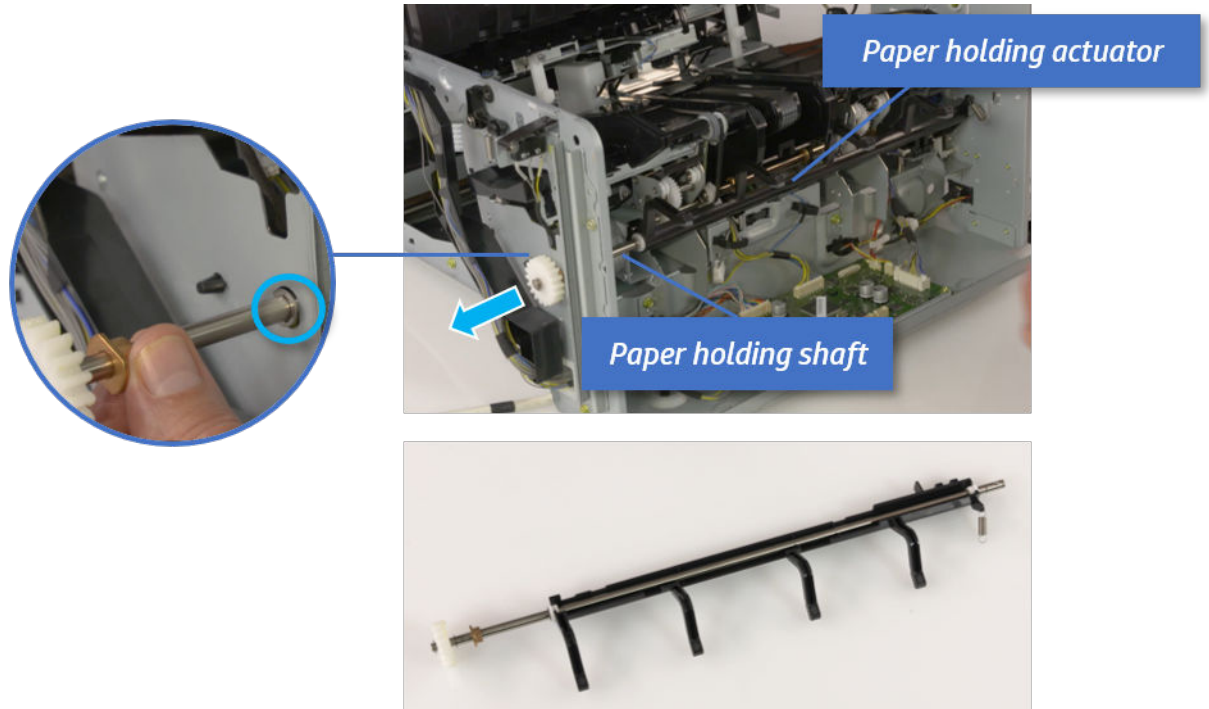
Figure 6-447 Remove e-ring, rack pinion gear, pin, and bushing



 **NOTE:** Be sure not to lose the pin.

- Carefully remove the paper holding shaft and the actuator.

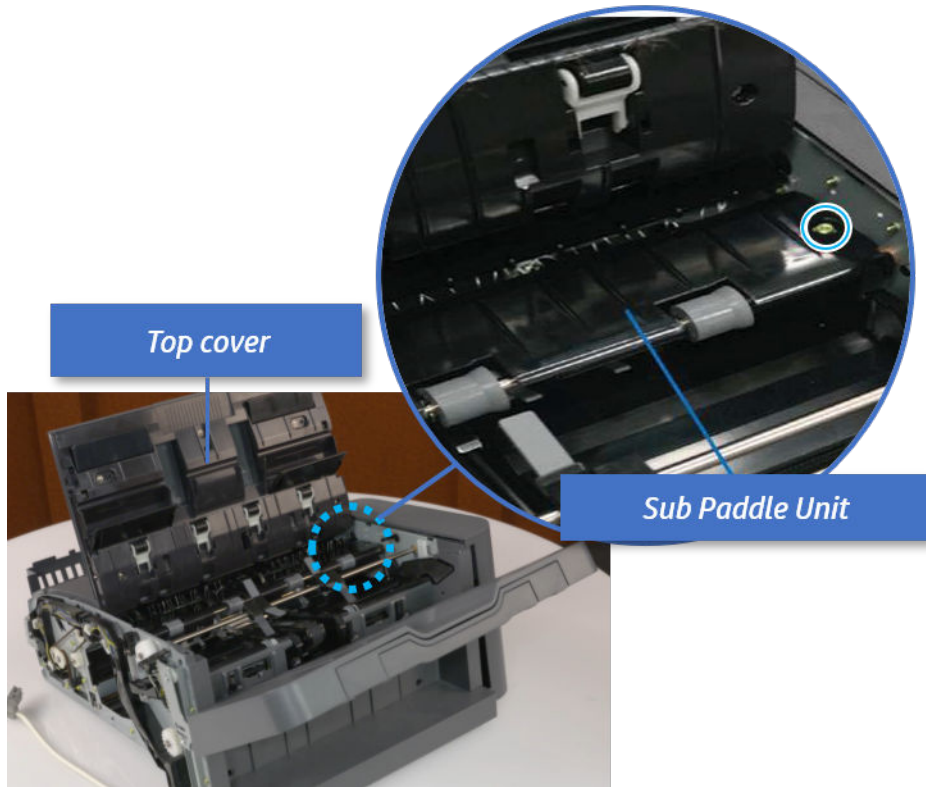
Figure 6-448 Remove the paper holding shaft and the actuator



Step 11: Remove the sub paddle unit

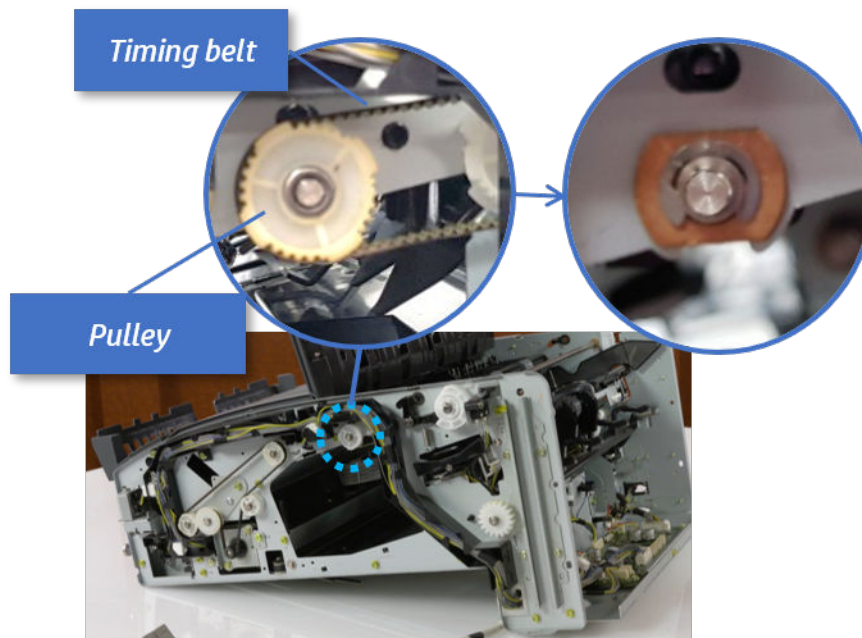
1. Open the top cover, and then remove one screw securing the sub paddle unit.

Figure 6-449 Remove one screw



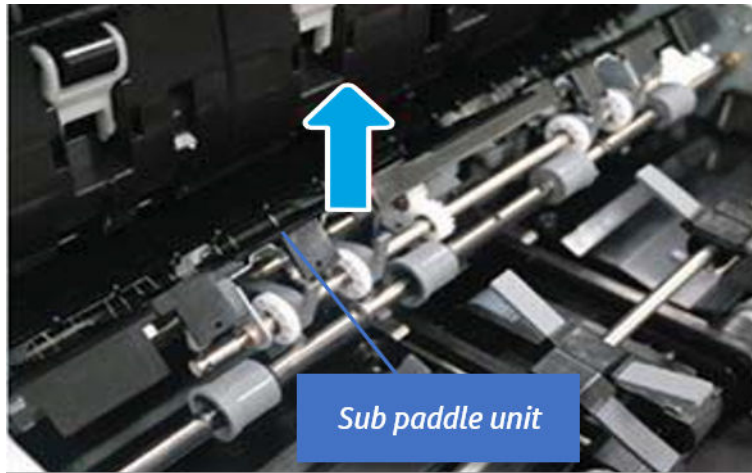
2. Remove the e-ring, and then remove the pulley and timing belt. And then remove the e-ring and the bushing.

Figure 6-450 Remove the e-ring, pulley, timing belt, and bushing



3. Lift up and remove the sub paddle unit.

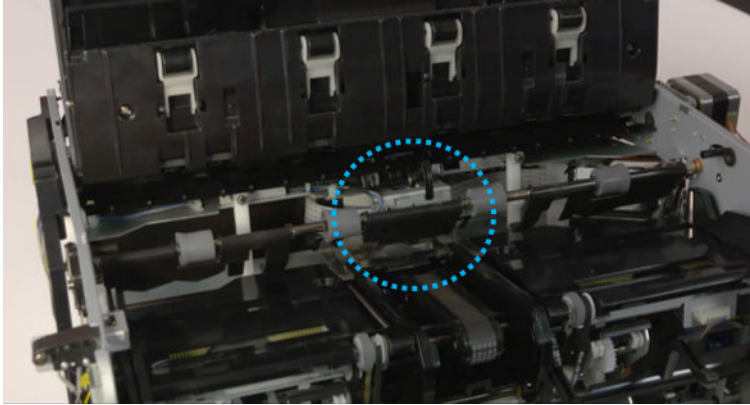
Figure 6-451 Remove the sub paddle unit



Step 12: Remove the exit roller

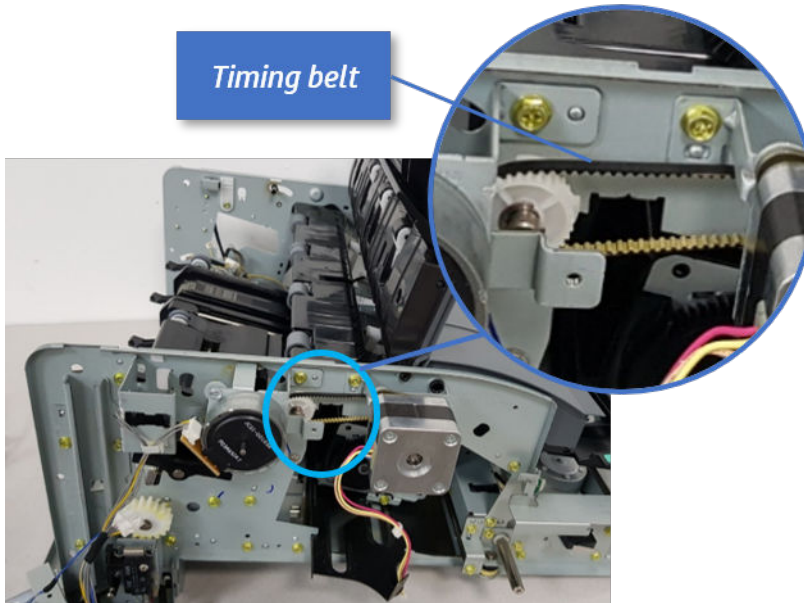
1. Remove the guide on the center of the exit roller.

Figure 6-452 Remove the guide



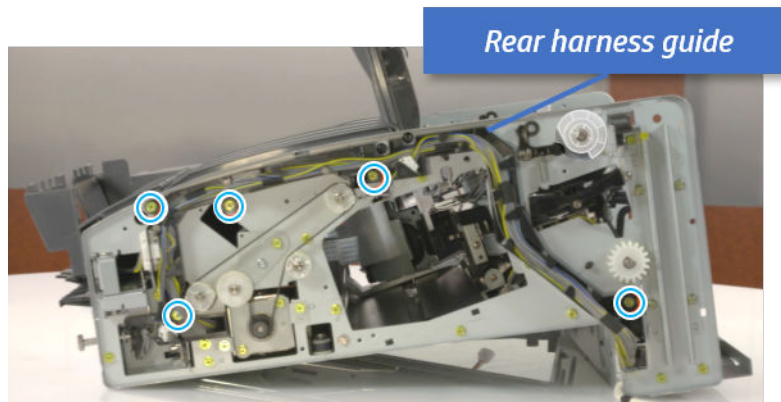
2. On the front of the inner finisher, release the timing belt connected to the exit motor.

Figure 6-453 Release the timing belt



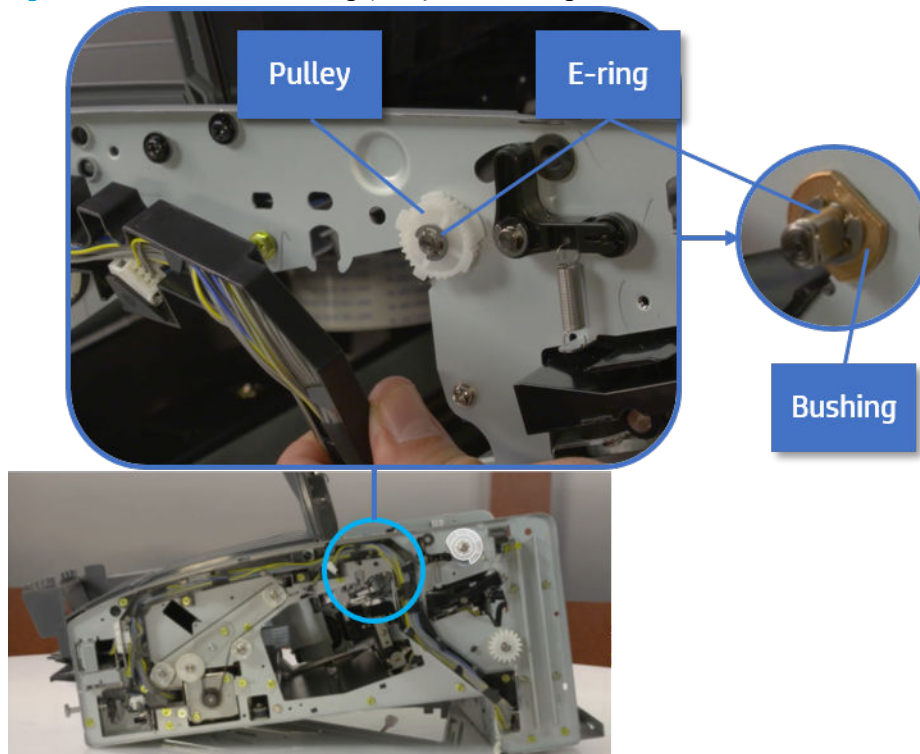
3. Remove five screws securing the rear harness guide.

Figure 6-454 Remove five screws



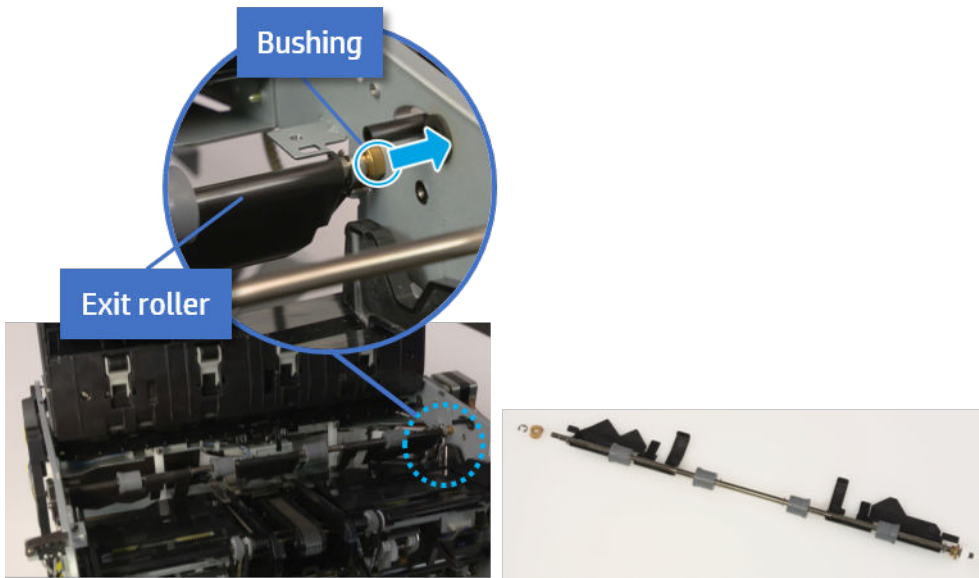
4. On the rear of the inner finisher, remove the e-ring and the pulley and then remove the e-ring and the bushing.

Figure 6-455 Remove the e-ring, pulley, and bushing



5. Push the bushing to detach it, and then remove the exit roller.

Figure 6-456 Remove the exit roller



Step 13: Remove the rear tamper

1. Remove the rear tamper.


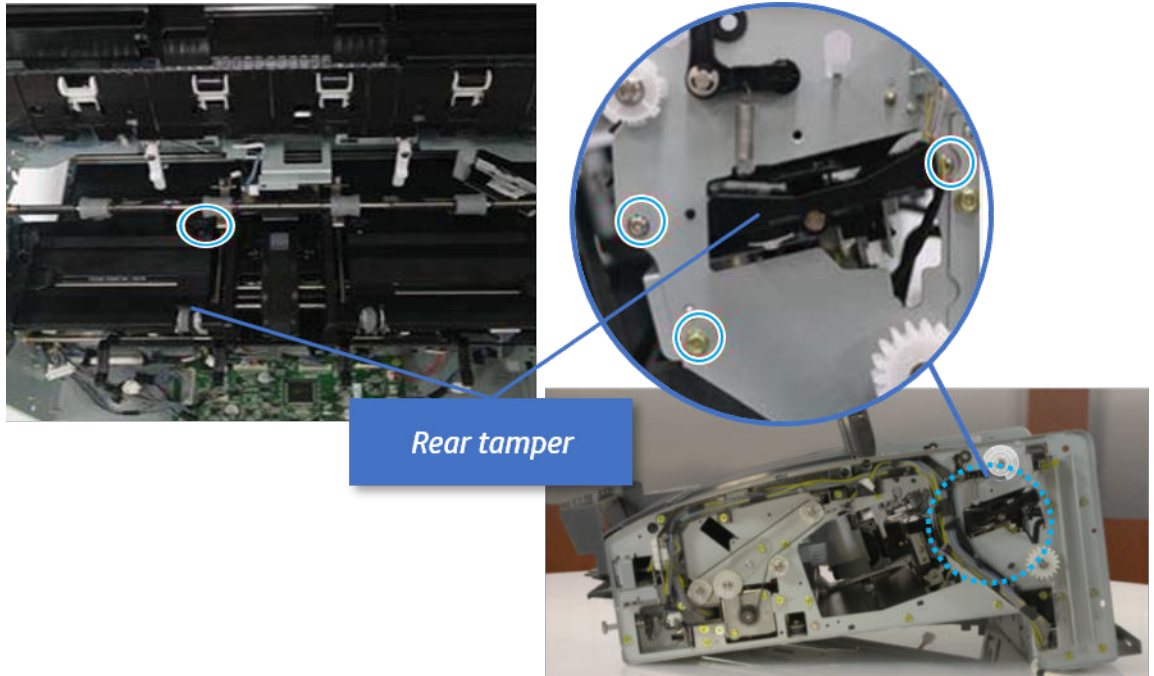
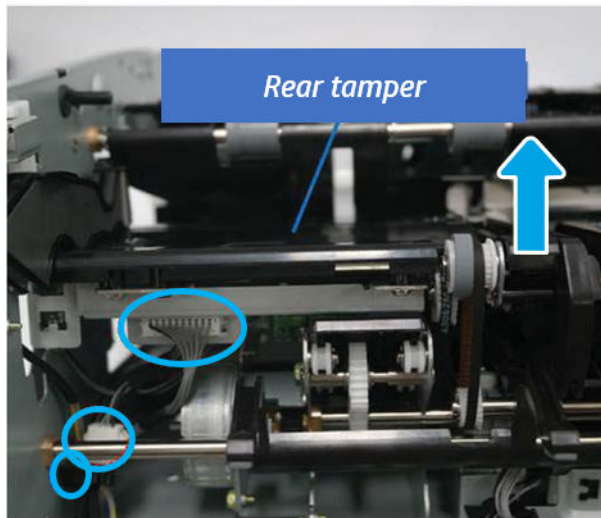
 **NOTE:** Move cable guide out of position to access the screws.

Figure 6-457 Remove four screws



2. Unplug two connectors and release the hook, and then remove the rear tamper.

Figure 6-458 Remove the rear tamper





Step 14: 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.

Rear tamper home sensor (S14)

- [Introduction](#)
- [Step 1: Remove the front cover](#)
- [Step 2: Remove the rear cover](#)
- [Step 3: Remove the output tray](#)
- [Step 4: Remove the output tray frame](#)
- [Step 5: Remove the PCA cover](#)
- [Step 6: Remove the left cover](#)
- [Step 7: Remove the front harness guide](#)
- [Step 8: Remove the output tray motor assembly](#)
- [Step 9: Remove the output tray lower limit switch](#)
- [Step 10: Remove the paper holding](#)
- [Step 11: Remove the sub paddle unit](#)
- [Step 12: Remove the exit roller](#)
- [Step 13: Remove the rear tamper](#)
- [Step 14: Remove the rear tamper home sensor](#)
- [Step 15: Unpack the replacement assembly](#)

Introduction

Learn how to remove and replace the rear tamper home sensor.

[View a video of removing the inner finisher.](#)

[View a video of installing the inner finisher.](#)



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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.



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.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

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

Table 6-56 Part information

Part number	Part description
0604-001393	Rear tamper home sensor

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

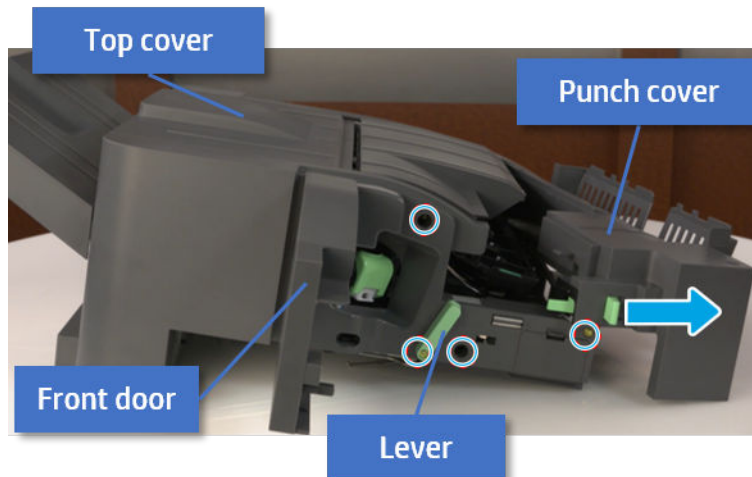
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the front cover

1. Open the front door and open the punch cover.
2. Remove three screws in the front.
3. Remove the lever.
4. Open the top cover.
5. From the right side of the front cover, carefully lift and pry toward the top-left corner to remove the front cover.

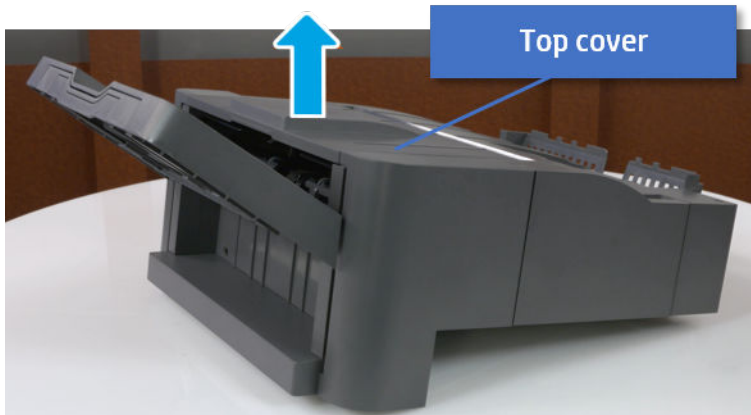
Figure 6-459 Remove the front cover



Step 2: Remove the rear cover

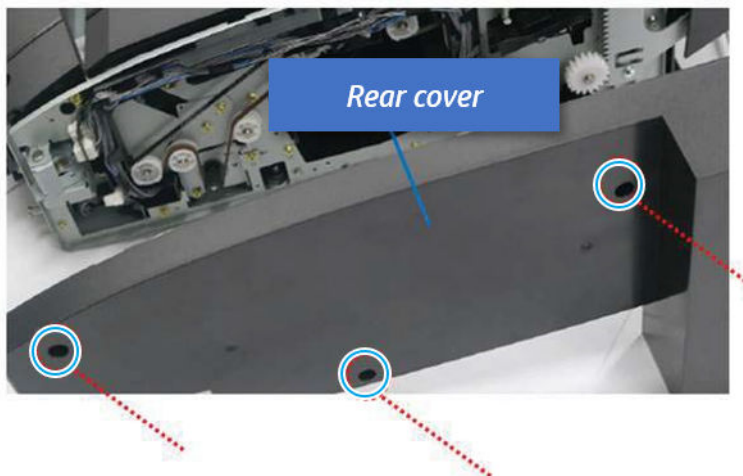
1. Open the top cover.

Figure 6-460 Open the top cover



2. Remove three screws.
3. Release hooks carefully and remove the rear cover.

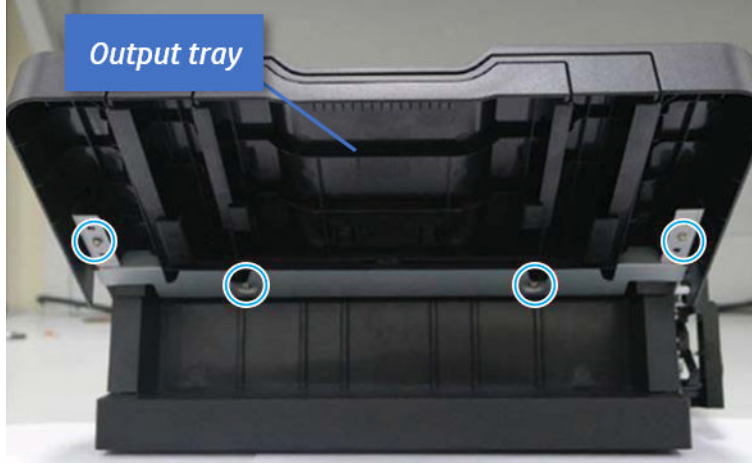
Figure 6-461 Remove the rear cover



Step 3: Remove the output tray

1. Remove four screws.

Figure 6-462 Remove four screws



2. Push the paper holding actuator into the inner finisher, and then remove the output tray.

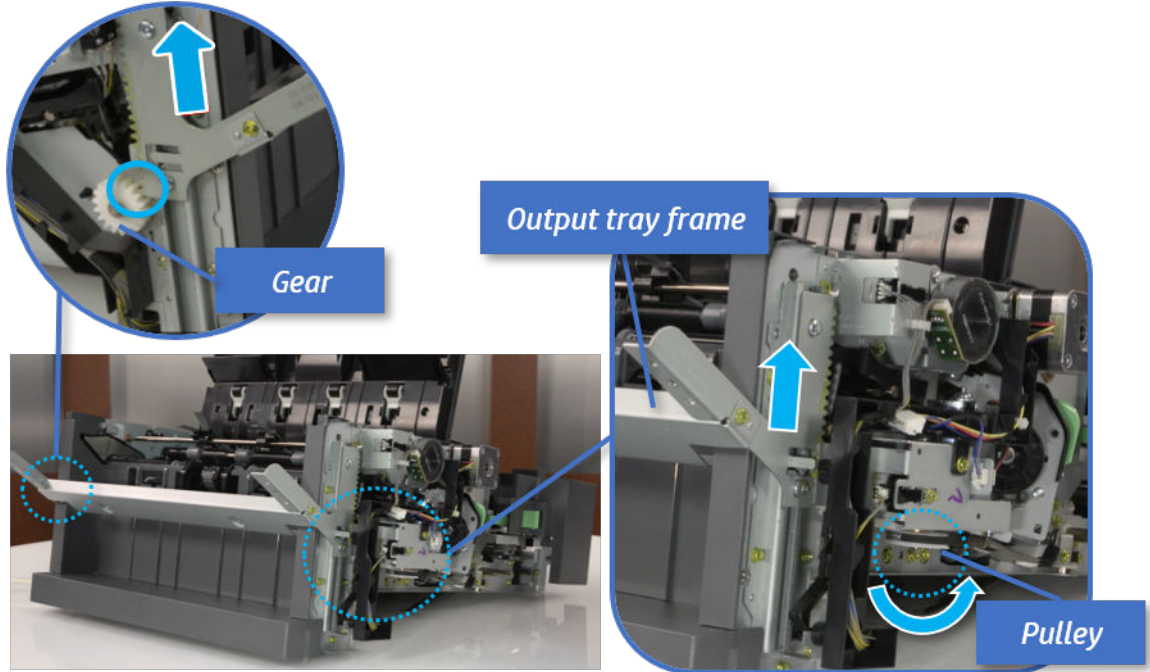
Figure 6-463 Remove the output tray



Step 4: Remove the output tray frame

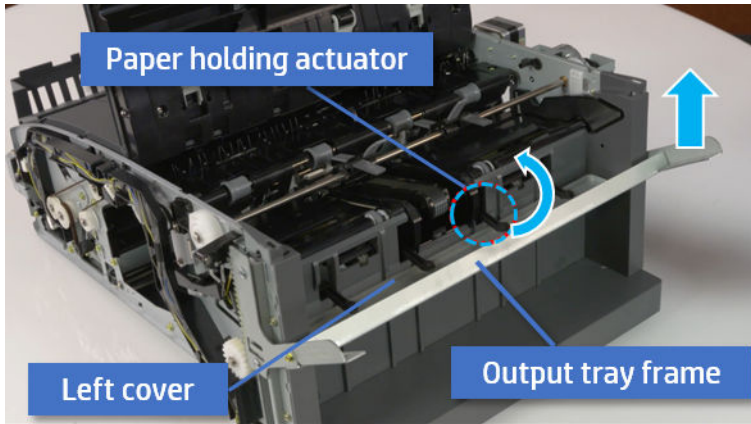
1. Rotate the pulley until the output tray frame depart from the gear.

Figure 6-464 Remove the pulley



2. Push the paper holding actuator into the inner finisher, and then remove the output tray frame.

Figure 6-465 Remove the output tray frame



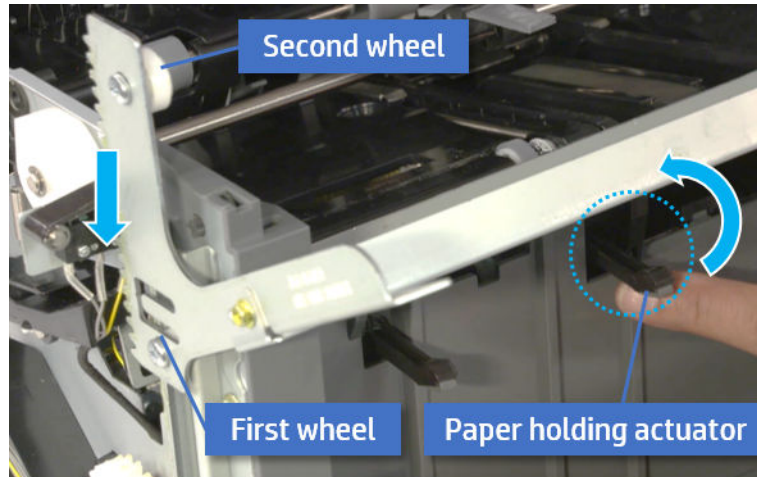
TIP: Push the paper holding actuator into the inner finisher when reassembling. Be sure to level the output tray.

Reinstall the output tray frame

Use the following special instructions when the reinstalling the assembly.

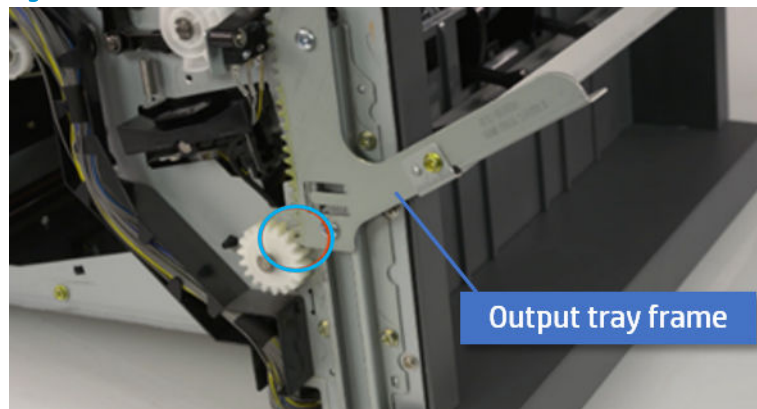
- a. Position the first wheel into the channel on both sides while pushing the paper holding actuator.

Figure 6-466 Install the wheel (1 of 2)



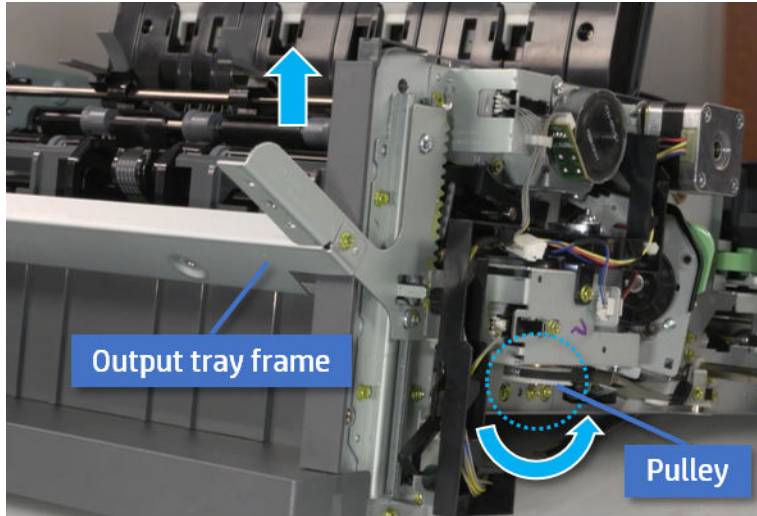
- b. Let the second wheel rest on the channel on both sides simultaneously.
- c. Gently squeeze the wheels into channel until the output tray frame meet the gear.

Figure 6-467 Install the wheel (2 of 2)



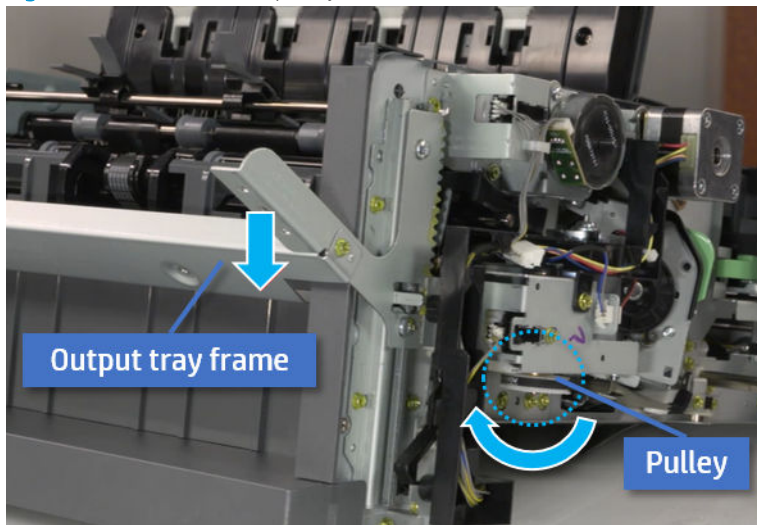
- d. Rotate the pulley until the output tray frame is no longer lifted. It can make to level the output tray frame.

Figure 6-468 Rotate the pulley (1 of 2)



- e. Rotate the pulley in the opposite direction.

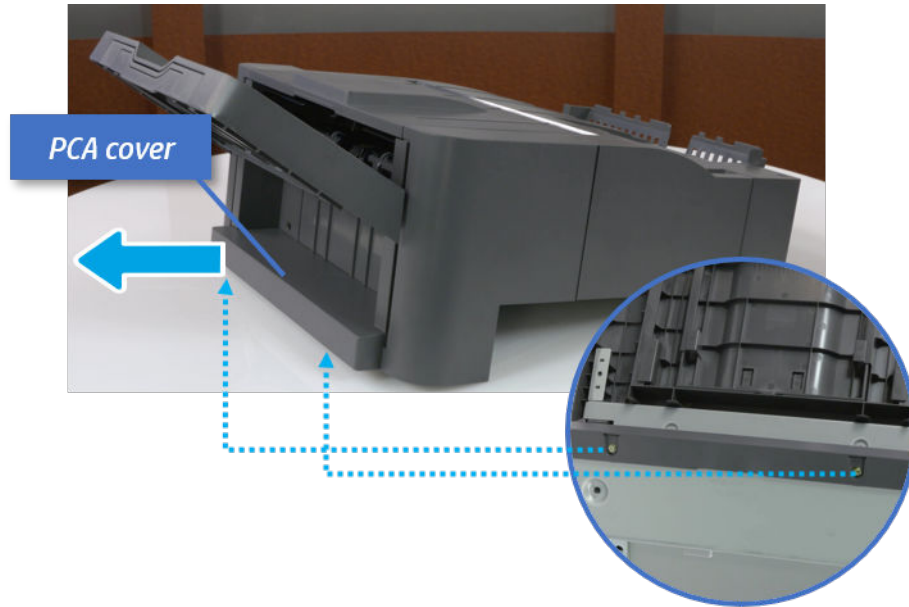
Figure 6-469 Rotate the pulley (2 of 2)



Step 5: Remove the PCA cover

- ▲ Remove two screws, and then remove the PCA cover.

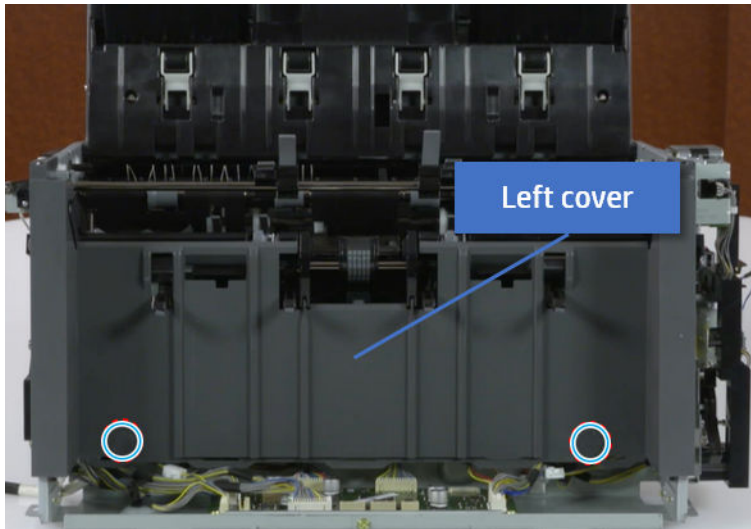
Figure 6-470 Remove the PCA cover



Step 6: Remove the left cover

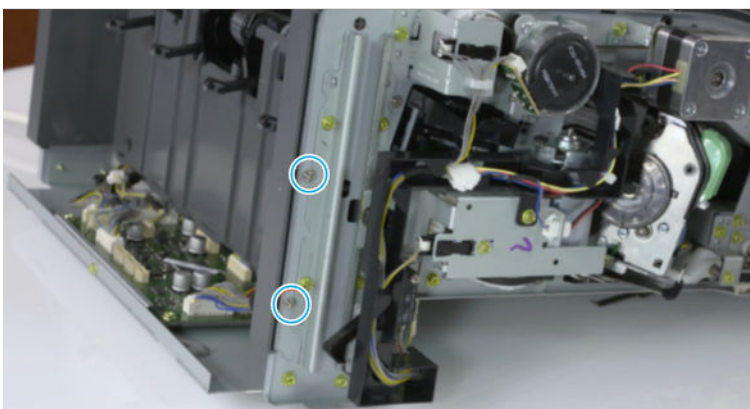
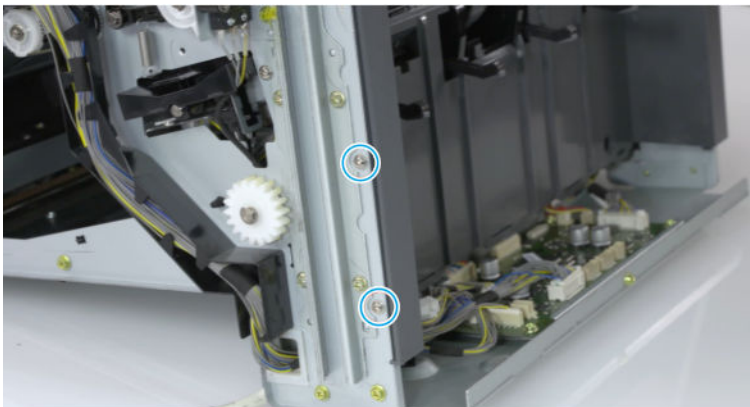
1. Remove two screws.

Figure 6-471 Remove two screws



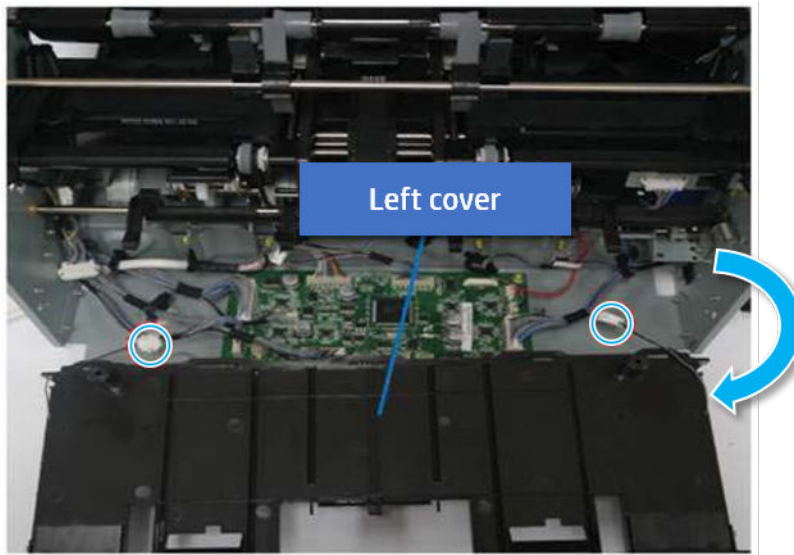
2. Remove four screws from both front and rear sides


Figure 6-472 Remove four screws

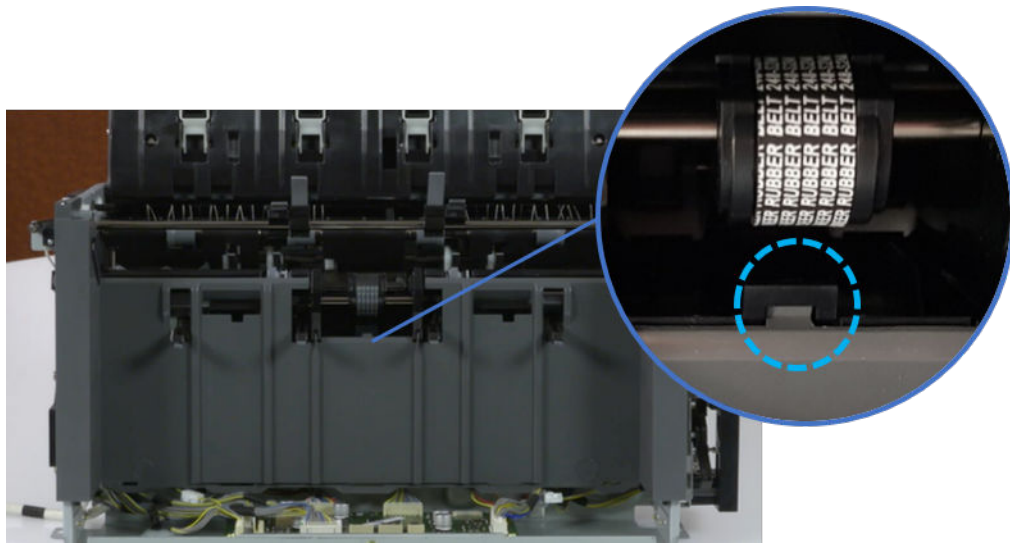


3. Unplug two inline connectors, and then remove the left cover.

Figure 6-473 Unplug two connectors



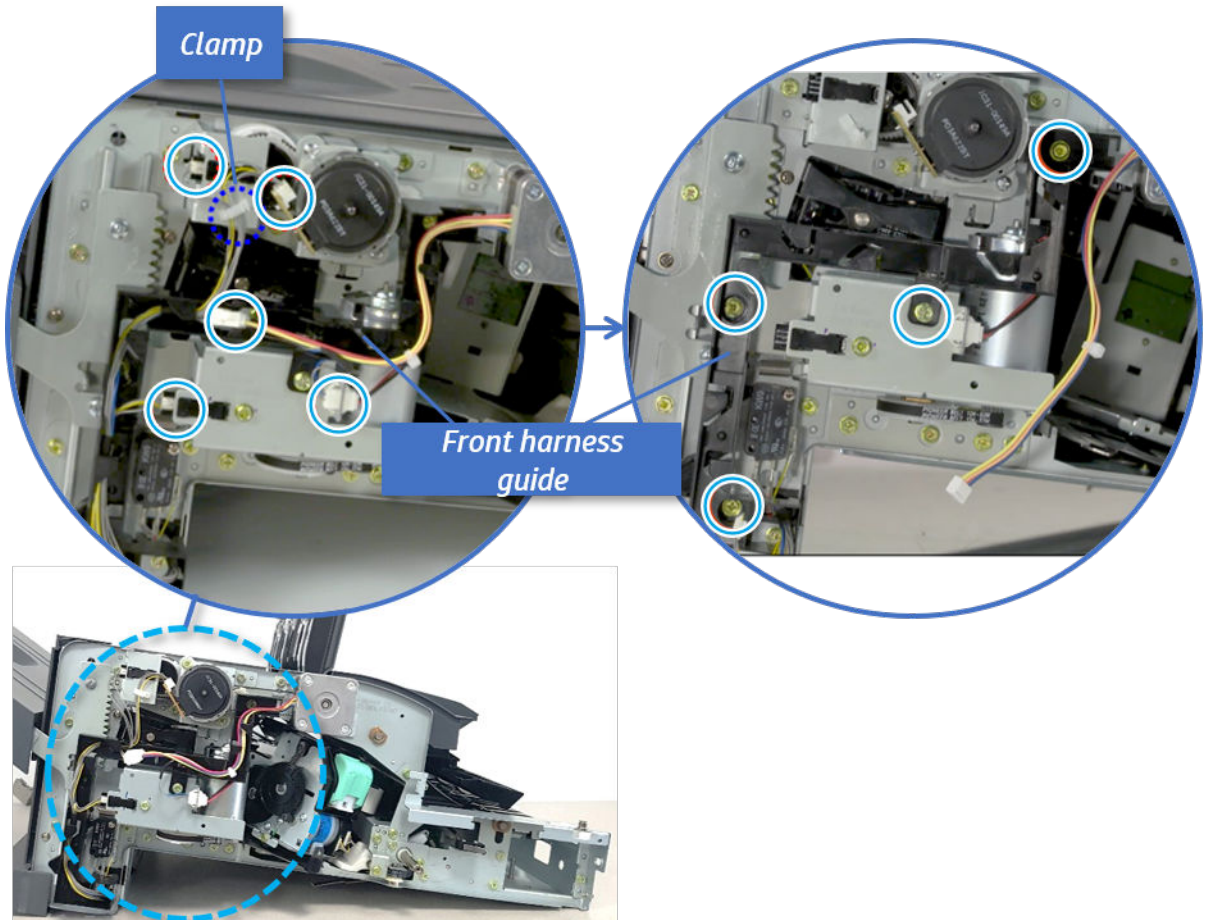
 **TIP:** Be sure to check the hook when reassembling.



Step 7: Remove the front harness guide

1. Open one clamp, unplug five connectors, and then remove the wire harness from the front harness guide.
2. Remove four screws, and then remove the front harness guide.

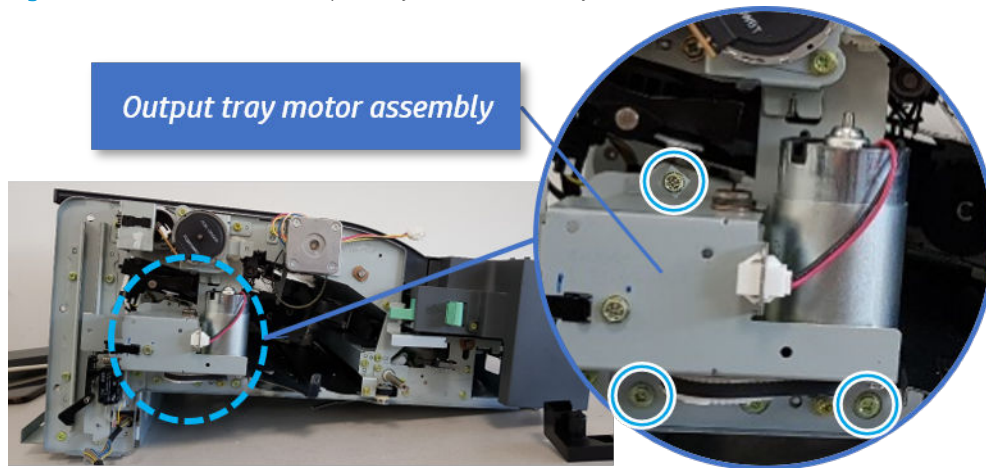
Figure 6-474 Remove the front harness guide



Step 8: Remove the output tray motor assembly

- ▲ Remove three screws, and then remove the output tray motor assembly.

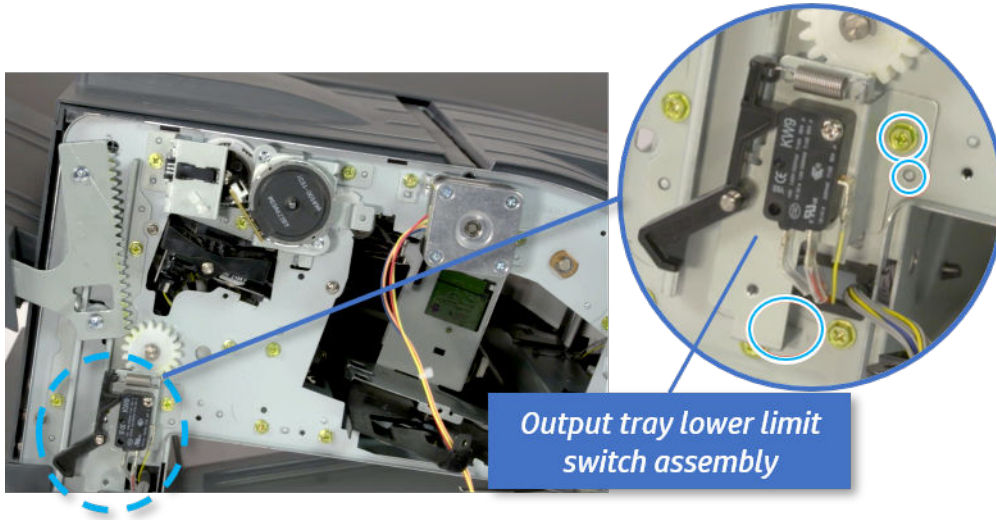
Figure 6-475 Remove the output tray motor assembly



Step 9: Remove the output tray lower limit switch

- ▲ Remove one screw, and then remove the output tray lower limit switch.

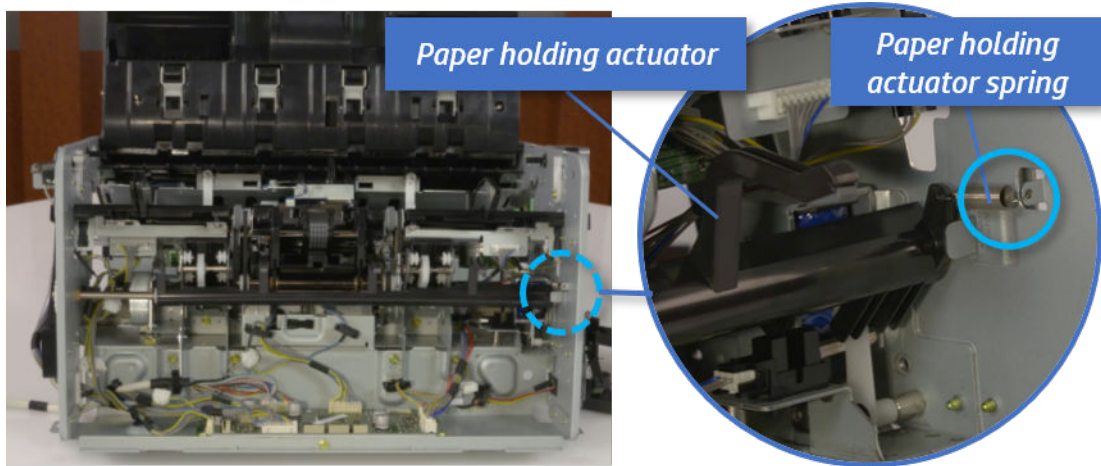
Figure 6-476 Remove the output tray lower limit switch



Step 10: Remove the paper holding

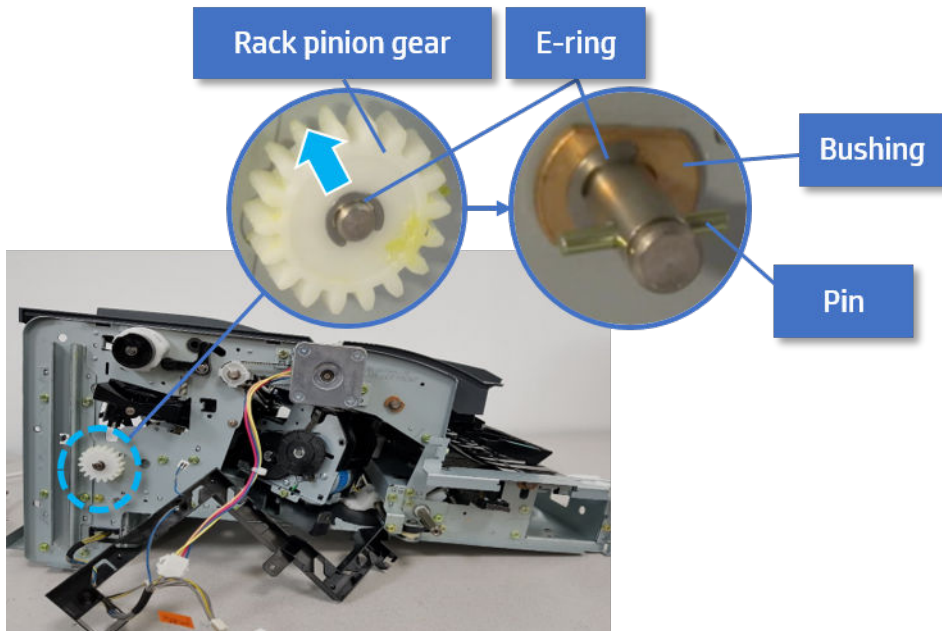
1. Remove the paper holding actuator spring.

Figure 6-477 Remove the paper holding actuator spring



2. Remove the e-ring and the rack pinion gear. Remove the pin and the e-ring, and then remove the bushing.

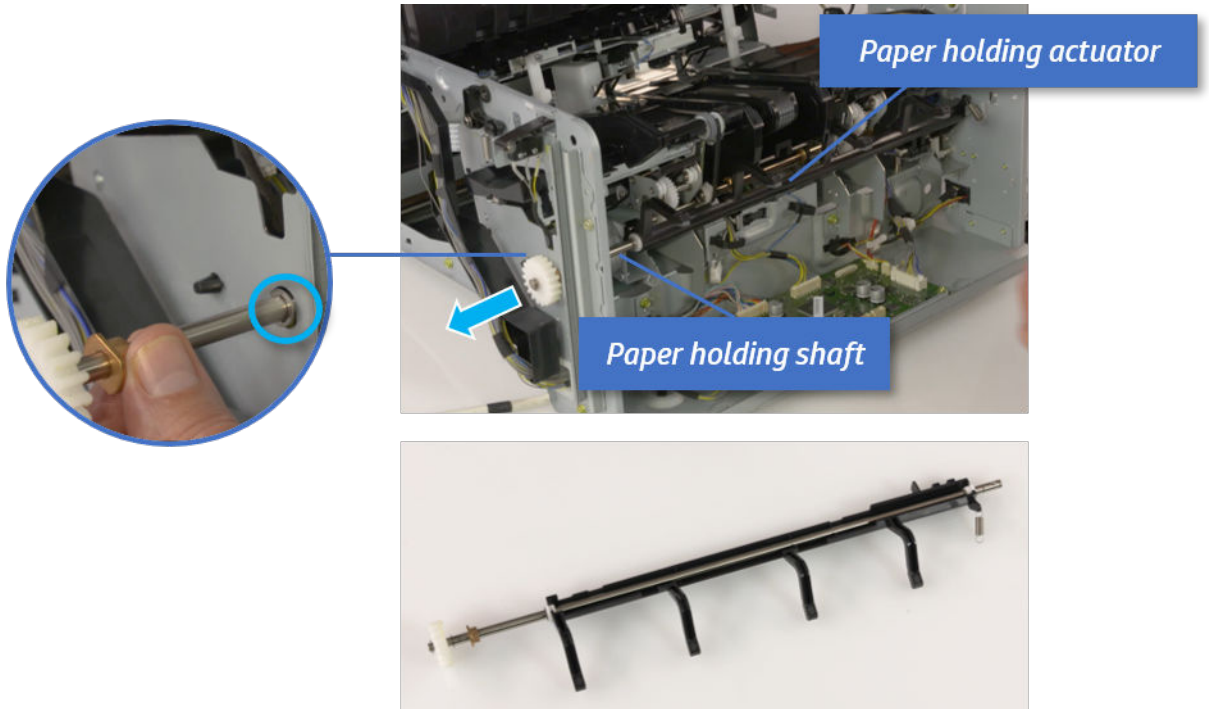
Figure 6-478 Remove e-ring, rack pinion gear, pin, and bushing



 **NOTE:** Be sure not to lose the pin.

3. Carefully remove the paper holding shaft and the actuator.

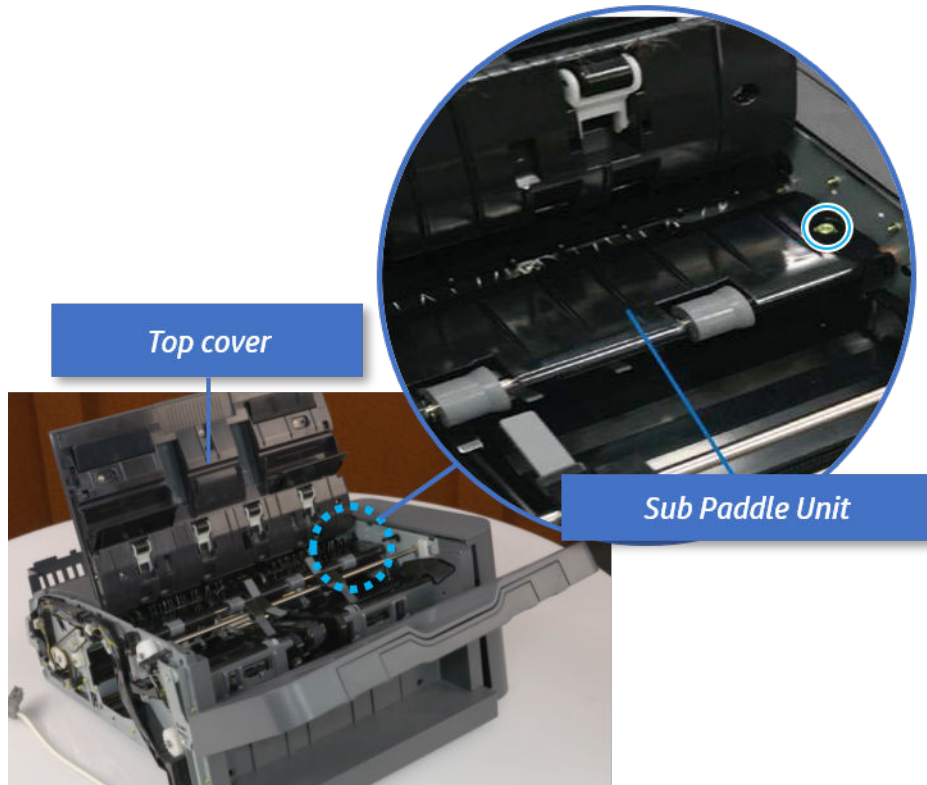
Figure 6-479 Remove the paper holding shaft and the actuator



Step 11: Remove the sub paddle unit

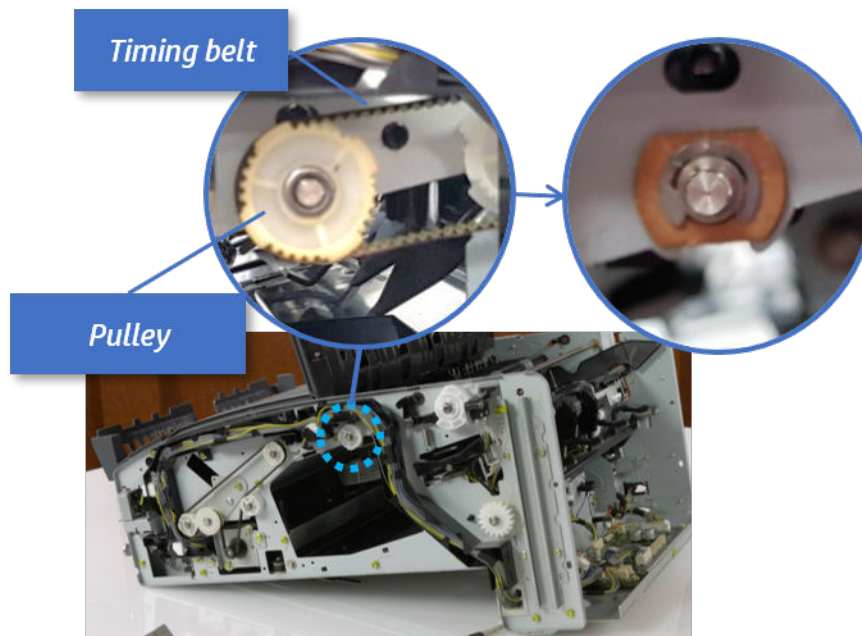
1. Open the top cover, and then remove one screw securing the sub paddle unit.

Figure 6-480 Remove one screw



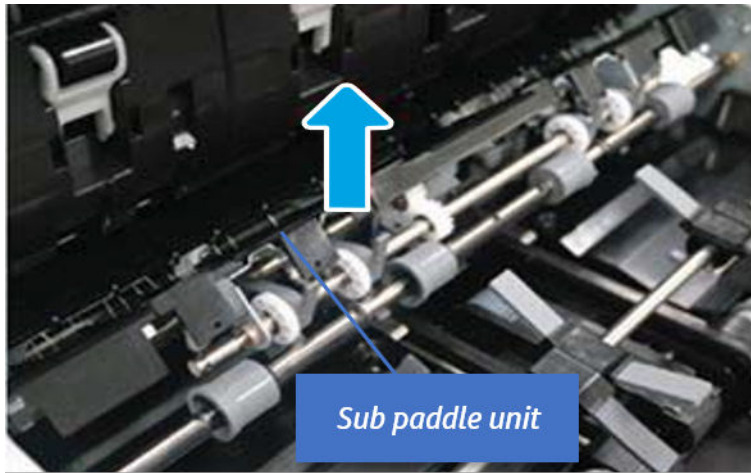
2. Remove the e-ring, and then remove the pulley and timing belt. And then remove the e-ring and the bushing.

Figure 6-481 Remove the e-ring, pulley, timing belt, and bushing



3. Lift up and remove the sub paddle unit.

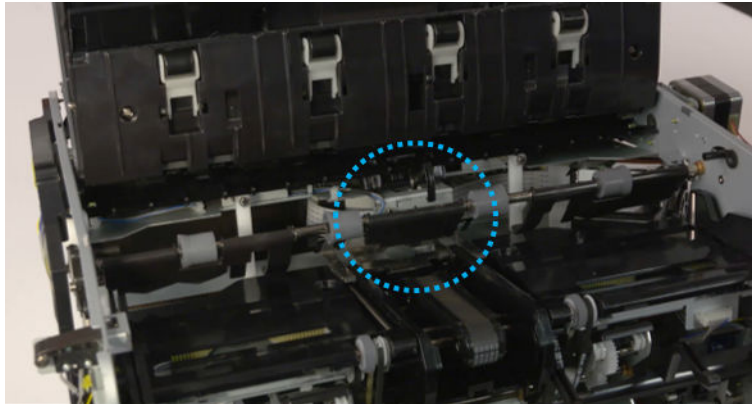
Figure 6-482 Remove the sub paddle unit



Step 12: Remove the exit roller

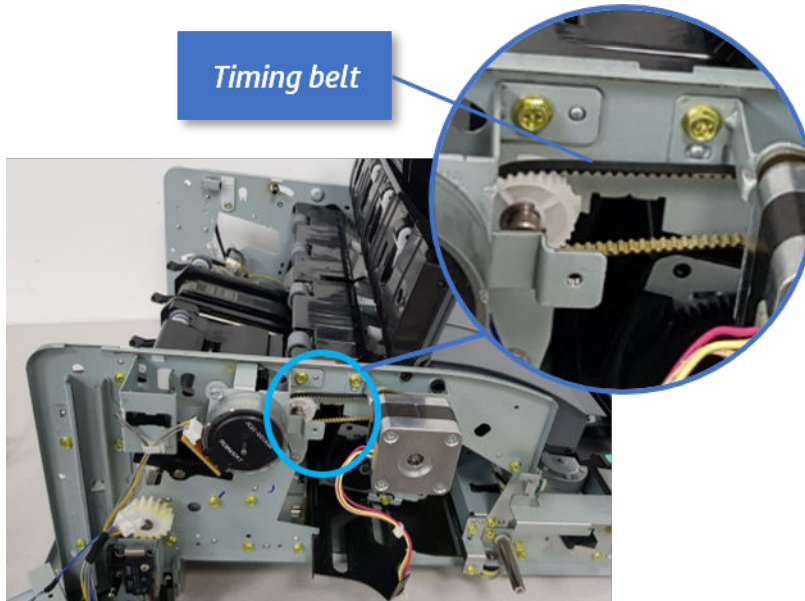
1. Remove the guide on the center of the exit roller.

Figure 6-483 Remove the guide



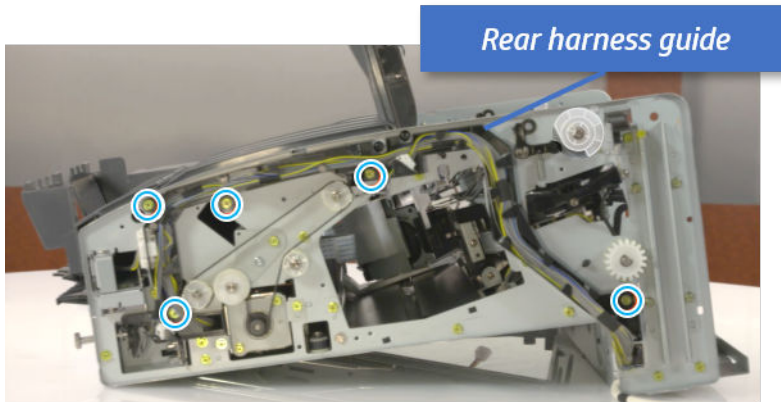
2. On the front of the inner finisher, release the timing belt connected to the exit motor.

Figure 6-484 Release the timing belt



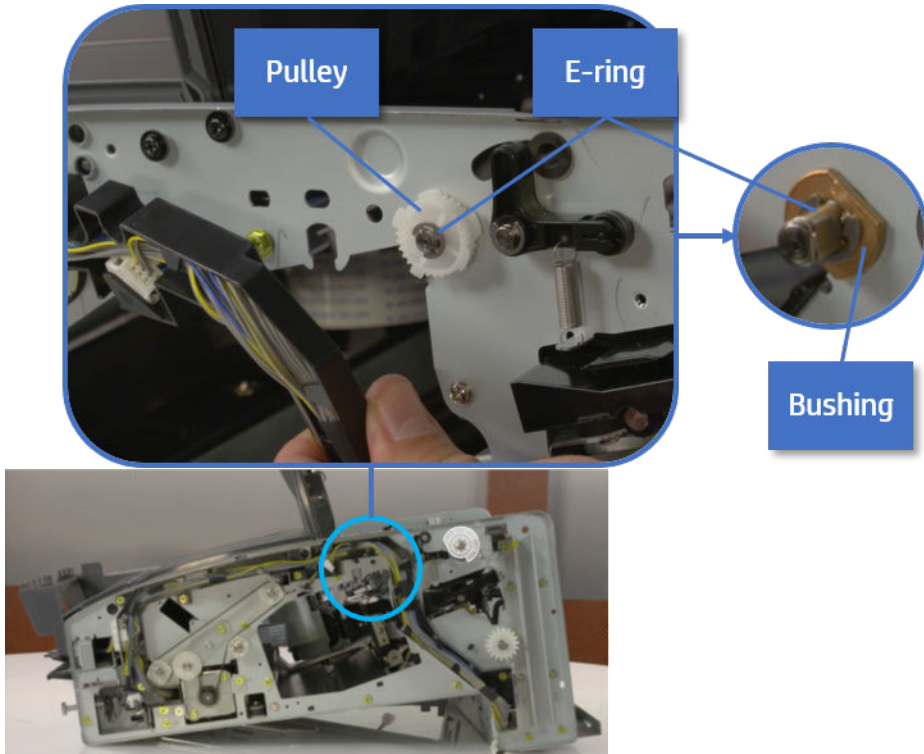
3. Remove five screws securing the rear harness guide.

Figure 6-485 Remove five screws



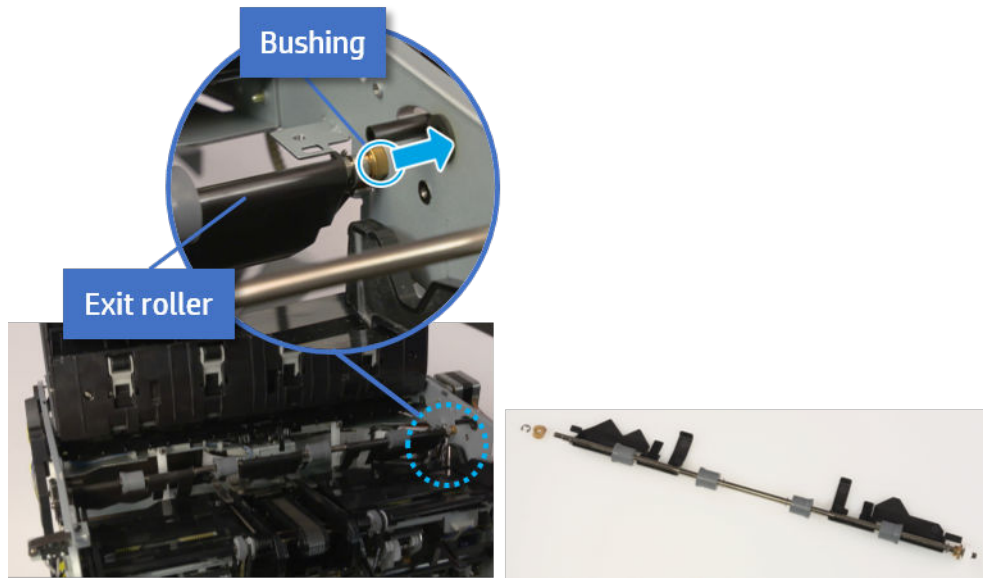
4. On the rear of the inner finisher, remove the e-ring and the pulley and then remove the e-ring and the bushing.

Figure 6-486 Remove the e-ring, pulley, and bushing



5. Push the bushing to detach it, and then remove the exit roller.

Figure 6-487 Remove the exit roller



Step 13: Remove the rear tamper

1. Remove the rear tamper.


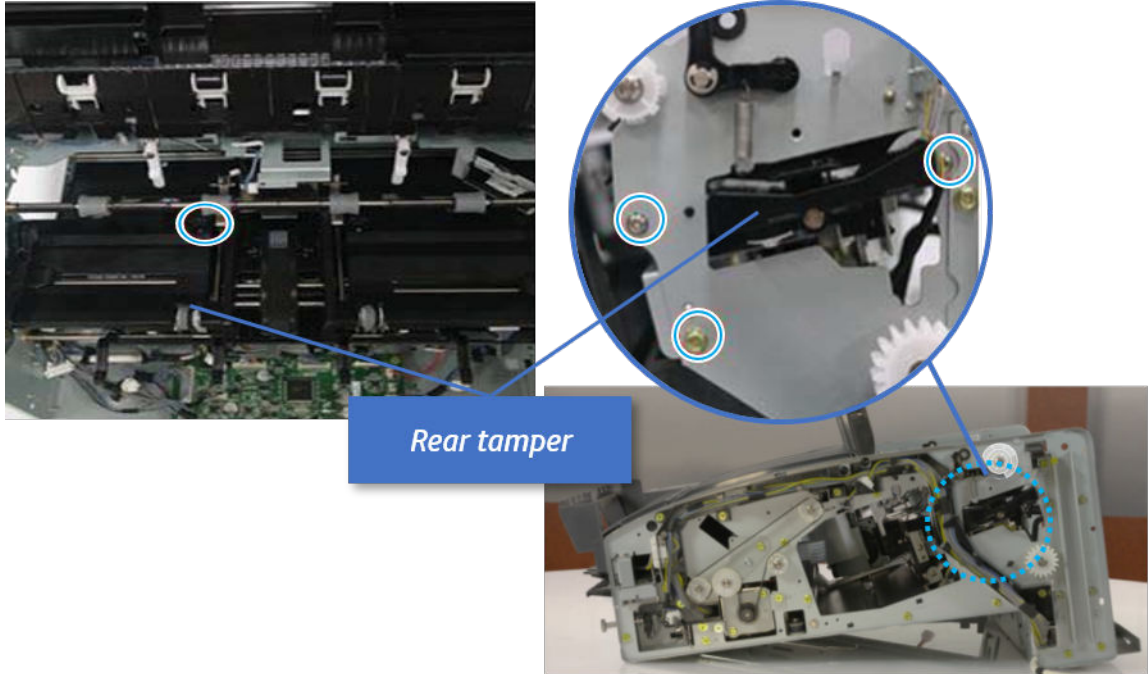
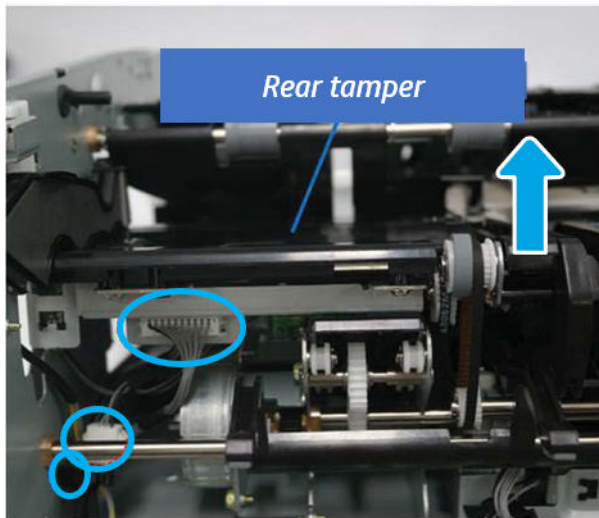
 **NOTE:** Move cable guide out of position to access the screws.

Figure 6-488 Remove four screws



2. Unplug two connectors and release the hook, and then remove the rear tamper.

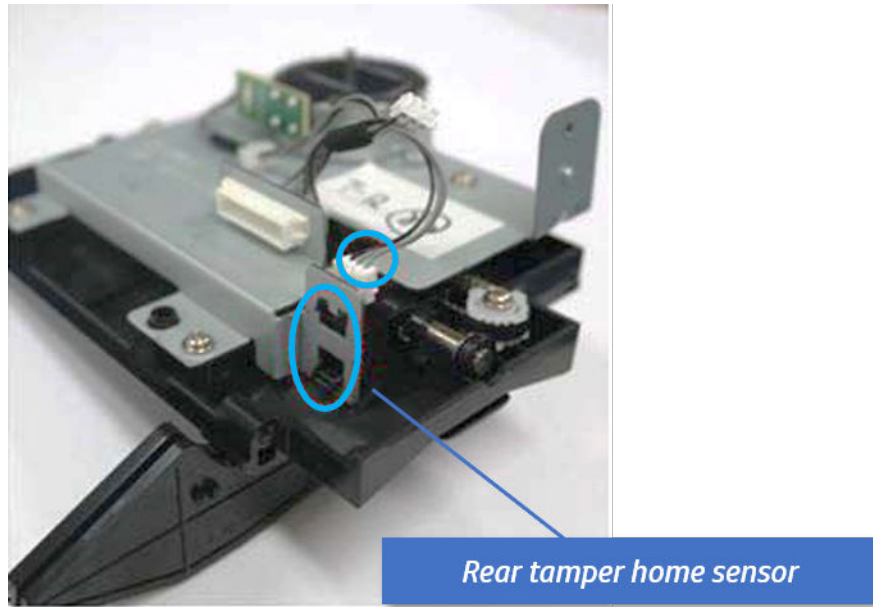
Figure 6-489 Remove the rear tamper



Step 14: Remove the rear tamper home sensor

- ▲ Unplug the connector, and then remove the rear tamper home sensor.

Figure 6-490 Remove the rear tamper home sensor





Step 15: 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.

Rear tamper motor (M5)

- [Introduction](#)
- [Step 1: Remove the front cover](#)
- [Step 2: Remove the rear cover](#)
- [Step 3: Remove the output tray](#)
- [Step 4: Remove the output tray frame](#)
- [Step 5: Remove the PCA cover](#)
- [Step 6: Remove the left cover](#)
- [Step 7: Remove the front harness guide](#)
- [Step 8: Remove the output tray motor assembly](#)
- [Step 9: Remove the output tray lower limit switch](#)
- [Step 10: Remove the paper holding](#)
- [Step 11: Remove the sub paddle unit](#)
- [Step 12: Remove the exit roller](#)
- [Step 13: Remove the rear tamper](#)
- [Step 14: Remove the rear tamper motor](#)
- [Step 15: Unpack the replacement assembly](#)

Introduction

Learn how to remove and replace the rear tamper motor.

[View a video of removing the inner finisher.](#)

[View a video of installing the inner finisher.](#)



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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.



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.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

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

Table 6-57 Part information

Part number	Part description
JC93-01001A	Rear tamper motor assembly

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

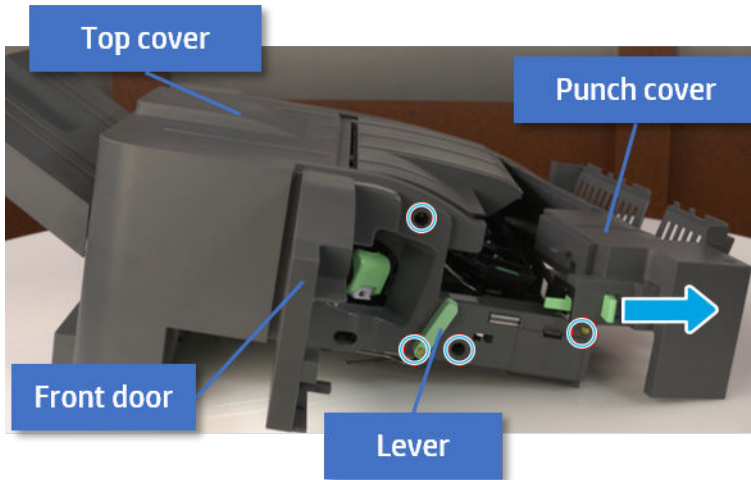
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the front cover

1. Open the front door and open the punch cover.
2. Remove three screws in the front.
3. Remove the lever.
4. Open the top cover.
5. From the right side of the front cover, carefully lift and pry toward the top-left corner to remove the front cover.

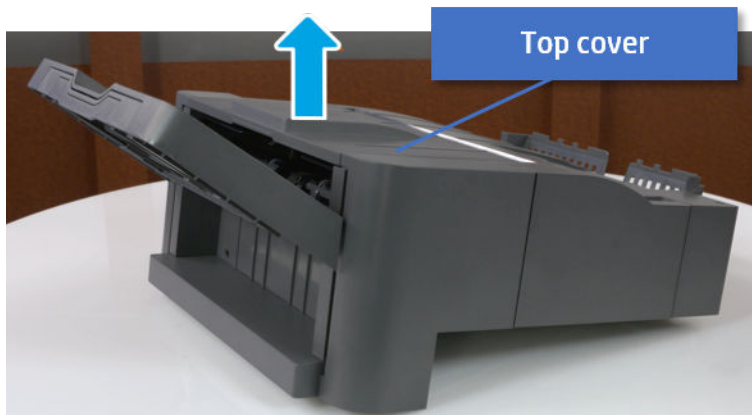
Figure 6-491 Remove the front cover



Step 2: Remove the rear cover

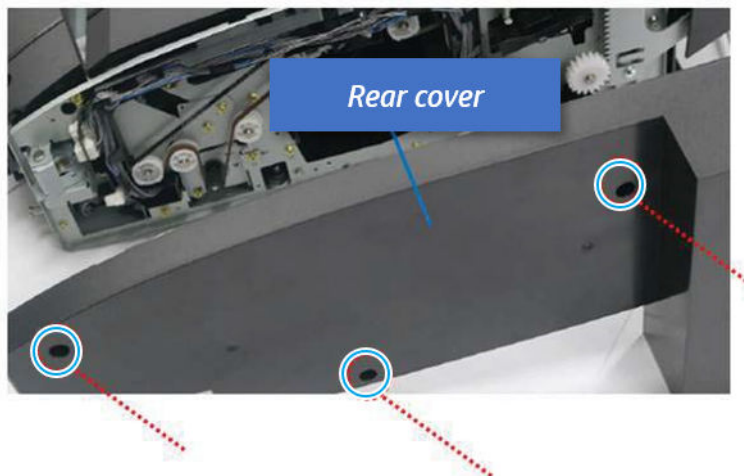
1. Open the top cover.

Figure 6-492 Open the top cover



2. Remove three screws.
3. Release hooks carefully and remove the rear cover.

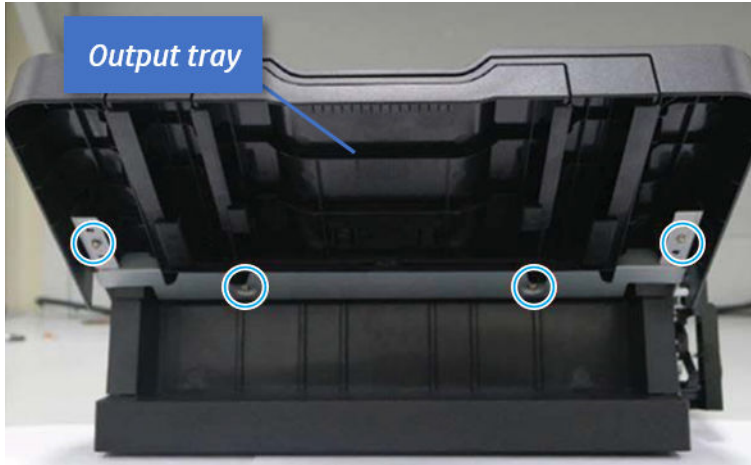
Figure 6-493 Remove the rear cover



Step 3: Remove the output tray

1. Remove four screws.

Figure 6-494 Remove four screws



2. Push the paper holding actuator into the inner finisher, and then remove the output tray.

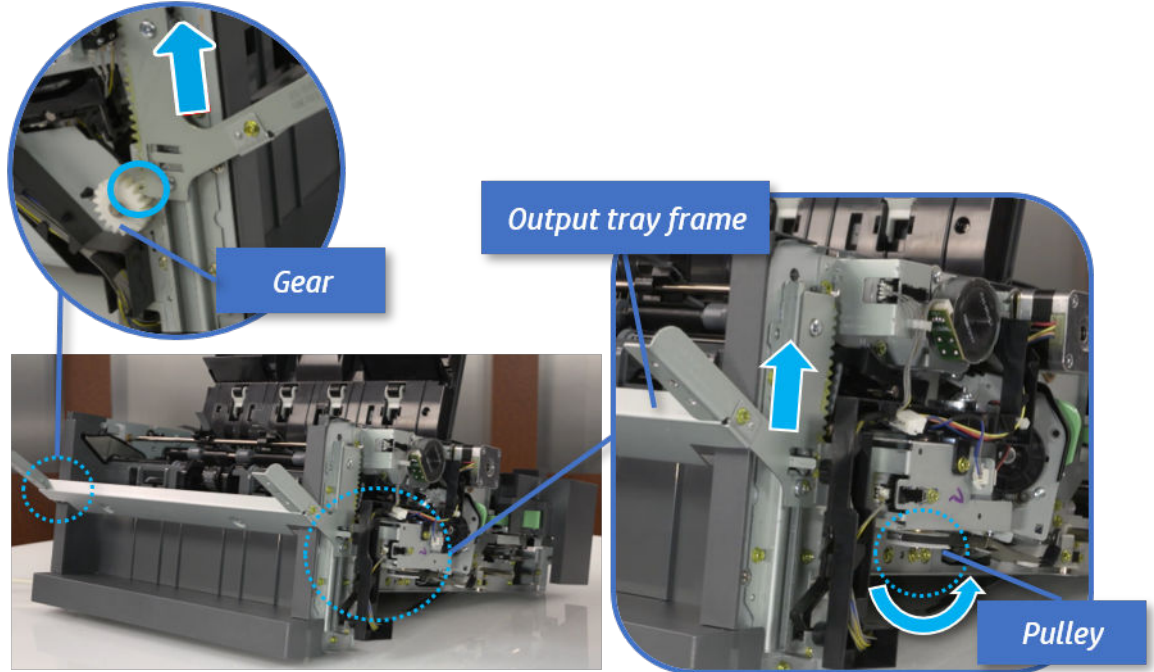
Figure 6-495 Remove the output tray



Step 4: Remove the output tray frame

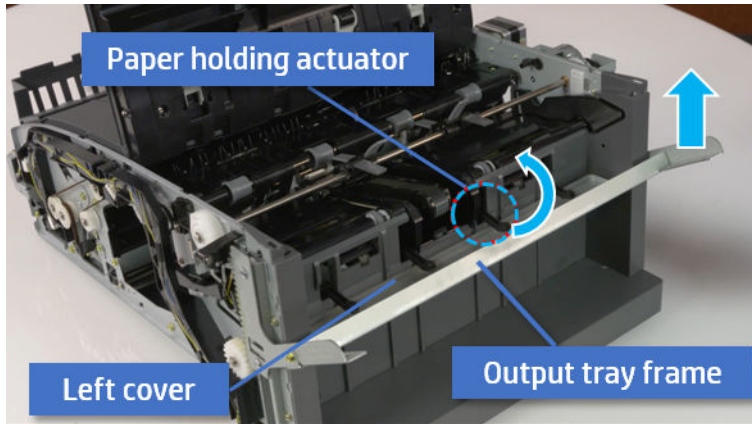
1. Rotate the pulley until the output tray frame depart from the gear.

Figure 6-496 Remove the pulley



2. Push the paper holding actuator into the inner finisher, and then remove the output tray frame.

Figure 6-497 Remove the output tray frame



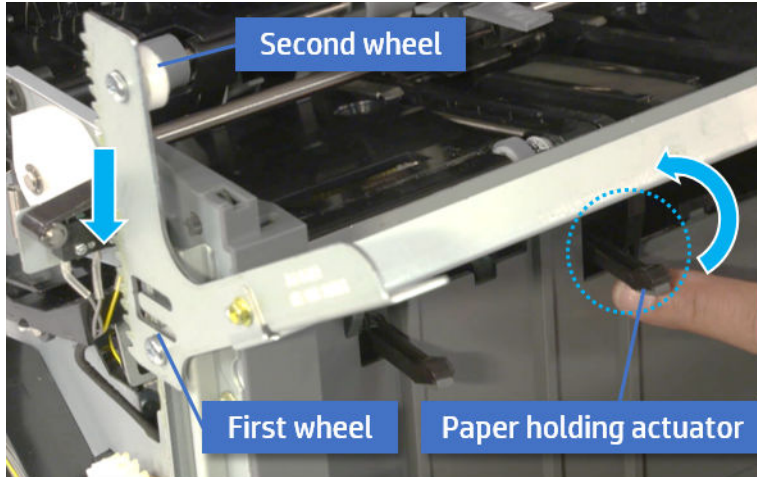
TIP: Push the paper holding actuator into the inner finisher when reassembling. Be sure to level the output tray.

Reinstall the output tray frame

Use the following special instructions when the reinstalling the assembly.

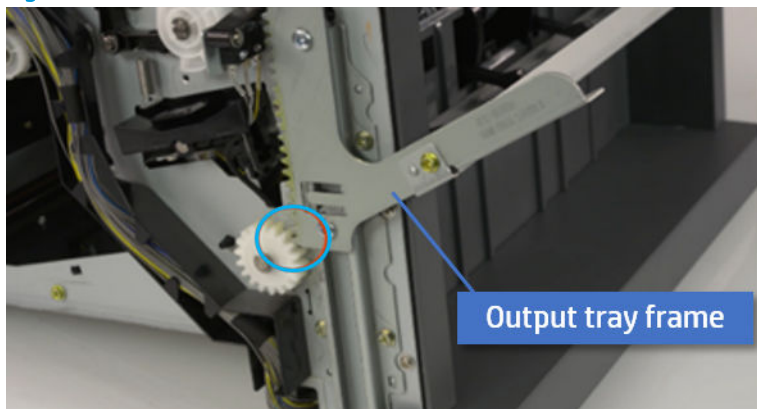
- a. Position the first wheel into the channel on both sides while pushing the paper holding actuator.

Figure 6-498 Install the wheel (1 of 2)



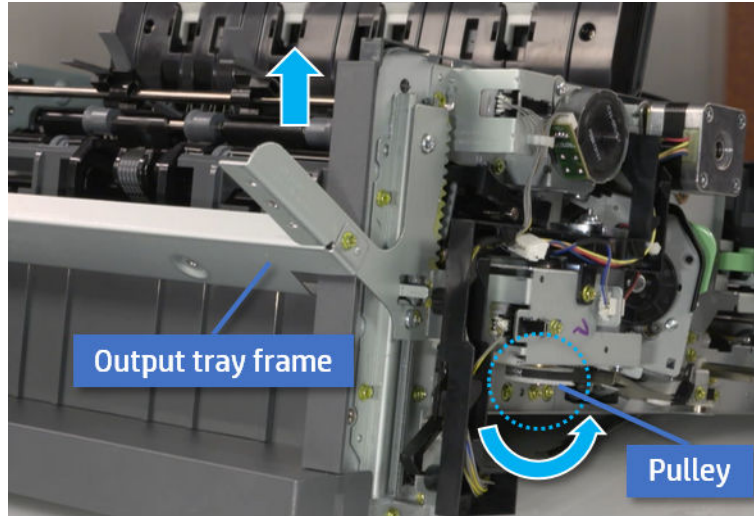
- b. Let the second wheel rest on the channel on both sides simultaneously.
- c. Gently squeeze the wheels into channel until the output tray frame meet the gear.

Figure 6-499 Install the wheel (2 of 2)



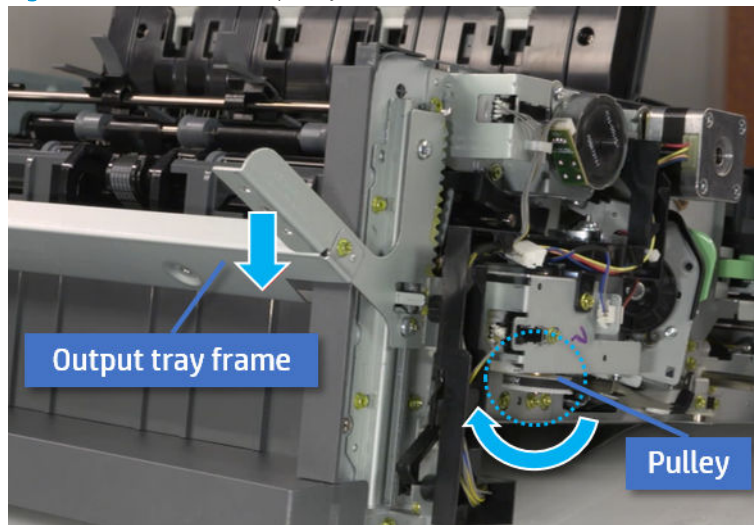
- d. Rotate the pulley until the output tray frame is no longer lifted. It can make to level the output tray frame.

Figure 6-500 Rotate the pulley (1 of 2)



- e. Rotate the pulley in the opposite direction.

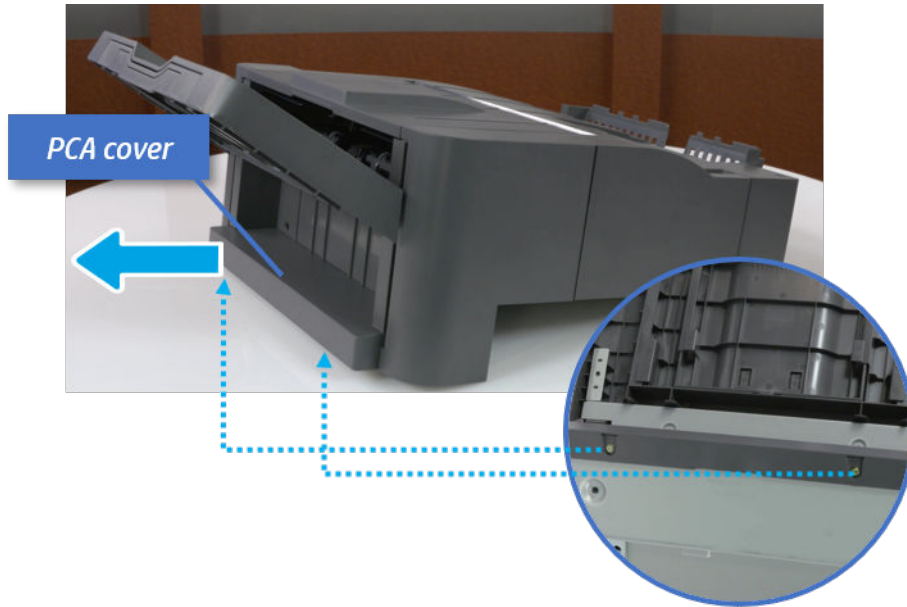
Figure 6-501 Rotate the pulley (2 of 2)



Step 5: Remove the PCA cover

- ▲ Remove two screws, and then remove the PCA cover.

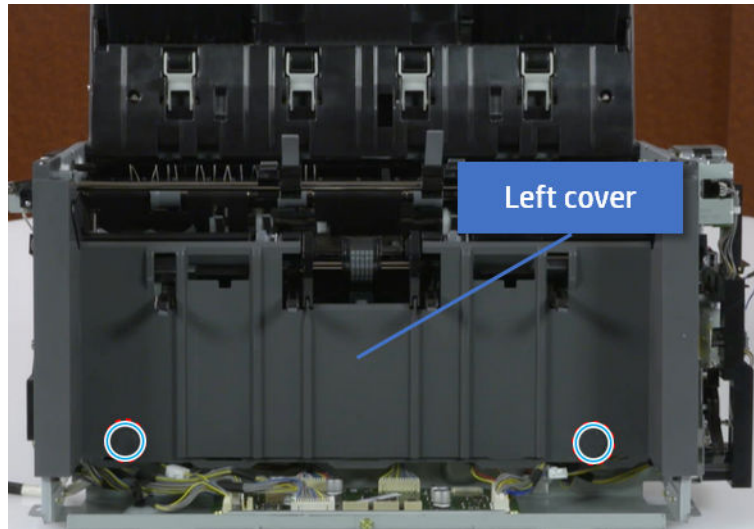
Figure 6-502 Remove the PCA cover



Step 6: Remove the left cover

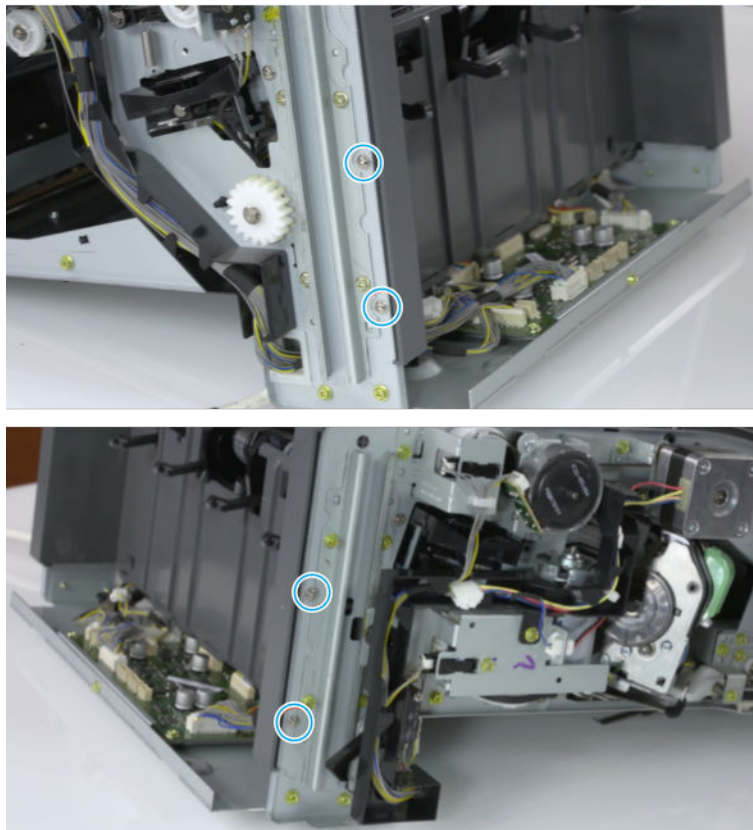
1. Remove two screws.

Figure 6-503 Remove two screws



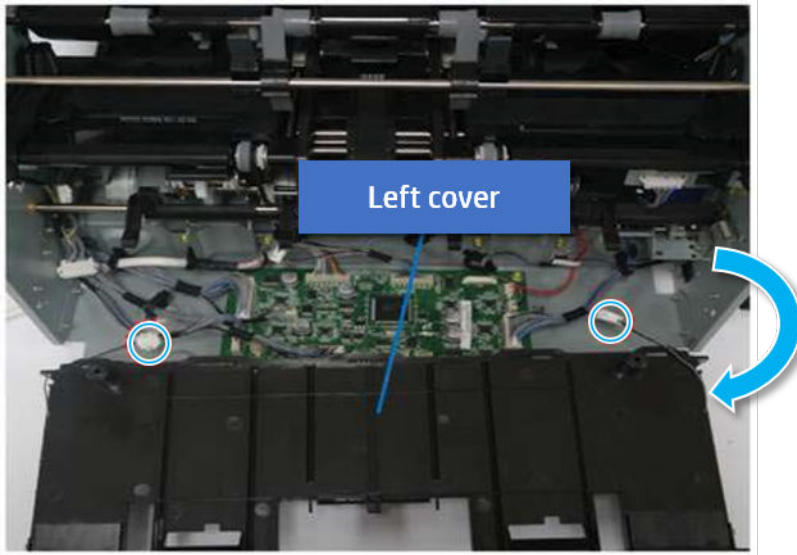
2. Remove four screws from both front and rear sides


Figure 6-504 Remove four screws

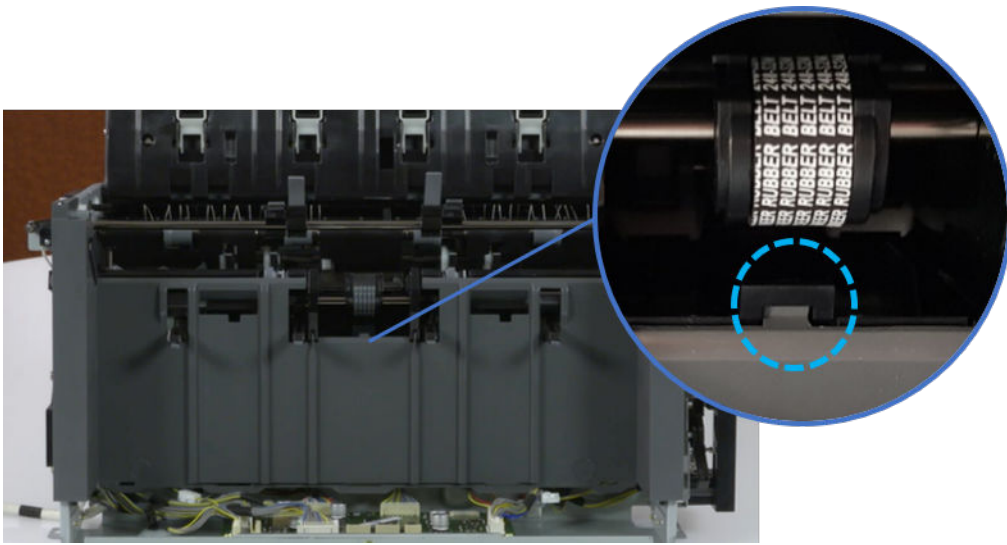


3. Unplug two inline connectors, and then remove the left cover.

Figure 6-505 Unplug two connectors



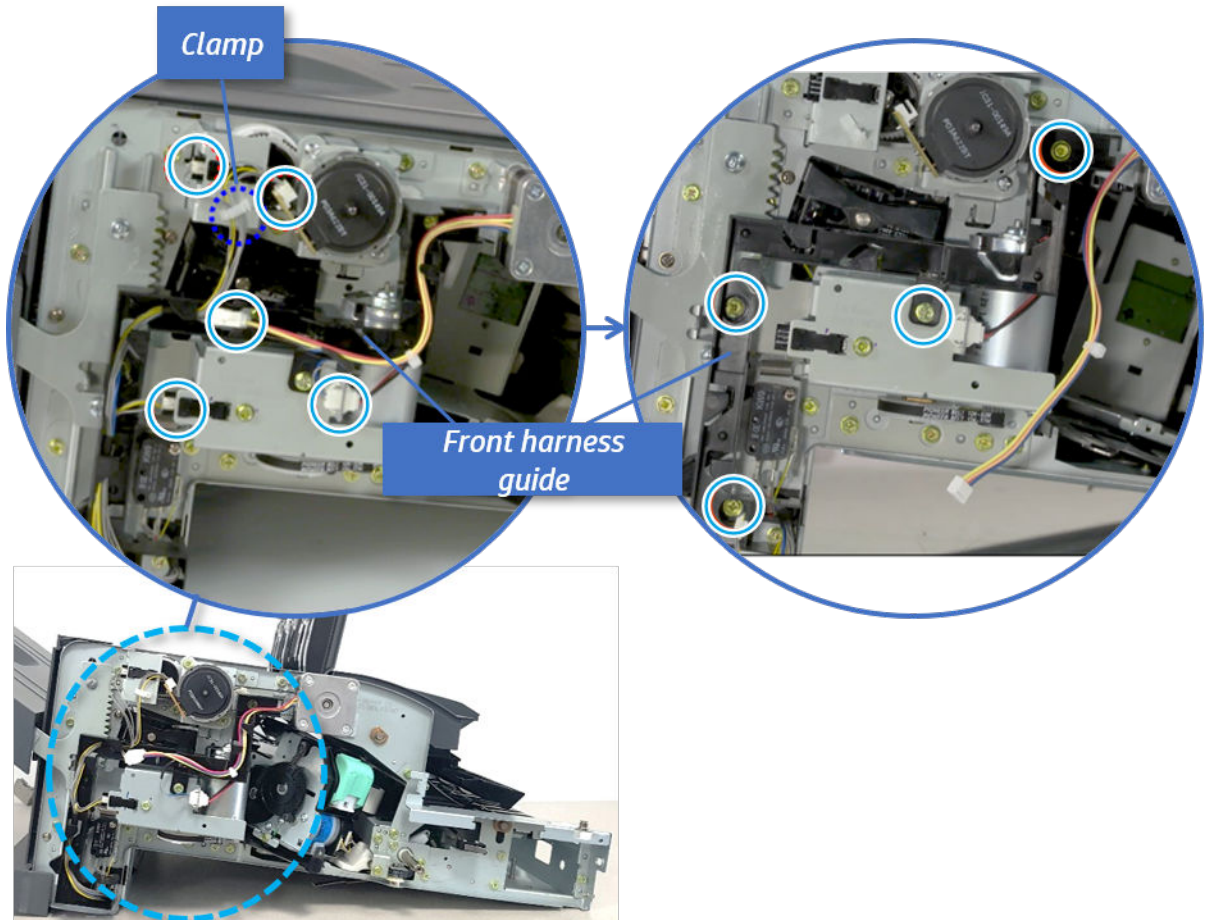
 **TIP:** Be sure to check the hook when reassembling.



Step 7: Remove the front harness guide

1. Open one clamp, unplug five connectors, and then remove the wire harness from the front harness guide.
2. Remove four screws, and then remove the front harness guide.

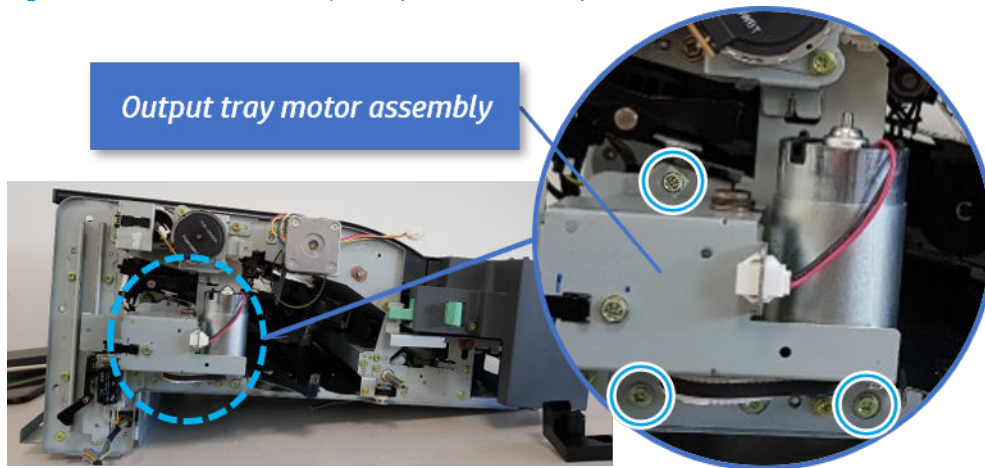
Figure 6-506 Remove the front harness guide



Step 8: Remove the output tray motor assembly

- ▲ Remove three screws, and then remove the output tray motor assembly.

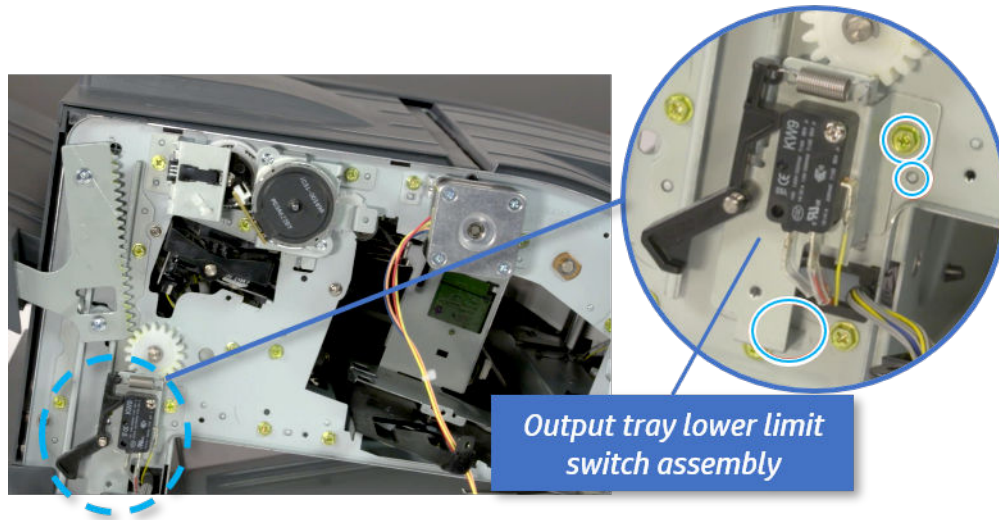
Figure 6-507 Remove the output tray motor assembly



Step 9: Remove the output tray lower limit switch

- ▲ Remove one screw, and then remove the output tray lower limit switch.

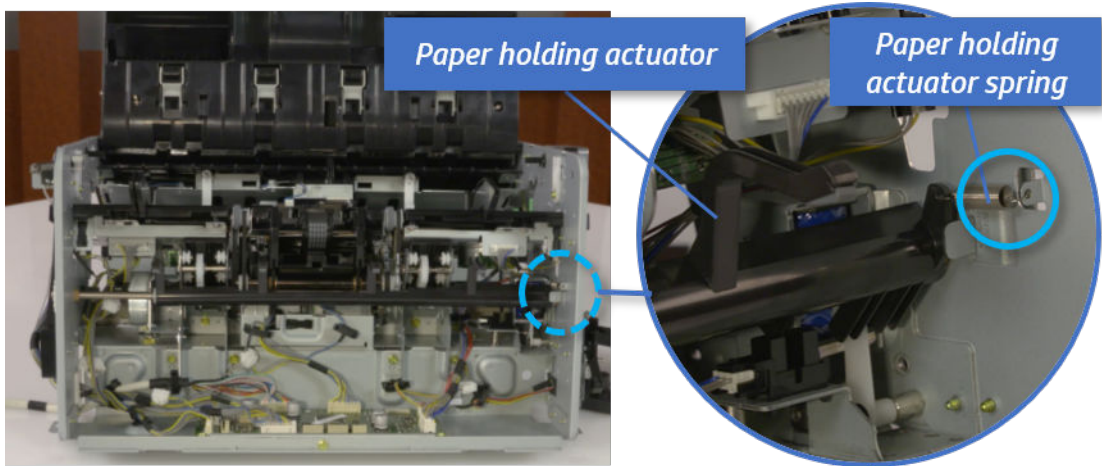
Figure 6-508 Remove the output tray lower limit switch



Step 10: Remove the paper holding

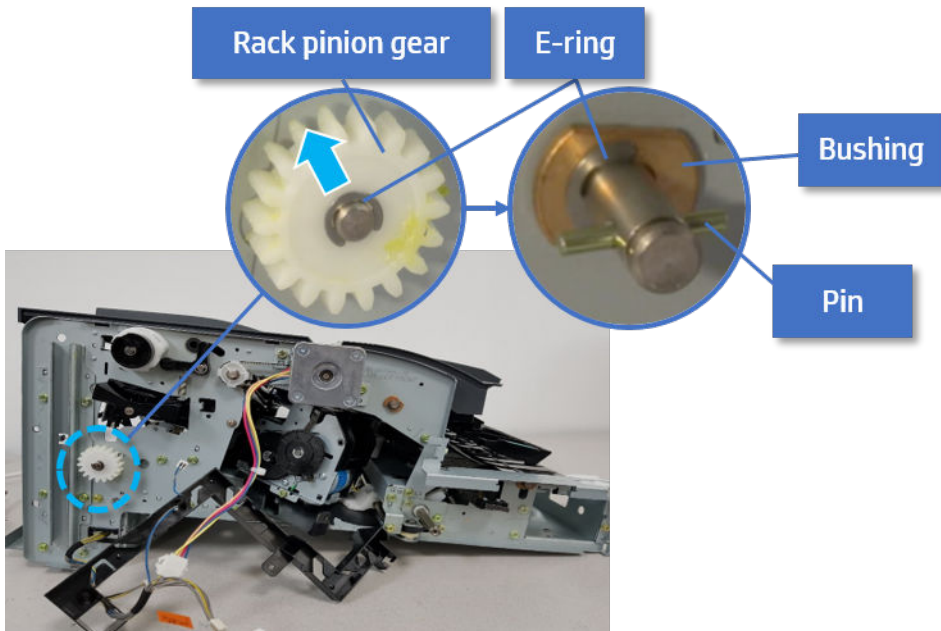
1. Remove the paper holding actuator spring.

Figure 6-509 Remove the paper holding actuator spring



2. Remove the e-ring and the rack pinion gear. Remove the pin and the e-ring, and then remove the bushing.

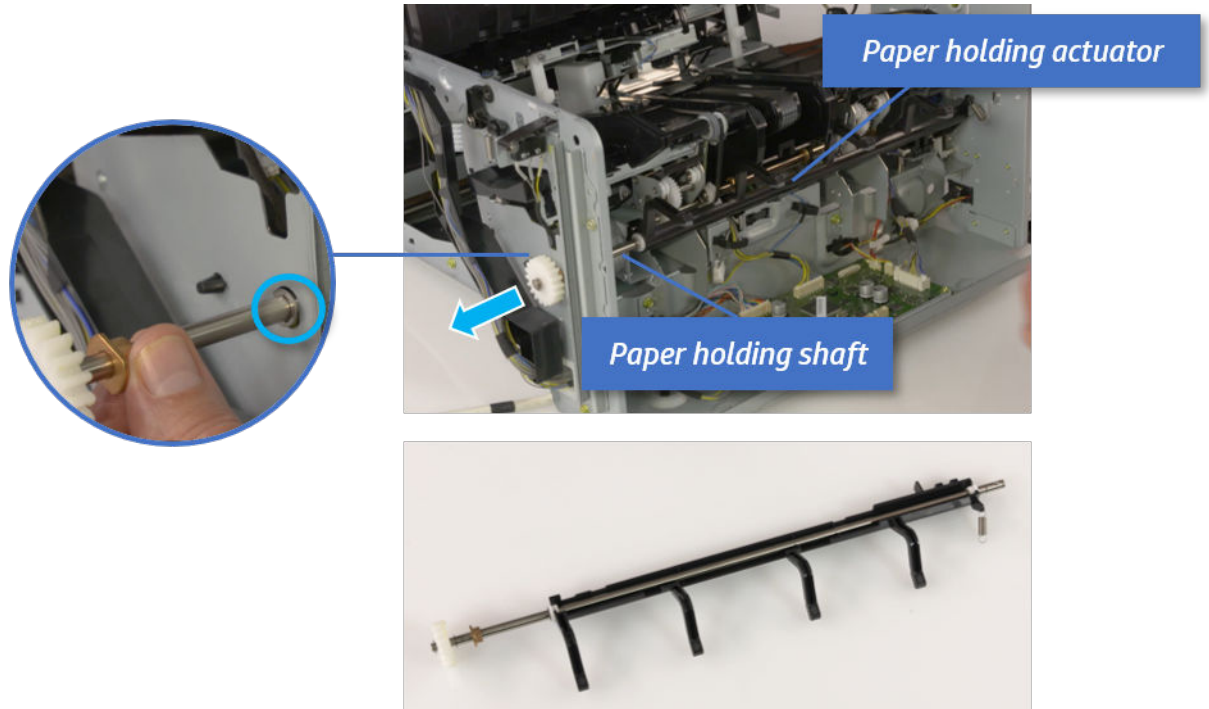
Figure 6-510 Remove e-ring, rack pinion gear, pin, and bushing



 **NOTE:** Be sure not to lose the pin.

- Carefully remove the paper holding shaft and the actuator.

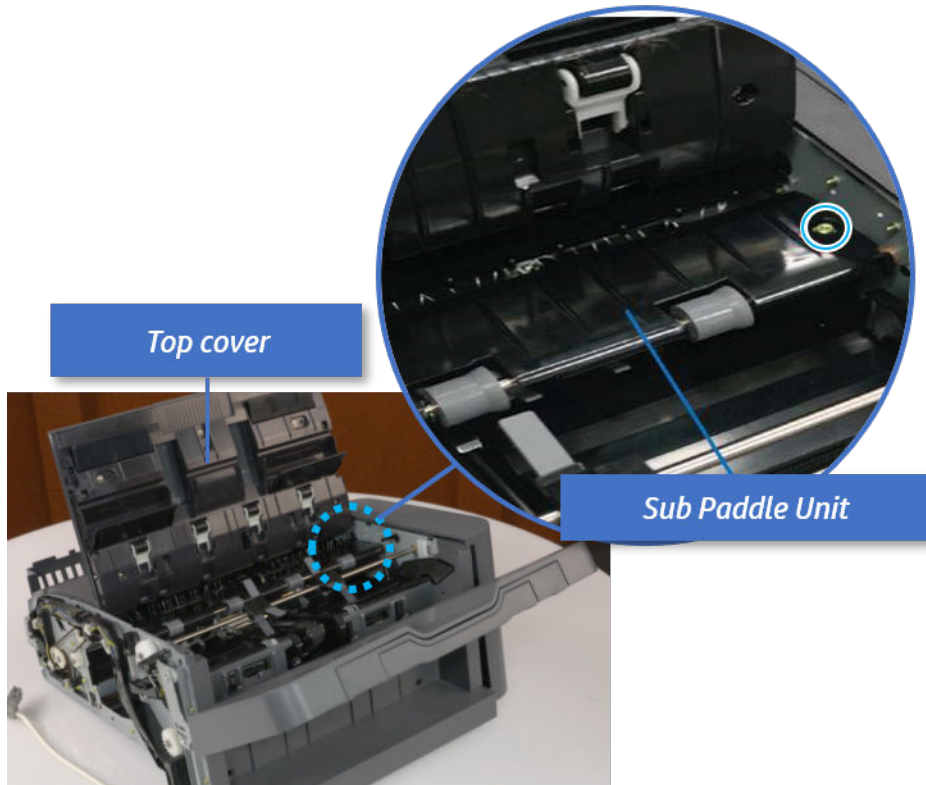
Figure 6-511 Remove the paper holding shaft and the actuator



Step 11: Remove the sub paddle unit

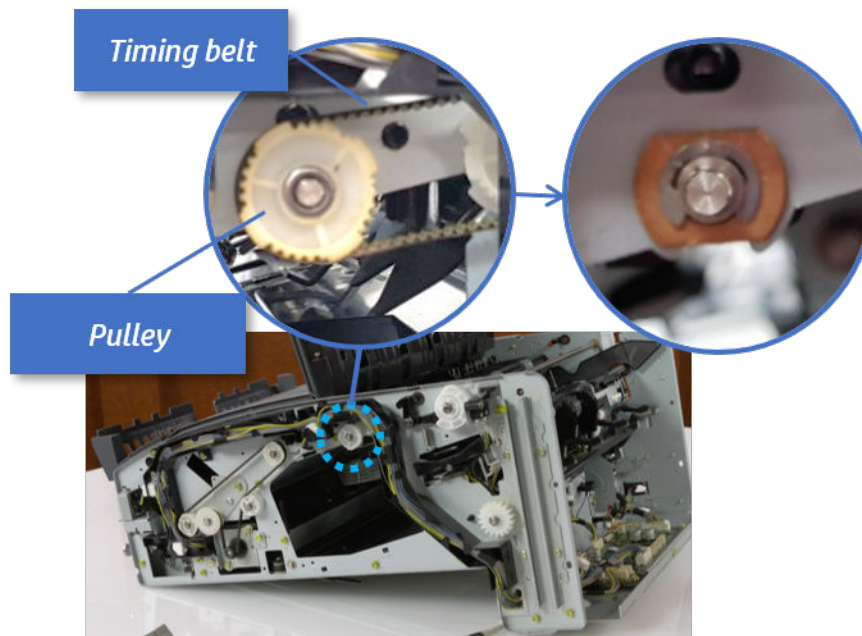
1. Open the top cover, and then remove one screw securing the sub paddle unit.

Figure 6-512 Remove one screw



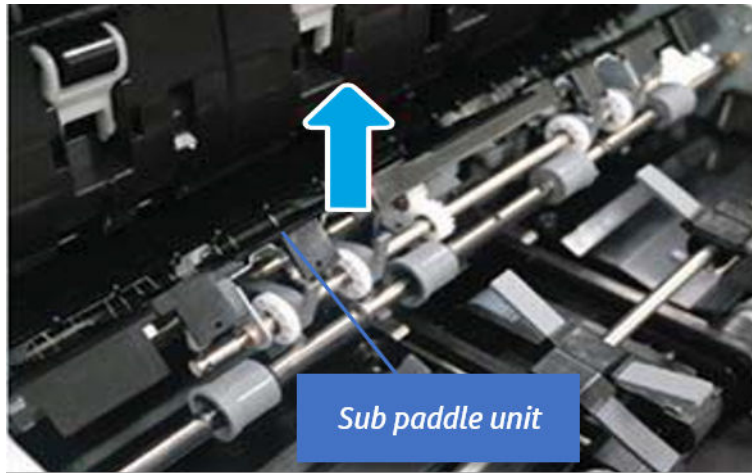
2. Remove the e-ring, and then remove the pulley and timing belt. And then remove the e-ring and the bushing.

Figure 6-513 Remove the e-ring, pulley, timing belt, and bushing



3. Lift up and remove the sub paddle unit.

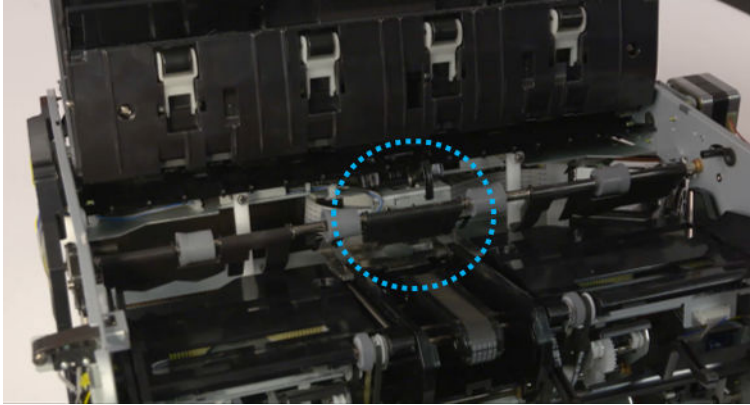
Figure 6-514 Remove the sub paddle unit



Step 12: Remove the exit roller

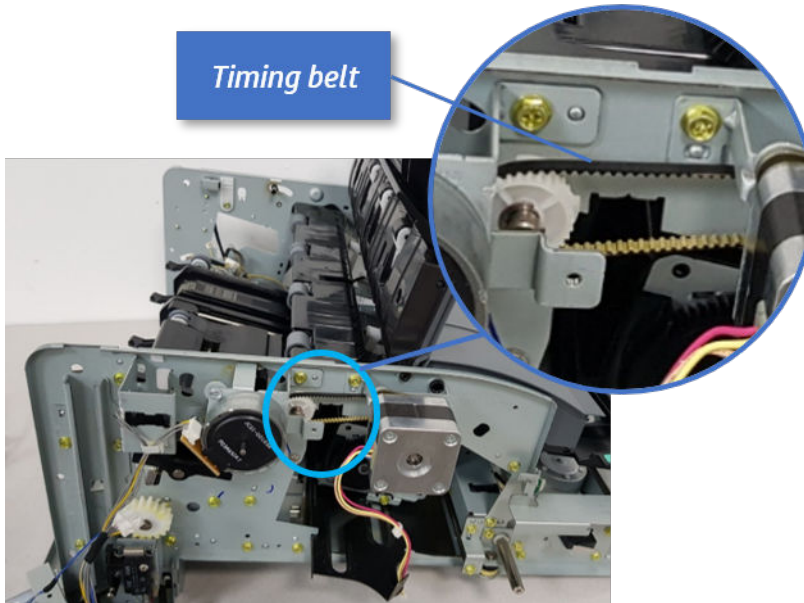
1. Remove the guide on the center of the exit roller.

Figure 6-515 Remove the guide



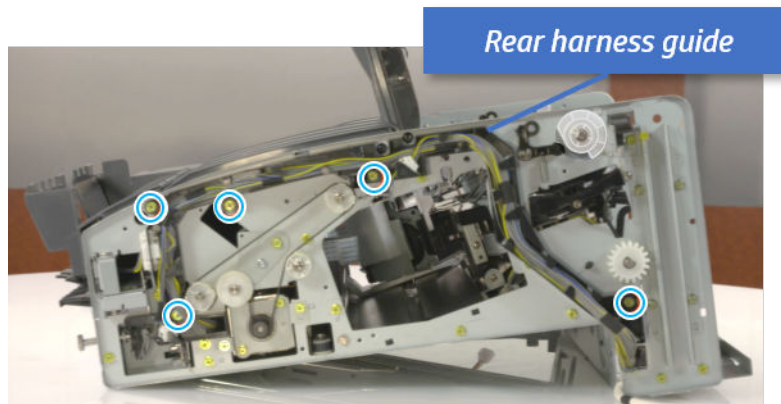
2. On the front of the inner finisher, release the timing belt connected to the exit motor.

Figure 6-516 Release the timing belt



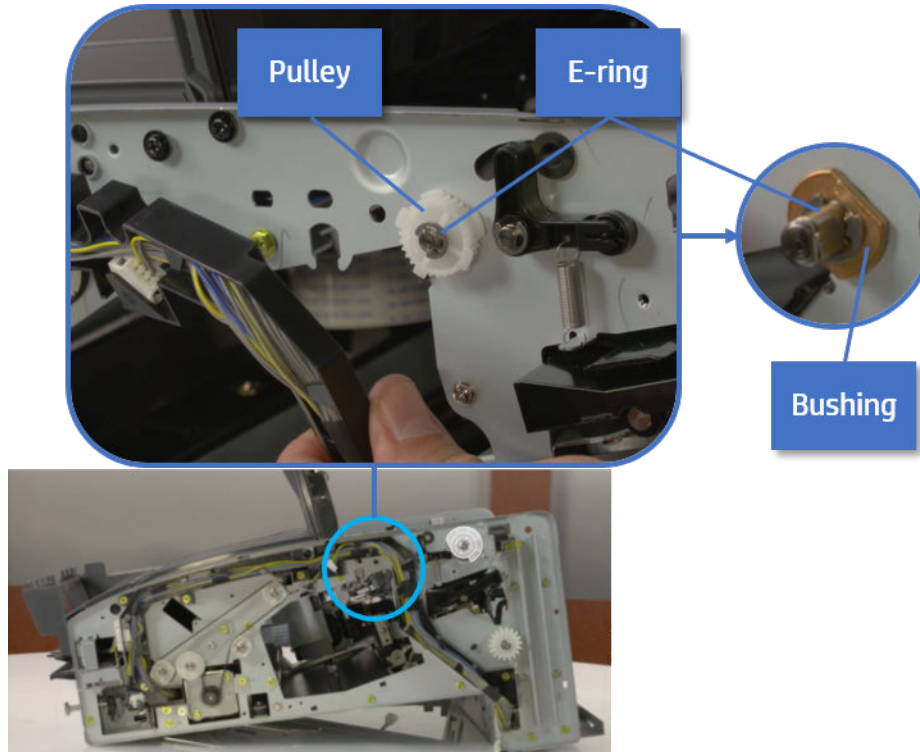
3. Remove five screws securing the rear harness guide.

Figure 6-517 Remove five screws



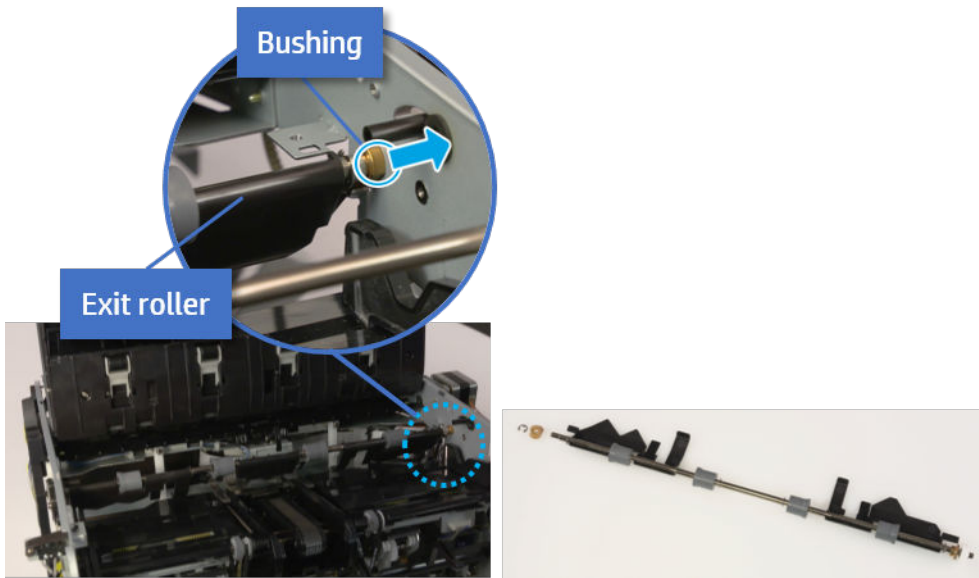
4. On the rear of the inner finisher, remove the e-ring and the pulley and then remove the e-ring and the bushing.

Figure 6-518 Remove the e-ring, pulley, and bushing



5. Push the bushing to detach it, and then remove the exit roller.

Figure 6-519 Remove the exit roller



Step 13: Remove the rear tamper

1. Remove the rear tamper.


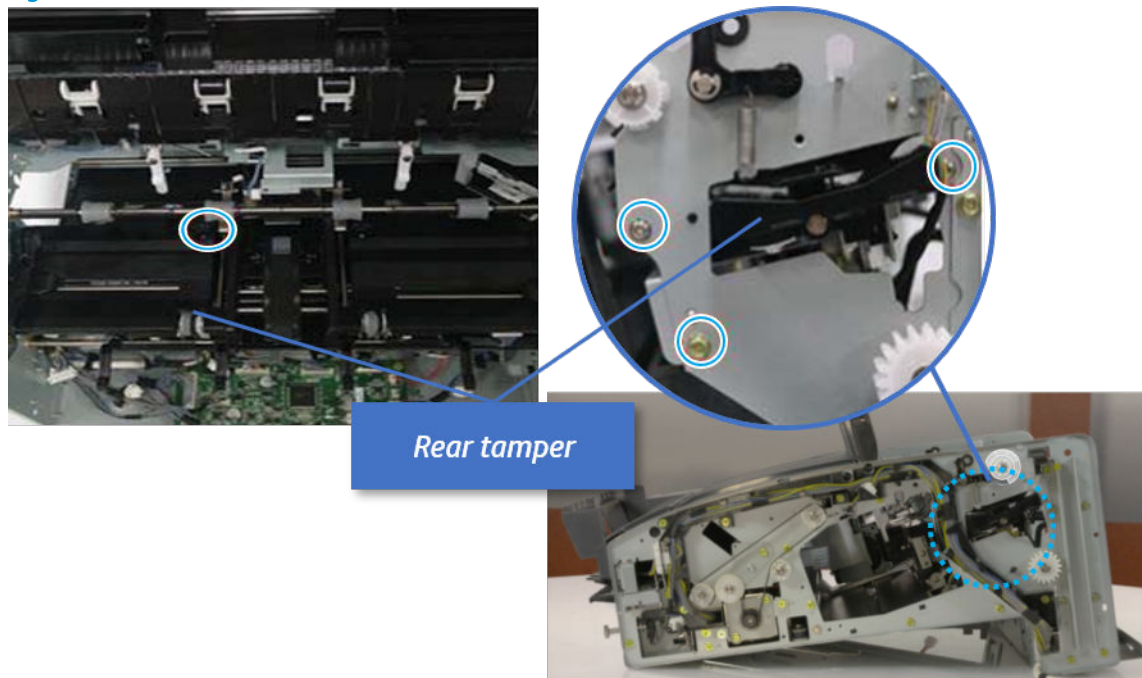
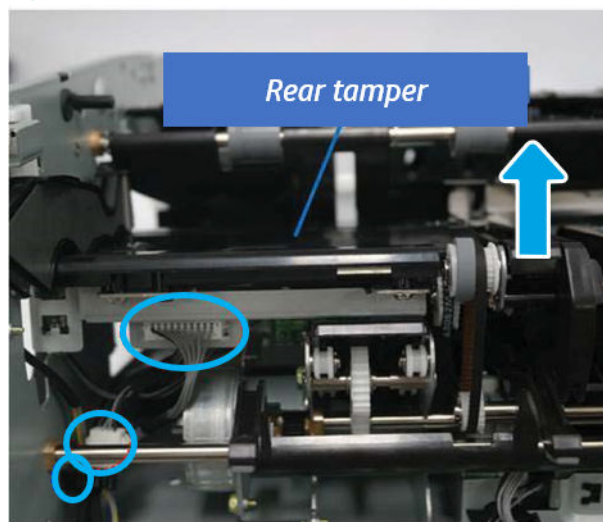
 **NOTE:** Move cable guide out of position to access the screws.

Figure 6-520 Remove four screws



2. Unplug two connectors and release the hook, and then remove the rear tamper.

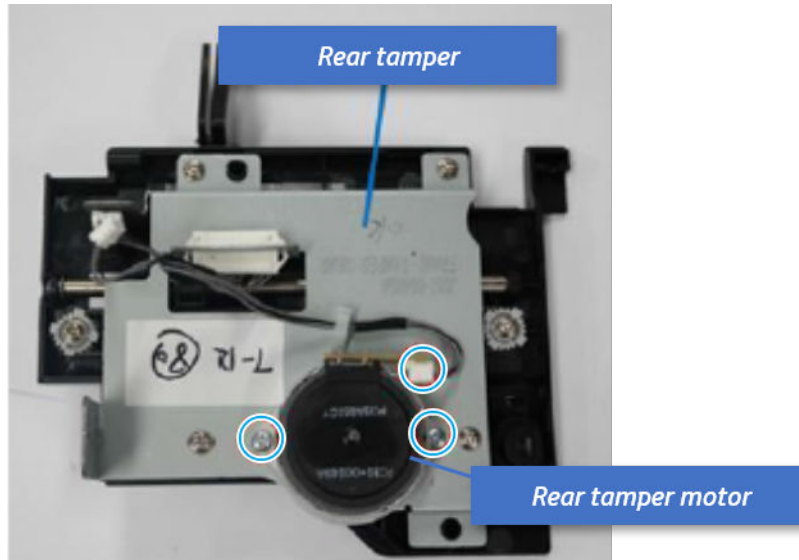
Figure 6-521 Remove the rear tamper



Step 14: Remove the rear tamper motor

- ▲ Remove two screws, unplug the connector, and then remove the motor.

Figure 6-522 Remove the rear tamper motor





Step 15: 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.

Stapler

- [Stapler](#)
- [Stapler position sensor \(S2\)](#)
- [Stapler position motor \(M1\)](#)

Stapler

- [Introduction](#)
- [Step 1: Remove the front cover](#)
- [Step 2: Remove the rear cover](#)
- [Step 3: Remove the exit motor bracket](#)
- [Step 4: Remove the stapler](#)
- [Step 5: Unpack the replacement assembly](#)

Introduction

Learn how to remove and replace the stapler.

[View a video of removing the inner finisher.](#)

[View a video of installing the inner finisher.](#)



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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- ⚠ **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.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

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

Table 6-58 Part information

Part number	Part description
JC90-01342A	Stapler assembly

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

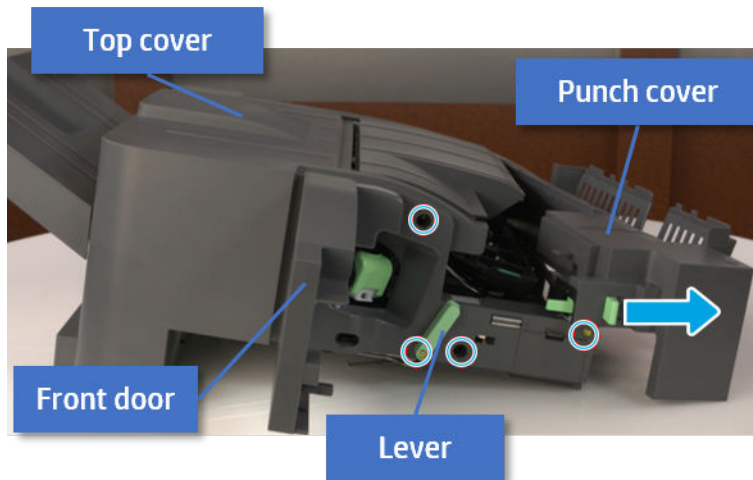
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the front cover

1. Open the front door and open the punch cover.
2. Remove three screws in the front.
3. Remove the lever.
4. Open the top cover.
5. From the right side of the front cover, carefully lift and pry toward the top-left corner to remove the front cover.

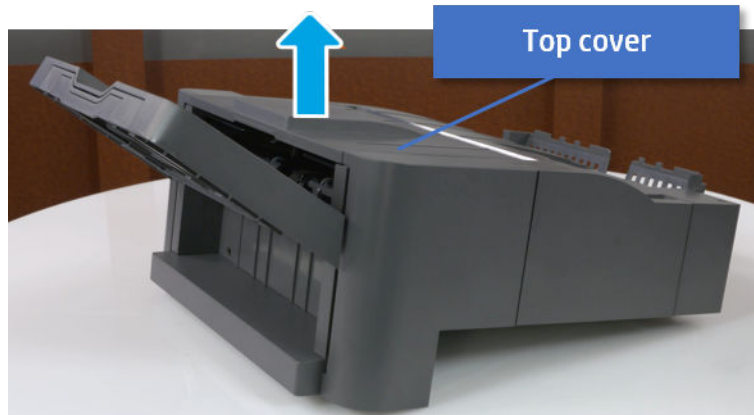
Figure 6-523 Remove the front cover



Step 2: Remove the rear cover

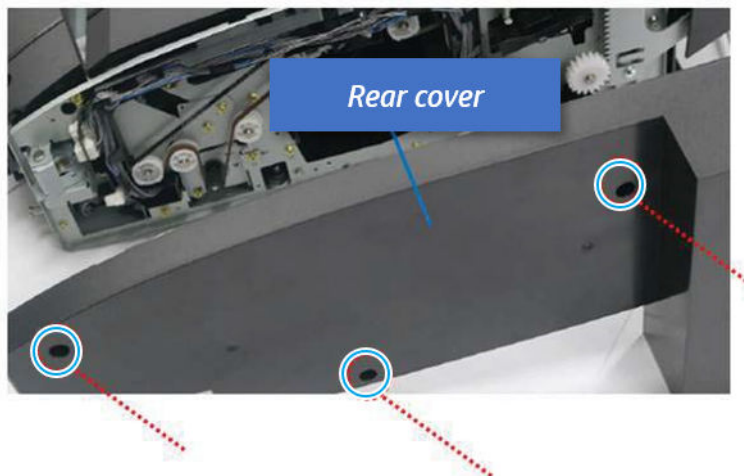
1. Open the top cover.

Figure 6-524 Open the top cover



2. Remove three screws.
3. Release hooks carefully and remove the rear cover.

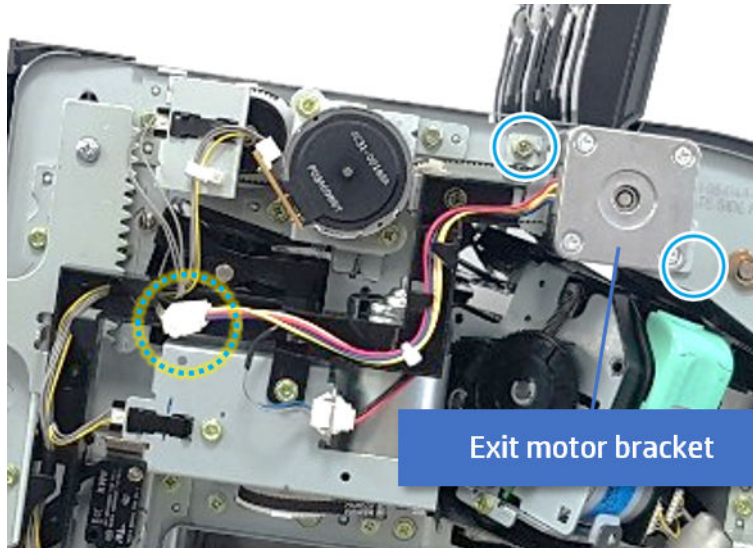
Figure 6-525 Remove the rear cover



Step 3: Remove the exit motor bracket

- ▲ Remove two screws, unplug the motor connector, and remove the exit motor bracket.

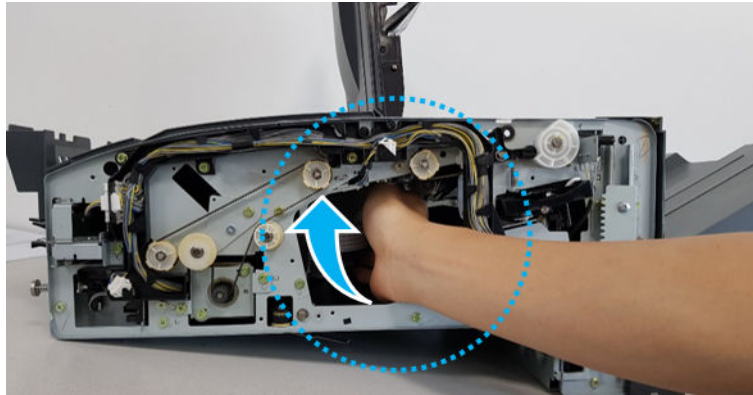
Figure 6-526 Remove the exit motor bracket



Step 4: Remove the stapler

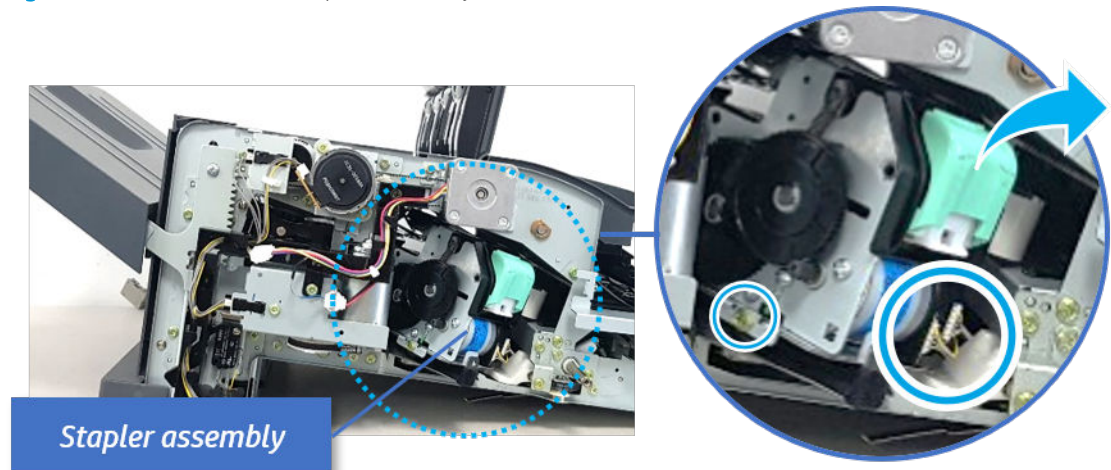
1. Push the stapler from the rear-side to the front-side.

Figure 6-527 Push the stapler



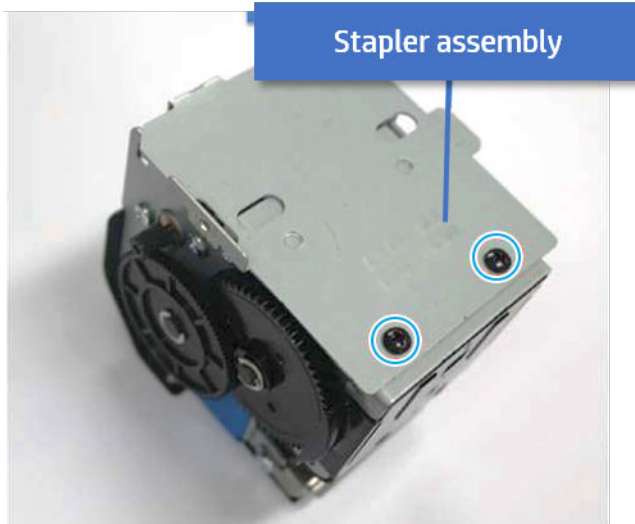
2. Remove one screw, unplug two connectors, and then remove the stapler assembly.

Figure 6-528 Remove the stapler assembly




3. Remove two screws, and then remove the stapler.

Figure 6-529 Remove the stapler





Step 5: 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.

Stapler position sensor (S2)

- [Introduction](#)
- [Step 1: Remove the front cover](#)
- [Step 2: Remove the rear cover](#)
- [Step 3: Remove the middle cover](#)
- [Step 4: Remove the punch cover](#)
- [Step 5: Remove the diverter guide and the middle roller](#)
- [Step 6: Remove the middle paper guide](#)
- [Step 7: Remove the exit motor bracket](#)
- [Step 8: Remove the end fence sensor bracket](#)
- [Step 9: Remove the staple position sensor](#)
- [Step 10: Unpack the replacement assembly](#)

Introduction

Learn how to remove and replace the stapler position sensor.

[View a video of removing the inner finisher.](#)

[View a video of installing the inner finisher.](#)



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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.



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.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

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

Table 6-59 Part information

Part number	Part description
0604-001393	Stapler position sensor

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

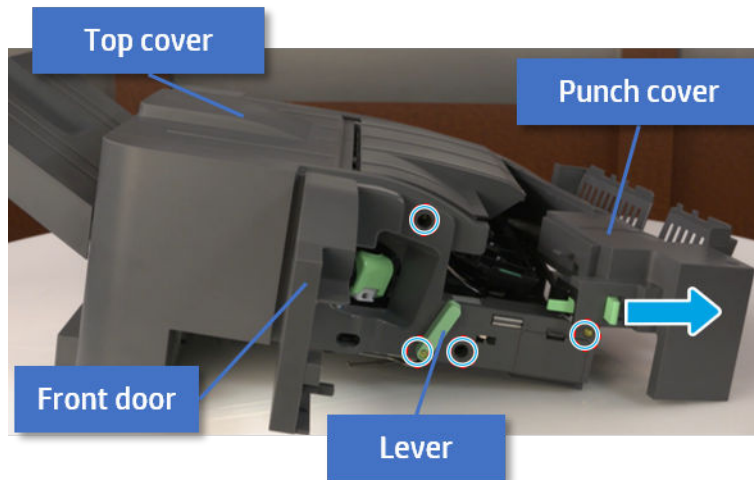
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the front cover

1. Open the front door and open the punch cover.
2. Remove three screws in the front.
3. Remove the lever.
4. Open the top cover.
5. From the right side of the front cover, carefully lift and pry toward the top-left corner to remove the front cover.

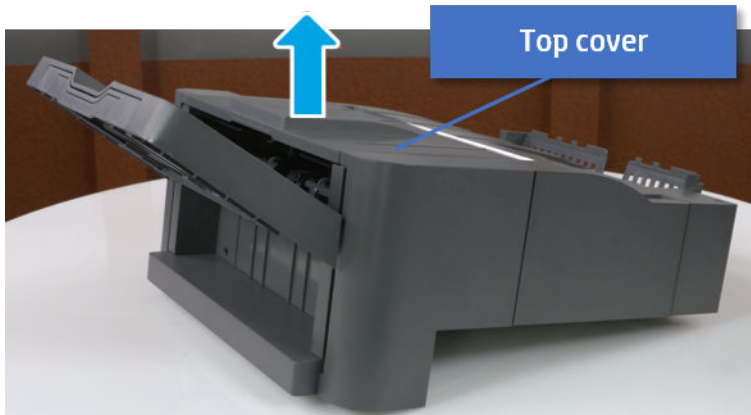
Figure 6-530 Remove the front cover



Step 2: Remove the rear cover

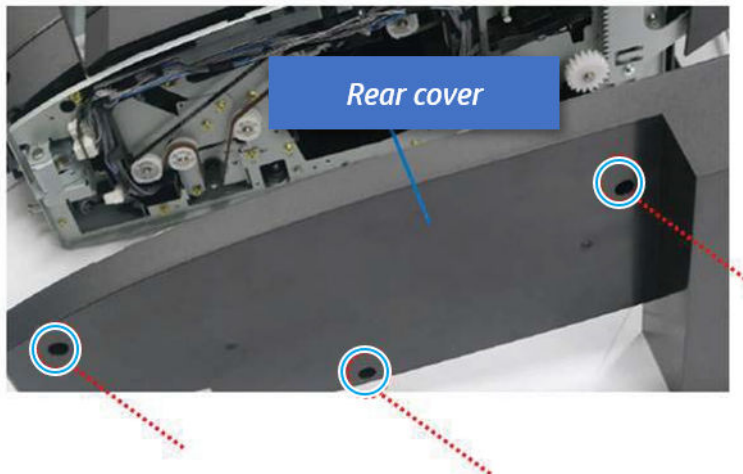
1. Open the top cover.

Figure 6-531 Open the top cover



2. Remove three screws.
3. Release hooks carefully and remove the rear cover.

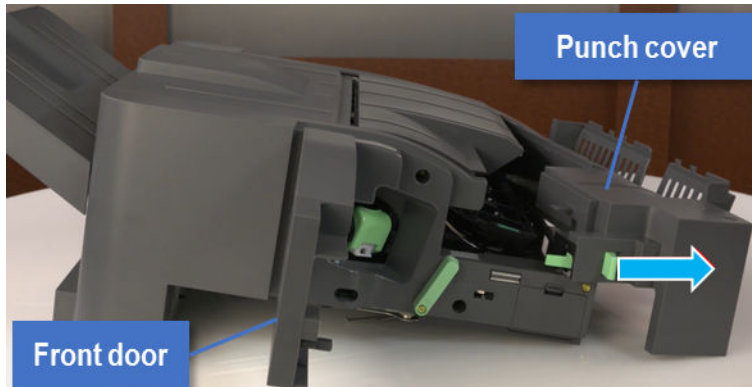
Figure 6-532 Remove the rear cover



Step 3: Remove the middle cover

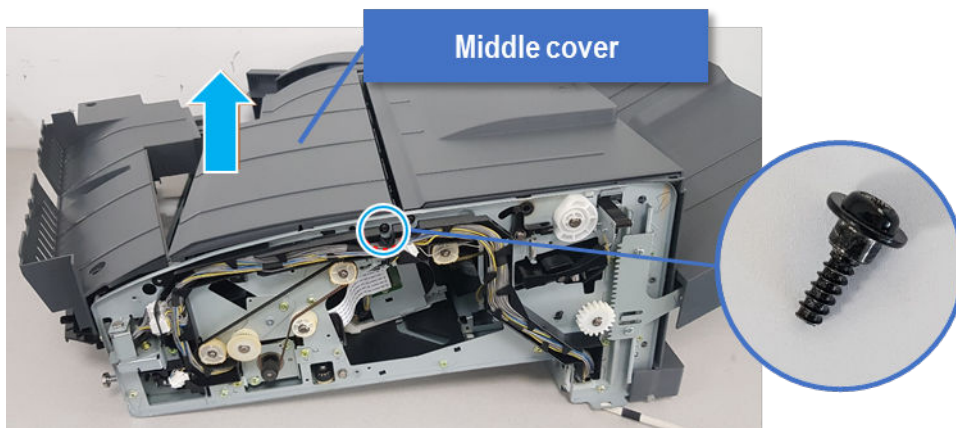
1. Open the front door and then open the punch cover.

Figure 6-533 Open the front door and punch cover



2. Remove left-side one screw at the rear of the inner finisher, and then remove the middle cover by lifting off the hinge pins at the front.

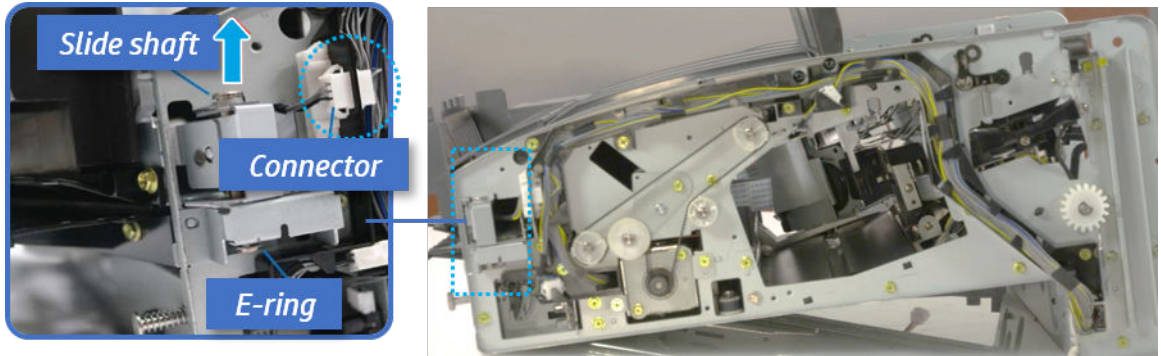
Figure 6-534 Remove the middle cover



Step 4: Remove the punch cover

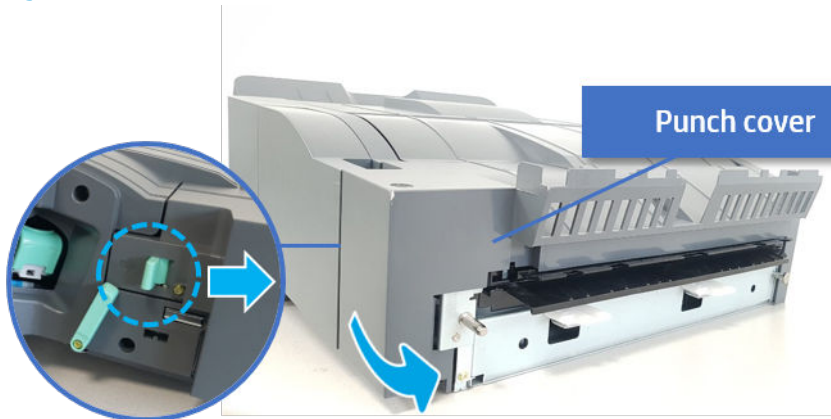
1. Unplug the connector. Remove the e-ring, and then remove the slide shaft at the rear of the inner finisher.

Figure 6-535 Remove the slide shaft



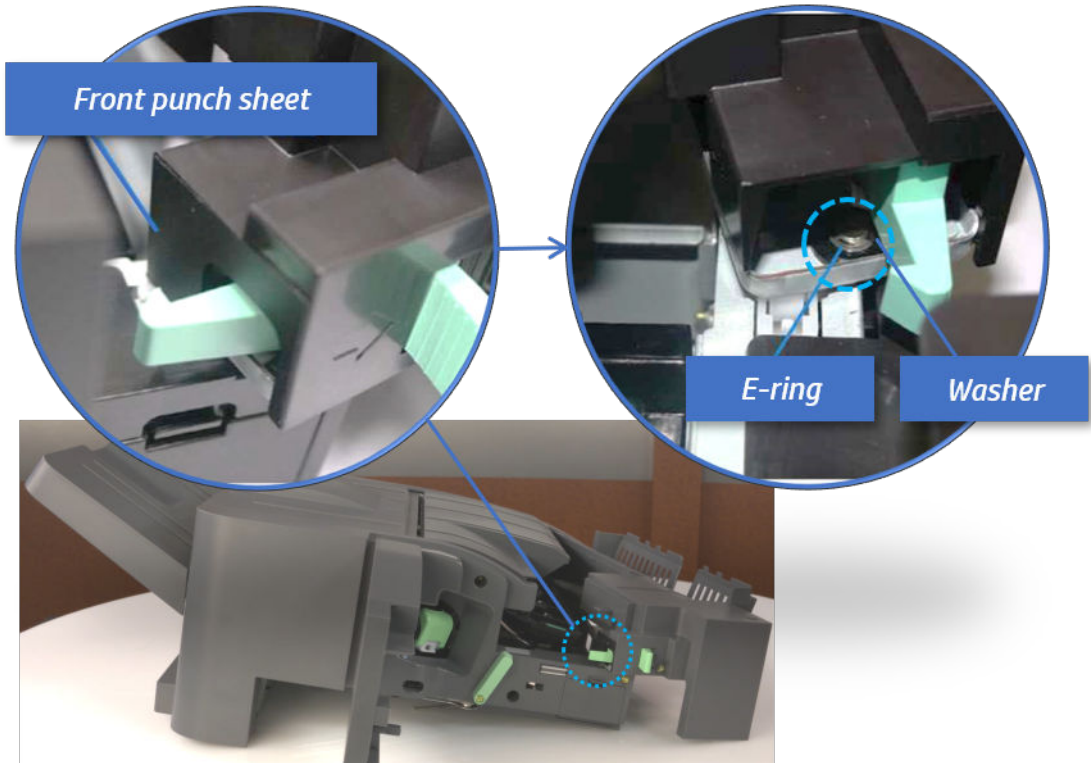
2. Open the punch cover.

Figure 6-536 Open the punch cover



3. Remove the front punch sheet, and then remove the e-ring and the washer. And then remove the punch cover.

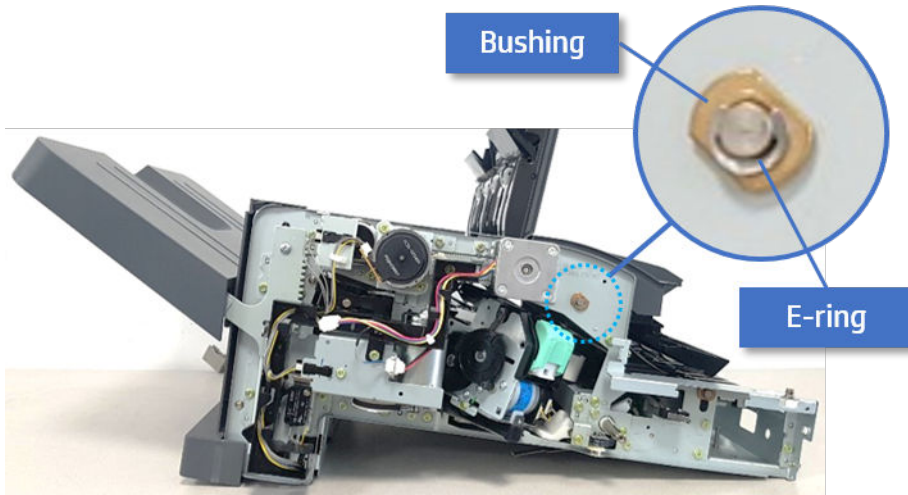
Figure 6-537 Remove the punch cover



Step 5: Remove the diverter guide and the middle roller

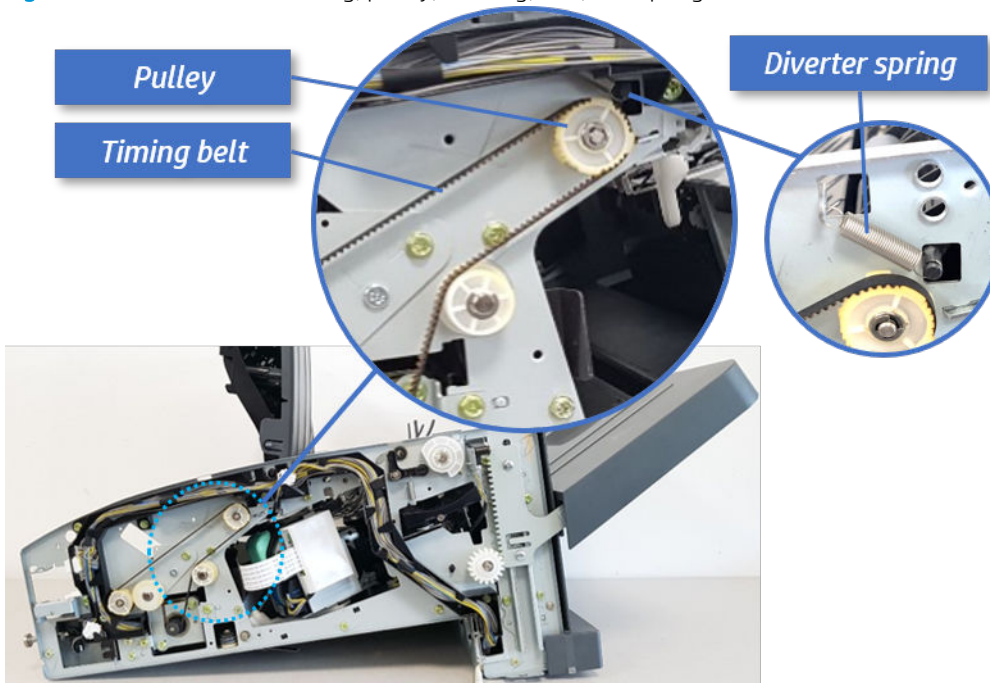
1. On the front of the inner finisher, remove the e-ring and bushing.

Figure 6-538 Remove the e-ring and bushing



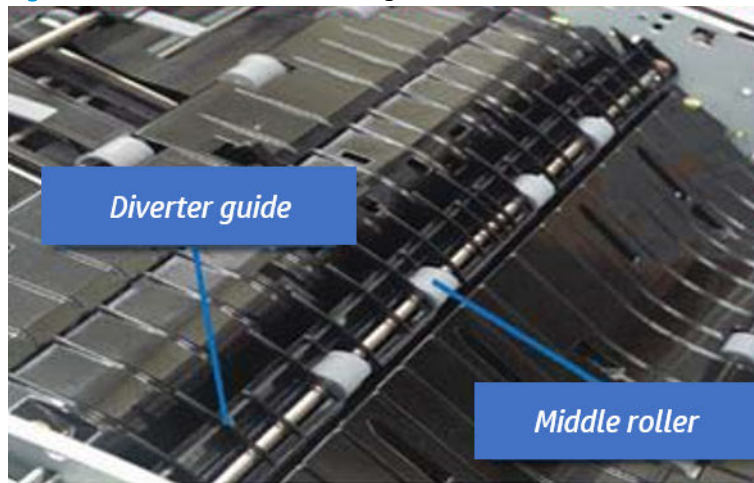
2. On the rear of the inner finisher, remove the e-ring, pulley, bushing, belt, and spring (slightly hidden from view).

Figure 6-539 Remove the e-ring, pulley, bushing, belt, and spring



3. Remove the diverter guide and the middle roller.

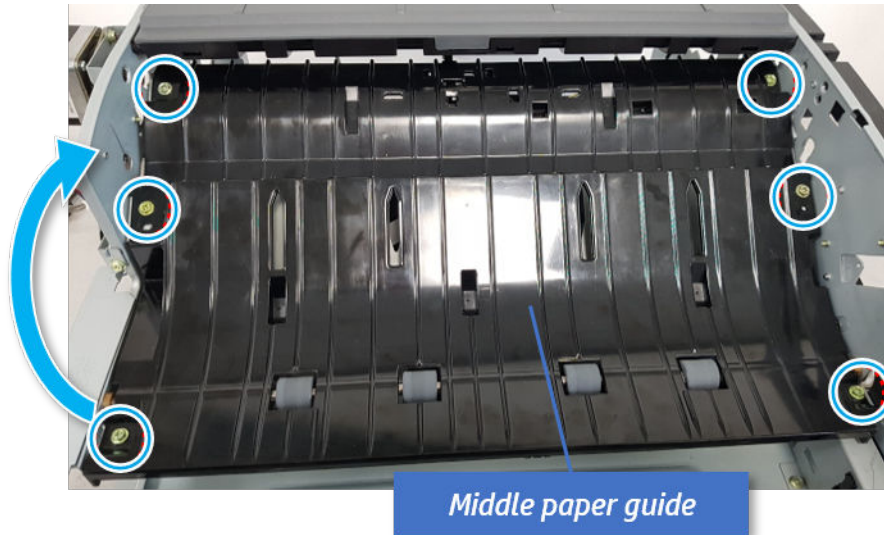
Figure 6-540 Remove the diverter guide and middle roller



Step 6: Remove the middle paper guide

1. Remove six screws, and then open the middle paper guide in the direction of the arrow.

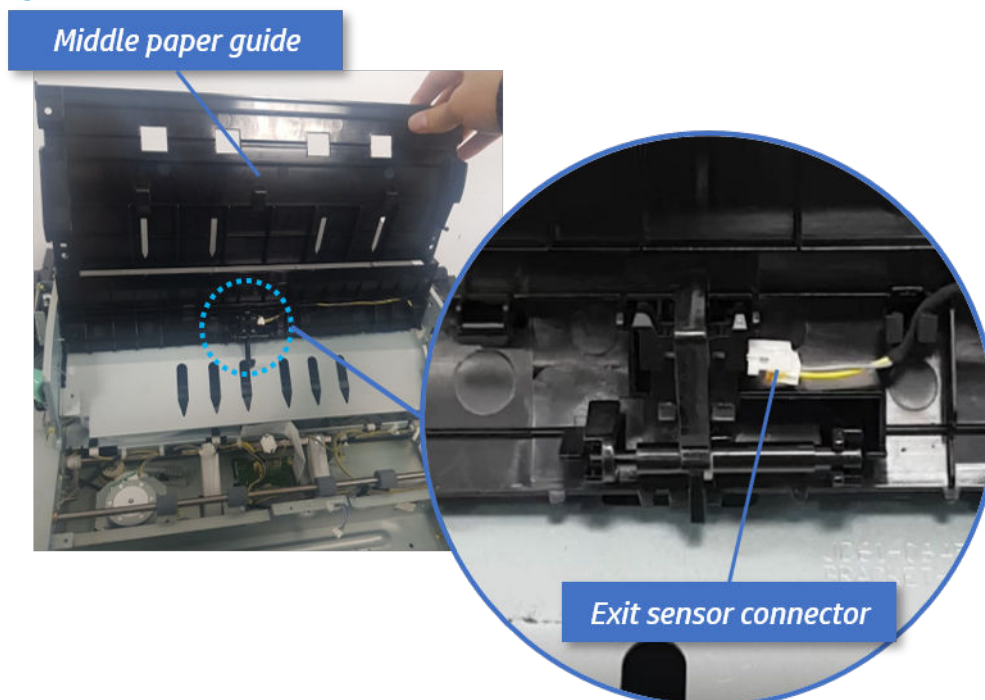
Figure 6-541 Open the middle paper guide



 **NOTE:** Be careful not to damage the sensor connector.

2. Unplug the connector under the middle paper guide. And then, remove the middle paper guide.

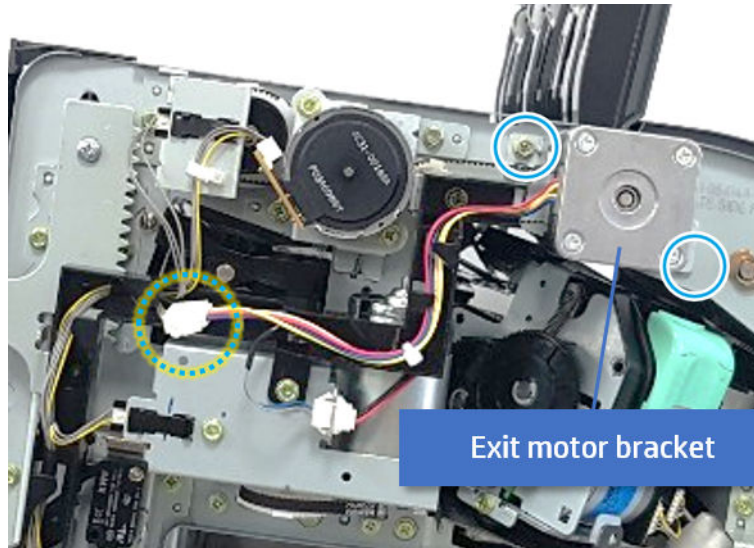
Figure 6-542 Remove the middle paper guide



Step 7: Remove the exit motor bracket

- ▲ Remove two screws, unplug the motor connector, and remove the exit motor bracket.

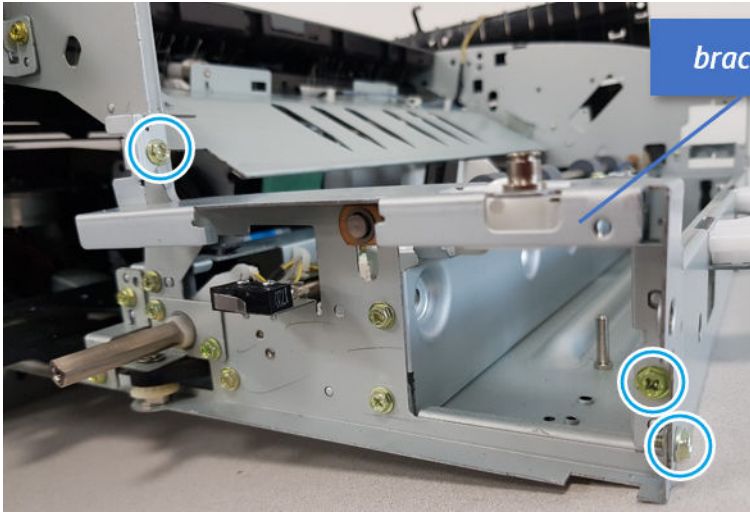
Figure 6-543 Remove the exit motor bracket



Step 8: Remove the end fence sensor bracket

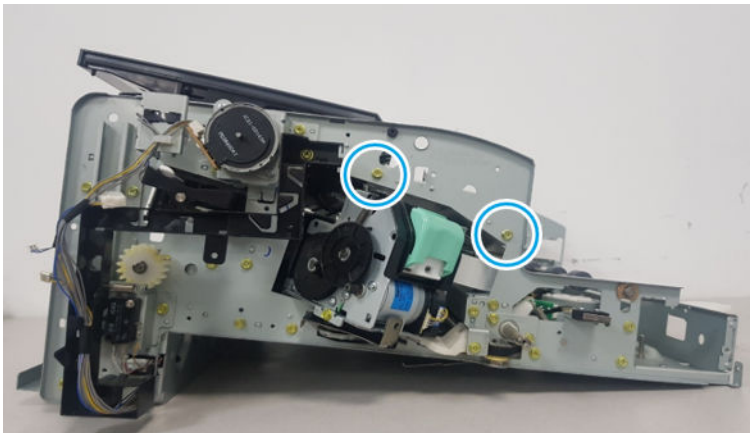
1. Remove three screws at the front of the inner finisher, and then remove the bracket.

Figure 6-544 Remove the bracket



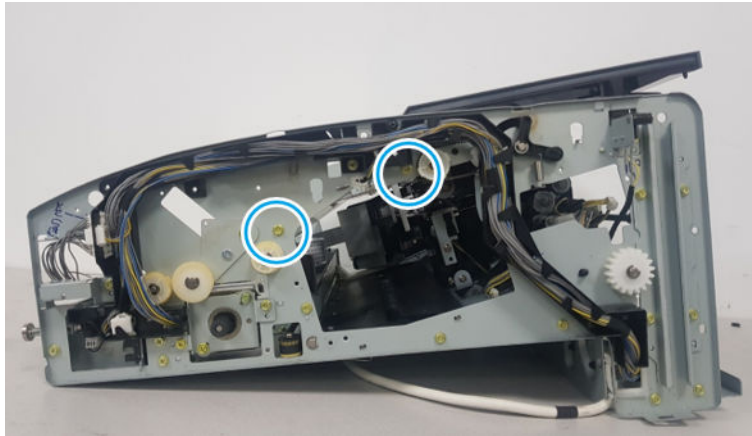
2. Remove two screws at the front of the inner finisher.

Figure 6-545 Remove two screws



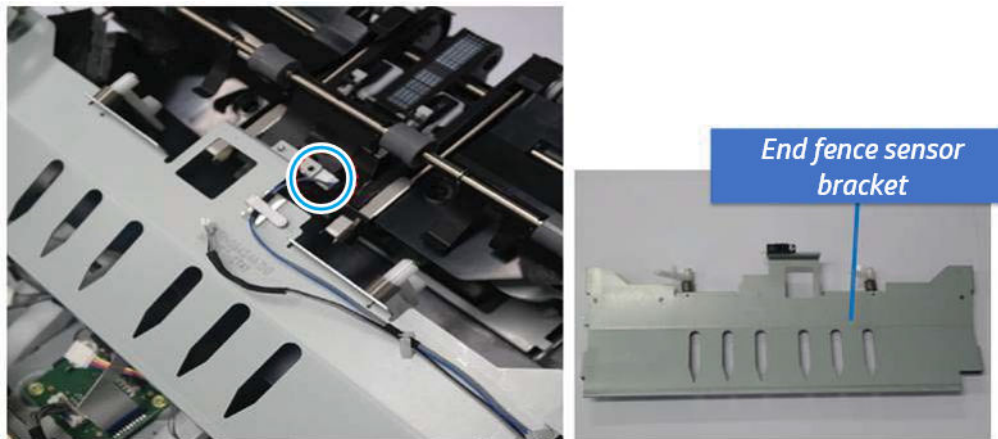
3. Remove two screws at the rear of the inner finisher.

Figure 6-546 Remove two screws



4. Loosen three cable clamps. Unplug the connector at the sensor, and then remove the end fence sensor bracket.

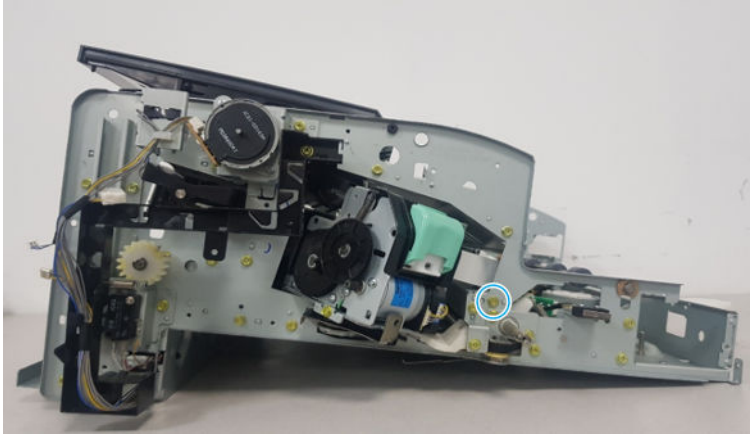
Figure 6-547 Remove the end fence sensor bracket



Step 9: Remove the staple position sensor

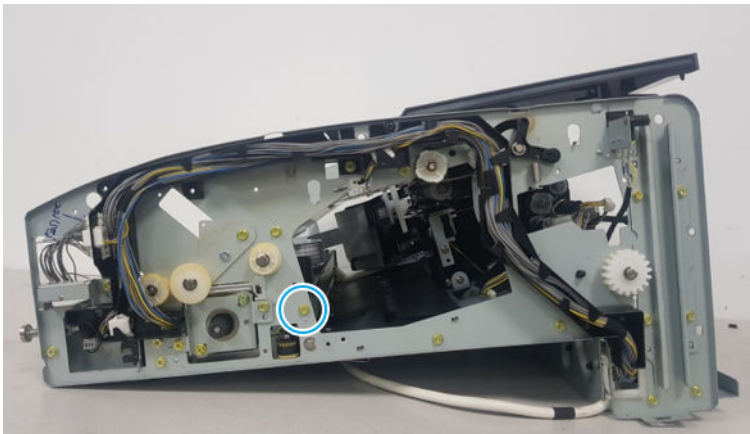
1. Remove one screw from the front of the inner finisher.

Figure 6-548 Remove one screw



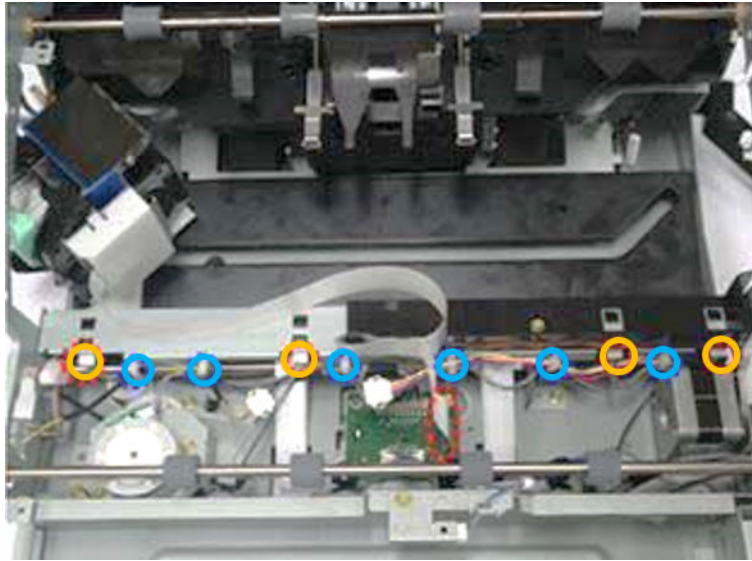
2. Remove one screw from the rear of the inner finisher.

Figure 6-549 Remove one screw



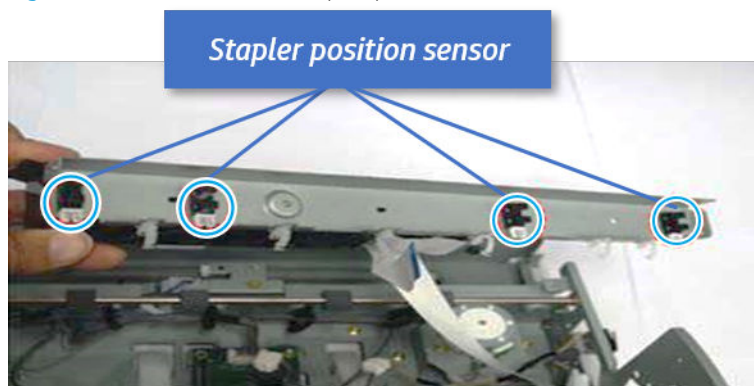
3. Unplug four photo-sensor connectors. Open the six cable clamps.

Figure 6-550 Unplug connectors




4. Remove the assembly, and then remove the sensor.

Figure 6-551 Remove the stapler position sensor





Step 10: 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.

Stapler position motor (M1)

- [Introduction](#)
- [Step 1: Remove the front cover](#)
- [Step 2: Remove the rear cover](#)
- [Step 3: Remove the middle cover](#)
- [Step 4: Remove the punch cover](#)
- [Step 5: Remove the diverter guide and the middle roller](#)
- [Step 6: Remove the middle paper guide](#)
- [Step 7: Remove the stapler position motor](#)
- [Step 8: Unpack the replacement assembly](#)

Introduction

Learn how to remove and replace the stapler position motor.

[View a video of removing the inner finisher.](#)

[View a video of installing the inner finisher.](#)



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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.



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.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

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

Table 6-60 Part information

Traverse Motor assembly part number	
JC93-00999A	Stapler position motor

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

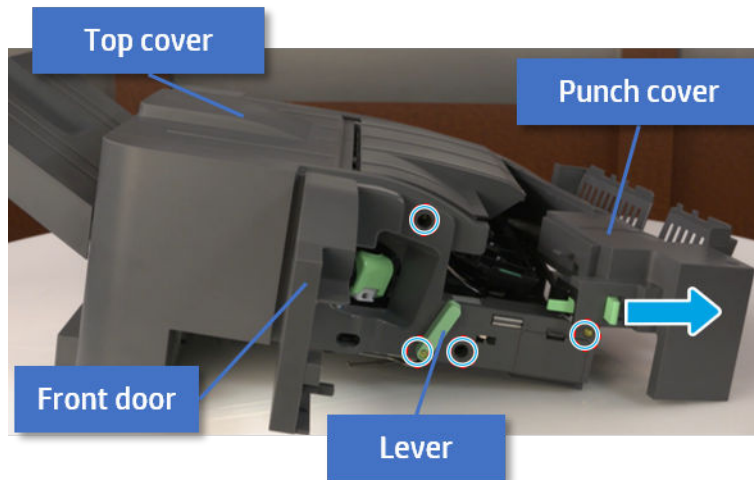
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the front cover

1. Open the front door and open the punch cover.
2. Remove three screws in the front.
3. Remove the lever.
4. Open the top cover.
5. From the right side of the front cover, carefully lift and pry toward the top-left corner to remove the front cover.

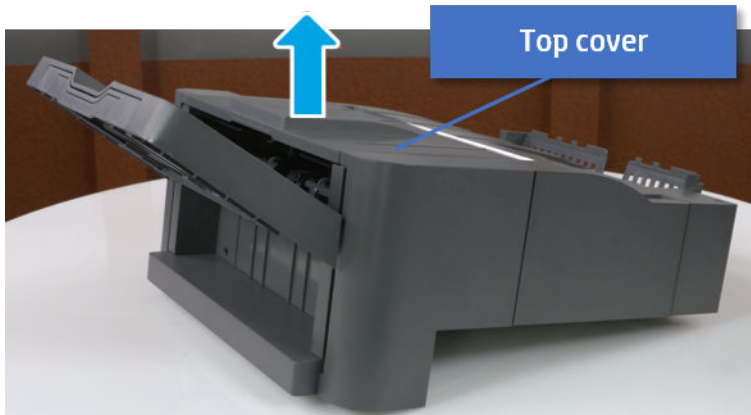
Figure 6-552 Remove the front cover



Step 2: Remove the rear cover

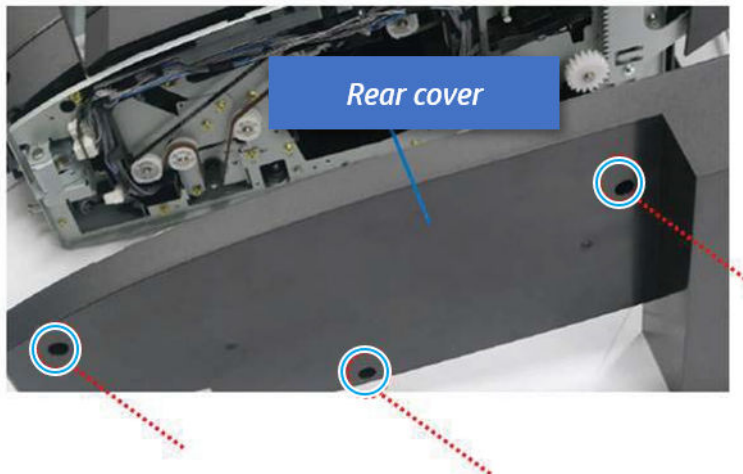
1. Open the top cover.

Figure 6-553 Open the top cover



2. Remove three screws.
3. Release hooks carefully and remove the rear cover.

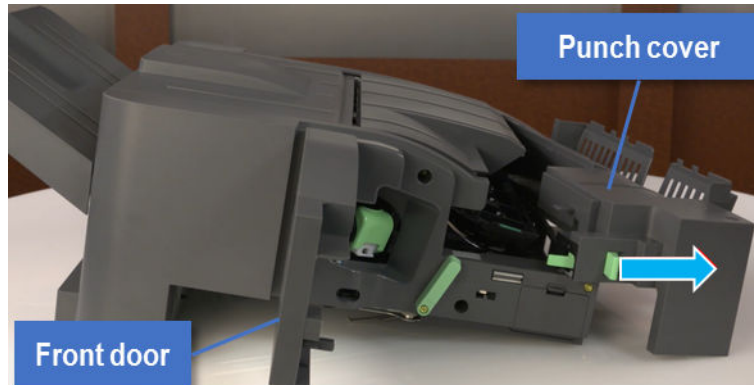
Figure 6-554 Remove the rear cover



Step 3: Remove the middle cover

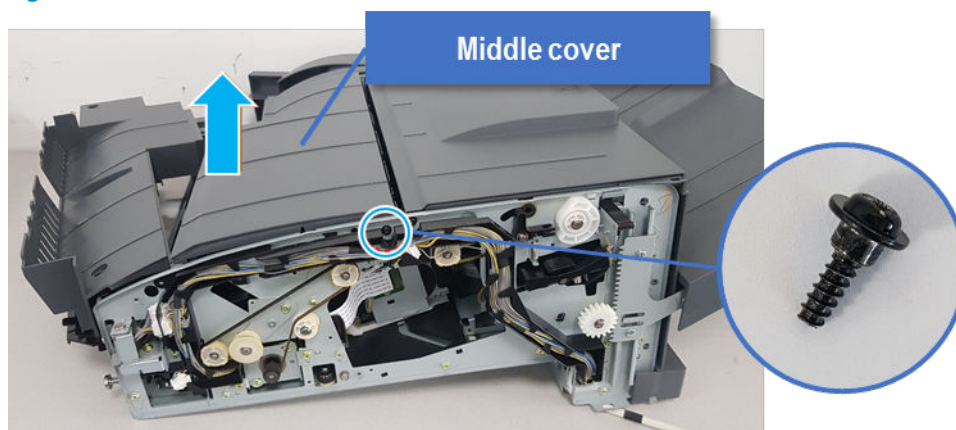
1. Open the front door and then open the punch cover.

Figure 6-555 Open the front door and punch cover



2. Remove left-side one screw at the rear of the inner finisher, and then remove the middle cover by lifting off the hinge pins at the front.

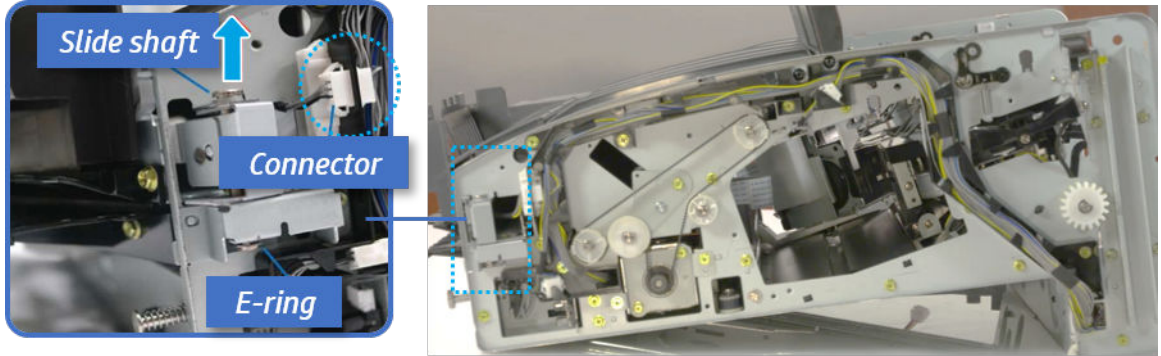
Figure 6-556 Remove the middle cover



Step 4: Remove the punch cover

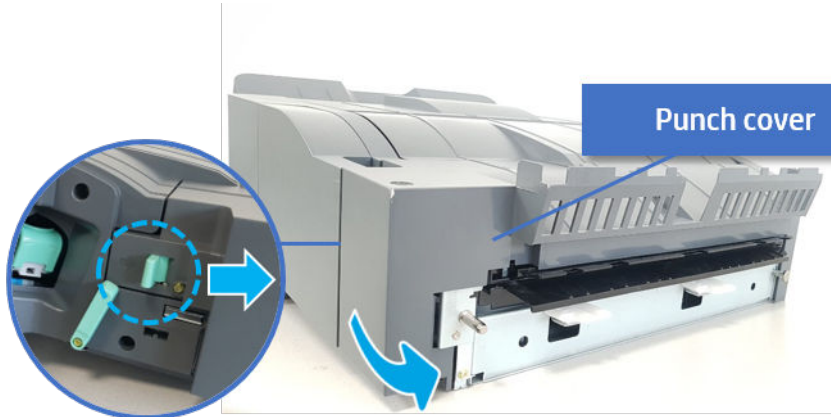
1. Unplug the connector. Remove the e-ring, and then remove the slide shaft at the rear of the inner finisher.

Figure 6-557 Remove the slide shaft



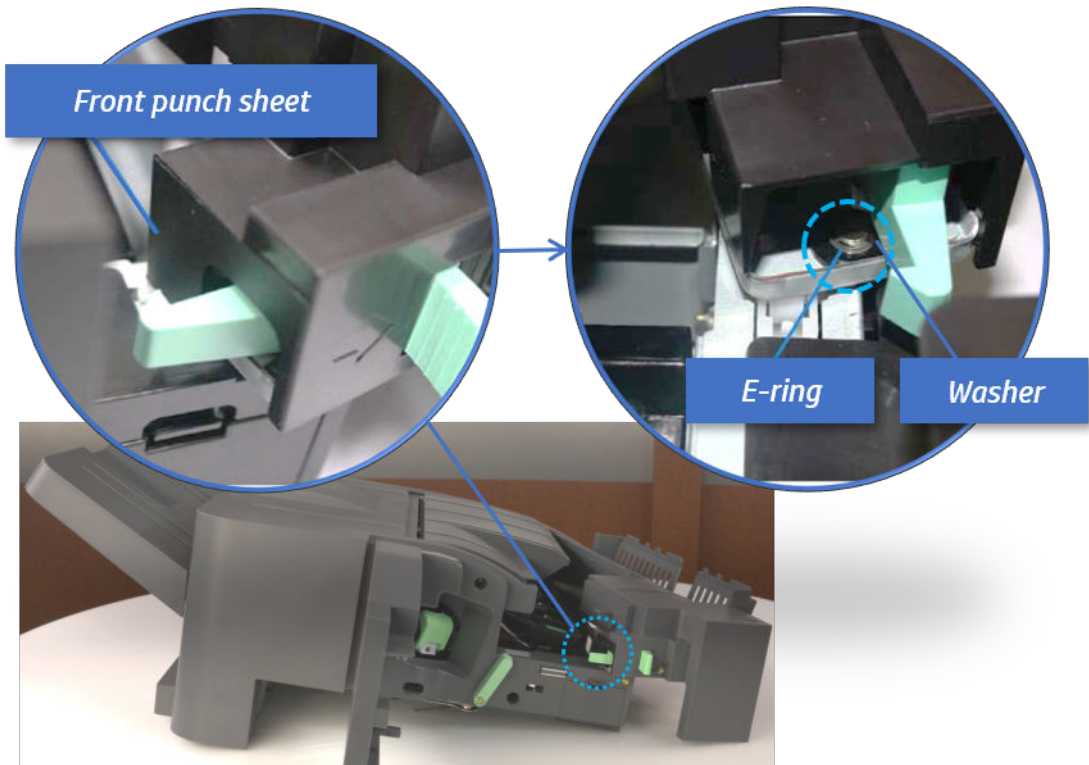
2. Open the punch cover.

Figure 6-558 Open the punch cover



3. Remove the front punch sheet, and then remove the e-ring and the washer. And then remove the punch cover.

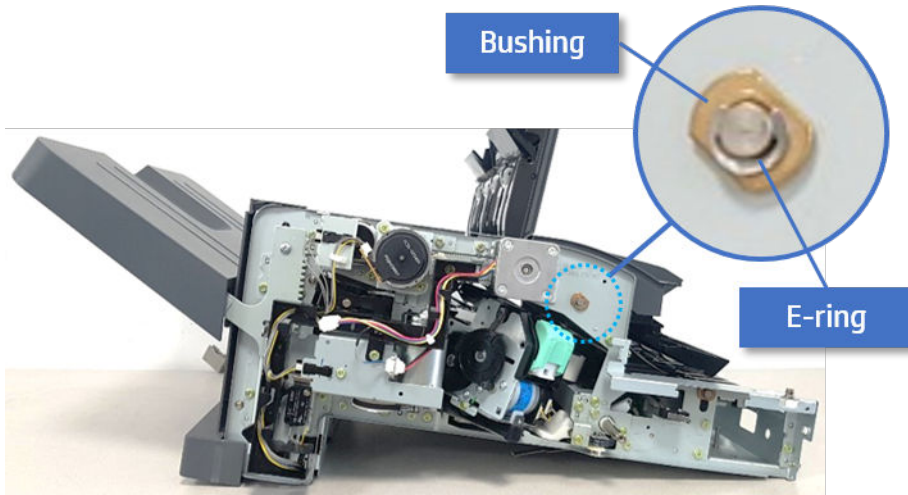
Figure 6-559 Remove the punch cover



Step 5: Remove the diverter guide and the middle roller

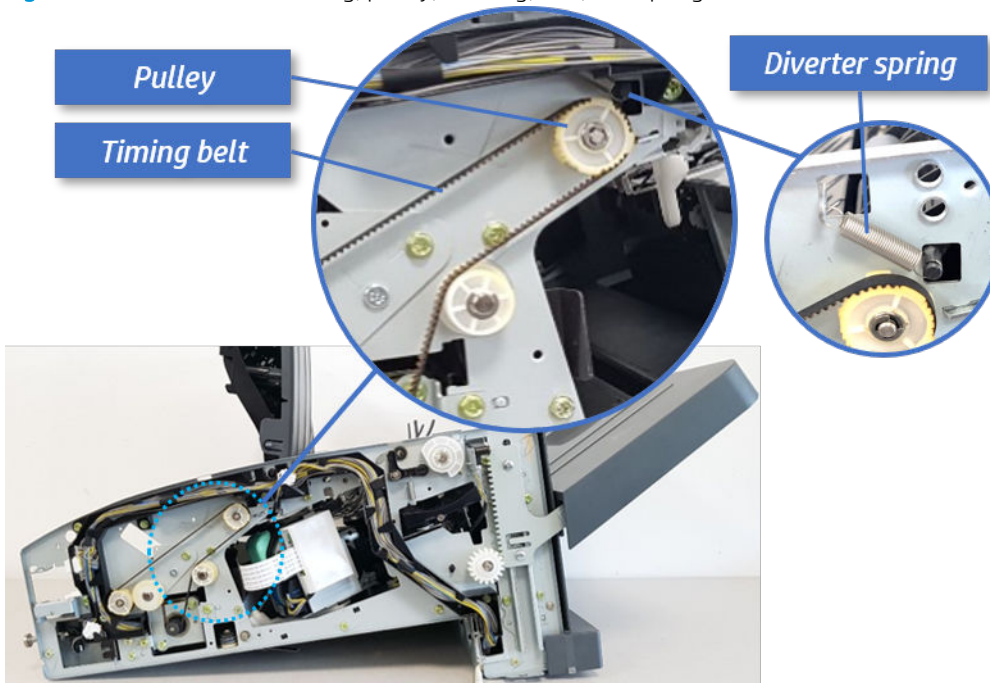
1. On the front of the inner finisher, remove the e-ring and bushing.

Figure 6-560 Remove the e-ring and bushing



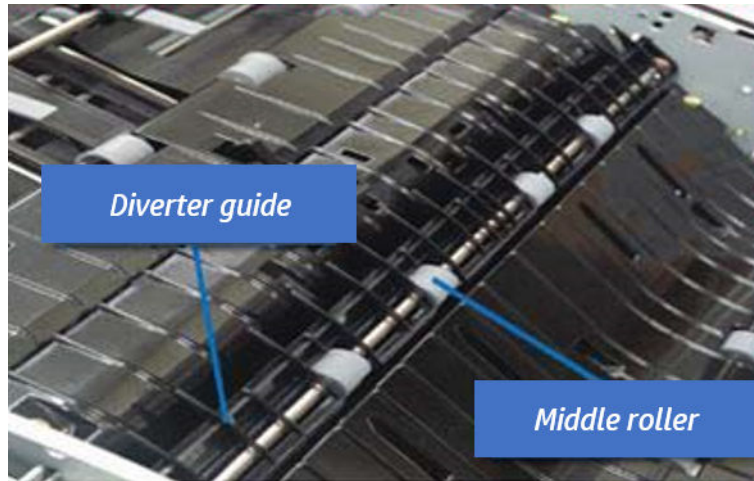
2. On the rear of the inner finisher, remove the e-ring, pulley, bushing, belt, and spring (slightly hidden from view).

Figure 6-561 Remove the e-ring, pulley, bushing, belt, and spring



3. Remove the diverter guide and the middle roller.

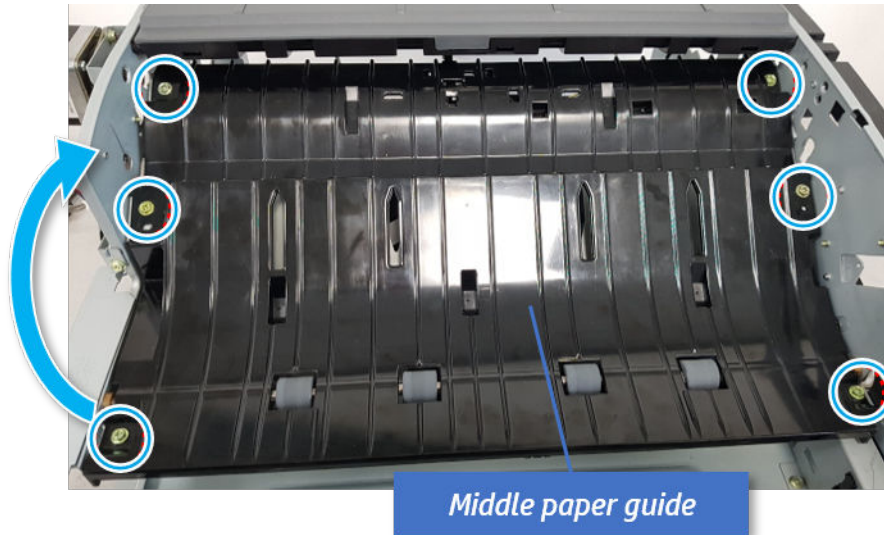
Figure 6-562 Remove the diverter guide and middle roller



Step 6: Remove the middle paper guide

1. Remove six screws, and then open the middle paper guide in the direction of the arrow.

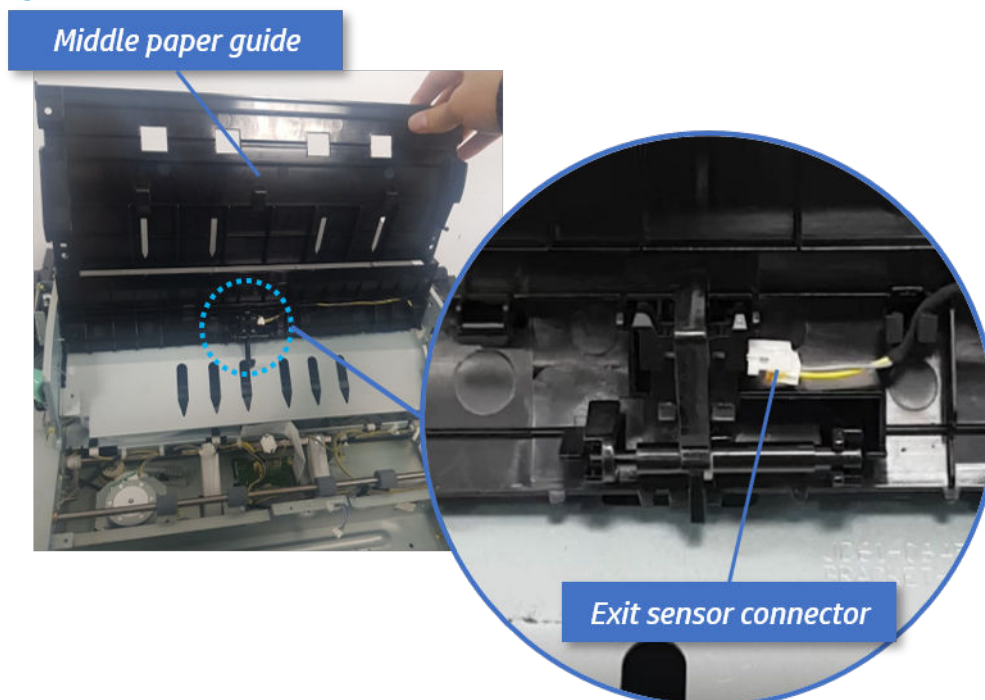
Figure 6-563 Open the middle paper guide



 **NOTE:** Be careful not to damage the sensor connector.

2. Unplug the connector under the middle paper guide. And then, remove the middle paper guide.

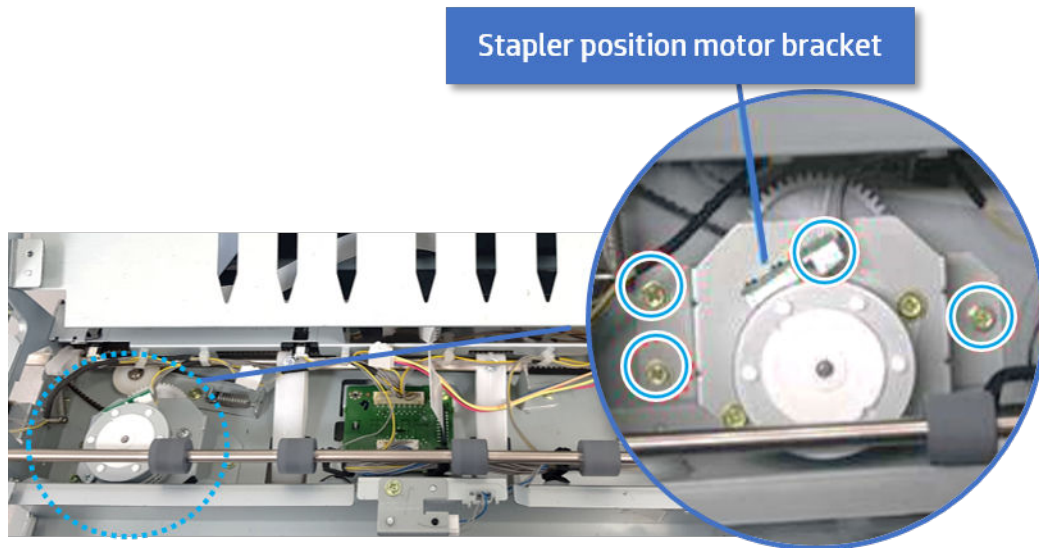
Figure 6-564 Remove the middle paper guide



Step 7: Remove the stapler position motor

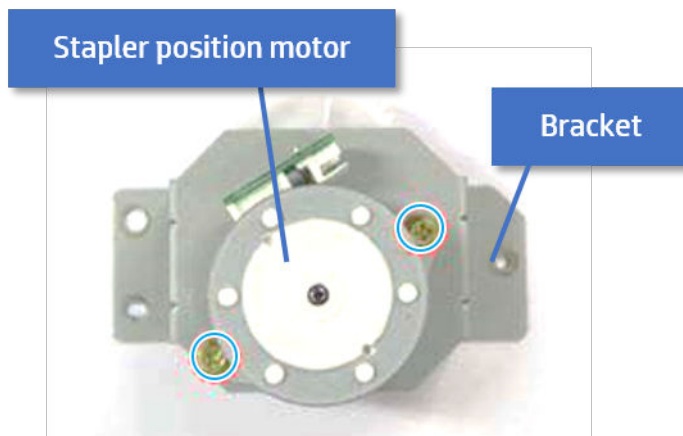
1. Remove three screws, unplug the motor connector, and then remove the stapler position motor bracket.


Figure 6-565 Remove the stapler position motor bracket



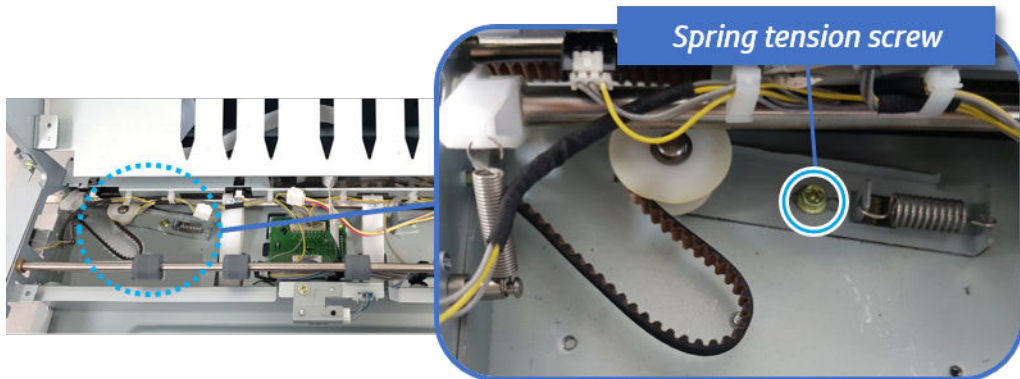
2. Remove two screws, and then remove the motor from the bracket.

Figure 6-566 Remove the stapler position motor

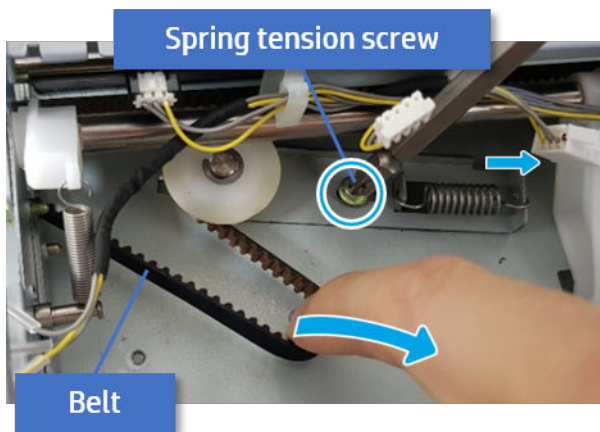


 **TIP:** Use the following steps when reinstalling the stapler position motor:

- a. Release the spring tension screw.



- b. Apply tension to the spring by pulling the belt, and then tighten the spring tension screw. Tightening the screw puts maximum slack in the belt.



- c. Lower the stapler position motor while placing the belt on the motor pulley, and then secure the bracket with three screws.
- d. Release the spring tension screw to allow the spring to apply tension to the belt, and then tighten it again.



Step 8: 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.

Ejector unit

- [Ejector and paper support assembly](#)
- [Ejector motor assembly \(S11/ M6/ M7\)](#)
- [Ejector assembly \(include end fence, S10/ S16\)](#)

Ejector and paper support assembly

- [Introduction](#)
- [Step 1: Remove the front cover](#)
- [Step 2: Remove the rear cover](#)
- [Step 3: Remove the output tray](#)
- [Step 4: Remove the output tray frame](#)
- [Step 5: Remove the PCA cover](#)
- [Step 6: Remove the left cover](#)
- [Step 7: Remove the front harness guide](#)
- [Step 8: Remove the output tray motor assembly](#)
- [Step 9: Remove the output tray lower limit switch](#)
- [Step 10: Remove the paper holding](#)
- [Step 11: Remove the sub paddle unit](#)
- [Step 12: Remove the exit roller](#)
- [Step 13: Remove the front tamper](#)
- [Step 14: Remove the rear tamper](#)
- [Step 15: Remove the ejector and paper support assembly](#)
- [Step 16: Unpack the replacement assembly](#)

Introduction

Learn how to remove and replace the ejector and paper support assembly.

[View a video of removing the inner finisher.](#)

[View a video of installing the inner finisher.](#)



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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.



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.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

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

Table 6-61 Part information

Part number	Part description
SS456-61001	Ejector
JC90-01310A	Front paper support
JC90-01311A	Rear paper support

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

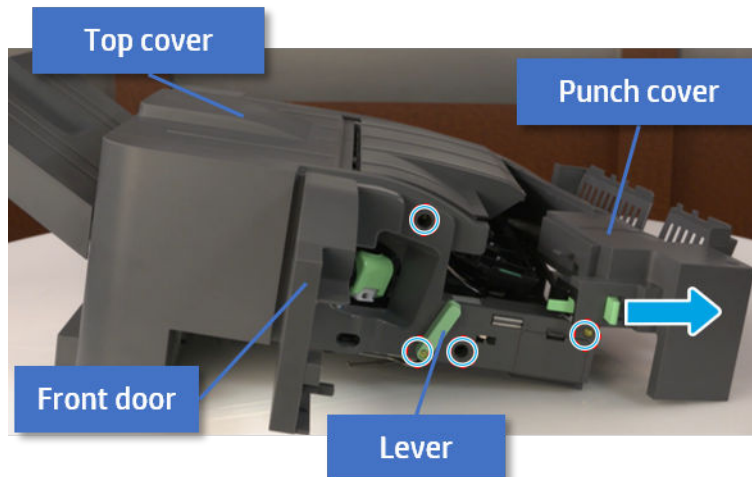
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the front cover

1. Open the front door and open the punch cover.
2. Remove three screws in the front.
3. Remove the lever.
4. Open the top cover.
5. From the right side of the front cover, carefully lift and pry toward the top-left corner to remove the front cover.

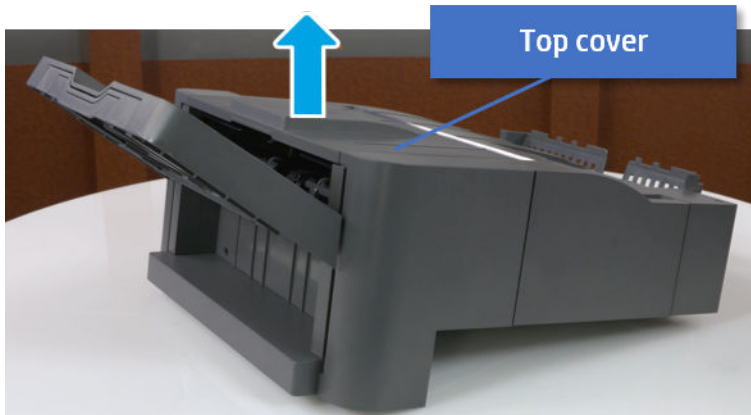
Figure 6-567 Remove the front cover



Step 2: Remove the rear cover

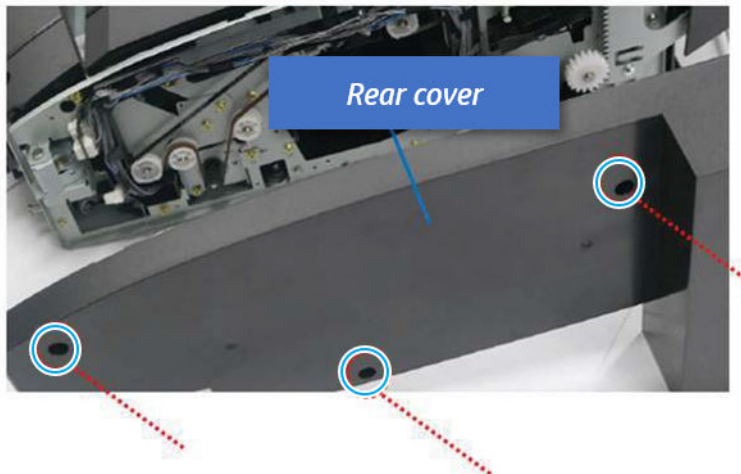
1. Open the top cover.

Figure 6-568 Open the top cover



2. Remove three screws.
3. Release hooks carefully and remove the rear cover.

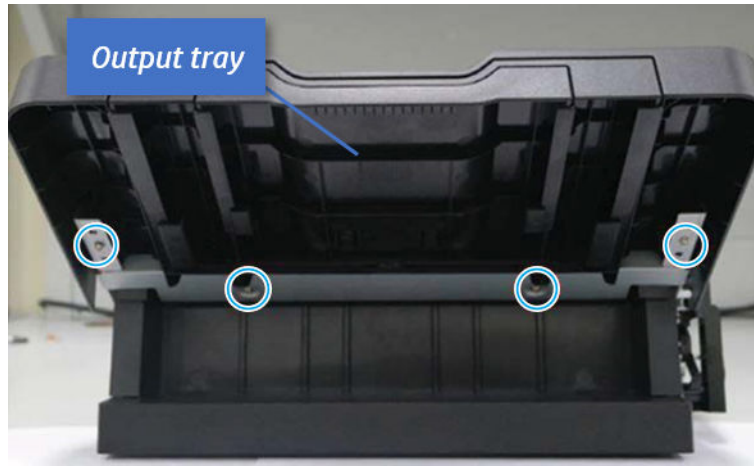
Figure 6-569 Remove the rear cover



Step 3: Remove the output tray

1. Remove four screws.

Figure 6-570 Remove four screws



2. Push the paper holding actuator into the inner finisher, and then remove the output tray.

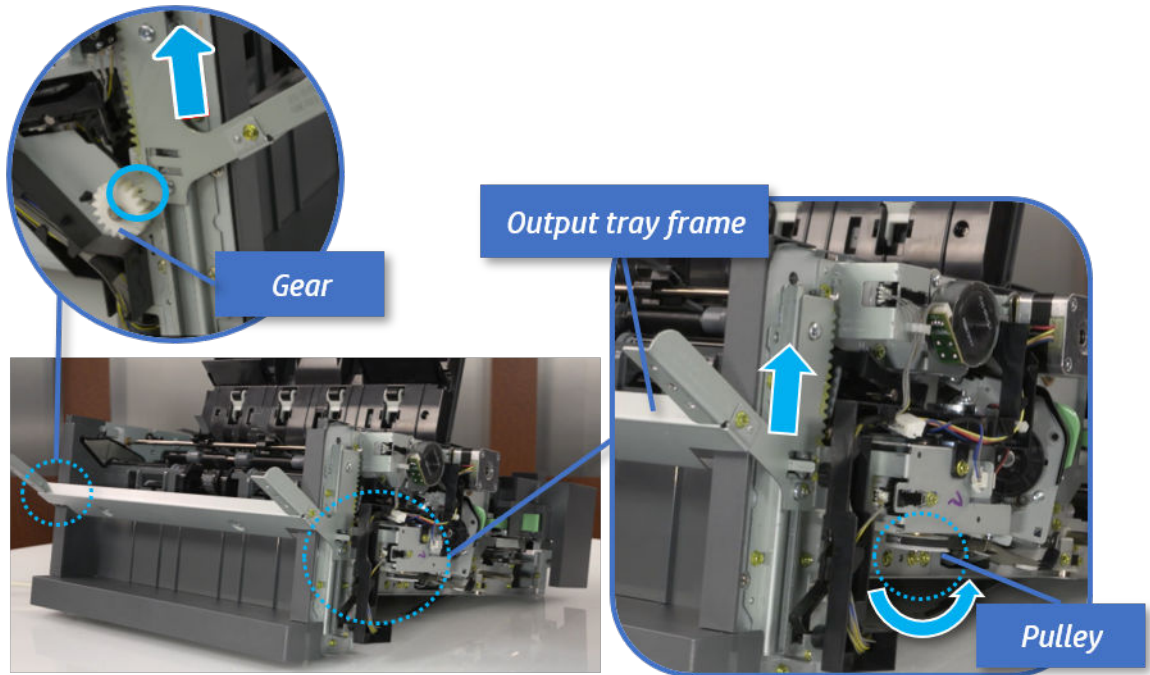
Figure 6-571 Remove the output tray



Step 4: Remove the output tray frame

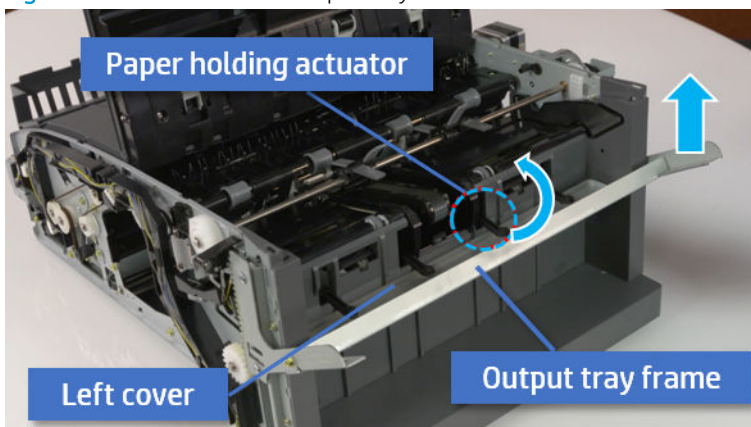
1. Rotate the pulley until the output tray frame depart from the gear.


Figure 6-572 Remove the pulley



2. Push the paper holding actuator into the inner finisher, and then remove the output tray frame.

Figure 6-573 Remove the output tray frame



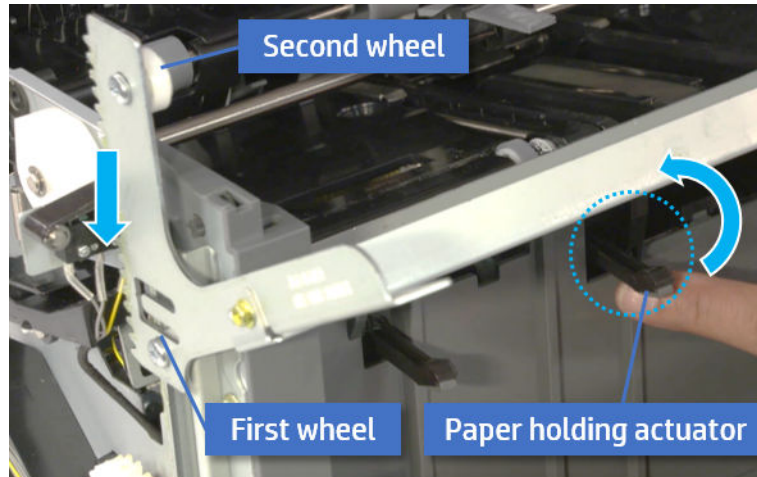
 **TIP:** Push the paper holding actuator into the inner finisher when reassembling. Be sure to level the output tray.

Reinstall the output tray frame

Use the following special instructions when the reinstalling the assembly.

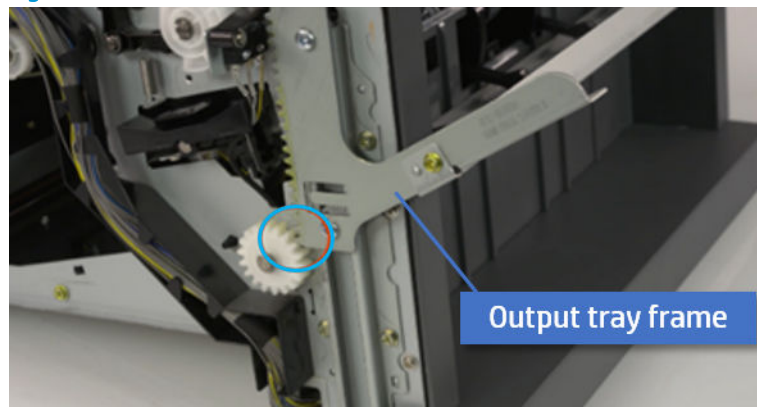
- a. Position the first wheel into the channel on both sides while pushing the paper holding actuator.

Figure 6-574 Install the wheel (1 of 2)



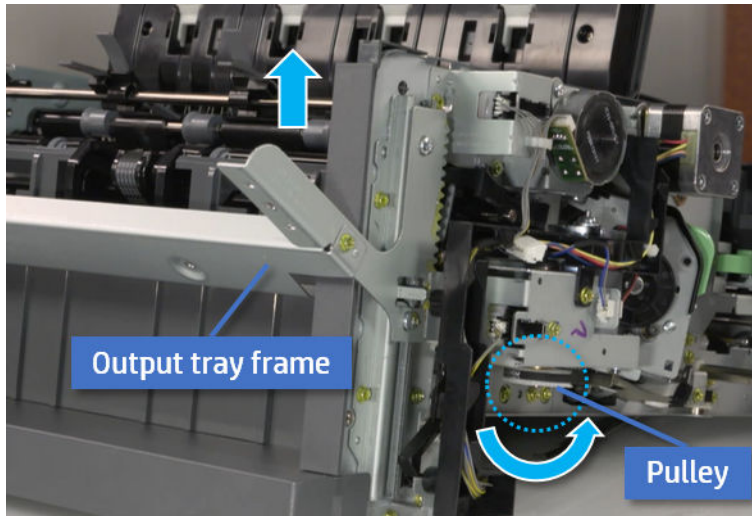
- b. Let the second wheel rest on the channel on both sides simultaneously.
- c. Gently squeeze the wheels into channel until the output tray frame meet the gear.

Figure 6-575 Install the wheel (2 of 2)



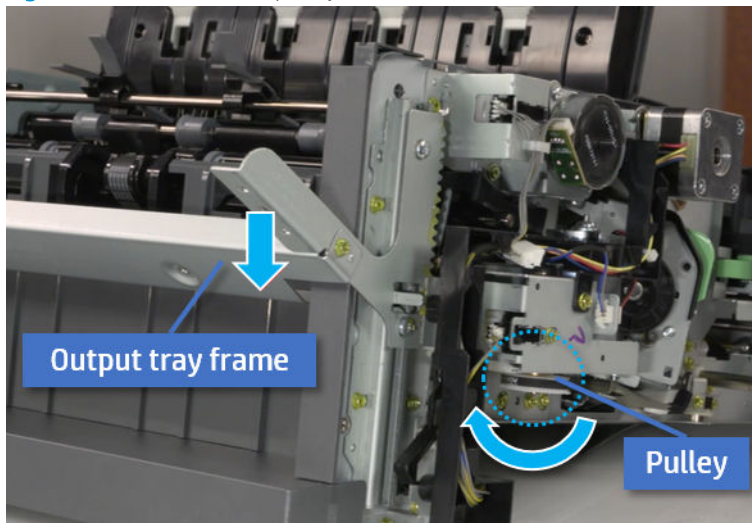
- d. Rotate the pulley until the output tray frame is no longer lifted. It can make to level the output tray frame.

Figure 6-576 Rotate the pulley (1 of 2)



- e. Rotate the pulley in the opposite direction.

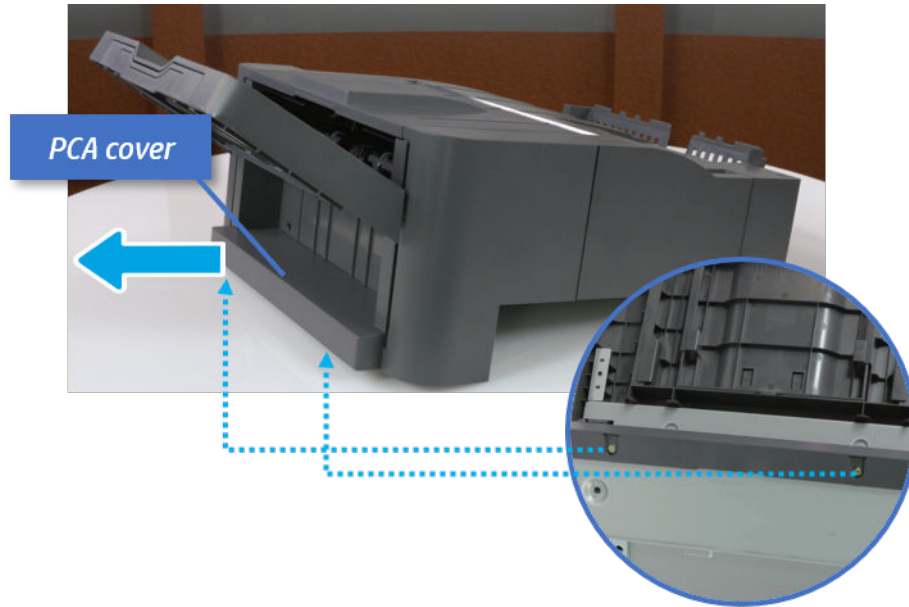
Figure 6-577 Rotate the pulley (2 of 2)



Step 5: Remove the PCA cover

- ▲ Remove two screws, and then remove the PCA cover.

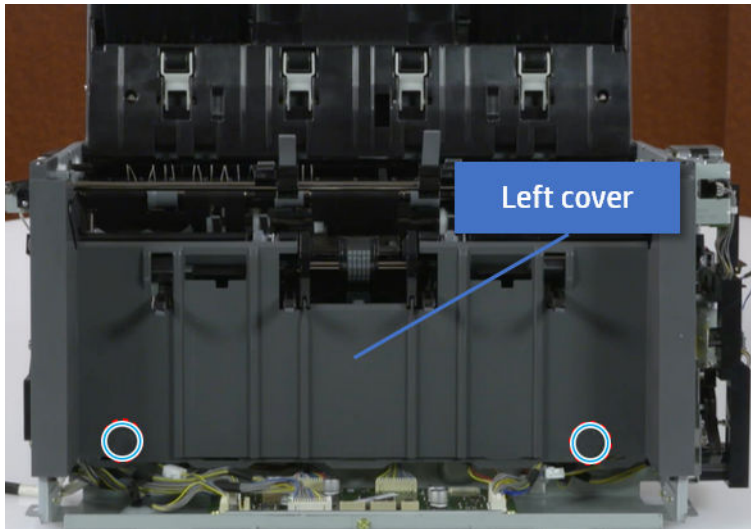
Figure 6-578 Remove the PCA cover



Step 6: Remove the left cover

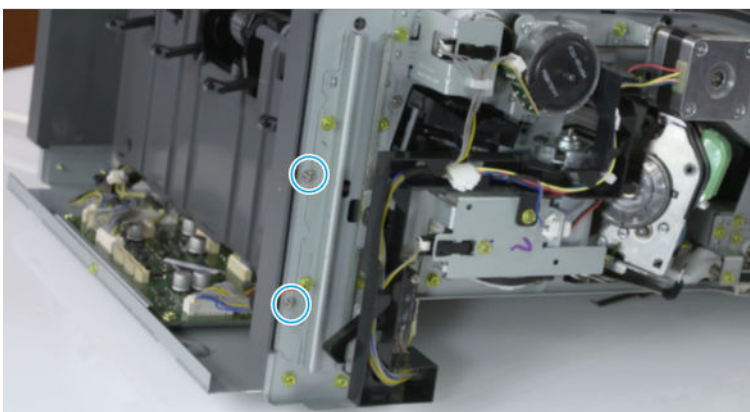
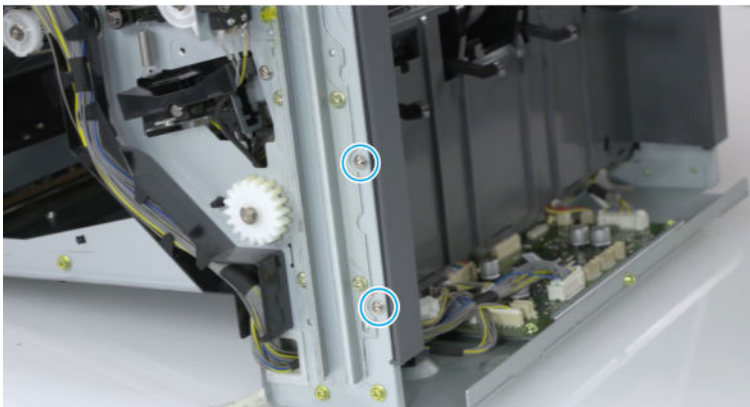
1. Remove two screws.

Figure 6-579 Remove two screws



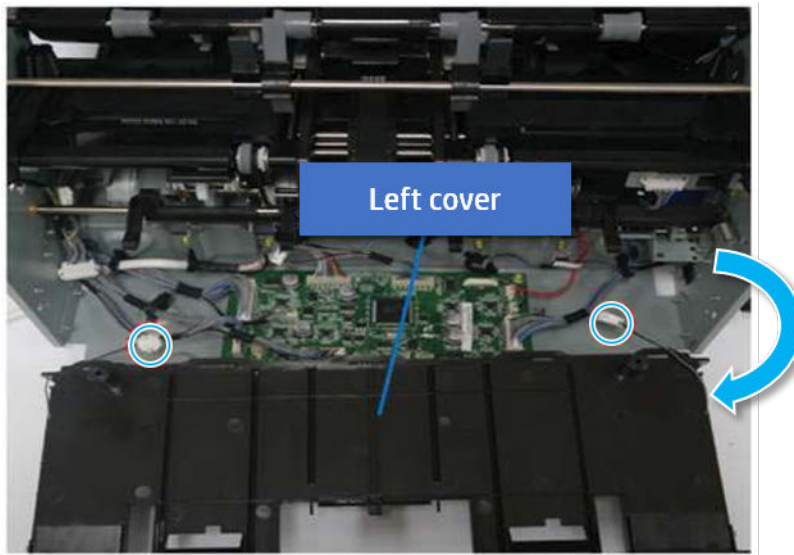
2. Remove four screws from both front and rear sides


Figure 6-580 Remove four screws

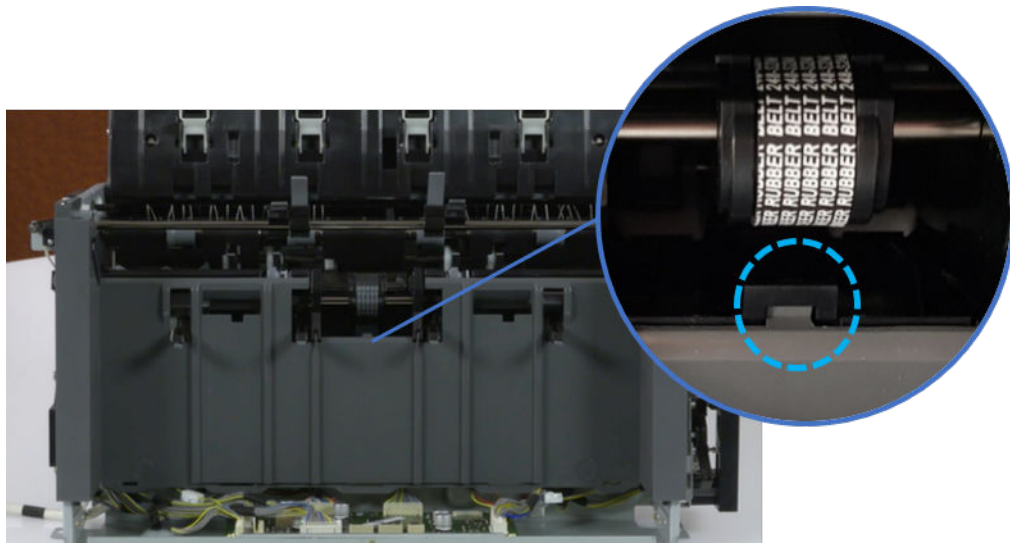


3. Unplug two inline connectors, and then remove the left cover.

Figure 6-581 Unplug two connectors



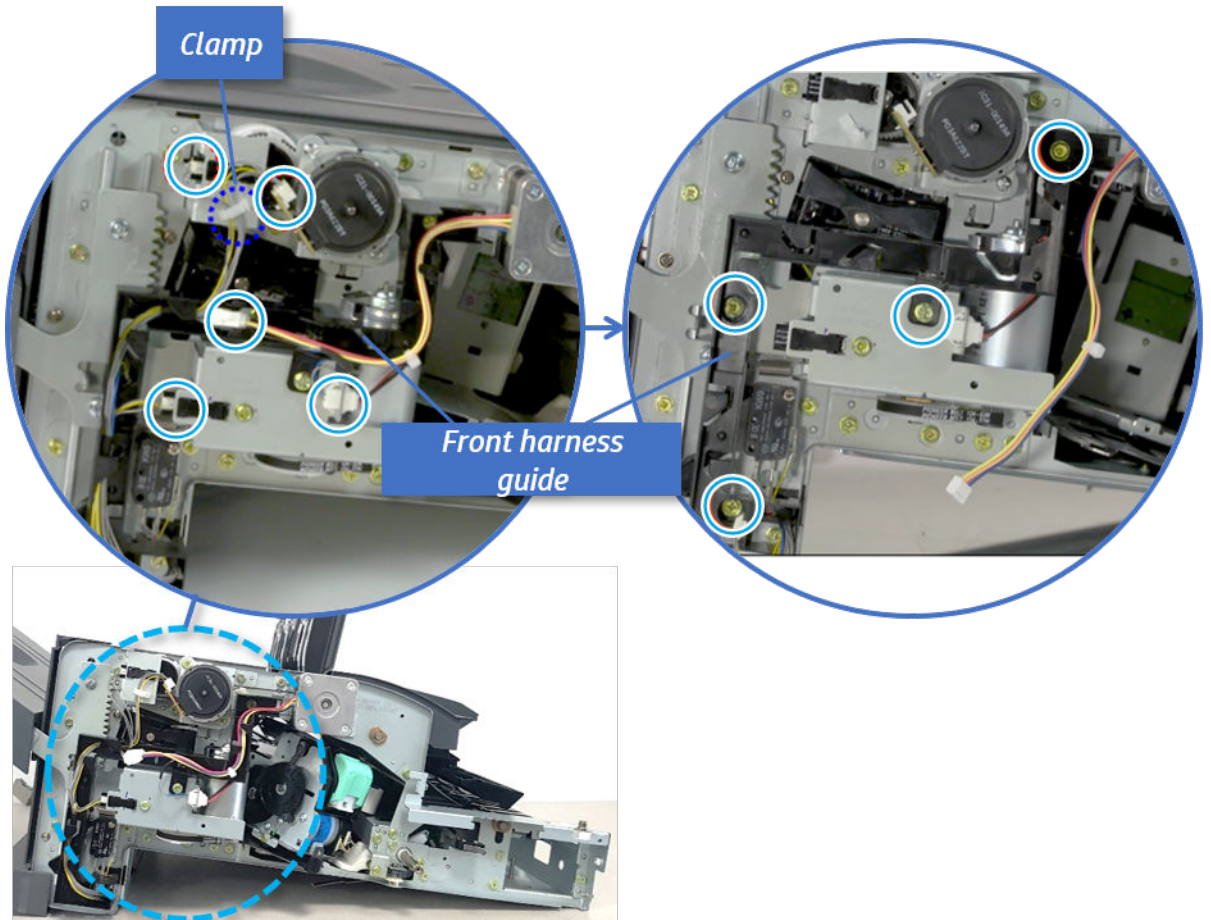
 **TIP:** Be sure to check the hook when reassembling.



Step 7: Remove the front harness guide

1. Open one clamp, unplug five connectors, and then remove the wire harness from the front harness guide.
2. Remove four screws, and then remove the front harness guide.

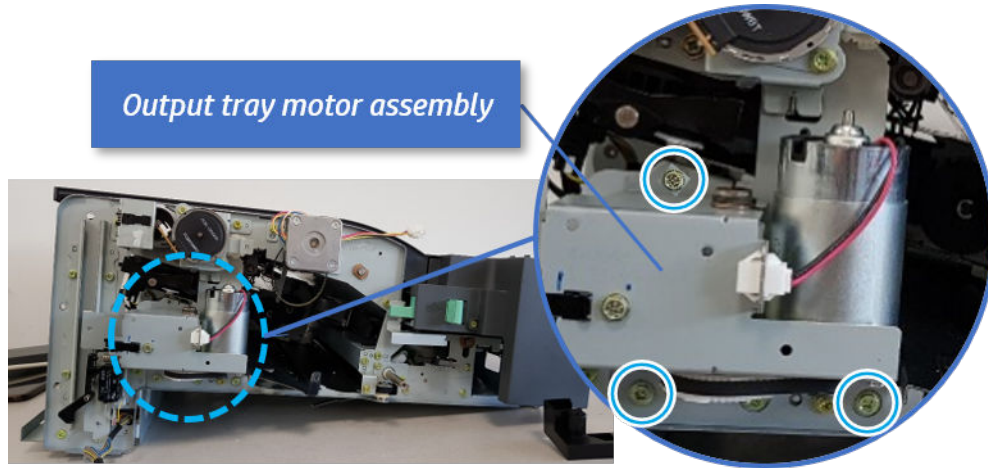
Figure 6-582 Remove the front harness guide



Step 8: Remove the output tray motor assembly

- ▲ Remove three screws, and then remove the output tray motor assembly.

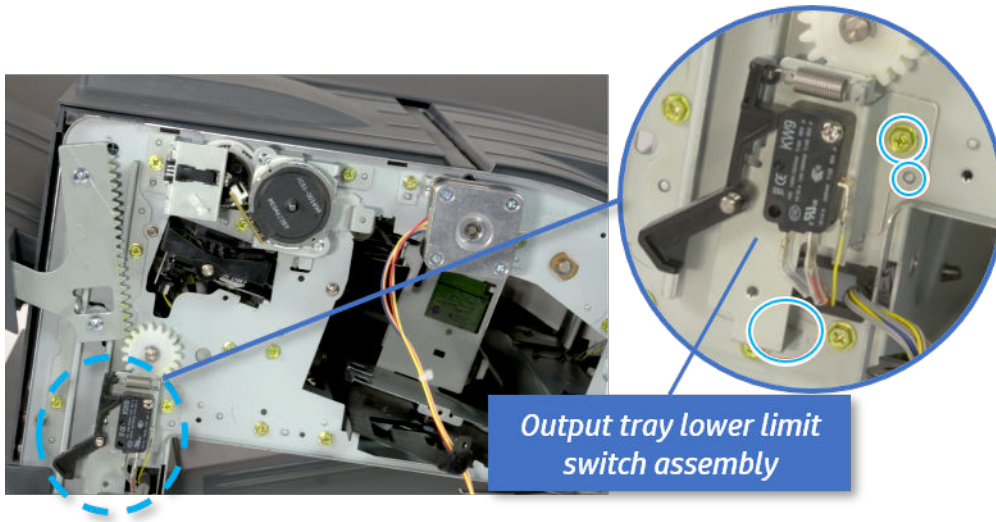
Figure 6-583 Remove the output tray motor assembly



Step 9: Remove the output tray lower limit switch

- ▲ Remove one screw, and then remove the output tray lower limit switch.

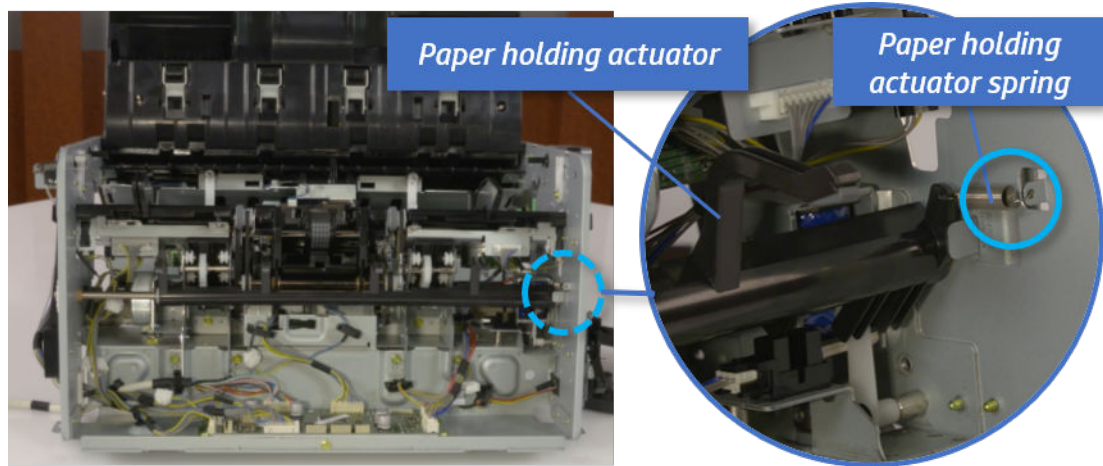
Figure 6-584 Remove the output tray lower limit switch



Step 10: Remove the paper holding

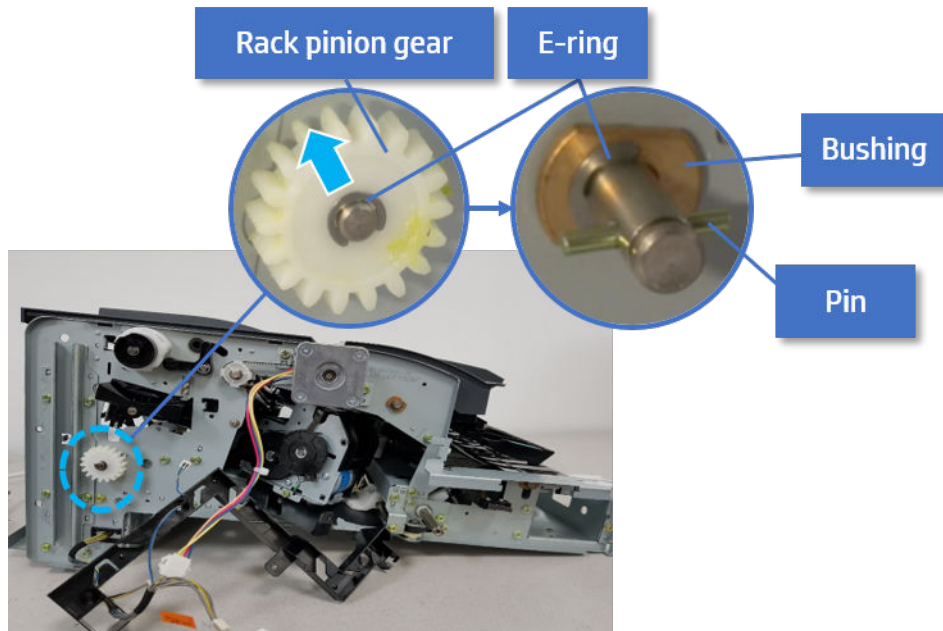
1. Remove the paper holding actuator spring.

Figure 6-585 Remove the paper holding actuator spring



2. Remove the e-ring and the rack pinion gear. Remove the pin and the e-ring, and then remove the bushing.

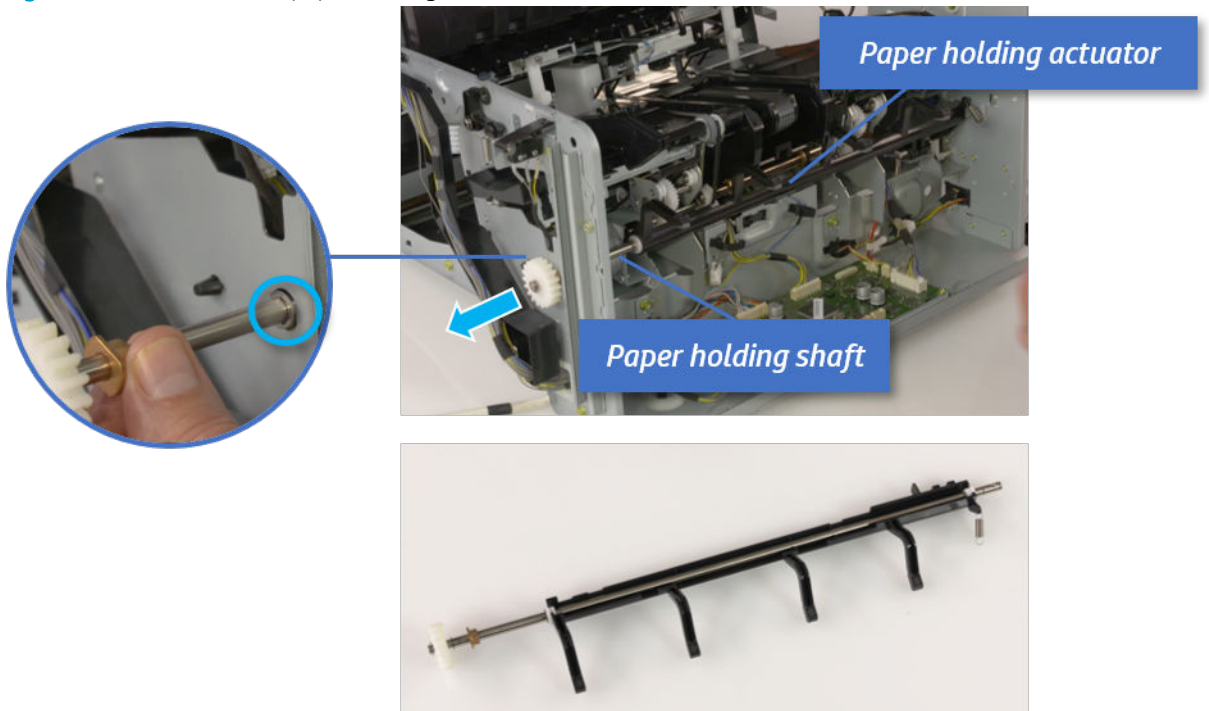
Figure 6-586 Remove e-ring, rack pinion gear, pin, and bushing



 **NOTE:** Be sure not to lose the pin.

- Carefully remove the paper holding shaft and the actuator.

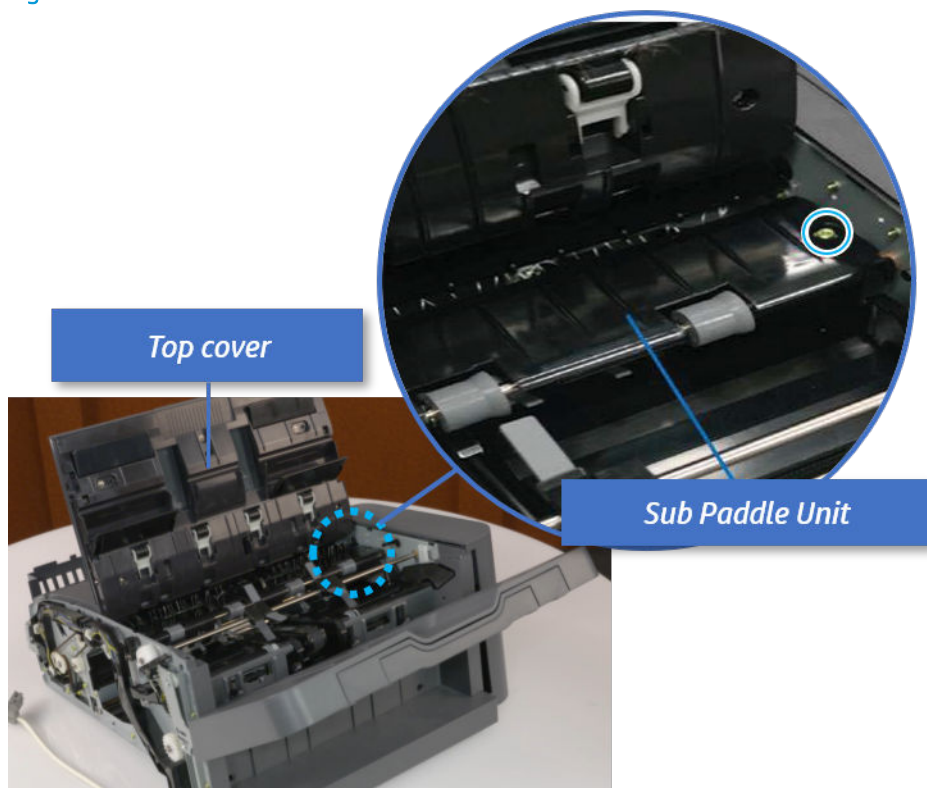
Figure 6-587 Remove the paper holding shaft and the actuator



Step 11: Remove the sub paddle unit

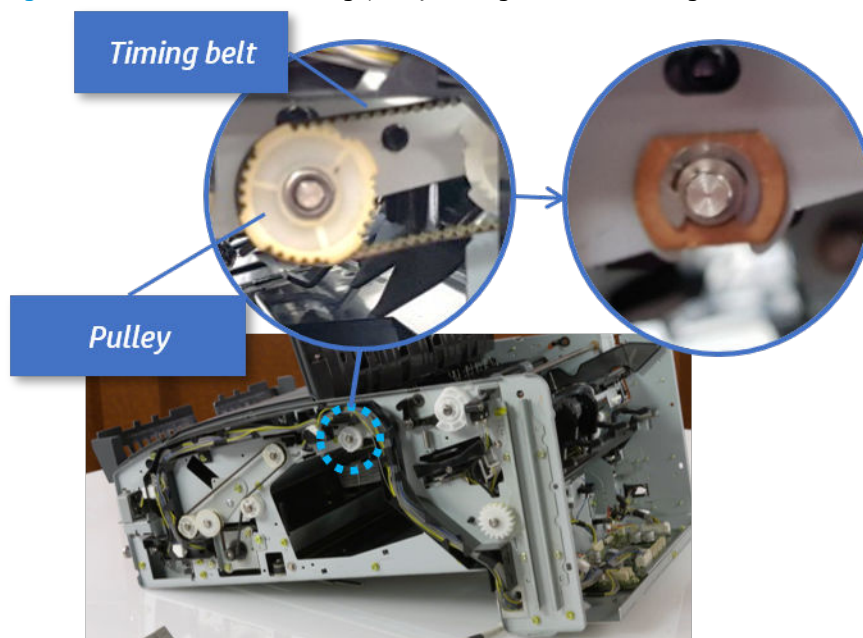
1. Open the top cover, and then remove one screw securing the sub paddle unit.

Figure 6-588 Remove one screw



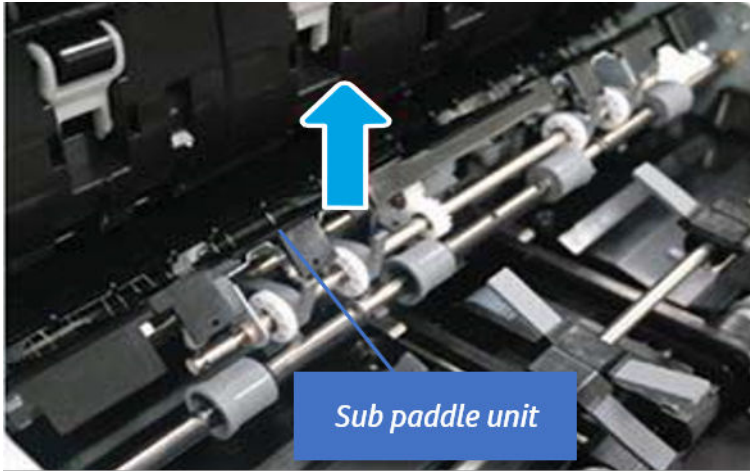
2. Remove the e-ring, and then remove the pulley and timing belt. And then remove the e-ring and the bushing.

Figure 6-589 Remove the e-ring, pulley, timing belt, and bushing



3. Lift up and remove the sub paddle unit.

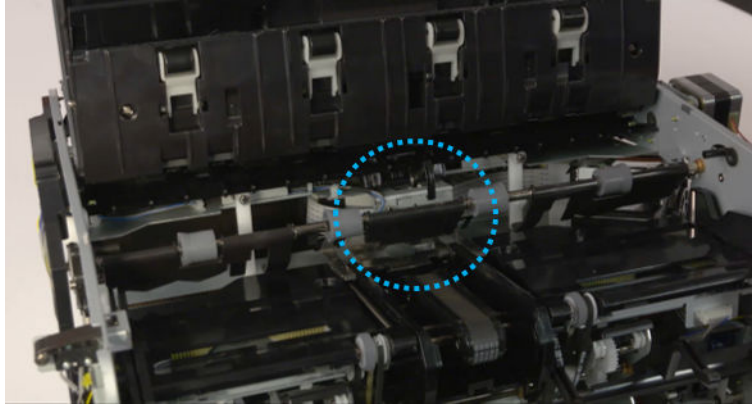
Figure 6-590 Remove the sub paddle unit



Step 12: Remove the exit roller

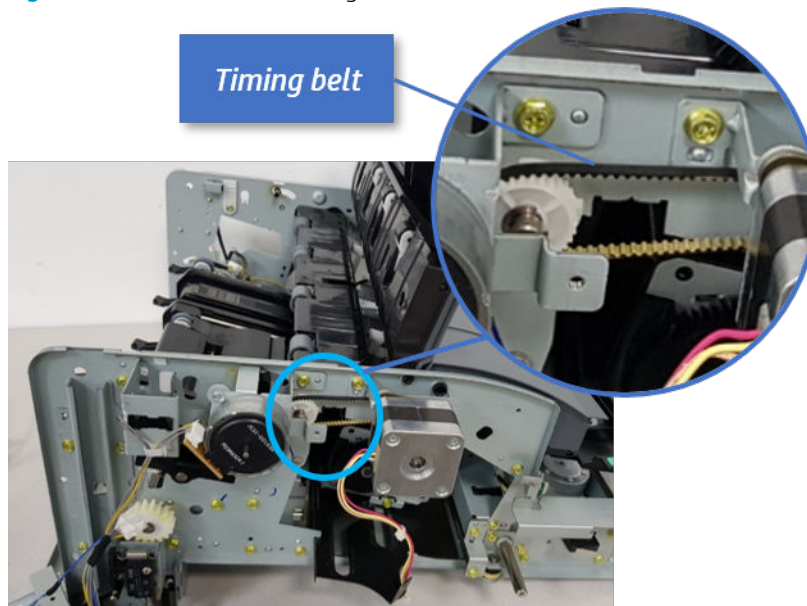
1. Remove the guide on the center of the exit roller.

Figure 6-591 Remove the guide



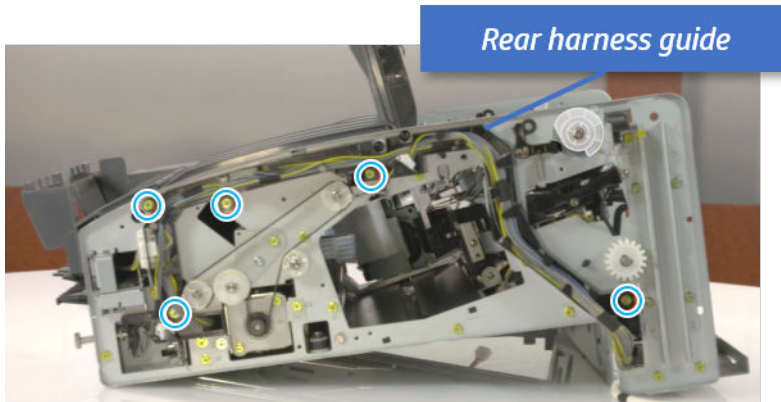
2. On the front of the inner finisher, release the timing belt connected to the exit motor.

Figure 6-592 Release the timing belt



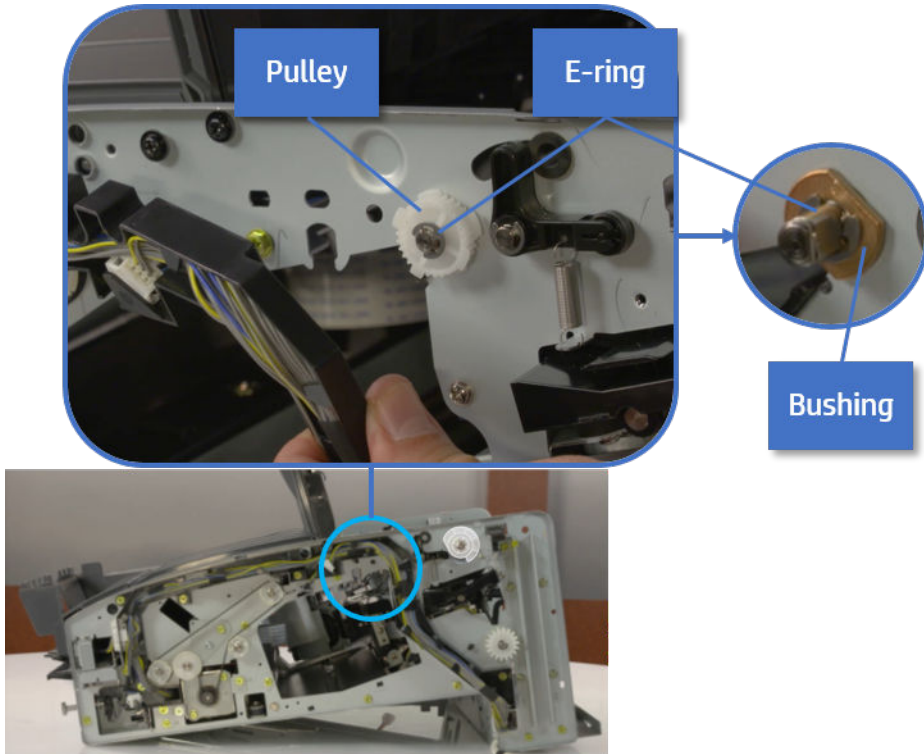
3. Remove five screws securing the rear harness guide.

Figure 6-593 Remove five screws



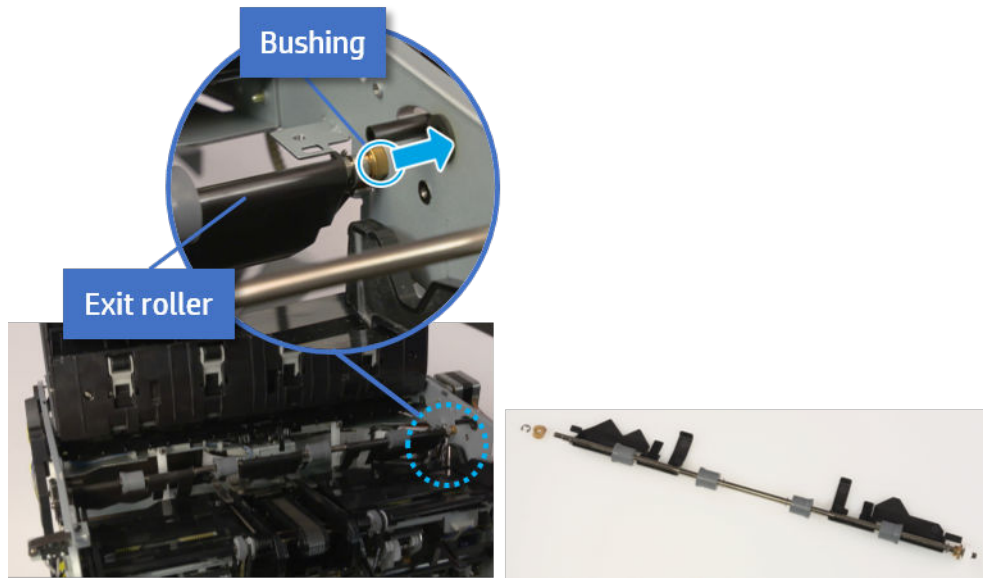
4. On the rear of the inner finisher, remove the e-ring and the pulley and then remove the e-ring and the bushing.

Figure 6-594 Remove the e-ring, pulley, and bushing



5. Push the bushing to detach it, and then remove the exit roller.

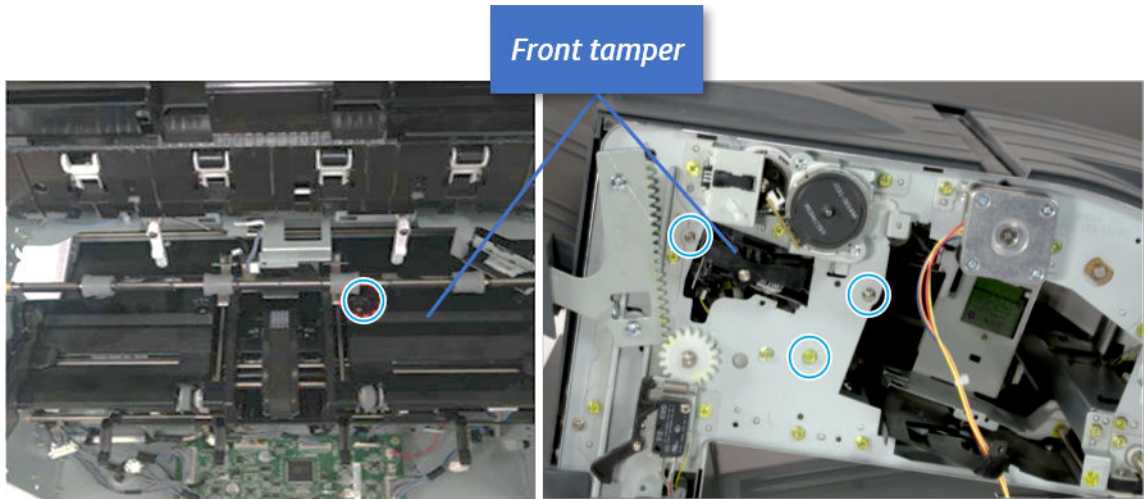
Figure 6-595 Remove the exit roller



Step 13: Remove the front tamper

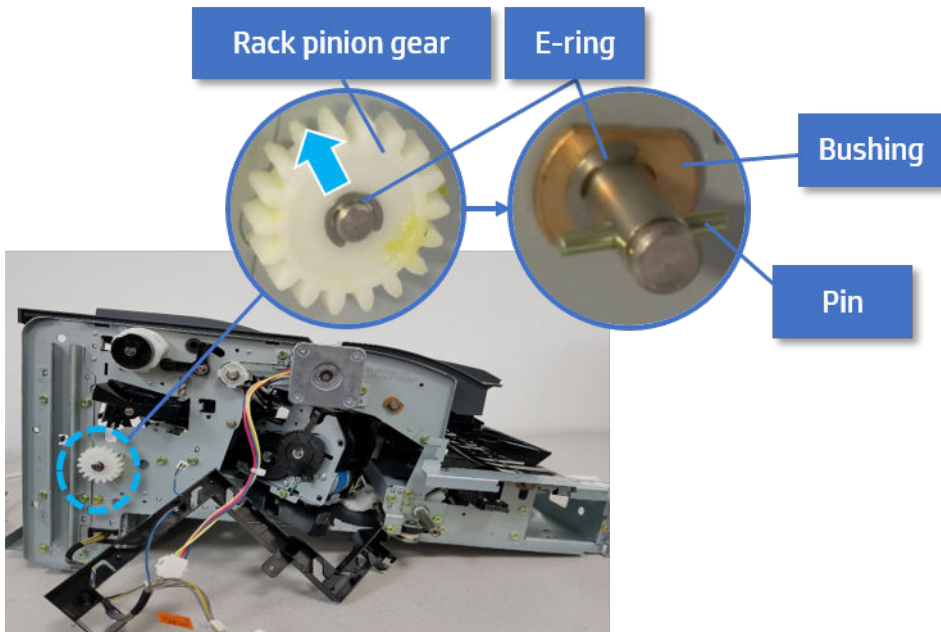
1. Remove four screws.

Figure 6-596 Remove four screws



2. Unplug the connector and release the hook, and then pull the front tamper up to remove.

Figure 6-597 Remove the front tamper



Step 14: Remove the rear tamper

1. Remove the rear tamper.


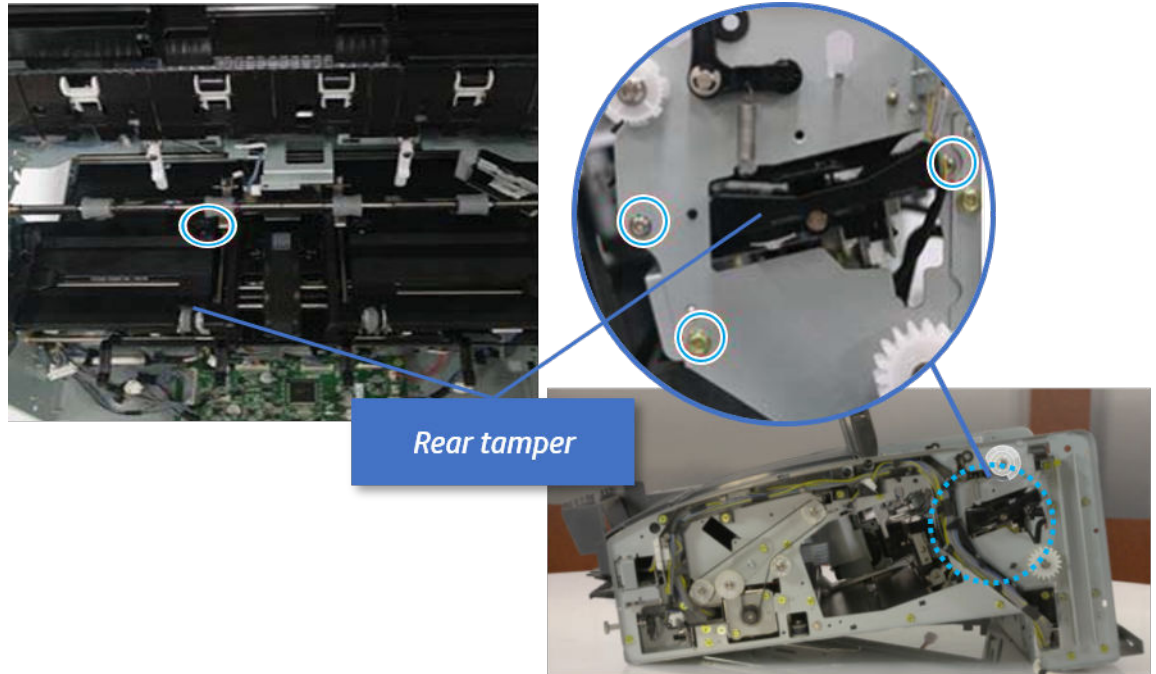
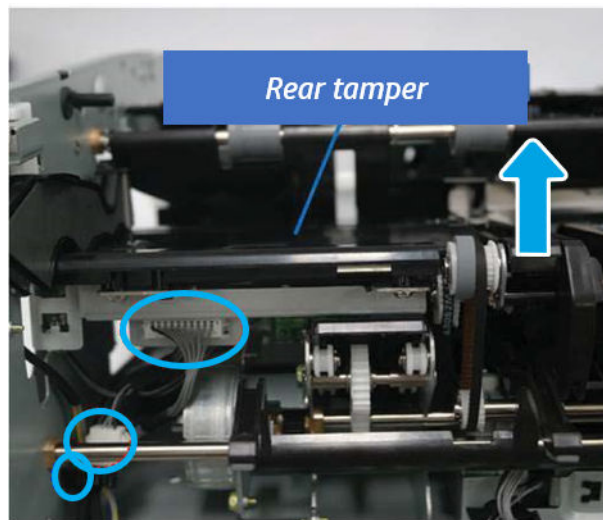
 **NOTE:** Move cable guide out of position to access the screws.

Figure 6-598 Remove four screws



2. Unplug two connectors and release the hook, and then remove the rear tamper.

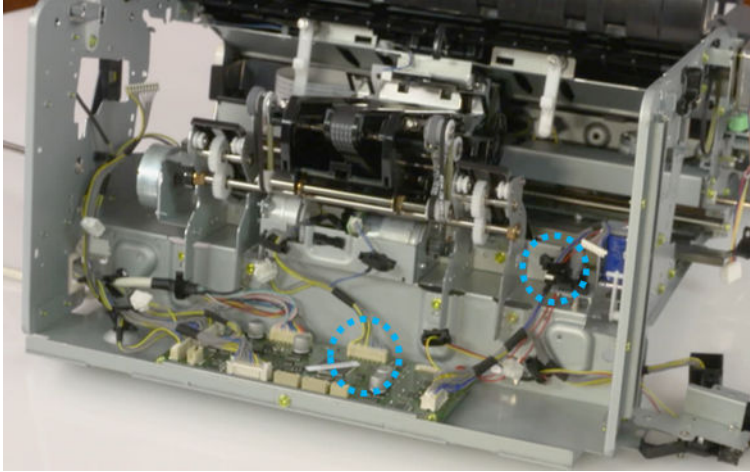
Figure 6-599 Remove the rear tamper



Step 15: Remove the ejector and paper support assembly

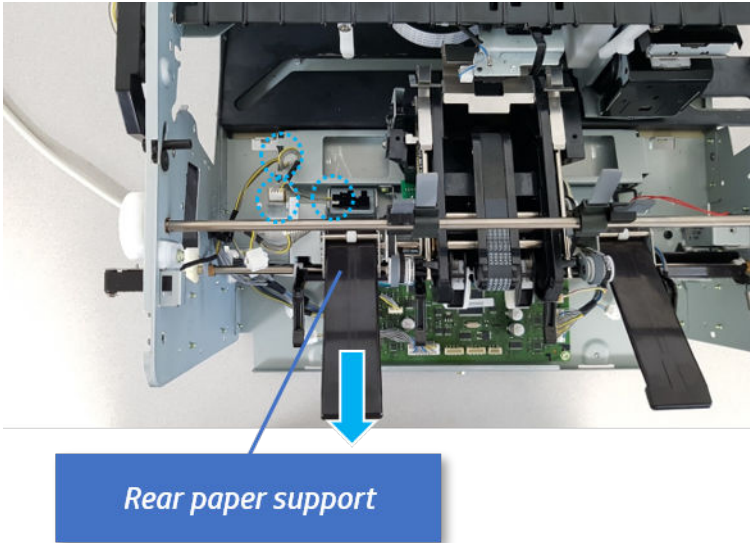
1. Open one clamp, disconnect one connector.

Figure 6-600 Disconnect one connector



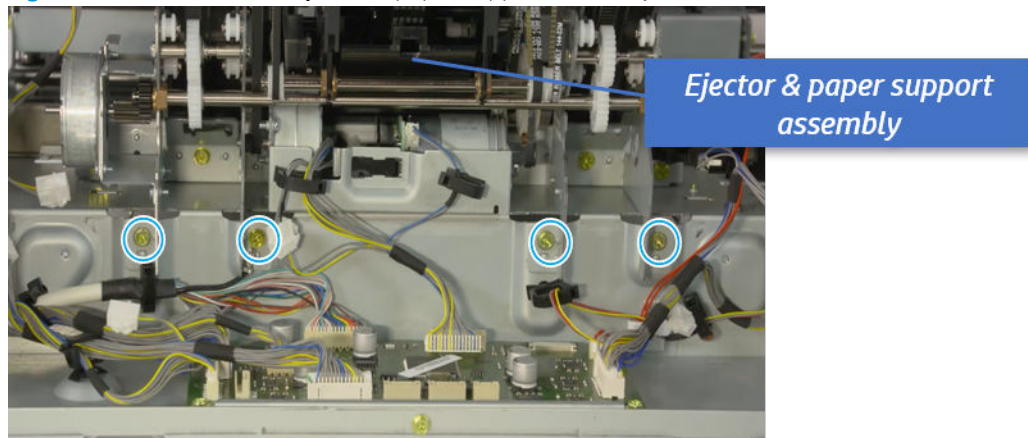
2. Pull the rear paper support up, and then release one clamp and disconnect two connectors.

Figure 6-601 Remove the ejector assembly



3. Remove four screws, and then remove the ejector & paper support assembly

Figure 6-602 Remove the ejector & paper support assembly





Step 16: 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.

Ejector motor assembly (S11/ M6/ M7)

- [Introduction](#)
- [Step 1: Remove the front cover](#)
- [Step 2: Remove the rear cover](#)
- [Step 3: Remove the output tray](#)
- [Step 4: Remove the output tray frame](#)
- [Step 5: Remove the PCA cover](#)
- [Step 6: Remove the left cover](#)
- [Step 7: Remove the front harness guide](#)
- [Step 8: Remove the output tray motor assembly](#)
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- [Step 10: Remove the paper holding](#)
- [Step 11: Remove the sub paddle unit](#)
- [Step 12: Remove the exit roller](#)
- [Step 13: Remove the front tamper](#)
- [Step 14: Remove the rear tamper](#)
- [Step 15: Remove the ejector and paper support assembly](#)
- [Step 16: Remove the front paper support and the rear paper support](#)
- [Step 17: Remove the ejector motor assembly](#)
- [Step 16: Unpack the replacement assembly](#)

Introduction

Learn how to remove and replace the ejector motor assembly.

[View a video of removing the inner finisher.](#)

[View a video of installing the inner finisher.](#)



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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- ⚠ **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.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

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

Table 6-62 Part information

Part number	Part description
JC90-01309A (not orderable)	Ejector motor assembly

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

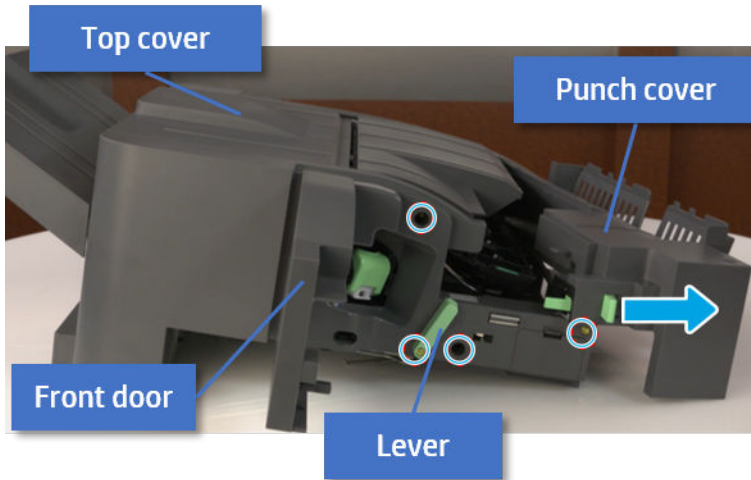
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the front cover

1. Open the front door and open the punch cover.
2. Remove three screws in the front.
3. Remove the lever.
4. Open the top cover.
5. From the right side of the front cover, carefully lift and pry toward the top-left corner to remove the front cover.

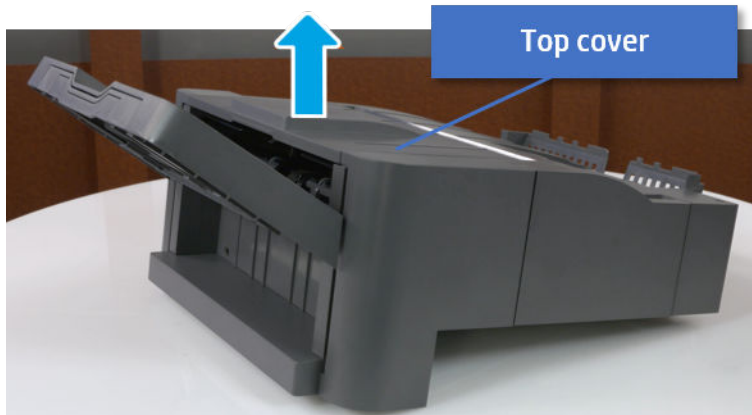
Figure 6-603 Remove the front cover



Step 2: Remove the rear cover

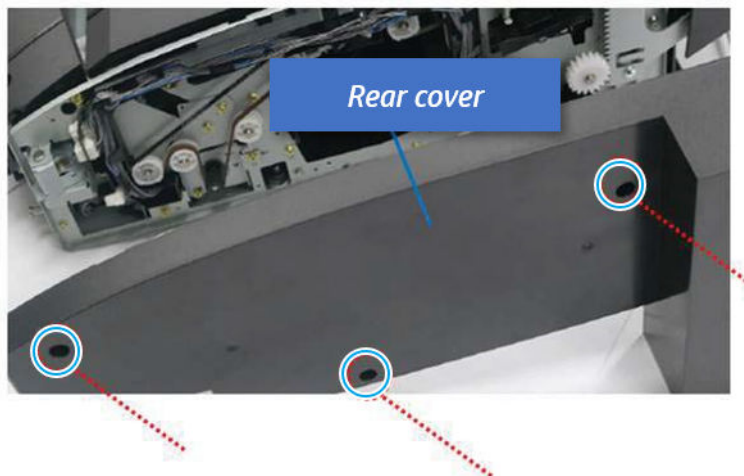
1. Open the top cover.

Figure 6-604 Open the top cover



2. Remove three screws.
3. Release hooks carefully and remove the rear cover.

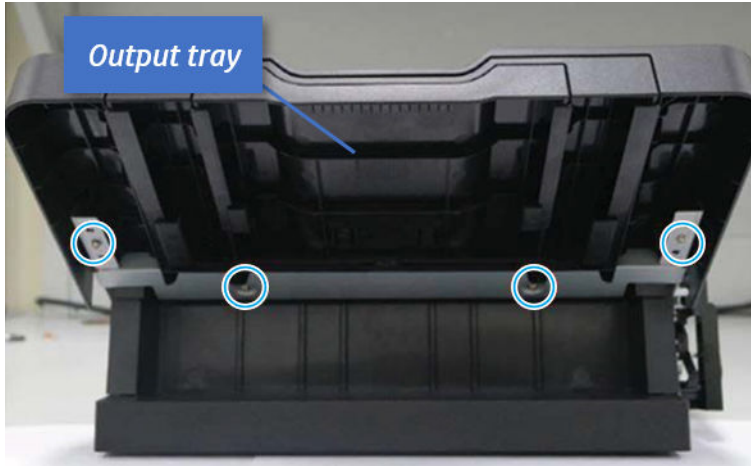
Figure 6-605 Remove the rear cover



Step 3: Remove the output tray

1. Remove four screws.

Figure 6-606 Remove four screws



2. Push the paper holding actuator into the inner finisher, and then remove the output tray.

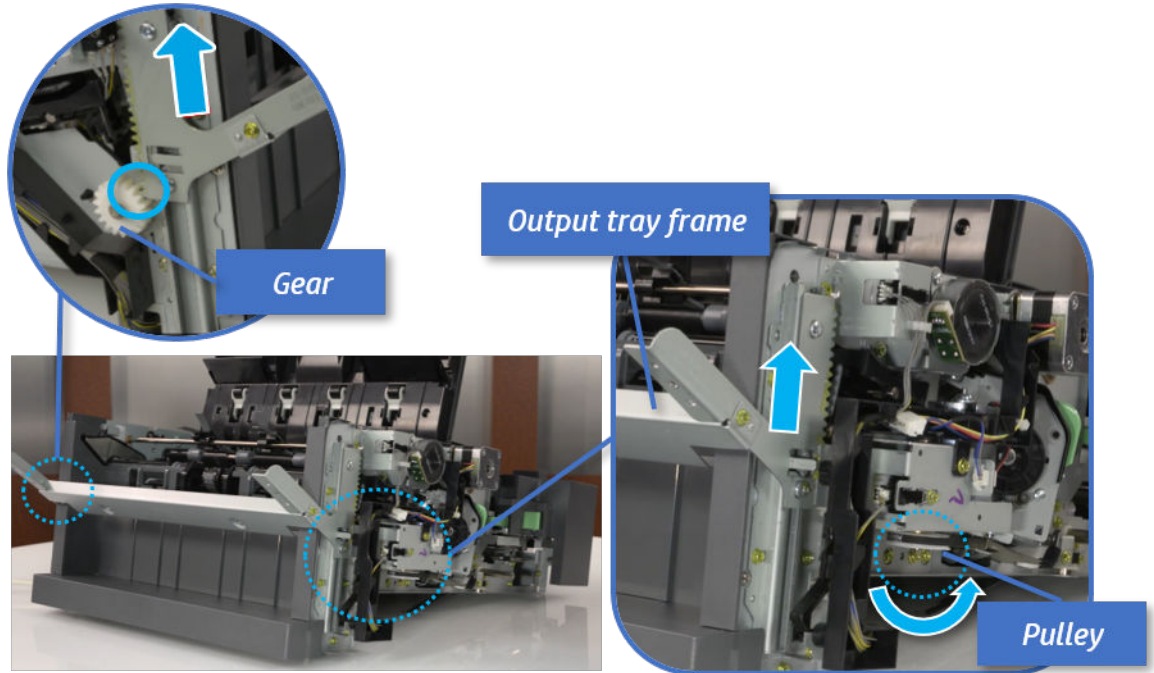
Figure 6-607 Remove the output tray



Step 4: Remove the output tray frame

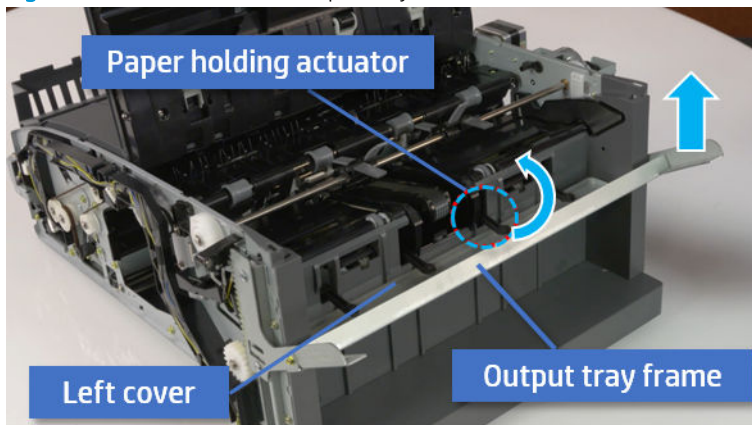
1. Rotate the pulley until the output tray frame depart from the gear.


Figure 6-608 Remove the pulley



2. Push the paper holding actuator into the inner finisher, and then remove the output tray frame.

Figure 6-609 Remove the output tray frame



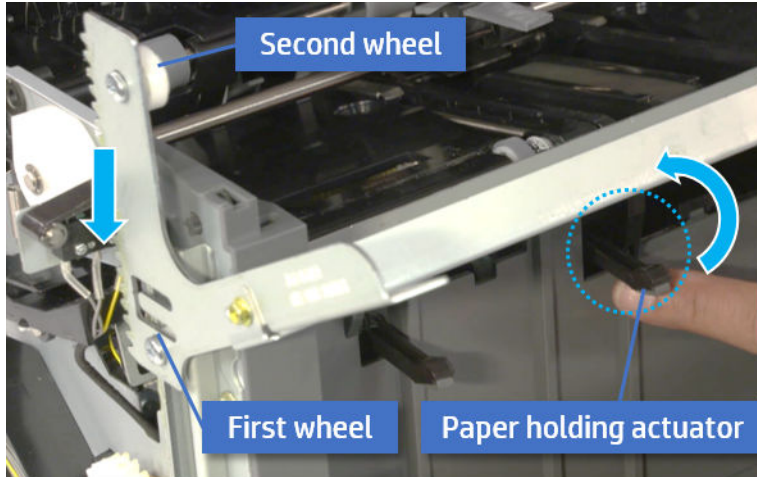
 **TIP:** Push the paper holding actuator into the inner finisher when reassembling. Be sure to level the output tray.

Reinstall the output tray frame

Use the following special instructions when the reinstalling the assembly.

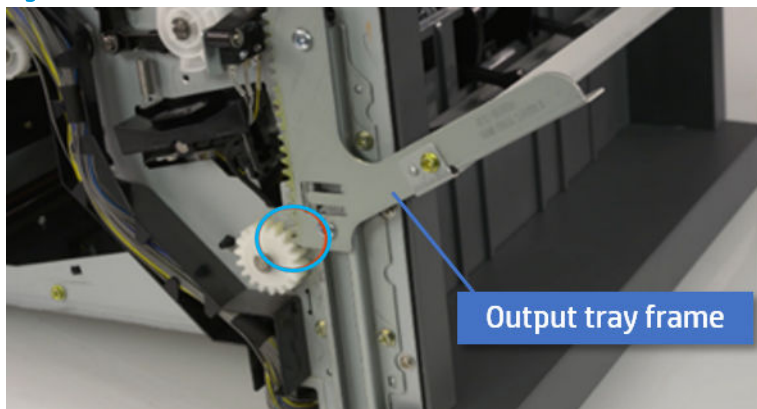
- a. Position the first wheel into the channel on both sides while pushing the paper holding actuator.

Figure 6-610 Install the wheel (1 of 2)



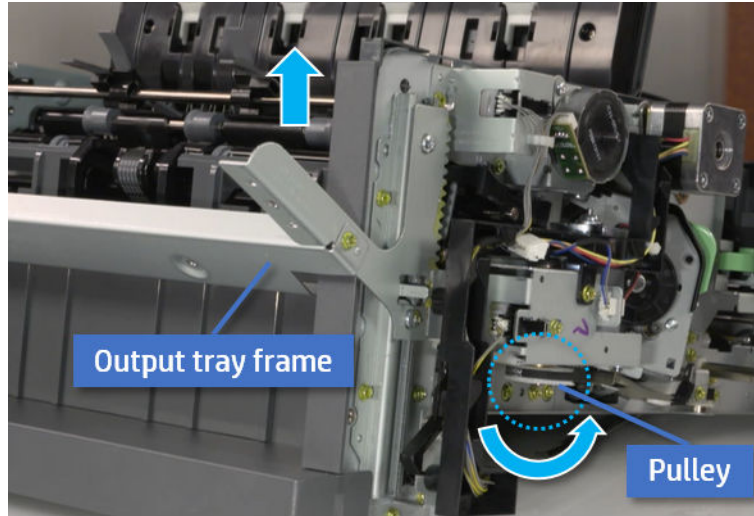
- b. Let the second wheel rest on the channel on both sides simultaneously.
- c. Gently squeeze the wheels into channel until the output tray frame meet the gear.

Figure 6-611 Install the wheel (2 of 2)



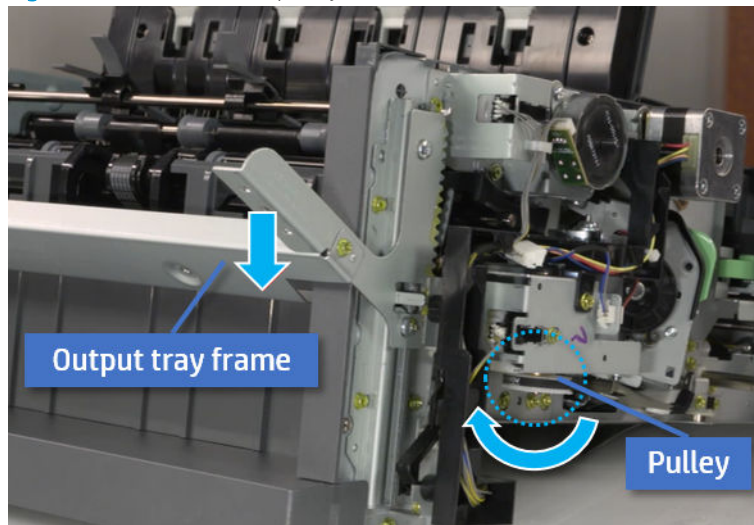
- d. Rotate the pulley until the output tray frame is no longer lifted. It can make to level the output tray frame.

Figure 6-612 Rotate the pulley (1 of 2)



- e. Rotate the pulley in the opposite direction.

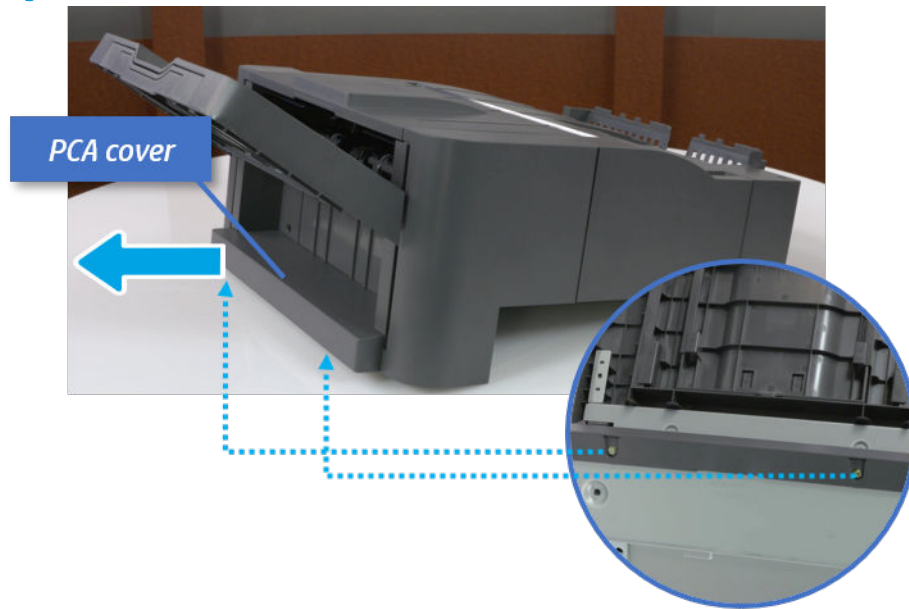
Figure 6-613 Rotate the pulley (2 of 2)



Step 5: Remove the PCA cover

- ▲ Remove two screws, and then remove the PCA cover.

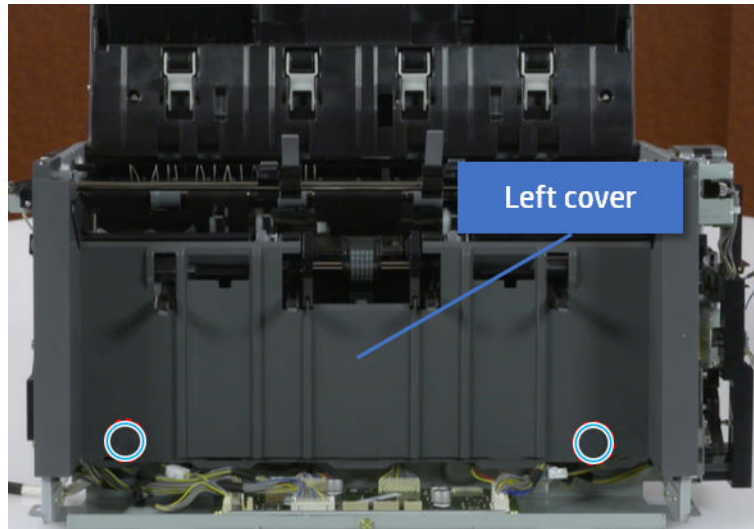
Figure 6-614 Remove the PCA cover



Step 6: Remove the left cover

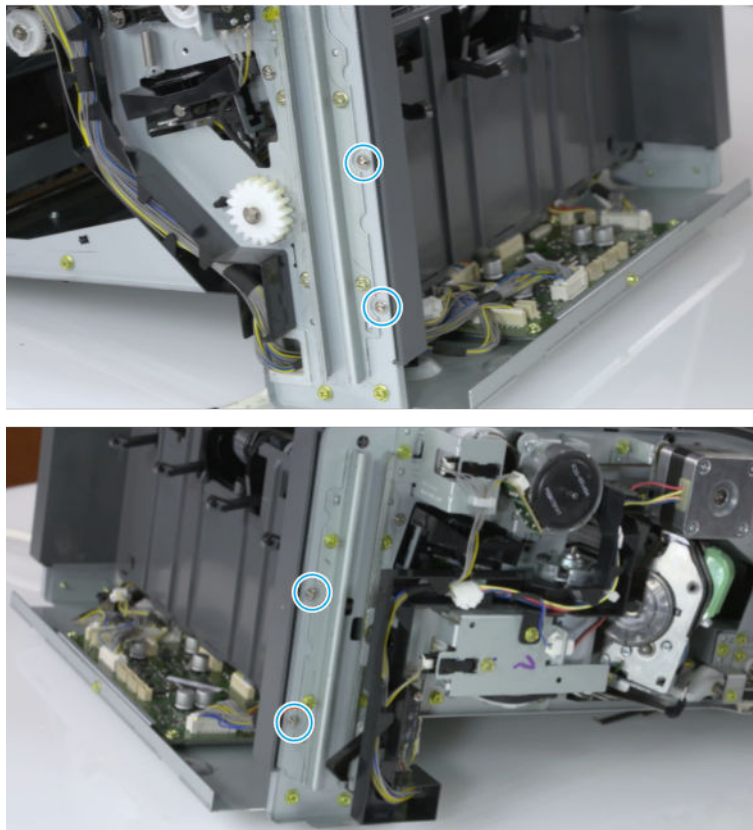
1. Remove two screws.

Figure 6-615 Remove two screws



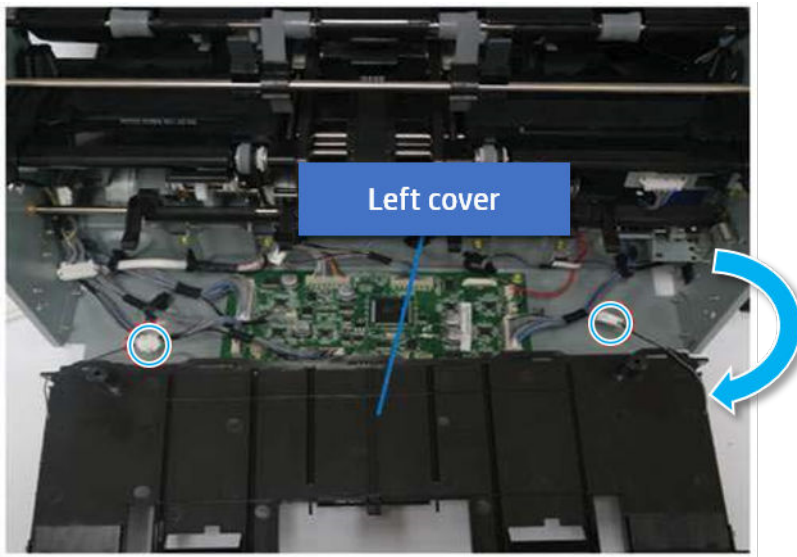
2. Remove four screws from both front and rear sides


Figure 6-616 Remove four screws

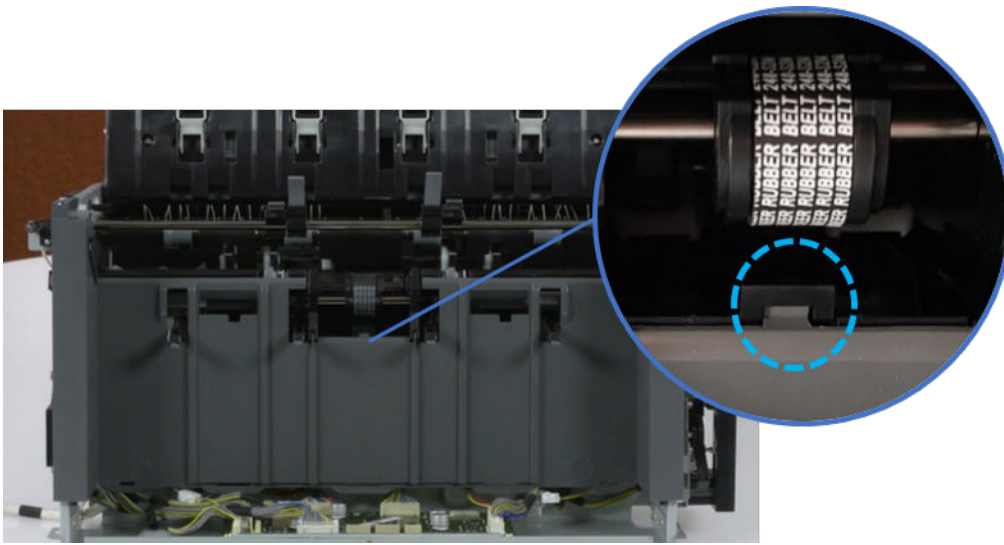


3. Unplug two inline connectors, and then remove the left cover.

Figure 6-617 Unplug two connectors



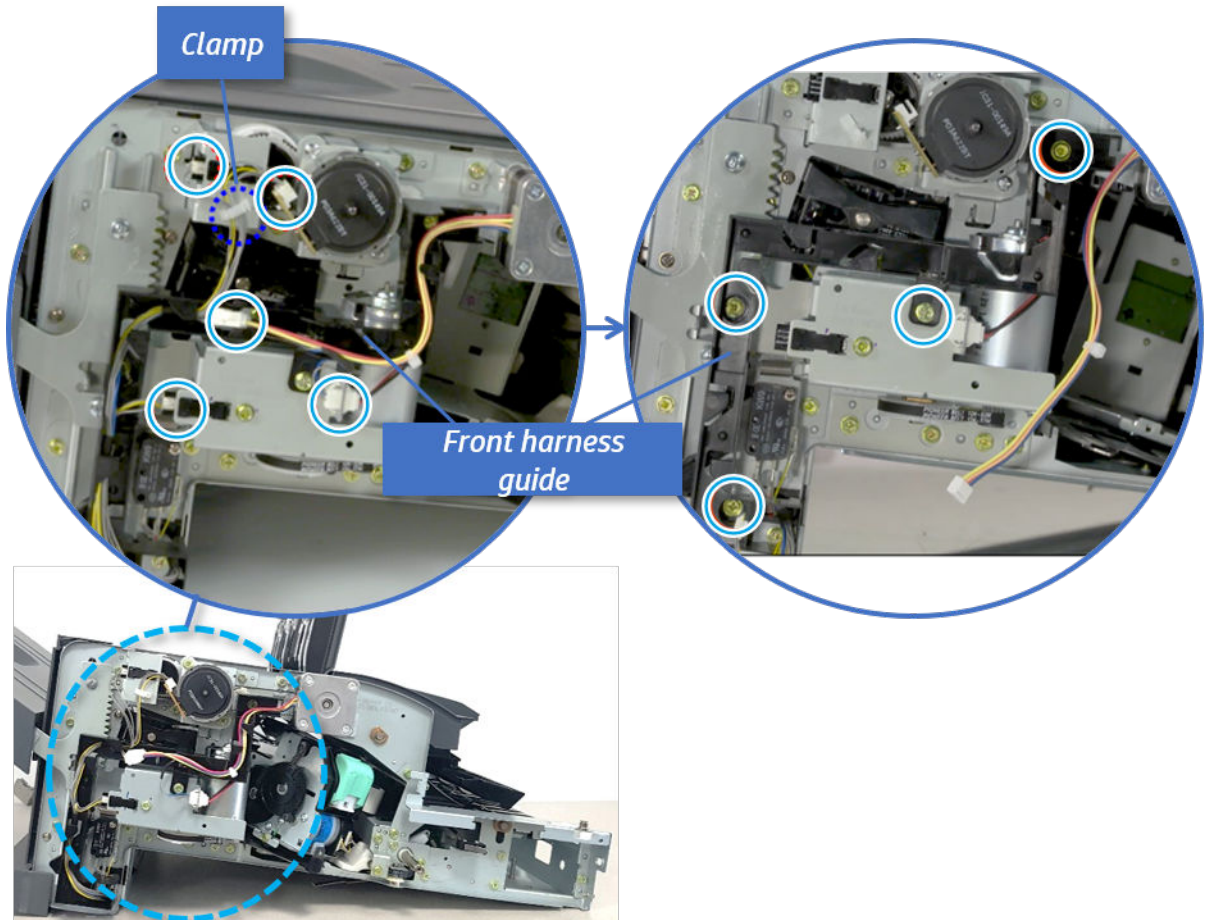
 **TIP:** Be sure to check the hook when reassembling.



Step 7: Remove the front harness guide

1. Open one clamp, unplug five connectors, and then remove the wire harness from the front harness guide.
2. Remove four screws, and then remove the front harness guide.

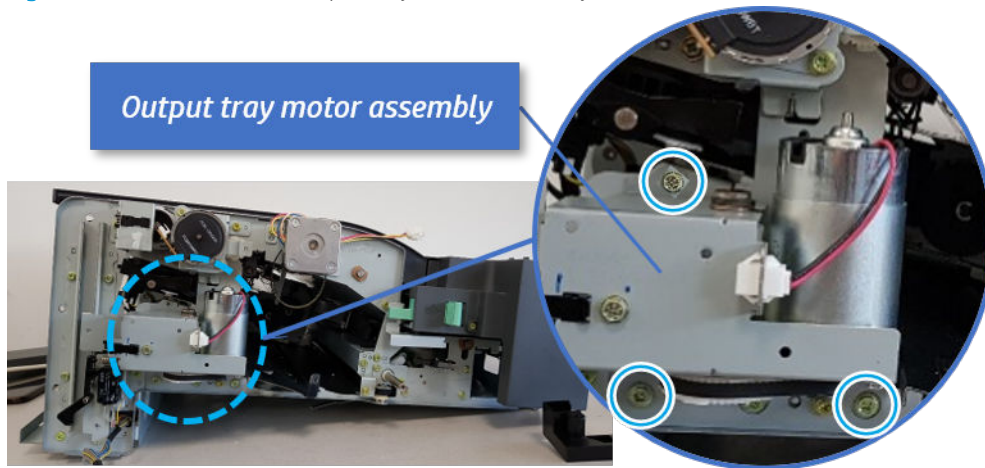
Figure 6-618 Remove the front harness guide



Step 8: Remove the output tray motor assembly

- ▲ Remove three screws, and then remove the output tray motor assembly.

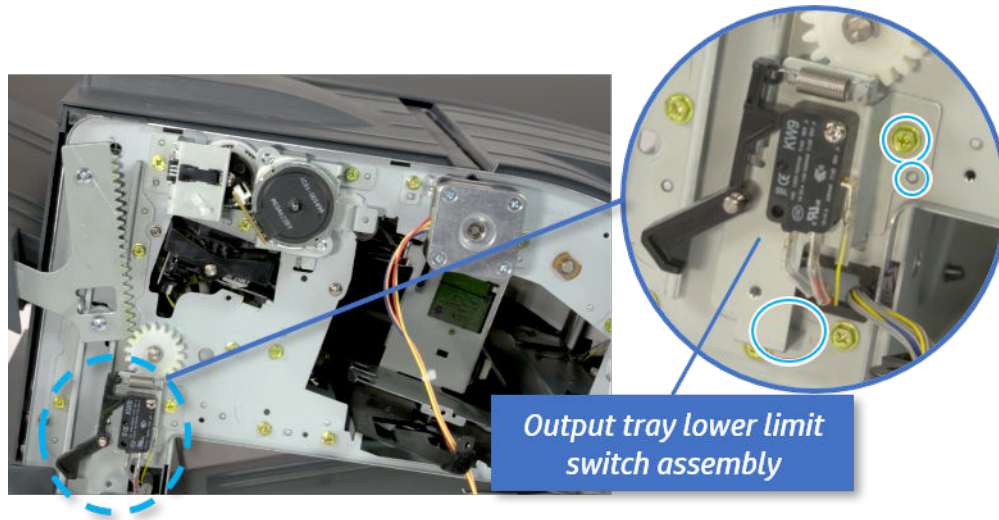
Figure 6-619 Remove the output tray motor assembly



Step 9: Remove the output tray lower limit switch

- ▲ Remove one screw, and then remove the output tray lower limit switch.

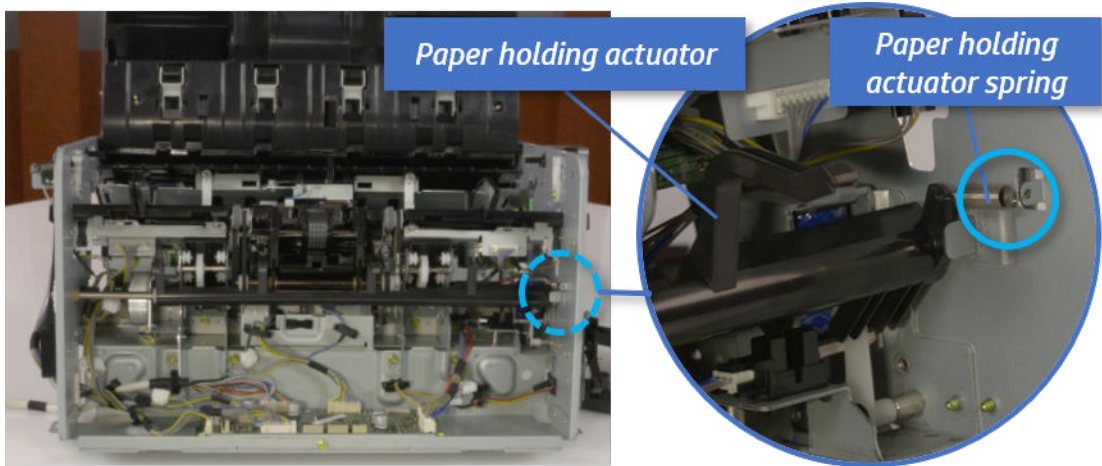
Figure 6-620 Remove the output tray lower limit switch



Step 10: Remove the paper holding

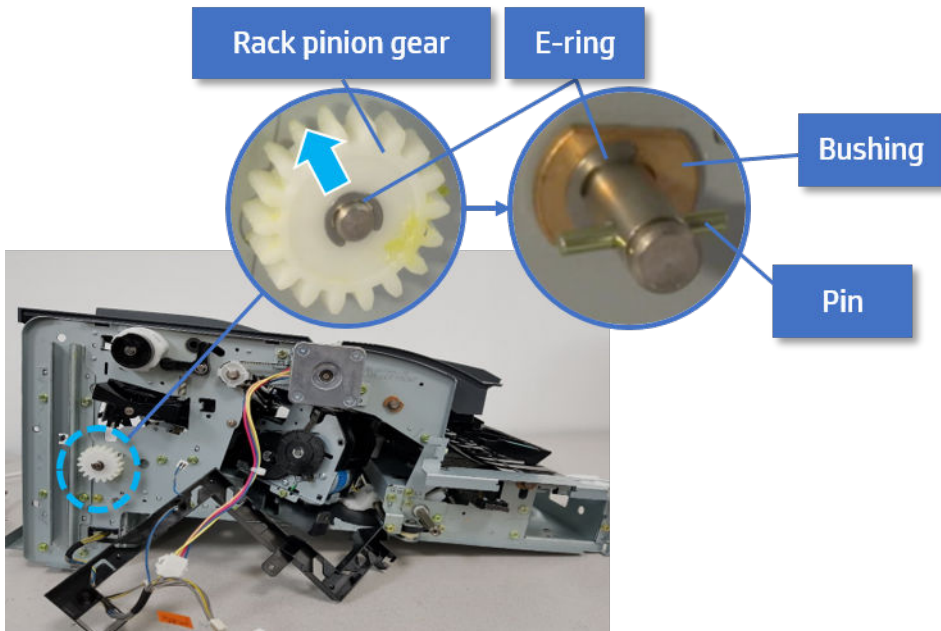
1. Remove the paper holding actuator spring.

Figure 6-621 Remove the paper holding actuator spring



2. Remove the e-ring and the rack pinion gear. Remove the pin and the e-ring, and then remove the bushing.

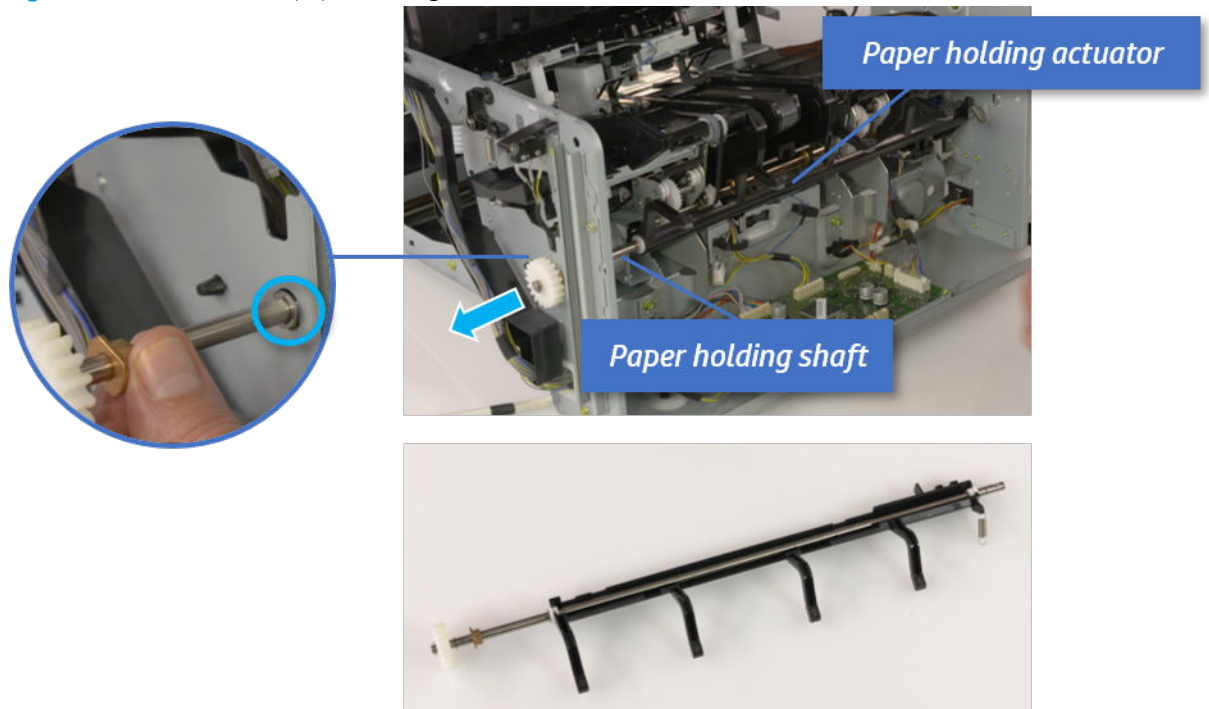
Figure 6-622 Remove e-ring, rack pinion gear, pin, and bushing



 **NOTE:** Be sure not to lose the pin.

3. Carefully remove the paper holding shaft and the actuator.

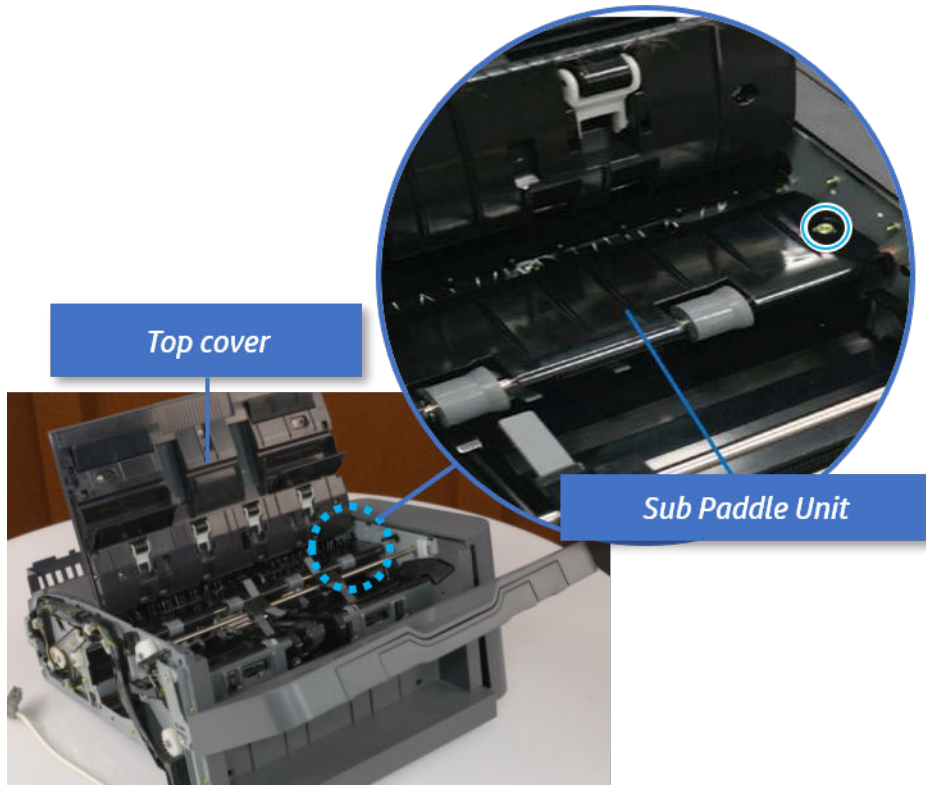
Figure 6-623 Remove the paper holding shaft and the actuator



Step 11: Remove the sub paddle unit

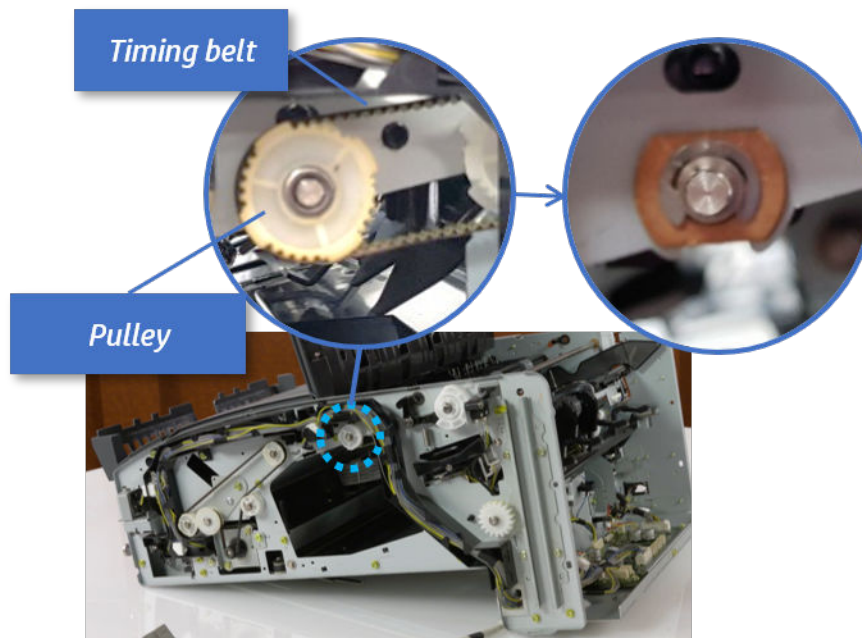
1. Open the top cover, and then remove one screw securing the sub paddle unit.

Figure 6-624 Remove one screw



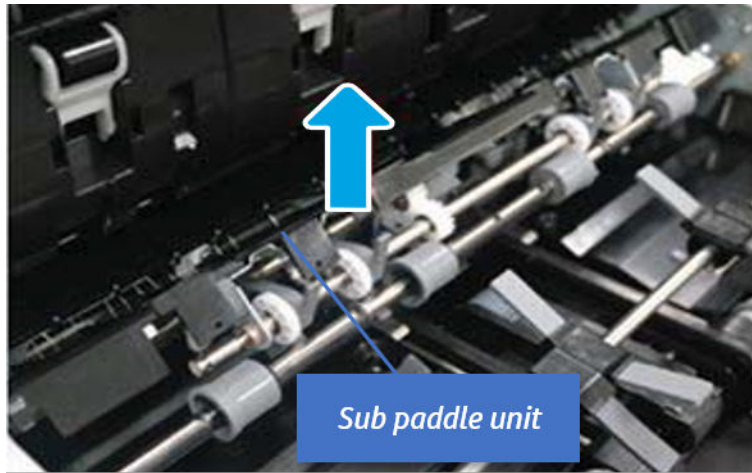
2. Remove the e-ring, and then remove the pulley and timing belt. And then remove the e-ring and the bushing.

Figure 6-625 Remove the e-ring, pulley, timing belt, and bushing



3. Lift up and remove the sub paddle unit.

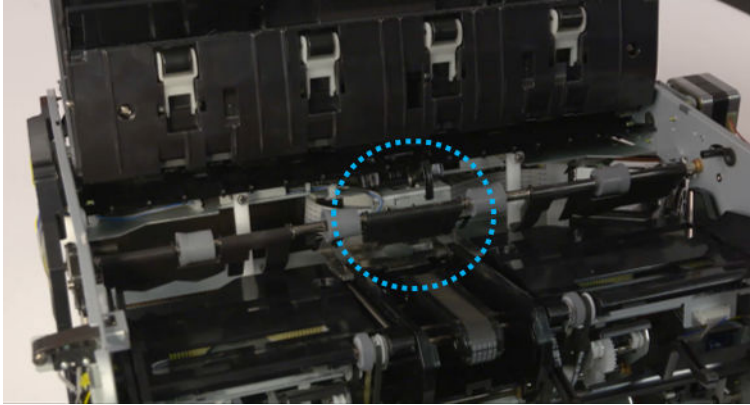
Figure 6-626 Remove the sub paddle unit



Step 12: Remove the exit roller

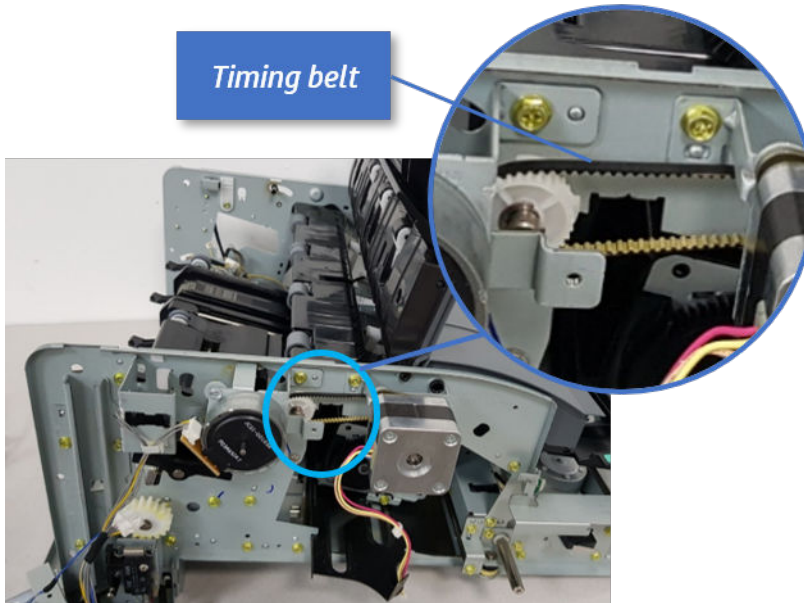
1. Remove the guide on the center of the exit roller.

Figure 6-627 Remove the guide



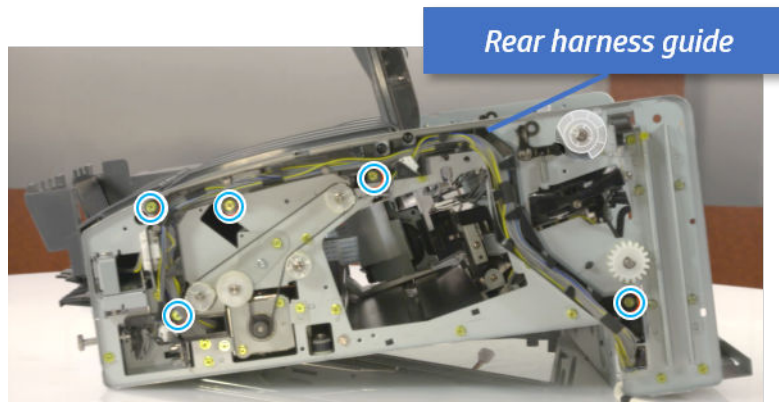
2. On the front of the inner finisher, release the timing belt connected to the exit motor.

Figure 6-628 Release the timing belt



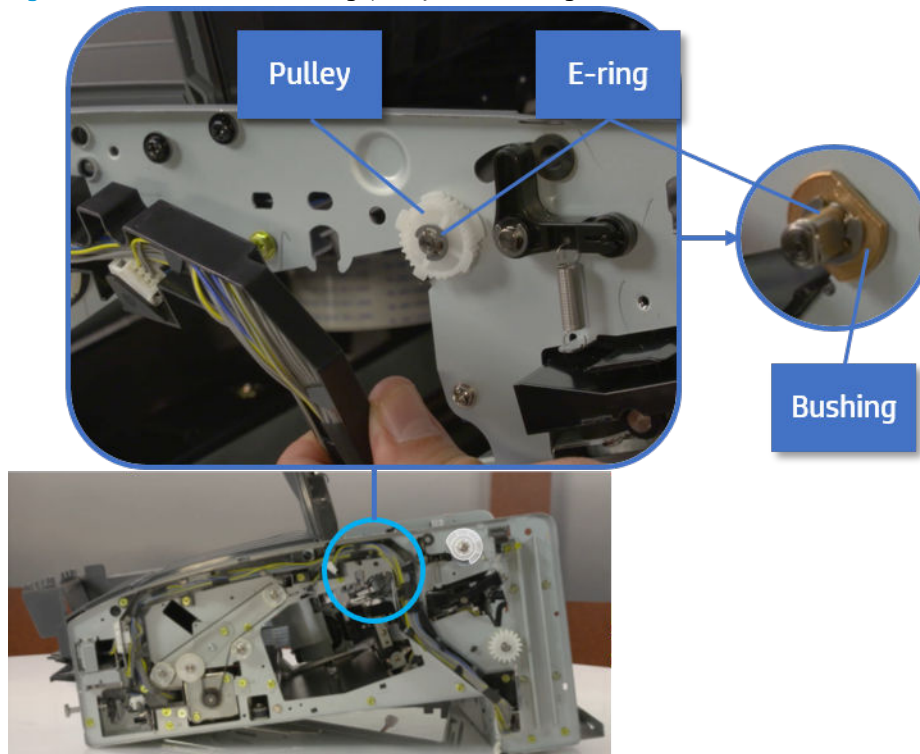
3. Remove five screws securing the rear harness guide.

Figure 6-629 Remove five screws



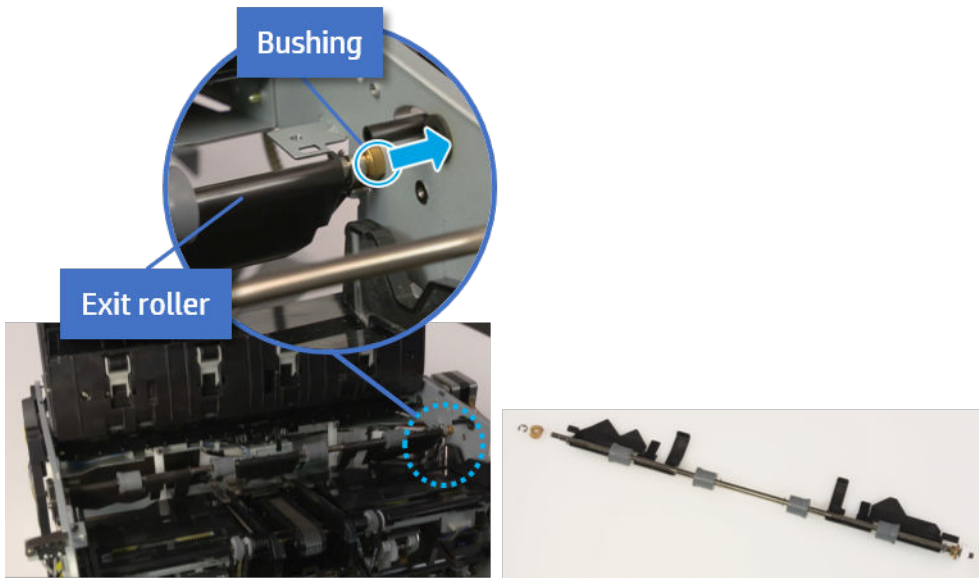
4. On the rear of the inner finisher, remove the e-ring and the pulley and then remove the e-ring and the bushing.

Figure 6-630 Remove the e-ring, pulley, and bushing



5. Push the bushing to detach it, and then remove the exit roller.

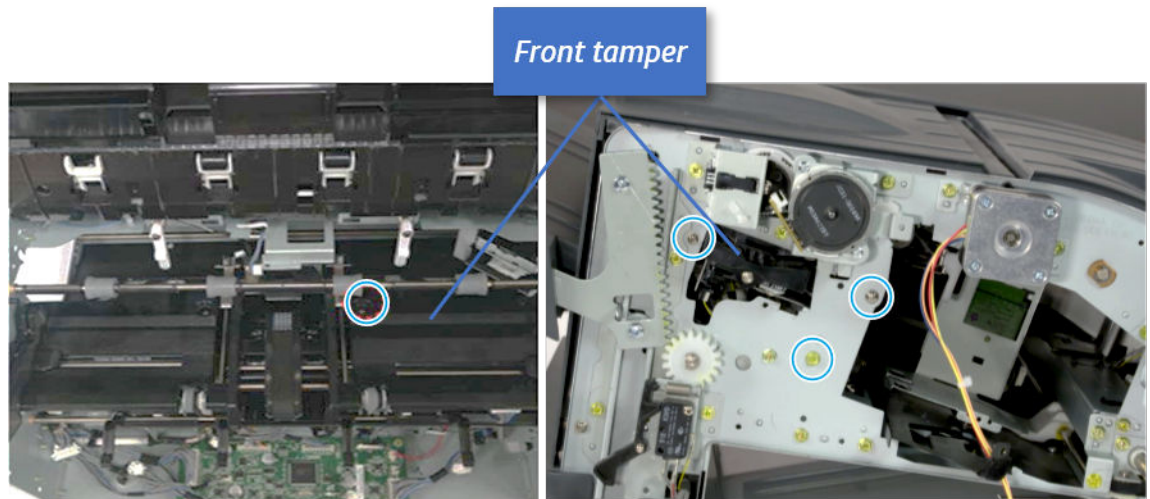
Figure 6-631 Remove the exit roller



Step 13: Remove the front tamper

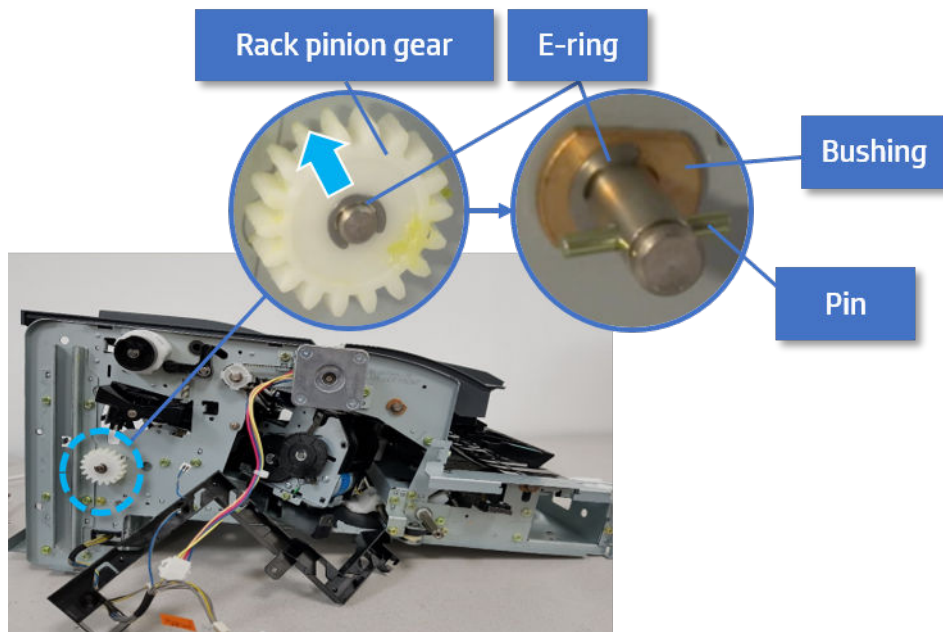
1. Remove four screws.

Figure 6-632 Remove four screws



2. Unplug the connector and release the hook, and then pull the front tamper up to remove.

Figure 6-633 Remove the front tamper



Step 14: Remove the rear tamper

1. Remove the rear tamper.


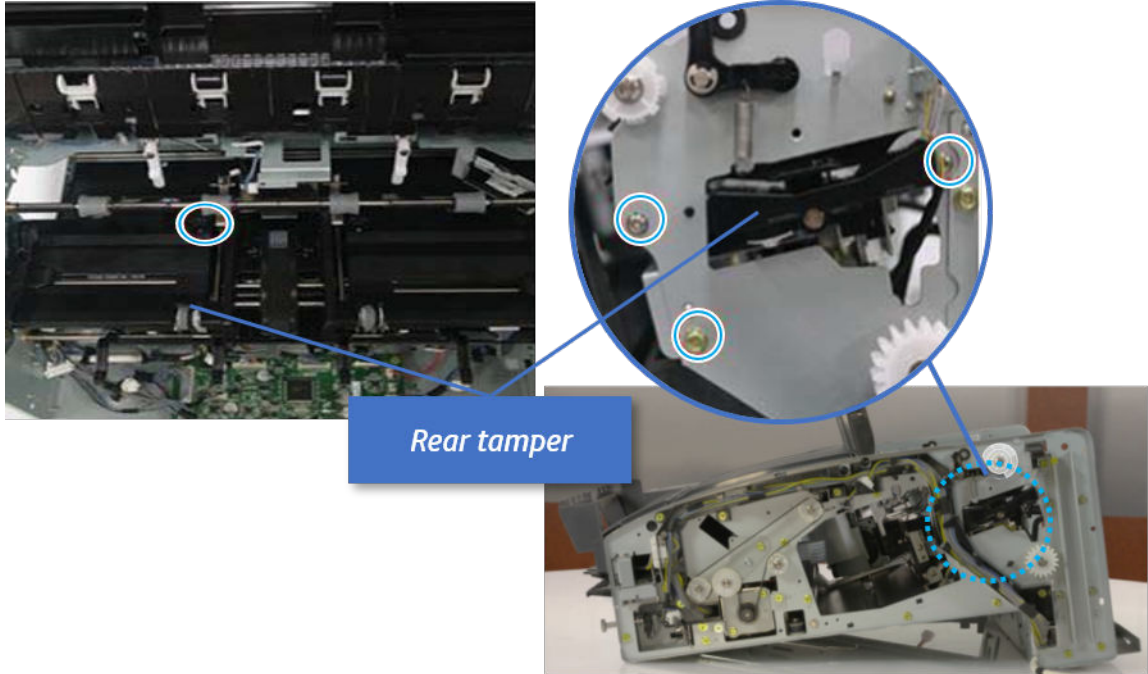
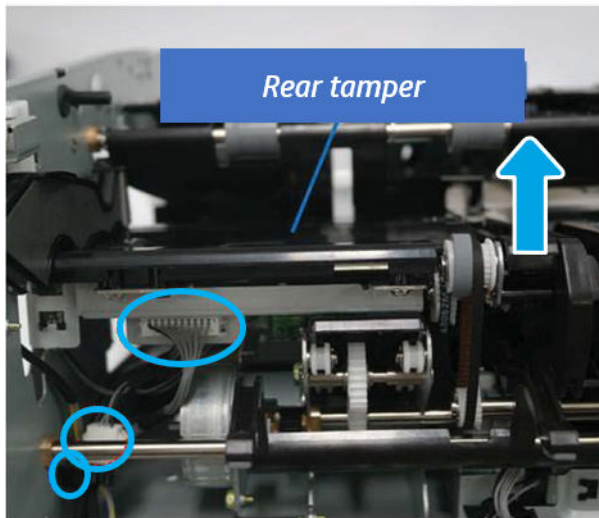
 **NOTE:** Move cable guide out of position to access the screws.

Figure 6-634 Remove four screws



2. Unplug two connectors and release the hook, and then remove the rear tamper.

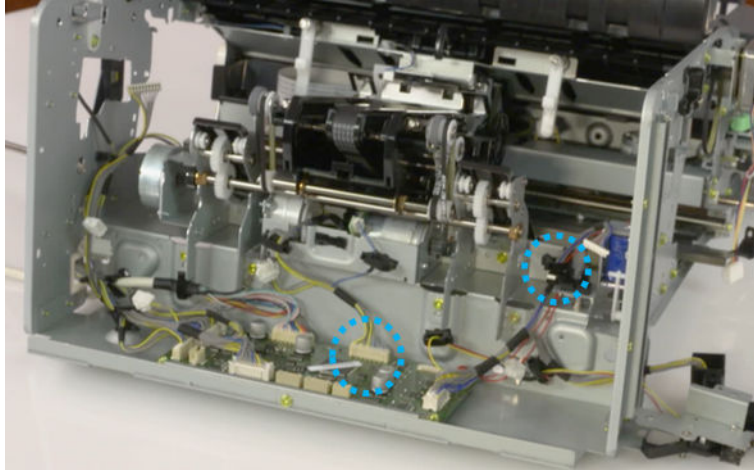
Figure 6-635 Remove the rear tamper



Step 15: Remove the ejector and paper support assembly

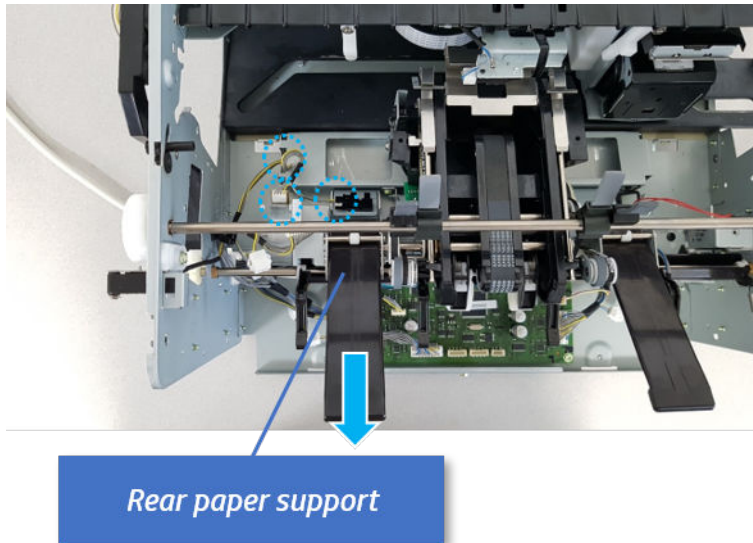
1. Open one clamp, disconnect one connector.

Figure 6-636 Disconnect one connector



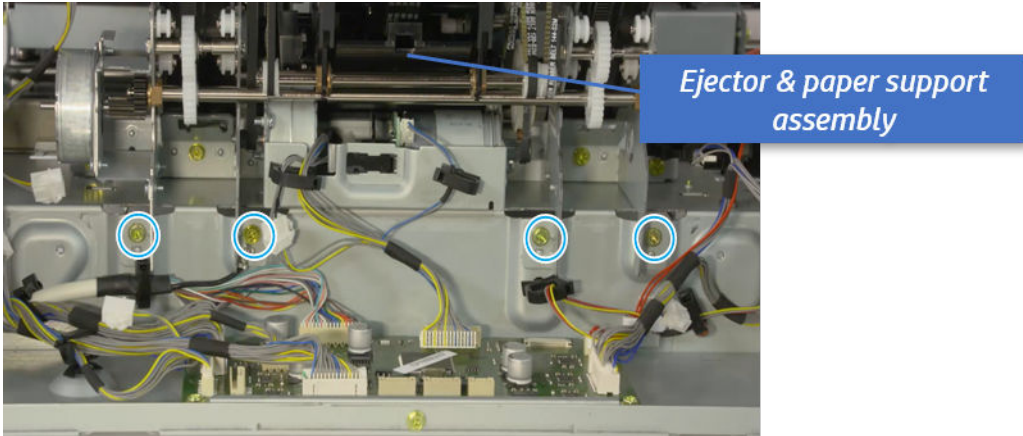
2. Pull the rear paper support up, and then release one clamp and disconnect two connectors.

Figure 6-637 Remove the ejector assembly



3. Remove four screws, and then remove the ejector & paper support assembly

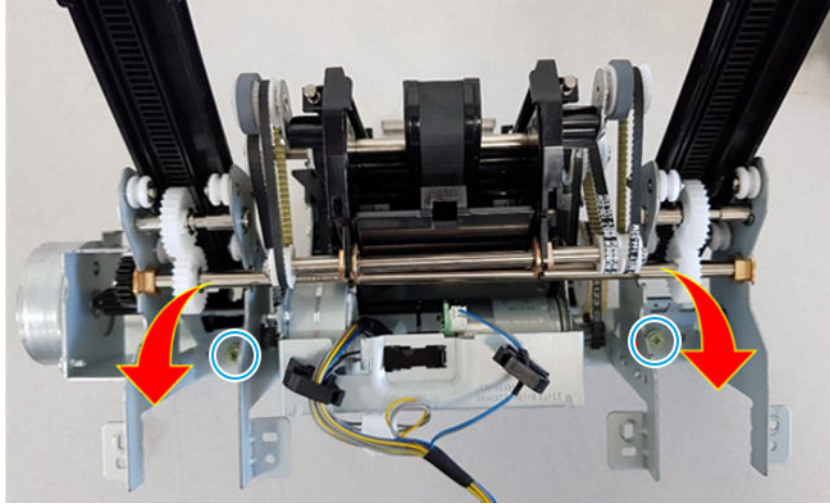
Figure 6-638 Remove the ejector & paper support assembly



Step 16: Remove the front paper support and the rear paper support

- ▲ Remove two screws, and then pull the paper support assembly out of ejector assembly.

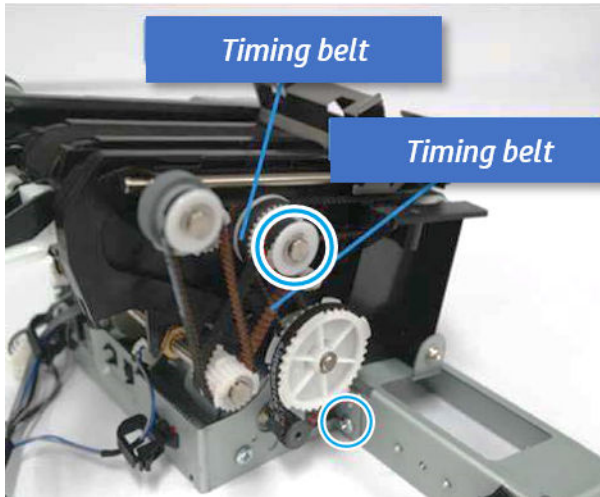
Figure 6-639 Remove paper support assembly



Step 17: Remove the ejector motor assembly

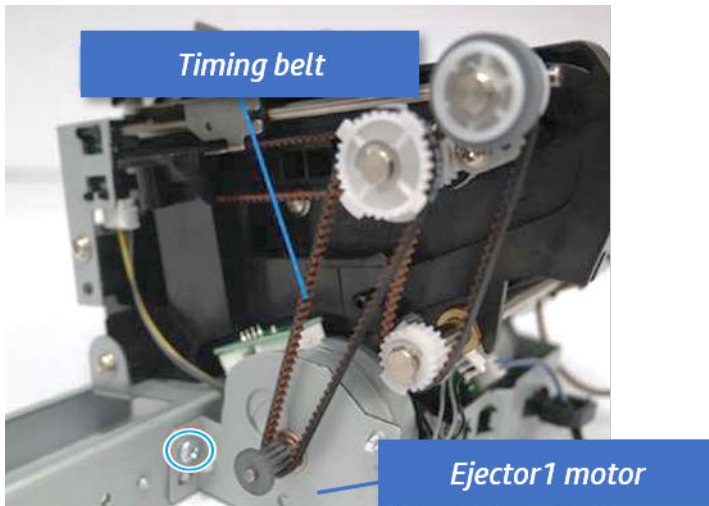
1. Remove the e-ring and washer. Remove two timing belts. Then, remove one screw.

Figure 6-640 Remove e-ring, washer, belt, and screw



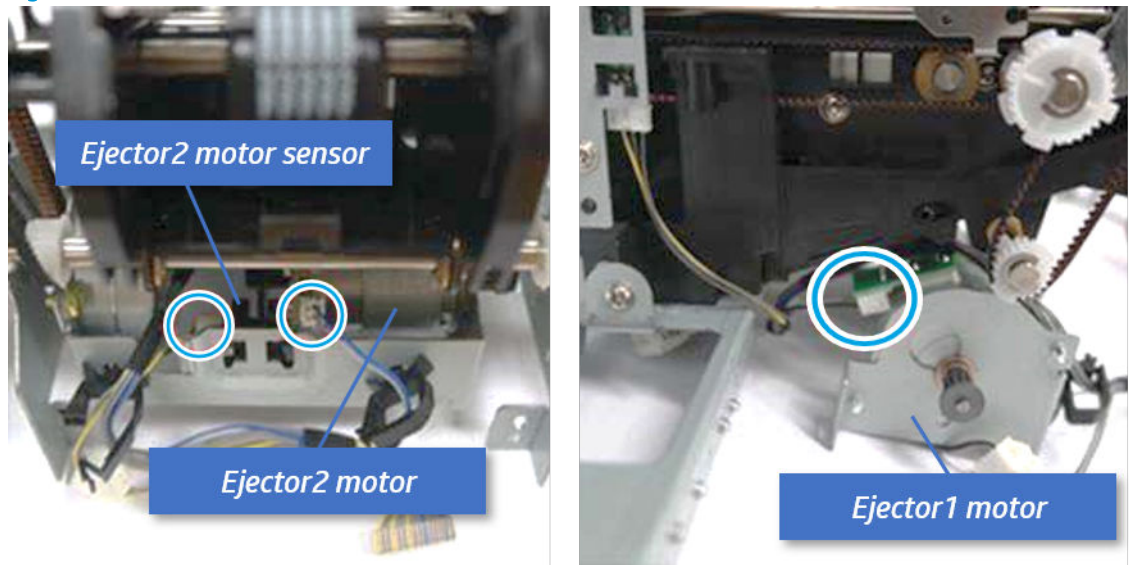
2. Remove the timing belt and one screw.

Figure 6-641 Remove the belt and screw



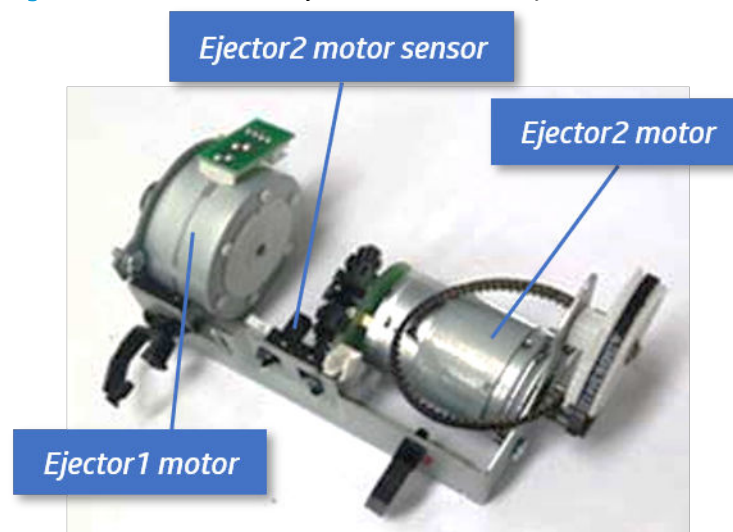
3. Remove the cable from clamp, and then disconnect two motor connectors and the sensor connector.

Figure 6-642 Disconnect the motor and sensor connectors



4. Remove the ejector motor assembly.

Figure 6-643 Remove the ejector motor assembly



Step 16: 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.

Ejector assembly (include end fence, S10/ S16)

- [Introduction](#)
- [Step 1: Remove the front cover](#)
- [Step 2: Remove the rear cover](#)
- [Step 3: Remove the output tray](#)
- [Step 4: Remove the output tray frame](#)
- [Step 5: Remove the PCA cover](#)
- [Step 6: Remove the left cover](#)
- [Step 7: Remove the front harness guide](#)
- [Step 8: Remove the output tray motor assembly](#)
- [Step 9: Remove the output tray lower limit switch](#)
- [Step 10: Remove the paper holding](#)
- [Step 11: Remove the sub paddle unit](#)
- [Step 12: Remove the exit roller](#)
- [Step 13: Remove the front tamper](#)
- [Step 14: Remove the rear tamper](#)
- [Step 15: Remove the ejector and paper support assembly](#)
- [Step 16: Remove the front paper support and the rear paper support](#)
- [Step 17: Remove the ejector motor assembly](#)
- [Step 18: Remove the ejector assembly](#)
- [Step 19: Unpack the replacement assembly](#)

Introduction

Learn how to remove and replace the ejector assembly.

[View a video of removing the inner finisher.](#)

[View a video of installing the inner finisher.](#)



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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- ⚠ **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.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

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

Table 6-63 Part information

Part number	Part description
SS456-61001	Ejector

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

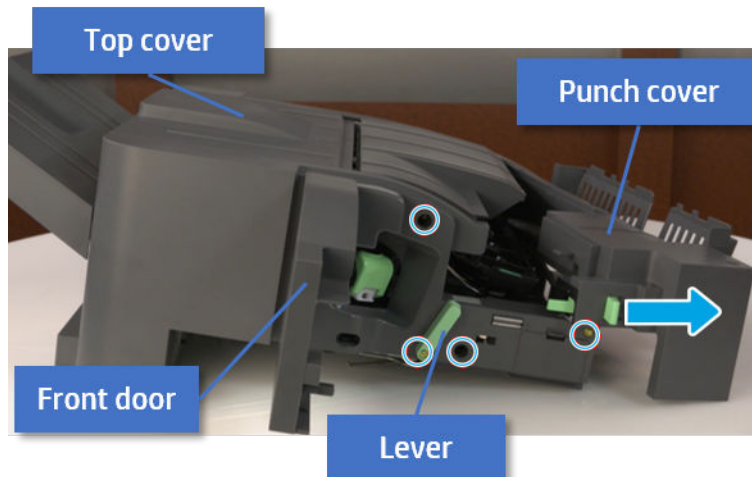
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the front cover

1. Open the front door and open the punch cover.
2. Remove three screws in the front.
3. Remove the lever.
4. Open the top cover.
5. From the right side of the front cover, carefully lift and pry toward the top-left corner to remove the front cover.

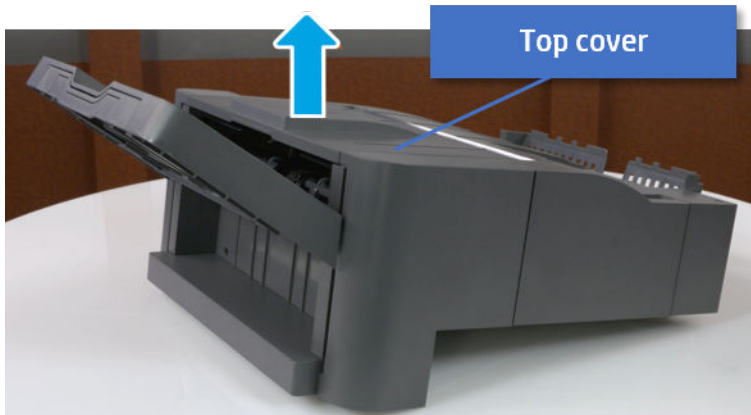
Figure 6-644 Remove the front cover



Step 2: Remove the rear cover

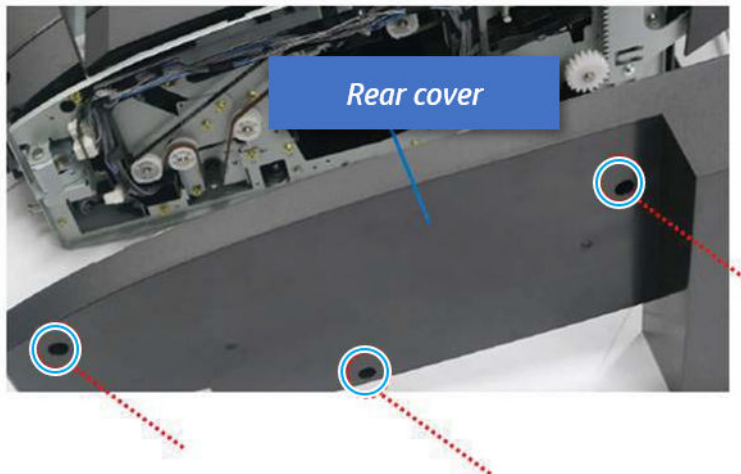
1. Open the top cover.

Figure 6-645 Open the top cover



2. Remove three screws.
3. Release hooks carefully and remove the rear cover.

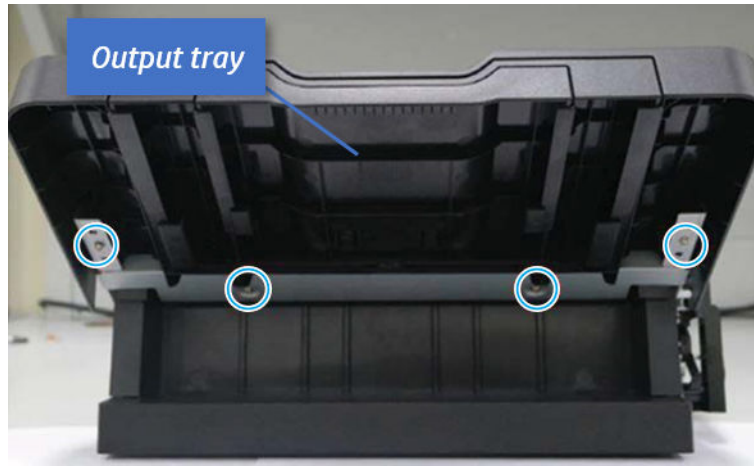
Figure 6-646 Remove the rear cover



Step 3: Remove the output tray

1. Remove four screws.

Figure 6-647 Remove four screws



2. Push the paper holding actuator into the inner finisher, and then remove the output tray.

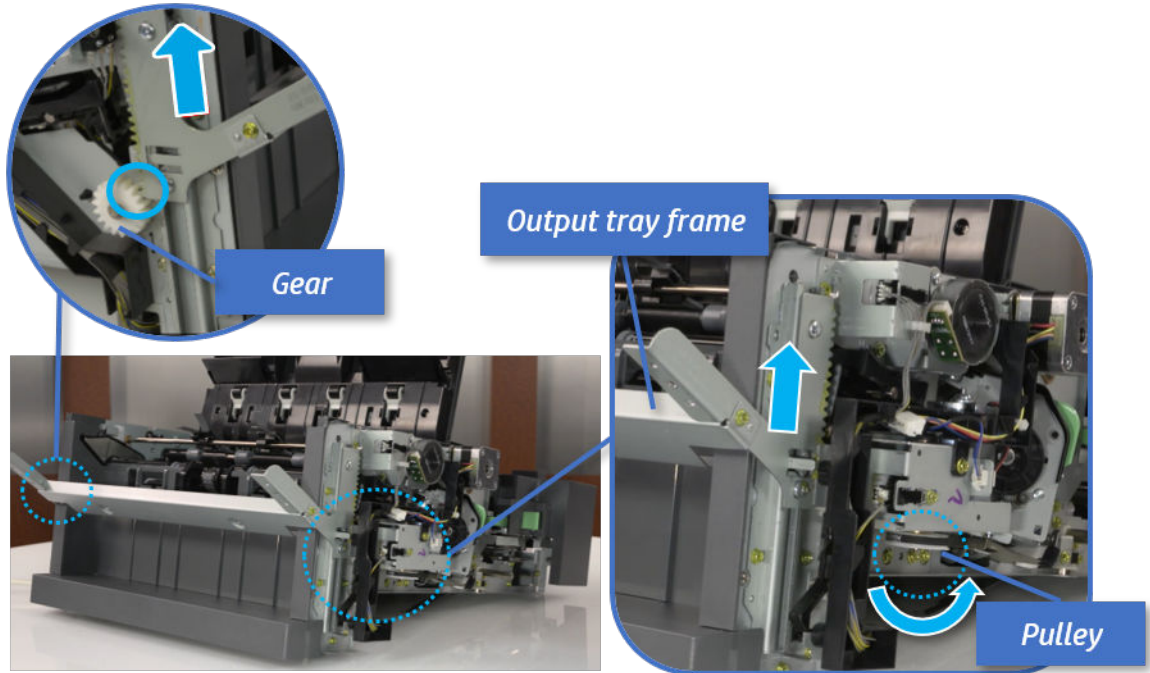
Figure 6-648 Remove the output tray



Step 4: Remove the output tray frame

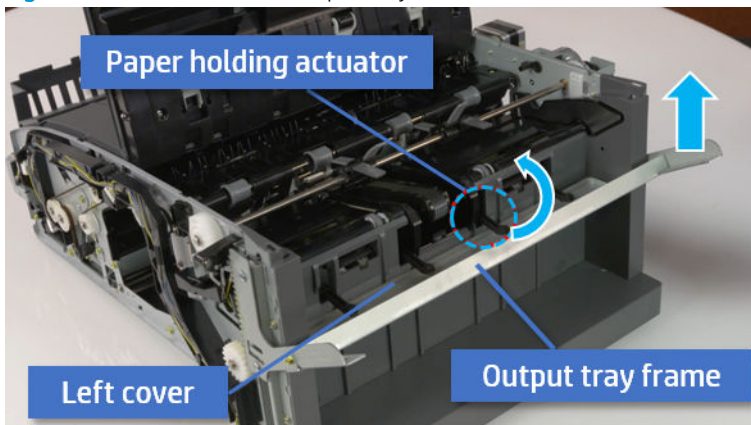
1. Rotate the pulley until the output tray frame depart from the gear.


Figure 6-649 Remove the pulley



2. Push the paper holding actuator into the inner finisher, and then remove the output tray frame.

Figure 6-650 Remove the output tray frame



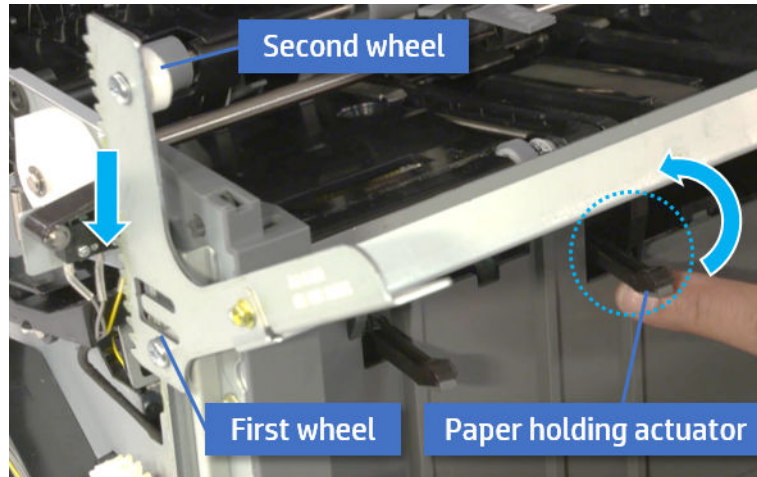
 **TIP:** Push the paper holding actuator into the inner finisher when reassembling. Be sure to level the output tray.

Reinstall the output tray frame

Use the following special instructions when the reinstalling the assembly.

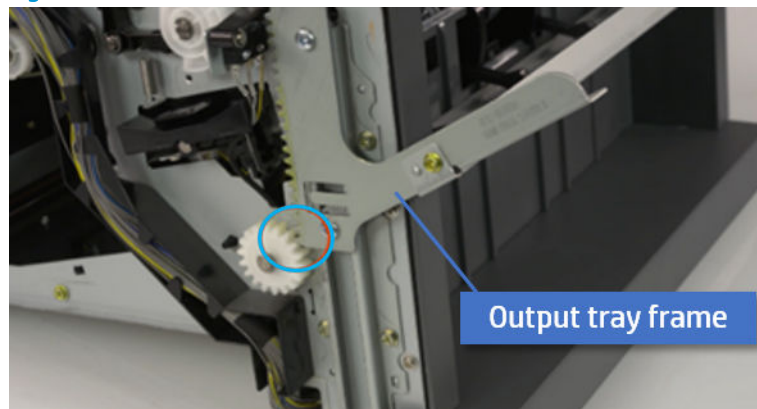
- a. Position the first wheel into the channel on both sides while pushing the paper holding actuator.

Figure 6-651 Install the wheel (1 of 2)



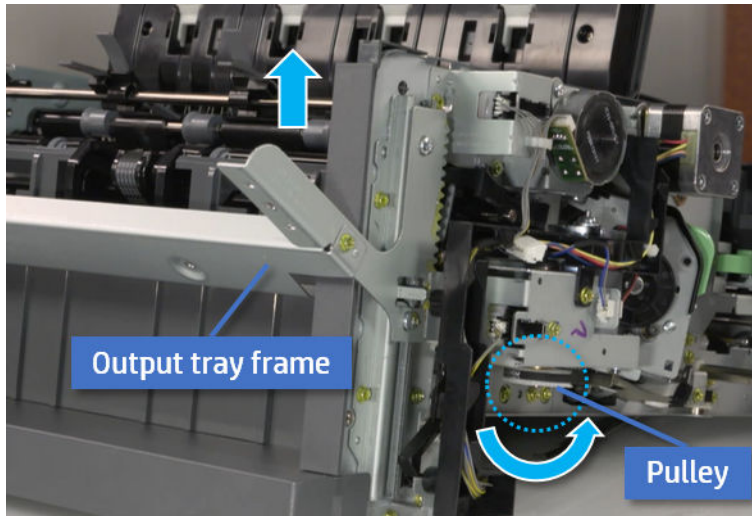
- b. Let the second wheel rest on the channel on both sides simultaneously.
- c. Gently squeeze the wheels into channel until the output tray frame meet the gear.

Figure 6-652 Install the wheel (2 of 2)



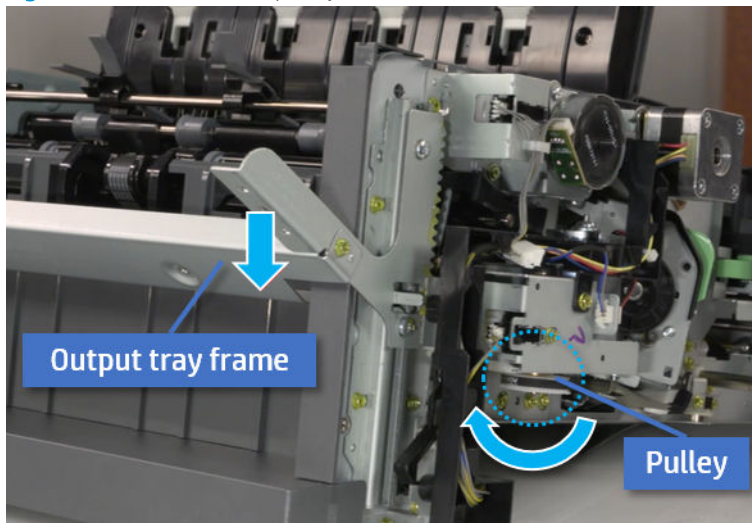
- d. Rotate the pulley until the output tray frame is no longer lifted. It can make to level the output tray frame.

Figure 6-653 Rotate the pulley (1 of 2)



- e. Rotate the pulley in the opposite direction.

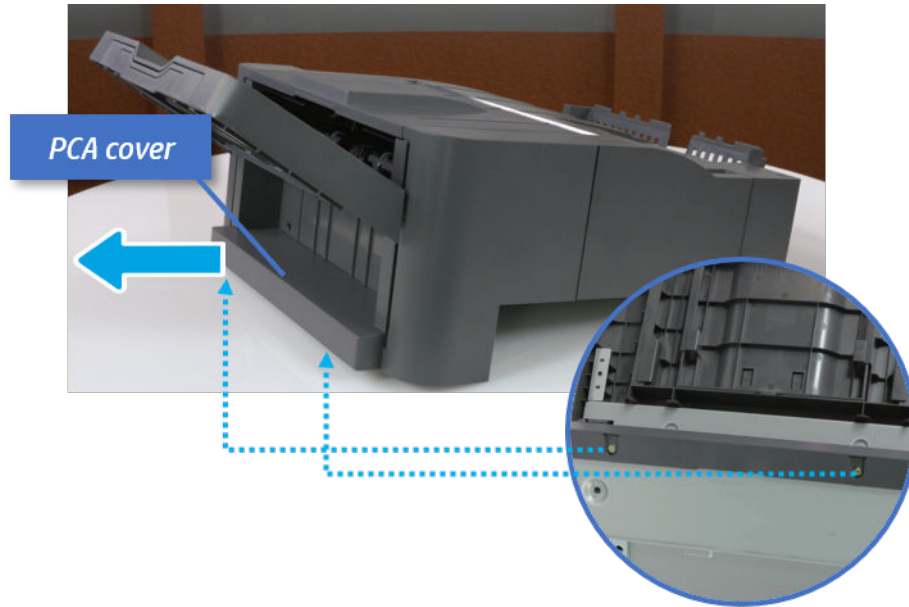
Figure 6-654 Rotate the pulley (2 of 2)



Step 5: Remove the PCA cover

- ▲ Remove two screws, and then remove the PCA cover.

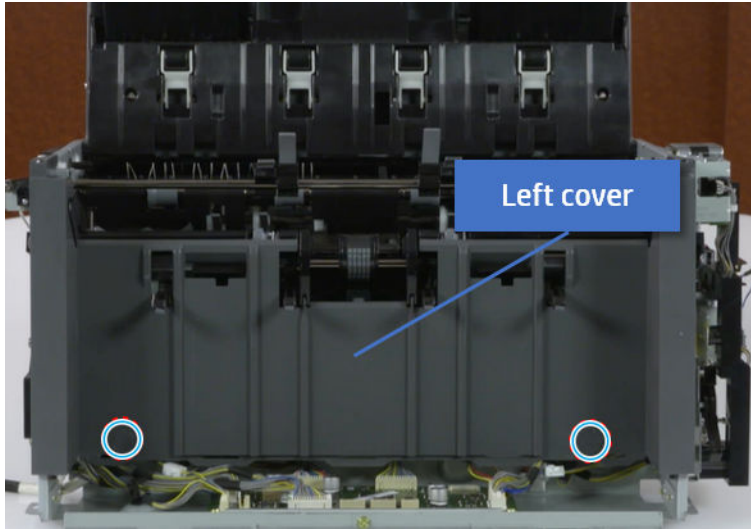
Figure 6-655 Remove the PCA cover



Step 6: Remove the left cover

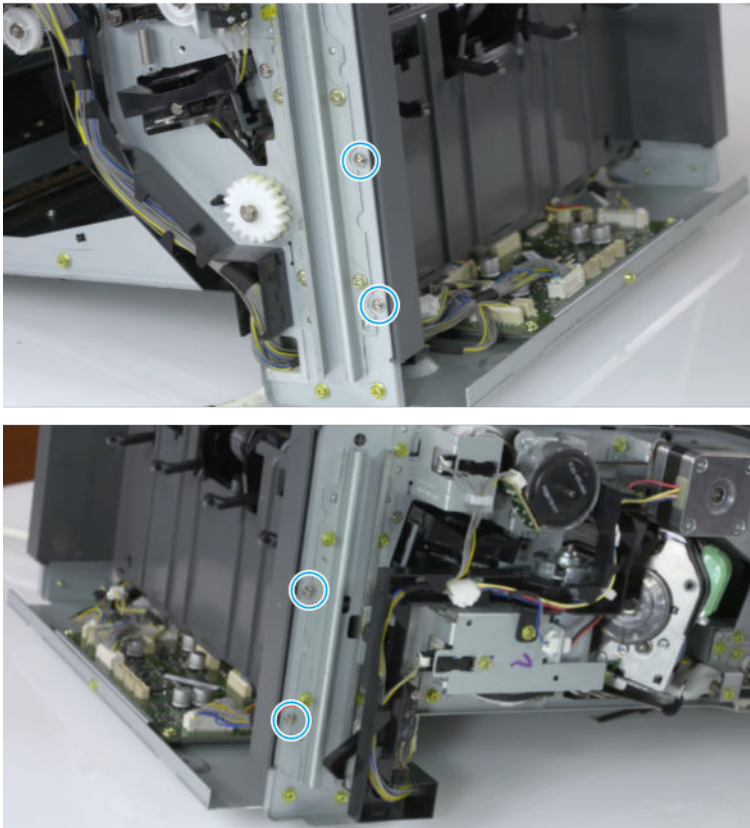
1. Remove two screws.

Figure 6-656 Remove two screws



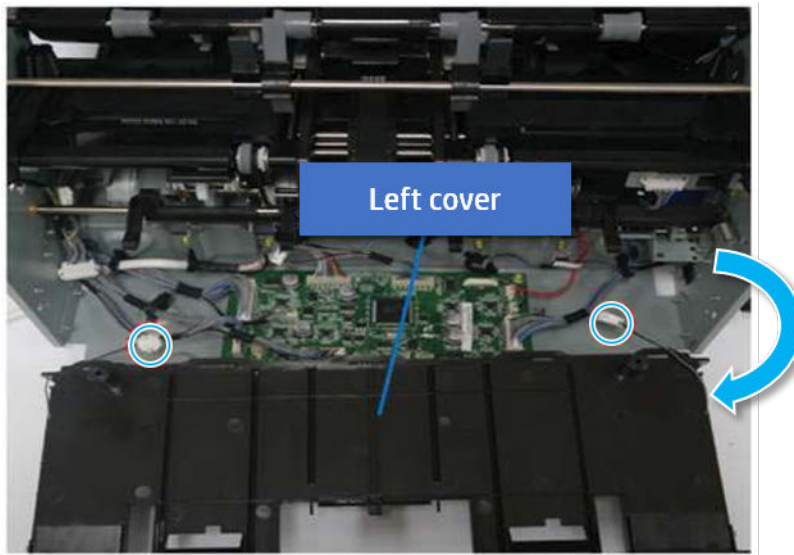
2. Remove four screws from both front and rear sides


Figure 6-657 Remove four screws

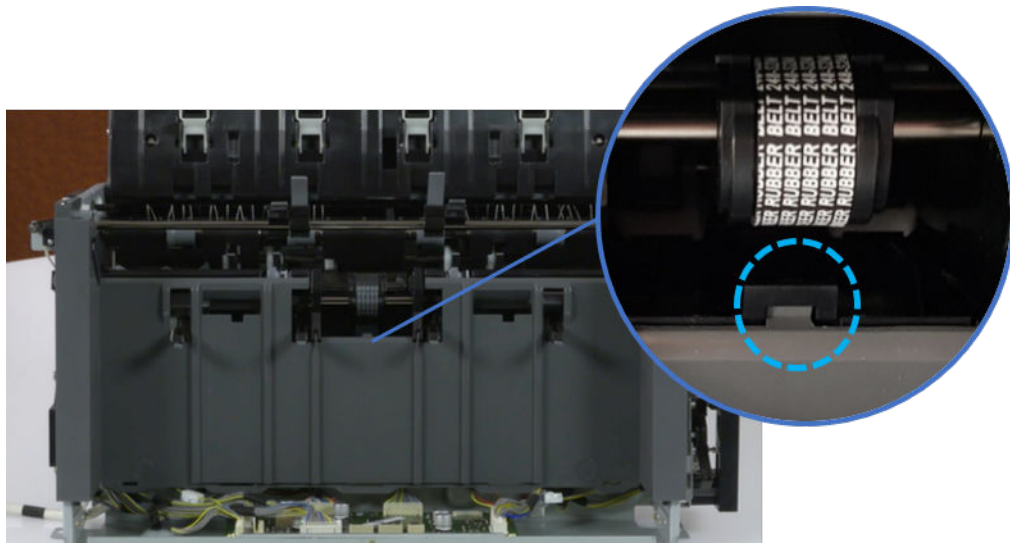


3. Unplug two inline connectors, and then remove the left cover.

Figure 6-658 Unplug two connectors



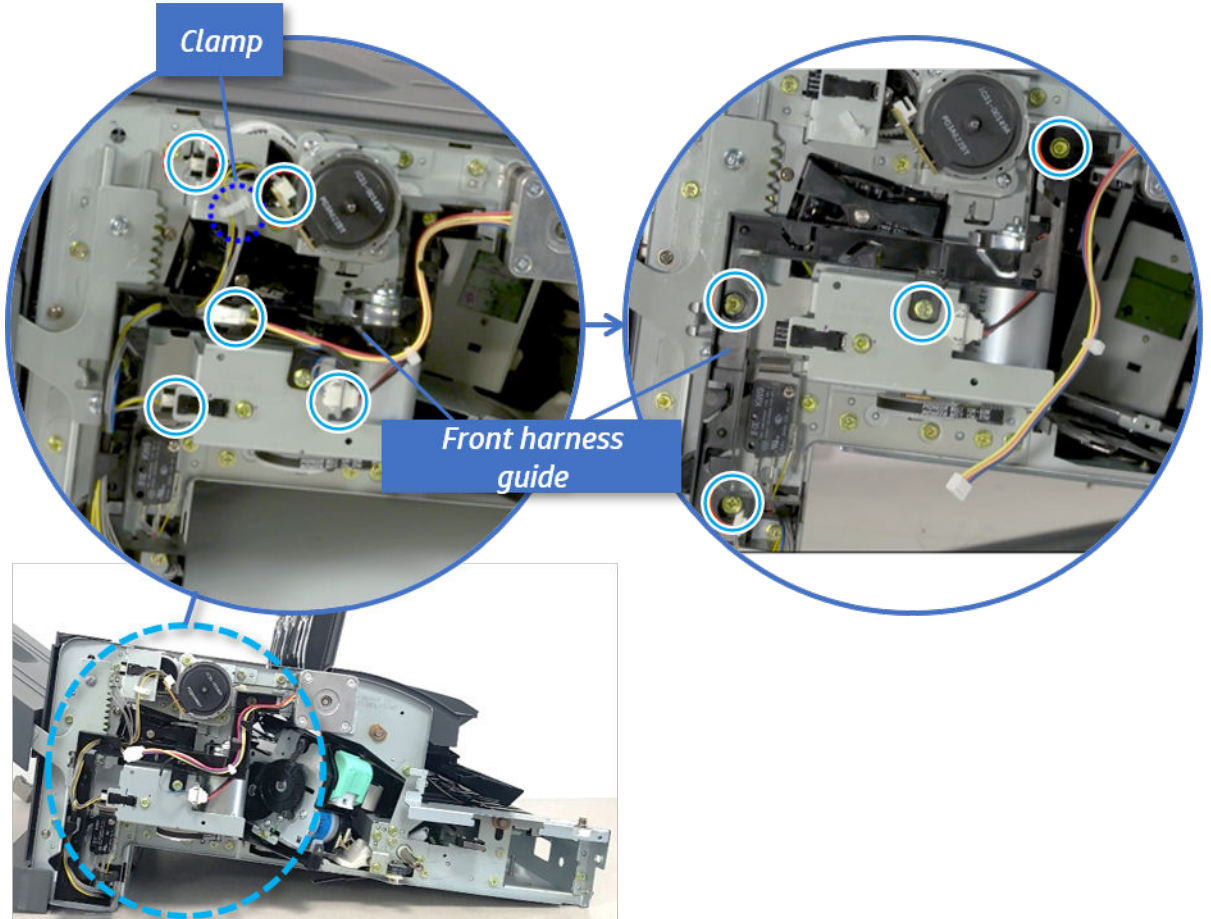
 **TIP:** Be sure to check the hook when reassembling.



Step 7: Remove the front harness guide

1. Open one clamp, unplug five connectors, and then remove the wire harness from the front harness guide.
2. Remove four screws, and then remove the front harness guide.

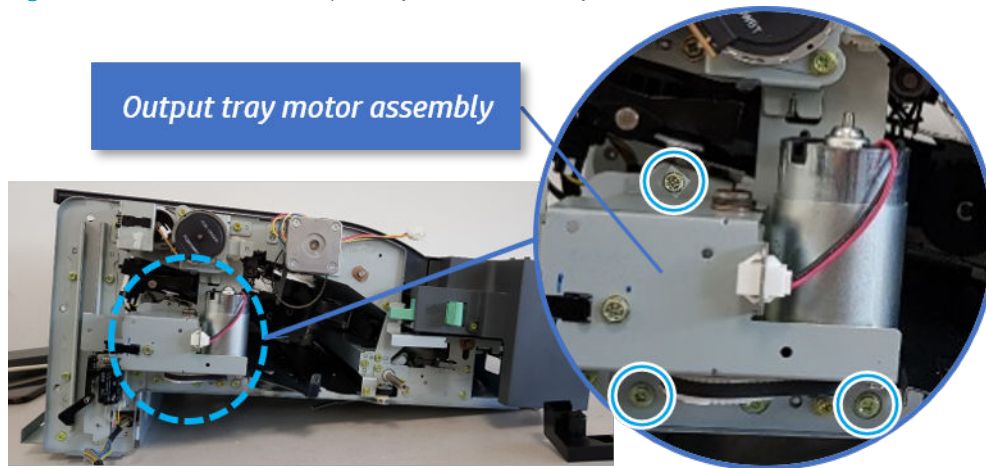
Figure 6-659 Remove the front harness guide



Step 8: Remove the output tray motor assembly

- ▲ Remove three screws, and then remove the output tray motor assembly.

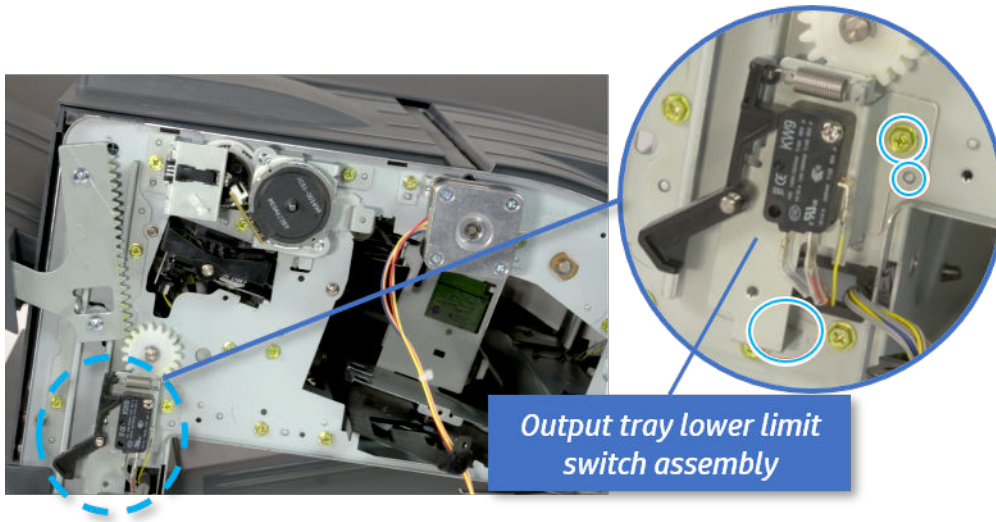
Figure 6-660 Remove the output tray motor assembly



Step 9: Remove the output tray lower limit switch

- ▲ Remove one screw, and then remove the output tray lower limit switch.

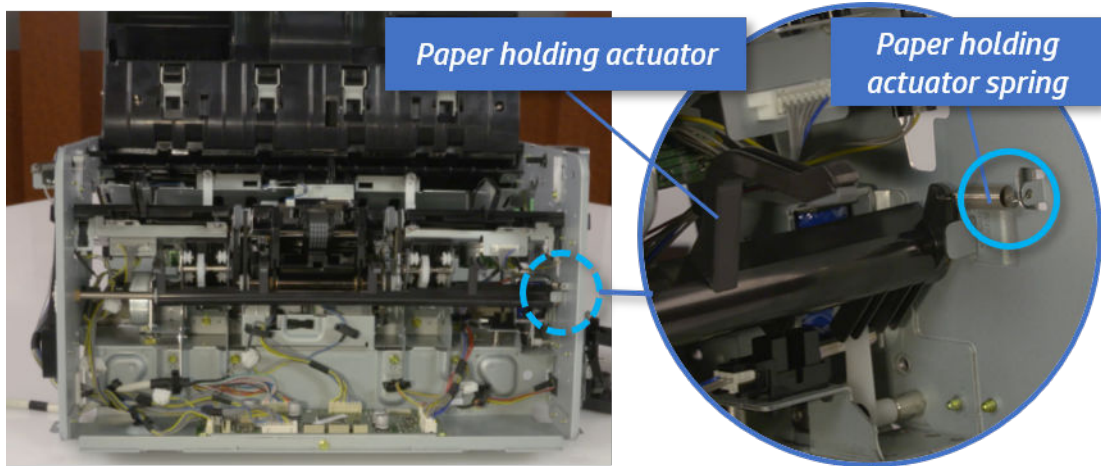
Figure 6-661 Remove the output tray lower limit switch



Step 10: Remove the paper holding

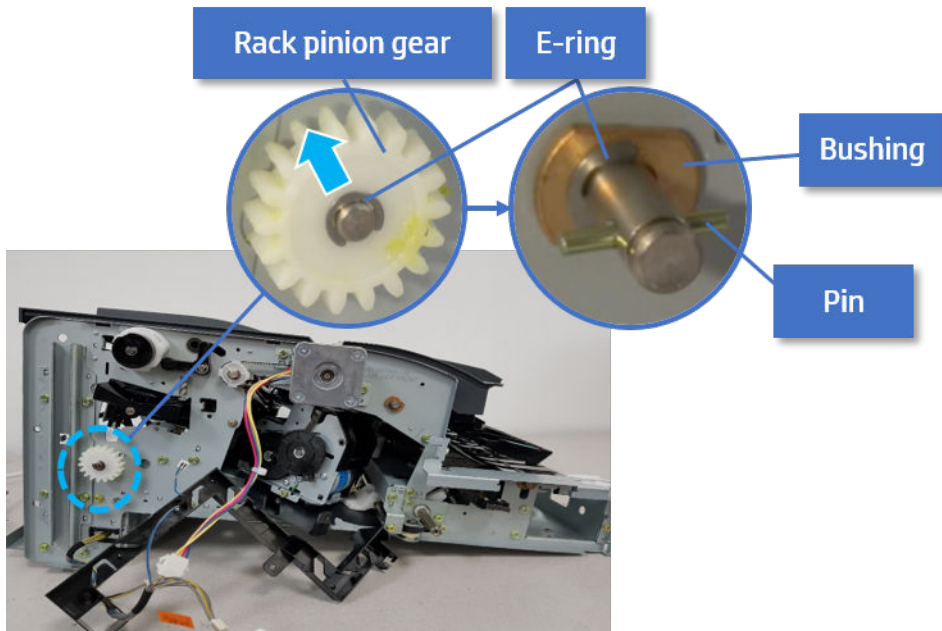
1. Remove the paper holding actuator spring.

Figure 6-662 Remove the paper holding actuator spring



2. Remove the e-ring and the rack pinion gear. Remove the pin and the e-ring, and then remove the bushing.

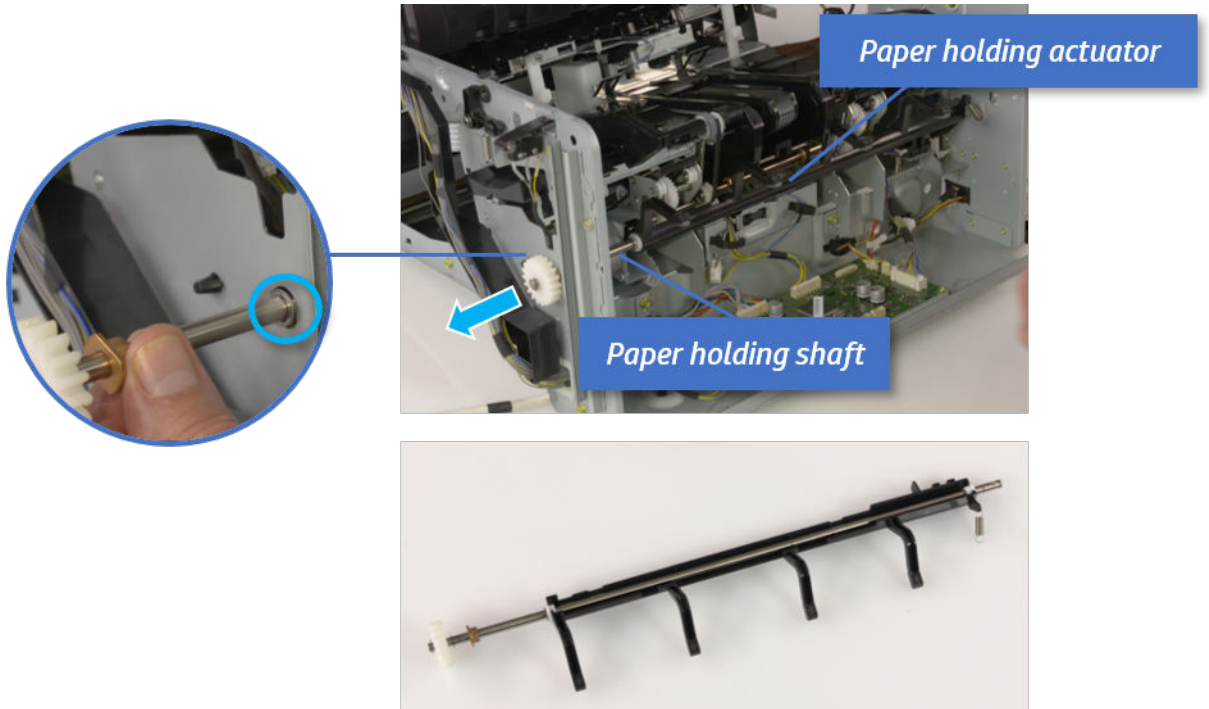
Figure 6-663 Remove e-ring, rack pinion gear, pin, and bushing



 **NOTE:** Be sure not to lose the pin.

- Carefully remove the paper holding shaft and the actuator.

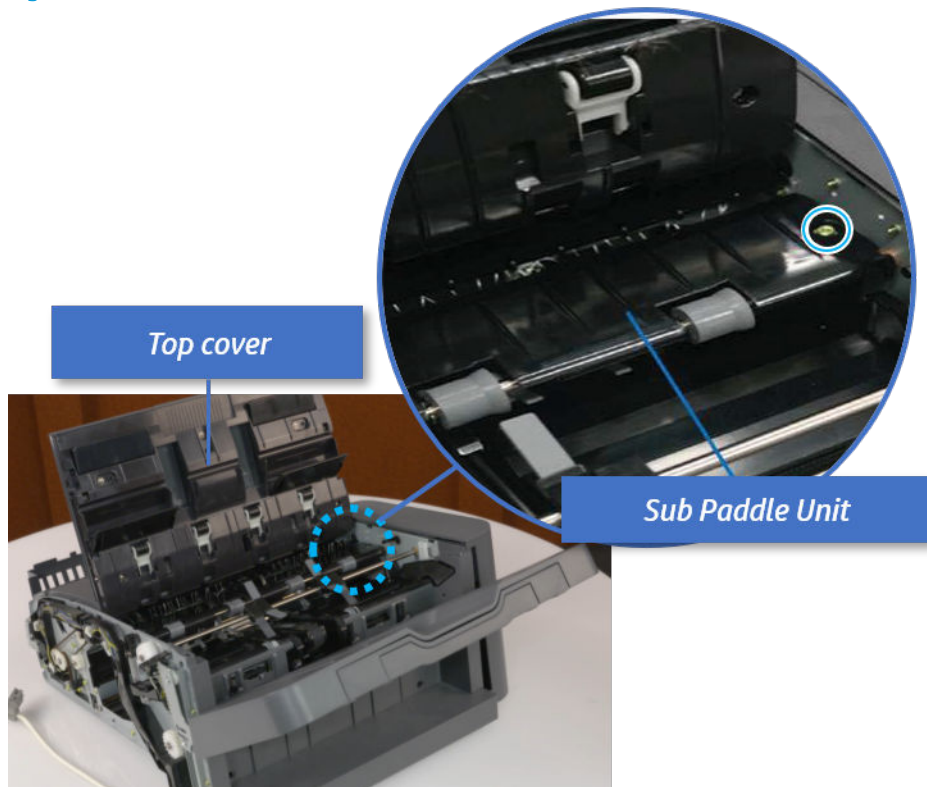
Figure 6-664 Remove the paper holding shaft and the actuator



Step 11: Remove the sub paddle unit

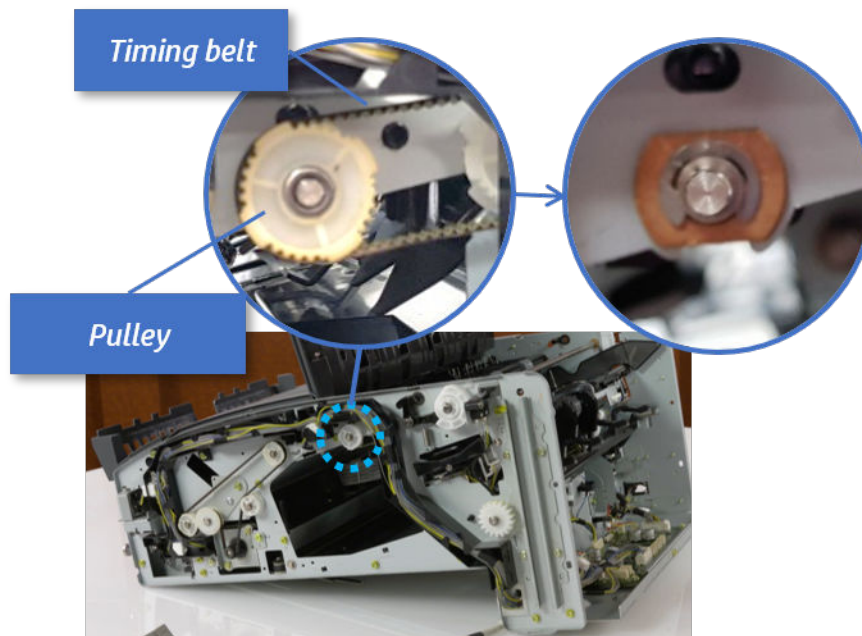
1. Open the top cover, and then remove one screw securing the sub paddle unit.

Figure 6-665 Remove one screw



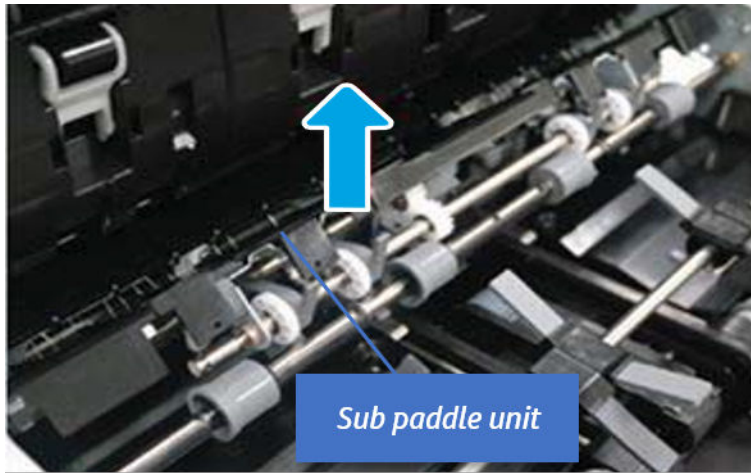
2. Remove the e-ring, and then remove the pulley and timing belt. And then remove the e-ring and the bushing.

Figure 6-666 Remove the e-ring, pulley, timing belt, and bushing



3. Lift up and remove the sub paddle unit.

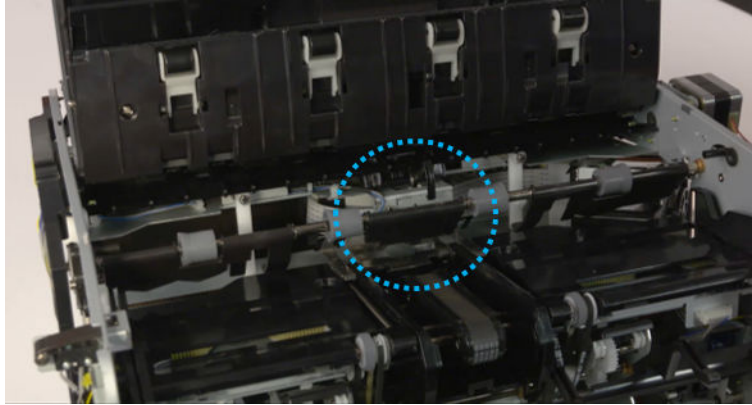
Figure 6-667 Remove the sub paddle unit



Step 12: Remove the exit roller

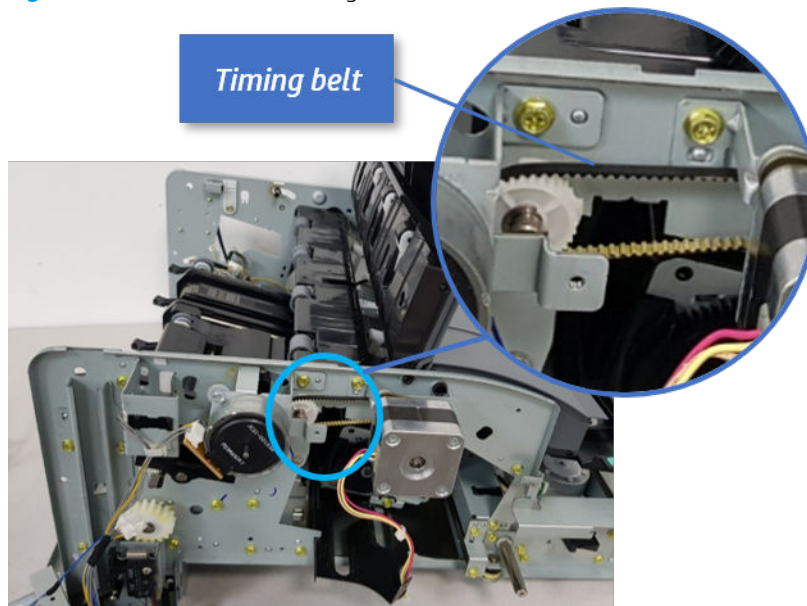
1. Remove the guide on the center of the exit roller.

Figure 6-668 Remove the guide



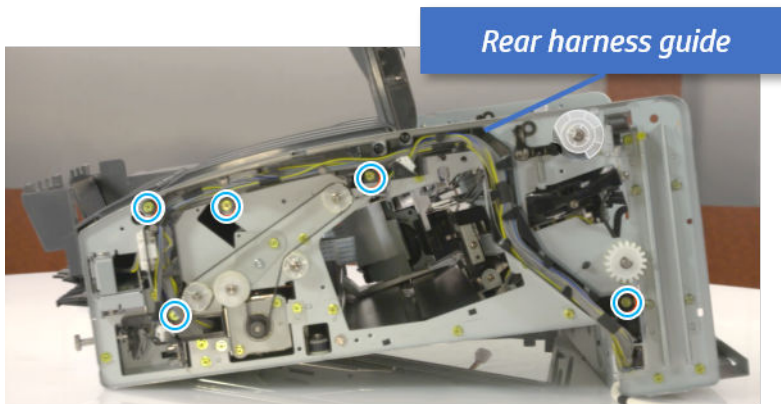
2. On the front of the inner finisher, release the timing belt connected to the exit motor.

Figure 6-669 Release the timing belt



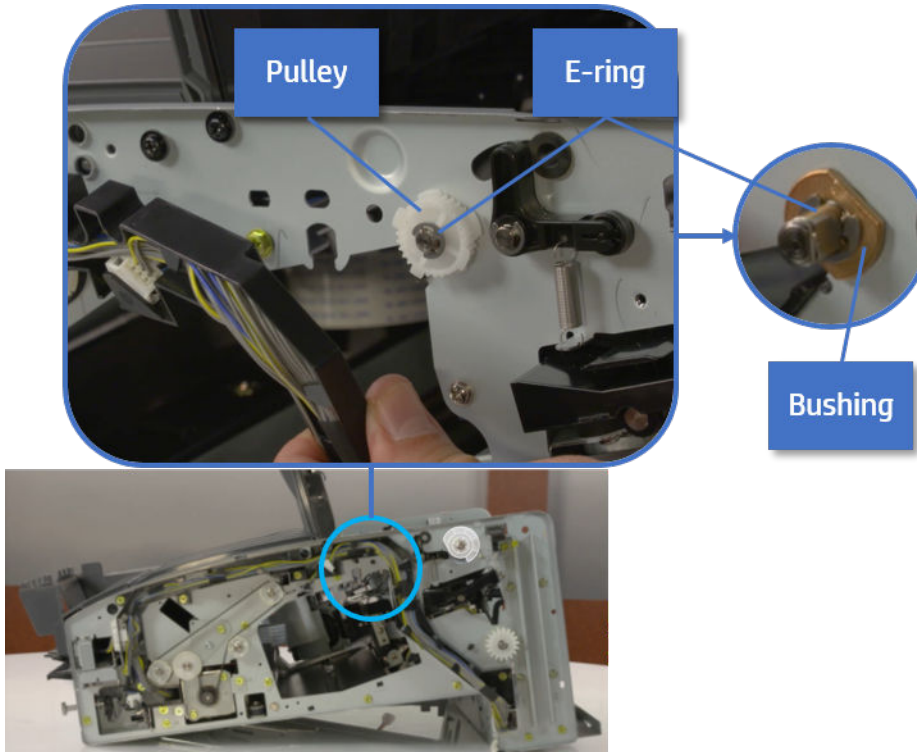
3. Remove five screws securing the rear harness guide.

Figure 6-670 Remove five screws



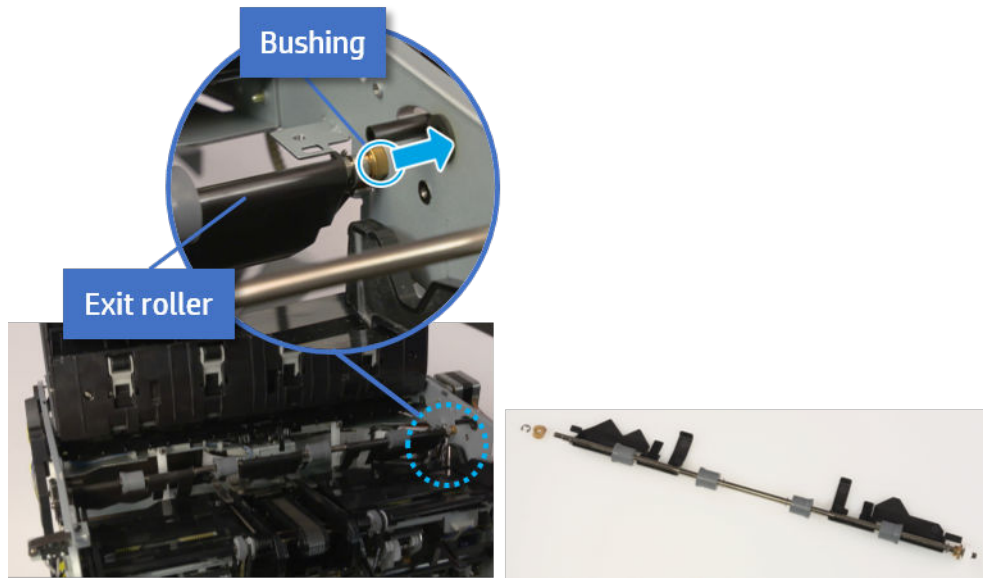
4. On the rear of the inner finisher, remove the e-ring and the pulley and then remove the e-ring and the bushing.

Figure 6-671 Remove the e-ring, pulley, and bushing



5. Push the bushing to detach it, and then remove the exit roller.

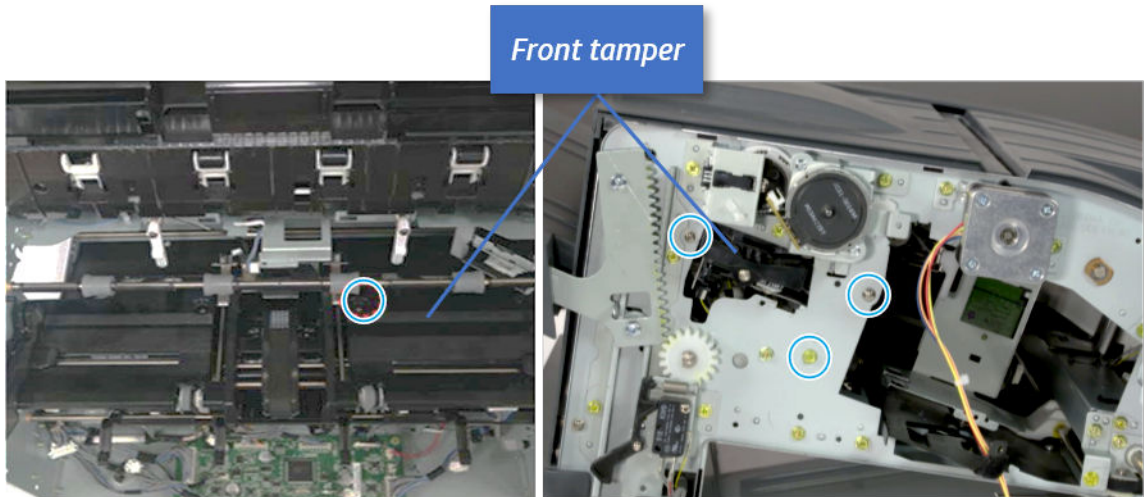
Figure 6-672 Remove the exit roller



Step 13: Remove the front tamper

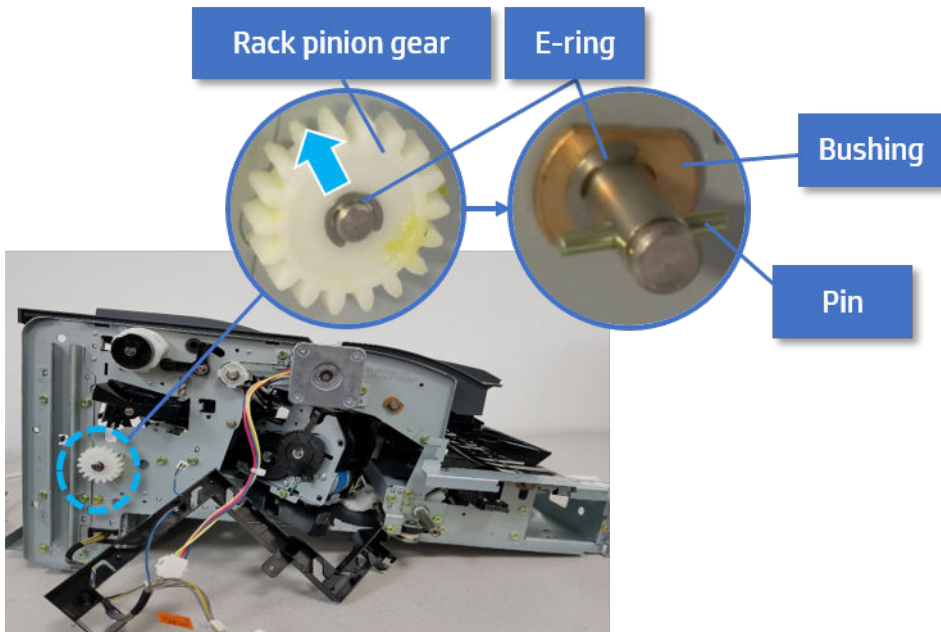
1. Remove four screws.

Figure 6-673 Remove four screws



2. Unplug the connector and release the hook, and then pull the front tamper up to remove.

Figure 6-674 Remove the front tamper



Step 14: Remove the rear tamper

1. Remove the rear tamper.


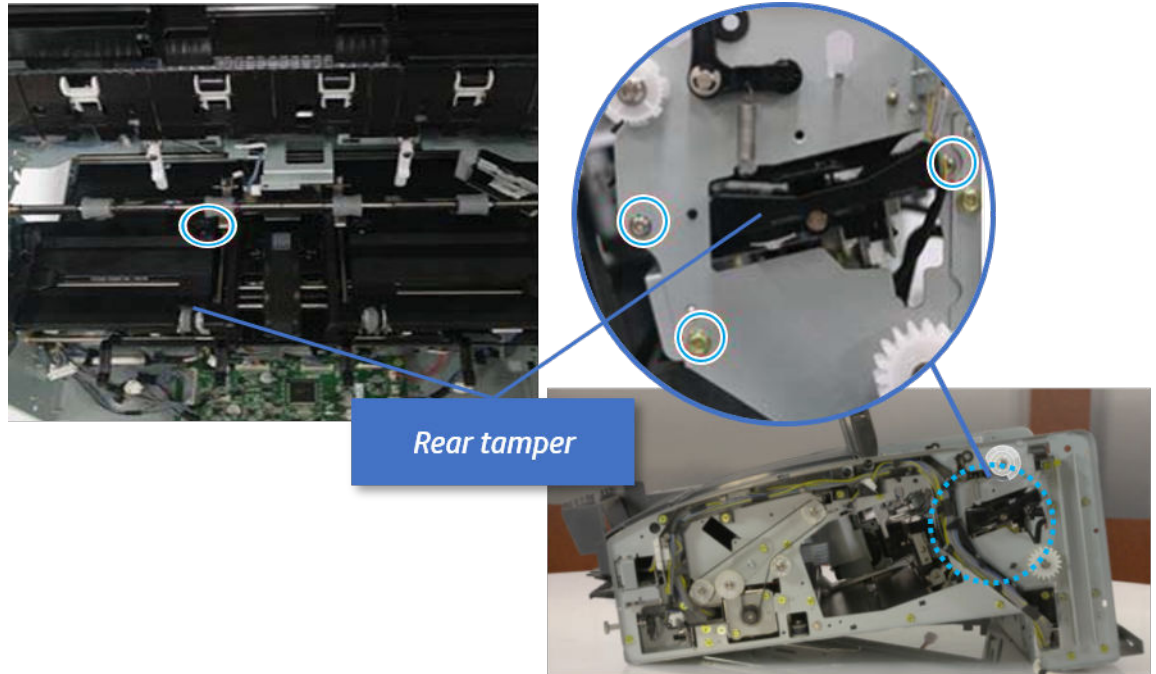
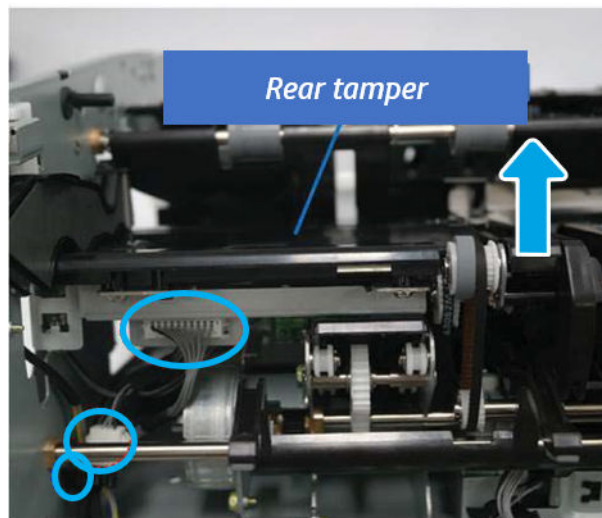
 **NOTE:** Move cable guide out of position to access the screws.

Figure 6-675 Remove four screws



2. Unplug two connectors and release the hook, and then remove the rear tamper.

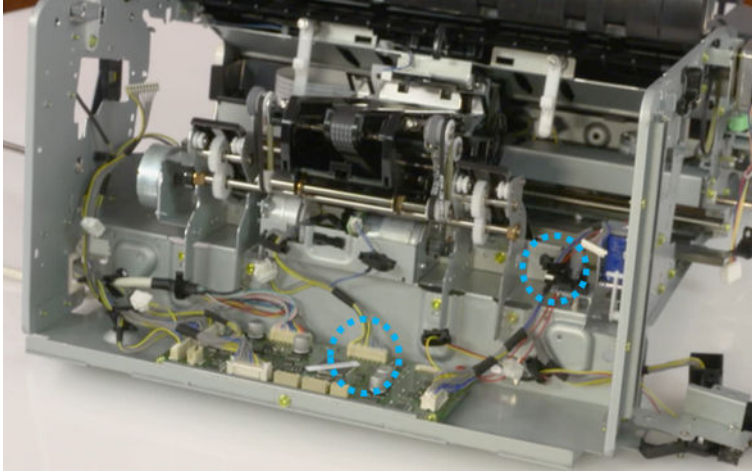
Figure 6-676 Remove the rear tamper



Step 15: Remove the ejector and paper support assembly

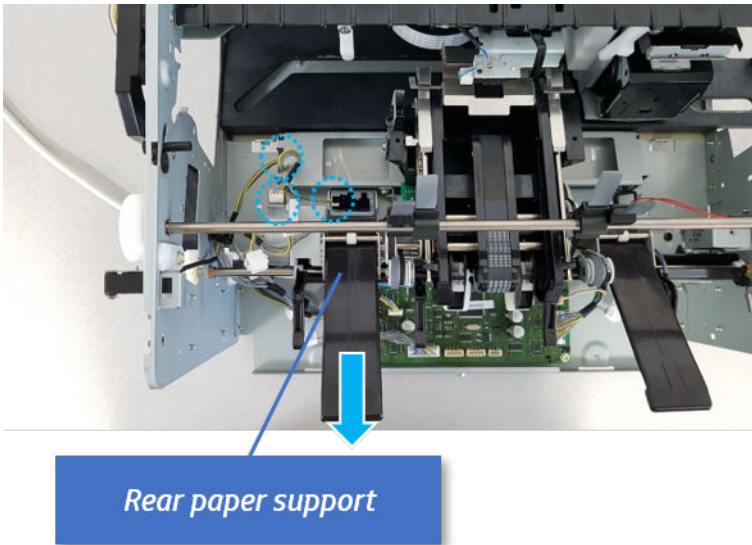
1. Open one clamp, disconnect one connector.

Figure 6-677 Disconnect one connector



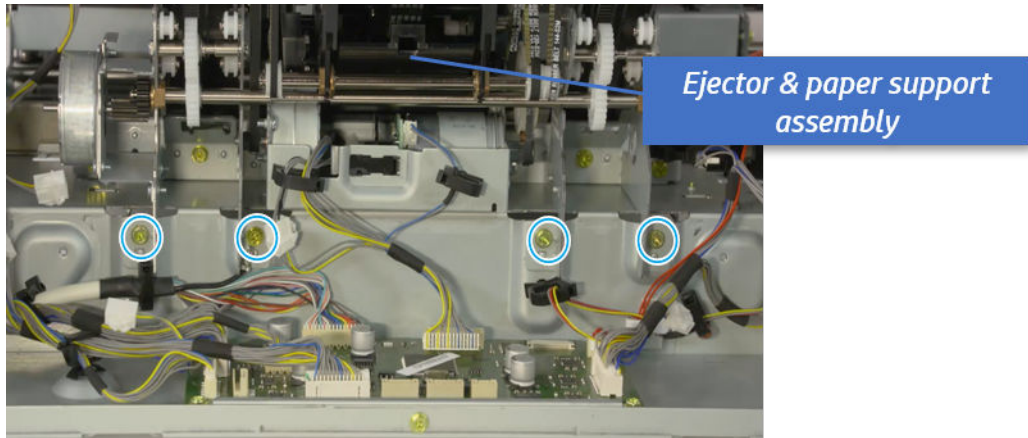
2. Pull the rear paper support up, and then release one clamp and disconnect two connectors.

Figure 6-678 Remove the ejector assembly



3. Remove four screws, and then remove the ejector & paper support assembly

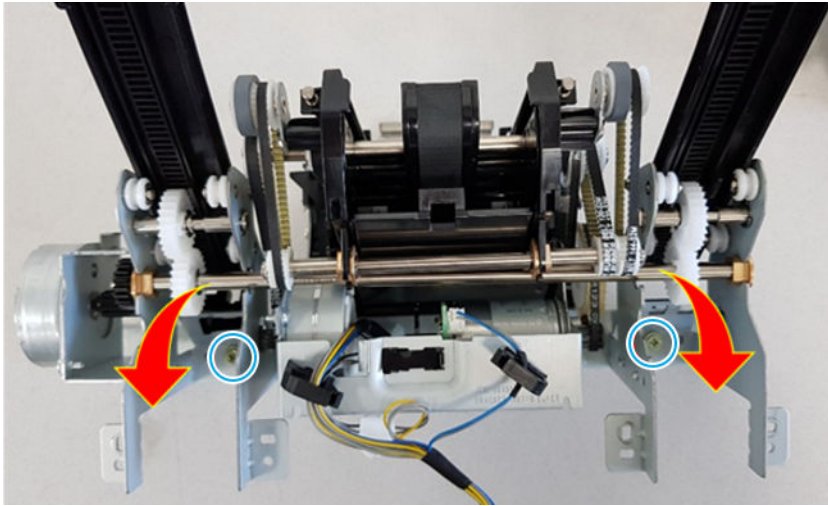
Figure 6-679 Remove the ejector & paper support assembly



Step 16: Remove the front paper support and the rear paper support

- ▲ Remove two screws, and then pull the paper support assembly out of ejector assembly.

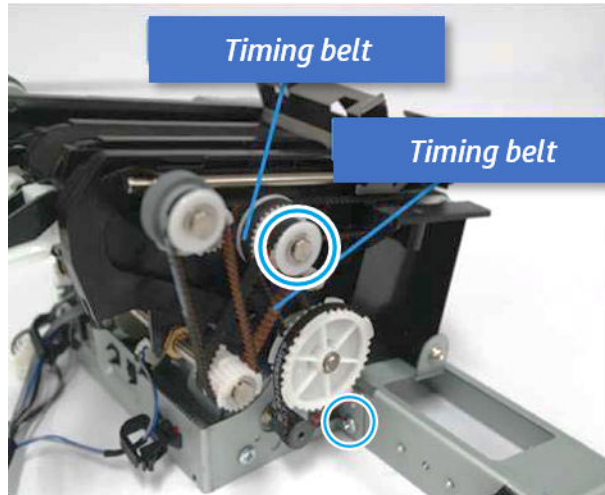
Figure 6-680 Remove paper support assembly



Step 17: Remove the ejector motor assembly

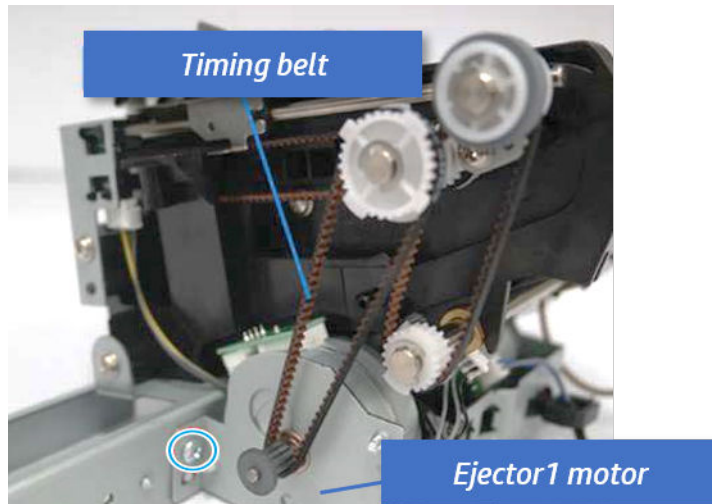
1. Remove the e-ring and washer. Remove two timing belts. Then, remove one screw.

Figure 6-681 Remove e-ring, washer, belt, and screw



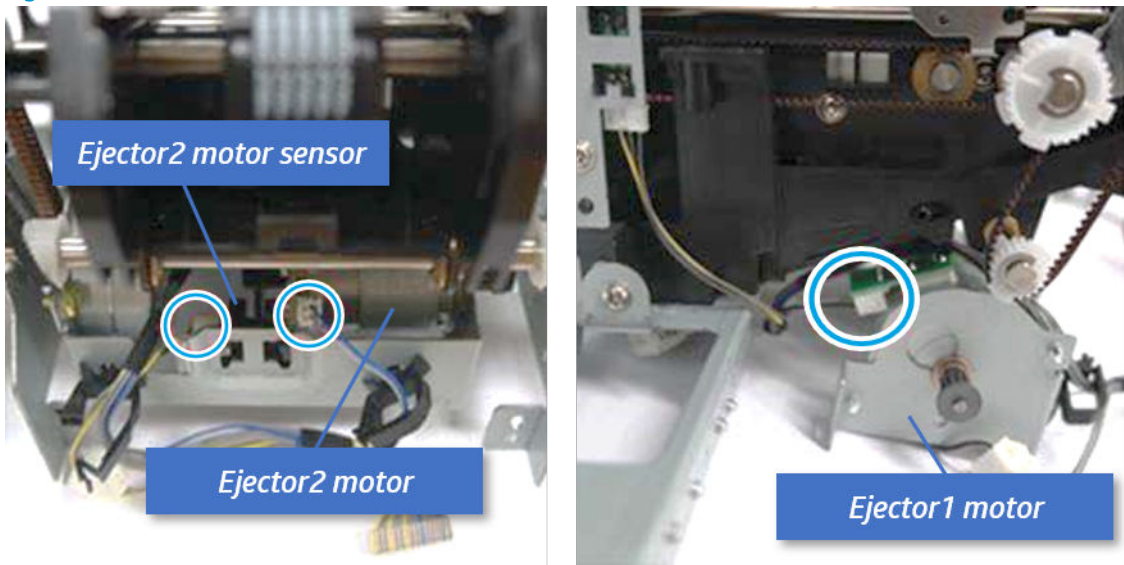
2. Remove the timing belt and one screw.

Figure 6-682 Remove the belt and screw



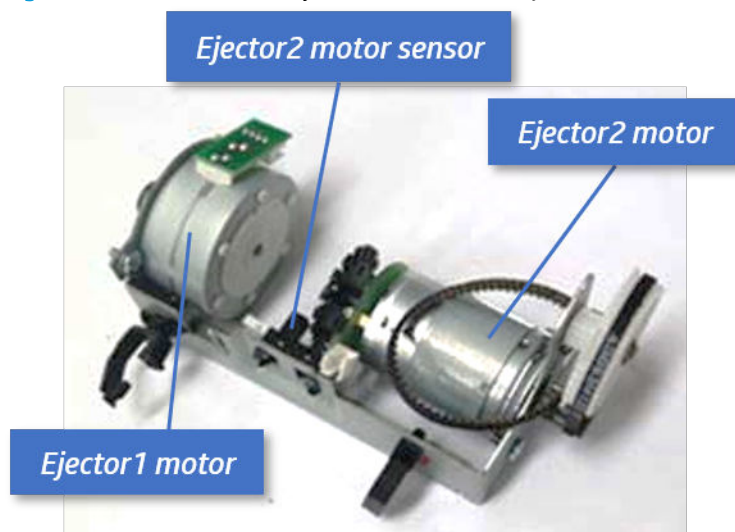
3. Remove the cable from clamp, and then disconnect two motor connectors and the sensor connector.

Figure 6-683 Disconnect the motor and sensor connectors



4. Remove the ejector motor assembly.

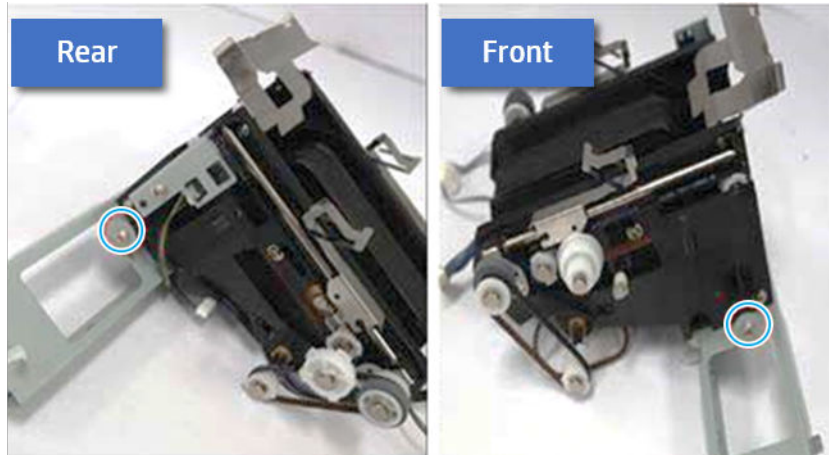
Figure 6-684 Remove the ejector motor assembly



Step 18: Remove the ejector assembly

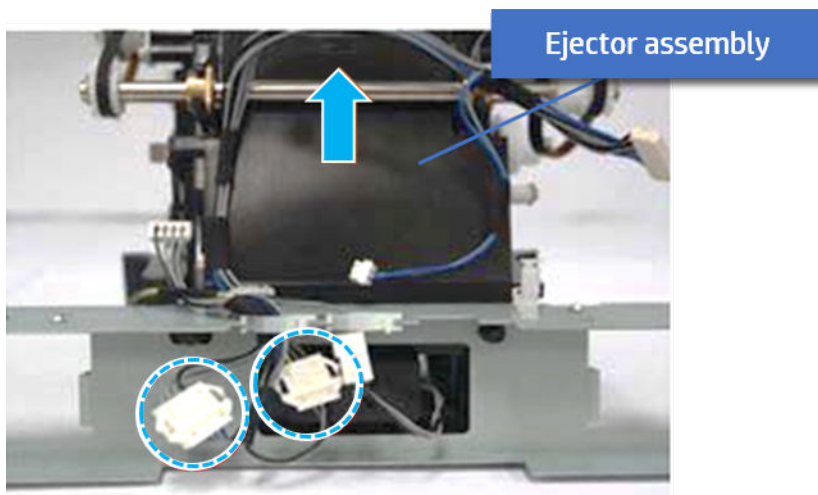
1. Remove two screws.

Figure 6-685 Remove two screws



2. Unplug two connectors, and then remove the ejector assembly.

Figure 6-686 Remove the ejector assembly



Step 19: 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.

End fence unit

- [End fence sensor \(S17\)](#)

End fence sensor (S17)

- [Introduction](#)
- [Step 1: Remove the front cover](#)
- [Step 2: Remove the rear cover](#)
- [Step 3: Remove the middle cover](#)
- [Step 4: Remove the punch cover](#)
- [Step 5: Remove the diverter guide and middle roller](#)
- [Step 6: Remove the middle paper guide](#)
- [Step 7: Remove the exit motor bracket](#)
- [Step 8: Remove the end fence sensor bracket](#)
- [Step 9: Remove the end fence sensor](#)
- [Step 10: Unpack the replacement assembly](#)

Introduction

Learn how to remove and replace the end fence sensor.

[View a video of removing the inner finisher.](#)

[View a video of installing the inner finisher.](#)



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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- ⚠ **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.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

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

Table 6-64 Part information

Part number	Part description
0604-001381	End fence sensor

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

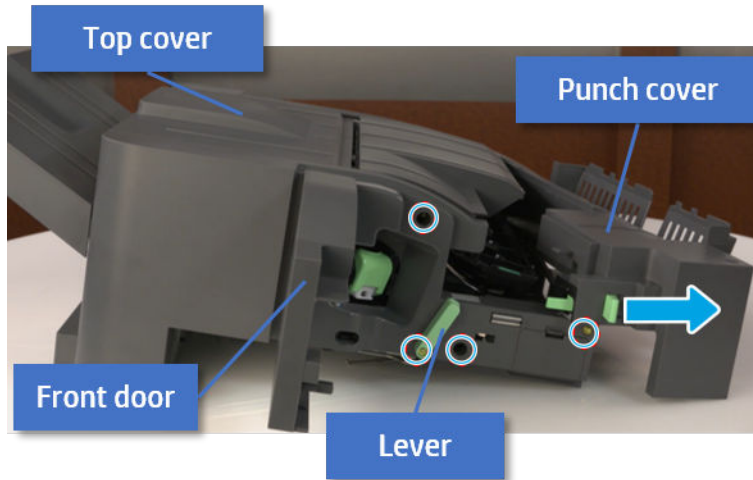
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the front cover

1. Open the front door and open the punch cover.
2. Remove three screws in the front.
3. Remove the lever.
4. Open the top cover.
5. From the right side of the front cover, carefully lift and pry toward the top-left corner to remove the front cover.

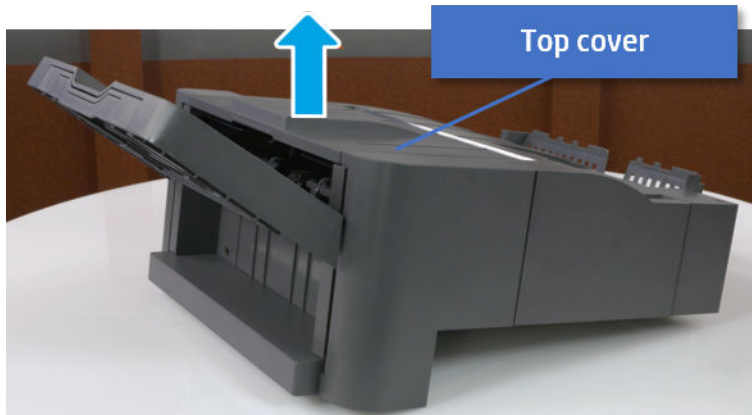
Figure 6-687 Remove the front cover



Step 2: Remove the rear cover

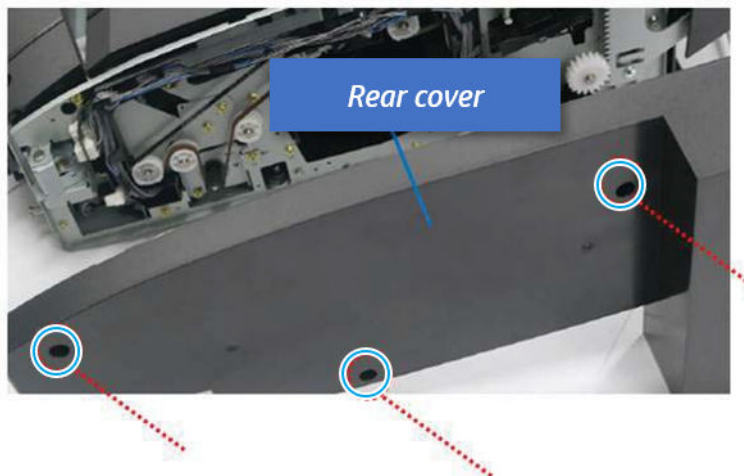
1. Open the top cover.

Figure 6-688 Open the top cover



2. Remove three screws.
3. Release hooks carefully and remove the rear cover.

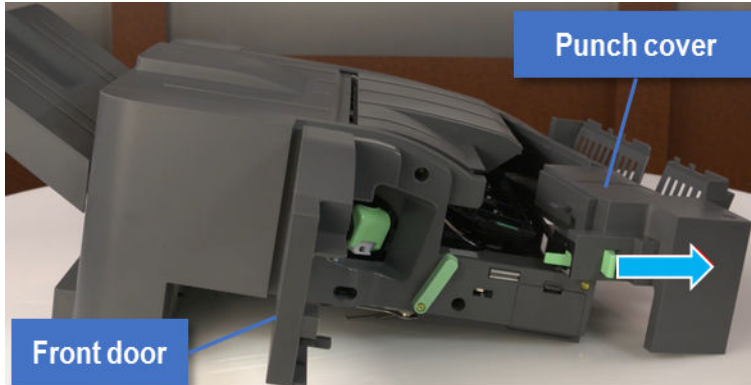
Figure 6-689 Remove the rear cover



Step 3: Remove the middle cover

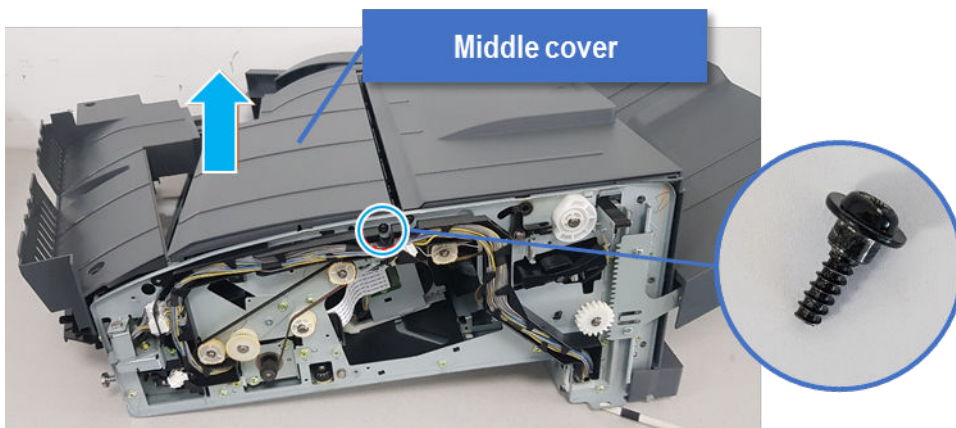
1. Open the front door and then open the punch cover.

Figure 6-690 Open the front door and punch cover



2. Remove left-side one screw at the rear of the inner finisher, and then remove the middle cover by lifting off the hinge pins at the front.

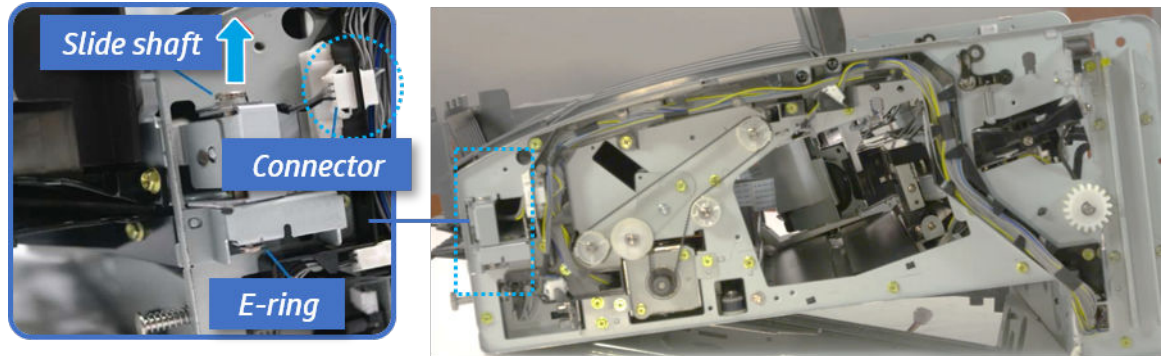
Figure 6-691 Remove the middle cover



Step 4: Remove the punch cover

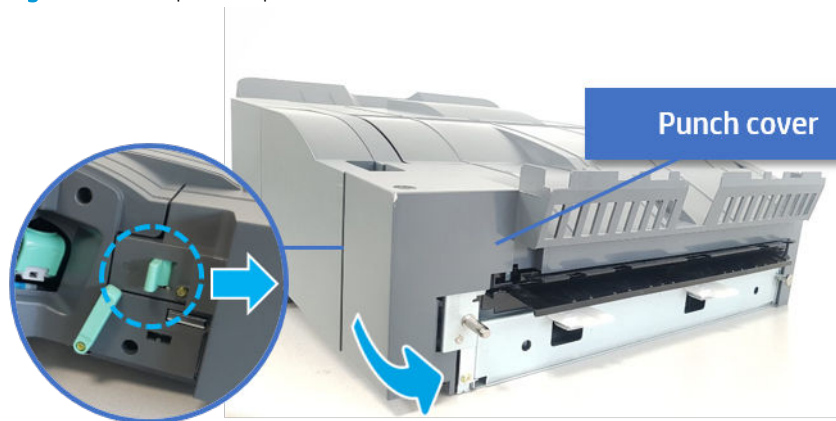
1. Unplug the connector. Remove the e-ring, and then remove the slide shaft at the rear of the inner finisher.

Figure 6-692 Remove the slide shaft



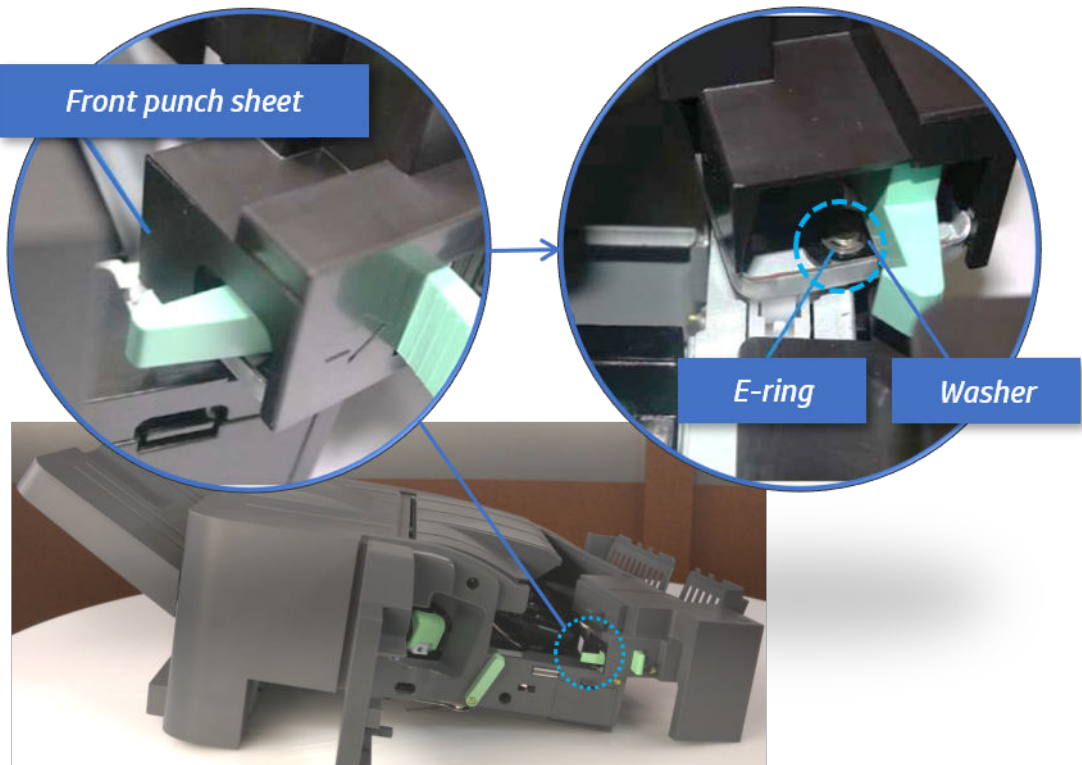
2. Open the punch cover.

Figure 6-693 Open the punch cover



3. Remove the front punch sheet, and then remove the e-ring and the washer. And then remove the punch cover.

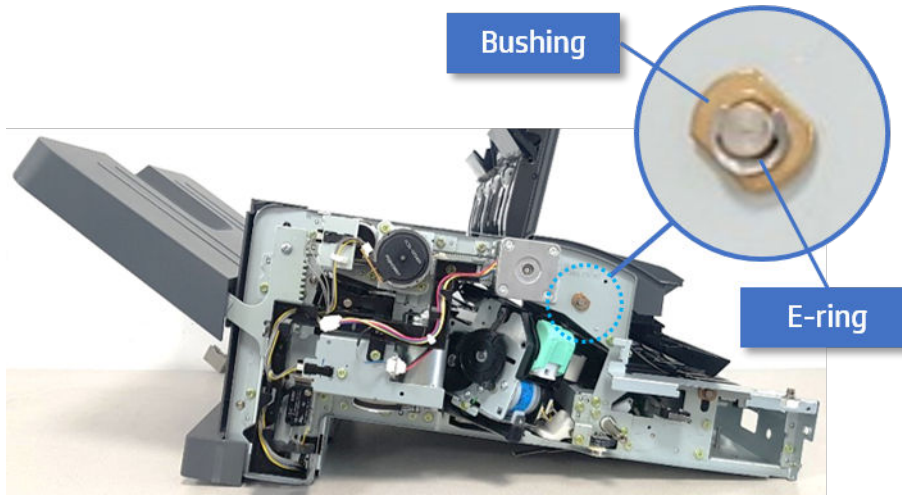
Figure 6-694 Remove the punch cover



Step 5: Remove the diverter guide and middle roller

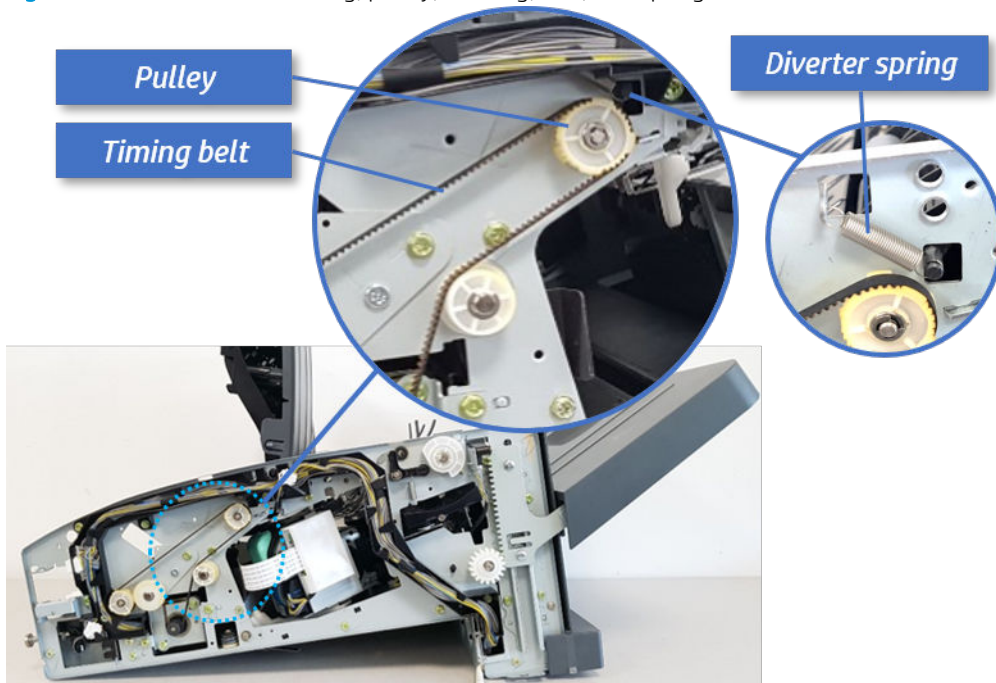
1. On the front of the inner finisher, remove the e-ring and bushing.

Figure 6-695 Remove the e-ring and bushing



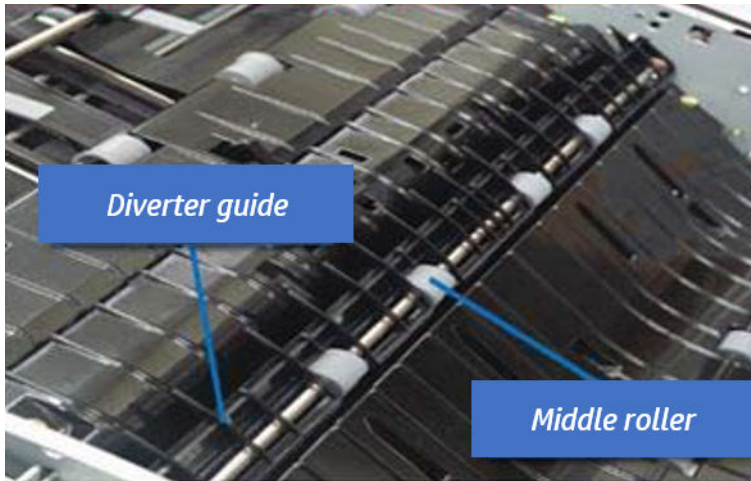
2. On the rear of the inner finisher, remove the e-ring, pulley, bushing, belt, and spring (slightly hidden from view).

Figure 6-696 Remove the e-ring, pulley, bushing, belt, and spring



3. Remove the diverter guide and the middle roller.

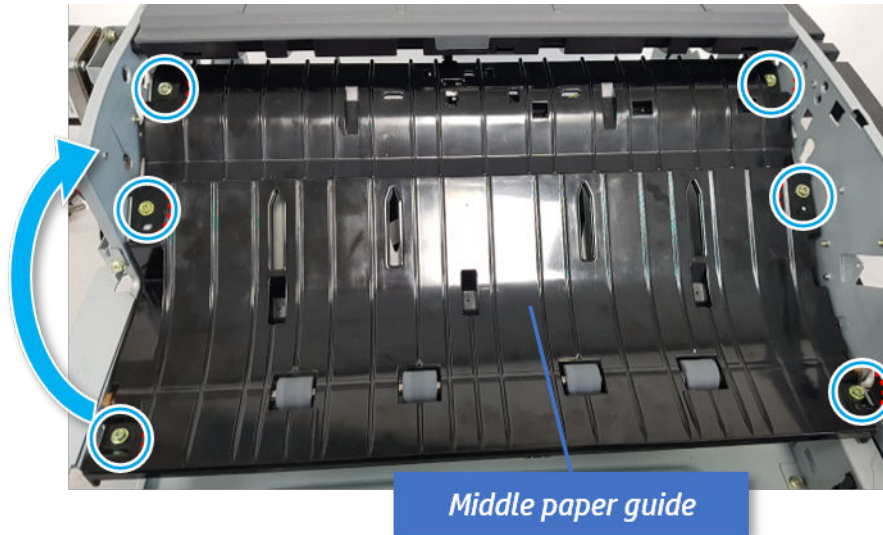
Figure 6-697 Remove the diverter guide and middle roller




Step 6: Remove the middle paper guide

1. Remove six screws, and then open the middle paper guide in the direction of the arrow.

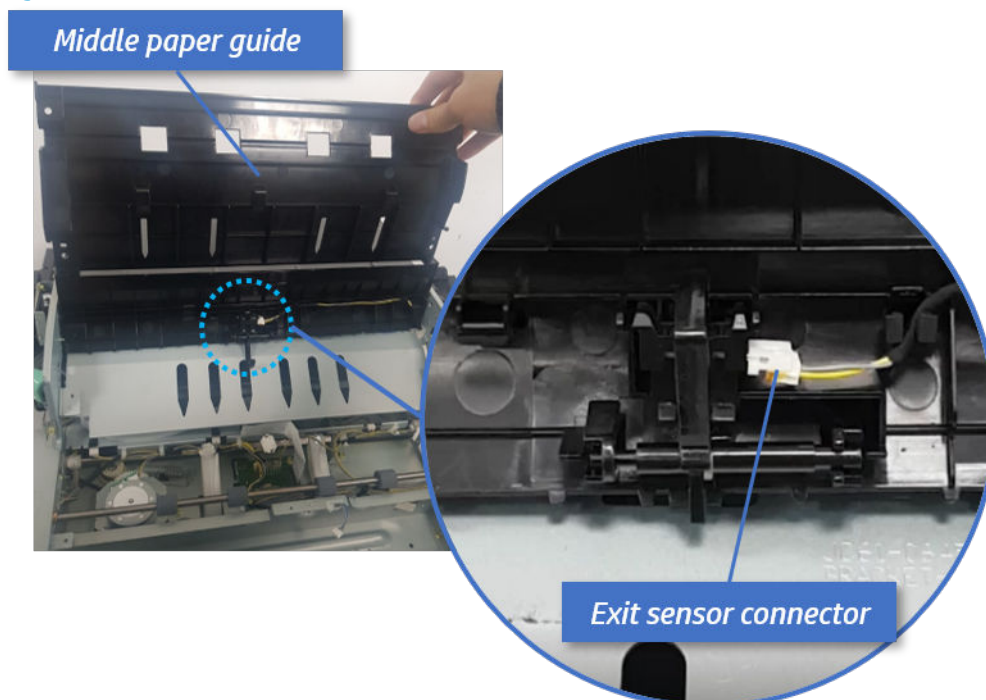
Figure 6-698 Open the middle paper guide



 **NOTE:** Be careful not to damage the sensor connector.

2. Unplug the connector under the middle paper guide. And then, remove the middle paper guide.

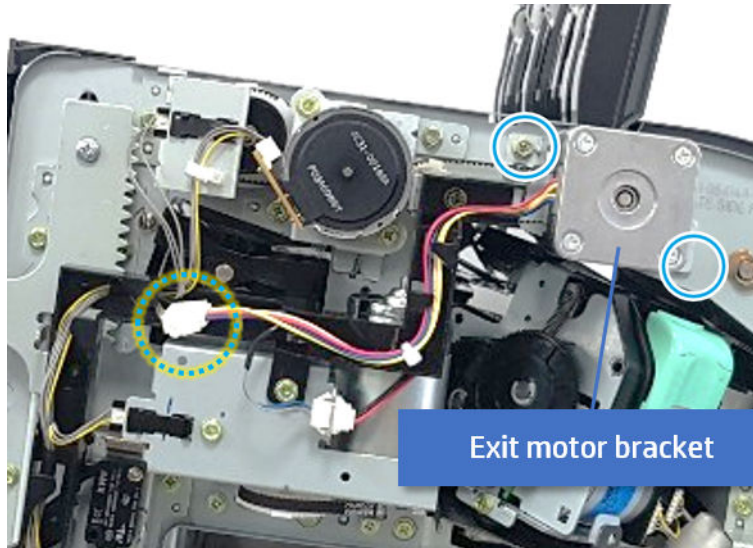
Figure 6-699 Remove the middle paper guide



Step 7: Remove the exit motor bracket

- ▲ Remove two screws, unplug the motor connector, and remove the exit motor bracket.

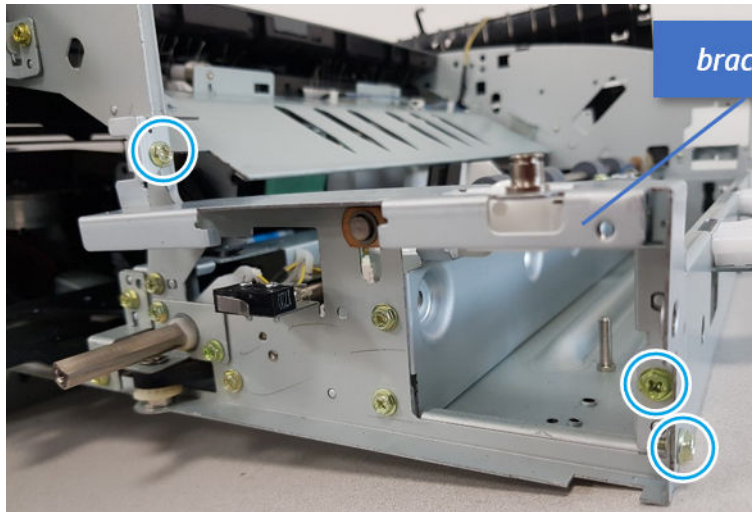
Figure 6-700 Remove the exit motor bracket



Step 8: Remove the end fence sensor bracket

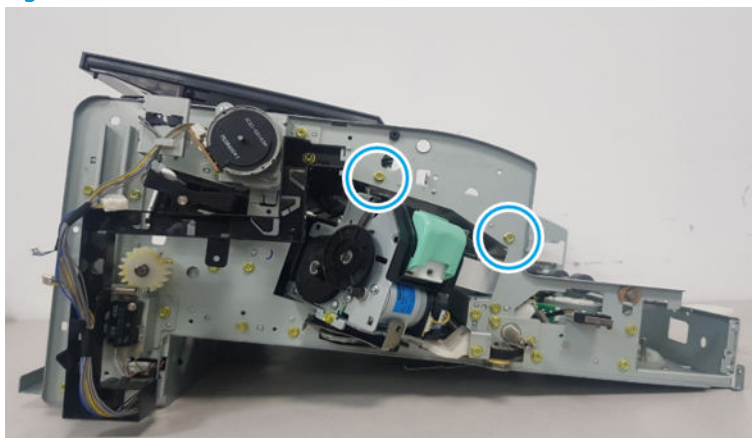
1. Remove three screws at the front of the inner finisher, and then remove the bracket.

Figure 6-701 Remove the bracket



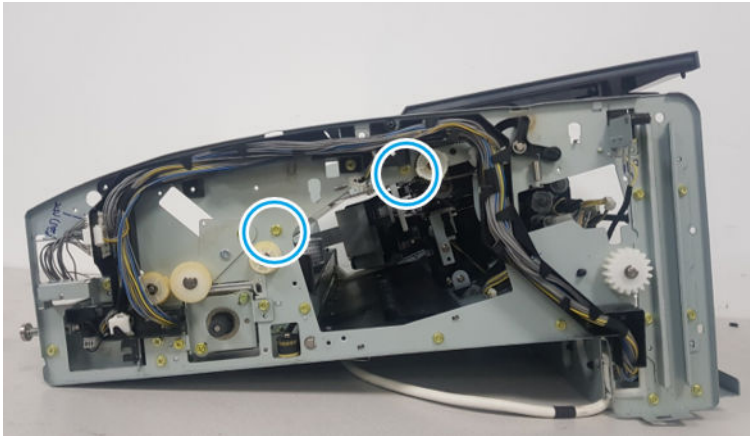
2. Remove two screws at the front of the inner finisher.

Figure 6-702 Remove two screws



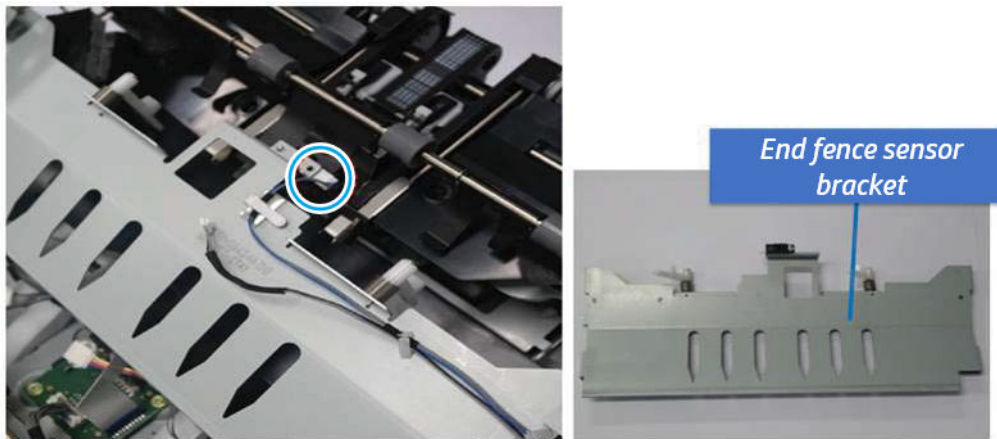
3. Remove two screws at the rear of the inner finisher.

Figure 6-703 Remove two screws



4. Loosen three cable clamps. Unplug the connector at the sensor, and then remove the end fence sensor bracket.

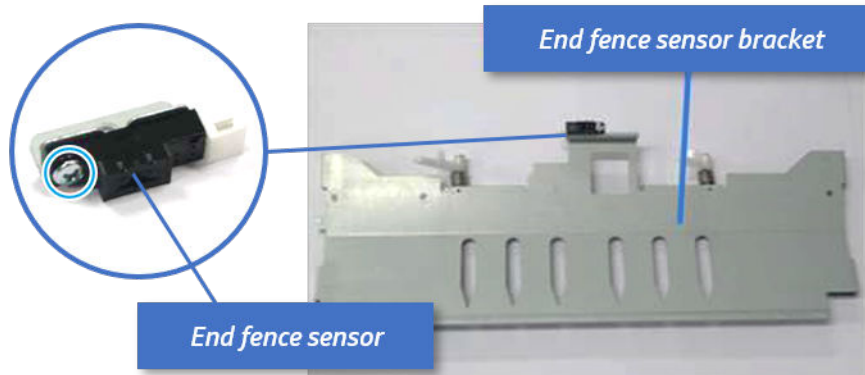
Figure 6-704 Remove the end fence sensor bracket



Step 9: Remove the end fence sensor

- ▲ Remove one screw, and then remove the end fence sensor.

Figure 6-705 Remove the end fence sensor





Step 10: 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.

Output tray unit

- [Output tray](#)
- [Output tray top of stack sensor \(S8\)](#)
- [Output tray lower limit switch \(S7\)](#)
- [Output tray motor assembly](#)

Output tray

- [Introduction](#)
- [Step 1: Remove the front cover](#)
- [Step 2: Remove the rear cover](#)
- [Step 3: Remove the output tray](#)
- [Step 4: Remove the output tray frame](#)
- [Step 5: Unpack the replacement assembly](#)

Introduction

Learn how to remove and replace the output tray.

[View a video of removing the inner finisher.](#)

[View a video of installing the inner finisher.](#)



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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- ⚠ **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.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

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

Table 6-65 Part information

Part number	Part description
JC90-01137B	Output tray

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

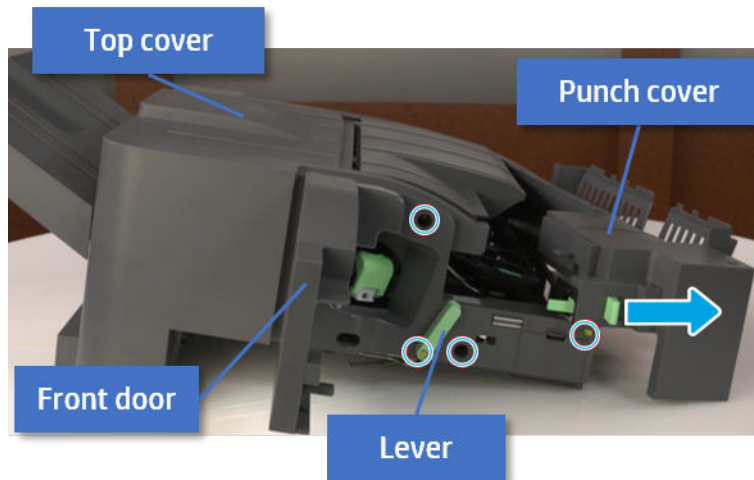
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the front cover

1. Open the front door and open the punch cover.
2. Remove three screws in the front.
3. Remove the lever.
4. Open the top cover.
5. From the right side of the front cover, carefully lift and pry toward the top-left corner to remove the front cover.

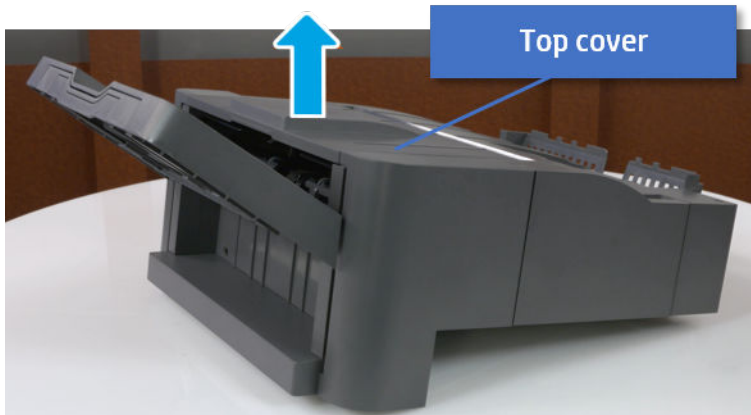
Figure 6-706 Remove the front cover



Step 2: Remove the rear cover

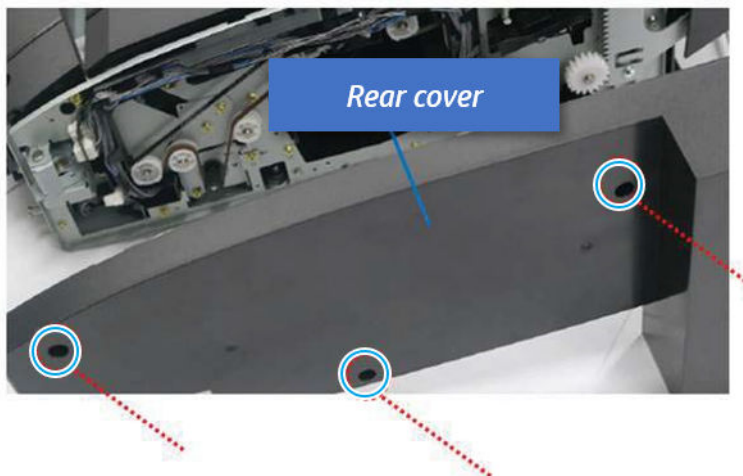
1. Open the top cover.

Figure 6-707 Open the top cover



2. Remove three screws.
3. Release hooks carefully and remove the rear cover.

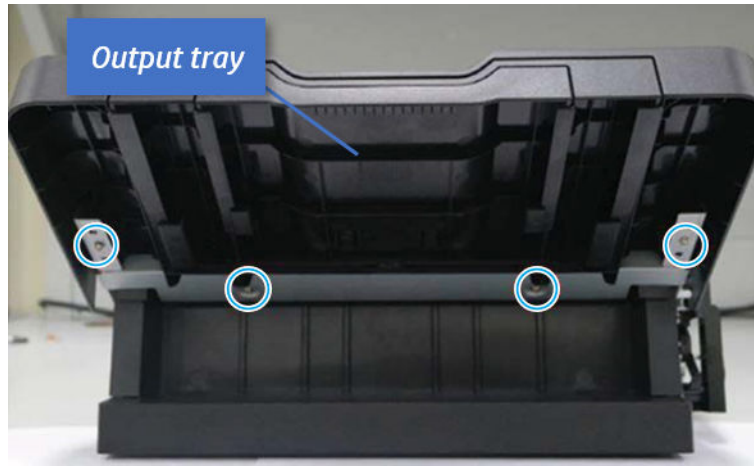
Figure 6-708 Remove the rear cover



Step 3: Remove the output tray

1. Remove four screws.

Figure 6-709 Remove four screws



2. Push the paper holding actuator into the inner finisher, and then remove the output tray.

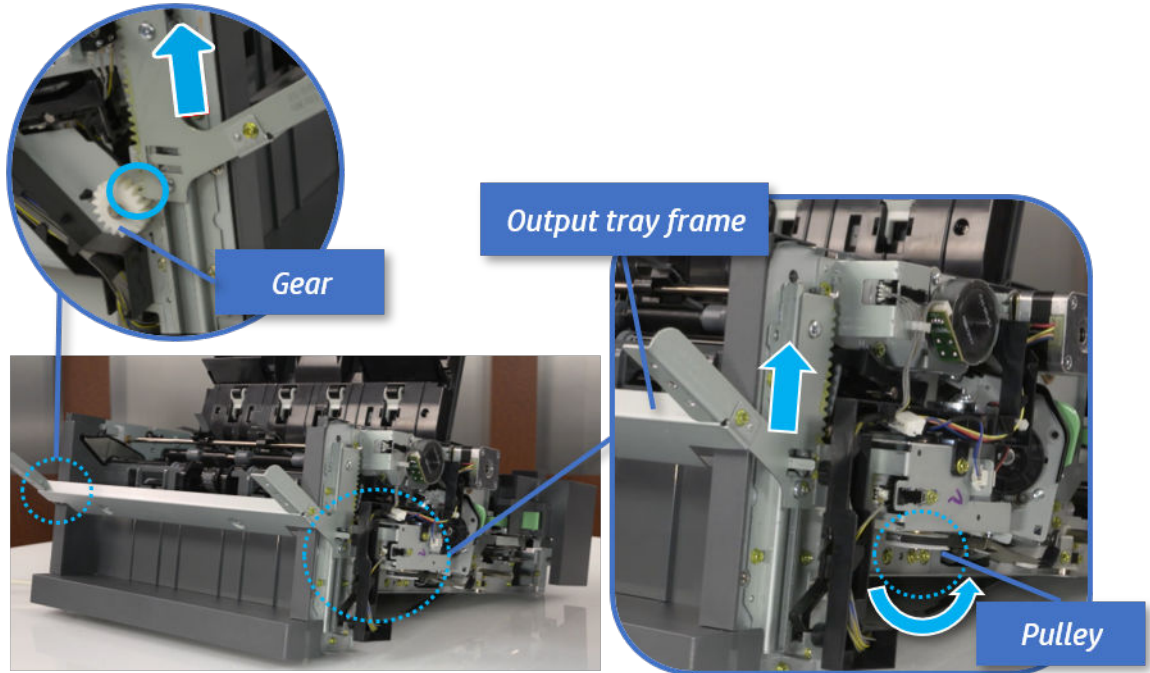
Figure 6-710 Remove the output tray



Step 4: Remove the output tray frame

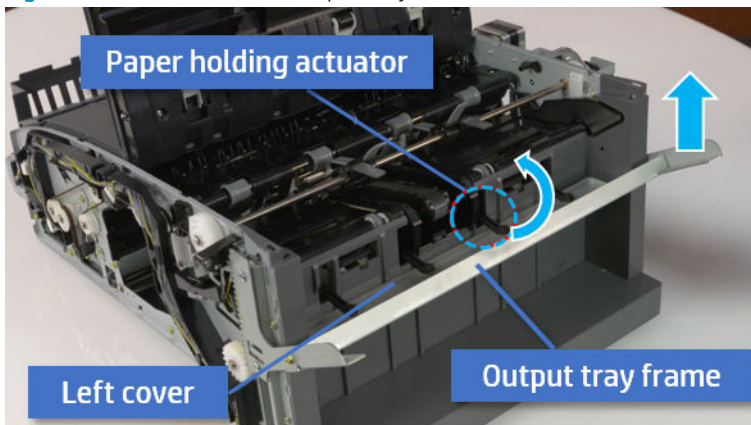
1. Rotate the pulley until the output tray frame depart from the gear.


Figure 6-711 Remove the pulley



2. Push the paper holding actuator into the inner finisher, and then remove the output tray frame.

Figure 6-712 Remove the output tray frame



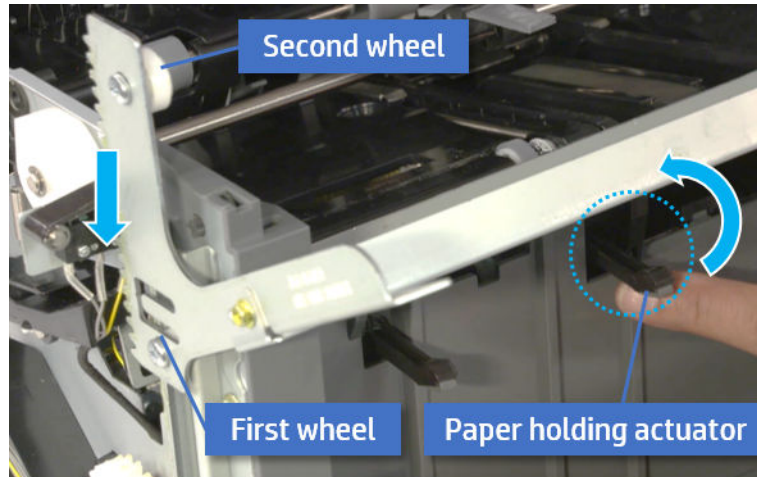
 **TIP:** Push the paper holding actuator into the inner finisher when reassembling. Be sure to level the output tray.

Reinstall the output tray frame

Use the following special instructions when the reinstalling the assembly.

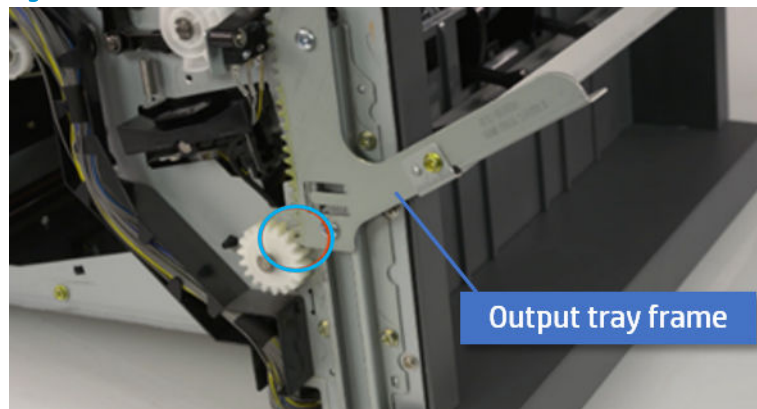
- a. Position the first wheel into the channel on both sides while pushing the paper holding actuator.

Figure 6-713 Install the wheel (1 of 2)



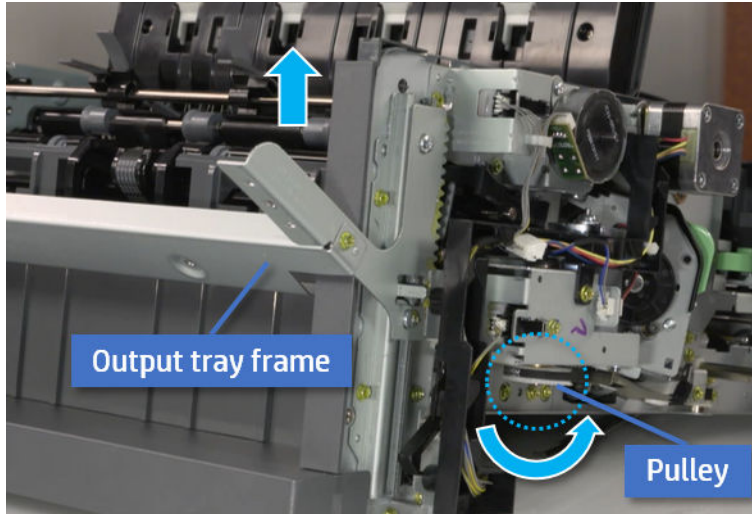
- b. Let the second wheel rest on the channel on both sides simultaneously.
- c. Gently squeeze the wheels into channel until the output tray frame meet the gear.

Figure 6-714 Install the wheel (2 of 2)



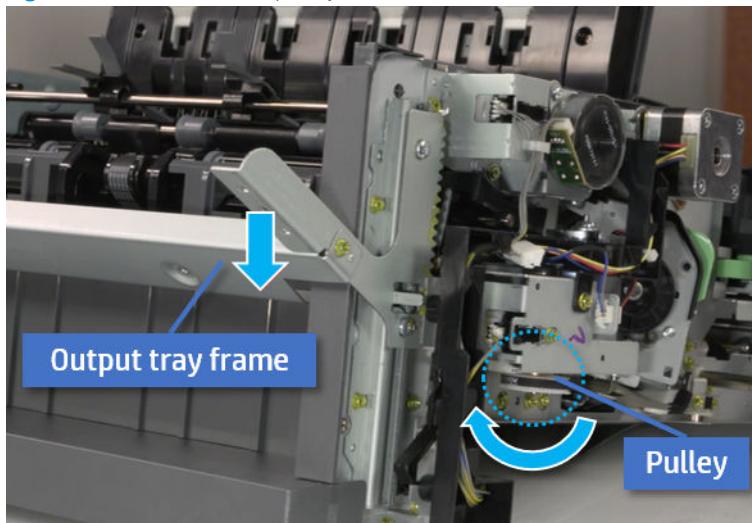
- d. Rotate the pulley until the output tray frame is no longer lifted. It can make to level the output tray frame.

Figure 6-715 Rotate the pulley (1 of 2)




- e. Rotate the pulley in the opposite direction.

Figure 6-716 Rotate the pulley (2 of 2)





Step 5: 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.

Output tray top of stack sensor (S8)

- [Introduction](#)
- [Step 1: Remove the front cover](#)
- [Step 2: Remove the rear cover](#)
- [Step 3: Remove the output tray](#)
- [Step 4: Remove the output tray frame](#)
- [Step 5: Remove the PCA cover](#)
- [Step 6: Remove the left cover](#)
- [Step 7: Remove the output tray top of stack sensor](#)
- [Step 8: Unpack the replacement assembly](#)

Introduction

Learn how to remove and replace the output tray top of stack sensor.

[View a video of removing the inner finisher.](#)

[View a video of installing the inner finisher.](#)



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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

⚠ 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.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

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

Table 6-66 Part information

Part number	Part description
JC82-01039A	Output tray top of stack sensor

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

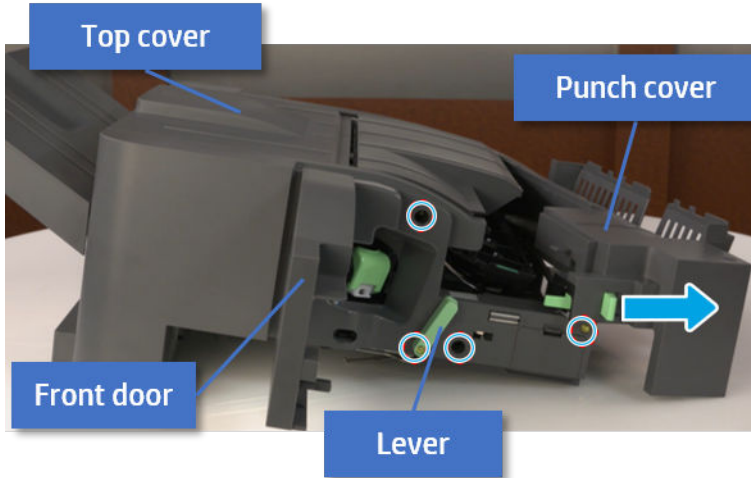
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the front cover

1. Open the front door and open the punch cover.
2. Remove three screws in the front.
3. Remove the lever.
4. Open the top cover.
5. From the right side of the front cover, carefully lift and pry toward the top-left corner to remove the front cover.

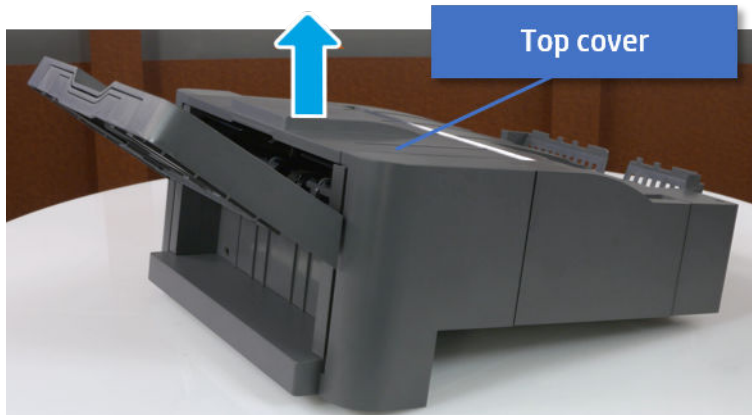
Figure 6-717 Remove the front cover



Step 2: Remove the rear cover

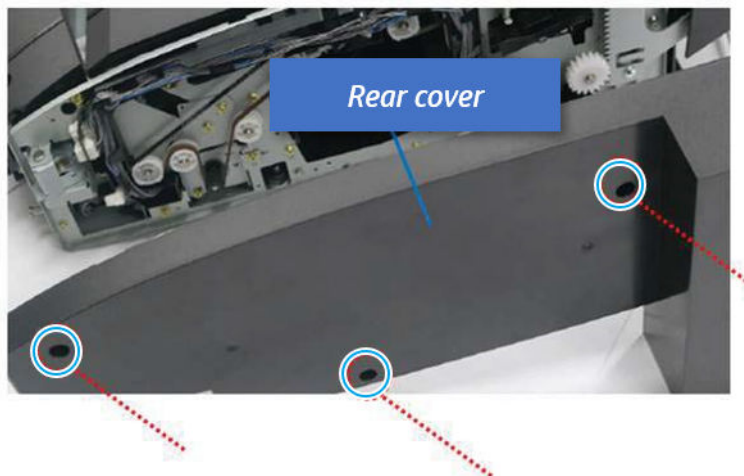
1. Open the top cover.

Figure 6-718 Open the top cover



2. Remove three screws.
3. Release hooks carefully and remove the rear cover.

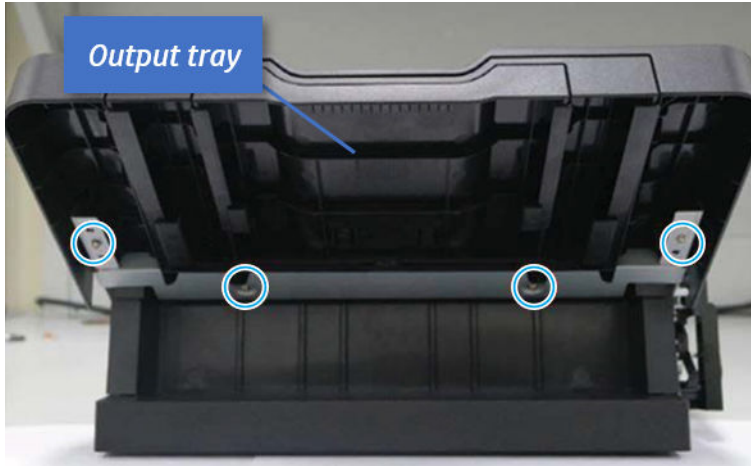
Figure 6-719 Remove the rear cover



Step 3: Remove the output tray

1. Remove four screws.

Figure 6-720 Remove four screws



2. Push the paper holding actuator into the inner finisher, and then remove the output tray.

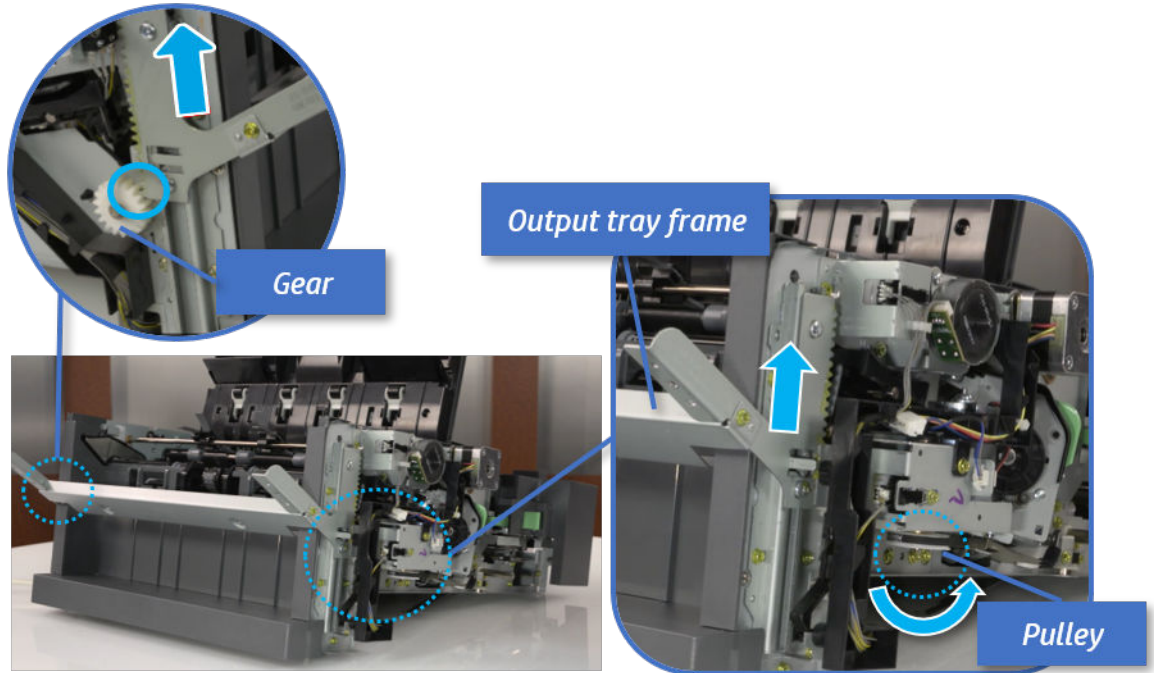
Figure 6-721 Remove the output tray



Step 4: Remove the output tray frame

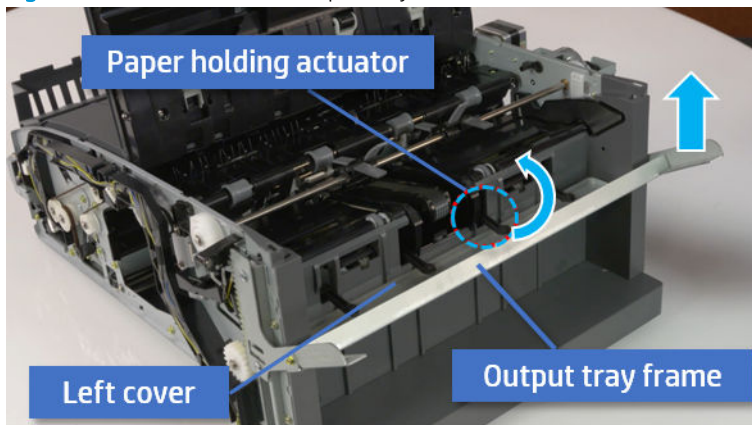
1. Rotate the pulley until the output tray frame depart from the gear.


Figure 6-722 Remove the pulley



2. Push the paper holding actuator into the inner finisher, and then remove the output tray frame.

Figure 6-723 Remove the output tray frame



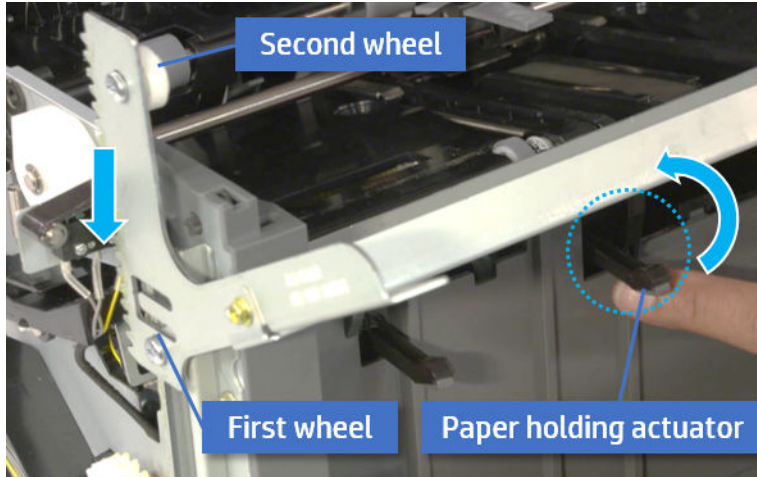
 **TIP:** Push the paper holding actuator into the inner finisher when reassembling. Be sure to level the output tray.

Reinstall the output tray frame

Use the following special instructions when the reinstalling the assembly.

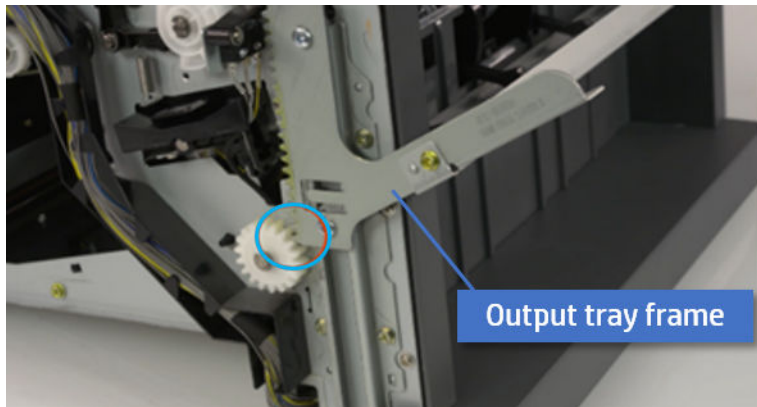
- a. Position the first wheel into the channel on both sides while pushing the paper holding actuator.

Figure 6-724 Install the wheel (1 of 2)



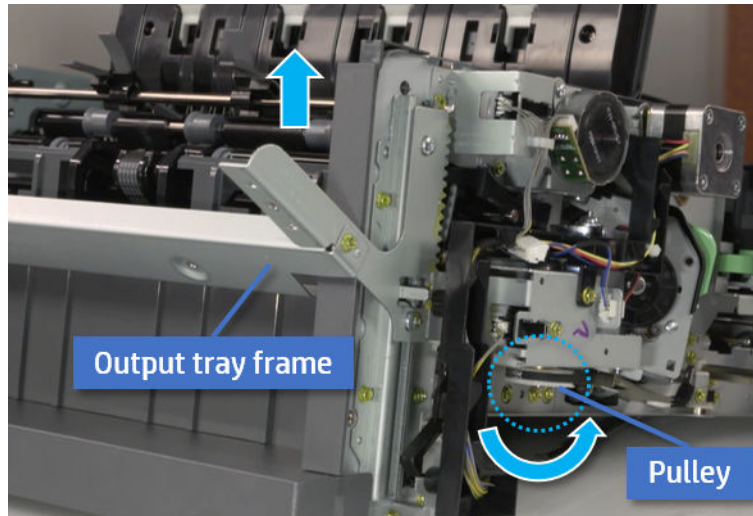
- b. Let the second wheel rest on the channel on both sides simultaneously.
- c. Gently squeeze the wheels into channel until the output tray frame meet the gear.

Figure 6-725 Install the wheel (2 of 2)



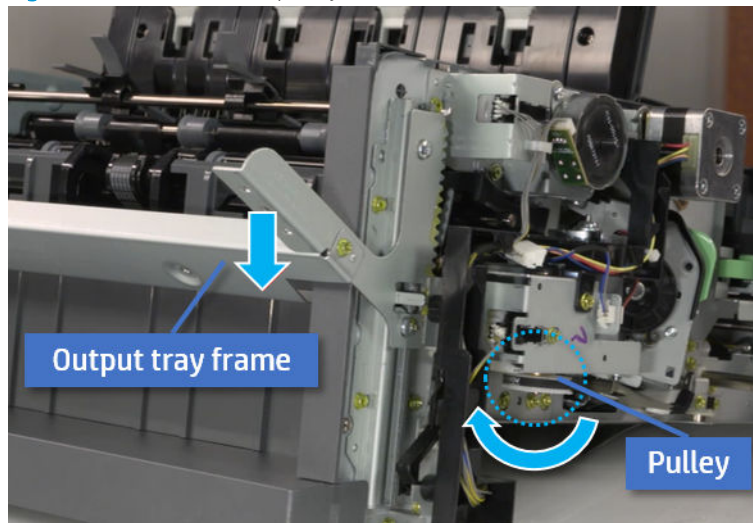
- d. Rotate the pulley until the output tray frame is no longer lifted. It can make to level the output tray frame.

Figure 6-726 Rotate the pulley (1 of 2)



- e. Rotate the pulley in the opposite direction.

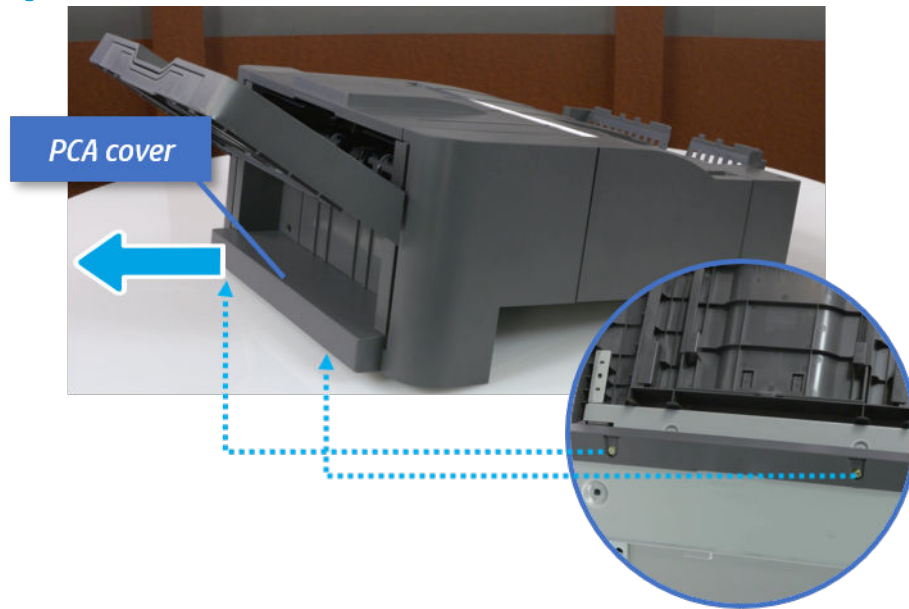
Figure 6-727 Rotate the pulley (2 of 2)



Step 5: Remove the PCA cover

- ▲ Remove two screws, and then remove the PCA cover.

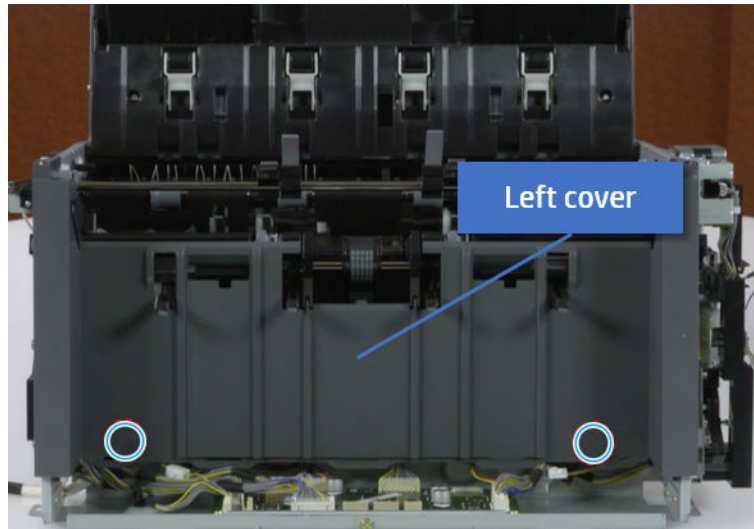
Figure 6-728 Remove the PCA cover



Step 6: Remove the left cover

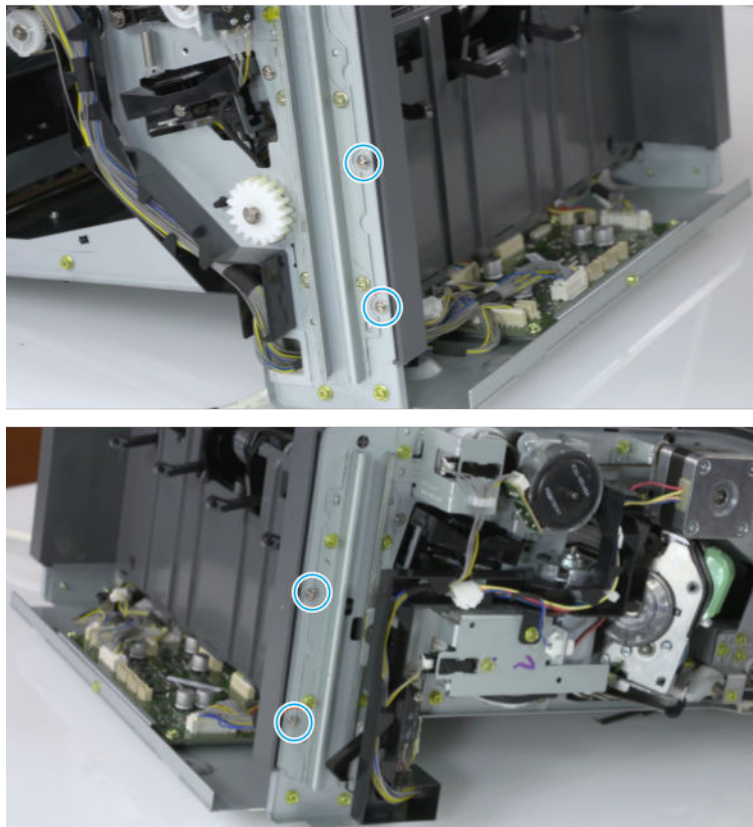
1. Remove two screws.

Figure 6-729 Remove two screws



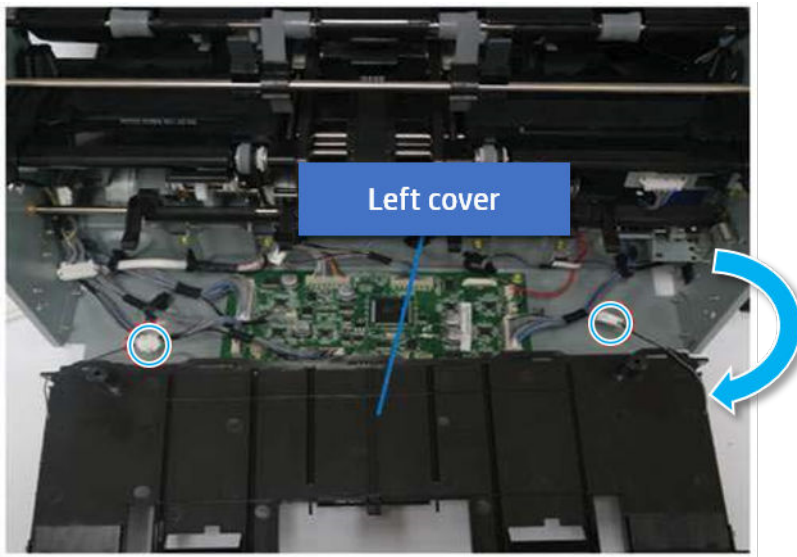
2. Remove four screws from both front and rear sides


Figure 6-730 Remove four screws

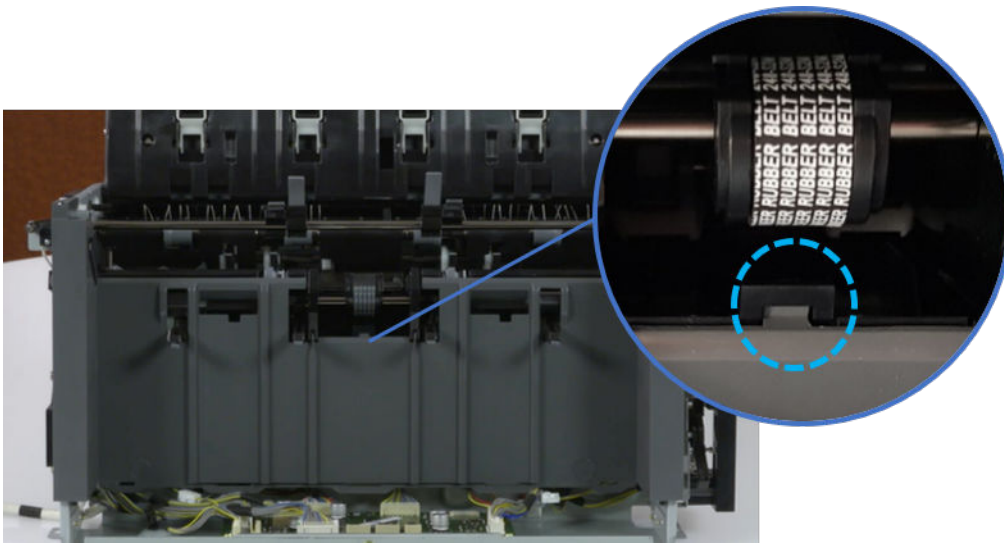


3. Unplug two inline connectors, and then remove the left cover.

Figure 6-731 Unplug two connectors



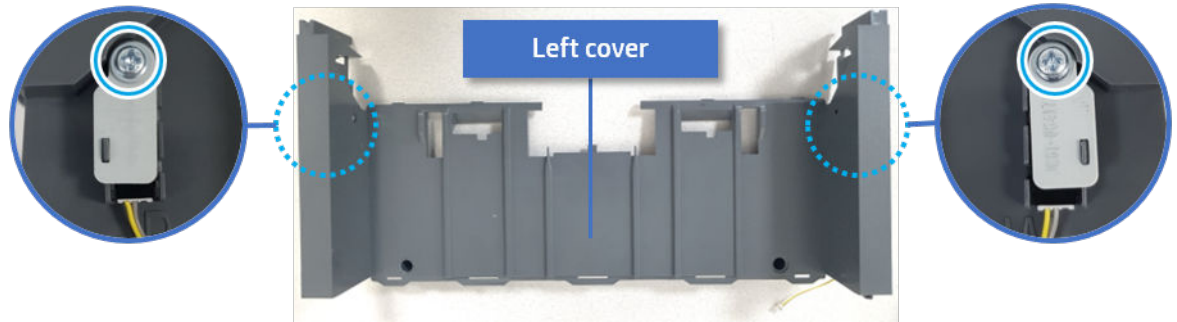
 **TIP:** Be sure to check the hook when reassembling.



Step 7: Remove the output tray top of stack sensor

- ▲ Remove two screws from both sides of the left cover. Remove the bracket, and then remove the sensor.

Figure 6-732 Remove the output tray top of stack sensor





Step 8: 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.

Output tray lower limit switch (S7)

- [Introduction](#)
- [Step 1: Remove the front cover](#)
- [Step 2: Remove the rear cover](#)
- [Step 3: Remove the output tray](#)
- [Step 4: Remove the output tray frame](#)
- [Step 5: Remove the PCA cover](#)
- [Step 6: Remove the left cover](#)
- [Step 7: Remove the front harness guide](#)
- [Step 8: Remove the output tray lower limit switch](#)
- [Step 9: Unpack the replacement assembly](#)

Introduction

Learn how to remove and replace the output tray lower limit switch.

[View a video of removing the inner finisher.](#)

[View a video of installing the inner finisher.](#)



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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- ⚠ **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.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

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

Table 6-67 Part information

Part number	Part description
JC90-01320A	Output tray lower limit switch

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

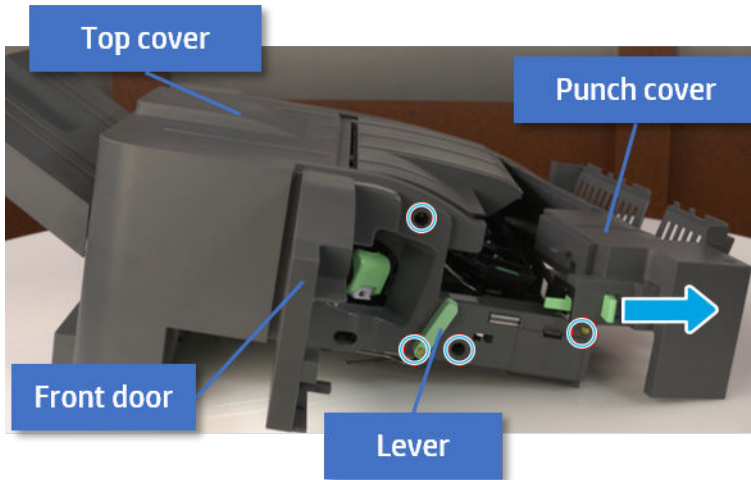
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the front cover

1. Open the front door and open the punch cover.
2. Remove three screws in the front.
3. Remove the lever.
4. Open the top cover.
5. From the right side of the front cover, carefully lift and pry toward the top-left corner to remove the front cover.

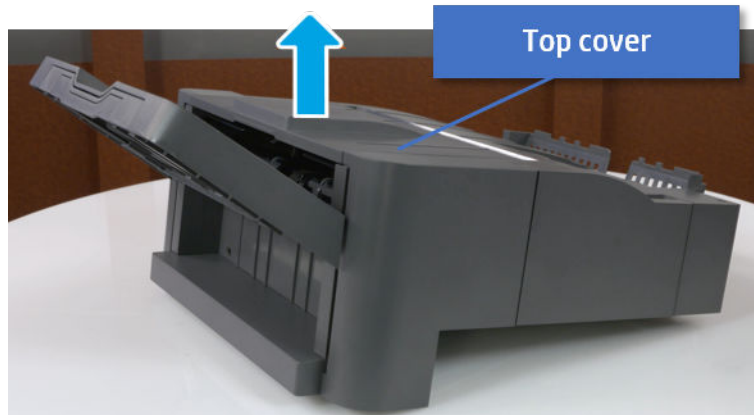
Figure 6-733 Remove the front cover



Step 2: Remove the rear cover

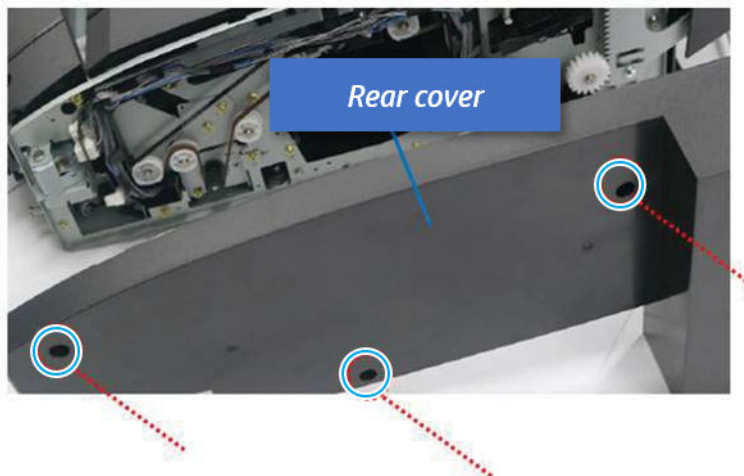
1. Open the top cover.

Figure 6-734 Open the top cover



2. Remove three screws.
3. Release hooks carefully and remove the rear cover.

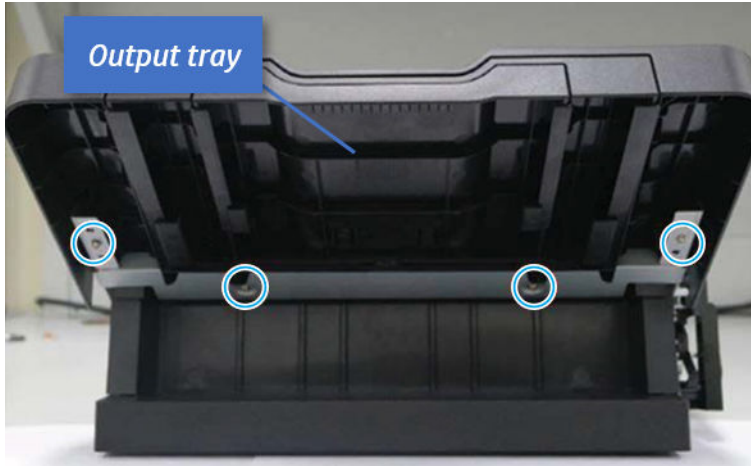
Figure 6-735 Remove the rear cover



Step 3: Remove the output tray

1. Remove four screws.

Figure 6-736 Remove four screws



2. Push the paper holding actuator into the inner finisher, and then remove the output tray.

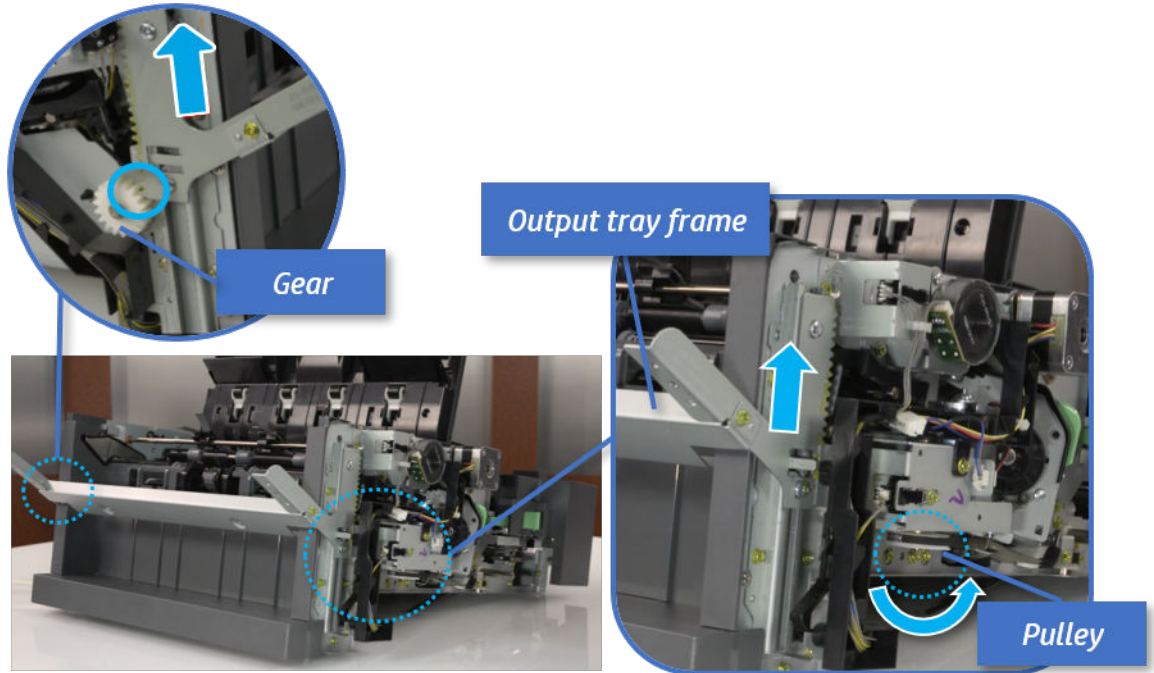
Figure 6-737 Remove the output tray



Step 4: Remove the output tray frame

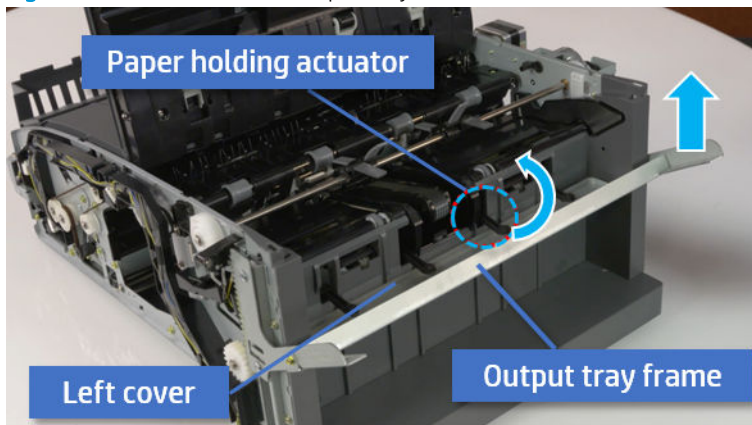
1. Rotate the pulley until the output tray frame depart from the gear.

Figure 6-738 Remove the pulley



2. Push the paper holding actuator into the inner finisher, and then remove the output tray frame.

Figure 6-739 Remove the output tray frame



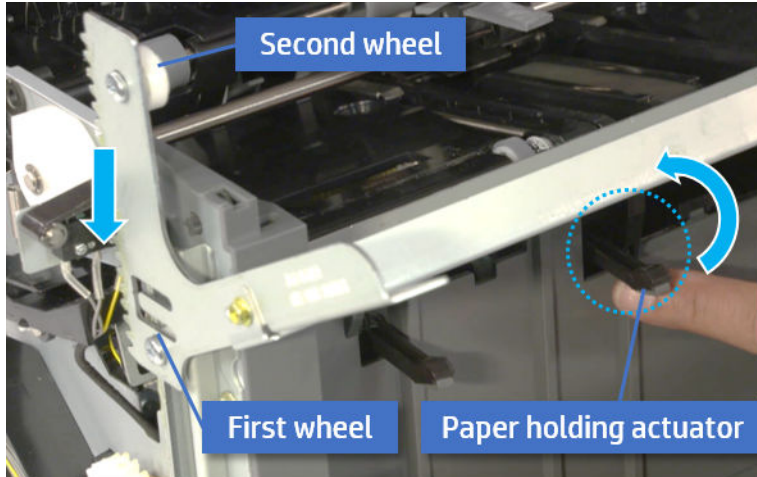
 **TIP:** Push the paper holding actuator into the inner finisher when reassembling. Be sure to level the output tray.

Reinstall the output tray frame

Use the following special instructions when the reinstalling the assembly.

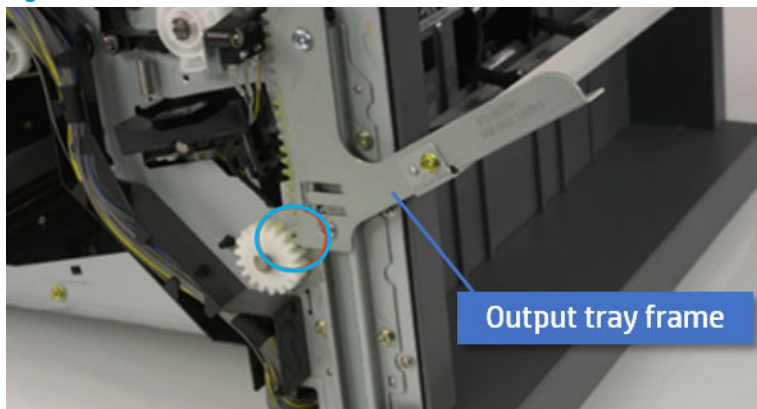
- a. Position the first wheel into the channel on both sides while pushing the paper holding actuator.

Figure 6-740 Install the wheel (1 of 2)



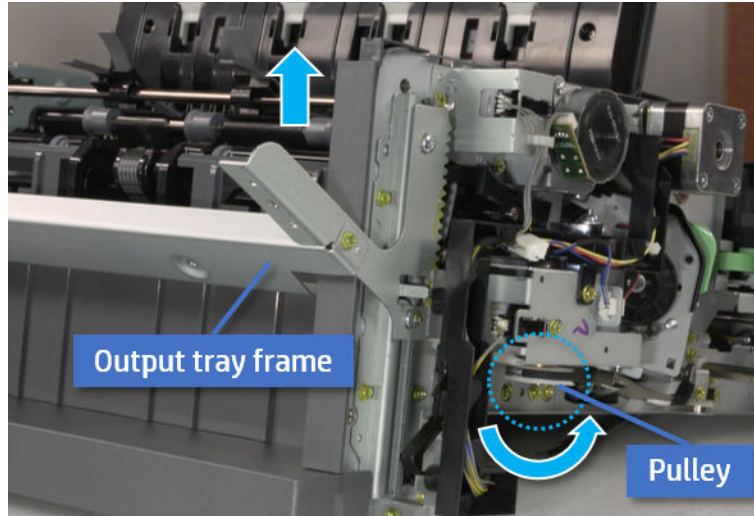
- b. Let the second wheel rest on the channel on both sides simultaneously.
- c. Gently squeeze the wheels into channel until the output tray frame meet the gear.

Figure 6-741 Install the wheel (2 of 2)



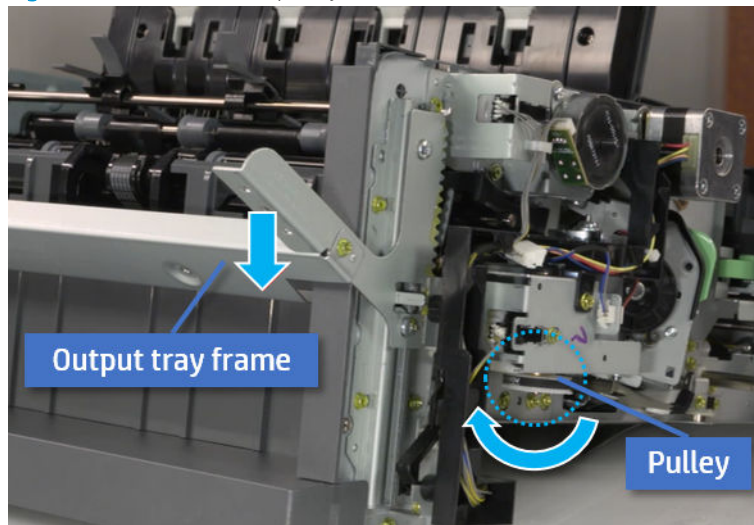
- d. Rotate the pulley until the output tray frame is no longer lifted. It can make to level the output tray frame.

Figure 6-742 Rotate the pulley (1 of 2)



- e. Rotate the pulley in the opposite direction.

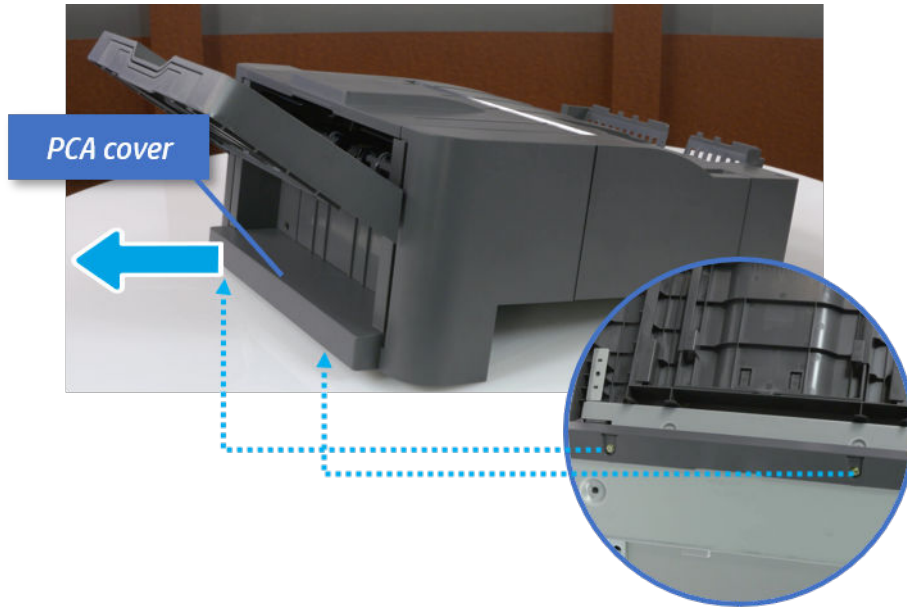
Figure 6-743 Rotate the pulley (2 of 2)



Step 5: Remove the PCA cover

- ▲ Remove two screws, and then remove the PCA cover.

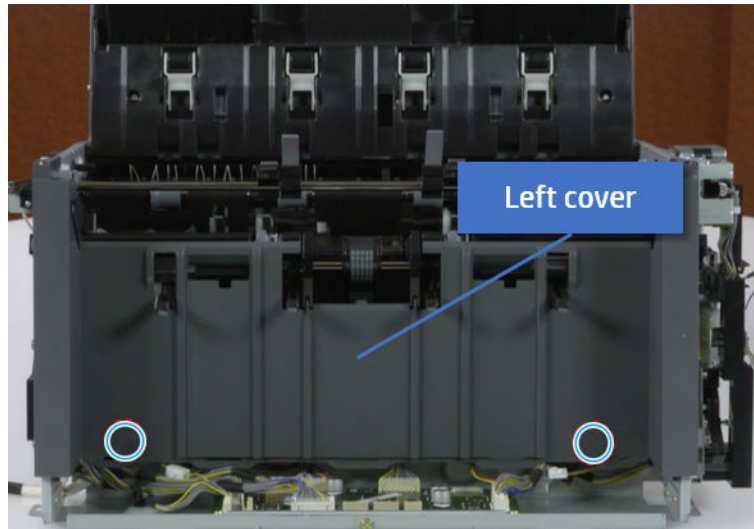
Figure 6-744 Remove the PCA cover



Step 6: Remove the left cover

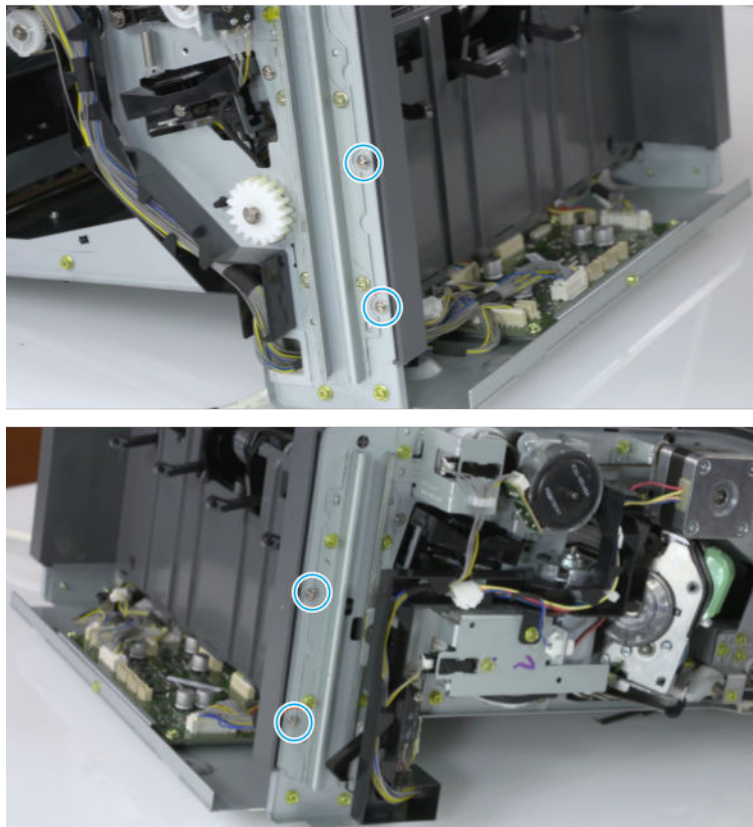
1. Remove two screws.

Figure 6-745 Remove two screws



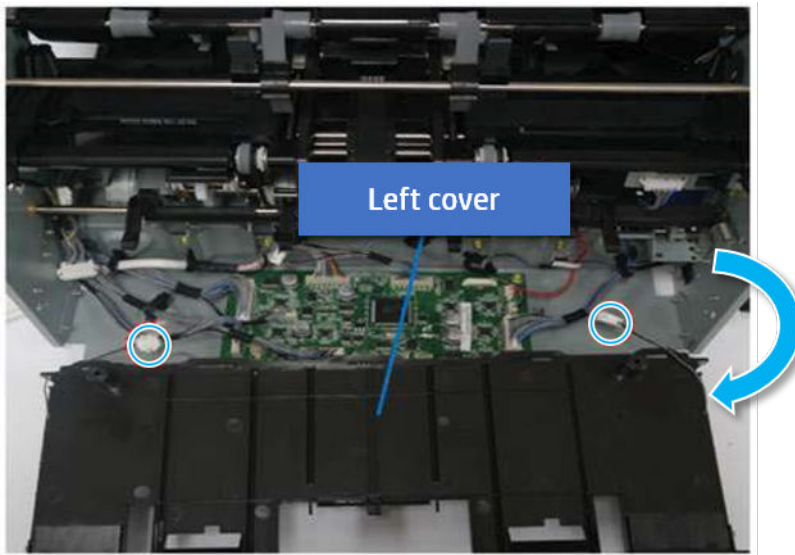
2. Remove four screws from both front and rear sides


Figure 6-746 Remove four screws

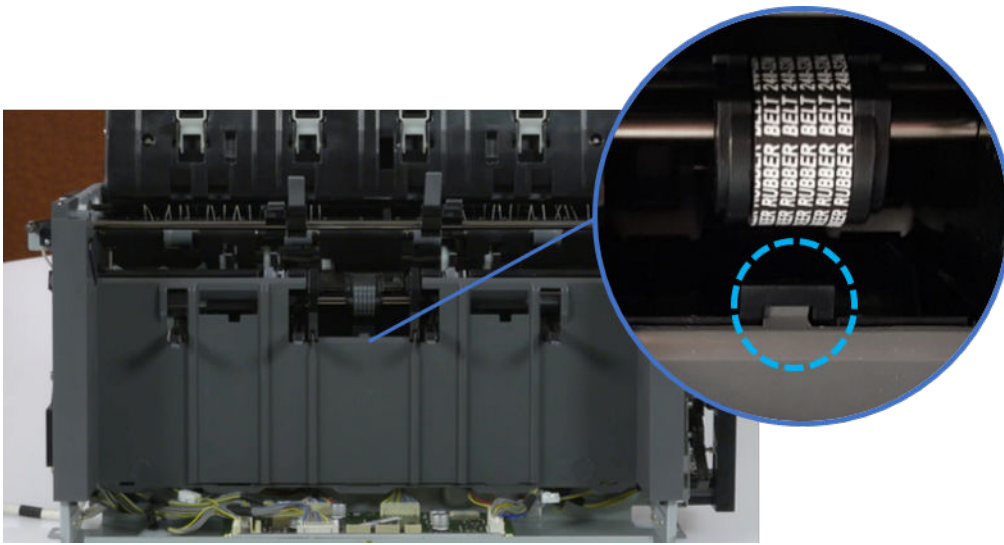


3. Unplug two inline connectors, and then remove the left cover.

Figure 6-747 Unplug two connectors



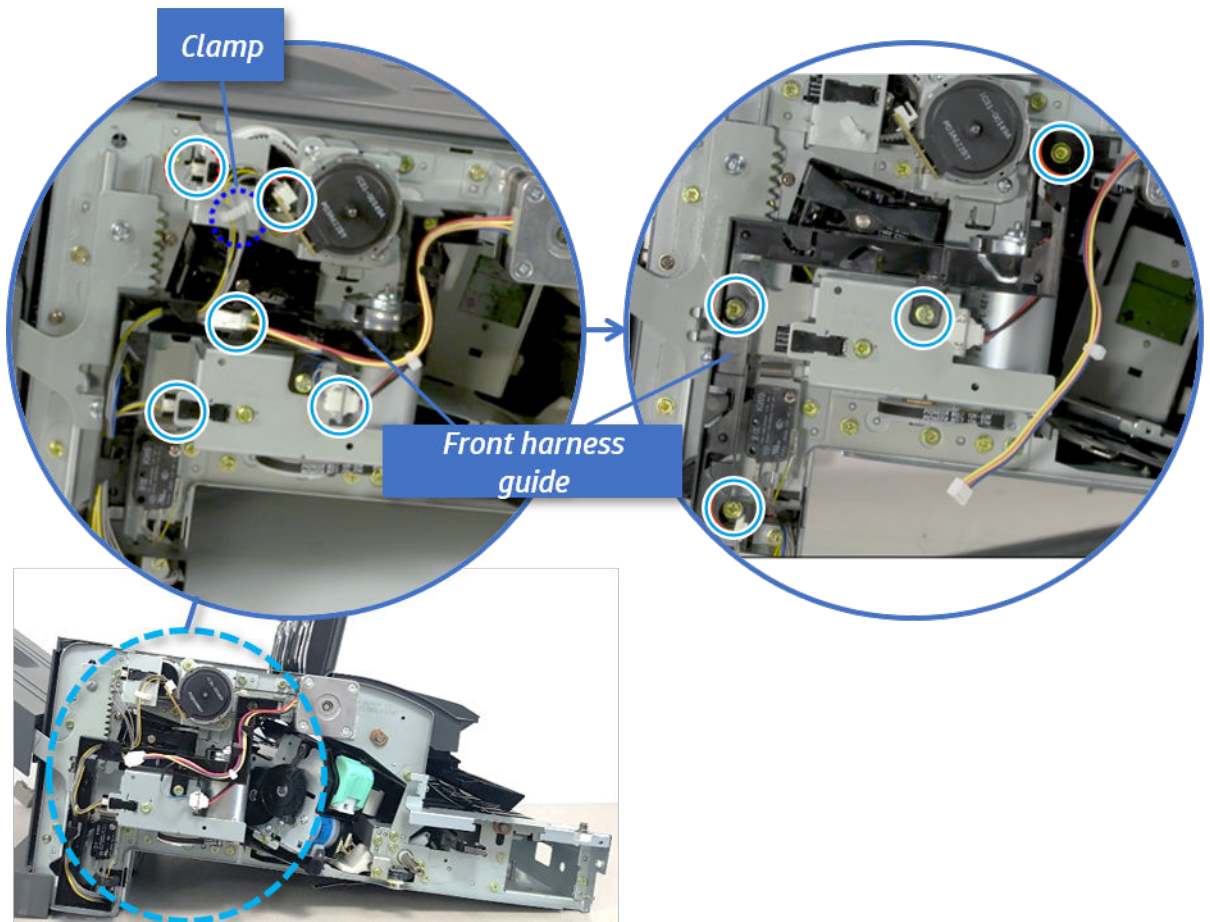
 **TIP:** Be sure to check the hook when reassembling.



Step 7: Remove the front harness guide

1. Open one clamp, unplug five connectors, and then remove the wire harness from the front harness guide.
2. Remove four screws, and then remove the front harness guide.

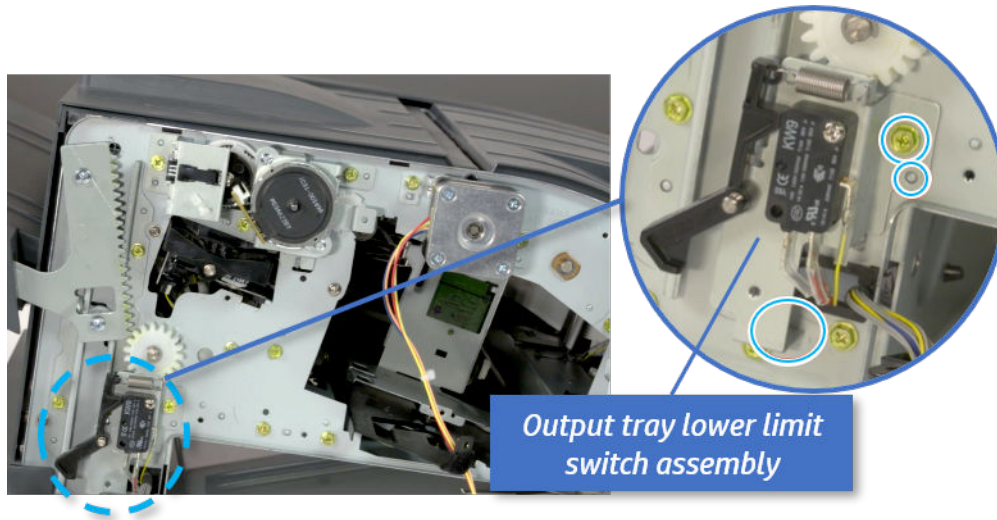
Figure 6-748 Remove the front harness guide



Step 8: Remove the output tray lower limit switch

- ▲ Remove one screw, and then remove the output tray lower limit switch.

Figure 6-749 Remove the output tray lower limit switch





Step 9: 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.

Output tray motor assembly

- [Output tray motor assembly \(M4\)](#)
- [Output tray motor sensor \(S6\)](#)
- [Output tray motor](#)

Output tray motor assembly (M4)

- [Introduction](#)
- [Step 1: Remove the front cover](#)
- [Step 2: Remove the rear cover](#)
- [Step 3: Remove the output tray](#)
- [Step 4: Remove the output tray frame](#)
- [Step 5: Remove the PCA cover](#)
- [Step 6: Remove the left cover](#)
- [Step 7: Remove the front harness guide](#)
- [Step 8: Remove the output tray motor assembly](#)
- [Step 9: Unpack the replacement assembly](#)

Introduction

Learn how to remove and replace the output tray motor assembly.

[View a video of removing the inner finisher.](#)

[View a video of installing the inner finisher.](#)



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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- ⚠ **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.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

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

Table 6-68 Part information

Part number	Part description
JC90-01334B	Output tray motor assembly

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

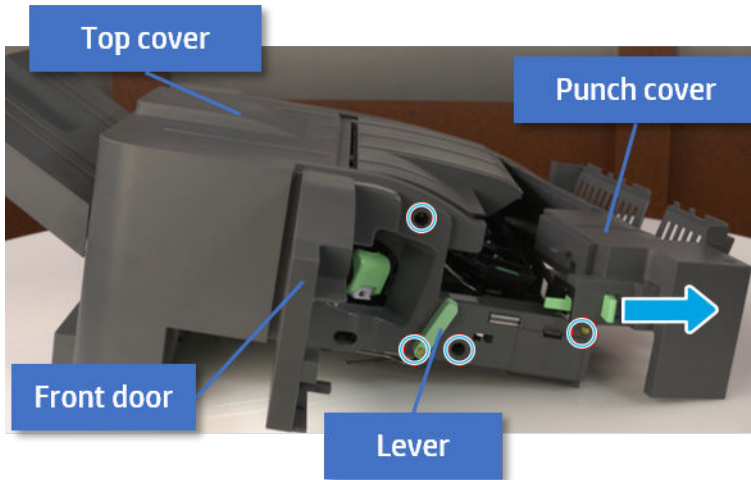
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the front cover

1. Open the front door and open the punch cover.
2. Remove three screws in the front.
3. Remove the lever.
4. Open the top cover.
5. From the right side of the front cover, carefully lift and pry toward the top-left corner to remove the front cover.

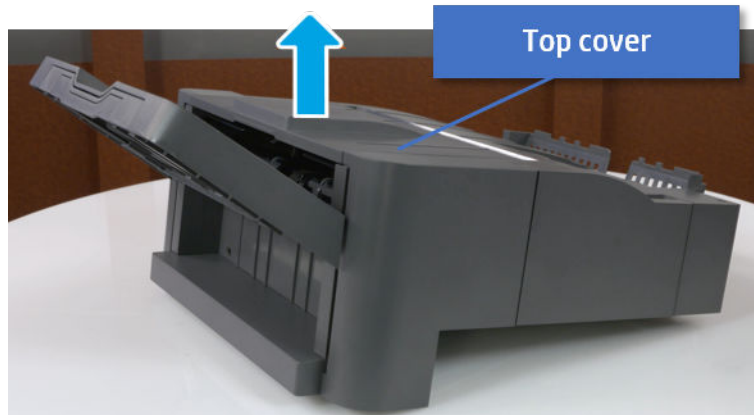
Figure 6-750 Remove the front cover



Step 2: Remove the rear cover

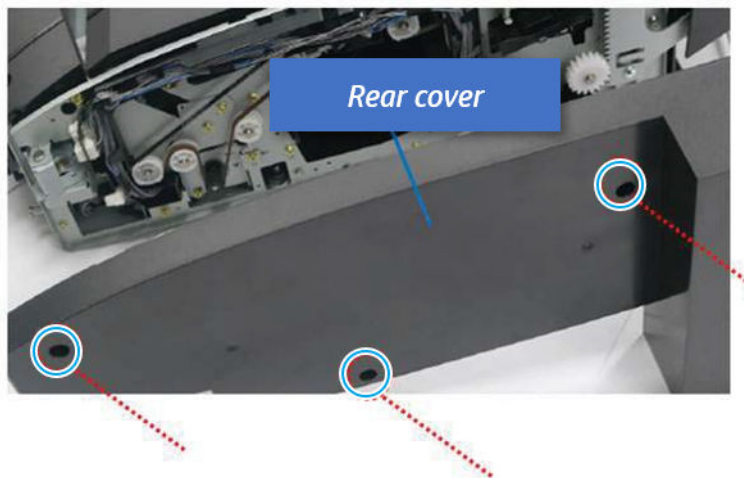
1. Open the top cover.

Figure 6-751 Open the top cover



2. Remove three screws.
3. Release hooks carefully and remove the rear cover.

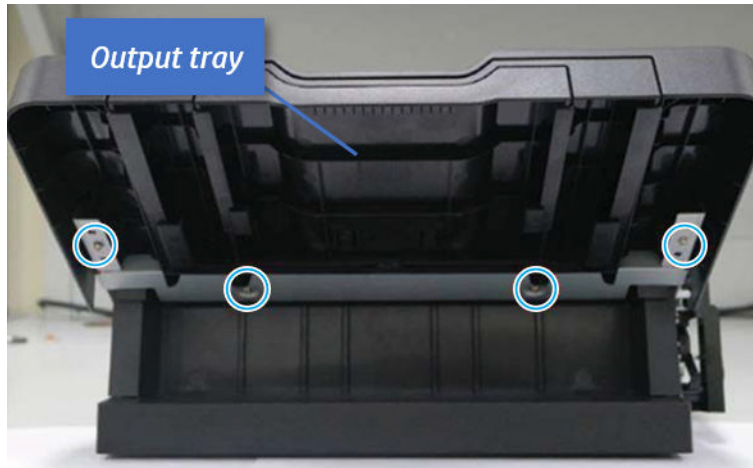
Figure 6-752 Remove the rear cover



Step 3: Remove the output tray

1. Remove four screws.

Figure 6-753 Remove four screws



2. Push the paper holding actuator into the inner finisher, and then remove the output tray.

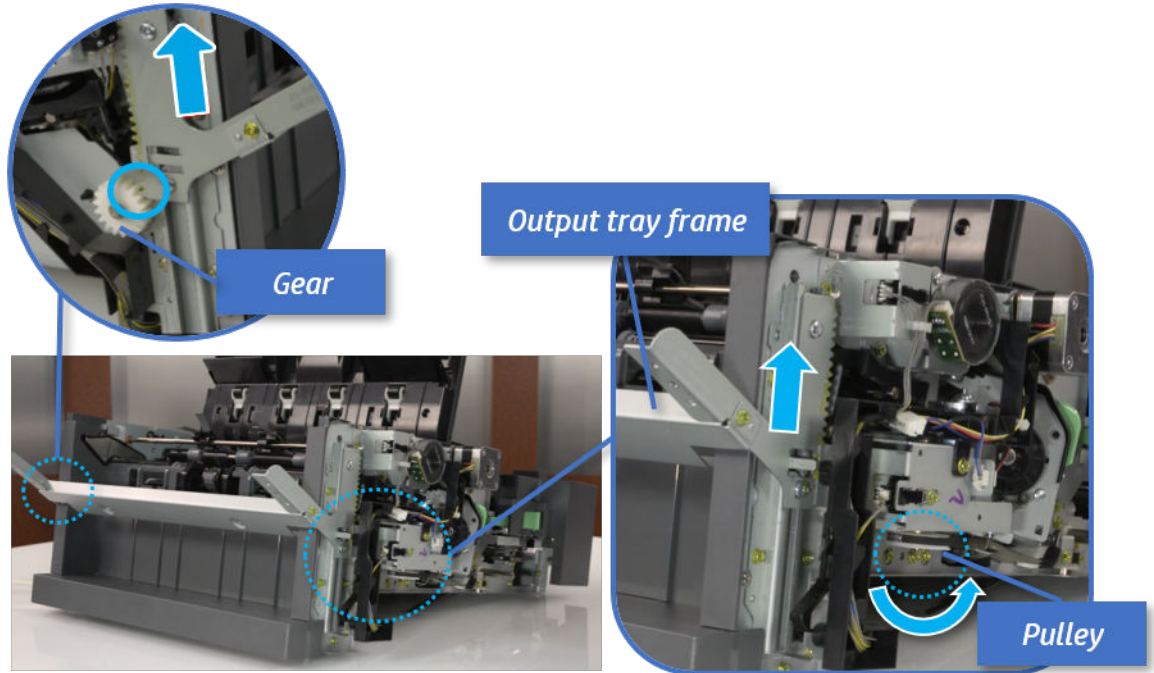
Figure 6-754 Remove the output tray



Step 4: Remove the output tray frame

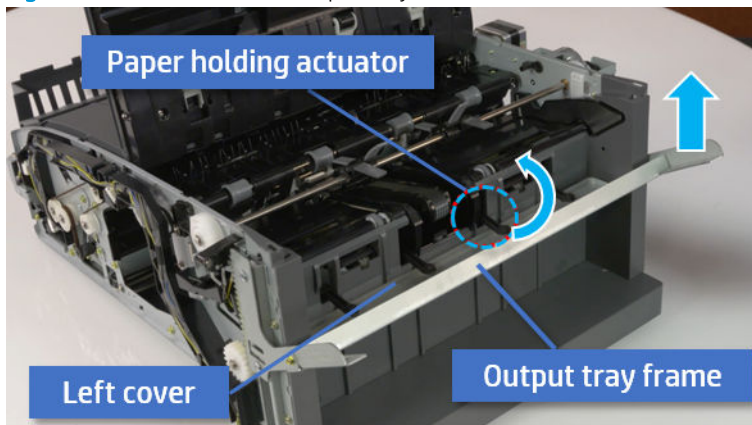
1. Rotate the pulley until the output tray frame depart from the gear.


Figure 6-755 Remove the pulley



2. Push the paper holding actuator into the inner finisher, and then remove the output tray frame.

Figure 6-756 Remove the output tray frame



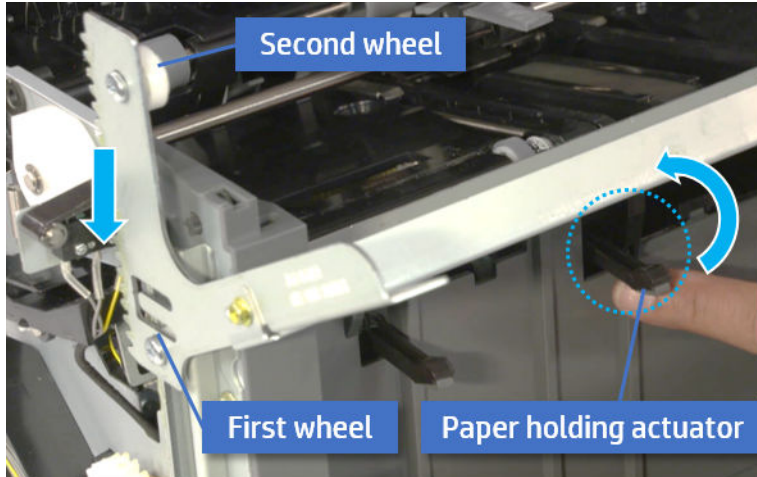
 **TIP:** Push the paper holding actuator into the inner finisher when reassembling. Be sure to level the output tray.

Reinstall the output tray frame

Use the following special instructions when the reinstalling the assembly.

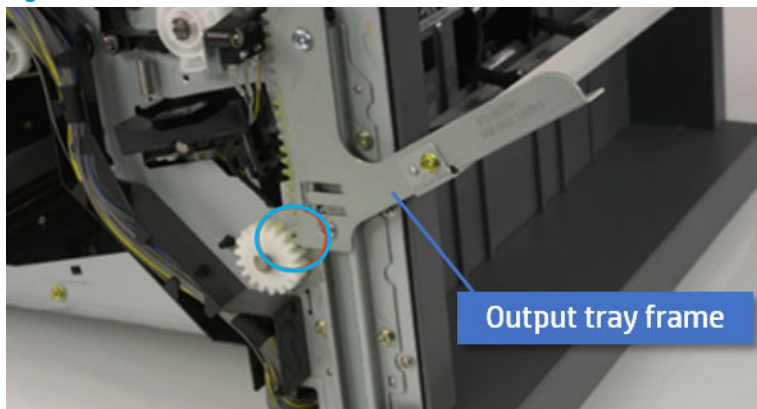
- a. Position the first wheel into the channel on both sides while pushing the paper holding actuator.

Figure 6-757 Install the wheel (1 of 2)



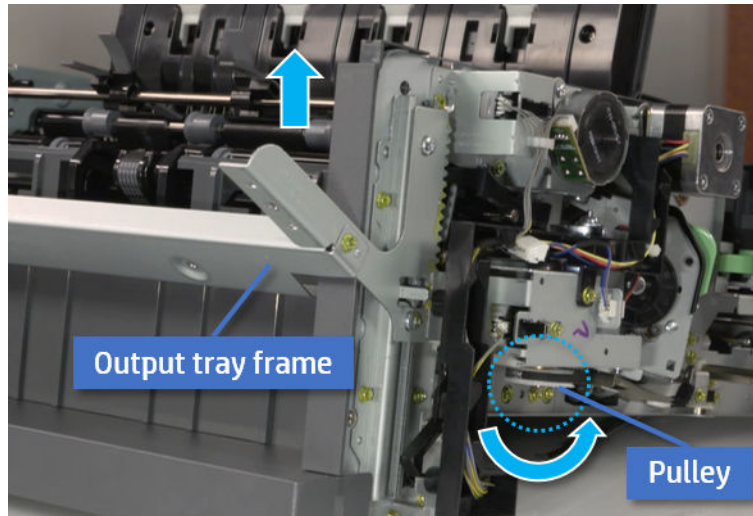
- b. Let the second wheel rest on the channel on both sides simultaneously.
- c. Gently squeeze the wheels into channel until the output tray frame meet the gear.

Figure 6-758 Install the wheel (2 of 2)



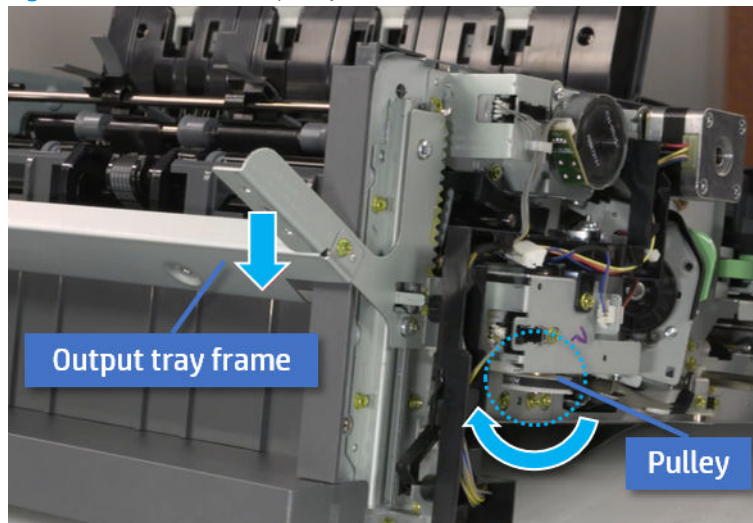
- d. Rotate the pulley until the output tray frame is no longer lifted. It can make to level the output tray frame.

Figure 6-759 Rotate the pulley (1 of 2)



- e. Rotate the pulley in the opposite direction.

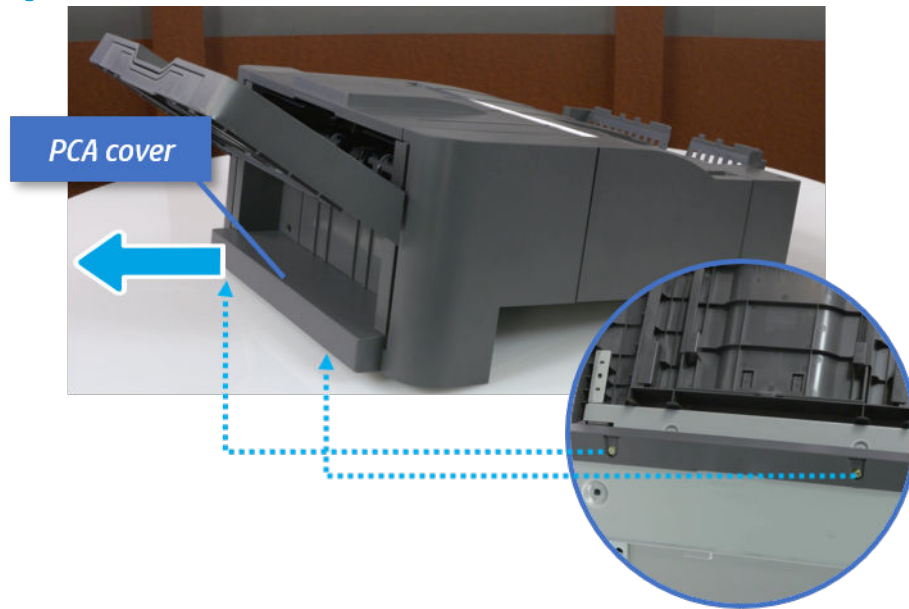
Figure 6-760 Rotate the pulley (2 of 2)



Step 5: Remove the PCA cover

- ▲ Remove two screws, and then remove the PCA cover.

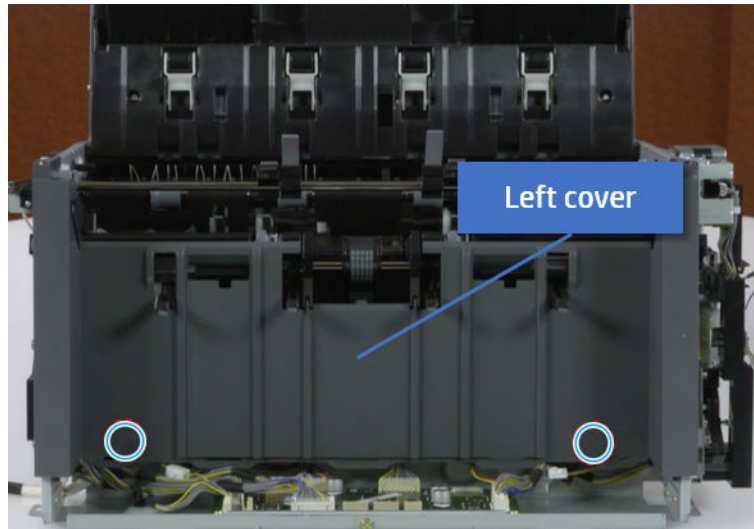
Figure 6-761 Remove the PCA cover



Step 6: Remove the left cover

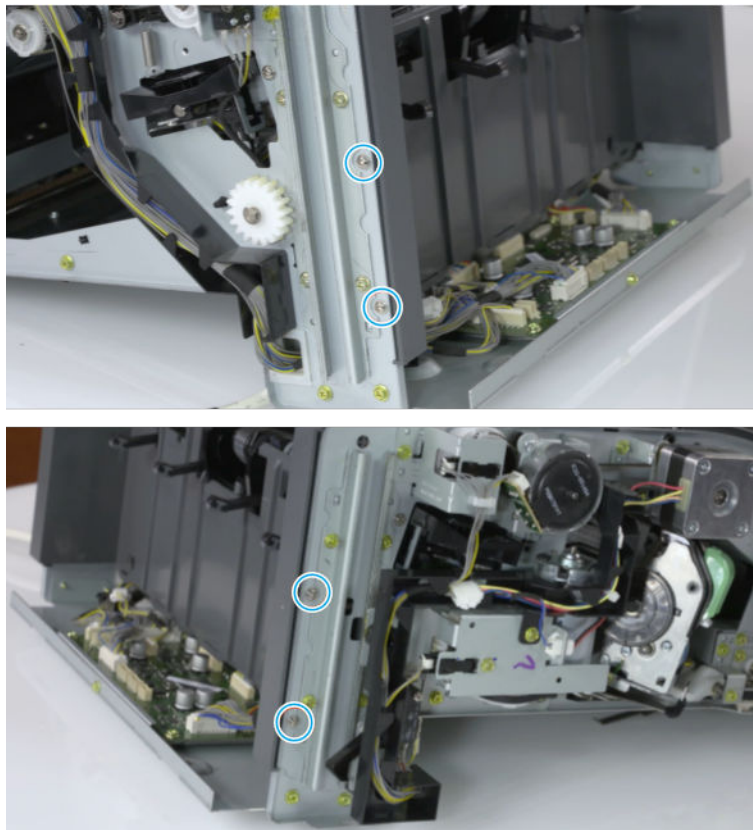
1. Remove two screws.

Figure 6-762 Remove two screws



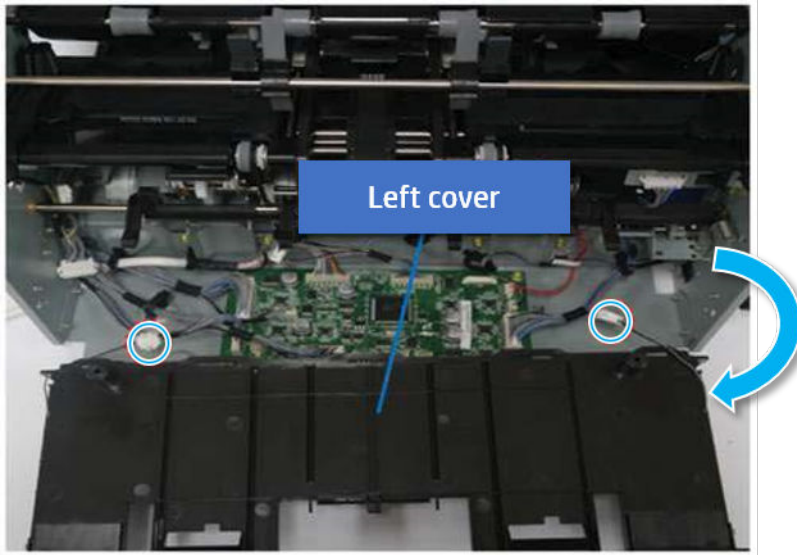
2. Remove four screws from both front and rear sides


Figure 6-763 Remove four screws

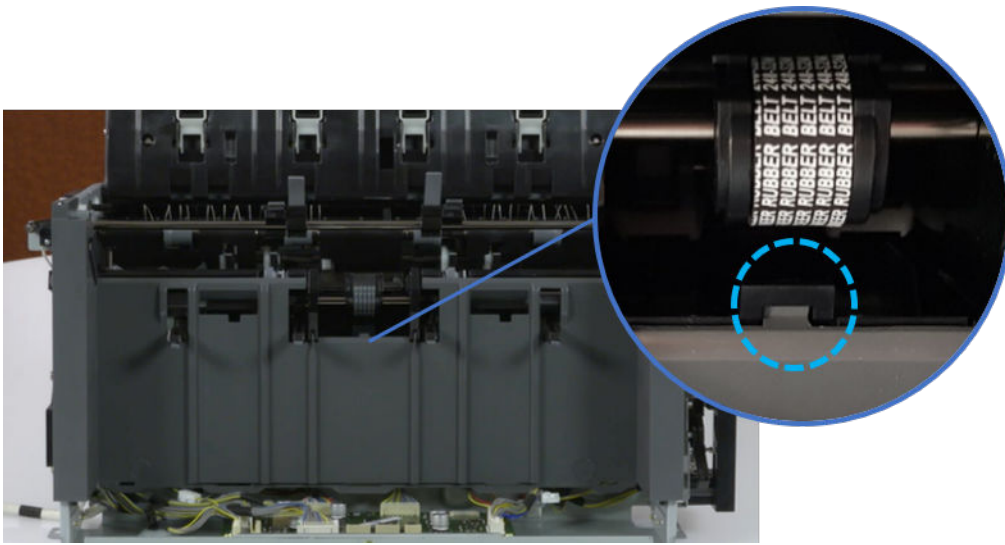


3. Unplug two inline connectors, and then remove the left cover.

Figure 6-764 Unplug two connectors



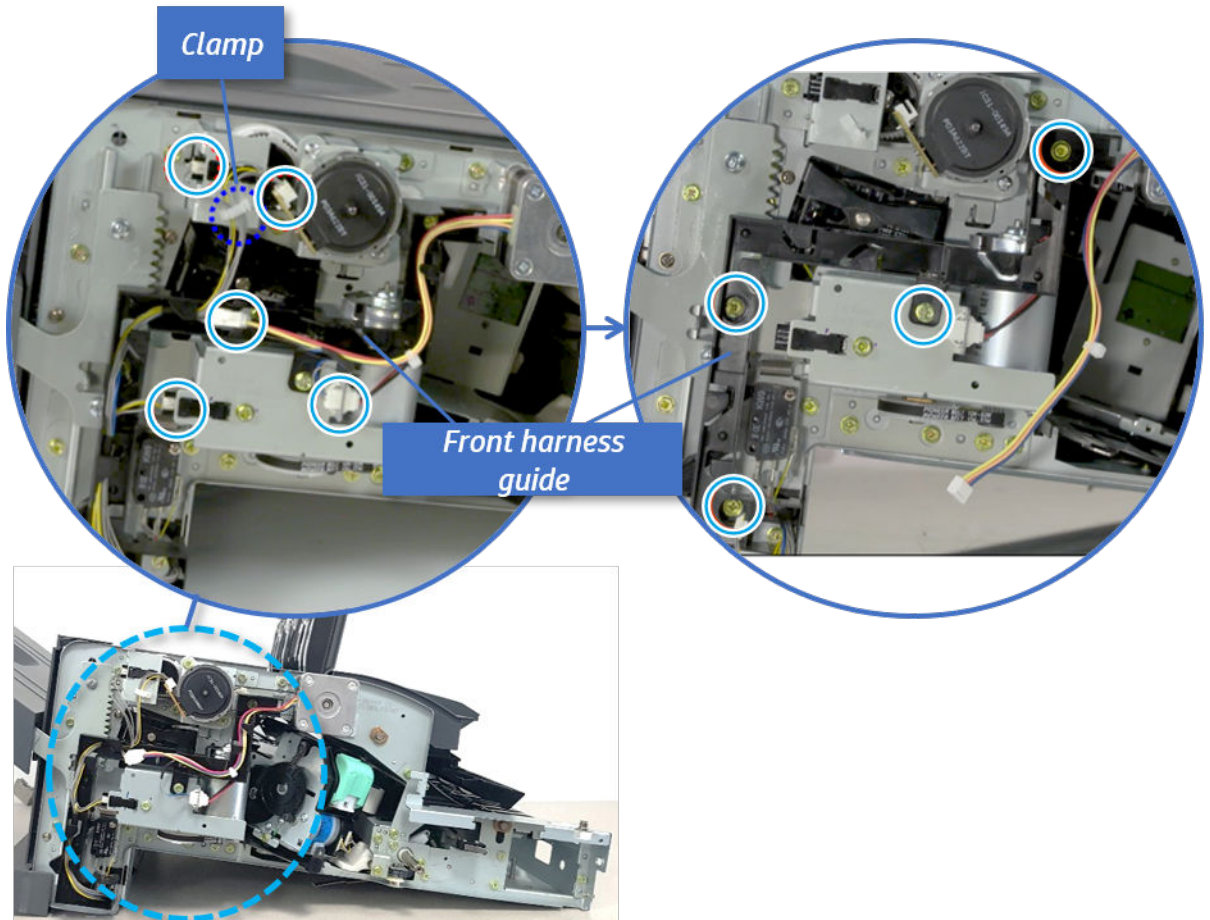
 **TIP:** Be sure to check the hook when reassembling.



Step 7: Remove the front harness guide

1. Open one clamp, unplug five connectors, and then remove the wire harness from the front harness guide.
2. Remove four screws, and then remove the front harness guide.

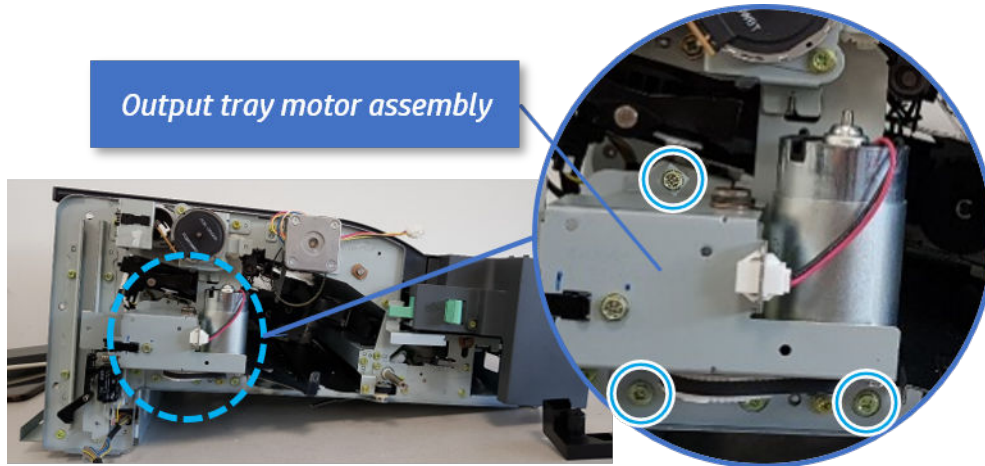
Figure 6-765 Remove the front harness guide



Step 8: Remove the output tray motor assembly

- ▲ Remove three screws, and then remove the output tray motor assembly.

Figure 6-766 Remove the output tray motor assembly





Step 9: 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.

Output tray motor sensor (S6)


- [Introduction](#)
- [Step 1: Remove the front cover](#)
- [Step 2: Remove the rear cover](#)
- [Step 3: Remove the output tray](#)
- [Step 4: Remove the output tray frame](#)
- [Step 5: Remove the PCA cover](#)
- [Step 6: Remove the left cover](#)
- [Step 7: Remove the front harness guide](#)
- [Step 8: Remove the output tray motor assembly](#)
- [Step 9: Remove the output tray motor sensor](#)
- [Step 10: Unpack the replacement assembly](#)

Introduction

Learn how to remove and replace the output tray motor sensor.


[View a video of removing the inner finisher.](#)

[View a video of installing the inner finisher.](#)

 **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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

 **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.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

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

Table 6-69 Part information

Part number	Part description
0604-001393	Output tray motor sensor

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

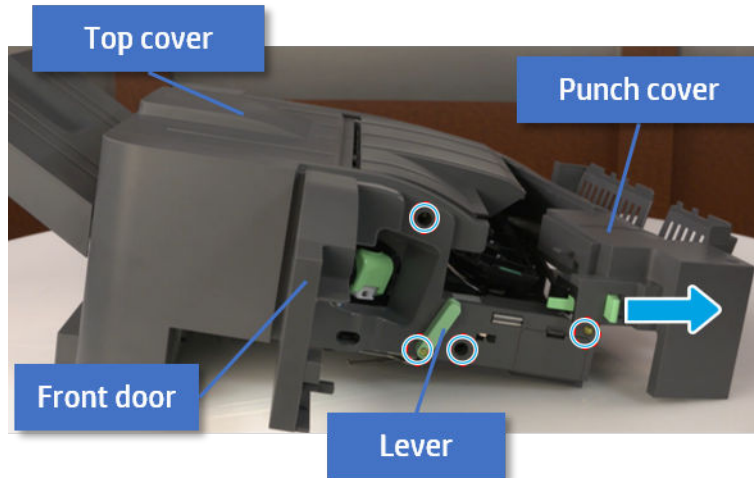
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the front cover

1. Open the front door and open the punch cover.
2. Remove three screws in the front.
3. Remove the lever.
4. Open the top cover.
5. From the right side of the front cover, carefully lift and pry toward the top-left corner to remove the front cover.

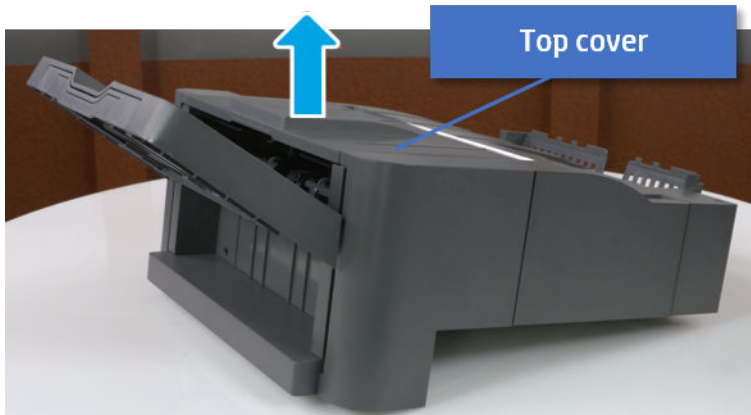
Figure 6-767 Remove the front cover



Step 2: Remove the rear cover

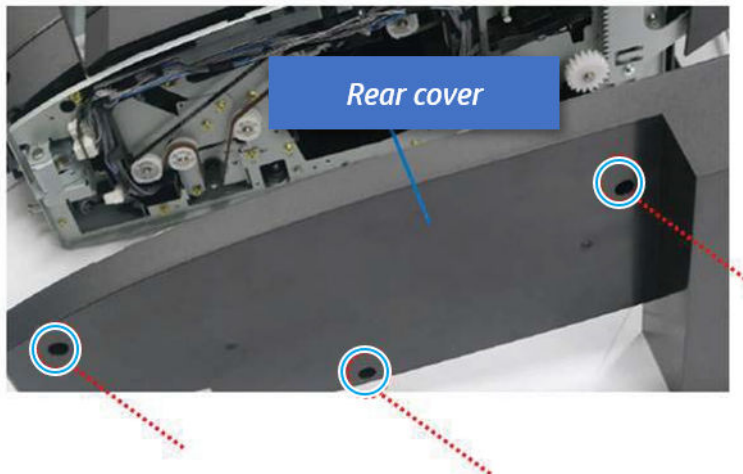
1. Open the top cover.

Figure 6-768 Open the top cover



2. Remove three screws.
3. Release hooks carefully and remove the rear cover.

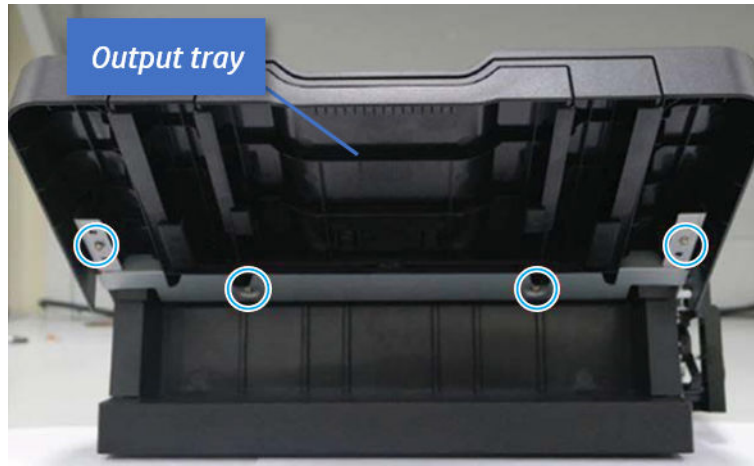
Figure 6-769 Remove the rear cover



Step 3: Remove the output tray

1. Remove four screws.

Figure 6-770 Remove four screws



2. Push the paper holding actuator into the inner finisher, and then remove the output tray.

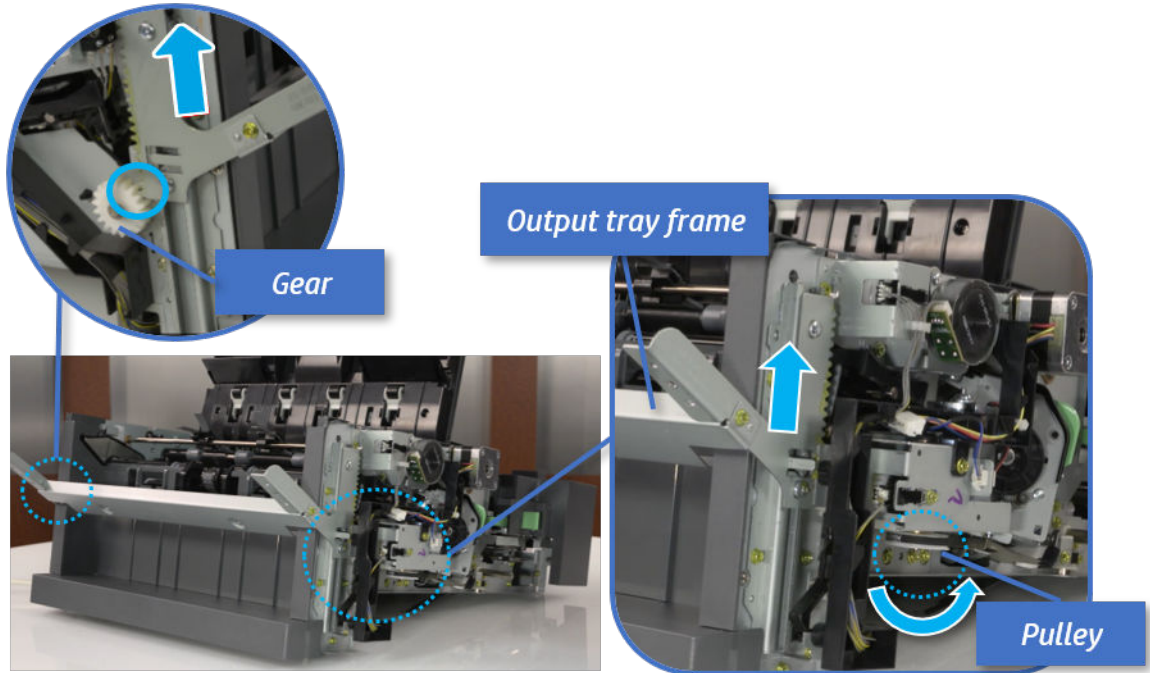
Figure 6-771 Remove the output tray



Step 4: Remove the output tray frame

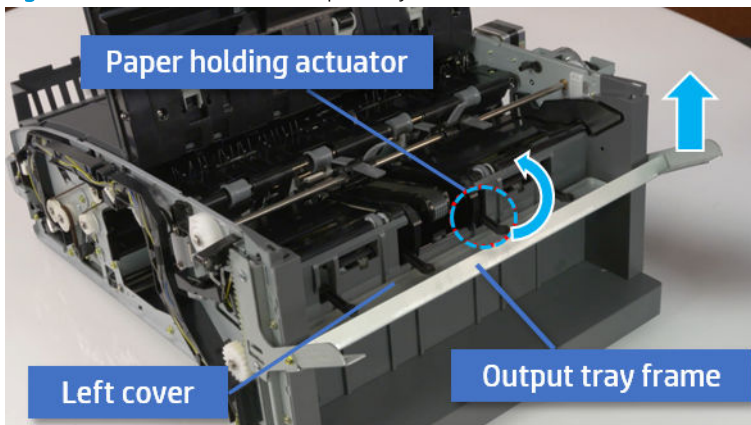
1. Rotate the pulley until the output tray frame depart from the gear.


Figure 6-772 Remove the pulley



2. Push the paper holding actuator into the inner finisher, and then remove the output tray frame.

Figure 6-773 Remove the output tray frame



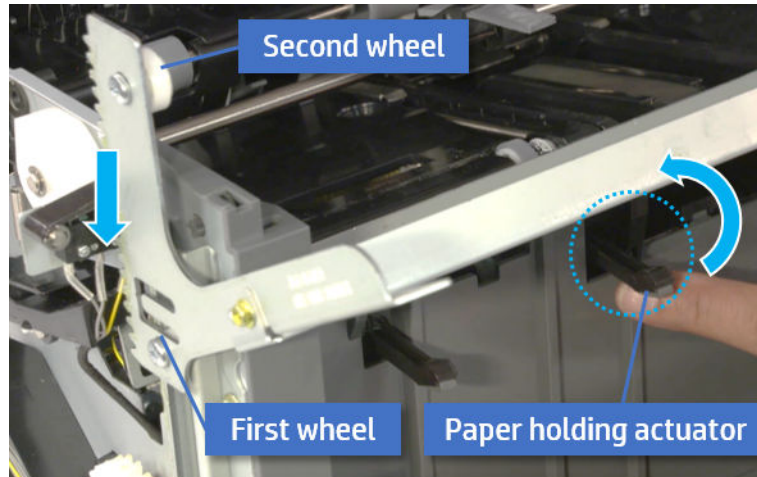
 **TIP:** Push the paper holding actuator into the inner finisher when reassembling. Be sure to level the output tray.

Reinstall the output tray frame

Use the following special instructions when the reinstalling the assembly.

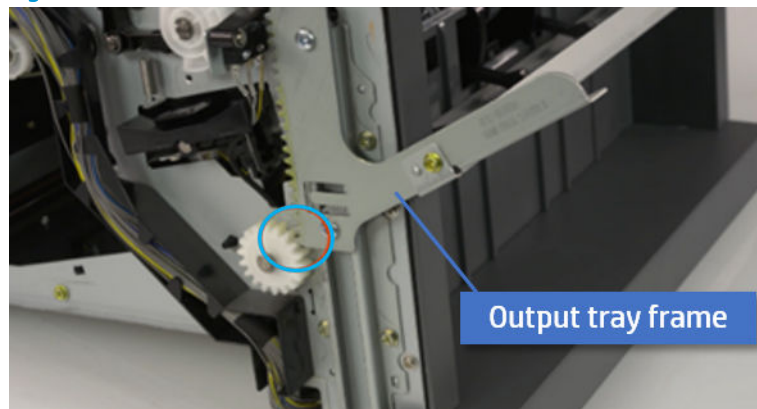
- a. Position the first wheel into the channel on both sides while pushing the paper holding actuator.

Figure 6-774 Install the wheel (1 of 2)



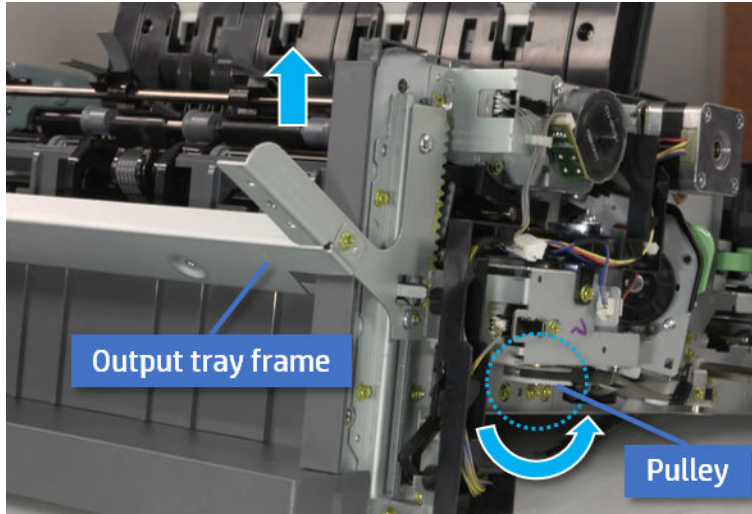
- b. Let the second wheel rest on the channel on both sides simultaneously.
- c. Gently squeeze the wheels into channel until the output tray frame meet the gear.

Figure 6-775 Install the wheel (2 of 2)



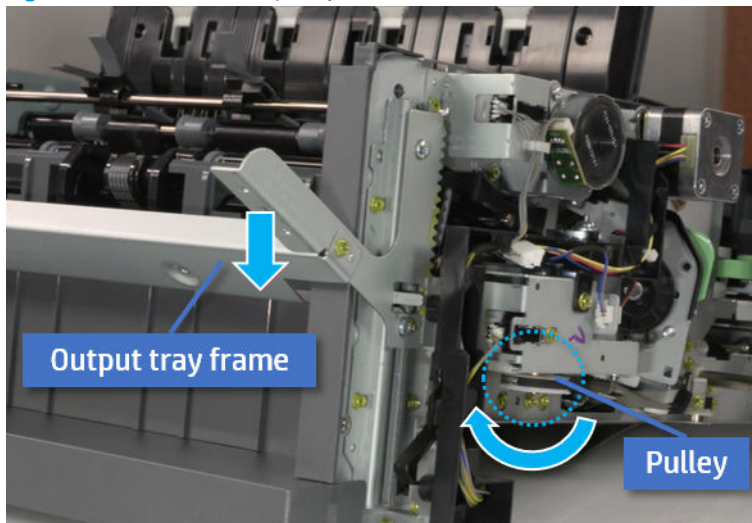
- d. Rotate the pulley until the output tray frame is no longer lifted. It can make to level the output tray frame.

Figure 6-776 Rotate the pulley (1 of 2)



- e. Rotate the pulley in the opposite direction.

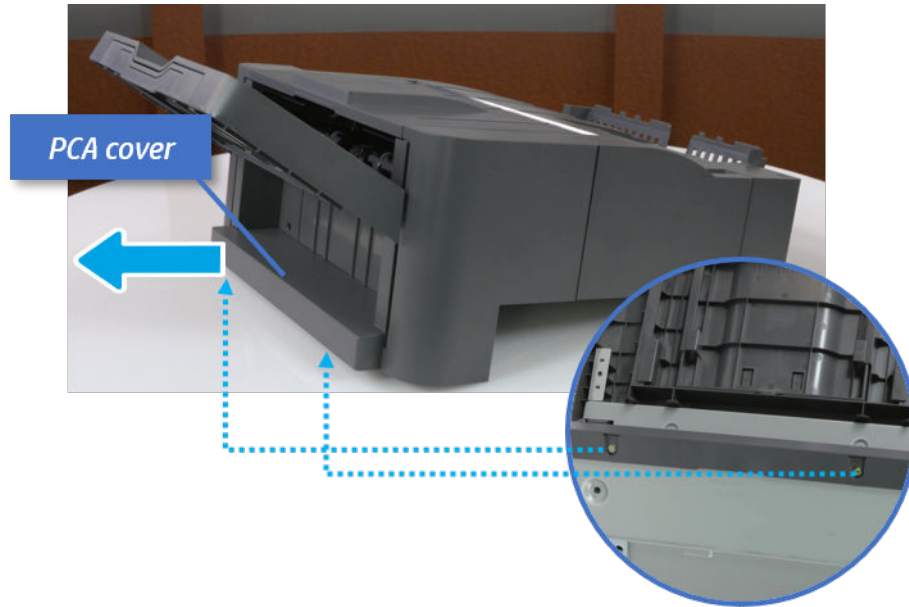
Figure 6-777 Rotate the pulley (2 of 2)



Step 5: Remove the PCA cover

- ▲ Remove two screws, and then remove the PCA cover.

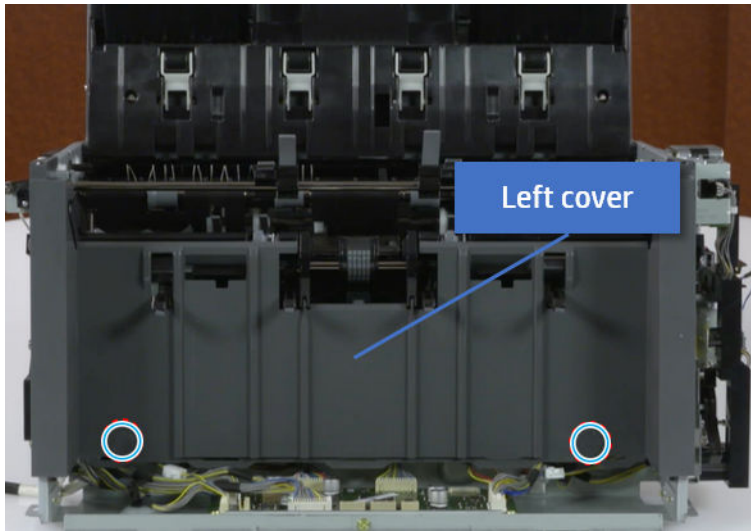
Figure 6-778 Remove the PCA cover



Step 6: Remove the left cover

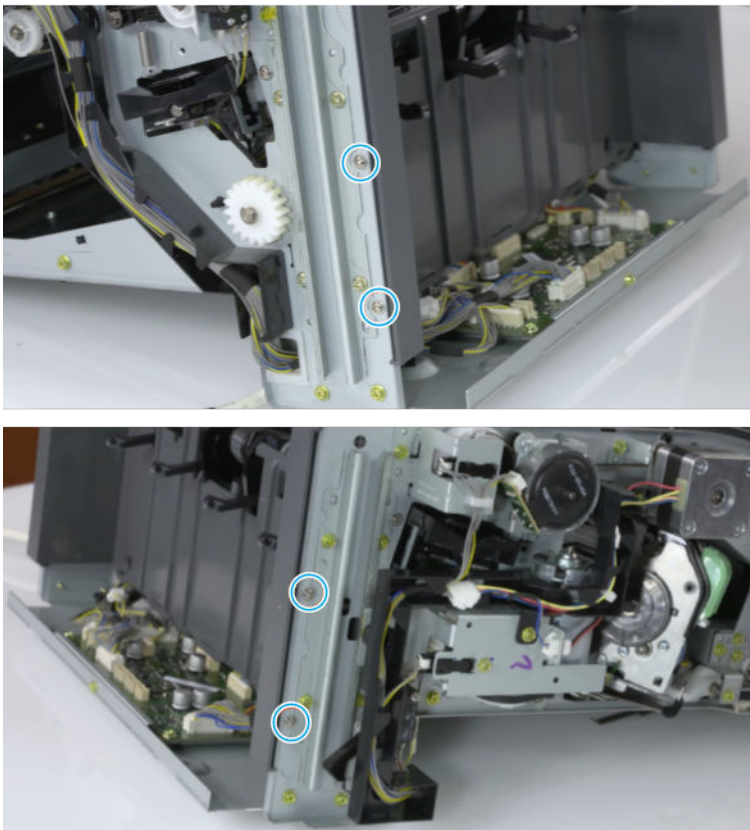
1. Remove two screws.

Figure 6-779 Remove two screws



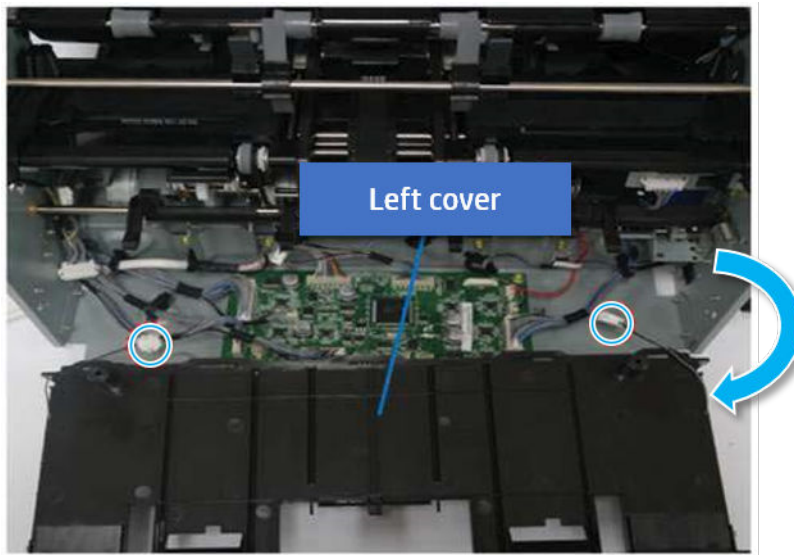
2. Remove four screws from both front and rear sides


Figure 6-780 Remove four screws

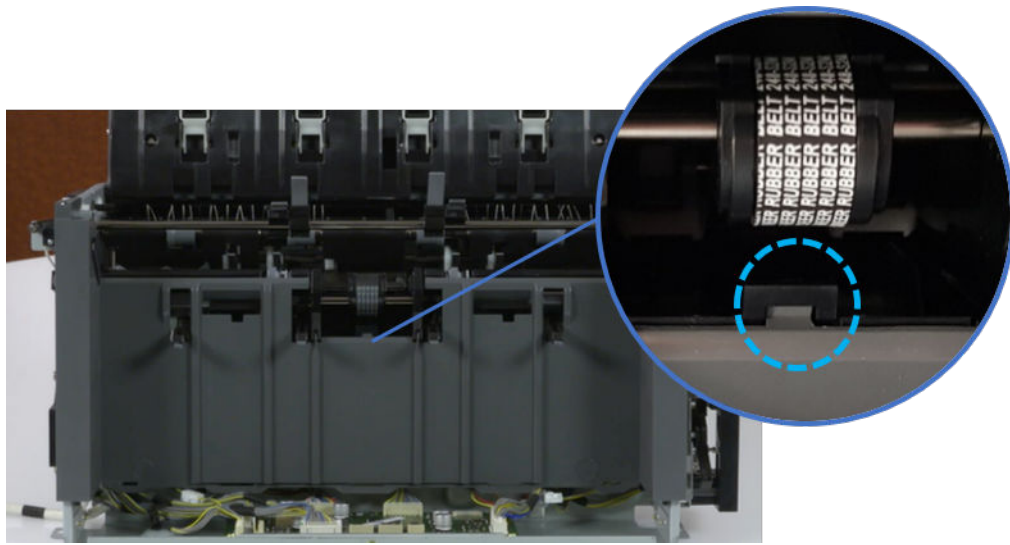


3. Unplug two inline connectors, and then remove the left cover.

Figure 6-781 Unplug two connectors



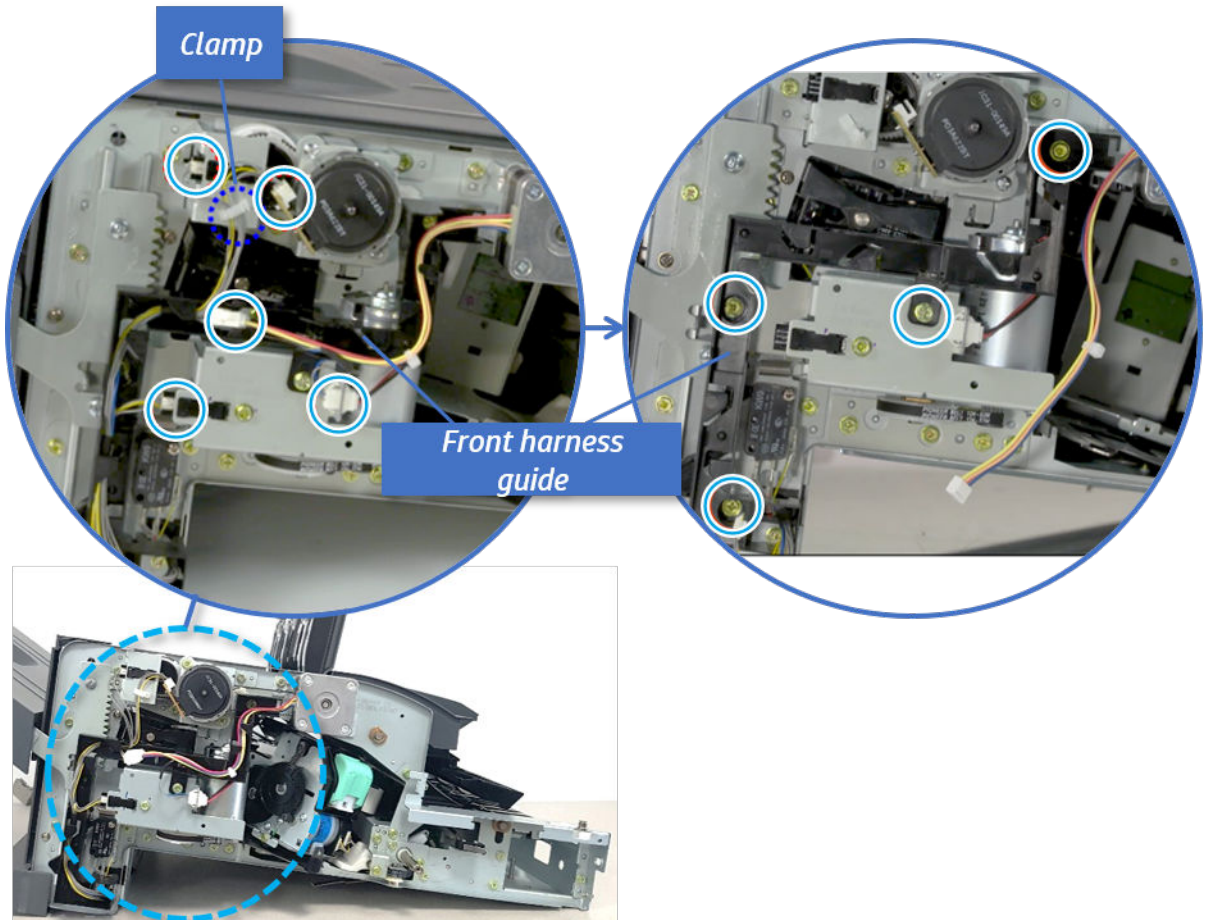
 **TIP:** Be sure to check the hook when reassembling.



Step 7: Remove the front harness guide

1. Open one clamp, unplug five connectors, and then remove the wire harness from the front harness guide.
2. Remove four screws, and then remove the front harness guide.

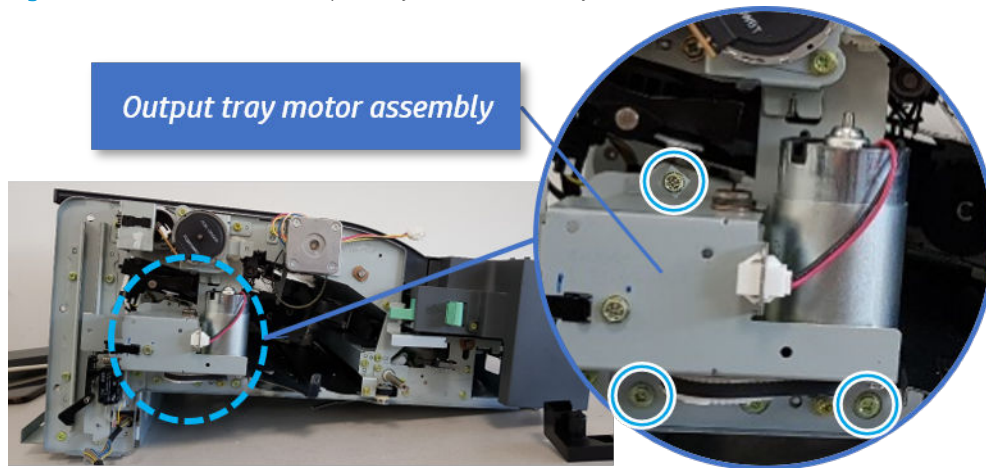
Figure 6-782 Remove the front harness guide



Step 8: Remove the output tray motor assembly

- ▲ Remove three screws, and then remove the output tray motor assembly.

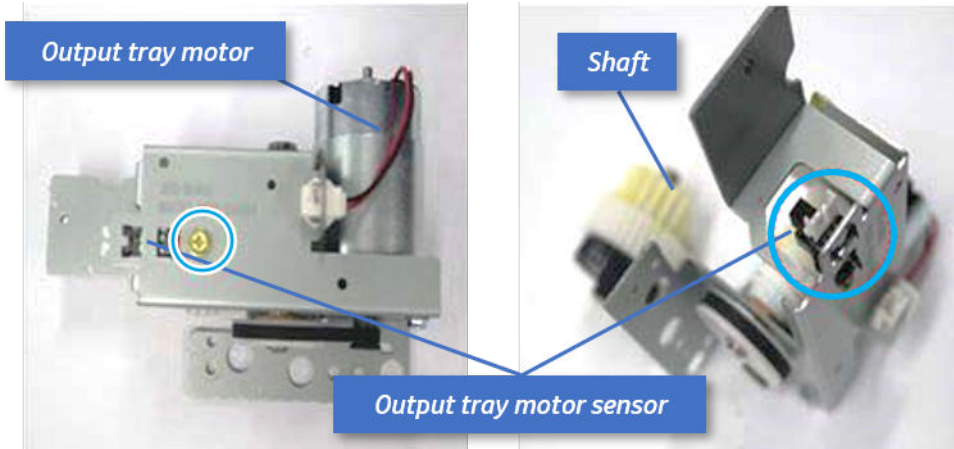
Figure 6-783 Remove the output tray motor assembly



Step 9: Remove the output tray motor sensor

- ▲ Remove one screw, remove the shaft, and then remove the sensor.

Figure 6-784 Remove the output tray motor sensor





Step 10: 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.

Output tray motor

- [Introduction](#)
- [Step 1: Remove the front cover](#)
- [Step 2: Remove the rear cover](#)
- [Step 3: Remove the output tray](#)
- [Step 4: Remove the output tray frame](#)
- [Step 5: Remove the PCA cover](#)
- [Step 6: Remove the left cover](#)
- [Step 7: Remove the front harness guide](#)
- [Step 8: Remove the output tray motor assembly](#)
- [Step 9: Unpack the replacement assembly](#)

Introduction

Learn how to remove and replace the output tray motor.

[View a video of removing the inner finisher.](#)

[View a video of installing the inner finisher.](#)



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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

⚠ 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.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

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

Table 6-70 Part information

Part number	Part description
JC31-00178B	Output tray motor

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

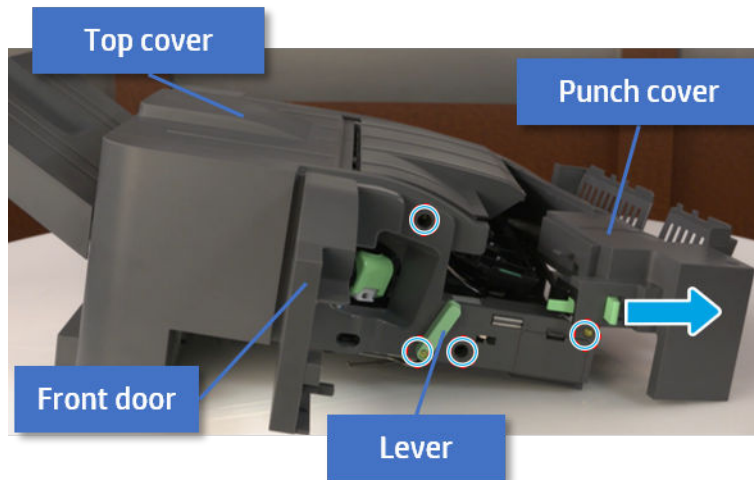
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the front cover

1. Open the front door and open the punch cover.
2. Remove three screws in the front.
3. Remove the lever.
4. Open the top cover.
5. From the right side of the front cover, carefully lift and pry toward the top-left corner to remove the front cover.

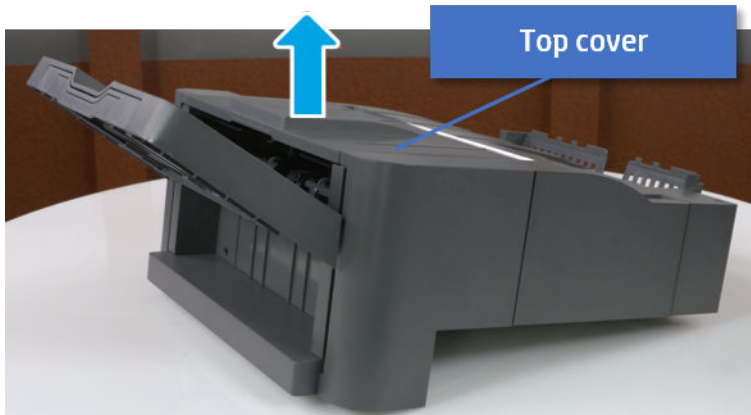
Figure 6-785 Remove the front cover



Step 2: Remove the rear cover

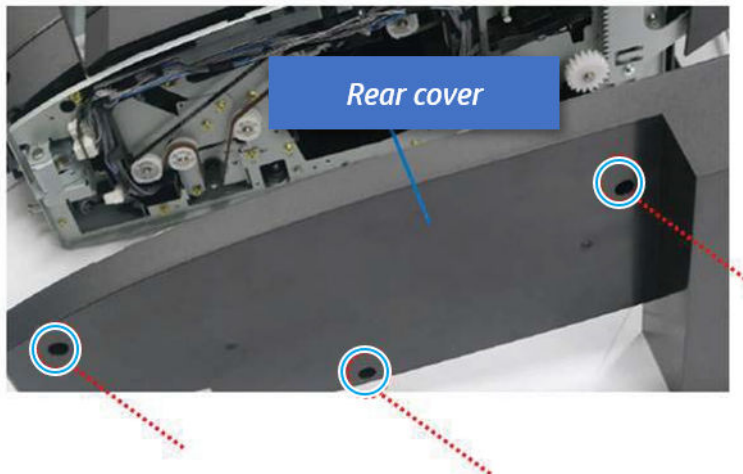
1. Open the top cover.

Figure 6-786 Open the top cover



2. Remove three screws.
3. Release hooks carefully and remove the rear cover.

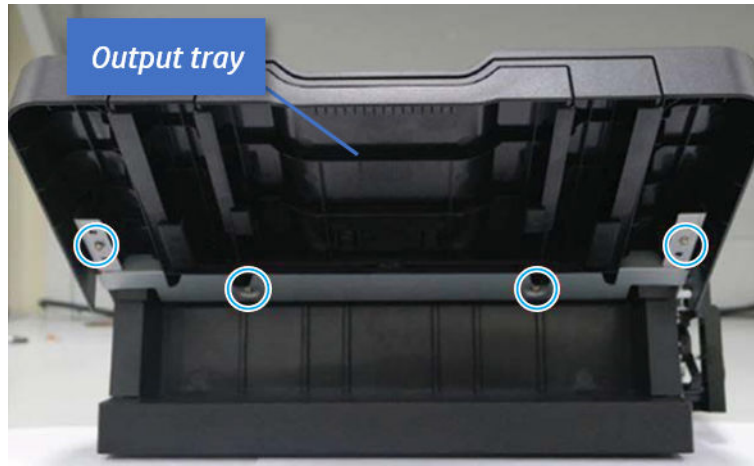
Figure 6-787 Remove the rear cover



Step 3: Remove the output tray

1. Remove four screws.

Figure 6-788 Remove four screws



2. Push the paper holding actuator into the inner finisher, and then remove the output tray.

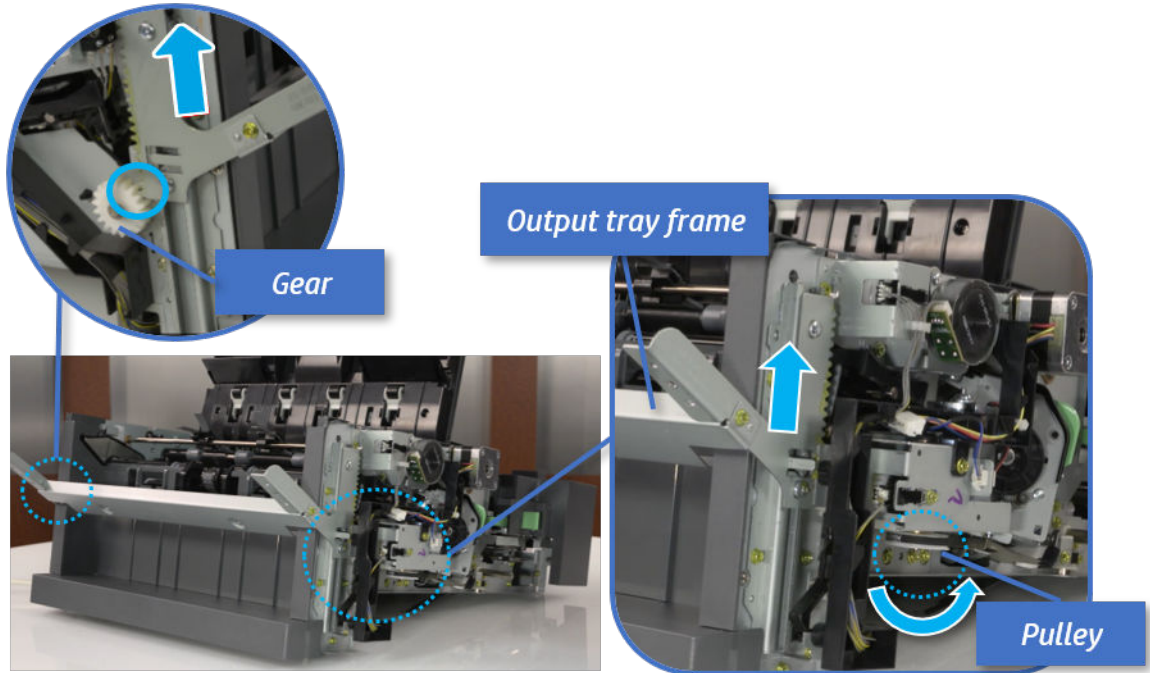
Figure 6-789 Remove the output tray



Step 4: Remove the output tray frame

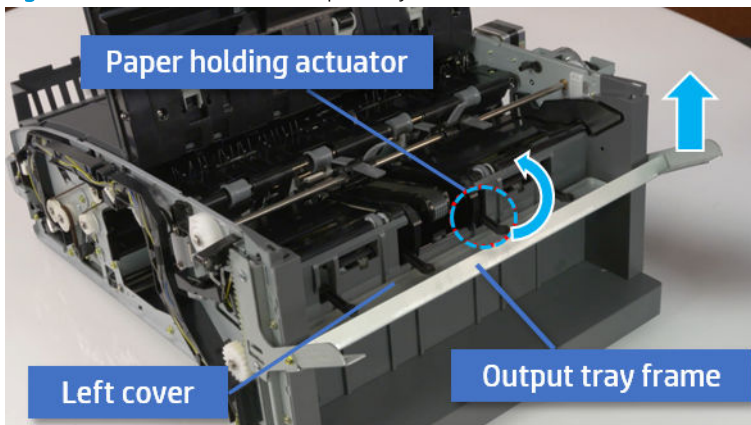
1. Rotate the pulley until the output tray frame depart from the gear.


Figure 6-790 Remove the pulley



2. Push the paper holding actuator into the inner finisher, and then remove the output tray frame.

Figure 6-791 Remove the output tray frame



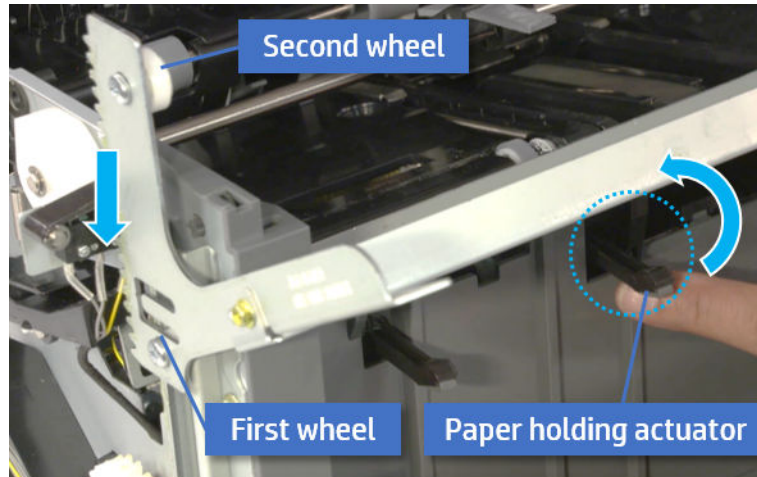
 **TIP:** Push the paper holding actuator into the inner finisher when reassembling. Be sure to level the output tray.

Reinstall the output tray frame

Use the following special instructions when the reinstalling the assembly.

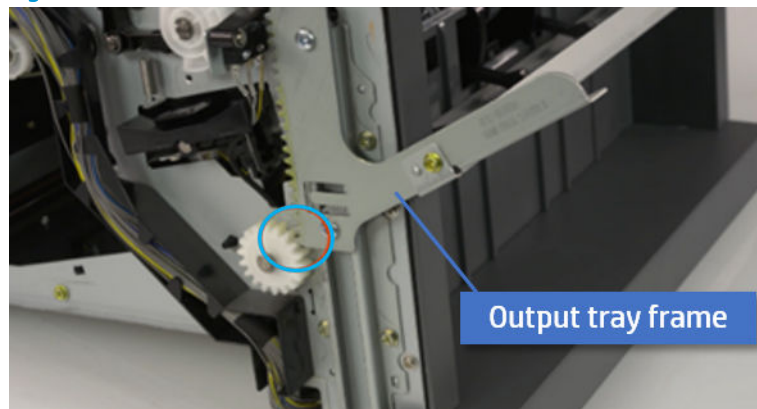
- a. Position the first wheel into the channel on both sides while pushing the paper holding actuator.

Figure 6-792 Install the wheel (1 of 2)



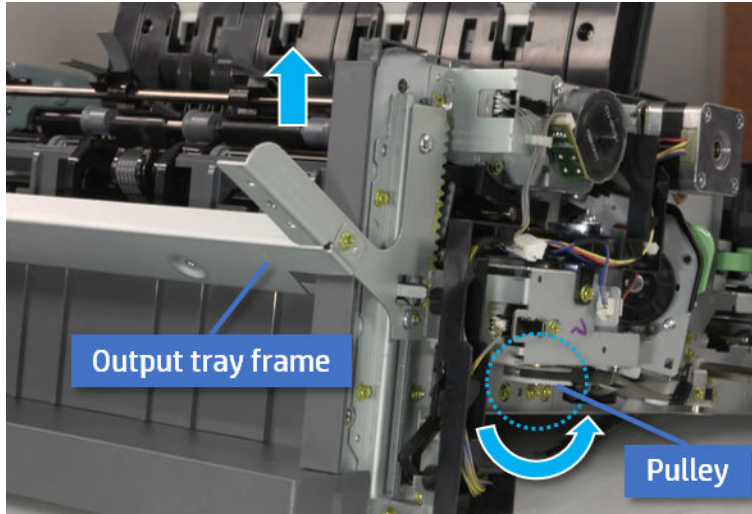
- b. Let the second wheel rest on the channel on both sides simultaneously.
- c. Gently squeeze the wheels into channel until the output tray frame meet the gear.

Figure 6-793 Install the wheel (2 of 2)



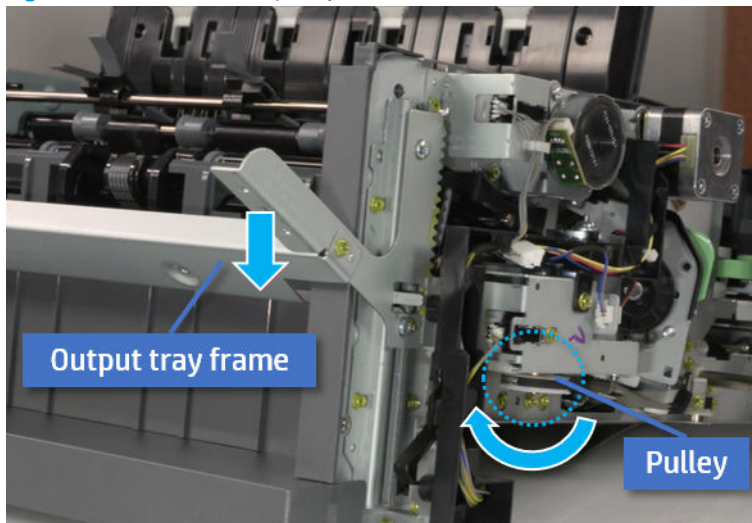
- d. Rotate the pulley until the output tray frame is no longer lifted. It can make to level the output tray frame.

Figure 6-794 Rotate the pulley (1 of 2)



- e. Rotate the pulley in the opposite direction.

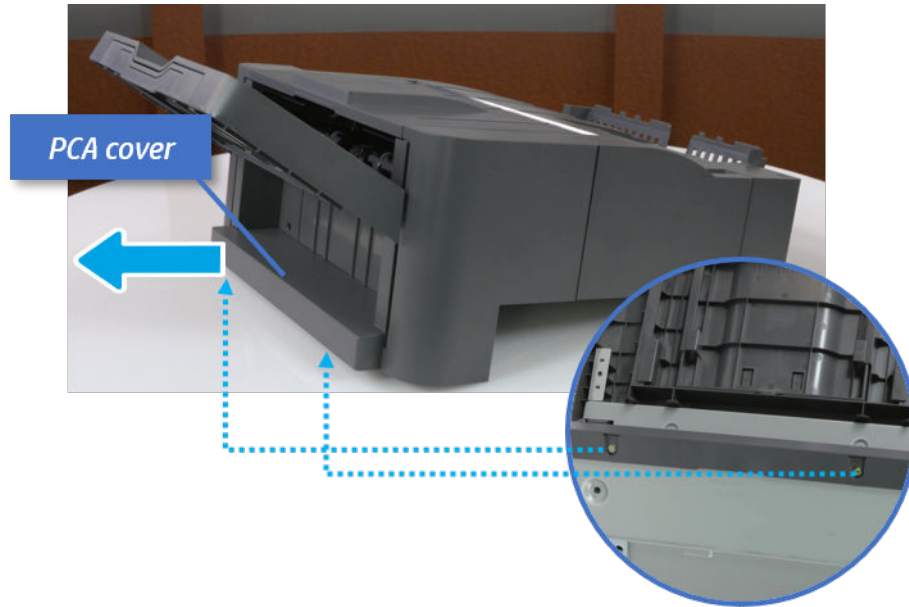
Figure 6-795 Rotate the pulley (2 of 2)



Step 5: Remove the PCA cover

- ▲ Remove two screws, and then remove the PCA cover.

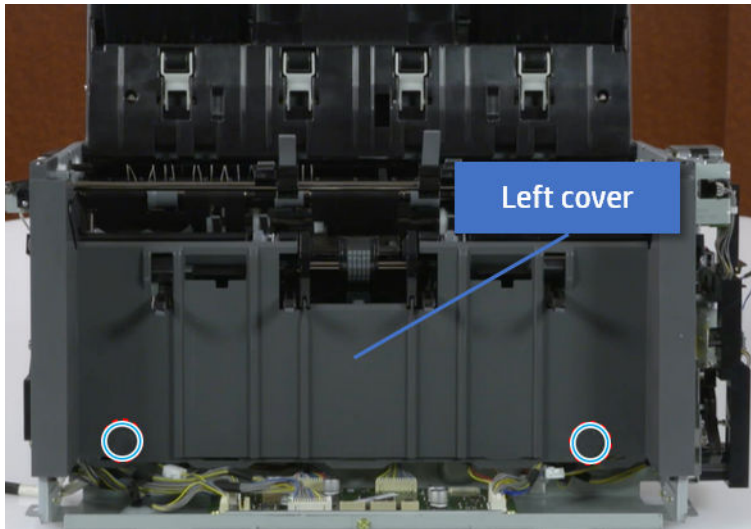
Figure 6-796 Remove the PCA cover



Step 6: Remove the left cover

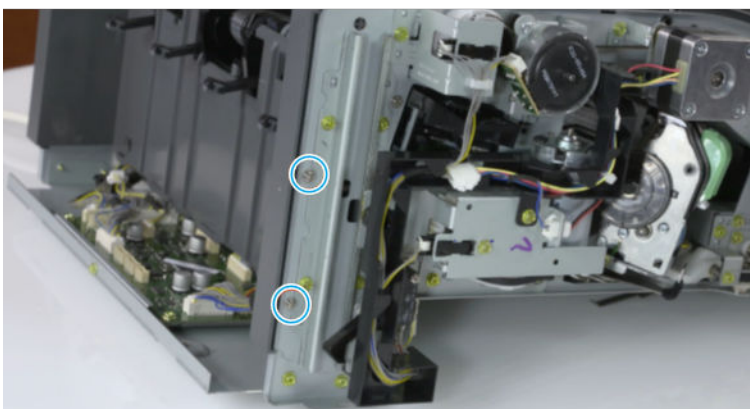
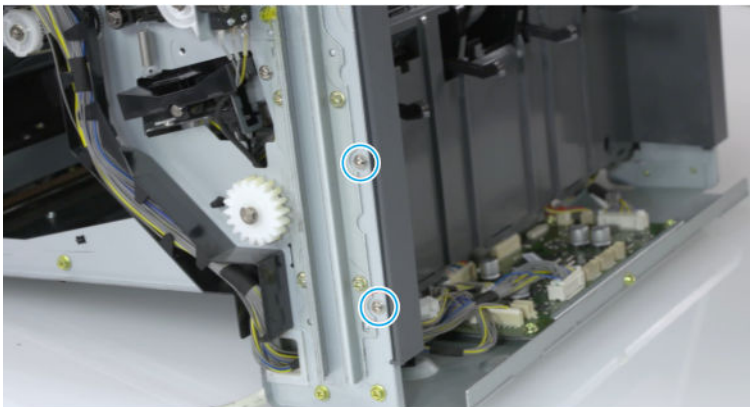
1. Remove two screws.

Figure 6-797 Remove two screws



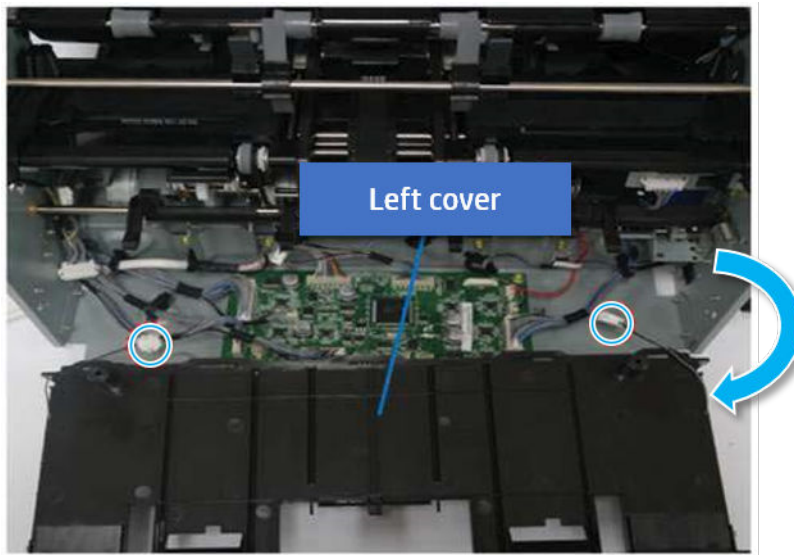
2. Remove four screws from both front and rear sides


Figure 6-798 Remove four screws

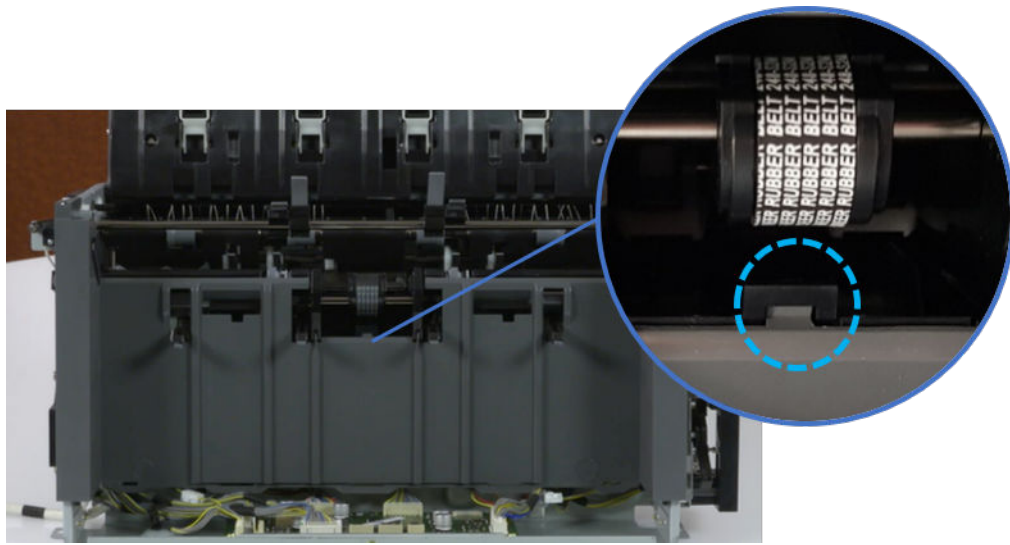


3. Unplug two inline connectors, and then remove the left cover.

Figure 6-799 Unplug two connectors



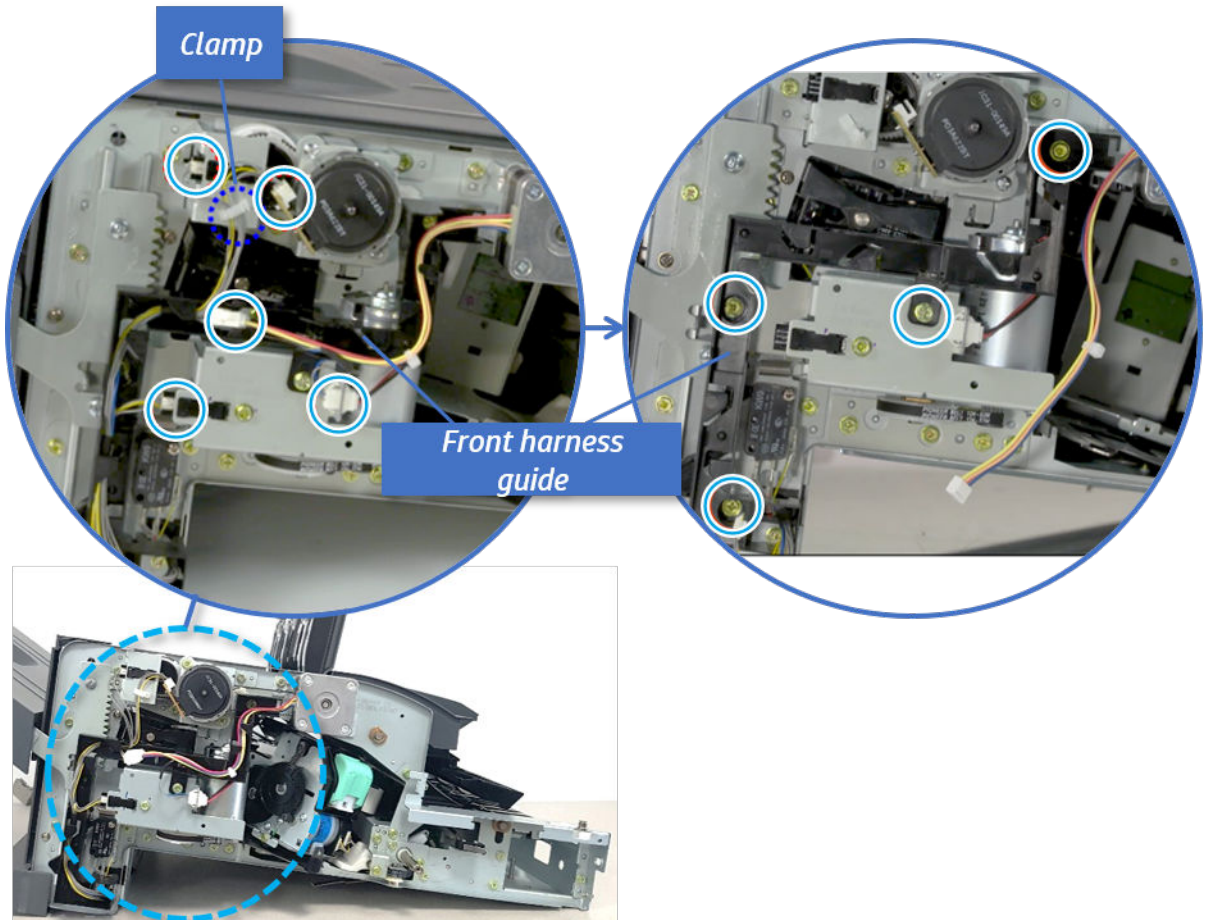
 **TIP:** Be sure to check the hook when reassembling.



Step 7: Remove the front harness guide

1. Open one clamp, unplug five connectors, and then remove the wire harness from the front harness guide.
2. Remove four screws, and then remove the front harness guide.

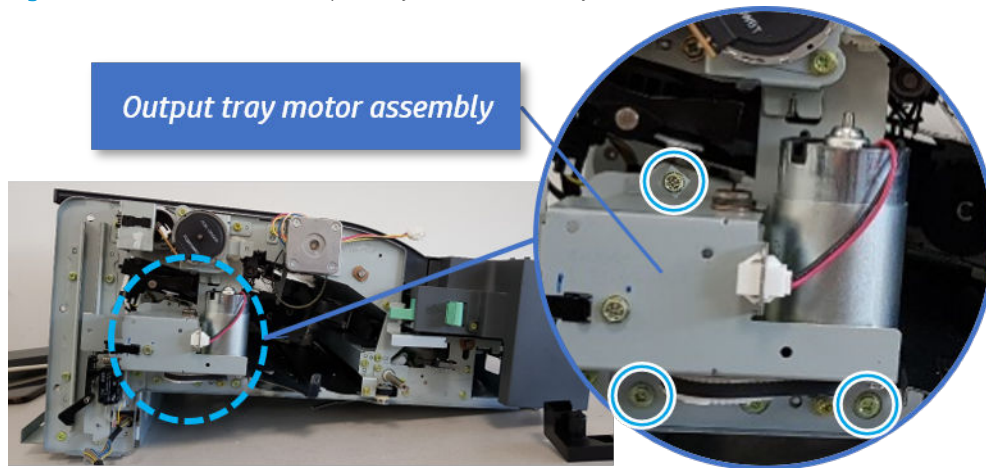
Figure 6-800 Remove the front harness guide



Step 8: Remove the output tray motor assembly

- ▲ Remove three screws, and then remove the output tray motor assembly.

Figure 6-801 Remove the output tray motor assembly





Step 9: 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.

Paper holding unit

- [Paper holding](#)
- [Paper holding sensor \(S9\)](#)
- [Paper holding solenoid \(SL1\)](#)

Paper holding

- [Introduction](#)
- [Step 1: Remove the front cover](#)
- [Step 2: Remove the rear cover](#)
- [Step 3: Remove the output tray](#)
- [Step 4: Remove the output tray frame](#)
- [Step 5: Remove the PCA cover](#)
- [Step 6: Remove the left cover](#)
- [Step 7: Remove the front harness guide](#)
- [Step 8: Remove the output tray lower limit switch](#)
- [Step 9: Remove the paper holding](#)
- [Step 10: Unpack the replacement assembly](#)

Introduction

Learn how to remove and replace the paper holding.

[View a video of removing the inner finisher.](#)

[View a video of installing the inner finisher.](#)



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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

⚠ 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.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

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

Table 6-71 Part information

Part number	Part description
JC90-01313A	Paper holding actuator

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

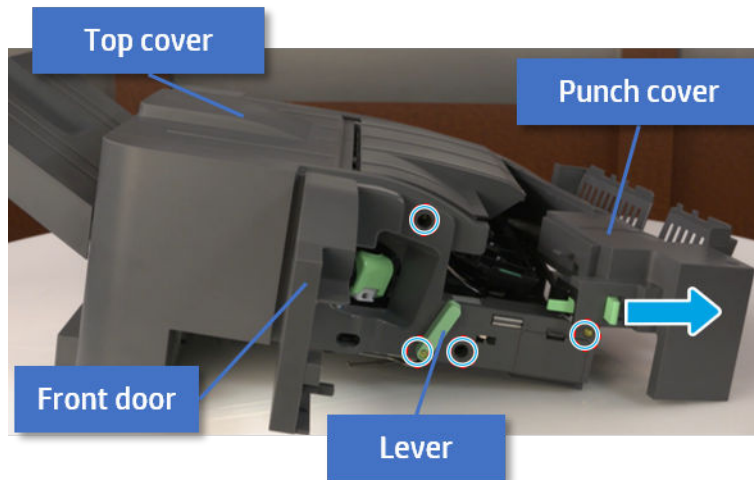
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the front cover

1. Open the front door and open the punch cover.
2. Remove three screws in the front.
3. Remove the lever.
4. Open the top cover.
5. From the right side of the front cover, carefully lift and pry toward the top-left corner to remove the front cover.

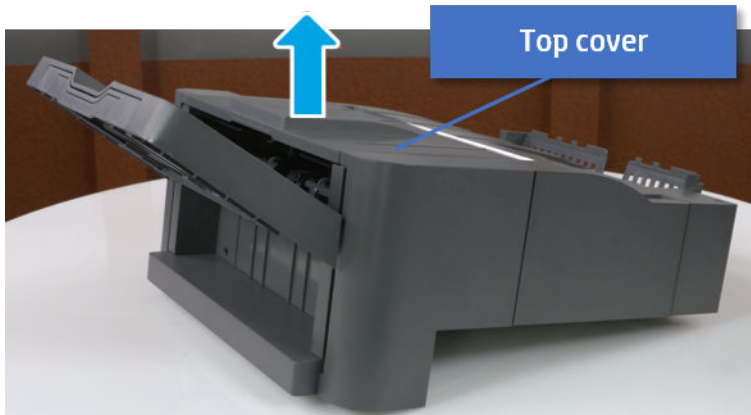
Figure 6-802 Remove the front cover



Step 2: Remove the rear cover

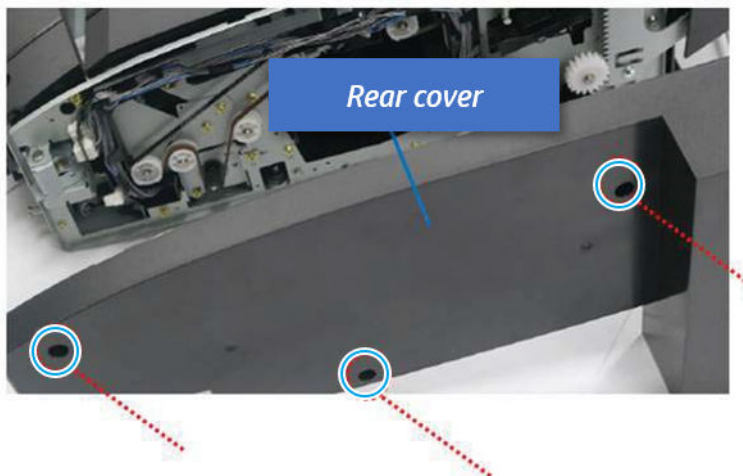
1. Open the top cover.

Figure 6-803 Open the top cover



2. Remove three screws.
3. Release hooks carefully and remove the rear cover.

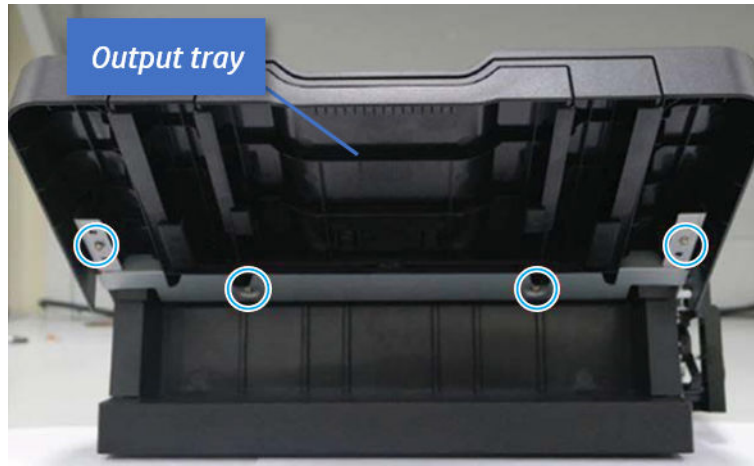
Figure 6-804 Remove the rear cover



Step 3: Remove the output tray

1. Remove four screws.

Figure 6-805 Remove four screws



2. Push the paper holding actuator into the inner finisher, and then remove the output tray.

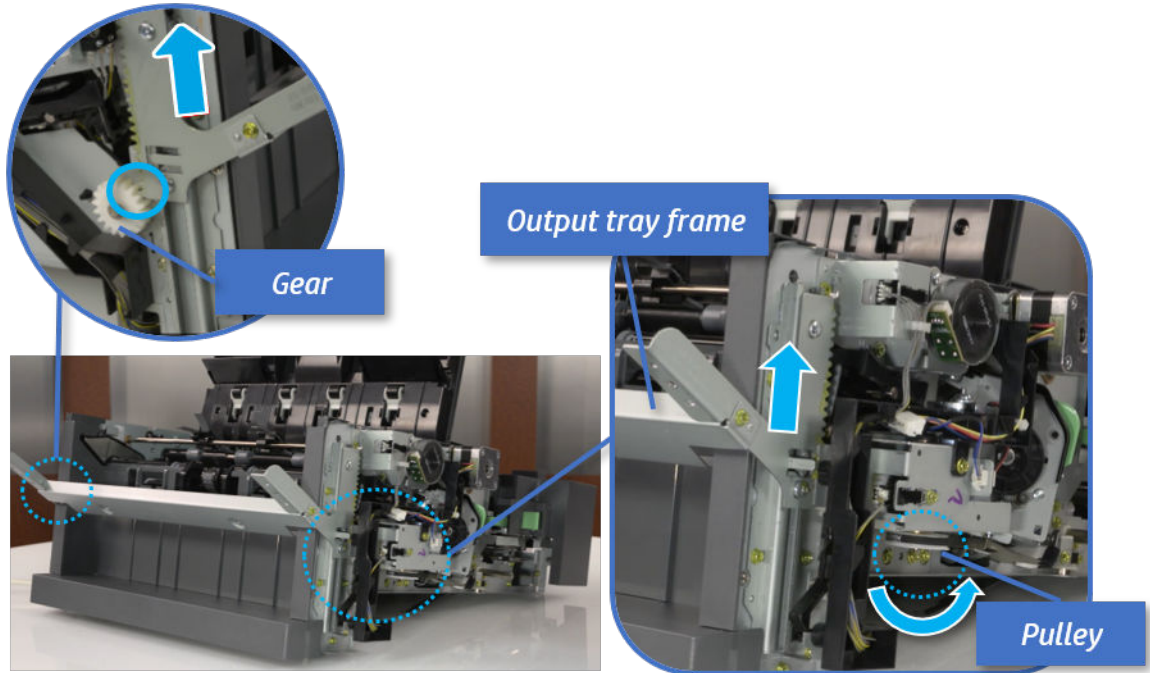
Figure 6-806 Remove the output tray



Step 4: Remove the output tray frame

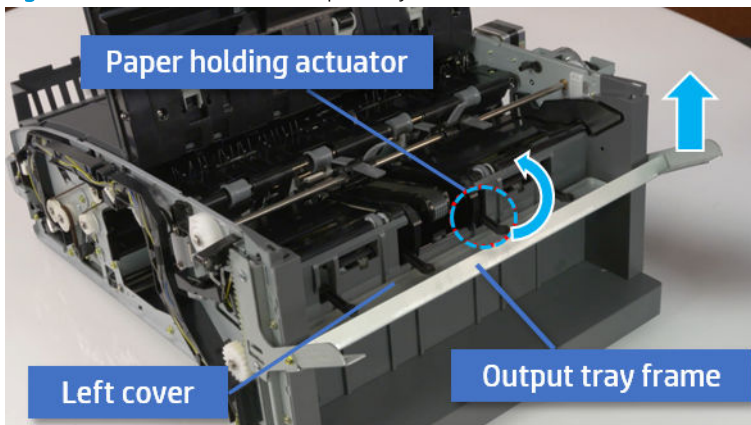
1. Rotate the pulley until the output tray frame depart from the gear.


Figure 6-807 Remove the pulley



2. Push the paper holding actuator into the inner finisher, and then remove the output tray frame.

Figure 6-808 Remove the output tray frame



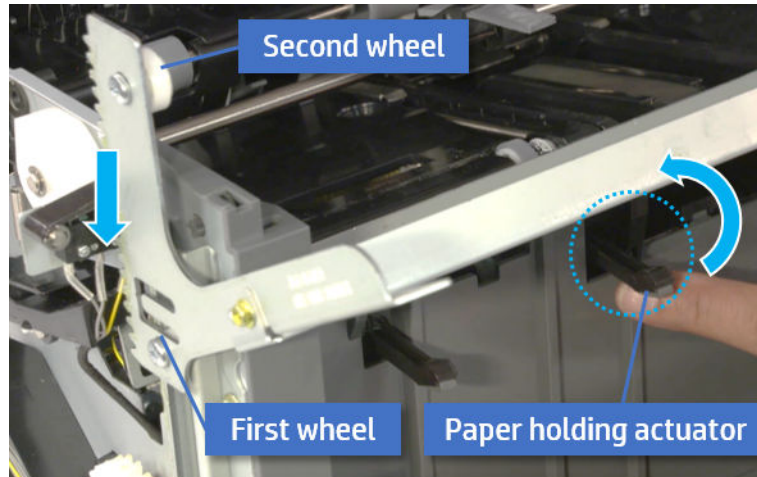
 **TIP:** Push the paper holding actuator into the inner finisher when reassembling. Be sure to level the output tray.

Reinstall the output tray frame

Use the following special instructions when the reinstalling the assembly.

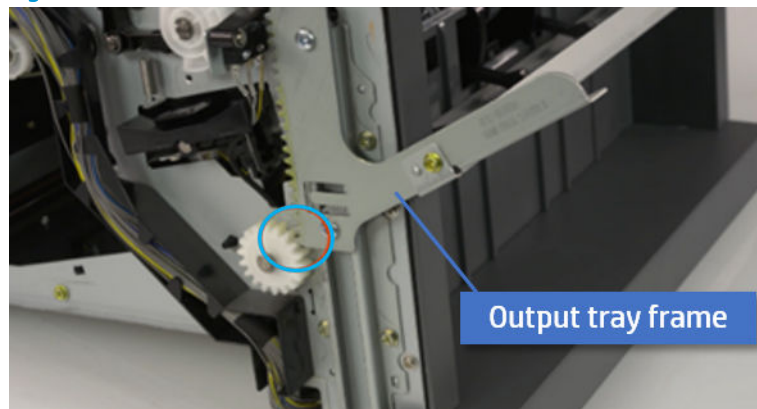
- a. Position the first wheel into the channel on both sides while pushing the paper holding actuator.

Figure 6-809 Install the wheel (1 of 2)



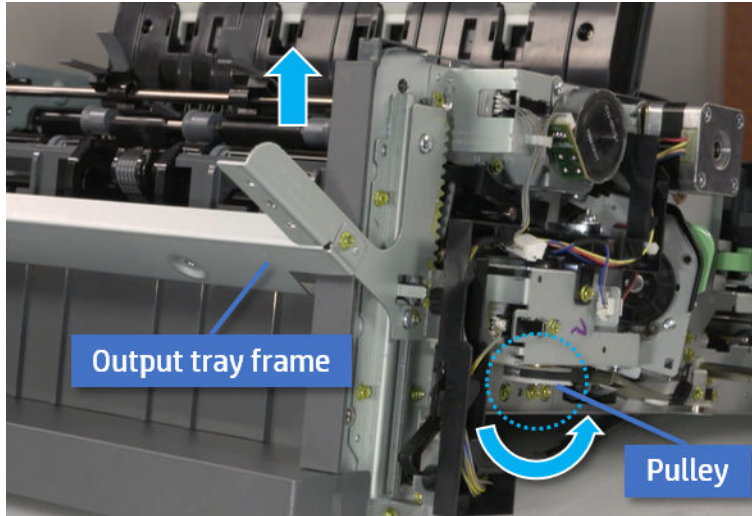
- b. Let the second wheel rest on the channel on both sides simultaneously.
- c. Gently squeeze the wheels into channel until the output tray frame meet the gear.

Figure 6-810 Install the wheel (2 of 2)



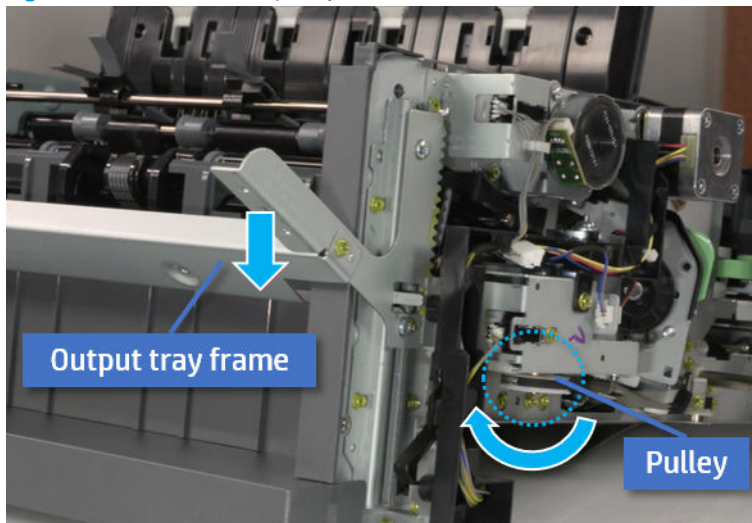
- d. Rotate the pulley until the output tray frame is no longer lifted. It can make to level the output tray frame.

Figure 6-811 Rotate the pulley (1 of 2)



- e. Rotate the pulley in the opposite direction.

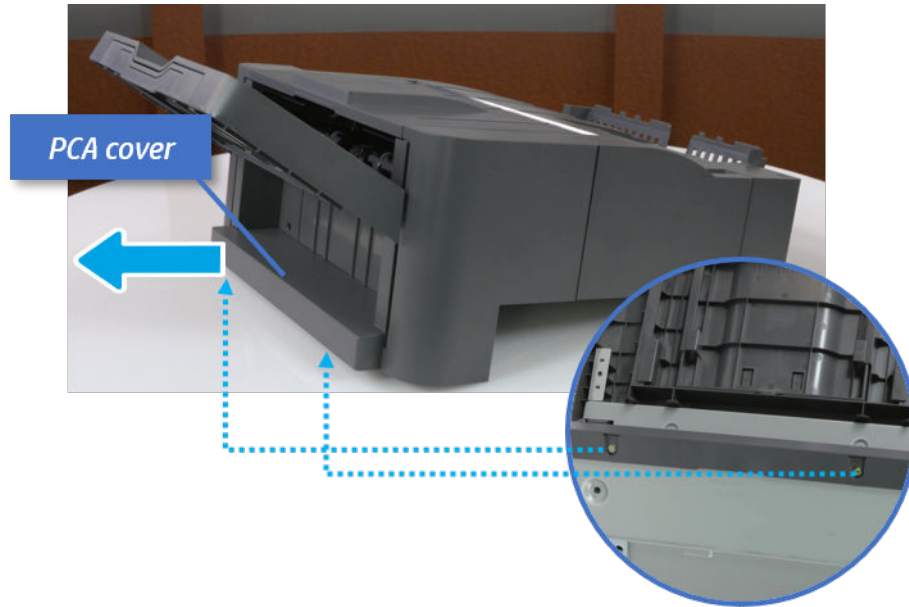
Figure 6-812 Rotate the pulley (2 of 2)



Step 5: Remove the PCA cover

- ▲ Remove two screws, and then remove the PCA cover.

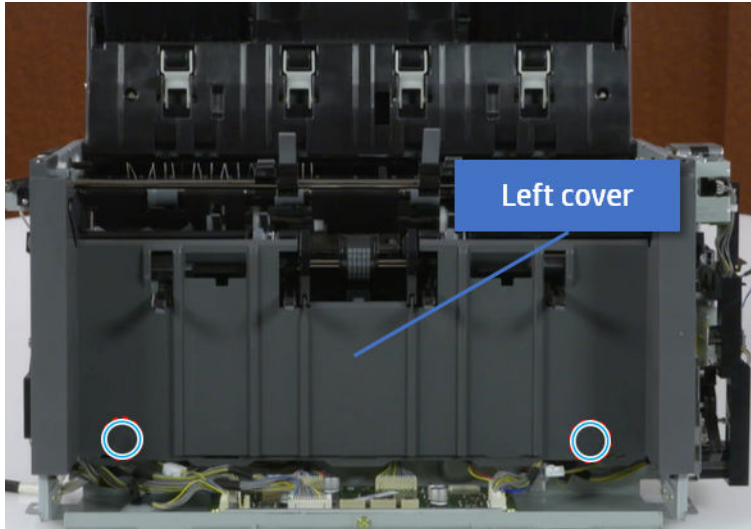
Figure 6-813 Remove the PCA cover



Step 6: Remove the left cover

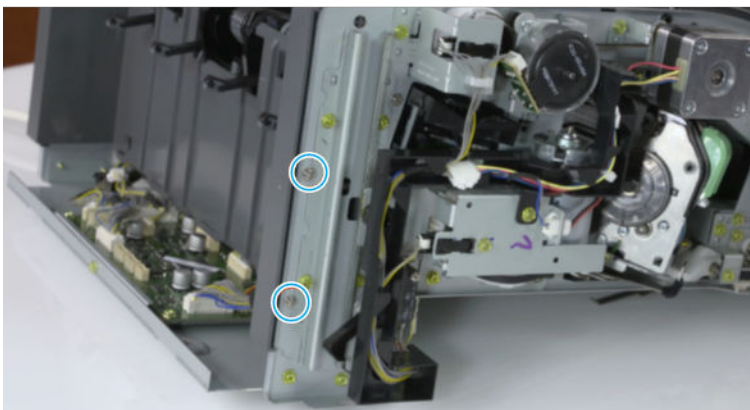
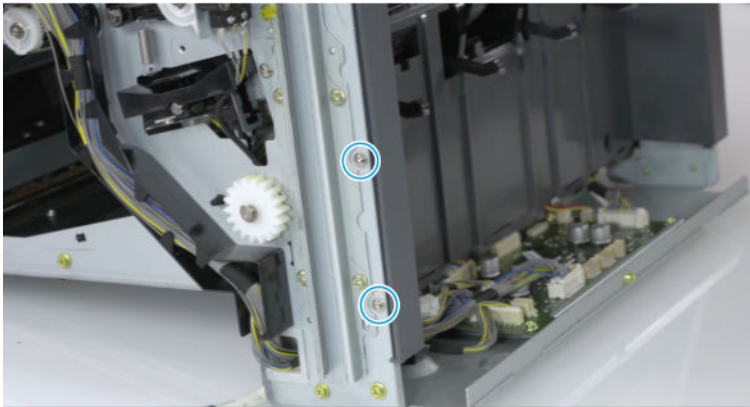
1. Remove two screws.

Figure 6-814 Remove two screws



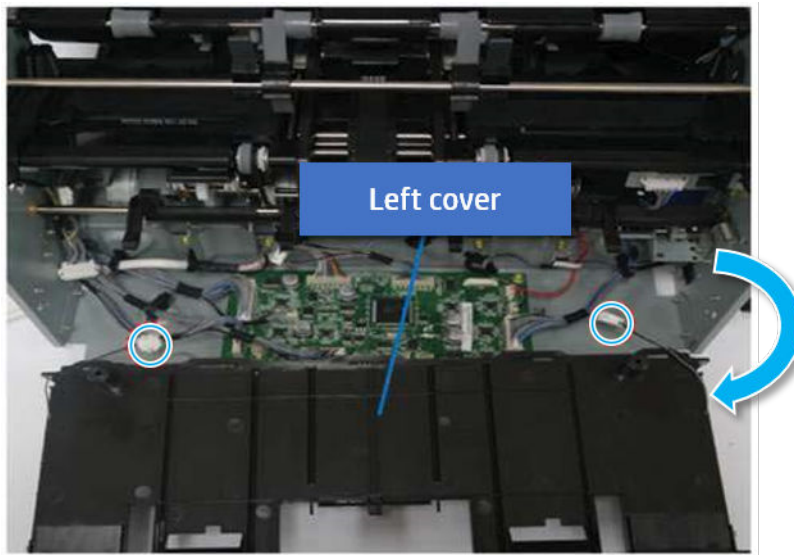
2. Remove four screws from both front and rear sides


Figure 6-815 Remove four screws

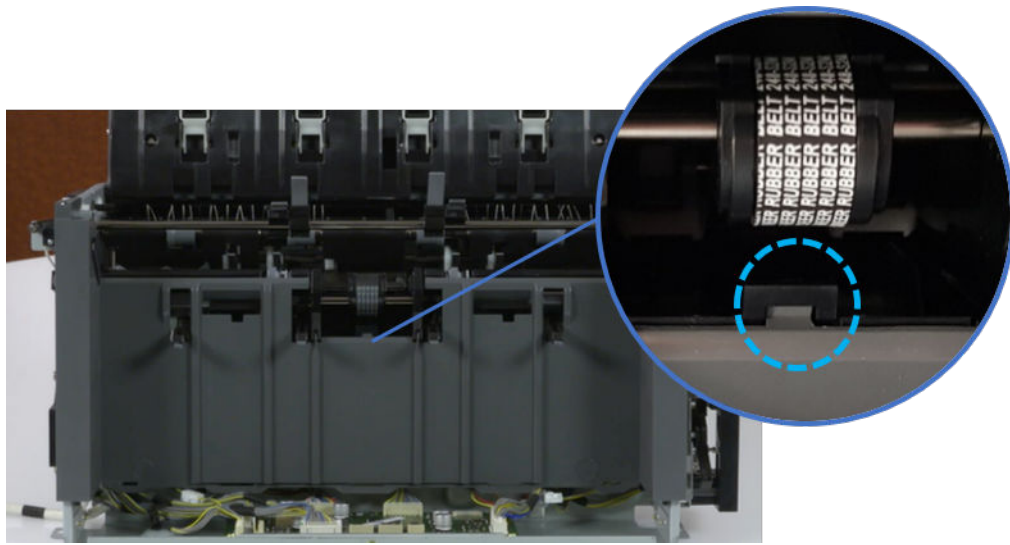


3. Unplug two inline connectors, and then remove the left cover.

Figure 6-816 Unplug two connectors



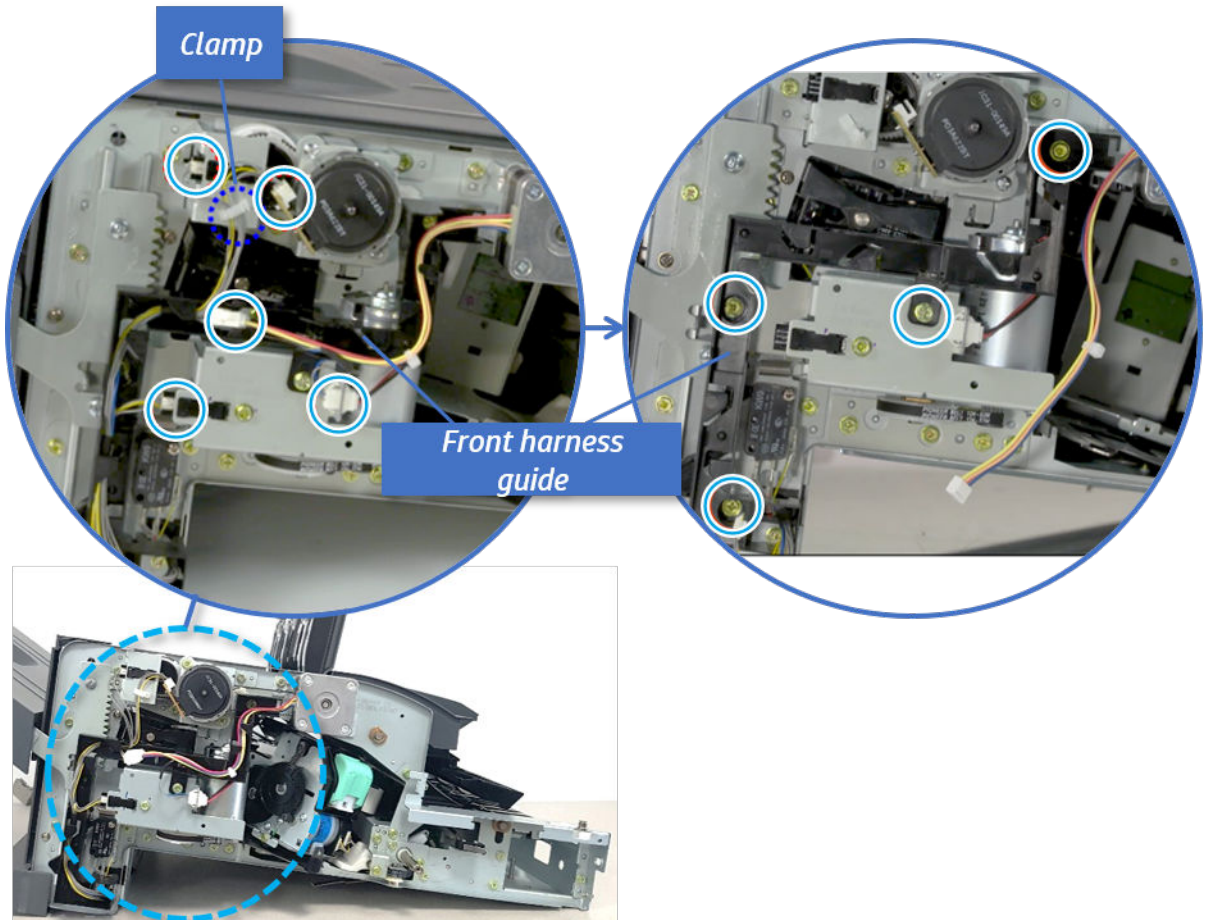
 **TIP:** Be sure to check the hook when reassembling.



Step 7: Remove the front harness guide

1. Open one clamp, unplug five connectors, and then remove the wire harness from the front harness guide.
2. Remove four screws, and then remove the front harness guide.

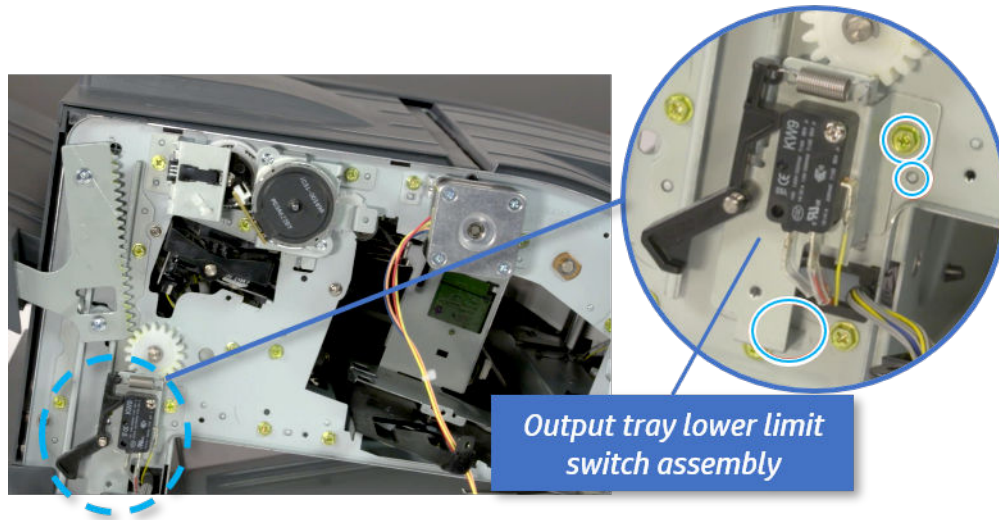
Figure 6-817 Remove the front harness guide



Step 8: Remove the output tray lower limit switch

- ▲ Remove one screw, and then remove the output tray lower limit switch.

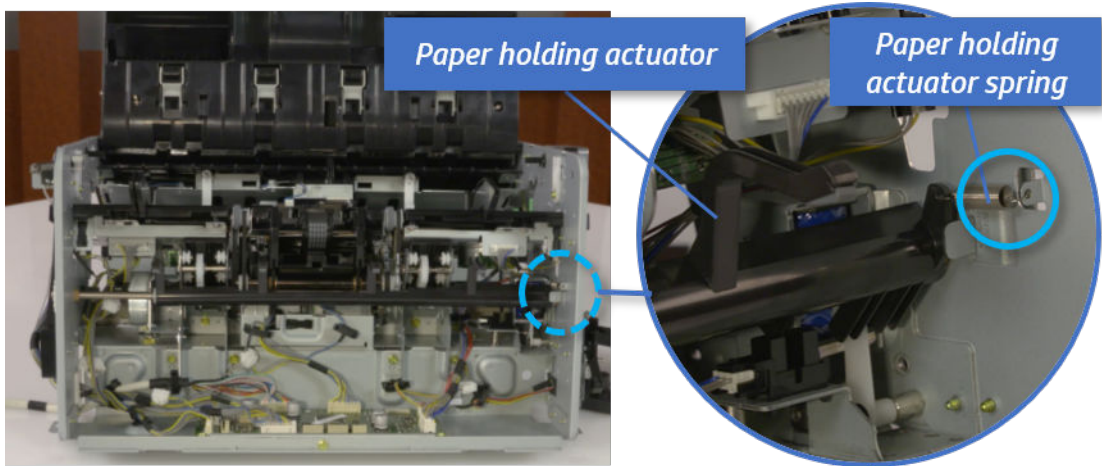
Figure 6-818 Remove the output tray lower limit switch



Step 9: Remove the paper holding

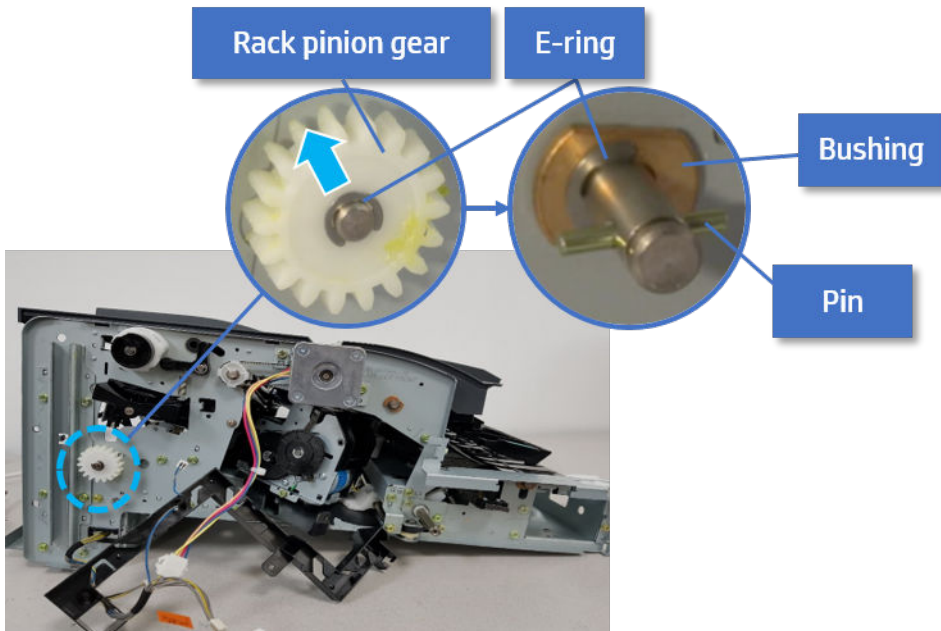
1. Remove the paper holding actuator spring.

Figure 6-819 Remove the paper holding actuator spring



2. Remove the e-ring and the rack pinion gear. Remove the pin and the e-ring, and then remove the bushing.

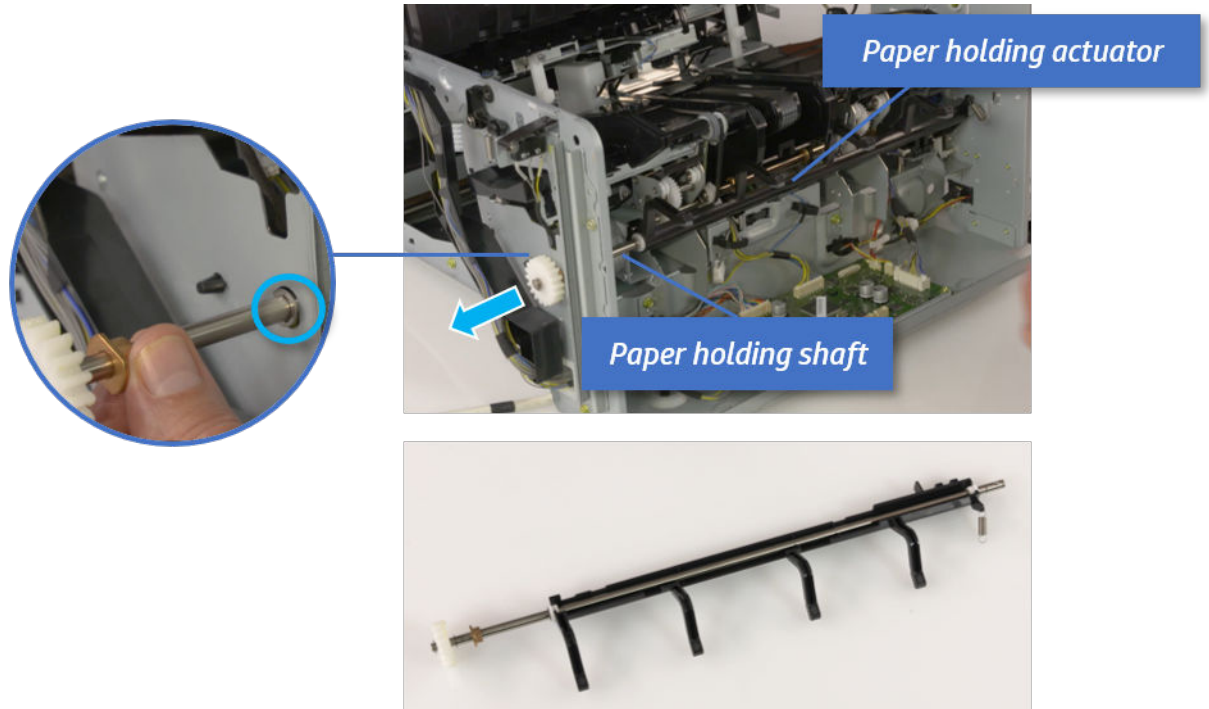
Figure 6-820 Remove e-ring, rack pinion gear, pin, and bushing



 **NOTE:** Be sure not to lose the pin.

3. Carefully remove the paper holding shaft and the actuator.

Figure 6-821 Remove the paper holding shaft and the actuator





Step 10: 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.

Paper holding sensor (S9)

- [Introduction](#)
- [Step 1: Remove the front cover](#)
- [Step 2: Remove the rear cover](#)
- [Step 3: Remove the output tray](#)
- [Step 4: Remove the output tray frame](#)
- [Step 5: Remove the PCA cover](#)
- [Step 6: Remove the left cover](#)
- [Step 7: Remove the front harness guide](#)
- [Step 8: Remove the output tray motor assembly](#)
- [Step 9: Remove the output tray lower limit switch](#)
- [Step 10: Remove the paper holding](#)
- [Step 11: Remove the paper holding sensor](#)
- [Step 12: Unpack the replacement assembly](#)

Introduction

Learn how to remove and replace the paper holding sensor (S9).


[View a video of removing the inner finisher.](#)

[View a video of installing the inner finisher.](#)



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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
 - A shutting-down message appears on the control-panel display.
-
-  **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.
-
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

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

Table 6-72 Part information

Part number	Part description
0604-001393	Paper holding sensor

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

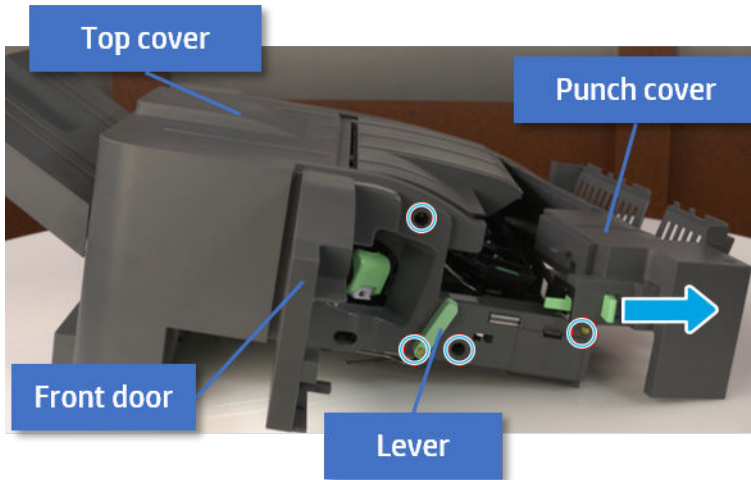
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the front cover

1. Open the front door and open the punch cover.
2. Remove three screws in the front.
3. Remove the lever.
4. Open the top cover.
5. From the right side of the front cover, carefully lift and pry toward the top-left corner to remove the front cover.

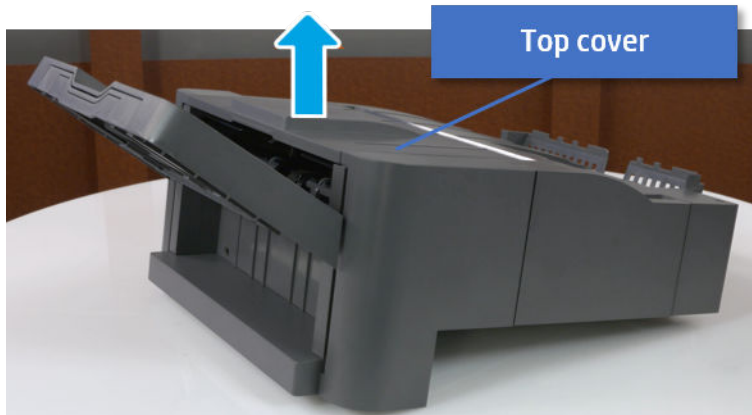
Figure 6-822 Remove the front cover



Step 2: Remove the rear cover

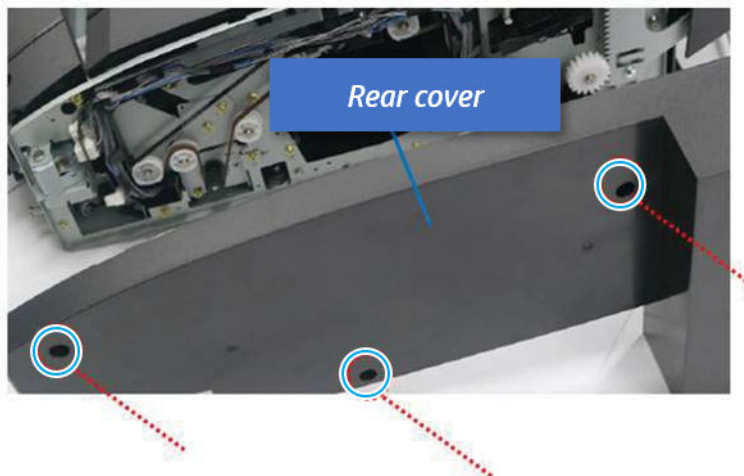
1. Open the top cover.

Figure 6-823 Open the top cover



2. Remove three screws.
3. Release hooks carefully and remove the rear cover.

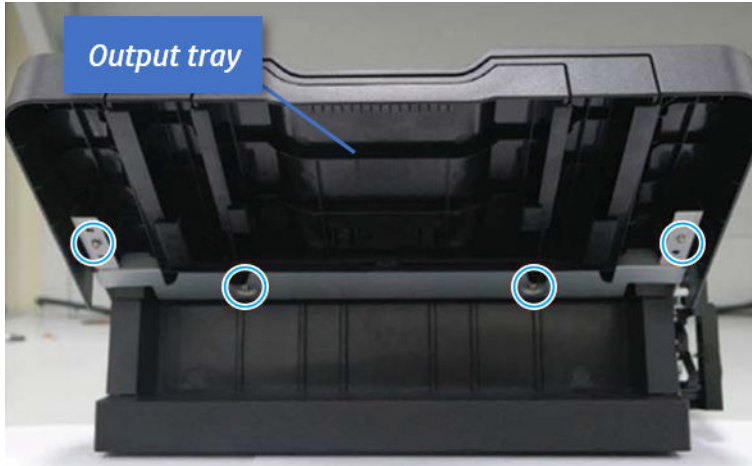
Figure 6-824 Remove the rear cover



Step 3: Remove the output tray

1. Remove four screws.

Figure 6-825 Remove four screws



2. Push the paper holding actuator into the inner finisher, and then remove the output tray.

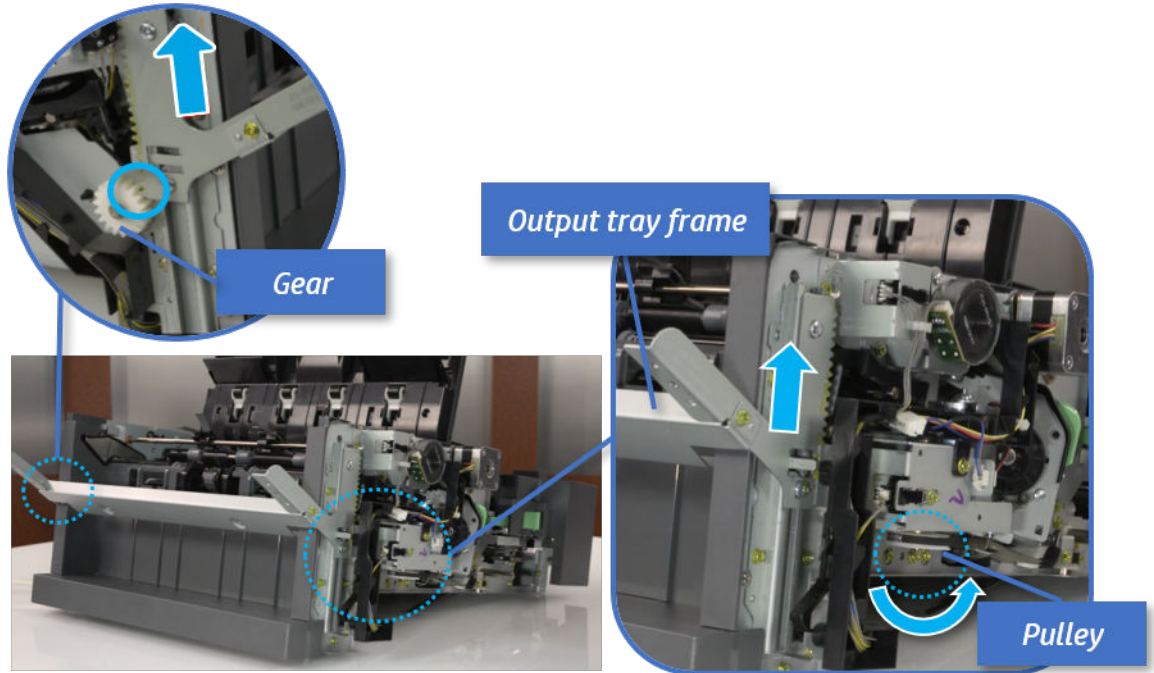
Figure 6-826 Remove the output tray



Step 4: Remove the output tray frame

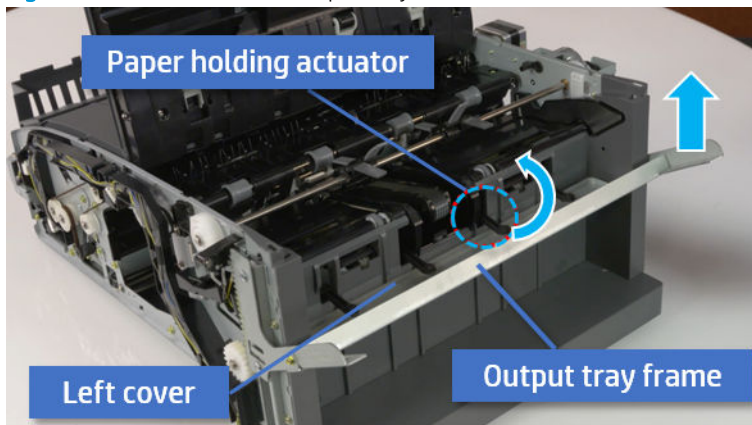
1. Rotate the pulley until the output tray frame depart from the gear.


Figure 6-827 Remove the pulley



2. Push the paper holding actuator into the inner finisher, and then remove the output tray frame.

Figure 6-828 Remove the output tray frame



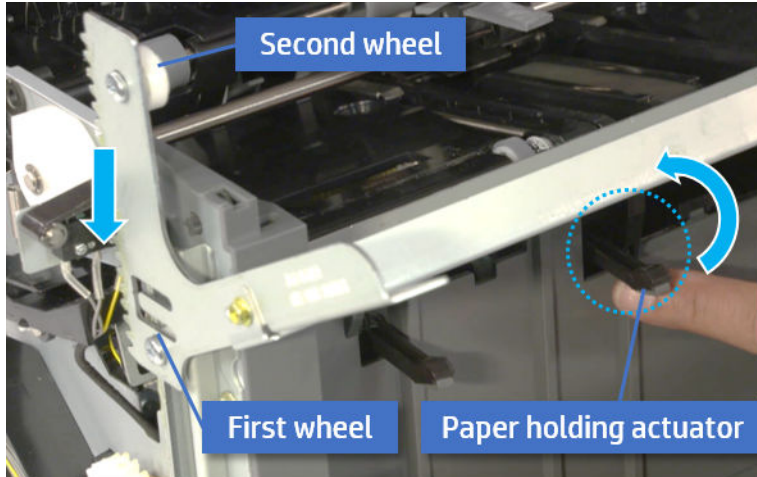
 **TIP:** Push the paper holding actuator into the inner finisher when reassembling. Be sure to level the output tray.

Reinstall the output tray frame

Use the following special instructions when the reinstalling the assembly.

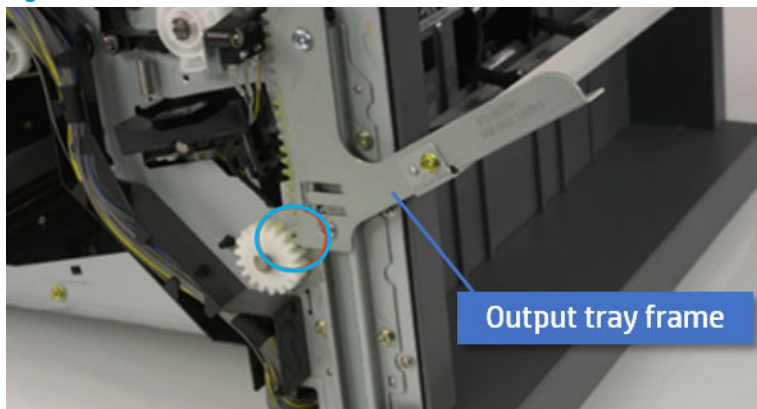
- a. Position the first wheel into the channel on both sides while pushing the paper holding actuator.

Figure 6-829 Install the wheel (1 of 2)



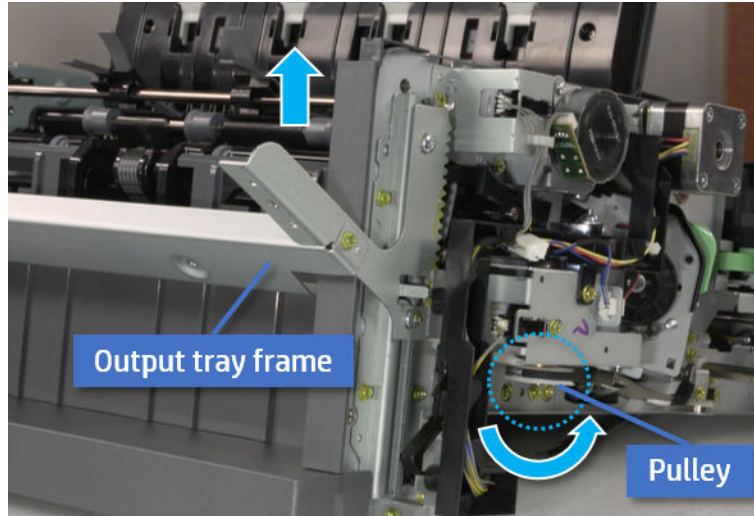
- b. Let the second wheel rest on the channel on both sides simultaneously.
- c. Gently squeeze the wheels into channel until the output tray frame meet the gear.

Figure 6-830 Install the wheel (2 of 2)



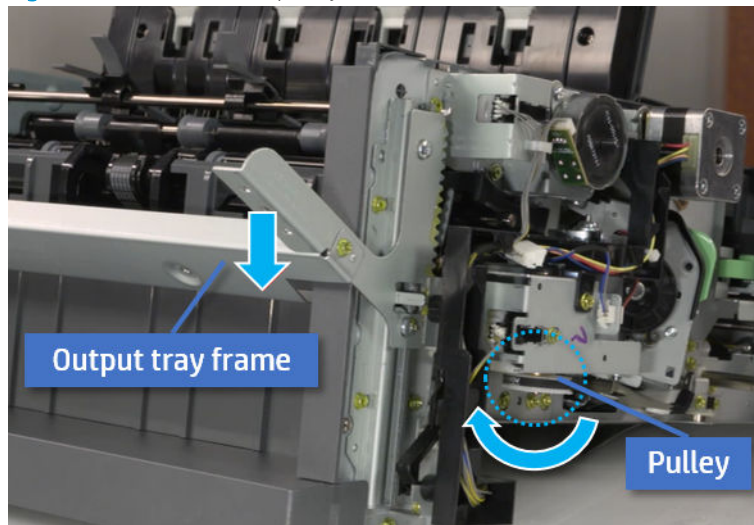
- d. Rotate the pulley until the output tray frame is no longer lifted. It can make to level the output tray frame.

Figure 6-831 Rotate the pulley (1 of 2)



- e. Rotate the pulley in the opposite direction.

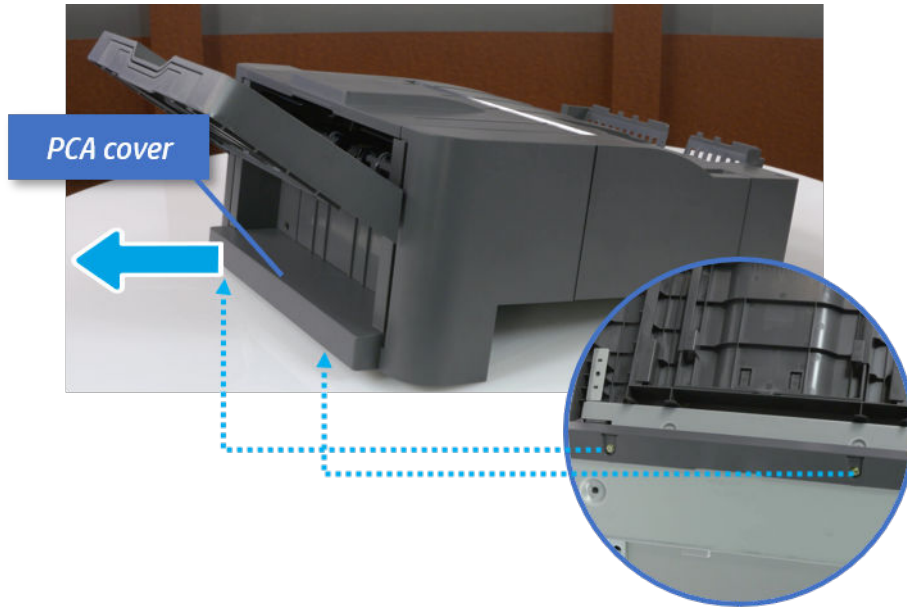
Figure 6-832 Rotate the pulley (2 of 2)



Step 5: Remove the PCA cover

- ▲ Remove two screws, and then remove the PCA cover.

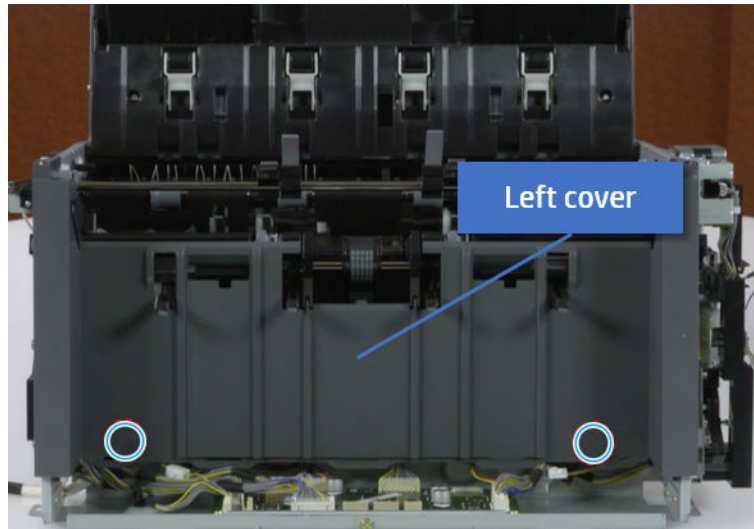
Figure 6-833 Remove the PCA cover



Step 6: Remove the left cover

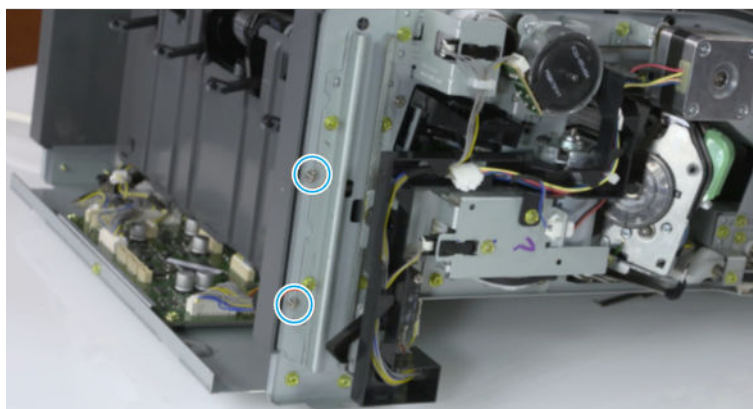
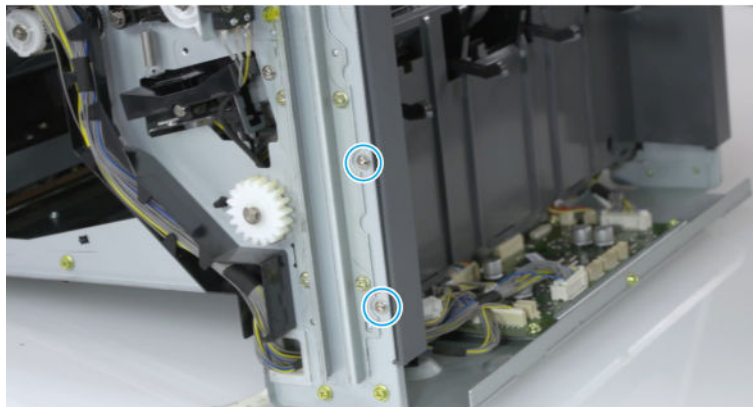
1. Remove two screws.

Figure 6-834 Remove two screws



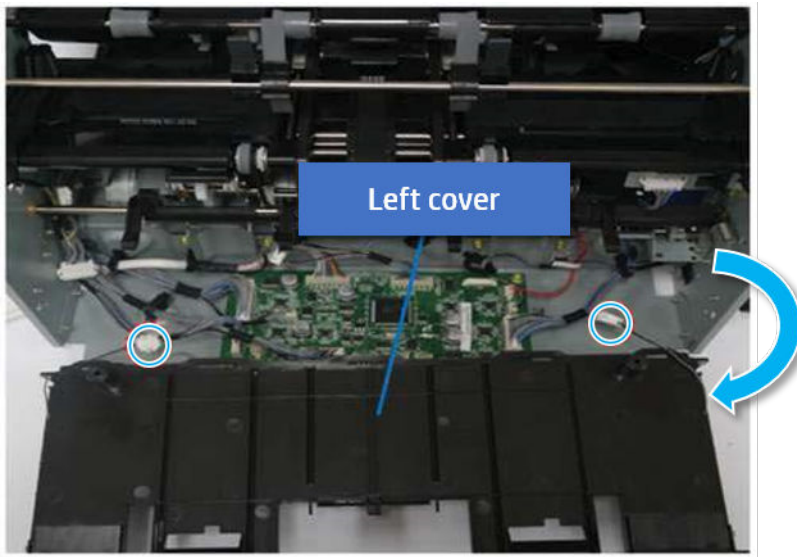
2. Remove four screws from both front and rear sides


Figure 6-835 Remove four screws

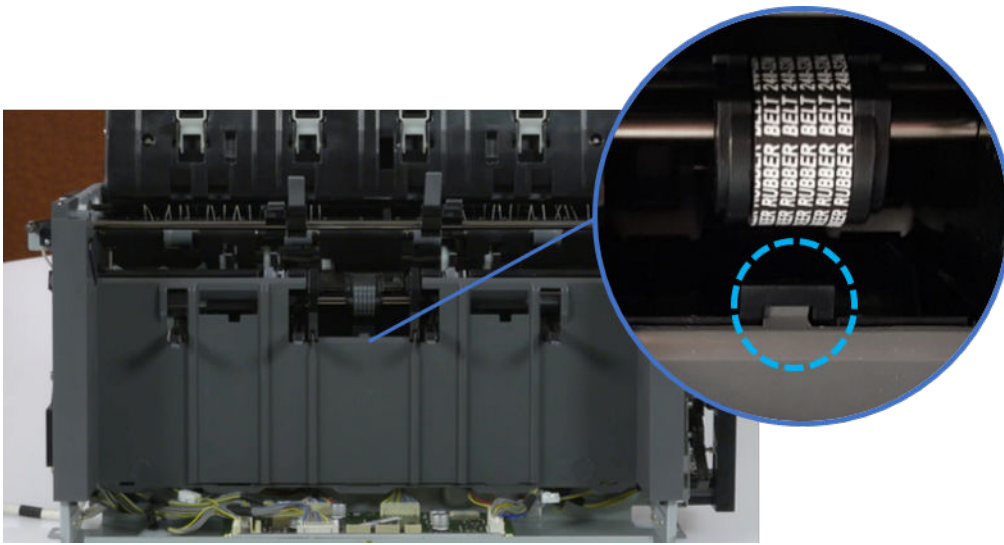


3. Unplug two inline connectors, and then remove the left cover.

Figure 6-836 Unplug two connectors



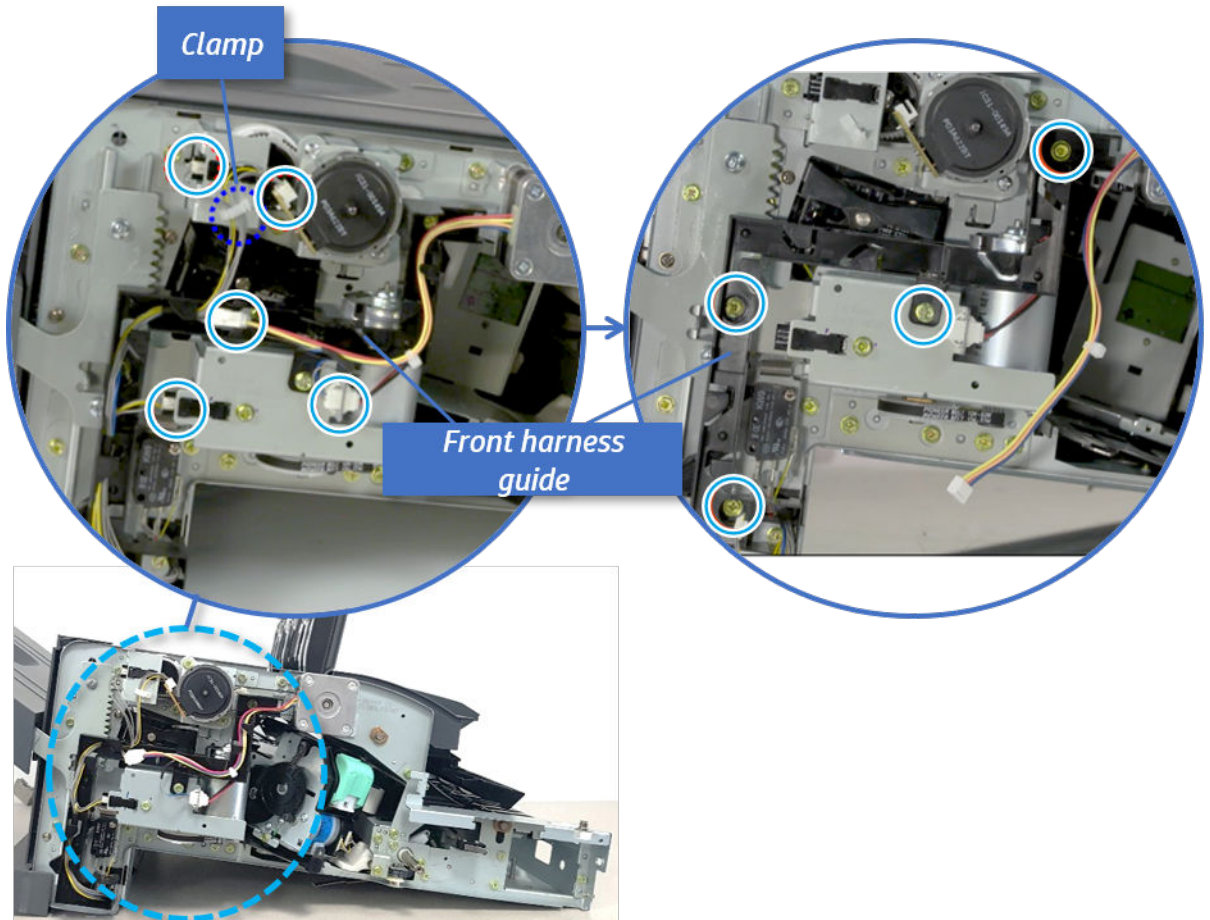
 **TIP:** Be sure to check the hook when reassembling.



Step 7: Remove the front harness guide

1. Open one clamp, unplug five connectors, and then remove the wire harness from the front harness guide.
2. Remove four screws, and then remove the front harness guide.

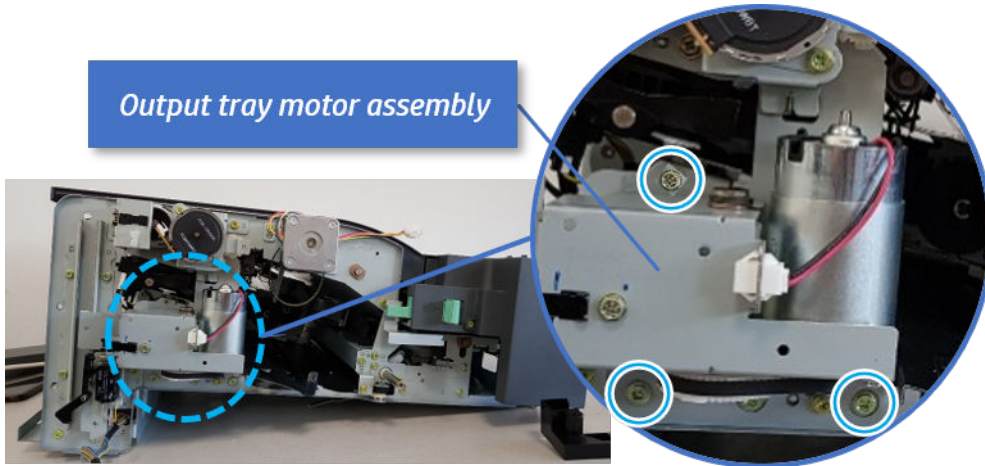
Figure 6-837 Remove the front harness guide



Step 8: Remove the output tray motor assembly

- ▲ Remove three screws, and then remove the output tray motor assembly.

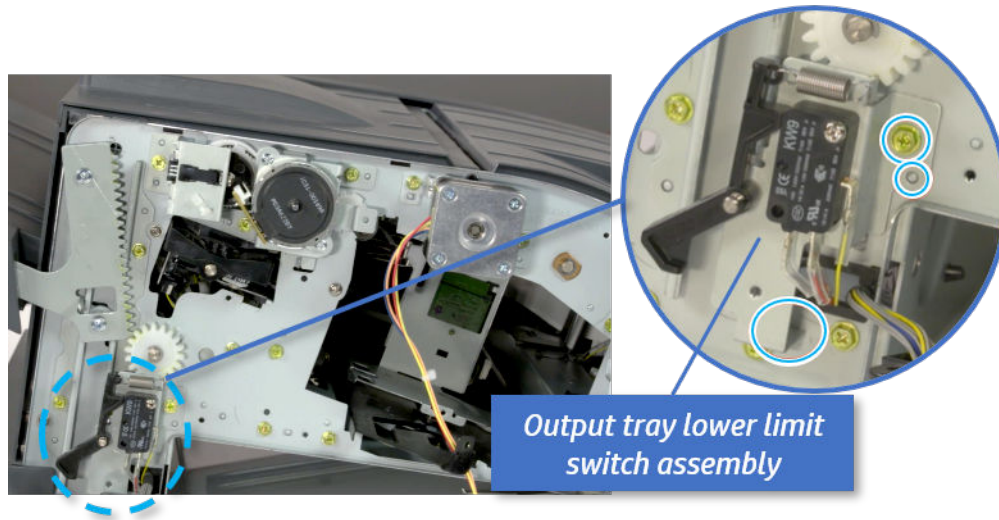
Figure 6-838 Remove the output tray motor assembly



Step 9: Remove the output tray lower limit switch

- ▲ Remove one screw, and then remove the output tray lower limit switch.

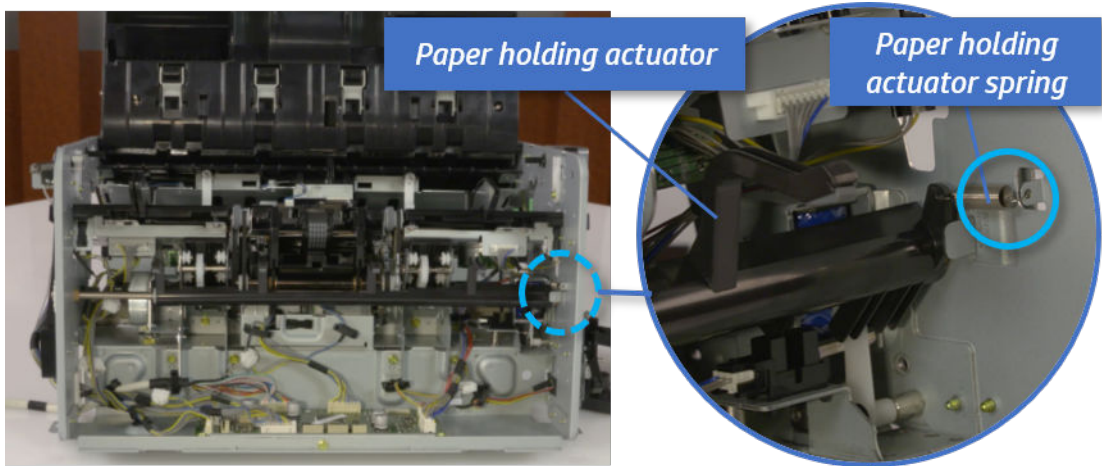
Figure 6-839 Remove the output tray lower limit switch



Step 10: Remove the paper holding

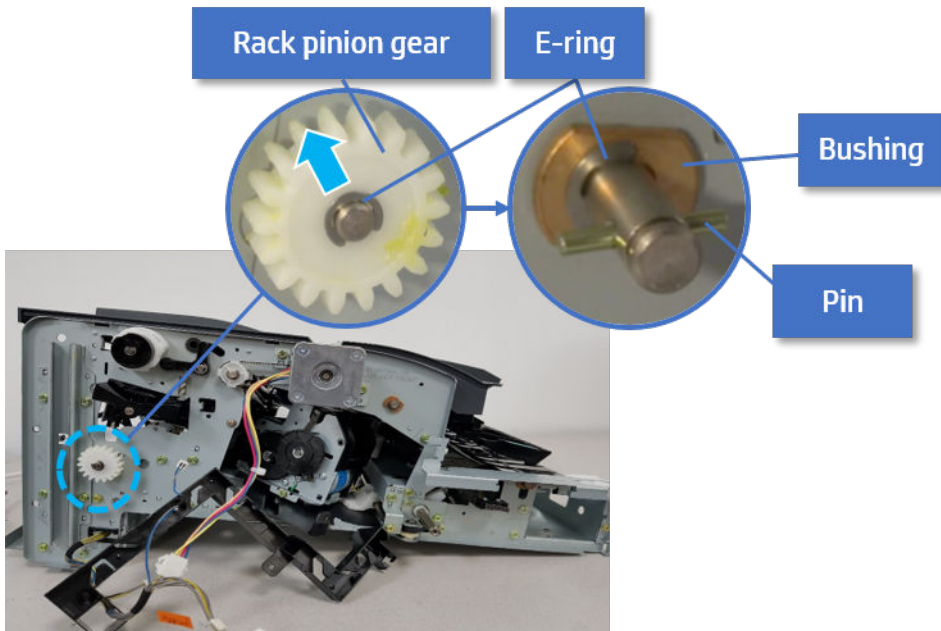
1. Remove the paper holding actuator spring.

Figure 6-840 Remove the paper holding actuator spring



2. Remove the e-ring and the rack pinion gear. Remove the pin and the e-ring, and then remove the bushing.

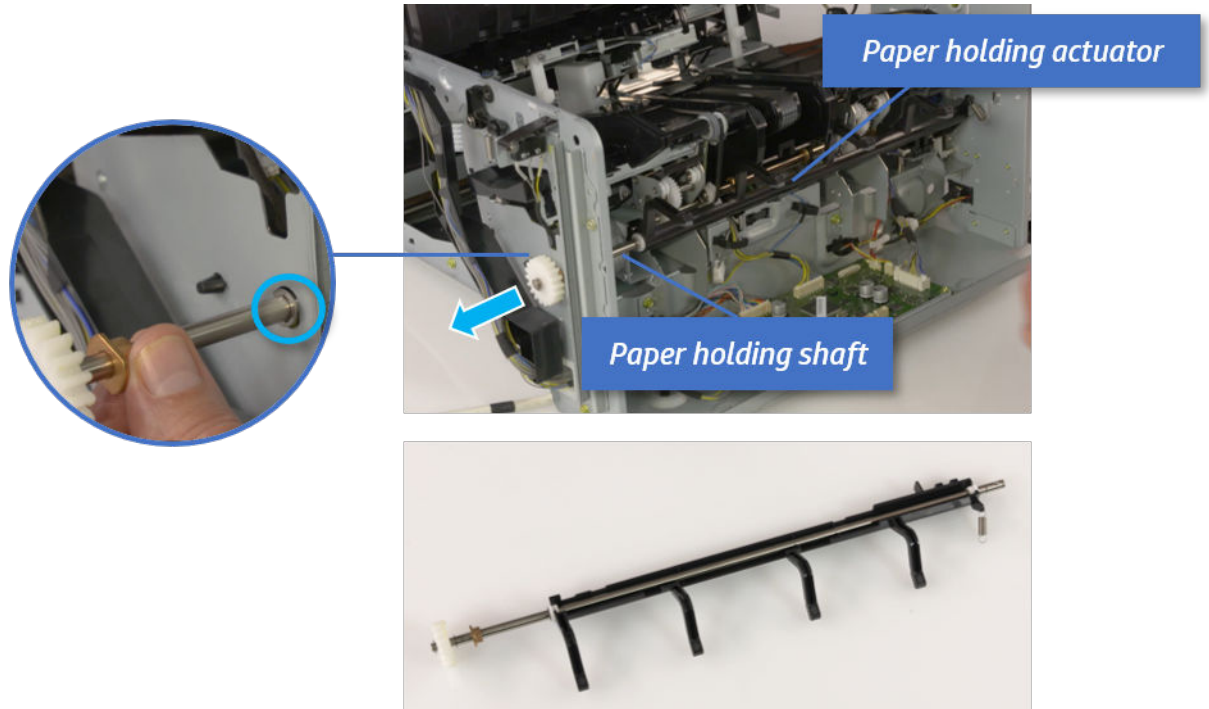
Figure 6-841 Remove e-ring, rack pinion gear, pin, and bushing



 **NOTE:** Be sure not to lose the pin.

3. Carefully remove the paper holding shaft and the actuator.

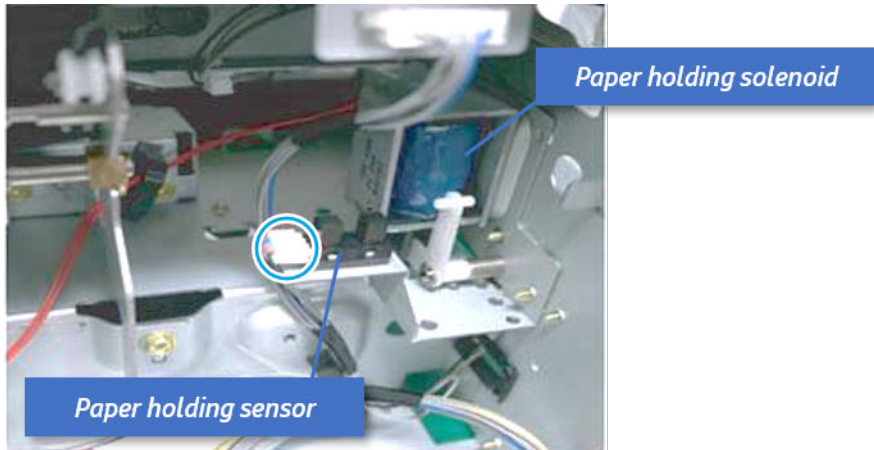
Figure 6-842 Remove the paper holding shaft and the actuator



Step 11: Remove the paper holding sensor

1. Unplug the connector.
2. Remove the adhesive strip from below the sensor.
3. Remove the paper holding sensor.

Figure 6-843 Remove the paper holding sensor





Step 12: 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.

Paper holding solenoid (SL1)

- [Introduction](#)
- [Step 1: Remove the front cover](#)
- [Step 2: Remove the rear cover](#)
- [Step 3: Remove the output tray](#)
- [Step 4: Remove the output tray frame](#)
- [Step 5: Remove the PCA cover](#)
- [Step 6: Remove the left cover](#)
- [Step 7: Remove the front harness guide](#)
- [Step 8: Remove the output tray motor assembly](#)
- [Step 9: Remove the output tray lower limit switch](#)
- [Step 10: Remove the paper holding](#)
- [Step 11: Remove the sub paddle unit](#)
- [Step 12: Remove the exit roller](#)
- [Step 13: Remove the front tamper](#)
- [Step 14: Remove the paper holding solenoid](#)
- [Step 5: Unpack the replacement assembly](#)

Introduction

Learn how to remove and replace the paper holding solenoid.

[View a video of removing the inner finisher.](#)

[View a video of installing the inner finisher.](#)



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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.
- ⚠ **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.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

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

Table 6-73 Part information

Part number	Part description
JC33-00037A	Paper holding solenoid

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

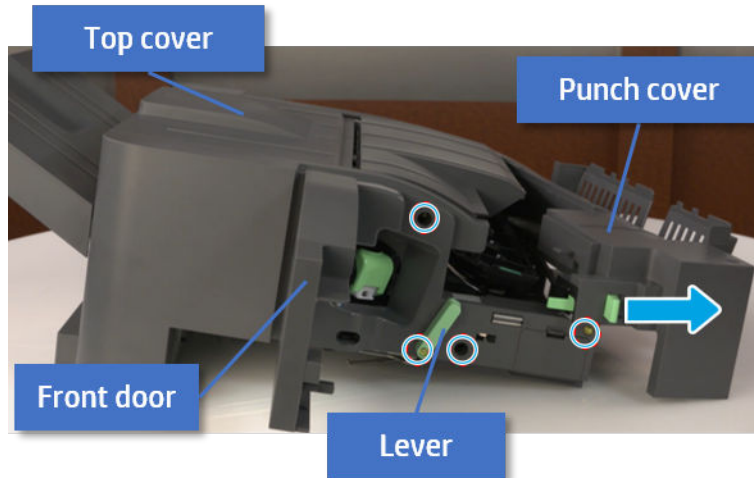
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the front cover

1. Open the front door and open the punch cover.
2. Remove three screws in the front.
3. Remove the lever.
4. Open the top cover.
5. From the right side of the front cover, carefully lift and pry toward the top-left corner to remove the front cover.

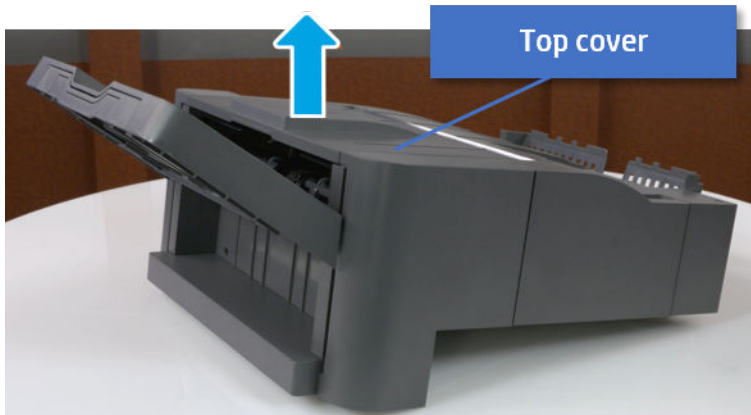
Figure 6-844 Remove the front cover



Step 2: Remove the rear cover

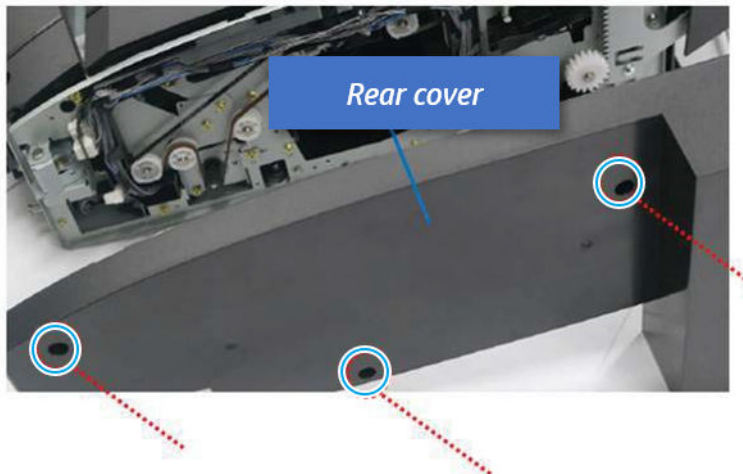
1. Open the top cover.

Figure 6-845 Open the top cover



2. Remove three screws.
3. Release hooks carefully and remove the rear cover.

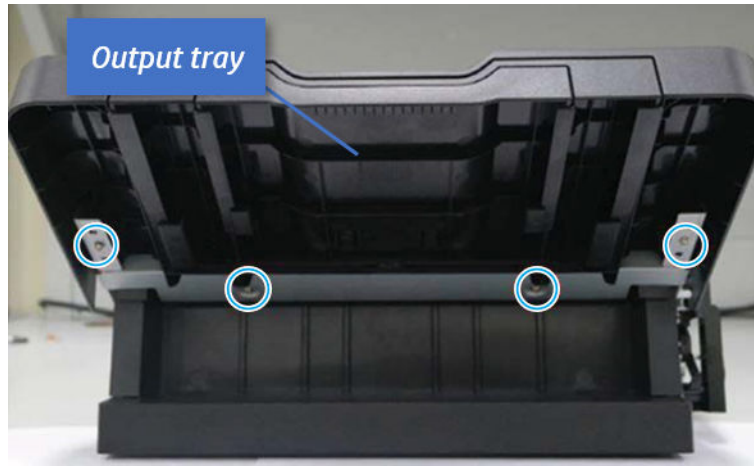
Figure 6-846 Remove the rear cover



Step 3: Remove the output tray

1. Remove four screws.

Figure 6-847 Remove four screws



2. Push the paper holding actuator into the inner finisher, and then remove the output tray.

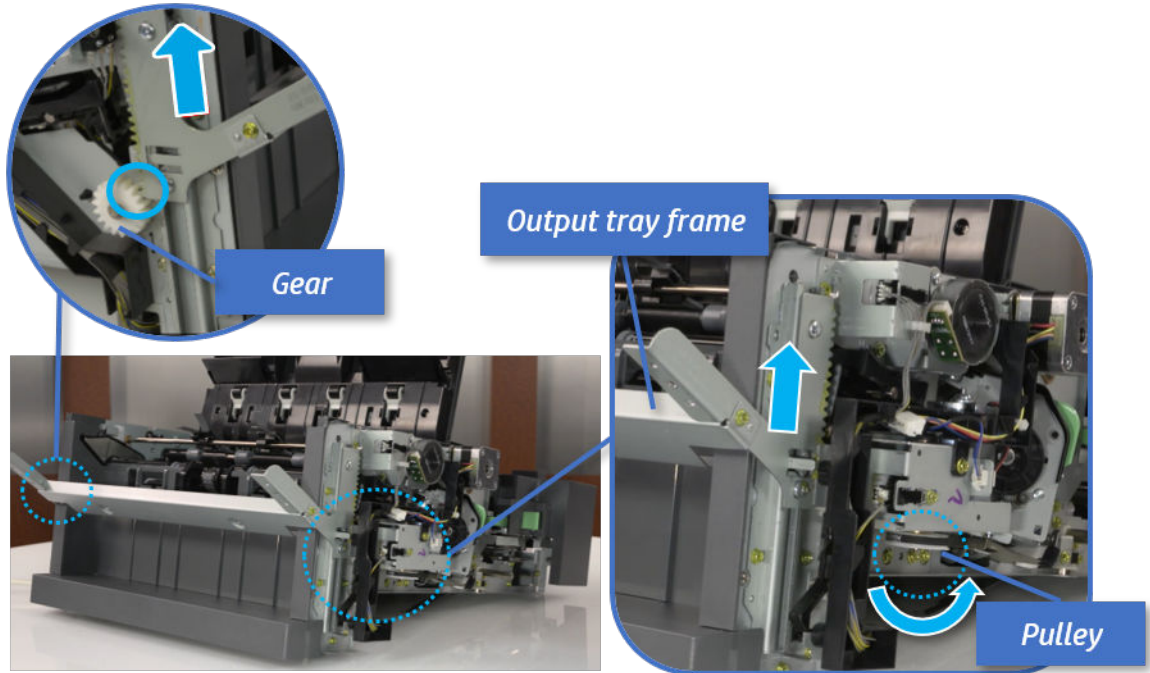
Figure 6-848 Remove the output tray



Step 4: Remove the output tray frame

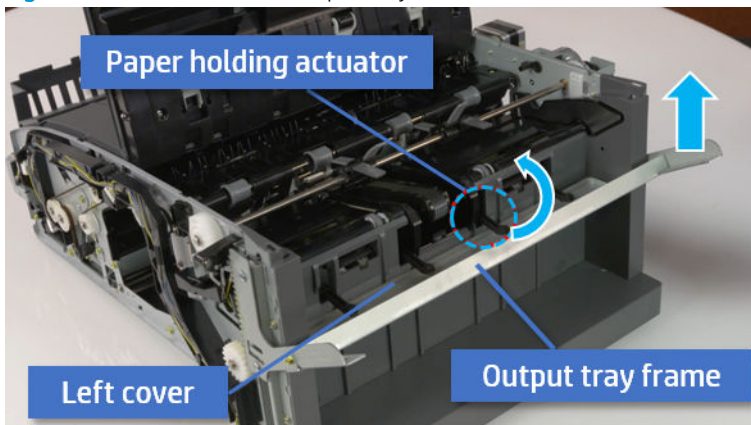
1. Rotate the pulley until the output tray frame depart from the gear.


Figure 6-849 Remove the pulley



2. Push the paper holding actuator into the inner finisher, and then remove the output tray frame.

Figure 6-850 Remove the output tray frame



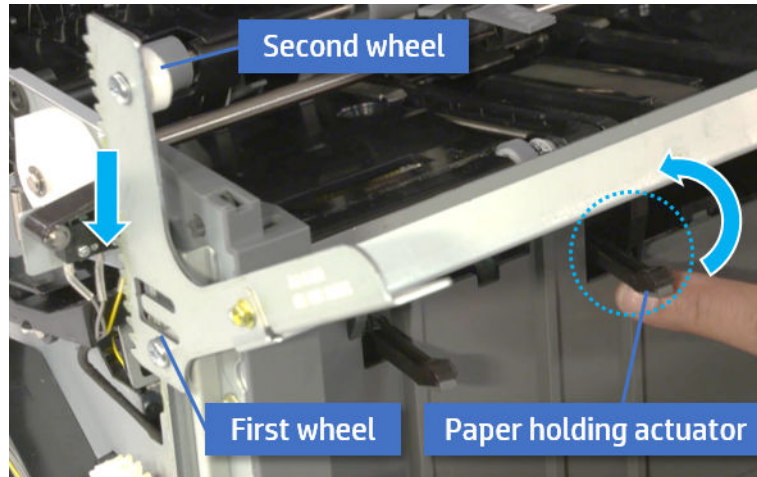
 **TIP:** Push the paper holding actuator into the inner finisher when reassembling. Be sure to level the output tray.

Reinstall the output tray frame

Use the following special instructions when the reinstalling the assembly.

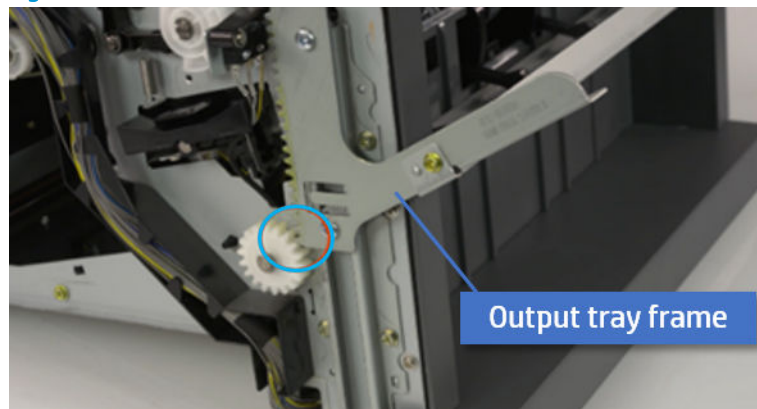
- a. Position the first wheel into the channel on both sides while pushing the paper holding actuator.

Figure 6-851 Install the wheel (1 of 2)



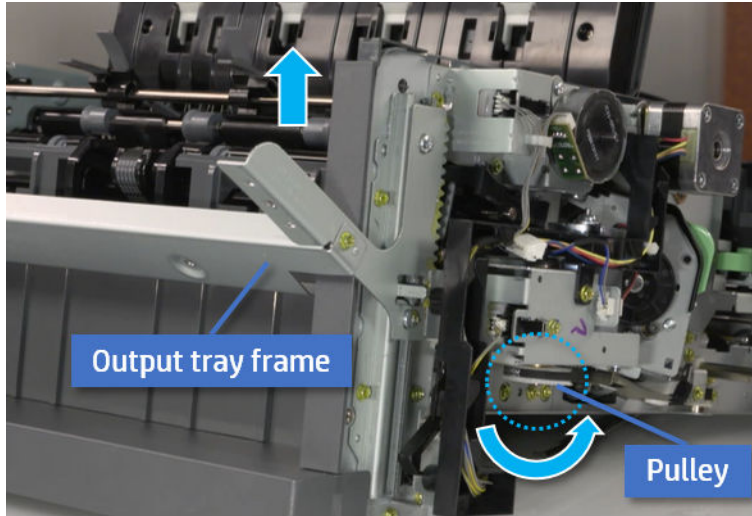
- b. Let the second wheel rest on the channel on both sides simultaneously.
- c. Gently squeeze the wheels into channel until the output tray frame meet the gear.

Figure 6-852 Install the wheel (2 of 2)



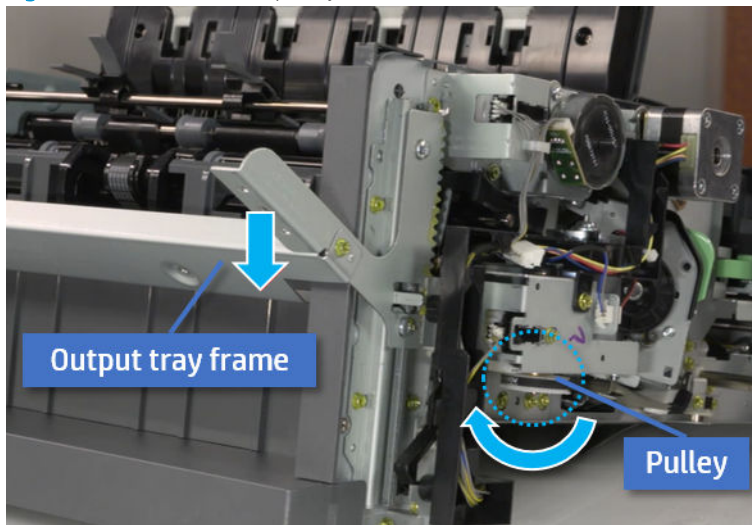
- d. Rotate the pulley until the output tray frame is no longer lifted. It can make to level the output tray frame.

Figure 6-853 Rotate the pulley (1 of 2)



- e. Rotate the pulley in the opposite direction.

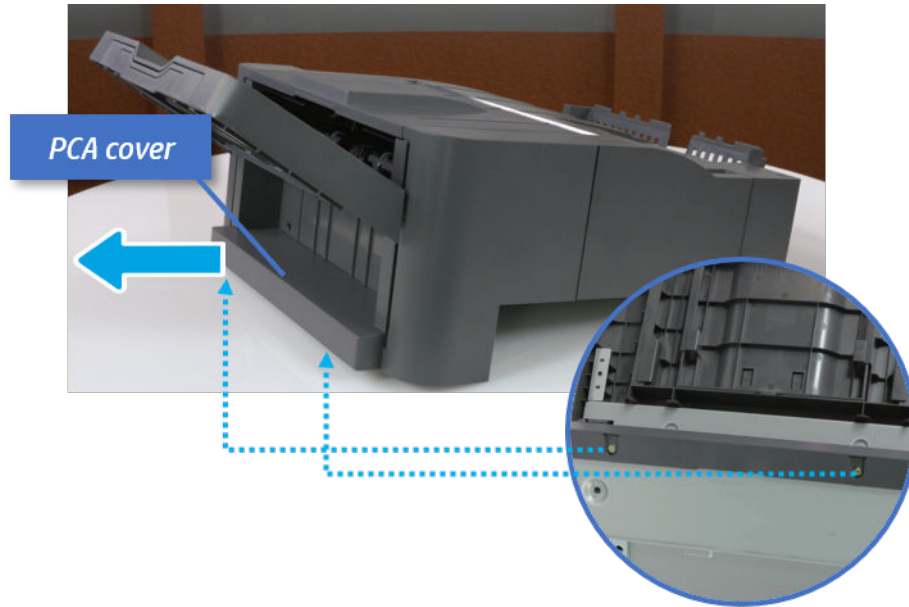
Figure 6-854 Rotate the pulley (2 of 2)



Step 5: Remove the PCA cover

- ▲ Remove two screws, and then remove the PCA cover.

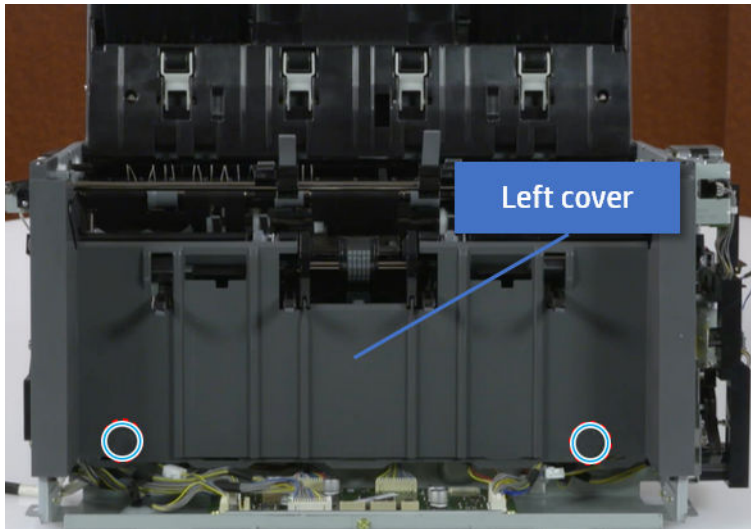
Figure 6-855 Remove the PCA cover



Step 6: Remove the left cover

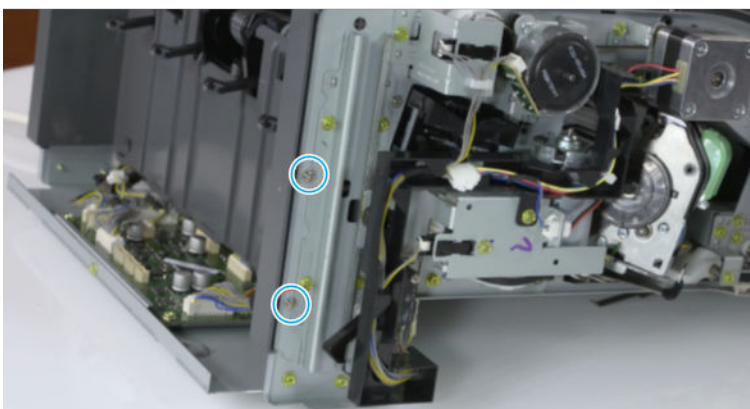
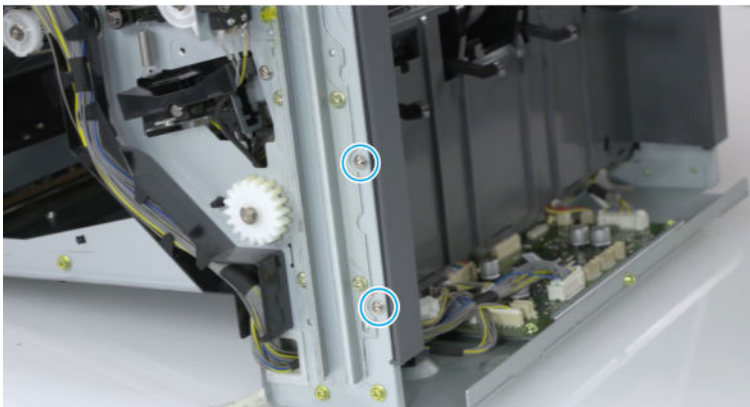
1. Remove two screws.

Figure 6-856 Remove two screws



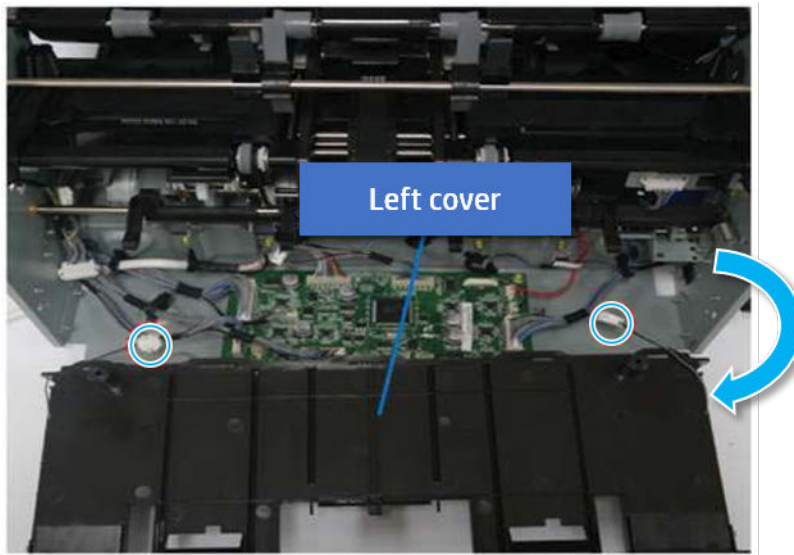
2. Remove four screws from both front and rear sides


Figure 6-857 Remove four screws

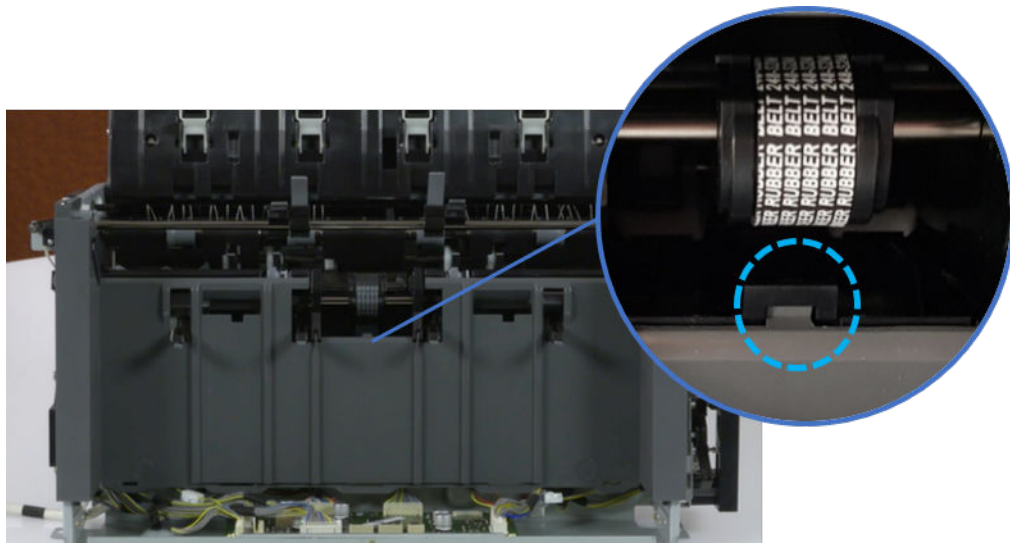


3. Unplug two inline connectors, and then remove the left cover.

Figure 6-858 Unplug two connectors



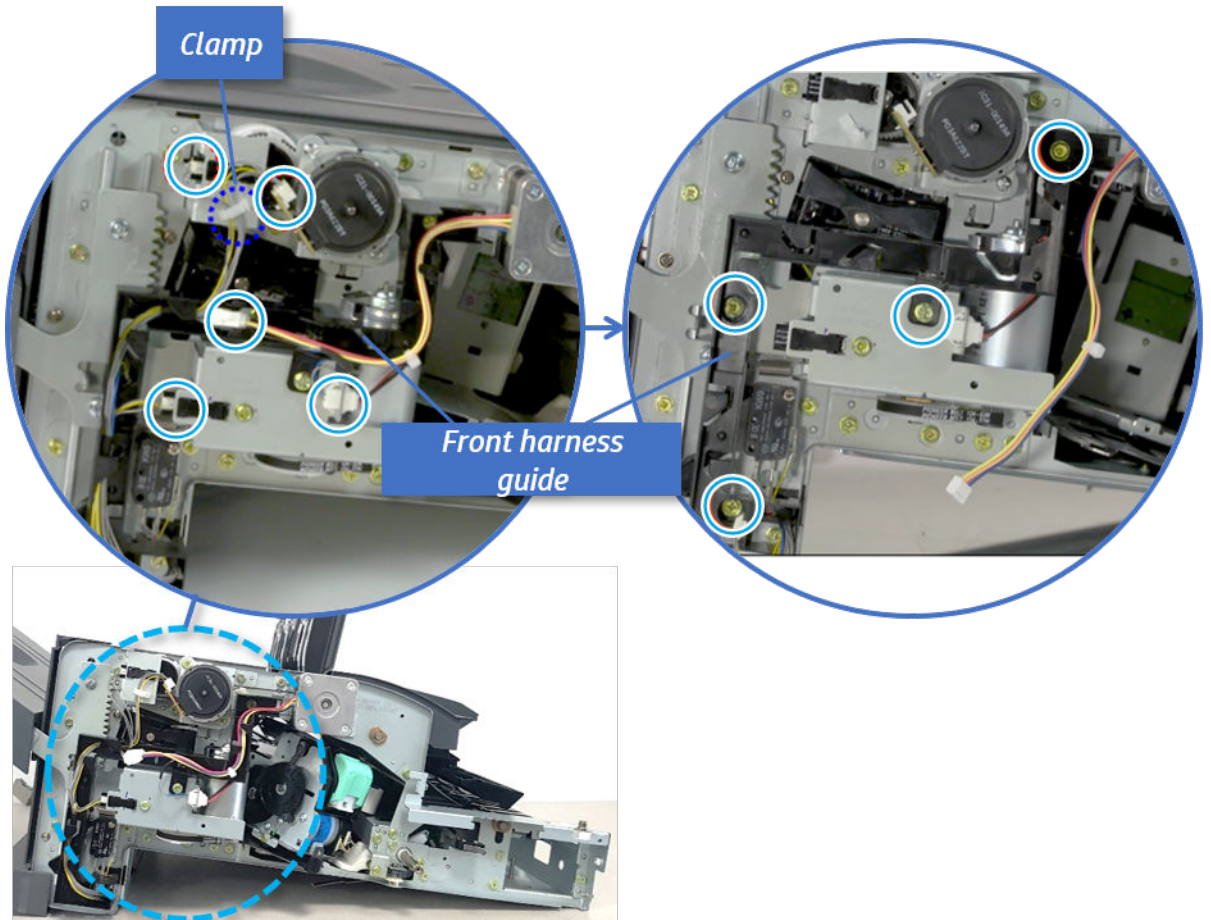
 **TIP:** Be sure to check the hook when reassembling.



Step 7: Remove the front harness guide

1. Open one clamp, unplug five connectors, and then remove the wire harness from the front harness guide.
2. Remove four screws, and then remove the front harness guide.

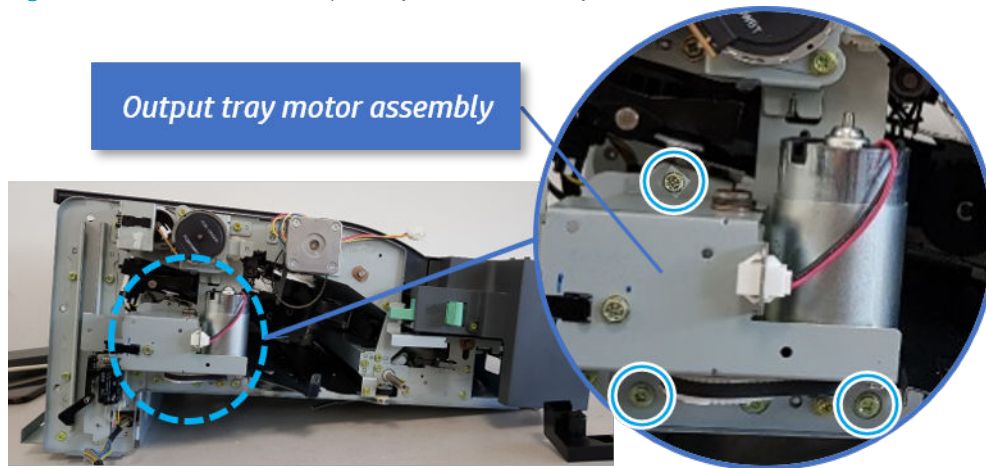
Figure 6-859 Remove the front harness guide



Step 8: Remove the output tray motor assembly

- ▲ Remove three screws, and then remove the output tray motor assembly.

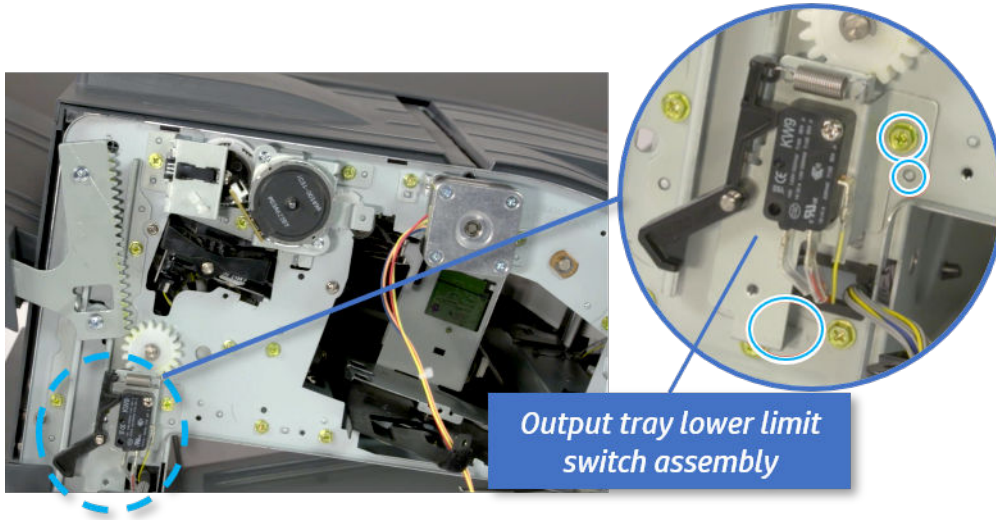
Figure 6-860 Remove the output tray motor assembly



Step 9: Remove the output tray lower limit switch

- ▲ Remove one screw, and then remove the output tray lower limit switch.

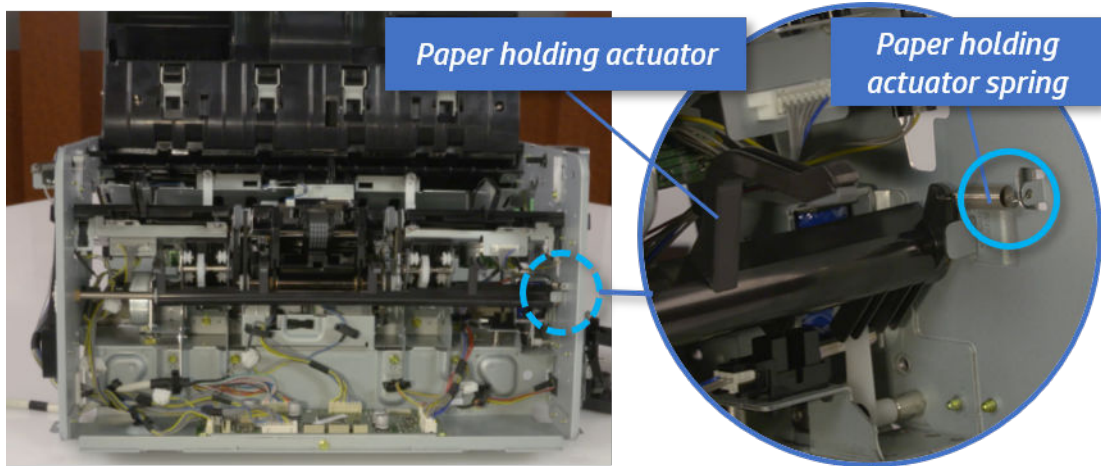
Figure 6-861 Remove the output tray lower limit switch



Step 10: Remove the paper holding

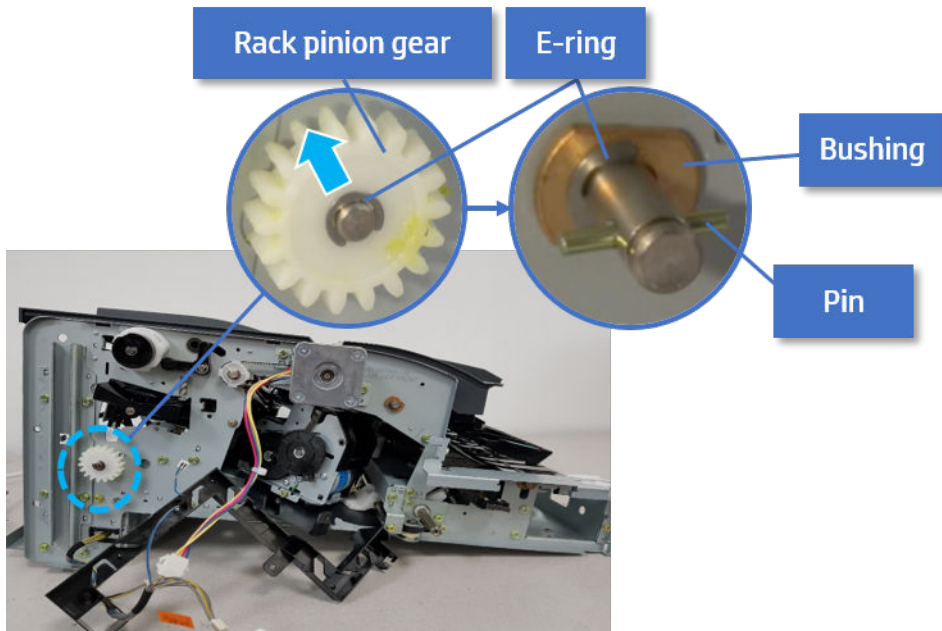
1. Remove the paper holding actuator spring.

Figure 6-862 Remove the paper holding actuator spring



2. Remove the e-ring and the rack pinion gear. Remove the pin and the e-ring, and then remove the bushing.

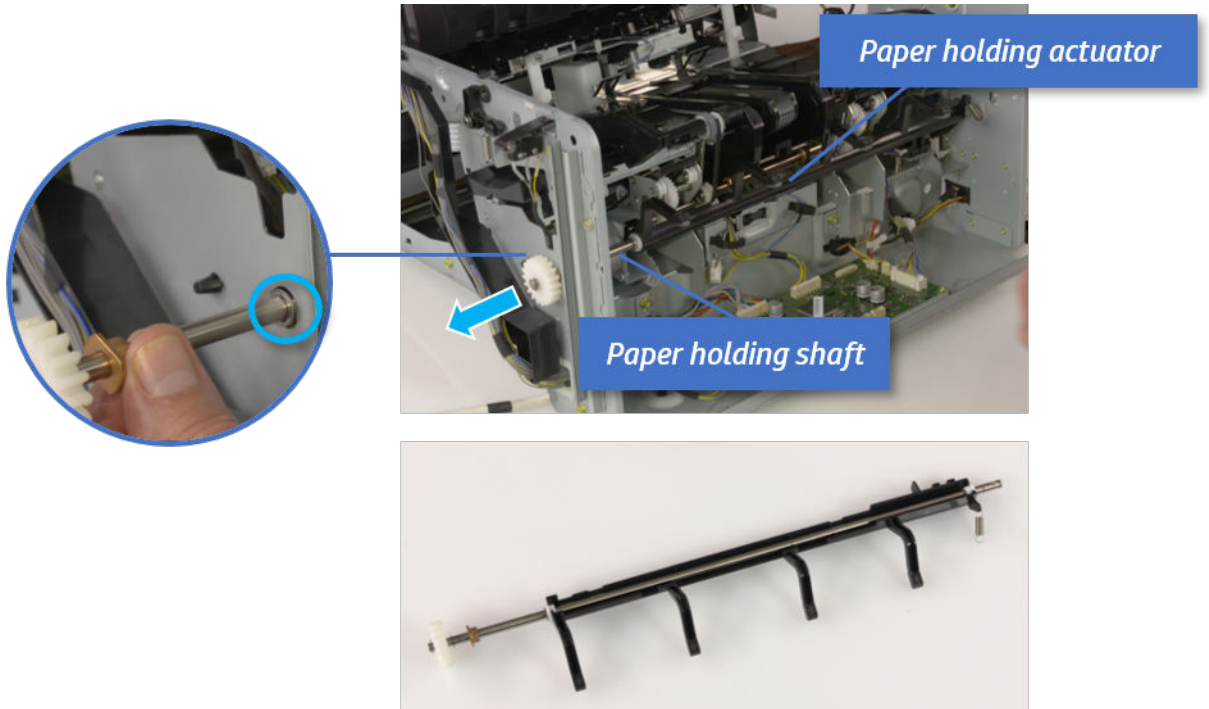
Figure 6-863 Remove e-ring, rack pinion gear, pin, and bushing



 **NOTE:** Be sure not to lose the pin.

- Carefully remove the paper holding shaft and the actuator.

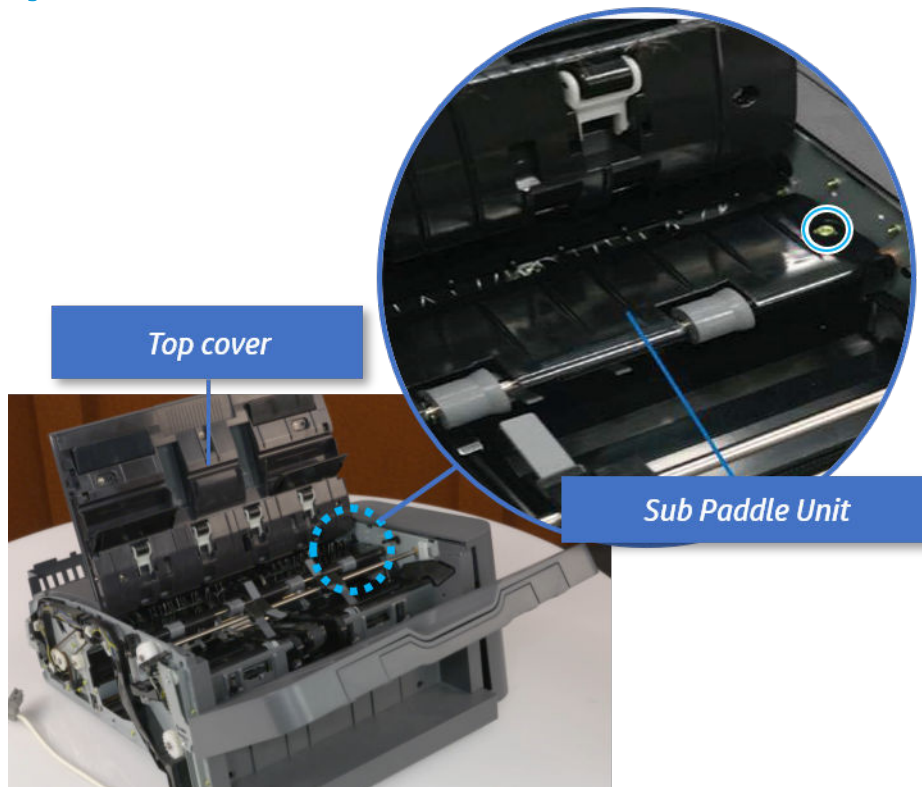
Figure 6-864 Remove the paper holding shaft and the actuator



Step 11: Remove the sub paddle unit

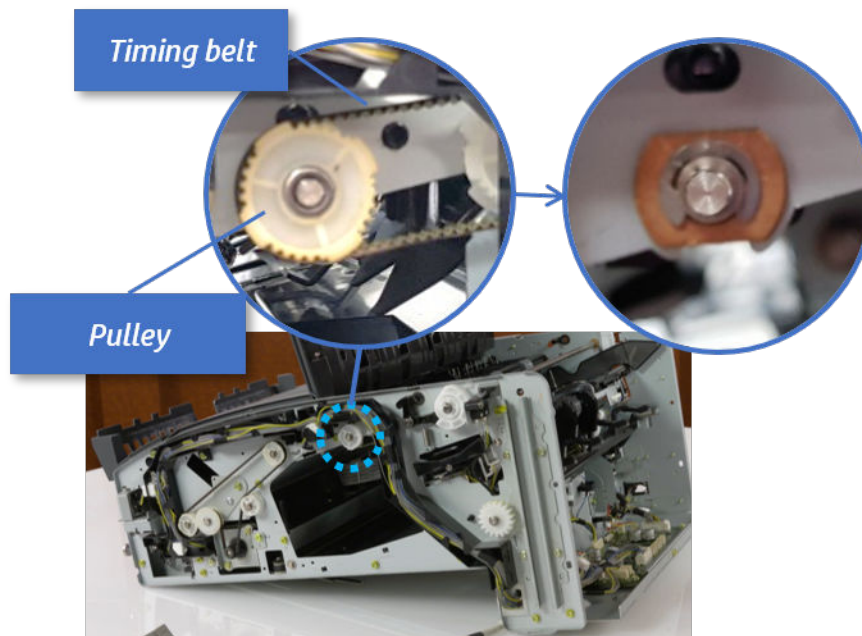
1. Open the top cover, and then remove one screw securing the sub paddle unit.

Figure 6-865 Remove one screw



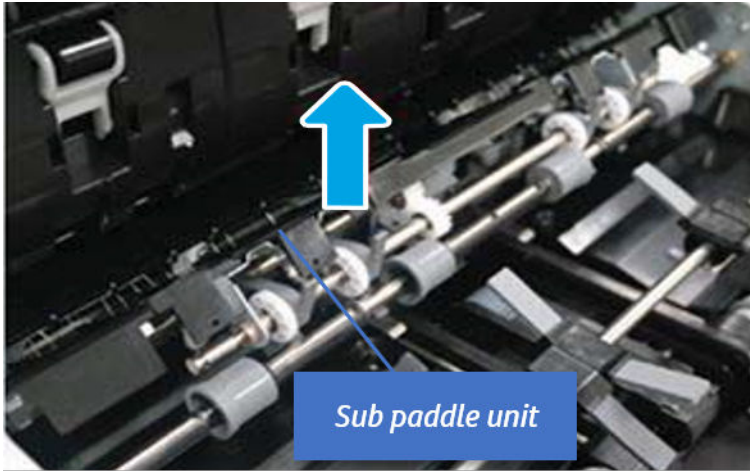
2. Remove the e-ring, and then remove the pulley and timing belt. And then remove the e-ring and the bushing.

Figure 6-866 Remove the e-ring, pulley, timing belt, and bushing



3. Lift up and remove the sub paddle unit.

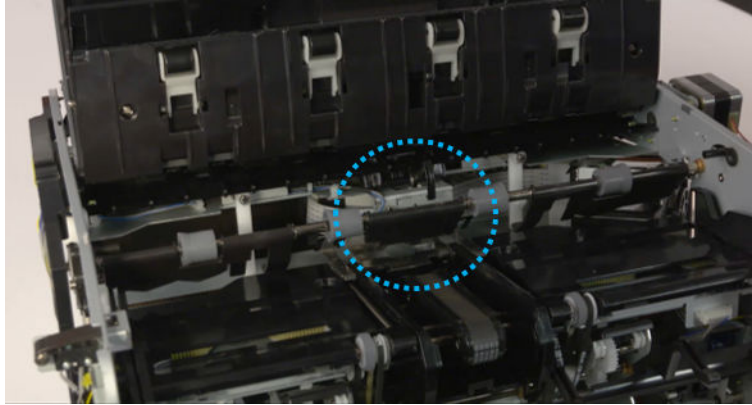
Figure 6-867 Remove the sub paddle unit



Step 12: Remove the exit roller

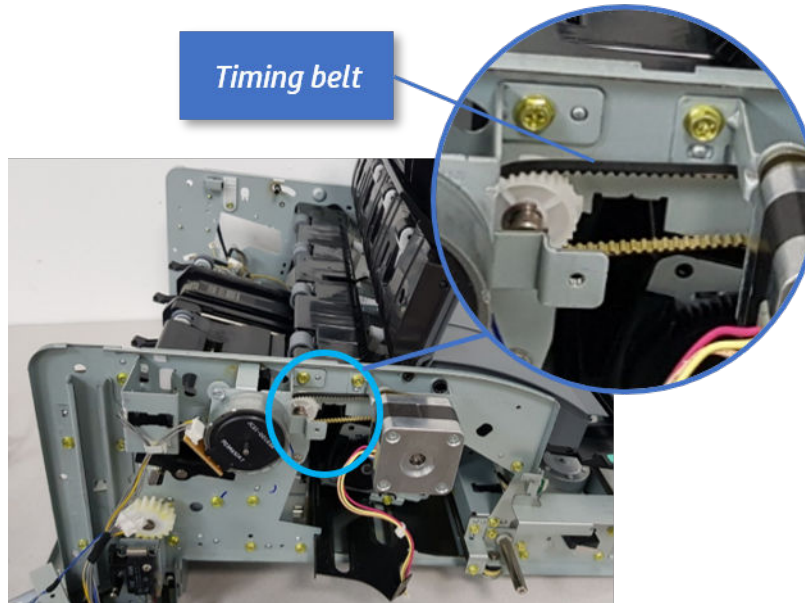
1. Remove the guide on the center of the exit roller.

Figure 6-868 Remove the guide



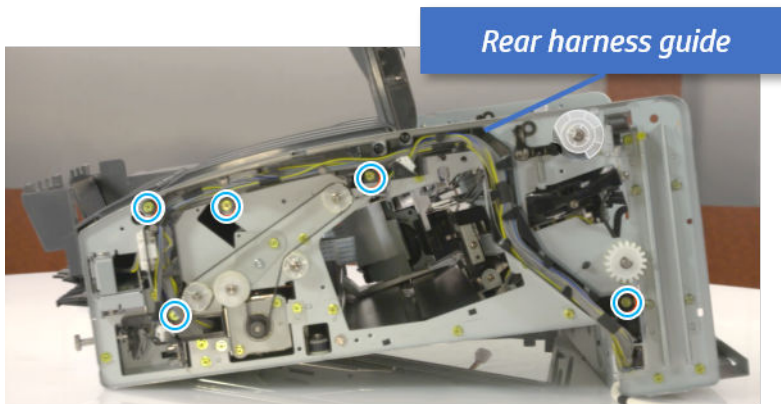
2. On the front of the inner finisher, release the timing belt connected to the exit motor.

Figure 6-869 Release the timing belt



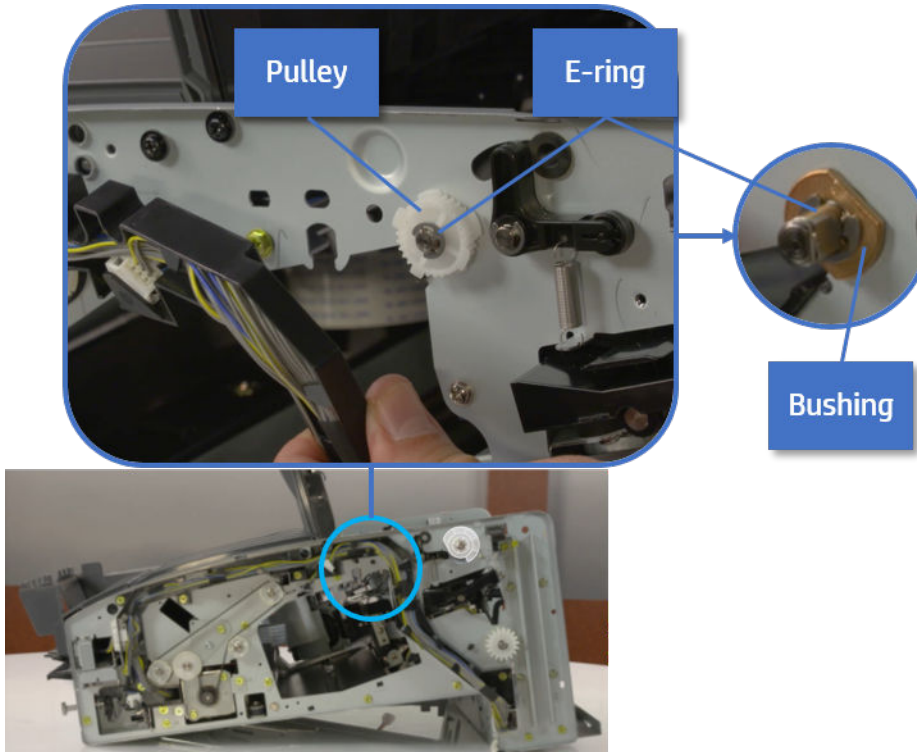
3. Remove five screws securing the rear harness guide.

Figure 6-870 Remove five screws



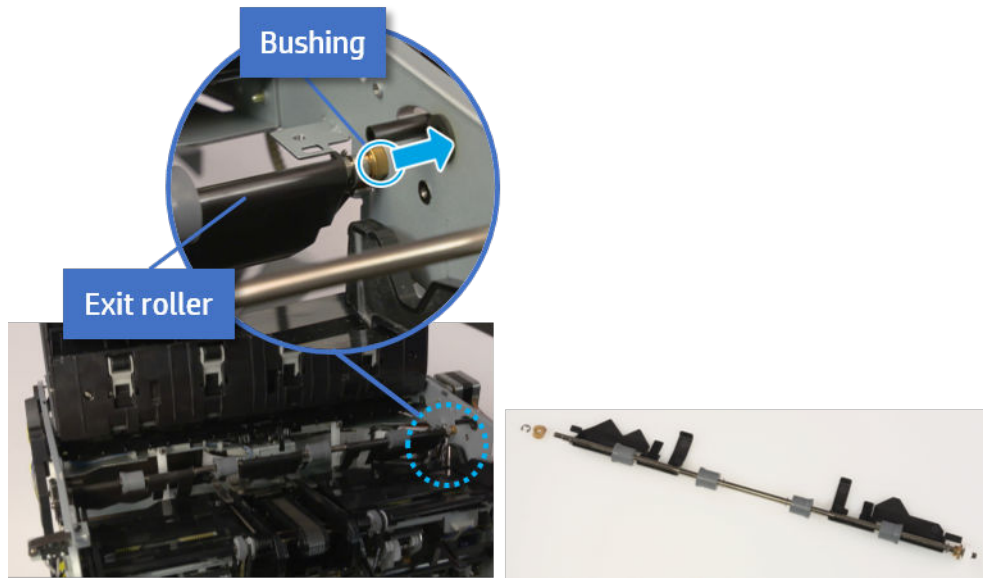
4. On the rear of the inner finisher, remove the e-ring and the pulley and then remove the e-ring and the bushing.

Figure 6-871 Remove the e-ring, pulley, and bushing



5. Push the bushing to detach it, and then remove the exit roller.

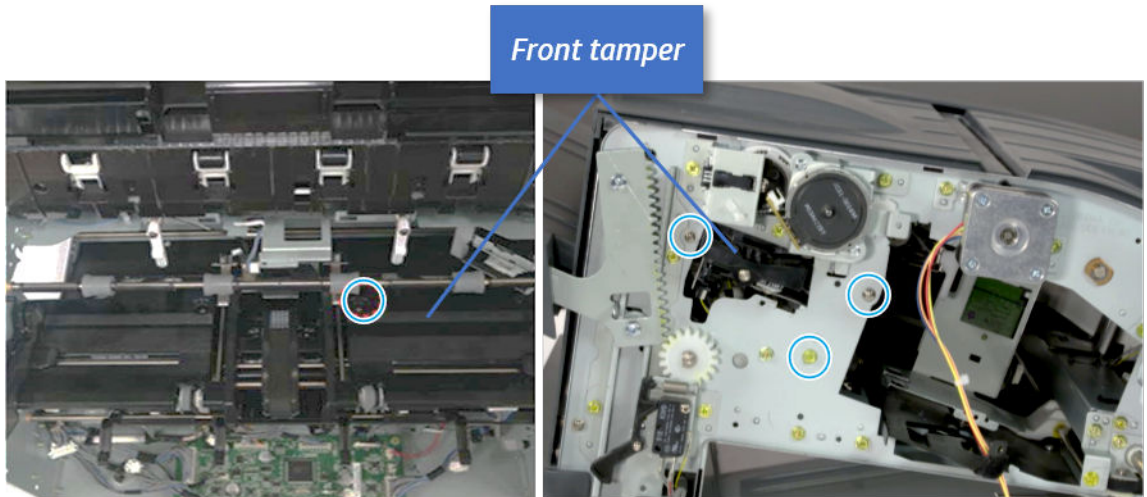
Figure 6-872 Remove the exit roller



Step 13: Remove the front tamper

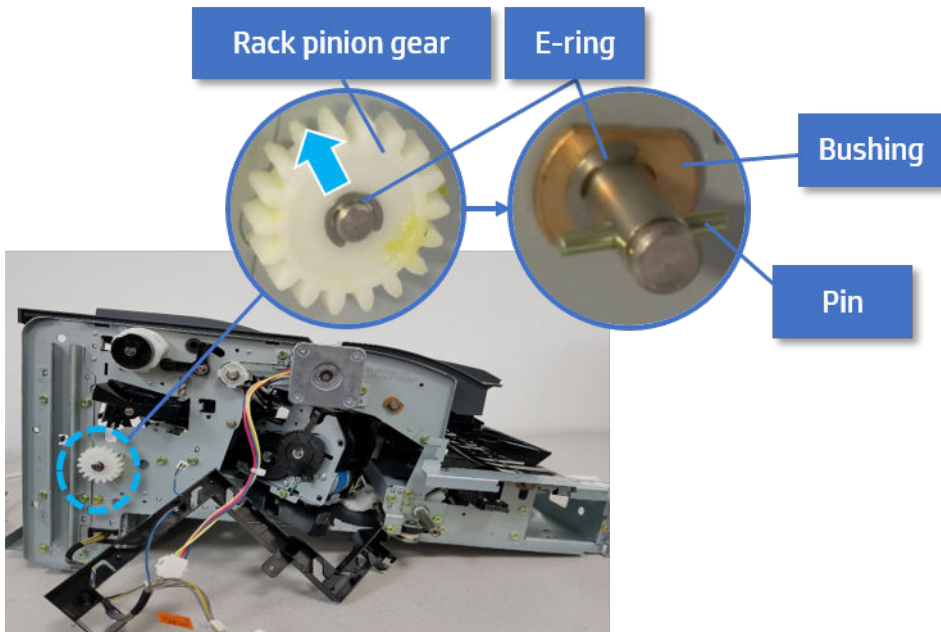
1. Remove four screws.

Figure 6-873 Remove four screws



2. Unplug the connector and release the hook, and then pull the front tamper up to remove.

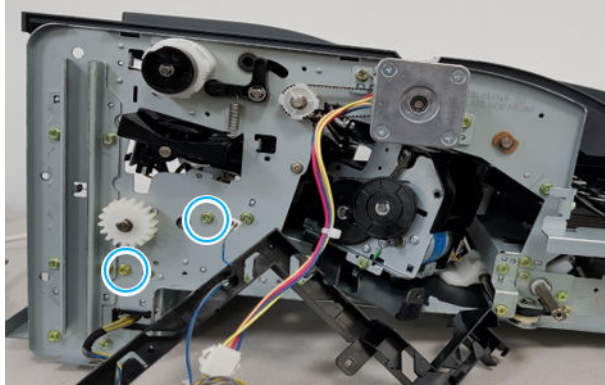
Figure 6-874 Remove the front tamper



Step 14: Remove the paper holding solenoid

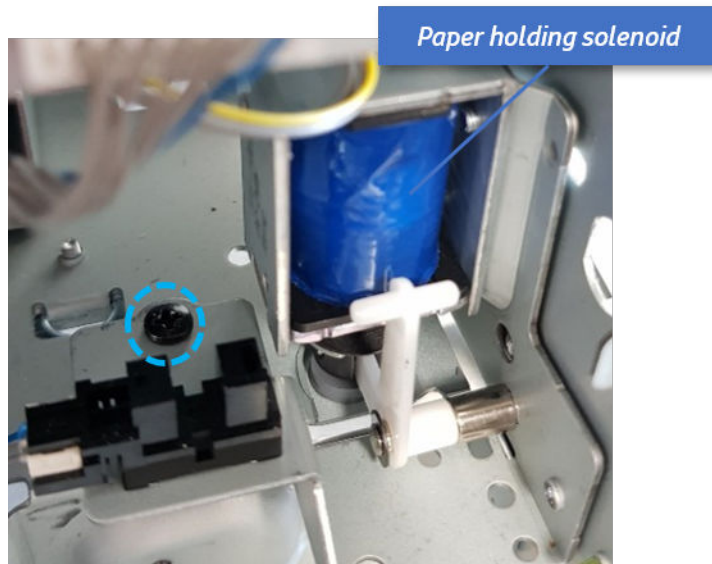
1. Remove two screws at the front of the inner finisher.

Figure 6-875 Remove two screws



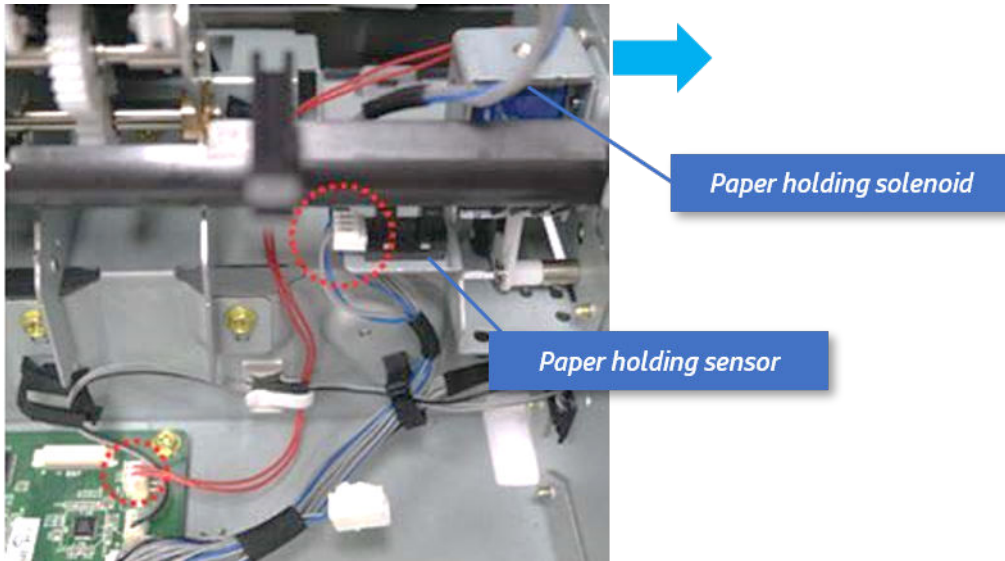
2. Remove one screw.

Figure 6-876 Remove one screw



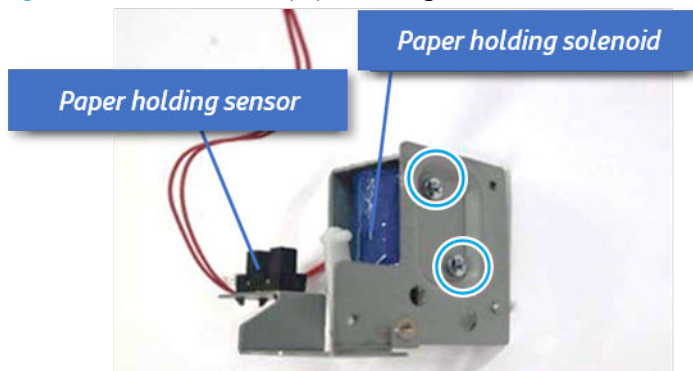
3. Disconnect two connectors and remove the solenoid assembly.

Figure 6-877 Remove the solenoid assembly




4. Remove two screws, and then release the solenoid from the bracket.

Figure 6-878 Remove the paper holding solenoid





Step 5: 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.

Punch unit

- [Punch cover](#)
- [Punch waste full sensor \(S19\)](#)

Punch cover

- [Introduction](#)
- [Step 1: Remove the rear cover](#)
- [Step 2: Remove the punch cover](#)
- [Step 3: Unpack the replacement assembly](#)

Introduction

Learn how to remove and replace the punch cover.

[View a video of removing the inner finisher.](#)

[View a video of installing the inner finisher.](#)



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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

⚠ 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.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

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

Table 6-74 Part information

Part number	Part description
JC90-01343A	Punch cover

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

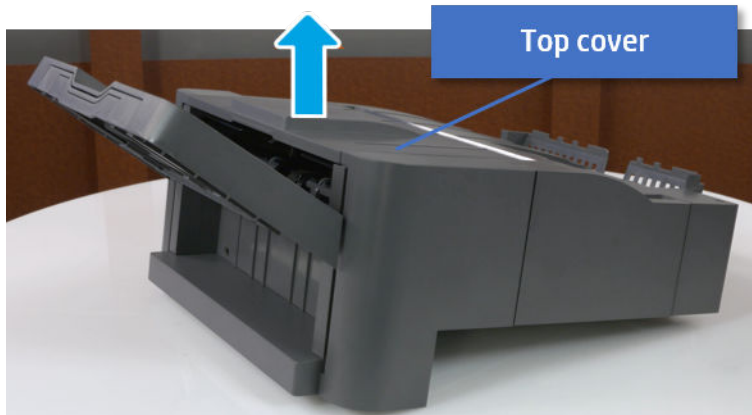
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the rear cover

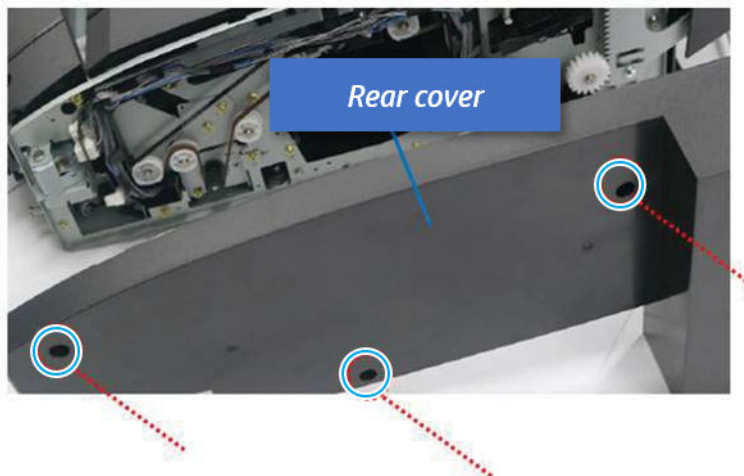
1. Open the top cover.

Figure 6-879 Open the top cover



2. Remove three screws.
3. Release hooks carefully and remove the rear cover.

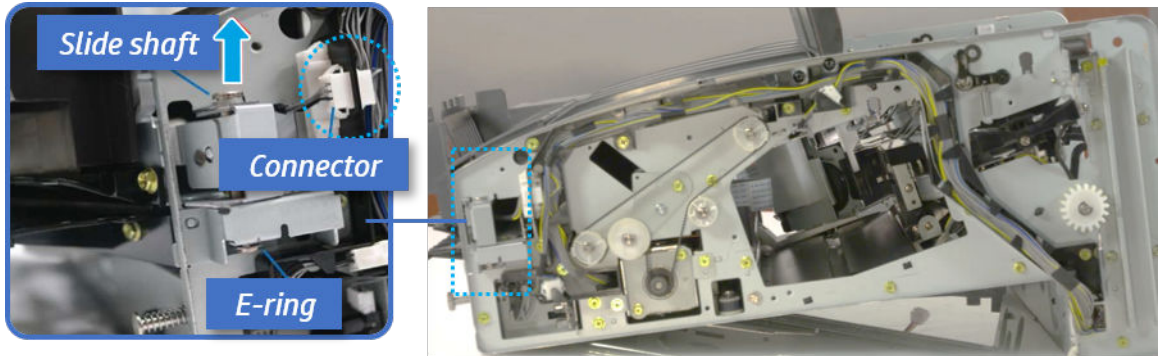
Figure 6-880 Remove the rear cover



Step 2: Remove the punch cover

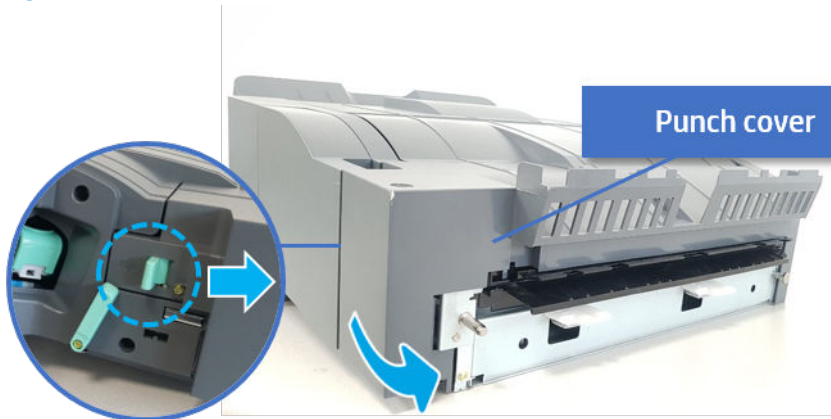
1. Unplug the connector. Remove the e-ring, and then remove the slide shaft at the rear of the inner finisher.

Figure 6-881 Remove the slide shaft



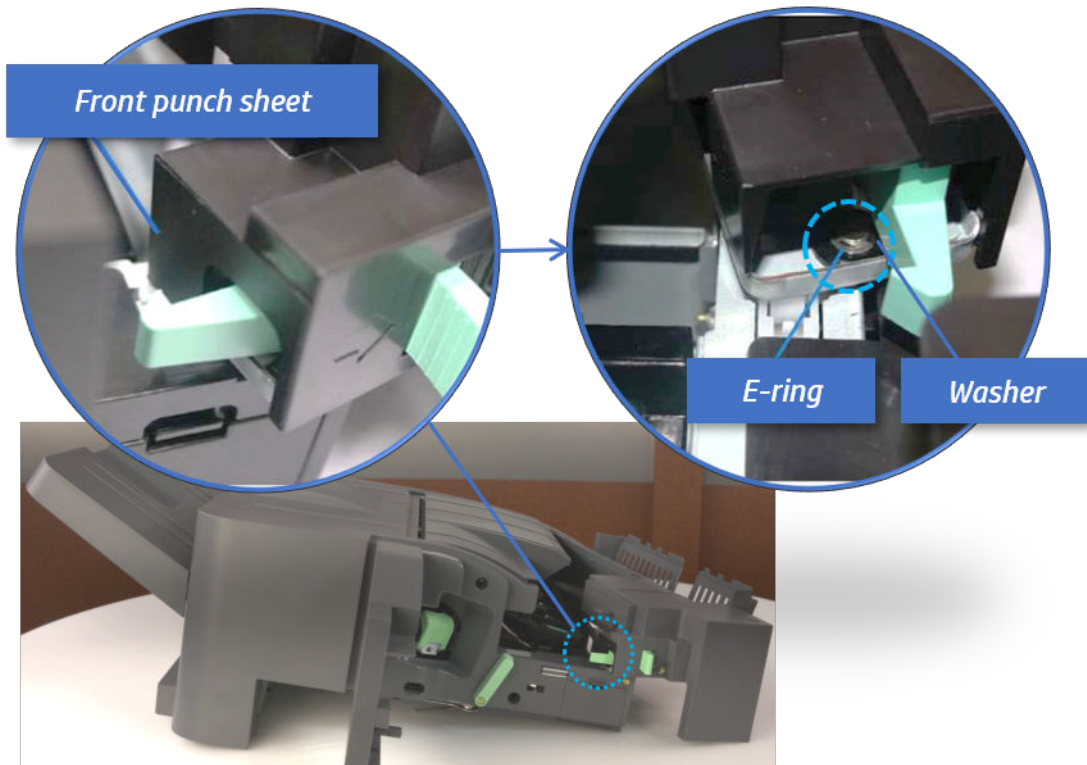
2. Open the punch cover.

Figure 6-882 Open the punch cover



3. Remove the front punch sheet, and then remove the e-ring and the washer. And then remove the punch cover.

Figure 6-883 Remove the punch cover





Step 3: 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.

Punch waste full sensor (S19)

- [Introduction](#)
- [Step 1: Remove the front cover](#)
- [Step 2: Remove the rear cover](#)
- [Step 3: Remove the middle cover](#)
- [Step 4: Remove the punch cover](#)
- [Step 5: Remove the diverter guide and middle roller](#)
- [Step 6: Remove the middle paper guide](#)
- [Step 7: Remove the punch dust full sensor](#)
- [Step 8: Unpack the replacement assembly](#)

Introduction

Learn how to remove and replace the punch waste full sensor.

[View a video of removing the inner finisher.](#)

[View a video of installing the inner finisher.](#)



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

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.



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.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

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

Table 6-75 Part information

Part number	Part description
0604-001381	Punch waste full sensor

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

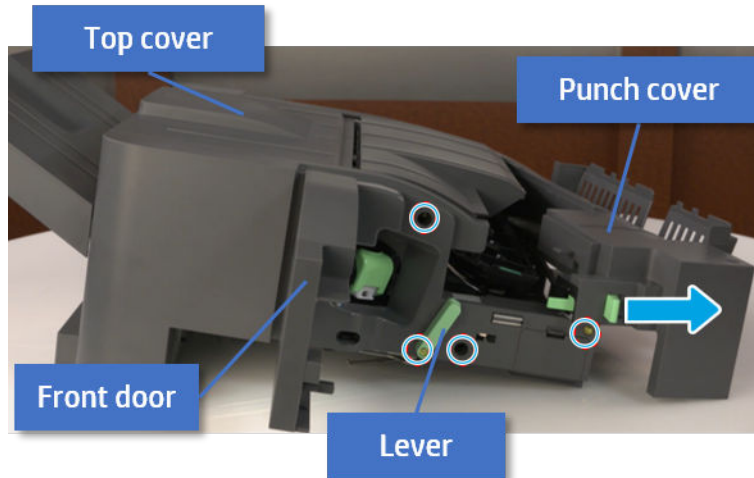
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the front cover

1. Open the front door and open the punch cover.
2. Remove three screws in the front.
3. Remove the lever.
4. Open the top cover.
5. From the right side of the front cover, carefully lift and pry toward the top-left corner to remove the front cover.

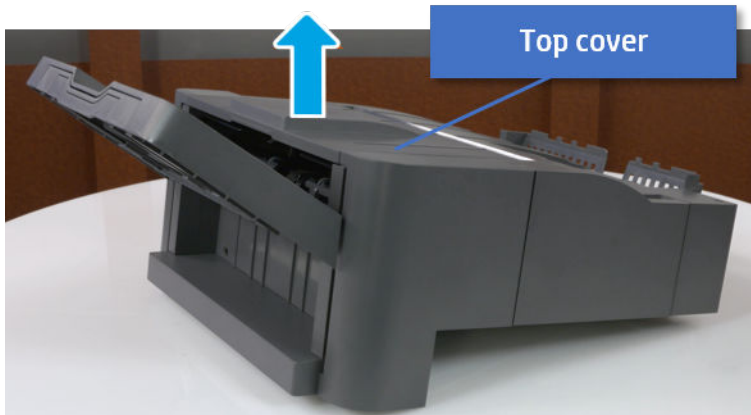
Figure 6-884 Remove the front cover



Step 2: Remove the rear cover

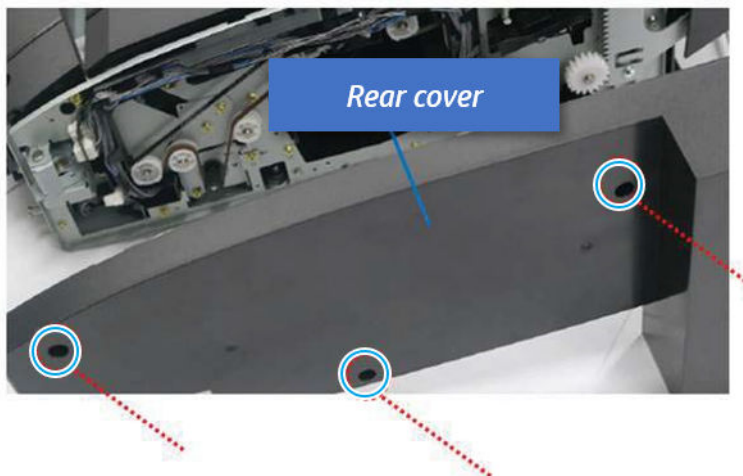
1. Open the top cover.

Figure 6-885 Open the top cover



2. Remove three screws.
3. Release hooks carefully and remove the rear cover.

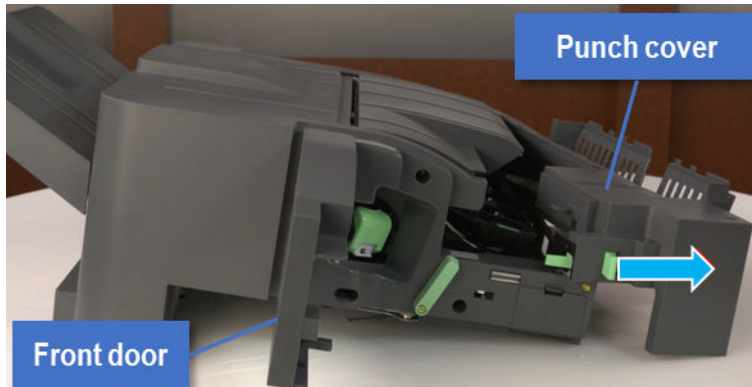
Figure 6-886 Remove the rear cover



Step 3: Remove the middle cover

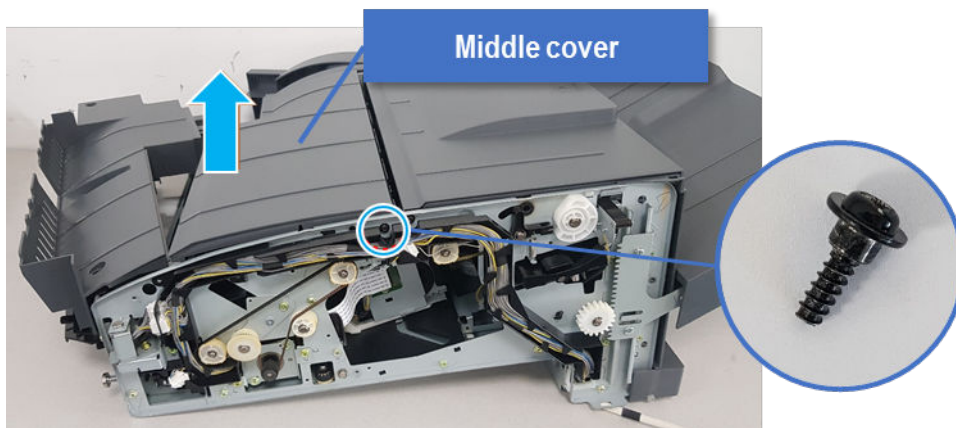
1. Open the front door and then open the punch cover.

Figure 6-887 Open the front door and punch cover



2. Remove left-side one screw at the rear of the inner finisher, and then remove the middle cover by lifting off the hinge pins at the front.

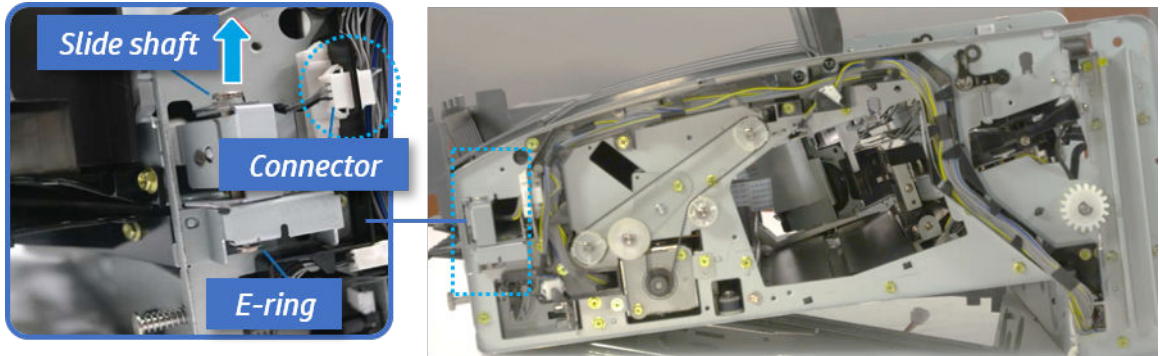
Figure 6-888 Remove the middle cover



Step 4: Remove the punch cover

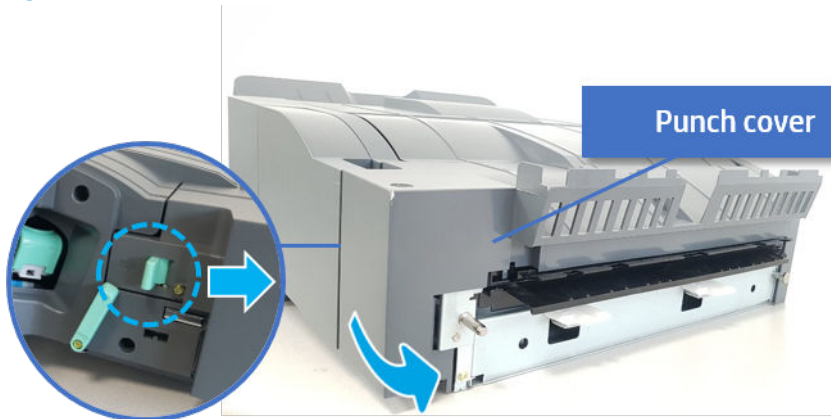
1. Unplug the connector. Remove the e-ring, and then remove the slide shaft at the rear of the inner finisher.

Figure 6-889 Remove the slide shaft



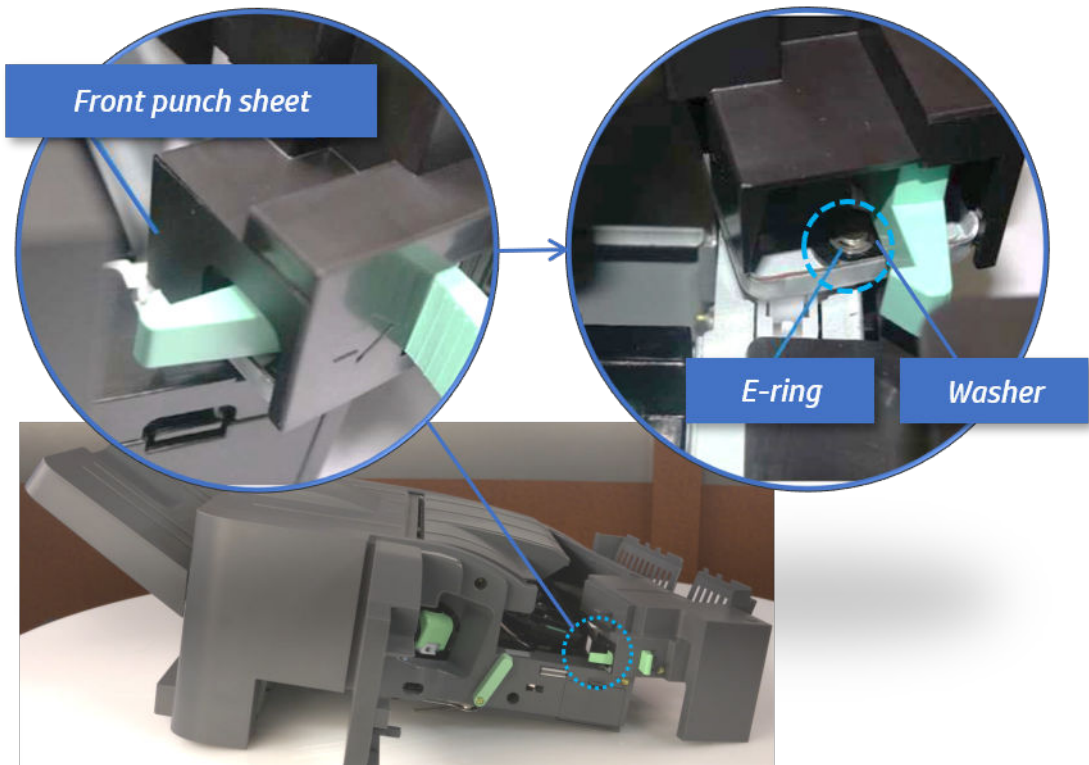
2. Open the punch cover.

Figure 6-890 Open the punch cover



3. Remove the front punch sheet, and then remove the e-ring and the washer. And then remove the punch cover.

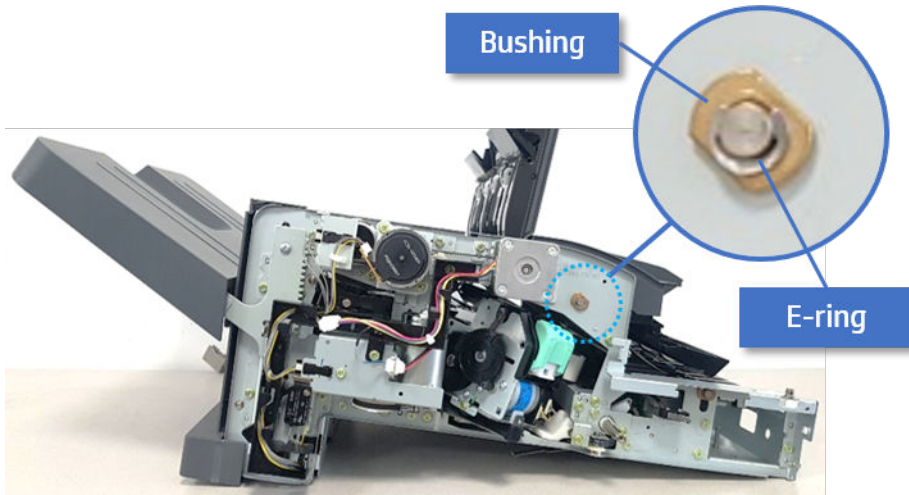
Figure 6-891 Remove the punch cover



Step 5: Remove the diverter guide and middle roller

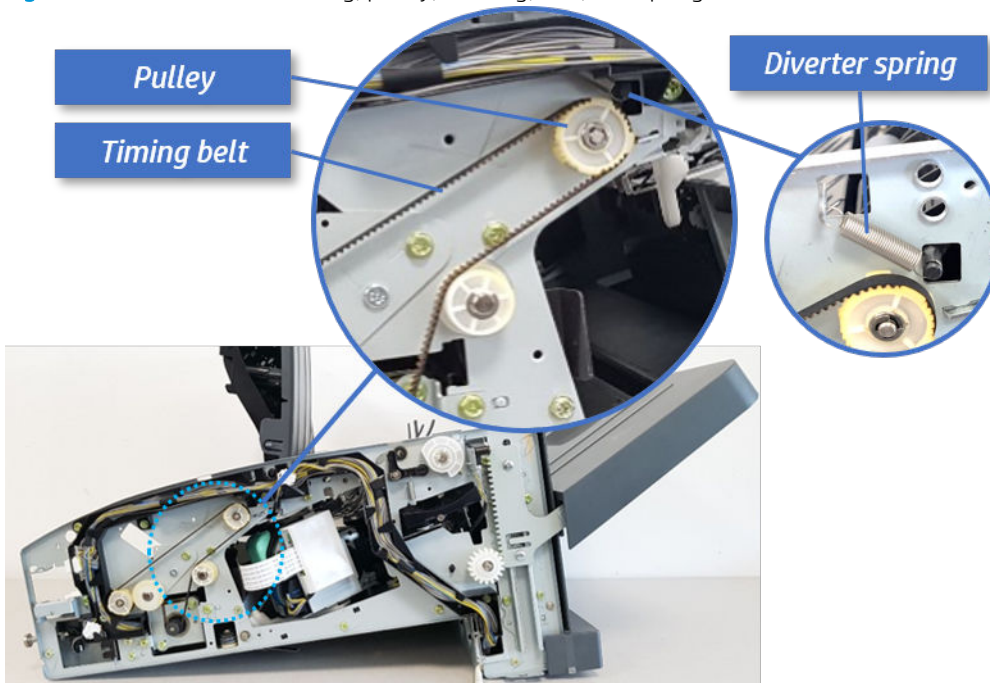
1. On the front of the inner finisher, remove the e-ring and bushing.

Figure 6-892 Remove the e-ring and bushing



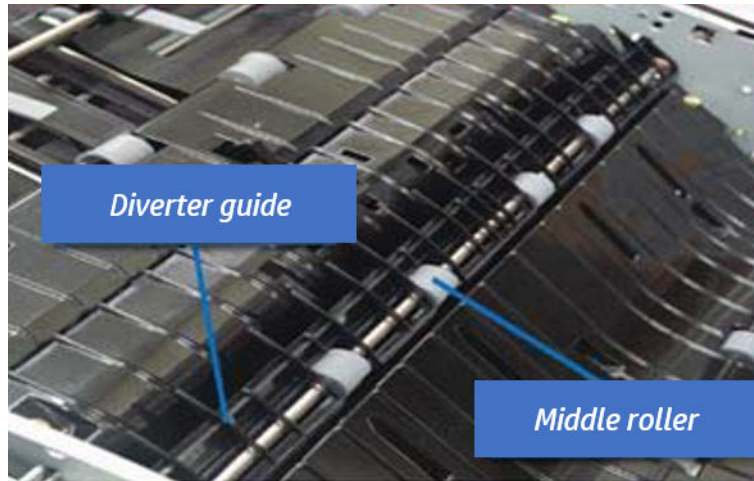
2. On the rear of the inner finisher, remove the e-ring, pulley, bushing, belt, and spring (slightly hidden from view).

Figure 6-893 Remove the e-ring, pulley, bushing, belt, and spring



3. Remove the diverter guide and the middle roller.

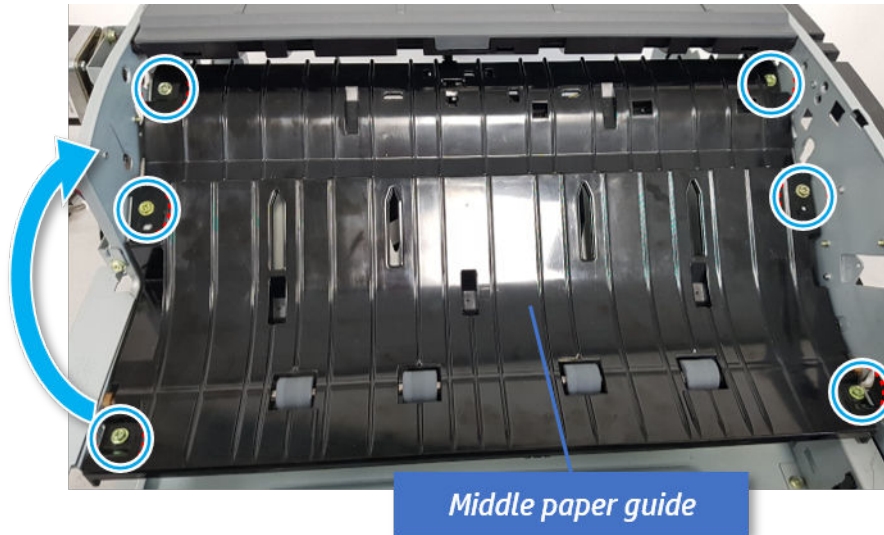
Figure 6-894 Remove the diverter guide and middle roller



Step 6: Remove the middle paper guide

1. Remove six screws, and then open the middle paper guide in the direction of the arrow.

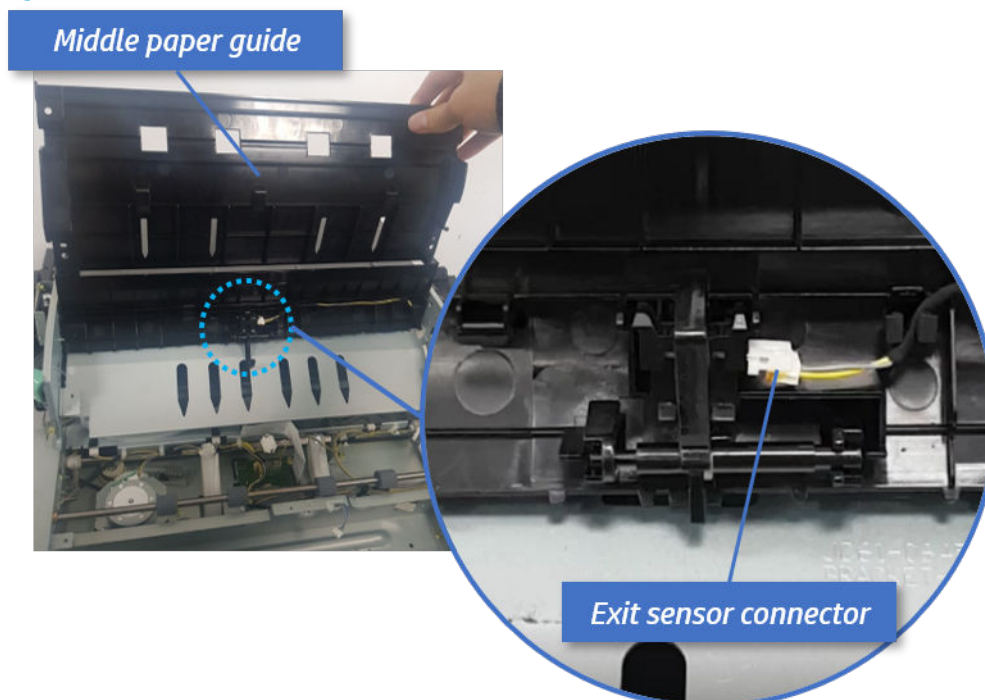
Figure 6-895 Open the middle paper guide



 **NOTE:** Be careful not to damage the sensor connector.

2. Unplug the connector under the middle paper guide. And then, remove the middle paper guide.

Figure 6-896 Remove the middle paper guide



Step 7: Remove the punch dust full sensor

1. Remove one screw, unplug the connector, and then remove the punch dust full sensor sub-assembly.

Figure 6-897 Remove the punch dust full sensor sub-assembly



2. Remove one screw, and then remove the punch dust full sensor.

Figure 6-898 Remove the punch dust full sensor



Step 8: 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.

Problem solving

Control panel message document (CPMD)

Refer to [Error code and control panel message troubleshooting overview on page 1076](#) for more details.

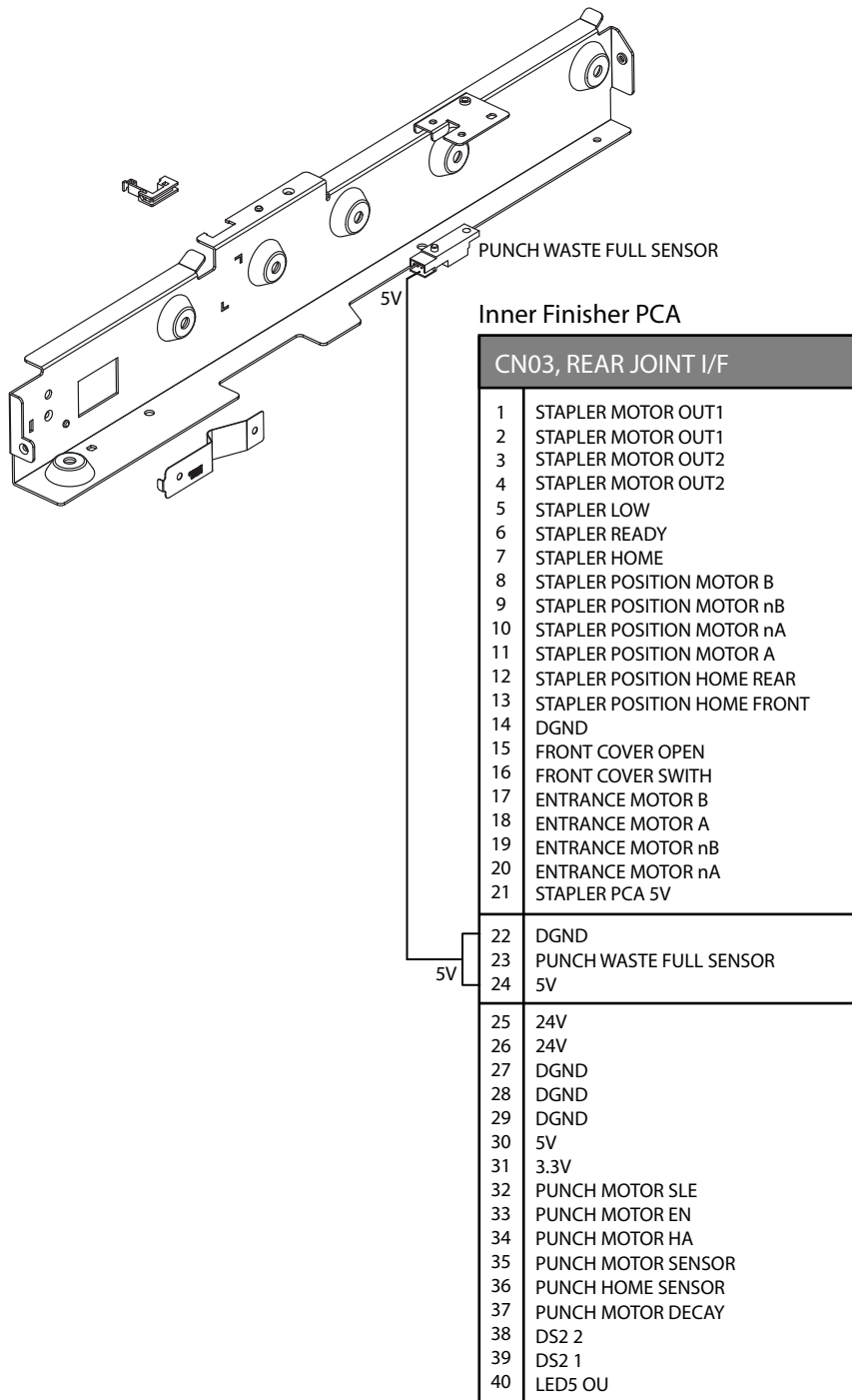
Schematic diagrams (inner finisher)

Learn about the inner finisher electrical connections.

- [Punch waste full sensor](#)
- [Punch waste box sensor and finisher docking sensor](#)
- [Entrance motor](#)
- [Exit sensor](#)
- [Exit motor, main paddle motor & home sensor, output tray lower limit switch, and paper holding solenoid](#)
- [Paper support motor and home sensor](#)
- [Front tamper motor and home sensor](#)
- [Rear tamper motor and home sensor](#)
- [End fence sensor](#)
- [Stapler position motor and sensor](#)
- [Ejector 1 motor and home sensor, ejector 2 motor, motor sensor, and home sensor](#)
- [Output tray motor and sensor](#)
- [Output tray top of stack sensor](#)
- [Top cover switch](#)
- [Front cover switch](#)

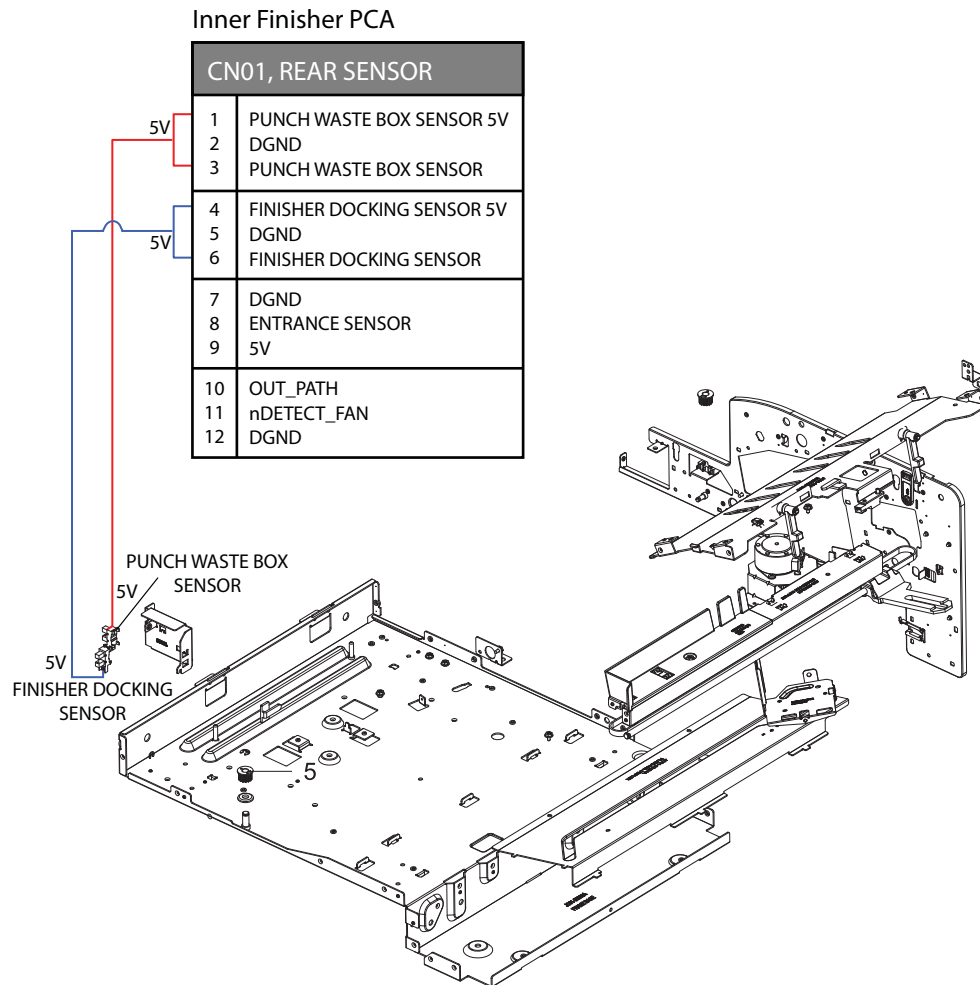
Punch waste full sensor

Figure 6-899 Punch waste full sensor



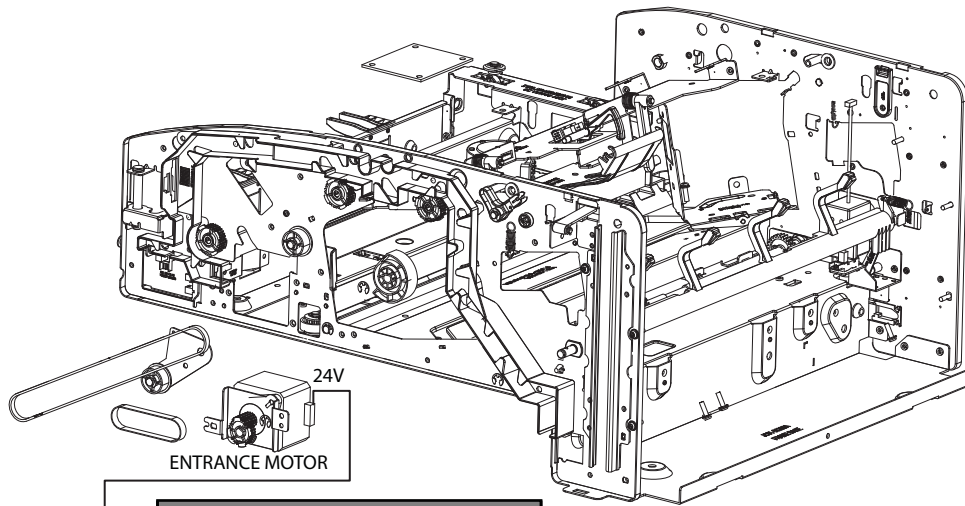
Punch waste box sensor and finisher docking sensor

Figure 6-900 Punch waste box sensor and finisher docking sensor



Entrance motor

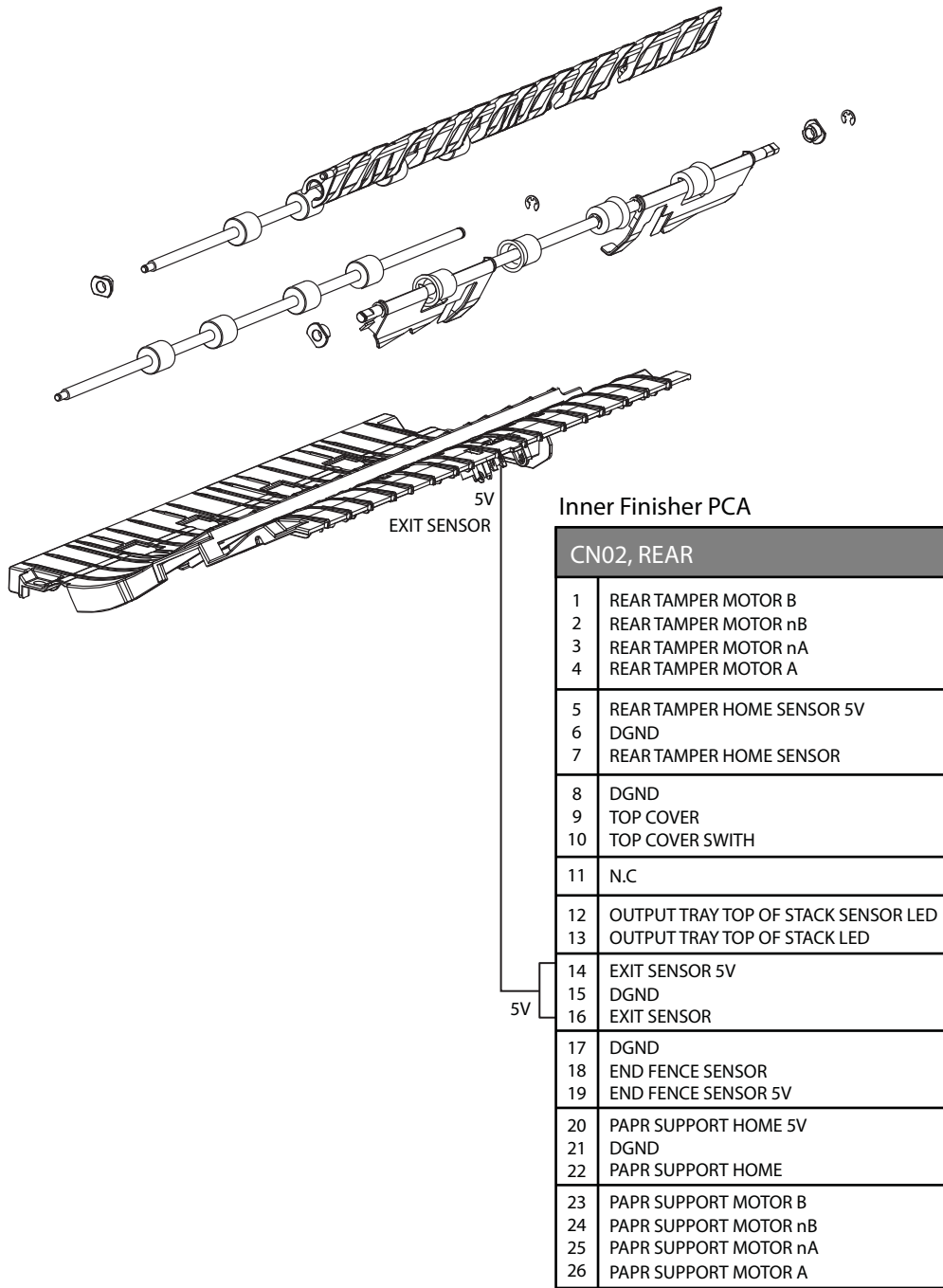
Figure 6-901 Entrance motor



CN03, REAR JOINT I/F	
1	STAPLER MOTOR OUT1
2	STAPLER MOTOR OUT1
3	STAPLER MOTOR OUT2
4	STAPLER MOTOR OUT2
5	STAPLER LOW
6	STAPLER READY
7	STAPLER HOME
8	STAPLER POSITION MOTOR B
9	STAPLER POSITION MOTOR nB
10	STAPLER POSITION MOTOR nA
11	STAPLER POSITION MOTOR A
12	STAPLER POSITION HOME REAR
13	STAPLER POSITION HOME FRONT
14	DGND
15	FRONT COVER OPEN
16	FRONT COVER SWITH
17	ENTRANCE MOTOR B
18	ENTRANCE MOTOR A
19	ENTRANCE MOTOR nB
20	ENTRANCE MOTOR nA
21	STAPLER PCA 5V
22	DGND
23	PUNCH WASTE FULL SENSOR
24	5V
25	24V
26	24V
27	DGND
28	DGND
29	DGND
30	5V
31	3.3V
32	PUNCH MOTOR SLE
33	PUNCH MOTOR EN
34	PUNCH MOTOR HA
35	PUNCH MOTOR SENSOR
36	PUNCH HOME SENSOR
37	PUNCH MOTOR DECAY
38	DS2 2
39	DS2 1
40	LED5 OU

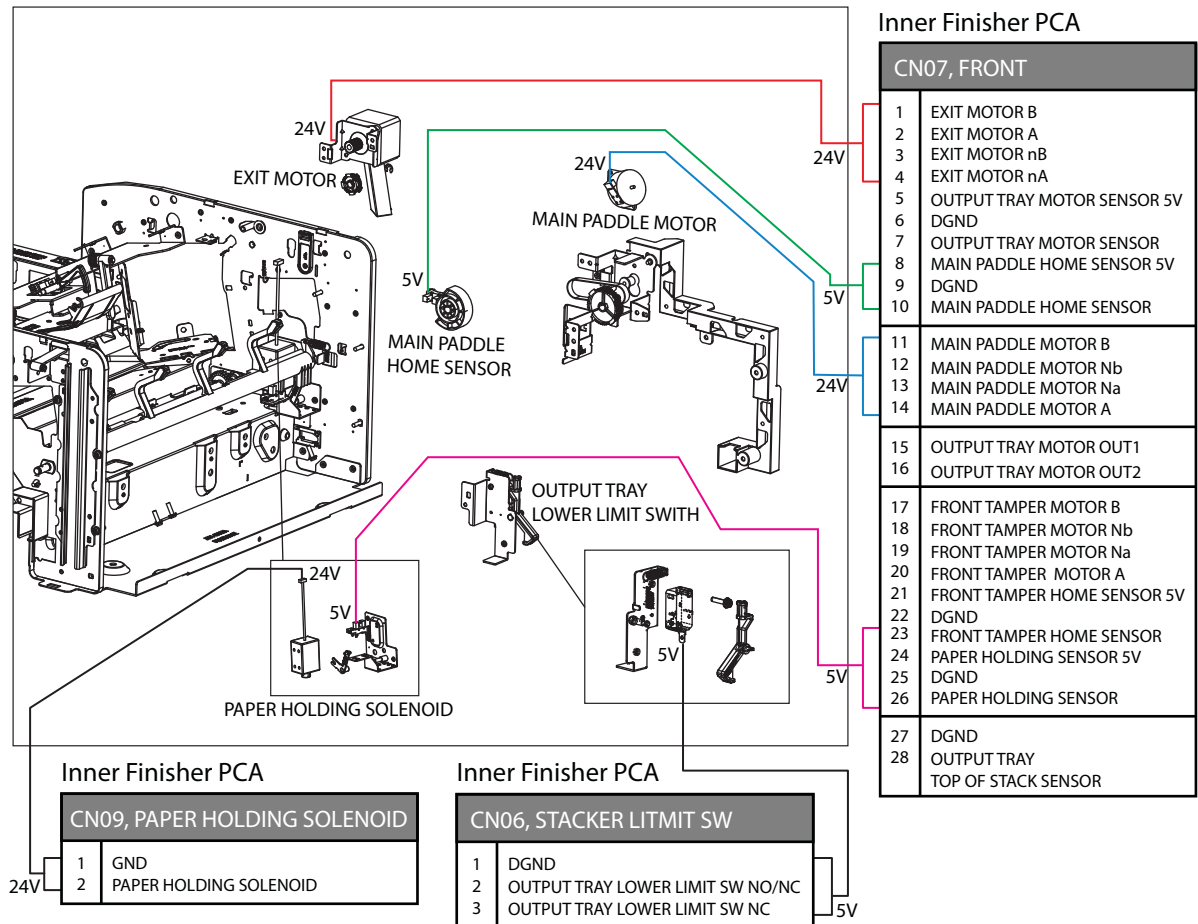
Exit sensor

Figure 6-902 Exit sensor



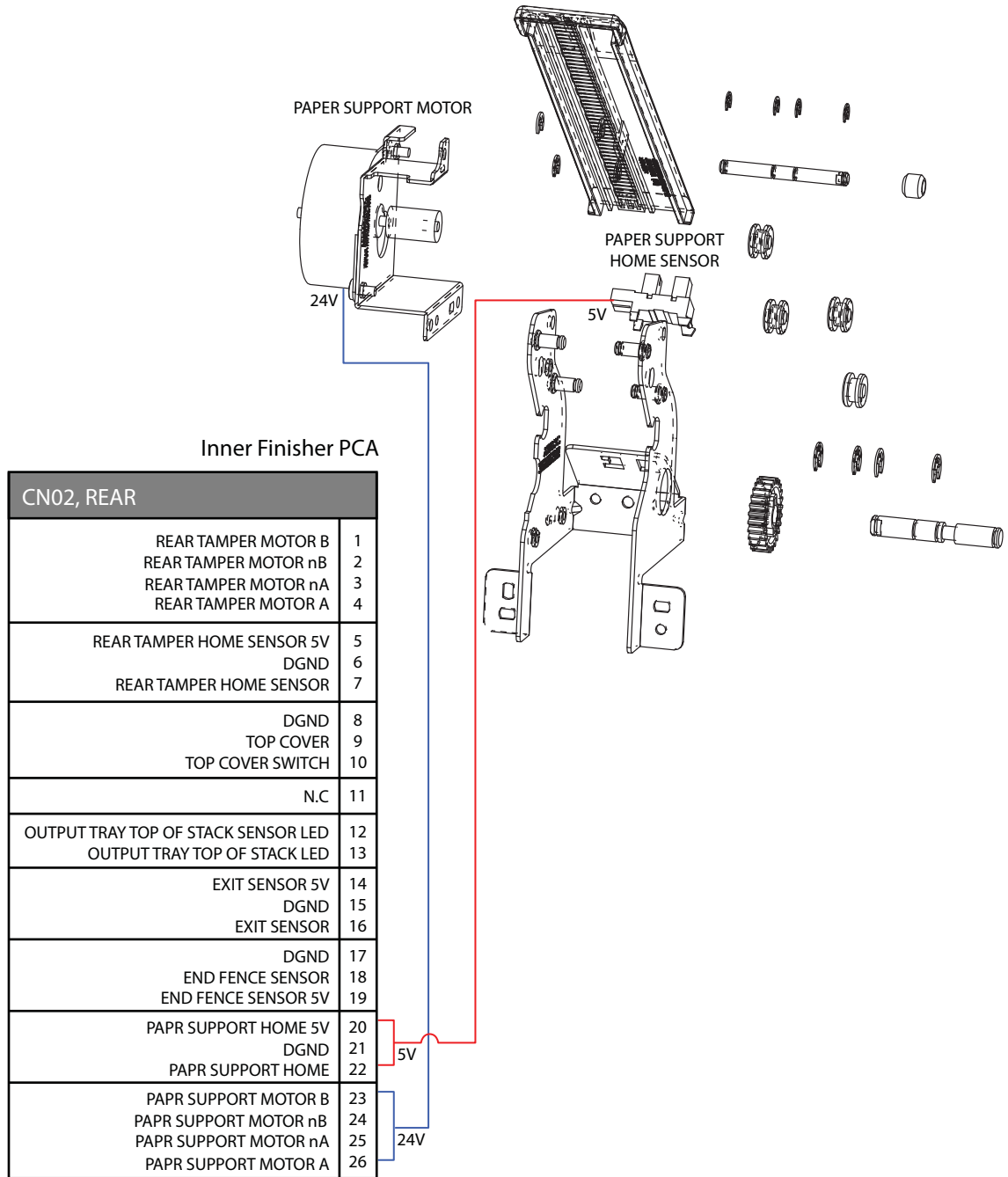
Exit motor, main paddle motor & home sensor, output tray lower limit switch, and paper holding solenoid

Figure 6-903 Exit motor, main paddle motor & home sensor, output tray lower limit switch, and paper holding solenoid



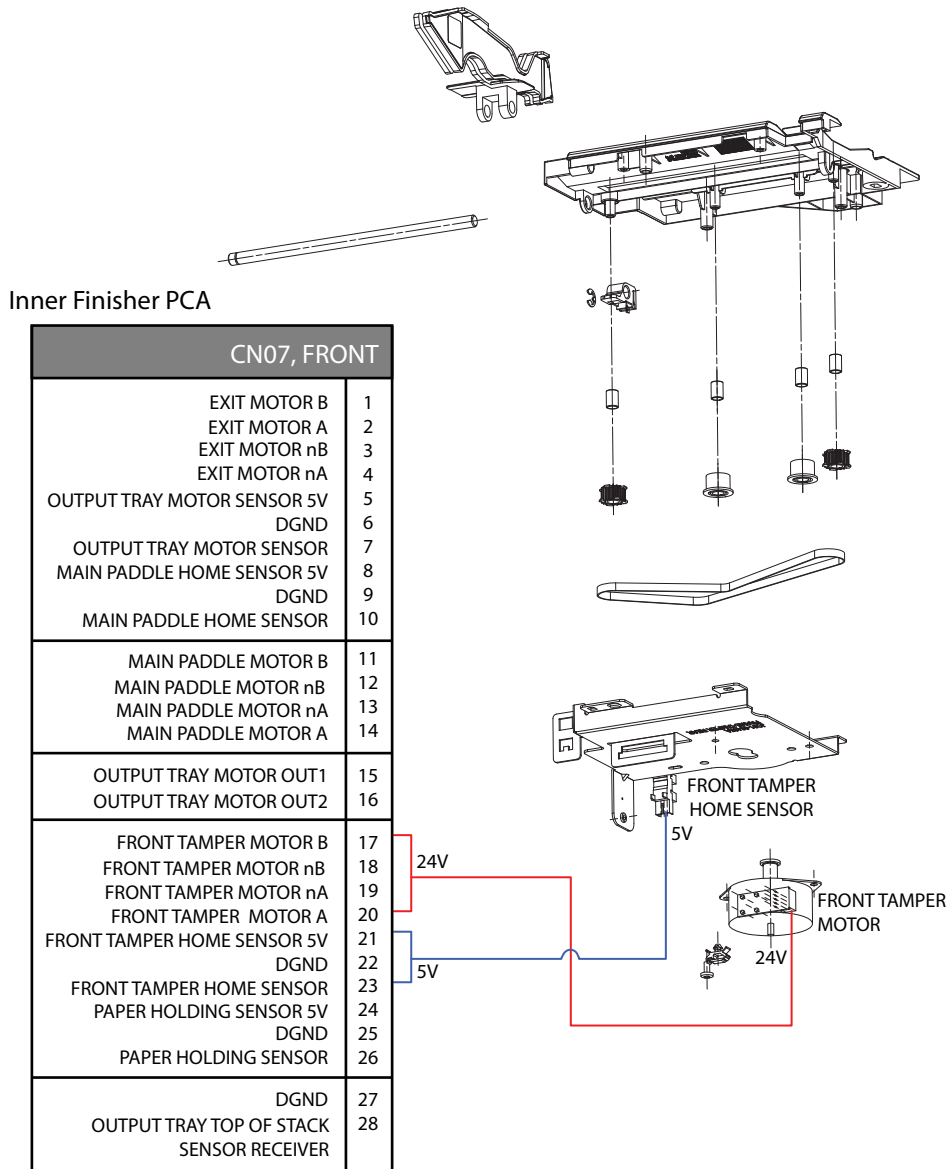
Paper support motor and home sensor

Figure 6-904 Paper support motor and home sensor



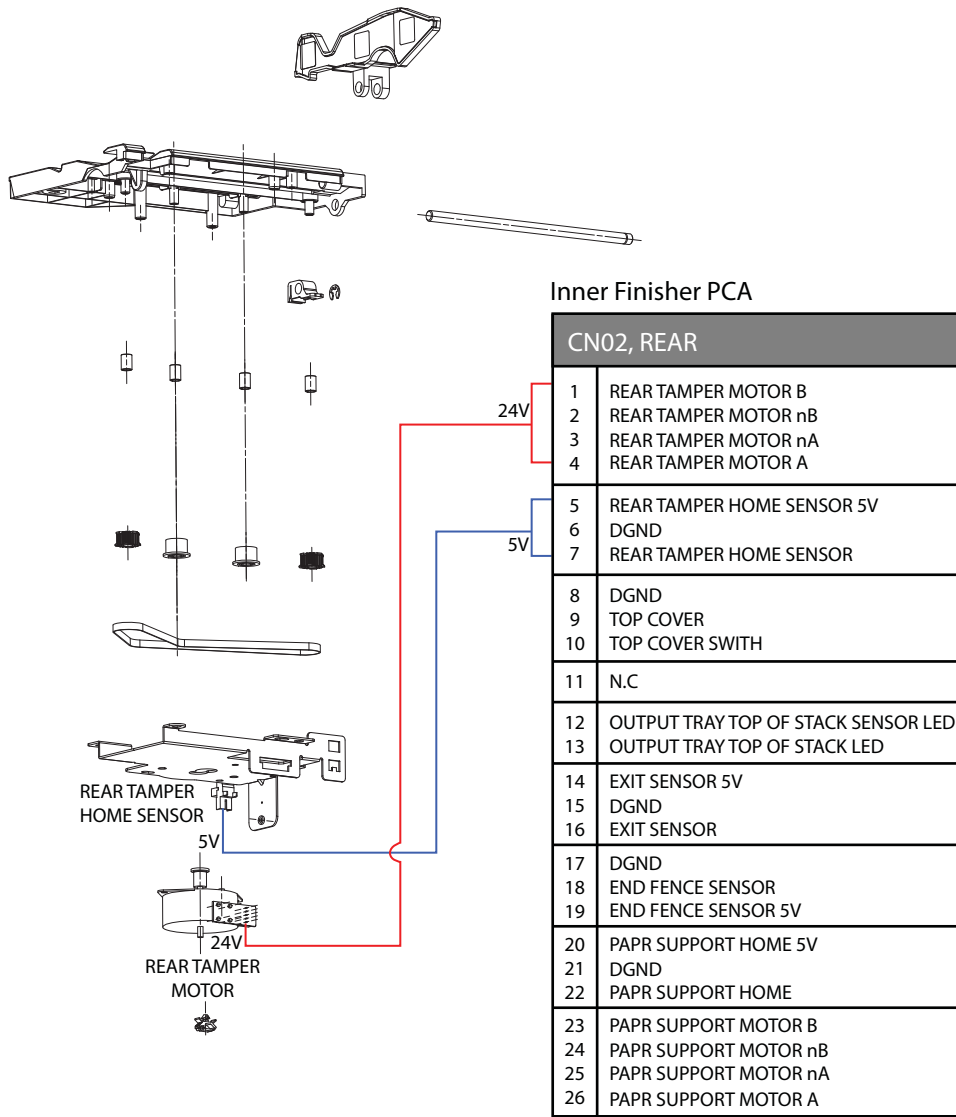
Front tamper motor and home sensor

Figure 6-905 Front tamper motor and home sensor



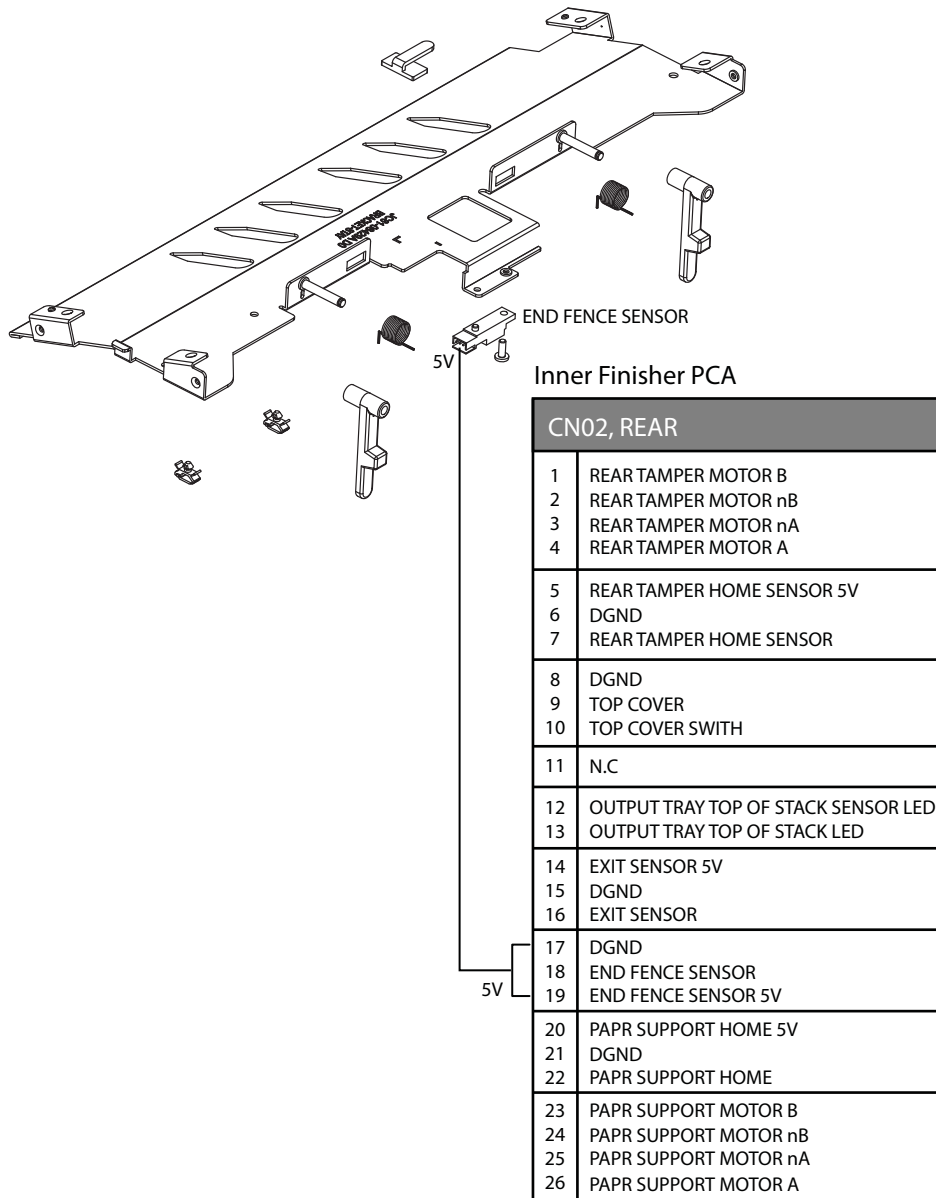
Rear tamper motor and home sensor

Figure 6-906 Rear tamper motor and home sensor



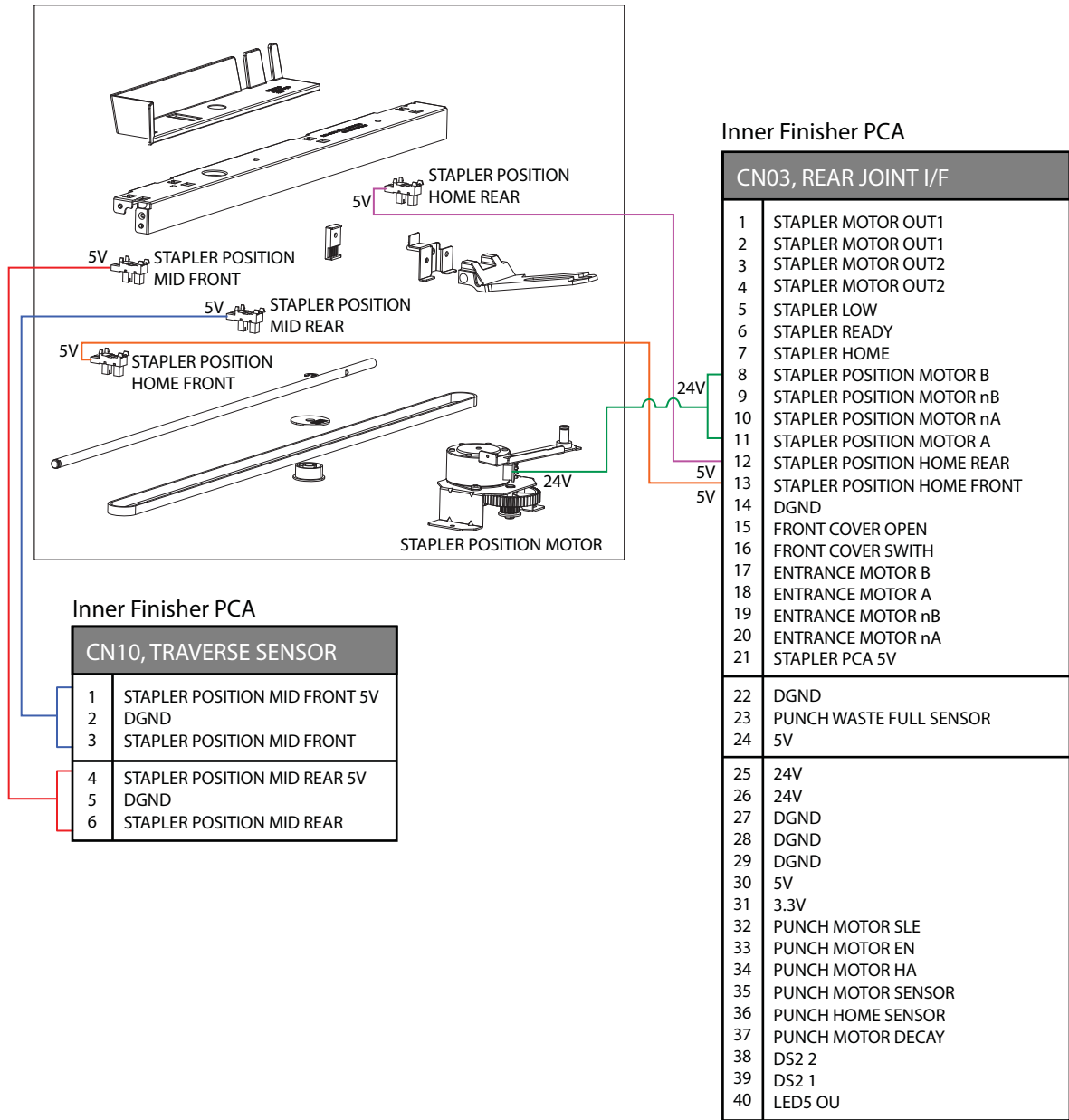
End fence sensor

Figure 6-907 End fence sensor



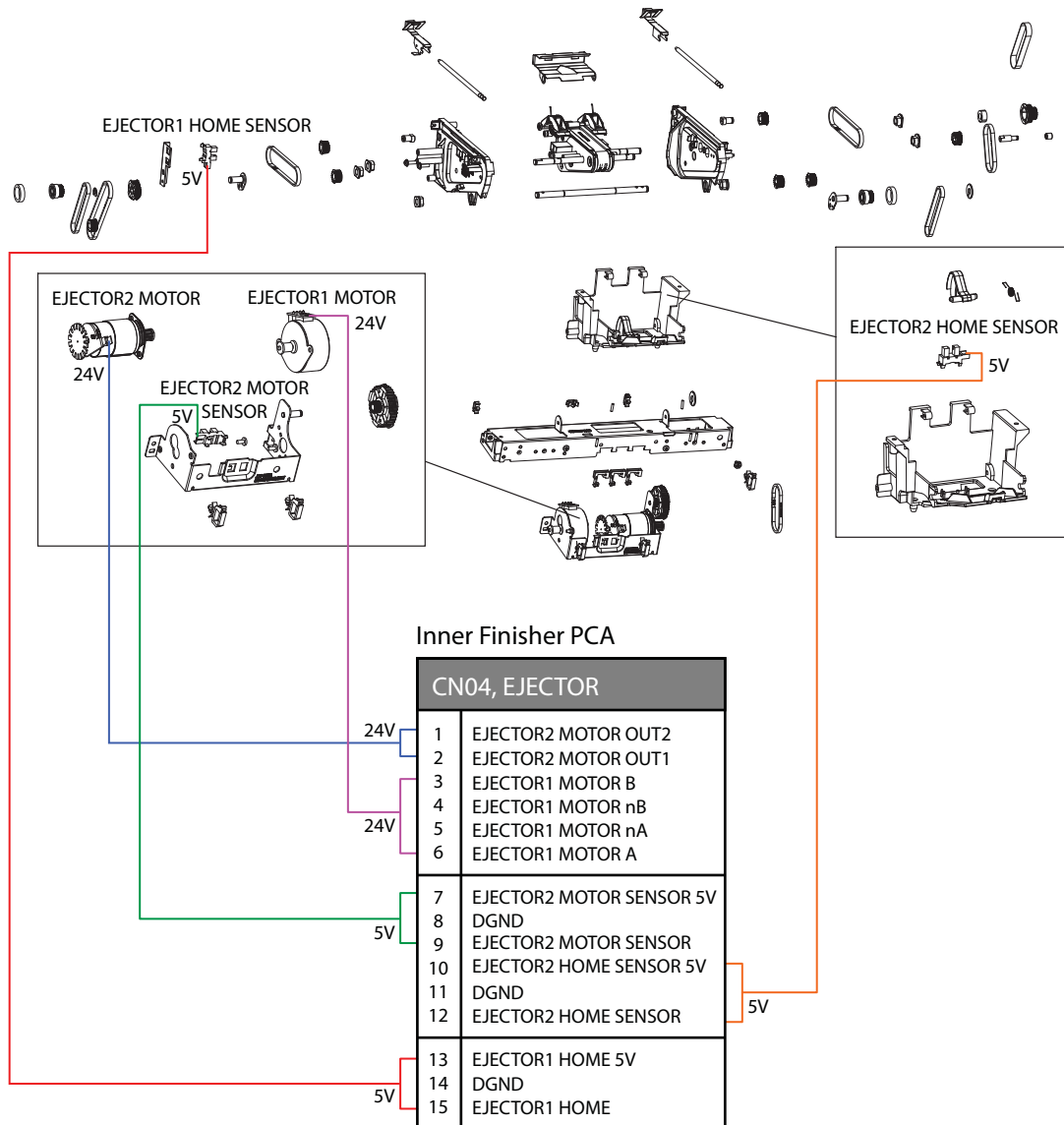
Stapler position motor and sensor

Figure 6-908 Stapler position motor and sensor



Ejector 1 motor and home sensor, ejector 2 motor, motor sensor, and home sensor

Figure 6-909 Ejector 1 motor and home sensor, ejector 2 motor, motor sensor, and home sensor

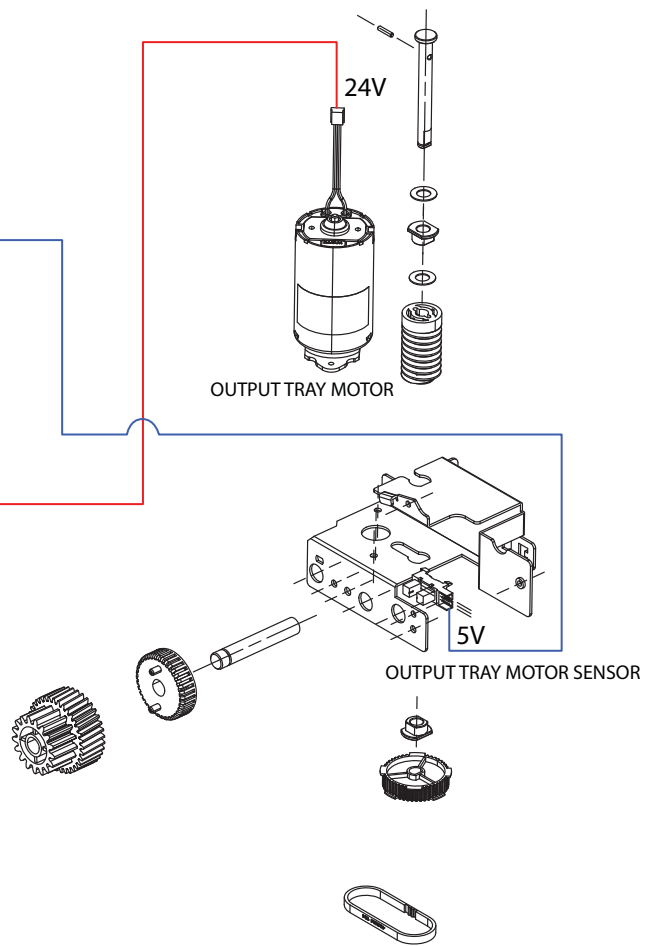


Output tray motor and sensor

Figure 6-910 Output tray motor and sensor

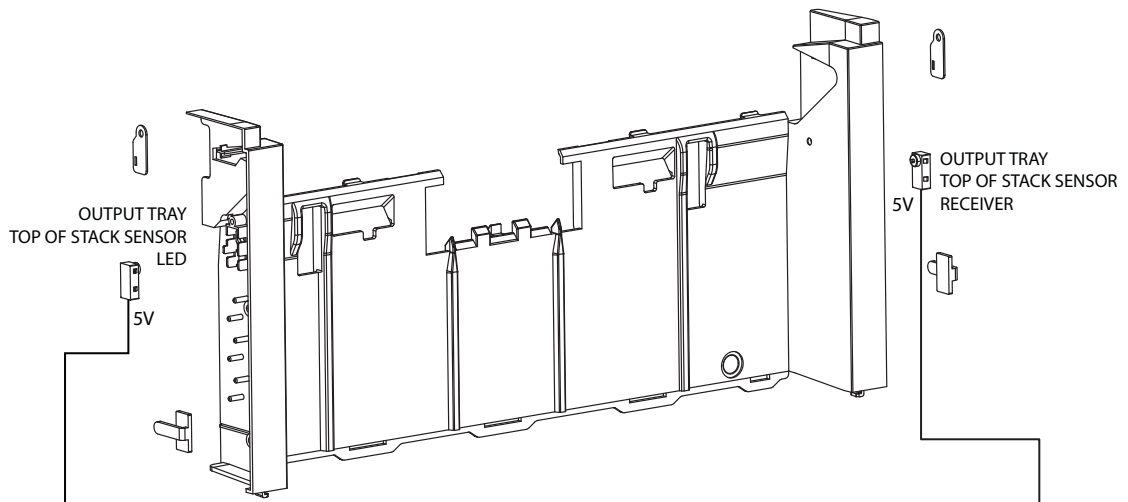
Inner Finisher PCA

CN07, FRONT	
EXIT MOTOR B	1
EXIT MOTOR A	2
EXIT MOTOR nB	3
EXIT MOTOR nA	4
OUTPUT TRAY MOTOR SENSOR 5V	5
DGND	6
OUTPUT TRAY MOTOR SENSOR	7
MAIN PADDLE HOME SENSOR 5V	8
DGND	9
MAIN PADDLE HOME SENSOR	10
MAIN PADDLE MOTOR B	11
MAIN PADDLE MOTOR nB	12
MAIN PADDLE MOTOR Na	13
MAIN PADDLE MOTOR A	14
OUTPUT TRAY MOTOR OUT1	15
OUTPUT TRAY MOTOR OUT2	16
FRONT TAMPER MOTOR B	17
FRONT TAMPER MOTOR nB	18
FRONT TAMPER MOTOR Na	19
FRONT TAMPER MOTOR A	20
FRONT TAMPER HOME SENSOR 5V	21
DGND	22
FRONT TAMPER HOME SENSOR	23
PAPER HOLDING SENSOR 5V	24
DGND	25
PAPER HOLDING SENSOR	26
DGND	27
OUTPUT TRAY TOP OF STACK SENSOR RECEIVER	28



Output tray top of stack sensor

Figure 6-911 Output tray top of stack sensor



Inner Finisher PCA

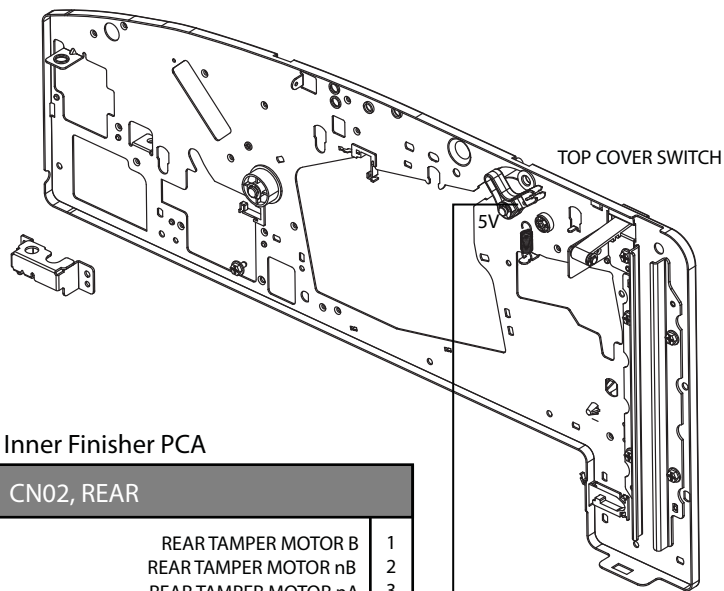
CN02, REAR	
1	REAR TAMPER MOTOR B
2	REAR TAMPER MOTOR nB
3	REAR TAMPER MOTOR nA
4	REAR TAMPER MOTOR A
5	REAR TAMPER HOME SENSOR 5V
6	DGND
7	REAR TAMPER HOME SENSOR
8	DGND
9	TOP COVER
10	TOP COVER SWITCH
11	N.C
12	OUTPUT TRAY TOP OF STACK SENSOR LED
13	OUTPUT TRAY TOP OF STACK LED
14	EXIT SENSOR 5V
15	DGND
16	EXIT SENSOR
17	DGND
18	END FENCE SENSOR
19	END FENCE SENSOR 5V
20	PAPR SUPPORT HOME 5V
21	DGND
22	PAPR SUPPORT HOME
23	PAPR SUPPORT MOTOR B
24	PAPR SUPPORT MOTOR nB
25	PAPR SUPPORT MOTOR nA
26	PAPR SUPPORT MOTOR A

Inner Finisher PCA

CN07, FRONT		
	EXIT MOTOR B	1
	EXIT MOTOR A	2
	EXIT MOTOR nB	3
	EXIT MOTOR nA	4
	OUTPUT TRAY MOTOR SENSOR 5V	5
	DGND	6
	OUTPUT TRAY MOTOR SENSOR	7
	MAIN PADDLE HOME SENSOR 5V	8
	DGND	9
	MAIN PADDLE HOME SENSOR	10
	MAIN PADDLE MOTOR B	11
	MAIN PADDLE MOTOR nB	12
	MAIN PADDLE MOTOR nA	13
	MAIN PADDLE MOTOR A	14
	OUTPUT TRAY MOTOR OUT1	15
	OUTPUT TRAY MOTOR OUT2	16
	FRONT TAMPER MOTOR B	17
	FRONT TAMPER MOTOR nB	18
	FRONT TAMPER MOTOR nA	19
	FRONT TAMPER MOTOR A	20
	FRONT TAMPER HOME SENSOR 5V	21
	DGND	22
	FRONT TAMPER HOME SENSOR	23
	PAPER HOLDING SENSOR 5V	24
	DGND	25
	PAPER HOLDING SENSOR	26
	DGND	27
	OUTPUT TRAY TOP OF STACK SENSOR RECEIVER	28

Top cover switch

Figure 6-912 Top cover switch

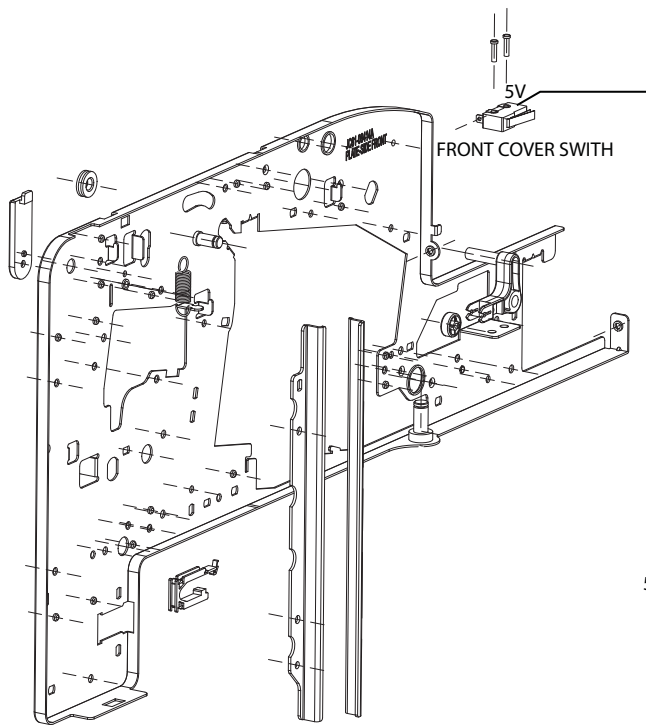


Inner Finisher PCA

CN02, REAR	
REAR TAMPER MOTOR B	1
REAR TAMPER MOTOR nB	2
REAR TAMPER MOTOR nA	3
REAR TAMPER MOTOR A	4
REAR TAMPER HOME SENSOR 5V	5
DGND	6
REAR TAMPER HOME SENSOR	7
DGND	8
TOP COVER	9
TOP COVER SWITCH	10
N.C	11
OUTPUT TRAY TOP OF STACK SENSOR LED	12
OUTPUT TRAY TOP OF STACK LED	13
EXIT SENSOR 5V	14
DGND	15
EXIT SENSOR	16
DGND	17
END FENCE SENSOR	18
END FENCE SENSOR 5V	19
PAPR SUPPORT HOME 5V	20
DGND	21
PAPR SUPPORT HOME	22
PAPR SUPPORT MOTOR B	23
PAPR SUPPORT MOTOR nB	24
PAPR SUPPORT MOTOR nA	25
PAPR SUPPORT MOTOR A	26

Front cover switch

Figure 6-913 Front cover switch



Inner Finisher PCA

CN03, REAR JOINT I/F	
1	STAPLER MOTOR OUT1
2	STAPLER MOTOR OUT1
3	STAPLER MOTOR OUT2
4	STAPLER MOTOR OUT2
5	STAPLER LOW
6	STAPLER READY
7	STAPLER HOME
8	STAPLER POSITION MOTOR B
9	STAPLER POSITION MOTOR nB
10	STAPLER POSITION MOTOR nA
11	STAPLER POSITION MOTOR A
12	STAPLER POSITION HOME REAR
13	STAPLER POSITION HOME FRONT
14	DGND
15	FRONT COVER OPEN
16	FRONT COVER SWITCH
17	ENTRANCE MOTOR B
18	ENTRANCE MOTOR A
19	ENTRANCE MOTOR nB
20	ENTRANCE MOTOR nA
21	STAPLER PCA 5V
22	DGND
23	PUNCH WASTE FULL SENSOR
24	5V
25	24V
26	24V
27	DGND
28	DGND
29	DGND
30	5V
31	3.3V
32	PUNCH MOTOR SLE
33	PUNCH MOTOR EN
34	PUNCH MOTOR HA
35	PUNCH MOTOR SENSOR
36	PUNCH HOME SENSOR
37	PUNCH MOTOR DECAY
38	DS2 2
39	DS2 1
40	LED5 OU

A Glossary

- [Glossary of terms](#)

Glossary of terms

The following glossary includes terminology commonly used with printing, as well as terminology used in this service manual.

802.11	802.11 is a set of standards for wireless local area network (WLAN) communication, developed by the IEEE LAN/MAN Standards Committee (IEEE 802).
802.11b/g/n	802.11b/g/n can share the same hardware and use the 2.4 GHz band. 802.11b supports bandwidth up to 11 Mbps, 802.11n supports bandwidth up to 150 Mbps. 802.11b/g/n devices might occasionally suffer interferences from microwave ovens, cordless telephones, and Bluetooth devices.
ADF	An Automatic Document Feeder (ADF) is a scanning unit that will automatically feed an original sheet of paper for scanning.
BOOTP	Bootstrap Protocol. A network protocol used by a network client to obtain its IP address automatically. This is usually done in the bootstrap process of computers or operating systems running on them. The BOOTP servers assigns an IP address from a pool of addresses to each client. BOOTP enables “diskless workstation” computers to obtain an IP address prior to loading any advanced operating system.
CCD	Charged Coupled Device (CCD) is a hardware which enables the scan job. The CCD locking mechanism is also used to hold the CCD module to prevent any damage when the printer is moved.
Collation	Collation is a process of printing a multiple-copy job in sets. When collation is selected, the device prints an entire set before printing additional copies.
Control Panel	The control panel is a flat, typically vertical panel or screen where control or monitoring instruments are displayed. The control panel is found on the front of the printer.
Coverage	Coverage is the printing term used for a toner usage measurement on printing. For example, 5% coverage means that an A4 sided paper has about 5% image or text on it. If the paper or original has complicated images or a large amount of text, the coverage will be higher and at the same time, a toner usage will be as much as the coverage.
Default	The value or setting that is in effect when a printer is unboxed, reset, or initialized.
DHCP	A Dynamic Host Configuration Protocol (DHCP) is a client-server networking protocol. A DHCP server provides configuration parameters specific to the DHCP client host requesting, generally, information required by the client host to participate on an IP network. The DHCP also provides a mechanism for allocation of IP addresses to client hosts.
DIMM	Dual Inline Memory Module (DIMM) is a small circuit board that holds memory. The DIMM stores all data within the machine, such as printing data and received fax data.
DPI	Dots Per Inch (DPI) is a measurement of resolution that is used for scanning and printing. Generally, higher DPI results in a higher resolution, more visible detail in the image, and a larger file size.
Duplex	A mechanism that will automatically turn over a sheet of paper so that the printer can print (or scan) on both sides of the paper. A printer equipped with a duplex unit can print on both sides of the paper during one print cycle.
Duty Cycle	Duty cycle is the page quantity which does not affect printer performance for a month. Generally, the printer has the lifespan limitation such as pages per year. The lifespan means the average capacity of print-outs, usually within the warranty period. For example, if the duty cycle is 48,000 pages per month assuming 20 working days, a printer limits 2,400 pages a day.
Emulation	Emulation is a technique of one machine obtaining the same results as another. An emulator duplicates the functions of one system with a different system, so that the second system behaves like the first system. Emulation focuses on exact reproduction of external behavior. This is different from simulation, which concerns an abstract model of the system being simulated, often considering its internal state.
ESD	An electrostatic discharge (ESD) is a sudden flow of electricity between two electrically charged objects caused by contact, an electrical short, or dielectric breakdown. Discharge of built up static electricity.

Ethernet	Ethernet is a frame-based computer networking technology for local area networks (LANs). It defines wiring and signaling for the physical layer, and frame formats and protocols for the media access control (MAC)/data link layer of the OSI model. Ethernet is mostly standardized as IEEE 802.3. Ethernet has become the most widespread LAN technology in use during the 1990s to present.
FIH	A Foreign Interface Harness (FIH) is a port that enables HP multifunction printers (MFPs) to use third-party devices to extend the capabilities of the MFP.
Flow document feeder	A flow document feeder is a scanning unit that will automatically feed and turn over an original sheet of paper so that the machine can scan both sides of the paper.
FTP	A File Transfer Protocol (FTP) is a commonly used protocol for exchanging files over any network that supports the TCP/IP protocol (such as the internet or an intranet).
Fuser Unit	The fuser unit is part of a laser printer that fuses the toner onto the print media. It consists of a heat roller and a pressure roller. After toner is transferred onto the paper, the fuser unit applies heat and pressure to make sure that the toner stays on the paper permanently, which is why paper is warm when it comes out of a laser printer.
Gateway	A connection between computer networks, or between a computer network and a telephone line. It is very popular, as it is a computer or a network that allows access to another computer or network.
Grayscale	Shades of gray that represent light and dark portions of an image when color images are converted to grayscale. Colors are represented by various shades of gray.
Halftone	An image type that simulates grayscale by varying the number of dots. Highly colored areas consist of a large number of dots, while lighter areas consist of a smaller number of dots.
HDD	Hard Disk Drive (HDD), commonly referred to as a hard drive or hard disk, is a non-volatile storage device which stores digitally-encoded data on rapidly rotating platters with magnetic surfaces.
IEEE	The Institute of Electrical and Electronics Engineers (IEEE) is an international non-profit, professional organization for the advancement of technology related to electricity.
IP address	An Internet Protocol (IP) address is a unique number that a device uses in order to identify and communicate with other devices on a network utilizing the Internet Protocol standard.
IPM	The Images Per Minute (IPM) is a method of measuring the speed of a printer. An IPM rate indicates the number of single-sided sheets a printer can complete in one minute.
IPP	The Internet Printing Protocol (IPP) defines a standard protocol for printing and managing print jobs, media size, resolution, etc. IPP can be used locally, or over the internet to reach hundreds of printers. IPP also supports access control, authentication, and encryption, making it a capable and secure printing solution.
ISO	The International Organization for Standardization (ISO) is an international standard-setting body composed of representatives from national standards bodies. It produces world-wide industrial and commercial standards.
JBIG	Joint Bi-level Image Experts Group (JBIG) is an image compression standard with no loss of accuracy or quality. It was designed for compression of binary images, particularly for faxes, but can also be used for other images.
JPEG	Joint Photographic Experts Group (JPEG) is a commonly used standard method of loss compression for photographic images. It is the format used for storing and transmitting photographs on the World Wide Web.
LDAP	The Lightweight Directory Access Protocol (LDAP) is a networking protocol for querying and modifying directory services running over TCP/IP.
LED	A Light-Emitting Diode (LED) is a semiconductor device that indicates the status of a machine.
LVPS - SMPS	Low Voltage Power Supply (LVPS) / Switching Mode Power Supply (SMPS)
MAC address	Media Access Control (MAC) address is a unique identifier associated with a network adapter. MAC address is a unique 48-bit identifier usually written as 12 hexadecimal characters grouped in pairs (e.g., 00-00-0c-34-11-4e). This address is usually hard-coded into a Network Interface Card (NIC) by the manufacturer, and used as an aid for routers trying to locate machines on a large network.

MFP	Multi Function Printer (MFP) is an office printer that includes multiple functionality in one physical body, such as a printer, copier, fax, scanner, etc.
MHV	Miniature High Voltage (MHV) is designed for high voltage applications of BNC connectors (DC voltage between 500 V and 5 kV).
Modem	A device that modulates a carrier signal to encode digital information, and also demodulates such a carrier signal to decode transmitted information.
OPC	Organic Photo Conductor (OPC) is a mechanism that makes a virtual image for print using a laser beam emitted from a laser printer. It is usually green or rust colored and has a cylinder shape. An imaging unit containing a drum slowly wears the drum surface during its usage in the printer, and it should be replaced appropriately due to wear from contact with the cartridge development brush, cleaning mechanism, and paper.
Originals	The first example of something, such as a document, photograph, or text which is copied, reproduced, or translated to produce additional copies. The original itself is not copied or derived from something else.
PCA	Printed Circuit Assembly (PCA). Once the printed circuit board (PCB) is complete, electronic components must be assembled to form a functional printed circuit assembly or PCA.
PCL	Printer Command Language (PCL) is a Page Description Language (PDL) developed by HP as a printer protocol. PCL has become an industry standard. Originally developed for early Inkjet printers, PCL has been released in varying levels for thermal, dot matrix printers and laser printers.
PDF	Portable Document Format (PDF) is a proprietary file format developed by Adobe Systems. A PDF represents two dimension documents in a device independent and resolution independent format.
PostScript (PS)	PostScript (PS) is a page description language and programming language used primarily in electronic and desktop publishing. PostScript is run in an interpreter to generate an image.
Printer Driver	A program used to send commands and transfer data from the computer to the printer.
Print Media	Media like paper, envelopes, labels, and transparencies which can be used in a printer, scanner, fax, or copier.
PPM	Pages Per Minute (PPM) is a method of measurement for determining how fast a printer works, meaning the number of pages a printer can produce in one minute.
Protocol	A convention or standard that controls or enables the connection, communication, and data transfer between two computing endpoints.
Resolution	The sharpness of an image, measured in Dots Per Inch (DPI). The higher the DPI, the greater the resolution.
SMB	Server Message Block (SMB) is a network protocol mainly applied to share files, printers, serial ports, and miscellaneous communications between nodes on a network. SMB also provides an authenticated Interprocess communication mechanism.
SMTP	Simple Mail Transfer Protocol (SMTP) is the standard for email transmissions across the internet. SMTP is a relatively simple, text-based protocol, where one or more recipient of a message are specified and the message text is transferred. It is a client server protocol where the client transmits an email message to the server.
Subnet Mask	The subnet mask is used in conjunction with the network address to determine which part of the address is the network address and which part is the host address.
TCP/IP	The Transmission Control Protocol (TCP) and the Internet Protocol (IP) are the set of communications protocols that implement the protocol stack on which the internet and most commercial networks run.
TIFF	Tagged Image File Format (TIFF) is a variable-resolution bitmapped image format. TIFF describes image data that typically come from scanners. TIFF images use tags, keywords defining the characteristics of the image that is included in the file. This flexible and platform-independent format can be used for pictures that have been made by various image processing applications.
Toner Cartridge	A bottle or container that holds toner, which is used in a machine like a printer. Toner is a powder used in laser printers and photocopiers. The toner forms the text and images on printed paper. Toner can be fused by a combination of heat/pressure from the fuser, causing it to bind the fibers in the paper.

TWAIN	An industry standard for scanners and software. By using a TWAIN compliant scanner with TWAIN-compliant software, a scan can be initiated from the program. TWAIN is an image capture API for Microsoft Windows and Apple Macintosh operating systems.
URL	Uniform Resource Locator (URL) is the global address of documents and resources on the internet. The first part of the address indicates what protocol to use. The second part specifies the IP address or the domain name where the resource is located.
USB	Universal Serial Bus (USB) is a standard that was developed by the USB Implementers Forum, Inc., to connect computers and peripherals. Unlike the parallel port, USB is designed to concurrently connect a single computer USB port to multiple peripherals.
Watermark	A watermark is a recognizable image or pattern in paper that appears lighter when viewed by transmitted light. Watermarks were first introduced in Bologna, Italy in 1282. Watermarks have been used by papermakers to identify their product, and also on postage stamps, currency, and other government documents to discourage counterfeiting.
XPS	XML Paper Specification (XPS) is a specification for a Page Description Language (PDL) and a new document format developed by Microsoft. This has benefits for portable document and electronic documents. It is an XML-based specification based on a new print path and vector-based, device-independent document format.

B Revision History

Revision History

Table B-1 Revision History

Revision Number	Revision Date	Revision Notes
9.0	June, 2019	<p>Updated all inner finisher content. See Inner finisher on page 1729.</p> <p>Updated developer unit remove and replace procedure. See Developer unit on page 179.</p> <p>Added right door dampener kit remove and replace procedure. See Right door dampener and lever kit on page 439.</p> <p>Added high-voltage rail remove and replace procedure. See High-voltage rail assembly on page 457.</p>
6.0	December, 2018	<p>Added/updated E87640du/E87650du/E87660du series content.</p> <p>Added or updated repair topics for the E87640du/E87650du/E87660du series:</p> <ul style="list-style-type: none">• ADF whole unit (LX models) on page 769• Document feeder (ADF) jam access cover (LX/du models) on page 773• Document feeder (ADF) input tray (LX/du models) on page 779• Document feeder (ADF) contact image sensor (CIS) (LX/du models) on page 786• Document feeder (ADF) main motor (LX/du models) on page 798• Document feeder (ADF) pick/feed roller assembly (LX/du model) on page 807• Document feeder (ADF) PCA (LX/du models) on page 812• Document feeder separation roller assembly (LX/du models) on page 820• Document feeder feed motor (LX models) on page 827• PCA-Scanner (LX/du models only) on page 833• ADF white backing (LX/du bundles) on page 211• Island of data (IOD; du models) on page 263• Formatter (du models) on page 275• Formatter hard disk drive (HDD; du models) on page 269• Accelerator board (GX ADF only) on page 260
5.0	September, 2018	<p>Added the E87640du/E87650du/E87660du series content.</p>

Table B-1 Revision History (continued)

Revision Number	Revision Date	Revision Notes
4.0	July, 2018	<p>Updated parts numbers throughout document to remove "SAM-" prefix and updated new part numbers as identified.</p> <p>Minor content edits (including graphics)</p>
3.0	November, 2017	<p>Updated code data for Diagnostics and Service Functions</p> <p>Replaced Product Overview with the UG-style Printer Views and removed the previous "Machine external view" section.</p> <p>Updated R&R TOC level to 1.</p> <p>Replaced references to SAW with WISE and removed QR codes.</p> <p>Replaced Samsung Paper Jam content with the UG content</p> <p>Moved specifications out of the appendix to the Product Specifications chapter</p> <p>Added additional specification content to the Product Specifications chapter from the UG</p> <p>Removed the lists of tables and figures and the alphabetical and numerical lists of parts</p> <p>Replaced the glossary with the updated glossary from Topaz</p> <p>Placed ESD cautions at the beginning of the R&R sections for the main printer and both finishers.</p> <p>Removed the Samsung precaution sections</p> <p>Updated part numbers, part descriptions, diagrams, and photos</p> <p>Integrated over 250 new edits into existing content, including updated video links and part numbers. Reformatted tables and resource pages, added xrefs, and changed critical terminology.</p>
2.0	July, 2017	<p>Updated TOC to only consist of 3 levels</p> <p>Add error code and CPMD overview</p> <p>Added "How to search for documentation" section.</p> <p>Updated toner average yield data</p> <p>Changed all occurrences of #2 Phillips to #2 JIS</p>
1.0	April, 2017	Service manual initial release

C Certificate of Volatility

Certificate of Volatility

Figure C-1 Certificate of Volatility (1 of 3)

Hewlett-Packard Certificate of Volatility				
Model: HP Color LaserJet Managed MFP E876XXdn HP Color LaserJet Managed Flow MFP E876XXz HP Color LaserJet Managed MFP E876XXdu		Part Number: Managed X3A87A= E87640dn X3A90A= E87650dn X3A93A= E87660dn X3A86A= E87640z X3A89A= E87650z X3A92A= E87660z 5CM64A = E87640du 5CM65A = E87650du 5CM66A = E87660du		Address: Hewlett Packard Company 11311 Chinden Blvd Boise, ID 83714
Volatile Memory				
Does the device contain volatile memory (Memory whose contents are lost when power is removed)?				
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If Yes please describe the type, size, function, and steps to clear the memory below				
Type (SRAM, DRAM, etc.):	Size:	User Modifiable:	Function:	Steps to clear memory:
DDR3 - DRAM	HP Formatter 3GB- Obsidian 1 GB -Accel board 4 GB - Main Formatter	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Operation system and print/scan buffer	When the printer is powered off the memory is erased.
Type (SRAM, DRAM, etc.):	Size:	User Modifiable:	Function:	Steps to clear memory:
		<input type="checkbox"/> Yes <input type="checkbox"/> No		
Non-Volatile Memory				
Does the device contain non-volatile memory (Memory whose contents are retained when power is removed)?				
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If Yes please describe the type, size, function, and steps to clear the memory below				
Type (Flash, EEPROM, etc.):	Size:	User Modifiable:	Function:	Steps to clear memory:
IOD EEPROM	32KB	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Store customer setting data for backup/restore	There are no steps to clear this data.
Type (Flash, EEPROM, etc.):	Size:	User Modifiable:	Function:	Steps to clear memory:
HP side: SPI Flash	4MB	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Contains the boot code and factory product configuration data required for the device to function. User modifications are limited to downloading digitally signed HP firmware images.	There are no steps to clear this data
Type (Flash, EEPROM, etc.):	Size:	User Modifiable:	Function:	Steps to clear memory:
Samsung MSOK : MSOK – TPM NVRAM MSOK – EEPROM MSOK – CRUM	2 KB 32 KB 32 KB	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	TPM NVRAM - stores HP-signed immutable ID certificate and associated RSA key pair in locked memory. EEPROM - stores device lifecycle data (e.g. device page counts), copy of device speed license, and SED (self-encrypting drive) drive lock password. CRUM - stores device page counts, consumables information, device speed information, and product serial number.	Drive lock password can be changed through the device embedded web server interface. No other data stored on the MSOK can be cleared.

Figure C-2 Certificate of Volatility (2 of 3)

Mass Storage				
Does the device contain mass storage memory (Hard Disk Drive, Tape Backup)? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If Yes please describe the type, size, function, and steps to clear the memory below				
Type (HDD, Tape, etc.): 2 – Hard Drives (1 – HP formatter & 1 – Main board)	Size: 320GB/ea	User Modifiable: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Function: Stores customer data, OS, applications, digitally signed firmware images, persistent data, and temporary data used for processing and system functions.	Steps to clear memory: 1. Secure Storage Erase – Areas temporary files and job data by overwriting information overwriting information one or three times. 2. Secure Disk Erase – Erases files when jobs finish processing by overwriting them one or three times. 3. Secure File Erase – Erases files when jobs finish processing by overwriting them one or three times.

Optional Mass Storage				
Does the device contain mass storage memory (Hard Disk Drive, Tape Backup)? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If Yes please describe the type, size, function, and steps to clear the memory below				
Type (HDD, Tape, etc.): Optional Formatter HDD 500 GB FIPS Encrypted HDD	Size: 500GB	User Modifiable: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Function: Stores customer data, OS, applications, digitally signed firmware images, persistent data, and temporary data used for processing and system functions.	Steps to clear memory: 1. Erase and Unlock Encrypted Disk – This changes the Encryption keys rendering all data unreadable. 2. Secure Storage Erase – Areas temporary files and job data by overwriting information overwriting information one or three times. 3. Secure Disk Erase – Erases files when jobs finish processing by overwriting them one or three times. 4. Secure File Erase – Erases files when jobs finish processing by overwriting them one or three times.

USB	
Does the item accept USB input and if so, for what purpose (i.e. Print Jobs, device firmware updates, scan upload)? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If Yes please describe below	
Print jobs, HP digitally signed firmware upgrades, 3rd party application loading. USB ports can be disabled.	
Can any data other than scan upload be sent to the USB device)? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If Yes please describe below	
Diagnostic service logs can be uploaded. Print files can be printed via a USB thumb drive.	

RF/RIFD	
Does the item use RF or RFID for receive or transmit of any data including remote diagnostics. (e.g. Cellular phone, Bluetooth) <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If Yes please describe below	
Purpose:	
Frequency:	Bandwidth:
Modulation:	Effective Radiate Power (ERP):
Specifications:	

Other Transmission Capabilities

Figure C-3 Certificate of Volatility (3 of 3)

Does the device employ any other methods of non-wired access to transmit or receive any data whatsoever (e.g. anything other than standard hard wired TCP/IP, direct USB, or parallel connections)? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If Yes please describe below:	
Purpose: WiFi Direct Print	
Frequency: 2.4 GHz, 5GHz	Bandwidth: 2401 - 2495 MHz; depending on selected channel in 2.4GHz band. 5180 - 5825 MHz; depending on selected channel in 5GHz band.
Modulation:	Effective Radiate Power (ERP):
Specifications: 802.11 b/g/n	

Other Transmission Capabilities	
Does the device employ any other methods of non-wired access to transmit or receive any data whatsoever (e.g. anything other than standard hard wired TCP/IP, direct USB, or parallel connections)? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If Yes please describe below:	
Purpose: Device Beaconsing, Secure Print Apps	
Frequency: 2.4 GHz	Bandwidth: 2400-2483.5 MHz; depending on selected channel.
Modulation:	Effective Radiate Power (ERP):
Specifications: BTLE4.0 compliant	

Other Capabilities	
Does the device employ any other method of communications such as a Modem to transmit or receive any data whatsoever? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If Yes please describe below:	
Purpose:	
Specifications:	

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